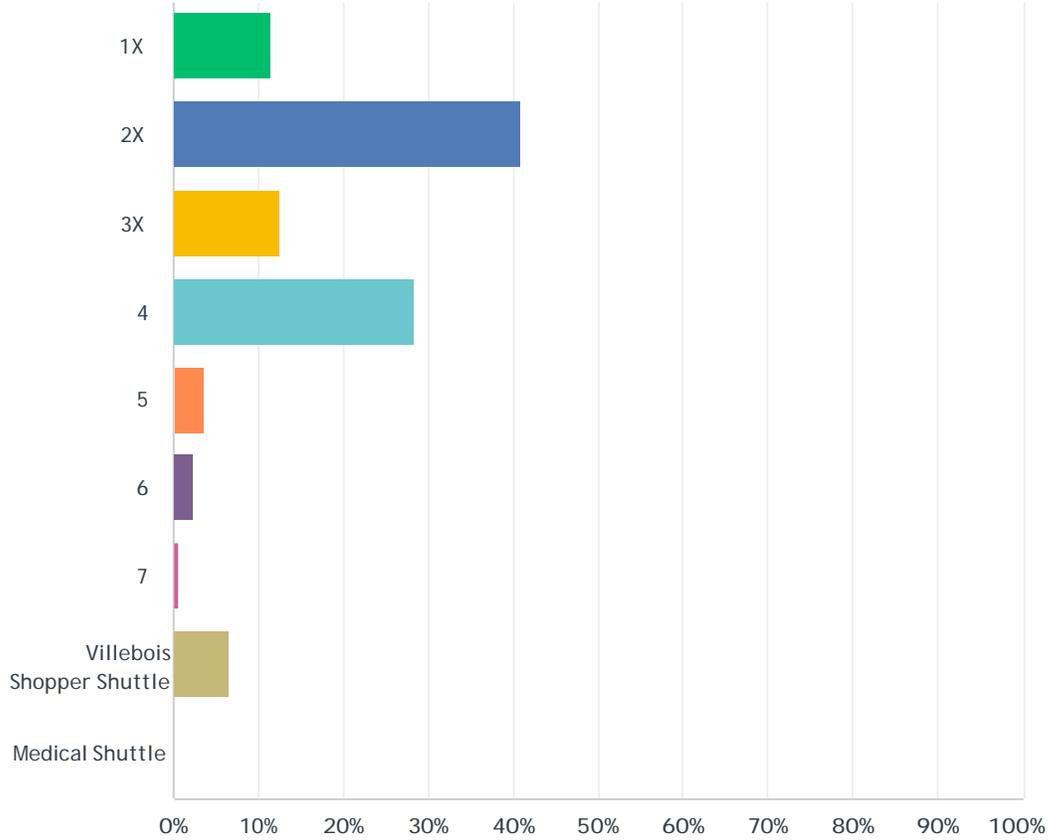


Q1 What Route are you currently riding?
 ¿Qué ruta estás recorriendo actualmente



ANSWER CHOICES	RESPONSES	
1X	11.45%	19
2X	40.96%	68
3X	12.65%	21
4	28.31%	47
5	3.61%	6
6	2.41%	4
7	0.60%	1
Villebois Shopper Shuttle	6.63%	11
Medical Shuttle	0.00%	0
Total Respondents: 166		

Q2 Bus stop amenities (i.e. bus stop lighting, seating)
 Servicios de la parada de autobús (es decir, iluminación de la parada de autobús, asientos)

4.5 ★

average rating



NOT SATISFIED NO SATISFECHO	(NO LABEL)	(NO LABEL)	(NO LABEL)	COMPLETELY SATISFIED COMPLETAMENTE SATISFECHO	N/A	TOTAL	WEIGHTED AVERAGE
0	6	19	33	107	1	166	4.46
0.00%	3.61%	11.45%	19.88%	64.46%	0.60%		

