2023 Customer Survey Results

299 Surveys Received

Overview

- Survey conducted on fixed routes April 3 – April 11, 2023.
- Survey conducted on demand response April 3 – April 14, 2023.
- Survey was available on all COAST vehicles in paper format with pencils provided. There was no electronic option.
- Except where noted, results are shown with both modes combined.
- In many cases, respondents checked more than one box. Each answer is represented separately.
- Many respondents did not answer every question. Percentages are based on number of answers received, not the total number of respondents.

Survey Response Rates

Estimated Fixed Route*: 35%

Demand Response**: 66%

* For fixed route, COAST extrapolated out from the answers to question 7 (how often do you ride COAST services) to get an estimated number of rides respondents may have taken during the survey period. This was then compared to the total boardings counted during this period to get an estimated response rate. Note there is uncertainty in this figure because we do not know the actual number of rides each respondent took during this period. Further, we do not know how many boardings they took during any one day of riding (a single day of riding could equal one to four, or more, boardings). This could swing these response percentages considerably. It was assumed every respondent boarded twice on any day they rode (one round trip with no transfers).

** Demand Response rate is based on the total number of respondents who indicated they ride demand response services. The number of unduplicated riders and the number of surveys where respondents indicated they rode demand response are both known. This includes respondents who said they rode both modes, and we don't know if they rode demand response during this time period or just the bus routes. Therefore, there could be some error here. Surveys received with this question left blank were not included in the response rate.

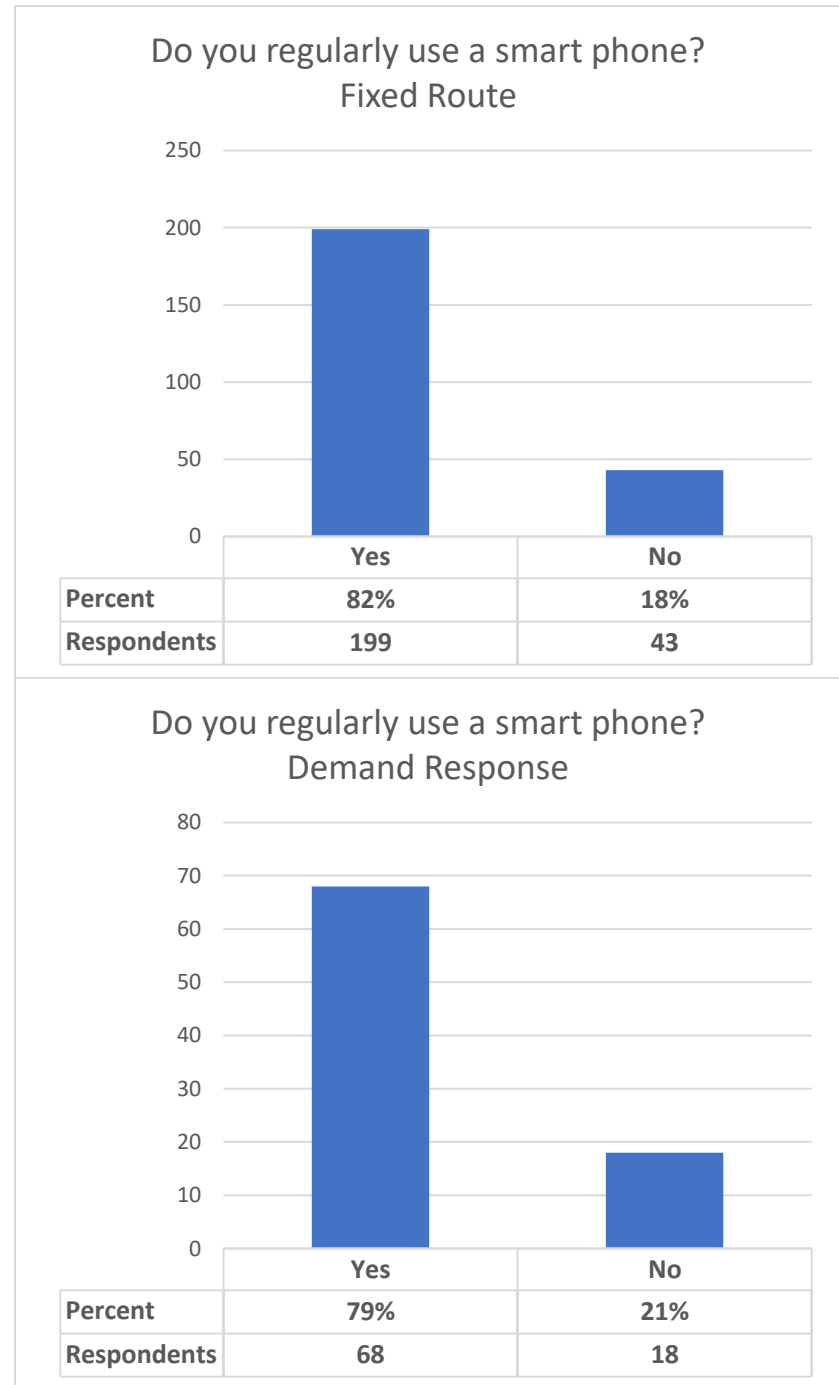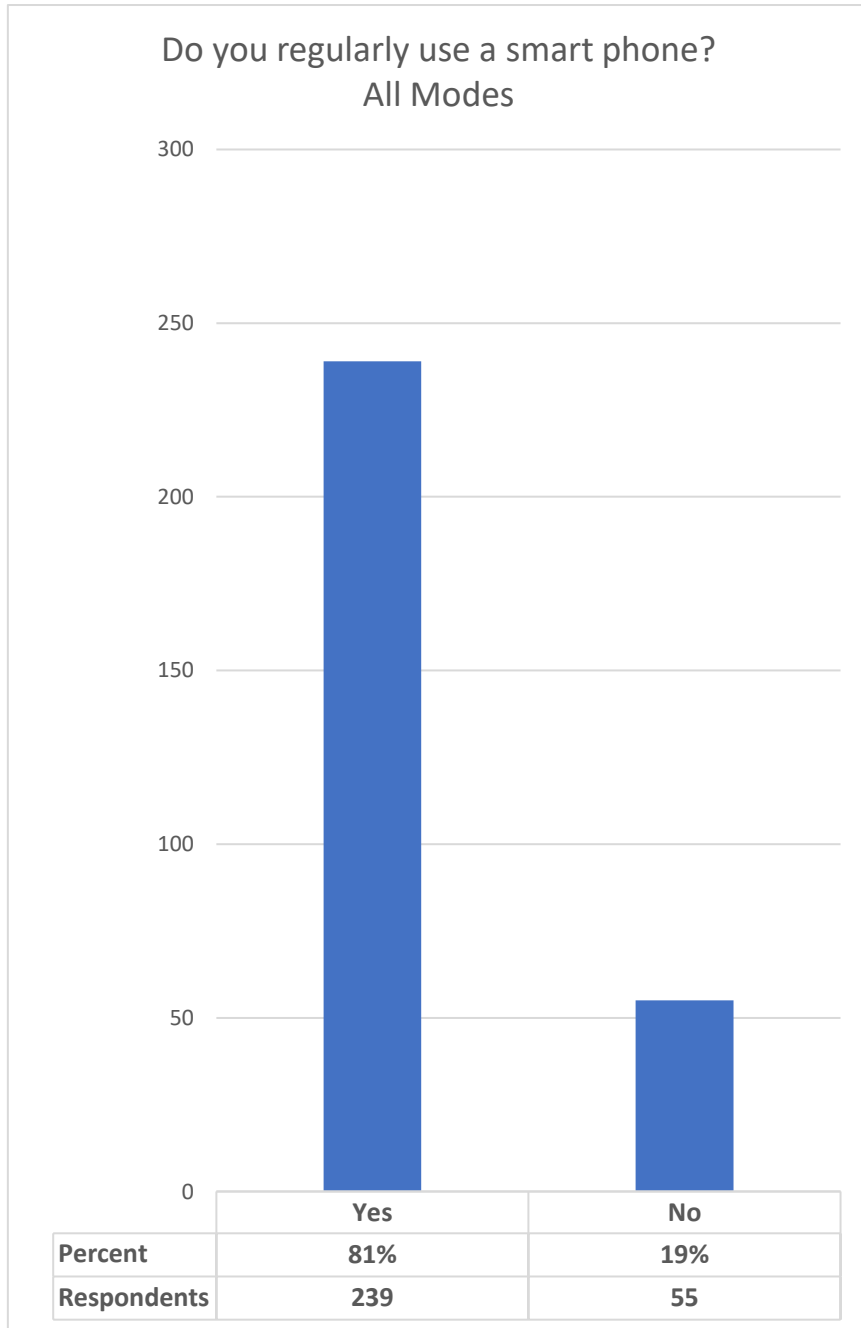1. **Do you ride COAST bus routes or COAST demand response (where you make a reservation)?**

   ☐ Bus Routes   ☐ Demand Response   ☐ Both

	Bus Routes	Demand Response	Both
Percent	69%	14%	16%
Respondents	197	41	46
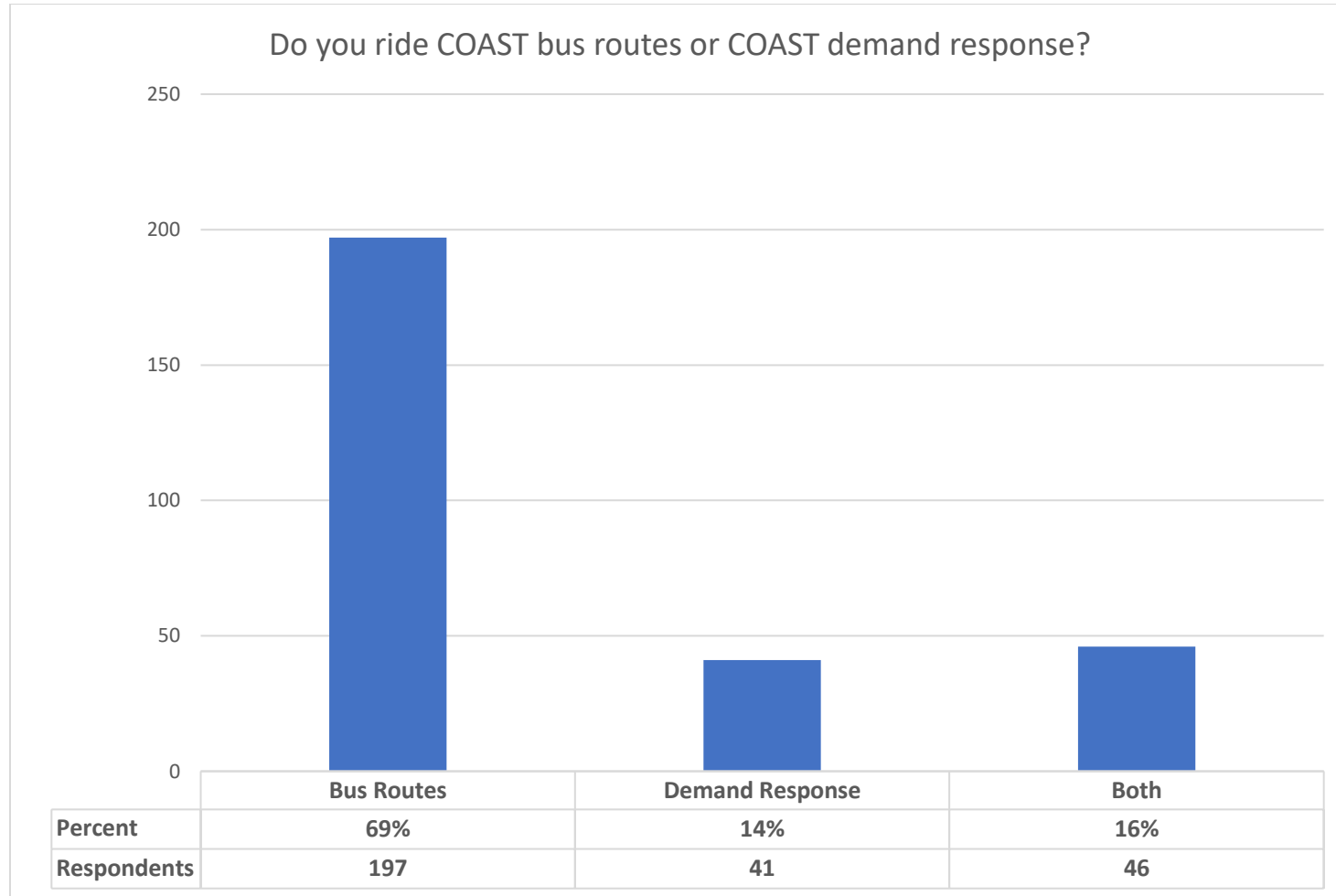
2. Do you regularly use a smart phone?   ☐ Yes   ☐ No

Do you regularly use a smart phone?
All Modes

	Yes	No
Percent	81%	19%
Respondents	239	55

Do you regularly use a smart phone?
Fixed Route

	Yes	No
Percent	82%	18%
Respondents	199	43

Do you regularly use a smart phone?
Demand Response

	Yes	No
Percent	79%	21%
Respondents	68	18

3. Have you used an app to see where your COAST vehicle is in real time? ☐ Yes   ☐ No

If yes, do you find this app useful? ☐ Yes   ☐ No

Have you used an app to see where your COAST vehicle is in real time?

	Yes	No
Percent	50%	50%
Respondents	122	120

If yes, do you find this app useful?

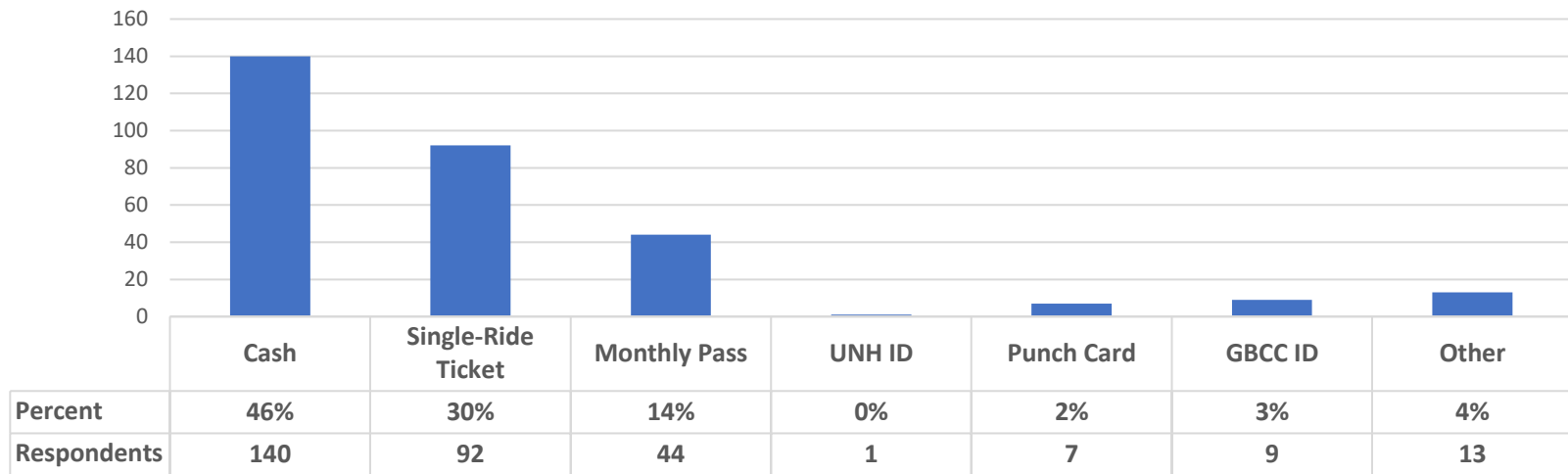|	Yes	No	Sometimes
Percent	87%	10%	4%
Respondents	98	11	4
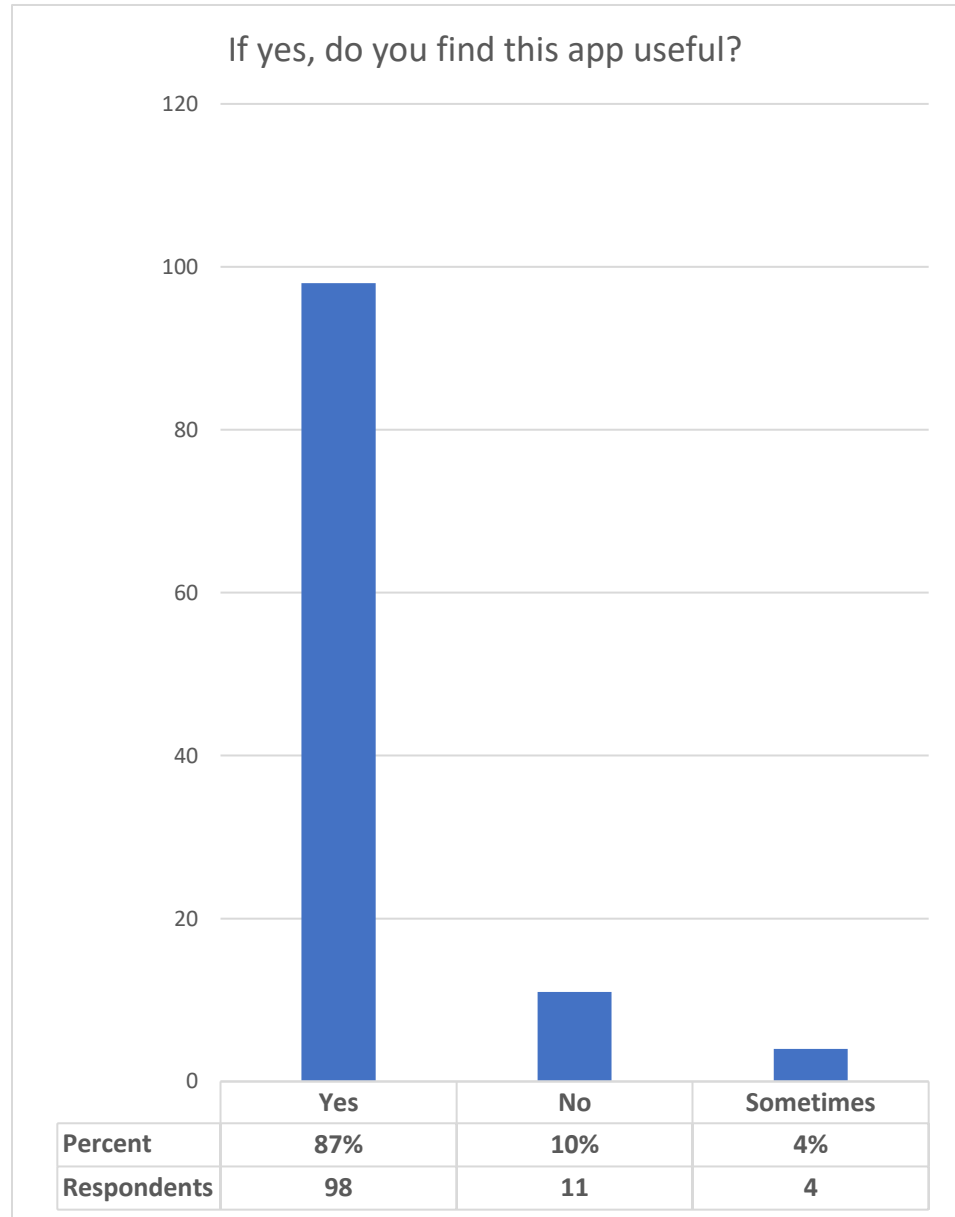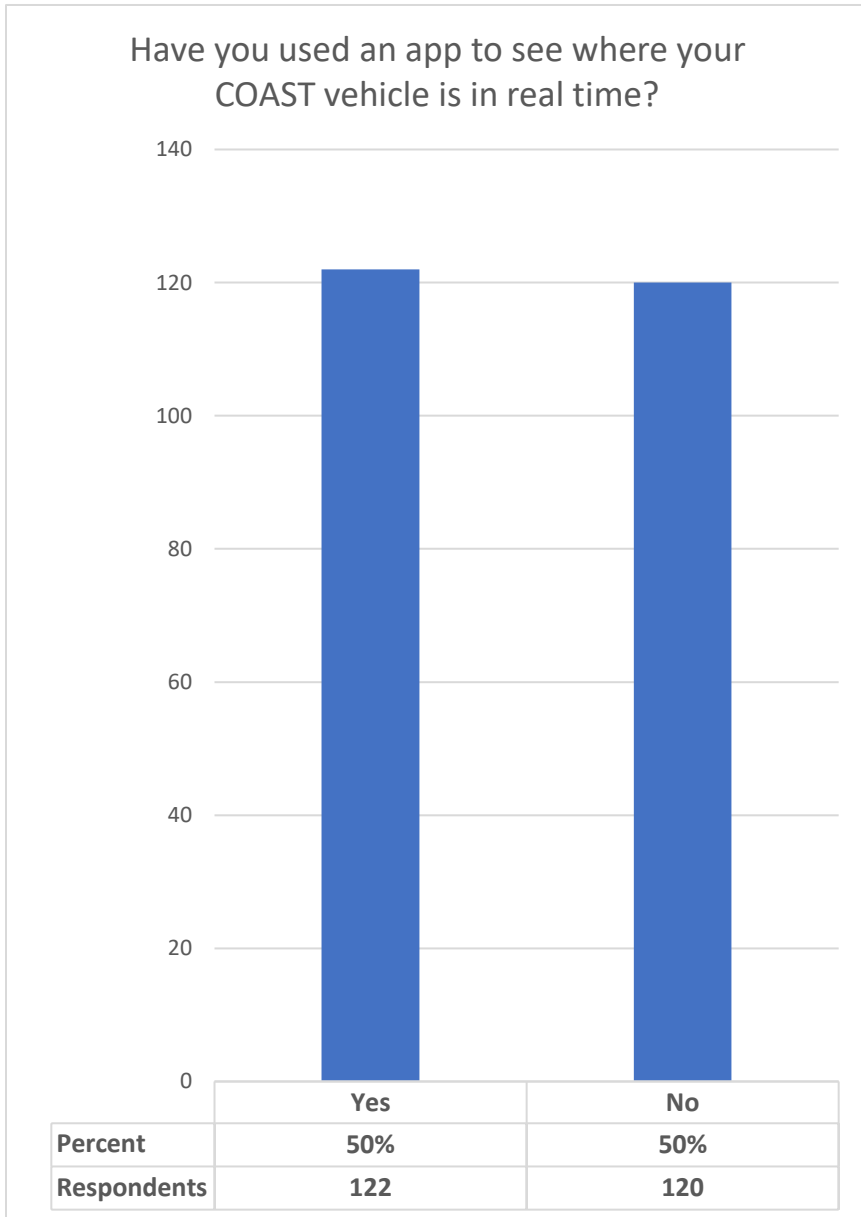
4. How do you usually pay your fare?

☐ Cash   ☐ Single-Ride Ticket   ☐ Monthly Pass   ☐ UNH ID   ☐ Punch Card

☐ Great Bay Community College ID   ☐ Other: _____

How do you usually pay your fare?
All Modes

	Cash	Single-Ride Ticket	Monthly Pass	UNH ID	Punch Card	GBCC ID	Other
Percent	45%	27%	13%	0%	6%	2%	6%
Respondents	167	101	47	1	21	9	22
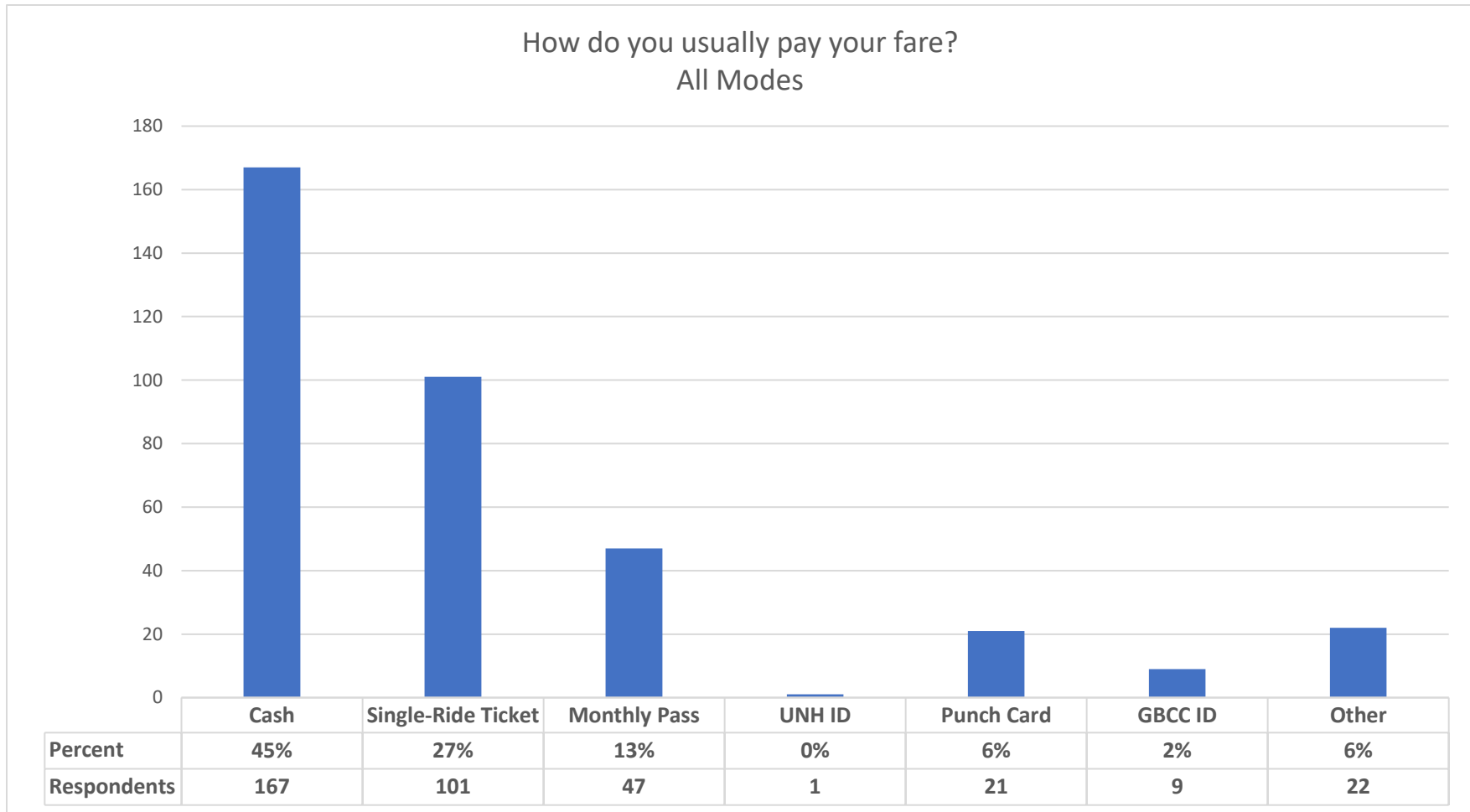
How do you usually pay your fare?
Fixed Route

	Cash	Single-Ride Ticket	Monthly Pass	UNH ID	Punch Card	GBCC ID	Other
Percent	46%	30%	14%	0%	2%	3%	4%
Respondents	140	92	44	1	7	9	13

How do you usually pay your fare?
Demand Response

|	Cash	Single-Ride Ticket	Monthly Pass	UNH ID	Punch Card	GBCC ID	Other
Percent	49%	20%	4%	0%	20%	0%	8%
Respondents	50	20	4	0	20	0	8
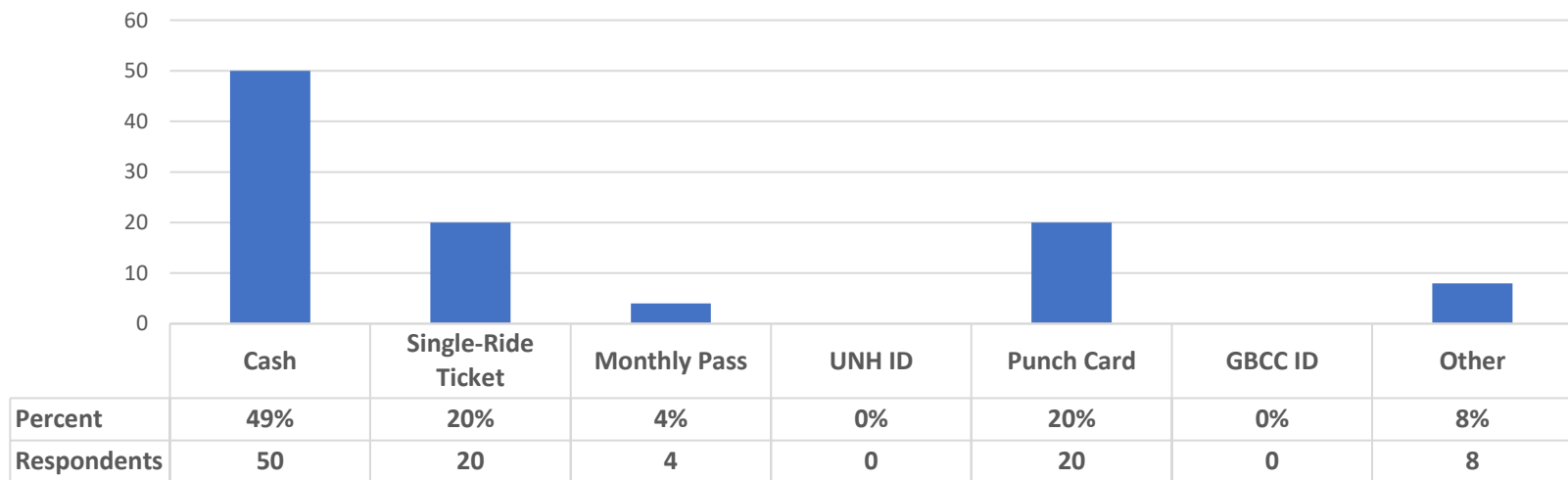
5. If you choose not to buy a monthly pass, why?

