

Sarasota County Area Transit
SCATPlus Passenger Satisfaction Survey September 2016
5303 Pinkney Avenue Sarasota, Florida 34233



Introduction

During March 2016, Sarasota County Area Transit SCATPlus changed its business model from a partial brokerage to a full brokerage when the service was fully privatized with one vendor. The previous business model had two private transportation vendors performing 75% of the trips while the county retained 25% of the trips and implemented the reservations and dispatching functions. Currently, SCATPlus has contracted to one full service transportation vendor.

In September 2016, the Sarasota County Area Transportation Paratransit Department developed and administered a passenger satisfaction survey as an instrument for monitoring the fully privatized transportation services that are being provided to the county residences.

The purpose for surveying the frontline users was to pursue greater understanding into the user's age group, disability, frequency of service, trip purpose and overall perception of the system. Through this task, customer service expectations and sustaining the passenger's transportation needs were documented. The information provided from this survey will help identify trends, shape and assist the program's vision.

700 surveys were distributed by vehicle operators, one senior center and three developmental day programs. Surveys were return by different methods including mail, vehicle operator and the centers. The survey included nine questions on one sided legal paper. A space was provided for the respondents comments. A total of 142 surveys were tabulated for the results of this report. The response rate was considered acceptable given the type of survey method used in this process.

Data is presented in a total response rate formula and percentages. The results of the survey will be used to address and remedy current operational deficiencies and highlight areas of the operation that are doing well.

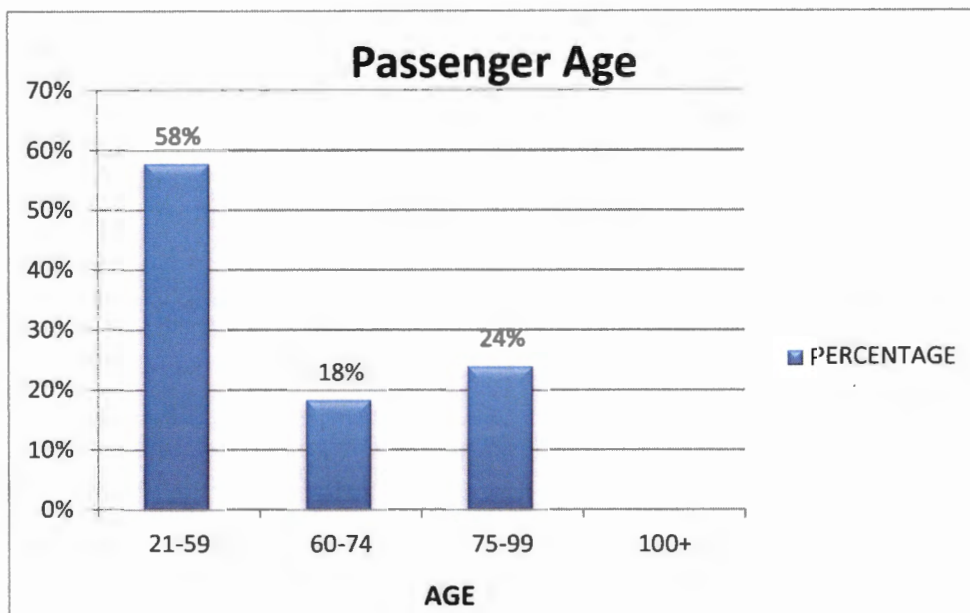
Since there is no previous passenger satisfaction survey information available, this survey will serve as the initial baseline for future surveys. It is anticipated that at minimal, an annual passenger satisfaction survey will be conducted and compared to the previous results.

The results of this perception survey will be compared with the systems actual monthly performance measures for consistency for the purpose of identifying any gaps in the service.

Survey Results and Analysis

1.) Age of the passenger?

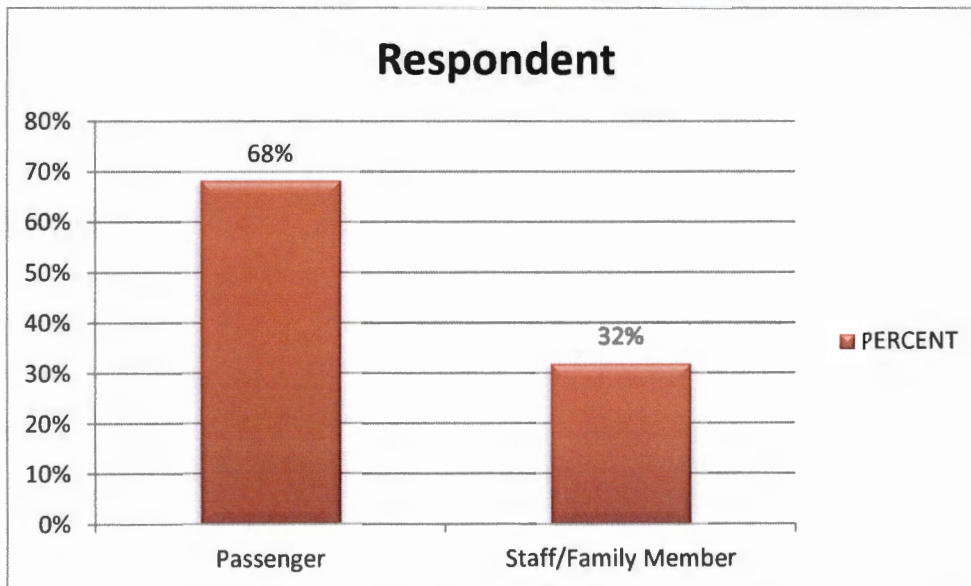
AGE	COUNT	PERCENTAGE
21-59	82	58%
60-74	26	18%
75-99	34	24%
100+	0	0%
TOTALS	142	100%



