



APPENDIX I

2025 RIDER SURVEY



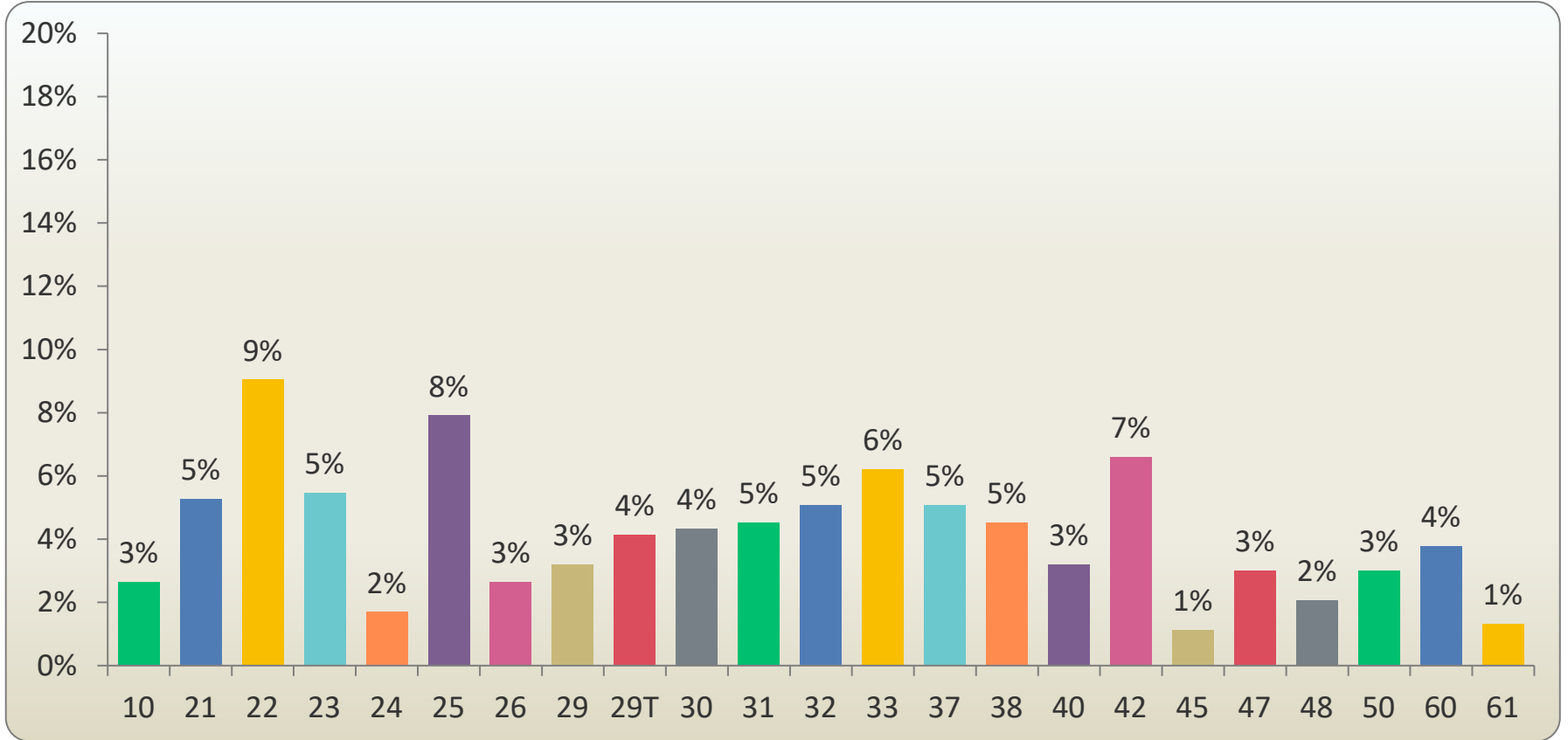
2025 Annual Fixed Route Survey

531 Total Responses

Survey Period: September 20 – October 3, 2025

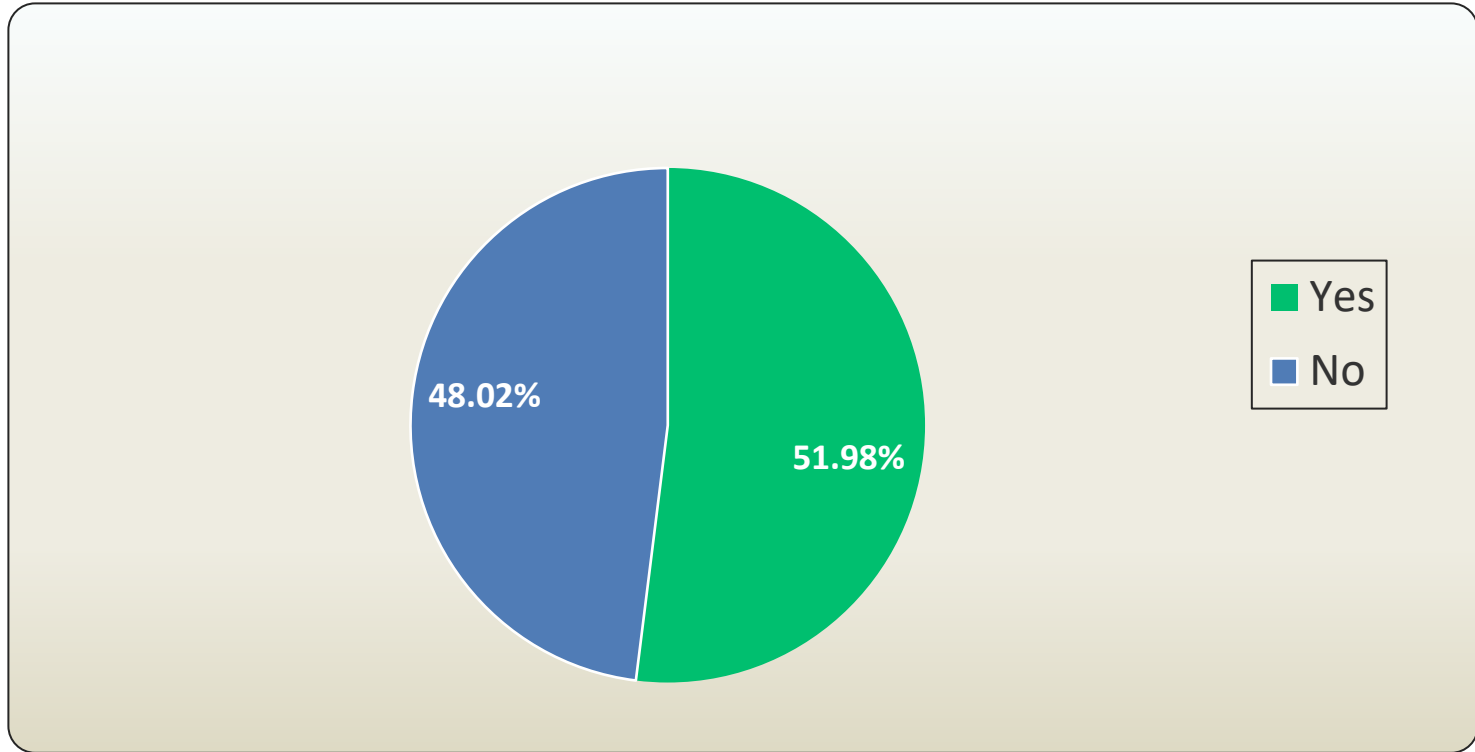
Q1: Which Route are you riding?