For this question, responses are categorized by reason, as many people expressed similar reasons, but with different wording.

Reason	Number of Responses
I don't ride enough to justify it.	62
The pass is too expensive	31
I don't know why / just haven't gotten around to it / just figuring things out / no other reason given	24
Getting one is too inconvenient (delays in mail, trying to get to the office to pick one up)	15
I pay half-fare, and the monthly pass is not offered for half-fare eligible customers.	12
I just prefer other options.	11
I get free rides or pay for service through a different program (CAP, GBCC, UNH ID, PST Medical, etc.)	11
I don't know how to get one.	7
Other answers too vague to understand	3

6. If you could pay your fare through a secure app connected to your credit card or checking account (either as a single ride, a monthly pass, or potentially new options like a weekly pass), would you do that instead? ☐ Yes ☐ No
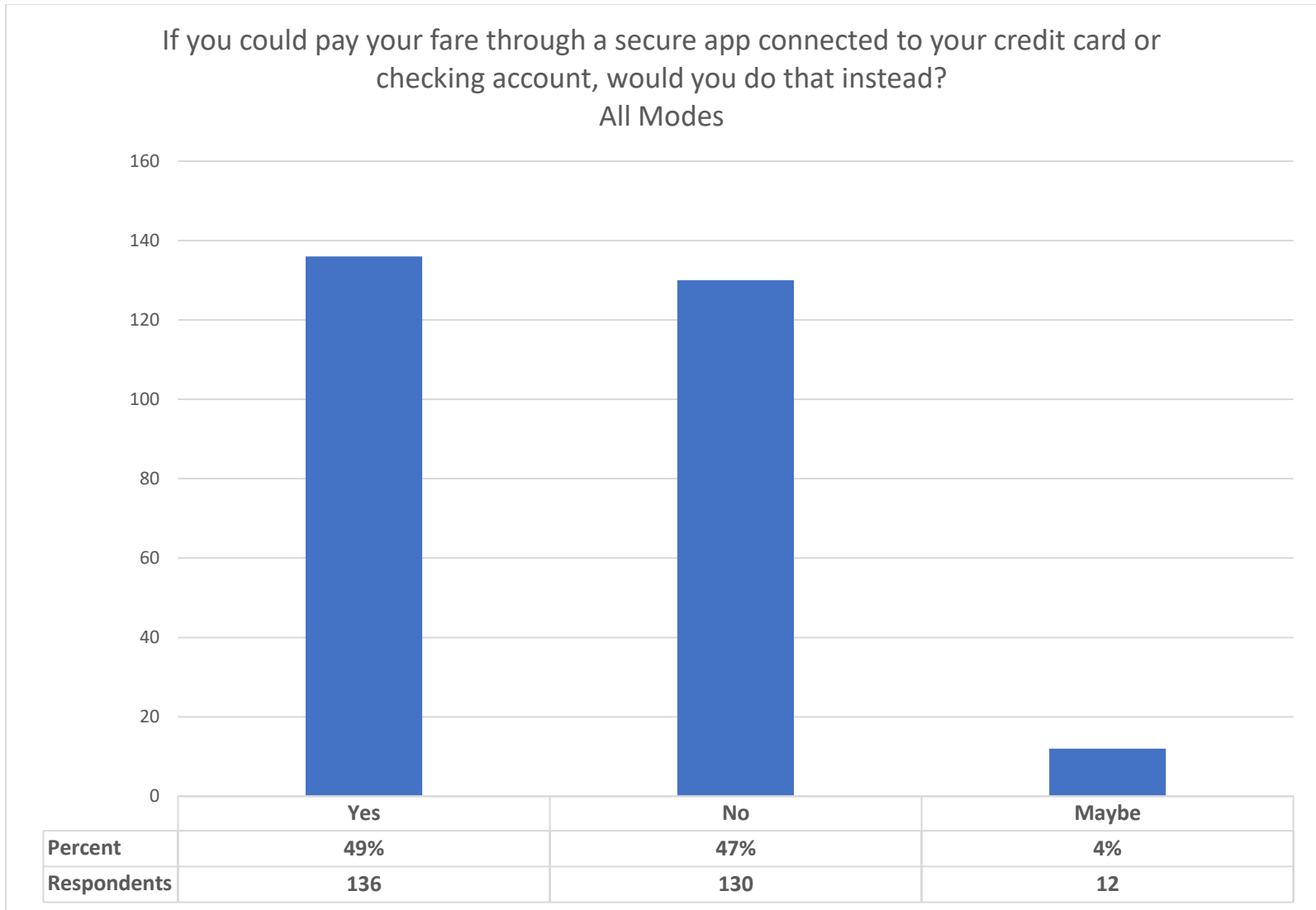
If you could pay your fare through a secure app connected to your credit card or checking account, would you do that instead?
All Modes

	Yes	No	Maybe
Percent	49%	47%	4%
Respondents	136	130	12

If you could pay your fare through a secure app connected to your credit card or checking account, would you do that instead?

Fixed Route
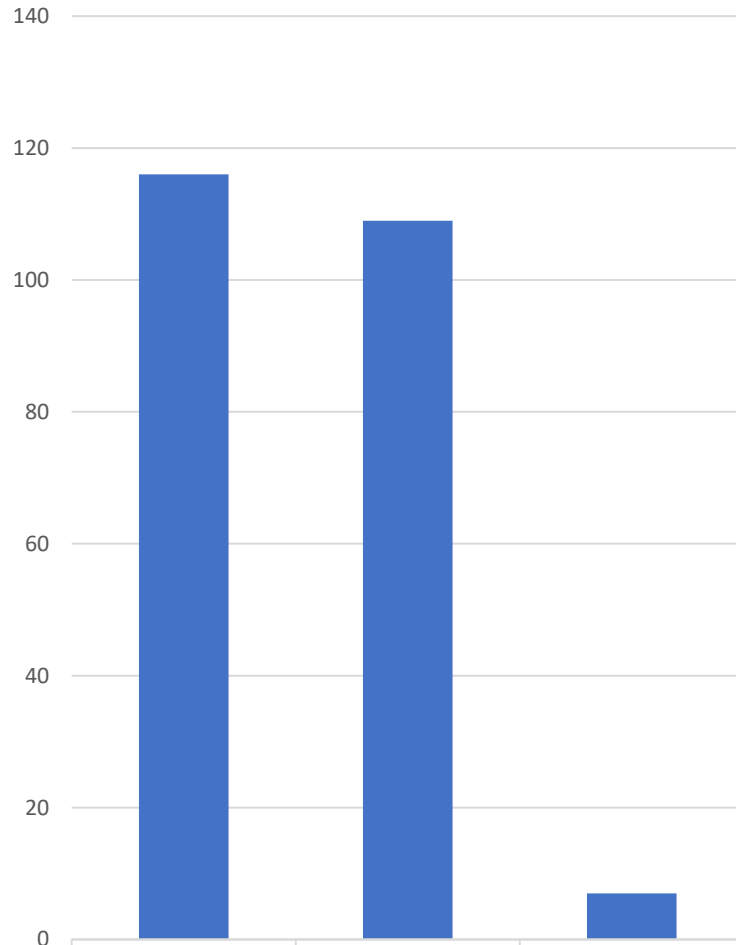
	Yes	No	Maybe
Percent	50%	47%	3%
Respondents	116	109	7

If you could pay your fare through a secure app connected to your credit card or checking account, would you do that instead?
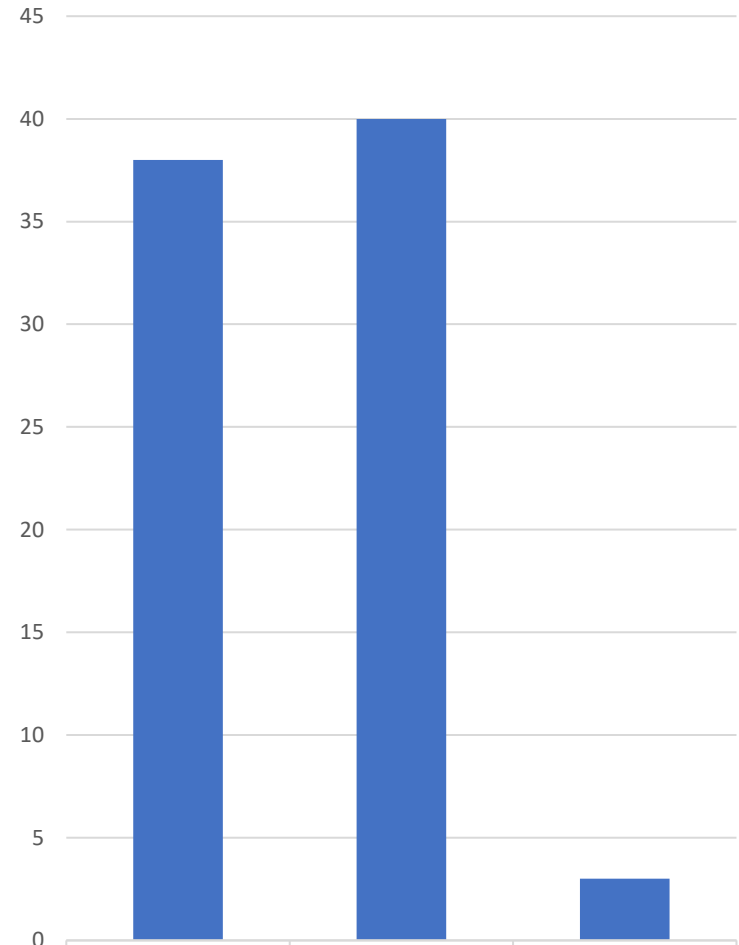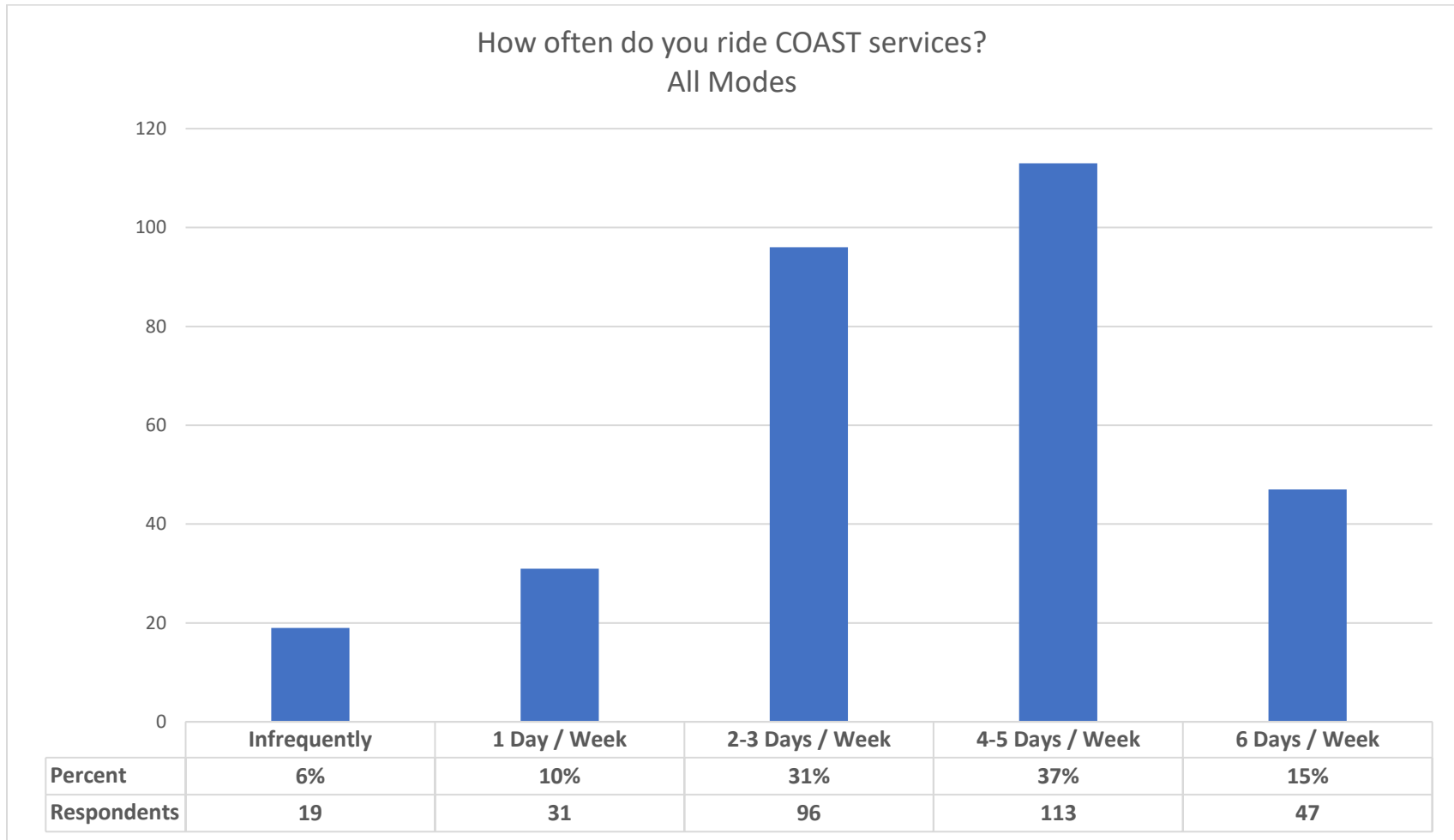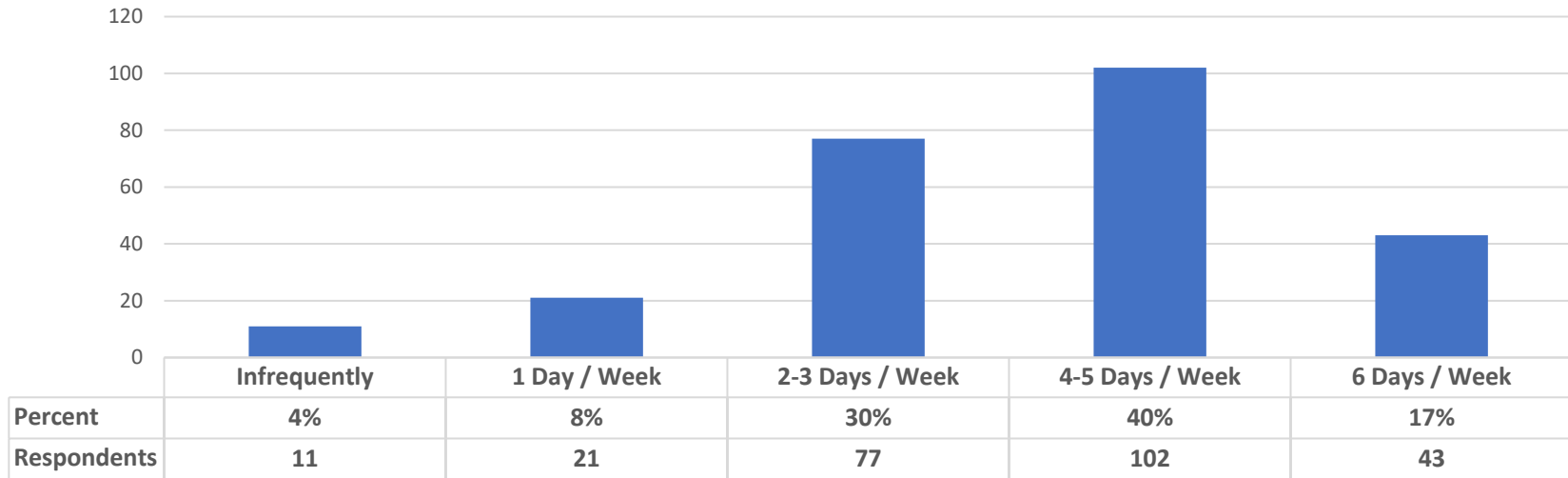
Demand Response

	Yes	No	Maybe
Percent	47%	49%	4%
Respondents	38	40	3

7. How often do you ride COAST services?

☐ Infrequently   ☐ 1 day/week   ☐ 2-3 days/week

☐ 4-5 days/week   ☐ 6 days/week

How often do you ride COAST services?
All Modes

	Infrequently	1 Day / Week	2-3 Days / Week	4-5 Days / Week	6 Days / Week
Percent	6%	10%	31%	37%	15%
Respondents	19	31	96	113	47

How often do you ride COAST services?
Fixed Route

	Infrequently	1 Day / Week	2-3 Days / Week	4-5 Days / Week	6 Days / Week
Percent	4%	8%	30%	40%	17%
Respondents	11	21	77	102	43

How often do you ride COAST services?
Demand Response

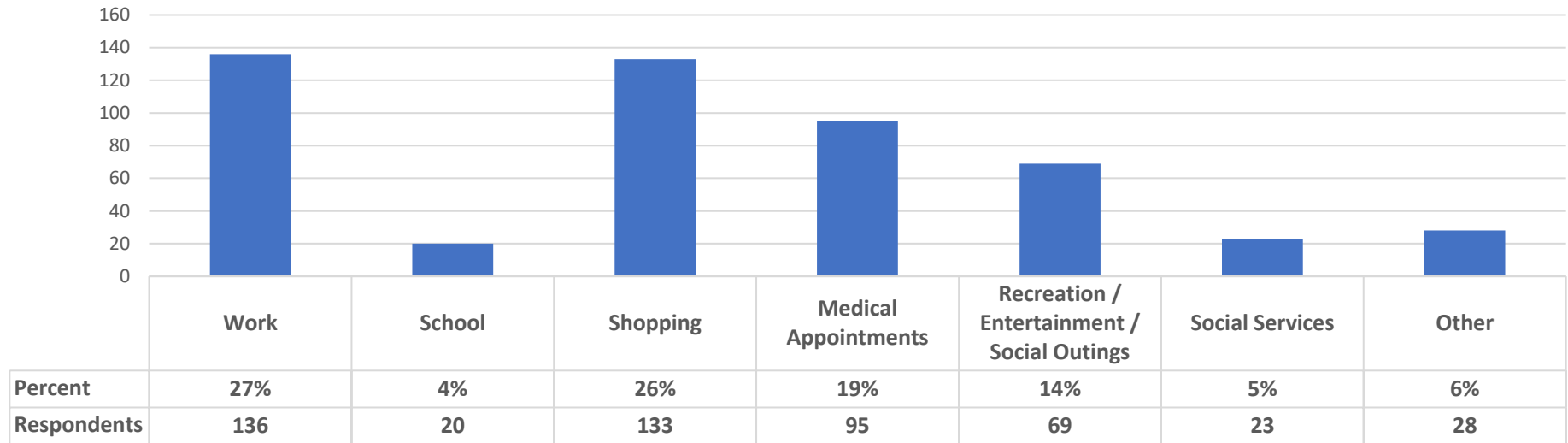|	Infrequently	1 Day / Week	2-3 Days / Week	4-5 Days / Week	6 Days / Week
Percent	11%	6%	46%	23%	14%
Respondents	8	4	33	16	10
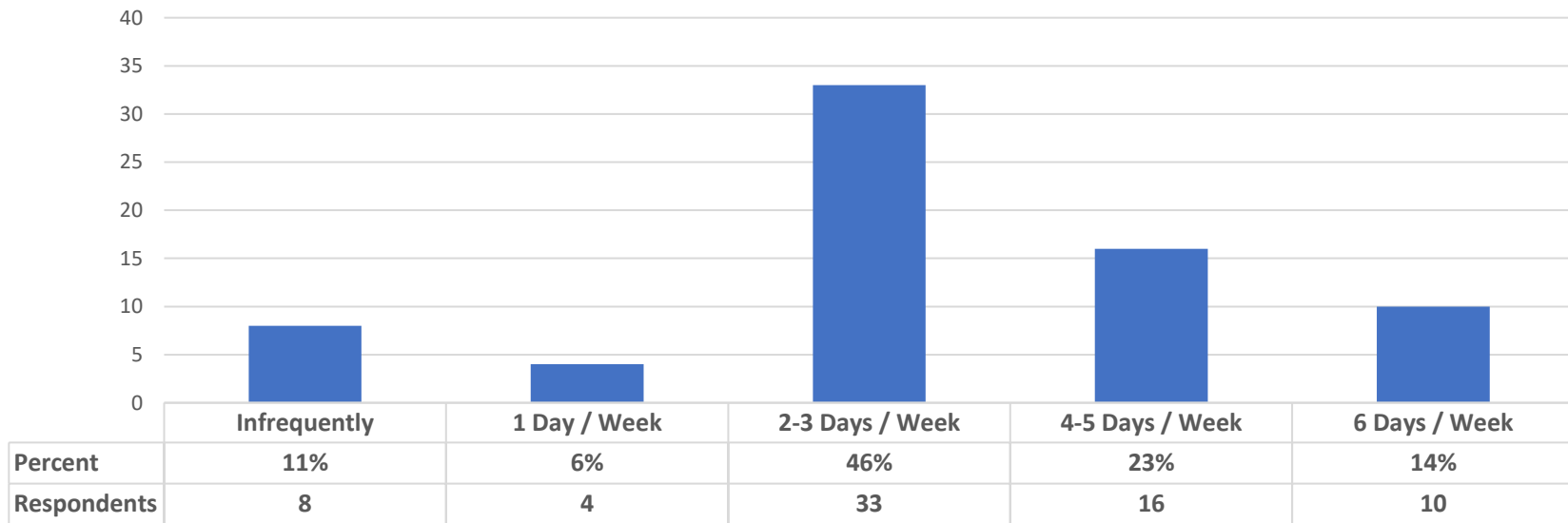
8. **When you ride COAST services, where are you usually going?** *Please check all that apply.*

☐ Work ☐ School ☐ Shopping ☐ Medical Appointments

☐ Recreation/Entertainment/Social Outings ☐ Social Services ☐ Other: _____

When you ride COAST services, where are you usually going?
All Modes

	Work	School	Shopping	Medical Appointments	Recreation / Entertainment / Social Outings	Social Services	Other
Percent	25%	4%	26%	23%	13%	4%	6%
Respondents	149	22	153	136	75	26	37
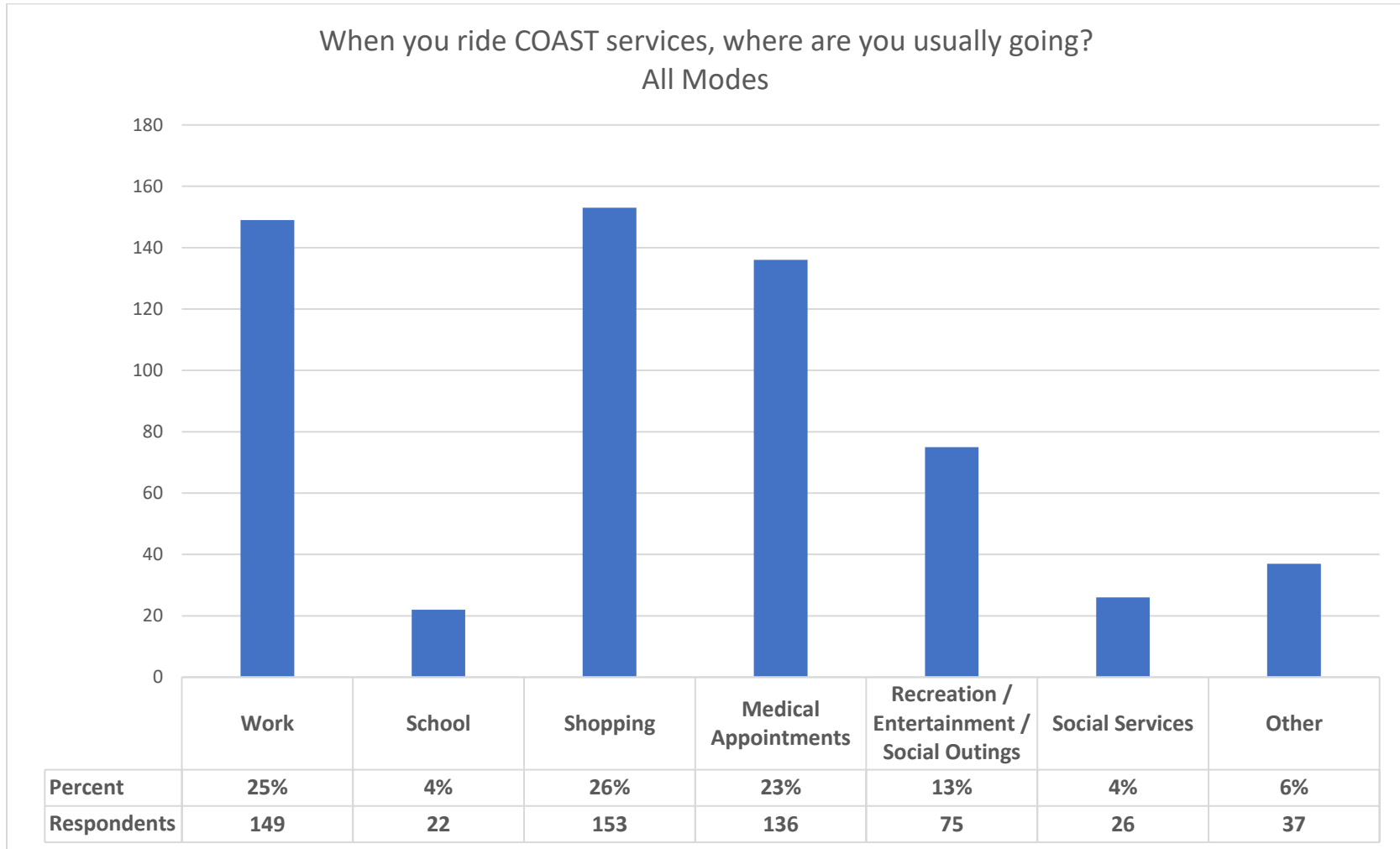
When you ride COAST services, where are you usually going?
Fixed Route

	Work	School	Shopping	Medical Appointments	Recreation / Entertainment / Social Outings	Social Services	Other
Percent	27%	4%	26%	19%	14%	5%	6%
Respondents	136	20	133	95	69	23	28

When you ride COAST services, where are you usually going?
Demand Response

|	Work	School	Shopping	Medical Appointments	Recreation / Entertainment / Social Outings	Social Services	Other
Percent	12%	4%	27%	35%	11%	3%	8%
Respondents	22	8	50	64	20	6	15
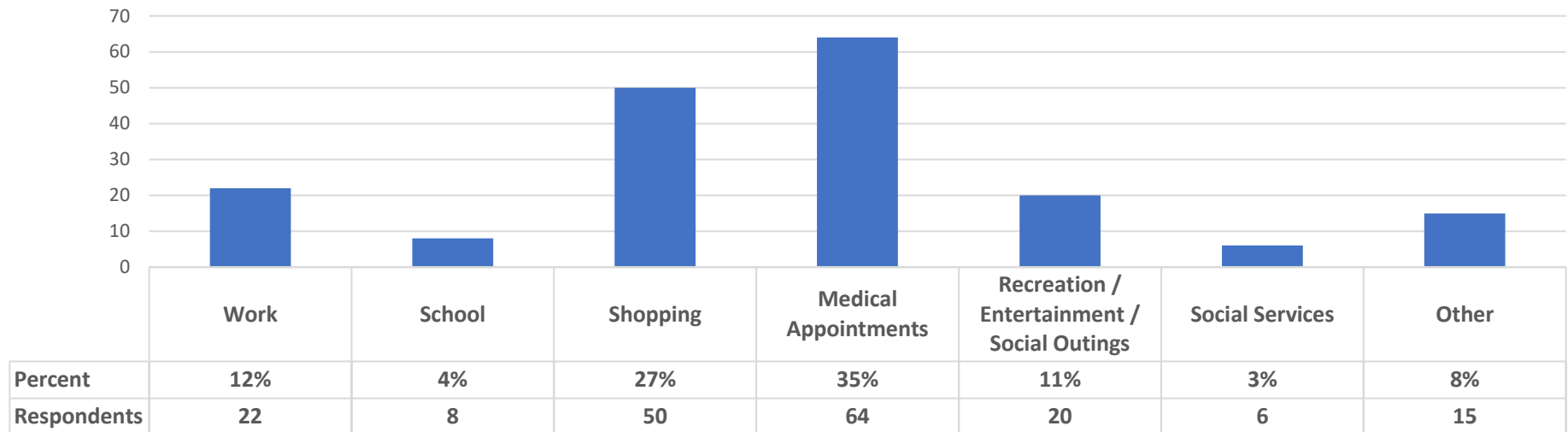
9. If COAST was not available for this trip, how would you get to where you're going?
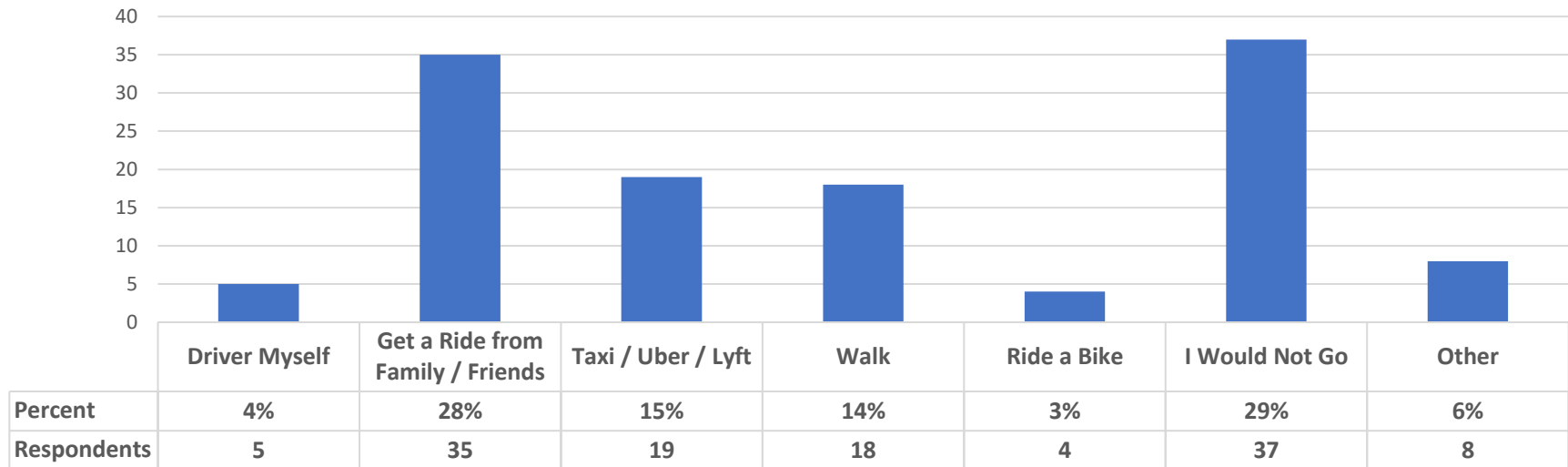
☐ Drive myself   ☐ Get a ride from family/friends   ☐ Taxi / Uber / Lyft

