



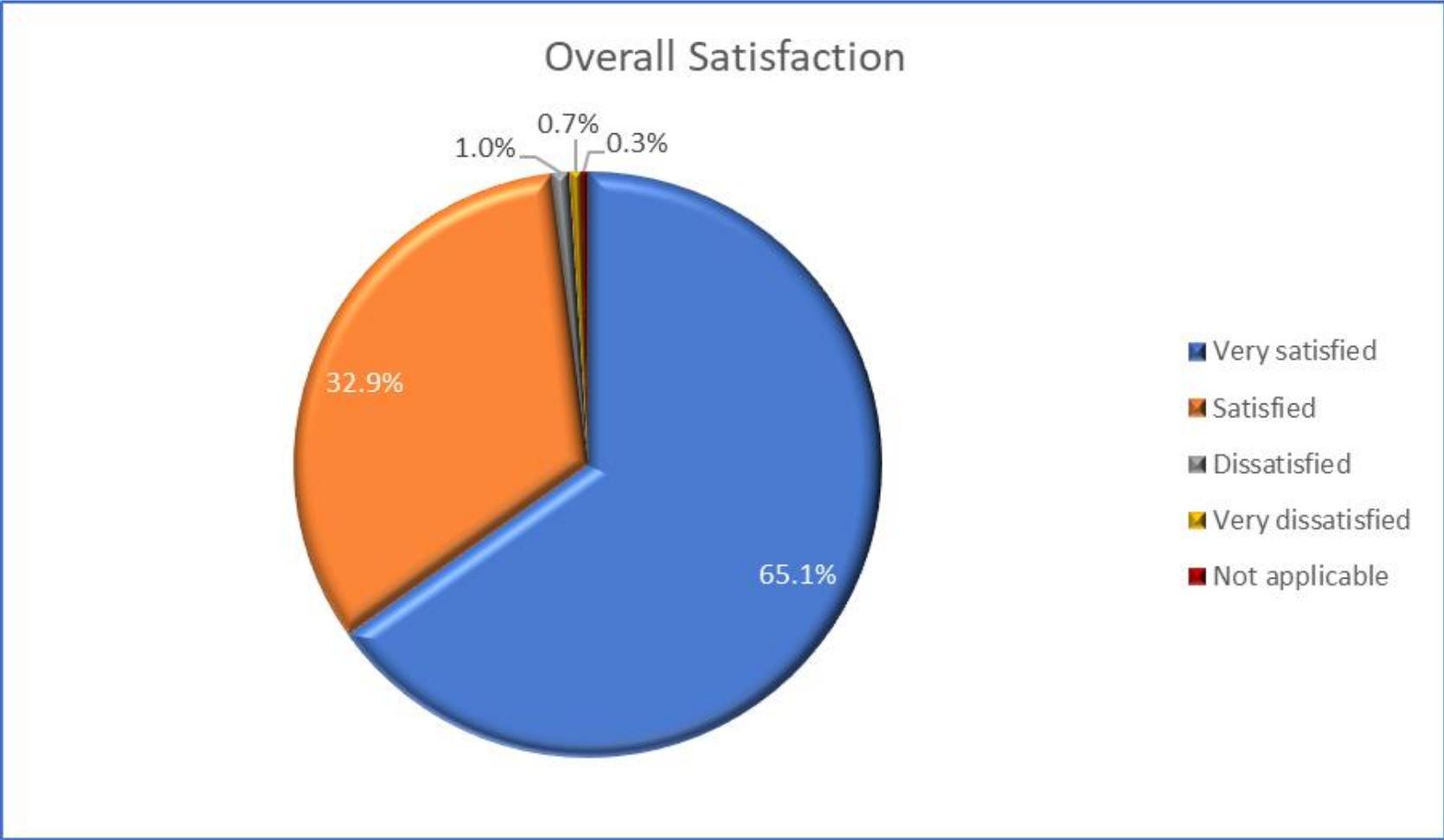
2025 Fixed Route Rider Satisfaction Survey

A Summary of Results



lebanon transit
RIDE ON.

