

SCAT Rider Satisfaction Survey 2019

Thursday, November 21, 2019

25

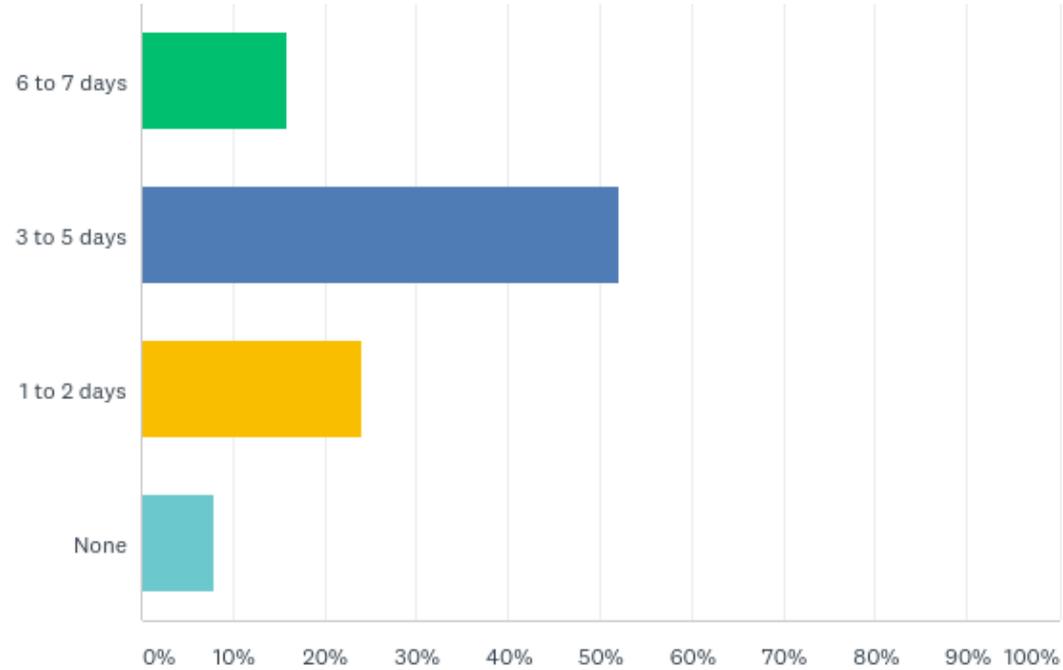
Total Responses

Date Created: Monday, August 26, 2019

Complete Responses: 25

Q1: How often have you ridden SCAT over the past week?

Answered: 25 Skipped: 0



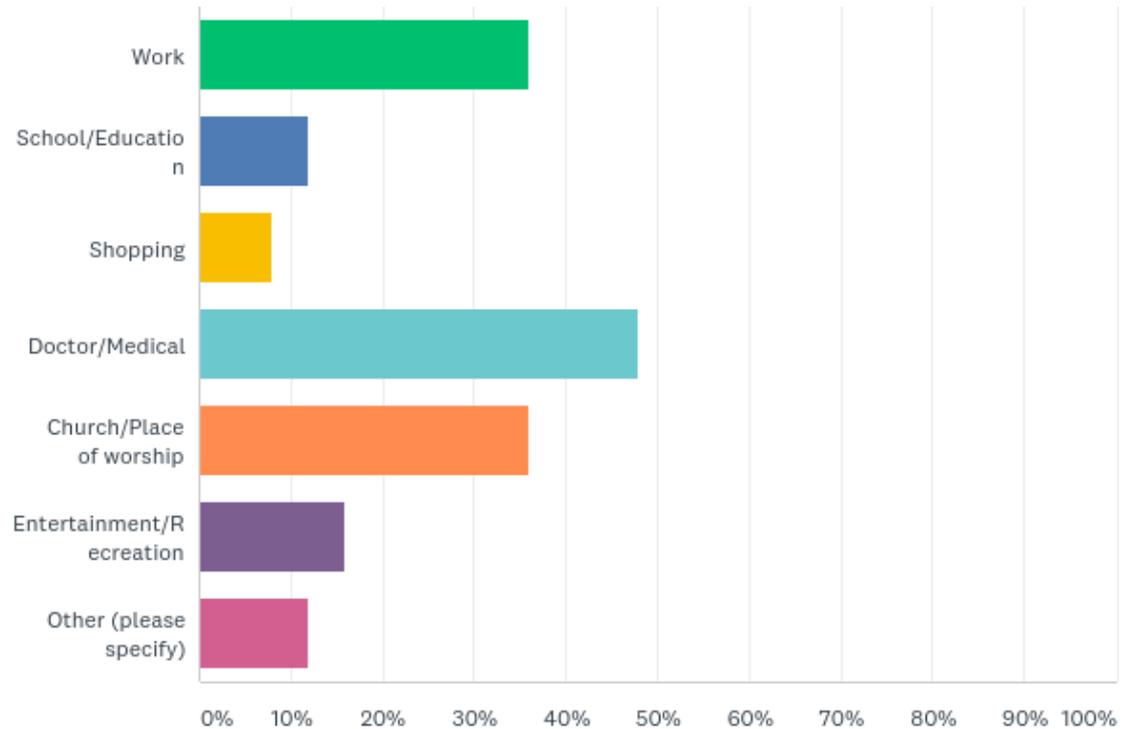
Q1: How often have you ridden SCAT over the past week?

Answered: 25 Skipped: 0

ANSWER CHOICES	RESPONSES	2017
6 to 7 days	16.00%	21.43%
3 to 5 days	52.00%	31.75%
1 to 2 days	24.00%	26.19%
None	8.00%	20.63%
TOTAL		

Q2: Over the last week, why did you ride SCAT? Please choose all that apply.

Answered: 25 Skipped: 0



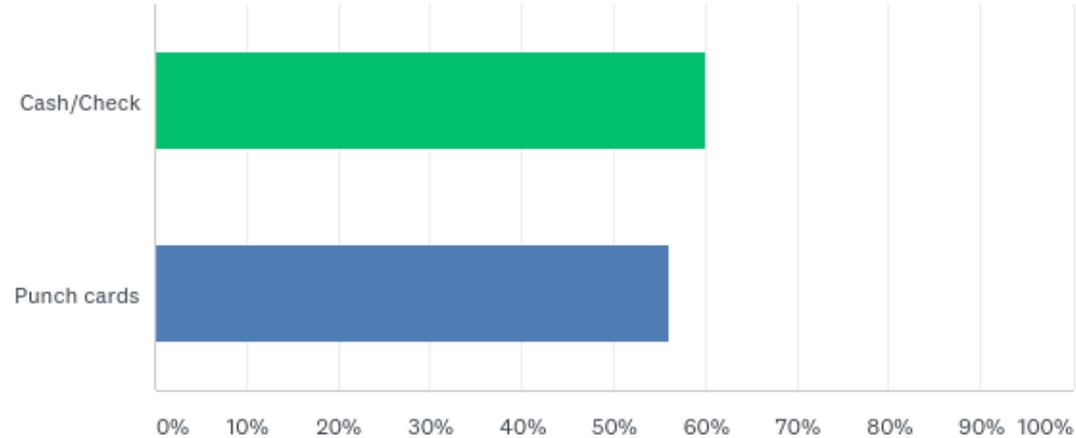
Q2: Over the last week, why did you ride SCAT? Please choose all that apply.

Answered: 25 Skipped: 0

ANSWER CHOICES	RESPONSES	2017
Work	36.00%	31.71%
School/Education	12.00%	9.76%
Shopping	8.00%	24.39%
Doctor/Medical	48.00%	69.92%
Church/Place of worship	36.00%	13.82%
Entertainment/Recreation	16.00%	4.07%
Other (please specify)	12.00%	12.00%
Total Respondents: 25		

Q3: How did you pay your fare on your trips? Please check all that apply.

Answered: 25 Skipped: 0



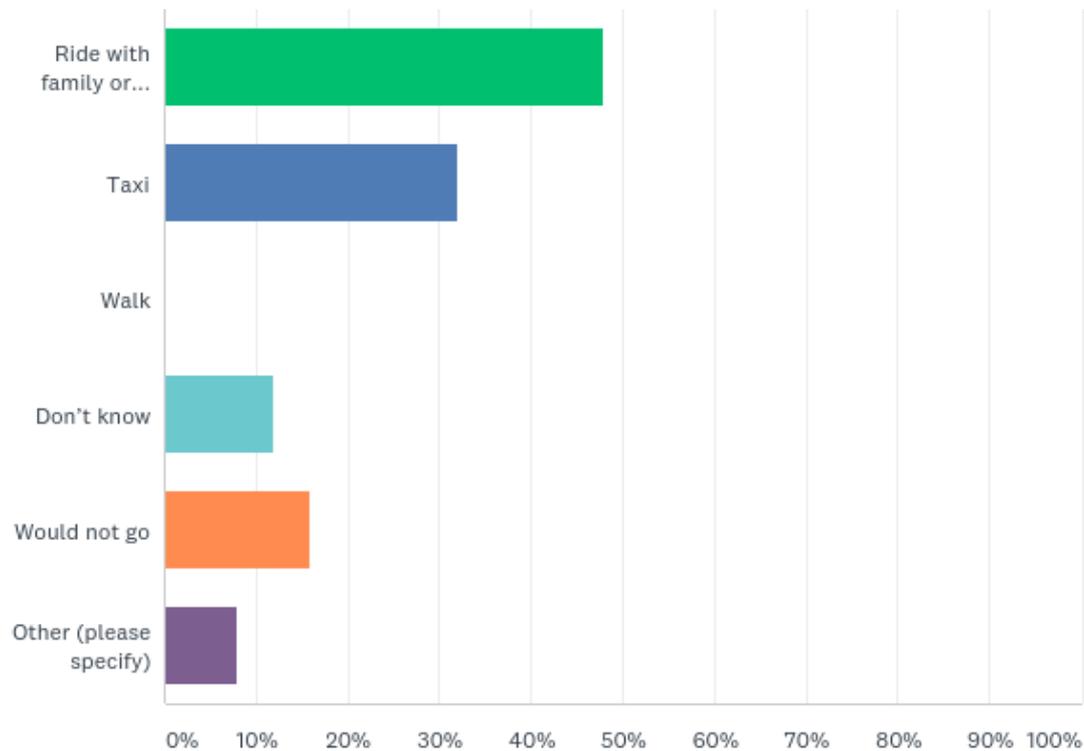
Q3: How did you pay your fare on your trips? Please check all that apply.

