



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

**June 7, 2023**

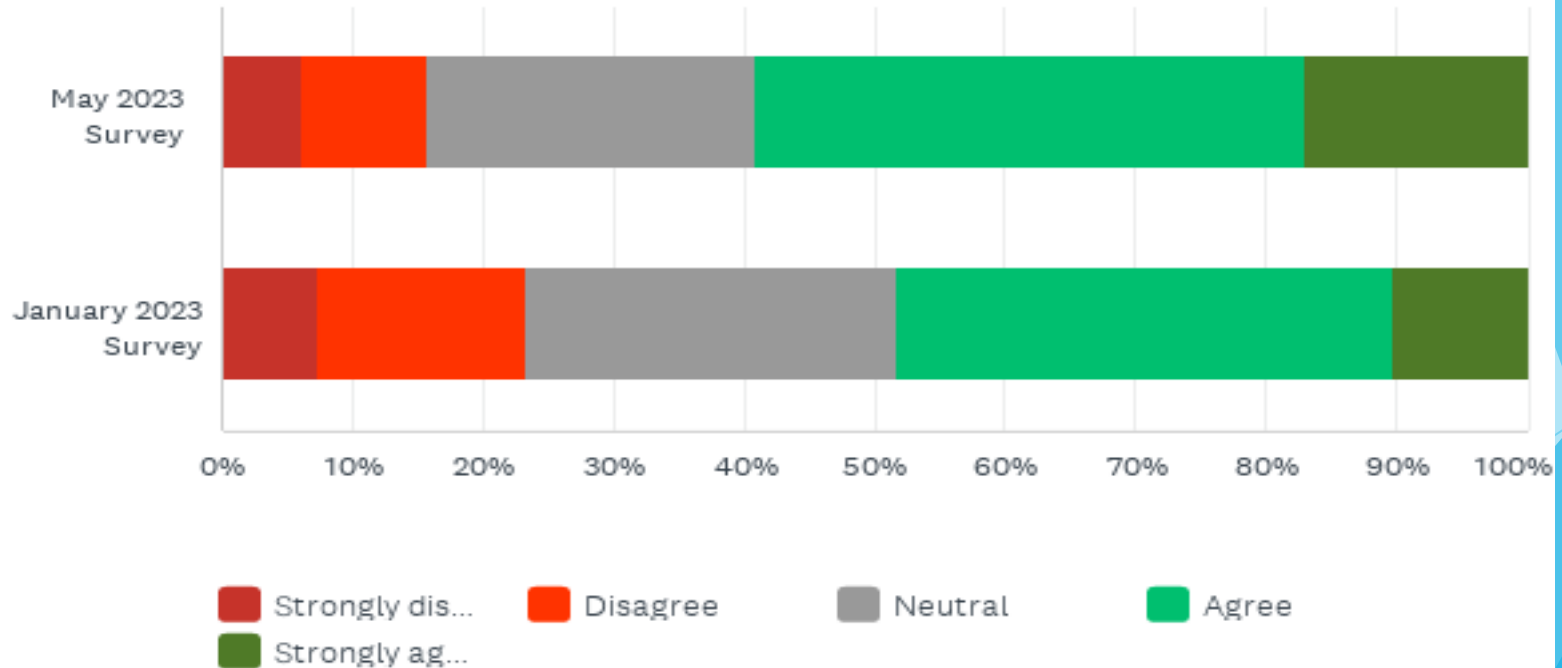
# 337

- ▶ Total Responses in May
  - 158 from mTicket app (47%)
  - 82 from Digital Signs on buses (24%)
  - 55 from the Newsletter (16%)
  - 25 from mStop app (7%)
  - 13 from Print Signage at Stops (4%)
  - 4 from Special Events (1%)
  - None from Flyers handed out, Digital S at Stops, or the People Mover Website
  
- ▶ Survey Created: Thursday, August 18, 2022
  
- ▶ Responses Since September 2022: 1297



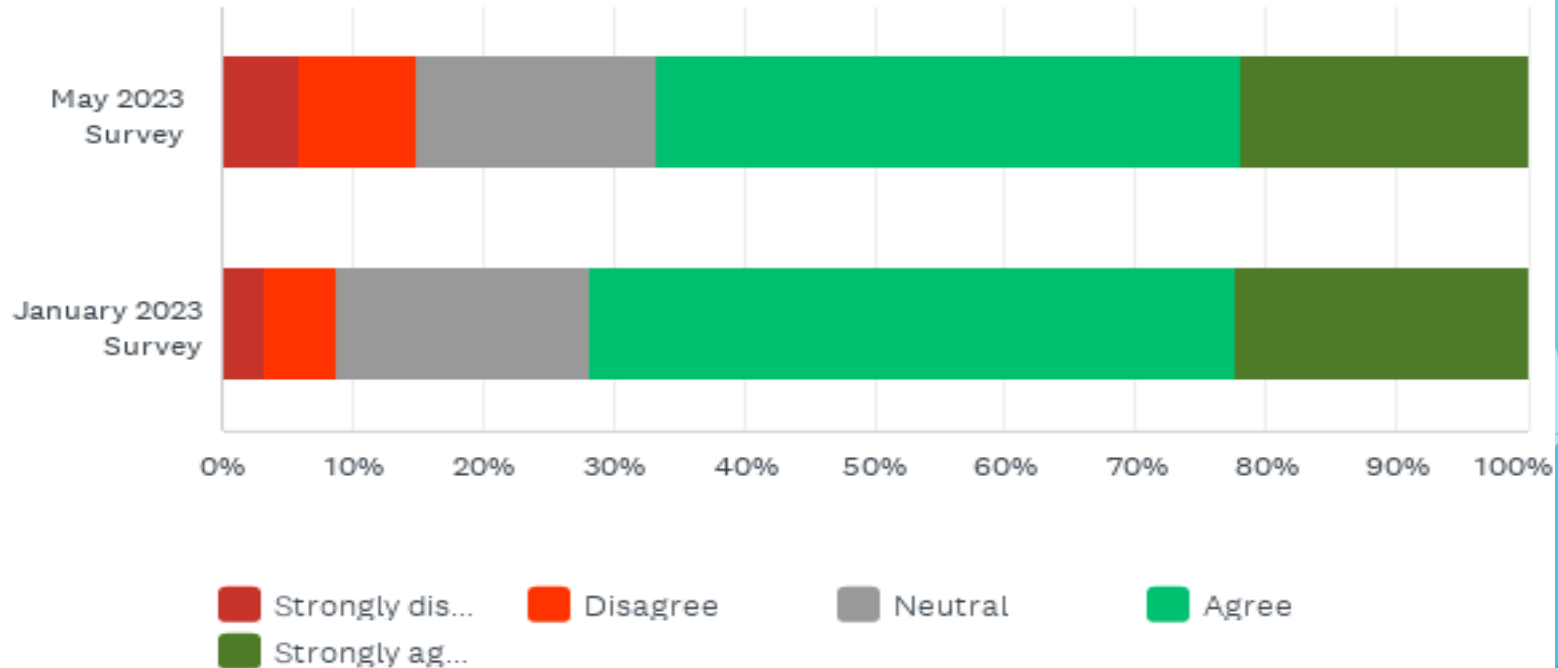
# Please rate how you feel about this statement.

I feel safe waiting for the bus.



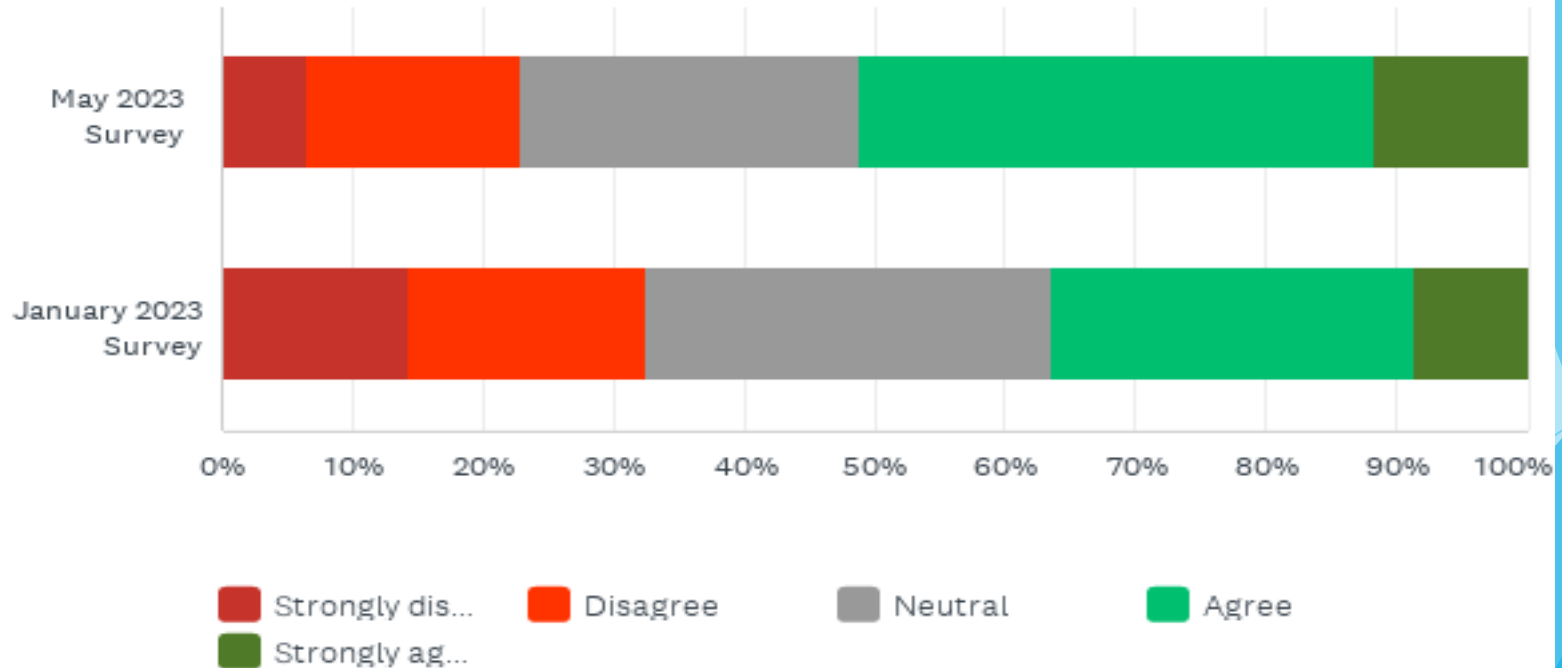
# Please rate how you feel about this statement.

I feel safe riding on the bus.



