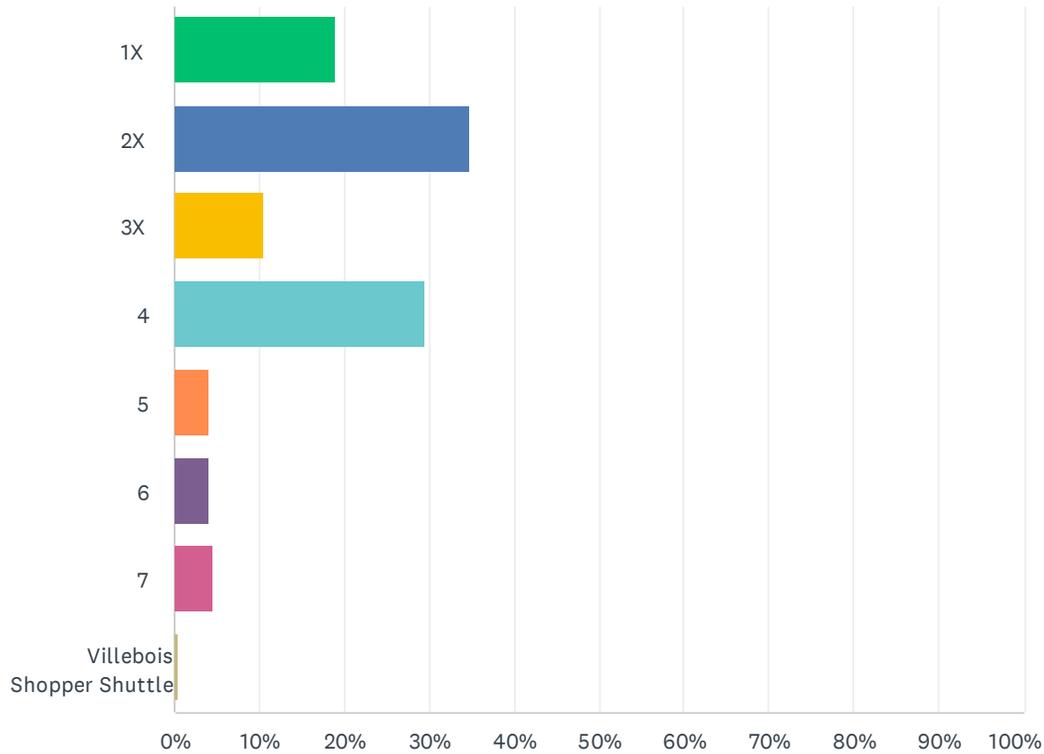


Q1 Surveyor code number, this is found on your QR code slip or from your onboard surveyor. Número de código de encuesta, se encuentra en su comprobante de código QR o con su topógrafo a bordo.

Answered: 201 Skipped: 0

Q2 What Route are you currently riding? ¿Qué ruta estás recorriendo actualmente?