Overall satisfaction with Fixed Route service

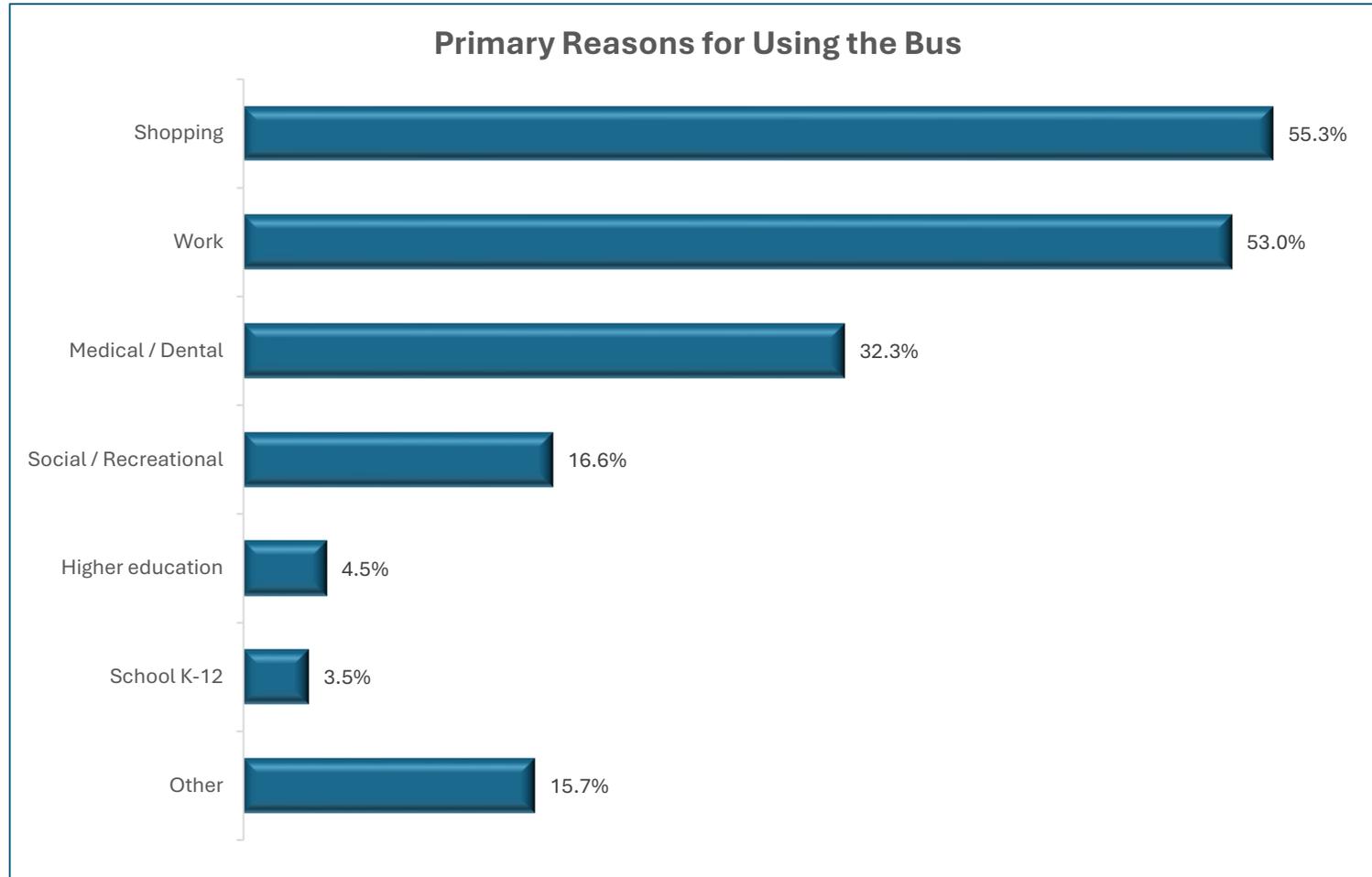


Aspects of Satisfaction

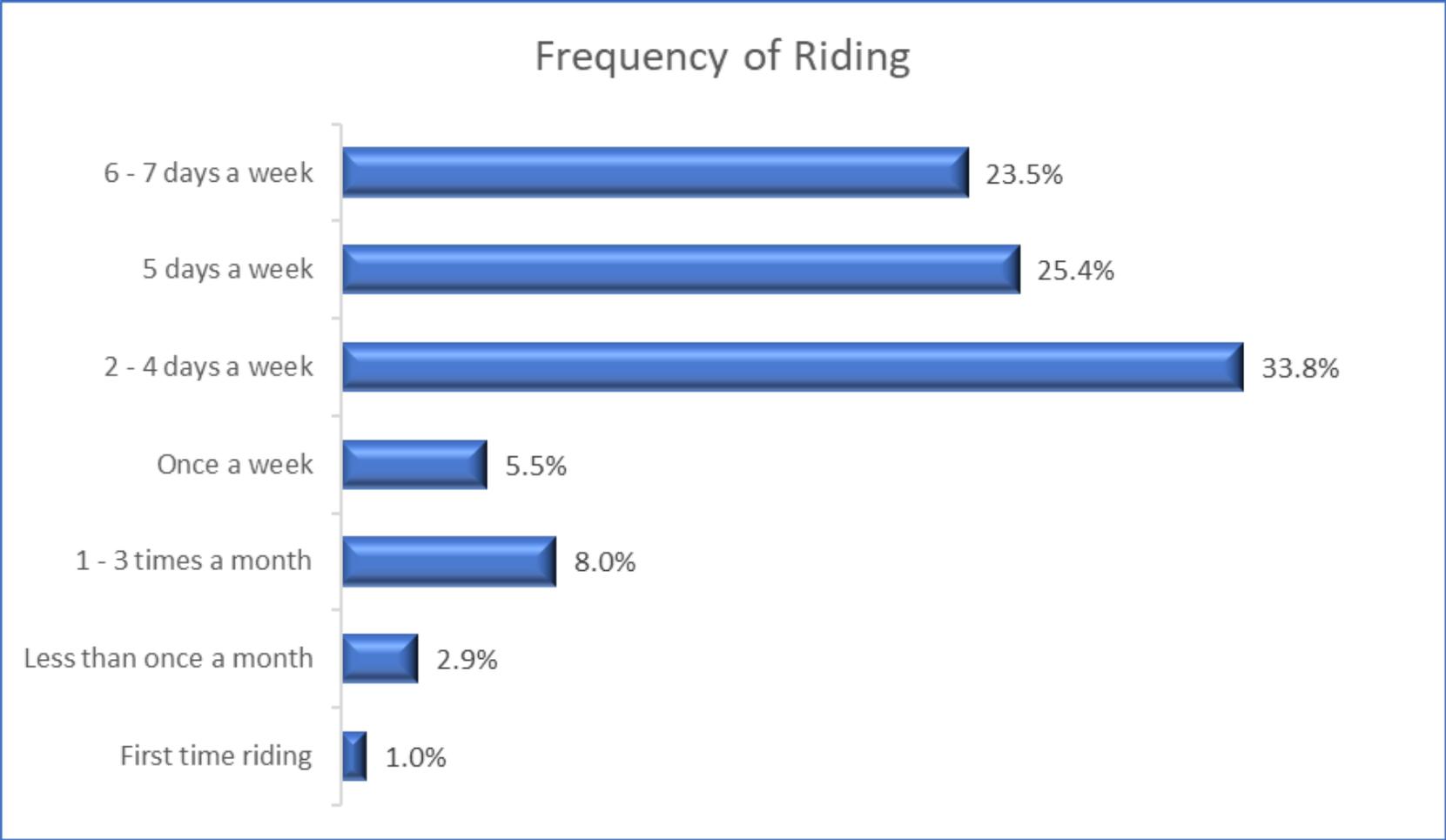
Performance Measure	Average Rating	Unfavorable (%)**
Safe and competent drivers	4.66	2.3%
Cleanliness inside the bus	4.64	1.6%
Availability of seats on the bus	4.63	2.3%
Driver courtesy and friendliness	4.63	2.6%
Helpfulness of employees	4.63	2.6%
Personal safety on buses/at stops	4.59	1.9%
Cost to ride bus	4.58	2.3%
Park-and-ride lots	4.56	2.5%
Frequency of weekday service	4.49	4.3%
Bus stop maintenance	4.49	4.3%
Bus schedule - easy to understand	4.49	5.6%
Bus schedule availability	4.47	6.9%
On time arrivals and departures	4.45	5.6%
Comfortable bus seats	4.45	5.8%
Comfortable temperature on bus	4.43	5.6%
myStop Mobile app / Real-time bus tracker	4.42	7.4%
Telephone customer service	4.41	5.6%
Website - easy to navigate	4.36	8.7%
Comfort at bus stops	4.30	8.9%
Frequency of weekend service	4.19	13.6%