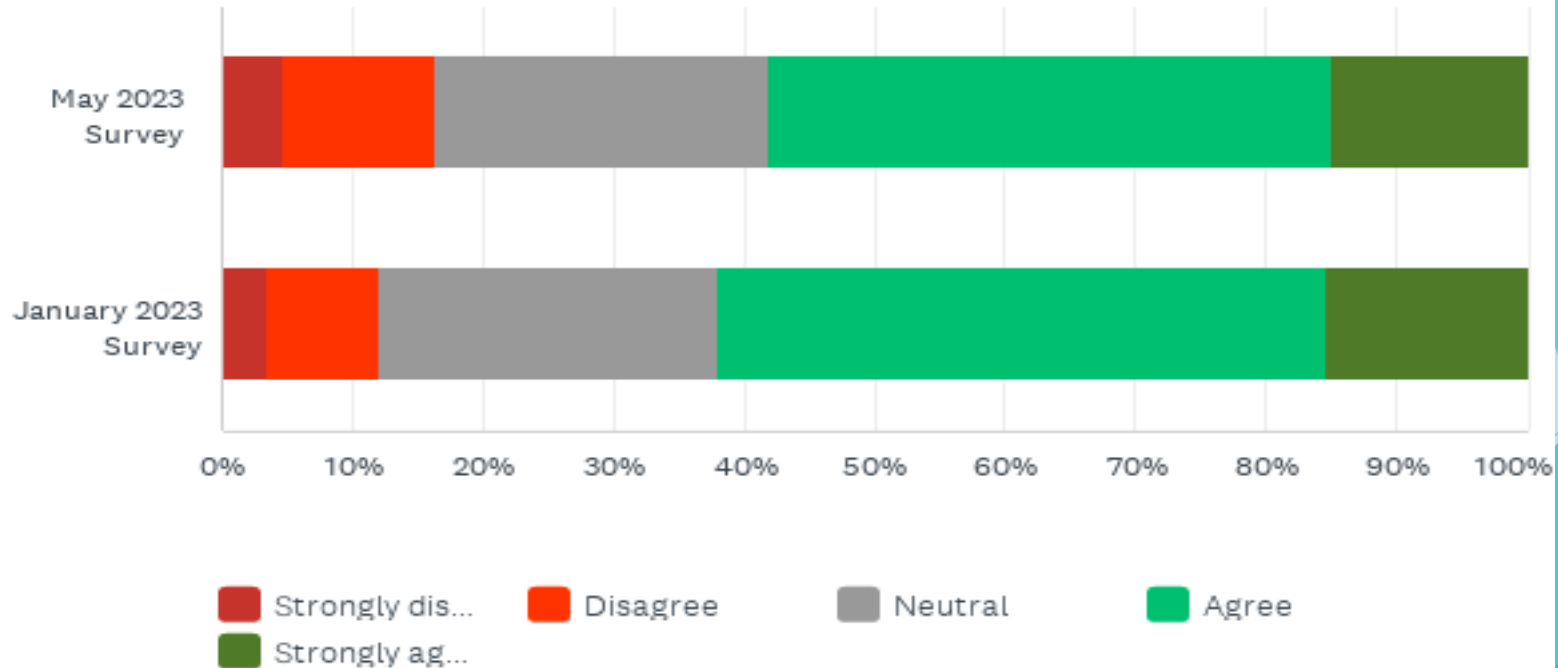
# Please rate how you feel about this statement.

The bus is on time.



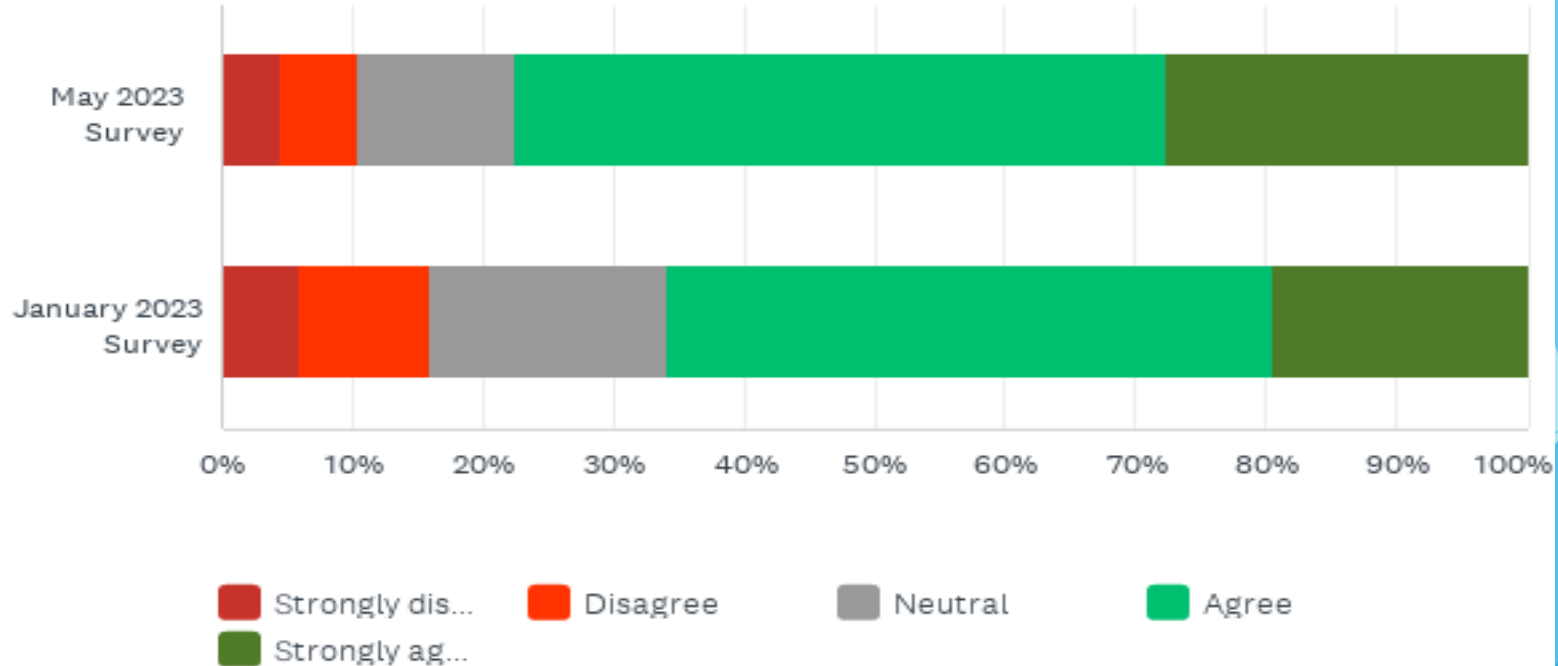
# Please rate how you feel about this statement.

The bus is clean.



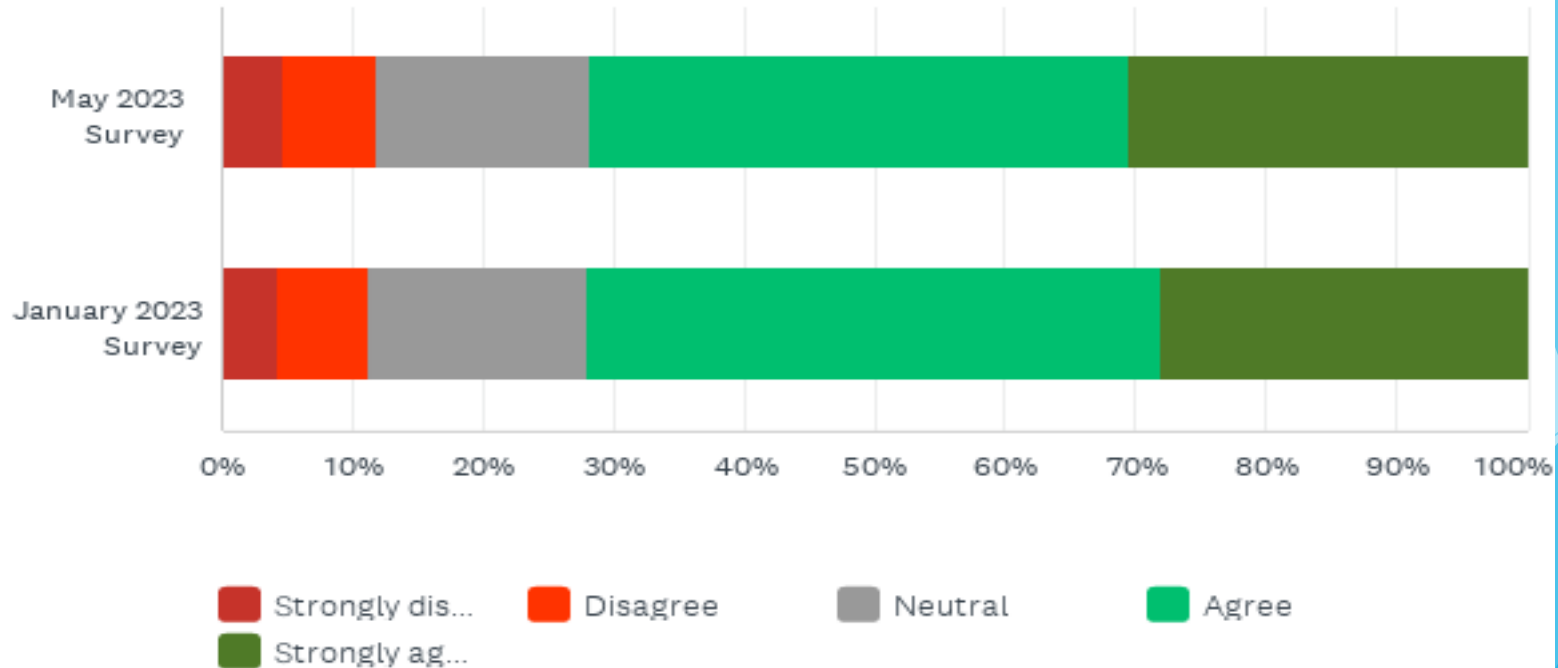
# Please rate how you feel about this statement.

It is easy to use People Mover bus service.



