

OUR CITY. OUR FUTURE.

Youth Engagement Panel

Survey Six Results
Metrobus

August - September 2022



ST. JOHN'S

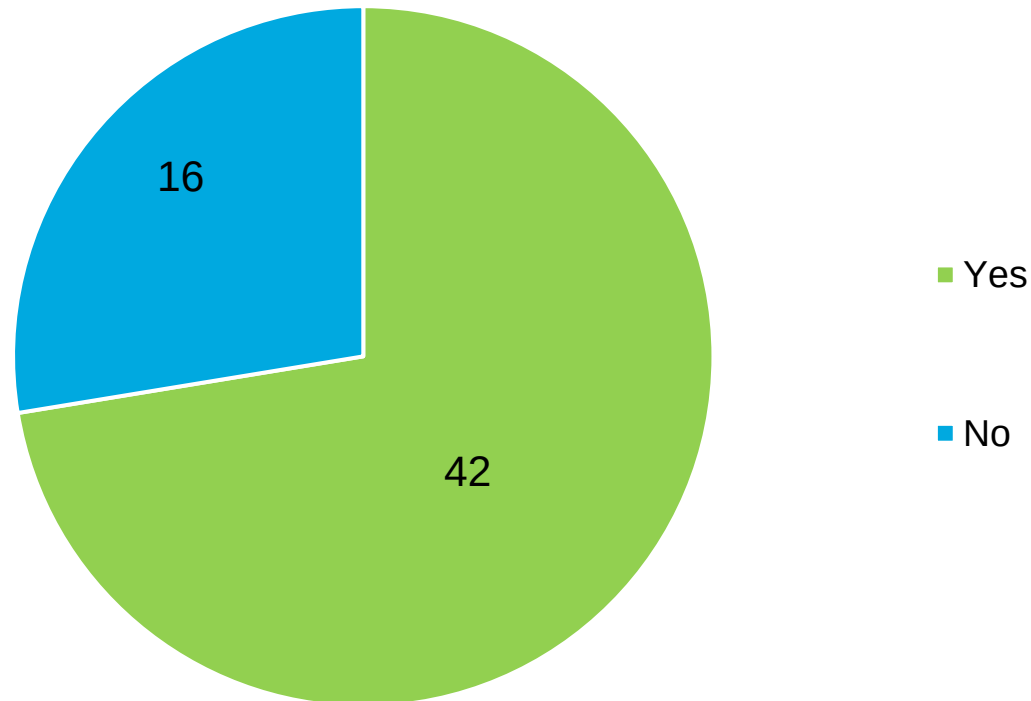
Metrobus

With transportation likely on the minds of many at this time of the year, the City worked with Metrobus on the development of this survey.

Survey results have been shared with members of the St. John's Transportation Commission's Marketing Sub-committee and with Metrobus's Transit Planner and will be reviewed when planning 2023 priorities for service changes and adjustments.

Metrobus

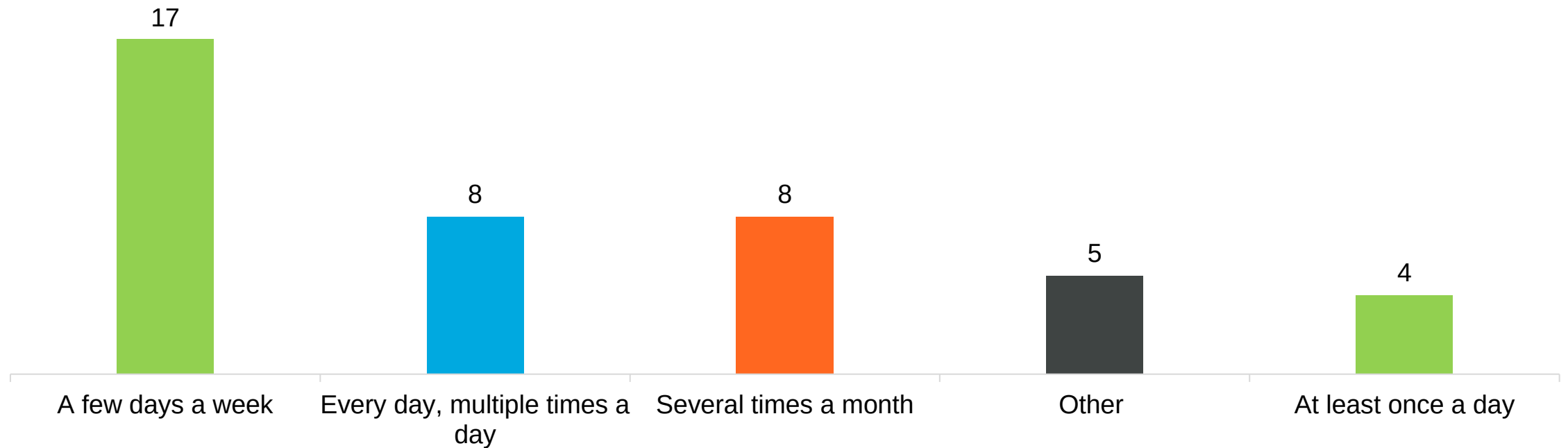
Have you used Metrobus within the past 6 months?



n = 58

Metrobus

On average, how often do you use Metrobus?

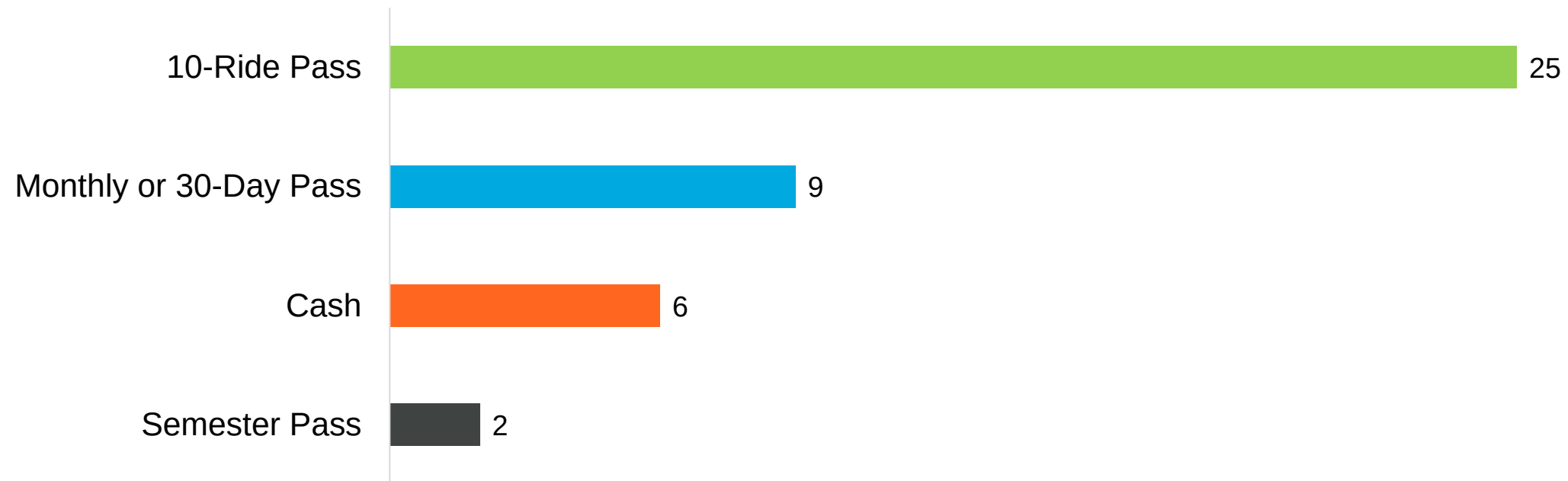


n = 42

Other = Here and there, Infrequently, Every couple month, When needed

Metrobus

How do you normally pay your fare when riding with Metrobus?

