

School Bus Pilot Program Survey 4 Preliminary Report



A. Background

In light of COVID-19, school districts in Los Gatos are evaluating school reopening scenarios. At this time, there isn't sufficient information on the school reopening scenarios. We also do not know the details on school bus cleaning and social distancing requirements.

Purpose

The Town is soliciting feedback from existing customers and other parents to help better understand customer needs for the upcoming school year, in light of the COVID-19 conditions.

The survey included 11 questions with the targeted subjects being both the current school bus riders and non-riders. These two groups were directed to different questions per the flow chart (Appendix A). The questions were prepared to:

- Solicit feedback from existing and potential customers
- Assess demand in light of COVID-19 conditions
- Understand concerns with social distancing and vehicle cleaning expectations

Survey Period

June 9-June 14, 2020

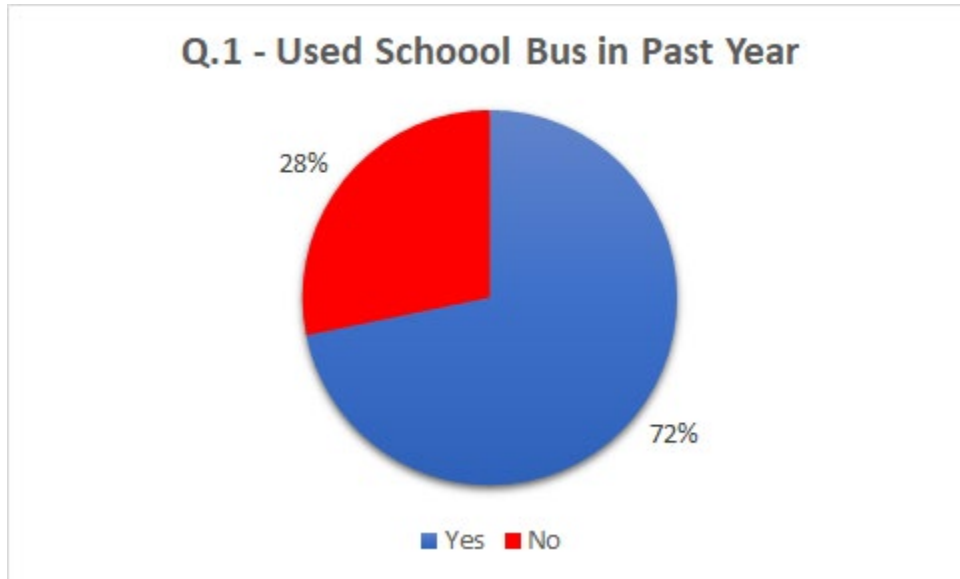
Survey Mechanism

The survey was administered online through SurveyMonkey. The link was sent to the current customers via emails and to the larger Los Gatos Union School District community. The survey was also posted on the School Bus Pilot page on the Town's website. A total of 85 responds were received. The survey questions can be found in Appendix B.

