



Final Passenger Survey Summary

To: Mike Costa, Placer County Transportation Planning Agency
From: WSP
Date: Monday, March 9th
Subject: Final Passenger Survey Summary

Introduction

This document contains results from the passenger survey conducted online as part of the Placer County Transportation Planning Agency's (PCTPA) Placer Bus Stop Facilities Assessment and Improvement Plan. The survey was available to the public beginning January 6th and closed on February 6th. It collected feedback from transit riders across Placer County to support a countywide effort to enhance the comfort, safety, and accessibility of more than 250 bus stops served by Placer County Transit, Roseville Transit, and the former Auburn Transit Loop.

Printed and digital materials promoting the survey were distributed through PCTPA and the three transit agencies. Information about the survey was also shared through PCTPA's digital communication channels and partner platforms, as well as through coordination with local jurisdictions to help raise awareness of the project and encourage participation from transit riders throughout the county.

In total, 119 respondents provided feedback through the online passenger survey. The input summarized in this document will help identify opportunities to create a more consistent, accessible, safe, and comfortable passenger experience.



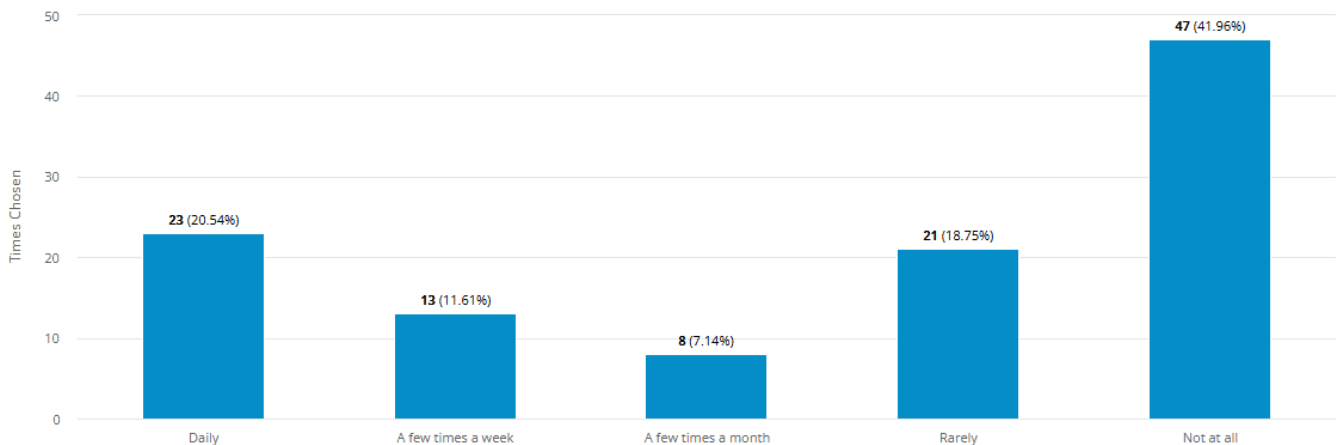
Bus Stop Details

Question #1 - How often do you ride the bus within south Placer County?

- Answered: 112
- Skipped: 5

How often do you ride the bus within south Placer County?

Number of responses: 112



Key Takeaways

- **Bus use varies across respondents.** 20.54% of respondents report riding the bus daily, while 11.61% ride a few times a week, showing that nearly one-third (32.15%) of survey respondents use the bus on a regular basis.
- **Occasional use is less common.** Only 7.14% of respondents ride the bus a few times a month, suggesting fewer respondents fall into the “occasional rider” category.
- **Most respondents ride infrequently or not at all.** A majority, 60.71%, report riding the bus rarely (18.75%) or not at all (41.96%), indicating many respondents do not currently rely on transit for regular travel.
- **Results highlight both existing riders and future opportunity.** While a consistent group of respondents depends on bus service, the large share of infrequent and non-riders suggests opportunities to increase awareness, improve access, and encourage greater transit use across Placer County.



Question # 2 - Which bus stops within south Placer County do you use more frequently to board the bus?

- Answered: 75
- Skipped: 44

The following themes were identified through analysis of the responses:

- **Major hubs are popular boarding locations.** Many respondents mentioned well-known transit centers and park-and-ride locations such as Rocklin Station, Roseville Transit Center, Auburn Station, and the Roseville Galleria, suggesting these hubs feel convenient and reliable for riders.
- **Everyday destinations influence where people board.** Stops near shopping centers, schools, and community destinations (like Sierra College, Lincoln Walmart, and local marketplaces) were commonly cited, highlighting the importance of transit access to daily activities.
- **Not everyone currently rides the bus.** Several respondents indicated “none,” “N/A,” or that the respondent does not use the bus today, providing helpful context that some feedback reflects non-riders or future riders rather than regular transit users.
- **Needs and experiences vary by location.** Responses ranged from urban hubs to smaller communities and regional destinations, with some comments pointing to gaps in service coverage or the need for basic amenities like seating.

Overall, respondents most often board at major hubs and everyday destinations, while some noted they don't currently ride, highlighting both strong core locations and opportunities to improve access and amenities across the county.

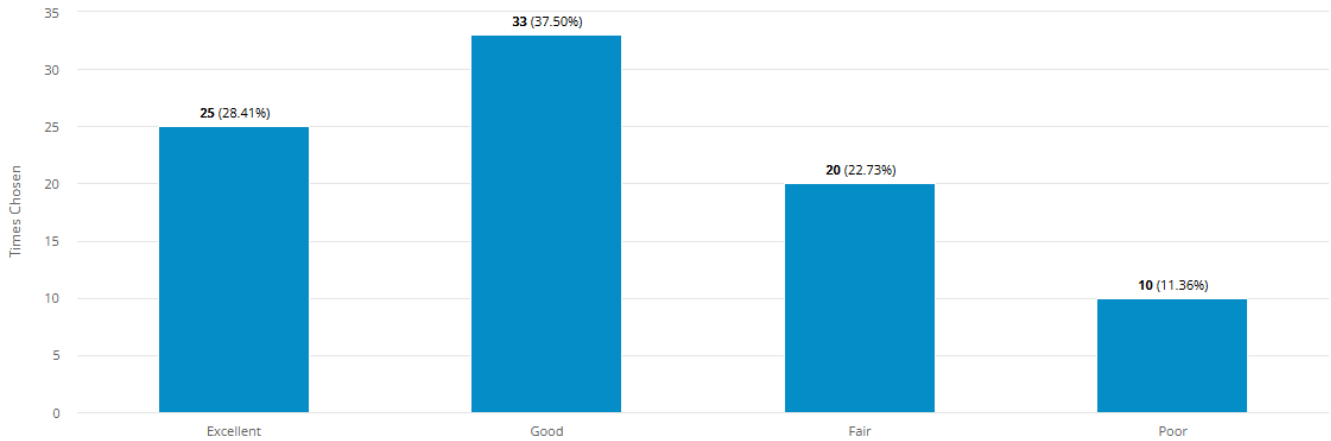


Question #3 - How would you rate the overall condition of these stops?