It appears that the majority of the passengers are between the ages of 21 and 59, followed by 75 to 99 years of age. This also indicates that the elderly population 75 years of age and greater uses the service more than the 60 to 74 age group.

2.) Person completing the survey is?

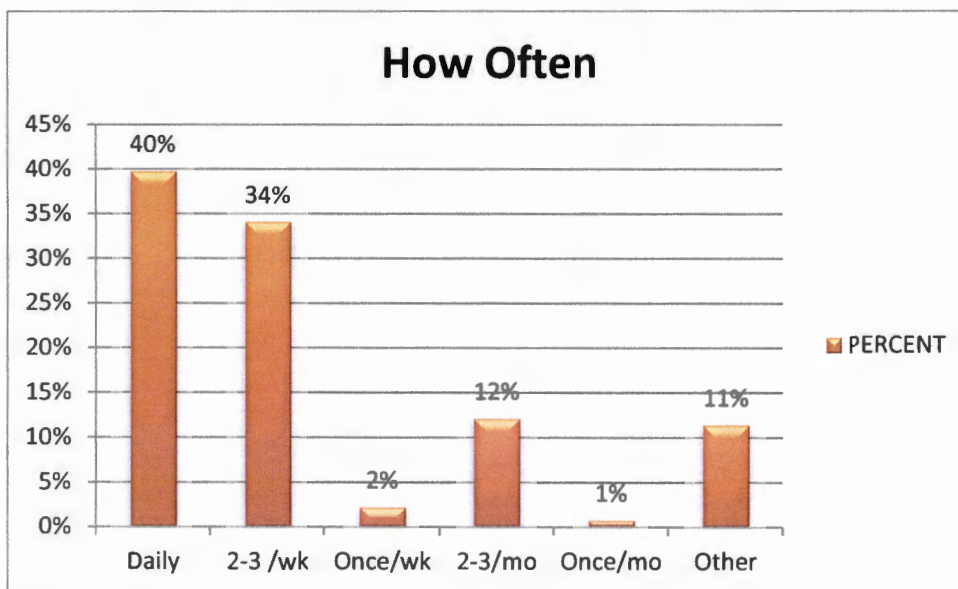
PERSON	COUNT	PERCENT
Passenger	90	68%
Staff/Family Member	42	32%
TOTALS	132	100%



A high percentage of the passengers completed the survey independently. This could suggest that the respondents are providing their direct experience with the service and not reporting through a third party.

3.) How often do you use transportation provided by SCATPlus?

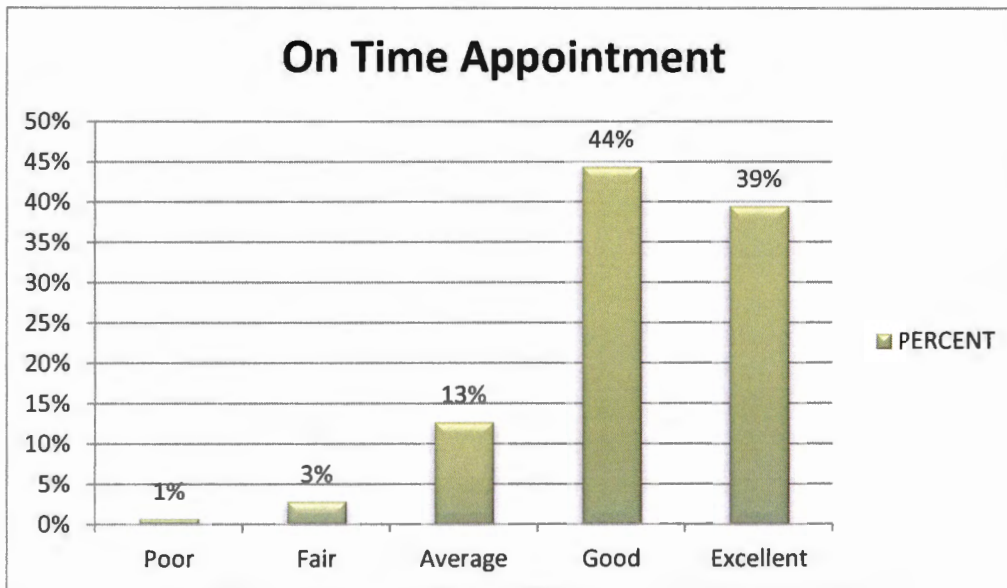
HOW OFTEN	COUNT	PERCENT
Daily	56	40%
2-3 /wk	48	34%
Once/wk	3	2%
2-3/mo	17	12%
Once/mo	1	1%
Other	16	11%
TOTAL	141	100%



74% of the respondents use the paratransit service at least once a week.