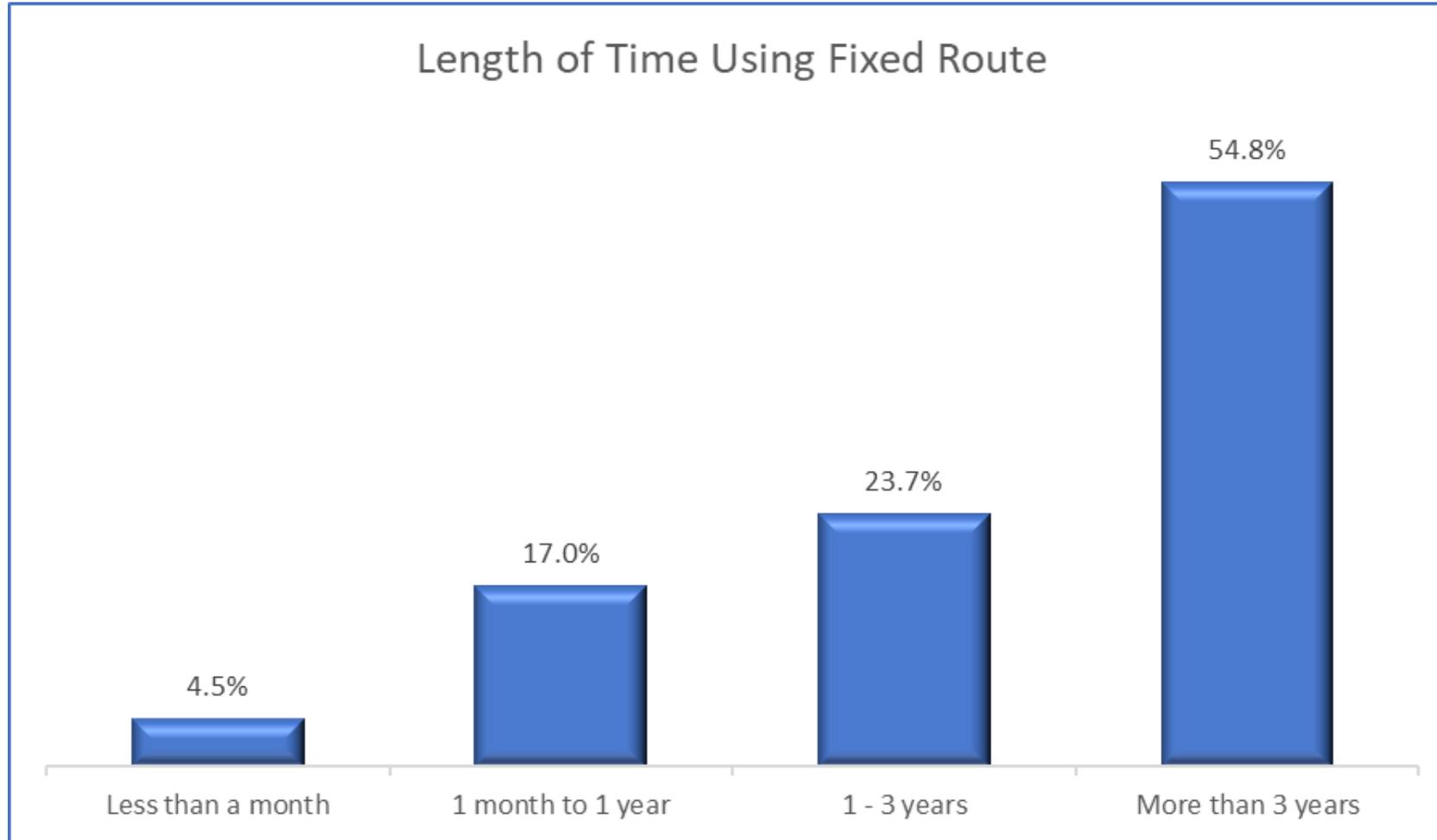
What are the primary reasons you use the bus?



