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A. Survey Instruments

Exhibit A.1 Community Survey Instrument



City of Santa Clarita Community Transportation Survey

Section 1: All Respondents

- What are the cross-streets nearest to your home?
Cross-streets: _____ and _____
- What is your home zip code? _____
- How long have you lived in the Santa Clarita Valley?
☐ Less than one year ☐ 3-5 years
☐ 1-2 years ☐ 6 years or more
- Have you used Santa Clarita Transit in the past 90 days?
☐ Yes → CONTINUE TO SECTION 2 (QUESTION 5)
☐ No → SKIP TO SECTION 3 (QUESTION 10)

SECTION 2 (Only respondents who have used Santa Clarita Transit in the past 90 days)

- Which Santa Clarita Transit services do you use? (check all that apply)
☐ Local fixed routes ☐ Dial-A-Ride
☐ Commuter bus service ☐ Other: _____
- How many one-way trips do you make on Santa Clarita Transit in a typical week?
☐ Less than two trips/week ☐ 6-8 trips/week
☐ 2-5 trips/week ☐ 10 or more trips/week
- Is there a service improvement which would encourage you to use Santa Clarita Transit more often? (check all that apply)
☐ Increase frequency ☐ Later service
☐ Earlier service ☐ Better customer service
☐ Newer/cleaner buses ☐ Lower fares
☐ Easier-to-obtain service information ☐ Nothing
☐ Serve new/different areas (specify): _____
☐ Other (specify): _____
- If a fare increase was needed to implement your preferred service improvement, would you be willing to pay...?
☐ 25 cents more ☐ \$1.00 more
☐ 50 cents more ☐ Wouldn't support any fare increase
- Is there a change in your personal circumstances which would encourage you to use Santa Clarita Transit more often? (check all that apply)
☐ Loss of personal car ☐ New job location
☐ Change in income ☐ Bus stop closer to my home
☐ Higher gas prices ☐ Nothing
☐ I'm not sure

SKIP TO SECTION 4 (QUESTION 11)

SECTION 3 (Only respondents who have NOT used Santa Clarita Transit in the past 90 days)

- Is there a service improvement or change in your personal circumstances which would encourage you to use Santa Clarita Transit? (check all that apply)
☐ Increase frequency ☐ Later service
☐ Earlier service ☐ Better customer service
☐ Newer/cleaner buses ☐ Lower fares
☐ Easier-to-obtain service information ☐ Loss of personal car
☐ New job location ☐ Change in income
☐ Higher gas prices ☐ Bus stop closer to my home
☐ Nothing ☐ I'm not sure
☐ Serve new/different areas (specify): _____
☐ Other (specify): _____

CONTINUE TO SECTION 4 (QUESTION 11)

Section 4: All Respondents

- Do other members of your household ride Santa Clarita Transit?
☐ Yes ☐ No
a. If yes, who in your household rides? (check all that apply)
☐ Other adults ☐ Seniors ☐ Youth
b. If yes, which services do they use? (check all that apply)
☐ Local fixed routes ☐ Dial-A-Ride
☐ Commuter bus service ☐ Supplemental school day service
- Do you feel Santa Clarita Transit provides a valuable service to the community? ☐ Yes ☐ No ☐ Unsure/no opinion
- Please rate Park & Ride availability in the Santa Clarita Valley.
☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ No opinion
- What is your primary mode of transportation within the Santa Clarita Valley?
☐ Walk/bicycle ☐ Drive alone
☐ Carpool/vanpool ☐ Ridesharing service (e.g., Uber/Lyft)
☐ Public transit (specify): _____
☐ Other (specify): _____
- Are you employed in the Santa Clarita Valley?
☐ Yes ☐ No
- Do you attend school in the Santa Clarita Valley?
☐ Yes ☐ No
- Do you have a valid driver license?
☐ Yes ☐ No
- How many working vehicles are available to members of your household?
☐ None ☐ 1 ☐ 2 ☐ 3 ☐ 4 or more
- What year were you born? _____
☐ Decline to state
- Do you speak a language other than English at home?
☐ Yes → What language? _____
☐ No
- Are you? ☐ Male ☐ Female ☐ Decline to state
- What was your total household income in 2017?
☐ Under \$15,000 ☐ \$50,000 - \$74,999
☐ \$15,000 - \$24,999 ☐ \$75,000 - \$99,999
☐ \$25,000 - \$34,999 ☐ More than \$100,000
☐ \$35,000 - \$49,999 ☐ Decline to state
- Do you represent an employer in the Santa Clarita Valley, either as an owner, manager, or employee? Tell us the name of your business or employer and let us know about the transportation needs of your workforce.

Thank you for your participation!

If you would like to be entered into a drawing for one of multiple \$25 VISA gift cards, please provide the following contact information. All information will be kept confidential.

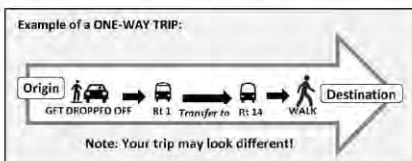
Name: _____

Phone or email: _____

For official use only: Day: M T W Th F Sa Su Date: _____ Time: _____ AM / PM


**Santa Clarita Transit
2018 Rider Survey**

- What route are you riding right now?
☐ Route 1 ☐ Route 5 ☐ Route 14
☐ Route 2 ☐ Route 6 ☐ Route 501
☐ Route 3 ☐ Route 7 ☐ Route 502
☐ Route 4 ☐ Route 12
- Where did you board THIS bus?
 Landmark _____ AND/OR
 Cross streets _____ & _____
- How did you get to the bus stop where you boarded THIS bus?
☐ Walked/wheelchair How many minutes did it take to reach the stop? _____
☐ Bike/skateboard
☐ Drove How many miles did you travel to reach the stop? _____
☐ Dropped off by friend/family
☐ Uber/Lyft/Taxi
☐ Transferred from another bus or train (specify): _____
☐ Other: _____
- Where will you get off THIS bus?
 Landmark _____ AND/OR
 Cross streets _____ & _____
- How will you get to your destination from the bus stop where you will get off THIS bus?
☐ Walk/wheelchair How many minutes will it take to reach your destination? _____
☐ Bike/skateboard
☐ Drive How many miles will you travel to reach your destination? _____
☐ Picked up by friend/family
☐ Uber/Lyft/Taxi
☐ Transfer to another bus or train (specify): _____
☐ Other: _____
- What is the primary purpose for this trip? (DO NOT indicate HOME; if you are going home, please select the option that most closely matches the place you just left)
☐ Work ☐ Recreation/social
☐ School ☐ Healthcare
☐ Shopping/errands ☐ Other (specify): _____



- How many Santa Clarita Transit buses (including this one) will you use to make THIS one-way trip?
☐ 1 (this bus only) ☐ 2 or more
- If you use more than one Santa Clarita Transit bus, how long do you typically wait between buses?
☐ Less than 10 minutes ☐ 30-60 minutes
☐ 10-20 minutes ☐ More than 1 hour
☐ 20-30 minutes
- Which routes are you typically transferring between (for example, Route 1 and Route 14 Northbound)? _____
- How did you pay for this trip?
☐ Cash fare ☐ Interagency transfer
☐ Stored value on TAP ☐ EZ transit pass
☐ Day pass ☐ Metrolink ticket/pass
☐ Monthly pass ☐ Access Services
☐ Token Transit App ☐ I did not pay a fare
- What TYPE of fare did you use on this trip?
☐ Full fare ☐ Reduced (FREE) fare (Senior or Disabled)
- How many one-way trips do you make on Santa Clarita Transit in a typical week?
☐ Less than two trips/week ☐ 6-8 trips/week
☐ 2-5 trips/week ☐ 10 or more trips/week
- If Santa Clarita Transit were not available, how would you have made this trip?
☐ Walked ☐ Taxi/Uber/Lyft
☐ Biked ☐ I would not have been able to make this trip
☐ Driven myself
☐ Carpooled or rode with someone else ☐ Other (specify): _____
☐ Paratransit or Dial-A-Ride

12. Please rate Santa Clarita Transit on the following attributes.

	Excellent	Good	Fair	Poor	No opinion
On-time performance/reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of seating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Price/cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of purchasing passes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of service information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of service information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vehicle condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of transit centers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety onboard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety at transit centers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Park & Ride availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Is there a location not currently served by Santa Clarita Transit that you would like to be served?
☐ No ☐ Yes - where? _____
- Have you ever used Token Transit to pay your fare?
☐ Yes ☐ No
- Have you ever used the Santa Clarita Transit app to see realtime bus arrival information or plan your trip?
☐ Yes ☐ No
- Where do you typically get SCT information? (Check all that apply)
☐ Printed brochure ☐ Call center
☐ Website (www.santaclaritatransit.com) ☐ Social media
☐ Onboard bus (screens/notices) ☐ Smartphone app
☐ Onboard bus (driver/other passengers) ☐ Word of mouth
☐ City text messages/emails ☐ Other (specify): _____
☐ Bus stop/transit center
- What year were you born? _____ ☐ Decline to state
- What is your race/ethnicity? (check all that apply)
☐ Asian ☐ Native American/Alaska Native
☐ Black/African American ☐ Native Hawaiian/Pacific Islander
☐ Caucasian/White ☐ Decline to state
☐ Hispanic/Latino ☐ Other (specify): _____
- How well do you speak English?
☐ Very well
☐ Well
☐ Not well
☐ Not at all
☐ Decline to state
- 19a. What language(s) are spoken in your home? (check all that apply)
☐ Spanish ☐ Tagalog
☐ Chinese ☐ Arabic
☐ Korean ☐ Other: _____
- How many people live in your household? _____
- What is your approximate household income?
☐ Under \$15,000 ☐ \$50,000 - \$74,999
☐ \$15,000 - \$24,999 ☐ \$75,000 - \$99,999
☐ \$25,000 - \$34,999 ☐ More than \$100,000
☐ \$35,000 - \$49,999 ☐ Decline to state
- Do you have a valid driver license?
☐ Yes ☐ No
- How many working motor vehicles are available to members of your household?
☐ None ☐ 1 ☐ 2 ☐ 3 ☐ 4 or more
- Are you? ☐ Male ☐ Female ☐ Decline to state
- Is there anything else you would like to tell us to help us improve our service or better meet your transportation needs?

Thank you for your participation!

If you would like to be entered into a drawing for one of multiple \$25 VISA gift cards, please provide the following contact information. All information will be kept confidential.

Name: _____
 Phone or email: _____

CITY OF SANTA CLARITA - 2018 TRANSPORTATION DEVELOPMENT PLAN

**Santa Clarita Transit
Commuter Bus Survey**

<p>1. Where did you board the bus for this trip? Cross streets: _____ and _____ Landmark: _____</p>	<p>2. Where will you exit the bus for this trip? Cross streets: _____ and _____ Landmark: _____</p>																																								
<p>3. How did you travel to the location where you boarded this bus? <input type="checkbox"/> 1. Walked <input type="checkbox"/> 2. Drove <input type="checkbox"/> 3. Dropped off <input type="checkbox"/> 4. Biked <input type="checkbox"/> 5. Other _____ 3a. If you indicated "Drove," where did you park? <input type="checkbox"/> 1. Princessa Metrolink Station <input type="checkbox"/> 2. Newhall Metrolink Station <input type="checkbox"/> 3. Santa Clarita Metrolink Station <input type="checkbox"/> 4. McBean Transit Center <input type="checkbox"/> 5. Park & Ride (specify): _____ <input type="checkbox"/> 6. Other (specify): _____</p> <p>4. How will you travel to your final destination once you leave this bus? <input type="checkbox"/> 1. Walk more than 5 minutes <input type="checkbox"/> 2. Walk less than 5 minutes <input type="checkbox"/> 3. Transfer to another bus/train 4a. If you make a transfer please specify: Where: _____ Service/Operator (For example, LA Metro or Metrolink): _____ <input type="checkbox"/> 4. Bike to destination 4b. Is this a bike share bike? <input type="checkbox"/> 1. Yes <input type="checkbox"/> 2. No <input type="checkbox"/> 5. Other (specify): _____</p> <p>5. Is your afternoon boarding location the same as where you will exit the bus this morning? <input type="checkbox"/> 1. Yes <input type="checkbox"/> 2. No 5a. If no, please specify the boarding location for your return trip. Cross streets: _____ and _____ Landmark: _____</p>	<p>6. How many days did you ride Santa Clarita Transit's commuter bus service in the past week? <input type="checkbox"/> 1. Less than one day <input type="checkbox"/> 3. 3-4 days <input type="checkbox"/> 2. 1-2 days <input type="checkbox"/> 4. Five days</p> <p>7. How long have you been a Santa Clarita Transit commuter bus customer? <input type="checkbox"/> 1. Less than 1 year <input type="checkbox"/> 3. 2-5 years <input type="checkbox"/> 2. 1-2 years <input type="checkbox"/> 4. Over five years</p> <p>8. If Santa Clarita Transit's commuter bus service was not available, how would you travel to today's destination? <input type="checkbox"/> 1. Drive alone <input type="checkbox"/> 2. Would not make trip <input type="checkbox"/> 3. Rideshare (car/vanpool) <input type="checkbox"/> 4. Rail <input type="checkbox"/> 5. Friend/family <input type="checkbox"/> 6. Other (specify): _____</p> <p>9. What is the primary purpose for your trip today? <input type="checkbox"/> 1. Work <input type="checkbox"/> 2. Access healthcare <input type="checkbox"/> 3. Recreation <input type="checkbox"/> 4. School <input type="checkbox"/> 5. Other (specify): _____</p> <p>10. How did you pay for this trip? (select only one) <input type="checkbox"/> 1. Cash <input type="checkbox"/> 2. TAP Cash <input type="checkbox"/> 3. Monthly pass <input type="checkbox"/> 4. EZ Transit pass <input type="checkbox"/> 5. Metrolink ticket/pass <input type="checkbox"/> 6. Interagency/Metro to Muni Transfer</p> <p>10a. If pass was purchased by you, where did you purchase the pass? <input type="checkbox"/> 1. Online <input type="checkbox"/> 2. Santa Clarita City Hall <input type="checkbox"/> 3. Mail <input type="checkbox"/> 4. Santa Clarita Transit Office <input type="checkbox"/> 5. Local Library or community center <input type="checkbox"/> 6. Other (specify): _____</p>																																								
<p>11. Please indicate your satisfaction with Santa Clarita Transit's commuter bus service characteristics by checking the appropriate box</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th>Excellent</th> <th>Good</th> <th>Fair</th> <th>Poor</th> </tr> </thead> <tbody> <tr> <td>A Overall satisfaction</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>B Availability of Nearby Parking</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>C On-time performance</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>D Availability of onboard seating</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>E Cost of bus travel</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>F Safety onboard</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>G Vehicle cleanliness</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Additional Comments/Concerns: _____</p>			Excellent	Good	Fair	Poor	A Overall satisfaction					B Availability of Nearby Parking					C On-time performance					D Availability of onboard seating					E Cost of bus travel					F Safety onboard					G Vehicle cleanliness				
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F Safety onboard																																									
G Vehicle cleanliness																																									
<p>12. What service change would encourage you to use the service more often? (select only one) <input type="checkbox"/> 1. Increase frequency <input type="checkbox"/> 2. Later service <input type="checkbox"/> 3. Serve new/different areas (specify) _____ <input type="checkbox"/> 4. Lower fares <input type="checkbox"/> 5. Earlier service <input type="checkbox"/> 6. Newer/cleaner buses <input type="checkbox"/> 7. Nothing</p> <p>13. If applicable, which online resource do you use most to receive news and information about Santa Clarita Transit services? <input type="checkbox"/> 1. Vehicle Tracking/Bus Arrival (Santa Clarita Transit website) <input type="checkbox"/> 2. Social media (specify) _____ <input type="checkbox"/> 3. Other (specify) _____ <input type="checkbox"/> 4. I do not use online resources to receive information on transit services</p> <p>14. Do you use the luggage compartments (located on the side of the commuter buses)? If so, what items do you store in these compartments (e.g. luggage, bicycles, etc.)? <input type="checkbox"/> 1. Yes: (specify) _____ <input type="checkbox"/> 2. No <input type="checkbox"/> 3. Was not aware of this feature</p>																																									
<p>15. Do you have a valid driver's license? <input type="checkbox"/> 1. Yes <input type="checkbox"/> 2. No</p> <p>17. What is your age? <input type="checkbox"/> 1. Younger than 18 <input type="checkbox"/> 2. 18-30 <input type="checkbox"/> 3. 31-40 <input type="checkbox"/> 4. 41-50 <input type="checkbox"/> 5. 51-59 <input type="checkbox"/> 6. 60+</p> <p>19. Are you?: <input type="checkbox"/> 1. Male <input type="checkbox"/> 2. Female</p>	<p>16. Did you have a car available to make this trip? <input type="checkbox"/> 1. Yes <input type="checkbox"/> 2. No</p> <p>18. Do you speak a language other than English at home? <input type="checkbox"/> 1. Yes <input type="checkbox"/> 2. No 18a. If yes specify: _____</p> <p>20. What was your total household income in 2017? <input type="checkbox"/> 1. Under \$15,000 <input type="checkbox"/> 3. \$25,000-\$34,999 <input type="checkbox"/> 5. \$45,000-\$54,999 <input type="checkbox"/> 2. \$15,000-\$24,999 <input type="checkbox"/> 4. \$35,000-\$44,999 <input type="checkbox"/> 6. \$55,000 or more</p>																																								



Dial-A-Ride/Access 2018 Customer Survey

Please answer the following questions regarding your use of and satisfaction with the Dial-A-Ride/Access service. All surveys completed and returned before **June 8, 2018** will be entered into a random drawing for a **\$50 VISA gift card**. Return your completed survey in the enclosed pre-paid envelope.

1. In which community do you currently reside?

- ☐ Canyon Country ☐ Castaic
☐ Newhall ☐ Saugus
☐ Stevenson Ranch ☐ Valencia
☐ Val Verde
☐ Other: _____

2. Which service are you registered with?

- ☐ Dial-A-Ride ☐ Access
☐ Both ☐ Not sure

3. Which of the following do you use most frequently?

- ☐ Dial-A-Ride ☐ Access ☐ Not sure

4. Have you ridden the City of Santa Clarita's Dial-A-Ride/Access service in the past 90 days?

- ☐ Yes ☐ No

5. How often do you use the Santa Clarita Dial-A-Ride/Access service?

- ☐ Less than once weekly
☐ 1-2 times per week
☐ 3-4 times per week
☐ 5 or more times per week

6. Please indicate your satisfaction with the following Santa Clarita Dial-A-Ride/Access service characteristics by checking the appropriate box.

	Excellent	Good	Fair	Poor
On-time performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer service: Office/dispatch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer service: Drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of making reservations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dependability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. What is your most common travel destination when using the Santa Clarita Dial-A-Ride/Access service?

- ☐ Doctor's office ☐ Work
☐ Shopping ☐ Senior Center
☐ School
☐ Other: _____

8. What is your main reason for using the City's Dial-A-Ride/Access service?

- ☐ No or limited access to personal vehicle
☐ Don't drive/No longer drive
☐ Other transportation services are too expensive (i.e., taxi)
☐ Other: _____

9. How do you usually pay for your Dial-A-Ride/Access trip?

- ☐ Cash ☐ TAP cash
☐ TAP Punch ticket ☐ Access coupon (purchased at Senior Center)

10. Regarding your most recent Dial-A-Ride/Access trip: If the Santa Clarita Dial-A-Ride/Access service had not been available, how would you have made that trip? (Select only one)

- ☐ Ride with family member or friend
☐ Santa Clarita Transit fixed-route bus
☐ Other public transit services
☐ Social service organization
☐ Taxi/Uber/Lyft
☐ Private shuttle
☐ Walk
☐ Bicycle
☐ Carpool/Vanpool
☐ I would not have been able to make trip.

Continued on back



- 11. Have you ridden Santa Clarita Transit's local fixed-route bus within the past 90 days?**
☐ Yes ☐ No

11a. If No, what might encourage you to try Santa Clarita Transit's local fixed-route bus service?

- ☐ Increase frequency
☐ Later service (as late as: _____)
☐ Earlier service (as early as: _____)
☐ Closer to my house (Cross streets: _____ & _____)
☐ Easier-to-obtain service information
☐ Travel training (classes to learn to use local fixed-route bus service)
☐ Nothing would encourage me
☐ Serve new/different areas (specify: _____)

- 12. When calling to place your Dial-A-Ride/Access trip request, are you able to promptly reach a Customer Service Representative?**
☐ Yes ☐ No

- 13. Do you frequently travel outside the Santa Clarita Valley?**
☐ Yes ☐ No

13a. If Yes, how do you typically make that trip?

- ☐ Metrolink
☐ Access services
☐ Drive
☐ Ride with friend/family
☐ Taxi/Uber/Lyft
☐ Other: _____

13b. How often do you make that trip?

- ☐ Once per month
☐ 2-3 times per month
☐ 1-2 times per week
☐ 3-4 times per week

- 14. What is your age category?**

- ☐ Younger than 18 ☐ 41-50
☐ 18-30 ☐ 51-59
☐ 31-40 ☐ 60 or older
☐ Decline to state

- 15. Do you speak a language other than English at home?**
☐ Yes ☐ No

15a. If Yes, specify: _____

- 16. How do you identify?**

- ☐ Male
☐ Female
☐ Non-binary
☐ Decline to state

- 17. What was your total household income last year?**

- ☐ Under \$15,000 ☐ \$35,000-\$44,999
☐ \$15,000-\$24,999 ☐ \$45,000-\$54,999
☐ \$25,000-\$34,999 ☐ \$55,000 or more
☐ Decline to state

- 18. Which of the following do you have access to? (Check all that apply)**

- ☐ Internet
☐ E-mail
☐ Smartphone (i.e., iPhone, Droid, etc.)
☐ Text messaging

THANK YOU!

Your participation is appreciated!

To be entered to win a **\$50 VISA gift card** in our random drawing, please provide your contact information. All responses will be kept confidential.


Name: _____

Phone/Email: _____

FOR OFFICIAL USE ONLY

DATE _____ TIME _____ ROUTE _____

**2018 Santa Clarita Transit
Supplemental School Day Route
Rider Survey**



1. What school are you going to or coming from?

☐ Arroyo Seco Jr. High

☐ Canyon High

☐ La Mesa Jr. High

☐ Golden Valley High

☐ Placerita Jr. High

☐ Hart High

☐ Rancho Pico Jr. High

☐ Saugus High

☐ Rio Norte Jr. High

☐ Valencia High

☐ Sierra Vista Jr. High

☐ West Ranch High

☐ Bowman High

☐ Other _____
2. How did you pay for this trip?

☐ Cash

☐ Token Transit App

☐ Stored value on TAP

☐ Other _____

☐ Monthly pass
3. How often do you ride the bus to or from school in a typical week?

☐ Less than one day/week

☐ 3-4 days/week

☐ 1-2 days/week

☐ 5 days/week
4. Please rate the bus route on the following attributes.

	Excellent	Good	Fair	Poor	No opinion
Availability of seating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Price/cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vehicle condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety onboard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Do you ride Santa Clarita Transit to go places other than school? If yes, where do you go? (For example: library, friend's house, skate park, soccer practice, etc.)

☐ No

☐ Yes; where? _____
6. What grade are you in?

☐ 7th Grade

☐ 10th Grade

☐ Not a student

☐ 8th Grade

☐ 11th Grade

☐ 9th Grade

☐ 12th Grade
7. What is your race/ethnicity? (check all that apply)

☐ Asian

☐ Native American/Alaska Native

☐ Black/African American

☐ Native Hawaiian or Pacific Islander

☐ Caucasian/White

☐ Decline to state

☐ Hispanic/Latino

☐ Other: _____
8. What language(s) are spoken in your home? (check all that apply)

☐ English

☐ Decline to state

☐ Spanish

☐ Other: _____
9. Do you have a valid driver license?

