



Mountain View Community Shuttle

Rider Survey Results

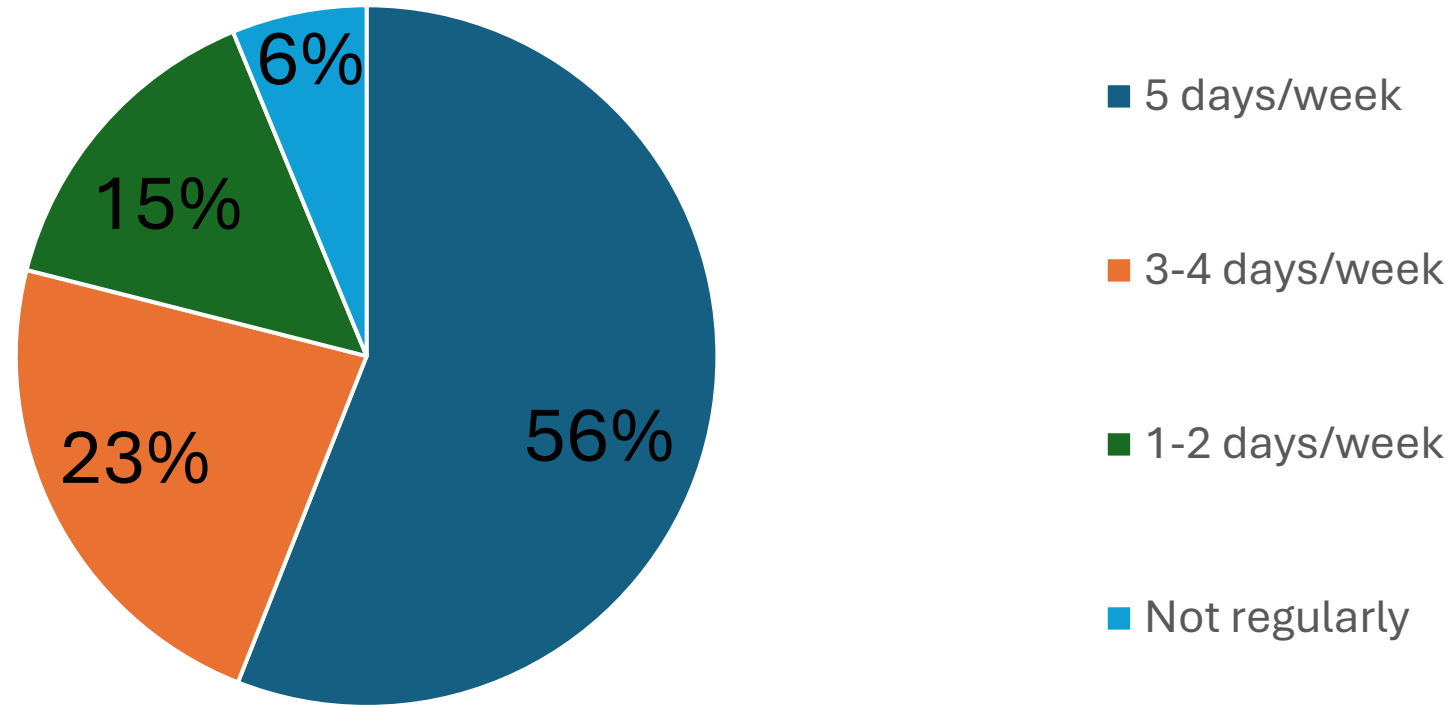
MV Community Shuttle Survey

- Survey Period: September 23rd – 27th
- Distribution Method: On-board paper surveys and QR code posting for electronic submissions, website posting.
- Respondents: 209 surveys collected representing a 22% response rate from average daily riders.



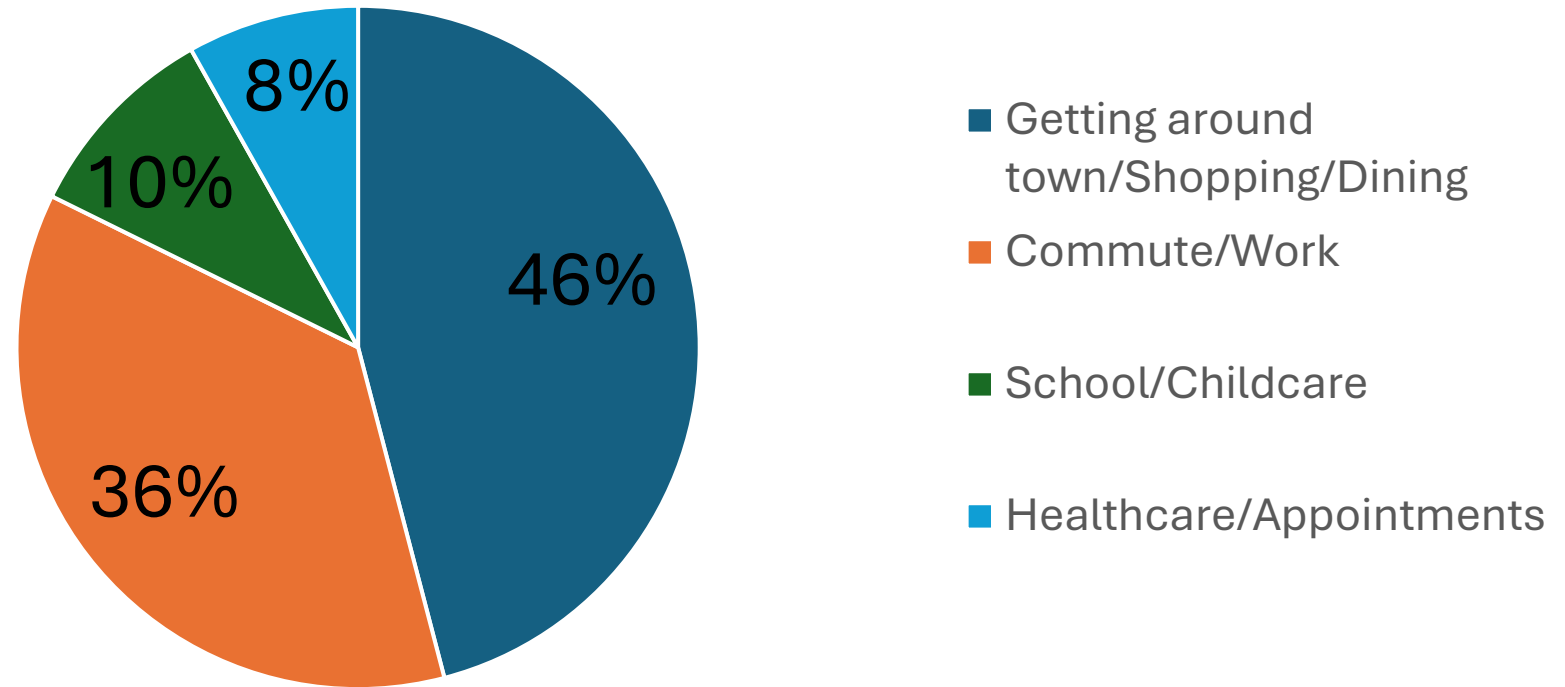
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How often do you use the MV Community Shuttle?



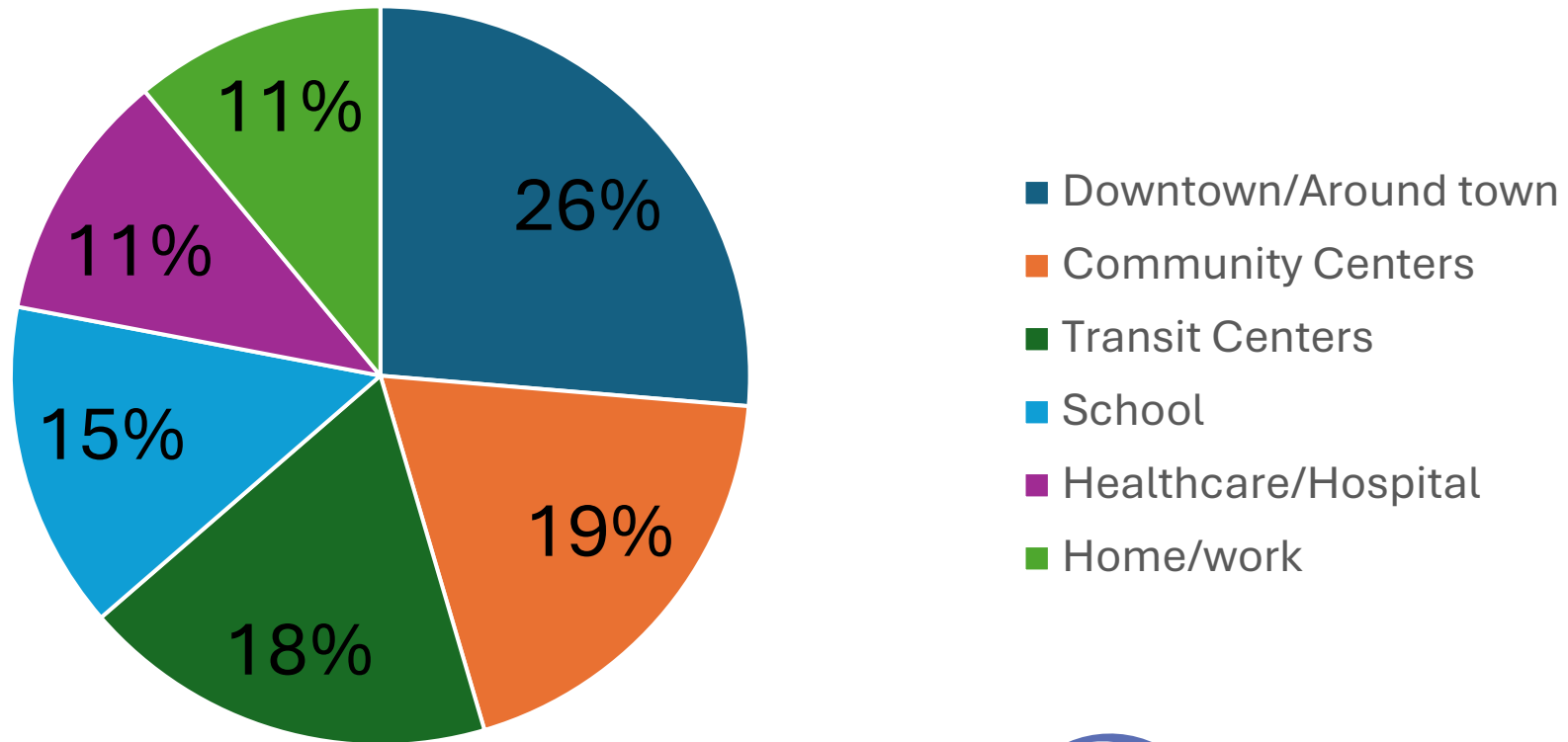
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What is the purpose of your trip today?