Answered: 25 Skipped: 0

ANSWER CHOICES	RESPONSES	2017
Cash/Check	60.00%	29.27%
Punch cards	56.00%	84.55%
Total Respondents: 25		

Q4: If SCAT was unavailable, how would you get to your destinations (please check all that apply)

Answered: 25 Skipped: 0



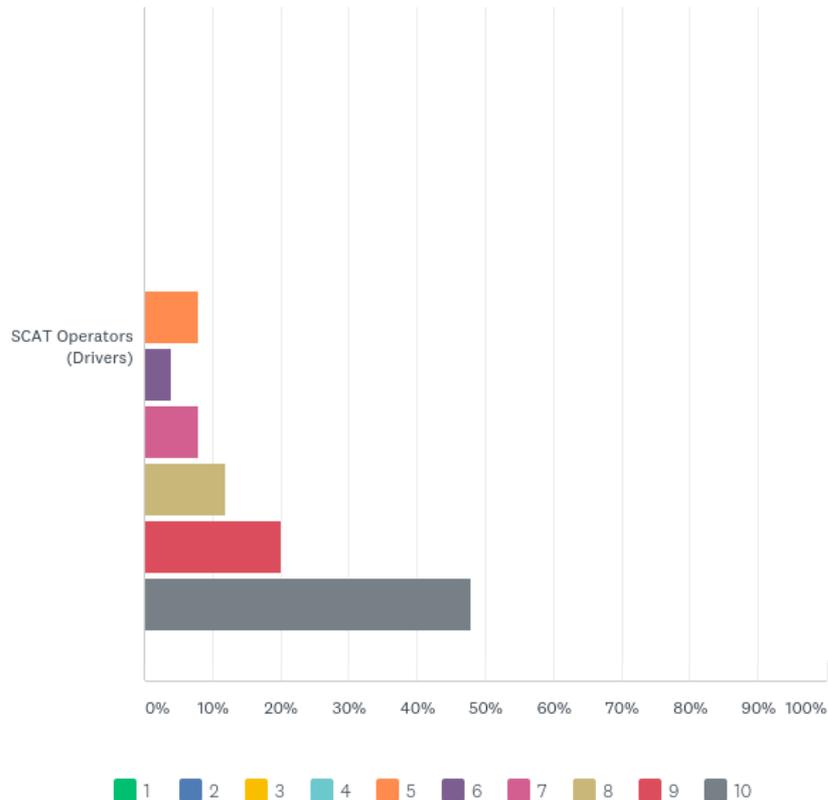
Q4: If SCAT was unavailable, how would you get to your destinations (please check all that apply)

Answered: 25 Skipped: 0

ANSWER CHOICES	RESPONSES	2017
Ride with family or friend	48.00%	57.26%
Taxi	32.00%	7.26%
Walk	0.00%	.81%
Don't know	12.00%	13.71%
Would not go	16.00%	25.81%
Other (please specify)	8.00%	12.9%
Total Respondents: 25		

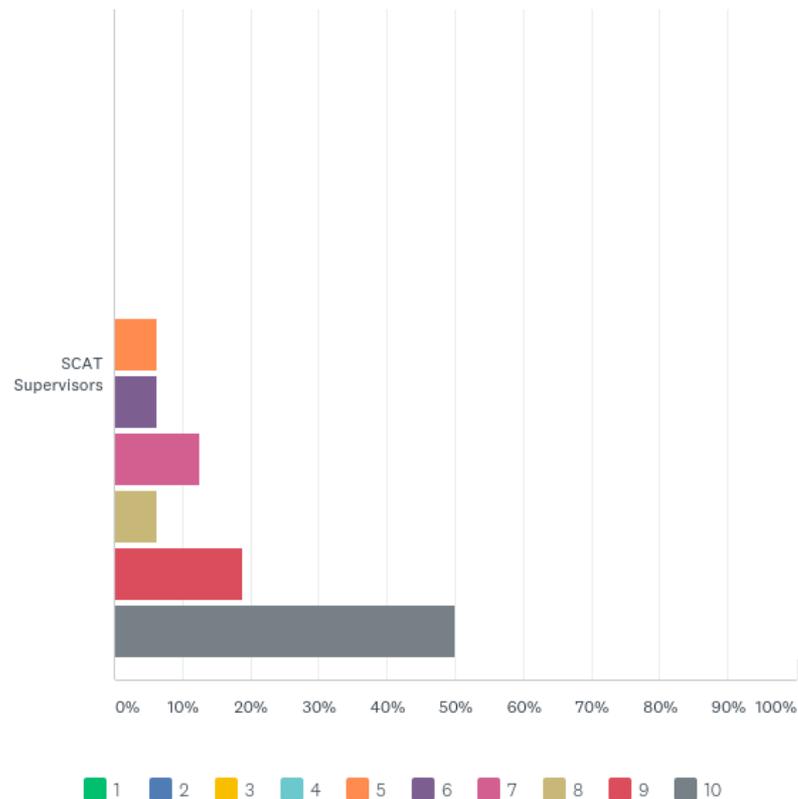
Q5: On a scale of 1-10 with 10 being excellent, how would you rate your experiences with the following GTA staff?

Answered: 25 Skipped: 0



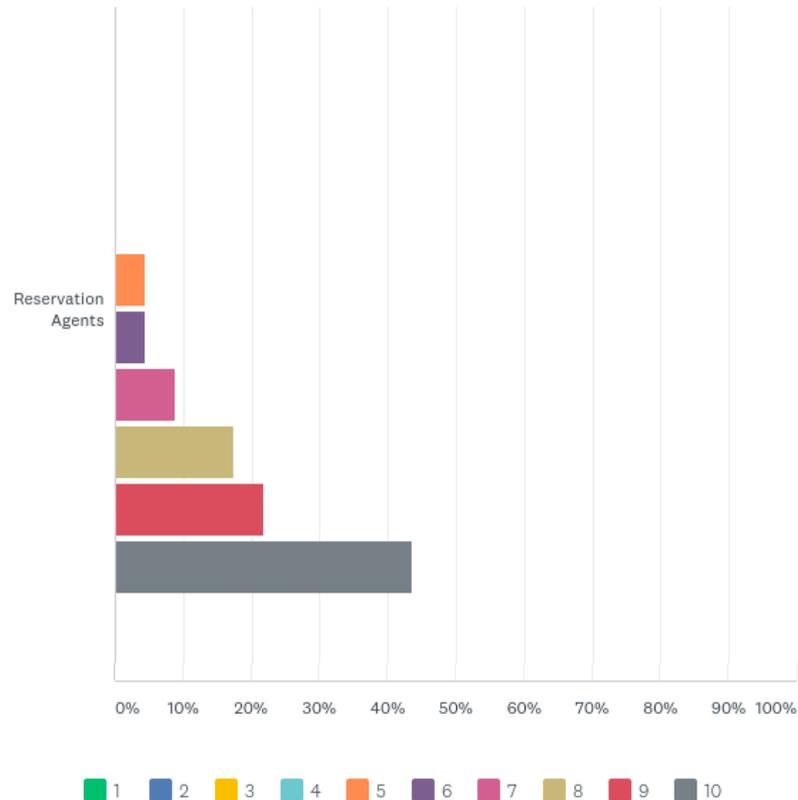
Q5: On a scale of 1-10 with 10 being excellent, how would you rate your experiences with the following GTA staff?

