



**PEOPLE  
M O V E R  
Rider Survey**

**February 9, 2023**

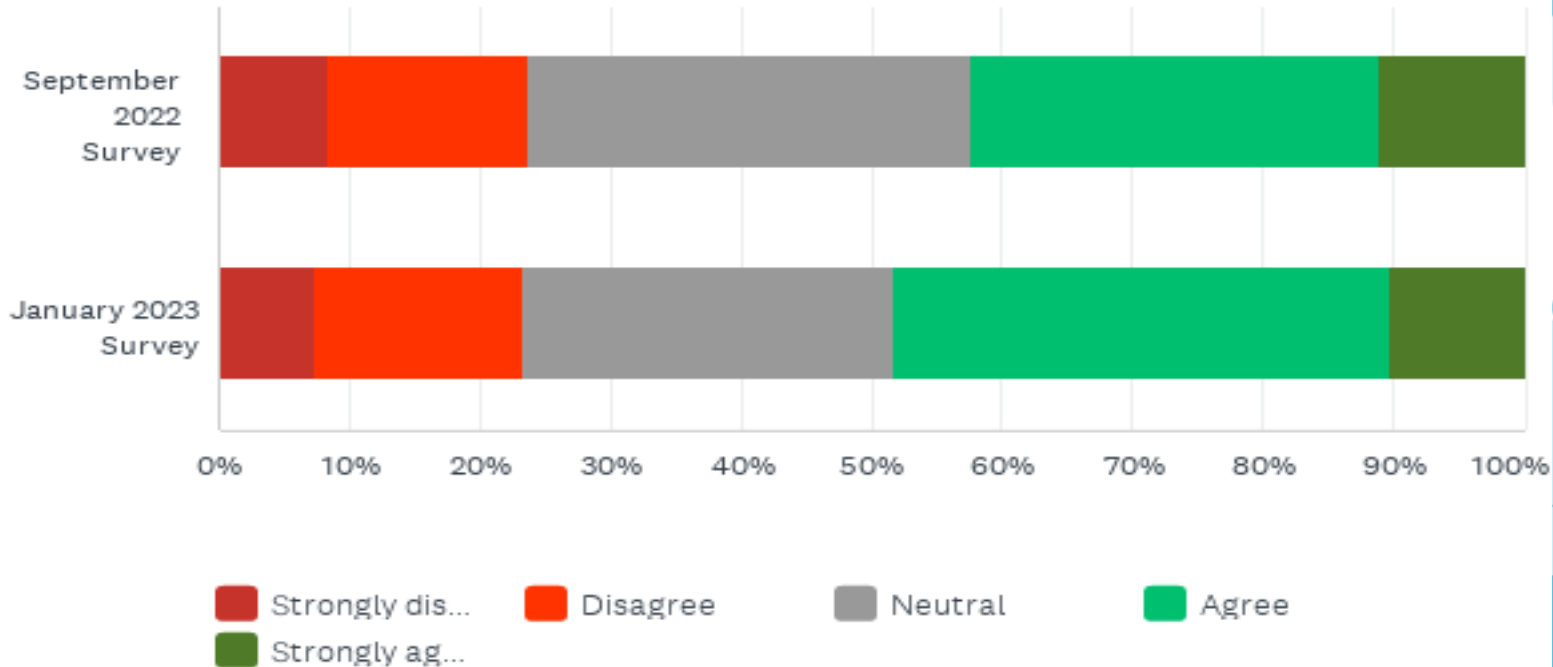
# 365

- ▶ Total Responses (compared to 429 in September)
- ▶ 274 done through the Mobile App
- ▶ 112 done through the Newsletter Link
- ▶ Complete Response to date: 794
- ▶ Advertising inside buses was not possible as new infotainment signs were not functional in time and occupied the space where bulkhead signs were.



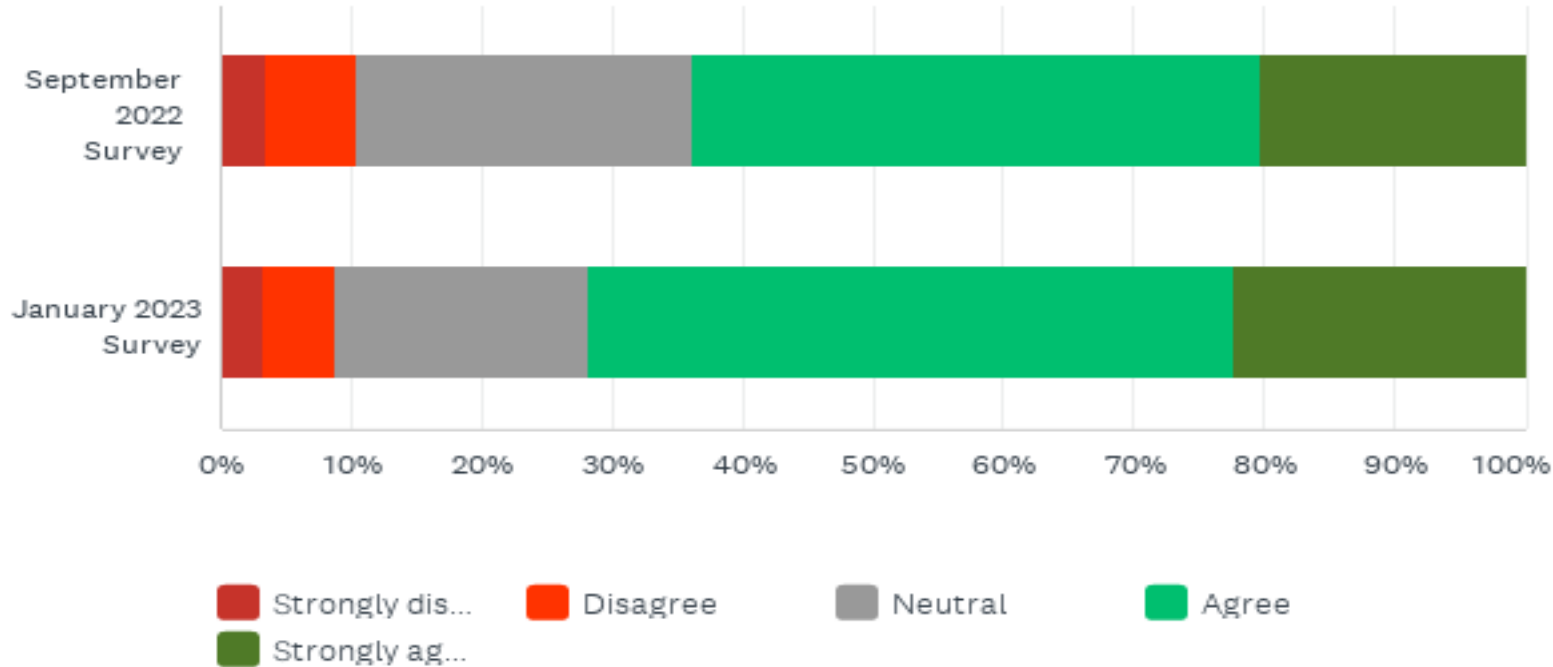
# Please rate how you feel about this statement.

I feel safe waiting for the bus.



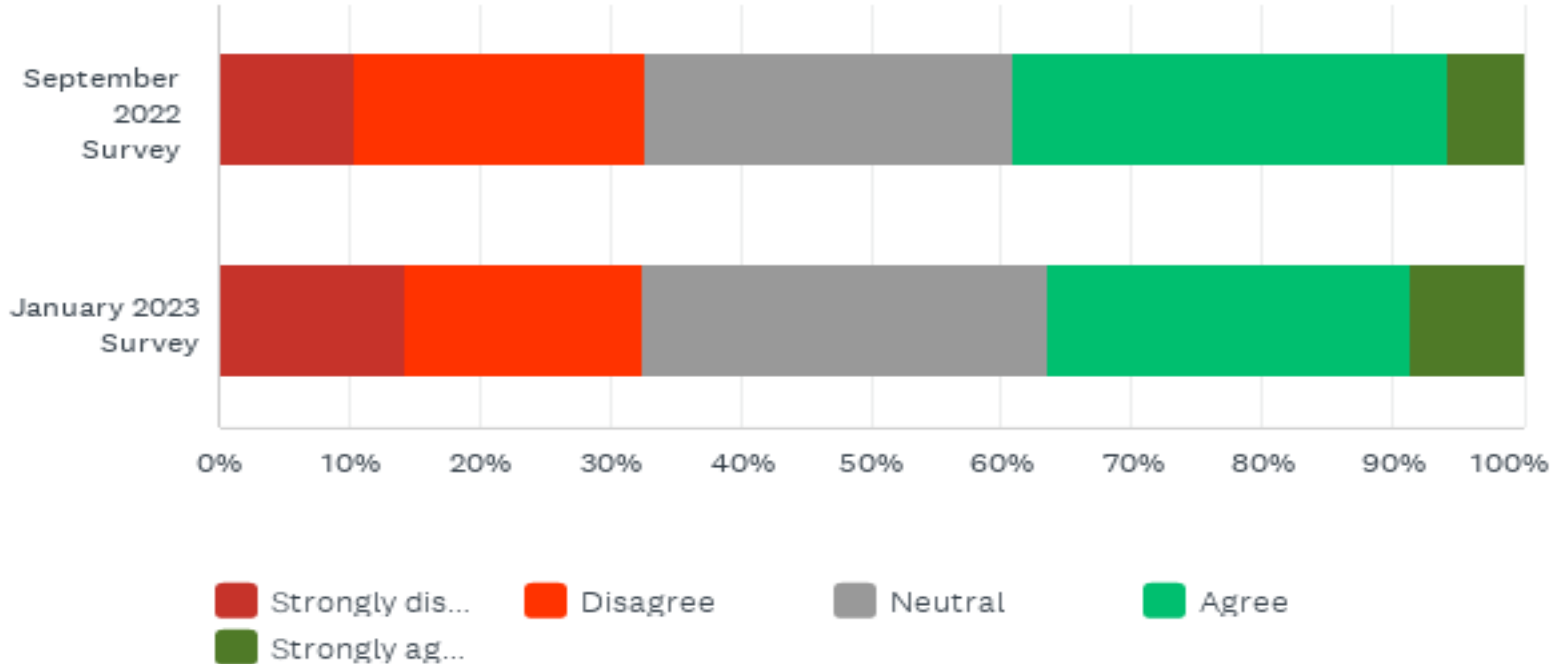
# Please rate how you feel about this statement.

I feel safe riding on the bus.



