



Results of the TART and TTD 2022 Transit Passenger Surveys



Final report
October, 2022



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Section 1: Introduction

Transit agencies occasionally survey their passengers. These efforts provide a clearer understanding of rider characteristics, and typically also help to gauge customer satisfaction, and to highlight opportunities for service improvements. In January 2022, the Tahoe Regional Planning Agency (TRPA) coordinated the effort to conduct a series of passenger surveys on the fixed route services of the two transit systems that operated in the region:

- Tahoe Transportation District (TTD), operating around South Lake Tahoe, in Douglas County and Carson City, NV, and with summer seasonal service to Sand Harbor on the northeast side of the lake.
- Tahoe Truckee Area Regional Transit (TART), operating between Tahoma and Incline Village on the northwest shore of Lake Tahoe, and with service between Truckee and Lake Tahoe on Highways 89 and 267. The Truckee Local route, which operates in Nevada County, CA, shares the "TART" branding, but operates outside of Placer County and the TRPA region.

Both of these systems operate in areas where travel volumes and patterns differ significantly by season. For this reason, TRPA sought to conduct separate surveys in the summer (when annual recreational visits are highest and focused along the lake), and winter (with much of the travel focused on the area's ski resorts).

In January 2022, TRPA contracted with Warner Transportation Consulting, Inc. to conduct these transit passenger surveys. Warner Transportation Consulting had conducted these surveys in spring and summer 2018 and in winter 2019 under an earlier contract with TRPA. The new contract also included an add-on to survey the Truckee Local service.

The findings from the 2022 winter and summer surveys are the subject of this report.

Survey Logistics

For each of the agencies, temporary survey staff hired through Blue Ribbon Staffing in South Lake Tahoe and supervised by Warner Transportation Consulting rode selected buses and distributed surveys and small pencils to passengers over the length of the route. The surveys were self-administered questionnaires on hard stock paper with English on one side and the identical questions in Spanish on the other. A copy of the English language side of the survey forms is in the Appendix to this report.

The survey staff collected the completed surveys while still on the bus. Respondents could also return the surveys to bus operators on later trips. Some did, and we later retrieved these completed forms from

TART and TTD. Each survey form also had a unique numerical ID, and survey staff kept track of which questionnaires they distributed on each bus trip recorded by route, date, and time-of-day.

The surveys occurred on the following dates:

season	TART, including Truckee Local	TTD regular routes	TTD East Shore Express (Sand Harbor)
Winter 2022	Friday, March 4 Saturday, March 5	Sunday, March 6 Monday, March 7	N/A
Summer 2022	Sunday, July 17 Monday, July 18	Friday, July 15 Saturday, July 16	Monday, July 18

For TART and the TTD regular routes, we selected a sample of trips on each day from each of the four time periods (morning--6:30 to 8:59, midday--9:00 to 2:59, PM peak--3:00 to 5:59, and evening--6:00 to closing). For each season and for each agency, the surveyed trips were different on each of the survey days. For example, if we surveyed the 3:00 TART bus from Crystal Bay to Truckee on Friday, March 4, we would not have sampled the 3:00 trip from Crystal Bay to Truckee on Saturday, March 5.

For the East Shore Express, a survey staff person intercepted travelers waiting to board the bus at Sand Harbor between 3 and 6 PM on July 18. The staff person distributed the survey to one rider in each group of family or friends traveling together. Most travelers completed and returned the survey while still at Sand Harbor. Some also returned the survey to the bus operator, which we then collected on the final trip back to the parking lot at Incline Village.

There were no inclement weather conditions affecting transit operations or the survey effort on any of these days.

Survey Responses

The surveys elicited 893 completed questionnaires distributed as follows:

Survey responses	summer	winter	two seasons
TTD			
Regular service	245	247	492
East Shore Express	23		23
TART			
Regional services	105	236	341
Truckee Local	10	27	37
total	383	510	893

Survey expansion

Different trips yielded different rates of survey responses. In order to ensure a fair presentation of system-wide responses (for each agency overall and by season), the analysis begins with an expansion of survey responses to match the proportions of actual boardings by survey day, route, and time-of-day as documented by bus operators. The tables on this and the following page show the composite weights applied. These weights are the route and time-of-day shares divided by the corresponding shares for the surveys. Note that these weights shown are the composite for the weekday and the weekend day when the surveys occurred on both days.

Weights applied--TTD

	Winter			Summer		
	AM / PM	midday	night	AM / PM	midday	night
	pks			pks		
50	5.06	5.67	14.75	4.02	8.08	6.38
55	17.69	5.79	3.46	14.65	9.28	0
22	4.83	3.18	2.50	7.29	0	0
19x	0	2.17	0	2.2	0	0

Weights applied--TART

	Winter			Summer		
	AM / PM	midday	night	AM / PM	midday	night
	pks			pks		
Mainline	25.02	7.29	0	17.83	23.27	0
Hwy 267	18.51	1.94	0	23.79	25.00	0
Hwy 89	11.62	4.77	0	7.42	6.77	0
Night service	0	0	8.88	0	0	12.54

The Truckee Local and East Shore Express were not part of the TART or TTD system-wide analysis, and thus these routes did not need to be part of any weighting scheme.

Distinct weights calculated and applied

Different types of analyses will call for different weighting of the survey results. This section presents two different weighting schemes. The first weight is the one used generally in the tables, charts, and narrative presented in this report. The second is used less frequently and then as noted where appropriate.

Both of these weights aim to ensure that the survey responses are proportionate to the actual distribution of ridership by TART and TTD route. In other words, for inferences from the survey about the TTD system as a whole, we would want to more heavily weight the surveys from routes where the response rate was lower than average, and more lightly weight the surveys from routes where the response rate was higher than average.

Here are the weighting schemes as calculated and applied:

- **Boardings or Trips**--These are the base weights to match the total number of TART and TTD boardings. This weight ignores the frequency with which any individual traveler uses the local transit service.
- **Individual Riders**--It is important to note the distinction between trips and riders. "Trips" reflect the overall travel patterns of people riding the system. "Riders" refer to the individuals that use the system, regardless of their trip frequency. As a simple illustration of this difference, consider a system with two individual bus riders. Rider A commutes by bus every weekday. Rider B takes one trip by bus each week. Over the course of the week, riders would make six round trips, but there would be only two different riders.

A distinct rider weight allows us to deal with under-representation in the survey sample of infrequent riders. This under-representation occurs because the infrequent rider is less likely to be on the bus on any given survey day than would a daily or other frequent rider. This does not affect characteristics of the boardings or trips, but it does bias the measures of characteristics of individual riders. The trip frequency weight applied to the survey responses of each respondent is the overall average trip frequency divided by the trip frequency of the respective survey respondent.

Note that the charts and tables in this report apply the "Boardings" weight except for the "Individual riders" line where specified in the charts or text. Note too that the presentation of findings for all trip or riders accounts for the relative number of actual boardings in each of the surveyed seasons, but also assumes that the boardings in each survey season applies for equal shares of the year.

Confidence in the survey results--margin of error

The margin of error is a statistical term that measures the degree to which the results of the sample (the survey respondents) would also apply to the full relevant population (all bus riders and trips). The calculation, shown for the 90 and 95 percent confidence intervals, appears in the table below. It says, for example, that if 50 percent of the *sample* of TTD riders are taking the bus to or from work, then we can be 90 percent confident that 46.29 to 53.71 percent (50 + or – 3.71) of *all* TART riders are taking the bus to or from work. The range accounts for the possibility that a randomly drawn sample could be an unrepresentative fluke.

Note that the values in the table are the *maximum* confidence interval; these apply when the relevant share for the sample is 50 percent. As the proportion for the sample moves closer to 1 or 99 percent, the confidence interval becomes appreciatively smaller. For example, if 5 percent of the TTD sample are over age 65, then we can be 90 percent confident that the proportion of TART riders over age 65 is between 3.38 and 6.62 percent (5 + or - 1.62). In this case, the breadth of the interval drops from ± 3.71 to ± 1.62 .

	Maximum 95% confidence interval around the average for the survey sample	Maximum 90% confidence interval around the average for the survey sample
TART	± 5.31	± 4.45
TTD regular routes	± 4.42	± 3.71

It is important to recognize that the calculated margin of error assumes that the survey sample is random. Is this a reasonable assumption? For drawing conclusions about transit use system wide, we believe it is. For certain sub-markets, it may be questionable. This is due in part to the nature of the survey. Surveying passengers on specific bus trips was a pragmatic (and standard) alternative to surveying a random sample of all passengers throughout the day. This latter approach would have assured that all TART or TTD passengers—not just those on the selected sample of trips—would have a more equal chance to be part of the survey. The use of the bus trip as the sample unit does undermine the assumption of randomness, but we assume that the effect is a wash; i.e., that the surveyed passengers on the selected trips (distributed throughout the day) are still a fair representation of the passengers who boarded other trips.

Finally, the sample is likely to include a lower than actual share of riders who have low literacy, who had a very short bus trip, and who did not get a seat (thus making it more difficult to fill out the form). The survey process and staff sought to minimize this potential bias (surveys were available, for example, in Spanish), but this potential source of bias may have occurred. Again, we assume that this effect is small and does not appreciably bias the overall results.

Organization of this report

Following this introduction, the report is in two sections:

- Section 2: TART Regional Services
- Section 3: TTD Year-Round Services
- Section 4: Truckee Local Route
- Section 5: East Shore Express Route

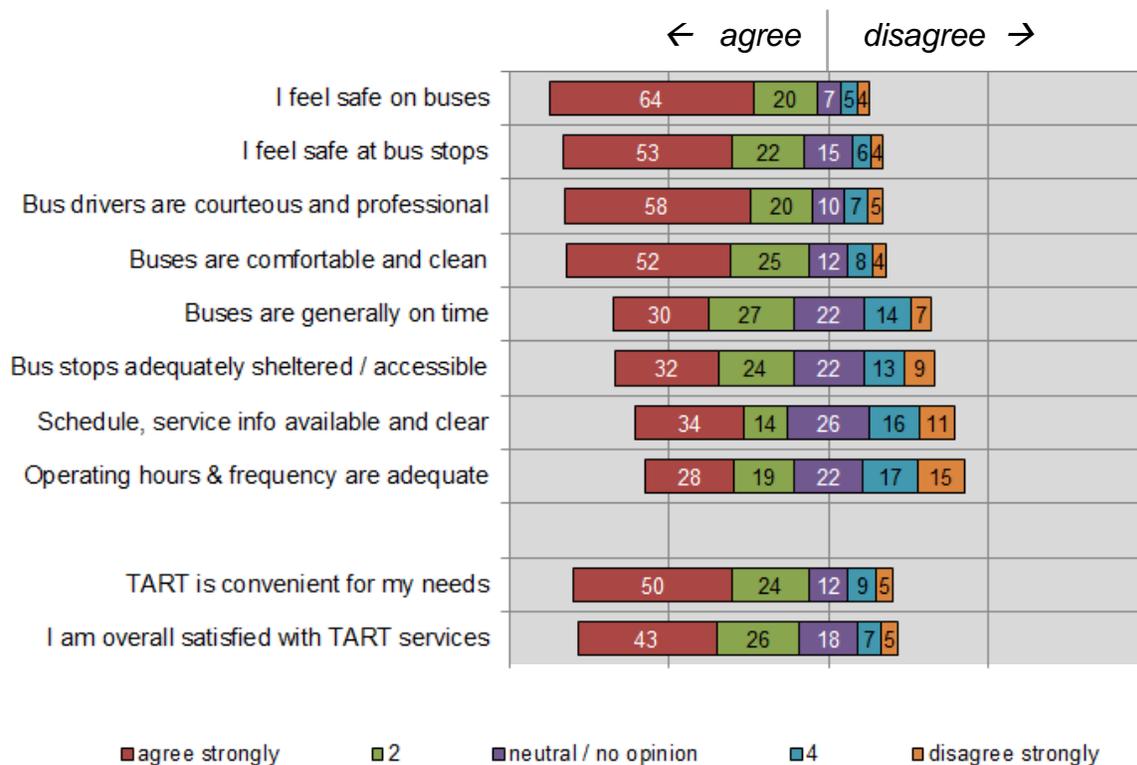
The appendix includes the English-language survey forms. Our analysis has also included the preparation of an extensive set of cross-tabs for each agency. These are under separate covers. All the data is also available electronically.

Section 2: TART Regional Services

Service Ratings

The survey asked respondents to rate each of eight service attributes and two measures of general satisfaction with TART services. For each of these, the survey used a scale of 1 to 5, where 1 indicated the highest level of satisfaction and 5 was the highest level of dissatisfaction. This section presents the results for the system as a whole, by season, in comparison to the ratings from the 2018/2019 survey, by individual route, and by various rider attributes.

The chart below shows the percent of system-wide responses (weighted) at each level.



In terms of safety, driver courtesy, and bus comfort and cleanliness, a strong majority of riders view the attribute favorably. More than half give TART the highest rating on these attributes. TART gets a lower rating for the four other specific attributes, but riders still rate each of these as more positive than negative.

The indicators of overall satisfaction is very positive. The share of riders agreeing that "TART is convenient for my needs," and "I am overall satisfied with TART services," is more than six times the share of those who disagree with these statements.

The chart below shows the average scores. This ignores the percent rating the attribute as "3, neutral / no opinion."

Average ratings system-wide



Average ratings by season

The following table shows the average ratings by season.

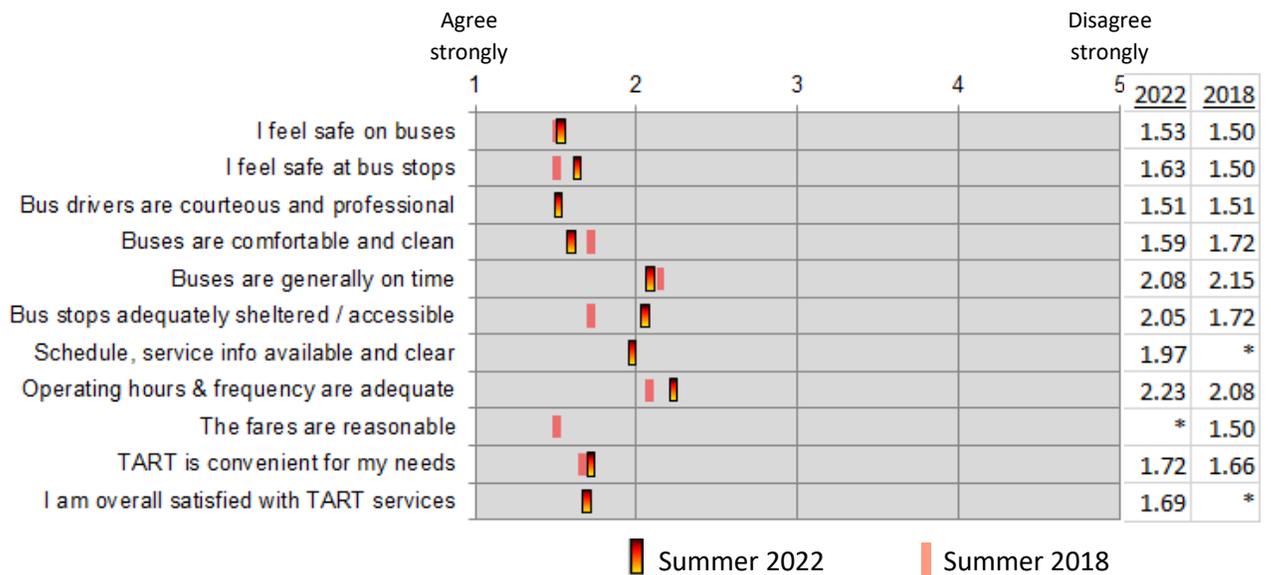


The table shows that passenger satisfaction is almost uniformly higher in summer than in winter. The winter average rating for information availability, and operating hours and frequency are particularly lower than the average rating in summer.

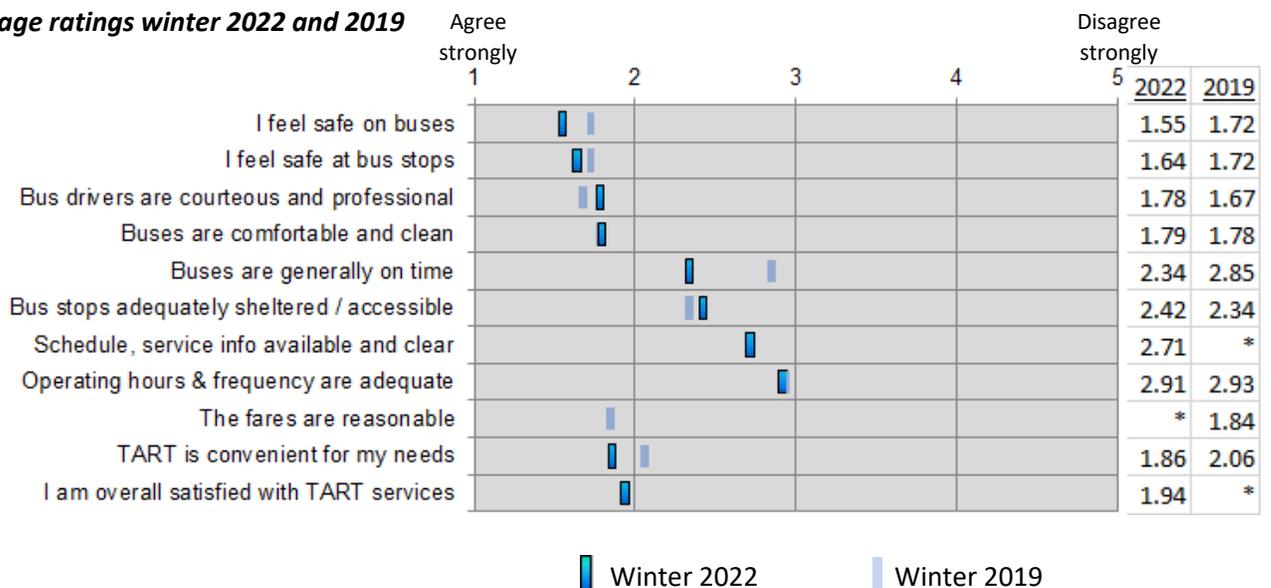
Average ratings compared to results in the 2018 / 2019 TART survey

The TART passenger survey in the summer of 2018 and the winter of 2019 asked most of the same customer satisfaction questions. Note that the 2018 / 2019 survey asked respondents for ratings on a 7-point scale. These are recentered to be compatible with the 5-point scale used in 2022. The earlier survey also asked respondents to rate a single safety-related statement: "I feel safe on buses and at bus stops." The charts below apply the rating for this attribute against each of the two distinct safety-related statements in 2022.

Average ratings summer 2022 and 2018



Average ratings winter 2022 and 2019

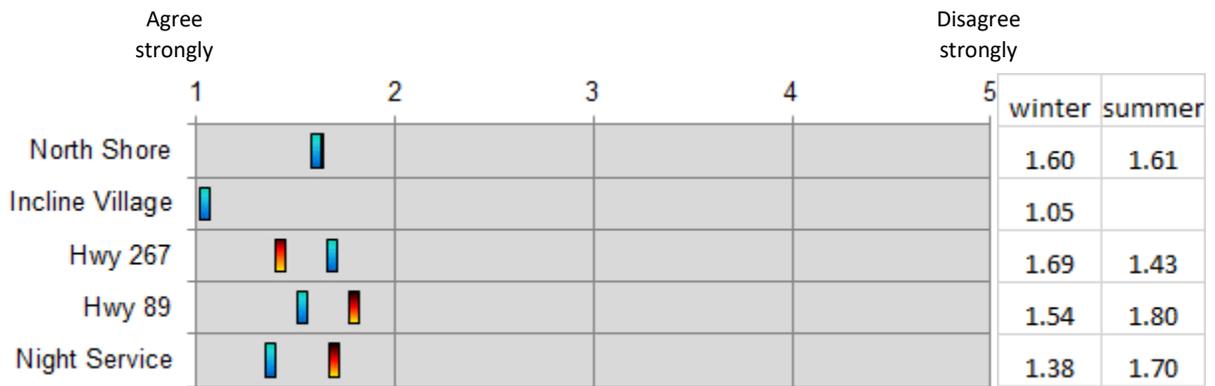


* not asked this year

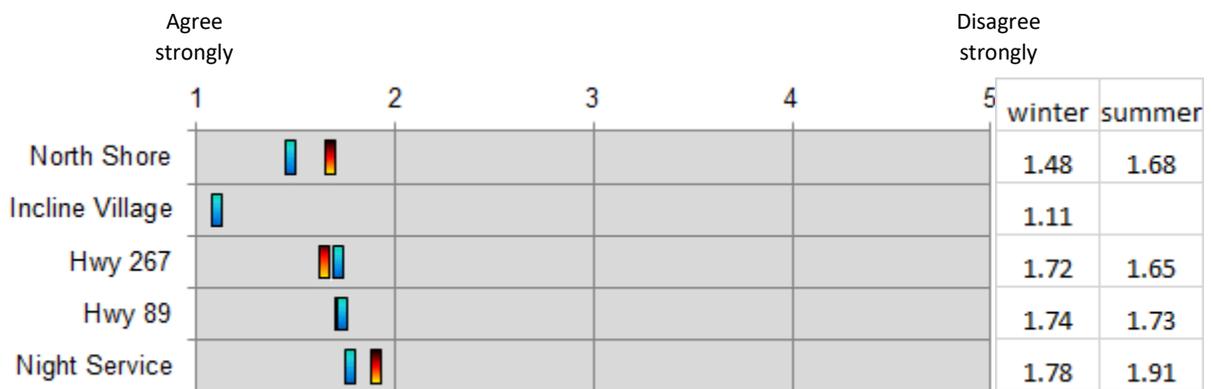
Average ratings by route

The charts in this section show the average scores for the various service attributes by route. These charts do not show distinct ratings for the West Shore or (during the summer) for the Incline Village sections of the Mainline. The survey elicited too few responses from riders boarding in these sections to allow assertions about riders on these sections.

I feel safe on buses

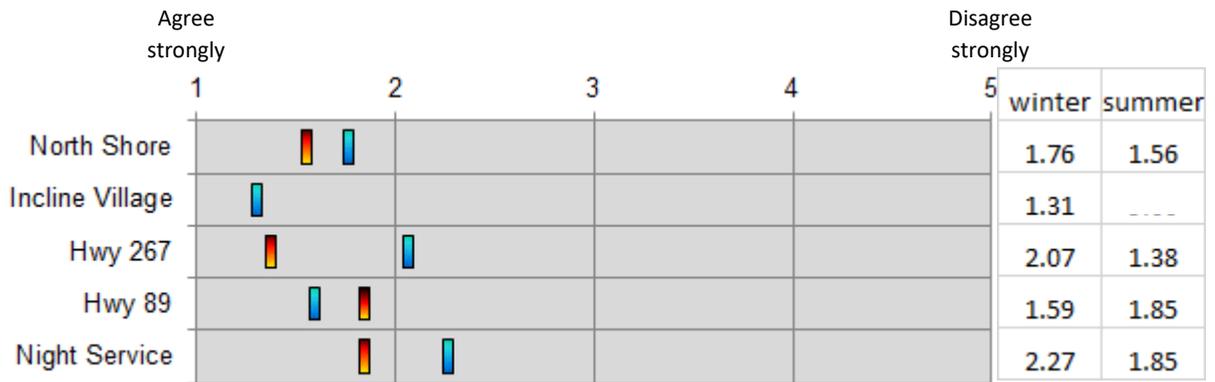


I feel safe at bus stops

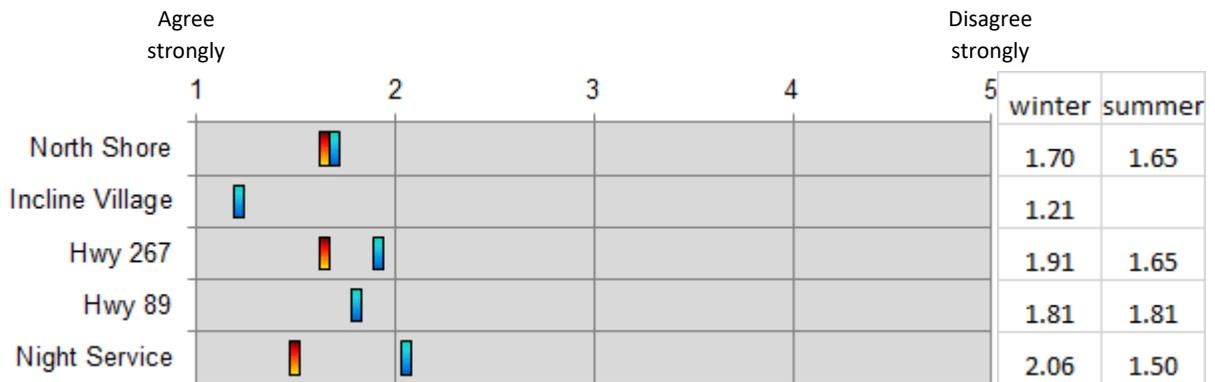


winter summer

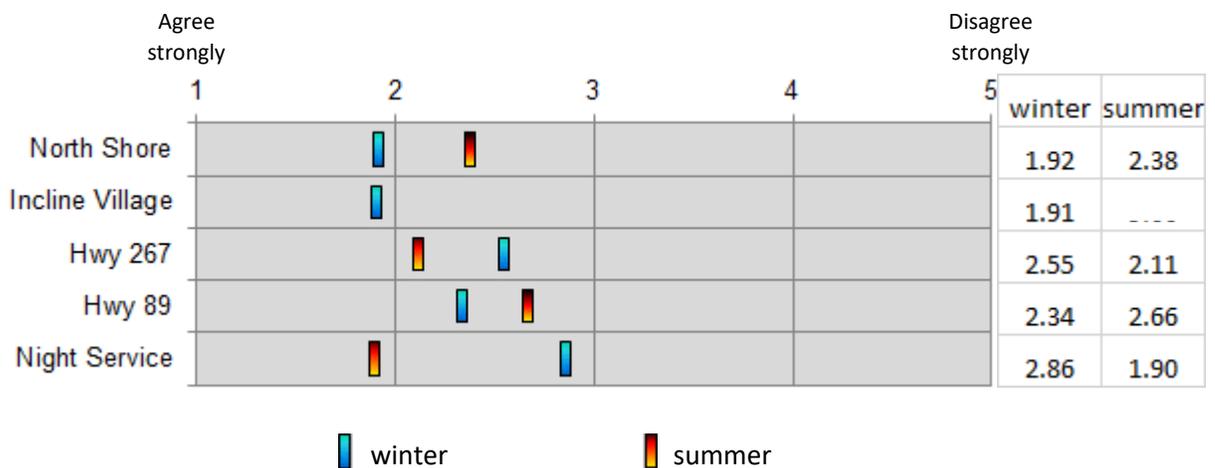
Bus drivers are courteous and professional



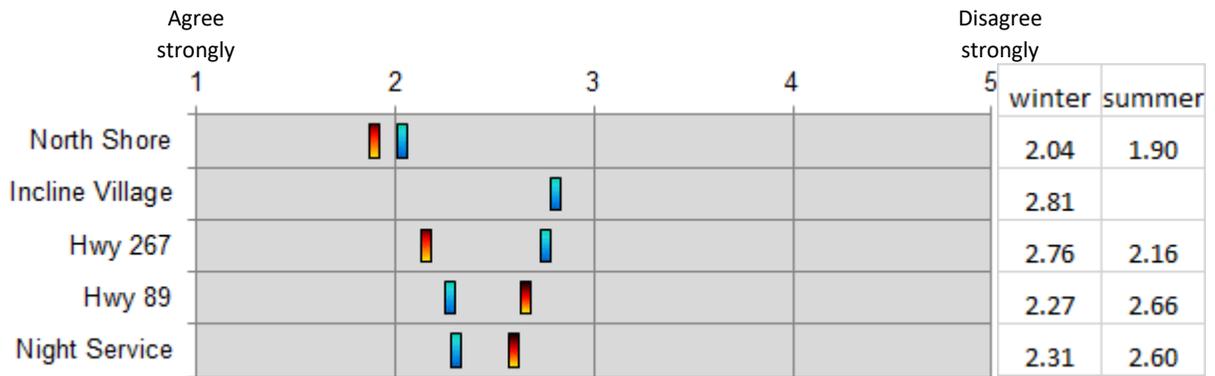
Buses are comfortable and clean



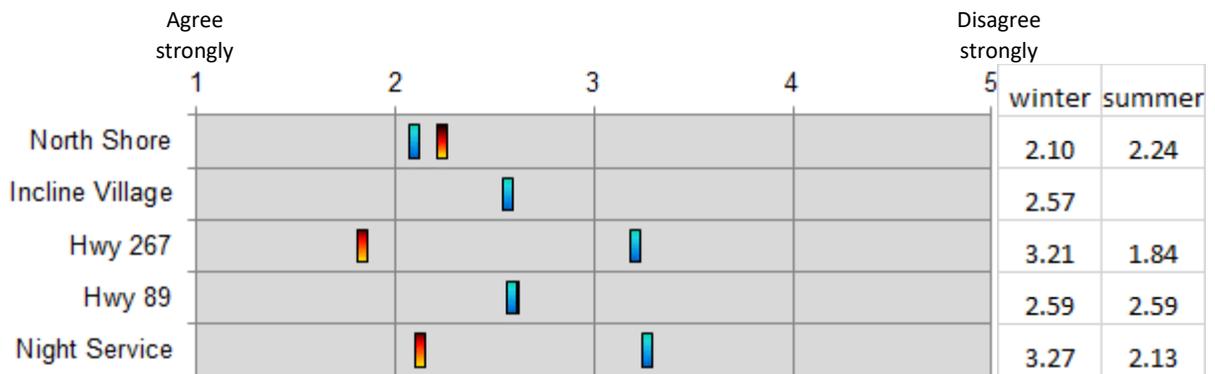
Buses are generally on time



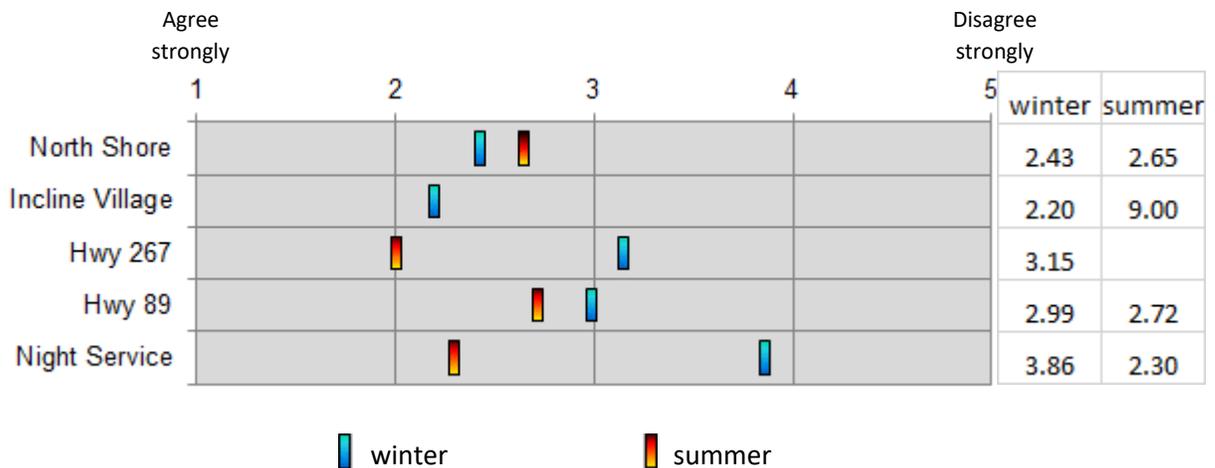
Bus stops are adequately sheltered, accessible, and clean



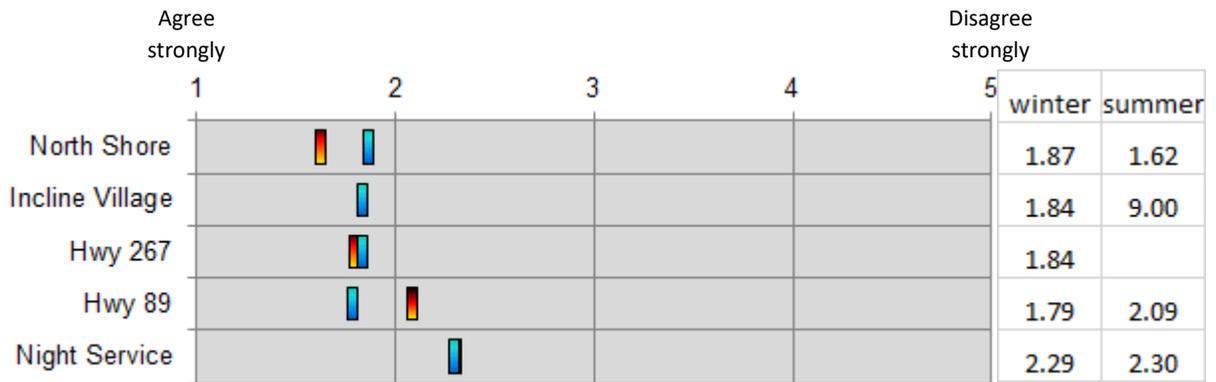
Schedule and service information is readily available and clear



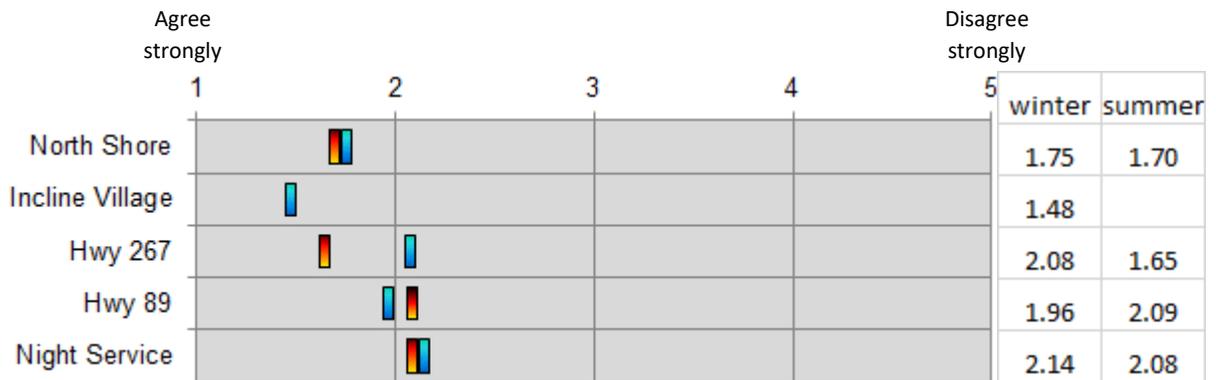
Op hours and frequency are adequate



TART is convenient for my needs



I am overall satisfied with the quality of TART services



■ winter ■ summer

Average ratings by various attributes

A color theme highlights the good and bad ratings: those closer to 1 (most satisfied) have the deepest green; those closer to 5 (most dissatisfied) have the deepest red.

TART		I feel safe on buses	I feel safe at bus stops	Bus drivers courteous, professional	Buses are comfortable and clean	Buses are generally on time	Bus stops adequately sheltered / accessible	Schedule and service info available and clear	Operating hours & frequency adequate	TART is convenient for my needs	I am overall satisfied with TART services
<i>All boardings</i>		1.54	1.64	1.68	1.72	2.25	2.28	2.41	2.65	1.81	1.84
<i>season</i>	winter	1.55	1.64	1.78	1.79	2.34	2.42	2.71	2.91	1.86	1.94
	summer	1.53	1.63	1.51	1.59	2.08	2.05	1.97	2.23	1.72	1.69
<i>route</i>	West Shore	1.17	1.17	1.00	1.20	1.00	1.55	1.00	1.55	1.05	1.00
	North Shore	1.61	1.57	1.66	1.67	2.16	1.96	2.18	2.53	1.74	1.73
	Incline Village	1.03	1.09	1.23	1.16	1.57	2.30	2.08	1.84	1.60	1.32
	Hwy 267	1.61	1.69	1.83	1.82	2.43	2.53	2.69	2.70	1.82	1.92
	Hwy 89	1.59	1.73	1.64	1.81	2.41	2.34	2.59	2.93	1.85	1.99
	Night Service	1.53	1.84	2.04	1.81	2.38	2.46	2.69	3.08	2.30	2.11
<i>language</i>	English	1.64	1.72	1.79	1.84	2.41	2.36	2.43	2.72	1.93	1.93
	Spanish	1.20	1.32	1.32	1.34	1.77	2.02	2.35	2.43	1.38	1.53
<i>TART days per week</i>	1	1.57	1.51	1.62	1.58	2.18	2.31	2.09	2.52	1.81	1.60
	2	1.60	1.59	1.82	1.73	1.80	2.02	2.05	1.96	1.88	1.92
	3	1.37	1.90	1.19	1.95	2.82	2.19	2.08	2.85	1.85	1.83
	4	1.81	1.89	1.57	1.82	2.47	2.16	2.23	2.12	1.74	1.64
	5	1.34	1.49	1.78	1.50	2.19	2.23	2.55	2.50	1.64	1.84
	6	1.78	2.05	2.00	2.12	2.47	2.69	2.95	3.19	2.05	2.24
	7	1.51	1.59	1.70	1.73	2.15	2.18	2.44	2.78	1.80	1.93
<i>gender</i>	male	1.59	1.66	1.77	1.86	2.22	2.29	2.26	2.54	1.85	1.87
	female	1.47	1.60	1.58	1.61	2.23	2.34	2.61	2.79	1.69	1.78
<i>age</i>	under 19	1.68	1.88	1.64	2.02	2.55	2.59	2.51	2.00	1.55	1.42
	19 to 24	1.67	1.80	1.91	1.91	2.53	2.53	2.80	3.04	1.99	2.19
	25 to 59	1.44	1.47	1.58	1.57	1.97	2.13	2.25	2.44	1.70	1.66
	60 to 64	1.32	1.48	1.46	1.63	1.66	2.10	1.39	2.43	1.41	1.32
	65 or older	1.18	1.41	1.15	1.23	1.70	1.35	1.35	2.09	1.20	1.20
<i>zipcode</i>	96143-Kings Beach	1.62	1.67	1.74	1.75	2.70	2.65	3.00	2.70	1.86	1.94
	96145-Tahoe City	1.30	1.73	1.42	2.03	2.17	2.21	2.77	3.18	1.97	2.00
	96161-Truckee	1.43	2.12	1.91	1.89	2.00	1.88	2.47	2.65	1.53	1.79
	89451-Incline Village	1.62	1.56	1.78	1.83	2.26	2.54	2.92	2.64	1.86	2.11
	96146-Olympic Valley	1.45	1.31	1.31	1.45	1.98	2.37	2.76	2.73	2.02	1.83
	89450-Incline Village	1.94	2.18	1.95	1.43	2.25	2.97	3.61	2.90	2.43	1.58
	96148-Tahoe Vista	2.10	2.17	2.55	2.36	3.02	2.90	3.02	3.26	2.44	2.46
	96142-Tahoma	1.00	1.35	1.00	1.00	1.35	2.00	1.35	1.87	1.16	1.31
	96140-Carnelian Bay	1.00	1.00	1.00	1.00	2.62	1.26	1.26	3.07	1.00	1.79
	96141-Homewood	1.32	1.32	1.32	1.00	1.95	1.00	1.32	1.95	1.00	1.00
<i>race / ethnicity</i>	Hispanic or Latino	1.57	1.69	1.77	1.80	2.18	2.42	2.53	2.80	1.76	1.89
	Black / African American	1.34	1.82	1.61	2.41	2.11	3.30	2.85	3.03	1.93	1.87
	native American	1.00	1.00	1.76	1.00	1.76	2.00	1.76	1.24	1.00	1.00
	white	1.61	1.54	1.72	1.63	2.37	2.10	2.21	2.60	1.90	1.85
	Asian	1.57	1.83	1.51	1.33	1.86	1.80	2.44	1.78	1.84	1.71
<i>income</i>	below \$25,000	1.36	1.51	1.60	1.63	2.12	2.24	2.43	2.67	1.65	1.80
	\$25,000 - 0 \$49,999	1.69	1.78	1.75	1.83	2.34	2.30	2.30	2.58	2.09	1.89
	\$50,000 - \$74,999	1.54	1.66	1.33	1.62	2.48	2.62	2.28	2.20	1.78	1.74
	\$75,000 - \$99,999	1.78	1.78	1.78	1.74	2.20	1.96	2.48	2.58	1.84	1.84
	\$100,000 - \$149,999	1.22	1.13	1.19	1.40	2.00	2.07	1.66	2.91	1.36	1.36
	\$150,000 or more	1.58	1.24	2.00	1.70	1.47	1.81	2.17	1.77	1.29	1.43

Priorities

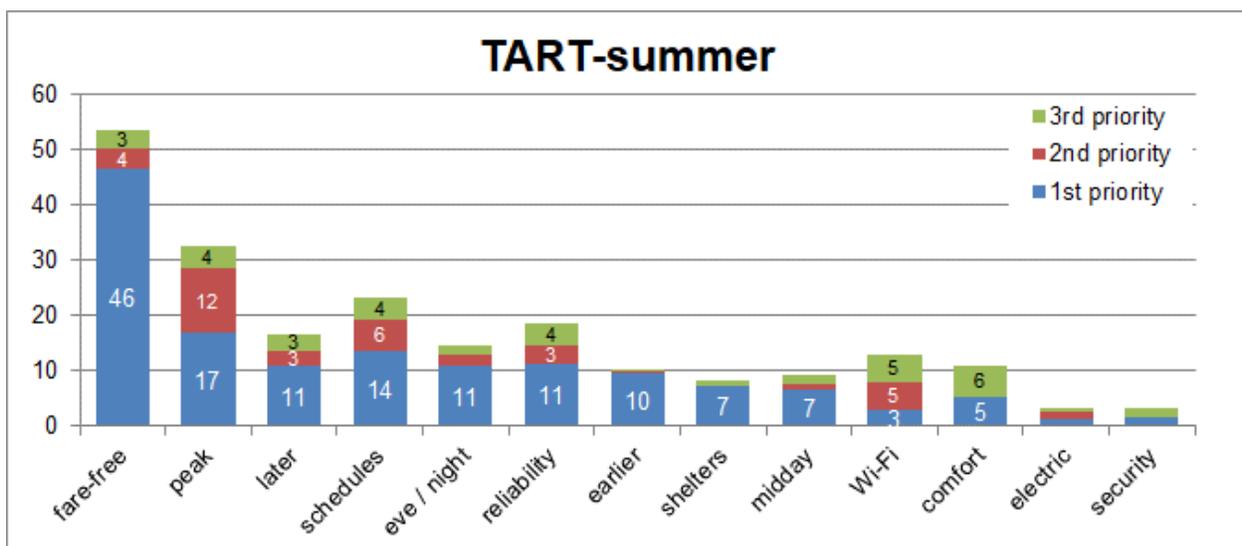
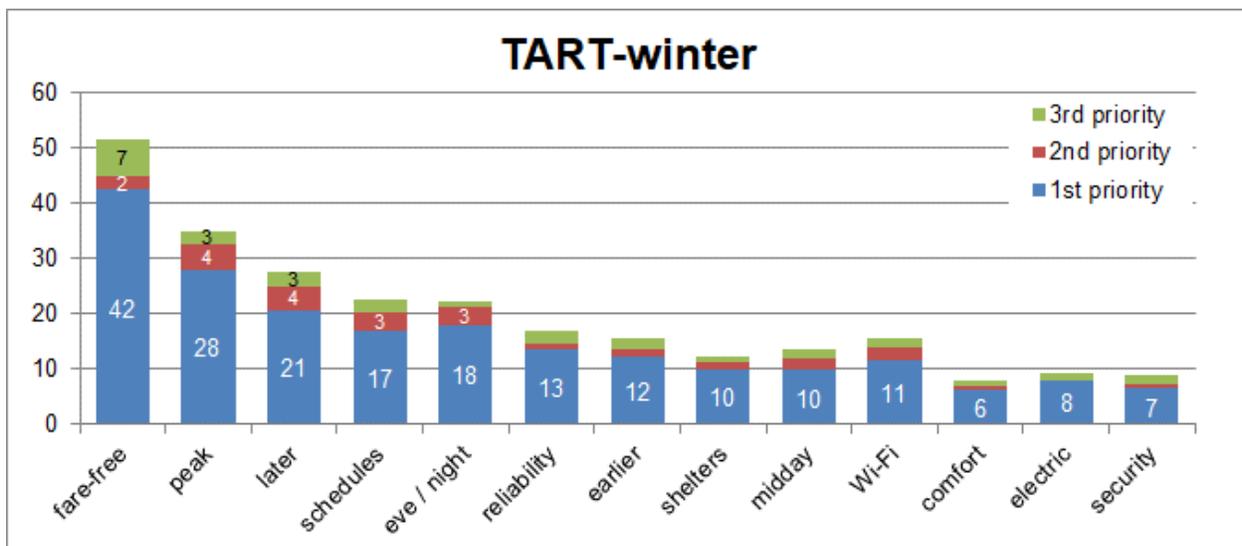
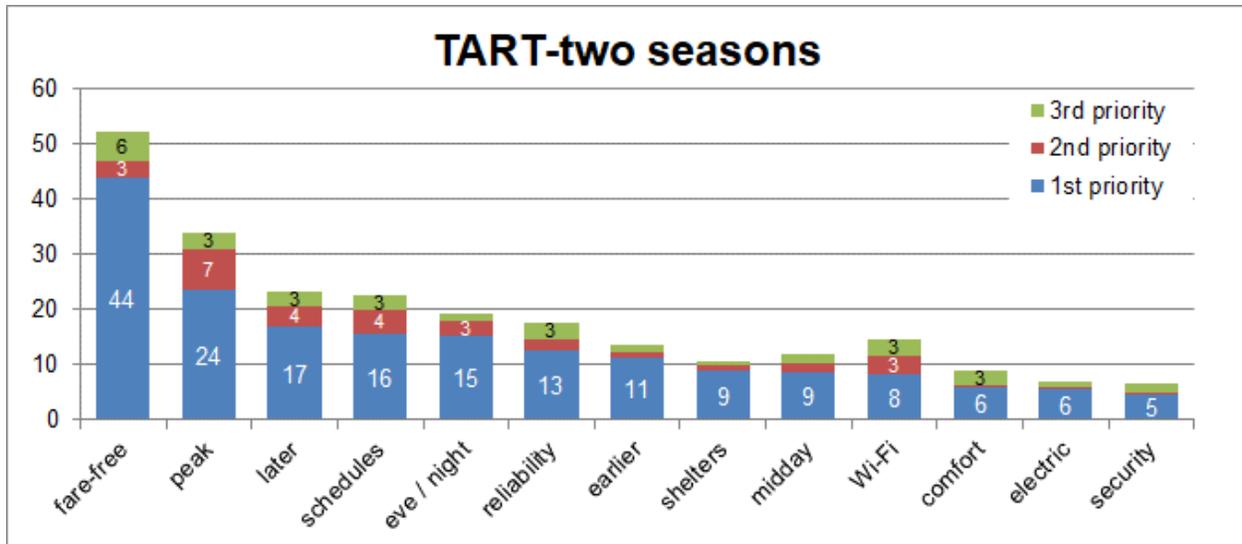
The survey asked respondents to consider a set of possible changes to TART service, and to rank their three preferred options by marking them **1** for first priority, **2** for second priority, and **3** for third priority. The point of this approach was to prompt respondents to establish their true preferences, rather than simply checking off all the items as desirable.