☐ Yes

☐ No

Thank you for your participation!

B. Survey Frequencies

Exhibit B.1 Community Survey Frequencies

Please select your preferred Language.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	1496	97.4	97.5	97.5
	Spanish	38	2.5	2.5	100.0
	Total	1534	99.9	100.0	
Missing	System	2	0.1		
Total		1536	100.0		

How long have you lived in the Santa Clarita Valley?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than one year	138	9.0	9.9	9.9
	1-2 years	96	6.3	6.9	16.8
	3-5 years	182	11.8	13.0	29.8
	6 years or more	979	63.7	70.2	100.0
	Total	1395	90.8	100.0	
Missing	System	141	9.2		
Total		1536	100.0		

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What is your home zip code?				
		Frequency	Percent	Valid Percent
Valid		18	1.2	1.2
	91350 - Agua Dulce/Saugus	215	14.0	14.0
	91355 - Valencia/Castaic	203	13.2	13.2
	91321 - Newhall	195	12.7	12.7
	91351 - Canyon Country	172	11.2	11.2
	91387 - Canyon Country	169	11.0	11.0
	91354 - Valencia/Saugus	140	9.1	9.1
	91384 - Castaic/Val Verde	108	7.0	7.0
	91381 - Stevenson Ranch	98	6.4	6.4
	91390 - Agua Dulce/ Canyon Country	77	5.0	5.0
	93510 - Acton	18	1.2	1.2
	91342 - Sylmar	14	0.9	0.9
	91344 - Granada Hills	11	0.7	0.7
	91325 - Northridge	7	0.5	0.5
	91352 - Sun Valley	6	0.4	0.4
	91357 - Tarzana	6	0.4	0.4
	91331 - Pacoima	5	0.3	0.3
	91345 - Mission Hills	5	0.3	0.3
	93550 - Palmdale	5	0.3	0.3
	93225 - Fraizer Park	4	0.3	0.3
	93552 - Palmdale	4	0.3	0.3
	93551 - Palmdale	3	0.2	0.2
	90059 - Los Angeles	2	0.1	0.1
	91326 - Porter Ranch	2	0.1	0.1
	91335 - Reseda	2	0.1	0.1
	91343 - North Hills	2	0.1	0.1
	91605 - North Hollywood	2	0.1	0.1
	93534 - Lancaster	2	0.1	0.1
	93536 - Lancaster	2	0.1	0.1
	90010	1	0.1	0.1
	90012	1	0.1	0.1
	90024	1	0.1	0.1

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	90025	1	0.1	0.1
	90026	1	0.1	0.1
	90034	1	0.1	0.1
	90044	1	0.1	0.1
	90249	1	0.1	0.1
	91001	1	0.1	0.1
	91007	1	0.1	0.1
	91011	1	0.1	0.1
	91042	1	0.1	0.1
	91304	1	0.1	0.1
	91307	1	0.1	0.1
	91311	1	0.1	0.1
	91324	1	0.1	0.1
	91327	1	0.1	0.1
	91340	1	0.1	0.1
	91356	1	0.1	0.1
	91367	1	0.1	0.1
	91401	1	0.1	0.1
	91402	1	0.1	0.1
	91405	1	0.1	0.1
	91406	1	0.1	0.1
	91505	1	0.1	0.1
	91554	1	0.1	0.1
	91601	1	0.1	0.1
	91606	1	0.1	0.1
	91737	1	0.1	0.1
	91754	1	0.1	0.1
	91766	1	0.1	0.1
	93015	1	0.1	0.1
	93030	1	0.1	0.1
	93060	1	0.1	0.1
	93063	1	0.1	0.1
	93222	1	0.1	0.1
	93543	1	0.1	0.1
	94279	1	0.1	0.1
	95125	1	0.1	0.1



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Riders: Which Santa Clarita Transit services do you use? Other:				
		Frequency	Percent	Valid Percent
Valid		497	97.8	97.8
	Access	3	0.6	0.6
	Metrolink	8	1.6	1.6
	Total	508	100.0	100.0

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Riders: How many one-way trips do you make on Santa Clarita Transit in a typical week?				
		Frequency	Percent	Valid Percent
Valid	Less than two trips/week	172	33.9	34.3%
	2-5 trips/week	165	32.5	32.9%
	6-8 trips/week	90	17.7	17.9%
	10 or more trips/week	75	14.8	14.9%
	Total	502	98.8	100.0%
Missing	System	6	1.2	
Total		508	100.0	

Riders: Is there a service improvement which would encourage you to use Santa Clarita Transit more often?				
		Frequency	Percent	
Valid	Increase frequency	251	49.4	
	Earlier service	102	20.1	
	Newer/cleaner buses	80	15.7	
	Easier-to-obtain service information	104	20.5	
	Later service	150	29.5	
	Better customer service	58	11.4	
	Lower fares	71	14.0	
	Nothing	55	10.8	
	Serve new/different areas	87	17.1	
	Other	66	13.0	
Total		508	100.0	

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Riders: Is there a service improvement which would encourage you to use Santa Clarita Transit more often? Other:					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1471	95.8	95.8	95.8
	A bathroom on the 799 Commuter to Downtown L.A. It's an almost 2 hour ride.	1	0.1	0.1	95.8
	Add exterior bike racks to commuter buses	1	0.1	0.1	95.9
	Add to Google Maps	1	0.1	0.1	96.0
	Add visual screens for scrolling announcements along with improved audible voice announcements per ADA laws.	1	0.1	0.1	96.0
	Better seats	1	0.1	0.1	96.1
	Bus drivers need to stop completely at stops, especially the Route 757 driver on the 9:45am bus to NoHo.	1	0.1	0.1	96.2
	Commuter bus alerts for changes in schedule/route	1	0.1	0.1	96.2
	Create predictable schedules - buses on the hour or half hour	3	0.2	0.2	96.4
	Direct routes between COC campuses	1	0.1	0.1	96.5
	Don't put the air conditioning so cold	1	0.1	0.1	96.5
	Fewer stops in SCV for 799. It currently takes 30 min just to get on the freeway. Some stops are only 1 mile apart. Cinema Drive stop and Old Orchard stops unnecessary.	1	0.1	0.1	96.6
	Fewer stops within Santa Clarita (DTLA to Santa Clarita station)	1	0.1	0.1	96.7

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Improve connectivity with Metro. Combine Route 1 and 2	1	0.1	0.1	96.7
Improve Dial-A-Ride/Access customer service	1	0.1	0.1	96.8
Improve driver customer service	2	0.1	0.1	96.9
Improve real time location tracking	2	0.1	0.1	97.1
Improve reliability	1	0.1	0.1	97.1
Improve schedules	1	0.1	0.1	97.2
Improve the reliability of the onboard map screens.	1	0.1	0.1	97.3
Improve transit app, better integration with Apple Maps and Google Maps	1	0.1	0.1	97.3
Improve WiFi on commuter buses	1	0.1	0.1	97.4
Improved on-time performance	7	0.5	0.5	97.9
Improved safety	1	0.1	0.1	97.9
Improvement to the app	3	0.2	0.2	98.1
Larger Park n Ride lots	2	0.1	0.1	98.2
List all stops on website. Trip planning feature on website.	1	0.1	0.1	98.3
Market and Railroad is a dangerous pick up location	1	0.1	0.1	98.4
More direct routes and additional buses to Metrolink Stations	1	0.1	0.1	98.4
More kiosks available at bus stops to reload tap cards.	1	0.1	0.1	98.5
More parking at Sierra Hwy & Newhall Ave	2	0.1	0.1	98.6
More parking in Valencia	1	0.1	0.1	98.7
More routes. There is a stop outside my house, the only stop I can get to due to my medical condition but only commuter buses use it.	1	0.1	0.1	98.8

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More stop amenities	3	0.2	0.2	99.0
More weekend service	2	0.1	0.1	99.1
New shocks on Dial-A-Ride buses	1	0.1	0.1	99.2
Open new Metrolink station at Vista Canyon. Close Via Princessa	1	0.1	0.1	99.2
Outlets for your phone and transits running 24 hours/ 7 days a week.	1	0.1	0.1	99.3
Please don't drive until all passengers are seated	1	0.1	0.1	99.3
Safety, cameras are needed at bus stops	1	0.1	0.1	99.4
Service to downtown Agua Dulce	1	0.1	0.1	99.5
Stop changing the driver's routes	1	0.1	0.1	99.5
Sunday service on Route 4/14	1	0.1	0.1	99.6
Transfers	3	0.2	0.2	99.8
Use discharge Bay 7 for drop off at NoHo Red Line	1	0.1	0.1	99.9
Weekend service outside of Santa Clarita.	2	0.1	0.1	100.0
Total	1536	100.0	100.0	

Riders: If you said "serve new/different areas," please specify:					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1466	95.4	95.4	95.4
	0615 Stevenson Ranch at Holmes was eliminated. Would like to see it start up again.	1	0.1	0.1	95.5
	A bus stop back on Jakes way (Route 5/6) closest bus stop is Soldedad.	1	0.1	0.1	95.6
	A bus to Hollywood or melrose and La Brea in Los Angeles	1	0.1	0.1	95.6

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A bus to West Los Angeles in the morning and early afternoon	1	0.1	0.1	95.7
A pick up in North Valencia for the Los Angeles commuter bus in the mornings.	1	0.1	0.1	95.8
A route that goes straght down newhall Ave insted of going to the hub	1	0.1	0.1	95.8
A service line that would run all through the Old Road with different stops to be able to for example go to Magic Mountain, shops at the Valencia Market place etc.	1	0.1	0.1	95.9
Acton area	1	0.1	0.1	96.0
Add a stop from Newhall Metrolink route to Six Flags area (good for visitors/tourism and locals)	1	0.1	0.1	96.0
Agua Dulce	1	0.1	0.1	96.1
All the way to the front of Magic Mountain	1	0.1	0.1	96.2
Around the LACMA area.	1	0.1	0.1	96.2
Bus service from Agua Dulce to Vista Canyon transit station.	1	0.1	0.1	96.3
Bus stop at David way and Bouquet	1	0.1	0.1	96.4
Calgrove	1	0.1	0.1	96.4
Canyon Country	1	0.1	0.1	96.5
Combine routes 12 and 14 so that they go ALL THE WAY through White's Canyon/Plum Canyon	1	0.1	0.1	96.5



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Commuter service to North Hollywood subway station originating along Golden Valley Road with a stop at park n ride at Golden Valley Road and 14-freeway. Or from metro station on Via princess.	1	0.1	0.1	96.6
Connect Century City bus (792/797) to Metro Expo line	1	0.1	0.1	96.7
Copperhill from David way to tesoro del valle	1	0.1	0.1	96.7
Dial-a-ride to providence hospital in mission hills	1	0.1	0.1	96.8
DIRECT ON/OFF service to Fillmore, Concert venues in Hollywood, Dodgers Stadium..without having to take 5 buses to get there or transfers from one bus to another or metrolink	1	0.1	0.1	96.9
Encino and Hollywood	1	0.1	0.1	96.9
Express service on weekends to Westwood, Ventura, other areas that Metrolink does not serve. Also, later express bus hours in both the morning and at night would be helpful.	1	0.1	0.1	97.0
Fair Oaks Ranch, Golden Valley Plaza	1	0.1	0.1	97.1
From Mcbean Transit Center closer to Sunkist Growers. The closest stop is at Magic Mountain & The Old Road-too far to walk.	1	0.1	0.1	97.1
From The Old Road / Constitution Avenue to the many new medical facilities and offices that have opened along Tourney Road.	1	0.1	0.1	97.2
Further down Wiley Canyon towards the Old Road	1	0.1	0.1	97.3
Glendale	1	0.1	0.1	97.3

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Golden Valley	3	0.2	0.2	97.5
Golden Valley Newhall Ranch Road Further west on 126. Further north on Sierra Highway	1	0.1	0.1	97.6
Golden Valley Road and Via Princessa	1	0.1	0.1	97.7
Golden Valley Road, Plum Canyon to Via Princessa	1	0.1	0.1	97.7
Golden Valley Shopping area. Target, Petsmart, Sizzlers, etc.	1	0.1	0.1	97.8
I have to walk 4 miles to the nearest bus stop at Jakes Way and Sierra Hwy	1	0.1	0.1	97.9
I would like to go to Soledad Canyon Road from Castaic without having to go down to the McBean Transit Center first.	1	0.1	0.1	97.9
Lancaster	1	0.1	0.1	98.0
LAX, Santa Monica, San Fernando Valley, Van Nuys Flyaway	1	0.1	0.1	98.0
Lines that connect direct to Van Nuys without transfers or allowing Amtrak trains to use Newhall station instead of bus service for people traveling to San Diego area.	1	0.1	0.1	98.1
More buses in Castaic	1	0.1	0.1	98.2
More routes to serve the industrial parks with more frequency	1	0.1	0.1	98.2
More routes/stops in Canyon Country, especially through Sand Canyon	1	0.1	0.1	98.3
More stops between Burbank and Glendale	1	0.1	0.1	98.4
Newhall Ranch Rd	1	0.1	0.1	98.4
Newhall Ranch Road	1	0.1	0.1	98.5
Newhall to Walmart	1	0.1	0.1	98.6
Northridge, Simi Valley, and Burbank	1	0.1	0.1	98.6

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Pasadena	2	0.1	0.1	98.8
Plaza at Golden Valley	3	0.2	0.2	99.0
Plaza at Golden Valley and Costco	1	0.1	0.1	99.0
Plaza at Golden Valley and new Senior Center	1	0.1	0.1	99.1
Plaza at Golden Valley. Restart the Skyblue Area bus run again.	1	0.1	0.1	99.2
San Fernando Valley	1	0.1	0.1	99.2
Santa Monica area	1	0.1	0.1	99.3
Service on Golden Valley Parkway/Newhall Ranch Road	1	0.1	0.1	99.3
Service to Encino	1	0.1	0.1	99.4
Service to Encino and Ventura Boulevard	1	0.1	0.1	99.5
Service to NoHo on weekends	1	0.1	0.1	99.5
Up/down Haskell canyon	1	0.1	0.1	99.6
Van Nuys Area, Palmdale	1	0.1	0.1	99.7
Ventura, Pine Mountain Club/Frazier Park	1	0.1	0.1	99.7
Walmart on Golden Valley	1	0.1	0.1	99.8
Walmart on Golden Valley and COC	1	0.1	0.1	99.9
We need bus stations on Copper Hill drive next to the West Creek and West Hills community.	1	0.1	0.1	99.9
Within more neighborhoods	1	0.1	0.1	100.0
Total	1536	100.0	100.0	



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Riders: If a fare increase was needed to implement your preferred service improvement, would you be willing to pay...?

		Frequency	Percent	Valid Percent
Valid	25 cents more	134	26.4	27.5
	50 cents more	93	18.3	19.1
	\$1.00 more	63	12.4	12.9
	Wouldn't support any fare increase	198	39.0	40.6
	Total	488	96.1	100.0
Missing	System	20	3.9	
Total		508	100.0	

Riders: Is there a change in your personal circumstances which would encourage you to use Santa Clarita Transit more often?

		Frequency	Percent
Valid	Loss of personal car	134	26.4
	New job location	105	20.7
	Change in income	67	13.2
	Bus stop closer to my home	135	26.6
	Higher gas prices	123	24.2
	Nothing	118	23.2
	I'm not sure	70	13.8
Total		508	100.0

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Non-Riders: Is there a service improvement or change in your personal circumstances which would encourage you to use Santa Clarita Transit?			
		Frequency	Percent
Valid	Increase frequency	201	19.6
	Earlier service	84	8.2
	Newer/cleaner buses	107	10.4
	Easier-to-obtain service information	145	14.1
	New job location	85	8.3
	Higher gas prices	122	11.9
	Nothing	239	23.2
	Later service	102	9.9
	Better customer service	29	2.8
	Lower fares	92	8.9
	Loss of personal car	214	20.8
	Change in income	82	8.0
	Bus stop closer to my home	146	14.2
	I'm not sure	197	19.2
	Serve new/different area	76	7.4
	Other	37	3.6
Total		1028	100.0

Non-Riders: Is there a service improvement or change in your personal circumstances which would encourage you to use Santa Clarita Transit? Other:					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1501	97.7	97.7	97.7
	Apple Pay so I don't have to deal with having the exact fare	1	0.1	0.1	97.8
	Better stop amenities	1	0.1	0.1	97.9
	Easier access to train service	1	0.1	0.1	97.9
	Electric buses	2	0.1	0.1	98.0
	Faster service	1	0.1	0.1	98.1

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	Housing availability	1	0.1	0.1	98.2
	I think a service like the Buzz Bus service in Palm Springs would do well out here.	1	0.1	0.1	98.2
	If I couldn't get a ride	2	0.1	0.1	98.4
	Improved reliability and on-time performance	2	0.1	0.1	98.5
	Improved routes	2	0.1	0.1	98.6
	Improved routes - easier to navigate	1	0.1	0.1	98.7
	Improved safety	5	0.3	0.3	99.0
	Inability to drive	1	0.1	0.1	99.0
	Increasing traffic	1	0.1	0.1	99.2
	More bike capacity on tour style buses	1	0.1	0.1	99.2
	More convenient connections	1	0.1	0.1	99.3
	More electric scroll signs	1	0.1	0.1	99.3
	More frequent and much faster service in downtown LA	1	0.1	0.1	99.4
	More stops	1	0.1	0.1	99.5
	Please get the metro rail (Subway) extended into the SCV. It is bad that I have to drive all the way to North Hollywood to catch the Subway. Metro Rail is nice but we also need the finest. Also, It takes too long to go places on the local bus when you have to transfer. We don't have that much time on our hands.	1	0.1	0.1	99.5
	Quicker journey time from my home to town center	1	0.1	0.1	99.6
	Route info on Google Maps	3	0.2	0.2	99.8
	Shorter routes	1	0.1	0.1	99.9
	Smaller buses	1	0.1	0.1	99.9
	Smaller more frequent runs	1	0.1	0.1	100.0
	Total	1536	100.0	100.0	

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Non-Riders: If you said "serve new/different areas," please specify:					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1478	96.2	96.2	96.2
	A much needed service that all along the Old Road. From at least magic mountain with stops all along the Old Road past Pico Canyon Road .	1	0.1	0.1	96.3
	A bus to USC, people take metrolink/ expo rail line / bus/ carpool options but it would be nice to have something direct.	1	0.1	0.1	96.4
	Acton	2	0.1	0.1	96.5
	Agua Dulce	1	0.1	0.1	96.5
	At least one midday Commuter Express trip to/from UCLA/Westwood/Culver City (792/797) would fill the huge gap between 8:45 am and 2:45 pm with no currently available service.	1	0.1	0.1	96.6
	Beverly Hills; Santa Monica; Hollywood	1	0.1	0.1	96.7
	Bob Hope Airport	1	0.1	0.1	96.7
	Burbank Airport or LAX	1	0.1	0.1	96.8
	Bus going to San Fernando Valley	1	0.1	0.1	96.9
	Bus service to ventura, camarillo and santa barbara	1	0.1	0.1	96.9
	Bus stops for Golden Valley High School.	1	0.1	0.1	97.0
	Castaic	1	0.1	0.1	97.1
	Commuter Express Palmdale Aerospace	1	0.1	0.1	97.1
	Commuter service to UCLA more frequently throughout the day	1	0.1	0.1	97.2

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Connections to / from Ventura County Service to / from LAX	1	0.1	0.1	97.3
CSUN	1	0.1	0.1	97.3
Culver City	2	0.1	0.1	97.5
Direct airport and San Fernando Valley service	1	0.1	0.1	97.5
Direct service to/from LAX and Burbank airports	1	0.1	0.1	97.6
Direct transit to Culver City	1	0.1	0.1	97.7
Drop off at COC main campus.	1	0.1	0.1	97.7
Encino and Ventura Blvd	1	0.1	0.1	97.8
FlyAway bus to LAX	1	0.1	0.1	97.9
From Copper Hill North to Canyon Country	1	0.1	0.1	97.9
From McBean/Avenue Scott to 6:48 am metrolink to Burbank and then reverse back in evening	1	0.1	0.1	98.0
From Seco to Newhall	1	0.1	0.1	98.0
Green Valley	1	0.1	0.1	98.1
Hollywood	1	0.1	0.1	98.2
Hollywood bowl, special events, Dodger games	1	0.1	0.1	98.2
I think the local trolley should have a stop in Saugus and in canyon country	1	0.1	0.1	98.3
La Canada	1	0.1	0.1	98.4
Later express trips to/from LA (weekends)	1	0.1	0.1	98.4
Later options to North Hollywood	1	0.1	0.1	98.5
Lax and or flyaway	1	0.1	0.1	98.6
Local side streets	1	0.1	0.1	98.6
Metro service on Copper Hill between McBean and Newhall.	1	0.1	0.1	98.7
Mid city LA	1	0.1	0.1	98.8
More ways to connect to Metro transit	1	0.1	0.1	98.8

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	New senior center	1	0.1	0.1	98.9
	Newhall Ranch Road between Golden Valley and Bouquet Canyon	1	0.1	0.1	99.0
	North Hills	1	0.1	0.1	99.0
	Northeast San Fernando Valley	1	0.1	0.1	99.1
	Palmdale & Lancaster, Acton	1	0.1	0.1	99.2
	Pasadena	2	0.1	0.1	99.3
	Pasadena, Glendale	1	0.1	0.1	99.3
	Playa Vista/LA/Westwood	1	0.1	0.1	99.4
	Plaza at Golden Valley, Lost Canyon. Also, transfers from LA to Sierra highway and golden valley.	1	0.1	0.1	99.5
	Santa Monica	1	0.1	0.1	99.5
	Service from Plum to Golden Valley HS and Sports complex	1	0.1	0.1	99.6
	Service to NoHo station from Canyon Country.	1	0.1	0.1	99.7
	Simi Valley	1	0.1	0.1	99.7
	There should be a bus route going straight up/down Mcbean.	1	0.1	0.1	99.8
	There should be a bus stop between sandy/jakes way and Golden Valley Plaza	1	0.1	0.1	99.9
	Thousand Oaks	1	0.1	0.1	99.9
	West San Fernando Valley	1	0.1	0.1	100.0
	Total	1536	100.0	100.0	

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Do other members of your household ride Santa Clarita Transit?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	340	22.1	22.4	22.4
	No	1181	76.9	77.6	100.0
	Total	1521	99.0	100.0	
Missing	System	15	1.0		
Total		1536	100.0		

Who in your household rides?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other adults	165	10.7	49.7	49.7
	Senior	44	2.9	13.3	63.0
	Youth	123	8.0	37.0	100.0
	Total	332	21.6	100.0	
Missing	System	1204	78.4		
Total		1536	100.0		

Which service(s) do they use?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Local fixed routes	205	13.3	100.0	100.0
	Commuter bus service	111	7.2	100.0	100.0
	Dial-A-Ride	30	2.0	100.0	100.0
	Supplemental school day service	43	2.8	100.0	100.0
Total		1536	100.0		

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Do you feel Santa Clarita Transit provides a valuable service to the community?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1202	78.3	78.3	78.3
	No	44	2.9	2.9	81.1
	Unsure/no opinion	290	18.9	18.9	100.0
	Total	1536	100.0	100.0	

Please rate Park & Ride availability in the Santa Clarita Valley.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	194	12.6	13.2	13.2
	Good	464	30.2	31.6	44.8
	Fair	223	14.5	15.2	59.9
	Poor	59	3.8	4.0	63.9
	No opinion	530	34.5	36.1	100.0
	Total	1470	95.7	100.0	
Missing	System	66	4.3		
Total		1536	100.0		