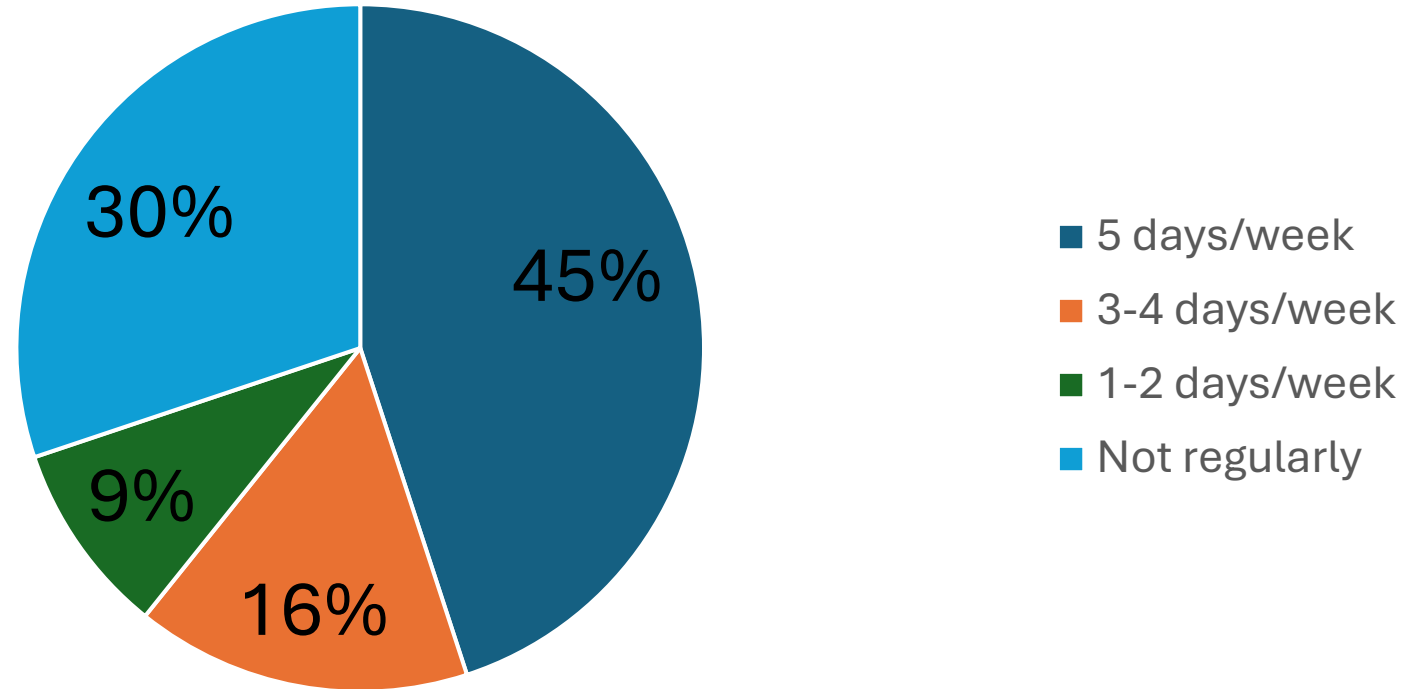
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What is your destination today?



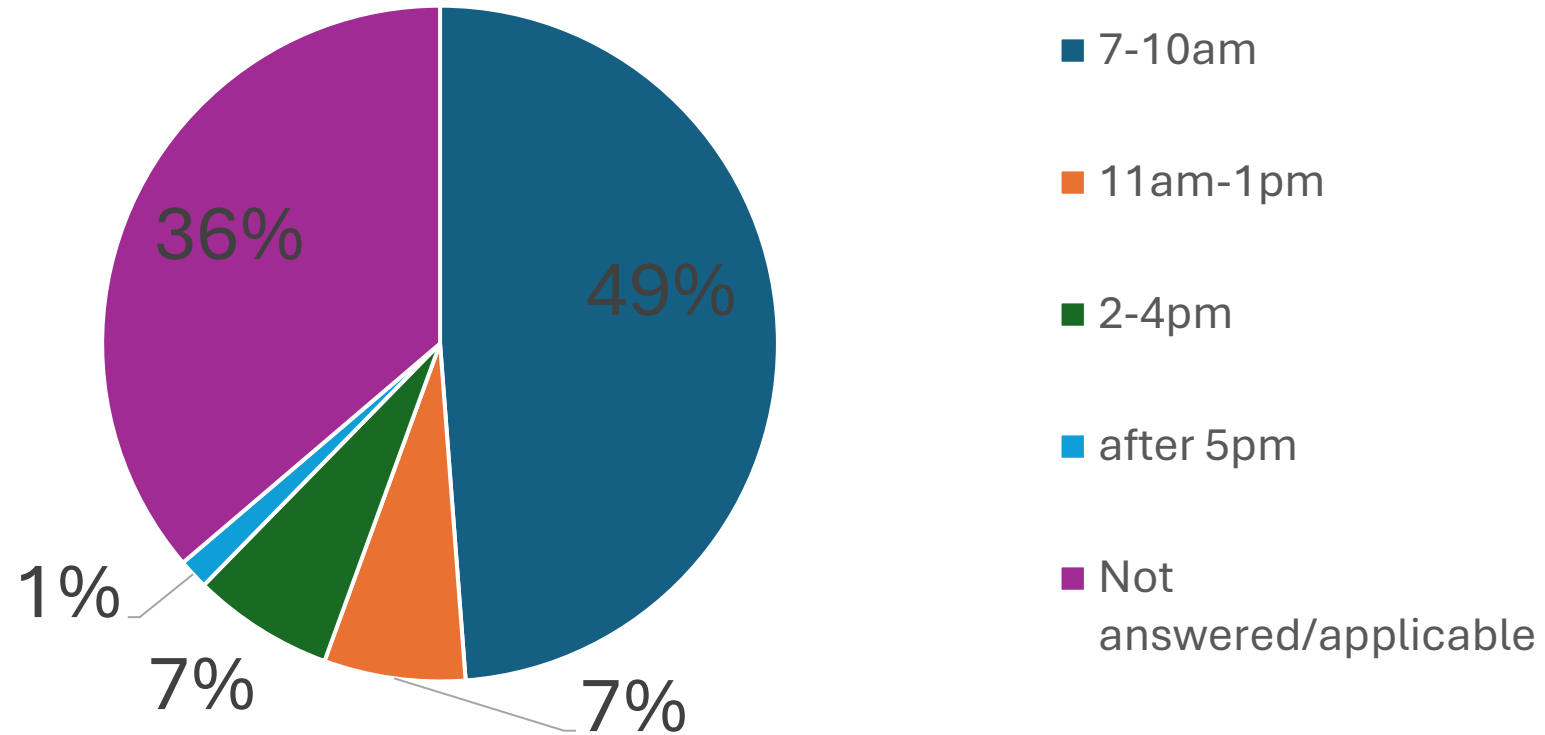
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If you use the shuttle to get to/from work, how many days per week?



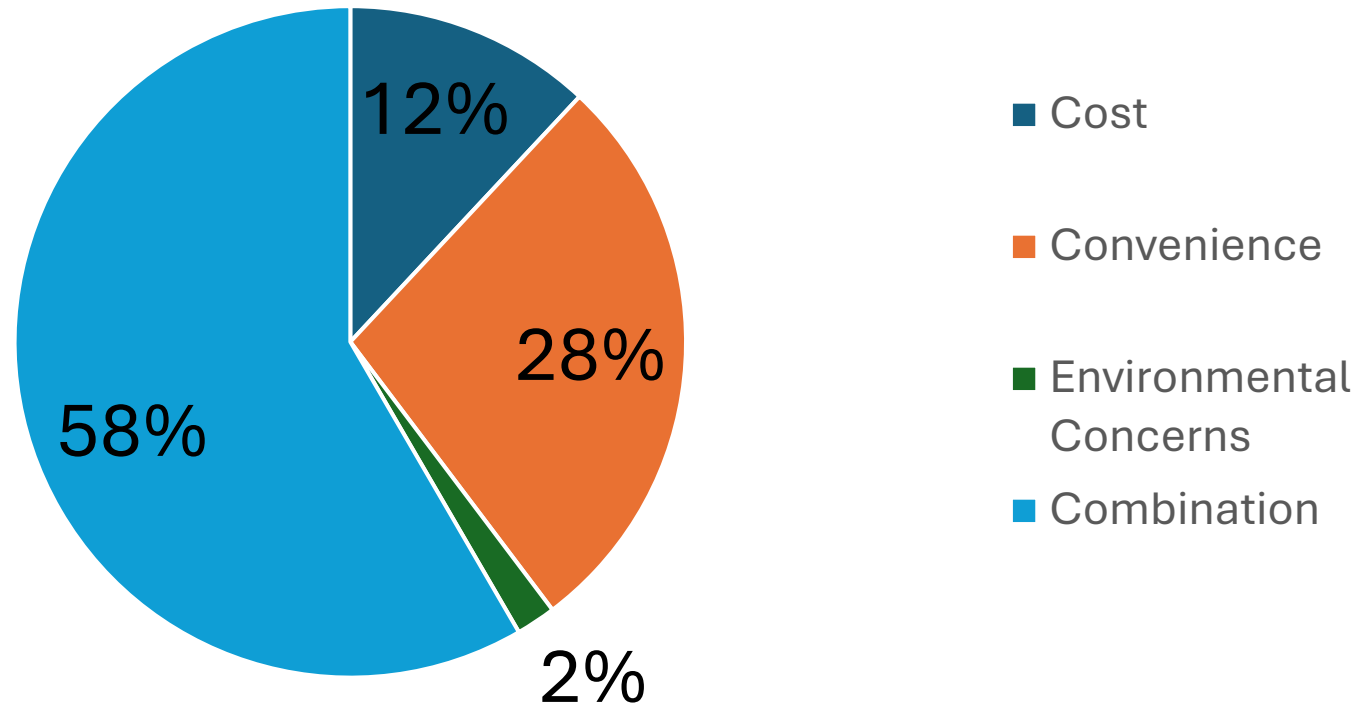
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If you use the shuttle to get to/from work, what is your normal start time?



