

Pupil Transportation Services

Customer Satisfaction Survey Results

In January, the Portage Public Schools Transportation Department sent out Customer Satisfaction surveys to 2,000 homes of randomly selected families who were eligible for school bus transportation in Portage. The survey was conducted to gauge the public's overall satisfaction with the District's pupil transportation service. Over 414 surveys or 20.7% were returned, providing the District with valuable feedback that will be used to improve transportation service to Portage students.

Over 91% of the respondents agreed the transportation department provides timely service.

85% agreed their child's bus driver was safe and courteous, their bus stop was at a reasonable and appropriate location and parents were satisfied overall with their child's school bus transportation.

Over 82% of the respondents indicated they received a postcard in August with accurate transportation information for their children.

321 respondents disagreed with the statement, "I'd prefer to drive my child to school rather than use the school bus." For those who agreed with the statement, many indicated they drove their students to school because it better accommodated their family's schedule.

The department thanks those who took the time to complete and return the surveys.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable	Don't Know
We prefer to drive our student to school rather than use the school bus	4.3%	7.7%	29.7%	48.3%	6.5%	1.2%
The district's school bus system provides timely pick up and drop off service	49%	42.3%	3.6%	1.9%	1.0%	1.7%
When I contact the transportation office, I am treated courteously and receive accurate information in a reasonable amount of time	31.6%	37.2%	5.6%	1.9%	12.3%	10.6%
My students bus driver(s) are safe and courteous drivers	45.7%	39.6%	4.3%	1.7%	1.4%	5.1%
Transportation staff enforce disciplinary rules appropriately	26.8%	41.5%	7.2%	1.9%	1.9%	17.9%
I received a postcard in August with reasonably accurate transportation information for my student(s)	44%	37.9%	6.5%	7.5%	1.7%	1.4%
The school bus stop location is reasonable and appropriate for my age student(s)	48.1%	37.4%	6.3%	5.1%	1.2%	1.2%
The Portage Public Schools bus fleet is clean and well maintained	33.3%	41.1%	3.1%	0.2%	1.2%	20%
Overall, I am satisfied with my students school bus transportation to and from school	40.3%	45.4%	3.4%	1.7%	2.4%	1.4%
School (s) my student(s) attend: (many respondents had multiple schools indicated)	272 Elementary School	167 Middle School	130 High School	12 Special Needs	1 Non-Public School	5 Other Program(s)

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