Answered: 531 Skipped: 0



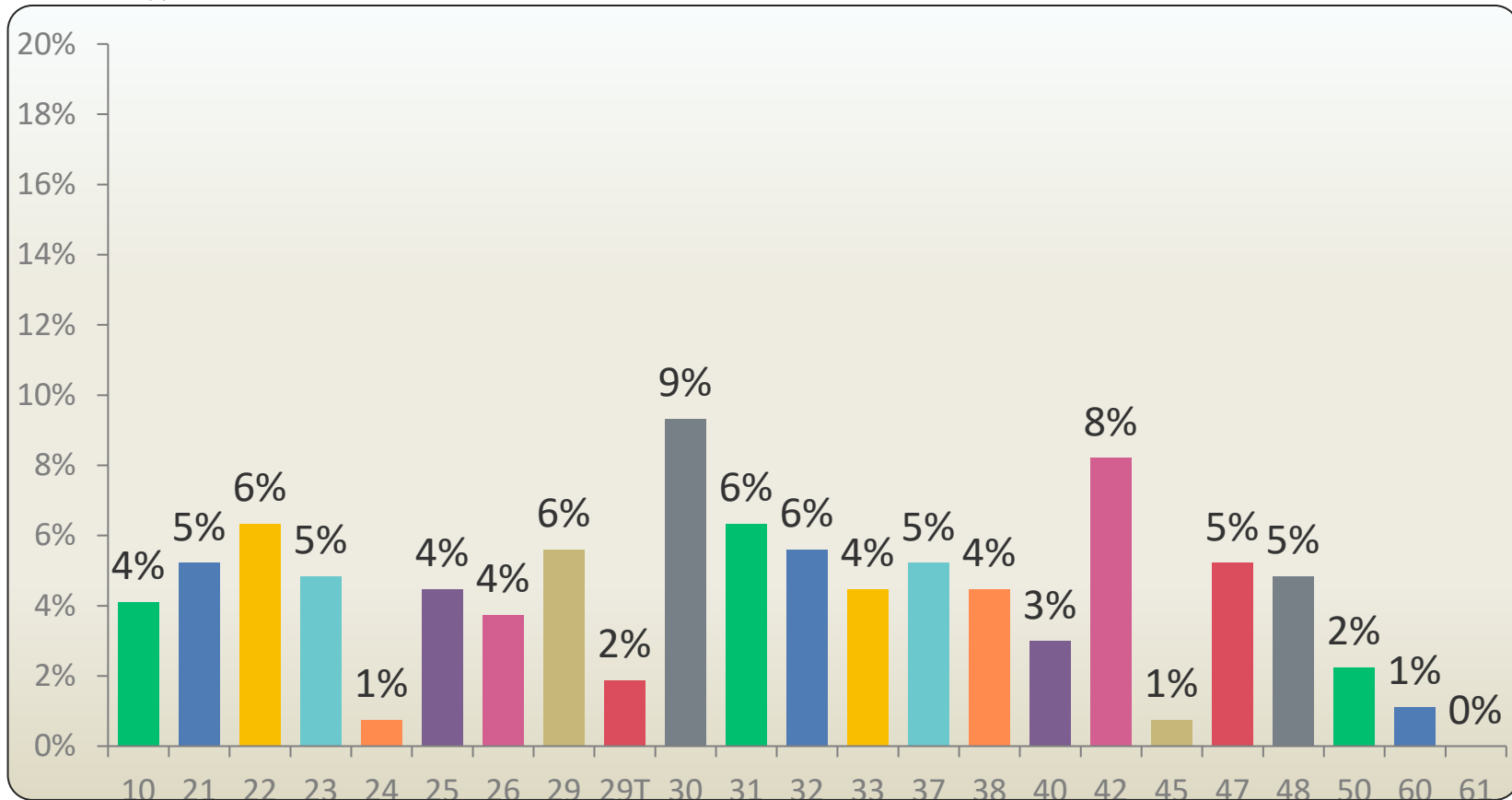
Q2: Will you take more than one bus to reach your destination?

Answered: 531 Skipped: 0



Q3: If you answered "Yes", which route your transferred from to get on this bus or what bus route you will transfer to from this bus, to reach your destination.

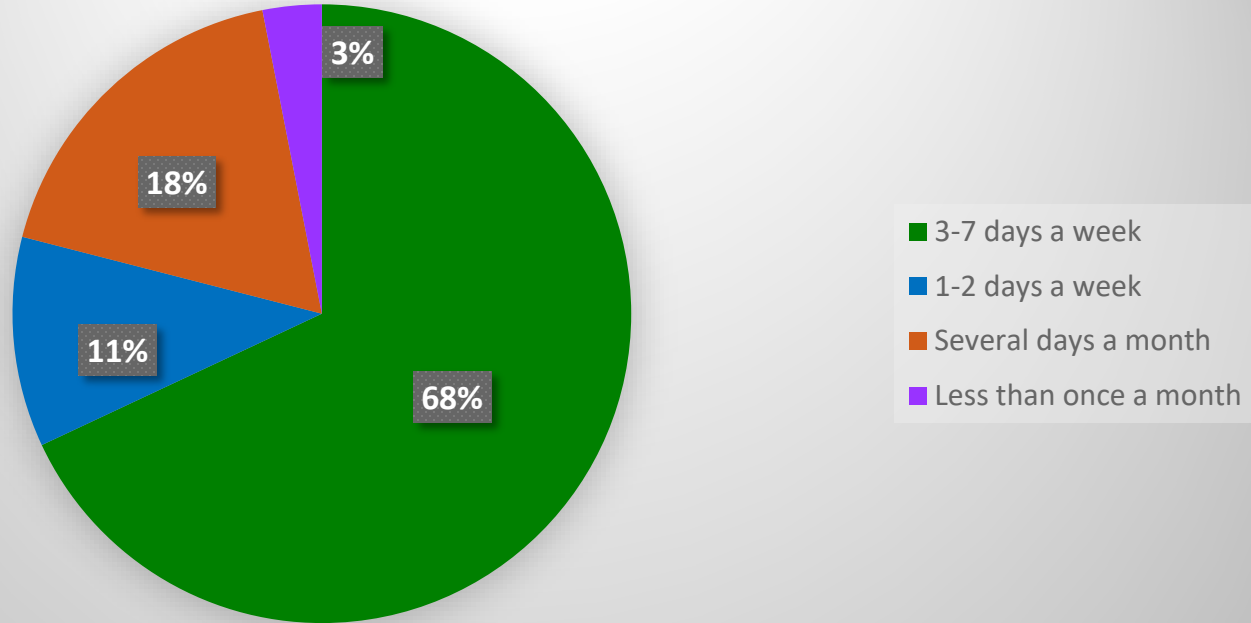
Answered: 268 Skipped: 263



Q4: On average, how often do you ride transit services?

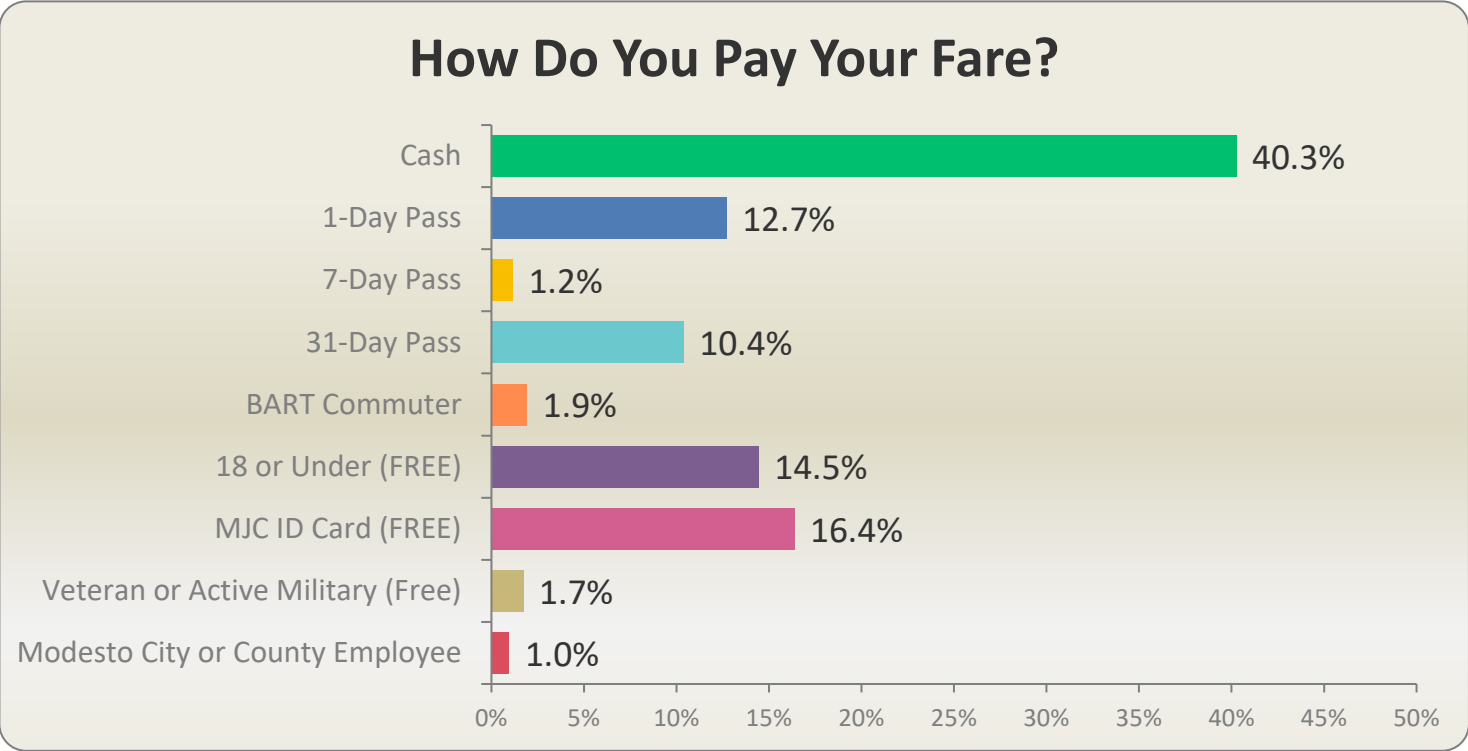
Answered: 519 Skipped: 12

How Often Do You Ride the Bus?