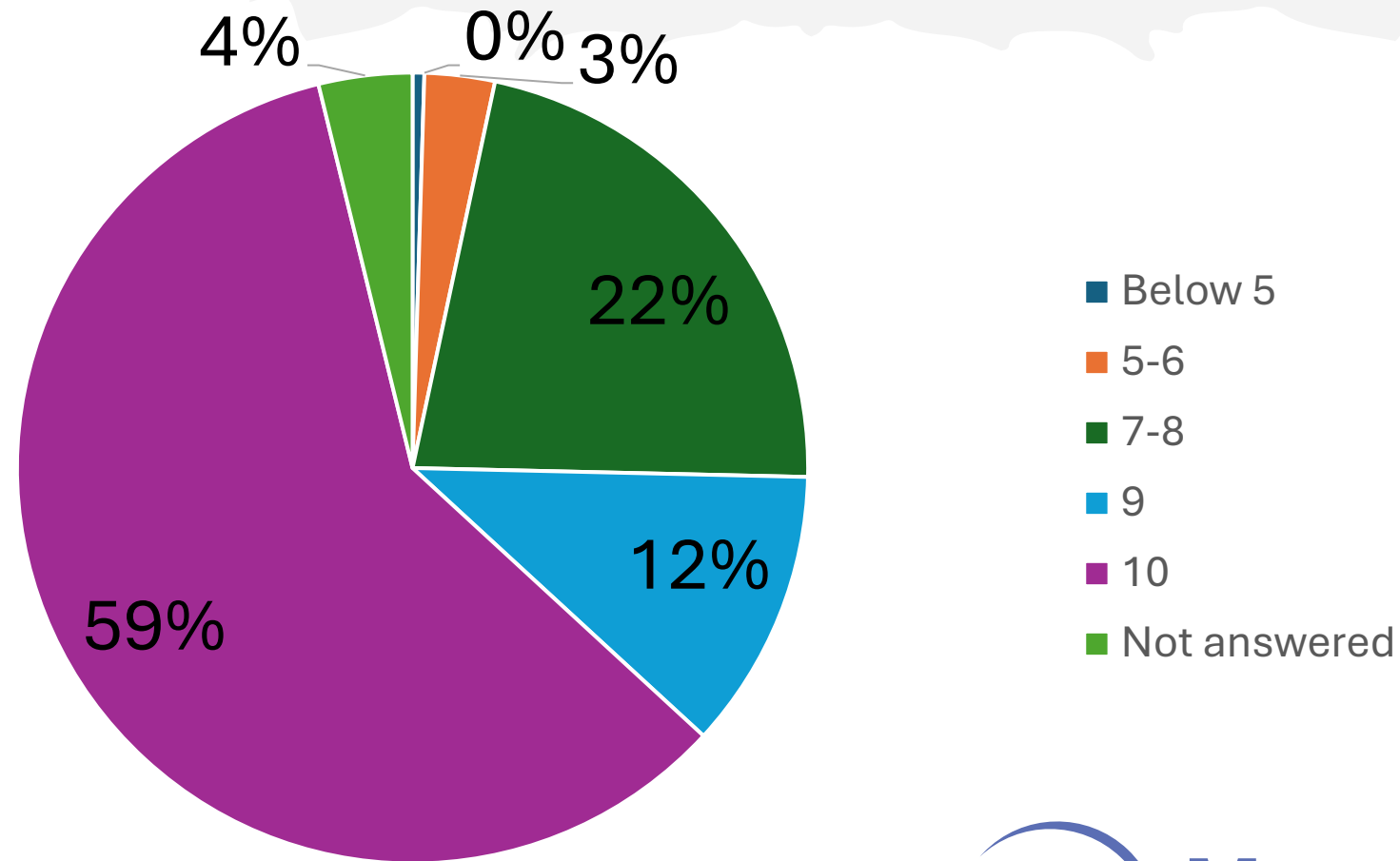
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What factors influence your decision to use public transportation?



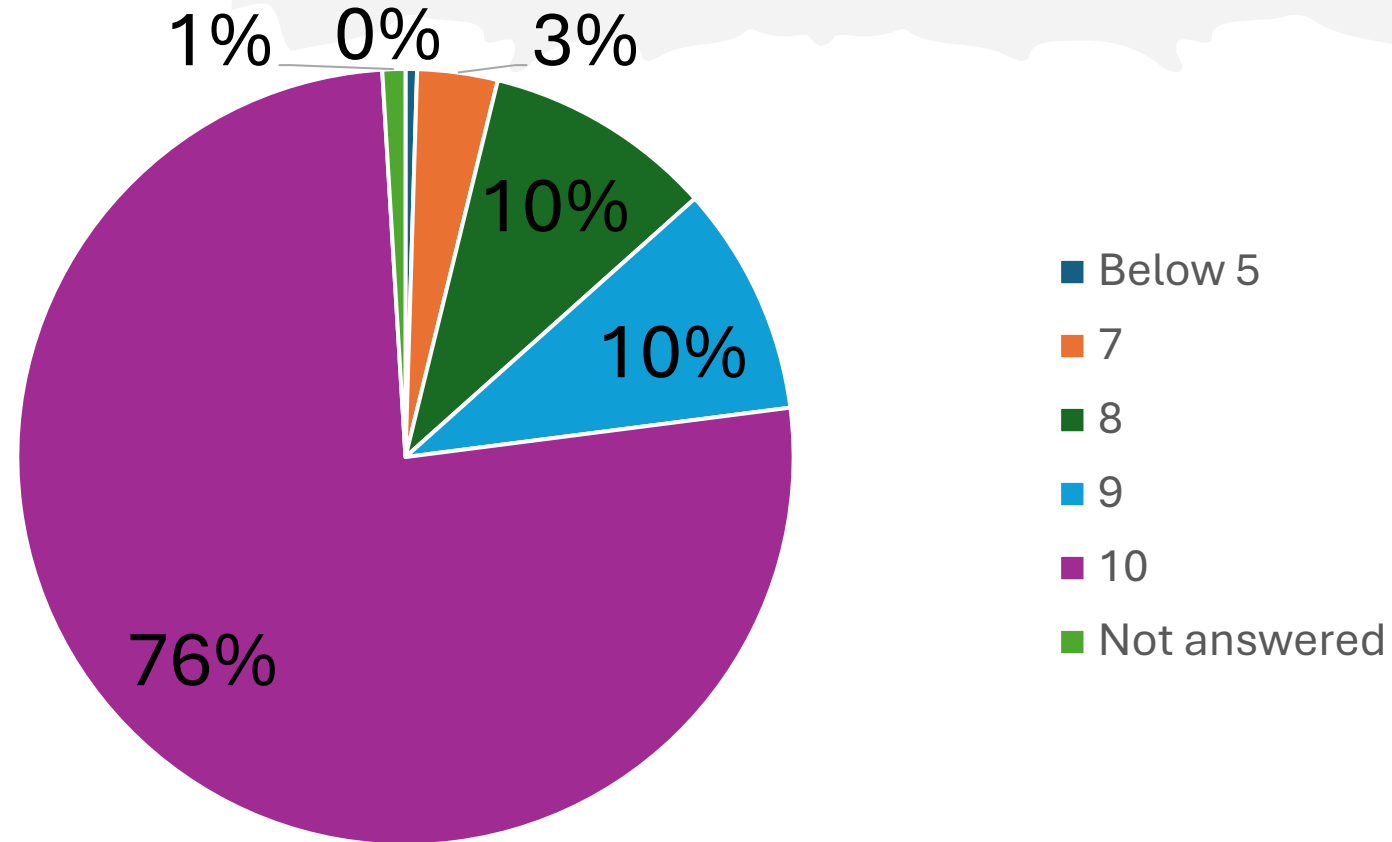
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On a scale of 1-10 (10 being the highest), how satisfied are you with the availability of information regarding the MV Community Shuttle schedules and routes?



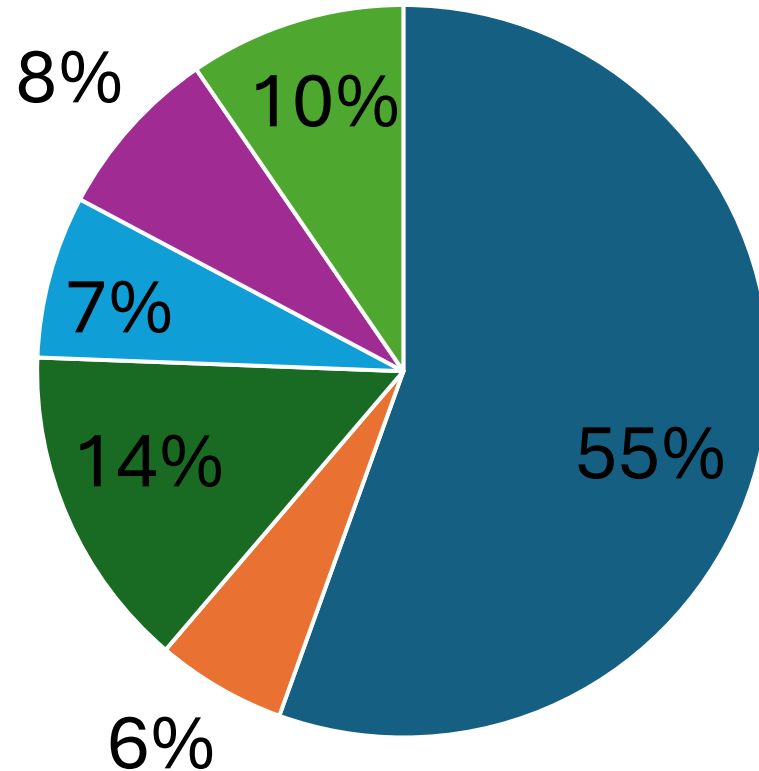
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On a scale of 1-10 (10 being the highest), how likely are you to recommend the MV Community Shuttle to others?



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How did you learn about the MV Community Shuttle?

