

## **2011 MICA SHUTTLE SERVICES SURVEY RESULTS**

MICA's Transportation department provides multiple transportation services to the MICA community through the use of its fleet of vehicles. These services include Airport Shuttles at the end of each semester, Student Shopping Shuttles, Academic and Special Event transportation and the Evening Shuttle. Bi-annually MICA does a student satisfactory survey for the Evening Shuttle.

Below is a summary of the Evening Shuttle Satisfactory Survey. The results below are based only on 196 responses that addressed shuttle perimeter location, usage and service.

### **LOCATION**

#### **Most of our students live in Bolton Hill**

39.2% (77) live in MICA housing on campus (Commons, Myerhoff House or Commons)

36.7% (72) live in Bolton Hill in off campus housing

1.5 % (3) live in Reservoir Hill

9.7% (20) live in Mount Vernon and Charles Village.

8.7% (17) answered other; the areas included Station North, Remington, Guilford and Waverley

3.6% (7) live at MICA Place

*\*Based on the results of this survey MICA's nightly Mt. Vernon/ Charles Village shuttle services the 20 students that live in Mount Vernon and Charles Village and some portion of the other areas borders such as Station North, Remington and Guilford.*

*\*Based on the results of this survey 152 students of the 196 that took this survey are serviced by MICA's nightly Bolton Hill/ Reservoir Hill shuttle.*

*\*MICA Place is currently services by a one-time shuttle that operates from MICA to MICA Place Monday thru Thursday at 10:00 pm. In addition to the shuttle MICA Place residence are allowed to utilize Johns Hopkins fixed line shuttle to and from MICA Place. The Johns Hopkins Shuttle also connects with the MICA Evening Shuttle at Penn Station.*

#### **When looking for off campus housing students consider MICA's evening shuttle boundaries**

*73% (143) students considered the shuttle boundaries while searching for off campus housing*

*27% (53) student do not considered the shuttle boundaries while searching for off campus housing*

## **USAGE**

### **Most students use the Evening Shuttle to get from MICA to their homes**

62.8% (123) use the shuttle to get from MICA to their home.

30.6% (60) use the shuttle to a friend's home, Rite Aid or someplace that's not their home.

6.6% (13) use the shuttle to get MICA from their home.

*\*The Evening Shuttle's primary responsibility is to get students from MICA to their home safely. Based on this survey 123 students are using the shuttle for it primary role.*

### **The Bolton Hill/ Reservoir Hill Shuttle is most frequently used**

153 (78.1%) students use the Bolton Hill/ Reservoir Hill shuttle

43 (21.9%) students use the Charles Village/ Mt. Vernon shuttle

### **All shuttles are more frequently used when it's dark out and during poor weather conditions**

53.6% (105) take the shuttle when it's dark out.

39.7% (78) take the shuttle during bad weather

*\*Students suggest providing additional shuttles operating would increase their usage. Also many students prefer to walk.*

## **SERVICE**

### **The current operating hours of the Evening Shuttle are preferred by MICA students**

46.4% (91) rated the shuttle service hours as good, 24.5% (48) rated the shuttle hours as excellent, 21.9% (43) rated the shuttle hours fair and 7.1% (14) students rated the hours as poor

### **The current operating hours of the Evening Shuttle fit student's schedules**

60.2% (118) MICA students believe that the current operation time is suitable for their schedule.

39.8% (78) MICA students would like for the evening shuttle to start and end at least one hour earlier

*\*The Evening Shuttle currently operates 5:00pm until 3:00am Monday-Friday and 5:00pm until 4:00am Saturday and Sunday.*

### **Most students wait 20 minutes or less for a shuttle to pick them up**

Based on this survey, 41.8% (82) students wait 20 minutes or less for a shuttle to pick them up from the time that they call to request one.

38.8% (76) students wait 10 minutes or less.

17.9% (35) students wait 30 min or less.

1.5% (3) students wait more than 40 minutes.

### **It takes 10 minutes or less for most students to get dropped off to their destination once they have been picked up by a shuttle**

64.3% (126) students ride on the shuttle for 10 or less minutes

26.0% (51) students ride on the shuttle for 20 or less minutes

5.1% (10) students ride on the shuttle for 30 or less minutes

4.6% (9) students ride on the shuttle for 40 or less minutes

### **Taxi Parameter System (door to door) versus Shuttle Route with Bus Stops: Most students prefer the current taxi parameter system that MICA currently operates**

52.6% (103) students prefer taxi parameter system

20.9% (41) students prefer a shuttle route with bus stops

26.5% (52) students are unsure

### **When requesting a shuttle students most often call the dispatcher**

52.6% (103) students call the MICA dispatcher to request a shuttle

32.7% (64) students ask the building desk attendant

3.6% (7) students wait until they see a shuttle in front of their building

11.2% (22) students answered all of the above

### **MICA dispatchers are polite**

28.5% (92) students state that dispatchers are polite

25.7% (83) students state that dispatchers are helpful

5.3% (17) students state that dispatchers are knowledgeable

\*Student comments suggest that dispatchers are sometimes confusing and disrespectful.

### **Evening Shuttle drivers are polite (334 responses)**

40.4% (135) students state that drivers are polite  
23.4% (78) students state that drivers are helpful  
8.4% (28) state that drivers are disrespectful  
7.8 % (26) students state that drivers are knowledgeable  
4.8% (16) students stated that drivers are confusing  
4.5% (15) students stated that drivers are not helpful

*\*Student comments stated that students appreciate shuttle drivers waiting until students enter their homes before leaving.*

### **Shuttle are operated in a safe manner**

58.7% (115) answered yes, drivers do drive safely  
38.8% (76) answered, it depends on the driver  
2.6% (5) answered no

*\*Students comments stated that drivers use cell phones while driving.*

### **Shuttles are clean**

99.0% (194) students answered yes when asked where the shuttles clean  
1% (2) students answered no