# Please rate how you feel about this statement.

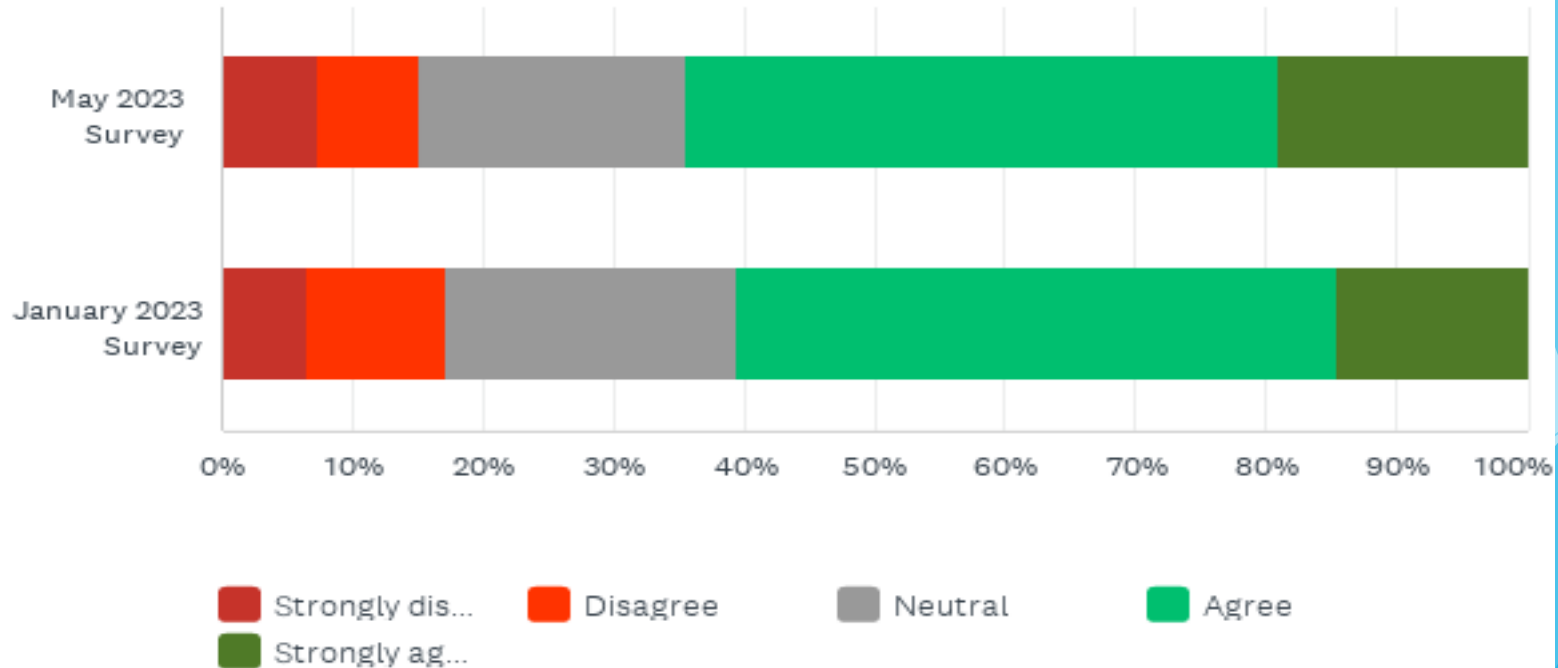
The price of the bus fare is reasonable.





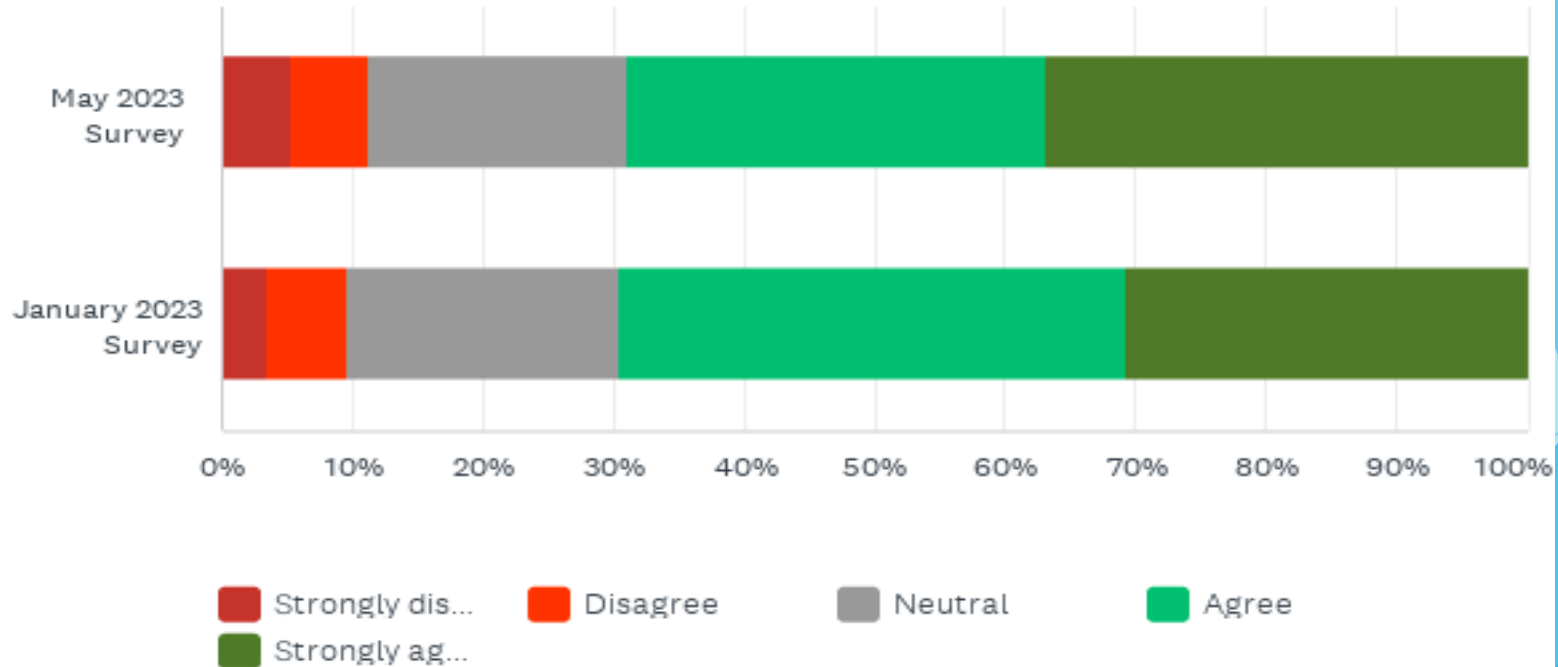
# Please rate how you feel about this statement.

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



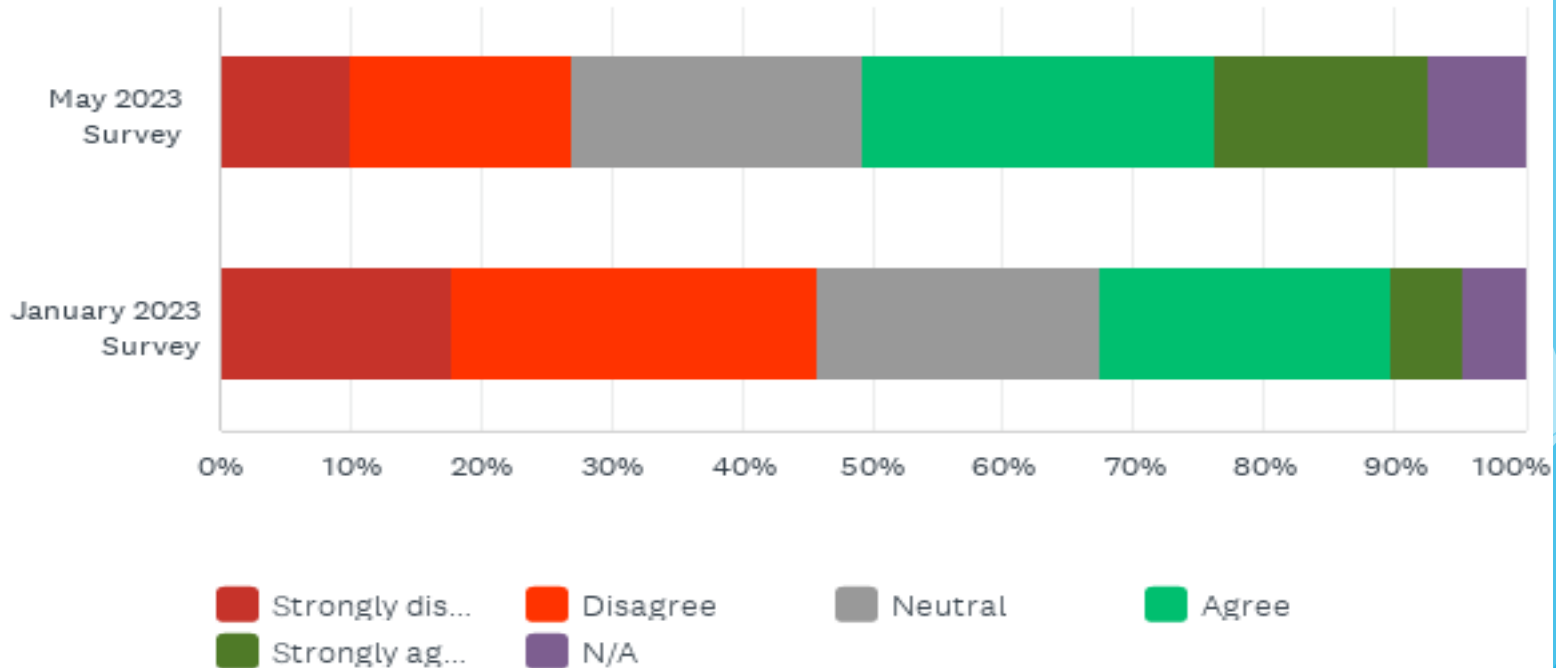
# Please rate how you feel about this statement.

The bus drivers are helpful, courteous, and professional.