- Answered: 88
- Skipped: 31

How would you rate the overall condition of these stops?

Number of responses: 88



Key Takeaways

- **Overall perceptions are largely positive.** A strong majority of respondents (65.91%) rated the condition of bus stops as excellent (28.41%) or good (37.50%), suggesting that many riders feel stops are generally well maintained.
- **Room for improvement remains.** About 22.73% of respondents rated stops as fair, indicating that while conditions may be acceptable, there are opportunities to enhance comfort, amenities, or upkeep of stops.
- **A smaller share identified concerns.** Just over one in ten respondents (11.36%) rated stop conditions as poor, highlighting specific locations or issues that may need targeted attention.
- **Results point to both strengths and priorities.** While most riders have a positive experience, the presence of fair and poor ratings suggests opportunities to make strategic improvements and elevate consistency across the system.

Please explain why you gave that rating.

- Answered: 79
- Skipped: 40

The following themes were identified through analysis of the responses:

- **Cleanliness and maintenance strongly shape perceptions:** Many respondents who rated stops positively mentioned that they are clean, tidy, and generally well maintained, with regular



cleaning, neat landscaping, and minimal litter. In contrast, negative ratings were often tied to graffiti, trash, and signs or wear, particularly at the following locations:

- **Rocklin Station stop** – Several respondents specifically described Rocklin Station as clean, pleasant, and comfortable to use, with comments noting it is generally tidy and well maintained.
- **Twelve Bridges Library stop** – One respondent shared that this stop ‘looks ok,’ suggesting an acceptable overall condition and upkeep.
- **Shelter, seating, and comfort are major concerns:** A recurring theme among fair and poor ratings was the need for basic amenities including seating, shelters, shade, and weather protection. Several respondents noted having to stand on narrow sidewalks, in parking lots, or near traffic, which made them uncomfortable or unsafe, especially in heat, rain, snow, or early morning darkness.
 - **Sun City Blvd stop near Kilaga Springs** – A respondent noted the shelter was removed and there is no longer protection from the sun.
 - **Train station stops** – One respondent noted that while functional, these stops offer limited rain protection.
 - **Unnamed parking-lot commuter stops** – Several comments described standing on narrow sidewalks or in parking areas without seating or shade.
- **Safety and lighting matter, especially at certain times of day.** Respondents frequently connected their ratings to how safe and secure stops feel. Well-lit stops with clear visibility were viewed positively, while poor lighting, cramped shelters, nearby traffic and occasional shelter crowding (including people sleeping in shelters) raised safety concerns.
 - **Auburn Target stop** – Described as dark grimy contributing to discomfort while waiting.
 - **Downtown stops** – Some respondents noted graffiti, trash, and inadequate lighting, which negatively affected their sense of safety.
 - **Early-morning Route 20 stops** – One rider shared concerns about navigating crowded shelters and surrounding activity during early hours.
- **Accessibility needs are not consistently met.** Some respondents, including those using wheelchairs, scooters, or traveling with children, noted challenges related to tight spaces, narrow shelters, uneven areas, or limited maneuvering room. These comments suggest that accessibility and comfort can vary significantly from stop to stop.
 - **Rocklin Station stop (parking areas)** – While generally clean, some noted narrow parking spaces and limited covered queuing areas.
 - **Stops with small or enclosed shelters** – One respondent shared that older plexiglass makes it hard to see approaching buses and limits space for multiple users.



- **Unnamed stops used by wheelchair and scooter users** – Respondents expressed uncertainty about whether shelters and waiting areas could comfortably accommodate mobility devices.
- **Experiences differ widely across the system.** While some stops, particularly major hubs, were described as comfortable, well-designed, and reliable, others were described as basic, outdated, or missing essential features. Several respondents also noted they do not currently ride transit or lack enough experience to fully evaluate stop conditions, providing helpful context for interpreting the feedback.
 - **Rocklin Station stop** – Often cited as clean, pleasant, and well maintained.
 - **Mahany Park/Taylor Road stops** – Comments referenced capacity issues, maintenance concerns, and layout challenges.
 - **Lincoln stops (various locations)** – Several respondents noted limited-service coverage or difficulty accessing the stops.
 - **Twelve Bridges Library stop** – Described as generally acceptable.



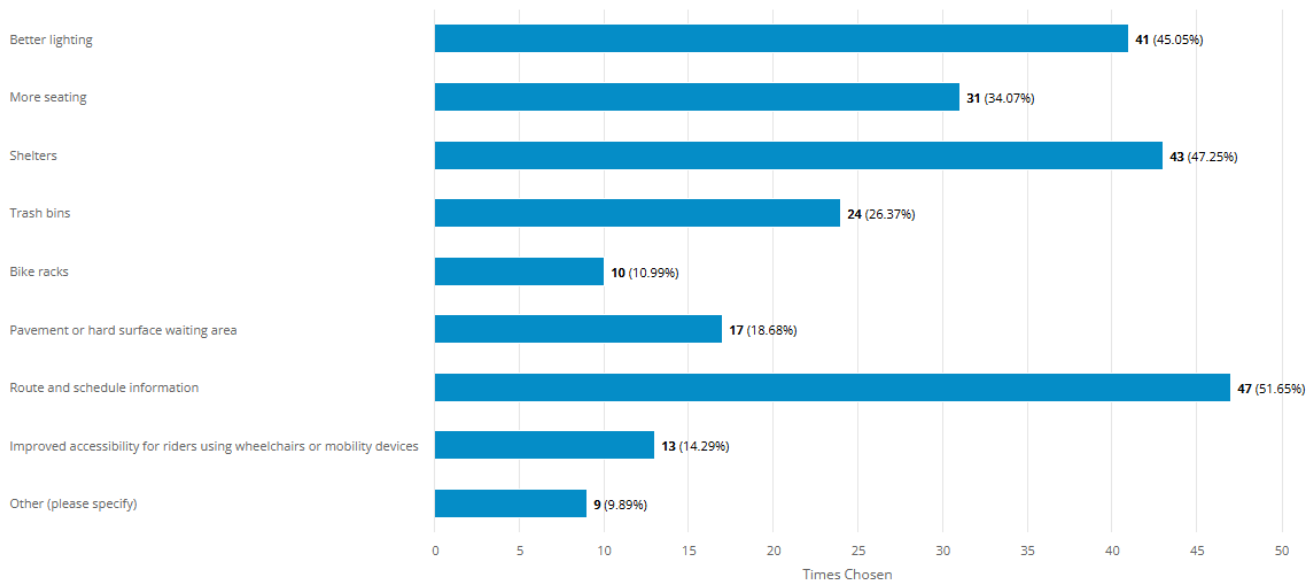
Bus Stop Improvement Priorities

Question #4 - What bus stop improvements are most important to you?