The ten choices were as follows:

- **Cost:** TART kept the buses fare-free
- **Schedules at Bus Stops:** Your stop had information about scheduled arrival times
- **Frequency:** More peak period buses on your route
- More midday buses on your route
- More evening / night buses on your route
- **Ran Later:** Your bus route ran later
- **Ran Earlier:** Your bus route ran earlier
- **Shelters:** Your bus stops had shelters, benches, etc.
- **Reliability:** Better on-time performance
- **Comfort:** Buses had softer seats, looked spotless
- **Security:** Security patrols at transit centers
- **Electric Vehicles:** Electric buses on your route
- **Wi-Fi:** TART buses had Wi-Fi
- **Other:** (describe):

The charts in this section present the results, with the choices ordered left to right by the percent of 1st priority rankings. The first chart is for all respondents, the weighted composite of both seasons. The next two charts show the results by season. The chart on the following page uses a thematic color scheme to highlight the priorities for different travel groups

Keeping TART service fare-free is the highest priority, with higher peak period bus frequency as the second ranked priority. Added security and electric buses are low priorities.



Priorities by various travel groups

A color theme highlights the most and least important priorities for various groups of riders. The darkest red cells mean that the more people view the action as a higher priority; the darkest green cells are for actions that are low or no priority for the largest group of people. The value in the cell is calculated as follows:

$$\begin{aligned} \text{Value} &= (\% \text{ rating the action as 1}^{\text{st}} \text{ priority}) \\ &+ (\% \text{ rating the action as 2}^{\text{nd}} \text{ priority} \times 1/2) \\ &+ (\% \text{ rating the action as 3}^{\text{rd}} \text{ priority} \times 1/3) \end{aligned}$$

		TART kept the buses fare-free	More peak period buses	Your bus route ran later	Your stop had info about arrival times	More evening/night buses	Better on-time performance	Your bus route ran earlier	TART buses had Wi-Fi	More midday buses	Your stops had shelters, benches, etc	Buses had softer seats, looked spotless	Electric buses on route	Security patrols at transit centers
TART boardings season		47	28	20	19	17	15	12	11	10	10	7	6	5
	Winter	46	31	24	19	20	15	14	13	11	11	7	8	7
	Summer	49	24	13	18	12	14	10	7	8	8	7	2	2
Distinct riders route		50	25	19	21	17	15	11	10	8	11	5	6	5
	West Shore	42	31	0	1	7	0	0	8	0	0	12	0	4
	North Shore	45	22	29	15	16	17	16	8	6	9	4	3	1
	Incline Village	26	14	24	6	11	9	13	5	13	11	0	1	0
	Hwy 267	54	33	12	24	20	10	11	13	13	13	12	9	8
	Hwy 89	50	32	21	22	18	19	12	13	13	9	3	8	9
	Night Service	44	32	20	21	16	20	11	12	7	9	11	4	3
home end		49	31	22	21	15	23	16	16	9	8	10	2	3
	Kings Beach	50	34	27	24	23	17	14	8	11	6	5	6	9
	Tahoe City	49	46	33	24	26	14	17	13	9	12	16	13	7
	Incline Village	60	13	8	19	7	20	7	10	8	10	3	4	10
	Truckee	59	33	21	23	11	12	10	22	23	12	0	0	0
	Palisades Tahoe	48	31	21	22	15	26	9	13	11	8	3	6	3
non-home end		56	38	17	30	17	15	18	12	14	11	19	12	7
	Palisades Tahoe	59	29	33	8	11	17	16	10	9	5	12	2	8
	Northstar	44	21	16	19	17	8	11	10	11	8	5	5	4
	Tahoe City	13	19	16	5	10	11	17	1	16	15	0	8	7
	Kings Beach	49	26	11	10	15	16	3	21	9	11	0	9	7
	Incline Village	56	27	17	25	15	11	9	13	7	10	9	4	4
	Truckee	56	25	23	23	21	24	14	16	18	13	5	8	7
overall satisfied		50	45	37	13	28	14	21	5	9	7	9	8	10
	2 agree strongly	39	51	20	22	30	10	22	8	19	10	13	15	2
	4 neutral / no opinion	66	40	20	4	8	36	6	23	3	17	0	0	15
	disagree strongly	48	32	26	16	21	15	11	13	9	12	9	10	6
gender		59	33	20	25	20	18	18	13	14	10	6	4	7
	male	93	11	12	26	11	30	8	29	5	10	6	7	7
	female	51	44	23	22	21	16	17	17	16	10	11	10	10
age		45	27	24	18	22	14	12	10	8	11	6	5	4
	under 19	62	17	26	16	14	5	14	0	10	15	0	0	3
	19 to 24	68	35	26	42	11	19	11	0	23	23	11	7	0
	25 to 59	56	29	24	20	15	18	13	15	13	7	11	3	4
	60 to 64	61	32	22	35	35	21	19	10	7	21	4	0	9
	65 or older	54	29	34	29	28	21	7	9	11	7	6	10	7
zipcode		56	45	32	30	23	16	19	21	9	15	14	12	14
	96143-Kings Beach	68	55	14	20	20	25	16	29	22	3	3	6	0
	96161 / 60 -Truckee	53	12	1	8	5	11	3	10	2	10	0	0	0
	96145-Tahoe City	31	33	24	0	22	2	15	0	9	0	0	0	3
	89451 / 50 -Incline Village	48	36	27	24	24	17	19	13	15	14	9	12	11
	96146-Olympic Valley	67	22	9	35	10	13	10	27	19	18	10	0	0
	96148-Tahoe Vista	61	28	23	16	14	16	11	9	6	7	8	3	3
	96140/41/42 - CarnIn Bay	65	44	2	27	33	19	0	7	8	20	5	0	3
race / ethnicity		58	34	23	23	19	15	15	12	15	11	7	7	7
	Hispanic or Latino	51	36	32	18	30	20	13	17	8	13	8	6	11
	Black / African American	47	25	13	18	11	7	19	19	7	8	10	10	0
	white	39	29	4	39	7	9	7	4	0	4	16	0	0
	Asian	64	49	38	38	34	26	25	17	15	34	4	10	3
income		42	15	21	16	18	13	0	4	0	3	0	8	9
	below \$25,000	50	31	20	20	18	17	12	12	11	9	8	6	6
	\$25,000 -0 \$49,999	49	26	18	16	18	10	14	10	8	14	6	7	5
	\$50,000 - \$74,999													
	\$75,000 - \$99,999													
	\$100,000 - \$149,999													
	\$150,000 or more													
choice riders		50	31	20	20	18	17	12	12	11	9	8	6	6
	TART only travel option	49	26	18	16	18	10	14	10	8	14	6	7	5
	choice rider													

Characteristics of the Rider and the Trip

Who is riding TART? The survey allows us to answer this in terms of a variety of demographic and trip characteristics:

1. Trip purpose
2. Home end
3. Access mode—home end
4. Home end access time
5. Non-home end
6. Survey language
7. Why ride TART?
8. Concern about the spread of COVID on public transit
9. Number of days using TART in past week
10. TART use compared with pre-COVID
11. Gender
12. Age
13. Race / ethnicity
14. Income
15. Type of residence at home end
16. Home zipcode
17. Primary source for transit information
18. Real-time bus information used regularly
19. Home / lodging location

This section presents details on each of these issues. A summary of key differences by season appears in the table below. Details are on subsequent pages.

TART		distinct				2018 / 19
		2022 trips	riders	Winter	Summer	
Survey language	Spanish	23%	22%	25%	20%	20%
Ethnicity	Hispanic or Latino	51%	43%	58%	38%	*
Income	below \$25,000	59%	49%	62%	54%	*
Sex	male	51%	51%	52%	49%	51%
Age	under 25	47%	42%	52%	39%	45%
	65 or older	4%	7%	1%	11%	4%
Choice rider	choice rider	18%	24%	12%	28%	28%
Covid	very concerned	20%	15%	23%	14%	
Frequency of TART use	less than 4	32%	69%	24%	45%	27%
Real time bus information	no regular use	28%	34%	34%	24%	25%
Home/lodging end	year-round home	38%	39%	35%	46%	45%
	part-time home	33%	27%	39%	21%	27%
	hotel / lodging	11%	14%	11%	12%	10%
	non-home based	18%	20%	16%	21%	18%
Trip purpose	commute	48%	34%	54%	39%	47%
	other purpose	52%	66%	46%	61%	53%
Access (Home/lodging end, walked		80%	78%	77%	87%	85%
Major non-home trip end	Palisades Tahoe	23%	21%	29%	12%	27%*
	Northstar	25%	14%	33%	11%	26%*

 more than 10% below 2 season share
 5 to 10% below 2 season share

 more than 10% above 2 season share
 5 to 10% above 2 season share

* not asked in 2018 /19

The charts on the following pages show the weighted responses for all trips, all riders, and for selected other subgroups (by trips, not distinct riders). The values in each horizontal bar are percentages for that particular travel group, and add across to 100 percent. For questions that allowed the respondent to “check all the boxes that apply,” the sum may add across to more than 100 percent.

A note about the selected transit trip attractions

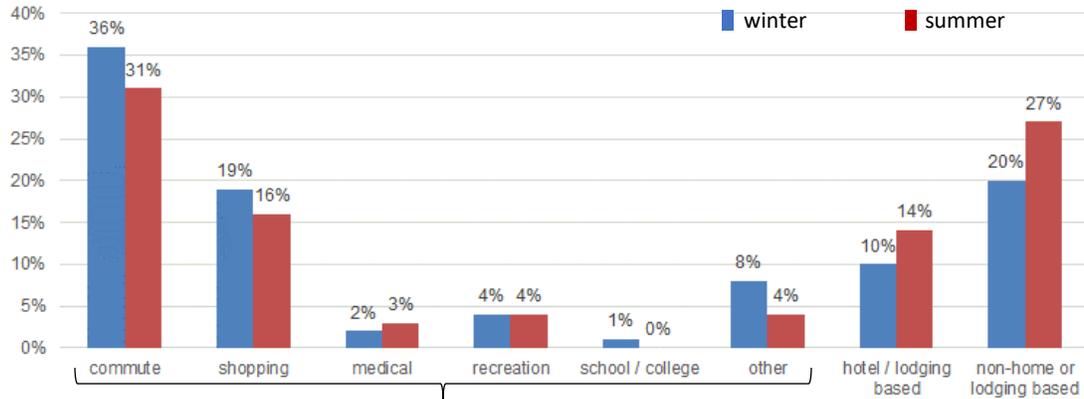
Each of the charts identifies the subgroup of trips with the home or non-home end at any of the following local areas:

Home/lodging end	Year-round share
Kings Beach	35%
Tahoe City	12%
Incline Village	17%
Truckee	9%

Non-home/lodging end	Year-round share
Palisades Tahoe	23%
Northstar	25%
Tahoe City	13%
Kings Beach	10%
Incline Village	8%
Truckee	10%

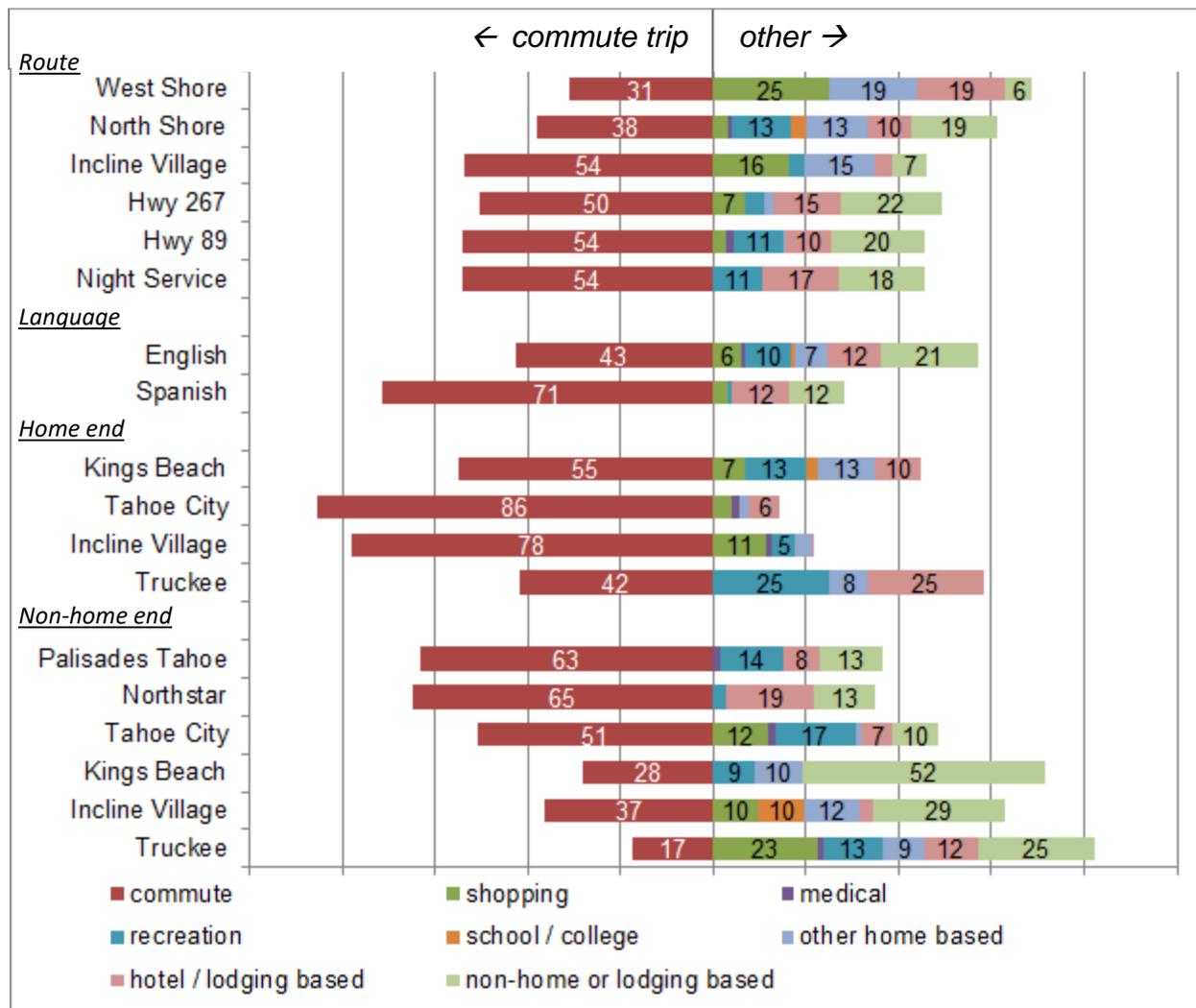
These are the most frequent locations that respondents identified as their transit trip productions and attractions.

Trip purpose

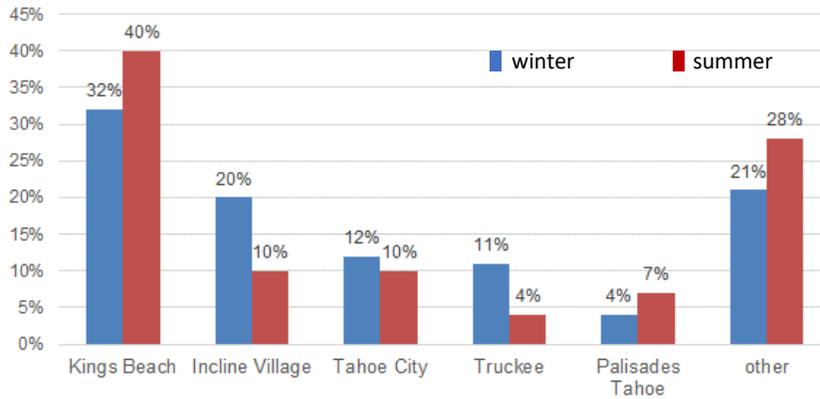


One end at year-round or seasonal home

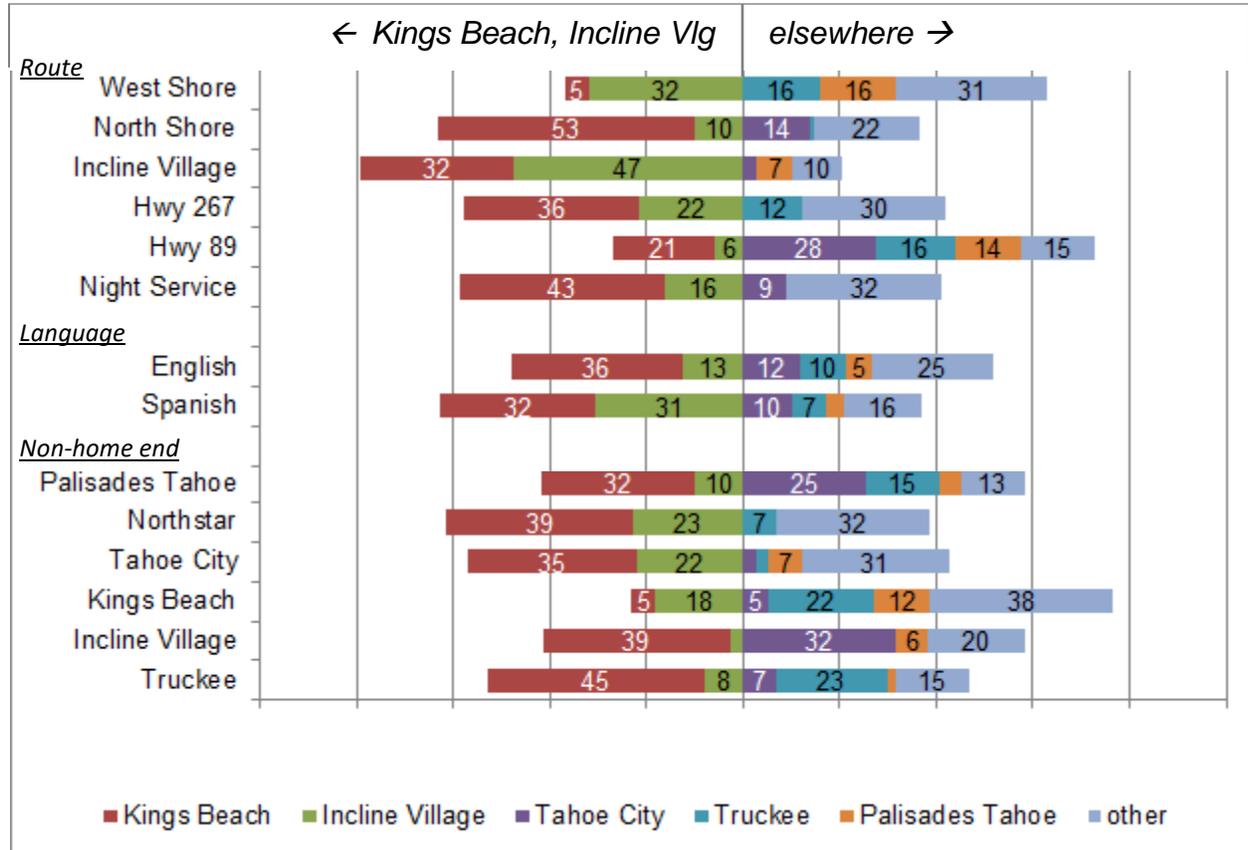
- More than half of the winter trips are part of the commute (including trips between work and year-round or seasonal homes). The share for summer is only 39 percent. A much higher percentage of Spanish speakers than English speakers are taking the bus to get to and from work.
- Trips with the non-home end in Paradise Tahoe and Northstar are mostly commuters--not skiers!



Home end

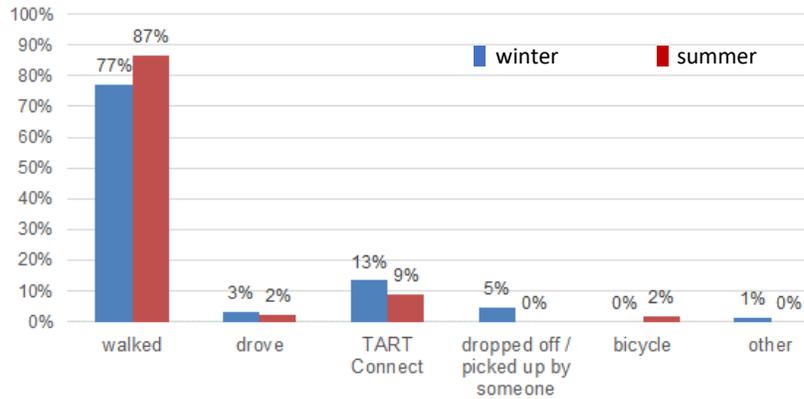


- Kings Beach is the most common home end for TART travelers. This includes 21 percent of the riders on the Highway 89 service—highlighting the importance of the transfer at Tahoe City. Half of the boardings by Spanish speakers are by residents of King Beach.



Access mode—home end

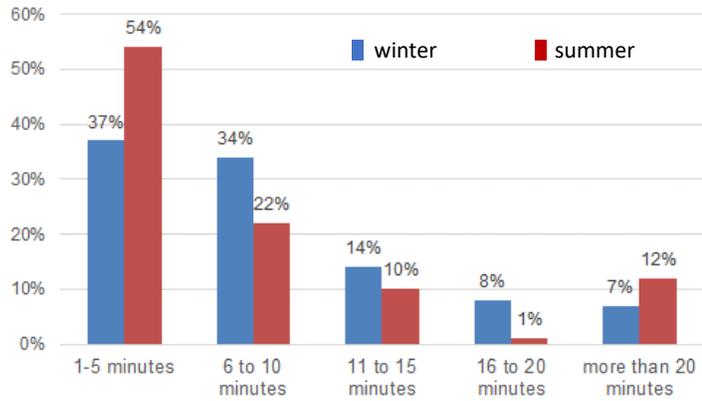
Access mode to the TART bus stop at the traveler’s home-end includes the option of driving or getting a lift from another person in the home; these are not options at the non-home end.



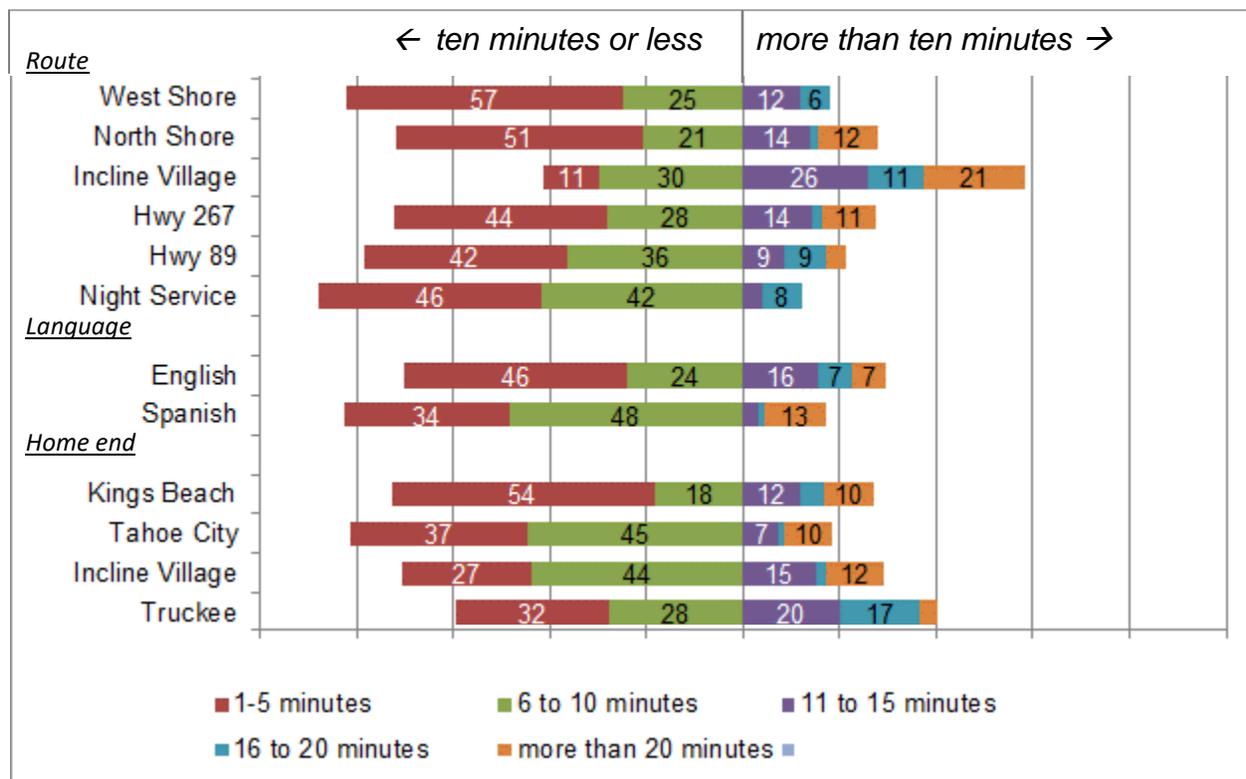
- Most TART riders walk from their home end to the bus stop. This includes more than three-fourths of riders in the winter, and almost nine in ten riders in the summer.
- TART Connect provides bus access/egress at the home end to about ten percent of TART bus trips (13% in winter, 9% in summer). The rate is over 20 percent of trips for people with homes in Incline Village or Tahoe City. (See page 28 for details about TART Connect at all trip ends.)
- A significant share—18 percent—of the riders who live in Truckee say they get to the TART bus by driving.



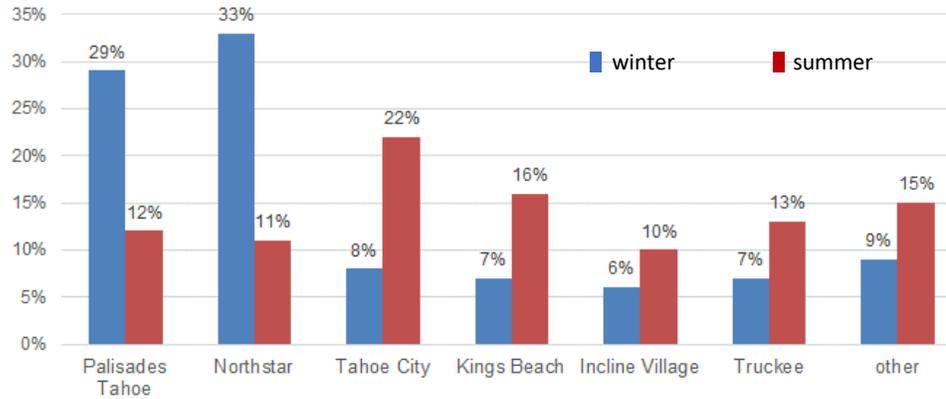
Home end access time



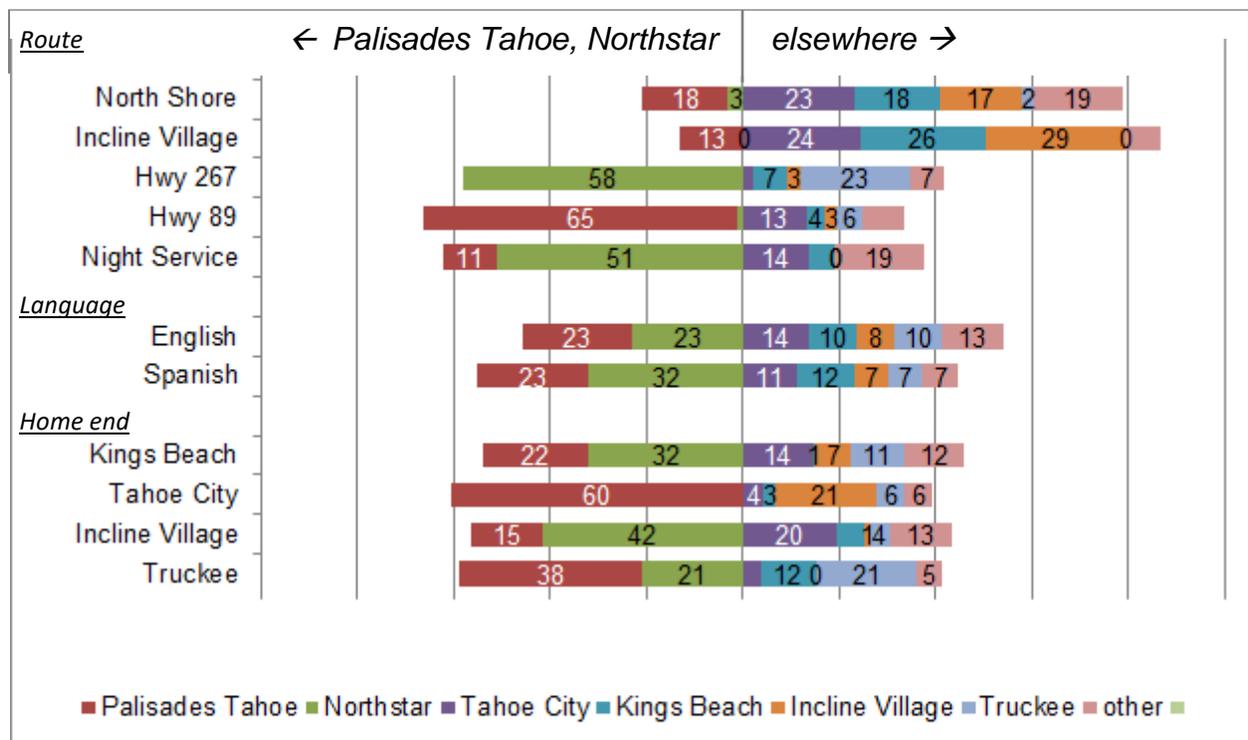
- Travelers boarding on the Incline Village segment of the Mainline (Crystal Bay to Tunnel Creek), tend to have the longest time between their home-end and the TART bus stop.
- Truckee residents, however, have a longer time to access the TART (Hwy 267 or Hwy 89) buses.



Non-home end



- The main ski areas—Palisades Tahoe and Northstar—are the most common non-home trip ends in the winter. Together they account for over half of the winter trip attractions.
- The low share of Palisades Tahoe riders on the Night Service may be a fluke of the sample.
- Mainline riders are mostly headed to Mainline destinations (i.e., without requiring a transfer to the Hwy 267 or Hwy 89 bus).



Use of TART Connect

TART Connect offers curb-to-curb, on-demand vans, for trips within each of several service area zones in the broader TART district. People traveling beyond any one zone, can take TART Connect between the origin or destination and a bus stop of the regional TART bus network. The transit survey found that 12 percent of TART bus trips include a connection with TART Connect. The table below shows the weighted share of bus trips which include a ride on TART Connect. The shares include both the winter and summer survey respondents.

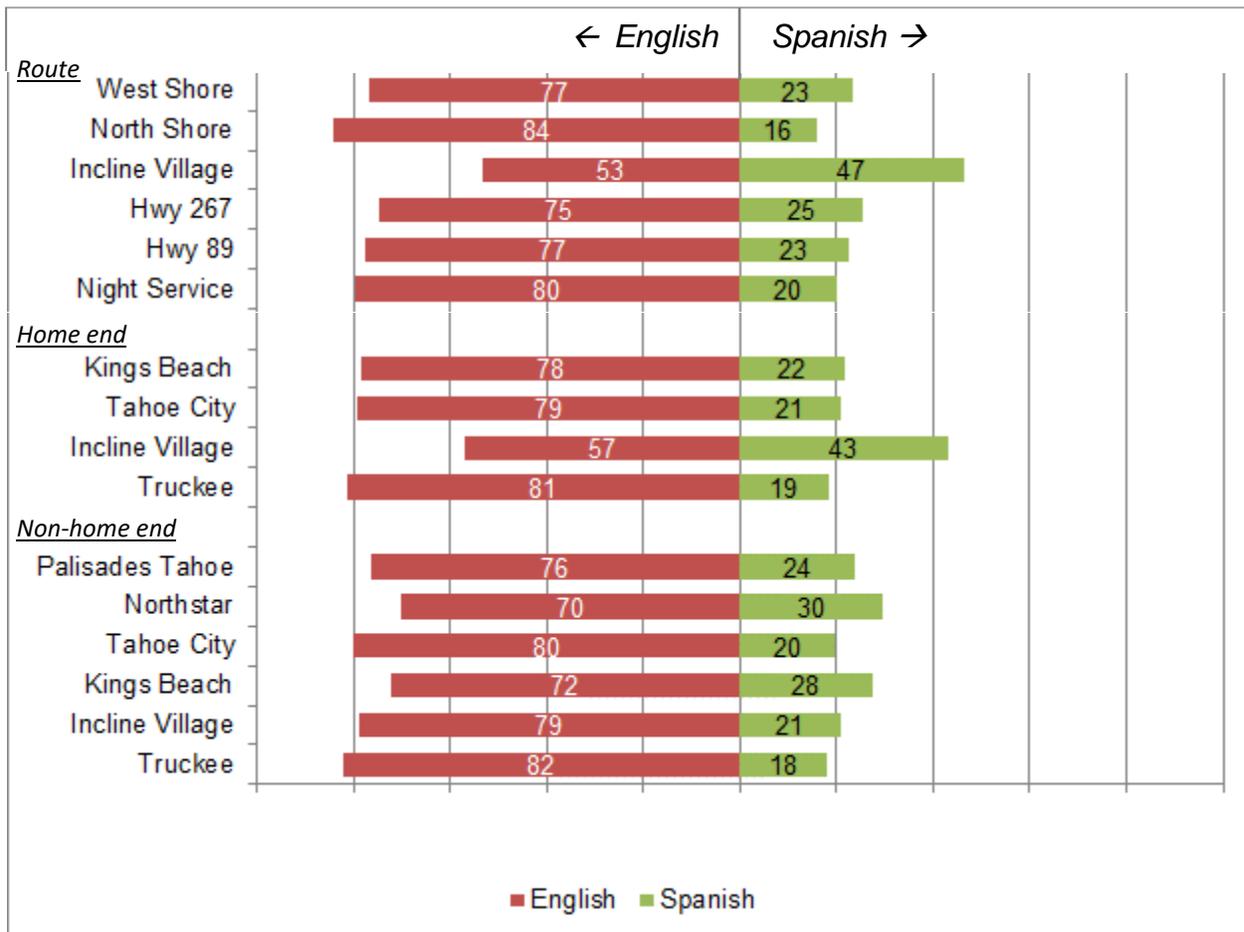
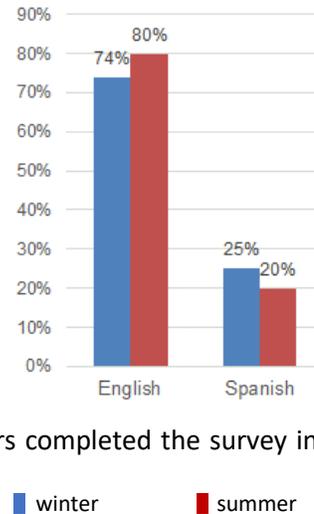
	share of TART bus trips using TART Connect
<i>System wide</i>	12%
<i>Individual communities</i>	
Incline Village	20%
Tahoe City	17%
Palisades Tahoe	13%
Tahoe Vista	11%
Northstar	11%
Kings Beach	10%
Truckee	8%
Crystal Bay	7%
Alpine Meadows	2%

Note that the shares by community account for both trip end regardless of whether the use of TART Connect is at the home or non-home trip end. The high use of TART Connect for trip ends in Incline Village may reflect the use of the service to connect with TART's Hwy 267 buses at Crystal Bay.

Survey language

Respondents could fill out the survey in English (on one side of the questionnaire) or Spanish (on the other).

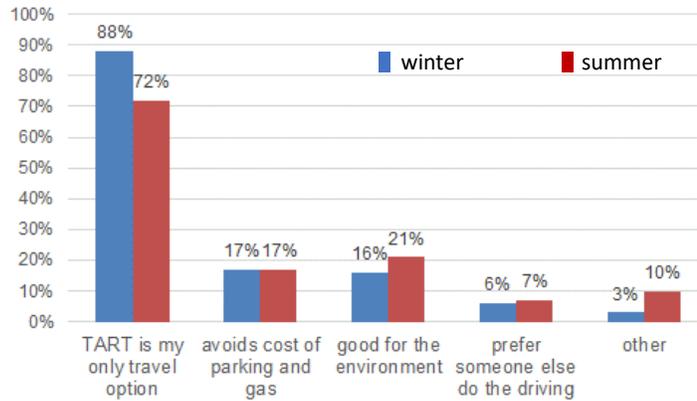
- A quarter filled out the Spanish side in the winter.
- A smaller share, one-fifth, filled out the Spanish side in the summer.
- Riders living in Incline Village had the highest share of TART riders filling in the Spanish side of the survey.
- Note that the share of Hispanic or Latino riders was higher than those filling in the survey on the Spanish side. Many Hispanic and Latino riders completed the survey in English.



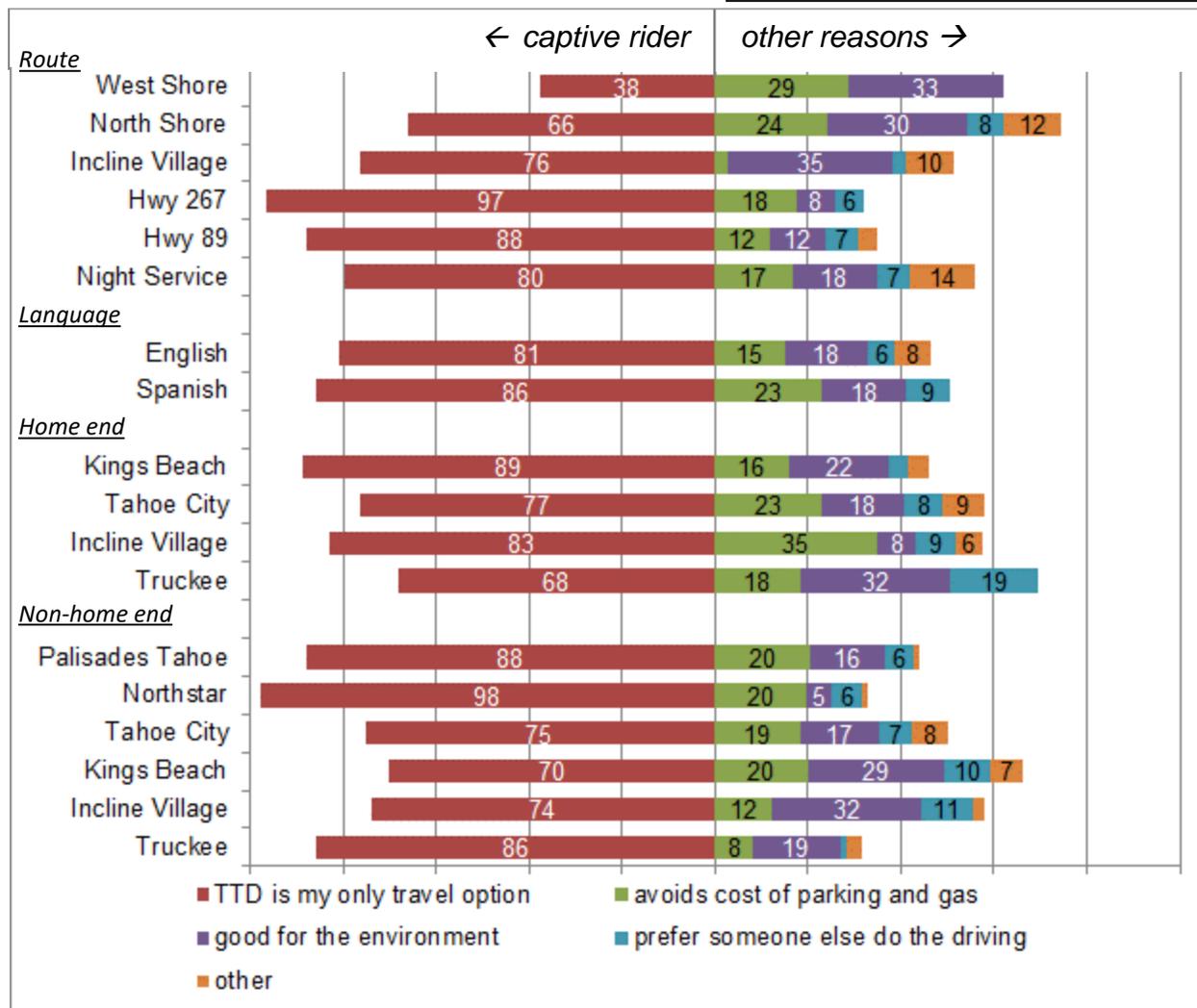
Why ride TART?

