



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

October 3, 2023

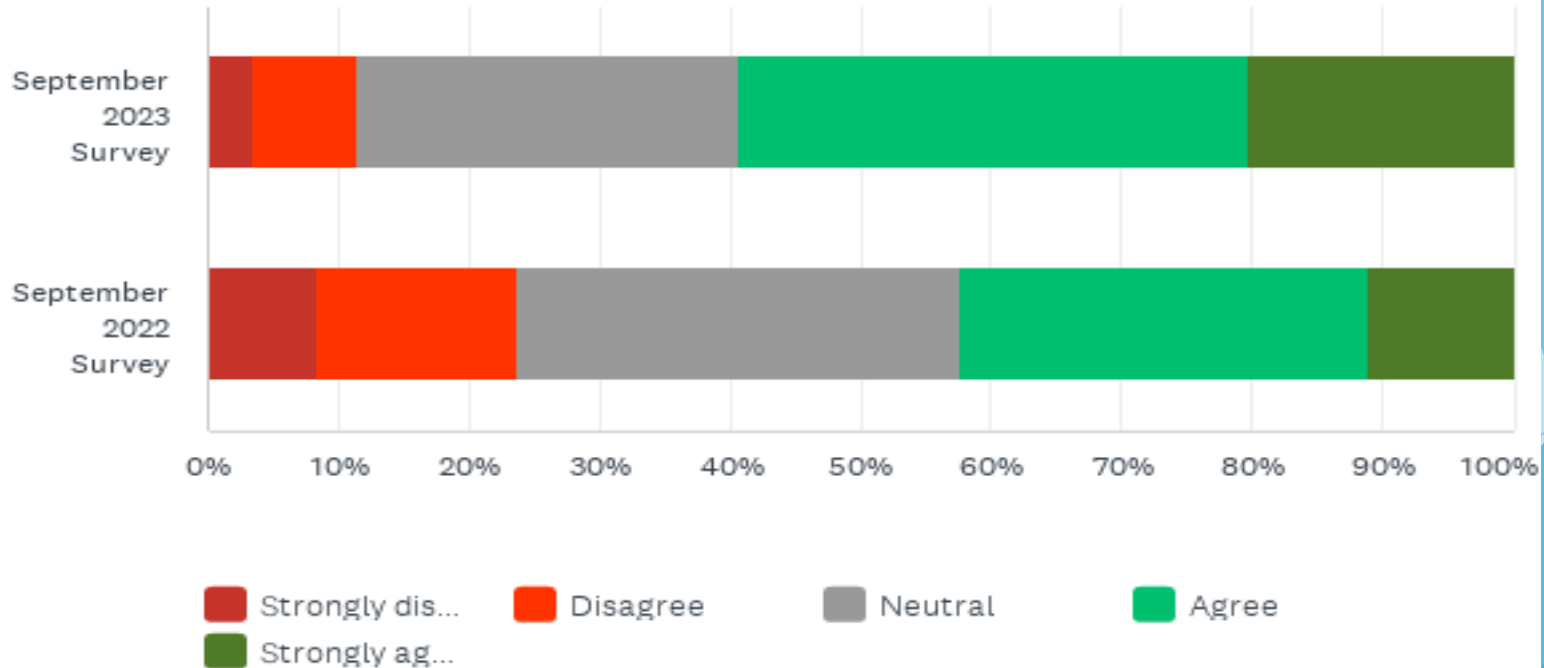
1327

Responses

- ▶ Date Created: Tuesday October 3, 2023
- ▶ Complete Responses since 9/2022: 2790

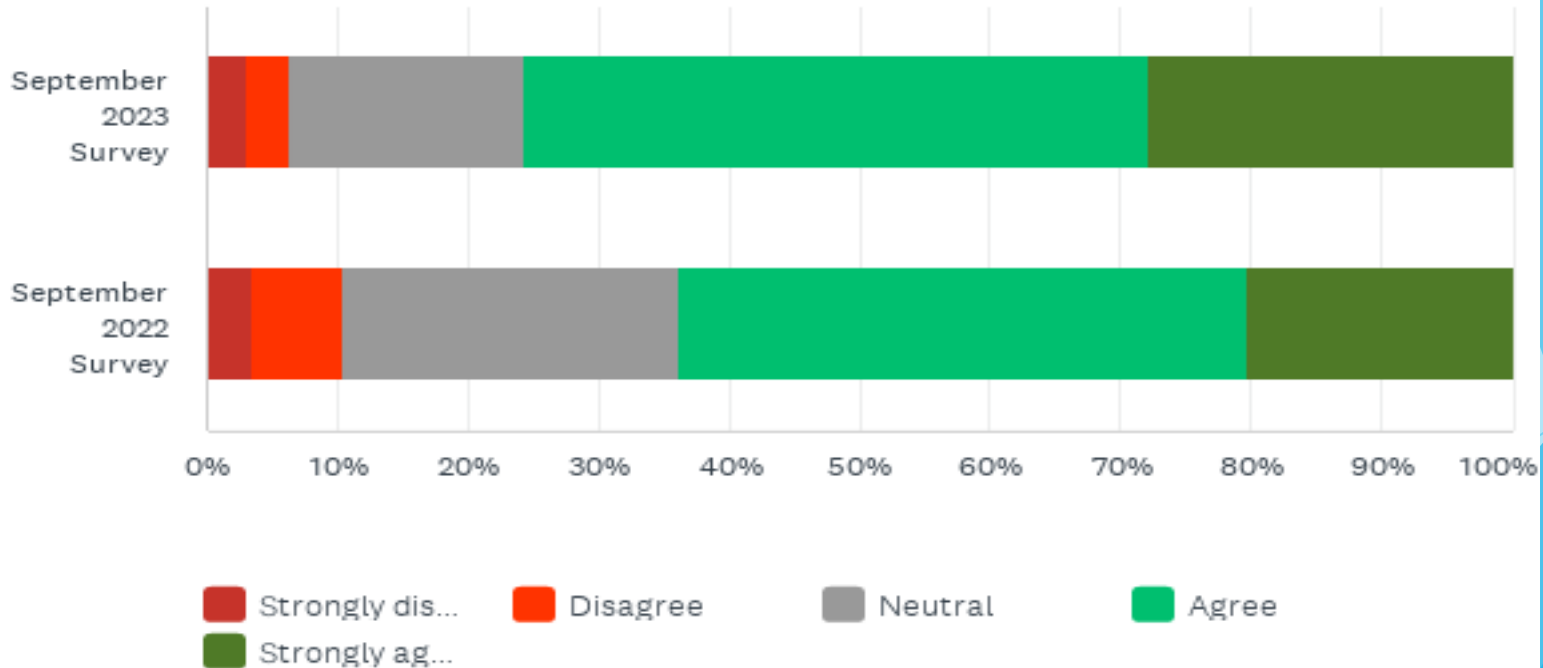
Please rate how you feel about these statements.

I feel safe waiting for the bus.



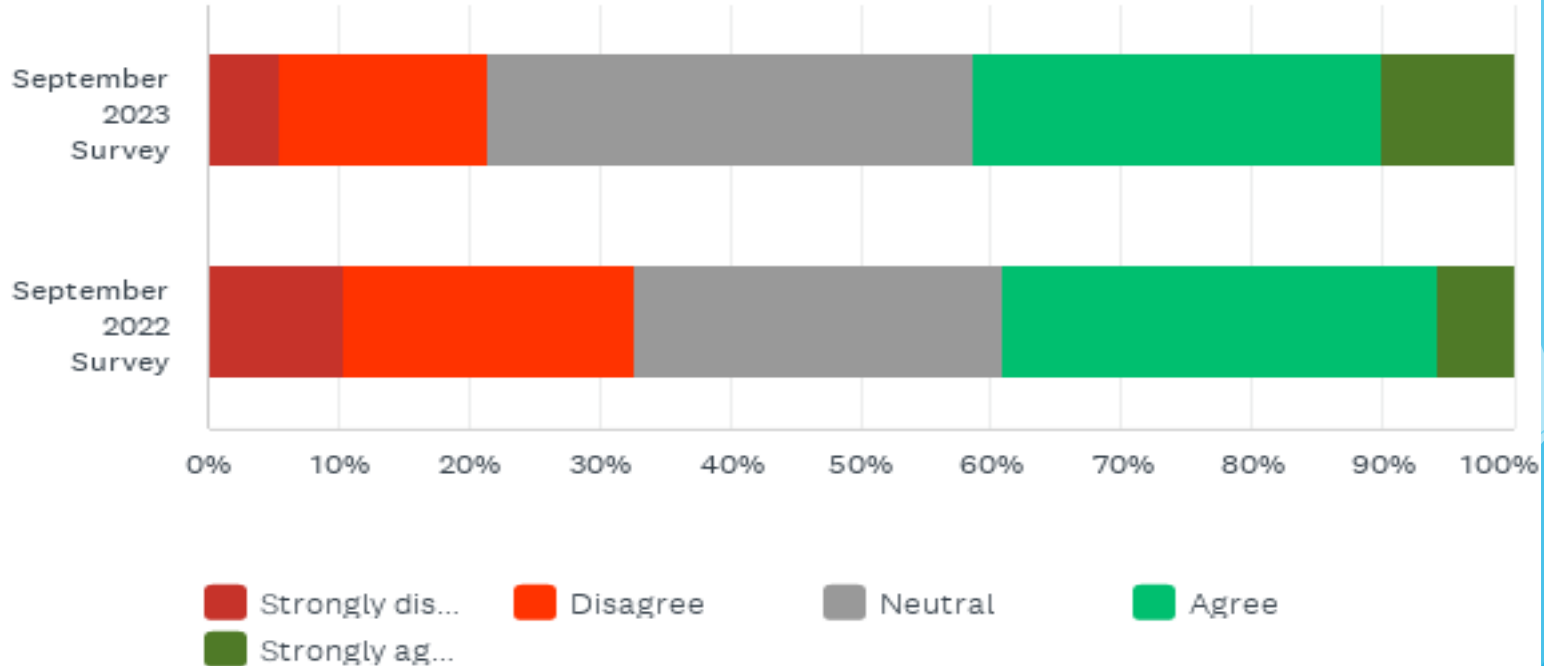
Please rate how you feel about these statements.

I feel safe riding on the bus.