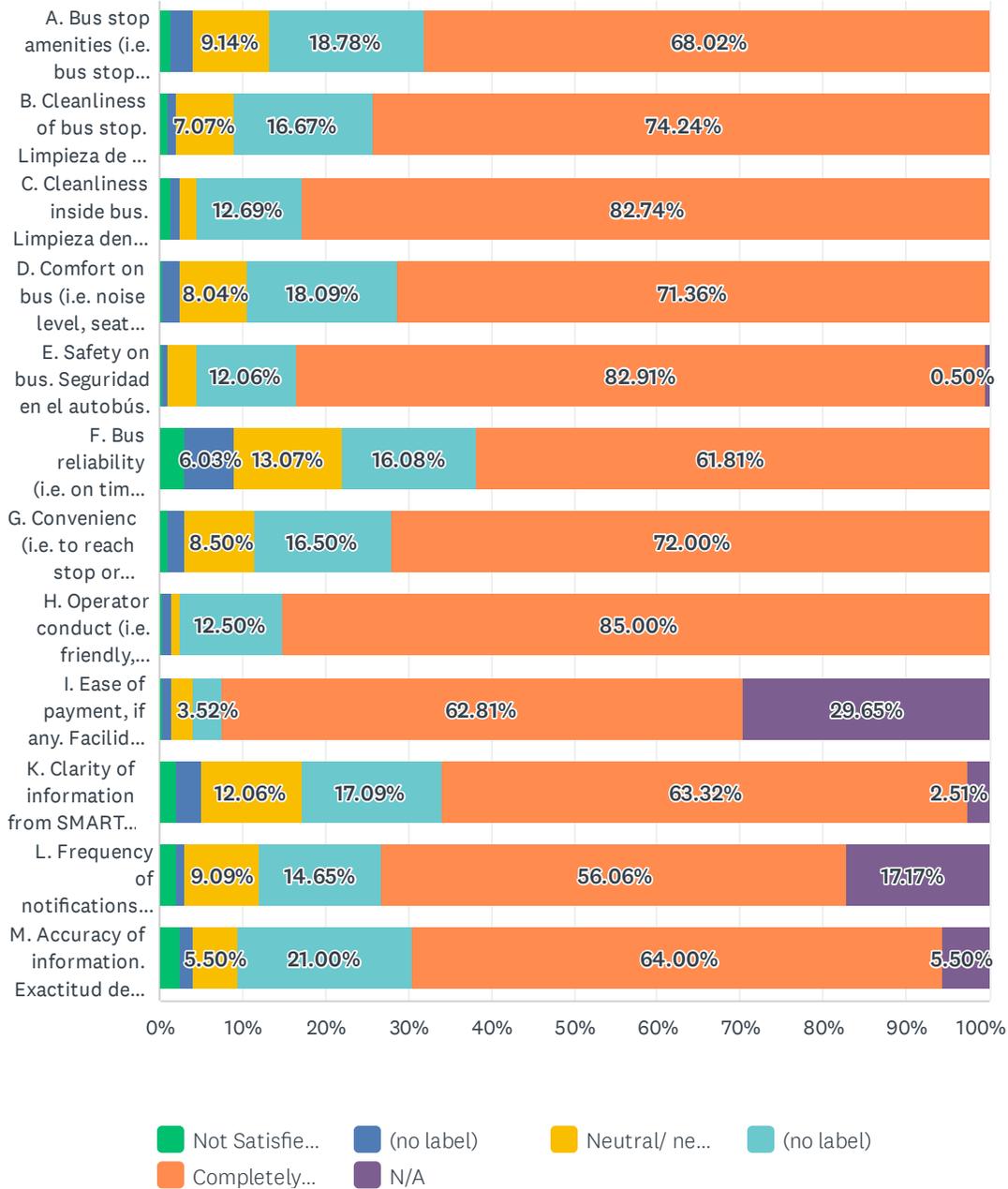
Answered: 201 Skipped: 0



ANSWER CHOICES	RESPONSES	
1X	18.91%	38
2X	34.83%	70
3X	10.45%	21
4	29.35%	59
5	3.98%	8
6	3.98%	8
7	4.48%	9
Villebois Shopper Shuttle	0.50%	1
Total Respondents: 201		

Q3 Select how satisfied you are with each item listed below. From being not satisfied to being completely satisfied. Seleccione su grado de satisfacción con cada uno de los elementos enumerados a continuación. De no estar satisfecho a estar completamente satisfecho.