The survey listed several reasons for riding TART, and respondents could check all that apply.

- The most common answer was “TART is my only travel option,” selected by 88 percent of winter riders, and 72 percent of those in the summer.
- Almost half of “choice riders” (those who did not say that “TART is my only option”) listed “good for the environment” as a reason for riding TART. Only one-third of choice riders cited “avoids the cost of parking and gas” as a reason for taking the bus. Note that gasoline costs were up to \$7 per gallon in the Tahoe area during the winter and summer 2022 surveys.

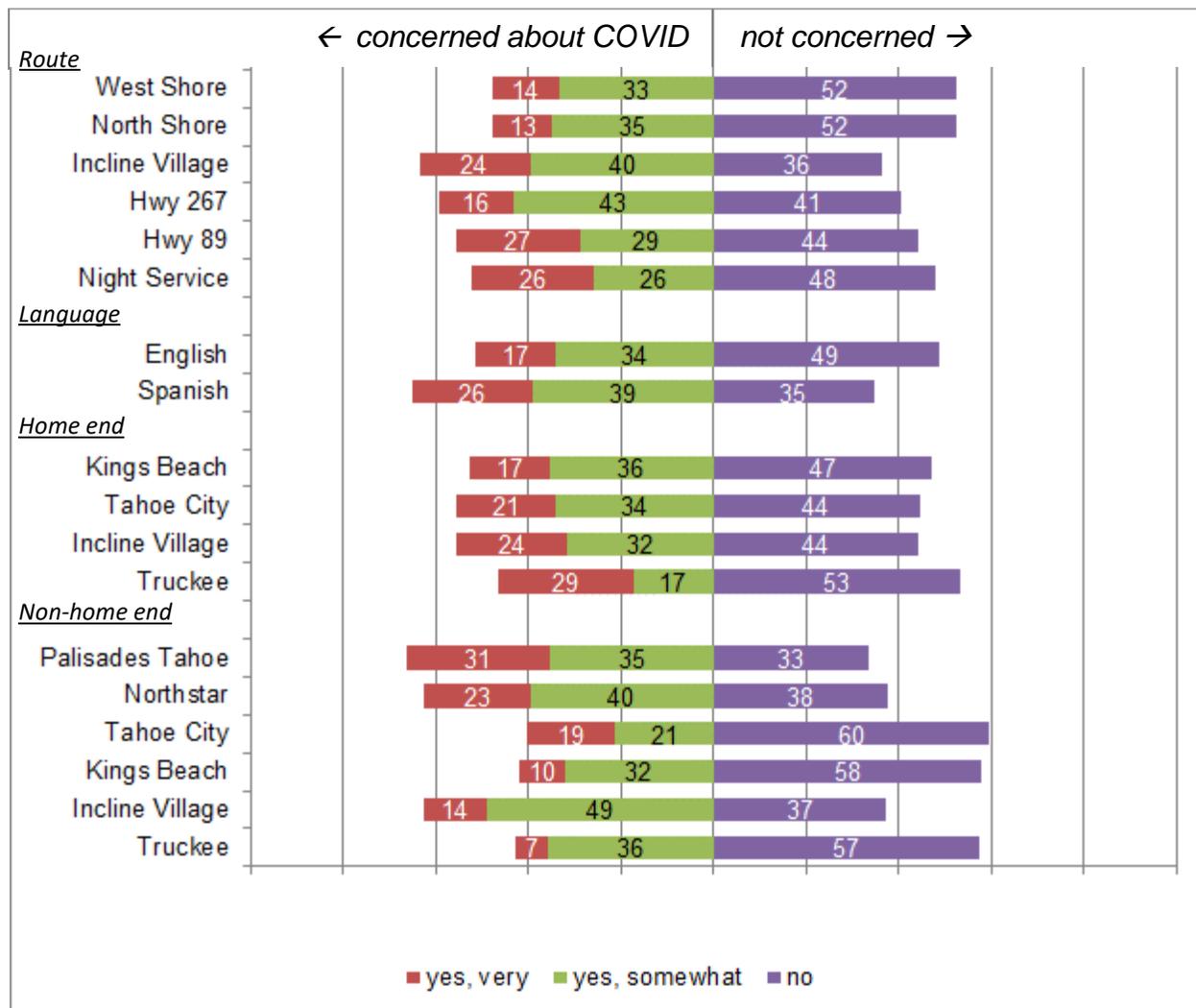
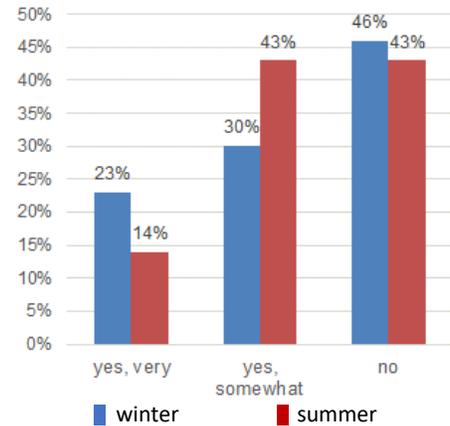


Values add to more than 100%



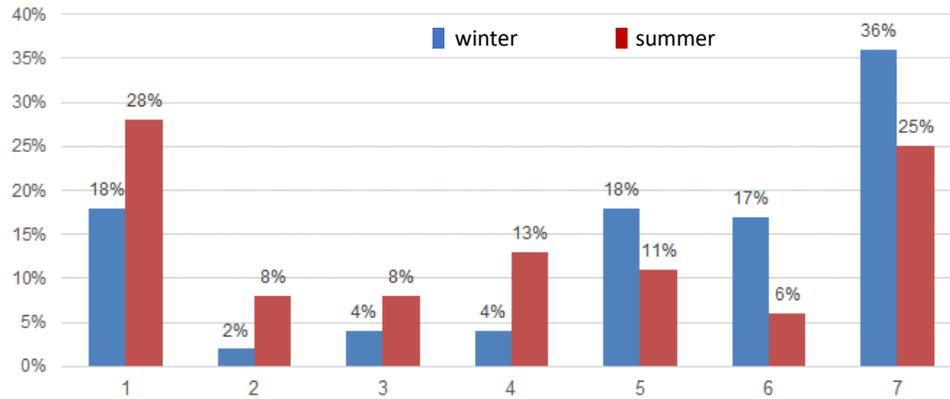
Concern about the spread of COVID on public transit

- The share of riders who say they are “very” concerned about the spread of COVID on public transit dropped from 23 percent last winter to 14 percent at the time of the summer survey.
- Less than half of riders in the winter or summer, however, expressed no concern about catching COVID on the bus. The rest said they were somewhat concerned.
- Hispanics (whether answering the survey in Spanish or English) were much more concerned than non-Hispanics about the threat of COVID. Choice riders also had a lower concern about COVID than did those who said that TART was their only travel option.

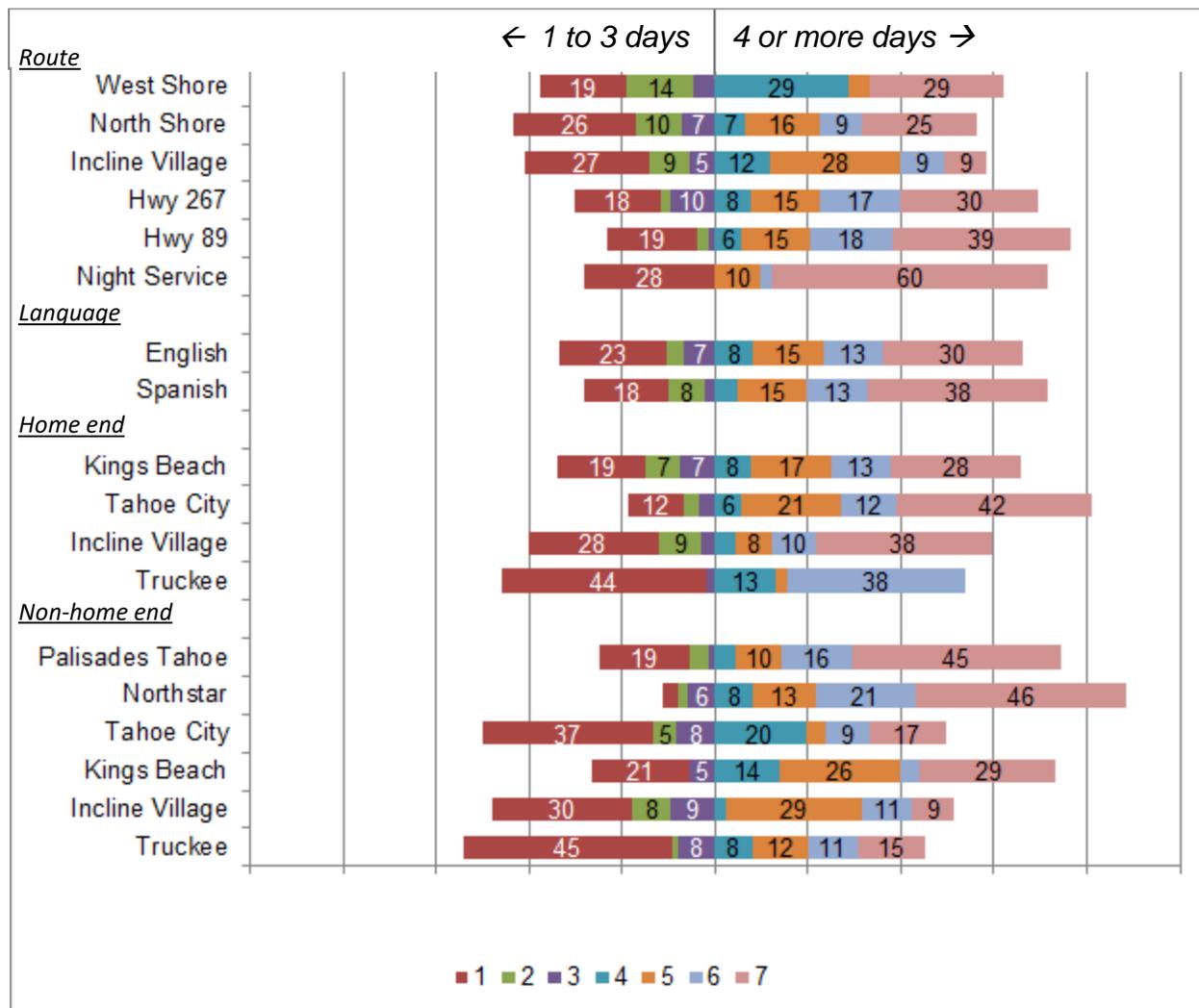


Number of days using TART in past week

- TART riders this past winter were very frequent users. Over 70 percent of trips were by riders who took TART at least four days that week.

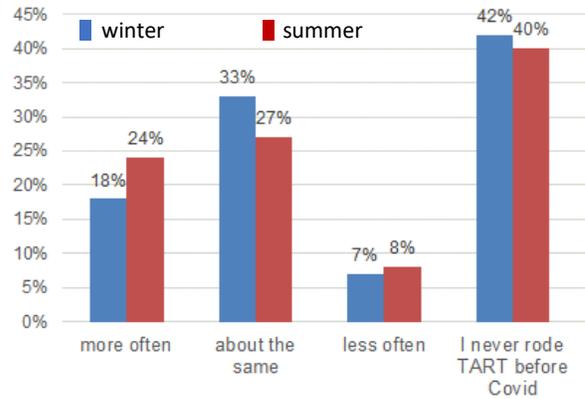


- Summer riders were much less frequent; only 42 percent took TART four or more days that week.
- The trips to or from Truckee have the highest share of infrequent riders.

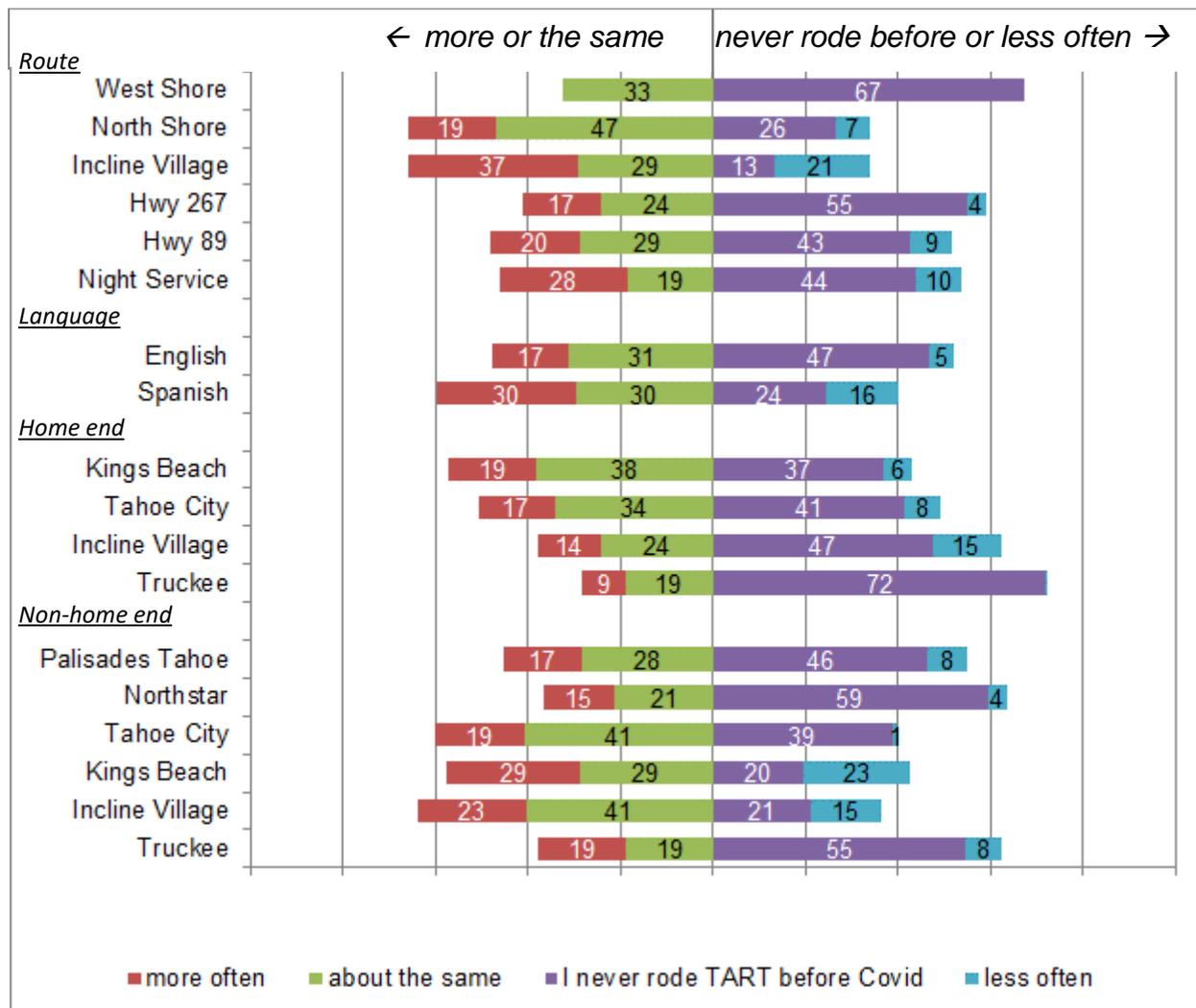


Frequency of TART use compared to before COVID (before March 2020)

- Less than ten percent of current TART boardings are by riders who have reduced their local transit use. This suggests that the nationwide increase of telecommuting during COVID has very marginally affected TART ridership.

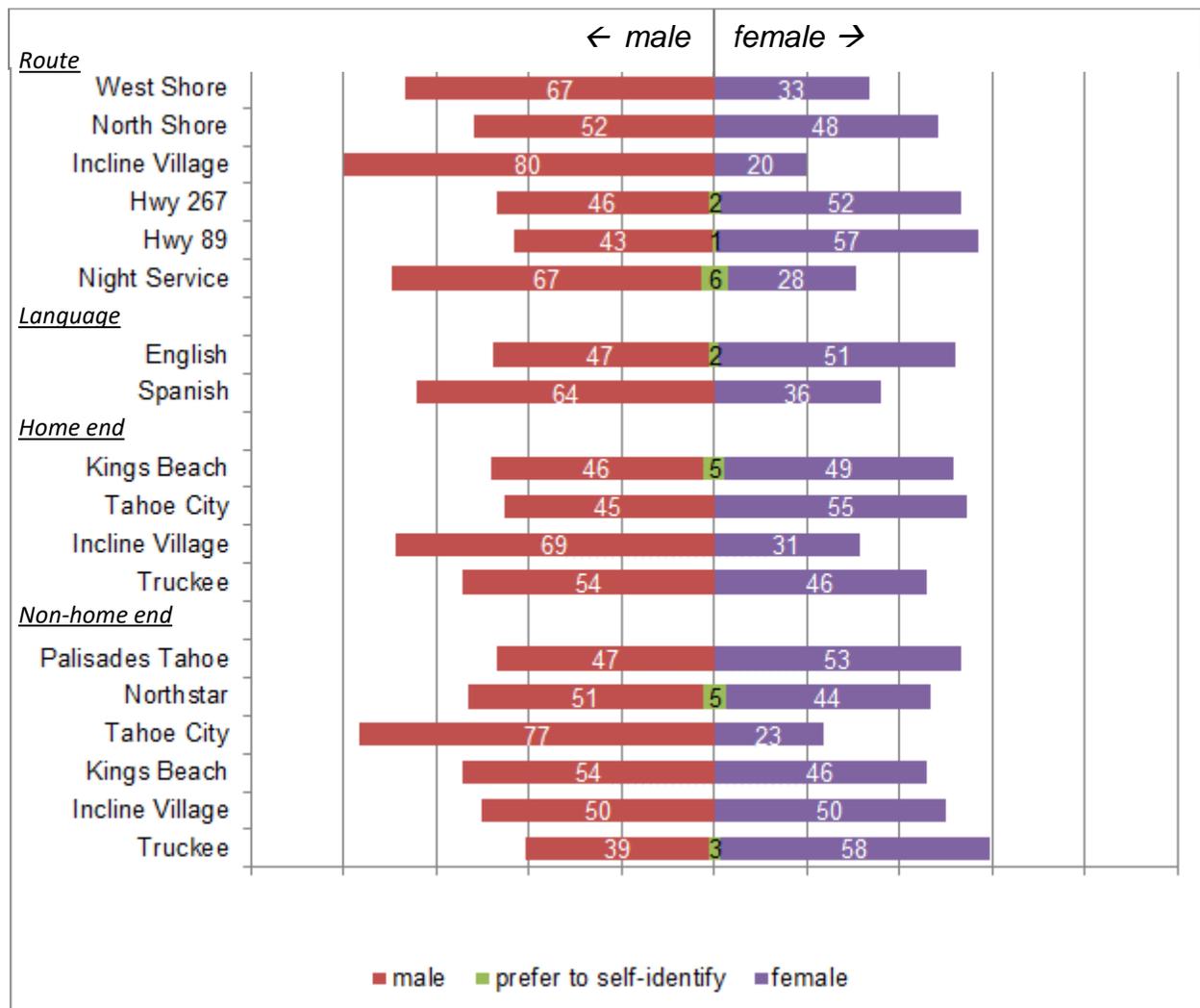
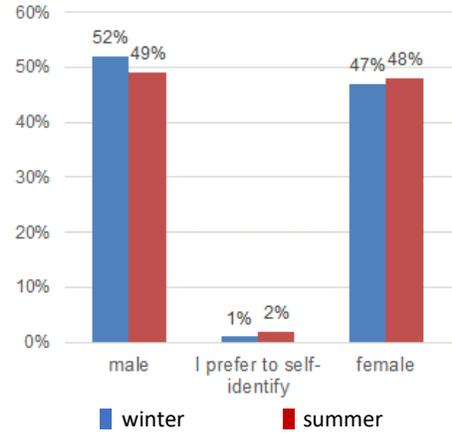


- Note that the share of previous TART users may have dropped more than these survey responses suggest. Former riders with the greatest concern about COVID may have abandoned the system or are riding much less frequently. They would not generally be captured in the survey of current riders.



Gender

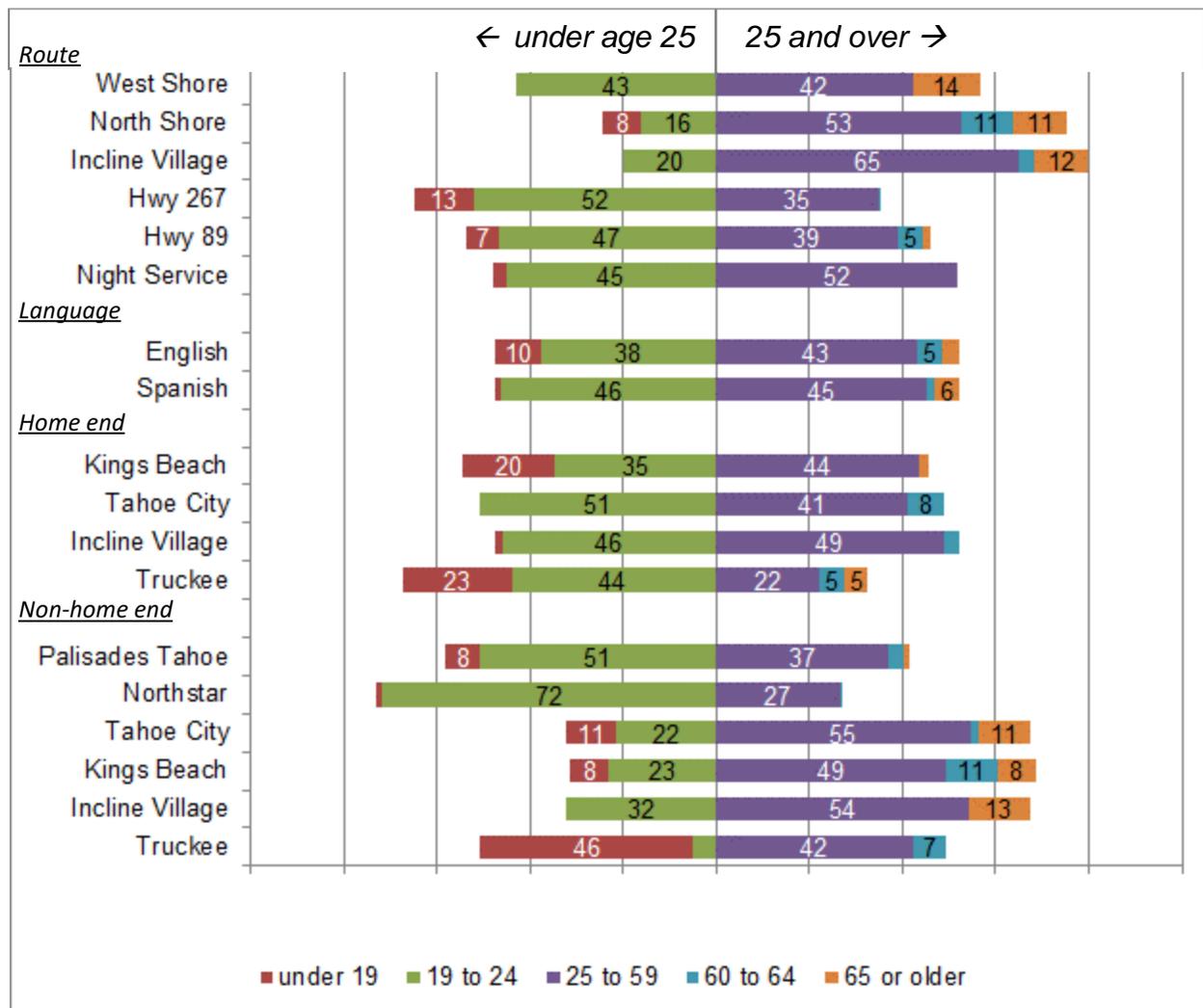
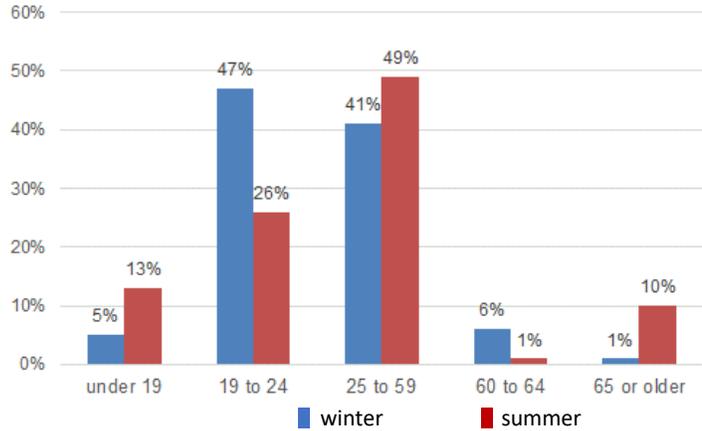
- Overall, TART boardings are roughly split between males and females. Riders preferring to self-identify their gender account for one to two percent of boardings.
- Respondents boarding on the Incline Village segment or West Shore of the TART Mainline, or who use the Night Service have a higher share of males.
- TART riders who filled out the survey in Spanish are 64 percent male, but Hispanics or Latinos are only 53 percent male. In other words, Hispanic or Latino females were more able or willing to fill out the English side of the survey than were Hispanic or Latino males.



Age

Survey staff did not hand questionnaires to small children (under about age 15).

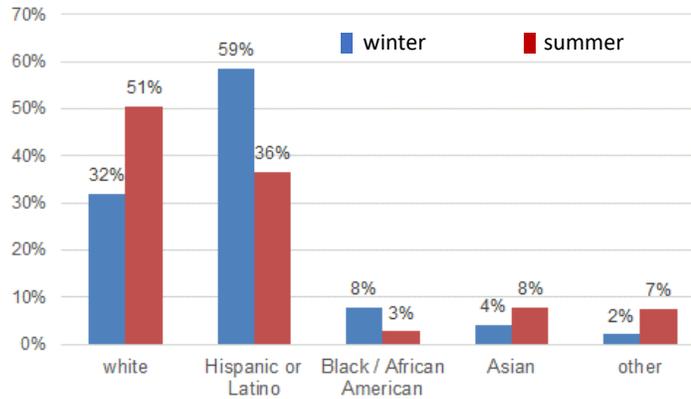
- Travelers between ages 19 to 24 account for almost half of TART winter boardings. These riders are largely heading to Palisades Tahoe or Northstar.
- Those age 65 and older are an almost negligible share of winter boardings (1 percent), but are 10 percent of summer TART boardings.



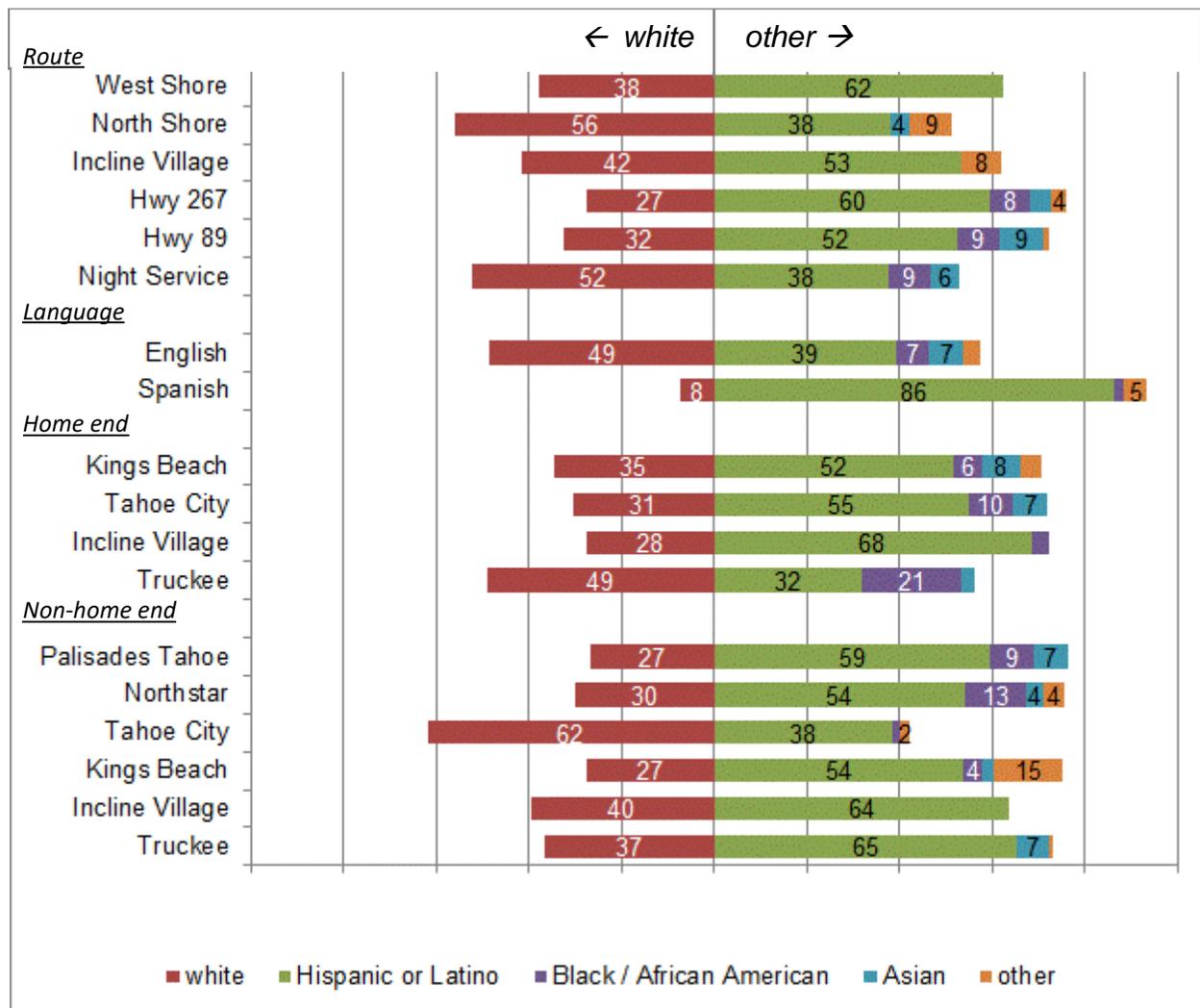
Race / ethnicity

Respondents could check more than one category for race / ethnicity, and thus the percentages for the categories defined here sum to more than 100%.

- Hispanics or Latinos account for almost six in ten of winter TART boardings, but only 36 percent of summer boardings

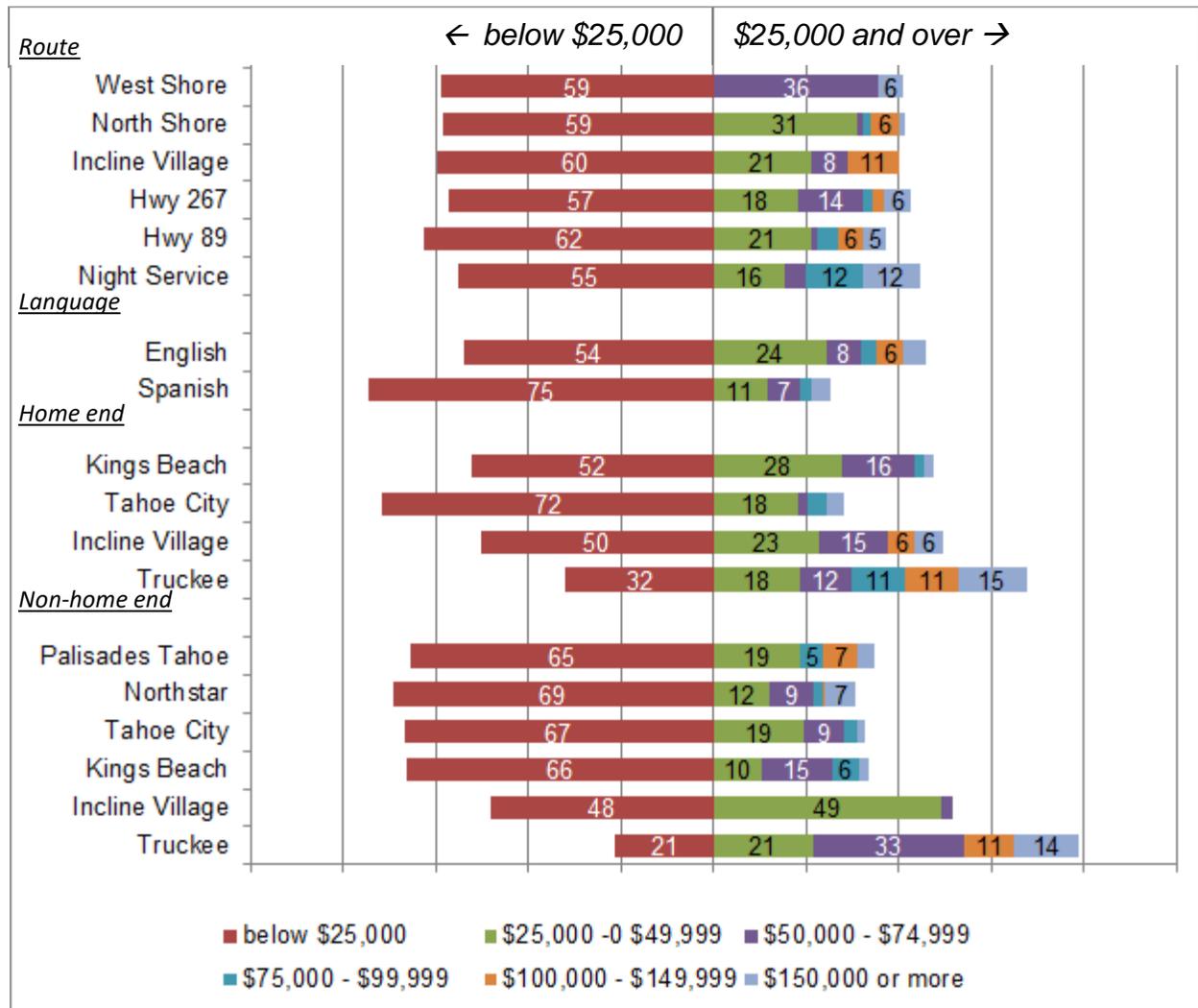
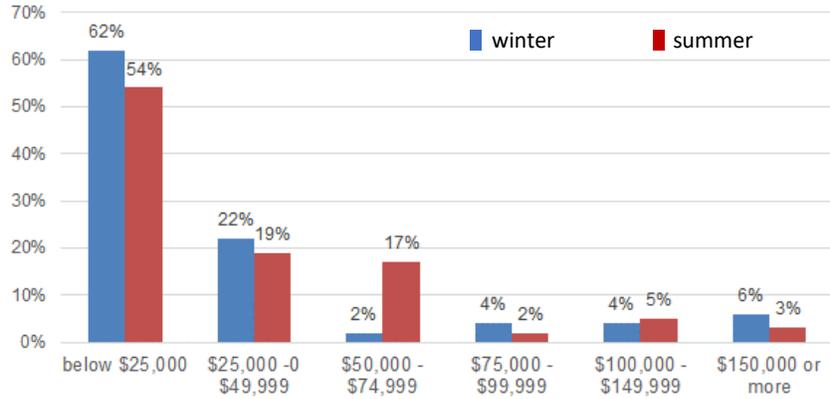


Values add to more than 100%



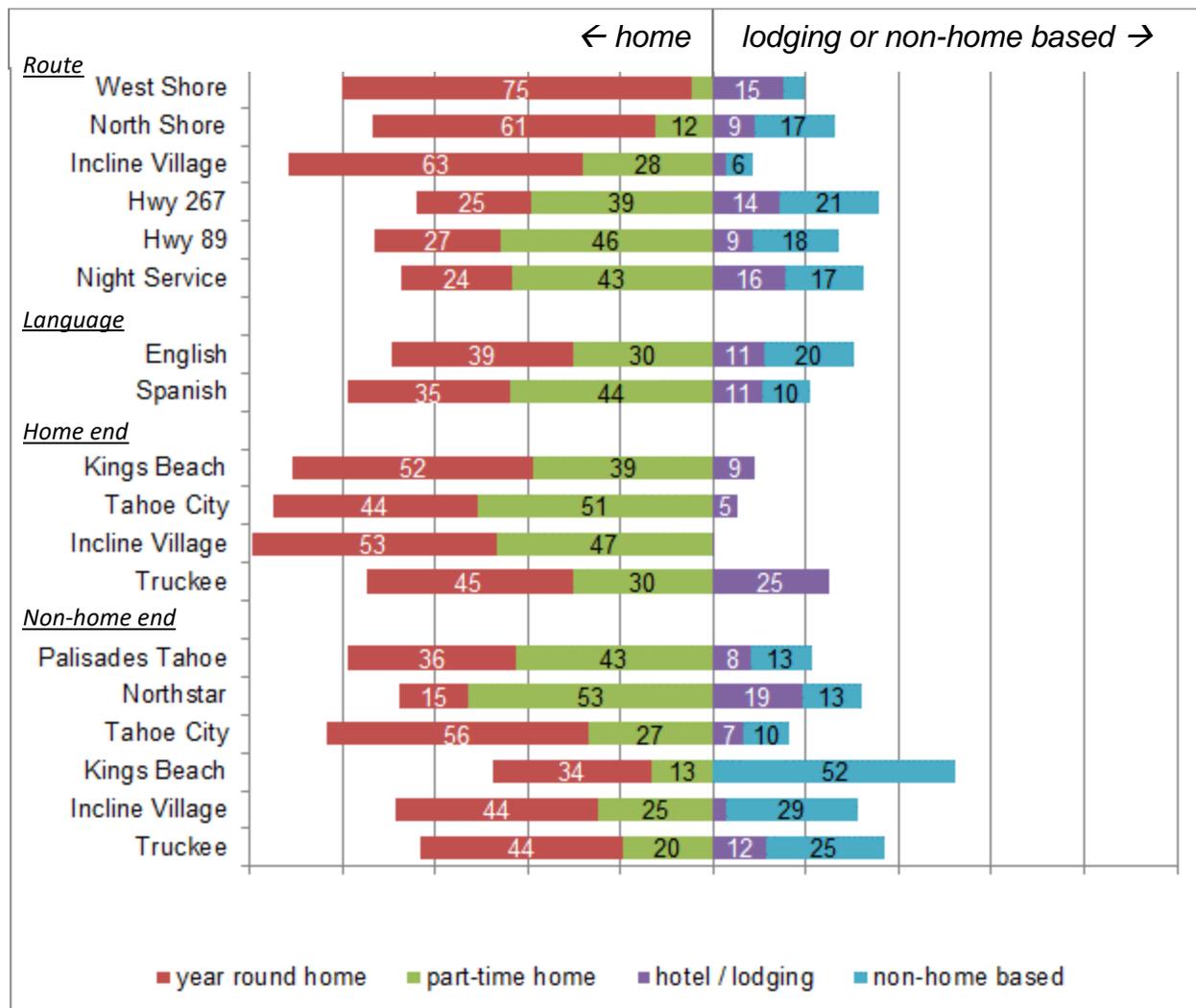
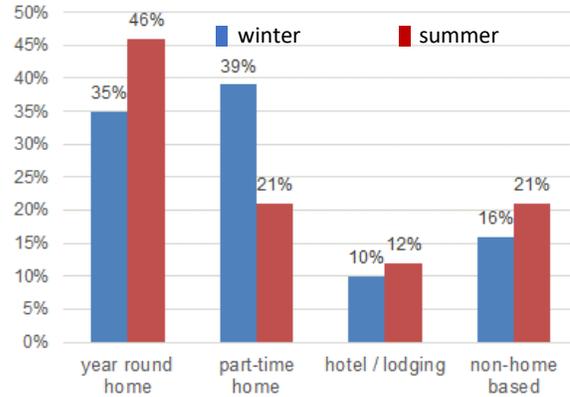
Income

- More than half of TART trips are by riders with annual household incomes under \$25,000. The share in this income group is over 60 percent in the winter.



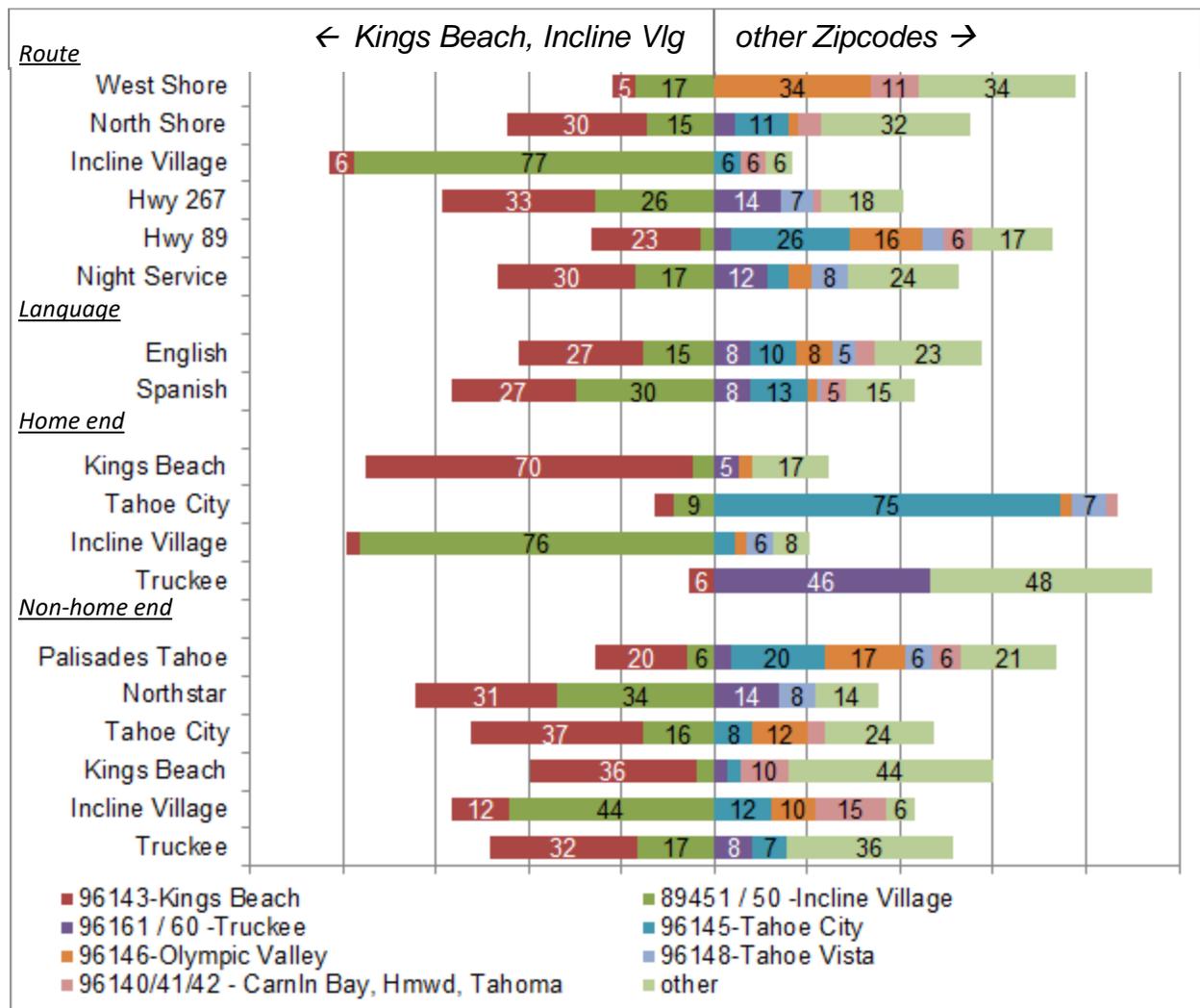
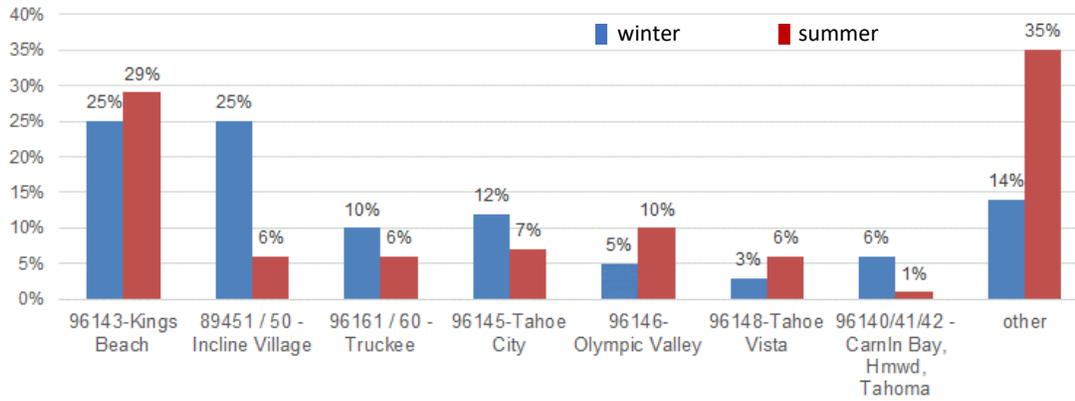
Type of residence at home end

- Most TART trips include one end where the rider is staying—home, hotel, or other lodging. (A trip from a ski area to dining out would be an example of a non-home based trip.)
- Part-time homes account for far more home-based trip ends in the winter than in the summer.
- Trips by people staying in Truckee include a high share—25 percent—of people staying in hotels or lodging.