4.) When using SCATPlus do you arrive at your destination on time?

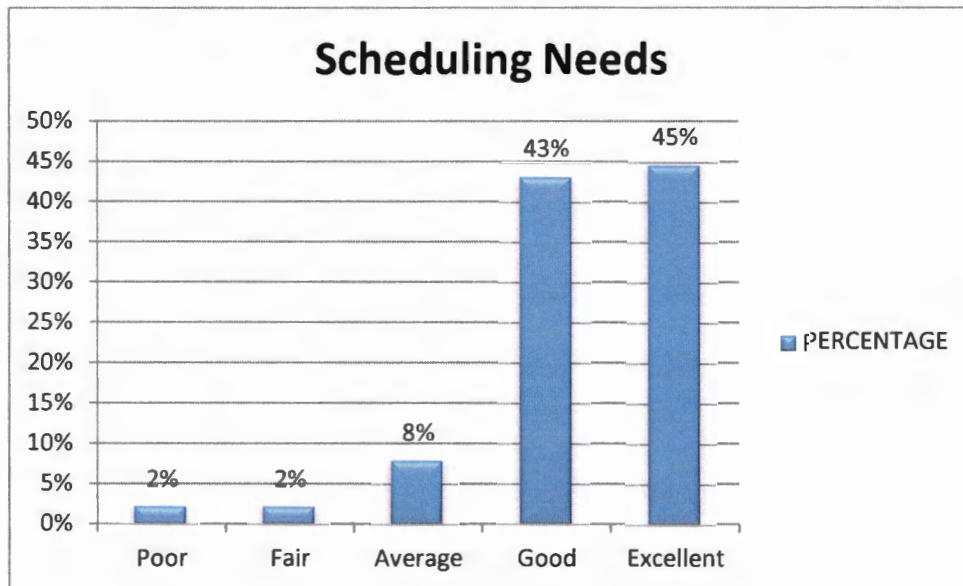
On TIME	COUNT	PERCENT
Poor	1	1%
Fair	4	3%
Average	18	13%
Good	63	44%
Excellent	56	39%
TOTAL	142	100%



The results of this survey question could consider the passengers perception of the pick-up time returning from an appointment. The program allows for one hour past the anticipated time a passenger will finish their appointment.

5.) When you call for a ride for a particular date and time, how are your schedule needs met by the SCATPlus transportation?

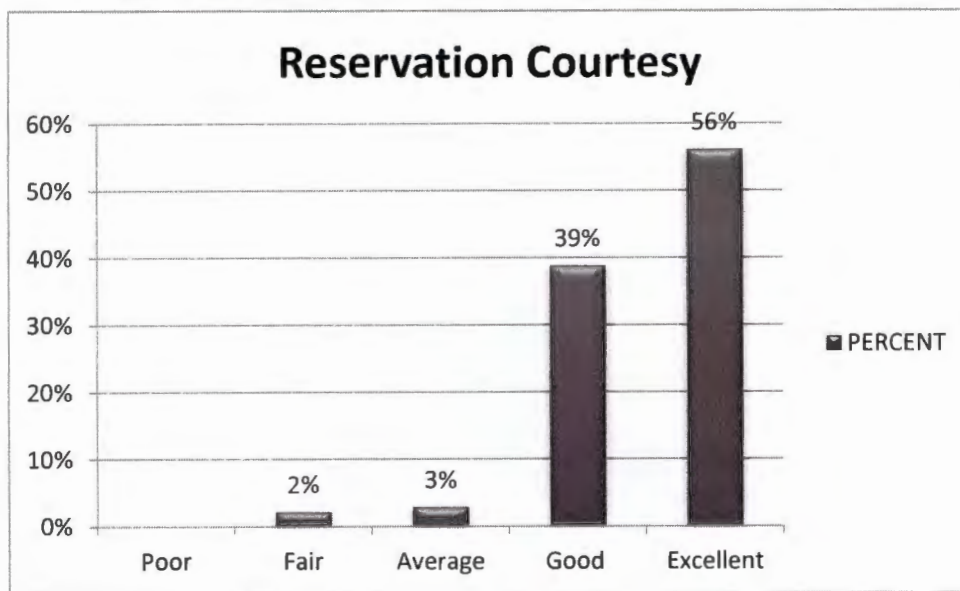
SCHEDULING NEEDS	COUNT	PERCENTAGE
Poor	3	2%
Fair	3	2%
Average	11	8%
Good	60	43%
Excellent	62	45%
TOTAL	139	100%