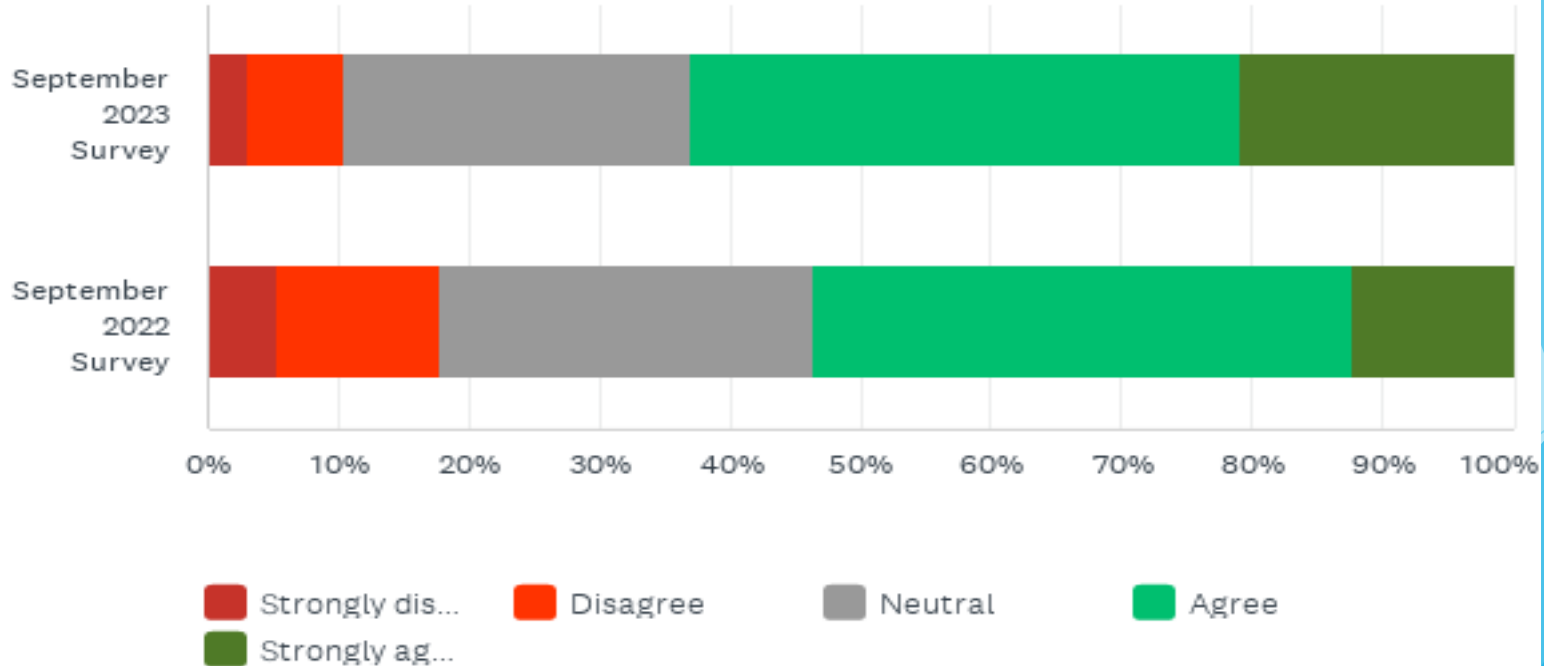
Please rate how you feel about these statements.

The bus is on time.



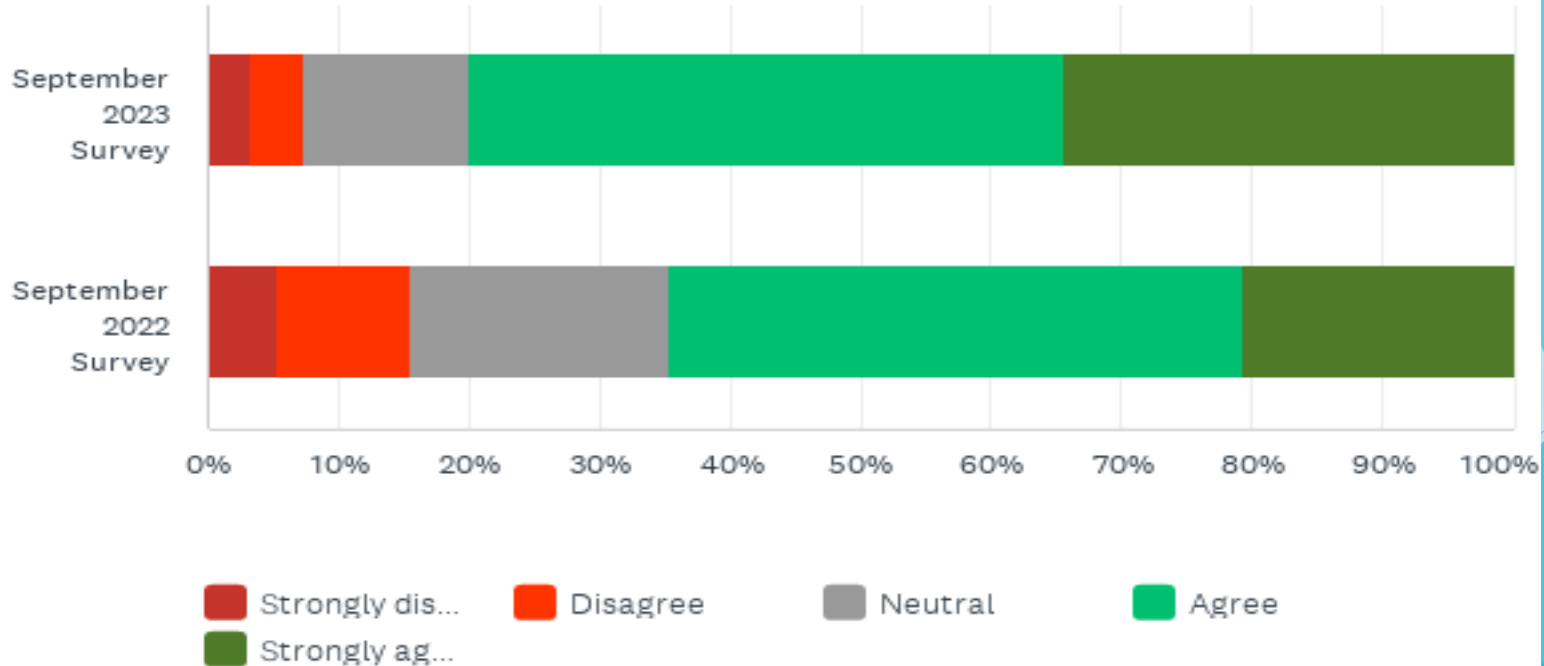
Please rate how you feel about these statements.

The bus is clean.



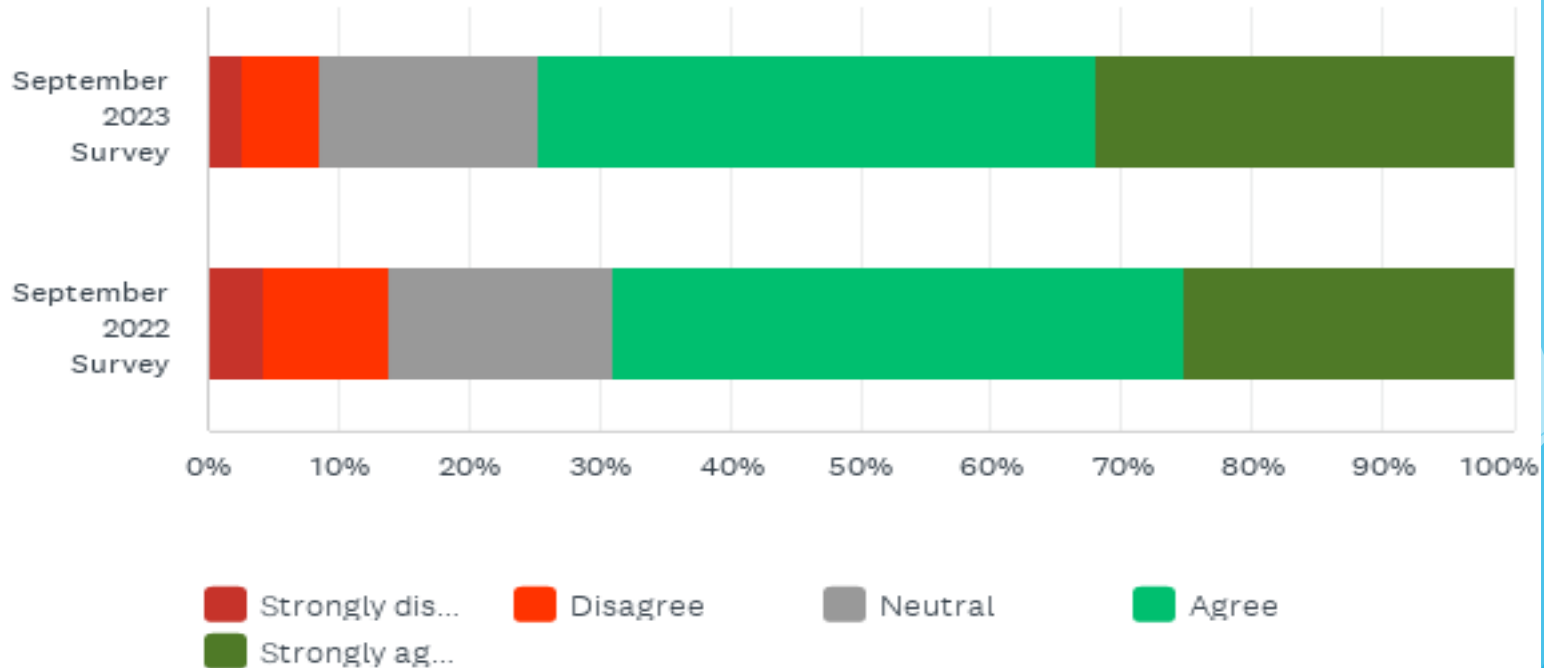
Please rate how you feel about these statements.

It is easy to use People Mover bus service.



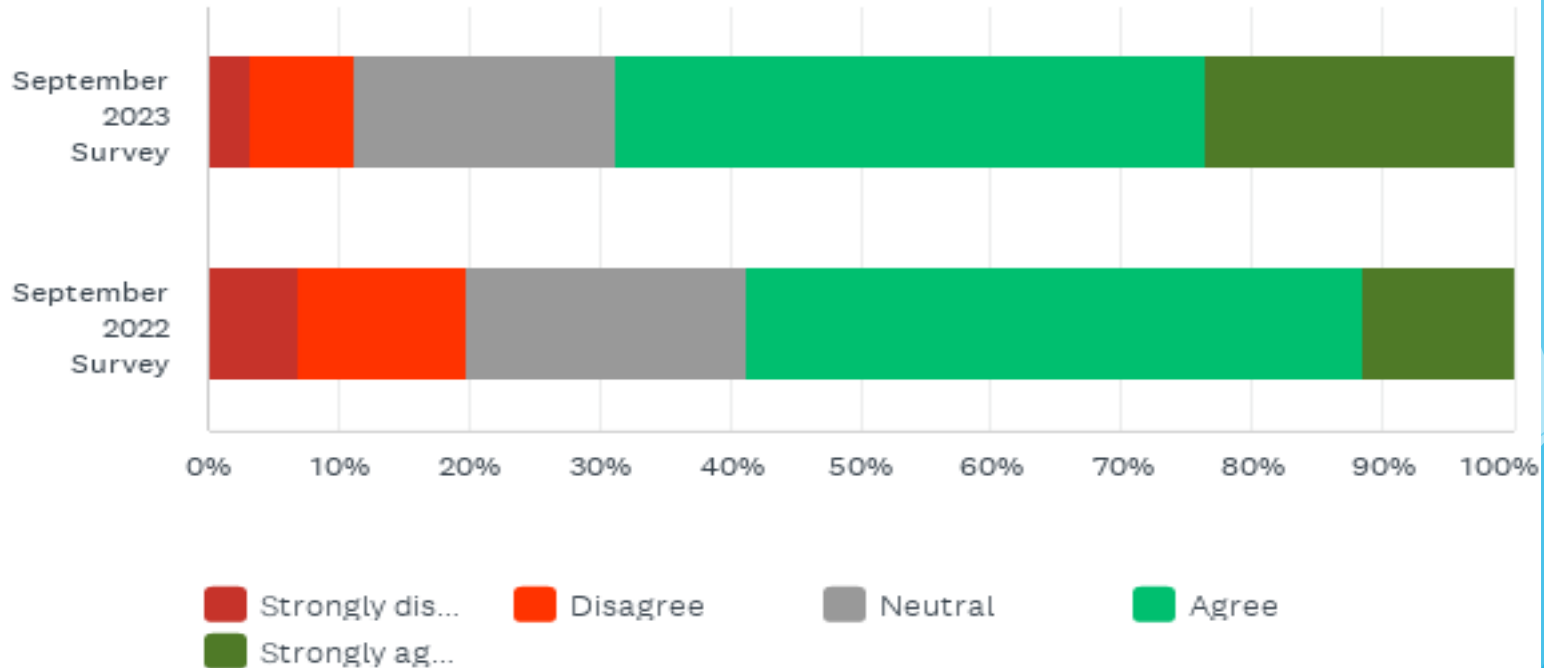
Please rate how you feel about these statements.