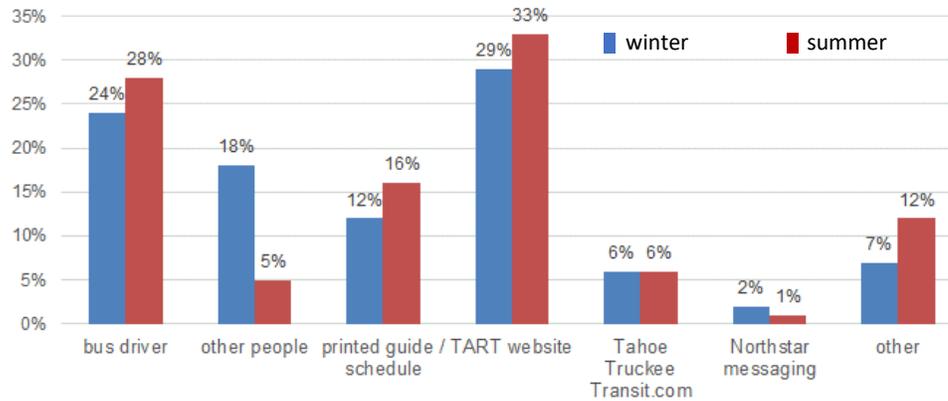
Home zipcode

The home zip code generally is generally consistent with the service area of the particular bus route.



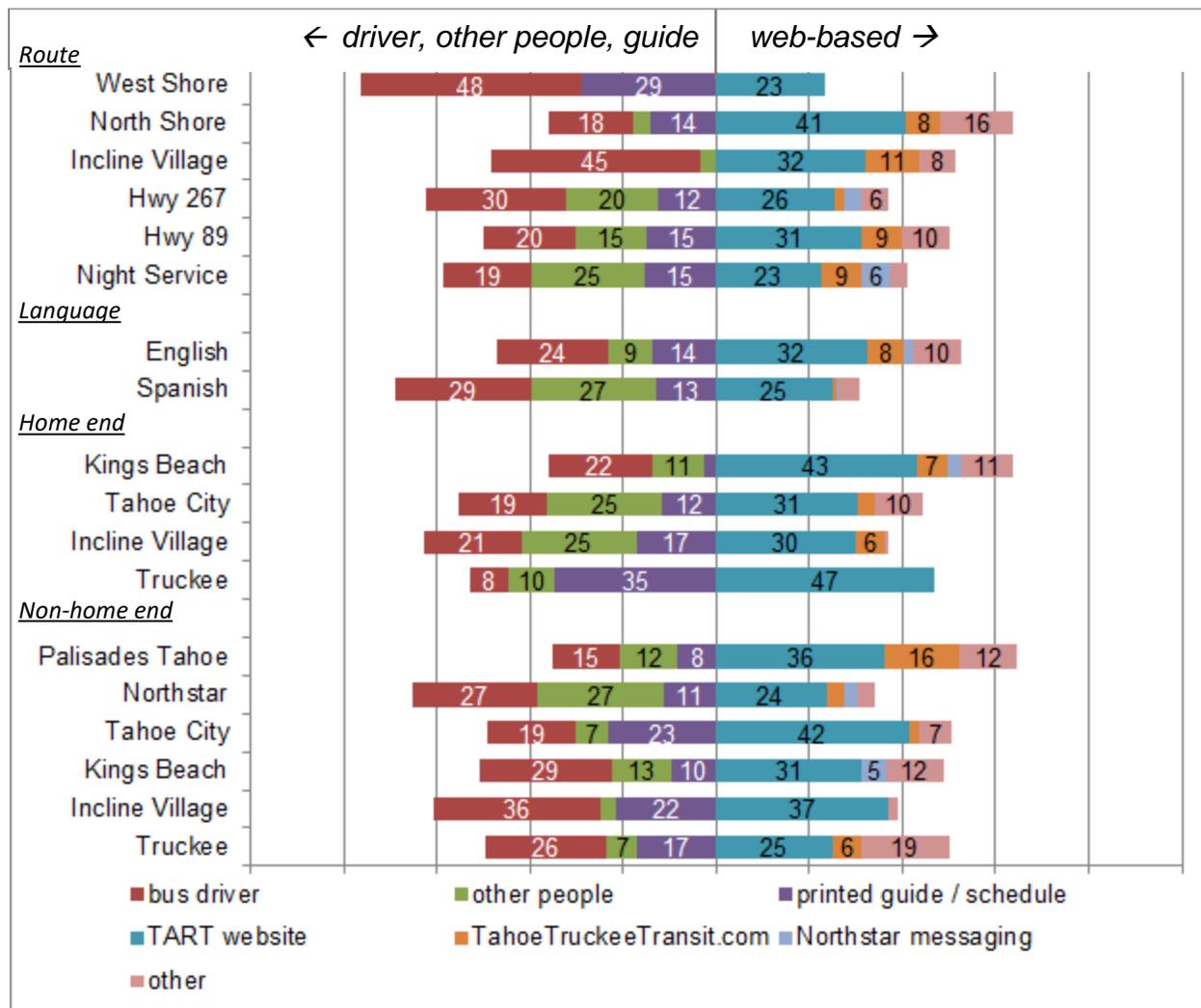
Primary source for transit information

- The TART web site is the main source of transit information.



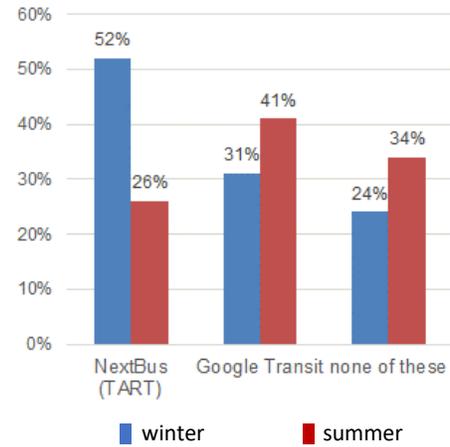
- Reliance on the printed schedules

tends to increase with age. Only ten percent of riders age 19 to 25 rely on the printed schedules; for riders under age 19, the share is only 4 percent.

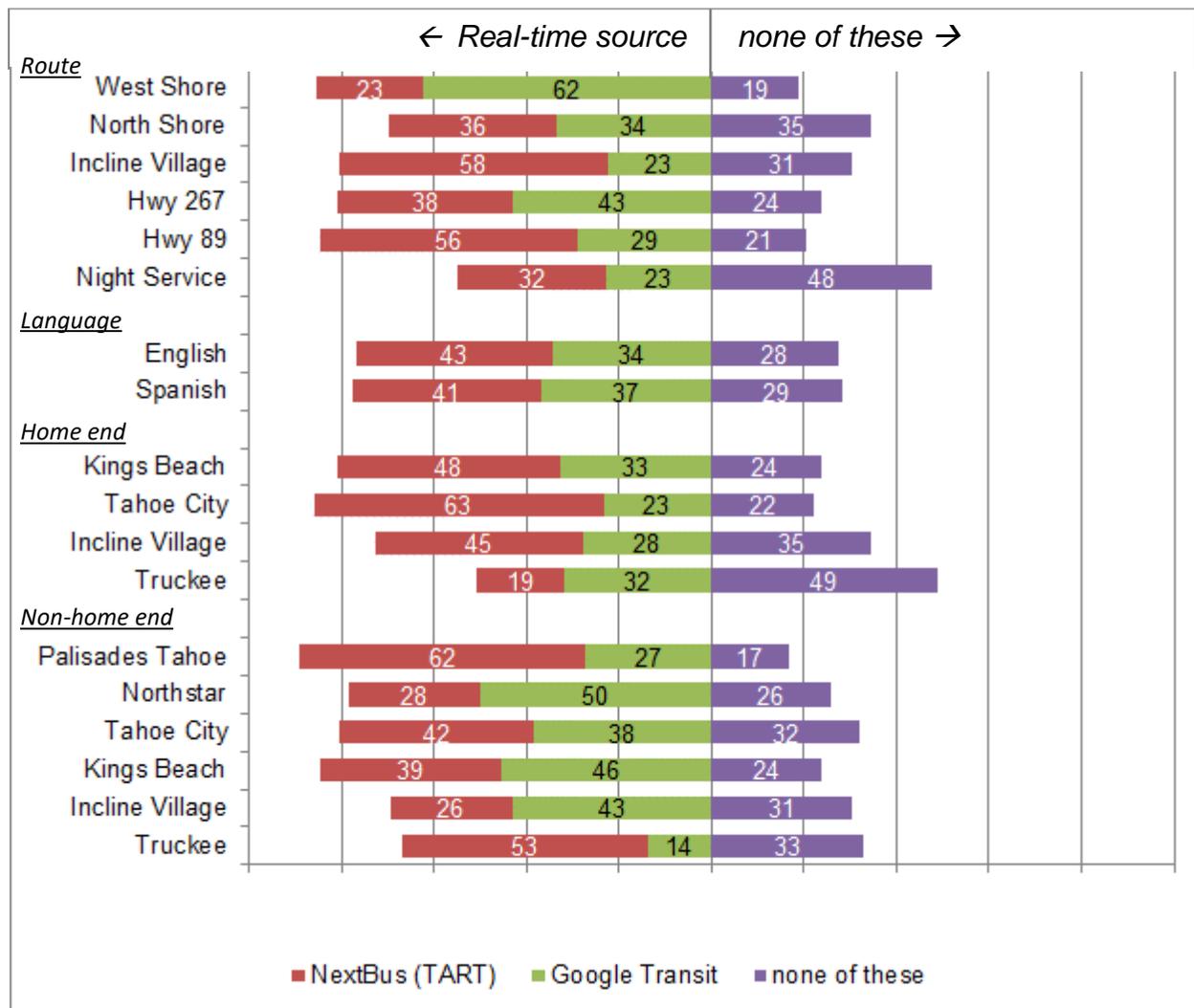


Real-time bus information used regularly

- Over half of TART riders used NextBus for real-time bus information in the winter, but this share dropped in half by the summer.
- Google Transit is becoming more popular.
- Real-time bus information choices do not differ by English or Spanish speakers.



Values add to more than 100%



Trip origin - destination pattern

The following tables show the distribution of trips by trip end pair. These are percentages of the total trips by season, and the sum for each season adds to 100 percent. The tables do not distinguish between trip origins or destinations (or home-end from non-home end). Rather, they show just the share of total trip between each pair of communities.

Winter trip pattern

	Other	Carnelian Bay	Home-wood	Crystal Bay	Tahoe Vista	Sunny-side	Truckee	Tahoma	Incline Village	Tahoe City	Kings Beach	Alpine Mdws	Palisades Tahoe	Northstar
Northstar		0.4		5.6	1.7		4.4		9.7		15.0			
Palisades Tahoe		0.6	1.2		0.5	0.6	6.4	0.6	3.7	9.2	11.1			
Alpine Meadows					0.2				0.2	1.1	1.8			
Kings Beach	1.2		1.2	1.3			3.0	0.4	3.3	1.8				
Tahoe City	0.6	0.7		0.4			2.1	0.4	3.8					
Incline Village	0.4	1.2			1.2		1.1							
Tahoma			0.4	0.4			0.3							
Truckee	0.2			0.1										
Sunnyside														
Tahoe Vista														
Crystal Bay	0.9													
Homewood														
Carnelian Bay														
Other														

Summer trip pattern

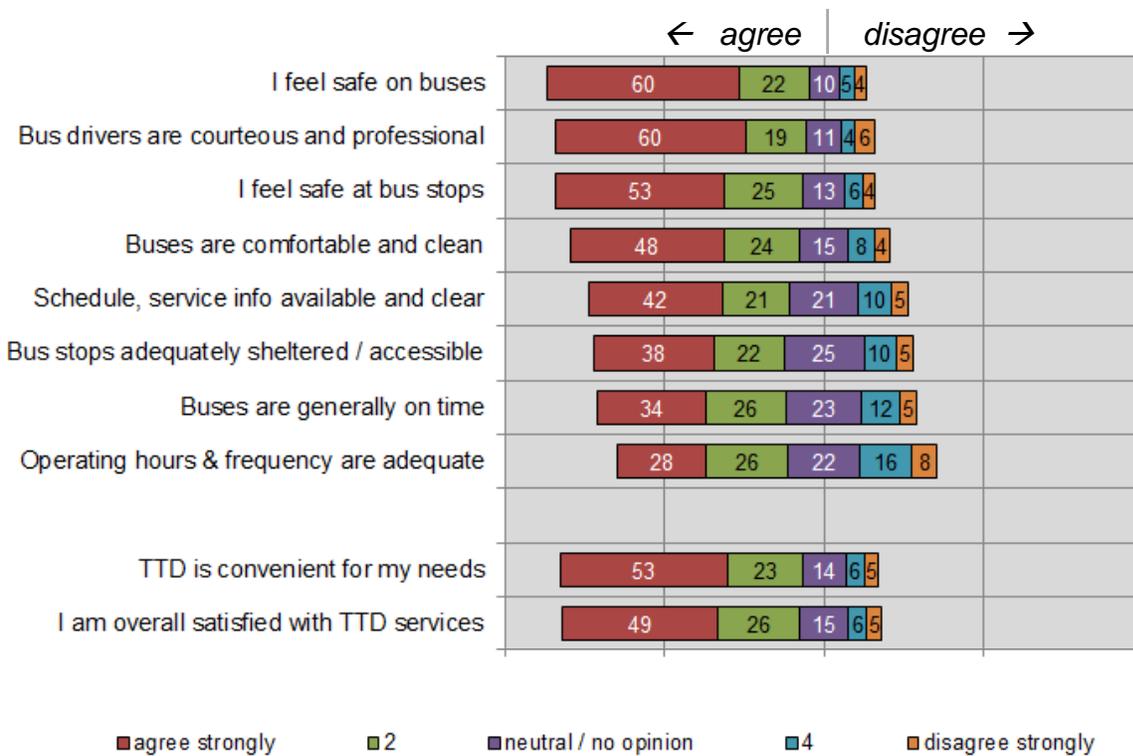
	Other	Carnelian Bay	Home-wood	Crystal Bay	Tahoe Vista	Sunny-side	Truckee	Tahoma	Incline Village	Tahoe City	Kings Beach	Alpine Mdws	Palisades Tahoe	Northstar
Northstar				1.8				1.0			6.0	1.4		
Palisades Tahoe					2.3		1.4			6.5	2.8			
Alpine Meadows					1.0		1.7		1.7	3.2				
Kings Beach		6.5		1.8			11.2		10.3	12.0				
Tahoe City	1.9	2.3		1.8	1.9				8.3					
Incline Village				1.8			2.4							
Tahoma														
Truckee		2.5												
Sunnyside	4.7													
Tahoe Vista														
Crystal Bay														
Homewood														
Carnelian Bay														
Other														

Section 3: TTD

Service Ratings

The survey asked respondents to rate each of eight service attributes and two measures of general satisfaction with TART services. For each of these, the survey used a scale of 1 to 5, where 1 indicated the highest level of satisfaction and 5 was the highest level of dissatisfaction. This section presents the results for the system as a whole, by season, in comparison to the ratings from the 2018/2019 survey, by individual route, and by various rider attributes.

The chart below shows the percent of system-wide responses (weighted) at each level.

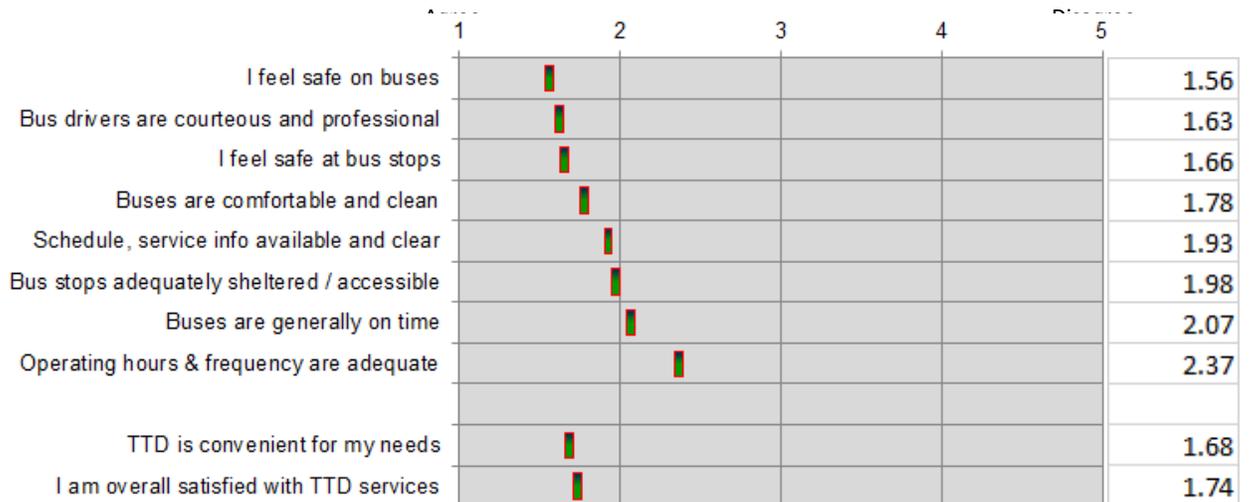


TTD riders view the system very positively. Over half of riders give the highest rating to the two safety and the driver courtesy/ professionalism statements, and over half give a 1 or 2 rating to each of the other five specific service dimensions. Riders give the most negative ratings in response to operating hours and frequency.

The indicators of overall satisfaction are also very positive. The share of riders agreeing that "TTD is convenient for my needs," and "I am overall satisfied with TTD services," is almost seven times the share of those who disagree with these statements.

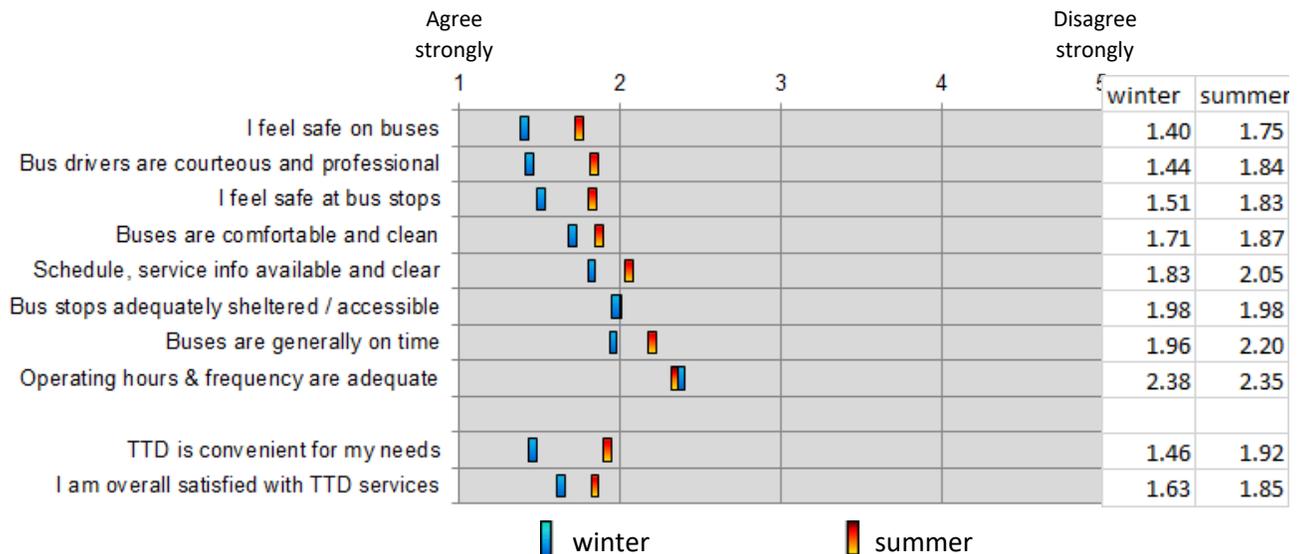
Average ratings system-wide

The chart below shows the average scores. This calculated average ignores the percent rating the attribute as "3, neutral / no opinion."



Average ratings by season

The following chart shows the average ratings by season.



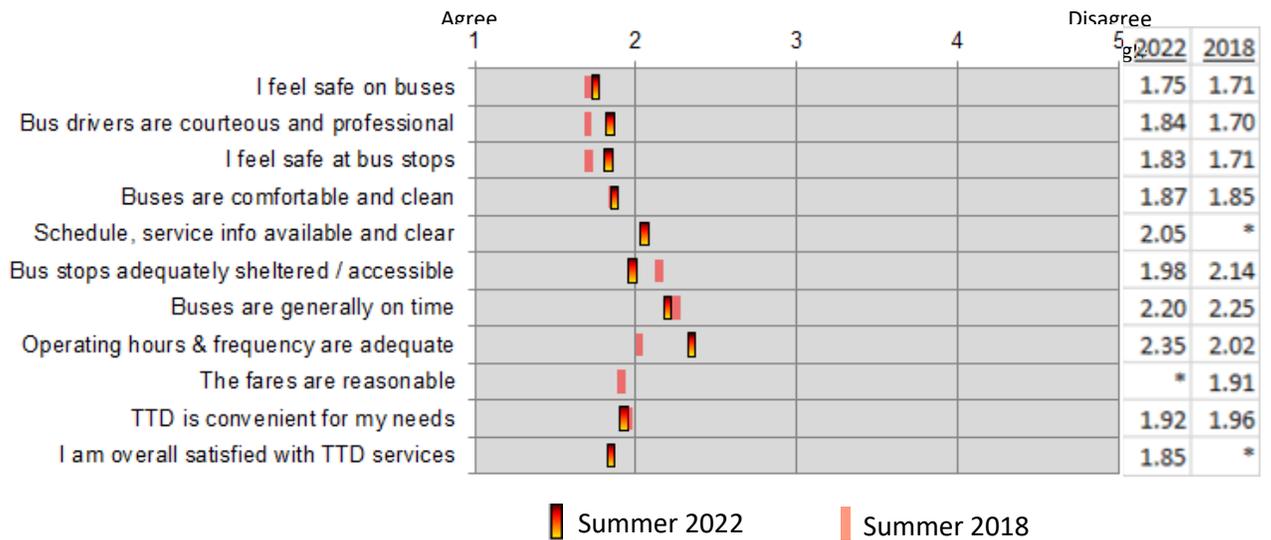
The chart shows that passenger satisfaction is almost uniformly more positive in winter than in summer.

Average ratings compared to results in the 2018 / 2019 TTD survey

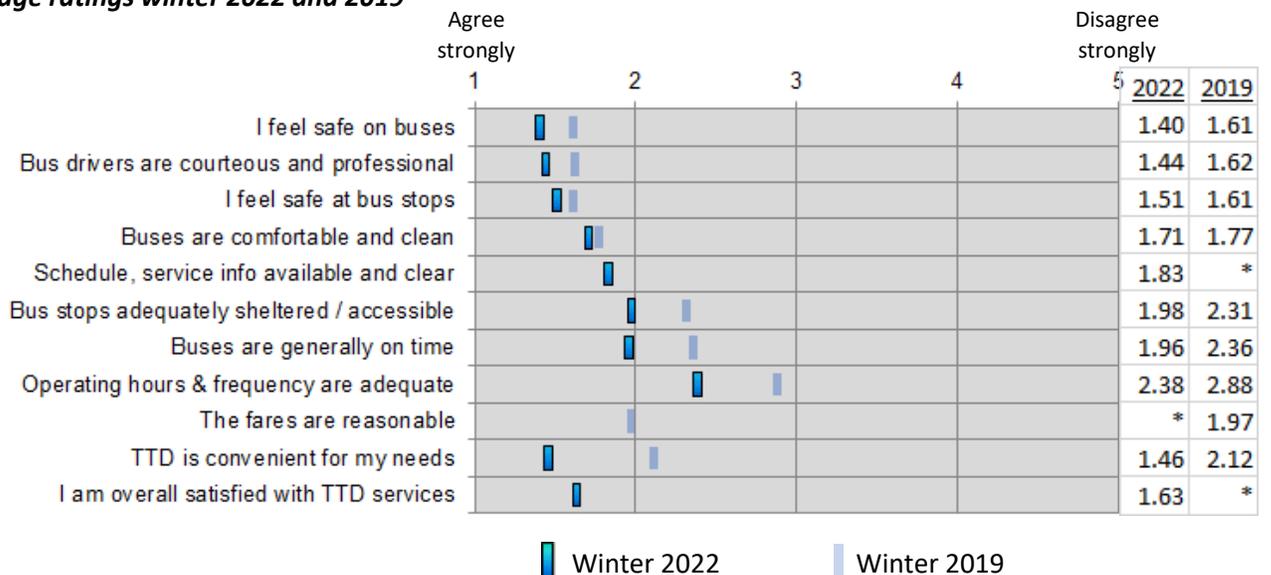
The TTD passenger survey in the summer of 2018 and the winter of 2019 asked most of the same customer satisfaction questions. Note that the 2018 / 2019 survey asked respondents for ratings on a 7-point scale. These are recentered to be compatible with the 5-point scale used in 2022. The earlier survey also asked respondents to rate a single safety-related statement: "I feel safe on buses and at bus stops." The charts below apply the rating for this attribute against each of the two distinct safety-related statements in 2022.

You can see that TTD has gotten slightly lower scores for the summer, but has made larger improvements in rider satisfaction during the winter.

Average ratings summer 2022 and 2018



Average ratings winter 2022 and 2019

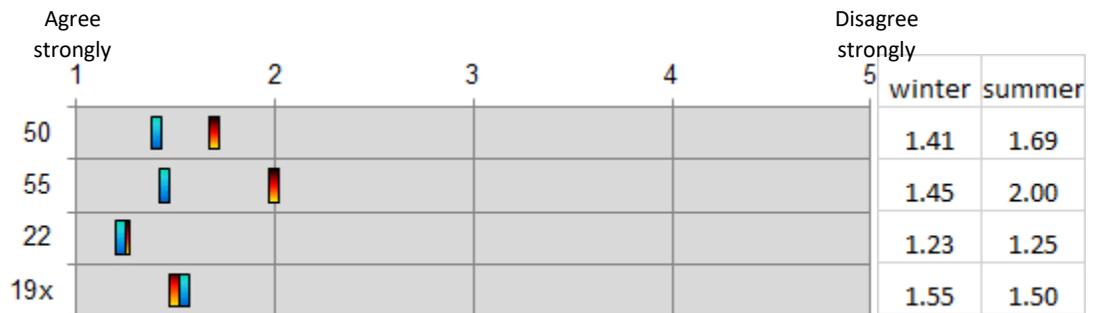


* not asked this year

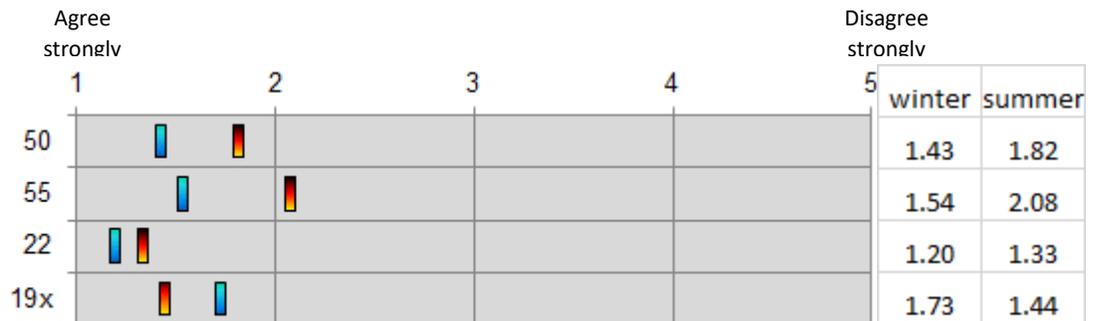
Average ratings by route

The charts in this section show the average scores for the various service attributes by route.

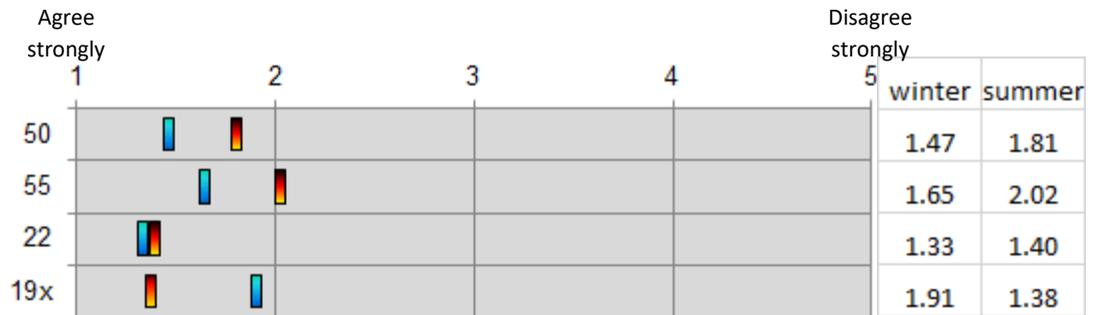
I feel safe on buses



Bus drivers are courteous and professional

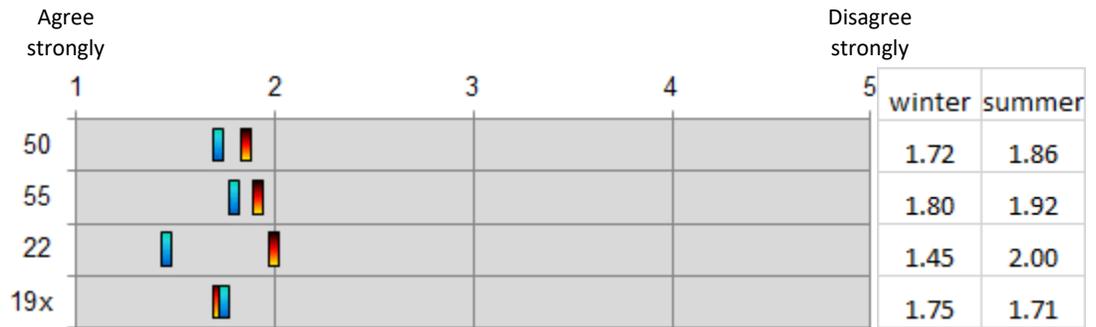


I feel safe at bus stops

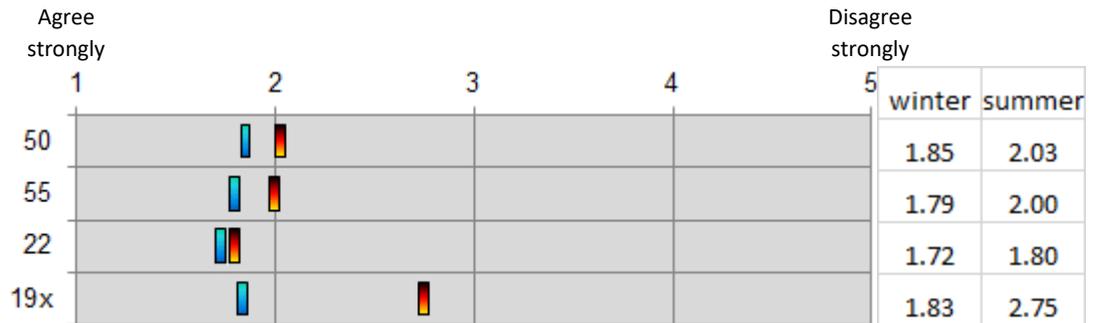


 winter  summer

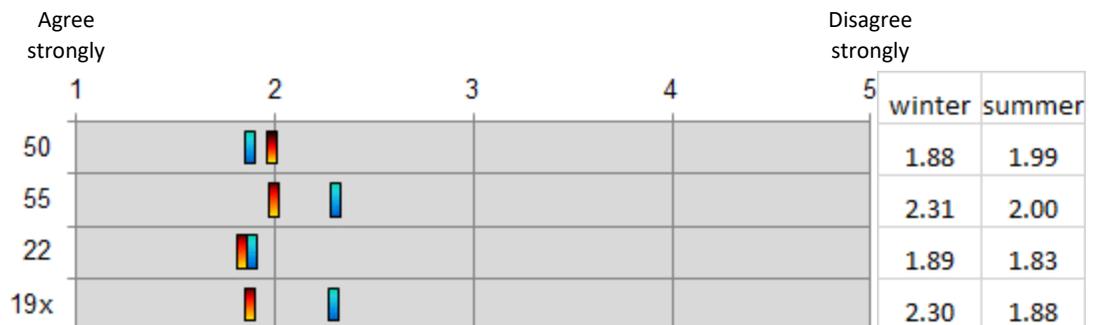
Buses are comfortable and clean



Schedule and service information is readily available and clear

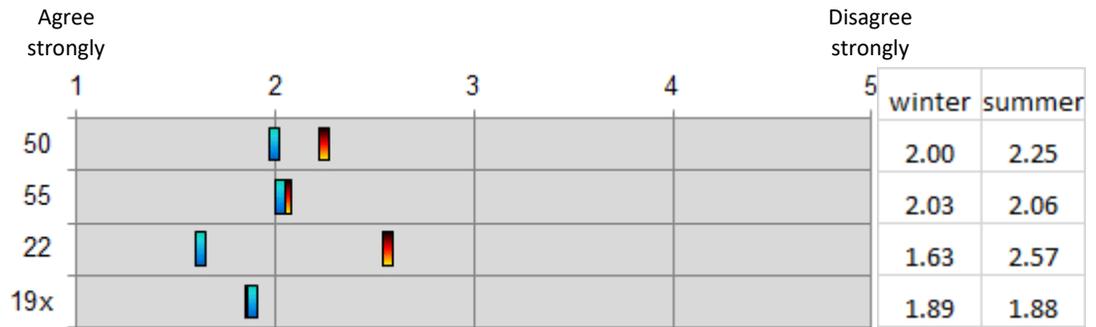


Bus stops are adequately sheltered, accessible, and clean

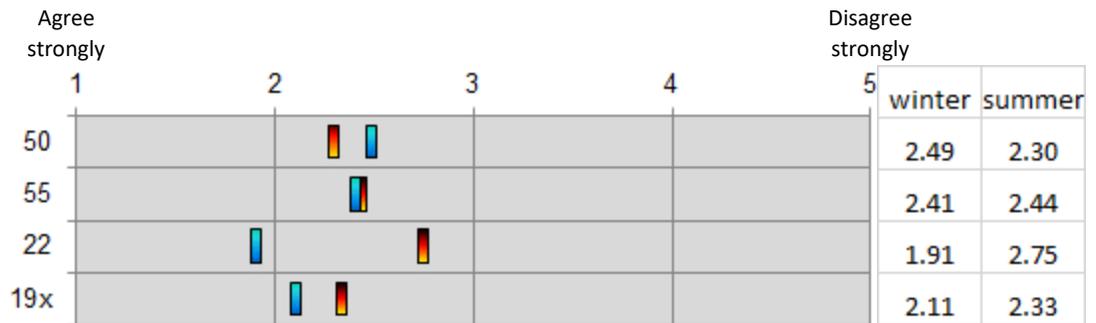


■ winter ■ summer

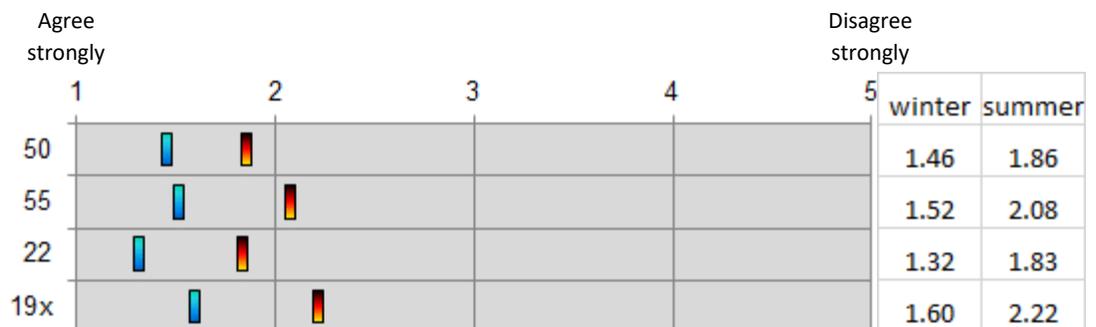
Buses are generally on time



Operating hours and frequency are adequate

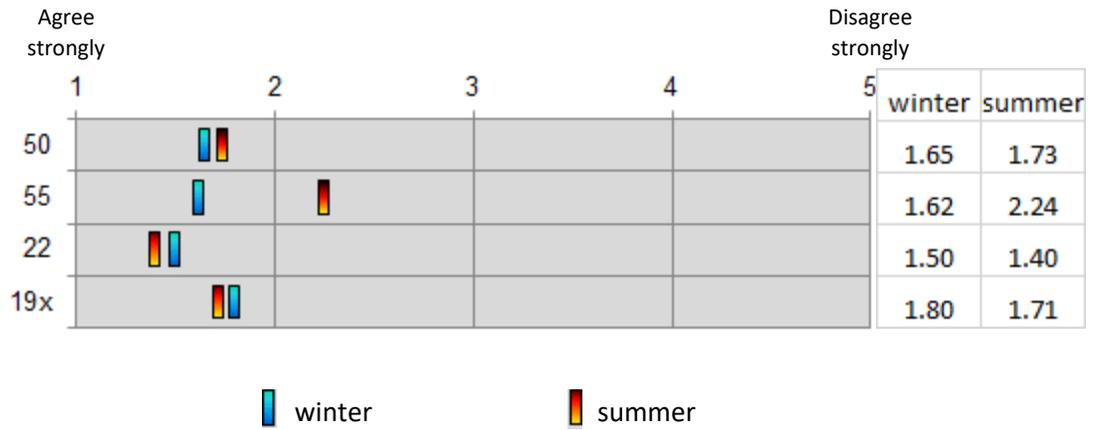


TTD is convenient for my needs



■ winter
 ■ summer

I am overall satisfied with the quality of TTD servicers



Average ratings by various attributes

A color theme highlights the good and bad ratings: those closer to 1 (most satisfied) have the deepest green; those closer to 5 (most dissatisfied) have the deepest red.