☐ Walk   ☐ Ride a bike   ☐ I would not go   ☐ Other: _____

If COAST was not available for this trip, how would you get to where you're going? All Modes

	Driver Myself	Get a Ride from Family / Friends	Taxi / Uber / Lyft	Walk	Ride a Bike	I Would Not Go	Other
Percent	5%	27%	19%	20%	6%	18%	4%
Respondents	24	130	95	100	31	90	18
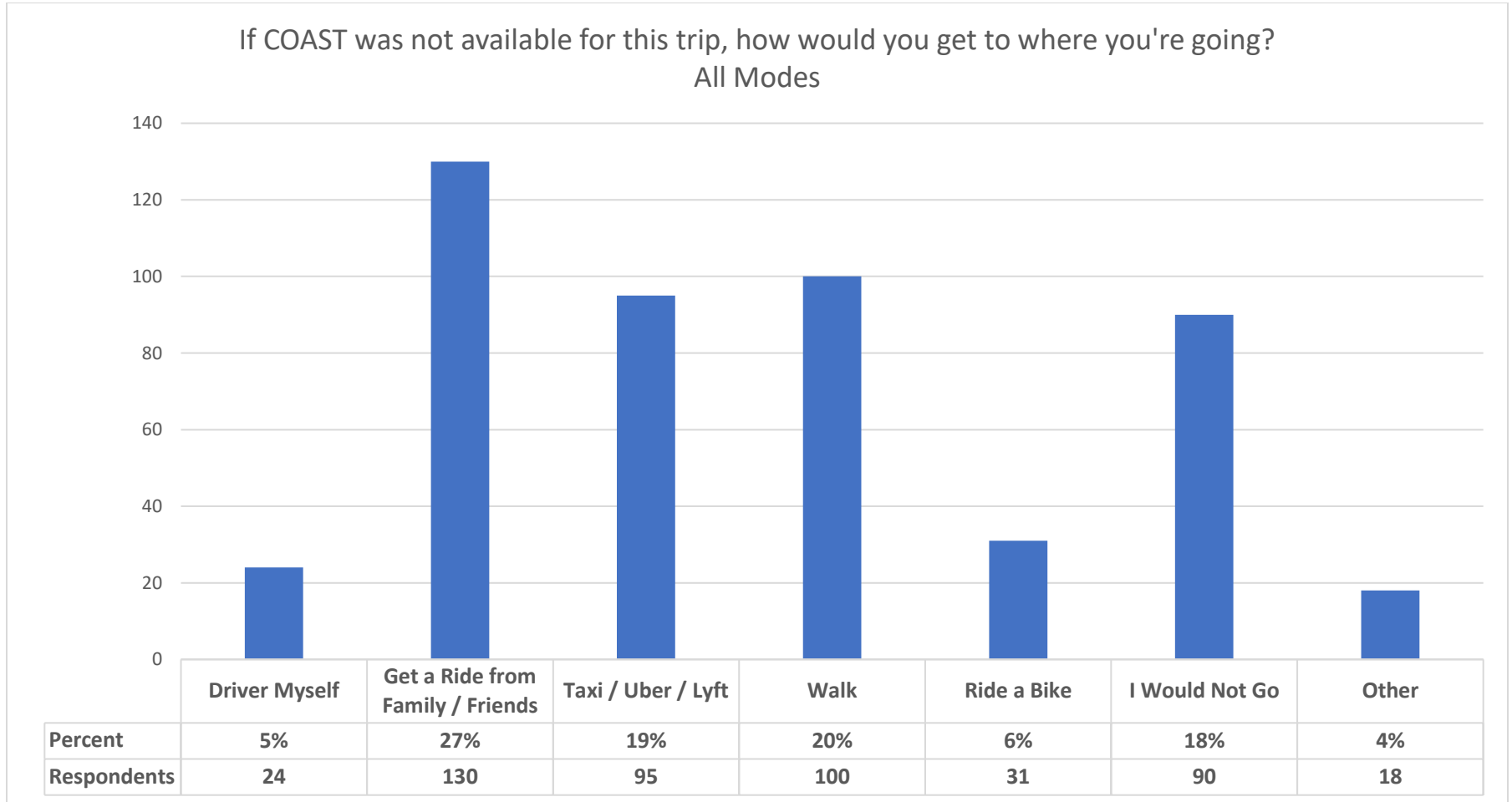
If COAST was not available for this trip, how would you get to where you're going?
Fixed Route

	Driver Myself	Get a Ride from Family / Friends	Taxi / Uber / Lyft	Walk	Ride a Bike	I Would Not Go	Other
Percent	5%	26%	19%	22%	7%	17%	4%
Respondents	22	107	79	90	29	71	16
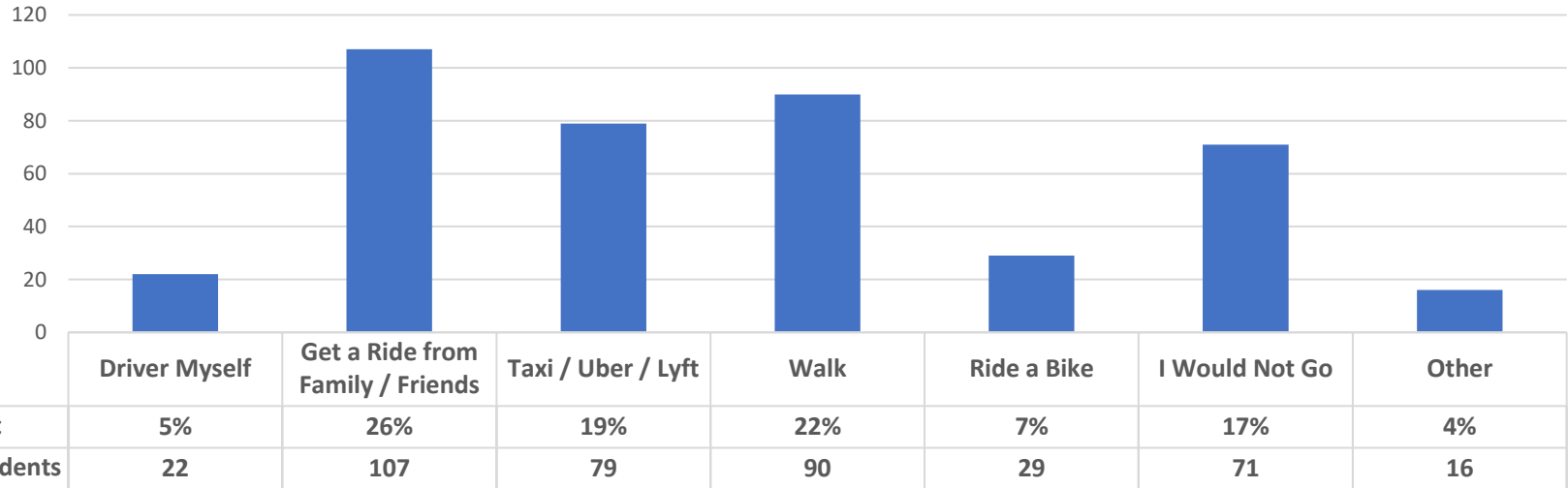
If COAST was not available for this trip, how would you get to where you're going?
Demand Response

	Driver Myself	Get a Ride from Family / Friends	Taxi / Uber / Lyft	Walk	Ride a Bike	I Would Not Go	Other
Percent	4%	28%	15%	14%	3%	29%	6%
Respondents	5	35	19	18	4	37	8

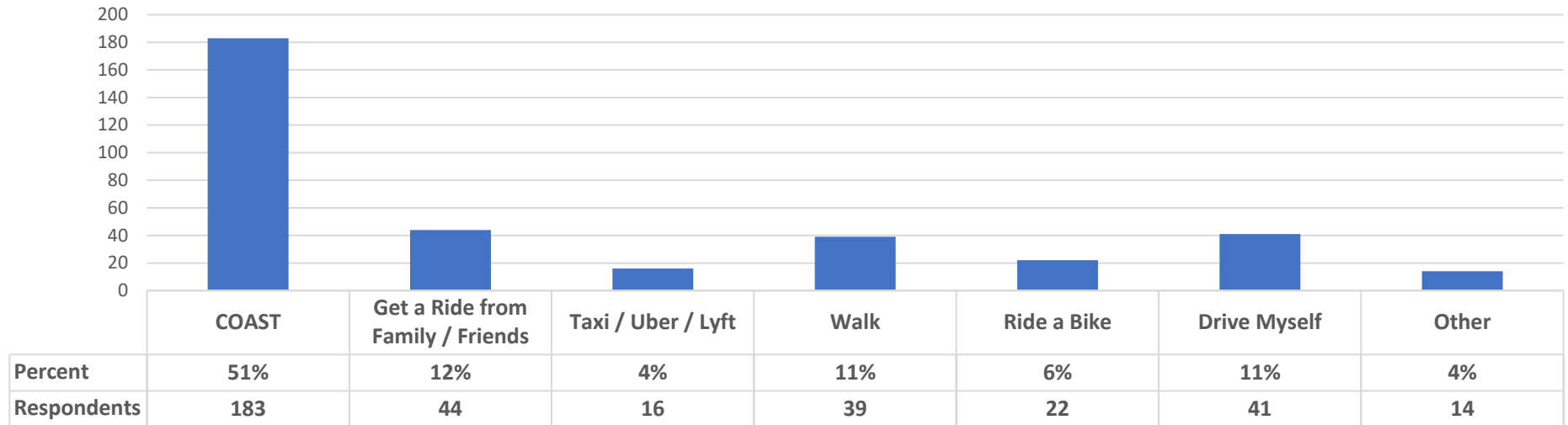16

10.What is your preferred way to travel?

☐ COAST   ☐ Get a ride from family/friends   ☐ Taxi / Uber / Lyft

☐ Walk   ☐ Ride a bike   ☐ Drive myself   ☐ Other: _____

What is your preferred way to travel?
All Modes

	COAST	Get a Ride from Family / Friends	Taxi / Uber / Lyft	Walk	Ride a Bike	Drive Myself	Other
Percent	54%	14%	1%	11%	5%	10%	4%
Respondents	228	58	5	47	23	44	15
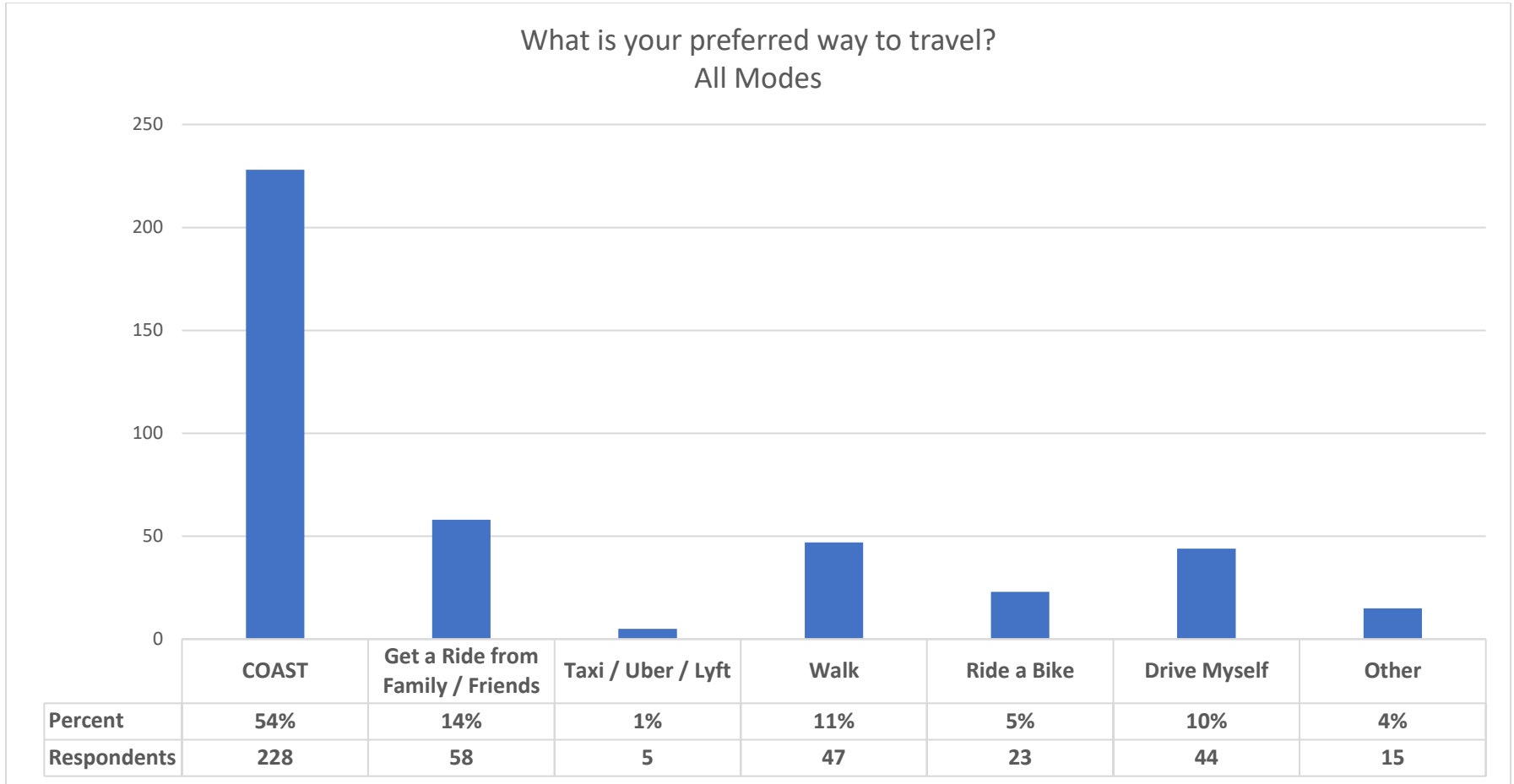
What is your preferred way to travel?
Fixed Route

	COAST	Get a Ride from Family / Friends	Taxi / Uber / Lyft	Walk	Ride a Bike	Drive Myself	Other
Percent	51%	12%	4%	11%	6%	11%	4%
Respondents	183	44	16	39	22	41	14

What is your preferred way to travel?
Demand Response

|	COAST	Get a Ride from Family / Friends	Taxi / Uber / Lyft	Walk	Ride a Bike	Drive Myself	Other
Percent	66%	15%	1%	5%	3%	6%	3%
Respondents	73	17	1	6	3	7	3
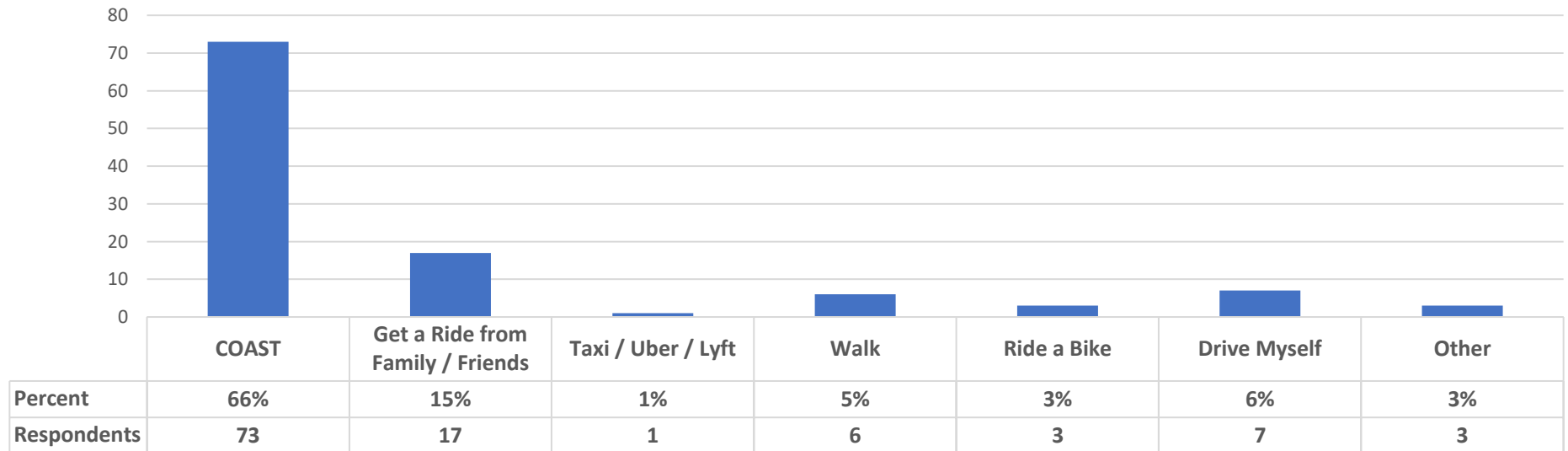
11. Why do you choose to ride COAST services instead of using other transportation options? *Please check all that apply.*

☐ It is cheaper   ☐ It is more convenient   ☐ It is better for the environment

☐ I enjoy the ride   ☐ I don't have other good options   ☐ Other: _____

### Why do you choose to ride COAST services instead of using other transportation options? All Modes

	It is Cheaper	Is is More Convenient	It is Better for the Environment	I Enjoy the Ride	I Don't Have Other Good Options	Other
Percent	25%	23%	12%	16%	18%	5%
Respondents	160	150	78	103	116	34
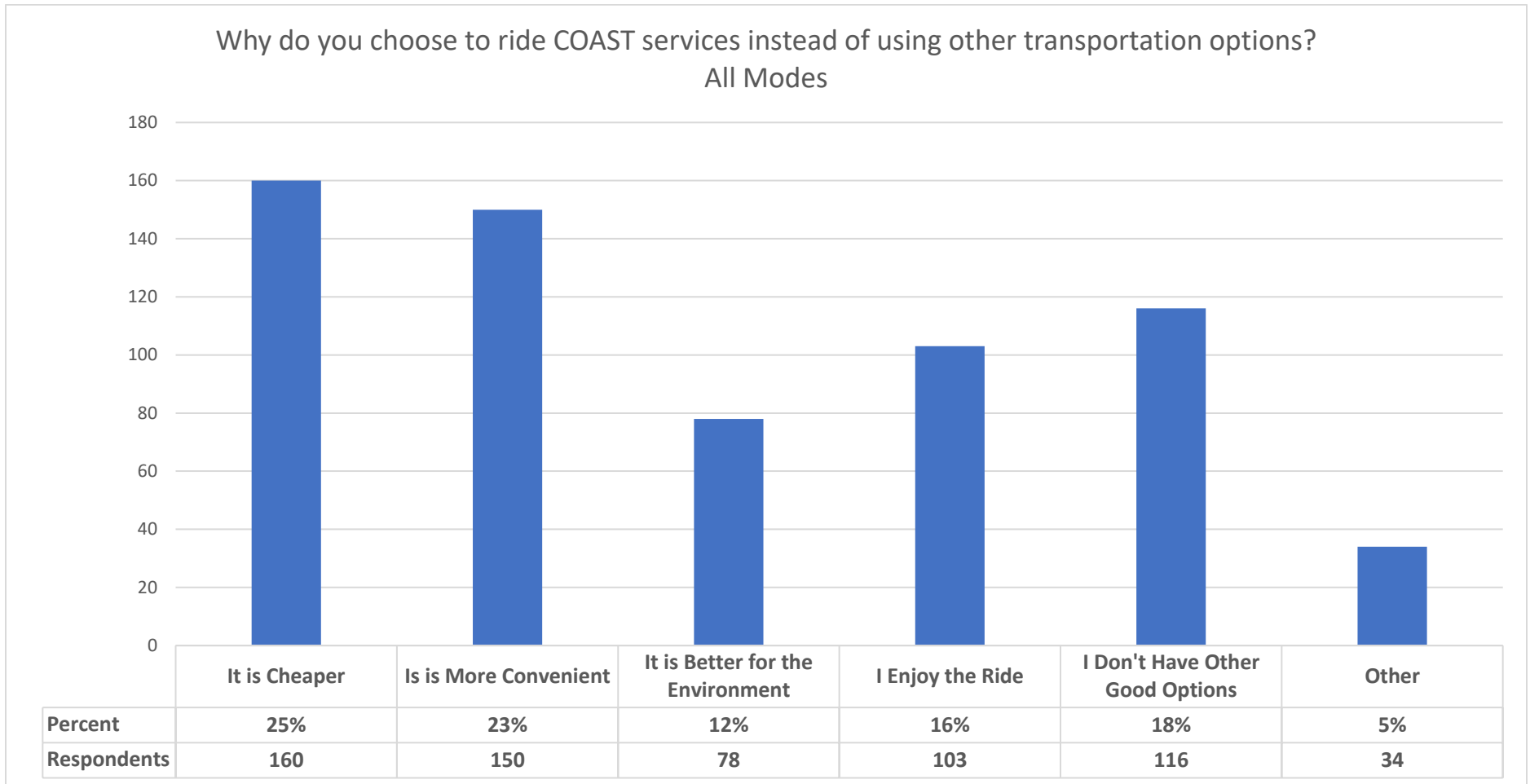
Why do you choose to ride COAST services instead of using other transportation options?
Fixed Route

	It is Cheaper	Is is More Convenient	It is Better for the Environment	I Enjoy the Ride	I Don't Have Other Good Options	Other
Percent	27%	22%	13%	17%	16%	6%
Respondents	142	119	68	88	86	30
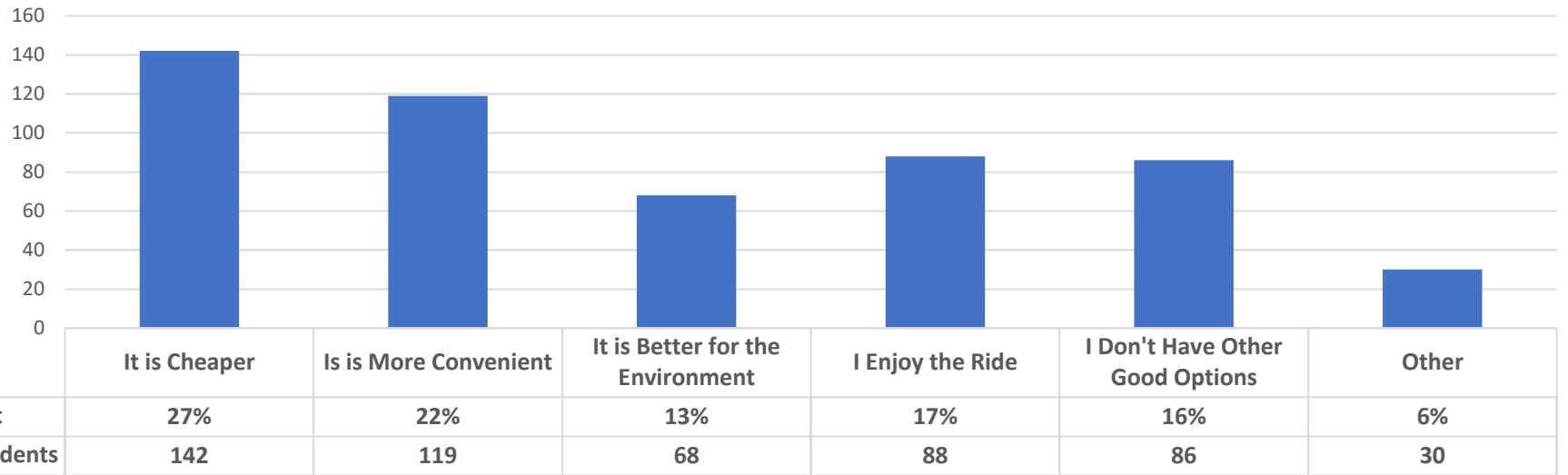
Why do you choose to ride COAST services instead of using other transportation options?
Demand Response

	It is Cheaper	Is is More Convenient	It is Better for the Environment	I Enjoy the Ride	I Don't Have Other Good Options	Other
Percent	21%	25%	8%	17%	23%	5%
Respondents	39	48	16	32	44	10
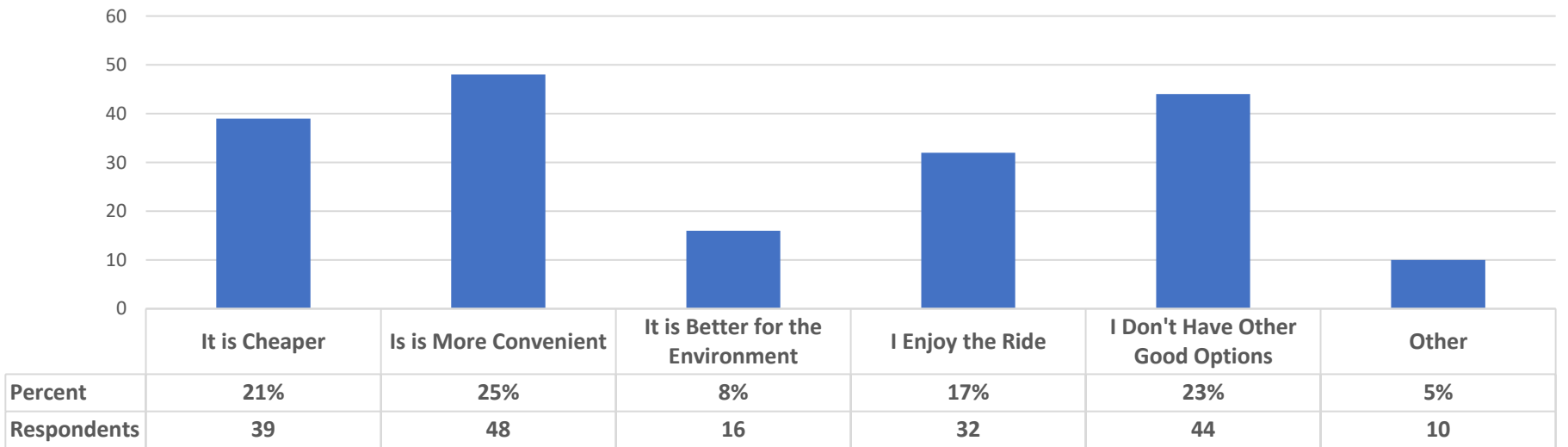
12.If you do not use COAST for a trip, what are the most common reasons why you don't use COAST? *Please check all that apply.*

☐ It doesn't go where I need to go   ☐ It doesn't run when I need to go

☐ It is too expensive   ☐ It takes too long to get there

☐ Other: _____

If you do not use COAST for a trip, what are the most common reasons why you don't use COAST?
All Modes

