

Bishop Fixed Route Survey Results

Please rate your satisfaction with the following on a scale of 1 to 10 with 10 being best:

	1	2	3	4	5	6	7	8	9	10	No Responses	Total Number of Responses
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Hours of service	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	1	0	0	1	2	2	0	5	4	10	13	38
Percentage	2.63%	0.00%	0.00%	2.63%	5.26%	5.26%	0.00%	13.16%	10.53%	26.32%	34.21%	100.00%

Cost to ride	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	1	0	0	1	2	0	1	4	2	15	12	38
Percentage	2.63%	0.00%	0.00%	2.63%	5.26%	0.00%	2.63%	10.53%	5.26%	39.47%	31.58%	100.00%

Convenience	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	6	1	0	6	3	9	13	38
Percentage	0.00%	0.00%	0.00%	0.00%	15.79%	2.63%	0.00%	15.79%	7.89%	23.68%	34.21%	100.00%

On-Time Arrival	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	1	1	2	2	3	4	12	13	38
Percentage	0.00%	0.00%	0.00%	2.63%	2.63%	5.26%	5.26%	7.89%	10.53%	31.58%	34.21%	100.00%

Driver Courtesy	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	1	0	2	1	22	12	38
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	2.63%	0.00%	5.26%	2.63%	57.89%	31.58%	100.00%

Bus stop locations	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	1	1	4	3	4	4	8	13	38
Percentage	0.00%	0.00%	0.00%	2.63%	2.63%	10.53%	7.89%	10.53%	10.53%	21.05%	34.21%	100.00%

Comfort and Cleanliness of vehicles	1	2	3	4	5	6	7	8	9	10	no answer	
Total # of Responses	0	0	0	0	0	2	0	3	6	15	11	37
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	5.41%	0.00%	8.11%	16.22%	40.54%	29.73%	100.00%

Availability of route information	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	2	1	1	0	5	4	13	12	38
Percentage	0.00%	0.00%	0.00%	5.26%	2.63%	2.63%	0.00%	13.16%	10.53%	34.21%	31.58%	100.00%

What is the distance to the FR stop you use most often	1 block	2-3 blocks	1/2 mile	>1/2 mile	don't know	No Answer	Total
Total # of Responses	8	5	0	7	2	16	38
Percentage	21.05%	13.16%	0.00%	18.42%	5.26%	42.11%	100.00%

Would you recommend Fixed Route to a friend	1	2	3	4	5	6	7	8	9	10	no answer	TOTAL
Total # of Responses	0	1	0	0	4	1	2	3	2	12	13	38
Percentage	0.00%	2.63%	0.00%	0.00%	10.53%	2.63%	5.26%	7.89%	5.26%	31.58%	34.21%	100.00%

Bishop Dial-A-Ride Survey Results

Please rate your satisfaction with the following on a scale of 1 to 10 with 10 being best:

	1	2	3	4	5	6	7	8	9	10	No Responses	Total
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Hours of Service	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	1	0	1	1	3	1	7	4	15	7	40
Percentage	0.00%	2.50%	0.00%	2.50%	2.50%	7.50%	2.50%	17.50%	10.00%	37.50%	17.50%	100.00%

Cost to ride	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	2	1	0	9	2	20	6	40
Percentage	0.00%	0.00%	0.00%	0.00%	5.00%	2.50%	0.00%	22.50%	5.00%	50.00%	15.00%	100.00%

On-time arrival	1	2	3	4	5	6	7	8	9	10	No Responses	
Total # of Responses	0	0	0	3	1	1	2	5	9	13	6	40
Percentage	0.00%	0.00%	0.00%	7.50%	2.50%	2.50%	5.00%	12.50%	22.50%	32.50%	15.00%	100.00%

Driver courtesy	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	1	0	0	2	3	29	5	40
Percentage	0.00%	0.00%	0.00%	0.00%	2.50%	0.00%	0.00%	5.00%	7.50%	72.50%	12.50%	100.00%

Driver Assistance	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	0	3	3	27	7	40
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	7.50%	7.50%	67.50%	17.50%	100.00%

Driver's understanding of my needs	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	0	2	5	26	7	40
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	5.00%	12.50%	65.00%	17.50%	100.00%

Dispatch courtesy	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	1	1	1	3	4	22	8	40
Percentage	0.00%	0.00%	0.00%	0.00%	2.50%	2.50%	2.50%	7.50%	10.00%	55.00%	20.00%	100.00%