TTD		Bus drivers courteous, I feel safe on buses	Bus drivers courteous, I feel safe at bus stops	Buses are comfortable and clean	Schedule and service available and clear	Bus stops adequately sheltered / accessible	Buses are generally on time	Operating hours & frequency adequate	TTD is convenient for my needs	I am overall satisfied with TTD services	
<i>All boardings</i>		1.56	1.63	1.66	1.78	1.93	1.98	2.07	2.37	1.68	1.74
<i>season</i>	winter	1.40	1.44	1.51	1.71	1.83	1.98	1.96	2.38	1.46	1.63
	summer	1.75	1.84	1.83	1.87	2.05	1.98	2.20	2.35	1.92	1.85
<i>route</i>	50	1.54	1.62	1.63	1.79	1.94	1.93	2.12	2.40	1.65	1.69
	55	1.74	1.81	1.85	1.86	1.89	2.14	2.04	2.42	1.82	1.96
	22	1.23	1.23	1.35	1.57	1.74	1.88	1.88	2.04	1.44	1.48
	19x	1.53	1.60	1.68	1.74	2.20	2.11	1.88	2.22	1.89	1.76
<i>language</i>	English	1.60	1.66	1.67	1.84	1.94	2.02	2.14	2.34	1.71	1.74
	Spanish	1.35	1.38	1.59	1.40	1.87	1.66	1.64	2.52	1.51	1.73
<i>TTD days per week</i>	1	1.55	1.63	1.65	1.77	1.91	1.84	1.94	2.03	1.59	1.59
	2	1.73	1.64	1.89	1.86	1.88	2.02	1.95	2.34	1.80	1.81
	3	1.26	1.60	1.79	1.45	1.68	1.91	2.00	2.41	1.85	1.77
	4	1.34	1.41	1.54	1.71	1.85	1.68	1.79	2.14	1.48	1.50
	5	1.84	1.87	1.77	2.06	2.13	2.20	2.30	2.72	1.97	2.10
	6	1.41	1.33	1.38	1.65	1.89	2.03	2.16	2.55	1.59	1.68
	7	1.56	1.69	1.59	1.80	2.04	2.17	2.38	2.60	1.55	1.69
<i>gender</i>	male	1.59	1.69	1.76	1.76	1.86	1.97	2.15	2.44	1.73	1.75
	female	1.60	1.57	1.65	1.84	1.93	1.99	1.99	2.43	1.68	1.74
<i>age</i>	under 19	1.86	1.94	2.29	2.20	2.43	2.07	2.46	2.15	1.82	1.94
	19 to 24	1.54	1.69	1.59	1.66	1.73	1.90	2.19	2.28	1.64	1.69
	25 to 59	1.53	1.57	1.71	1.83	1.94	2.11	2.20	2.70	1.78	1.76
	60 to 64	1.50	1.75	1.59	1.61	1.47	1.67	1.81	2.29	1.81	1.76
	65 or older	1.42	1.37	1.44	1.75	1.65	1.82	1.50	2.29	1.48	1.76
<i>zipcode</i>	96150-South Lake Tahoe	1.64	1.65	1.68	1.91	1.95	1.97	2.24	2.57	1.73	1.83
	Other South Lake Tahoe	1.52	1.45	1.74	1.71	1.52	2.28	1.86	2.00	1.50	1.88
	Douglas County, NV	1.40	1.17	1.50	1.33	1.33	1.25	1.50	1.60	1.40	1.20
	Carson City	1.00	2.00	1.00	1.00	1.00	2.00	1.00	2.00	1.00	1.00
	other	1.16	1.24	1.33	1.40	1.78	1.50	1.36	1.90	1.38	1.31
<i>race / ethnicity</i>	Hispanic or Latino	1.50	1.52	1.60	1.64	1.75	1.86	1.84	2.40	1.54	1.68
	Black / African American	1.69	1.71	1.50	2.57	1.71	2.50	1.92	2.23	1.60	1.79
	native American	1.36	1.45	1.75	1.45	1.70	1.36	2.08	1.89	1.33	1.42
	white	1.57	1.64	1.71	1.81	2.16	2.06	2.23	2.46	1.85	1.81
	Asian	1.79	1.86	1.83	1.96	1.95	2.11	2.24	2.29	1.89	1.81
<i>income</i>	below \$25,000	1.62	1.65	1.70	1.81	1.94	2.06	2.09	2.33	1.72	1.82
	\$25,000 - 0 \$49,999	1.46	1.59	1.67	1.99	1.96	2.14	2.26	2.85	1.77	1.78
	\$50,000 - \$74,999	1.62	1.65	1.58	1.55	1.56	1.59	1.83	1.74	1.57	1.62
	\$75,000 - \$99,999	1.40	1.40	1.50	1.56	1.67	1.50	1.71	2.29	1.75	1.56
	\$100,000 - \$149,999	1.13	1.50	1.17	1.25	1.71	1.17	1.63	2.00	1.25	1.14
	\$150,000 or more	1.20	1.00	1.30	1.22	2.00	1.17	1.14	1.63	1.20	1.20

Priorities

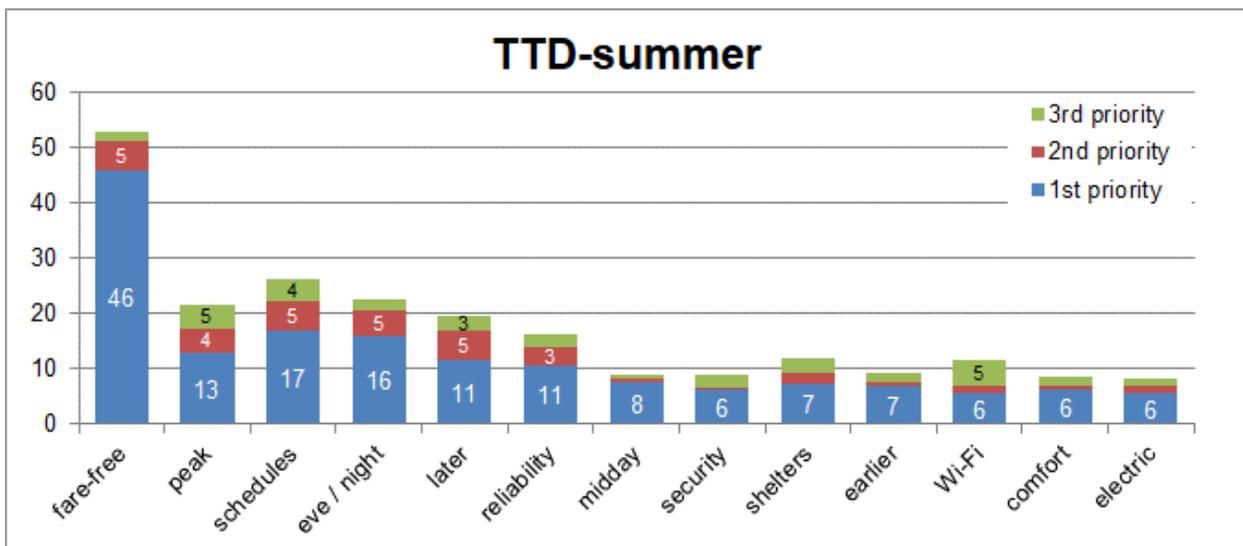
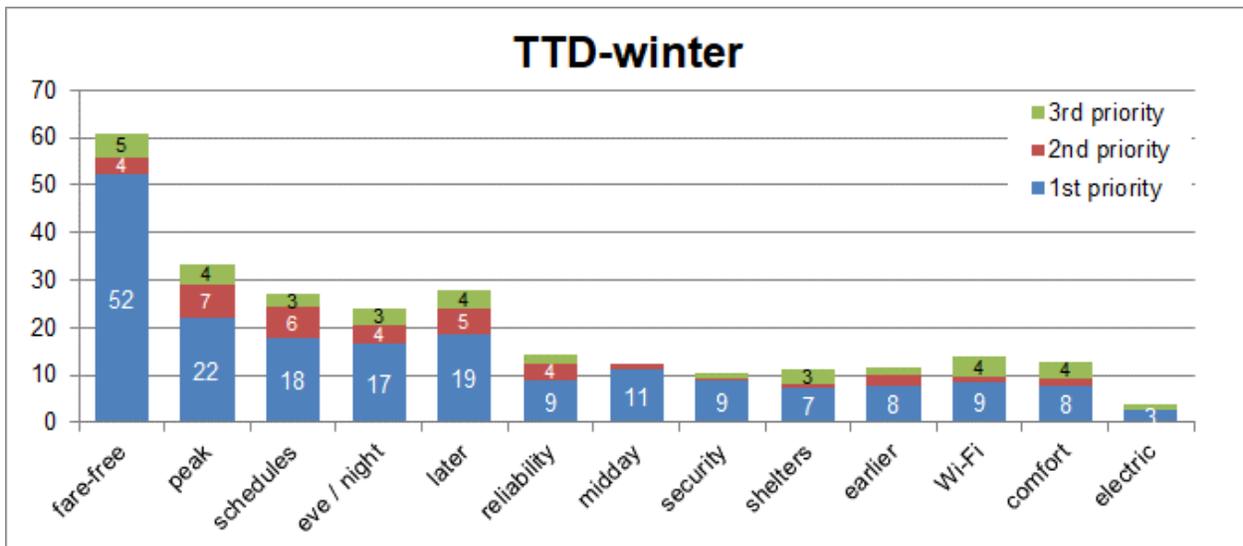
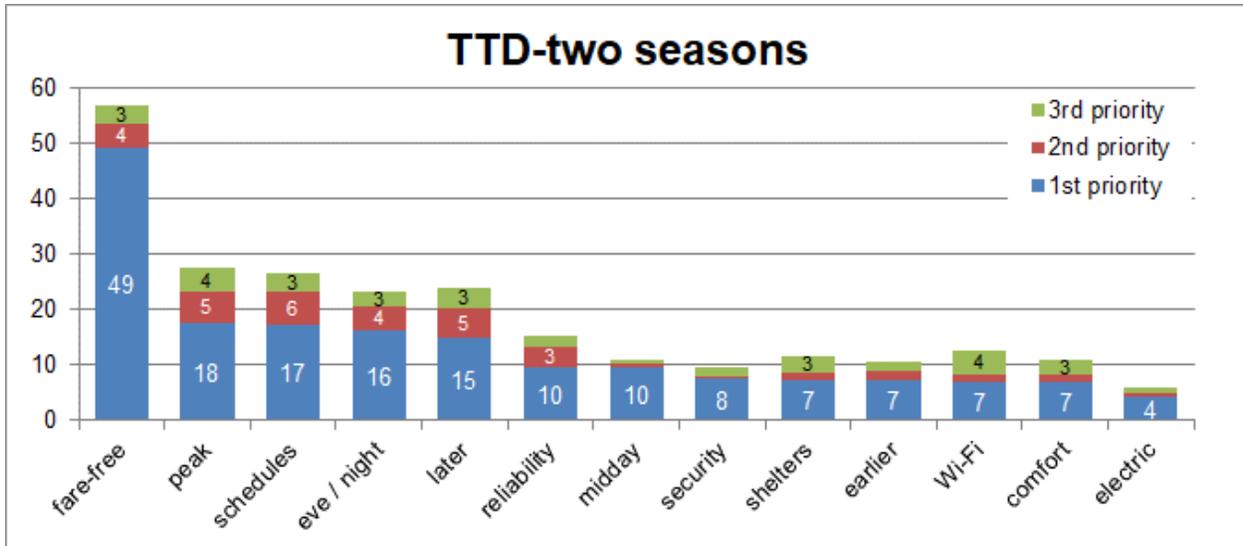
The survey asked respondents to consider a set of possible changes to TTD service, and to rank their three preferred options by marking them **1** for first priority, **2** for second priority, and **3** for third priority. The point of this approach was to prompt respondents to establish their true preferences, rather than simply checking off all the items as desirable.

The ten choices were as follows:

- **Cost:** TTD kept the buses fare-free
- **Schedules at Bus Stops:** Your stop had information about scheduled arrival times
- **Frequency:** More peak period buses on your route
- More midday buses on your route
- More evening / night buses on your route
- **Ran Later:** Your bus route ran later
- **Ran Earlier:** Your bus route ran earlier
- **Shelters:** Your bus stops had shelters, benches, etc.
- **Reliability:** Better on-time performance
- **Comfort:** Buses had softer seats, looked spotless
- **Security:** Security patrols at transit centers
- **Electric Vehicles:** Electric buses on your route
- **Wi-Fi:** TTD buses had Wi-Fi
- **Other:** (describe):

The charts in this section present the results, with the choices ordered left to right by the percent of 1st priority rankings. The first chart is for all respondents, the weighted composite of both seasons. The next two charts show the results by season. The chart on the following page uses a thematic color scheme to highlight the priorities for different travel groups.

Keeping TTD service fare-free is the highest priority—by far. This is the case for every travel group considered. **More peak period buses** and **schedules at bus stops** are the next highest ranked priorities. Electric buses, cleaner buses with more comfortable seats, Wi-Fi, and earlier buses, added shelters, and security were relatively low priorities.



Priorities by varous travel groups

A color theme highlights the most and least important priorities for various groups of riders. The darkest red cells mean that the more people view the action as a higher priority; the darkest green cells are for actions that are low or no priority for the largest group of people. The value in the cell is calculated as follows:

$$\begin{aligned} \text{Value} &= (\% \text{ rating the action as 1}^{\text{st}} \text{ priority}) \\ &+ (\% \text{ rating the action as 2}^{\text{nd}} \text{ priority} \times 1/2) \\ &+ (\% \text{ rating the action as 3}^{\text{rd}} \text{ priority} \times 1/3) \end{aligned}$$

		TTD kept the buses fare-free	Your stop had the info about arrival times	More peak period buses	More evening / night buses	Better on-Your bus route ran later	More time performance	More midday buses	Your bus route ran earlier	Buses had softer seats, looked spotless	TTD buses had Wi-Fi	Security patrols at transit centers	Your stops had shelters, benches, etc	Electric buses on your route
<i>TTD boardings</i>		52	22	21	21	19	13	11	10	10	10	9	8	5
<i>season</i>	Winter	55	23	29	21	24	12	13	11	12	11	9	8	2
	Summer	50	21	16	20	16	13	10	9	8	7	8	9	8
<i>Distinct riders</i>		54	21	20	17	17	12	10	8	8	10	8	8	6
<i>route</i>	50	52	21	19	19	19	14	10	10	10	11	9	9	5
	55	51	24	24	25	18	12	13	10	9	6	8	7	7
	22	68	27	27	18	35	10	2	5	7	9	6	15	4
	19x	49	20	36	11	19	8	18	6	5	15	5	9	5
<i>home end</i>	Stateline	55	29	23	26	20	15	17	12	12	15	15	13	8
	Tahoe Valley	63	18	15	26	14	11	5	5	4	6	3	6	6
	Ski Run	49	34	26	24	21	20	10	14	12	8	9	3	12
	Al Tahoe	51	11	13	16	15	8	10	6	5	5	12	8	5
	Bijou	65	35	35	35	34	20	12	15	19	2	0	1	3
	Sierra Tract	35	10	21	13	33	12	10	8	9	4	14	10	7
	Kingsbury / Ridge / Zephyrus / Carson / Mndn / Grdnrvl	42	23	17	29	28	14	14	0	14	0	20	14	12
<i>non-home end</i>	Stateline	51	21	24	28	22	12	10	8	5	8	7	7	4
	Tahoe Valley	65	28	25	13	20	18	6	9	8	12	9	10	9
	Ski Run	51	14	25	16	34	9	11	13	27	16	13	11	3
	Al Tahoe	54	21	13	28	19	19	10	8	15	2	23	9	11
	Bijou	57	21	14	25	8	10	21	8	1	3	4	9	0
	Sierra Tract	67	29	19	39	19	19	10	10	29	13	0	2	29
	Kingsbury / Ridge / Zephyrus / Carson / Mndn / Grdnrvl	39	2	7	14	20	3	12	7	0	12	0	7	19
<i>overall satisfied</i>	agree strongly	47	24	17	12	12	17	17	20	9	7	3	6	0
	2	60	24	22	22	21	12	11	10	14	13	11	8	5
	neutral / no opinion	67	32	29	34	29	24	20	14	9	9	11	13	10
	4	60	24	34	22	19	11	13	13	11	11	8	15	3
<i>gender</i>	disagree strongly	45	8	27	15	28	7	3	2	4	2	5	0	0
	male	58	20	16	13	14	14	7	18	3	13	5	2	15
<i>age</i>	female	63	23	23	20	27	14	13	15	11	13	10	7	7
	under 19	58	25	25	25	19	13	11	10	11	7	12	9	5
<i>zipcode</i>	19 to 24	85	33	31	36	16	11	31	9	2	15	6	9	12
	25 to 59	59	26	28	25	19	10	10	15	12	9	10	8	2
	60 to 64	63	24	27	18	32	18	12	12	16	13	15	9	9
	65 or older	60	32	31	31	35	20	19	11	2	5	3	16	7
	96150-South Lake Tahoe	45	24	11	25	14	13	9	13	13	2	13	4	8
<i>race / ethnicity</i>	Other South Lake Tahoe	64	27	28	28	26	16	15	14	12	12	10	8	4
	other	62	25	30	22	31	16	19	16	12	25	6	11	9
	Hispanic or Latino	62	26	24	18	17	17	4	4	13	3	13	6	11
<i>income</i>	Black / African American	53	28	33	28	21	14	19	13	13	12	12	11	6
	native American	51	12	29	41	29	8	31	3	10	21	10	12	15
	white	69	31	8	10	13	12	0	11	23	9	23	14	0
	Asian	67	22	19	22	28	15	8	10	7	10	5	9	7
<i>choice riders</i>	below \$25,000	64	31	20	25	8	21	12	11	16	5	17	6	6
	\$25,000 - 0 \$49,999	64	28	28	26	24	18	14	15	13	12	10	12	5
	\$50,000 - \$74,999	57	20	26	26	24	17	14	10	8	8	11	10	5
	\$75,000 - \$99,999	66	19	8	25	26	3	0	7	0	10	10	6	17
	\$100,000 - \$149,999	58	31	7	1	36	23	4	11	21	4	0	2	6
	\$150,000 or more	76	7	0	15	40	0	0	6	8	27	0	0	0
<i>choice riders</i>	TTD only travel option	77	24	32	2	1	0	0	7	5	3	7	3	6
	choice rider	57	26	25	26	22	15	15	12	10	9	10	9	5
		45	15	14	12	15	7	3	6	7	11	4	7	8

Characteristics of the rider and trip

Who is riding the TTD? The survey allows us to answer this in terms of a variety of demographic and trip characteristics:

- | | |
|--|--|
| 1. Trip purpose | 11. Gender |
| 2. Home end | 12. Age |
| 3. Access mode—home end | 13. Race / ethnicity |
| 4. Home end access time | 14. Income |
| 5. Non-home end | 15. Type of residence at home end |
| 6. Survey language | 16. Home zipcode |
| 7. Why ride TART? | 17. Primary source for transit information |
| 8. Concern about the spread of COVID on public transit | 18. Real-time bus information used regularly |
| 9. Number of days using TART in past week | 19. Home / lodging location |
| 10. TTD use compared to pre-COVID | |

This section presents details on each of these issues. A summary of key differences by season appears in the table below. Details are on subsequent pages.

TTD		distinct				2018 / 19
		2022 trips	riders	Winter	Summer	
<i>Survey language</i>	Spanish	15%	13%	20%	11%	11%
<i>Ethnicity</i>	Hispanic or Latino	38%	35%	45%	32%	*
<i>Income</i>	below \$25,000	63%	56%	64%	63%	*
<i>Sex</i>	male	49%	53%	53%	46%	55%
<i>Age</i>	under age 25	37%	41%	37%	37%	28%
	65 or older	12%	9%	9%	15%	8%
<i>Choice rider</i>	yes	27%	30%	18%	35%	39%
<i>Covid</i>	very concerned	25%	22%	29%	21%	*
<i>Frequency of TART use</i>	< 4 of last 7 days	43%	74%	41%	44%	43%
<i>Real time bus information</i>	no regular use	24%	24%	23%	25%	46%
<i>Home/lodging end</i>	year-round home	46%	44%	45%	49%	49%
	part-time home	22%	19%	19%	25%	10%
	hotel / lodging	11%	13%	13%	9%	18%
	non-home based	21%	23%	23%	18%	23%
<i>Trip purpose</i>	commute	33%	23%	36%	31%	29%
	other purpose	67%	77%	64%	69%	71%
<i>Access (Home/lodging end, walked</i>		91%	91%	95%	88%	76%
<i>Major non-home trip end</i>	Stateline	41%	36%	45%	38%	36%

 more than 10% below 3 season share
 5 to 10% below 3 season share

 more than 10% above 3 season share
 5 to 10% above 3 season share

* not asked in 2018 /19

The charts on the following pages show the weighted responses for all trips and for selected other subgroups.

A note about the selected transit trip attractions

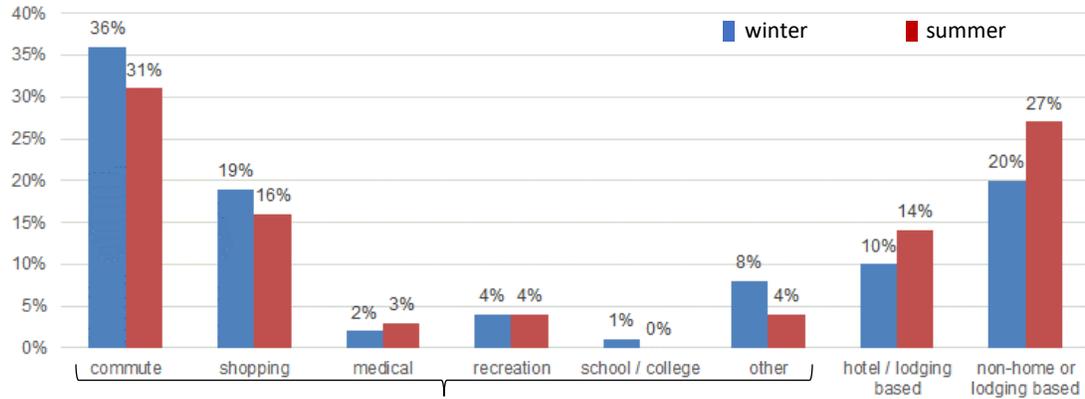
Each of the charts identifies the subgroup of trips with the home or non-home end at any of the following local areas:

Home/lodging end	Year-round share
Stateline	34%
Tahoe Valley	18%
Ski Run	15%
Al Tahoe	6%
Bijou	10%
Sierra Tract	7%

Non-home/lodging end	Year-round share
Stateline	41%
Tahoe Valley	18%
Ski Run	9%
Al Tahoe	8%
Bijou	8%
Carson/ Minden/ Gardnerville	4%

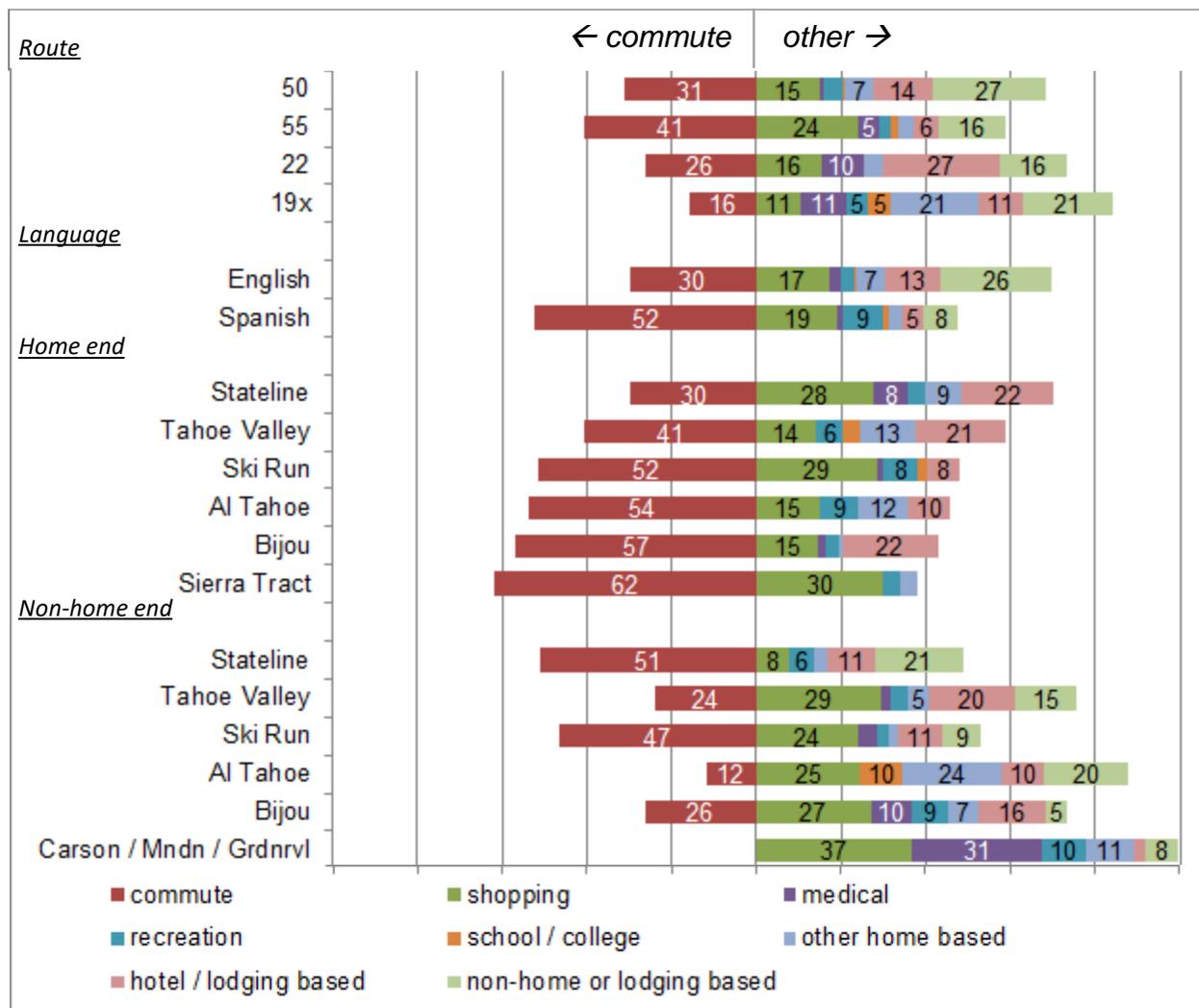
These are the most frequent locations that respondents identified as their transit trip productions and attractions.

Trip purpose

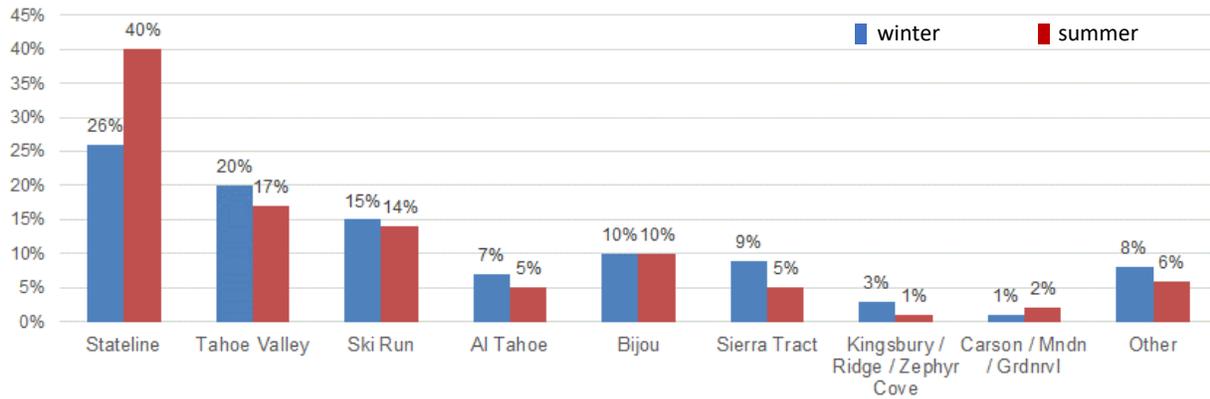


One end at year-round or seasonal home

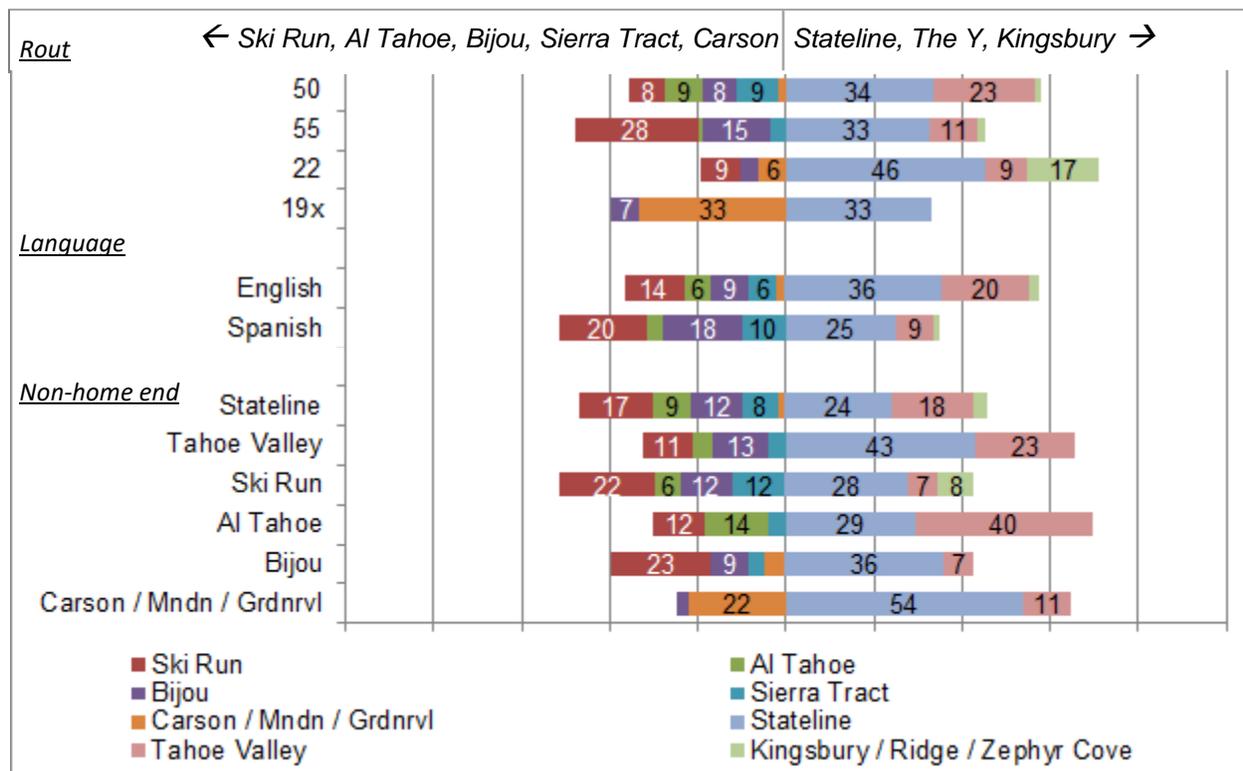
- Commuters—those traveling between home (year-round or seasonal homes) and work--account for about one-third of regular route TTD trips. Among those filling out the Spanish side of the survey, the rate of commuters is more than half.
- Lake Tahoe Community College was not in session during the summer or on the weekend the winter survey; home-based college trips would otherwise account for a higher share of TTD trips.



Home end

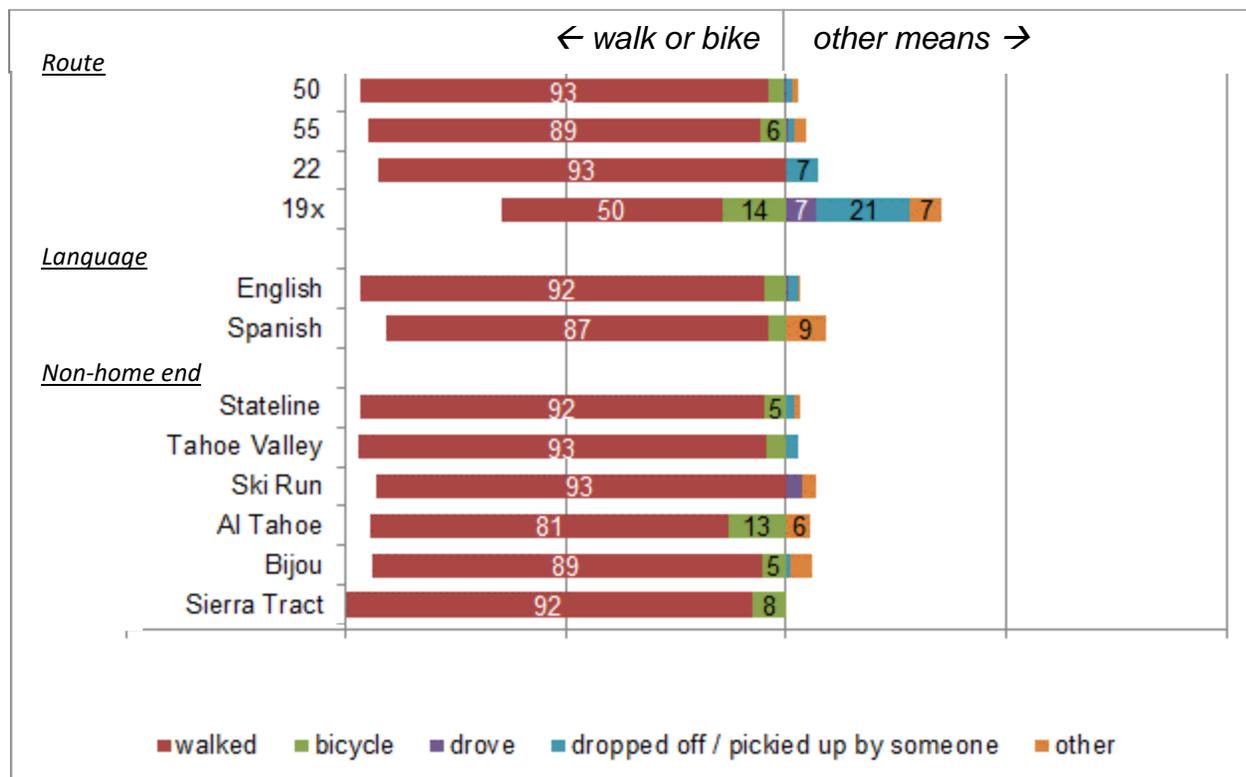
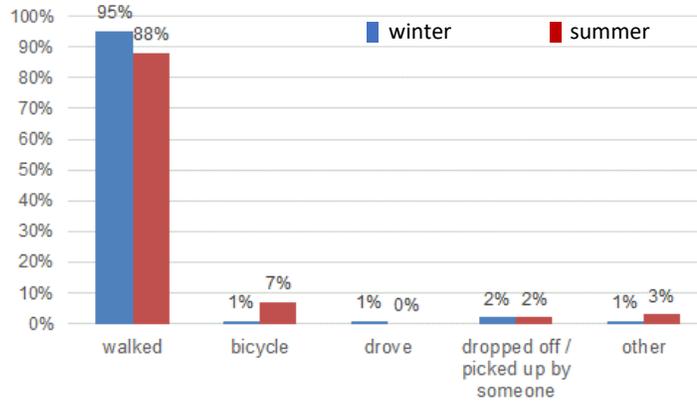


- “Home end” refers to where the traveler is staying and includes year-round homes, seasonal homes, and hotels and other lodging. More riders have home-ends in Stateline during the summer (40 percent) than in the winter (26 percent).
- Route 22 carries more riders staying in Stateline than in the Ridge.



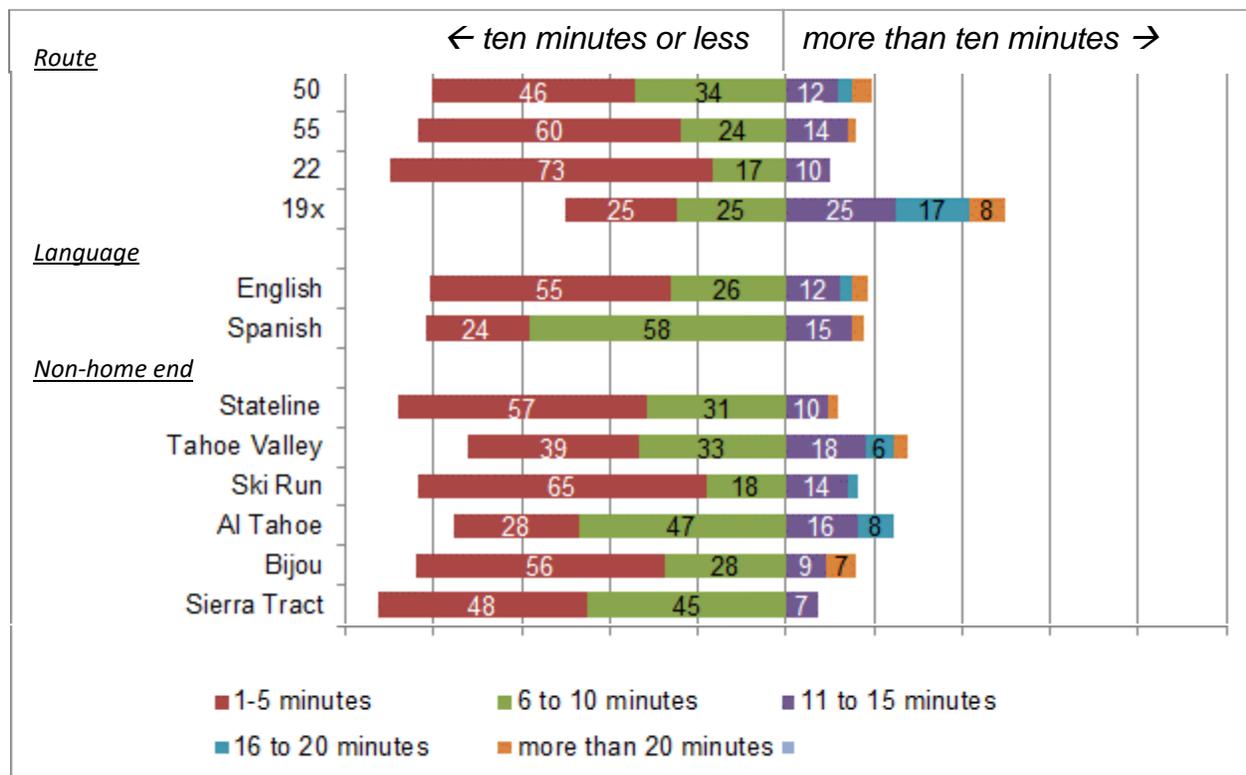
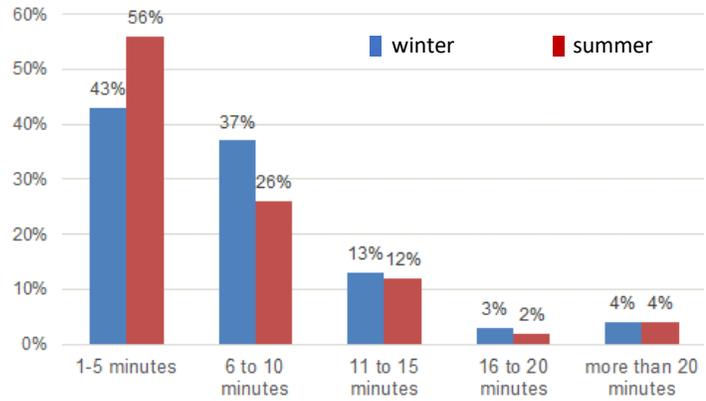
Access mode--home end

- The vast majority of riders year-round routes get from their home to the bus by walking.
- Only on the route 19x do a significant share of riders drive or get a lift to their TTD home-end bus stop.
- The share using walk access drops in the summer, but this is largely made up by an increase in the use of bicycle. TTD riders who live in Al Tahoe have a relatively high share of home-end access by bicycle (13 percent).

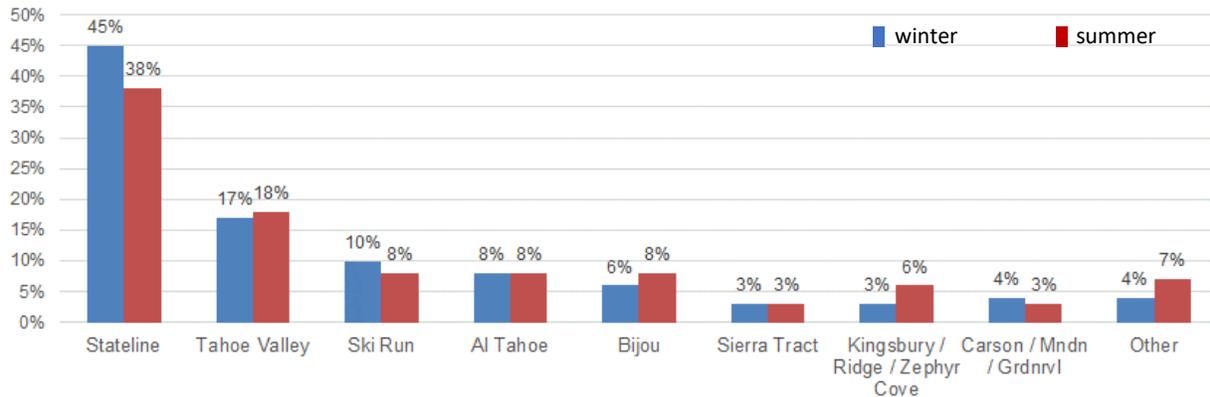


Home end access time

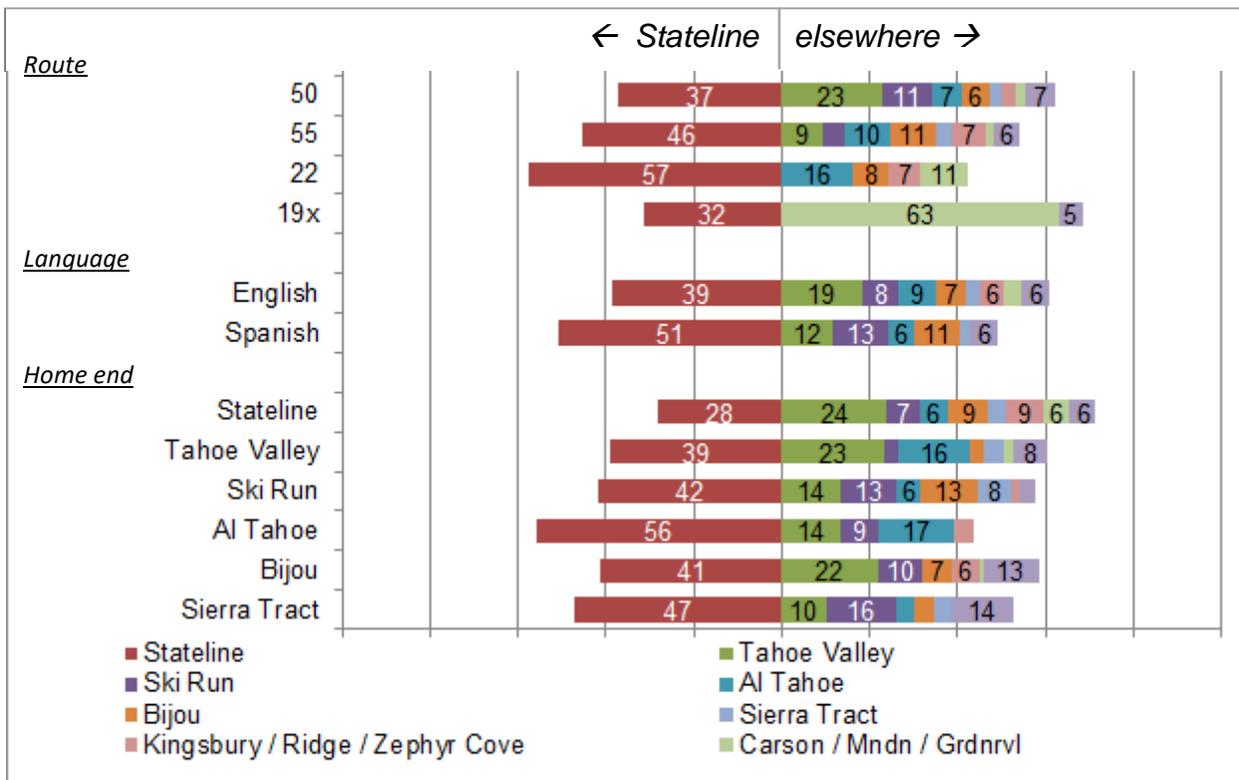
- Eight in ten passengers can get from their home to their bus stop in ten minutes or less.
- The longest home-end access times are for travelers on the route 19x, and for residents in Tahoe Valley and Al Tahoe.



Non-home end

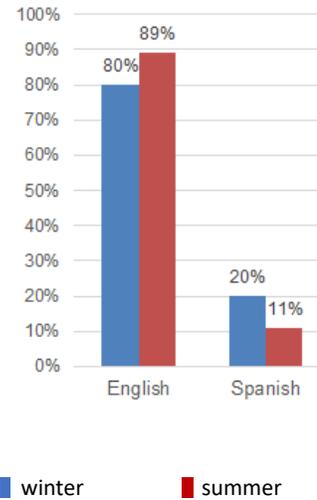


- Stateline is the most common non-home trip end, accounting for 45 percent of trips in winter, and 38 percent in the summer.
- Travelers on the 19x have most non-home trip ends in Carson City, Minden, or Gardnerville.