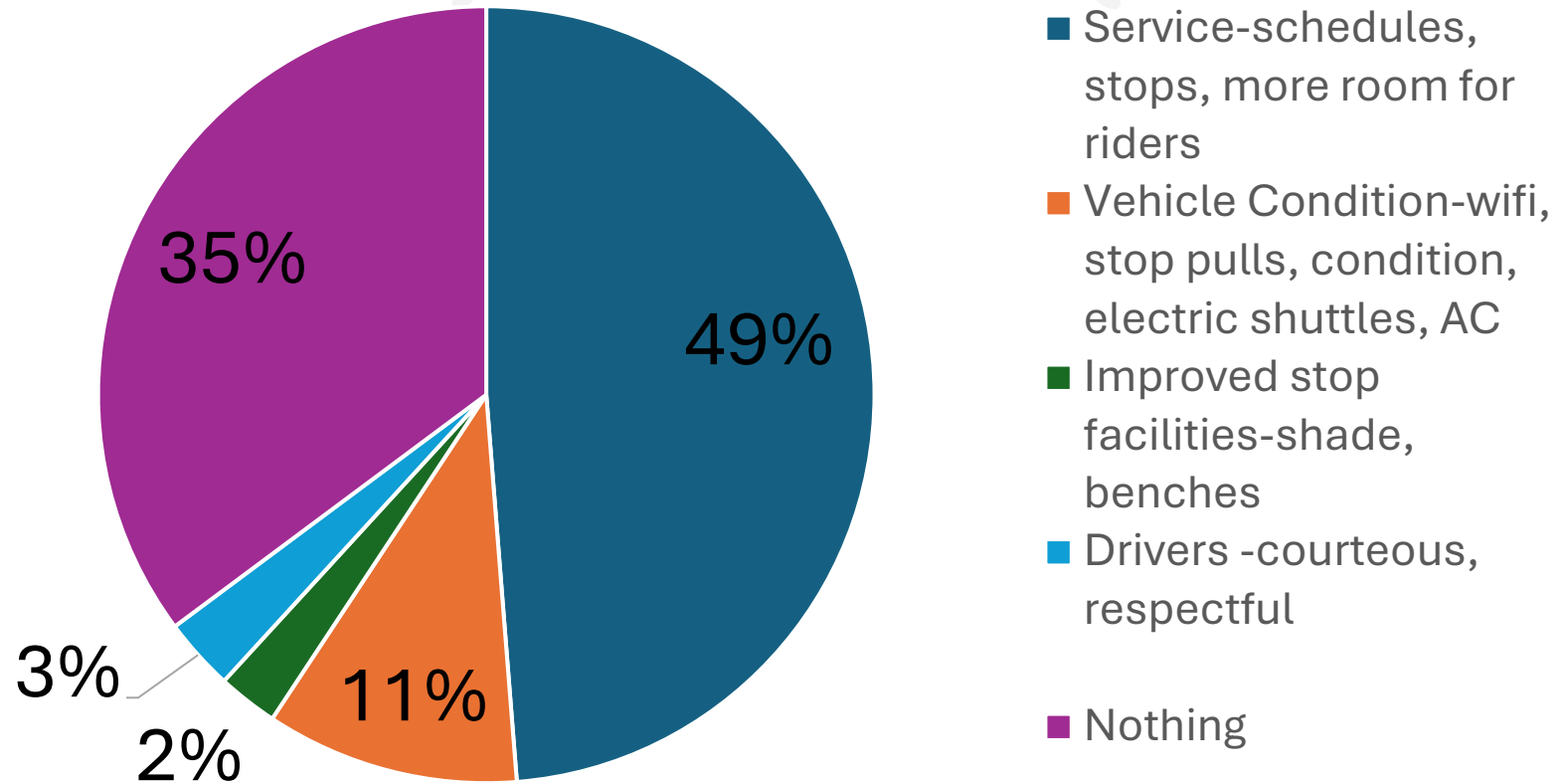


- Friend, Family, Coworker, Word of mouth
- Signage around town
- Internet, maps, transit apps
- Saw shuttle driving around
- Advertisement
- Not answered



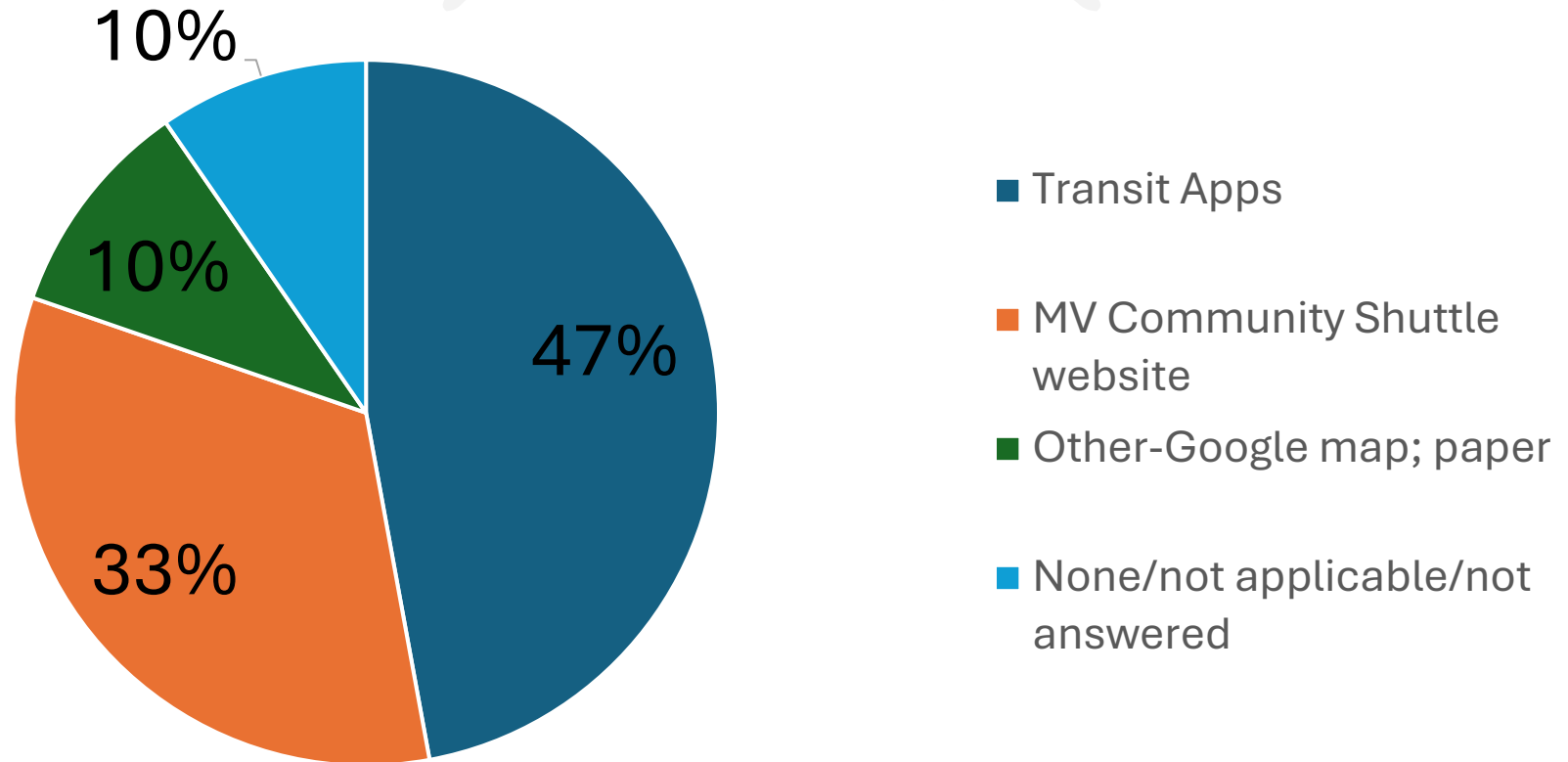
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What improvements would you like to see with the MV Community Shuttle?



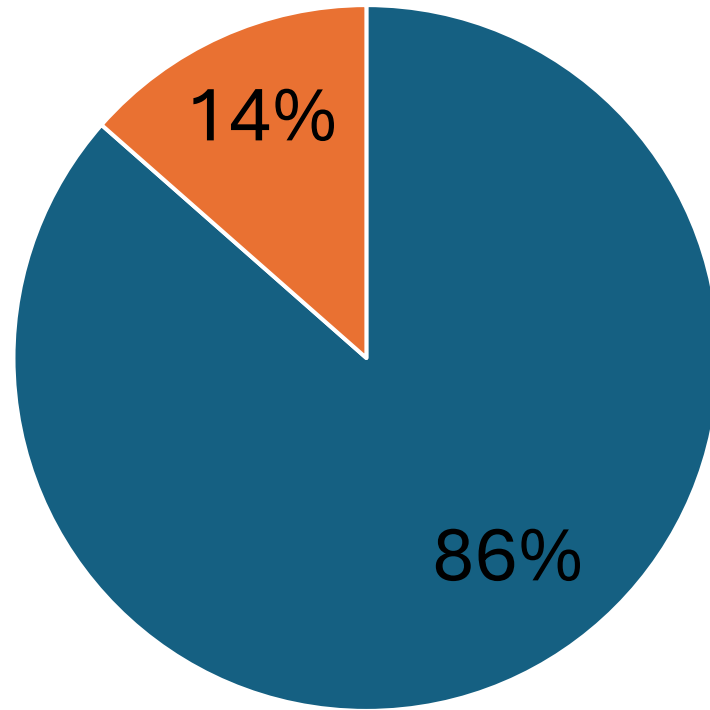
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Which, if any, of the real-time tracking systems do you use to access route/schedule information?



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Are you a Mountain View Resident?

