

TRANSIT ONBOARD SURVEY RESULTS - YTD FY2019

	MIDS-Sub 1		MIDS-Sub 3		RMS		TCAT		TOTAL	
Total Surveys Mailed	220		240		240		240		940	
Total Surveys Completed	57		41		76		51		225	
Percent Completed	25.91%		17.08%		31.67%		21.25%		23.94%	
Undeliverable Surveys	19		26		24		24		93	
Percent Undelivered	8.64%		10.83%		10.00%		10.00%		9.89%	
Percent of Delivered Surveys Returned	28.36%		19.16%		35.19%		23.61%		26.56%	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
2 Do you use a wheelchair?	4	37	8	32	1	70	3	49	16	188
If yes, did driver assist you properly into the vehicle?	4	0	7	0	0	1	3	0	14	1
3 Was your driver:										
1 Courteous?	37	1	32	3	73	1	43	2	185	7
2 Helpful?	36	1	32	1	62	1	40	1	170	4
4 Did your driver:										
1 Have a clean appearance?	41	0	39	1	74	1	51	1	205	3
2 Assist passengers onboard?	39	2	33	7	66	8	38	7	176	24
3 Make sure passengers seat belts were fastened?	40	1	36	3	76	0	43	6	195	10
4 Assist passengers to exit the vehicle?	39	2	32	7	62	10	38	6	171	25
5 Drive competently?	38	2	35	1	67	6	40	3	180	12
6 Smoke, eat or drink with passengers onboard?	4	36	6	34	8	67	3	44	21	181
7 Text or use phone while driving?	5	34	13	26	12	62	6	40	36	162
5 Did the Transit Service meet your needs/expectations in the following categories:										
1 Hours of Operation	39	1	35	3	70	2	42	4	186	10
2 Frequency of Service	39	0	34	2	68	0	42	2	183	4
3 Timeliness	33	7	32	7	65	4	37	7	167	25
4 Availability of Information	38	1	31	2	65	1	40	2	174	6
5 Announcement of Schedule Changes	34	5	27	8	66	2	39	4	166	19
6 Condition of transit vehicles	37	1	31	7	66	2	38	6	172	16
7 Overall Service	37	1	32	5	68	1	41	5	178	12
6 Did you pay a monetary fare when you boarded the vehicle? If Yes:	1	36	1	36	1	65	3	43	6	180
1 Did the driver collect the proper fare?	1	2	4	0	1	3	8	2	14	7
2 In your opinion, was the fare affordable?	2	0	4	0	0	0	7	1	13	1
7 Please answer the following:										
a Would you use the service again?	40	0	37	0	75	0	48	0	200	0
b Would you recommend the service?	40	0	35	1	70	0	43	3	188	4
Totals	623	97	567	118	1114	172	690	146	2994	533

SUMMARY OF REPLIES

Total Replies	720	685	1,286	836	3,527
Favorable Replies	684	608	1,223	765	3,280
Unfavorable Replies	36	77	63	71	247
Percent Favorable	95.00%	88.76%	95.10%	91.51%	93.00%