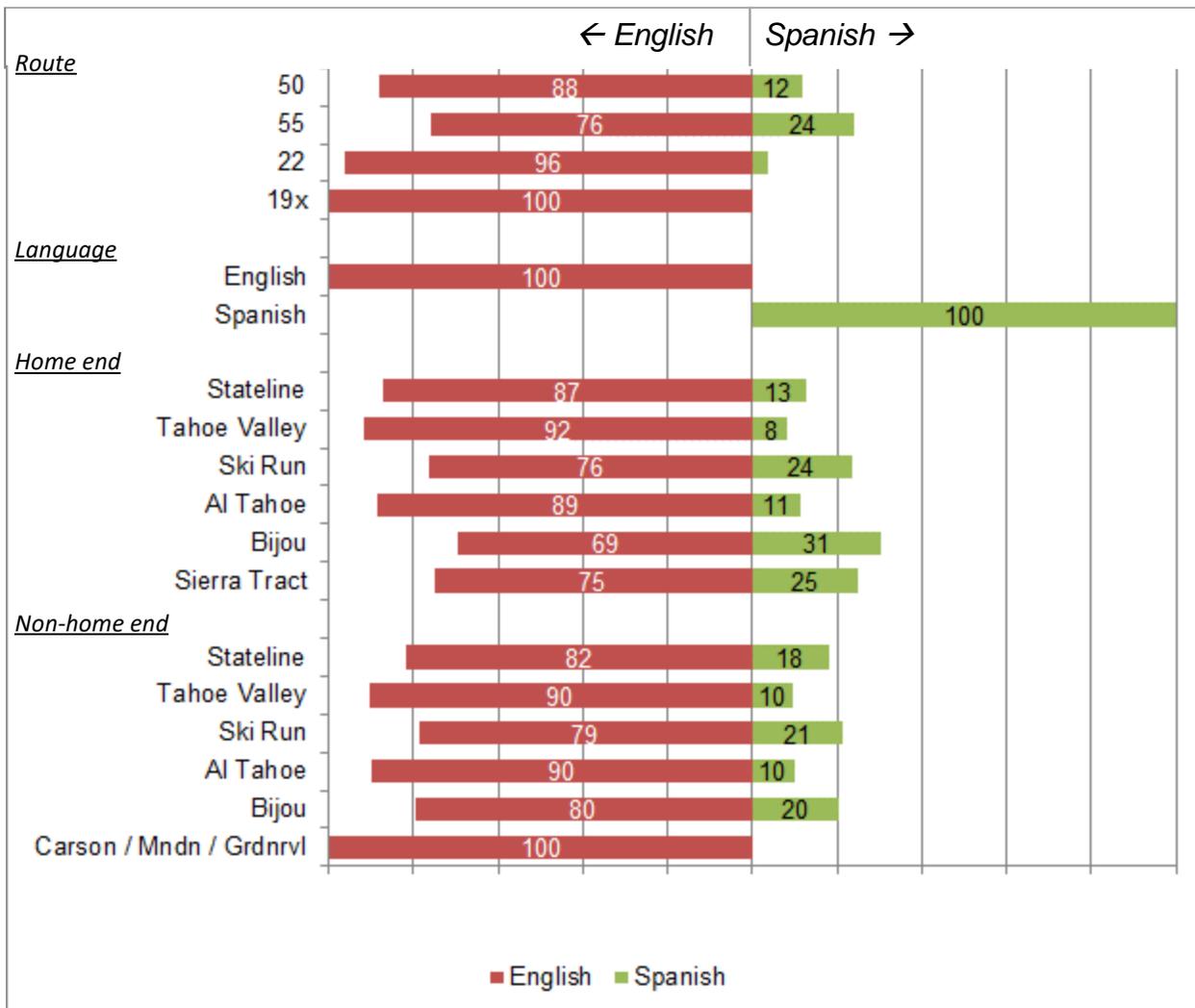


Survey language

Respondents could fill out the survey in English (on one side of the questionnaire) or in Spanish (on the other). Note that the survey language is a crude proxy for Hispanic or Latino riders; many riders who consider themselves Hispanic or Latino riders still filled out the English side of the survey (see table).

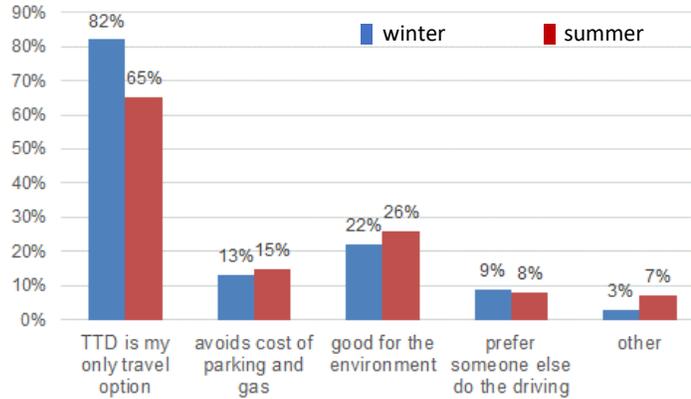


	English	Spanish	weighted responses
<i>survey language</i>			
English	100%	0%	428
Spanish	0%	100%	64
<i>race / ethnicity</i>			
Hispanic or Latino	60%	40%	140
others	100%	0%	264

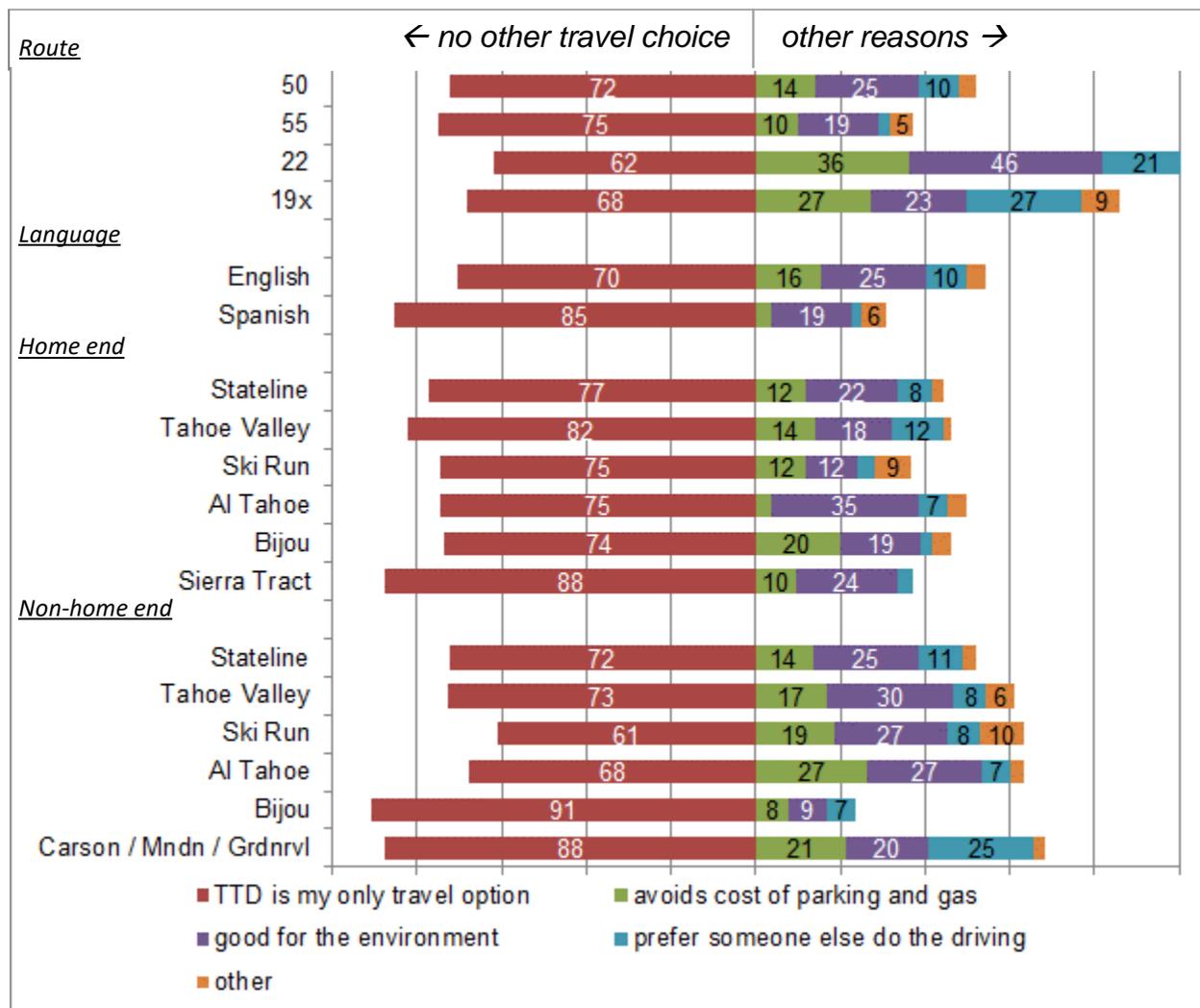


Why ride TTD?

- 82 percent of winter TTD riders say that TTD is their only travel option; i.e., they are captive riders on the system. The summer share is much lower—only 65 percent. This may refer to different winter and summer trip patterns, or simply that there is more of an option for walking or bicycling in warmer weather.

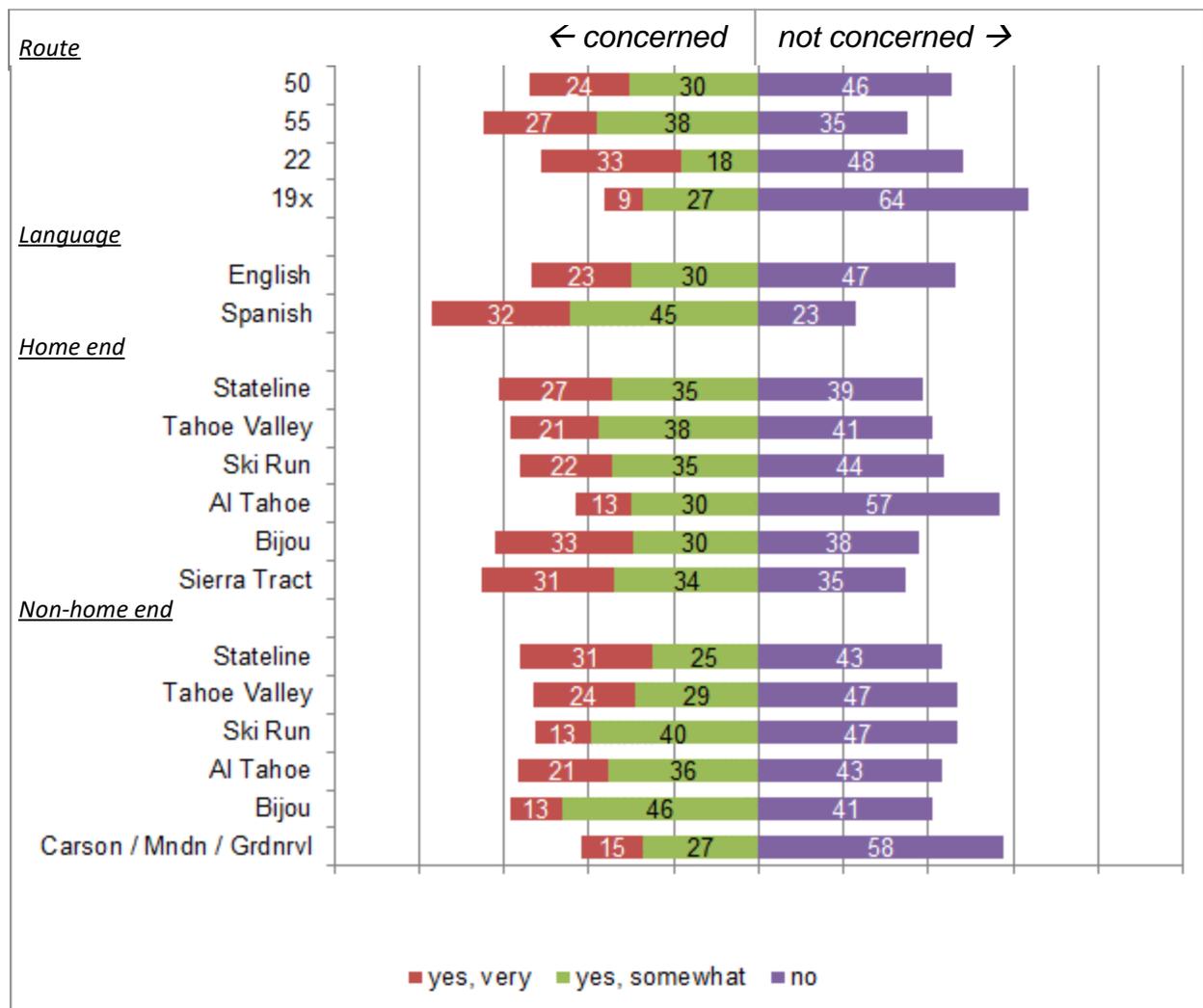
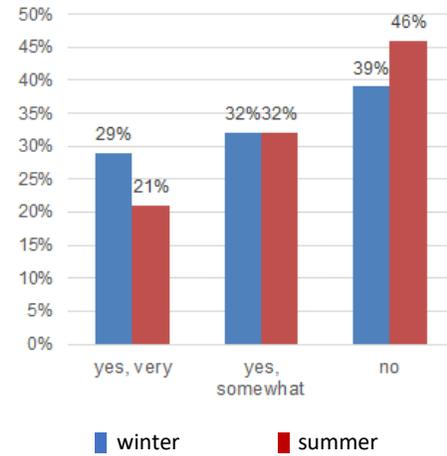


Values add to more than 100%



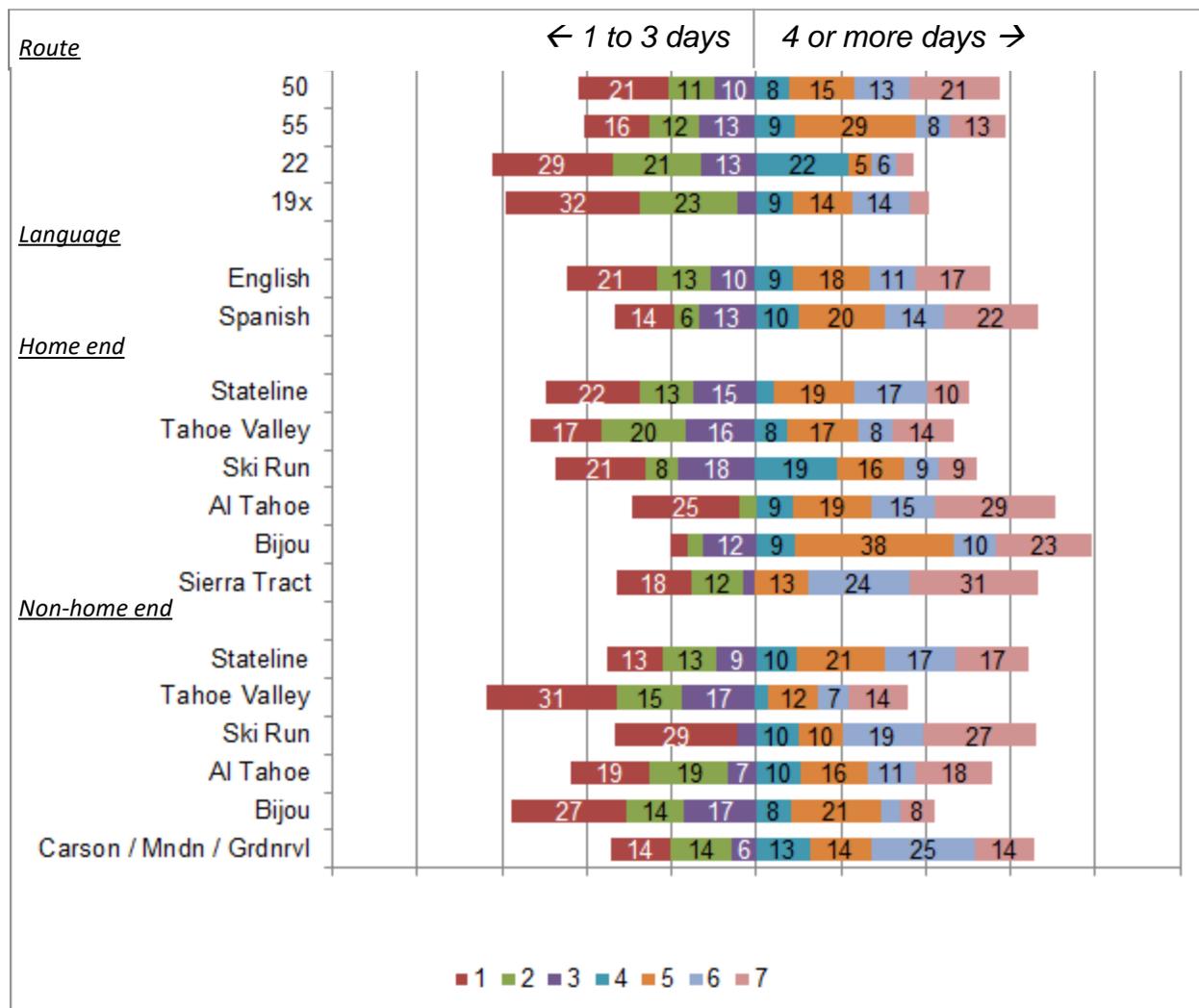
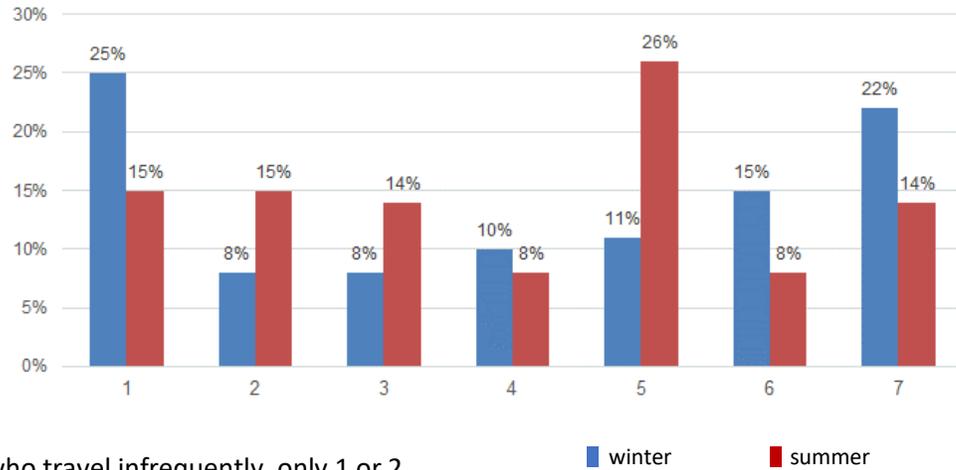
Concern about the spread of COVID on public transit

- Concern about catching COVID on public transit dropped from 29 percent to 21 percent from the winter to the summer surveys.



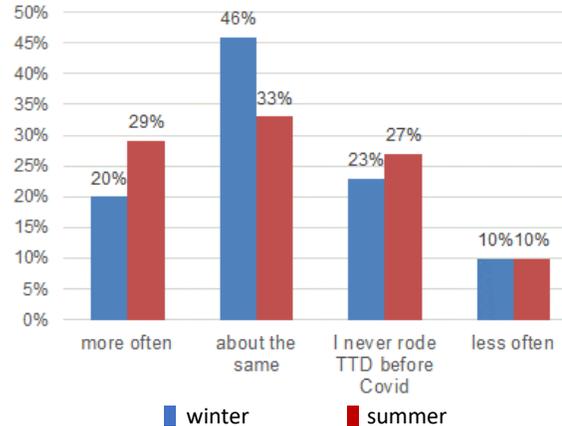
Number of days using TTD in past week

- Winter riders are more likely than summer riders to take TTD one day per week, or 6 or 7 days per week.
- Routes 22 and 19x have a relatively high share of riders who travel infrequently, only 1 or 2 days in the week leading up to the survey.

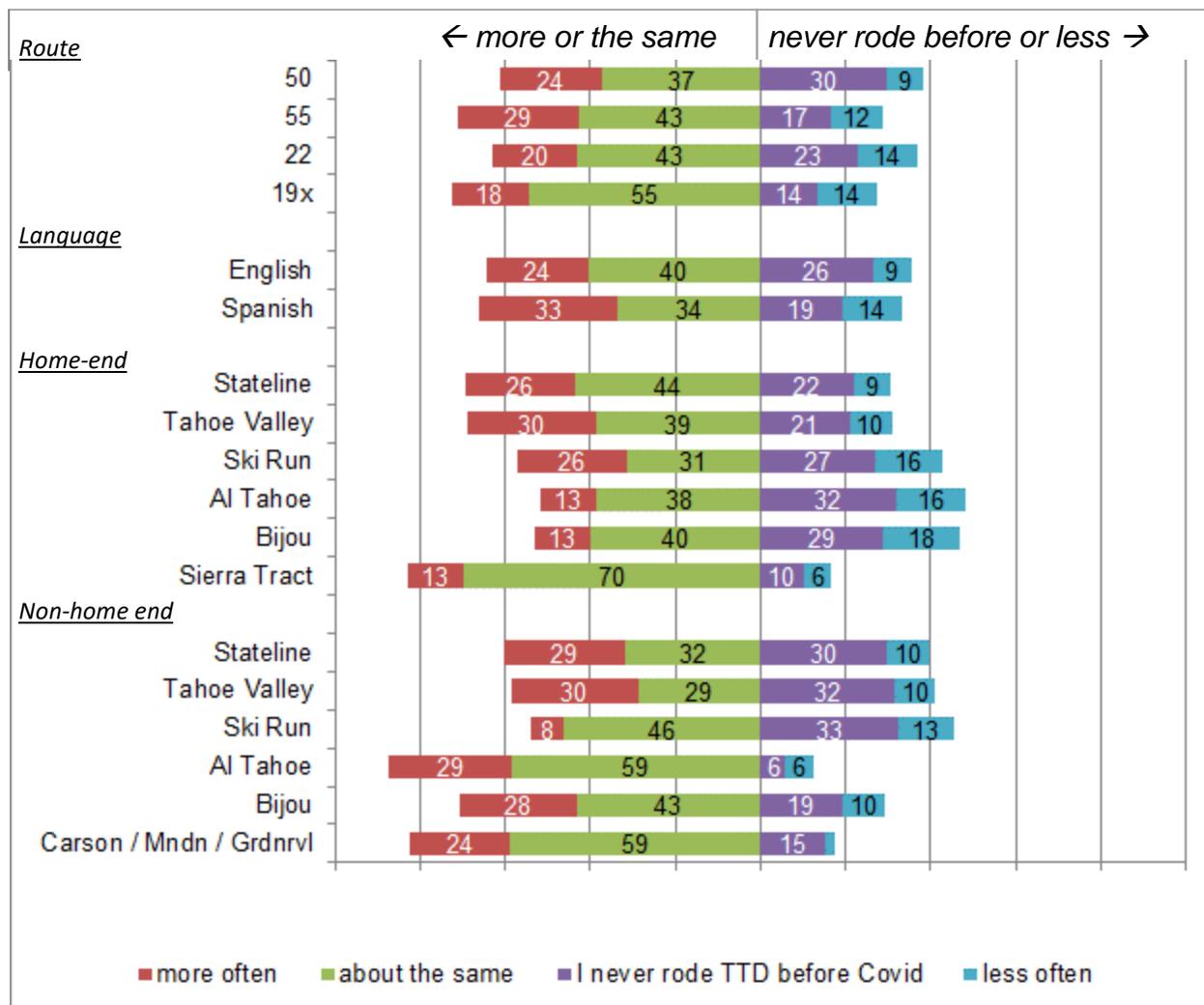


Frequency of TTD use compared to before COVID (before March 2020)

- Ten percent of current TTD boardings are by riders who have reduced their local transit use. This suggests that the nationwide increase of telecommuting during COVID has had a small impact on TTD ridership.

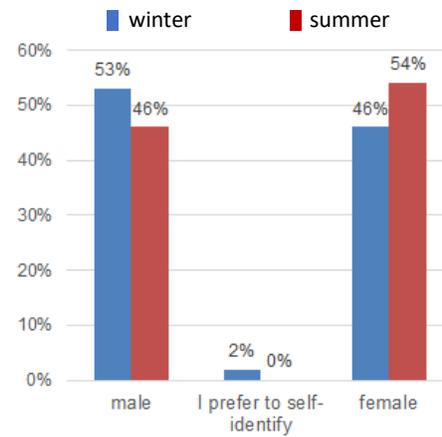


- *On the other hand*, more TTD riders may have dropped out than these survey responses suggest. Former riders with the greatest concern about COVID may have abandoned the system or are riding much less frequently. They would not generally be captured in the survey of current riders.

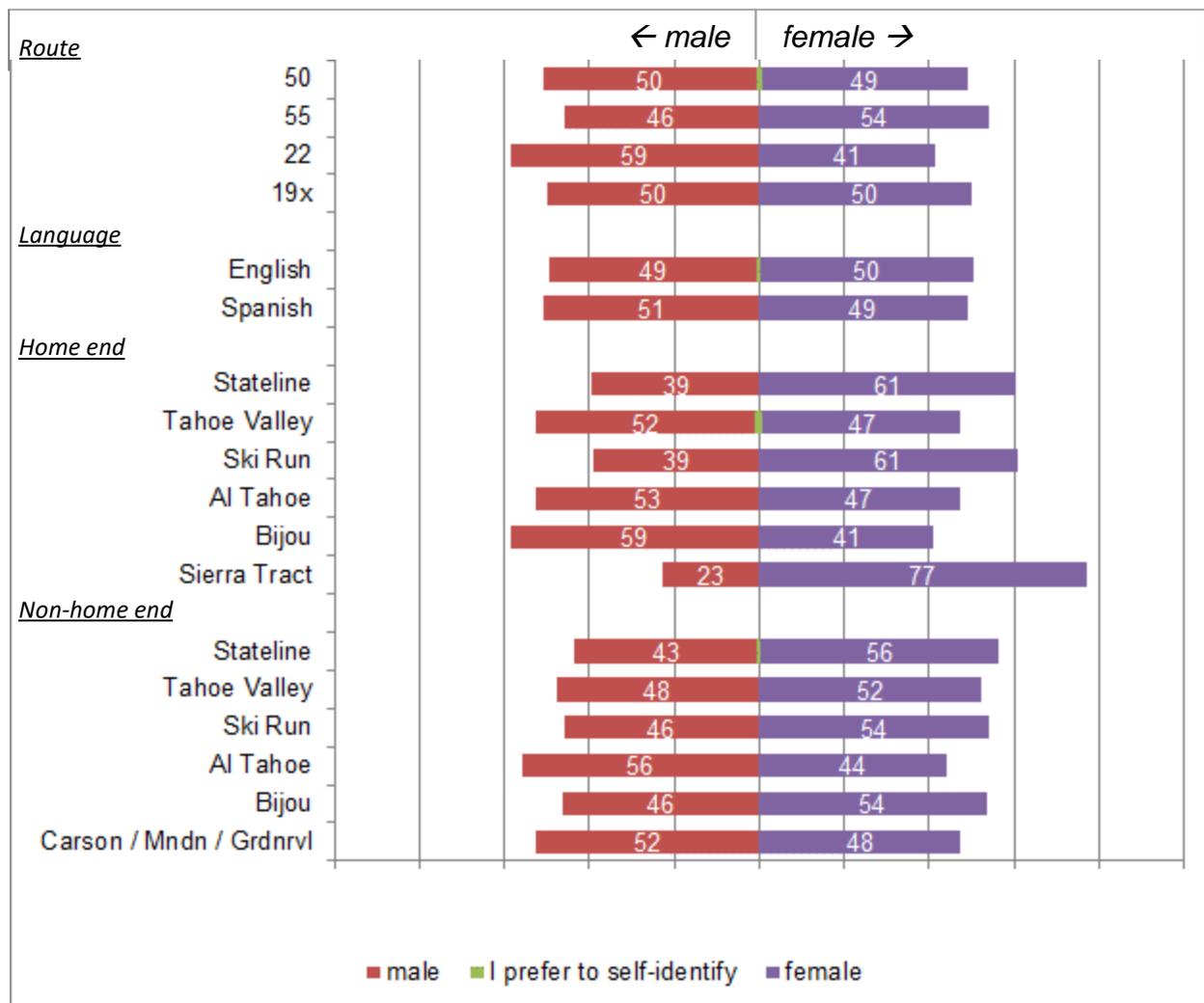


Gender

- TTD riders have an overall even split between males and females. In winter, though, there are more males than females; in summer, the opposite is true.
- While there is no particular difference between riders who filled out the English side of the survey and those who filled out the Spanish side; Hispanics or Latinos are predominantly female (see table below).

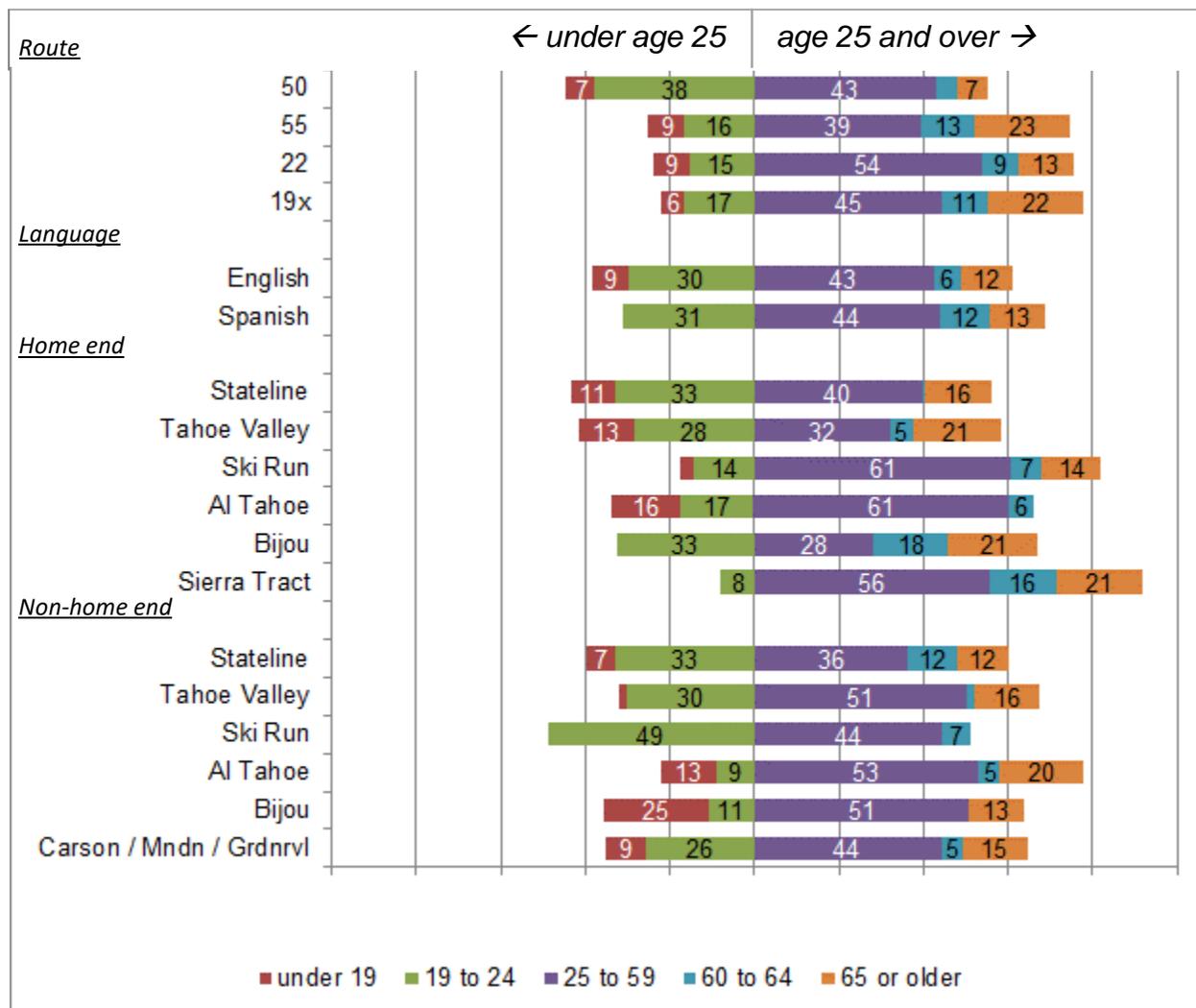
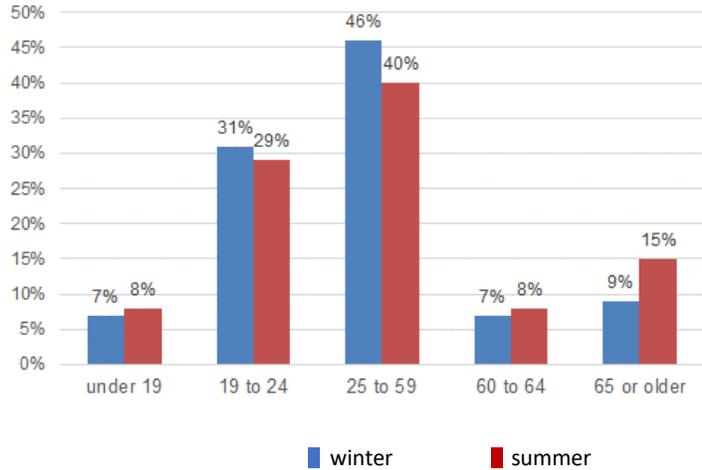


	male	I prefer to self-identify	female	Weighted responses
Hispanic or Latino	40.8	0.7	58.5	117
Black / African American	58.1	0.0	41.9	15
white	60.8	0.0	39.2	135
Asian	33.0	0.0	67.0	51
other	55.0	10.2	34.8	18



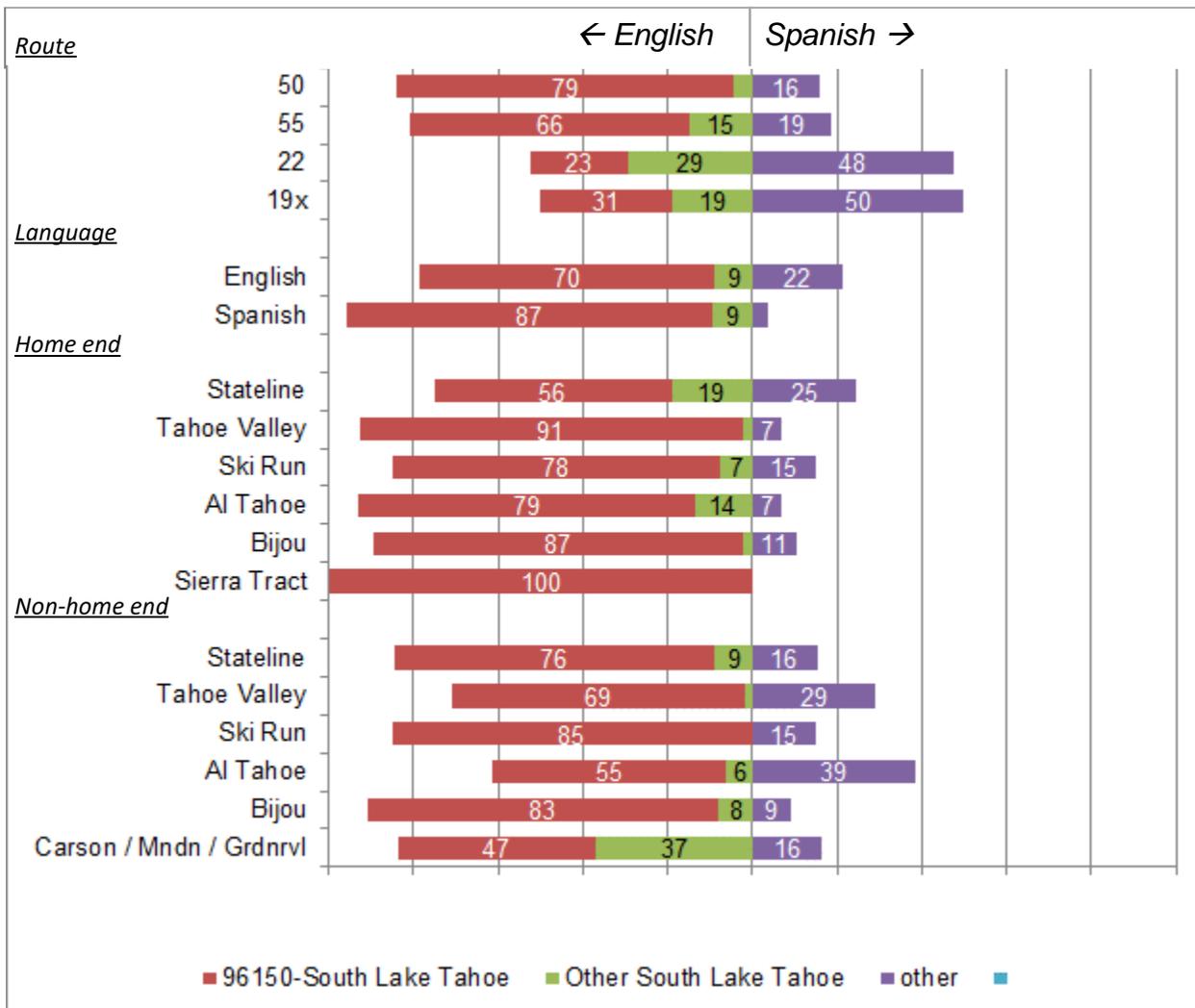
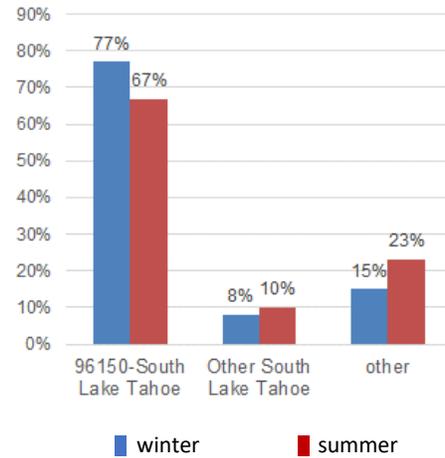
Age

- Only 8 percent of riders are age 65 or older, and a total of 15 percent are age 60 and over.
- 28 percent of trips on routes 19 and 20 are by riders age 60 and over.

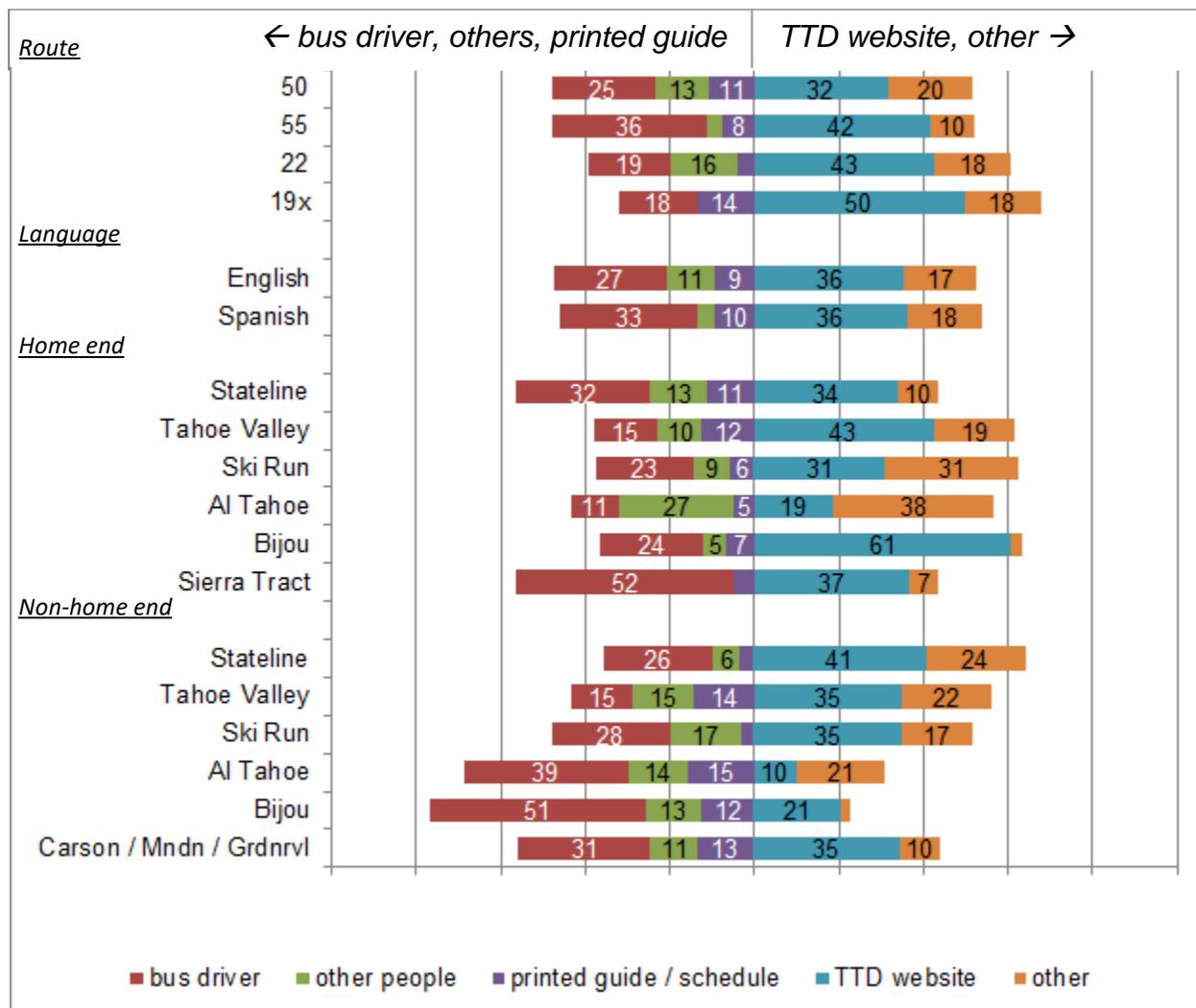
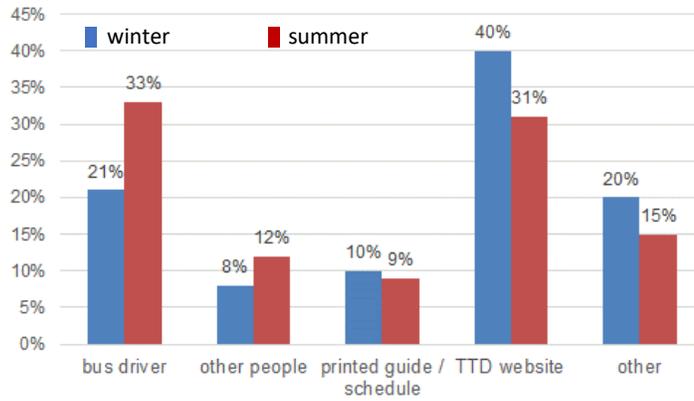


Home zip code

- “Other South Lake Tahoe” includes 96151 and 96158 in South Lake Tahoe and 89449 (Stateline, NV) and 89448 (Zephyr Cove).
- “Other” zip codes include Carson City and Garnerville, but also include visitors to the region.