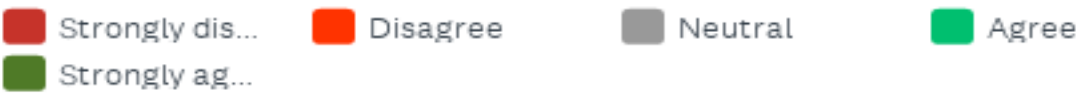
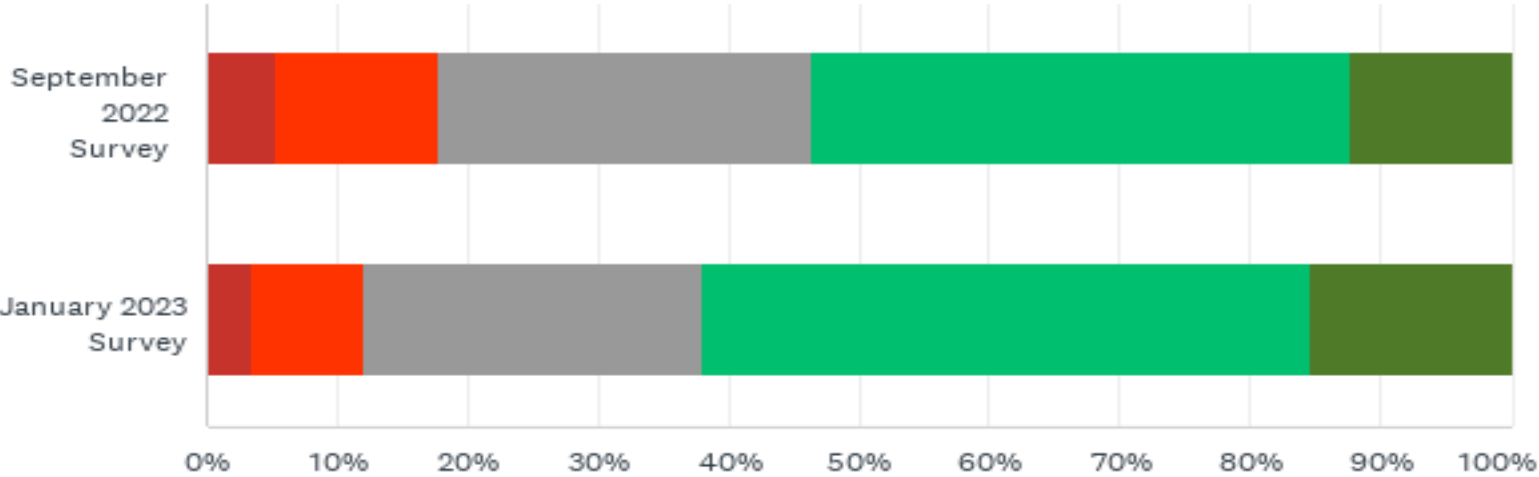
# Please rate how you feel about this statement.

The bus is on time.



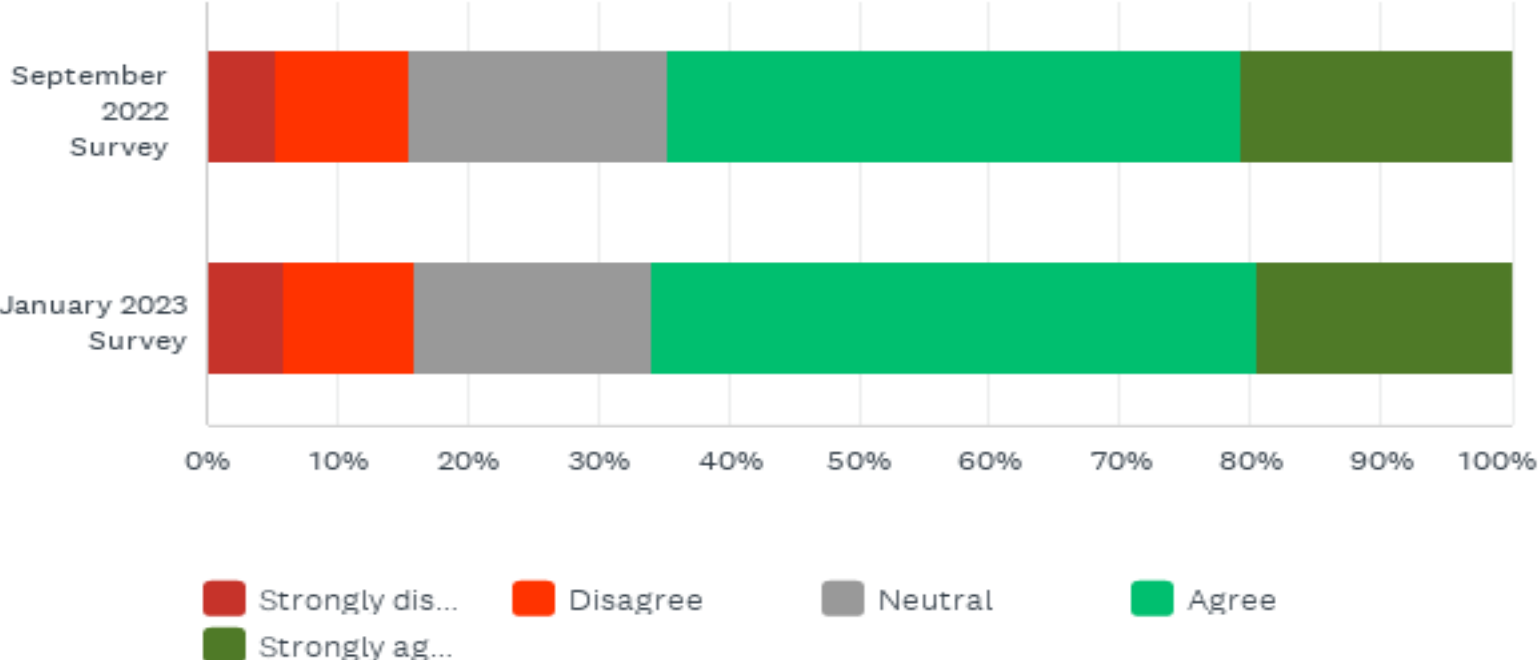
# Please rate how you feel about this statement.

The bus is clean.



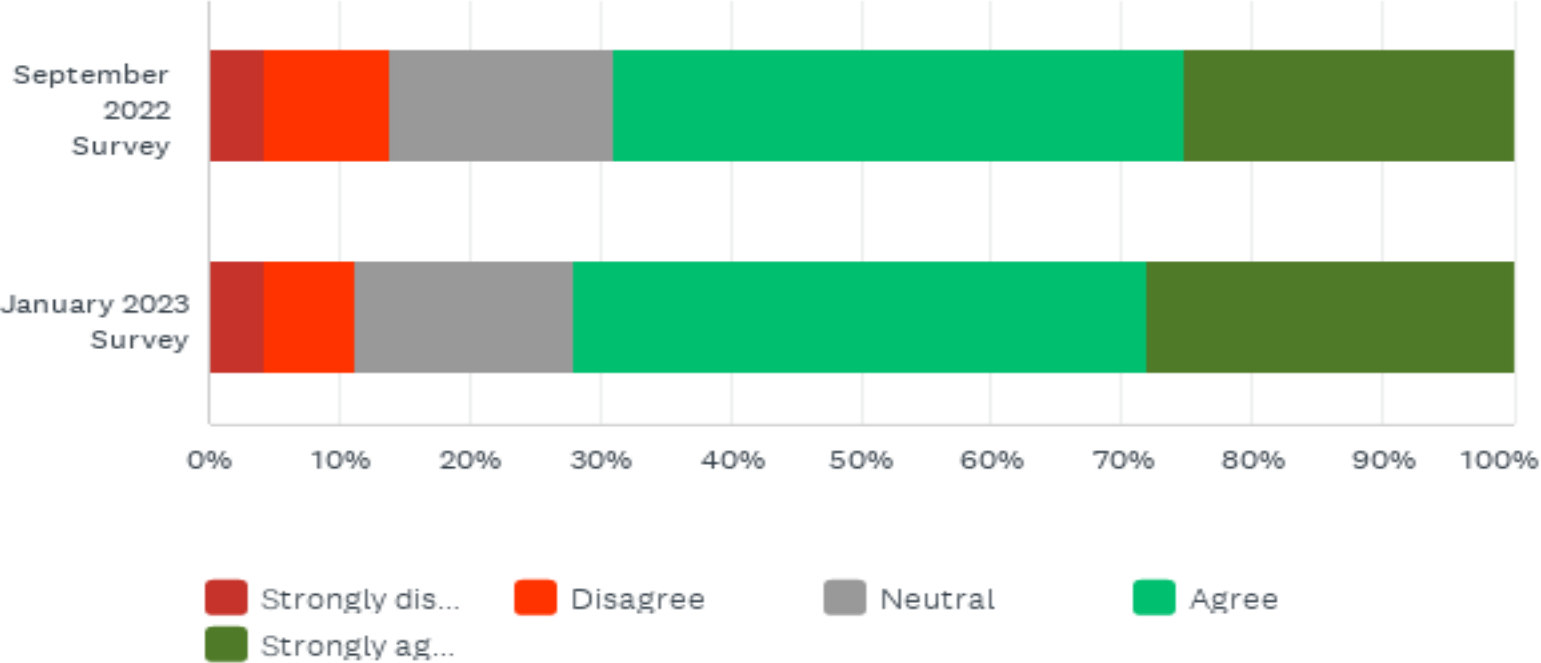
# Please rate how you feel about this statement.

It is easy to use People Mover bus service.



# Please rate how you feel about this statement.

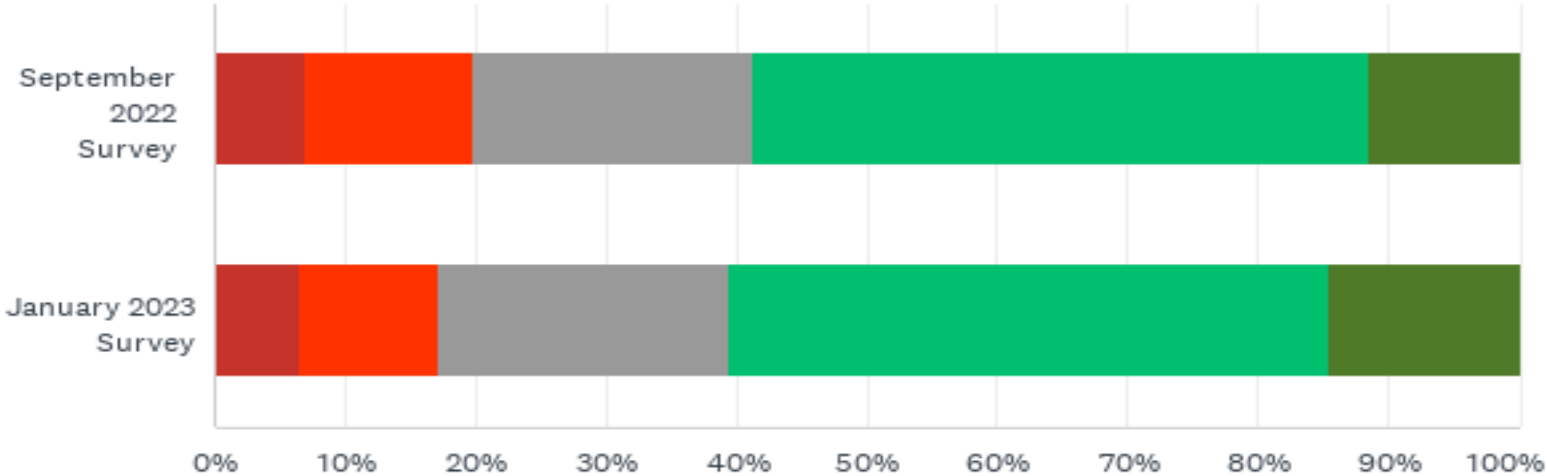
The price of the bus fare is reasonable.