6.) Please let us know your impression of our service:

(a) Reservation Courtesy

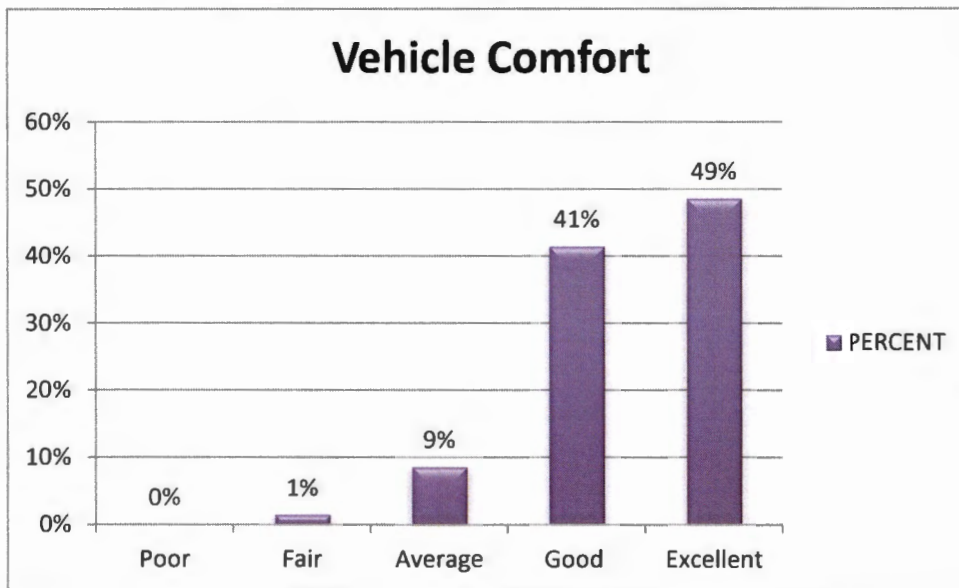
RESERVATION COURTESY	COUNT	PERCENT
Poor	0	0%
Fair	3	2%
Average	4	3%
Good	54	39%
Excellent	78	56%
TOTAL	139	100%



The vendor has their corporate office performing telephone monitoring checks and on a weekly basis provides feedback to the Reservationist. The Reservationist can listen to their telephone conversations as they are being coached on areas for improving their customer service skills.

(b) **Vehicle Comfort**

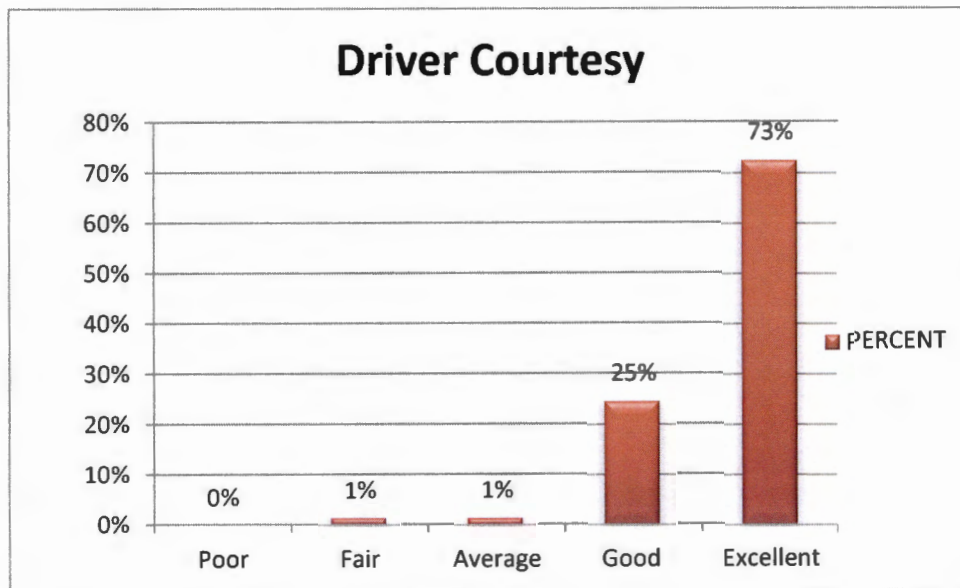
VEHICLE COMFORT	COUNT	PERCENT
Poor	0	0%
Fair	2	1%
Average	12	9%
Good	58	41%
Excellent	68	49%
TOTAL	140	100%



During the past three years, the program has only acquired 14 passenger cut-a-way style vehicles that provide a more comfortable ride. There are nine vehicles in the fleet that are constructed with a heavy duty suspension. These vehicles will be reaching their useful life this year and be replaced with a smaller lighter duty suspension vehicle.

