

Date: _____ December 19, 2007

Committee Meeting Date: _____ January 9, 2008

Board Meeting Date: _____ N/A

BOARD MEMORANDUM

INFORMATION ITEM

TO: Committee for Transit Accessibility
Santa Clara Valley Transportation Authority
Board of Directors

THROUGH: Michael T. Burns
General Manager

FROM: Donald A. Smith, Jr.
Chief Operating Officer

SUBJECT: On-Board Passenger Survey: Results Focused on Senior/Disabled Passengers

FOR INFORMATION ONLY

BACKGROUND:

During a previous Committee for Transit Accessibility meeting the Committee requested travel pattern data for senior/disabled passengers. The most reliable and current travel pattern information that VTA has of its customers is the 2005-2006 On-Board Passenger Survey. The VTA conducted the 2005-2006 On-Board Passenger Survey in three separate periods from October 2005 to March 2006.

DISCUSSION:

The 2005-2006 On-Board Passenger Survey was the first comprehensive passenger survey of VTA fixed-route services since 2000. A total of 13,718 surveys were received, or an overall response rate of 29%. The survey achieved a system wide confidence level of 95 percent with a +/-0.8 percent margin of error. The survey collected information in three categories: rider demographics, travel characteristics, and service evaluation.

Of the 13,718 who responded to the On-Board Passenger Survey, 1,218 (or 8.9%) respondents personally characterized themselves as senior or disabled passengers in the fare category question. Attachment A summarizes the results of their responses, primarily focusing on travel characteristics.

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