The price of the bus fare is reasonable.



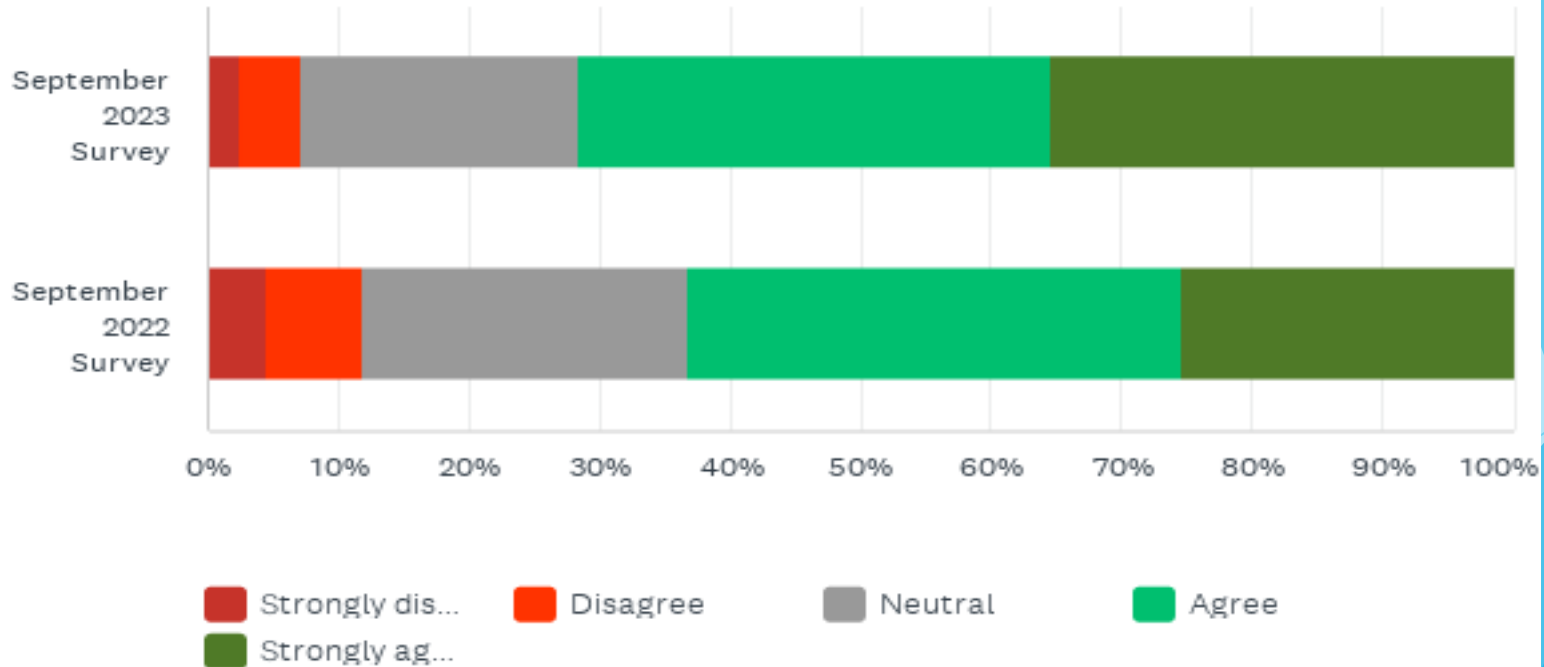
Please rate how you feel about these statements.

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



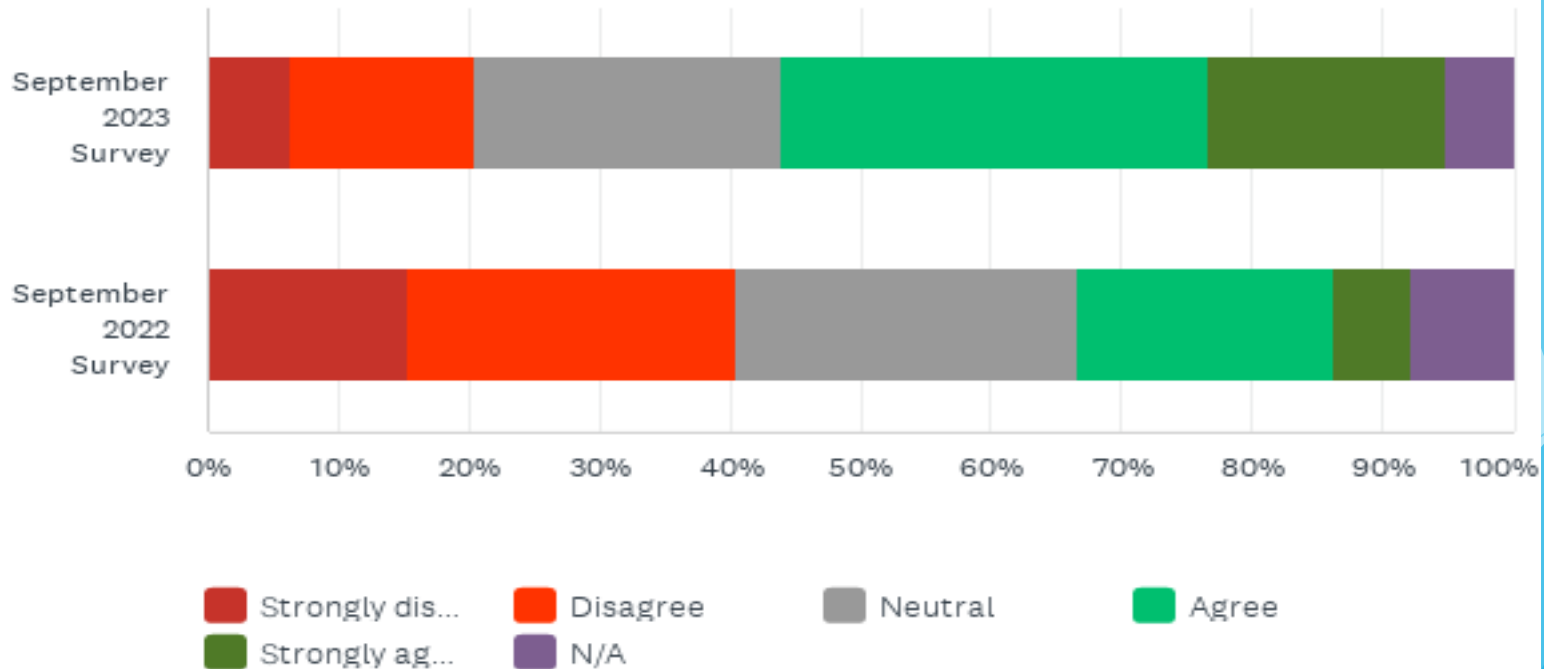
Please rate how you feel about these statements.

The bus drivers are helpful, courteous, and professional.



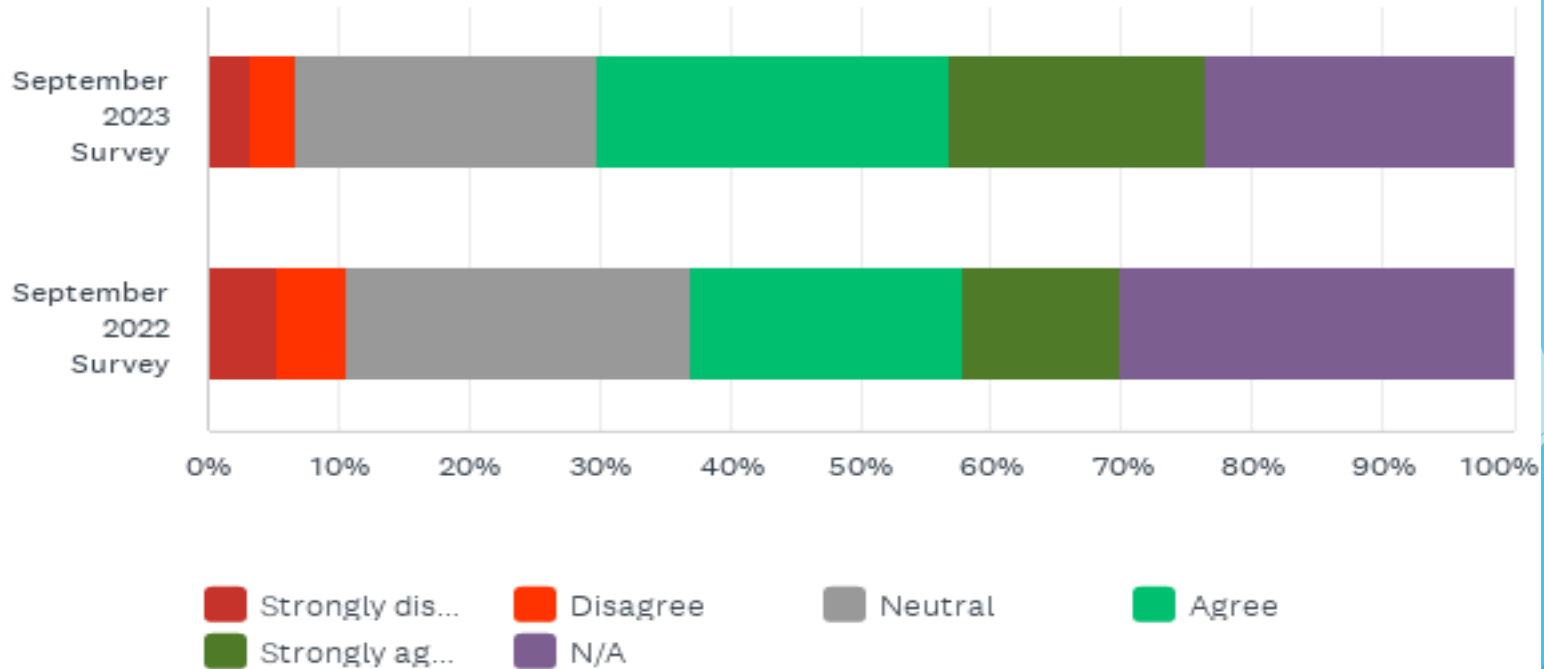
Please rate how you feel about these statements.