Availability of time requested	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	2	2	1	1	8	5	14	7	40
Percentage	0.00%	0.00%	0.00%	5.00%	5.00%	2.50%	2.50%	20.00%	12.50%	35.00%	17.50%	100.00%

How easy was it for you to make a reservation	1	2	3	4	5	6	7	8	9	10	No Responses	Total
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Total # of Responses	0	0	0	0	1	3	1	6	7	15	7	40
Percentage	0.00%	0.00%	0.00%	0.00%	2.50%	7.50%	2.50%	15.00%	17.50%	37.50%	17.50%	100.00%

Comfort and Cleanliness of vehicles	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	1	0	1	12	19	7	40
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	2.50%	0.00%	2.50%	30.00%	47.50%	17.50%	100.00%

Would you recommend Dial-A-Ride Service to a friend	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	2	0	4	3	25	6	40
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	5.00%	0.00%	10.00%	7.50%	62.50%	15.00%	100.00%

	YES	NO
Do you have a cell phone?	24	15
	61.54%	38.46%

	YES	NO
Do you have internet service?	11	28
	28.21%	71.79%

	YES	NO
Have you ever visited our website easternsierratransit.com?	3	36
	7.69%	92.31%

WALKER DIAL-A-RIDE

Please rate your satisfaction with the following on a scale of 1 to 10 with 10 being best:

	1	2	3	4	5	6	7	8	9	10	No Responses	Total
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Hours of service	1	2	3	4	5	6	7	8	9	10	no response	Total
Total # of Responses	0	0	0	0	0	0	0	0	0	4	0	4
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%

Cost to ride	1	2	3	4	5	6	7	8	9	10	no response	Total
Total # of Responses	0	0	0	0	0	0	2	0	1	1	0	4
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	25.00%	25.00%	0.00%	100.00%

On-time arrival	1	2	3	4	5	6	7	8	9	10	no response	Total
Total # of Responses	0	0	0	0	0	0	0	0	0	4	0	4
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%

Driver courtesy	1	2	3	4	5	6	7	8	9	10	no response	Total
Total # of Responses	0	0	0	0	0	0	0	0	0	4	0	4
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%

Driver assistance	1	2	3	4	5	6	7	8	9	10	no response	Total
Total # of Responses	0	0	0	0	0	0	0	0	0	4	0	4
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%

Driver's understanding of my needs	1	2	3	4	5	6	7	8	9	10	no response	Total
Total # of Responses	0	0	0	0	0	0	0	0	0	4	0	4
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%

Availability of information	1	2	3	4	5	6	7	8	9	10	no response	Total
Total # of Responses	0	0	0	0	0	0	0	0	0	4	0	4
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%

Availability of time requested	1	2	3	4	5	6	7	8	9	10	no response	Total
Total # of Responses	0	0	0	0	0	0	0	0	1	3	0	4
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	25.00%	75.00%	0.00%	100.00%

How easy was it for you to make a reservation	1	2	3	4	5	6	7	8	9	10	no response	Total
Total # of Responses	0	0	0	0	0	0	0	0	0	4	0	4
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%

Comfort and Cleanliness of vehicles	1	2	3	4	5	6	7	8	9	10	no response	Total
Total # of Responses	0	0	0	0	0	0	0	0	0	4	0	4
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%

Would you recommend Dial-A-Ride service to a friend?	1	2	3	4	5	6	7	8	9	10	no response	Total
Total # of Responses	0	0	0	0	0	0	0	0	0	4	0	4
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%

Do you have Internet access?	Yes	No
		4
		100.00%

Have you ever visited our website	Yes	No
		4
		100.00%

Do you have a cell phone? YES / NO	Yes	No
		4
		100.00%

Lone Pine DIAL-A-RIDE

Please rate your satisfaction with the following on a scale of 1 to 10 with 10 being best:

