

# SMART Schedule Improvement Survey

## May 19, 2021





# SMART Schedule Improvement Survey Distribution

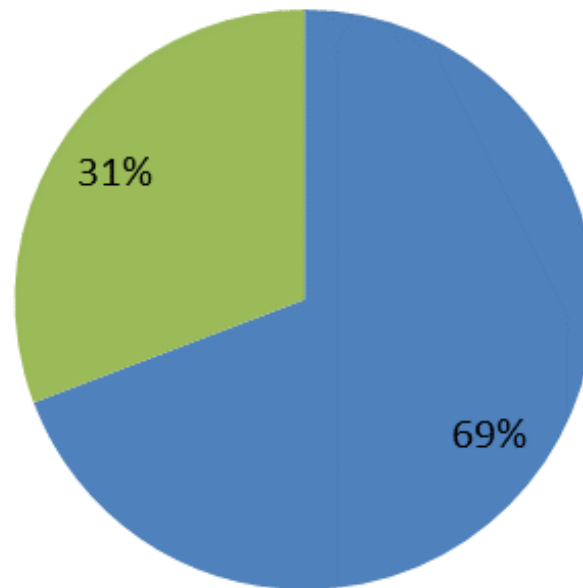
- SMART conducted this survey in May to assess new travel patterns as COVID-19 restrictions ease in the North Bay. The information collected was used to understand how we could adjust our service and schedule to meet the needs of the community.
- The survey was open from May 10, 2021 through May 16, 2021 and received 1,124 responses.