# Please rate how you feel about this statement.

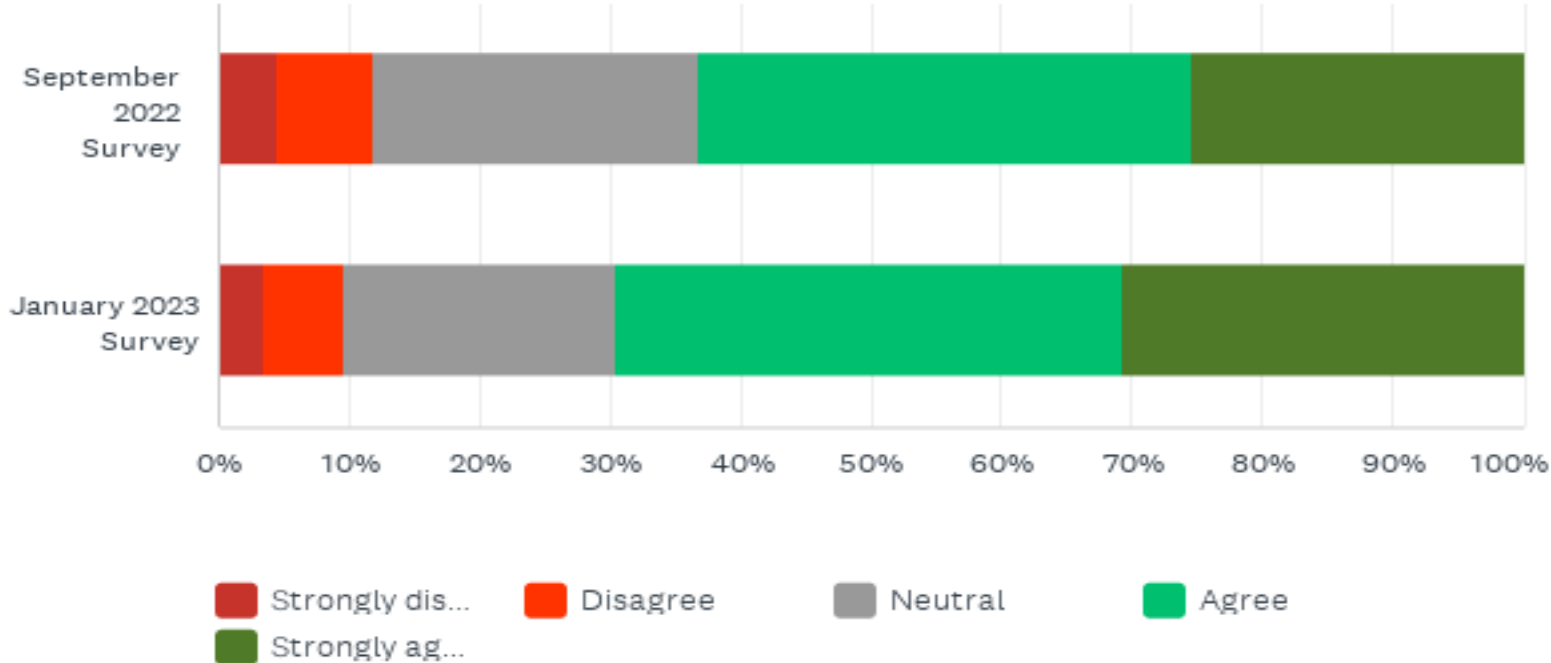
The amount of time I spend traveling on the bus is reasonable.



Strongly dis... Disagree Neutral Agree Strongly ag...

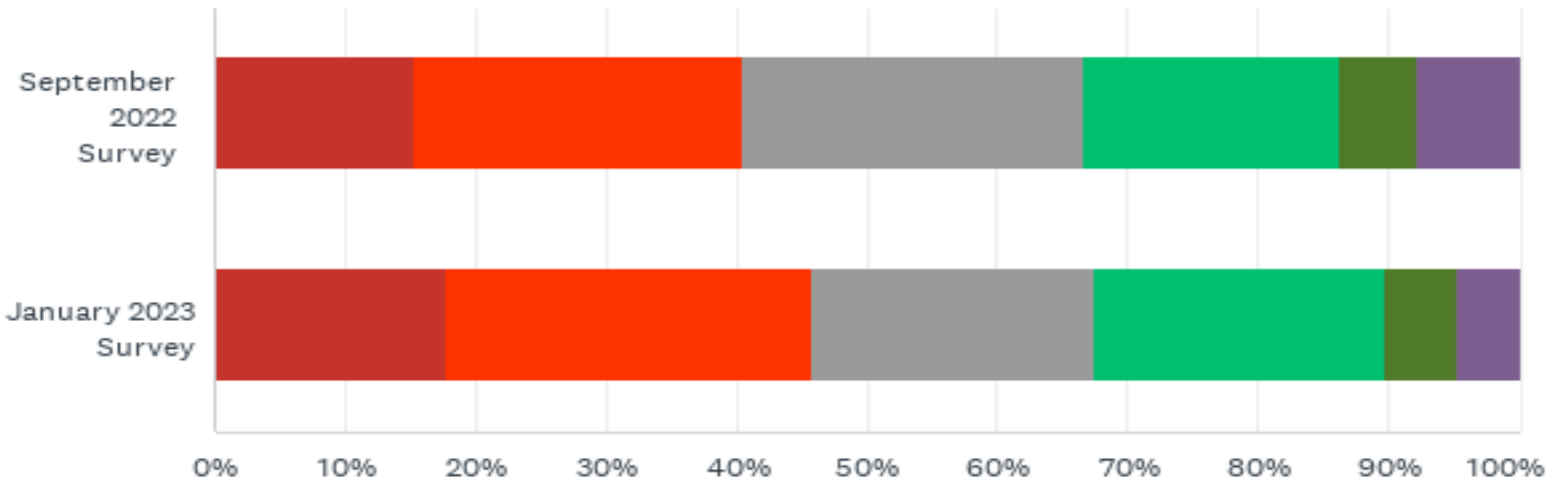
# Please rate how you feel about this statement.

The bus drivers are helpful, courteous, and professional.



# Please rate how you feel about this statement.

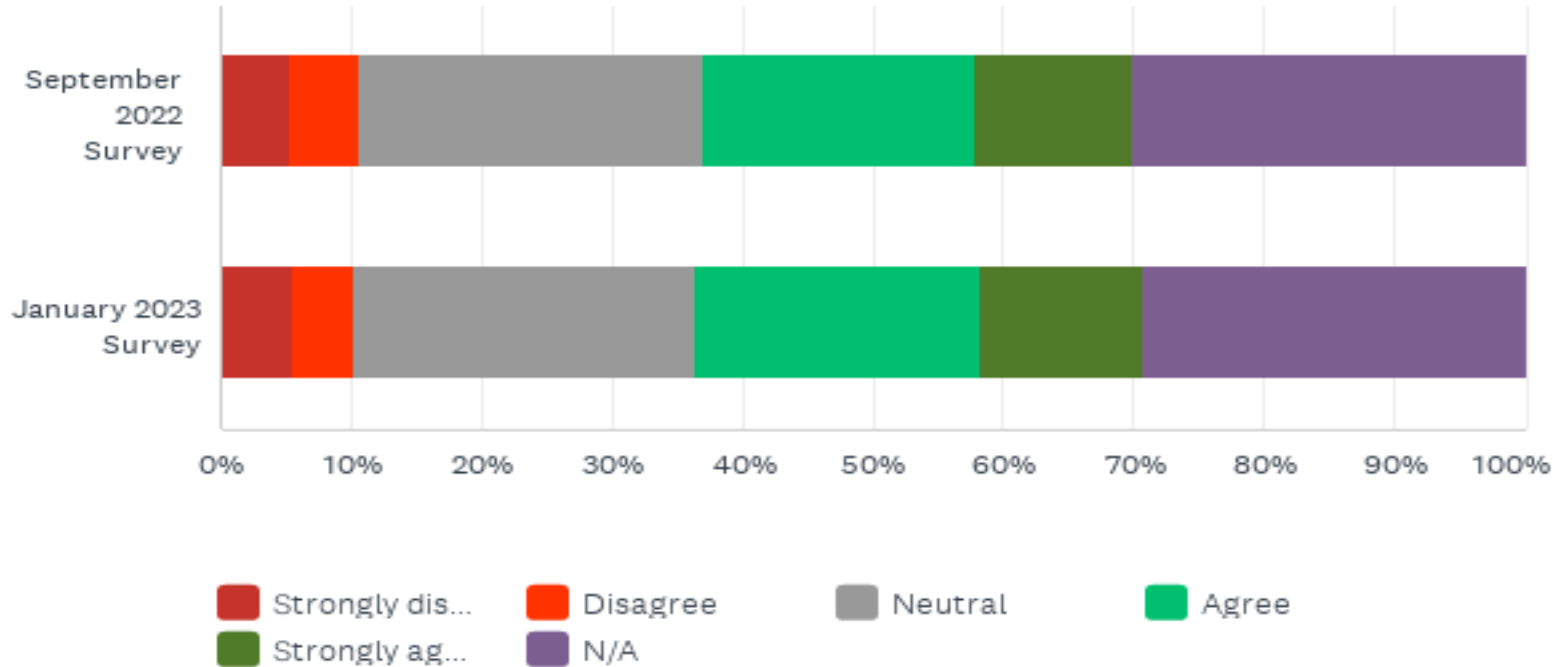
I can easily get information about delays or detours.