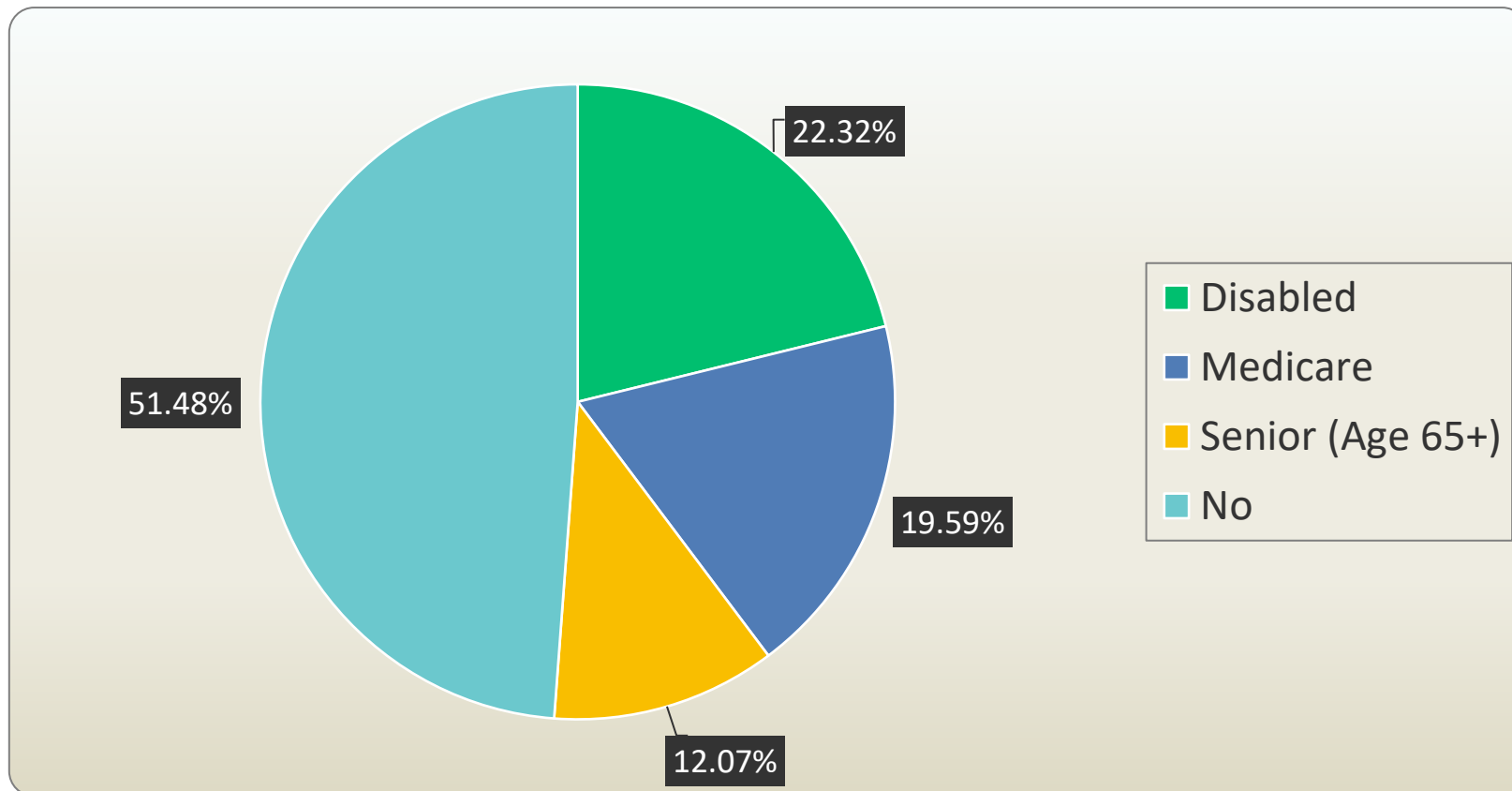
Q5: How do you usually pay your bus fare?

Answered: 519 Skipped: 12



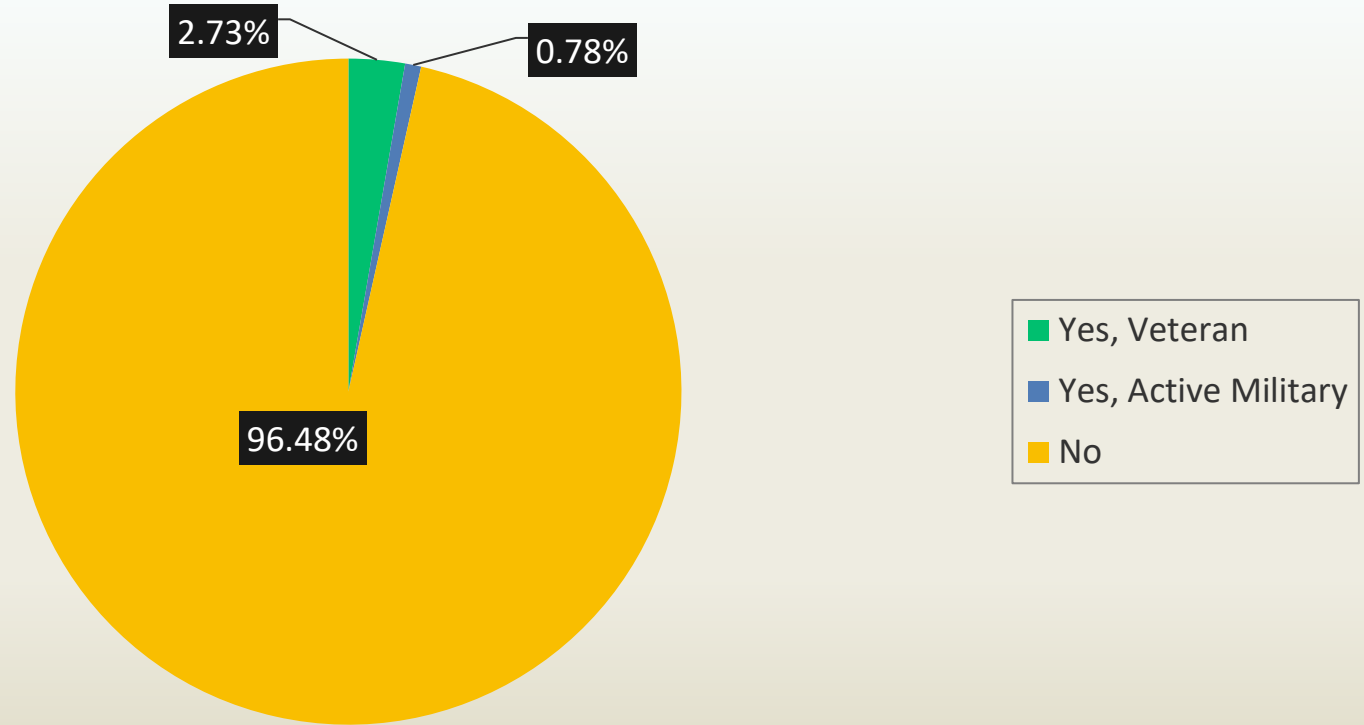
Q6: Are you eligible for any of these discounted fare categories? (Select all that apply)

Answered: 439 Skipped: 92



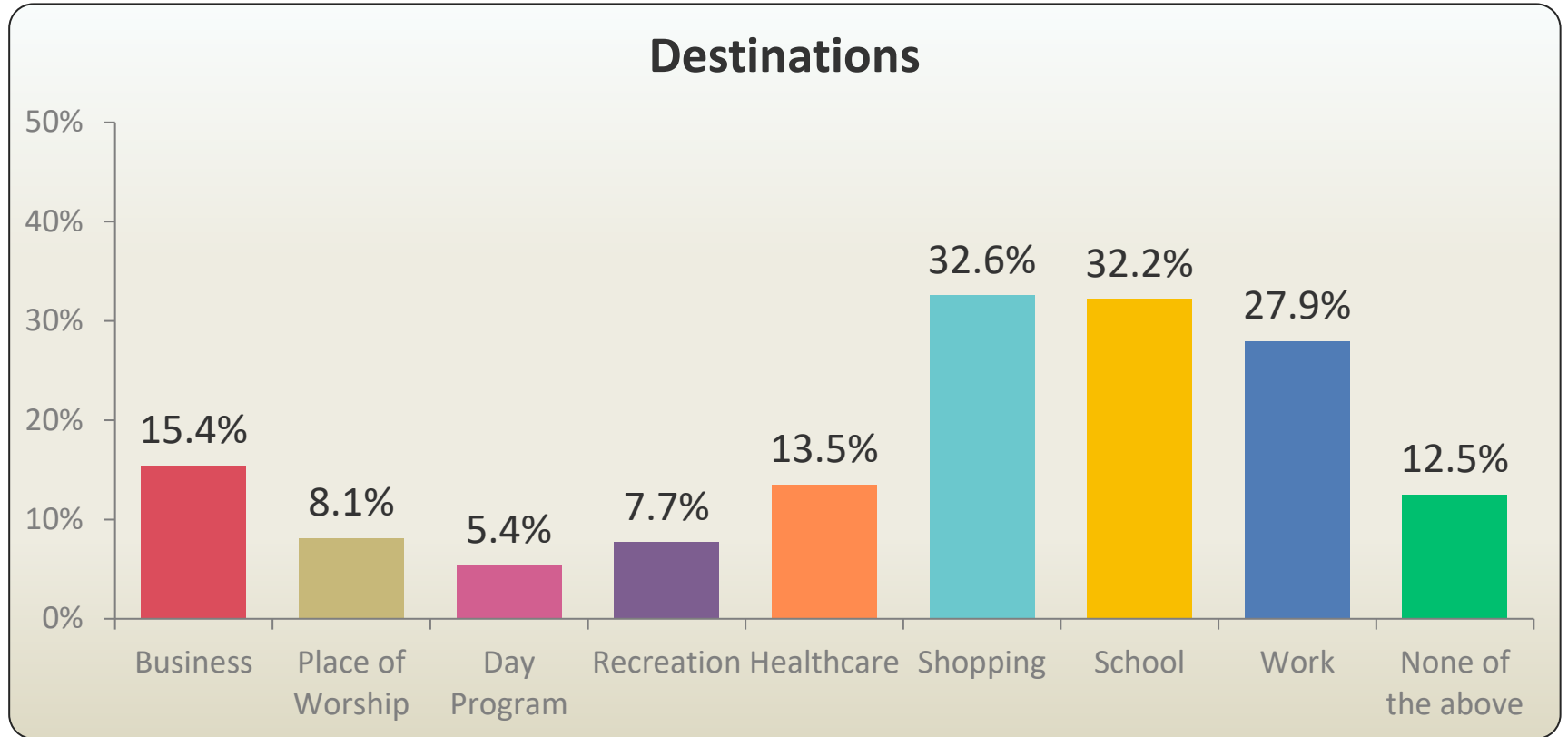
Q7: Are you a Veteran or Active Military?