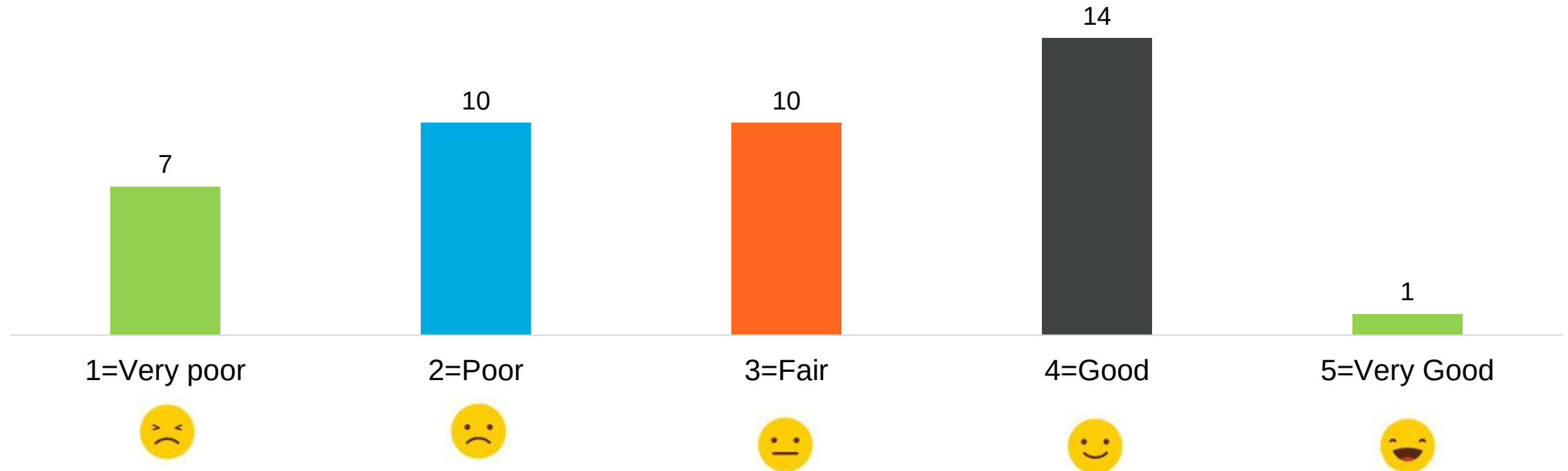


n = 42

Metrobus

Please rate the following aspects of Metrobus service:

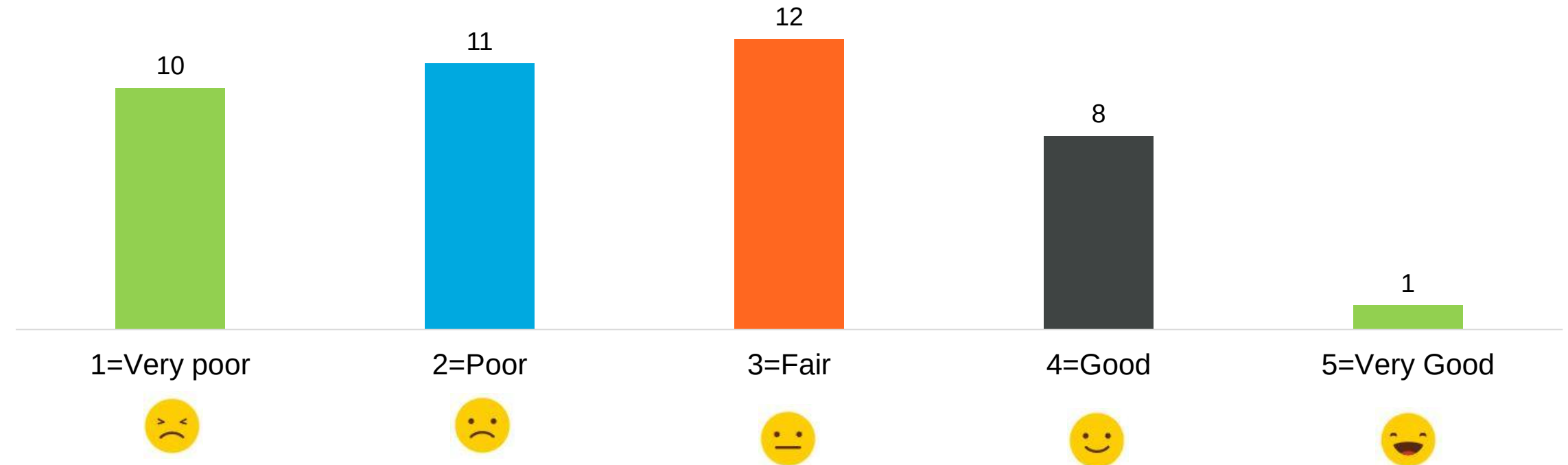
The amount of time between boarding and arriving at your destination



n = 42

Metrobus

Please rate the following aspects of Metrobus service:
Convenience

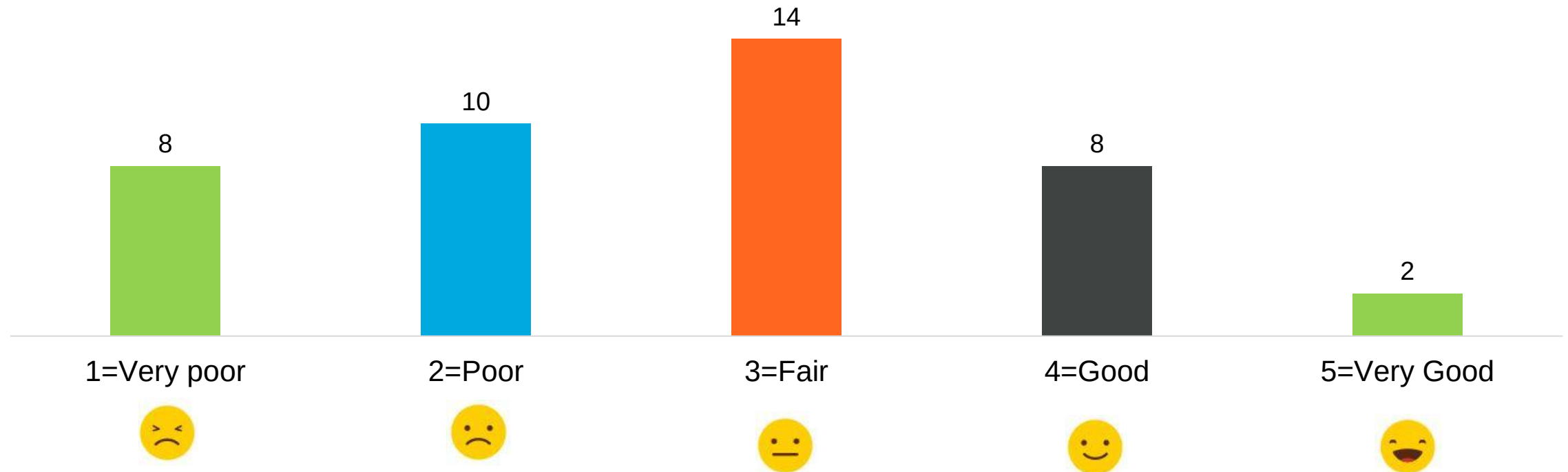


n = 42

Metrobus

Please rate the following aspects of Metrobus service:

