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: 69%
- No: 31%
As shelter in place orders ease, how often will you ride SMART?

Answered: 1116

- 1-2 times a week: 35%
- 3-5 times a week: 14%
- Weekends only: 19%
- Rarely: 22%
- Never: 10%

Skipped: 8
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

Score

4  4  3  3  2
Which of these options would increase your likelihood of riding the train? Choose all that apply.

- Increase frequency of weekend service (60%)
- Increase frequency of weekday service (56%)
- More connections to other transit and destinations (46%)
- Reduced price for commuters (24%)
- Reduced price or bundled fares for families/groups (20%)
- Other (please specify) (20%)

Answered: 1108, Skipped: 16
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. 48%
- Increase northbound trains during the evening commute. 46%
- Increase trains during the mid-afternoon. 43%
- Increase northbound trains in the late evening. 34%
- Increase southbound trains during the evening commute. 22%
- Increase northbound trains during the morning commute. 19%
Will you ride the SMART train on the weekends?

Answered: 1111  
Skipped: 13

- 80% Yes
- 20% No
Which weekend day are you more likely to ride SMART?

Answered: 1089  
Skipped: 35

- Saturday: 17%  
- Sunday: 3%  
- I am equally likely to ride on Saturday and Sunday: 62%  
- I don't know: 18%
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