Answered: 512 Skipped: 19



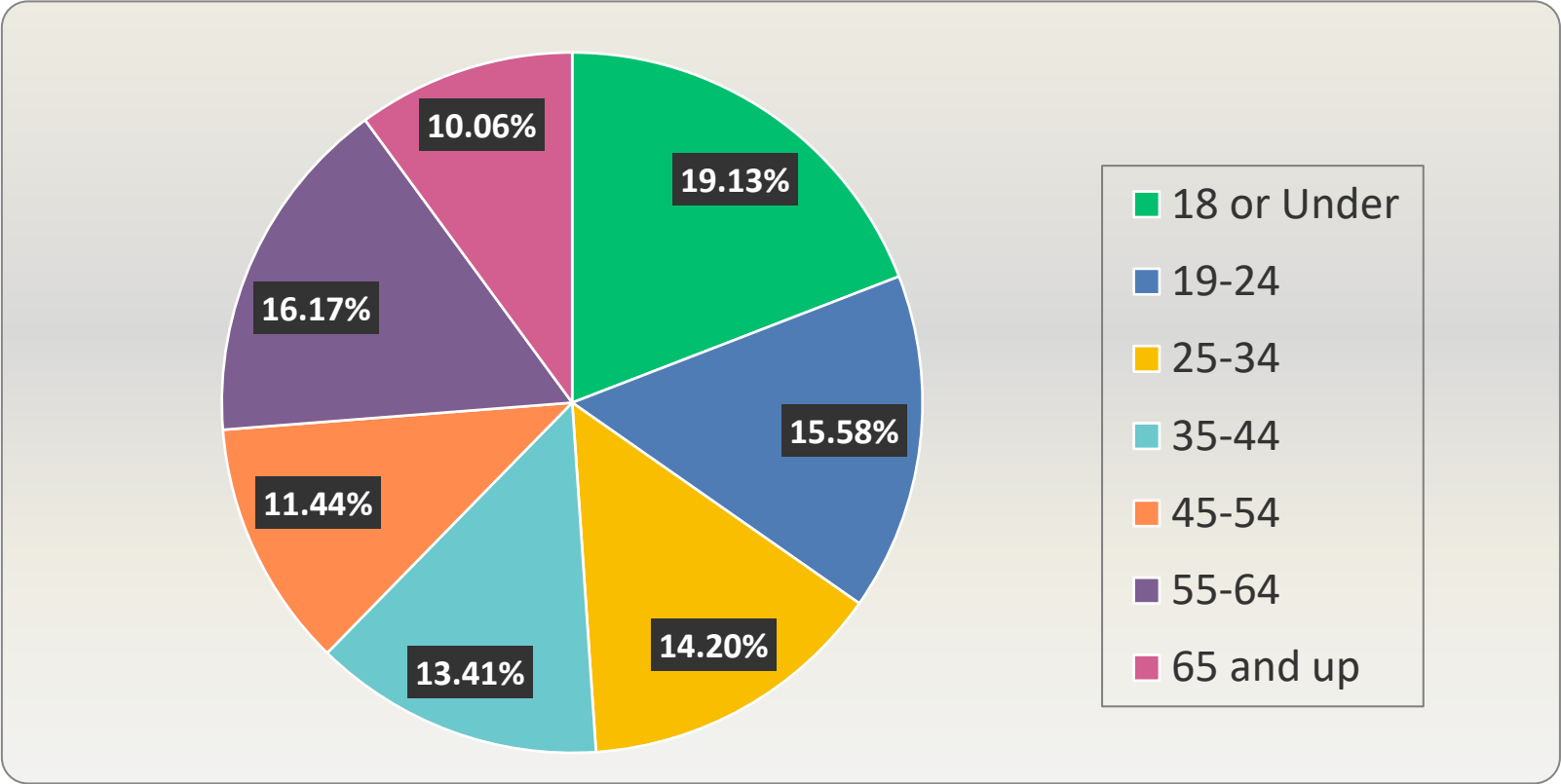
Q8: What places will you access by bus today? (Select all that apply)

Answered: 519 Skipped: 12



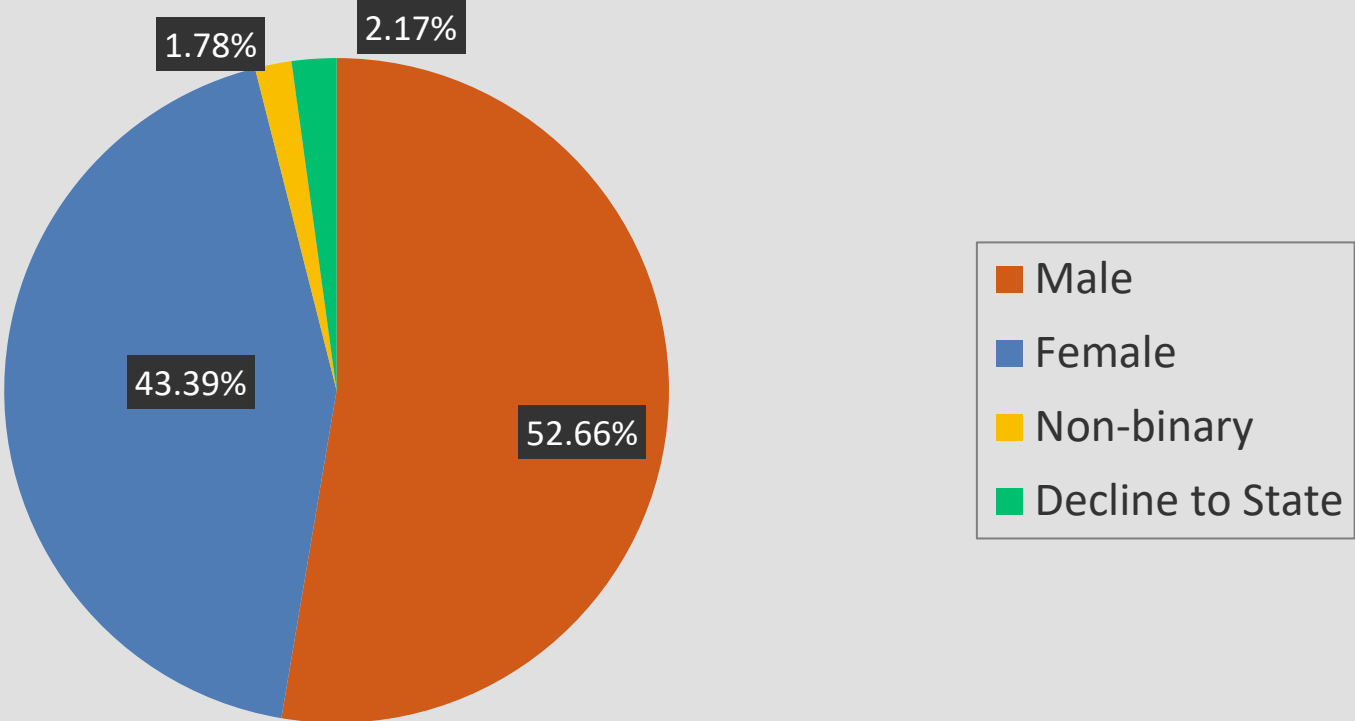
Q9: Which of the following groups includes your age?

