



Customer Experience Surveys – 2024 Wave 3

Fixed Route Bus, Bus Rapid Transit, Rail, & Paratransit

October 15, 2024



Contents

Fixed Route Bus Bus Rapid Transit (BRT) Rail

Paratransit

Key Topics Covered:



Methodology



Customer Characteristics Net



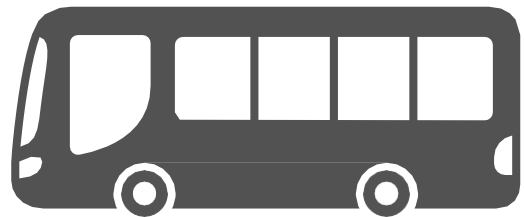
Promoter Score



Customer Importance Factors

Methodology

*Fixed Route Bus, BRT,
Rail*



Targeted customers riding or waiting for the bus throughout the day on weekdays, Saturday, and Sunday to obtain a representative sample based on latest RTA ridership data

Surveyed every 4th customer to ensure random sampling.



Fixed Route Bus	BRT	Rail
406 completed surveys	463 completed surveys	429 completed surveys
+/-4.8% at the 95% level of confidence	+/-4.5% at the 95% level of confidence	+/-4.7% at the 95% level of confidence



10 days in the field

Sept 16-25, 2024

Administered by trained surveyors using paper questionnaires, tablet interviews, and QR codes.

Customers who completed the survey could be entered into a drawing to win a \$500 Gift Card.

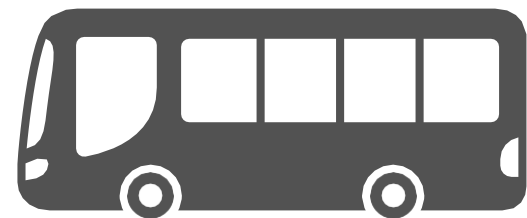
Methodology

Paratransit



Conducted during
Sept 2024

ETC Institute used their hybrid approach to collect over 500 surveys.



Received list of RTA Paratransit customers including name, address, and phone number. Mailed survey and cover letter to 2,500 individuals who used Paratransit services in the last quarter.



Paratransit
539 completed surveys
+/-4.1% at the 95% level of confidence

After mailing survey material, ETC followed up with text messages phone calls to recipients.

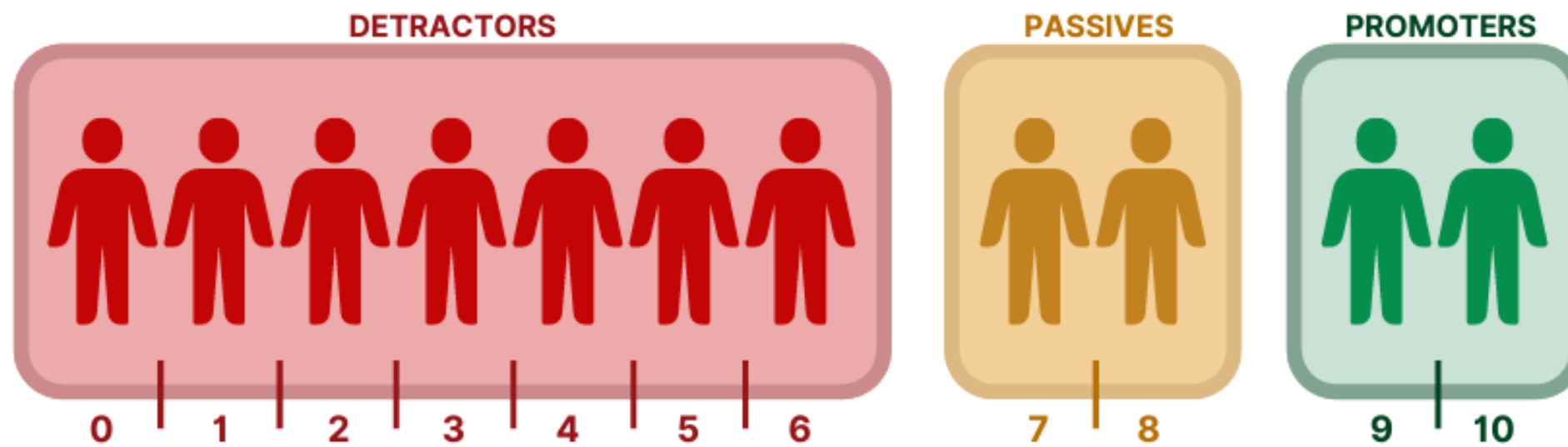
Customer Impressions

Fixed Route Bus

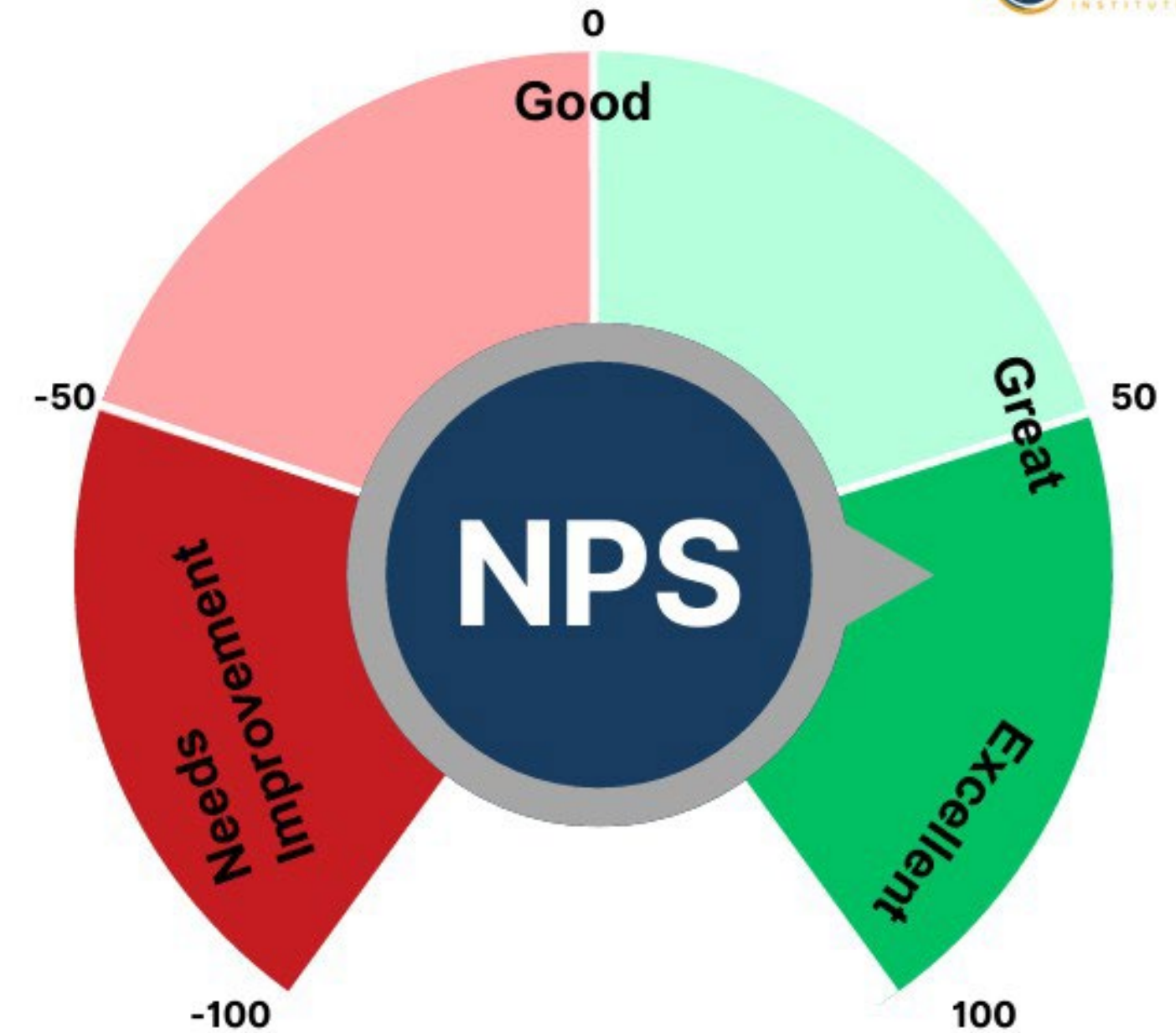
Net Promoter Score (NPS)

NPS poses the ultimate question:

"How likely would you be to recommend riding RTA to a friend or neighbor?"



$$\text{Net Promoter Score} = \% \text{Promoters} - \% \text{Detractors}$$



NEEDS IMPROVEMENT	-100-0
GOOD	0-30
GREAT	30-70
EXCELLENT	70-100

Fixed Route Bus

(FR)



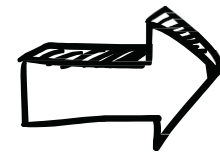


Fixed Route Bus Results Overview

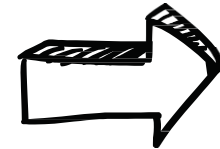
64% of customers are satisfied with bus service.

77% of customers believe the RTA system provides value to the community.

Customers are **MOST** satisfied with...

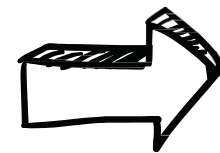
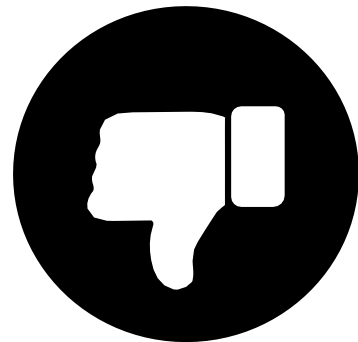


Buses operating at the days & times that I need them (76%)

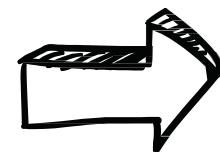


Bus routes are conveniently located for me (73%)

Customers are **LEAST** satisfied with...



Cleanliness of buses (45%)



Price of fare (51%)

Top Most Important Elements of Bus Service to Customers...

1. On-time performance
2. Price of fare
3. Bus cleanliness
4. Safety while waiting

Customer Characteristics

Fixed Route Bus

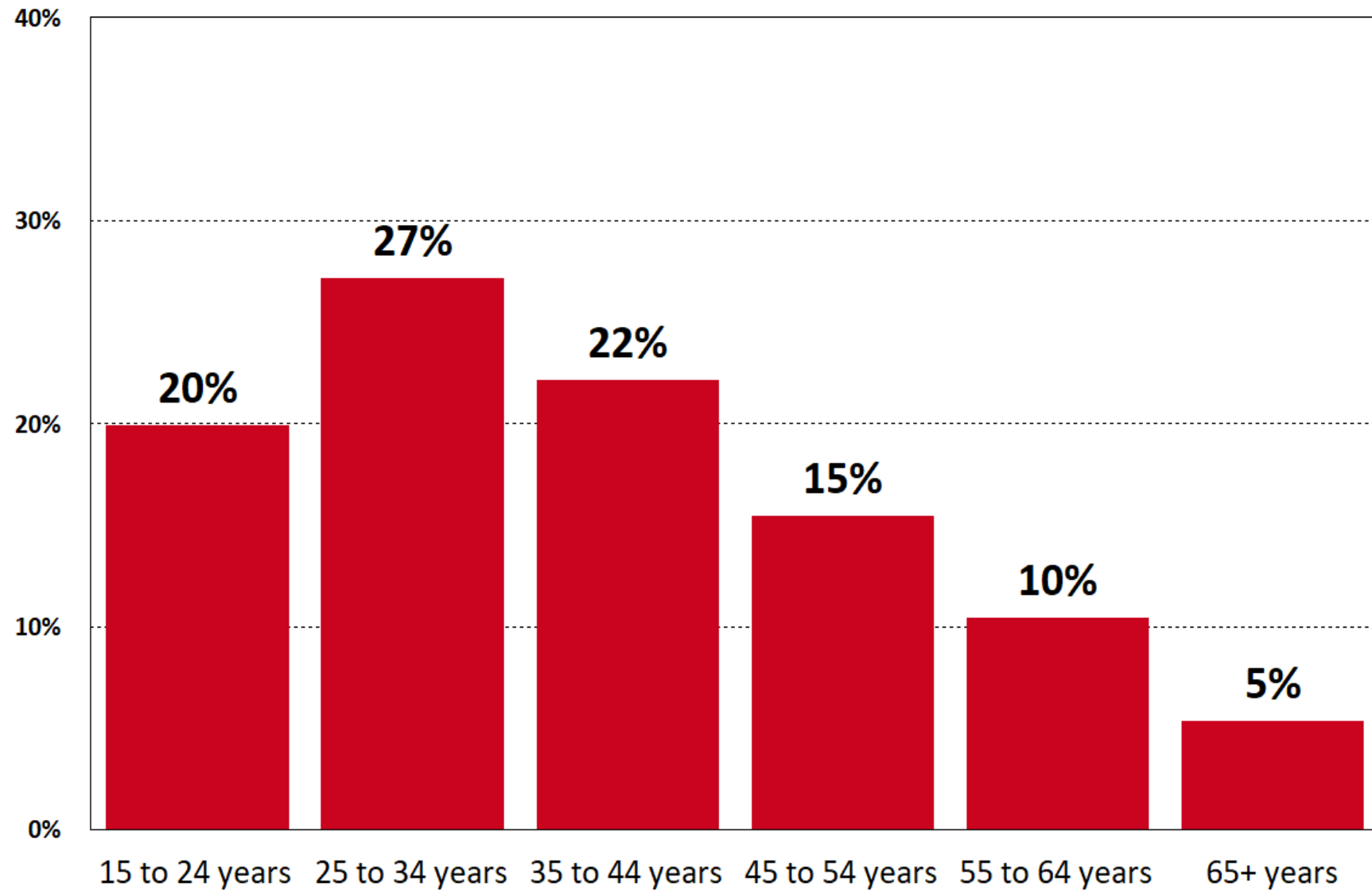


Customer Characteristics

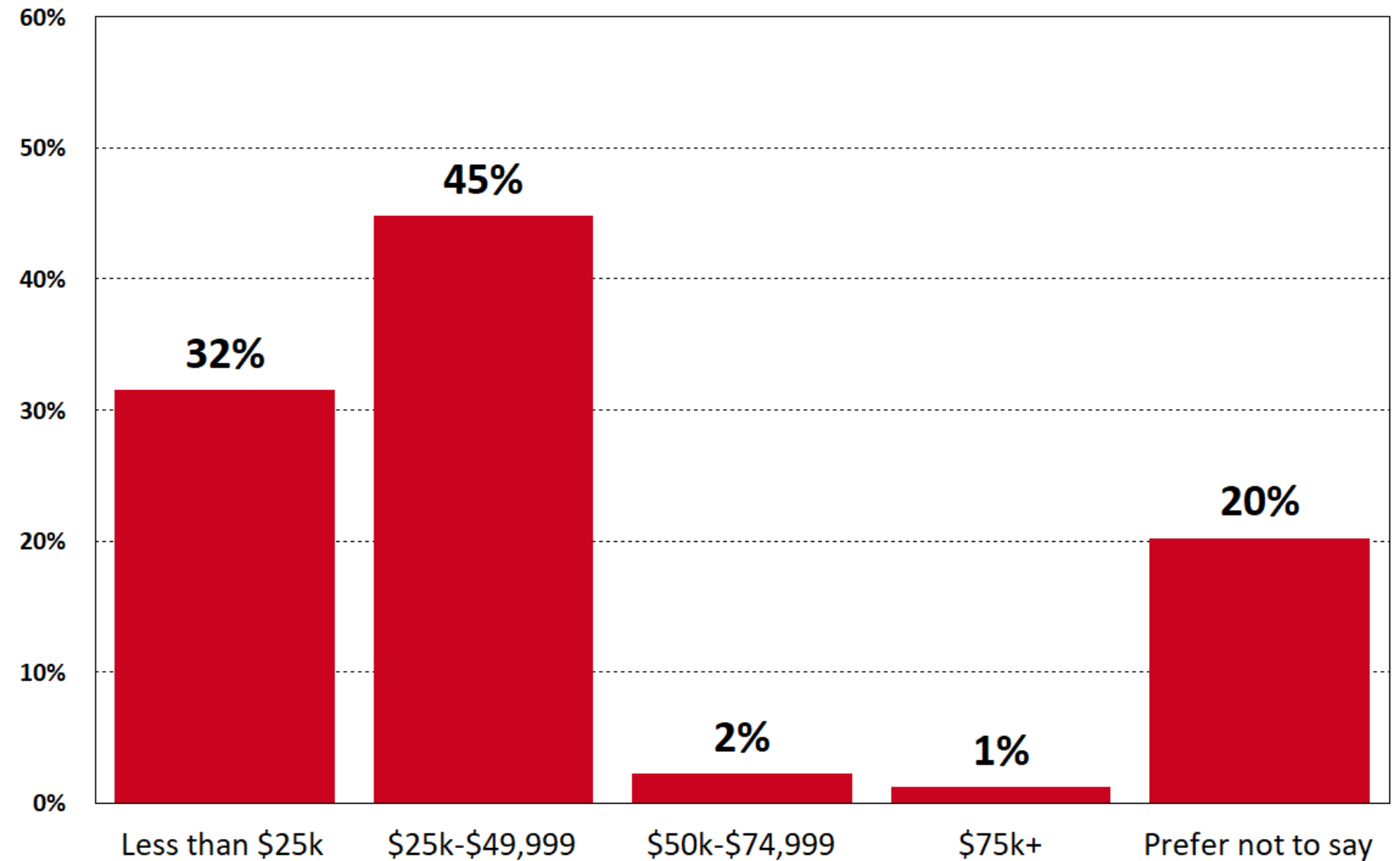


- 27% of FR customers are between 25 and 34 years old. 77% of FR customers make less than \$50,000.

What is your age?



What category best describes your total annual household income?



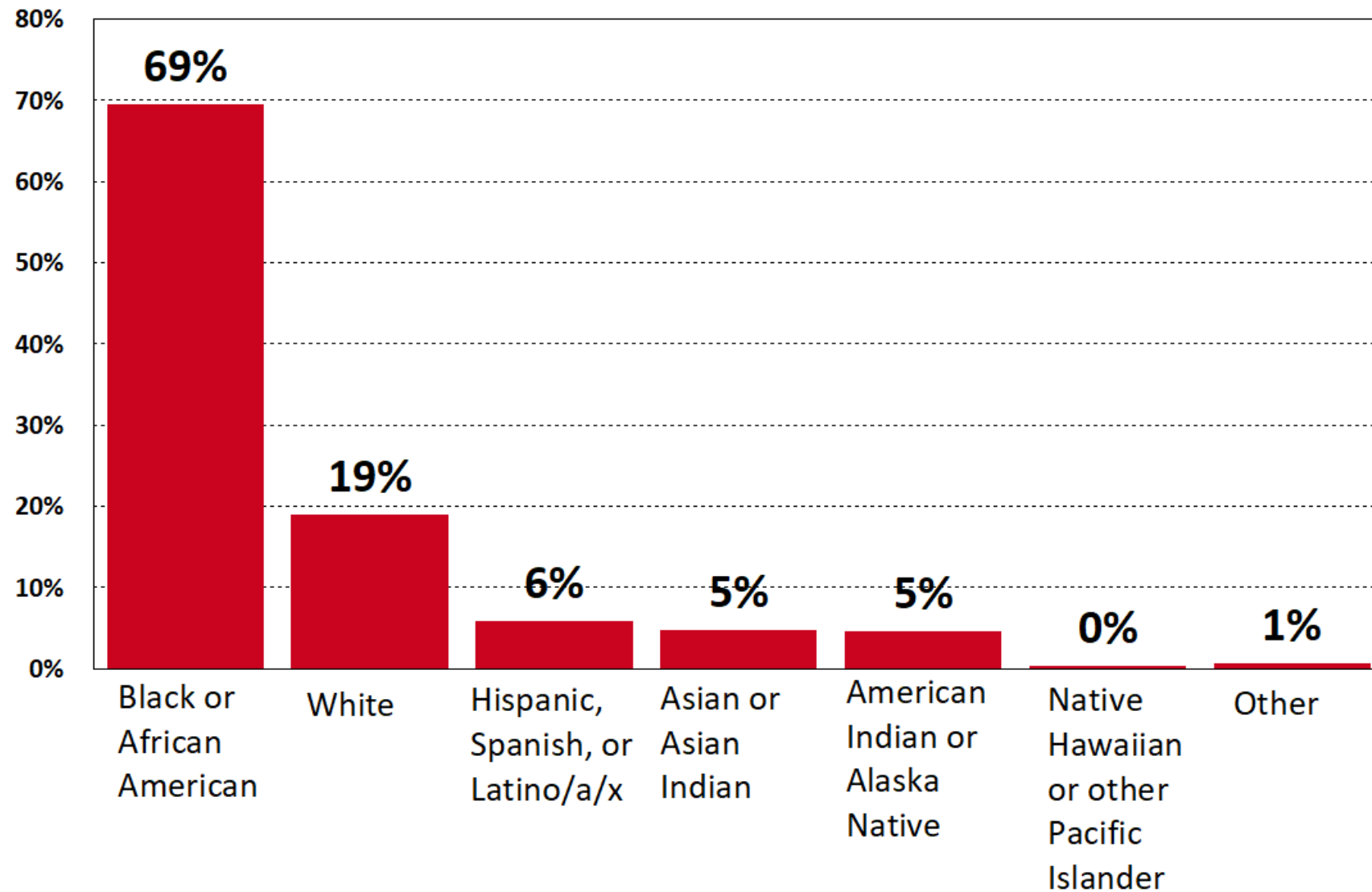


Customer Characteristics

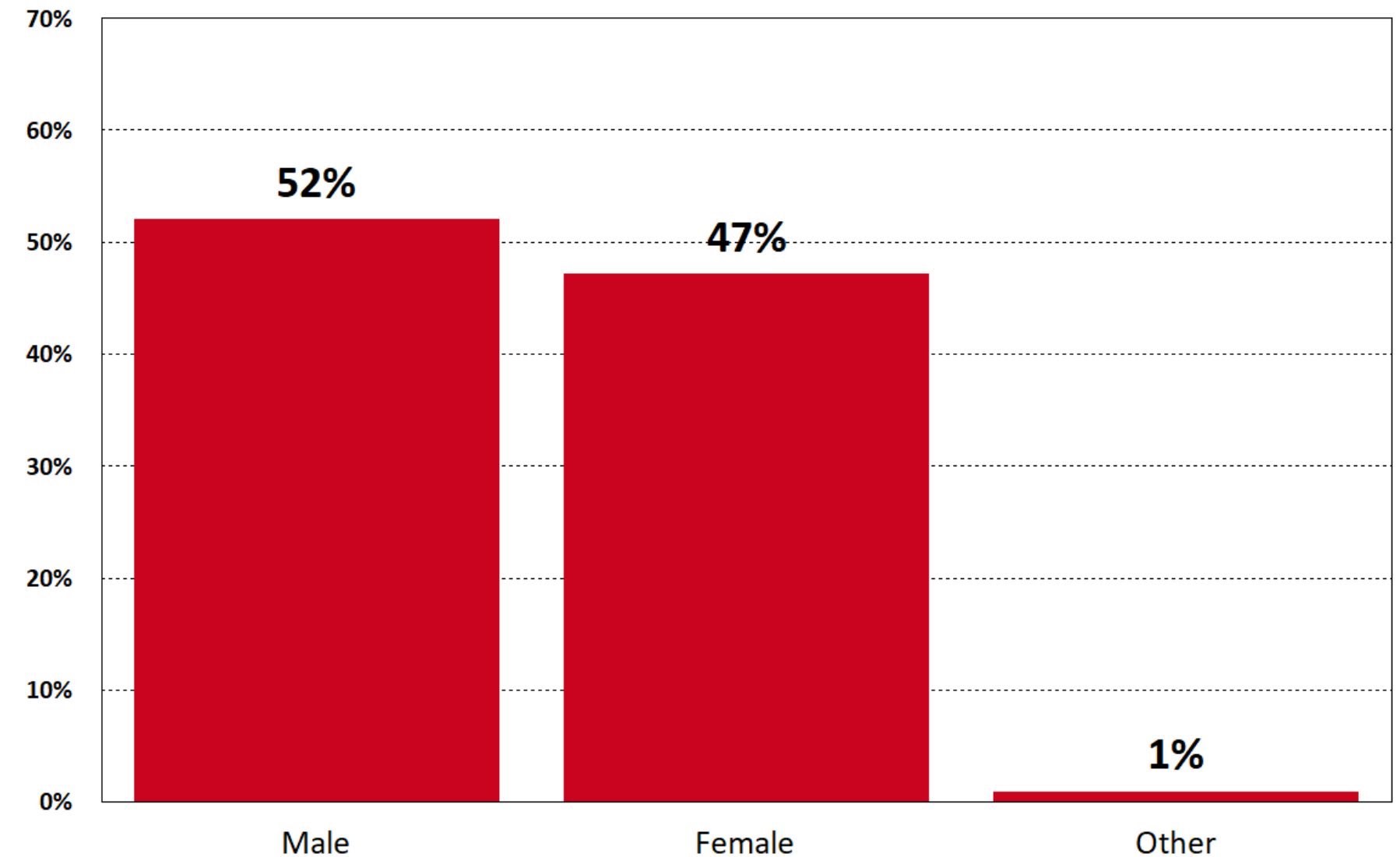


- The typical FR customer is a Black/African American (69%) male (52%)

What is your race/ethnicity?



What is your gender?

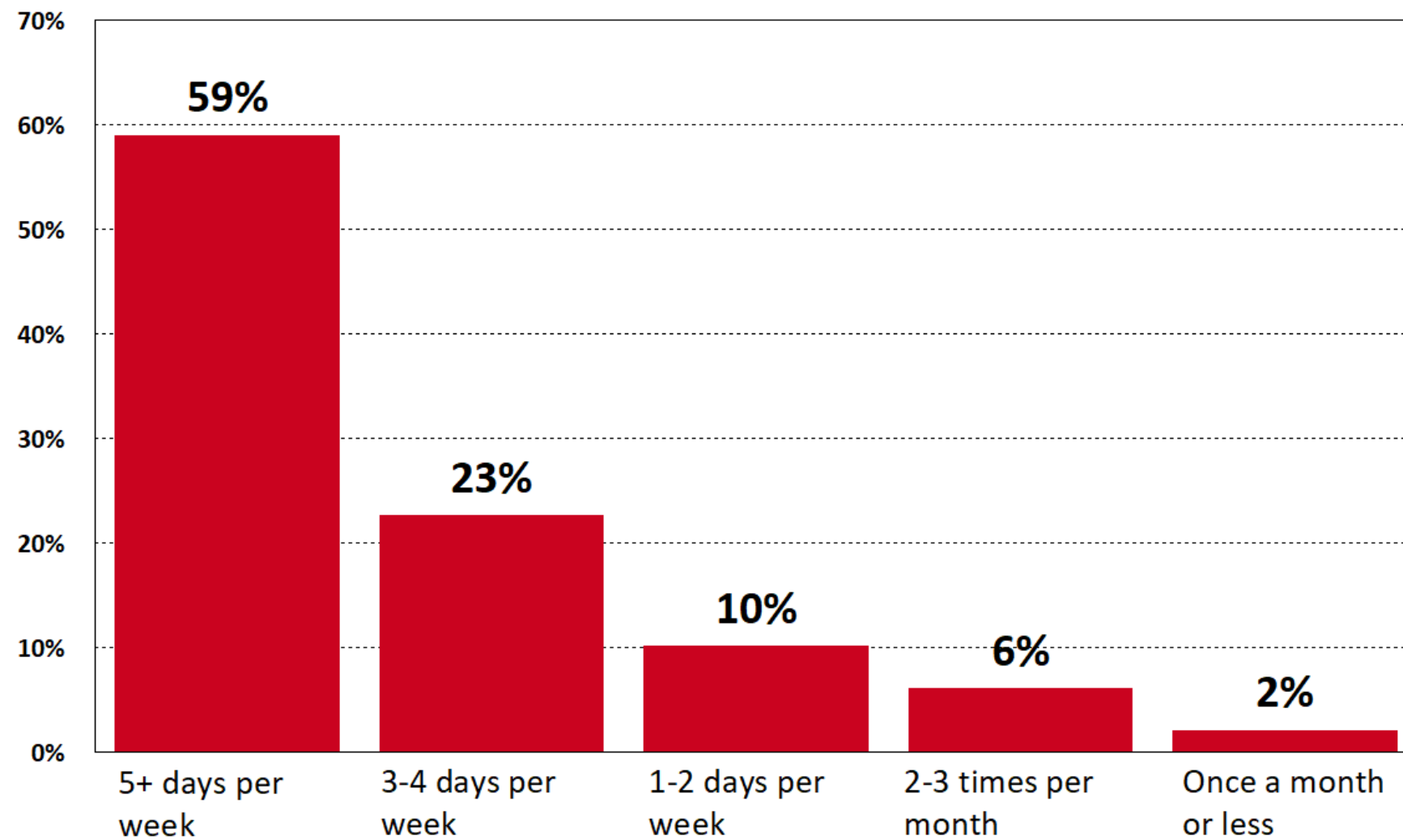




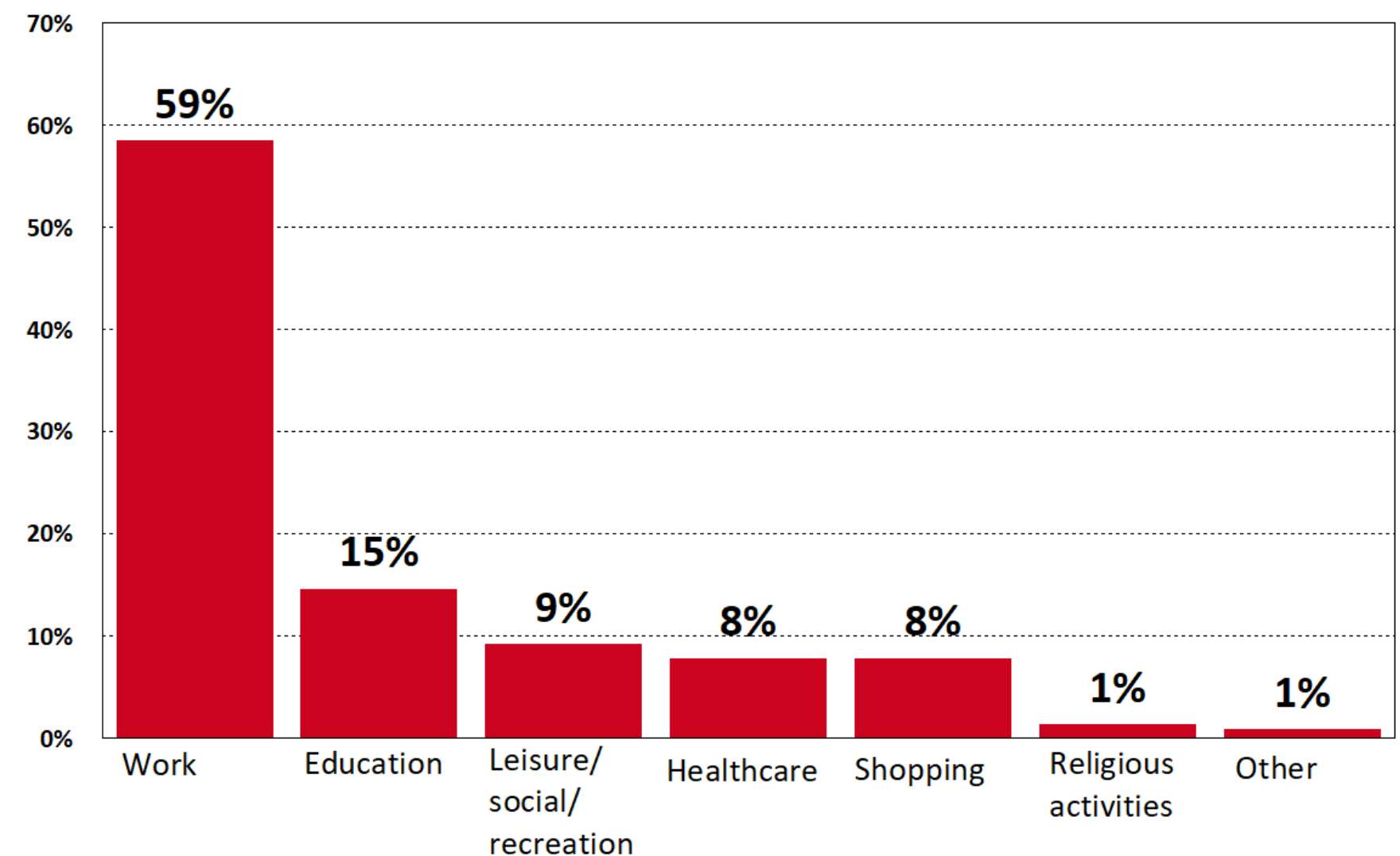
Trip Frequency and Purpose

- FR customers most often ride the bus 5+ days per week (59%).
- FR customers most frequently ride the bus for work (59%).

How often do you ride the bus?



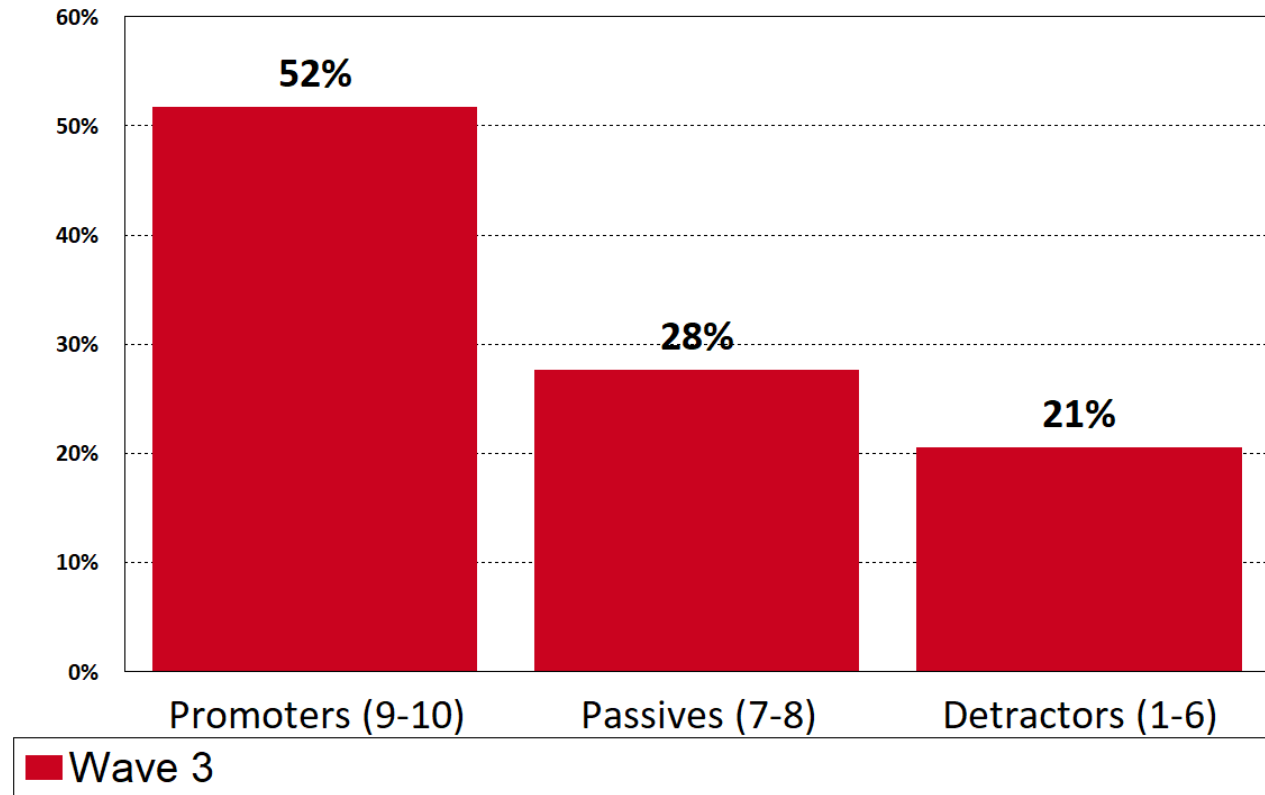
Why are you taking this trip?



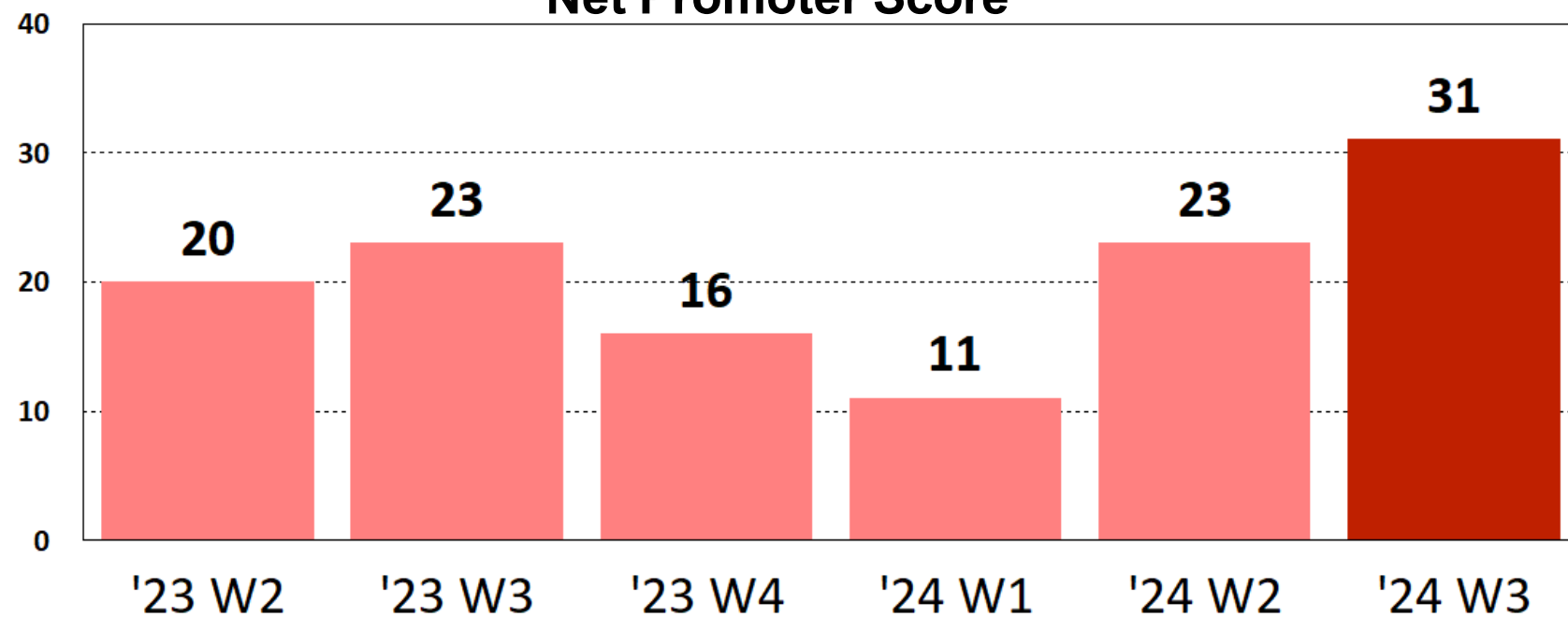
Net Promoter Score (NPS)

Fixed Route Bus

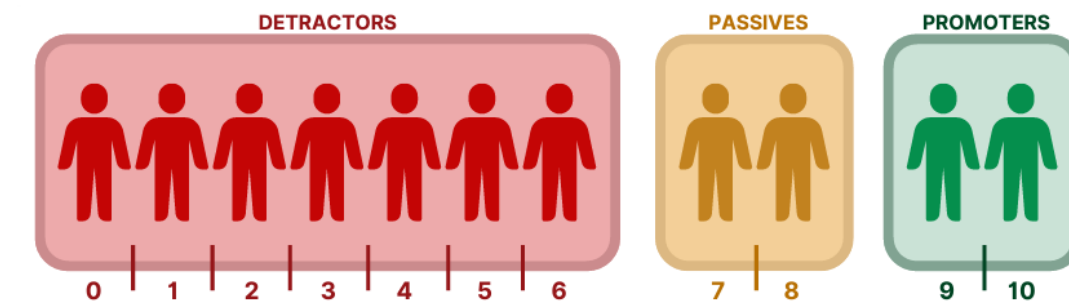
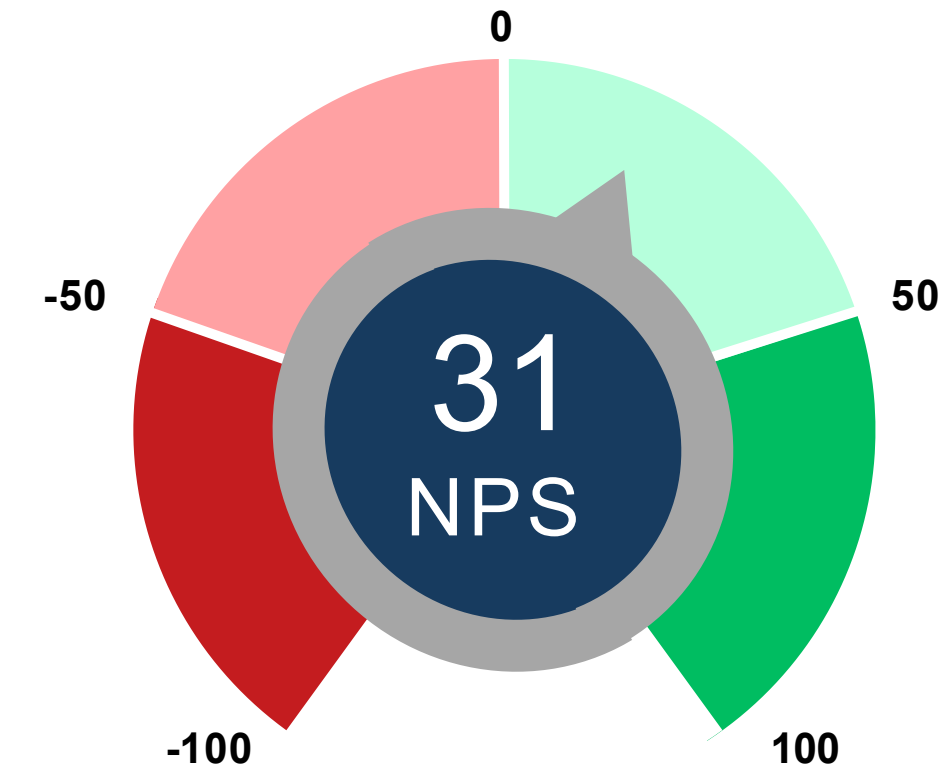
All things considered, how likely would you be to recommend riding a RTA bus to a friend or neighbor?



Net Promoter Score



RTA's FR NPS is up 8 points since Wave 2 from 23 to 31.



Net Promoter Score = %Promoters - %Detractors

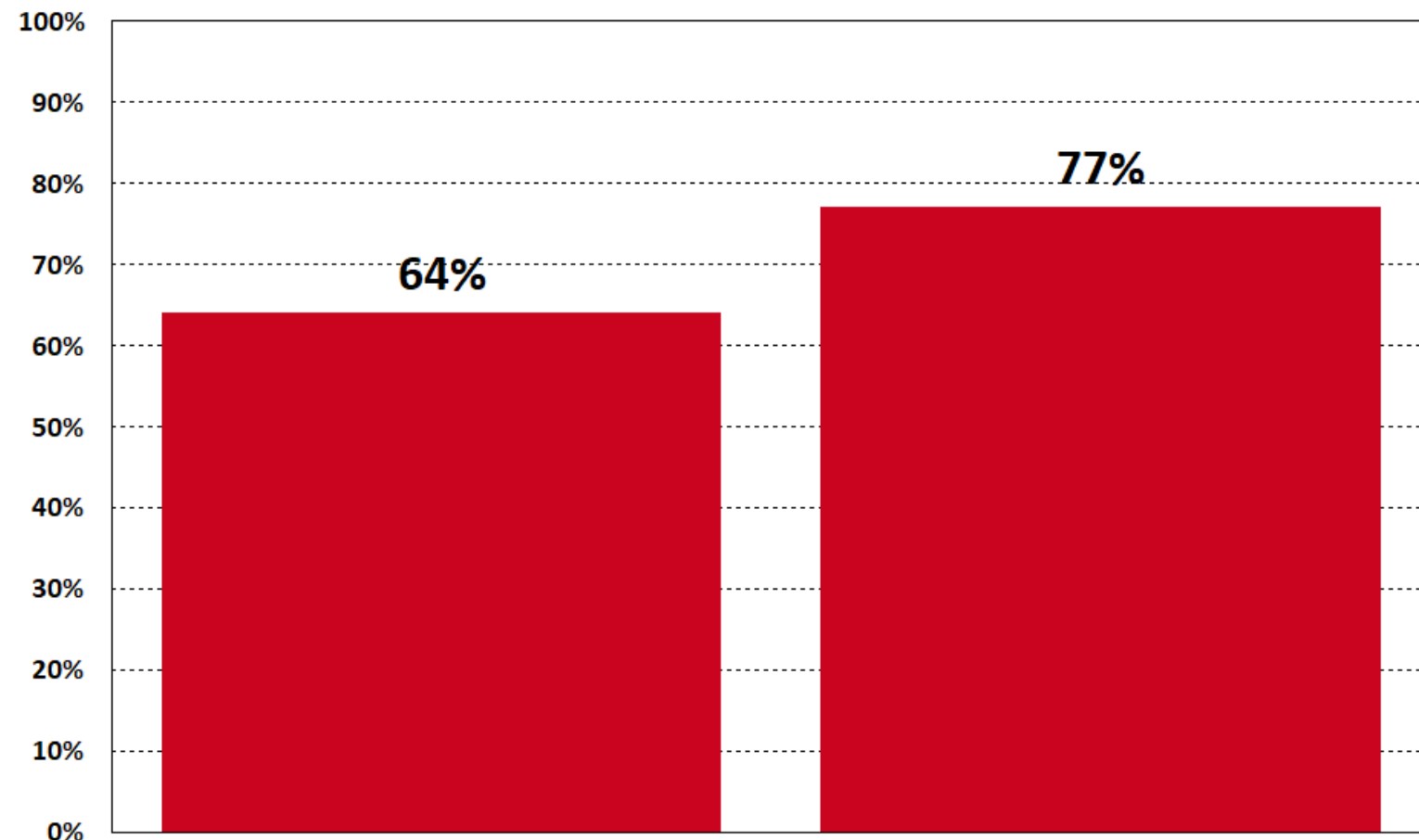


Satisfaction and Community Value



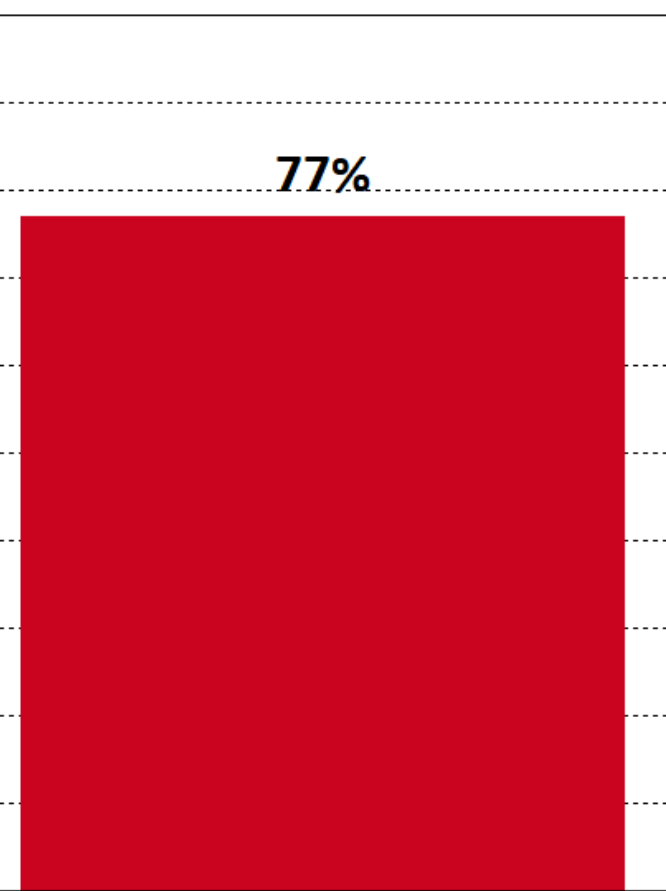
- 64% of FR customers are satisfied overall with the bus service.
- 77% of FR customers believe the RTA system provides value to the community.
- 22% of FR customers believe the bus service has gotten better in the past year.

Overall Satisfaction



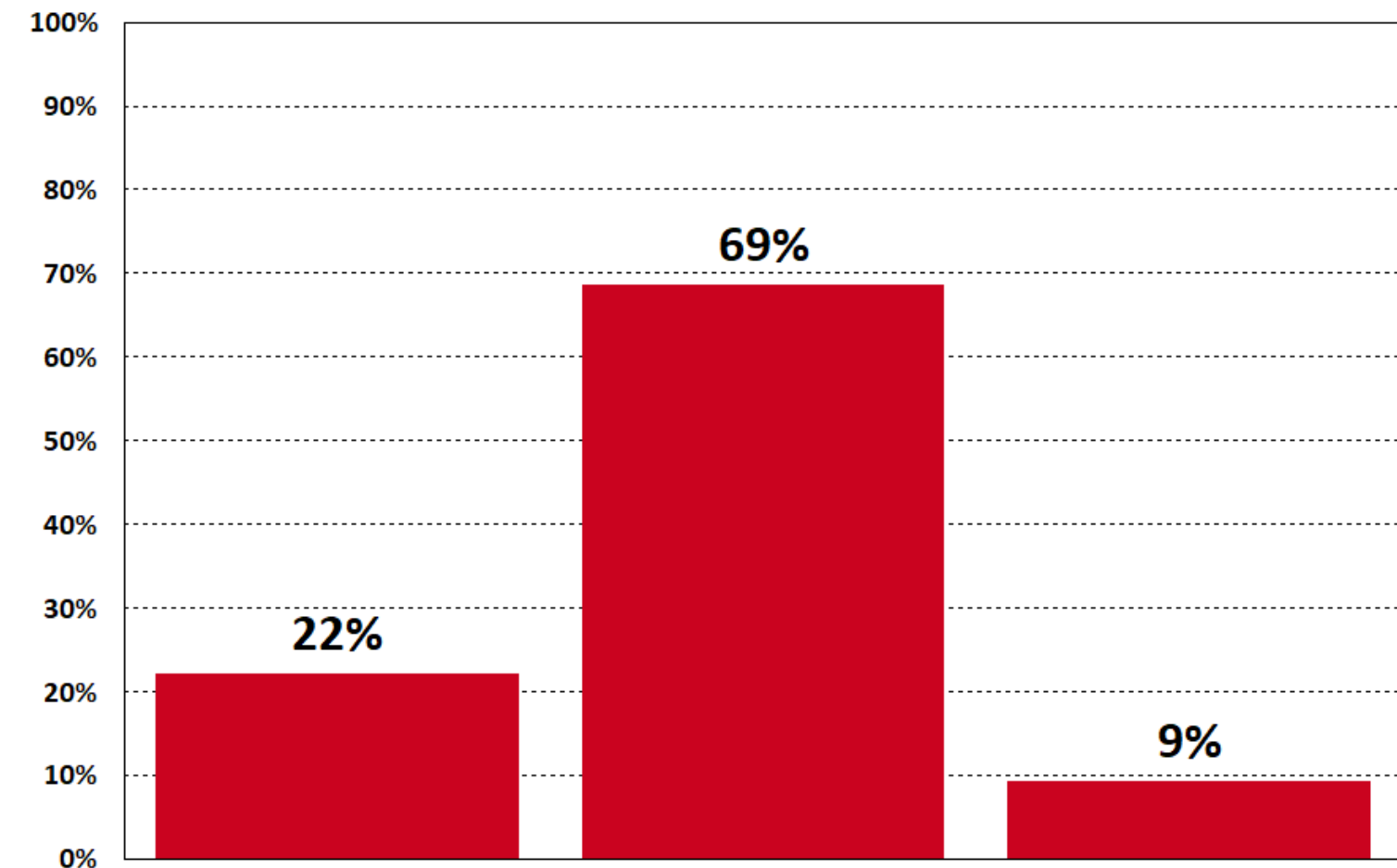
How satisfied are you overall with the bus service?

Community Value



RTA system provides value to the community

In the past year, the bus service has:



Gotten better

Stayed about the same

Gotten worse

Customer Importance Factors

Fixed Route Bus



Top Customer Importance Factors



- The top three importance factors to FR customers are buses arriving on time (426), price of fare is reasonable (249), and bus being clean (249).