- Answered: 91
- Skipped: 28

What bus stop improvements are most important to you?

Number of responses: 91



Key Takeaways

- **Route information and weather protection rise to the top.** The most selected improvements were route and schedule information (51.65%) and shelters for weather protection (47.25%), highlighting the importance of knowing when the bus is coming and having a comfortable place to wait.
- **Safety and comfort are high priorities.** Nearly half of the respondents (45.05%) identified better lighting as a top need, while 34.07% selected more seating, underscoring the role of safety, visibility, and comfort at bus stops.
- **Cleanliness and basic amenities matter.** About 26.37% of respondents prioritized trash bins, suggesting that maintaining clean and tidy stops remains an important part of the rider's experience.
- **Access and usability improvements support a wider range of riders.** Respondents also emphasized pavement or hard-surface areas (18.68%) and improved accessibility for riders using wheelchairs or mobility devices (14.29%), pointing to opportunities to make stops more usable for all riders.



- **Bicycle amenities and other needs were less frequently cited.** Fewer respondents selected a preference for bike racks (10.99%) or other improvements (9.89%), indicating these are important for some riders but less universally prioritized.

The following key themes were identified through analysis of the ‘Other’ responses:

- **Accessibility and inclusive design needs:** Several respondents used the ‘Other’ option to highlight accessibility considerations not fully captured in the preset choices. These included requests for Braille route information or tactile indicators to help riders with visual impairments, access route and timing information via QR codes, as well as broader comments about making stops more usable for seniors. Together, these responses point to opportunities to further support riders with diverse mobility and sensory needs.
- **Climate and location specific maintenance concerns:** A smaller number of respondents emphasized snow removal as a priority, underscoring the importance of stop maintenance in areas that experience winter weather. This feedback suggests that seasonal conditions play a role in how safe and accessible stops feel for some riders.
- **Shelter layout functionality:** One response focused on the design and configuration of shelters, specifically recommending that two shelters at the Taylor Road stop be connected and that entrances be repositioned. This reflects interest not just in having shelters, but in ensuring they function well for passenger flow and waiting comfort.
- **Stop management and use of space:** Some respondents noted the importance of keeping shelters clear for commuters, suggestions that how space is managed at stops can influence comfort and usability, particularly during peak travel times.
- **Limited relevance for non-riders:** Several “Other” responses came from individuals who rarely or never use the bus, indicating that these improvements do not currently affect them. While these comments do not point to specific facility needs, they provide helpful context that some feedback reflects non-riders rather than active transit users.

Question #5 - Are there any specific stops within south Placer County where these improvements are needed?

- Answered: 49
- Skipped: 70

The following themes were identified through analysis of the responses:

- **Major corridors and high-use destinations are priority areas.** Many respondents pointed to busy corridors, commercial areas, and community destinations where improvements would have the greatest impact due to higher ridership. These comments suggest that stops serving shopping centers and major roads are seen as key candidates for upgrades related to comfort, safety, and information. Frequently referenced locations include:



- **Douglas Boulevard stops (Roseville)** – including areas east of Galleria Boulevard and near residential intersections.
- **Roseville Galleria/Sunset Boulevard area stops** – including eastbound stops across from the Bel Air and along Roseville Parkway.
- **Auburn Target stop**
- **Repeated mentions of Taylor Road/I-80 corridor.** The Taylor Road/I-80 area was mentioned multiple times. Respondents' comments align with broader themes around shelters, seating, lighting, and layout at park-and-ride and commuter-focused stops, indicating a consistent perception that improvements are needed at:
 - **Taylor Road/I-80**
 - **Taylor I-80 Park-and-Ride**
 - **Taylor Road/Sunsplash**
- **Lincoln locations highlight both stop-level and system-level gaps.** Several respondents referenced multiple locations in Lincoln including:
 - **Edgewood Road**
 - **Parkway Plaza**
 - **Willow Creek**
 - **East Avenue**
 - **Lincoln circulator stops**

Some respondents noted limited bus coverage in parts of Lincoln, indicating that access and service availability, not just stop amenities, remain concerns in this area.

- **Rocklin stops frequently cited.** Respondents identified several stops in Rocklin where improvements are needed. The following locations are largely along arterial roadways, reinforcing feedback that stops on major streets often need better lighting, shelter, and pedestrian amenities:
 - **Sunset Boulevard**
 - **Sierra College**
- **Safety, lighting, and wayfinding are common cross-cutting issues.** Beyond naming locations, respondents repeatedly emphasized poor lighting, need for clear route and schedule information, and expressed difficulty accessing maps or stop information. Some noted that stops assume smartphone access, while others requested more visible, on-site information, which suggests that wayfinding improvements would benefit riders systemwide, not just at specific stops.

