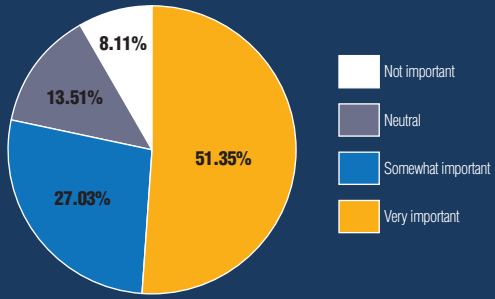




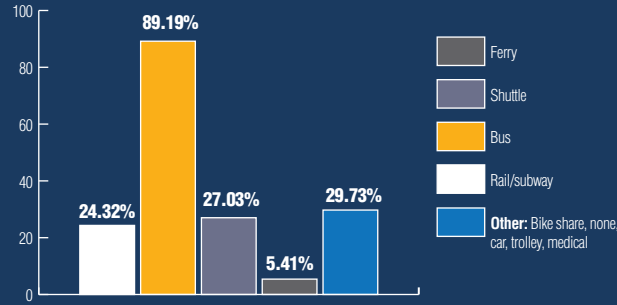
2016 TRANSIT RIDER SURVEY

We surveyed Facebook users who use public transit riders in an effort to discover their perceptions, concerns, and ideas about the current state of public transportation.

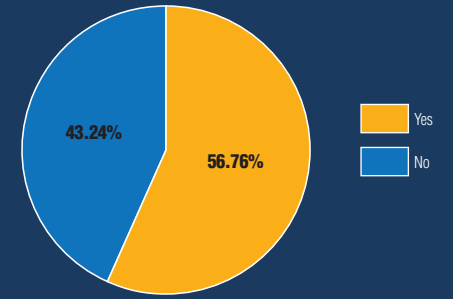
How important is the role of public transportation in your region?



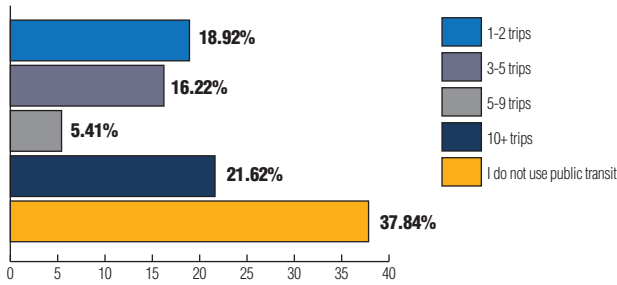
What types of public transportation are available in your city/region?



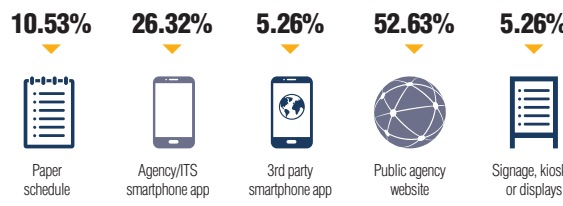
Do you know the name of your local transit agency?



How many times per week do you use public transportation services?



How do you currently access transit information for the routes you use?



Other survey option receiving no response: SMS (text)

What type of transit information do you most often access?

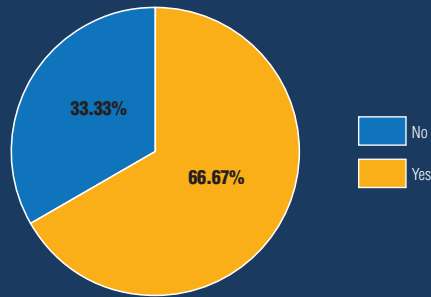


Other survey options receiving no response: Alerts for weather/traffic delays; landmarks, shopping, restaurants, etc.

Rank the importance of the types of information you prefer to have available on a website/app.

- #1 Information about local stop
- #2 Trip planning
- #3 Local points of interest
- #4 Next arriving vehicle

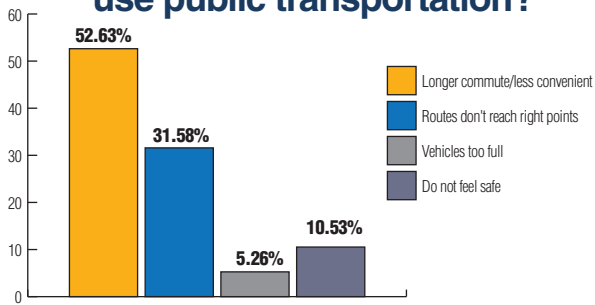
Have you subscribed to transit alerts (e-mail, SMS, app) from your agency?



What types of alerts do you prefer to subscribe?

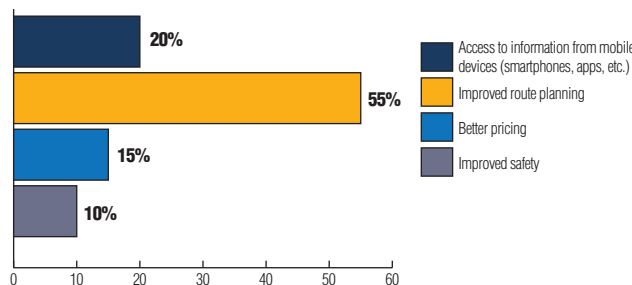


What is the main reason you do not use public transportation?



Other survey options receiving no response: Poor prior experience; prefer to use taxis, Uber, Lyft; cost

Which consideration might most influence you to use public transit?



