Dear Customer,

At RTA, our mission is to provide our customers “safe, reliable, clean and courteous public transportation”. We are continuously striving to improve our performance in each of these areas. We need to hear from you, to gauge how well we’re doing.

This survey is being conducted by 19 other transit agencies across the country concurrently with RTA. This will allow us not only compare our performance against our own findings from previous years, but also with those of other “like-sized” transit companies.

As always your personal information and responses will remain confidential and will not be used for any other purpose.

We value your opinion, so please take a few moments to complete this survey.

Thank you for your time and thank you for riding RTA.

For the English version:
Click here to take survey (https://www.surveymonkey.co.uk/r/GCRTA2017)

Estimado Cliente,

En RTA, nuestra misión es ofrecer a nuestros clientes “transporte público seguro, confiable, limpio y cortés”. Nos esforzamos continuamente para mejorar nuestro rendimiento en cada una de estas áreas. Necesitamos saber de usted, para medir qué tan bien estamos haciendo nuestro trabajo.

Esta encuesta se está realizando por 19 agencias de tránsito en todo el país simultáneamente con RTA. Esto nos permite no sólo comparar nuestro rendimiento contra nuestros propios resultados de años anteriores, pero también con los de otras agencias de tránsito del mismo tamaño.

Como siempre su información personal y respuestas permanecerán confidenciales y no se utilizará para ningún otro propósito.

Valoramos tu opinión, por favor tome un momento para llenar esta encuesta.

Gracias por su tiempo y gracias por usar RTA.

Para la versión en Español:
Click para tomar una encuesta de servicio al cliente (https://www.surveymonkey.co.uk/r/GCRTA2017Spanish)
We want to hear from you!

Demographics

Highlights

Safety

Cleanliness

On-time Performance

Availability

Ease of Use

Comfort

Information

Customer Care

Number of Responses to Customer Satisfaction Survey

2013

2014

2015

Responses

How satisfied are you overall with the bus service?

Dissatisfied

Satisfied

2013

2014

2015
We want to hear from you!

Demographics

Highlights

Safety

Cleanliness

On-time Performance

Availability

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Comfort

Information

Customer Care

Distribution of Survey Respondents by Frequency of Bus Trips

Distribution of Survey Respondents by Age Group

Plan a Trip

Start (e.g. Hopkins Airport)
Enter a location

End (e.g. Rivergate Park)
Enter a location

© Depart © Arrive

January 31, 2018

02:43 P.M.

Get Directions

Click here to try our new Trip Planner

Service Alerts

Rail (/routes/redline) (/routes/blueline) (/routes/greenline)

Red Line

3 Alerts

Blue Line

1 Alert

Waterfront Line

Normal Service

Green Line

1 Alert

View All Service Alerts (/service-alerts)
Distribution of Survey Respondents by Typical Purpose of Trip

2015: Overall Satisfaction by Trip Purpose

2015: Overall Satisfaction by Age Group
2015: Overall Satisfaction by Frequency of Bus Trips

Very Often: Dissatisfied 30%, Neutral 30%, Satisfied 40%

Often: Dissatisfied 20%, Neutral 40%, Satisfied 40%

Sometimes: Dissatisfied 10%, Neutral 40%, Satisfied 50%

Rarely: Dissatisfied 5%, Neutral 35%, Satisfied 60%

Very Rarely: Dissatisfied 5%, Neutral 25%, Satisfied 70%
RTA Customer Satisfaction Survey 2017

We want to hear from you!

Demographics

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Plan a Trip

Start (e.g. Hopkins Airport)

Enter a location

End (e.g. Rivergate Park)

Enter a location

Depart

Arrive

Get Directions

I feel safe riding the bus

2013

2014

2015

0%

20%

40%

60%

80%

Disagree

Agree

I feel safe and secure waiting for my bus

2013

2014

2015

0%

15%

30%

45%

60%

Disagree

Agree

Service Alerts

Red Line

3 Alerts

Blue Line

1 Alerts

Waterfront Line

Normal Service

Green Line

1 Alerts

View All Service Alerts (/service-alerts)
RTA Customer Satisfaction Survey 2017

<table>
<thead>
<tr>
<th>We want to hear from you!</th>
<th>Demographics</th>
<th>Highlights</th>
<th>Safety</th>
<th>Cleanliness</th>
<th>On-time Performance</th>
<th>Availability</th>
<th>Ease of Use</th>
<th>Comfort</th>
<th>Information</th>
<th>Customer Care</th>
</tr>
</thead>
</table>

