

TRANSIT ONBOARD SURVEY RESULTS - YTD through Fourth Quarter FY2018 (FINAL)

	Destiny		MIDS		RMS		TCAT		TOTAL	
Total Surveys Mailed	222		225		226		225		898	
Total Surveys Completed	74		53		75		40		242	
Percent Completed	33.33%		23.56%		33.19%		17.78%		26.95%	
Undeliverable Surveys	23		28		23		20		94	
Percent Undelivered	10.36%		12.44%		10.18%		8.89%		10.47%	
Percent of Delivered Surveys Returned	37.19%		26.90%		36.95%		19.51%		30.10%	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
2 Do you use a wheelchair?	8	66	6	46	5	69	4	36	23	217
If yes, did driver assist you properly into the vehicle?	8	0	6	0	5	0	4	0	23	0
3 Was your driver:										
1 Courteous?	64	2	45	2	64	4	37	0	210	8
2 Helpful?	61	4	40	3	56	1	30	0	187	8
4 Did your driver:										
1 Have a clean appearance?	72	0	48	0	73	1	39	1	232	2
2 Assist passengers onboard?	67	5	39	11	60	8	31	6	197	30
3 Make sure passengers seat belts were fastened?	69	2	46	5	69	3	36	2	220	12
4 Assist passengers to exit the vehicle?	64	4	37	11	63	6	30	6	194	27
5 Drive competently?	62	4	41	2	62	5	35	0	200	11
6 Smoke, eat or drink with passengers onboard?	10	59	3	47	6	65	3	38	22	209
7 Text or use phone while driving?	10	58	9	42	13	58	8	28	40	186
5 Did the Transit Service meet your needs/expectations in the following categories:										
1 Hours of Operation	71	1	46	1	68	1	36	1	221	4
2 Frequency of Service	69	2	42	4	67	1	36	0	214	7
3 Timeliness	56	11	32	14	62	2	32	5	182	32
4 Availability of Information	63	5	31	13	63	0	34	2	191	20
5 Announcement of Schedule Changes	57	10	26	20	60	4	31	5	174	39
6 Condition of transit vehicles	65	3	42	3	63	2	34	3	204	11
7 Overall Service	62	7	40	4	64	1	35	1	201	13
6 Did you pay a monetary fare when you boarded the vehicle? If Yes:	5	61	6	46	3	71	6	33	20	211
1 Did the driver collect the proper fare?	5	6	6	0	3	0	6	0	20	6
2 In your opinion, was the fare affordable?	5	0	4	2	3	0	6	0	18	2
7 Please answer the following:										
a Would you use the service again?	70	1	48	1	74	0	40	0	232	2
b Would you recommend the service?	67	3	42	5	70	0	38	0	217	8
Totals	1077	187	673	190	1068	162	581	98	3399	637

SUMMARY OF REPLIES

Total Replies	1,264	863	1,230	679	4,036
Favorable Replies	1,174	750	1,172	636	3,732
Unfavorable Replies	90	113	58	43	304
Percent Favorable	92.88%	86.91%	95.28%	93.67%	92.47%