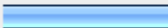


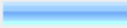



**APPENDIX B – SUMMARY OF FLEXIBLE PUBLIC
TRANSPORTATION SURVEY RESPONSES**

Flexible Transit Service Survey Part II


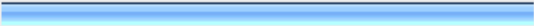


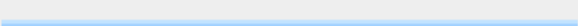
1. What is the name of your agency?		Response Count
		95
	<i>answered question</i>	95
	<i>skipped question</i>	0

2. What is your agency's public website address?		Response Count
		90
	<i>answered question</i>	90
	<i>skipped question</i>	5



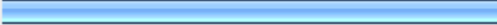

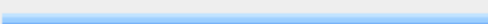
3. Which of the following best describes your agency?		
	Response Percent	Response Count
Private, not for profit 	28.2%	24
Private, for profit 	3.5%	3
City Department 	16.5%	14
County Department 	21.2%	18
Transit Authority or District 	30.6%	26
Other (please specify)		9
	<i>answered question</i>	85
	<i>skipped question</i>	10

4. What is the population of your agency's service area?		Response Count
		91
	<i>answered question</i>	91
	<i>skipped question</i>	4







5. How many square miles is your service area?		Response Count
		83
	<i>answered question</i>	83
	<i>skipped question</i>	12

6. Please provide your agency's basic service statistics for all modes of public transit service for the most recent year:			
		Response Percent	Response Count
Annual Ridership		97.8%	88
Annual Vehicle Revenue Hours		91.1%	82
Peak Vehicles Operated		95.6%	86
Operating Budget		94.4%	85
Number of Employees (full and part-time)		98.9%	89
	<i>answered question</i>		90
	<i>skipped question</i>		5

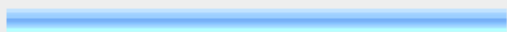






7. Please provide your agency's basic service statistics for FLEXIBLE transit service for the most recent year:

		Response Percent	Response Count
Annual Ridership		95.5%	63
Annual Vehicle Revenue Hours		83.3%	55
Peak Vehicles Operated		84.8%	56
Operating Budget		77.3%	51
Number of Employees (full and part-time)		83.3%	55
		<i>answered question</i>	66
		<i>skipped question</i>	29

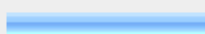
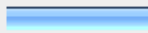

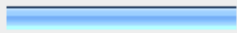
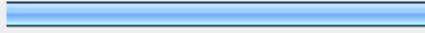
8. Which of the following best describes your flexible transit service(s)? (Check all that apply)

		Response Percent	Response Count
Route Deviation for persons with disabilities		45.1%	37
Route Deviation for the general public		56.1%	46
Point Deviation - Demand-responsive operation serving specified stops within a zone		19.5%	16
Demand-responsive Connector		30.5%	25
Fixed-route with requests stops allowed at defined locations off of the fixed route		19.5%	16
Demand-responsive zone route		32.9%	27
		Other (please specify)	14
		<i>answered question</i>	82
		<i>skipped question</i>	13





9. At what period of the day does the flexible transit service operate? (Check all that apply)

	Response Percent	Response Count
At all times OR 	84.7%	61
Early morning 	13.9%	10
Peak periods only 	9.7%	7
Midday off-peak 	16.7%	12
Evening 	12.5%	9
Night 	4.2%	3
Weekends 	6.9%	5
Other (please specify)		14
<i>answered question</i>		72
<i>skipped question</i>		23


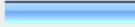
10. In what type of areas is flexible transit service provided? (Check all that apply)

	Response Percent	Response Count
Urban 	33.8%	27
Established suburban 	23.8%	19
Low-density or recently developed suburban 	22.5%	18
Small town 	38.8%	31
Rural 	71.3%	57
Other (please specify)		5
<i>answered question</i>		80
<i>skipped question</i>		15

11. Which of the following best describes the role that the flexible transit service plays in your transit system?

	Response Percent	Response Count
Primary service in large area 	47.2%	34
Primary service in limited hard-to-serve area 	34.7%	25
Service at low-demand times in a large area 	4.2%	3
Service at low-demand times in a limited area 	13.9%	10
Other (please specify)		8
<i>answered question</i>		72
<i>skipped question</i>		23

12. Do you have a productivity standards for your flexible transit service?

	Response Percent	Response Count
No 	77.8%	63
Yes 	22.2%	18
If yes, please describe		22
<i>answered question</i>		81
<i>skipped question</i>		14