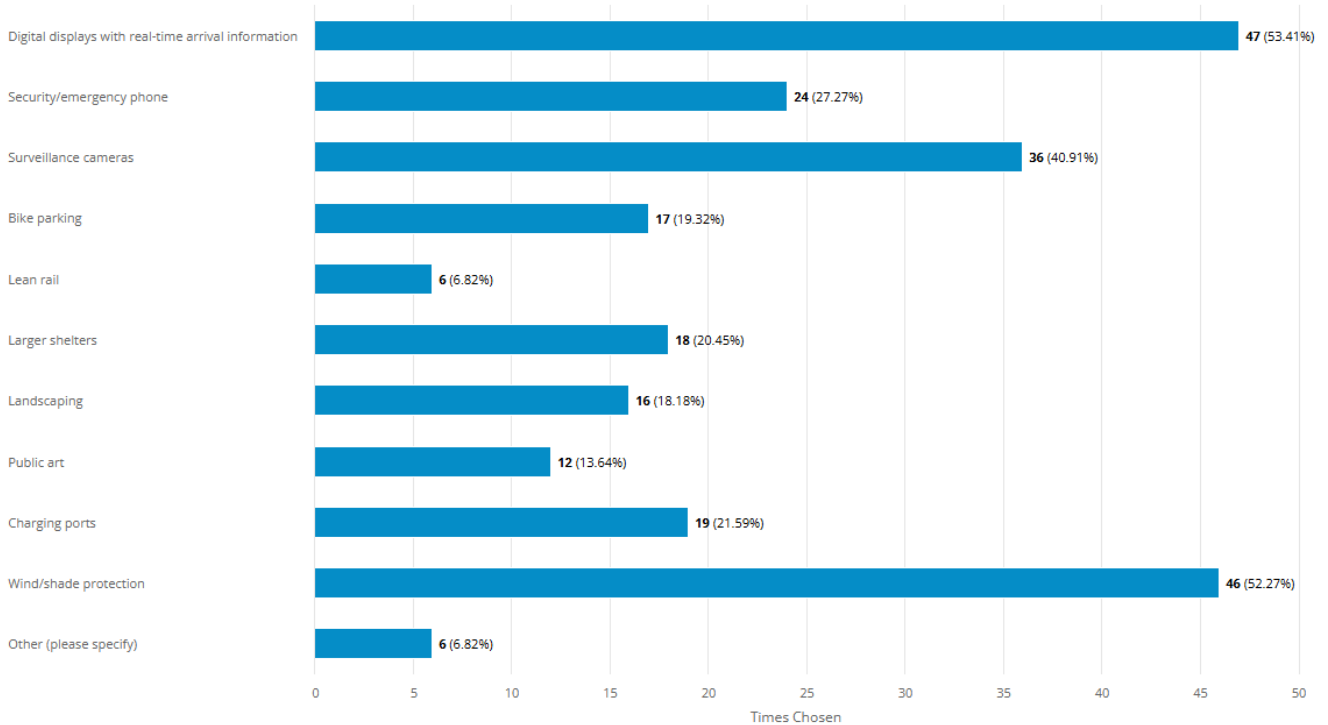


Question #6 - What additional amenities would improve your bus stop experience the most?

- Answered: 88
- Skipped: 31

What additional amenities would improve your bus stop experience the most?

Number of responses: 88



Key Takeaways

- **Real-time information and weather protection are top priorities.** The most frequently selected amenities by respondents were digital displays with real-time arrival information (53.41%) and wind/shade protection (52.27%), highlighting how important it is for riders to both know when the bus is arriving and feel comfortable while waiting.
- **Safety-related amenities rank highly.** A significant share of respondents prioritized surveillance cameras (40.91%) and security or emergency phones (27.27%), reinforcing that visibility, security, and access to help are key elements of a positive bus stop experience.
- **Comfort and convenience remain important.** Respondents also emphasized larger shelters (20.45%), charging ports (21.55%), and bike parking (19.32%), suggesting interest in amenities that support longer waits, multimodal trips, and modern device use.
- **Streetscape enhancements support the overall experience.** While selected less frequently, amenities such as landscaping (18.18%) and public art (13.64%) were still valued by some



respondents, indicating interest in bus stops that felt welcoming and well-integrated into their surroundings.

- **Niche needs were identified by a smaller group.** Fewer respondents selected lean rails (6.82%) or provided other suggestions (6.82%), suggesting these amenities may be most appropriate for targeted locations rather than systemwide deployment.

The following key themes were identified through analysis of the 'Other' responses:

- **Safety, cleanliness, and basic upkeep matter more than new amenities for some respondents.** Several comments focused on maintaining safe, orderly spaces, such as snow removal and a visible security presence suggesting that fundamental maintenance and safety concerns can outweigh interest in additional features.
- **Some respondents are looking beyond bus stops to broader transportation solutions.** A few respondents expressed interest in larger system-level changes (such as rail service or reducing congestion), indicating that stop-level amenities alone may not address all mobility needs or preferences.
- **A portion of feedback reflects limited current use of transit.** A few respondents noted that they do not regularly use the bus, providing helpful context that some perspectives are shaped by broader travel preferences rather than day-to-day experience with bus stops.



Bus Stop Accessibility and Safety

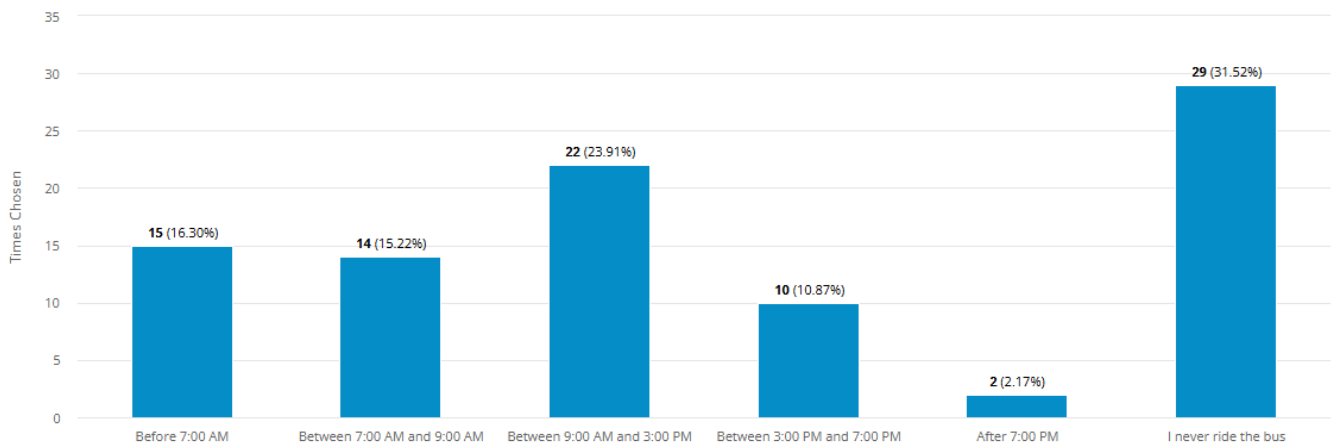
Question #7 - What time of day do you typically ride the bus?

Answered: 92

Skipped: 27

What time of day do you typically ride the bus?