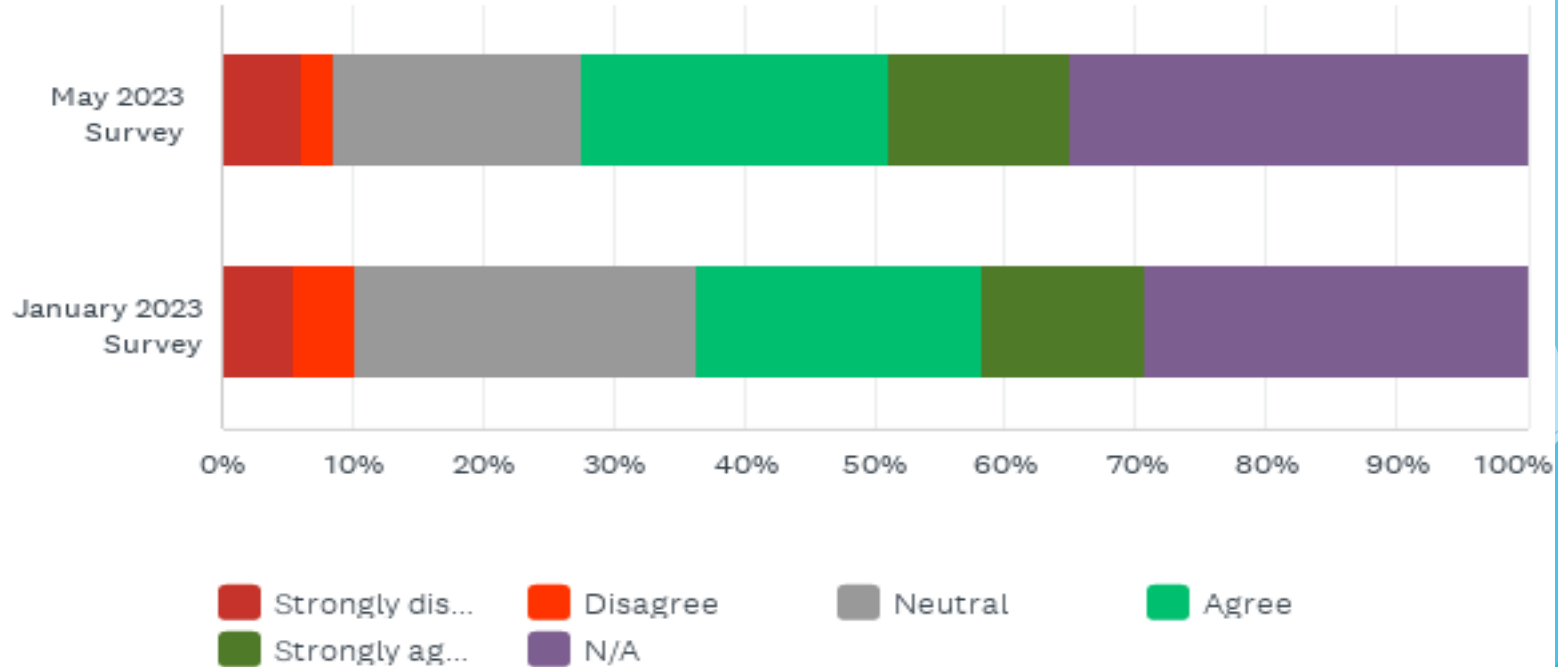
# Please rate how you feel about this statement.

I can easily get information about delays or detours.



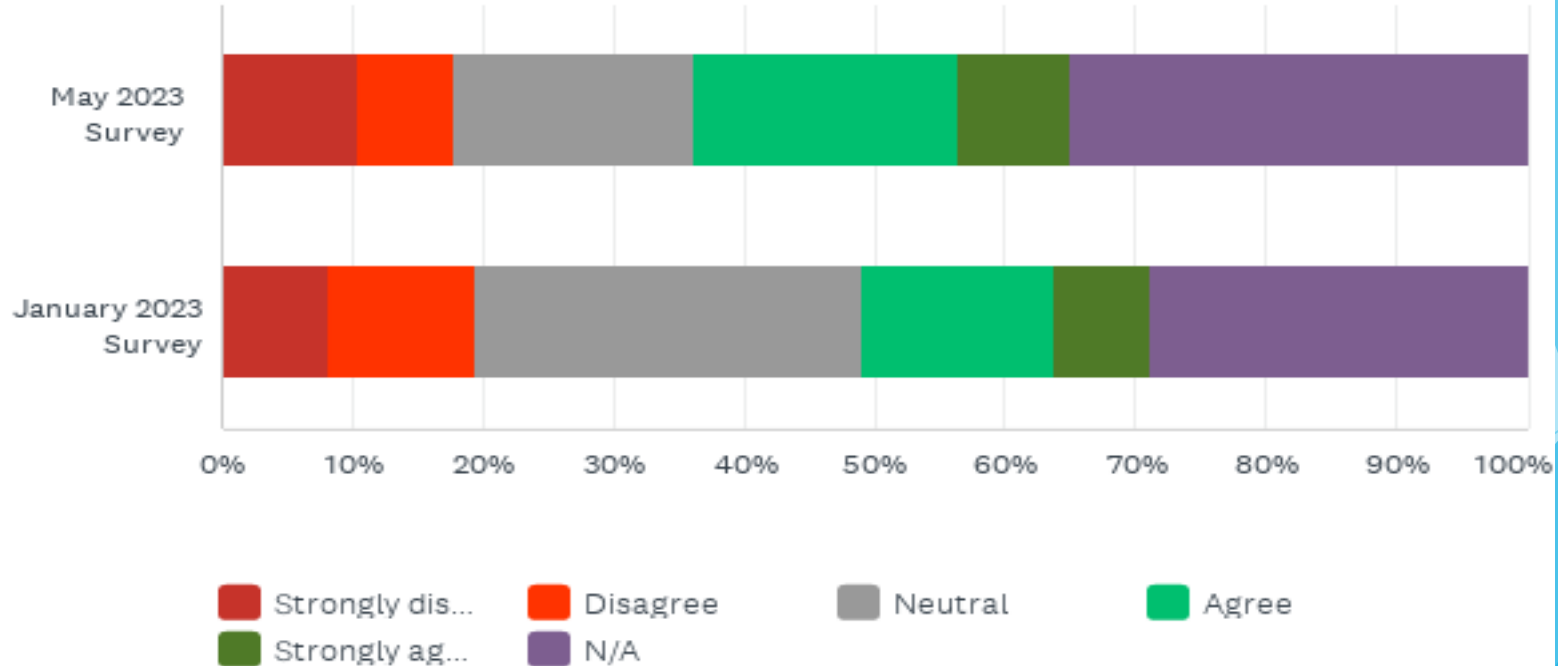
# Please rate how you feel about this statement.

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

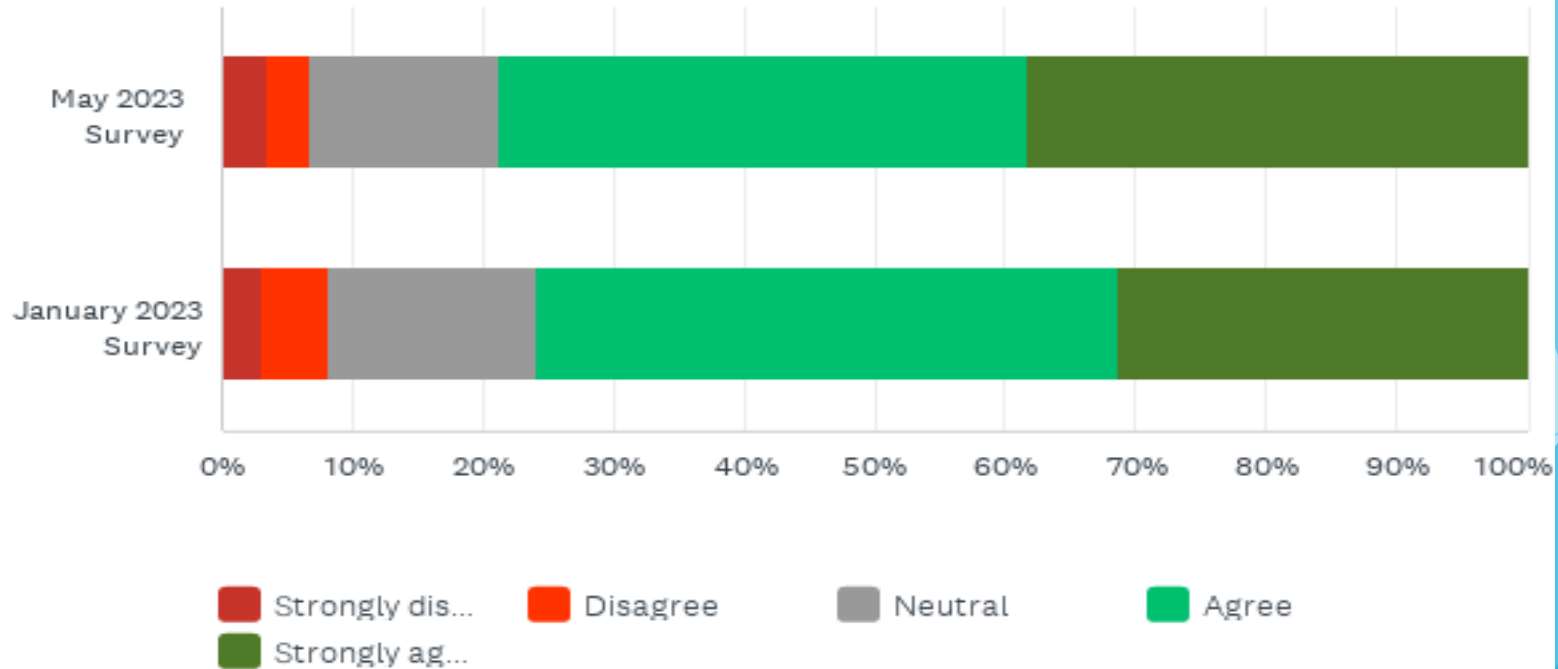


# Please rate how you feel about this statement.

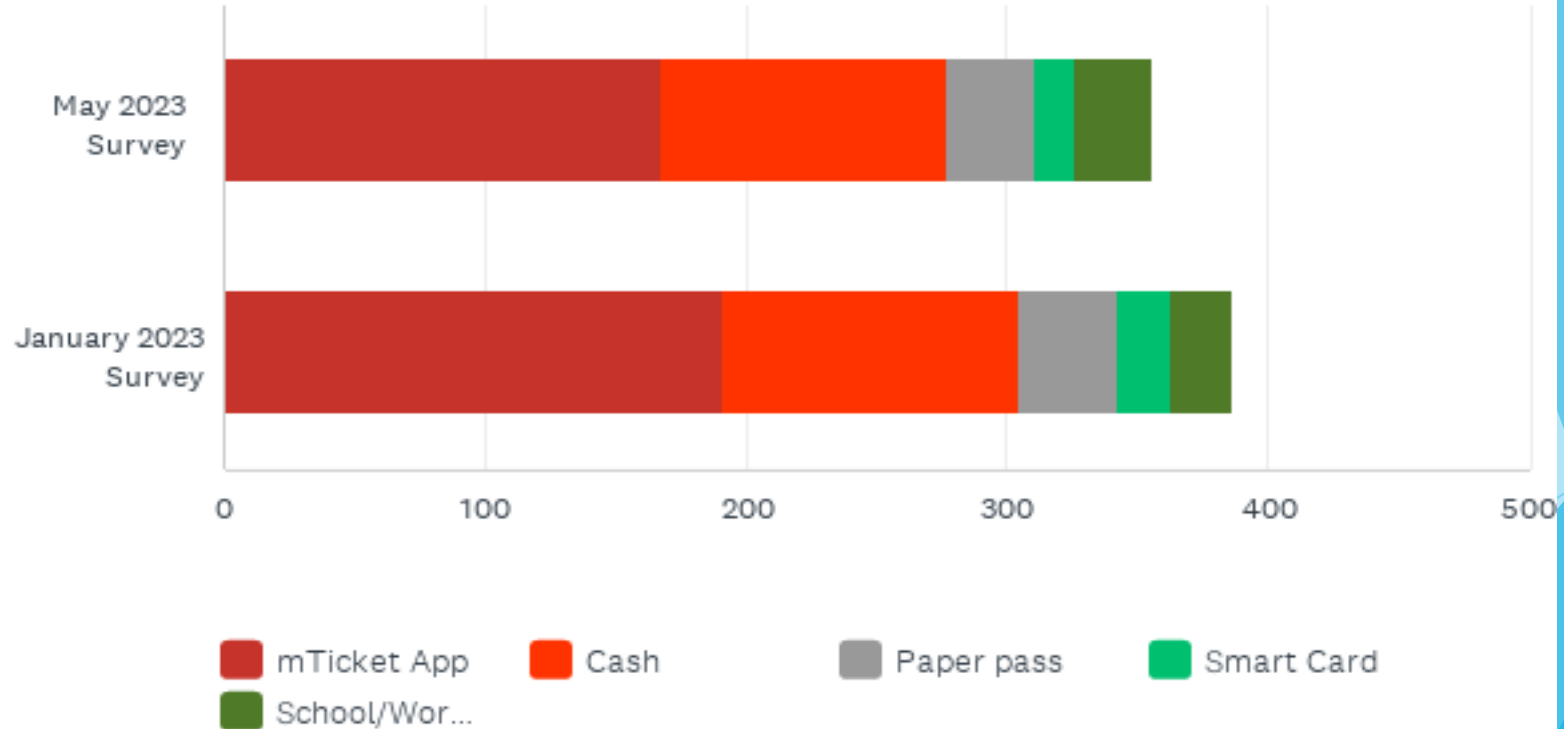
People Mover is responsive to my complaints, problems, or concerns.



