

2017 Fixed Route Rider Survey

Final Report

Prepared by Data Centric Services

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Executive Summary

Schuylkill Transportation System surveyed the riders of their fixed route bus service over the period July 5, 2017 to July 11, 2017. The survey was based on a standard survey developed by the Pennsylvania Department of Transportation (PennDOT) and consists of 15 questions which address customer satisfaction, rider characteristics and patterns in service usage. The first question is a multipart question which asks respondents to rate overall satisfaction and satisfaction with 19 performance measures. In preparation for the survey, Data Centric Services (DCS) worked with STS to establish the number of surveys to collect on each route and to layout an implementation plan to ensure STS would achieve the survey targets. STS staff distributed the survey to riders and returned the completed surveys to DCS for processing and analysis. A summary of the results is provided here.

A total of 299 completed surveys were collected. Based on the results of the survey, the total number of unique STS riders is estimated to be between 500 and 1100 the margin of error is less than 4.8%, meaning that the survey results reflect the complete population of riders to within +/-4.8%.

The first category of questions addressed customer satisfaction with STS's service and staff. The results indicated that riders are generally happy with the service STS provides. Ninety-eight percent (98%) of respondents indicated they were satisfied or very satisfied with the service. A high percentage of respondents also indicated they would continue using the service (94%) and would recommend the service to others (96%).

As part of the satisfaction assessment, riders were also asked to rate a total of 19 performance measures addressing topics such as driver and staff performance, safety, capacity, frequency of service, schedule adherence and clarity of bus schedules. The average rating across all the service elements was 4.54 on a scale from 1 to 5 with all 19 service elements having an average rating above 4. The highest rated performance measures were "safe and competent drivers" (4.73), "driver courtesy and friendliness" (4.72), "helpfulness of employees" (4.65) and "availability of seats on the bus" (4.62).

The performance measures receiving the lowest average scores were "frequency of weekend service" (4.16), "comfort at bus stops" (4.37), "bus stop maintenance" (4.48) and "comfortable temperature on bus" (4.49).

A total of 99 respondents (33%) provided some open-ended feedback at the end of the survey. Thirtythree (33) respondents complimented STS's service and 25 provided favorable feedback in regards to STS drivers. Some feedback expressed rider concerns and / or recommendations for improving the service. The themes raised most frequently are listed below:

- Thirteen (13) respondents indicated there was a need for bus stop enhancements or maintenance
- Twelve (12) respondents requested additional weekend service
- Five (5) respondents expressed a need for later bus service
- Four (4) respondents asked for new or altered routes
- Four (4) respondents requested more frequent service

Rider Characteristic	R	esults
Employment Status	Employed (33%)	Student (13%)
	Retired (24%)	Other (10%)
	Not employed (19%)	
Home Zip Code	17901 (39%)	17948 (3%)
	17954 (14%)	18252 (3%)
	17972 (6%)	17970 (2%)
	17931 (5%)	Other (7%)
	17921 (4%)	
Age	15 and under (2%)	41 to 60 (29%)
	16 to 24 (16%)	61 to 64 (7%)
	25 to 40 (25%)	65 and older (19%)
Gender (M/F)	Male (40%)	Female (60%)
Alternate Transportation	Yes (36%)	No (64%)
Internet Access	Yes (71%)	No (29%)
Smart Phone	Yes (65%)	No (35%)

The second category of questions sought to characterize riders and are summarized in Table 1.

 Table 1 - Respondent Characteristics

The third category of questions examined service usage patterns. The results of these questions are summarized below in Table 2.

Usage Characteristic		Results
Primary Use of Bus	Shopping (32%)	Medical/Dental (15%)
	Work (24%)	Higher Education (7%)
	Social / recreational (19%)	School K-12 (3%)
Get from Origin to Bus	Walk (87%)	Ride with someone (2.4%)
	Drive and park (4%)	Bike (2%)
	Dropped off (0.4%)	Other (1%)
Get from Bus to Destination	Walk (85%)	Bike (2%)
	Drive in a vehicle (4%)	Ride with someone (2%)
	Picked up (4%)	Other (2%)
Usage Frequency	6 - 7 days a week (13%)	1 - 3 times a month (16%)
	5 days a week (22%)	Less than once a month (7%)
	2 - 4 days a week (32%)	First time riding (3%)
	Once a week (7%)	
How Long Riding the Bus	More than 3 years (51%)	1 month - 1year (14%)
	1 - 3 years (24%)	Less than 1 month (11%)

Table 2 - Service Usage Summary

Based on the results of the survey, a number of recommendations were developed. A summary of these recommendations is provided here for STS's consideration:

- Bus stop maintenance and enhancements seems to be an area of concern to STS riders. At the time of the survey, STS had planned improvements in bus stop shelters and signs. STS should also consider improving bus stop maintenance especially in regards to vegetation control and trash collection.
- Examine the demand for additional weekend service, especially along Route 10 (Shenandoah) and Route 20 (Minersville). If warranted, STS should consider some practical alternatives which might address this need.
- Assess temperature control on the buses and retrain drivers as needed to ensure passengers have a comfortable on-board experience.
- Evaluate on-time performance and, if needed, adjust schedules and / or retrain drivers to improve schedule adherence.
- Examine the demand for decreased headway on select routes, especially Route 10 (Shenandoah), Route 20 (Minersville) and Route 52 (Ashland).
- Explore the demand for extended evening service especially on the Route 10 (Shenandoah).
- Evaluate the demand for service to Hamburg to determine if limited service to this area is warranted.
- Acknowledge STS staff and drivers for the high ratings and favorable feedback they received on the survey.
- Read though the open-ended comments provided by the respondents (see Appendix B).
- Publicize the survey findings along with any actions which STS is planning in response to the survey.

Additional details on the recommendations are provided in the Conclusions and Recommendations section at the end of this report.

Summary of STS Service

STS operates both fixed route and paratransit services in Schuylkill County, Pennsylvania which has an area of 783 square miles and a population of 148,289 (US Census, 2010). STS's fixed route service area spans 277 square miles and has a population of 97,441 (PennDOT, 2017) (see Figure 1). The service area includes Ashland, Frackville, Mahanoy City, McAdoo, Minersville, Pottsville, Schuylkill Haven, Shenandoah and Tamaqua. In fiscal year 2015-2016, STS reported a total fixed route ridership of 202,154 (PennDOT, 2017).



Figure 1- STS Service Area

Facilities

- STS Administration, Maintenance, Garage: 252 Industrial Park Road, Saint Clair, PA 17970
- Terminal: Union Station, 300 S. Center St., Pottsville, PA 17901

Vehicles / Technology

STS has 12 vehicles in its fixed route fleet. The buses are equipped with the following technology:

- Computer Aided Dispatch / Automatic Vehicle Location (CAD / AVL) (Avail Technologies)
- Vault Style Fare Boxes (Diamond)

- Smart Card Readers (Avail Technologies)
- Automatic Passenger Counters (APCs) (InfoDev)
- Automated Announcement System (Mackenzie)
- On-Board Signs (Twin Vision)
- On-Board Surveillance Systems (GE and REI)

In addition to the on-board technology, STS also provides consumers with real time bus information and service notifications through a combination of dynamic message signs, Avail's myStop application and Rider Alerts.

Vehicle Maintenance and Operations

STS performs their own vehicle maintenance and uses ExtraFleet maintenance management software (Current Software, Inc.).

Routes

At the time the survey was carried out, STS provided fixed route service on 10 routes (see Table 3).