Number of responses: 92



Key Takeaways

- **Midday travel is the most common among current riders.** The largest share of respondents who use the bus reported riding between 9:00 AM and 3:00 PM (23.91%), suggesting that daytime trips, such as errands, appointments, or flexible-schedule travel are a key use case.
- **Morning travel represents a meaningful portion of ridership.** 31.52% of respondents reported riding the bus before 9:00 AM, including 16.30% before 7:00 AM and 15.22% between 7:00 AM and 9:00 AM indicating steady demand during early-morning and peak commute periods.
- **Afternoon and evening use is more limited.** Fewer respondents ride between 3:00 PM and 7:00 PM (10.87%), and very few reported riding after 7:00 PM (2.17%), pointing to lower levels of late-day and nighttime bus use.
- **A significant share of respondents do not currently ride the bus.** Nearly one third of respondents (31.52%) indicated that they never ride the bus, providing important context that a portion of feedback reflects non-riders rather than regular transit users.

Question #8 - Have you experienced any of the following accessibility challenges at a south Placer County bus stop?

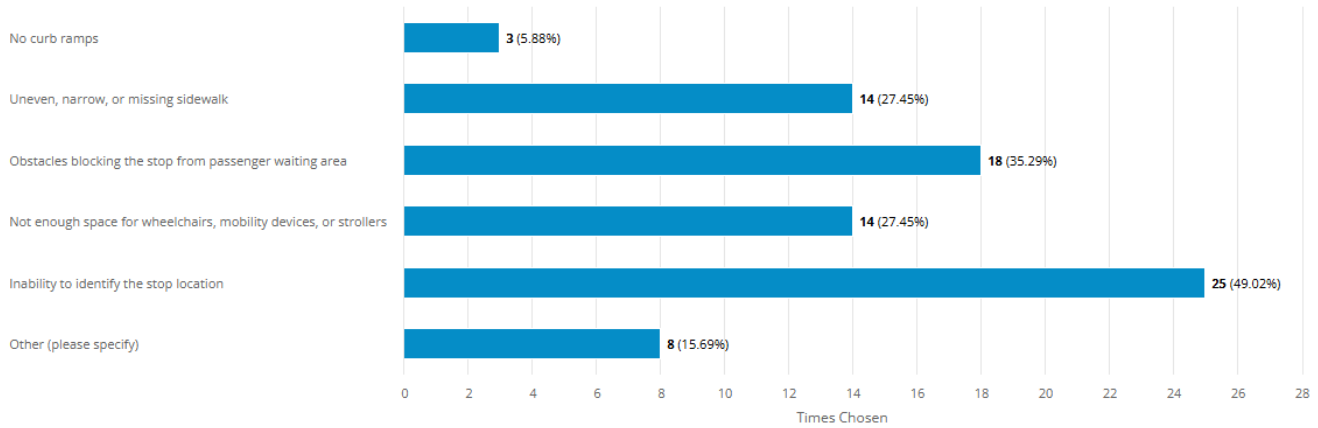
- Answered: 51



- Skipped: 68

Have you experienced any of the following accessibility challenges at a south Placer County bus stop?

Number of responses: 51



Key Takeaways

- **Difficulty identifying bus stops is the most common challenge.** Nearly half of respondents (49.02%) reported an inability to identify the stop location, highlighting the importance of clearer signage, wayfinding, and visibility at bus stops.
- **Physical barriers around the waiting area are widespread.** Over one third of respondents (35.29%) experienced obstacles blocking access to the passenger waiting area, suggesting that clutter, placement of amenities, and/or surrounding conditions can limit safe and comfortable access. One third of respondents (35.29%) experienced obstacles blocking access to the passenger waiting area, suggesting that clutter, placement of amenities, and/or surrounding conditions can limit safe and comfortable access.
- **Sidewalk and pathway conditions affect many riders.** More than a quarter of respondents (27.45%) cited uneven, narrow, or missing sidewalks, indicating challenges with the path of travel to and around bus stops.
- **Space constraints limit accessibility for some users.** Another 27.45% reported not enough space for wheelchairs, mobility devices, or strollers, pointing to opportunities to improve stop layouts and waiting areas to better accommodate a range of users.
- **Curb ramps were a less common but still present issue.** A smaller share of respondents (5.88%) noted the absence of curb ramps, suggesting targeted improvements may be needed at specific locations.
- **Additional challenges were also identified.** About 15.69% of respondents selected “Other,” indicating that some accessibility issues fall outside the predefined categories and may warrant further review through qualitative feedback.



The following key themes were identified through analysis of the ‘other’ responses:

- **Basic comfort, safety, and accessibility gaps remain.** Responses pointed to missing shelters or seating, safety concerns while waiting, and the need to ensure ADA compliant signage and layouts.
- **Some feedback reflects broader system coordination needs.** A few respondents emphasized better connections between bus, rail, and airport services rather than stop level fixes alone.
- **Perspectives vary based on rider needs and expectations.** Comments included requests to better support seniors, alongside views shaped by broader concerns about transit costs and usage.

Question #9 - Please list the bus stop(s) where you think accessibility improvements are most needed.

Answered: 34

Skipped: 85

The following themes were identified through analysis of the responses:

- **Major corridors and community destinations are repeatedly identified.** Many responses pointed to stops along arterial roads and commercial areas particularly in Roseville, Rocklin, and Lincoln where higher ridership activity levels appear to coincide with accessibility challenges such as limited space, unclear boarding areas, or missing amenities.
- **Educational, retail, and park-and-ride locations stand out.** Stops near college campuses (e.g., Sierra College area), shopping centers, and park-and-ride facilities (including the Taylor Road/I-80 stops) were mentioned multiple times, suggesting these high use destinations may benefit from targeted accessibility upgrades. Park-and-ride facilities (including the Taylor Road/I80 area) were mentioned multiple times, suggesting these high use destinations may benefit from targeted accessibility upgrades.
- **Rural stops face distinct gaps.** Several comments referenced rural highways and outlying areas (including the Highway 49 corridor), where sidewalks, curb ramps, shelters, and clearly defined stop zones are often limited or absent.
- **Certain communities appear more frequently across responses.** Repeated mentions of Lincoln, Rocklin, and Roseville indicate that accessibility needs are not isolated to one location but are distributed across multiple jurisdictions within south Placer County.

Question #10 - Rank the importance of each of the following for your sense of safety at a bus stop.

- Answered: 77



- Skipped: 42

Rank the importance of each of the following for your sense of safety at a bus stop.