What is your primary mode of transportation within the Santa Clarita Valley?			
		Frequency	Percent
Valid	Walk/bicycle	88	5.7
	Carpool/vanpool	226	14.7
	Drive alone	953	62.0
	Ridesharing service (e.g., Uber/Lyft)	56	3.7
	Public transit	154	10.0
	Other	4	0.3
Total		1536	100.0

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What is your primary mode of transportation within the Santa Clarita Valley? Other:					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1527	99.4	99.4	99.4
	Ride with friends/family	4	0.1	0.1	99.9
	Total	1536	100.0	100.0	
If you said "public transit," specify:					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1430	93.1	93.1	93.1
	Access	4	0.3	0.3	93.4
	Commuter bus	1	0.1	0.1	93.4
	Dial-A-Ride	10	0.7	0.7	94.1
	Route 1	1	0.1	0.1	94.1
	Route 5/6	3	0.2	0.2	94.3
	Route 757	2	0.1	0.1	94.5
	Route 757 & Route 4/14	1	0.1	0.1	94.5
	Route 757 & Route 794	1	0.1	0.1	94.6
	Route 799	1	0.1	0.1	94.7
	Santa Clarita Transit	69	4.4	4.4	99.2
	SCT & Access	1	0.1	0.1	99.2
	SCT & AVTA	1	0.1	0.1	99.3
	SCT & Metro	1	0.1	0.1	99.3
	SCT & Metrolink	6	0.4	0.4	99.7
	SCT and Access	1	0.1	0.1	99.8
	SCT Local & Dial-A-Ride	2	0.2	0.1	99.9
	SCT Local, Commuter, and Dial-A-Ride	1	0.1	0.1	100.0
	Total	1536	100.0	100.0	

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Are you employed in the Santa Clarita Valley?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	566	36.8	37.8	37.8
	No	930	60.5	62.2	100.0
	Total	1496	97.4	100.0	
Missing	System	40	2.6		
Total		1536	100.0		

Do you attend school in the Santa Clarita Valley?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	706	46.0	47.2	47.2
	No	790	51.4	52.8	100.0
	Total	1496	97.4	100.0	
Missing	System	40	2.6		
Total		1536	100.0		

Do you have a valid driver license?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1145	74.5	76.8	76.8
	No	346	22.5	23.2	100.0
	Total	1491	97.1	100.0	
Missing	System	45	2.9		
Total		1536	100.0		

How many working vehicles are available to members of your household?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	74	4.8	4.9	4.9
	1	274	17.8	18.3	23.3
	2	530	34.5	35.5	58.7
	3	349	22.7	23.3	82.1
	4 or more	268	17.4	17.9	100.0
	Total	1495	97.3	100.0	
Missing	System	41	2.7		
Total		1536	100.0		

What is your age?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		337	21.9	21.9	21.9
	18-24	432	28.1	28.1	50.1
	25-34	162	10.5	10.5	60.6
	35-44	154	10.0	10.0	70.6
	45-59	227	14.8	14.8	85.4
	Over 60	183	11.9	11.9	97.3
	Under 18	41	2.7	2.7	100.0
	Total	1536	100.0	100.0	

Do you speak a language other than English at home?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	518	33.7	35.1	35.1
	No	959	62.4	64.9	100.0
	Total	1477	96.2	100.0	
Missing	System	59	3.8		
Total		1536	100.0		

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What language?				
		Frequency	Percent	
Valid	American Sign Language	6	1.2	
	Amharic	1	0.2	
	Arabic	11	2.1	
	Armenian	6	1.2	
	Bengali	2	0.4	
	Bulgarian	1	0.2	
	Cantonese	1	0.2	
	Chinese - Mandarin	25	4.8	
	Czech	1	0.2	
	Dutch	2	0.4	
	Farsi	5	1.0	
	French	9	1.7	
	German	6	1.2	
	Gujarati	1	0.2	
	Hindi	5	1.0	
	Igbo	1	0.2	
	Ilonggo	1	0.2	
	Indonesian	2	0.4	
	Italian	3	0.6	
	Japanese	4	0.8	
	Konkani	1	0.2	
	Korean	9	1.7	
	Latin	1	0.2	
	Lithuanian	1	0.2	
	Macedonian	1	0.2	
	Malayalam	1	0.2	
	Persian	1	0.2	
	Portuguese	2	0.4	
	Russian	5	1.0	
	Serbian	1	0.2	
	Spanish	326	62.9	
	Swahili	2	0.4	
	Swedish	3	0.6	



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	Tagalog	45	8.7	
	Tamil	2	0.4	
	Thai	4	0.8	
	Vietnamese	7	1.4	
	Uyghur	1	0.2	
	Total	518	100.0	

Are you...?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	564	36.7	37.5	37.5
	Female	800	52.1	53.2	90.7
	Decline to state	140	9.1	9.3	100.0
	Total	1504	97.9	100.0	
Missing	System	32	2.1		
Total		1536	100.0		
What was your total household income in 2017?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under \$15,000	123	8.0	8.2	8.2
	\$15,000-\$24,999	92	6.0	6.1	14.3
	\$25,000-\$34,999	77	5.0	5.1	19.4
	\$35,000-\$49,999	78	5.1	5.2	24.6
	\$50,000-\$74,999	140	9.1	9.3	33.9
	\$75,000-\$99,999	131	8.5	8.7	42.6
	\$100,000 or more	305	19.9	20.3	62.9
	Decline to State	558	36.3	37.1	100.0
	Total	1504	97.9	100.0	
Missing	System	32	2.1		
Total		1536	100.0		



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Do you represent an employer in the Santa Clarita Valley, either as an owner, manager, or employee? Tell us the name of your business or employer and let us know about the transportation needs of your workforce.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1400	91.1	91.1	91.1
	Accesso Technology Group	1	0.1	0.1	91.2
	Arvato in Valencia	1	0.1	0.1	91.3
	Augusta Financial	1	0.1	0.1	91.3
	B&W Transport. Employees drive in from Palmdale at various times	1	0.1	0.1	91.4
	Big Fish Audio, Inc. There needs to be safe bike lanes/paths extended from the River Trail to Henry Mayo Dr toward the Industrial Center off Commerce Center Drive. There is a bike path in the Ave Scott industrial center, but it ends before even reaching the Old Rd, which is very dangerous for commuting cyclists!	1	0.1	0.1	91.5
	Big Lots shopping center Sunday and holidays no busses available when stores close. Must decline work then. Would like to work at Costco or Target east but no direct bus and unsafe to walk.	1	0.1	0.1	91.5



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Bike and walk everywhere using the paseos. 1) you fixed the McBean ymca bridge in the summer time last year. The height of usage. Fall or winter would be better for future repairs. 2) there should be a pedestrian bridge that connects to the Home Goods parking lot. Right now the only way is under the bridge which is fine in the day time but after dusk it's dangerous with criminals.	1	0.1	0.1	91.6
Cal Arts	2	0.1	0.1	91.7
Canyon Club SCV. Employees who close would use the transit system if the hours were later.	1	0.1	0.1	91.8
Canyon High School	1	0.1	0.1	91.9
Castaic Sports Complex. More Parks & Rec vans/ shuttles for the senior field trips.	1	0.1	0.1	91.9
Chase	1	0.1	0.1	92.0
Chili's	1	0.1	0.1	92.1
Chuck E. Cheeses	1	0.1	0.1	92.1
City of Santa Clarita	1	0.1	0.1	92.2
City of Santa Clarita. Don't know about the needs of our employees but having a stop at/across from City Hall would be beneficial.	1	0.1	0.1	92.3
Close to Valencia High school and for my employees, earlier and later buses Would be helpful	1	0.1	0.1	92.3
College of the Canyons	5	0.3	0.3	92.6



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Counselor at Golden Valley. Please help our kids get to school on time. For Friday late service have more frequent buses at school times.	1	0.1	0.1	92.7
Dick's Sporting Goods	1	0.1	0.1	92.8
Dreamworks	1	0.1	0.1	92.8
Edison	1	0.1	0.1	92.9
El Pollo Loco and Taco Bell and I take the bus or uber.	1	0.1	0.1	93.0
Farmers Insurance. One employee drives from Lancaster, the other drives from Fair Oaks	1	0.1	0.1	93.0
Freelance at The Signal	1	0.1	0.1	93.1
Golden Valley High School	1	0.1	0.1	93.2
Habit	1	0.1	0.1	93.2
Hart School District- I think you are guys totally work with the needs for transportation of the students . What I have found is that it is hard for them to know the locations that are available to purchase bus passes and TAP Cards	1	0.1	0.1	93.3
Heitz Insurance Agency.	1	0.1	0.1	93.4
Henry Mayo Hospital	2	0.1	0.1	93.5
Hobby Lobby	1	0.1	0.1	93.6
Hobby Lobby and I have heard that later ours would greatly help my coworkers.	1	0.1	0.1	93.6
Home Depot	1	0.1	0.1	93.7
Homegoods	2	0.1	0.1	93.8
I think extended running hours to suit the future of the population would be good. Especially for Downtown Newhall and it's new multi use building. And if the Mall will become multi use property, I think public transportation is needed.	1	0.1	0.1	93.9

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I work at College of the Canyons, and a direct supervisor of one employee who uses SCV Transit to commute to school/work.	1	0.1	0.1	93.9
I work at souplantaion and take the bus to get there	1	0.1	0.1	94.0
I work at the community center and sometimes I need a ride home so I take the bus.	1	0.1	0.1	94.1
Icing	1	0.1	0.1	94.1
Ihop	1	0.1	0.1	94.2
IHSS	1	0.1	0.1	94.3
Improve drivers service and make the stops more frequent.	1	0.1	0.1	94.3
In-n-out	1	0.1	0.1	94.4
Jack in the Box, I used to ride the bus to and from work so it was very helpful. No changes needed.	1	0.1	0.1	94.5
JCPenny, I know my coworkers take the bus to and from the workplace.	1	0.1	0.1	94.5
John Albert Insurance Agency	1	0.1	0.1	94.6
Kenneally Acupuncture Easy transportation from Canyon Country to Newhall	1	0.1	0.1	94.7
Kohl's and the bus is suitable for my circumstances right now	1	0.1	0.1	94.7
Kohls	1	0.1	0.1	94.8
LA County	1	0.1	0.1	94.9
LA County Parks and Recreation	1	0.1	0.1	94.9
LA County Youth Activity	1	0.1	0.1	95.0
Little Ceasars	1	0.1	0.1	95.1
Luvn' Donuts	1	0.1	0.1	95.2
Maaz insurance	1	0.1	0.1	95.2

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Magic Mountain. We need the 501 to come on weekends and later into the evenings. Improve the bus stop out front.	1	0.1	0.1	95.3
McDonalds	2	0.1	0.1	95.4
McDonalds, a lot of our crew use the bus and get off at the stop right outside.	1	0.1	0.1	95.5
Menchie's	1	0.1	0.1	95.6
Mom. Better, safer, more supervised transportation to west Ranch high and rancho pico junior high from SR	1	0.1	0.1	95.6
My students from Bowman High School are frequent bus riders and we appreciate the partnership with transit services in the past for helping make our students' rides easier and more efficient by adding a bus stop near the school.	1	0.1	0.1	95.7
Newhall Community Center	3	0.2	0.2	95.9
Newhall School District	1	0.1	0.1	96.0
Next Point Barring	1	0.1	0.1	96.0
Owen, Patterson & Owen, LLP	1	0.1	0.1	96.1
Party City	1	0.1	0.1	96.2
Pink	1	0.1	0.1	96.2
Popeyes	1	0.1	0.1	96.3
Presto Pasta	1	0.1	0.1	96.4
Princess Cruises. It would be nice to take one bus to get to the town center location	1	0.1	0.1	96.4
Princess Cruises. We do not use the Train/Bus due to lack of dependability. Do not have the ability to arrive late to work ground for termination.	1	0.1	0.1	96.5
Progressive Steps, Inc.	1	0.1	0.1	96.5
Realty Executives	1	0.1	0.1	96.6

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Red Lobster	1	0.1	0.1	96.7
Retired from LA County Library/Valencia branch. Parking has always been a problem and still is.	1	0.1	0.1	96.7
Round Table Pizza on Lyons and Old Orchard. I feel if there was a little more frequency of buses on Lyons and going through Old Town would be helpful.	1	0.1	0.1	96.8
Santa Clarita Senior Center	1	0.1	0.1	96.9
Saugus Union School District	3	0.2	0.2	97.1
Select Staffing	1	0.1	0.1	97.1
Six Flags Magic Mountain should have later transit hours for employees who work late	1	0.1	0.1	97.5
Six Flags Magic Mountain, the transportation is well kept.	1	0.1	0.1	97.5
Six Flags Magic Mountain.	5	0.1	0.1	97.6
Six Flags needs more frequent 501 buses.	1	0.1	0.1	97.7
Six Flags, 501 service for the employees every day of the week, also late service. Past 6pm. The park closes at 9-10pm most days.	1	0.1	0.1	97.7
Six Flags. More buses to the employee parking lot would be great.	1	0.1	0.1	97.8
Sports Complex in Castaic. More vans and buses for senior projects.	1	0.1	0.1	97.9
Sports complex youth sports	1	0.1	0.1	97.9
Sprouts farmers market. We have a stop close to us but if the hours operated earlier it would help with the opening shift people.	1	0.1	0.1	98.0
Staples	1	0.1	0.1	98.0
Starbucks	1	0.1	0.1	98.1

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Stonefire	2	0.1	0.1	98.2
Stratasys direct manufacturing. Later bus times for the night shift	1	0.1	0.1	98.3
Sunkist Growers - I am an employee, I need to have a bus come from Valencia and mcbean transit center to 27770 N. Entertainment Drive, Valencia, CA from 7am ish in the morning to Sunkist and one to help me get back there after 4:15pm when get off. I work 7:30 am to 4:15 PM mon-Friday. No bus currently will drop me off in the morning close enough to walk, currently drops riders off at the foot of the hill at magic mtn parkway and the old road or way up at magic mtn - not a good way to start you day at work.	1	0.1	0.1	98.4
Teacher at Wm. S. Hart UHSD Work at WRHS. Traffic at top of Val. Blvd. is a nightmare.	1	0.1	0.1	98.4
Terminix Commercial	1	0.1	0.1	98.5
The 799 bus pick up at Market and Railroad is dangerous. Car and trucks speed by. Only a matter of time before a vehicle plows into people waiting for bus. Have bus travel down main and pick up patrons on Market street. Stop the dangerous pick up on Railroad Ave.	1	0.1	0.1	98.6
The Beauty Salon	1	0.1	0.1	98.6



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There is no where to talk about the change in drivers three weeks ago. I took the metrolink for the first two years going to DTLA, I discovered the commuter buses, and I noticed others leaving Metrolink to take the commuter buses. The consensus, less rift raff, very quiet, cool and comfortable, despite it takes a few extra minutes. Seems to be some upset commuters, including myself, with the change of drivers three weeks ago. Last Friday, July 27, the drive was 20 minutes late, I am the first stop, it was clear, the driver didn't know the stops, and patrons were getting upset with him, even a little confrontational. I don't mind different drivers, there appears to be a lack of training. Overall, I love the commuter buses.	1	0.1	0.1	98.7
Twenty- Five Score	1	0.1	0.1	98.8
UCLA. We staff are encouraged to take public transportation because parking here is shrinking to build more buildings. The commuter bus service to & from UCLA is a great start, but it would be even better if the buses could run through out the day (use the big buses for peak commute hours and smaller buses during the day) and make an app so that we know where the bus is at. I panic when I think I've missed the last bus of the day and I'm 40 miles from home.	1	0.1	0.1	98.8
Urban Artist Designs	1	0.1	0.1	98.9
US Post Office	1	0.1	0.1	99.0
VAL Sheriff Foundation	1	0.1	0.1	99.0



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Val Verde Pool	1	0.1	0.1	99.1
Valencia Ice Station	1	0.1	0.1	99.2
VFT	1	0.1	0.1	99.2
Walmart	4	0.3	0.3	99.5
Walmart. There aren't enough buses running past walmart early or late enough for all shifts .	1	0.1	0.1	99.5
Westfield	1	0.1	0.1	99.6
William S Hart District. Some employees commute from Antelope Valley and San Fernando Valley - would be nice if there were shuttles from Metrolink to get them to work centers.	1	0.1	0.1	99.7
William S. Hart School District	2	0.1	0.1	99.8
William S. Hart School District. Many students use public transportation.	1	0.1	0.1	99.9
William S. Hart Union High School District with special needs adults in classroom and in the community as job coach - need better service to Golden Valley High School	1	0.1	0.1	99.9
Wolf Creek located off of Rye Canyon. Later stops and closer stops may prevent drunk driving.	1	0.1	0.1	100.0
Total	1536	100.0	100.0	



Please select your preferred Language.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	1098	82.6	83.1	83.1
	Spanish	223	16.8	16.9	100.0
	Total	1321	99.3	100.0	
Missing	System	9	0.7		
Total		1330	100.0		
Date					
		Frequency	Percent	Valid Percent	
Valid	6/14/2018	20	1.5	1.5	
	6/15/2018	22	1.7	1.7	
	6/20/2018	248	18.6	18.6	
	6/21/2018	194	14.6	14.6	
	6/23/2018	181	13.6	13.6	
	6/24/2018	117	8.8	8.8	
	6/30/2018	15	1.1	1.1	
	8/6/2018	10	0.8	0.8	
	8/20/2018	44	3.3	3.3	
	8/21/2018	61	4.6	4.6	
	8/30/2018	89	6.7	6.7	
	8/31/2018	39	2.9	2.9	
	9/4/2018	14	1.1	1.1	
	9/5/2018	1	0.1	0.1	
	9/7/2018	60	4.5	4.5	
	9/10/2018	53	4.0	4.0	
	9/12/2018	162	12.2	12.2	
	Total	1330	100.0	100.0	

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What route are you riding right now?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Route 1	87	6.5	6.5	6.5
	Route 2	54	4.1	4.1	10.6
	Route 3	65	4.9	4.9	15.5
	Route 4	107	8.0	8.0	23.5
	Route 5	187	14.1	14.1	37.6
	Route 6	313	23.5	23.5	61.1
	Route 7	51	3.8	3.8	65.0
	Route 12	315	23.7	23.7	88.6
	Route 14	105	7.9	7.9	96.5
	Route 501	27	2.0	2.0	98.6
	Route 502	14	1.1	1.1	99.6
	Route 757	5	0.4	0.4	100.0
	Total	1330	100.0	100.0	
How did you get to the stop where you boarded THIS bus?					
		Frequency	Percent	Valid Percent	
Valid	Walked/wheelchair	901	67.7	71.6	
	Bike/skateboard	51	3.8	4.1	
	Drove	23	1.7	1.8	
	Dropped off by friend/family	61	4.6	4.8	
	Uber/Lyft/Taxi	22	1.7	1.7	
	Transferred from another bus or train	199	15.0	15.8	
	Other	2	0.2	0.2	
	Total	1259	94.7	100.0	
Missing	System	71	5.3		
Total		1330	100.0		

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How many minutes did it take you to reach the stop?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		881	66.2	66.2	66.2
	1	29	2.2	2.2	68.4
	10	85	6.4	6.4	74.8
	10-15	2	0.2	0.2	75.0
	11	2	0.2	0.2	75.1
	12	3	0.2	0.2	75.3
	13	3	0.2	0.2	75.6
	14	2	0.2	0.2	75.7
	15	30	2.3	2.3	78.0
	16	2	0.2	0.2	78.1
	18	1	0.1	0.1	78.2
	2	44	3.3	3.3	81.5
	20	17	1.3	1.3	82.8
	25	4	0.3	0.3	83.1
	29	1	0.1	0.1	83.2
	3	42	3.2	3.2	86.3
	30	12	0.9	0.9	87.2
	4	12	0.9	0.9	88.1
	45	2	0.2	0.2	88.3
	5	117	8.8	8.8	97.1
	5-10	4	0.3	0.3	97.4
	6	11	0.8	0.8	98.2
	7	6	0.5	0.5	98.6
	8	12	0.9	0.9	99.5
	9	6	0.5	0.5	100.0
	Total	1330	100.0	100.0	

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How many miles did you travel to reach the stop?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1315	98.9	98.9	98.9
	.5	1	0.1	0.1	98.9
	1	6	0.5	0.5	99.4
	1.5	1	0.1	0.1	99.5
	2	2	0.2	0.2	99.6
	3	1	0.1	0.1	99.7
	4.5	1	0.1	0.1	99.8
	5	2	0.2	0.2	99.9
	6	1	0.1	0.1	100.0
	Total	1330	100.0	100.0	
Specify what other bus or train you transferred from.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1213	91.2	91.2	91.2
	Antelope Valley Line	2	0.2	0.2	91.4
	Bus	3	0.2	0.2	91.6
	Metrolink	22	1.7	1.7	93.2
	Route 1	9	0.7	0.7	93.9
	Route 12	15	1.1	1.1	95.0
	Route 14	5	0.4	0.4	95.4
	Route 14 to Route 6	1	0.1	0.1	95.5
	Route 2	3	0.2	0.2	95.7
	Route 3	4	0.3	0.3	96.0
	Route 3 or 7	1	0.1	0.1	96.1
	Route 4	7	0.5	0.5	96.6
	Route 4 or 14	2	0.2	0.2	96.8
	Route 5	10	0.8	0.8	97.5
	Route 5 or 6	2	0.2	0.2	97.7
	Route 6	14	1.1	1.1	98.7
	Route 7	2	0.2	0.2	98.9
	Route 757	12	0.9	0.9	99.8
	Route 791	1	0.1	0.1	99.8

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How many minutes will it take to reach your destination?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		939	70.6	70.6	70.6
	0	6	0.5	0.5	71.1
	1	31	2.3	2.3	73.4
	10	65	4.9	4.9	78.3
	10-15	1	0.1	0.1	78.3
	12	1	0.1	0.1	78.4
	15	31	2.3	2.3	80.8
	15-20	3	0.2	0.2	81.0
	2	34	2.6	2.6	83.5
	2-20	1	0.1	0.1	83.6
	20	19	1.4	1.4	85.0
	25	4	0.3	0.3	85.3
	3	31	2.3	2.3	87.7
	3-5	2	0.2	0.2	87.8
	30	9	0.7	0.7	88.5
	4	5	0.4	0.4	88.9
	40	4	0.3	0.3	89.2
	45	2	0.2	0.2	89.3
	5	114	8.6	8.6	97.9
	5-10	4	0.3	0.3	98.2
	6	9	0.7	0.7	98.9
	60	1	0.1	0.1	98.9
	7	3	0.2	0.2	99.2
	8	9	0.7	0.7	99.8
	9	2	0.2	0.2	100.0
	Total	1330	100.0	100.0	

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How many miles will you travel to reach your destination?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1328	99.8	99.8	99.8
	0.5	1	0.1	0.1	99.9
	1	1	0.1	0.1	100.0
	Total	1330	100.0	100.0	
Specify what other bus or train you will transfer to.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1247	93.8	93.8	93.8
	Antelope Valley Line	1	0.1	0.1	93.8
	Bus	2	0.2	0.2	94.0
	Metrolink	7	0.5	0.5	94.5
	Newhall	1	0.1	0.1	94.6
	Orange County Line	1	0.1	0.1	94.7
	Route 1	6	0.5	0.5	95.1
	Route 1 or 2	1	0.1	0.1	95.2
	Route 12	12	0.9	0.9	96.1
	Route 14	4	0.3	0.3	96.4
	Route 2	3	0.2	0.2	96.6
	Route 3	3	0.2	0.2	96.8
	Route 3 or 7	2	0.2	0.2	97.0
	Route 4	6	0.5	0.5	97.4
	Route 4 or 14	3	0.2	0.2	97.7
	Route 5	7	0.5	0.5	98.2
	Route 5 or 6	6	0.5	0.5	98.6
	Route 5 or 6 or Route 4 or 14	1	0.1	0.1	98.7
	Route 501 or Route 3 or 7	1	0.1	0.1	98.8
	Route 6	5	0.4	0.4	99.2
	Route 6,12	1	0.1	0.1	99.2
	Route 7	1	0.1	0.1	99.3
	Route 757	9	0.7	0.7	100.0
	Total	1330	100.0	100.0	