Q3 Cleanliness of bus stop
 Limpieza de la parada de autobús

4.6 ★

average rating



NOT SATISFIED NO SATISFECHO	(NO LABEL)	(NO LABEL)	(NO LABEL)	COMPLETELY SATISFIED COMPLETAMENTE SATISFECHO	N/A	TOTAL	WEIGHTED AVERAGE
1	2	15	34	113	1	166	4.55
0.60%	1.20%	9.04%	20.48%	68.07%	0.60%		

Q4 Cleanliness inside bus
Limpieza dentro del autobús

4.7 

average rating



NOT SATISFIED NO SATISFECHO	(NO LABEL)	(NO LABEL)	(NO LABEL)	COMPLETELY SATISFIED COMPLETAMENTE SATISFECHO	N/A	TOTAL	WEIGHTED AVERAGE
0.60%	1.81%	4.82%	14.46%	77.71%	0.60%	166	4.68
1	3	8	24	129	1		

Q5 Comfort on bus (i.e. noise level, seat availability)
Comodidad en el autobús (es decir, nivel de ruido, disponibilidad de asientos)

4.5 

average rating



NOT SATISFIED NO SATISFECHO	(NO LABEL)	(NO LABEL)	(NO LABEL)	COMPLETELY SATISFIED COMPLETAMENTE SATISFECHO	N/A	TOTAL	WEIGHTED AVERAGE
1.81%	1.20%	11.45%	18.67%	66.27%	0.60%	166	4.47
3	2	19	31	110	1		

Q6 Safety on bus
Seguridad en el autobús

4.7 

average rating



NOT SATISFIED NO SATISFECHO	(NO LABEL)	(NO LABEL)	(NO LABEL)	COMPLETELY SATISFIED COMPLETAMENTE SATISFECHO	N/A	TOTAL	WEIGHTED AVERAGE
0.00%	0.00%	7.23%	18.67%	69.28%	4.82%	166	4.65
0	0	12	31	115	8		

Q7 Bus reliability (i.e. on time)
Confiabilidad del autobús (es decir, llegar a tiempo)

4.3 

average rating



NOT SATISFIED NO SATISFECHO	(NO LABEL)	(NO LABEL)	(NO LABEL)	COMPLETELY SATISFIED COMPLETAMENTE SATISFECHO	N/A	TOTAL	WEIGHTED AVERAGE
3.01%	3.61%	12.05%	22.89%	56.63%	1.81%	166	4.29
5	6	20	38	94	3		

Q8 Convenience (i.e. to reach stop or destination)
 Conveniencia (es decir, llegar a la parada o al destino)

4.5 

average rating



NOT SATISFIED NO SATISFECHO	(NO LABEL)	(NO LABEL)	(NO LABEL)	COMPLETELY SATISFIED COMPLETAMENTE SATISFECHO	N/A	TOTAL	WEIGHTED AVERAGE
1.81%	2.41%	7.23%	19.88%	68.07%	0.60%		
3	4	12	33	113	1	166	4.51

Q9 Operator conduct (i.e. friendly, knowledgeable)
 Conducta del operador (es decir, amigable, bien informado)

4.8 

average rating



NOT SATISFIED NO SATISFECHO	(NO LABEL)	(NO LABEL)	(NO LABEL)	COMPLETELY SATISFIED COMPLETAMENTE SATISFECHO	N/A	TOTAL	WEIGHTED AVERAGE
0.60%	0.00%	4.22%	10.84%	83.73%	0.60%		
1	0	7	18	139	1	166	4.78

Q10 Ease of payment, if any
Facilidad de pago, si lo hay

4.8 

average rating



NOT SATISFIED SATISFECHO	(NO LABEL)	(NO LABEL)	(NO LABEL)	COMPLETELY SATISFIED COMPLETAMENTE SATISFECHO	N/A	TOTAL	WEIGHTED AVERAGE
0.00%	0.60%	4.22%	5.42%	60.84%	28.92%	166	4.78
0	1	7	9	101	48		