(c) Driver Courtesy

DRIVER COURTESY	COUNT	PERCENT
Poor	0	0%
Fair	2	1%
Average	2	1%
Good	35	25%
Excellent	103	73%
TOTAL	142	100%



The positive response rate can be attributed to the contractual mandated Passenger Assistance Safety and Sensitivity training. This is a nationally recognized certified training course. This course is a three years certification that all new and existing employees receive. Refresher training is also given annually.

(d) Driver Safety

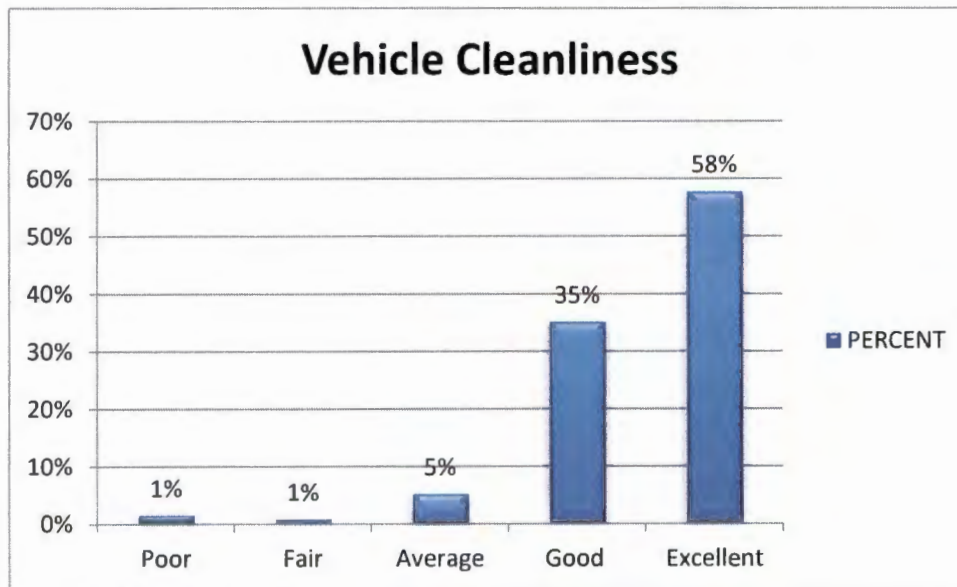
DRIVER SAFETY	COUNT	PERCENT
Poor	0	0%
Fair	1	1%
Average	3	2%
Good	44	31%
Excellent	92	66%
TOTAL	140	100%



On a daily basis, leadership provides the operators with safety messages and in the field quality road observations. The National Safety Council Defensive Driving Course is being used and will be officially given by the beginning of 2017.

(e) Vehicle Cleanliness

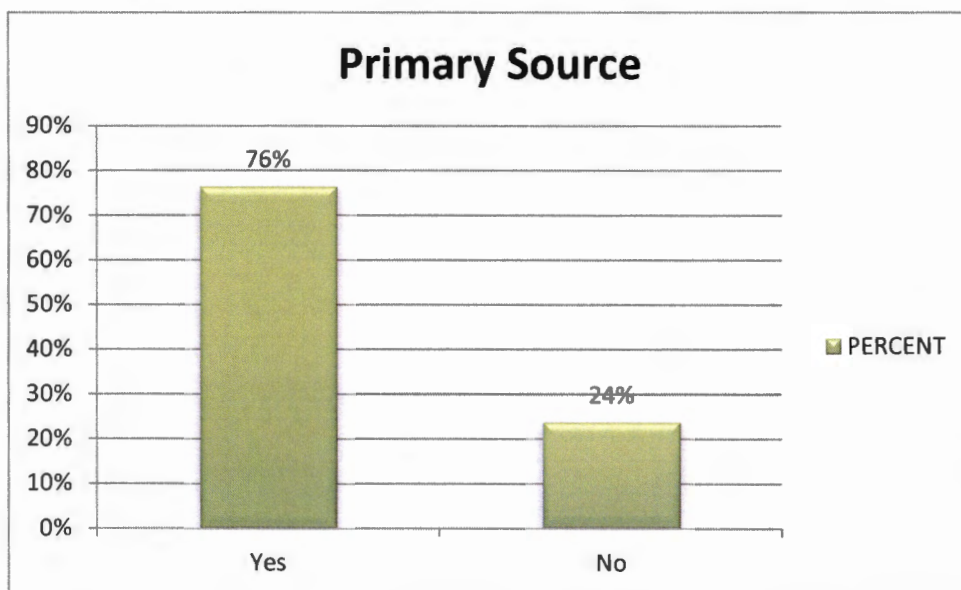
VEHICLE CLEANLINESS	COUNT	PERCENT
Poor	2	1%
Fair	1	1%
Average	7	5%
Good	48	35%
Excellent	79	58%
TOTAL	137	100%



All vehicles are cleaned on return to the depot each evening. Complete cleaning is performed on a monthly or on a as needed basis.