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What is the primary purpose of your trip?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Work	545	41.0	43.3	46.5
	School	280	21.1	22.2	68.7
	Shopping/errands	160	12.0	12.7	81.4
	Recreation/social	171	12.9	13.6	95.0
	Healthcare	63	4.7	5.0	100.0
	Other	41	3.1	3.3	3.3
	Total	1260	94.7	100.0	
Missing	System	70	5.3		
Total		1330	100.0		
What is the primary purpose of your trip? Other					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1313	98.7	98.7	98.7
	AA Meeting	1	0.1	0.1	98.8
	Church	8	0.6	0.6	99.4
	Courthouse	1	0.1	0.1	99.5
	DPSS Office	2	0.2	0.2	99.6
	Library	2	0.2	0.2	99.8
	Pitchess Detention Center	3	0.2	0.2	100.0
	Total	1330	100.0	100.0	
How many Santa Clarita Transit buses (including this one) will you use to make THIS one-way trip?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 (this bus only)	681	51.2	54.3	54.3
	2 or more	572	43.0	45.7	100.0
	Total	1253	94.2	100.0	
Missing	System	77	5.8		
Total		1330	100.0		

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How long do you typically wait between buses?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 10 minutes	82	6.2	13.9	13.9
	10-20 minutes	215	16.2	36.4	50.3
	20-30 minutes	167	12.6	28.3	78.5
	30-60 minutes	97	7.3	16.4	94.9
	More than 1 hour	30	2.3	5.1	100.0
	Total	591	44.4	100.0	
Missing	System	739	55.6		
Total		1330	100.0		
Which routes are you typically transferring between (for example, Route 1 and Route 14 Northbound)?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		904	68.0	68.0	68.0
	#124 5/6 or #12 and 14, or 5/6 to Lyons	1	0.1	0.1	68.0
	1 & 3 or 1 & 501	1	0.1	0.1	68.1
	1 & 4 & 14	1	0.1	0.1	68.2
	1 & 4 & 6	1	0.1	0.1	68.3
	1 and 14	2	0.2	0.2	68.4
	1 or 2 to 757	1	0.1	0.1	68.5
	1 to 12; or 12 to 2	1	0.1	0.1	68.6
	1 to 4/14 or 5 to 6	1	0.1	0.1	68.6
	1/2	1	0.1	0.1	68.7
	1/2 & 4/14	1	0.1	0.1	68.8
	12	4	0.3	0.3	69.1
	12 & 14	3	0.2	0.2	69.3
	12 & 14 & 6	1	0.1	0.1	69.4
	12 & 2	1	0.1	0.1	69.5
	12 & 3	4	0.3	0.3	69.8
	12 & 3/7	2	0.2	0.2	69.9
	12 & 5 & 6 & 3 & 7	1	0.1	0.1	70.0
	12 & 5/6	4	0.3	0.3	70.3
	12 & 6	3	0.2	0.2	70.5

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12 & 14 or 12 & 1	1	0.1	0.1	70.6
12 to 6 or 12 to 1	1	0.1	0.1	70.7
12-5, 6	1	0.1	0.1	70.8
14	4	0.3	0.3	71.1
14 & 12	1	0.1	0.1	71.1
14 & 2	1	0.1	0.1	71.2
14 & 6 & 5	1	0.1	0.1	71.3
14 & 757	1	0.1	0.1	71.4
14 and 5	1	0.1	0.1	71.4
2	5	0.4	0.4	71.8
2 to 12	1	0.1	0.1	71.9
2 to 5/6 northbound	1	0.1	0.1	72.0
3	11	0.8	0.8	72.8
3 & 14	1	0.1	0.1	72.9
3 & 5/6	1	0.1	0.1	72.9
3 & 6	1	0.1	0.1	73.0
3 & 7	1	0.1	0.1	73.1
3 and 4/14	1	0.1	0.1	73.2
3, 5	1	0.1	0.1	73.2
3/7 & 5/6	1	0.1	0.1	73.3
3/7 to 5/6	1	0.1	0.1	73.4
4	1	0.1	0.1	73.5
4 & 12	1	0.1	0.1	73.5
4 & 14	2	0.2	0.2	73.7
4 & 3	1	0.1	0.1	73.8
4 & 3/7	1	0.1	0.1	73.8
4 & 6	2	0.2	0.2	74.0
4/14 & 3/7	1	0.1	0.1	74.1
4/14 and 5/6	1	0.1	0.1	74.1
4/14 Newhall Metrolink, 5 Vasquez	1	0.1	0.1	74.2
4/14 to 1/2	1	0.1	0.1	74.3
5	4	0.3	0.3	74.6
5 & 1 & 2	1	0.1	0.1	74.7
5 & 1 or 12 & 1	2	0.2	0.2	74.8
5 & 12	1	0.1	0.1	74.9

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5 & 14	2	0.2	0.2	75.0
5 & 4	1	0.1	0.1	75.1
5 & 4/14	1	0.1	0.1	75.2
5 & 6 & 1 & 2	2	0.2	0.2	75.3
5 & 7	1	0.1	0.1	75.4
5 & 757	1	0.1	0.1	75.5
5 & 797	1	0.1	0.1	75.6
5 and 12	1	0.1	0.1	75.6
5-6 Towards the mall	1	0.1	0.1	75.7
5, 6, & 14	1	0.1	0.1	75.8
5,6,12,14	1	0.1	0.1	75.9
5/6 & 12	2	0.2	0.2	76.0
5/6 & 3/7	1	0.1	0.1	76.1
5/6 & 4/14	2	0.2	0.2	76.2
5/6 to 1/2	1	0.1	0.1	76.3
6	7	0.5	0.5	76.8
6 & 12	7	0.5	0.5	77.4
6 & 14	2	0.2	0.2	77.5
6 & 2	1	0.1	0.1	77.6
6 & 3	2	0.2	0.2	77.7
6 & 4	1	0.1	0.1	77.8
6 & 7	1	0.1	0.1	77.9
6 & 7/3	1	0.1	0.1	78.0
6 and 12	2	0.2	0.2	78.1
6 to 5	1	0.1	0.1	78.2
6, 12, 5	1	0.1	0.1	78.3
633	1	0.1	0.1	78.3
7	1	0.1	0.1	78.4
7 & 12	1	0.1	0.1	78.5
7 & 6	1	0.1	0.1	78.6
7 and 6	1	0.1	0.1	78.6
7, 6	1	0.1	0.1	78.7
754 & 2	1	0.1	0.1	78.8
757	1	0.1	0.1	78.9
757 - 5	1	0.1	0.1	78.9
757 & 1	1	0.1	0.1	79.0

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757 & 7	1	0.1	0.1	79.1
757 & 7/3	1	0.1	0.1	79.2
757 & 799	1	0.1	0.1	79.2
757 and 7	1	0.1	0.1	79.3
757 to Route 14	1	0.1	0.1	79.4
All of them	1	0.1	0.1	79.5
Metrolink, towards the mall	1	0.1	0.1	79.5
Route 1	3	0.2	0.2	79.8
route 1 and 757 N. Hollywood	1	0.1	0.1	79.8
Route 1 and Route 12	11	0.8	0.8	80.7
Route 1 and Route 12 or Route 1, 14, 7, and 6	1	0.1	0.1	80.8
Route 1 and Route 2	2	0.2	0.2	80.9
Route 1 and Route 4 or 14	6	0.5	0.5	81.4
Route 1 and Route 5 or 6	21	1.6	1.6	82.9
Route 1 and Route 7	1	0.1	0.1	83.0
Route 1 or Route 2 and Route 12	1	0.1	0.1	83.1
Route 1 to 757	1	0.1	0.1	83.2
Route 1,2 or 3 to 757	1	0.1	0.1	83.2
Route 1,3 or 7	1	0.1	0.1	83.3
route 12	2	0.2	0.2	83.5
Route 12 & 3	1	0.1	0.1	83.5
route 12 and 5	3	0.2	0.2	83.8
Route 12 and Route 14	11	0.8	0.8	84.6
Route 12 and Route 14 or Route 4-6 and Route 5	1	0.1	0.1	84.7
Route 12 and Route 4	1	0.1	0.1	84.7
Route 12 and Route 5	1	0.1	0.1	84.8
Route 12 and Route 5 or 6	4	0.3	0.3	85.1
Route 12 and Route 6	1	0.1	0.1	85.2
route 12 Newhall	1	0.1	0.1	85.3
Route 12, 14, and 757	1	0.1	0.1	85.3
Route 12, 501	1	0.1	0.1	85.4

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Route 12,6	1	0.1	0.1	85.5
Route 14	1	0.1	0.1	85.6
Route 14 and Route 5	1	0.1	0.1	85.6
Route 14 or 4	1	0.1	0.1	85.7
Route 14 to route 6	1	0.1	0.1	85.8
Route 14, 4, and 6	1	0.1	0.1	85.9
Route 2 and Route 12	1	0.1	0.1	85.9
Route 2 and Route 5	1	0.1	0.1	86.0
Route 2 and Route 502	1	0.1	0.1	86.1
Route 2 and Route 6	1	0.1	0.1	86.2
Route 3	1	0.1	0.1	86.2
Route 3 and route 1	1	0.1	0.1	86.3
Route 3 and Route 6	2	0.2	0.2	86.5
Route 3 and Route 7	2	0.2	0.2	86.6
Route 3 or 7 and Route 5 or 6	2	0.2	0.2	86.8
Route 317 and Route 12	1	0.1	0.1	86.8
Route 4 & 12	1	0.1	0.1	86.9
Route 4 and 11 & 3,7	1	0.1	0.1	87.0
Route 4 and 14 or Route 5 and 6	1	0.1	0.1	87.1
Route 4 and Route 5	2	0.2	0.2	87.2
Route 4 and Route 6	2	0.2	0.2	87.4
Route 4 then route 4 again	1	0.1	0.1	87.4
Route 4/14 and Route 5	1	0.1	0.1	87.5
Route 5	1	0.1	0.1	87.6
Route 5 and Route 12	8	0.6	0.6	88.2
Route 5 and Route 14	2	0.2	0.2	88.3
Route 5 and Route 2	1	0.1	0.1	88.4
Route 5 and Route 4	2	0.2	0.2	88.6
Route 5 and Route 502	1	0.1	0.1	88.6
Route 5 and Route 6	25	1.9	1.9	90.5
Route 5 and Route 6 and Route 7	1	0.1	0.1	90.6
Route 5 and Route 6 Northbound	1	0.1	0.1	90.7

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Route 5 and Route 7	2	0.2	0.2	90.8
Route 5 or 6 and Route 3 or 7	1	0.1	0.1	90.9
route 5 to route 2	1	0.1	0.1	91.0
route 5 to route 3	1	0.1	0.1	91.1
Route 5, 3, and 7	1	0.1	0.1	91.1
Route 5, 6, 12, and 14	2	0.2	0.2	91.3
Route 5, 6, and 12	7	0.5	0.5	91.8
Route 5, 6, and 7	1	0.1	0.1	91.9
Route 5, 7, and 12	1	0.1	0.1	92.0
Route 501 and Route 14	1	0.1	0.1	92.0
Route 501 and Route 5 or 6	1	0.1	0.1	92.1
Route 501 and Route 6	1	0.1	0.1	92.2
Route 501 and Route 7	1	0.1	0.1	92.3
Route 502 and Route 5	1	0.1	0.1	92.3
Route 6	8	0.6	0.6	92.9
Route 6 and 4/14	1	0.1	0.1	93.0
Route 6 and Route 1 NB	1	0.1	0.1	93.1
Route 6 and Route 12	22	1.7	1.7	94.7
Route 6 and Route 12 and Route 5	1	0.1	0.1	94.8
Route 6 and Route 14	6	0.5	0.5	95.3
Route 6 and Route 14 or 4	2	0.2	0.2	95.4
Route 6 and Route 3	1	0.1	0.1	95.5
Route 6 and Route 4	2	0.2	0.2	95.6
Route 6 and Route 5	1	0.1	0.1	95.7
Route 6 and/or 5 to 502	1	0.1	0.1	95.8
route 6 or 5, route 1 or 2	1	0.1	0.1	95.9
Route 6, 12 and 5	2	0.2	0.2	96.0
route 6,12	1	0.1	0.1	96.1
Route 636 and route 6	2	0.2	0.2	96.2
Route 7 and 6	2	0.2	0.2	96.4
Route 7 and Route 1	1	0.1	0.1	96.5
Route 7 and route 13	1	0.1	0.1	96.5
Route 7 and Route 5016	1	0.1	0.1	96.6

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Route 7 and Route 757	1	0.1	0.1	96.7
Route 7 to Route 6	1	0.1	0.1	96.8
Route 757 and Route 1	3	0.2	0.2	97.0
Route 757 and Route 6	1	0.1	0.1	97.1
Routes 1, 2, 5, or 6	1	0.1	0.1	97.1
Routes 1, 2, and 12	1	0.1	0.1	97.2
Routes 1, 3, 5, 6, 7, and 12	1	0.1	0.1	97.3
Routes 1, 5, 6, and 12.	1	0.1	0.1	97.4
Routes 1,2 & 5,6	1	0.1	0.1	97.4
routes 12 & 4	1	0.1	0.1	97.5
routes 12 & 4/14	1	0.1	0.1	97.6
Routes 12 and 2	1	0.1	0.1	97.7
Routes 12 to 14 or 7	1	0.1	0.1	97.7
Routes 12, 5, and 6	1	0.1	0.1	97.8
Routes 12, 6, 2	1	0.1	0.1	97.9
Routes 12,5,6	1	0.1	0.1	98.0
Routes 14, 4, 12	1	0.1	0.1	98.0
Routes 2& 757 to N Hollywood	1	0.1	0.1	98.1
Routes 3 or 7	1	0.1	0.1	98.2
Routes 3, 7, and 757	1	0.1	0.1	98.3
Routes 3,7,14,4	1	0.1	0.1	98.3
Routes 4 and 12	2	0.2	0.2	98.5
routes 4 and 4/14 south	1	0.1	0.1	98.6
routes 4 to 5	1	0.1	0.1	98.6
Routes 4, 5, 6, 12, and 14	1	0.1	0.1	98.7
Routes 4, 5, 6, and 14	1	0.1	0.1	98.8
Routes 4, 5, and 14	1	0.1	0.1	98.9
Routes 4,3,5	1	0.1	0.1	98.9
Routes 5 & 3 or 7 to Six Flags	1	0.1	0.1	99.0
Routes 5 and 12	1	0.1	0.1	99.1
Routes 5 or 6 to Routes 14 or 4	1	0.1	0.1	99.2
Routes 5, 4,14, or 12	1	0.1	0.1	99.2
Routes 5, 6, 12, 14	1	0.1	0.1	99.3

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	Routes 5, 6, 4-14, 12, 7	1	0.1	0.1	99.4
	routes 5,6 and 1,2	2	0.2	0.2	99.5
	routes 5,6 to 4 and 14	1	0.1	0.1	99.6
	Routes 5,6,12,14	2	0.2	0.2	99.8
	Routes 5/6 and routes 1/7	1	0.1	0.1	99.8
	Routes 6 & 7	1	0.1	0.1	99.9
	Routes 6, 12	1	0.1	0.1	100.0
	Total	1330	100.0	100.0	
How did you pay for this trip?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cash fare	699	52.6	53.3	53.3
	Stored value on TAP	181	13.6	13.8	67.1
	Day pass	31	2.3	2.4	69.5
	Monthly pass	134	10.1	10.2	79.7
	Token Transit app	9	0.7	0.7	80.4
	Interagency transfer	4	0.3	0.3	80.7
	EZ transit pass	37	2.8	2.8	83.5
	Metrolink ticket/pass	74	5.6	5.6	89.2
	Access Services	30	2.3	2.3	91.5
	I did not pay a fare	112	8.4	8.5	100.0
	Total	1311	98.6	100.0	
Missing	System	19	1.4		
Total		1330	100.0		
What TYPE of fare did you use on this trip?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full fare	918	69.0	82.0	82.0
	Reduced (FREE) fare (Senior or Disabled)	201	15.1	18.0	100.0
	Total	1119	84.1	100.0	
Missing	System	211	15.9		
Total		1330	100.0		

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How many one-way trips do you make on Santa Clarita Transit in a typical week?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than two trips/week	204	15.3	15.8	15.8
	2-5 trips/week	515	38.7	40.0	55.8
	6-8 trips/week	288	21.7	22.3	78.1
	10 or more trips/week	282	21.2	21.9	100.0
	Total	1289	96.9	100.0	
Missing	System	41	3.1		
Total		1330	100.0		

If Santa Clarita Transit were not available, how would you have made this trip?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Walked	349	26.2	27.1	28.3
	Biked	81	6.1	6.3	34.6
	Driven myself	78	5.9	6.1	40.6
	Carpooled or rode with someone else	216	16.2	16.8	57.4
	Paratransit or Dial-A-Ride	22	1.7	1.7	59.1
	Taxi/Uber/Lyft	316	23.8	24.6	83.7
	I would not have been able to make this trip	210	15.8	16.3	100.0
	Other	15	1.1	1.2	1.2
	Total	1287	96.8	100.0	
Missing	System	43	3.2		
Total		1330	100.0		

If Santa Clarita Transit were not available, how would you have made this trip? Other:					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1325	99.6	99.6	99.6
	I don't know	2	0.2	0.2	99.8
	Other public transit	3	0.2	0.2	100.0
	Total	1330	100.0	100.0	

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Please rate Santa Clarita Transit on the following attributes. Service hours					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	431	32.4	36.5	36.5
	Good	405	30.5	34.3	70.8
	Fair	195	14.7	16.5	87.3
	Poor	67	5.0	5.7	93.0
	No opinion	83	6.2	7.0	100.0
	Total	1181	88.8	100.0	
Missing	System	149	11.2		
Total		1330	100.0		
Please rate Santa Clarita Transit on the following attributes. Availability of seating					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	561	42.2	47.9	47.9
	Good	391	29.4	33.4	81.3
	Fair	120	9.0	10.2	91.5
	Poor	25	1.9	2.1	93.7
	No opinion	74	5.6	6.3	100.0
	Total	1171	88.0	100.0	
Missing	System	159	12.0		
Total		1330	100.0		
Please rate Santa Clarita Transit on the following attributes. Price/cost					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	641	48.2	54.8	54.8
	Good	320	24.1	27.4	82.2
	Fair	112	8.4	9.6	91.8
	Poor	14	1.1	1.2	93.0
	No opinion	82	6.2	7.0	100.0
	Total	1169	87.9	100.0	
Missing	System	161	12.1		
Total		1330	100.0		

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Please rate Santa Clarita Transit on the following attributes. Ease of purchasing passes					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	469	35.3	41.0	41.0
	Good	361	27.1	31.6	72.6
	Fair	118	8.9	10.3	82.9
	Poor	44	3.3	3.8	86.7
	No opinion	152	11.4	13.3	100.0
	Total	1144	86.0	100.0	
Missing	System	186	14.0		
Total		1330	100.0		
Please rate Santa Clarita Transit on the following attributes. Availability of service information					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	526	39.5	45.2	45.2
	Good	387	29.1	33.2	78.4
	Fair	125	9.4	10.7	89.1
	Poor	29	2.2	2.5	91.6
	No opinion	98	7.4	8.4	100.0
	Total	1165	87.6	100.0	
Missing	System	165	12.4		
Total		1330	100.0		
Please rate Santa Clarita Transit on the following attributes. Quality of service information					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	526	39.5	45.4	45.4
	Good	393	29.5	33.9	79.3
	Fair	122	9.2	10.5	89.8
	Poor	19	1.4	1.6	91.5
	No opinion	99	7.4	8.5	100.0
	Total	1159	87.1	100.0	
Missing	System	171	12.9		

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Total		1330	100.0		
Please rate Santa Clarita Transit on the following attributes. Vehicle condition					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	532	40.0	45.4	45.4
	Good	441	33.2	37.6	82.9
	Fair	102	7.7	8.7	91.6
	Poor	15	1.1	1.3	92.9
	No opinion	83	6.2	7.1	100.0
	Total	1173	88.2	100.0	
Missing	System	157	11.8		
Total		1330	100.0		
Please rate Santa Clarita Transit on the following attributes. Quality of bus stops					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	460	34.6	39.4	39.4
	Good	407	30.6	34.8	74.2
	Fair	176	13.2	15.1	89.3
	Poor	46	3.5	3.9	93.2
	No opinion	79	5.9	6.8	100.0
	Total	1168	87.8	100.0	
Missing	System	162	12.2		
Total		1330	100.0		
Please rate Santa Clarita Transit on the following attributes. Quality of transit centers					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	519	39.0	44.7	44.7
	Good	414	31.1	35.6	80.3
	Fair	110	8.3	9.5	89.8
	Poor	14	1.1	1.2	91.0
	No opinion	105	7.9	9.0	100.0
	Total	1162	87.4	100.0	

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Missing	System	168	12.6		
Total		1330	100.0		
Please rate Santa Clarita Transit on the following attributes. Safety onboard					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	568	42.7	48.6	48.6
	Good	392	29.5	33.6	82.2
	Fair	109	8.2	9.3	91.5
	Poor	13	1.0	1.1	92.6
	No opinion	86	6.5	7.4	100.0
	Total	1168	87.8	100.0	
Missing	System	162	12.2		
Total		1330	100.0		
Please rate Santa Clarita Transit on the following attributes. Safety at bus stops					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	514	38.6	43.6	43.6
	Good	411	30.9	34.9	78.5
	Fair	144	10.8	12.2	90.7
	Poor	27	2.0	2.3	93.0
	No opinion	82	6.2	7.0	100.0
	Total	1178	88.6	100.0	
Missing	System	152	11.4		
Total		1330	100.0		
Please rate Santa Clarita Transit on the following attributes. Safety at transit centers					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	545	41.0	46.8	46.8
	Good	388	29.2	33.3	80.1
	Fair	108	8.1	9.3	89.4
	Poor	16	1.2	1.4	90.7
	No opinion	108	8.1	9.3	100.0
	Total	1165	87.6	100.0	

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Missing	System	165	12.4		
Total		1330	100.0		
Please rate Santa Clarita Transit on the following attributes. Park & Ride availability					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	452	34.0	38.9	38.9
	Good	364	27.4	31.3	70.2
	Fair	113	8.5	9.7	79.9
	Poor	20	1.5	1.7	81.7
	No opinion	213	16.0	18.3	100.0
	Total	1162	87.4	100.0	
Missing	System	168	12.6		
Total		1330	100.0		
Please rate Santa Clarita Transit on the following attributes. Overall satisfaction					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	508	38.2	42.8	42.8
	Good	447	33.6	37.7	80.5
	Fair	127	9.5	10.7	91.2
	Poor	14	1.1	1.2	92.3
	No opinion	91	6.8	7.7	100.0
	Total	1187	89.2	100.0	
Missing	System	143	10.8		
Total		1330	100.0		
Is there a location not currently served by Santa Clarita Transit that you would like to be served?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes - where?	228	17.1	19.4	19.4
	No	945	71.1	80.6	100.0
	Total	1173	88.2	100.0	
Missing	System	157	11.8		
Total		1330	100.0		