	1	2	3	4	5	6	7	8	9	10	No Responses	Total
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Hours of service											No Responses	Total
Total # of Responses	0	0	0	0	2	0	2	9	4	11	0	28
Percentage	0.00%	0.00%	0.00%	0.00%	7.14%	0.00%	7.14%	32.14%	14.29%	39.29%	0.00%	100.00%
Cost to ride											No Responses	Total
Total # of Responses	0	0	0	1	1	1	2	1	3	13	0	22
Percentage	0.00%	0.00%	0.00%	4.55%	4.55%	4.55%	9.09%	4.55%	13.64%	59.09%	0.00%	100.00%
On-time arrival											No Responses	Total
Total # of Responses	0	0	0	0	0	0	0	1	4	17	0	22
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	4.55%	18.18%	77.27%	0.00%	100.00%
Driver courtesy											No Responses	Total
Total # of Responses	0	0	0	0	0	0	1	0	1	20	0	22
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	4.55%	0.00%	4.55%	90.91%	0.00%	100.00%

Driver assistance	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	0	1	0	21	0	22
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	4.55%	0.00%	95.45%	0.00%	100.00%
Driver's understanding of my needs	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	0	0	0	22	0	22
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%
Availability of information	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	2	1	3	16	0	22
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	9.09%	4.55%	13.64%	72.73%	0.00%	100.00%
Availability of time requested	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	1	2	3	14	2	22
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	4.55%	9.09%	13.64%	63.64%	9.09%	100.00%
How easy was it for you to make a reservation	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	0	2	1	18	1	22
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	9.09%	4.55%	81.82%	4.55%	100.00%
Comfort and Cleanliness of vehicles	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	1	0	2	17	2	22
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	4.55%	0.00%	9.09%	77.27%	9.09%	100.00%
Would you recommend Dial-A-Ride service to a friend?	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	0	0	0	22	0	22
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%

Do you have Internet access?	Yes	No	
	12	10	22
	54.55%	45.45%	

Have you ever visited our website	Yes	No	
	3	19	22
	13.64%	86.36%	

Do you have a cell phone? YES / NO	Yes	No	
	17	5	22
	77.27%	22.73%	

Bridgeport to Carson Summary

Please rate your satisfaction with the following on a scale of 1 to 10 with 10 being best:

	1	2	3	4	5	6	7	8	9	10	No Responses	Total
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	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Hours of service	1	2	3	4	5	6	7	8	9	10	0	5
Total # of Responses	0	1	0	0	0	1	0	0	1	2	0	5
Percentage	0.00%	20.00%	0.00%	0.00%	0.00%	20.00%	0.00%	0.00%	20.00%	40.00%	0.00%	100.00%

	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Cost to ride	1	2	3	4	5	6	7	8	9	10	0	5
Total # of Responses	1	0	0	0	0	1	1	1	0	1	0	5
Percentage	20.00%	0.00%	0.00%	0.00%	0.00%	20.00%	20.00%	20.00%	0.00%	20.00%	0.00%	100.00%

	1	2	3	4	5	6	7	8	9	10	No Responses	Total
On time arrival	1	2	3	4	5	6	7	8	9	10	0	5
Total # of Responses	0	0	0	0	0	1	0	1	0	3	0	5
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	20.00%	0.00%	20.00%	0.00%	60.00%	0.00%	100.00%

Driver assistance	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	1	2	0	2	0	5
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	20.00%	40.00%	0.00%	40.00%	0.00%	100.00%

Availability of information	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	0	0	0	5	0	5
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%

Comfort and cleanliness of vehicles	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	0	0	0	5	0	5
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%

Would you recommend this service to a friend	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	0	0	0	5	0	5
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%

On average, how many times per week do you ride this route	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	5	0	0	0	0	0	0	0	0	0	0	5
Percentage	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%

How do you pay your fare	per ride	10-punch	1 or 2 weeks	No Response	Total
Total # of Responses	4	1	0		1
Percentage	400.00%	100.00%	0.00%		100.00%

Do you have Internet access?	Yes	No	Have you visited our	Yes	No	have a cell	Yes	No	Text capable	Yes	No
Total # of Responses		5			5			5			5
Percentage		100			100			100			100

Lone Pine / Bishop Route Survey Summary

Please rate your satisfaction with the following on a scale of 1 to 10 with 10 being best:

	1	2	3	4	5	6	7	8	9	10	No Responses	Total
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Hours of service	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	2	0	0	3	4	3	1	4	9	0	26
Percentage	0.00%	7.69%	0.00%	0.00%	11.54%	15.38%	11.54%	3.85%	15.38%	34.62%	0.00%	100.00%

Cost to ride	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	1	0	3	2	2	6	3	2	2	5	0	26
Percentage	3.85%	0.00%	11.54%	7.69%	7.69%	23.08%	11.54%	7.69%	7.69%	19.23%	0.00%	100.00%