- Strongly dis...
- Disagree
- Neutral
- Agree
- Strongly ag...
- N/A

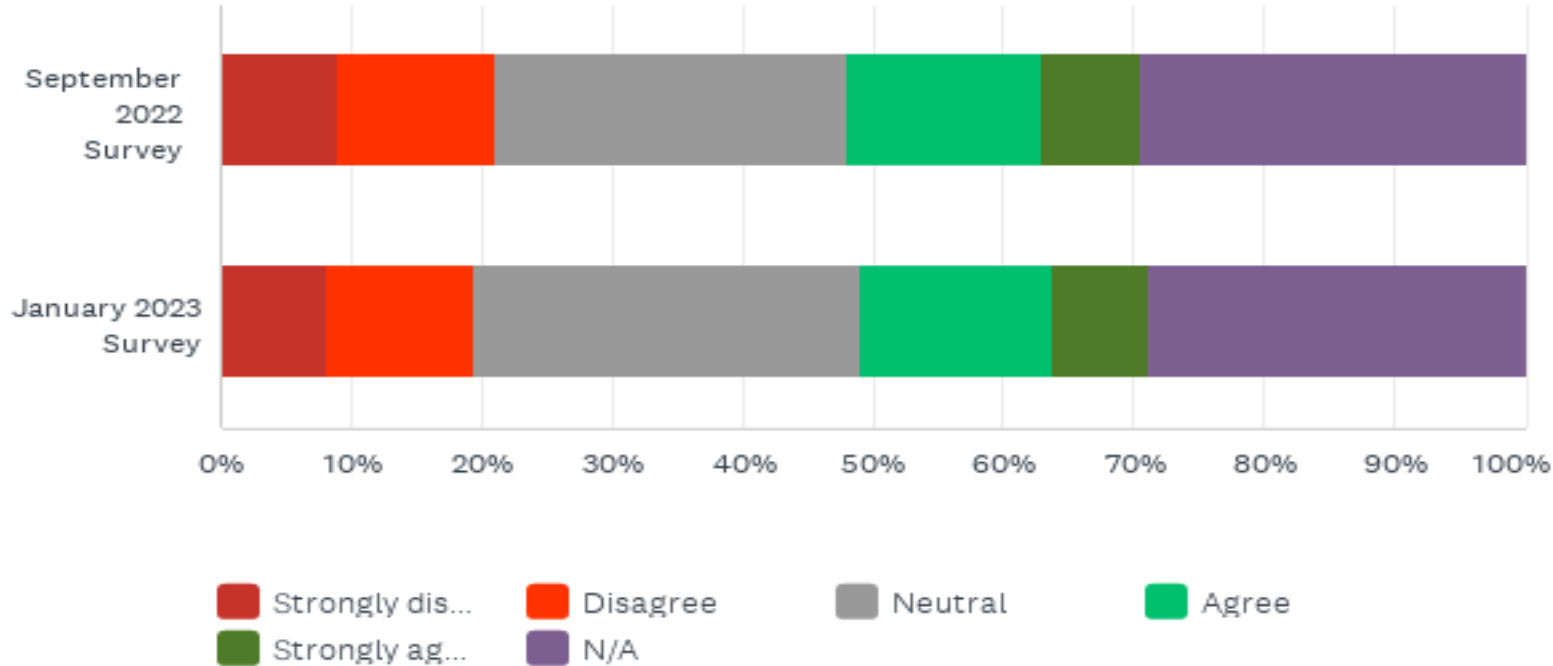
# Please rate how you feel about this statement.

The customer service staff (on the phone, by email, or in person) are helpful, courte...

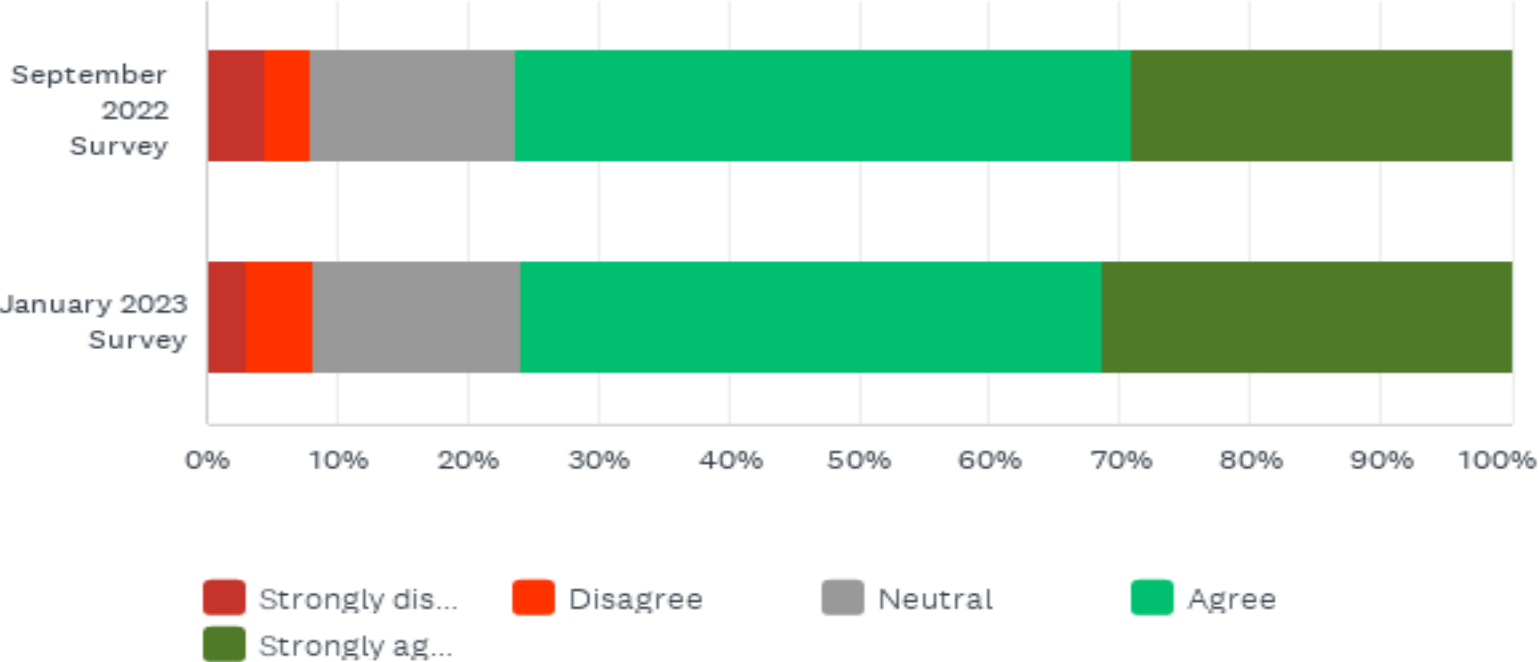


# Please rate how you feel about this statement.

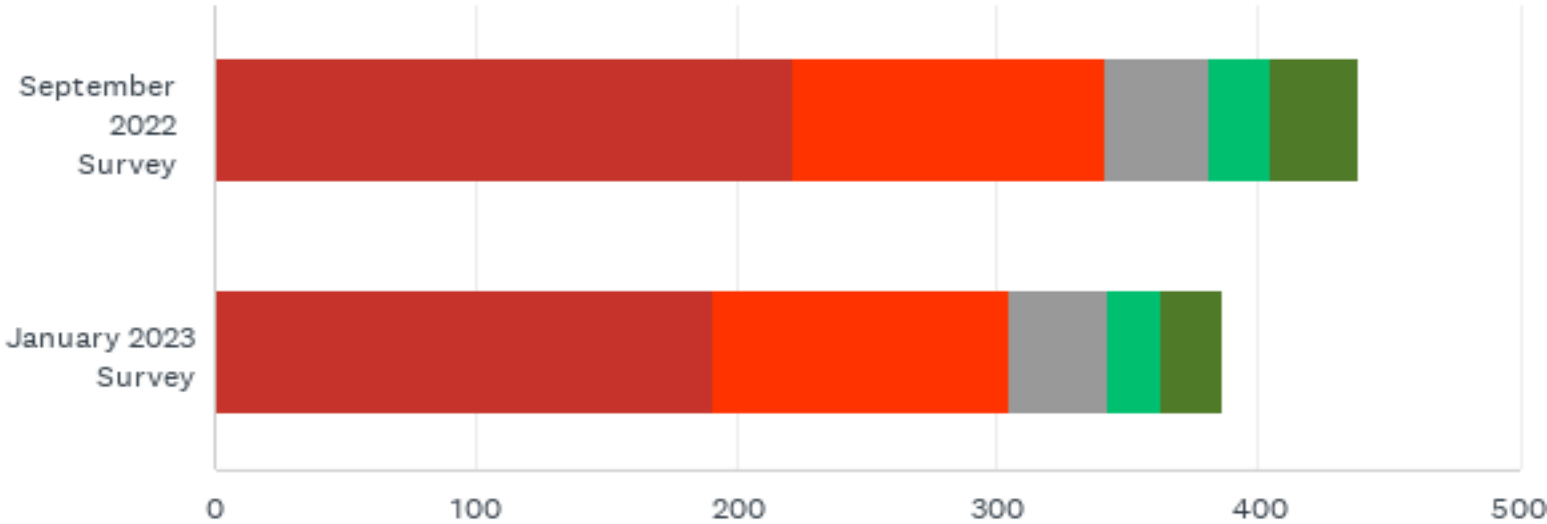
People Mover is responsive to my complaints, problems, or concerns.



# It is convenient to pay the bus fare or buy tickets/passes.

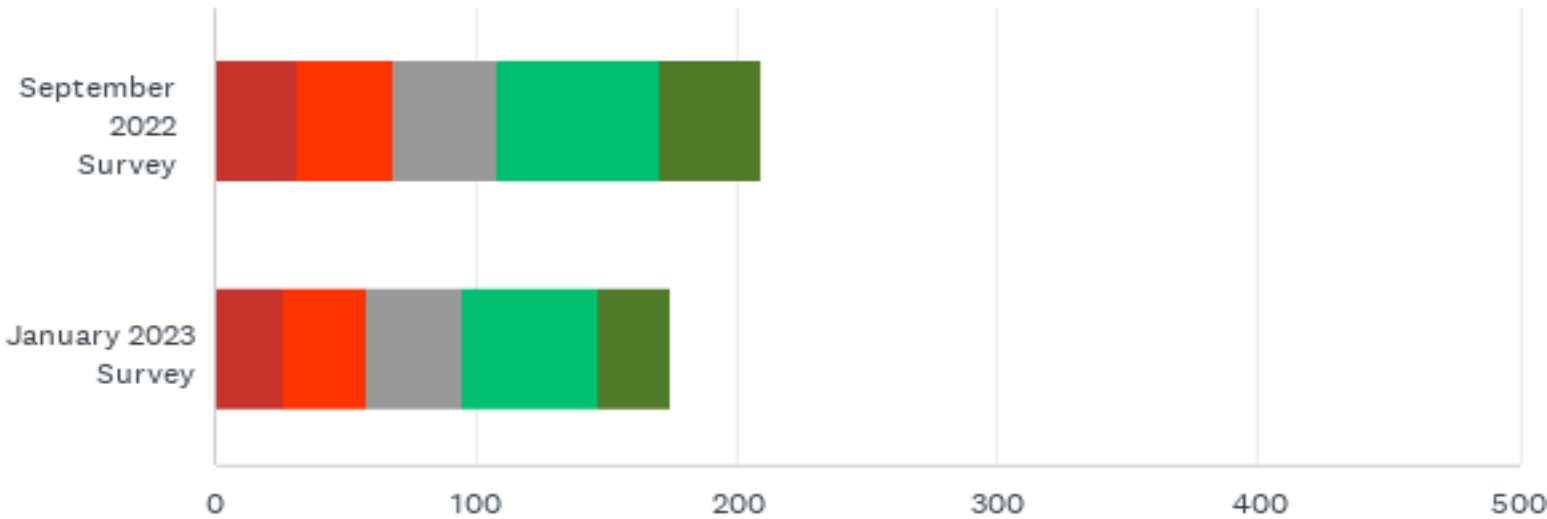


# How do you pay your fare?



- mTicket App
- Cash
- Paper pass
- Smart Card
- School/Wor...