Reliability

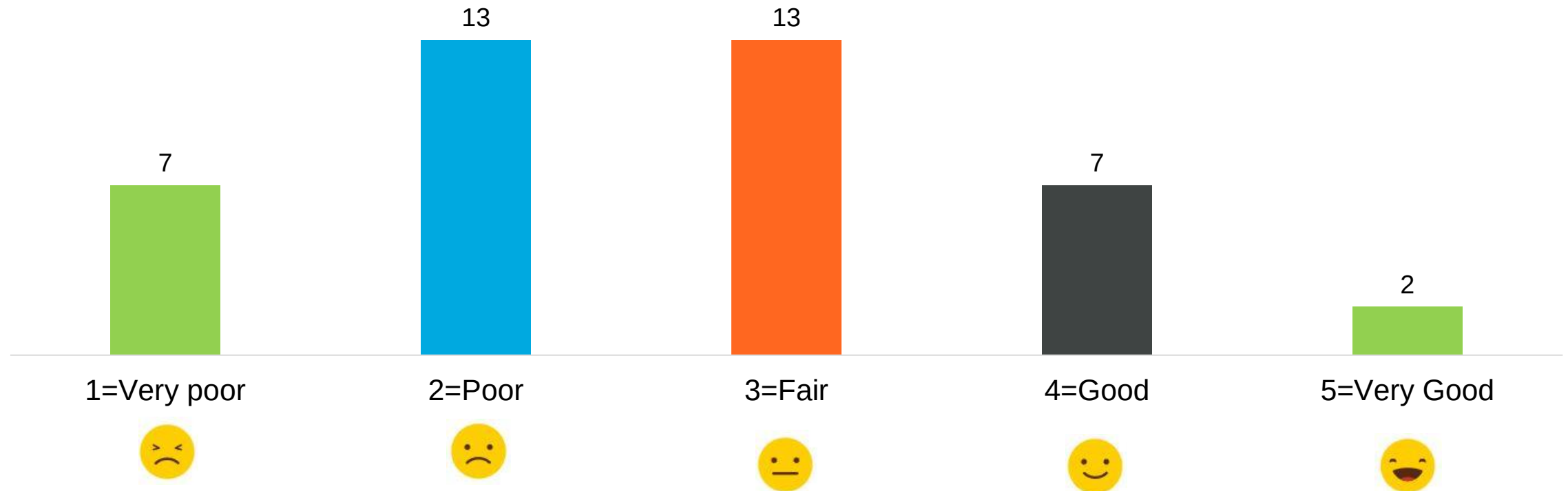


n = 42

Metrobus

Please rate the following aspects of Metrobus service:

Hours of Service

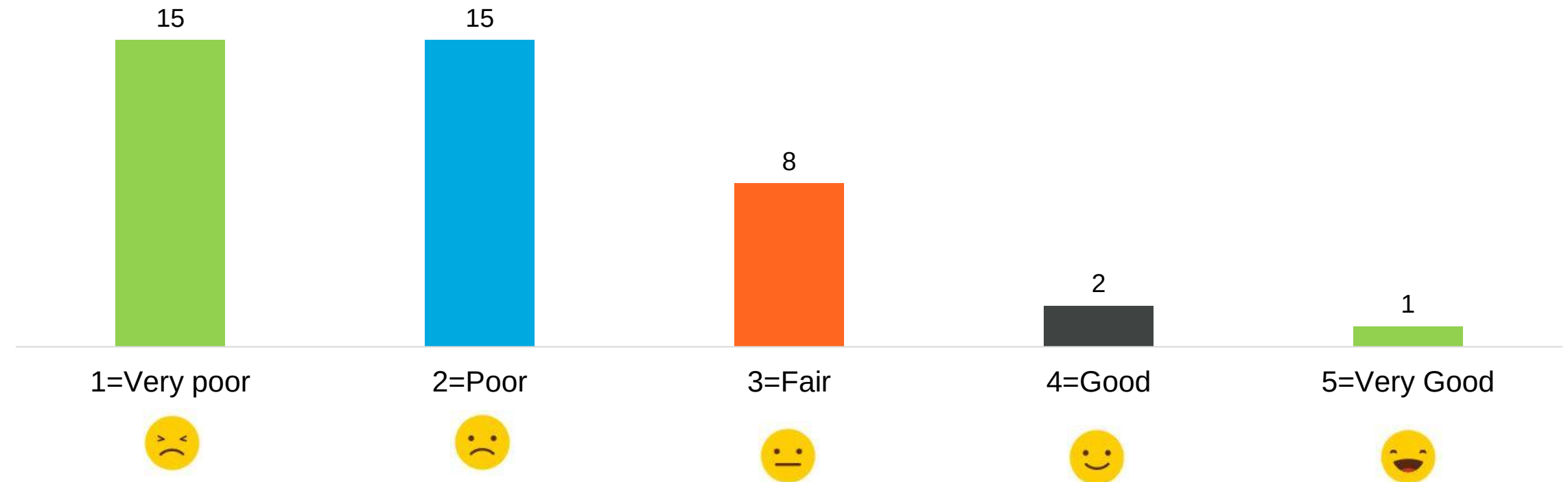


n = 42

Metrobus

Please rate the following aspects of Metrobus service:

