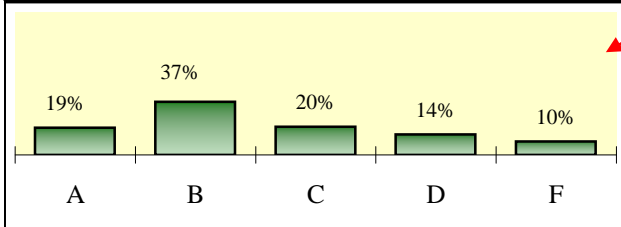


# THE SCHOOL BUS



# THE SCHOOL BUS: ELEMENTARY STUDENTS

**Elementary Students' Satisfaction Rating Distribution**



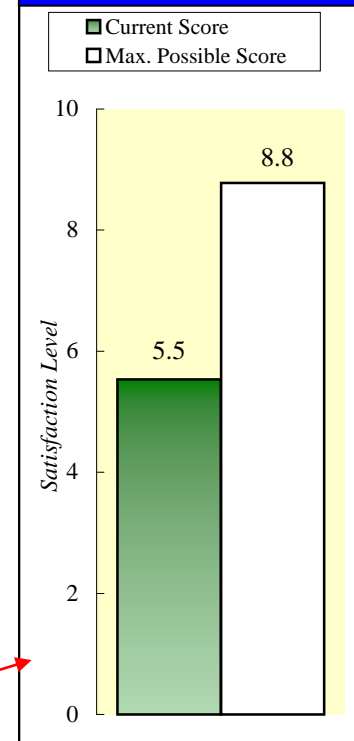
This graph shows the distribution of satisfaction scores elementary students provided for the overall school bus rating question.

**Impact Index** is a combination of the penalty and the % reporting the problem. It represents the percent of **potential improvement** that can be realized if the occurrence of the problem is reduced to zero.

**Penalty** for each issue is the difference between the mean satisfaction scores of those who reported that an issue was a problem and those who reported that the same issue was not a problem. The larger the penalty, the larger the effect of the problem is on satisfaction for those people who have experienced the issue.

SCHOOL BUS ISSUES	% with Problem	Penalty	IMPACT INDEX
Is your bus clean?	79%	1.8	43%
Is your bus driver helpful and friendly?	42%	1.9	25%
Do you feel safe riding on your bus?	26%	2.9	23%
Is your bus usually on-time?	17%	1.6	9%
Are students well-behaved on your bus?	77%	0.0	0%
Is your bus ride too long?	37%	0.0	0%
Is the bus stop close enough to your house?	15%	0.0	0%

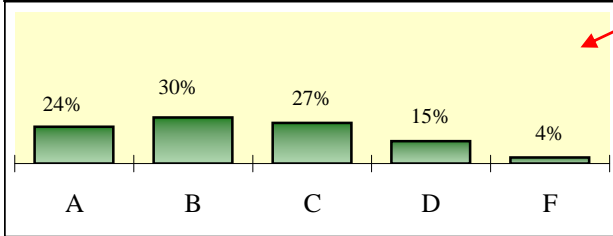
**Improvement Possible**



This graph shows the current elementary student mean rating for the school bus, along with the **maximum possible score**.

# THE SCHOOL BUS: SECONDARY STUDENTS

**Secondary Students' Satisfaction Rating Distribution**

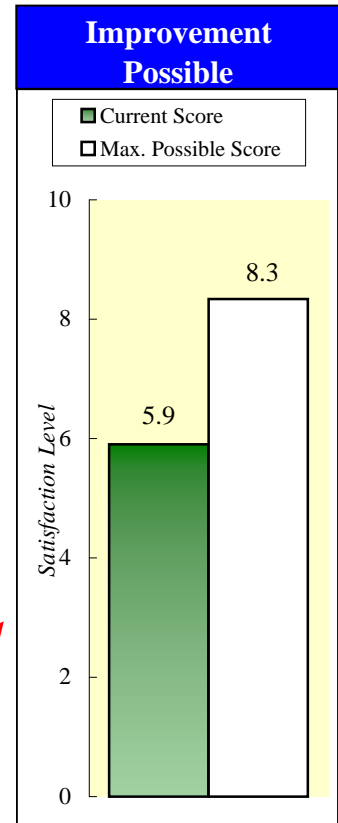


This graph shows the distribution of satisfaction scores secondary students provided for the overall school bus rating question.