B. Survey Responses

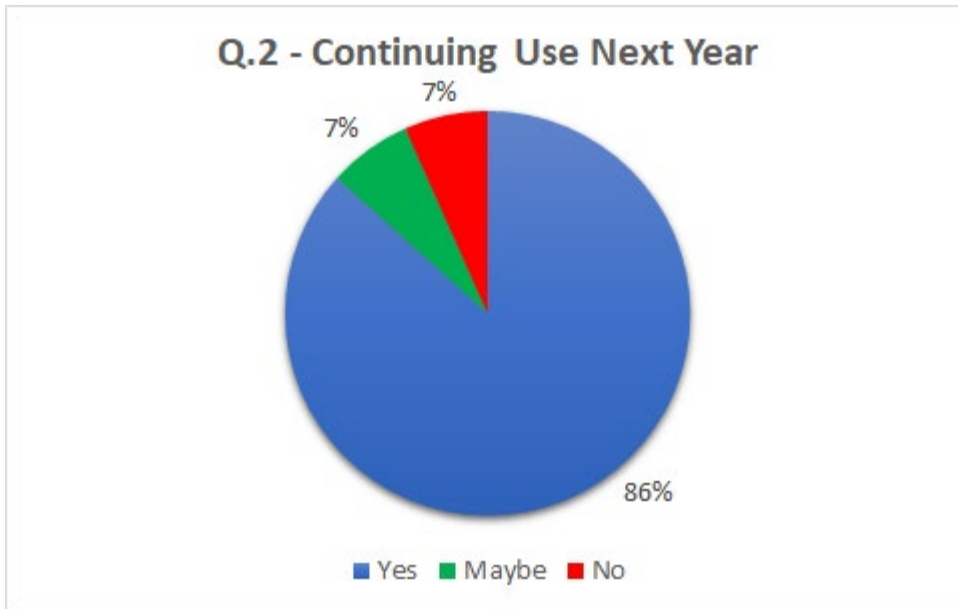
Q1. Do you have one or more students using the TLG school bus service in the past year?

Answer Choices	Response Percent	Responses
Yes	71.76%	61
No	28.24%	24
	Answered	85



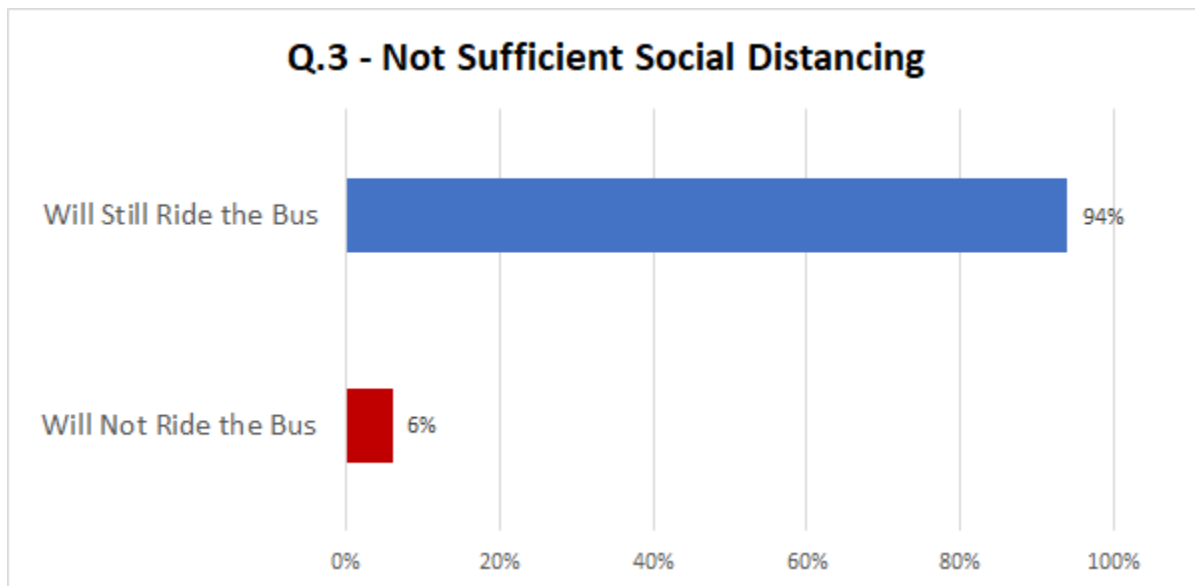
Q2. Do you plan on continuing to use the service in the next school year? (Current customers only)

Answer Choices	Response Percent	Responses
Yes	86.67%	52
Maybe	6.67%	4
No	6.67%	4
	Answered	60