On time arrival	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	2	0	1	5	7	11	0	26
Percentage	0.00%	0.00%	0.00%	0.00%	7.69%	0.00%	3.85%	19.23%	26.92%	42.31%	0.00%	100.00%

Driver assistance	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	2	0	3	1	20	0	26
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	7.69%	0.00%	11.54%	3.85%	76.92%	0.00%	100.00%

Availability of information	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	4	2	4	16	0	26
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	15.38%	7.69%	15.38%	61.54%	0.00%	100.00%

Comfort and cleanliness of vehicles	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	2	0	1	0	4	5	13	1	26
Percentage	0.00%	0.00%	0.00%	7.69%	0.00%	3.85%	0.00%	15.38%	19.23%	50.00%	3.85%	100.00%

Would you recommend this service to a friend	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	2	0	0	0	0	1	6	17	0	26
Percentage	0.00%	0.00%	7.69%	0.00%	0.00%	0.00%	0.00%	3.85%	23.08%	65.38%	0.00%	100.00%

On average, how many times per week do you ride this route	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	7	1	4	2	3	1	0	1	0	4	3	26
Percentage	26.92%	3.85%	15.38%	7.69%	11.54%	3.85%	0.00%	3.85%	0.00%	15.38%	11.54%	100.00%

How do you pay your fare	per ride	10-punch	1 or 2 weeks	No Response
Total # of Responses	4	7	1	12
Percentage	33.33%	58.33%	8.33%	100.00%

Do you have Internet access?	Have you visited our		have a cell		Text capable			
	Yes	No	Yes	No	Yes	No		
	64.29%	35.71%	50.00%	50.00%	80.00%	20.00%	64.29%	35.71%

Mammoth Express Summary

Please rate your satisfaction with the following on a scale of 1 to 10 with 10 being best:

	1	2	3	4	5	6	7	8	9	10	No Responses	Total
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Hours of service	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	1	0	0	10	0	11
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	9.09%	0.00%	0.00%	90.91%	0.00%	100.00%

Cost to ride	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	1	0	2	3	2	3	0	11
Percentage	0.00%	0.00%	0.00%	0.00%	9.09%	0.00%	18.18%	27.27%	18.18%	27.27%	0.00%	100.00%

On time arrival	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	0	0	2	7	2	11
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	18.18%	63.64%	18.18%	100.00%

Driver assistance	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	0	0	0	10	1	11
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	90.91%	9.09%	100.00%

Availability of information	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	1	0	1	2	7	0	11
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	9.09%	0.00%	9.09%	18.18%	63.64%	0.00%	100.00%

Comfort and cleanliness of vehicles	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	1	0	2	0	2	6	0	11
Percentage	0.00%	0.00%	0.00%	0.00%	9.09%	0.00%	18.18%	0.00%	18.18%	54.55%	0.00%	100.00%

Would you recommend this service to a friend	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	0	0	1	10	0	11
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	9.09%	90.91%	0.00%	100.00%

On average, how many times per week do you ride this route	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	2	1	1	2	0	0	0	0	5	0	11
Percentage	0.00%	18.18%	9.09%	9.09%	18.18%	0.00%	0.00%	0.00%	0.00%	45.45%	0.00%	100.00%

How do you pay your fare	per ride	10-punch	1 or 2 week pass	No Responses	Total
Total # of Responses	4	2	5	0	11
Percentage	36.36%	18.18%	45.45%	0.00%	100.00%

Do you have Internet access?	Have you visited our		have a cell		Text capable	
	Yes	No	Yes	No	Yes	No
	9	13	6	16	14	8
	40.91%	59.09%	27.27%	72.73%	63.64%	36.36%

Benton Bishop Summary

Please rate your satisfaction with the following on a scale of 1 to 10 with 10 being best:

	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Hours of service	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	1	0	0	1	0	1	3

Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	33.33%	0.00%	0.00%	33.33%	0.00%	33.33%	100.00%
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Cost to ride	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	1	1	0	0	1	0	0	3
Percentage	0.00%	0.00%	0.00%	0.00%	33.33%	33.33%	0.00%	0.00%	33.33%	0.00%	0.00%	100.00%

On time arrival	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	1	0	0	1	1	1	0	4
Percentage	0.00%	0.00%	0.00%	0.00%	25.00%	0.00%	0.00%	25.00%	25.00%	25.00%	0.00%	100.00%

