

Cross-Tabulated Statistical Tables

By Key Sub-Groups

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SAMTRANS MAY 2019

Q1 HOW LONG HAVE YOU BEEN RIDING SAMTRANS?

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2109	732	657	720	1324	374	199	187	523	584	722	270	1593	78	437	165	398	878	522	522	1838	216	55	580	1529
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
6 MONTHS OR LESS [0.25 YEARS]	378	130	105	143	185	49	53	91	378	-	-	-	286	14	78	26	73	163	90	90	325	41	13	92	286
	17.9	17.8	16.0	19.8	14.0	13.1	26.8	48.5	72.2	-	-	-	17.9	18.0	17.8	15.9	18.4	18.6	17.3	17.3	17.7	18.8	22.8	15.8	18.7
MORE THAN 6 MONTHS, BUT LESS THAN ONE YEAR [0.5 YEARS]	146	68	46	32	94	31	17	3	146	-	-	-	112	7	27	10	27	63	21	21	130	12	4	25	121
	6.9	9.3	7.0	4.4	7.1	8.3	8.4	1.8	27.8	-	-	-	7.0	8.5	6.1	6.3	6.7	7.1	3.9	3.9	7.1	5.5	6.9	4.3	7.9
1-3 YEARS [2 YEARS]	584	245	173	166	364	135	42	38	-	584	-	-	446	16	122	42	106	253	117	117	516	48	19	146	438
	27.7	33.5	26.3	23.0	27.5	36.1	21.2	20.2	-	100.0	-	-	28.0	20.5	27.9	25.6	26.6	28.8	22.3	22.3	28.1	22.4	35.0	25.1	28.7
4-10 YEARS [7 YEARS]	472	153	156	163	317	78	52	20	-	-	472	-	361	22	89	43	72	210	127	127	411	47	14	142	330
	22.4	21.0	23.7	22.7	24.0	20.9	26.0	10.7	-	-	65.4	-	22.7	27.8	20.4	25.8	18.2	23.9	24.3	24.3	22.4	22.0	24.8	24.5	21.6
11-20 YEARS [15.5 YEARS]	249	75	89	84	180	37	17	12	-	-	249	-	177	12	61	15	46	99	83	83	211	36	2	85	165
	11.8	10.3	13.6	11.7	13.6	10.0	8.7	6.4	-	-	34.6	-	11.1	14.7	13.8	9.3	11.5	11.2	16.0	16.0	11.5	16.5	4.4	14.6	10.8
MORE THAN 20 YEARS [25 YEARS]	270	55	85	130	182	43	18	22	-	-	-	270	204	7	59	28	71	87	81	81	236	31	3	88	182
	12.8	7.5	13.0	18.0	13.7	11.6	8.8	12.0	-	-	-	100.0	12.8	9.0	13.4	17.1	17.9	9.9	15.5	15.5	12.8	14.3	6.1	15.2	11.9
BLANK/MULTIPLE RESPONSES	10	5	3	2	3	-	-	1	-	-	-	-	7	1	2	-	2	4	3	3	9	1	-	3	7
	0.5	0.7	0.4	0.3	0.2	-	-	0.5	-	-	-	-	0.4	1.4	0.6	-	0.6	0.5	0.6	0.6	0.5	0.4	-	0.5	0.5
MEAN YEARS	9.58	7.75	9.85	11.10	9.85	8.44	8.95	10.42	-	2.00	9.94	25.00	9.48	9.57	9.91	10.33	10.87	8.75	10.89	10.89	9.52	10.79	6.60	10.43	9.23

SAMTRANS MAY 2019

Q2 HOW DID YOU PAY FOR THIS BUS TRIP TODAY?

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2109 100.0	732 100.0	657 100.0	720 100.0	1324 100.0	374 100.0	199 100.0	187 100.0	523 100.0	584 100.0	722 100.0	270 100.0	1593 100.0	78 100.0	437 100.0	165 100.0	398 100.0	878 100.0	522 100.0	522 100.0	1838 100.0	216 100.0	55 100.0	580 100.0	1529 100.0
CASH	780 37.0	246 33.6	234 35.7	300 41.7	404 30.5	157 41.9	111 55.8	104 55.6	230 44.0	225 38.5	249 34.5	73 27.2	609 38.2	30 38.0	141 32.3	62 37.4	129 32.5	313 35.7	224 42.8	224 42.8	654 35.6	109 50.5	17 30.8	199 34.3	582 38.0
CLIPPER MONTHLY PASS	485 23.0	164 22.4	163 24.8	159 22.0	418 31.5	50 13.3	9 4.5	5 2.8	83 15.8	135 23.1	186 25.8	79 29.4	346 21.7	17 21.4	123 28.0	36 21.5	102 25.7	196 22.3	129 24.7	129 24.7	418 22.7	55 25.3	13 23.6	162 27.9	323 21.2
CLIPPER CASH VALUE	472 22.4	192 26.3	136 20.8	144 20.0	257 19.4	105 28.0	43 21.3	64 34.2	139 26.6	132 22.6	146 20.2	56 20.6	361 22.7	18 23.3	93 21.3	31 19.0	78 19.6	237 27.0	87 16.6	87 16.6	429 23.3	31 14.3	12 22.7	117 20.1	356 23.3
PAPER MONTHLY PASS	97 4.6	43 5.9	27 4.1	27 3.7	84 6.3	9 2.5	3 1.4	- 1.4	13 2.4	28 4.8	43 6.0	13 4.9	68 4.2	4 5.0	25 5.8	10 5.9	18 4.5	34 3.9	20 3.9	20 3.9	96 5.2	1 0.4	- 0.4	22 3.9	75 4.9
PAPER DAY PASS	66 3.1	12 1.7	13 2.0	41 5.7	39 3.0	15 4.1	7 3.6	2 1.2	15 2.9	7 1.2	30 4.2	14 5.2	47 3.0	4 5.4	15 3.4	6 3.4	21 5.3	18 2.0	20 3.8	20 3.8	55 3.0	11 5.0	1 1.6	24 4.1	43 2.8
TOKEN	59 2.8	33 4.6	16 2.4	10 1.3	31 2.4	14 3.9	10 5.0	3 1.7	17 3.3	19 3.3	17 2.4	5 2.0	47 2.9	2 3.0	10 2.2	6 3.7	11 2.8	25 2.8	7 1.4	7 1.4	50 2.7	4 1.7	5 8.5	14 2.4	45 2.9
MOBILE APP - ONE WAY TICKET	27 1.3	5 0.7	17 2.6	5 0.7	18 1.4	5 1.4	4 1.9	- 1.9	12 2.2	6 1.0	10 1.4	- 1.4	19 1.2	- 1.2	9 2.0	2 0.9	4 0.9	16 1.8	6 1.1	6 1.1	27 1.5	- 1.5	- 1.5	6 1.1	21 1.4
REDI-WHEELS	21 1.0	4 0.5	10 1.5	7 0.9	10 0.8	4 1.2	5 2.6	1 0.5	- 0.5	6 1.1	7 1.0	7 2.6	17 1.0	- 1.0	4 0.9	4 2.2	2 0.6	8 0.9	7 1.3	7 1.3	21 1.1	- 1.1	- 1.1	10 1.8	10 0.7
CALTRAIN MONTHLY PASS (2+ ZONES)	19 0.9	9 1.2	6 0.9	4 0.6	14 1.1	3 0.8	0 0.2	1 0.6	3 0.6	3 0.5	11 1.5	2 0.7	17 1.0	1 1.4	2 0.4	3 1.9	5 1.3	3 0.3	8 1.6	8 1.6	19 1.0	- 1.0	- 1.0	4 0.7	15 1.0
MOBILE APP - DAY PASS	12 0.6	2 0.2	8 1.2	2 0.3	8 0.6	0 0.1	1 0.7	2 0.9	3 0.5	5 0.9	4 0.6	- 0.6	12 0.8	- 0.8	- 0.8	- 1.0	4 1.0	7 0.8	1 0.2	1 0.2	11 0.6	1 0.4	- 0.4	5 0.9	7 0.4
WAY2GO PASS	8 0.4	4 0.5	2 0.3	2 0.2	5 0.4	2 0.4	1 0.4	- 0.4	2 0.3	4 0.7	2 0.3	- 0.3	6 0.4	- 0.4	1 0.3	1 0.3	1 0.2	4 0.5	1 0.2	1 0.2	7 0.4	- 0.4	1 0.9	5 0.8	3 0.2
OTHER (UNSPECIFIED)	6 0.3	1 0.2	2 0.3	2 0.3	2 0.1	1 0.2	2 1.2	- 1.2	- 1.2	- 0.1	1 0.1	5 1.8	4 0.3	- 0.3	2 0.4	- 0.4	3 0.7	2 0.2	1 0.2	1 0.2	3 0.2	- 0.2	2 4.5	1 0.2	5 0.3
BLANK/MULTIPLE RESPONSES	56 2.7	16 2.2	23 3.5	17 2.4	33 2.5	8 2.1	3 1.4	5 2.5	7 1.3	13 2.3	16 2.2	15 5.6	41 2.5	2 2.5	13 3.1	6 3.7	19 4.9	16 1.8	11 2.1	11 2.1	47 2.6	5 2.3	4 7.4	11 1.8	45 3.0

SAMTRANS MAY 2019
Q3 HOW OFTEN DO YOU USUALLY RIDE SAMTRANS?

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2109	732	657	720	1324	374	199	187	523	584	722	270	1593	78	437	165	398	878	522	522	1838	216	55	580	1529
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
6-7 DAYS/WEEK	699	210	217	272	699	-	-	-	112	161	290	133	500	33	166	68	133	280	184	184	588	96	15	248	452
	33.2	28.8	33.0	37.7	52.8				21.4	27.5	40.2	49.5	31.4	42.0	38.0	41.3	33.5	31.8	35.3	35.3	32.0	44.7	26.8	42.7	29.5
5 DAYS/WEEK	625	301	189	135	625	-	-	-	167	204	207	48	473	24	128	38	105	286	121	121	555	57	14	147	478
	29.6	41.1	28.8	18.7	47.2				31.9	34.9	28.6	17.8	29.7	30.3	29.3	23.1	26.4	32.6	23.1	23.1	30.2	26.3	24.8	25.3	31.3
4 DAYS/WEEK	196	59	69	68	-	196	-	-	48	70	56	23	154	8	35	17	38	78	46	46	180	13	4	49	147
	9.3	8.1	10.5	9.5		52.6			9.2	11.9	7.7	8.5	9.7	10.1	7.9	10.3	9.6	8.8	8.8	8.8	9.8	6.1	6.9	8.5	9.6
3 DAYS/WEEK	177	61	58	58	-	177	-	-	32	65	60	20	136	4	37	14	32	67	56	56	158	11	8	36	142
	8.4	8.4	8.8	8.0		47.4			6.0	11.2	8.3	7.6	8.6	4.8	8.5	8.5	8.0	7.6	10.7	10.7	8.6	5.2	15.5	6.2	9.3
2 DAYS/WEEK	143	38	43	63	-	-	143	-	47	32	49	16	114	1	28	16	27	63	31	31	118	20	5	39	105
	6.8	5.2	6.5	8.7			72.0		8.9	5.5	6.8	5.8	7.1	1.8	6.5	9.6	6.7	7.2	5.9	5.9	6.4	9.3	9.7	6.7	6.8
1 DAY/WEEK	56	12	13	31	-	-	56	-	24	10	20	2	50	-	5	4	14	15	21	21	51	5	0	18	38
	2.6	1.7	2.0	4.3			28.0		4.5	1.7	2.8	0.7	3.2		1.2	2.2	3.6	1.7	4.0	4.0	2.8	2.1	0.8	3.1	2.5
1-3 DAYS/MONTH	82	22	29	31	-	-	-	82	25	22	22	12	63	4	14	6	15	33	26	26	71	6	6	22	60
	3.9	3.0	4.5	4.3				43.9	4.9	3.8	3.0	4.4	4.0	5.4	3.3	3.4	3.8	3.8	5.0	5.0	3.9	2.6	10.2	3.7	4.0
LESS THAN ONCE A MONTH	105	22	34	48	-	-	-	105	68	15	10	11	87	3	14	2	24	49	29	29	101	2	1	16	88
	5.0	3.0	5.2	6.7				56.1	13.1	2.6	1.4	3.9	5.5	4.2	3.2	1.3	5.9	5.6	5.6	5.6	5.5	0.9	2.0	2.8	5.8
BLANK/MULTIPLE RESPONSES	25	6	4	15	-	-	-	-	0	5	8	5	15	1	9	1	9	7	8	8	17	6	2	6	19
	1.2	0.8	0.6	2.1					0.1	0.8	1.1	1.9	0.9	1.4	2.0	0.3	2.3	0.8	1.5	1.5	0.9	2.8	3.3	1.0	1.3
MEAN DAYS/WEEK	4.50	4.68	4.48	4.34	5.79	3.53	1.72	0.28	3.80	4.53	4.84	4.91	4.41	4.93	4.77	4.76	4.42	4.50	4.38	4.38	4.46	4.98	4.11	4.80	4.39
MEAN	4.50	4.68	4.48	4.34	5.79	3.53	1.72	0.28	3.80	4.53	4.84	4.91	4.41	4.93	4.77	4.76	4.42	4.50	4.38	4.38	4.46	4.98	4.11	4.80	4.39
STANDARD DEVIATION	2.00	1.75	2.00	2.21	0.75	0.50	0.45	0.20	2.24	1.78	1.83	2.01	2.03	1.90	1.87	1.88	2.08	1.99	2.13	2.13	2.01	1.82	2.07	1.96	2.00
STANDARD ERROR	0.05	0.06	0.07	0.13	0.02	0.03	0.04	0.02	0.11	0.08	0.08	0.15	0.06	0.24	0.11	0.16	0.13	0.07	0.13	0.13	0.05	0.15	0.34	0.10	0.06

SAMTRANS MAY 2019

Q4 AGE

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2109 100.0	732 100.0	657 100.0	720 100.0	1324 100.0	374 100.0	199 100.0	187 100.0	523 100.0	584 100.0	722 100.0	270 100.0	1593 100.0	78 100.0	437 100.0	165 100.0	398 100.0	878 100.0	522 100.0	522 100.0	1838 100.0	216 100.0	55 100.0	580 100.0	1529 100.0
13-18 [15.5]	507 24.0	308 42.0	101 15.4	98 13.6	343 25.9	86 23.1	39 19.6	37 20.0	160 30.5	230 39.5	116 16.0	1 0.3	380 23.9	16 20.3	110 25.3	31 18.5	86 21.6	197 22.5	52 9.9	52 9.9	495 26.9	8 3.7	3 6.1	71 12.3	435 28.5
19-24 [21.5]	246 11.6	62 8.5	116 17.7	67 9.3	137 10.4	58 15.6	28 13.9	18 9.8	79 15.2	106 18.1	57 7.9	3 1.1	201 12.6	10 12.2	35 8.1	15 9.1	49 12.3	126 14.3	56 10.7	56 10.7	214 11.7	30 14.1	1 1.6	52 8.9	194 12.7
25-34 [29.5]	275 13.1	81 11.0	86 13.1	109 15.1	174 13.2	38 10.3	25 12.4	37 19.7	96 18.3	68 11.7	90 12.4	20 7.6	209 13.1	9 11.8	58 13.2	21 12.8	49 12.4	114 13.0	89 17.1	89 17.1	227 12.3	44 20.4	4 8.2	72 12.4	203 13.3
35-44 [39.5]	258 12.2	68 9.4	75 11.4	115 15.9	181 13.7	37 9.9	19 9.4	21 11.1	52 10.0	63 10.8	101 14.0	42 15.6	186 11.7	11 13.4	62 14.2	15 9.3	58 14.5	119 13.6	66 12.6	66 12.6	216 11.7	37 17.2	6 10.2	82 14.1	177 11.5
45-54 [49.5]	267 12.7	82 11.2	82 12.5	103 14.3	171 12.9	45 12.1	25 12.6	25 13.5	53 10.1	32 5.4	130 18.0	53 19.7	203 12.7	10 12.8	54 12.5	29 17.8	44 11.0	110 12.5	83 15.9	83 15.9	215 11.7	44 20.3	9 16.2	96 16.5	171 11.2
55-64 [59.5]	260 12.3	74 10.1	80 12.2	106 14.7	160 12.1	52 13.9	25 12.3	20 10.5	45 8.6	42 7.2	102 14.1	70 25.9	192 12.1	15 18.7	53 12.1	18 10.9	59 14.8	94 10.7	89 17.0	89 17.0	222 12.1	34 15.6	4 6.9	99 17.1	160 10.5
65 OR OLDER [70]	271 12.9	53 7.2	109 16.7	109 15.2	148 11.2	55 14.7	40 19.9	25 13.4	36 6.9	42 7.2	110 15.3	79 29.4	213 13.3	6 8.3	52 11.9	33 20.2	48 12.0	110 12.5	79 15.1	79 15.1	228 12.4	17 7.8	26 47.6	106 18.2	165 10.8
BLANK/MULTIPLE RESPONSES	25 1.2	5 0.6	6 1.0	14 1.9	10 0.7	1 0.4	-	4 1.9	2 0.4	1 0.2	17 2.3	1 0.3	10 0.7	2 2.5	13 2.9	3 1.6	5 1.4	7 0.8	9 1.7	9 1.7	21 1.2	2 0.8	2 3.3	2 0.4	23 1.5
MEAN AGE	37.96	32.04	40.09	42.10	37.19	38.60	40.83	38.47	32.42	29.78	42.33	54.66	37.94	38.79	37.90	42.30	38.58	37.44	43.16	43.16	37.04	41.58	54.94	44.35	35.52

SAMTRANS MAY 2019
HOW WOULD YOU RATE:
Q6A CLEANLINESS AT BUS STOPS/TRANSIT CENTERS

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2095	726	649	720	1314	373	198	186	521	582	716	266	1585	77	432	164	396	867	522	522	1832	209	53	574	1521
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	628	200	179	249	366	102	76	78	175	170	192	88	577	2	49	59	118	295	126	126	541	57	29	185	443
	30.0	27.6	27.6	34.5	27.9	27.3	38.5	41.7	33.5	29.3	26.8	33.1	36.4	2.6	11.3	35.7	29.8	34.0	24.2	24.2	29.6	27.2	55.1	32.2	29.1
4	702	273	225	204	446	133	59	57	180	196	245	75	599	10	94	46	144	283	176	176	628	61	13	183	519
	33.5	37.6	34.8	28.3	34.0	35.7	30.1	30.8	34.5	33.8	34.2	28.2	37.8	12.8	21.7	28.0	36.4	32.6	33.8	33.8	34.3	29.3	23.7	32.0	34.1
3	566	183	178	205	366	105	48	37	124	164	212	65	326	19	221	39	99	222	159	159	490	67	9	129	437
	27.0	25.2	27.5	28.4	27.9	28.2	24.4	19.7	23.8	28.3	29.6	24.4	20.5	24.5	51.2	23.8	24.9	25.7	30.5	30.5	26.8	31.9	16.2	22.5	28.7
2	111	43	31	37	79	18	8	5	25	33	31	22	47	22	42	13	22	40	26	26	97	11	3	38	73
	5.3	5.9	4.8	5.1	6.0	4.7	3.8	2.8	4.7	5.6	4.3	8.2	3.0	28.4	9.7	8.2	5.5	4.6	5.1	5.1	5.3	5.3	5.0	6.6	4.8
1 VERY DISATISFIED	63	20	28	15	43	11	4	4	10	15	26	12	22	21	19	7	12	20	19	19	53	9	-	29	34
	3.0	2.8	4.2	2.1	3.3	2.8	2.1	1.9	1.9	2.6	3.6	4.3	1.4	27.4	4.5	4.1	3.1	2.3	3.6	3.6	2.9	4.5	-	5.0	2.2
NOT APPLICABLE	26	7	7	12	13	5	2	6	8	3	10	5	15	3	7	1	1	7	15	15	22	4	-	10	15
	1.2	1.0	1.0	1.6	1.0	1.2	1.1	3.1	1.5	0.5	1.5	1.7	1.0	4.3	1.6	0.3	0.3	0.8	2.8	2.8	1.2	1.7	-	1.8	1.0
BLANK	14	6	8	-	10	1	2	0	3	2	6	4	8	1	5	1	2	11	-	-	6	7	1	6	8
MEAN	3.83	3.82	3.78	3.89	3.78	3.81	4.00	4.11	3.94	3.82	3.77	3.79	4.06	2.32	3.26	3.83	3.85	3.92	3.72	3.72	3.83	3.71	4.29	3.81	3.84
STANDARD DEVIATION	1.02	1.00	1.04	1.01	1.03	0.99	0.99	0.96	0.97	1.00	1.01	1.13	0.90	1.11	0.95	1.13	1.01	1.00	1.02	1.02	1.01	1.07	0.92	1.12	0.98
STANDARD ERROR	0.03	0.03	0.04	0.06	0.03	0.06	0.09	0.09	0.05	0.05	0.04	0.09	0.03	0.14	0.05	0.09	0.06	0.04	0.06	0.06	0.03	0.09	0.15	0.06	0.03