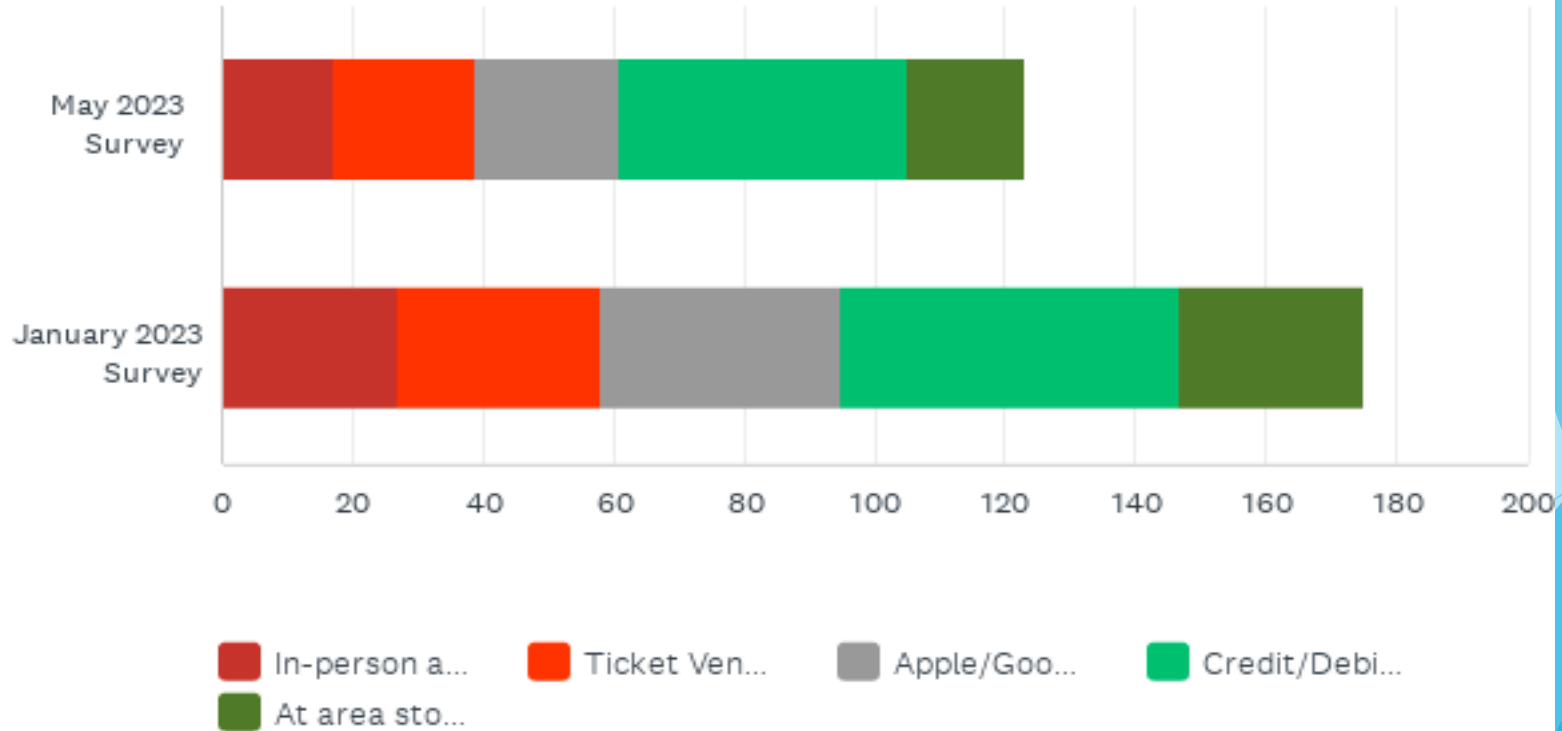
# It is convenient to pay the bus fare or buy tickets/passes.



# How do you pay your fare?

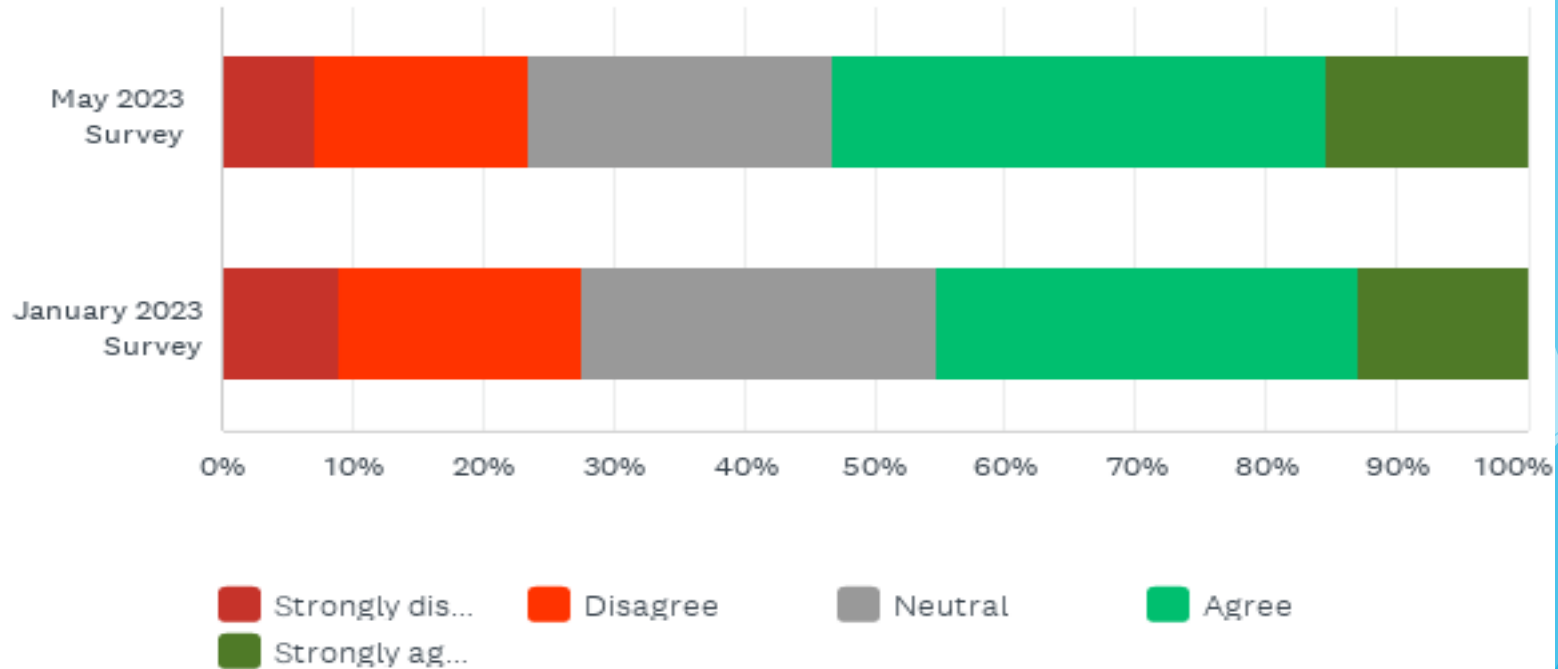


# How would you prefer to pay your fare?





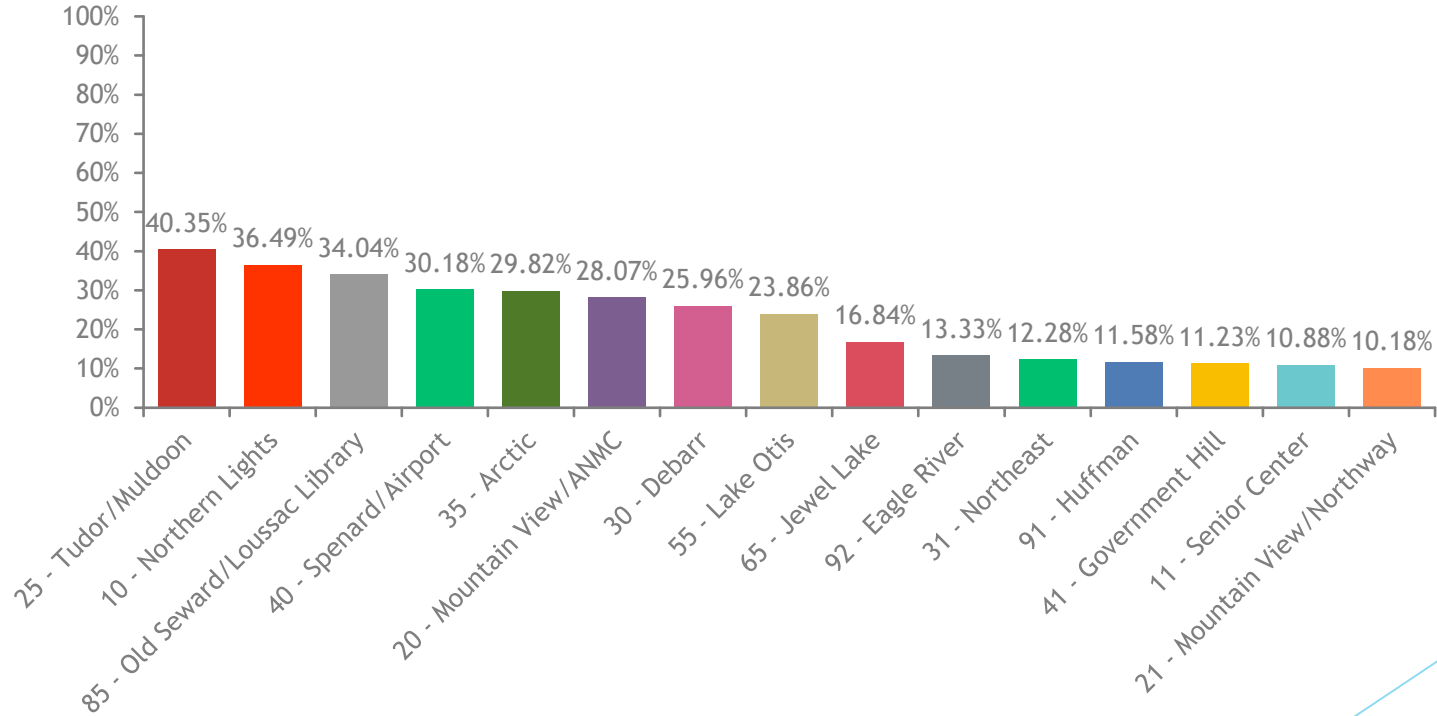
# People Mover is available when I need it.