Route	Days	Hours	Headway	Description
10	M-F	6:30 am-5:57 pm	2:00	Pottsville, Fairlane Village Mall, Saint Clair,
	Sa	8:00 am-4:53 pm		Wal-Mart, Frackville, Shenandoah
14	Sa	900 am-3:47 pm	2:00	Pottsville, Palo Alto, Port Carbon, Mill Creek, St. Clair
20	M-F	7:00 am-5:47 pm	1:00	Pottsville, Marlin, Kings Village Plaza, Miners-
	Sa	10:00 am-4:40 pm		ville
30	M-F	7:10 am-5:40 pm	1:00	Pottsville, Mt. Carbon, Cressona-Mall, Cres-
	Sa	9:00 am-4:35 pm		sona, Schuylkill Haven, Penn State / Rest Ha-
				ven
40	M-F	8:00 am-5:36 pm	0:35	Pottsville, Mechanicsville, Port Carbon, Cum-
	Sa	10:00 am-4:35 pm		bola, New Philadelphia, Kaska, Middleport
45	M-F	8:00 am-5:40 pm	0:40	Pottsville – McAdoo
				Connects to Hazleton (HPT)
51	M-F	8:22 am-5:10 pm	0:40	Shenandoah, Mahanoy City, Maple Hill, Suf-
	Sa	8:25 am-4:00 pm		folk
52	M-F	9:00 am-3:00 pm	1:30	St. Clair, Ashland, Frackville, Shenandoah
				Connects to LATS
100A	M-F	10:00 am-2:30 pm	0:30	Pottsville Quick Route
100	M-F	9:00 am-3:45 pm	0:45	Pottsville Loop

Table 3 - STS Routes as of June 2017

Fares

STS uses a flat fare structure and offers discounted fares for multi-trip tickets and passes (see Table 4).

Fare / Pass	Cost
Cash Fare	\$1.50
Transfers	\$0.25
Seniors	Free
Children 0-9 years	Free
Children 9-12 years	\$0.55
Ten Trip Pass	\$13.50
Penn State Schuylkill Pass (20 trips)	\$10.00
McCann Student Program Single trip ticket Twenty trip pass	\$1.00 \$20.00
30 Day Smart Card	\$50.00
Reloadable Smart Card Initial Purchase Refills	\$5.00 Any dollar amount

Table 4 - STS Fares and Passes

STS's rate structure was changed from zone based to a flat fare structure in February 2017. In July 2017 STS increased the cash fare from \$1.45 to \$1.50.

Customer Service

Customer service hours are weekdays from 7:00am to 6:30pm and Saturday from 7:00am to 5:00pm.

Staffing

Staffing for STS is shown in Table 5.

Staff	Count
Administrative staff (including management):	23
CSRs (shared ride and fixed route):	5
Dispatchers (shared ride and fixed route):	3
Drivers: Fixed Route (part time / full time):	1/11
Drivers: Paratransit (part time / full time):	14/13
Maintenance:	8

Table 5 - STS Staffing

Out of County Service

STS offers connections to Carbon County Community Transit (CCCT), Hazelton Public Transit (HPT) and Lower Anthracite Transit System (LATS) (see Table 6).

County	Transit Agency	Connection Point
Carbon	CCCT	Hometown
Luzerne	HPT	McAdoo
Northumberland	LATS	Ashland

 Table 6 - STS Out of County Service

Recent / Planned Projects

Past Projects:

• Avail smart card readers were deployed on STS's buses.

Current projects:

• The Schuylkill Mall was closed at the end of 2017. STS has altered their routes accordingly.

Upcoming projects:

- The headway for the shorter routes to Pottsville will be adjusted to 1-hour. STS is also considering the possibility of combining a few of these routes.
- Delivery of 5 CNG buses is expected in December 2018.
- The maintenance facility will be upgraded for CNG.
- STS is planning improvements to bus stop signs.
- Funding has been requested for 10 bus stop shelters.
- STS is in the process of selecting a location for a new facility. They have currently narrowed the location of the facility to 3 potential sites.

Survey Implementation

This section will provide an overview of the survey structure and the manner in which it was implemented.

Survey Questions

PennDOT has established a standard fixed route rider survey which consists of 15 standard questions and includes a section for open-ended feedback. Question 1 is a multipart question that asks riders to rate overall service and 19 distinct performance measures. The survey was originally developed by Gannett Fleming as part of a 2010 project with PennDOT. Substantial revisions have been made to the list of original questions to improve clarity and shorten the survey to one page. The goal of using a uniform set of questions across the state is to ensure that the same measures are being assessed and that they are being evaluated in a consistent fashion.

All the questions on the survey were single answer, multiple choice questions. At the end of the survey, respondents were given the opportunity to provide open ended feedback on STS's service.

DCS prepared both paper and electronic forms of the survey. Of the 299 surveys completed, 292 were paper based and 7 were electronic. The survey was also offered in both English and Spanish versions. A total of 296 surveys were completed in English and 3 were completed in Spanish. The different versions of the survey are shown in Appendix A.

Sample Size and Other Statistical Considerations

To assess characteristics about STS's complete population of riders, a fraction of STS's ridership (i.e., a sample) was selected to participate in the survey. There is inherently some error in estimating population characteristics from the subset who participate in the survey. This error is characterized by two distinct but related statistical parameters. The first is the margin of error, also known as the confidence interval, and the second is the confidence level. The margin of error represents the maximum difference between the population mean and the sample mean that you would reasonably expect to see. The second statistical parameter which is used to describe the error is the confidence level. The confidence level represents the likelihood that the population mean and the sample mean differ by no more than the margin of error. The margin of error at a specific confidence level depends on a number of factors:

• Sample Size

The margin of error is inversely proportional to the square root of the sample size and, consequently, as the sample size increases the margin of error decreases as one would expect.

• Population Size

The margin of error is dependent on the size of the population being sampled although this dependence is negligible for large populations.

• Proportion

The margin of error for a specific answer is dependent on the percentage of respondents who select that answer. Answers which are selected by a high percentage of respondents or a low percentage of respondents have a lower margin of error than answers which are more evenly split.

The margin of error can be calculated from the sample size and the size of the overall population being assessed. In this case, the sample size is 299 (i.e., the number of respondents who completed the survey)

and the population is the number of unique riders who use STS. To estimate the number of unique STS riders, the total ridership for fiscal year 2015-2016 was divided by an estimate of the average number of trips a STS rider makes each year. The average number of annual trips made by a rider was in turn approximated from the responses to survey Question 3 (How often do you ride the bus?). Using this methodology, the total number of unique STS riders is estimated to be between 500 and 1100. Based on the sample size and the estimate of the total population of riders, the margin of error is less than 4.8% at a 95% confidence level. This margin of error represents a worst-case scenario by assuming the maximum rider population (i.e., 1100) and assuming answers are evenly split among respondents.

There are a few points worth noting:

1. In order to make the results of the survey more representative of the population, sample collection was stratified by route. The number of surveys targeted for each route was calculated by proportionally allocating the total number of target surveys according to the percent ridership attributable to that route. This is described in more detail later in this section.

2. The margin of error can be significantly different when examining subpopulations of riders such as the riders on a particular route or the riders in a particular income range. With subpopulations derived from the STS's results, the sample size and the population size can both be markedly smaller than the sample size and population size for the entire population of riders. This generally results in a higher margin of error when examining subpopulations.