Answered: 201 Skipped: 0



Rider Satisfaction Survey 2025 Encuesta de Satisfacción del Pasajero 2025

	NOT SATISFIED NO SATISFECHO	(NO LABEL)	NEUTRAL/ NEUTRAL	(NO LABEL)	COMPLETELY SATISFIED COMPLETAMENTE SATISFECHO	N/A	TOTAL	WEIGHTED AVERAGE
A. Bus stop amenities (i.e. bus stop lighting, seating). Servicios de la parada de autobús (es decir, iluminación de la parada de autobús, asientos)	1.52% 3	2.54% 5	9.14% 18	18.78% 37	68.02% 134	0.00% 0	197	
B. Cleanliness of bus stop. Limpieza de la parada de autobús.	1.01% 2	1.01% 2	7.07% 14	16.67% 33	74.24% 147	0.00% 0	198	
C. Cleanliness inside bus. Limpieza dentro del autobús.	1.52% 3	1.02% 2	2.03% 4	12.69% 25	82.74% 163	0.00% 0	197	
D. Comfort on bus (i.e. noise level, seat availability). Comodidad en el autobús (es decir, nivel de ruido, disponibilidad de asientos).	0.50% 1	2.01% 4	8.04% 16	18.09% 36	71.36% 142	0.00% 0	199	
E. Safety on bus. Seguridad en el autobús.	0.50% 1	0.50% 1	3.52% 7	12.06% 24	82.91% 165	0.50% 1	199	
F. Bus reliability (i.e. on time). Confiabilidad del autobús (es decir, llegar a tiempo).	3.02% 6	6.03% 12	13.07% 26	16.08% 32	61.81% 123	0.00% 0	199	
G. Convenience (i.e. to reach stop or destination). Conveniencia (es decir, llegar a la parada o al destino)	1.00% 2	2.00% 4	8.50% 17	16.50% 33	72.00% 144	0.00% 0	200	
H. Operator conduct (i.e. friendly, knowledgeable). Conducta del operador (es	0.50% 1	1.00% 2	1.00% 2	12.50% 25	85.00% 170	0.00% 0	200	

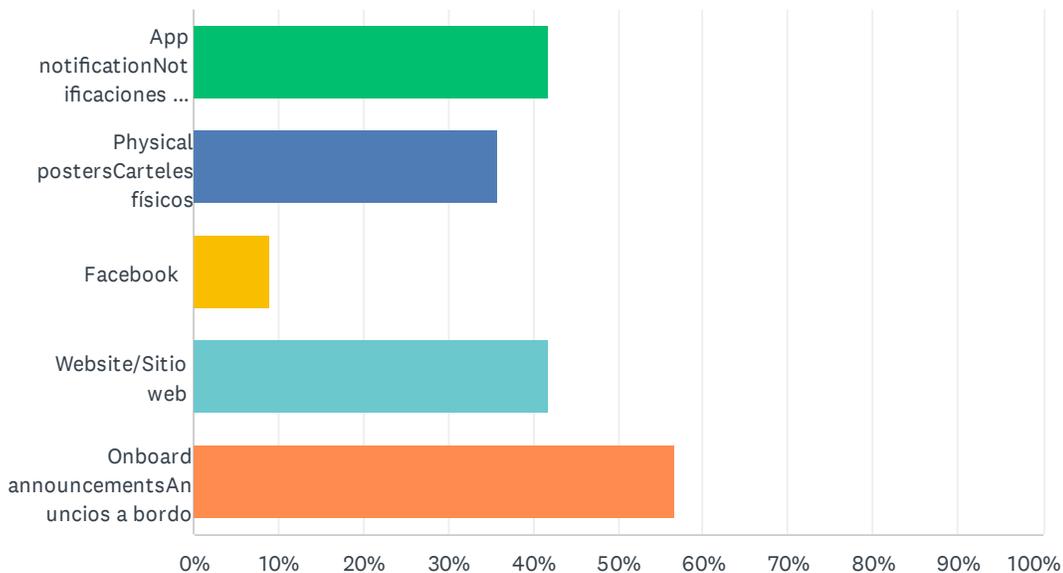
Rider Satisfaction Survey 2025 Encuesta de Satisfacción del Pasajero 2025

decir, amigable,
bien informado).

