



# Thank you for taking our 2018 Customer Satisfaction Survey!

Your feedback is helpful and appreciated. Here's what you had to say:

## You told us...

- **39%** rely on the WRTA to get to work
- If the WRTA were not available, **50%** of riders would *not* have traveled
- **44%** ride the WRTA more than twice a day

## You like...

- The ease of purchasing day/monthly passes
- The safety on the bus
- The friendliness of Customer Service Staff

## We need to improve...

- The cleanliness of the buses, shelters and the Hub.
- On time performance
- The accuracy of the Bus Tracker

## Comments:

- Thank you for all that you do!
- I do not own a car and rely on the WRTA to get around.
- Without WRTA, I would not be able to get to work.
- I feel safe, confident and comfortable riding the WRTA.
- Please keep weekend service!
- I love the WRTA—Thank you!
- I do not drive—cutting back the service will really impact me.
- The WRTA is very important to our entire city. Please keep it!

## Here's what you said you want more of:

- #1 - More weekend service
- #2 - More frequent service
- #3 - Longer service hours
- #4 - Better reliability
- #5 - Shorter trip travel

Stay engaged with us! WRTA is currently advocating for more funding to provide these service improvements.