Number of responses: 77

Rank	Choice	Distribution	Score	Times Ranked
1.	Adequate lighting		211	74
2.	Clear visibility from nearby buildings/streets		190	73
3.	Accessible path of travel (ramps, smooth pavement, available sidewalk/paved path, etc.)		180	74
4.	Marked crosswalks		136	71

Lowest Highest

Key Takeaways

- **Lighting and visibility are the strongest drivers of perceived safety.** Adequate lighting received the highest overall score (211) and was ranked 74 times by respondents, while clear visibility from nearby buildings and streets closely followed with a score of 190 and 73 rankings, highlighting the importance of being able to clearly see and be seen at bus stops.
- **Accessible paths of travel are equally important to riders.** Accessible paths of travel (including ramps, smooth pavement, and sidewalks) earned a high score (180) and were also ranked 74 times by respondents, underscoring that safe access to and from the stop is a core component of rider safety.
- **Marked crosswalks remain important but were ranked slightly lower.** While still valued, marked crosswalks received a lower overall score (136) and were ranked 71 times by respondents, suggesting they are important but secondary to lighting, visibility, and direct accessibility at the stop itself.
- **Overall, safety is defined by a combination of visibility and access.** Results show that riders' sense of safety is most influenced by well-lit, visible environments and clear, accessible paths, with crossing treatments playing a supporting role.

Question #11 - Please list the bus stop(s) where you think safety improvements are most needed.

- Answered: 32
- Skipped: 87

The following themes were identified through analysis of the responses:

- **Safety concerns are concentrated along busy corridors and high activity areas.** Many responses pointed to stops along major roads, near shopping centers, schools, and park-and-ride



locations, where higher traffic speeds, limited lighting, and visibility challenges can make waiting feel less safe especially during early morning or evening hours.

- **Certain communities and corridors appear repeatedly.** Stops in and around Roseville, Rocklin, Lincoln, and Auburn were mentioned multiple times, suggesting that safety needs are distributed across several jurisdictions rather than isolated to a single area.
- **Lighting, visibility, and presence are recurring concerns.** Comments frequently referenced poor lighting, limited sightlines, and the need for a stronger sense of security or activity at stops, particularly near commuter facilities and larger destinations.
- **Vulnerable populations influence where safety improvements are prioritized.** Responses highlighted locations near schools, senior housing, and park-and-ride facilities, indicating that safety improvements at these stops could have broader benefits for riders who may feel more vulnerable while waiting.
- **Some feedback reflects broader perceptions of transit use.** A small number of comments expressed skepticism about transit investment or usage levels, providing context that not all safety concerns are solely about stop design, but also about overall system perception.



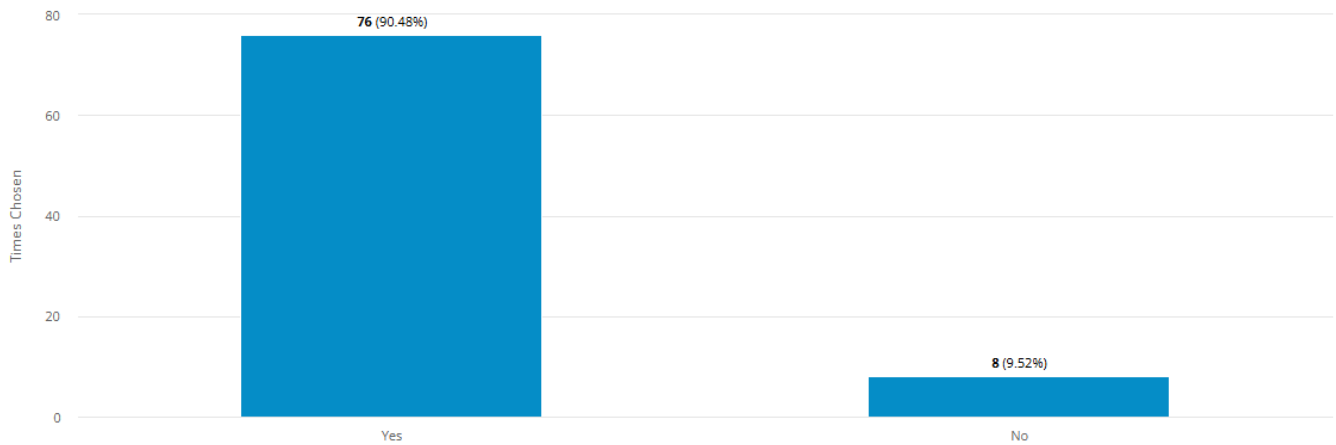
About You

Question #12 - Would you like to enter the raffle?

- Answered: 84
- Skipped: 35

Would you like to enter the raffle?

Number of responses: 84



Question #13 - What is your zip code?

- Answered: 84
- Skipped: 35

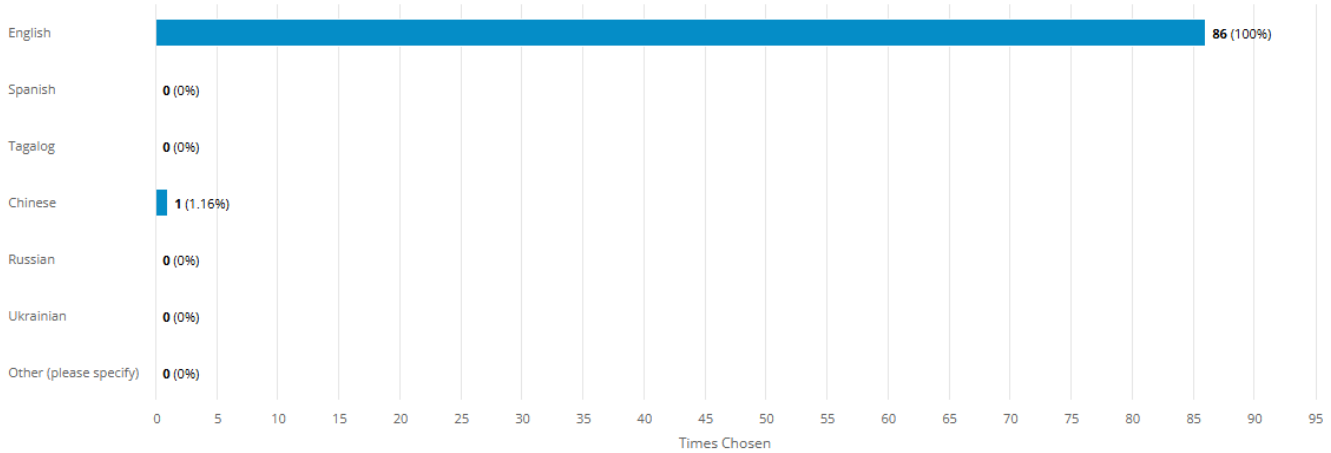


Question # 14 - What are the main languages spoken in your household?