Driver assistance	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	0	0	0	2	0	2
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%

Availability of information	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	0	0	1	1	0	2
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	50.00%	0.00%	100.00%

Comfort and cleanliness of vehicles	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	1	0	0	0	0	2	0	1	4
Percentage	0.00%	0.00%	0.00%	25.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	25.00%	100.00%

Would you recommend this service to a friend	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	0	0	0	0	0	0	0	0	1	2	0	3
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	33.33%	66.67%	0.00%	100.00%

On average, how many times per week do you ride this route	1	2	3	4	5	6	7	8	9	10	No Responses	Total
Total # of Responses	1	2	0	0	0	0	0	0	0	0	0	3
Percentage	33.33%	66.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%

How do you pay your fare	per ride	10-punch	1 or 2 week pass	No Responses	Total
TOTAL	0	1	0		1
PERCENTAGE	0.00%	100.00%	0.00%		100.00%

Do you have Internet access?	Yes	No	Have you visited our	Yes	No	have a cell	Yes	No	Text capable	Yes	No
		3			3		1	2			2

Bridgeport / Carson

1. Great service just wish it would leave earlier
2. Would like more time at Wal-Mart. When they build new Wal-Mart in Minden to shop longer.
3. Mike Savka is a big help for dial-a-ride & town sign ups and information
4. Mike is very nice, willing to help with anything
5. Start sending the bus in the morning, like the Friday bus
6. Wednesday run would prefer to leave in the mornings
7. I would like to see Wednesday be an early trip like on Friday
8. Wonderful Service! Everyone on staff is a top-notch individual. I'm impressed.
Thank you all!

Walker DAR

1. I really enjoy having the bus services here in Walker. Mike is very helpful and patient and goes above his call of duty. Thank you for all of your helpfulness.
2. Mike is very helpful you are lucky to have him working for your service.
3. We appreciate the service and the driver is very friendly
4. Lower the fare. We would like Mike to drive on Fridays
5. If dial-a-ride could make a trip to Gardnerville at least once a week for prescriptions.
6. Wonderful Service! Everyone on staff is a top-notch individual. I'm impressed.
Thank you all!

Lone Pine DAR

1. Not a thing, Carla is a great person
2. This service is very important to me
3. Longer hours of service would be better
4. Overall pleased with everything
5. Increase hours- I need transportation later in the day
6. If dial-a-ride would work on Saturday & Sunday, but I know people got to rest
7. More buses & more drivers
8. Someone to answer the phone before 7:00 am

Lone Pine / Bishop

1. We need another option for service beside the 1:15pm return from Bishop. The 6:30pm is much too late. The 1:15 gives us only about 3 hours for doctors or shopping. Often we need more time than 3 hours
2. Great drivers
3. Needs to be more clean & room for baby & more comfy
4. Needs to be more clean & room for baby & more comfy
5. Dialysis patients in Lone Pine and Big Pine have to walk to bus. Toiyabe and ESTA should coordinate & assist these folks. They are tired & weak after dialysis and bus schedule does not coincide. Dialysis takes 3-5 hours on a machine 3 times per week, and patients often sit & have to wait for rides. They are often dizzy, weak, fatigued, nauseated, etc. from the procedure. Toiyabe does not provide transportation – gives patients ESTA bus tickets. Some patients are elderly & wheelchair bound. Maybe

ESTA can receive money from Toiyabe or “shame” Toiyabe into providing rides for its patients.

6. Wonderful drivers-friendly and helpful
7. Not reliable for return from Lone Pine when the weather is bad
8. Without this route I would not be able to get to work & back because I do not drive
9. Without this bus a lot of people would be stuck at home
10. I find hours convenient especially since 6:15 will pick me up. I have heard of others wanting noontime bus to Bishop.
11. More stops in Fort Independence. 3ed route to Big Pine RV area about 4:00pm or so.
12. More Saturday service
13. Need monthly pass at less than 2-week pass. Current price is a problem; 10-punch is too high vs. 2-week, have to plan for time off and holidays.
14. Inform regular riders when bus service is delayed/canceled due to weather etc. Decrease cost of fare. Northbound pickup at 5:05pm in Independence
15. Have a mid-day route from Lone Pine to Bishop instead of mid-morning route. Earlier run for pm bus to Lone Pine.
16. Go to Bishop Reservation every morning
17. How about a monthly later bus to allow time for a movie or attending the fair???
18. We need a noon time bus