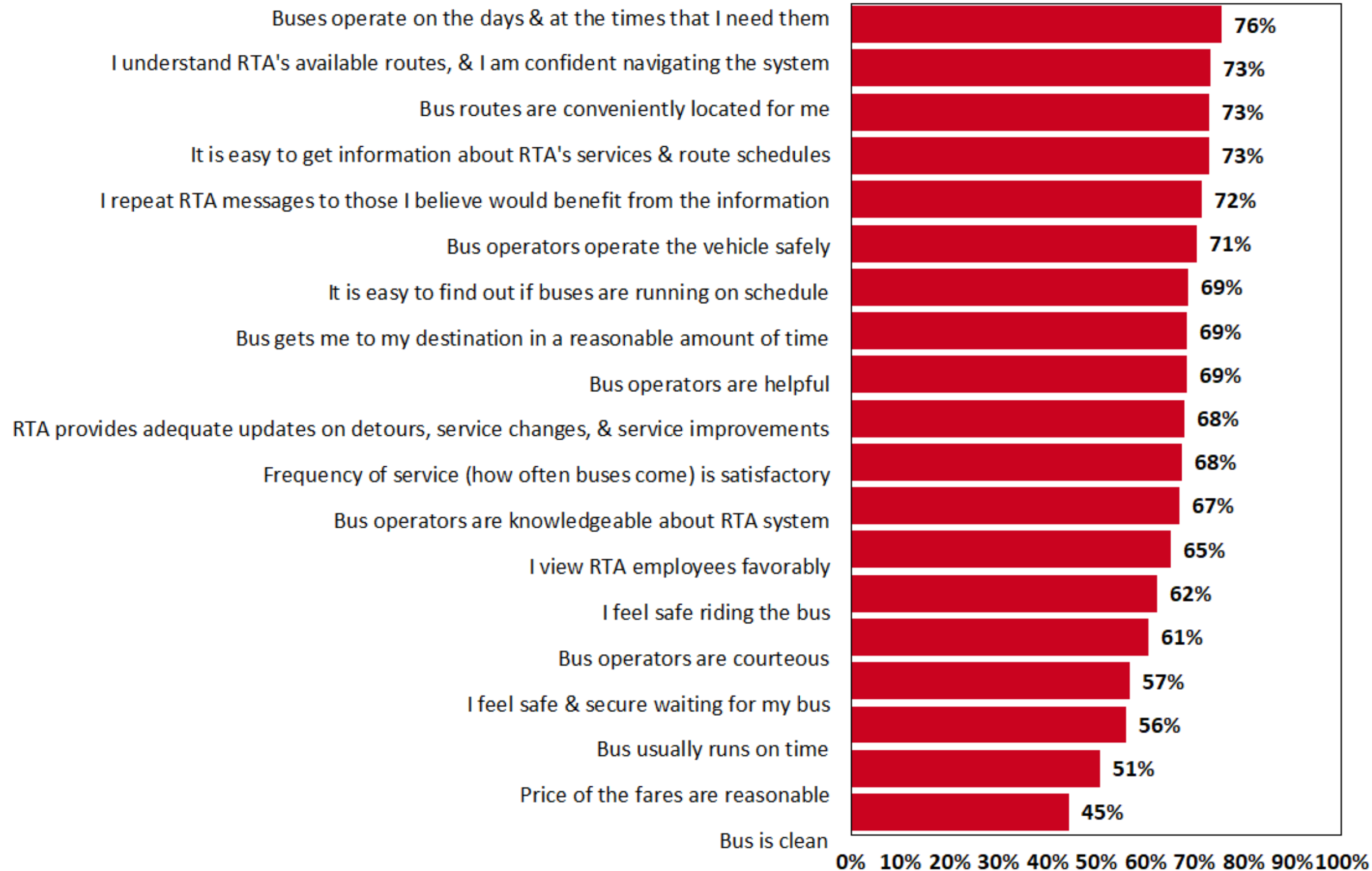




Level of Agreement



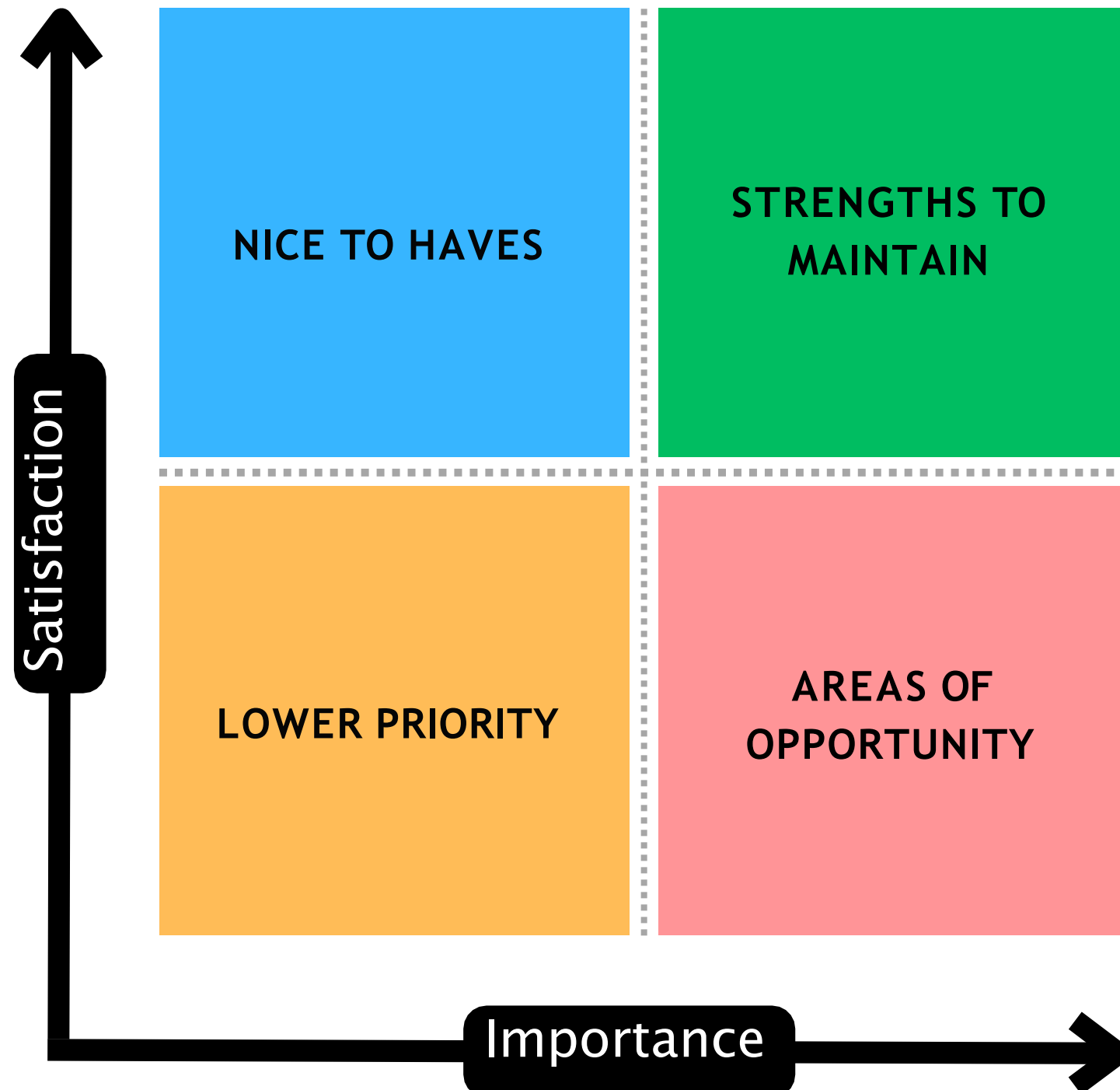
Fixed Route Bus



Key Driver Analysis

The Key Driver Analysis takes each area of service and compares its customer importance ranking against its customer satisfaction level. The graph is divided into four actional quadrants:

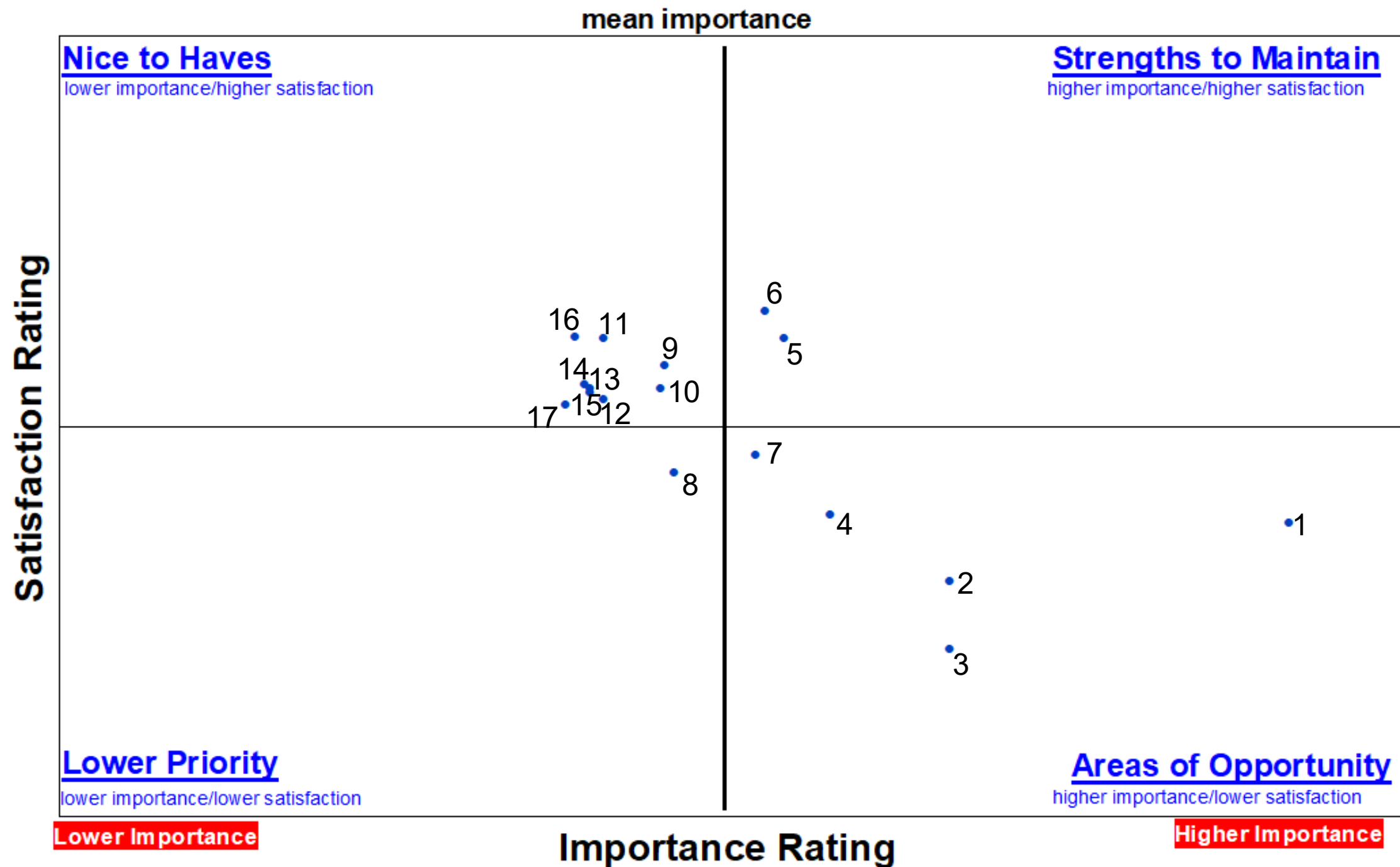
Satisfaction vs. Importance



1. **Lower Priority** - This quadrant contains areas of service that have lower importance rankings and lower satisfaction levels. Although these have lower satisfaction levels, they are less important to customers and will have a smaller impact on overall customer satisfaction.
2. **Nice to Haves** - This quadrant contains areas of service that have lower importance rankings and higher satisfaction levels. Although customers are highly satisfied in these areas, these areas are less important to customers and will have a smaller impact on overall customer satisfaction.
3. **Areas of Opportunity** - This quadrant contains areas of service that have higher importance rankings and lower satisfaction levels. These areas are ranked as highly important to customers and will have a larger impact on overall customer satisfaction as the service is improved and satisfaction is raised.
4. **Strengths to Maintain** - This quadrant contains areas of service that have higher importance rankings and higher satisfaction levels. Customers find these areas of high importance and are highly satisfied with the level of service. These satisfaction levels should be maintained in order to continue a positive overall customer satisfaction.

Key Driver Analysis

Improvements in the "Areas of Opportunity" will most efficiently move the needle by bringing customers more satisfaction in what they value.



Legend

1. Bus usually runs on time
2. Price of the fares are reasonable
3. Bus is clean
4. I feel safe & secure waiting for my bus
5. Bus routes are conveniently located for me
6. Buses operate on the days & times I need them
7. I feel safe riding the bus
8. Bus operators are courteous
9. Bus operators operate the vehicle safely
10. Bus operators are helpful
11. Frequency of service is satisfactory
12. It is easy to get information about RTA's services & route schedules
13. Bus gets me to my destination in a reasonable amount of time
14. RTA provides adequate updates on detours, service changes, & service improvements
15. It is easy to find out if buses are running on schedule
16. I understand RTA's available routes, & I am confident navigating the system
17. Bus operators are knowledgeable about RTA system

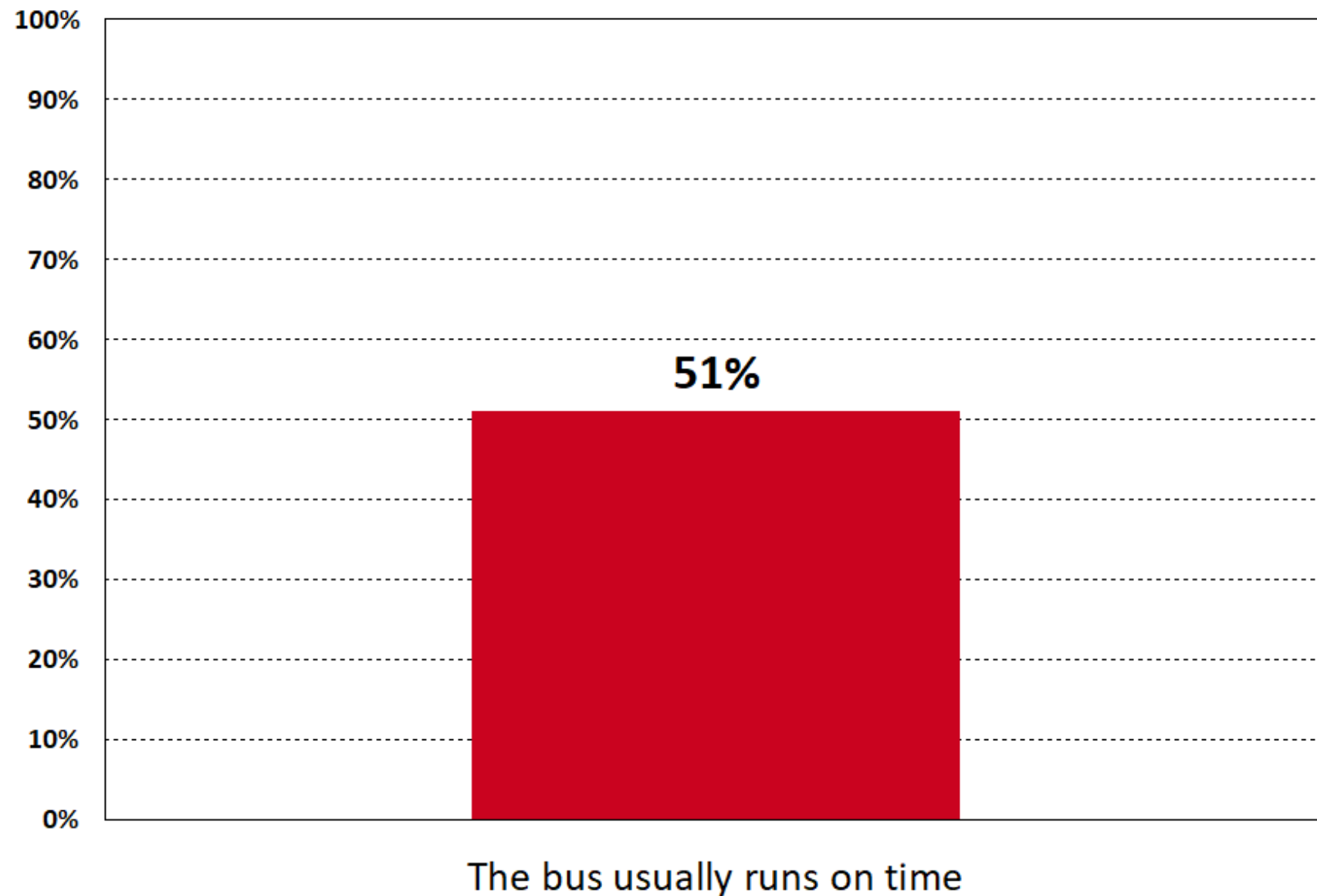


On-Time Performance

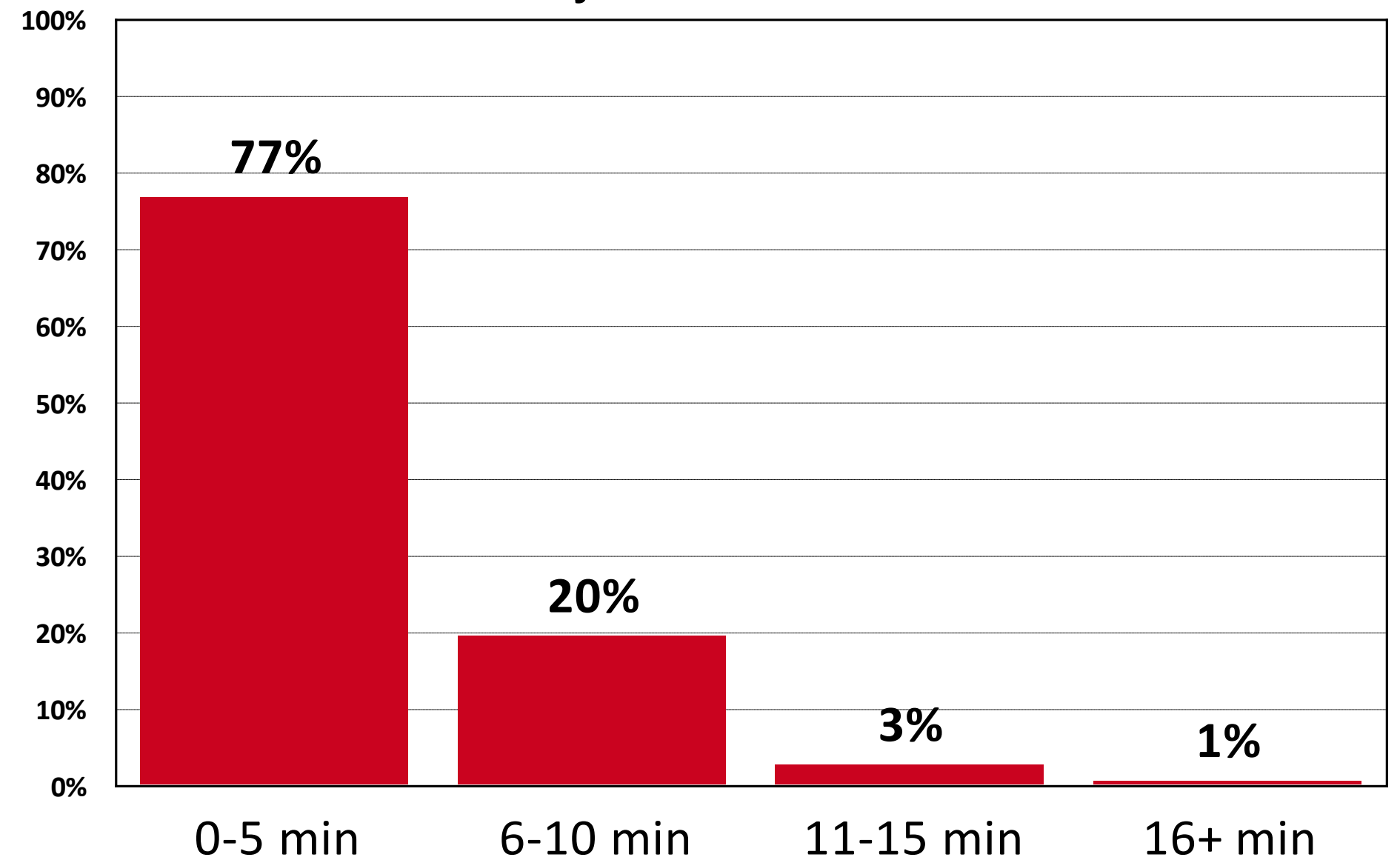


- 51% of FR customers are satisfied with the On-Time Performance.
- 77% of FR customers believe it is acceptable for the bus to arrive 0 to 5 - minutes beyond its scheduled time.

On-Time Performance



How many minutes do you feel is acceptable for a bus to arrive beyond its scheduled time?

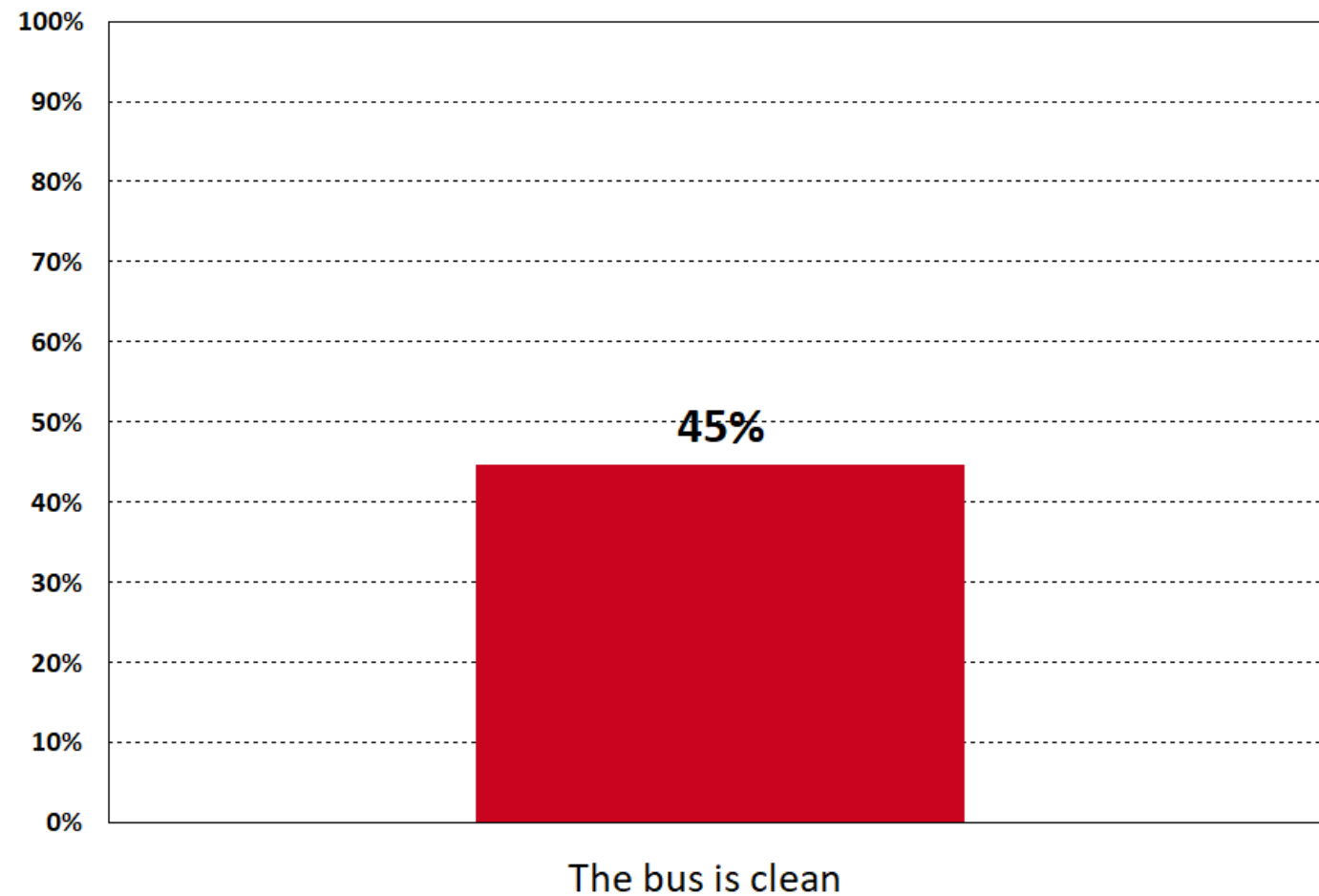




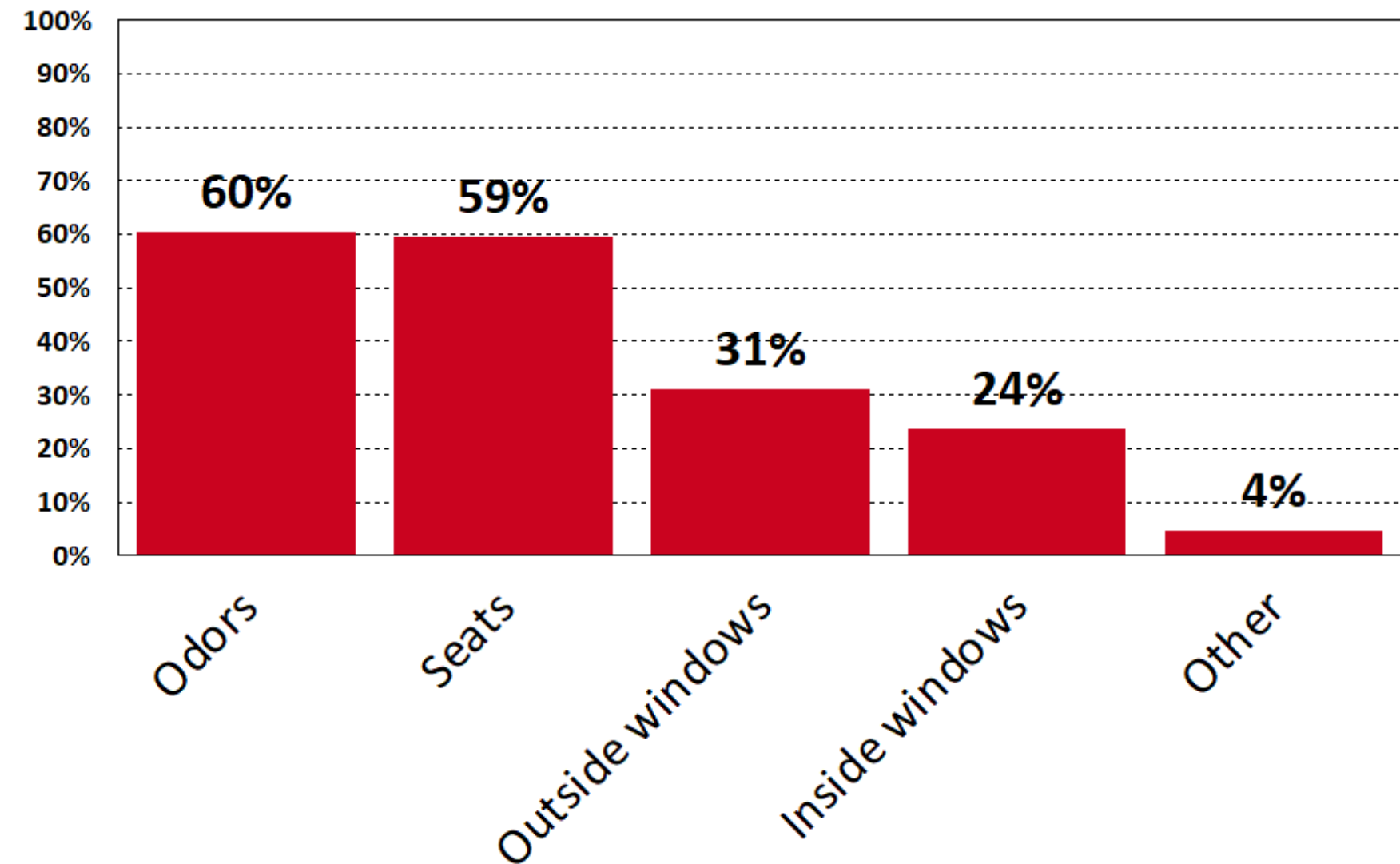
Cleanliness of Buses

- 45% of FR customers are satisfied with the cleanliness of buses.
- FR customers think focusing on Odors (60%) and Seats (59%) would improve their satisfaction with bus cleanliness.

Cleanliness of Buses



Which areas would you like RTA to focus on to improve your satisfaction with bus cleanliness?



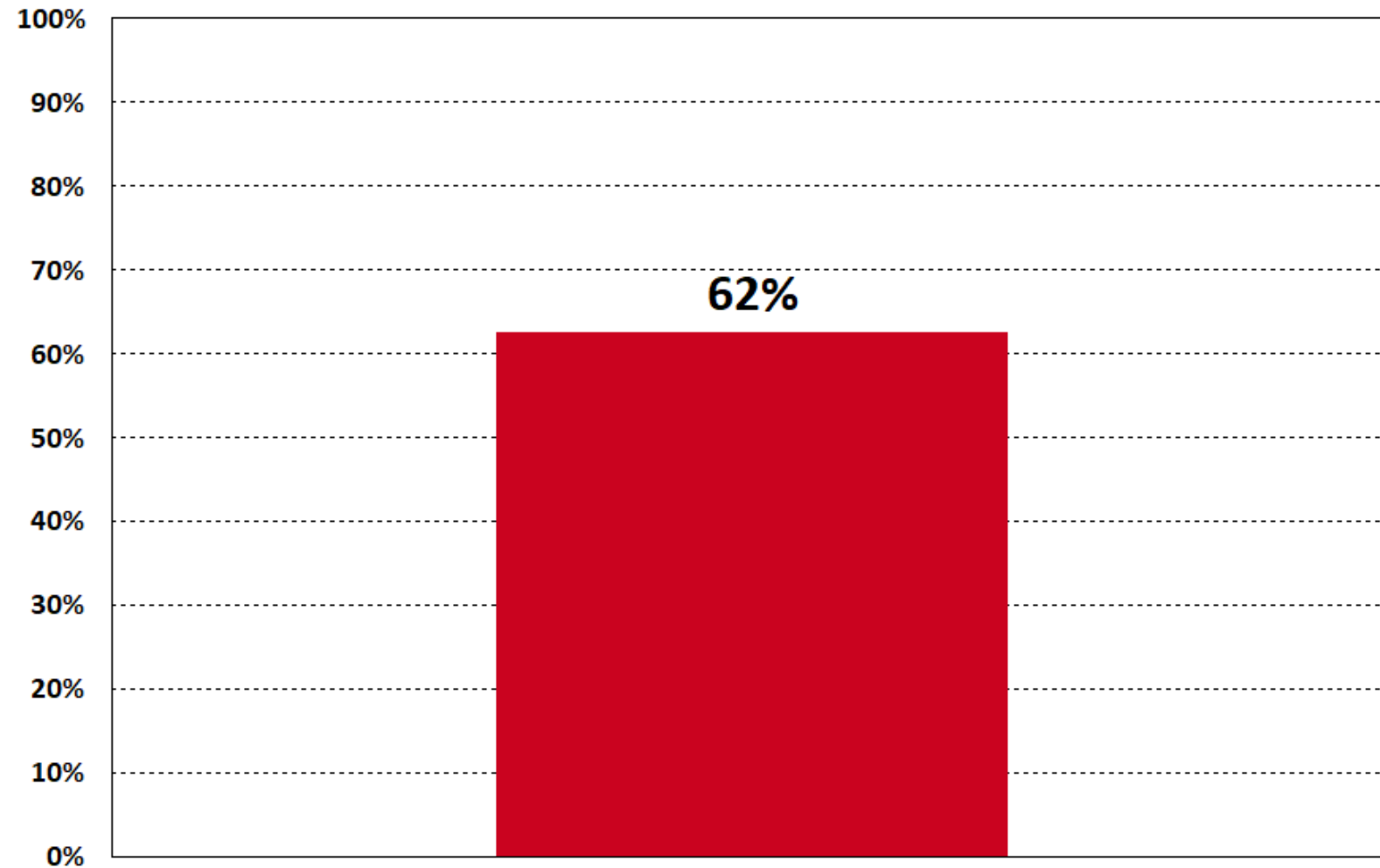


Bus and Bus Stop Safety



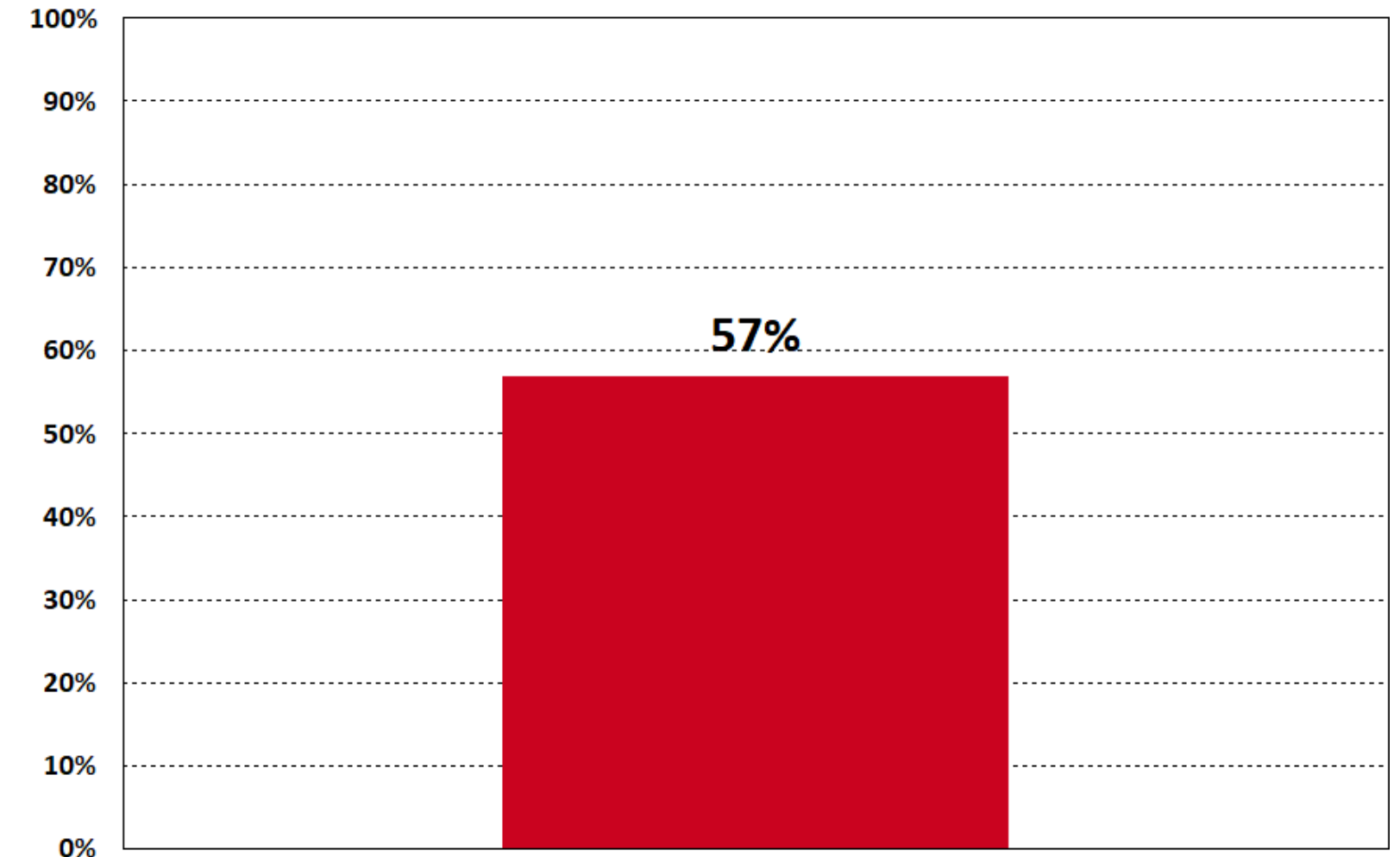
- 62% of FR customers feel safe while riding the bus and 57% of FR customers feel safe while waiting for the bus.

Bus Safety



I feel safe riding the bus

Bus Stop Safety



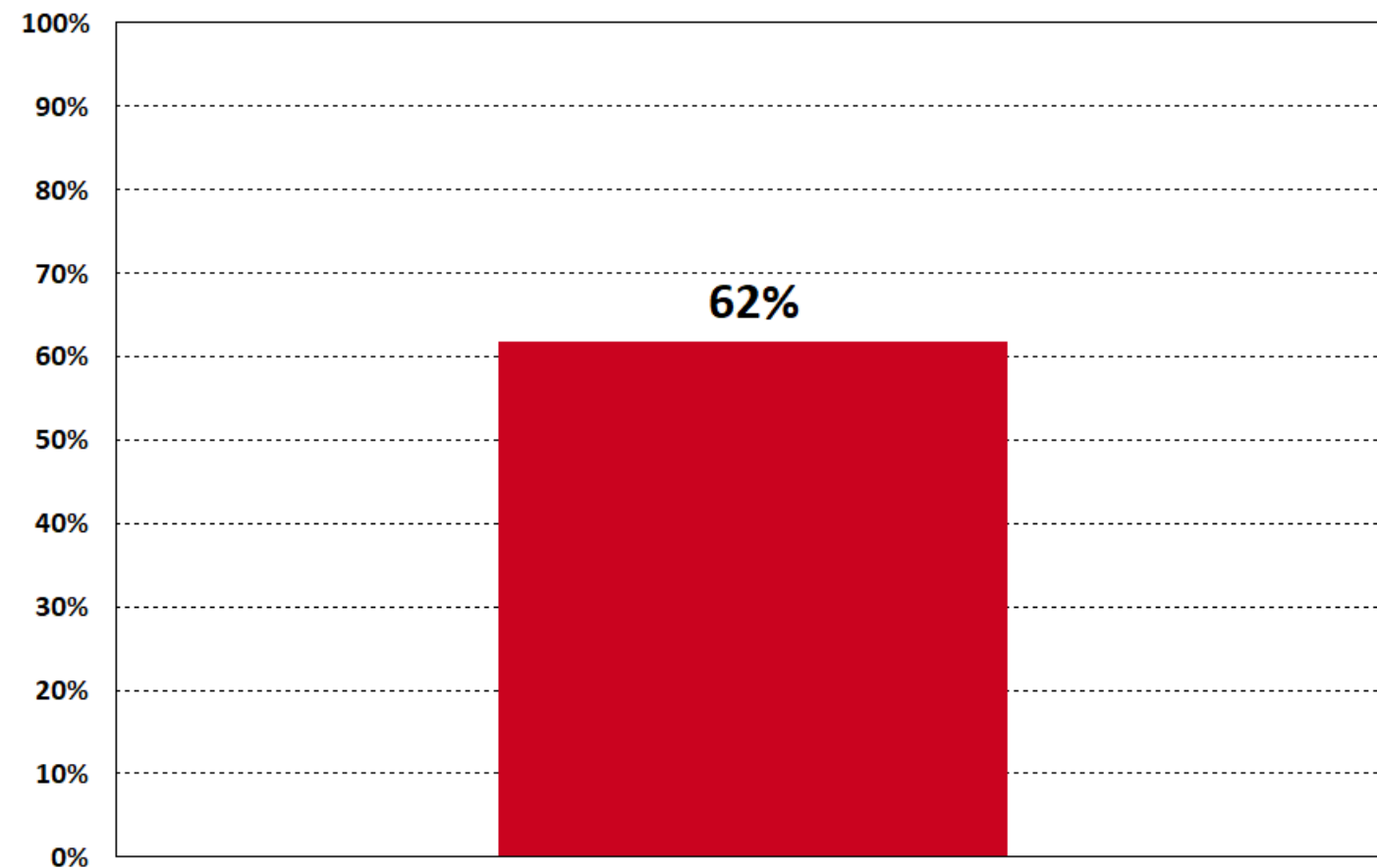
I feel safe waiting for the bus



Funding

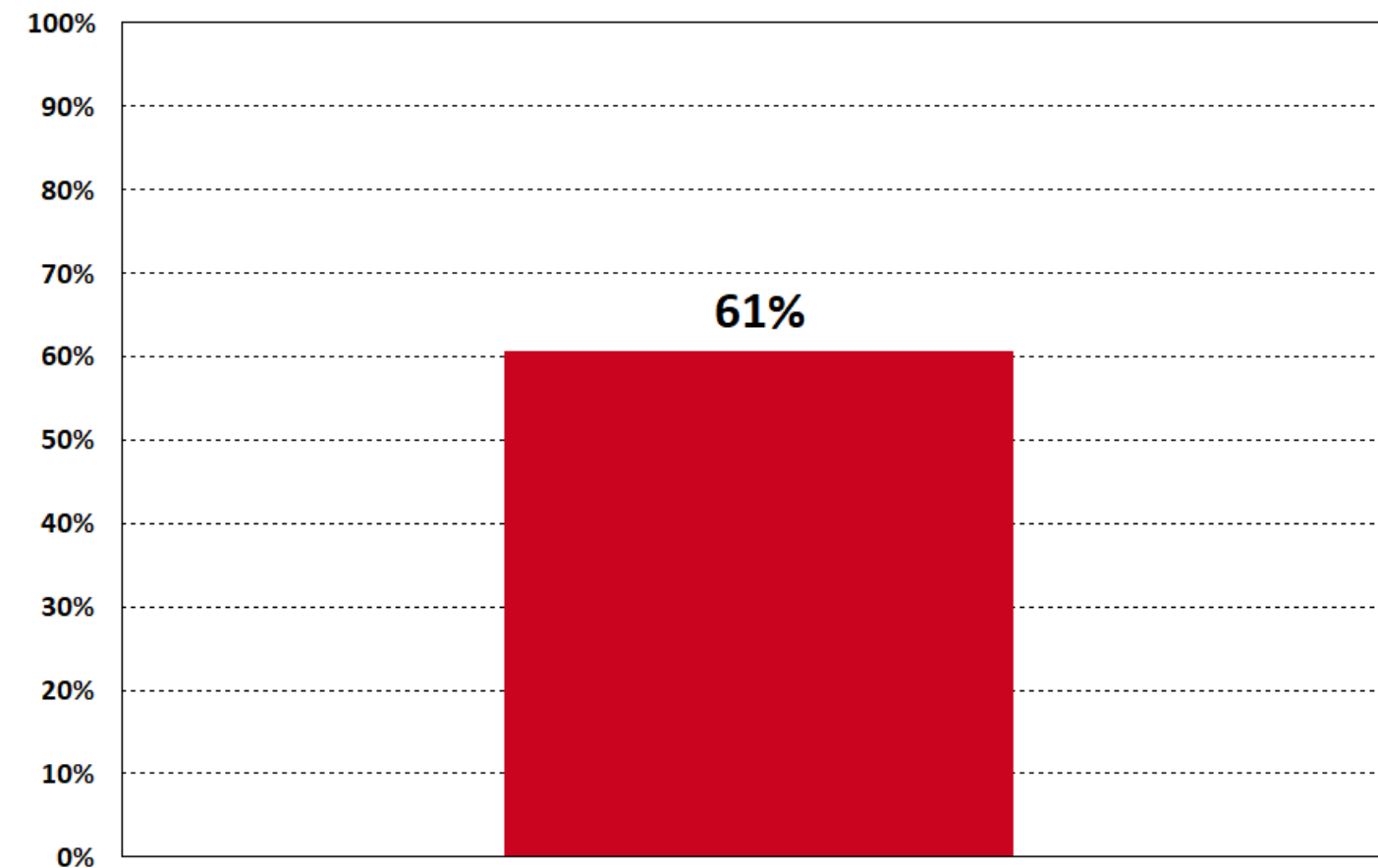
- 62% of FR customers feel the community should consider increasing funding to improve service.
- 61% of FR customers feel RTA manages financial resources appropriately

Transit Investment



The community should consider increasing funding in order to improve service

Resource Management



RTA manages their financial resources appropriately

Customer Service

Fixed Route Bus

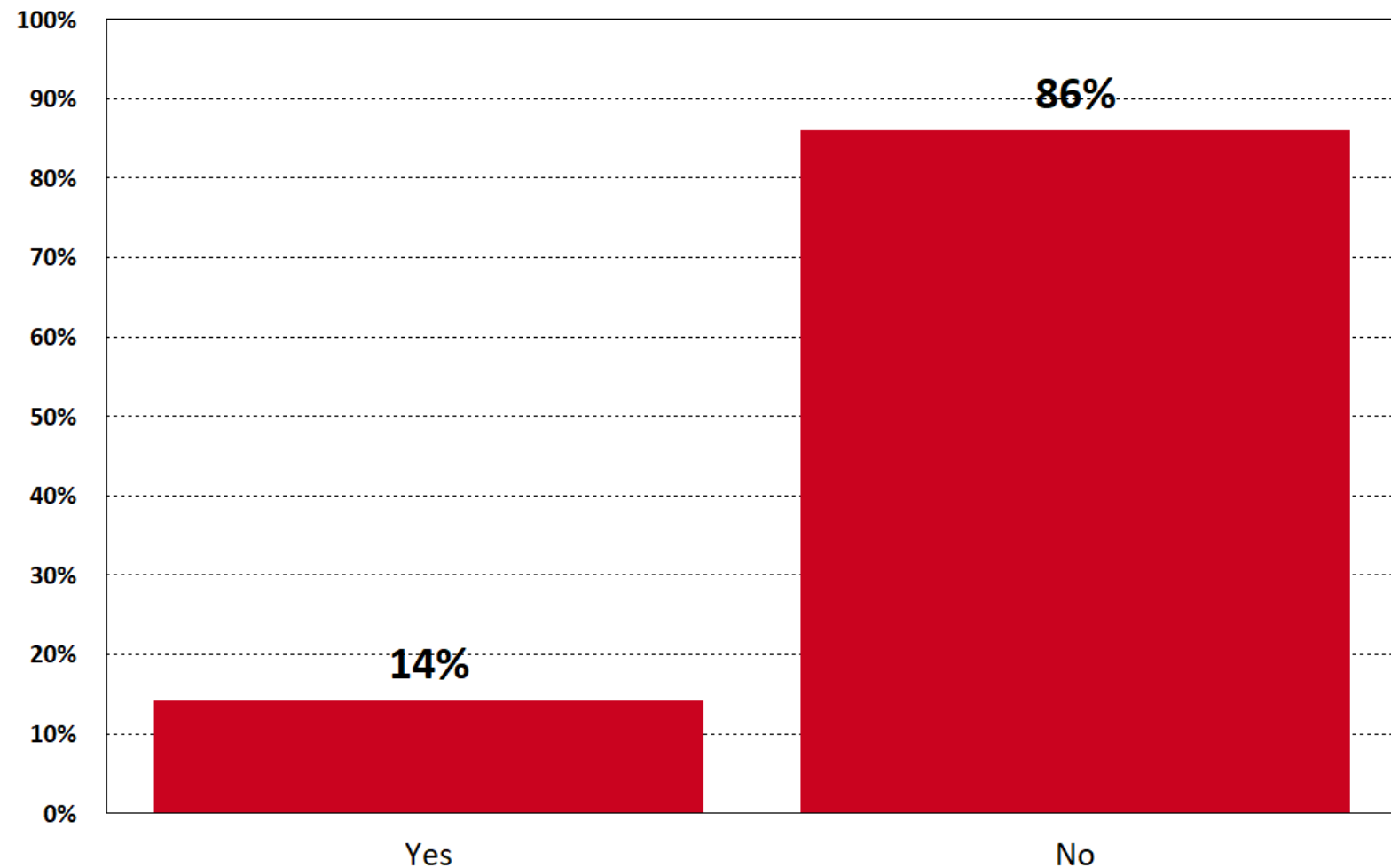


Communications with Customer Service

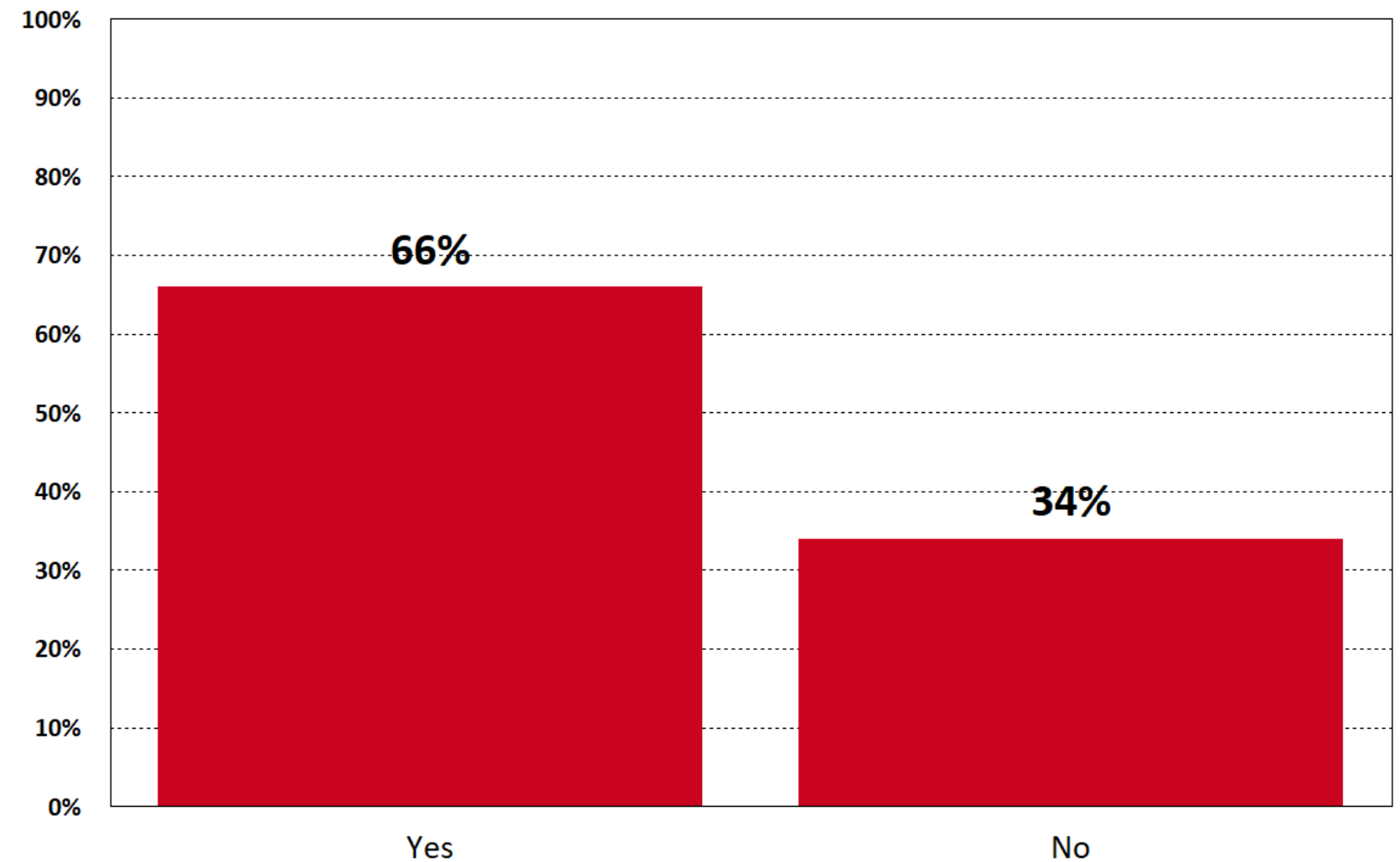


- 14% of FR Customers have contacted RTA in the last 3 months.
- Of the FR Customers who have contacted RTA, 66% have had their issues resolved.

Have you contacted RTA with a question, concern, or complaint in the last 3 months?



Was your issue resolved?



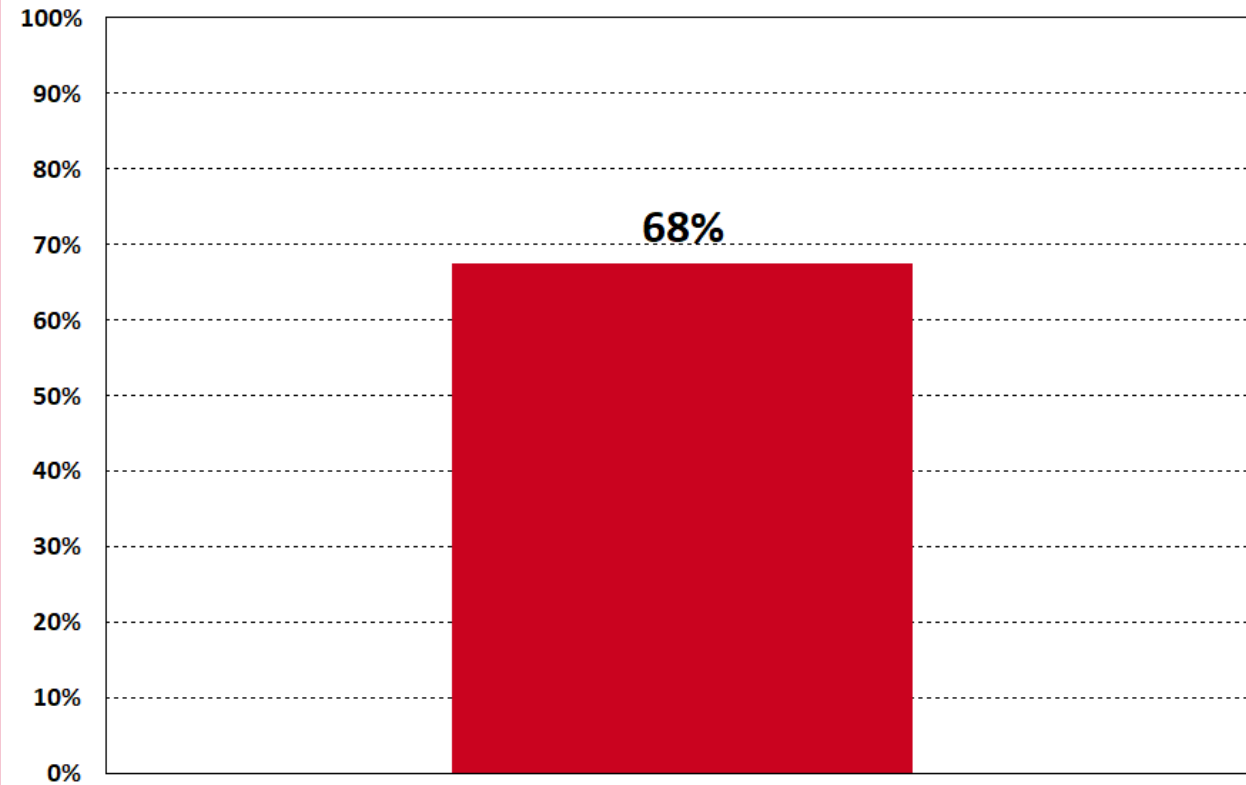


Overall Communications



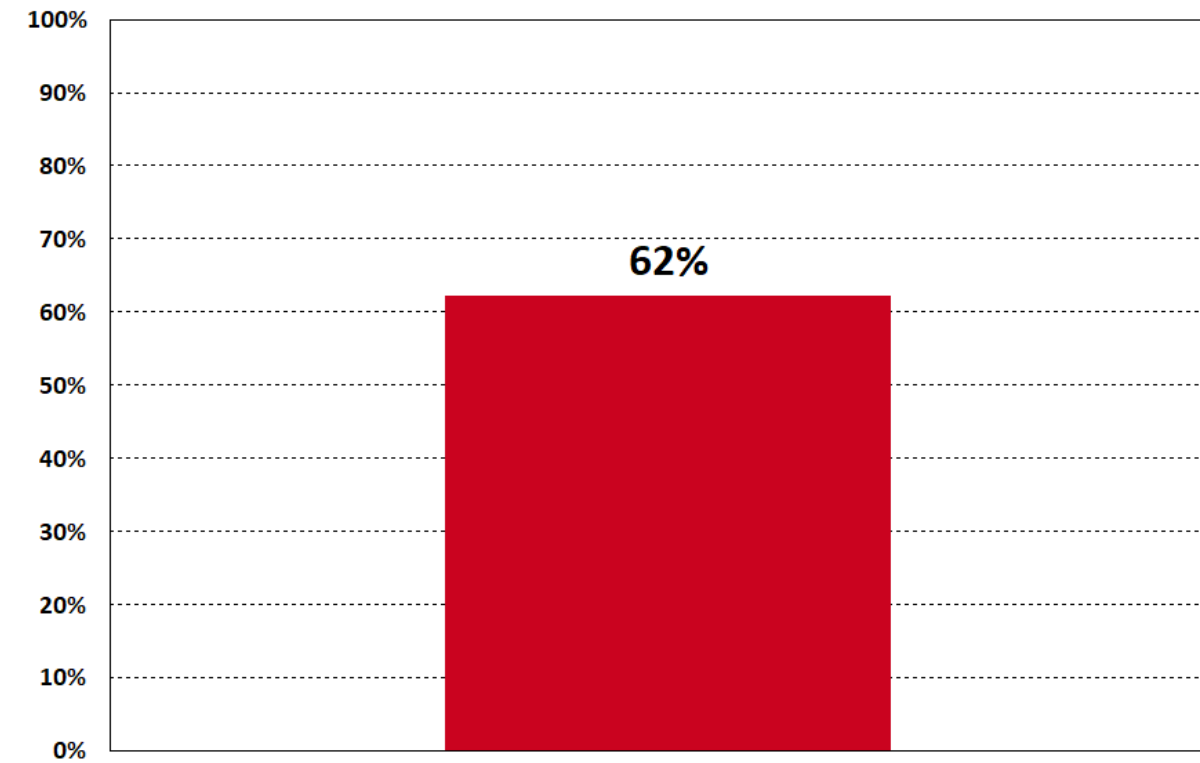
- 64% of FR customers are satisfied with the overall quality of RTA communications material.
- 62% of FR customers agree RTA Customer Service calls are answered promptly, and 68% agree that customer service representatives are helpful and courteous.