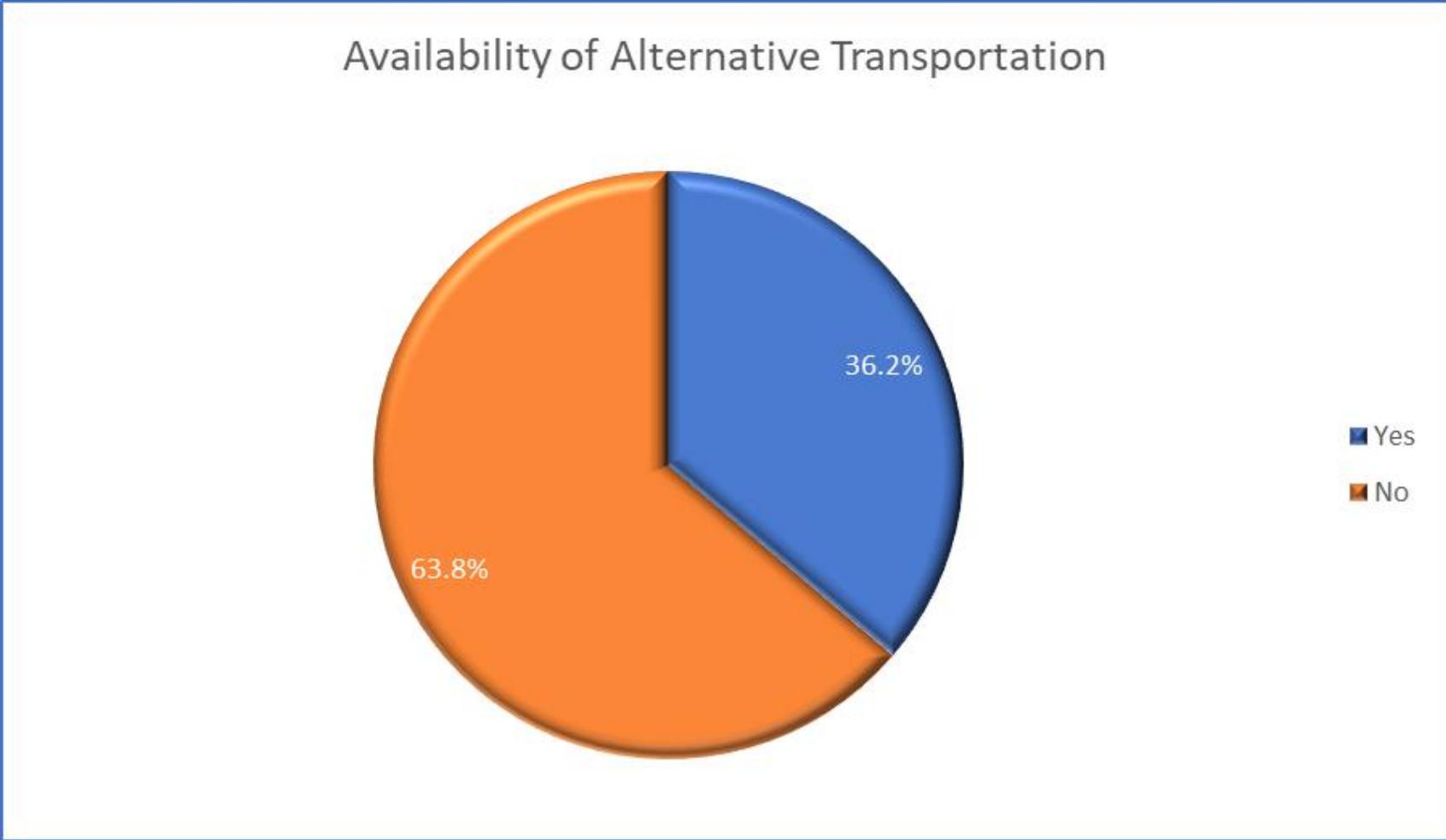
How often do you ride the bus?