13. How many passengers per vehicle revenue hour do you carry on your flexible transit service?

	Response Count
	70
<i>answered question</i>	70
<i>skipped question</i>	25

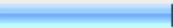
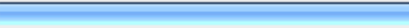
14. What types of riders are the principal users of the flexible transit service? (Check all that apply)

	Response Percent	Response Count
Commuters	55.6%	40
Students	45.8%	33
Senior citizens	86.1%	62
Youth	29.2%	21
Persons with disabilities	81.9%	59
Other (please specify)		16
<i>answered question</i>		72
<i>skipped question</i>		23

15. If you operate route deviation flexible transit service, how far are the vehicles allowed to deviate from the route?

	Response Percent	Response Count
Up to 0.25 miles	14.3%	9
Up to 0.50 miles	12.7%	8
Up to 0.75 miles	22.2%	14
Up to 1.0 miles	7.9%	5
Up to 1.5 miles	6.3%	4
Informal	9.5%	6
No limit within a specific zone	0.0%	0
No limit within the city limits	1.6%	1
No limit within agency's service area	25.4%	16
Other (please specify)		9
<i>answered question</i>		63
<i>skipped question</i>		32

16. For your flexible transit service, what percentage of your total passenger trips use the flexible transit feature?		Response Count
		66
	<i>answered question</i>	66
	<i>skipped question</i>	29

17. Is the fare charged for the flexible transit service different from the fare charged for fixed-route and/or demand-responsive transit service?		
		Response Percent Response Count
Yes		29.3% 22
No		70.7% 53
	If yes, is the fare higher or lower than the fare for the conventional service?	23
	<i>answered question</i>	75
	<i>skipped question</i>	20

18. What is the fare charged for flexible transit service?		Response Count
		71
	<i>answered question</i>	71
	<i>skipped question</i>	24

19. Which of the following fare media do you accept for flexible transit service?

	Response Percent	Response Count
Cash	100.0%	71
Monthly pass	45.1%	32
Weekly pass	16.9%	12
Multi-trip pass	33.8%	24
Electronic fare debit card	1.4%	1
Other (please specify)		32
<i>answered question</i>		71
<i>skipped question</i>		24

20. Please choose one or more of the following to describe the drivers who operate your flexible transit service: (Check all that apply)

	Response Percent	Response Count
Full Time	88.3%	68
Part Time	79.2%	61
Volunteer	9.1%	7
Union Member	27.3%	21
Contract Employee	22.1%	17
Other (please specify)		7
<i>answered question</i>		77
<i>skipped question</i>		18

21. How are drivers selected to operate the flexible transit service?

	Response Percent	Response Count
Assigned by agency	52.1%	37
Bid process, based on seniority	35.2%	25
Bid process, with special training requirement	9.9%	7
Bid process, as a part of paratransit "pick"	5.6%	4
Special labor contract provision	1.4%	1
Driver volunteers	9.9%	7
Other (please specify)		9
<i>answered question</i>		71
<i>skipped question</i>		24

22. What special training is provided to drivers that operate flexible transit service?

	Response Percent	Response Count
No special training	19.7%	13
Map reading skills	31.8%	21
Familiarization with area served	83.3%	55
Technology training (e.g., to use MDT)	24.2%	16
Other (please specify)		26
<i>answered question</i>		66
<i>skipped question</i>		29








23. Can passengers using flexible transit service be picked-up without a called-in request or prior reservation?

	Response Percent	Response Count
No	39.5%	30
Yes, at any established stop along a route	50.0%	38
Yes, at a fixed-route transfer location	22.4%	17
Yes, at a limited number of designated locations	14.5%	11
Other (please specify)		12
<i>answered question</i>		76
<i>skipped question</i>		19

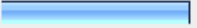



24. Can passengers using flexible transit service be dropped-off without a called-in request or prior reservation?

	Response Percent	Response Count
No	27.8%	20
Yes, at any established stop along a route	65.3%	47
Yes, at a fixed-route transfer location	18.1%	13
Yes, at a limited number of designated locations	26.4%	19
Other (please specify)		19
<i>answered question</i>		72
<i>skipped question</i>		23