SAMTRANS MAY 2019
HOW WOULD YOU RATE:
Q6B CLEANLINESS OF SHELTERS

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST				OVERALL SATISFACTION				RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT	
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO	
BASE-ALL RESPONDENTS	2017	713	629	675	1263	359	187	185	508	563	682	255	1526	72	419	159	382	835	498	498	1789	172	55	549	1467	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
5 VERY SATISFIED	479	154	151	173	289	79	47	58	130	132	147	68	442	2	35	46	91	218	98	98	414	40	25	147	332	
	23.7	21.6	24.1	25.7	22.9	22.0	25.2	31.1	25.5	23.4	21.6	26.7	29.0	2.7	8.2	28.8	23.8	26.1	19.7	19.7	23.1	23.4	44.8	26.7	22.6	
4	602	217	204	181	363	124	53	60	163	180	197	59	519	7	76	47	124	250	141	141	540	44	18	142	460	
	29.9	30.5	32.5	26.7	28.7	34.5	28.3	32.4	32.0	32.1	29.0	23.0	34.0	9.5	18.2	29.4	32.5	30.0	28.3	28.3	30.2	25.3	33.7	25.9	31.3	
3	595	197	174	224	397	99	57	37	122	157	237	78	381	16	198	37	112	238	170	170	540	48	7	147	448	
	29.5	27.6	27.6	33.2	31.4	27.5	30.5	20.2	24.0	27.8	34.7	30.5	25.0	21.8	47.4	23.0	29.3	28.5	34.1	34.1	30.2	27.6	13.4	26.8	30.5	
2	147	60	45	42	94	21	15	10	36	37	48	25	72	20	54	10	27	64	33	33	124	19	4	49	98	
	7.3	8.4	7.2	6.2	7.5	5.9	8.1	5.2	7.1	6.7	7.0	9.8	4.7	27.4	13.0	6.2	7.0	7.7	6.5	6.5	6.9	11.2	6.5	8.9	6.7	
1 VERY DISATISFIED	57	21	23	13	38	13	3	0	13	17	15	11	16	22	19	7	9	25	11	11	51	6	-	26	31	
	2.8	3.0	3.7	1.9	3.0	3.7	1.6	0.2	2.6	3.0	2.2	4.4	1.1	30.6	4.5	4.5	2.3	3.0	2.2	2.2	2.9	3.5		4.7	2.1	
NOT APPLICABLE	137	63	31	42	81	23	12	20	45	40	38	15	95	6	36	13	19	40	45	45	120	15	1	39	98	
	6.8	8.9	4.9	6.3	6.4	6.4	6.3	10.9	8.8	7.1	5.5	5.7	6.2	8.0	8.7	8.1	5.0	4.7	9.1	9.1	6.7	9.0	1.6	7.0	6.7	
BLANK	92	19	28	45	62	15	13	1	15	21	40	15	68	6	19	6	16	43	25	25	49	43	-	30	62	
MEAN	3.69	3.65	3.70	3.73	3.65	3.70	3.72	4.00	3.78	3.71	3.64	3.61	3.91	2.20	3.14	3.78	3.72	3.72	3.62	3.62	3.68	3.59	4.19	3.65	3.70	
STANDARD DEVIATION	1.03	1.04	1.05	1.00	1.04	1.02	1.01	0.92	1.03	1.02	0.99	1.14	0.93	1.11	0.94	1.11	1.00	1.05	0.98	0.98	1.02	1.11	0.91	1.14	0.99	
STANDARD ERROR	0.03	0.04	0.04	0.06	0.03	0.06	0.09	0.09	0.05	0.05	0.05	0.09	0.03	0.15	0.06	0.10	0.06	0.04	0.06	0.06	0.03	0.11	0.15	0.06	0.03	

SAMTRANS MAY 2019

**HOW WOULD YOU RATE:
Q6C CONDITION OF BENCHES**

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE			PROVIDED FINAL COMMENT			
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2035	711	633	691	1282	366	188	178	499	567	698	261	1541	72	423	157	390	842	500	500	1793	190	52	561	1474
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	589	194	186	208	373	99	58	50	158	160	184	82	531	4	54	56	122	255	127	127	501	64	24	183	407
	29.0	27.3	29.4	30.2	29.1	27.0	31.1	28.4	31.7	28.2	26.4	31.3	34.5	5.8	12.8	35.6	31.4	30.2	25.3	25.3	28.0	33.6	46.1	32.5	27.6
4	649	235	200	214	396	121	56	71	161	183	221	81	550	8	91	49	121	267	161	161	585	48	16	152	497
	31.9	33.0	31.6	31.0	30.9	33.1	29.9	39.8	32.3	32.2	31.7	31.1	35.7	11.0	21.6	31.4	31.0	31.7	32.2	32.2	32.6	25.5	30.7	27.0	33.7
3	535	177	166	192	343	107	49	32	111	157	197	70	336	18	181	37	100	211	148	148	480	45	10	147	388
	26.3	24.9	26.2	27.8	26.7	29.3	26.1	18.3	22.2	27.7	28.2	26.9	21.8	24.6	42.9	23.5	25.6	25.1	29.6	29.6	26.8	23.6	20.0	26.2	26.3
2	154	60	43	51	105	19	15	11	33	41	63	16	67	19	67	8	31	64	41	41	133	19	2	47	107
	7.6	8.4	6.8	7.4	8.2	5.3	8.2	6.4	6.6	7.2	9.0	6.3	4.4	26.8	15.9	5.2	7.9	7.6	8.2	8.2	7.4	10.3	3.3	8.4	7.3
1 VERY DISSATISFIED	53	22	23	9	35	13	2	2	17	12	16	8	20	19	15	4	7	27	8	8	43	10	-	17	36
	2.6	3.0	3.6	1.3	2.8	3.4	0.9	1.0	3.4	2.1	2.3	3.2	1.3	25.9	3.6	2.6	1.8	3.2	1.5	1.5	2.4	5.5	-	3.0	2.5
NOT APPLICABLE	54	23	15	16	30	6	7	11	19	15	17	3	36	4	14	3	9	18	15	15	52	3	-	16	39
	2.7	3.3	2.4	2.4	2.3	1.8	3.9	6.1	3.9	2.6	2.4	1.3	2.4	5.9	3.3	1.6	2.4	2.2	3.1	3.1	2.9	1.5	-	2.8	2.6
BLANK	74	21	23	30	43	8	11	9	24	16	24	9	53	6	15	8	8	36	22	22	45	26	2	19	55
MEAN	3.79	3.76	3.78	3.83	3.77	3.76	3.85	3.94	3.86	3.79	3.72	3.82	4.00	2.41	3.25	3.94	3.84	3.80	3.74	3.74	3.79	3.73	4.19	3.80	3.79
STANDARD DEVIATION	1.04	1.06	1.06	1.00	1.05	1.03	1.00	0.93	1.06	1.01	1.03	1.05	0.93	1.19	1.00	1.03	1.02	1.06	0.99	0.99	1.02	1.20	0.88	1.09	1.02
STANDARD ERROR	0.03	0.04	0.04	0.06	0.03	0.06	0.09	0.09	0.06	0.05	0.05	0.08	0.03	0.16	0.06	0.09	0.06	0.04	0.06	0.06	0.03	0.11	0.15	0.06	0.03

SAMTRANS MAY 2019

**HOW WOULD YOU RATE:
Q6D YOUR SENSE OF SECURITY WHILE AT THE BUS STOP/TRANSIT CENTER**

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST				OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT	
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2082	724	645	712	1310	367	197	186	521	575	714	263	1576	78	427	163	395	861	518	518	1823	205	54	570	1511
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	673	236	206	232	422	106	64	75	188	168	229	85	616	4	54	59	133	281	159	159	589	56	29	196	477
	32.4	32.6	31.9	32.5	32.2	28.8	32.5	40.6	36.1	29.2	32.1	32.4	39.1	4.6	12.6	36.2	33.8	32.6	30.7	30.7	32.3	27.5	52.9	34.4	31.6
4	740	251	234	255	439	149	78	66	185	218	244	88	611	4	125	50	136	314	188	188	658	66	15	187	553
	35.5	34.6	36.3	35.7	33.5	40.6	39.7	35.6	35.6	38.0	34.2	33.3	38.7	4.9	29.3	30.6	34.3	36.5	36.2	36.2	36.1	32.4	28.6	32.8	36.6
3	455	167	135	153	308	77	42	23	92	134	171	57	266	26	164	34	83	181	124	124	397	54	4	131	324
	21.9	23.0	21.0	21.5	23.5	20.9	21.3	12.1	17.7	23.4	23.9	21.6	16.9	33.3	38.2	20.9	21.0	21.0	23.9	23.9	21.8	26.2	8.2	22.9	21.5
2	119	39	41	39	83	22	6	9	27	35	41	17	54	14	52	10	29	53	20	20	97	18	5	25	94
	5.7	5.4	6.4	5.4	6.3	5.9	2.9	4.6	5.1	6.0	5.7	6.6	3.4	17.7	12.1	6.3	7.3	6.1	3.9	3.9	5.3	8.8	8.6	4.5	6.2
1 VERY DISATISFIED	60	24	17	18	35	11	6	6	18	15	16	10	15	27	18	6	5	20	20	20	53	7	-	20	39
	2.9	3.3	2.7	2.6	2.7	3.1	2.8	3.1	3.4	2.6	2.2	3.9	1.0	34.1	4.2	3.5	1.2	2.4	3.9	3.9	2.9	3.5		3.6	2.6
NOT APPLICABLE	34	7	11	16	23	2	2	7	11	4	13	6	15	4	15	4	9	12	7	7	30	3	1	11	24
	1.6	0.9	1.7	2.3	1.7	0.6	0.8	4.0	2.2	0.8	1.8	2.2	0.9	5.4	3.6	2.5	2.3	1.4	1.3	1.3	1.7	1.6	1.6	1.9	1.6
BLANK	27	8	12	8	14	7	3	1	2	9	8	7	17	-	10	2	3	17	4	4	16	11	1	9	18
MEAN	3.90	3.89	3.90	3.92	3.88	3.87	3.97	4.10	3.98	3.86	3.90	3.86	4.13	2.24	3.35	3.92	3.94	3.92	3.87	3.87	3.91	3.73	4.28	3.92	3.90
STANDARD DEVIATION	1.02	1.04	1.02	1.00	1.03	1.00	0.96	1.01	1.03	0.99	1.00	1.08	0.88	1.15	1.00	1.08	0.98	1.00	1.03	1.03	1.01	1.07	0.95	1.04	1.01
STANDARD ERROR	0.03	0.04	0.04	0.06	0.03	0.06	0.08	0.09	0.05	0.05	0.04	0.08	0.03	0.15	0.06	0.09	0.06	0.04	0.06	0.06	0.03	0.09	0.16	0.05	0.03

SAMTRANS MAY 2019

**HOW WOULD YOU RATE:
Q6E TRANSIT CENTER REAL TIME INFO POSTED ON ELECTRONIC SIGNS**

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST				OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT	
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2052	717	631	705	1288	365	196	180	511	566	701	265	1552	76	424	160	390	851	507	507	1797	205	50	569	1483
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	609	193	187	230	378	99	70	55	168	163	182	93	562	4	43	53	116	258	145	145	519	68	22	172	437
	29.7	26.9	29.6	32.6	29.4	27.1	35.5	30.6	32.8	28.8	25.9	35.2	36.2	5.5	10.2	33.1	29.9	30.4	28.5	28.5	28.9	33.3	44.0	30.2	29.5
4	553	199	168	186	350	104	48	44	126	150	215	60	456	9	89	37	104	248	133	133	483	49	21	139	414
	27.0	27.7	26.6	26.4	27.1	28.6	24.3	24.6	24.6	26.5	30.6	22.5	29.4	11.3	21.0	22.9	26.6	29.1	26.1	26.1	26.9	24.0	42.1	24.5	27.9
3	424	143	148	133	272	84	43	23	93	134	151	46	268	16	140	21	80	189	102	102	381	37	6	113	312
	20.7	19.9	23.5	18.9	21.1	23.1	22.0	13.0	18.2	23.6	21.6	17.3	17.3	20.3	33.1	13.2	20.6	22.2	20.2	20.2	21.2	17.9	12.1	19.8	21.0
2	175	79	34	63	127	30	7	10	46	42	60	27	92	16	68	17	43	56	44	44	138	37	-	56	119
	8.5	11.0	5.4	8.9	9.9	8.2	3.7	5.4	9.1	7.4	8.5	10.2	5.9	20.3	16.1	10.6	11.1	6.6	8.7	8.7	7.7	18.1	-	9.8	8.0
1 VERY DISATISFIED	107	41	34	33	70	21	4	8	26	34	35	12	34	30	43	9	13	41	32	32	97	10	-	35	72
	5.2	5.7	5.4	4.6	5.4	5.7	2.0	4.5	5.0	6.0	4.9	4.6	2.2	39.6	10.0	5.5	3.4	4.9	6.3	6.3	5.4	5.1	-	6.2	4.8
NOT APPLICABLE	183	63	60	61	92	27	24	39	53	44	59	27	140	2	41	24	33	58	52	52	179	3	1	54	129
	8.9	8.8	9.5	8.6	7.1	7.3	12.5	21.8	10.3	7.7	8.4	10.2	9.0	3.0	9.7	14.8	8.4	6.8	10.2	10.2	10.0	1.6	1.8	9.4	8.7
BLANK	57	15	26	16	36	9	4	6	13	18	20	5	41	2	14	5	8	27	15	15	41	10	5	11	46
MEAN	3.74	3.65	3.77	3.80	3.70	3.68	4.00	3.91	3.79	3.70	3.70	3.82	4.00	2.20	3.06	3.79	3.75	3.79	3.69	3.69	3.73	3.63	4.33	3.69	3.76
STANDARD DEVIATION	1.17	1.20	1.15	1.17	1.18	1.16	1.02	1.17	1.20	1.18	1.14	1.21	1.03	1.25	1.14	1.26	1.14	1.13	1.21	1.21	1.17	1.26	0.69	1.23	1.15
STANDARD ERROR	0.03	0.04	0.04	0.07	0.04	0.07	0.10	0.12	0.06	0.06	0.05	0.10	0.03	0.16	0.07	0.11	0.07	0.04	0.08	0.08	0.03	0.11	0.12	0.07	0.04

SAMTRANS MAY 2019

**HOW WOULD YOU RATE:
Q6F POSTED INFORMATION ON INFO BOARDS (SCHEDULES, FLYERS, MAPS)**

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST				OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT	
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2053	717	640	697	1289	362	194	184	507	566	711	258	1558	78	417	156	390	853	509	509	1805	203	45	559	1495
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	692	234	223	235	427	110	82	67	184	181	233	92	632	2	58	58	130	294	163	163	606	62	24	188	505
	33.7	32.7	34.8	33.8	33.1	30.4	42.3	36.1	36.3	32.0	32.7	35.6	40.6	3.1	13.8	37.1	33.3	34.5	32.0	32.0	33.6	30.6	53.9	33.6	33.8
4	567	196	175	196	363	114	49	38	127	158	217	60	464	10	93	47	110	241	143	143	500	51	15	153	414
	27.6	27.4	27.3	28.1	28.1	31.4	25.0	20.8	25.1	28.0	30.5	23.4	29.8	13.4	22.2	29.9	28.1	28.2	28.0	28.0	27.7	25.3	33.8	27.4	27.7
3	432	155	140	138	279	71	44	31	94	132	148	57	265	20	147	23	83	178	108	108	386	41	5	110	322
	21.0	21.6	21.8	19.8	21.7	19.6	22.8	16.6	18.4	23.4	20.8	22.2	17.0	25.1	35.3	14.8	21.3	20.9	21.3	21.3	21.4	20.3	10.4	19.8	21.5
2	160	59	40	62	104	32	3	20	46	38	60	16	75	15	70	13	33	62	43	43	141	18	1	49	111
	7.8	8.2	6.2	8.8	8.1	8.7	1.4	11.0	9.0	6.8	8.4	6.1	4.8	19.1	16.8	8.2	8.5	7.2	8.5	8.5	7.8	8.7	1.9	8.7	7.4
1 VERY DISATISFIED	79	27	30	21	57	9	3	4	25	21	17	15	30	27	21	4	12	38	16	16	57	22	-	30	49
	3.8	3.8	4.7	3.0	4.4	2.6	1.3	2.3	4.8	3.7	2.4	5.7	1.9	35.1	5.1	2.6	3.0	4.4	3.2	3.2	3.2	10.6	-	5.3	3.3
NOT APPLICABLE	123	45	33	45	59	26	14	24	32	35	36	18	92	3	28	11	23	40	36	36	114	9	-	29	94
	6.0	6.3	5.2	6.4	4.6	7.3	7.1	13.2	6.3	6.2	5.1	6.9	5.9	4.2	6.8	7.2	5.8	4.7	7.0	7.0	6.3	4.5	-	5.2	6.3
BLANK	56	15	17	24	36	12	5	2	16	17	11	12	35	-	21	9	7	25	13	13	33	13	9	21	34
MEAN	3.85	3.82	3.86	3.86	3.81	3.84	4.14	3.89	3.84	3.83	3.87	3.83	4.09	2.27	3.25	3.98	3.85	3.85	3.83	3.83	3.86	3.59	4.40	3.79	3.87
STANDARD DEVIATION	1.12	1.12	1.14	1.11	1.14	1.07	0.94	1.16	1.19	1.10	1.07	1.19	1.00	1.19	1.08	1.09	1.10	1.13	1.11	1.11	1.10	1.32	0.76	1.18	1.10
STANDARD ERROR	0.03	0.04	0.04	0.07	0.04	0.07	0.09	0.11	0.06	0.05	0.05	0.09	0.03	0.16	0.06	0.09	0.07	0.04	0.07	0.07	0.03	0.12	0.14	0.06	0.03

SAMTRANS MAY 2019

**HOW WOULD YOU RATE:
Q6G COMMUNICATION OF SERVICE CHANGES (SCHEDULE, FARE CHANGES, ETC)**

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE			PROVIDED FINAL COMMENT			
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2021	704	630	687	1272	362	193	177	500	568	690	256	1526	72	423	155	377	846	499	499	1779	197	45	548	1473
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	616	204	186	226	384	102	71	53	149	167	206	90	559	3	54	48	112	261	154	154	540	62	14	181	435
	30.5	29.0	29.4	32.9	30.2	28.1	36.8	29.8	29.8	29.4	29.8	35.2	36.6	4.0	12.6	30.9	29.7	30.9	30.8	30.8	30.3	31.7	30.0	33.0	29.5
4	609	207	189	213	382	116	63	43	131	156	237	83	504	6	99	48	122	262	144	144	532	58	20	153	457
	30.1	29.5	29.9	31.1	30.0	31.9	32.6	24.1	26.3	27.5	34.3	32.5	33.0	8.5	23.4	31.2	32.5	31.0	28.9	28.9	29.9	29.2	43.5	27.8	31.0
3	414	148	136	130	270	84	34	25	101	136	132	44	243	16	156	28	74	167	105	105	364	41	9	106	308
	20.5	21.1	21.6	18.9	21.2	23.1	17.7	14.1	20.2	23.9	19.1	17.3	15.9	21.8	36.7	18.0	19.7	19.7	21.1	21.1	20.5	20.7	20.6	19.3	20.9
2	160	62	45	54	114	26	7	12	36	52	59	13	81	20	60	14	31	65	42	42	138	22	-	51	109
	7.9	8.8	7.1	7.8	9.0	7.2	3.7	6.7	7.2	9.2	8.5	5.3	5.3	27.4	14.1	9.0	8.2	7.7	8.4	8.4	7.8	11.4	-	9.3	7.4
1 VERY DISATISFIED	63	30	28	5	45	10	3	3	18	16	22	8	17	25	21	6	7	29	12	12	54	7	2	20	43
	3.1	4.3	4.4	0.7	3.5	2.7	1.3	1.9	3.6	2.7	3.2	2.9	1.1	34.3	5.0	4.0	1.8	3.4	2.4	2.4	3.0	3.6	4.0	3.7	2.9
NOT APPLICABLE	159	52	48	59	77	25	15	42	65	42	35	17	122	3	34	11	30	62	42	42	151	7	1	38	121
	7.9	7.4	7.6	8.5	6.1	7.0	7.8	23.5	13.0	7.3	5.1	6.7	8.0	4.0	8.1	7.0	8.1	7.3	8.4	8.4	8.5	3.4	1.9	6.8	8.2
BLANK	88	28	26	33	52	12	6	10	23	16	32	14	67	7	14	10	21	33	23	23	60	19	9	32	56
MEAN	3.83	3.76	3.79	3.96	3.79	3.81	4.08	3.96	3.82	3.77	3.83	3.99	4.07	2.17	3.27	3.82	3.87	3.84	3.84	3.84	3.84	3.77	3.97	3.83	3.84
STANDARD DEVIATION	1.08	1.13	1.12	0.99	1.11	1.04	0.94	1.07	1.12	1.09	1.07	1.04	0.95	1.14	1.05	1.13	1.03	1.09	1.07	1.07	1.08	1.14	0.95	1.14	1.06
STANDARD ERROR	0.03	0.04	0.04	0.06	0.04	0.07	0.09	0.11	0.06	0.05	0.05	0.08	0.03	0.15	0.06	0.10	0.07	0.04	0.07	0.07	0.03	0.10	0.17	0.06	0.03

