



Transportation Survey Results

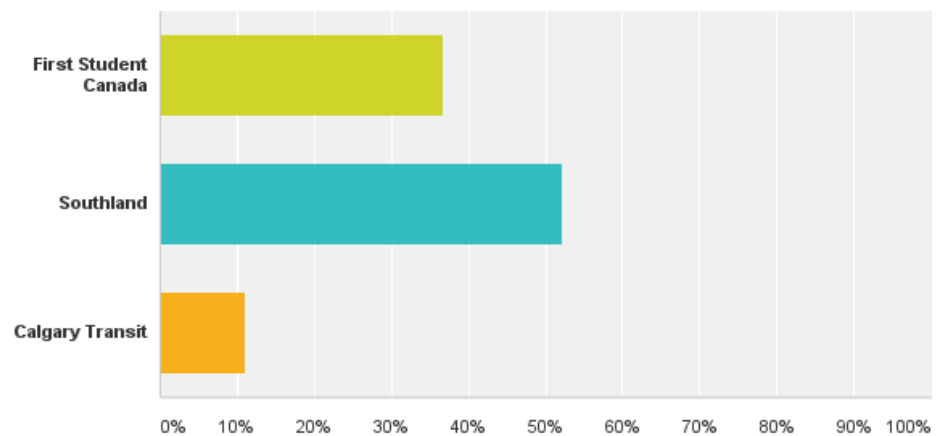
Question #1: Who is your service provider?

Reponses: Answered: 2,421 Skipped: 93

- First Student Canada: 35%
- Southland Transportation: 55%
- Calgary Transit: 15%

Q1 Who is your service provider?

Answered: 2,421 Skipped: 93



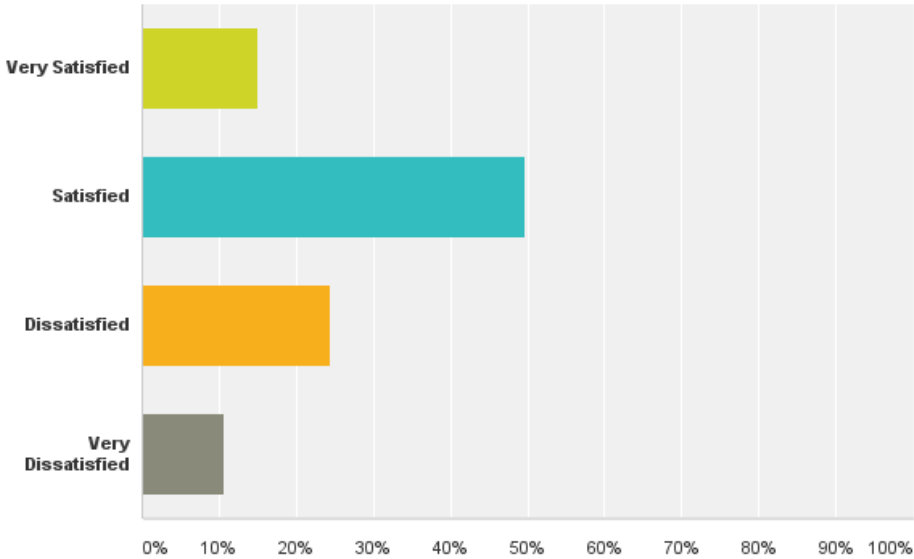
Question #2: How satisfied are you with service provided by the carriers, generally?

Reponses: Answered: 2,512 Skipped: 2

- Very Satisfied: 15%
- Satisfied: 50%
- Dissatisfied: 25%
- Very Dissatisfied: 10%

Q2 How satisfied are you with service provided by the carriers, generally?