Survey Distribution

Paper surveys were distributed to riders over the period July 5, 2017 to July 11, 2017. The survey was given to willing passengers upon boarding if there was time for them to fully complete the survey before reaching their destination and if they had not previously taken the survey. Assistance was provided to the riders as needed. Over the course of the survey period, a total of 299 surveys were collected.

Table 7 presents the ridership percentages, target number of surveys and actual number of surveys collected by route. Figure 2 presents a graphical comparison of the target number of surveys for each route along with the actual number collected.

Route #	Name	% Ridership	Survey Target	Actual
10	Shenandoah	51.6%	142	145
20	Minersville	23.5%	65	73
30	Schuylkill Haven	8.8%	24	25
51	Mahanoy City	3.7%	10	10
52	Ashland	3.1%	9	11
40	Middleport	3.0%	8	16
45	McAdoo	2.6%	7	7
100	Pottsville Loop	1.7%	5	7
100A	Pottsville Quick Route	1.2%	3	3
14	Long Line	0.8%	2	2
Totals		100.0%	275	299

Table 7 - Surveys Collected by Route (Target vs. Actual)



Figure 2 - Surveys Collected by Route (Target vs. Actual)

As is evident from the data, STS staff did an excellent job in achieving the route based targets.

Survey Processing and Analysis

The completed paper surveys were scanned into a commercial survey software application (i.e., Snap Survey) for processing. Each survey was reviewed to identify anomalies and correct any errors in processing and the open-ended comments were manually entered into Snap. The paper survey results were then combined with the electronic survey results and exported for analysis in a custom software application (i.e., the Survey Analysis Tool). At the time of processing, all surveys were assigned a unique serial number.

The questions on the survey presented respondents with a list of choices to choose from and requested that just a single answer be selected. On occasion, respondents selected multiple answers to these questions. In processing the surveys, Snap Survey only retains the last response for single response questions.

Raw Surveys and the Survey Analysis Tool

Included with this report is a DVD which contains a copy of this report, the complete set of paper and electronic surveys and a copy of the Survey Analysis Tool. Each survey is provided as a separate pdf file and named according to the serial number assigned to the survey. The Survey Analysis Tool can be used to perform additional analysis of the survey data. The key functions of this tool include:

- Filtering surveys based on the responses to one or more questions
- Directly viewing the raw survey in pdf format for any of the filtered surveys

- Creating survey groups for analysis and comparison based on a filtered list of surveys (e.g. students vs. non-students or commuters vs. non-commuters)
- Comparing current survey results to survey results from prior years
- Comparing the survey results to benchmarks established by aggregating the results of others who have implemented the survey

Since this is the first time STS has implemented the survey, the ability to compare current survey results to prior survey results is not available. Further, until survey results have been compiled for a substantial number of transit systems, an average set of results for benchmark comparison will not be available.

Results

This section of the report presents the results of the survey.

Missing Data

The percentage of missing answers by question is shown in Table 8 and is also graphically depicted in Figure 3.

No.	Question	Missing
1a	Overall satisfaction	0.3%
1b	On time arrivals and departures	0.3%
1c	Frequency of weekday service	0.7%
1d	Frequency of weekend service	0.7%
1e	Availability of seats on the bus	0.0%
1f	Comfortable bus seats	0.0%
1g	Comfortable temperature on bus	1.0%
1h	Comfort at bus stops	0.7%
1i	Cleanliness inside the bus	0.7%
1j	Bus fares	0.0%
1k	Driver courtesy and friendliness	0.0%
11	Safe and competent drivers	0.0%
1m	Bus stop maintenance	1.3%
1n	Personal safety on buses/at stops	0.7%
10	Helpfulness of employees	0.0%
1p	Park-and-ride lots	1.3%
1q	Telephone customer service	1.0%
1r	Bus schedule availability	2.0%
1s	Bus schedule - easy to understand	1.3%
1t	Website - easy to navigate	2.3%
2	What is the primary reason you use the bus?	1.0%
3	How often do you ride the bus?	0.0%
4	How long have you been using this transit service?	0.0%
5	What is your local zip code?	0.0%
6	What is your gender?	0.3%
7	What is your age group?	0.0%
8	What is your current employment status?	1.7%
9	Will you continue using this bus service?	1.3%
10	Would you recommend this bus service?	1.7%
11	How do you generally get to the bus stop?	1.3%
12	How will you generally get to your final destination once you get off the bus?	1.7%
13	Do you have alternate transportation?	1.3%
14	Can you access the Internet?	1.3%
15	Do you have a smart phone?	2.0%

Table 8 - Missing Data by Question



The results show that most respondents answered all the questions on the survey. The percentage of missing data was less than 3% for all the survey questions.

Customer Satisfaction

This section assesses rider satisfaction with STS's service. The questions which assessed rider satisfaction are listed in Table 9. A summary of the open-ended feedback is also included in this section.

Question	Characteristic Assessed	
1a	Overall satisfaction with the service	
1b-1t	Satisfaction with 19 performance measures	
9	Likelihood to continue using the service	
10	Likelihood to recommend the service to others	

Table 9 - Survey Questions Which Assessed Customer Satisfaction

Overall Satisfaction (Question 1a)

Question 1a asked riders to rate their overall satisfaction with STS's service. The results in Figure 4 show that 98% of respondents indicated they were either satisfied or very satisfied with the service.





Rating Performance Measures (Questions 1b – 1t)

Questions 1b through 1t asked riders to rate STS's service according to 19 distinct measures of performance. For each measure, the rider could indicate their level of satisfaction by selecting from 5 choices. The choices were given a numeric score on a scale from 1 to 5, with 5 corresponding to "very satisfied" and 1 corresponding to "very dissatisfied" (see Table 10).

Level of Satisfaction	Score
Very Satisfied	5
Satisfied	4
Dissatisfied	2
Very Dissatisfied	1
Not Applicable	-

Table 10 - Satisfaction Scores

The results of all respondents were aggregated to determine the average satisfaction score for each measure. The performance measures were then ordered highest to lowest by average score (see Figure 5).



Figure 5 - Average Satisfaction Score by Performance Measure

The average scores ranged from a high of 4.73 for "safe and competent drivers" to a low of 4.16 for "frequency of weekend service". The overall average for all 19 measures was 4.54 and all 19 measures received an average rating above 4.0.

Other elements receiving relatively high average ratings included "driver courtesy and friendliness" (4.72), "helpfulness of employees" (4.65) and "availability of seats on the bus" (4.63).

Other elements receiving relatively low average ratings included "comfort at bus stops" (4.37), "bus stop maintenance" (4.48) and "comfortable temperature on bus" (4.49).

The number of respondents who gave a service element an unfavorable rating (i.e., "Dissatisfied" or "Very Dissatisfied") is shown in Figure 6. The service elements are presented in the same order as in Figure 5.



Figure 6 - Number Dissatisfied and Very Dissatisfied by Performance Measure

Five (5) performance measures received more than 15 unfavorable ratings: "frequency of weekend service" (43), "comfort at bus stops" (23), "bus stop maintenance" (19), "bus schedule availability" (17) and "comfortable temperature on bus" (16).

It should be noted that while most of the performance measures are likely to at least partially reflect the respondent's experience with the route they most often ride, a few of the measures are largely unrelated to the rider's experience on a particular route but instead are a reflection of the system as a whole. Specifically, these performance measures are "bus fares", "bus schedule availability", "bus schedule – easy to

understand", "telephone customer service" and "website – easy to navigate." The analysis which follows will examine differences in performance measure ratings between routes and will focus on the performance measures which are considered to be at least partially reflective of the route.