I. Ease of payment, if any. Facilidad de pago, si lo hay.	0.50% 1	1.01% 2	2.51% 5	3.52% 7	62.81% 125	29.65% 59	199
K. Clarity of information from SMART. Claridad de información de SMART.	2.01% 4	3.02% 6	12.06% 24	17.09% 34	63.32% 126	2.51% 5	199
L. Frequency of notifications. Frecuencia de notificaciones.	2.02% 4	1.01% 2	9.09% 18	14.65% 29	56.06% 111	17.17% 34	198
M. Accuracy of information. Exactitud de la información	2.50% 5	1.50% 3	5.50% 11	21.00% 42	64.00% 128	5.50% 11	200

Q4 Communication preference for service alerts, SMART events i.e. Rider Appreciation, Be Seen. Be SMART). Check all that apply. Preferencias de comunicación para alertas de servicio, eventos SMART (p. ej., Reconocimiento del pasajero, Ser visto, Ser SMART). Marque todas las opciones que correspondan.

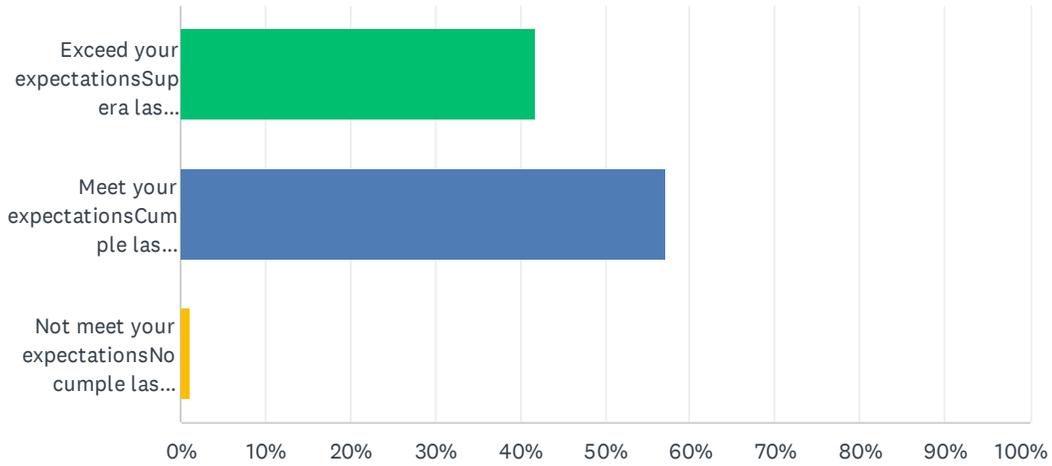
Answered: 201 Skipped: 0



ANSWER CHOICES	RESPONSES	
App notification/Notificaciones de aplicación	41.79%	84
Physical posters/Carteles físicos	35.82%	72
Facebook	8.96%	18
Website/Sitio web	41.79%	84
Onboard announcements/Anuncios a bordo	56.72%	114
Total Respondents: 201		

Q5 Does our service:Nuestro servicio:

