

2014 Carleton Satisfaction Survey for Students

Transit

Frequency of usage (in days)															
Zero		1		2		3		4		5		6		7	
%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#
17.5%	93	3.6%	19	6.8%	36	7.0%	37	14.3%	76	28.2%	150	11.3%	60	11.5%	61

Mean of Responses

	N	Avg.	Std. Dev.
My overall satisfaction with OC Transpo service to campus	429	6.7	2.6
My overall satisfaction with OC Transpo service from campus	431	6.3	2.6
Value for money	423	6.9	2.8
Time it takes to reach campus using transit from my current residence (including transfers)	429	6.3	2.8
Space available on buses/O-train servicing campus	431	5.3	2.8
Reliability of buses/O-train to arrive at scheduled times	429	5.3	2.9
Frequency of service during weekdays	429	6.6	2.6

Mean of Responses-Con't

	N	Avg.	Std. Dev.
Frequency of service during weekday evenings	417	5.9	2.7
Frequency of service during weekends	391	5.0	2.9
Availability of transit service at hours that are convenient to me	428	6.3	2.7
Directness of the routes followed by OC Transpo buses servicing campus	419	6.5	2.7
Safety of transit stops on campus	423	7.9	2.1
Safety of transit stops off campus	420	7.3	2.4

Percentage of Responses

	Low	Med.	High
My overall satisfaction with OC Transpo service to campus	19.3%	39.6%	41.0%
My overall satisfaction with OC Transpo service from campus	24.1%	40.8%	35.0%
Value for money	21.0%	29.6%	49.4%
Time it takes to reach campus using transit from my current residence (including transfers)	25.9%	35.2%	38.9%
Space available on buses/O-train servicing campus	38.7%	38.3%	23.0%
Reliability of buses/O-train to arrive at scheduled times	41.3%	31.9%	26.8%
Frequency of service during weekdays	22.1%	37.1%	40.8%

Percentage of Responses-Con't

	Low	Med.	High
Frequency of service during weekday evenings	30.2%	39.8%	30.0%
Frequency of service during weekends	44.5%	33.2%	22.3%
Availability of transit service at hours that are convenient to me	22.4%	38.8%	38.8%
Directness of the routes followed by OC Transpo buses servicing campus	22.4%	34.1%	43.4%
Safety of transit stops on campus	7.6%	23.9%	68.6%
Safety of transit stops off campus	12.6%	31.9%	55.5%

Source: Carleton Satisfaction Survey for Students, 2014

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.