	It Doesn't Go Where I Need to Go	It Doesn't Run When I Need to Go	It is Too Expensive	It Takes Too Long to Get There	Other
Percent	38%	34%	3%	9%	17%
Respondents	119	108	10	27	53
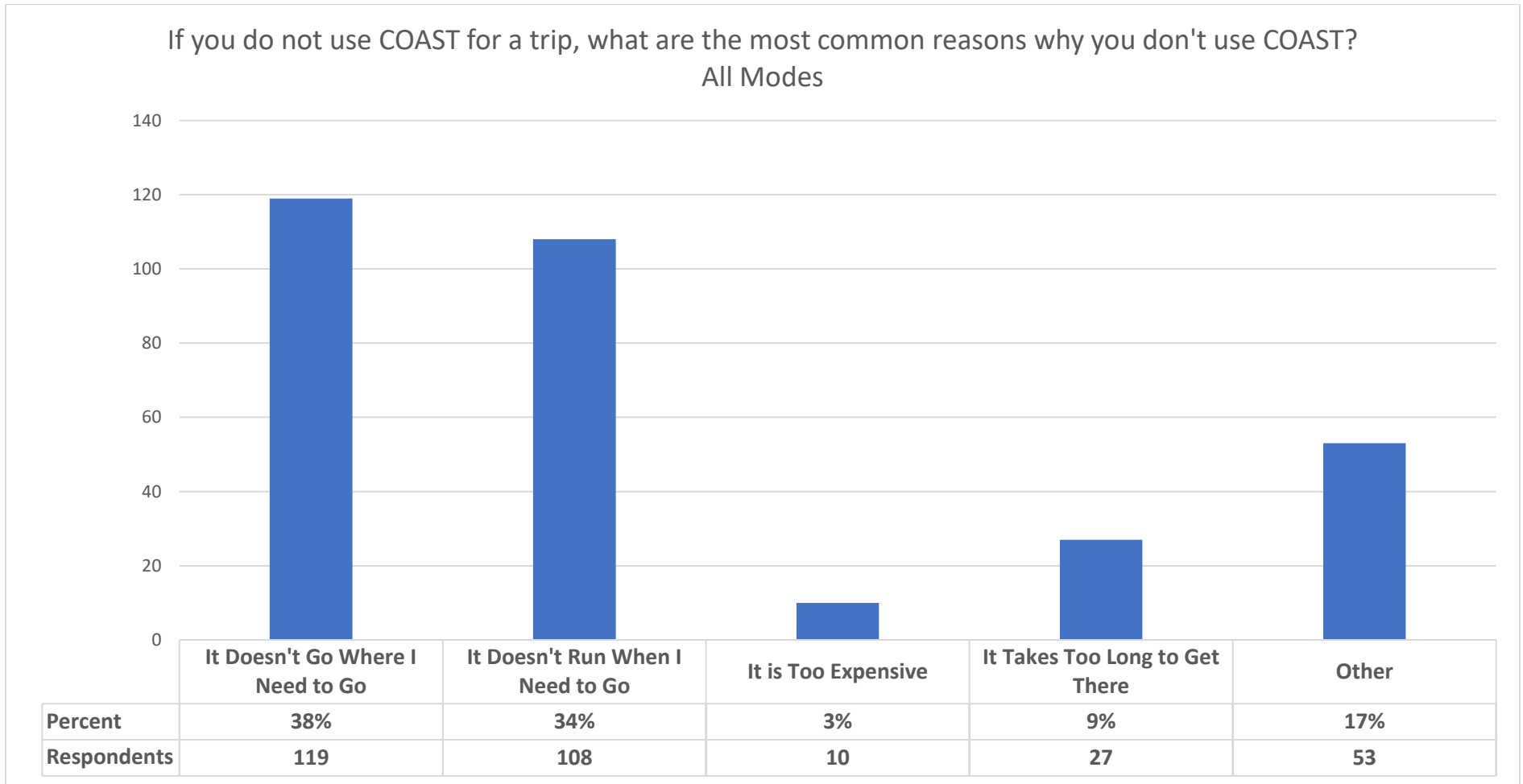
If you do not use COAST for a trip, what are the most common reasons why you don't use COAST?
Fixed Route

	It Doesn't Go Where I Need to Go	It Doesn't Run When I Need to Go	It is Too Expensive	It Takes Too Long to Get There	Other
Percent	38%	37%	3%	9%	14%
Respondents	99	96	7	23	37
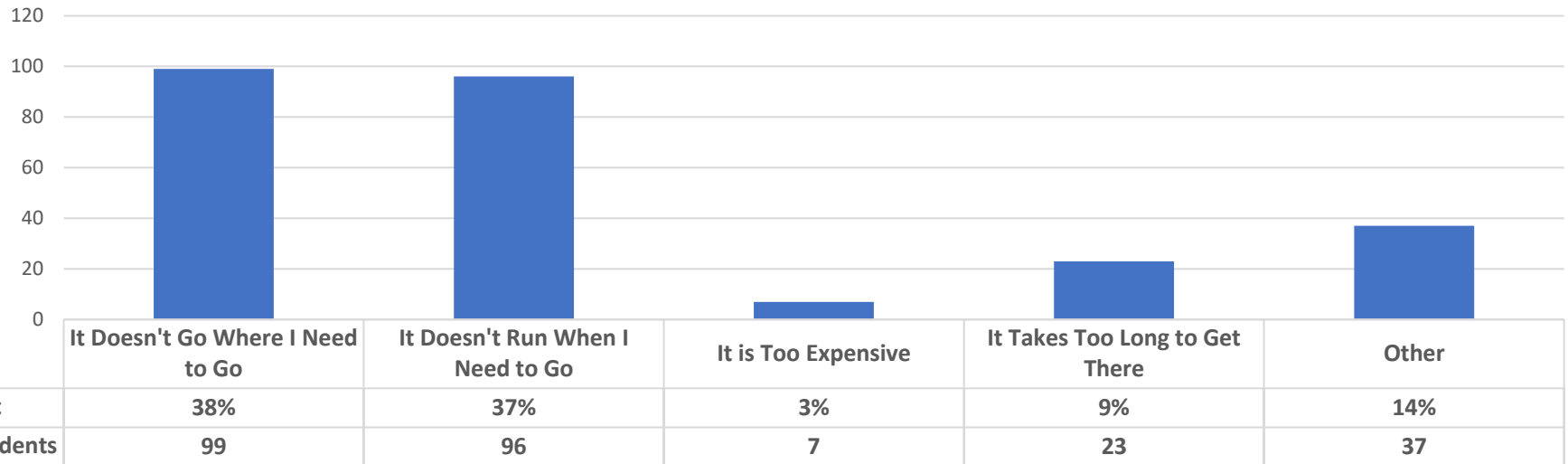
If you do not use COAST for a trip, what are the most common reasons why you don't use COAST?
Demand Response

	It Doesn't Go Where I Need to Go	It Doesn't Run When I Need to Go	It is Too Expensive	It Takes Too Long to Get There	Other
Percent	42%	30%	3%	3%	22%
Respondents	32	23	2	2	17
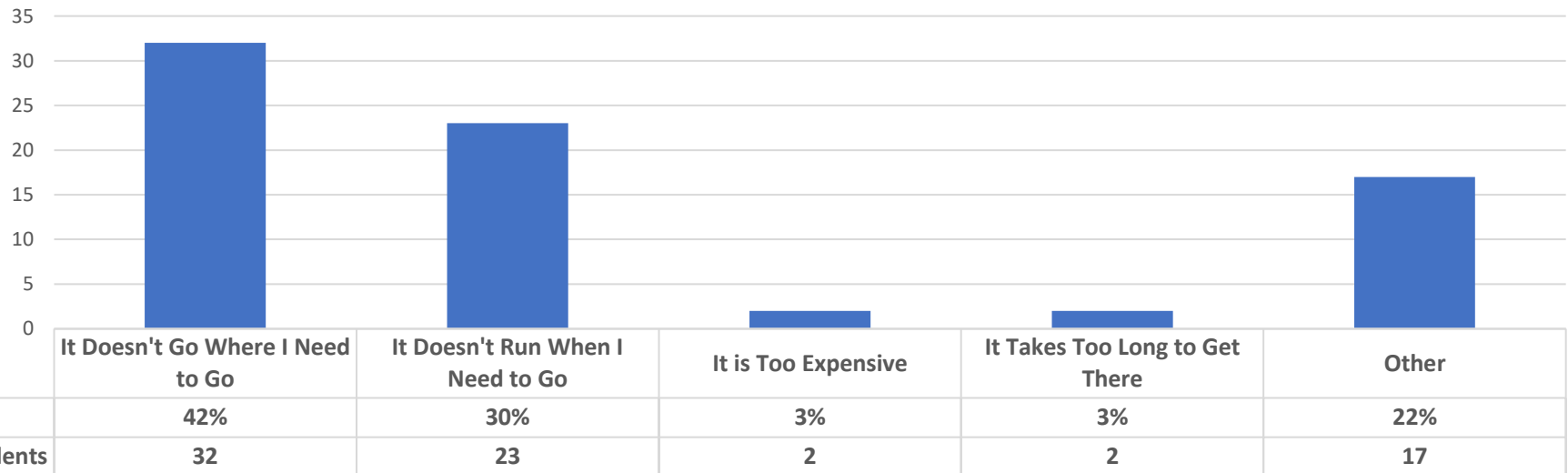
13.How important is COAST in meeting your transportation needs?

☐ Very Important   ☐ Somewhat Important   ☐ Not at All Important

How important is COAST in meeting your transportation needs? All Modes

	Very Important	Somewhat Important	Not At All Important
Percent	87%	13%	0%
Respondents	239	36	1

How important is COAST in meeting your transportation needs? Fixed Route

	Very Important	Somewhat Important	Not At All Important
Percent	87%	12%	0%
Respondents	198	28	1

How important is COAST in meeting your transportation needs? Demand Response

	Very Important	Somewhat Important	Not At All Important
Percent	83%	17%	0%
Respondents	68	14	0

23

14. Please respond to the following statements based on your opinion, ranging from strongly disagree (1) to neutral (3) to strongly agree (5).

	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
COAST drivers are friendly and helpful	☐	☐	☐	☐	☐
COAST schedules are easy to understand	☐	☐	☐	☐	☐
COAST schedules are easy to find	☐	☐	☐	☐	☐
COAST fares are fairly priced	☐	☐	☐	☐	☐
COAST vehicles are clean	☐	☐	☐	☐	☐
I feel safe using COAST	☐	☐	☐	☐	☐
COAST vehicles run on-time	☐	☐	☐	☐	☐
COAST office staff are helpful when I have called, texted, emailed or visited	☐	☐	☐	☐	☐
COAST provides a high-quality service for residents of the Seacoast region	☐	☐	☐	☐	☐
I would recommend COAST to my friends/family/co-workers	☐	☐	☐	☐	☐

Notes on Results:

- *For these questions, some people checked more than one box, and in some cases left notes on why. Anytime more than one box was checked, it was logged as one response in both columns. Notes were added to the general comments section.*
- *One survey wrote "Strongly Disagree" for all categories, but their comments made explicit that they thought they were checking "Strongly Agree." For this response, the answers were logged as "Strongly Agree."*
- *Four surveys marked "Strongly Disagree" for all categories, but their other comments on the survey were positive. It is possible they misread the scale and meant to write "Strongly Agree", but we cannot be certain. These were left in the "Strongly Disagree" category.*
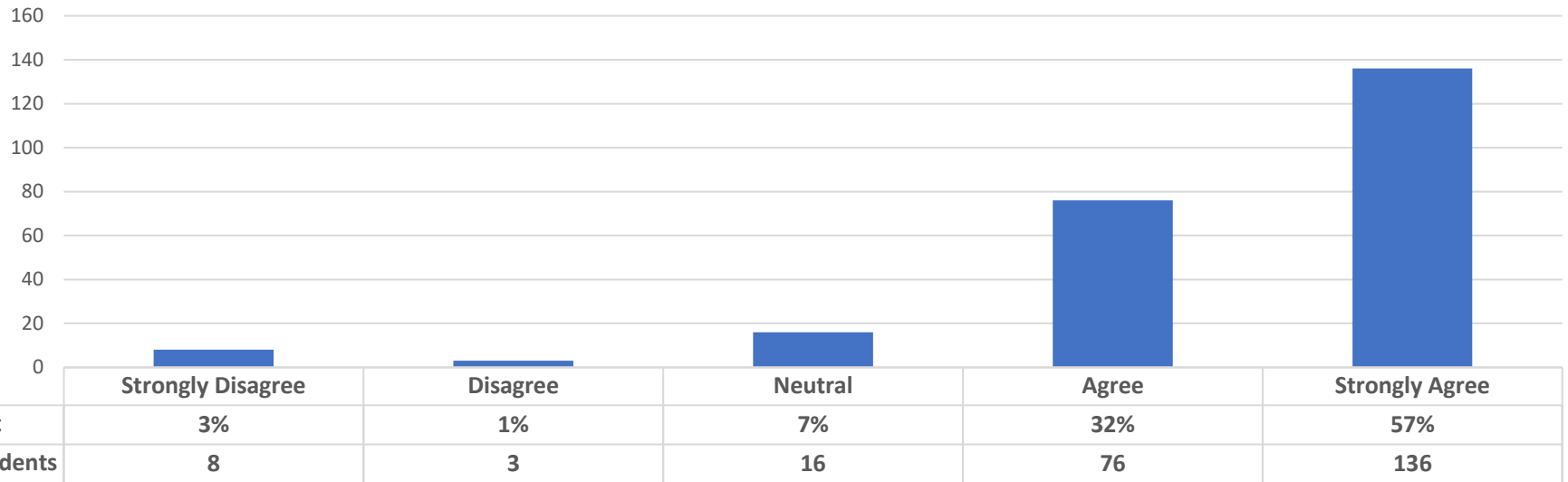
14-a. COAST drivers are friendly and helpful.

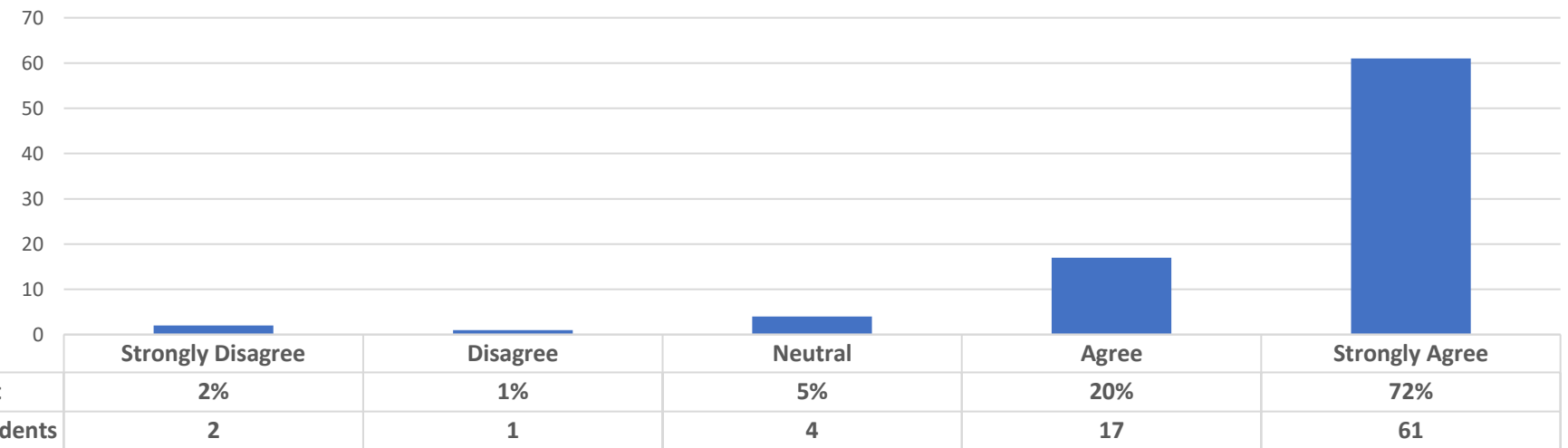COAST drivers are friendly and helpful.
All Modes
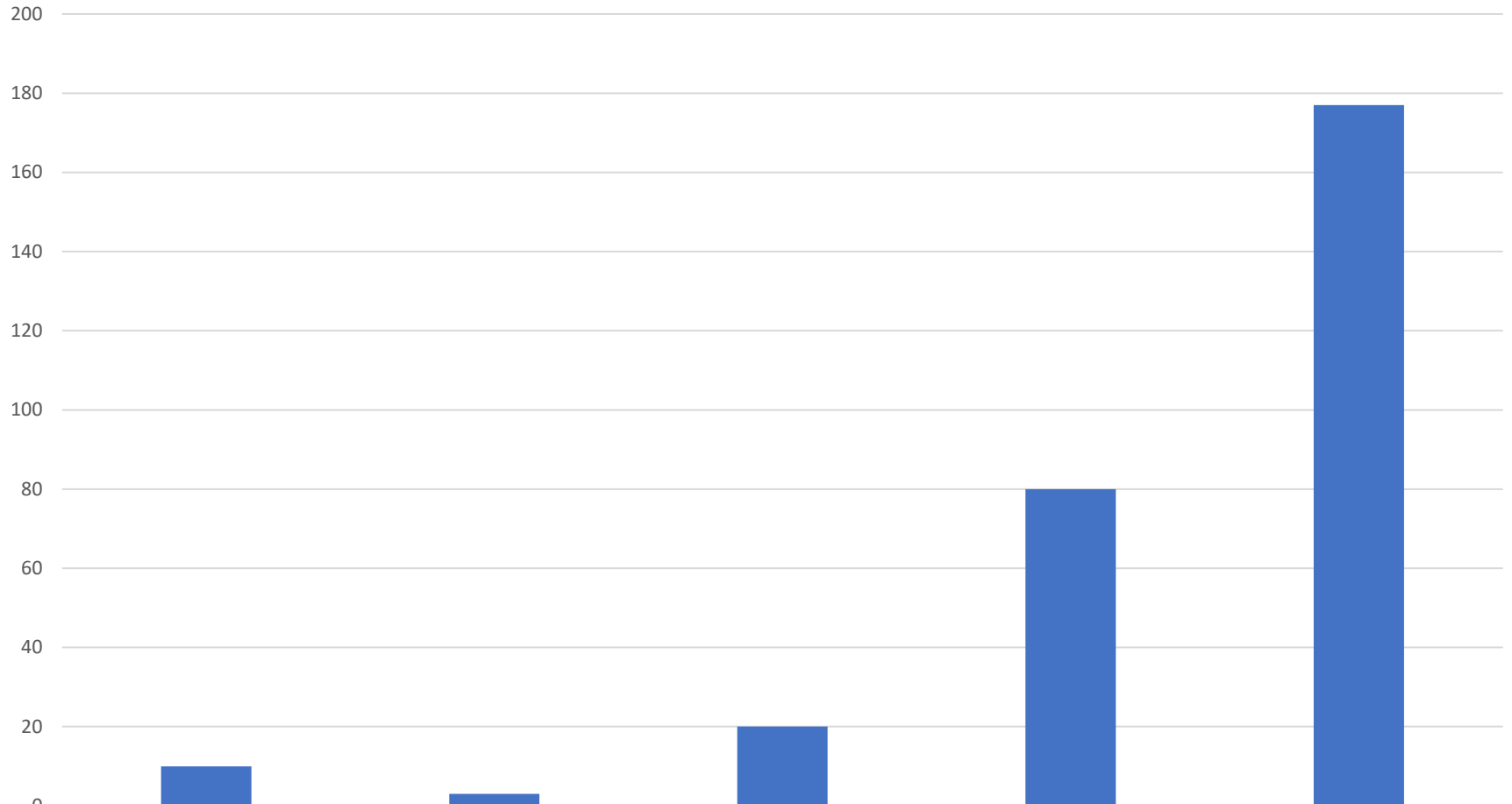
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	3%	1%	7%	28%	61%
Respondents	10	3	20	80	177

COAST drivers are friendly and helpful.
Fixed Route

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	3%	1%	7%	32%	57%
Respondents	8	3	16	76	136

COAST drivers are friendly and helpful.
Demand Response

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	2%	1%	5%	20%	72%
Respondents	2	1	4	17	61

14-b. COAST schedules are easy to understand.

COAST schedules are easy to understand.
All Modes

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	6%	5%	12%	31%	46%
Respondents	16	13	34	87	129
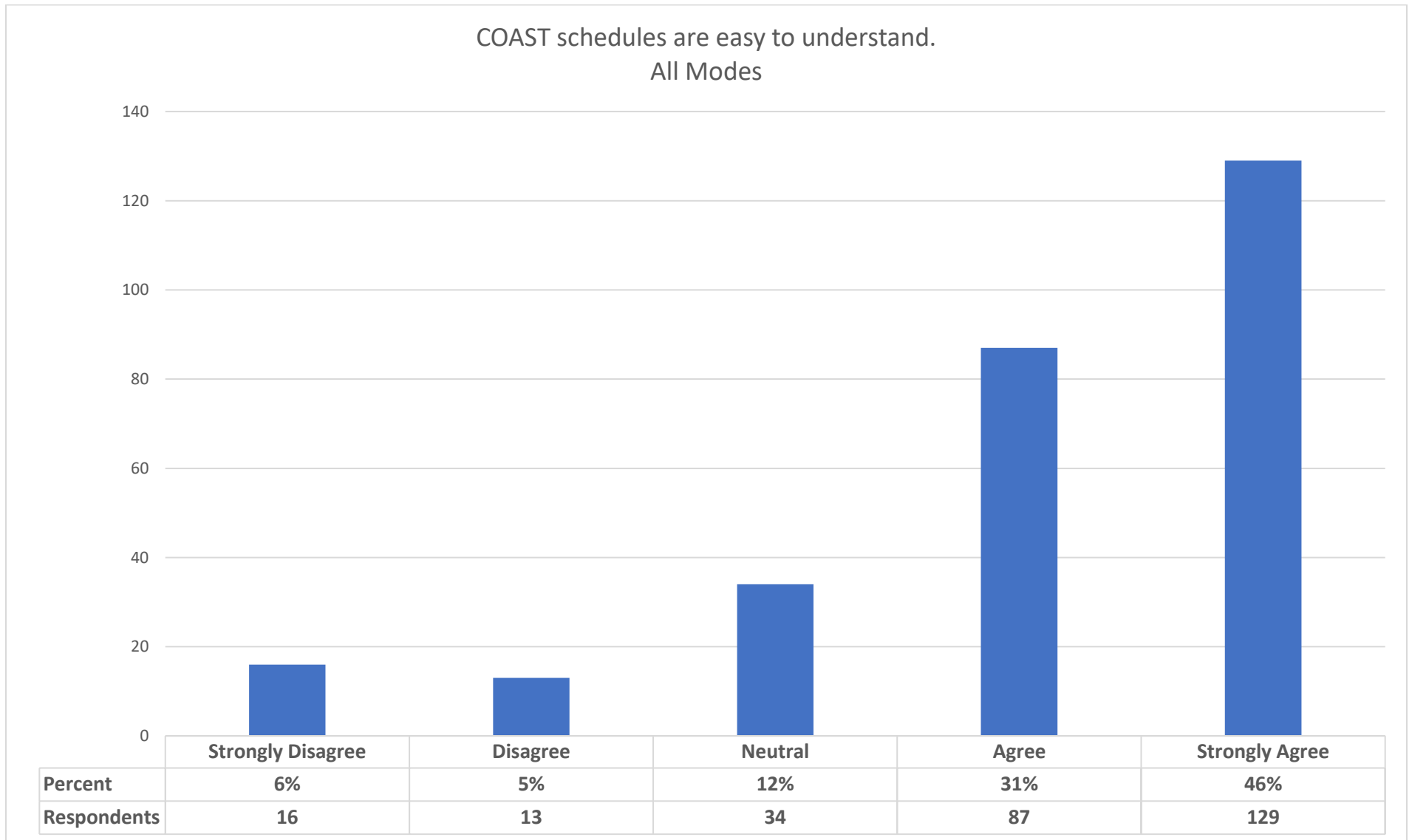
COAST schedules are easy to understand.
Fixed Route

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	5%	5%	13%	33%	43%
Respondents	12	11	31	78	101
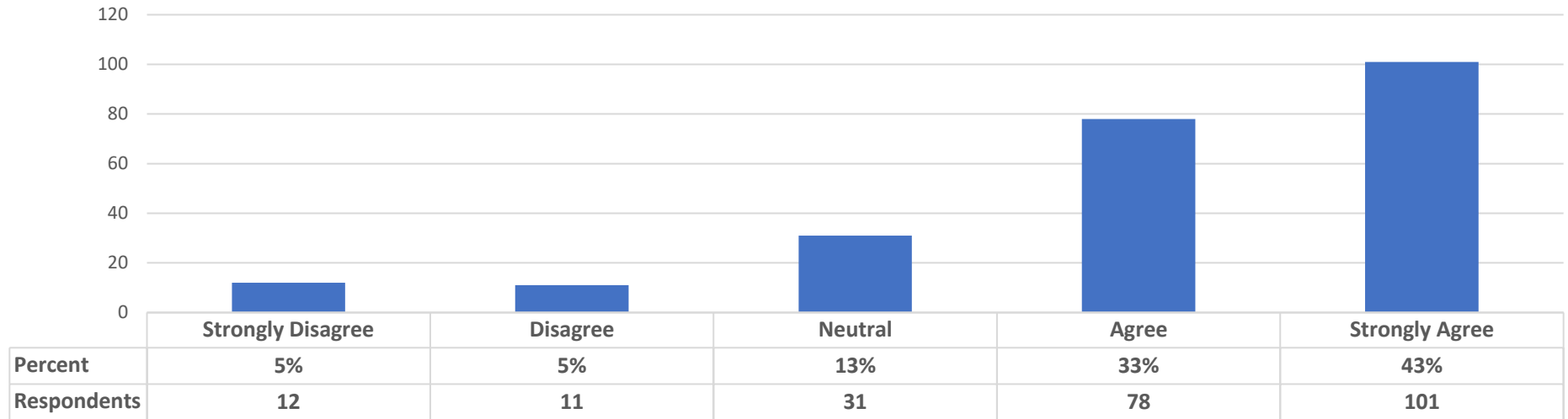
COAST schedules are easy to understand.
Demand Response

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	4%	5%	16%	23%	53%
Respondents	3	4	13	18	42
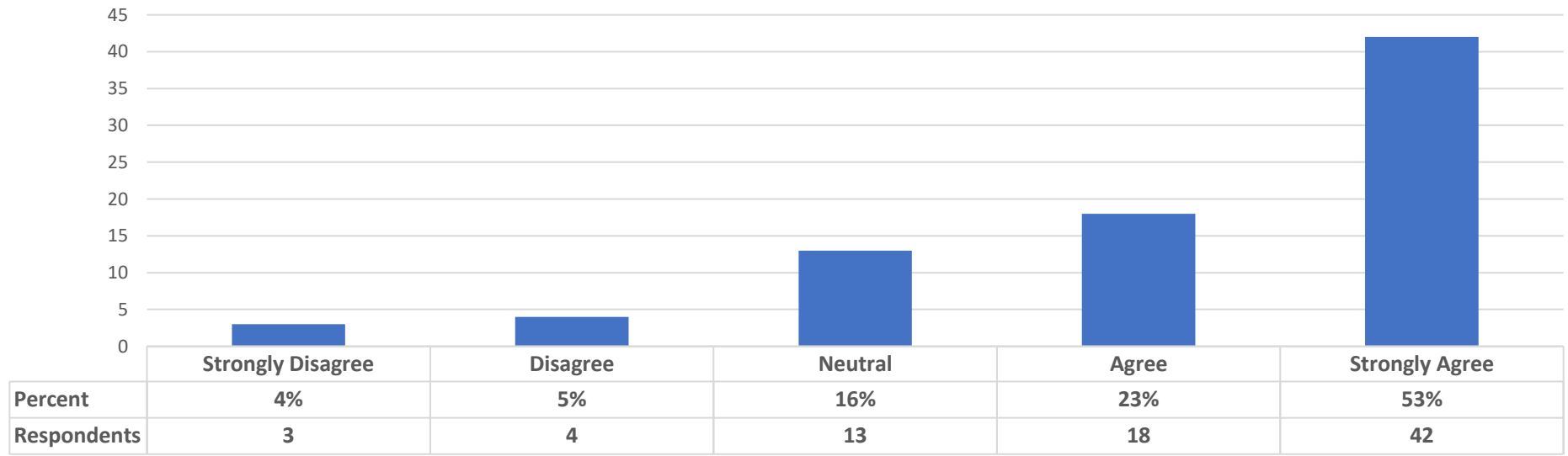
14-c. COAST schedules are easy to find.