The performance measures with a relatively high number of unfavorable ratings in Figure 6 were examined to determine if a disproportionate number came from specific routes. The results of this analysis are shown in Table 11.

Performance Measure	Routes with Disproportionately High Numbers of Unfavorable Ratings
Frequency of Weekend Service	51 – Mahanoy City and 52 – Ashland
Comfort at Bus Stops	10 – Shenandoah
Bus Stop Maintenance	10 – Shenandoah
Comfortable Temperature on Bus	10 – Shenandoah

 Table 11 - Disproportionate Unfavorable Ratings by Route

The performance measures were also examined to determine how average satisfaction ratings varied across routes (see Table 12). Route scores which were more than 10% higher than the system-wide average are shaded green and route scores which were more than 10% lower than the system-wide average are shaded red.

Performance Measure	System-wide	10 - Shenandoah	20 - Minersville	30 - Schuylkill Haven	40 - Middleport	52 - Ashland	51 - Mahanoy City	100 - Pottsville Loop	45 - McAdoo	100A - Pottsville Quick Route	14 - Long Line
Number of surveys	299	145	73	25	16	11	10	7	7	3	2
Safe and competent drivers	4.73	4.69	4.74	4.76	4.94	5.00	4.60	4.29	5.00	5.00	5.00
Driver courtesy and friendliness	4.72	4.68	4.71	4.72	4.94	5.00	4.60	4.29	5.00	5.00	5.00
Helpfulness of employees	4.65	4.61	4.68	4.48	4.88	4.82	4.70	4.43	5.00	5.00	5.00
Availability of seats on the bus	4.63	4.63	4.59	4.72	4.81	4.64	4.30	4.57	4.57	5.00	4.50
Cleanliness inside the bus	4.62	4.55	4.67	4.64	4.80	4.80	4.50	4.29	5.00	5.00	5.00
Personal safety on buses/at stops	4.59	4.53	4.56	4.68	4.87	4.60	4.60	4.57	5.00	5.00	4.50
Comfortable bus seats	4.57	4.49	4.68	4.60	4.81	4.60	4.30	4.43	4.57	5.00	5.00
Park-and-ride lots	4.56	4.49	4.62	4.63	4.73	4.78	4.56	4.00	4.75	5.00	5.00
Frequency of weekday service	4.55	4.54	4.58	4.58	4.75	4.60	4.10	4.43	4.67	4.67	4.50
On time arrivals and departures	4.53	4.48	4.51	4.68	4.87	4.73	4.20	4.14	5.00	5.00	4.50
Comfortable temperature on bus	4.49	4.42	4.53	4.42	4.73	4.70	4.50	4.71	4.57	5.00	4.50
Bus stop maintenance	4.48	4.38	4.46	4.71	4.73	5.00	4.50	4.14	4.86	5.00	4.50
Comfort at bus stops	4.37	4.30	4.35	4.56	4.56	4.50	4.11	4.71	4.71	4.67	3.50
Frequency of weekend service	4.16	4.16	4.18	4.45	4.23	3.60	3.56	4.43	4.25	4.67	3.00
Average Score:	4.55	4.50	4.56	4.62	4.76	4.67	4.37	4.39	4.78	4.93	4.54

 Table 12 – Average Performance Measure Ratings by Route

The assumption implicit in this analysis is that the ratings provided by a respondent are reflective of the route which they most frequently use. Since some respondents use more than one route on a regular basis this assumption is not entirely true.

The order of the routes in Table 12 is based on the number of respondents for each route. The route with the highest number of completed surveys is on the left (i.e. Route 10) and the route with the lowest number of completed surveys is on the right (i.e., Route 14). The significance of the route specific averages drops off as the number of respondents for that route decreases.

While the table shows that a number of route specific ratings deviated from the system-wide averages by more than 10%, all these deviations occurred on routes with a relatively low number of surveys. Consequently, it is difficult to draw any definitive conclusions in regards to these discrepancies.

Likelihood to Continue Using Service (Question 9)

Question 9 asked riders to indicate how likely it is that they will continue to use STS's service. As shown in Figure 7, 94% indicated they were likely to continue using the service or would definitely continue using the service.



Figure 7 - Likelihood to Continue Using Service

Likelihood to Recommend Service to Others (Question 10)

Question 10 asked riders to indicate how likely it is that they would recommend STS's service to others. As is shown in Figure 8, 97% of those who responded indicated they would either likely or definitely recommend the service to others.



Figure 8 - Likelihood to Recommend Service to Others

Performance Measure Importance

In their work with PennDOT, Gannett Fleming (2013) determined the relative importance for the 19 performance measures. Relative importance scores for the measures were developed through feedback solicited from PennDOT and the transit agencies at the Pennsylvania Public Transportation Association (PPTA) General Session (April 26, 2012). The transit agencies were asked to evaluate the importance of the performance measures using a scale from 1 to 5 (see Table 13).

Importance Level	Importance Score
Very Important	5
Somewhat Important	4
Neither Important nor Unimportant	3
Somewhat unimportant	2
Not Important at all	1

Table 13 - Importance Levels for Performance Measures

The overall importance score for each performance measure was determined by averaging the importance scores assigned by each participant (see Table 14). The performance measures with the highest importance scores are shown at the top and those with the lowest are shown at the bottom.

Performance Measure	Importance Score
On-time arrivals and departures	4.92
Safe and competent drivers	4.86
Personal safety on buses and at stops	4.68
Helpfulness and responsiveness of employees	4.64
Bus schedule - easy to understand	4.62
Driver courtesy and friendliness	4.57
Frequency of weekday services	4.49
Telephone customer service	4.49
Bus fares are reasonable	4.46
Bus schedule availability	4.46
Cleanliness inside the bus	4.35
Availability/accessibility of park-n-ride lots	4.33
Availability of seats on the bus	4.22
Website - easy to navigate	4.22
Comfortable temperatures on the bus	4.08
Comfort of the seats	3.84
Stops are properly maintained	3.70
Frequency of weekend service	3.65
Comfort at bus stops	3.59

 Table 14 - Performance Measures Importance Scores

Open-Ended Feedback

At the end of the survey, respondents were asked to provide additional feedback they might have in regards to STS's service. About one-third of the respondents (99) provided this type of feedback. Table 15 presents a summary of the open-ended feedback organized by topic. A complete list of the comments is presented in Appendix B. Some of the key themes which emerged based on a review of this feedback are listed below:

- Thirty-three (33) respondents complimented STS's service
- Twenty-five (25) respondents offered favorable feedback in regards to STS's drivers. The following drivers were identified by name (please note that the route listed designates the route where the survey was collected which may or may not be the referenced driver's route):
 - George (Route 51)(1 survey)

- Peter (Route 30)(3 surveys)
- George (Route 52)(2 surveys)
- Wanda (Route 10)(5 surveys)

• Mike (Route 20)(2 surveys)

- Wanda (Route 20)(4 surveys)
- Mikey T. (Route 10)(1 survey)
- Thirteen (13) respondents requested improvements to the bus stops
- Twelve (12) respondents expressed a desire for additional weekend service
- Five (5) respondents requested extended evening service
- Four (4) respondents requested new or altered routes
- Four (4) respondents expressed a desire for more frequent service