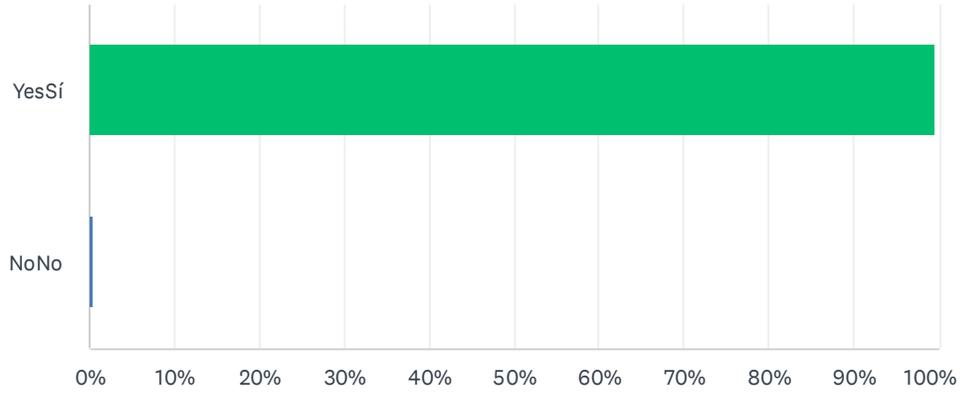
Answered: 201 Skipped: 0



ANSWER CHOICES	RESPONSES	
Exceed your expectationsSupera las expectativas	41.79%	84
Meet your expectationsCumple las expectativas	57.21%	115
Not meet your expectationsNo cumple las expectativas	1.00%	2
TOTAL		201

Q6 Would you recommend SMART to family and friends? Usted recomendaría SMART a su familia y amigos?

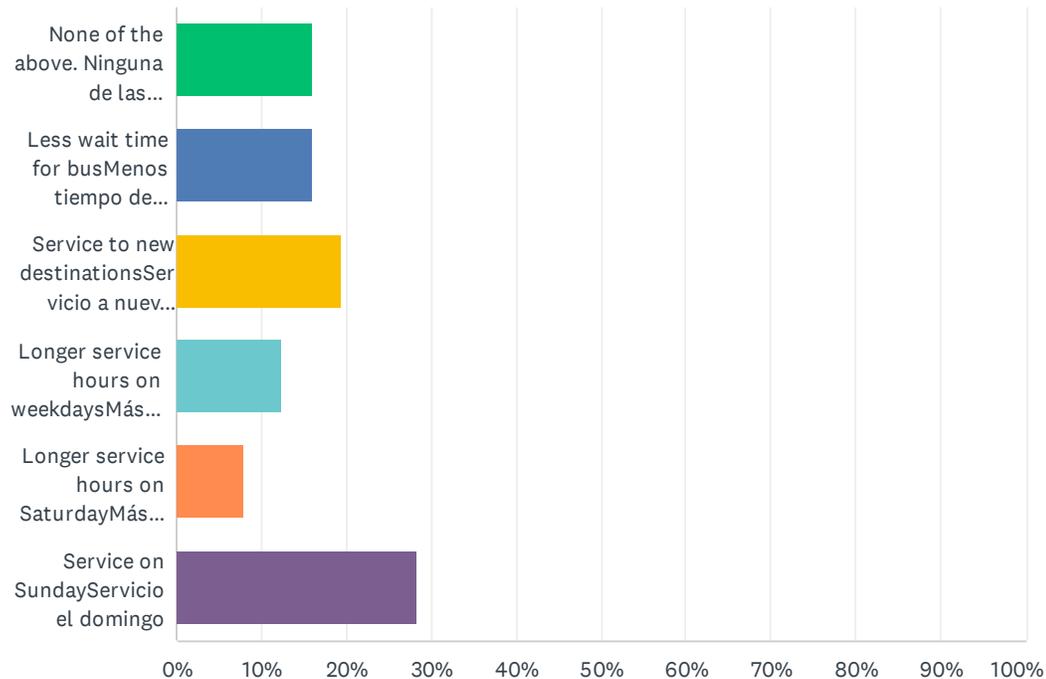
Answered: 201 Skipped: 0



ANSWER CHOICES	RESPONSES	
YesSí	99.50%	200
NoNo	0.50%	1
TOTAL		201

Q7 For future service enhancements, what is your highest priority? Select only one. Para futuras mejoras del servicio, ¿cuál es su mayor prioridad? Seleccione solo uno.

