



2016 Fixed Route Rider Survey

Final Report

Prepared by Data Centric Services

4/20/2017

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Executive Summary

Cambria County Transit Authority (CamTran) surveyed the riders of their fixed route bus service over the period August 1, 2016 to August 5, 2016. The survey was based on a standard survey developed by the Pennsylvania Department of Transportation (PennDOT) and consists of 15 questions which address customer satisfaction, rider characteristics and patterns in service usage. Respondents are also given the opportunity to provide some open-ended feedback at the end of the survey. The first question is a multipart question which asks respondents to rate overall satisfaction and satisfaction with 19 performance measures. In addition to the standard questions, CamTran included four (4) custom questions.

In preparation for the survey, Data Centric Services worked with CamTran to establish the number of surveys to collect on each route and to layout an implementation plan to ensure CamTran would achieve the survey targets. CamTran staff distributed the survey to riders and returned the completed surveys to Data Centric Services for processing and analysis. A summary of the results is provided here.

A total of 472 paper surveys were collected. Based on the results of the survey, the total number of unique CamTran riders is estimated to be between 2,400 and 4,200 and the margin of error is less than 4.3%, meaning that the survey results reflect the complete population of riders to within +/- 4.3%. CamTran's fixed route service is comprised of both a rural component and an urban component. The analysis of the results was primarily aimed at evaluating the total population of CamTran riders but the results from the rural and urban services were also compared. It should be noted that since there were only 37 surveys collected from the rural service, the margin of error for this subgroup is about 15%. Consequently, comparisons between these two subpopulations need to be viewed with caution.

The first category of questions addressed customer satisfaction with CamTran's service and staff. The results indicated that riders are generally happy with the service CamTran provides. Ninety-eight percent (98%) of respondents indicated they were satisfied or very satisfied with the service as a whole. A high percentage of respondents also indicated they would continue using the service (96%) and would recommend the service to others (94%).

A measure of customer loyalty which was calculated from survey data indicated that 33% of CamTran riders are "vulnerable" or "highly vulnerable" when it comes to the likelihood that they would switch to another mode of transportation should one become available.

As part of the satisfaction assessment, riders were also asked to rate a total of 19 performance measures addressing topics such as driver and staff performance, safety, capacity, frequency of service, schedule adherence and clarity of bus schedules. The average rating across all the service elements was 4.37 on a scale from 1 to 5 with 18 of the 19 service elements having an average rating above 4. The highest rated performance measures related to bus schedule easy to understand (4.57), safe and competent drivers (4.55), helpfulness of employees (4.53) and website easy to navigate (4.51).

The performance measures receiving the lowest average scores related to frequency of weekend service (3.77), comfort at bus stops (4.20), availability of seats on the bus (4.28) and bus fares (4.28).

A total of 160 respondents provided some open-ended feedback at the end of the survey. Many of the comments were favorable in regards to CamTran's service (48 surveys) and drivers and other staff (21

surveys). The remaining comments offered recommendations for improving the service or expressed concerns with the service. The themes raised most frequently are listed below:

- Additional weekend service (30 surveys)
- Unfriendly / poorly performing drivers (18 surveys)
- Additional evening service (11 surveys)
- Shorter headway (7 surveys)
- New routes (6 surveys)

A comparison of the results for the urban and rural services showed that respondents from the rural service expressed modestly higher levels of satisfaction than respondents from the urban service. Nonetheless, both groups of respondents reported high levels of satisfaction with CamTran's service.

The second category of questions sought to characterize riders and are summarized in Table 1.

Rider Characteristic	Results	
Employment Status	Employed (40%) Not employed (26%) Retired (11%)	Student (10%) Other (13%)
Home Zip Code	15902 (30%) 15906 (30%) 15901 (22%) 15905 (6%) 15904 (3%)	15909 (3%) 15931 (1%) 15946 (1%) Other (3%)
Age	15 and under (3%) 16 to 24 (18%) 25 to 40 (31%)	41 to 60 (33%) 61 to 64 (6%) 65 and older (9%)
Gender (M/F)	Male (42%)	Female (58%)
Alternate Transportation	Yes (30%)	No (70%)
Internet Access	Yes (70%)	No (30%)
Smart Phone	Yes (57%)	No (43%)

Table 1 - Respondent Characteristics

A comparison of respondent characteristics between the urban and rural components of CamTran's service revealed some interesting differences:

- Urban service respondents were majority female (60%) whereas rural service respondents were majority male (57%)
- The percentage of rural service respondents who are seniors (19%) is substantially higher than for the urban service (8%)
- A higher percentage of rural service respondents are employed (61%) as compared to urban service respondents (38%)
- A higher percentage of rural service respondents reported having alternate transportation (56%) than the urban service respondents (28%)

- Urban service respondents were more likely to have Internet access (72%) than the rural service respondents (49%)
- Similarly, urban service respondents were more likely to have a smart phone (59%) than the rural service respondents (31%)

The third category of questions examined service usage patterns. The results of these questions are summarized below in Table 2.

Usage Characteristic		Results
Primary Use of Bus	Work (30%)	Medical/Dental (19%)
	Shopping (23%)	Higher Education (4%)
	Social / recreational (22%)	School K-12 (2%)
Get from Origin to Bus	Walk (92%)	Dropped off (2%)
	Drive and park (2%)	Bike (1%)
	Ride with someone (2%)	Other (2%)
Get from Bus to Destination	Walk (89%)	Bike (1%)
	Drive in a vehicle (5%)	Ride with someone (1%)
	Picked up (3%)	Other (2%)
Usage Frequency	6 - 7 days a week (39%)	1 - 3 times a month (9%)
	5 days a week (22%)	Less than once a month (2%)
	2 - 4 days a week (25%)	First time riding (0%)
	Once a week (4%)	
How Long Riding the Bus	More than 3 years (64%)	1 month - 1year (13%)
	1- 3 years (20%)	Less than 1 month (3%)
Time of Day Service most often Used	5 am – 10 am (26%)	2 pm – 6 pm (23%)
	10 am – 2 pm (35%)	6 pm – 10 pm (16%)
Interest in Extended Service Hours	Weekdays (25%)	Not Interested (4%)
	Weekends (71%)	
Time of Year Service most often Used	Spring (2%)	Winter (5%)
	Summer (7%)	No Specific Time (83%)
	Fall (3%)	

Table 2 - Service Usage Summary

Respondents were also given the opportunity to identify additional destinations they would like CamTran to service. While 124 surveys had a response to this question, only 90 provided a destination(s) in response to the question. The most frequently requested destinations were:

- Altoona (11 surveys)
- PennDOT (8 surveys)
- Lowes (7 surveys)
- Windber (6 surveys)
- Home Depot (5 surveys)
- Somerset (5 surveys)
- Greensburg (4 surveys)
- Portage (3 surveys)

A comparison of respondent service usage characteristics between the urban and rural components of CamTran's service revealed some interesting differences:

- A higher percentage of rural respondents indicated the primary reason they use CamTran's service is to get to work (53%) than for urban respondents (28%)
- A much higher percentage of urban respondents indicated the primary reason they use CamTran's service is for medical or dental purposes (20%) than for rural respondents (2%)
- Urban respondents are more likely to use the service 6 or 7 days a week (41%) than rural respondents (24%)
- A higher percentage of urban respondents indicated they use CamTran's service most frequently in the evening hours (17%) as compared to rural respondents (6%).

Based on the results of the survey, a number of recommendations were developed. A summary of these recommendations is provided here for CamTran's consideration:

- Further evaluate the demand for additional weekend service and explore options for addressing these needs
- Examine the demand and practicality of extending CamTran's urban service in the evenings
- Assess driver friendliness and performance and provide additional driver training or implement other corrective actions as needed
- Consider improving bus stop comfort at stops with high traffic, especially along Routes 9 and 12
- Evaluate the need to increase capacity on select routes at times of high demand, especially Routes 12 and 14
- Assess the bus cleaning practices for Routes 10 and 36 and provide additional driver training or implement other corrective actions as needed
- Further gauge rider interest in some of the more frequently identified destinations listed in response to Question 19 and explore the practicality of adjusting CamTran's service to incorporate them
- Acknowledge CamTran staff and drivers for the high ratings and favorable feedback they received on the survey
- Read through the open-ended comments provided by the respondents (Appendix B)
- Publicize the survey findings along with any actions which CamTran is planning in response to the survey

Additional details on the recommendations are provided in the Conclusions and Recommendations section at the end of this report.

Summary of CamTran Service

CamTran operates both fixed route and paratransit services in Cambria County. Cambria County is in the southwestern region of Pennsylvania and has an area of 688 square miles and a population of 143, 679 (US Census, 2010). The areas of highest population serviced by the fixed route service include Johnstown, Ebensburg, Northern Cambria, Altoona (Blair County) and Windber (Somerset County) (see Figure 1). In fiscal year 2015-2016, CamTran had a total ridership of 1,197,414.

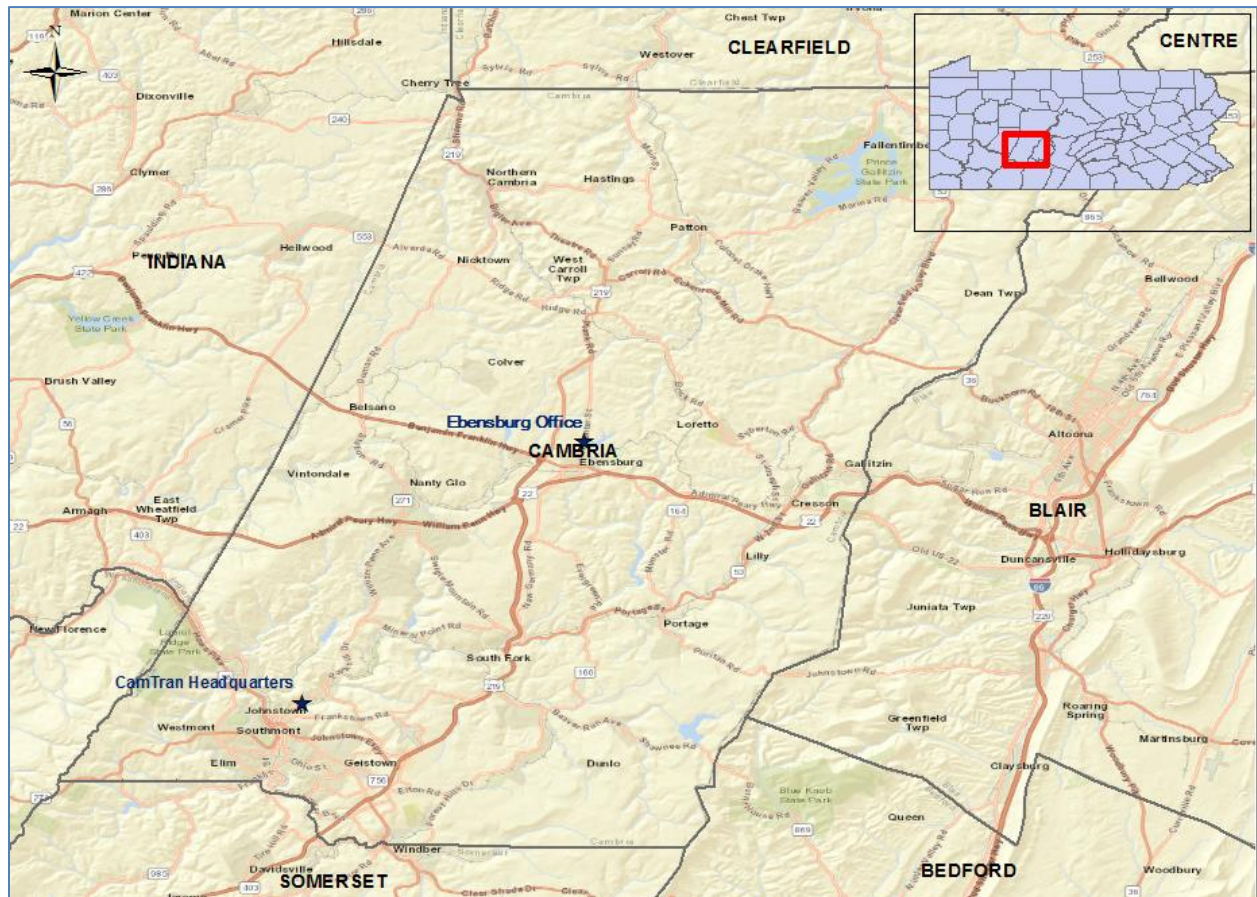


Figure 1- CamTran Service Area

Facilities

- CamTran Headquarters (administrative offices, maintenance operations and bus storage)
502 Maple Avenue, Johnstown, PA 15901
- Ebensburg Office (CamTran+) (administrative offices, maintenance operations and bus storage)
1226 N Center St, Ebensburg, PA 15931
- CamTran Transit Center:
551 Main Street, Johnstown, PA 15901

Vehicles / Technology

CamTran has 49 vehicles in its fixed route fleet (PennDOT, 2016). The vehicles are equipped with the following ITS equipment:

- CAD / AVL (Avail Technologies)
- GFI fare boxes
- Automated Passenger Counters (APCs)
- On-Board Surveillance

Additional technologies in use at CamTran include:

- Real time bus data is available for riders on the web and CamTran is considering the possibility of making real time data available via a mobile application as well
- FleetNet software is used to manage parts inventory, maintenance activities and fuel
- CamTran allows riders to sign up for Rider Alerts so they can receive service notifications
- Dynamic message signs are used at the transit center to display route status information

Vehicle Maintenance

CamTran performs most vehicle maintenance in-house.

Routes

CamTran provides fixed route service on 21 routes (see Table 3) which is divided into an urban component and a rural component.

Route	Days	Hours	Headway	Description	Urban / Rural
7	Weekdays	6:05 – 22:18	0:45	Coopersdale	Urban
	Saturday	6:17 – 18:47			
	Sunday	9:40 – 17:46			
9	Weekdays	7:10 – 21:27	1:20	Walmart / Galleria	Urban
	Saturday	7:10 – 17:54			
10	Weekdays	6:22 – 16:28	0:23	Dale / Solomon	Urban
	Saturday	7:05 – 17:27			
	Sunday	*			
11	Weekdays	6:10 – 21:24	0:45	Galleria / Walmart	Urban
	Saturday	6:14 – 17:50			
	Sunday	10:10 – 16:58			
12	Weekdays	5:42 – 21:50	0:58	Hystone / Westwood	Urban
	Saturdays	6:35 – 18:20			
	Sundays	9:25 – 17:20			
13	Weekdays	6:50 – 16:58	0:49	Arbutus / Belmont	Urban
	Saturday	6:55 – 18:10			
14	Weekdays	5:10 – 21:49	0:48	Moxham / Horner Street	Urban
	Saturday	6:35 – 18:19			
	Sunday	9:45 – 17:19			

15	Weekdays Saturday Sunday	5:25 – 22:18 6:10 – 18:45 9:40 – 17:41	0:46	Oakhurst	Urban
16	Weekdays Saturday Sunday	6:35 – 21:43 6:35 – 18:23 9:55 – 17:23	0:18	Prospect	Urban
17	Weekdays Saturday Sunday	6:10 – 20:14 6:10 – 17:59 *	1:19	Scalp Avenue	Urban
18	Weekdays Saturday Sunday	9:05 – 15:03 9:05 – 16:20 *	0:18	Downtown Shuttle	Urban
19	Weekdays	6:35 – 17:08	1:03	Southmont	Urban
20	Weekdays Saturday	5:25 – 17:57 *	0:32	Westmont / Brownstown	Urban
21	Weekdays Saturday	6:25 – 17:07 10:30 – 14:57	1:19	Windber	Urban
30	Weekdays Saturday	5:20 – 20:08 8:35 – 16:20	1:50	Ebensburg / Johnstown	Rural
31	Weekdays	6:10 - 17:05	1:10	Patton / Hastings / Northern Cambria / Ebensburg	Rural
32	Weekdays	11:05 – 15:41	2:00	Patton / Northern Cambria Loop	Rural
33	Weekdays	8:20 – 16:20	1:50	Ebensburg / Portage / Cresson	Rural
34	Saturday only	10:00 – 14:48	1:20	Mainline / Cresson / Portage / Ebensburg	Rural
35	Saturday only	8:50 – 13:27	1:32	Patton / Hastings / Northern Cambria / Ebensburg	Rural
36	Weekdays (Commuter)	7:10 – 8:00 16:00 – 16:35	0:50 0:35	Ebensburg > Altoona Altoona > Ebensburg	Rural
<i>*Bus runs selected times throughout day</i>					

Table 3 - CamTran Routes

Fares

CamTran has a flat base fare of \$1.55 with a transfer rate of 30¢. They also offer a variety of discounted fares and passes (see Table 4).

	Regular Price	Reduced Price
Fares		
Base Fare	\$1.55	\$0.75
Transfer	\$0.30	\$0.15
Student (age 6 & older)	\$0.90	
Children (age 5 & under)	\$0.35	
Senior - 65 & Up with ID	FREE	
Downtown Trolley	\$0.50	
Passes		
31 Day Adult (age 18+)	\$60.00	\$32.00
31 Day Student (age 6 & older)	\$32.00	
31 Day Child (age 5 & under)	\$18.25	
1 Day Adult (age 18+)	\$4.25	
1 Day Student (age 6 & older)	\$2.25	

Table 4 - CamTran Fares

In January 2016, CamTran implemented the first in a series of fare changes which will occur over a five-year period and ultimately result in a new base fare of \$1.75.

Customer Service

CamTran provides customer service from 8am to 4 pm Monday through Friday with a 24/7 answering service.

Staffing

CamTran has a staff of about 146 personnel. A breakdown of staff by primary function is provided in Table 5.

Function	Number of Staff
Administrative (including management)	26
CSRs	3
Dispatchers	5
Drivers (paratransit)	11 part time / 12 full time
Drivers (fixed route)	11 part time / 43 full time
Maintenance	14
Building and Grounds	10
Inclined Plane	11

Table 5 - CamTran Staff

Out of County Service

CamTran fixed route service offers limited out of county service to Blair County (Altoona) and Somerset County (Windber). CamTran also provides connections to AMTRAN and Westmoreland County Transportation Authority (WCTA) (see Table 6).

Transit Agency	Connection Points
AMTRAN	Logan Valley Mall
	Appalachia IU 8
Westmoreland County Transportation Authority	CamTran Transit Center

Table 6 - Connections to Other Systems

Recent / Planned Projects

- A new facility was constructed in Johnstown over the past few years
- CNG fueling stations are being constructed at the Johnstown facility (one for CamTran use and one for public use)
- A CNG fueling station is being constructed at the Ebensburg facility for CamTran use
- Seven (7) new buses have been acquired in the past 2 years (4 CNG and 3 gas)
- Find My Ride (FMR) expanded to Cambria County in the past few years. To support that application, GTFS has been generated for both the Urban and Rural fixed route services.
- CamTran is working with Avail technologies to migrate their CAD / AVL system from an onsite server to cloud based infrastructure
- Over the next few years, CamTran plans to purchase 13 new CNG buses for its rural service

Survey Implementation

This section will provide an overview of the survey structure and the manner in which it was implemented.

Previous Surveys

CamTran conducted a survey about 5 years ago but a copy of the results was not available.

Survey Questions

PennDOT has established a standard fixed route rider survey which consists of 15 standard questions and includes a section for open ended feedback. Question 1 is a multipart question that asks riders to rate overall service and 19 distinct performance measures. The survey was originally developed by Gannett Fleming as part of a 2010 project with PennDOT. Substantial revisions have been made to the list of original questions to improve clarity and shorten the survey to one page. The goal of using a uniform set of questions across the state is to ensure that the same measures are being assessed and that they are being evaluated in a consistent fashion.

The survey was made available to CamTran in both paper and electronic form, however they choose to use only the paper survey. The survey was also made available in both English and Spanish. Example surveys are provided in Appendix A.

All the questions on the survey were single answer, multiple choice questions with the exception of Question 19, which asked riders to list any additional destinations they would like CamTran to add. At the end of the survey, respondents were given the opportunity to provide open ended feedback on CamTran's service.

