Transportation Survey Goals

New Haven Area Respondents

• To determine patrons preferences related to start and end times of schools
• To assess our parents opinions in matters related to safety and customer service
• To gather area specific information
New Haven Area Survey Statistics

• Direct emails with survey link were sent to the parents of EACS students
• School newsletters published survey instructions
• Media coverage to inform general public of survey
• Survey was open for 30 days
• 303 surveys returned indicating children currently attending a New Haven Area school
New Haven Area: Makeup of Respondents To Survey

- EACS Parent/Guardian of student(s) who attend an East Allen school, 297, 98%
- EACS Employee and Parent, 5, 2%
- Other, 1, 0%

303 responses to this question
New Haven Area: What is your preference for STARTING times for ELEMENTARY students (grades K-6)?

<table>
<thead>
<tr>
<th>Time</th>
<th>Responses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30:00 AM</td>
<td>9</td>
<td>3%</td>
</tr>
<tr>
<td>8:00:00 AM</td>
<td>101</td>
<td>33%</td>
</tr>
<tr>
<td>8:15:00 AM</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>8:30:00 AM</td>
<td>75</td>
<td>25%</td>
</tr>
<tr>
<td>9:00:00 AM</td>
<td>41</td>
<td>14%</td>
</tr>
<tr>
<td>Does not matter</td>
<td>69</td>
<td>23%</td>
</tr>
<tr>
<td>Don't know</td>
<td>6</td>
<td>2%</td>
</tr>
<tr>
<td>N/A</td>
<td>1</td>
<td>0%</td>
</tr>
</tbody>
</table>
New Haven Area: What is your preference for ENDING times for ELEMENTARY students (grades K-6)?

303 responses to this question
New Haven Area: What is your preference for STARTING times for SECONDARY students (grades 7-12)?

302 responses to this question

- Does not matter: 20%, 60 responses
- Don't know: 4%, 13 responses
- Other: 0%, 1 response
- 7:30:00 AM: 20%, 60 responses
- 7:45:00 AM: 1%, 4 responses
- 8:00:00 AM: 43%, 128 responses
- 8:30:00 AM: 10%, 31 responses
- 9:00:00 AM: 9%, 26 responses

Legend:
- Blue: Does not matter
- Red: Don't know
- Green: Other
- Purple: 7:30:00 AM
- Cyan: 7:45:00 AM
- Orange: 8:00:00 AM
- Brown: 8:30:00 AM
- Yellow: 9:00:00 AM
- White: (blank)
New Haven Area: What is your preference for ENDING times for SECONDARY students (grades 7-12)?

300 responses to this question

- 3:10:00 PM, 104, 35%
- 2:40:00 PM, 74, 25%
- 2:10:00 PM, 25, 8%
- 3:40:00 PM, 39, 13%
- Does not matter, 44, 15%
- Don't know, 13, 4%
- 3:30:00 PM, 1, 0%
New Haven Area: Which statement best describes your belief? Elementary (K-6) versus Secondary (7-12) start and end times

298 responses to this question

- All grades start and end their school day at the same time: 92, 31%
- Elementary (K-6) start after and end before secondary (7-12): 106, 36%
- The elementary grades (K-6) start and end their school day before the secondary grades (7-12): 49, 16%
- The secondary grades (7-12) start and end their school day before the elementary grades (K-6): 10, 3%
- Does not matter: 33, 11%
- Don't know: 6, 2%
- Other: 2, 1%
- Blank: 1, 0.3%
New Haven Area: Which statement best describes your belief? Primary (K-2 or K-3) versus Intermediate (3-5 or 4-6) start and end times

291 responses to this question

- **Does not matter**: 66, 23%
- **Don't know**: 30, 10%
- **Grades 3-5 or 4-6 (intermediate) start and end their school day before grades K-2 or K-3 (primary)**: 24, 8%
- **Grades K-2 or K-3 (primary) start and end their school day before grades 3-5 or 4-6 (intermediate)**: 20, 7%
- **Grades K-5 or K-6 (primary and intermediate) start and end their school day at the same time**: 143, 49%
- **Other**: 8, 3%

(Blank)
New Haven Area: What grade levels are appropriate to ride on the same bus at the same time?

643 responses to this question, people may select more than one response
New Haven Area: If you have or have had children attending two different schools, which do you prefer?

278 responses to this question

- Ride the same bus at the same time, 162, 58%
- Ride separate buses being picked up about the same time, 71, 26%
- Ride separate buses being picked up at different times, 34, 12%
- Does Not Matter, 3, 1%
- Other, 8, 3%
- (blank)
New Haven Area: Is it acceptable for my child to transfer buses to get to and from school?

209 responses to this question

- Agree, 51, 25%
- Disagree, 55, 26%
- Neither agree nor disagree, 41, 20%
- Strongly agree, 11, 5%
- Strongly disagree, 51, 24%
New Haven Area: How do your children get TO school?