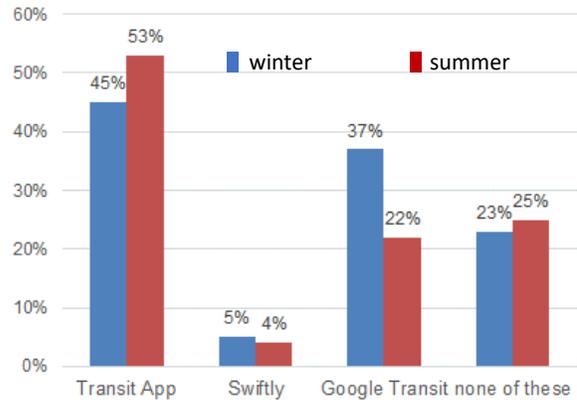


Primary source for transit information

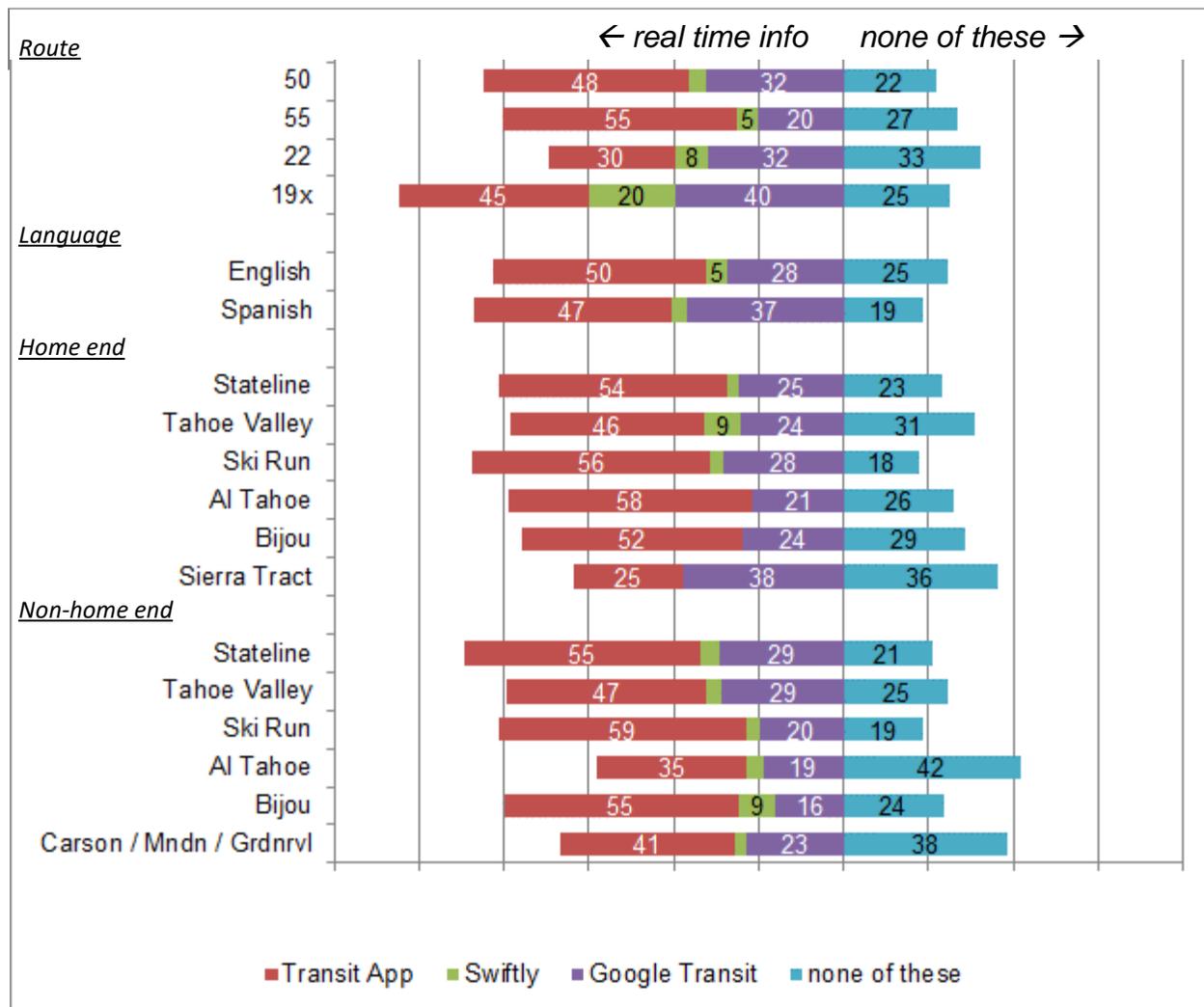


Regular use of real time information

About 76 percent of TTD riders use some source for real-time bus information. The Transit app is the most common—and became increasingly popular among riders this summer.



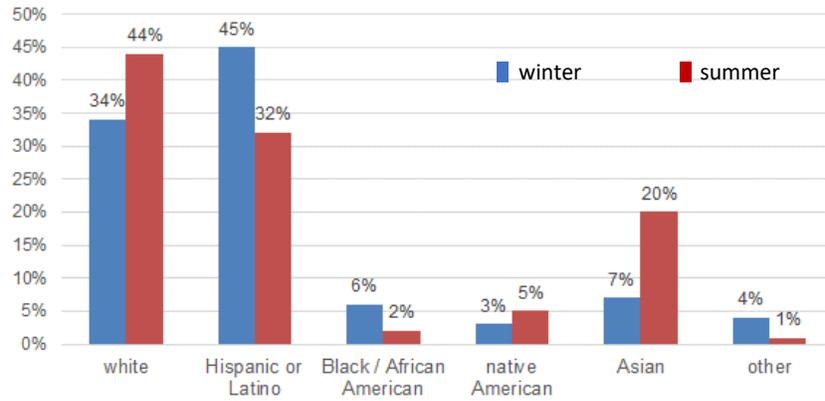
Values add to more than 100%



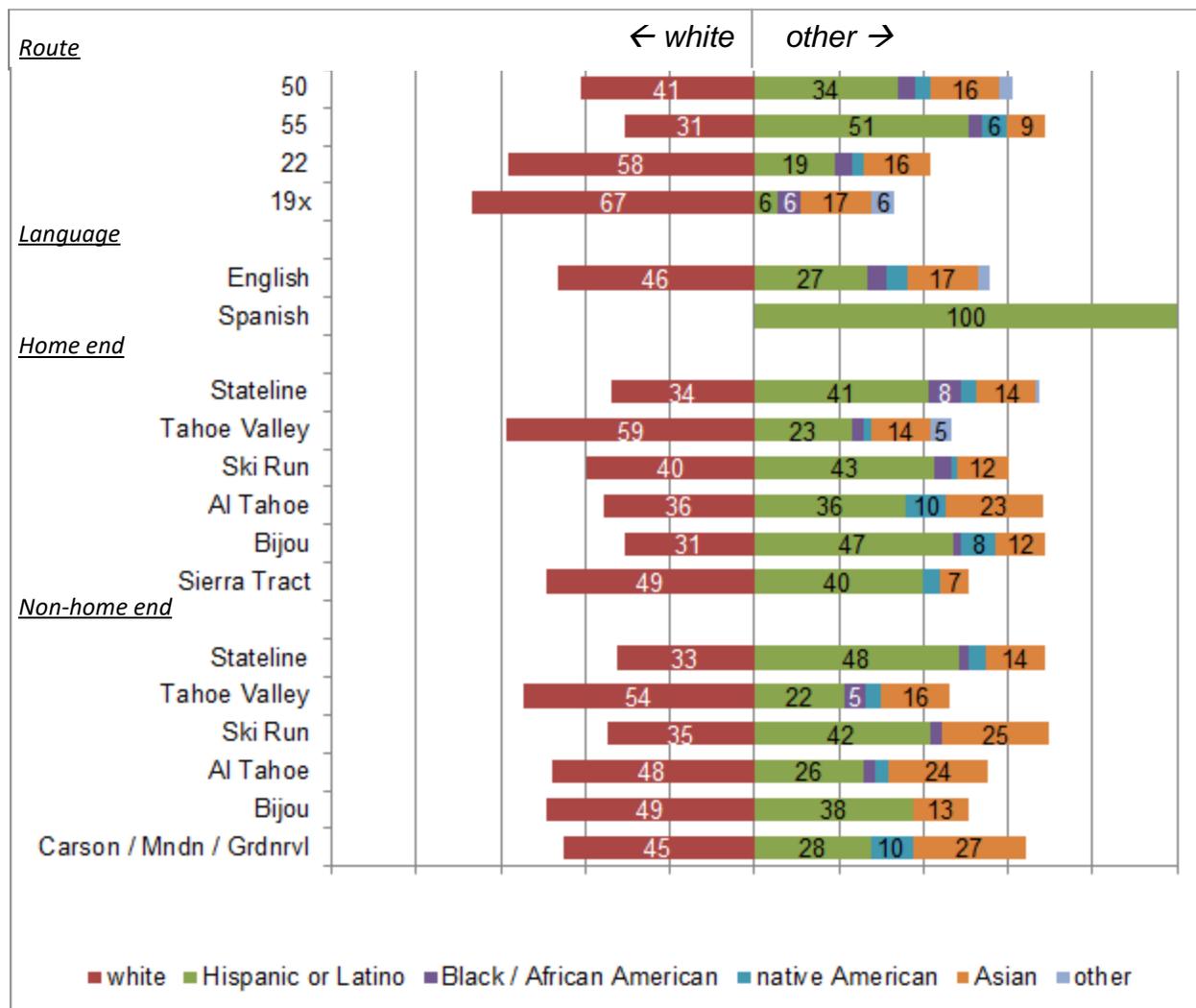
Race / ethnicity

Respondents could check more than one category for race / ethnicity, and thus the percentages for the categories defined here sum to more than 100%.

Hispanics or Latinos account for almost for 45 percent of TTD boardings in winter, but only 32 percent in summer.

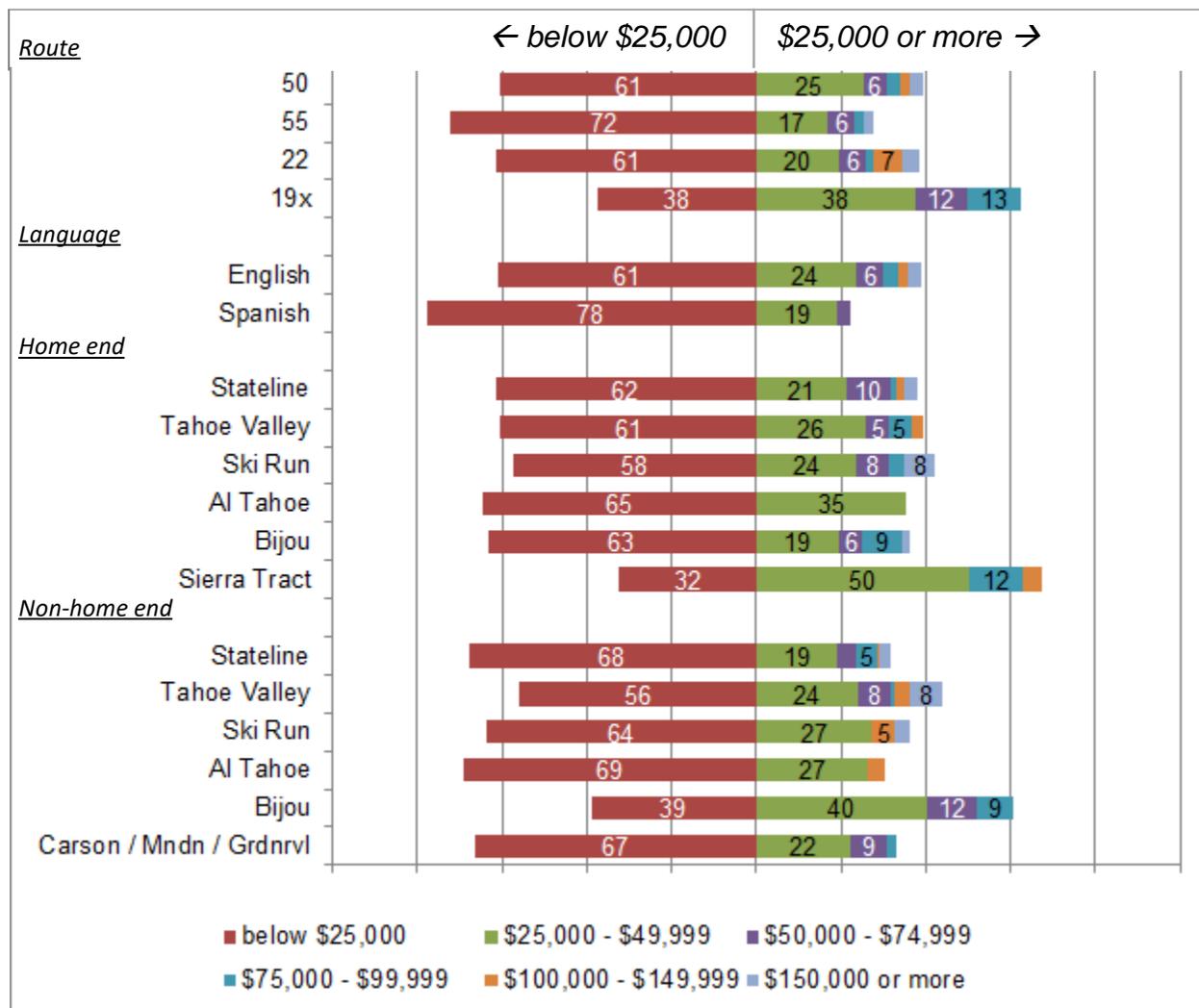
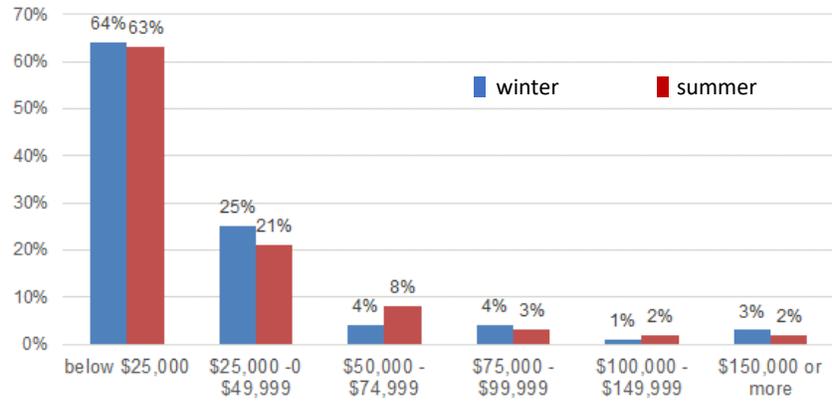


Values add to more than 100%

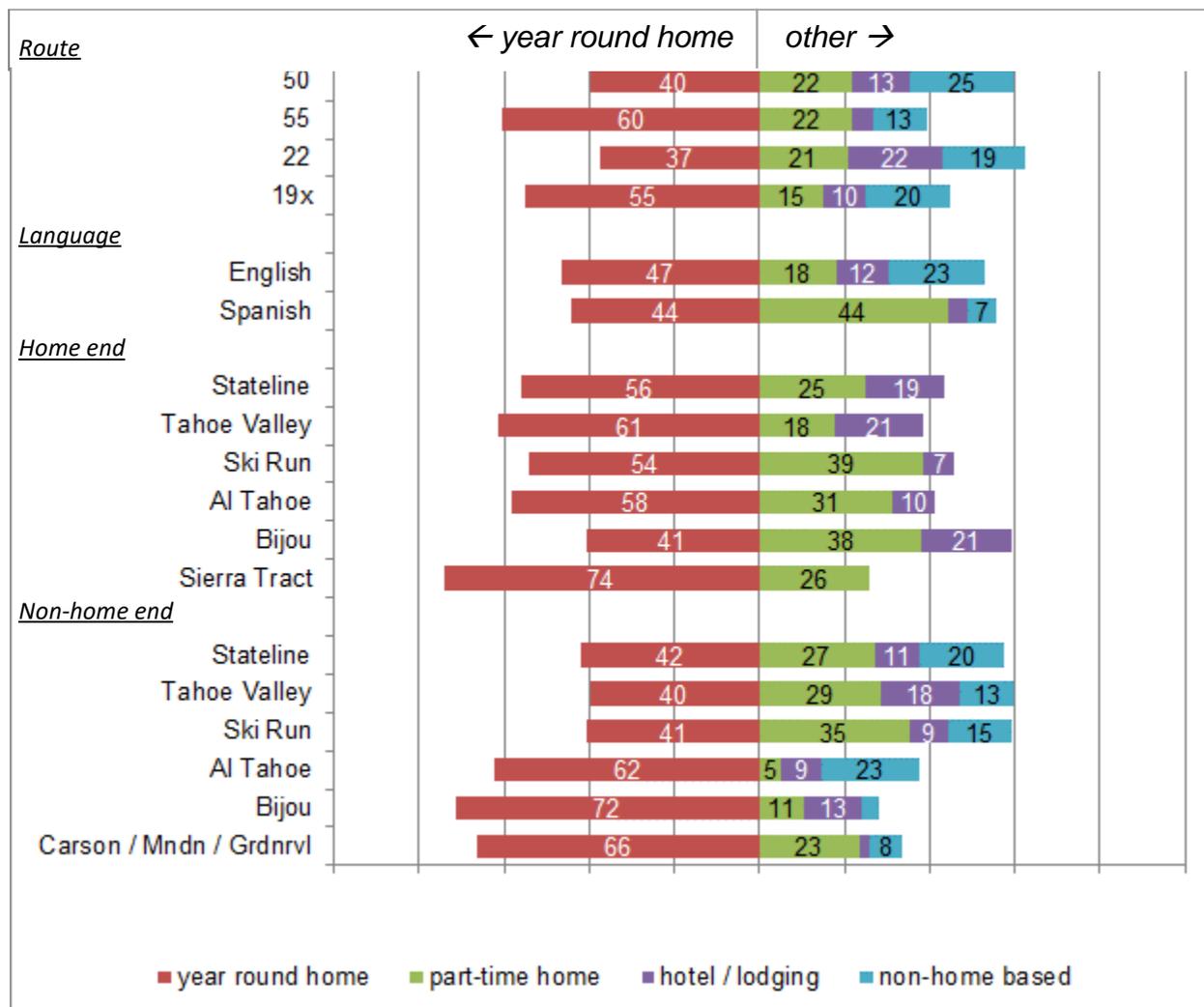
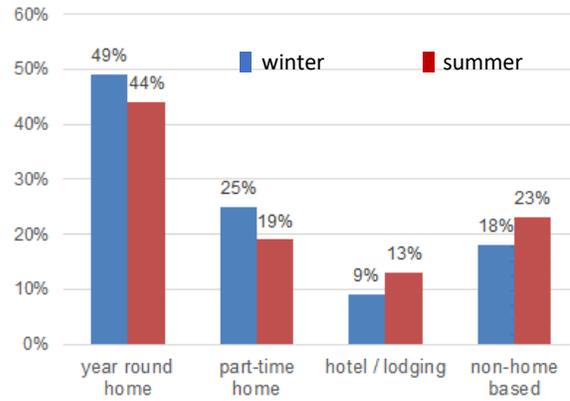


Income

TTD riders are mostly from households with annual income of less than \$25,000.



Home / lodging type



Trip origin - destination pattern

The following tables show the distribution of trips by trip end pair. These are percentages of the total trips by season, and the sum for each season adds to 100 percent. The tables do not distinguish between trip origins or destinations (or home-end from non-home end). Rather, they show just the share of total trip between each pair of communities.

Winter trip pattern

	Other	Rnd Hill/ Zeph Cove	Minden/ Gardner- ville	Carson City	N. Upper Truckee/ Tahoe Mtn	Lower Kngsbury	Tahoe Keys	Meyers/ Xmas Val	Sierra Tract	Bijou	Al Tahoe	Ski Run	Upper Kngsbry / The Ridge	Tahoe Valley (the "Y")	Stateline
Stateline	0.9		0.4	4.0	0.6	0.9	5.6		6.0	5.8	4.3	9.8	1.0	23.9	
Tahoe Valley (the "Y")	2.5			0.4		0.6	0.3		1.9	2.7	4.7	3.4			
Upper Kingsbury / The Ridge		0.3								1.1		1.5			
Ski Run	0.6					0.6	1.6		0.6	4.0	3.5				
Al Tahoe		0.6					1.5		0.7						
Bijou			0.2			0.3	1.6		0.7						
Sierra Tract															
Meyers/Xmas Val															
Tahoe Keys															
Lower Kingsbury															
N. Upper Truckee/ Tahoe Mtn															
Carson City	0.7		0.5												
Minden/ Gardnerville			0.2												
Rnd Hill/ Zeph Cove															
Other															

Summer trip pattern

	Other	Rnd Hill/ Zeph Cove	Minden/ Gardner- ville	Carson City	N. Upper Truckee/ Tahoe Mtn	Lower Kngsbury	Tahoe Keys	Meyers/ Xmas Val	Sierra Tract	Bijou	Al Tahoe	Ski Run	Upper Kngsbry / The Ridge	Tahoe Valley (the "Y")	Stateline
Stateline	3.5	0.9		2.9		4.4	1.6		3.3	11.0	8.9	13.4	0.6	21.3	
Tahoe Valley (the "Y")	1.5			1.0					1.1	3.3	3.0	3.9			
Upper Kingsbury / The Ridge	0.7											0.7			
Ski Run	0.4								3.1	1.8					
Al Tahoe	0.4					0.3									
Bijou	1.4			0.7			2.3								
Sierra Tract	0.4						1.1								
Meyers/Xmas Val															
Tahoe Keys				0.3											
Lower Kingsbury															
N. Upper Truckee/ Tahoe Mtn															
Carson City	0.2		0.8												
Minden/ Gardnerville															
Rnd Hill/ Zeph Cove															
Other															

Section 4: Truckee Local Route

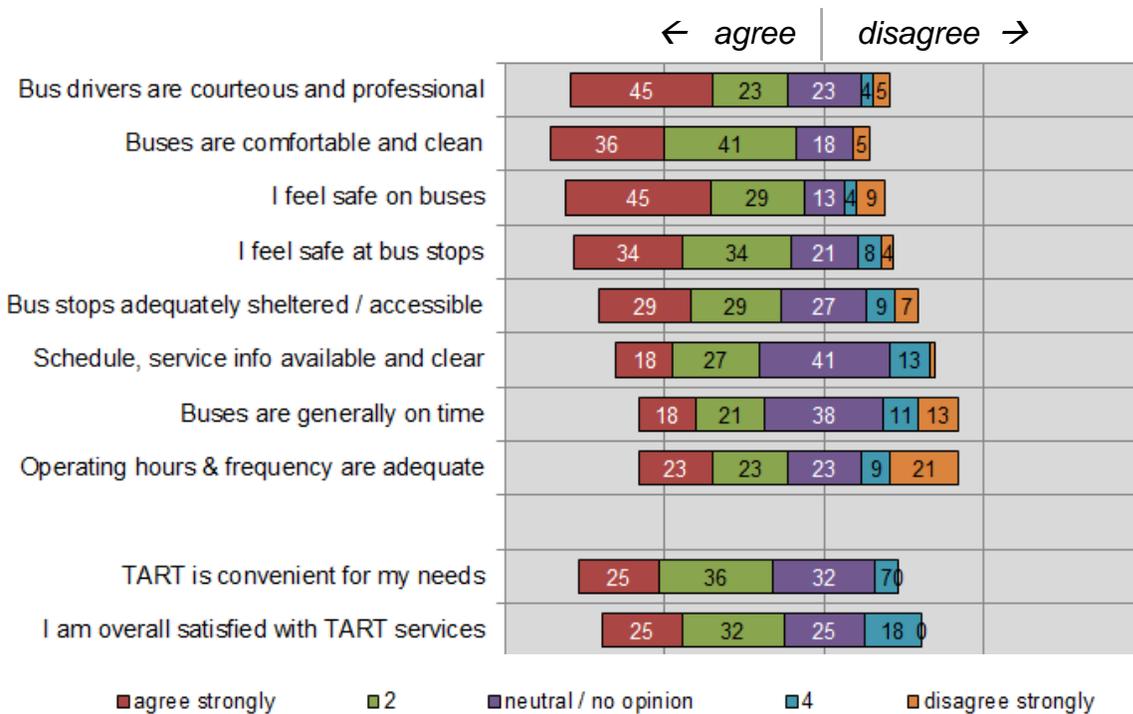
The Truckee Local service operates exclusively in the town of Truckee in the Nevada County, CA. It shares the TART branding, but it has separate funding, operating staff, and maintenance facilities from those used for the regional TART service that operates predominantly in Placer County. The 2022 survey included the Truckee Local route. This route was not part of the survey effort in 2018 / 2019.

This section presents the survey responses for this route.

Service Ratings

The survey asked respondents to rate each of eight service attributes and two measures of general satisfaction with TART services. For each of these, the survey used a scale of 1 to 5, where 1 indicated the highest level of satisfaction and 5 was the highest level of dissatisfaction. This section presents the results for the system as a whole, by season, and by various rider attributes.

The chart below shows the percent of system-wide responses (weighted) at each level.

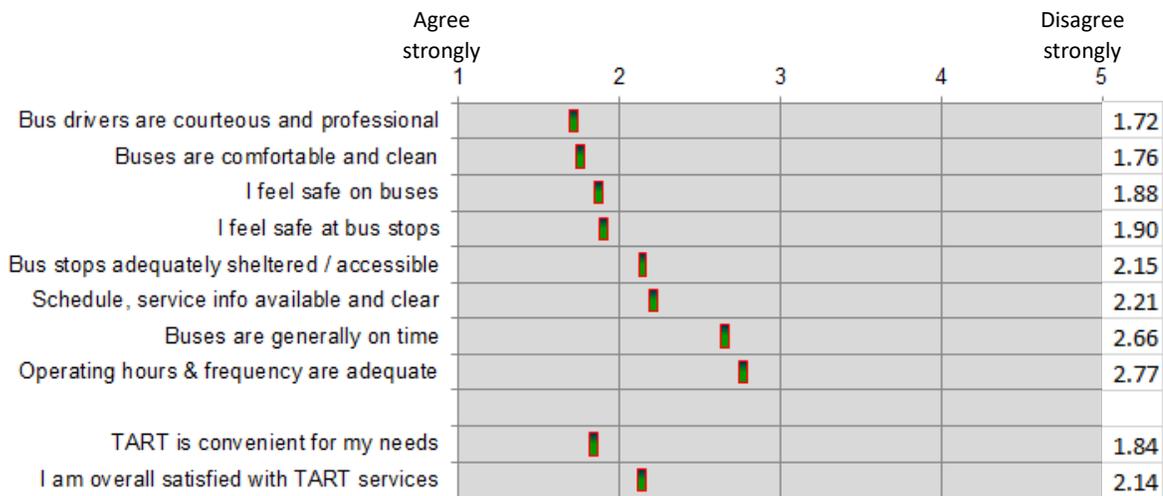


You can see that riders have a strong, positive view of the Truckee Local and TART. On every attribute tested, the share of riders having a positive view (ratings 1 or 2) exceeded those having a negative view (ratings 4 or 5) by 16 to 72 percent. The most positive views were in terms of driver courtesy and professionalism, bus comfort and cleanliness, and safety on the buses and bus stops.

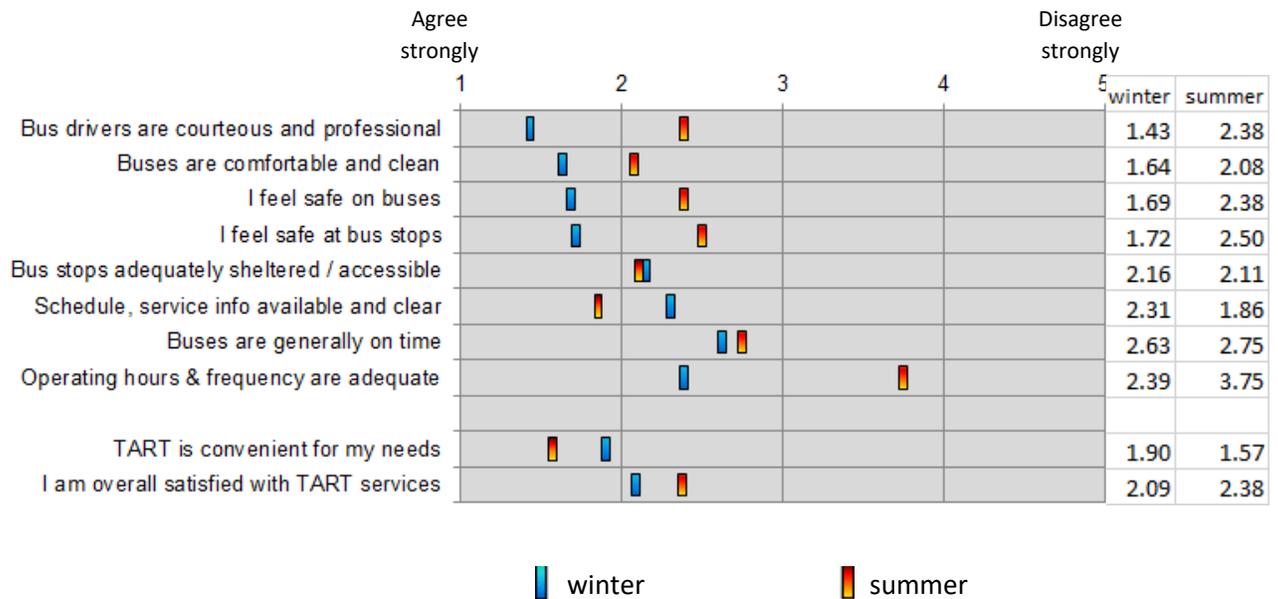
The indicators of overall satisfaction are also very positive. The share of riders agreeing that "TART is convenient for my needs," and "I am overall satisfied with TART services," is more than three times the share of those who disagree with these statements.

Truckee Local—average rating

The chart below shows the average scores. This calculated average ignores the percent rating the attribute as "3, neutral / no opinion."



Truckee Local—average rating by season



Priorities

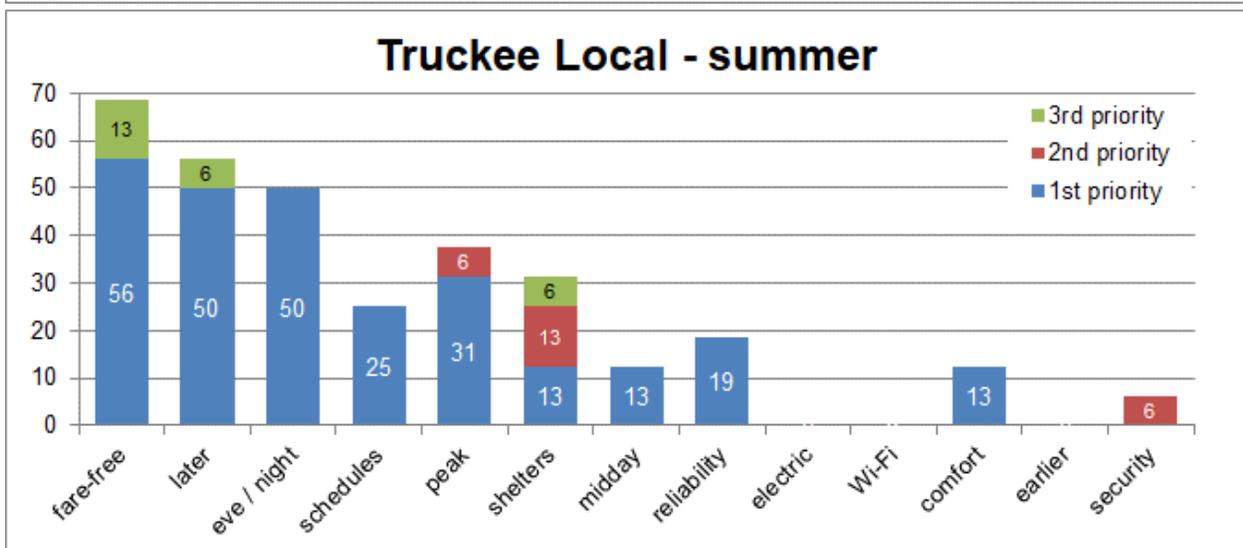
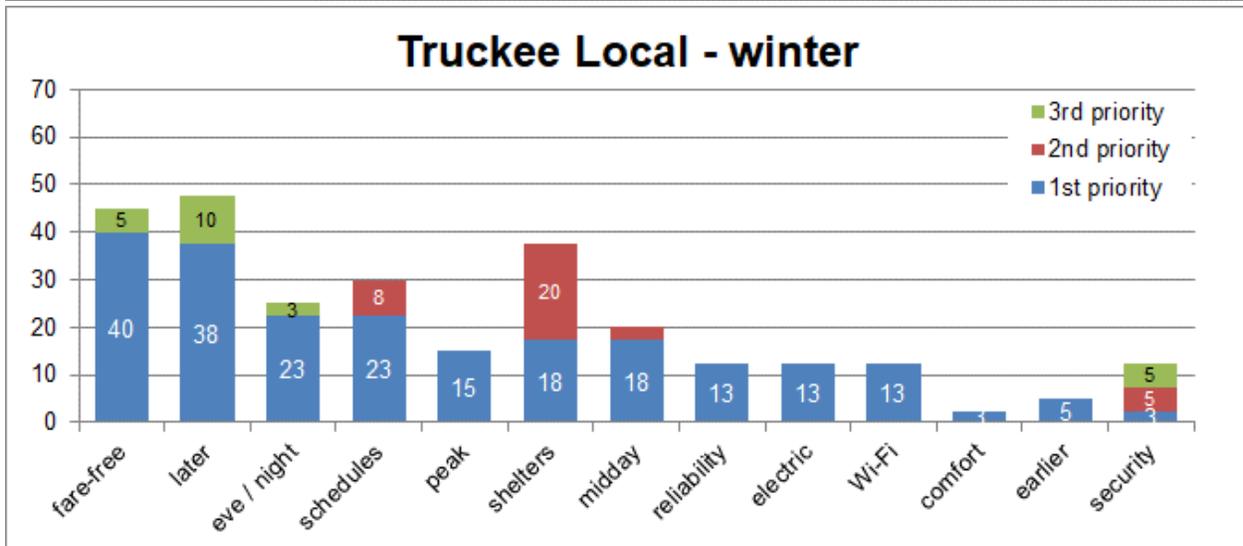
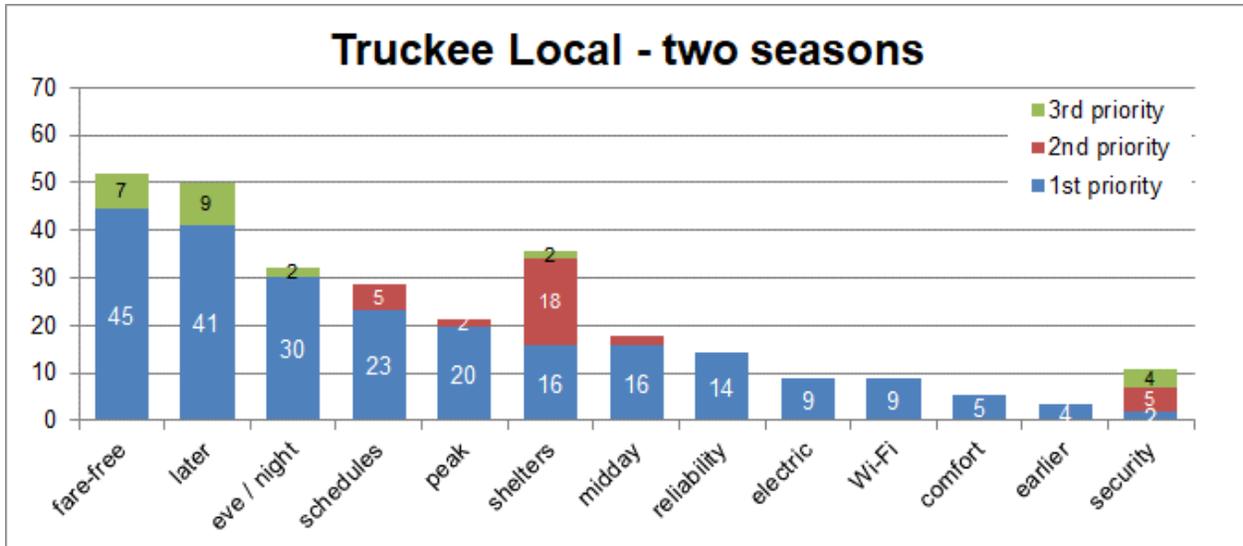
The survey asked respondents to consider a set of possible changes to TART service, and to rank their three preferred options by marking them **1** for first priority, **2** for second priority, and **3** for third priority. The point of this approach was to prompt respondents to establish their true preferences, rather than simply checking off all the items as desirable.

The ten choices were as follows:

- **Cost:** TART kept the buses fare-free
- **Schedules at Bus Stops:** Your stop had information about scheduled arrival times
- **Frequency:** More peak period buses on your route
- More midday buses on your route
- More evening / night buses on your route
- **Ran Later:** Your bus route ran later
- **Ran Earlier:** Your bus route ran earlier
- **Shelters:** Your bus stops had shelters, benches, etc.
- **Reliability:** Better on-time performance
- **Comfort:** Buses had softer seats, looked spotless
- **Security:** Security patrols at transit centers
- **Electric Vehicles:** Electric buses on your route
- **Wi-Fi:** TART buses had Wi-Fi
- **Other:** (describe):

The charts in this section present the results, with the choices ordered left to right by the percent of 1st priority rankings. The first chart is for all respondents, with equal weighting for both seasons. The next two charts show the results by season.

Keeping TART service fare-free is the highest priority—but just barely. An almost equal share of riders made **Your bus route ran later** as their number one priority, and this particularly the case in the winter. **Shelters and benches at bus stops** and more **information about scheduled arrival times** were also relatively high priorities.



Various rider attributes

The tables in this section show the distribution of

Trip purpose

	home-based work	home-based shop	home-based medical	home-based rec/ski	home-based school	home-based other	hotel / lodging based	non-home or lodging based
two seasons	29%	39%	5%	11%	0%	8%	0%	8%
Winter	18%	43%	4%	14%	0%	11%	0%	11%
Summer	60%	30%	10%	0%	0%	0%	0%	0%

Home/lodging end

	Dwntwn		Tahoe Forest				Donner Lake	West End		Palisades		other
	Truckee	Henness	Brockway	Gateway	Hospital	Coldstrm	Lake	Beach	Northstar	Tahoe		
two seasons	39%	9%	11%	11%	0%	9%	7%	0%	0%	0%	0%	15%
Winter	47%	13%	3%	17%	0%	3%	3%	0%	0%	0%	0%	13%
Summer	25%	0%	25%	0%	0%	19%	12%	0%	0%	0%	0%	19%

Access/Egress Home End

	walked	drove	TART drop off /		bicycle	other
			Connect	pick up		
two seasons	93%	0%	7%	0%	0%	0%
Winter	90%	0%	10%	0%	0%	0%
Summer	100%	0%	0%	0%	0%	0%

Access/Egress Time Home End

	1-5 minutes	6 to 10 minutes	11 to 15 minutes	16 to 20 minutes	more than 20 minutes
two seasons	31%	42%	15%	0%	12%
Winter	22%	39%	22%	0%	17%
Summer	50%	50%	0%	0%	0%

Non-Home End

	Dwntwn		Tahoe Forest				Donner Lake	West End		Palisades		other
	Truckee	Henness	Brockway	Gateway	Hospital	Coldstrm	Lake	Beach	Northstar	Tahoe		
two seasons	40%	0%	5%	21%	12%	12%	5%	0%	0%	5%	0%	0%
Winter	50%	0%	6%	19%	3%	16%	0%	0%	0%	6%	0%	0%
Summer	10%	0%	0%	30%	40%	0%	20%	0%	0%	0%	0%	0%

Access/Egress Time Non-Home End

	1-5 minutes	6 to 10 minutes	11 to 15 minutes	16 to 20 minutes	more than 20 minutes
two seasons	43%	39%	0%	0%	17%
Winter	62%	12%	0%	0%	25%
Summer	0%	100%	0%	0%	0%

	1 to 5 minutes	6 to 10 minutes	11 to 15 minutes	16 to 20 minutes	more than 20 minutes	trip ends (sample)
Downtown Truckee	21%	54%	0%	0%	25%	12
Henness	0%	67%	0%	0%	33%	2
Brockway	33%	67%	0%	0%	0%	3
Gateway	30%	70%	0%	0%	0%	4
Tahoe Forest Hospital	20%	80%	0%	0%	0%	3
Coldstream	25%	75%	0%	0%	0%	2
Palisades Tahoe	100%	0%	0%	0%	0%	1
other	67%	0%	0%	0%	33%	3

Survey Language

	English	Spanish
two seasons	89%	11%
Winter	88%	12%
Summer	94%	6%

Why Did You Ride Tart Today?

	TTD is my only travel option	avoids cost of parking and gas	good for the environ ment	someone else do the driving	prefer other
two seasons	77%	19%	30%	13%	6%
Winter	76%	22%	27%	5%	0%
Summer	81%	12%	38%	31%	19%

Are You Concerned About The Spread Of Covid-19?

	yes, very	somewhat	no
two seasons	16%	32%	46%
Winter	20%	30%	50%
Summer	6%	38%	38%

How Many Of Last Seven Days Did You Take A Tart Bus?

	1	2	3	4	5	6	7
two seasons	34%	5%	12%	14%	5%	11%	18%
Winter	40%	5%	10%	12%	2%	15%	15%
Summer	19%	6%	19%	19%	12%	0%	25%

How Often Do You Ride TART Buses Now Compared To Before Covid-19?

	more often	about the same	less often	I never rode TART before Covid
two seasons	27%	50%	12%	9%
Winter	28%	60%	12%	0%
Summer	25%	25%	12%	31%

What Is Your Gender?

	male	female	I prefer to self-identify
two seasons	48%	52%	0%
Winter	53%	47%	0%
Summer	38%	62%	0%

What Is Your Age?

	under 19	19 to 24	25 to 59	60 to 64	65 or older
two seasons	4%	11%	58%	2%	24%
Winter	7%	14%	59%	3%	17%
Summer	0%	6%	56%	0%	38%

Home End Zipcode

	96143- Kings Beach	96161 / 60 - Truckee	96145- Tahoe City	89451 / 50 - Incline Village	96146- Olympic Valley	96148- Tahoe Vista	96140/41 /42 - CarnIn Bay, Hmwd, Tahoma	other
two seasons	0%	100%	0%	0%	0%	0%	0%	0%
Winter	0%	100%	0%	0%	0%	0%	0%	0%
Summer	0%	100%	0%	0%	0%	0%	0%	0%

What Is Your Primary Source For Transit Information?

	bus driver	other people	TART website	Tahoe Truckee printed Transit.c om schedule	Northstar mssaging	other
two seasons	24%	8%	20%	12%	8%	28%
Winter	24%	6%	21%	18%	9%	24%
Summer	25%	12%	19%	0%	6%	38%

Do You Regularly Use Any Of The Following I

	NextBus (TART)	Google Transit	none of these
two seasons	32%	22%	46%
Winter	32%	29%	38%
Summer	31%	6%	62%

Race / Ethincity--Which Categories Best Describe You?

	Hispanic or Latino	Black / African American	white	Asian	other
two seasons	36%	8%	56%	0%	0%
Winter	47%	6%	47%	0%	0%
Summer	12%	12%	75%	0%	0%

What Is Your Annual Household Income?

	below \$25,000	\$25,000 - \$49,999	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000 - \$149,999	\$150,000 or more
two seasons	67%	15%	4%	4%	9%	0%
Winter	67%	7%	7%	7%	13%	0%
Summer	69%	31%	0%	0%	0%	0%

Choice Rider

	TART only travel option	choice rider
two seasons	77%	23%
Winter	76%	24%
Summer	81%	19%

Home / Lodging End

	year round home	part-time home	hotel / lodging	non- home based
two seasons	86%	4%	4%	6%
Winter	89%	3%	0%	9%
Summer	81%	6%	12%	0%

Section 5: TTD East Shore Express

In 2022, TTD operated the **East Shore Express** bus between Incline Village and Sand Harbor State Park. The service operates from the end of June to early September and the bus runs every 20 minutes from 10 AM to 7 PM. Travelers can also take the bus between the Kingsbury Transit Center and Sand Harbor during the first and last trip of the day.

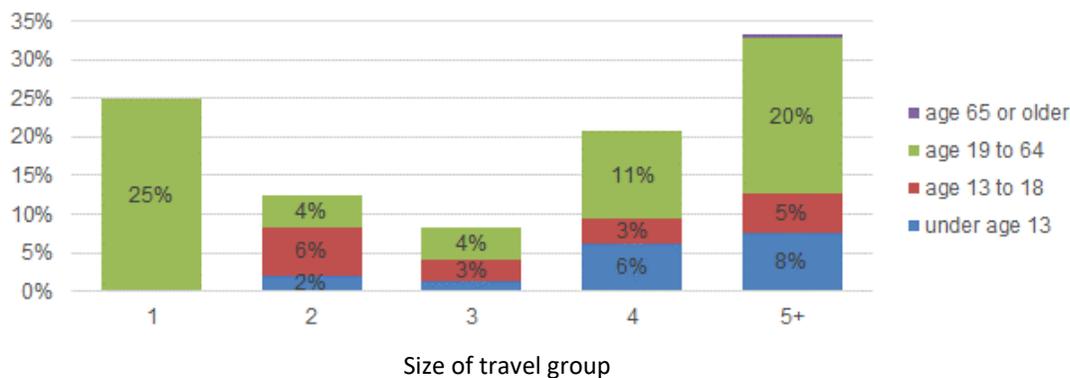
The bus is popular because the parking at Sand Harbor fills up early and costs \$10 to \$12. Many beachgoers opt instead to park at the free lots in Incline Village and take the short bus ride to Sand Harbor. The East Shore Express ran fare-free this summer. It cost \$3 per person for the round trip during recent (pre-COVID) summers.

