

Table 2
According to Recent Customer Surveys, Most Riders Are Satisfied With Existing Services

AGENCY	DATES SURVEY CONDUCTED	MODE OF SURVEY AND NUMBER OF RESPONDENTS	KEY FINDINGS
AC Transit	April – May 2023	Bus stop in-person surveys 1,101 respondents	<ul style="list-style-type: none"> • 64% satisfied with overall experience • 51% satisfied with bus stop signage • 48% satisfied with reliability
County Connection	October – November 2023	Onboard survey 872 respondents	<ul style="list-style-type: none"> • 73% rated connections with other transit agencies as good or excellent • 57% rated on-time operation/reliability as good or excellent • 26% desired more frequent service
LAVTA	September – October 2025	Onboard survey 286 respondents	<ul style="list-style-type: none"> • 88% satisfied with LAVTA's service • 83% satisfied with ease of use of route/ service information • 75% satisfied with on-time operation
Tri Delta Transit	June – July 2024	Online Community Survey 205 respondents	<ul style="list-style-type: none"> • 59% rated ease of navigating the transit system as good or excellent • 58% rated agency communications with riders as good or excellent • 61% rated service reliability as good or excellent • 51% of riders indicated more frequent service as service improvement priority
WestCAT	December 2024	Onboard Survey 640 respondents	<ul style="list-style-type: none"> • 65% rated overall satisfaction with WestCAT's services as very good or excellent • 59% rated the directness of routes as very good or excellent • 61% preferred more frequent service over extending geographic coverage with lower frequency

Source: Agency survey reports.