Sample Size and Other Statistical Considerations

To assess characteristics about CamTran's complete population of riders, a fraction of CamTran's ridership (i.e., a sample) was selected to participate in the survey. There is inherently some error in estimating population characteristics from the subset who participate in the survey. This error is characterized by two distinct but related statistical parameters. The first is the margin of error, also known as the confidence interval, and the second is the confidence level. The margin of error represents the maximum difference between the population mean and the sample mean that you would reasonably expect to see. The second statistical parameter which is used to describe the error is the confidence level. The confidence level represents the likelihood that the population mean and the sample mean differ by no more than the margin of error. The margin of error at a specific confidence level depends on a number of factors:

- **Sample Size**
The margin of error is inversely proportional to the square root of the sample size and, consequently, as the sample size increases the margin of error decreases as one would expect.
- **Population Size**
The margin of error is dependent on the size of the population being sampled although this dependence is negligible for large populations.

- **Proportion**

The margin of error for a specific answer is dependent on the percentage of respondents who select that answer. Answers which are selected by a high percentage of respondents or a low percentage of respondents have a lower margin of error than answers which are more evenly split.

The margin of error can be calculated from the sample size and the size of the overall population being assessed. In this case, the sample size is 472 (i.e., the number of riders who completed the survey) and the population is the number of unique riders who use CamTran. To estimate the number of unique CamTran riders, the total ridership for fiscal year 2014-2015 was divided by an estimate of the average number of trips a CamTran rider makes each year. The average number of annual trips made by a rider was in turn approximated from the responses to survey Question 3 (How often do you ride the bus?). Using this methodology, the total number of unique CamTran riders is estimated to be between 2,400 and 4,200. Based on the sample size and the estimate of the total population of riders the margin of error is less than 4.3% at a 95% confidence level. This margin of error represents a worst-case scenario by assuming the maximum rider population (i.e., 4,200) and assuming answers are evenly split among respondents.

There are a few points worth noting:

1. In order to make the results of the survey more representative of the population, CamTran stratified the survey by route. The number of surveys targeted for each route was calculated by proportionally allocating the total number of target surveys according to the percent ridership attributable to that route. This is described in more detail later in this section.
2. The margin of error can be significantly different when examining subpopulations of riders such as the riders on a particular route or the riders in a particular income range. With subpopulations derived from the CamTran results, the sample size and the population size can both be markedly smaller.

Survey distribution

Paper surveys were distributed to riders over the period August 1, 2016 to August 5, 2016. The survey was given to willing passengers upon boarding if there was time for them to fully complete the survey before reaching their destination and if they had not previously taken the survey. Assistance was provided to the riders as needed. Over the course of the survey period, a total of 472 completed paper surveys were collected. Three (3) of the completed surveys were based on the Spanish version.

Table 7 presents the ridership percentages, target number of surveys and actual number of surveys collected by route. Figure 2 presents a graphical comparison of the target number of surveys for each route along with the actual number collected. As these numbers show, CamTran staff did a good job stratifying the survey by route.

Route	% Ridership	Survey Target	Actual
Route 7 - Coopersdale	3.2%	13	14
Route 9 - Walmart/Galleria	8.9%	36	39
Route 10 - Dale/Solomon	2.8%	11	14
Route 11 - Galleria/Walmart	10.1%	40	49
Route 12 - Hystone/Westwood	10.7%	43	48
Route 13 - Arbutus/Belmont	4.4%	18	19
Route 14 - Moxham/Horner Street	13.1%	52	63
Route 15 - Oakhurst	20.3%	81	91
Route 16 - Prospect	3.3%	13	16
Route 17 - Scalp Avenue	11.4%	46	60
Route 18 - Downtown Shuttle	1.1%	4	5
Route 19 - Southmont	1.1%	4	6
Route 20 - Westmont/Brownstown	1.1%	4	5
Route 21 - Windber	0.9%	3	6
Route 30 - Ebensburg /Johnstown	4.9%	19	20
Route 31 - Patton/Hastings/Northern Cambria/Ebensburg	0.8%	3	3
Route 32 - Patton/Northern Cambria Loop	0.6%	2	3
Route 33 - Ebensburg/Portage/Cresson	1.2%	5	6
Route 34 - Mainline/Cresson/Portage/Ebensburg	0.0%	0	0
Route 35 - Patton/Hastings/Northern Cambria/Ebensburg	0.2%	1	1
Route 36 - Ebensburg to Altoona	0.0%	0	4

Table 7 - Surveys Collected by Route (Tarts vs. Actual)

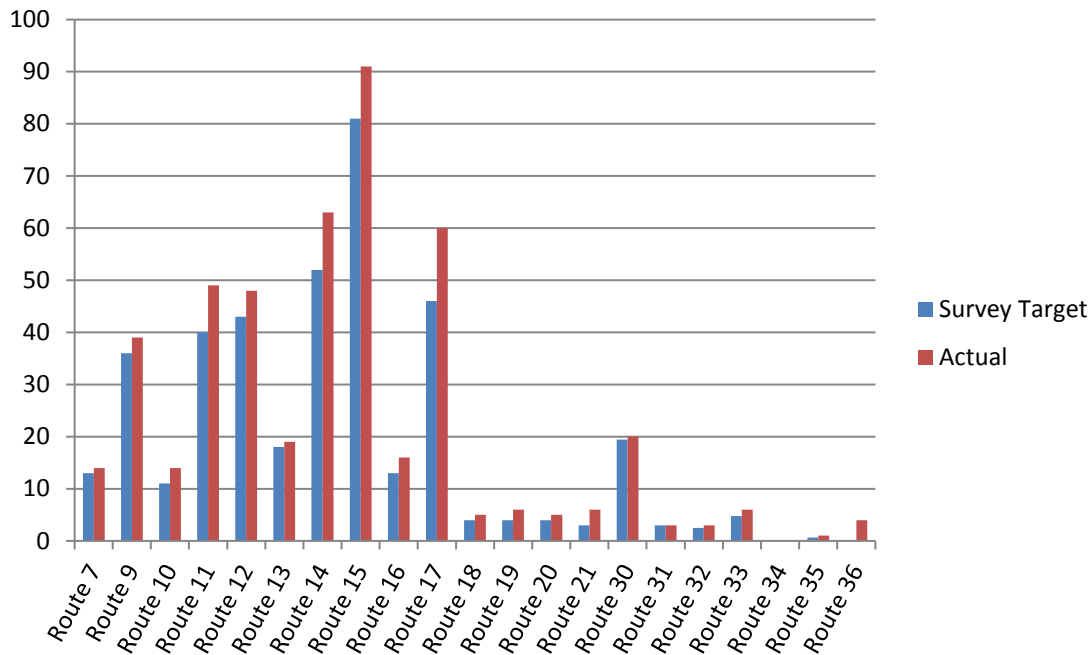


Figure 2- Surveys Collected by Route (Target vs. Actual)

Survey Processing and Analysis

The completed paper surveys were scanned into a commercial survey software application (i.e., Snap Survey) for processing. The data were then exported for analysis in a custom survey analysis tool. At the time of processing, all surveys were assigned a unique serial number.

The questions on the survey presented respondents with a list of choices to choose from and requested that just a single answer be selected. On occasion, respondents selected multiple answers to these questions. In processing the surveys, Snap Survey only retains the last response for single response questions.

Raw Surveys and the Survey Analysis Tool

Included with this report is a DVD which contains a copy of this report, the complete set of paper surveys and a copy of the Survey Analysis Tool. Each survey is provided as a separate pdf file and named according to the serial number assigned to the survey. The Survey Analysis Tool is an MS Access based software application which can be used to perform additional analysis of the survey data. The key functions of this tool include:

- Filtering surveys based on the responses to one or more questions
- Directly viewing the raw survey in pdf format for any of the filtered surveys
- Creating survey groups for analysis and comparison based on a filtered list of surveys (e.g. students vs. non-students or commuters vs. non-commuters)
- Comparing current survey results to survey results from prior years
- Comparing the survey results to benchmarks established by aggregating the results of others who have implemented the survey

Since this is the first time CamTran has implemented the survey, the ability to compare current survey results to prior survey results is not available. Further, until survey results have been compiled for a substantial number of transit systems, an average set of results for benchmark comparison will not be available.

Results

This section of the report presents the results of the survey.

Missing Data

The percentage of missing answers by question is shown in Table 8 and is also graphically depicted in Figure 3.

No.	Question	Missing
1a	Overall satisfaction	0.6%
1b	On time arrivals and departures	0.0%
1c	Frequency of weekday service	2.1%
1d	Frequency of weekend service	2.5%
1e	Availability of seats on the bus	1.7%
1f	Comfortable bus seats	0.6%
1g	Comfortable temperature on bus	1.5%
1h	Comfort at bus stops	2.5%
1i	Cleanliness inside the bus	1.3%
1j	Bus fares	0.6%
1k	Driver courtesy and friendliness	1.5%
1l	Safe and competent drivers	1.1%
1m	Bus stop maintenance	2.1%
1n	Personal safety on buses/at stops	0.8%
1o	Helpfulness of employees	1.1%
1p	Park-and-ride lots	3.8%
1q	Telephone customer service	1.7%
1r	Bus schedule availability	0.6%
1s	Bus schedule - easy to understand	1.7%
1t	Website - easy to navigate	6.6%
2	What is the primary reason you use the bus?	0.8%
3	How often do you ride the bus?	0.6%
4	How long have you been using this transit service?	0.2%
5	What is your local zip code?	0.8%
6	What is your gender?	0.8%
7	What is your age group?	0.8%
8	What is your current employment status?	1.1%
9	Will you continue using this bus service?	0.8%
10	Would you recommend this bus service?	0.6%
11	How do you generally get to the bus stop?	1.3%
12	How will you generally get to your final destination once you get off the bus?	1.1%
13	Do you have alternate transportation?	6.1%
14	Can you access the Internet?	1.7%
15	Do you have a smart phone?	3.2%
16	What time of day do you most often use CamTran?	2.3%
17	If CamTran extended hours, on which days would you utilize the extended hours?	2.1%
18	What time of the year do you most often use CamTran?	0.6%

Table 8 - Missing Data by Question

The data indicate a high level of survey completion by the riders once again suggesting that CamTran staff were very effective in implementing the survey.

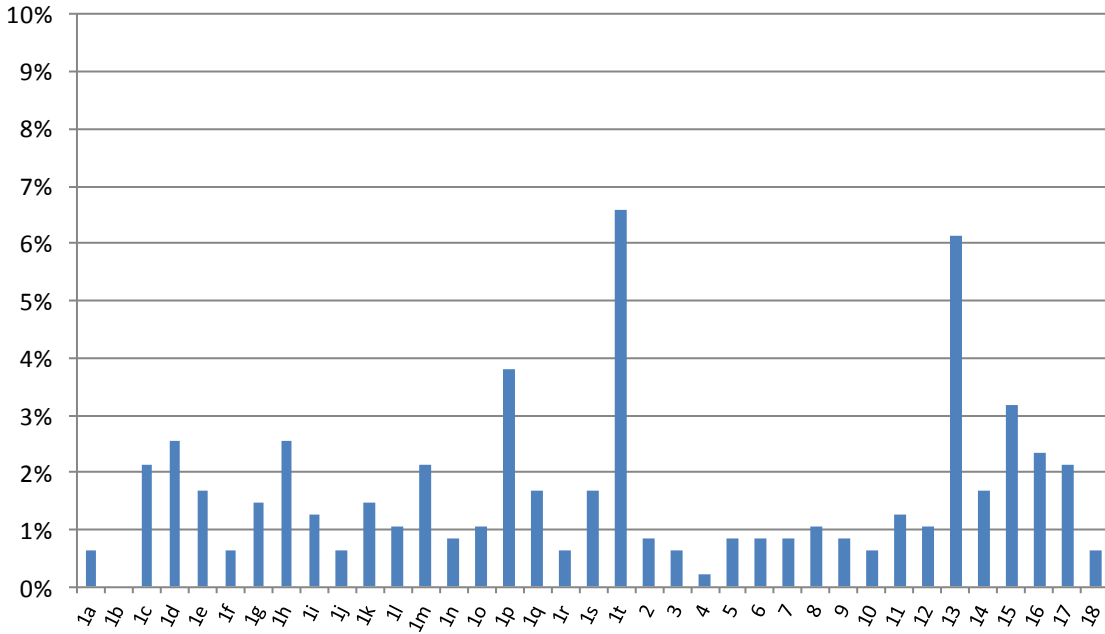


Figure 3- Missing Data by Question

Customer Satisfaction

This section assesses rider satisfaction with CamTran's service. The questions which assessed rider satisfaction are listed in Table 9. A summary of the open-ended feedback is also included in this section.

Question	Characteristic Assessed
1a	Overall satisfaction with the service
1b-1t	Satisfaction with 19 Performance Measures
9	Likelihood to continue using the service
10	Likelihood to recommend the service to others

Table 9 - Survey Questions Which Assessed Customer Satisfaction

Overall Satisfaction (Question 1a)

Question 1a asked riders to rate their overall satisfaction with CamTran's service. The results are shown in Figure 4. Ninety-eight percent (98%) of respondents indicated they were either satisfied or very satisfied with the service. Only 2% of the respondents indicated they were dissatisfied or very dissatisfied with the service.

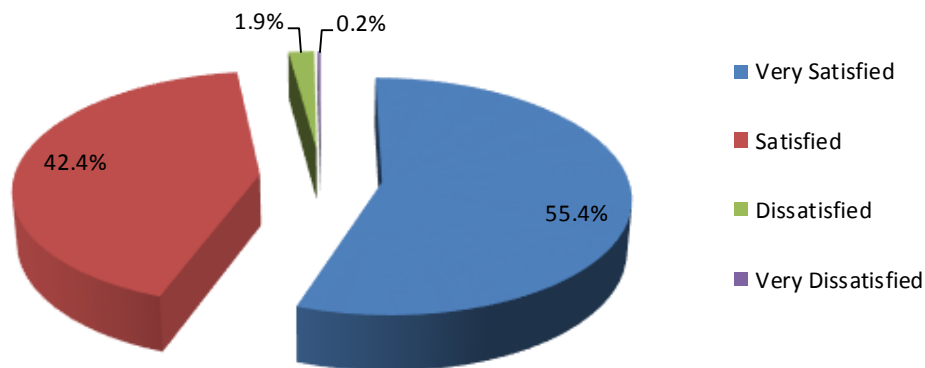


Figure 4 - Overall Satisfaction with CamTran's Service

A comparison of CamTran's rural and urban service showed that rural respondents expressed a higher level of satisfaction overall although both groups rated CamTran's service quite favorably on average (see Figure 5).

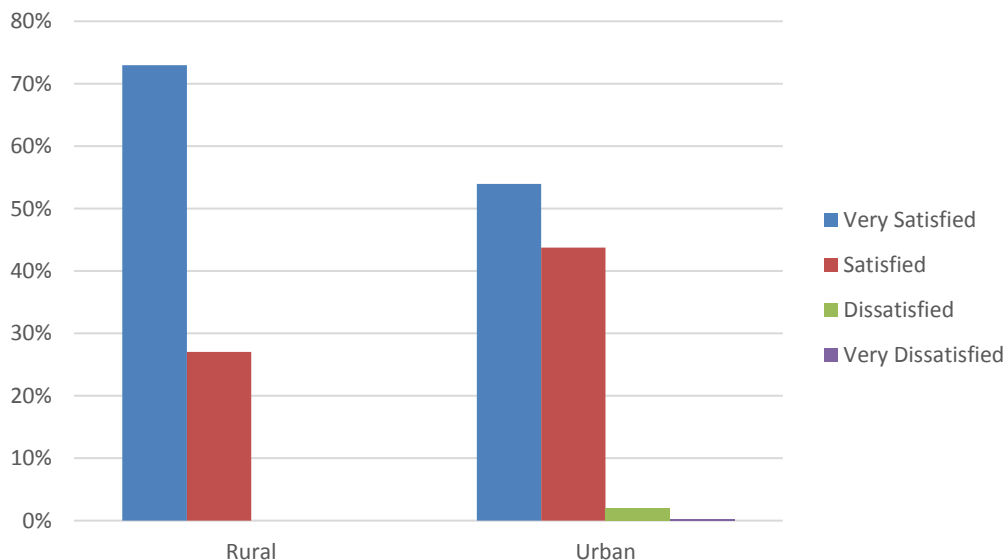


Figure 5 - Overall Satisfaction (urban vs. rural)

Rating Performance Measures (Questions 1b – 1t)

Questions 1b through 1t asked riders to rate CamTran’s service according to 19 distinct measures of performance. For each measure, the rider could indicate their level of satisfaction by selecting from 5 choices. The choices were given a numeric score on a scale from 1 to 5, with 5 corresponding to “very satisfied” and 1 corresponding to “very dissatisfied” (see Table 10).

Level of Satisfaction	Score
Very Satisfied	5
Satisfied	4
Dissatisfied	2
Very Dissatisfied	1

Table 10 - Satisfaction Scores

The results of all respondents were aggregated to determine the average satisfaction score for each measure. The performance measures were then ordered highest to lowest by average score (see Figure 6).

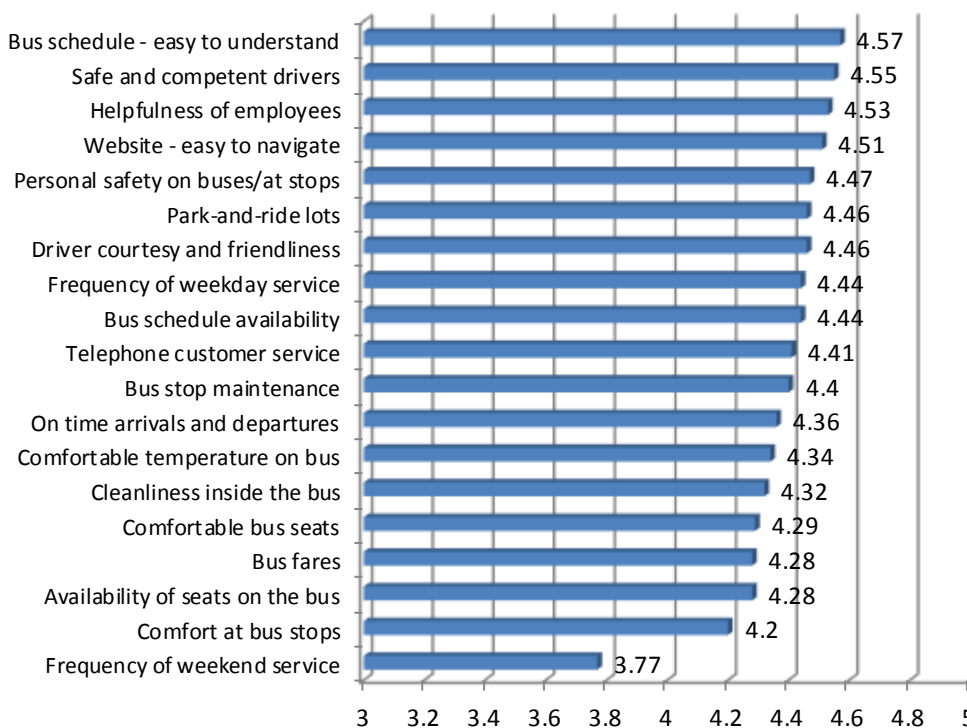


Figure 6 - Average Satisfaction Score by Performance Measure

The average scores ranged from a high of 4.57 for “Bus schedule – easy to understand” to a low of 3.77 for “Frequency of weekend service.” The overall average for the 19 measures was 4.37 and eighteen (18) of the 19 measures received an average rating above 4.0.

Other elements receiving relatively high average ratings included “Safe and competent drivers” (4.55), “Helpfulness of employees” (4.53) and “Website - easy to navigate” (4.51).

While “Frequency of weekend service” was by far the lowest rated performance measure, other elements receiving relatively low average ratings included “Comfort at bus stops” (4.20), “Availability of seats on the bus” (4.28) and “Bus fares” (4.28).

A comparison of the average performance measure ratings between urban and rural service respondents did not reveal any dramatic differences (see Figure 7). The comparison does indicate a lower level of satisfaction with the frequency of weekend service and a higher level of satisfaction with the frequency of weekday service among rural respondents in relation to urban respondents. Rural respondents also exhibited a higher level of satisfaction with driver friendliness.

