

June, 2008 STAR User Survey Results

STAR Rider Satisfaction Survey

9 Always = No Answer **Key**

Diamond Transportation Usual Provider

On-Time Pickup	4 = Excellent;
Finding the Vehicle	
Assistance into the Vehicle	3= Good;
Driver Politeness	2=Fair;
Vehicle condition	
On-Time Arrival	1=Poor

Responses		Ttl % of Total Responses including No Answer										
1	2	3	4	5	9	0	1	2	3	4	5	N/A
1	2	11	9			23		4%	9%	48%	39%	0%
1	1	13	8			23		4%	4%	57%	35%	0%
1	2	7	12	1		23		4%	9%	30%	52%	4%
		9	14			23		0%	0%	39%	61%	0%
1	1	12	9	1		23		0%	4%	52%	39%	4%
1	1	9	11	2		23		0%	4%	39%	48%	9%

Red Top Minivan Transportation Usual Provider

On-Time Pickup	4 = Excellent;
Finding the Vehicle	
Assistance into the Vehicle	3= Good;
Driver Politeness	2=Fair;
Vehicle condition	
On-Time Arrival	1=Poor

1	1	14	11			27		4%	4%	52%	41%	0%
		12	12	3		27		0%	0%	44%	44%	11%
3		8	16			27		0%	11%	30%	59%	0%
		12	14	1		27		0%	0%	44%	52%	4%
2	1	10	14	1		27		0%	7%	37%	52%	4%
1	1	15	10			27		4%	4%	56%	37%	0%

Red Top Sedan Transportation Usual Provider

On-Time Pickup	4 = Excellent;
Finding the Vehicle	
Assistance into the Vehicle	3= Good;
Driver Politeness	2=Fair;
Vehicle condition	
On-Time Arrival	1=Poor

1	5	31	49	3		89		1%	6%	35%	55%	3%
1	4	35	47	2		89		1%	4%	39%	53%	2%
3	9	31	41	5		89		3%	10%	35%	46%	6%
3	3	30	53	3		89		0%	3%	34%	60%	3%
1	1	43	43	2		89		0%	1%	48%	48%	2%
9	1	33	45	2		89		0%	10%	37%	51%	2%

STAR Rider Satisfaction Survey

9 Always = No Answer	Key	#	%
Metrorail	1=Checked	42	20.2%
Have you used fixed route transit?	1=Checked	48	23.1%
Metrorail	1=Checked	32	15.4%
ART	1=Checked	120	57.7%
No			
Want to learn how to use fixed route transit?	1=Checked	116	55.8%
No			
Yes	1=Checked	78	37.5%
Yes, in Spanish	1=Checked	0	0.0%
Please send Rider Guide	1=Checked	148	71.2%
Complaint Noted?	1=Checked	5	2.4%
Other Comments?	1=Checked	6	2.9%