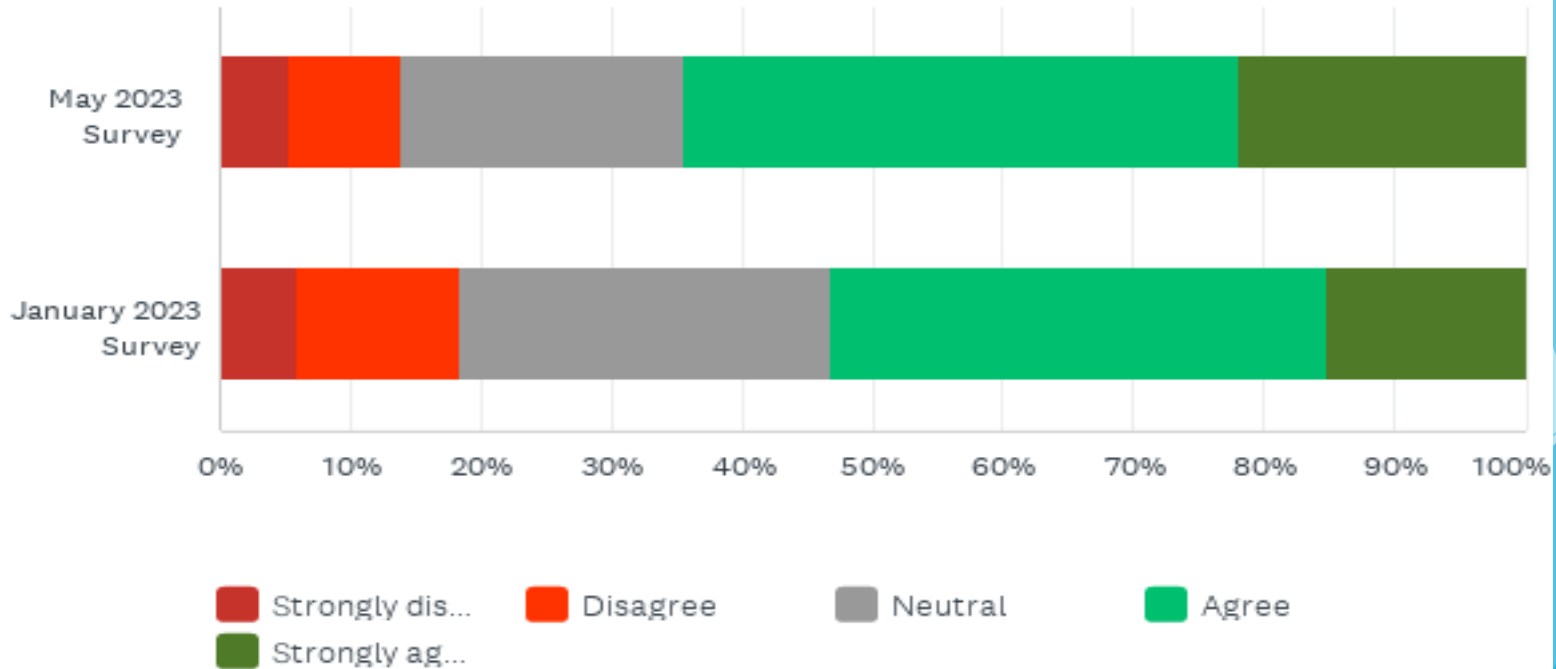
# How would you improve service?



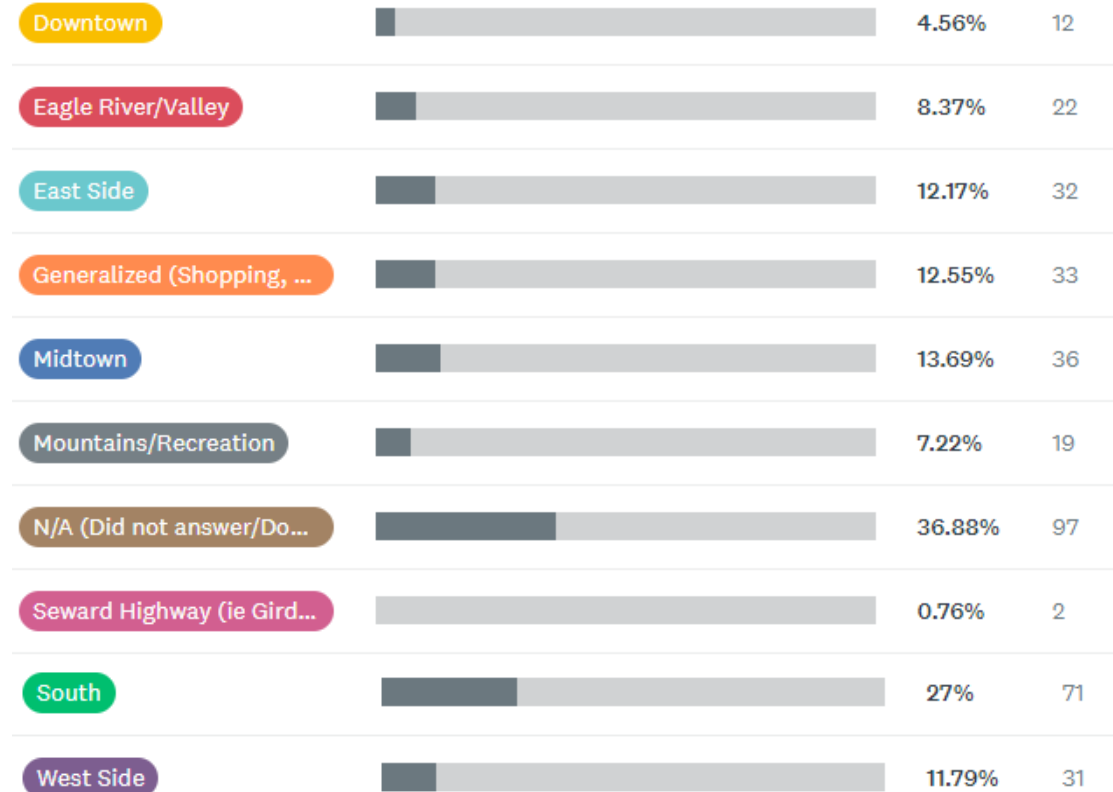
# Which routes?



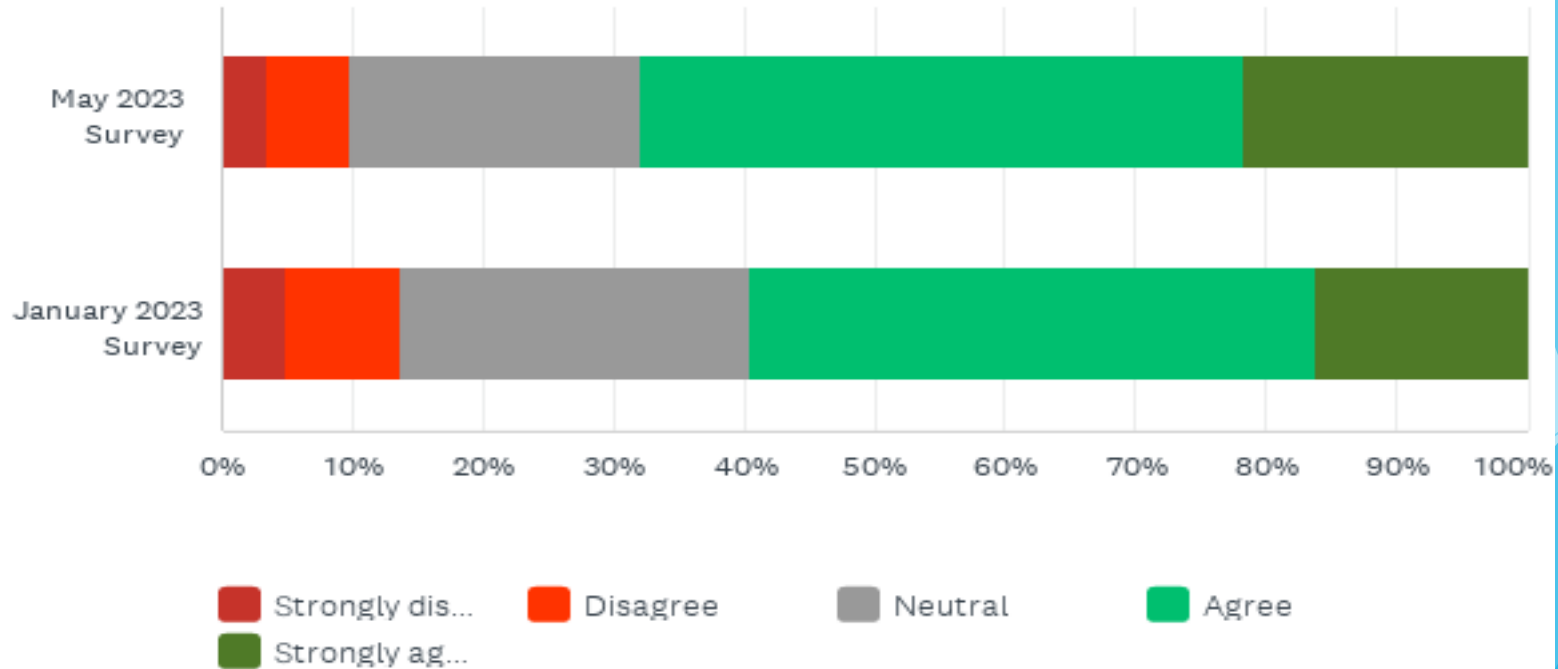
# The bus goes where I need it to.