Answered: 507 Skipped: 24



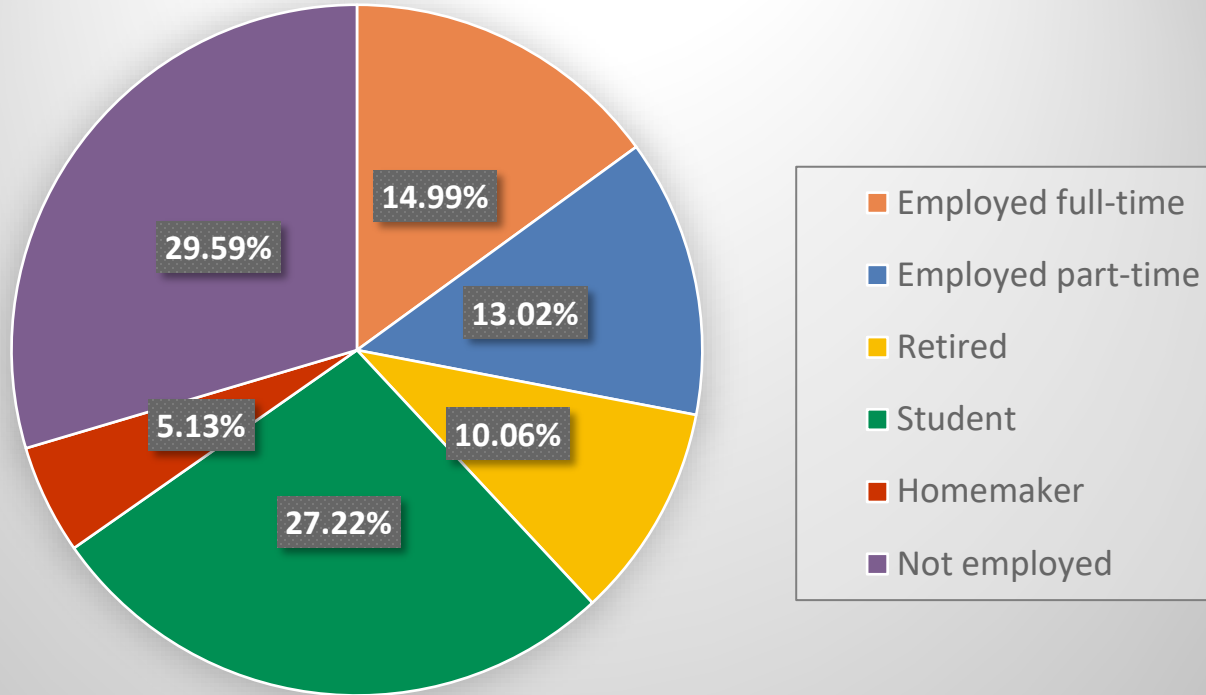
Q10: What gender do you identify with?

Answered: 507 Skipped: 24



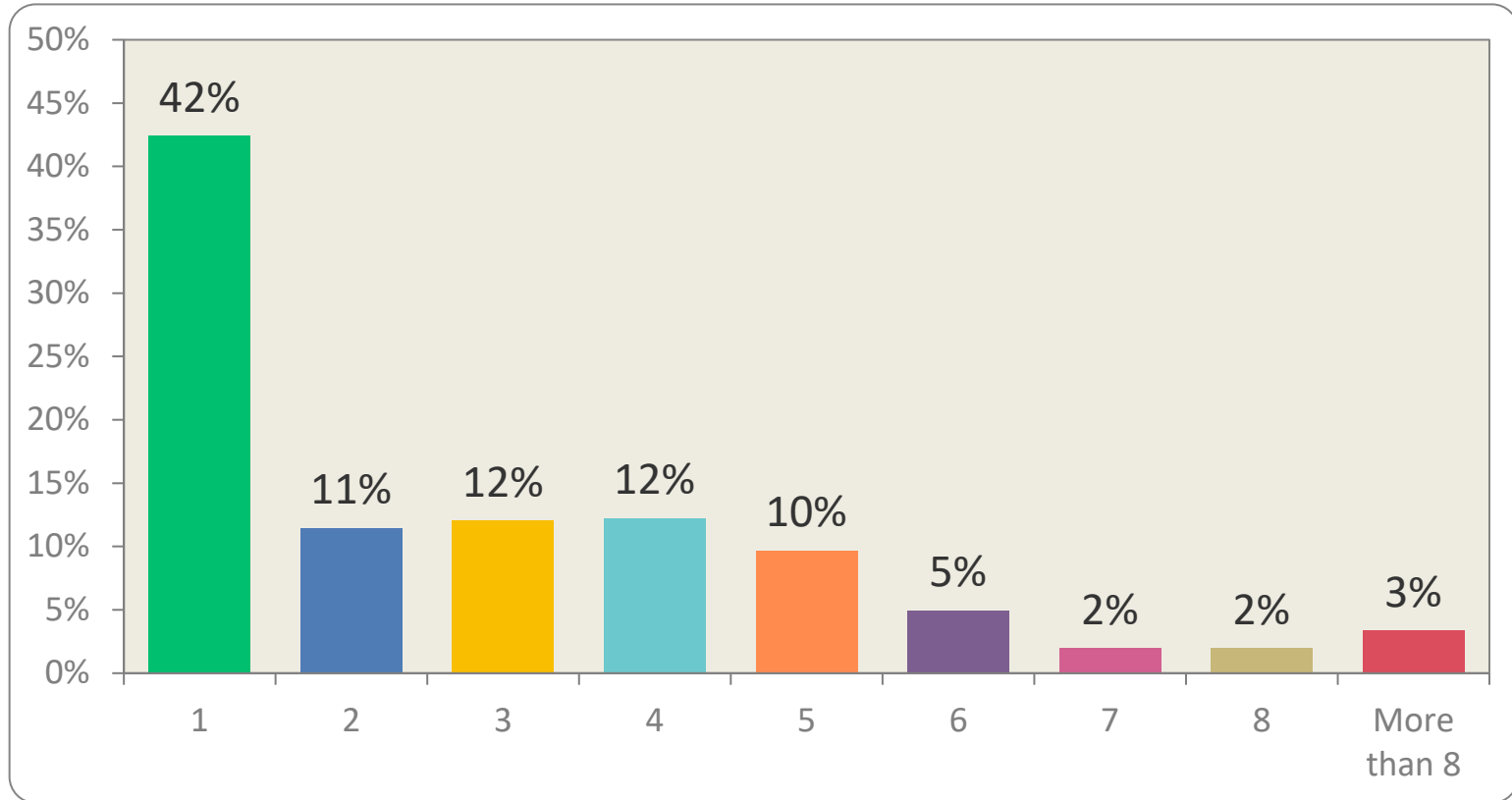
Q12: Which of the following best describes you?

Answered: 507 Skipped: 24



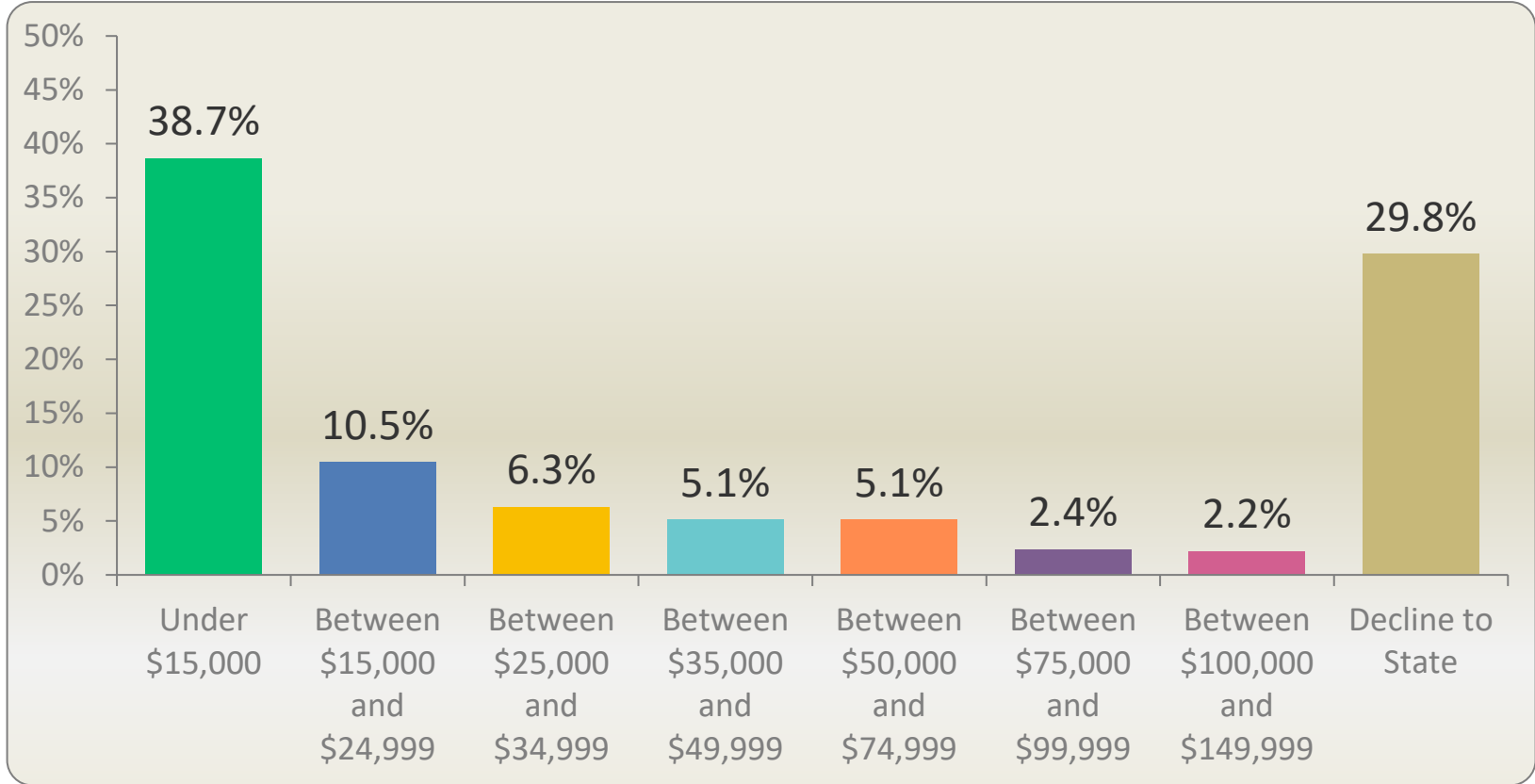
Q13: Including you, how many people live in your household?