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Yes - where?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1160	87.2	87.2	87.2
	14 should run later at night-especially on weekends	1	0.1	0.1	87.3
	Acton	3	0.2	0.2	87.5
	Agua Dulce	2	0.2	0.2	87.7
	Areas outside of LA	1	0.1	0.1	87.7
	Avenue Crocker	1	0.1	0.1	87.8
	Avenue Stanford	1	0.1	0.1	87.9
	Beach bus to Val Verde	1	0.1	0.1	88.0
	Burbank	1	0.1	0.1	88.0
	Calgrove	2	0.2	0.2	88.2
	Camp Plenty	1	0.1	0.1	88.3
	Camp Plenty & Canyon View	1	0.1	0.1	88.3
	Carl Boyer	1	0.1	0.1	88.4
	Castaic east to Soledad Cyn without a transfer	1	0.1	0.1	88.5
	Chatsworth	1	0.1	0.1	88.6
	Commerce center	2	0.2	0.2	88.7
	Copper Hill	2	0.2	0.2	88.9
	Copper hill & Agajanian Dr	1	0.1	0.1	88.9
	Copper Hill and Tesoro	1	0.1	0.1	89.0
	Copper Hill, Bouquet Canyon, Seco Canyon	1	0.1	0.1	89.1
	CSUN	1	0.1	0.1	89.2
	Food Pantry	4	0.3	0.3	89.5
	Golden Triangle Rd	1	0.1	0.1	89.5
	Golden Valley	21	1.6	1.6	91.1
	Golden Valley & Sierra Hwy	1	0.1	0.1	91.2
	Golden Valley High School	2	0.2	0.2	91.4

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Golden Valley LA Fitness	1	0.1	0.1	91.4
Golden Valley Rd, from Sierra Hwy to Via Princessa (Target Shopping Center)	1	0.1	0.1	91.5
Golden Valley Walmart	8	0.6	0.6	92.1
Haskell & Jeffers	1	0.1	0.1	92.2
Hasley Canyon	1	0.1	0.1	92.3
Lancaster	1	0.1	0.1	92.3
Lombardi Ranch	1	0.1	0.1	92.4
Lost Canyon	4	0.3	0.3	92.7
Mammoth Lane	2	0.2	0.2	92.9
McBean	2	0.2	0.2	93.0
McBean & Sunset Hills	1	0.1	0.1	93.1
More areas	1	0.1	0.1	93.2
More on Soledad	1	0.1	0.1	93.2
More stops at Bowman from Castaic	1	0.1	0.1	93.3
More stops at Mint Canyon	1	0.1	0.1	93.4
New Senior Center	2	0.2	0.2	93.5
Newhall	1	0.1	0.1	93.6
Newhall Ranch & Golden Valley	1	0.1	0.1	93.7
Newhall Ranch Rd & Rye Canyon Rd	2	0.2	0.2	93.8
Newhall Ranch Rd.	1	0.1	0.1	93.9
Newhall to Stevenson Ranch	1	0.1	0.1	94.0
North County Correctional Facility	1	0.1	0.1	94.1
Old Road, Copper Hill	1	0.1	0.1	94.1
Palmdale	1	0.1	0.1	94.2
Parks (Towsley Cyn) and Sylmar/San Fernando	1	0.1	0.1	94.3
Past Vasquez	1	0.1	0.1	94.4
Pitchess Detention Center	3	0.2	0.2	94.6
Placerita Canyon	1	0.1	0.1	94.7

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Plum Canyon	1	0.1	0.1	94.7
Rainbow Glen going towards the Home Depot	1	0.1	0.1	94.8
Real Life Church	1	0.1	0.1	94.9
Ridge drive up Seco canyon	1	0.1	0.1	95.0
Ruether Ave and Walmart	1	0.1	0.1	95.0
San Fernando	1	0.1	0.1	95.1
San Fernando Blvd to SCV	1	0.1	0.1	95.2
San Fernando Valley	3	0.2	0.2	95.4
Sand Canyon	2	0.2	0.2	95.6
Sherman Oaks, Encino	1	0.1	0.1	95.6
Sierra Hwy by Vazquez Canyon	1	0.1	0.1	95.7
Six Flags Magic Mountain weekend service	1	0.1	0.1	95.8
Soledad	1	0.1	0.1	95.9
Soledad & Golden Oak Northbound	1	0.1	0.1	95.9
Stevenson Ranch and Bridgeport, upper area.	1	0.1	0.1	96.0
Stevenson Ranch houses near West Ranch	1	0.1	0.1	96.1
Sunday service for route 4/14	1	0.1	0.1	96.2
Sylmar	5	0.4	0.4	96.5
The Colony	1	0.1	0.1	96.6
The Hill of Hillcrest Castaic & The Old Road	1	0.1	0.1	96.7
The Masters University	1	0.1	0.1	96.8
The Old Road & 126 Fwy	1	0.1	0.1	96.8
The Plaza at Golden Valley	11	0.8	0.8	97.7
The Valley	1	0.1	0.1	97.7
Through Sky Blue area	1	0.1	0.1	97.8
Tournament Rd on Sundays	1	0.1	0.1	97.9

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	Towards COC Canyon Country	1	0.1	0.1	98.0
	Town Homes	1	0.1	0.1	98.0
	Turquesa Dr	1	0.1	0.1	98.1
	Valle Del Oro	1	0.1	0.1	98.2
	Van Nuys	3	0.2	0.2	98.4
	Vasquez	1	0.1	0.1	98.5
	Vasquez & Bouquet Canyon	1	0.1	0.1	98.6
	Vasquez Rocks, Placerita Nature Center	1	0.1	0.1	98.6
	Via Princessa	3	0.2	0.2	98.9
	Via Princessa Station	2	0.2	0.2	99.0
	Walmart	5	0.4	0.4	99.4
	Walmart on Copperhill	2	0.2	0.2	99.5
	west creek/west hills	1	0.1	0.1	99.6
	West Ranch	1	0.1	0.1	99.7
	West Ranch High School	2	0.2	0.2	99.8
	Whites Canyon	1	0.1	0.1	99.9
	Williams Homes	1	0.1	0.1	100.0
	Total	1330	100.0	100.0	

Have you ever used Token Transit to pay your fare?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	172	12.9	13.8	13.8
	No	1073	80.7	86.2	100.0
	Total	1245	93.6	100.0	
Missing	System	85	6.4		
Total		1330	100.0		

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Have you ever used the Santa Clarita Transit app to see realtime bus arrival information or plan your trip?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	587	44.1	47.4	47.4
	No	651	48.9	52.6	100.0
	Total	1238	93.1	100.0	
Missing	System	92	6.9		
Total		1330	100.0		
Where do you typically get SCT information? (check all that apply)					
		Frequency	Percent		
Valid	Printed brochure	354	26.6		
	Website (www.santaclaritatransit.com)	375	28.2		
	Onboard bus (screens/notices)	157	11.8		
	Onboard bus (driver, other passengers)	131	9.8		
	City text messages/eblasts	255	19.2		
	Bus stop/transit center	219	16.5		
	Call center	98	7.4		
	Social media	52	3.9		
	Smartphone app	201	15.1		
	Word of mouth	63	4.7		
	Other (specify):	13	1.0		
Total		1330	100.0		
Where do you typically get SCT information? Other (please specify)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1324	99.5	99.5	99.5
	Google Maps	5	0.4	0.4	99.9
	Metro.com	1	0.1	0.1	100.0
	Total	1330	100.0	100.0	

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What year were you born?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1923	1	0.1	0.1	0.1
	1925	1	0.1	0.1	0.2
	1931	1	0.1	0.1	0.2
	1933	1	0.1	0.1	0.3
	1937	2	0.2	0.2	0.5
	1938	1	0.1	0.1	0.5
	1939	2	0.2	0.2	0.7
	1940	3	0.2	0.2	0.9
	1941	1	0.1	0.1	1.0
	1942	2	0.2	0.2	1.1
	1943	4	0.3	0.3	1.4
	1944	2	0.2	0.2	1.6
	1945	1	0.1	0.1	1.7
	1947	2	0.2	0.2	1.8
	1949	6	0.5	0.5	2.3
	1950	3	0.2	0.2	2.5
	1951	3	0.2	0.2	2.7
	1952	3	0.2	0.2	2.9
	1953	1	0.1	0.1	3.0
	1954	9	0.7	0.7	3.7
	1955	5	0.4	0.4	4.1
	1956	12	0.9	0.9	5.0
	1957	7	0.5	0.5	5.5
	1958	6	0.5	0.5	5.9
	1959	4	0.3	0.3	6.2
	1960	4	0.3	0.3	6.5
	1961	8	0.6	0.6	7.1
	1962	4	0.3	0.3	7.4
	1963	7	0.5	0.5	8.0
	1964	11	0.8	0.8	8.8
	1965	7	0.5	0.5	9.3
	1966	4	0.3	0.3	9.6
	1967	6	0.5	0.5	10.1

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1968	6	0.5	0.5	10.5
1969	8	0.6	0.6	11.1
1970	10	0.8	0.8	11.9
1971	11	0.8	0.8	12.7
1972	12	0.9	0.9	13.6
1973	7	0.5	0.5	14.1
1974	9	0.7	0.7	14.8
1975	6	0.5	0.5	15.3
1976	5	0.4	0.4	15.6
1977	9	0.7	0.7	16.3
1978	8	0.6	0.6	16.9
1979	13	1.0	1.0	17.9
1980	13	1.0	1.0	18.9
1981	17	1.3	1.3	20.2
1982	9	0.7	0.7	20.8
1983	14	1.1	1.1	21.9
1984	13	1.0	1.0	22.9
1985	16	1.2	1.2	24.1
1986	9	0.7	0.7	24.7
1987	12	0.9	0.9	25.6
1988	13	1.0	1.0	26.6
1989	17	1.3	1.3	27.9
1990	22	1.7	1.7	29.5
1991	18	1.4	1.4	30.9
1992	22	1.7	1.7	32.6
1993	30	2.3	2.3	34.8
1994	20	1.5	1.5	36.3
1995	29	2.2	2.2	38.5
1996	28	2.1	2.1	40.6
1997	34	2.6	2.6	43.2
1998	33	2.5	2.5	45.6
1999	49	3.7	3.7	49.3
2000	66	5.0	5.0	54.4
2001	38	2.9	2.9	57.2
2002	49	3.7	3.7	60.9
2003	26	2.0	2.0	62.9

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	2004	15	1.1	1.1	64.0
	2005	6	0.5	0.5	64.4
	2006	2	0.2	0.2	64.6
	2007	1	0.1	0.1	64.7
	Decline to State	470	35.3	35.3	100.0
	Total	1330	100.0	100.0	
What is your race/ethnicity?					
		Frequency	Percent		
Valid	Asian	117	8.8		
	Black/African American	156	11.7		
	Caucasian/White	339	25.5		
	Hispanic/Latino	580	43.6		
	Native American/Alaska Native	25	1.9		
	Native Hawaiian/Pacific Islander	21	1.6		
	Decline to state	181	13.6		
	Other	15	1.1		
Total		1330	100.0		
What is your race/ethnicity? Other (please specify)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1315	98.9	98.9	98.9
	Biracial	5	0.4	0.4	99.2
	Lebanese	1	0.1	0.1	99.3
	Mediterranean	1	0.1	0.1	99.4
	Middle Eastern	5	0.4	0.4	99.8
	Ukrainian	3	0.2	0.2	100.0
	Total	1330	100.0	100.0	

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How well do you speak English?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very well	872	65.6	65.6	65.6
	Well	199	15.0	15.0	80.5
	Not well	94	7.1	7.1	87.6
	Not at all	54	4.1	4.1	91.7
	Decline to state	111	8.3	8.3	100.0
	Total	1330	100.0	100.0	
What language(s) are spoken in your home?					
		Frequency	Percent		
Valid	Spanish	193	14.5		
	Chinese	3	0.2		
	Tagalog	14	1.1		
	Arabic	1	0.1		
	Other (specify):	15	1.1		
Total		1330	100.0		
What language(s) are spoken in your home? Other (please specify)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1317	99.0	99.0	99.0
	Dutch	1	0.1	0.1	99.1
	French	2	0.2	0.2	99.2
	Igbo	1	0.1	0.1	99.3
	Italian	1	0.1	0.1	99.4
	Japanese	3	0.2	0.2	99.6
	Russian	2	0.2	0.2	99.8
	Thai	3	0.2	0.2	100.0
	Total	1330	100.0	100.0	

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How many people live in your household?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		455	34.2	34.2	34.2
	1	79	5.9	5.9	40.2
	10	11	0.8	0.8	41.0
	11	1	0.1	0.1	41.1
	12	2	0.2	0.2	41.2
	2	129	9.7	9.7	50.9
	3	156	11.7	11.7	62.6
	4	198	14.9	14.9	77.5
	5	154	11.6	11.6	89.1
	6	91	6.8	6.8	95.9
	7	23	1.7	1.7	97.7
	8	26	2.0	2.0	99.6
	9	5	0.4	0.4	100.0
	Total	1330	100.0	100.0	
What is your approximate household income?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under \$15,000	249	18.7	18.7	18.7
	\$15,000-\$24,999	142	10.7	10.7	29.4
	\$25,000-\$34,999	141	10.6	10.6	40.0
	\$35,000-\$49,999	89	6.7	6.7	46.7
	\$50,000-\$74,999	70	5.3	5.3	52.0
	\$75,000-\$99,999	58	4.4	4.4	56.3
	\$100,000 or more	47	3.5	3.5	59.8
	Decline to state	534	40.2	40.2	100.0
	Total	1330	100.0	100.0	

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Do you have a valid driver license?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	346	26.0	30.5	30.5
	No	787	59.2	69.5	100.0
	Total	1133	85.2	100.0	
Missing	System	197	14.8		
Total		1330	100.0		
How many working vehicles are available to members of your household?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	274	20.6	23.3	23.3
	1	287	21.6	24.4	47.6
	2	359	27.0	30.5	78.1
	3	159	12.0	13.5	91.6
	4 or more	99	7.4	8.4	100.0
	Total	1178	88.6	100.0	
Missing	System	152	11.4		
Total		1330	100.0		
Are you...?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	532	40.0	40.0	40.0
	Female	505	38.0	38.0	78.0
	Decline to state	293	22.0	22.0	100.0
	Total	1330	100.0	100.0	



Where did you board Cross Street 1?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		8	5.1	5.1	5.1
	Academy Pl & Cinema Dr	2	1.3	1.3	6.4
	Alamogordo Rd & Bouquet Canyon Rd	1	0.6	0.6	7.1
	Ave Crocker & Rye Canyon Rd	1	0.6	0.6	7.7
	Ave Stanford & Rye Canyon Rd	1	0.6	0.6	8.3
	Bouquet Canyon Rd & Centurion Way	1	0.6	0.6	9.0
	Bouquet Canyon Rd & Plum Canyon Rd	1	0.6	0.6	9.6
	Bouquet Canyon Rd & Seco Canyon Rd	3	1.9	1.9	11.5
	Bouquet Canyon Rd and Urbandale Ave	1	0.6	0.6	12.2
	Cinema Dr	2	1.3	1.3	13.5
	Citrus St & Valencia Blvd	1	0.6	0.6	14.1
	Decoro Dr & McBean Pkwy	1	0.6	0.6	14.7
	Dockweiler Dr	1	0.6	0.6	15.4
	First & Temple	1	0.6	0.6	16.0
	Granary Square	3	1.9	1.9	17.9
	Jakes Way	1	0.6	0.6	18.6
	Lyons Ave & Orchard Village Rd	5	3.2	3.2	21.8
	Market St & Newhall Ave	1	0.6	0.6	22.4
	McBean Pkwy & Arroyo Park Dr	1	0.6	0.6	23.1
	McBean Pkwy & Rockwell Canyon Rd	1	0.6	0.6	23.7
	McBean Pkwy & Valencia Blvd	5	3.2	3.2	26.9
	Metrolink Station	3	1.9	1.9	28.8
	MRTC	38	24.4	24.4	53.2
	N Alameda St & W College St	1	0.6	0.6	53.8
	N/A	1	0.6	0.6	54.5
	Newhall Station	1	0.6	0.6	55.1
	Newhall Ave & Sierra Hwy	21	13.5	13.5	68.6
	Newhall Ave & Valle Del Oro	1	0.6	0.6	69.2
	Newhall Ave and Sierra Hwy	2	1.3	1.3	70.5
	Newhall Station	13	8.3	8.3	78.8
	North Hollywood	1	0.6	0.6	79.5
	North Hollywood Station	4	2.6	2.6	82.1
	Not on a bus	1	0.6	0.6	82.7
	Orchard Village Rd & Wiley Canyon Rd	1	0.6	0.6	83.3
	Pico Canyon Rd & The Old Rd	1	0.6	0.6	84.0
	Ralph's - McBean Pkwy	1	0.6	0.6	84.6
	Rue Entree & Soledad Canyon Rd	1	0.6	0.6	85.3

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S Figueroa St & W 3rd St	1	0.6	0.6	85.9
Sand Canyon Rd	1	0.6	0.6	86.5
Sand Canyon Rd & Soledad Canyon Rd	1	0.6	0.6	87.2
Santa Clarita Station	6	3.8	3.8	91.0
Saugus High	1	0.6	0.6	91.7
Sierra Highway & Whispering Leaves Dr	1	0.6	0.6	92.3
Sierra Hwy & Soledad Canyon Rd	1	0.6	0.6	92.9
Sierra Hwy & Whispering Leaves Dr	1	0.6	0.6	93.6
Sierra Hwy Apartments	1	0.6	0.6	94.2
Transit Center	5	3.2	3.2	97.4
Union Station	1	0.6	0.6	98.1
Val Verde	1	0.6	0.6	98.7
Valencia	1	0.6	0.6	99.4
Wiley Canyon Rd & Orchard Village Rd	1	0.6	0.6	100.0
Total	156	100.0	100.0	

Where will you alight Cross Street 1?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		6	3.8	3.8	3.8
	Ave of the Stars & Santa Monica Blvd	5	3.2	3.2	7.1
	Ave Stanford	1	0.6	0.6	7.7
	Ave Stanford & Technology Way	1	0.6	0.6	8.3
	Burbank	1	0.6	0.6	9.0
	Burbank Blvd	1	0.6	0.6	9.6
	Burbank Blvd & De Soto Ave	1	0.6	0.6	10.3
	Burbank Blvd & Warner Center Ln	1	0.6	0.6	10.9
	Burbank Blvd and Canoga Ave	1	0.6	0.6	11.5
	Burbank Metrolink Stations	1	0.6	0.6	12.2
	Burbank Station	1	0.6	0.6	12.8
	Califa St & Canoga Ave	1	0.6	0.6	13.5
	Canoga Ave & Oxnard St	2	1.3	1.3	14.7
	Canoga Ave & Trillium Dwy	2	1.3	1.3	16.0
	Canoga Ave & Victory Blvd	2	1.3	1.3	17.3
	Canyon High School	1	0.6	0.6	17.9
	Century City	2	1.3	1.3	19.2
	Century Park E & Constellation Blvd	3	1.9	1.9	21.2
	Century Park E & Santa Monica Blvd	2	1.3	1.3	22.4
	Citrus St & Valencia Blvd	1	0.6	0.6	23.1
	College of the Canyons	1	0.6	0.6	23.7
	Commerce Center Dr & Franklin Pkwy	1	0.6	0.6	24.4
	De Soto Ave & Nordhoff St	1	0.6	0.6	25.0
	De Soto Ave & Oxnard St	2	1.3	1.3	26.3
	De Soto Ave & Victory Blvd	1	0.6	0.6	26.9

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De Soto Blvd & Burbank Blvd	1	0.6	0.6	27.6
Devonshire St & Lassen St	1	0.6	0.6	28.2
Flowers St & 5th St	1	0.6	0.6	28.8
Gayley Ave & Le Conte Ave	1	0.6	0.6	29.5
Gayley Ave & Sepulveda Blvd	1	0.6	0.6	30.1
Gayley Ave & Strathmore Dr	2	1.3	1.3	31.4
Glendon Ave & Wilshire Blvd	4	2.6	2.6	34.0
Grand Ave & 1st St	1	0.6	0.6	34.6
Grand Ave & 3rd St	7	4.5	4.5	39.1
Grand Ave & 5th St	9	5.8	5.8	44.9
Hill St & 1st St	1	0.6	0.6	45.5
Hope St & 5th Ave	1	0.6	0.6	46.2
Los Angeles City Hall	1	0.6	0.6	46.8
Main St & Market St	1	0.6	0.6	47.4
McBean	1	0.6	0.6	48.1
McBean Pkwy & Valencia Blvd	1	0.6	0.6	48.7
Metro Red Line	1	0.6	0.6	49.4
MRTC	8	5.1	5.1	54.5
N/A	1	0.6	0.6	55.1
Newhall Ave & Sierra Hwy	1	0.6	0.6	55.8
Newhall Station	3	1.9	1.9	57.7
North Hollywood	6	3.8	3.8	61.5
North Hollywood Station	10	6.4	6.4	67.9
North Hollywood; Baywood Ln and McBean Pkwy	1	0.6	0.6	68.6
Not on a bus	1	0.6	0.6	69.2
Rio Norte Dr	1	0.6	0.6	69.9
Rockwell Canyon Rd	1	0.6	0.6	70.5
S Beverly Glen Blvd & Wilshire Blvd	1	0.6	0.6	71.2
S Grand Ave & W 5th St	1	0.6	0.6	71.8
S Olive St & 7th St	4	2.6	2.6	74.4
Santa Clarita Station	3	1.9	1.9	76.3
Santa Clarita Transit	1	0.6	0.6	76.9
SCTC	1	0.6	0.6	77.6
Shadow Pines Blvd	1	0.6	0.6	78.2
Sierra Hwy & San Fernando Rd	1	0.6	0.6	78.8
Sierra Hwy & Soledad Canyon Rd	1	0.6	0.6	79.5
Six Flags Magic Mountain	1	0.6	0.6	80.1
Soledad Canyon	1	0.6	0.6	80.8
Soledad Canyon Rd & Whites Canyon Rd	2	1.3	1.3	82.1
Spring St	2	1.3	1.3	83.3
Spring St & 1st St	3	1.9	1.9	85.3
Spring St & Temple St	4	2.6	2.6	87.8
Spring ST & Temple St	1	0.6	0.6	88.5
Train Station - Santa Clarita	1	0.6	0.6	89.1
Train Station	1	0.6	0.6	89.7
Transit Center	1	0.6	0.6	90.4

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UCLA	2	1.3	1.3	91.7
Union Station	1	0.6	0.6	92.3
Valencia Library	1	0.6	0.6	92.9
Van Nuys	1	0.6	0.6	93.6
Via Pricessa	1	0.6	0.6	94.2
Via Princessa Station	1	0.6	0.6	94.9
Walmart	1	0.6	0.6	95.5
Warner Center	1	0.6	0.6	96.2
Wells Fargo Center	2	1.3	1.3	97.4
Westwood Blvd & Weyburn Ave	4	2.6	2.6	100.0
Total	156	100.0	100.0	

How did you travel to the location where you boarded this bus?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		6	3.8	3.8	3.8
	Biked	6	3.8	3.8	7.7
	Dropped off	17	10.9	10.9	18.6
	Drove	87	55.8	55.8	74.4
	Other (please specify)	11	7.1	7.1	81.4
	Walked	29	18.6	18.6	100.0
	Total	156	100.0	100.0	

How did you travel "Other"?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		143	91.7	91.7	91.7
	Access or Santa Clarita Transit	1	0.6	0.6	92.3
	Bus	2	1.3	1.3	93.6
	Bus not accessible at my location.	1	0.6	0.6	94.2
	Friend picked up	1	0.6	0.6	94.9
	Metro	1	0.6	0.6	95.5
	Metrolink	2	1.3	1.3	96.8
	N/A	2	1.3	1.3	98.1
	Santa Clarita Transit	2	1.3	1.3	99.4
	Uber/Lyft	1	0.6	0.6	100.0
	Total	156	100.0	100.0	

If you indicated "Drove" where did you park?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		95	60.9	60.9	60.9
	McBean Transit Center	39	25.0	25.0	85.9
	Newhall Metrolink Station	12	7.7	7.7	93.6
	Princessa Metrolink Station	2	1.3	1.3	94.9
	Santa Clarita Metrolink Station	8	5.1	5.1	100.0
	Total	156	100.0	100.0	