### The bus provides a comfortable environment

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disagree</td>
<td>30%</td>
<td>45%</td>
<td>60%</td>
</tr>
<tr>
<td>Agree</td>
<td>70%</td>
<td>55%</td>
<td>40%</td>
</tr>
</tbody>
</table>

### The bus is clean

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disagree</td>
<td>30%</td>
<td>45%</td>
<td>60%</td>
</tr>
<tr>
<td>Agree</td>
<td>70%</td>
<td>55%</td>
<td>40%</td>
</tr>
</tbody>
</table>

Plan a Trip

Start (e.g. Hopkins Airport)
Enter a location

End (e.g. Rivergate Park)
Enter a location

Depart | Arrive | Best Route
Jan 31 2018 02:43 P.M.

Get Directions

Click here to try our new Trip Planner

Service Alerts

- **Red Line**
  - 3 Alerts
    - (routes/redline)

- **Blue Line**
  - 1 Alerts
    - (routes/blueline)

- **Waterfront Line**
  - Normal Service
    - (routes/greenline)

- **Green Line**
  - 1 Alerts
    - (routes/greenline)

View All Service Alerts (/service-alerts)
The bus usually runs on time

- 2013: Disagree 30%, Agree 70%
- 2014: Disagree 40%, Agree 60%
- 2015: Disagree 50%, Agree 50%

The bus gets me to my destination in a reasonable amount of time

- 2013: Disagree 50%, Agree 50%
- 2014: Disagree 40%, Agree 60%
- 2015: Disagree 30%, Agree 70%

Service Alerts

- Red Line:
  - 3 Alerts
  - (routes/redline)
- Blue Line:
  - 1 Alert
  - (routes/blueline)
- Waterfront Line:
  - Normal Service
  - (routes/waterfront)
- Green Line:
  - 1 Alert
  - (routes/greenline)

View All Service Alerts (/service-alerts)
RTA Customer Satisfaction Survey 2017

Bus routes are conveniently located for me

<table>
<thead>
<tr>
<th>Year</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disagree</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Agree</td>
<td>100%</td>
<td>75%</td>
<td>50%</td>
</tr>
</tbody>
</table>

The buses operate on the days and the times that I need them

<table>
<thead>
<tr>
<th>Year</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disagree</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
</tr>
<tr>
<td>Agree</td>
<td>80%</td>
<td>60%</td>
<td>60%</td>
</tr>
</tbody>
</table>
RTA Customer Satisfaction Survey 2017

We want to hear from you!
- Demographics
- Highlights
- Safety
- Cleanliness
- On-time Performance
- Availability
- Ease of Use
- Comfort
- Information

Customer Care

We want to hear from you!

It is convenient to pay the bus fare/buy tickets or passes

```
<table>
<thead>
<tr>
<th>Year</th>
<th>Disagree</th>
<th>Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>0%</td>
<td>100%</td>
</tr>
<tr>
<td>2014</td>
<td>25%</td>
<td>75%</td>
</tr>
<tr>
<td>2015</td>
<td>50%</td>
<td>50%</td>
</tr>
</tbody>
</table>
```

It is easy for me to get on and off the bus

```
<table>
<thead>
<tr>
<th>Year</th>
<th>Disagree</th>
<th>Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>2014</td>
<td>75%</td>
<td>25%</td>
</tr>
<tr>
<td>2015</td>
<td>50%</td>
<td>50%</td>
</tr>
</tbody>
</table>
```
We want to hear from you!