Answered: 507 Skipped: 24



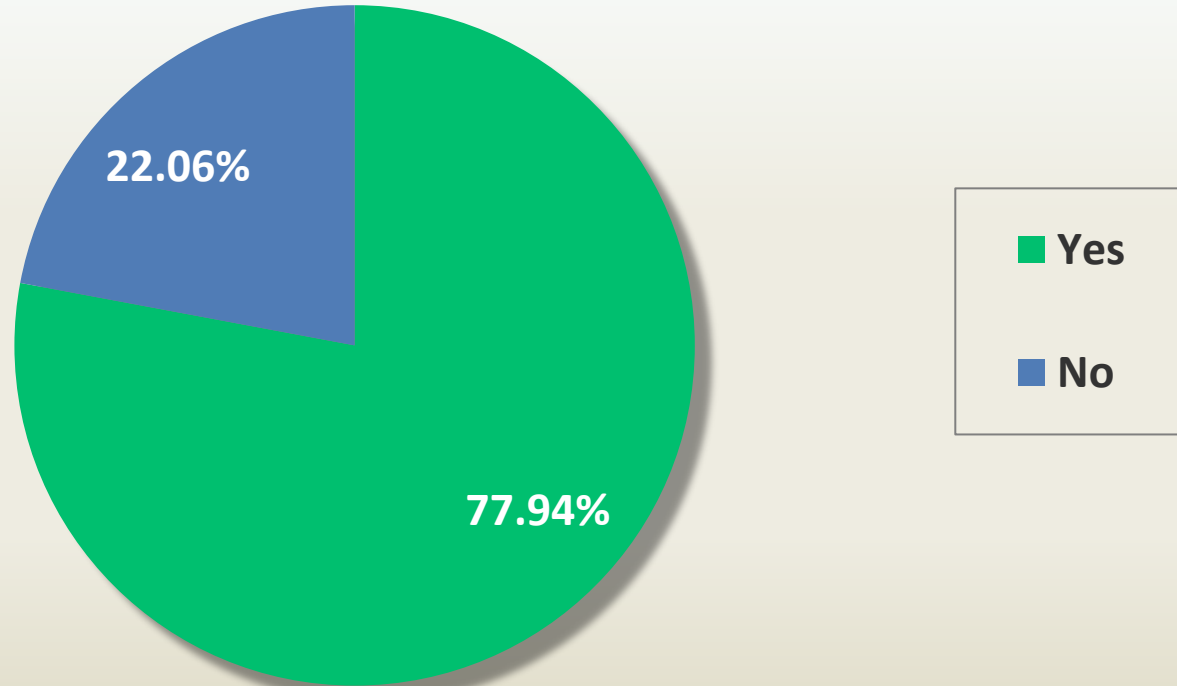
Q14: What is your approximate annual household income?

Answered: 507 Skipped: 24



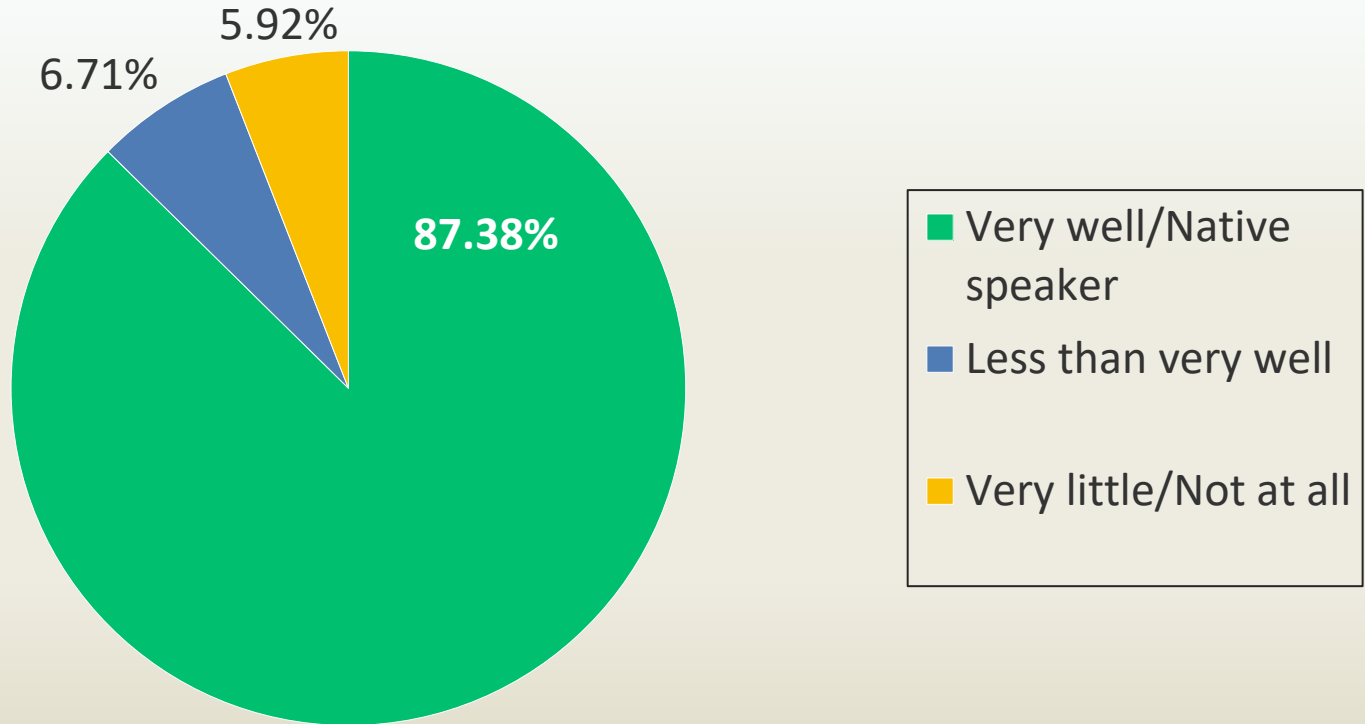
Q15: Do you use a smartphone?

Answered: 476 Skipped: 55



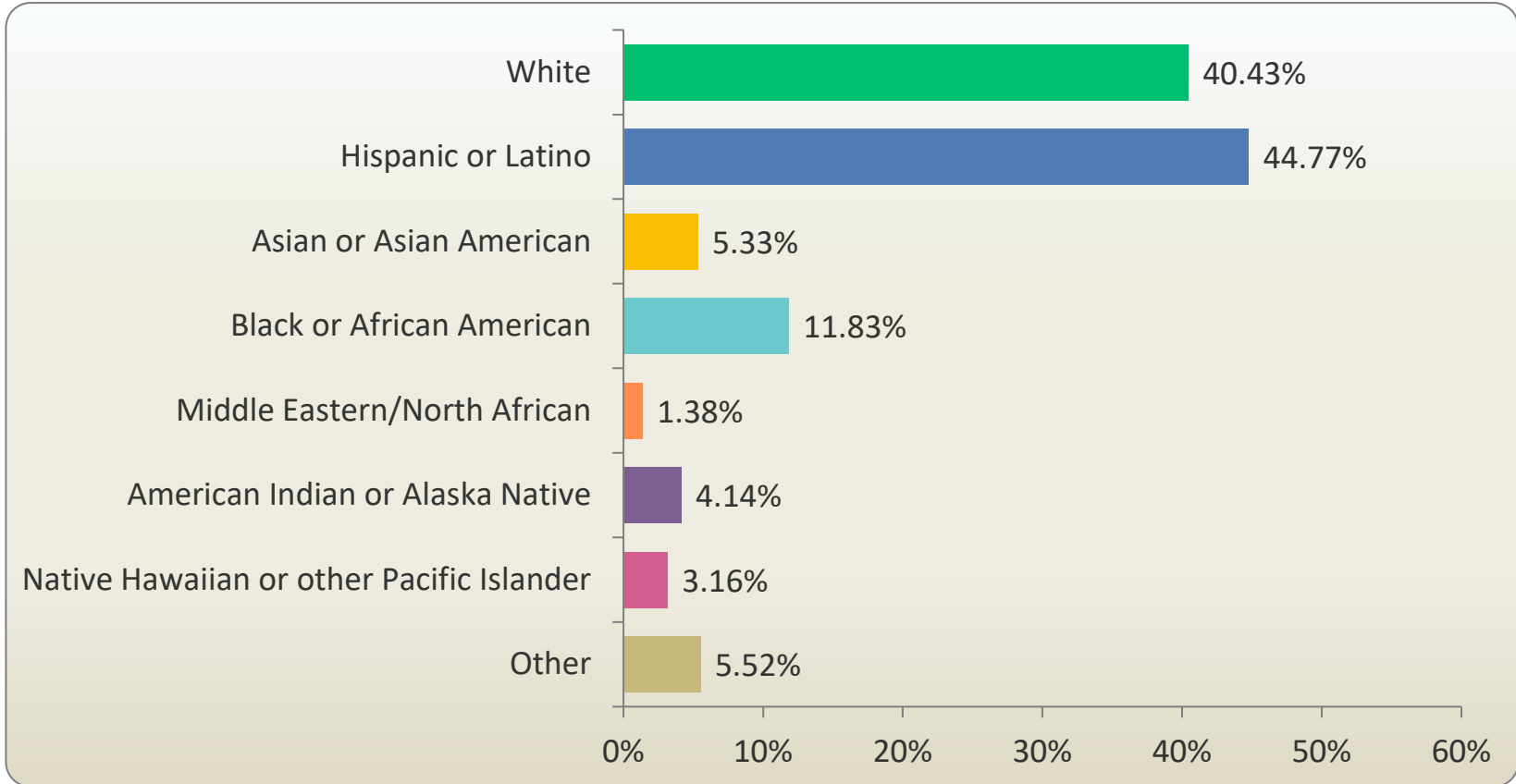
Q16: How well do you speak English?