7.) Is SCATPlus your primary source of transportation?

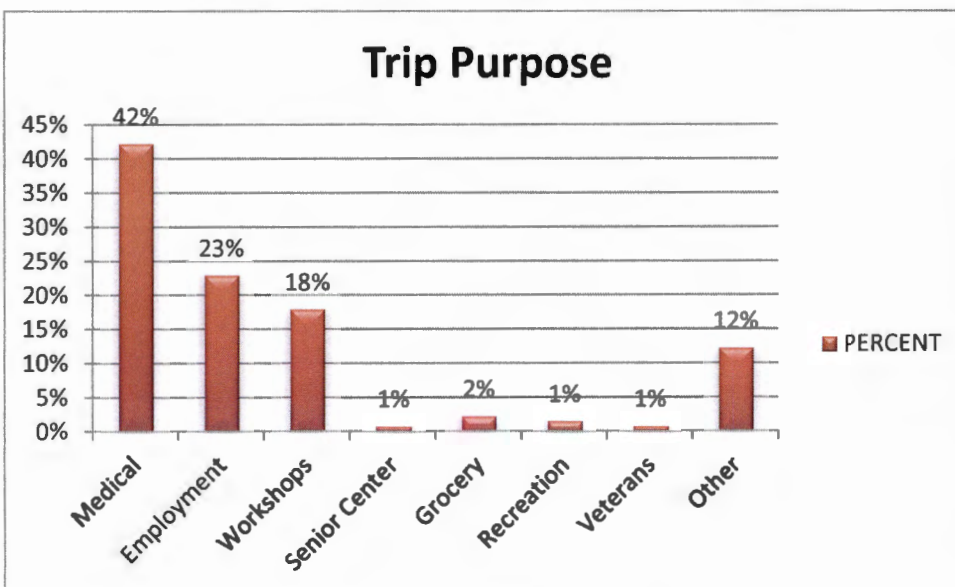
PRIMARY SOURCE	COUNT	PERCENT
Yes	100	76%
No	31	24%
TOTAL	131	100%



The reliance on the paratransit service is proportionately higher when comparing it to the overall ridership.

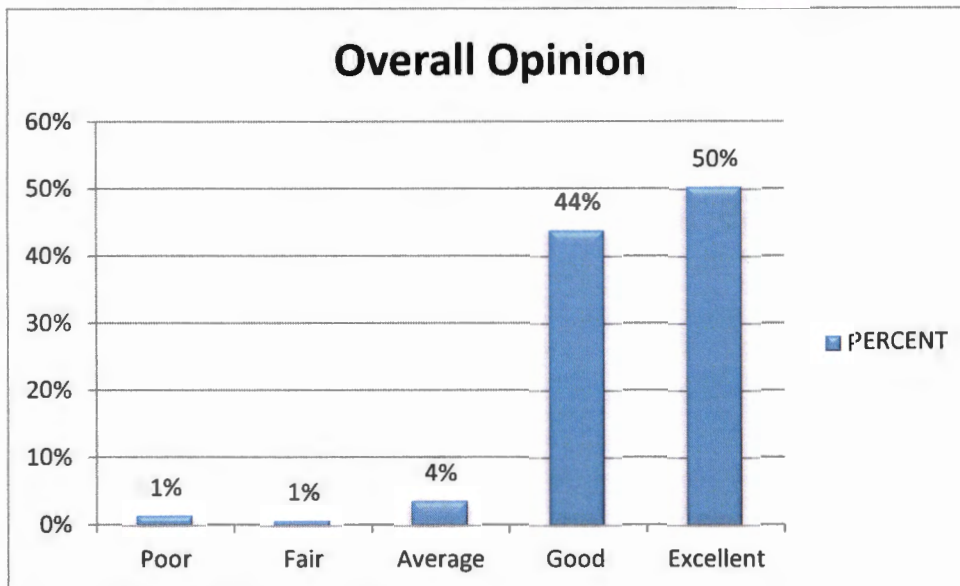
8.) What types of trip purposes do you use SCATPlus for?

TRIP PURPOSE	COUNT	PERCENT
Medical	59	42%
Employment	32	23%
Workshops	25	18%
Senior Center	1	1%
Grocery	3	2%
Recreation	2	1%
Veterans	1	1%
Other	17	12%
TOTAL	140	100%



9.) What is your overall opinion of the service provided by the SCATPlus transportation?