SAMTRANS MAY 2019
HOW WOULD YOU RATE:
Q6H REAL TIME BUS ARRIVAL INFORMATION (511)

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2038	713	629	695	1283	365	192	180	506	568	694	263	1541	74	423	161	385	843	502	502	1791	205	41	552	1486
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	528	179	169	180	322	88	62	54	133	140	168	88	489	2	38	41	93	247	125	125	458	56	15	151	377
	25.9	25.2	26.9	25.8	25.1	24.0	32.4	29.9	26.3	24.6	24.2	33.5	31.7	2.7	9.0	25.6	24.2	29.3	24.8	24.8	25.6	27.1	36.5	27.4	25.4
4	560	182	185	193	344	104	57	48	130	156	212	61	483	3	74	40	114	245	127	127	484	58	19	138	423
	27.5	25.6	29.5	27.7	26.8	28.4	29.5	27.0	25.7	27.4	30.5	23.1	31.4	4.6	17.5	24.9	29.6	29.1	25.3	25.3	27.0	28.0	47.2	24.9	28.5
3	459	176	120	163	301	86	40	27	111	142	151	51	301	17	141	34	88	169	119	119	408	49	2	135	323
	22.5	24.7	19.0	23.4	23.4	23.6	20.6	15.2	22.0	25.0	21.8	19.6	19.5	22.4	33.4	21.1	22.8	20.0	23.7	23.7	22.8	23.7	4.4	24.5	21.8
2	164	68	45	51	116	25	11	11	38	59	54	12	79	13	72	12	37	56	41	41	140	23	0	40	124
	8.0	9.5	7.1	7.3	9.0	6.9	5.7	6.0	7.5	10.4	7.8	4.6	5.1	17.5	17.0	7.7	9.6	6.7	8.2	8.2	7.8	11.2	1.1	7.2	8.3
1 VERY DISATISFIED	136	40	45	52	100	24	7	4	35	34	47	19	44	36	56	10	21	52	45	45	116	18	2	48	88
	6.7	5.6	7.1	7.5	7.8	6.6	3.5	2.1	7.0	6.0	6.8	7.1	2.9	49.1	13.2	6.1	5.5	6.2	8.9	8.9	6.5	9.0	4.4	8.7	5.9
NOT APPLICABLE	190	68	65	57	101	38	16	36	59	37	61	32	146	3	42	24	32	74	46	46	186	2	3	40	150
	9.3	9.5	10.4	8.2	7.9	10.4	8.2	19.9	11.7	6.6	8.8	12.1	9.5	3.7	9.8	14.7	8.3	8.8	9.1	9.1	10.4	0.9	6.4	7.3	10.1
BLANK	71	19	28	25	41	9	7	7	17	16	28	7	52	4	15	4	12	35	20	20	47	10	14	28	44
MEAN	3.64	3.61	3.69	3.62	3.57	3.63	3.89	3.96	3.64	3.58	3.63	3.81	3.93	1.90	2.91	3.66	3.63	3.75	3.54	3.54	3.64	3.54	4.18	3.59	3.66
STANDARD DEVIATION	1.19	1.17	1.20	1.20	1.22	1.17	1.08	1.05	1.21	1.18	1.18	1.23	1.04	1.09	1.17	1.20	1.15	1.18	1.25	1.25	1.19	1.25	0.95	1.25	1.17
STANDARD ERROR	0.03	0.04	0.05	0.07	0.04	0.07	0.10	0.11	0.07	0.06	0.05	0.10	0.03	0.15	0.07	0.11	0.07	0.04	0.08	0.08	0.03	0.11	0.19	0.07	0.04

SAMTRANS MAY 2019
HOW WOULD YOU RATE:
Q6I SAMTRANS MOBILE APP REAL TIME INFO

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	1973	689	614	670	1243	351	190	172	495	552	670	248	1493	73	407	148	372	828	481	481	1742	197	34	537	1436
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	481	162	152	168	305	81	48	44	123	132	153	73	435	2	45	33	86	226	105	105	415	56	10	131	350
	24.4	23.4	24.7	25.1	24.5	23.1	25.5	25.8	24.8	23.9	22.8	29.6	29.1	2.7	11.0	22.6	23.1	27.3	21.8	21.8	23.8	28.6	30.4	24.4	24.4
4	415	141	138	136	268	76	40	30	102	113	156	44	339	11	65	26	72	195	102	102	356	46	14	120	295
	21.0	20.5	22.5	20.3	21.6	21.6	21.2	17.2	20.6	20.4	23.2	17.9	22.7	15.5	15.9	17.7	19.2	23.6	21.3	21.3	20.4	23.2	41.0	22.4	20.5
3	322	109	103	110	221	51	26	22	87	86	114	34	190	18	115	18	59	133	82	82	276	42	4	81	242
	16.3	15.8	16.8	16.5	17.8	14.6	13.5	12.6	17.5	15.6	17.0	13.7	12.7	24.3	28.2	11.8	15.8	16.1	17.1	17.1	15.9	21.5	10.5	15.0	16.8
2	133	53	36	44	96	21	5	5	33	34	44	18	69	14	50	9	28	49	33	33	113	19	1	38	95
	6.7	7.6	5.9	6.6	7.7	6.0	2.9	3.1	6.6	6.2	6.6	7.4	4.6	19.5	12.4	6.2	7.6	6.0	6.9	6.9	6.5	9.7	2.6	7.1	6.6
1 VERY DISATISFIED	69	27	25	17	48	16	2	3	24	20	20	6	22	19	28	7	8	28	20	20	59	8	2	22	47
	3.5	4.0	4.1	2.5	3.9	4.6	0.9	1.7	4.8	3.5	2.9	2.4	1.5	26.3	6.8	4.9	2.0	3.4	4.2	4.2	3.4	4.2	5.3	4.2	3.3
NOT APPLICABLE	552	198	160	194	305	105	69	68	127	168	184	72	439	8	105	54	120	196	138	138	523	25	4	145	407
	28.0	28.7	26.0	29.0	24.6	30.1	36.1	39.6	25.7	30.4	27.4	29.0	29.4	11.6	25.7	36.8	32.4	23.7	28.6	28.6	30.0	12.8	10.3	26.9	28.4
BLANK	136	43	43	51	81	23	9	14	28	31	52	22	100	5	30	17	25	50	42	42	96	19	21	43	93
MEAN	3.78	3.73	3.78	3.83	3.73	3.75	4.06	4.03	3.72	3.79	3.78	3.91	4.04	2.42	3.16	3.74	3.79	3.86	3.70	3.70	3.78	3.71	3.99	3.76	3.78
STANDARD DEVIATION	1.15	1.19	1.15	1.12	1.17	1.19	0.96	1.05	1.20	1.16	1.11	1.15	1.02	1.18	1.15	1.26	1.12	1.12	1.17	1.17	1.15	1.18	1.07	1.18	1.14
STANDARD ERROR	0.04	0.05	0.05	0.08	0.04	0.08	0.10	0.13	0.07	0.07	0.06	0.11	0.04	0.17	0.08	0.13	0.08	0.05	0.09	0.09	0.04	0.11	0.24	0.07	0.04

SAMTRANS MAY 2019

**HOW WOULD YOU RATE:
Q6J EXPERIENCE PURCHASING YOUR TICKET (ONBOARD BUS, ON CLIPPER, ETC)**

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST				OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT	
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2010	699	626	684	1264	353	193	180	499	570	682	252	1525	72	413	156	385	839	485	485	1773	194	43	548	1461
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	883	308	268	307	546	154	91	87	210	243	297	131	781	12	91	69	169	376	217	217	778	86	20	256	627
	44.0	44.1	42.9	44.9	43.2	43.6	47.0	48.5	42.0	42.6	43.6	52.0	51.2	16.2	22.0	44.3	43.8	44.8	44.6	44.6	43.9	44.3	46.0	46.7	42.9
4	557	184	172	201	345	97	57	55	144	143	207	62	422	9	126	47	114	244	115	115	503	39	14	135	422
	27.7	26.3	27.5	29.4	27.3	27.4	29.3	30.4	28.9	25.1	30.4	24.6	27.7	12.4	30.4	30.3	29.5	29.0	23.6	23.6	28.4	20.2	34.1	24.6	28.9
3	277	102	100	76	193	52	15	11	71	85	94	24	139	22	116	12	40	117	75	75	237	34	7	67	210
	13.8	14.5	16.0	11.0	15.3	14.8	7.8	6.4	14.2	14.9	13.8	9.4	9.1	31.2	28.1	7.9	10.3	14.0	15.4	15.4	13.4	17.3	15.7	12.2	14.4
2	44	15	14	15	28	7	5	4	13	10	15	6	15	8	21	3	10	16	10	10	36	8	-	11	33
	2.2	2.2	2.2	2.2	2.2	2.0	2.8	2.1	2.5	1.8	2.2	2.3	1.0	10.8	5.2	2.0	2.5	1.9	2.1	2.1	2.0	4.0	-	2.0	2.3
1 VERY DISATISFIED	43	16	15	12	29	10	2	1	15	11	13	4	11	19	13	6	4	16	14	14	31	10	2	14	29
	2.1	2.3	2.3	1.8	2.3	2.8	1.1	0.7	3.0	1.9	1.9	1.4	0.7	26.3	3.2	3.6	1.0	1.9	2.8	2.8	1.8	5.2	4.2	2.6	2.0
NOT APPLICABLE	205	74	58	73	124	33	23	21	47	77	55	26	157	2	46	19	50	70	56	56	188	17	-	65	140
	10.2	10.6	9.2	10.7	9.8	9.4	12.1	11.9	9.4	13.6	8.1	10.2	10.3	3.2	11.2	11.9	12.9	8.4	11.5	11.5	10.6	8.9	-	11.9	9.6
BLANK	99	33	30	36	60	21	6	7	25	14	40	18	68	7	25	9	13	39	37	37	66	21	12	32	68
MEAN	4.22	4.20	4.17	4.27	4.19	4.18	4.35	4.40	4.15	4.21	4.21	4.38	4.42	2.81	3.71	4.24	4.29	4.23	4.19	4.19	4.24	4.03	4.18	4.26	4.20
STANDARD DEVIATION	0.95	0.97	0.97	0.91	0.97	0.99	0.86	0.80	1.01	0.95	0.93	0.89	0.78	1.41	1.02	1.00	0.87	0.93	1.01	1.01	0.92	1.17	1.00	0.98	0.94
STANDARD ERROR	0.03	0.04	0.04	0.06	0.03	0.06	0.08	0.08	0.05	0.05	0.04	0.07	0.02	0.19	0.06	0.09	0.06	0.04	0.07	0.07	0.03	0.11	0.18	0.05	0.03

SAMTRANS MAY 2019
HOW WOULD YOU RATE:
Q6K DIGITAL COMMUNICATIONS (WEBSITE, SOCIAL MEDIA)

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	1936	689	590	656	1224	348	186	166	488	536	660	247	1460	67	409	150	356	808	479	479	1729	174	33	524	1412
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	531	181	152	199	346	88	53	41	121	140	175	95	480	3	49	50	97	223	127	127	466	60	5	149	382
	27.4	26.2	25.7	30.3	28.3	25.3	28.5	24.9	24.7	26.2	26.5	38.7	32.9	4.3	11.9	33.6	27.2	27.6	26.6	26.6	27.0	34.5	15.8	28.5	27.0
4	482	161	152	168	313	87	38	42	119	120	188	53	384	5	92	35	93	209	118	118	426	38	17	121	360
	24.9	23.4	25.8	25.6	25.6	25.1	20.6	25.4	24.5	22.4	28.4	21.4	26.3	8.0	22.6	23.1	26.0	25.9	24.7	24.7	24.7	22.1	51.7	23.2	25.5
3	309	121	98	90	201	58	27	19	87	97	90	36	171	19	119	13	57	140	70	70	276	29	5	85	224
	16.0	17.6	16.5	13.8	16.4	16.7	14.8	11.6	17.8	18.0	13.6	14.5	11.7	28.8	29.2	8.6	16.1	17.4	14.6	14.6	15.9	16.5	14.9	16.3	15.9
2	91	37	22	32	60	17	7	6	29	32	24	5	40	12	39	14	8	30	25	25	78	13	-	21	70
	4.7	5.4	3.8	4.8	4.9	5.0	3.7	3.9	6.0	6.0	3.6	2.1	2.7	17.8	9.6	9.3	2.4	3.7	5.3	5.3	4.5	7.7		4.0	5.0
1 VERY DISSATISFIED	49	17	22	10	33	8	5	1	13	14	17	4	19	21	9	6	1	24	12	12	40	7	2	18	31
	2.5	2.4	3.7	1.5	2.7	2.3	2.6	0.5	2.6	2.5	2.6	1.8	1.3	31.9	2.2	3.8	0.4	2.9	2.5	2.5	2.3	3.9	5.5	3.4	2.2
NOT APPLICABLE	474	172	144	157	270	90	55	56	119	134	167	53	367	6	101	32	99	182	126	126	443	27	4	129	345
	24.5	25.0	24.5	23.9	22.1	25.7	29.8	33.6	24.4	24.9	25.3	21.5	25.1	9.4	24.6	21.6	27.9	22.5	26.3	26.3	25.6	15.4	12.1	24.6	24.4
BLANK	173	43	66	64	101	25	14	20	36	48	61	23	133	11	29	15	42	70	44	44	110	42	22	56	117
MEAN	3.93	3.87	3.87	4.03	3.92	3.89	3.98	4.06	3.83	3.85	3.97	4.19	4.16	2.28	3.43	3.94	4.07	3.92	3.92	3.92	3.93	3.89	3.82	3.92	3.93
STANDARD DEVIATION	1.06	1.07	1.09	1.01	1.06	1.05	1.08	0.93	1.08	1.09	1.02	0.98	0.93	1.18	0.99	1.21	0.88	1.05	1.07	1.07	1.05	1.17	0.95	1.10	1.04
STANDARD ERROR	0.03	0.04	0.05	0.07	0.04	0.07	0.11	0.11	0.06	0.06	0.05	0.09	0.03	0.17	0.07	0.12	0.07	0.04	0.08	0.08	0.03	0.12	0.22	0.07	0.04

SAMTRANS MAY 2019

**HOW WOULD YOU RATE:
Q6L HELPFULNESS/COURTESY OF CUSTOMER SERVICE CENTER (1-800-660-4287)**

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST				OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT	
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2001	694	621	687	1267	354	190	169	496	555	685	257	1521	72	409	159	375	832	491	491	1772	190	40	548	1453
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	629	207	182	240	398	102	69	56	152	169	201	106	574	2	53	68	117	255	148	148	545	71	13	195	434
	31.4	29.8	29.4	34.9	31.4	28.8	36.1	33.3	30.7	30.4	29.4	41.1	37.7	2.8	13.0	42.7	31.1	30.7	30.2	30.2	30.8	37.2	31.9	35.6	29.8
4	444	142	148	153	284	80	42	34	101	123	159	58	359	8	78	32	91	192	103	103	392	36	15	121	323
	22.2	20.5	23.9	22.4	22.5	22.6	22.3	19.8	20.3	22.2	23.2	22.6	23.6	10.6	19.0	20.4	24.4	23.1	21.0	21.0	22.1	19.2	38.1	22.1	22.2
3	303	89	101	113	201	60	23	12	70	78	113	38	158	16	129	20	49	119	90	90	268	29	6	82	220
	15.1	12.8	16.2	16.5	15.9	17.0	12.0	6.8	14.1	14.0	16.6	14.7	10.4	21.8	31.6	12.3	13.0	14.3	18.3	18.3	15.1	15.1	14.6	15.0	15.2
2	81	31	23	27	53	15	4	6	15	22	39	4	34	13	34	6	18	23	25	25	73	7	1	26	55
	4.0	4.4	3.7	3.9	4.2	4.2	1.9	3.5	3.0	4.0	5.7	1.7	2.2	18.3	8.3	3.6	4.8	2.8	5.1	5.1	4.1	3.5	2.2	4.7	3.8
1 VERY DISATISFIED	57	20	22	16	43	8	3	2	13	14	18	13	18	25	15	3	3	28	18	18	41	15	2	18	39
	2.9	2.9	3.5	2.3	3.4	2.2	1.8	1.2	2.6	2.5	2.6	5.0	1.2	34.2	3.7	2.0	0.9	3.4	3.6	3.6	2.3	7.7	4.5	3.3	2.7
NOT APPLICABLE	488	206	145	137	287	89	49	60	145	149	155	38	379	9	99	30	97	214	107	107	452	33	4	106	382
	24.4	29.6	23.3	20.0	22.7	25.1	25.9	35.3	29.2	26.9	22.6	14.8	25.0	12.3	24.3	19.1	25.9	25.7	21.7	21.7	25.5	17.2	8.8	19.3	26.3
BLANK	108	38	36	34	58	20	9	17	28	29	37	13	73	6	29	6	22	47	31	31	67	26	15	32	76
MEAN	4.00	3.99	3.94	4.05	3.96	3.96	4.20	4.25	4.04	4.01	3.92	4.09	4.26	2.20	3.39	4.21	4.08	4.01	3.88	3.88	4.01	3.90	3.99	4.01	3.99
STANDARD DEVIATION	1.08	1.11	1.09	1.05	1.11	1.05	0.97	0.98	1.07	1.07	1.09	1.12	0.91	1.18	1.05	1.02	0.98	1.08	1.13	1.13	1.06	1.28	1.04	1.11	1.07
STANDARD ERROR	0.03	0.05	0.05	0.07	0.04	0.07	0.10	0.12	0.07	0.06	0.06	0.09	0.03	0.17	0.07	0.10	0.07	0.05	0.08	0.08	0.03	0.13	0.21	0.06	0.04