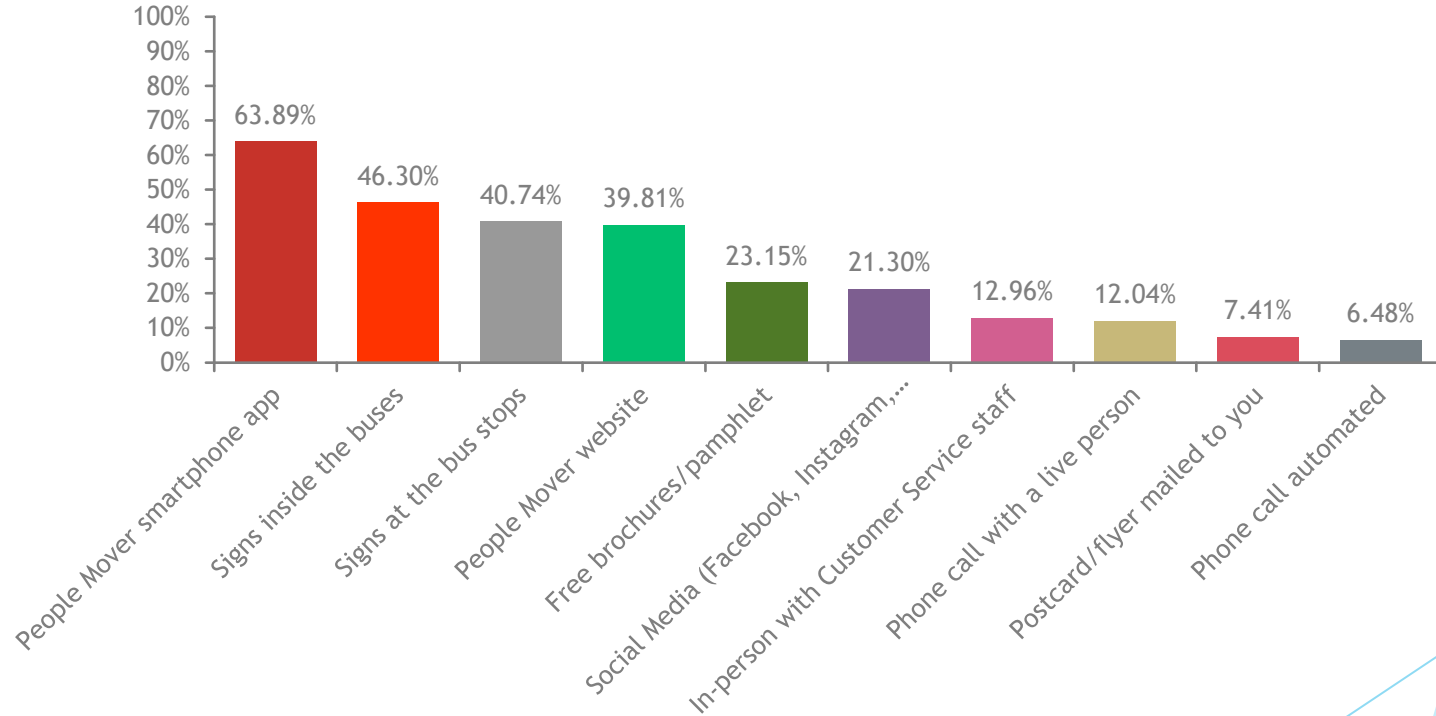
# Where would you like for it to go?



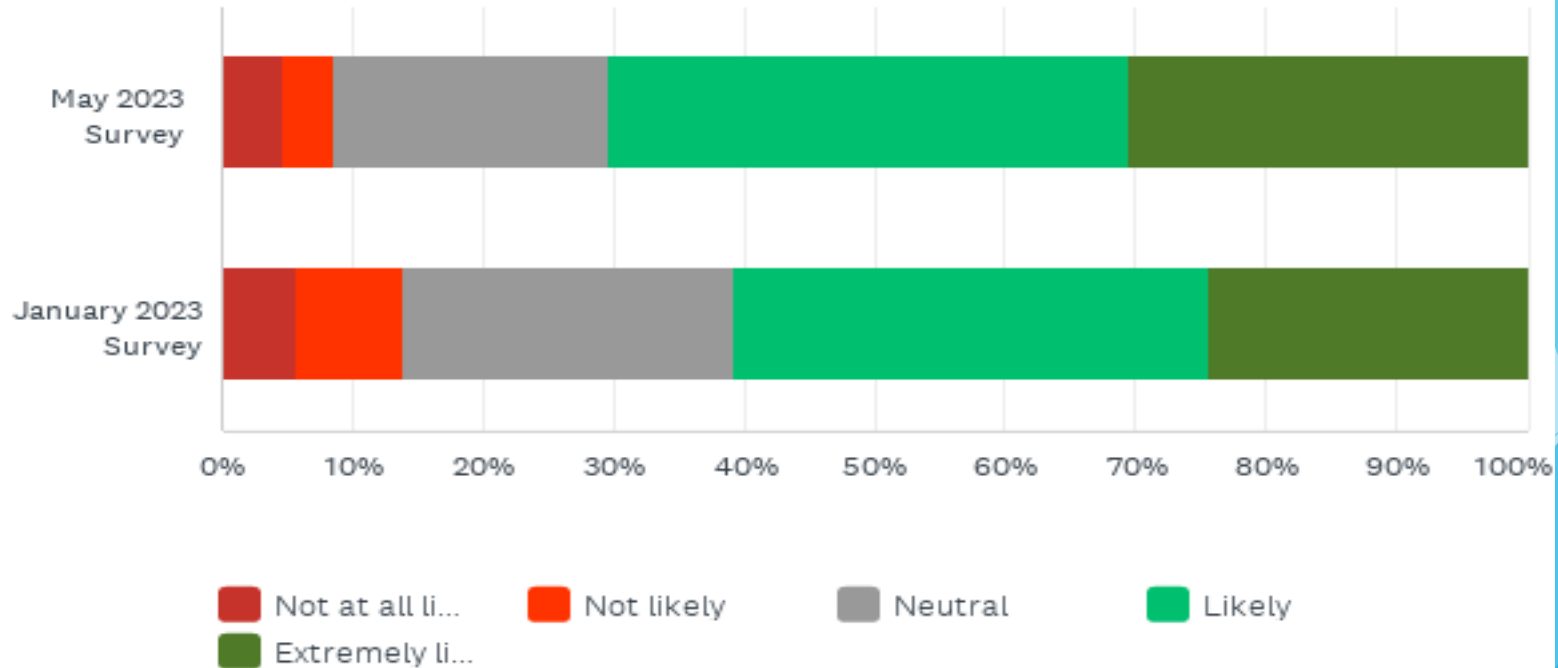
# It is easy to get information about People Mover bus service.