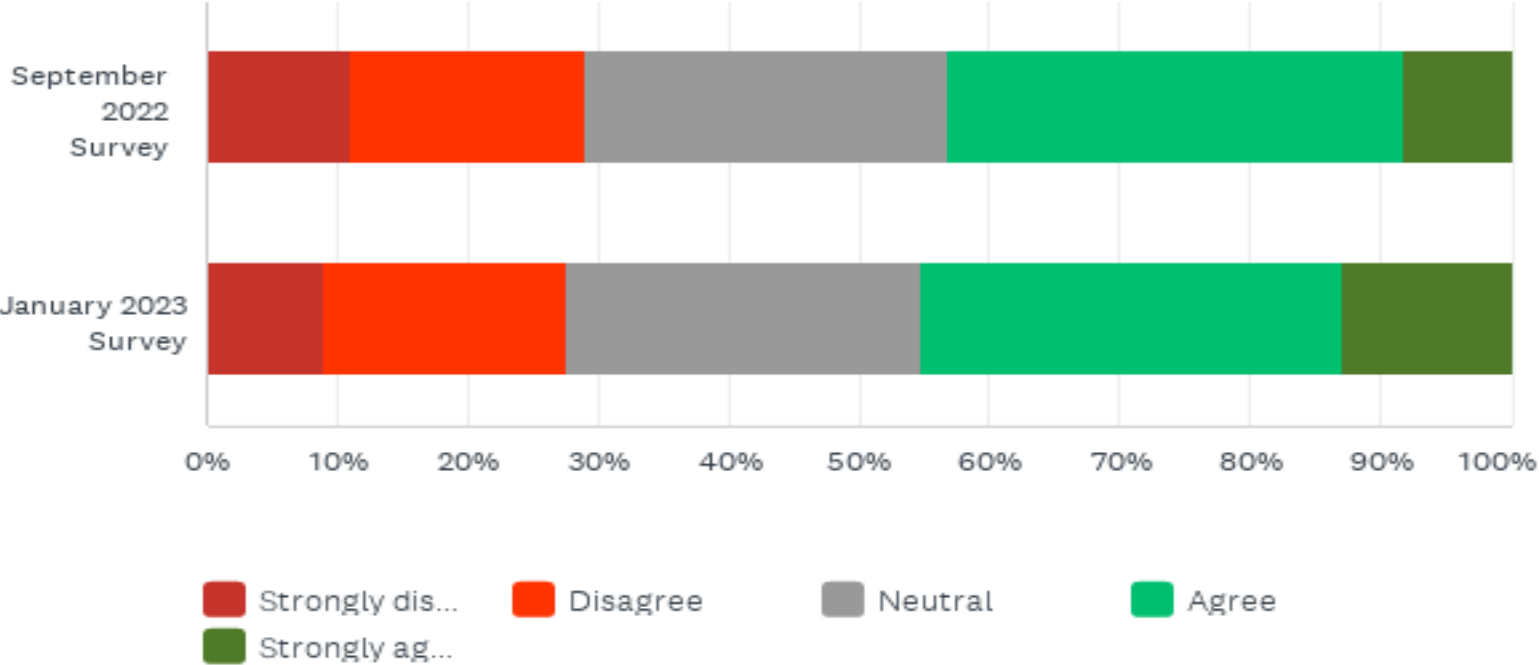
# How would you prefer to pay your fare?



- In-person a...
- Ticket Ven...
- Apple/Goo...
- Credit/Debi...
- At area sto...



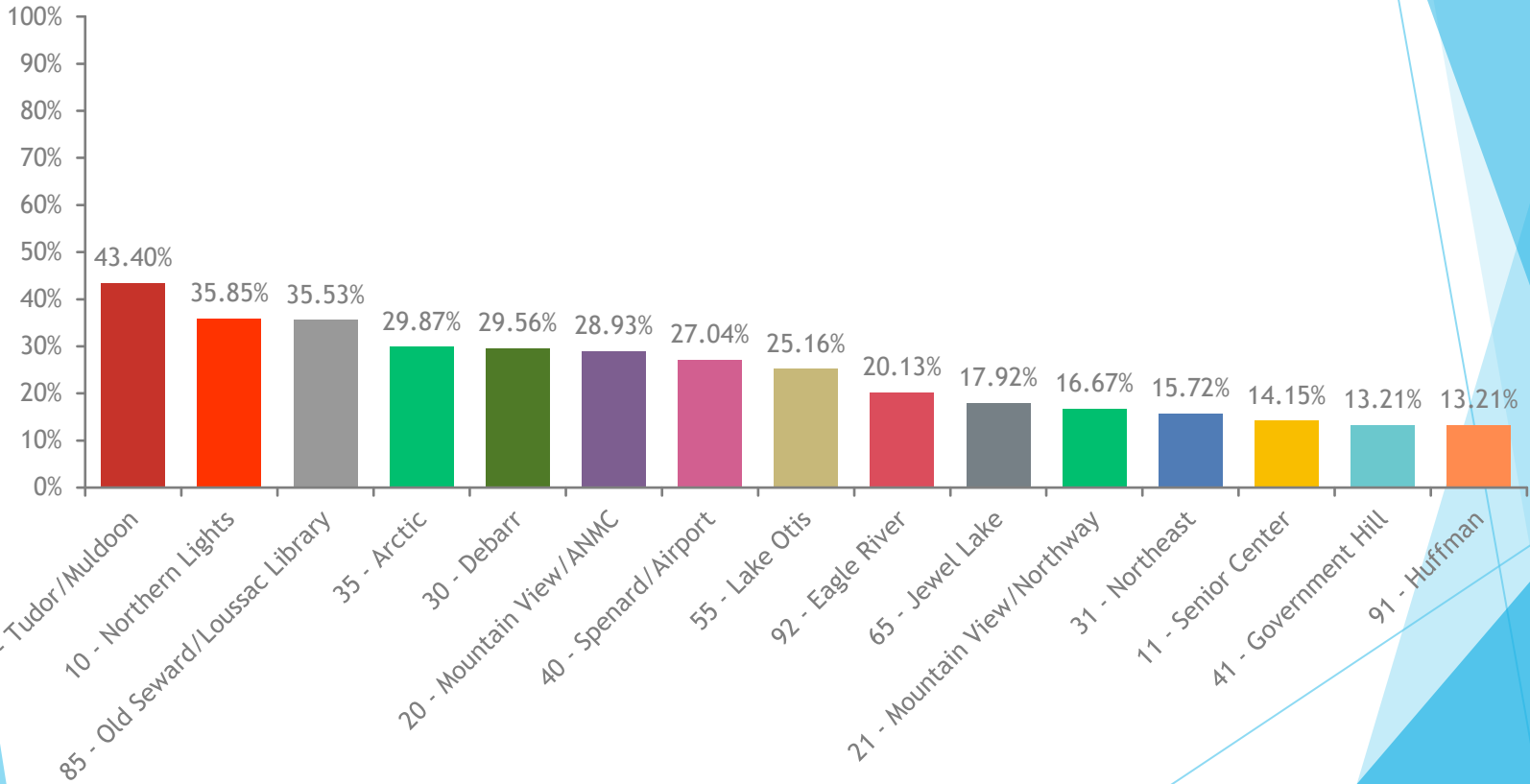
# People Mover is available when I need it.



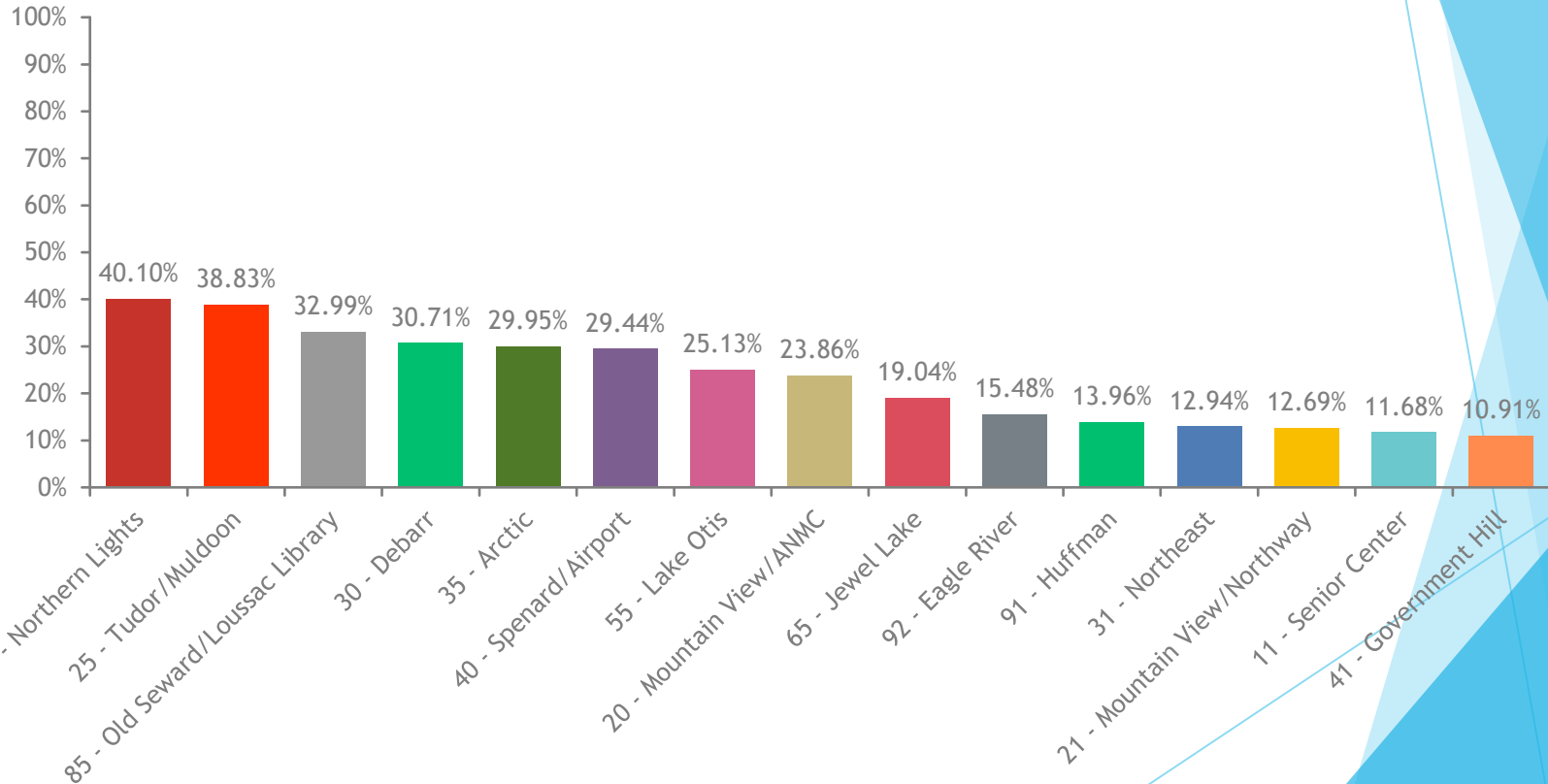
# How would you improve service?