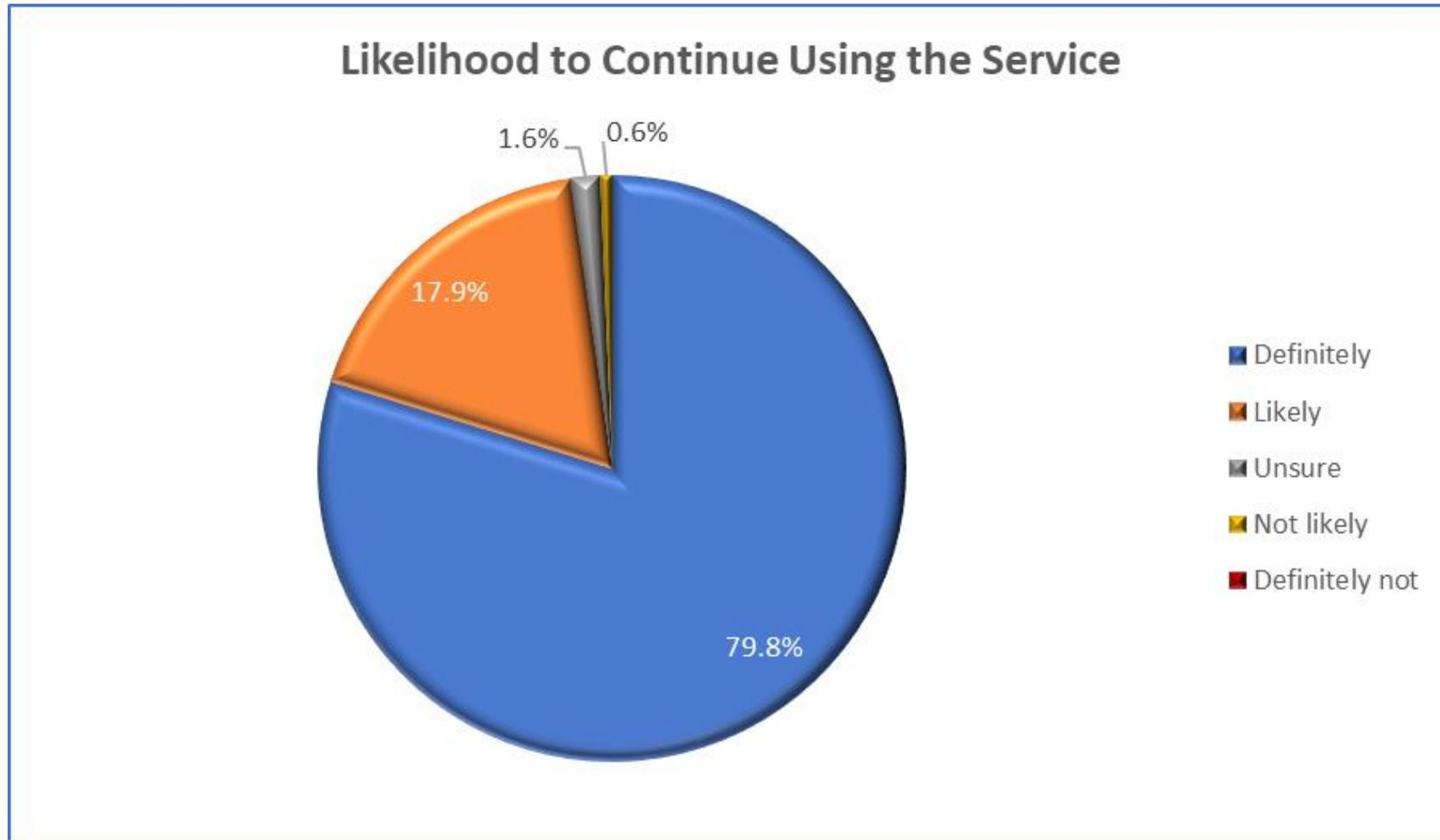
How long have you been using this transit service?



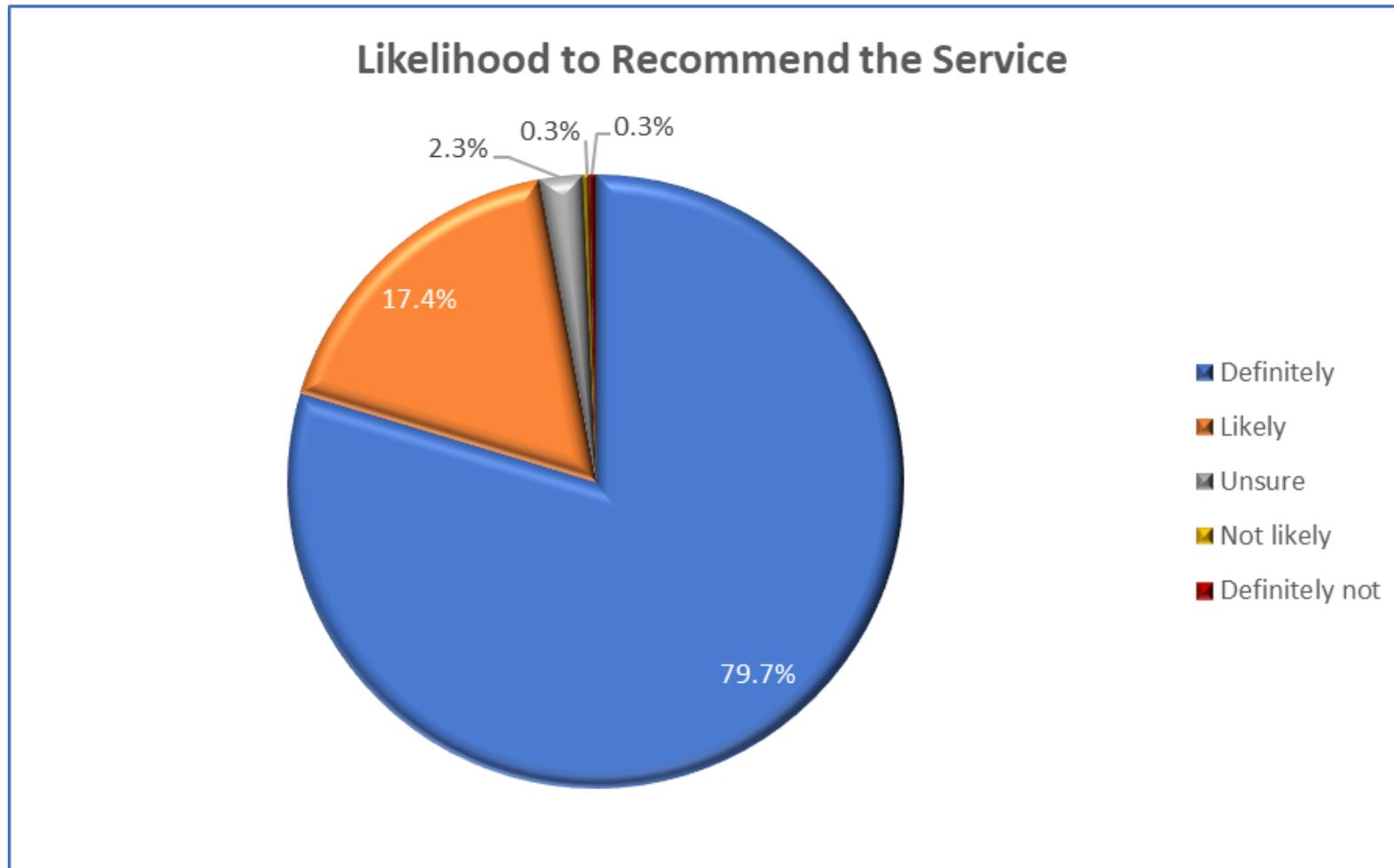
Do you have alternate transportation?