Answered: 25 Skipped: 0



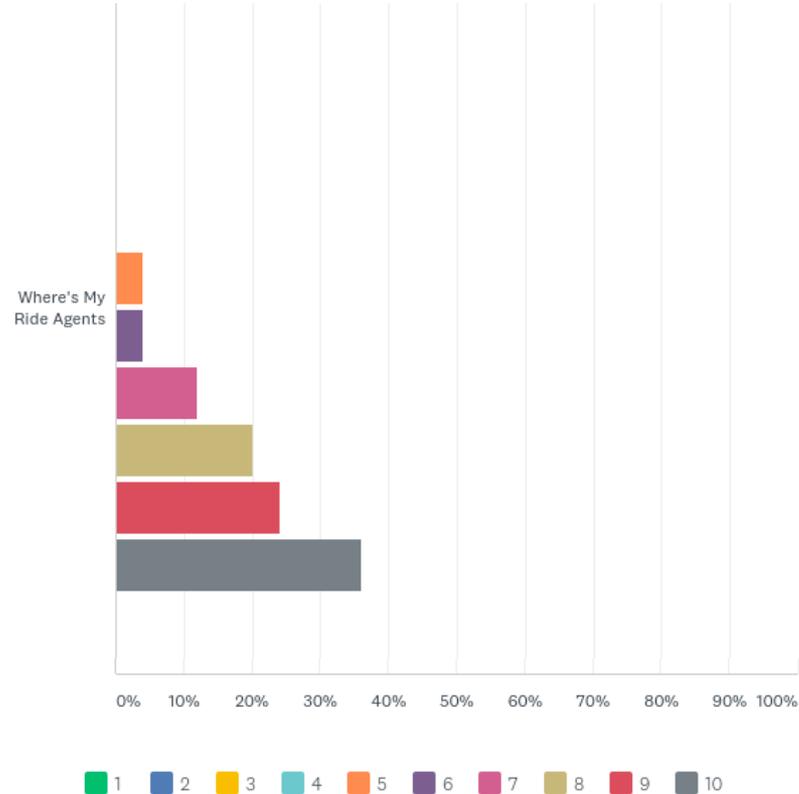
Q5: On a scale of 1-10 with 10 being excellent, how would you rate your experiences with the following GTA staff?

Answered: 25 Skipped: 0



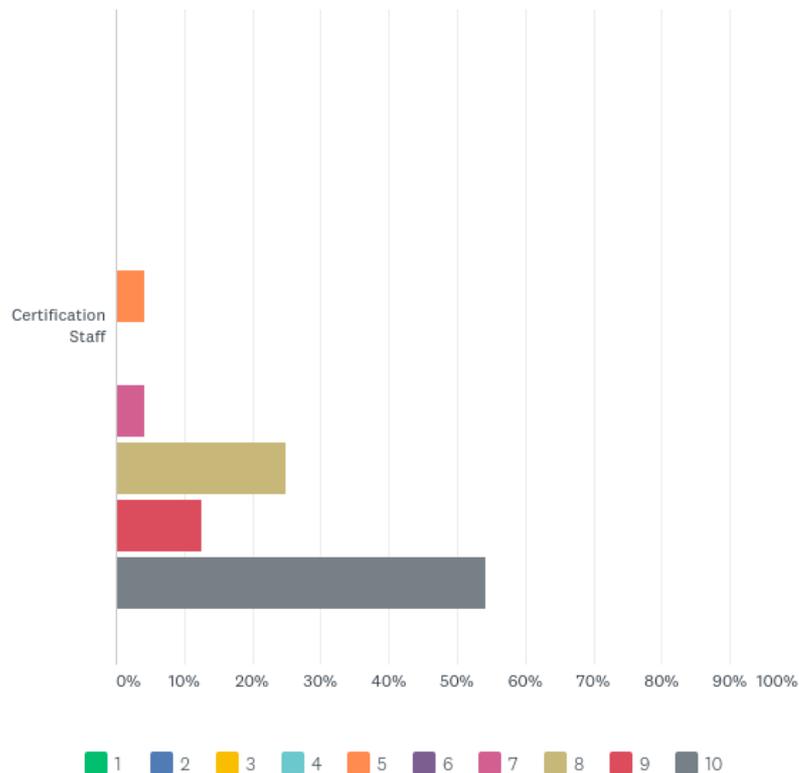
Q5: On a scale of 1-10 with 10 being excellent, how would you rate your experiences with the following GTA staff?

Answered: 25 Skipped: 0



Q5: On a scale of 1-10 with 10 being excellent, how would you rate your experiences with the following GTA staff?

Answered: 25 Skipped: 0



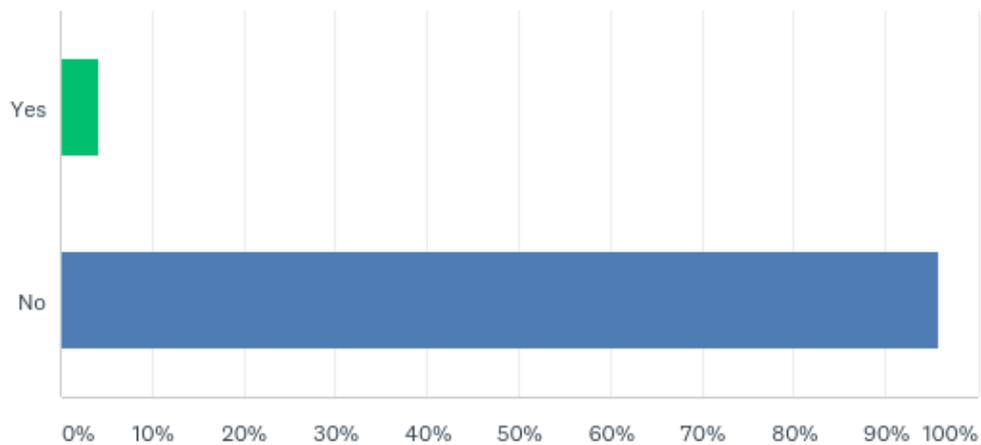
Q5: On a scale of 1-10 with 10 being excellent, how would you rate your experiences with the following GTA staff?

Answered: 25 Skipped: 0

	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE	2017
SCAT Operators (Drivers)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	8.00% 2	4.00% 1	8.00% 2	12.00% 3	20.00% 5	48.00% 12	25	8.76	8.61
SCAT Supervisors	0.00% 0	0.00% 0	0.00% 0	0.00% 0	6.25% 1	6.25% 1	12.50% 2	6.25% 1	18.75% 3	50.00% 8	16	8.75	8.97
Reservation Agents	0.00% 0	0.00% 0	0.00% 0	0.00% 0	4.35% 1	4.35% 1	8.70% 2	17.39% 4	21.74% 5	43.48% 10	23	8.78	8.77
Where's My Ride Agents	0.00% 0	0.00% 0	0.00% 0	0.00% 0	4.00% 1	4.00% 1	12.00% 3	20.00% 5	24.00% 6	36.00% 9	25	8.64	8.52
Certification Staff	0.00% 0	0.00% 0	0.00% 0	0.00% 0	4.17% 1	0.00% 0	4.17% 1	25.00% 6	12.50% 3	54.17% 13	24	9.04	9.34

Q6: Did you travel with a PCA?

Answered: 24 Skipped: 1



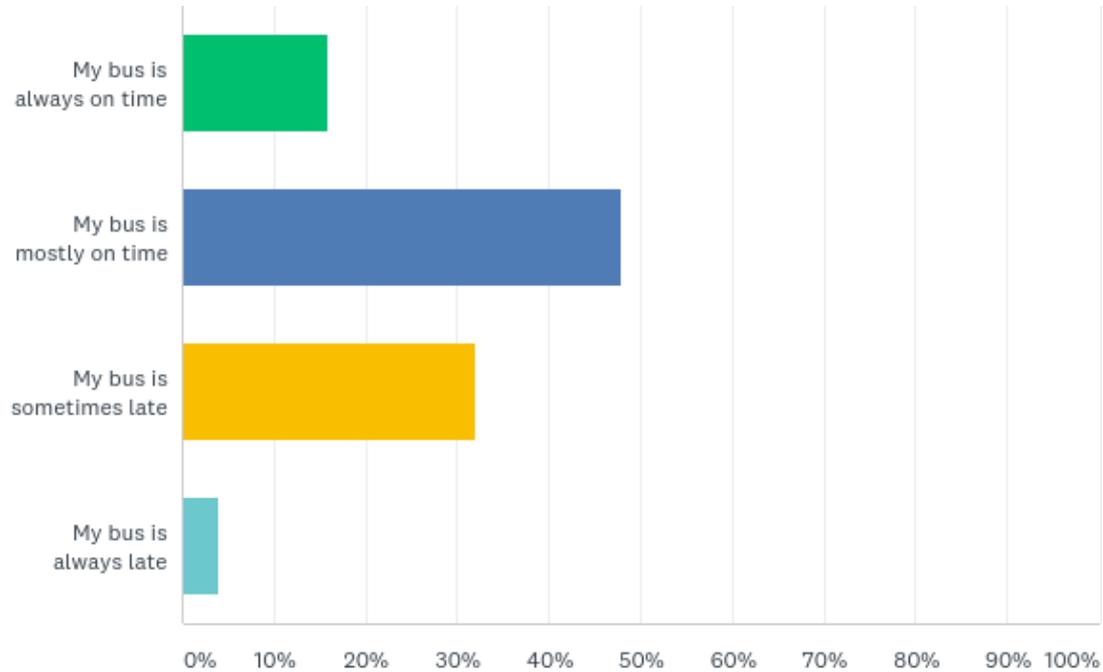
Q6: Did you travel with a PCA?

Answered: 24 Skipped: 1

ANSWER CHOICES	RESPONSES	2017
Yes	4.17%	23.39%
No	95.83%	76.61%
TOTAL		

Q7: How would you rate SCAT's arrival time?