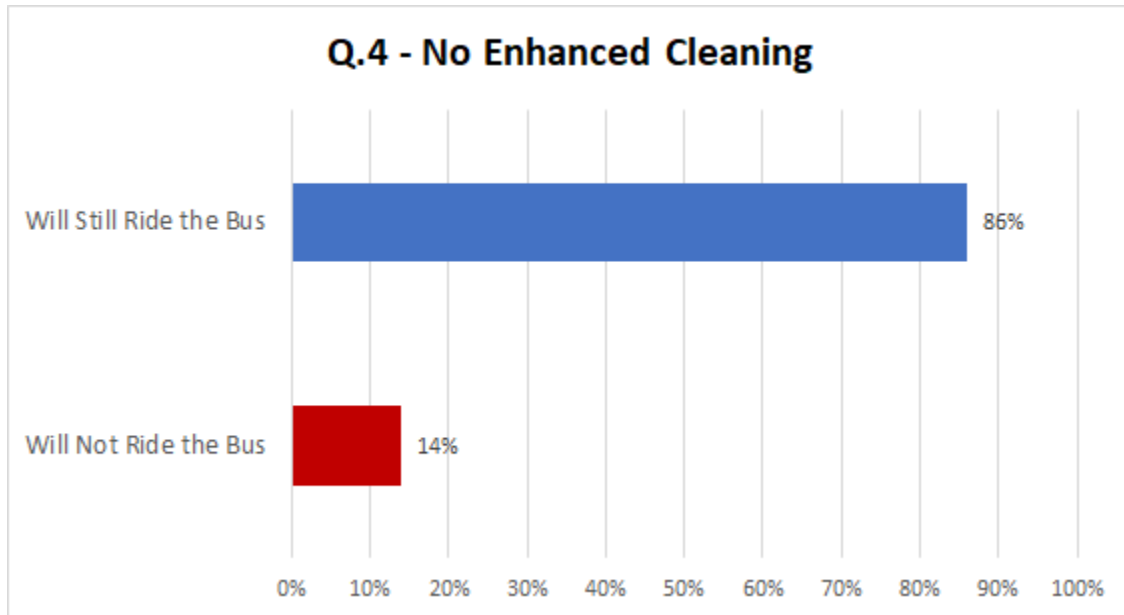
Q3. If we are not able to provide six-foot social distance on the bus, will this affect your decision?

Answer Choices	Response Percent	Responses
I will not have my child(ren) ride the bus next year.	5.88%	3
I will still have my child(ren) ride the bus next year.	94.12%	48
	Answered	51



Q4. We do not know if the contractor can provide enhanced cleaning on the buses. Will this affect your decision?

Answer Choices	Response Percent	Responses
I will not have my child(ren) ride the bus next year.	13.46%	7
I will still have my child(ren) ride the bus next year.	86.54%	45
	Answered	52



Q5. What are your concerns?

Answer Choices	Response Percent	Responses
Depends on how well you will handle social distancing and vehicle cleaning	0.00%	0
Depends on what the school bell schedule looks like	75.00%	3
I don't have enough information to make a decision	25.00%	1
We can't commit to an annual subscription	0.00%	0
	Answered	4

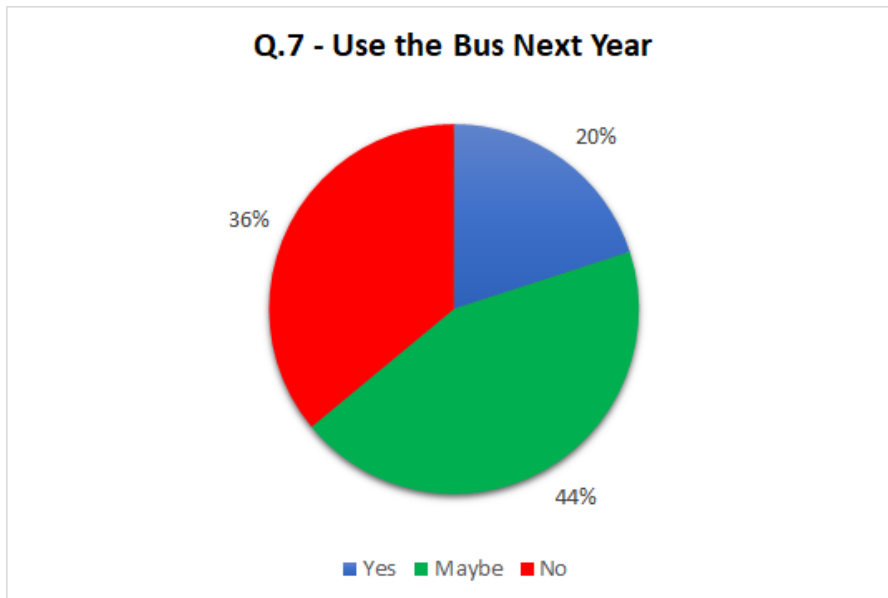
Q6. If not, what are the reasons?