I can easily get information about delays or detours.



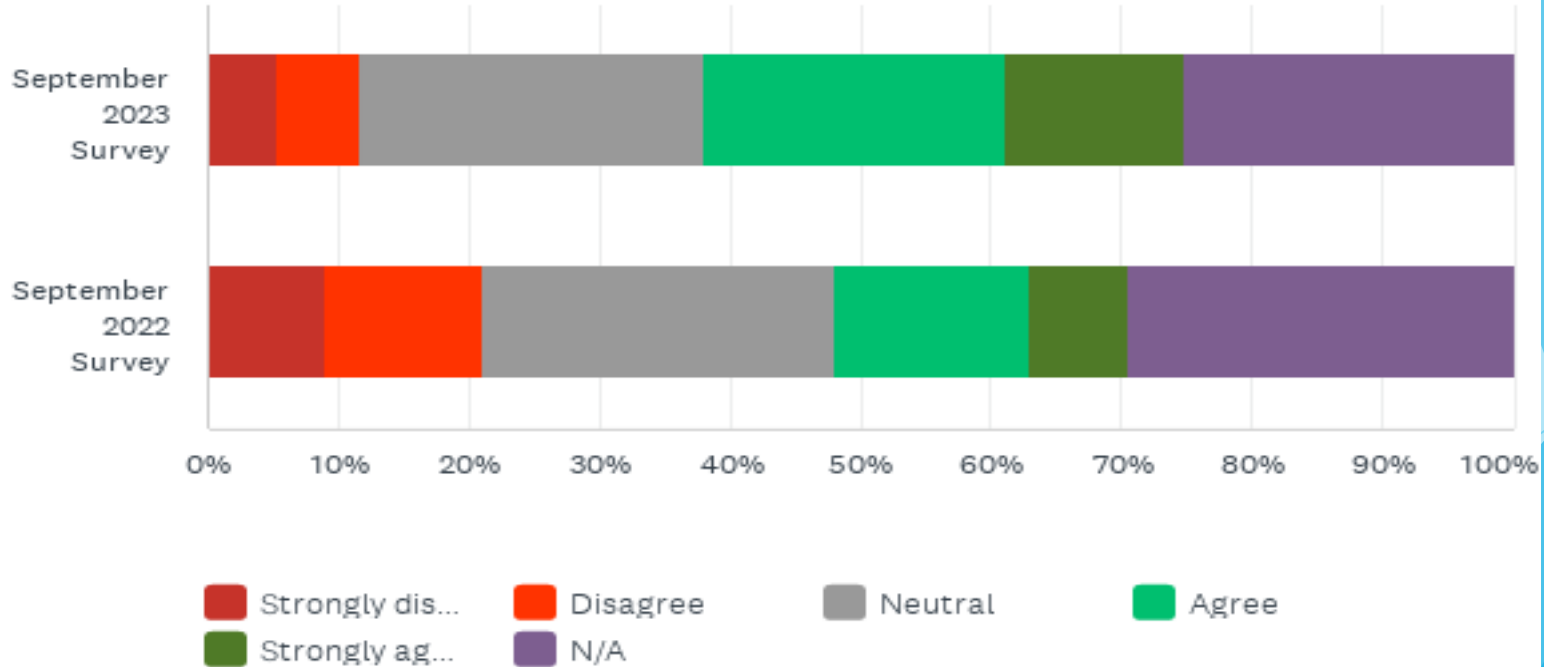
Please rate how you feel about these statements.

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

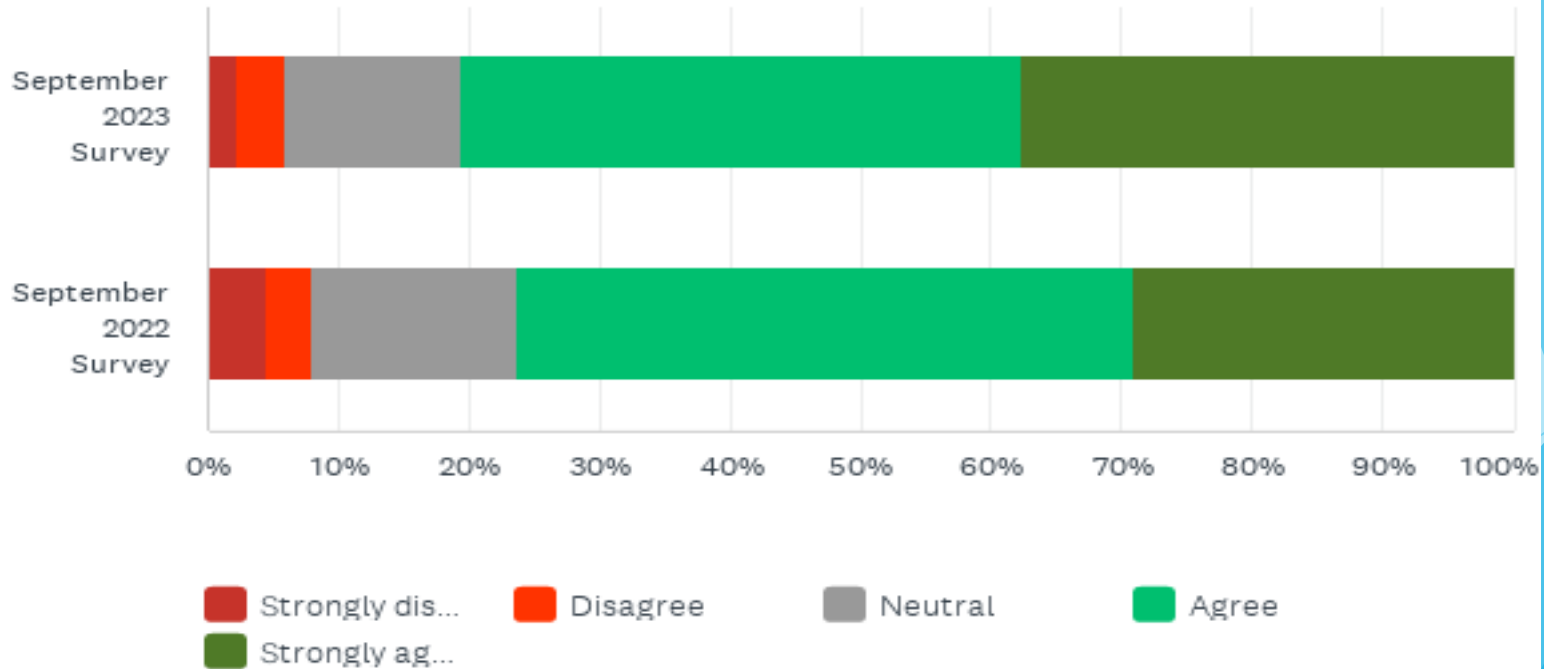


Please rate how you feel about these statements.

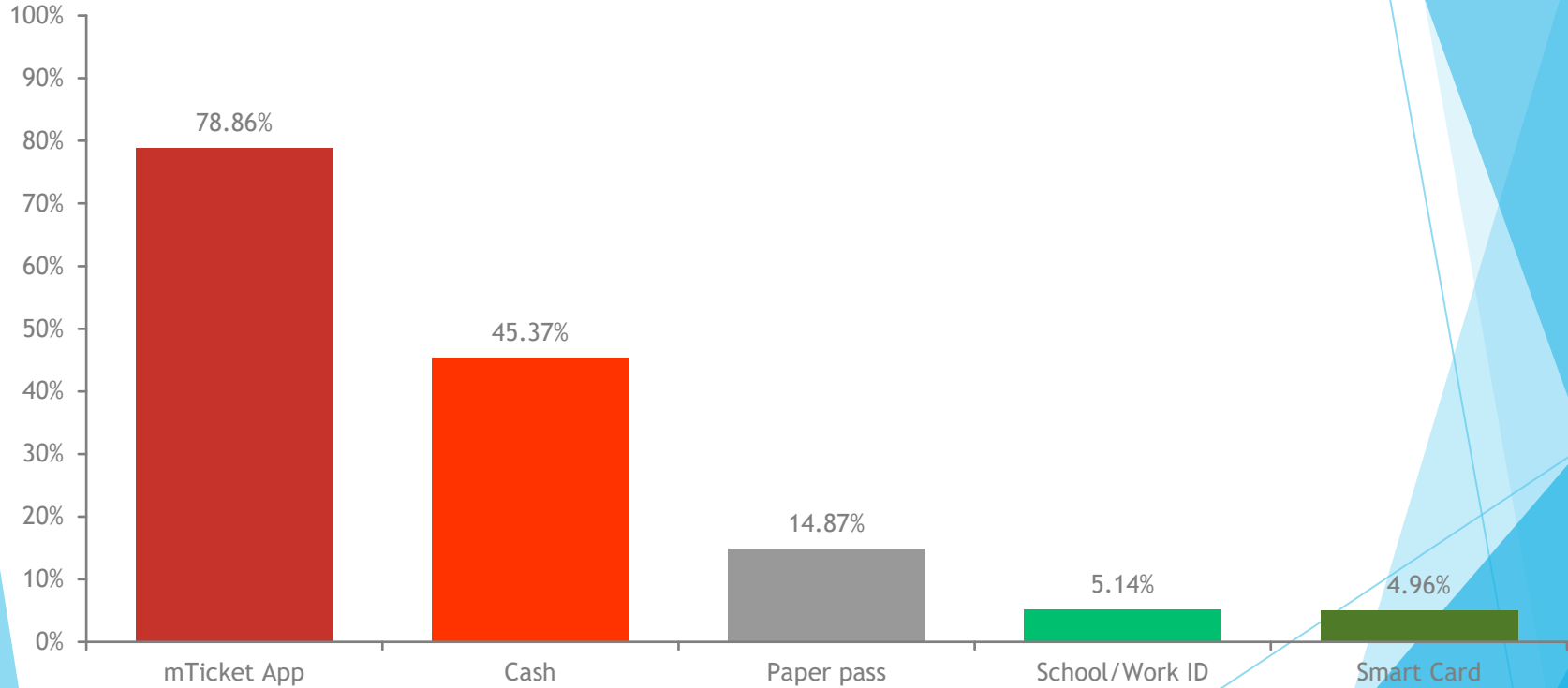
People Mover is responsive to my complaints, problems, or concerns.