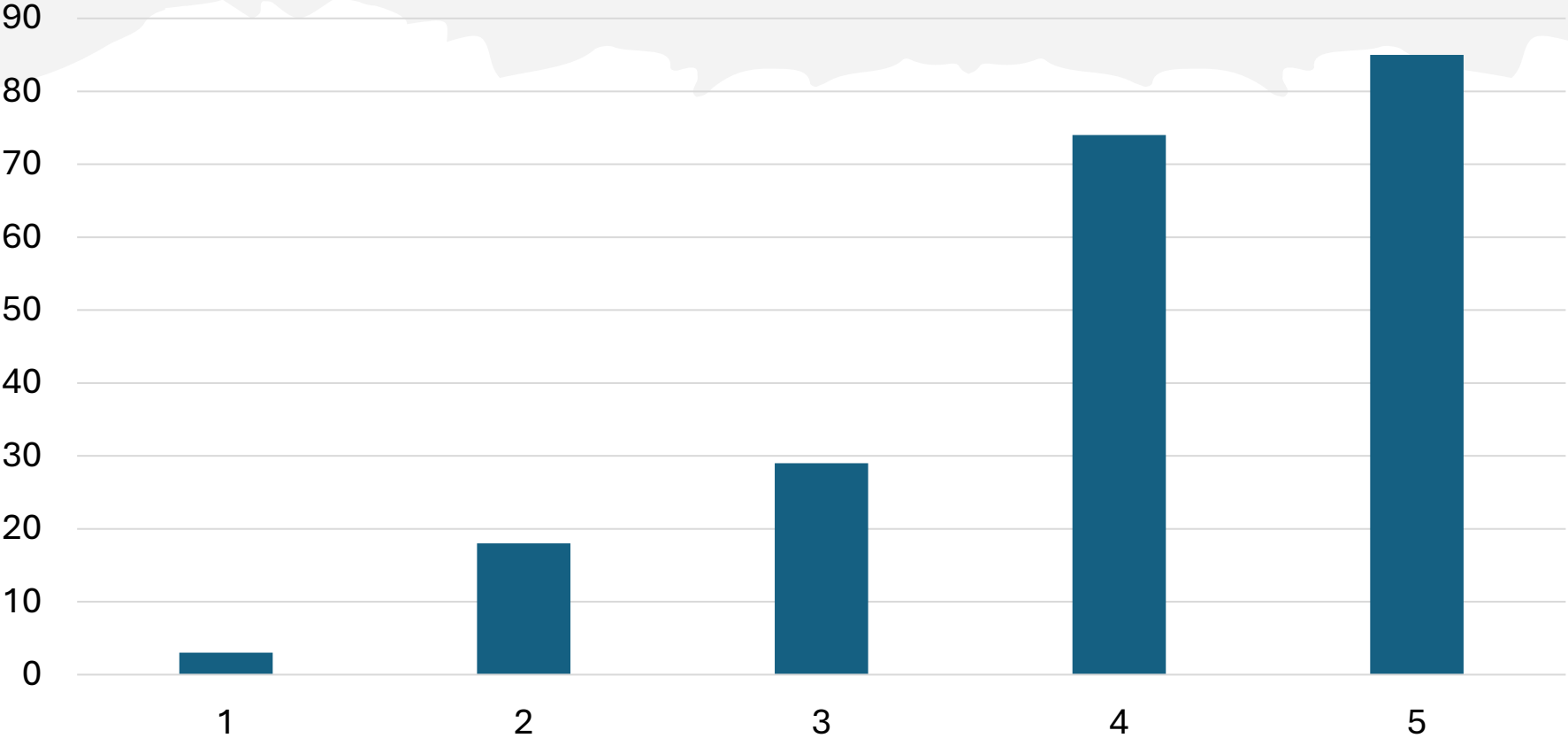


- Mtn View Resident
- Non resident



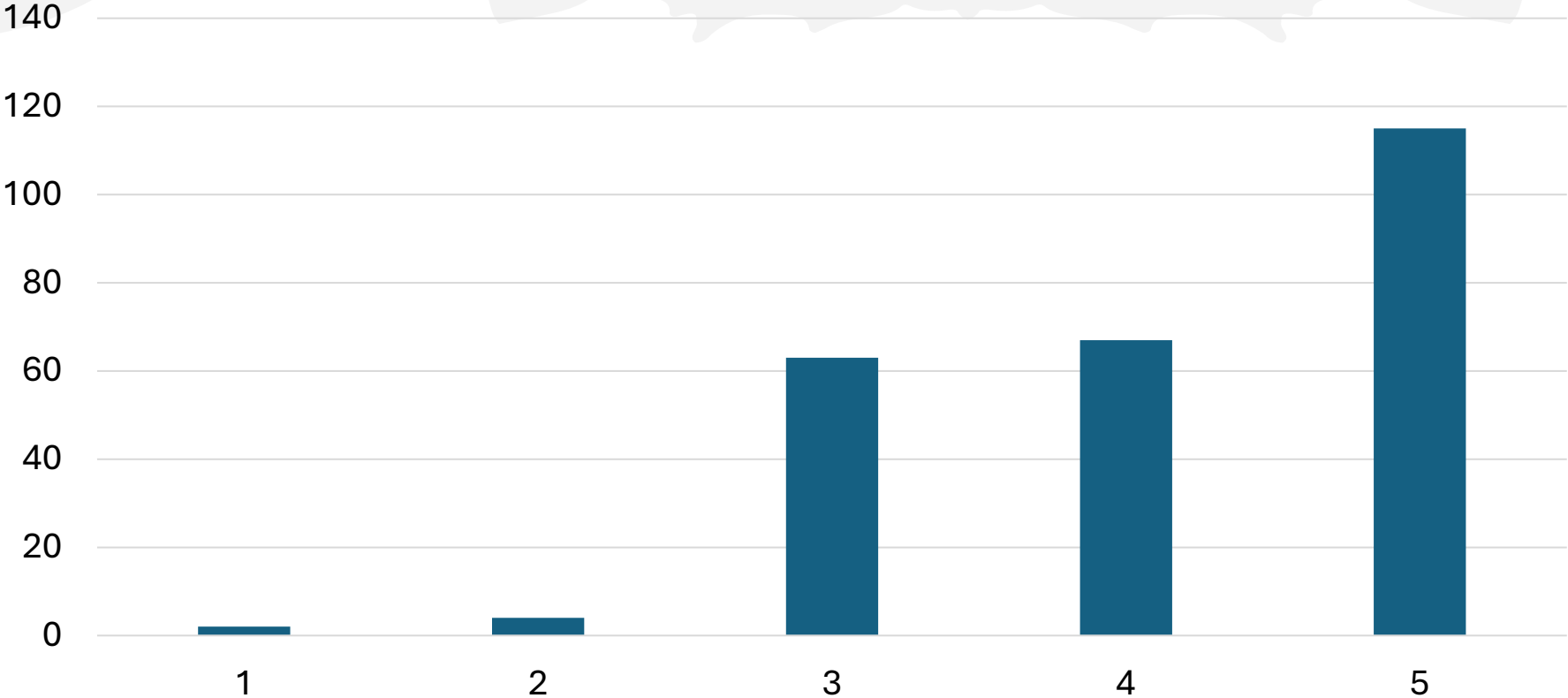
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Satisfaction with Hours of Operation (1-very dissatisfied, 5-very satisfied)



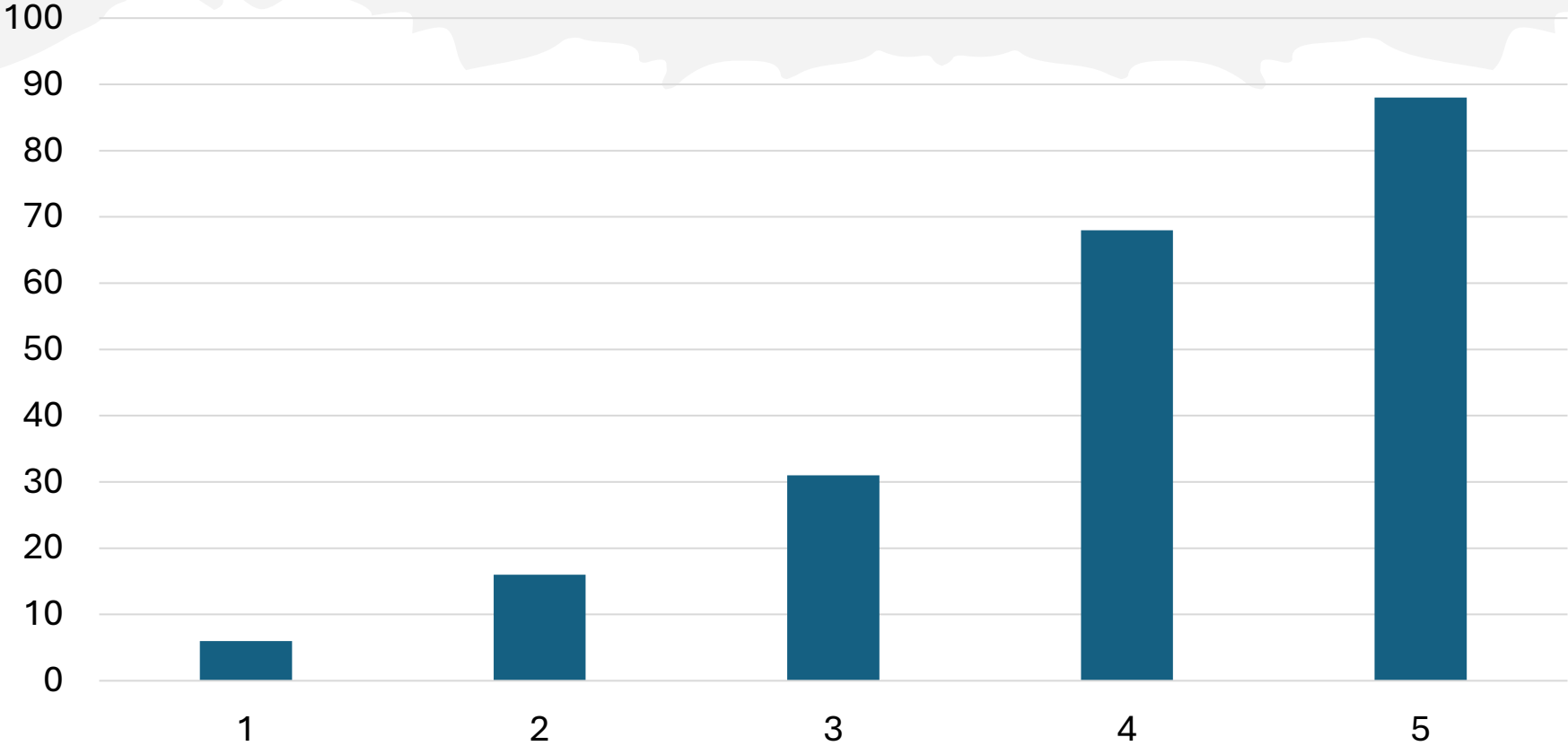
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Satisfaction with Destinations Served (1-very dissatisfied, 5-very satisfied)