# How do you prefer to get information?

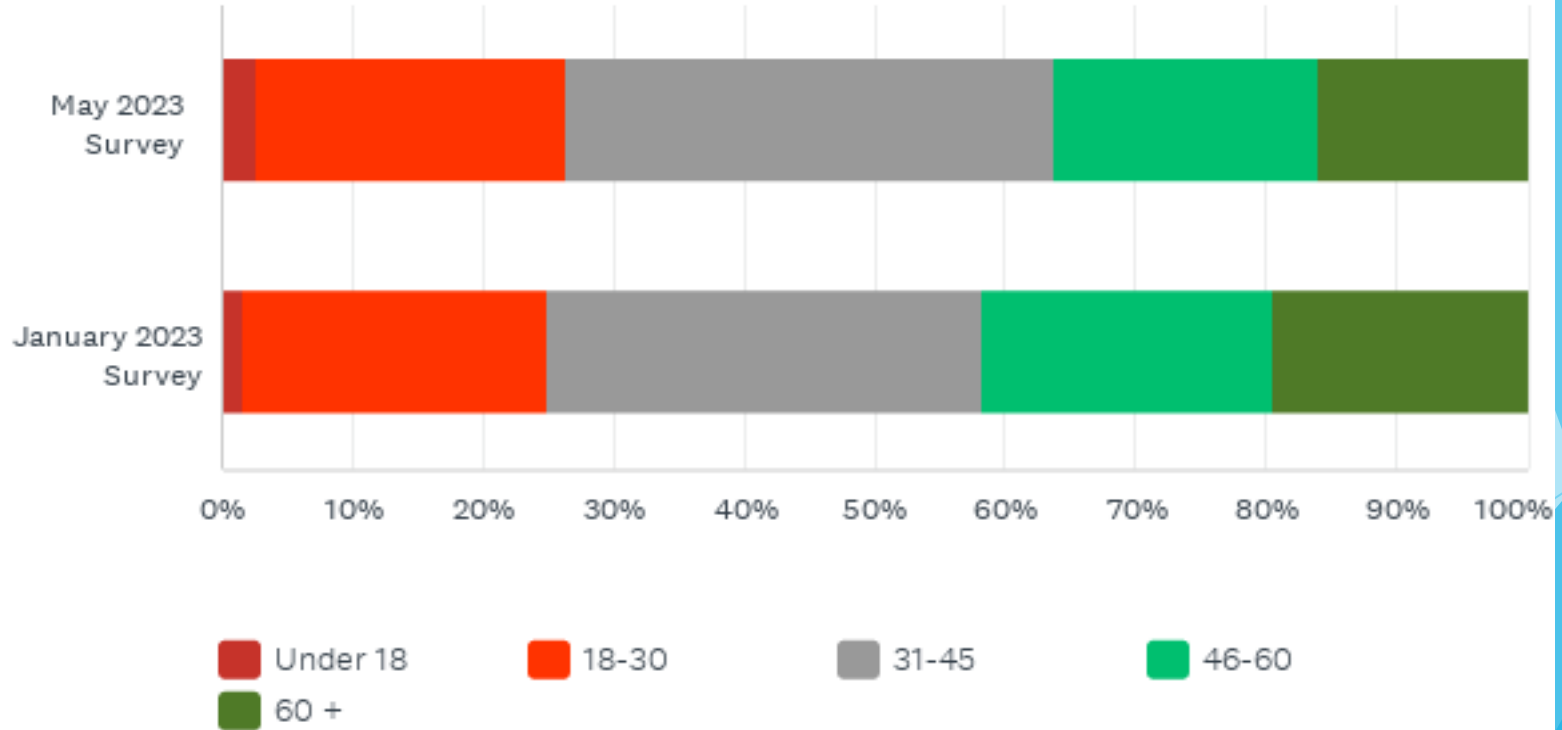


# How likely are you to recommend People Mover to friends, family, or coworkers?

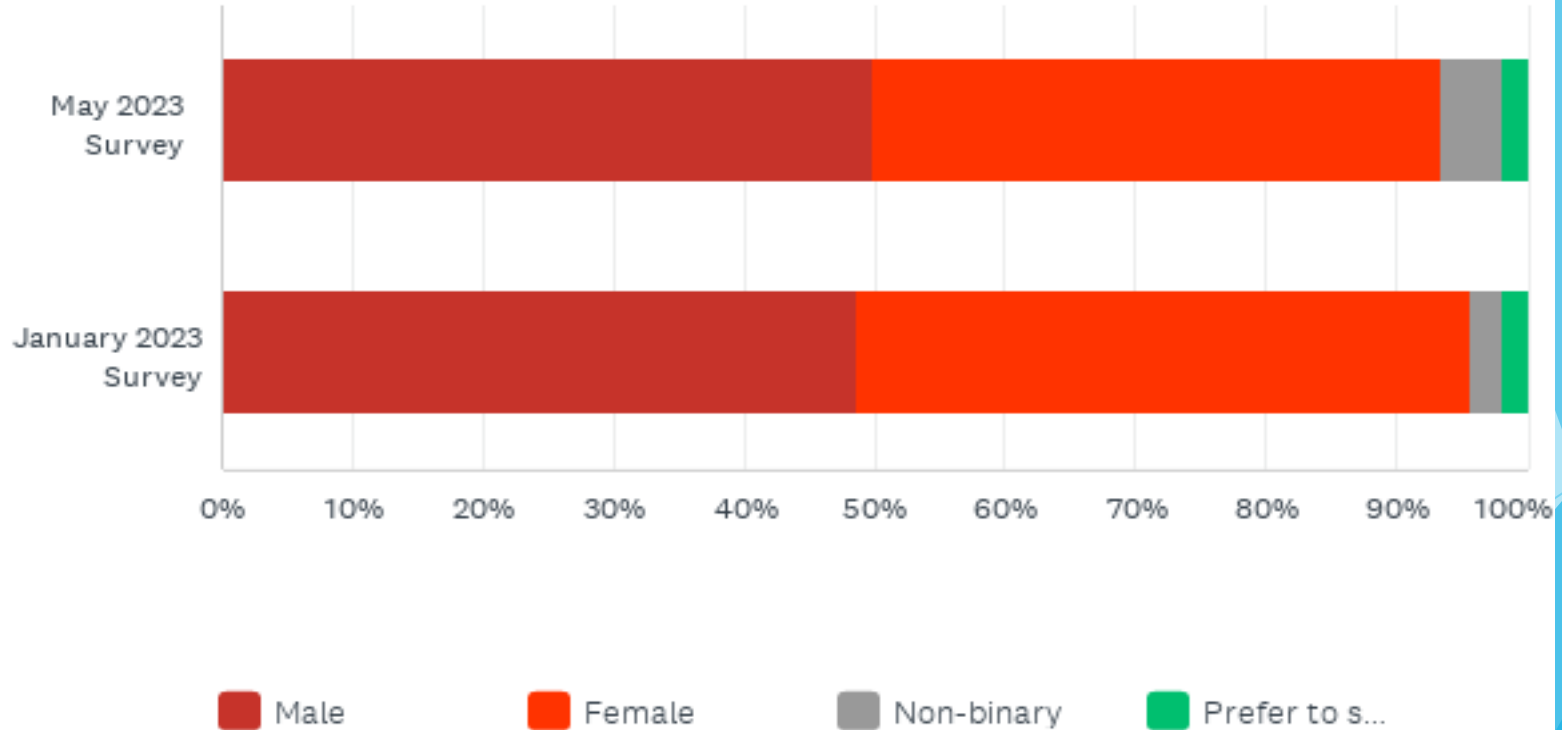




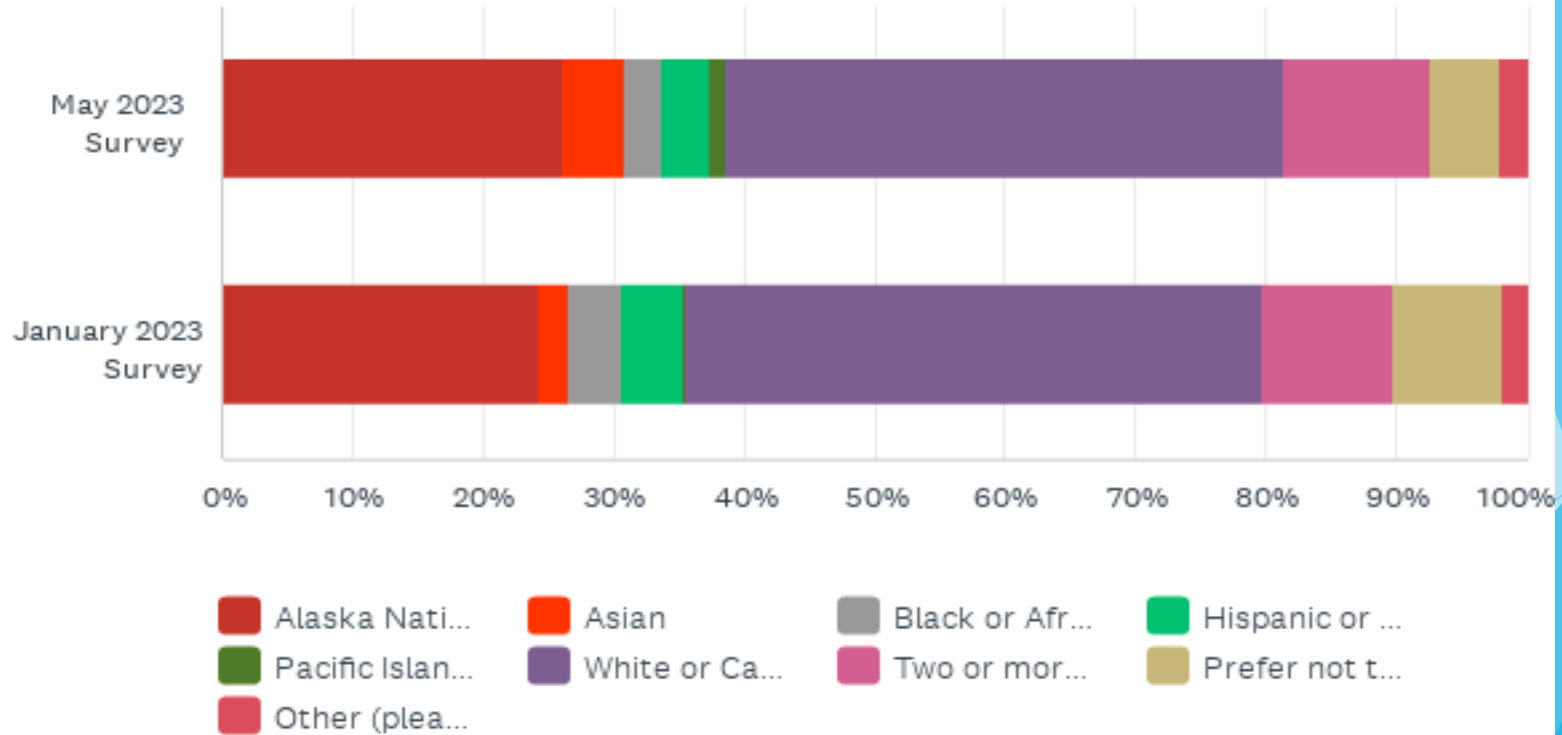
# What is your current age?



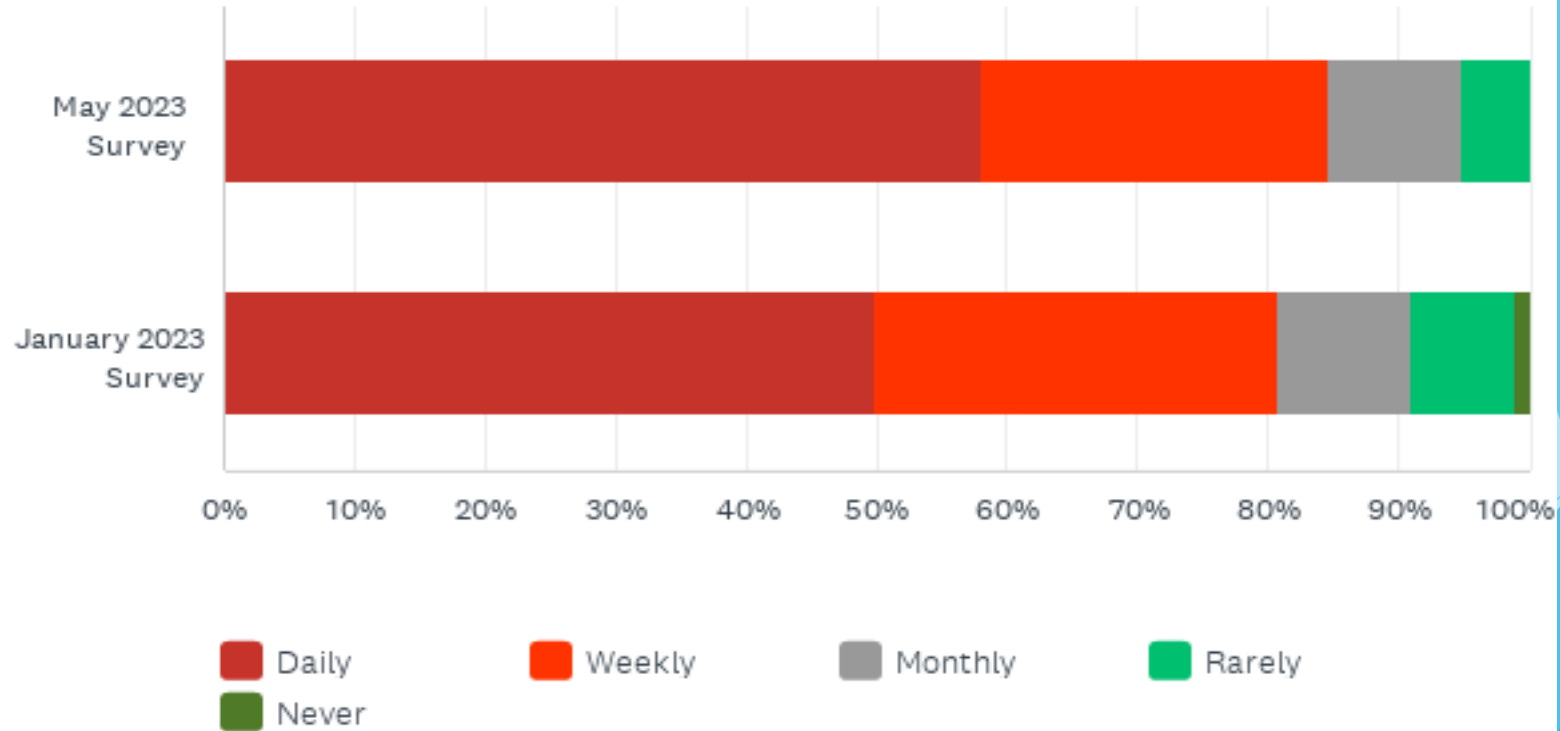
# What is your gender identity?



# What is your race/ethnicity?



# How often do you use the bus?



# Most frequent trip purpose?