- Answered: 86
- Skipped: 33

What are the main languages spoken in your household?

Number of responses: 86



Key Takeaways

- **English is the primary language across all responding households.** All respondents indicated that English is spoken in their household (100%), suggesting it is the dominant language among survey participants.
- **Very limited representation of other languages.** A small share of respondents (1.16%) reported Chinese as a household language, indicating minimal non-English language representation in this survey sample.

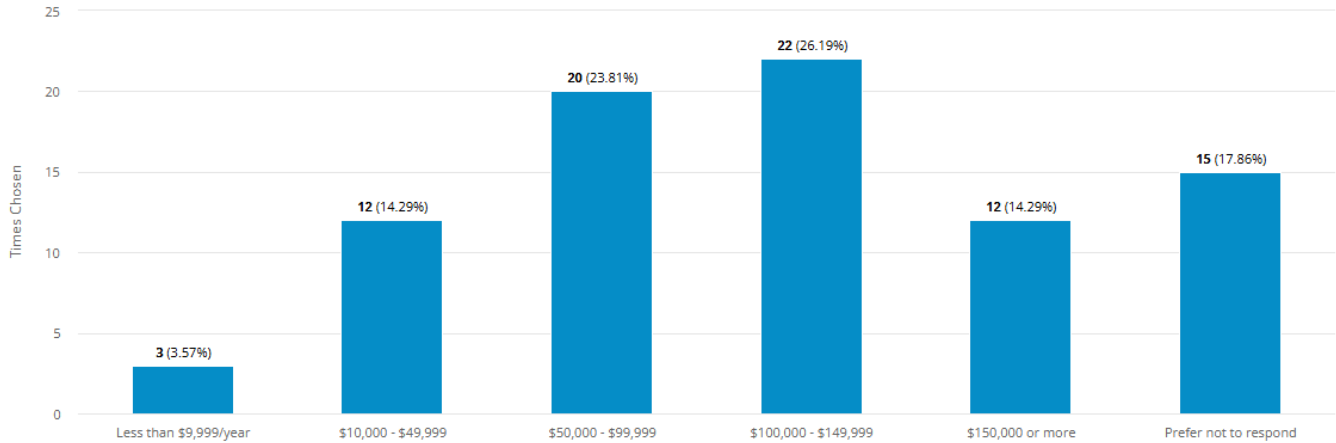


Question #15 - What is your annual household income?

- Answered: 84
- Skipped: 35

What is your annual household income?

Number of responses: 84



Key Takeaways

- **Most respondents report moderate to higher household incomes.** Just over 50% of respondents reported annual household incomes between \$50,000 and \$149,999 (23.81% at \$50,000 - \$99,999 and 26.19% at \$100,000 - \$149,999).
- **Higher-income households are well represented.** An additional 14.29% of respondents reported incomes of \$150,000 or more.
- **Lower-income households make up a smaller share of respondents.** About 17.86% reported incomes below \$50,000, including 3.57% earning less than \$10,000 annually.
- **A notable portion chose not to disclose income.** Nearly one in five respondents (17.86%) preferred not to report their household income, which is typical for demographic survey questions.

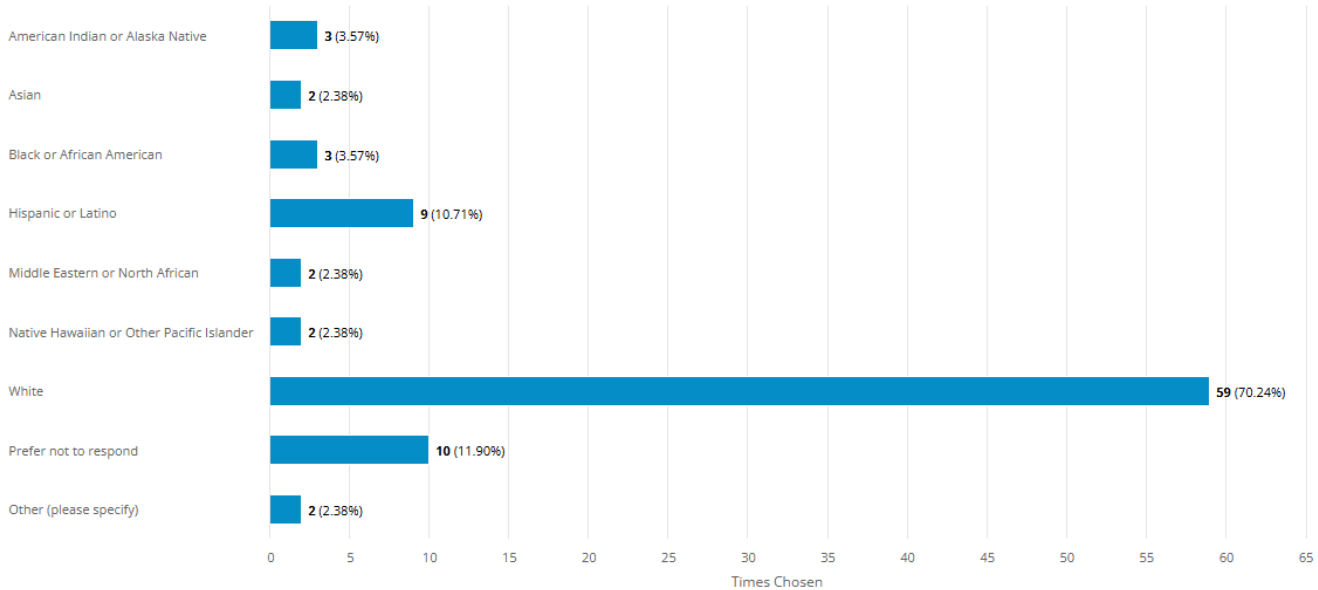


Question #16 - How would you describe your ethnicity?

- Answered: 84
- Skipped: 35

How would you describe your ethnicity?