SAMTRANS MAY 2019

**HOW WOULD YOU RATE:
Q6M ON-TIME ARRIVAL (WITHIN FIVE MINUTES OF SCHEDULED ARRIVAL TIME)**

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST				OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT	
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2084	725	649	710	1309	373	199	182	514	581	711	267	1585	75	425	165	392	869	512	512	1819	211	53	572	1513
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	607	203	187	217	353	106	76	69	176	165	177	88	577	1	29	61	105	283	129	129	524	69	14	172	435
	29.1	28.0	28.8	30.6	27.0	28.4	38.4	38.0	34.3	28.4	24.9	32.9	36.4	1.2	6.8	37.2	26.7	32.6	25.1	25.1	28.8	32.5	26.5	30.2	28.7
4	650	227	213	210	407	109	68	57	152	178	249	66	579	6	65	55	118	291	144	144	564	58	28	148	502
	31.2	31.3	32.8	29.6	31.1	29.2	34.0	31.1	29.5	30.6	34.9	24.9	36.5	8.3	15.3	33.4	30.0	33.5	28.1	28.1	31.0	27.5	52.4	25.8	33.2
3	467	156	140	172	311	87	30	37	109	125	170	61	287	17	163	28	107	169	127	127	414	46	7	148	319
	22.4	21.5	21.5	24.1	23.8	23.3	14.9	20.2	21.1	21.6	23.8	22.9	18.1	22.6	38.4	16.9	27.2	19.5	24.8	24.8	22.8	21.6	13.6	25.9	21.1
2	207	77	60	70	135	48	16	4	39	80	66	22	96	16	96	13	42	71	59	59	187	17	3	52	155
	9.9	10.6	9.3	9.9	10.3	12.9	7.9	2.3	7.5	13.7	9.3	8.1	6.0	21.4	22.5	8.1	10.6	8.2	11.6	11.6	10.3	8.0	5.9	9.2	10.2
1 VERY DISSATISFIED	115	52	39	24	83	15	6	9	35	26	34	20	23	35	57	5	16	43	35	35	98	16	1	40	75
	5.5	7.1	6.0	3.4	6.4	4.0	3.2	4.8	6.8	4.5	4.8	7.4	1.5	46.5	13.4	3.1	4.1	4.9	6.8	6.8	5.4	7.7	1.6	7.0	5.0
NOT APPLICABLE	38	11	10	17	20	9	3	7	4	7	16	10	23	-	15	2	6	11	18	18	33	6	-	11	27
	1.8	1.5	1.6	2.4	1.5	2.3	1.5	3.7	0.8	1.3	2.3	3.7	1.4		3.6	1.2	1.5	1.3	3.6	3.6	1.8	2.6		1.9	1.8
BLANK	25	7	7	10	15	0	0	5	9	3	10	3	9	3	13	1	5	9	10	10	19	4	1	8	17
MEAN	3.70	3.63	3.70	3.76	3.63	3.67	3.98	3.99	3.78	3.65	3.67	3.71	4.02	1.96	2.79	3.95	3.65	3.82	3.55	3.55	3.69	3.71	3.96	3.64	3.72
STANDARD DEVIATION	1.16	1.20	1.16	1.11	1.17	1.15	1.08	1.07	1.19	1.16	1.10	1.24	0.97	1.07	1.09	1.08	1.11	1.13	1.20	1.20	1.16	1.23	0.89	1.21	1.14
STANDARD ERROR	0.03	0.04	0.04	0.06	0.04	0.07	0.09	0.10	0.06	0.05	0.05	0.10	0.03	0.14	0.06	0.09	0.07	0.04	0.07	0.07	0.03	0.11	0.15	0.06	0.03

SAMTRANS MAY 2019

**HOW WOULD YOU RATE:
Q6N EXPERIENCE USING YOUR TICKET ONBOARD (PAPER, CLIPPER, TOKEN, ETC)**

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2024	709	626	689	1270	360	194	179	499	569	691	256	1534	72	418	159	383	844	494	494	1786	189	50	550	1474
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	1007	348	308	351	649	164	101	86	228	284	352	139	884	11	112	90	200	430	232	232	881	99	27	315	692
	49.8	49.1	49.2	50.9	51.1	45.7	51.9	48.1	45.7	50.0	50.9	54.5	57.6	14.8	26.8	56.9	52.2	51.0	46.8	46.8	49.3	52.6	53.8	57.3	46.9
4	543	213	161	169	334	108	51	43	138	165	182	56	407	10	126	42	96	226	132	132	482	41	19	124	418
	26.8	30.0	25.7	24.5	26.3	30.1	26.4	23.9	27.7	29.0	26.3	21.8	26.5	14.5	30.1	26.2	25.1	26.8	26.8	26.8	27.0	21.9	38.1	22.6	28.4
3	261	82	89	90	162	46	25	22	69	66	91	32	119	20	122	12	46	113	69	69	235	23	2	63	198
	12.9	11.6	14.2	13.1	12.8	12.9	13.0	12.1	13.8	11.6	13.2	12.6	7.8	28.0	29.2	7.8	12.1	13.4	14.0	14.0	13.2	12.4	4.6	11.4	13.5
2	41	19	15	7	30	9	1	1	16	6	14	4	16	5	20	2	2	20	7	7	35	4	2	8	33
	2.0	2.6	2.4	1.0	2.4	2.5	0.7	0.5	3.2	1.1	2.1	1.7	1.1	7.2	4.7	1.3	0.6	2.4	1.3	1.3	2.0	2.0	3.5	1.5	2.2
1 VERY DISATISFIED	37	11	16	10	28	5	-	2	11	11	11	3	9	22	7	5	4	14	8	8	26	11	-	14	23
	1.8	1.5	2.6	1.5	2.2	1.4		1.0	2.2	1.9	1.6	1.0	0.6	30.7	1.6	3.2	1.1	1.7	1.7	1.7	1.5	5.8		2.5	1.6
NOT APPLICABLE	135	37	37	62	67	27	15	26	36	36	41	22	99	3	32	7	34	40	46	46	125	10	-	25	110
	6.7	5.2	5.9	8.9	5.3	7.5	8.0	14.4	7.3	6.4	5.9	8.4	6.5	4.8	7.7	4.5	8.9	4.7	9.4	9.4	7.0	5.3		4.6	7.4
BLANK	85	22	31	31	54	14	6	8	24	15	31	14	59	6	19	6	15	34	28	28	52	27	5	30	55
MEAN	4.29	4.29	4.24	4.34	4.28	4.26	4.41	4.37	4.20	4.32	4.30	4.39	4.49	2.74	3.82	4.39	4.39	4.29	4.28	4.28	4.30	4.20	4.42	4.37	4.26
STANDARD DEVIATION	0.92	0.90	0.99	0.88	0.95	0.90	0.76	0.83	0.98	0.89	0.91	0.87	0.75	1.45	0.97	0.95	0.83	0.92	0.91	0.91	0.90	1.14	0.75	0.94	0.91
STANDARD ERROR	0.02	0.03	0.04	0.05	0.03	0.06	0.07	0.08	0.05	0.04	0.04	0.07	0.02	0.20	0.06	0.08	0.05	0.03	0.06	0.06	0.03	0.10	0.13	0.05	0.03

SAMTRANS MAY 2019

**HOW WOULD YOU RATE:
Q60 TOTAL TRIP TIME**

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST				OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT	
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2044	716	633	696	1288	363	194	178	507	576	689	263	1557	74	414	162	385	851	501	501	1792	203	50	561	1483
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	769	264	235	271	471	126	91	77	205	205	249	109	714	2	54	75	143	349	157	157	659	89	22	218	551
	37.6	36.9	37.1	38.9	36.6	34.6	46.9	43.2	40.5	35.6	36.1	41.4	45.9	2.1	13.0	46.6	37.0	41.0	31.3	31.3	36.7	43.9	44.0	38.8	37.2
4	693	276	197	220	450	131	57	49	159	204	253	72	577	10	106	54	130	297	165	165	616	55	23	188	505
	33.9	38.5	31.2	31.7	34.9	36.1	29.2	27.6	31.4	35.5	36.7	27.2	37.1	14.1	25.6	33.4	33.8	34.9	32.9	32.9	34.4	26.9	45.7	33.5	34.1
3	376	119	128	130	237	77	28	26	86	122	121	47	183	14	179	20	75	145	102	102	332	39	5	94	283
	18.4	16.6	20.2	18.7	18.4	21.1	14.6	14.9	16.9	21.2	17.5	17.9	11.7	19.2	43.3	12.4	19.4	17.0	20.3	20.3	18.5	19.3	10.3	16.7	19.1
2	95	29	29	36	66	16	9	3	25	19	40	10	38	16	41	5	22	24	32	32	87	7	-	27	68
	4.6	4.1	4.6	5.2	5.1	4.4	4.5	1.6	5.0	3.2	5.8	3.8	2.4	21.6	9.8	2.9	5.6	2.8	6.4	6.4	4.9	3.6	-	4.8	4.6
1 VERY DISATISFIED	63	20	27	16	46	8	1	6	18	17	20	7	9	32	22	6	7	25	21	21	53	10	-	24	38
	3.1	2.8	4.2	2.3	3.6	2.3	0.7	3.3	3.6	3.0	2.9	2.6	0.6	43.0	5.3	3.5	1.8	2.9	4.2	4.2	2.9	4.9	-	4.3	2.6
NOT APPLICABLE	48	8	17	23	18	6	8	17	14	9	7	18	36	-	13	2	9	11	24	24	46	3	-	10	38
	2.4	1.1	2.7	3.3	1.4	1.5	4.0	9.4	2.7	1.6	1.0	7.0	2.3	-	3.1	1.3	2.2	1.3	4.9	4.9	2.5	1.3	-	1.9	2.5
BLANK	65	16	24	25	36	10	6	9	16	8	33	7	36	5	23	3	13	27	22	22	46	13	5	19	46
MEAN	4.01	4.04	3.95	4.03	3.97	3.98	4.22	4.17	4.03	3.99	3.98	4.09	4.28	2.11	3.32	4.18	4.01	4.10	3.85	3.85	4.00	4.03	4.34	4.00	4.01
STANDARD DEVIATION	1.02	0.98	1.08	1.01	1.05	0.98	0.92	1.01	1.06	0.99	1.02	1.02	0.81	1.18	1.01	1.00	0.99	0.98	1.09	1.09	1.02	1.11	0.66	1.08	1.00
STANDARD ERROR	0.03	0.03	0.04	0.06	0.03	0.06	0.08	0.10	0.05	0.05	0.05	0.08	0.02	0.15	0.06	0.08	0.06	0.04	0.07	0.07	0.03	0.10	0.11	0.06	0.03

SAMTRANS MAY 2019

**HOW WOULD YOU RATE:
Q6P COMFORT OF RIDE**

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE			PROVIDED FINAL COMMENT			
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2082	724	646	711	1309	369	198	182	516	578	712	266	1586	75	420	162	391	864	520	520	1819	207	55	575	1507
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	872	279	290	303	534	145	102	84	228	230	293	118	805	3	63	81	162	391	196	196	741	103	27	239	633
	41.9	38.5	44.8	42.6	40.8	39.3	51.6	46.2	44.2	39.7	41.2	44.5	50.8	4.5	15.0	50.2	41.3	45.3	37.6	37.6	40.8	49.8	49.8	41.6	42.0
4	752	279	209	264	465	142	67	70	178	216	256	95	603	6	143	56	155	294	194	194	673	59	20	214	538
	36.1	38.5	32.3	37.2	35.5	38.5	33.7	38.4	34.5	37.4	35.9	35.9	38.0	8.6	34.0	34.6	39.5	34.1	37.2	37.2	37.0	28.4	37.2	37.1	35.7
3	339	126	101	111	230	65	18	22	78	104	118	38	152	23	164	18	62	123	100	100	304	31	4	78	261
	16.3	17.4	15.7	15.7	17.6	17.7	9.0	11.9	15.2	18.0	16.6	14.2	9.6	31.2	38.9	11.1	15.9	14.3	19.2	19.2	16.7	14.8	8.2	13.5	17.3
2	68	21	22	25	49	6	8	2	17	19	26	5	18	14	36	4	7	36	11	11	62	3	3	24	45
	3.3	2.9	3.5	3.5	3.8	1.7	3.9	1.0	3.3	3.2	3.7	2.0	1.1	18.8	8.5	2.2	1.8	4.2	2.0	2.0	3.4	1.7	4.9	4.1	3.0
1 VERY DISSATISFIED	41	16	21	4	28	9	1	2	12	9	14	5	5	27	9	3	5	16	14	14	32	9	-	15	26
	2.0	2.2	3.2	0.6	2.2	2.4	0.3	1.3	2.4	1.6	2.0	2.0	0.3	36.3	2.1	1.9	1.3	1.8	2.7	2.7	1.8	4.4	-	2.6	1.7
NOT APPLICABLE	9	3	3	3	2	2	3	2	2	-	4	4	3	0	6	-	0	3	6	6	7	2	-	6	3
	0.4	0.4	0.5	0.4	0.2	0.5	1.5	1.2	0.3	-	0.5	1.4	0.2	0.6	1.4	-	0.1	0.3	1.2	1.2	0.4	1.0	-	1.1	0.2
BLANK	27	7	11	9	16	5	1	5	8	6	10	4	7	3	17	3	6	14	2	2	19	8	-	5	23
MEAN	4.13	4.09	4.13	4.18	4.09	4.11	4.34	4.29	4.15	4.10	4.11	4.21	4.38	2.26	3.52	4.29	4.18	4.17	4.06	4.06	4.12	4.19	4.32	4.12	4.14
STANDARD DEVIATION	0.94	0.93	1.01	0.87	0.96	0.92	0.83	0.82	0.96	0.92	0.95	0.90	0.73	1.18	0.93	0.89	0.86	0.95	0.95	0.95	0.93	1.04	0.83	0.97	0.92
STANDARD ERROR	0.02	0.03	0.04	0.05	0.03	0.06	0.07	0.07	0.05	0.04	0.04	0.07	0.02	0.15	0.05	0.07	0.05	0.03	0.06	0.06	0.02	0.09	0.13	0.05	0.03

SAMTRANS MAY 2019
HOW WOULD YOU RATE:
Q6Q CLEANLINESS OF BUS INTERIORS

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2067	722	642	702	1300	367	195	181	509	570	712	265	1575	78	414	163	386	853	520	520	1809	206	52	572	1495
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	755	252	241	263	463	112	87	86	195	203	246	108	696	2	57	73	142	338	164	164	650	79	26	222	533
	36.6	34.9	37.5	37.4	35.6	30.6	44.8	47.7	38.3	35.6	34.5	40.8	44.2	2.8	13.7	44.8	36.8	39.6	31.6	31.6	35.9	38.3	50.6	38.9	35.6
4	737	262	231	245	452	147	67	62	190	211	256	75	616	9	113	49	146	313	181	181	650	70	18	198	539
	35.7	36.2	35.9	34.9	34.8	40.2	34.4	34.3	37.4	36.9	35.9	28.4	39.1	11.0	27.3	30.3	37.9	36.7	34.9	34.9	35.9	34.0	33.6	34.6	36.1
3	418	152	119	147	283	83	29	18	86	118	155	59	208	21	86	27	70	153	127	127	378	33	7	108	310
	20.2	21.1	18.5	20.9	21.7	22.6	14.8	9.7	17.0	20.7	21.8	22.2	13.2	27.2	45.6	16.4	18.2	17.9	24.3	24.3	20.9	15.9	14.1	18.9	20.7
2	85	34	17	34	59	16	4	6	18	25	29	12	39	11	35	9	19	25	20	20	71	13	1	14	70
	4.1	4.7	2.7	4.8	4.5	4.3	2.2	3.2	3.6	4.3	4.1	4.6	2.5	14.0	8.4	5.4	4.9	2.9	3.9	3.9	3.9	6.2	1.7	2.5	4.7
1 VERY DISATISFIED	54	17	30	6	38	7	3	4	14	10	22	7	7	32	16	3	6	23	16	16	45	9	-	20	34
	2.6	2.4	4.7	0.9	2.9	1.8	1.6	2.2	2.8	1.7	3.1	2.5	0.4	40.7	3.8	1.9	1.7	2.7	3.1	3.1	2.5	4.2	-	3.4	2.3
NOT APPLICABLE	17	5	4	7	6	2	4	5	5	4	4	4	8	3	5	2	2	2	11	11	14	3	-	9	8
	0.8	0.7	0.7	1.0	0.5	0.4	2.3	2.8	1.0	0.7	0.6	1.4	0.5	4.3	1.3	1.3	0.5	0.2	2.2	2.2	0.8	1.5	-	1.6	0.5
BLANK	42	10	15	18	24	7	4	6	14	14	10	5	19	0	23	2	12	25	2	2	30	10	3	8	34
MEAN	4.00	3.97	4.00	4.04	3.96	3.94	4.21	4.26	4.06	4.01	3.95	4.02	4.25	2.18	3.39	4.12	4.04	4.08	3.90	3.90	4.00	3.98	4.33	4.05	3.99
STANDARD DEVIATION	0.99	0.98	1.05	0.93	1.01	0.93	0.90	0.93	0.98	0.95	1.01	1.03	0.81	1.19	0.96	1.00	0.95	0.96	1.00	1.00	0.98	1.09	0.79	1.00	0.98
STANDARD ERROR	0.03	0.03	0.04	0.05	0.03	0.06	0.08	0.09	0.05	0.04	0.04	0.08	0.02	0.15	0.06	0.08	0.06	0.03	0.06	0.06	0.03	0.10	0.13	0.05	0.03

SAMTRANS MAY 2019
HOW WOULD YOU RATE:
Q6R ABILITY TO REPORT SECURITY OR SAFETY ISSUES

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE			PROVIDED FINAL COMMENT			
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2007	696	622	688	1261	357	188	177	491	563	685	260	1527	71	408	154	383	829	500	500	1768	192	46	553	1454
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	680	232	220	228	426	115	71	59	175	198	215	90	619	2	59	66	135	291	147	147	594	61	26	194	486
	33.9	33.4	35.3	33.2	33.8	32.2	37.8	33.7	35.7	35.2	31.4	34.5	40.5	2.8	14.5	43.0	35.2	35.1	29.4	29.4	33.6	31.6	55.5	35.1	33.4
4	542	173	170	199	335	110	44	42	113	155	207	63	452	8	83	34	109	218	153	153	471	55	16	144	398
	27.0	24.9	27.3	29.0	26.5	30.7	23.4	24.1	23.0	27.6	30.3	24.2	29.6	10.7	20.3	22.0	28.5	26.3	30.7	30.7	26.7	28.8	33.9	26.1	27.4
3	311	115	93	103	221	51	26	13	71	86	108	46	150	18	144	11	62	124	83	83	276	32	3	78	233
	15.5	16.5	15.0	15.0	17.5	14.3	14.1	7.2	14.4	15.2	15.8	17.6	9.8	25.3	35.2	7.4	16.2	14.9	16.6	16.6	15.6	16.6	6.8	14.2	16.0
2	71	32	18	21	50	12	3	5	12	20	31	7	27	9	35	8	10	29	10	10	60	10	1	20	50
	3.5	4.6	2.9	3.0	4.0	3.4	1.4	3.0	2.5	3.6	4.5	2.6	1.7	11.9	8.7	5.3	2.7	3.5	2.0	2.0	3.4	5.1	1.9	3.6	3.5
1 VERY DISATISFIED	53	21	19	13	38	9	2	2	14	15	17	7	14	23	16	3	3	25	16	16	45	8	-	23	30
	2.6	3.0	3.1	1.9	3.0	2.6	1.2	1.4	2.8	2.7	2.5	2.6	0.9	32.5	3.8	2.0	0.8	3.0	3.1	3.1	2.5	4.2		4.1	2.1
NOT APPLICABLE	349	123	103	124	191	60	41	54	106	88	106	48	266	12	71	31	64	143	90	90	322	26	1	93	256
	17.4	17.7	16.5	18.0	15.2	16.8	22.1	30.7	21.6	15.7	15.5	18.5	17.4	16.9	17.4	20.3	16.7	17.2	18.1	18.1	18.2	13.7	1.9	16.8	17.6
BLANK	102	35	34	33	63	16	11	10	32	21	37	10	66	7	29	11	15	49	22	22	70	24	9	27	75
MEAN	4.04	3.98	4.06	4.08	3.99	4.04	4.22	4.23	4.10	4.06	3.99	4.05	4.30	2.27	3.40	4.24	4.13	4.05	3.99	3.99	4.04	3.91	4.46	4.02	4.05
STANDARD DEVIATION	1.03	1.07	1.03	0.97	1.05	1.00	0.92	0.95	1.04	1.03	1.02	1.03	0.84	1.21	1.04	1.04	0.91	1.05	1.00	1.00	1.02	1.11	0.72	1.10	1.00
STANDARD ERROR	0.03	0.04	0.04	0.06	0.04	0.07	0.09	0.11	0.06	0.05	0.05	0.09	0.03	0.17	0.07	0.10	0.06	0.04	0.07	0.07	0.03	0.11	0.13	0.06	0.03