Will you continue using this bus service?



Would you recommend this bus service?



Getting to / from the bus

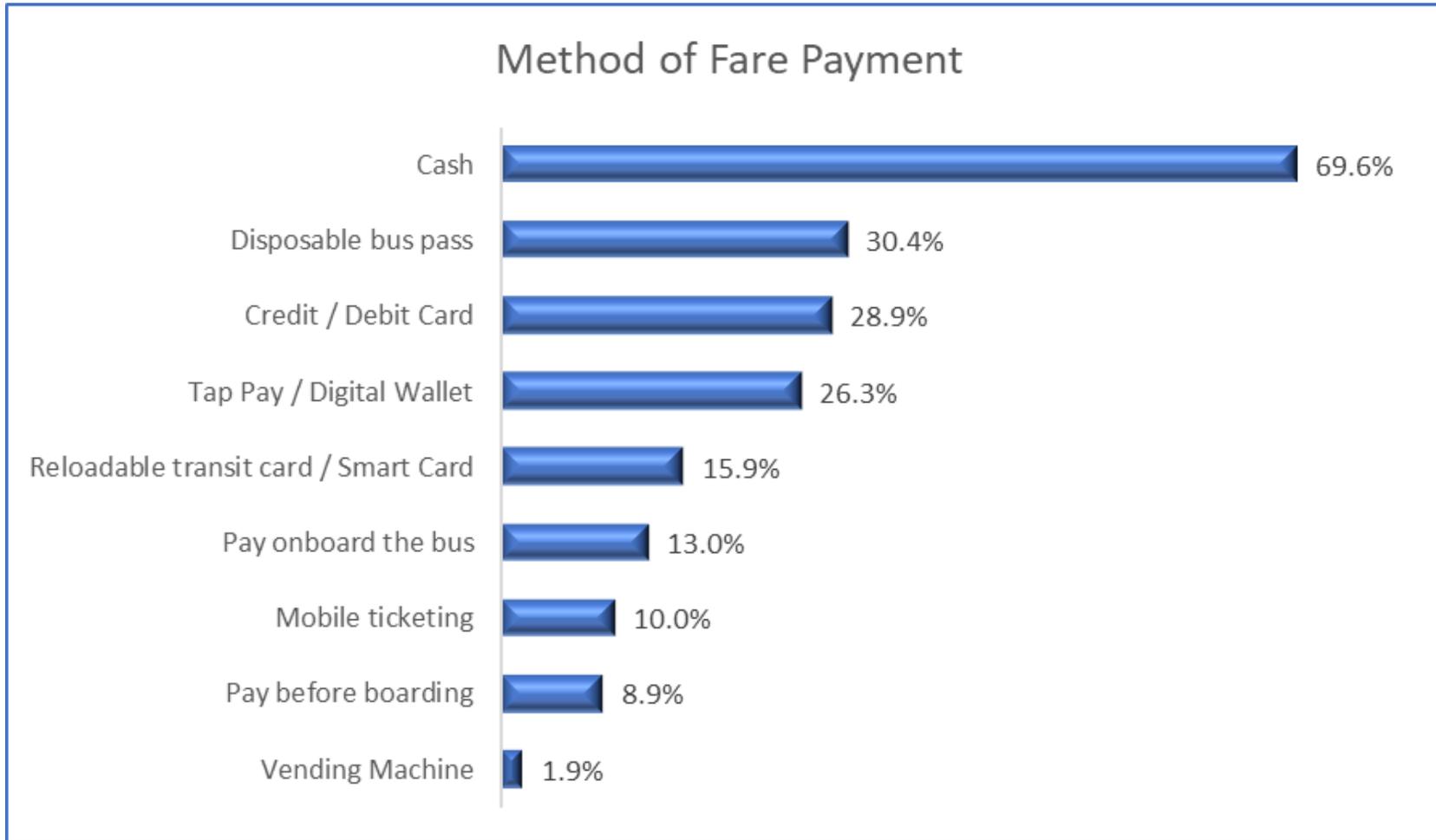
More than **80%** of riders walk to and from the bus.