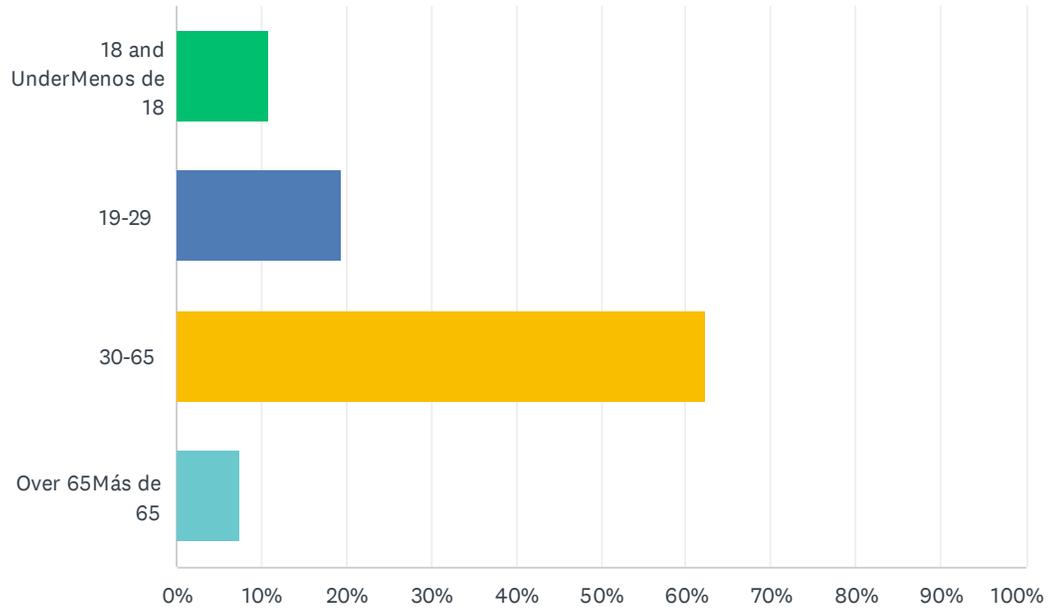
Answered: 201 Skipped: 0



ANSWER CHOICES	RESPONSES	
None of the above. Ninguna de las anteriores.	15.92%	32
Less wait time for bus. Menos tiempo de espera para el autobús.	15.92%	32
Service to new destinations. Servicio a nuevos destinos.	19.40%	39
Longer service hours on weekdays. Más horas de servicio entre semana.	12.44%	25
Longer service hours on Saturday. Más horas de servicio los sábados.	7.96%	16
Service on Sunday. Servicio el domingo.	28.36%	57
TOTAL		201

Q8 What is your age? Cual es su edad?