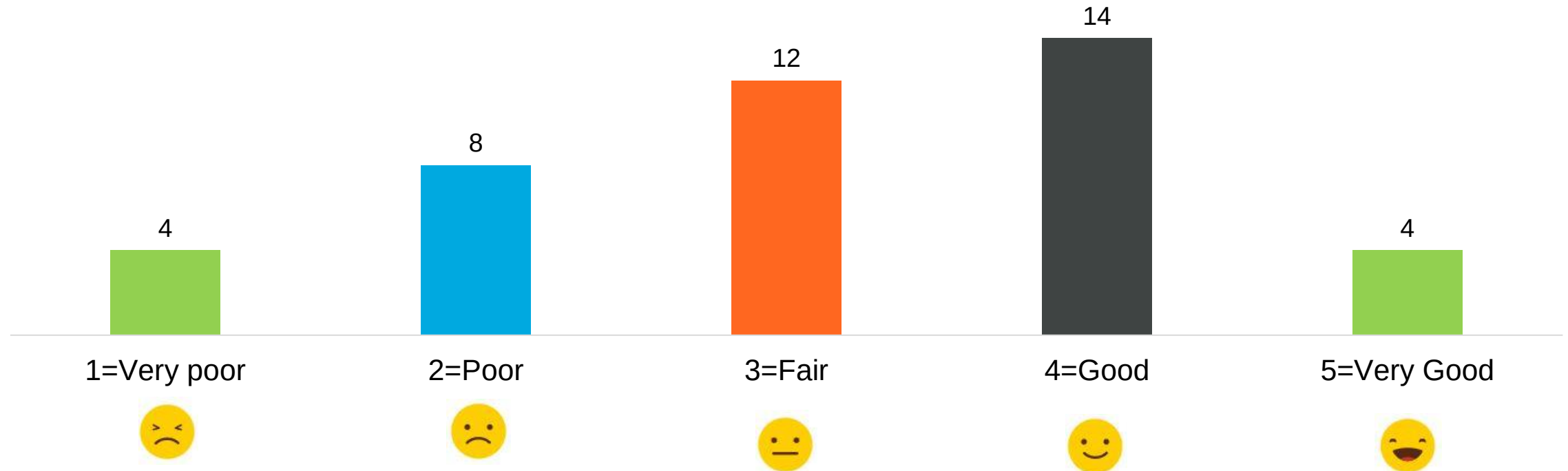
Frequency of Service



n = 41

Metrobus

Please rate the following aspects of Metrobus service:
Value for Fare

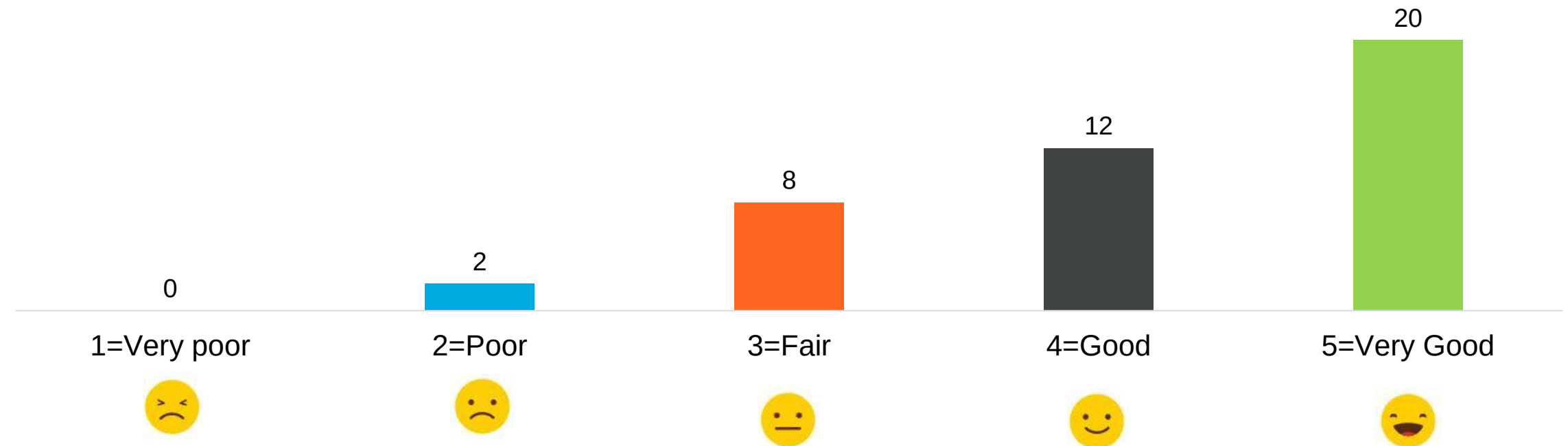


n = 42

Metrobus

Please rate the following aspects of Metrobus service:

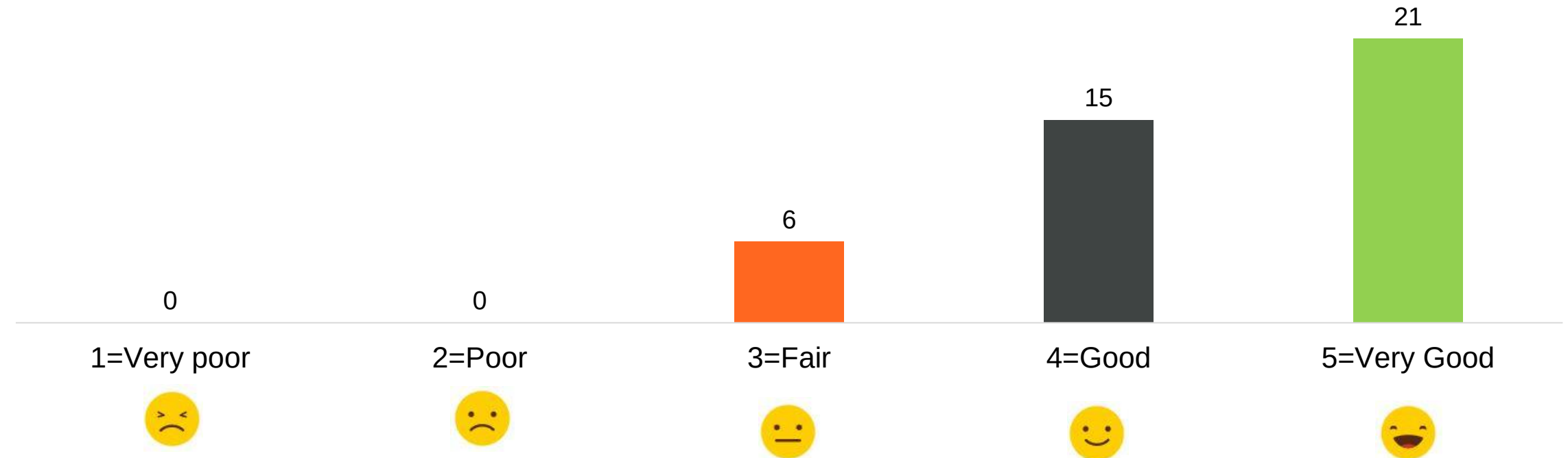
Friendliness of Metrobus Drivers



n = 42

Metrobus

Please rate the following aspects of Metrobus service:
Helpfulness of Metrobus Drivers