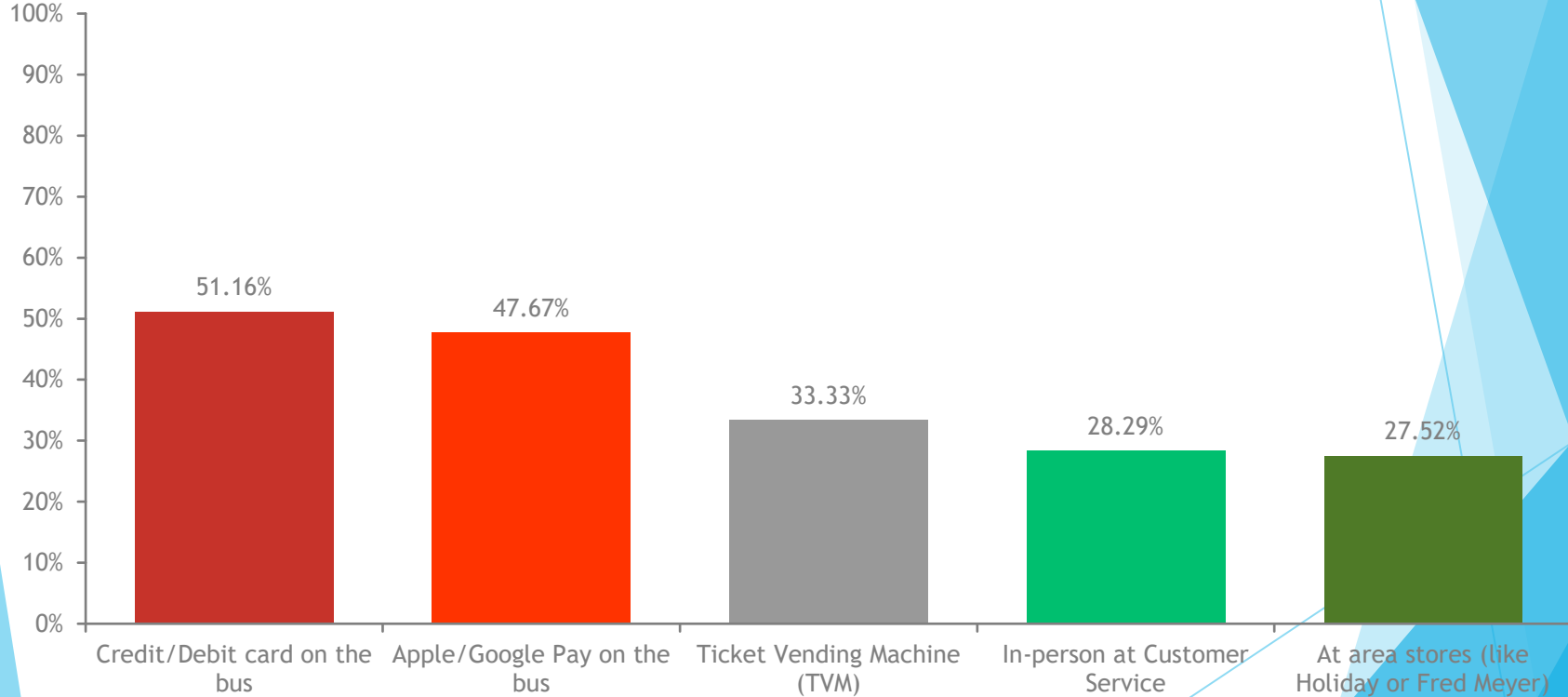
It is convenient to pay the bus fare or buy tickets/passes.



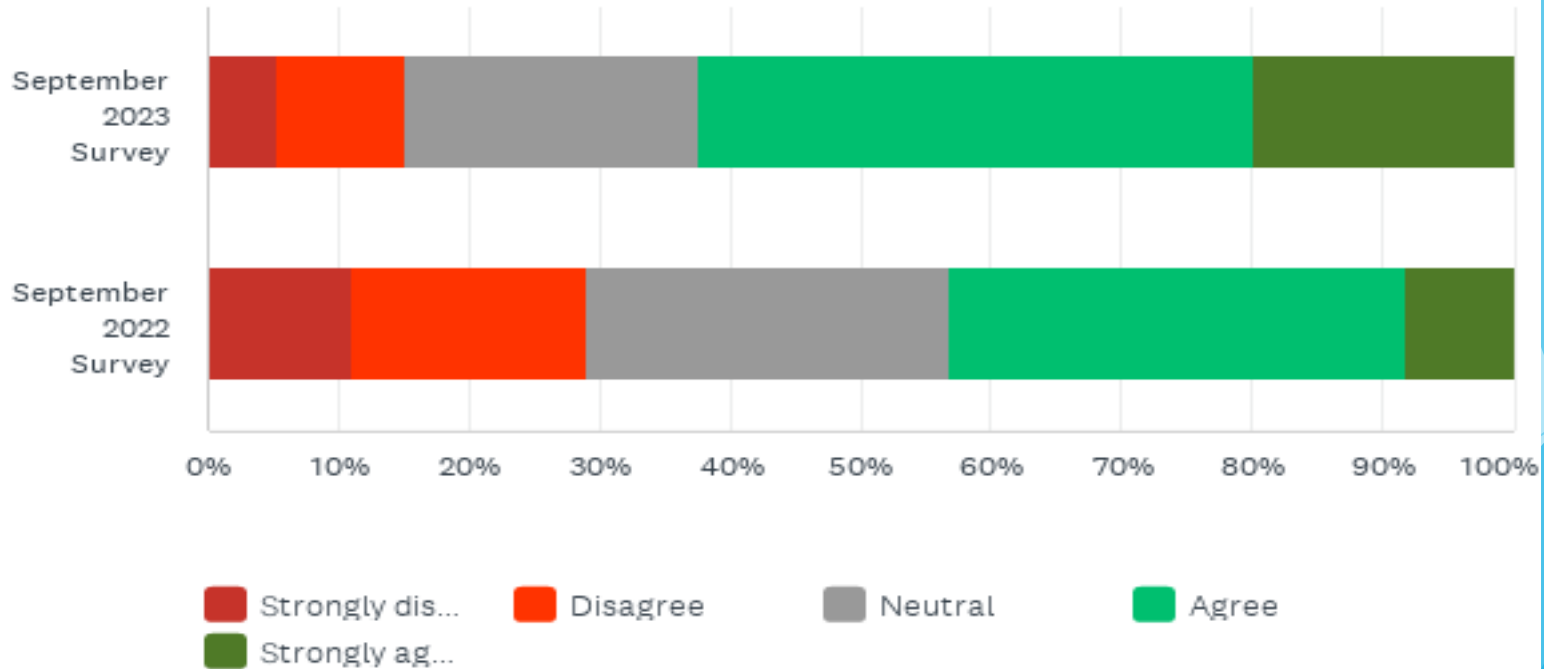
How do you pay your fare?



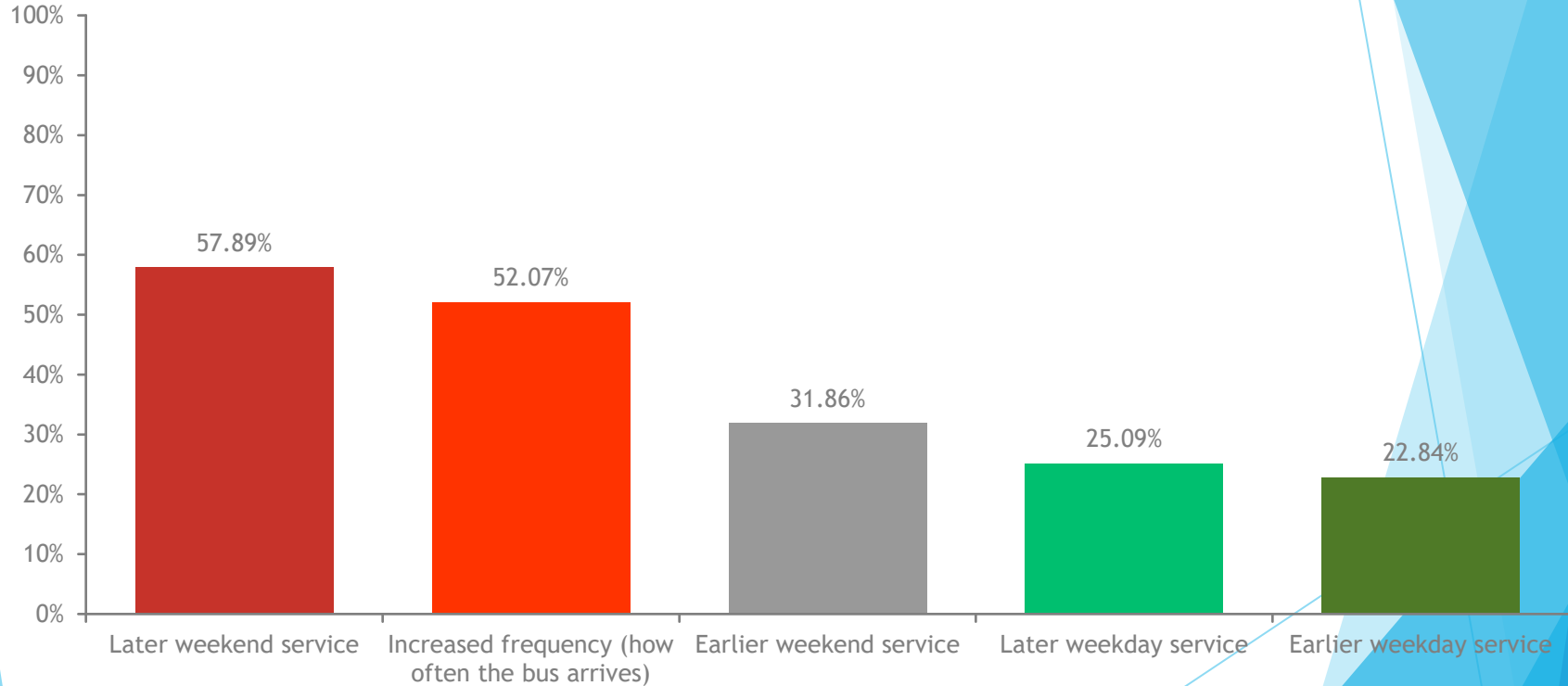
How would you prefer to pay your fare?



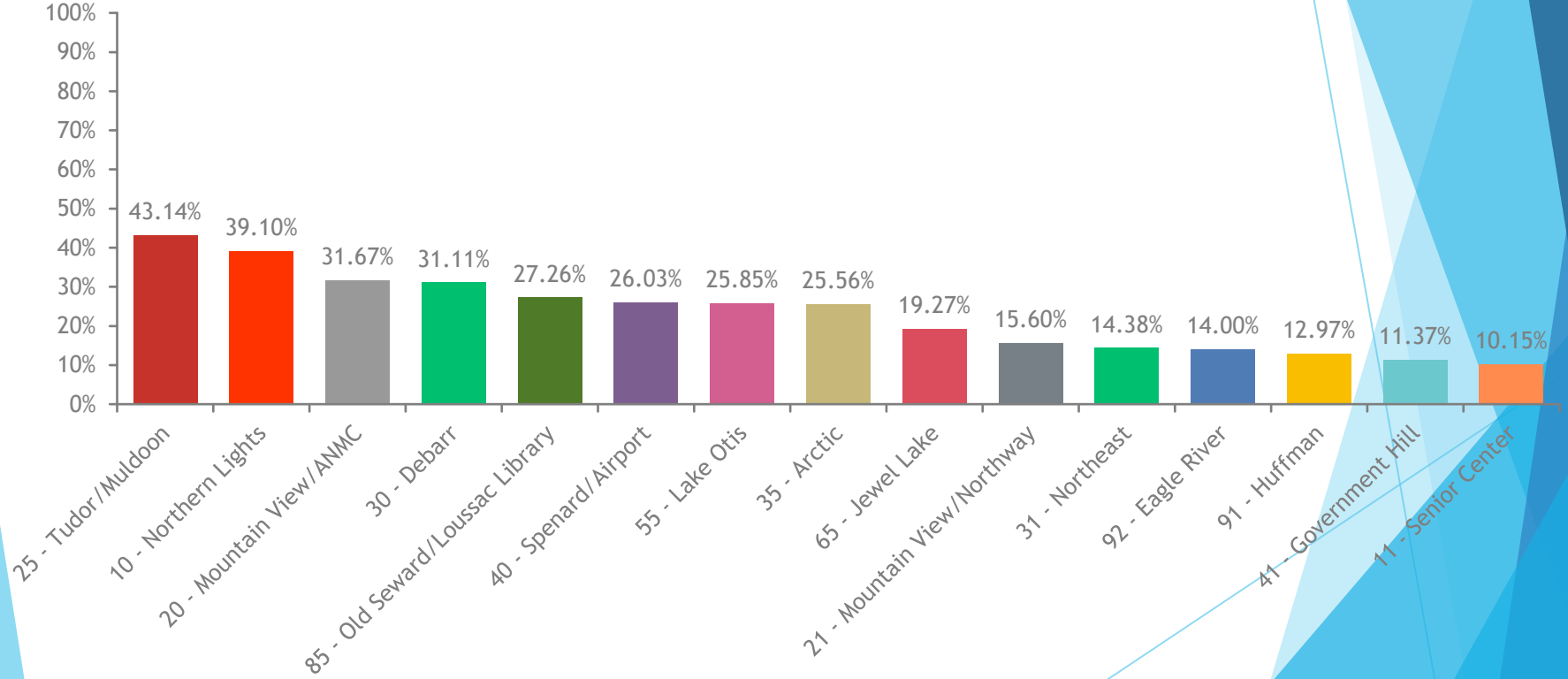
People Mover is available when I need it.