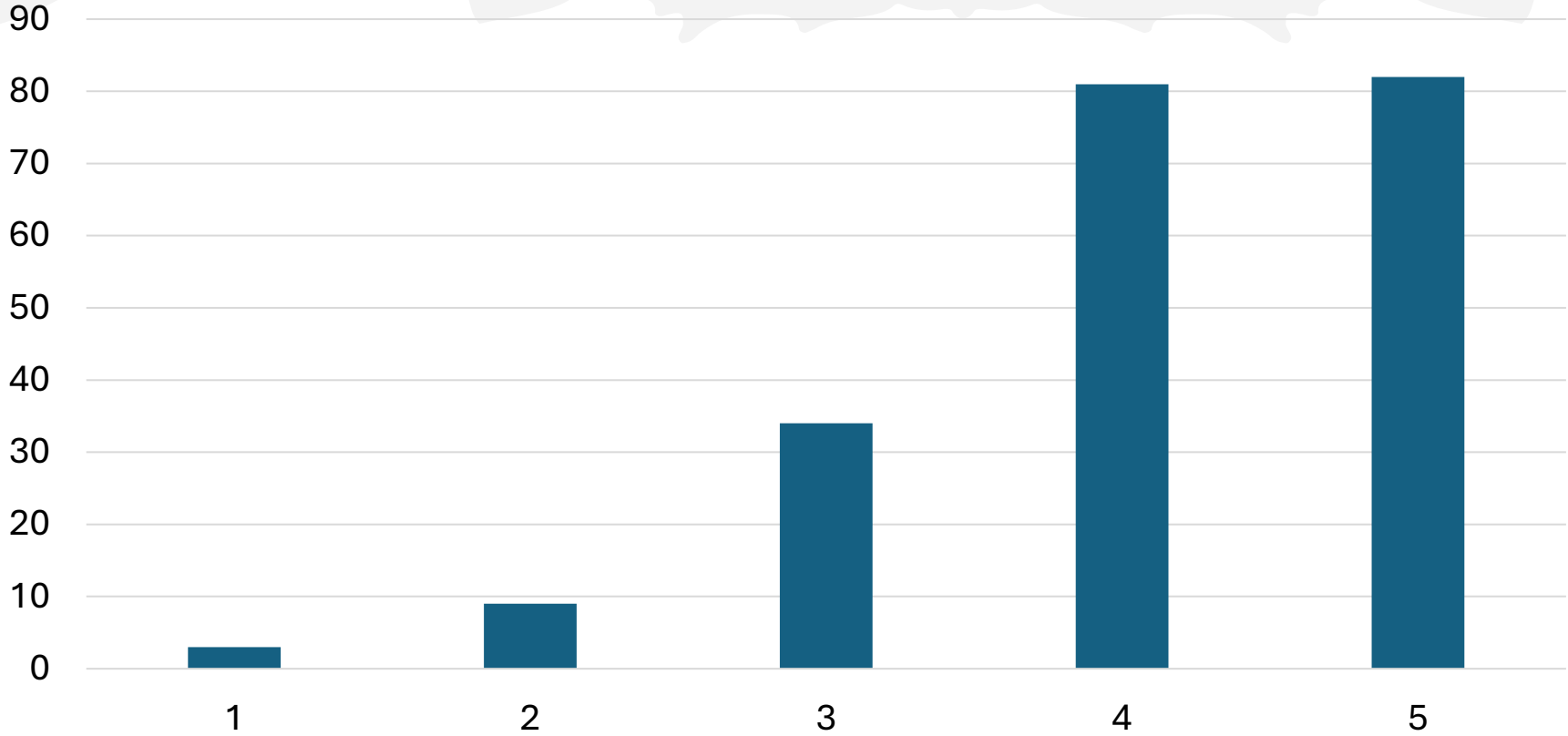
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Satisfaction with Frequency of Service (1-very dissatisfied, 5-very satisfied)



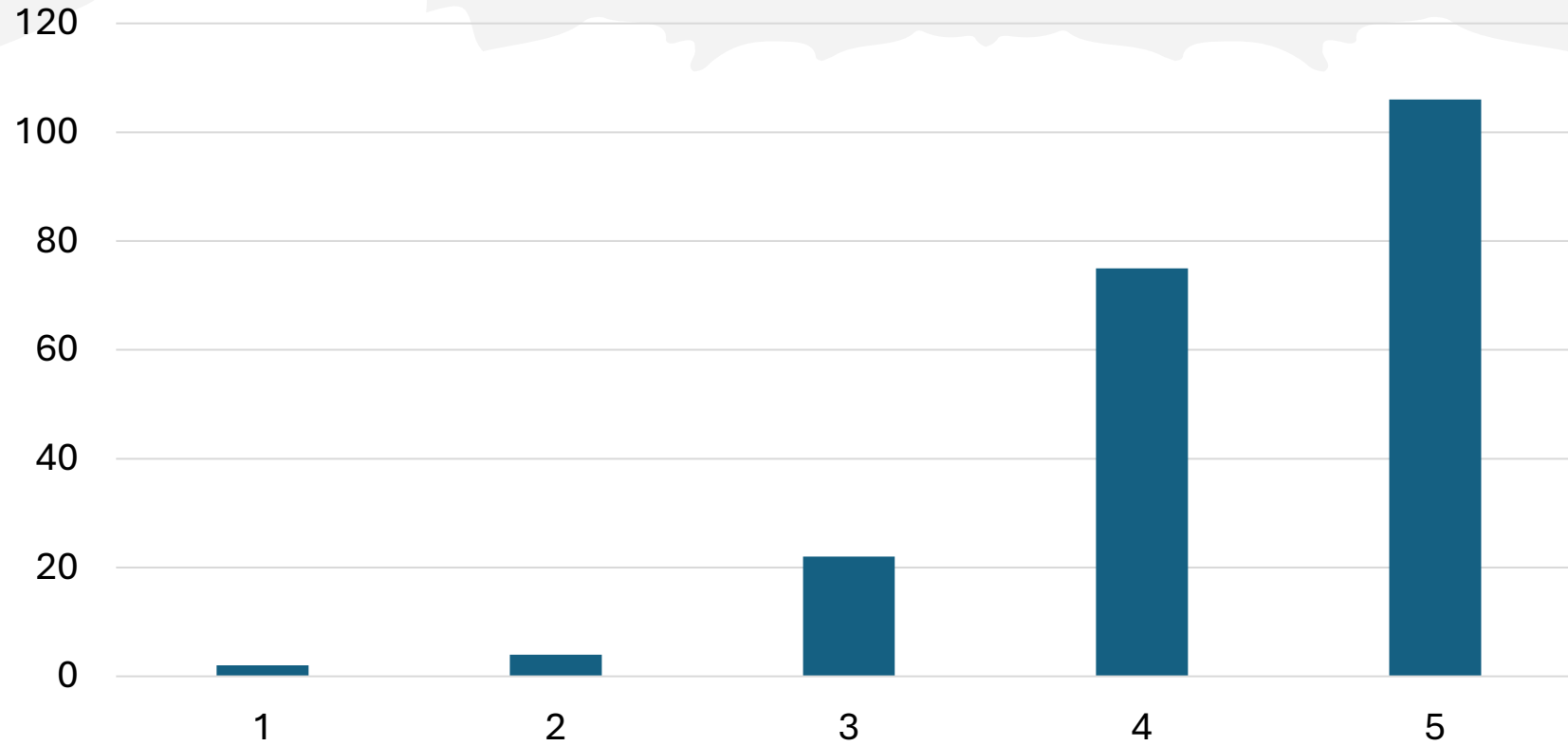
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Satisfaction with On-time Performance (1-very dissatisfied, 5-very satisfied)



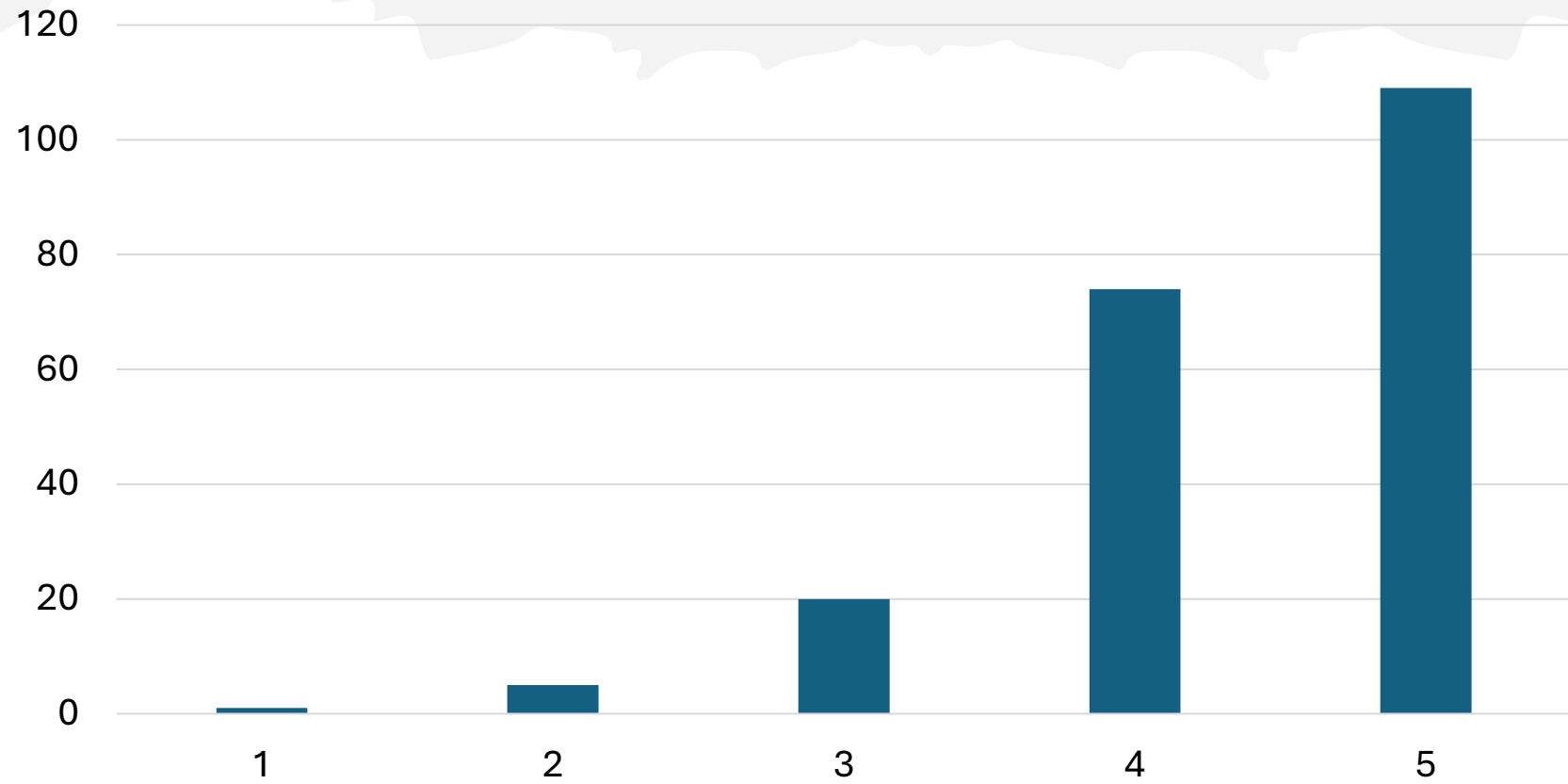
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Satisfaction with Travel Time (1-very dissatisfied, 5-very satisfied)