Answered: 25 Skipped: 0



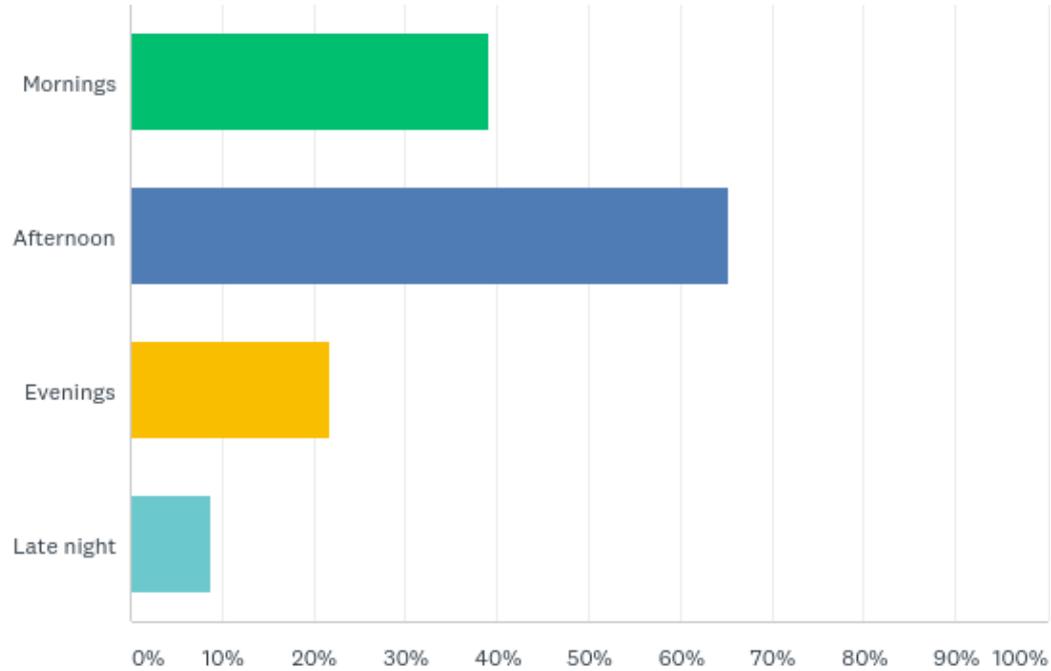
Q7: How would you rate SCAT's arrival time?

Answered: 25 Skipped: 0

ANSWER CHOICES	RESPONSES	2017
My bus is always on time	16.00%	5.65%
My bus is mostly on time	48.00%	58.87%
My bus is sometimes late	32.00%	26.61%
My bus is always late	4.00%	8.87%
TOTAL		

Q8: If your bus is late, what time of the day usually? (Check all that apply)

Answered: 23 Skipped: 2



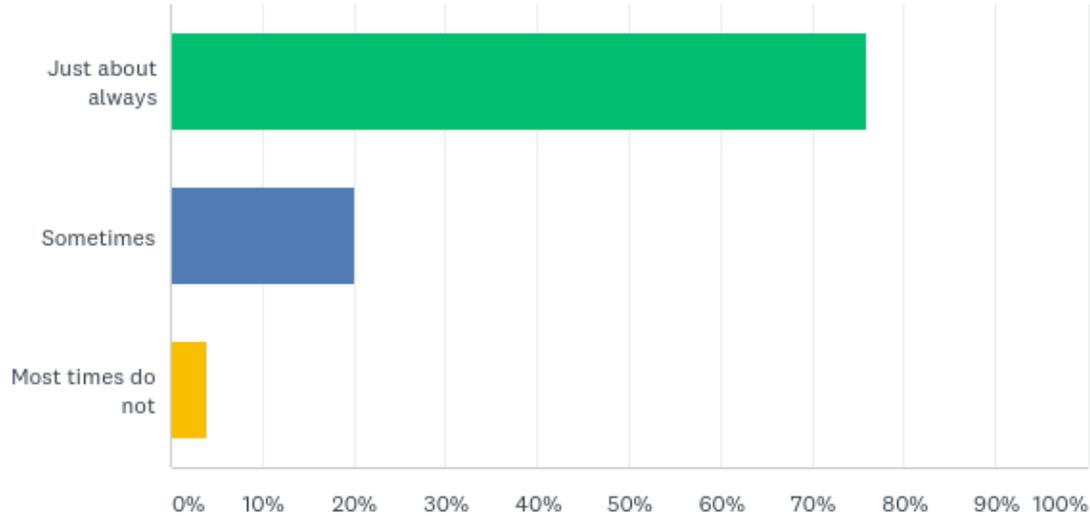
Q8: If your bus is late, what time of the day usually? (Check all that apply)

Answered: 23 Skipped: 2

ANSWER CHOICES	RESPONSES	2017
Mornings	39.13%	59.66%
Afternoon	65.22%	39.50%
Evenings	21.74%	40.34%
Late night	8.70%	4.02%
Total Respondents: 23		

Q9: Do you receive consistent on-time calls that your bus is arriving?

Answered: 25 Skipped: 0



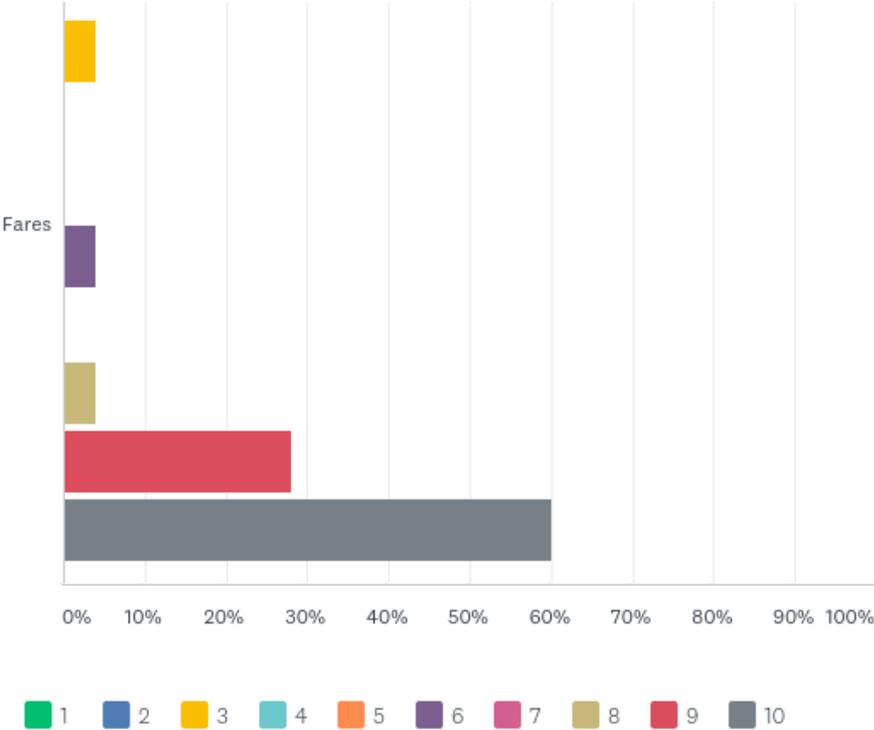
Q9: Do you receive consistent on-time calls that your bus is arriving?

Answered: 25 Skipped: 0

ANSWER CHOICES	RESPONSES	2017
Just about always	76.00%	64.23%
Sometimes	20.00%	23.58%
Most times do not	4.00%	12.00%
TOTAL		

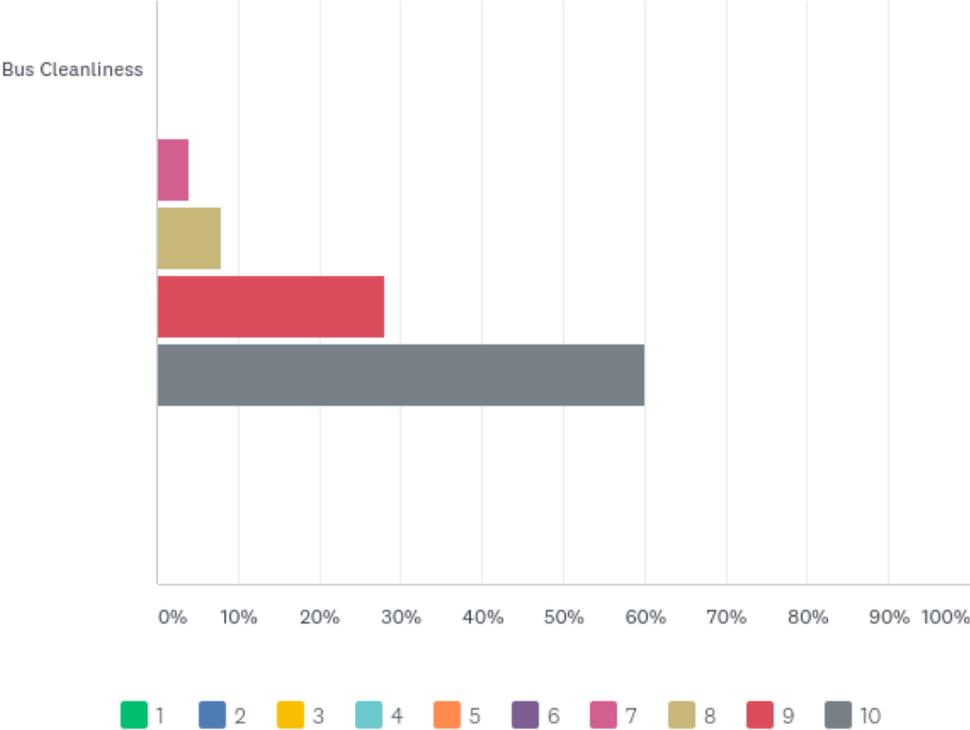
Q10: Please rate the following SCAT Services on a scale of 1-10