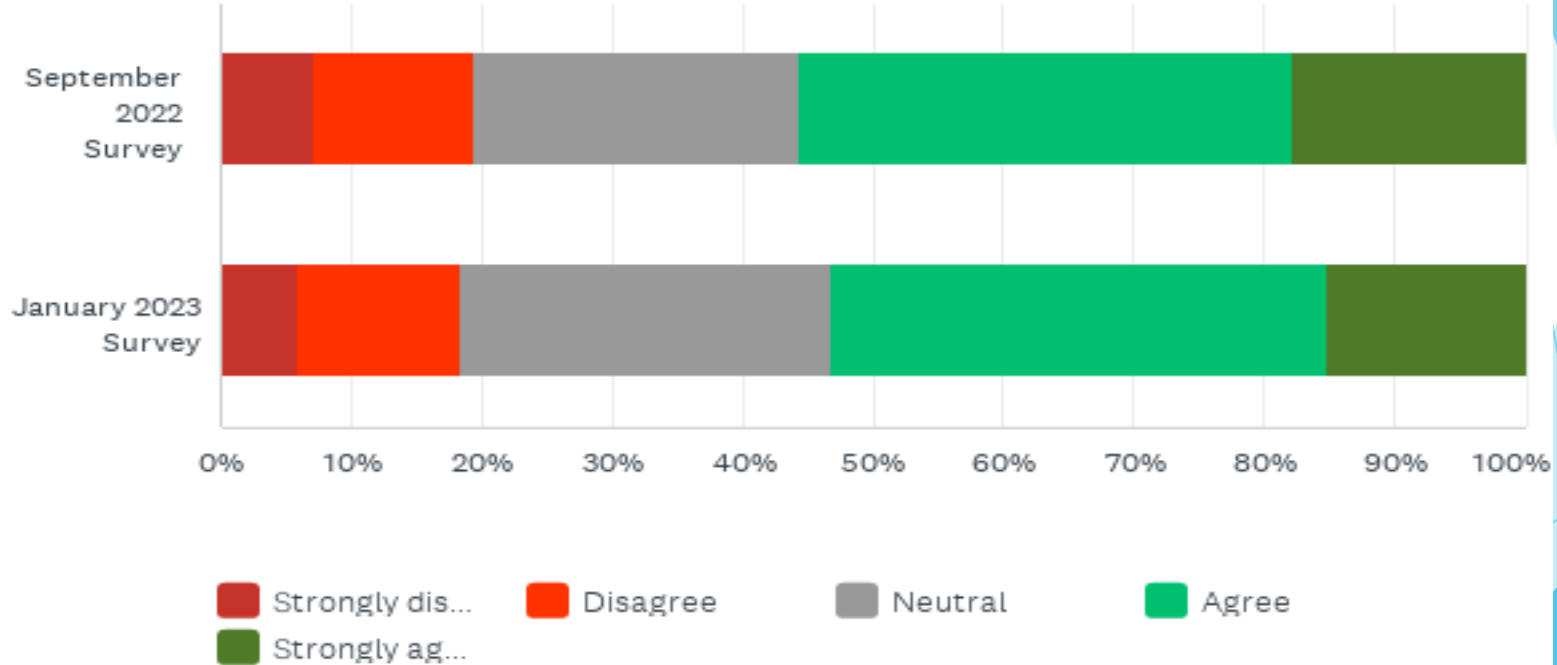
# Which routes? (January 2023)



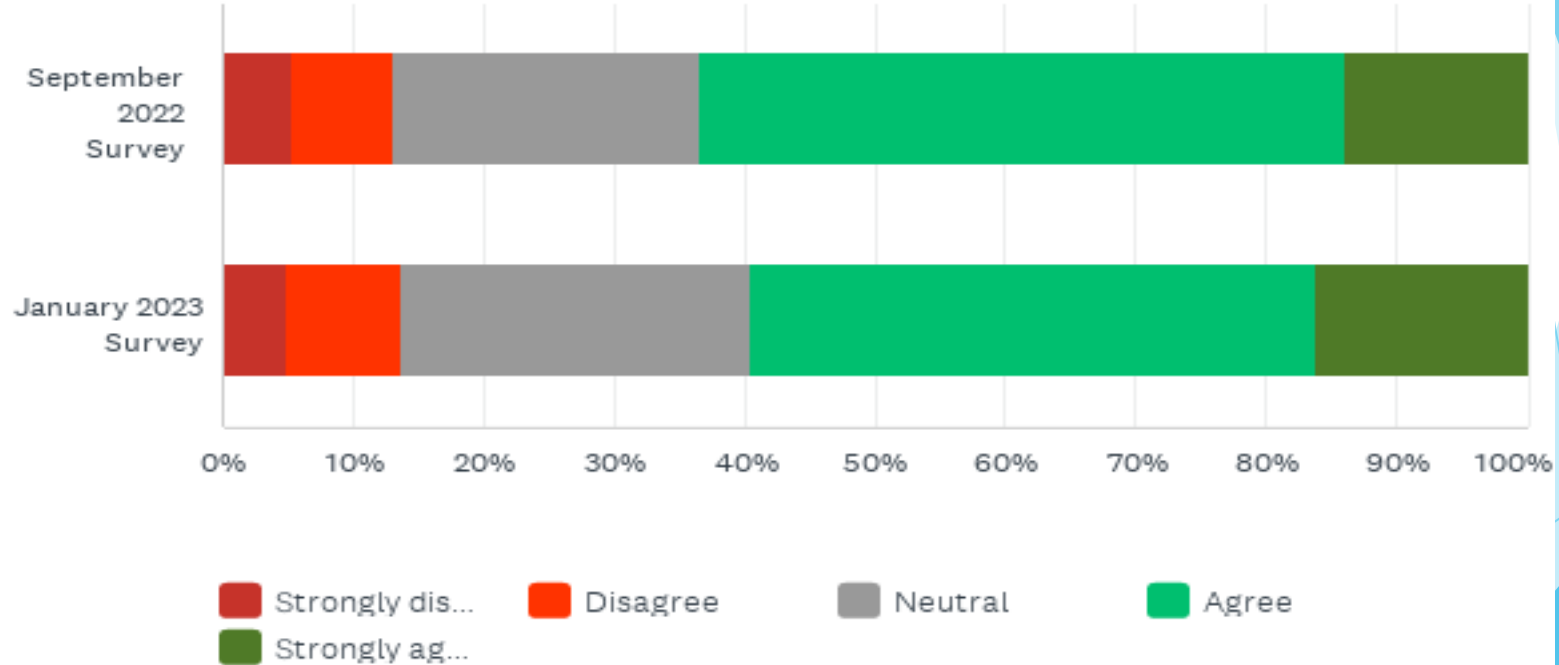
# Which routes? (September 2022)



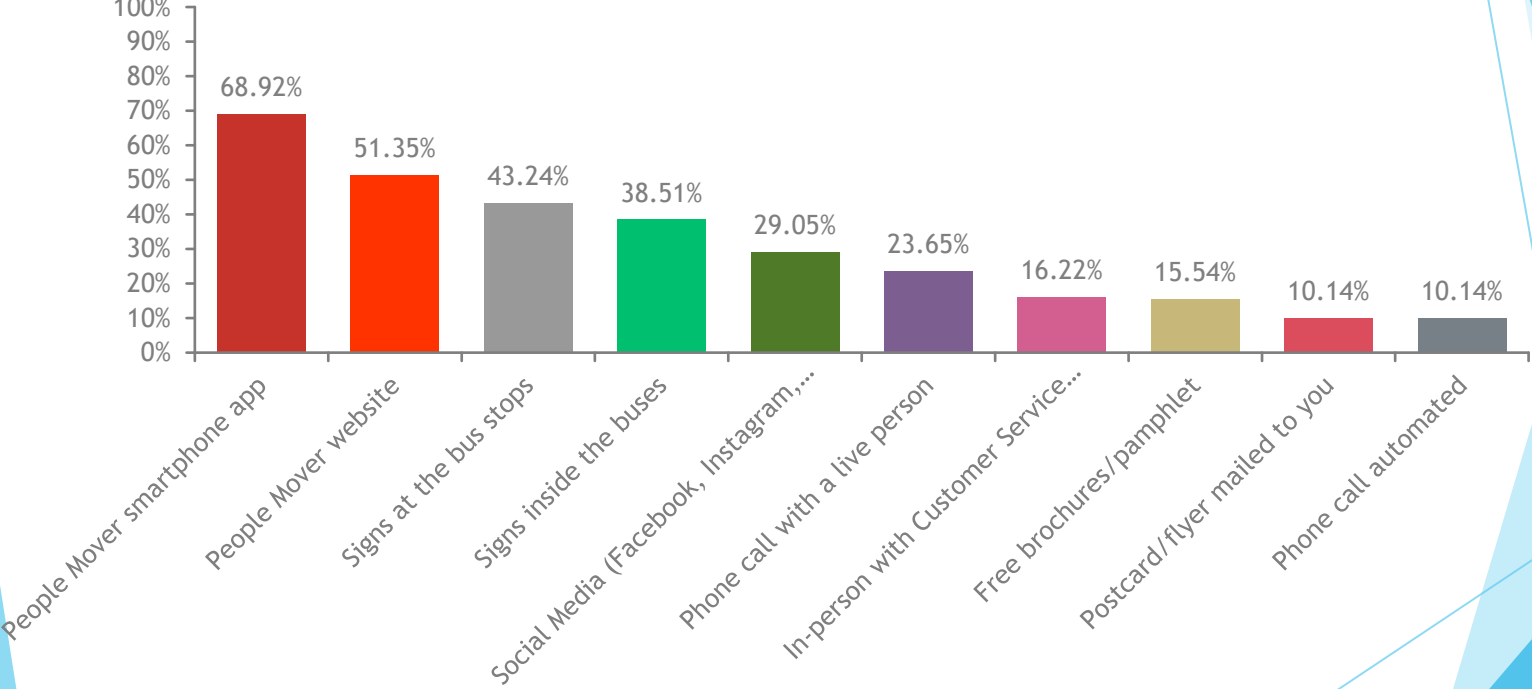
# The bus goes where I need it to.