COAST schedules are easy to find.
All Modes

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	6%	3%	12%	29%	51%
Respondents	16	7	33	79	138
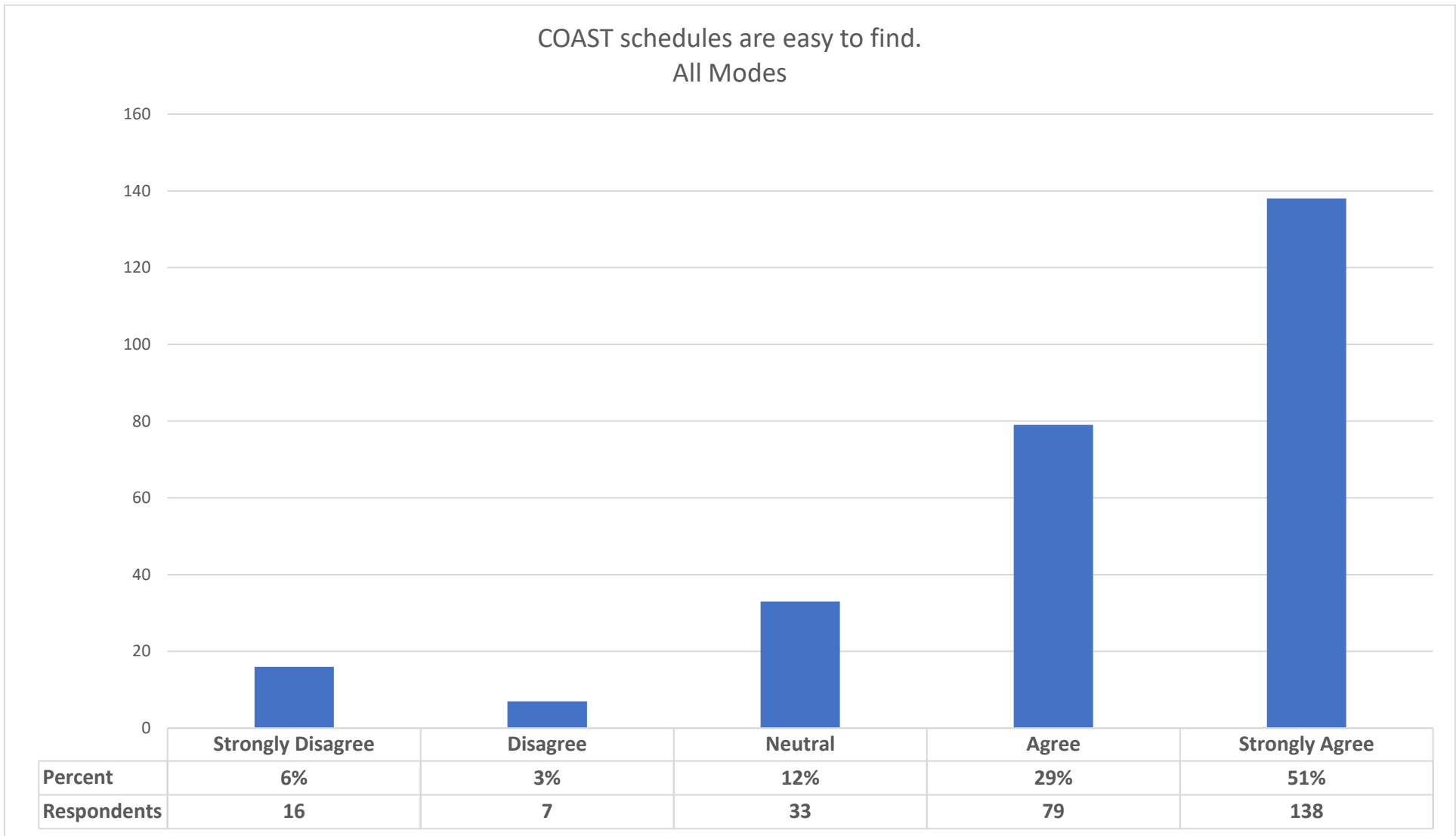
COAST schedules are easy to find.
Fixed Route

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	5%	3%	11%	30%	51%
Respondents	11	7	26	69	116
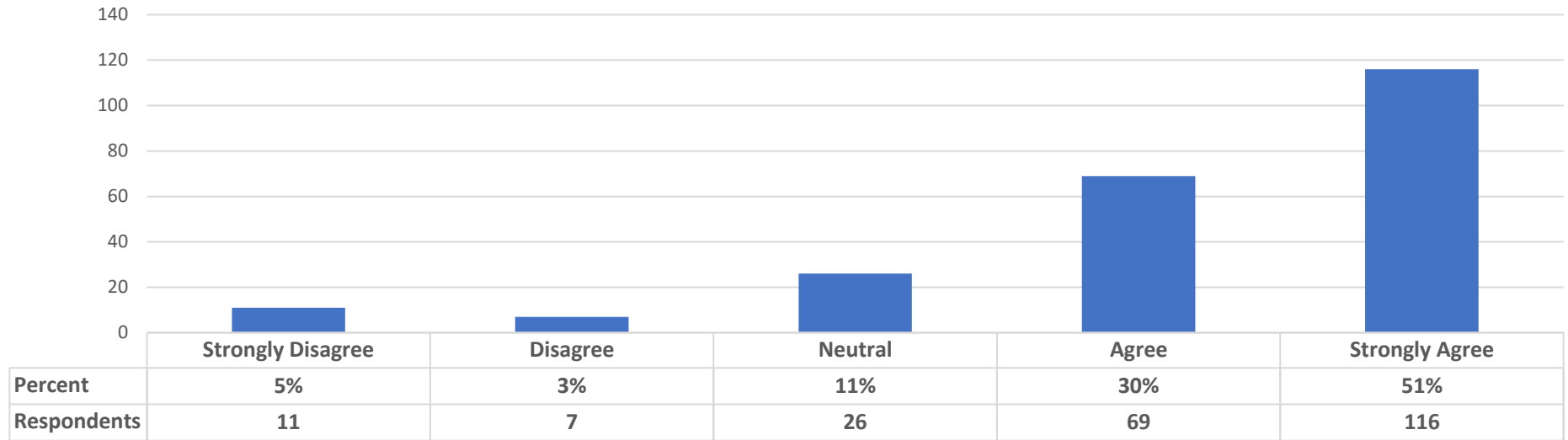
COAST schedules are easy to find.
Demand Response

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	5%	3%	15%	24%	54%
Respondents	4	2	12	19	43
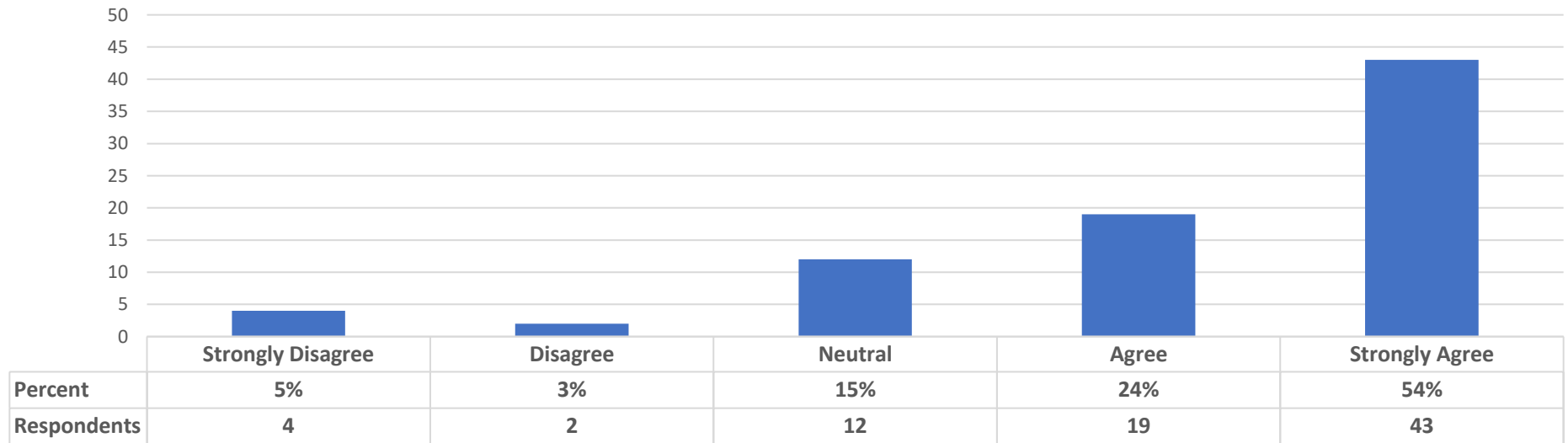
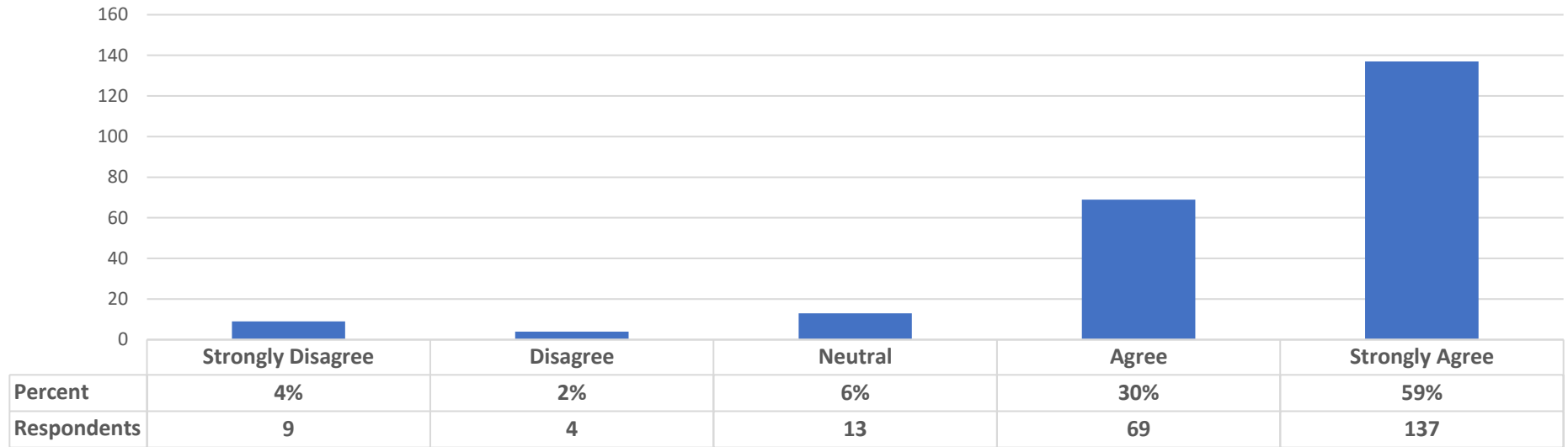**14-d. COAST fares are fairly priced.**

COAST fares are fairly priced.
All Modes
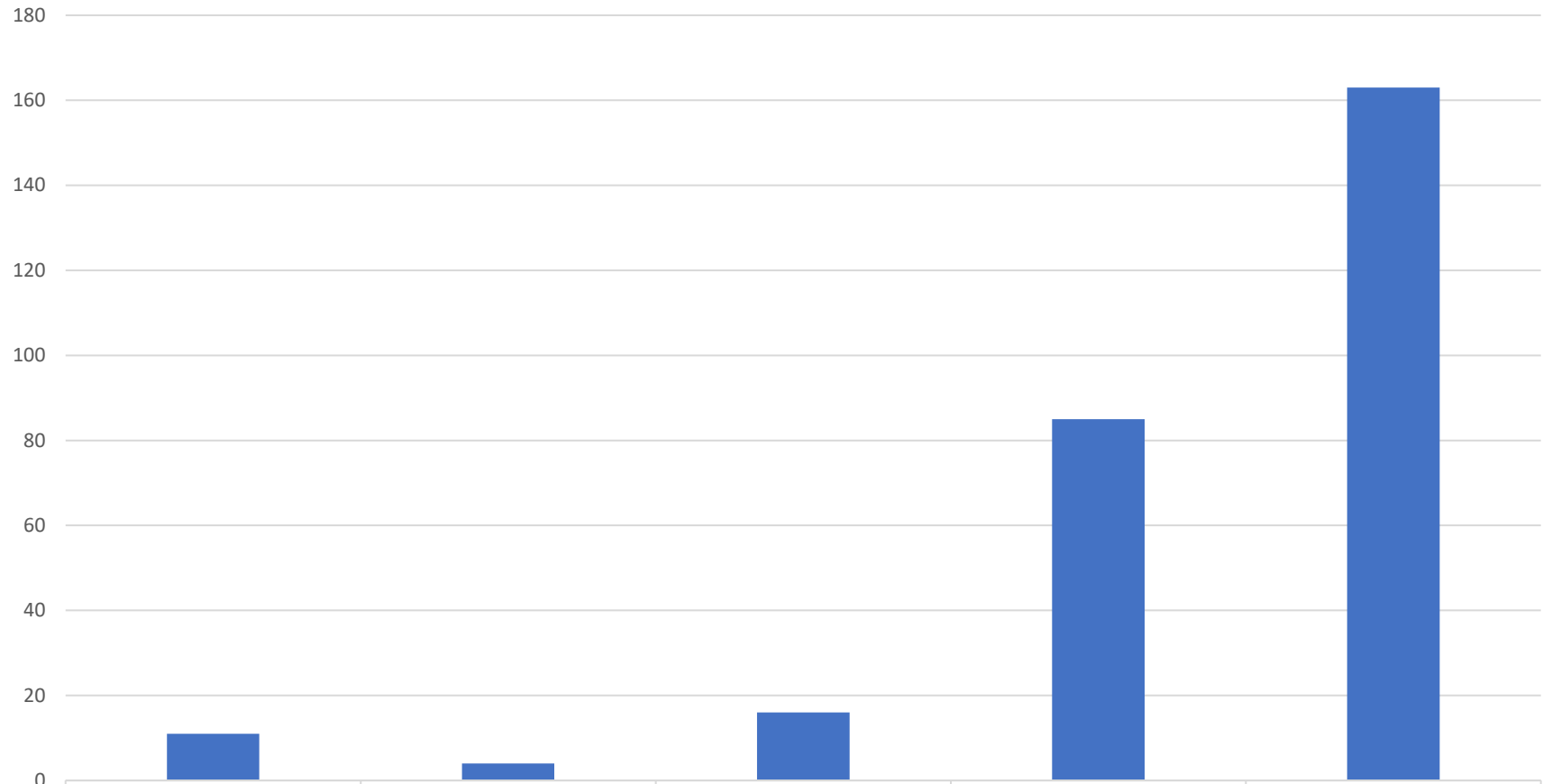
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	4%	1%	6%	30%	58%
Respondents	11	4	16	85	163

COAST fares are fairly priced.
Fixed Route

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	4%	2%	6%	30%	59%
Respondents	9	4	13	69	137

COAST fares are fairly priced.
Demand Response

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	2%	1%	5%	29%	62%
Respondents	2	1	4	24	51
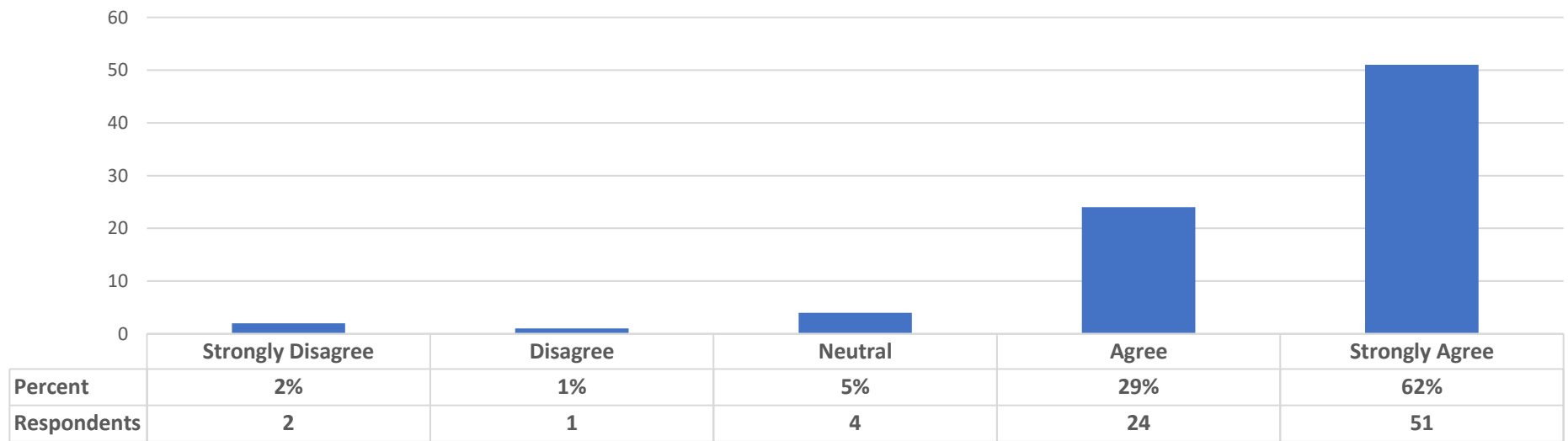
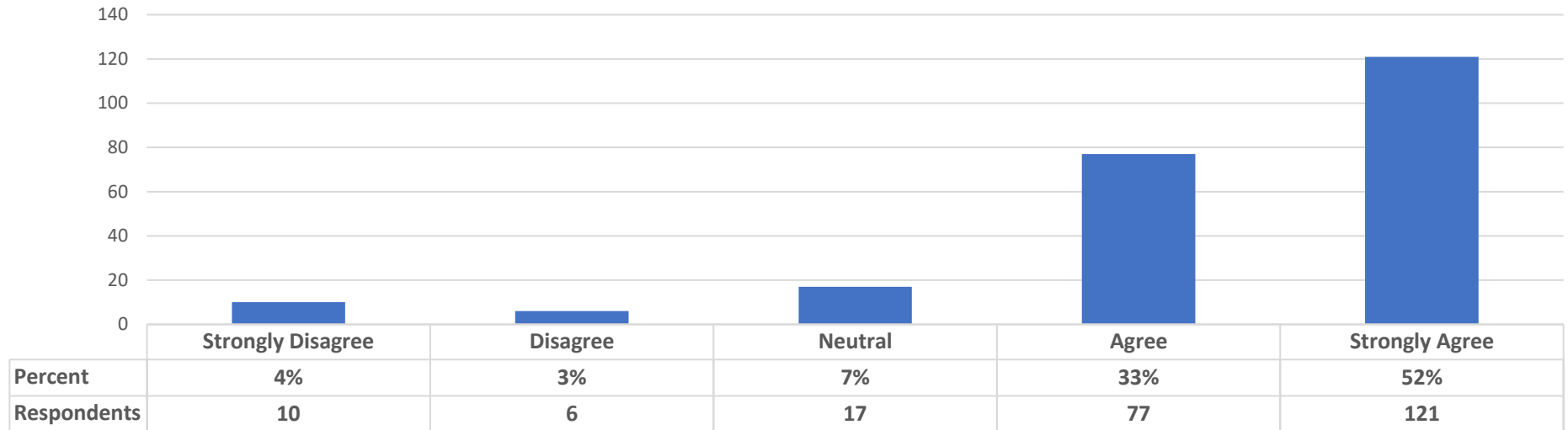**14-e. COAST vehicles are clean.**

COAST vehicles are clean.
All Modes
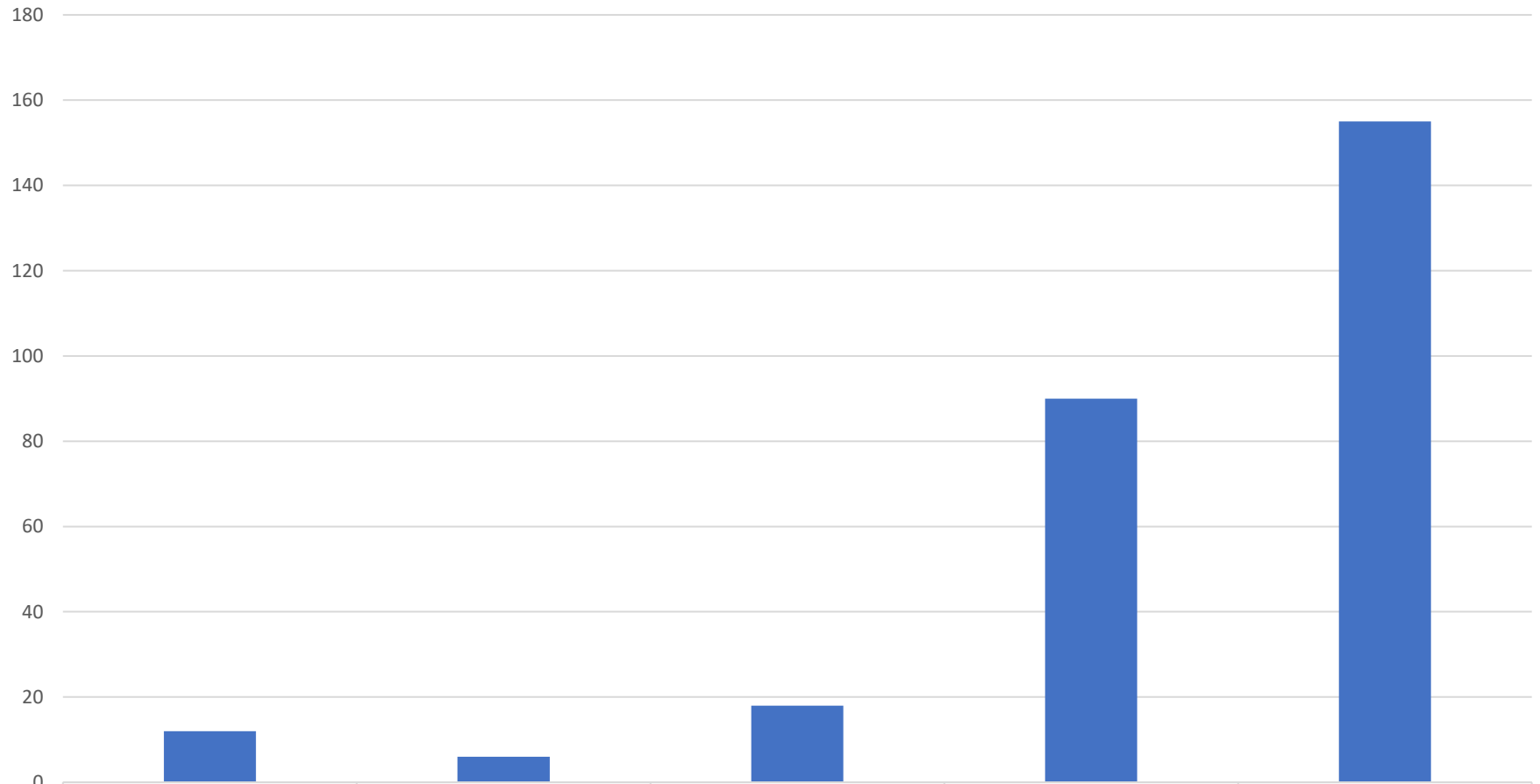
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	4%	2%	6%	32%	55%
Respondents	12	6	18	90	155

COAST vehicles are clean.
Fixed Route

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	4%	3%	7%	33%	52%
Respondents	10	6	17	77	121

COAST vehicles are clean.
Demand Response

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	2%	0%	5%	26%	67%
Respondents	2	0	4	22	57
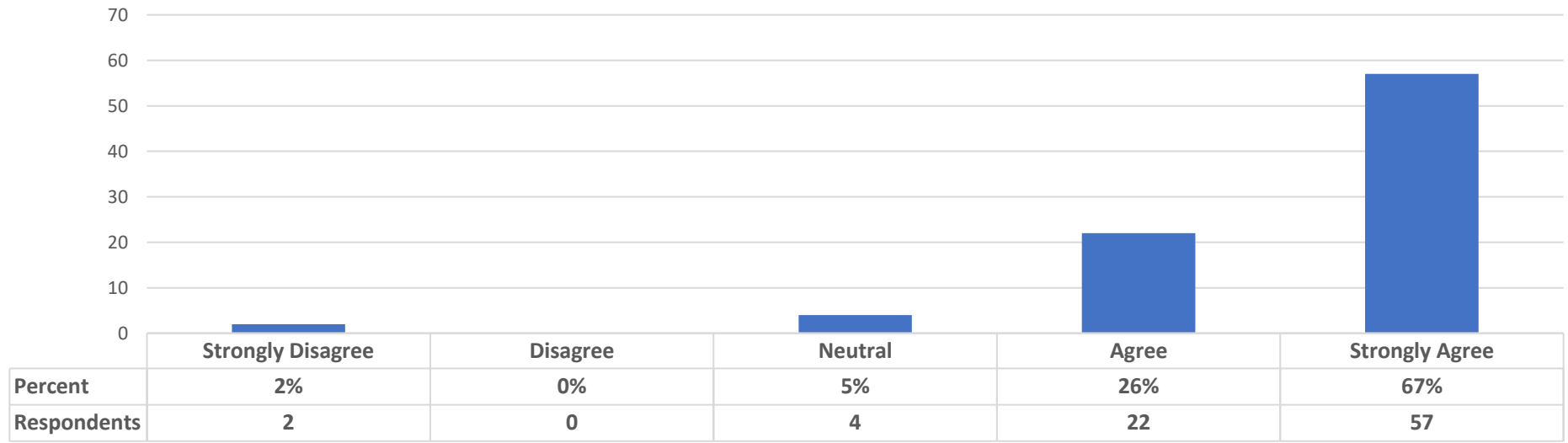
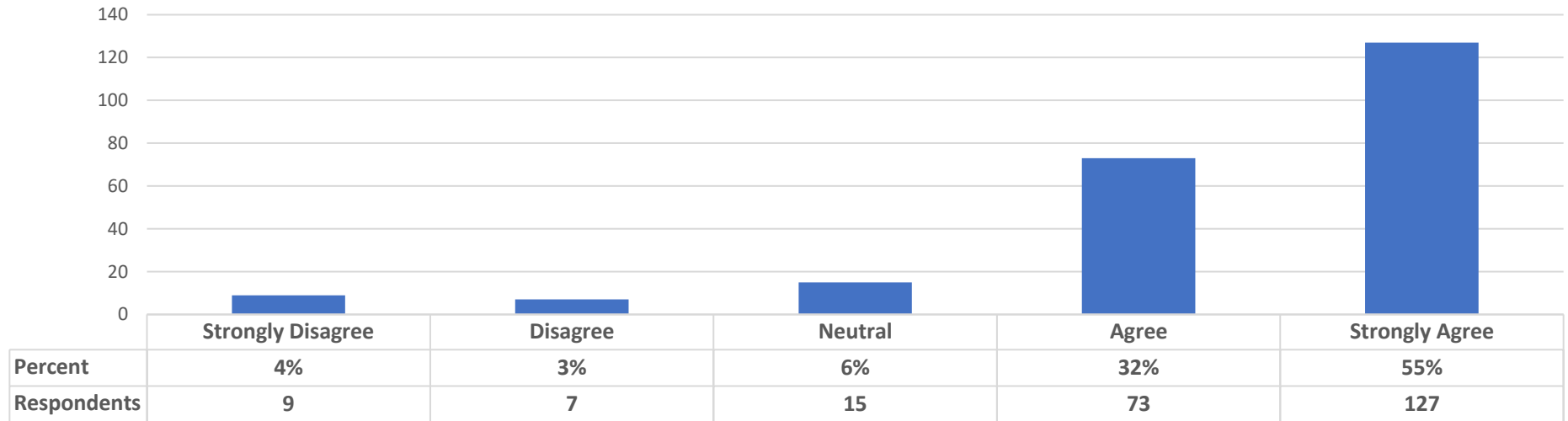## 14-f. I feel safe using COAST.

I feel safe using COAST.
All Modes
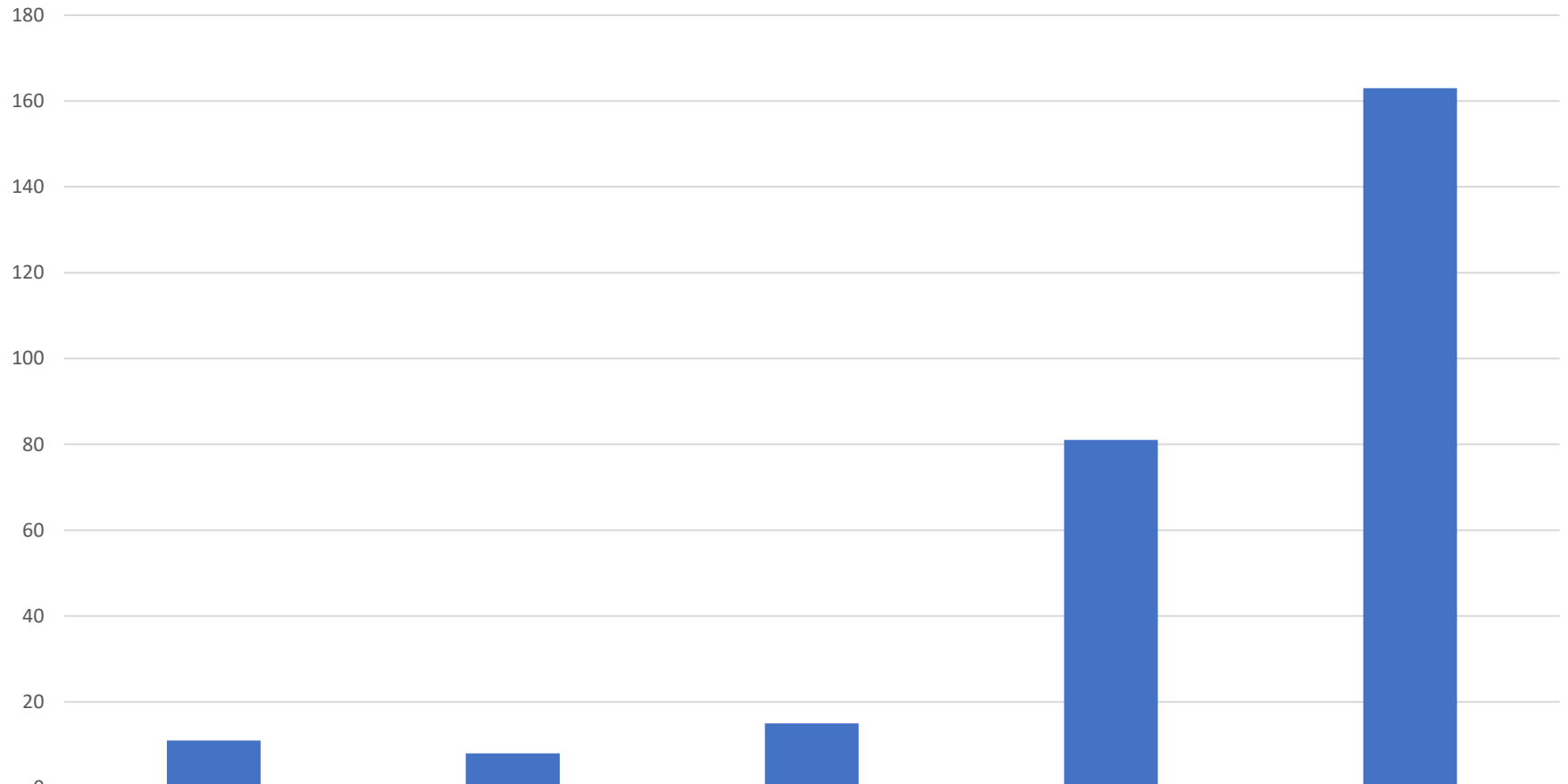
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	4%	3%	5%	29%	59%
Respondents	11	8	15	81	163

I feel safe using COAST.
Fixed Route

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	4%	3%	6%	32%	55%
Respondents	9	7	15	73	127