Answer Choices	Response Percent	Responses
We no longer need the service because our child(ren) has(ve) graduated from the previous school	50.00%	2

We used the service in the past but it was not convenient or did not meet our needs	0.00%	0
I am not comfortable having my child(ren) to ride the bus due to COVID-19	50.00%	2
We don't need the service due to the changes with school reopening	0.00%	0
I don't have enough information to make a decision	0.00%	0
Other, please specify	0.00%	0
	Answered	4

Q7. Do you plan on having your child(ren) ride the bus in the next school year? (Potential customers)

Answer Choices	Response Percent	Responses
Yes	20.00%	5
Maybe	44.00%	11
No	36.00%	9
	Answered	25



Q8. If we are not able to provide six-foot social distance on the bus, will this affect your decision?

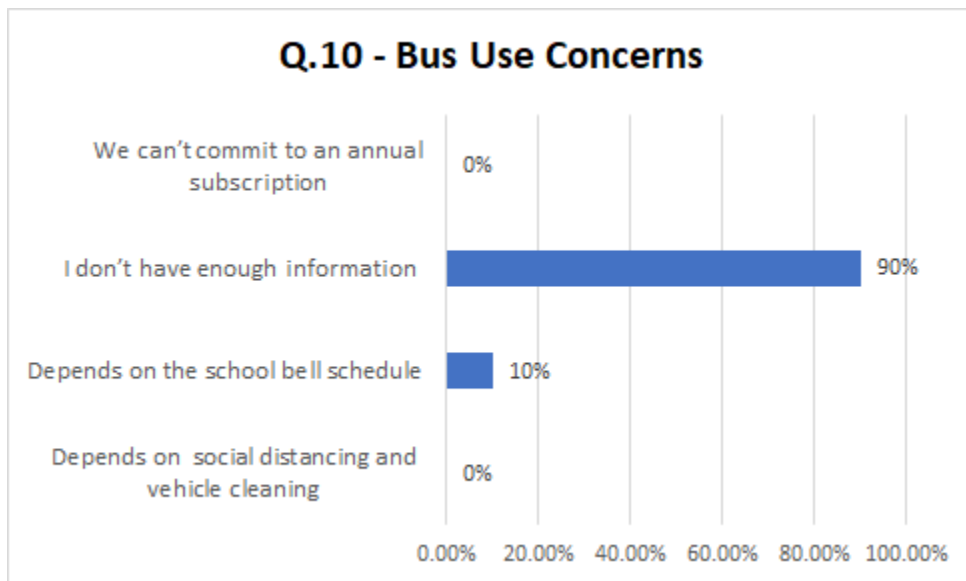
Answer Choices	Response Percent	Responses
I will not have my child(ren) ride the bus next year.	0.00%	0
I will still have my child(ren) ride the bus next year.	100.00%	4
	Answered	4

Q9. We do not know if the contractor can provide enhanced cleaning on the buses. Will this affect your decision?

Answer Choices	Response Percent	Responses
I will not have my child(ren) ride the bus next year.	0.00%	0
I will still have my child(ren) ride the bus next year.	100.00%	4
	Answered	4

Q10. What are your concerns?