Customer Service Courtesy



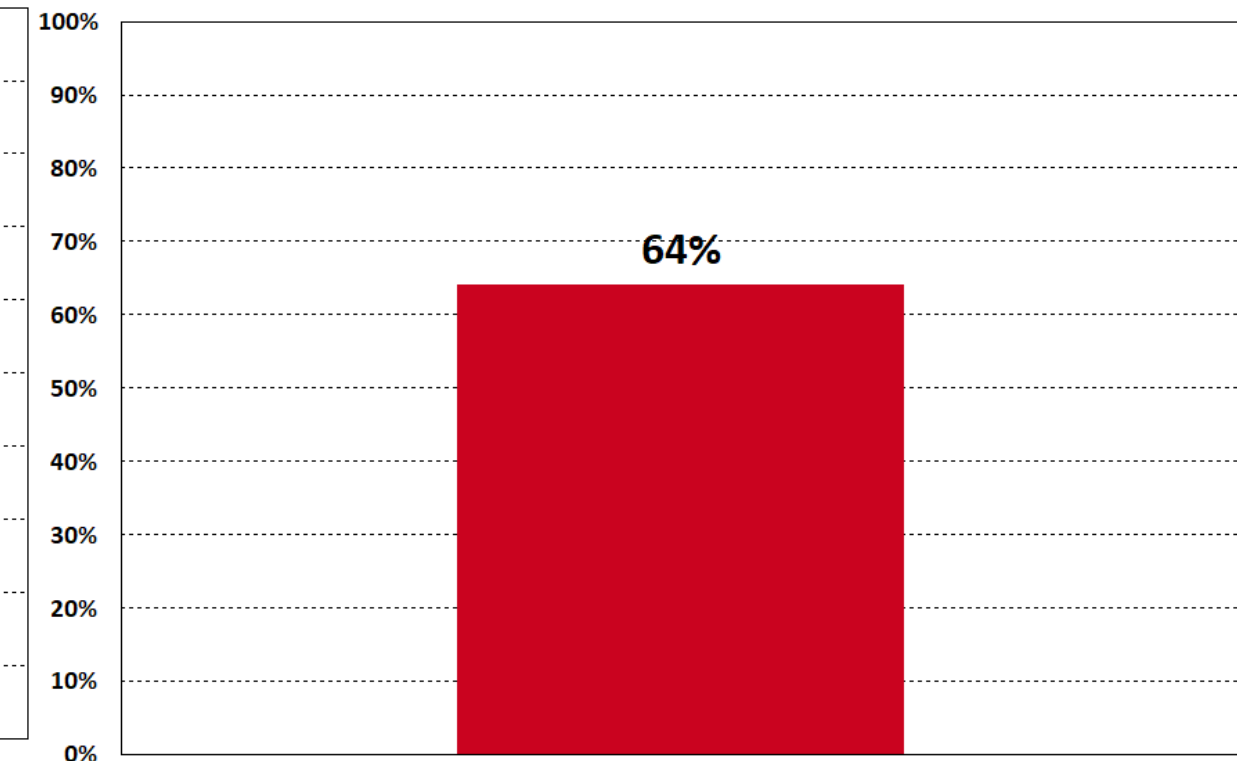
Customer Service Representatives are helpful & courteous

Contacting Customer Service



When contacting RTA Customer Service by phone, my calls are answered promptly

Overall Communications Material



How satisfied are you with the overall quality of RTA communications material?

Bus Rapid Transit

(BRT)





BRT Results Overview

65% of BRT customers are satisfied with BRT service.

78% of customers think the RTA system provides value to the community.

Customers are MOST satisfied with...



Bus operated on the days & at the times I need it (74%)



I understand RTA's available routes, & I am confident navigating the system (74%)

Customers are LEAST satisfied with...



I feel safe and secure waiting for my bus (54%)



Cleanliness of buses (49%)

Top Most Important Elements of BRT Service to Customers...

1. On-time performance
2. Cleanliness
3. Safety while riding

Customer Characteristics

Bus Rapid Transit

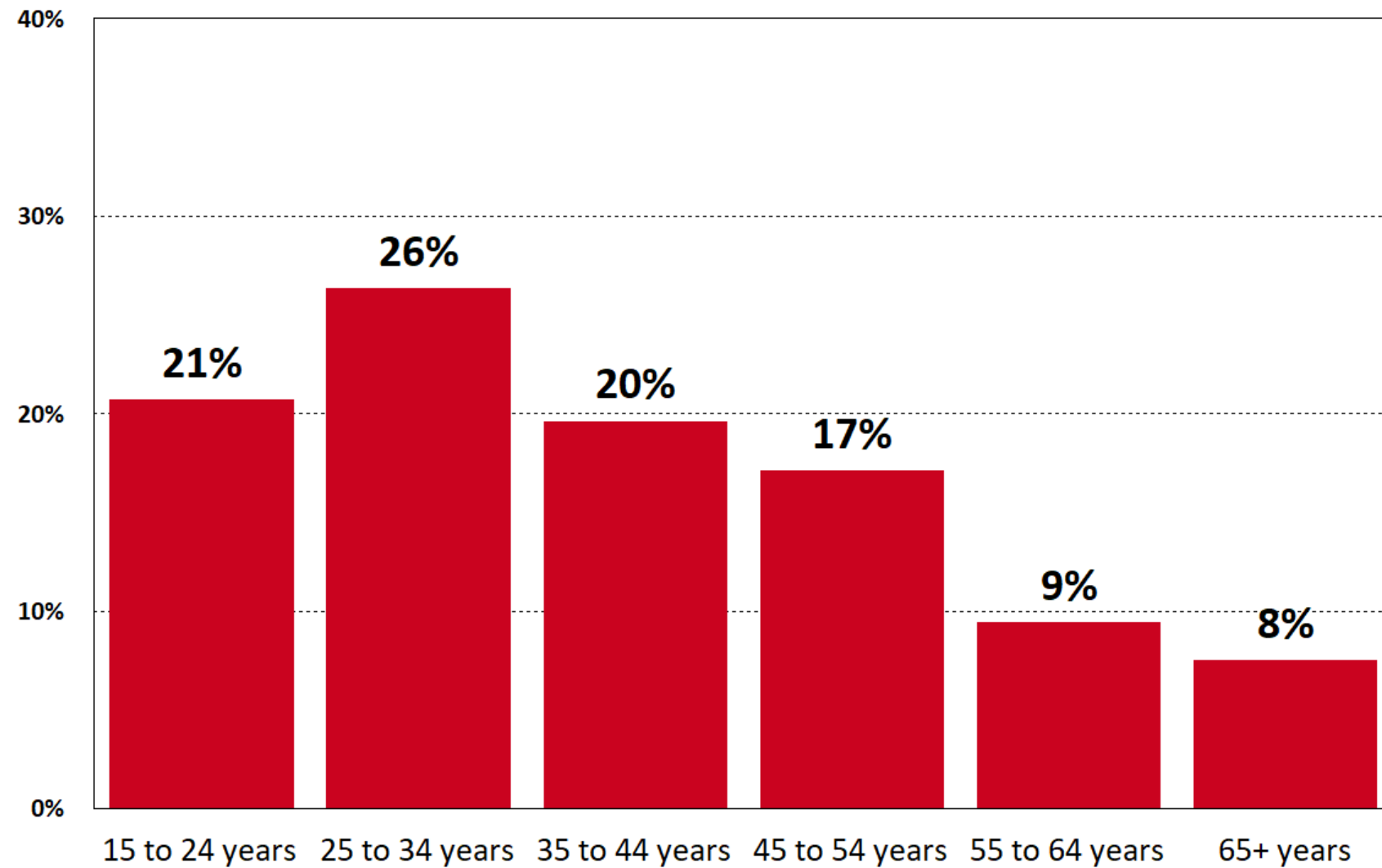


Customer Characteristics

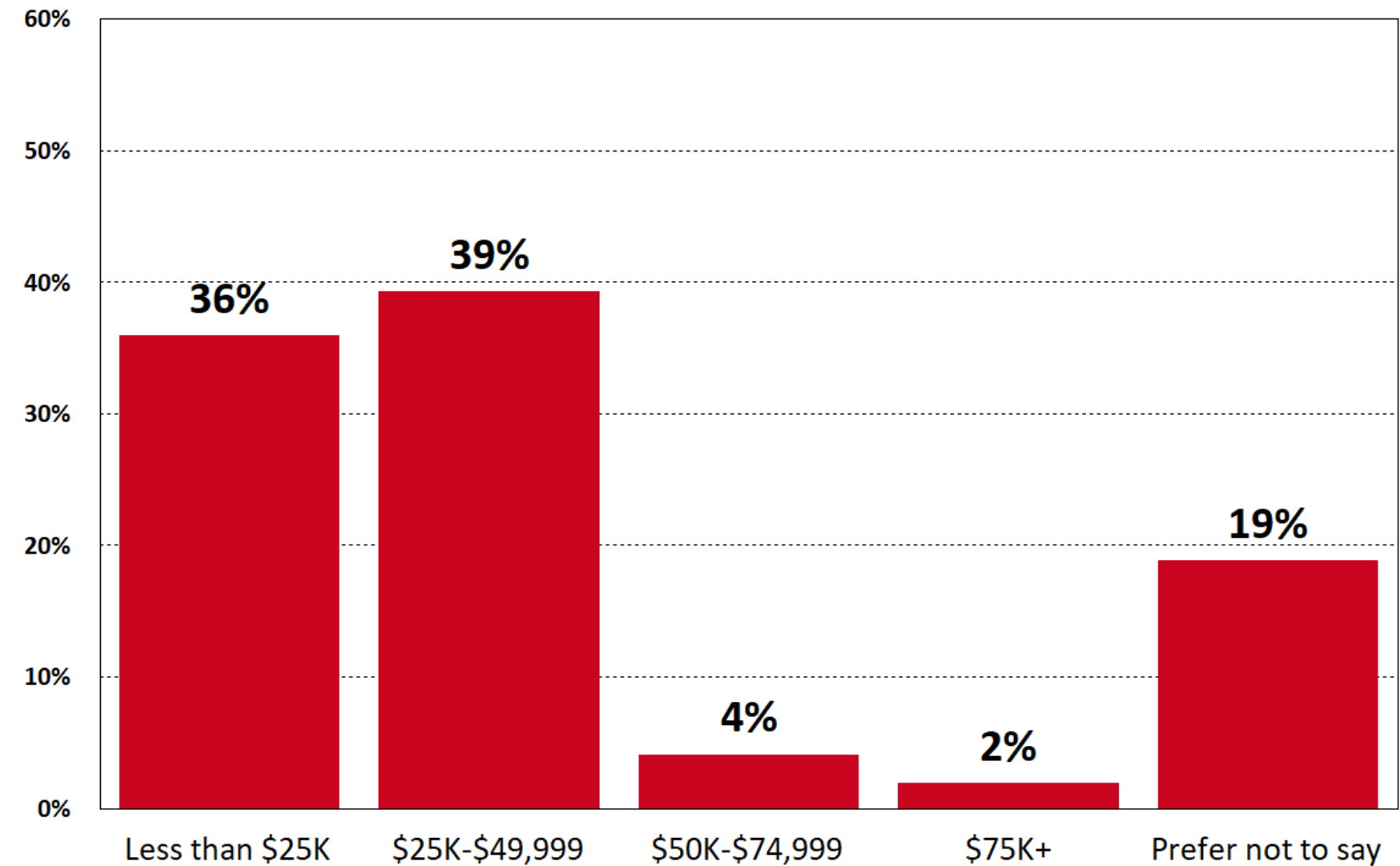


- The age of a BRT rider is highest among the age group 25 to 34 years old (26%) with a total household income between \$25,000 and \$49,999. (39%).

What is your age?



What category best describes your total annual household income?



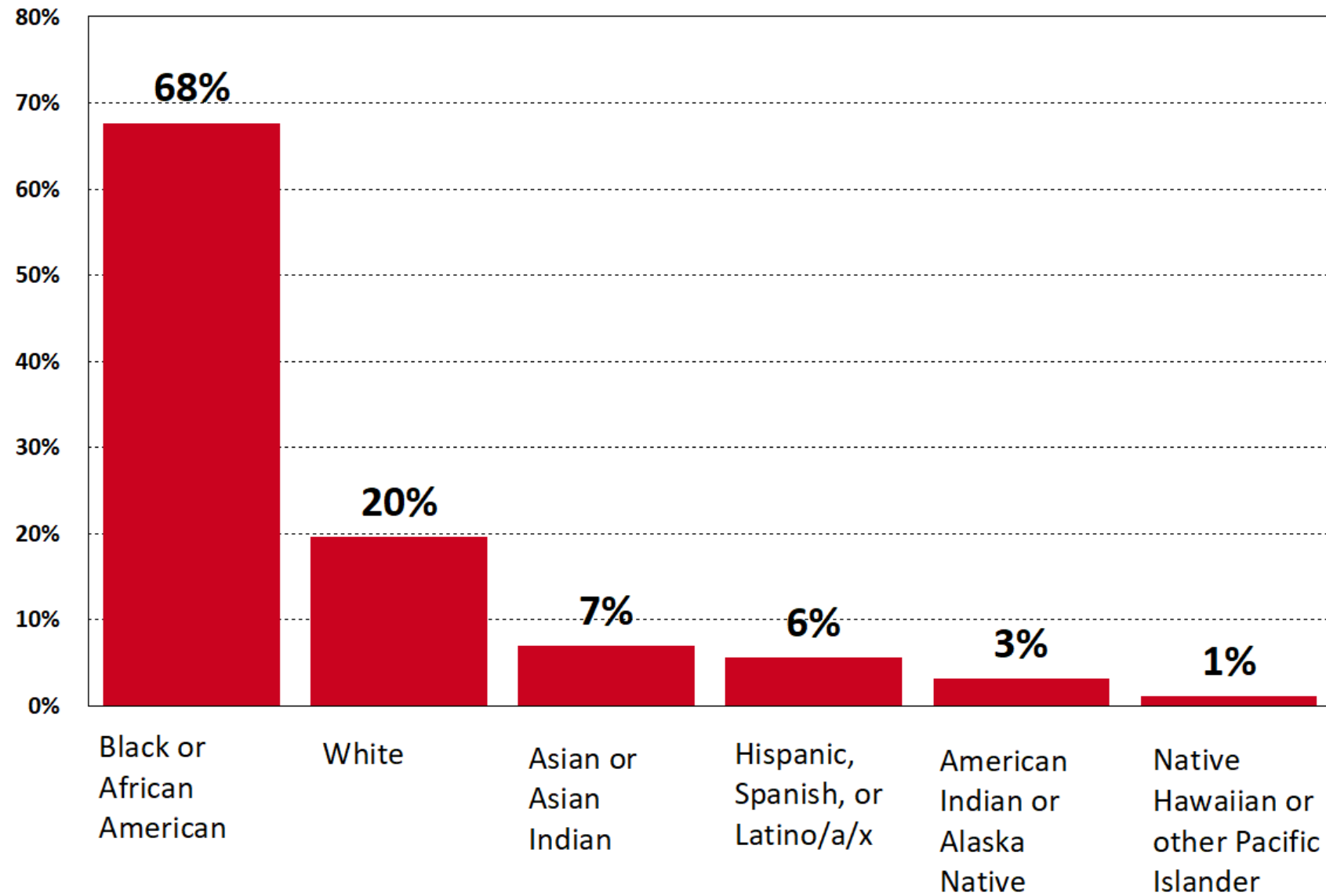


Customer Characteristics

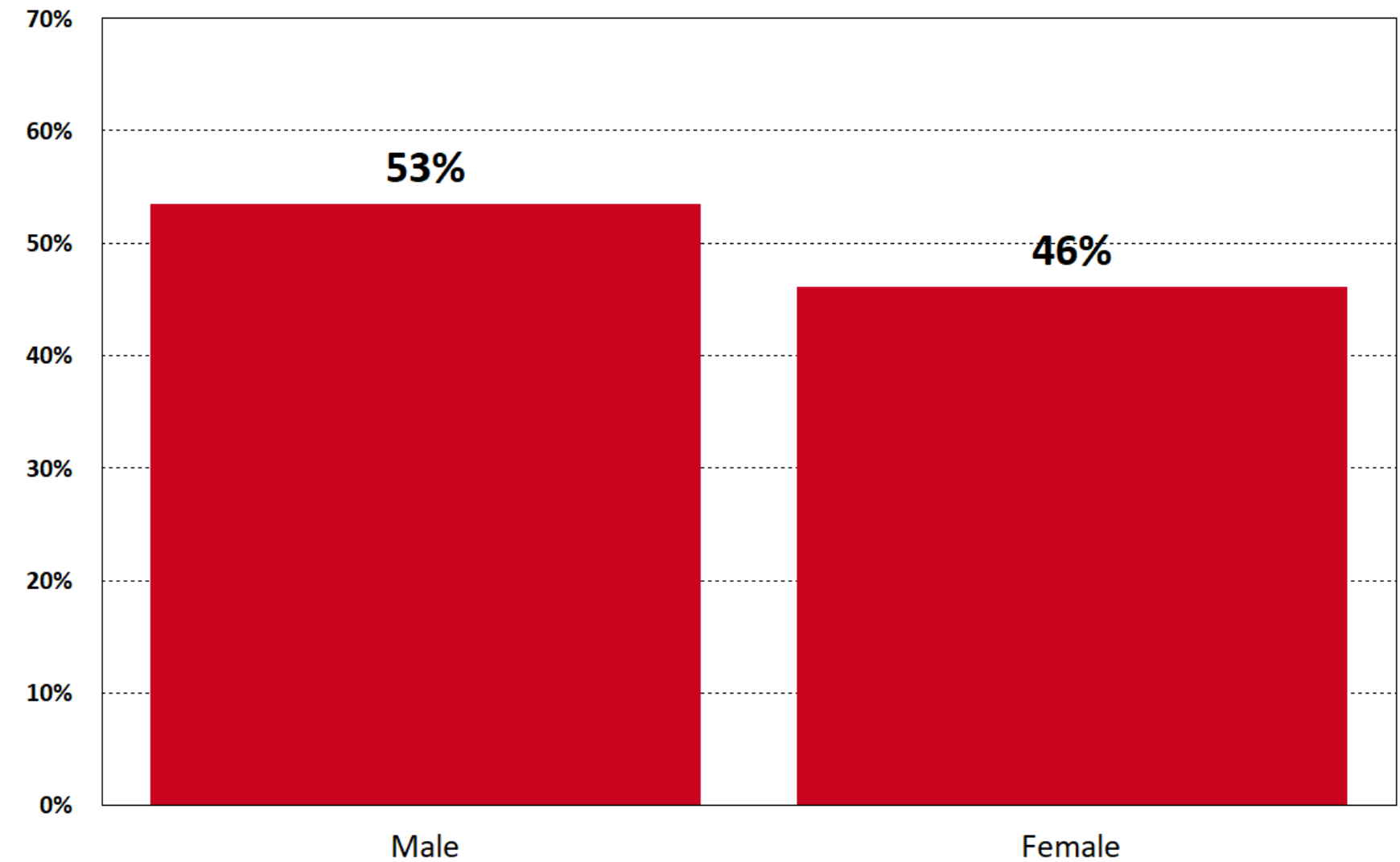


- The typical BRT customer is a Black/African American (68%) male (53%).

What is your race/ethnicity?



What is your gender?



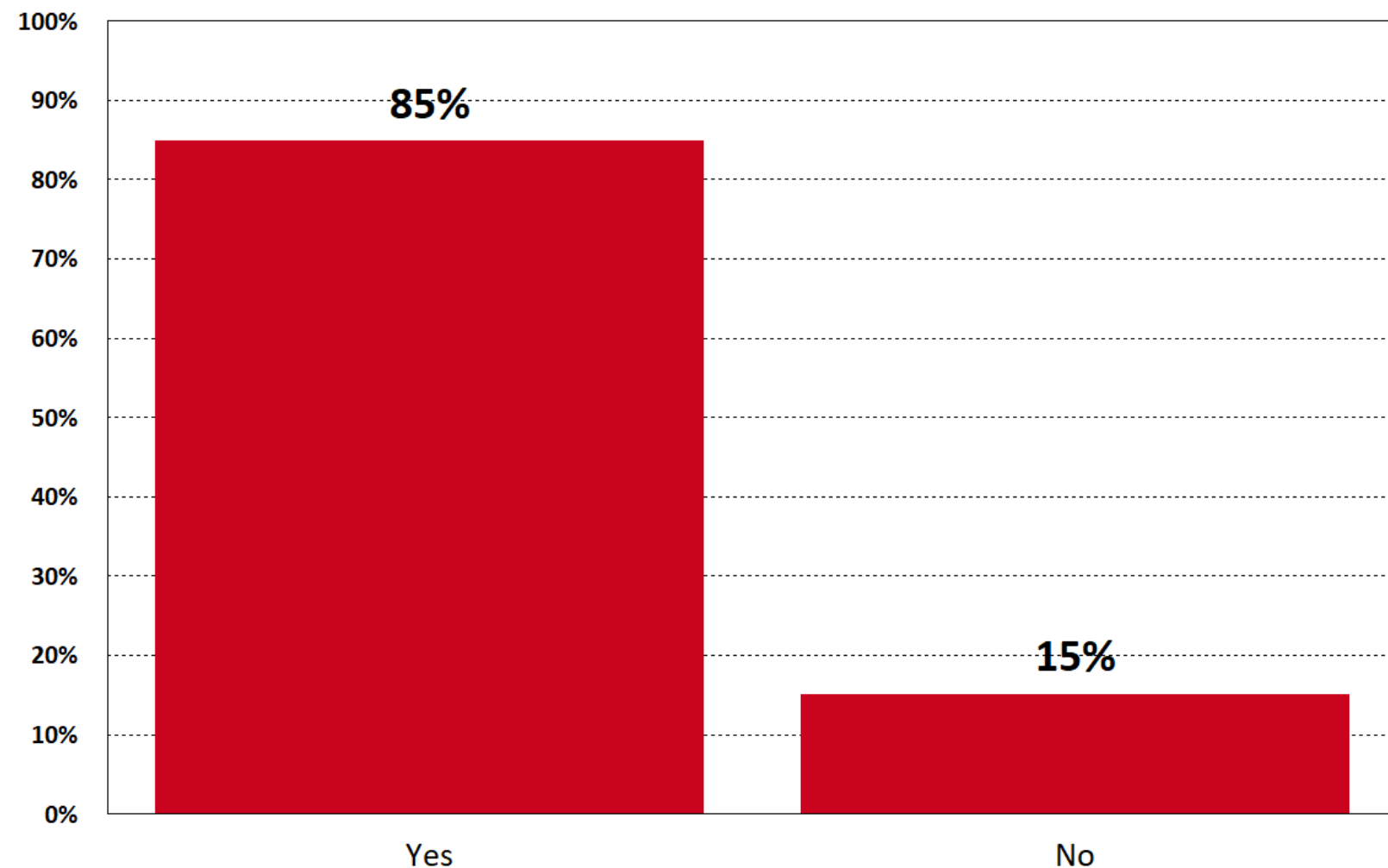


Transit Dependence and Choice Riders

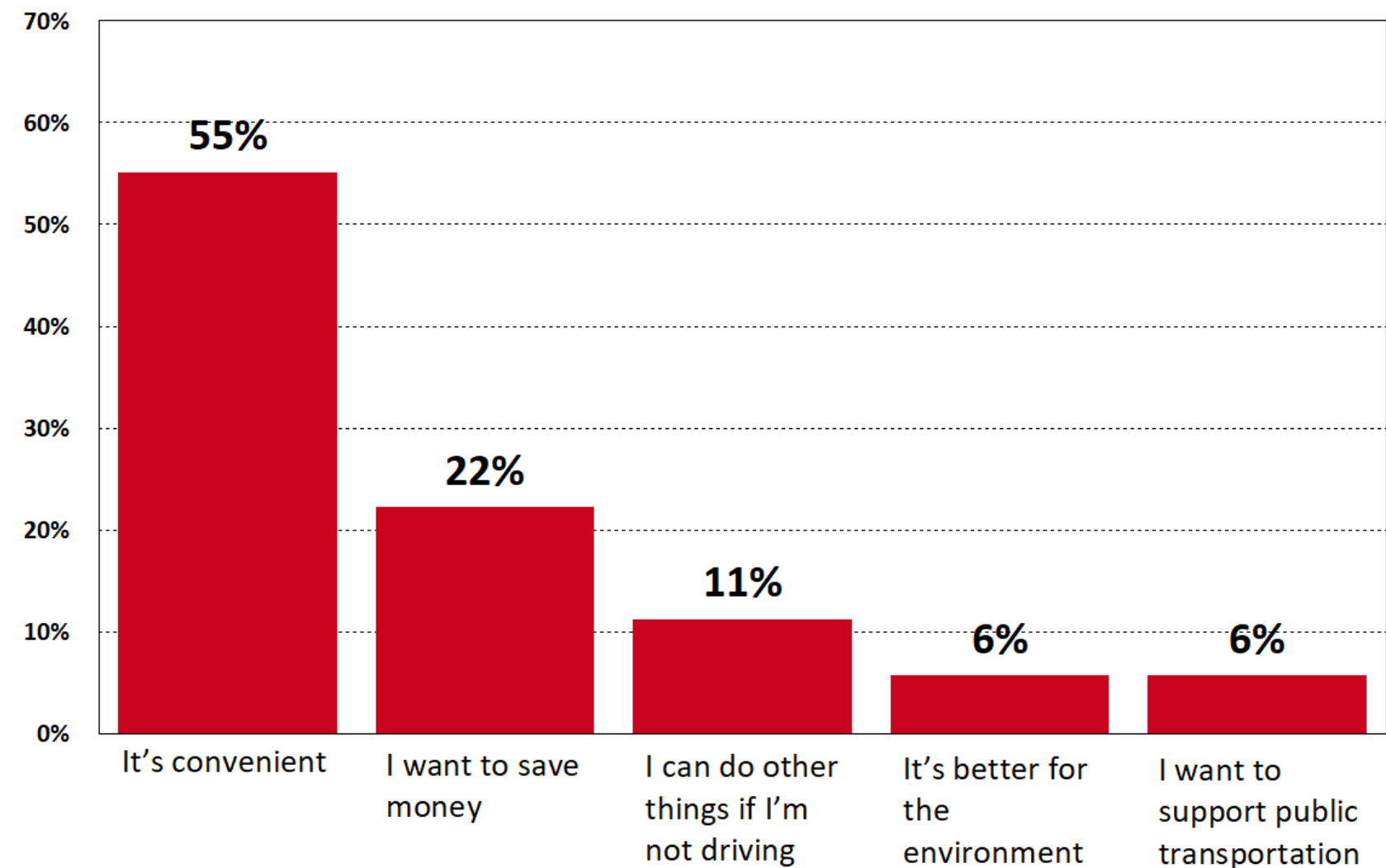


- 85% of BRT Customers are dependent on RTA buses for travel.
- Of the 15% of BRT Customers who have other transportation options, "It's convenient" (55%) is the primary reason for choosing to use RTA bus services.

Are you dependent on using RTA buses to travel to/from your destination?



If you do have other options, what is the #1 reason you choose public transportation?



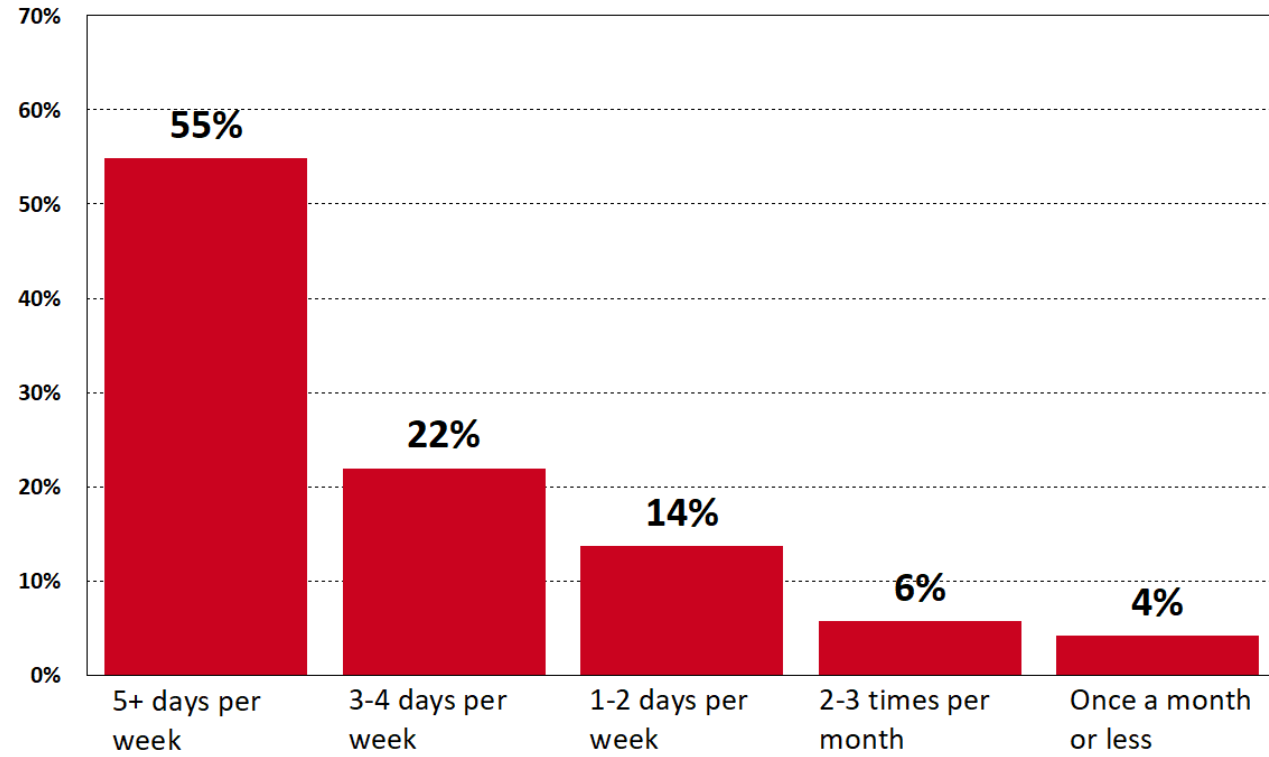


Trip Frequency and Purpose

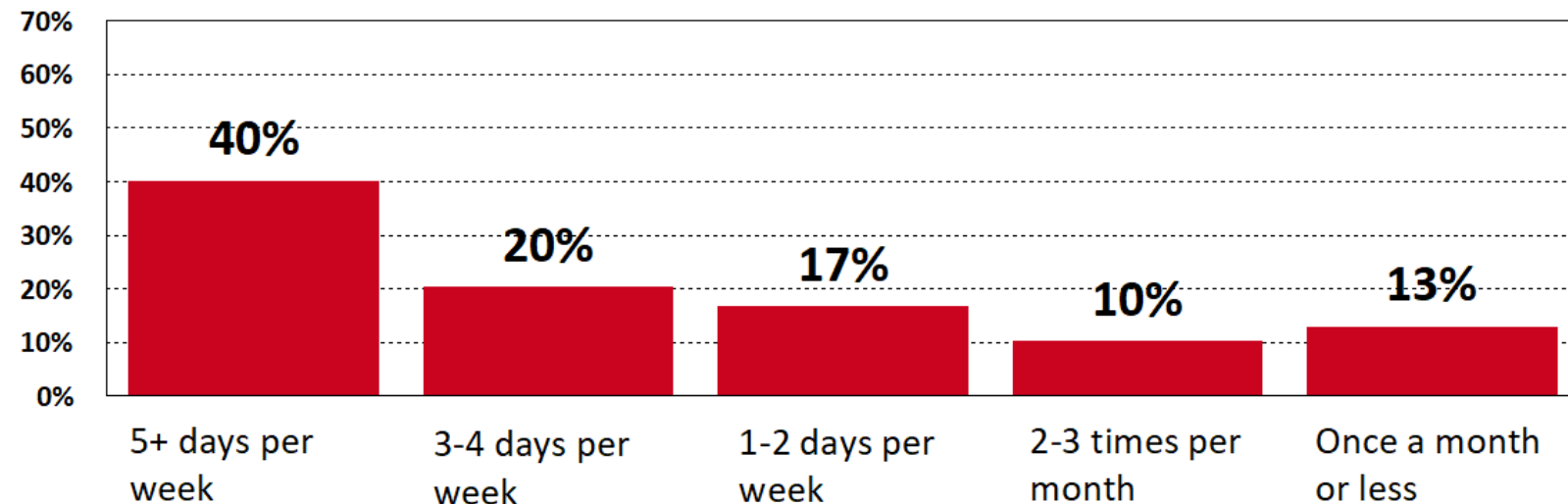


- BRT customers most often ride the bus 5+ days per week (55%) and most frequently ride the bus for work (49%).

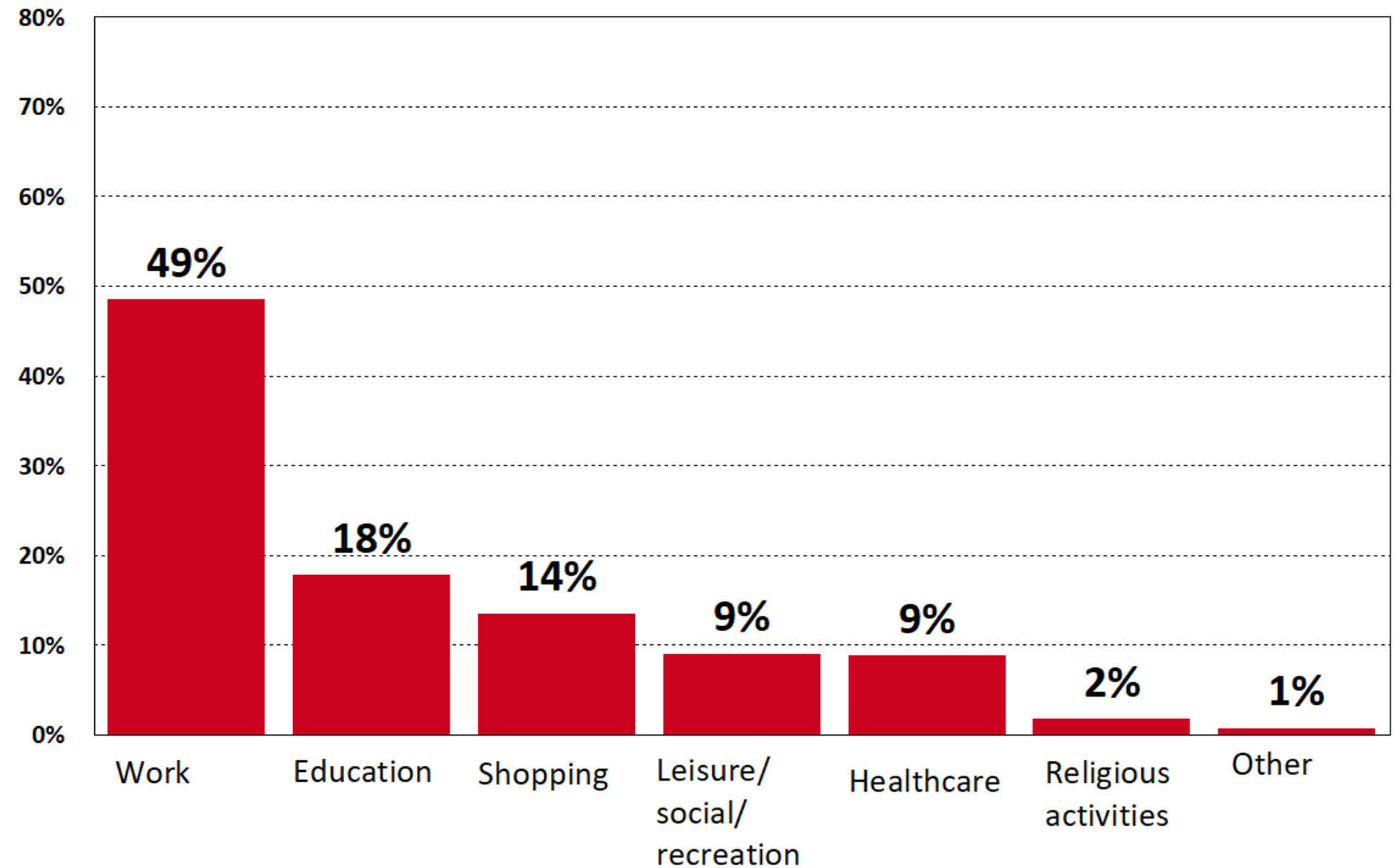
How often do you ride the bus?



How often do you ride other RTA services such as the HealthLine, Red/Blue/Green Lines, or Paratransit?



Why are you taking this trip?

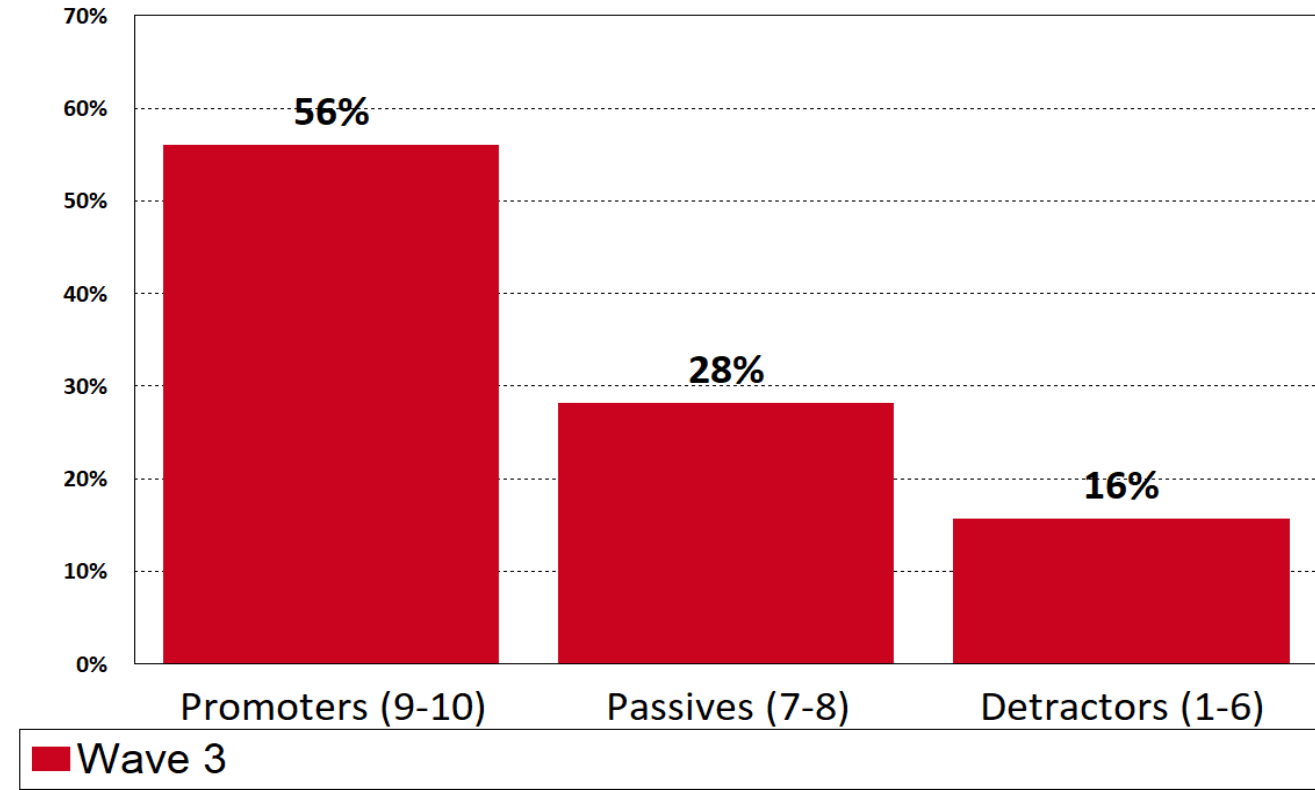




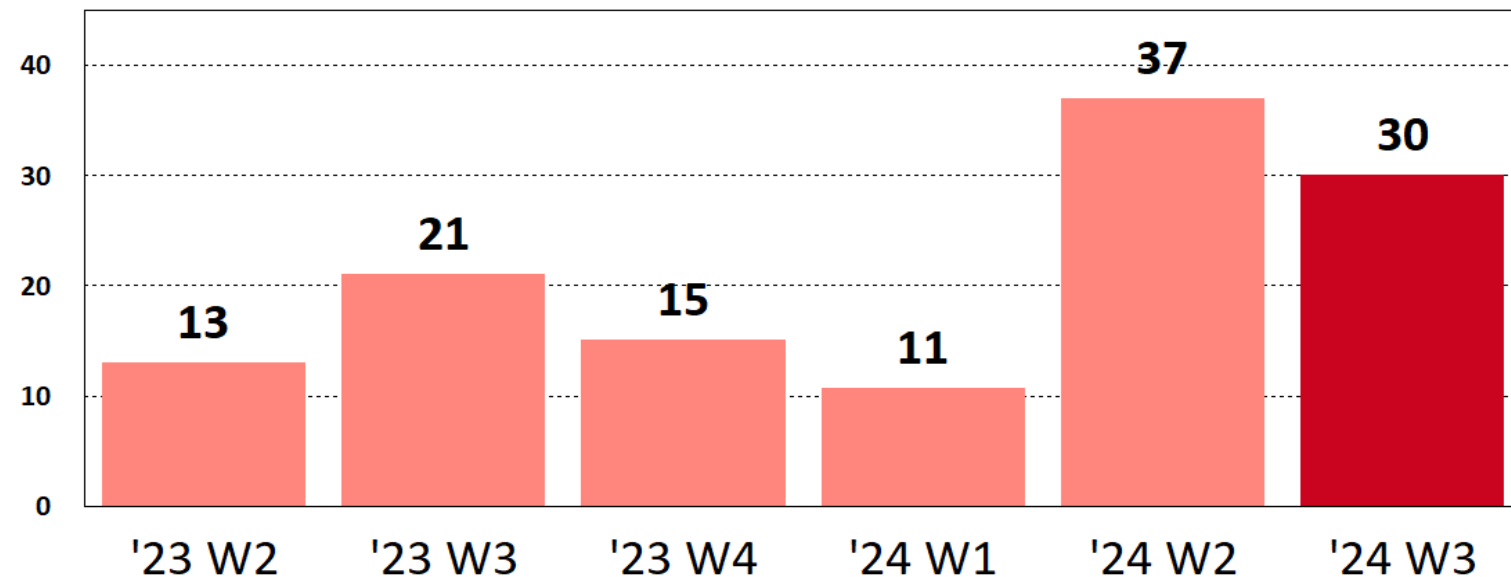
Net Promoter Score (NPS)

Bus Rapid Transit

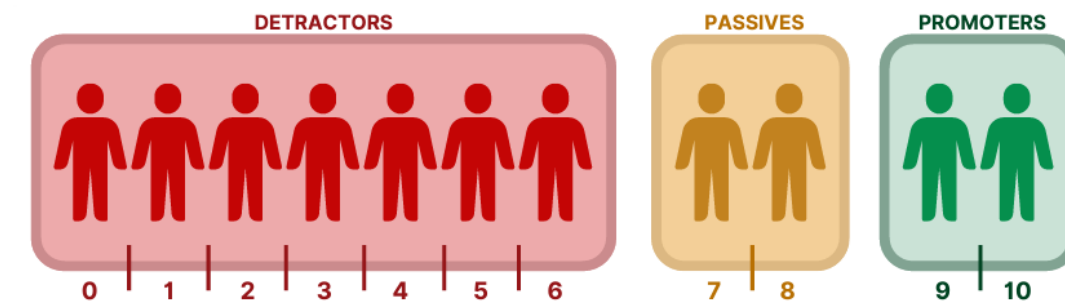
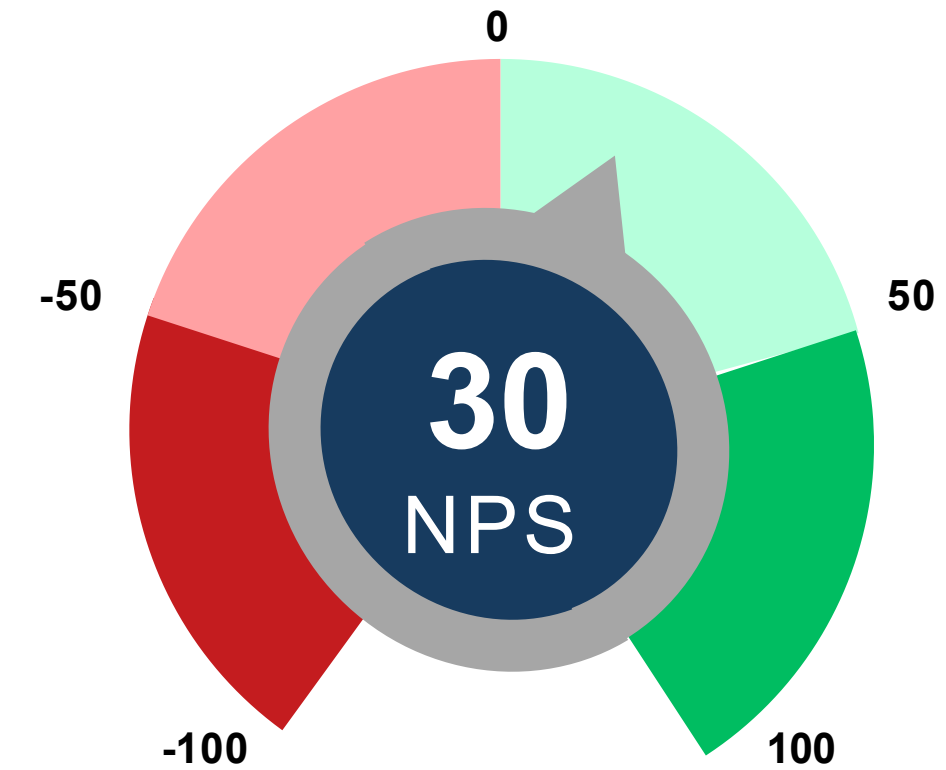
All things considered, how likely would you be to recommend riding a RTA bus to a friend or neighbor?



Net Promoter Score



RTA's BRT NPS is down seven points since Wave 2 from 37 to 30



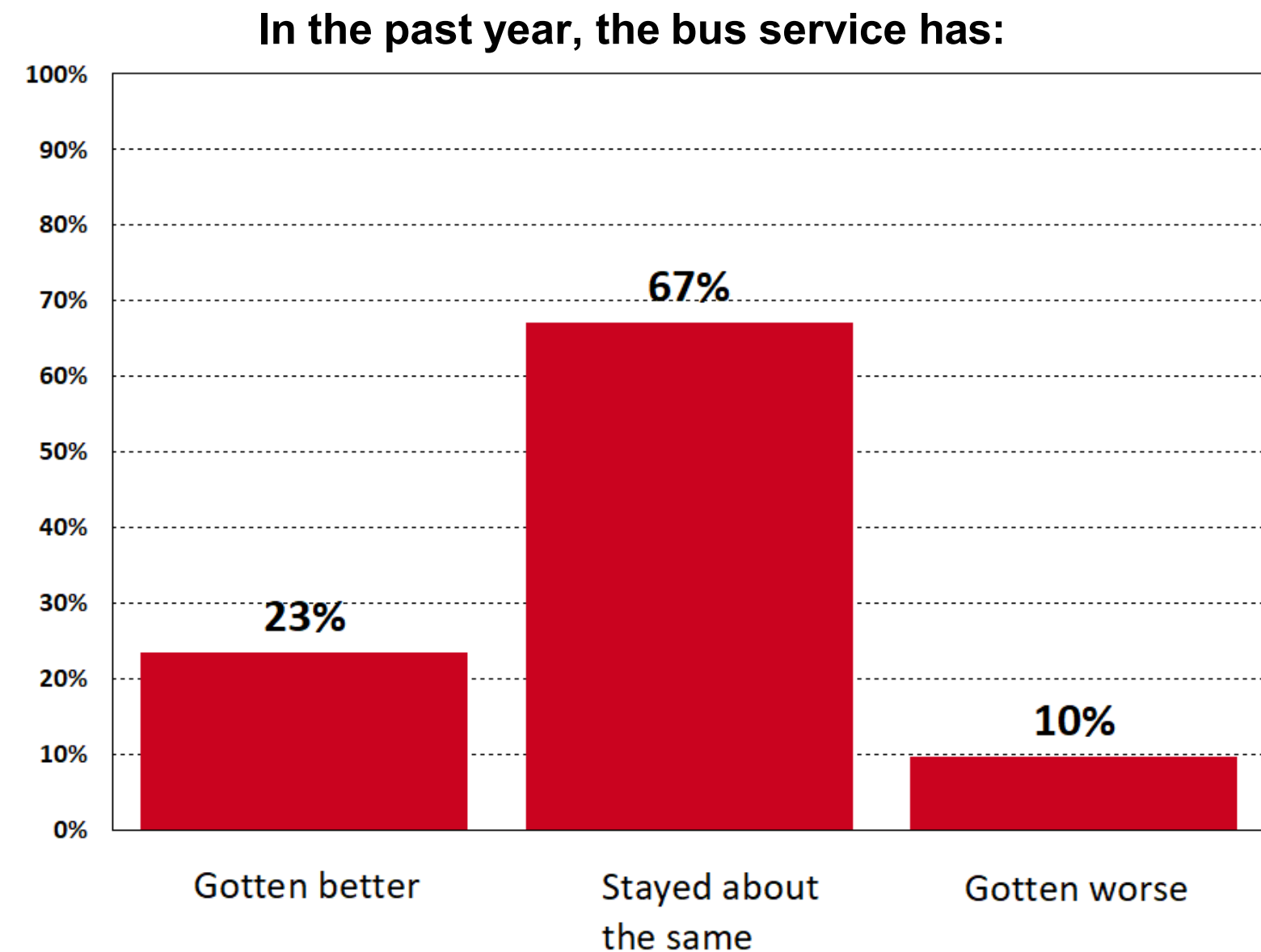
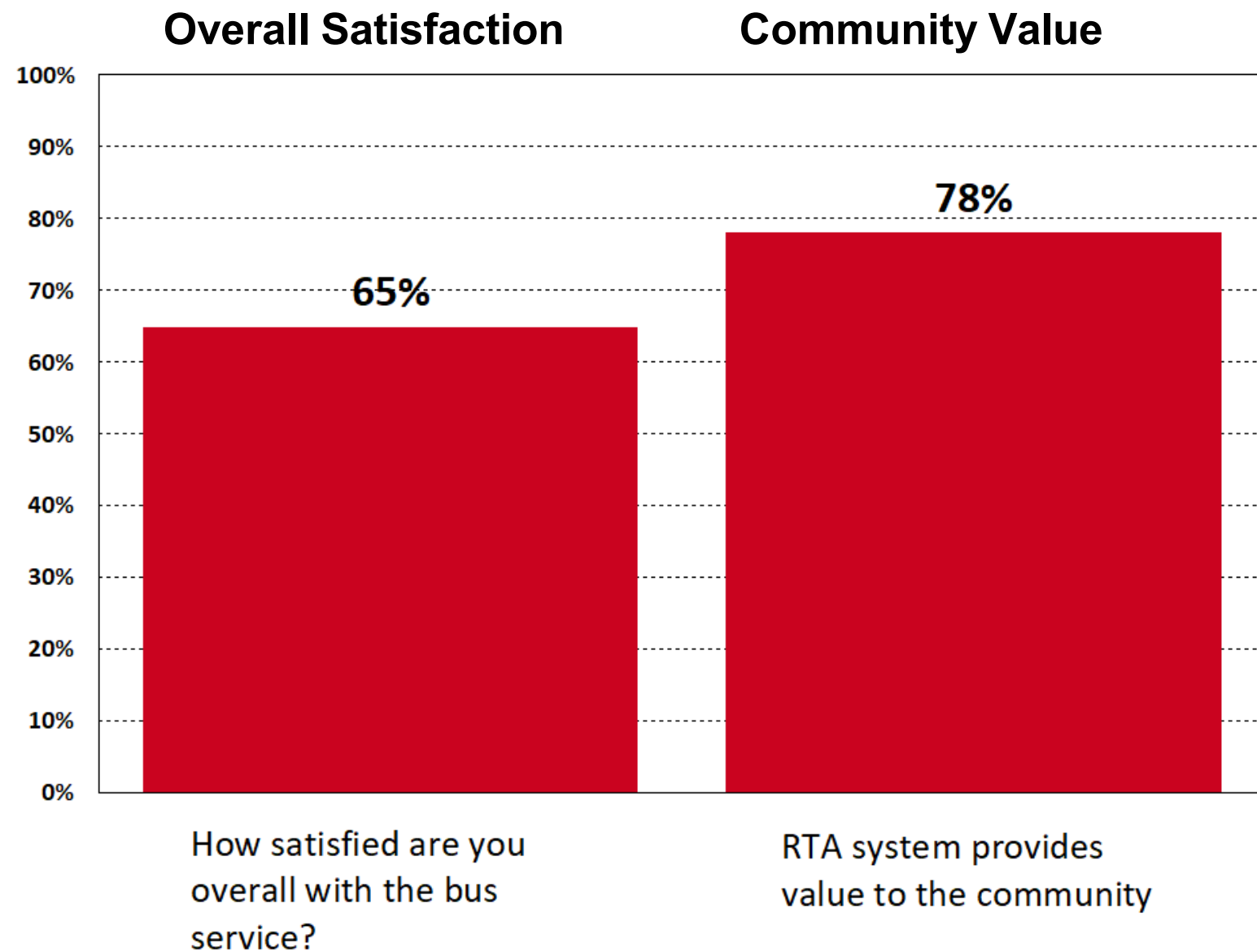
Net Promoter Score = %Promoters - %Detractors



Satisfaction and Community Value



- 65% of BRT customers are satisfied overall with the bus service.
- 78% of BRT customers believe the RTA system provides value to the community. 23% of BRT customers believe the bus service has gotten better in the past year.