SAMTRANS MAY 2019

**HOW WOULD YOU RATE:
Q6S AVAILABILITY OF PRINTED MATERIALS**

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2007	702	624	681	1259	355	192	176	501	558	688	250	1536	74	397	152	380	828	505	505	1770	190	47	547	1460
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	809	282	244	283	504	133	84	80	209	226	259	112	738	1	70	77	158	346	180	180	700	83	26	236	573
	40.3	40.1	39.2	41.5	40.0	37.3	43.7	45.5	41.7	40.4	37.7	44.8	48.1	1.9	17.5	50.8	41.7	41.8	35.6	35.6	39.5	43.6	55.7	43.1	39.3
4	576	197	180	200	359	114	56	44	129	146	231	68	471	10	96	40	113	258	133	133	515	47	15	141	435
	28.7	28.0	28.8	29.4	28.5	32.2	29.3	25.2	25.8	26.1	33.6	27.3	30.6	13.1	24.2	26.4	29.7	31.2	26.3	26.3	29.1	24.6	31.9	25.8	29.8
3	337	120	106	111	228	65	21	16	74	98	118	43	158	25	153	21	63	124	101	101	301	30	6	93	244
	16.8	17.0	16.9	16.3	18.1	18.2	11.0	8.9	14.8	17.5	17.1	17.2	10.3	33.5	38.6	13.6	16.6	15.0	19.9	19.9	17.0	15.7	12.4	17.0	16.7
2	91	34	24	33	67	8	5	7	24	24	33	10	48	12	31	4	19	28	26	26	79	12	-	24	66
	4.5	4.8	3.9	4.8	5.3	2.3	2.8	3.8	4.7	4.3	4.8	4.2	3.1	15.6	7.8	2.7	5.1	3.4	5.1	5.1	4.5	6.2	-	4.5	4.5
1 VERY DISATISFIED	36	13	20	3	23	6	2	4	10	8	13	3	5	23	8	2	4	11	13	13	32	4	-	9	26
	1.8	1.8	3.2	0.4	1.8	1.6	0.8	2.0	2.0	1.4	1.9	1.3	0.3	30.2	2.1	1.4	1.1	1.3	2.5	2.5	1.8	1.9	-	1.7	1.8
NOT APPLICABLE	159	57	50	52	79	30	24	26	55	57	34	13	116	4	39	8	22	61	53	53	144	15	-	43	115
	7.9	8.2	8.0	7.6	6.3	8.4	12.4	14.7	11.0	10.2	4.9	5.1	7.5	5.7	9.8	5.1	5.8	7.4	10.5	10.5	8.1	8.0	-	7.9	7.9
BLANK	102	30	33	39	65	19	7	11	22	26	33	20	58	4	41	13	18	50	17	17	68	26	8	33	69
MEAN	4.10	4.09	4.05	4.16	4.06	4.11	4.28	4.27	4.13	4.11	4.05	4.16	4.33	2.37	3.53	4.29	4.12	4.17	3.98	3.98	4.09	4.11	4.43	4.13	4.09
STANDARD DEVIATION	0.99	1.00	1.04	0.92	1.01	0.92	0.87	0.98	1.02	0.98	0.98	0.97	0.83	1.14	0.98	0.92	0.96	0.92	1.05	1.05	0.99	1.05	0.71	1.00	0.99
STANDARD ERROR	0.03	0.04	0.04	0.06	0.03	0.06	0.08	0.10	0.05	0.05	0.04	0.08	0.03	0.15	0.06	0.08	0.06	0.03	0.07	0.07	0.03	0.10	0.13	0.05	0.03

SAMTRANS MAY 2019

**HOW WOULD YOU RATE:
Q6T ADEQUACY AND CLARITY OF ONBOARD ANNOUNCEMENTS (AUDIO, ELECTRONIC DISPLAY)**

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2032	708	623	701	1277	363	192	177	504	562	698	259	1545	76	411	160	382	835	511	511	1788	194	50	562	1470
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	904	313	272	319	574	140	99	83	225	252	302	122	818	4	82	79	183	380	207	207	779	98	27	264	640
	44.5	44.3	43.7	45.4	45.0	38.5	51.7	46.8	44.6	44.9	43.3	46.9	52.9	5.2	20.0	49.2	47.7	45.5	40.5	40.5	43.6	50.3	54.3	47.0	43.5
4	677	221	205	251	434	135	53	48	155	178	258	81	544	13	121	59	125	272	180	180	596	64	18	182	495
	33.3	31.3	32.9	35.8	34.0	37.2	27.9	26.9	30.8	31.7	36.9	31.3	35.2	17.5	29.4	36.9	32.8	32.5	35.3	35.3	33.3	32.9	35.8	32.5	33.7
3	283	111	90	82	174	61	25	20	71	93	88	31	118	22	143	16	54	114	74	74	260	20	3	71	212
	13.9	15.7	14.5	11.7	13.6	16.9	13.3	11.3	14.1	16.5	12.5	12.1	7.6	29.3	34.8	9.7	14.2	13.6	14.5	14.5	14.5	10.4	6.3	12.7	14.4
2	78	30	24	25	52	11	7	5	22	17	28	11	28	13	38	2	14	32	16	16	71	6	2	26	52
	3.9	4.2	3.8	3.6	4.1	3.1	3.9	2.7	4.4	3.0	4.0	4.4	1.8	17.4	9.2	1.0	3.6	3.8	3.2	3.2	3.9	3.1	3.6	4.7	3.6
1 VERY DISSATISFIED	29	11	17	2	18	6	1	2	9	8	8	3	4	20	6	3	3	12	8	8	26	4	-	6	23
	1.4	1.6	2.7	0.2	1.4	1.7	0.3	1.4	1.7	1.5	1.2	1.2	0.2	26.3	1.4	1.9	0.7	1.5	1.5	1.5	1.4	1.9	-	1.2	1.6
NOT APPLICABLE	59	21	15	23	24	10	6	19	22	13	14	10	34	3	22	2	4	26	25	25	57	3	-	12	48
	2.9	3.0	2.4	3.3	1.9	2.6	3.0	11.0	4.3	2.4	2.0	4.0	2.2	4.4	5.3	1.3	1.0	3.1	5.0	5.0	3.2	1.5	-	2.1	3.3
BLANK	77	24	34	19	48	11	8	9	20	22	24	11	48	3	26	5	15	43	11	11	51	21	5	18	59
MEAN	4.19	4.16	4.14	4.27	4.19	4.11	4.31	4.29	4.17	4.18	4.20	4.23	4.42	2.56	3.61	4.32	4.24	4.20	4.16	4.16	4.17	4.29	4.41	4.22	4.18
STANDARD DEVIATION	0.93	0.96	0.99	0.83	0.93	0.92	0.88	0.91	0.97	0.93	0.90	0.93	0.73	1.23	0.97	0.84	0.88	0.93	0.91	0.91	0.93	0.91	0.77	0.93	0.93
STANDARD ERROR	0.02	0.03	0.04	0.05	0.03	0.06	0.08	0.09	0.05	0.04	0.04	0.07	0.02	0.16	0.06	0.07	0.05	0.03	0.06	0.06	0.03	0.08	0.13	0.05	0.03

SAMTRANS MAY 2019
HOW WOULD YOU RATE:
Q6U HELPFULNESS/COURTESY OF BUS OPERATORS

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2036	709	634	693	1277	363	193	179	506	564	698	258	1559	78	399	159	385	848	501	501	1788	195	54	559	1478
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 VERY SATISFIED	1004	339	310	355	592	180	107	114	273	274	314	140	934	1	69	90	189	425	242	242	877	92	34	268	736
	49.3	47.7	48.8	51.3	46.3	49.7	55.6	63.4	54.0	48.6	44.9	54.3	59.9	1.1	17.2	56.7	49.1	50.1	48.4	48.4	49.1	47.1	63.7	47.9	49.8
4	573	206	169	198	369	106	62	30	125	162	227	55	465	6	102	39	131	225	141	141	513	49	11	162	411
	28.1	29.1	26.6	28.6	28.9	29.1	32.0	16.6	24.6	28.8	32.5	21.4	29.8	8.1	25.6	24.5	34.1	26.5	28.1	28.1	28.7	25.2	19.8	29.1	27.8
3	284	106	93	86	197	50	15	17	61	95	88	39	114	17	153	14	42	129	70	70	255	23	6	72	212
	14.0	14.9	14.6	12.4	15.4	13.8	7.8	9.8	12.1	16.8	12.6	15.0	7.3	22.0	38.3	8.8	10.9	15.2	13.9	13.9	14.3	11.6	11.5	12.8	14.4
2	87	26	24	37	63	14	4	5	21	15	39	10	21	21	45	11	12	33	19	19	66	18	3	31	56
	4.3	3.7	3.8	5.3	4.9	4.0	2.3	2.5	4.2	2.7	5.6	4.0	1.4	26.8	11.2	7.1	3.2	3.9	3.9	3.9	3.7	9.3	5.0	5.6	3.8
1 VERY DISATISFIED	48	16	25	7	35	8	1	4	13	11	20	4	5	29	14	3	5	18	16	16	37	11	-	16	33
	2.4	2.3	3.9	1.1	2.7	2.3	0.3	2.0	2.5	1.9	2.9	1.7	0.3	37.2	3.6	1.9	1.3	2.2	3.1	3.1	2.1	5.8	-	2.8	2.2
NOT APPLICABLE	40	16	14	10	21	4	4	10	13	7	11	9	20	4	16	2	6	18	12	12	38	2	-	10	30
	2.0	2.2	2.2	1.4	1.7	1.2	2.0	5.8	2.5	1.2	1.6	3.5	1.3	4.8	4.1	1.0	1.5	2.2	2.5	2.5	2.1	0.9	-	1.8	2.0
BLANK	73	23	23	28	47	11	6	7	17	20	24	12	34	0	38	6	13	30	22	22	51	21	1	21	51
MEAN	4.20	4.19	4.15	4.26	4.13	4.21	4.43	4.45	4.26	4.21	4.13	4.27	4.49	2.05	3.43	4.28	4.28	4.21	4.18	4.18	4.22	3.99	4.42	4.16	4.22
STANDARD DEVIATION	1.00	0.98	1.07	0.94	1.03	0.99	0.76	0.93	1.01	0.95	1.03	0.99	0.72	1.04	1.03	1.02	0.88	0.99	1.03	1.03	0.97	1.23	0.89	1.04	0.98
STANDARD ERROR	0.03	0.03	0.04	0.05	0.03	0.06	0.07	0.09	0.05	0.05	0.05	0.08	0.02	0.13	0.06	0.09	0.05	0.04	0.06	0.06	0.03	0.11	0.15	0.05	0.03

SAMTRANS MAY 2019

HOW WOULD YOU RATE:
Q6_OVERALL HOW WOULD YOU RATE YOUR OVERALL SAMTRANS EXPERIENCE?

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST				OVERALL SATISFACTION				RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT	
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO	
BASE-ALL RESPONDENTS	2039	710	636	692	1278	367	193	176	502	564	701	262	1593	78	367	163	386	842	508	508	1785	208	46	568	1471	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
5 VERY SATISFIED	716	235	236	246	447	108	74	81	177	181	245	110	716	-	-	61	135	335	149	149	616	79	21	209	508	
	35.1	33.1	37.1	35.5	35.0	29.5	38.5	46.1	35.3	32.2	34.9	41.8	45.0			37.6	35.0	39.8	29.4	29.4	34.5	38.2	45.4	36.8	34.5	
4	877	327	262	288	526	182	90	70	221	264	294	95	877	-	-	71	168	332	235	235	779	81	17	209	668	
	43.0	46.1	41.2	41.6	41.2	49.6	46.6	39.5	44.0	46.9	42.0	36.1	55.0			43.7	43.5	39.5	46.3	46.3	43.6	38.9	38.0	36.9	45.4	
3	352	122	96	135	245	63	24	15	81	100	122	47	-	-	352	23	78	141	84	84	314	31	8	113	240	
	17.3	17.1	15.0	19.5	19.1	17.2	12.7	8.5	16.2	17.7	17.4	18.0			96.0	14.3	20.2	16.8	16.5	16.5	17.6	14.7	16.6	19.9	16.3	
2	49	13	23	14	38	7	1	3	7	9	27	4	-	49	-	5	3	17	22	22	37	12	-	17	32	
	2.4	1.8	3.6	2.0	3.0	1.8	0.5	1.5	1.5	1.6	3.9	1.7		62.9		2.9	0.8	2.0	4.3	4.3	2.1	5.7		3.1	2.2	
1 VERY DISATISFIED	29	10	15	4	18	5	1	5	13	7	6	3	-	29	-	3	1	12	8	8	26	4	-	13	16	
	1.4	1.3	2.4	0.6	1.4	1.4	0.3	2.8	2.6	1.3	0.9	1.0		37.1		1.6	0.4	1.5	1.7	1.7	1.4	1.7		2.2	1.1	
NOT APPLICABLE	15	4	5	6	4	2	3	3	2	2	7	4	-	-	15	-	0	4	9	9	13	2	-	7	8	
	0.7	0.6	0.8	0.8	0.3	0.5	1.5	1.6	0.4	0.4	1.0	1.4			4.0		0.1	0.5	1.8	1.8	0.7	0.8		1.2	0.5	
BLANK	70	21	21	28	46	7	6	10	21	20	21	8	-	-	70	3	12	36	14	14	53	8	9	12	58	
MEAN	4.09	4.08	4.08	4.10	4.06	4.05	4.25	4.27	4.08	4.08	4.07	4.18	4.45	1.63	3.00	4.13	4.12	4.15	3.99	3.99	4.09	4.07	4.29	4.04	4.11	
STANDARD DEVIATION	0.86	0.83	0.94	0.83	0.89	0.82	0.71	0.90	0.90	0.82	0.87	0.86	0.50	0.49	0.00	0.87	0.78	0.87	0.89	0.89	0.86	0.96	0.74	0.95	0.83	
STANDARD ERROR	0.02	0.03	0.03	0.05	0.03	0.05	0.06	0.08	0.05	0.04	0.04	0.07	0.01	0.06	0.00	0.07	0.05	0.03	0.05	0.05	0.02	0.08	0.13	0.05	0.02	

SAMTRANS MAY 2019

Q7 IN THE PAST WEEK, HAVE YOU USED ANY OF THE FOLLOWING TRANSIT CENTERS FOR SAMTRANS TRIPS?

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2109 100.0	732 100.0	657 100.0	720 100.0	1324 100.0	374 100.0	199 100.0	187 100.0	523 100.0	584 100.0	722 100.0	270 100.0	1593 100.0	78 100.0	437 100.0	165 100.0	398 100.0	878 100.0	522 100.0	522 100.0	1838 100.0	216 100.0	55 100.0	580 100.0	1529 100.0
DALY CITY BART	787 37.3	264 36.1	248 37.7	275 38.2	524 39.6	150 40.2	56 28.0	46 24.7	156 29.9	219 37.5	311 43.1	94 35.0	623 39.1	25 32.2	139 31.7	25 15.3	116 29.3	434 49.4	169 32.4	169 32.4	700 38.1	77 35.5	10 18.6	228 39.3	559 36.6
COLMA BART	597 28.3	199 27.2	187 28.5	211 29.2	408 30.8	104 27.9	43 21.5	35 18.8	116 22.2	145 24.8	242 33.5	88 32.4	464 29.1	20 25.3	113 25.9	21 12.8	98 24.6	334 38.0	120 23.1	120 23.1	553 30.1	37 17.0	7 12.9	198 34.2	398 26.1
REDWOOD CITY CALTRAIN	466 22.1	121 16.5	159 24.2	187 25.9	323 24.4	82 21.8	35 17.7	22 11.7	89 17.1	96 16.5	187 25.9	93 34.5	363 22.8	19 23.8	85 19.4	60 36.2	146 36.8	78 8.9	173 33.2	173 33.2	391 21.3	73 33.9	2 3.7	154 26.5	313 20.4
SERRAMONTE SHOPPING CENTER	345 16.3	117 16.0	119 18.1	109 15.1	252 19.0	50 13.5	27 13.8	14 7.4	51 9.8	79 13.6	166 23.0	48 17.8	279 17.5	10 13.2	55 12.7	13 8.1	45 11.3	204 23.2	63 12.0	63 12.0	308 16.8	29 13.6	7 12.6	119 20.5	226 14.8
HILLSDALE SHOPPING CENTER	330 15.6	88 12.0	119 18.1	124 17.1	213 16.1	67 17.8	38 18.9	12 6.7	53 10.2	91 15.6	125 17.4	60 22.2	250 15.7	12 15.4	68 15.4	39 23.4	69 17.4	94 10.7	115 22.1	115 22.1	289 15.7	29 13.5	12 9.7	109 17.9	221 12.0
SAN BRUNO BART	324 15.4	81 11.0	96 14.6	147 20.4	238 18.0	55 14.7	20 10.0	8 4.4	45 8.6	85 14.5	131 18.2	62 22.9	242 15.2	9 11.0	73 16.8	24 14.3	95 23.8	96 10.9	102 19.4	102 19.4	287 15.6	34 15.8	3 4.9	105 18.0	219 14.3
SOUTH SAN FRANCISCO BART	287 13.6	101 13.7	80 12.2	106 14.8	210 15.9	48 12.8	16 7.9	11 5.9	31 5.9	71 12.2	131 18.2	52 19.4	222 13.9	5 6.5	60 13.7	15 9.3	62 15.6	129 14.6	64 12.2	64 12.2	247 13.5	34 15.9	5 9.7	104 17.9	183 12.0
PALO ALTO TRANSIT CENTER	269 12.7	58 7.9	99 15.1	111 15.4	170 12.8	60 15.9	18 9.1	15 7.9	48 9.1	69 11.8	110 15.3	40 14.9	199 12.5	9 11.7	60 13.8	25 15.3	75 18.8	58 6.6	103 19.7	103 19.7	230 12.5	37 17.3	2 2.9	106 18.4	162 10.6
MILLBRAE TRANSIT CENTER	191 9.1	54 7.4	61 9.3	76 10.5	130 9.8	38 10.3	14 7.3	7 3.7	27 5.2	39 6.8	73 10.1	52 19.1	140 8.8	3 3.4	49 11.2	16 9.7	47 11.8	56 6.3	72 13.7	72 13.7	167 9.1	17 7.8	7 13.3	59 10.2	132 8.6
SAN CARLOS CALTRAIN	157 7.5	43 5.9	44 6.8	70 9.7	121 9.1	23 6.2	6 2.8	8 4.2	16 3.0	35 5.9	68 9.5	38 14.2	130 8.2	3 4.2	23 5.3	18 11.2	38 9.7	20 2.3	71 13.6	71 13.6	128 7.0	27 12.4	2 4.1	47 8.1	110 7.2
SF AIRPORT TRANSIT CENTER	137 6.5	39 5.3	53 8.0	45 6.3	97 7.3	18 4.7	5 2.4	17 9.2	37 7.1	26 4.5	53 7.3	21 7.7	102 6.4	4 5.2	31 7.1	10 5.9	30 7.6	64 7.3	25 4.9	25 4.9	126 6.9	8 3.8	2 4.1	52 9.1	84 5.5
EVERGREEN AVE - DALY CITY	107 5.1	25 3.4	39 5.9	44 6.1	85 6.4	19 5.2	1 0.7	1 0.7	8 1.6	13 2.3	57 7.9	28 10.4	89 5.6	3 4.0	16 3.6	5 2.8	14 3.5	56 6.3	31 5.9	31 5.9	84 4.6	21 9.7	3 4.9	39 6.8	68 4.4
MISSION STREET TRANSIT CENTER	106 5.0	24 3.3	41 6.3	41 5.7	76 5.8	13 3.4	12 5.9	3 1.8	12 2.3	15 2.5	50 7.0	26 9.7	76 4.7	5 6.3	26 5.9	4 2.2	21 5.3	46 5.2	32 6.2	32 6.2	91 4.9	13 5.9	3 4.8	43 7.4	64 4.2
LINDA MAR PARK AND RIDE	94 4.4	38 5.2	42 6.4	14 1.9	66 5.0	15 3.9	8 3.8	5 2.5	13 2.5	25 4.3	43 5.9	12 4.6	75 4.7	4 4.6	15 3.5	8 5.0	19 4.9	53 6.0	11 2.0	11 2.0	89 4.8	4 1.8	1 1.6	20 3.4	74 4.8
SF TRANSBAY TERMINAL	53 2.5	12 1.6	18 2.7	24 3.3	41 3.1	3 0.7	4 2.2	5 2.9	5 0.9	6 1.0	26 3.6	17 6.3	44 2.8	2 2.5	7 1.6	6 3.4	9 2.2	16 1.8	21 4.0	21 4.0	45 2.5	6 3.0	2 2.8	28 4.9	25 1.6
OTHER (SPECIFY)	321 15.2	115 15.7	89 13.6	117 16.3	175 13.2	57 15.2	41 20.4	43 22.9	106 20.3	95 16.2	97 13.4	23 8.4	220 13.8	17 21.5	85 19.4	36 21.8	36 9.0	141 16.0	64 12.2	64 12.2	271 14.8	26 12.1	24 43.9	69 12.0	252 16.5
BLANK	103 4.9	58 7.9	38 5.8	7 1.0	53 4.0	24 6.4	3 1.6	20 10.7	35 6.7	35 6.0	22 3.1	11 4.0	78 4.9	4 4.6	22 5.0	5 2.8	23 5.7	19 2.2	37 7.0	37 7.0	90 4.9	8 3.6	6 10.6	15 2.7	88 5.7

