

SMART Schools Survey

May 19, 2021



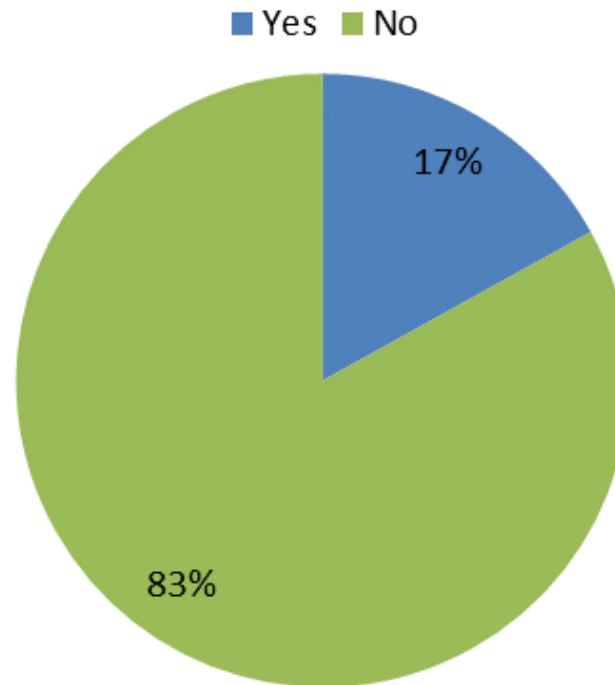
SMART Schools Survey Distribution

- SMART conducted this survey in April in partnership with the Marin County Office of Education. MCOE distributed the survey via email to their staff to provide insight on commute patterns and how we could adjust our service and schedule to meet the needs of the community.
- The survey was open from April 5, 2021 through May 5, 2021 and received 236 responses.

Before the pandemic, did you commute on SMART?

Answered: 236

Skipped: 0



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: 212

Skipped: 24

■ Train schedule

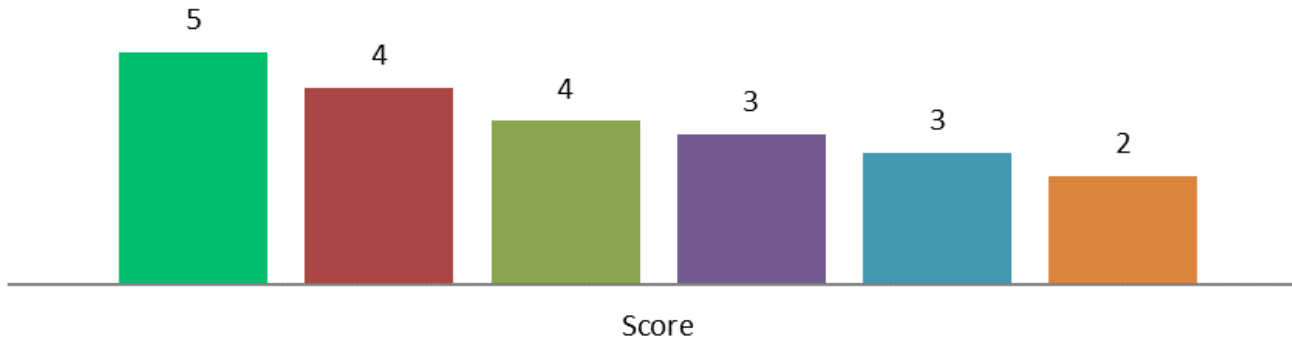
■ Price

■ Connections from SMART stations to major destinations, like education centers and retail hubs

■ COVID-19 safety measures

■ Connections to other transit, such as the Larkspur Ferry

■ Returning to work in person

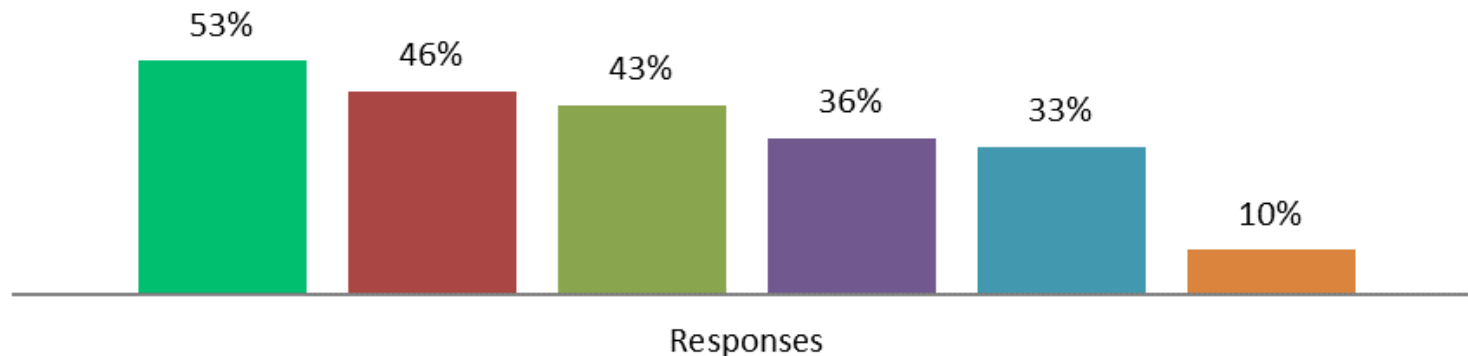


Whether you currently ride SMART or not,
which of these options would increase
your likelihood of riding the train? Choose
all that apply.