# Before the pandemic, did you ride SMART?

Answered: 1118

Skipped: 6

■ Yes ■ No

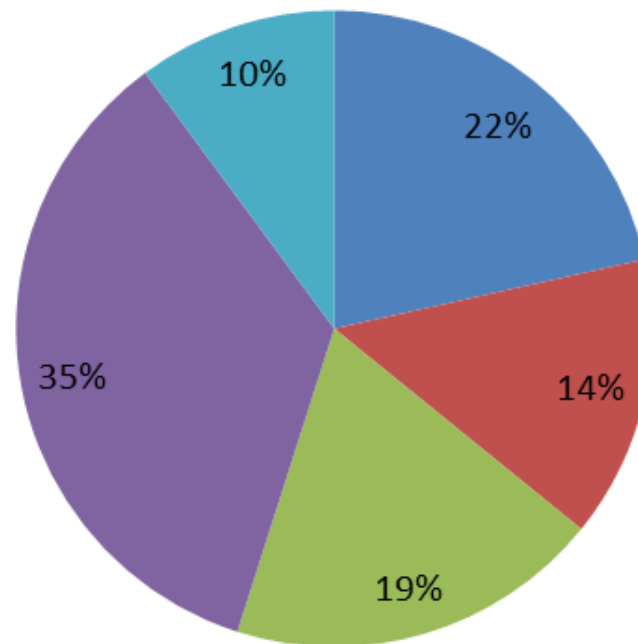


# As shelter in place orders ease, how often will you ride SMART?

Answered: 1116

Skipped: 8

■ 1-2 times a week ■ 3-5 times a week ■ Weekends only ■ Rarely ■ Never

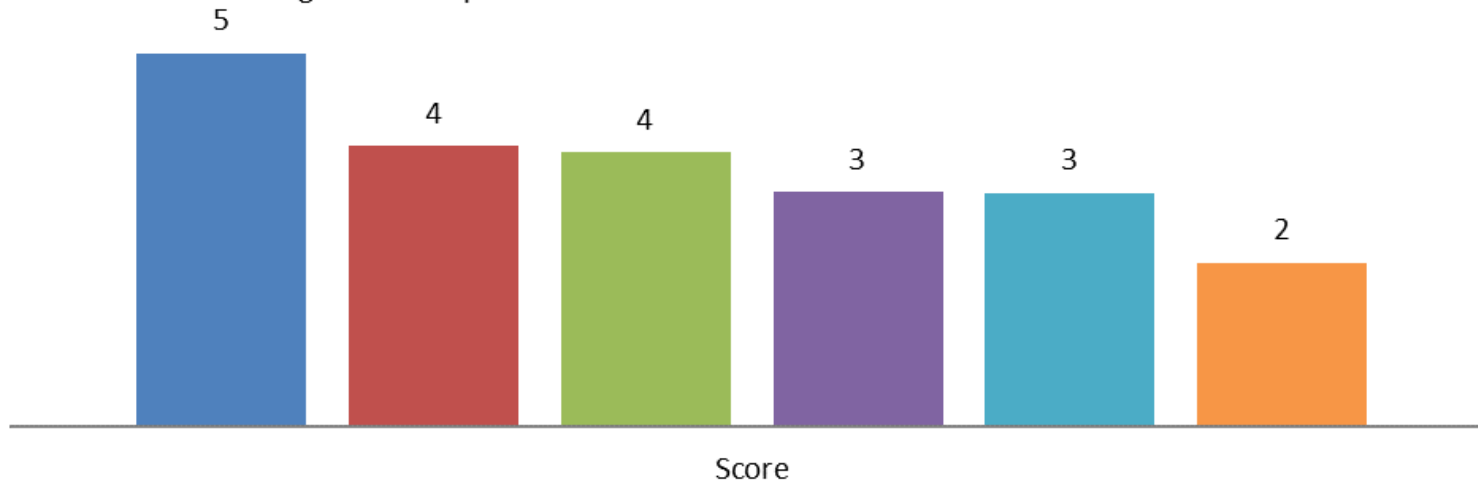


# What are the most important factors in your decision to ride SMART? Please rank your answers in order of most important to least important.

Answered: 1099

Skipped: 25

- Train schedule
- Connections to other transit, such as the Larkspur Ferry
- Price
- Connections from SMART stations to major destinations, like education centers and retail hubs
- COVID-19 safety measures
- Returning to work in person

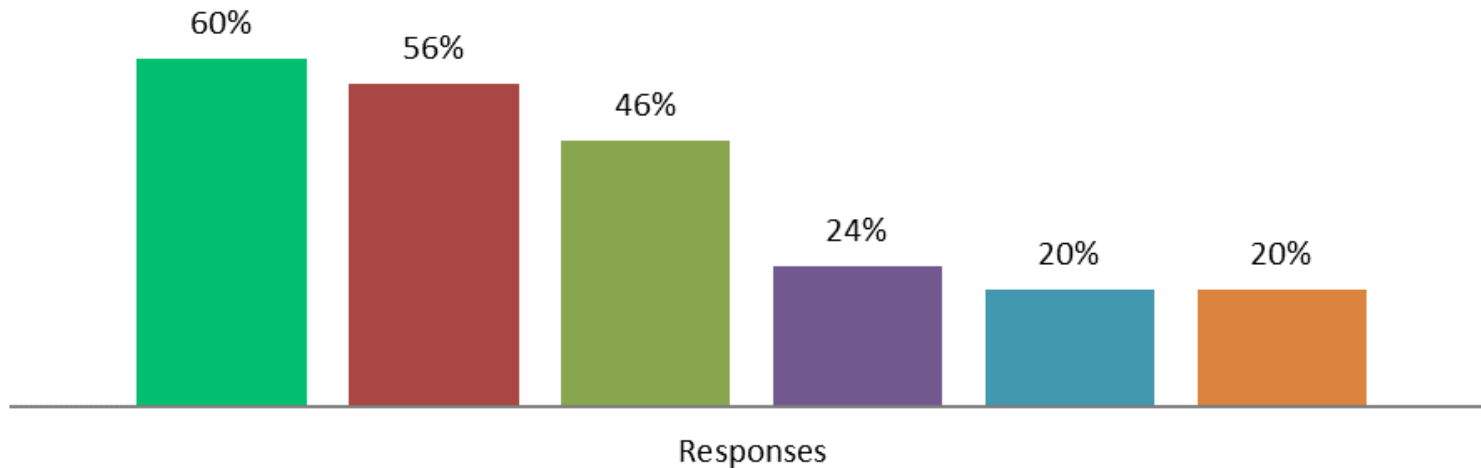


# Which of these options would increase your likelihood of riding the train? Choose all that apply.

Answered: 1108

Skipped: 16

- Increase frequency of weekend service
- Increase frequency of weekday service
- More connections to other transit and destinations
- Reduced price for commuters
- Reduced price or bundled fares for families/groups
- Other (please specify)