SAMTRANS MAY 2019
COMMENTS OR SUGGESTIONS FOR SAMTRANS

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-RESPONDENTS WHO LEFT A COMMENT	580 100.0	168 100.0	169 100.0	243 100.0	394 100.0	85 100.0	57 100.0	38 100.0	117 100.0	146 100.0	227 100.0	88 100.0	418 100.0	30 100.0	132 100.0	59 100.0	119 100.0	225 100.0	153 100.0	153 100.0	502 100.0	75 100.0	3 100.0	580 100.0	-
GENERAL UNSPECIFIC COMPLIMENTS	163 28.2	49 29.3	46 27.2	68 28.0	99 25.2	26 31.1	24 41.5	13 34.5	36 31.0	43 29.8	62 27.4	21 24.4	148 35.3	4 12.5	12 9.1	17 28.9	25 20.7	71 31.7	42 27.3	42 27.3	132 26.4	28 37.1	3 100.0	163 28.2	-
PERSONNEL - INCLUDING DRIVING SAFETY, DRIVING SKILLS	95 16.3	22 13.2	28 16.4	45 18.5	61 15.5	10 11.8	10 18.5	13 34.3	21 17.7	20 13.7	40 17.5	14 16.4	58 13.8	8 27.3	29 22.0	7 12.3	20 17.1	41 18.1	26 16.8	26 16.8	84 16.7	11 14.5	-	95 16.3	-
ON-TIME PERFORMANCE / RELIABILITY / SPEED	87 15.0	22 12.9	36 21.2	30 12.2	72 18.2	11 12.6	4 6.3	-	19 16.0	26 17.9	32 13.9	11 12.1	53 12.6	5 17.9	29 22.0	7 11.4	19 15.7	33 14.5	25 16.1	25 16.1	73 14.6	14 18.2	-	87 15.0	-
SCHEDULES - FREQUENCY / WEEKEND / EARLIER / LATER	54 9.3	17 10.0	14 8.3	23 9.6	39 10.0	8 9.4	5 8.7	2 4.6	11 9.3	14 9.4	20 8.8	10 11.0	36 8.7	5 15.3	13 10.0	9 15.8	12 10.5	20 9.0	10 6.7	10 6.7	53 10.5	1 1.5	-	54 9.3	-
BUS CLEANLINESS - INTERIOR AND EXTERIOR	43 7.4	10 5.9	9 5.1	24 9.9	32 8.0	8 9.4	3 5.5	-	7 5.9	9 6.1	20 9.0	6 6.3	26 6.3	4 12.5	13 9.6	2.6	8.6	14 6.3	16 10.4	16 10.4	34 6.7	9 11.9	-	43 7.4	-
BUS STOPS - SHELTERS CONDITION / STATE OF REPAIR	26 4.5	8 4.6	6 3.3	13 5.2	17 4.2	6 6.7	2 4.4	1 2.9	6 4.8	7 4.6	9 4.1	4 4.8	15 3.7	-	11 8.1	2 3.5	9 7.4	11 4.7	4 2.9	4 2.9	24 4.8	2 2.7	-	26 4.5	-
ROUTES - INCLUDE ADDITIONAL / EXTEND / MORE DIRECT / MORE STOPS	25 4.3	6 3.6	7 4.0	12 5.0	16 4.1	3 3.4	1 0.9	3 7.9	2 1.6	4 3.1	17 7.6	1 1.6	18 4.4	4 14.3	2 1.9	4 7.0	7 6.1	4 1.6	10 6.7	10 6.7	16 3.2	9 11.9	-	25 4.3	-
HOMELESS ISSUES	19 3.2	1 0.5	4 2.3	14 5.7	17 4.2	-	2 3.2	-	-	4 2.6	10 4.3	5 5.6	14 3.3	1 2.9	4 3.0	2 3.5	0 0.4	6 2.8	10 6.4	10 6.4	19 3.7	-	-	19 3.2	-
BUS OVERALL CONDITION - INCLUDING AMENITIES, SAFETY AND COMFORT	17 3.0	4 2.4	4 2.4	9 3.8	10 2.5	3 3.6	2 2.8	3 7.0	4 3.8	2 1.3	6 2.7	5 5.6	12 2.9	-	5 3.7	5 7.9	5 4.0	4 2.0	3 2.2	3 2.2	17 3.4	-	-	17 3.0	-
REAL TIME DEPARTURE SIGN/APP	17 2.9	11 6.7	5 3.1	-	10 2.5	3 3.4	3 5.4	-	3 2.8	6 3.9	7 3.0	-	11 2.6	2 5.8	4 3.0	1 0.9	1 1.2	10 4.3	3 2.2	3 2.2	17 3.3	-	-	17 2.9	-
ENFORCEMENT / SECURITY ISSUES	16 2.8	2 1.3	10 5.6	4 1.8	12 3.1	4 4.4	-	-	2 1.7	3 2.4	5 2.4	5 6.1	10 2.5	2 5.8	4 2.9	1 0.9	4 3.6	8 3.5	3 2.2	3 2.2	14 2.9	2 2.4	-	16 2.8	-
FARES AND FARE POLICY	16 2.8	4 2.7	6 3.4	6 2.4	10 2.5	3 3.1	1 0.9	3 7.5	6 5.3	4 2.5	5 2.4	1 1.0	10 2.4	1 3.3	5 3.7	3 5.3	4 3.2	8 3.5	1 0.7	1 0.7	15 3.0	1 1.3	-	16 2.8	-
SEAT AVAILABILITY / CROWDING / BIGGER BUSES	14 2.4	8 5.0	2 1.3	3 1.4	12 3.1	1 1.0	-	1 2.3	1 0.7	8 5.8	4 1.7	1 1.0	9 2.1	-	5 4.0	2 3.5	0 0.4	6 2.7	-	-	14 2.8	-	-	14 2.4	-
SERVICE - OTHER	8 1.5	3 1.7	1 0.7	4 1.8	6 1.6	-	2 2.7	-	-	1 0.6	3 1.2	5 5.5	5 1.3	-	3 2.3	2 2.6	1 0.8	-	5 3.3	5 3.3	8 1.6	0 0.6	-	8 1.5	-
TRANSIT CONNECTIONS - INCLUDING SAMTRANS, CALTRAIN, BART, MUNI	7 1.2	3 1.7	2 0.9	2 1.0	6 1.5	1 1.3	-	-	-	2 1.5	2 1.0	2 2.8	4 1.0	-	3 2.0	-	3 2.5	2 0.8	2 1.4	2 1.4	7 1.4	-	-	7 1.2	-
SAMTRANS PHONE INFORMATION / WEBSITE	5 0.9	3 1.8	2 1.3	-	4 1.0	0 0.5	1 1.5	-	0 0.4	2 1.5	2 0.8	1 1.0	4 1.0	-	1 0.7	-	1 0.8	4 1.9	-	-	5 1.1	-	-	5 0.9	-
SIGNAGE / MAPS / PRINTED SCHEDULES / SCHEDULE CHANGE NOTICES	5 0.9	3 1.7	2 1.3	-	2 0.6	2 2.1	0 0.8	0 1.2	2 1.9	0 0.3	1 0.6	-	3 0.8	-	2 1.4	-	2 1.9	2 0.8	1 0.7	1 0.7	5 1.0	-	-	5 0.9	-
TEMPERATURE / VENTILATION	3 0.6	2 1.4	1 0.5	-	2 0.5	0 0.5	1 1.5	-	0 0.4	2 1.2	-	1 1.1	2 0.5	-	1 0.7	1 0.9	1 0.8	1 0.4	-	-	3 0.6	-	-	3 0.6	-
DISABILITY / SENIOR ISSUES	2 0.4	0 0.3	-	2 0.7	2 0.5	0 0.5	-	-	-	0 0.3	2 0.8	-	2 0.5	-	-	-	0 0.4	2 0.8	-	-	0 0.1	2 2.4	-	2 0.4	-
STROLLERS, BIKES, LUGGAGE ISSUES	1 0.2	1 0.5	0 0.3	-	-	1 1.0	0 0.8	-	-	1 0.6	-	0 0.5	1 0.2	-	0 0.3	-	0 0.4	1 0.4	-	-	0 0.1	1 1.2	-	1 0.2	-

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COMMENTS OR SUGGESTIONS FOR SAMTRANS

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2109	732	657	720	1324	374	199	187	523	584	722	270	1593	78	437	165	398	878	522	522	1838	216	55	580	1529
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
DIDN'T NOT PROVIDE A COMMENT	1529	564	487	478	930	289	143	149	407	438	495	182	1175	48	306	107	279	653	369	369	1336	141	52	-	1529
	72.5	77.1	74.2	66.3	70.2	77.2	71.5	79.6	77.7	75.1	68.6	67.4	73.8	61.6	69.9	64.5	70.1	74.4	70.7	70.7	72.7	65.5	94.3		100.0
PROVIDED A COMMENT	580	168	169	243	394	85	57	38	117	146	227	88	418	30	132	59	119	225	153	153	502	75	3	580	-
	27.5	22.9	25.8	33.7	29.8	22.8	28.5	20.4	22.3	24.9	31.4	32.6	26.2	38.4	30.1	35.5	29.9	25.6	29.3	29.3	27.3	34.5	5.7	100.0	

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	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2109 100.0	732 100.0	657 100.0	720 100.0	1324 100.0	374 100.0	199 100.0	187 100.0	523 100.0	584 100.0	722 100.0	270 100.0	1593 100.0	78 100.0	437 100.0	165 100.0	398 100.0	878 100.0	522 100.0	522 100.0	1838 100.0	216 100.0	55 100.0	580 100.0	1529 100.0
94015	357 16.9	146 19.9	111 16.9	101 14.0	266 20.1	58 15.4	24 12.0	7 4.0	88 16.8	97 16.6	129 17.9	42 15.4	274 17.2	10 12.5	74 16.9	6 3.4	37 9.4	254 28.9	41 7.9	41 7.9	334 18.1	21 9.6	3 5.2	97 16.7	260 17.0
94014	191 9.1	63 8.6	47 7.2	81 11.2	120 9.1	38 10.1	16 7.8	18 9.5	41 7.9	45 7.8	83 11.5	20 7.6	149 9.4	14 17.7	28 6.5	1 0.6	21 5.2	100 11.4	52 10.0	52 10.0	171 9.3	15 7.1	5 9.4	62 10.6	129 8.5
94080	189 8.9	71 9.7	51 7.7	67 9.3	126 9.5	42 11.2	10 5.0	8 4.4	25 4.7	54 9.3	72 10.0	37 13.8	139 8.7	3 4.0	47 10.7	3 1.9	43 10.7	86 9.8	41 7.9	41 7.9	161 8.7	25 11.8	3 4.9	67 11.5	122 8.0
94403	107 5.1	25 3.4	36 5.5	46 6.4	71 5.3	20 5.3	9 4.4	8 4.3	28 5.3	35 6.0	25 3.5	20 7.2	80 5.0	7 9.1	21 4.7	24 14.3	14 3.4	35 3.9	33 6.3	33 6.3	96 5.2	10 4.8	1 2.0	28 4.8	79 5.2
94063	98 4.6	31 4.2	31 4.7	36 5.0	67 5.0	15 4.1	7 3.4	6 3.3	23 4.3	35 6.0	28 3.8	13 4.7	77 4.9	1 0.7	20 4.6	31 19.0	26 6.5	17 1.9	24 4.6	24 4.6	76 4.1	22 10.1	-	25 4.4	73 4.7
94044	85 4.0	35 4.7	38 5.8	12 1.7	57 4.3	8 2.2	13 6.6	6 3.1	18 3.4	22 3.8	31 4.4	12 4.6	64 4.0	6 7.9	15 3.5	11 6.6	18 4.4	50 5.7	1 0.2	1 0.2	84 4.5	1 0.4	0 0.8	25 4.3	60 3.9
94401	80 3.8	22 3.0	24 3.7	34 4.7	48 3.6	15 3.9	9 4.5	8 4.4	20 3.8	14 2.4	31 4.3	14 5.4	54 3.4	3 3.9	22 5.0	12 7.1	13 3.3	21 2.4	21 4.1	21 4.1	69 3.8	9 4.0	2 3.6	18 3.0	62 4.1
94303	74 3.5	23 3.1	28 4.3	23 3.2	50 3.8	16 4.3	3 1.6	3 1.8	13 2.5	14 2.4	36 5.0	10 3.5	51 3.2	4 5.7	19 4.3	6 3.8	30 7.6	18 2.1	11 2.2	11 2.2	67 3.6	7 3.4	-	25 4.2	49 3.2
94066	73 3.5	28 3.9	20 3.0	25 3.5	49 3.7	12 3.3	3 1.5	9 4.8	15 2.8	28 4.8	22 3.1	8 3.0	53 3.4	-	20 4.5	13 7.7	27 6.8	14 1.6	19 3.7	19 3.7	62 3.4	9 4.0	2 4.0	20 3.5	53 3.4
94061	60 2.8	18 2.4	21 3.1	21 3.0	40 3.0	11 2.8	6 2.9	1 0.5	15 2.9	13 2.3	25 3.4	7 2.5	46 2.9	6 7.1	8 1.8	5 3.1	21 5.4	4 0.4	30 5.7	30 5.7	46 2.5	14 6.5	-	24 4.2	36 2.3
94025	48 2.3	10 1.4	12 1.8	26 3.6	23 1.8	8 2.1	9 4.6	7 3.7	14 2.6	9 1.5	18 2.4	7 2.7	35 2.2	1 1.1	11 2.6	3 1.6	8 2.1	9 1.0	23 4.4	23 4.4	39 2.1	7 3.3	1 2.0	8 1.4	40 2.6
94112	40 1.9	7 1.0	13 2.0	20 2.7	23 1.7	7 1.9	8 4.0	2 1.1	17 3.3	8 1.3	13 1.8	2 0.7	27 1.7	2 2.0	12 2.7	-	7 1.7	23 2.6	10 2.0	10 2.0	35 1.9	0 0.2	4 8.2	15 2.7	25 1.6
94402	34 1.6	7 0.9	6 0.9	21 3.0	17 1.3	12 3.2	3 1.3	2 1.3	4 0.7	10 1.6	9 1.3	11 4.2	28 1.8	-	6 1.3	3 1.9	6 1.5	7 0.8	17 3.3	17 3.3	30 1.6	3 1.3	1 1.6	5 0.9	29 1.9
94062	30 1.4	15 2.1	11 1.6	4 0.6	17 1.3	6 1.7	5 2.5	2 1.2	8 1.5	12 2.1	5 0.7	5 1.8	26 1.6	-	4 0.9	2 1.2	9 2.4	1 0.1	13 2.5	13 2.5	26 1.4	4 1.9	-	7 1.2	23 1.5
94010	30 1.4	9 1.2	8 1.3	12 1.7	18 1.3	5 1.3	7 3.3	0 0.2	8 1.5	8 1.4	7 1.0	6 2.1	24 1.5	1 0.7	5 1.1	2 0.9	3 0.8	9 1.0	14 2.7	14 2.7	24 1.3	4 1.9	2 3.3	8 1.4	22 1.4
94002	29 1.4	11 1.5	10 1.5	8 1.1	16 1.2	9 2.3	3 1.3	2 0.8	4 0.7	8 1.4	8 1.1	9 3.5	24 1.5	1 1.1	4 0.8	1 0.6	14 3.6	-	12 2.2	12 2.2	29 1.6	-	-	4 0.7	25 1.6
94404	28 1.3	11 1.6	5 0.8	12 1.6	8 0.6	7 1.9	8 3.9	6 3.2	6 1.1	10 1.7	9 1.2	4 1.5	17 1.1	1 0.7	11 2.4	14 8.4	6 1.5	4 0.5	2 0.4	2 0.4	21 1.2	-	7 13.0	11 1.9	18 1.2
94030	26 1.2	6 0.9	6 0.9	14 1.9	14 1.1	8 2.1	1 0.6	3 1.4	2 0.4	12 2.1	3 0.4	8 3.1	17 1.1	-	9 2.0	1 0.3	7 1.7	1 0.1	18 3.4	18 3.4	23 1.2	-	3 5.3	9 1.6	17 1.1
94070	25 1.2	17 2.4	7 1.1	-	17 1.3	4 1.2	2 0.9	1 0.6	4 0.8	11 1.9	5 0.7	4 1.6	17 1.1	2 2.8	5 1.3	1 0.6	1 0.3	-	10 1.9	10 1.9	24 1.3	1 0.2	-	7 1.2	18 1.1
94132	23 1.1	6 0.8	11 1.6	6 0.9	10 0.7	4 1.1	4 2.2	5 2.6	9 1.7	6 1.0	7 1.0	1 0.5	19 1.2	0 0.6	4 0.8	-	1 0.2	19 2.2	3 0.6	3 0.6	23 1.3	-	-	2 0.4	21 1.4
94110	15 0.7	4 0.5	6 0.9	5 0.7	5 0.4	3 0.7	5 2.5	2 1.2	2 0.4	6 1.1	5 0.7	1 0.3	12 0.8	1 1.1	2 0.4	-	2 0.6	12 1.4	-	-	8 0.4	7 3.1	-	2 0.3	13 0.8

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	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
94134	13 0.6	2 0.2	6 0.9	5 0.7	10 0.8	2 0.5	1 0.5	-	5 1.0	3 0.5	4 0.6	0 0.2	4 0.3	-	8 1.9	-	2 0.6	11 1.2	-	-	8 0.4	2 1.0	3 4.9	3 0.5	10 0.6
94065	13 0.6	6 0.9	6 1.0	-	10 0.8	2 0.6	-	0 0.2	2 0.4	4 0.7	6 0.8	1 0.4	12 0.7	-	1 0.2	1 0.3	8 2.1	2 0.2	2 0.4	2 0.4	13 0.7	-	-	1 0.2	11 0.7
94028	13 0.6	12 1.7	0 0.1	-	7 0.6	3 0.9	-	2 0.9	7 1.4	4 0.7	1 0.1	-	10 0.6	-	3 0.6	-	0 0.1	-	-	-	13 0.7	-	-	3 0.5	10 0.7
94005	11 0.5	10 1.3	1 0.2	-	8 0.6	2 0.5	-	1 0.5	3 0.7	5 0.9	1 0.1	1 0.5	9 0.6	-	2 0.4	-	0 0.1	4 0.4	-	-	11 0.6	-	-	-	11 0.7
94103	8 0.4	3 0.4	2 0.3	4 0.5	5 0.3	1 0.2	2 0.9	1 0.5	3 0.5	0 0.1	5 0.7	-	5 0.3	-	3 0.6	1 0.3	1 0.3	6 0.7	-	-	8 0.4	-	-	2 0.4	6 0.4
94124	7 0.3	1 0.1	3 0.4	4 0.5	5 0.3	2 0.5	1 0.4	-	-	3 0.5	5 0.6	-	5 0.3	2 2.2	0 0.1	1 0.3	0 0.1	6 0.7	-	-	4 0.2	1 0.4	2 4.1	-	7 0.5
94109	6 0.3	2 0.3	3 0.4	2 0.2	3 0.2	2 0.5	2 0.9	-	4 0.7	1 0.2	1 0.2	1 0.2	6 0.4	-	-	1 0.6	1 0.2	4 0.5	-	-	6 0.3	-	-	4 0.6	3 0.2
94019	6 0.3	1 0.1	3 0.5	2 0.2	2 0.2	1 0.4	2 1.0	-	-	3 0.5	2 0.2	2 0.6	4 0.3	-	1 0.3	2 0.9	1 0.3	1 0.1	1 0.2	1 0.2	3 0.2	3 1.2	-	2 0.3	4 0.3
95685	6 0.3	-	-	6 0.8	-	-	-	6 3.1	6 1.1	-	-	-	6 0.4	-	-	-	-	-	6 1.1	6 1.1	6 0.3	-	-	-	6 0.4
94011	6 0.3	3 0.4	-	3 0.4	4 0.3	2 0.5	-	-	1 0.2	1 0.2	4 0.5	-	4 0.2	-	2 0.4	-	-	3 0.3	3 0.6	3 0.6	5 0.3	1 0.4	-	1 0.2	5 0.3
94105	5 0.2	2 0.3	1 0.2	2 0.2	2 0.1	-	-	3 1.7	1 0.2	0 0.1	4 0.5	-	5 0.3	-	0 0.1	-	0 0.1	4 0.4	1 0.2	1 0.2	5 0.3	-	-	-	5 0.3
94104	4 0.2	1 0.1	2 0.3	2 0.2	2 0.1	-	-	3 1.4	3 0.5	2 0.3	-	-	4 0.2	-	1 0.2	-	-	4 0.5	-	-	3 0.1	-	2 3.2	3 0.5	2 0.1
94116	4 0.2	1 0.1	1 0.2	2 0.2	1 *	1 0.2	-	3 1.4	4 0.7	-	1 0.1	-	4 0.2	-	1 0.1	1 0.3	-	4 0.4	-	-	4 0.2	-	-	-	4 0.3
94064	4 0.2	1 0.2	0 0.1	2 0.3	2 0.1	-	-	-	-	2 0.3	2 0.3	-	3 0.2	-	1 0.3	-	3 0.7	-	1 0.2	1 0.2	4 0.2	-	-	3 0.5	1 0.1
94037	4 0.2	4 0.5	-	-	4 0.3	-	-	-	-	4 0.6	-	-	3 0.2	-	1 0.2	-	4 0.9	-	-	-	4 0.2	-	-	-	4 0.2
94122	3 0.2	-	1 0.1	2 0.3	-	-	3 1.7	-	1 0.2	2 0.4	-	-	3 0.2	-	-	-	2 0.6	1 0.1	-	-	3 0.2	-	-	-	3 0.2
94541	3 0.2	-	0 0.1	3 0.4	3 0.3	-	-	-	-	3 0.5	-	0 0.2	3 0.2	-	-	-	0 0.1	-	3 0.6	3 0.6	0 *	3 1.3	-	-	3 0.2
94102	3 0.2	1 0.2	2 0.3	-	1 0.1	2 0.5	-	-	1 0.2	2 0.4	-	-	2 0.1	-	1 0.2	1 0.3	1 0.2	2 0.2	-	-	3 0.2	-	-	2 0.3	1 0.1
94018	3 0.1	-	1 0.2	2 0.2	-	0 0.1	1 0.4	2 1.0	-	1 0.2	2 0.3	-	1 0.1	-	2 0.4	-	0 0.1	3 0.3	-	-	3 0.2	-	-	1 0.2	2 0.1
94121	3 0.1	-	0 0.1	2 0.3	-	2 0.7	-	0 0.2	0 0.1	-	2 0.3	-	3 0.2	-	-	-	3 0.7	-	-	-	2 0.1	0 0.2	-	-	3 0.2
94803	3 0.1	-	-	3 0.4	-	-	-	3 1.5	3 0.6	-	-	-	3 0.2	-	-	-	-	-	3 0.6	3 0.6	3 0.2	-	-	3 0.5	-
94020	3 0.1	2 0.2	1 0.2	-	3 0.2	-	-	-	-	1 0.1	2 0.3	-	1 0.1	1 1.1	1 0.3	-	-	-	1 0.2	1 0.2	3 0.2	-	-	-	3 0.2