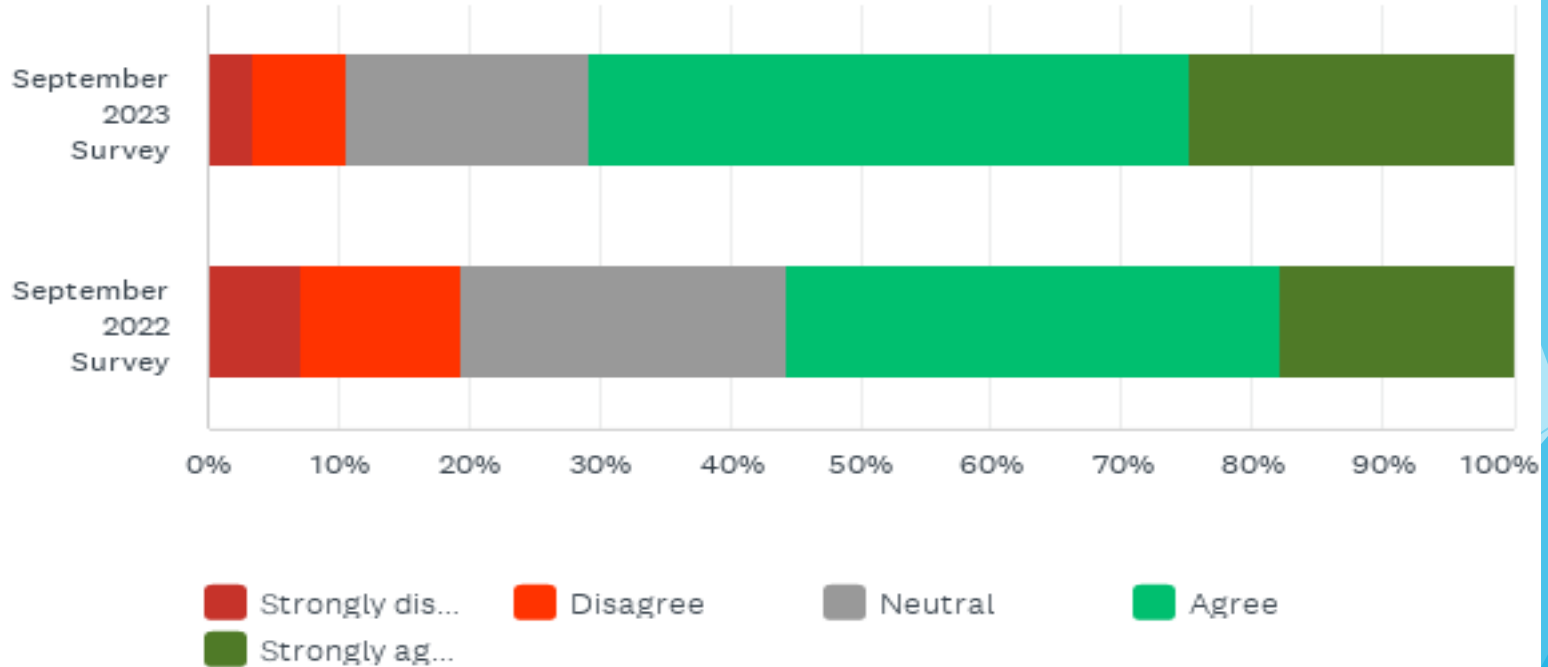
How would you improve service?



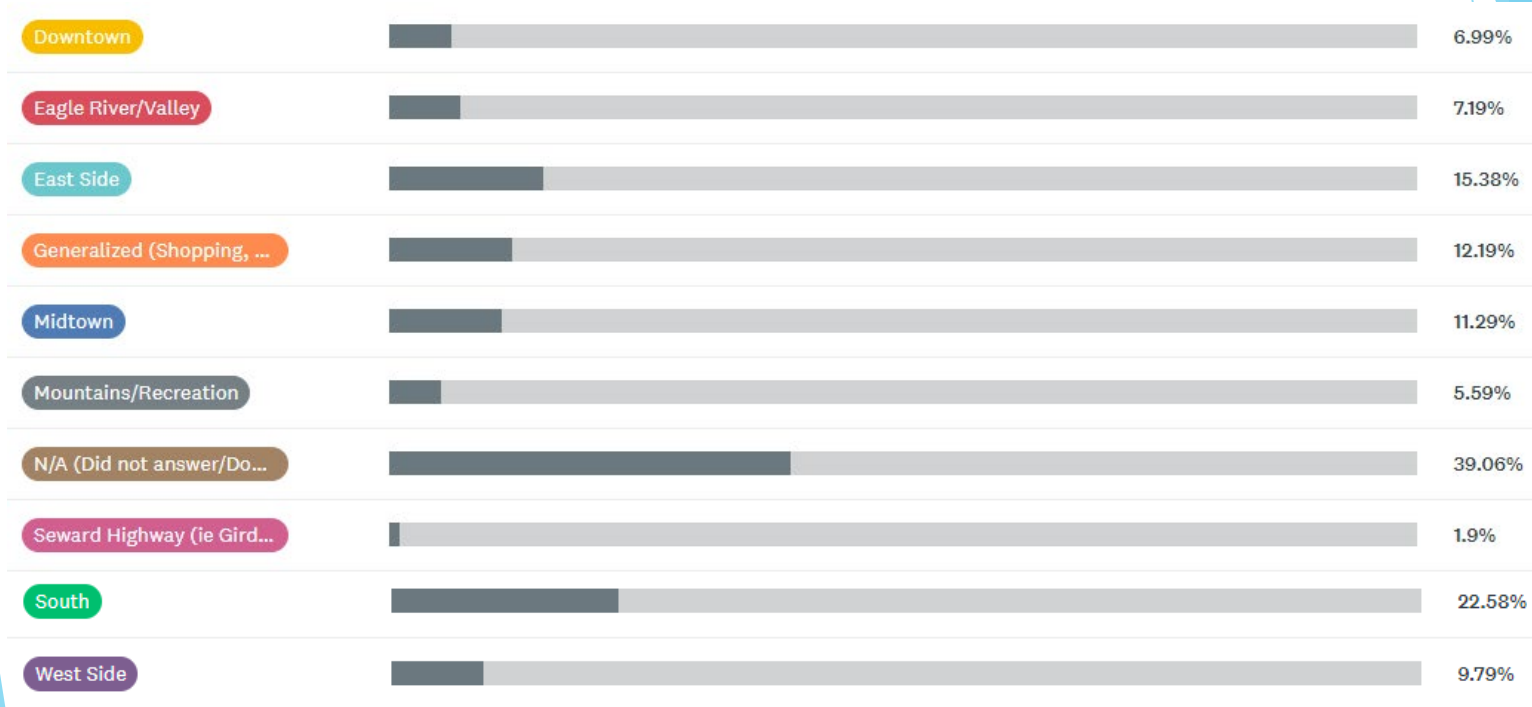
Which routes?



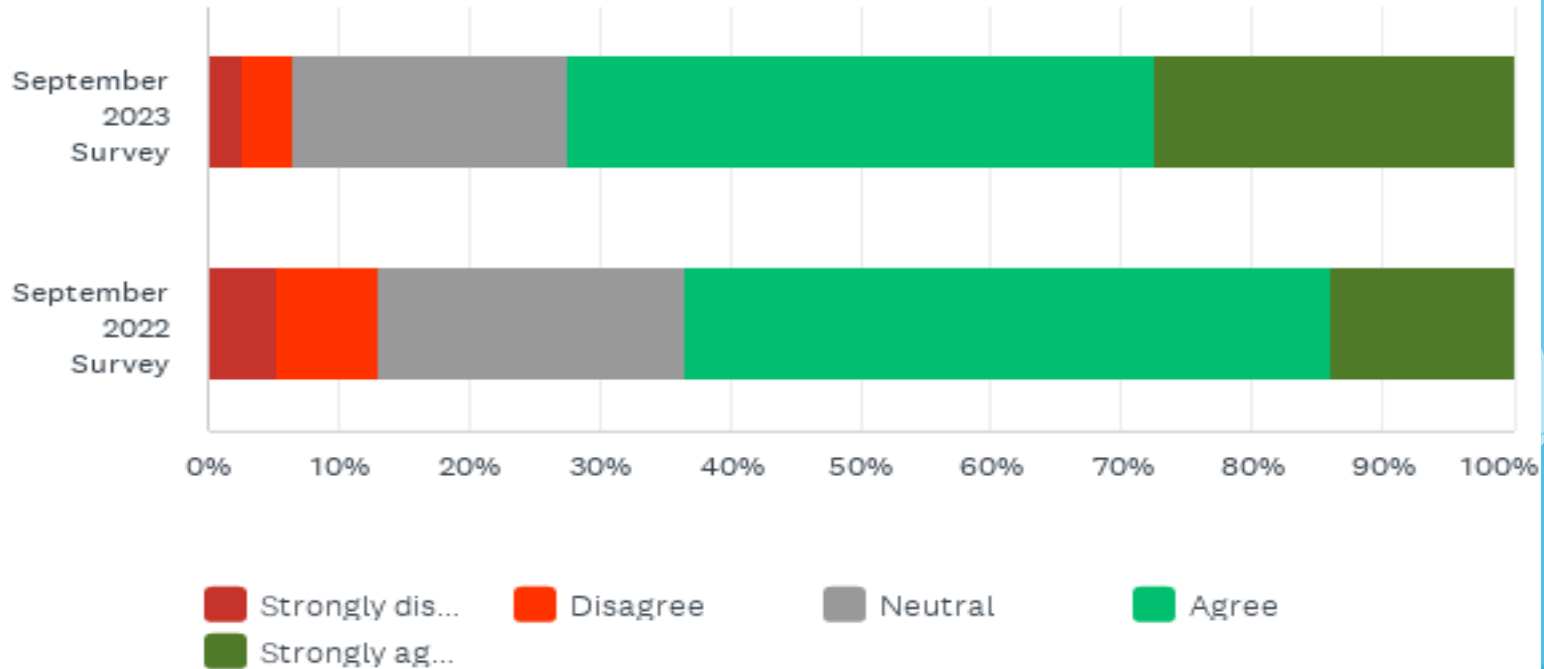
The bus goes where I need it to.