Q11 Quality of service for cost to ride
Calidad de servicio por costo viaje

4.8 

average rating



NOT SATISFIED SATISFECHO	(NO LABEL)	(NO LABEL)	(NO LABEL)	COMPLETELY SATISFIED COMPLETAMENTE SATISFECHO	N/A	TOTAL	WEIGHTED AVERAGE
0.00%	0.60%	3.01%	7.23%	76.51%	12.65%	166	4.83
0	1	5	12	127	21		

Q12 Clarity of information from SMART
Claridad de información de SMART

4.3 

average rating



NOT SATISFIED SISFECHO	(NO LABEL)	(NO LABEL)	(NO LABEL)	COMPLETELY SATISFIED COMPLETAMENTE SATISFECHO	N/A	TOTAL	WEIGHTED AVERAGE
1.20%	6.02%	13.25%	17.47%	59.04%	3.01%	166	4.31
2	10	22	29	98	5		

Q13 Frequency of notifications
Frecuencia de notificaciones

4.3 

average rating



NOT SATISFIED SISFECHO	(NO LABEL)	(NO LABEL)	(NO LABEL)	COMPLETELY SATISFIED COMPLETAMENTE SATISFECHO	N/A	TOTAL	WEIGHTED AVERAGE
1.81%	4.82%	10.84%	19.28%	46.39%	16.87%	166	4.25
3	8	18	32	77	28		