	Complimentary Comments
<u>Topic</u>	Survey Serial Numbers
Drivers and other staff	41, 42, 43, 45, 69, 103, 110, 138, 154, 167, 181, 186, 199, 208, 225, 233, 234, 235, 269, 270, 272,
	276, 291, 296, 297
General Service	3, 7, 8, 29, 40, 49, 51, 60, 71, 74, 85, 90, 106, 116, 133, 140, 143, 167, 170, 174, 176, 210, 214,
	215, 221, 232, 244, 253, 272, 274, 277, 279, 290
Other	None
	Requested Improvements / Complaints
<u>Topic</u>	Survey Serial Numbers
Expanded Service	
Additional Stops	139
Additional Morning	142
Additional Evening	18, 58, 84, 144, 256
Additional Weekend	18, 51, 58, 84, 114, 124, 144, 153, 156, 166, 195, 256
New Routes / Altered Service	2, 51, 107, 293
Shorter Headway	6, 195, 293, 298
Drivers	
Poor Performance	None
Missed Stops	220
Unfriendly	157, 232
Vehicles	
Cleanliness	None
Breakdowns / Need Repairs	None
Enhancements	154, 274, 280
Stops	
Stop Enhancements / Mainte-	22, 36, 50, 92, 117, 118, 128, 133, 201, 202, 204, 271, 288
nance	
Stop Safety	132, 155
Too Many Stops	None
On-Board Experience	
Safety	None
Comfort	30, 219, 255
Overcrowded	None
Other Passengers	226
Time on board	None
Schedule Adherence	
Arrives Late	100, 267
Departs Early	None
Other Complaints	
Fares	256
Telephone Customer Service	None
Miscellaneous	71, 90

 Table 15 – Open-Ended Comments Summary

Rider Profiles

This section will assess rider characteristics. The questions which assessed rider characteristics are listed in Table 16.

Question	Characteristic Assessed
5	Home Zip Code
6	Gender
7	Age Group
8	Employment Status
13	Alternate Transportation Options
14	Internet Access
15	Smart Phone Ownership

Table 16 – Rider Profile Questions

Home Zip Code (Question 5)

In Question 5, the respondent's home zip code was determined. Figure 9 shows the breakdown of respondents by their home zip code. Thirty-nine percent (39%) of the respondents live in zip code 17901.



Figure 9 - Respondent's Home Zip Code

Gender (Question 6)

Question 6 asked respondents to designate their gender. The majority of respondents (60%) were female (see Figure 10).



Figure 10 - Gender Breakdown of Ridership

Age (Question 7)

The breakdown of respondents by age is shown in Figure 11. Fifty-five percent (55%) of the respondents were between 25 and 60 and 19% were seniors.



Employment Status (Question 8)

Question 8 asked riders about their current employment status. The results are depicted in Figure 12. Thirty-three percent (33%) who answered the question indicated they were employed.



Figure 12 - Rider Employment Status

Alternate Transportation (Question 13)

Question 13 asked riders if they have alternate transportation (see Figure 13). The results show that that 64% of respondents are dependent on STS for transportation.



Figure 13 - Alternate Transportation

Internet Access (Question 14)

In Question 14, riders were asked to indicate if they have Internet access (see Figure 14). Twenty-nine percent (29%) reported that they do not have access to the Internet.



Smart Phone (Question 15)

Question 15 asked riders if they own a smart phone. Thirty-six percent (36%) of the survey respondents indicated they do not own a smart phone (see Figure 15).



Figure 15 - Smart Phone ownership

Ridership Characteristics and Purpose

This section will assess how and why riders use STS's service. The questions which assessed these topics are shown in Table 17.

Question	Characteristic Assessed
2	Primary reason for using the service
3	How frequently riders use the service
4	How long riders have used the service
11	How riders get to the bus stop
12	How riders get to their final destination

Table 17 – Usage Characteristics Questions

What is the primary reason you use the bus? (Question 2)

Question 2 examined the primary reasons riders use STS's service. The results (see Figure 16) indicate that the majority of respondents use STS primarily for shopping (32%).



Figure 16 – Primary Purpose in Using STS

How often do you ride the bus? (Question 3)

In Question 3, riders were asked to report how frequently they use STS. As shown in Figure 17, 34% use the bus at least 5 days a week and 67% use the bus 2 days a week or more.



Figure 17 - Frequency of Riding

How long have you been using STS's service? (Question 4)

Question 4 asked riders about the length of time they have been using STS's service. The results indicated that three quarters (75%) of respondents have been using STS's service for more than 1 year. Over half (51%) reported that they have used the service for more than 3 years (see Figure 18).



Figure 18 - Length of Time Using STS's Service

How do you get to the bus? (Question 11)

Question 11 asked respondents to identify how they get to the bus. The results (see Figure 19) indicate that the majority (87%) walk to the bus.



Figure 19 - Getting to the Bus

How do you get to your final destination? (Question 12)

Question 12 asked riders to report how they get from the bus to their final destination. The results indicate that 85% of riders walk to their final destination (see Figure 20).



Figure 20 - Getting to the Final Destination

Conclusion and Recommendations

Overall, the results of the 2017 survey indicate that riders are satisfied with the service STS provides. Ninety-eight percent (98%) indicated they were satisfied or very satisfied with the service. In addition, all 19 performance measures had an average rating above 4.0 and much of the open-ended feedback was favorable in regards to STS's service and staff.

While the results of the survey reflect a satisfied rider community, analysis of the data reveals areas where there may be opportunities for improvement. The remainder of this section provides some observations and suggestions for STS to consider.

"Comfort at bus stops" and "bus stop maintenance" received the second and third lowest average rating from respondents (4.37 and 4.48 respectively) and together they received 42 unfavorable ratings. In addition, 13 respondents commented on the need for bus stop improvements and maintenance in the open-ended comments. Based on the interview with STS conducted prior to the survey, the agency had planned on making some improvements in bus stop shelter and signage in the months following the survey. Other bus stop related issues which respondents mentioned on the survey included bus stop seating, the need for trash receptacles and clearing overgrown vegetation. STS should consider improving bus stop maintenance activities and should conduct periodic assessments at their bus stops to ensure needed enhancements are identified and corrected.

The performance measure "frequency of weekend service" received the lowest average score of all 19 performance measures (4.16) and 43 respondents gave this measure an unfavorable rating, 31 of whom were from Route 10 (Shenandoah) or Route 20 (Minersville). In addition, 12 respondents expressed a desire for additional weekend service in the open-ended feedback, 10 of whom were from Route 10 (Shenandoah) or Route 20 (Minersville). Additional weekend service is a common request by transit riders and it can be challenging to meet this demand in a cost-effective way. Nonetheless, STS may want to further evaluate this demand and consider practical alternatives which would address at least a portion of this need.

"Comfortable temperature on bus" received 16 unfavorable ratings, all of which were from respondents on Route 10 (Shenandoah), Route 20 (Minersville) or Route 30 (Schuylkill Haven). One respondent from Route 30 also complained about the bus being too cold in the comments at the end of the survey. STS should assess bus temperatures and ensure the drivers are following agency protocol in maintaining a comfortable on-board environment for passengers.

The performance measure "on time arrivals and departures" received 14 negative ratings, 12 of which were from respondents on Route 10 (Shenandoah) or Route 20 (Minersville). Two (2) respondents also complained about late buses in the open-ended feedback. STS may want to evaluate on-time performance and, if necessary, make schedule adjustments and / or examine driver behaviors which may be adversely affecting schedule adherence.