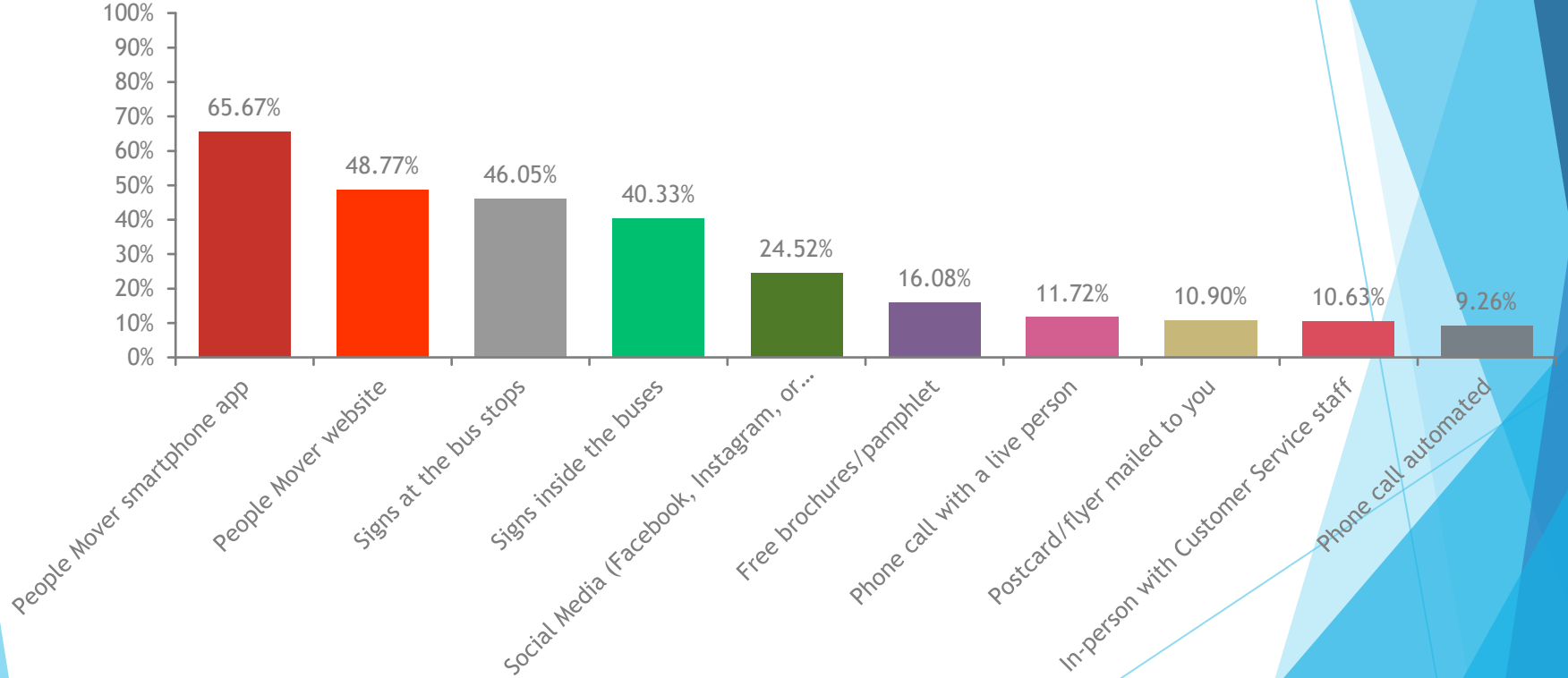
Where would you like for it to go?



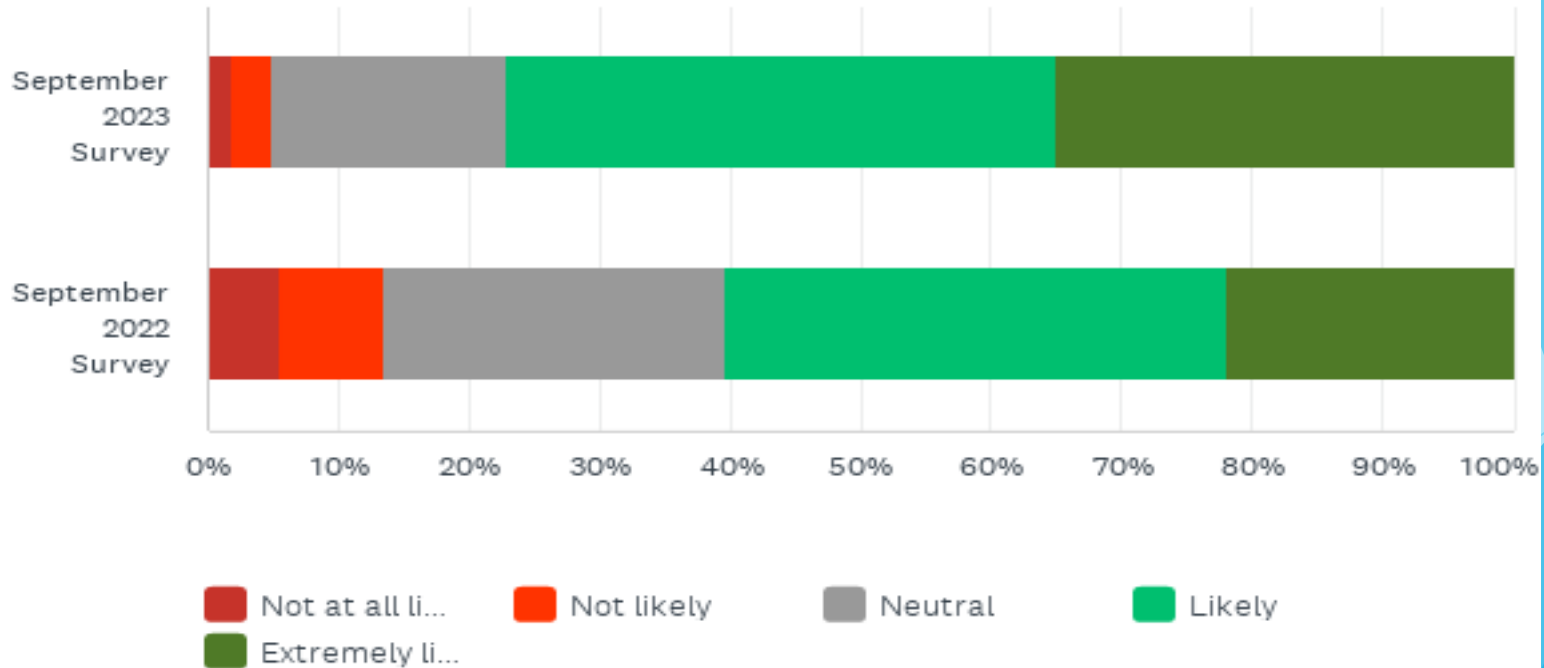
It is easy to get information about People Mover bus service.



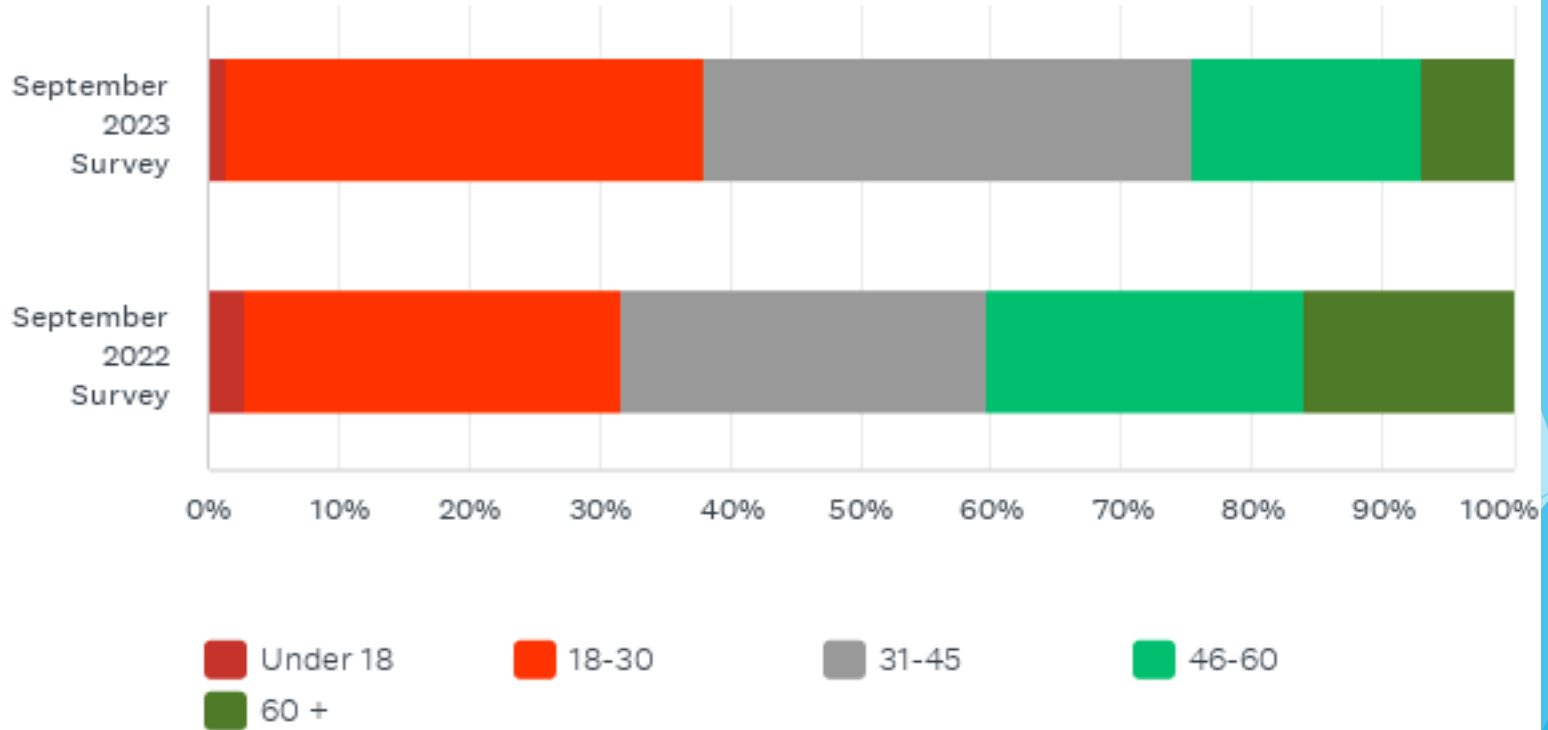
How do you prefer to get information?