Q14 Accuracy of information
Exactitud de la información

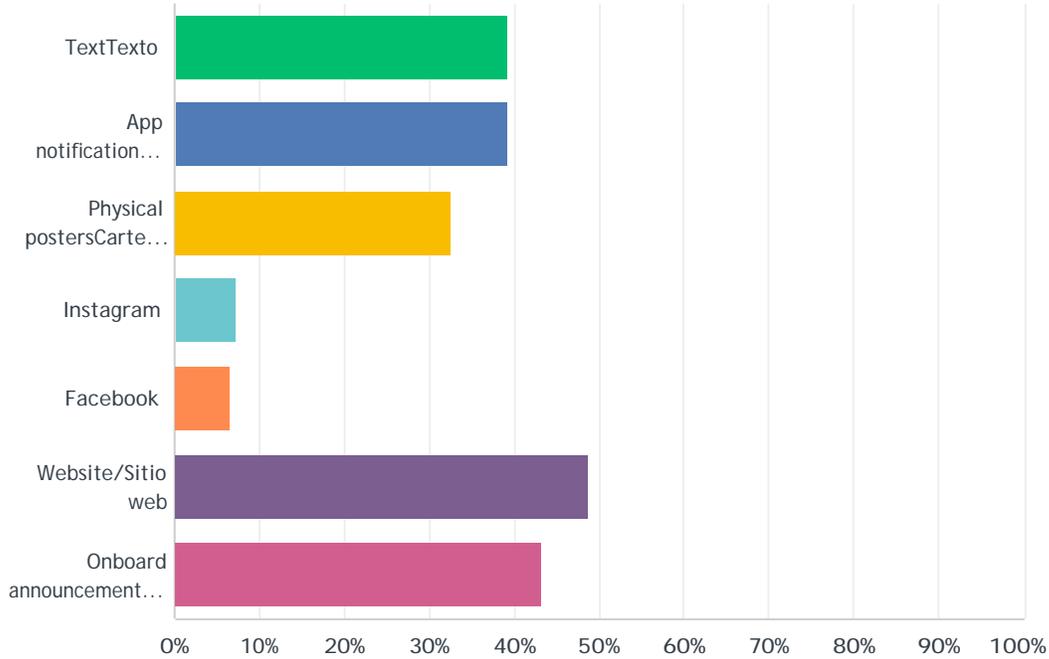
4.3 

average rating



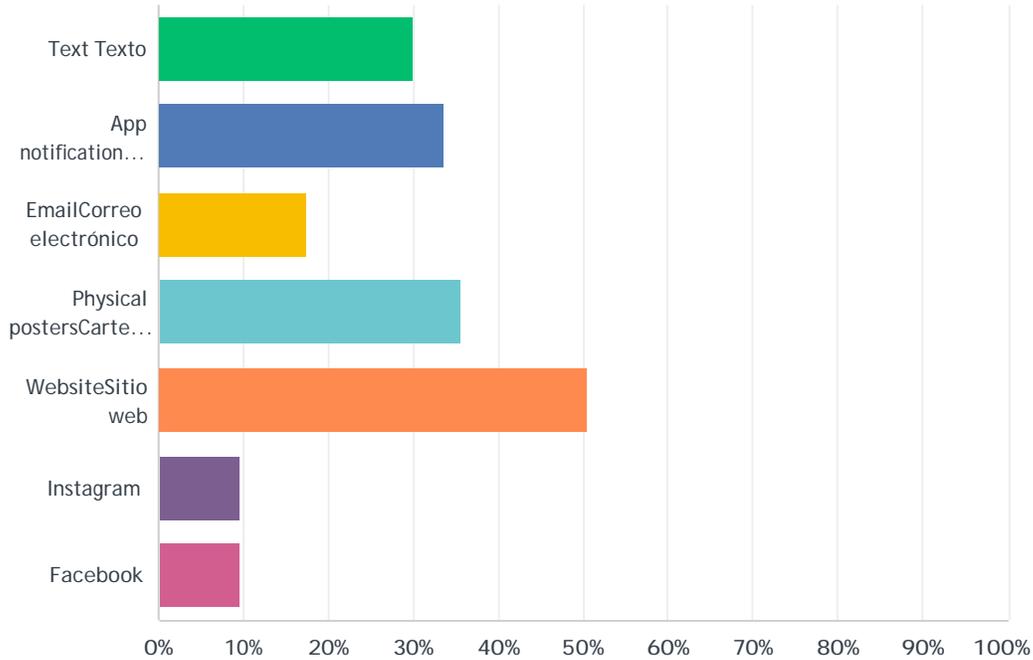
NOT SATISFIED SISFECHO	(NO LABEL)	(NO LABEL)	(NO LABEL)	COMPLETELY SATISFIED COMPLETAMENTE SATISFECHO	N/A	TOTAL	WEIGHTED AVERAGE
1.20%	3.01%	15.66%	19.28%	57.83%	3.01%	166	4.34
2	5	26	32	96	5		

Q15 Communication preference for service alerts. Check all that apply.
 Preferencias de comunicación para alertas de servicio.
 Marque todo lo que corresponda.



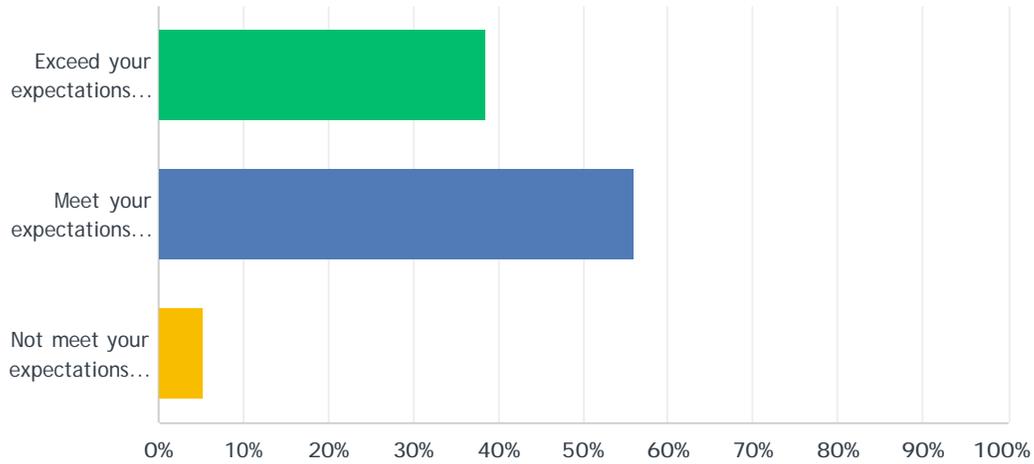
ANSWER CHOICES	RESPONSES	
Text Texto	39.16%	65
App notification Notificaciones de aplicación	39.16%	65
Physical posters Carteles físicos	32.53%	54
Instagram	7.23%	12
Facebook	6.63%	11
Website/ Sitio web	48.80%	81
Onboard announcements Anuncios a bordo	43.37%	72
Total Respondents: 166		