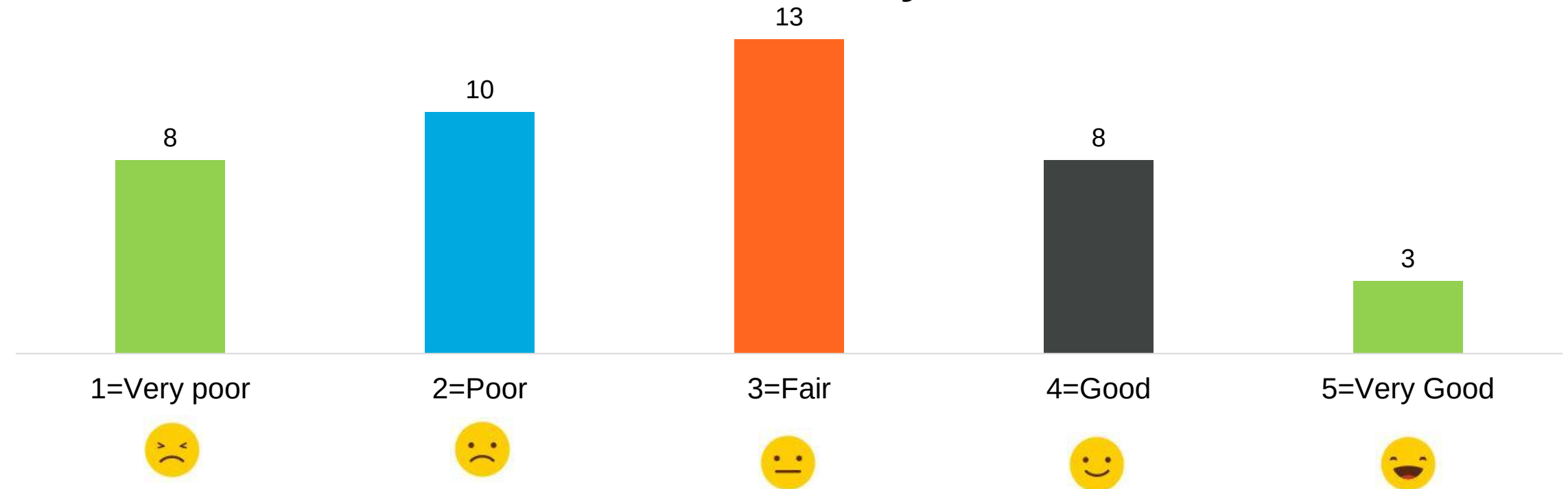


n = 42

Metrobus

Please rate the following aspects of Metrobus service:

The network of all the routes and how they interconnect

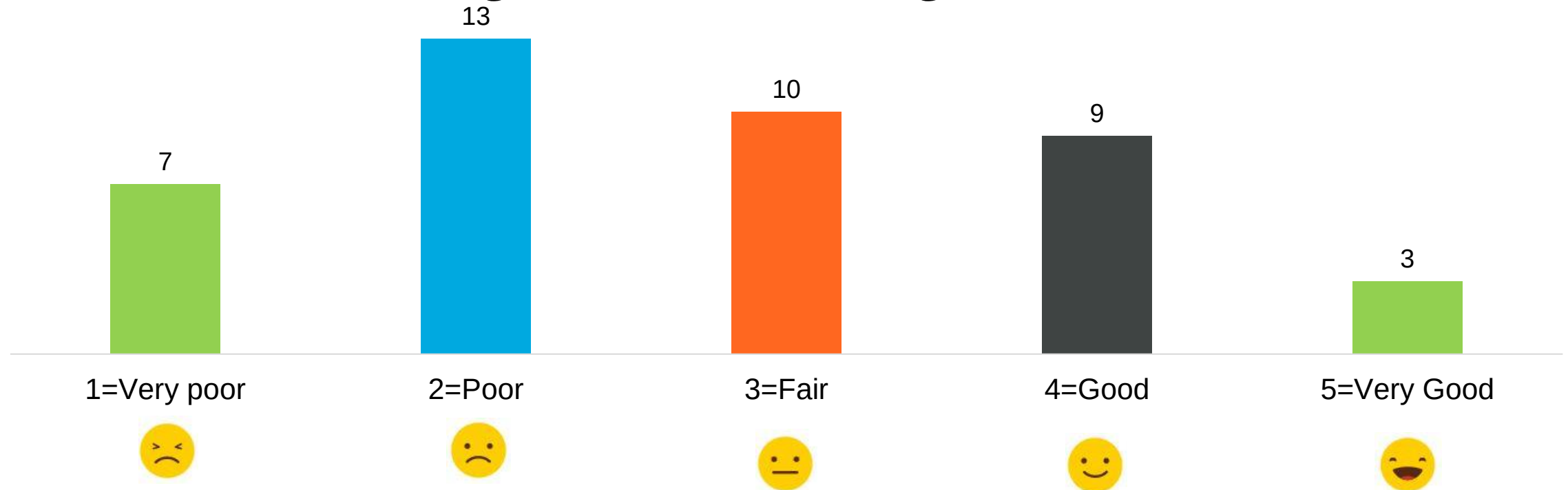


n = 42

Metrobus

Please rate the following aspects of Metrobus service:

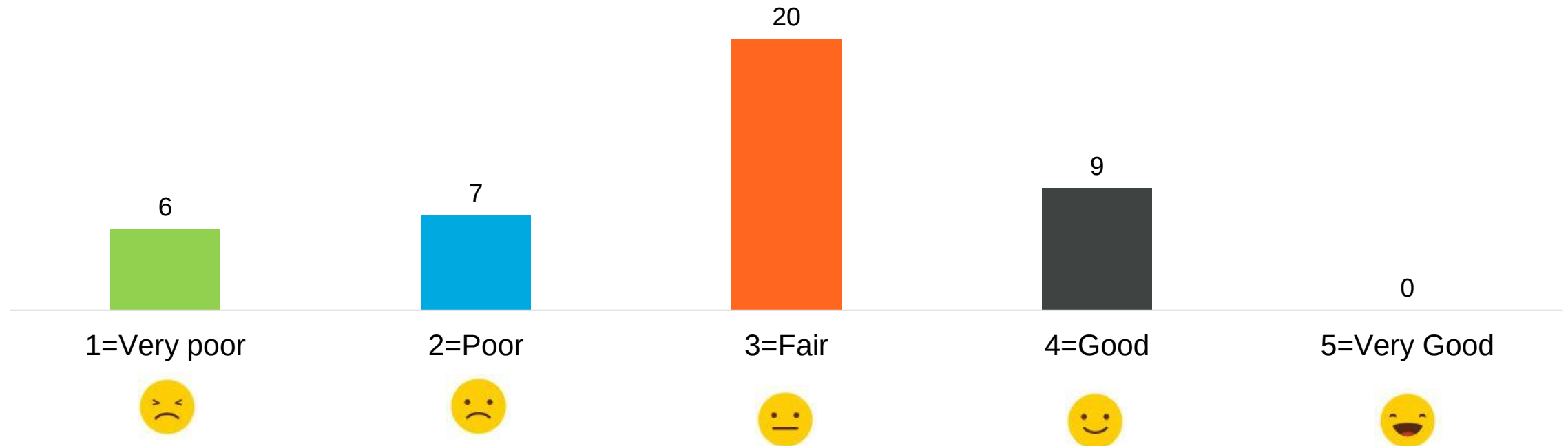
I can take Metrobus to get where I need to go