302 responses to this question

- Bus rider: 143 responses (47%)
- Bus rider and car rider: 57 responses (19%)
- Carpool: 4 responses (1%)
- Walks or bikes, car rider: 20 responses (7%)
- Driven by parent/adult/student: 78 responses (26%)

Legend:
- Blue: Bus rider
- Red: Bus rider and car rider
- Green: Carpool
- Purple: Walks or bikes, car rider
- Light blue: Driven by parent/adult/student
New Haven Area: How do your children get FROM school?

302 responses to this question

- Bus rider: 143, 47%
- Bus rider and car rider: 54, 18%
- Bus rider, Walks or bikes: 3, 1%
- Carpool: 7, 2%
- Driven by parent/adult/student: 95, 32%
New Haven Area: If you do not use the bus service, what are the reasons?

- Before or after school activities: 30 (12%)
- Bus Behavior: 33 (14%)
- Bus safety concerns: 23 (9%)
- Ride too long: 45 (19%)
- Personal preference: 37 (15%)
- AM pickup time does not fit schedule: 26 (11%)
- PM drop off time does not fit schedule: 18 (7%)
- Bus arrival time inconsistent: 6 (2%)
- Not eligible to ride: 21 (9%)
- Other: 4 (2%)

243 responses to this question, people may select more than one response.
Perceptions of Bus Arrival Times

• If the bus comes within a 1 to 5 minute window, 2 to 3 times a week....
  – 70 % of respondents call this “On Time”
  – 30 % of respondents call this “Late” or “Unpredictable”

• If the bus comes within a 6 to 10 minute window, 2 to 3 times a week....
  – 31 % of respondents call this “On Time”
  – 69 % of respondents call this “Late” or “Unpredictable”

• If the bus comes later than a 10 minute window, 2 to 3 times a week....
  – 23 % of respondents call this “On Time”
  – 77 % of respondents call this “Late” or “Unpredictable”

Note: Percentages are based on all responses
Perceptions of Bus Arrival Times

• If the bus comes within a 1 to 5 minute window, 4 to 5 times a week....
  – 88% of respondents call this “On Time”
  – 12% of respondents call this “Late” or “Unpredictable”

• If the bus comes within a 6 to 10 minute window, 4 to 5 times a week....
  – 38% of respondents call this “On Time”
  – 62% of respondents call this “Late” or “Unpredictable”

• If the bus comes later than a 10 minute window, 4 to 5 times a week....
  – 23% of respondents call this “On Time”
  – 77% of respondents call this “Late” or “Unpredictable”

Note: Percentages are based on all responses
New Haven Area: Do You Consider Your Child’s Bus Arrival to Be On Time?

210 responses to this question

- On Time, 165, 79%
- Unpredictable, 36, 17%
- Late, 9, 4%
- (blank)
New Haven Area: Was the letter you received before the start of the school year with bus information accurate?

210 responses to this question

- Agree, 94, 45%
- Disagree, 41, 19%
- Neither agree nor disagree, 15, 7%
- Strongly agree, 39, 19%
- Strongly disagree, 13, 6%
- Did not receive one, 8, 4%
New Haven Area: My student's bus drivers are safe.

209 responses to this question

- Agree, 108, 52%
- Disagree, 12, 6%
- Neither agree nor disagree, 44, 21%
- Strongly agree, 40, 19%
- Strongly disagree, 5, 2%
New Haven Area: My student's bus drivers are courteous.

208 responses to this question

- Agree, 92, 44%
- Disagree, 19, 9%
- Neither agree nor disagree, 59, 29%
- Strongly agree, 34, 16%
- Strongly disagree, 4, 2%

Legend:
- Agree
- Disagree
- Neither agree nor disagree
- Strongly agree
- Strongly disagree
New Haven Area: I feel my child is safe on the bus.

208 responses to this question

- **Agree, 123, 59%**
- **Disagree, 10, 5%**
- **Neither agree nor disagree, 41, 20%**
- **Strongly agree, 25, 12%**
- **Strongly disagree, 9, 4%**
New Haven Area: The transportation staff enforces disciplinary rules appropriately

208 responses to this question

- Agree, 79, 38%
- Neither agree nor disagree, 68, 33%
- Disagree, 29, 14%
- Strongly agree, 23, 11%
- Strongly disagree, 9, 4%
New Haven Area: When I contact the transportation office, I receive accurate information.

- Agree, 84, 41%
- Neither agree nor disagree, 72, 35%
- Strongly agree, 22, 10%
- Strongly disagree, 14, 7%
- Disagree, 14, 7%

206 responses to this question
New Haven Area: Overall, I am satisfied with my student's school bus transportation.

207 responses to this question

- Agree, 119, 57%
- Disagree, 26, 13%
- Neither agree nor disagree, 30, 15%
- Strongly agree, 19, 9%
- Strongly disagree, 13, 6%