



TRANSIT RIDER SURVEY 2022

CAD/AVL/GPS
etatransit.com



DO YOU OWN A CAR/MOTORCYCLE?
YES: 83%

Transitioned to work from home?

45%
say 'yes'



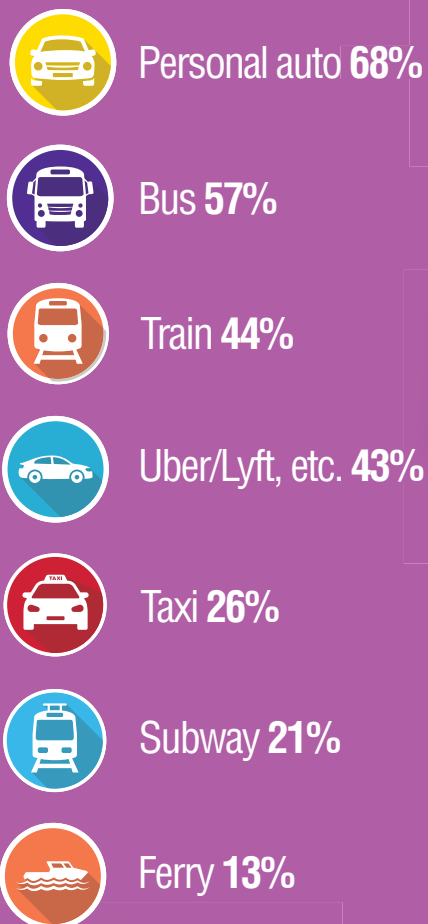
FREE FARES

HAS YOUR LOCAL AGENCY MOVED TO A FREE FARE MODEL?

83% SAY 'NO'

Multimodal transit

If you use multiple modes of transit during your typical commute, what are they?



SPENDING IN '22
Did your local transit agency announce new spending?

58%
SAY 'YES'

Which improvements did they announce?



TICKET TO UTILIZATION

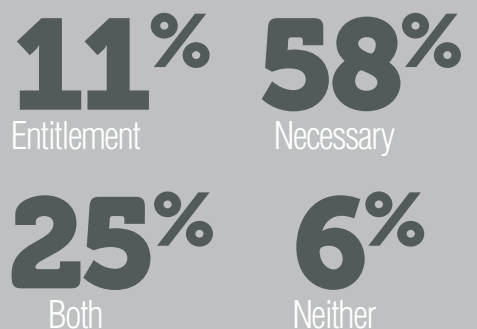
HOW WOULD YOU ENCOURAGE PUBLIC TRANSIT USE?

20% FREE FARES
17% CONVENIENT STOP PLACEMENT

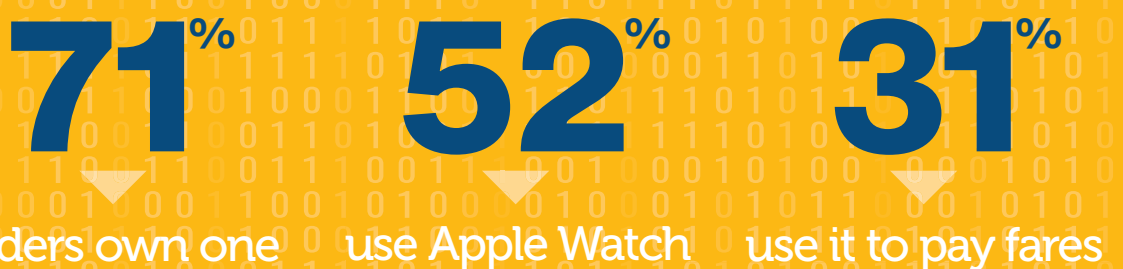
PUBLIC TRANSIT:



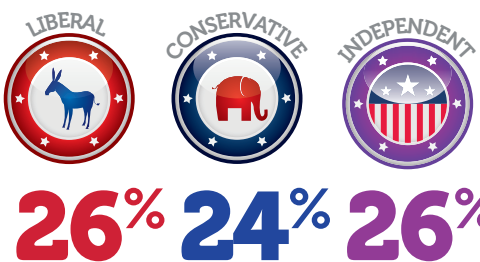
AN ENTITLEMENT PROGRAM OR NECESSARY SERVICE?



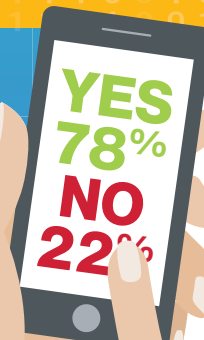
Smartwatch utilization:



POLITICAL LEANINGS



Do you get alerts to changes by app or website?



Does your cellular plan include unlimited data?

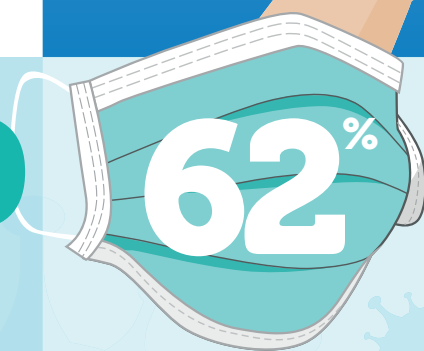
87%
YES

Feedback preference

34%

of riders prefer to use online web forms

COVID 2022 UPDATE



say their agency no longer requires masks



say their agency has restored fares to pre-COVID levels

56%

say COVID has permanently affected their travel habits

42%

say COVID has put the future of public transit in peril