Answered: 2,512 Skipped: 2



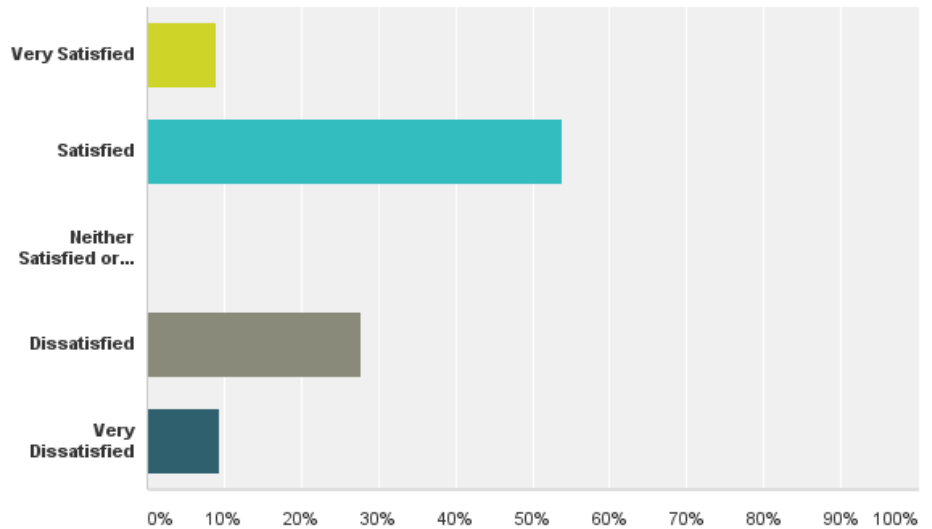
Question #3: How satisfied are you with the service from the CBE Transportation Department, generally?

Reponses: Answered: 2,416 Skipped: 98

- Very Satisfied: 10%
- Satisfied: 55%
- Dissatisfied: 25%
- Very Dissatisfied: 10%

Q3 How satisfied are you with the service from the CBE Transportation Department generally?

Answered: 2,416 Skipped: 98



Question #4: How do you feel about the value that you receive for transportation service at \$1.83/day?

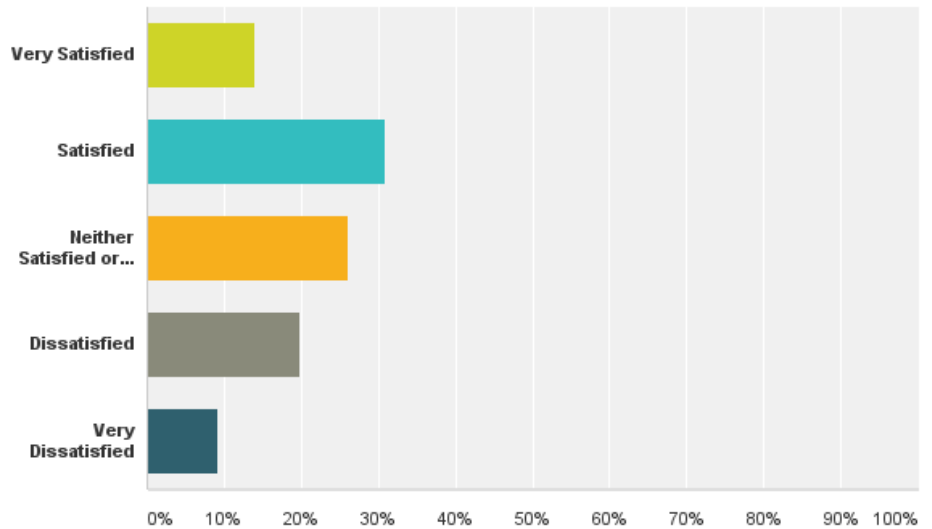
Reponses: Answered: 2,416 Skipped: 98

- Very Satisfied: 15%
- Satisfied: 35%
- Neither Satisfied or Dissatisfied: 25%
- Dissatisfied: 20%
- Very Dissatisfied: 10%



Q4 How do you feel about the value that you receive for transportation service at \$1.83 per day?

Answered: 2,416 Skipped: 98



Question #5: What school does your child attend?

