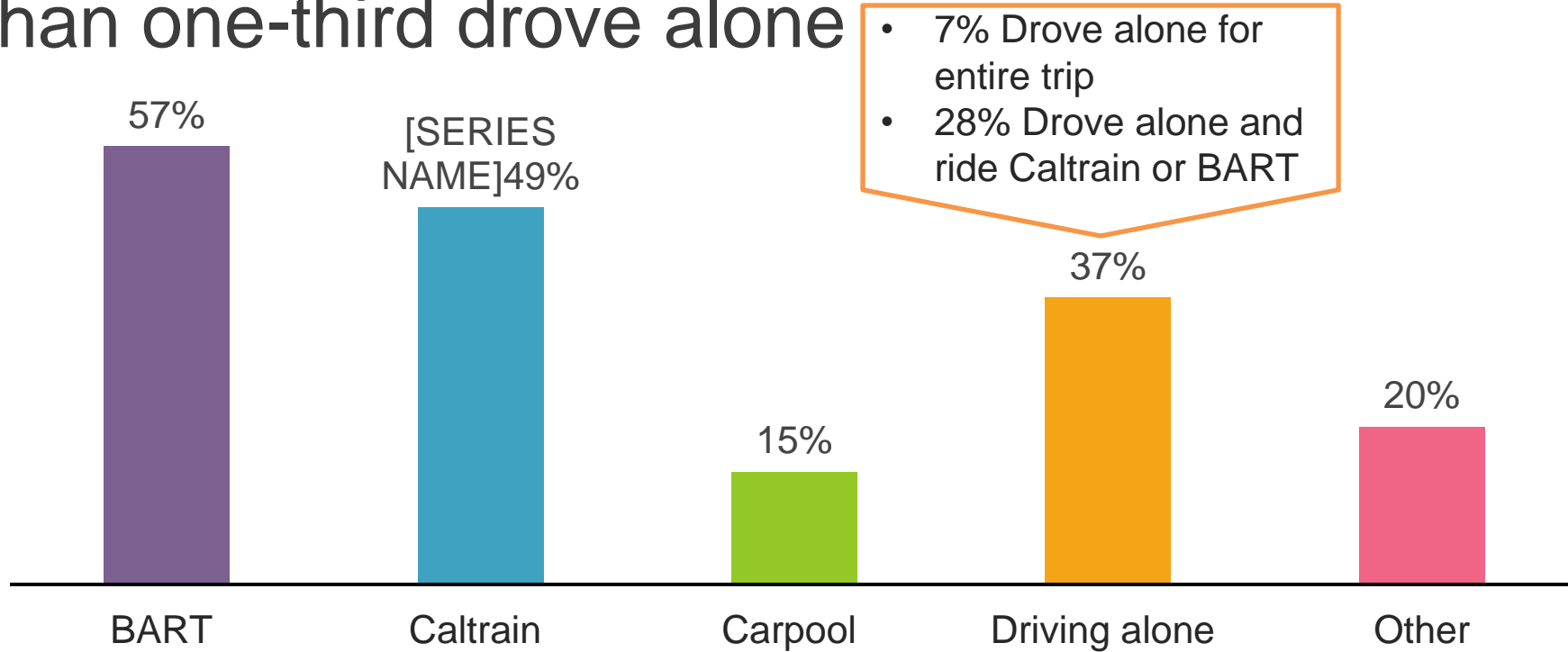


Foster City Express Bus Survey Key Findings

September 4, 2019

Mode Prior to Riding FCX

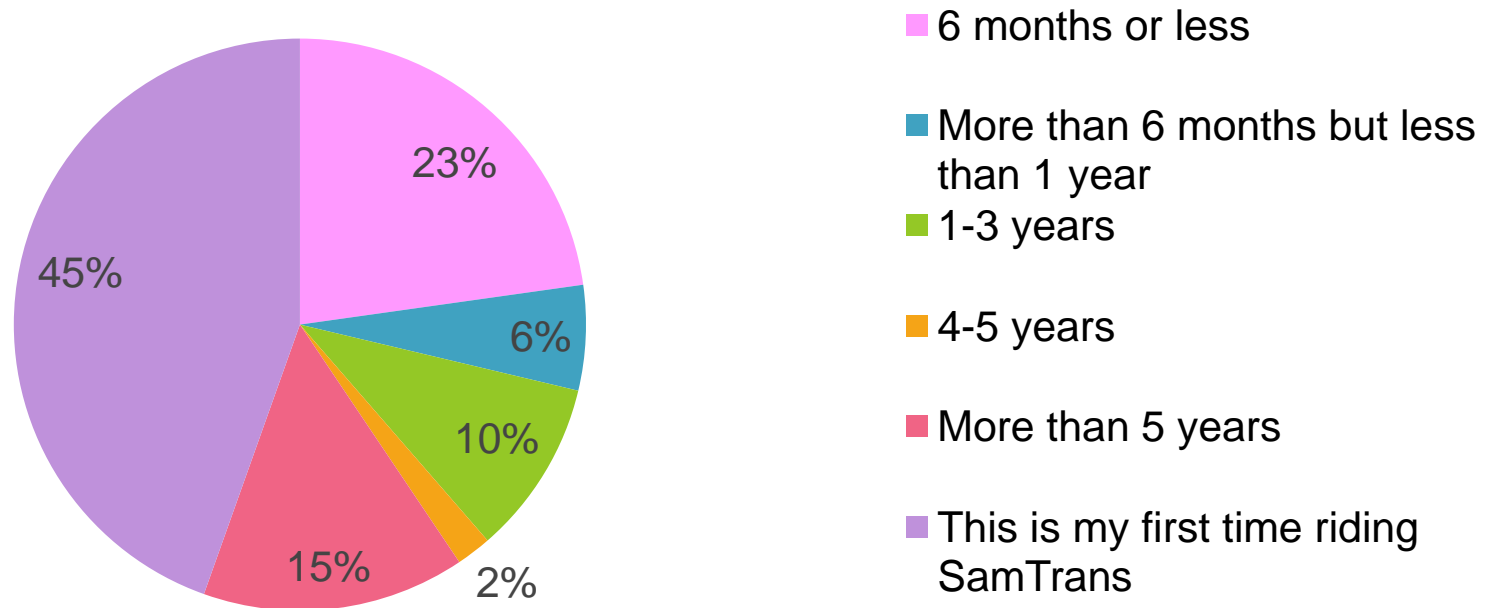
- More than one-third drove alone



N=138

Longevity Riding SamTrans

- Almost one-half of respondents are new riders



N=137

FCX Satisfaction Ratings