I feel safe using COAST.
Demand Response

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	4%	4%	4%	21%	68%
Respondents	3	3	3	17	56
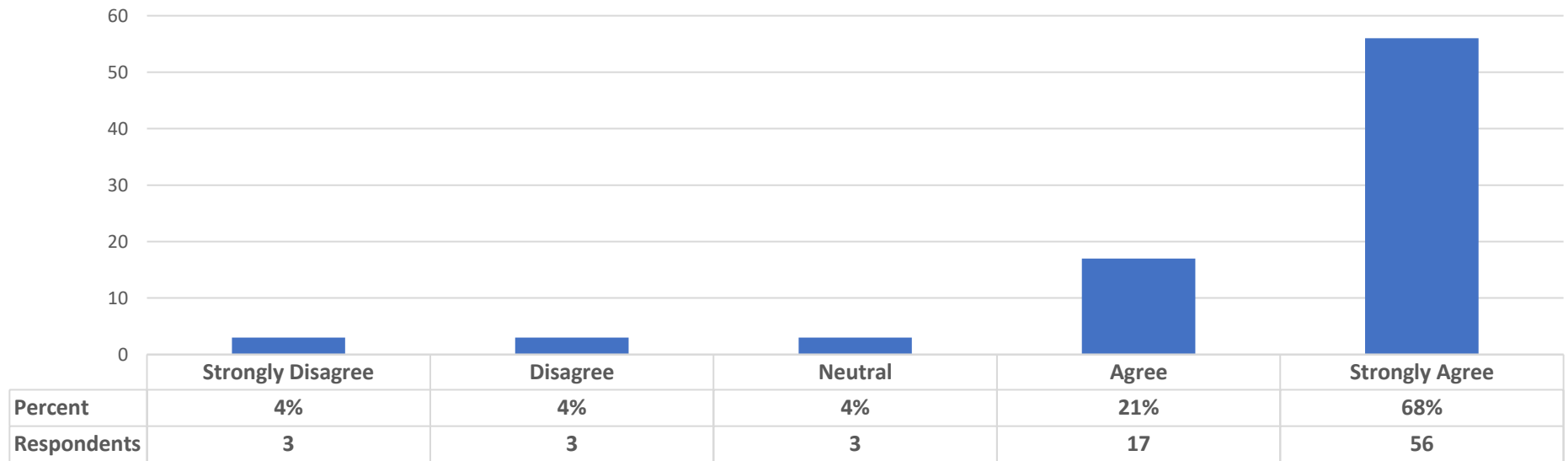
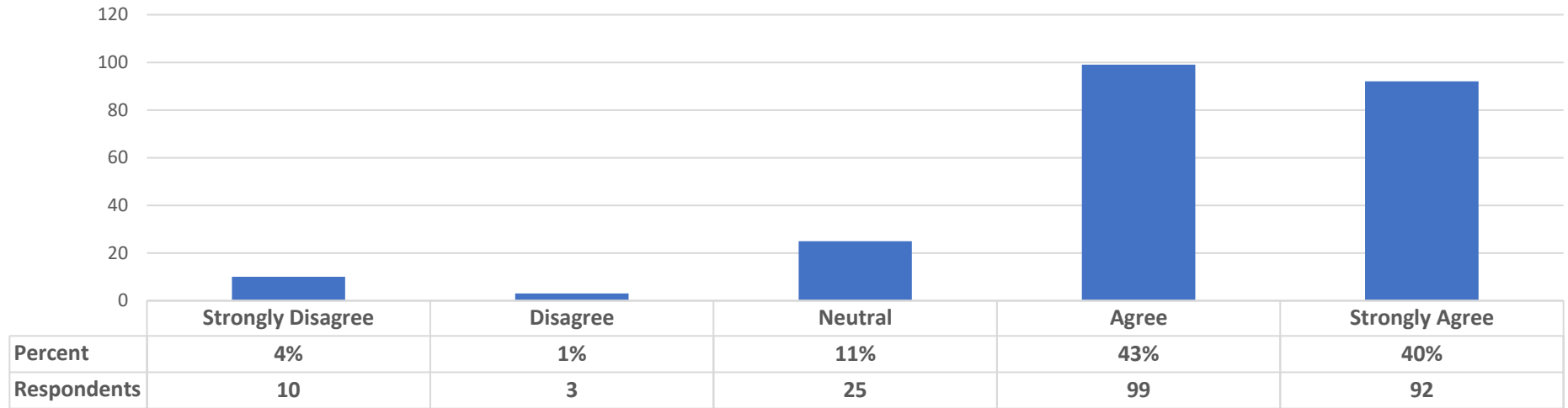**14-g. COAST vehicles run on-time.**

COAST vehicles run on-time.
All Modes
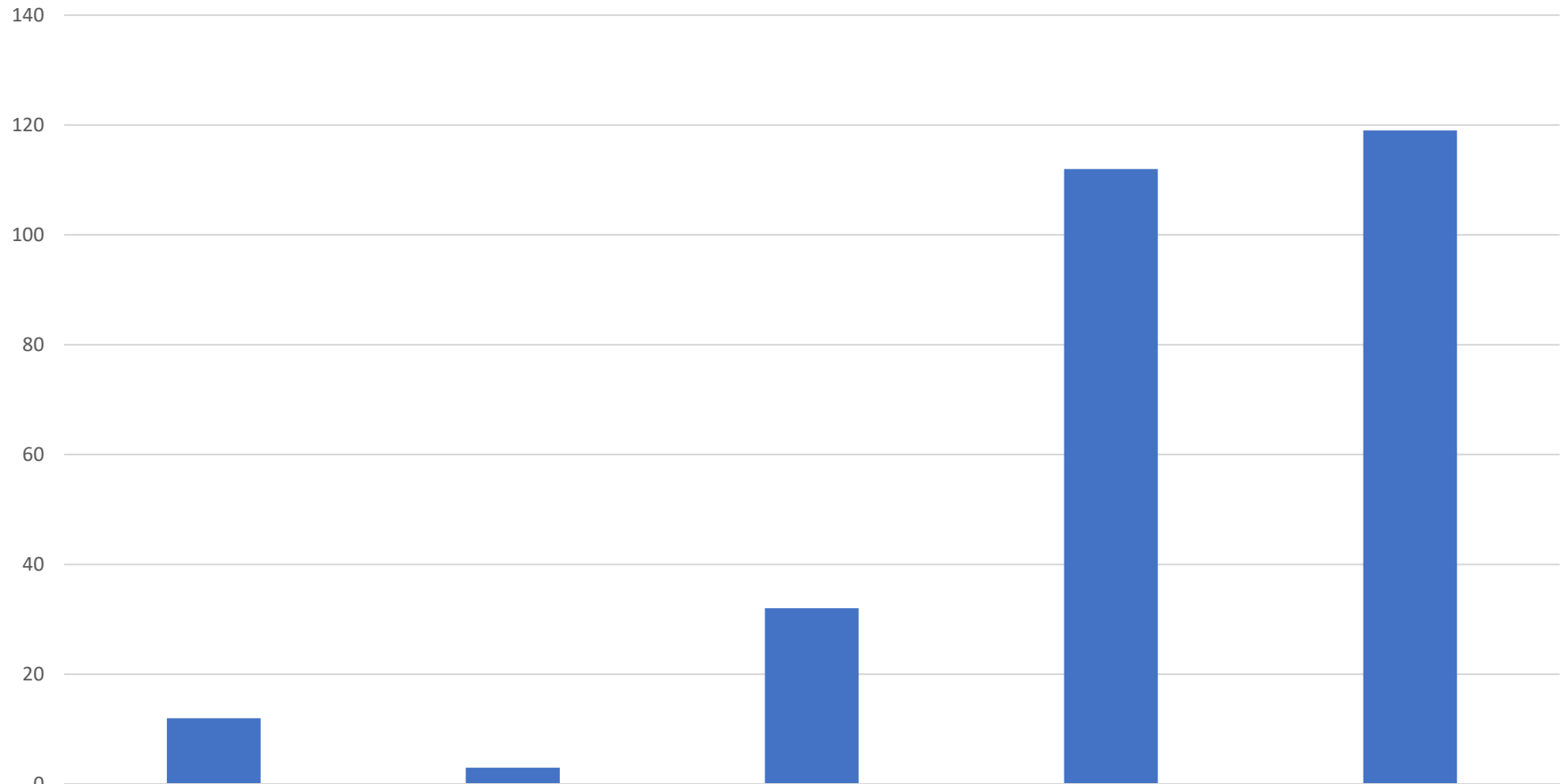
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	4%	1%	12%	40%	43%
Respondents	12	3	32	112	119

COAST vehicles run on-time.
Fixed Route

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	4%	1%	11%	43%	40%
Respondents	10	3	25	99	92

COAST vehicles run on-time.
Demand Response

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	2%	0%	12%	36%	50%
Respondents	2	0	10	30	42
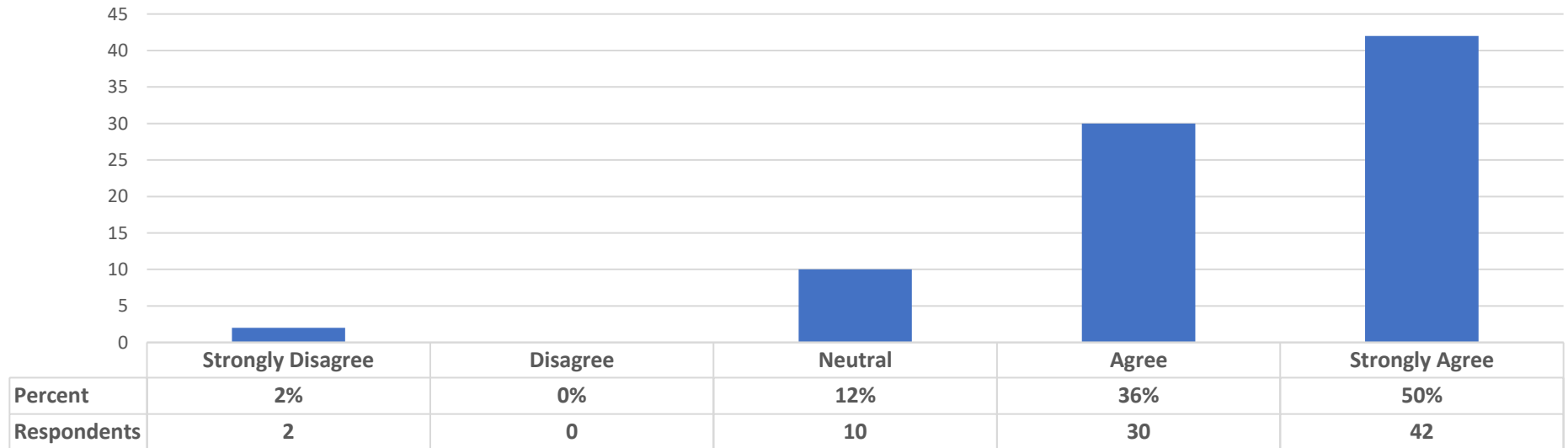
14-h. COAST office staff are helpful when I have called, texted, emailed or visited.

COAST office staff are helpful when I have called, texted, emailed, or visited.
All Modes

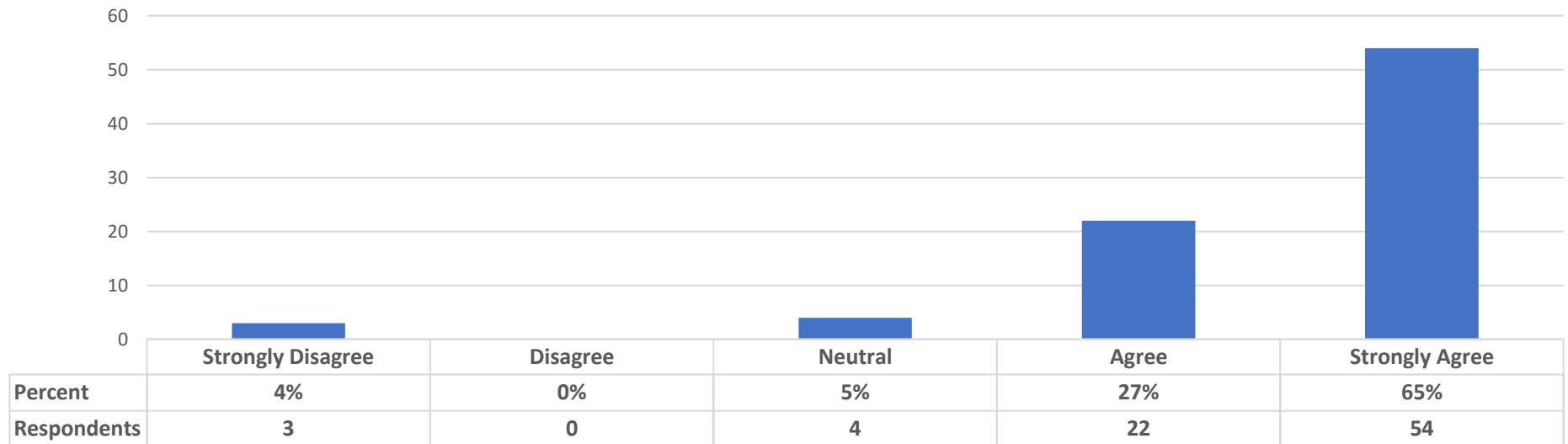|	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	5%	0%	11%	27%	57%
Respondents	13	1	30	73	154
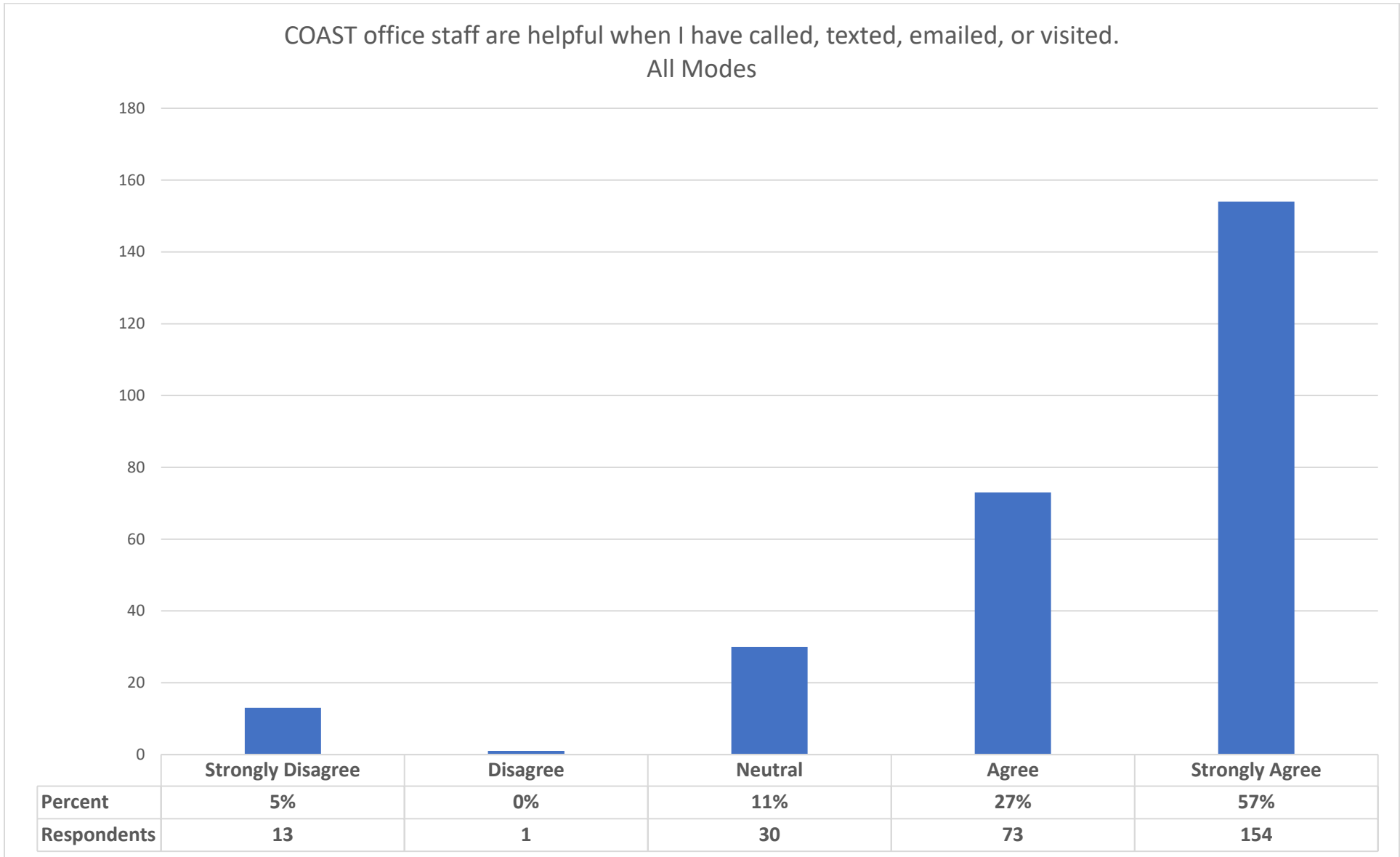
COAST office staff are helpful when I have called, texted, emailed, or visited.
Fixed Route

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	5%	0%	13%	28%	55%
Respondents	11	0	28	62	121
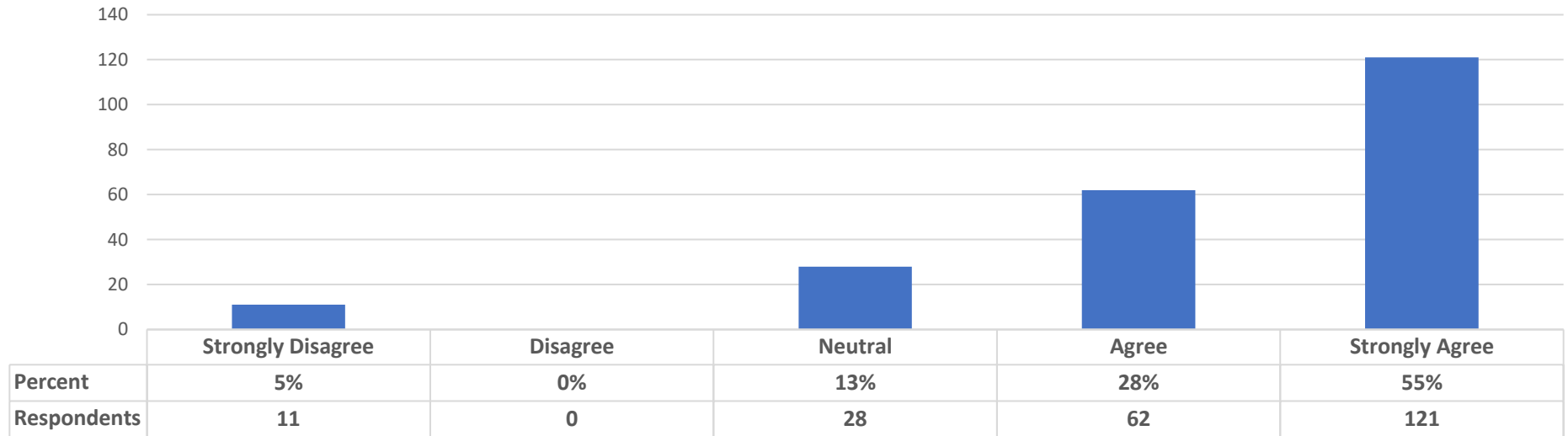
COAST office staff are helpful when I have called, texted, emailed, or visited.
Demand Response

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	4%	0%	5%	27%	65%
Respondents	3	0	4	22	54

14-i. COAST provides a high-quality service for residents of the Seacoast region.

COAST provides a high-quality service for residents of the seacoast region.
All Modes

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	3%	1%	8%	31%	57%
Respondents	9	4	21	87	159
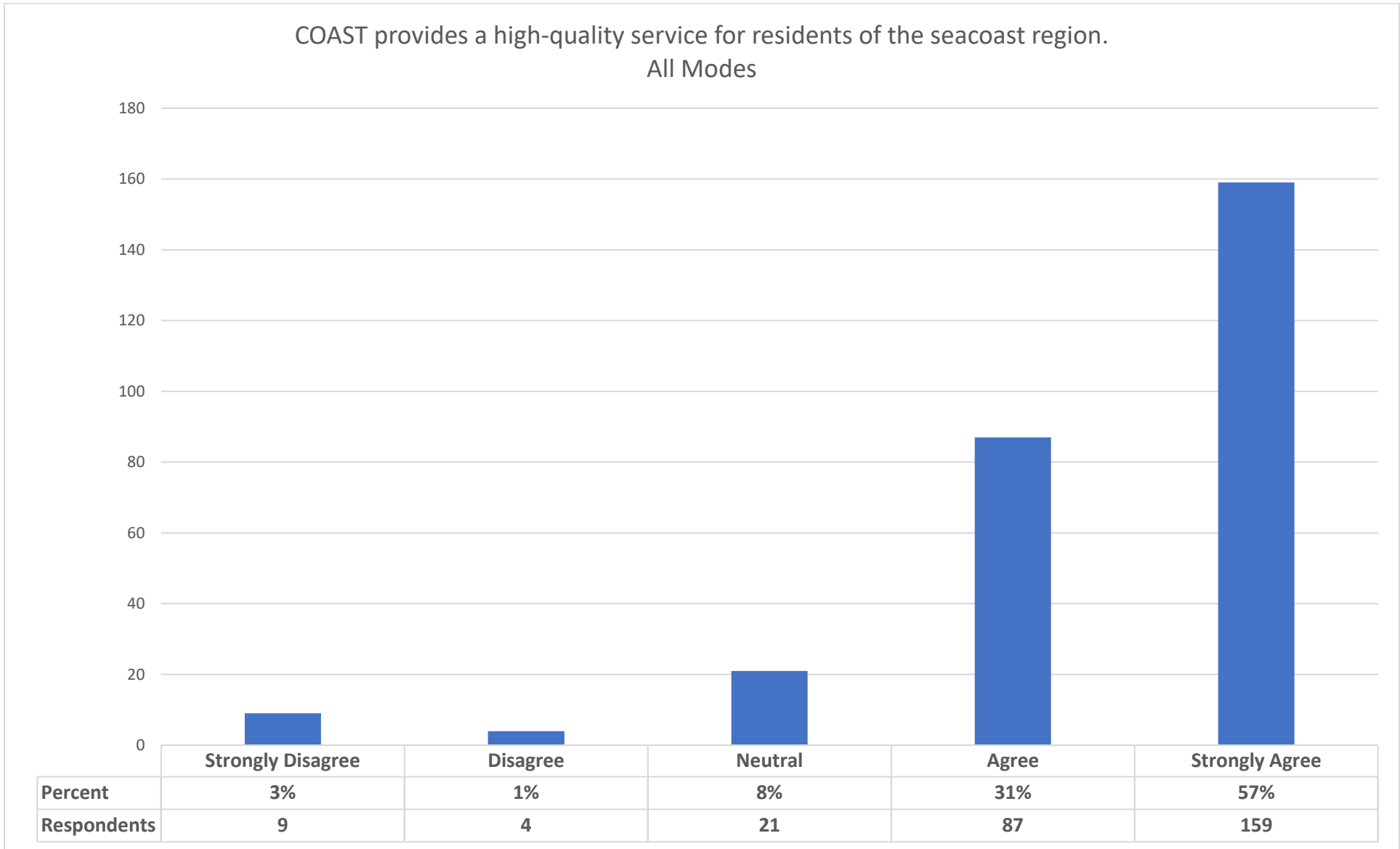
COAST provides a high-quality service for residents of the seacoast region.
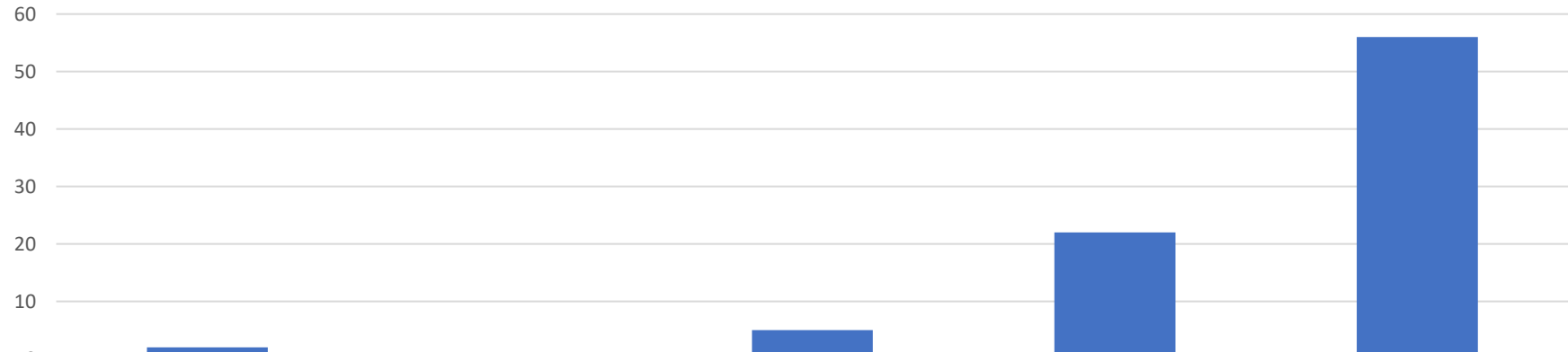### Fixed Route
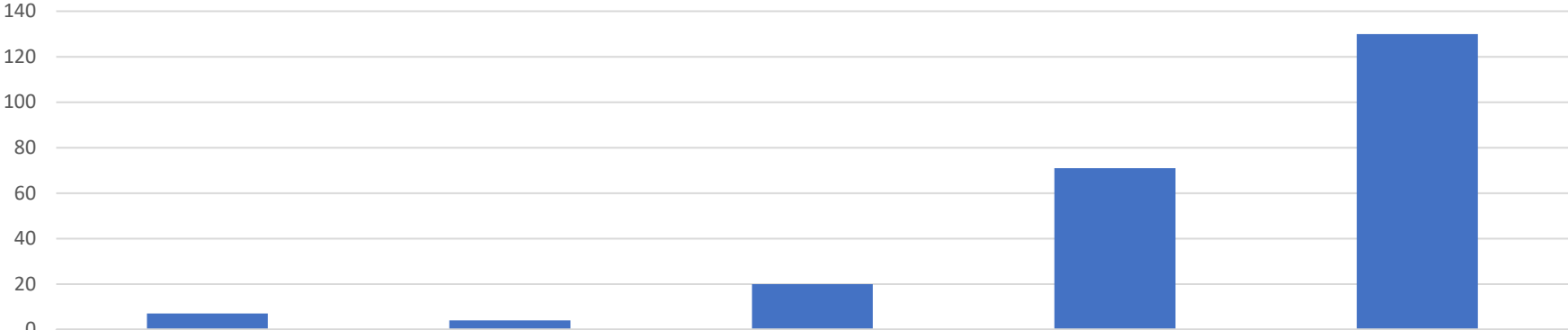
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	3%	2%	9%	31%	56%
Respondents	7	4	20	71	130

COAST provides a high-quality service for residents of the seacoast region.
Demand Response

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	2%	0%	6%	26%	66%
Respondents	2	0	5	22	56

14-j. I would recommend COAST to my friends / family / co-workers.