Answered: 507 Skipped: 24



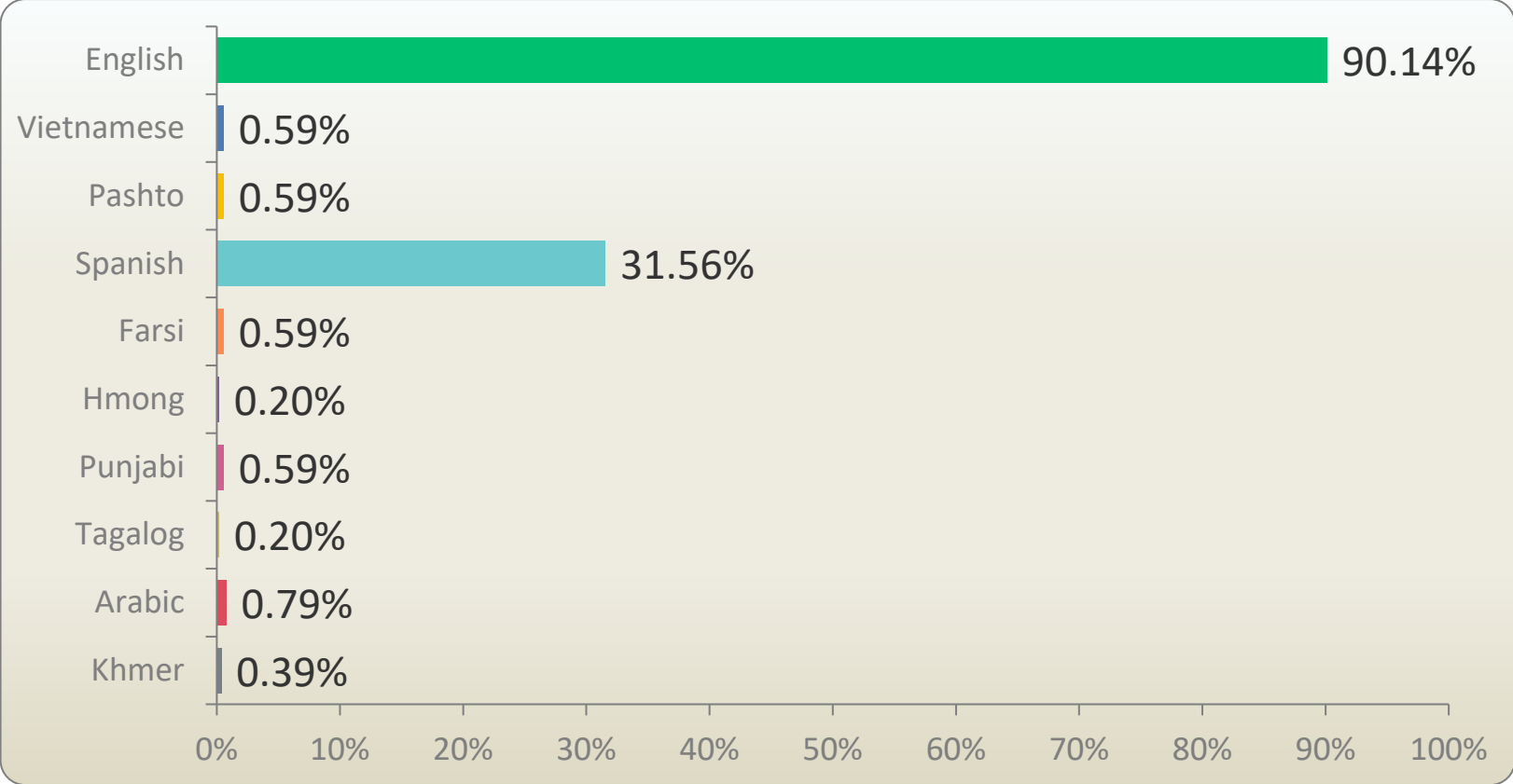
Q17: What race or ethnicity do you identify with? (Select all that apply)

Answered: 507 Skipped: 24



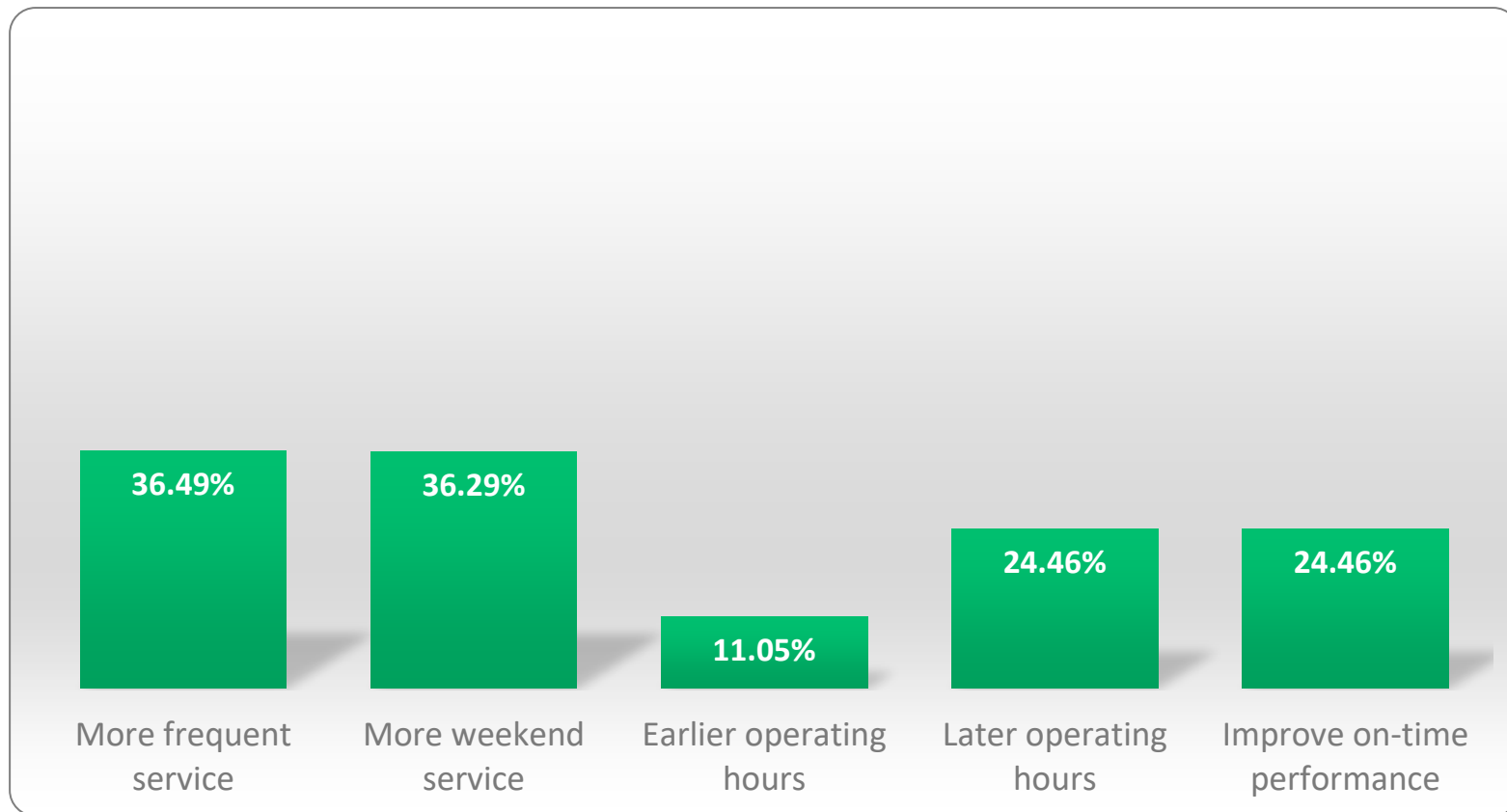
Q18: What language(s) are spoken in your home? (Select all that apply)