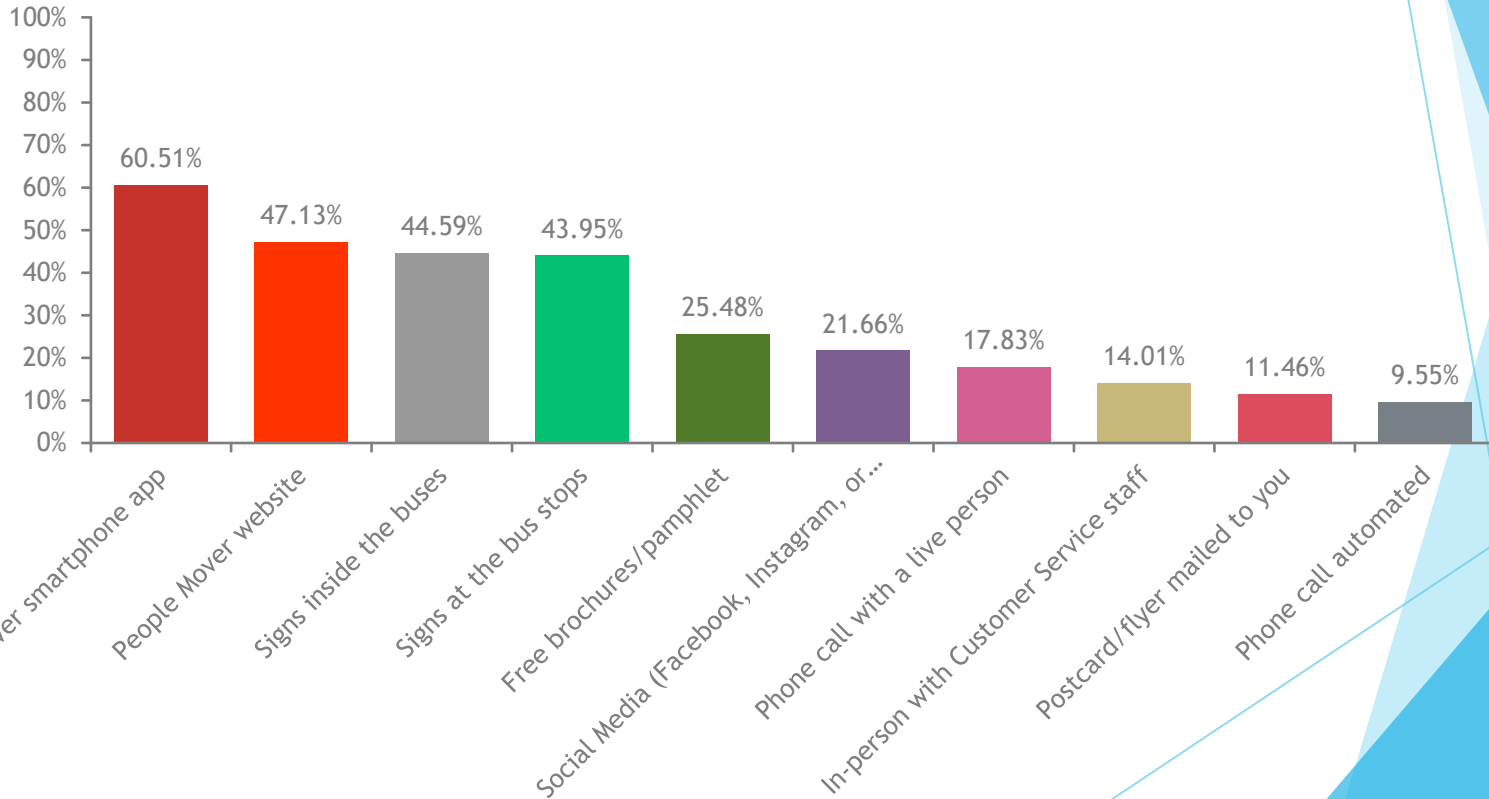
# It is easy to get information about People Mover bus service.