Q16 Communication preference for SMART events (i.e. Rider Appreciation Days, Be Seen. Be SMART.) Check all that apply.
 Preferencia de comunicación para eventos de SMART (es decir, Dias de Apreciación del Pasafero, Sea Visto. Sea SMART.)
 Marque todo lo que corresponda.



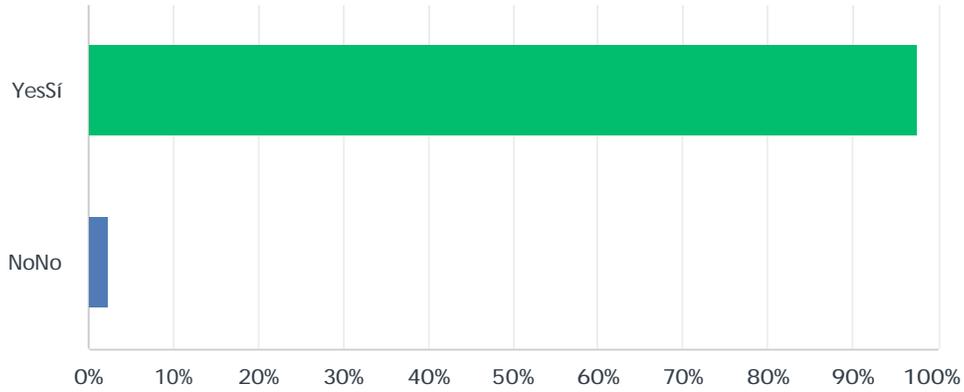
ANSWER CHOICES	RESPONSES	
Text Texto	30.12%	50
App notification Notificaciones de aplicación	33.73%	56
Email Correo electrónico	17.47%	29
Physical posters Carteles físicos	35.54%	59
Website Sitio web	50.60%	84
Instagram	9.64%	16
Facebook	9.64%	16
Total Respondents: 166		

Q17 Does our service:
Nuestro servicio:



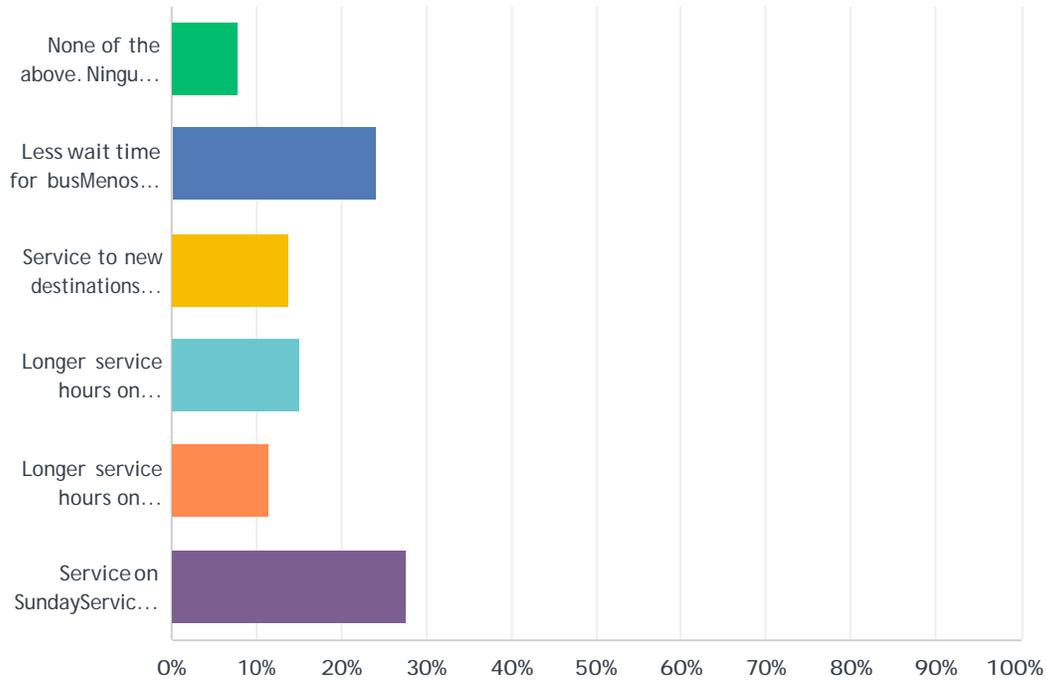
ANSWER CHOICES	RESPONSES	
Exceed your expectations Supera las expectativas	38.55%	64
Meet your expectations Cumple las expectativas	56.02%	93
Not meet your expectations No cumple las expectativas	5.42%	9
TOTAL		166