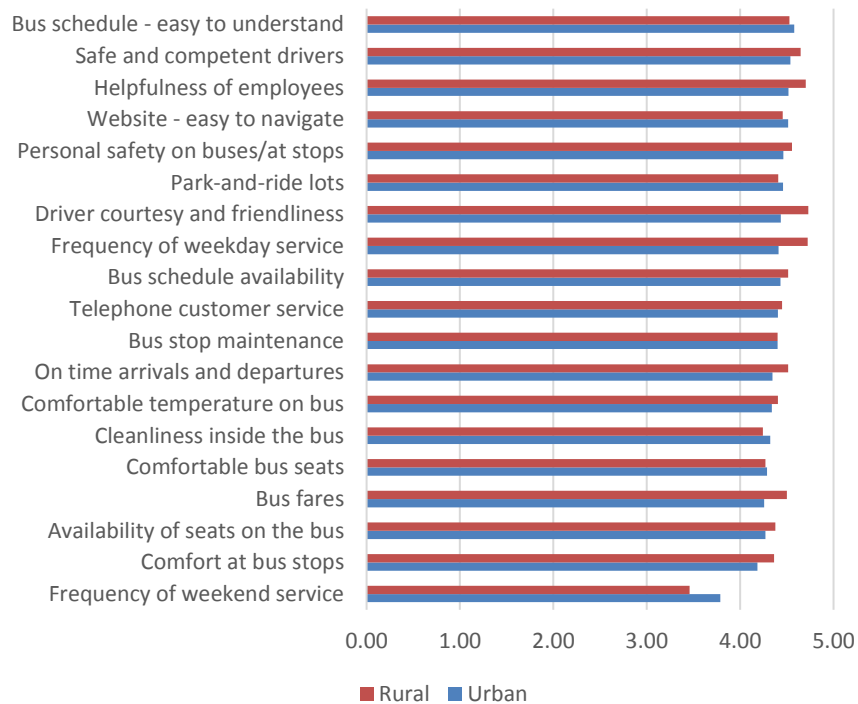


Figure 7 - Average Satisfaction (urban vs. rural)

The number of respondents who gave a service element an unfavorable rating (i.e., “Dissatisfied” or “Very Dissatisfied”) is shown in Figure 8. The order of the service elements is the same as in Figure 6 and Figure 7.

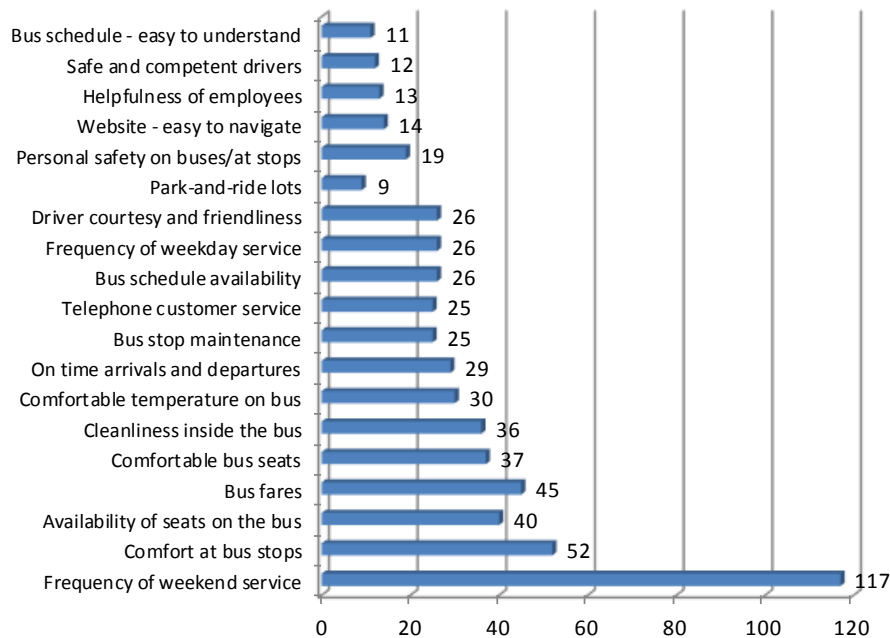


Figure 8 - Number Dissatisfied and Very Dissatisfied by Performance Measure

The performance measure “Frequency of weekend service” received by far the most unfavorable ratings (117). Other performance measures which received a relatively high number of unfavorable ratings included “Comfort at bus stops” (52), “Bus fares” (45) and “Availability of seats on the bus” (40).

The relatively high number of unfavorable ratings for bus fares may have to do with the fare increases which CamTran is in the process of implementing.

It should be noted that while most of the performance measures are likely to at least partially reflect the respondent’s experience with the route they most often ride, a few of the measures are largely unrelated to the rider’s experience on a particular route. Specifically, these performance measures are “Bus schedule availability”, “Bus schedule – easy to understand”, “Telephone customer service”, “Website – easy to navigate” and “Bus fares.” The analysis which follows will examine differences in performance measure ratings between routes and will focus on the 14 performance measures which are considered to be at least partially reflective of the route.

The performance measures with a relatively high number of unfavorable ratings in Figure 8 were examined to determine if a disproportionate number came from specific routes. The results of this analysis are shown in Table 11.

Performance Measure	Routes with Disproportionate Unfavorable Ratings
Frequency of weekend service	None
Comfort at bus stops	Route 9 and Route 12
Availability of seats on the bus	Route 12 and Route 14

Table 11 - Disproportionate Unfavorable Ratings by Route

The performance measures were also examined to determine how average satisfaction ratings varied across routes (see Table 12). Route scores which were more than 10% higher than the system-wide average are shaded green and route scores which were more than 10% lower than the system-wide average are shaded red.

Performance Measure	System-wide	15 - Oakhurst	14 - Moxham-Horner St	17 - Scalp Ave	11 - Galleria-Walmart	12 - Hystone-Westwood	09 - Walmart-Galleria	30 - Ebensburg-Johnstown	13 - Arbutus-Belmont	16 - Prospect	07 - Coopersdale	10 - Dale-Solomon	19 - Southmont	21 - Windber	33 - Ebensburg-Portage-Cresson	18 - Downtown Shuttle	20 - Westmont-Brownstown	36 - Ebensburg to Altoona	31 - Patton-Hastings-N. Cambria-Ebensburg	32 - Patton-N. Cambria Loop	35 - Patton-Hastings-N. Cambria-Ebensburg
Number of Surveys	472	91	63	60	49	48	39	20	19	16	14	14	6	6	6	5	5	4	3	3	1
Safe and competent drivers	4.55	4.49	4.52	4.64	4.67	4.42	4.41	4.70	4.58	4.88	4.50	4.21	4.50	4.80	4.50	5.00	4.60	4.25	4.67	5.00	5.00
Helpfulness of employees	4.53	4.42	4.53	4.49	4.70	4.40	4.50	4.65	4.53	4.75	4.64	4.50	4.50	4.67	4.50	5.00	4.40	4.75	5.00	5.00	5.00
Personal safety on buses/at stops	4.47	4.42	4.49	4.45	4.48	4.42	4.44	4.42	4.44	4.75	4.43	4.57	4.50	4.50	4.33	4.40	4.60	4.75	5.00	5.00	5.00
Park-and-ride lots	4.46	4.40	4.38	4.54	4.63	4.30	4.46	4.40	4.53	4.50	4.45	4.64	4.40	4.60	4.50	4.50	4.25	4.25	4.00	5.00	5.00
Driver courtesy and friendliness	4.46	4.37	4.39	4.42	4.58	4.34	4.36	4.70	4.47	4.88	4.43	4.36	4.33	4.67	4.50	4.80	4.60	4.75	5.00	5.00	5.00
Frequency of weekday service	4.44	4.46	4.43	4.28	4.53	4.40	4.37	4.70	4.37	4.75	4.08	4.36	4.50	4.33	4.40	5.00	3.50	5.00	4.67	4.33	5.00
Bus stop maintenance	4.40	4.44	4.39	4.47	4.50	4.24	4.32	4.25	4.32	4.88	4.07	4.31	4.33	4.00	4.50	5.00	4.50	4.00	4.67	4.67	5.00
On time arrivals and departures	4.36	4.27	4.38	4.15	4.41	4.40	4.51	4.40	4.53	4.50	3.93	4.38	4.50	4.50	4.67	5.00	4.20	4.50	4.67	4.67	5.00
Comfortable temperature on bus	4.34	4.36	4.42	4.34	4.41	4.31	4.18	4.40	4.16	4.38	4.36	4.29	4.33	4.17	4.50	5.00	4.20	4.00	4.33	5.00	5.00
Cleanliness inside the bus	4.32	4.30	4.41	4.39	4.43	4.28	4.15	4.30	4.28	4.56	4.29	3.86	4.33	4.17	4.67	4.80	4.40	2.50	4.33	5.00	5.00
Comfortable bus seats	4.29	4.22	4.34	4.25	4.38	4.31	4.21	4.00	4.21	4.56	4.07	4.36	4.33	4.50	4.50	4.80	3.80	4.50	4.33	5.00	5.00
Availability of seats on the bus	4.28	4.25	4.13	4.49	4.22	4.19	4.28	4.15	4.24	4.38	4.43	4.23	4.33	4.50	4.50	4.80	3.80	4.75	4.33	5.00	5.00
Comfort at bus stops	4.20	4.15	4.20	4.35	4.41	3.90	3.87	4.21	4.11	4.31	4.21	4.36	4.40	4.17	4.50	4.80	4.20	4.00	4.33	1.00	5.00
Frequency of weekend service	3.77	3.82	3.70	3.91	3.86	3.68	3.89	3.31	3.71	3.93	3.77	3.46	4.40	3.80	3.80	3.80	2.60	1.00	3.00	1.00	5.00
Average Score:	4.35	4.31	4.34	4.37	4.44	4.26	4.28	4.33	4.32	4.57	4.26	4.28	4.41	4.38	4.46	4.76	4.12	4.07	4.45	4.33	5.00

Table 12 - Average Performance Measure Ratings by Route

The assumption implicit in this analysis is that the ratings provided by a respondent are reflective of the route which they most frequently use. Since some respondents use more than one route on a regular basis this assumption is not entirely true.

The order of the routes in Table 12 is based on the number of respondents there were from that route. The route with the highest number of completed surveys is on the left (i.e. Route 15). The routes on the far right only had a few respondents and, as such, the significance of the average scores for these routes is very limited.

A review of the average performance measure ratings by route revealed the following:

- Route 10 and Route 36 have low average ratings for “Cleanliness inside the bus.” While Route 36 only had 4 survey respondents, 3 of the 4 rating this performance measure unfavorably and one made a comment on this topic in the open-ended feedback
- Route 30 had a low average rating for “Frequency of weekend service” as compared to the other routes. While there were other routes with very low average ratings for this performance measure, the routes don’t have enough ridership to justify additional weekend service.

Likelihood to Continue Using Service (Question 9)

Question 9 asked riders to indicate how likely it is that they will continue to use CamTran's service. As shown in Figure 9, the overwhelming majority (96%) indicated they were likely to continue using the service or would definitely continue using the service. About 2% said they probably would not continue using the service.

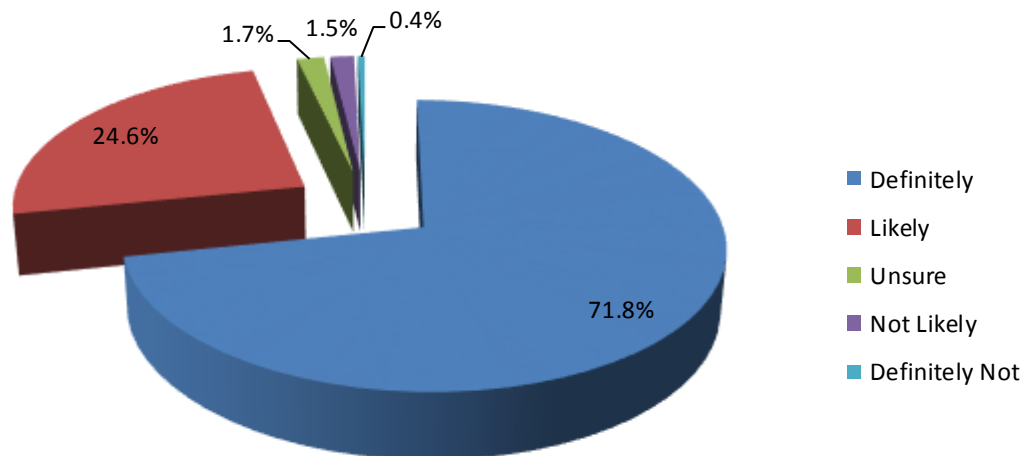


Figure 9 - Likelihood to Continue Using Service

A comparison of the responses from urban and rural respondents is shown in Figure 10.

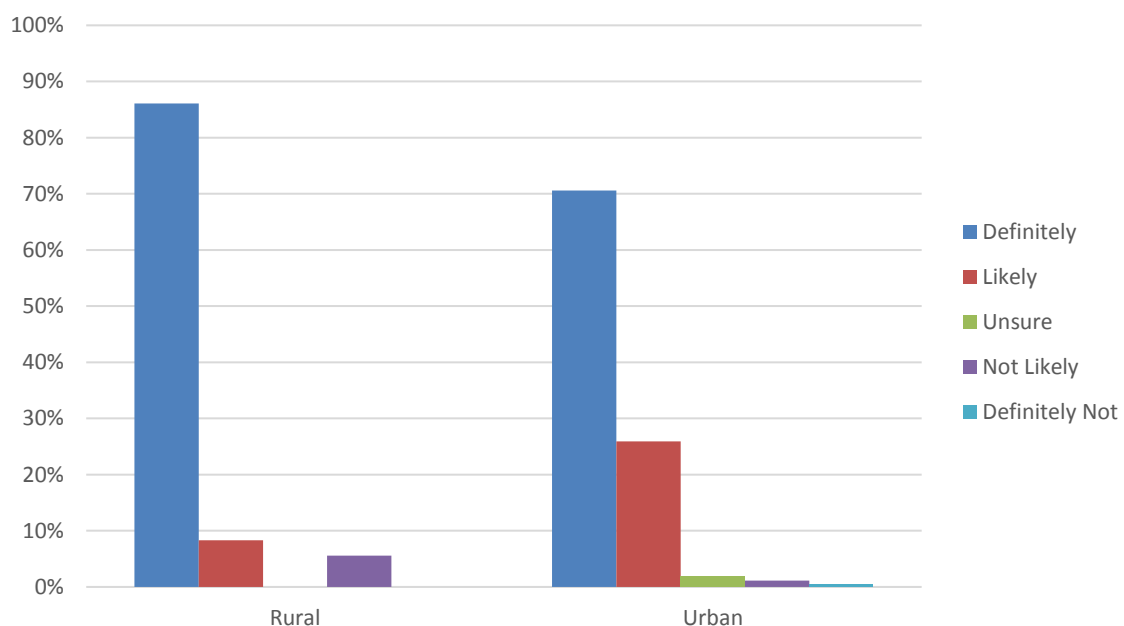


Figure 10 - Likelihood to Continue Using Service (urban vs. rural)

Likelihood to Recommend Service to Others (Question 10)

Question 10 asked riders to indicate how likely it is that they would recommend CamTran's service to others. As is shown in Figure 11, 94% of those who responded indicated they would either likely or definitely recommend the service to others. Only 4% indicated they probably wouldn't recommend the service to others.

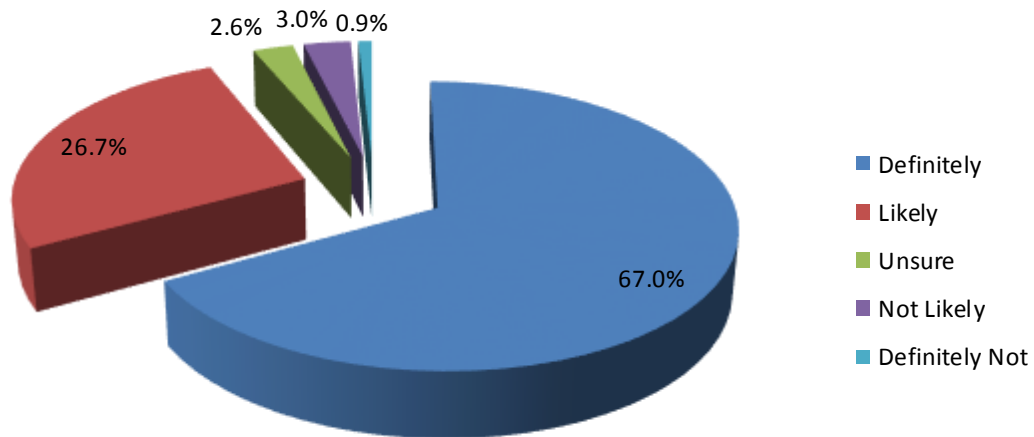


Figure 11 - Likelihood to Recommend Service to Others

The results from riders of the urban and rural services are compared in Figure 12.

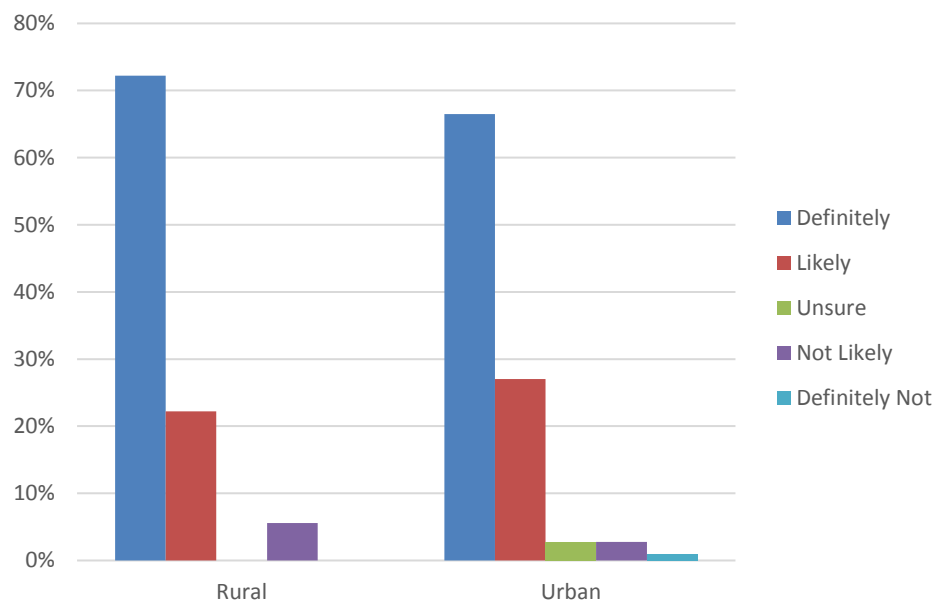


Figure 12 - Likelihood to Recommend Service (urban vs. rural)

Performance Measure Importance

In their work with PennDOT, Gannett Fleming (2013) determined the relative importance for the 19 performance measures. Relative importance scores for the measures were developed through feedback solicited from PennDOT and the transit agencies at the Pennsylvania Public Transportation Association (PPTA) General Session April 26, 2012. The transit agencies were asked to evaluate the importance of the performance measures using a scale from 1 to 5 (see Table 13).

Importance Level	Importance Score
Very Important	5
Somewhat Important	4
Neither Important nor Unimportant	3
Somewhat unimportant	2
Not Important at all	1

Table 13 - Importance Levels for Performance Measures

The overall importance score for each performance measure was determined by averaging the importance scores assigned by each participant (see Table 14). The performance measures with the highest importance scores are shown at the top and those with the lowest are shown at the bottom.