Answered: 231

Skipped: 5

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

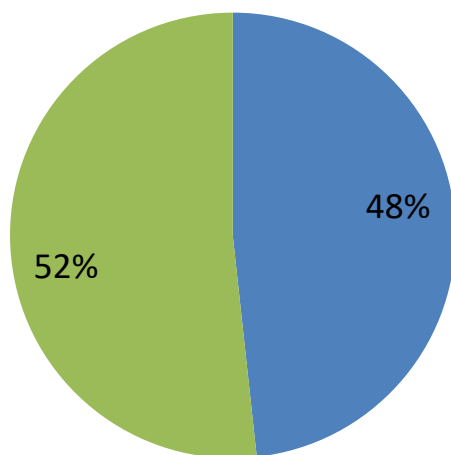


The Transportation Authority of Marin's Emergency Ride Home program will reimburse rides home in cases of emergency for anyone who works in Marin County and uses an alternative transportation option, such as carpooling, vanpooling, public transit, bicycling, and walking. Would this program increase your interest in commuting on SMART?

Answered: 232

Skipped: 4

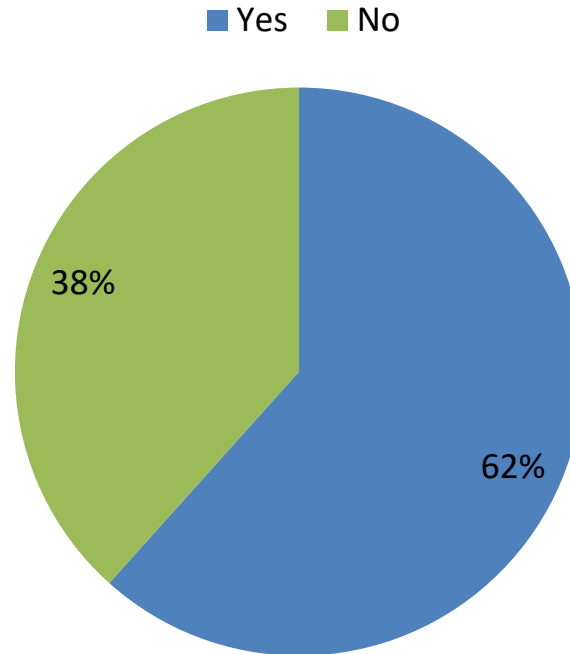
■ Yes ■ No



SMART is partnering with the transportation authorities in Marin and Sonoma to build a system of 300 shared electric bikes near SMART stations to increase access to other transit and destinations. Would this program increase your interest in commuting on SMART?

Answered: 232

Skipped: 4

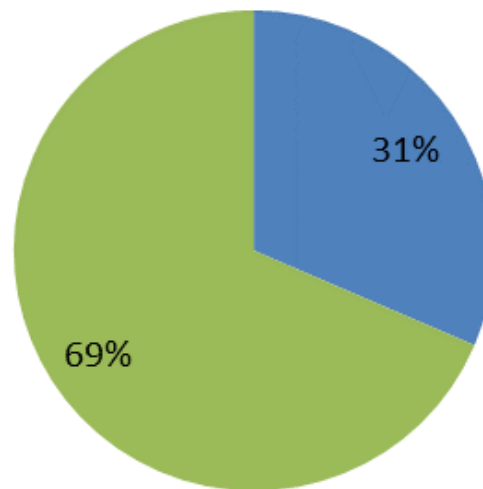


SMART offers a 50% fare discount for Low Income riders through the Clipper START program. Would this program increase your interest in traveling on SMART?

Answered: 229

Skipped: 7

■ Yes ■ No

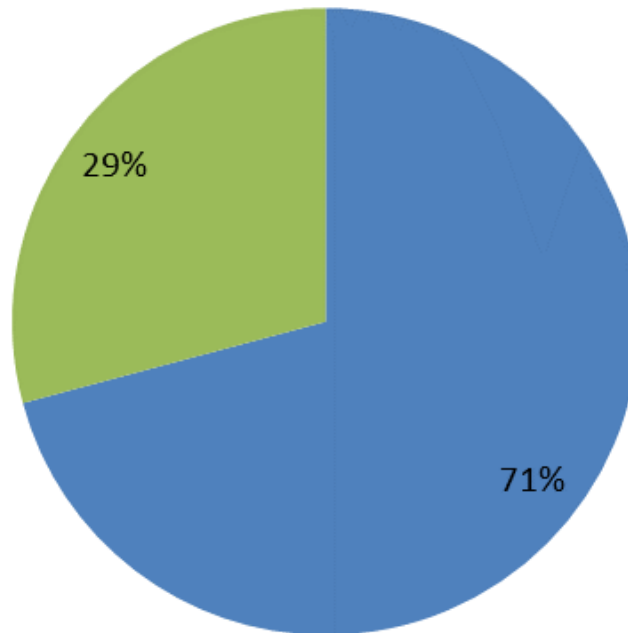


Will you ride the SMART train on the weekends?

Answered: 233

Skipped: 3

■ Yes ■ No



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