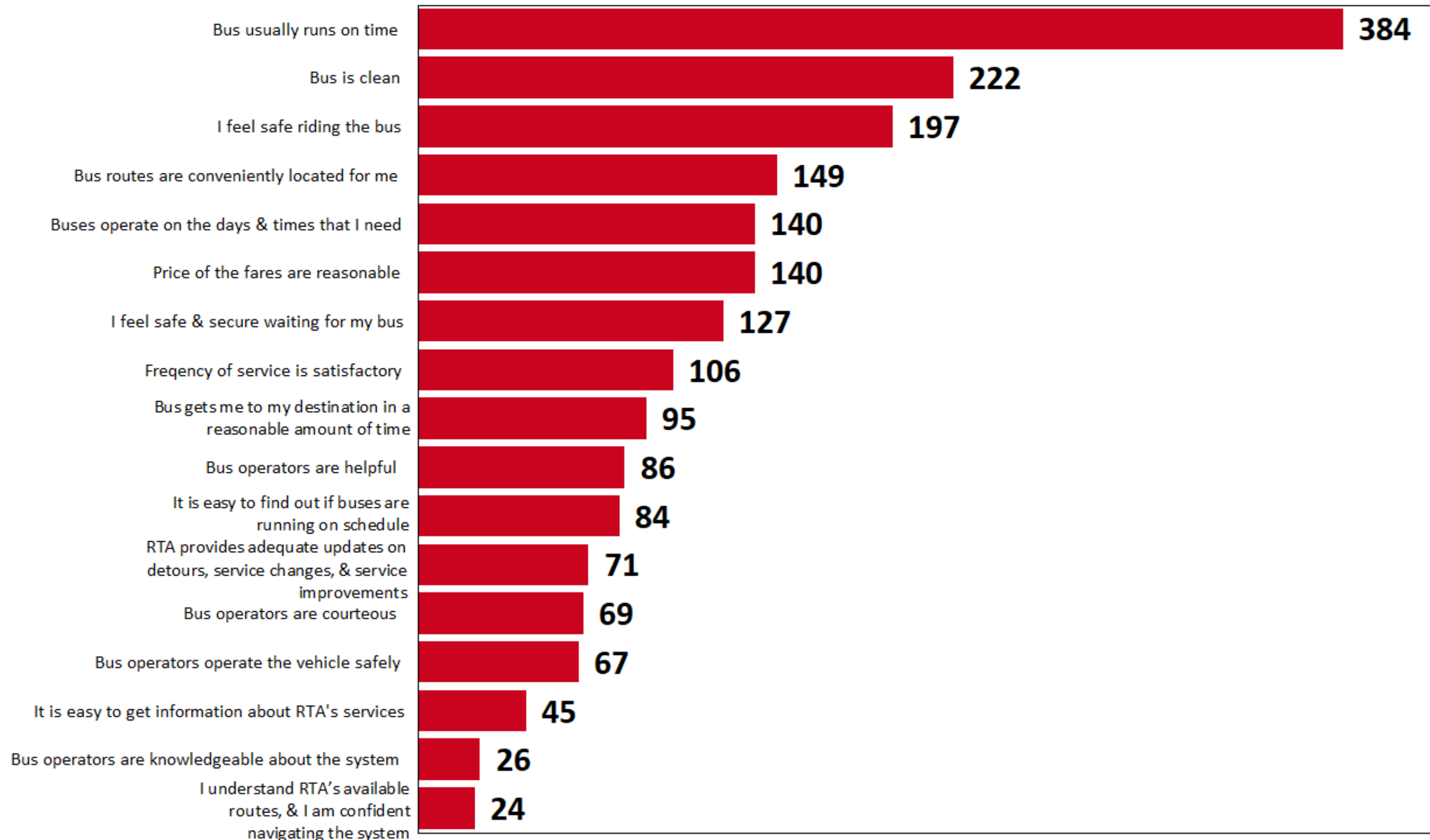
Customer Importance Factors

Bus Rapid Transit



Top Customer Importance Factors

- The top three importance factors to BRT customers are buses arriving on time (384), buses cleanliness (222), and safety while riding (197).

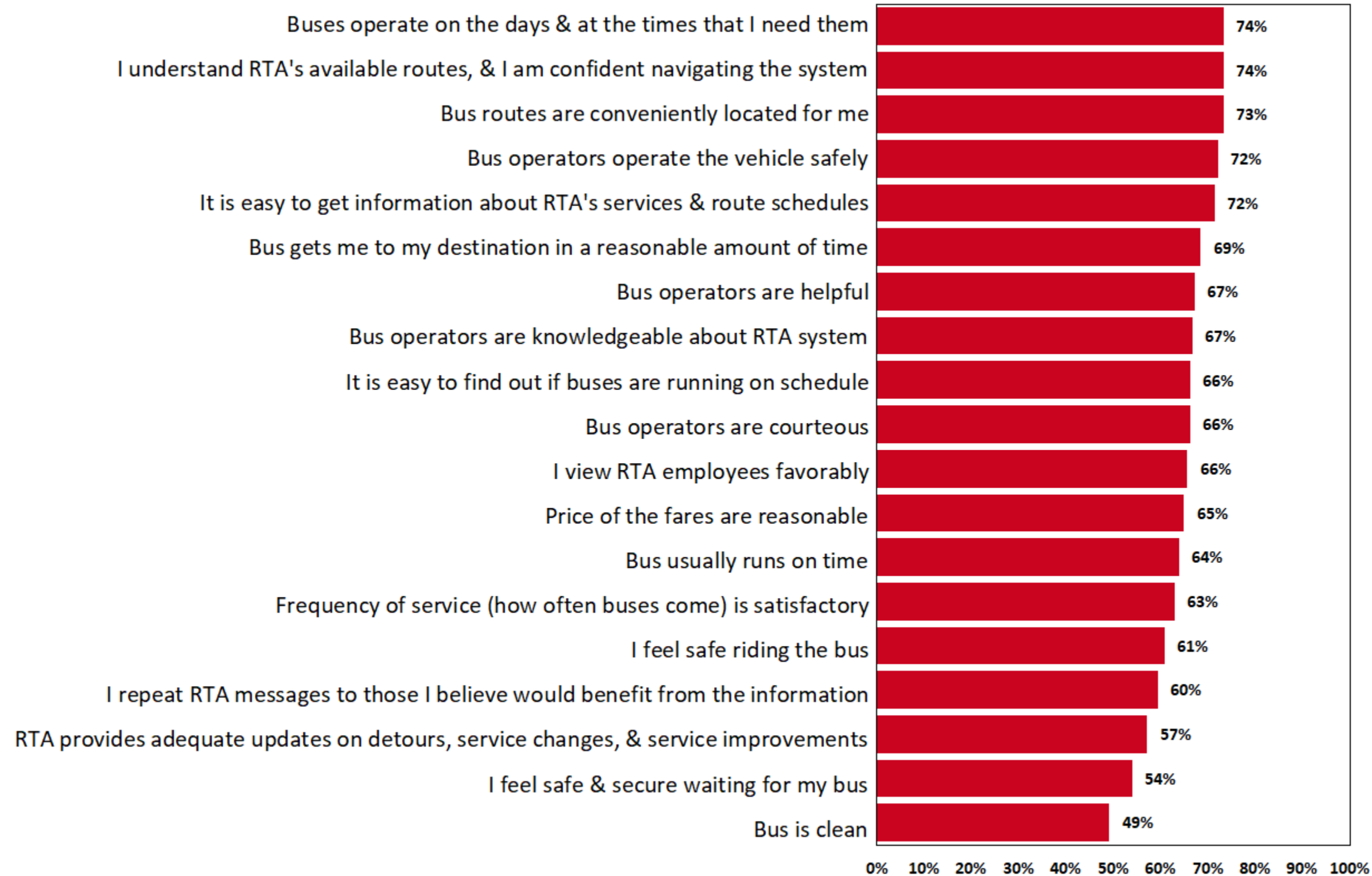




Level of Agreement



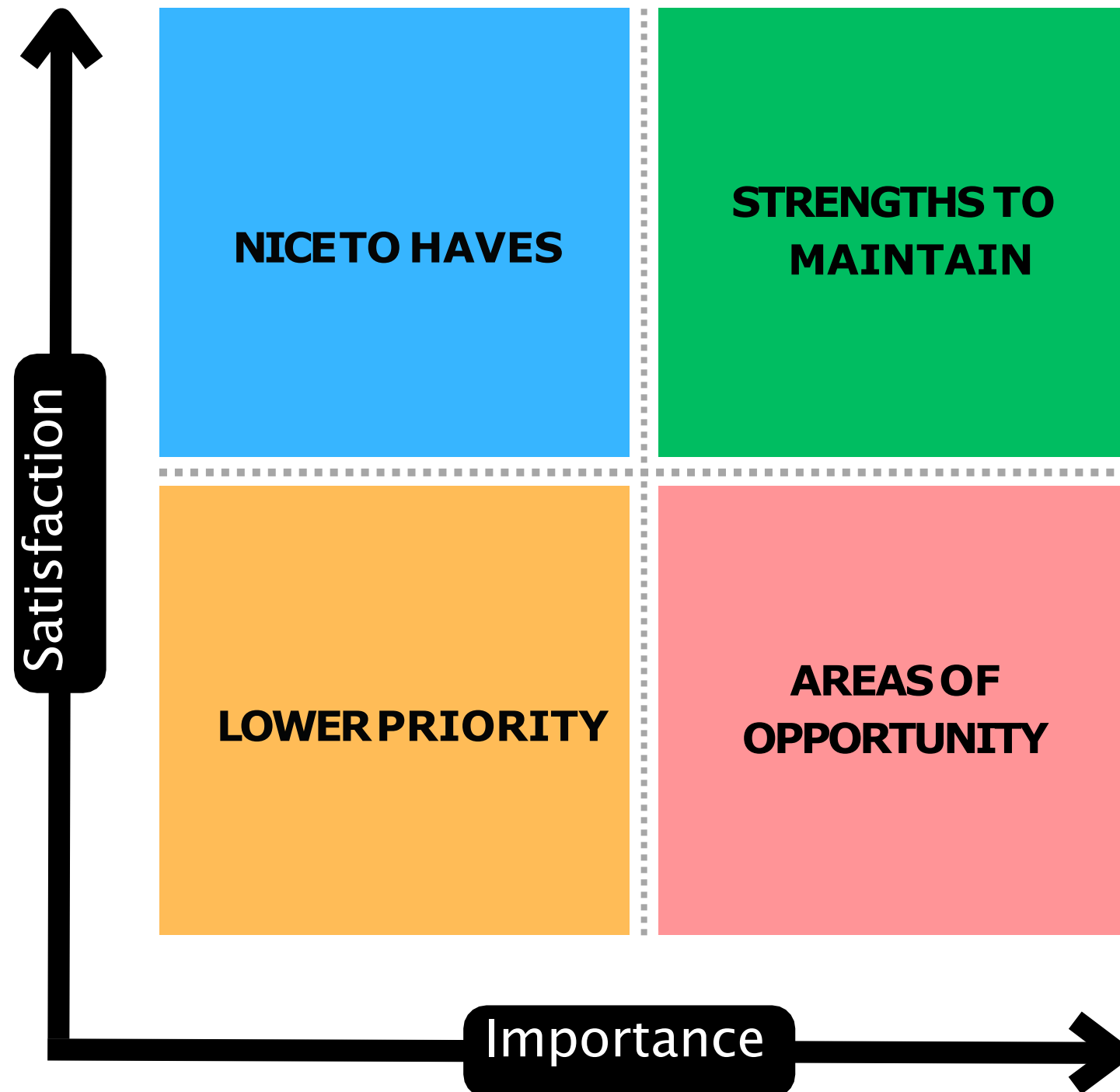
BRT



Key Driver Analysis

The Key Driver Analysis takes each area of service and compares its customer importance ranking against its customer satisfaction level. The graph is divided into four actional quadrants:

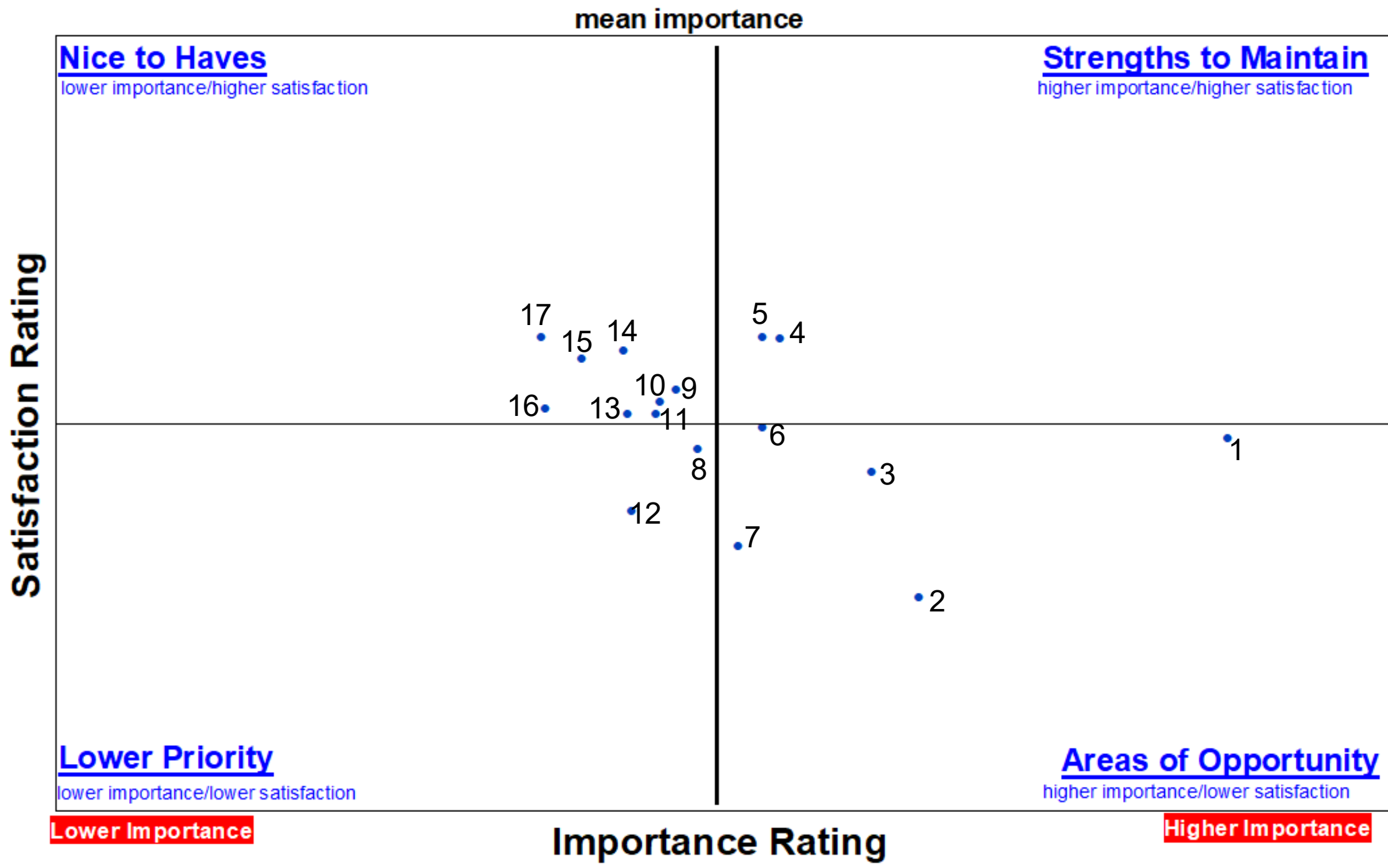
Satisfaction vs. Importance



1. **Lower Priority** - This quadrant contains areas of service that have lower importance rankings and lower satisfaction levels. Although these have lower satisfaction levels, they are less important to customers and will have a smaller impact on overall customer satisfaction.
2. **Nice to Haves** - This quadrant contains areas of service that have lower importance rankings and higher satisfaction levels. Although customers are highly satisfied in these areas, these areas are less important to customers and will have a smaller impact on overall customer satisfaction.
3. **Areas of Opportunity** - This quadrant contains areas of service that have higher importance rankings and lower satisfaction levels. These areas are ranked as highly important to customers and will have a larger impact on overall customer satisfaction as the service is improved and satisfaction is raised.
4. **Strengths to Maintain** - This quadrant contains areas of service that have higher importance rankings and higher satisfaction levels. Customers find these areas of high importance and are highly satisfied with the level of service. These satisfaction levels should be maintained in order to continue a positive overall customer satisfaction.

Key Driver Analysis

Improvements in the "Areas of Opportunity" will most efficiently move the needle by bringing customers more satisfaction in what they value.



Legend

1. Bus usually runs on time
2. Bus is clean
3. I feel safe riding the bus
4. Bus routes are conveniently located for me
5. Buses operate on the days & at the times that I need them
6. Price of the fares are reasonable
7. I feel safe & secure waiting for my bus
8. Frequency of service is satisfactory
9. Bus gets me to my destination in a reasonable amount of time
10. Bus operators are helpful
11. It is easy to find out if buses are running on schedule
12. RTA provides adequate updates on detours, service changes, & service improvements
13. Bus operators are courteous
14. Bus operators operate the vehicle safely
15. It is easy to get information about RTA's services & route schedules
16. Bus operators are knowledgeable about RTA system
17. I understand RTA's available routes, & I am confident navigating the system

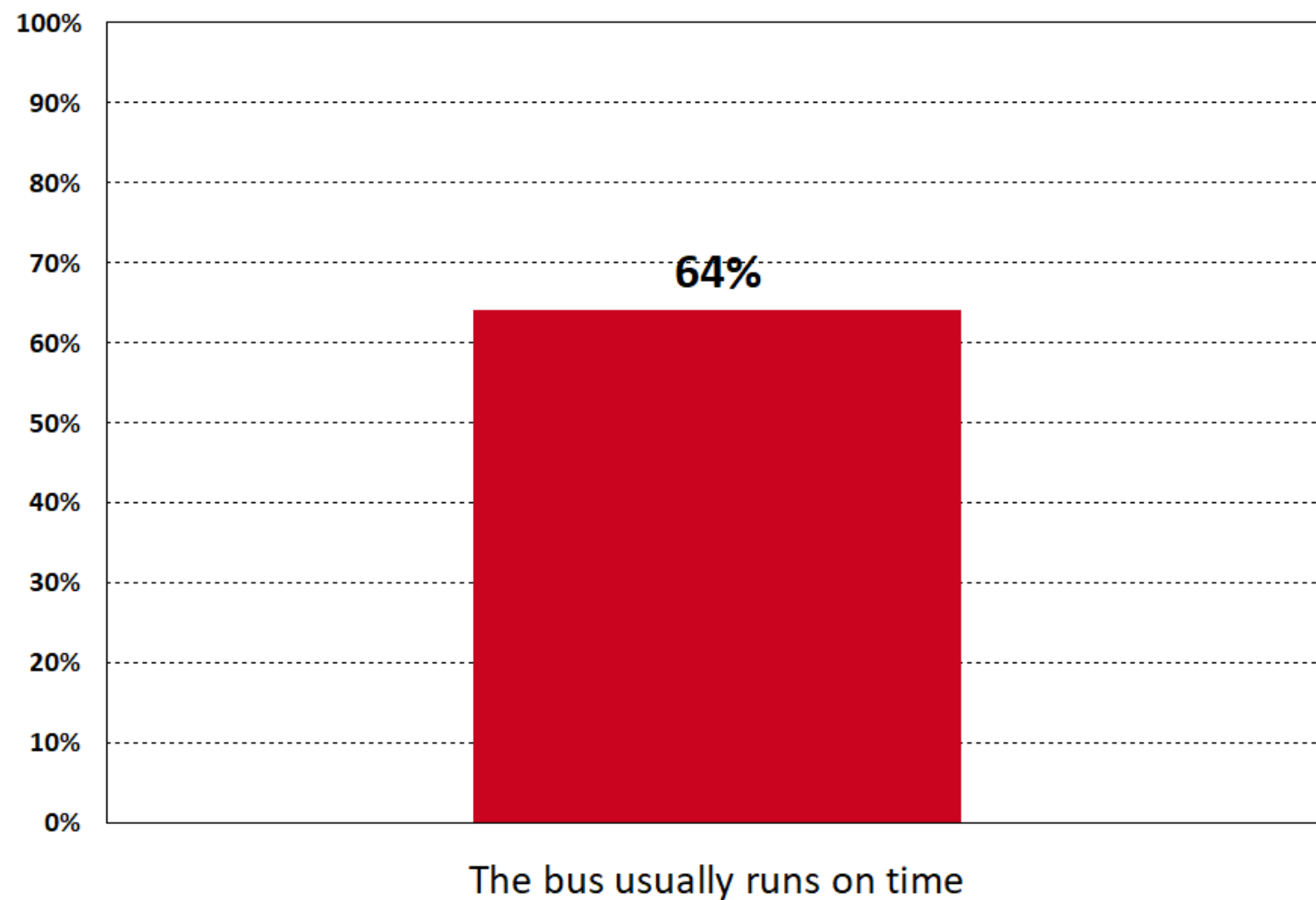


On-Time Performance

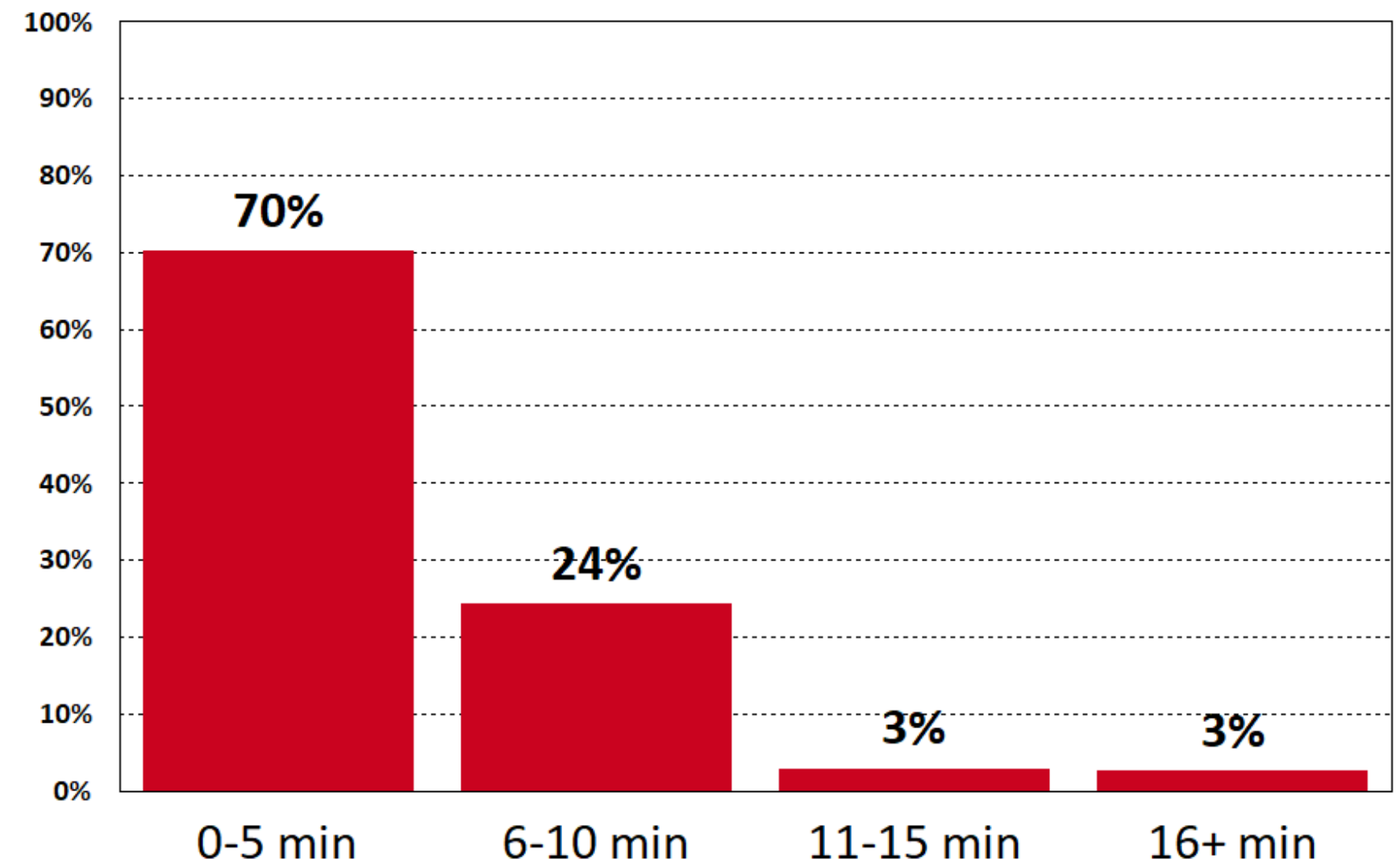


- 64% of BRT customers are satisfied with the On-Time Performance.
- 70% of BRT customers believe it is acceptable for the bus to arrive 0 to 5-minutes beyond its scheduled time.

On-Time Performance



How many minutes do you feel is acceptable for a bus to arrive beyond its scheduled time?



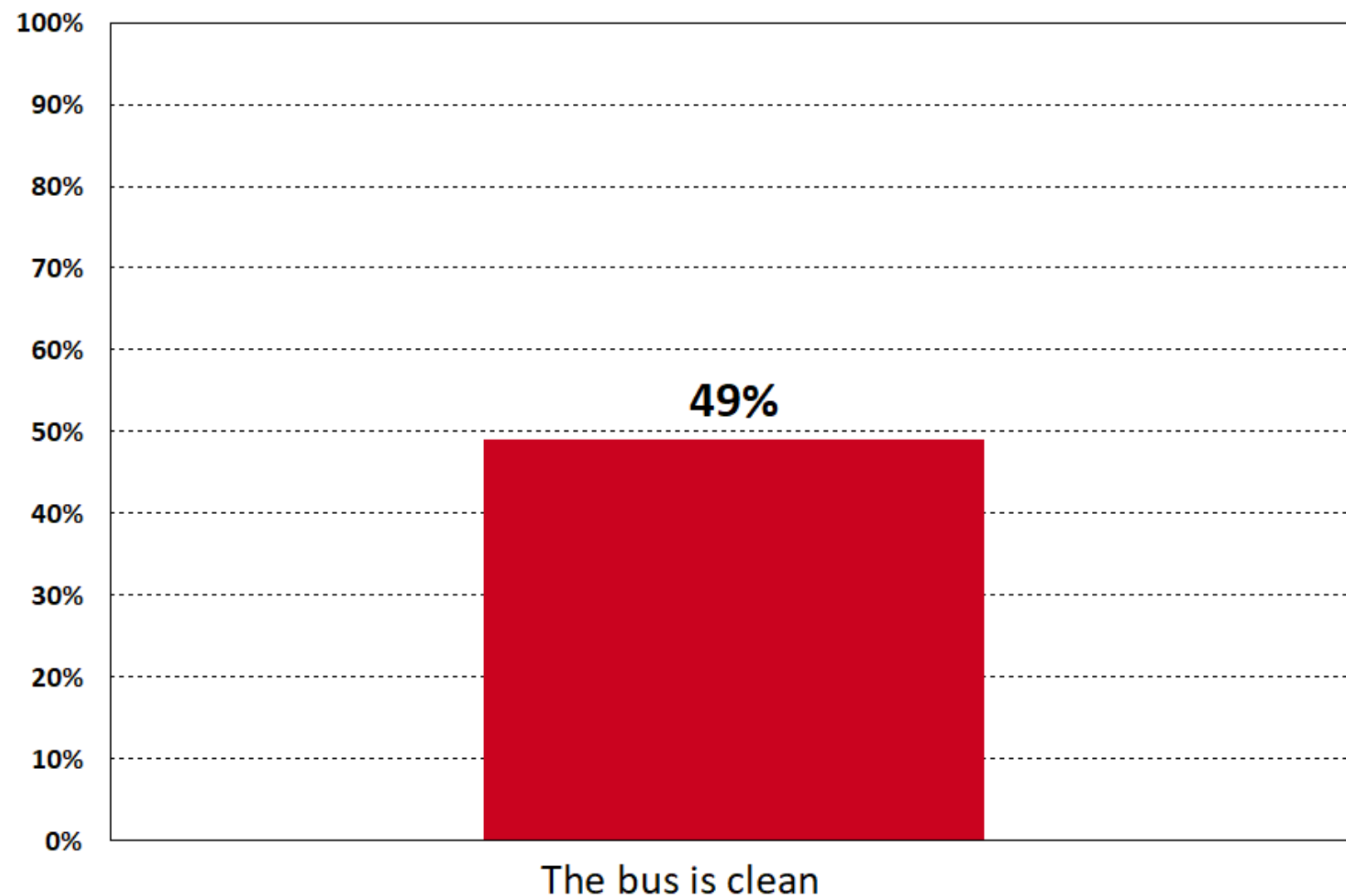


Cleanliness of Buses

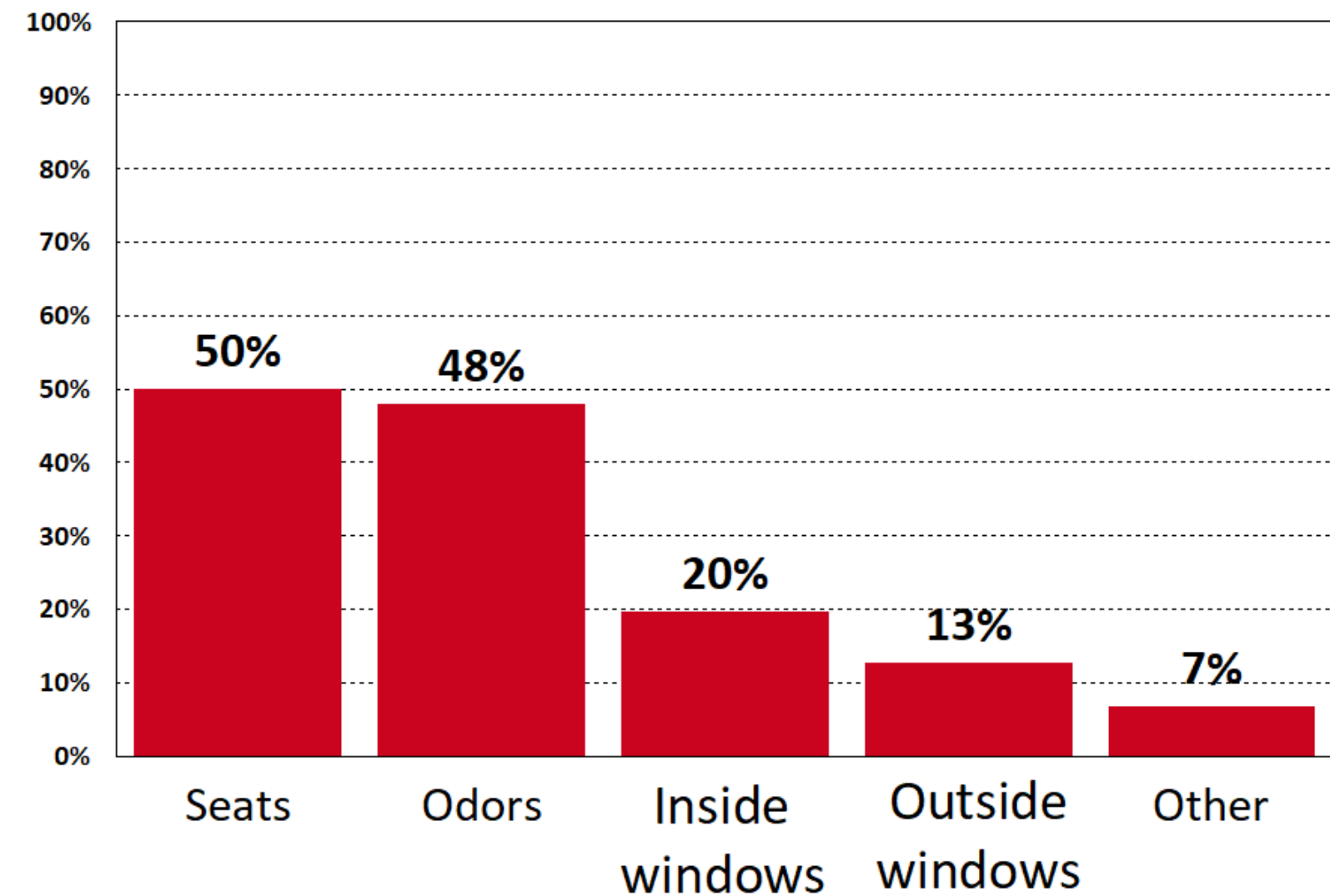


- 49% of BRT customers are satisfied with the cleanliness of buses.
- BRT customers think focusing on seats (50%) and odors (48%) would improve their satisfaction with bus cleanliness.

Cleanliness of Buses



Which areas would you like RTA to focus on to improve your satisfaction with bus cleanliness?



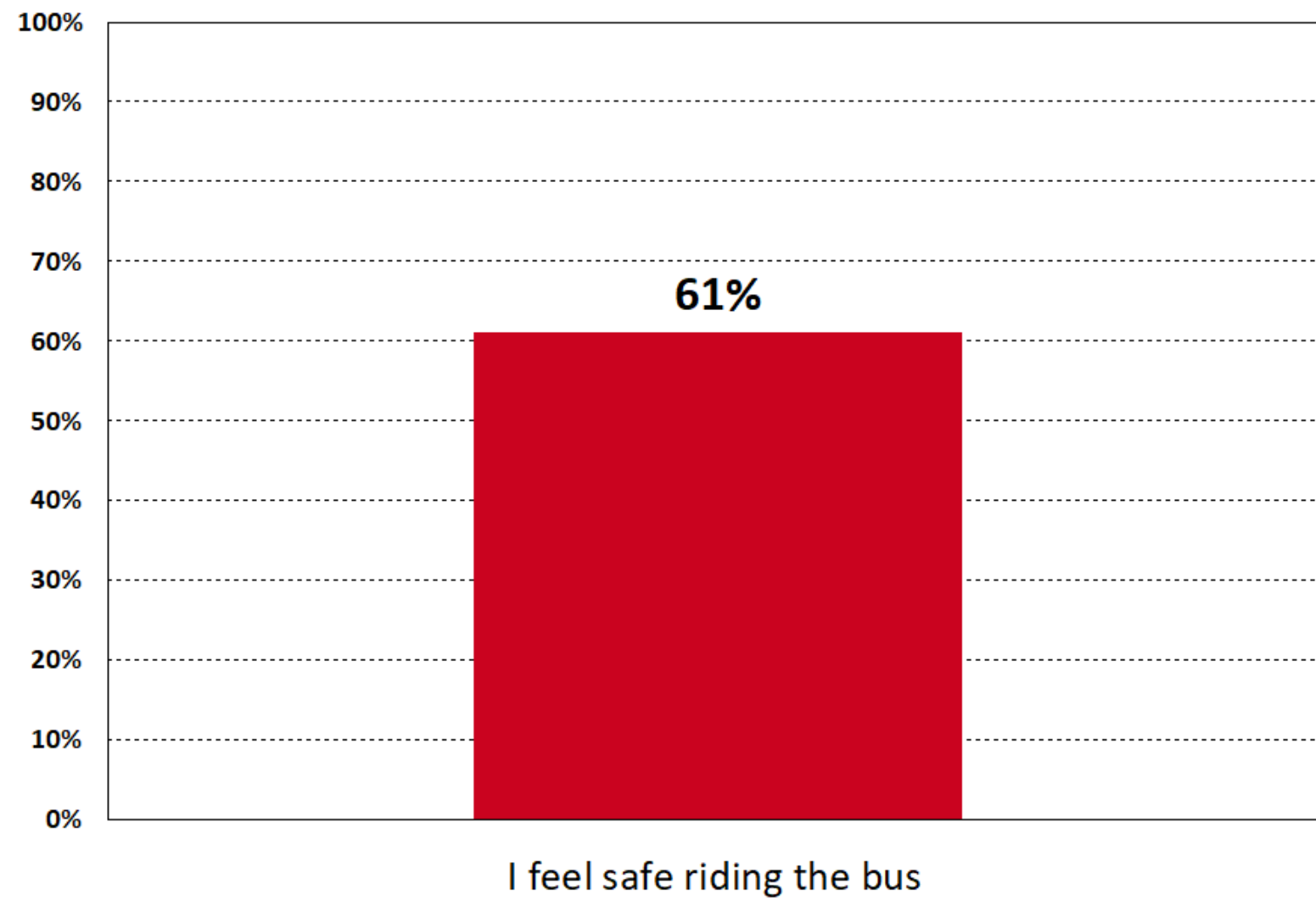


Bus and Bus Stop Safety

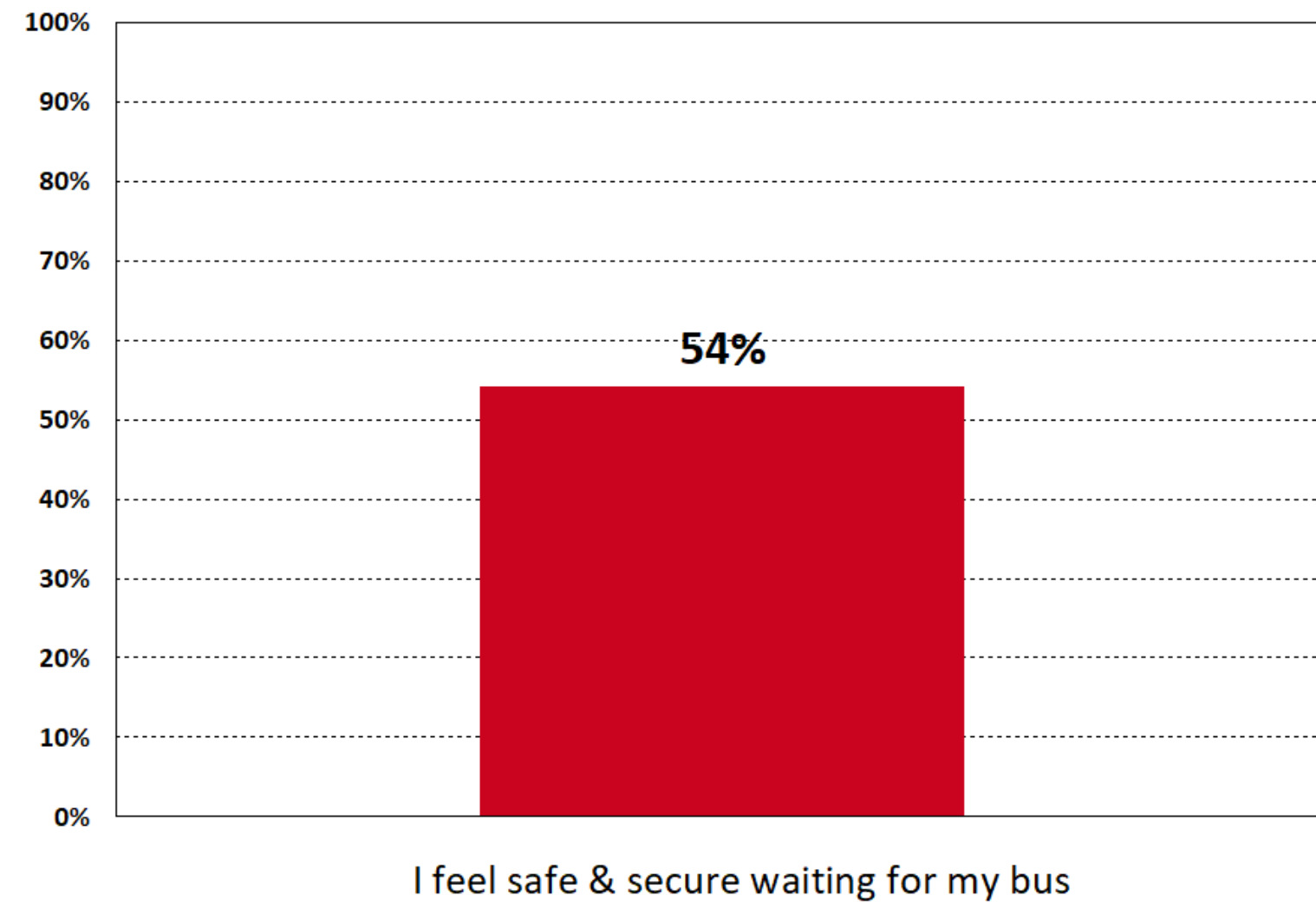


- 61% of BRT customers feel safe while riding the bus, and 54% feel safe while waiting for the bus.

Bus Safety



Bus Stop Safety



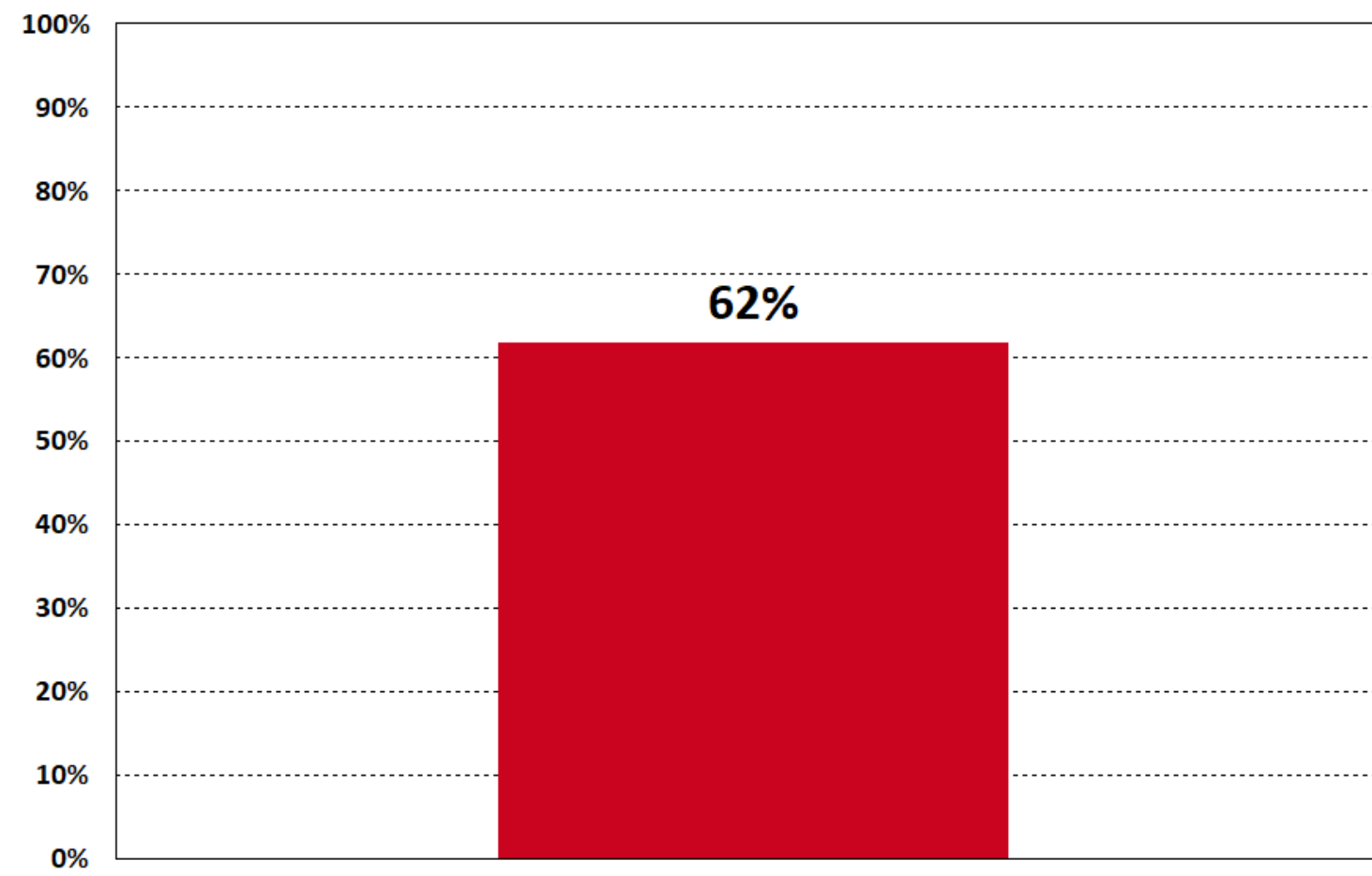


Funding



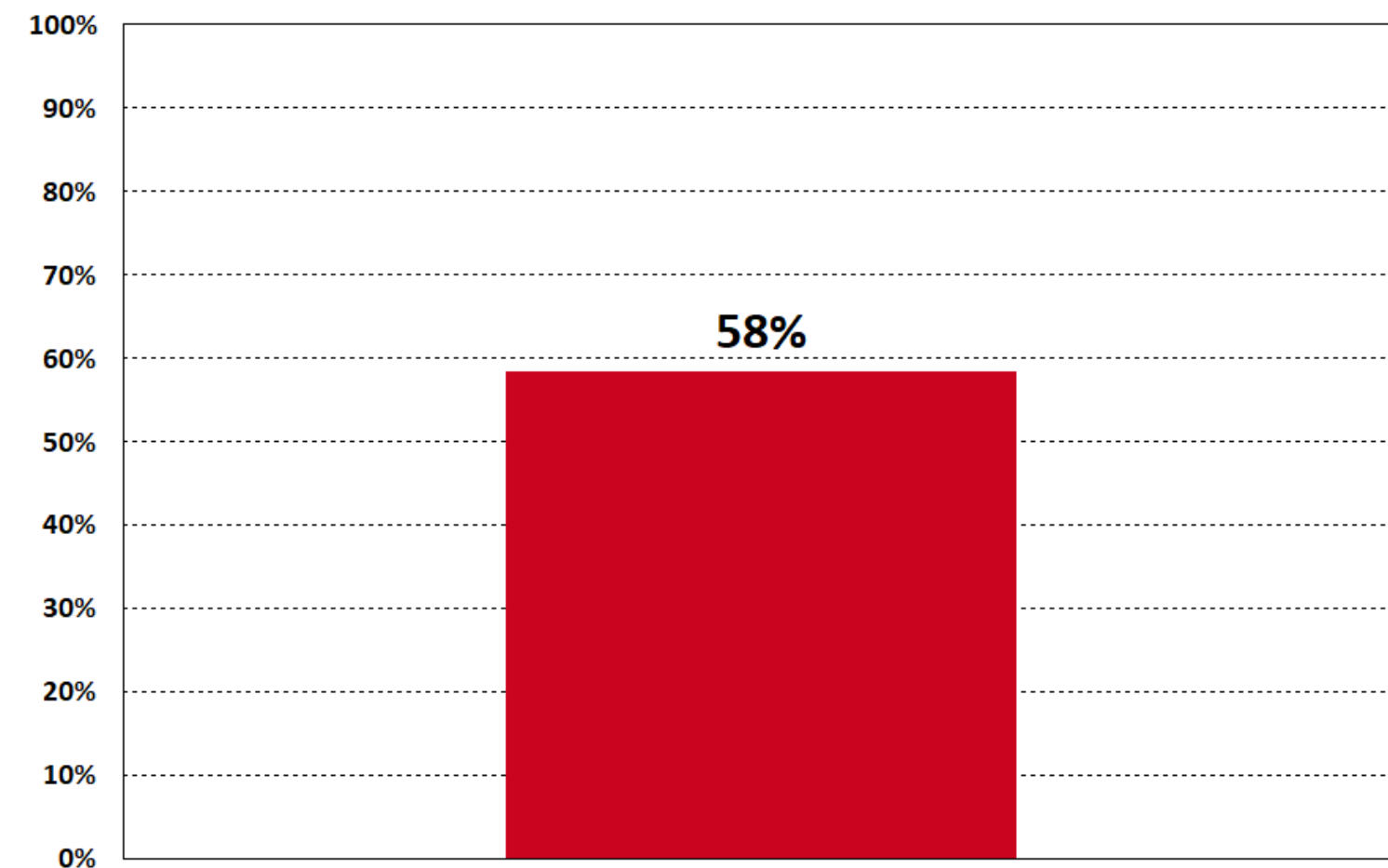
- 62% of BRT customers feel the community should consider increasing funding to improve service.
- 58% of BRT customers feel RTA manages financial resources appropriately

Transit Investment



The community should consider increasing funding in order to improve service

Resource Management



RTA manages their financial resources appropriately

Customer Service

Bus Rapid Transit

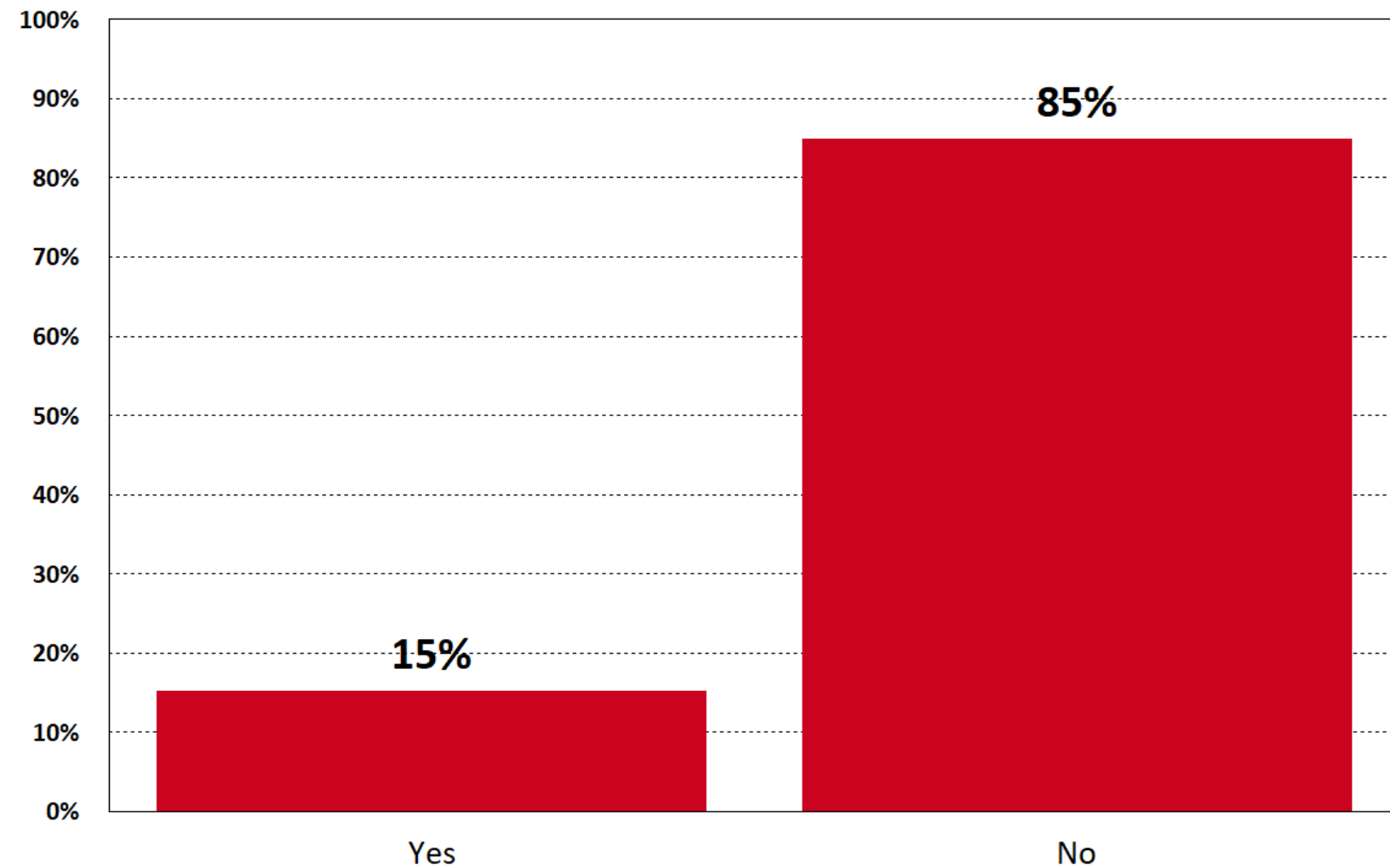


Communications with Customer Service

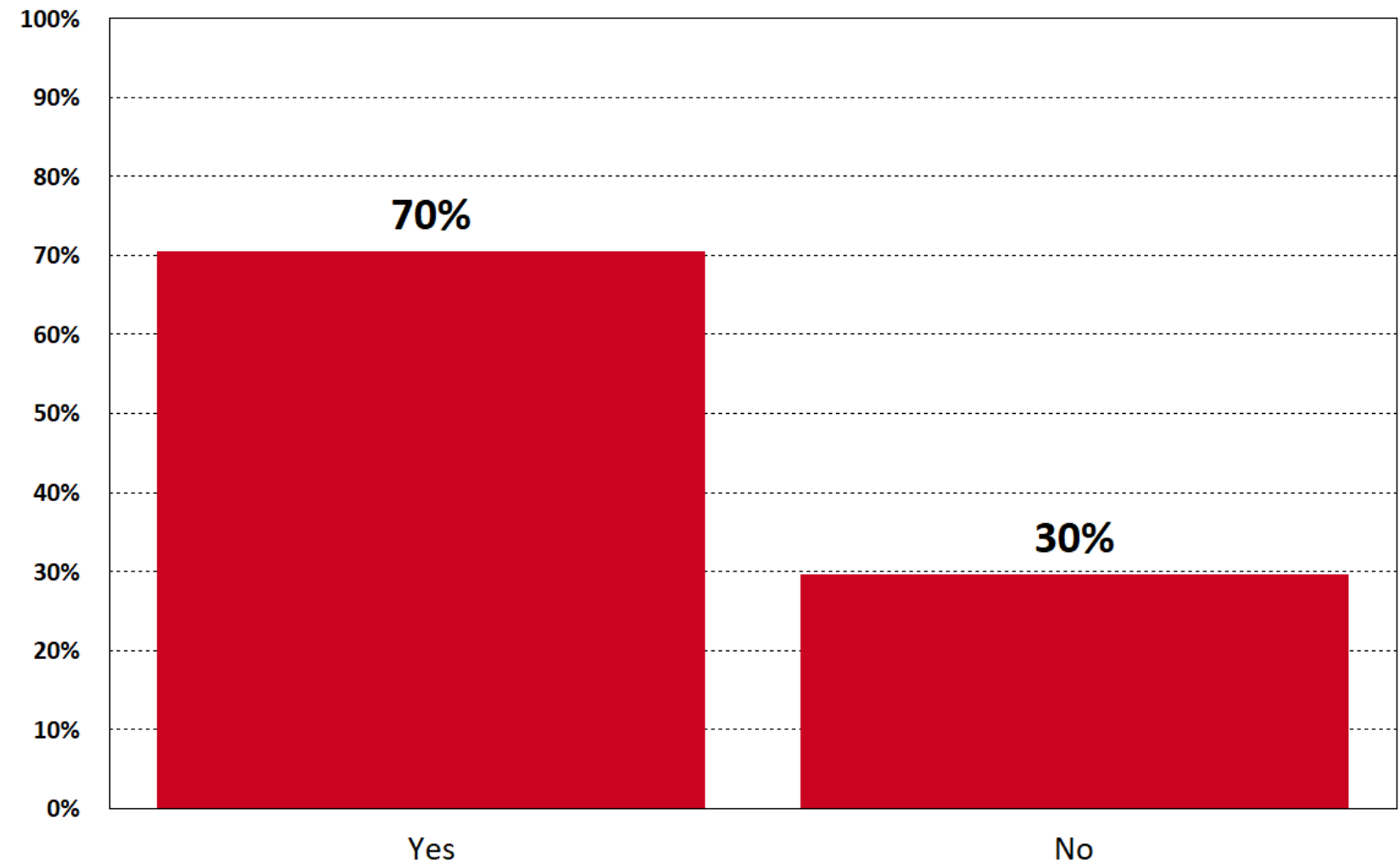


- 15% of BRT Customers have contacted RTA in the last 3 months.
- Of the BRT Customers who have contacted RTA, 70% have had their issues resolved.