n = 42

Metrobus

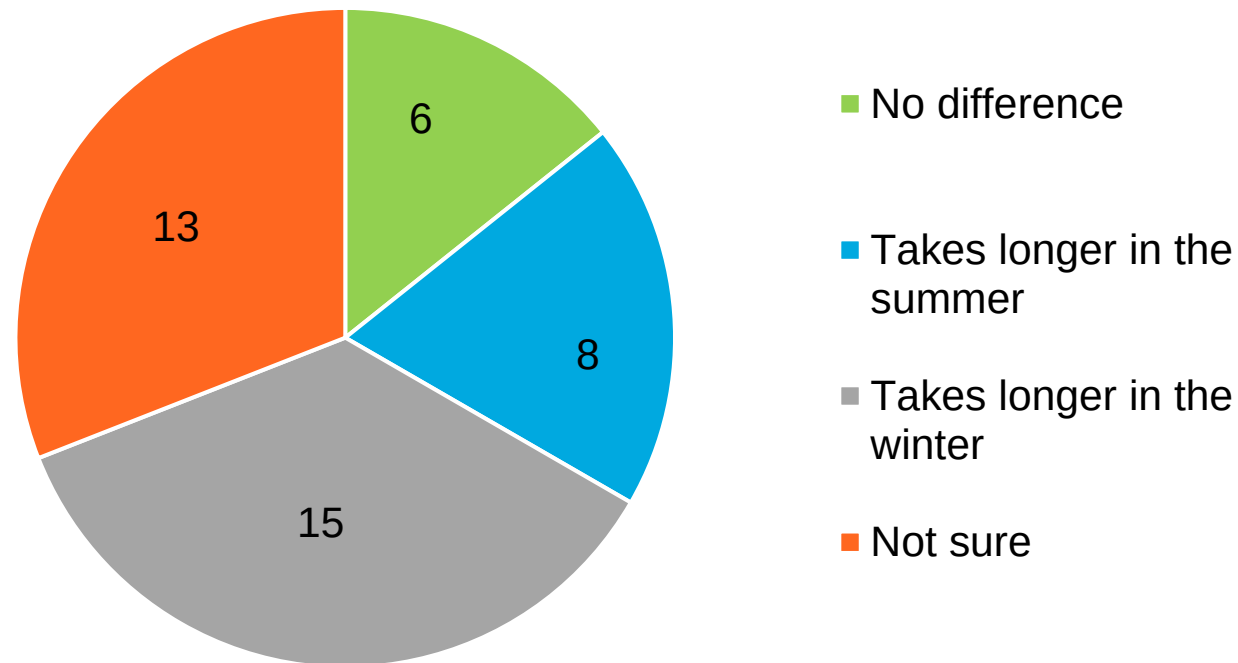
Please rate the following aspects of Metrobus service:
Overall Service



n = 42

Metrobus

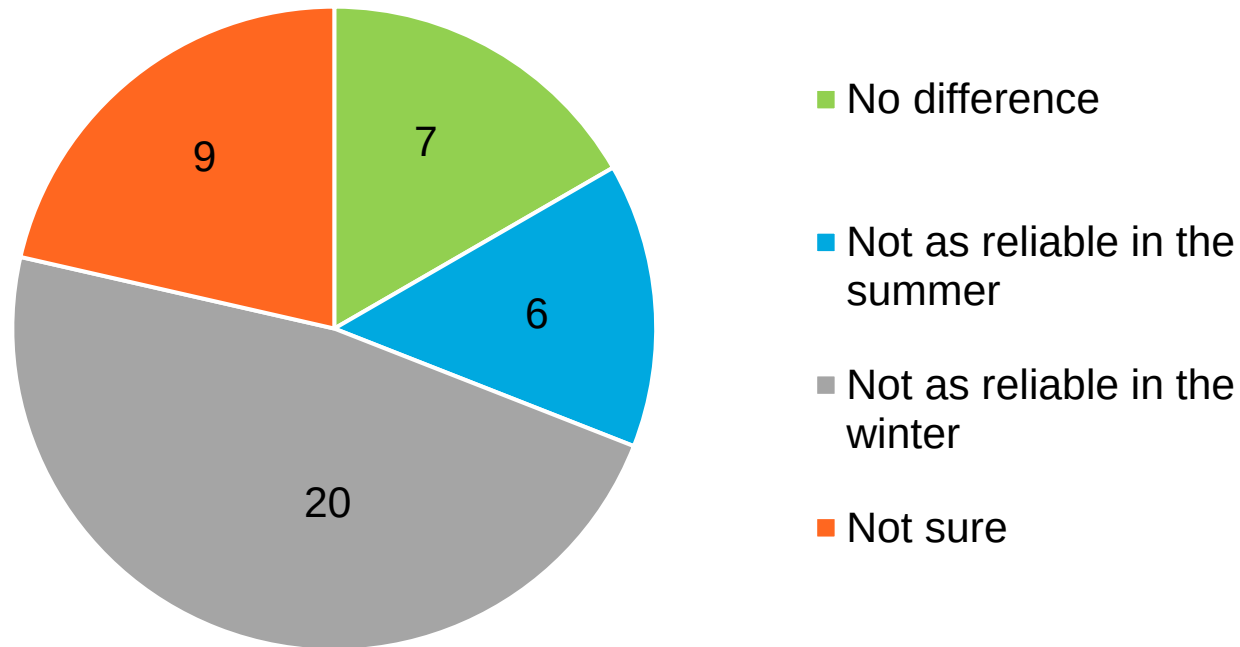
How would you compare the level of service for **travel time** in summer/winter?



n = 42

Metrobus

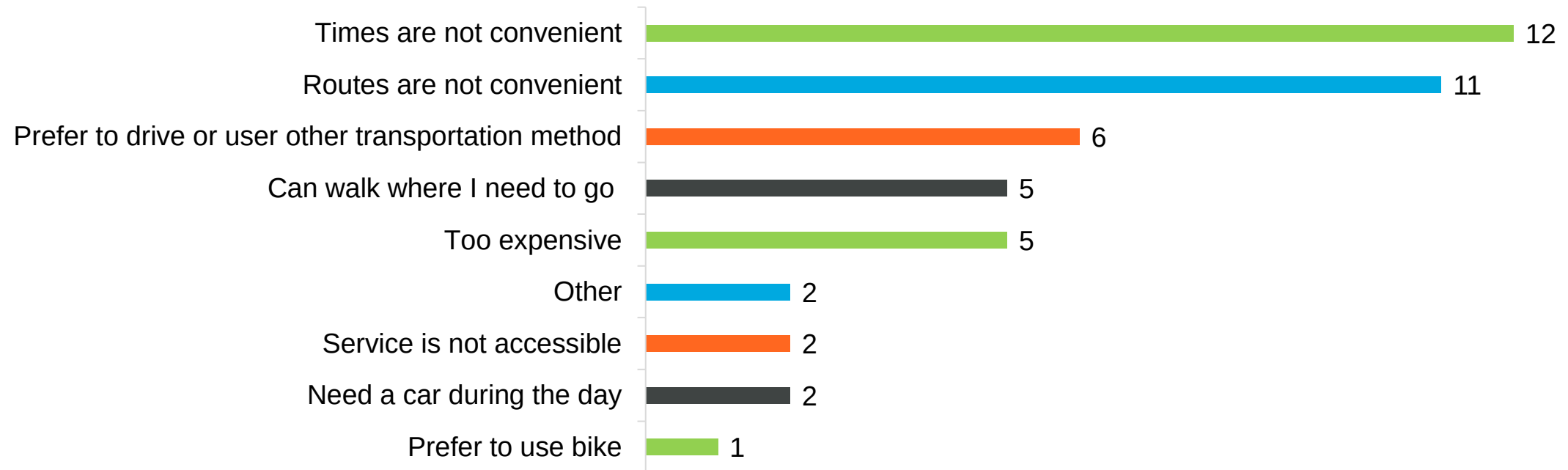
How would you compare the level of service for **reliability** in summer/winter?



n = 42

Metrobus

Which of the following are reasons you do **not** choose Metrobus? Check all that apply.

