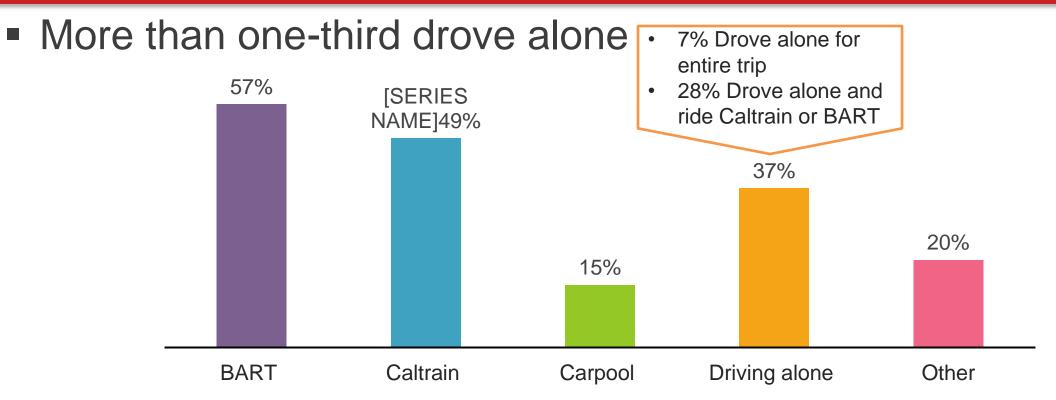
# Foster City Express Bus Survey Key Findings

#### September 4, 2019



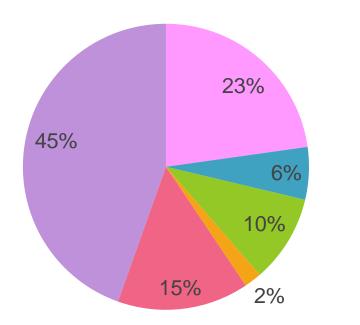
# Mode Prior to Riding FCX





# Longevity Riding SamTrans

Almost one-half of respondents are new riders



- 6 months or less
- More than 6 months but less than 1 year
- 1-3 years
- 4-5 years
- More than 5 years
- This is my first time riding SamTrans



## **FCX Satisfaction Ratings**

#### High Satisfaction Ratings

	Satisfied	Neutral	Dissatisfied	Don't know or n/a
Travel time	86%	9%	4%	
Location of stops	85%	8%	7%	
Seat availability	72%	12%	17%	
How often the bus runs	58%	25%	17%	
Onboard Wi-Fi	65%	8%	9%	18%
Schedule reliability	85%	10%	2%	3%



## Intentions to Ride After Promotion

99% of riders plan on riding FCX after the promotion [PERCENTAGE]\_[PERCENTAGE]\_[PERCENTAGE] 5 days per week [PERCENTAGE]. [PERCENTAGE] 4 days per week 3 days per week 2 days per week 1 day per week 1-3 days per month I don't plan on riding the FCX after the promotion ends [PERCENTAGE] [PERCENTAGE] N=138

### Feedback from FCX Riders

"Thank you!! This is the first time I am using a bus to commute, and it is wonderful!"

"Love the ease and ability to get into SF without having to transfer..." "...a very big thank you from a person who has gotten about 1 hour back per day."

> "This may be a complete game changer to my commute."





#### Julian Jest Market Research Analyst