Four (4) respondents requested more frequent service in the open-ended feedback. A few of these comments referenced Ashland specifically. There were also 11 respondents who gave the performance measure "frequency of weekday service" an unfavorable rating, 9 of whom were riding Route 10 (Shenandoah) or Route 20 (Minersville). STS may want to further assess the need for more frequent service especially along Route 10 (Shenandoah), Route 20 (Minersville) and Route 52 (Ashland). Five (5) respondents asked for additional evening service in comments at the end of the survey, 3 of whom were from Route 10 (Shenandoah). STS should further assess the demand for extended service hours and, if warranted, consider cost effective options which might address at least a portion of this need.

Four (4) respondents made suggestions for new or altered routes in the open-ended feedback at the end of the survey, 2 of whom requested service to Cabela's in Hamburg. STS may want to examine the need for service to Hamburg and, if the demand is sufficient, consider adding some limited service to this area.

"Driver friendliness and courtesy", "safe and competent drivers" and "helpfulness of employees" were the three highest rated performance measures. In addition, the driver feedback provided by respondents at the end of the survey was predominantly favorable. STS may want to acknowledge drivers and staff for their efforts in providing a positive experience to riders.

The open-ended feedback provided by the respondents represents some of the most useful information captured by the survey. Since it is unstructured, it allows riders to identify their most important concerns in their experience with the service. While this report has attempted to summarize and evaluate the topics which were most frequently mentioned in respondents' comments, STS would derive additional value by reviewing the full text of the feedback which was provided (see Appendix B).

STS may want to publish the results of the survey along with any actions the agency plans to take in response to the survey findings. This will send a message to the riders that STS cares about their concerns and has used their feedback in a thoughtful fashion to improve the service. Methods of publicizing this information include posting the results on the STS website and / or Facebook page, distributing a flyer on the buses and holding a public meeting.

References

Gannett Fleming. (2013). PennDOT Transit Customer Satisfaction Survey Design

PennDOT. (2017). Pennsylvania Public Transportation, Annual Performance Report, Fiscal Year 2015-16.

U.S. Census Bureau. (2010)

Appendix A – Example Surveys

Paper Survey – English



Customer Satisfaction Survey Schuylkill Transportation System (STS)

 Please rate us in the follow 	ing areas, over the li	ast 30 days			
	Very Satisfied	Satisfied	Dissatisfied	Very dissatisfied	Not Applicable
Overall satisfaction					
On-time arrivals and departur	es 🔄				
Frequency of weekday servic	e 🗌				
Frequency of weekend servic	e 🗌				
Availability of seats on the bu	s 🗌				
Comfortable bus seats					
Comfortable temperature on I	bus				
Comfort at bus stops					
Cleanliness inside the bus					
Bus fares					
Driver courtesy and friendline	ss				
Safe and competent drivers					
Bus stop maintenance					
Personal safety on buses/at s	tops				
Helpfulness of employees					
Park-and-ride lots					
Telephone customer service					
Bus schedule availability					
Bus schedule - easy to understand					
Website - easy to navigate					
2) What is the primary reason yo	ou use the bus?	5) What	t is your local z	zip code?	
Work	School K-12		17901	17948	17976
Shopping	Higher Education		17921	17954	18252
Medical/Dental	Social / recreational		17931	17972	Other
		If	"Other " please	specify	
How often do you ride the bus	?				
6 - 7 days a week	1 - 3 times a month Less than once a month First time riding	6) What	t is your gende Male	er?	ale
	a this transit	7) What	t is your age g	roup?	60
service?	y uns uarisit		16 to 24		64
More than 3 years	1 month to 1 year		25 to 40	65 a	nd older
1 - 3 years	Less than a month				
					ļ

•	•
 8) What is your current employment status? Employed Student Not employed Other Retired 	12) How will you generally get to your final destination once you get off the bus? Walk Bike Drive in a vehicle Ride with someone Picked up Other
 9) Will you continue using this bus service? Definitely Likely Unsure 	 13) Do you have alternate transportation? Yes No 14) Can you access the Internet?
10) Would you recommend this bus service? Definitely Likely Definitely Definitely not Unsure	Yes No 15) Do you have a smart phone? Yes No
 11) How do you generally get to the bus stop? Walk Bike Drive and park Ride with someone Dropped off Other Are there any other comments you would like to matical (STS)? 	ke pertaining to Schuylkill Transportation System

THANK YOU FOR HELPING Schuylkill Transportation System (STS) IMPROVE OUR SERVICE!



Encuesta de satisfacción del cliente Schuylkill Transportation System (STS)

1)	 Califique nuestros servicios en las siguientes áreas teniendo en cuenta los últimos 30 días 					
		Muy satisfecho	Satisfecho	Insatisfecho	Muy insatisfecho	No
	Satisfacción en general					
	Llegadas y partidas puntuales					
	Frecuencia de los servicios durante la semana					
	Frecuencia de los servicios durante el fin de semana					
	Disponibilidad de asientos en el autobús					
	Asientos cómodos en el autobús					
	Temperatura agradable en el autobús					
	Comodidad en las paradas del autobús					
	Limpieza dentro del autobús					
	Tarifas del autobús					
	Cortesía y amabilidad del conductor					
	Conductores competentes y prudentes					
	Mantenimiento de las paradas del autobús					
	Seguridad personal en los autobuses y en las paradas					
	Amabilidad de los empleados					
	Espacios de estacionamiento park-and-ride					
	Teléfono de atención al cliente					
	Disponibilidad del horario del autobús					
	Horario del autobús: fácil de comprender					
	Sitio Web: fácil de navegar					
2) ; a	Cuál es la razón principal por la que utiliza el utobús?	4) ¿Cu trans	ánto hace qu sporte?	ue utiliza est _	te servicio o	le
	Trabajo Escuela primaria /		Más de 3 año	s	1 mes a	1 año
	Compras		1 a 3 años	L	Menos d	e un mes
	Médico/Dentista	5) 2 Cu	ál es su códi	no postal?		
	oodantededon		17901	17948		17976
3) į	Con qué frecuencia toma el autobús?		17921	17954		18252
Γ	6 a 7 días a la 1 a 3 veces al mes		17931	17972		Other
Г	5 días a la semana Menos de una vez al		otro caso, por	favor		
Г	2 a 4 días a la Primera vez que	esp	ecifica			
	semana utilizo el autobus	6) ; Cu		2		
L			Masculino	,. Г	Femenin	0
				L		-

		-
7)	¿Cuál es su grupo de edad? Menor de 15 Entre 41 y 60 años Entre 16 y 24 años Entre 61 y 64 años Entre 25 y 40 años 65 años o mayor	 11) ¿Cómo llega generalmente a la parada del autobús? Camino En bicicleta Conduzco y Voy con alguien Otro
8)	¿Cuál es su situación laboral actual? Tengo empleo No tengo empleo Studiante Studiant	 12) ¿Cómo llega generalmente a su destino luego de bajarse del autobús? Camino Conduzco un Voy con alguien
9)	¿Continuará usando este servicio de autobús? Definitivamente Probablemente No estoy seguro(a)	Otro Me pasan a buscar Otro Si Si No
10)	 ¿Recomendaría este servicio de autobús? Definitivamente Probablemente Definitivamente no No estoy seguro(a) 	 14) ¿Tiene acceso a Internet? Si No 15) ¿Tiene un teléfono inteligente? Si No
¿Le	gustaría hacer algún otro comentario con respecto	a Schuylkill Transportation System (STS)?