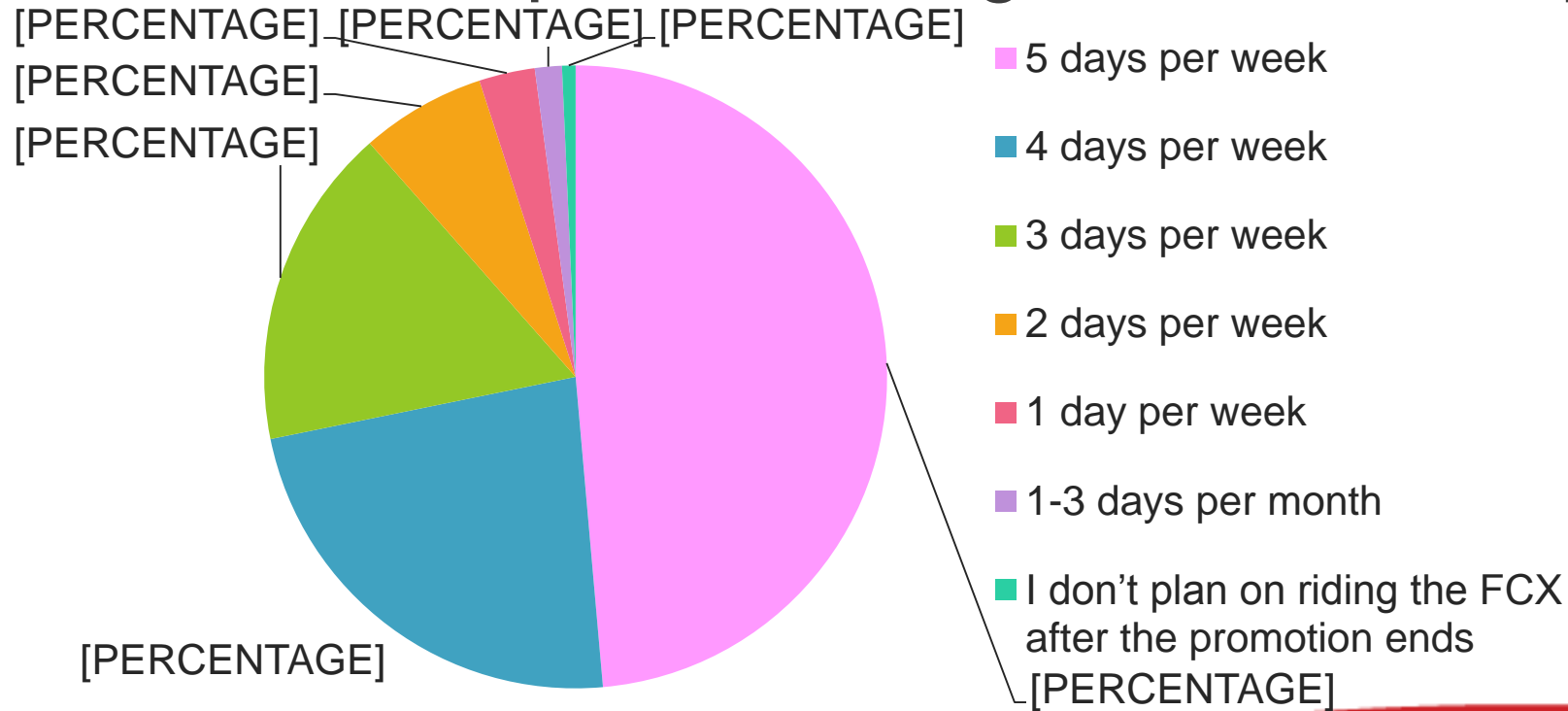
■ High Satisfaction Ratings

	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%

N=138

Intentions to Ride After Promotion

- 99% of riders plan on riding FCX after the promotion



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.”

Questions?

Julian Jest
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