Placer Commuter Express September 2011 Passenger Survey Results

1) How did you first learn about PCE?

5	4.3%	Advertisement		30	25.9%	Internet
68	58.6%	Word-of-mouth		13	11.2%	Employer
	Tot	al replies to this au	estion.	116		

3) How often do you ride PCE?

0	0.0%	Less than once/wk	17	12.9%	2-3 times/wk
1	0.8%	Once a week	114	86.4%	4-5 times/wk
			122		

5) If you purchase PCE passes or tickets, how do you get them?

ĺ	•	54	47.0%	Through employer		30	26.1%	Through mail
		31	27.0%	In person at PCT o	ffice in	Auburn		

115

2) How long have you been riding PCE?

16	12.1%	0 - 6 months	15	11.4%	7 - 12 mo
25	18.9%	1 - 2 years	19	14.4%	2 - 3 years
19	14.4%	3 - 4 years	38	28.8%	4 + years
		-	132		

4) How do you pay your PCE fare?

83	62.9%	PCE mo pass	12	9.1%	Rsvl pass/ticket
32	24.2%	PCE daily ticket	2	1.5%	Sac RT pass
1	0.8%	Cash	2	1.5%	Capitol Cor pass

132

6) Where do you board PCE in the morning and what time?

	Bus 1			Bus 2			Bus 3			Bus 4			Total	
Colfax	0	0.0%	5:20	0	0.0%	5:40	2	1.6%	6:23		0.0%		2	1.6%
Clipper Gap	1	0.8%	5:32	0	0.0%	5:52	4	3.2%	6:35		0.0%		5	4.0%
Auburn	7	5.6%	5:43	5	4.0%	6:03		0.0%		15	12.1%	6:37	27	21.8%
Penryn	1	0.8%	5:55	1	0.8%	6:15	6	4.8%	6:50		0.0%		8	6.5%
Loomis	3	2.4%	5:59	5	4.0%	6:19		0.0%		7	5.6%	6:53	15	12.1%
Rocklin	4	3.2%	6:06	5	4.0%	6:26		0.0%		9	7.3%	7:00	18	14.5%
Roseville	16	12.9%	6:15	10	8.1%	6:35	23	18.5%	7:00		0.0%		49	39.5%
	32	25.8%		26	21.0%	<u>-</u> '	35	28.2%		31	25.0%		124	

7) How do you travel to the above boarding location?

103	83.1%	Drive alone	3	2.4%	Walk
11	8.9%	Carpool	1	0.8%	Bus
4	3.2%	Dropped off	2	1.6%	Bike
			124		

8) When you get off PCE in Sacramento,

how do you get to your final AM destination?

121	96.8%	Walk	1	0.8%	Bike
2	1.6%	Bus	1	0.8%	Light Rail
			125		•

9) Where do you work?

116	95.1%	Government	6	4.9%	Private	

10) Where do you board PCE in the afternoon and what time?

	Bus 1			Bus 2			Bus 3			Bus 4			Total	
J & 4th	2	1.6%	4:17	1	0.8%	4:22	3	2.4%	4:32	3	2.4%	5:15	9	7.2%
J & 8th	6	4.8%	4:19	2	1.6%	4:24	1	0.8%	4:34	2	1.6%	5:17	11	8.8%
J& 11th	6	4.8%	4:21	4	3.2%	4:26	3	2.4%	4:36	2	1.6%	5:19	15	12.0%
15th & K	5	4.0%	4:24	2	1.6%	4:29	1	0.8%	4:39	0	0.0%	5:22	8	6.4%
15th & N	8	6.4%	4:25	5	4.0%	4:30	5	4.0%	4:40	5	4.0%	5:23	23	18.4%
P & 13th	4	3.2%	4:27	3	2.4%	4:32	3	2.4%	4:42	3	2.4%	5:25	13	10.4%
P & 9th	4	3.2%	4:30	6	4.8%	4:35	8	6.4%	4:45	5	4.0%	5:28	23	18.4%
P & 5th	4	3.2%	4:32	7	5.6%	4:37	6	4.8%	4:47	6	4.8%	5:30	23	18.4%
	39	31.2%	5'	30	24.0%		30	24.0%		26	20.8%	5'	125	

11) Do you have a car available for your commute?