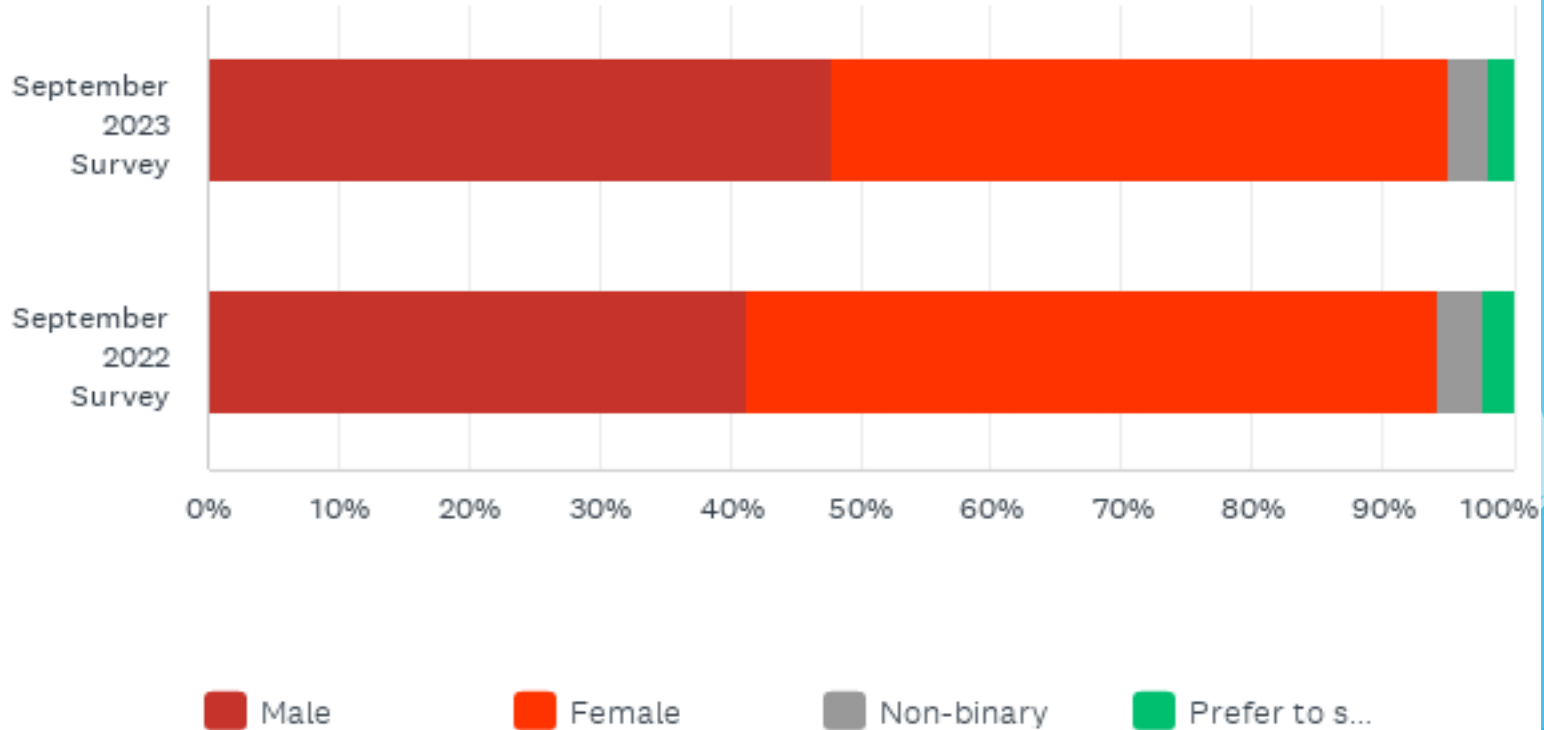
How likely are you to recommend People Mover to friends, family, or coworkers?



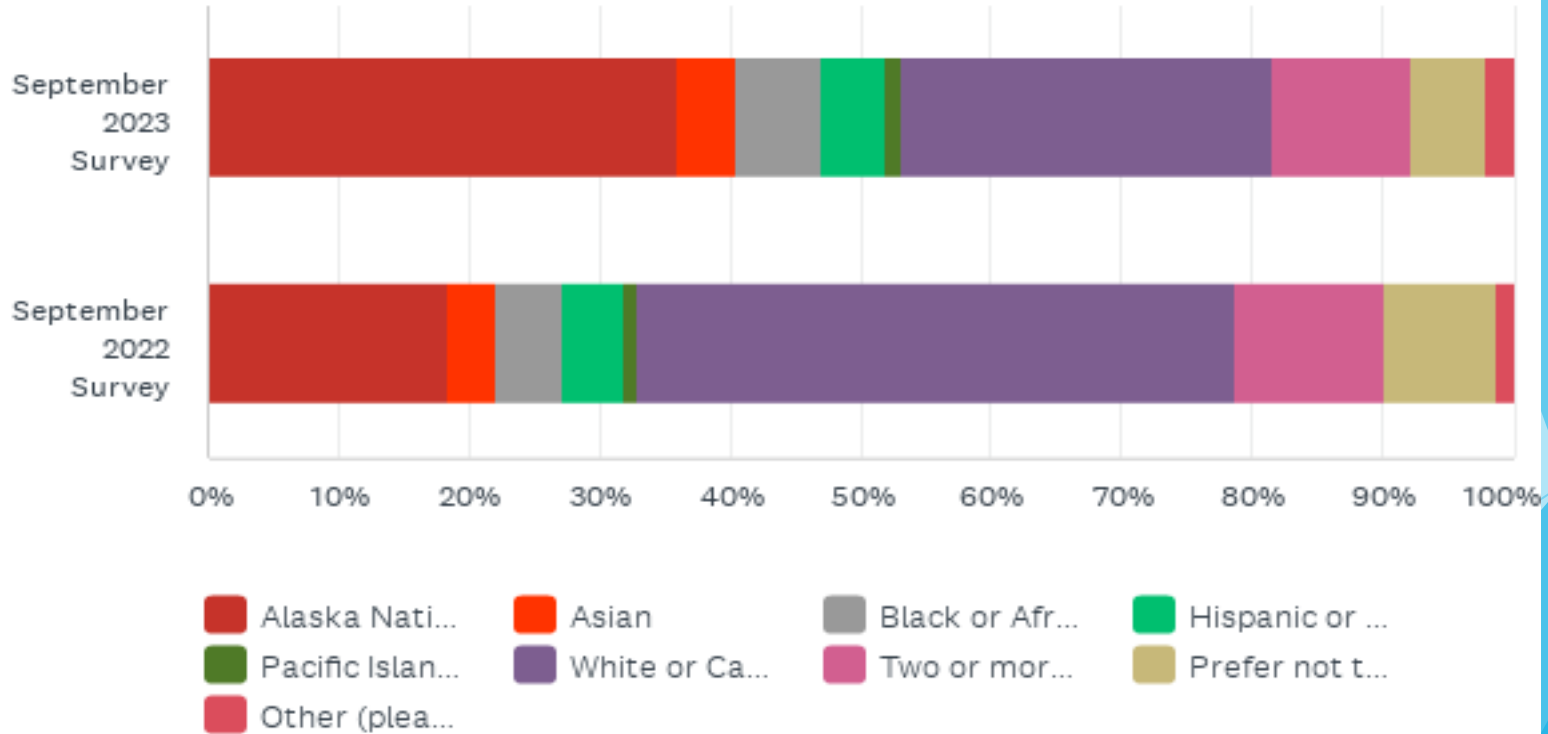
What is your current age?



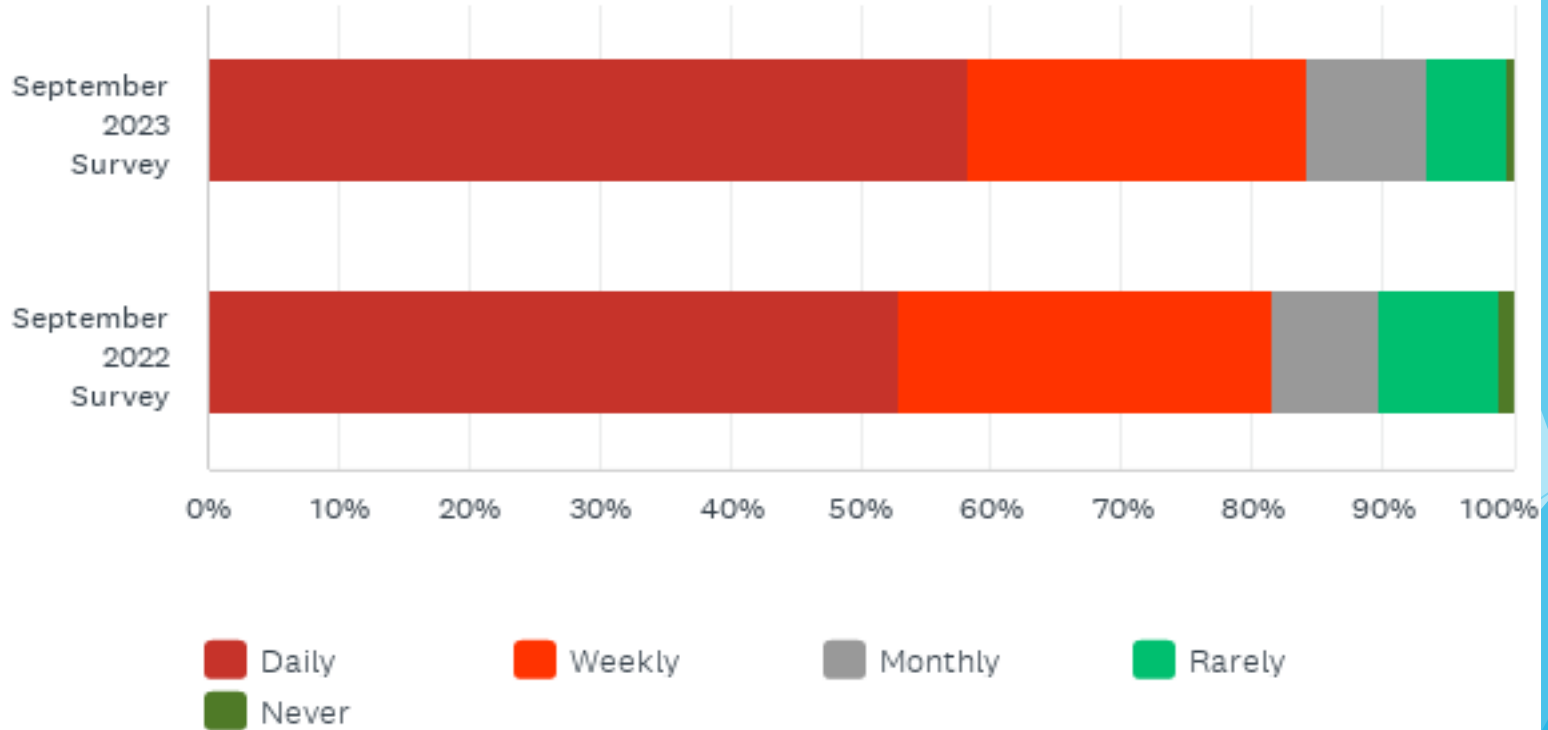
What is your gender identity?



What is your race/ethnicity?



How often do you use the bus?



Most frequent trip purpose?