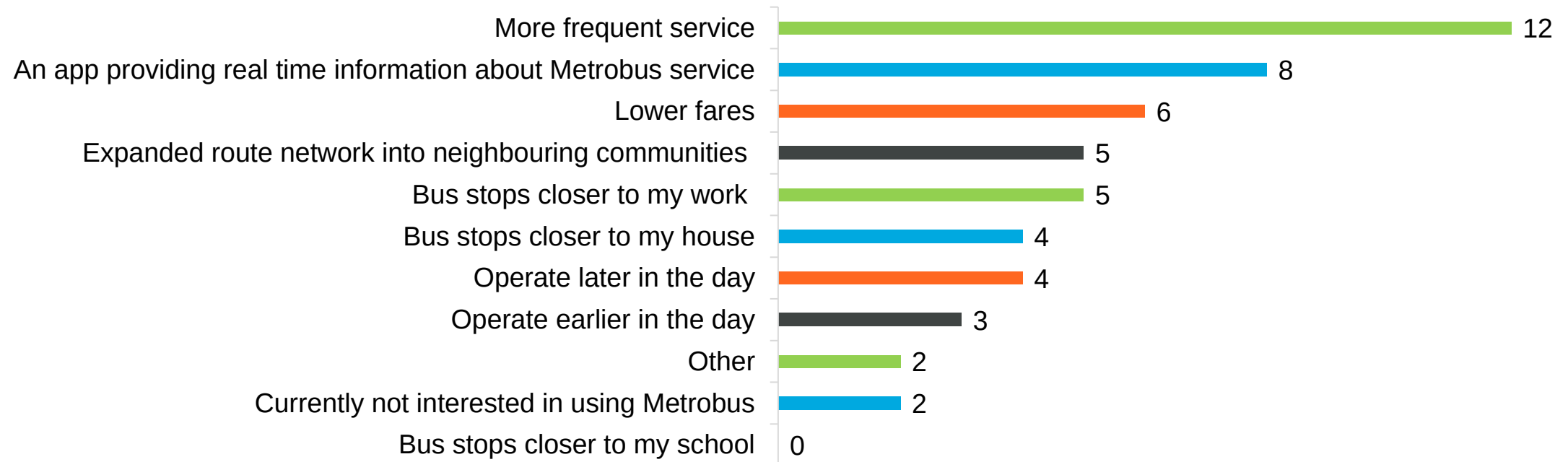


n = 16

Other = Faster to drive, Inconvenient times/waiting with baby

Metrobus

What types of incentives/changes might encourage you to try/use Metrobus?
Select all that apply.



n = 16

Other = More direct routes, Worried about catching COVID

Metrobus

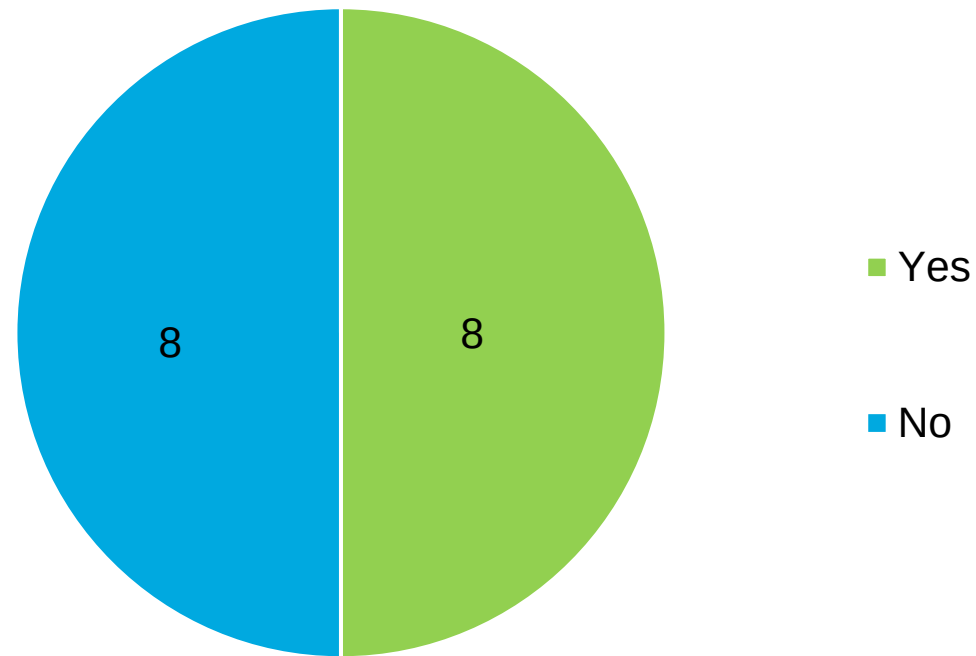
Which communities?

(From previous question, “Expanded route network into neighbouring communities”)

- Logy Bay (2) / Middle Cove/ Outer Cove
- Petty Harbour (2)
- Portugal Cove (2)
- Conception Bay South (2)
- Torbay (2)
- Flat Rock
- Mount Pearl
- Bay Bulls
- St. John's greater metro

Metrobus

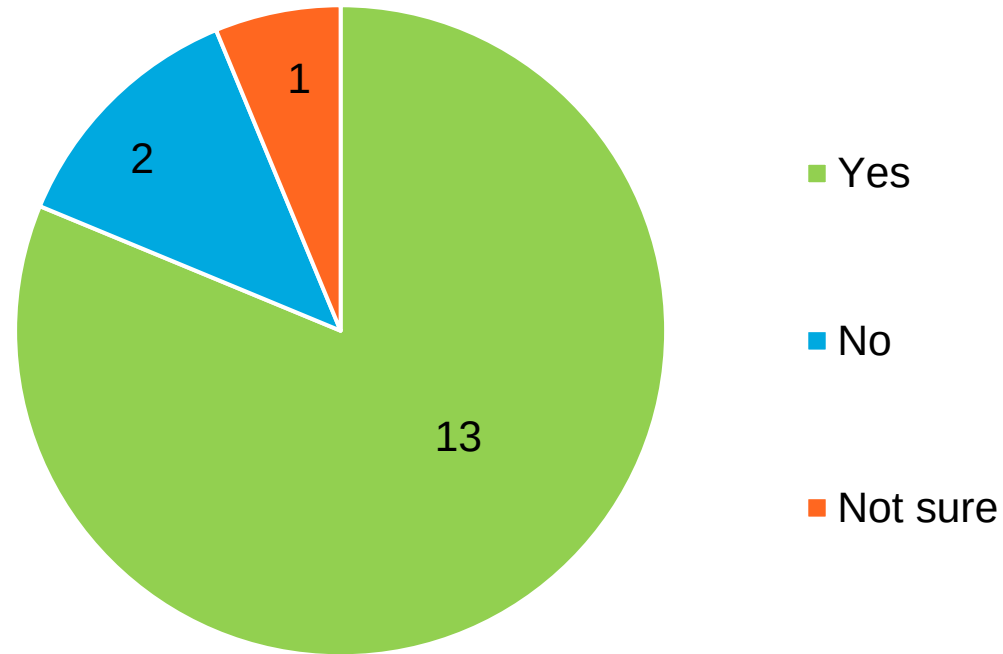
Did you know that each Metrobus provides free Wi-Fi service?