122	93.8%	Yes	8	6.2%	No	
			1.20			

12) What is your daily work schedule - begin time?

12) ((11th 15)	our uur	ij work schedule
2	1.6%	6:00-6:30
7	5.5%	6:45
20	15.6%	7:00
7	5.5%	7:15
21	16.4%	7:30
20	15.6%	7:45
49	38.3%	8:00
1	0.8%	8:30
1	0.8%	9:00
128	-	

12) Daily work schedule - end time?

	1	0.8%	1:00
	4	3.1%	3:30
	13	10.2%	4:00
	28	21.9%	4:15
	42	32.8%	4:30
	4	3.1%	4:45
	27	21.1%	5:00
	3	2.3%	5:15
	5	3.9%	5:30
128	1	0.8%	6:00 or late
			=

12) Work days?

87	87.9%	M-F
7	7.1%	M-Th
5	5.1%	Other
00		

Placer Commuter Express September 2011 Passenger Survey Results

 $13) \ Locate \ your \ Sacramento \ bus \ stop \ below, \ and \ then \ fill \ in \ your \ ideal \ morning \ \underline{ARRIVAL} \ time \ next \ to \ your \ stop.$

	J&4	J&8	J&11	15&K	15&N	P&13	Р8	29	P&5				
5:15													
5:30													
6:00				1	1			1					
6:15													
6:30	1	1	1				1	1					
6:45	4	3	1		3			3	2				
7:00	1	2	3	1	1		1	3	3				
7:15	1	1	2	1	3		1	1	4				
7:30	3	6	3		5		1		1				
7:45	1	3	6	1	5		5	6	8				
8:00			1		1			2	2				
8:15			1								6:30 & earlier	8	7%
8:30									1		6:45-7	31	26%
8:45							1				7:15-7:30	33	28%
9:00							1				7:45-8	41	35%
) Fill in you	ır ideal	afternoon DEPA	RTURI	time.	•					=	8:15 & later	4	3%
	J&4	J&8	J&11	15&K	15&N	P&13	Р8	2 9	P&5				
3:00													
3:15	1												
3:30	1		1				1	1	1				
	1		1				1	1	1				
3:30		2	3	1			2	2	1	- - -			
3:30 3:45	1	2 3			1				•	-			
3:30 3:45 4:00			3	1	1 11				•	- - - -	3:45 & earlier	7	6%
3:30 3:45 4:00 4:15	2	3	3 2	1			2	2	1		3:45 & earlier 4-4:15	7 20	6% 17%
3:30 3:45 4:00 4:15 4:30	2 2	3	3 2 5	1	11		2	2 5	1 6				
3:30 3:45 4:00 4:15 4:30 4:45	2 2	3	3 2 5	1	11 5		2	5 3	1 6		4-4:15	20	17%
3:30 3:45 4:00 4:15 4:30 4:45 5:00	2 2 1	3 1 2 1	3 2 5 2	1	11 5		2 3 1	5 3 2	6 8		4-4:15 4:30-4:45	20 60	17% 50%
3:30 3:45 4:00 4:15 4:30 4:45 5:00 5:15	2 2 1	3 1 2 1	3 2 5 2	1	11 5 1 3		2 3 1 2	2 5 3 2 5	1 6 8		4-4:15 4:30-4:45 5-5:15	20 60 20	17% 50% 17%
3:30 3:45 4:00 4:15 4:30 4:45 5:00 5:15 5:30	2 2 1	3 1 2 1	3 2 5 2	1	11 5 1 3		2 3 1 2	2 5 3 2 5 1	1 6 8		4-4:15 4:30-4:45 5-5:15	20 60 20	17% 50% 17%
3:30 3:45 4:00 4:15 4:30 4:45 5:00 5:15 5:30 6:30 6:45	1 2 2 1 2	3 1 2 1 2	3 2 5 2	1	11 5 1 3		2 3 1 2 2 2	2 5 3 2 5 1 1	1 6 8 1 4	transit fo	4-4:15 4:30-4:45 5-5:15	20 60 20 12	17% 50% 17% 10%
3:30 3:45 4:00 4:15 4:30 4:45 5:00 5:15 5:30 6:30 6:45 Where do	2 2 1 2 2 you liv	3 1 2 1 2 2	3 2 5 2 1 2	1 4 1	11 5 1 3 1		2 3 1 2 2 2	2 5 3 2 5 1 1	1 6 8 1 4		4-4:15 4:30-4:45 5-5:15 5:30 & later	20 60 20 12 nd from wor	17% 50% 17% 10%
3:30 3:45 4:00 4:15 4:30 4:45 5:00 5:15 5:30 6:30 6:45 Where do	2 2 1 2 2 you livit, / limits,	3 1 2 1 2 1 2 ve? mark Unincorpora	3 2 2 5 5 2 2 1 1 2 2 ted Place	1 4 1 1 er Coun	11 5 1 3 1		2 3 1 2 2 2	2 5 3 2 5 1 1 1 0) Do 2	1 6 8 1 4		4-4:15 4:30-4:45 5-5:15 5:30 & later	20 60 20 12 nd from wor	17% 50% 17% 10%
3:30 3:45 4:00 4:15 4:30 4:45 5:00 5:15 5:30 6:30 6:45 Where do f outside city	2 2 1 2 2 you liv / limits, 8.5%	3 1 2 1 2 1 2 re? mark Unincorpora Auburn	3 2 5 2 2 1 2 2 ted Place	1 4 1	11 5 1 3 1 ty)		2 3 1 2 2 2	2 5 3 2 5 1 1 1 0) Do 2	1 6 8 1 4		4-4:15 4:30-4:45 5-5:15 5:30 & later	20 60 20 12 nd from wor	17% 50% 17% 10%
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3:30 3:45 4:00 4:15 4:30 4:45 5:00 5:15 5:30 6:30 6:45 Where do f outside city 11 15	2 2 1 2 2 you liv / limits, 8.5% 0.8% 11.5%	a 3 1 2 2 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2	3 2 5 2 1 2 ted Plac 25 21	er Coun 19.2% 16.2% 32.3%	ty) Rocklin Rosevil Uninc.	lle Placer Co.	2 3 1 2 2 2	2 5 3 2 5 1 1 1 0) Do 2	1 6 8 1 4		4-4:15 4:30-4:45 5-5:15 5:30 & later	20 60 20 12 nd from wor	17% 50% 17% 10%
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3:30 3:45 4:00 4:15 4:30 4:45 5:00 5:15 5:30 6:30 6:45 6) Where do f outside city 11 15	2 2 1 2 2 you liv / limits, 8.5% 0.8% 11.5% 6.9%	a 3 1 2 2 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2	3 2 5 2 1 2 ted Place 25 21 42	er Coun 19.2% 16.2% 32.3% 0.0%	ty) Rocklin Rosevil Uninc.	lle Placer Co.	2 3 1 2 2 2	2 5 3 2 5 1 1 1 0) Do 2	1 6 8 1 4		4-4:15 4:30-4:45 5-5:15 5:30 & later	20 60 20 12 nd from wor	17% 50% 17% 10%