Performance Measure	Importance Score
On-time arrivals and departures	4.92
Safe and competent drivers	4.86
Personal safety on buses and at stops	4.68
Helpfulness and responsiveness of employees	4.64
Bus schedule - easy to understand	4.62
Driver courtesy and friendliness	4.57
Frequency of weekday services	4.49
Telephone customer service	4.49
Bus fares are reasonable	4.46
Bus schedule availability	4.46
Cleanliness inside the bus	4.35
Availability/accessibility of park-n-ride lots	4.33
Availability of seats on the bus	4.22
Website - easy to navigate	4.22
Comfortable temperatures on the bus	4.08
Comfort of the seats	3.84
Stops are properly maintained	3.70
Frequency of weekend service	3.65
Comfort at bus stops	3.59

Table 14 - Performance Measures Importance Scores

Customer Loyalty

Transit-dependent users are not necessarily loyal customers and if they are not loyal customers they may switch modes or discontinue the use of transit if alternate transportation becomes available. Based on two reports by the Transportation Research Board (TRB) (1999 & 2003), a measure of customer loyalty can be determined by evaluating overall satisfaction of the service, likelihood to continue using the service, and likelihood to recommend the service to others. These three topics were addressed in Questions 1, 9, and 10 respectively and can therefore be used to examine CamTran's rider loyalty.

The loyalty approach which follows is based on a methodology used by Capital Area Transit Authority in Lansing Michigan and presented as a case study in the 2003 TRB report. Riders were divided into the following 4 loyalty segments based on their assessed level of loyalty to CamTran:

1. *Secure Customers* – Customers who gave the highest rating (i.e., very satisfied) to all three measures.
2. *Potentially Vulnerable Customers* – Customers who gave the highest rating to two of the three questions.
3. *Vulnerable Customers* – Customers who gave the highest rating to only one of the three questions.
4. *Highly Vulnerable Customers* - Customers did not give the highest rating to any of the questions.

A total of seven (7) surveys were missing data for at least one of the questions used to assess customer loyalty (i.e., Questions 1a, 9, and 10). Since the TRB methodology requires responses to all three questions, these riders were excluded from the loyalty evaluation. The results of the customer loyalty assessment for CamTran are shown in Table 15. The results of this loyalty index suggests that 33% of CamTran riders are either vulnerable or highly vulnerable in terms of their likelihood to switch to another mode of transportation should one become available.

Loyalty Category	Respondents	Percent
Secure	185	39.8%
Favorable	128	27.5%
Vulnerable	95	20.4%
At Risk	57	12.3%

Table 15 - Customer Loyalty

Open Ended Feedback

At the end of the survey, respondents were given the opportunity to provide additional feedback they might have in regards to CamTran's service. Thirty-four percent (34%) of the respondents provided this type of feedback. Table 16 presents a summary of the open-ended feedback organized by topic. A complete list of the comments is presented in Appendix B. Some of the key themes which emerged based on a review of this feedback are listed below:

- Forty-eight (48) respondents complimented CamTran's service

- Twenty-one (21) respondents complimented the drivers and other CamTran staff
- Nineteen (19) provided negative feedback about the drivers
- Thirty (30) expressed interest in additional weekend service
- Eleven (11) requested additional evening service
- Seven (7) expressed a need for shorter headways on one or more routes
- Six (6) asked for new routes or modifications of existing routes

Complimentary Comments	
Topic	Survey Serial Numbers
Drivers and other staff	11, 26, 42, 57, 106, 147, 169, 212, 214, 220, 235, 286, 303, 342, 373, 415, 438, 449, 454, 455, 465
General Service	15, 26, 35, 57, 64, 76, 89, 93, 99, 101, 105, 125, 130, 132, 140, 162, 168, 169, 198, 201, 202, 212, 230, 235, 236, 237, 239, 252, 263, 275, 281, 282, 285, 294, 336, 341, 349, 350, 354, 359, 380, 394, 402, 417, 419, 435, 463, 467, 470, 472
Other Complimentary	None
Requested Improvements / Complaints	
Topic	Survey Serial Numbers
Expanded Service	
Additional Stops	40, 186
Additional Connections	276
Additional Morning	125, 189
Additional Evening	90, 125, 126, 135, 189, 245, 262, 279, 321, 355, 439
Additional Weekend	5, 39, 41, 44, 63, 68, 71, 90, 125, 126, 138, 159, 161, 195, 207, 238, 242, 245, 262, 270, 279, 284, 322, 323, 343, 434, 436, 439, 448, 457
New Routes	13, 152, 175, 196, 371, 444
Shorter Headway	13, 56, 195, 242, 262, 428, 429
Drivers	
Poor Appearance	None
Poor Performance	181, 225, 227, 287, 466
Missed Stops	243
Unfriendly	11, 18, 68, 97, 147, 158, 160, 221, 296, 309, 324, 399, 415
Vehicles	
Maintenance	None
Cleanliness	293, 310, 468
Enhancements	117
Stops	
Stop Enhancements / Maintenance	121, 175, 298
Stop Safety	None
On-Board Experience	
Safety	107
Comfort	61, 129
Overcrowded	61, 142, 225
Other Passengers	209, 287, 454
Schedule Adherence	
Arrives Late	313, 403
Departs Early	None
Other Complaints	
Telephone Customer Service	None
Miscellaneous	31, 100, 107, 153, 161, 171, 183, 210, 222, 240, 249, 272, 299, 300, 306, 313, 320, 359, 379, 395, 400, 410, 418, 467, 469

Table 16 - Open Ended Comments Summary

Rider Profiles

This section will assess rider characteristics. The questions which assessed rider characteristics are listed in Table 17.

Question	Characteristic Assessed
5	Home Zip Code
6	Gender
7	Age Group
8	Employment Status
13	Alternate Transportation
14	Internet Access
15	Smart Phone

Table 17 - Questions which Assessed Rider Characteristics

Home Zip Code (Question 5)

In Question 5, respondents were asked to identify their home zip code. Figure 13 shows the breakdown of respondents by their home zip code. About 60% of the respondents reported a home zip code of 15902 or 15906.

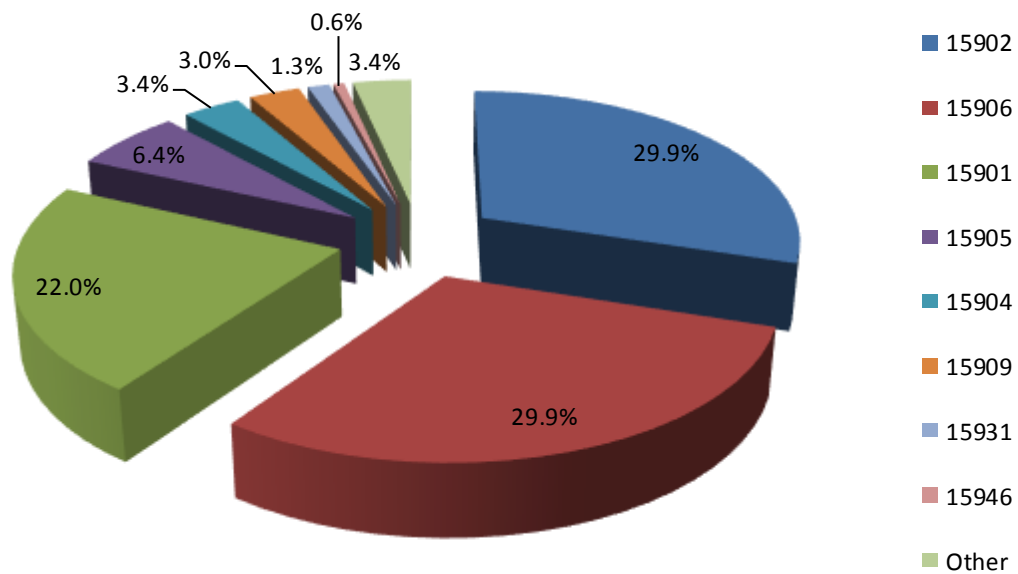


Figure 13 - Respondent's Home Zip Code

Gender (Question 6)

Question 6 addressed the rider's gender. The majority of respondents (58%) were female (see Figure 14).

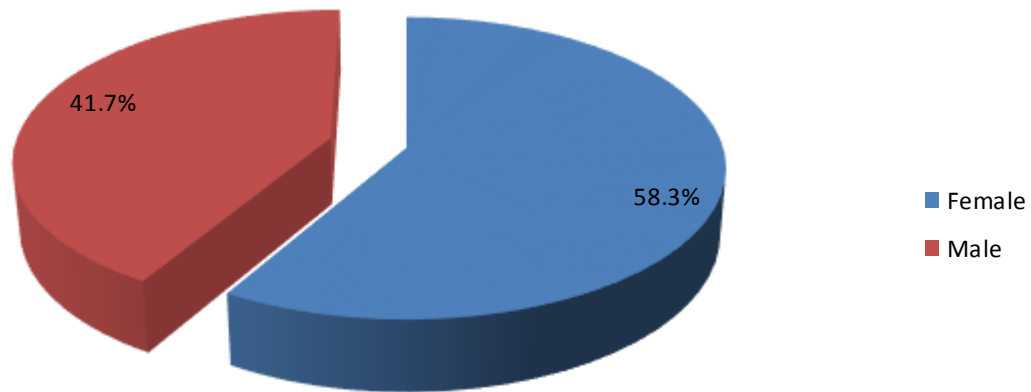


Figure 14 - Gender Breakdown of Ridership

The gender breakdown for the urban and rural services is broken out in Figure 15. The data indicate that the majority of rural service respondents were male whereas the majority of urban service respondents were female.

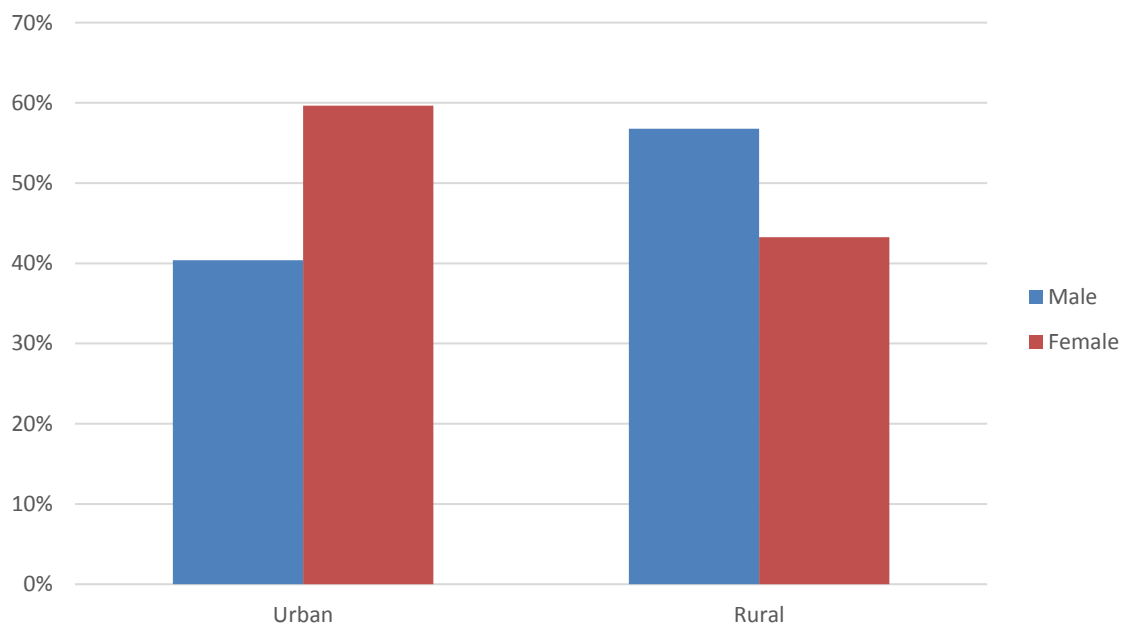


Figure 15 - Gender Breakdown (urban vs. rural)

Age (Question 7)

The breakdown of respondents by age is shown in Figure 16. Sixty-five percent (65%) of respondents were between 25 and 60 and 9% were 65 and older.

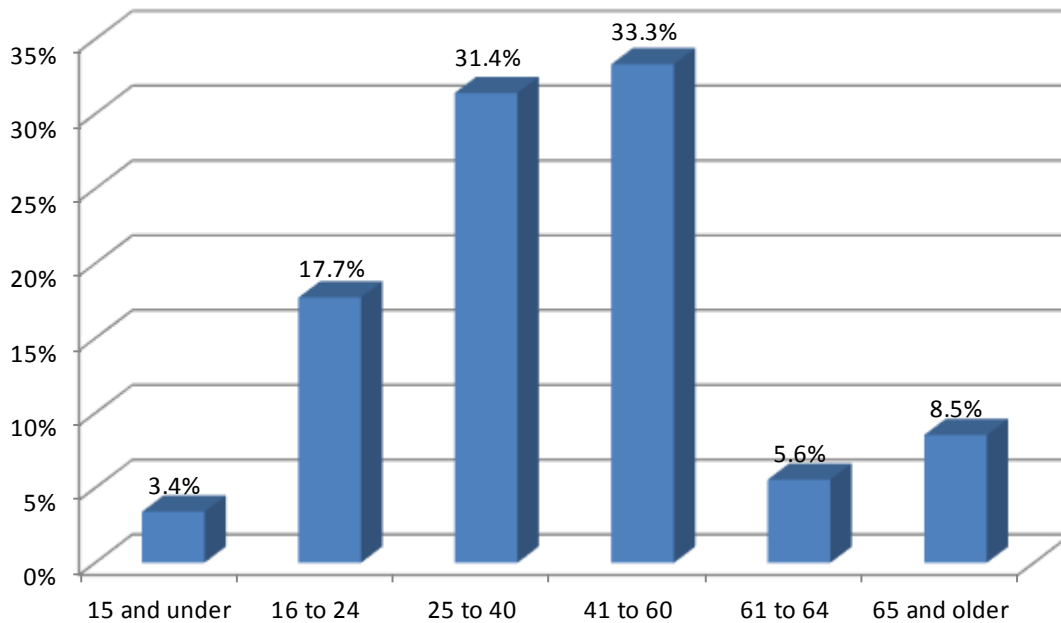


Figure 16 - Respondent Age

A comparison of urban and rural rider age is shown in Figure 17. The data indicate that a much higher percentage of rural service respondents were seniors.

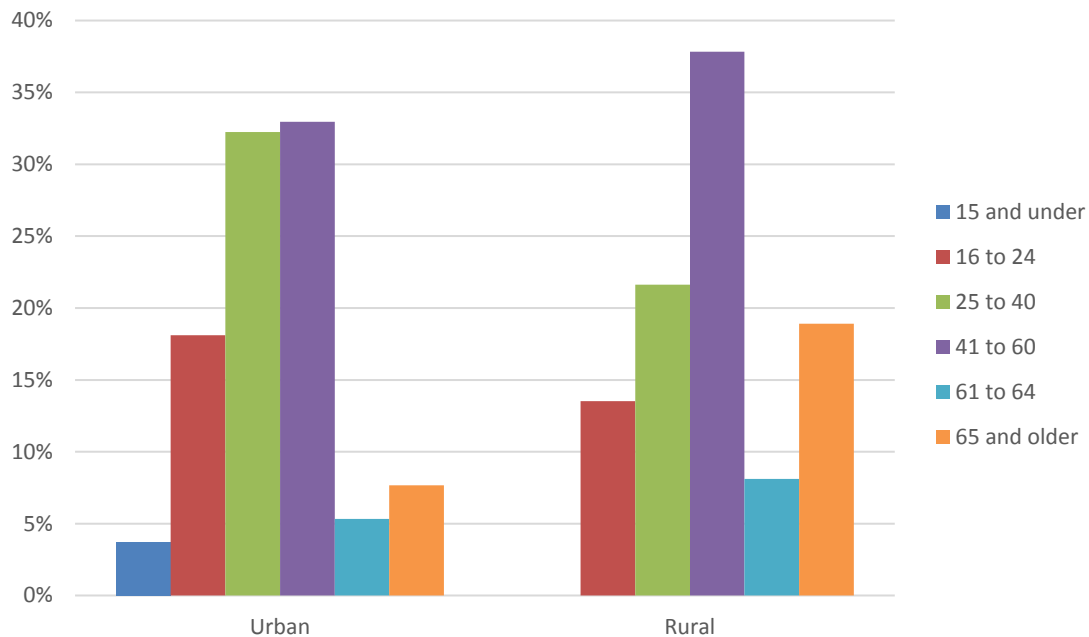


Figure 17 - Respondent Age (urban vs. rural)

Employment Status (Question 8)

Question 8 asked riders about their current employment status. The results are depicted in Figure 18. Forty percent (40%) who answered the question indicated they were employed.

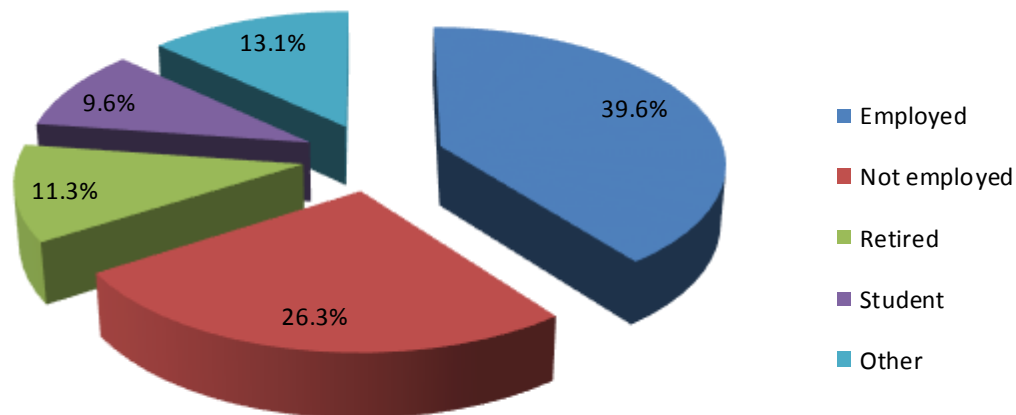


Figure 18 - Rider Employment Status

A comparison of employment status between riders of the urban and rural services is shown in Figure 19. Based on the results, it is evident that a substantially higher percentage of rural riders are employed.

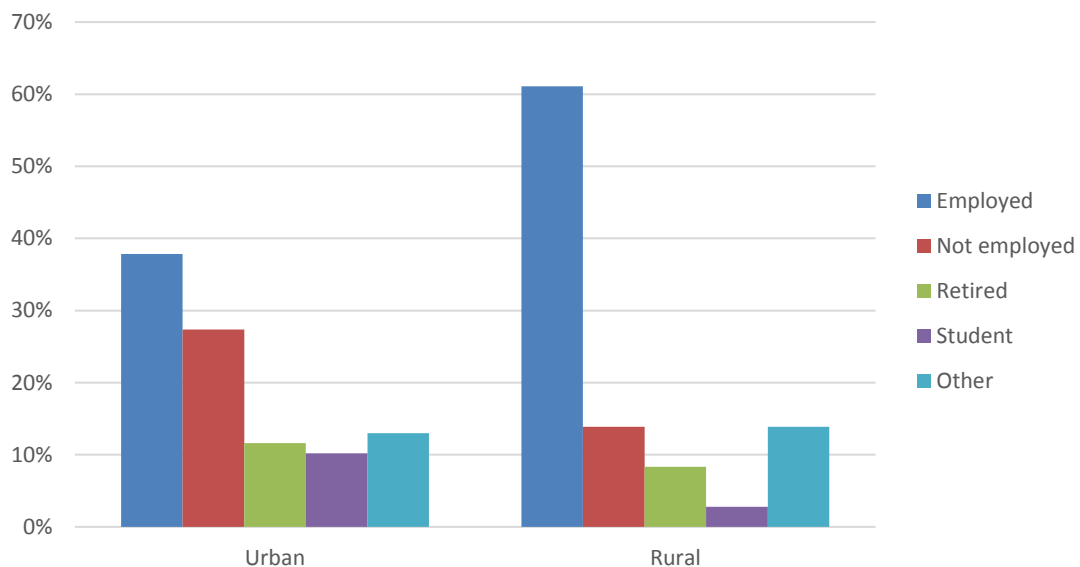


Figure 19 - Rider Employment Status (urban vs. rural)

Alternate Transportation (Question 13)

Question 13 asked whether the rider has alternative transportation (see Figure 20). The results show that 70% of CamTran riders have no other transportation options.