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If you indicated "Park & Ride", which location did you park?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		123	78.8	78.8	78.8
	Aldi - Orchard Village Dr	1	0.6	0.6	79.5
	Center parking lot	1	0.6	0.6	80.1
	Cinema Dr & Academy Pl	1	0.6	0.6	80.8
	Granary Square	1	0.6	0.6	81.4
	MRTC	1	0.6	0.6	82.1
	N/A	2	1.3	1.3	83.3
	Newhall Park & Ride	17	10.9	10.9	94.2
	Park and Ride	2	1.3	1.3	95.5
	Ralph's	1	0.6	0.6	96.2
	Sierra Hwy north of Newhall Ave	2	1.3	1.3	97.4
	Street parking	3	1.9	1.9	99.4
	Wiley Canyon Rd	1	0.6	0.6	100.0
	Total	156	100.0	100.0	

How will you travel to your final destination once you leave this bus?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		12	7.7	7.7	7.7
	Bike to destination	2	1.3	1.3	9.0
	Transfer to another bus/train	37	23.7	23.7	32.7
	Walk less than 5 minutes	65	41.7	41.7	74.4
	Walk more than 5 minutes	40	25.6	25.6	100.0
	Total	156	100.0	100.0	

If you make a transfer, where do you transfer?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		125	80.1	80.1	80.1
	Access or SCT	1	0.6	0.6	80.8
	Big Blue Bus	1	0.6	0.6	81.4
	Culver City Bus	2	1.3	1.3	82.7
	LADOT	1	0.6	0.6	83.3
	Metro	20	12.8	12.8	96.2
	Metrolink	3	1.9	1.9	98.1
	Metrolink or Metro	1	0.6	0.6	98.7
	SCT	1	0.6	0.6	99.4
	Uber/Lift	1	0.6	0.6	100.0
	Total	156	100.0	100.0	

If you bike to your destination, did you use a bike share bike?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		150	96.2	96.2	96.2
	No	6	3.8	3.8	100.0
	Total	156	100.0	100.0	

If you indicated "Other", how will you travel to your destination?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		155	99.4	99.4	99.4
	Uber	1	0.6	0.6	100.0
	Total	156	100.0	100.0	

Is your afternoon boarding location the same as where you will exit the bus this morning?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		6	3.8	3.8	3.8
	No	65	41.7	41.7	45.5
	Yes	85	54.5	54.5	100.0
	Total	156	100.0	100.0	

If no, where will you be boarding for your return trip?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		106	67.9	67.9	67.9
	Across the street	1	0.6	0.6	68.6
	Canoga Ave & Oxnard St	2	1.3	1.3	69.9
	Canoga Park & Burbank	1	0.6	0.6	70.5
	Disney Center	1	0.6	0.6	71.2
	Figueroa St & 1st St	1	0.6	0.6	71.8
	Figueroa St & 3rd St	2	1.3	1.3	73.1
	Figueroa St & 5th St	8	5.1	5.1	78.2
	Figueroa St & 7th St	5	3.2	3.2	81.4
	Fire Department on Burbank Blvd	1	0.6	0.6	82.1
	Flower St & 5th St	1	0.6	0.6	82.7
	Flower St & 8th St	1	0.6	0.6	83.3
	Gayley Ave & Le Conte Ave	2	1.3	1.3	84.6
	Glendon Ave & Wilshire Blvd	2	1.3	1.3	85.9
	Hill St & 8th St	1	0.6	0.6	86.5
	Hope St & 1st St	3	1.9	1.9	88.5

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J	1	0.6	0.6	89.1
Main St & 1st St	6	3.8	3.8	92.9
Main St & Temple St	2	1.3	1.3	94.2
MRTC	1	0.6	0.6	94.9
N/A	1	0.6	0.6	95.5
Newhall Station	1	0.6	0.6	96.2
S Beverly Glen Blvd & Wilshire Blvd	1	0.6	0.6	96.8
Sierra Hwy & Soledad Canyon Rd	1	0.6	0.6	97.4
Spring St & 8th St	1	0.6	0.6	98.1
VA Medical Center	1	0.6	0.6	98.7
Warner Center Ln	1	0.6	0.6	99.4
Westwood Blvd	1	0.6	0.6	100.0
Total	156	100.0	100.0	

How many days did you ride Santa Clarita Transit's commuter bus service in the past week?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	3.2	3.2	3.2
1-2 days	15	9.6	9.6	12.8
3-4 days	41	26.3	26.3	39.1
5 days	77	49.4	49.4	88.5
Less than one day	18	11.5	11.5	100.0
Total	156	100.0	100.0	

If Santa Clarita Transit's commuter bus service was not available, how would you travel to today's destination?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	7	4.5	4.5	4.5
Drive alone	73	46.8	46.8	51.3
Friend/Family	12	7.7	7.7	59.0
Other (please specify)	5	3.2	3.2	62.2
Rail	38	24.4	24.4	86.5
Rideshare (car/vanpool)	9	5.8	5.8	92.3
Would not make trip	12	7.7	7.7	100.0
Total	156	100.0	100.0	

If you indicated "Other", how would you travel?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	151	96.8	96.8	96.8
Drive alone or rail	2	1.3	1.3	98.1
Uber	3	1.9	1.9	100.0
Total	156	100.0	100.0	

What is the primary purpose for your trip today?

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		6	3.8	3.8	3.8
	Access Healthcare	5	3.2	3.2	7.1
	Other (please specify)	4	2.6	2.6	9.6
	Recreation	8	5.1	5.1	14.7
	School	4	2.6	2.6	17.3
	Work	129	82.7	82.7	100.0
	Total	156	100.0	100.0	

If you indicated "Other", what is the purpose of this trip?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		152	97.4	97.4	97.4
	Family	1	0.6	0.6	98.1
	I would not work downtown	1	0.6	0.6	98.7
	N/A	1	0.6	0.6	99.4
	Read newspaper	1	0.6	0.6	100.0
	Total	156	100.0	100.0	

How did you pay for this trip?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		8	5.1	5.1	5.1
	Cash	20	12.8	12.8	17.9
	EZ Transit Pass	14	9.0	9.0	26.9
	Metrolink Ticket/Pass	9	5.8	5.8	32.7
	Monthly Pass	31	19.9	19.9	52.6
	Stored value on TAP	72	46.2	46.2	98.7
	Token Transit App	2	1.3	1.3	100.0
	Total	156	100.0	100.0	

If pass was purchased by you, where did you purchase the pass?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		44	28.2	28.2	28.2
	Local Library or Community Center	14	9.0	9.0	37.2
	Online	47	30.1	30.1	67.3
	Other (please specify)	34	21.8	21.8	89.1
	Santa Clarita City Hall	10	6.4	6.4	95.5
	Santa Clarita Transit Office	7	4.5	4.5	100.0
	Total	156	100.0	100.0	

If you indicated "Other", where did you purchase your pass?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		123	78.8	78.8	78.8
	Drug store	1	0.6	0.6	79.5

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Employer	1	0.6	0.6	80.1
LADOT at LA Mall	1	0.6	0.6	80.8
Metro Disability TAP	1	0.6	0.6	81.4
Metro Rail Station	1	0.6	0.6	82.1
Metro Red Line Station	1	0.6	0.6	82.7
Metrolink Downtown Los Angeles	1	0.6	0.6	83.3
Metrolink Station	1	0.6	0.6	84.0
N/A	2	1.3	1.3	85.3
Newhall Metrolink Station	2	1.3	1.3	86.5
North Hollywood	1	0.6	0.6	87.2
Northridge vendor	1	0.6	0.6	87.8
Ralphs Market, Granary Square	1	0.6	0.6	88.5
Saugus Drugs & Hallmark	7	4.5	4.5	92.9
through work payroll deduction	1	0.6	0.6	93.6
UCLA	2	1.3	1.3	94.9
UCLA payroll deduction	1	0.6	0.6	95.5
UCLA Ticket Office	5	3.2	3.2	98.7
Union Station	2	1.3	1.3	100.0
Total	156	100.0	100.0	

Please indicate your overall satisfaction with Santa Clarita Transit's commuter bus service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		8	5.1	5.1	5.1
	Excellent	45	28.8	28.8	34.0
	Fair	30	19.2	19.2	53.2
	Good	68	43.6	43.6	96.8
	Poor	5	3.2	3.2	100.0
	Total	156	100.0	100.0	

Please indicate your overall satisfaction with Santa Clarita Transit's availability of nearby parking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		16	10.3	10.3	10.3
	Excellent	53	34.0	34.0	44.2
	Fair	23	14.7	14.7	59.0
	Good	50	32.1	32.1	91.0
	Poor	14	9.0	9.0	100.0
	Total	156	100.0	100.0	

Please indicate your overall satisfaction with Santa Clarita Transit's on-time performance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		7	4.5	4.5	4.5
	Excellent	39	25.0	25.0	29.5

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	Fair	26	16.7	16.7	46.2
	Good	70	44.9	44.9	91.0
	Poor	14	9.0	9.0	100.0
	Total	156	100.0	100.0	

Please indicate your overall satisfaction with Santa Clarita Transit's availability of onboard seating					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		7	4.5	4.5	4.5
	Excellent	66	42.3	42.3	46.8
	Fair	23	14.7	14.7	61.5
	Good	55	35.3	35.3	96.8
	Poor	5	3.2	3.2	100.0
	Total	156	100.0	100.0	

Please indicate your overall satisfaction with Santa Clarita Transit's cost of bus travel					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		7	4.5	4.5	4.5
	Excellent	50	32.1	32.1	36.5
	Fair	26	16.7	16.7	53.2
	Good	67	42.9	42.9	96.2
	Poor	6	3.8	3.8	100.0
	Total	156	100.0	100.0	

Please indicate your overall satisfaction with Santa Clarita Transit's safety onboard					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		7	4.5	4.5	4.5
	Excellent	62	39.7	39.7	44.2
	Fair	18	11.5	11.5	55.8
	Good	63	40.4	40.4	96.2
	Poor	6	3.8	3.8	100.0
	Total	156	100.0	100.0	

Please indicate your overall satisfaction with Santa Clarita Transit's vehicle cleanliness					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		7	4.5	4.5	4.5
	Excellent	48	30.8	30.8	35.3
	Fair	23	14.7	14.7	50.0
	Good	73	46.8	46.8	96.8
	Poor	5	3.2	3.2	100.0
	Total	156	100.0	100.0	

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If you have additional comments or concerns, please indicate what those are.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		98	62.8	62.8	62.8
	797 AM First bus-leave 15 minutes earlier to adjus	1	0.6	0.6	63.5
	797 route has too big of a gap between pickup time	1	0.6	0.6	64.1
	799 has been the same for 20 years, except the com	1	0.6	0.6	64.7
	9:45 AM bus driver of #757 doesnt come to complet	1	0.6	0.6	65.4
	Accessing transportation is issue. Too far to get	1	0.6	0.6	66.0
	Bus stop at 1st St & Spring St was moved to Spring	1	0.6	0.6	66.7
	Bus too crowded.	1	0.6	0.6	67.3
	Concern of maintaining the buses due to revolving	1	0.6	0.6	67.9
	Does not run long enough weekdays or weekend.	1	0.6	0.6	68.6
	Drop-off should be closer to financial dist.	1	0.6	0.6	69.2
	Free Wi-fi seems to be problematic lately.	1	0.6	0.6	69.9
	Frequently dirty seats, oil/gas/exhaust smell, old	1	0.6	0.6	70.5
	I commute on 796 Warner Center. An earlier pick be	1	0.6	0.6	71.2
	I do not like the newer buses as the aisle is too	1	0.6	0.6	71.8
	I don't understand why they can't use bay 7 for pa	1	0.6	0.6	72.4
	I would like to see them get go back to going down	1	0.6	0.6	73.1
	Increasing dirtiness.	1	0.6	0.6	73.7
	It is very rare that I take public transportation,	1	0.6	0.6	74.4
	Lately Iâ€™ve noticed that a lot of what it looks	1	0.6	0.6	75.0
	Maybe an additional bus for Century City in the mo	1	0.6	0.6	75.6
	More bus stops available to my location.	1	0.6	0.6	76.3
	More ventilation to clean air of smokers that boar	1	0.6	0.6	76.9
	Morning bus always arrive 5-7 minutes late to pick	1	0.6	0.6	77.6

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Most of the drivers are nice and helpful.	1	0.6	0.6	78.2
My driver is impatient. Throws us around as he whi	1	0.6	0.6	78.8
My driver is so wonderful, never late, drives safe	1	0.6	0.6	79.5
Need to have one bus go from Val Verde to Sand Can	1	0.6	0.6	80.1
On-time best in the mornings, not as reliable in t	1	0.6	0.6	80.8
On-time performance has greatly improved lately.	1	0.6	0.6	81.4
On time performance seems to depend on driver.	1	0.6	0.6	82.1
Parking at MTC is getting bad for anyone catching	1	0.6	0.6	82.7
Please add more route times in the afternoon (befo	1	0.6	0.6	83.3
Please clean the back of the busses. They are filt	1	0.6	0.6	84.0
Please have ALL drivers remember to turn on overhe	1	0.6	0.6	84.6
Please publish schedule and live location to Googl	1	0.6	0.6	85.3
Please start first bus on 799 about 10 min early i	1	0.6	0.6	85.9
Rte 794 morning chronically late.	1	0.6	0.6	86.5
Safety: Stress Rail Crossing Precautionary STOPS o	1	0.6	0.6	87.2
Some buses have what looks like mold in the light	1	0.6	0.6	87.8
Some drivers hit the brakes too hard or honk too m	1	0.6	0.6	88.5
Someone needs to take charge of the disruptive lou	1	0.6	0.6	89.1
Takes 30 min just to get out of SCV, due to too ma	1	0.6	0.6	89.7
Temperature on bus is too cold.	1	0.6	0.6	90.4
The 757 has the old buses.	1	0.6	0.6	91.0
The bike racks are terrible! Theyâ€™ve frequently	1	0.6	0.6	91.7
The closest drop off in the morning is too far and	1	0.6	0.6	92.3
The newest buses are very narrow on middle. The ha	1	0.6	0.6	92.9
The seats on the new buses (with seatbelts) are un	1	0.6	0.6	93.6
The Wi-fi never works. In the last year, even tho	1	0.6	0.6	94.2
There is mildew in the lights. Pathway is too narr	1	0.6	0.6	94.9

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Too many sketchy people riding North Hollywood lin	1	0.6	0.6	95.5
Too much phone talking and passenger conversation.	1	0.6	0.6	96.2
Van pools should not be allowed to park at McBean	1	0.6	0.6	96.8
We need more accurate bus arrival indicators on th	1	0.6	0.6	97.4
WiFi needs upgrade, service is so poor I have stop	1	0.6	0.6	98.1
Wifi service on 796 is very spotty. Adding more b	1	0.6	0.6	98.7
Would appreciate text if bus is extremely late or	1	0.6	0.6	99.4
Would really like to see to 8th evening run start	1	0.6	0.6	100.0
Total	156	100.0	100.0	

What service change would encourage you to use the service more often?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		91	58.3	58.3	58.3
	Increase frequency	65	41.7	41.7	100.0
	Later service	42	26.9	26.9	100.0
	Serve new/different areas	29	18.6	18.6	100.0
	Lower fares	29	18.6	18.6	100.0
	Earlier service	28	17.9	17.9	100.0
	Newer/cleaner buses	15	9.6	9.6	100.0
	Nothing	24	15.4	15.4	100.0
	Total	156	100.0	100.0	

If you indicated "Serve new/different areas", what areas would you like to see served?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		104	66.7	66.7	66.7
	797 - need a last bus in the morning around 7:30a	1	0.6	0.6	67.3
	A second bus for the same route. Too many student	1	0.6	0.6	67.9
	Add 7:30 799 bus out of SCV. Also fewer stops in S	1	0.6	0.6	68.6
	Add a early afternoon, 12:15PM northbound run on F	1	0.6	0.6	69.2
	Additional charging/power availability. Synchroniz	1	0.6	0.6	69.9
	Arrive at Weyburn at 0630 promptly/consistently.	1	0.6	0.6	70.5
	Being notified when route changes because of speci	1	0.6	0.6	71.2

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Closer to Canyon Country. Lost Canyon and Via Prin	1	0.6	0.6	71.8
Commuter pickup locations on the East side of the	1	0.6	0.6	72.4
Direct bus from Val Verde to Canyon Country.	1	0.6	0.6	73.1
Disneyland/OC. Like the San Bernardino-Disneyland	1	0.6	0.6	73.7
Earlier service leaving Century City. 3:45 Is not	1	0.6	0.6	74.4
Earlier service to downtown Los Angeles like AVTA.	1	0.6	0.6	75.0
Eliminate the city hall stop in downtown LA since	1	0.6	0.6	75.6
Faster commute times, crossing all of SCV adds con	1	0.6	0.6	76.3
Have buses depart from the transit center and let	1	0.6	0.6	76.9
Having better connecting times for Metrolink train	1	0.6	0.6	77.6
Larger Park & Ride lots (more spaces)	1	0.6	0.6	78.2
Later buses going out in the morning and earlier b	1	0.6	0.6	78.8
LAX	1	0.6	0.6	79.5
Less tax money wasted on empty buses.	1	0.6	0.6	80.1
Maintenance.	1	0.6	0.6	80.8
Mid-day increase in service; better connections wi	1	0.6	0.6	81.4
More buses - there are only 6 buses in the morning	1	0.6	0.6	82.1
More comfortable buses and bike racks on the front	1	0.6	0.6	82.7
More locations around Burbank.	1	0.6	0.6	83.3
More parking at McBean. Also, drivers should rele	1	0.6	0.6	84.0
More service to medical center on Constellation.	1	0.6	0.6	84.6
More stops closer to my location. 2 1/2 miles away	1	0.6	0.6	85.3
More stops in SCV on way to freeway.	1	0.6	0.6	85.9
Most UCLA students and staff bus riders are done a	1	0.6	0.6	86.5
Moving to Castaic. Would like to see a commuter bu	1	0.6	0.6	87.2
Need a through bus from Bouquet to Soledad.	1	0.6	0.6	87.8
Need city buses to run after 10:30PM! So passenger	1	0.6	0.6	88.5

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Old Road north of Rye Canyon. Higher Vision Church	1	0.6	0.6	89.1
Pick up near Fair Oaks Ranch area or 14 & Via Prin	1	0.6	0.6	89.7
Please increase frequency outbound to Santa Clarit	1	0.6	0.6	90.4
Right now I'm taking the train in afternoon becaus	1	0.6	0.6	91.0
Route # 12 on Saturday should be earlier.	1	0.6	0.6	91.7
Sand Canyon and Placerita Canyon.	1	0.6	0.6	92.3
Saturday commuter service.	1	0.6	0.6	92.9
Serve new/different area. Please have a bus run f	1	0.6	0.6	93.6
Standard/uniform policy for how drivers deal with	1	0.6	0.6	94.2
The bus stop at Spring and 1st was moved back to S	1	0.6	0.6	94.9
The center aisle in the newer buses is too narrow.	1	0.6	0.6	95.5
The drop off in the morning should be closer to Fi	1	0.6	0.6	96.2
The last bus from Warner to SCV should be schedule	1	0.6	0.6	96.8
There needs to be another afternoon/evening pick u	1	0.6	0.6	97.4
Vehicle tracking doesn't work well for 799 - Hard	1	0.6	0.6	98.1
Weekend service downtown, Century City and Warner	1	0.6	0.6	98.7
Weekend service same as M-F.	1	0.6	0.6	99.4
Would love a 3:30 pick up.	1	0.6	0.6	100.0
Total	156	100.0	100.0	

If applicable, which online resource do you use most to receive news and information about Santa Clarita Transit services?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		20	12.8	12.8	12.8
	I do not use online resources to receive informati	22	14.1	14.1	26.9
	Social Media	32	20.5	20.5	47.4
	Vehicle Tracking/Bus Arrival (Santa Clarita Transi	82	52.6	52.6	100.0
	Total	156	100.0	100.0	

If you indicated "Social Media", which type of social media?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		146	93.6	93.6	93.6
	App on phone.	1	0.6	0.6	94.2
	Messages on the bus itself.	1	0.6	0.6	94.9
	Online if available	1	0.6	0.6	95.5
	Text for bus ETA	1	0.6	0.6	96.2
	Transit app	1	0.6	0.6	96.8
	Twitter	5	3.2	3.2	100.0
	Total	156	100.0	100.0	

If you indicated "Other", which resource do you use?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		149	95.5	95.5	95.5
	Call to City, Transit office.	1	0.6	0.6	96.2
	Email	2	1.3	1.3	97.4
	Moovit; "Transit" app	1	0.6	0.6	98.1
	Nothing; Google Maps	1	0.6	0.6	98.7
	Rider Alerts	1	0.6	0.6	99.4
	SC Transit app; "Transit" app; Apple Maps app; SC	1	0.6	0.6	100.0
	Total	156	100.0	100.0	

Do you use the luggage compartments (located on the side of the commuter buses)? If so, what items do you store in these compartments (e.g. luggage, bicycles, etc.)?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		3	1.9	1.9	1.9
	If 'Yes' please specify	1	0.6	0.6	2.6
	No	130	83.3	83.3	85.9
	Was not aware of this feature	11	7.1	7.1	92.9
	Yes	11	7.1	7.1	100.0
	Total	156	100.0	100.0	

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If you indicated "Yes", what do you store in the compartment?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		147	94.2	94.2	94.2
	Backpack/luggage	1	0.6	0.6	94.9
	Bicycle	6	3.8	3.8	98.7
	Over-sized items; coats	1	0.6	0.6	99.4
	Skateboard	1	0.6	0.6	100.0
	Total	156	100.0	100.0	

Do you have a valid driver license?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		2	1.3	1.3	1.3
	No	18	11.5	11.5	12.8
	Yes	136	87.2	87.2	100.0
	Total	156	100.0	100.0	

Did you have a car available to make this trip?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		2	1.3	1.3	1.3
	No	28	17.9	17.9	19.2
	Yes	126	80.8	80.8	100.0
	Total	156	100.0	100.0	

What is your age?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		2	1.3	1.3	1.3
	18-30	12	7.7	7.7	9.0
	31-40	25	16.0	16.0	25.0
	41-50	31	19.9	19.9	44.9
	51-59	42	26.9	26.9	71.8
	60+	40	25.6	25.6	97.4
	Under 18	4	2.6	2.6	100.0
	Total	156	100.0	100.0	

Do you speak a language other than English at home?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1	0.6	0.6	0.6
	No	119	76.3	76.3	76.9
	Yes	36	23.1	23.1	100.0
	Total	156	100.0	100.0	

If you indicated "Yes", which language?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		135	86.5	86.5	86.5
	ASL	1	0.6	0.6	87.2
	French	1	0.6	0.6	87.8
	Macedonian	1	0.6	0.6	88.5
	Russian	1	0.6	0.6	89.1
	Spanish	11	7.1	7.1	96.2
	Spanish; German	2	1.3	1.3	97.4
	Spanish; Korean	1	0.6	0.6	98.1
	Spanish; Romanian	1	0.6	0.6	98.7
	Tagalog	2	1.3	1.3	100.0
	Total	156	100.0	100.0	

Are you male or female?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		2	1.3	1.3	1.3
	Do not wish to identify	4	2.6	2.6	3.8
	Female	76	48.7	48.7	52.6
	Male	74	47.4	47.4	100.0
	Total	156	100.0	100.0	

What was your total household income in 2017?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		15	9.6	9.6	9.6
	\$15,000-\$24,999	8	5.1	5.1	14.7
	\$25,000-\$34,999	3	1.9	1.9	16.7
	\$35,000-\$44,999	8	5.1	5.1	21.8
	\$45,000-\$54,999	6	3.8	3.8	25.6
	\$55,000 or more	110	70.5	70.5	96.2
	Under \$15,000	6	3.8	3.8	100.0
	Total	156	100.0	100.0	

