



TRANSIT ON THE MOVE

A Major Transit Investment Study For Tucson

TRANSIT ON-BOARD SURVEY RESULTS FACT SHEET

1.) Why was this survey conducted?

The On Board Survey was done to provide data for a new travel forecasting model to be used by Pima Association of Governments (PAG) and supply information for the Alternatives Analysis study.

2.) Customer Satisfaction Elements asked for the customer’s opinion on timeliness, safety, driver and schedule service, and bus cleanliness. The below information reflects combined responses to all systems, Sun Tran, Cat Tran and TICET.

	Strongly Agree	Agree	No Opinion*	Disagree	Strongly Disagree
Operates On Time	13%	52%	14%	18%	4%
Feel Safe When Riding	23%	53%	15%	7%	2%
Drivers Are Helpful & Friendly	25%	47%	18%	8%	3%
Route/Schedule Info. Easy to Use	29%	53%	11%	6%	2%
Buses Are Clean & Well Maintained	14%	41%	21%	16%	7%

Variations in percent total +/- 100% due to rounding.

- No Opinion includes "No Response" answers to the question.*

3.) Another customer service question asked “How do you rate the transit service you are riding today?”

Strata	Sun Tran System	Cat Tran	TICET
Very Good	25%	45%	33%
Good	42%	45%	46%
Fair	25%	6%	15%
Poor	4%	0%	0%
Very Poor	1%	0%	0%
No Response	3%	4%	6%

- 4.) How is the Regional Transportation Association (RTA) associated with the survey?
It is hoped that the RTA will review the information to gain a better understanding of transit and use it in forming its Regional Transportation Plan and therefore fund the Alternative Analysis as well as other areas derived from the survey results.
- 5.) What is the Federal Transit Administration's (FTA's) role in the survey?
The FTA is a partner with TDOT in the Alternatives Analysis. They are funding the AA and overseeing its efforts. At the end of the AA, the FTA will be presented with a request for funding of the final AA mode recommendation.
- 6.) Why were these survey consultants chosen?
There were very few companies able to perform a survey of this magnitude. The consultants chosen are nationally known in their fields, considered some of the best in their industry and approved by the FTA.