About **7%** get a ride.

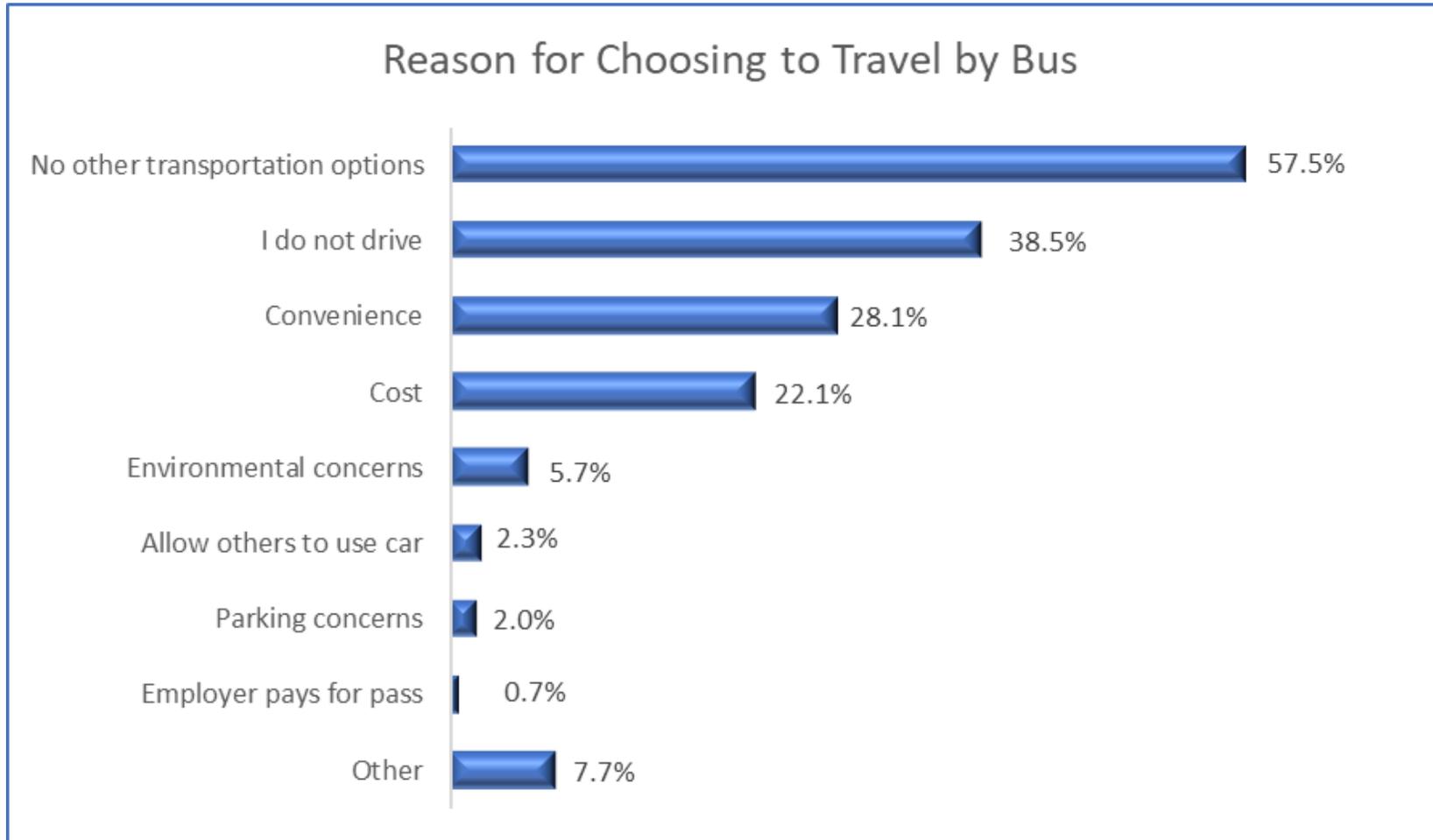
About **4%** Ride On with a bike / e-bike.



What method(s) of payment would you like to use to pay for your bus trips?



Why do you travel by bus?



Who are our riders?

More than **4 in 5** reside in or right around Lebanon City.

54% are female.

More than **half** are employed, while more than **¼** are retired.



Who are our riders?