SAMTRANS MAY 2019

Q5 ZIP CODE

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE			PROVIDED FINAL COMMENT			
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
94804	3 0.1	1 0.2	1 0.2	-	1 0.1	-	1 0.4	1 0.5	1 0.3	1 0.2	-	-	2 0.1	-	1 0.1	1 0.3	0 0.1	2 0.2	-	-	3 0.1	-	-	2 0.3	1 0.1
94022	3 0.1	-	3 0.4	-	3 0.2	-	-	-	-	0 0.1	2 0.3	-	2 0.1	-	1 0.3	-	0 0.1	-	2 0.4	2 0.4	3 0.1	-	-	-	3 0.2
94118	3 0.1	2 0.2	1 0.1	-	1 0.1	1 0.2	1 0.4	-	2 0.3	-	1 0.1	-	3 0.2	-	-	-	3 0.3	-	-	-	3 0.1	-	-	1 0.2	2 0.1
94608	3 0.1	2 0.2	1 0.1	-	1 0.1	-	-	2 0.9	1 0.2	2 0.3	-	-	2 0.1	-	1 0.2	-	-	3 0.3	-	-	3 0.1	-	-	-	3 0.2
91046	2 0.1	-	-	2 0.3	2 0.2	-	-	-	-	2 0.4	-	-	-	-	2 0.6	-	2 0.6	-	-	-	2 0.1	-	-	2 0.4	-
94965	2 0.1	-	-	2 0.3	-	-	-	2 1.3	2 0.5	-	-	-	-	-	2 0.6	-	2 0.6	-	-	-	2 0.1	-	-	-	2 0.2
95835	2 0.1	-	-	2 0.3	-	-	-	2 1.3	-	-	-	2 0.9	2 0.2	-	-	-	2 0.6	-	-	-	2 0.1	-	-	-	2 0.2
94117	2 0.1	-	0 0.1	2 0.2	2 0.1	-	-	0 0.2	0 0.1	-	2 0.2	-	2 0.1	-	-	0 0.1	2 0.2	-	-	-	2 0.1	-	-	2 0.3	0 *
94107	2 0.1	0 0.1	2 0.3	-	2 0.2	-	-	-	1 0.3	0 0.1	0 0.1	-	2 0.1	-	0 0.1	-	1 0.3	1 0.1	-	-	2 0.1	-	-	0 0.1	2 0.1
94131	2 0.1	1 0.1	1 0.2	-	1 0.1	-	-	1 0.7	1 0.3	1 0.2	-	-	2 0.1	-	-	0 0.1	2 0.2	-	-	-	2 0.1	0 0.2	-	-	2 0.1
94133	2 0.1	-	2 0.3	-	1 0.1	-	0 0.2	1 0.5	1 0.2	0 0.1	1 0.1	-	2 0.1	-	-	0 0.1	2 0.2	-	-	-	2 0.1	-	-	1 0.2	1 0.1
73005	2 0.1	-	-	2 0.2	-	-	-	2 1.0	2 0.3	-	-	-	2 0.1	-	-	-	-	2 0.2	-	-	2 0.1	-	-	-	2 0.1
94127	2 0.1	-	-	2 0.2	-	-	-	2 1.0	-	-	2 0.2	-	2 0.1	-	-	-	-	2 0.2	-	-	2 0.1	-	-	-	2 0.1
94561	2 0.1	-	-	2 0.2	2 0.1	-	-	-	-	-	2 0.2	-	2 0.1	-	-	-	-	2 0.2	-	-	2 0.1	-	-	2 0.3	-
95123	2 0.1	-	-	2 0.2	-	-	-	2 1.0	-	2 0.3	-	-	2 0.1	-	-	-	-	2 0.2	-	-	2 0.1	-	-	-	2 0.1
96715	2 0.1	-	-	2 0.2	-	-	-	2 1.0	2 0.3	-	-	-	2 0.1	-	-	-	-	2 0.2	-	-	2 0.1	-	-	-	2 0.1
94108	2 0.1	-	2 0.3	-	0 *	0 0.1	-	1 0.5	2 0.3	-	-	-	2 0.1	-	-	-	1 0.2	1 0.1	-	-	1 0.1	-	0 0.8	0 0.1	1 0.1
40579	2 0.1	-	2 0.3	-	-	-	-	2 0.9	2 0.3	-	-	-	2 0.1	-	-	-	-	2 0.2	-	-	2 0.1	-	-	-	2 0.1
94088	2 0.1	1 0.1	1 0.1	-	-	2 0.5	-	-	-	2 0.2	-	-	2 0.1	-	-	-	-	2 0.2	-	-	2 0.1	-	-	-	2 0.1
94013	2 0.1	1 0.1	1 0.1	-	2 0.1	-	-	-	-	-	2 0.2	-	1 0.1	-	1 0.2	-	-	1 0.1	-	-	2 0.1	-	-	-	2 0.1
94043	2 0.1	-	2 0.2	-	1 0.1	1 0.1	-	-	-	1 0.2	1 0.1	-	2 0.1	-	-	1 0.3	-	-	1 0.2	1 0.2	2 0.1	-	-	1 0.2	1 *
94306	2 0.1	2 0.2	-	-	2 0.1	-	-	-	-	1 0.2	-	0 0.2	0 *	-	1 0.3	-	0 0.1	-	1 0.2	1 0.2	2 0.1	-	-	0 0.1	1 0.1

SAMTRANS MAY 2019

Q5 ZIP CODE

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
94544	2 0.1	1 0.2	0 0.1	-	2 0.1	-	-	-	-	1 0.2	0 0.1	-	2 0.1	-	-	-	0 0.1	-	1 0.2	1 0.2	2 0.1	-	-	0 0.1	1 0.1
90221	2 0.1	-	-	2 0.2	2 0.1	-	-	-	-	2 0.3	-	-	2 0.1	-	-	2 0.9	-	-	-	-	2 0.1	-	-	-	2 0.1
94301	1 0.1	-	1 0.2	-	-	1 0.4	-	-	-	0 0.1	1 0.1	-	1 0.1	-	-	-	0 0.1	1 0.1	-	-	1 0.1	-	-	1 0.2	0 *
64014	1 0.1	-	1 0.2	-	-	1 0.3	-	-	-	-	1 0.2	-	1 0.1	-	-	-	-	-	1 0.2	1 0.2	1 0.1	-	-	1 0.2	-
93635	1 0.1	1 0.2	-	-	-	1 0.3	-	-	-	-	1 0.2	-	1 0.1	-	-	-	-	-	1 0.2	1 0.2	-	1 0.5	-	-	1 0.1
94158	1 0.1	-	1 0.2	-	-	-	1 0.6	-	1 0.2	-	-	-	1 0.1	-	-	-	-	-	1 0.2	1 0.2	1 0.1	-	-	-	1 0.1
94536	1 0.1	1 0.2	-	-	1 0.1	-	-	-	-	-	1 0.2	-	1 0.1	-	-	-	-	-	1 0.2	1 0.2	1 0.1	-	-	1 0.2	-
94705	1 0.1	-	1 0.2	-	-	1 0.3	-	-	-	1 0.2	-	-	1 0.1	-	-	-	-	-	1 0.2	1 0.2	1 0.1	-	-	-	1 0.1
94801	1 0.1	-	1 0.2	-	1 0.1	-	-	-	-	-	1 0.2	-	1 0.1	-	-	-	-	-	1 0.2	1 0.2	1 0.1	-	-	-	1 0.1
95014	1 0.1	1 0.2	-	-	1 0.1	-	-	-	-	1 0.2	-	-	1 0.1	-	-	-	-	-	1 0.2	1 0.2	1 0.1	-	-	-	1 0.1
95112	1 0.1	-	1 0.2	-	-	-	1 0.6	-	-	-	1 0.2	-	1 0.1	-	-	-	-	-	1 0.2	1 0.2	1 0.1	-	-	1 0.2	-
94304	1 *	-	1 0.1	-	0 *	-	1 0.3	-	1 0.1	0 0.1	-	-	1 0.1	-	-	1 0.3	0 0.1	-	-	-	1 0.1	-	-	-	1 0.1
94601	1 *	-	1 0.1	-	1 0.1	-	-	-	0 0.1	-	0 0.1	-	1 0.1	-	-	-	1 0.2	-	-	-	1 0.1	-	-	-	1 0.1
98105	1 *	1 0.1	-	-	-	-	1 0.5	-	1 0.2	-	-	-	1 0.1	-	-	-	1 0.2	-	-	-	1 0.1	-	-	0 0.1	0 *
01077	1 *	1 0.1	-	-	-	-	-	1 0.5	1 0.2	-	-	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
11226	1 *	-	1 0.1	-	-	-	-	1 0.5	1 0.2	-	-	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
14043	1 *	-	1 0.1	-	1 0.1	-	-	-	-	1 0.2	-	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
43750	1 *	1 0.1	-	-	-	-	-	1 0.5	-	-	-	1 0.3	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
55432	1 *	1 0.1	-	-	-	-	-	1 0.5	1 0.2	-	-	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
61440	1 *	-	1 0.1	-	-	-	1 0.4	-	-	1 0.2	-	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	1 0.2	-
79703	1 *	-	1 0.1	-	1 0.1	-	-	-	1 0.2	-	-	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
91504	1 *	1 0.1	-	-	1 0.1	-	-	-	-	-	1 0.1	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1

SAMTRANS MAY 2019

Q5 ZIP CODE

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE			PROVIDED FINAL COMMENT			
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
91915	1 *	-	1 0.1	-	-	-	-	1 0.5	1 0.2	-	-	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	1 0.2	-
94038	1 *	1 0.1	-	-	1 0.1	-	-	-	-	-	1 0.1	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
94060	1 *	1 0.1	-	-	-	1 0.2	-	-	-	1 0.2	-	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	1 0.2	-
94074	1 *	1 0.1	-	-	1 0.1	-	-	-	-	-	1 0.1	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	1 0.2	-
94086	1 *	1 0.1	-	-	-	-	-	1 0.5	-	-	1 0.1	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
94111	1 *	-	1 0.1	-	-	-	1 0.4	-	-	-	1 0.1	-	-	1 1.1	-	-	-	1 0.1	-	-	1 *	-	-	1 0.2	-
94115	1 *	1 0.1	-	-	1 0.1	-	-	-	-	-	1 0.1	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
94530	1 *	-	1 0.1	-	1 0.1	-	-	-	-	-	1 0.1	-	-	-	1 0.2	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
94542	1 *	-	1 0.1	-	-	-	-	1 0.5	-	1 0.2	-	-	-	-	1 0.2	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
94543	1 *	1 0.1	-	-	-	-	1 0.4	-	-	-	1 0.1	-	-	-	1 0.2	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
94577	1 *	1 0.1	-	-	1 0.1	-	-	-	-	1 0.2	-	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
94607	1 *	1 0.1	-	-	1 0.1	-	-	-	1 0.2	-	-	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
94951	1 *	1 0.1	-	-	-	1 0.2	-	-	-	1 0.2	-	-	-	-	1 0.2	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
95015	1 *	-	1 0.1	-	1 0.1	-	-	-	-	1 0.2	-	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
95051	1 *	1 0.1	-	-	1 0.1	-	-	-	1 0.2	-	-	-	-	-	1 0.2	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
95116	1 *	-	1 0.1	-	-	1 0.2	-	-	-	1 0.2	-	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
95624	1 *	1 0.1	-	-	1 0.1	-	-	-	-	1 0.2	-	-	-	-	1 0.2	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
97116	1 *	1 0.1	-	-	-	-	-	1 0.5	1 0.2	-	-	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	1 0.2	-
97232	1 *	1 0.1	-	-	-	-	-	1 0.5	1 0.2	-	-	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
69363	1 *	1 0.1	-	-	1 0.1	-	-	-	-	1 0.1	-	-	-	-	1 0.2	-	-	-	-	-	1 *	-	-	1 0.2	-
90809	1 *	1 0.1	-	-	1 0.1	-	-	-	-	-	1 0.1	-	-	-	1 0.2	-	-	-	-	-	1 *	-	-	-	1 0.1
94707	1 *	1 0.1	-	-	1 0.1	-	-	-	1 0.2	-	-	-	1 0.1	-	-	-	-	-	-	-	1 *	-	-	-	1 0.1

SAMTRANS MAY 2019

Q5 ZIP CODE

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE			PROVIDED FINAL COMMENT			
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
94802	1 *	1 0.1	-	-	-	1 0.2	-	-	1 0.2	-	-	-	-	-	1 0.2	-	-	-	-	-	1 *	-	-	-	1 0.1
97303	1 *	1 0.1	-	-	-	-	1 0.4	-	1 0.2	-	-	-	1 0.1	-	-	-	-	-	-	-	1 *	-	-	-	1 0.1
05146	1 *	-	1 0.1	-	-	-	1 0.3	-	1 0.1	-	-	-	-	1 0.7	-	1 0.3	-	-	-	-	1 *	-	-	1 0.1	-
84401	1 *	-	1 0.1	-	1 *	-	-	-	-	1 0.1	-	-	1 *	-	-	1 0.3	-	-	-	-	1 *	-	-	-	1 *
94023	1 *	1 0.1	-	-	-	-	1 0.3	-	1 0.1	-	-	-	1 *	-	-	1 0.3	-	-	-	-	1 *	-	-	-	1 *
94040	1 *	1 0.1	-	-	1 *	-	-	-	1 0.1	-	-	-	1 *	-	-	1 0.3	-	-	-	-	1 *	-	-	1 0.1	-
02145	0 *	0 0.1	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 0.1	-	-	-	-	-	-	0 0.8	0 *
47038	0 *	-	0 0.1	-	-	0 0.1	-	-	0 0.1	-	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 *
49639	0 *	-	0 0.1	-	-	-	-	0 0.2	0 0.1	-	-	-	-	-	0 0.1	-	0 0.1	-	-	-	0 *	-	-	-	0 *
49739	0 *	-	0 0.1	-	-	-	-	0 0.2	0 0.1	-	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 *
64063	0 *	-	0 0.1	-	0 *	-	-	-	-	-	0 0.1	-	-	-	0 0.1	-	0 0.1	-	-	-	-	-	0 0.2	-	0 0.1
64066	0 *	-	0 0.1	-	0 *	-	-	-	-	-	0 0.1	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 0.1
80132	0 *	0 0.1	-	-	-	-	0 0.2	-	0 0.1	-	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 0.1
80134	0 *	0 0.1	-	-	-	0 0.1	-	-	-	0 0.1	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 *
90291	0 *	0 0.1	-	-	-	-	0 0.2	-	0 0.1	-	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 *
91030	0 *	-	0 0.1	-	-	0 0.1	-	-	0 0.1	-	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 *
93024	0 *	-	0 0.1	-	-	-	0 0.2	-	-	-	0 0.1	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 *
93940	0 *	0 0.1	-	-	-	-	-	0 0.2	0 0.1	-	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	0 0.1	-
94017	0 *	-	0 0.1	-	-	-	-	0 0.2	0 0.1	-	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 *
94501	0 *	-	0 0.1	-	-	0 0.1	-	-	-	-	0 0.1	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	0 0.1	-
94540	0 *	0 0.1	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 *
94565	0 *	0 0.1	-	-	0 *	-	-	-	-	-	0 0.1	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 *

SAMTRANS MAY 2019

Q5 ZIP CODE

	TIME PERIOD			# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE			PROVIDED FINAL COMMENT				
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
94609	0 *	- 0.1	0 0.1	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 *
94704	0 *	0 0.1	-	-	-	0 0.1	-	-	-	0 0.1	-	-	-	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 *
94709	0 *	-	0 0.1	-	-	-	-	0 0.2	0 0.1	-	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 *
94806	0 *	-	0 0.1	-	-	0 0.1	-	-	0 0.1	-	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	0 0.1	-
94903	0 *	-	0 0.1	-	-	-	-	0 0.2	0 0.1	-	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 *
95035	0 *	0 0.1	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 *
95110	0 *	-	0 0.1	-	-	0 0.1	-	-	0 0.1	-	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	0 0.1	-
95111	0 *	0 0.1	-	-	0 *	-	-	-	-	-	0 0.1	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 *
95117	0 *	0 0.1	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 *
96061	0 *	-	0 0.1	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 *
BLANK/REFUSED	233 11.1	76 10.4	76 11.6	81 11.3	146 11.0	30 7.9	23 11.5	25 13.6	77 14.7	55 9.5	77 10.7	18 6.8	174 10.9	13 16.2	47 10.6	17 10.6	26 6.5	89 10.1	90 17.3	90 17.3	176 9.6	45 20.8	12 22.8	55 9.5	178 11.6

SAMTRANS MAY 2019
HOME CITY (BASED ON ZIP CODE)