# How do you prefer to get information? (January 2023)

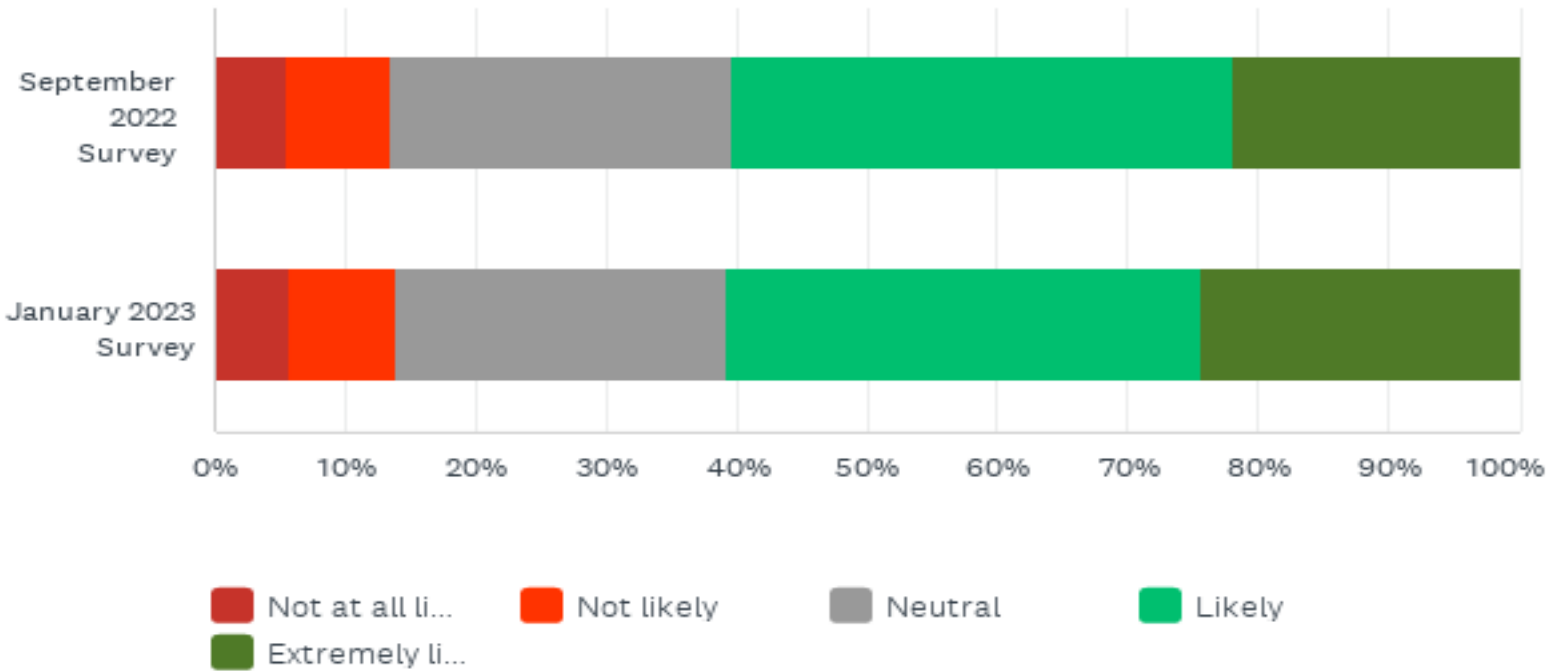


# How do you prefer to get information? (September 2022)

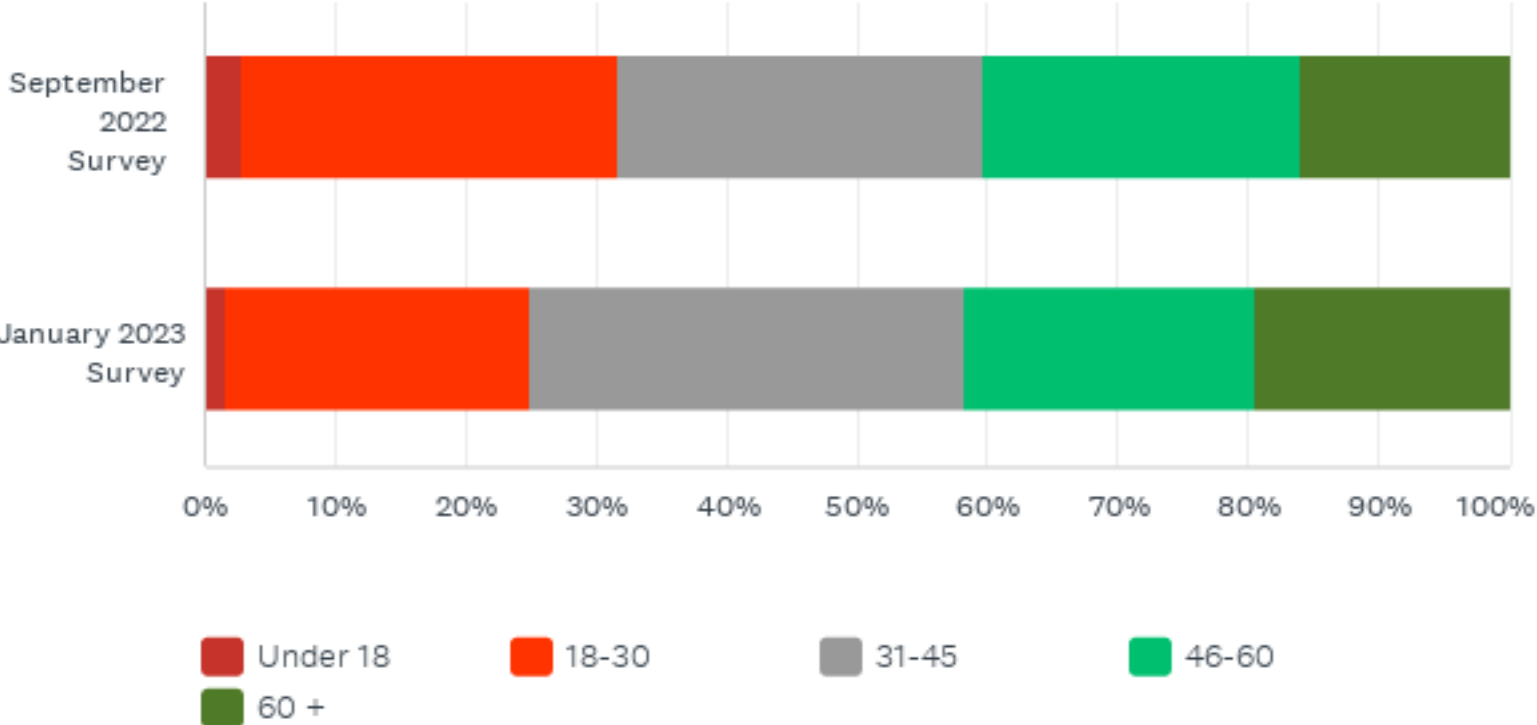




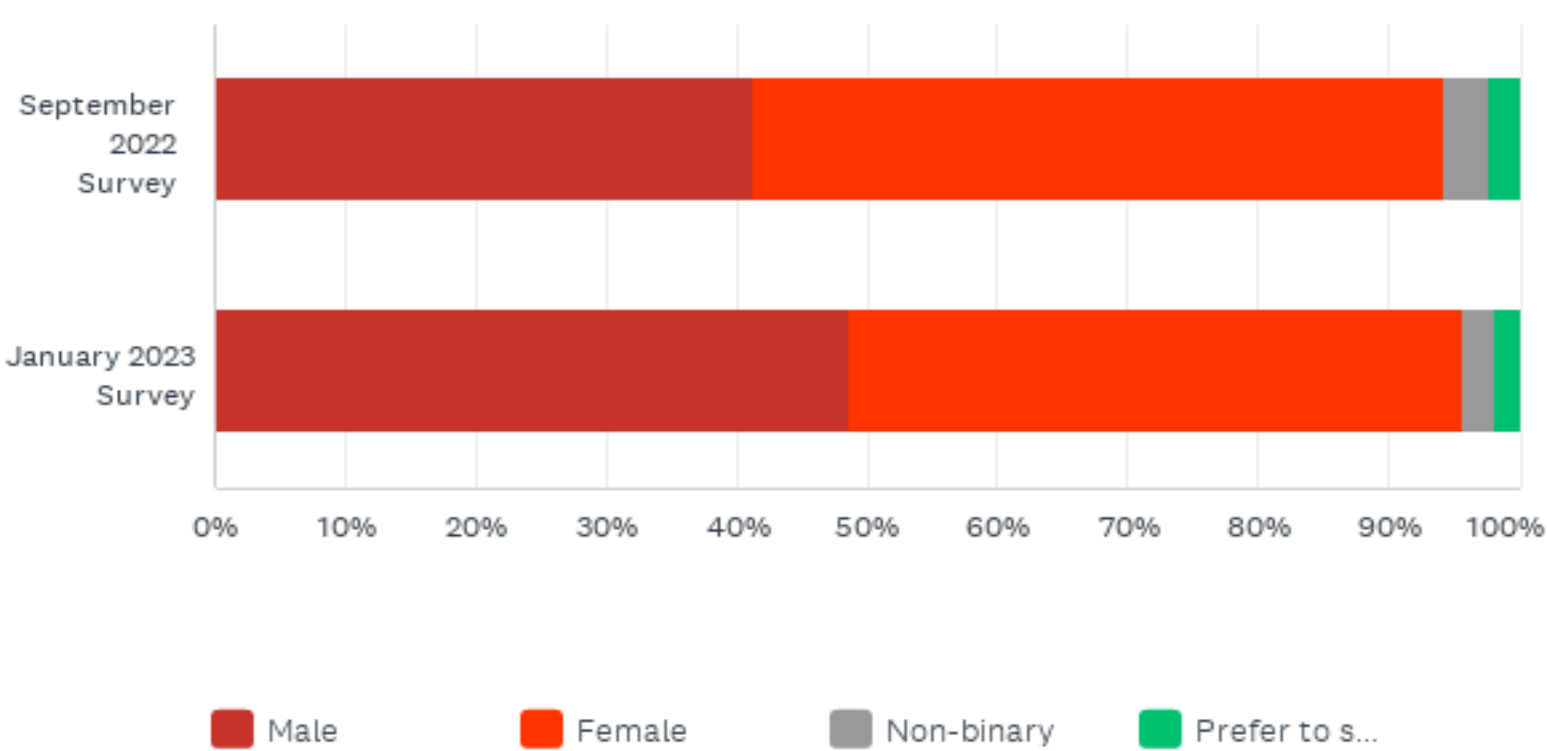
# How likely are you to recommend People Mover to friends, family, or coworkers?



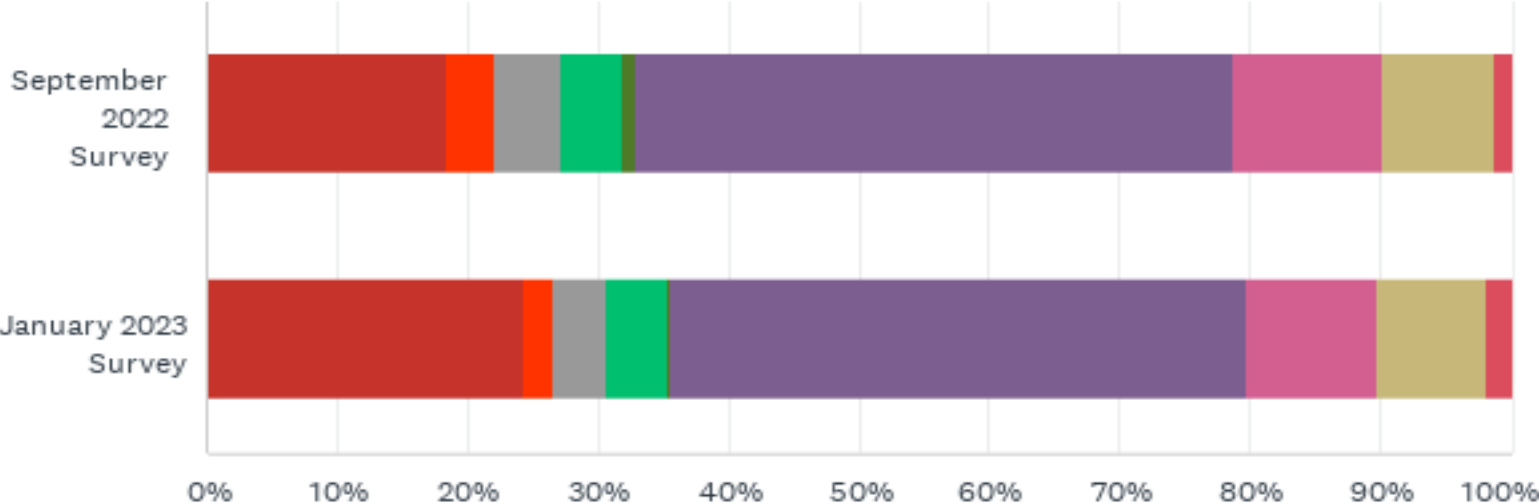
# What is your current age?



# What is your gender identity?

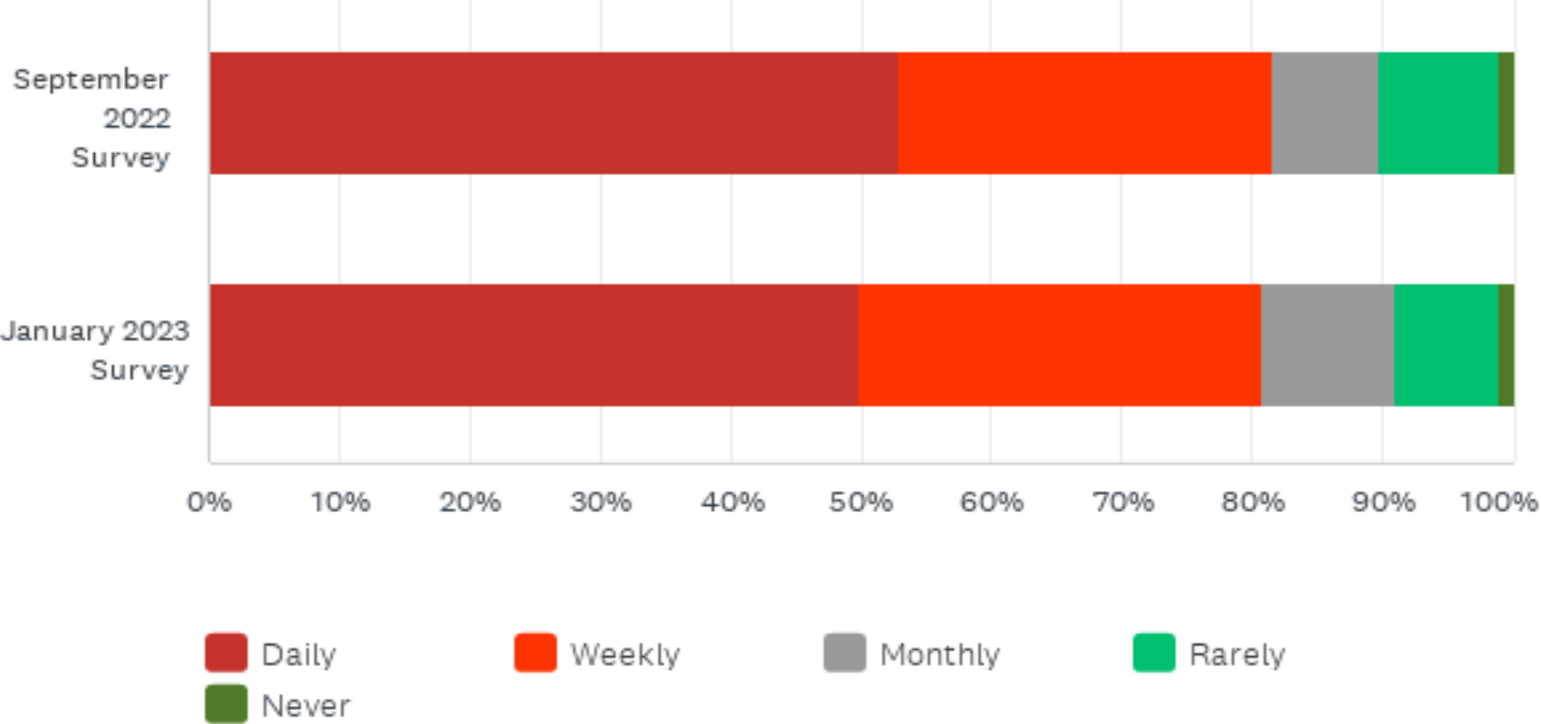


# What is your race/ethnicity?



- Alaska Nati...
- Asian
- Black or Afr...
- Hispanic or ...
- Pacific Islan...
- White or Ca...
- Two or mor...
- Prefer not t...
- Other (plea...

# How often do you use the bus?



# Most frequent trip purpose?