I would recommend COAST to my friends / family / co-workers.
All Modes

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	3%	1%	7%	27%	62%
Respondents	9	2	20	76	171
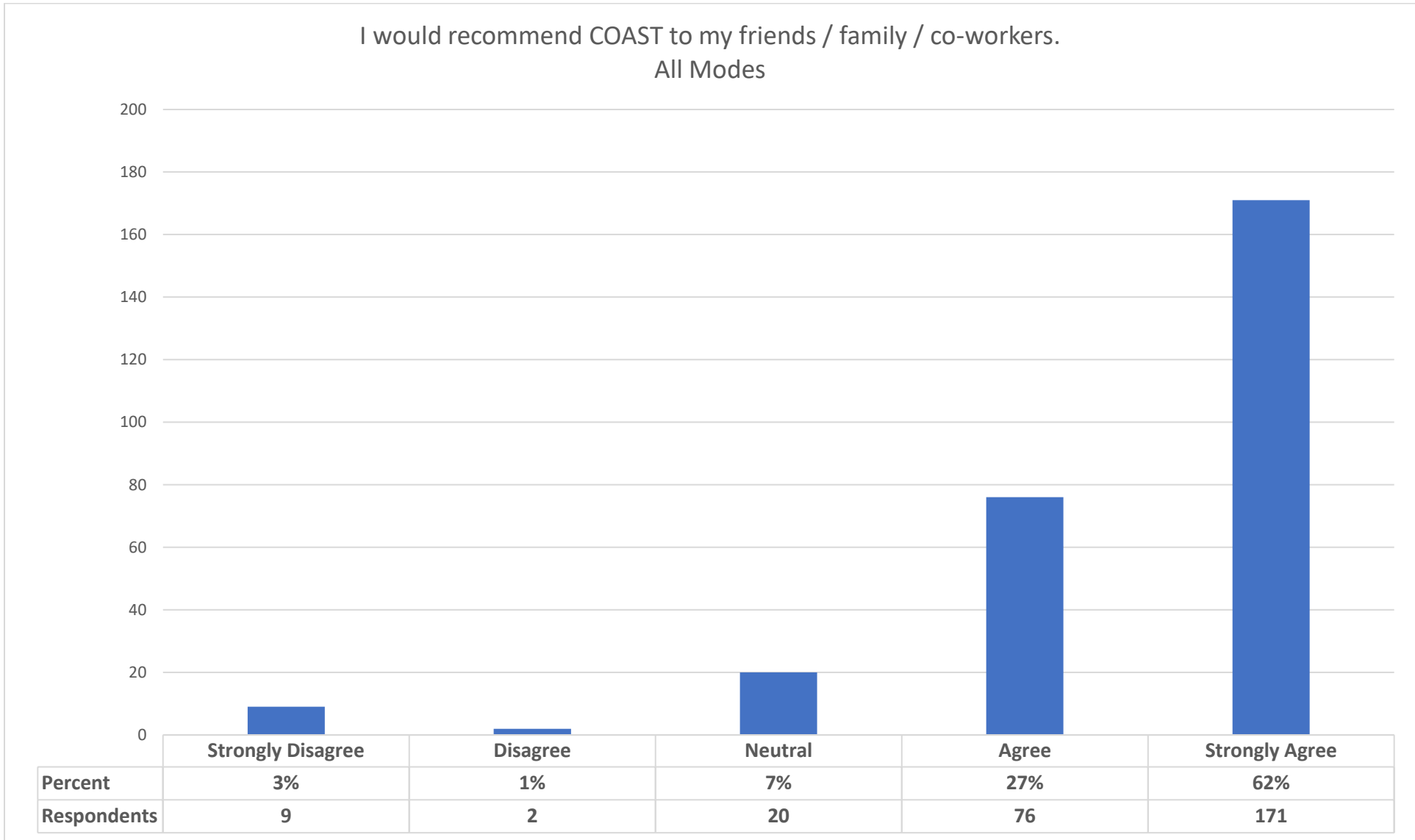
I would recommend COAST to my friends / family / co-workers.
Fixed Route

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	3%	1%	8%	28%	60%
Respondents	7	2	18	65	137
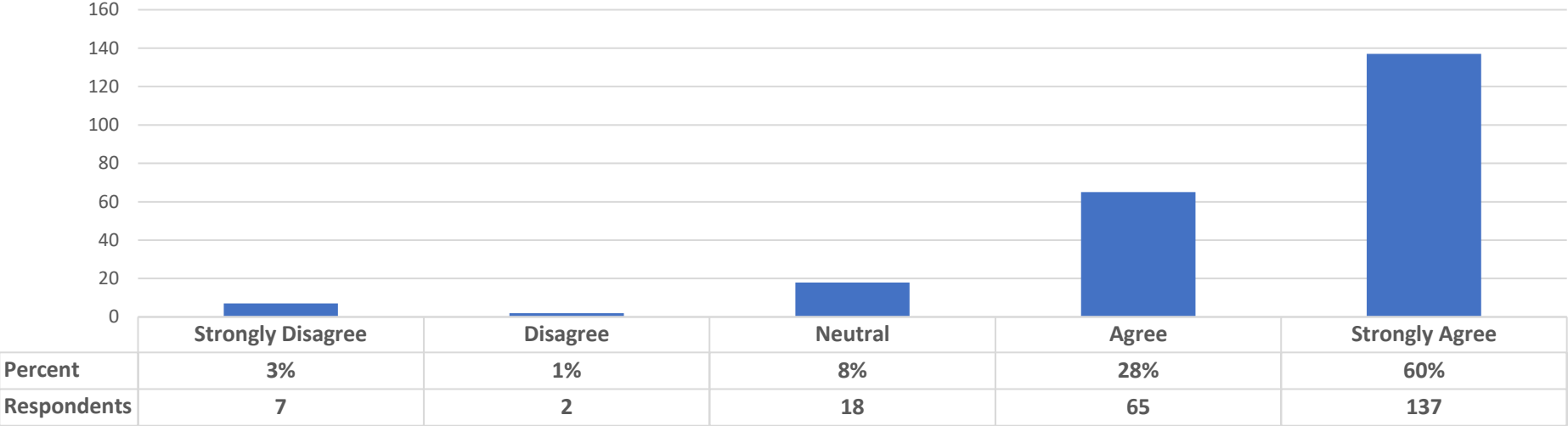
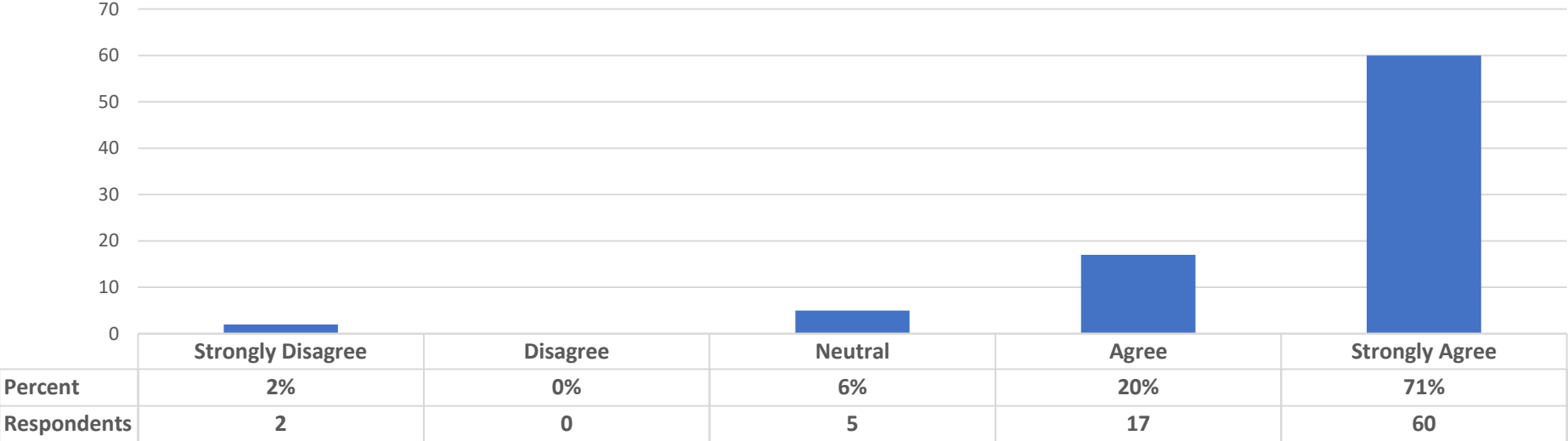## I would recommend COAST to my friends / family / co-workers.
Demand Response

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Percent	2%	0%	6%	20%	71%
Respondents	2	0	5	17	60

15. Do you sometimes bring one or more children under 13 on your trip?   ☐ No   ☐ Yes

Do you sometimes bring one or more
children under 13 on your trip?
All Modes

	Yes	No
Percent	14%	86%
Respondents	40	241

Do you sometimes bring one or more children
under 13 on your trip?
Demand Response

	Yes	No
Percent	6%	94%
Respondents	5	78

Do you sometimes bring one or more children
under 13 on your trip?
Demand Response

	Yes	No
Percent	16%	84%
Respondents	38	194

46
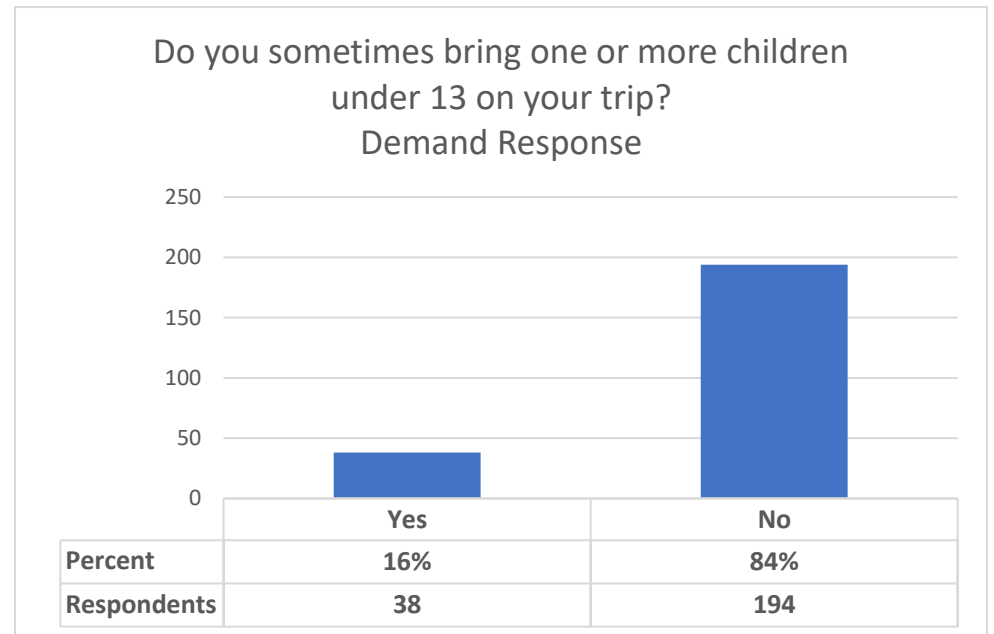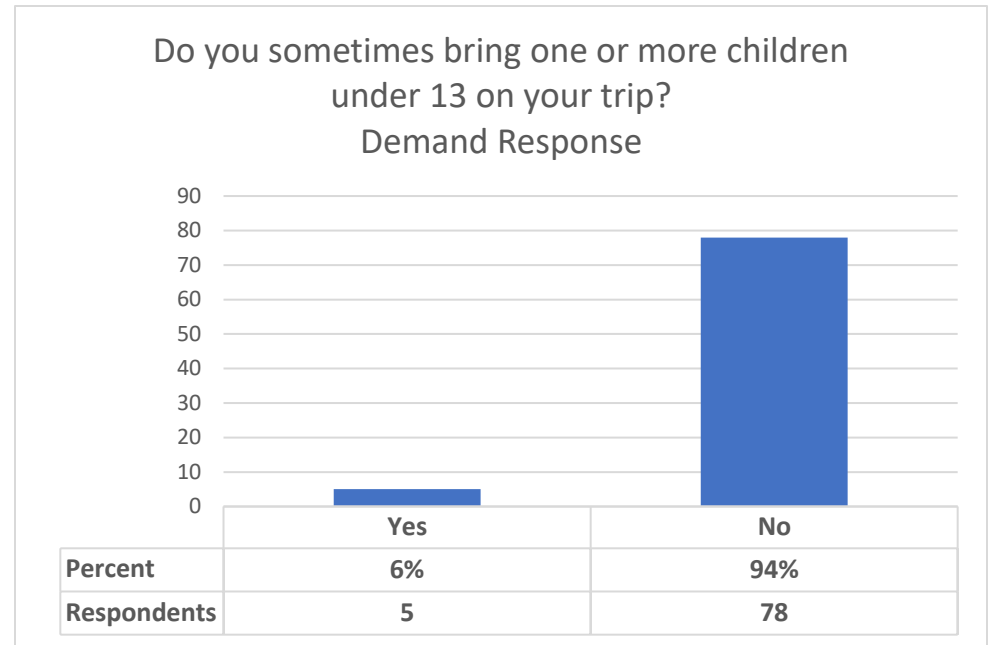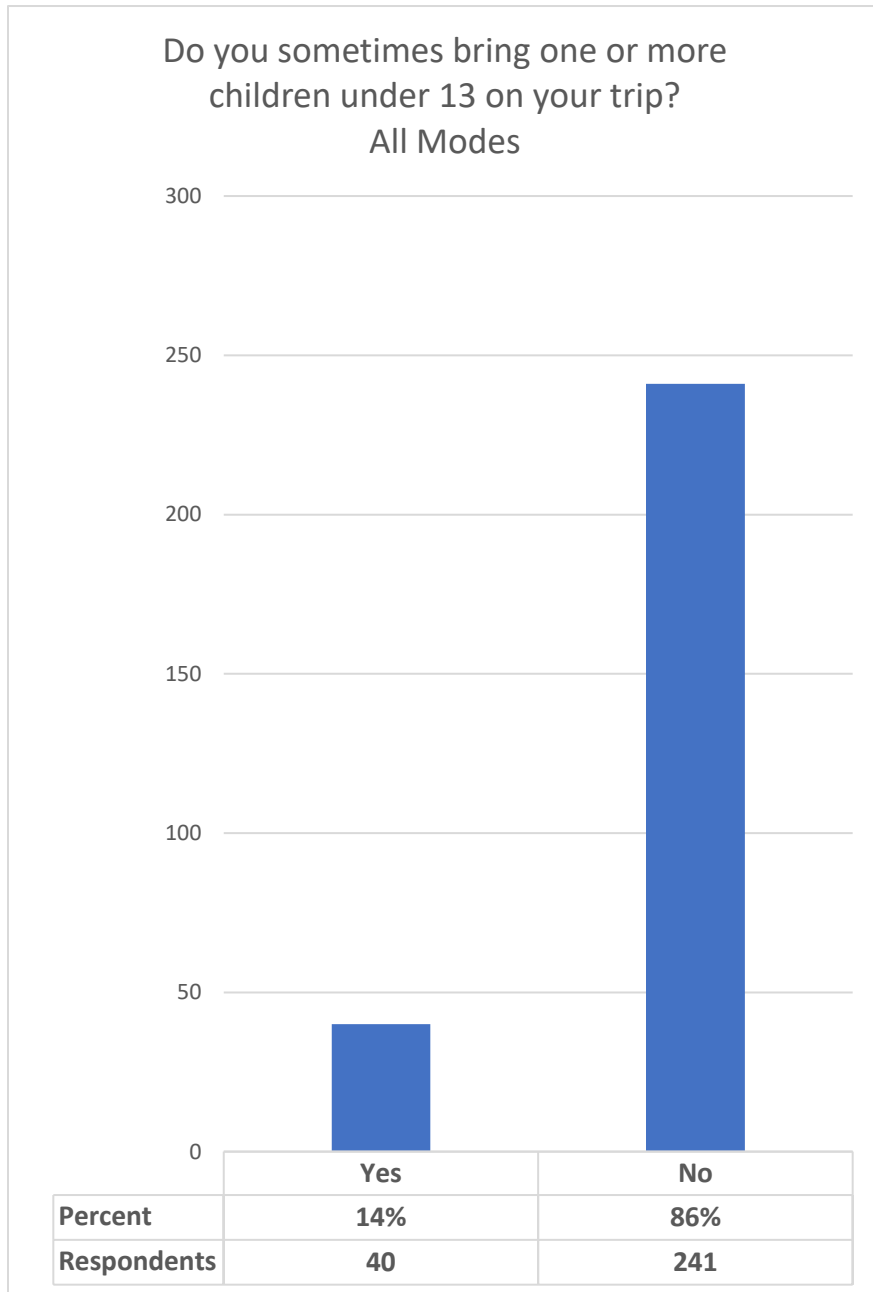
16. Are there any other comments you would like to share?

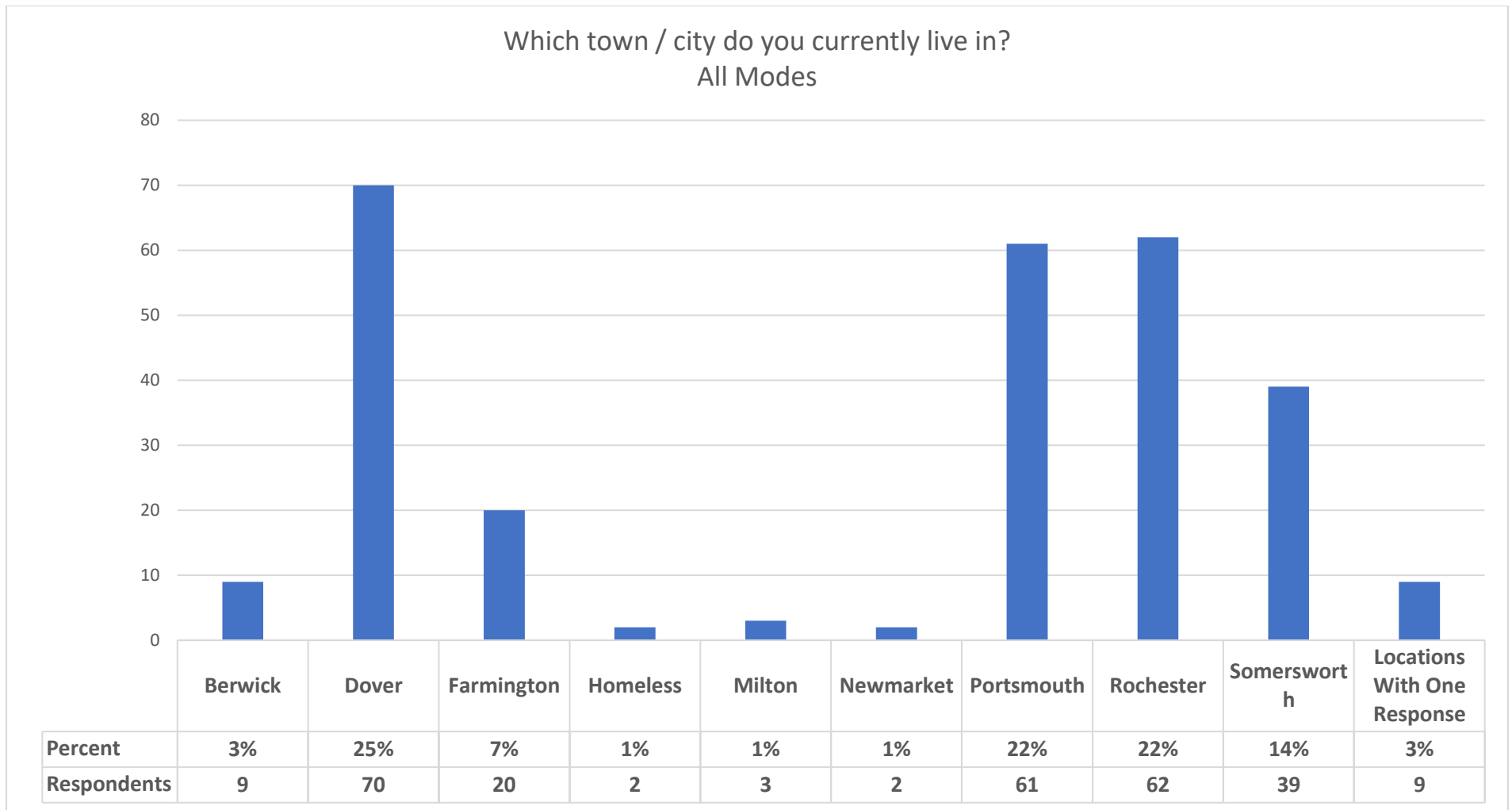| Theme	Number of Comments
Positive comments such as, "I love COAST bus," "Drivers are friendly and helpful."	44
Request for expanded service (earlier runs, later runs, more frequent runs, more Saturday service, Sunday service, or service to new areas).	39
Positive comment about a specific COAST employee.	25
Request to modify or change some aspect of how we deliver service (deviate a route, change how we make reservations, etc.).	9
Comment about how significant their need for COAST, or our accessible features, is.	8
Negative comment about a specific COAST employee.	6
Request to change some aspect of the service to improve accessibility (such as a different type of vehicle on a route, or adding amenities at a stop).	6
Request for reduced fares, such as free fares or that those who qualify for SNAP should get free rides.	5
Rides are uncomfortable: braking too hard, temperature on vehicle not comfortable, etc.	5
Request that we are stricter enforcing our rules.	4
Comment that it is hard to reach someone in the office or visit to get information, passes, etc.	4
Request for a different fare / pass option (such as a yearly pass).	4
Negative comment about the ability to obtain and understand our physical schedules.	4
Negative comment about COAST employees in general.	4
Recommendation on new technology.	3

Demand Response trip request windows are too broad.	3
Negative comment about real time apps, notifications, or other technology features.	3
Commentary unrelated to COAST services.	3
Need to improve cleanliness of vehicles.	2
Request to leave some aspect of the schedule alone (keep it as it is).	2
General comment about respondent's preferences.	2
Positive comment about real time apps, notifications, or other technology features.	1
Request to be more animal friendly.	1
Positive comment about our physical schedules.	1
Request to sell beer on board.	1
Vague negative comment without context.	1
Commentary on other COAST customers.	1

17. Which town/city do you currently live in?

Which town / city do you currently live in?
All Modes

	Berwick	Dover	Farmington	Homeless	Milton	Newmarket	Portsmouth	Rochester	Somersworth	Locations With One Response
Percent	3%	25%	7%	1%	1%	1%	22%	22%	14%	3%
Respondents	9	70	20	2	3	2	61	62	39	9

The following locations had one response each:

- Alton Bay
- Boston
- Lebanon

- North Hampton
- Ossipee
- Quincy

- Rye
- Salem
- Scarborough

Which town / city do you currently live in? Fixed Route

	Berwick	Dover	Farmington	Homeless	Milton	Newmarket	Portsmouth	Rochester	Somersworth	Locations With One Response
Percent	4%	25%	9%	1%	0%	0%	21%	23%	13%	4%
Respondents	9	57	20	2	1	0	47	52	29	8
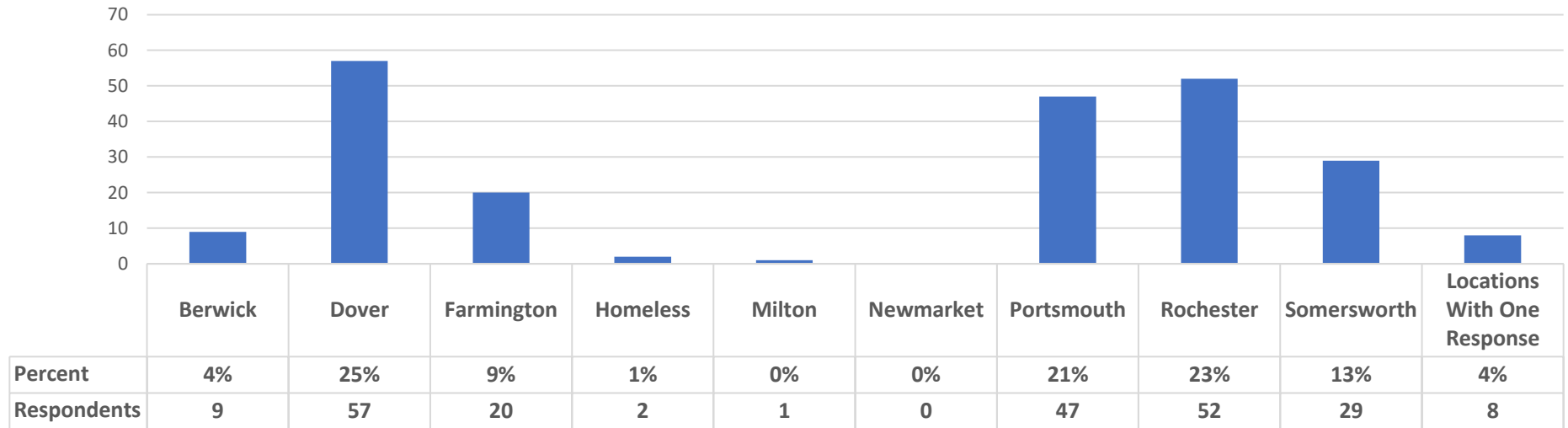
Which town / city do you currently live in? Demand Response

	Berwick	Dover	Farmington	Homeless	Milton	Newmarket	Portsmouth	Rochester	Somersworth	Locations With One Response
Percent	0%	23%	2%	0%	2%	2%	30%	19%	17%	4%
Respondents	0	19	2	0	2	2	24	15	14	3
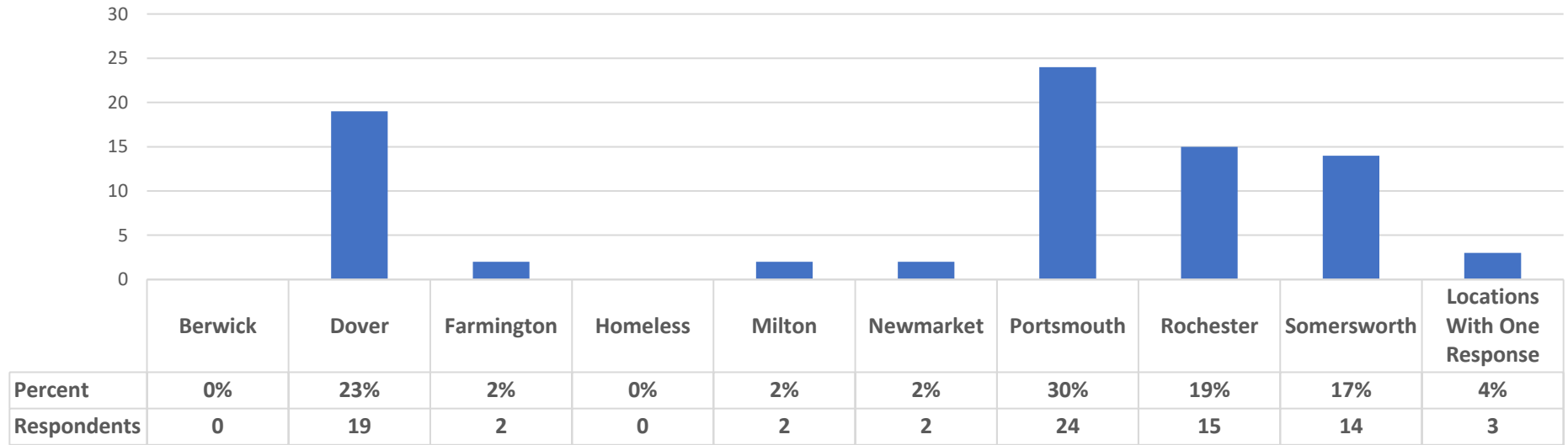
18. Age bracket

☐ Under 18 ☐ 18-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-65 ☐ Over 65

Age Bracket - All Modes

	under 18	18-24	25-34	35-44	45-54	55-65	Over 65
Percent	1%	6%	15%	20%	13%	18%	28%
Respondents	2	17	41	54	37	49	76
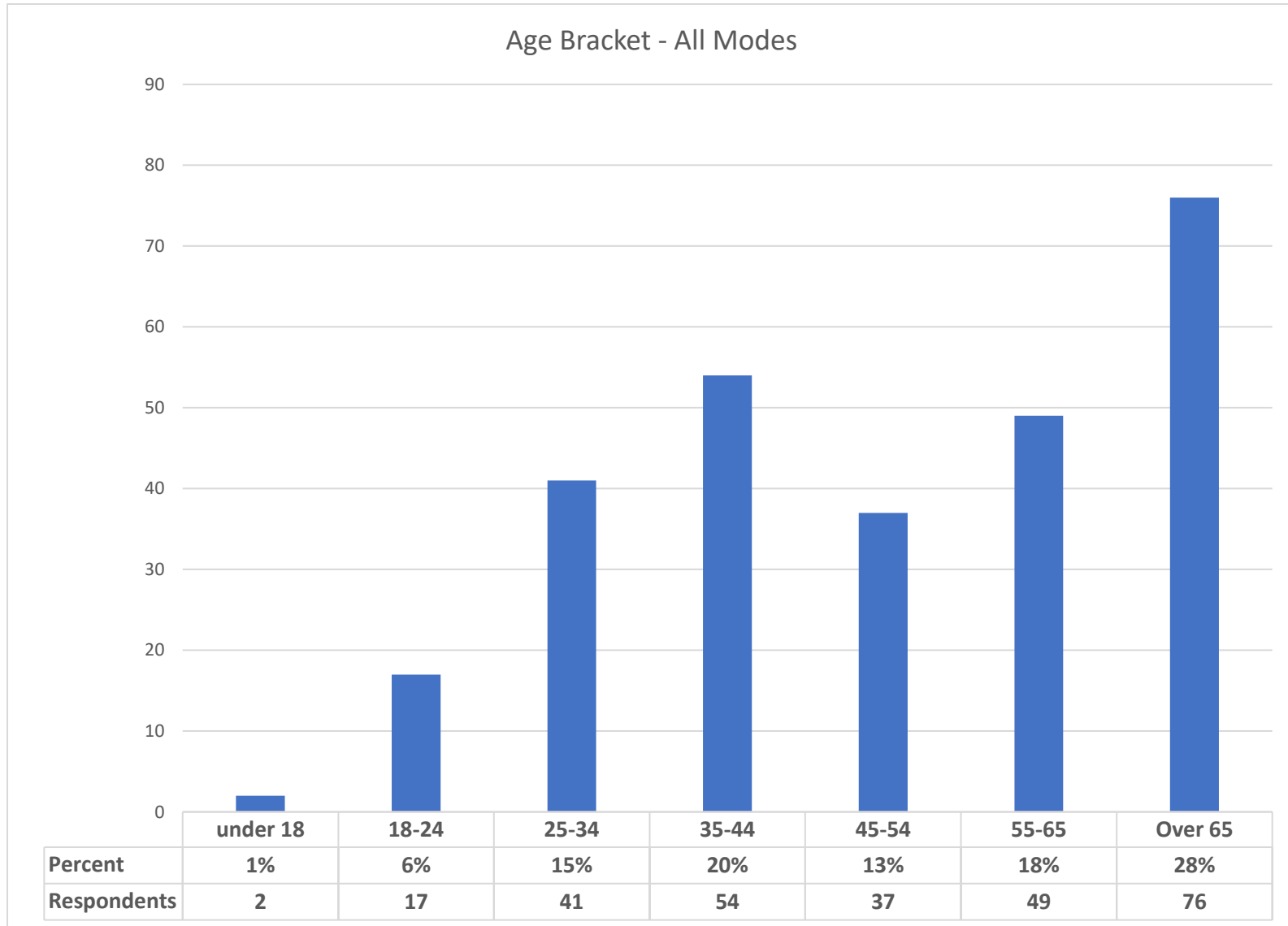
Age Bracket - Fixed Route
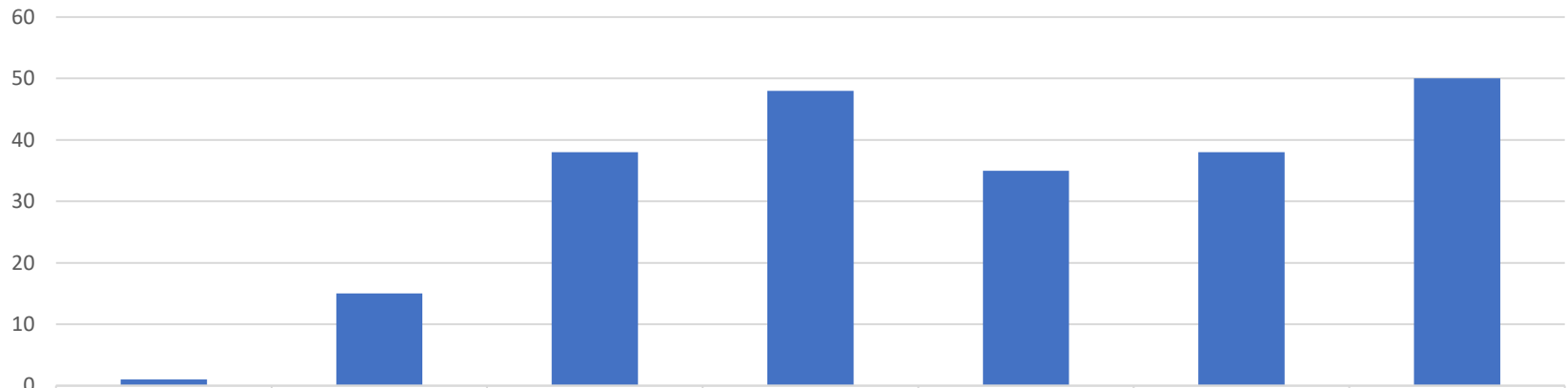
	under 18	18-24	25-34	35-44	45-54	55-65	Over 65
Percent	0%	5%	14%	17%	13%	14%	18%
Respondents	1	15	38	48	35	38	50