Q18 Would you recommend SMART to family and friends?
 Usted recomendaría SMART a su familia y amigos?



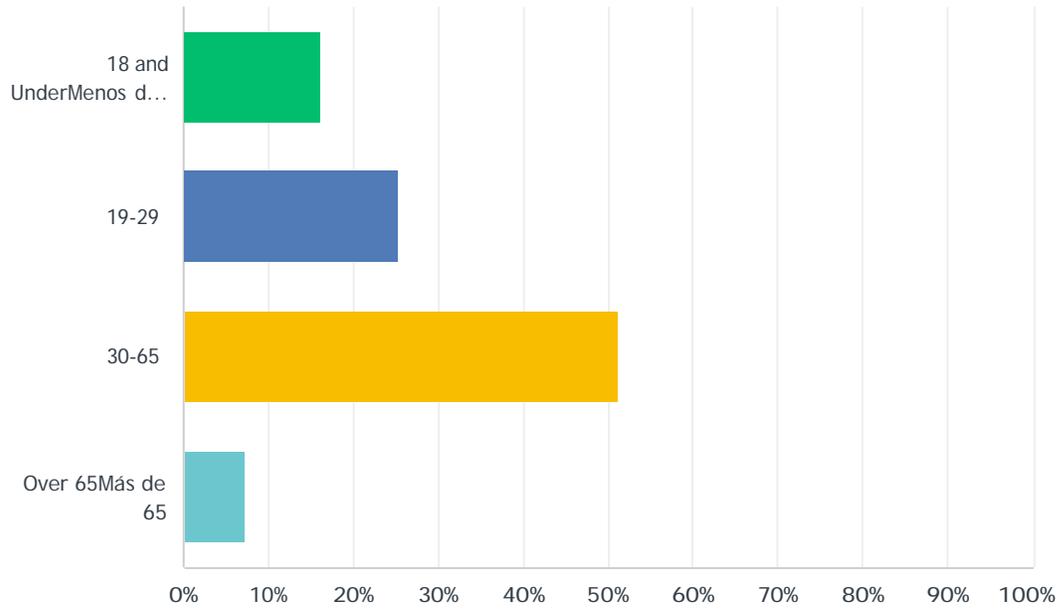
ANSWER CHOICES	RESPONSES	
YesSí	97.59%	162
NoNo	2.41%	4
TOTAL		166

Q19 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.



ANSWER CHOICES	RESPONSES	
None of the above. Ninguna de las anteriores.	7.83%	13
Less wait time for bus Menos tiempo de espera para el autobús	24.10%	40
Service to new destinations Servicio a nuevos destinos	13.86%	23
Longer service hours on weekdays Más horas de servicio entre semana	15.06%	25
Longer service hours on Saturday Más horas de servicio los sábados	11.45%	19
Service on Sunday Servicio el domingo	27.71%	46
TOTAL		166

Q20 What is your age?
Cual es su edad?



ANSWER CHOICES	RESPONSES	
18 and Under Menos de 18	16.27%	27
19-29	25.30%	42
30-65	51.20%	85
Over 65 Más de 65	7.23%	12
TOTAL		166