Other survey options receiving no response: Improved vehicle amenities, friendlier drivers

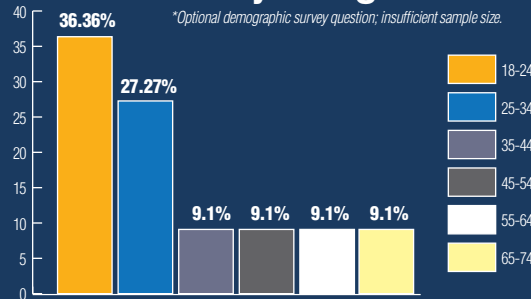
Rank the importance of the availability of the following features/services on vehicles.

- #1 Automatic fare payment
- #2 Digital information displays
- #3 Public Wi-Fi
- #4 Video surveillance
- #5 Audio announcements

Rank the importance the availability of the following features/services at transit stops.

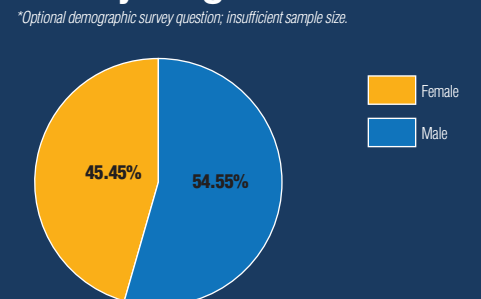
- #1 Digital information displays
- #2 Lighting
- #3 Public Wi-Fi
- #4 Video surveillance systems
- #5 Audio announcements
- #6 Shelter

What is your age?*



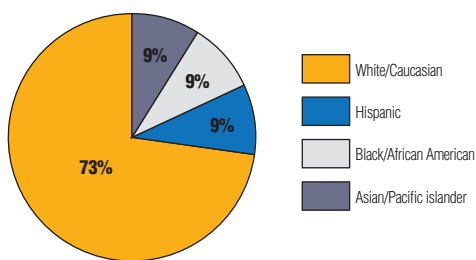
Other survey option receiving no response: Age 75+

What is your gender?*



What is your race/ethnicity?*

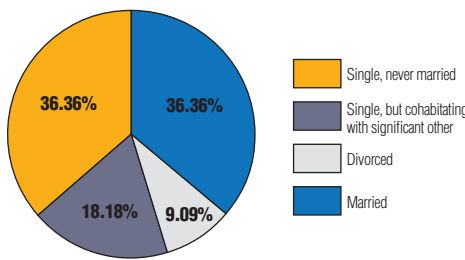
*Optional demographic survey question; insufficient sample size.



Other survey options receiving no response: American Indian/Alaskan Native, multiple/other

What is your relationship status?*

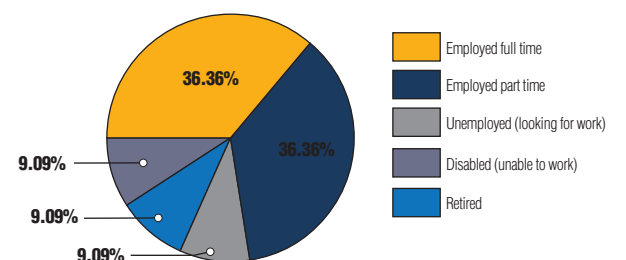
*Optional demographic survey question; insufficient sample size.



Other survey options receiving no response: Widowed, separated, in a domestic partnership/civil union

What is your employment status?*

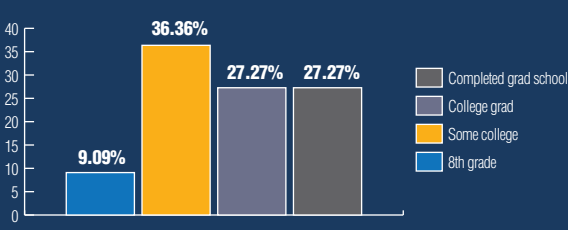
*Optional demographic survey question; insufficient sample size.



Other survey options receiving no response: Unemployed (not looking for work), military

What best describes your level of education?*

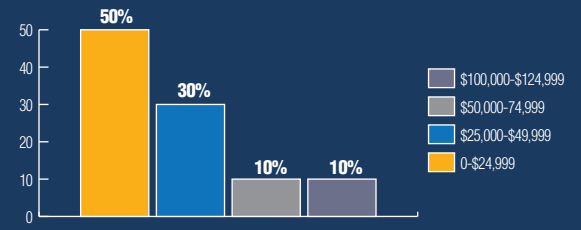
*Optional demographic survey question; insufficient sample size.



Other survey options receiving no response: Graduated from high school, some graduate school

What is your approximate household income?*

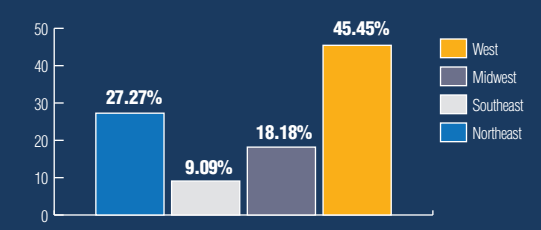
*Optional demographic survey question; insufficient sample size.



Other survey options receiving no response: \$75,000-\$99,999, \$150,000-\$174,999, \$175,000-\$199,000, \$200,000+

What area of the United States do you reside?*

*Optional demographic survey question; insufficient sample size.



Other survey option receiving no response: Southwest