Reponses: Answered: 2175 Skipped: 339

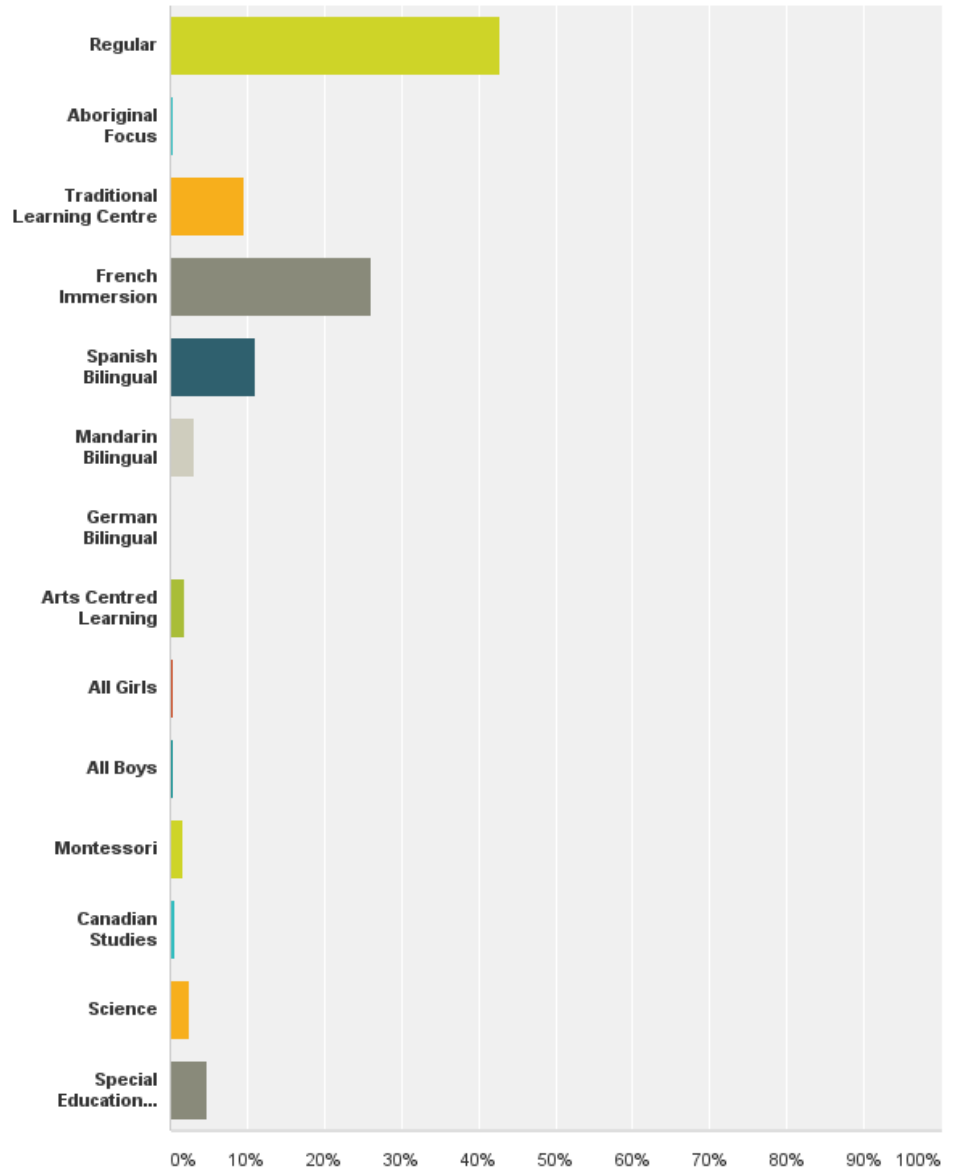
Question #6: What program does your child attend?

Reponses: Answered: 2,421 Skipped: 93

- Regular Program: 43%
- French Immersion: 26%
- Spanish Bilingual: 11%
- TLC: 10%
- Other Programs: 10%

Q6 What program does your child attend?

Answered: 2,098 Skipped: 416



Question #7: What route is your child on?

Reponses: Answered: 1938 Skipped: 576

Question #8: Is there anything you would like to share with us?

The following is a breakdown of themes from the feedback we received:

- Route design (985 responses)
 - Routes are too long
 - Stop location is not convenient
 - Buses are too crowded
- Service delays (919 responses)
- Bus driver (678 responses)
 - The bus driver is valued and appreciated
 - When the bus driver changes there is a negative impact on service
 - The bus driver is not meeting expectations
 - Pay drivers more to attract more drivers
- Fees (200 responses)
 - The fee is too expensive for the service we receive
 - I would pay more for better service
 - Payment is due with the contract in June, but cheques are not cashed until October
 - The rebate process is inconvenient and slow
- Communication issues (159 responses)
 - Delays are not being communicated accurately or in a timely manner
 - Complaints are not being addressed in a timely manner
 - Dispatch is not able to effectively communicate with bus drivers
- Student management (58 responses)
 - Student behaviour is not being addressed by the driver
 - The bus driver manages the students well
 - Bus drivers require more training in student management
- Vehicle maintenance (45 responses)