Number of responses: 84



Key Takeaways

- **Most respondents identify as White.** A strong majority (70.24%) of respondents identified as White, making this the predominant ethnicity among survey participants.
- **Several racial and ethnic groups are represented in smaller proportions.** Respondents also identified as Hispanic or Latino (10.71%), American Indian or Alaska Native (3.57%), Black or African American (3.57%), Asian (2.38%), Middle Eastern or North African (2.38%), and Native Hawaiian or Other Pacific Islander (2.38%).
- **Some respondents selected “Other” or did not disclose ethnicity.** A small share (2.38%) identified as Other, while 11.90% preferred not to respond.

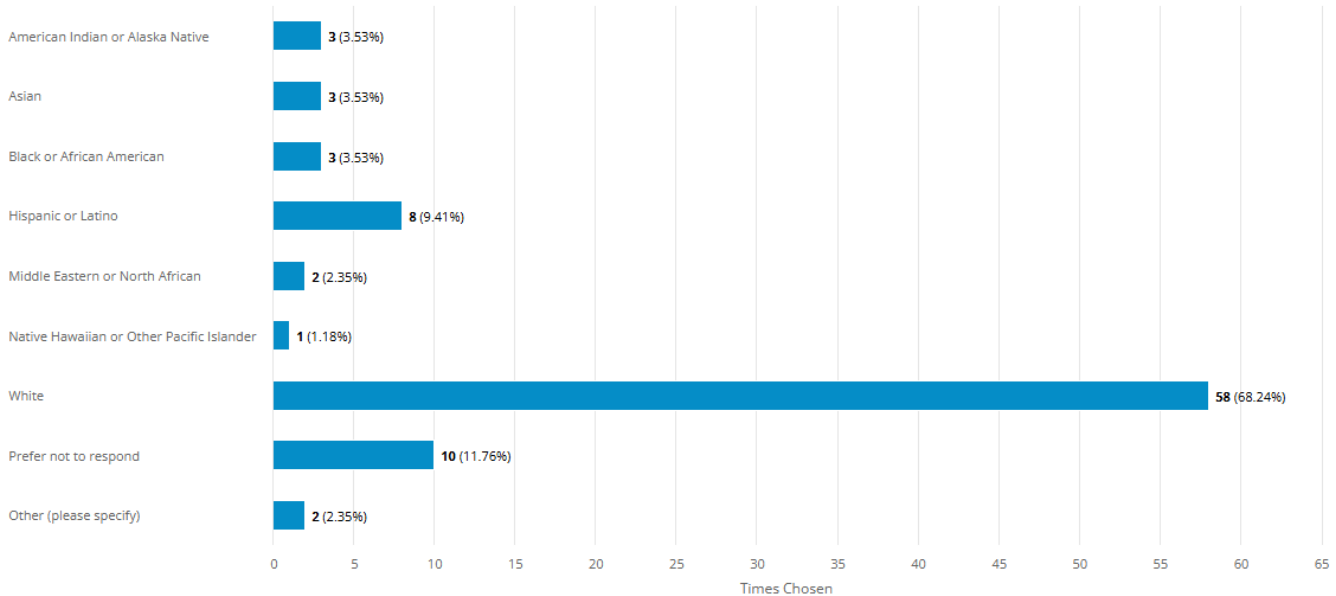


Question #17 - How would you describe your race?

- Answered: 85
- Skipped: 34

How would you describe your race?

Number of responses: 85



Key Takeaways

- **Most respondents identify as White.** A clear majority (68.24%) of respondents described their race as White, making this the predominant racial group in the survey sample.
- **Several racial groups are represented in smaller proportions.** Respondents also identified as Hispanic or Latino (9.41%), American Indian or Alaska Native (3.53%), Asian, (3.53%), and Black or African American (3.53%). Smaller shares identified as Middle Eastern or North African (2.35%) and Native Hawaiian or Other Pacific Islander (1.18%).
- **Some respondents selected “Other” or chose not to disclose race.** A small share (2.35%) identified as Other, while 11.76% preferred not to respond, which is common for race-related demographic questions.

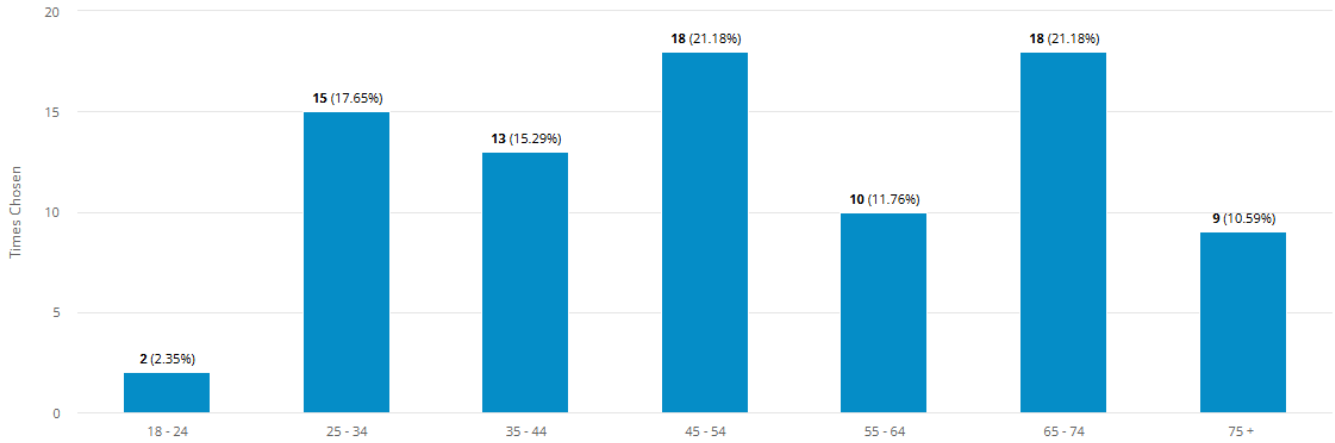


Question #18 - What is your age?

- Answered: 85
- Skipped: 34

What is your age?

Number of responses: 85



Key Takeaways

- **Respondents skew toward middle aged and older adults.** The largest shares of respondents fall between 45 – 54 (21.18%) and 65 – 74 (21.18%), indicating strong participation from mid-to late-career and retirement age individuals.
- **Younger adults are less represented.** Smaller portions of respondents identified as 18 – 24 (2.35%) and 25 – 34 (17.65%), suggesting limited participation from younger age groups.
- **A broad age range is represented overall.** Responses span from 18-24 through 75+ (10.59%), showing engagement across multiple life stages, including seniors.