n = 16

Metrobus

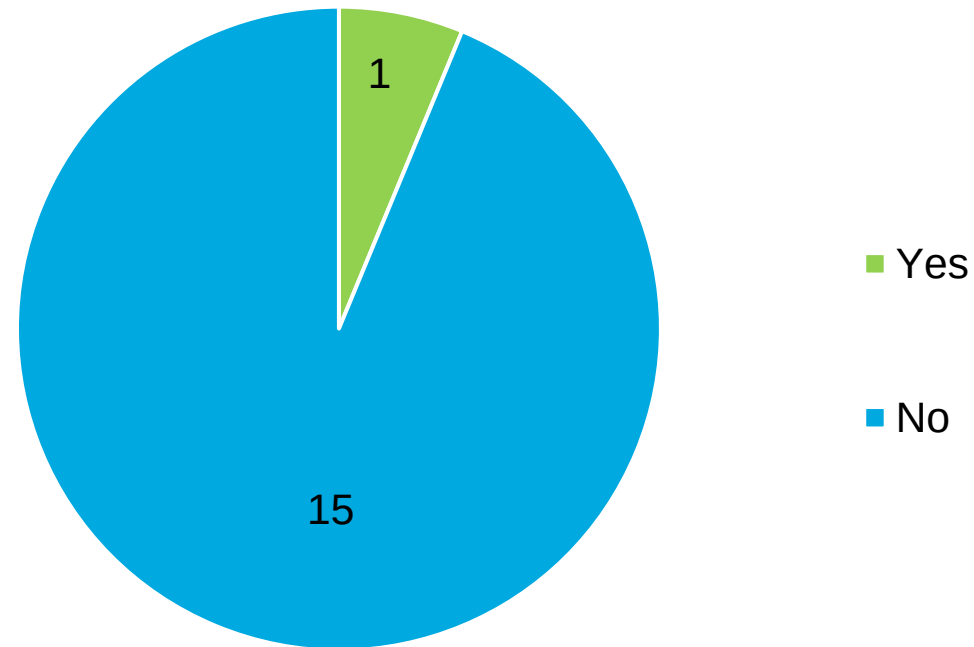
Does on-bus Wi-Fi service matter to you?



n = 16

Metrobus

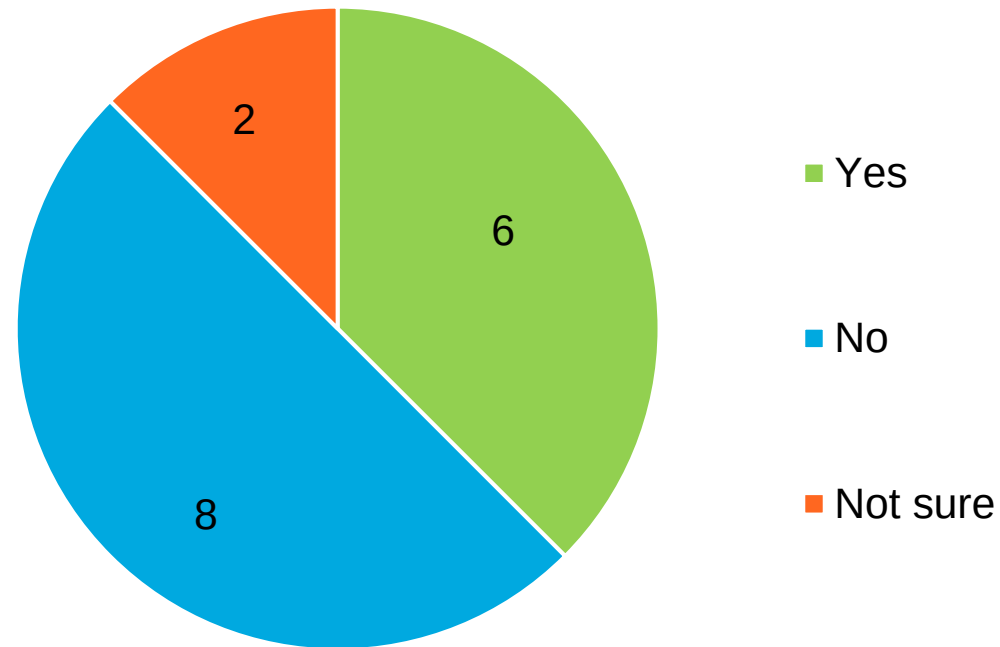
Did you know that you can earn AIR MILES rewards miles by riding with Metrobus?



n = 16

Metrobus

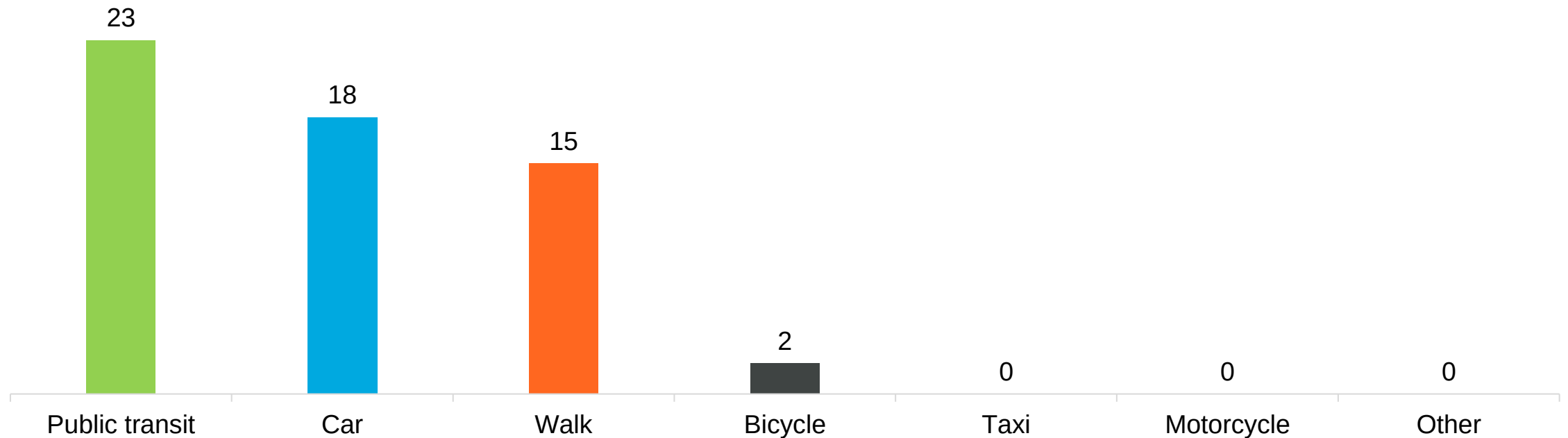
Does earning AIR MILES rewards miles matter to you?



n = 16

Metrobus

What is your primary method of transportation?



n = 58

Metrobus

Is there anything else you would like to tell us about this topic?

- Suggest more routes, more buses, more frequency (some specific streets mentioned) (6)
- Routes network biggest concern (3)
- Positive feedback on ZIP routes (2)
- Interest in lower rates for students, compared to other provinces (2)
- Suggest dogs allowed at non rush hour times
- Longer waits between connecting routes in summer
- Interest in a regional transit authority for the metro region
- Concerns about ZIP routes: transfers not lining up, time for transfer too short
- Interest in more funding for Metrobus
- Suggest Fall/Winter schedule for all year since work schedules don't change
- Concern with buses being on time
- Interest in expanded network outside St. John's
- Suggest more shelters at bus stops (specific stops mentioned)
- Concern that sometimes stops are missed or skipped
- Positive feedback about helpfulness of drivers

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