Answered: 25 Skipped: 0



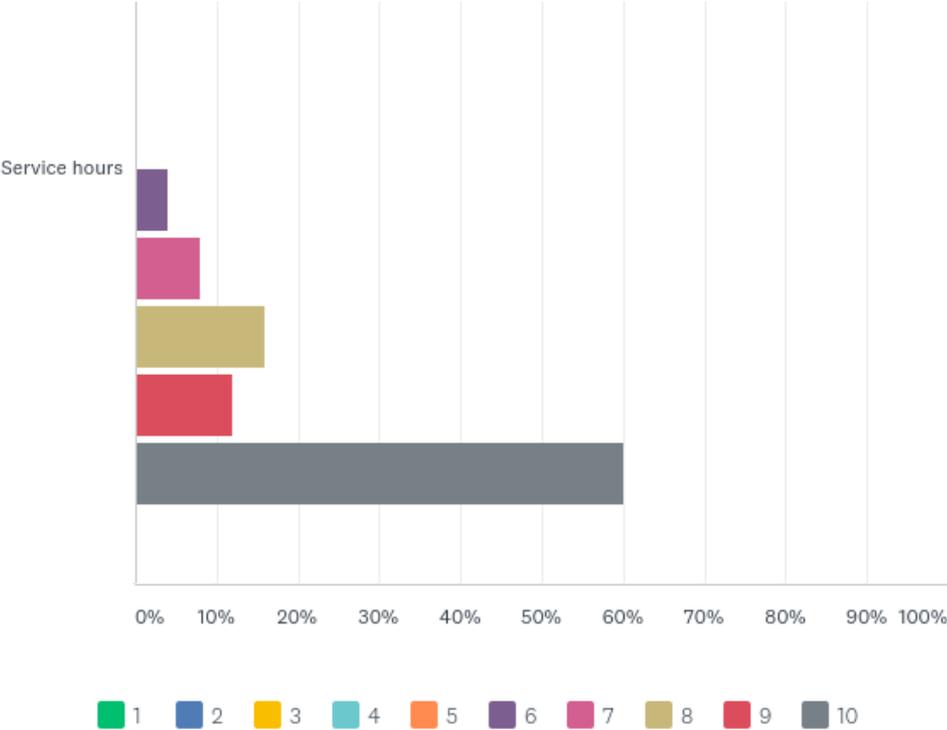
Q10: Please rate the following SCAT Services on a scale of 1-10

Answered: 25 Skipped: 0



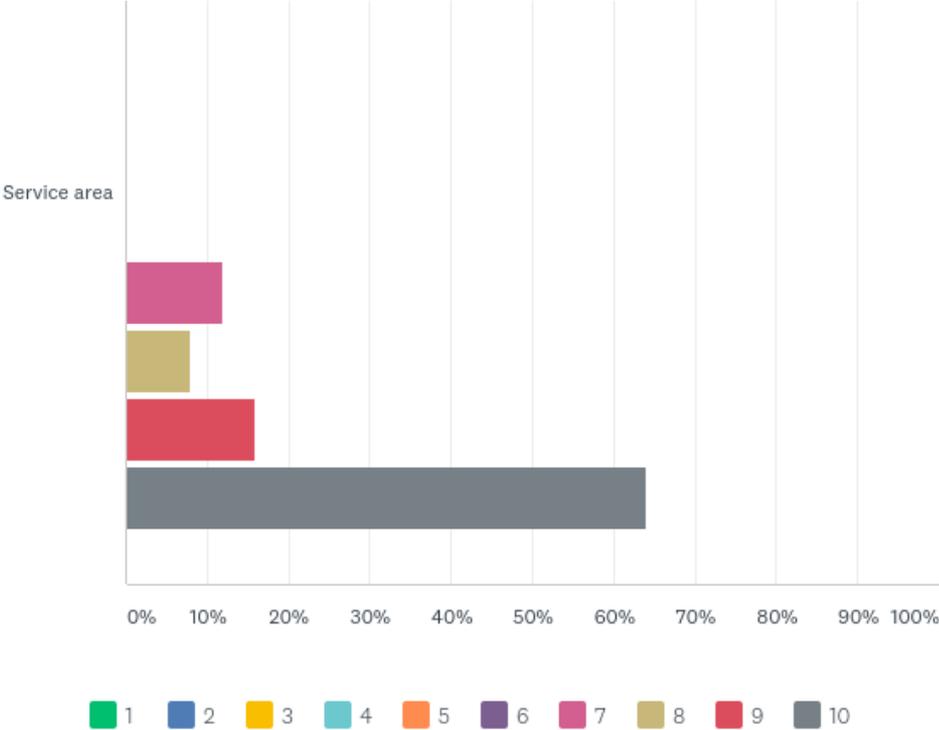
Q10: Please rate the following SCAT Services on a scale of 1-10

Answered: 25 Skipped: 0



Q10: Please rate the following SCAT Services on a scale of 1-10

Answered: 25 Skipped: 0



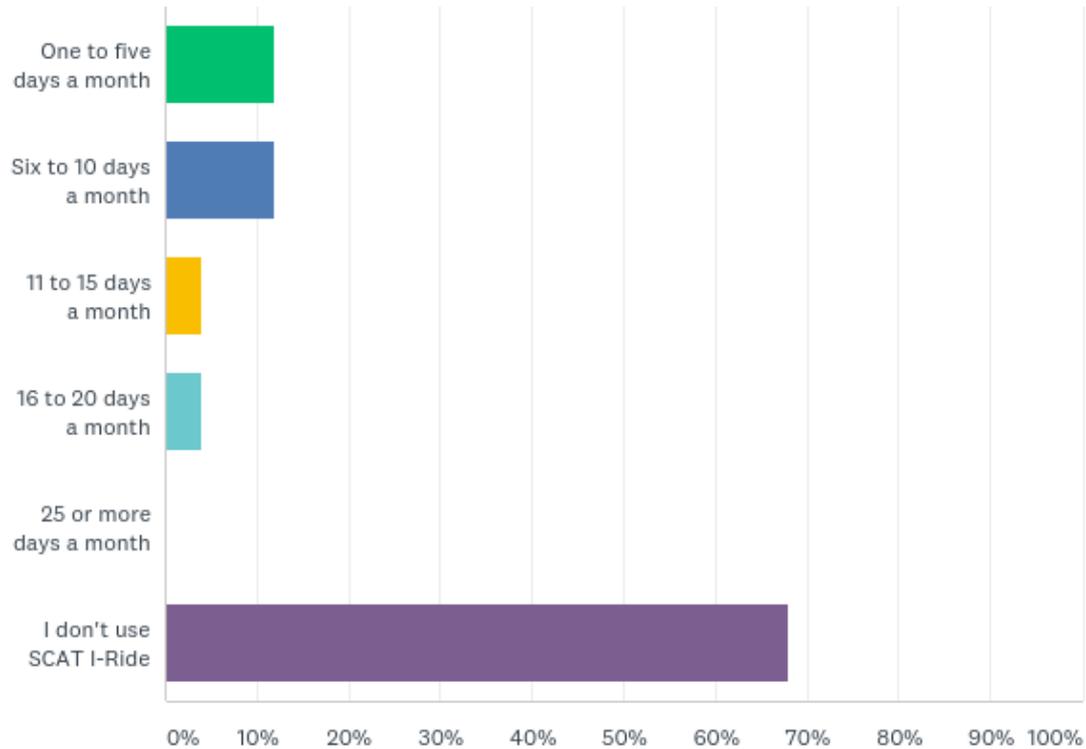
Q10: Please rate the following SCAT Services on a scale of 1-10

Answered: 25 Skipped: 0

	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE	2017
Fares	0.00% 0	0.00% 0	4.00% 1	0.00% 0	0.00% 0	4.00% 1	0.00% 0	4.00% 1	28.00% 7	60.00% 15	25	9.20	8.98
Bus Cleanliness	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	4.00% 1	8.00% 2	28.00% 7	60.00% 15	25	9.44	9.57
Service hours	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	4.00% 1	8.00% 2	16.00% 4	12.00% 3	60.00% 15	25	9.16	9.79
Service area	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	12.00% 3	8.00% 2	16.00% 4	64.00% 16	25	9.32	9.59

Q11: Have you used SCAT I-Ride in place of the SCAT bus? If so, how often?

Answered: 25 Skipped: 0



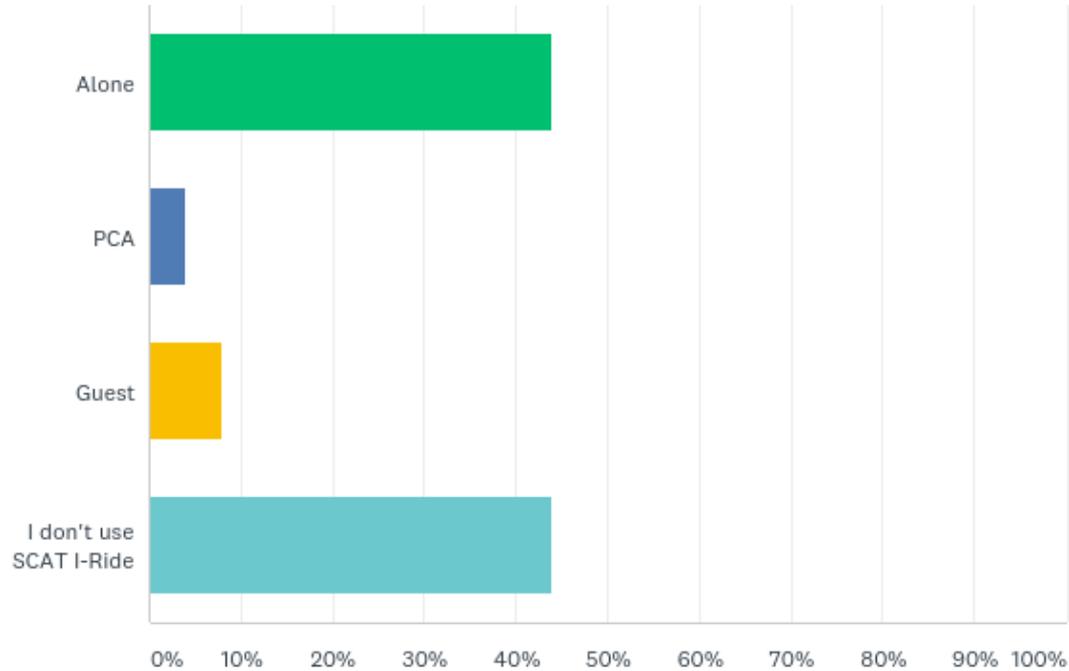
Q11: Have you used SCAT I-Ride in place of the SCAT bus? If so, how often?