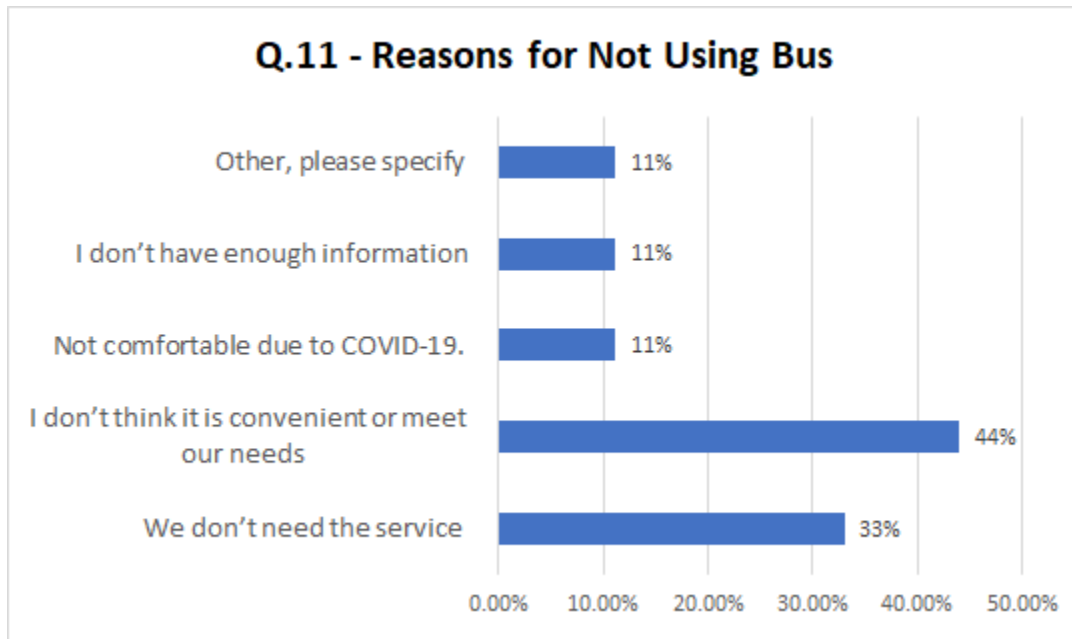
Answer Choices	Response Percent	Responses
Depends on social distancing and vehicle cleaning	0.00%	0
Depends on the school bell schedule	10.00%	1
I don't have enough information	90.00%	9
We can't commit to an annual subscription	0.00%	0
	Answered	10