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	Total	156	100.0	100.0	
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Zip code					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		9	5.8	5.8	5.8
	90004	1	0.6	0.6	6.4
	90042	1	0.6	0.6	7.1
	91030	1	0.6	0.6	7.7
	91321	16	10.3	10.3	17.9
	91331	1	0.6	0.6	18.6
	91350	26	16.7	16.7	35.3
	91351	13	8.3	8.3	43.6
	91354	15	9.6	9.6	53.2
	91355	22	14.1	14.1	67.3
	91381	5	3.2	3.2	70.5
	91384	12	7.7	7.7	78.2
	91387	20	12.8	12.8	91.0
	91390	7	4.5	4.5	95.5
	91505	1	0.6	0.6	96.2
	91601	1	0.6	0.6	96.8
	91606	1	0.6	0.6	97.4
	91764	1	0.6	0.6	98.1
	92801	1	0.6	0.6	98.7
	93225	1	0.6	0.6	99.4
	93551	1	0.6	0.6	100.0
	Total	156	100.0	100.0	



In which community do you currently reside?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Canyon Country	61	40.4	41.2	41.2
	Newhall	27	17.9	18.2	59.5
	Stevenson Ranch	5	3.3	3.4	62.8
	Castaic	16	10.6	10.8	73.6
	Saugus	11	7.3	7.4	81.1
	Valencia	28	18.5	18.9	100.0
	Total	148	98.0	100.0	
Missing	System	3	2.0		
Total		151	100.0		

Which service are you registered with?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dial-A-Ride	85	56.3	56.3	56.3
	Access	34	22.5	22.5	78.8
	Both	28	18.5	18.5	97.4
	Not sure	4	2.6	2.6	100.0
	Total	151	100.0	100.0	

Which of the following do you use most frequently?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dial-A-Ride	97	64.2	65.5	65.5
	Access	41	27.2	27.7	93.2
	Not sure	10	6.6	6.8	100.0
	Total	148	98.0	100.0	
Missing	System	3	2.0		
Total		151	100.0		

Have you ridden the City of Santa Clarita's Dial-A-Ride/Access service in the past 90 days?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	102	67.5	68.9	68.9
	No	46	30.5	31.1	100.0
	Total	148	98.0	100.0	
Missing	System	3	2.0		
Total		151	100.0		

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How often do you use the Santa Clarita Dial-A-Ride/Access service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than once weekly	89	58.9	61.4	61.4
	1-2 times per week	35	23.2	24.1	85.5
	3-4 times per week	12	7.9	8.3	93.8
	5 or more times per week	9	6.0	6.2	100.0
	Total	145	96.0	100.0	
Missing	System	6	4.0		
Total		151	100.0		

On-time performance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	70	46.4	48.3	48.3
	Good	53	35.1	36.6	84.8
	Fair	15	9.9	10.3	95.2
	Poor	7	4.6	4.8	100.0
	Total	145	96.0	100.0	
Missing	System	6	4.0		
Total		151	100.0		

Customer service: Office/dispatch

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	91	60.3	63.6	63.6
	Good	38	25.2	26.6	90.2
	Fair	11	7.3	7.7	97.9
	Poor	3	2.0	2.1	100.0
	Total	143	94.7	100.0	
Missing	System	8	5.3		
Total		151	100.0		

Customer service: Drivers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	104	68.9	71.2	71.2
	Good	38	25.2	26.0	97.3
	Fair	2	1.3	1.4	98.6
	Poor	2	1.3	1.4	100.0
	Total	146	96.7	100.0	
Missing	System	5	3.3		
Total		151	100.0		

Ease of making reservations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	84	55.6	57.9	57.9
	Good	43	28.5	29.7	87.6
	Fair	15	9.9	10.3	97.9
	Poor	3	2.0	2.1	100.0
	Total	145	96.0	100.0	
Missing	System	6	4.0		
Total		151	100.0		

Dependability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	79	52.3	54.9	54.9
	Good	41	27.2	28.5	83.3
	Fair	17	11.3	11.8	95.1
	Poor	7	4.6	4.9	100.0
	Total	144	95.4	100.0	
Missing	System	7	4.6		
Total		151	100.0		

Cost

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	102	67.5	71.3	71.3
	Good	28	18.5	19.6	90.9
	Fair	13	8.6	9.1	100.0
	Total	143	94.7	100.0	
Missing	System	8	5.3		
Total		151	100.0		

Service overall

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	86	57.0	59.7	59.7
	Good	44	29.1	30.6	90.3
	Fair	10	6.6	6.9	97.2
	Poor	4	2.6	2.8	100.0
	Total	144	95.4	100.0	
Missing	System	7	4.6		
Total		151	100.0		

What is your most common travel destination when using the Santa Clarita Dial-A-Ride/Access service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Doctor's office	93	61.6	100.0	100.0
Missing	System	58	38.4		
Total		151	100.0		

What is your most common travel destination when using the Santa Clarita Dial-A-Ride/Access service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Shopping	39	25.8	100.0	100.0
Missing	System	112	74.2		
Total		151	100.0		

What is your most common travel destination when using the Santa Clarita Dial-A-Ride/Access service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	School	5	3.3	100.0	100.0
Missing	System	146	96.7		
Total		151	100.0		

What is your most common travel destination when using the Santa Clarita Dial-A-Ride/Access service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Work	11	7.3	100.0	100.0
Missing	System	140	92.7		
Total		151	100.0		

What is your most common travel destination when using the Santa Clarita Dial-A-Ride/Access service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Senior Center	28	18.5	100.0	100.0
Missing	System	123	81.5		
Total		151	100.0		

What is your most common travel destination when using the Santa Clarita Dial-A-Ride/Access service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	34	22.5	100.0	100.0
Missing	System	117	77.5		
Total		151	100.0		

What is your main reason for using the City's Dial-A-Ride/Access service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No or limited access to personal vehicle	54	35.8	100.0	100.0
Missing	System	97	64.2		
Total		151	100.0		

What is your main reason for using the City's Dial-A-Ride/Access service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't drive/No longer drive	86	57.0	100.0	100.0
Missing	System	65	43.0		
Total		151	100.0		

What is your main reason for using the City's Dial-A-Ride/Access service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other transportation services are too expensive (i.e., taxi)	24	15.9	100.0	100.0
Missing	System	127	84.1		
Total		151	100.0		

What is your main reason for using the City's Dial-A-Ride/Access service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	20	13.2	100.0	100.0
Missing	System	131	86.8		
Total		151	100.0		



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Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	131	86.8	86.8	86.8
Access helps me & my child with down-syndrome.	1	0.7	0.7	87.4
Access helps me with my child with disabilities.	1	0.7	0.7	88.1
Disability	1	0.7	0.7	88.7
Disabled	2	1.3	1.3	90.1
Get son to take me when possible.	1	0.7	0.7	90.7
Health issue	1	0.7	0.7	91.4
Health issues	2	1.3	1.3	92.7
Health problems	1	0.7	0.7	93.4
I live far away from the stores	1	0.7	0.7	94.0
I mostly use to go where city bus does not.	1	0.7	0.7	94.7
I normally take the regular bus, by driving to a nearby bus stop and parking in a lot, but there is no secure parking available after 6pm.	1	0.7	0.7	95.4
Medical	1	0.7	0.7	96.0
My arm healed and I can drive again.	1	0.7	0.7	96.7
No fixed route bus	1	0.7	0.7	97.4
No response	1	0.7	0.7	98.0
Seizure disorder	1	0.7	0.7	98.7
To see my neurologist.	1	0.7	0.7	99.3
Visual impairment	1	0.7	0.7	100.0
Total	151	100.0	100.0	

How do you usually pay for your Dial-A-Ride/Access trip?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cash	84	55.6	57.1	57.1
	TAP Punch ticket (purchased at Senior Center)	32	21.2	21.8	78.9
	TAP cash	30	19.9	20.4	99.3
	Access coupon	1	0.7	0.7	100.0
	Total	147	97.4	100.0	
Missing	System	4	2.6		
Total		151	100.0		

Regarding your most recent Dial-A- Ride/Access trip: If the Santa Clarita Dial-A-Ride/Access service had not been available, how would you have made that trip? (Select only one)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Ride with family member or friend	53	35.1	35.8	35.8
	Santa Clarita Transit fixed-route bus	22	14.6	14.9	50.7
	Other public transit services	6	4.0	4.1	54.7
	Social service organization	1	0.7	0.7	55.4
	Taxi/Uber/Lyft	21	13.9	14.2	69.6
	Private shuttle	1	0.7	0.7	70.3
	Walk	1	0.7	0.7	70.9
	I would not have been able to make trip.	43	28.5	29.1	100.0
	Total	148	98.0	100.0	
Missing	System	3	2.0		
Total		151	100.0		

Have you ridden Santa Clarita Transit's local fixed-route bus within the past 90 days?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	60	39.7	39.7	39.7
	No	91	60.3	60.3	100.0
	Total	151	100.0	100.0	

If No, what might encourage you to try Santa Clarita Transit's local fixed-route bus service?

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Increase frequency	18	11.9	100.0	100.0
Missing	System	133	88.1		
Total		151	100.0		

If No, what might encourage you to try Santa Clarita Transit's local fixed-route bus service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Later service	4	2.6	100.0	100.0
Missing	System	147	97.4		
Total		151	100.0		

If No, what might encourage you to try Santa Clarita Transit's local fixed-route bus service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Earlier service	3	2.0	100.0	100.0
Missing	System	148	98.0		
Total		151	100.0		

If No, what might encourage you to try Santa Clarita Transit's local fixed-route bus service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Closer to my house	21	13.9	100.0	100.0
Missing	System	130	86.1		
Total		151	100.0		

If No, what might encourage you to try Santa Clarita Transit's local fixed-route bus service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Easier-to-obtain service information	13	8.6	100.0	100.0
Missing	System	138	91.4		
Total		151	100.0		

If No, what might encourage you to try Santa Clarita Transit's local fixed-route bus service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Travel training (classes to learn to use local fixed-route bus service)	5	3.3	100.0	100.0
Missing	System	146	96.7		
Total		151	100.0		

If No, what might encourage you to try Santa Clarita Transit's local fixed-route bus service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nothing would encourage me	32	21.2	100.0	100.0
Missing	System	119	78.8		
Total		151	100.0		

If No, what might encourage you to try Santa Clarita Transit's local fixed-route bus service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Serve new/different areas	12	7.9	100.0	100.0
Missing	System	139	92.1		
Total		151	100.0		

If you selected "later service," as late as:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		148	98.0	98.0	98.0
	10 pm	1	0.7	0.7	98.7
	11 pm-12 am	1	0.7	0.7	99.3
	No response	1	0.7	0.7	100.0
Total		151	100.0	100.0	

If you selected "earlier service," as early as:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		150	99.3	99.3	99.3
	6 am	1	0.7	0.7	100.0
Total		151	100.0	100.0	

Cross streets #1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		140	92.7	92.7	92.7
	Bakerton	1	0.7	0.7	93.4
	Dockweiler Dr	1	0.7	0.7	94.0
	Golden Valley	1	0.7	0.7	94.7
	Jasmine Valley	1	0.7	0.7	95.4

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No response	4	2.6	2.6	98.0
Sand Canyon	1	0.7	0.7	98.7
Soledad Canyon Rd	1	0.7	0.7	99.3
Tamarack Ln	1	0.7	0.7	100.0
Total	151	100.0	100.0	

Cross streets #2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	140	92.7	92.7	92.7
5 Knolls	1	0.7	0.7	93.4
Abelia	1	0.7	0.7	94.0
Kimbrough	1	0.7	0.7	94.7
Langside Ave	1	0.7	0.7	95.4
No response	4	2.6	2.6	98.0
Startree Ln	1	0.7	0.7	98.7
Thompson Ranch	1	0.7	0.7	99.3
Valle Del Oro	1	0.7	0.7	100.0
Total	151	100.0	100.0	

If you selected "Serve new/different areas," specify:

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	142	94.0	94.0	94.0
Blind in left eye. Use a fold up walker with seat.	1	0.7	0.7	94.7
Can't use local service as I need someone to be with me. I can't walk without my walker.	1	0.7	0.7	95.4
I'm disabled and need curb to curb.	1	0.7	0.7	96.0
My house is far from the bus stop.	1	0.7	0.7	96.7
My vision is very low. I can't read numbers or names.	1	0.7	0.7	97.4
Newhall Rd. to Golden Valley & 5 Knolls	1	0.7	0.7	98.0
Santa Clarita Valley to San Fernando Valley	1	0.7	0.7	98.7

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Senior Center	1	0.7	0.7	99.3
To many people	1	0.7	0.7	100.0
Total	151	100.0	100.0	

When calling to place your Dial-A-Ride/Access trip request, are you able to promptly reach a Customer Service Representative?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	138	91.4	93.9	93.9
No	9	6.0	6.1	100.0
Total	147	97.4	100.0	
Missing System	4	2.6		
Total	151	100.0		

Do you frequently travel outside the Santa Clarita Valley?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	52	34.4	34.4	34.4
No	99	65.6	65.6	100.0
Total	151	100.0	100.0	

If Yes, how do you typically make that trip?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Metrolink	22	14.6	43.1	43.1
Access services	9	6.0	17.6	60.8
Drive	7	4.6	13.7	74.5
Ride with friend/family	9	6.0	17.6	92.2
Taxi/Uber/Lyft	4	2.6	7.8	100.0
Total	51	33.8	100.0	
Missing System	100	66.2		
Total	151	100.0		

Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	151	100.0	100.0	100.0

How often do you make that trip?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Once per month	31	20.5	44.3	44.3
2-3 times per month	17	11.3	24.3	68.6

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	1-2 times per week	16	10.6	22.9	91.4
	3-4 times per week	6	4.0	8.6	100.0
	Total	70	46.4	100.0	
Missing	System	81	53.6		
Total		151	100.0		

What is your age category?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Younger than 18	1	0.7	0.7	0.7
	18-30	7	4.6	4.6	5.3
	31-40	5	3.3	3.3	8.6
	41-50	1	0.7	0.7	9.3
	51-59	8	5.3	5.3	14.6
	60 or older	128	84.8	84.8	99.3
	Decline to state	1	0.7	0.7	100.0
	Total	151	100.0	100.0	

Do you speak a language other than English at home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	50	33.1	33.3	33.3
	No	100	66.2	66.7	100.0
	Total	150	99.3	100.0	
Missing	System	1	0.7		
Total		151	100.0		

If Yes, specify:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		102	67.5	67.5	67.5
	American Sign Language	1	0.7	0.7	68.2
	Arabic	1	0.7	0.7	68.9
	Arabic, French	1	0.7	0.7	69.5
	Armenian	1	0.7	0.7	70.2
	Cantonese	1	0.7	0.7	70.9
	Chinese	1	0.7	0.7	71.5
	Farsi	1	0.7	0.7	72.2
	Fookien & Tagalog	1	0.7	0.7	72.8
	French	2	1.3	1.3	74.2
	Gujarati	1	0.7	0.7	74.8
	IBO Language	1	0.7	0.7	75.5

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Indian	1	0.7	0.7	76.2
Korean	1	0.7	0.7	76.8
No response	5	3.3	3.3	80.1
Philipino	1	0.7	0.7	80.8
Spanish	13	8.6	8.6	89.4
Swedish	1	0.7	0.7	90.1
Tagalog	14	9.3	9.3	99.3
Thai	1	0.7	0.7	100.0
Total	151	100.0	100.0	

How do you identify?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Male	47	31.1	31.3	31.3
Female	102	67.5	68.0	99.3
Decline to state	1	0.7	0.7	100.0
Total	150	99.3	100.0	
Missing System	1	0.7		
Total	151	100.0		

What was your total household income last year?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Under \$15,000	44	29.1	30.1	30.1
\$15,000-\$24,999	27	17.9	18.5	48.6
\$25,000-\$34,999	10	6.6	6.8	55.5
\$35,000-\$44,999	8	5.3	5.5	61.0
\$45,000-\$54,999	5	3.3	3.4	64.4
\$55,000 or more	11	7.3	7.5	71.9
Decline to state	41	27.2	28.1	100.0
Total	146	96.7	100.0	
Missing System	5	3.3		
Total	151	100.0		

Which of the following do you have access to? (Check all that apply)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Internet	78	51.7	100.0	100.0
Missing System	73	48.3		
Total	151	100.0		

Which of the following do you have access to? (Check all that apply)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid E-mail	85	56.3	100.0	100.0
Missing System	66	43.7		
Total	151	100.0		

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Which of the following do you have access to? (Check all that apply)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Smartphone (i.e., iPhone, Droid, etc.)	86	57.0	100.0	100.0
Missing	System	65	43.0		
Total		151	100.0		

Which of the following do you have access to? (Check all that apply)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Text messaging	86	57.0	100.0	100.0
Missing	System	65	43.0		
Total		151	100.0		



Exhibit B.5 Supplemental School Day Survey Frequencies

What route are you telling us about? Please select the ONE supplemental school day route you rode most recently or the supplemental school day route where you received a survey card.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 620 AM	6	1.0	1.0	1.0
620 PM	52	8.3	8.3	9.2
621 AM	16	2.5	2.5	11.8
622 AM	21	3.3	3.3	15.1
622 PM	26	4.1	4.1	19.3
624 AM	7	1.1	1.1	20.4
624 PM	11	1.8	1.8	22.1
625 AM	1	0.2	0.2	22.3
625 PM	5	0.8	0.8	23.1
626 AM	19	3.0	3.0	26.1
626 PM	88	14.0	14.0	40.1
627 AM	2	0.3	0.3	40.4
627 PM	9	1.4	1.4	41.9
628 AM	6	1.0	1.0	42.8
628 PM	7	1.1	1.1	43.9
629 AM	2	0.3	0.3	44.3
629 PM	7	1.1	1.1	45.4
630 AM	2	0.3	0.3	45.7
631 PM	11	1.8	1.8	47.5
632 AM	52	8.3	8.3	55.7
633 PM	6	1.0	1.0	56.7
634 AM	62	9.9	9.9	66.6
634 PM	27	4.3	4.3	70.9

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636 AM	12	1.9	1.9	72.8
636 PM	18	2.9	2.9	75.6
637 PM	56	8.9	8.9	84.6
638 PM	15	2.4	2.4	86.9
640 AM	3	0.5	0.5	87.4
640 PM	13	2.1	2.1	89.5
641 AM	17	2.7	2.7	92.2
641 PM	3	0.5	0.5	92.7
642 AM	9	1.4	1.4	94.1
Another Santa Clarita Transit local route	37	5.9	5.9	100.0
Total	628	100.0	100.0	



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Date of Trip

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	04/02/2018	1	0.2	0.2	0.2
	04/03/2018	3	0.5	0.5	0.6
	04/04/2018	9	1.4	1.4	2.1
	04/05/2018	2	0.3	0.3	2.4
	04/06/2018	4	0.6	0.6	3.0
	04/07/2018	1	0.2	0.2	3.2
	04/08/2018	1	0.2	0.2	3.3
	04/09/2018	2	0.3	0.3	3.7
	04/10/2018	8	1.3	1.3	4.9
	04/11/2018	10	1.6	1.6	6.5
	04/12/2018	10	1.6	1.6	8.1
	04/13/2018	15	2.4	2.4	10.5
	04/14/2018	1	0.2	0.2	10.7
	04/15/2018	1	0.2	0.2	10.8
	04/16/2018	39	6.2	6.2	17.0
	04/17/2018	159	25.3	25.3	42.4
	04/18/2018	28	4.5	4.5	46.8
	04/19/2018	224	35.7	35.7	82.5
	04/20/2018	89	14.2	14.2	96.7
	04/21/2018	1	0.2	0.2	96.8
	04/23/2018	4	0.6	0.6	97.5
	04/24/2018	2	0.3	0.3	97.8
	04/25/2018	2	0.3	0.3	98.1
	04/26/2018	2	0.3	0.3	98.4
	04/27/2018	2	0.3	0.3	98.7

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04/28/2018	3	0.5	0.5	99.2
04/29/2018	4	0.6	0.6	99.8
04/30/2018	1	0.2	0.2	100.0
Total	628	100.0	100.0	

Time of Trip

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid AM	251	40.0	40.0	40.0
PM	377	60.0	60.0	100.0
Total	628	100.0	100.0	



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What school are you going to or coming from?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Other (please specify)	13	2.1	2.1	2.1
Arroyo Seco Jr. High	141	22.5	22.5	24.5
La Mesa Jr. High	107	17.0	17.0	41.6
Placerita Jr. High	12	1.9	1.9	43.5
Rancho Pico Jr. High	73	11.6	11.6	55.1
Rio Norte Jr. High	42	6.7	6.7	61.8
Sierra Vista Jr. High	22	3.5	3.5	65.3
Canyon High	49	7.8	7.8	73.1
Golden Valley High	33	5.3	5.3	78.3
Hart High	15	2.4	2.4	80.7
Saugus High	27	4.3	4.3	85.0
Valencia High	46	7.3	7.3	92.4
West Ranch High	42	6.7	6.7	99.0
Bowman High	6	1.0	1.0	100.0
Total	628	100.0	100.0	

Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	618	98.4	98.4	98.4
Academy of the Canyons	5	0.8	0.8	99.2
COC Canyon Country	1	0.2	0.2	99.4
College of the Canyons	1	0.2	0.2	99.5
North Hollywood High School	1	0.2	0.2	99.7
OFL- Opportunities for Learning	1	0.2	0.2	99.8
Sequoia Charter School	1	0.2	0.2	100.0

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Total	628	100.0	100.0	
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How did you pay for this trip?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	5	0.8	0.8	0.8
	Cash	318	50.6	52.4	53.2
	Stored value on TAP	207	33.0	34.1	87.3
	Monthly pass	72	11.5	11.9	99.2
	Token Transit App	5	0.8	0.8	100.0
	Total	607	96.7	100.0	
Missing	System	21	3.3		
Total		628	100.0		

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		625	99.5	99.5	99.5
	Disabled	3	0.5	0.5	100.0
	Total	628	100.0	100.0	

How often do you ride the bus to or from school in a typical week?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than one day/week	39	6.2	6.4	6.4
	1-2 days/week	54	8.6	8.9	15.3
	3-4 days/week	126	20.1	20.8	36.1
	5 days/week	388	61.8	63.9	100.0
	Total	607	96.7	100.0	
Missing	System	21	3.3		
Total		628	100.0		

Availability of seating

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	95	15.1	15.7	15.7
	Good	179	28.5	29.5	45.1
	Fair	139	22.1	22.9	68.0
	Poor	169	26.9	27.8	95.9
	No Opinion	25	4.0	4.1	100.0
	Total	607	96.7	100.0	
Missing	System	21	3.3		
Total		628	100.0		

Price/cost

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	219	34.9	36.1	36.1
	Good	167	26.6	27.5	63.6
	Fair	155	24.7	25.5	89.1
	Poor	37	5.9	6.1	95.2
	No Opinion	29	4.6	4.8	100.0
	Total	607	96.7	100.0	
Missing	System	21	3.3		
Total		628	100.0		



Vehicle condition

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	107	17.0	17.6	17.6
	Good	284	45.2	46.8	64.4
	Fair	147	23.4	24.2	88.6
	Poor	34	5.4	5.6	94.2
	No Opinion	35	5.6	5.8	100.0
	Total	607	96.7	100.0	
Missing	System	21	3.3		
Total		628	100.0		



Safety onboard

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	111	17.7	18.3	18.3
	Good	222	35.4	36.6	54.9
	Fair	140	22.3	23.1	77.9
	Poor	98	15.6	16.1	94.1
	No Opinion	36	5.7	5.9	100.0
	Total	607	96.7	100.0	
Missing	System	21	3.3		
Total		628	100.0		

Overall satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	104	16.6	17.1	17.1
	Good	259	41.2	42.7	59.8
	Fair	148	23.6	24.4	84.2
	Poor	66	10.5	10.9	95.1
	No Opinion	30	4.8	4.9	100.0
	Total	607	96.7	100.0	
Missing	System	21	3.3		
Total		628	100.0		

Do you ride Santa Clarita Transit to go places other than school? If yes, where do you go? (for example: library, friend's house, skate park, soccer practice, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes: where?	167	26.6	27.5	27.5
	No	440	70.1	72.5	100.0

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Total	607	96.7	100.0	
Missing	21	3.3		
Total	628	100.0		

Yes: where?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	489	77.9	77.9	77.9
All over town	2	0.3	0.3	78.2
Church	2	0.3	0.3	78.5
Doctor appointments	1	0.2	0.2	78.7
Friend's house	15	2.4	2.4	81.1
Friend's house; Mall	2	0.3	0.3	81.4
Home	12	1.9	1.9	83.3
Home; Mall	1	0.2	0.2	83.4
Library	9	1.4	1.4	84.9
Library; Mall	1	0.2	0.2	85.0
Library; Restaurants	1	0.2	0.2	85.2
Library; Shopping	1	0.2	0.2	85.4
Magic Mountain	7	1.1	1.1	86.5
Magic Mountain; Mall	1	0.2	0.2	86.6
Mall	28	4.5	4.5	91.1
Mall; Friend's house	1	0.2	0.2	91.2
Mall; Newhall Library; Santa Clarita Aquatic Center	1	0.2	0.2	91.4
Mall; Skate park	1	0.2	0.2	91.6
Metrolink train station	1	0.2	0.2	91.7
My Dad's shop	1	0.2	0.2	91.9

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Newhall	1	0.2	0.2	92.0
Newhall Boys and Girls Club	1	0.2	0.2	92.2
Newhall Community Center	1	0.2	0.2	92.4
Park	2	0.3	0.3	92.7
Recreation	22	3.5	3.5	96.2
Shopping	8	1.3	1.3	97.5
Skate park	8	1.3	1.3	98.7
Soccer fields	1	0.2	0.2	98.9
Sporting practice	1	0.2	0.2	99.0
Sports Complex	2	0.3	0.3	99.4
Work	4	0.6	0.6	100.0
Total	628	100.0	100.0	

What grade are you in?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	7th Grade	207	33.0	34.2	34.2
	8th Grade	194	30.9	32.0	66.2
	9th Grade	85	13.5	14.0	80.2
	10th Grade	69	11.0	11.4	91.6
	11th Grade	27	4.3	4.5	96.0
	12th Grade	18	2.9	3.0	99.0
	Not a student	6	1.0	1.0	100.0
	Total	606	96.5	100.0	
Missing	System	22	3.5		
Total		628	100.0		



What is your race/ethnicity?