Have you contacted RTA with a question, concern, or complaint in the last 3 months?



Was your issue resolved?



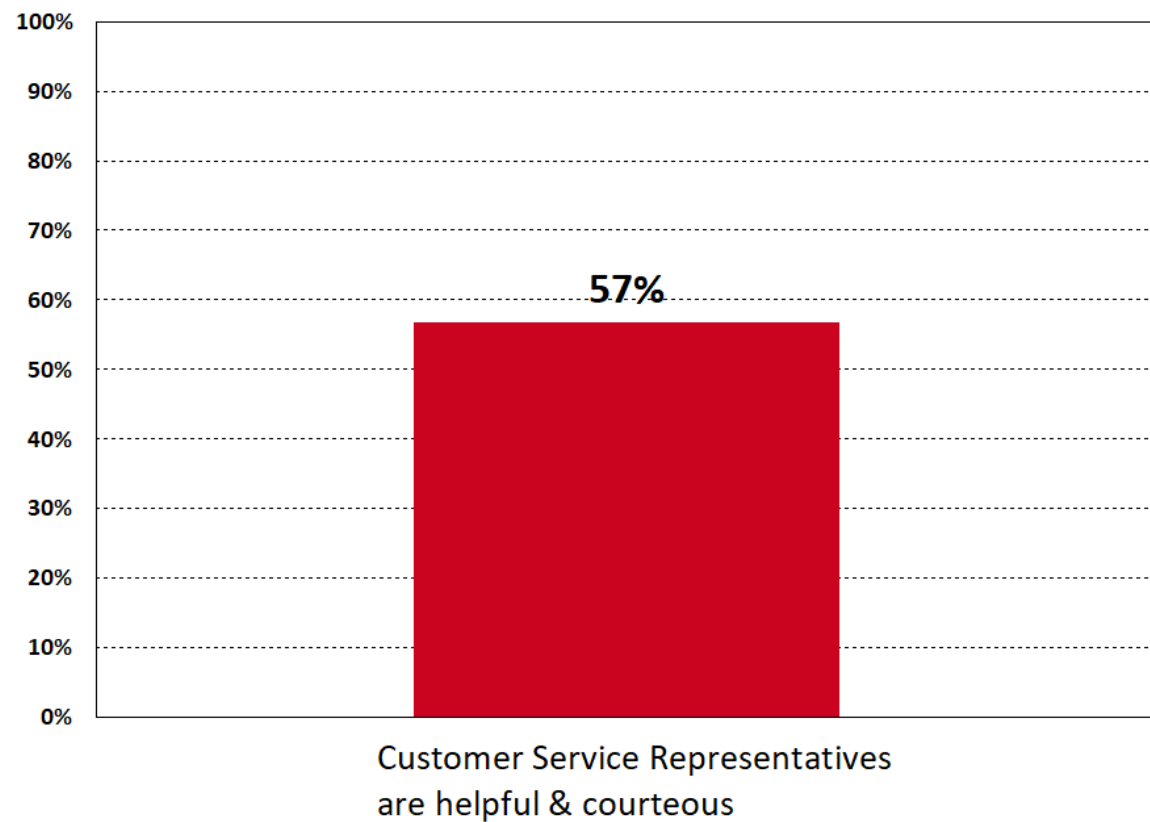


Overall Communications

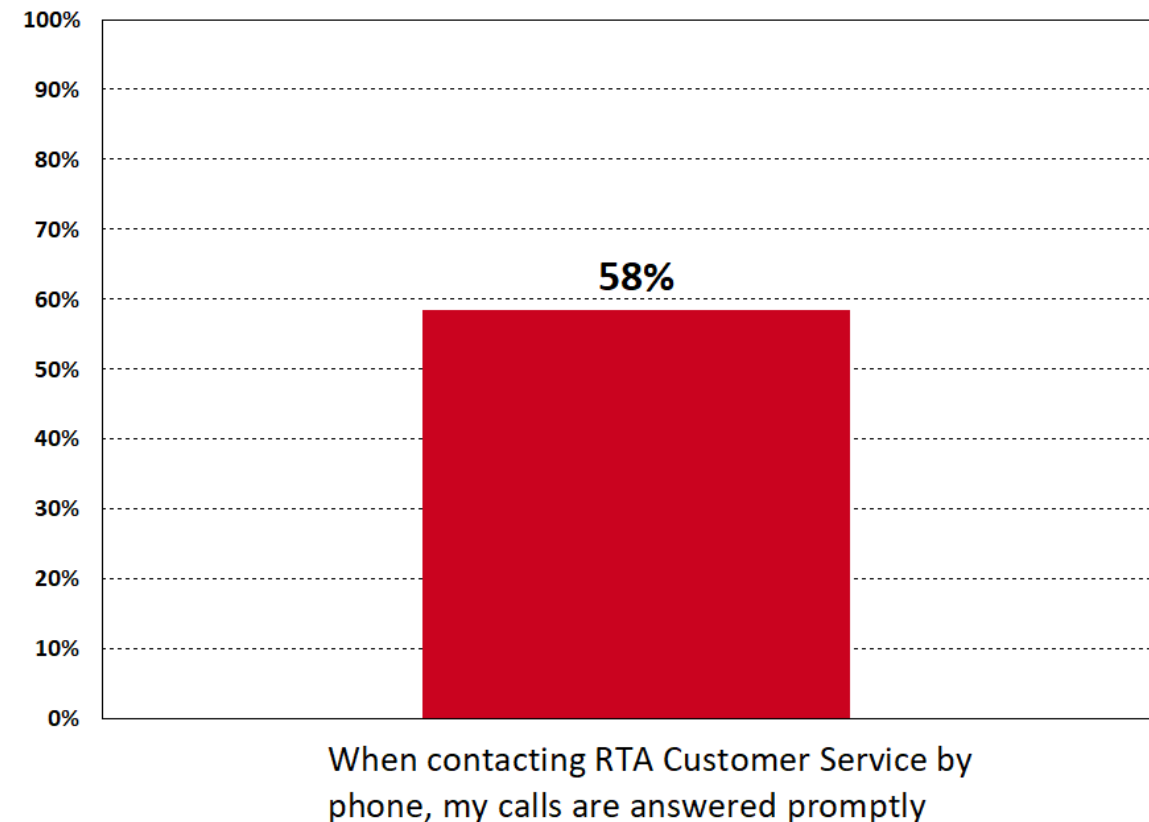


- 65% of BRT customers are satisfied with the overall quality of RTA communications material.
- 58% of BRT customers agree RTA Customer Service calls are answered promptly, and 57% agree that customer service representatives are helpful and courteous.

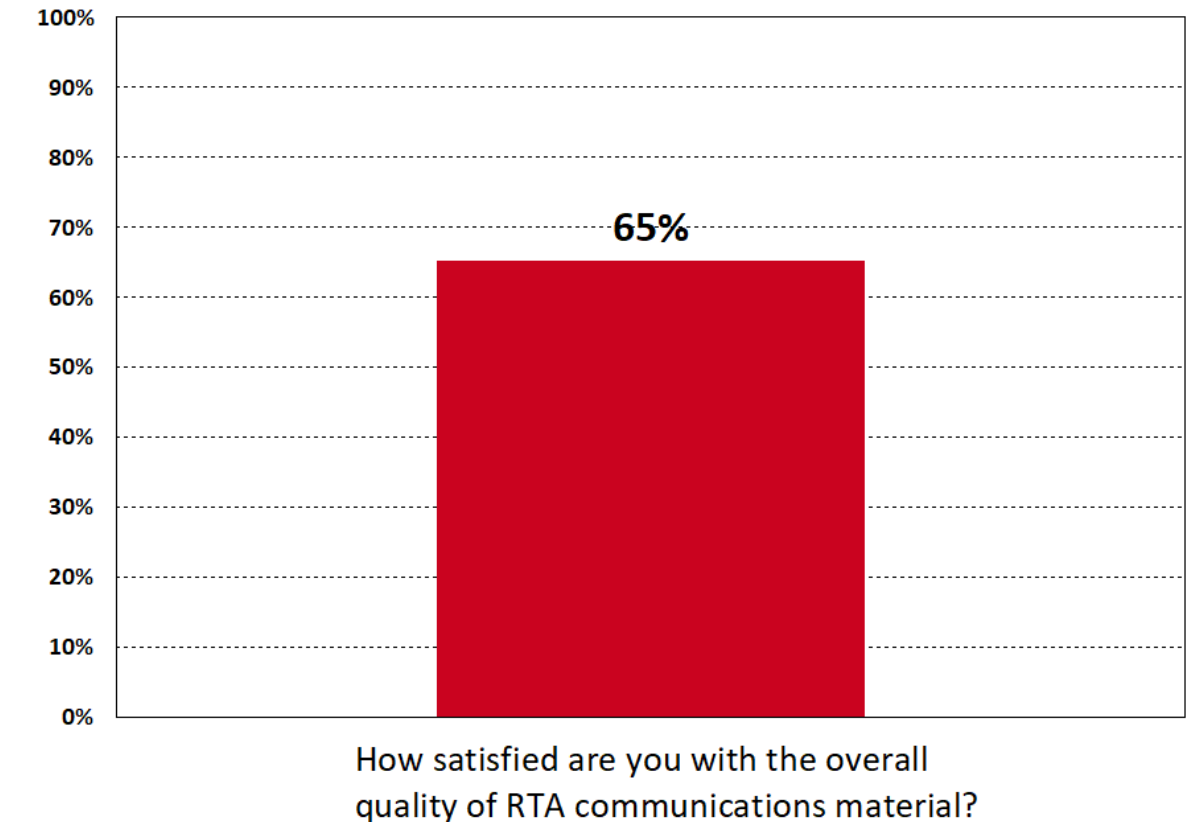
Customer Service Courtesy



Contacting Customer Service



Overall Communications Material



Rail



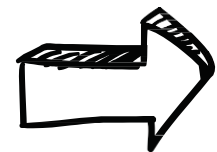


Rail Train Results Overview

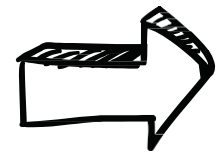
More than **3 out of 5** customers are satisfied with rail service.

70% of customers agree that the train usually runs on time.

Customers are **MOST** satisfied with...



Train routes are conveniently located for me (78%)

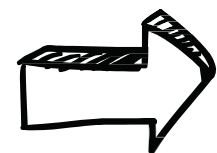


Train operated on the days & times that I need them (73%)

Customers are **LEAST** satisfied with...



Feeling of safety waiting for the train (56%)



Cleanliness (51%)

Top Most Important Elements of Rail Service to Customers...

1. On-time Performance
2. Cleanliness
3. Adequate service updates

Customer Characteristics

Rail Train Service

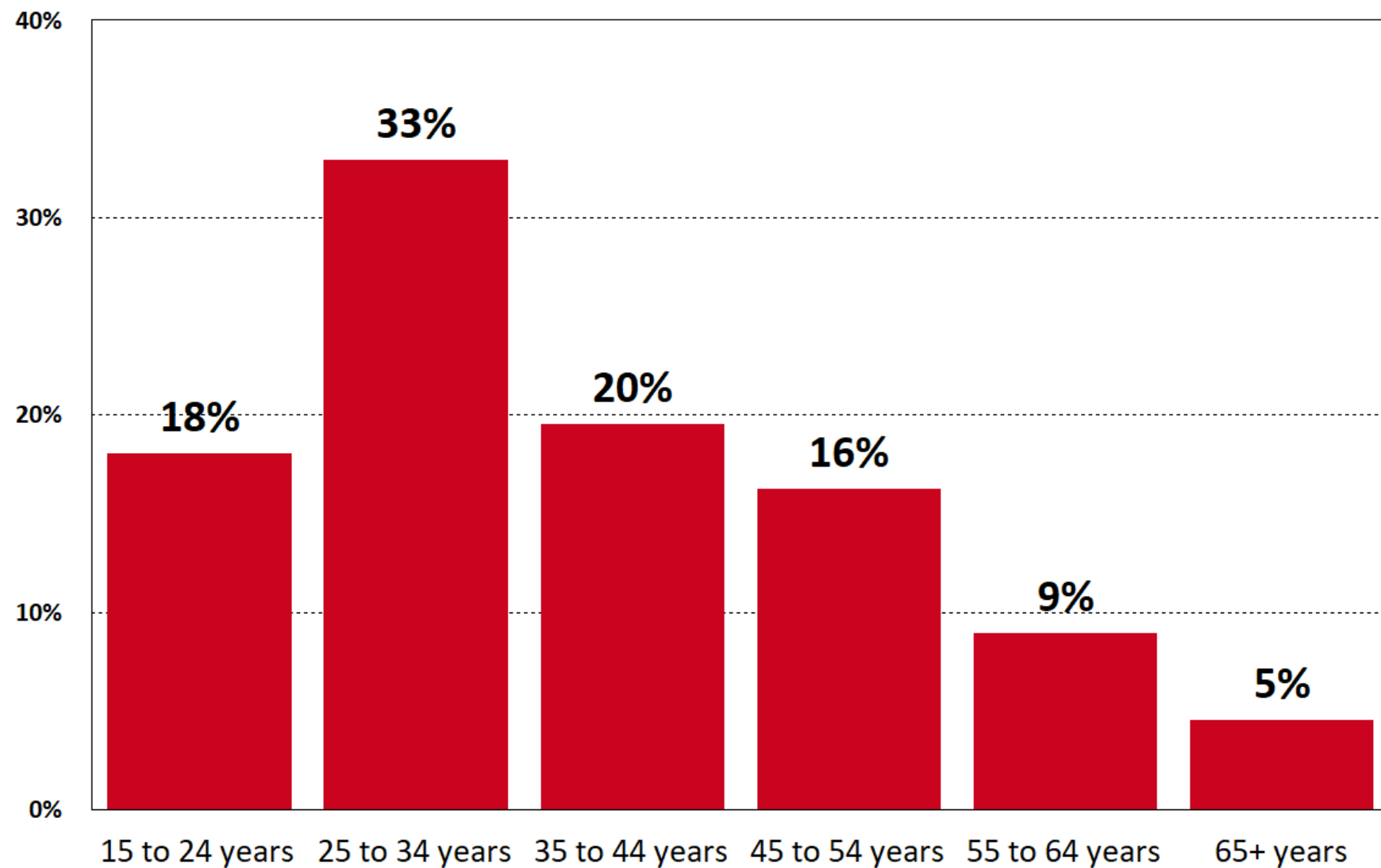


Customer Characteristics

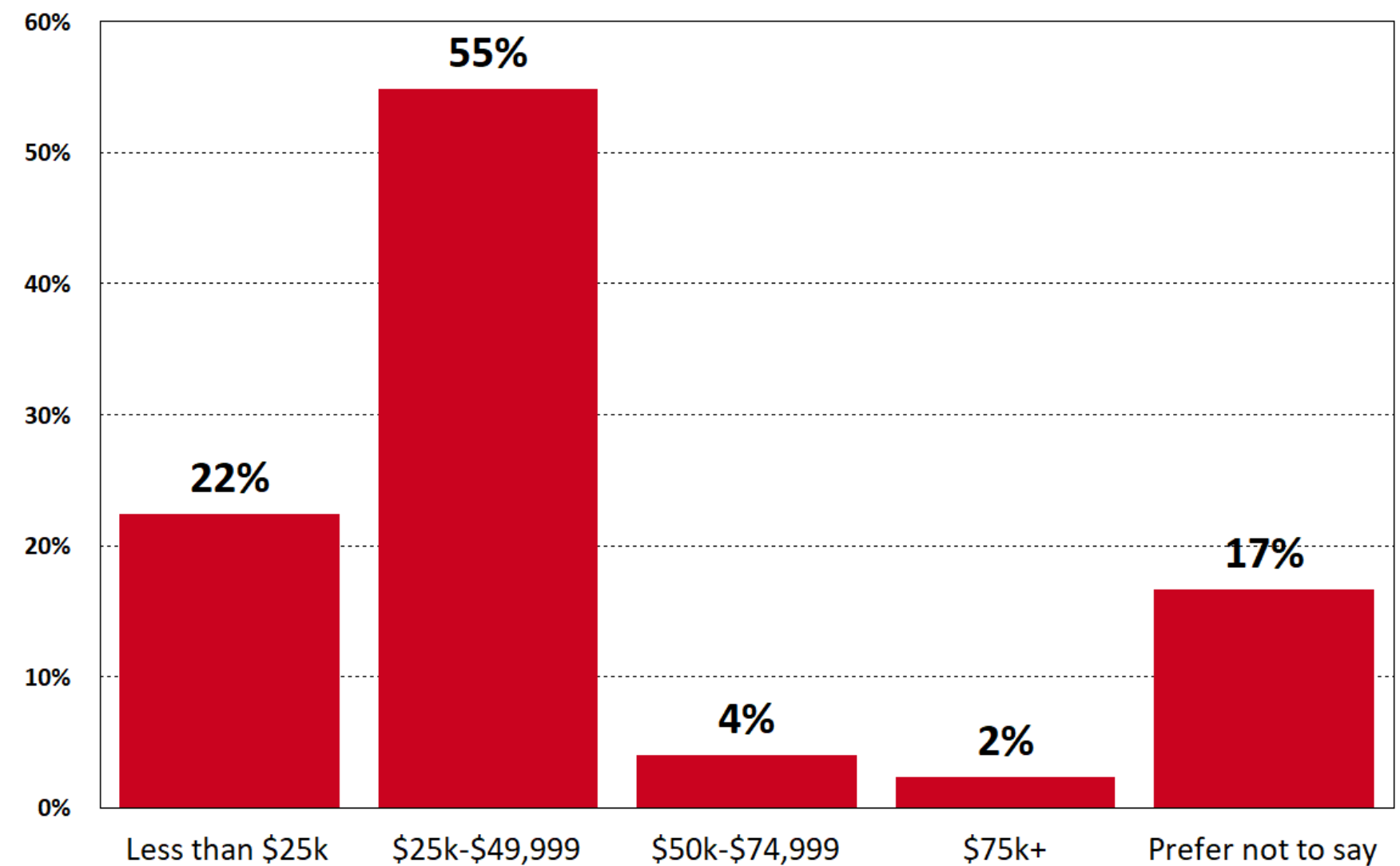


- 33% of rail customers are between 25 and 34 years old.
- 77% of rail customers make less than \$50,000.

What is your age?



What category best describes your total annual household income?



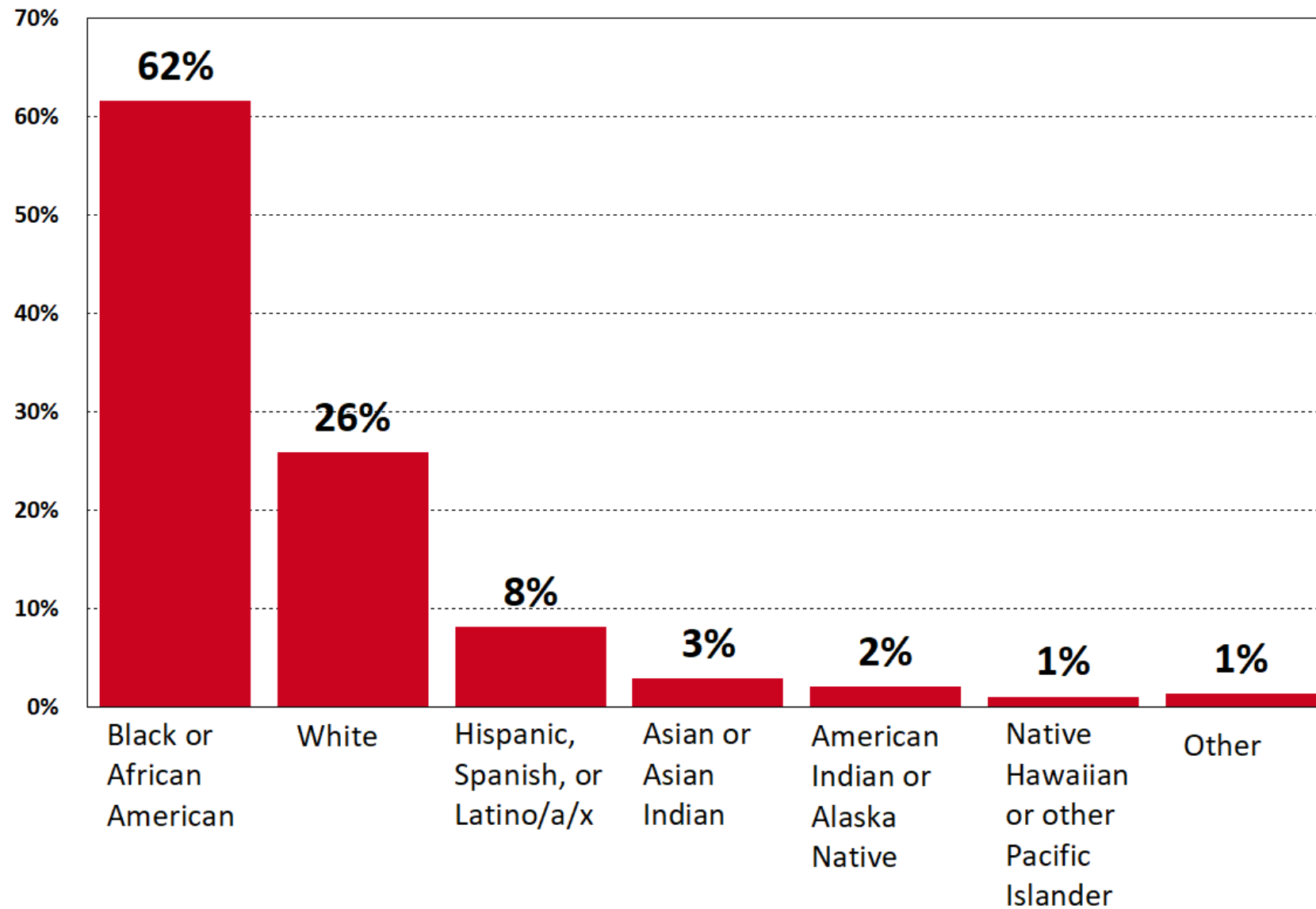


Customer Characteristics

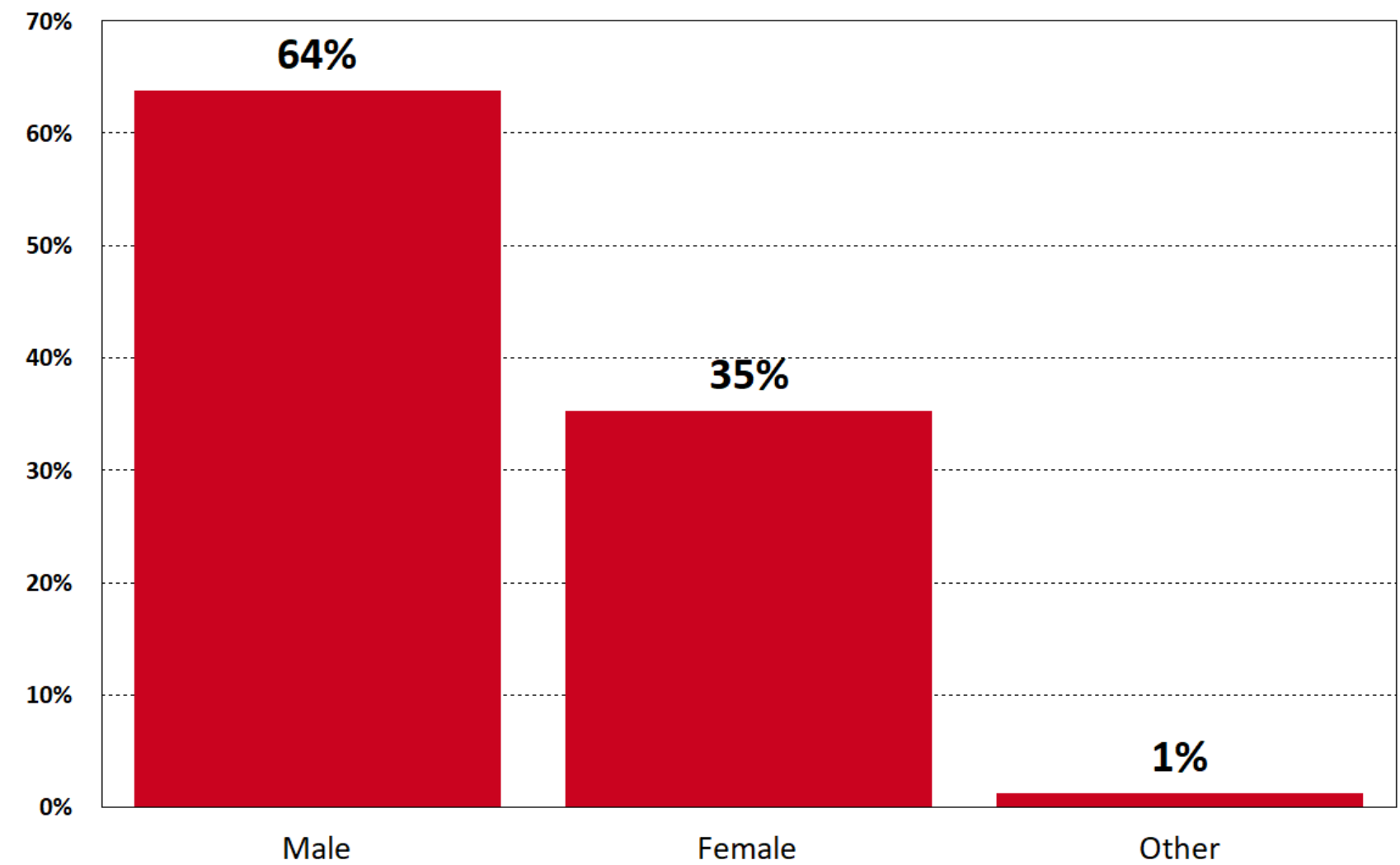


- The typical rail customer is a Black/African American (62%) male (64%).

What is your race/ethnicity?



What is your gender?

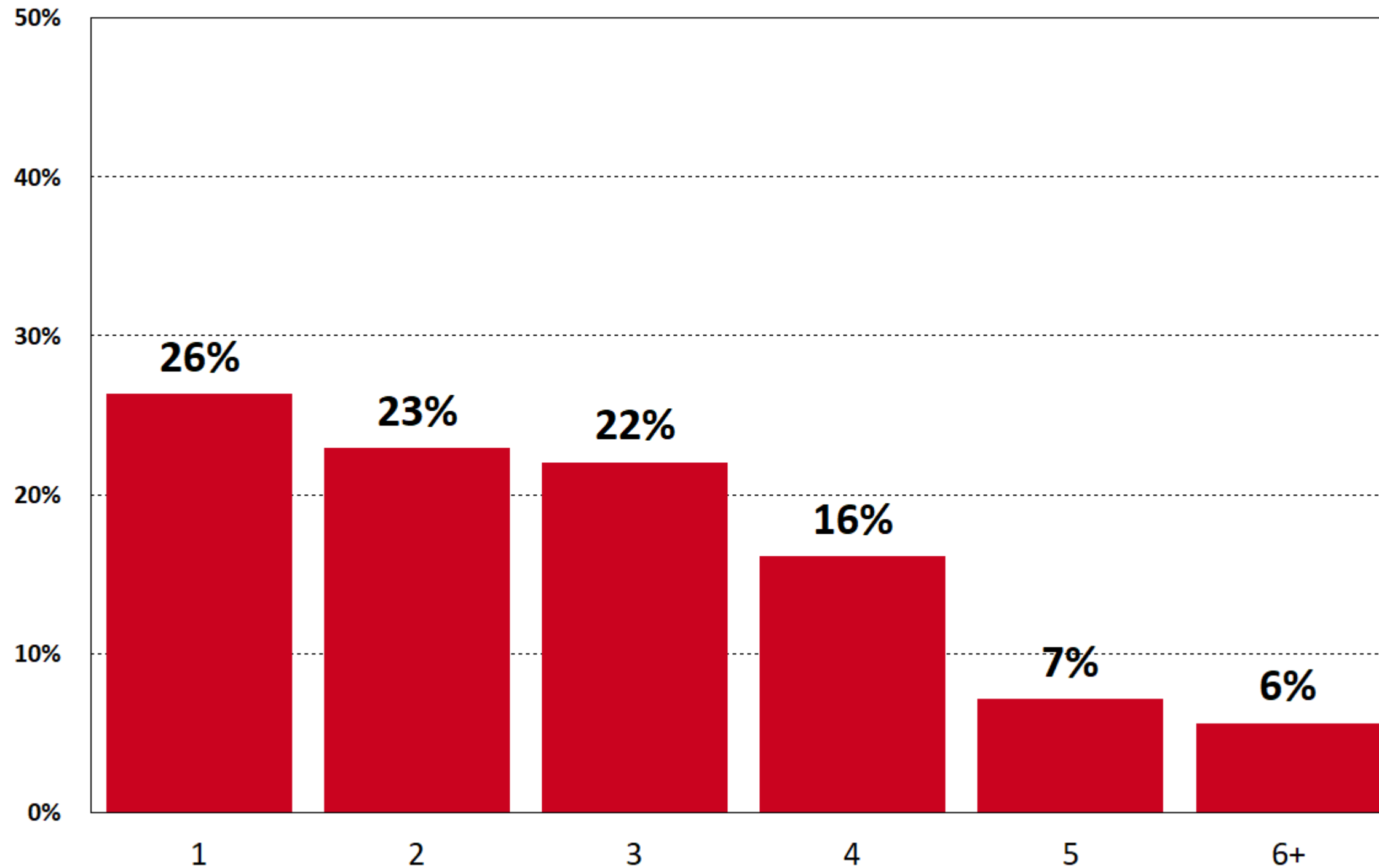




Customer Characteristics



- Approximately half of rail riders live in a household of 2 or fewer people (49%).



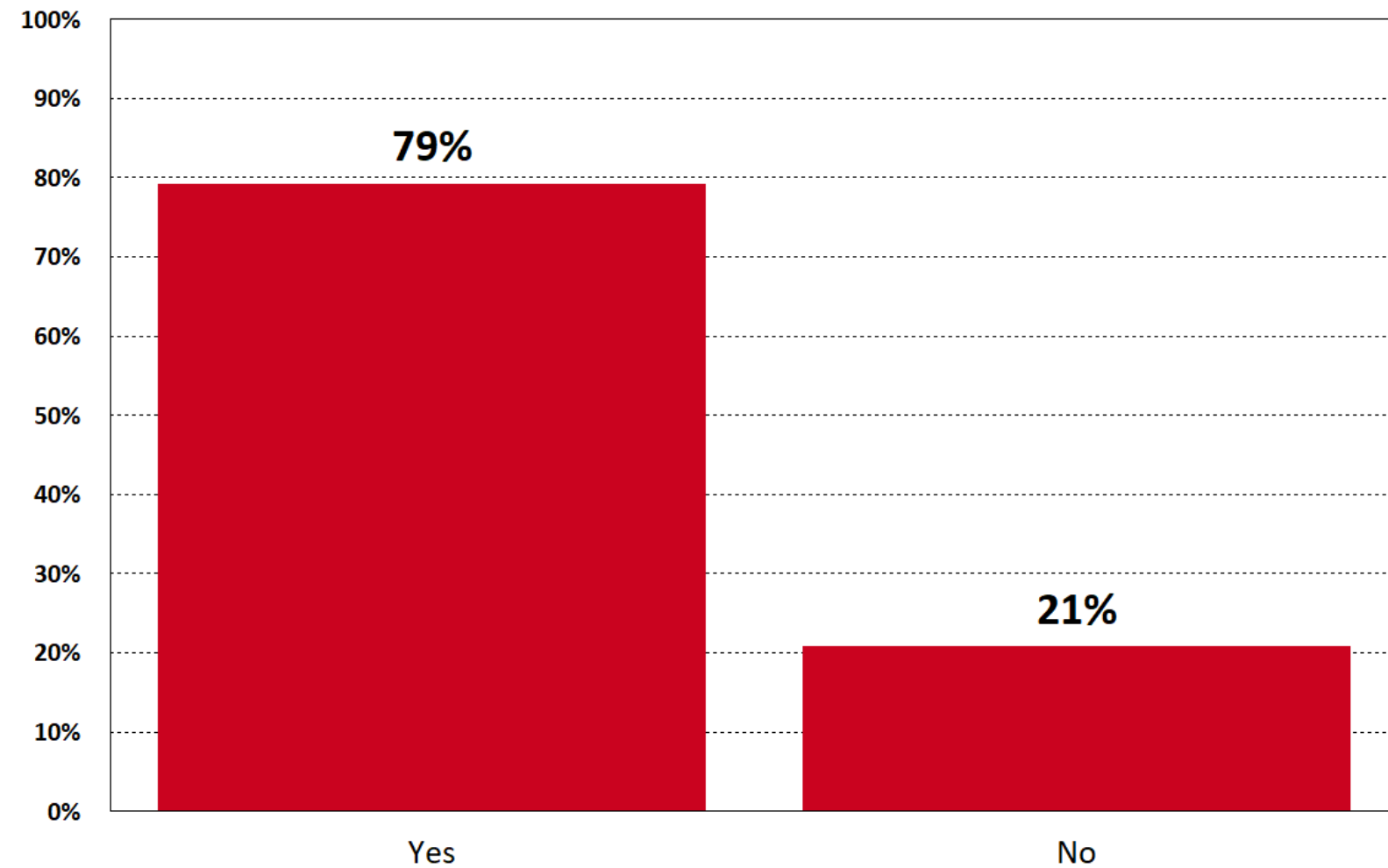


Transit Dependence and Choice Riders

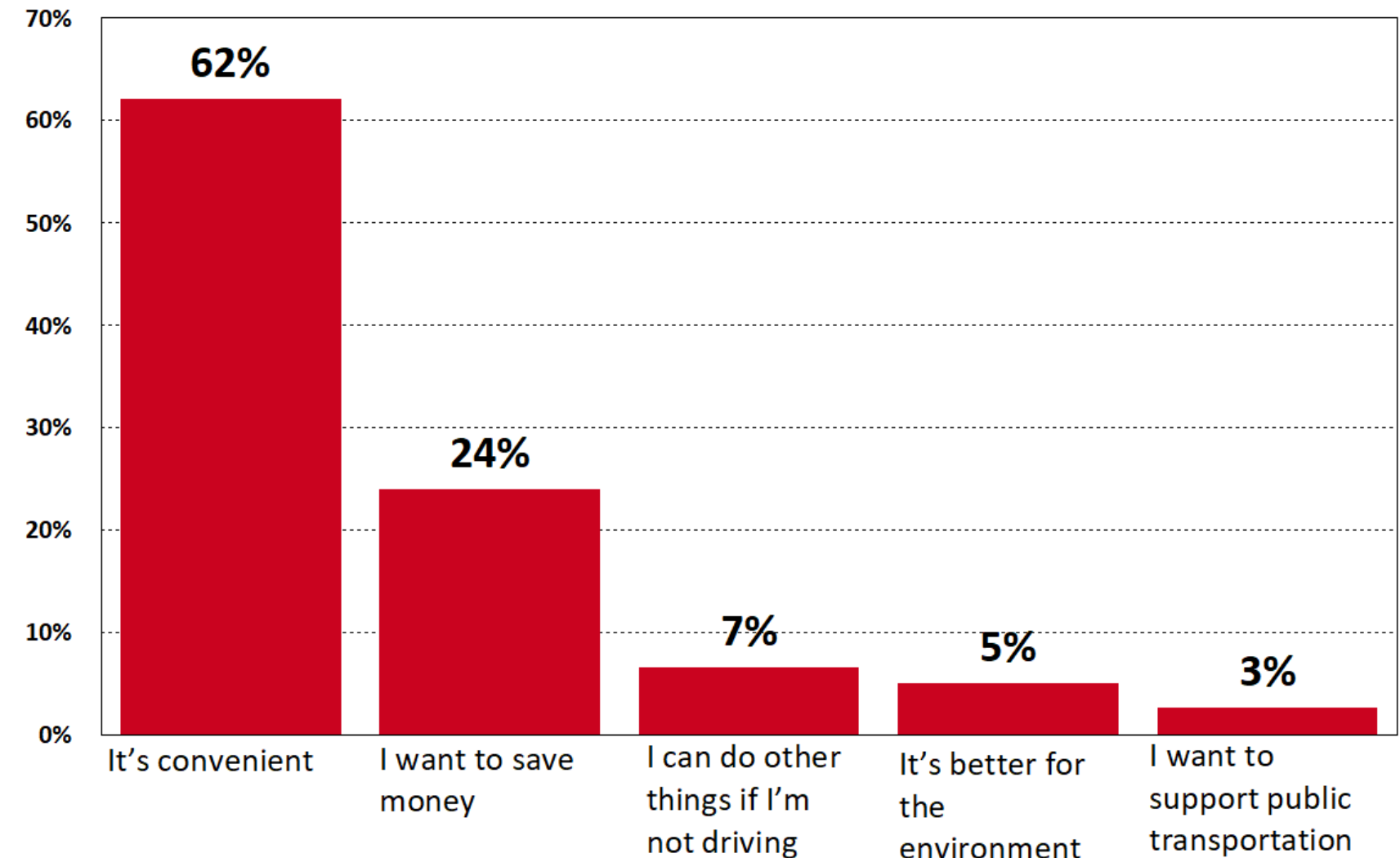


- 79% of rail customers are dependent on using rail train for travel.
- Of the rail customers who have other transportation options, "It's convenient" (62%) is the primary reason for choosing to use rail train services.

Are you dependent on using RTA trains to travel to/from your destination?



If you do have other options, what is the #1 reason you choose public transportation?

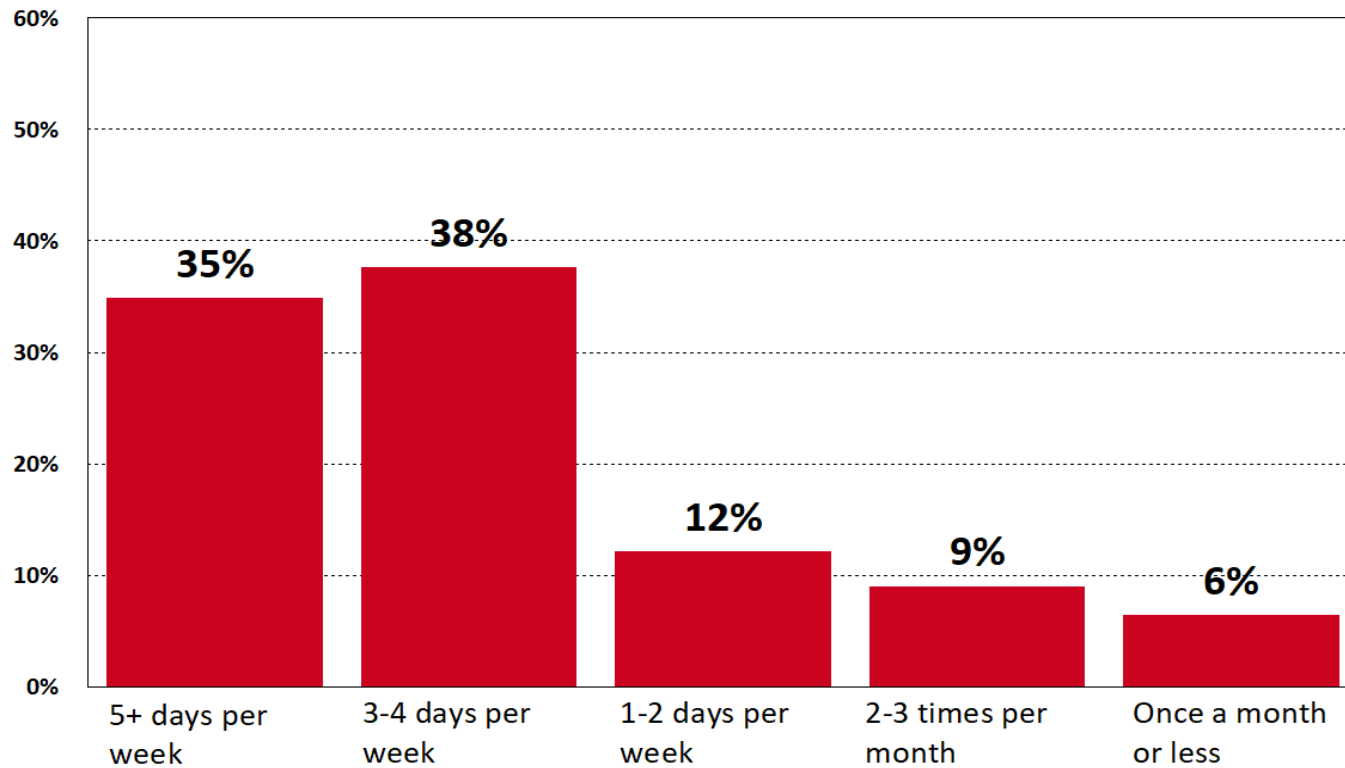




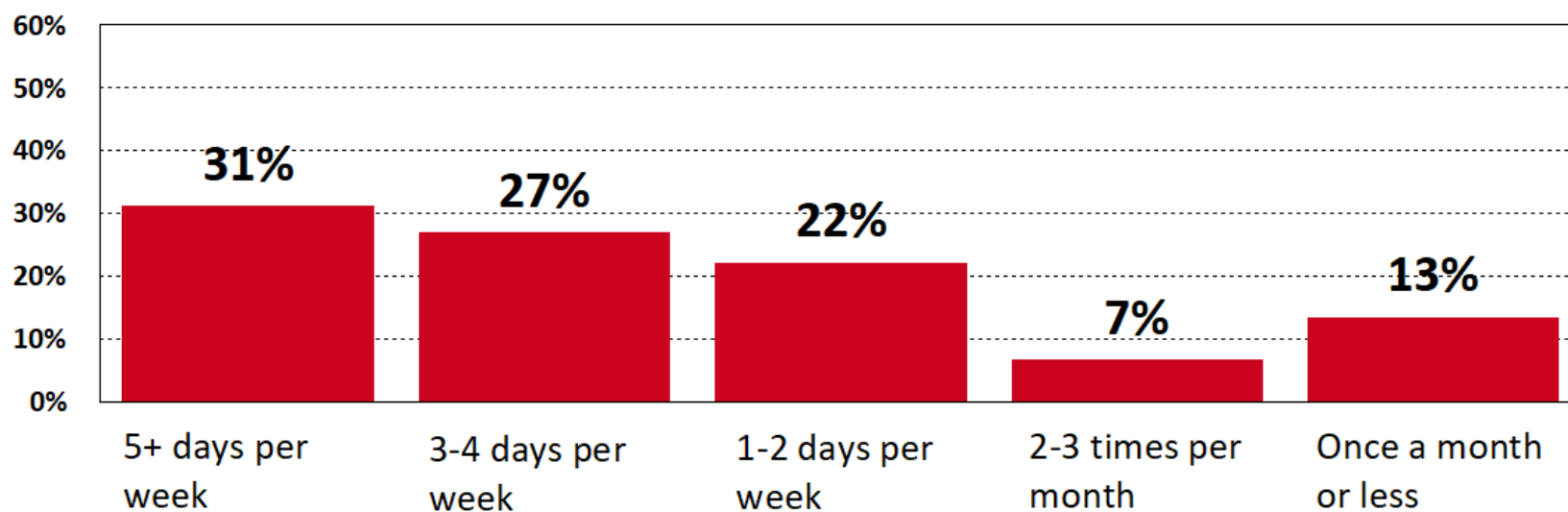
Trip Frequency and Purpose

- Rail customers most often ride the rail 3-4 days per week (38%), and 31% ride other RTA services 5+ days a week.
- Rail customers most frequently ride the rail for work (61%).

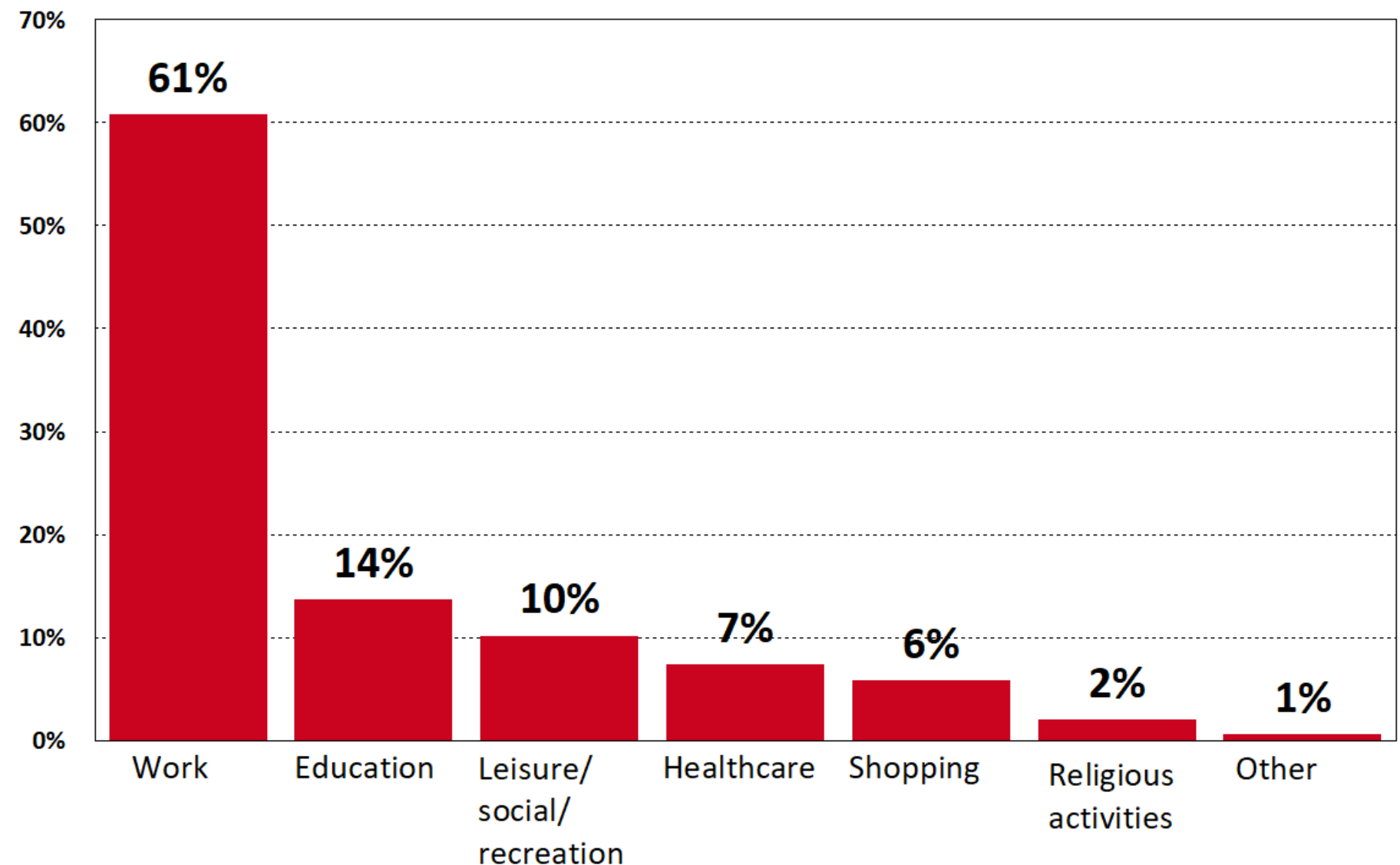
How often do you ride the train?



How often do you ride other RTA services



Why are you taking this trip?

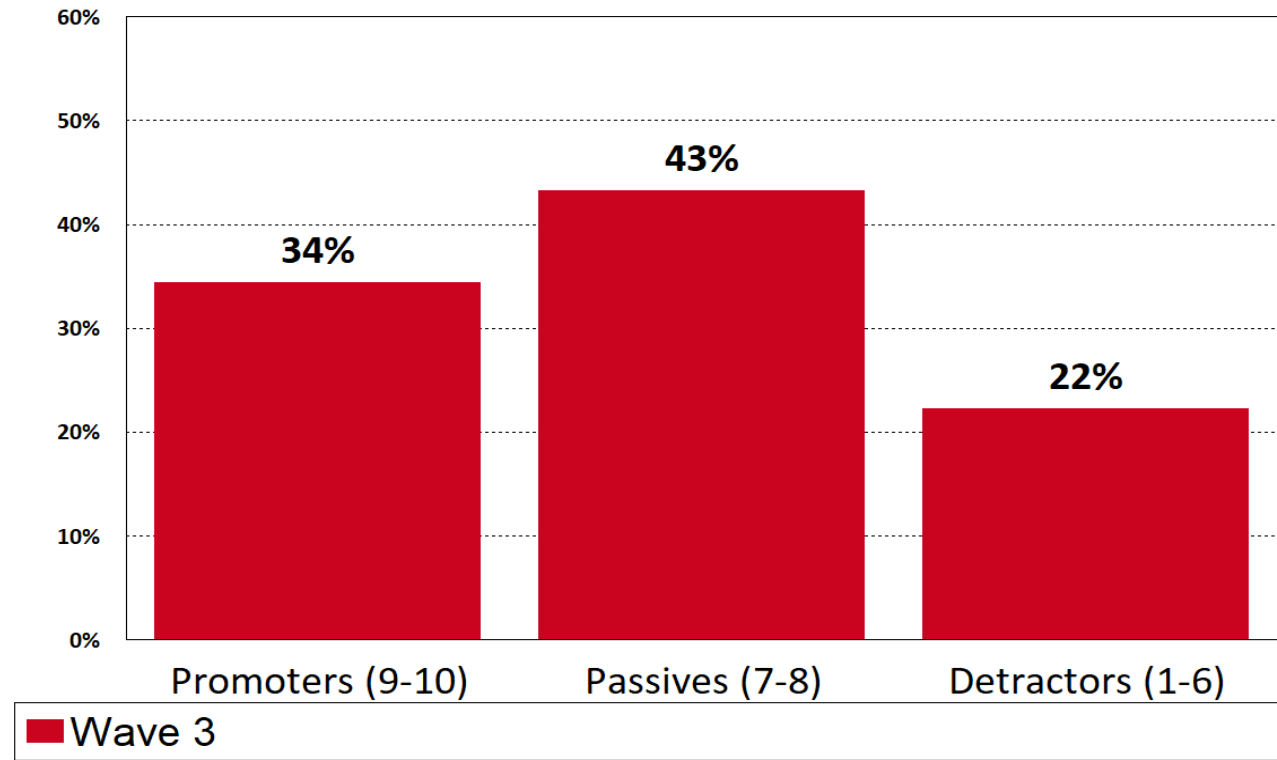




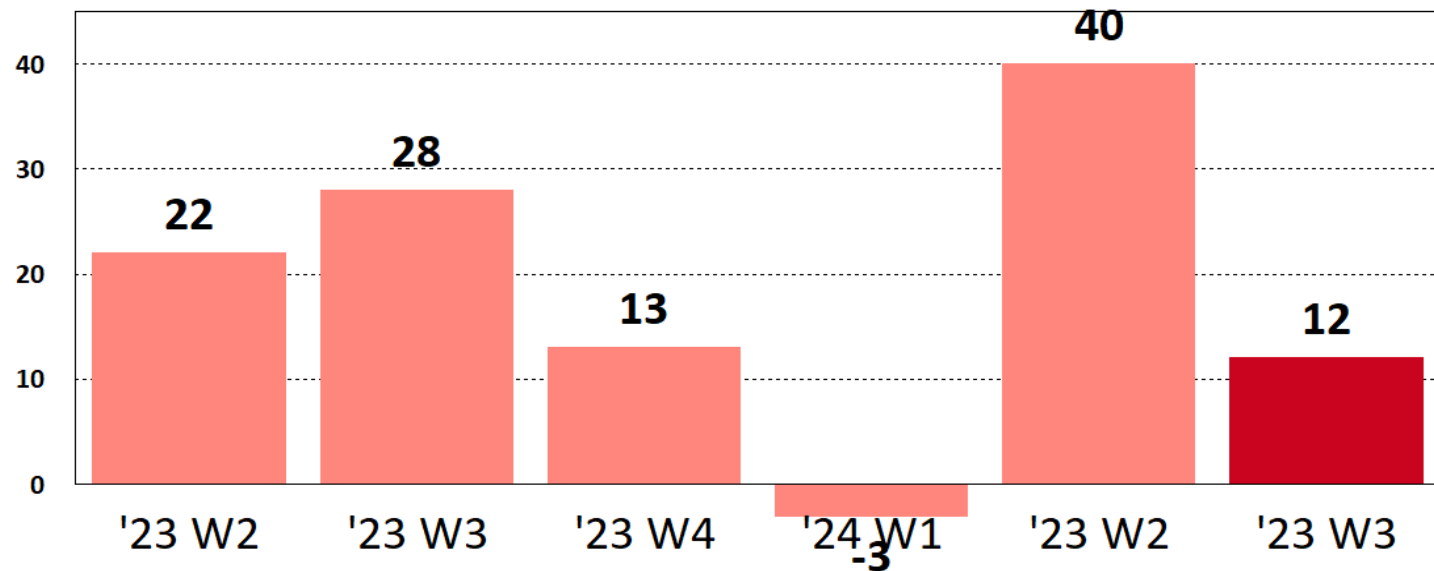
Net Promoter Score (NPS)

Rail

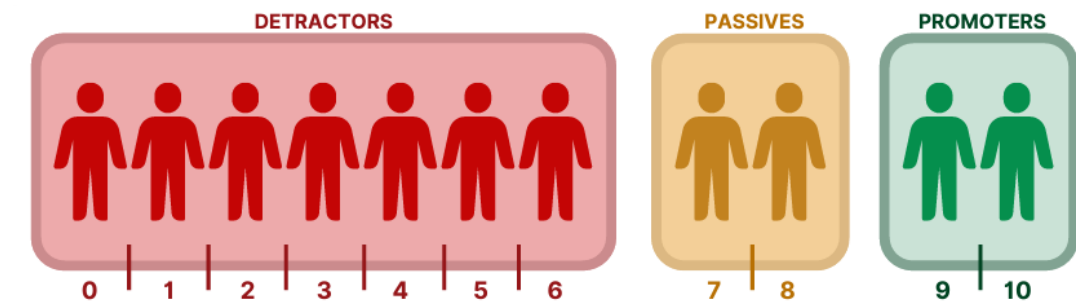
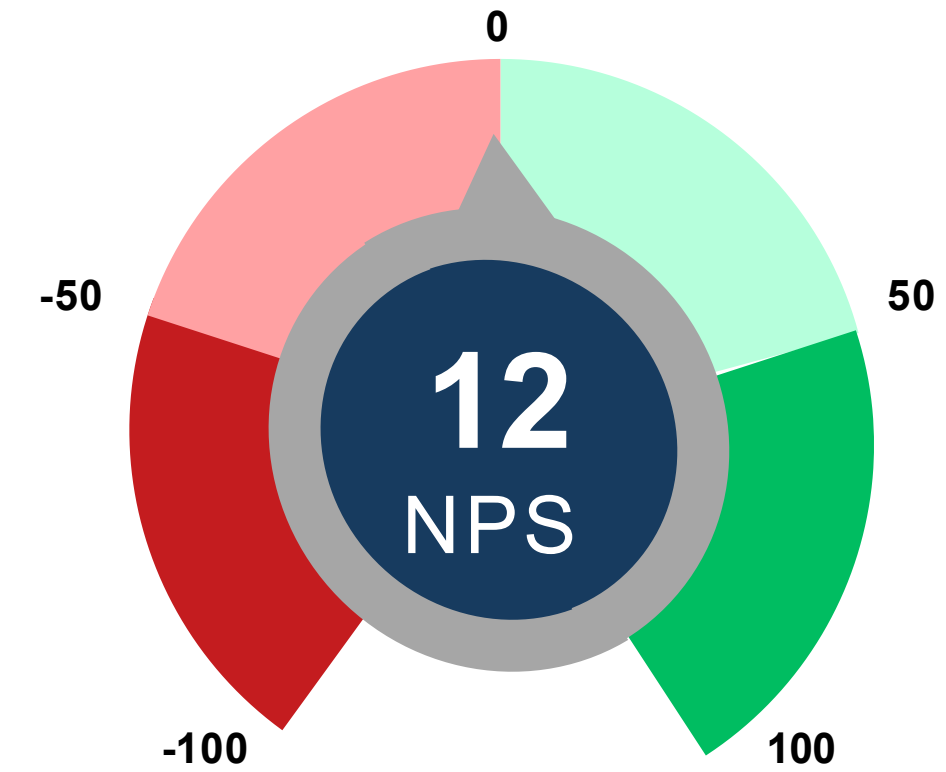
All things considered, how likely would you be to recommend riding an RTA bus to a friend or neighbor?