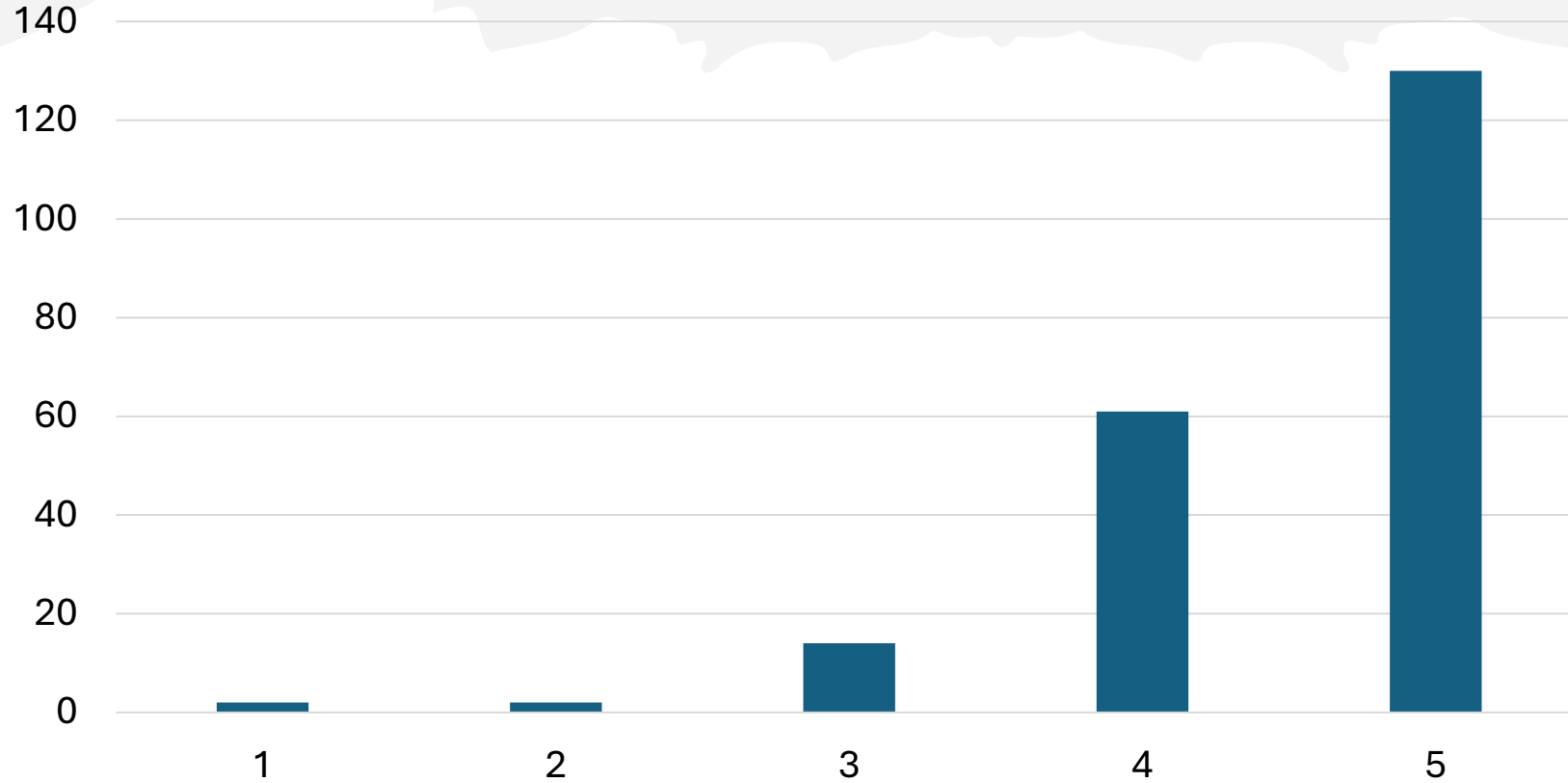
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Satisfaction with Accessibility of Information (1-very dissatisfied, 5-very satisfied)



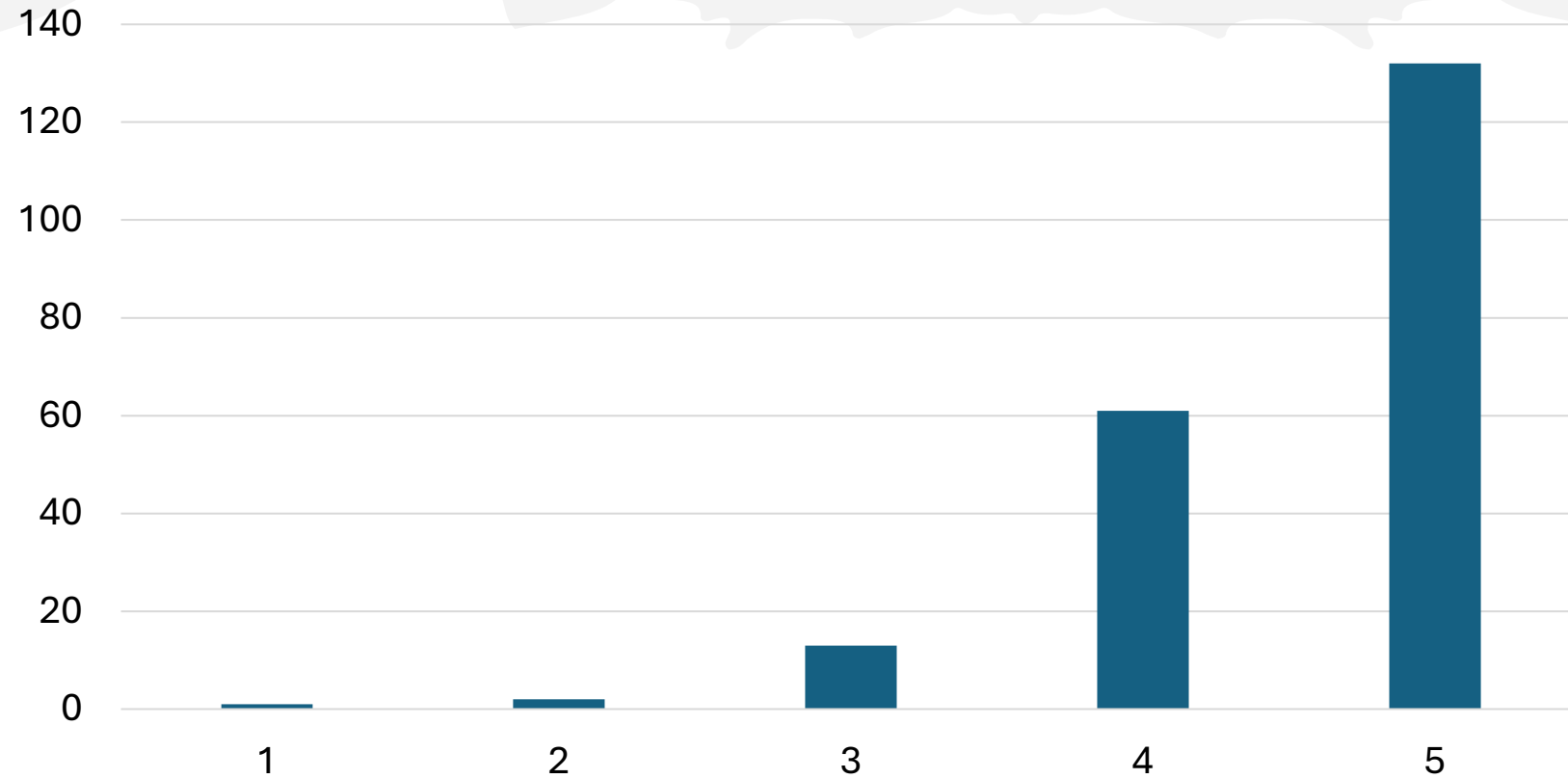
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Satisfaction with Safety (1-very dissatisfied, 5-very satisfied)



