

TRANSIT ONBOARD SURVEY RESULTS - Year to Date (thru June 2017)

	Destiny		MIDS		RMS		TCAT		TOTAL	
Total Surveys Mailed	184		184		184		187		739	
Total Surveys Returned	50		41		54		47		192	
Percent Returned	27.17%		22.28%		29.35%		25.13%		25.98%	
Undeliverable Surveys	22		24		24		19		89	
Percent Undelivered	11.96%		13.04%		13.04%		10.16%		12.04%	
Percent of Delivered Surveys Returned	30.86%		25.63%		33.75%		27.98%		29.54%	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
2 Do you use a wheelchair?	5	45	3	38	5	48	3	44	16	175
If yes, did driver assist you properly into the vehicle?	4	1	3	0	5	0	4	0	16	1
3 Was your driver:										
1 Courteous?	47	1	38	3	44	1	41	0	170	5
2 Helpful?	45	0	32	1	45	2	30	1	152	4
4 Did your driver:										
1 Have a clean appearance?	49	0	39	0	51	1	45	0	184	1
2 Assist passengers onboard?	46	1	30	8	47	5	36	2	159	16
3 Make sure passengers seat belts were fastened?	47	0	36	3	51	2	40	1	174	6
4 Assist passengers to exit the vehicle?	46	2	28	9	48	4	35	5	157	20
5 Drive competently?	46	1	34	2	46	2	38	2	164	7
6 Smoke, eat or drink with passengers onboard?	6	40	2	38	4	49	4	39	16	166
7 Text or use phone while driving?	9	37	13	24	8	43	9	31	39	135
5 Did the Transit Service meet your needs/expectations in the following categories:										
1 Hours of Operation	49	1	34	2	52	2	41	0	176	5
2 Frequency of Service	47	1	33	3	50	1	38	2	168	7
3 Timeliness	40	7	27	10	48	3	38	4	153	24
4 Availability of Information	43	4	28	7	47	3	35	2	153	16
5 Announcement of Schedule Changes	36	9	20	16	46	5	33	8	135	38
6 Condition of transit vehicles	40	3	30	4	51	0	40	0	161	7
7 Overall Service	44	2	32	3	51	0	42	1	169	6
6 Did you pay a monetary fare when you boarded the vehicle? If Yes:	0	48	0	41	4	48	6	38	10	175
1 Did the driver collect the proper fare?	1	0	0	0	4	0	5	1	10	1
2 In your opinion, was the fare affordable?	1	0	0	0	3	0	3	2	7	2
7 Please answer the following:										
a Would you use the service again?	48	0	39	1	53	0	43	0	183	1
b Would you recommend the service?	47	1	36	3	50	0	41	0	174	4
Totals	741	111	534	137	804	123	641	101	2720	472

SUMMARY OF REPLIES

Total Replies	852	671	927	742	3,192
Favorable Replies	803	581	884	698	2,966
Unfavorable Replies	49	90	43	44	226
Percent Favorable	94.25%	86.59%	95.36%	94.07%	92.92%