Age Bracket - Demand Response
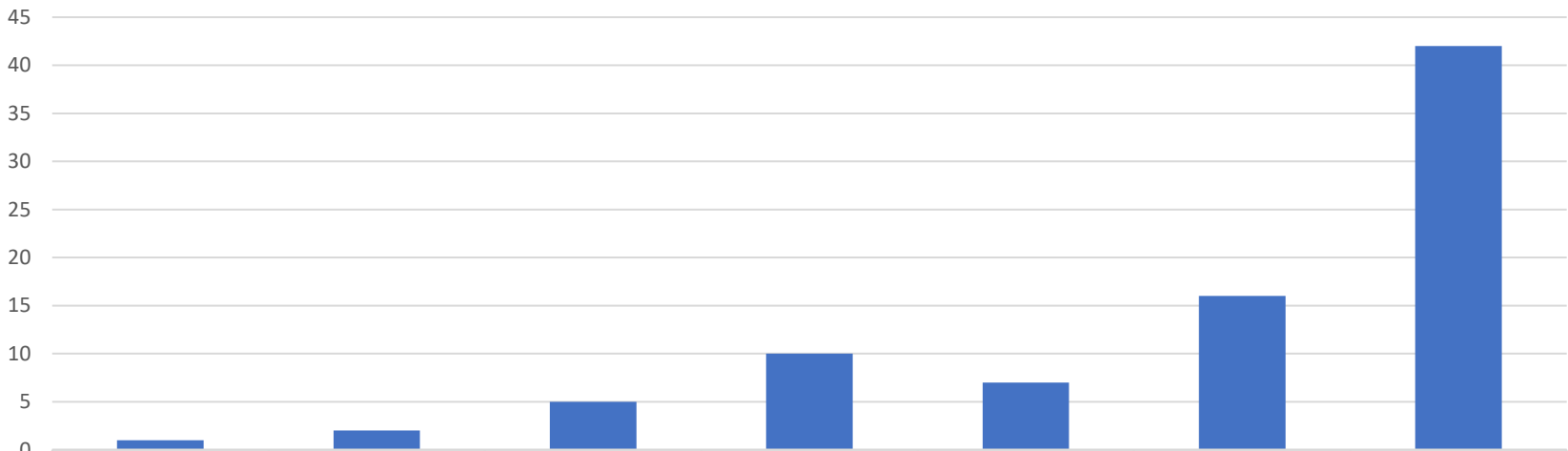
	under 18	18-24	25-34	35-44	45-54	55-65	Over 65
Percent	1%	2%	6%	12%	8%	19%	51%
Respondents	1	2	5	10	7	16	42

19. What is the annual income of your household?

☐ Less than $10,000   ☐ $10,000 to $14,999   ☐ $15,000 to $24,999

☐ $25,000 to $34,999   ☐ $35,000 to $49,999   ☐ $50,000 to $54,999

☐ $55,000 and over

What is the annual income of your household?
All Modes

	Less than $10,000	$10,000 to $14,999	$15,000 to $24,999	$25,000 to $34,999	$35,000 to $49,999	$50,000 to $54,999	$55,000 and over	Unknown
Percent	24%	18%	16%	16%	10%	4%	12%	0%
Respondents	59	45	38	39	24	11	29	1
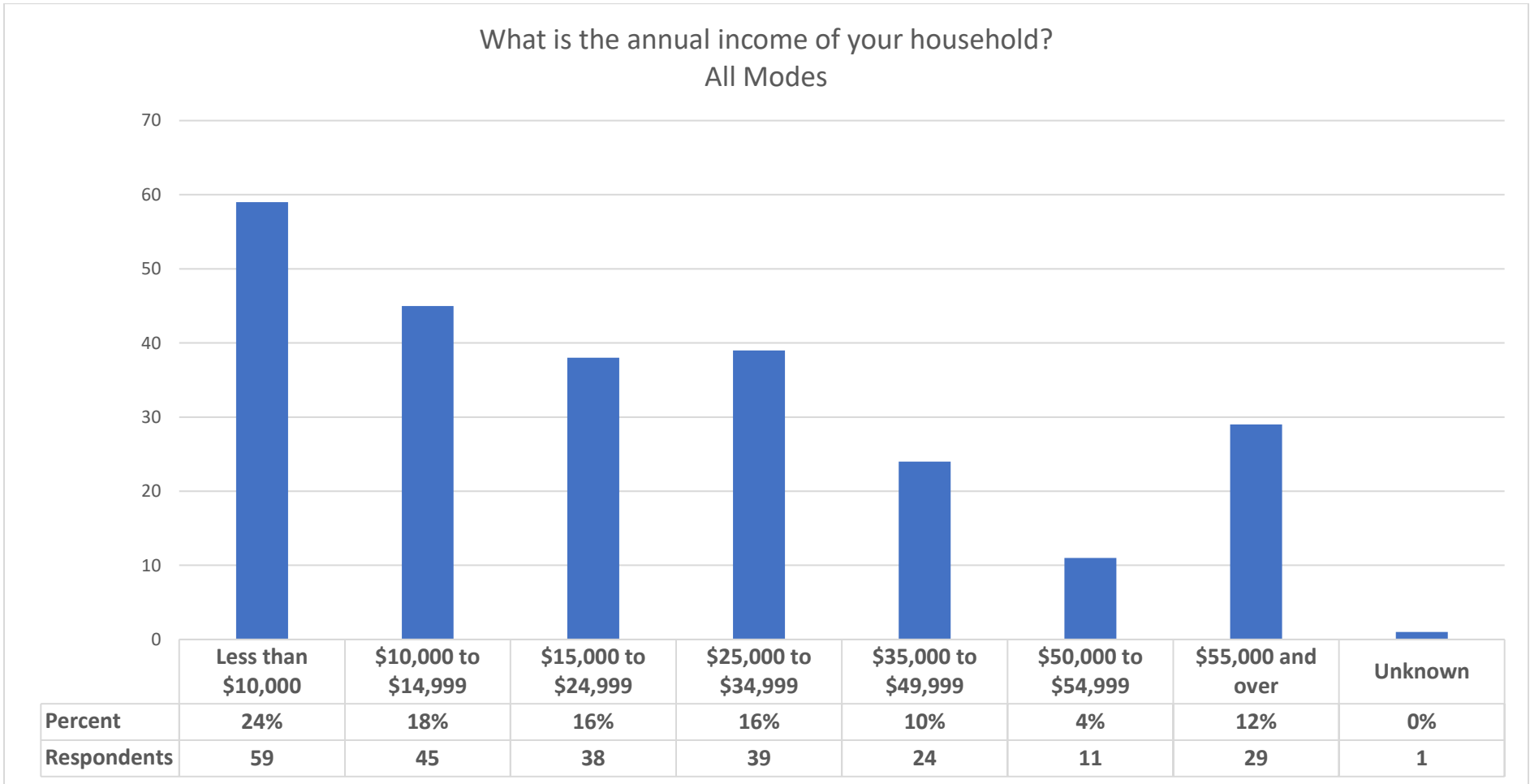
## What is the annual income of your household?
Fixed Route

	Less than $10,000	$10,000 to $14,999	$15,000 to $24,999	$25,000 to $34,999	$35,000 to $49,999	$50,000 to $54,999	$55,000 and over	Unknown
Percent	24%	18%	11%	18%	11%	5%	14%	0%
Respondents	47	36	22	35	21	10	27	0

What is the annual income of your household?
Demand Response

	Less than $10,000	$10,000 to $14,999	$15,000 to $24,999	$25,000 to $34,999	$35,000 to $49,999	$50,000 to $54,999	$55,000 and over	Unknown
Percent	36%	19%	25%	7%	5%	4%	3%	1%
Respondents	27	14	19	5	4	3	2	1
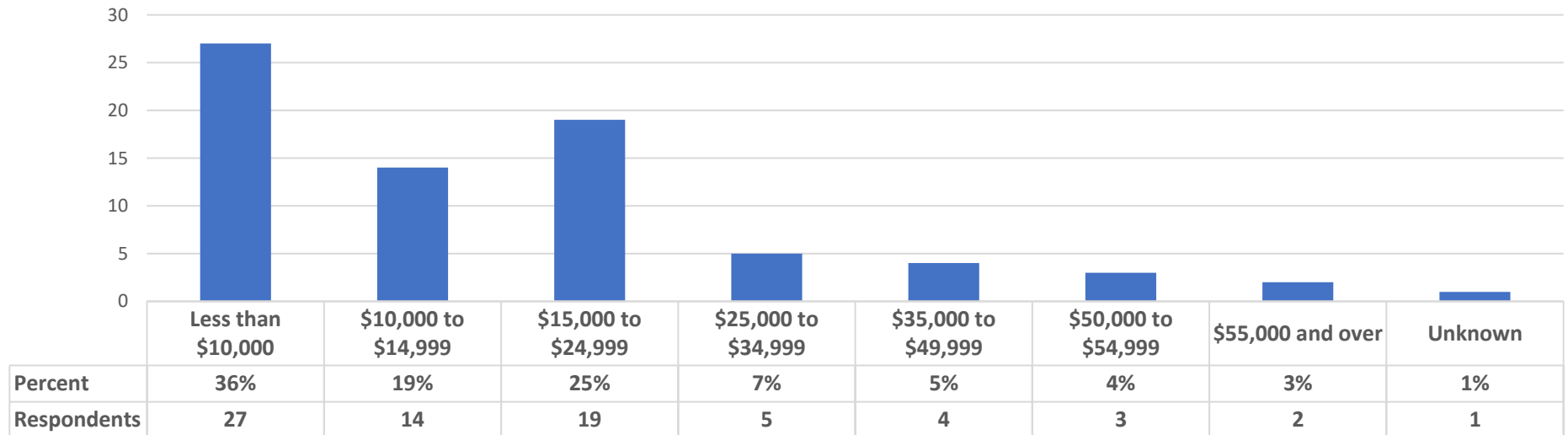
20. Do you speak a language other than English at home? ☐ No ☐ Yes

If you answered yes, which language? _____
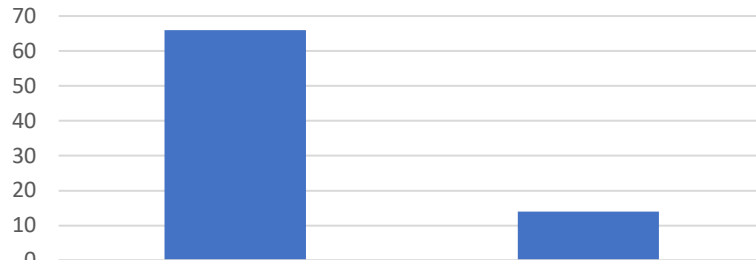
How well do you speak English? ☐ Very well ☐ Well ☐ Not very well

Do you speak a language other than English at home?
All Modes

	No	Yes
Percent	82%	18%
Respondents	223	48

How well do you speak English?
All Modes

	Not Very Well	Well	Very Well
Percent	1%	4%	9%
Respondents	4	11	24
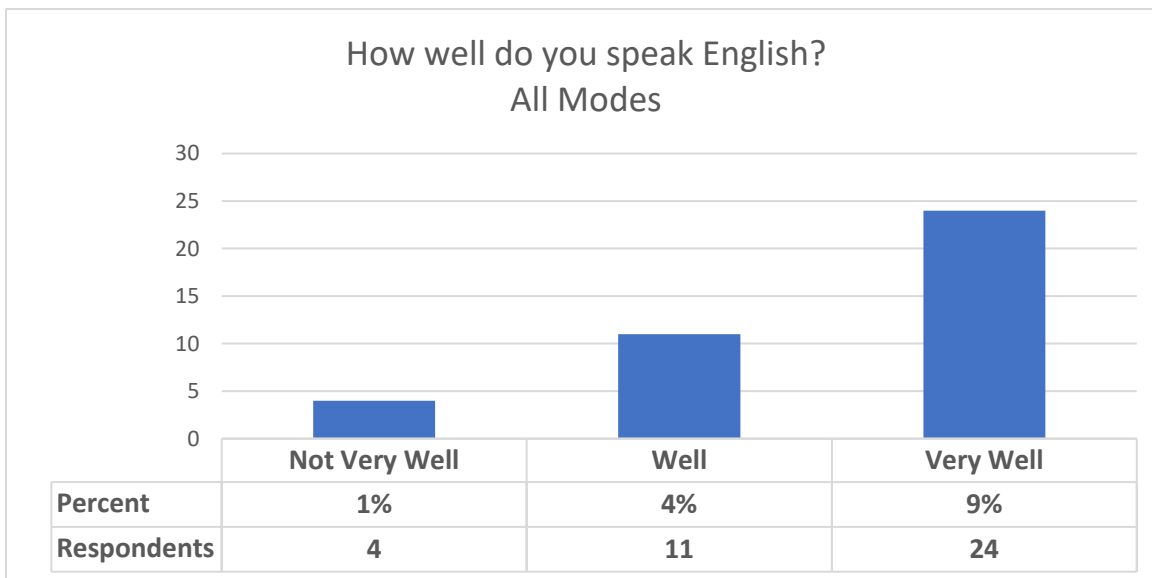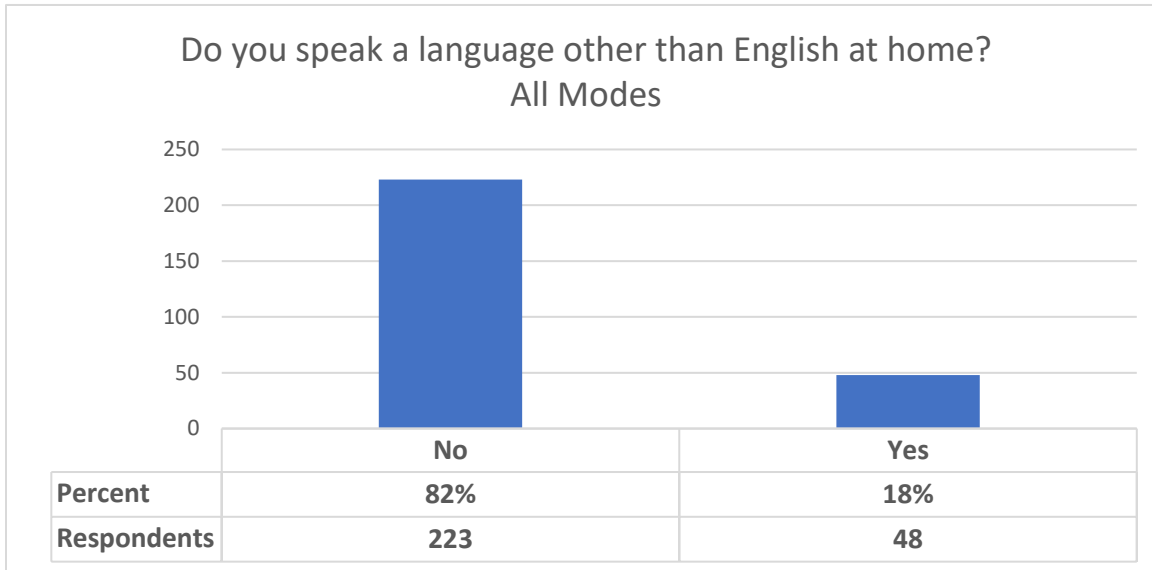
Languages Spoken*	Respondents
Arabic	1
American Sign Language	1
Bisaya	1
Burmese	2
Creole	1
French	3
German	1
High Valariyan	1
Hindi	1
Indonesian	3
Nigerea	1
Russian	1
Spanish	11
Swahili	1
Tagalog	1
Tamil (Indian)	1
Ukrainian	2

* Language names are listed as written by the respondents.
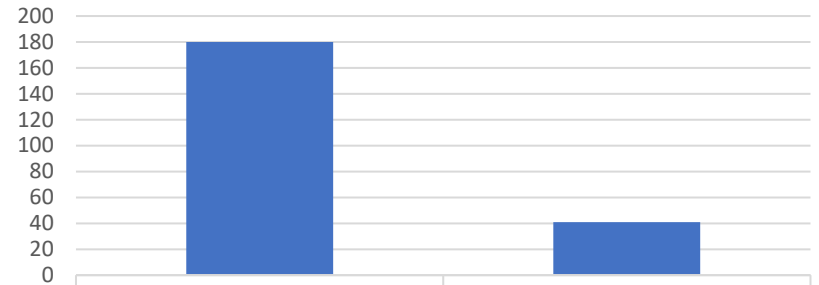
55

Do you speak a language other than English at home?
Demand Response

	No	Yes
Percent	24%	5%
Respondents	66	14

Do you speak a language other than English at home?
Fixed Route

	No	Yes
Percent	66%	15%
Respondents	180	41

How well do you speak English?
Demand Response
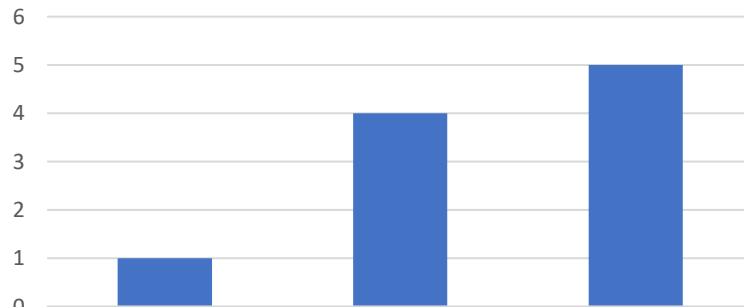
	Not Very Well	Well	Very Well
Percent	0%	1%	2%
Respondents	1	4	5

How well do you speak English?
Fixed Route
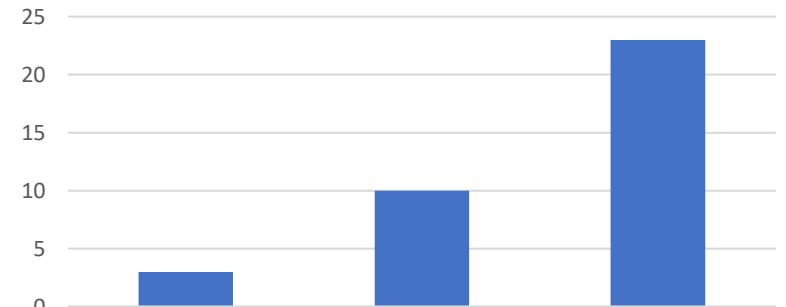
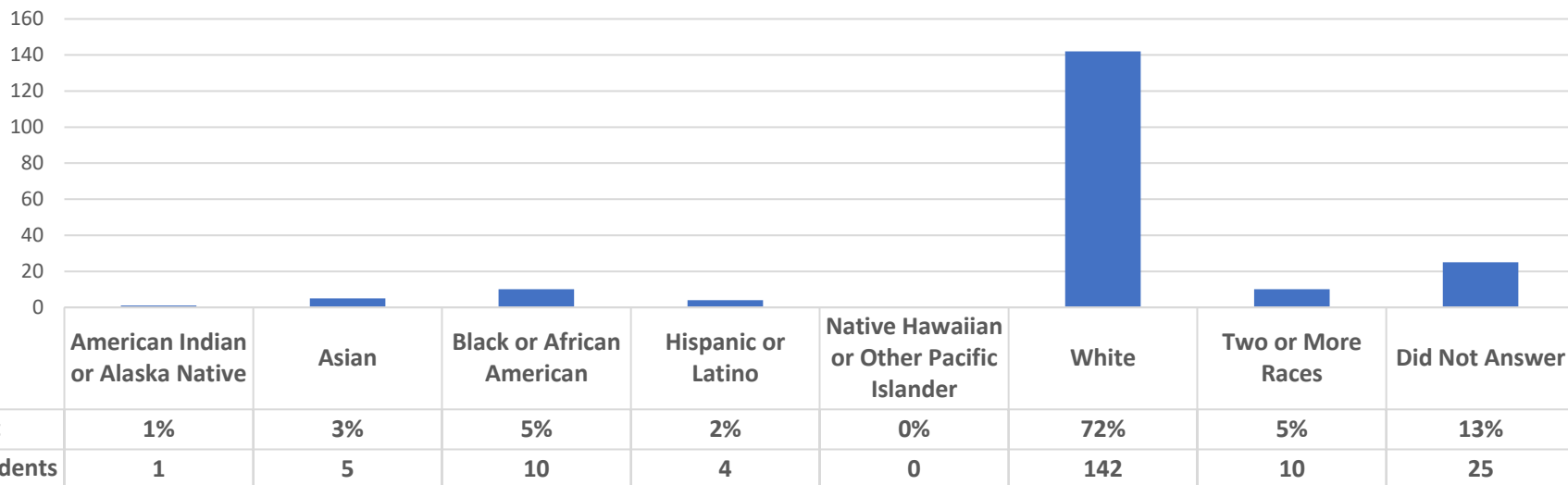|	Not Very Well	Well	Very Well
Percent	1%	4%	8%
Respondents	3	10	23

21. What is your Race/Ethnicity? *Please check all that apply.*

☐ American Indian/Alaska Native   ☐ Asian   ☐ Black/African American

☐ Hispanic/Latino   ☐ Native Hawaiian/Pacific Islander   ☐ White

☐ Other: _____

What is your race / ethnicity?
All Modes

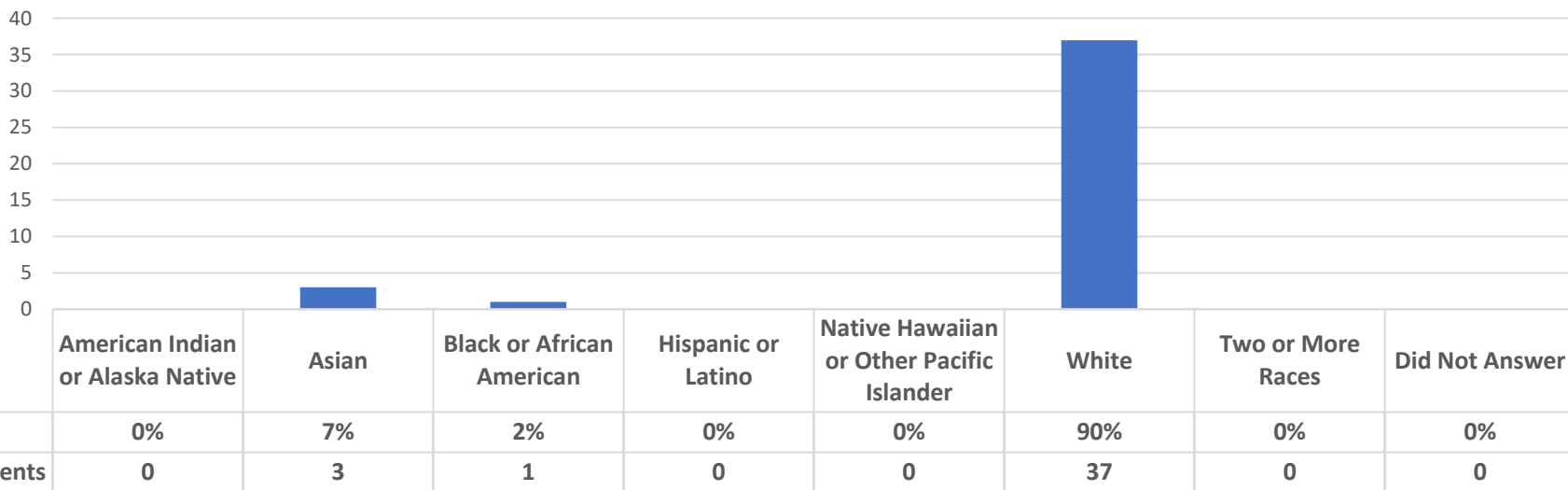|	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino	Native Hawaiian or Other Pacific Islander	White	Two or More Races	Did Not Answer
Percent	1%	3%	4%	2%	0%	73%	4%	12%
Respondents	3	9	13	6	0	219	12	37
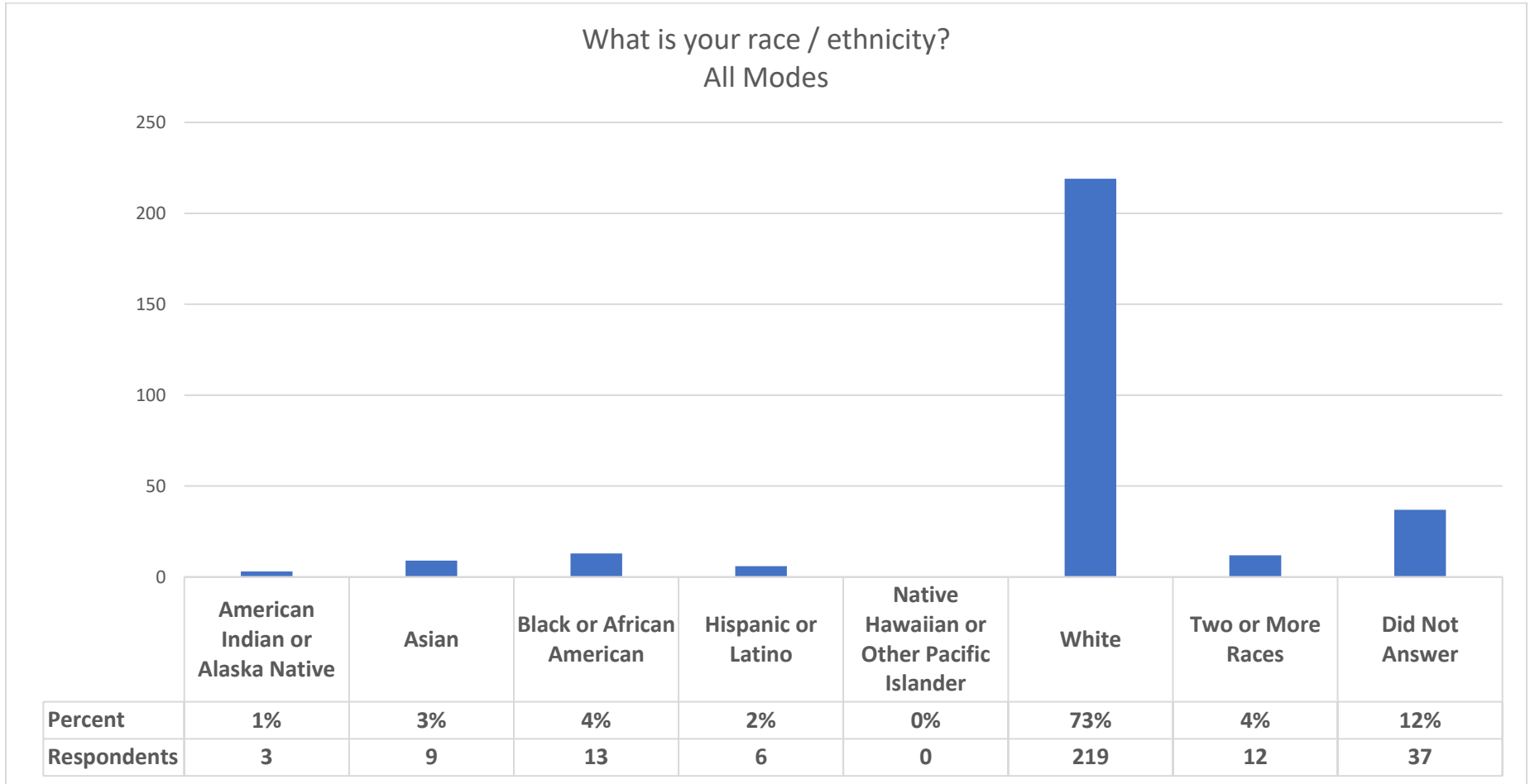
This data categorized per EEOC rules.

What is your race / ethnicity?
Fixed Route

	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino	Native Hawaiian or Other Pacific Islander	White	Two or More Races	Did Not Answer
Percent	1%	3%	5%	2%	0%	72%	5%	13%
Respondents	1	5	10	4	0	142	10	25

What is your race / ethnicity?
Demand Response

	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino	Native Hawaiian or Other Pacific Islander	White	Two or More Races	Did Not Answer
Percent	0%	7%	2%	0%	0%	90%	0%	0%
Respondents	0	3	1	0	0	37	0	0

Other Correlations

Smartphone Usage by Income

Smartphone Usage by Income
All Modes

Smartphone Usage by Income
Demand Response

Smartphone Usage by Income
Fixed Route

60

Smartphone Usage by Age

Smartphone Usage by Age
All Modes

Smartphone Usage by Age
Fixed Route

Smartphone Usage by Age
Demand Response