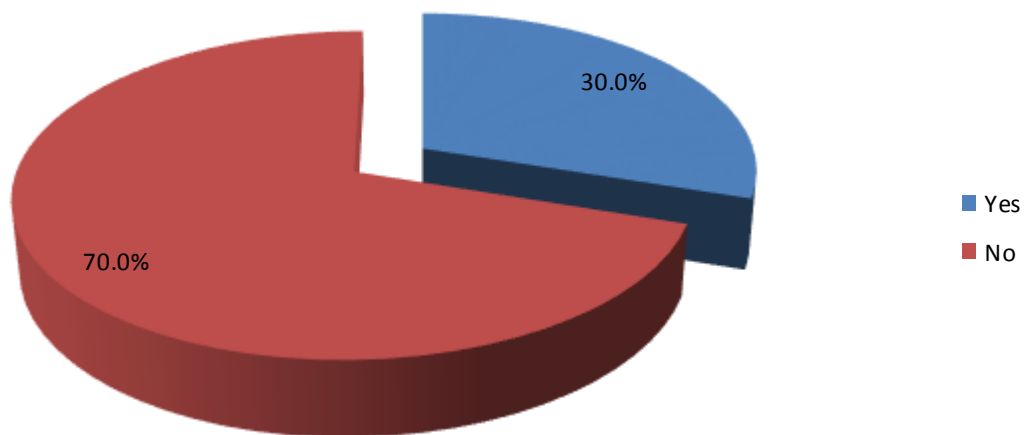


Figure 20 - Alternate Transportation

A comparison of riders of the urban service to riders of the rural service shows that a much higher percentage of rural service users have alternate transportation (see Figure 21).

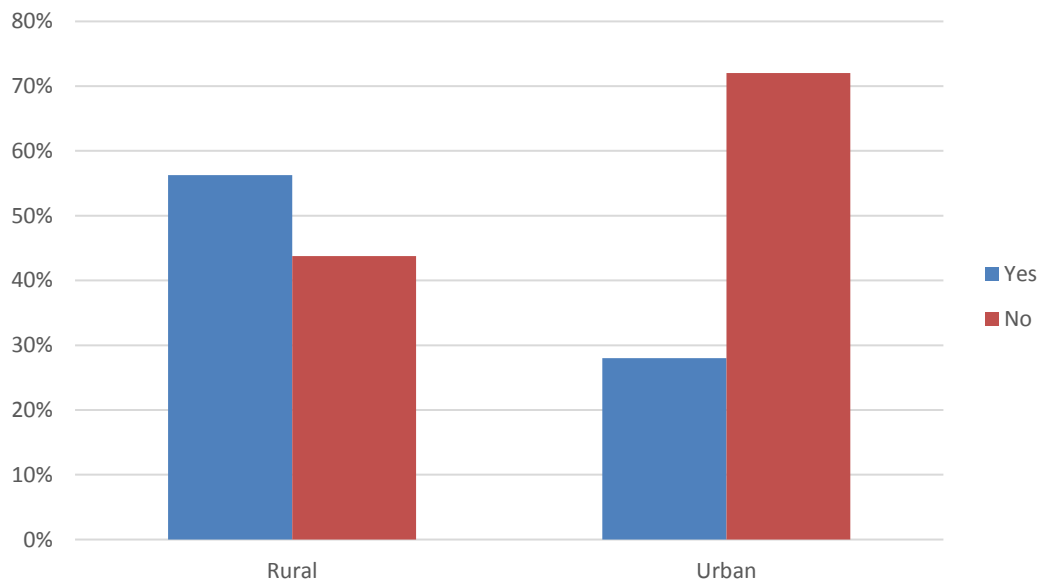


Figure 21 - Alternate Transportation (urban vs. rural)

Internet Access (Question 14)

Question 14 asked riders if they had Internet access (see Figure 22). More than 30% indicated that they did not have access to the Internet.

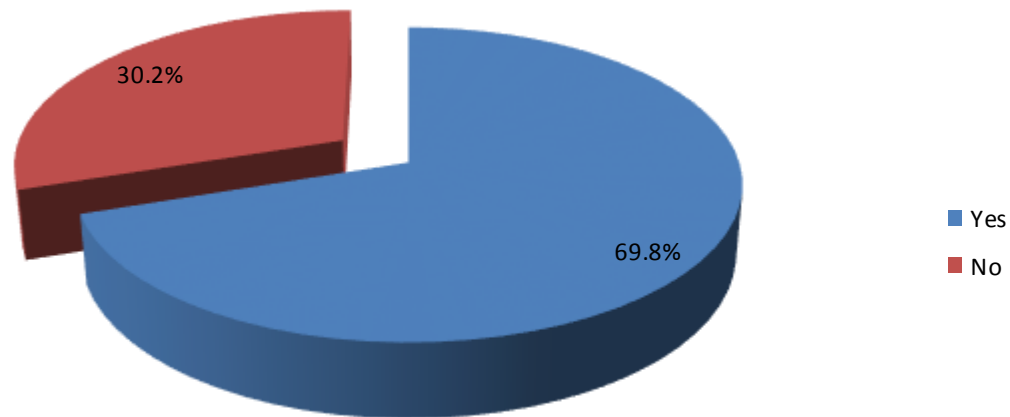


Figure 22 - Internet Access

The level of Internet access for urban service and rural service users is compared in Figure 23. Remarkably, less than half of the rural service respondents reported having Internet access.

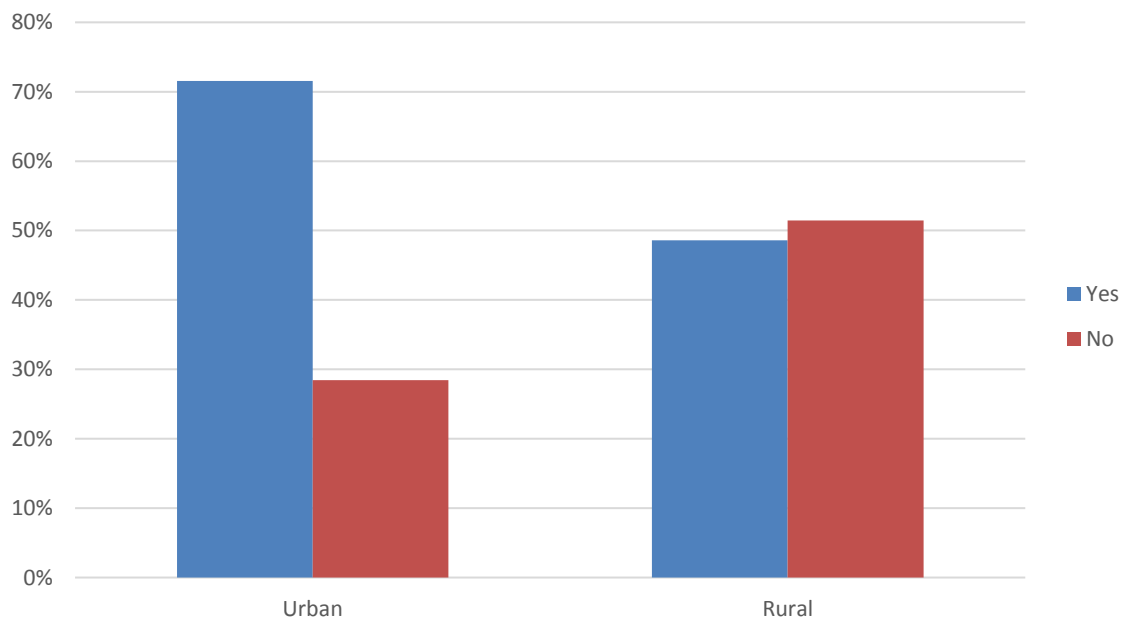


Figure 23 - Internet Access (urban vs. rural)

Smart Phone (Question 15)

Question 15 asked riders if they own a smart phone. Fifty-seven percent (57%) indicated they have a smart phone (see Figure 24).

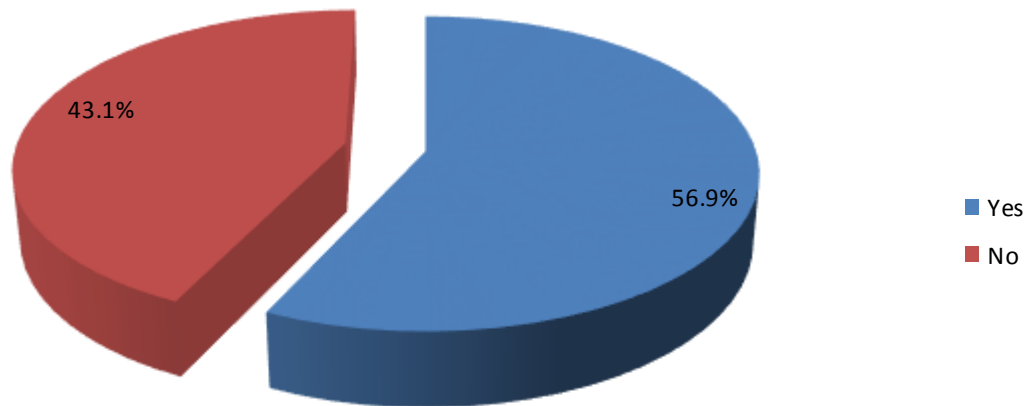


Figure 24 - Smart Phone Ownership

Urban and rural service user smart phone ownership is compared in Figure 25. Only 31% of rural service respondents reported owning a smart phone.

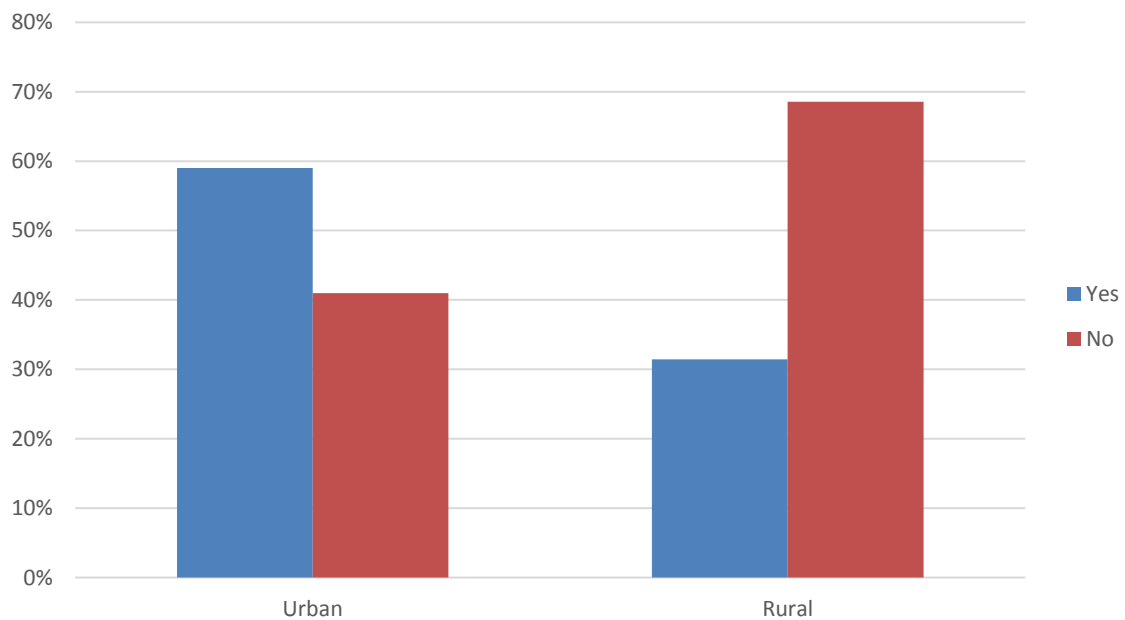


Figure 25 - Smart Phone Ownership (urban vs. rural)

Service Usage Characteristics and Purpose

This section will assess how and why riders use CamTran's service. The questions which assessed these topics are shown in Table 18.

Question	Characteristic Assessed
2	Primary reason for using the service
3	How frequently riders use the service
4	How long riders have used the service
11	How riders get to the bus stop
12	How riders get to their final destination
16	Time of day service most often used
17	Interest in extended service hours
18	Time of year service most often used
19	Destinations CamTran should add

Table 18 - Questions which Assessed Service Usage Characteristics and Purpose

What is the primary reason you use the bus? (Question 2)

Question 2 examined the reasons riders use CamTran's service. The results are presented in Figure 26.

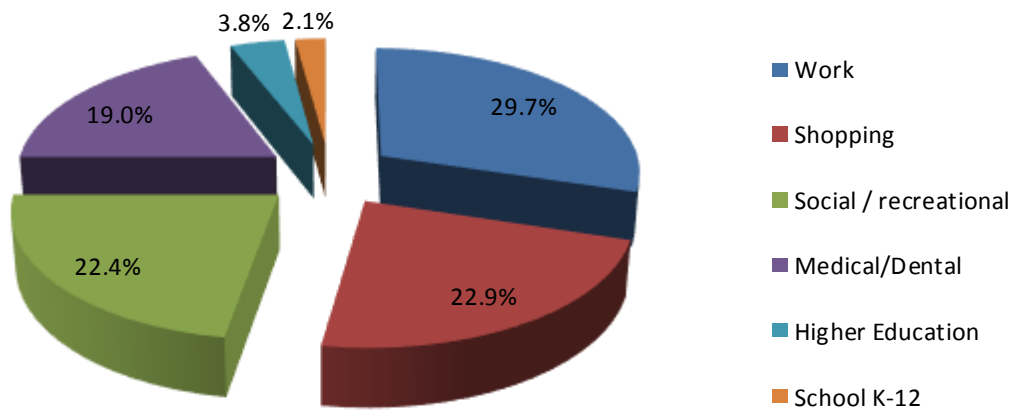


Figure 26 – Primary Purpose in Using CamTran

A comparison of this question's results between respondents from the urban and rural services is shown in Figure 27. The data indicate that a much higher percentage of rural service usage is for employment purposes and a much lower percentage is used for medical / dental purposes as compared to the urban service.

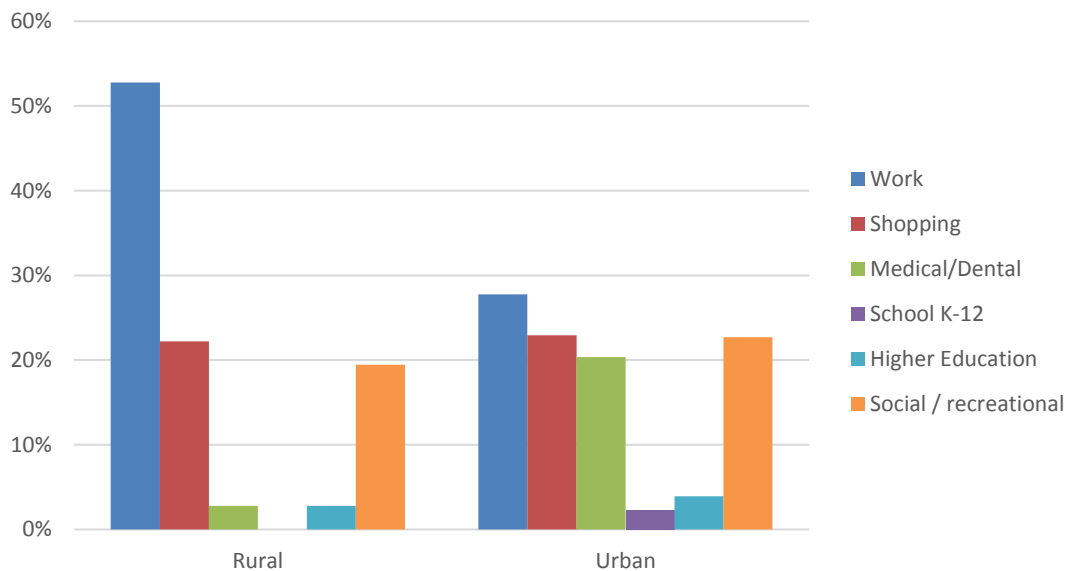


Figure 27 - Primary Purpose in Using CamTran (urban vs. rural)

How often do you ride the bus? (Question 3)

In Question 3, riders were asked to report how frequently they use CamTran's service. As shown in Figure 28, 61% use the bus at least 5 days a week and 85% use the bus 2 days a week or more.

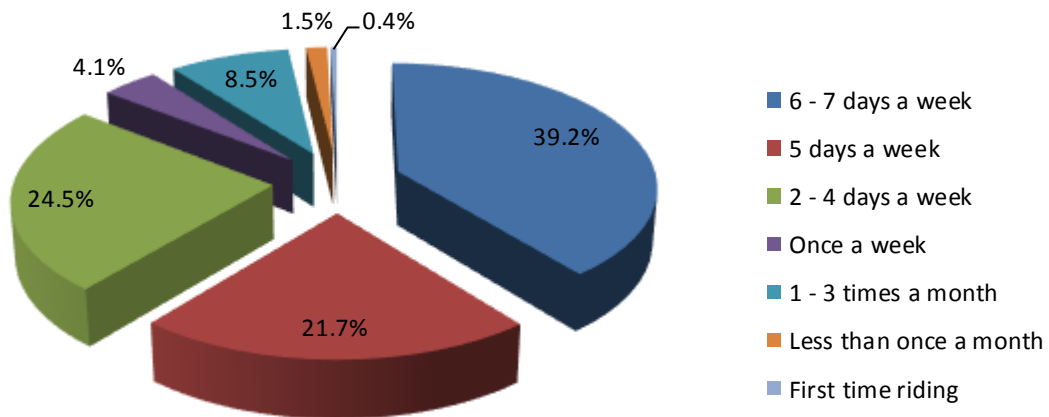


Figure 28 - Frequency of Riding

A comparison of the responses for urban and rural respondents is shown in Figure 29

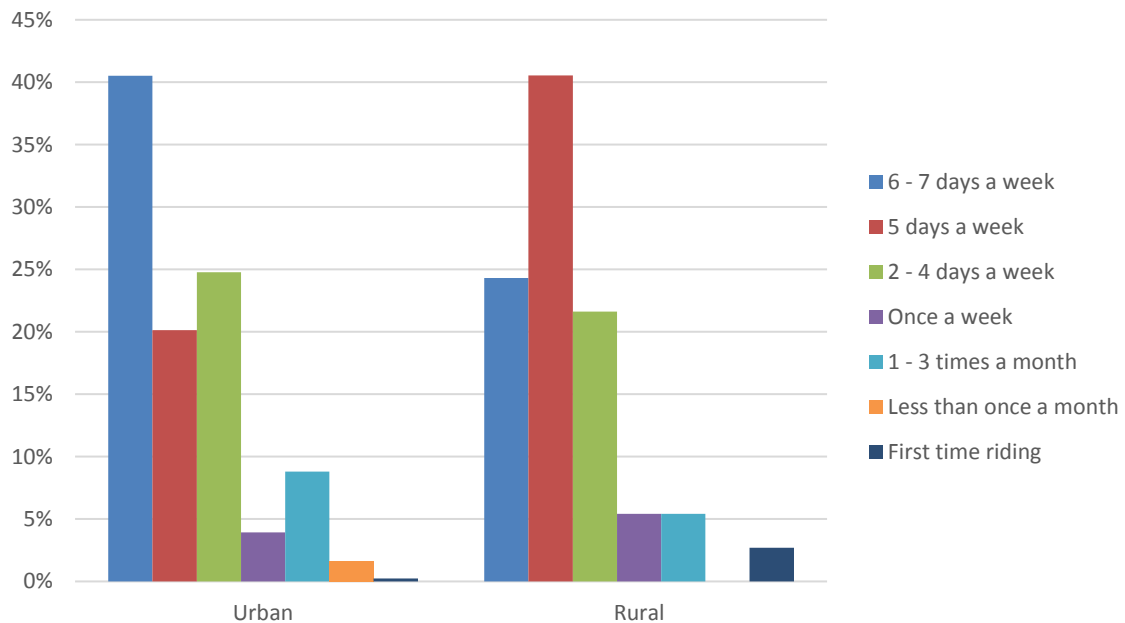


Figure 29 - Frequency of Riding (urban vs. rural)

How long have you been using CamTran's service? (Question 4)

Question 4 asked riders about the length of time they have been using CamTran's service. The results indicated that 84% of respondents have been using CamTran's service for more than 1 year. About 64% of the respondents reporting they have used the service for more than 3 years (see Figure 30).