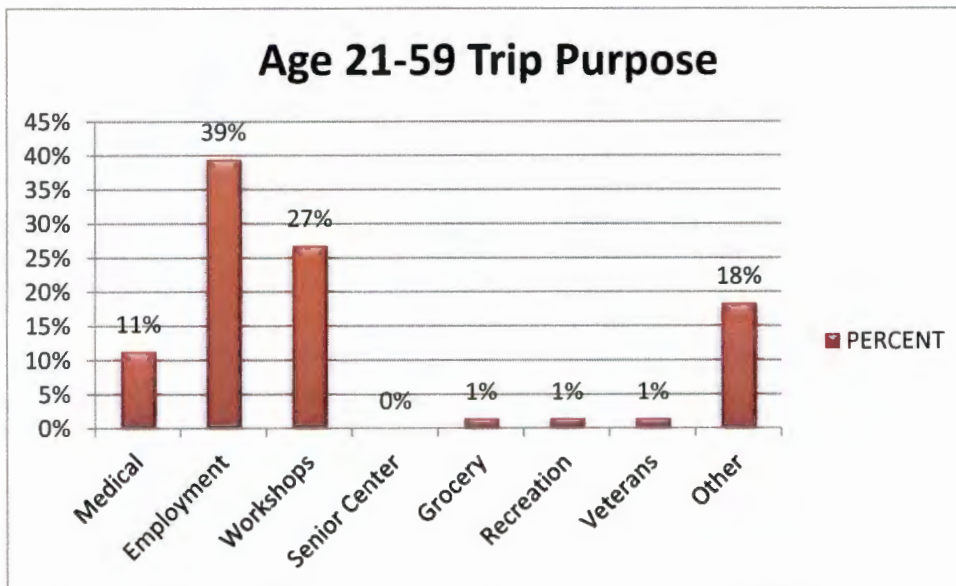
OVERALL OPINION	COUNT	PERCENT
Poor	2	1%
Fair	1	1%
Average	5	4%
Good	61	44%
Excellent	70	50%
TOTAL	139	100%



It seems that 94% of the passengers surveyed have the opinion that the service is better than average.

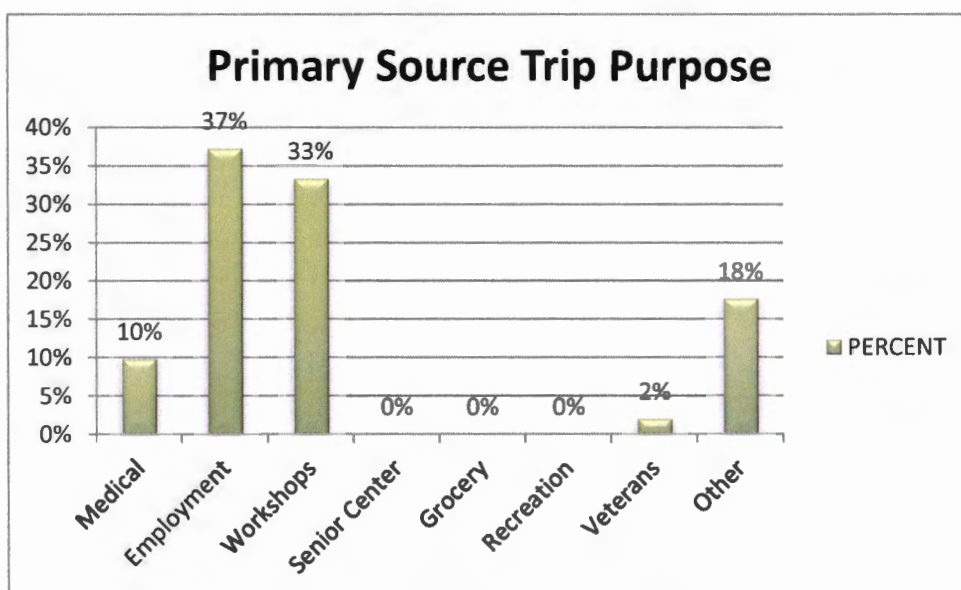
Age 21-59 Trip Purpose

TRIP PURPOSE	COUNT	PERCENT
Medical	8	11%
Employment	28	39%
Workshops	19	27%
Senior Center	0	0%
Grocery	1	1%
Recreation	1	1%
Veterans	1	1%
Other	13	18%
TOTAL	71	100%