Net Promoter Score



RTA's Rail NPS is down 28 points since Wave 2 from 40 to 12



Net Promoter Score = %Promoters - %Detractors



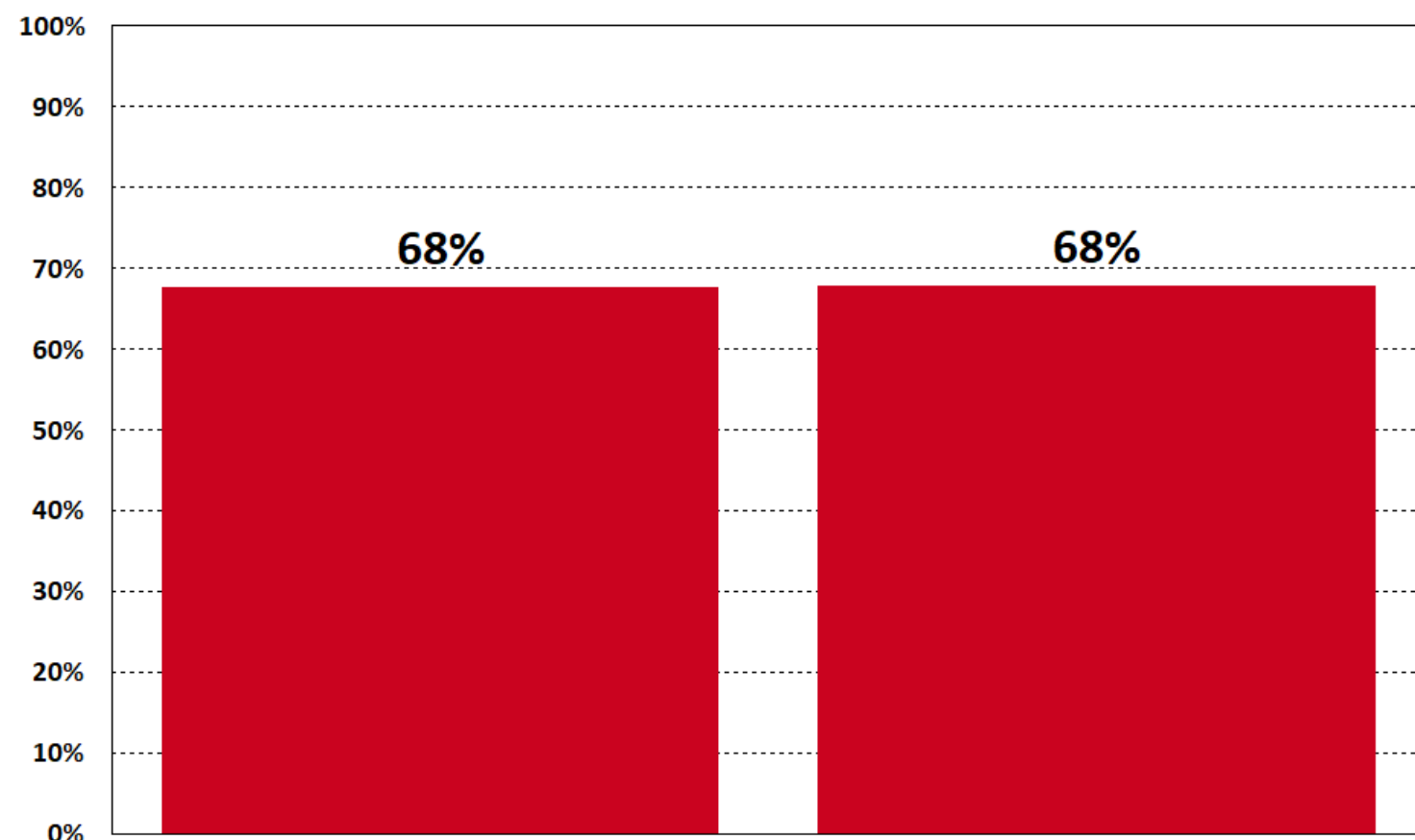
Satisfaction and Community Value



- 68% of Rail customers are satisfied overall with the train service.
- 68% of Rail customers believe the RTA system provides value to the community.
- 69% of Rail customers believe the bus service has stayed the same in the past year.

Overall Satisfaction

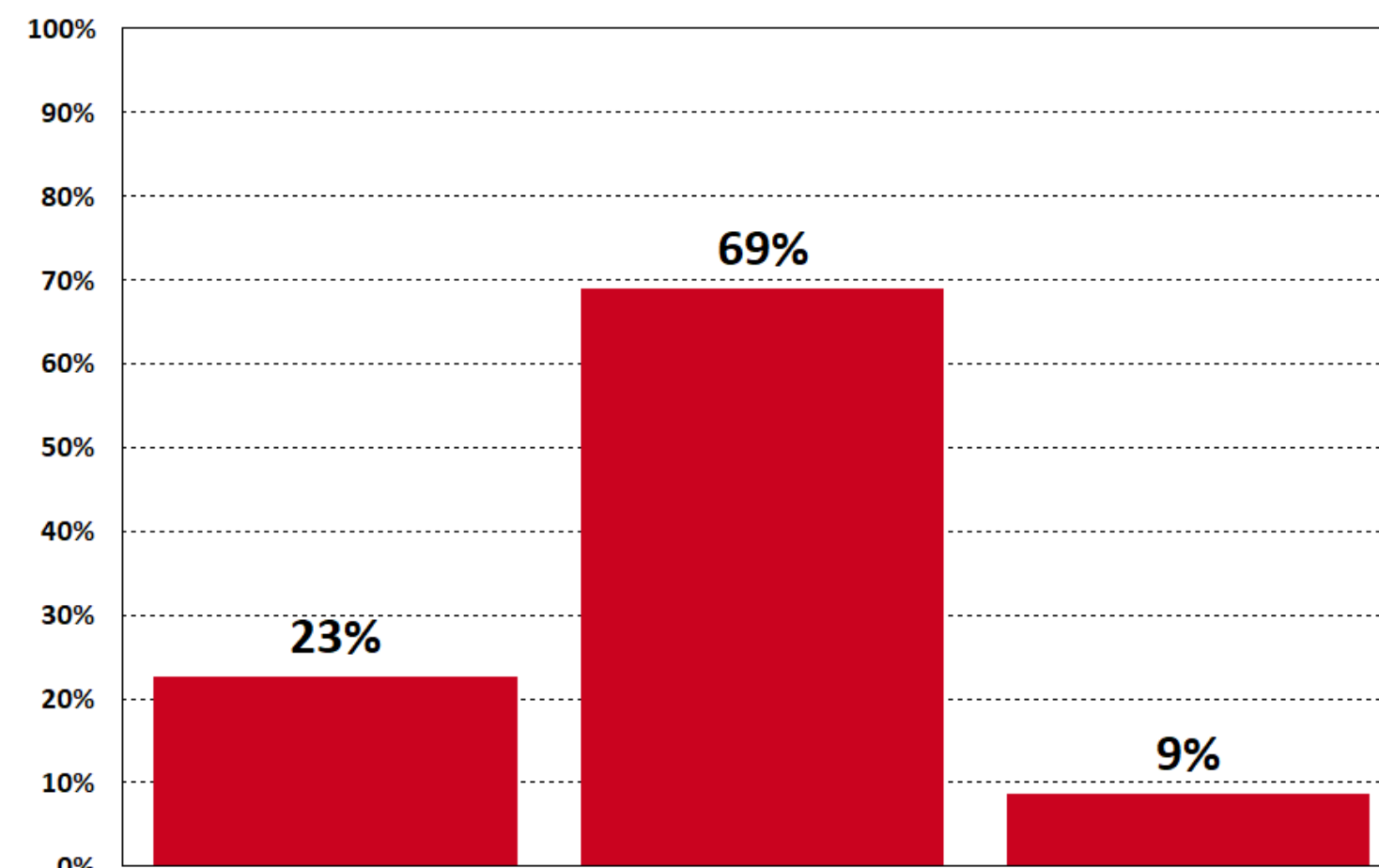
Community Value



How satisfied are you overall with the train service?

RTA system provides value to the community

In the past year, the train service has:



Gotten better

Stayed about the same

Gotten worse

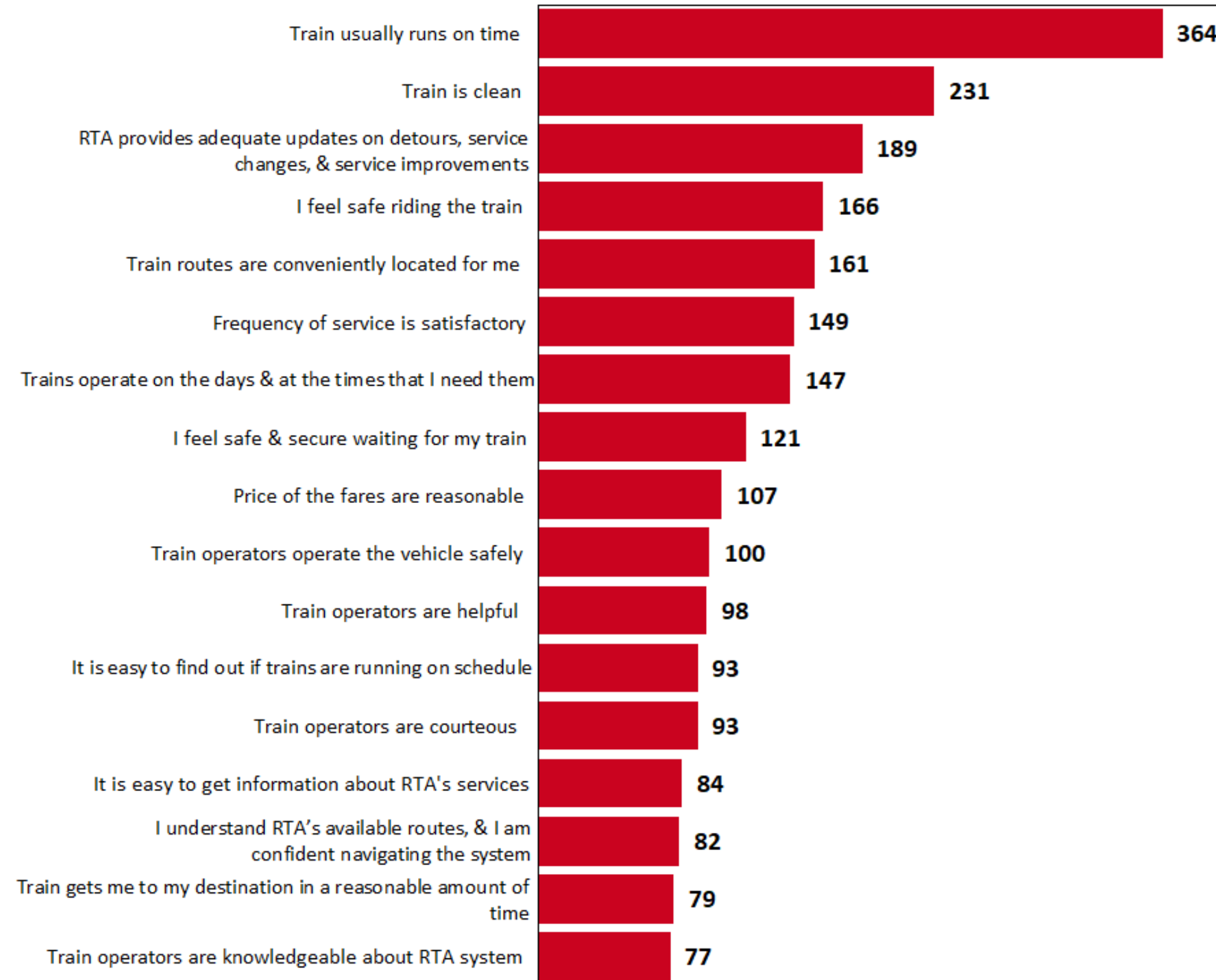
Customer Importance Factors

Rail Train Service



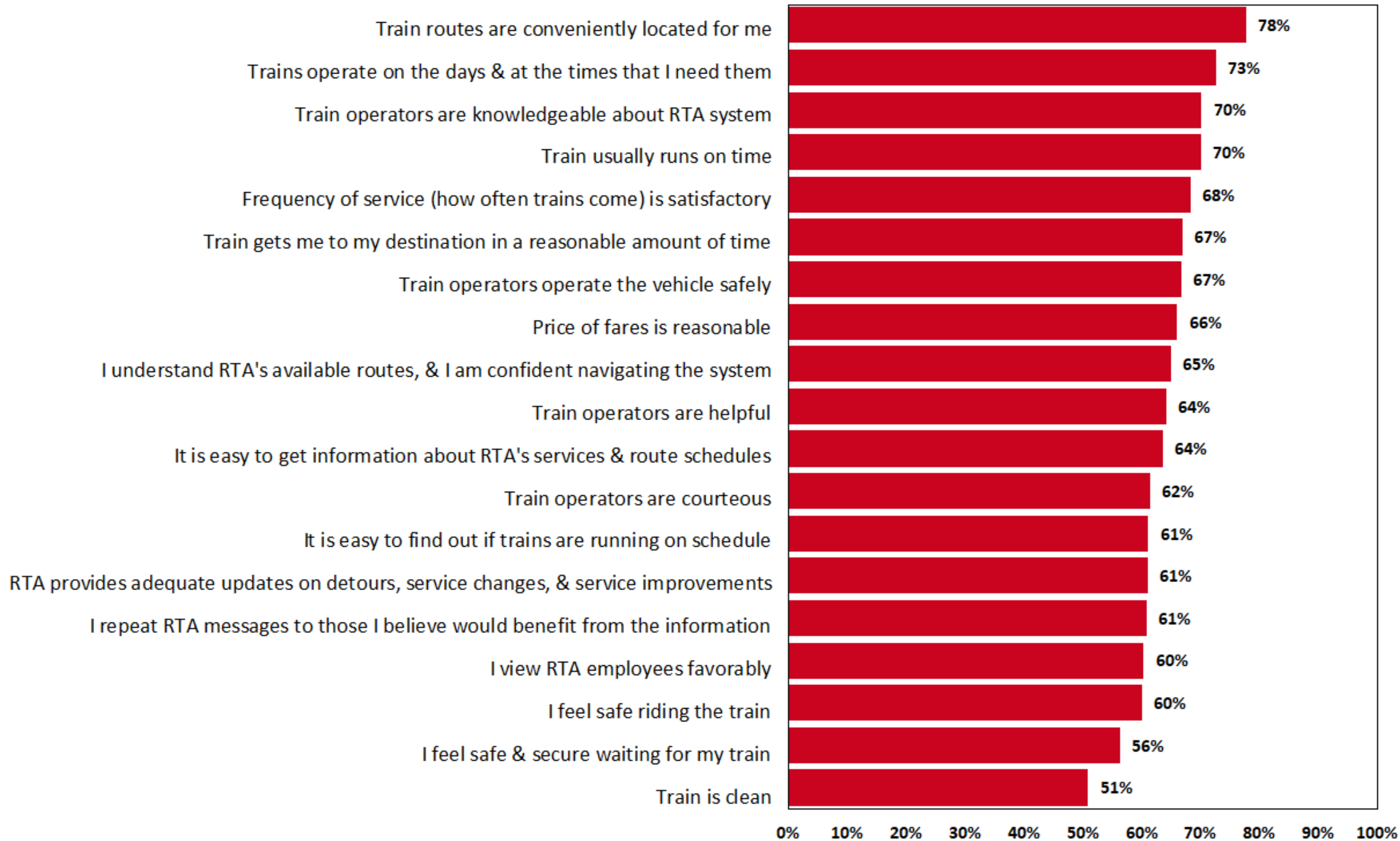
Top Customer Importance Factors

- The top importance factors were trains running on time (364) cleanliness (231), and adequate updates on detours and service changes (189).





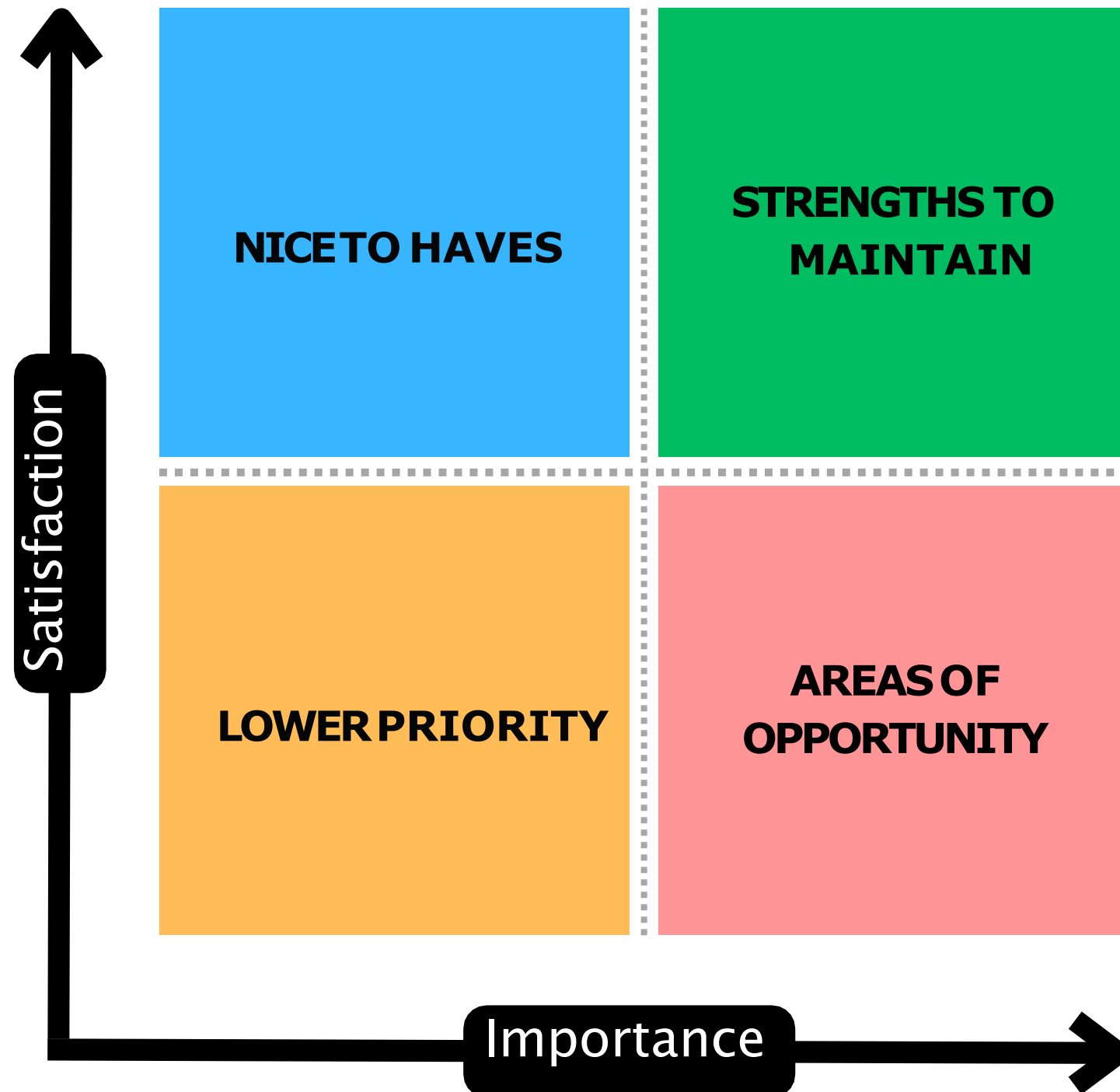
Level of Agreement



Key Driver Analysis

The Key Driver Analysis takes each area of service and compares its customer importance ranking against its customer satisfaction level. The graph is divided into four actional quadrants:

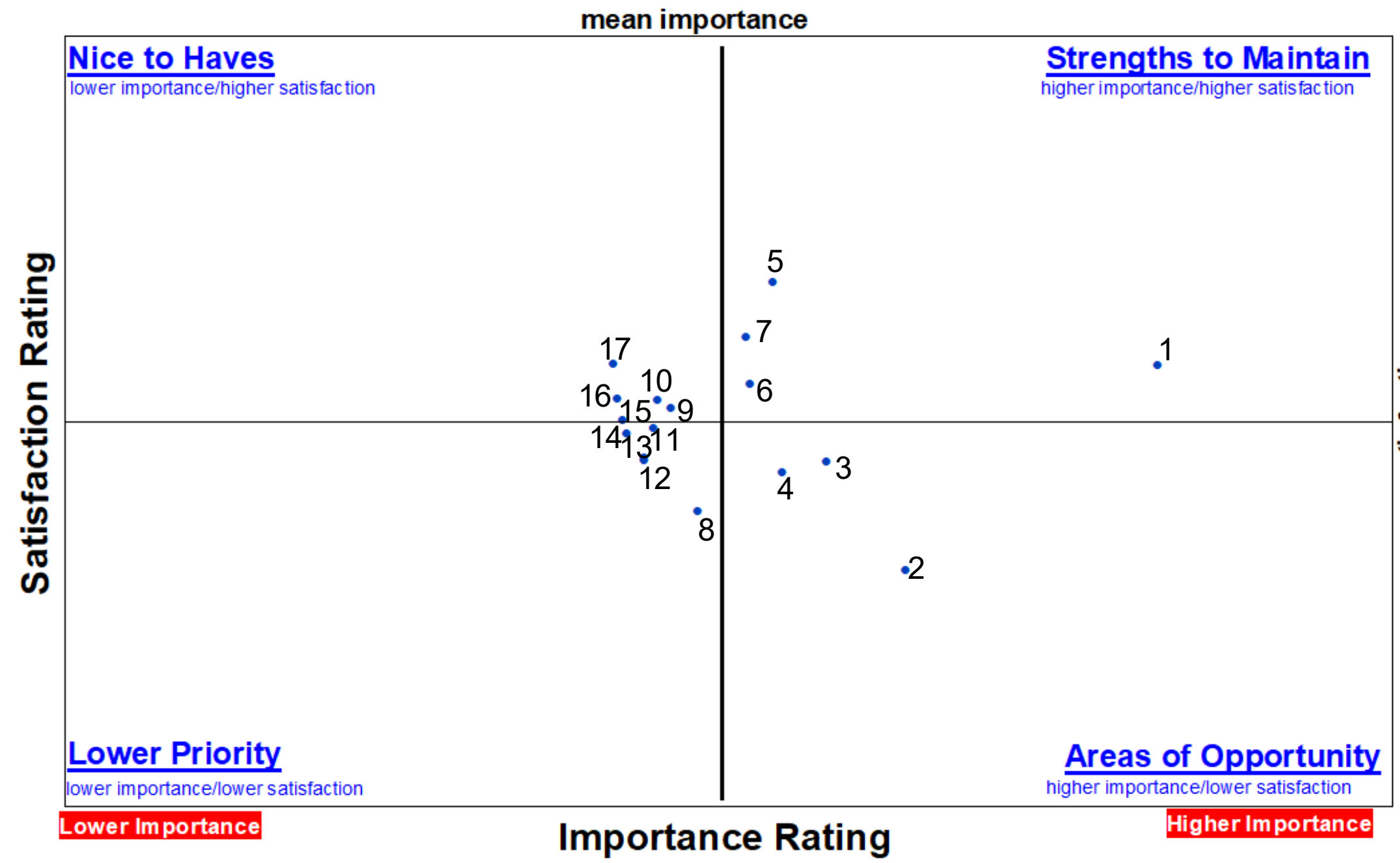
Satisfaction vs. Importance



- 1. Lower Priority** - This quadrant contains areas of service that have lower importance rankings and lower satisfaction levels. Although these have lower satisfaction levels, they are less important to customers and will have a smaller impact on overall customer satisfaction.
- 2. Nice to Haves** - This quadrant contains areas of service that have lower importance rankings and higher satisfaction levels. Although customers are highly satisfied in these areas, these areas are less important to customers and will have a smaller impact on overall customer satisfaction.
- 3. Areas of Opportunity** - This quadrant contains areas of service that have higher importance rankings and lower satisfaction levels. These areas are ranked as highly important to customers and will have a larger impact on overall customer satisfaction as the service is improved and satisfaction is raised.
- 4. Strengths to Maintain** - This quadrant contains areas of service that have higher importance rankings and higher satisfaction levels. Customers find these areas of high importance and are highly satisfied with the level of service. These satisfaction levels should be maintained in order to continue a positive overall customer satisfaction.

Key Driver Analysis

Improvements in the "Areas of Opportunity" will most efficiently move the needle by bringing customers more satisfaction in what they value.



Legend

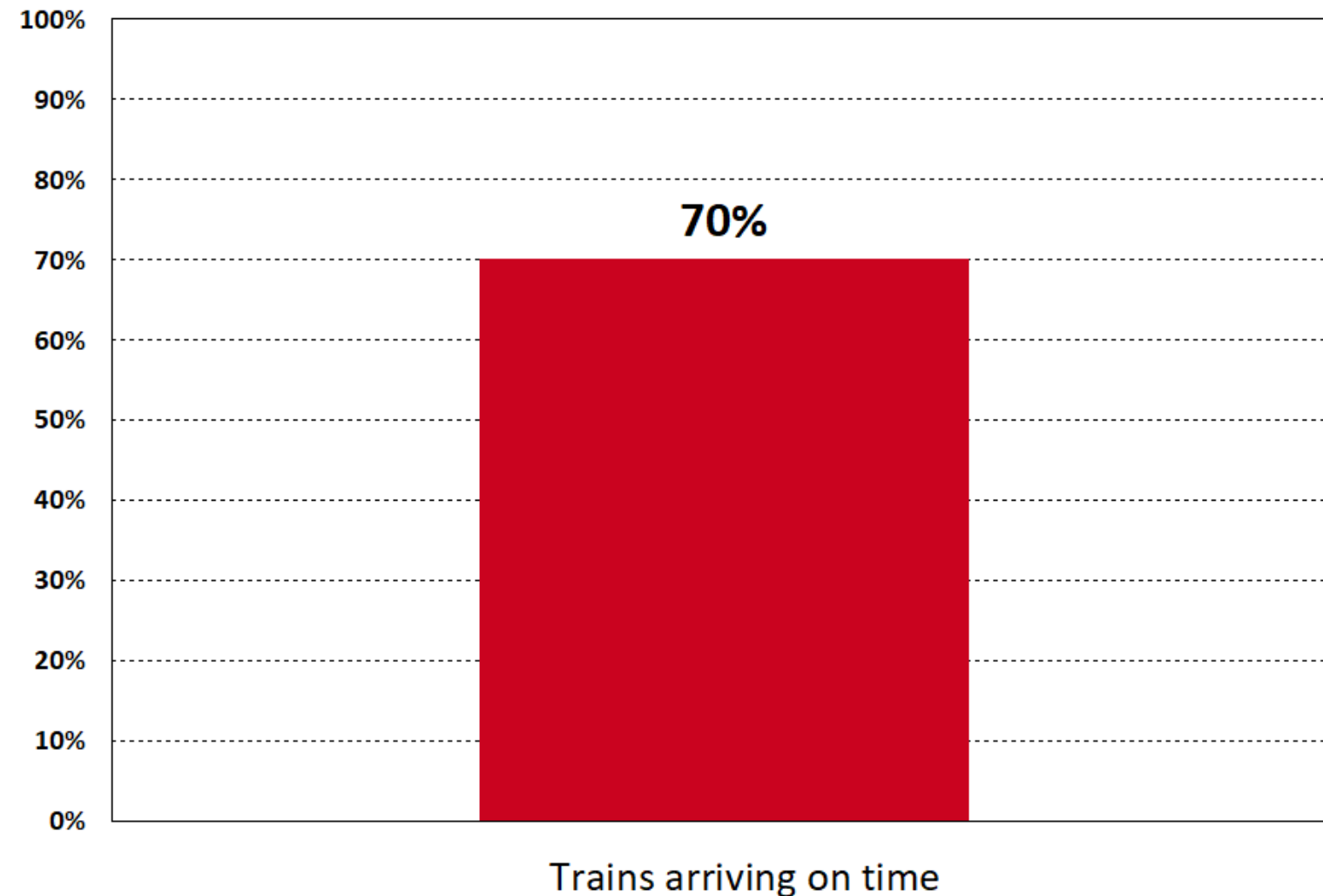
1. Train usually runs on time
2. Train is clean
3. RTA provides adequate updates on detours, service changes, & service improvements
4. I feel safe riding the train
5. Train routes are conveniently located
6. Frequency of service is satisfactory
7. Trains operate on the days & at the times that I need them
8. I feel safe & secure waiting for my train
9. Price of the fares are reasonable
10. Train operators operate the vehicle safely
11. Train operators are helpful
12. It is easy to find out if trains are running on schedule
13. Train operators are courteous
14. It is easy to get information about RTA's services & route schedules
15. I understand RTA's available routes, & I am confident navigating the system
16. Train gets me to my destination in a reasonable amount of time
17. Train operators are knowledgeable about the RTA system



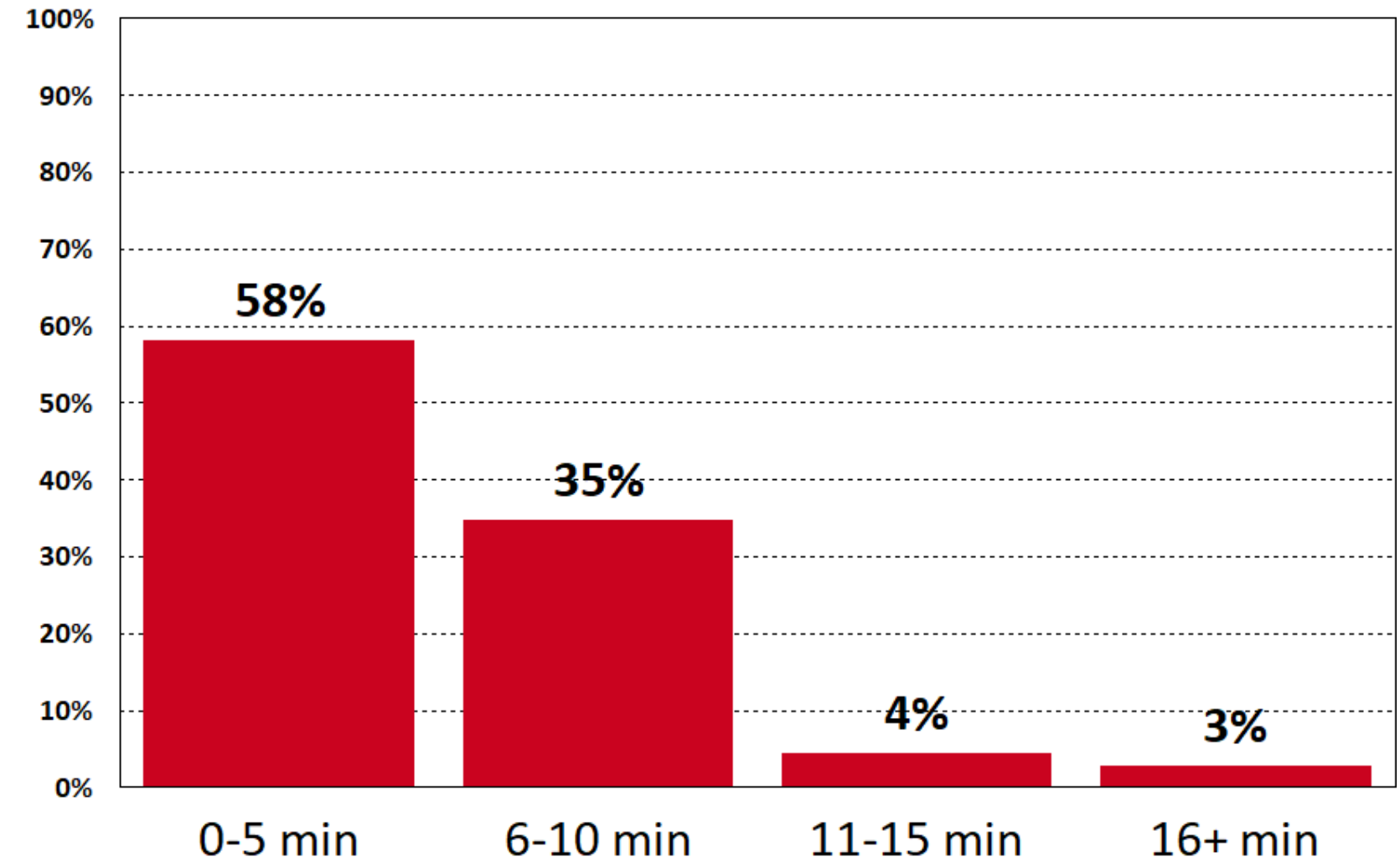
On-Time Performance

- 70% of Rail customers are satisfied with the On-Time Performance.
- 58% of Rail customers believe it is acceptable for the train to arrive only 0 to 5-minutes beyond its scheduled time.

On-Time Performance



How many minutes do you feel is acceptable for a train to arrive beyond its scheduled time?

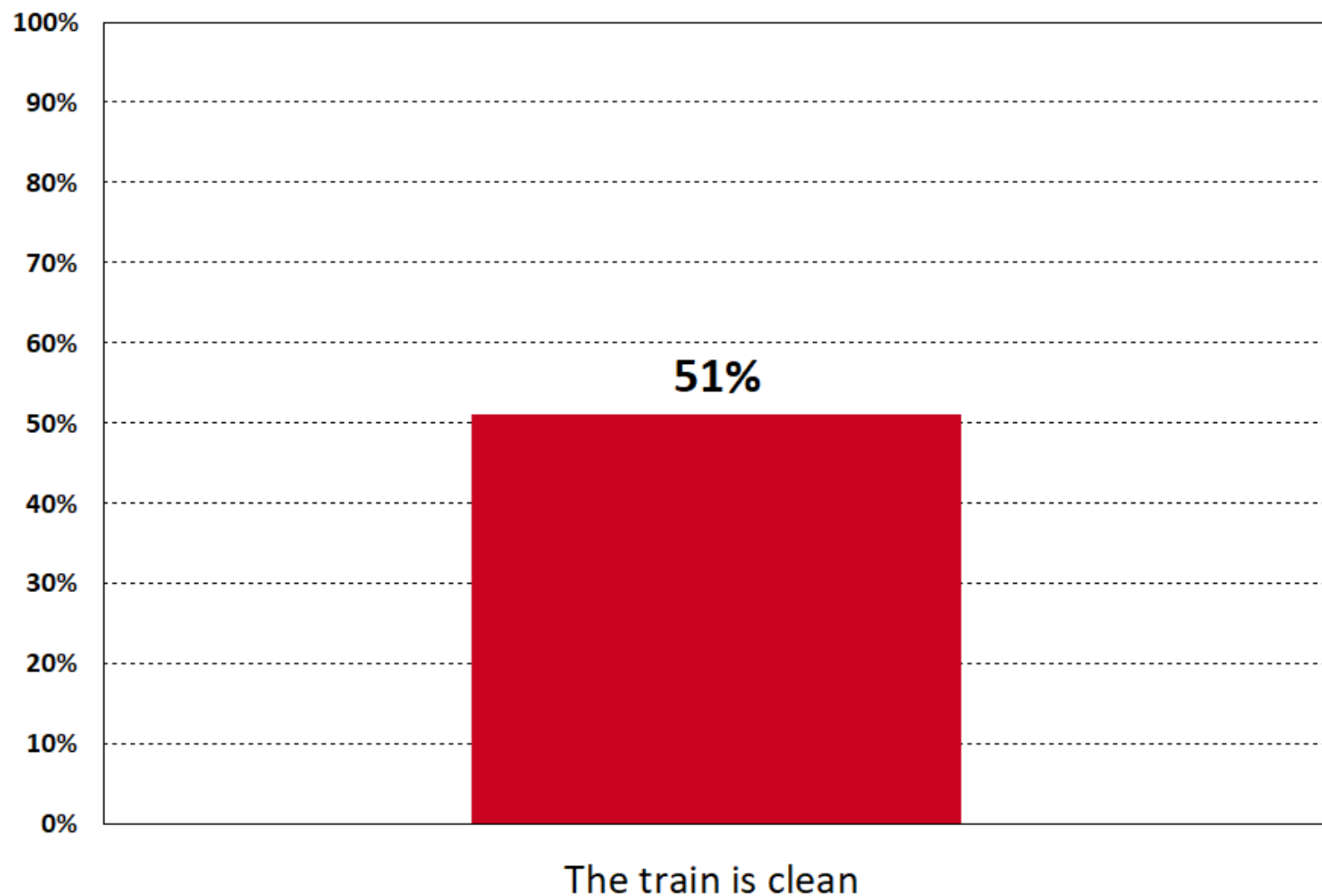




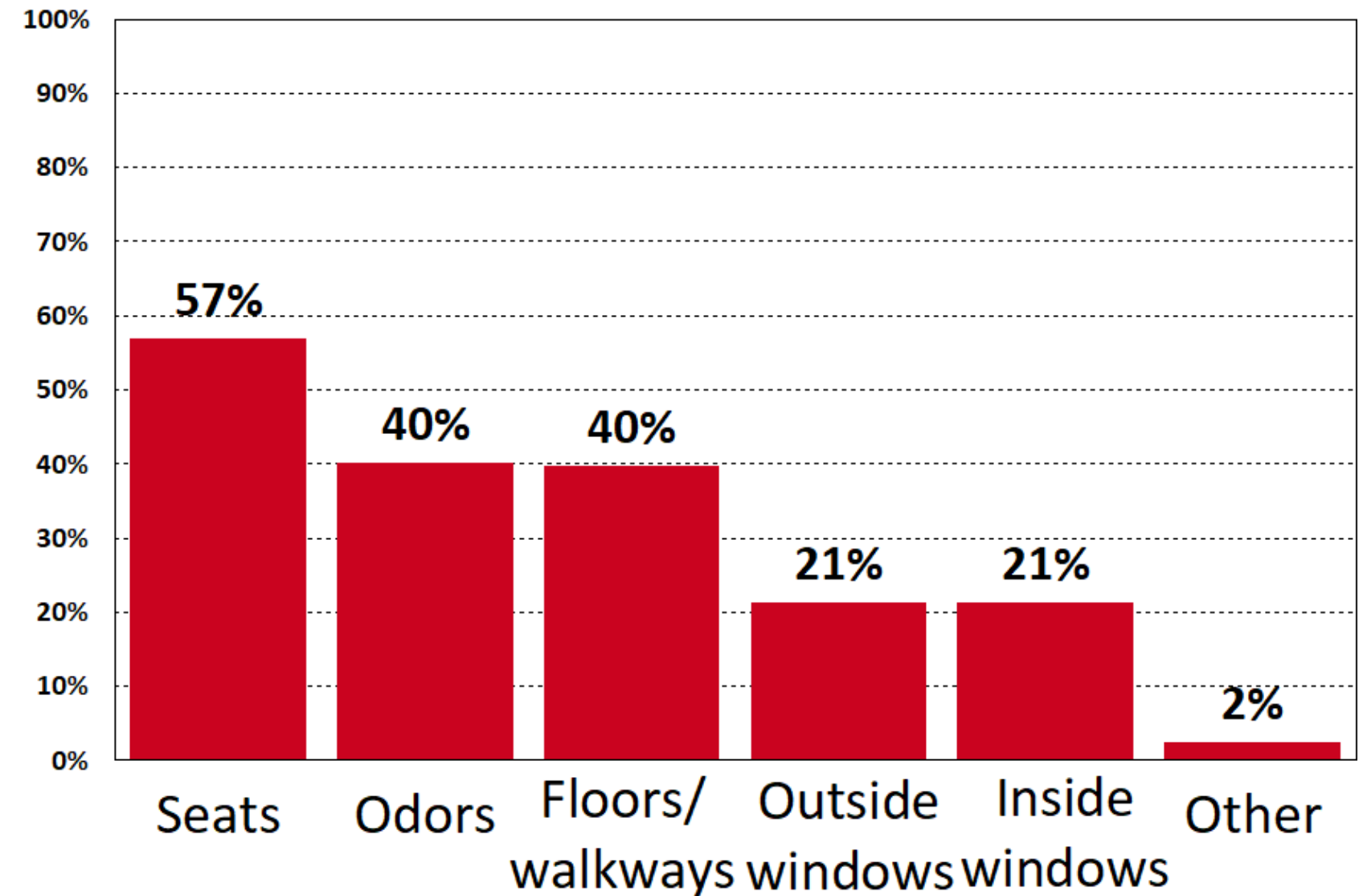
Cleanliness of Trains

- 51% of train customers are satisfied with the cleanliness of trains.
- Rail customers think focusing on seats (57%), odors (40%), and floors/walkways (40%) would improve their satisfaction with train cleanliness.

Cleanliness of Trains



Which areas would you like RTA to focus on to improve your satisfaction with train cleanliness?

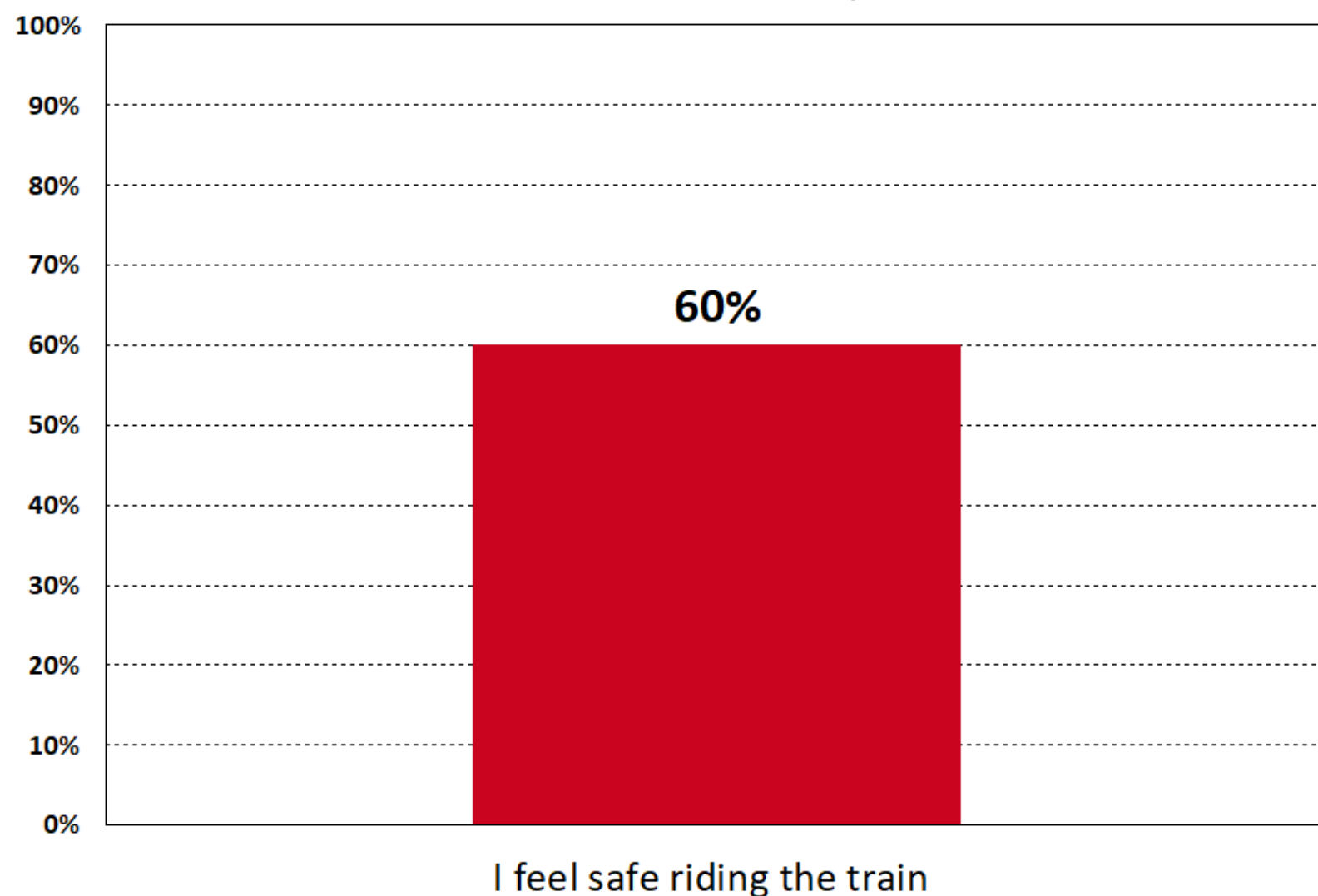




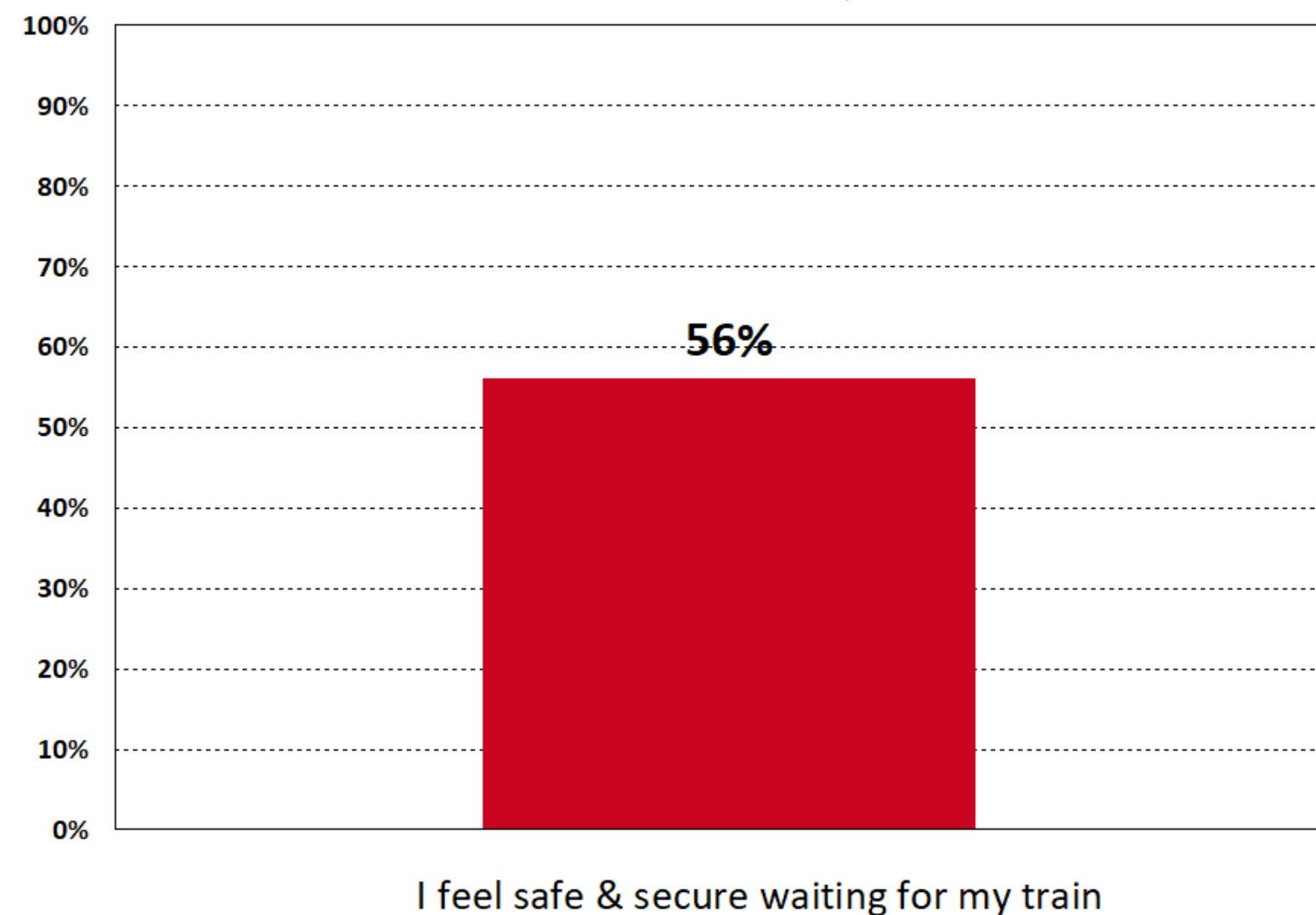
Rail and Rail Stop Safety

- 60% of rail customers feel safe while riding the train, and 56% feel safe while waiting for the train.