Answered: 25 Skipped: 0

ANSWER CHOICES	RESPONSES	
One to five days a month	12.00%	3
Six to 10 days a month	12.00%	3
11 to 15 days a month	4.00%	1
16 to 20 days a month	4.00%	1
25 or more days a month	0.00%	0
I don't use SCAT I-Ride	68.00%	17
TOTAL		25

Q12: Do you usually travel with SCAT I-Ride alone, with a Personal Care Attendant (PCA) or a guest?

Answered: 25 Skipped: 0



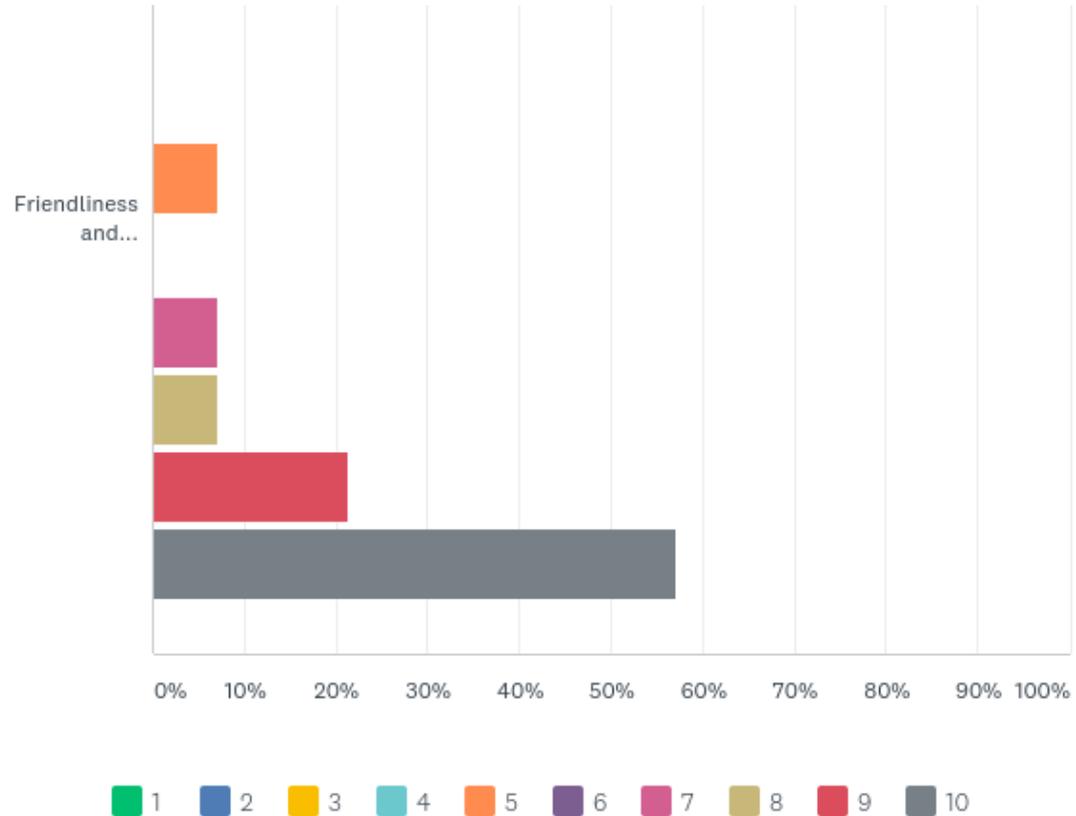
Q12: Do you usually travel with SCAT I-Ride alone, with a Personal Care Attendant (PCA) or a guest?

Answered: 25 Skipped: 0

ANSWER CHOICES	RESPONSES	
Alone	44.00%	11
PCA	4.00%	1
Guest	8.00%	2
I don't use SCAT I-Ride	44.00%	11
TOTAL		25

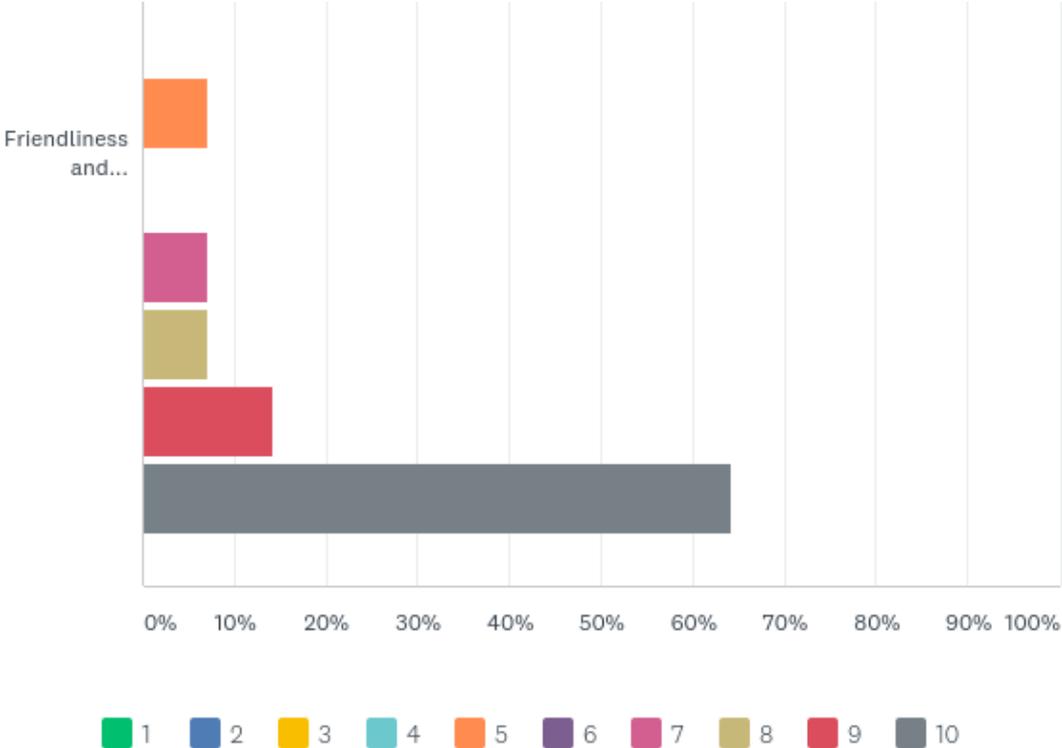
Q13: Please rate the following SCAT I-Ride services on a scale of 1 to 10

Answered: 14 Skipped: 11



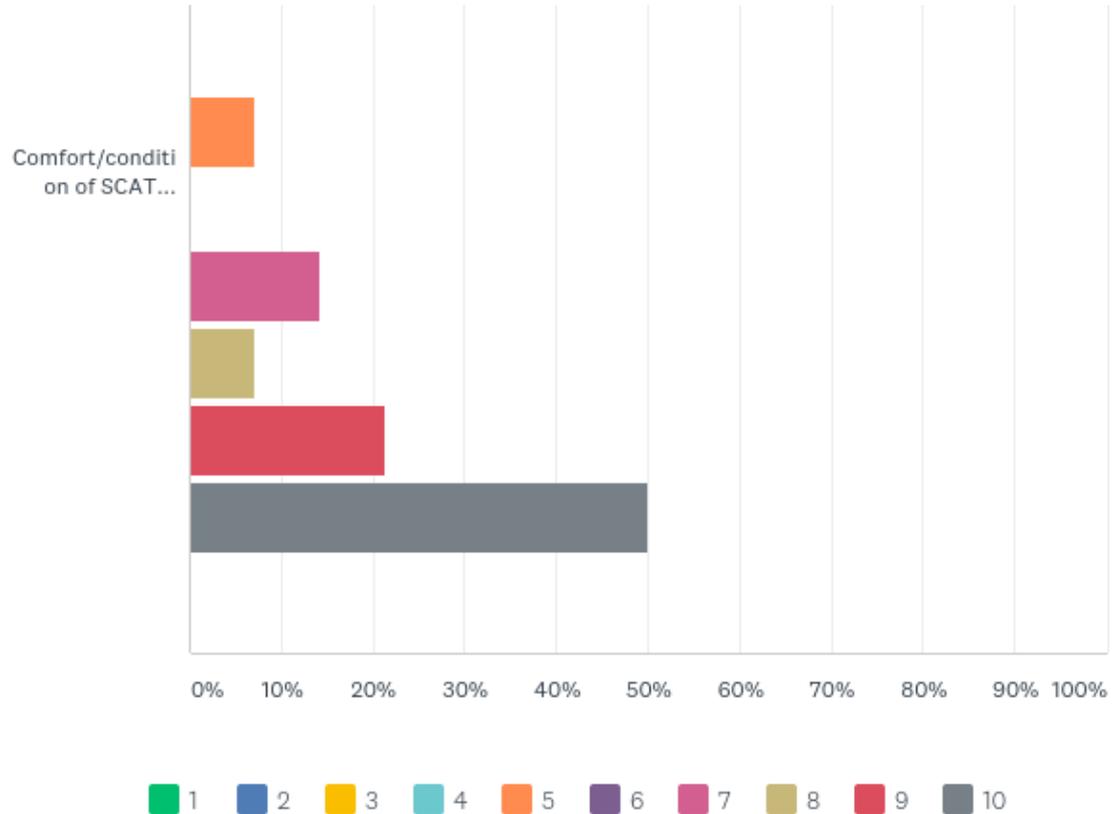
Q13: Please rate the following SCAT I-Ride services on a scale of 1 to 10