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2109 100.0	732 100.0	657 100.0	720 100.0	1324 100.0	374 100.0	199 100.0	187 100.0	523 100.0	584 100.0	722 100.0	270 100.0	1593 100.0	78 100.0	437 100.0	165 100.0	398 100.0	878 100.0	522 100.0	522 100.0	1838 100.0	216 100.0	55 100.0	580 100.0	1529 100.0
SAN MATEO COUNTY	1632 77.4	591 80.8	489 74.5	552 76.6	1068 80.7	306 81.8	139 69.7	104 55.5	348 66.5	467 79.9	570 79.0	243 89.9	1231 77.2	59 76.0	342 78.2	140 84.7	323 81.4	645 73.5	393 75.2	393 75.2	1447 78.7	155 72.0	30 55.2	464 80.0	1169 76.4
DALY CITY	550 26.1	210 28.6	159 24.3	181 25.2	388 29.3	95 25.5	39 19.8	26 13.8	130 24.8	142 24.3	214 29.6	62 23.0	424 26.6	24 30.1	103 23.5	7 4.1	58 14.7	355 40.4	93 17.9	93 17.9	506 27.5	36 16.7	8 14.6	159 27.4	392 25.6
SAN MATEO	249 11.8	65 8.9	71 10.8	113 15.7	143 10.8	53 14.2	28 14.1	25 13.2	57 10.8	69 11.7	75 10.4	49 18.3	180 11.3	11 13.8	59 13.4	52 31.7	39 9.7	67 7.7	74 14.1	74 14.1	216 11.8	22 10.2	11 20.2	62 10.6	188 12.3
REDWOOD CITY	204 9.7	72 9.8	69 10.5	64 8.9	135 10.2	34 9.2	17 8.7	10 5.3	48 9.1	66 11.4	65 9.0	25 9.4	165 10.3	6 7.8	34 7.7	39 23.7	68 17.0	23 2.6	70 13.5	70 13.5	165 9.0	40 18.5	-	61 10.5	143 9.4
SOUTH SAN FRANCISCO	189 8.9	71 9.7	51 7.7	67 9.3	126 9.5	42 11.2	10 5.0	8 4.4	25 4.7	54 9.3	72 10.0	37 13.8	139 8.7	3 4.0	47 10.7	19 3.9	43 10.7	86 9.8	41 7.9	41 7.9	161 8.7	25 11.8	3 4.9	67 11.5	122 8.0
PACIFICA	85 4.0	35 4.7	38 5.8	12 1.7	57 4.3	8 2.2	13 6.6	6 3.1	18 3.4	22 3.8	31 4.4	12 4.6	64 4.0	6 7.9	15 3.5	11 6.6	18 4.4	50 5.7	1 0.2	1 0.2	84 4.5	1 0.4	0 0.8	25 4.3	60 3.9
PALO ALTO	78 3.7	24 3.3	31 4.7	23 3.2	52 3.9	17 4.7	4 1.9	3 1.8	14 2.6	16 2.8	37 5.1	10 3.7	53 3.4	4 5.7	20 4.6	7 4.1	32 7.9	19 2.2	12 2.4	12 2.4	71 3.8	7 3.4	-	26 4.5	52 3.4
SAN BRUNO	73 3.5	28 3.9	20 3.0	25 3.5	49 3.7	12 3.3	3 1.5	9 4.8	15 2.8	28 4.8	22 3.1	8 3.0	53 3.4	-	20 4.5	13 7.7	27 6.8	14 1.6	19 3.7	19 3.7	62 3.4	9 4.0	2 4.0	20 3.5	53 3.4
MENLO PARK	48 2.3	10 1.4	12 1.8	26 3.6	23 1.8	8 2.1	9 4.6	7 3.7	14 2.6	9 1.5	18 2.4	7 2.7	35 2.2	1 1.1	11 2.6	3 1.6	8 2.1	9 1.0	23 4.4	23 4.4	39 2.1	7 3.3	1 2.0	8 1.4	40 2.6
BURLINGAME	35 1.7	12 1.6	8 1.3	15 2.1	21 1.6	7 1.8	7 3.3	0 0.2	9 1.7	9 1.6	11 1.5	6 2.1	28 1.8	1 0.7	6 1.5	2 0.9	3 0.8	11 1.3	17 3.3	17 3.3	28 1.5	5 2.3	2 3.3	9 1.5	26 1.7
BELMONT	29 1.4	11 1.5	10 1.5	8 1.1	16 1.2	9 2.3	3 1.3	2 0.8	4 0.7	8 1.4	8 1.1	9 3.5	24 1.5	1 1.1	4 0.8	1 0.6	14 3.6	-	12 2.2	12 2.2	29 1.6	-	-	4 0.7	25 1.6
MILLBRAE	26 1.2	6 0.9	6 0.9	14 1.9	14 1.1	8 2.1	1 0.6	3 1.4	2 0.4	12 2.1	3 0.4	8 3.1	17 1.1	-	9 2.0	1 0.3	7 1.7	1 0.1	18 3.4	18 3.4	23 1.2	-	3 5.3	9 1.6	17 1.1
SAN CARLOS	25 1.2	17 2.4	7 1.1	-	17 1.3	4 1.2	2 0.9	1 0.6	4 0.8	11 1.9	5 0.7	4 1.6	17 1.1	2 2.8	5 1.3	1 0.6	1 0.3	-	10 1.9	10 1.9	24 1.3	1 0.2	-	7 1.2	18 1.1
PORTOLA VALLEY	13 0.6	12 1.7	0 0.1	-	7 0.6	3 0.9	-	2 0.9	7 1.4	4 0.7	1 0.1	-	10 0.6	-	3 0.6	-	0 0.1	-	-	-	13 0.7	-	-	3 0.5	10 0.7
BRISBANE	11 0.5	10 1.3	1 0.2	-	8 0.6	2 0.5	-	1 0.5	3 0.7	5 0.9	1 0.1	1 0.5	9 0.6	-	2 0.4	-	0 0.1	4 0.4	-	-	11 0.6	-	-	-	11 0.7
HALF MOON BAY	6 0.3	1 0.1	3 0.5	2 0.2	2 0.2	1 0.4	2 1.0	-	-	3 0.5	2 0.2	2 0.6	4 0.3	-	1 0.3	2 0.9	1 0.3	1 0.1	1 0.2	1 0.2	3 0.2	3 1.2	-	2 0.3	4 0.3
MONTARA	4 0.2	4 0.5	-	-	4 0.3	-	-	-	-	4 0.6	-	-	3 0.2	-	1 0.2	-	4 0.9	-	-	-	4 0.2	-	-	-	4 0.2
EL GRANADA	3 0.1	-	1 0.2	2 0.2	-	0 0.1	1 0.4	2 1.0	-	1 0.2	2 0.3	-	1 0.1	-	2 0.4	-	0 0.1	3 0.3	-	-	3 0.2	-	-	1 0.2	2 0.1
LA HONDA	3 0.1	2 0.2	1 0.2	-	3 0.2	-	-	-	-	1 0.1	2 0.3	-	1 0.1	1 1.1	1 0.3	-	-	-	1 0.2	1 0.2	3 0.2	-	-	-	3 0.2
MOSS BEACH	1 *	1 0.1	-	-	1 0.1	-	-	-	-	-	1 0.1	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
PESCADERO	1 *	1 0.1	-	-	-	1 0.2	-	-	-	1 0.2	-	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	1 0.2	-

SAMTRANS MAY 2019
HOME CITY (BASED ON ZIP CODE)

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT		
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
SAN GREGORIO	1 *	1 0.1	-	-	1 0.1	-	-	-	-	-	1 0.1	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	1 0.2	-
SAN FRANCISCO COUNTY	154 7.3	33 4.5	61 9.2	60 8.3	73 5.5	27 7.2	29 14.8	24 13.0	58 11.1	36 6.1	54 7.5	5 1.9	116 7.3	6 7.1	32 7.3	3 1.9	26 6.4	110 12.5	15 2.9	15 2.9	131 7.1	11 5.2	12 21.2	39 6.7	115 7.5
SAN FRANCISCO	154 7.3	33 4.5	61 9.2	60 8.3	73 5.5	27 7.2	29 14.8	24 13.0	58 11.1	36 6.1	54 7.5	5 1.9	116 7.3	6 7.1	32 7.3	3 1.9	26 6.4	110 12.5	15 2.9	15 2.9	131 7.1	11 5.2	12 21.2	39 6.7	115 7.5
ALAMEDA COUNTY	17 0.8	8 1.1	6 0.9	3 0.4	11 0.9	2 0.5	1 0.4	3 1.7	4 0.9	9 1.6	3 0.5	0 0.2	14 0.9	-	3 0.7	-	4 1.0	6 0.7	6 1.2	6 1.2	14 0.8	3 1.3	-	2 0.3	15 1.0
HAYWARD	7 0.3	2 0.3	2 0.3	3 0.4	5 0.4	-	1 0.4	1 0.5	0 0.1	5 0.8	1 0.2	0 0.2	5 0.3	-	2 0.4	-	1 0.3	2 0.2	4 0.8	4 0.8	4 0.2	3 1.3	-	0 0.1	7 0.4
BERKELEY	3 0.1	1 0.2	2 0.2	-	1 0.1	2 0.4	-	0 0.2	1 0.3	2 0.3	-	-	2 0.2	-	0 0.1	-	1 0.2	-	1 0.2	1 0.2	3 0.2	-	-	-	3 0.2
EMERYVILLE	3 0.1	2 0.2	1 0.1	-	1 0.1	-	-	2 0.9	1 0.2	2 0.3	-	-	2 0.1	-	1 0.2	-	-	3 0.3	-	-	3 0.1	-	-	-	3 0.2
OAKLAND	2 0.1	1 0.1	1 0.2	-	2 0.2	-	-	-	2 0.3	-	0 0.1	-	2 0.1	-	-	-	1 0.3	1 0.1	-	-	2 0.1	-	-	-	2 0.1
FREMONT	1 0.1	1 0.2	-	-	1 0.1	-	-	-	-	-	1 0.2	-	1 0.1	-	-	-	-	-	1 0.2	1 0.2	1 0.1	-	-	1 0.2	-
SAN LEANDRO	1 *	1 0.1	-	-	1 0.1	-	-	-	-	1 0.2	-	-	1 0.1	-	-	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
ALAMEDA	0 *	-	0 0.1	-	-	0 0.1	-	-	-	-	0 0.1	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	0 0.1	-
SANTA CLARA COUNTY	16 0.8	6 0.8	8 1.3	2 0.2	9 0.6	4 1.0	2 0.8	3 1.4	3 0.6	6 1.1	7 1.0	-	14 0.9	-	2 0.5	2 0.9	2 0.6	7 0.8	6 1.1	6 1.1	16 0.9	-	-	3 0.6	13 0.9
SAN JOSE	5 0.2	1 0.1	2 0.4	2 0.2	1 0.1	1 0.4	1 0.6	2 1.0	1 0.2	3 0.5	2 0.2	-	5 0.3	-	-	-	1 0.3	3 0.3	1 0.2	1 0.2	5 0.3	-	-	2 0.3	4 0.2
LOS ALTOS	3 0.2	1 0.1	3 0.4	-	3 0.2	-	1 0.3	-	1 0.1	0 0.1	2 0.3	-	2 0.1	-	1 0.3	1 0.3	0 0.1	-	2 0.4	2 0.4	3 0.2	-	-	-	3 0.2
SUNNYVALE	3 0.1	2 0.2	1 0.1	-	-	2 0.5	-	1 0.5	-	-	3 0.4	-	3 0.2	-	-	-	-	3 0.3	-	-	3 0.1	-	-	-	3 0.2
MOUNTAIN VIEW	2 0.1	1 0.1	2 0.2	-	2 0.1	1 0.1	-	-	1 0.1	1 0.2	1 0.1	-	2 0.1	-	-	1 0.6	-	-	1 0.2	1 0.2	2 0.1	-	-	2 0.3	1 *
CUPERTINO	2 0.1	1 0.2	1 0.1	-	2 0.1	-	-	-	-	2 0.3	-	-	2 0.1	-	-	-	-	1 0.1	1 0.2	1 0.2	2 0.1	-	-	-	2 0.1
SANTA CLARA	1 *	1 0.1	-	-	1 0.1	-	-	-	1 0.2	-	-	-	-	-	1 0.2	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
MILPITAS	0 *	0 0.1	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 *
CONTRA COSTA COUNTY	11 0.5	3 0.4	4 0.6	5 0.7	5 0.4	1 0.4	1 0.4	4 2.0	6 1.1	1 0.2	4 0.6	-	9 0.6	-	2 0.5	1 0.3	1 0.3	4 0.5	4 0.8	4 0.8	11 0.6	-	-	7 1.2	4 0.3
RICHMOND	5 0.2	2 0.3	3 0.4	-	2 0.2	1 0.2	1 0.4	1 0.5	2 0.4	1 0.2	1 0.2	-	3 0.2	-	1 0.3	1 0.3	0 0.1	2 0.2	1 0.2	1 0.2	5 0.3	-	-	2 0.3	3 0.2
EL SOBRANTE	3 0.1	-	-	3 0.4	-	-	-	3 1.5	3 0.6	-	-	-	3 0.2	-	-	-	-	-	3 0.6	3 0.6	3 0.2	-	-	3 0.5	-

SAMTRANS MAY 2019
HOME CITY (BASED ON ZIP CODE)

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE			PROVIDED FINAL COMMENT			
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
OAKLEY	2 0.1	-	-	2 0.2	2 0.1	-	-	-	-	-	2 0.2	-	2 0.1	-	-	-	-	2 0.2	-	-	2 0.1	-	-	2 0.3	-
EL CERRITO	1 *	-	1 0.1	-	1 0.1	-	-	-	-	-	1 0.1	-	-	-	1 0.2	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
PITTSBURG	0 *	0 0.1	-	-	0 *	-	-	-	-	-	0 0.1	-	0 *	-	-	0 0.1	-	-	-	-	0 *	-	-	-	0 *
SAN PABLO	0 *	-	0 0.1	-	-	0 0.1	-	-	0 0.1	-	-	-	0 *	-	-	0 0.1	-	-	-	-	0 *	-	-	0 0.1	-
MARIN COUNTY	3 0.1	-	0 0.1	2 0.3	-	-	-	3 1.6	3 0.6	-	-	-	0 *	-	2 0.6	-	3 0.7	-	-	-	3 0.2	-	-	-	3 0.2
SAUSALITO	2 0.1	-	-	2 0.3	-	-	-	2 1.3	2 0.5	-	-	-	-	-	2 0.6	-	2 0.6	-	-	-	2 0.1	-	-	-	2 0.2
SAN RAFAEL	0 *	-	0 0.1	-	-	-	-	0 0.2	0 0.1	-	-	-	0 *	-	-	-	0 0.1	-	-	-	0 *	-	-	-	0 *
SONOMA COUNTY	1 *	1 0.1	-	-	-	1 0.2	-	-	-	1 0.2	-	-	-	-	1 0.2	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
PENNGROVE	1 *	1 0.1	-	-	-	1 0.2	-	-	-	1 0.2	-	-	-	-	1 0.2	-	-	1 0.1	-	-	1 *	-	-	-	1 0.1
NORTHERN CA, OUTSIDE BAY AREA	11 0.5	2 0.3	0 0.1	8 1.1	1 0.1	1 0.3	-	9 4.7	7 1.3	1 0.2	1 0.2	2 0.9	10 0.6	-	1 0.2	-	3 0.9	1 0.1	7 1.3	7 1.3	10 0.5	1 0.5	-	0 0.1	11 0.7
OTHER CA	8 0.4	2 0.3	2 0.3	4 0.6	6 0.4	0 0.1	1 0.5	1 0.5	2 0.3	4 0.7	2 0.3	-	5 0.3	-	3 0.8	2 0.9	4 1.0	2 0.2	-	-	8 0.4	-	-	3 0.6	5 0.3
OUTSIDE CA	22 1.0	8 1.2	10 1.5	4 0.5	5 0.3	2 0.5	4 1.8	12 6.2	15 2.9	4 0.6	2 0.3	1 0.3	19 1.2	1 0.7	2 0.4	1 0.6	5 1.2	13 1.5	1 0.2	1 0.2	21 1.1	0 0.2	0 0.8	6 1.1	16 1.0
REFUSED	233 11.1	76 10.4	76 11.6	81 11.3	146 11.0	30 7.9	23 11.5	25 13.6	77 14.7	55 9.5	77 10.7	18 6.8	174 10.9	13 16.2	47 10.6	17 10.6	26 6.5	89 10.1	90 17.3	90 17.3	176 9.6	45 20.8	12 22.8	55 9.5	178 11.6

SAMTRANS MAY 2019

INTERVIEW LANGUAGE

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION			RIDERSHIP LEVEL				INTERVIEW LANGUAGE			PROVIDED FINAL COMMENT			
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2109	732	657	720	1324	374	199	187	523	584	722	270	1593	78	437	165	398	878	522	522	1838	216	55	580	1529
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
ENGLISH	1838	669	582	588	1143	337	169	172	454	516	623	236	1395	63	381	136	366	759	431	431	1838	-	-	502	1336
	87.2	91.4	88.6	81.6	86.3	90.2	84.7	92.3	86.8	88.4	86.3	87.3	87.6	80.3	87.0	82.3	92.0	86.5	82.6	82.6	100.0			86.6	87.4
SPANISH	216	51	60	105	153	24	25	8	53	48	83	31	160	15	40	24	24	90	78	78	-	216	-	75	141
	10.2	6.9	9.1	14.6	11.6	6.5	12.4	4.1	10.0	8.3	11.5	11.4	10.1	19.7	9.2	14.6	6.0	10.2	15.0	15.0	100.0			12.8	9.2
CHINESE	55	12	15	27	28	12	6	7	16	19	16	3	38	-	17	5	8	29	12	12	-	-	55	3	52
	2.6	1.7	2.3	3.8	2.1	3.3	2.9	3.6	3.1	3.3	2.2	1.2	2.4		3.9	3.1	2.0	3.3	2.4	2.4			100.0	0.5	3.4

SAMTRANS MAY 2019

STRATA

	TIME PERIOD				# DAYS RIDE/WEEK				LENGTH RIDING ST			OVERALL SATISFACTION				RIDERSHIP LEVEL				INTERVIEW LANGUAGE				PROVIDED FINAL COMMENT	
	TOTAL	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK	<1 YR	1-3 YRS	4-20 YRS	> 20 YRS	VERY/ SMWT SAT	VERY/ SMWT DISAT	NEUT/ BLANK	LOW	MED	HIGH	VERY HIGH	SCHOOL	ENGLISH	SPANISH	CHINESE	YES	NO
BASE-ALL RESPONDENTS	2109 100.0	732 100.0	657 100.0	720 100.0	1324 100.0	374 100.0	199 100.0	187 100.0	523 100.0	584 100.0	722 100.0	270 100.0	1593 100.0	78 100.0	437 100.0	165 100.0	398 100.0	878 100.0	522 100.0	522 100.0	1838 100.0	216 100.0	55 100.0	580 100.0	1529 100.0
WEEKDAY PEAK	732 34.7	732 100.0	-	-	512 38.6	121 32.3	50 25.1	44 23.6	198 37.9	245 42.0	229 31.7	55 20.2	562 35.3	22 28.6	147 33.6	40 23.9	105 26.4	333 37.9	109 20.8	109 20.8	669 36.4	51 23.5	12 22.6	168 28.9	564 36.9
AM PEAK	327 15.5	327 44.7	-	-	250 18.8	51 13.6	12 5.9	11 5.8	70 13.3	109 18.7	117 16.2	29 10.7	254 15.9	10 12.4	63 14.5	5 3.1	44 11.0	188 21.5	49 9.3	49 9.3	299 16.3	23 10.7	5 9.3	76 13.2	251 16.4
PM PEAK	405 19.2	405 55.3	-	-	262 19.8	70 18.6	38 19.2	33 17.8	129 24.6	136 23.3	112 15.6	26 9.5	308 19.4	13 16.1	84 19.1	34 20.8	61 15.4	145 16.5	60 11.5	60 11.5	370 20.1	28 12.8	7 13.3	91 15.8	313 20.5
WEEKDAY OFF PEAK	657 31.1	-	657 100.0	-	406 30.7	127 33.9	56 27.9	63 34.0	151 28.8	173 29.6	245 34.0	85 31.6	498 31.2	38 48.1	121 27.8	28 16.7	98 24.5	340 38.7	192 36.7	192 36.7	582 31.6	60 27.7	15 27.8	169 29.2	487 31.9
WEEKEND	720 34.2	-	-	720 100.0	407 30.7	126 33.8	94 47.0	79 42.4	174 33.3	166 28.4	248 34.3	130 48.2	533 33.5	18 23.3	169 38.6	98 59.4	195 49.1	205 23.4	222 42.5	222 42.5	588 32.0	105 48.8	27 49.7	243 41.8	478 31.2
SATURDAY	454 21.5	-	-	454 63.1	240 18.1	79 21.1	62 31.3	60 32.0	110 21.0	99 17.0	156 21.6	87 32.1	332 20.8	14 17.3	109 24.8	98 59.4	143 36.0	63 7.2	150 28.7	150 28.7	375 20.4	59 27.3	21 37.9	151 26.0	303 19.8
SUNDAY	266 12.6	-	-	266 36.9	166 12.5	48 12.7	31 15.7	19 10.4	64 12.3	67 11.4	92 12.7	43 16.1	201 12.6	5 6.0	60 13.8	-	52 13.0	142 16.2	72 13.8	72 13.8	213 11.6	46 21.5	6 11.8	92 15.8	174 11.4