	Frequency	Percent
Valid Asian	83	13.2
Black/African American	67	10.7
Caucasian/White	240	38.2
Hispanic/Latino	229	36.5
Native American/Alaska Native	13	2.1
Native Hawaiian/Pacific Islander	9	1.4
Decline to state	62	9.9
Other	9	1.4



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Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	625	99.5	99.5	99.5
Multi-Ethnic	3	0.5	0.5	100.0
Total	628	100.0	100.0	

What languages are spoken in your home?

	Frequency	Percent
Valid English	540	86.0
Spanish	142	22.6
Decline to state	28	4.5
Other	49	7.8

Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	584	93.0	93.0	93.0
Albanian	1	0.2	0.2	93.2
Arabic	2	0.3	0.3	93.5
Armenian	1	0.2	0.2	93.6
ASL	1	0.2	0.2	93.8
Chinese	2	0.3	0.3	94.1
Czech	1	0.2	0.2	94.3
Egyptian	1	0.2	0.2	94.4
Filipino	4	0.6	0.6	95.1
French	2	0.3	0.3	95.4
Greek	1	0.2	0.2	95.5

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Hindi	5	0.8	0.8	96.3
Ilocano & Tagalog	1	0.2	0.2	96.5
Japanese	1	0.2	0.2	96.7
Korean	2	0.3	0.3	97.0
Mandarin	1	0.2	0.2	97.1
Polish	1	0.2	0.2	97.3
Portuguese	5	0.8	0.8	98.1
Russian	3	0.5	0.5	98.6
Sinhala & Tamil	1	0.2	0.2	98.7
Tagalog	4	0.6	0.6	99.4
Tamil	2	0.3	0.3	99.7
Vietnamese	1	0.2	0.2	99.8
Yoruba	1	0.2	0.2	100.0
Total	628	100.0	100.0	



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Do you have a valid driver license?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	33	5.3	5.4	5.4
	No	573	91.2	94.6	100.0
	Total	606	96.5	100.0	
Missing	System	22	3.5		
Total		628	100.0		

Which category best describes you (the individual completing this survey)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Student rider	425	67.7	70.2	70.2
	Parent of student rider	180	28.7	29.8	100.0
	Total	605	96.3	100.0	
Missing	System	23	3.7		
Total		628	100.0		

Optional: Please provide any comments you may have regarding Santa Clarita Transit's Supplemental School Day Service in the area below.

Comment	Route
Always late on most days.	627 PM
Always needed	624 PM
As a parent of a student who rides the bus on occasion, I appreciate the supplemental bus service.	632 AM
As a parent, I do whatever I can to avoid having my teenager ride this bus route. There are too many things happening on the bus by the other kids that I do NOT want my child exposed to (ex. vaping, unidentified things they put in their mouths, X-rated conversations). It takes over an hour to get from school to home, so it's really not worth it to me.	636 PM
Bus doesn't drop off on front of school if you take an earlier or later bus. Kids have to cross over a railroad and walk across a busy street that has no designation for pedestrians.	642 AM

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Bus drivers scream, don't let kids back on the bus, have let them at stops. My daughter personally has been screamed at "Shut up white Girl!" I called and reported this however nothing was ever done or reported back to me. She is a 12 year old girl and an adult screaming at you in this fashion is unacceptable. No one should ever be talked to in this manner. Kids tell me all the time how rude and mean the drivers are.	627 PM
Bus occasionally breaks down and is very late. Buses need to be maintained better.	634 PM
Bus service for late start days and early release days.	620 AM
Buses are very crowded and rowdy. Makes my female student uncomfortable.	638 PM
Crowded	629 PM
Early schedule for 1st period. Late schedule for late start Wednesday	620 PM
Every city needs public transportation and unfortunately we live in paradise in Castaic we don't have the tile of transportation in our place we live please do something ,. Thank you very much ,.	624 PM
Expand transit options for students. Provide safety considerations for younger riders (7-8 grade).	641 PM
Fair	642 AM
For the #12 afternoon bus from Canyon High School to Newhall - needs two buses or extended bus, lots of students from Canyon and Sierra rides this after school and seems to be crowded, safety issue is a major concern.	Other SCT Route
Friends have been bullied. And my child has been pushed around a few times. I wish a supervisor would ride the bus occasionally.	634 PM
Golden Valley High does not have good transportation, and has only one entrance and exit for so much traffic. And does not provide any transportation for students that are a little farther away. When this school was built, they never planned before building it.	622 AM
Great job. When the bus was late and I called you guys were awesome.	620 PM
Great service!	622 PM
Happy to have the service.	624 PM
Having an additional bus for late start days on Wednesday would be very beneficial. My child has to go to school almost 3 hours early every Wednesday because there is no other bus to take him later.	625 AM
I am pleased with your service.	640 PM
I love it, and it saves me because I work. But there are many problems that I have expressed. The buses break down far too often and leave the kids stranded. Most importantly is the abuse my son experiences for the last 2 years. He has been pushed and beaten up many times. There aren't enough seats and no supervision on the bus at all!!! The bus driver cannot possibly do it all! One time he was pushed and his phone that was inside his backpack was broken!! He has even had to change buses in the afternoon and be away from his friends because a big kid keeps pushing him down and putting his penis in his face!!! That is sexual assault! Unfortunately, I don't have any other options. There needs to be a supervisor on the bus!!!	634 PM

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I think this is a great service but the bus from Rio Norte Jr. High is over loaded every time my child rides the bus. They have to squeeze kids in to ride the bus. Maybe there is a need for more than one bus.	622 PM
I wish it was easier to apply and add credit for students monthly passes.	626 PM
I worry about vaping on the bus by students and bullying.	640 PM
I would like my daughter (13) to ride the bus to school. But I have no idea what route. I would also like to feel she is safe while riding.	Other SCT Route
It is unsafe to have students standing in the aisles - they need better accommodations. 2) The behavior of several of the students on the bus is unacceptable - rude and hurtful. I know the bus driver cannot be expected to drive and police the bus, but there needs to be additional help on the bus and serious consequences for students that are causing trouble. 3) It is patently wrong to make students pay for a bus to get to public school. What happened to free and available public schooling? I believe there is a lawsuit waiting to happen. It's ridiculous that we pay for our students to take the bus.	637 PM
It would be very helpful if the school would post the bus schedules and routes on the school websites for parents, including and especially Wednesday late start and other modified schedule days.	621 AM
It's gotten better but there have been many instances when the bus is late picking the kids up. It would be nice if on the day they start late that the bus had a late schedule too.	637 PM
Kids on the bus are punching each other, bullying each other, sitting on top of each other and using a lot of foul language. Older children try to convince younger riders to get out of their seats so the older kids have a sit. Students are videotaping on the bus.	640 PM
Line 636 would be perfect for my daughter to take home except it departs in the afternoon too soon after the West Ranch bell for her to make it (due to the walk from her classes and the huge crowds). She says it's also too crowded with junior high kids from across the street so she would rather walk a mile down the hill to take line 3 outbound from Magic Mountain to her stop on Newhall Ranch Road. She has to walk a mile and wait over an hour, then she has to walk a mile more from Newhall Ranch road to McLean and Decoro where we live. Wishing more lines could be placed on 636 so crowds were less and it would leave later, or even better a line could go from west ranch or from Stevenson ranch directly to McLean and Decoro? Wishful thinking but that would make it so much easier since she's riding the bus home for three more years!	Other SCT Route
Multiple times the driver didn't stop at my son's stop and he had to walk back from the next stop. They carry a really heavy bag from school and it is so inconvenient for them after a full day of school. The first time my son didn't pull the string as it is a regular stop and the driver said that you didn't pull the string. The second time, my son did pull the string and the driver said he thought someone was pranking. This is not fair for the kids who are tired after a full day at school and wish to get home.	622 PM
My daughter complained that some days the driver missed their stops. Also, there aren't usually any available seats and my daughter runs from her farthest class to get to the bus and some students save 3 or 4 seats for their buddies. I understand 1 seat, but 4? There should be a way to control that - maybe post signs, etc. Also, I'm concerned about the safety and noise on the bus. I'm sure it's out of your hands, but that is why I don't want my daughter riding the bus that often.	638 PM
My daughter stated "it's good as long as you don't fall on someone." She thinks she chose the right bus on the survey.	628 PM

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My husband takes my son to school most days, but since I (the mother) have to be at work at the time he needs to be dropped off/picked up I am grateful for the provided buses to get my son to and from school safely when my husband cannot.	626 PM
My only complaint about the service is the bus was routinely so late. Also, my daughter told me the bus driver stopped a couple times at a 7-11 on Copper Hill and actually let kids off the bus!!! That seems totally inappropriate. That and the lateness of the bus has caused us not to use it much at all.	633 PM
My son also takes the 14 in the afternoon. It would be beneficial to have a 6:20am from Madrid for Saugus High kids.	620 PM
My son completed 12th grade and he is a student at TLC but you did not have a way for me to enter that in your questionnaire.	Other SCT Route
My son hasn't had any issues riding on the bus. He has mentioned it does fill up quickly. He has also mentioned about other student riders that are disrespectful towards the bus driver and loud during the trip. It makes me sad as a parent that there are kids who ruin this opportunity for others.	640 PM
Need more security on the bus especially as the mother of a teenage girl, I worry a lot about the bus and what goes on.	634 PM
No availability for morning stop routes in Castaic.	636 PM
Not enough seating, costly for everyday commuting to a public school. Frequency of rides is insufficient and students get home almost two hours after school gets out. Horrible service to rely on for schools. Santa Clarita should have free school buses. If you don't qualify for free or reduce fares for school buses it is costly for a family with more than one child and two working parents. Also, with no school buses there is so much traffic due to parents who take kids to school. Ridiculous for a city like ours. Only the really wealthy or very poor can afford it. Working class are the ones who suffer and struggle.	Other SCT Route
Not enough seating, my child always has to rush to the bus right after school so she will have a good chance of getting a seat. Also, lots of noisy, loud, unruly kids in the bus causing chaos sometimes.	638 PM
Often too crowded and full. I get harassed by older students on bus.	622 PM
On Thursdays and Friday's my son has his class across campus (far from the bus stop) by the time he gets to the bus all the seats are taken and it is standing room only. This is not safe. The bus needs to be bigger in the afternoons. (There seems to be more kids riding in the afternoons).	640 PM
On Wednesday/teacher development day, a later bus by about an hour.	640 AM
Once to school, I rode the bus with my son to assess the conditions. All seats were taken and was impossible to stand safely holding the bars. The driver kept picking up more students, which upset me so much, we got off the bus to walk. My son said on the returning route, the bus was late and there was only 1 instead of expected 2.	634 PM
Only one bus from West Ranch, makes it difficult if she misses the bus or needs to stay later.	631 PM
Our student has repeatedly seen both bad behavior (bullying) as well as smoking and vaping on board with no consequences to the students. This has been reported to the school but not seeing changes.	636 PM
Please add more pickups or drop-offs between this route. We live in The Woodlands, so the pickup/drop-off at the College of the Canyons would be convenient. Thank you	636 PM

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Please adjust service schedule for late-start Wednesdays. School begins more than an hour later those days and it makes no sense for students to arrive at school at the regular time.	620 PM
Please offer minimum day bus schedule.	621 AM
Santa Clarita has good bus service but it should serve students better considering this is the only public mode of transportation our students have. I have a few suggestions for improvement: 1) Provide a student rate as does LAUSD and other school districts for their students 2) Provide a late bus to Arroyo Seco on the Wednesday mornings they begin school late. This would show transit working with the school district as well as families of the community. 3) Keep up the maintenance of the buses so they do not break down often. My daughter's buses have broken down for random amounts of time during this school year. This is her first experience on the bus. 4) Keep a consistent bus driver to the school routes so they get to know the students who ride and can better discipline/control the bus each day. 5) Only allow students with a school I.D. on school only bus routes.	620 PM
School Schedule change ... so should the certain bus schedule on special scheduled days.	629 AM
Schools need to post the routes including maps for their school on their school website, especially for late start/early release days. Those schedules on those early release/ late start days are nowhere to be found. Or post them on the transit website please.	621 AM
Service is good, Valerie Barton is a great driver.	633 PM
Some concerns about vaping on bus.	620 PM
Thank you for providing this excellent service.	Other SCT Route
The service is appreciated as it helps the student get to and from school but wish there were additional buses. The students are packed in the buses like sardines and there is no room. Unfortunately, my child needs to take the bus due to my work schedule and appreciate that the service is available but wish it was a comfortable ride. West Ranch High School students often get off at 12:00 ish due to their schedule. Wish you offered services at this time too.	634 PM
The 620 bus route is either late in the morning and afternoon. Or the bus driver doesn't know the route. Also, 620 bus is constantly having different bus driver every other day.	620 AM
The availability of the transit in SCV is wonderful!	640 AM
The bus driver was very rude to my 12 year old son once because my son pulled the cord for an elderly person. Please work with the drivers on their behavior with children.	Other SCT Route
The bus drivers are new and have made wrong turns taking longer and stressing some of the kids. You might want to let them drive once before they have students on board.	620 AM
The bus drivers need do to a better job making sure the kids don't become unruly. My child witness a boy seat on another lap until he got out of the seat and they were recording it on their cellphone. The boy that moved was extremely upset and there was a lot of profanity used. As a result my child doesn't feel totally safe taking the bus because the only adult on the bus is the driver and apparently they don't tell the misbehaved kids anything. If their unruly or misbehaving they should not be allowed to ride the bus. This type of behavior happens to frequently and we have notified the school as well.	640 PM
The bus gets packed with kids and there is 1 bus every 30 minutes.	632 AM

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The bus is too crowded. My children tell me that there is rarely a seat for them and that they are usually standing. Sometimes it is so crowded that they cannot see out the window for their stop. Need more buses for Rio Norte.	622 PM
The bus schedule isn't very compatible for kids who play sports and get out at 2pm or for the late start Wednesday. They could have a 30 or 40 minute wait between the 2 buses. Also, having to take 2 buses to get to school costs double a month. \$4 per school day to get to and from school.	632 AM
The bus service should have a late start route for both Arroyo Seco and Saugus High School. Wednesdays are late start and working parents need a bus service during late start. The school district provides the school calendar way in advance. The bus service should follow the same schedule.	640 PM
The bus system is incredibly important to get my son to and from school. However the bus is extremely overcrowded with no seats available, and my son reports that many kids are vaping, fighting, or doing other things. My son is big and can take care of himself so I don't worry about his safety but I might hesitate to have my daughter ride. Please consider adding a longer bus or two buses to the overcrowded routes like 636, and a sheriff deputy to ride Occasionally to help enforce safety violations. Also we live at the top of Hillcrest in Castaic but the bus only stops at the bottom of the hill which is a 2 mile walk. Adding a bus route up the hill would allow many more kids to take the bus not just to West Ranch / Valencia High School but also to Castaic Middle School and eventually Castaic High School. I strongly encourage expanding bus service to make it safe and convenient to reduce the traffic impact on schools!!	636 PM
The buses are overcrowded and the times are not feasible for getting to school on time oftentimes.	628 PM
The driver misses the stop at Heller Circle several times.	621 AM
The location of the bus stop across the street from Lost Canyon Townhomes is a dangerous street to cross. The buses to La Mesa Jr High are way too crowded.	629 PM
The options for my child to get to/from school are deplorable. It doesn't feel safe because you let general riders on with the kids. The kids themselves can be dangerous and I actually don't allow my child to ride because of the safety. Further, I'd gladly pay for a school bus to pick up and drop off my child, rather than allow my child to ride those stinky buses. My child rides with me only, and only when necessary...improvement is dramatically needed!	632 AM
The price is bit too high.	634 PM
The ride to Arroyo Seco in the morning is fine but there are not enough seats on the bus on the ride home. It feels crowded and unsafe to my eighth grader. He feels trapped in the middle of rowdy students standing and sitting with not enough room.	640 PM
The routes and times for Bowman are VERY limited. It's actually pretty inconvenient. Why can't you prioritize this school too?	642 AM
The safety is really bad on the buses. You should provide more supervision during the trips, my son complained many times that the driver isn't taking any action against the kids who smokes (using vapes or E-cigarettes) on the bus send it's illegal that kids in the ages of 7th or 8th grades smokes or uses vapes/ e-cigarettes. By the way my son is allergic to smoke and not supposed to smell any kind of cigs including the e-cigarettes. Thank you	638 PM
The supplemental school day service should follow the school daily schedule in the mornings. Friday is late start and there isn't a bus available to take the kids.	629 PM

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The timing is not right on early release Tuesdays. Maybe you can partners with the school district.	Other SCT Route
There need to be more times the bus goes up Whites Canyon to the school on late start days.	Other SCT Route
There are not enough seats. Many students either have to stand or cannot get on the bus. We need alternate bus options.	626 PM
There is no school bus thru Santa Clarita transit on late start Fridays. This is a huge issue for parents that are already at work whose kids normally take the bus the rest of the week	628 AM
There is not enough seats for the students and often there is pushing and shuffling when bus is in route.	626 AM
There needs to be better time options for the Late Start Wednesdays.	637 PM
There needs to be more hours. Some kids get off school at 4 or 5pm even as late as 9pm after band practice and some parents get home from work at 7pm coming from Los Angeles. Maybe there needs to be a pedicab service.	634 AM
There needs to be more seating for the kids riding the bus, or to get another bus for the kids that have to stand.	622 PM
There seems to be a bus outage about every 2 months or 6x per year. Is this normal reliability? I am very pleased to have transit as an option. I have heard cases of bullying and lewd behavior. I'm not sure how that can be addressed but wanted to mention it. I've had the pleasure of working with Lost & Found many times and she's awesome; great customer service. Thank you.	634 PM
They need more than one pick up from Rio Norte and Valencia High so that kids who participate in after school activities can ride the bus. I would like to see two more drives on this route (daily) at around 3:45 and 5:45. The music kids often get out after 4:00 pm for Jr High and 5:30pm for high school. Other routes near the high school heading east on Newhall Ranch Road do not have a stop on the north side of Newhall Ranch Road. It would be great if students did not have to cross Newhall Ranch Road to get to the bus stop for Route 3,502 etc.	622 PM
This is a great route for both my kids to get to school and come huge from school. Thank you so much!	641 AM
Today 4/20/2018 my daughter and her friends got off the bus because there was a minor student smoking a marijuana joint on the bus and the bus driver allowed him because it was 4/20 Smoke Weed Day, it's still illegal for a minor to smoke or to smoke on the bus around middle school students. Very wrong. Bus of 3:00 pm.	634 PM
Transportation is needed directly to Castaic Middle School.	Other SCT Route
Vaping, roughhousing on bus. No one is charge. Unsafe condition. Can we get a counselor/monitor? Also safety of driving was a concern. I've lived in other cities in CA and in the metro NYC area using both official school buses and city buses. The service and quality is appalling. We don't want our kids taking these buses but some days have no options. As a taxpayer, we should replace this service to schools with a 3rd party service operating standard school buses which are far safer.	631 PM
We are cautious about the morning 624 route as it is sometimes unreliable regarding time and new driver.	624 PM

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We find there are not enough bus routes from Golden Valley HS down Newhall Ranch Road. The buses provided for students are often loaded to unsafe capacity due to lack of buses to meet the needs of students taking the buses home.	629 PM
We live at Copper Hill and McLean, it take 2 hours to go 6 miles and after that he still has to do some walking, his school has only four buses a day none come close to direct drop off at the school. Poor bus system for Bowman students.	642 AM
We live in River Village & would use the bus servicing AS & Saugus. We'd like to see a stop added by Santa Clarita Pkwy in addition to the current Millhouse one. We ended up in a carpool, but would potentially use in the future. We didn't learn about the bus until after school started. The AM bus times are too early, but the PM is what we'd most likely use. Please keep the service and/or offer more options. Please help inform parents of bus routes. Thanks.	Other SCT Route
We need bus service down Sand Canyon Road to Placerita.	Other SCT Route
Wednesday bus arrives late for pickup at Saugus.	633 PM
When my daughters were in junior high at Rio Norte, they rode the bus several times per week. We had many issues with other students and behavior. I also had to call the City to speak with transportation because the driver would not stop for my daughters at the Bridgeport stop. Video was pulled and it was noted that my daughters were pulling for the stop. I hope that this route has improved; we have had no issues with the high school routes.	624 PM
Wish there were 2nd trips from school to homes. At time school dismisses late and buses have left already.	634 PM
With the construction on Sierra Highway kids who get off normally at Golden Valley and Sierra Highway have to cross the street at rainbow glen walk up to golden valley and then cross back over. Wish they didn't have to cross Sierra Highway twice.	627 PM
Works well for our child as stops are very convenient and close to our home.	622 PM
Would like bus time to align with 0650 start time at school.	636 AM
Would like service to the Five Knolls area.	638 PM
You need to provide a later bus for kids who have practice after school. You should also have a route to Golden Valley over the summer for kids who have practice. The only public route takes you on a whole tour of Santa Clarita. One bus route up Golden Valley would make more sense.	628 PM