Answered: 14 Skipped: 11



Q13: Please rate the following SCAT I-Ride services on a scale of 1 to 10

Answered: 14 Skipped: 11



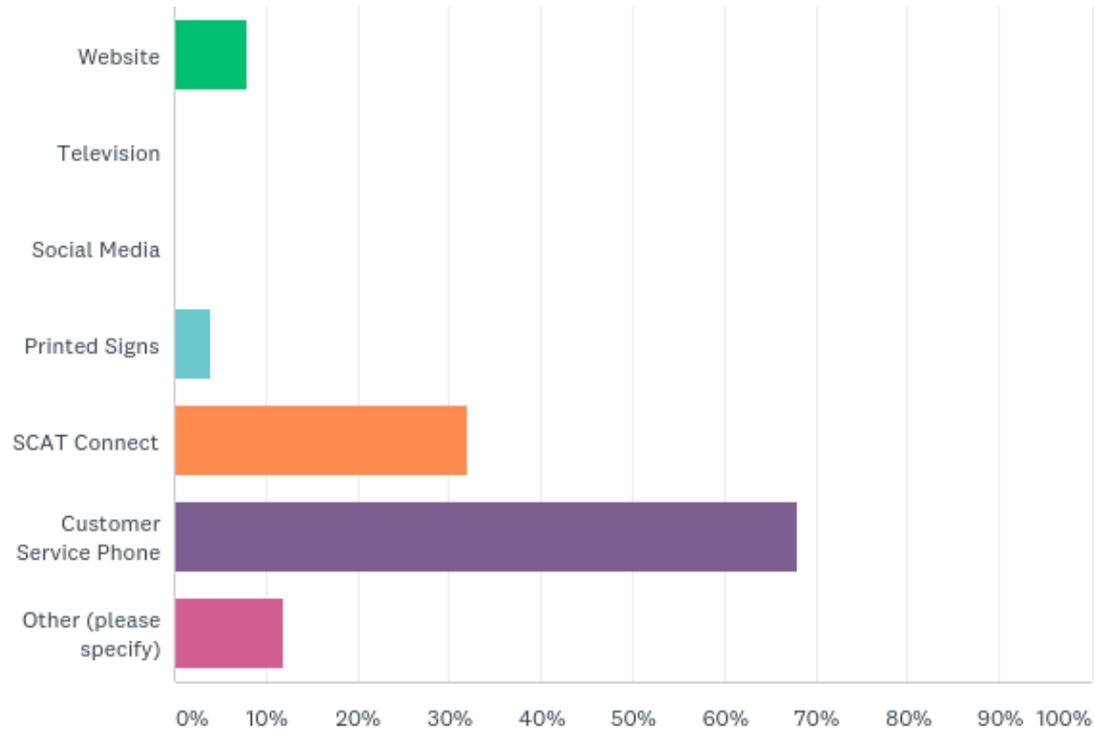
Q13: Please rate the following SCAT I-Ride services on a scale of 1 to 10

Answered: 14 Skipped: 11

	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
Friendliness and professionalism of phone operator when making SCAT I-Ride reservation	0.00% 0	0.00% 0	0.00% 0	0.00% 0	7.14% 1	0.00% 0	7.14% 1	7.14% 1	21.43% 3	57.14% 8	14	5.93
Friendliness and professionalism of SCAT I-Ride drivers	0.00% 0	0.00% 0	0.00% 0	0.00% 0	7.14% 1	0.00% 0	7.14% 1	7.14% 1	14.29% 2	64.29% 9	14	5.93
Comfort/condition of SCAT I-Ride vehicle	0.00% 0	0.00% 0	0.00% 0	0.00% 0	7.14% 1	0.00% 0	14.29% 2	7.14% 1	21.43% 3	50.00% 7	14	5.93

Q14: How do you receive information from SCAT about service change/delays and other information? (Check all that apply)

Answered: 25 Skipped: 0



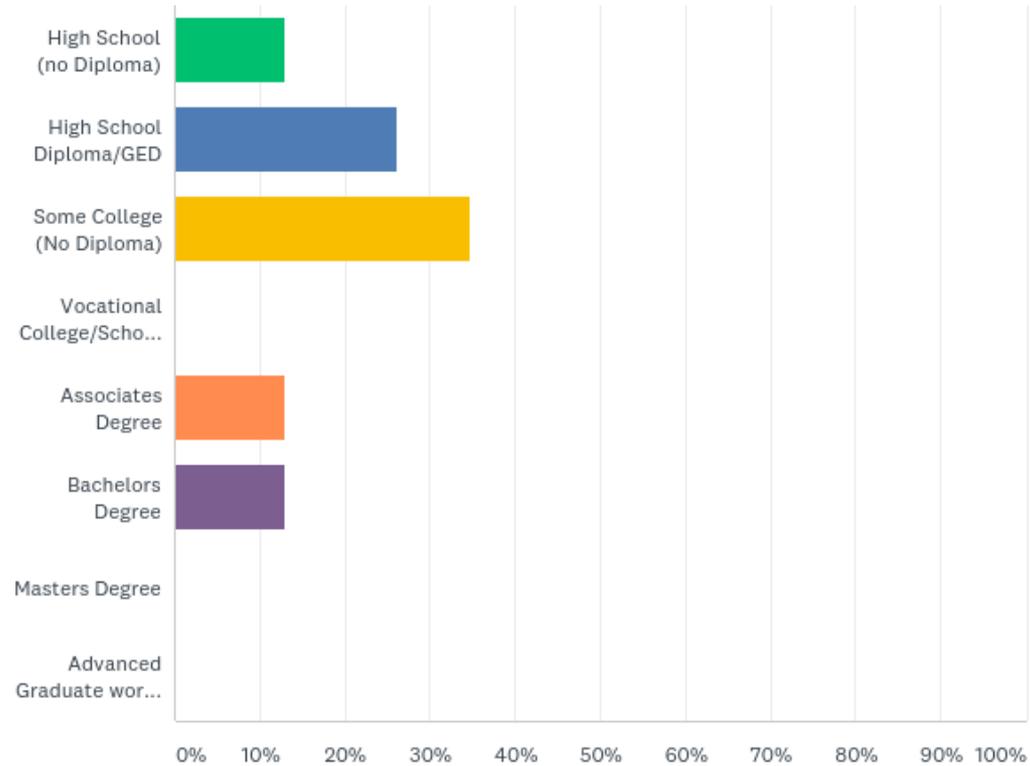
Q14: How do you receive information from SCAT about service change/delays and other information? (Check all that apply)

Answered: 25 Skipped: 0

ANSWER CHOICES	RESPONSES	2017
Website	8.00%	7.32%
Television	0.00%	9.76%
Social Media	0.00%	1.63%
Printed Signs	4.00%	.81%
SCAT Connect	32.00%	22.76%
Customer Service Phone	68.00%	82.93%
Other (please specify)	12.00%	3.25%
Total Respondents: 25		

Q15: What is your highest level of education?

Answered: 23 Skipped: 2



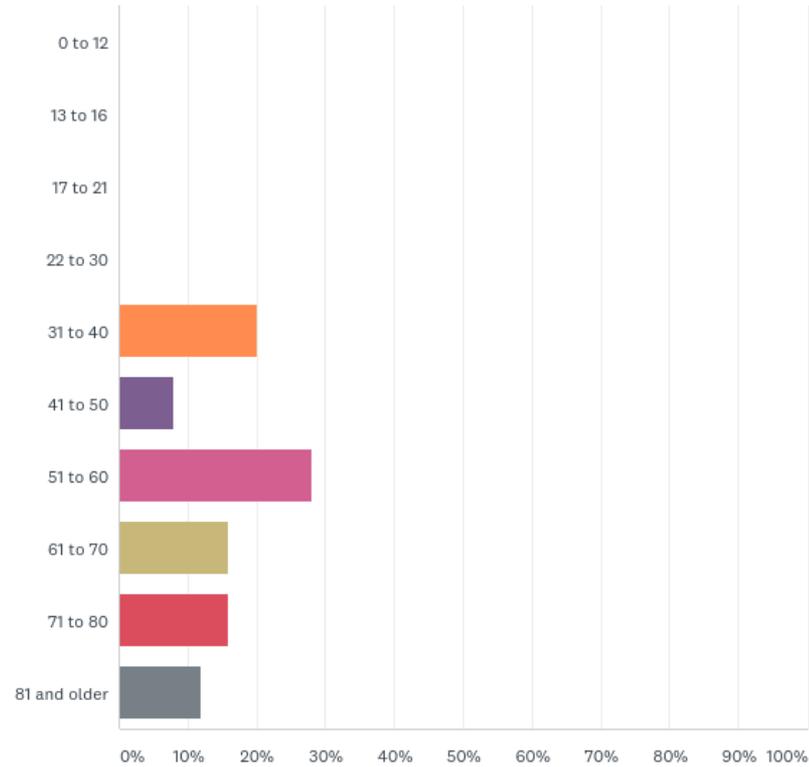
Q15: What is your highest level of education?

