



## Summary of JTA Assessment By Project U-Turn Youth

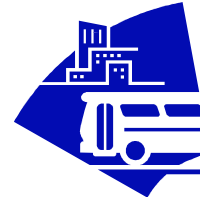


### Purpose

To assess differences in opinion between regular riders of the bus system and first-time youth riders. First-time youth riders offer a unique perspective and the quality of the bus ride, quality of facilities and ease of use of the transportation system. The study was completed by seven high school age youth in the summer of 2004 as part of Project U-Turn an initiative of the Fitness Council of Jackson.

### Results from the Rider Surveys

Surveys about the bus system and riders' experiences riding the bus were administered to "established riders" and first-time youth riders during a bus trip.



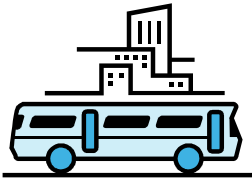
Question	Established Riders		First – Time Riders	
	Percents		Percents	
	Yes	No	Yes	No
<b>1. Quality of Ride</b>				
1. Was the bus on time according to the printed schedule?	94.3	5.7	100	0
2. Were the steps easy to board?	97.1	2.9	100	0
4. Would a person with limited mobility easily be able to board the bus?	88.6	11.4	13.3	87
6. Does the driver interact well with the riders?	94.3	5.7	83.3	17
7. Is the driver sensitive to the riders' needs?	100	0	87.5	13
8. Are the seats comfortable?	71.4	28.6	33.3	66.7
9. Does the bus smell good?	100	0	76.5	24
10. Is the bus temperature comfortable?	85.7	14.3	100	0.0
11. Is the bus ride smooth?	77.1	22.9	44.4	55.6
12. Is the bus driven well?	97.1	2.9	100	0.0
14. Did you feel safe waiting for the bus?	94.3	5.7	94.4	5.6
16. Do you feel safe on the bus?	100	0	100	0
18. Are you enjoying the ride?	100	0	42.9	57
20. Does the bus comfortably seat all of its riders?	100	0	100	0
<b>2. Information</b>				
1. Was the destination sign on the bus correct?	97.1	2.9	100	0
2. Is the bus schedule available on the bus?	22.9	77.1	26.7	73.3
3. Was the bus schedule available at your stop?	45.7	54.3	62.5	37.5
<b>3. Condition of Equipment</b>				
1. Does the bus look old and run down?	17.1	82.9	33.3	66.7
2. Are the seats absent of tears or scratches?	88.6	11.4	77.8	22.2
3. Is the cooling/heating system in good condition?	82.9	17.1	76.5	23.5
4. Is the bus clean?	100	0	83.3	17

5. Are there easily found trash receptacles?	42.9	57.1	0	100
6. Do the doors work well?	97.1	2.9	100	0.0
7. Are there bike racks available on the bus?	89.5	10.5	7.1	93
<b>4. Bus Route</b>				
3. Are the busses running during times that meet your needs?	68.6	31.4	53.3	46.7

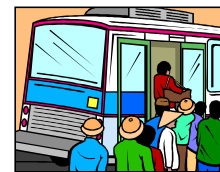
One youth summed up her feelings about the buses this way:  
 “I think that busses should be more colorful and play music. They could also run a few busses later at night to places of entertainment like the plaza, mall, and movies.”

### Results from Transfer Station Checklists

Transfer station checklist was completed by first-time youth riders to assess quality of time spent waiting, information available, perceived safety, and condition of equipment in the transfer station.



Overall the transfer station received positive comments. The students identified the need to improve the bathroom condition and seat comfort. They also felt that the Greyhound loading dock and JTA loading docks could be better distinguished.



### Results from Bus Stop Checklists

Bus stop checklists were completed along two routes to assess the condition of each stop, information availability, and links to other transportation modes.

Question	Percent	
	Yes	No
<b>1. Facilities near Bus Stop</b>		
1. Were sidewalks within one block of the bus stop in good condition?	70	30
2. Is the stop a comfortable distance from the road to wait?	92	8
3. Are there bike racks at the bus stop?	2	98
4. Can a wheelchair easily reach the bus/bus stop?	41	59
5. Is the bus stop near places people would want to go?	93	7
6. Was the bus stop sign in good condition and clearly labeled?	1	99
<b>2. Shelter at Bus Stop</b>		
1. Is a bus shelter present at the bus stop you normally use? (If no, skip ahead to question 5.)	19	81
2. Does the bus shelter have a bench?	50	50
3. Is the bus shelter in good condition (i.e. no broken glass / trash around it, walls intact, etc?)	80	20
4. Is there a trash receptacle available in the shelter?	10	90
5. Is there enough room to install a shelter?	56	44

- Stops that were within two feet from a private or public driveway were counted as wheelchair accessible (though not desired)
- Stops such as grocery stores and Park Forest Entrance that had overhangs were counted as shelters and evaluated as such

It should be noted that even though most bus stop signs had recently been replaced, they were not counted as “in good condition and clearly labeled” unless they had the route number printed on them. Results from this checklist revealed that the stops were not in good condition. Almost a third of the stops did not have good sidewalks surrounding them; rarely did a stop have a bike rack; a fifth of the stops had shelters, but only half of those had both a bench and were in good condition. Also, a person with a wheelchair would have a hard time boarding the bus at over half of the stops.

### **Final Thoughts**

There is a noteworthy difference between the perceptions of those who do not ride the bus and those who do about the equipment and services. Suggestions for improvement include improving bus stop accessibility and comfort. Increased signage of stops and access to bus route and time schedules at key stops and central locations would also help greatly in making first-time riders feel more comfortable trying the bus system.

As a result of this assessment JTA and Project U-Turn are working together to create a Cool Bus Youth Route with the ultimate goal of creating a bus that is physically appealing to youth as well as a route to locations youth want to go to (mall, movies, etc.) during evening hours.