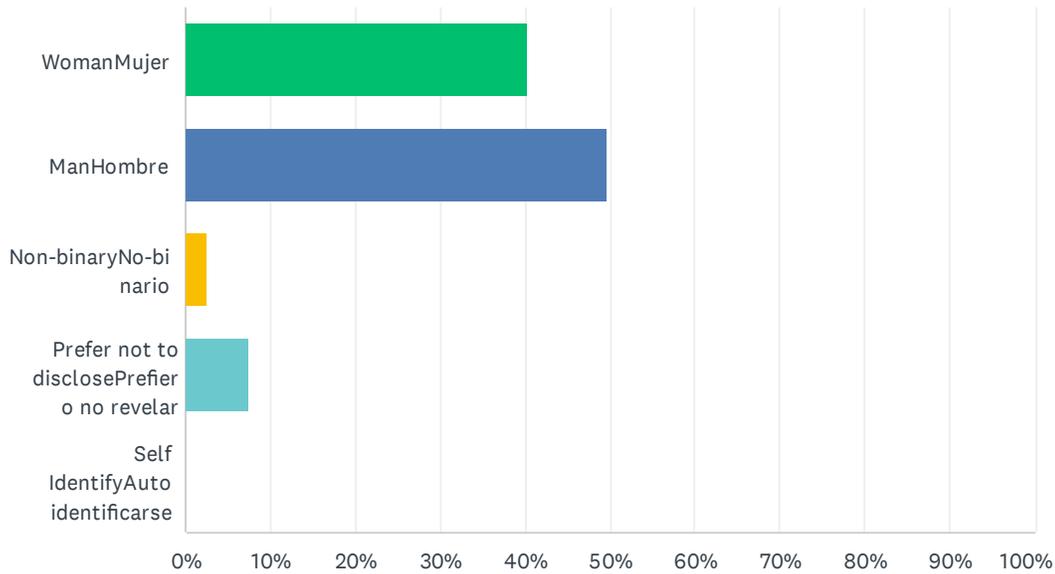
Answered: 201 Skipped: 0



ANSWER CHOICES	RESPONSES	
18 and UnderMenos de 18	10.95%	22
19-29	19.40%	39
30-65	62.19%	125
Over 65Más de 65	7.46%	15
TOTAL		201

Q9 For demographic purposes select the option that best represents your gender. Para propósitos demográficos, seleccione la opción que mejor represente su género.

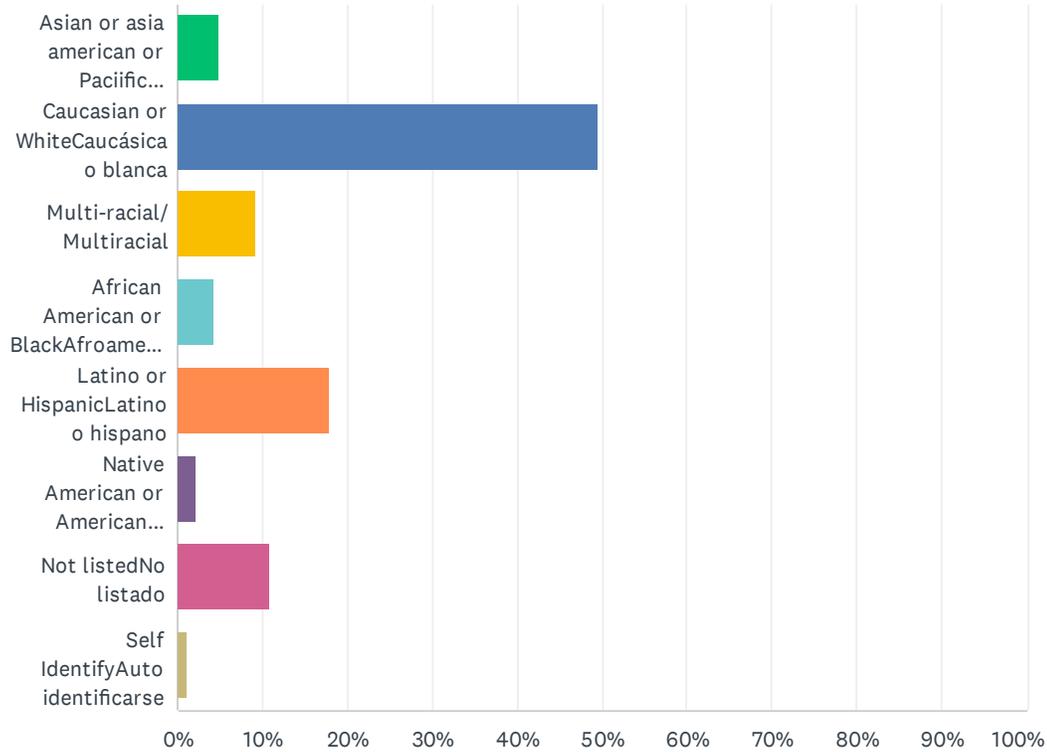
Answered: 201 Skipped: 0



ANSWER CHOICES	RESPONSES	
WomanMujer	40.30%	81
ManHombre	49.75%	100
Non-binaryNo-binario	2.49%	5
Prefer not to disclosePrefero no revelar	7.46%	15
Self IdentifyAuto identificarse	0.00%	0
TOTAL		201

Q10 To which racial or ethnic group(s) do you most identify with? ¿Con qué grupo(s) racial(es) o étnico(s) te identificas más?