Answered: 23 Skipped: 2

ANSWER CHOICES	RESPONSES	
High School (no Diploma)	13.04%	3
High School Diploma/GED	26.09%	6
Some College (No Diploma)	34.78%	8
Vocational College/School Certificate	0.00%	0
Associates Degree	13.04%	3
Bachelors Degree	13.04%	3
Masters Degree	0.00%	0
Advanced Graduate work or Ph.D	0.00%	0
TOTAL		23

Q16: What is your age in years?

Answered: 25 Skipped: 0



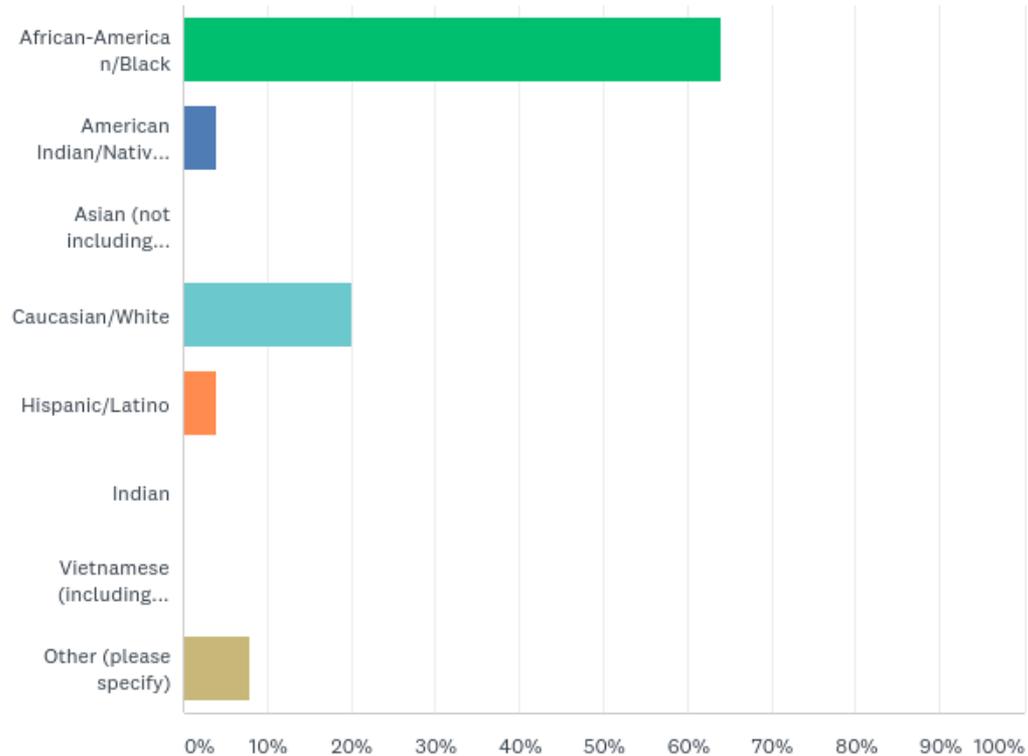
Q16: What is your age in years?

Answered: 25 Skipped: 0

ANSWER CHOICES	RESPONSES	
0 to 12	0.00%	0
13 to 16	0.00%	0
17 to 21	0.00%	0
22 to 30	0.00%	0
31 to 40	20.00%	5
41 to 50	8.00%	2
51 to 60	28.00%	7
61 to 70	16.00%	4
71 to 80	16.00%	4
81 and older	12.00%	3
TOTAL		25

Q17: What is your racial classification? (Please check one)

Answered: 25 Skipped: 0



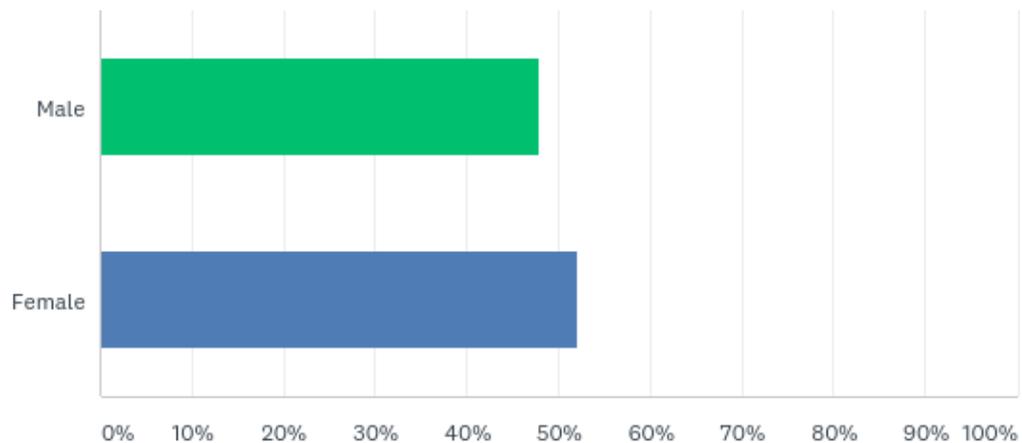
Q17: What is your racial classification? (Please check one)

Answered: 25 Skipped: 0

ANSWER CHOICES	RESPONSES	
African-American/Black	64.00%	16
American Indian/Native American	4.00%	1
Asian (not including Vietnamese	0.00%	0
Caucasian/White	20.00%	5
Hispanic/Latino	4.00%	1
Indian	0.00%	0
Vietnamese (including Montgenard)	0.00%	0
Other (please specify)	8.00%	2
TOTAL		25

Q18: What is your gender?

Answered: 25 Skipped: 0



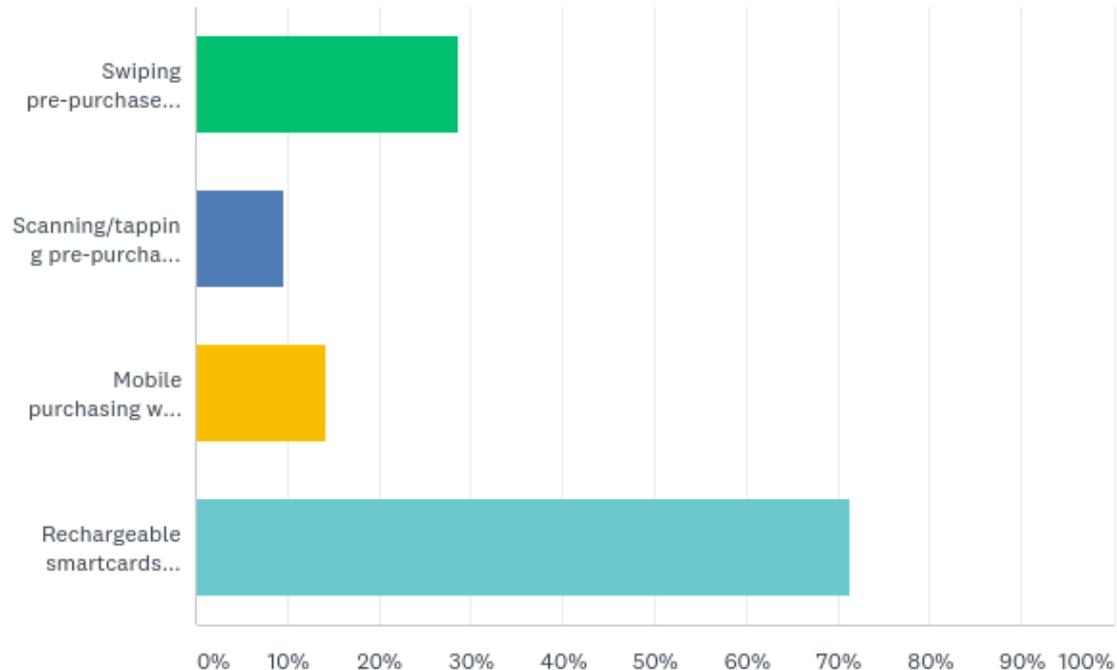
Q18: What is your gender?

Answered: 25 Skipped: 0

ANSWER CHOICES	RESPONSES	
Male	48.00%	12
Female	52.00%	13
TOTAL		25

Q19: SCAT is considering new ways to pay fares besides the use of cash. Please tell us if you feel you could use and benefit from the following? (Check all that apply).

Answered: 21 Skipped: 4



Q19: SCAT is considering new ways to pay fares besides the use of cash. Please tell us if you feel you could use and benefit from the following? (Check all that apply).

Answered: 21 Skipped: 4

ANSWER CHOICES	RESPONSES	
Swiping pre-purchased passes	28.57%	6
Scanning/tapping pre-purchased passes	9.52%	2
Mobile purchasing with your smartphone or online	14.29%	3
Rechargeable smartcards (debit-like card)	71.43%	15
Total Respondents: 21		