¡Gracias por ayudarnos a Schuylkill Transportation System (STS) mejorar nuestro servicio!

Electronic Survey – English

Text Only

Customer Satisfaction Survey Schuylkill Transportation System (STS)

Which bus route do you most frequently use?

--Click Here--

۳ Please rate us in the following areas, over the last 30 days

Overall satisfaction	Very Satisfied	Satisfied	Dissatisfied	Very dissatisfied	Not Applicable
On-time arrivals and departures	0	0	0	0	0
Frequency of weekday service	0	0	0	0	0
Frequency of weekend service	0	0	0	0	0
Availability of seats on the bus	0	0	0	0	0
Comfortable bus seats	0	0	0	0	0
Comfortable temperature on bus	0	0	0	0	0
Comfort at bus stops	0	0	0	0	0
Cleanliness inside the bus	0	0	0	0	0
Bus fares	0	0	0	0	0
Driver courtesy and friendliness	0	0	0	0	0
Safe and competent drivers	0	0	0	0	0
Bus stop maintenance	0	0	0	0	0
Personal safety on buses/at stops	0	0	0	0	0
Helpfulness of employees	0	0	0	0	0
Park-and-ride lots	0	0	0	0	0
Telephone customer service	0	0	0	0	0
Bus schedule availability	0	0	0	0	0
Bus schedule - easy to understand	0	0	0	0	0
Website - easy to navigate	0	0	0	0	0

SReset Next →

Text Only What is the primary reason you use the bus?

--Click Here--•

How often do you ride the bus?

--Click Here--•

How long have you been using this transit service? --Click Here--•

What is your local zip code?

--Click Here-- V



Powered by Snap

Text Only What is your gender?		
Click Here V		
What is your age group?		
What is your current employment status?		
Will you continue using this bus service?		
	← Back ⑦ Reset	Powered by Snap
Text Only Would you recommend this bus service?		
How do you generally get to the bus stop?		
How will you generally get to your final destinat	ion once you get off the bus?	
Do you have alternate transportation?		
Click Here V		
Text Only Can you access the Internet?		Powered by SINALD
Do you have a smart phone?		
Click Here V		
Are there any other comments you would like to	o make pertaining to Schuylkill Transportation System (STS)?	
THANK VOLLEOD HE		

THANK YOU FOR HELPING Schuylkill Transportation System (STS) IMPROVE OUR SERVICE!



← Back ⑦ Reset N Restart Submit ✔

Powered by

Electronic Survey – Spanish

Solo texto

Encuesta de satisfacción del cliente Schuylkill Transportation System (STS)

¿Qué ruta del autobús que utiliza con más frecuencia?

۳ --Clique aquí--

Califique nuestros servicios en las siguientes áreas teniendo en cuenta los últimos 30 días

	Muy satisfecho	Satisfecho	Insatisfecho	Muy insatisfecho	No corresponde
Satisfacción en general	0	0	0	0	0
Llegadas y partidas puntuales	0	0	0	0	0
Frecuencia de los servicios durante la semana	0	0	0	0	0
Frecuencia de los servicios durante el fin de semana	0	0	0	0	0
Disponibilidad de asientos en el autobús	0	0	0	0	0
Asientos cómodos en el autobús	0	0	0	0	0
Temperatura agradable en el autobús	0	0	0	0	0
Comodidad en las paradas del autobús	0	0	0	0	0
Limpieza dentro del autobús	0	0	0	0	0
Tarifas del autobús	0	0	0	0	0
Cortesía y amabilidad del conductor	0	0	0	0	0
Conductores competentes y prudentes	0	0	0	0	0
Mantenimiento de las paradas del autobús	0	0	0	0	0
Seguridad personal en los autobuses y en las paradas	0	0	0	0	0
Amabilidad de los empleados	0	0	0	0	0
Espacios de estacionamiento park-and-ride	0	0	0	0	0
Teléfono de atención al cliente	0	0	0	0	0
Disponibilidad del horario del autobús	0	0	0	0	0
Horario del autobús: fácil de comprender	0	0	0	0	0
Sitio Web: fácil de navegar	0	0	0	0	0



Solo texto ¿Cuál es la razón principal por la que utiliza el autobús?

•

--Clique aquí--•

¿Con qué frecuencia toma el autobús?

--Clique aquí--

¿Cuánto hace que utiliza este servicio de transporte?

--Clique aquí--۳

¿Cuál es su código postal?

--Clique aquí-- 🔻



Solo texto		
¿Cuál es su sexo?		
¿Cuál es su grupo de edad?		
Clique aquí V		
¿Cuál es su situación laboral actual?		
Clique aquí 🔻		
¿Continuará usando este servicio de autobú	s?	
Clique aquí 🔻		
Solo texto ¿Recomendaría este servicio de autobús?		
Clique aquí V		
Como llega generalmente a la parada del a	utobus ?	
¿Cómo llega generalmente a su destino lueg	o de bajarse del autobús?	
Clique aquí 🔻		
¿Tiene algún medio de transporte alternativo	?	
Clique aquí 🔻		
Solo texto		
; Tiene acceso a Internet?		
Clique aquí 🔻		
¿Tiene un teléfono inteligente?		
Clique aquí 🔻		
Le gustaría hacer algún otro comentario con	respecto a Schuylkill Transportation System (STS)?	

iGracias por ayudarnos a Schuylkill Transportation System (STS) mejorar nuestro servicio!



Appendix B – Open Ended Feedback

Serial Survey Number	Route	Open Ended Comments
2	10 - Shenandoah	Start a run to Cabela's in Hamburg
3	10 - Shenandoah	You guys are the best. Thank you for making my happiness.
6	10 - Shenandoah	Need more bus times in Ashland.
7	10 - Shenandoah	Very convenient!! A great asset!
8	10 - Shenandoah	Using bus service all my life!
18	10 - Shenandoah	Wish the weekend had a better schedule. Bus stops really cannot be improved. Would also like to see buses run daily after 5 pm - maybe to 8 or nine.
22	10 - Shenandoah	Bus stops exposed to weather
29	10 - Shenandoah	We need STS. If not a lot of people can't get to work.
30	10 - Shenandoah	The newer bus seats are uncomfortable and a tight fit.
36	10 - Shenandoah	Need bus shelters in place, like New York. No Bus stop signage.
40	10 - Shenandoah	None, bus ride was great. Thank you!
41	10 - Shenandoah	Keep Wanda and Mikey T.
42	10 - Shenandoah	Love you Wanda Cutie. Lou
43	10 - Shenandoah	Drivers are polite and dependable.
45	10 - Shenandoah	Wanda's the best
49	10 - Shenandoah	Very very handy service
50	10 - Shenandoah	Bench for seniors
51	10 - Shenandoah	Saturday buses more frequent. Bus transportation to Hazle- ton Mall and Leesport Auction. I'm glad they go to Hometown.
58	10 - Shenandoah	Wish buses run past 5:00 and on Sundays
60	10 - Shenandoah	Decent service!
69	10 - Shenandoah	Wanda is a very friendly bus driver :) Definitely made my first ride fun.
71	10 - Shenandoah	Miss Trail-way sys/Took Bus 2 Phila/Del great service. Thank you.
74	10 - Shenandoah	I appreciate that we have bus transportation very much.
84	10 - Shenandoah	Can you all extend the hours some, especially Saturdays.
85	10 - Shenandoah	Using bus service for over 20 years - Very convenient - thank- ful for the frequency of the runs - Keep up the great work!
90	10 - Shenandoah	Love riding bus. My kids love it too. Why are big strollers not allowed on bus?
92	10 - Shenandoah	Fix time bus stops in Shenandoah!
94	10 - Shenandoah	Talk to friends about Living to Ride
100	10 - Shenandoah	When you're waiting for the 10:00 bus from Shenandoah late, Bob sits at the IGA and it is sometimes 10:05
103	10 - Shenandoah	Bus drivers are fine, polite people!
106	10 - Shenandoah	Everything is excellent
107	10 - Shenandoah	Want the bus to go to Cabela's in Hamburg