CREST South

1. Very accommodating - waited for Amtrak bus connection in Mojave. We are visitors from Washington
2. Basically the service from Lone Pine to Bishop is good. Very compatible with meeting CREST to Lancaster in the morning
3. Offer service on Tuesdays and Thursdays
4. Driver make trips pleasant

Mammoth Express

1. I wish it were a true express route with only one stop in Bishop, one stop in Crowley and one stop in Mammoth
2. Great service
3. This route satisfies my needs. it is great to have this great service
4. Everything is great!! Thank you!
5. I really like the driver assistance the morning driver is always polite and friendly
6. During bad weather- radio and website updates would be helpful. Overall rating 8! Thanks
7. All riders travel some distance to get to a.m. bus. Could one stop be eliminated to make it more of an “express run” reducing time, distance & cost?

Bishop Fixed Route

1. Dispatch having a better grasp of the times and routes of all prices along routes to plan trips- working together. I know all does best under poor circumstance
2. To extend to the canal so I would not have to take dial-a-ride. The seat belts poke my ass and rip my pockets. Move the fixed route to the canal.

3. I like Dial-a –Ride I need the ride for work
4. Fixed route is not on time
5. No fixed route
6. Extend to Manor Market add hours on the weekend. Courtesy with 10+ years of riding I've never encountered a rude driver despite rude customers. Not familiar with the fixed route.
7. Not that ESTA can afford. Add Dixon lane to the route.
8. Doing an excellent job as is.
9. Time & cost
10. Need a route by my house on N Second St. I think dial-a-ride cost too much that is why I use the fixed route.
11. Foxy ladies, foxy chick drivers
12. Dial-a-ride works perfectly for my situation
13. The only thing would be for the fixed route to run longer on the weekdays. I use the fixed route whenever I can it is very convenient
14. A stop at the Highlands front or back gate
15. Later hours
16. If bus came into Highlands
17. Keep bus running past 5:30pm
18. Round-trip discount
19. Would like bus stops closer to my house and work
20. My dependency is dial-a-ride. I don't know what I'd do without it.
21. We have 10 weeks a year of good weather. On fixed route I am standing in the cold or heat. Try it and see how you like it.
22. I hardly ever take the fixed route, but when I do they are very courteous and helpful
23. No time to wait
24. Fixed route...The disabled and the elderly are the ones for whom the bus system was set up in the first place and they feel as though they are being squeezed out. It would be very difficult if not impossible for some of them at least to walk 2-3 blocks carrying groceries, especially in cold or hot or stormy weather if the door-to-door were taken away from them! Have they become nobodies and don't matter any more? It is very hard to have to stand or sit outside in bad weather for long periods of time.

Bishop Area

1. I depend on dial-a-ride and the help of the drivers
2. Evening dial-a-ride for college courses would help me
3. I love the transit! It gets me to and from my house and down town to see my doctors and lawyers. They are always on time and very kind.
4. Some days there is only one driver and too many old people in town for only one driver. Most couldn't walk to the fixed route sites. Hot, cold or otherwise and the older group is the majority!
5. This is very confusing. We should be able to do this for a year to take care of the changes in bus use.

6. Dial-a-ride makes me independent. Please keep my service. I do not drive any more I live at Rocking K and dial-a-ride is my only transportation to center, Vons, B of A and El Dorado
7. It is the only means of transportation for me.
8. Wish they had a longer dial-a-ride service on Sunday
9. I would like to see service to special events – Good Ol' Days – White Mountain speeches etc.
10. Later hours and bus stops by Highlands
11. Request to keep dial-a-ride going
12. Get my pal Hal back
13. An excellent service that is very important to the community and economy and the ecology
14. Dial-a-ride is good and I use it often. Sometimes I have to walk because I can't get a pickup but other than that dial-a-ride helps.
- 15 I think you need to get rid of the fixed route and have dial-a-ride only. People will get used to it and use it more.
16. Dial-A-Ride is the only way for me to get around. It is a life-saver for me and I depend on it. Keep up the good work and thank you all.
17. I am satisfied
18. Dial-A-Ride is needed for elderly and disabled, should be better
19. Sometimes you guys take too long to pick me up, so I get tired of waiting sometimes.

Benton / Bishop

1. Decent heater
2. On time most of the time