Train Onboard Safety



Train Stop Safety

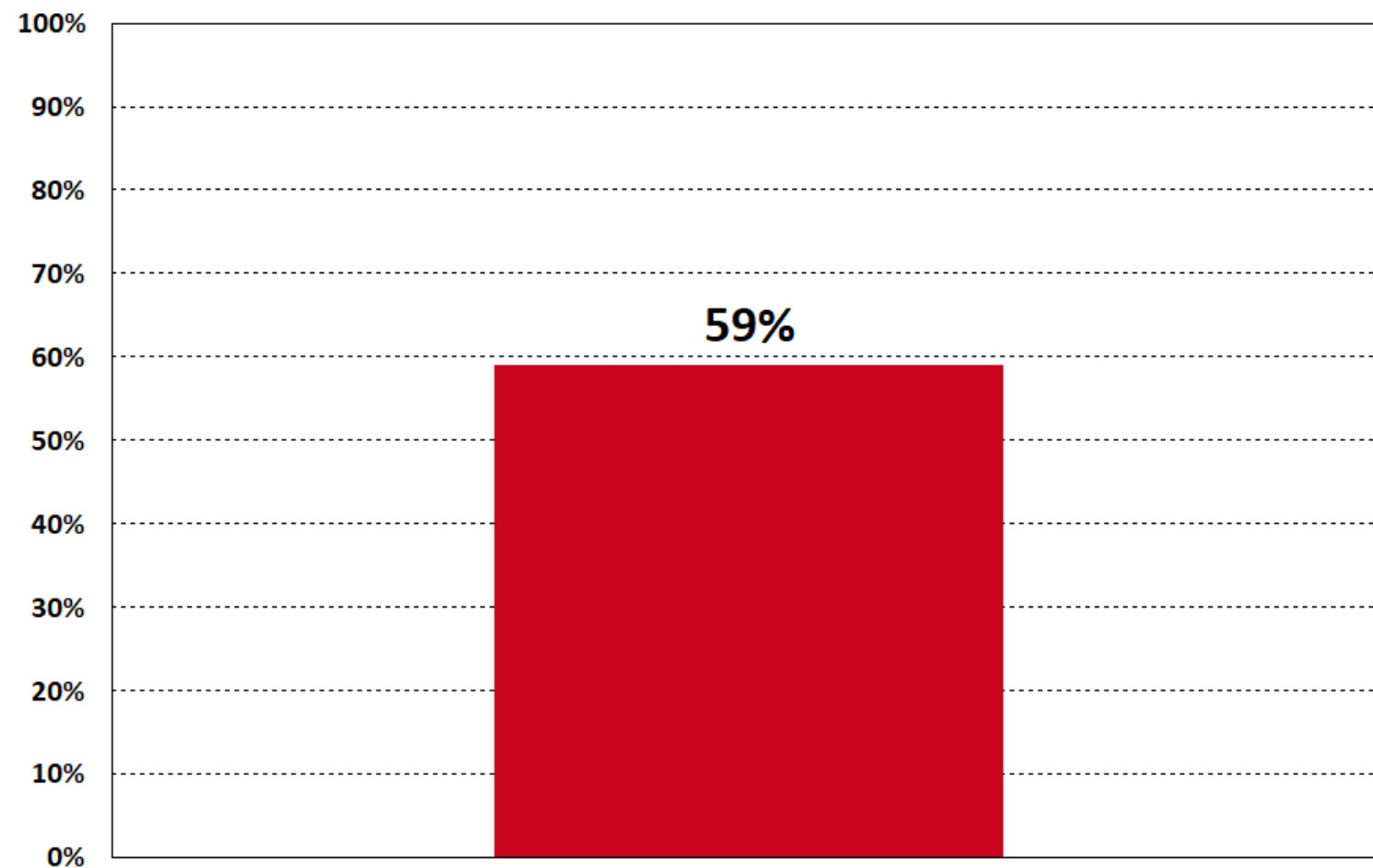




Funding

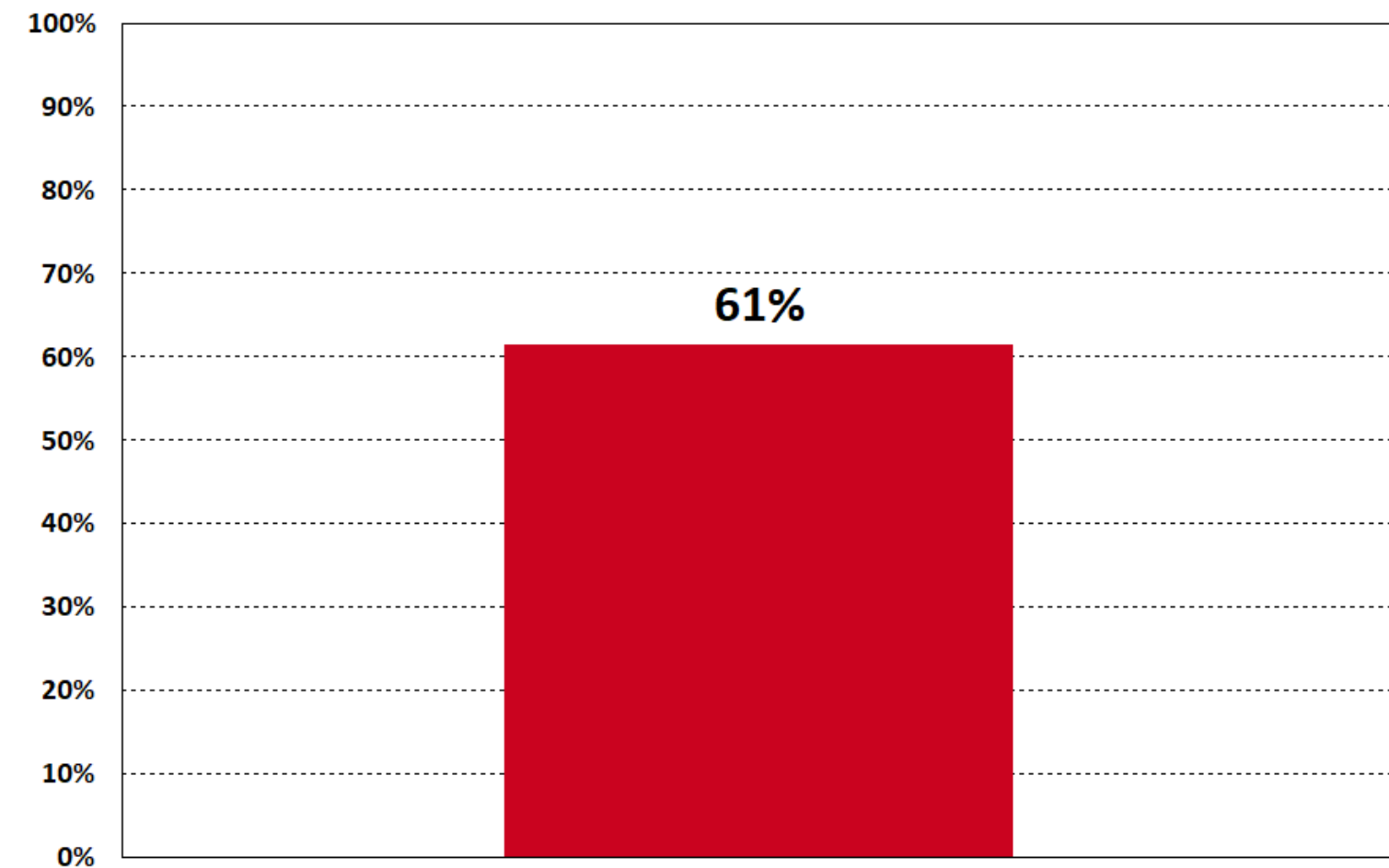
- 59% of rail customers feel the community should consider increasing funding to improve service.
- 61% of rail customers feel RTA manages financial resources appropriately

Transit Investment



The community should consider increasing funding in order to improve service

Resource Management



RTA manages their financial resources appropriately

Customer Service

Rail Train Service

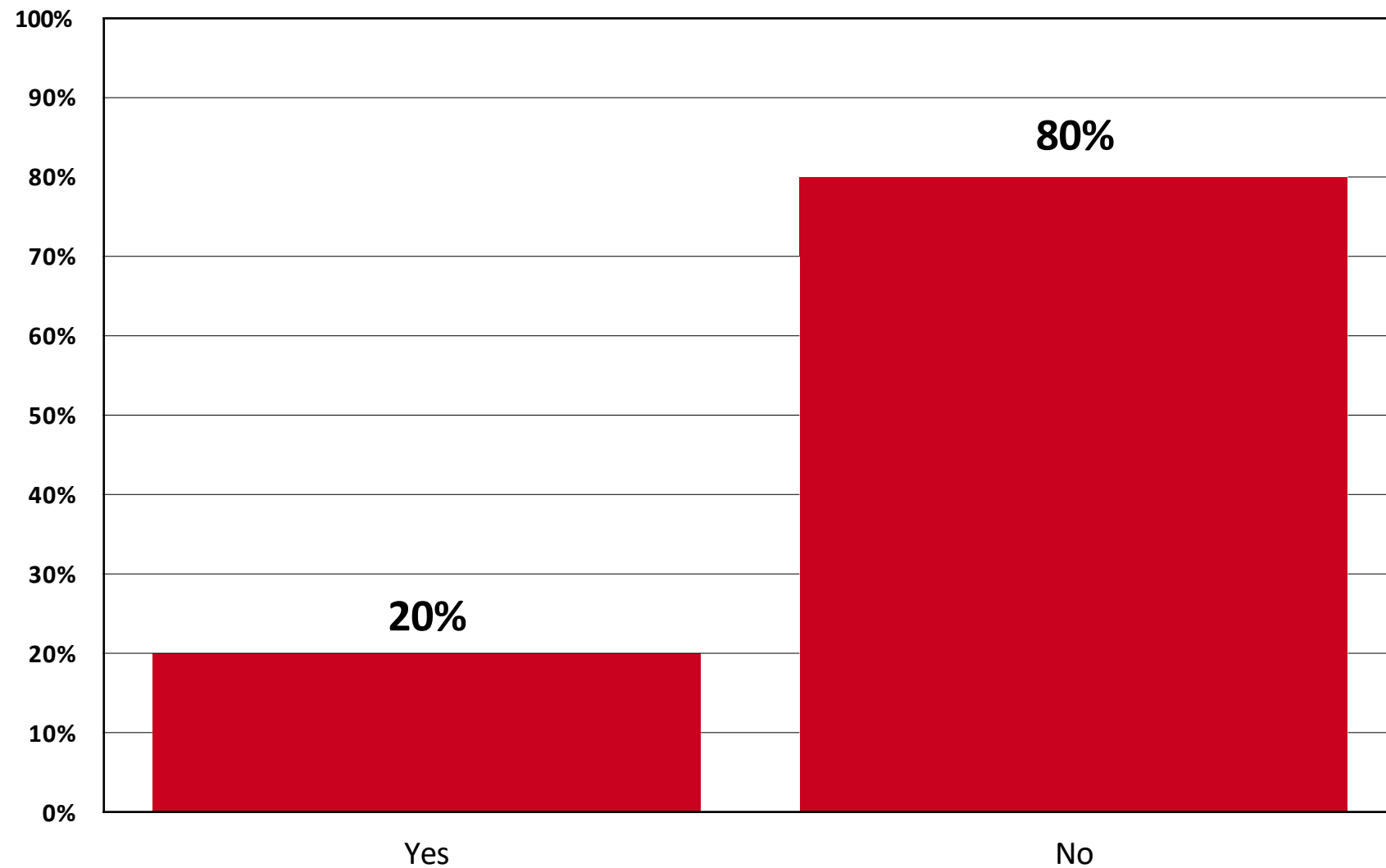


Communications with Customer Service

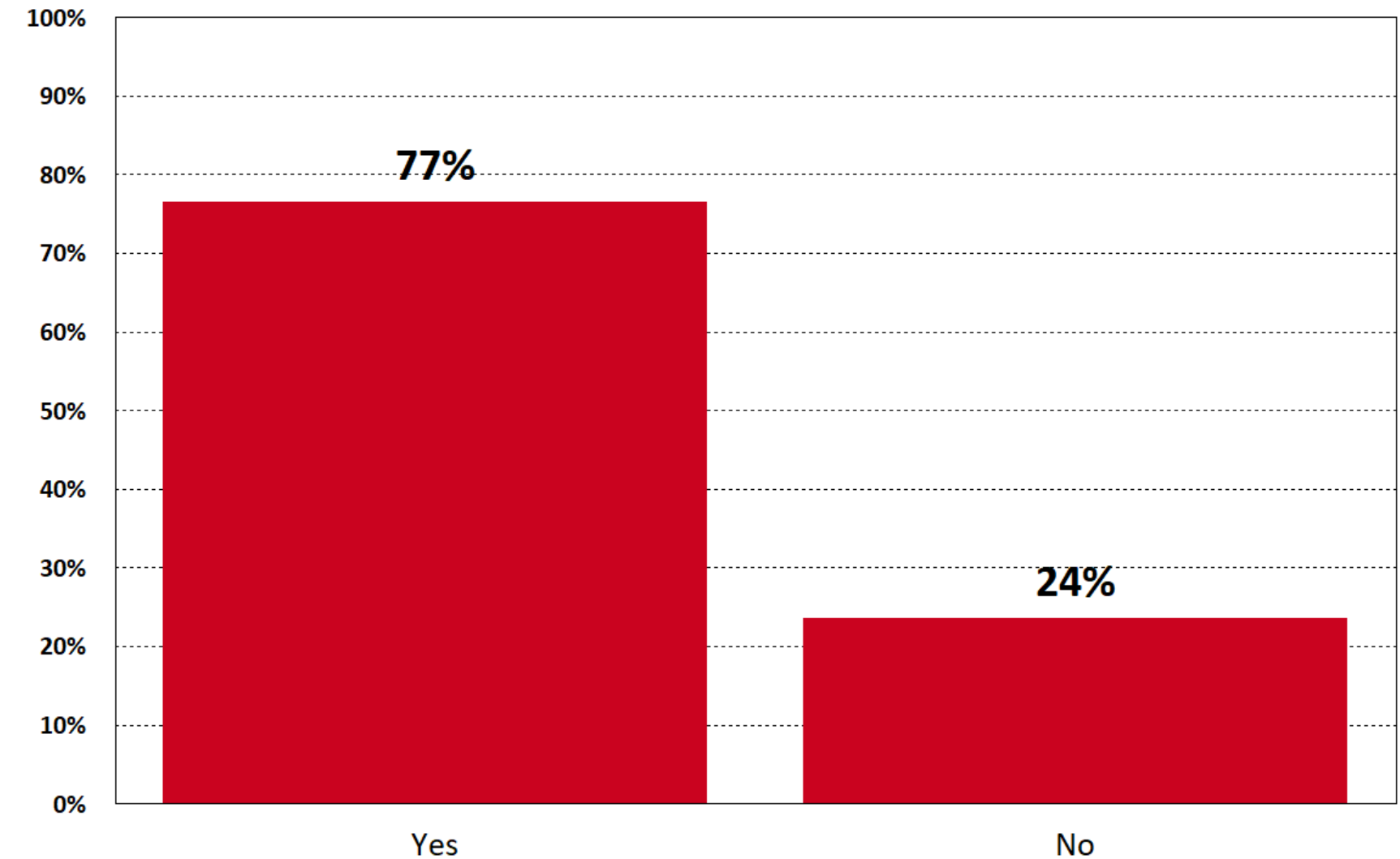


- 20% of rail Customers have contacted RTA in the last 3 months.
- Of the rail Customers who have contacted RTA, 77% have had their issues resolved.

Have you contacted RTA with a question, concern, or complaint in the last 3 months?



Was your issue resolved?



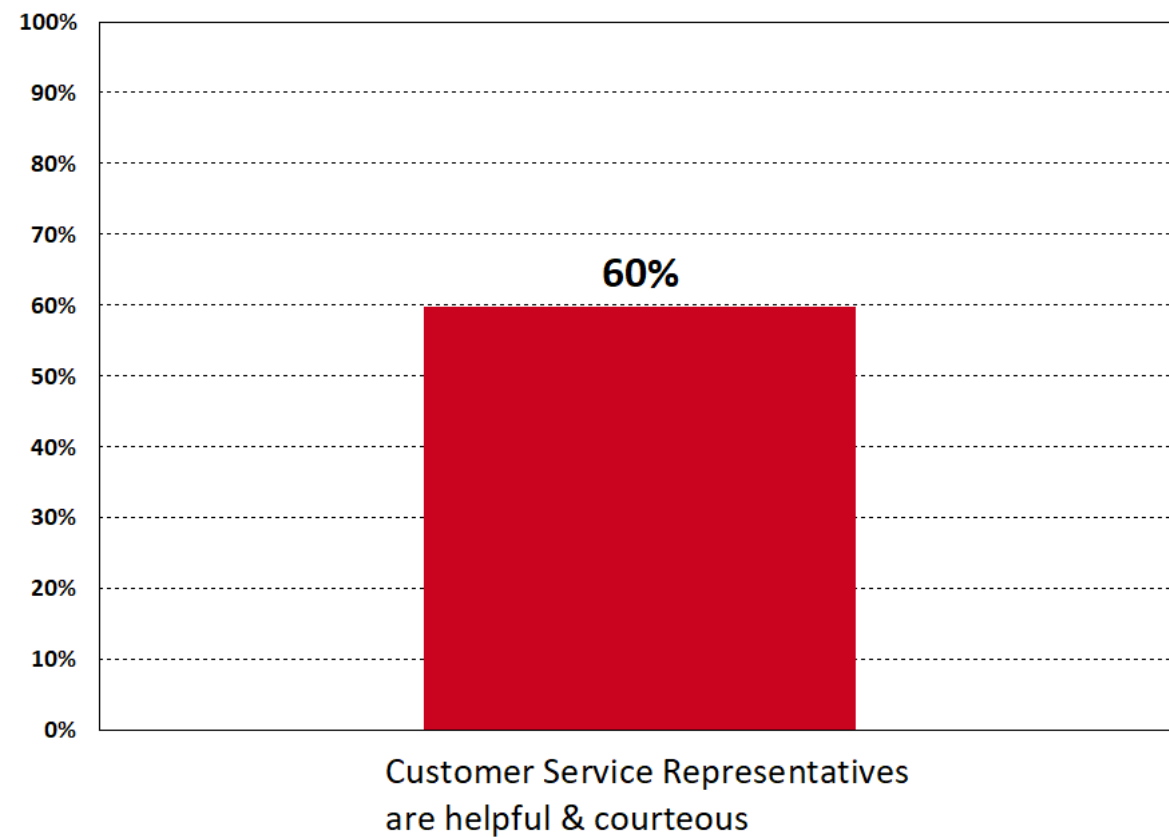


Overall Communications

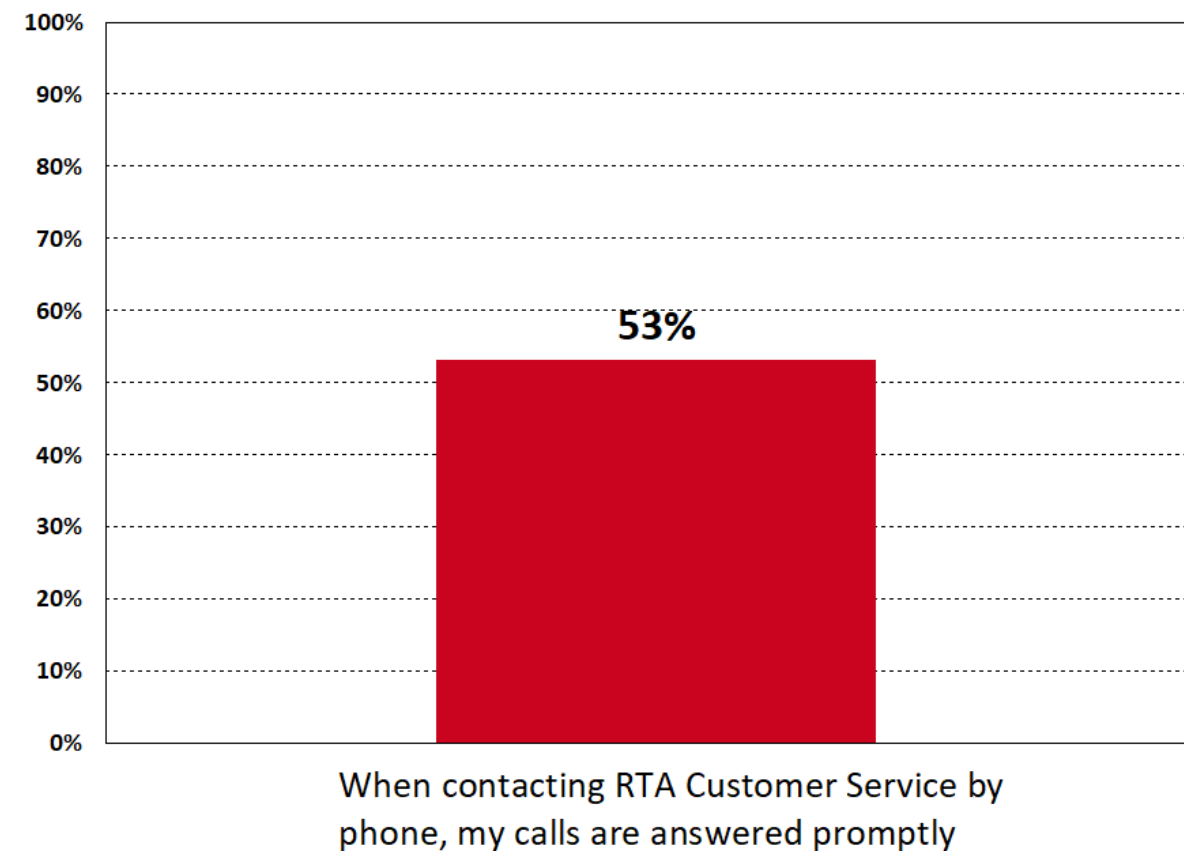


- 68% of rail customers are satisfied with the overall quality of RTA communications material.
- 53% of rail customers agree RTA Customer Service calls are answered promptly, and 60% agree that customer service representatives are helpful and courteous.

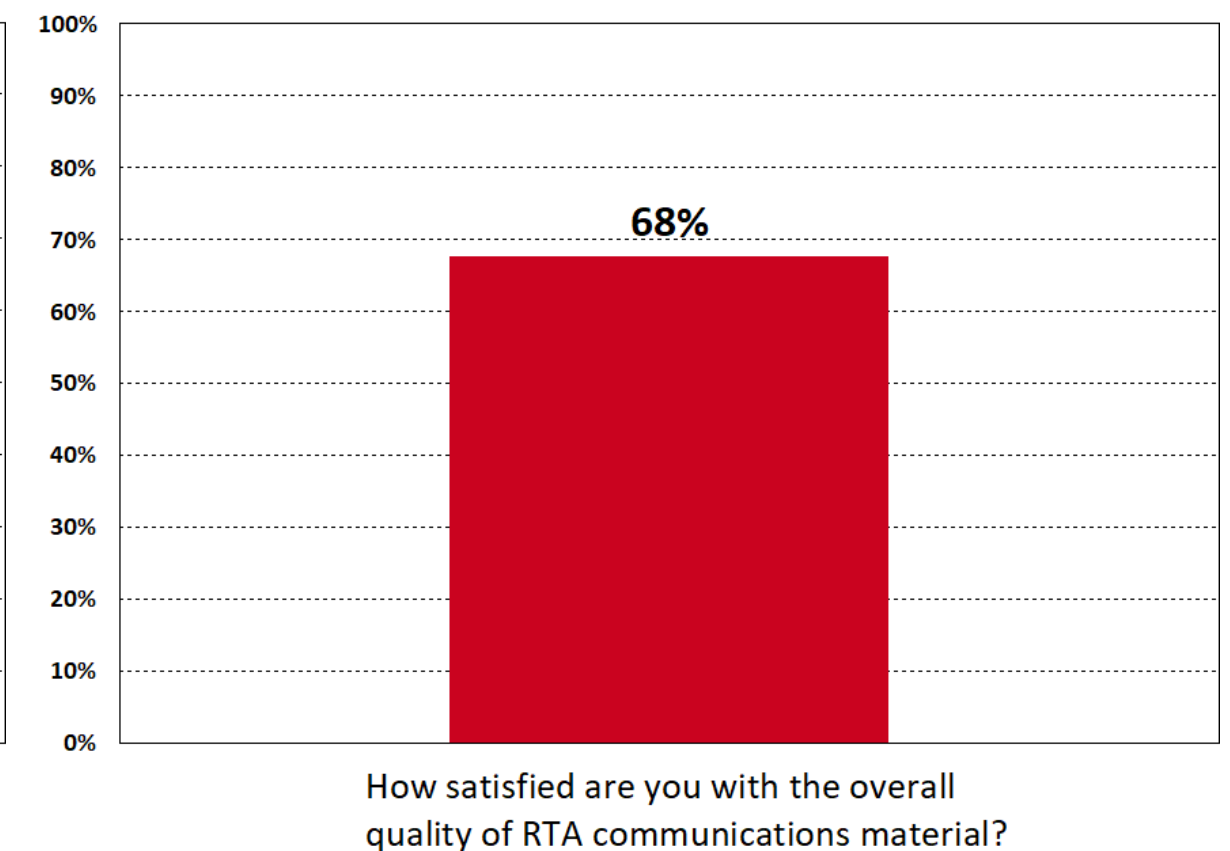
Customer Service Courtesy



Contacting Customer Service



Overall Communications Material

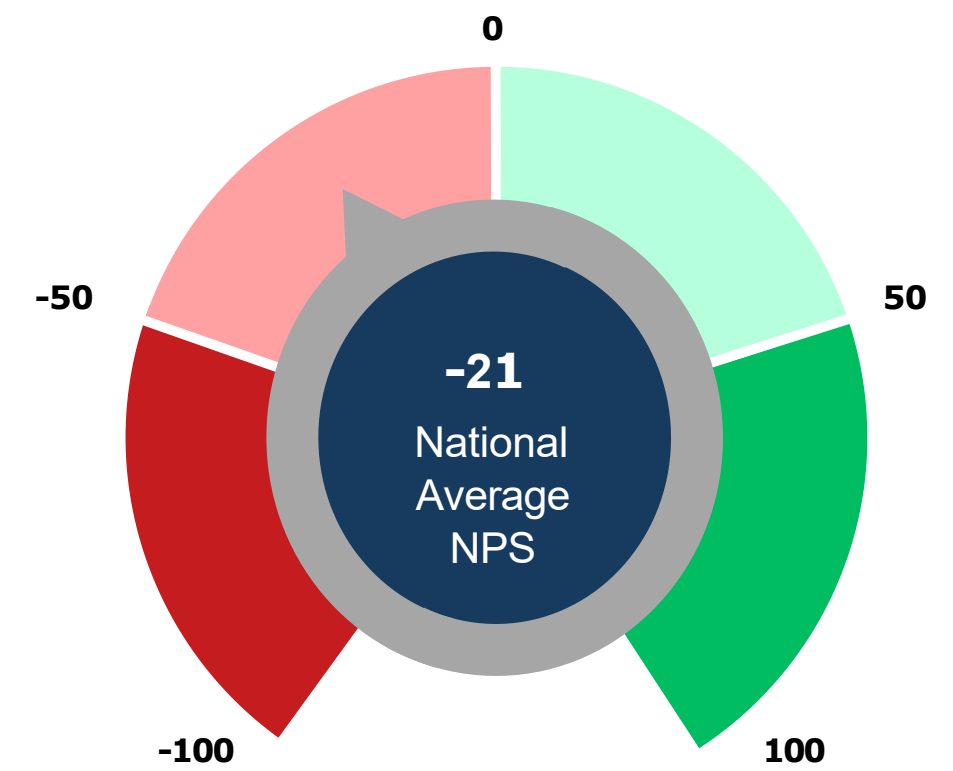
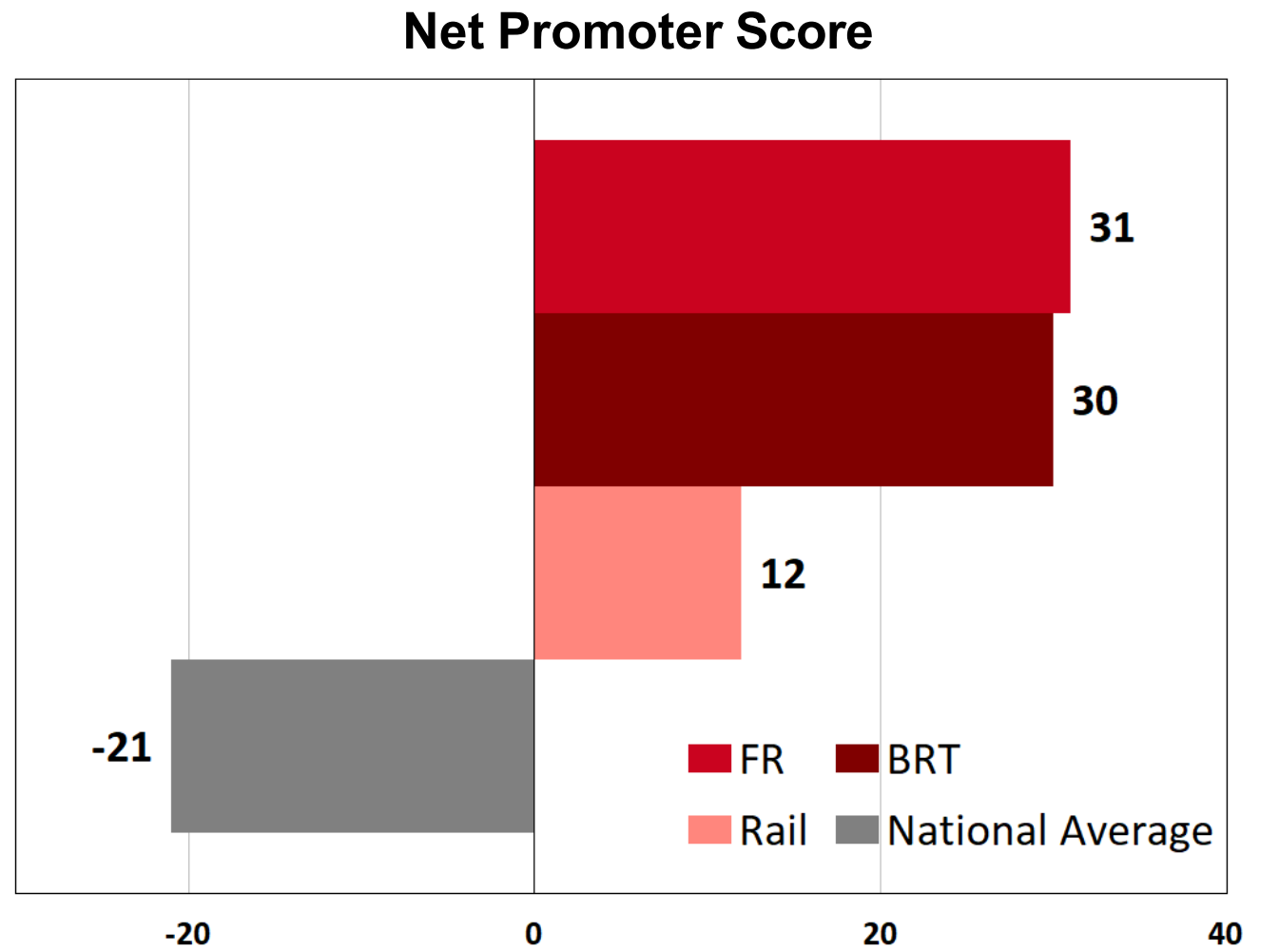
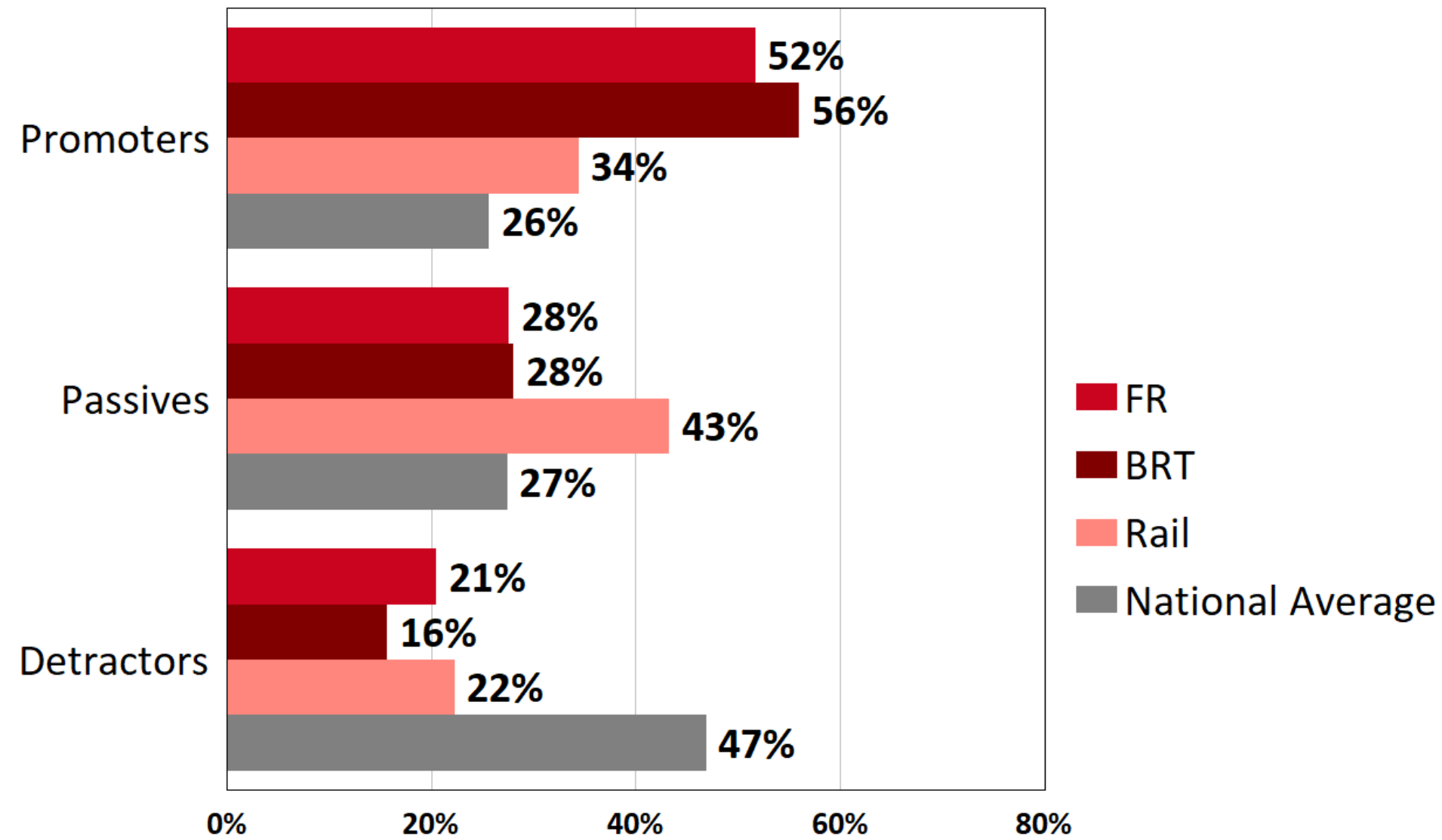


Rider Benchmarks



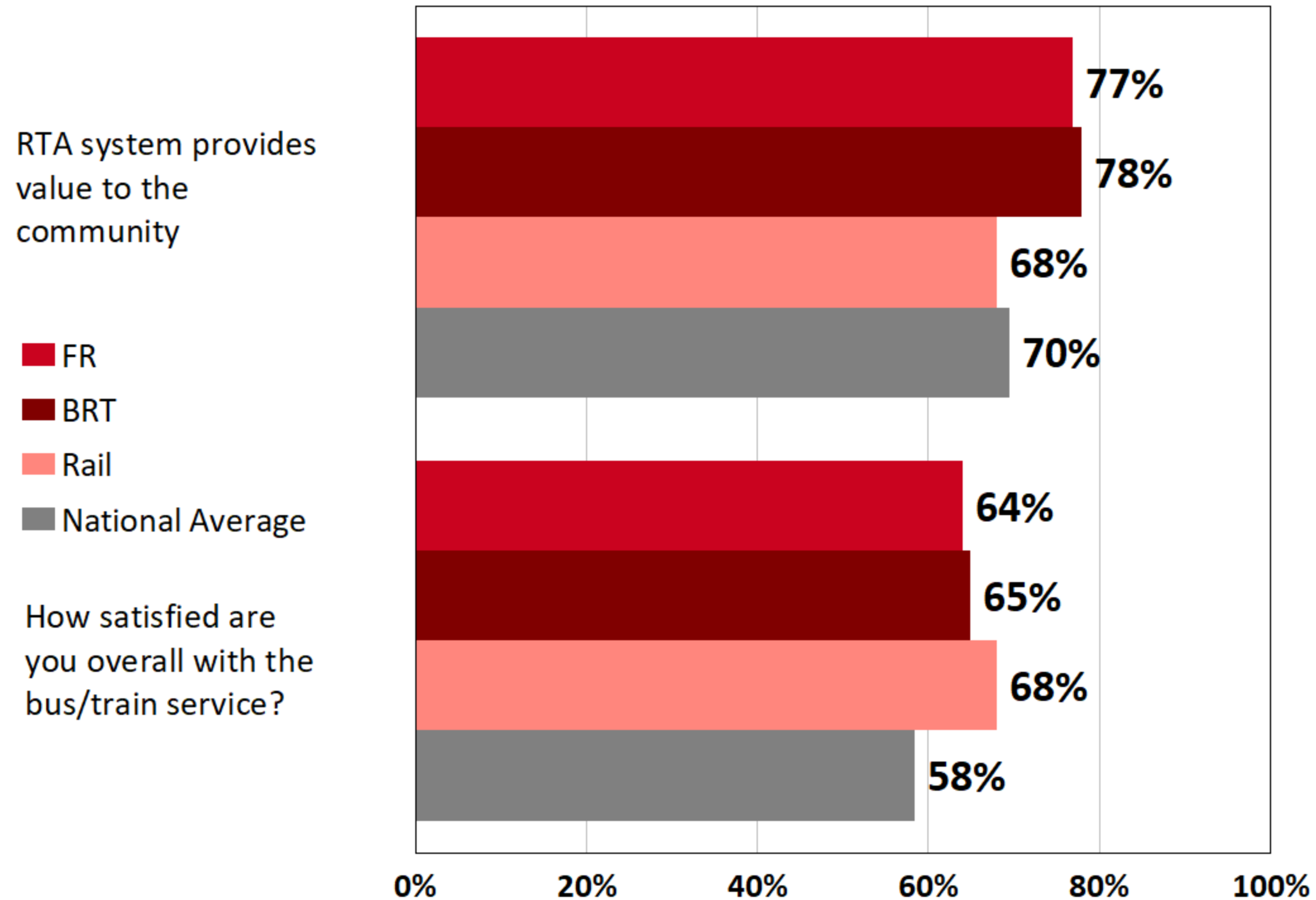
Net Promoter Score (NPS)

All things considered, how likely would you be to recommend riding a RTA bus/train to a friend or neighbor?