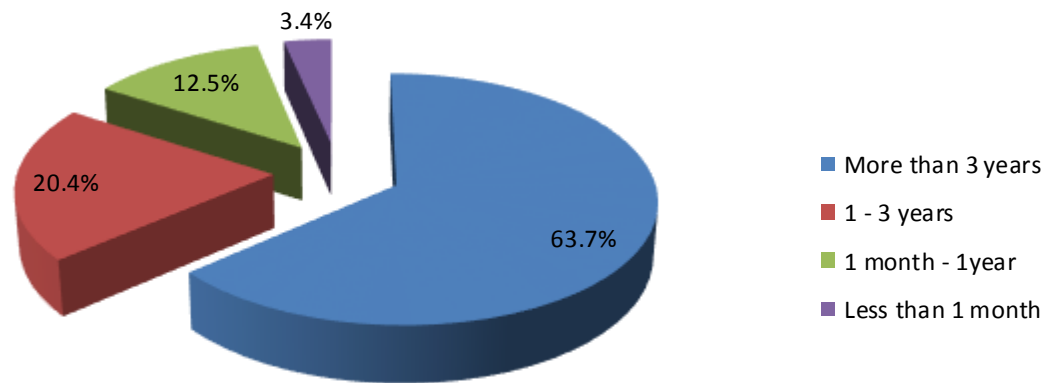


Figure 30 - Length of Time Using CamTran's Service

Figure 31 compares the urban and rural respondent results for this question.

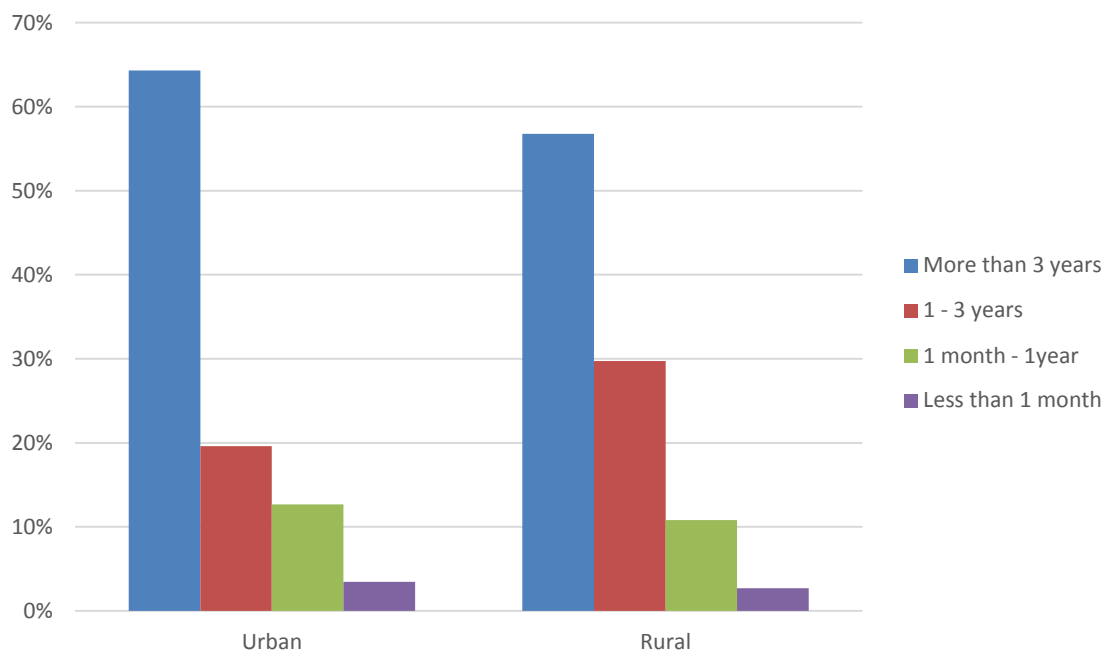


Figure 31 - Length of Time Using CamTran's Service (urban vs. rural)

How do you get to the bus? (Question 11)

Question 11 asked respondents to identify how they get to the bus. The results (see Figure 32) indicate that the large majority (92%) walk to the bus stop.

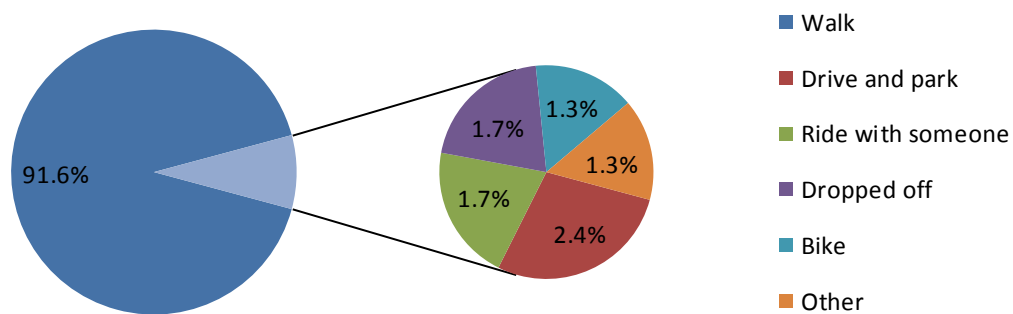


Figure 32- Getting to the Bus

A comparison of the urban and rural respondent results is presented in Figure 33.

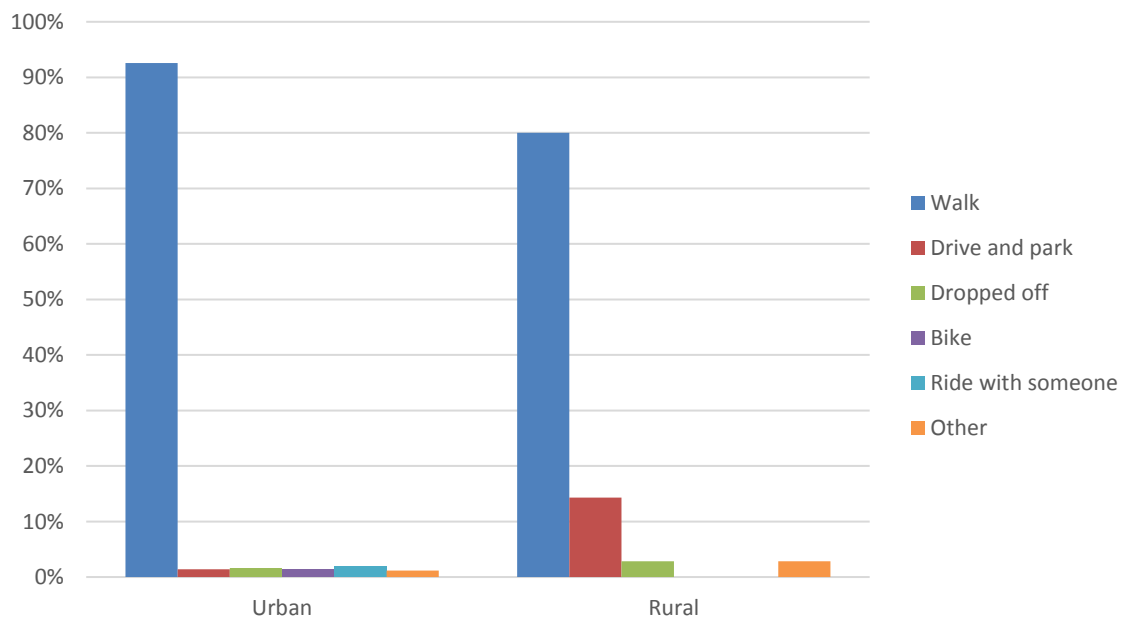


Figure 33 - Getting to the Bus (urban vs. rural)

How do you get to your final destination? (Question 12)

Question 12 asked riders to report how they get from the bus to their final destination. The results indicate that about 92% of riders walk (see Figure 34).

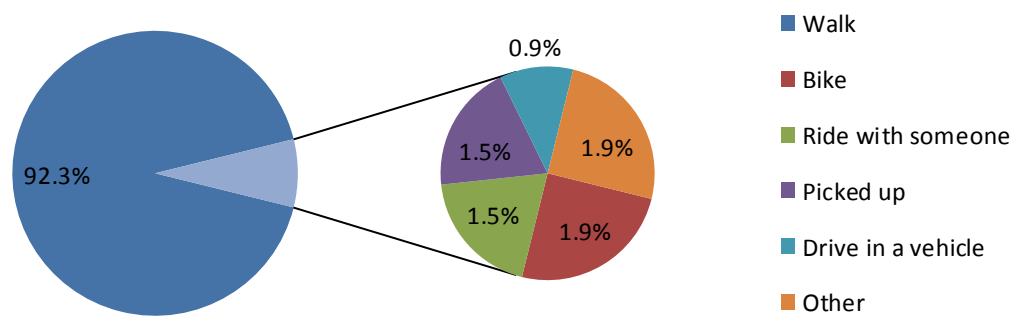


Figure 34 - Getting to the Final Destination

A comparison of the urban and rural respondent results is presented in Figure 35.

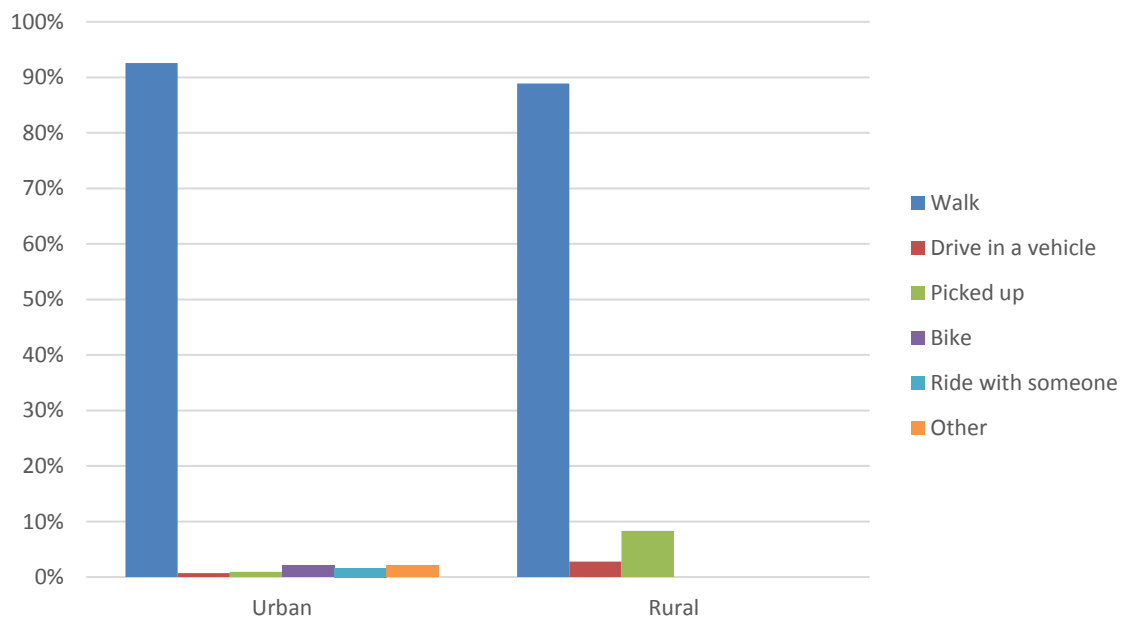


Figure 35 - Getting to the Final Destination (urban vs. rural)

What time of day do you most often use CamTran? (Question 16)

Question 16 asked riders to report the time period they most often use CamTran. The results are shown in Figure 36.

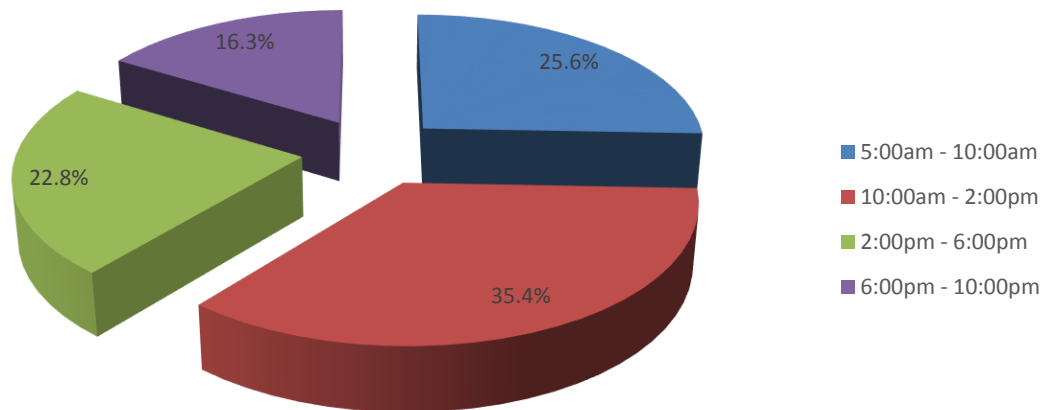


Figure 36 - Time of Day Service Most Often Used

A comparison of urban and rural service respondents is shown in Figure 37. The results indicate a higher percentage of rural service usage occurs earlier in the day as compared to urban service usage.

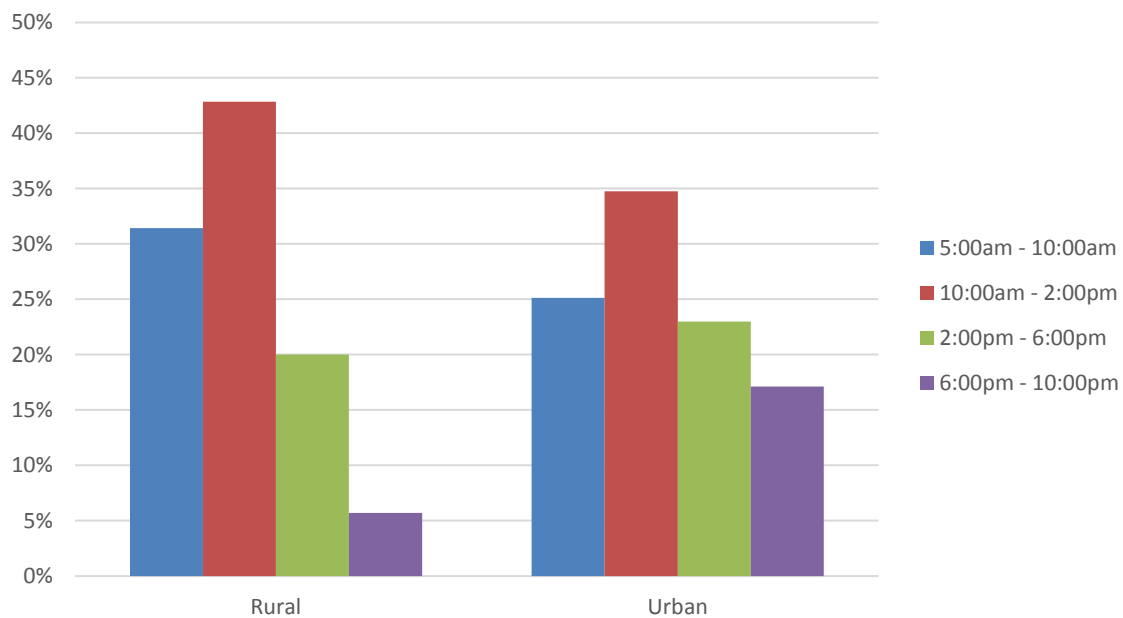


Figure 37 - Time of Day Service Most Often Used (urban vs. rural)

Which days would you prefer to see extended service? (Question 17)

Question 17 asked riders to report indicate the days which would be most preferred for extended service. Consistent with the responses to Question 1d and the open-ended feedback which was collected, the results indicate the majority of respondents would like to see extended service on the weekends (see Figure 38).

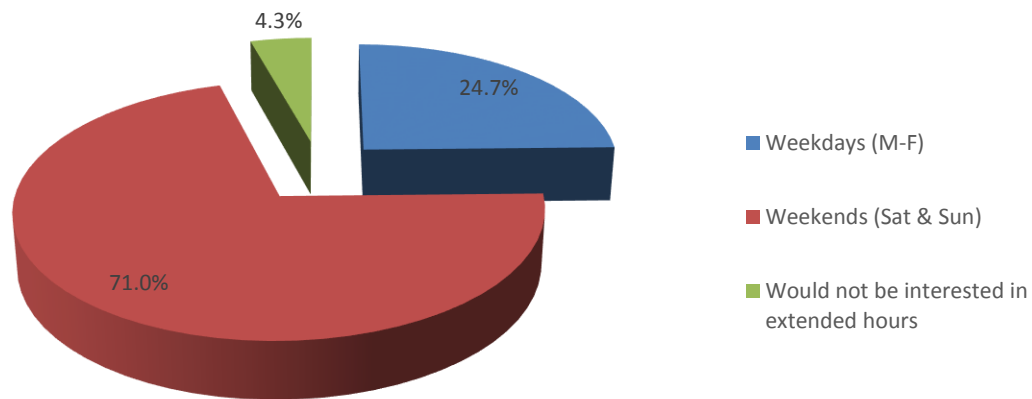


Figure 38 - Days Preferred for Extended Service

A comparison of the Question 17 results for urban and rural service respondents is shown in Figure 39.

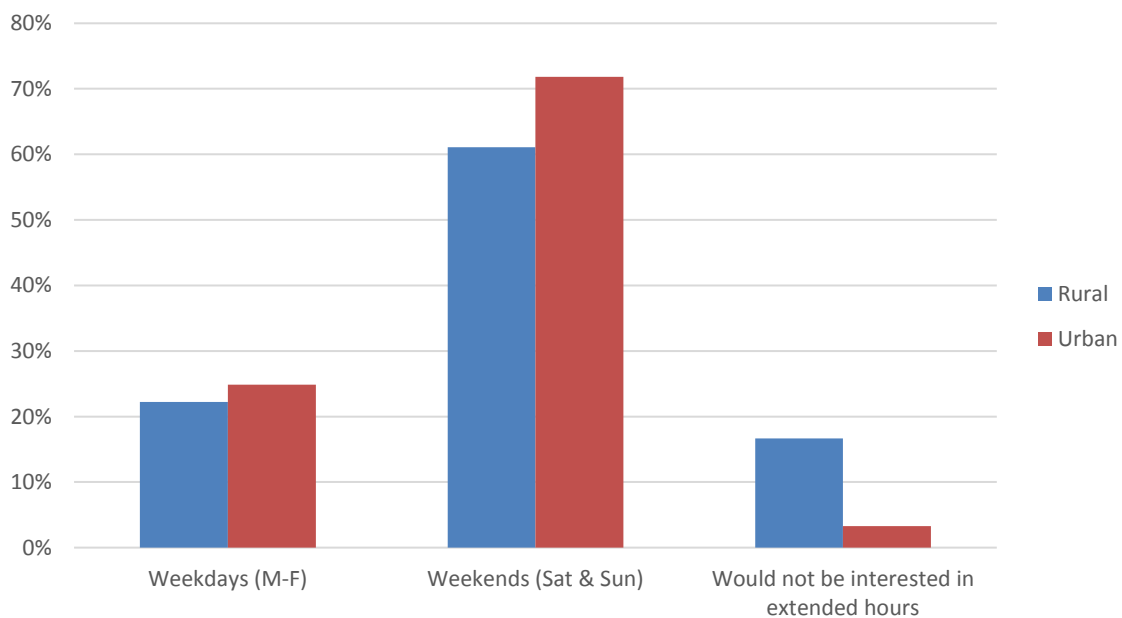


Figure 39 - Days Preferred for Extended Service (urban vs. rural)

What time of year do you most often use CamTran? (Question 18)

Question 18 asked riders to indicate the time of year they most often use CamTran. The majority of respondents indicated their usage is consistent throughout the year (see Figure 40).