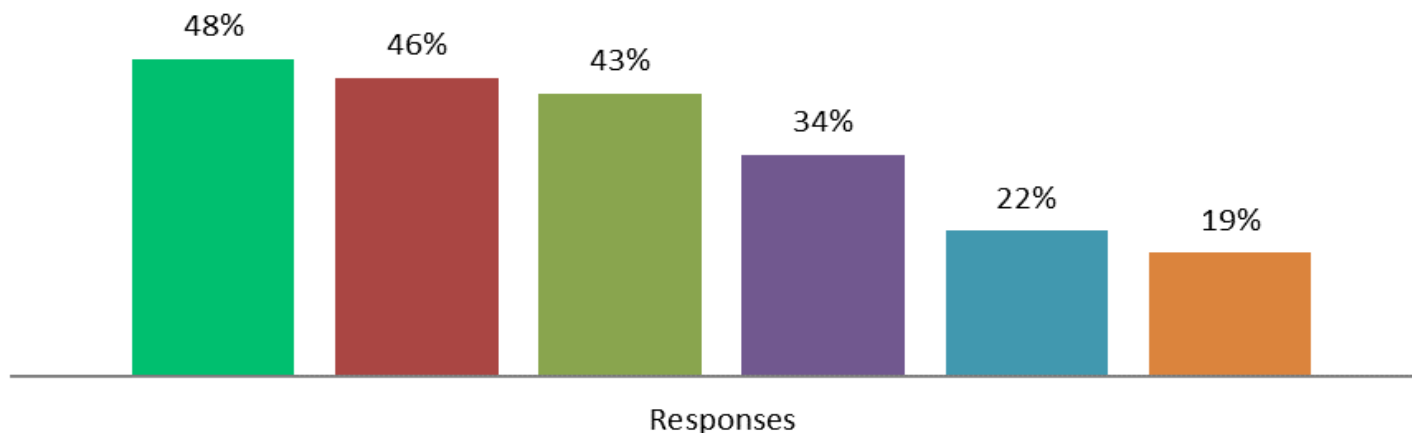
# SMART is considering increasing the number of trains that run each weekday.

## When would additional train runs best serve your travel needs? Choose all that apply.

Answered: 896

Skipped: 228

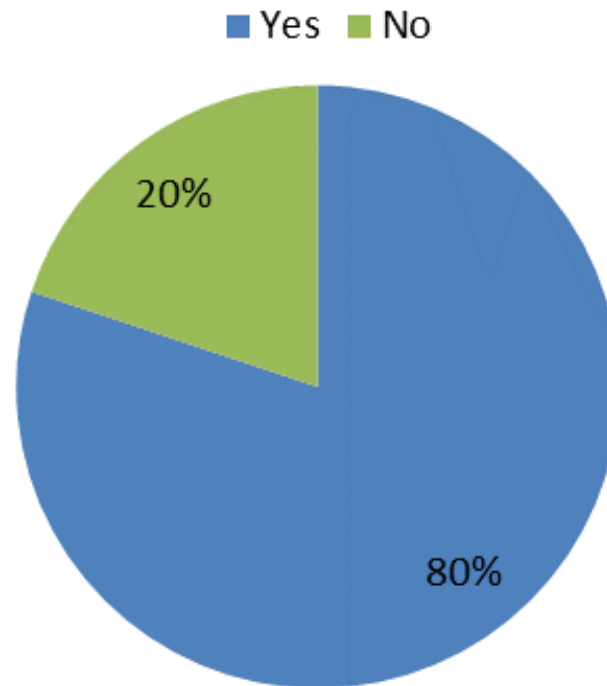
- Increase southbound trains during the morning commute.
- Increase northbound trains during the evening commute.
- Increase trains during the mid-afternoon.
- Increase northbound trains in the late evening.
- Increase southbound trains during the evening commute.
- Increase northbound trains during the morning commute.



# Will you ride the SMART train on the weekends?

Answered: 1111

Skipped: 13



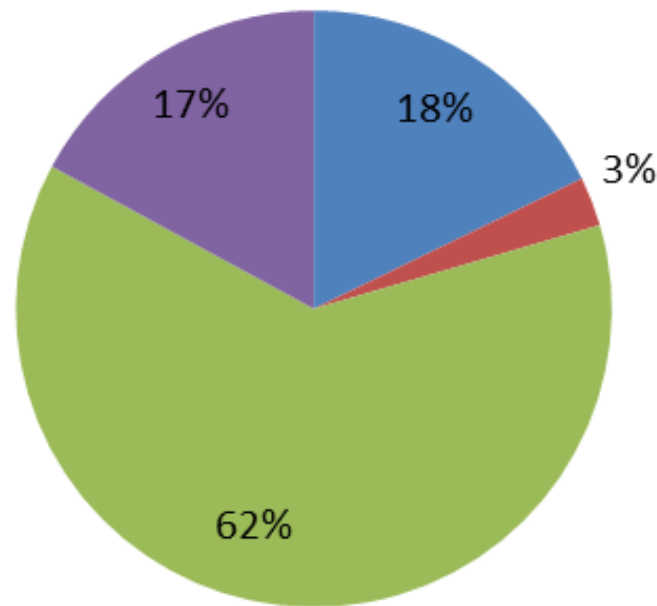


# Which weekend day are you more likely to ride SMART?

Answered: 1089

Skipped: 35

■ Saturday ■ Sunday ■ I am equally likely to ride on Saturday and Sunday ■ I don't know



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