4	4.9%	Capitol Corridor	24	29.6%	Rsvl Commuter
	0.0%	Placer Co Transit	35	43.2%	Drive alone
11	13.6%	Carpool/vanpool	6	7.4%	Sac RT
			1	1.2%	Telecommute
		•	81		•

61	50.8%	Drove alone	16	13.3%	Sac RT
17	14.2%	Carpool/vanpool	0	0.0%	Placer Co Transit
9	7.5%	Capitol Corridor	14	11.7%	Rsvl Commuter
1	0.8%	Walked	2	1.7%	Other
		•	120		

19) Why do you use PCE?

38	31.4%	Save money	6	5.0%	Comfort
57	47.1%	Convenient	11	9.1%	Traffic
5	4.1%	Relax	4	3.3%	Environment
		<u> </u>		121	

20) What is your overall level of satisfaction with PCE?

90	68.7%	Very satis	sfied	3	2.3%	Dissatisfied
38	29.0%	Satisfied			0.0%	Very dissatisfied
				131		

98% Satisfied or very satisfied

21) Please list any suggestions you have to improve PCE.

(Most popular responses listed below.)

35	50.7%	Add more routes
11	15.9%	Stay on time
6	8.7%	Improve bus (a/c, leg room, cup holders, etc.)

5	7.2%	More purchasing options
9	13.0%	Compliment drivers
3	4.3%	Better communication w drivers
69		



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