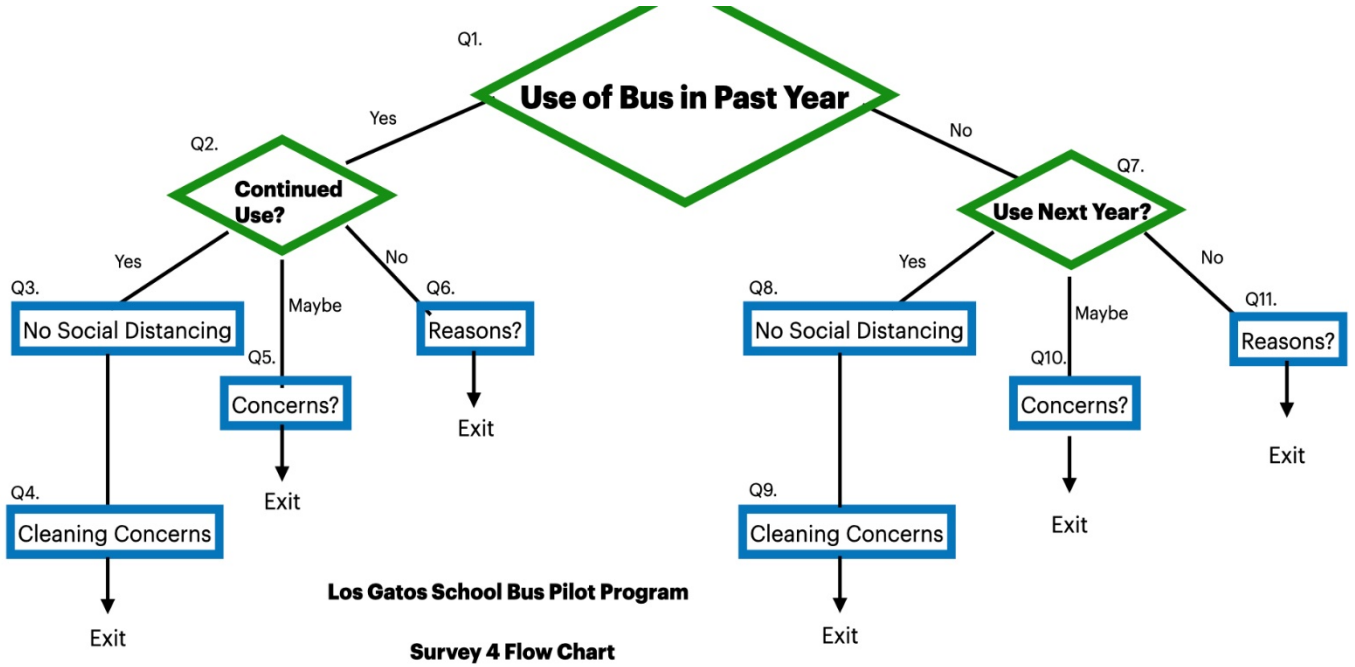
Q11. If not, what are the reasons?

Answer Choices	Response Percent	Responses
We don't need the service	33.00%	3
I don't think it is convenient or meet our needs	44.00%	4
Not comfortable due to COVID-19.	11.11%	1
I don't have enough information	11.11%	1

Other, please specify	11.11%	1
	Answered	9



Appendix A – Flow Chart



Appendix B - Survey Questions

1. Do you have one or more students using the TLG school bus service in the past year?

Y – Q2

N – Q7

2. Do you plan on continuing to use the service in the next school year?

Y – Q3

Maybe, it depends – Q5

N – Q6

3. If we are not able to provide six-foot social distance on the bus, will this affect your decision?

I will not have my child(ren) ride the bus next year.

I will still have my child(ren) ride the bus next year.

4. We do not know if the contractor can provide enhanced cleaning on the buses.

Will this affect your decision?

I will not have my child(ren) ride the bus next year.

I will still have my child(ren) ride the bus next year.

5. What are your concerns?

Depends on how well you will handle social distancing and vehicle cleaning

Depends on what the school bell schedule looks like

I don't have enough information to make a decision

We can't commit to an annual subscription

6. If not, what are the reasons?

We no longer need the service because our child(ren) has(ve) graduated from the previous school

We used the service in the past but it was not convenient or did not meet our needs

I am not comfortable having my child(ren) to ride the bus due to COVID-19

We don't need the service due to the changes with school reopening

I don't have enough information to make a decision

Other, please specify

7. Do you plan on having your child(ren) ride the bus in the next school year?

Y – Q8

Maybe, it depends – Q10

N – Q11

8. If we are not able to provide six-foot social distance on the bus, will this affect your decision?

I will not have my child(ren) ride the bus next year.

I will still have my child(ren) ride the bus next year.

9. We do not know if the contractor can provide enhanced cleaning on the buses.

Will this affect your decision?

I will not have my child(ren) ride the bus next year.

I will still have my child(ren) ride the bus next year.

10. What are your concerns?

We could use the service but it depends on how well you will handle social distancing and vehicle cleaning

We could use the service but it depends on what the school bell schedule looks like

I don't have enough information to make a decision

We can't commit to an annual subscription

11. If not, what are the reasons?

We don't need the service

We could use the service but I don't think it is convenient or meet our needs

We could use the service but I am not comfortable having my child(ren) to ride the bus due to COVID-19.

I don't have enough information to make a decision

Other, please specify