### Demographics

- **Highlights**
- **Safety**
- **Cleanliness**

### On-time Performance
- **Availability**
- **Ease of Use**
- **Comfort**
- **Information**

### Customer Care

---

**There is enough seating/space on the bus**

<table>
<thead>
<tr>
<th>Year</th>
<th>Agree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>20%</td>
<td>60%</td>
</tr>
<tr>
<td>2014</td>
<td>40%</td>
<td>40%</td>
</tr>
<tr>
<td>2015</td>
<td>60%</td>
<td>20%</td>
</tr>
</tbody>
</table>

---

**The bus is well driven**

<table>
<thead>
<tr>
<th>Year</th>
<th>Agree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>0%</td>
<td>20%</td>
</tr>
<tr>
<td>2014</td>
<td>60%</td>
<td>40%</td>
</tr>
<tr>
<td>2015</td>
<td>80%</td>
<td>0%</td>
</tr>
</tbody>
</table>

---

**Plan a Trip**

- **Start (e.g. Hopkins Airport)**
  - Enter a location

- **End (e.g. Rivergate Park)**
  - Enter a location

- **Depart**
  - **Arrive**
  - Best Route

- **Depart**
  - **Arrive**
  - **Get Directions**

---

**Service Alerts**

- **Red Line**
  - 3 Alerts
  - (routes/redline)

- **Blue Line**
  - 1 Alerts
  - (routes/blueline)

- **Waterfront Line**
  - Normal Service
  - (routes/greenline)

- **Green Line**
  - 1 Alerts
  - (routes/greenline)

[View All Service Alerts](/service-alerts)
# RTA Customer Satisfaction Survey 2017

**We want to hear from you!**

- Demographics
- Highlights
- Safety
- Cleanliness
- On-time Performance
- Availability
- Ease of Use
- Comfort
- Information
- Customer Care

---

### Plan a Trip

**Start** (e.g. Hopkins Airport)

Enter a location

**End** (e.g. Rivergate Park)

Enter a location

- **Depart**
- **Arrive**
- **Best Route**

**Get Directions**

Click here to try our new Trip Planner

### Service Alerts

**Red Line**

- 3 Alerts ([routes/redline](/routes/redline))

**Blue Line**

- 1 Alerts ([routes/blueline](/routes/blueline))

**Waterfront Line**

- Normal Service ([routes/greenline](/routes/greenline))

**Green Line**

- 1 Alerts ([routes/greenline](/routes/greenline))

View All Service Alerts ([/service-alerts](/service-alerts))

---

**If there are problems, I can easily get information about alternative routes or schedules**

<table>
<thead>
<tr>
<th>Year</th>
<th>Disagree</th>
<th>Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>45%</td>
<td>55%</td>
</tr>
<tr>
<td>2014</td>
<td>40%</td>
<td>60%</td>
</tr>
<tr>
<td>2015</td>
<td>35%</td>
<td>65%</td>
</tr>
</tbody>
</table>

---

**It is easy to find out if the buses are running on schedule**

<table>
<thead>
<tr>
<th>Year</th>
<th>Disagree</th>
<th>Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>45%</td>
<td>55%</td>
</tr>
<tr>
<td>2014</td>
<td>40%</td>
<td>60%</td>
</tr>
<tr>
<td>2015</td>
<td>35%</td>
<td>65%</td>
</tr>
</tbody>
</table>
It is easy to get information about the bus services
We want to hear from you!

- Demographics
- Highlights
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- On-time Performance
- Availability
- Ease of Use
- Comfort
- Information
- Customer Care

The transit agency is responsive to customer complaints/problems:

<table>
<thead>
<tr>
<th>Year</th>
<th>Disagree</th>
<th>Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td></td>
<td>50</td>
</tr>
<tr>
<td>2014</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>38</td>
<td></td>
</tr>
</tbody>
</table>

Bus drivers are helpful and professional:

<table>
<thead>
<tr>
<th>Year</th>
<th>Disagree</th>
<th>Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td></td>
<td>20</td>
</tr>
<tr>
<td>2014</td>
<td>60</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>80</td>
<td></td>
</tr>
</tbody>
</table>

Service Alerts:
- Red Line (routes/redline)
  - 3 Alerts
- Blue Line (routes/blueline)
  - 1 Alert
- Waterfront Line
  - Normal Service
- Green Line (routes/greenline)
  - 1 Alert

View All Service Alerts (/service-alerts)
Bus drivers look professional (appropriate uniform and neat)