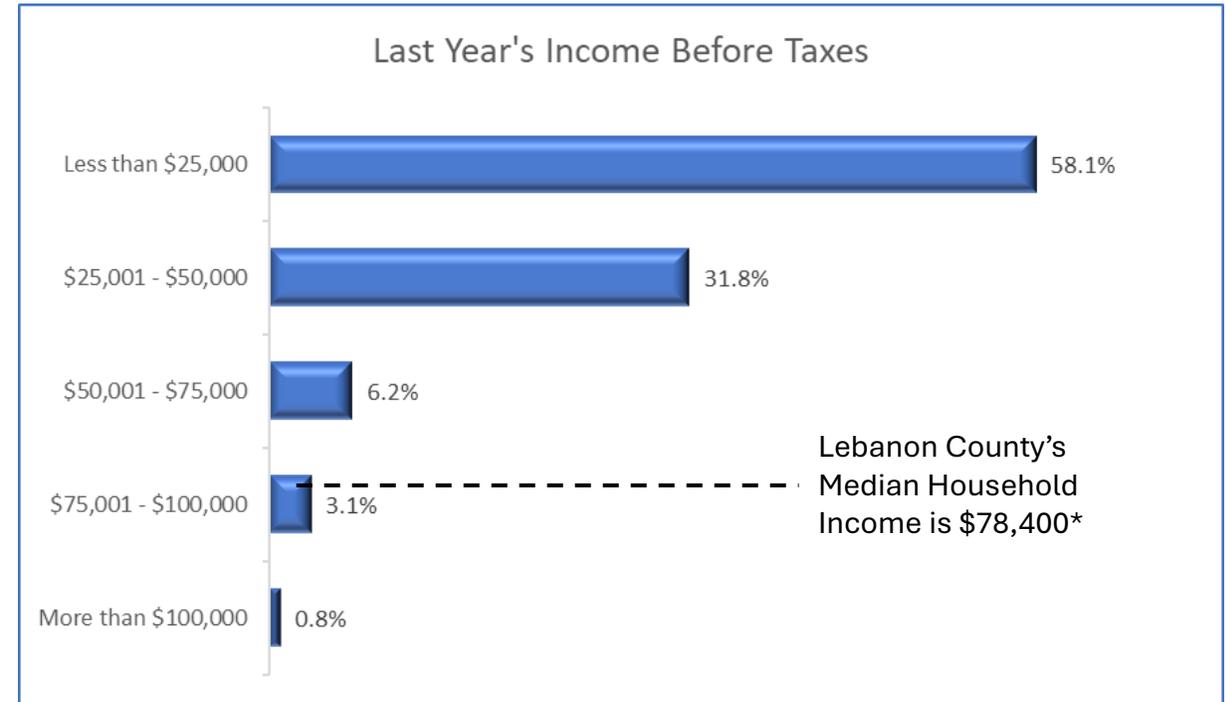
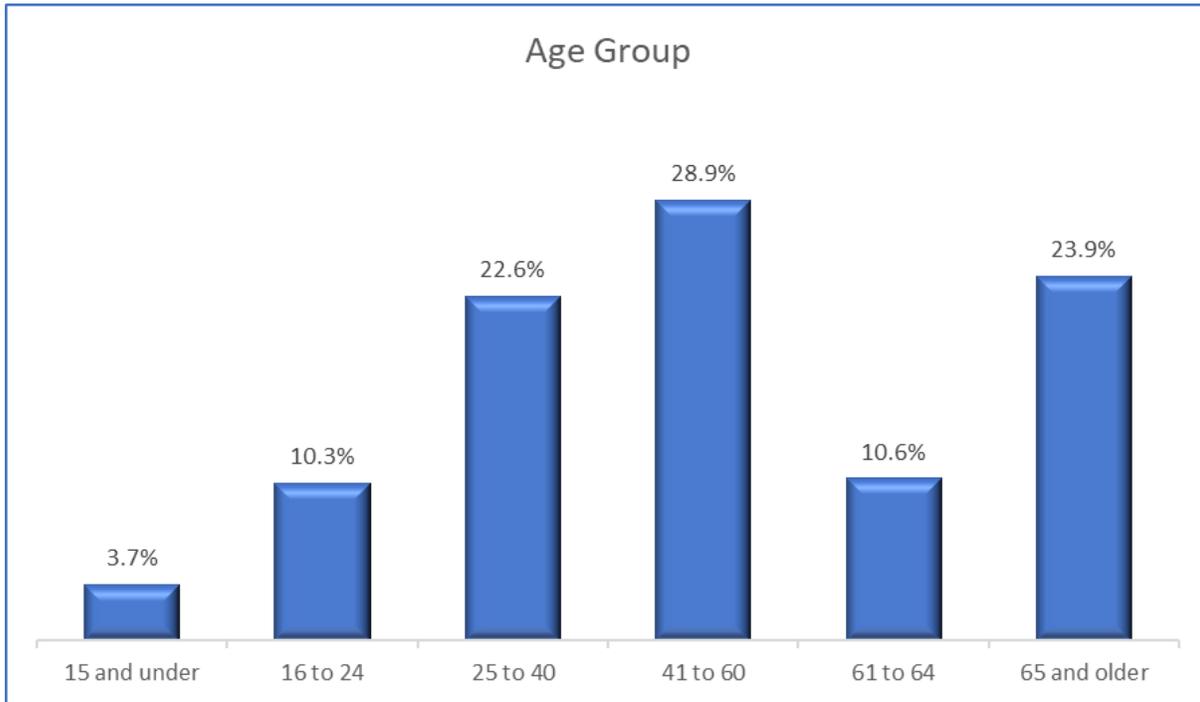
25% have a disability that impairs mobility, sight, or hearing.

54% White, **30%** Latino-Hispanic, and **14%** Black.

90% speak English, while nearly $\frac{1}{4}$ speak Spanish



Who are our riders?



* <https://www.census.gov/quickfacts/fact/table/lebanoncountypennsylvania#>



Recommendations

- 1) Evaluate options to expand weekend service.
- 2) Assess the need for bus stop improvements.
- 3) Consider offering more late afternoon / evening service.
- 4) Consider adding new or additional service to locations of interest.
- 5) Evaluate the need to make bus schedules more readily available.
- 6) Look to better understand rider concerns with myStop.