**Impact Index** is a combination of the penalty and the % reporting the problem. It represents the percent of **potential improvement** that can be realized if the occurrence of the problem is reduced to zero.

**Penalty** for each issue is the difference between the mean satisfaction scores of those who reported that an issue was a problem and those who reported that the same issue was not a problem. The larger the penalty, the larger the effect of the problem is on satisfaction for those people who have experienced the issue.

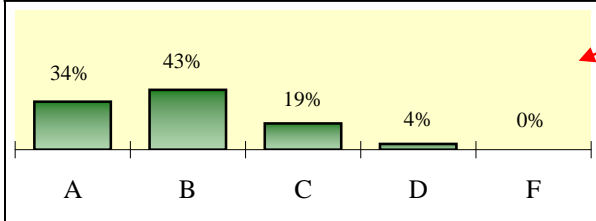
SCHOOL BUS ISSUES	% with Problem	Penalty	IMPACT INDEX
Is your bus clean?	52%	2.0	43%
Is your bus ride too long?	41%	1.2	20%
Is your bus driver helpful and friendly?	29%	1.4	17%
Do you feel safe riding on your bus?	21%	1.6	14%
Is the bus stop close enough to your house?	16%	0.9	6%
Are students well-behaved on your bus?	60%	0.0	0%
Is your bus usually on-time?	36%	0.0	0%



This graph shows the current secondary student mean rating for the school bus, along with the **maximum possible score**.

# THE SCHOOL BUS: PARENTS

**Parents' Satisfaction Rating Distribution**



This graph shows the distribution of satisfaction scores parents provided for the overall school bus rating question.

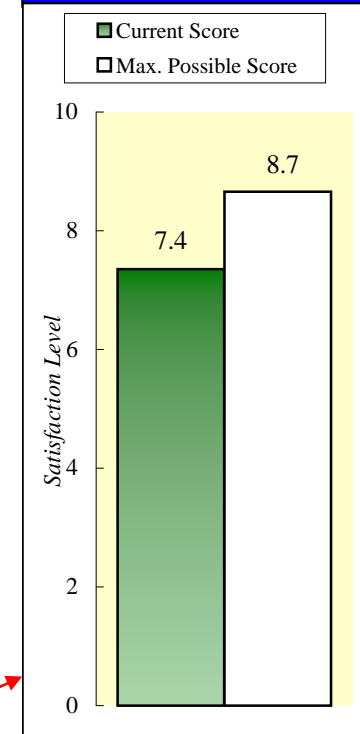
**Impact Index** is a combination of the penalty and the % reporting the problem. It represents the percent of **potential improvement** that can be realized if the occurrence of the problem is reduced to zero.

**Penalty** for each issue is the difference between the mean satisfaction scores of those who reported that an issue was a problem and those who reported that the same issue was not a problem. The larger the penalty, the larger the effect of the problem is on satisfaction for those people who have experienced the issue.

## SCHOOL BUS ISSUES

SCHOOL BUS ISSUES	% with Problem	Penalty	IMPACT INDEX
Are students well-behaved on your child's bus?	46%	1.5	53%
Is your child safe riding on the bus?	14%	2.9	31%
Is your child's bus driver helpful and friendly?	10%	2.0	16%
Is your child's bus ride too long?	28%	0.0	0%
Is your child's bus clean?	23%	0.0	0%
Is your child's bus usually on-time?	6%	0.0	0%
Is the bus stop close enough to your house?	4%	0.0	0%

**Improvement Possible**



This graph shows the current parent mean rating for school busing, along with the **maximum possible score**.