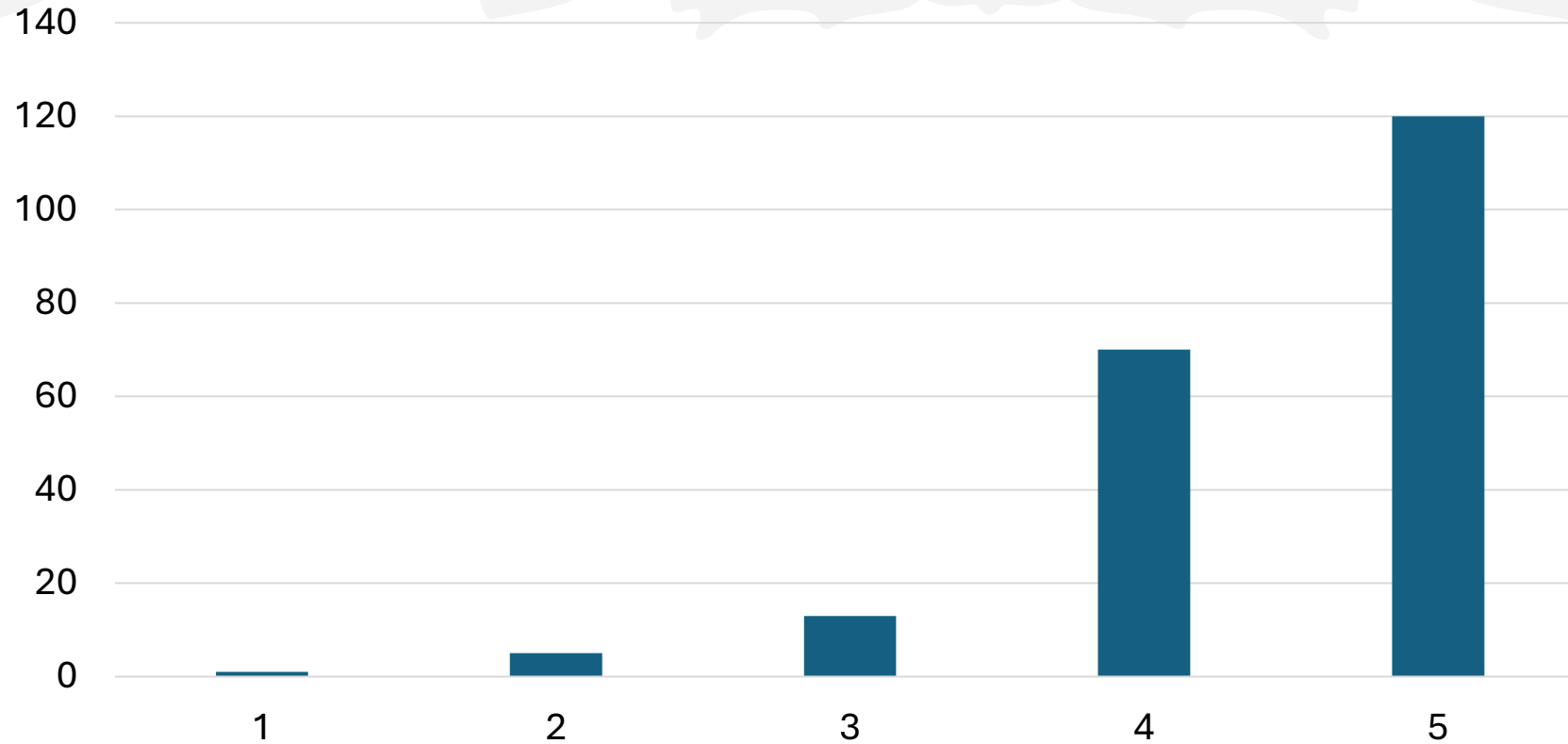
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Satisfaction with Driver Courtesy (1-very dissatisfied, 5-very satisfied)



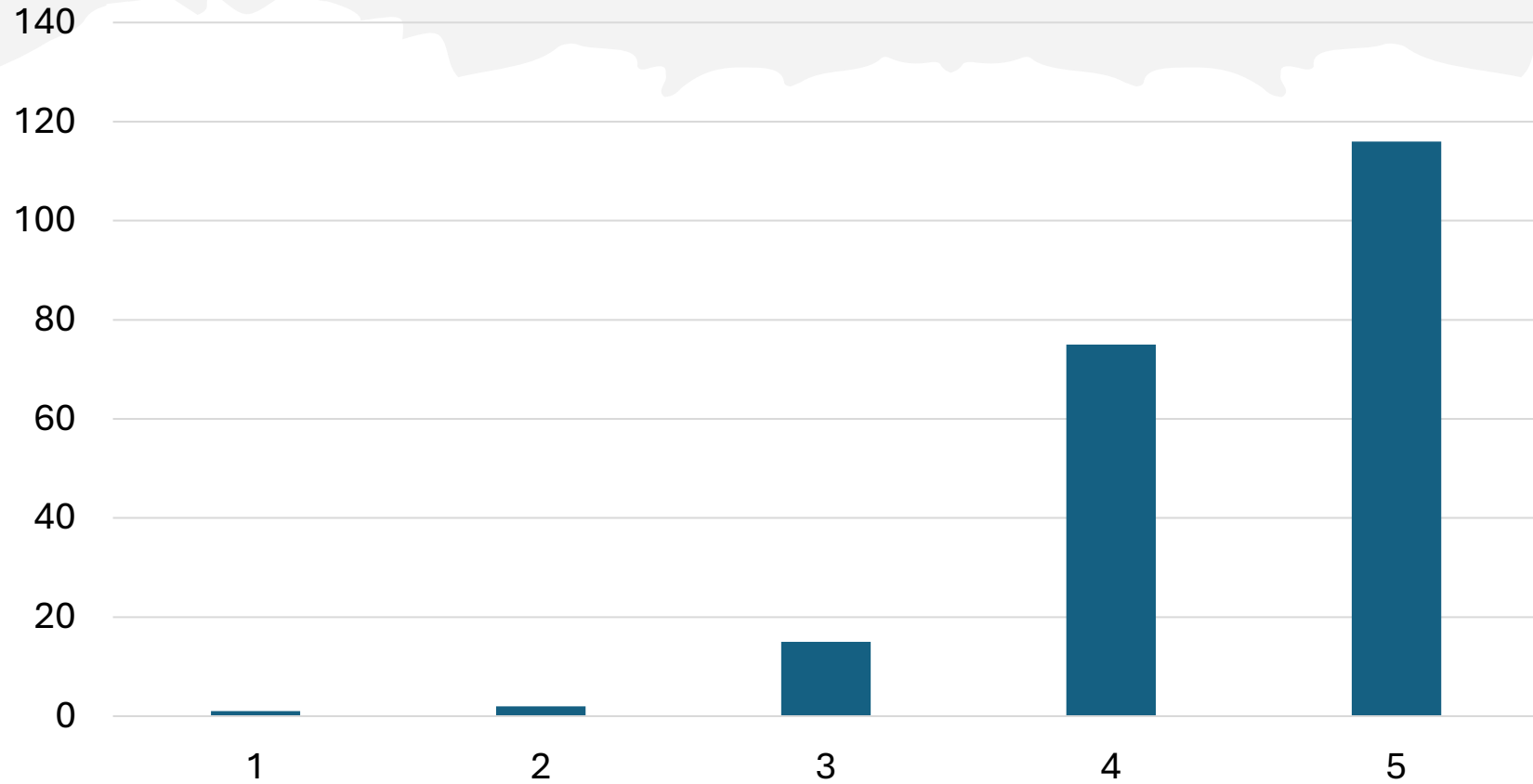
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Satisfaction with Cleanliness of Vehicles (1-very dissatisfied, 5-very satisfied)



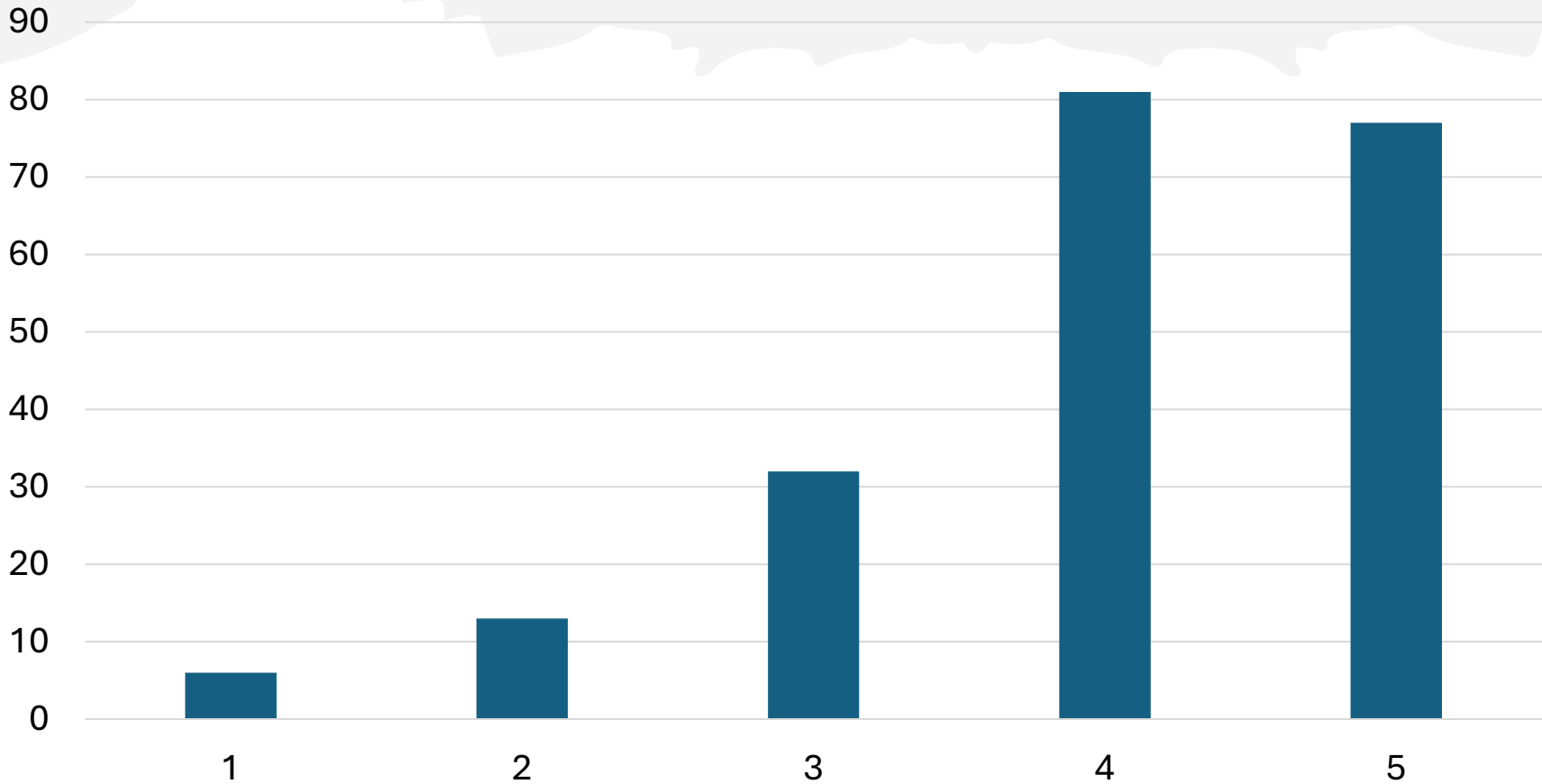
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Satisfaction with Overall Service and Rider Experience (1-very dissatisfied, 5-very satisfied)



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Satisfaction with Shuttle Stop Amenities – shelter, lighting, bench, trash receptacle, etc. (1-very dissatisfied, 5-very satisfied)



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