

GRTC Transit System

Board Discussion Item

Meeting Date: January 21, 2020

Item Title: On-Board Survey – Warner Transportation Consulting

BACKGROUND:

On-board paper surveys were collected on all GRTC routes from October 7th to October 11th. October was selected as the sample month since all schools are in session, and there are no holidays. Surveys were distributed strategically to sample trips from the various times of day. 1,513 riders completed valid surveys. This sample represents a 2.04 +/- margin of error at a 95 percent confidence interval. Surveys were available in English, Spanish, Vietnamese and Arabic.

CURRENT STATUS:

The final report was received on December 20th. The data is currently being reviewed, and will provide insight into who our riders are, how they are using the new network, and their level of satisfaction. The origin/destination trends and satisfaction ratings will be used for the Title VI Level and Quality Service Analysis as part of the 2020 Title VI Program Update.