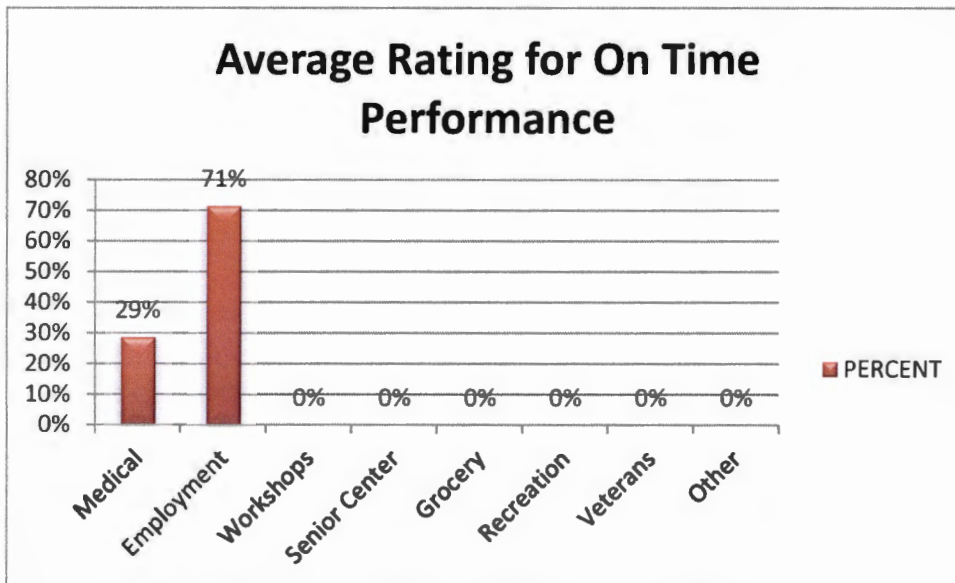
Primary Source Trip Purpose

TRIP PURPOSE	COUNT	PERCENT
Medical	5	10%
Employment	19	37%
Workshops	17	33%
Senior Center	0	0%
Grocery	0	0%
Recreation	0	0%
Veterans	1	2%
Other	9	18%
TOTAL	51	100%



On Time Performance Average Rating – Trip Purpose

TRIP PURPOSE	COUNT	PERCENT
Medical	2	29%
Employment	5	71%
Workshops	0	0%
Senior Center	0	0%
Grocery	0	0%
Recreation	0	0%
Veterans	0	0%
Other	0	0%
TOTAL	7	100%



Program Forecast

As anticipated, this survey functioned as a measuring tool for our current performance. The findings identified valuable data with the intention of forecasting our future transportation operating trends.

As the aging population continues to live longer, the need to sustain the outstanding variety of transportation services becomes increasingly challenging. To meet these challenges we will need to work cooperatively with our funding sources, members of the community, and recognizing and removing operational barriers for providing cost effective transportation.

Our aging and disabled population currently using the county transportation will be continuing to use these resources and the younger disabled population will be graduating into our paratransit services.

Therefore, the need to provide a maximum level of demand service and the increasing amount of routine medical, employment and workshop trips will expand as indicated in the survey findings.

Currently, there are many cross county trips and this trend is continuing to increase. This trend puts a strain and expends the program's existing resources reducing the effectiveness of the availability of service.

The program will continue to strive towards combining all transportation resources, resulting in providing the greatest benefit to the most number of residents.

Passenger Survey Comments

1	Pick up time is good but return time is long to wait 1 hour for DR time is Fair but 1 hour wait time after the appointment is long
2	Very happy with SCAT service, all drivers are sweet & courteous all the time, very impressed with efficiency of service, on time, always available Thank you!
3	It is hard to get in and out of my condo parking lot due to carports. I have been only been using the service for 1 mth.
4	There are both very good we have now. But we had every bad ones of one was going to let my handicap girl off wrong place in eve. But we have a good one now very good.
5	Staff are very kind
6	A great service!
7	I am very happy that the service is provided.
8	I need Clare to be picked up by 7 AM - I need to be in /Venice by 7:45. I am frequently late for work This is a problem for a single Mom!
9	SCAT gives me a wonderful feeling of independence. It is great not to have to depend on neighbors to go to the grocery store. Thank you SCAT.
10	I know
11	I would like to say a special commendation to each of the drivers for their kindness, helpfulness, cheerfulness, courtesy, excellent driving, + more! We appreciate them greatly! God bless you!
12	Wait too long for pick up. Sometimes it is rather ridiculous. I think that it is very inconsiderate a person has to wait 2 - 3 hrs to be picked up.
13	Scat Plus James - excellent! Route 2 - Travis - excellent!
14	I need Clare to be picked up by 7 AM - I need to be in Venice by 7:45. I am frequently late for work This is a problem for a single Mom!
15	Glad we have a Scat Plus to take me back & forth when needed. G. Lee
16	No comments. Robert L. Johnson
17	Most service is good
18	I've only run across two drivers that weren't so nice, never saw them again but all the other drivers who have come out have been excellent. Very helpful + pleasant. I do feel though the scheduling dept. with this hour window is terrible. I actually was kept waiting a couple of times for an hour & a half, one time almost 2 hours and that is not right. I would like to say except for these 2 drivers which I've never seen again, I have met some really great people, bus drivers who go out of their way to be helpful + also talk with you. I find it's in house with scheduling where + when a driver has to be & when left for over an hour when I get finished with PT and am in extreme pain & have to wait so long to get picked back up & really can't take pain medicine till I get home & I also have a decease (sic) where I can't be in the sun, waiting is not good. I don't want to fall on bus & pain medicine isn't something I will take beforehand. So if this could be addressed & handled I feel that is your only problem. Please excuse the writing I'm doing this on the bus on my lap.
19	This is a blessed service for me. I would not be able to leave my home otherwise. Susan O'Neill 8th & Lime
20	I enjoy the convenience and help. The drivers have all been a joyful experience.
21	\$2.50 is too much (sic)