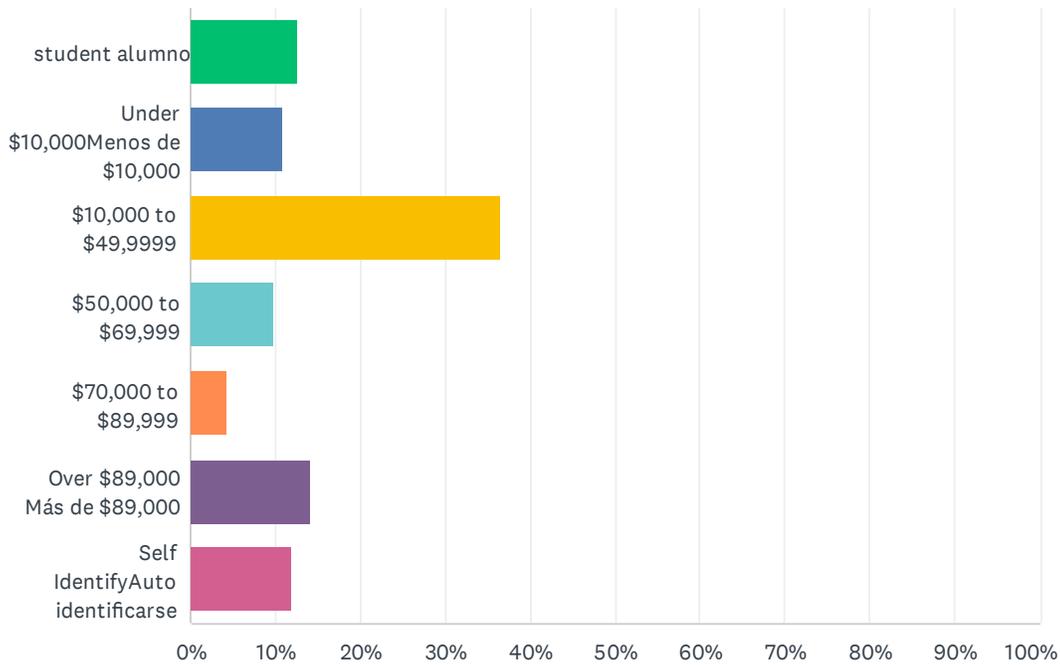
Answered: 184 Skipped: 17



ANSWER CHOICES	RESPONSES	
Asian or asia american or Pacific Islander	Asiático o asiático-americano o isleño del Pacífico	4.89% 9
Caucasian or White	Caucásica o blanca	49.46% 91
Multi-racial/ Multiracial		9.24% 17
African American or Black	Afroamericano o negro	4.35% 8
Latino or Hispanic	Latino o hispano	17.93% 33
Native American or American Indian	Nativo americano o indio americano	2.17% 4
Not listed	No listado	10.87% 20
Self Identify	Auto identificarse	1.09% 2
TOTAL		184

Q11 What is your annual income? ¿Cual es su ingreso anual?

Answered: 184 Skipped: 17



ANSWER CHOICES	RESPONSES	
student alumno	12.50%	23
Under \$10,000Menos de \$10,000	10.87%	20
\$10,000 to \$49,9999	36.41%	67
\$50,000 to \$69,999	9.78%	18
\$70,000 to \$89,999	4.35%	8
Over \$89,000 Más de \$89,000	14.13%	26
Self IdentifyAuto identificarse	11.96%	22
TOTAL		184

Q12 Enter email to be entered into raffle drawing for \$100 gift card Ingrese su correo electrónico para participar en el sorteo de una tarjeta de regalo de \$100

Answered: 143 Skipped: 58

Q13 Please feel free to share any further comments or feedback No dudes en compartir cualquier comentario o sugerencia adicional.

Answered: 82 Skipped: 119