In addition to operating only during the summer months, the East Shore Express is anomalous because it generally serves infrequent recreational travelers on trips outside of TTD's core area.

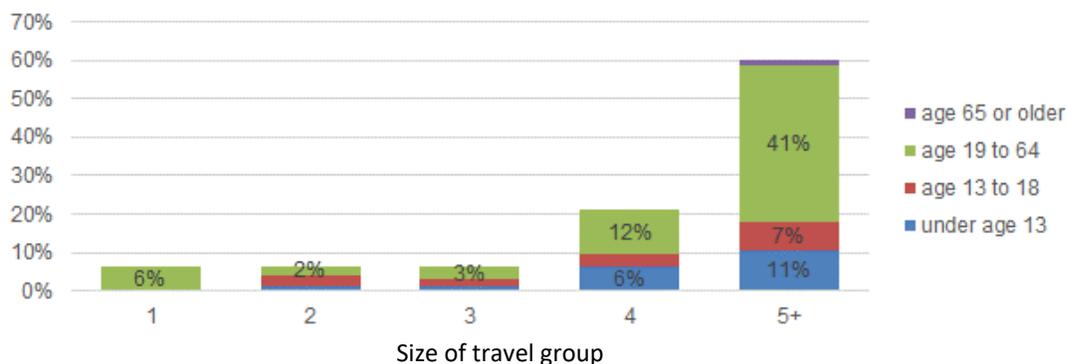
This section presents the survey responses for this route

Unlike most other transit routes, the East Shore Express typically carries people traveling in groups—family or friends. These charts show the distribution by age and group size. In other words, 25 percent of travel groups have one person, but one-person groups constitute only 6 percent of total East Shore Express travelers.

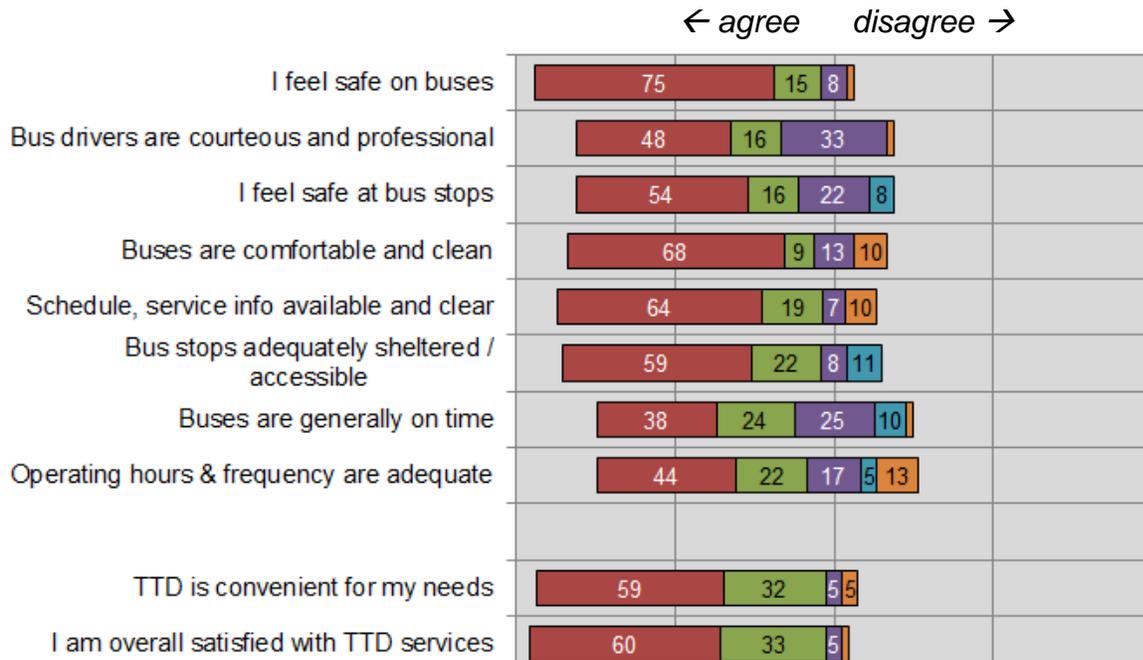
Distribution of travel groups by age and group size



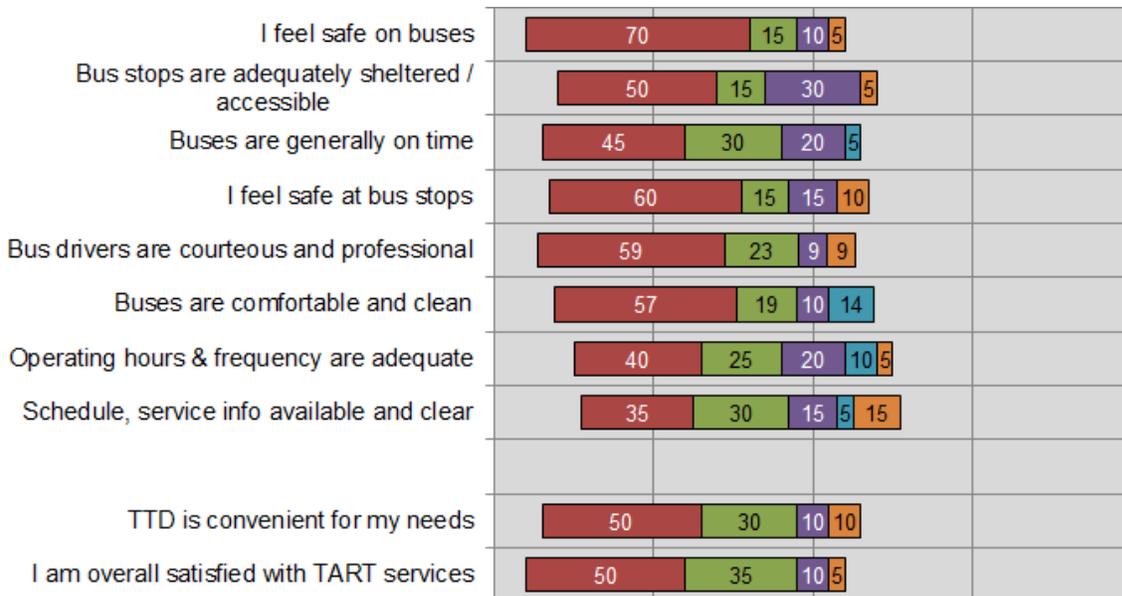
Distribution of travelers by age and group size



East Shore Express—weighted by group size



East Shore Express --respondents

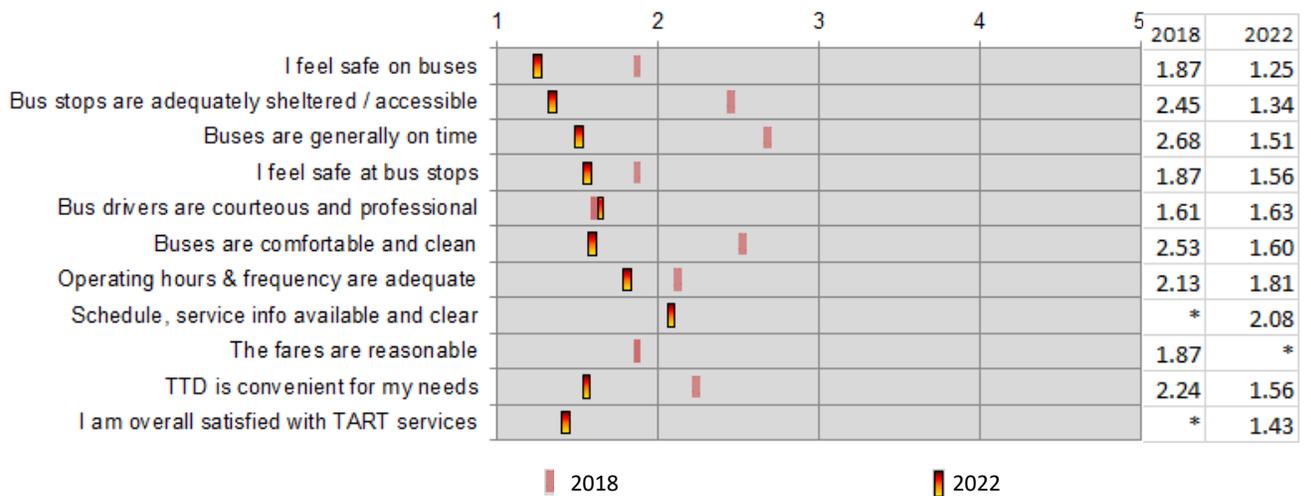


East Shore Express -- Average ratings



The weighting is by group size.

East Shore Express -- Average ratings 2022, 2018

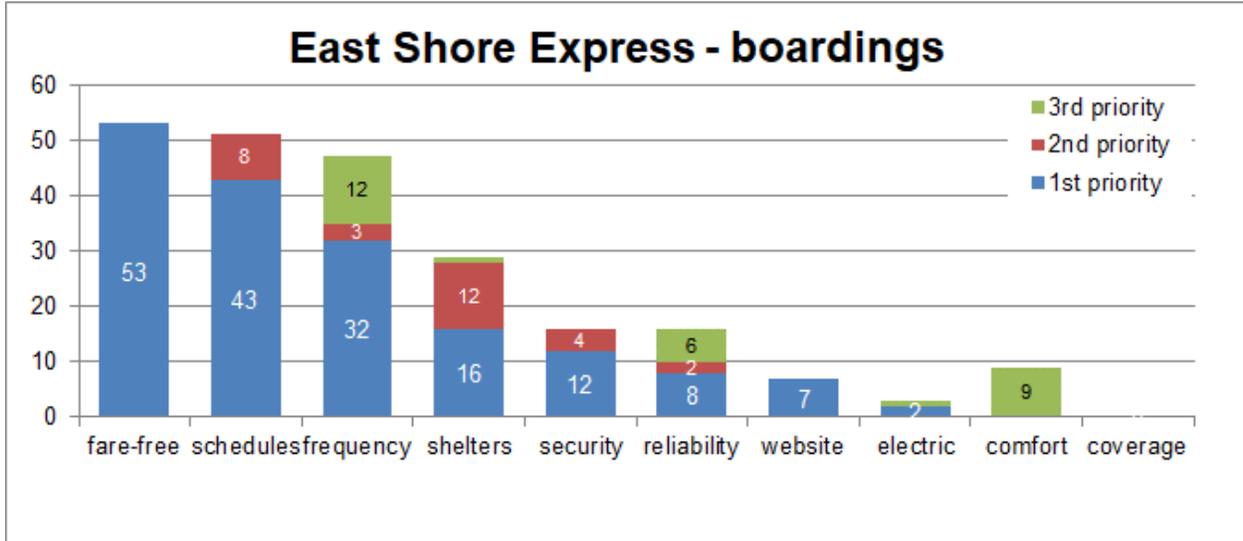


The average ratings for the East Shore Express have generally improved—markedly—since the same survey in the summer of 2018.

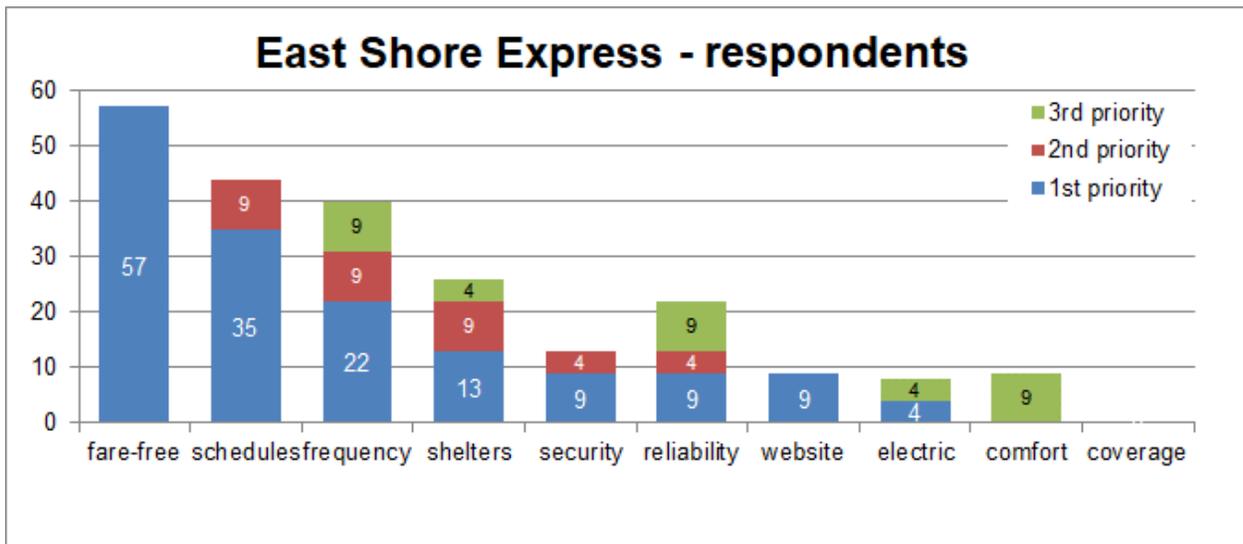
Priorities

The chart shows the share of respondents rating each of ten possible actions specified in terms of priority. Keeping the bus fare free is the most common first priority. Providing information at the bus stops about scheduled arrival times was the second highest ranked priority.

The top chart weights the responses by each respondent’s travel group size.



This chart shows the unweighted responses.



Values are percentages and add across to 100%

Survey language

	English	Spanish
respondents	100%	0%
boardings (factored by grp size)	100%	0%

Non-Sand Harbor trip end location

	Truckee	Tahoe City	Incline Village	Kings Beach	South Lake Tahoe	Stateline	Reno	Carson City	other
respondents	15%	20%	15%	5%	15%	5%	5%	10%	10%
boardings (factored by grp size)	21%	9%	8%	1%	12%	12%	4%	9%	24%

Non-Sand Harbor trip end accommodation

	year round home	part-time home	lodging - hotel	lodging - Airbnb, etc.	other
respondents	20%	30%	20%	25%	5%
boardings (factored by grp size)	25%	21%	18%	32%	4%

	home / lodging end	year round home	part-time home	hotel / lodging	non-home based
respondents	20%	30%	20%	25%	5%
boardings (factored by grp size)	25%	21%	18%	32%	4%
Truckee	0%	0%	26%	74%	0%
Tahoe City	0%	0%	14%	86%	0%
Incline Village	0%	100%	0%	0%	0%
Kings Beach	0%	100%	0%	0%	0%
South Lake Tahoe	27%	0%	0%	45%	27%
Stateline	100%	0%	0%	0%	0%
Reno	100%	0%	0%	0%	0%
Carson City	0%	0%	100%	0%	0%
other	0%	100%	0%	0%	0%

East Shore Express access mode (Incline Village parking lot end)

	walk	bicycle	drive	drop off/pick up uber/ lyft	taxi / another bus	other
respondents	0%	0%	73%	14%	0%	9%
boardings (factored by grp size)	0%	0%	90%	4%	0%	3%

Reason for Sand Harbor trip

	recrea- tion	work	other
respondents	96%	0%	4%
boardings (factored by grp size)	97%	0%	3%

Access to car that you could have used for this trip?

	no	yes
respondents	4%	96%
boardings (factored by grp size)	1%	99%

Are you concerned about the spread of Covid on public transit?

	yes, very	yes, somehw at	no
respondents	9%	39%	52%
boardings (factored by grp size)	3%	51%	46%

How many of last seven days did you use transit in the Lake Tahoe area?

	1	2	3	4	5	6	7
respondents	95%	5%	0%	0%	0%	0%	0%
boardings (factored by grp size)	99%	1%	0%	0%	0%	0%	0%

What is your PRIMARY source for transit information?

	bus driver	other people	TTD website	printed guide / schedule	other
respondents	25%	50%	15%	5%	5%
boardings (factored by grp size)	16%	57%	10%	5%	13%

Do you regularly use any of the following for real-time bus information?

	Transit App	Google Swiftly	Google Transit	none of these
respondents	0%	4%	22%	74%
boardings (factored by grp size)	0%	4%	21%	75%

How long have you been using transit in the Lake Tahoe area?

	This is my first time	Less than 6 months	6 months to 1 year	6 months to 1 year	1 to 3 years
respondents	84%	11%	0%	0%	5%
boardings (factored by grp size)	88%	5%	0%	0%	7%

Appendix--Survey forms



Summer 2022

Passenger Survey

About your trip

Origin of your ONE WAY trip

1. Where are you coming from?

<input type="checkbox"/> 1 Year-round home	<input type="checkbox"/> 6 Shopping / dining
<input type="checkbox"/> 2 Part-time home	<input type="checkbox"/> 7 Recreation
<input type="checkbox"/> 3 Hotel / lodging	<input type="checkbox"/> 8 Medical / dental
<input type="checkbox"/> 4 Work	<input type="checkbox"/> 9 Other: _____
<input type="checkbox"/> 5 School / college (student only)	

2. Where is this?

<input type="checkbox"/> 1 Northstar	<input type="checkbox"/> 8 Truckee
<input type="checkbox"/> 2 Palisades Tahoe	<input type="checkbox"/> 9 Sunnyside
<input type="checkbox"/> 3 Alpine Meadows	<input type="checkbox"/> 10 Tahoe Vista
<input type="checkbox"/> 4 Kings Beach	<input type="checkbox"/> 11 Crystal Bay
<input type="checkbox"/> 5 Tahoe City	<input type="checkbox"/> 12 Homewood
<input type="checkbox"/> 6 Incline Village	<input type="checkbox"/> 13 Carnelian Bay
<input type="checkbox"/> 7 Tahoma	<input type="checkbox"/> 14 Other: _____

3. How did you get to the FIRST BUS you used for this ONE WAY trip?

<input type="checkbox"/> 1 Walked	<input type="checkbox"/> 4 Dropped off by someone
<input type="checkbox"/> 2 Drove	<input type="checkbox"/> 5 Personal bicycle
<input type="checkbox"/> 3 TART Connect	<input type="checkbox"/> 6 Other: _____

4. How long did it take to get to the bus stop? _____ minutes

Destination of your ONE WAY trip

5. Where are you going?

<input type="checkbox"/> 1 Year-round home	<input type="checkbox"/> 6 Shopping / dining
<input type="checkbox"/> 2 Part-time home	<input type="checkbox"/> 7 Recreation
<input type="checkbox"/> 3 Hotel / lodging	<input type="checkbox"/> 8 Medical / dental
<input type="checkbox"/> 4 Work	<input type="checkbox"/> 9 Other: _____
<input type="checkbox"/> 5 School / college (student only)	

6. Where is this?

<input type="checkbox"/> 1 Northstar	<input type="checkbox"/> 8 Truckee
<input type="checkbox"/> 2 Palisades Tahoe	<input type="checkbox"/> 9 Sunnyside
<input type="checkbox"/> 3 Alpine Meadows	<input type="checkbox"/> 10 Tahoe Vista
<input type="checkbox"/> 4 Kings Beach	<input type="checkbox"/> 11 Crystal Bay
<input type="checkbox"/> 5 Tahoe City	<input type="checkbox"/> 12 Homewood
<input type="checkbox"/> 6 Incline Village	<input type="checkbox"/> 13 Carnelian Bay
<input type="checkbox"/> 7 Tahoma	<input type="checkbox"/> 14 Other: _____

7. How will you get from the LAST BUS you used for this ONE WAY trip?

<input type="checkbox"/> 1 Walked	<input type="checkbox"/> 4 Dropped off by someone
<input type="checkbox"/> 2 Drove	<input type="checkbox"/> 5 Personal bicycle
<input type="checkbox"/> 3 TART Connect	<input type="checkbox"/> 6 Other: _____

8. How long will it take to get from the bus stop? _____ minutes

9. Did you / Will you make this trip by TART in the opposite direction today?

No Yes, before 9 am Yes, 9 am to 2:59 pm Yes, 3 pm to 6 pm Yes, after 6 pm

10. Why did you ride TART today? (check all that apply)

<input type="checkbox"/> 1 It is my only travel option	<input type="checkbox"/> 2 Good for the environment	<input type="checkbox"/> 3 Other: _____
<input type="checkbox"/> 4 Avoids cost of parking and gas	<input type="checkbox"/> 5 Prefer someone else do the driving	

11. Are you concerned about the spread of COVID on public transit?

Yes, very Yes, somewhat No

12. Including today, how many of the last SEVEN DAYS did you take a TART bus? _____

13. How often do you ride TART buses now compared to before COVID? (before March 2020)

More often About the same Less often I never rode TART before COVID

----- Please continue on next page -----

This and the following pages show the English versions of the surveys used in summer 2022. Spanish versions were printed on the other side of each form.

14. To what extent do you agree with each of the following:	Agree strongly		Neutral / no opinion		Disagree strongly
a Buses are generally on time	1	2	3	4	5
b Operating hours & frequency are adequate	1	2	3	4	5
c I feel safe on buses	1	2	3	4	5
d I feel safe at bus stops	1	2	3	4	5
e Buses are comfortable and clean	1	2	3	4	5
f Bus drivers are courteous and professional	1	2	3	4	5
g Bus stops are adequately sheltered, accessible, and clean	1	2	3	4	5
h Schedule and service information is readily available and clear	1	2	3	4	5
i TART is convenient for my needs	1	2	3	4	5
j I am overall satisfied with the quality of TART services	1	2	3	4	5

15. Which **THREE** of the following would you most like to see?
Please mark your preferences as **1** for first priority, **2** for second priority, and **3** for third priority.

a <input type="checkbox"/> Cost: TART kept the buses fare-free	b <input type="checkbox"/> Shelters: Your stops had shelters, benches, etc
c <input type="checkbox"/> Schedules at Bus Stops: Your stop had information about scheduled arrival times	d <input type="checkbox"/> Reliability: Better on-time performance
e <input type="checkbox"/> Frequency: More <u>peak period</u> buses on your route	f <input type="checkbox"/> Comfort: Buses had softer seats, looked spotless
g <input type="checkbox"/> More <u>midday</u> buses on your route	h <input type="checkbox"/> Security: Security patrols at transit centers
i <input type="checkbox"/> More <u>evening / night</u> buses on your route	j <input type="checkbox"/> Electric Vehicles: Electric buses on your route
k <input type="checkbox"/> Ran Later: Your bus route ran later	l <input type="checkbox"/> Wi-Fi: TART buses had Wi-Fi
m <input type="checkbox"/> Ran Earlier: Your bus route ran earlier	n <input type="checkbox"/> Other: (describe) _____

16. What is your **PRIMARY** source for transit information?

<input type="checkbox"/> Bus driver	<input type="checkbox"/> TART website	<input type="checkbox"/> Printed guide / schedule	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Other people	<input type="checkbox"/> TahoeTruckeeTransit.com	<input type="checkbox"/> Northstar Messaging	

17. Do you regularly use any of the following for real-time bus information (mark all that apply)?

<input type="checkbox"/> NextBus	<input type="checkbox"/> Google Transit
----------------------------------	---

18. Which categories best describe you? (check all that apply)

<input type="checkbox"/> Hispanic or Latino	<input type="checkbox"/> Native American	<input type="checkbox"/> Asian
<input type="checkbox"/> Black/African American	<input type="checkbox"/> White	<input type="checkbox"/> Other: _____

19. What is your annual household income?

<input type="checkbox"/> Below \$25,000	<input type="checkbox"/> \$50,000 - \$74,999	<input type="checkbox"/> \$100,000 - \$149,999
<input type="checkbox"/> \$25,000 - \$49,999	<input type="checkbox"/> \$75,000 - \$99,999	<input type="checkbox"/> \$150,000 or more

20. What is your home zip code? _____

21. What is your gender? male female prefer to self-identify

22. What is your age? _____

Thank you! Please return the survey to the survey staff



Summer 2022 Passenger Survey



About your trip

Origin of your ONE WAY trip

1. Where are you coming from?

<input type="checkbox"/> 1 Year-round home	<input type="checkbox"/> 6 Shopping / dining
<input type="checkbox"/> 2 Part-time home	<input type="checkbox"/> 7 Recreation
<input type="checkbox"/> 3 Hotel / lodging	<input type="checkbox"/> 8 Medical / dental
<input type="checkbox"/> 4 Work	<input type="checkbox"/> 9 Other:
<input type="checkbox"/> 5 School / college <small>(student only)</small>	_____

2. Where is this?

<input type="checkbox"/> 1 Stataline	<input type="checkbox"/> 9 Tahoe Keys
<input type="checkbox"/> 2 Tahoe Valley (the "Y")	<input type="checkbox"/> 10 Lower Kingsbury
<input type="checkbox"/> 3 Upper Kingsbury / The Ridge	<input type="checkbox"/> 11 N. Upper Truckee / Tahoe Mtn
<input type="checkbox"/> 4 Ski Run	<input type="checkbox"/> 12 Carson City
<input type="checkbox"/> 5 Al Tahoe	<input type="checkbox"/> 13 Minden/Gardnerville
<input type="checkbox"/> 6 Bijou	<input type="checkbox"/> 14 Round Hill/Zephyr Cove
<input type="checkbox"/> 7 Sierra Tract	<input type="checkbox"/> 15 Other:
<input type="checkbox"/> 8 Meyers/Christmas Valley	_____

3. How did you get to the FIRST BUS you used for this ONE WAY trip?

<input type="checkbox"/> 1 Walked	<input type="checkbox"/> 3 Got dropped off by someone
<input type="checkbox"/> 2 Drove	<input type="checkbox"/> 4 Personal bicycle
<input type="checkbox"/> 5 Other _____	

4. How long did it take to get to the bus stop?
_____ minutes

Destination of your ONE WAY trip

5. Where are you going?

<input type="checkbox"/> 1 Year-round home	<input type="checkbox"/> 6 Shopping / dining
<input type="checkbox"/> 2 Part-time home	<input type="checkbox"/> 7 Recreation
<input type="checkbox"/> 3 Hotel / lodging	<input type="checkbox"/> 8 Medical / dental
<input type="checkbox"/> 4 Work	<input type="checkbox"/> 9 Other:
<input type="checkbox"/> 5 School / college <small>(student only)</small>	_____

6. Where is this?

<input type="checkbox"/> 1 Stataline	<input type="checkbox"/> 9 Tahoe Keys
<input type="checkbox"/> 2 Tahoe Valley (the "Y")	<input type="checkbox"/> 10 Lower Kingsbury
<input type="checkbox"/> 3 Upper Kingsbury / The Ridge	<input type="checkbox"/> 11 N. Upper Truckee / Tahoe Mtn
<input type="checkbox"/> 4 Ski Run	<input type="checkbox"/> 12 Carson City
<input type="checkbox"/> 5 Al Tahoe	<input type="checkbox"/> 13 Minden/Gardnerville
<input type="checkbox"/> 6 Bijou	<input type="checkbox"/> 14 Round Hill/Zephyr Cove
<input type="checkbox"/> 7 Sierra Tract	<input type="checkbox"/> 15 Other:
<input type="checkbox"/> 8 Meyers/Christmas Valley	_____

7. How will you get to your destination from the last bus you use for this ONE WAY trip?

<input type="checkbox"/> 1 Walk	<input type="checkbox"/> 3 Getting picked up by someone
<input type="checkbox"/> 2 Drive	<input type="checkbox"/> 4 Personal bicycle
<input type="checkbox"/> 5 Other _____	

8. How long will it take to get from the bus stop?
_____ minutes

9. Did you / Will you make this trip by TTD in the opposite direction today?
 1 No 2 Yes, before 9 am 3 Yes, 9 am to 2:59 pm 4 Yes, 3 pm to 6 pm 5 Yes, after 6 pm

10. Why did you ride TTD today? (check all that apply)

<input type="checkbox"/> 1 It is my only travel option	<input type="checkbox"/> 2 Good for the environment	<input type="checkbox"/> 3 Other: _____
<input type="checkbox"/> 4 Avoids cost of parking and gas	<input type="checkbox"/> 5 Prefer someone else do the driving	_____

11. Are you concerned about the spread of COVID on public transit?
 1 Yes, very 2 Yes, somewhat 3 No

12. Including today, how many of the last SEVEN DAYS did you take a TTD bus? _____

13. How often do you ride TTD buses now compared to before COVID? (before March 2020)
 1 More often 2 About the same 3 Less often 4 I never rode TTD before COVID

Please continue on next page

14. To what extent do you agree with each of the following:

	Agree strongly	2	Neutral / no opinion	3	4	Disagree strongly	5
a Buses are generally on time	1	2	3	4	5		
b Operating hours & frequency are adequate	1	2	3	4	5		
c I feel safe on buses	1	2	3	4	5		
d I feel safe at bus stops	1	2	3	4	5		
e Buses are comfortable and clean	1	2	3	4	5		
f Bus drivers are courteous and professional	1	2	3	4	5		
g Bus stops are adequately sheltered, accessible, and clean	1	2	3	4	5		
h Schedule and service information is readily available and clear	1	2	3	4	5		
i TTD is convenient for my needs	1	2	3	4	5		
j I am overall satisfied with the quality of TTD services	1	2	3	4	5		

15. Which THREE of the following would you most like to see?
Please mark your preferences as **1** for first priority, **2** for second priority, and **3** for third priority.

a <u>Cost</u> : TTD kept the buses fare-free	b <u>Shelters</u> : Your stops had shelters, benches, etc
c <u>Schedules at Bus Stops</u> : Your stop had information about scheduled arrival times	d <u>Reliability</u> : Better on-time performance
e <u>Frequency</u> : More <u>peak period</u> buses on your route	f <u>Comfort</u> : Buses had softer seats, looked spotless
g More <u>midday</u> buses on your route	h <u>Security</u> : Security patrols at transit centers
i More <u>evening / night</u> buses on your route	j <u>Electric Vehicles</u> : Electric buses on your route
k <u>Ran Later</u> : Your bus route ran later	l <u>Wi-Fi</u> : TTD buses had Wi-Fi
m <u>Ran Earlier</u> : Your bus route ran earlier	n <u>Other</u> : (describe)

16. What is your PRIMARY source for transit information?

Bus driver TTD website Other: _____

Other people Printed guide / schedule

17. Do you regularly use any of the following for real-time bus information (mark all that apply)?

Transit App Swiftly Google Transit

18. Which categories best describe you?
(check all that apply)

Hispanic or Latino White

Black/African American Asian

Native American Other: _____

19. What is your annual household income?

Below \$25,000 \$75,000 - \$99,999

\$25,000 - \$49,999 \$100,000 - \$149,999

\$50,000 - \$74,999 \$150,000 or more

20. What is your home zip code? _____

21. What is your gender?
 male female prefer to self-identify

22. What is your age? _____

Complete the survey for a chance to win an Amazon Fire Tablet with 10" HD Display



Name: _____

Phone or e-mail: _____

Thank you! Please return the survey to the survey staff



TART
Tahoe Truckee Area Regional Transit

Summer 2022
Passenger Survey
Truckee Local Route

About your trip

Origin of your ONE WAY trip

1. Where are you coming from?

<input type="checkbox"/> 1 Year-round home	<input type="checkbox"/> 6 Shopping / dining
<input type="checkbox"/> 2 Part-time home	<input type="checkbox"/> 7 Recreation
<input type="checkbox"/> 3 Hotel / lodging	<input type="checkbox"/> 8 Medical / dental
<input type="checkbox"/> 4 Work	<input type="checkbox"/> 9 Other:
<input type="checkbox"/> 5 School / college (student only)	

2. Where is this?

<input type="checkbox"/> 1 Downtown Truckee	<input type="checkbox"/> 8 West End Beach
<input type="checkbox"/> 2 Henness	<input type="checkbox"/> 9 Northstar
<input type="checkbox"/> 3 Brockway	<input type="checkbox"/> 10 Palisades Tahoe
<input type="checkbox"/> 4 Gateway	<input type="checkbox"/> 11 Alpine Meadows
<input type="checkbox"/> 5 Tahoe Forest Hospital	<input type="checkbox"/> 12 Kings Beach
<input type="checkbox"/> 6 Coldstream	<input type="checkbox"/> 13 Tahoe City
<input type="checkbox"/> 7 Donner Lake	<input type="checkbox"/> 14 Other:

3. How did you get to the FIRST BUS you used for this ONE WAY trip?

<input type="checkbox"/> 1 Walked	<input type="checkbox"/> 4 Dropped off by someone
<input type="checkbox"/> 2 Drove	<input type="checkbox"/> 5 Personal bicycle
<input type="checkbox"/> 3 TART Connect	<input type="checkbox"/> 6 Other:

4. How long did it take to get to the bus stop?
_____ minutes

Destination of your ONE WAY trip

5. Where are you going?

<input type="checkbox"/> 1 Year-round home	<input type="checkbox"/> 6 Shopping / dining
<input type="checkbox"/> 2 Part-time home	<input type="checkbox"/> 7 Recreation
<input type="checkbox"/> 3 Hotel / lodging	<input type="checkbox"/> 8 Medical / dental
<input type="checkbox"/> 4 Work	<input type="checkbox"/> 9 Other:
<input type="checkbox"/> 5 School / college (student only)	

6. Where is this?

<input type="checkbox"/> 1 Downtown Truckee	<input type="checkbox"/> 8 West End Beach
<input type="checkbox"/> 2 Henness	<input type="checkbox"/> 9 Northstar
<input type="checkbox"/> 3 Brockway	<input type="checkbox"/> 10 Palisades Tahoe
<input type="checkbox"/> 4 Gateway	<input type="checkbox"/> 11 Alpine Meadows
<input type="checkbox"/> 5 Tahoe Forest Hospital	<input type="checkbox"/> 12 Kings Beach
<input type="checkbox"/> 6 Coldstream	<input type="checkbox"/> 13 Tahoe City
<input type="checkbox"/> 7 Donner Lake	<input type="checkbox"/> 14 Other:

7. How will you get from the LAST BUS you used for this ONE WAY trip?

<input type="checkbox"/> 1 Walk	<input type="checkbox"/> 4 Picked up by someone
<input type="checkbox"/> 2 Drive	<input type="checkbox"/> 5 Personal bicycle
<input type="checkbox"/> 3 TART Connect	<input type="checkbox"/> 6 Other:

8. How long will it take to get from the bus stop?
_____ minutes

9. Did you / Will you make this trip by TART in the opposite direction today?
 1 No 2 Yes, before 9 am 3 Yes, 9 am to 2:59 pm 4 Yes, 3 pm to 6 pm 5 Yes, after 6 pm

10. Why did you ride TART today? (check all that apply)

<input type="checkbox"/> 1 It is my only travel option	<input type="checkbox"/> 2 Good for the environment	<input type="checkbox"/> 3 Other:
<input type="checkbox"/> 4 Avoids cost of parking and gas	<input type="checkbox"/> 5 Prefer someone else do the driving	

11. Are you concerned about the spread of COVID on public transit?
 1 Yes, very 2 Yes, somewhat 3 No

12. Including today, how many of the last SEVEN DAYS did you take a TART bus? _____

13. How often do you ride TART buses now compared to before COVID? (before March 2020)
 1 More often 2 About the same 3 Less often 4 I never rode TART before COVID

----- Please continue on next page -----

14. To what extent do you agree with each of the following:	Agree strongly		Neutral / no opinion		Disagree strongly
a Buses are generally on time	1	2	3	4	5
b Operating hours & frequency are adequate	1	2	3	4	5
c I feel safe on buses	1	2	3	4	5
d I feel safe at bus stops	1	2	3	4	5
e Buses are comfortable and clean	1	2	3	4	5
f Bus drivers are courteous and professional	1	2	3	4	5
g Bus stops are adequately sheltered, accessible, and clean	1	2	3	4	5
h Schedule and service information is readily available and clear	1	2	3	4	5
i TART is convenient for my needs	1	2	3	4	5
j I am overall satisfied with the quality of TART services	1	2	3	4	5

15. Which **THREE** of the following would you most like to see?
Please mark your preferences as **1** for first priority, **2** for second priority, and **3** for third priority.

a <input type="checkbox"/> Cost: TART kept the buses fare-free	b <input type="checkbox"/> Shelters: Your stops had shelters, benches, etc
c <input type="checkbox"/> Schedules at Bus Stops: Your stop had information about scheduled arrival times	d <input type="checkbox"/> Reliability: Better on-time performance
e <input type="checkbox"/> Frequency: More <u>peak period</u> buses on your route	f <input type="checkbox"/> Comfort: Buses had softer seats, looked spotless
g <input type="checkbox"/> More <u>midday</u> buses on your route	h <input type="checkbox"/> Security: Security patrols at transit centers
i <input type="checkbox"/> More <u>evening / night</u> buses on your route	j <input type="checkbox"/> Electric Vehicles: Electric buses on your route
k <input type="checkbox"/> Ran Later: Your bus route ran later	l <input type="checkbox"/> Wi-Fi: TART buses had Wi-Fi
m <input type="checkbox"/> Ran Earlier: Your bus route ran earlier	n <input type="checkbox"/> Other: (describe) _____

16. What is your **PRIMARY** source for transit information?

<input type="checkbox"/> Bus driver	<input type="checkbox"/> TART website	<input type="checkbox"/> Printed guide / schedule	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Other people	<input type="checkbox"/> TahoeTruckeeTransit.com	<input type="checkbox"/> Northstar Messaging	

17. Do you regularly use any of the following for real-time bus information (mark all that apply)?

<input type="checkbox"/> NextBus	<input type="checkbox"/> Google Transit
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18. Which categories best describe you? (check all that apply)

<input type="checkbox"/> Hispanic or Latino	<input type="checkbox"/> Native American	<input type="checkbox"/> Asian
<input type="checkbox"/> Black/African American	<input type="checkbox"/> White	<input type="checkbox"/> Other: _____

19. What is your annual household income?

<input type="checkbox"/> Below \$25,000	<input type="checkbox"/> \$50,000 - \$74,999	<input type="checkbox"/> \$100,000 - \$149,999
<input type="checkbox"/> \$25,000 - \$49,999	<input type="checkbox"/> \$75,000 - \$99,999	<input type="checkbox"/> \$150,000 or more

20. What is your home zip code? _____

21. What is your gender? male female prefer to self-identify

22. What is your age? _____

Thank you! Please return the survey to the survey staff



East Shore Express Passenger Survey 2022

WIN
An Amazon Fire
HD 10 Tablet!
(details inside)

1. HOW MANY adults and youth are in your travel group (including yourself)

a. _____ under age 13	b. _____ 13 to 18	c. _____ 19 to 64	d. _____ 65 or older
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2. Where are you COMING FROM NOW?

<input type="checkbox"/> Sand Harbor	<input type="checkbox"/> Year-round home	<input type="checkbox"/> Lodging--hotel	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Seasonal/vacation home		<input type="checkbox"/> Lodging--Airbnb, etc. _____	

If not Sand Harbor . . .

 - 2a. Where is this place?

<input type="checkbox"/> Truckee	<input type="checkbox"/> Kings Beach	<input type="checkbox"/> Carson City
<input type="checkbox"/> Tahoe City	<input type="checkbox"/> South Lake Tahoe	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Crystal Bay	<input type="checkbox"/> Stateline	_____
<input type="checkbox"/> Incline Village	<input type="checkbox"/> Reno	_____
 - 2b. How did you get from this place to where you boarded THIS bus?

<input type="checkbox"/> Walked	<input type="checkbox"/> Dropped off by family/friends	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Bicycled	<input type="checkbox"/> Taxi / Uber / Lyft	_____
<input type="checkbox"/> Drove and parked	<input type="checkbox"/> Transferred from another bus	_____

Where are you GOING TO NOW?

<input type="checkbox"/> Sand Harbor	<input type="checkbox"/> Year-round home	<input type="checkbox"/> Lodging--hotel	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Seasonal/vacation home		<input type="checkbox"/> Lodging--Airbnb, etc. _____	

If not Sand Harbor . . .

 - 3a. Where is this place?

<input type="checkbox"/> Truckee	<input type="checkbox"/> Kings Beach	<input type="checkbox"/> Carson City
<input type="checkbox"/> Tahoe City	<input type="checkbox"/> South Lake Tahoe	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Crystal Bay	<input type="checkbox"/> Stateline	_____
<input type="checkbox"/> Incline Village	<input type="checkbox"/> Reno	_____
 - 3b. How will you get to this place after you leave THIS bus?

<input type="checkbox"/> Walk	<input type="checkbox"/> Picked up by family/friends	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Bicycle	<input type="checkbox"/> Taxi / Uber / Lyft	_____
<input type="checkbox"/> Drive parked car	<input type="checkbox"/> Transfer to another bus	_____

4. What is / was your reason for going to Sand Harbor? Recreation Work Other: _____

5. Did you have access to a car/ motorcycle that you could have used for this trip? No Yes

6. Are you concerned about the spread of COVID on public transit?

<input type="checkbox"/> Yes, very	<input type="checkbox"/> Yes, somewhat	<input type="checkbox"/> No
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----- Please continue on next page -----

7. In the past SEVEN DAYS, how many days did you use transit in the Lake Tahoe area (TTD or TART)? _____

8. What is your PRIMARY source for transit information?
 Bus driver TTD website Other: _____
 Other people Printed guide / schedule

9. Do you regularly use any of the following for real-time bus information (mark all that apply)?
 TTD Transit App Swiftly Google Transit

10. Do you agree or disagree with each of the following:

	Agree <u>strongly</u>	1	2	Neutral / <u>no opinion</u>	3	4	Disagree <u>strongly</u>	5
a Buses are generally on time	1	2	3	4	5			
b Operating hours & frequency are adequate	1	2	3	4	5			
c I feel safe on buses	1	2	3	4	5			
d I feel safe at bus stops	1	2	3	4	5			
e Buses are comfortable and clean	1	2	3	4	5			
f Bus drivers are courteous and professional	1	2	3	4	5			
g Bus stops are adequately sheltered, accessible, and clean	1	2	3	4	5			
h Schedule and service information is readily available and clear	1	2	3	4	5			
i TTD is convenient for my needs	1	2	3	4	5			
j I am overall satisfied with the quality of TTD services	1	2	3	4	5			

11. Which three of the following would you most like to see? Please mark your preferences as **1** for first priority, **2** for second priority, and **3** for third priority.

- a _____ Cost: TTD kept the route fare-free
- b _____ Schedules at Bus Stops: Your bus stop had information about scheduled arrival times
- c _____ Shelters: Your bus stops had shelters, benches, etc.
- d _____ Frequency: TTD buses ran more frequently
- e _____ Reliability: TTD buses had better on-time performance
- f _____ Comfort: TTD buses had softer seats, looked spotless
- g _____ Coverage: TTD service included bus routes to _____ (fill in location)
- h _____ Security: Regular security patrols at transit centers
- i _____ Electric Vehicles: TTD operated electric-powered buses on your route
- j _____ Website: TTD had a more mobile-friendly website and text alerts
- k _____ Other: (describe): _____

12. Your home zip code: _____

13. How long have you been using transit in the Lake Tahoe area (TTD or TART)?
 This is my first time 6 months to 1 year
 Less than 6 months 1 to 3 years
 6 months to 1 year

Complete the survey for a chance to win an Amazon Fire Tablet with 10" HD Display



Name: _____

Phone or e-mail: _____

Thank you! Please return the survey to the survey staff