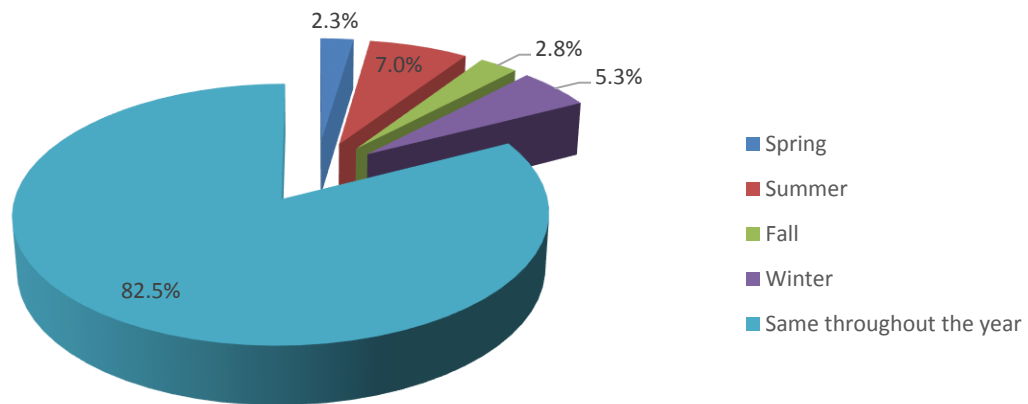


Figure 40 - Time of Year Service Most Often Used

A comparison of the results for urban and rural service respondents is shown in Figure 41.

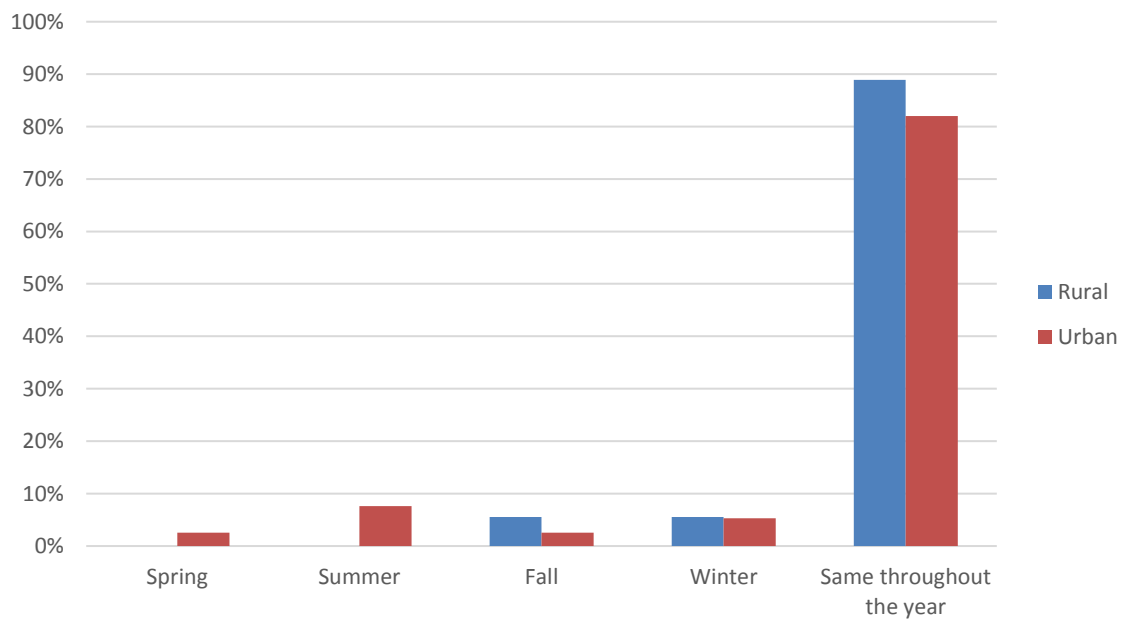


Figure 41 - Time of Year Service Most Often Used (urban vs. rural)

What destinations should CamTran add? (Question 19)

Question 19 gave respondents an opportunity to list one or more destinations of interest which they would like to see CamTran add to its service. A total of 124 respondents provided a response to the question although some of the responses did not address the subject of the question. The most commonly requested destinations are listed in Table 19. The full set of Question 19 responses is provided in Appendix C.

Destination	Survey Serial Numbers
Altoona	3, 4, 14, 153, 248, 250, 265, 348, 427, 446, 468
PennDOT	42, 80, 133, 172, 231, 233, 298, 412
Lowes	145, 179, 192, 217, 227, 307, 314
Windber	53, 198, 334, 359, 374, 375
Somerset	27, 168, 281, 391, 403
Home Depot	69, 145, 192, 253, 307
Greensburg	3, 4, 250, 427
Portage	243, 318, 332

Table 19 - Most Commonly Requested Destinations

Conclusion and Recommendations

A total of 472 completed surveys were collected over the period August 1, 2016 to August 5, 2016. The total number of unique CamTran riders was estimated to be between 2400 and 4200. Based on the number of riders surveyed and the estimate of the number of unique CamTran riders, a conservative estimate of the margin of error is 4.3%. Thus, the results of the survey should generally reflect the overall population of CamTran riders to within +/- 4.3%.

Overall, the survey results indicated that riders are satisfied with the service CamTran provides. Ninety-eight percent (98%) indicated they were satisfied or very satisfied with the service. In addition, most plan to continue to use the service (96%) and would recommend the service to others (94%).

A measure of rider loyalty was calculated based on overall satisfaction with the service, the respondents' likelihood to continue using the service and their likelihood of recommending the service to others based on a methodology published by TRB (1999 & 2003). The results of this assessment showed that 33% of CamTran riders are vulnerable or highly vulnerable when it comes to the potential for them to switch to a different mode of transportation should one becomes available.

As part of the satisfaction assessment, riders were also asked to rate a total of 19 performance measures addressing topics such as driver and staff performance, safety, capacity, frequency of service, schedule adherence and bus schedules. The average score across all 19 service elements was 4.37 on a scale from 1 to 5 and 18 of the performance measures received an average score above 4.

Results for respondents from CamTran's urban service were compared to those from the rural service. The comparison indicated that while both subpopulations exhibited high levels of satisfaction with CamTran's service they did show substantial differences in demographics and service usage patterns. It should be reiterated that given the small sample size for the rural service riders the margin of error is significantly higher than for the overall results. Consequently, the analysis of this subgroup should be evaluated with some caution.

Based on an analysis of the survey results, some suggested actions have been assembled for CamTran to consider in order to further improve its customer satisfaction. The remainder of this section addresses these suggested actions.

The survey indicated a strong interest among riders in additional weekend service. This is a common issue across the state and one which can be challenging to address in a cost-effective manner. Nonetheless, CamTran should further evaluate rider demand for weekend service to determine if limited additions or adjustments in service could address a substantial portion of the need. For example, given the particularly low average score for this performance measure associated with respondents from Route 30, CamTran might consider adding or increasing weekend service on this route.

A modest number of respondents requested additional evening service. CamTran may want to look to better understand rider needs in this area as well. The analysis of the results for Question 17 indicated that a higher percentage of urban riders use CamTran most frequently in the evening hours as compared to rural riders. Consequently, considerations for additional evening service along select routes might focus exclusively on the urban service.

Based on the results of the survey, it seems evident that the riders are generally satisfied with CamTran drivers. However, the open-ended feedback in this area was mixed and it may be beneficial for CamTran

to further assess driver performance and friendliness and implement correct actions such as retraining if warranted for certain drivers. Rider perceptions of CamTran's service are most likely heavily influenced by their interactions with the drivers and their assessment of how well the drivers carry out their duties.

The performance measure with the second lowest average scored was "comfort as bus stops." This performance measure also received the second highest number of negative ratings from respondents, a disproportionate number of which were from respondents on Route 9 and Route 12. CamTran may want to examine some of the more heavily used stops, especially those along Routes 9 and 12, for potential improvements in rider comfort such as seating and shelter.

The third lowest rated performance measure was "availability of seating on the bus." This performance measure also received a relatively high number of unfavorable ratings from respondents, a disproportionate number of which were from respondents on Route 12 and Route 14. CamTran should further assess the demand along these routes and determine if additional trips or larger buses are warranted during periods of peak demand.

Route 10 and Route 36 both had average ratings for "cleanliness inside the bus" which were well below the system-wide average. CamTran may want to evaluate the cleaning practices on these routes to determine if additional driver training or other corrective actions are warranted. While Route 36 only had 4 respondents, 3 of the 4 rated this performance measure unfavorably and one mentioned it in the open-ended feedback.

CamTran should consider the possibility of expanding or increasing service to some of the more commonly requested destinations specified in response to Question 19 (see Table 19).

As a follow-up to the survey, CamTran may want to invite riders to participate in a public meeting to better understand some of the areas of rider interest indicated in the survey results such as additional weekend and evening service, increased comfort at bus stops and additional destinations.

The favorable results in the area of rider satisfaction are in large part a reflection of the efforts of CamTran staff and drivers. CamTran should consider sharing the survey results with their drivers and other staff and acknowledging them for their efforts.

The open-ended feedback provided by the respondents represents some of the most useful information captured by the survey. Since it is unstructured, it allows riders to identify their most important concerns in their experience with the service. While this report has attempted to summarize and evaluate the topics which were most frequently mentioned in respondents' comments, CamTran would derive additional value by reviewing the full text of the feedback which was provided (see Appendix B).

CamTran may want to publish the results of the survey along with any actions the agency plans to take in response to the survey findings. This will send a message to the riders that CamTran cares about their concerns and has used their feedback in a thoughtful fashion to improve the service. Methods of publicizing this information include posting the results on the CamTran website and / or Facebook page, distributing a flyer on the buses and holding a public meeting.

References

Gannett Fleming. (2013). PennDOT Transit Customer Satisfaction Survey Design

PennDOT. (2016). Pennsylvania Public Transportation, Annual Performance Report, Fiscal Year 2014-15.

Transportation Research Board. (2003). TCRP Report 88 - A Guidebook for Developing a Transit Performance-Measurement System

Transportation Research Board. (1999). TCRP Report 47 - A Handbook for Measuring Customer Satisfaction and Service Quality

U.S. Census Bureau. (2010)

Appendix A – Example Paper Surveys



Customer Satisfaction Survey - CamTran Bus

1) Please rate us in the following areas, over the last 30 days

	Very Satisfied	Satisfied	Dissatisfied	Very dissatisfied	Not Applicable
Overall satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-time arrivals and departures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of weekday service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of weekend service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of seats on the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comfortable bus seats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comfortable temperature on bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comfort at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness inside the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver courtesy and friendliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe and competent drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus stop maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal safety on buses/at stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness of employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Park-and-ride lots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus schedule availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus schedule - easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website - easy to navigate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2) What is the primary reason you use the bus?

- | | |
|---|--|
| <input type="checkbox"/> Work | <input type="checkbox"/> School K-12 |
| <input type="checkbox"/> Shopping | <input type="checkbox"/> Higher Education |
| <input type="checkbox"/> Medical/Dental | <input type="checkbox"/> Social / recreational |

3) How often do you ride the bus?

- | | |
|--|---|
| <input type="checkbox"/> 6 - 7 days a week | <input type="checkbox"/> 1 - 3 times a month |
| <input type="checkbox"/> 5 days a week | <input type="checkbox"/> Less than once a month |
| <input type="checkbox"/> 2 - 4 days a week | <input type="checkbox"/> First time riding |
| <input type="checkbox"/> Once a week | |

4) How long have you been using this transit service?

- | | |
|--|--|
| <input type="checkbox"/> More than 3 years | <input type="checkbox"/> 1 month to 1 year |
| <input type="checkbox"/> 1 - 3 years | <input type="checkbox"/> Less than a month |

5) What is your local zip code?

- | | | |
|--------------------------------|--------------------------------|--------------------------------|
| <input type="checkbox"/> 15901 | <input type="checkbox"/> 15905 | <input type="checkbox"/> 15931 |
| <input type="checkbox"/> 15902 | <input type="checkbox"/> 15906 | <input type="checkbox"/> 15946 |
| <input type="checkbox"/> 15904 | <input type="checkbox"/> 15909 | <input type="checkbox"/> Other |

If "Other," please specify

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------	----------------------

6) What is your gender?

- | | |
|-------------------------------|---------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female |
|-------------------------------|---------------------------------|

7) What is your age group?

- | | |
|---------------------------------------|---------------------------------------|
| <input type="checkbox"/> 15 and under | <input type="checkbox"/> 41 to 60 |
| <input type="checkbox"/> 16 to 24 | <input type="checkbox"/> 61 to 64 |
| <input type="checkbox"/> 25 to 40 | <input type="checkbox"/> 65 and older |

8) What is your current employment status?

- ☐ Employed ☐ Student
☐ Not employed ☐ Other
☐ Retired

9) Will you continue using this bus service?

- ☐ Definitely ☐ Not likely
☐ Likely ☐ Definitely not
☐ Unsure

10) Would you recommend this bus service?

- ☐ Definitely ☐ Not likely
☐ Likely ☐ Definitely not
☐ Unsure

11) How do you generally get to the bus stop?

- ☐ Walk ☐ Bike
☐ Drive and park ☐ Ride with someone
☐ Dropped off ☐ Other

12) How will you generally get to your final destination once you get off the bus?

- ☐ Walk ☐ Bike
☐ Drive in a vehicle ☐ Ride with someone
☐ Picked up ☐ Other

13) Do you have alternate transportation?

- ☐ Yes ☐ No

14) Can you access the Internet?

- ☐ Yes ☐ No

15) Do you have a smart phone?

- ☐ Yes ☐ No

16) What time of day do you most often use CamTran?

- ☐ 5:00am - 10:00am ☐ 2:00pm - 6:00pm
☐ 10:00am - 2:00pm ☐ 6:00pm - 10:00pm

17) If CamTran extended hours, on which days would you utilize the extended hours?

- ☐ Weekdays (M-F)
☐ Weekends (Sat & Sun)
☐ Would not be interested in extended hours

18) What time of the year do you most often use CamTran?

- ☐ Spring ☐ Summer
☐ Fall ☐ Winter
☐ Same throughout the year

19) What destination(s) would you like to see CamTran add?

Are there any other comments you would like to make pertaining to *CamTran Bus*?

THANK YOU FOR HELPING *CamTran Bus*
IMPROVE OUR SERVICE!

1) Califique nuestros servicios en las siguientes áreas teniendo en cuenta los últimos 30 días

	Muy satisfecho	Satisfecho	Insatisfecho	Muy insatisfecho	No corresponde
Satisfacción en general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Llegadas y partidas puntuales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frecuencia de los servicios durante la semana	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frecuencia de los servicios durante el fin de semana	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disponibilidad de asientos en el autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asientos cómodos en el autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Temperatura agradable en el autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comodidad en las paradas del autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limpieza dentro del autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tarifas del autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cortesía y amabilidad del conductor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conductores competentes y prudentes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mantenimiento de las paradas del autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seguridad personal en los autobuses y en las paradas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amabilidad de los empleados	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Espacios de estacionamiento park-and-ride	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teléfono de atención al cliente	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disponibilidad del horario del autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Horario del autobús: fácil de comprender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sitio Web: fácil de navegar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2) ¿Cuál es la razón principal por la que utiliza el autobús?

- | | |
|--|--|
| <input type="checkbox"/> Trabajo | <input type="checkbox"/> Escuela primaria / secundaria |
| <input type="checkbox"/> Compras | <input type="checkbox"/> Educación superior |
| <input type="checkbox"/> Médico/Dentista | <input type="checkbox"/> Social/Recreación |

3) ¿Con qué frecuencia toma el autobús?

- | | |
|---|---|
| <input type="checkbox"/> 6 a 7 días a la semana | <input type="checkbox"/> 1 a 3 veces al mes |
| <input type="checkbox"/> 5 días a la semana | <input type="checkbox"/> Menos de una vez al mes |
| <input type="checkbox"/> 2 a 4 días a la semana | <input type="checkbox"/> Primera vez que utilizo el autobús |
| <input type="checkbox"/> Una vez a la semana | |

4) ¿Cuánto hace que utiliza este servicio de transporte?

- | | |
|--|--|
| <input type="checkbox"/> Más de 3 años | <input type="checkbox"/> 1 mes a 1 año |
| <input type="checkbox"/> 1 a 3 años | <input type="checkbox"/> Menos de un mes |

5) ¿Cuál es su código postal?

- | | | |
|--------------------------------|--------------------------------|--------------------------------|
| <input type="checkbox"/> 15901 | <input type="checkbox"/> 15905 | <input type="checkbox"/> 15931 |
| <input type="checkbox"/> 15902 | <input type="checkbox"/> 15906 | <input type="checkbox"/> 15946 |
| <input type="checkbox"/> 15904 | <input type="checkbox"/> 15909 | <input type="checkbox"/> Otro |

Si eligió "Otro", especifique

--	--	--	--	--

6) ¿Cuál es su sexo?

- | | |
|------------------------------------|-----------------------------------|
| <input type="checkbox"/> Masculino | <input type="checkbox"/> Femenino |
|------------------------------------|-----------------------------------|

7) ¿Cuál es su grupo de edad?

- | | |
|---|---|
| <input type="checkbox"/> Menor de 15 | <input type="checkbox"/> Entre 41 y 60 años |
| <input type="checkbox"/> Entre 16 y 24 años | <input type="checkbox"/> Entre 61 y 64 años |
| <input type="checkbox"/> Entre 25 y 40 años | <input type="checkbox"/> 65 años o mayor |

8) ¿Cuál es su situación laboral actual?

- ☐ Tengo empleo ☐ Estudiante
☐ No tengo empleo ☐ Otro
☐ Estoy jubilado

9) ¿Continuará usando este servicio de autobús?

- ☐ Definitivamente ☐ Poco probable
☐ Probablemente ☐ Definitivamente no
☐ No estoy seguro(a)

10) ¿Recomendaría este servicio de autobús?

- ☐ Definitivamente ☐ Poco probable
☐ Probablemente ☐ Definitivamente no
☐ No estoy seguro(a)

11) ¿Cómo llega generalmente a la parada del autobús?

- ☐ Camino ☐ En bicicleta
☐ Conduzco y estaciono ☐ Voy con alguien
☐ Me llevan ☐ Otro

12) ¿Cómo llega generalmente a su destino luego de bajarse del autobús?

- ☐ Camino ☐ En bicicleta
☐ Conduzco un vehículo ☐ Voy con alguien
☐ Me pasan a buscar ☐ Otro

13) ¿Tiene algún medio de transporte alternativo?

- ☐ Si ☐ No

14) ¿Tiene acceso a Internet?

- ☐ Si ☐ No

15) ¿Tiene un teléfono inteligente?

- ☐ Si ☐ No

16) ¿Cuáles son los horarios en que usa CamTran con más frecuencia?

- ☐ 5:00am a 10:00am ☐ 2:00pm a 6:00pm
☐ 10:00am a 2:00pm ☐ 6:00pm a 10:00pm

17) Si CamTran prolongara sus horarios, ¿qué días utilizaría los horarios prolongados?

- ☐ Los días de semana (lunes a viernes) ☐ No estaría interesado(a) en horarios prolongados
☐ Los fines de semana (sábado y domingo)

18) ¿En qué época del año usa CamTran con más frecuencia?

- ☐ Primavera ☐ Invierno
☐ Otoño ☐ De igual manera durante todo el año
☐ Verano

19) ¿Qué destino(s) le gustaría que CamTran añadiera?

¿Le gustaría hacer algún otro comentario con respecto a CamTran?