25. If advance notice is required for demand-responsive boardings, how much advance notice is required?

	Response Percent	Response Count
Less than one hour 	13.4%	9
One hour 	13.4%	9
Two hours 	10.4%	7
Previous day 	55.2%	37
At time of drop-off (for the return trip) 	3.0%	2
Informal 	11.9%	8
Not available 	4.5%	3
Subscription only	0.0%	0
Other (please specify)		24
<i>answered question</i>		67
<i>skipped question</i>		28



26. How does a passenger make a request for a demand-responsive boarding? (Check all that apply)

	Response Percent	Response Count
Passenger calls reservation agent 	31.6%	25
Passenger calls dispatcher 	68.4%	54
Passenger calls the driver directly 	13.9%	11
Passenger makes a request on our website/internet 	8.9%	7
Other (please specify)		2
<i>answered question</i>		79
<i>skipped question</i>		16



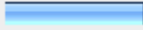
27. If a dispatcher or scheduler notifies the driver of pick-up or drop-off requests, how does the dispatcher communicate with the driver?

	Response Percent	Response Count
Cell phone 	47.4%	36
Mobile data terminal (MDT) 	11.8%	9
Radio 	75.0%	57
Other (please specify)		12
<i>answered question</i>		76
<i>skipped question</i>		19

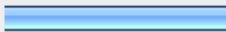



28. Does your agency negotiate with passengers for convenient pick-up or drop-off locations that are off the main route but not at the actual origin or destination of the passenger?

	Response Percent	Response Count
No 	50.6%	40
Yes 	49.4%	39
If yes, please describe		22
<i>answered question</i>		79
<i>skipped question</i>		16





29. If you operate fixed-route or demand-responsive transit services, does your flexible transit service coordinate with your other services?

	Response Percent	Response Count
Yes 	68.8%	53
No 	7.8%	6
Not applicable 	23.4%	18
If yes, please describe		33
<i>answered question</i>		77
<i>skipped question</i>		18

30. If you operate route deviation, flexible route segments or request stop flexible transit service, how do you schedule your service? A complete route is scheduled,

	Response Percent	Response Count
with time for a limited number of short deviations to known locations 	37.2%	29
with time for deviations to unspecified locations, but only within short portions of the route 	14.1%	11
with time for deviations throughout the route to unspecified locations 	32.1%	25
Not applicable 	26.9%	21
Other (please specify)		7
<i>answered question</i>		78
<i>skipped question</i>		17

31. If you operate point deviation, zone routes or demand responsive connector service, how do you schedule your service?



	Response Percent	Response Count
A few time points are scheduled with most of the time available for deviations 	25.7%	18
One or two time points are scheduled, with all remaining time available for deviations 	11.4%	8
One or two time points are scheduled, with all time, except layover at transfer points available for deviations 	2.9%	2
Not applicable 	64.3%	45
Other (please specify)		6
<i>answered question</i>		70
<i>skipped question</i>		25


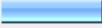
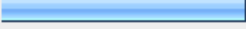
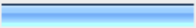


32. What type of vehicles are used to operate the flexible transit service?

	Response Percent	Response Count
Regular heavy to mid-duty transit buses	39.2%	31
Small "body on chassis" bus	68.4%	54
Vans	41.8%	33
Other (please specify)		5
<i>answered question</i>		79
<i>skipped question</i>		16

33. What technologies do you use in operating your flexible transit service? (Check all that apply)

	Response Percent	Response Count
Computerized Scheduling	54.5%	42
Automated Vehicle Locator (AVL)	14.3%	11
Global Positioning Satellite (GPS)	10.4%	8
Cellular Telephones	58.4%	45
Mobile Data Terminals (MDTs)	11.7%	9
Internet	14.3%	11
Voice Radio	72.7%	56
Other (please specify)		7
<i>answered question</i>		77
<i>skipped question</i>		18

34. Do you contract out any portion of your flexible transit service?		
	Response Percent	Response Count
No 	70.5%	55
Yes 	29.5%	23
If yes, please describe		19
<i>answered question</i>		78
<i>skipped question</i>		17

35. What reasons motivated you to operate flexible transit service?		
	Response Percent	Response Count
Provide coverage to a large, low-density area 	60.5%	48
Serve low demand times 	17.1%	13
Balance customer access and routing efficiency 	42.1%	32
Reduce/eliminate the expense of separate ADA complementary paratransit 	32.9%	25
Lay the groundwork for future fixed-route transit 	19.7%	15
Respond to community preferences and geography 	71.1%	54
Other (please specify)		4
<i>answered question</i>		76
<i>skipped question</i>		19