Answered: 507 Skipped: 24



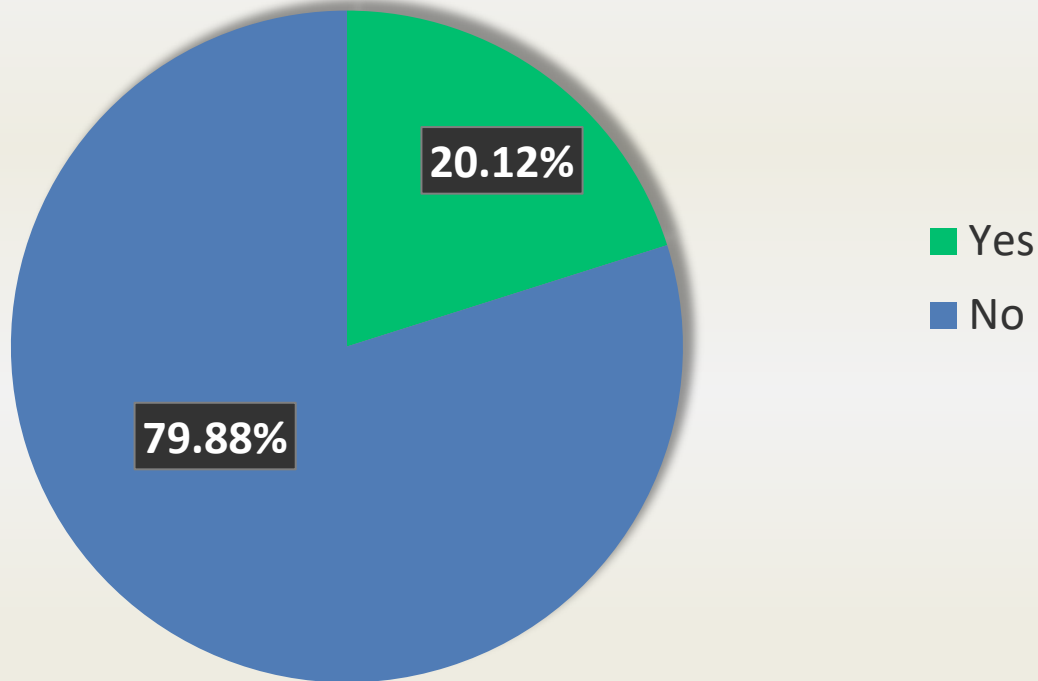
Q19: Which of the following is your preferred service improvement? (Select up to 2)

Answered: 507 Skipped: 24



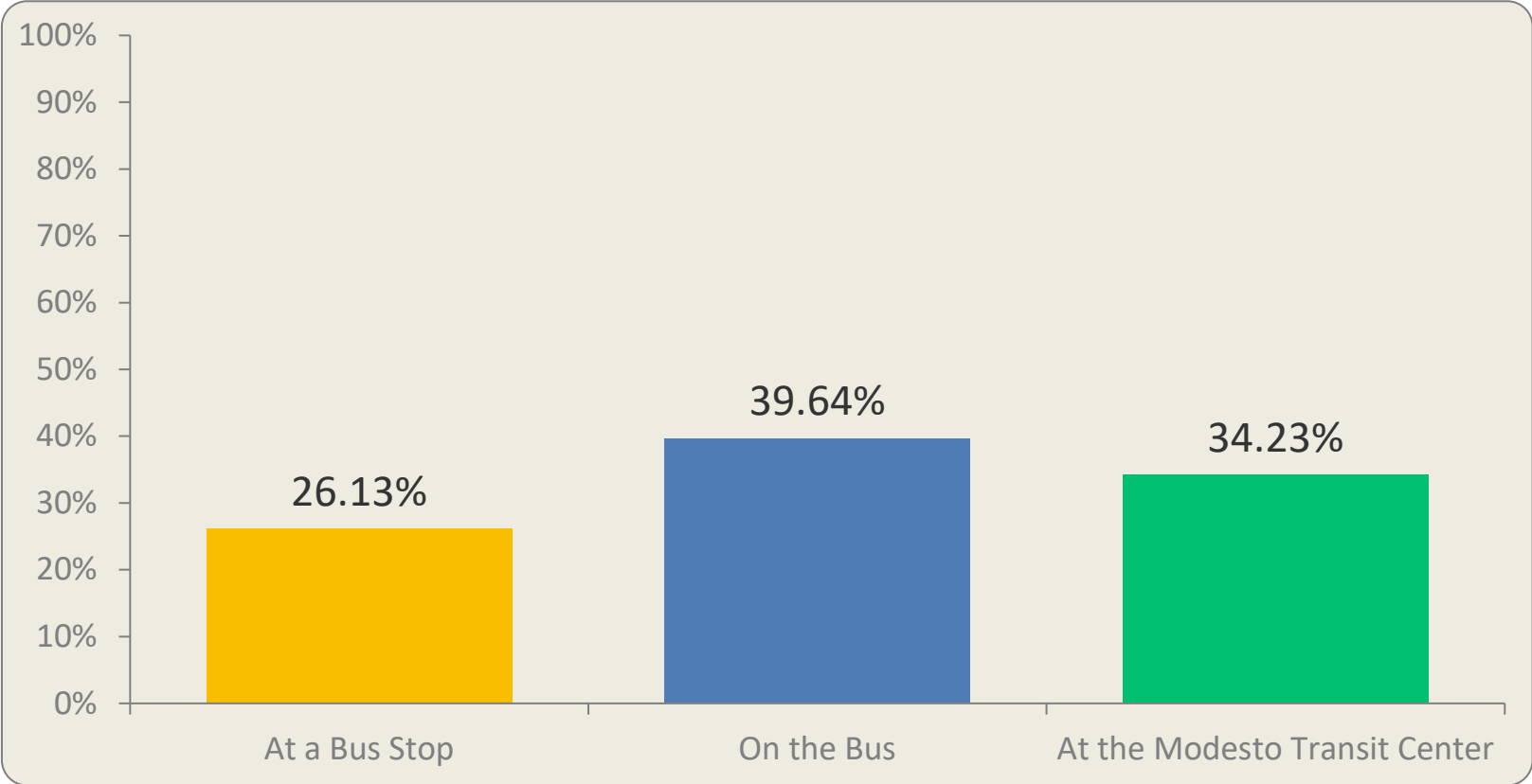
Q21: Passenger safety is important to the S. Please tell us if you felt unsafe on the bus or at a bus stop.

Answered: 507 Skipped: 24

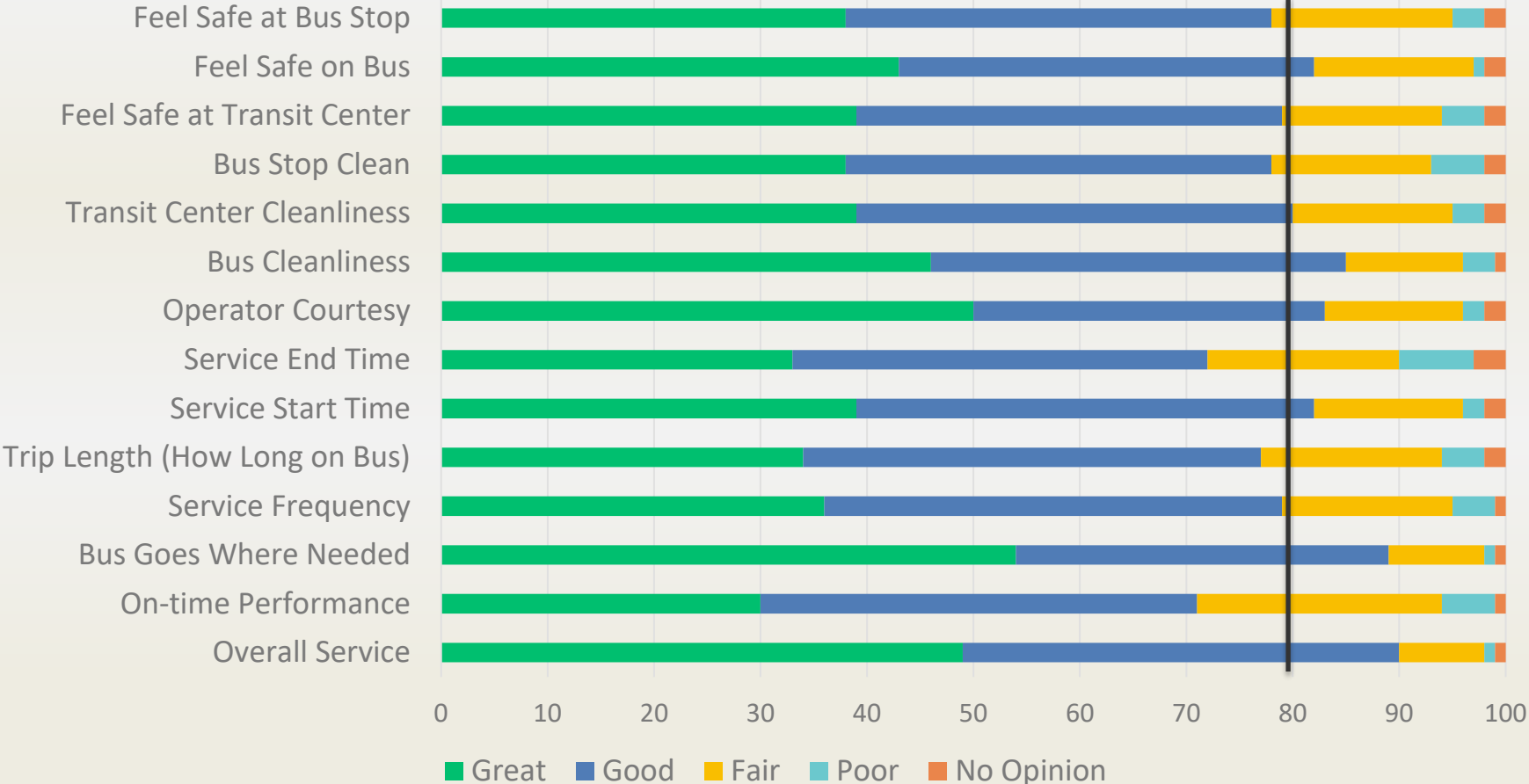


Q22: If you answered yes, where did you feel unsafe?

Answered: 111 Skipped: 420



Q23-36: (Please rate the S on the following quality)



Q37: What technology options do you use? Check all that apply ?

Answered: 98 Skipped: 433