Appendix B – Open Ended Feedback

Survey Serial Number	Route	Open-Ended Comments
5	07 - Coopersdale	Sunday need to start at 7 am
11	07 - Coopersdale	Most of the employees are great, but a few drivers are mean.
13	07 - Coopersdale	Have a bus straight up to the Walmart & Galleria. And more buses for the hospitals.
15	07 - Coopersdale	I love Camtran Bus.
18	09 - Walmart-Galleria	Bus drivers are rude and unprofessional.
26	09 - Walmart-Galleria	The drivers are very kind and helpful. The buses are an enjoyable ride.
31	09 - Walmart-Galleria	Need holiday service
35	09 - Walmart-Galleria	They are really good.
39	09 - Walmart-Galleria	More time for Saturday
40	09 - Walmart-Galleria	A bus stop across from Bloomfield Apt.
41	09 - Walmart-Galleria	Extend hours on weekends will be great!!
42	09 - Walmart-Galleria	Michele is the best survey person. She took this for us.
44	09 - Walmart-Galleria	Extend for weekends
56	10 - Dale-Solomon	More buses
57	10 - Dale-Solomon	Great job! Great & polite employees and drivers!
61	10 - Dale-Solomon	Windows need to be able to be opened - gets way too hot and need air when bus is over-crowded. On 1st and 3rd buses are very crowded. Bigger buses need used for routes that are heavily traveled.
63	10 - Dale-Solomon	Extend bus hours on weekends (Saturday/Sunday)
64	10 - Dale-Solomon	No, CamTran Bus Line is great!!
68	10 - Dale-Solomon	Some of the drivers are very rude and nasty. Need extended weekend service.
71	11 - Galleria-Walmart	Yes I think the bus should run later on the weekend.
76	11 - Galleria-Walmart	Thank you.
89	11 - Galleria-Walmart	Awesome service
90	11 - Galleria-Walmart	Need longer hours @ night and weekends
93	11 - Galleria-Walmart	I love my bus.
97	11 - Galleria-Walmart	Have friendlier drivers
99	11 - Galleria-Walmart	Satisfied
100	11 - Galleria-Walmart	A transfer should be able to be gotten on #9 or 11 whether going to Walmart or Mall because you could use to transfer to #17 or wait until you get to hub.
101	11 - Galleria-Walmart	I don't have any complaints; very convenient
105	11 - Galleria-Walmart	Very accessible for wheelchairs
106	11 - Galleria-Walmart	All the bus drivers are extremely friendly. They deserve a raise.
107	11 - Galleria-Walmart	Baby strollers are a problem to the elderly.
117	11 - Galleria-Walmart	Wider wheelchair spaces. More for takers to help disabled people in wheelchairs
121	12 - Hystone-Westwood	A heated area to wait during the winter.

Survey Serial Number	Route	Open-Ended Comments
125	12 - Hystone-Westwood	Service is good. Extended hours would be wonderful and highly recommended.
126	12 - Hystone-Westwood	Extend time on the weekend up to 10:00 pm
129	12 - Hystone-Westwood	Use moderate air conditioning, not freezing
130	12 - Hystone-Westwood	Never stop the bus!
132	12 - Hystone-Westwood	I'm glad I live where I can get the buses for my job.
135	12 - Hystone-Westwood	Late night hours
138	12 - Hystone-Westwood	5:35 pm Ebensburg bus on Saturdays
139	12 - Hystone-Westwood	Not at the moment.
140	12 - Hystone-Westwood	I love riding CamTran bus service. It's easy for me to get to where I'm going.
142	12 - Hystone-Westwood	Morning bus from Oakhurst is usually to full.
147	12 - Hystone-Westwood	A few are rude, most are nice
152	12 - Hystone-Westwood	Need bus service back in Lorian Boro
153	12 - Hystone-Westwood	Smoking in Transit Center - People are not cooperating with the "No Smoking" signs & either walk through Transit Center smoking or stand on sidewalks & blow smoke into the Center - around the Ebensburg/Conemaugh areas. There should be more Security to wat
158	12 - Hystone-Westwood	Bus drivers stop having an attitude with people in wheelchairs, have more patience.
159	12 - Hystone-Westwood	Longer hours on the weekends.
160	12 - Hystone-Westwood	2 bus drivers were gossiping about my husband 7 feet away from me and one made a very unacceptable comment toward me and 2 employees refused to give me his name.
161	12 - Hystone-Westwood	There should really be extended hours on weekends for sure. Better student ID's because the marker used for the current ones fade away and is not legible.
162	12 - Hystone-Westwood	Thanks for providing services!
168	13 - Arbutus-Belmont	Camtran is great.
169	13 - Arbutus-Belmont	I think your service is wonderful, especially employees.
171	13 - Arbutus-Belmont	Free transit for Vets
175	13 - Arbutus-Belmont	Metal bus stop seats can be hard on the tailbone. Molded seats may help. A faster way to reach Westwood Plaza from Route 19 would be nice, probably impractical.
181	13 - Arbutus-Belmont	Some bus drivers could wait to pull out till everyone is seated.
183	13 - Arbutus-Belmont	Small "You Are Here" stickers would be helpful at bus stands - especially at Walmart & Galleria ... This would save confusion for all as many people cannot read, write, or comprehend the English Language.
186	14 - Moxham-Horner St	I would like a route going past Carpenter's Convenience Store.
189	14 - Moxham-Horner St	Need all night buses like bigger cities
195	14 - Moxham-Horner St	Get the 6:10 pm Moxam Bus back. 1/2 hour trips on weekends.

Survey Serial Number	Route	Open-Ended Comments
196	14 - Moxham-Horner St	More trips to Camoset Village.
198	14 - Moxham-Horner St	Very pleased.
201	14 - Moxham-Horner St	I'm satisfied with the bus. I will continue to ride faithfully.
202	14 - Moxham-Horner St	Keep up the good work
207	14 - Moxham-Horner St	Extend time on weekends Sat and Sun to 10:00 pm
209	14 - Moxham-Horner St	Some of the people are not clean - the language can be vulgar.
210	14 - Moxham-Horner St	More time on bus
212	14 - Moxham-Horner St	You have great service, excellent people.
214	14 - Moxham-Horner St	All bus drivers are friendly and helpful.
220	14 - Moxham-Horner St	All bus drivers are friendly.
221	14 - Moxham-Horner St	Besides the attitude from MOST of the bus drivers no!!!
222	14 - Moxham-Horner St	Limit the number of baby strollers to 2 a bus or have them fold them up. Do away with cash; have them buy tokens or bus passes.
225	14 - Moxham-Horner St	Some drivers do not wait until seated before moving. Also, if not already - a practice course before passengers may help. Buses definitely with more seating.
227	14 - Moxham-Horner St	The new bus drivers need training on talking and handling people.
230	14 - Moxham-Horner St	Very nice to ride.
235	14 - Moxham-Horner St	Great employees & service.
236	14 - Moxham-Horner St	I like it.
237	14 - Moxham-Horner St	Great service :)
238	14 - Moxham-Horner St	Longer weekend hours on Saturday and Sunday
239	14 - Moxham-Horner St	Extremely satisfied with everything that may be offered.
240	14 - Moxham-Horner St	Veterans should ride for free
242	14 - Moxham-Horner St	Would like more buses on the Ebensburg route. Also, bus service on Sundays.
243	14 - Moxham-Horner St	Sometimes overlooked at stop.
245	14 - Moxham-Horner St	Sunday needs more buses. Extend hours.
249	15 - Oakhurst	Too many strollers and carts on at one time.
252	15 - Oakhurst	Thank you.
262	15 - Oakhurst	I would like the Ebensburg bus to run more often and later. And on Sundays
263	15 - Oakhurst	Very reliable
270	15 - Oakhurst	Extended hours on weekends will be great!!
272	15 - Oakhurst	Have access to Mifi on buses
275	15 - Oakhurst	I enjoy riding bus to town.
276	15 - Oakhurst	Would like to see bus 17 connect to other buses more often.
279	15 - Oakhurst	Ebensburg buses need to be longer hours and on weekends.
281	15 - Oakhurst	You are doing a good job.
282	15 - Oakhurst	You do a great job
284	15 - Oakhurst	Add Sunday on #20

Survey Serial Number	Route	Open-Ended Comments
285	15 - Oakhurst	Do a great job
286	15 - Oakhurst	Very friendly
287	15 - Oakhurst	Bus drivers need to get a backbone and not allow anyone black or white to be extremely loud, rude, & disruptive and use profanity. Make everyone push on the strip or pull the string to get off, not "Let me off here"...!!!!!!
293	15 - Oakhurst	Cleanliness is always the issue!
294	15 - Oakhurst	Good job!
296	15 - Oakhurst	Bus drivers are extremely rude!
298	15 - Oakhurst	There needs to be a shelter at 10th/Broad - lots of people in building C ride the bus.
299	15 - Oakhurst	Stop taking my daughter's student pass!!! Thank you.
300	15 - Oakhurst	Ban Baby strollers
303	15 - Oakhurst	All of the bus drives are always nice and the woman inside the information store at the terminal is always pleasant and helpful.
306	15 - Oakhurst	Give Veterans their free bus rides again.
309	15 - Oakhurst	Some bus drivers can be more friendly - don't have to be so mean.
310	15 - Oakhurst	The buses need to be cleaned more often. People do carry bedbugs in the bus. Please keep the buses clean!!!
313	15 - Oakhurst	Be on time and be fair and put the bus fare back to \$1.50.
320	15 - Oakhurst	Have buses on holidays
321	15 - Oakhurst	More late buses when something is going on. Connector Thunder Valley; baseball games at Point Stadium.
322	15 - Oakhurst	Would like to see buses extended for weekend concerts or events.
323	15 - Oakhurst	Extend on weekends
324	15 - Oakhurst	Drivers need to be friendlier.
336	15 - Oakhurst	Good service
341	16 - Prospect	Keep up the good work
342	16 - Prospect	All the bus drivers are amazing and very friendly.
343	16 - Prospect	It would be nice if they ran longer on weekends
349	16 - Prospect	Keep up the good work!!
350	16 - Prospect	Keep up the good work
354	16 - Prospect	Great service. Keep up the good work!
355	17 - Scalp Ave	Please extend #13 hours
359	17 - Scalp Ave	Other than Windber routes, I'm happy
371	17 - Scalp Ave	Suggestion: Could a shuttle be utilized from Coopersdale homes to either; market in the west end?
373	17 - Scalp Ave	Mr. Cernic Best driver
379	17 - Scalp Ave	Someone complains because I have even one bag on my chair
380	17 - Scalp Ave	No, thank you for your service.
394	17 - Scalp Ave	It's better than owning a car

Survey Serial Number	Route	Open-Ended Comments
395	17 - Scalp Ave	Took away veterans pass
399	17 - Scalp Ave	The bus drivers need to be more understanding for people that just moved here.
400	17 - Scalp Ave	I shouldn't have to pay for my newborn to get on the bus.
402	17 - Scalp Ave	CamTran is always on-time.
403	17 - Scalp Ave	I've had to walk home because the last bus coming from Scalp was running late and then would not call the other buses to wait.
410	17 - Scalp Ave	Need Veterans free pass
415	18 - Downtown Shuttle	Most of the bus drivers are very kind and friendly. There are a couple nasty Nancy's, but what are you gona' do.
417	18 - Downtown Shuttle	Keep up the good.
418	18 - Downtown Shuttle	I would be grateful if the bathroom would be open on Sundays while the buses are running. Lots of times I work Sundays and it's difficult to hold it until I get home.
419	19 - Southmont	Very nice service
428	20 - Westmont-Browns-town	Our bus runs every 2 hours. Very hard to spend 2 hours in town - no stores to go to besides Rite Aid. Have to go to Hospital & Doctors Office; spend too much time.
429	20 - Westmont-Browns-town	Need to put Brownstown back to the old hours. I spend 2 hours every day waiting to get home with this new one that you are using now. Try sitting in the heat or snow waiting - it's not fun.
434	21 - Windber	I would love for you guys to have longer hours on the weekends for more convenience.
435	21 - Windber	Thanks for your service.
436	30 - Ebensburg-Johnstown	The only issue I have is no transport Sundays for church (#30)
438	30 - Ebensburg-Johnstown	Route 30: Make Tony employee of the month!
439	30 - Ebensburg-Johnstown	Please extend your weekend routes and please keep all the routes the same at night as it is in the day routes (like the 17 route up Bedford St.)
444	30 - Ebensburg-Johnstown	I would like to see more trips to the Altoona malls, trips to amusement parks.
448	30 - Ebensburg-Johnstown	Would like buses to run the same on Saturdays and Sundays
449	30 - Ebensburg-Johnstown	Kind and courteous service
454	30 - Ebensburg-Johnstown	Drivers are great, communicate well & treat riders great. DRC afternoon riders make want to stop riding. Drop DRC and Franklin destinations.
455	30 - Ebensburg-Johnstown	Great friendly drivers on route 30
457	31 - Patton-Hastings-N. Cambria-Ebensburg	More frequent runs on weekends would be nice.
463	33 - Ebensburg-Portage-Cresson	Everything's good! :)
465	35 - Patton-Hastings-N. Cambria-Ebensburg	The drivers are very helpful and polite.

Survey Serial Number	Route	Open-Ended Comments
466	36 - Ebensburg to Altoona	Park & Ride EBS Center: Travelling Rt22W waiting to cross Rt22E, drivers sometimes turn wheel to the left. Bus will be pushed into oncoming traffic if hit from rear.
467	36 - Ebensburg to Altoona	Make the Cresson stop on Run 164 a Reserve a Ride or call only stop. Rarely do we pick anyone up in the morning on our way to Altoona.
468	36 - Ebensburg to Altoona	I don't know if they are cleaned every day, but if so, there shouldn't be a reason for a cigarette butt to be missed 3 days in a row.
469	36 - Ebensburg to Altoona	It would be nice to have a day(s) added to the 31 day pass where a free-day promotion is offered.
470	33 - Ebensburg-Portage-Cresson	To continue providing good service
472	33 - Ebensburg-Portage-Cresson	To continue providing good service

Appendix C – Question 19 Responses

Survey Serial Number	Route	Response
3	07 - Coopersdale	Altoona, Greensburg
4	07 - Coopersdale	Altoona, Greensburg
8	07 - Coopersdale	More buses to Westmont
9	07 - Coopersdale	More bus
11	07 - Coopersdale	Not sure
12	17 - Scalp Ave	Clayton Dr.
13	07 - Coopersdale	More to the Walmart and hospitals.
14	07 - Coopersdale	Altoona
15	07 - Coopersdale	More bus hours 6 am to 12 am
18	09 - Walmart-Galleria	Any
19	09 - Walmart-Galleria	Animal Jacks
25	09 - Walmart-Galleria	Menoher Blvd
27	09 - Walmart-Galleria	Somerset PA
38	09 - Walmart-Galleria	Have more hours on the weekends.
42	09 - Walmart-Galleria	Conemaugh Boro Drivers License Center
53	09 - Walmart-Galleria	Windber evening stops
64	10 - Dale-Solomon	Davidsville
67	10 - Dale-Solomon	Wish there was a way to go into Davidsville, Hollsopple. Some of those do have a Johnstown address.
69	11 - Galleria-Walmart	Home Depot
77	11 - Galleria-Walmart	Roxbury
79	11 - Galleria-Walmart	Good.
80	11 - Galleria-Walmart	To the DMV
81	11 - Galleria-Walmart	More bus service on Sunday
82	11 - Galleria-Walmart	More hours on Sunday.
91	11 - Galleria-Walmart	Good
92	11 - Galleria-Walmart	Good
99	11 - Galleria-Walmart	All
103	11 - Galleria-Walmart	Longer hours
105	11 - Galleria-Walmart	Aldi's, Perkins
106	11 - Galleria-Walmart	Chandler Ave
116	11 - Galleria-Walmart	Longer hours on weekends
130	12 - Hystone-Westwood	Just stay the same.
132	12 - Hystone-Westwood	Maybe extend some hours longer
133	12 - Hystone-Westwood	DMV
135	12 - Hystone-Westwood	Please extend hours especially on the weekend.
139	12 - Hystone-Westwood	I don't have any one destination.
142	12 - Hystone-Westwood	Camoset Village
145	12 - Hystone-Westwood	Home Depot, Lowes
150	12 - Hystone-Westwood	South Fork

Survey Serial Number	Route	Response
152	12 - Hystone-Westwood	Lorian Boro
153	12 - Hystone-Westwood	Ligonier, Altoona
154	12 - Hystone-Westwood	More runs on the weekends for Scalp Ave. Thank you.
155	12 - Hystone-Westwood	More on the weekend
157	12 - Hystone-Westwood	I don't know
161	12 - Hystone-Westwood	Upper west end, close to Sunoco
162	12 - Hystone-Westwood	Out of town / Pittsburgh, State College
168	13 - Arbutus-Belmont	Somerset County
172	13 - Arbutus-Belmont	Conemaugh Boro
174	13 - Arbutus-Belmont	Rt 9 - 11 - 17 on Sundays more
179	13 - Arbutus-Belmont	Lowes
181	13 - Arbutus-Belmont	Salix
183	13 - Arbutus-Belmont	Rivers Casino, Pittsburgh PA
186	14 - Moxham-Horner St	Old Conamaugh
192	14 - Moxham-Horner St	Bus to Home Depot and Lowes
196	14 - Moxham-Horner St	Trip to Camoset Village same as Riverside, not every other hour.
198	14 - Moxham-Horner St	Brethern Home Windber
205	14 - Moxham-Horner St	Any
212	14 - Moxham-Horner St	You're good
216	14 - Moxham-Horner St	Walters Ave
217	14 - Moxham-Horner St	Lowes
221	14 - Moxham-Horner St	Greenhouse Park
227	14 - Moxham-Horner St	Humane Society; Lowes
230	14 - Moxham-Horner St	It goes pretty much everywhere I need to go.
231	14 - Moxham-Horner St	PennDOT
233	14 - Moxham-Horner St	PennDOT
234	14 - Moxham-Horner St	IDK (I don't know.)
239	14 - Moxham-Horner St	Lighthouse Medical
243	14 - Moxham-Horner St	Portage
245	14 - Moxham-Horner St	Belmont
248	15 - Oakhurst	Altoona
250	15 - Oakhurst	Altoona, Greensburg
253	15 - Oakhurst	Home Depot, Goodwill in Richland
255	15 - Oakhurst	Not sure
256	15 - Oakhurst	Belmont
265	15 - Oakhurst	Altoona
266	15 - Oakhurst	Add 12 am
275	15 - Oakhurst	East Conemaugh Boro, Franklin Boro

Survey Serial Number	Route	Response
276	15 - Oakhurst	Goodwill on Eisenhower Blvd.
278	15 - Oakhurst	More stop to Jari Drive
281	15 - Oakhurst	Somerset
291	15 - Oakhurst	St. Treses
298	15 - Oakhurst	DMV
307	15 - Oakhurst	Home Depot, Driver Ed, Lowes
310	15 - Oakhurst	Restore service to Lorain Boro, so I can go to picnics at Lorain Park.
311	15 - Oakhurst	West end of Johnstown
314	15 - Oakhurst	Lowes
315	15 - Oakhurst	Weekend rides
317	15 - Oakhurst	More seats
318	15 - Oakhurst	Patton, Portage (if they don't already)
322	15 - Oakhurst	Goodwill on Eisenhower Blvd, Home Depot and Lowes
332	15 - Oakhurst	Portage
334	15 - Oakhurst	Nanty-Glo, Windber
340	16 - Prospect	Not sure
344	16 - Prospect	Nothing
348	16 - Prospect	Altoona, PA
358	17 - Scalp Ave	Pinecrest Estates
359	17 - Scalp Ave	Windber have a few at evening
361	17 - Scalp Ave	More hours on Sunday
374	17 - Scalp Ave	More of Windber-E
375	17 - Scalp Ave	More of Windber and Ebensburg
378	17 - Scalp Ave	Geistown, Cloverleaf
381	17 - Scalp Ave	Extra routes on Ebensburg route
382	17 - Scalp Ave	Southmont Blvd
385	17 - Scalp Ave	Iron St., West End
391	17 - Scalp Ave	Somerset
392	17 - Scalp Ave	Park Hill
393	17 - Scalp Ave	Aldis
399	17 - Scalp Ave	No fare for kids under 2
400	17 - Scalp Ave	No bus fare for kids who can't walk
403	17 - Scalp Ave	Somerset, Walmart
412	17 - Scalp Ave	PennDOT
419	19 - Southmont	Cambria County Airport
426	20 - Westmont-Brownstown	South Fork, Summerhill
427	20 - Westmont-Brownstown	Altoona, Greensburg

Survey Serial Number	Route	Response
438	30 - Ebensburg-Johnstown	Bon Air, Daisytown
439	30 - Ebensburg-Johnstown	Mineral Point
441	30 - Ebensburg-Johnstown	Sunday to R. 30
443	30 - Ebensburg-Johnstown	Conemaugh on Sunday
444	30 - Ebensburg-Johnstown	Graystone, Ebensburg, YPCC, More trips to Malls, etc.
446	30 - Ebensburg-Johnstown	Altoona, Ligonier
447	30 - Ebensburg-Johnstown	Nanty-Glo on weekends
453	30 - Ebensburg-Johnstown	Extra hours on weekend
457	31 - Patton-Hastings-N. Cambria-Ebensburg	Planet Fitness
468	36 - Ebensburg to Altoona	Hollidaysburg, More Altoona