110	10 - Shenandoah	Wanda is the best bus driver!
114	10 - Shenandoah	Bus should have transportation on Sunday.
116	10 - Shenandoah	Very satisfied with all the service and grateful.
117	10 - Shenandoah	McCann bus stop has no covering if it rains or snows for stu- dents. No trash cans. Weekends growing are over.
118	10 - Shenandoah	Winter time is the worst. Summer grass and weeds at some places.
124	10 - Shenandoah	Wish there was Sunday service and more stops on Saturday.
128	10 - Shenandoah	At bus stops, weather gets bad, rainy, snow, etc., could use some coverage at some stops. Thank you.
132	10 - Shenandoah	Safer bus stops
133	10 - Shenandoah	Good service. Wish they had benches at a few stops.
138	10 - Shenandoah	Very friendly drivers
139	10 - Shenandoah	Shen bus - would like to have a stop between City Hall and Necho Allen going both ways.
140	10 - Shenandoah	Keep up the good work.
142	10 - Shenandoah	Earlier bus time for St. Clair
293	10 - Shenandoah	More frequent bus service between the northern Schuylkill communities (Ashland, Girardville, Shenandoah, Gilberton, Mahanoy City, Frackville, & Ringtown) would be great. Maybe a regular route that runs as frequently as 10 - Shenandoah, but from Mahanoy City out to Ashland and back, creating a loop of Northern Schuylkill (Mahanoy City to Shenandoah to Girardville to Ashland to Fountain Springs to Frackville to Gil- berton and back to Mahanoy City). Another route idea that would be a huge help to many in northern Schuylkill, a direct route from Shenandoah to Hazleton. Currently, to get from Shenandoah to Hazleton via public transit, it's a 4+ hour or- deal beginning at 7am, taking 10 - Shenandoah to Pottsville, getting on the McAdoo bus from there and transferring to HPT from there into the city, and you're likely not getting back to Shenandoah via public transit then. A direct Shenan- doah to Hazleton route would make it easy for much of Schuylkill County to access via public transit what Hazleton has to offer, and vice versa. It would also ideally connect the village of Sheppton to a fixed route, which, to my knowledge, it's without.
143	14 - Long Line	No problems.
144	14 - Long Line	I would like if the buses could run later and more often on weekends.
153	20 - Minersville	Need more frequent weekend service.
154	20 - Minersville	Maybe should have seat belts! Mike (driver) is funny!
155	20 - Minersville	Should have walk sign on Market & 18th Street in Pottsville.
156	20 - Minersville	I wish the bus ran more on the weekend instead to two o'clock.

157	20 - Minersville	The Schuylkill Haven bus driver shows signs of impartial treat-
		ment. I was humming a song in the back of the bus very low
		when I was told I was making too much noise. At the same
		time, there were passengers sitting in the front of the bus
		having loud conversations with the bus driver. (Pete)
166	20 - Minersville	Regular schedule for weekends. Sunday incl. Intermodal Sta-
		tion for out-of-town trips, Reading/Allentown, etc.
167	20 - Minersville	Enjoy riding this bus. Very friendly driver :)
170	20 - Minersville	Great bus, great service
174	20 - Minersville	STS is good
176	20 - Minersville	STS is great
181	20 - Minersville	Wanda is wonderful
186	20 - Minersville	Wanda is wonderful
195	20 - Minersville	One more run weekdays to Minersville - little more Saturday service.
199	20 - Minersville	All the drivers are very friendly and courteous and patient with a few riders who aren't the same. Especially Wanda.
201	20 - Minersville	No coverage for inclement weather at bus stops, garbage
		cans should be at all stops to make it clean.
202	20 - Minersville	McCann bus stop, no coverage, no trash can. Weeds are tall.
204	20 - Minersville	The stop by McCann School in Pottsville needs a cover over the bench.
208	20 - Minersville	We love Wanda :)
209	20 - Minersville	Goes to Minersville, Pottsville, Shenandoah, McAdoo, lives in New York but travels here through the year.
210	20 - Minersville	Only rode 2x. It was ok for what is needed.
214	20 - Minersville	Thank you for your services.
215	20 - Minersville	They're very helpful if not for STS, we would walk.
297	20 - Minersville	Mike is awesome. Love riding the Minersville bus with him.
		Like the Shenandoah bus also I use that one to get groceries
210	20 Cabuullill Havan	Trom Walmart.
219	30 - Schuyikili Haven	
220	30 - Schuylkill Haven	A couple times I was told the bus would be at Redners but went right by.
221	30 - Schuylkill Haven	You provide excellent service. Thank you and please continue w/your great work.
225	30 - Schuylkill Haven	Everyone I've encountered are hard workers
226	30 - Schuylkill Haven	Bus drivers need to make all passengers respect the rules.
232	30 - Schuylkill Haven	Overall satisfaction is satisfaction except for Bus driver- very
		dissatisfied. Mean, Rude, makes me cry. Calls supervisor;
		wants to kick me off the bus. I am disabled.
233	30 - Schuylkill Haven	Peter is the man!!
234	30 - Schuylkill Haven	Very nice respectful bus driver Peter!!
235	30 - Schuylkill Haven	He is a great driver for our community. Peter
244	40 - Middleport	Riding the bus for 87 years. 92 years old.

253	40 - Middleport	Keep on doing a good job
255	40 - Middleport	The roads in Schuylkill County are terrible, it feels like you are on a Stage Coach Trail!
256	40 - Middleport	Bus prices needs to be low and extra transporting bus after hours and on weekends
267	51 - Mahanoy City	One driver is usually late for the 10:00 stop
269	51 - Mahanoy City	They are all great drivers.
270	51 - Mahanoy City	George is the nicest driver
271	51 - Mahanoy City	Bus stops should have coverage for bad weather.
272	51 - Mahanoy City	Thank you for the wonderful drivers and service provided.
274	52 - Ashland	They maybe could use seat belts. I really appreciate it. With- out it, I would be lost! It gets me to volunteer work and so- cializing. Cannot afford a car and I don't have anybody to take me anywhere!
276	52 - Ashland	George is amazing.
277	52 - Ashland	Thank you for your service.
279	52 - Ashland	Outstanding help to veterans seeking services. Thank you.
280	52 - Ashland	Have buses with bike racks on front be allowed to carry bicy- cles. The bus into Girardville is 1:40 pm. I could stay later at my destination than bicycle home.
296	52 - Ashland	Your Drivers do a great job. George is a very nice, pleasant and helpful man.
298	52 - Ashland	I think in Ashland the bus service should be every hour I love taking the bus but don't like to wait all day to get home
288	100 - Pottsville Loop	Would like garbage cans around for trash
290	100A - Pottsville Quick Route	Thank you for your service.
291	100A - Pottsville Quick Route	Everyone is very helpful and friendly. Always a smile and wave.