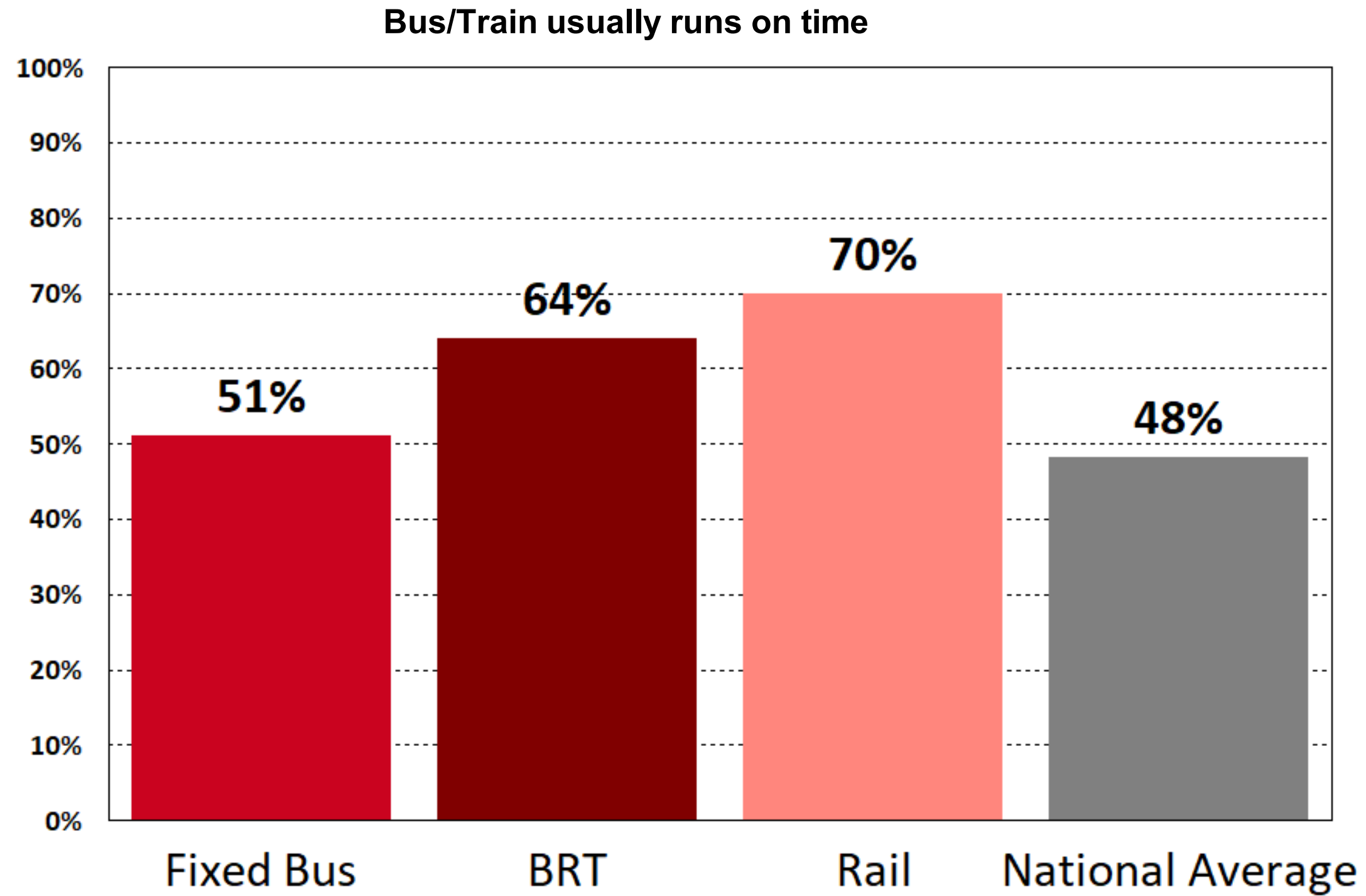


Satisfaction and Community Value

Overall Satisfaction | Community Value

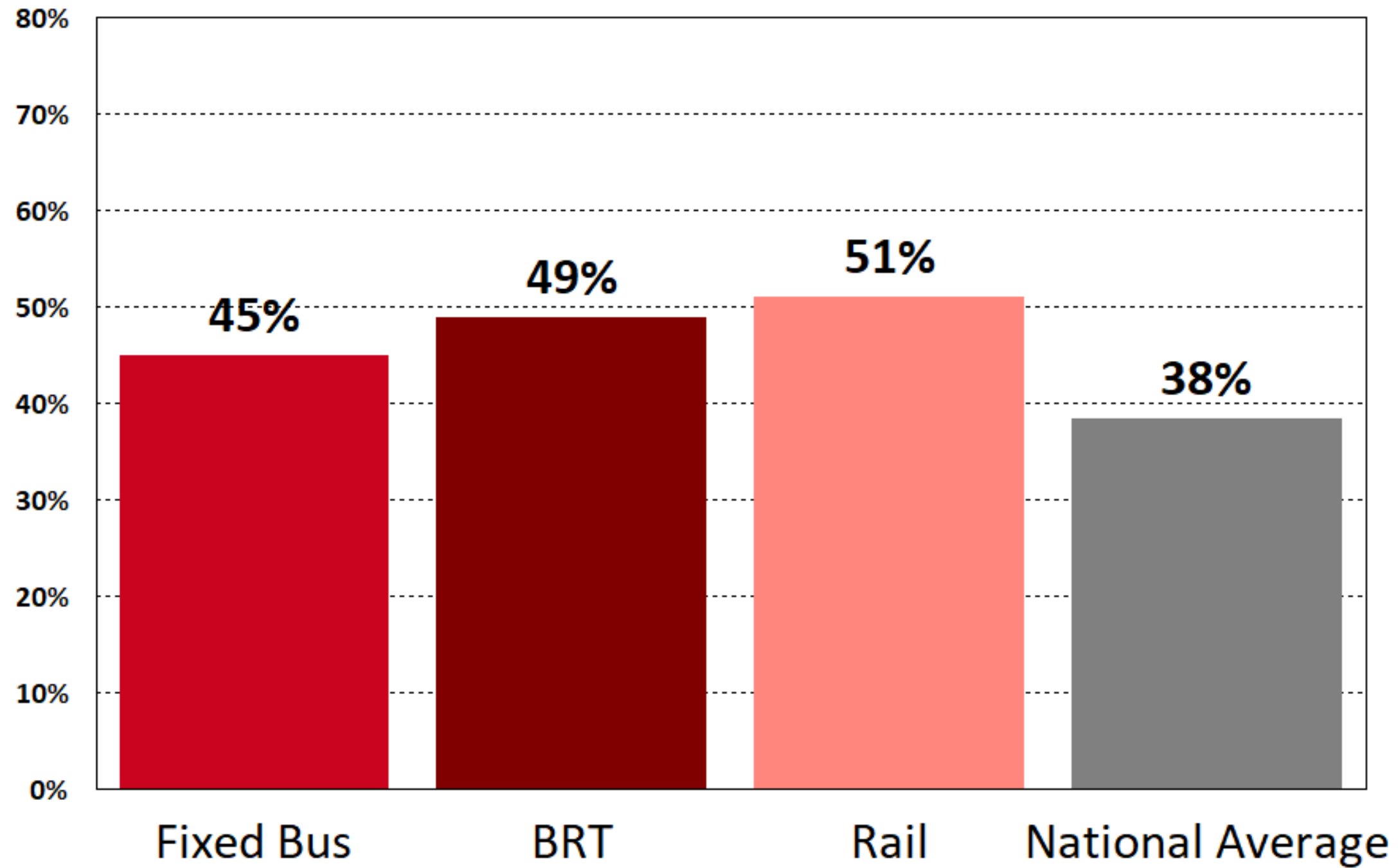


On-Time Performance



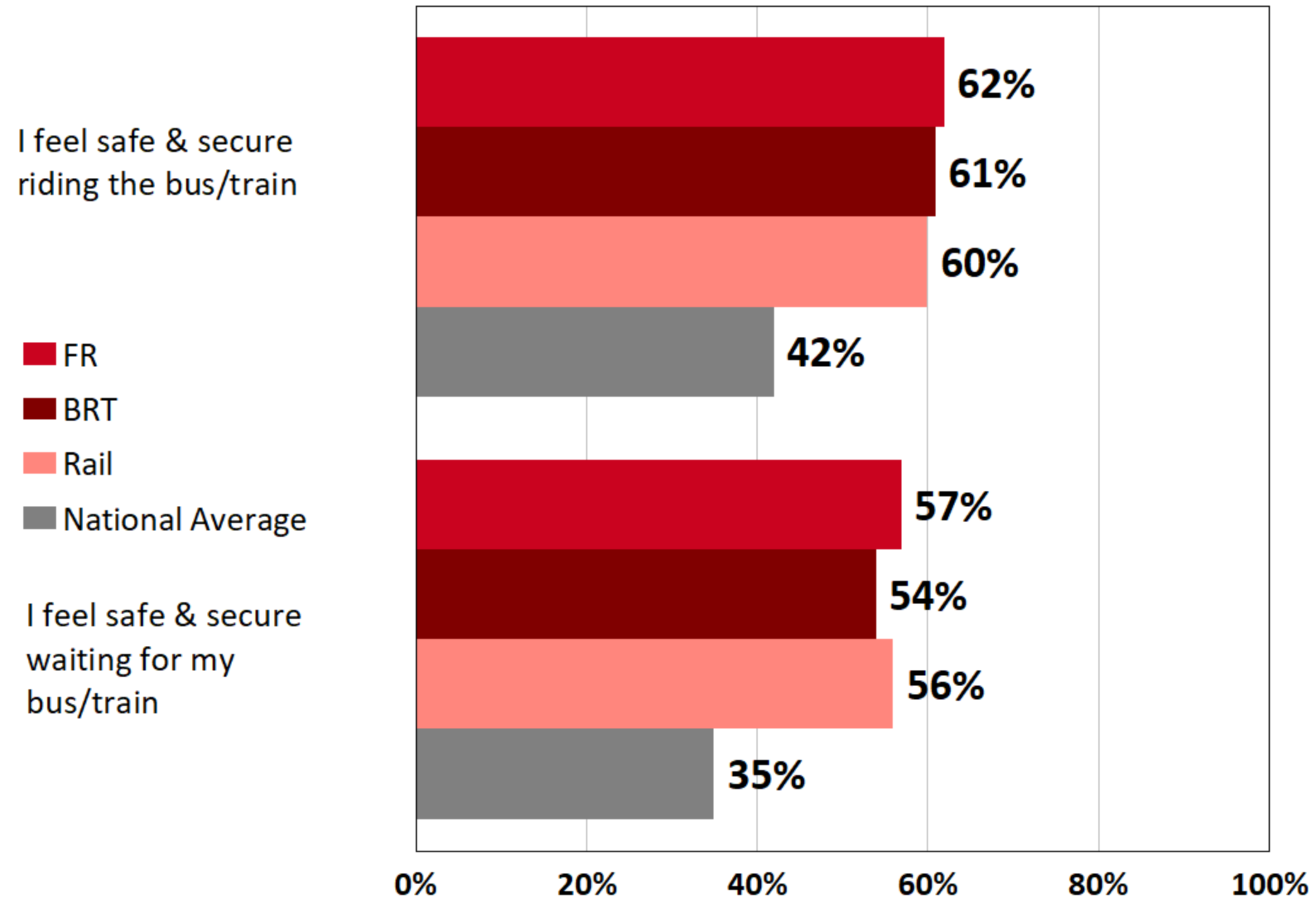
Cleanliness

Cleanliness of Buses/Trains



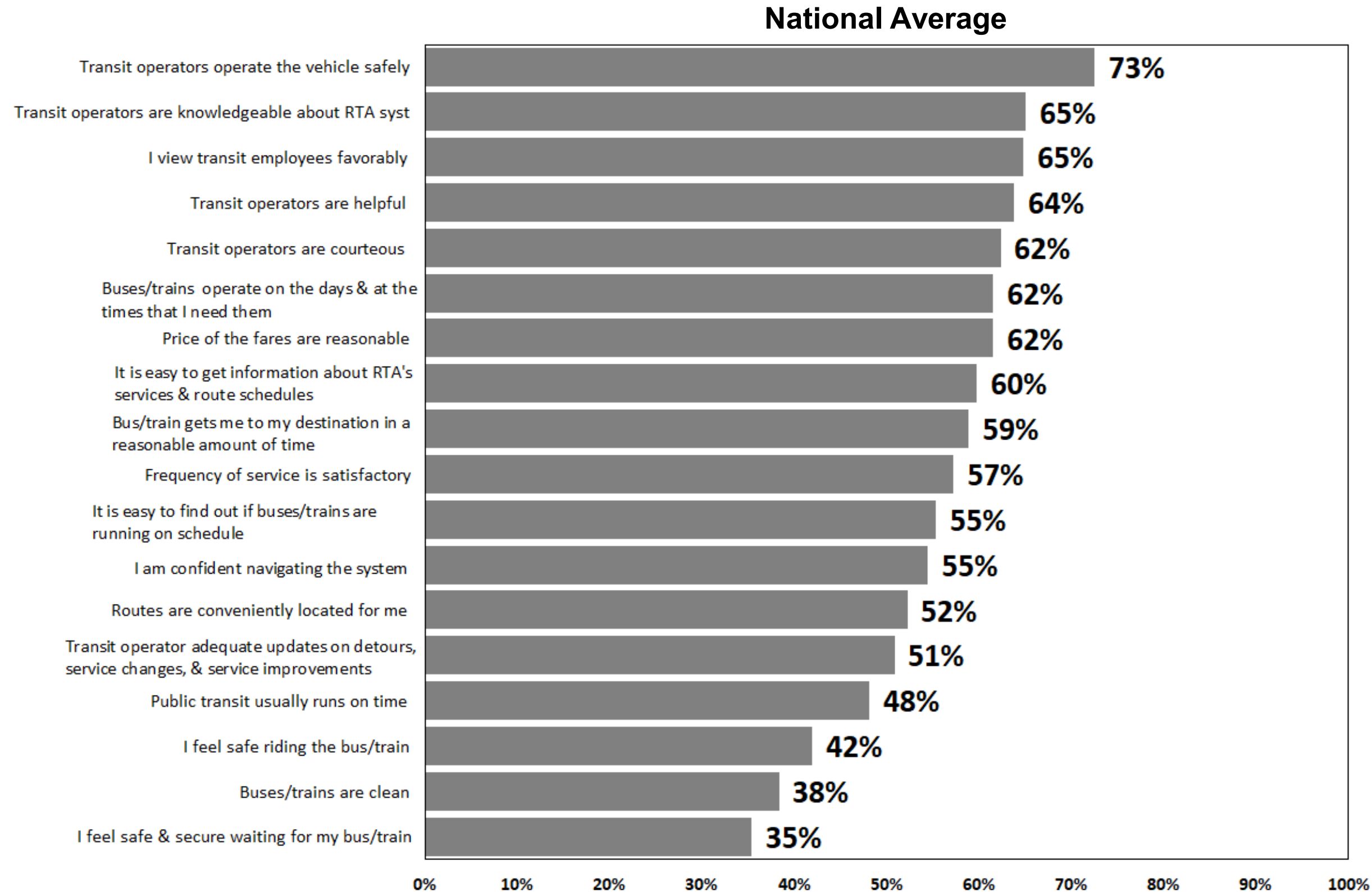
Safety

Bus/Train Safety





Level of Agreement - National Average

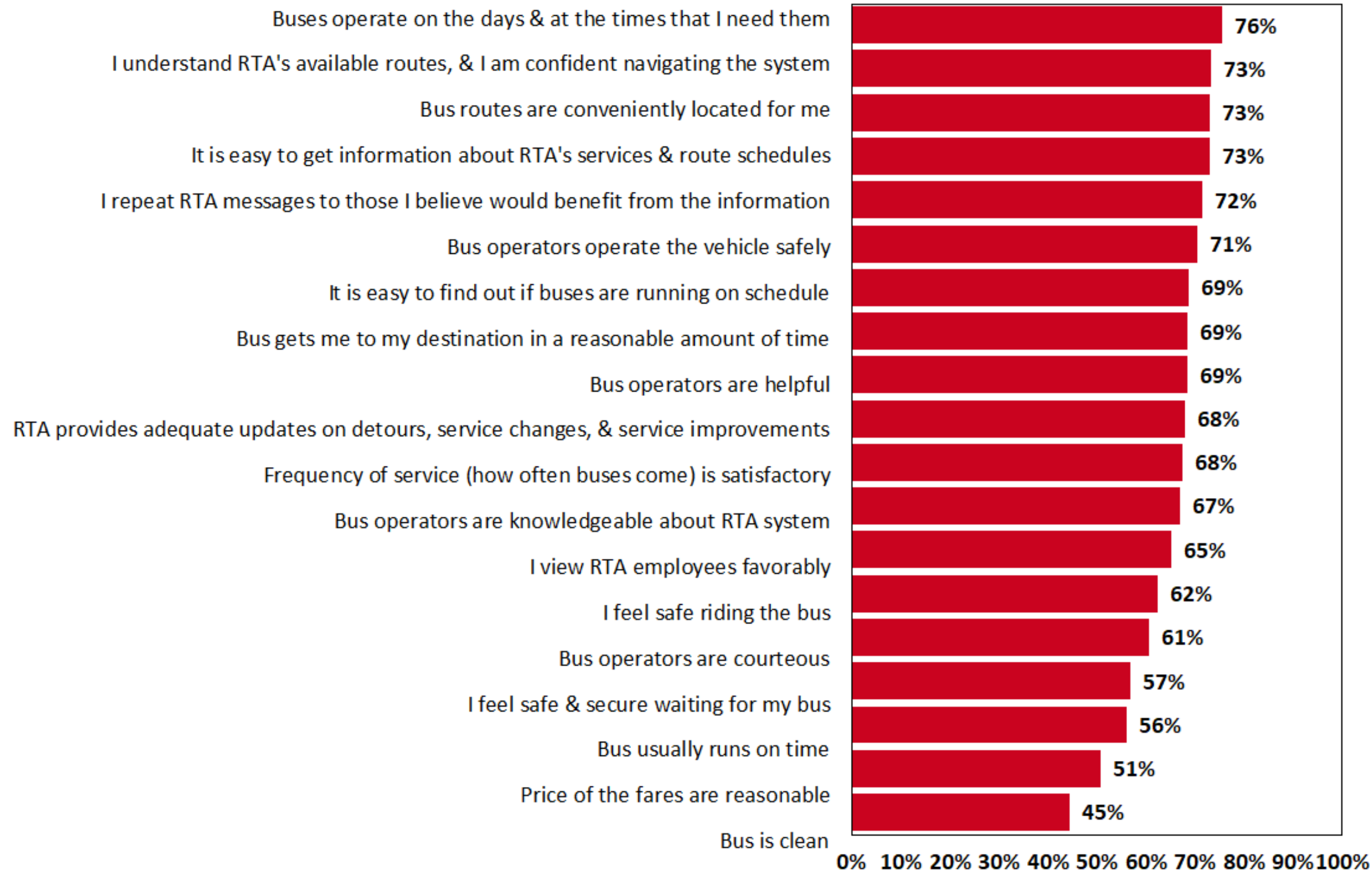




Level of Agreement – Fixed Bus



Fixed Route Bus

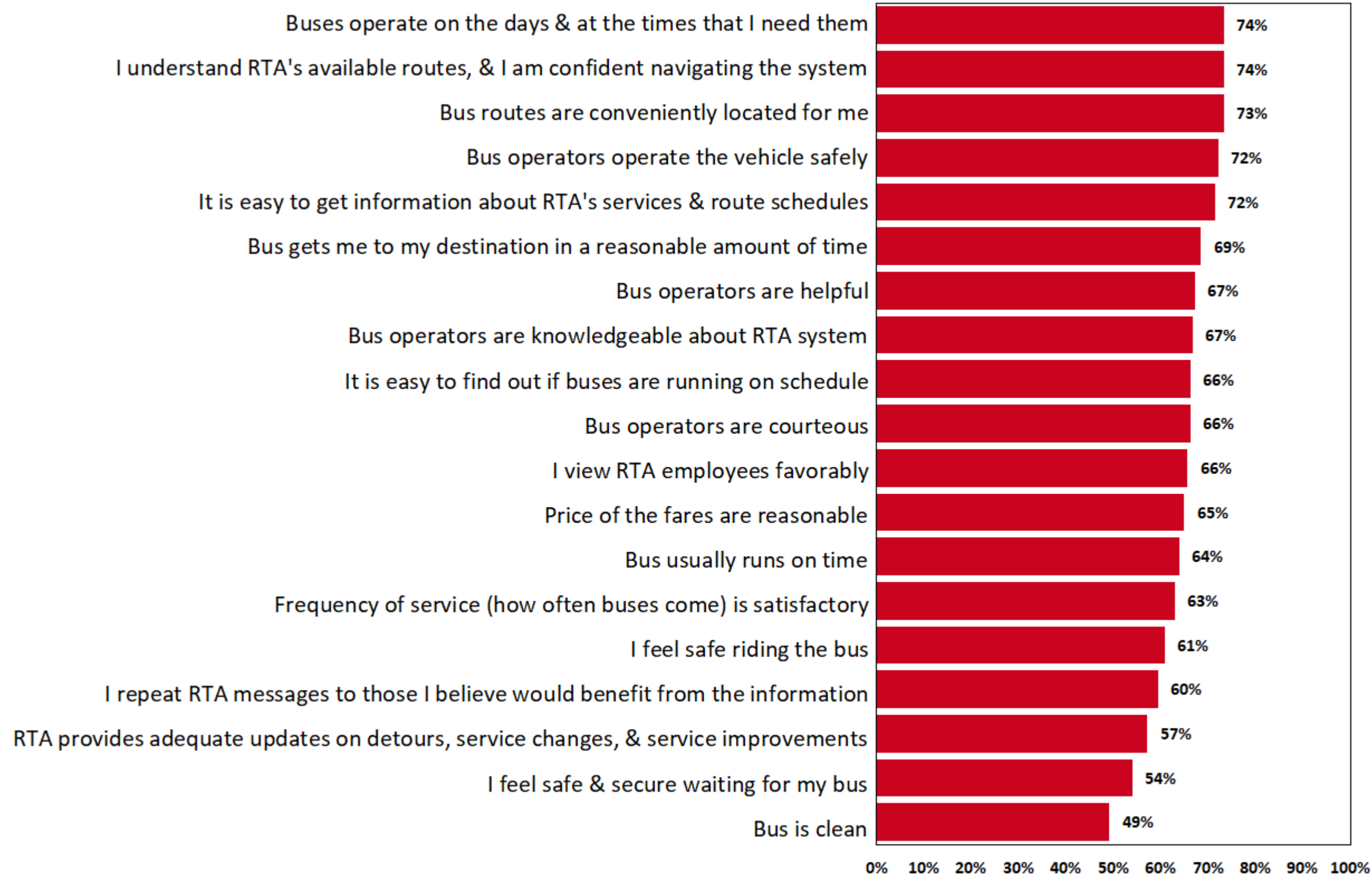




Level of Agreement



BRT

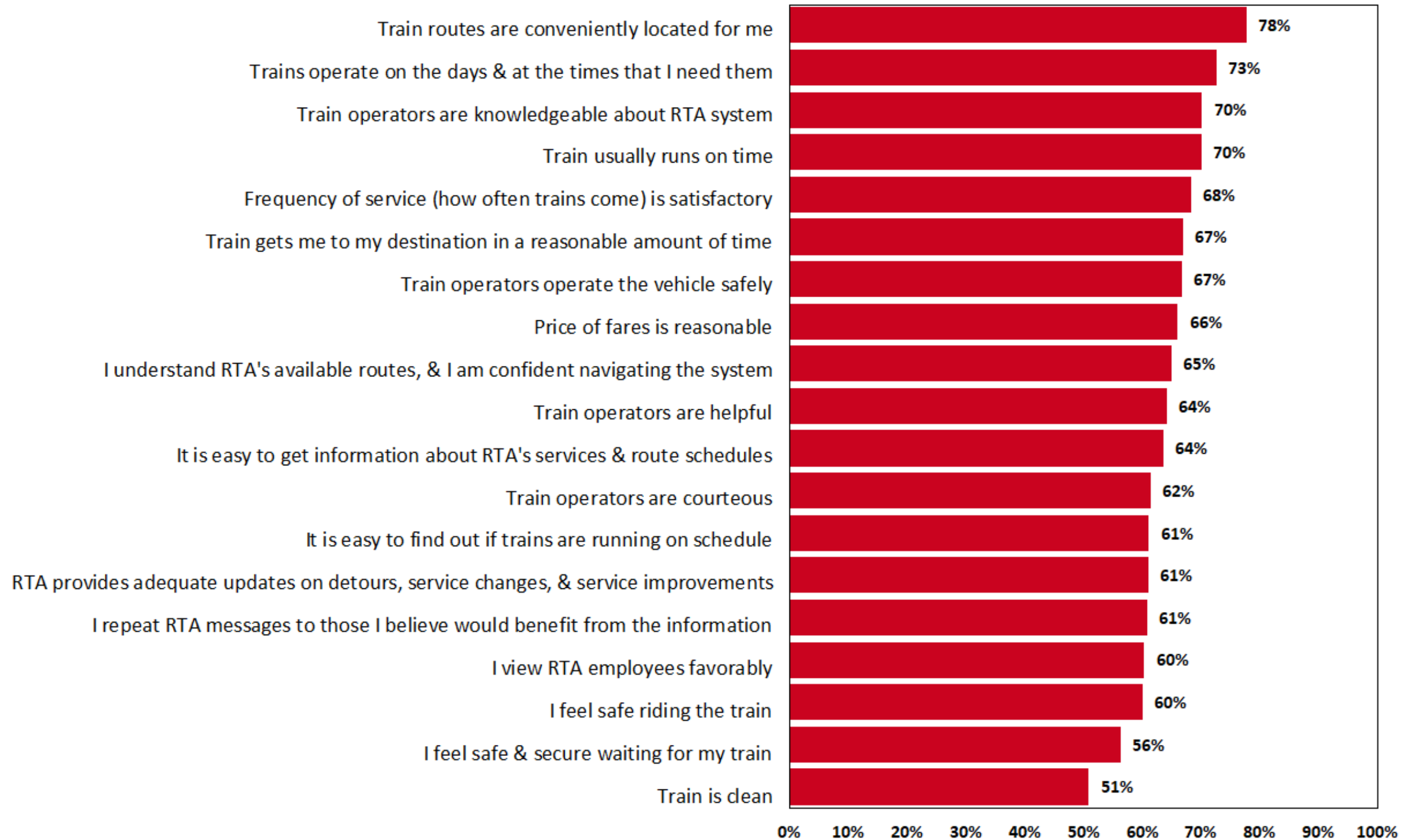




Level of Agreement



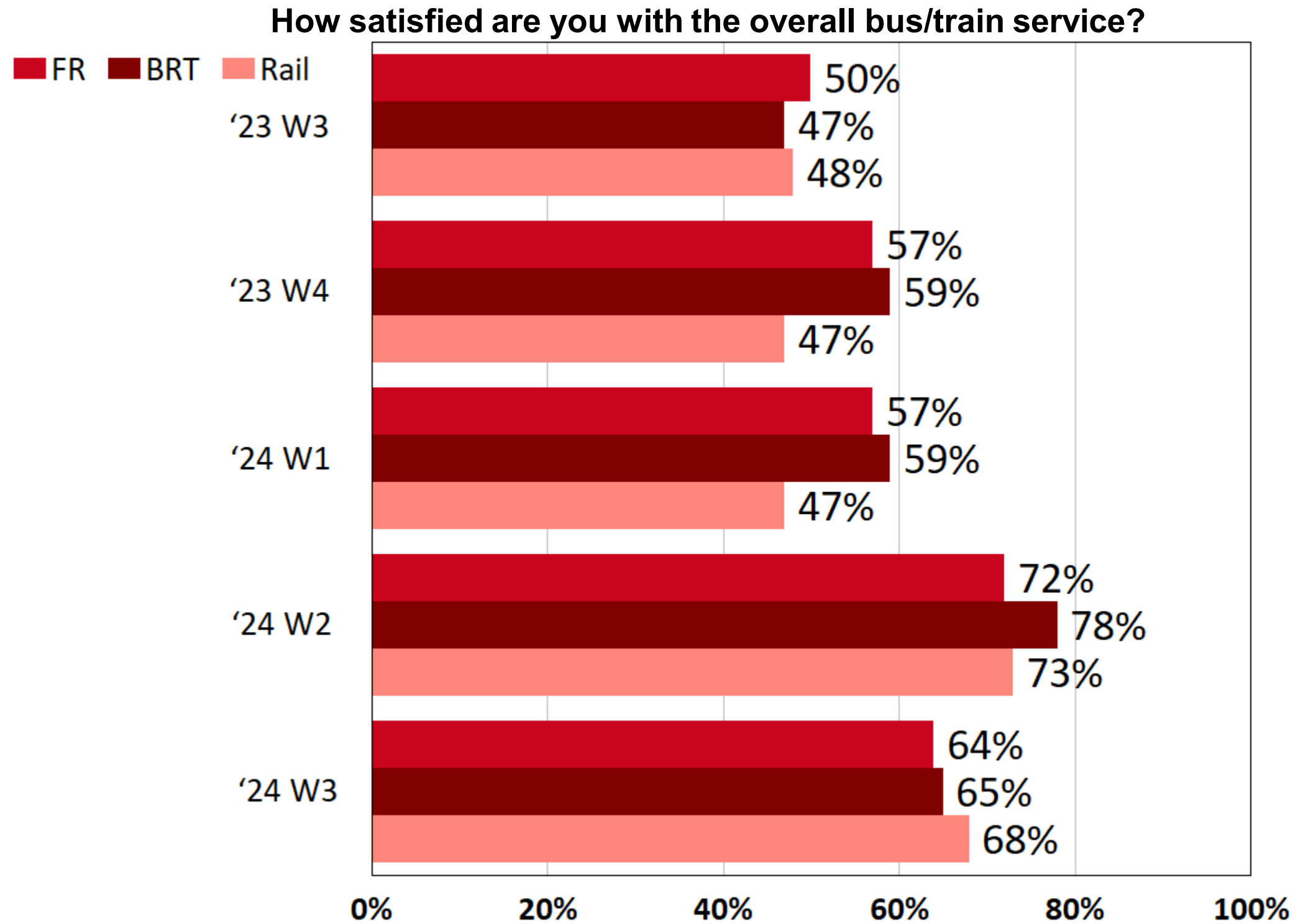
Rail



Trends

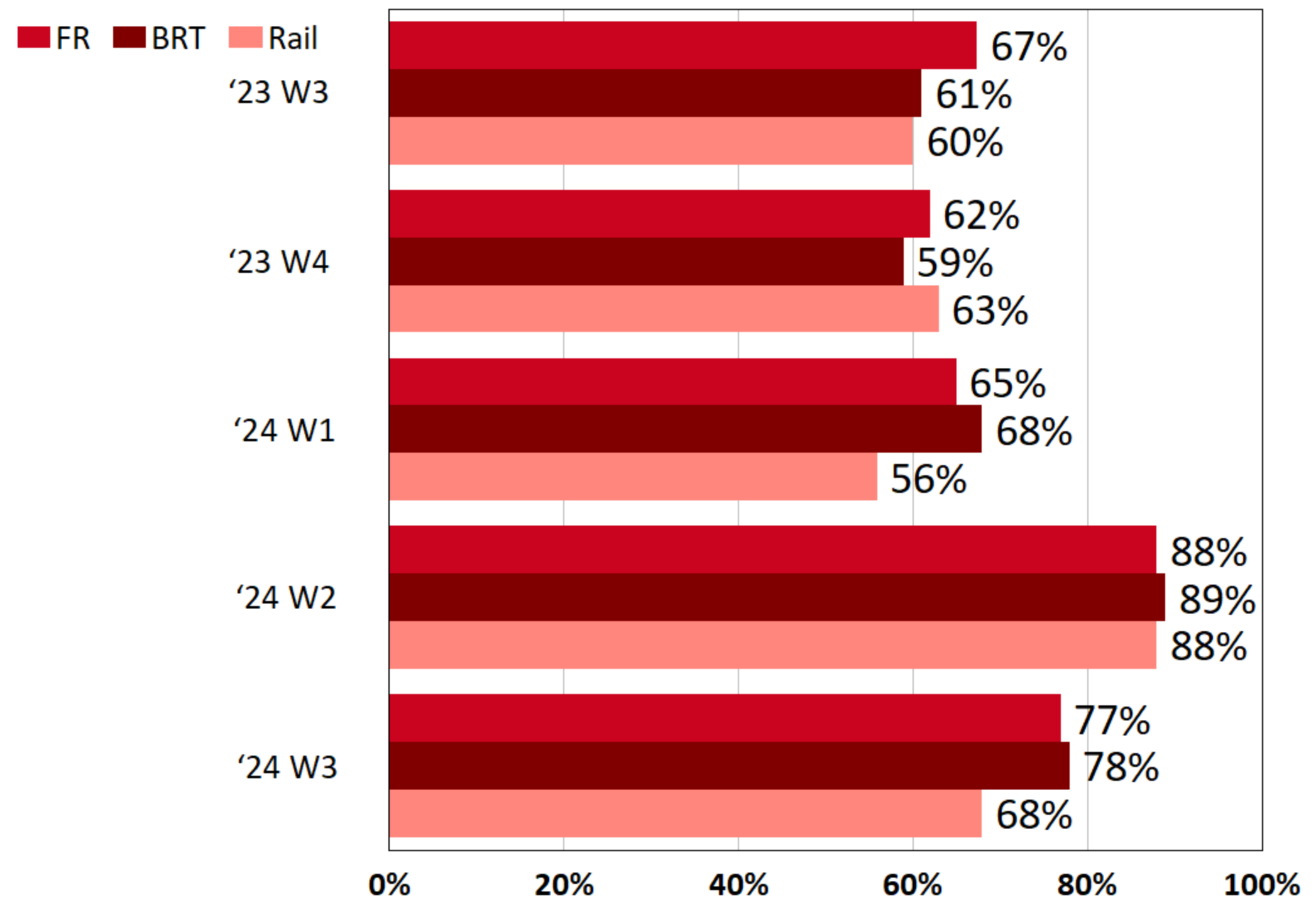


Satisfaction



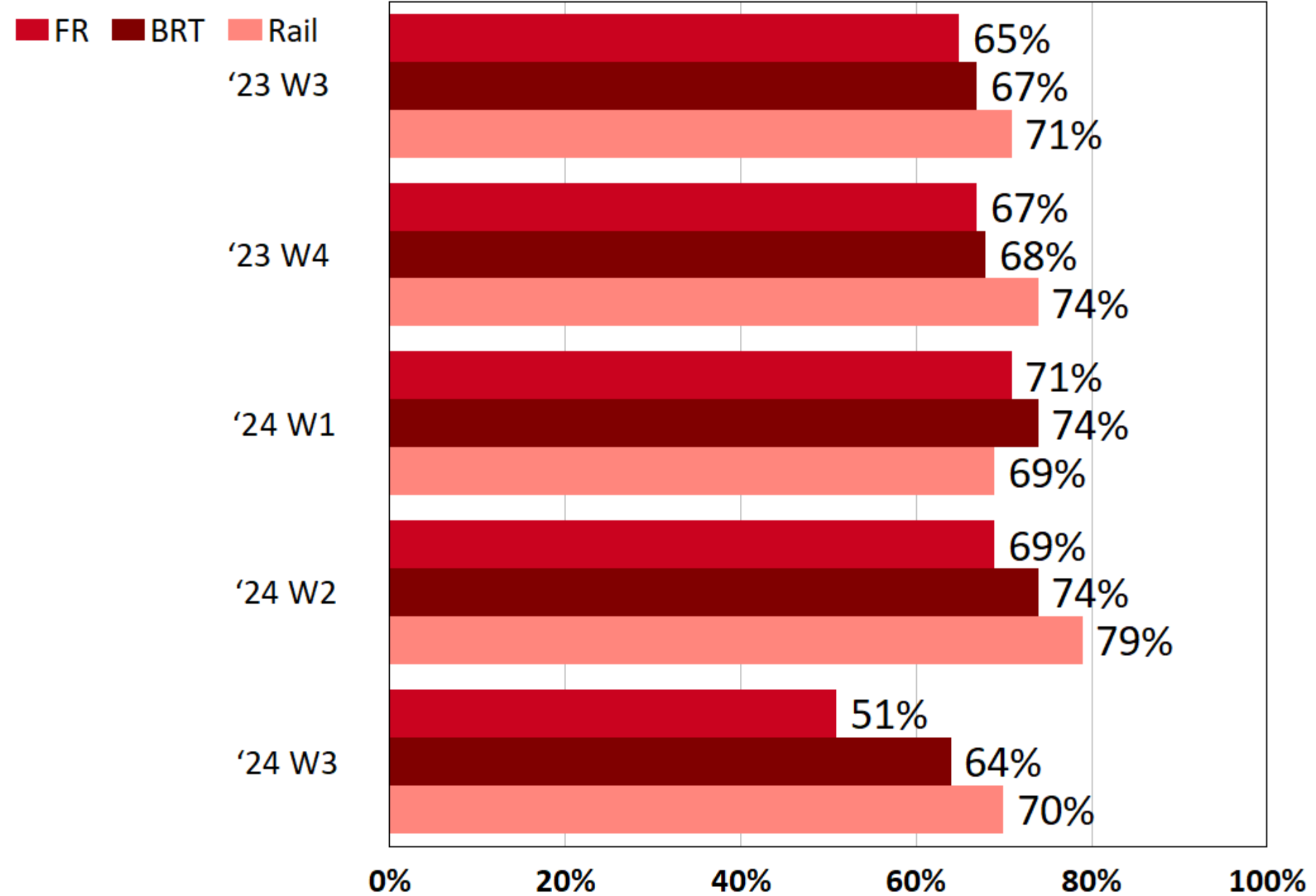
Community Value

RTA system provides value to the community



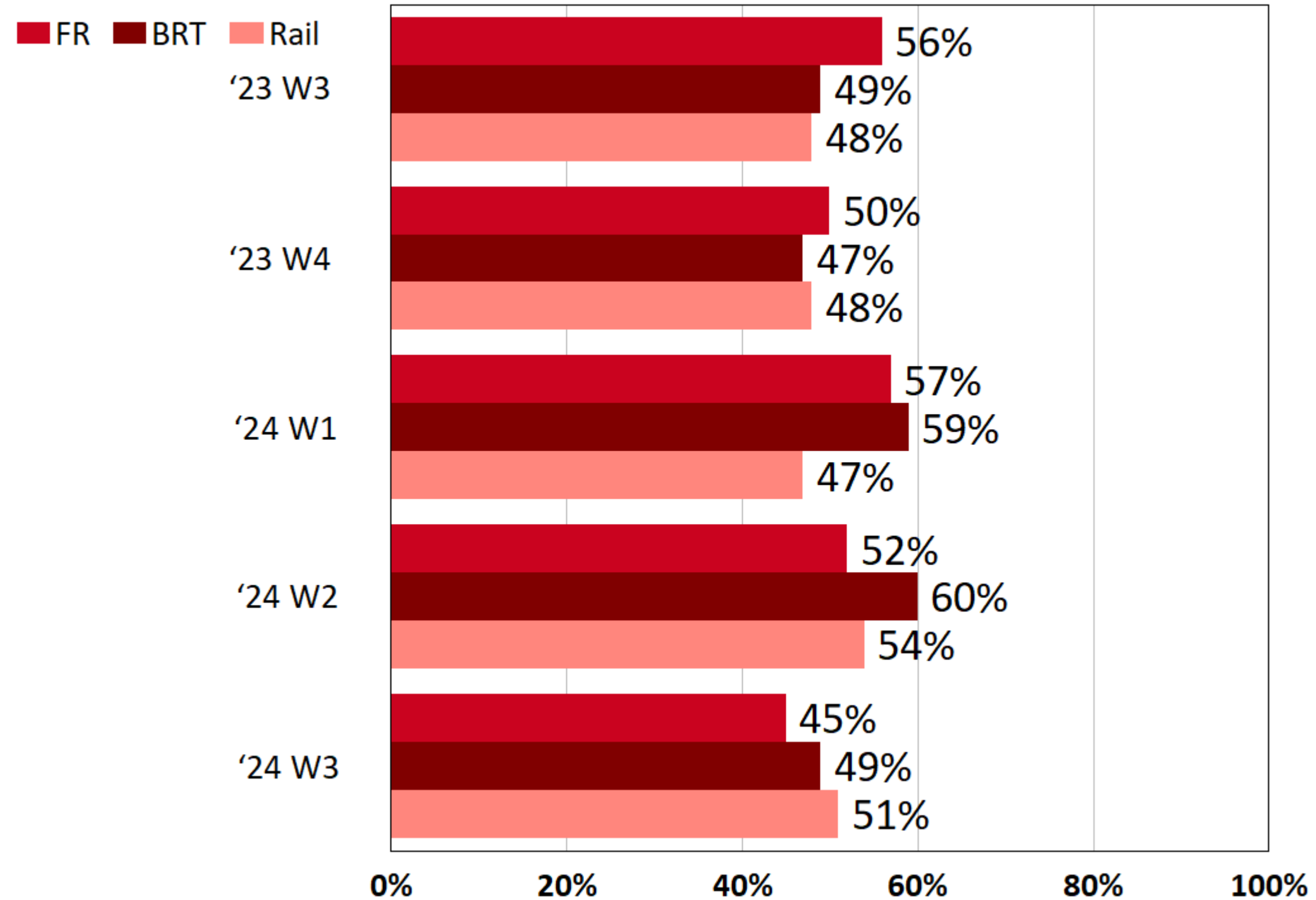
On-Time Performance

The bus/train usually runs on time



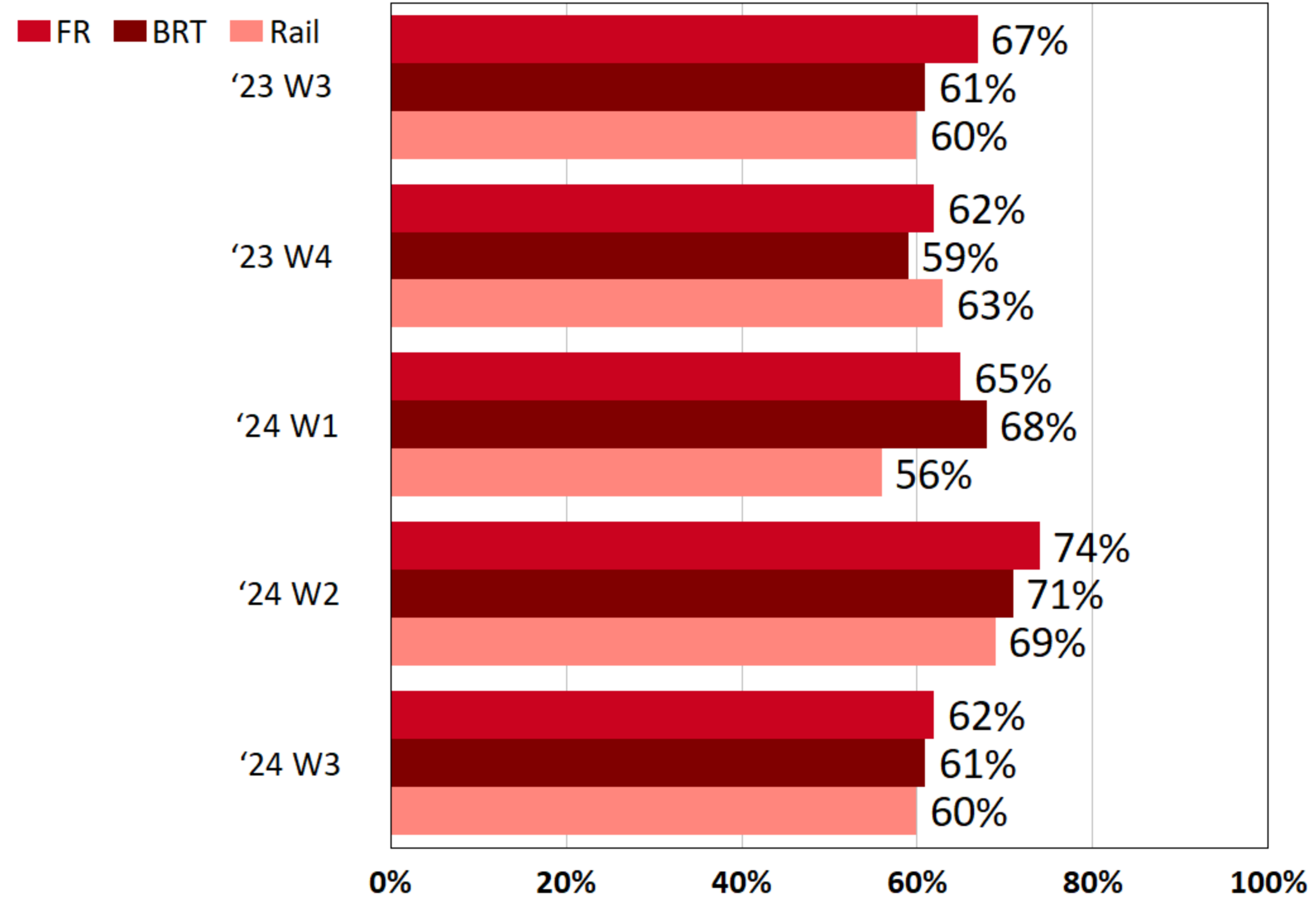
Cleanliness

Cleanliness of buses/trains



Safety

Bus/Train Safety while riding



Paratransit





Paratransit Results Overview

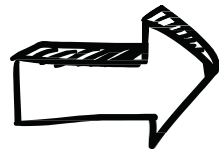


Greater than **3 out of 5** customers who contacted RTA had their issues resolved

81% of customers would recommend riding RTA paratransit

83% are satisfied with the overall performance of RTA's customer service staff.

Customers MOST OFTEN agree...



I feel safe when boarding a vehicle (96%)



I feel safe when riding the vehicle (93%)

Top Most Important Elements of Paratransit service to customers

1. Safety while riding
2. Safe driving by operators
3. Safety while boarding
4. Vehicle cleanliness

Customer Characteristics

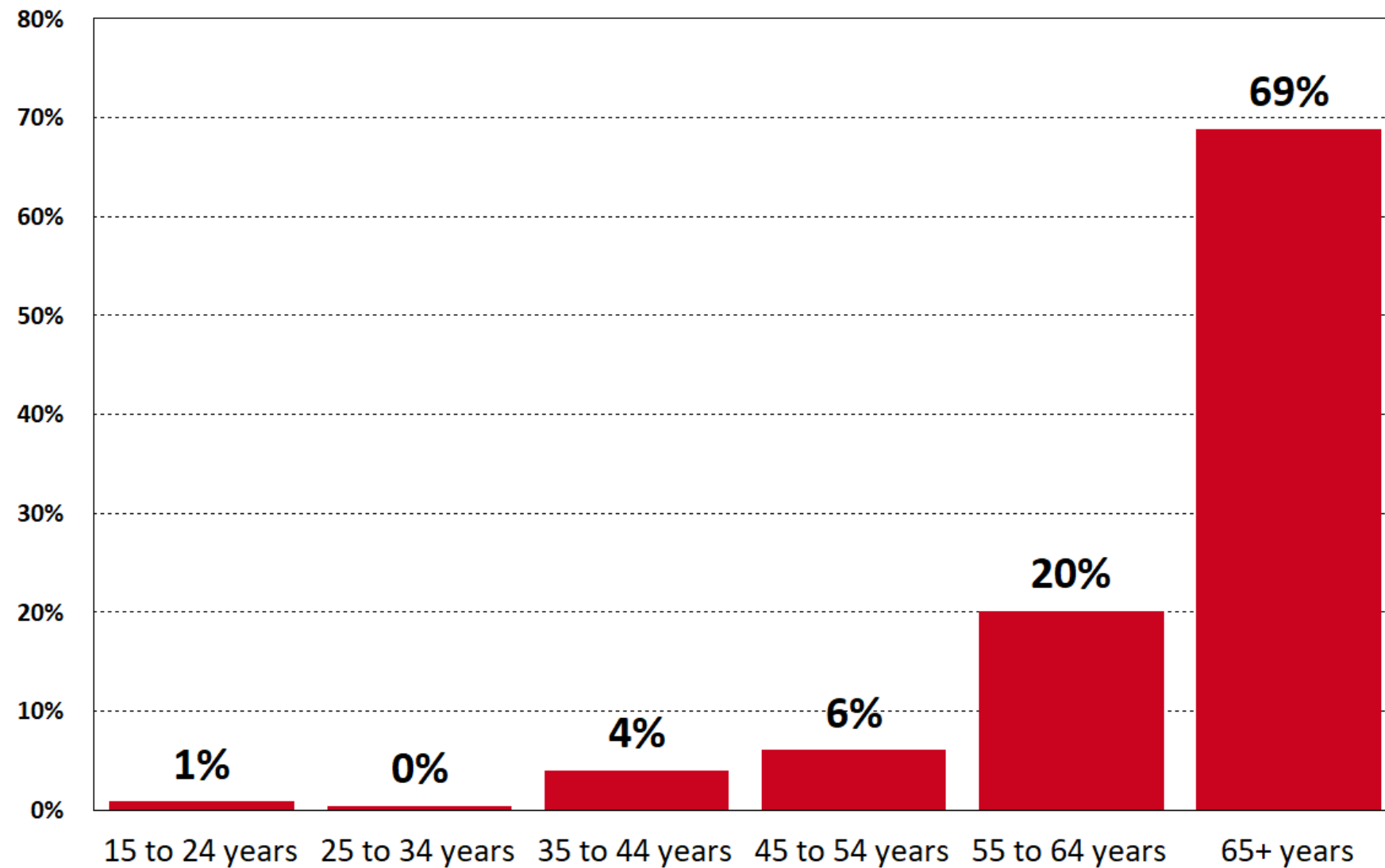
Paratransit Service



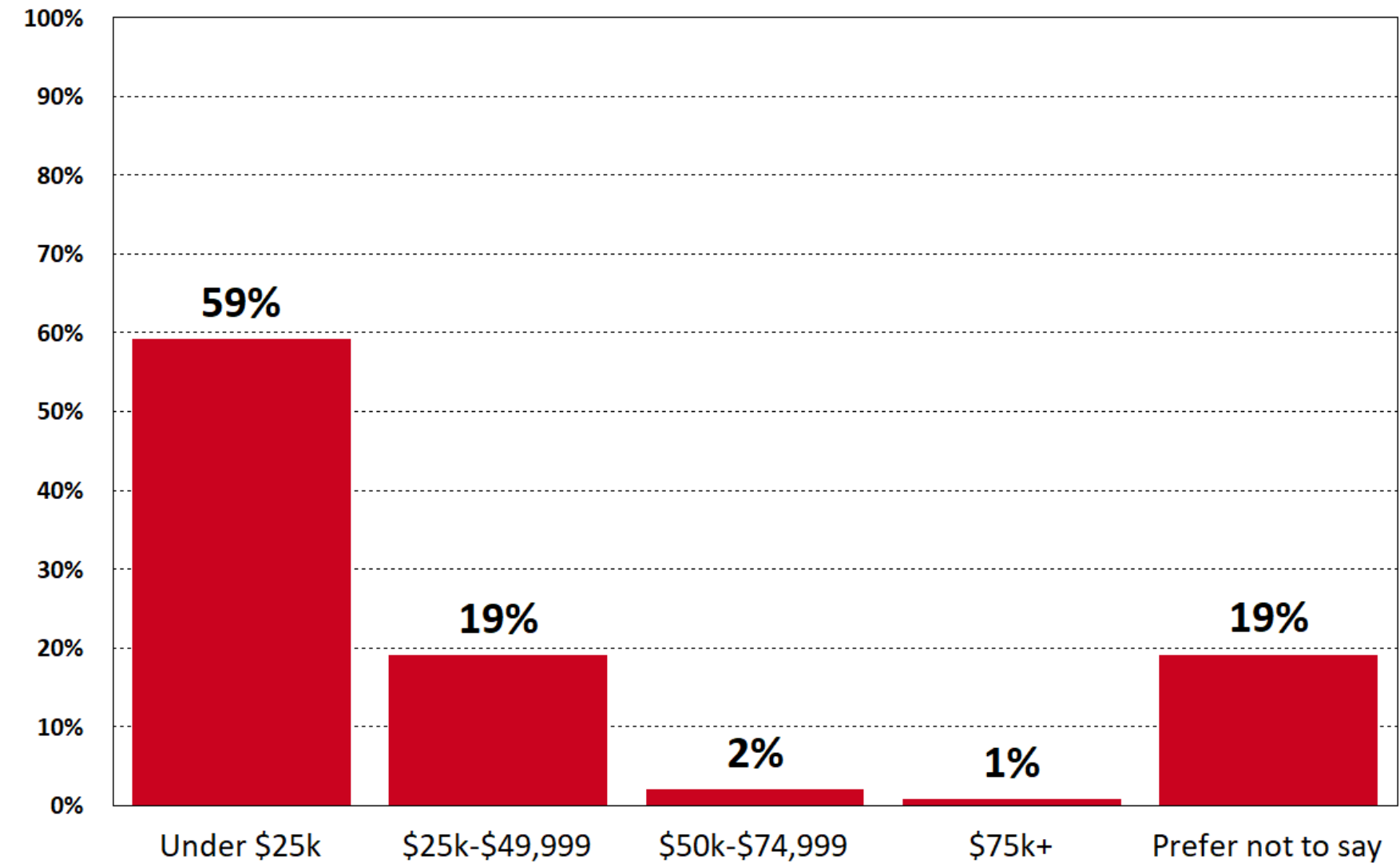
Customer Characteristics

- 69% of Paratransit customers are 65+ years old
- 59% of respondents make less than \$25,000

What is your age?



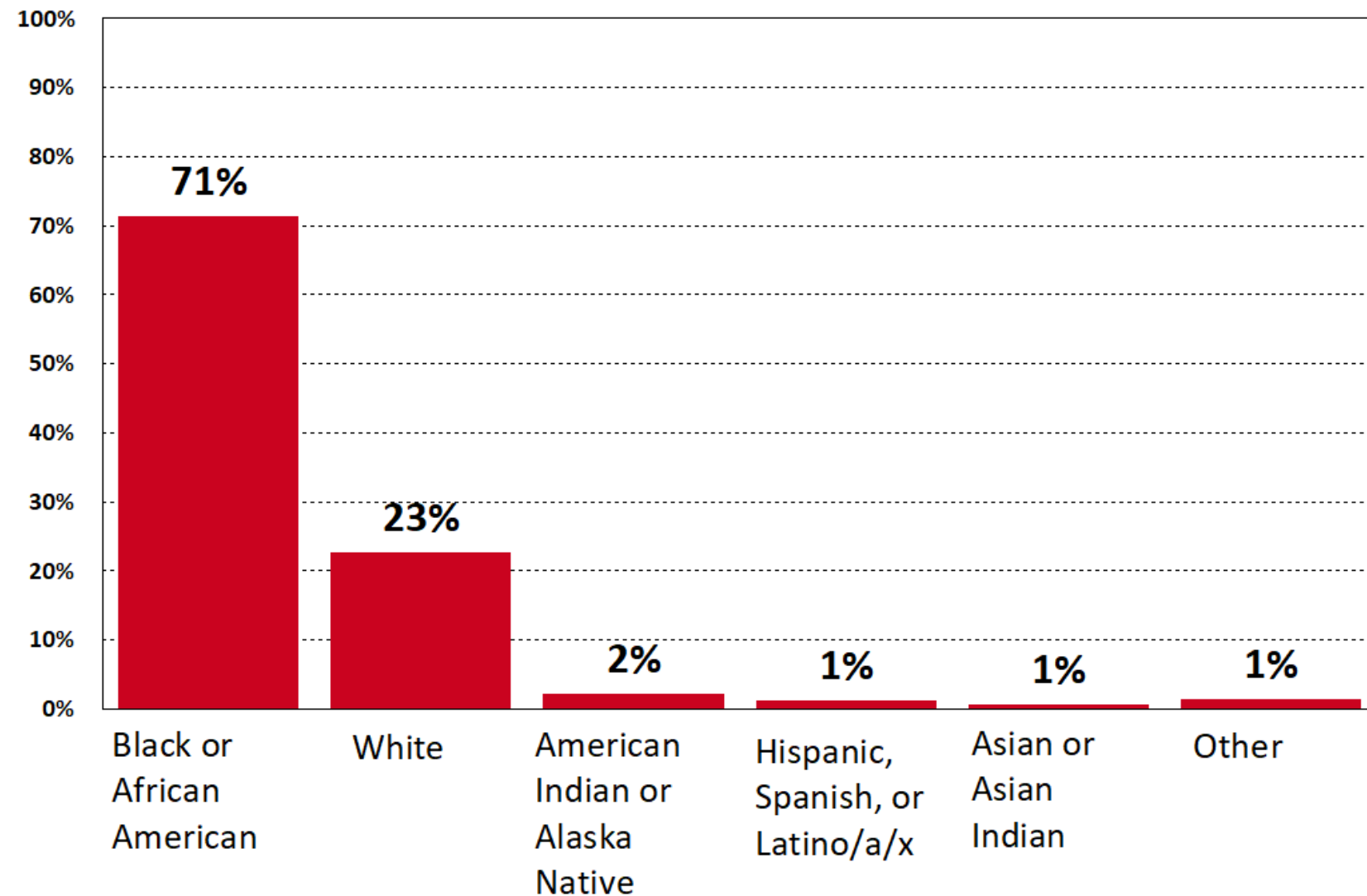
What category best describes your total annual household income?



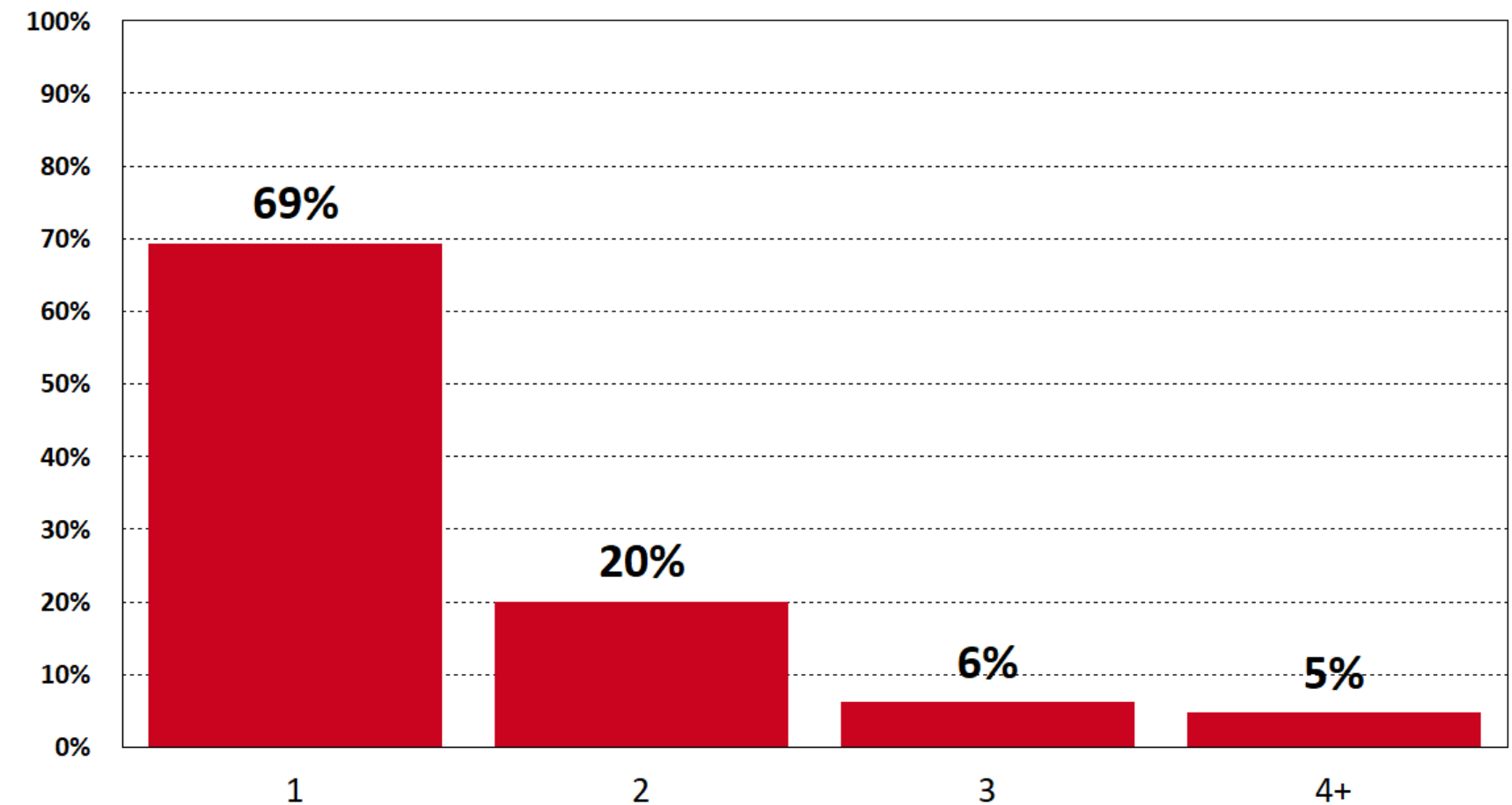
Customer Characteristics

- 71% of Paratransit customers are Black/African American, and 69% live alone

What is your race/ethnicity?



Including yourself, how many people live in your household?



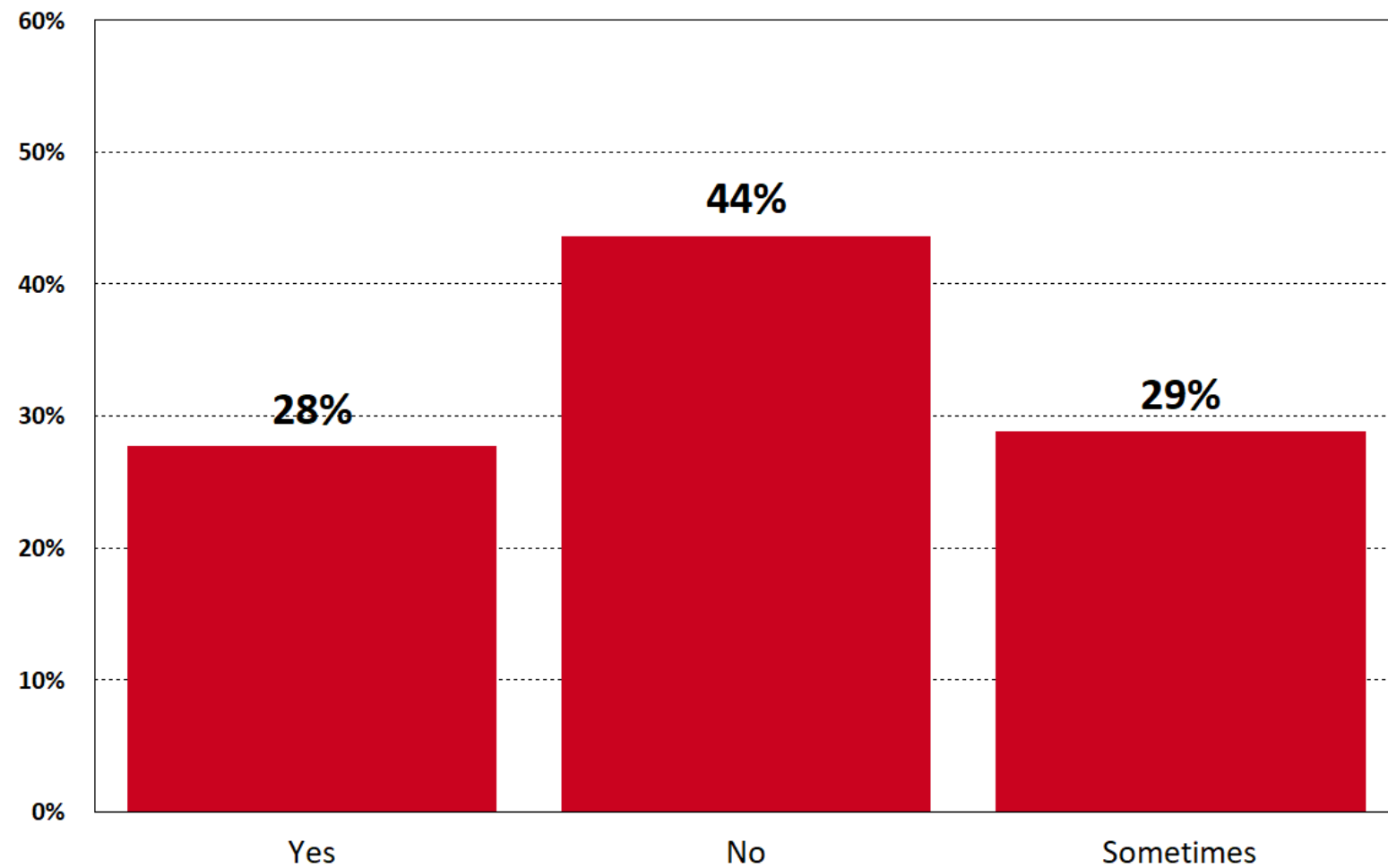


Customer Characteristics

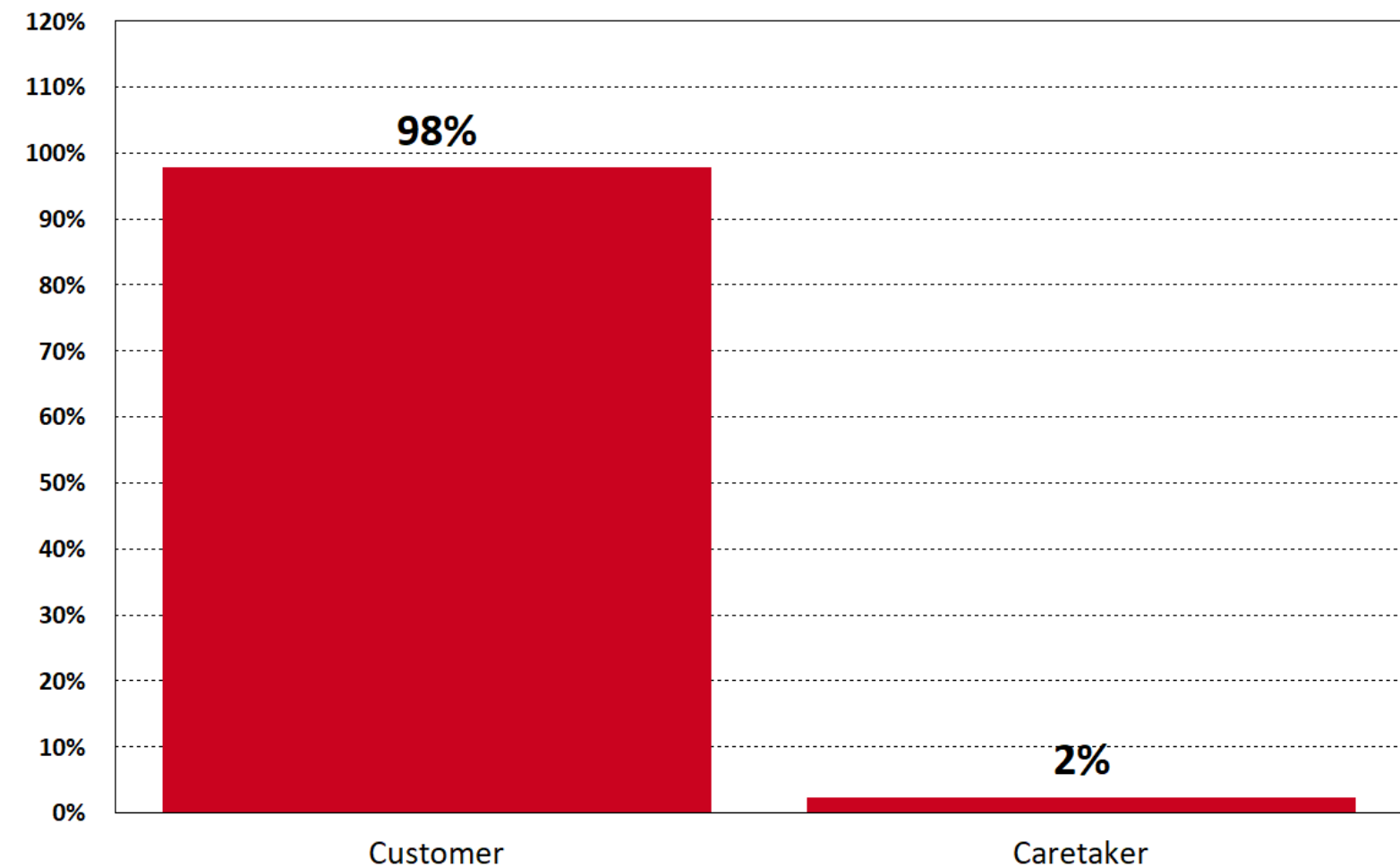


- 28% of Paratransit customers always require a PCA and 29% sometimes do.

Do you require a Personal Care Assistant (PCA) to travel with you?



Are you the customer using RTA Paratransit, or are you the caretaker or family member of the Paratransit customer?

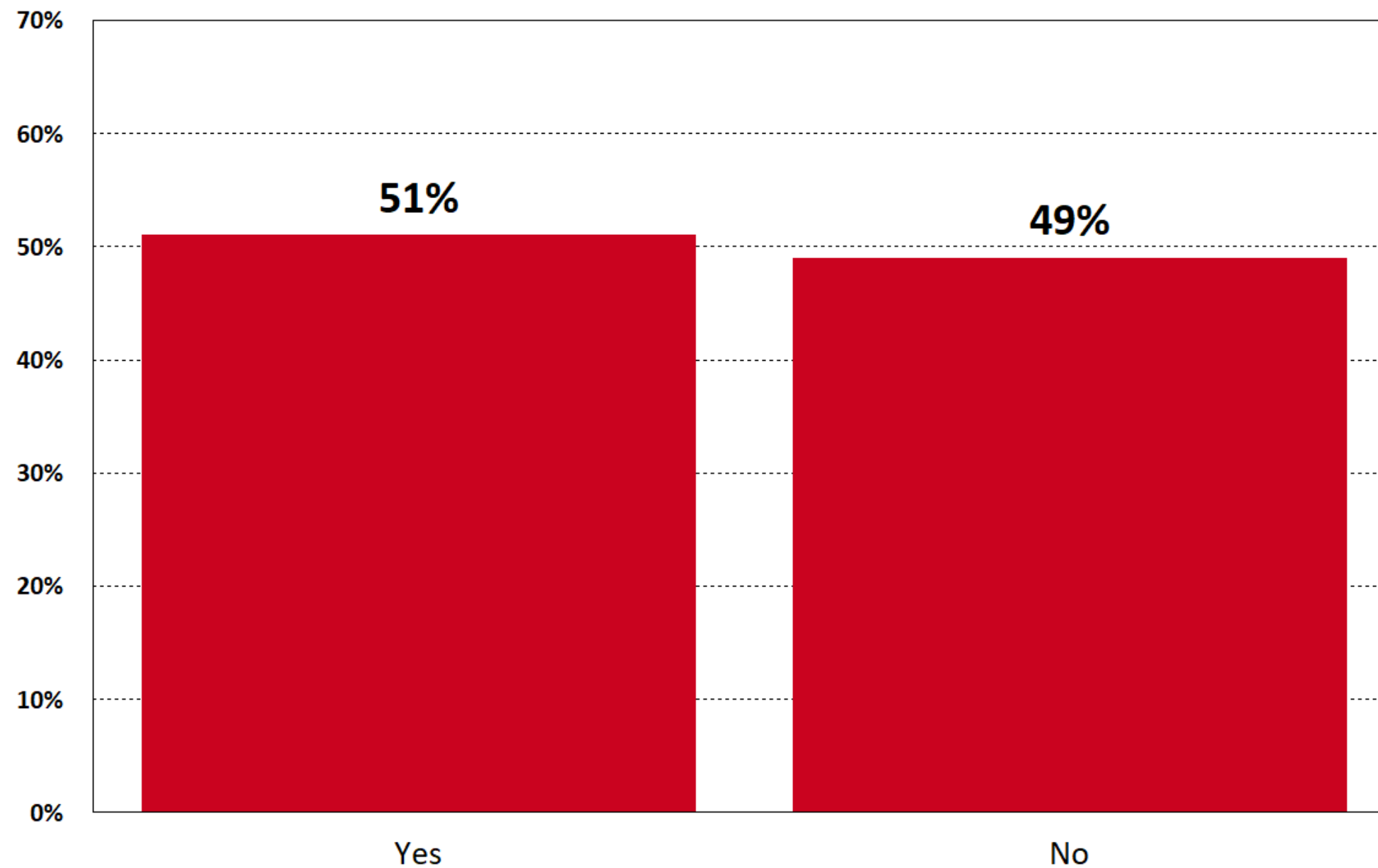




Customer Characteristics

- 51% of Paratransit customers have a mobility device

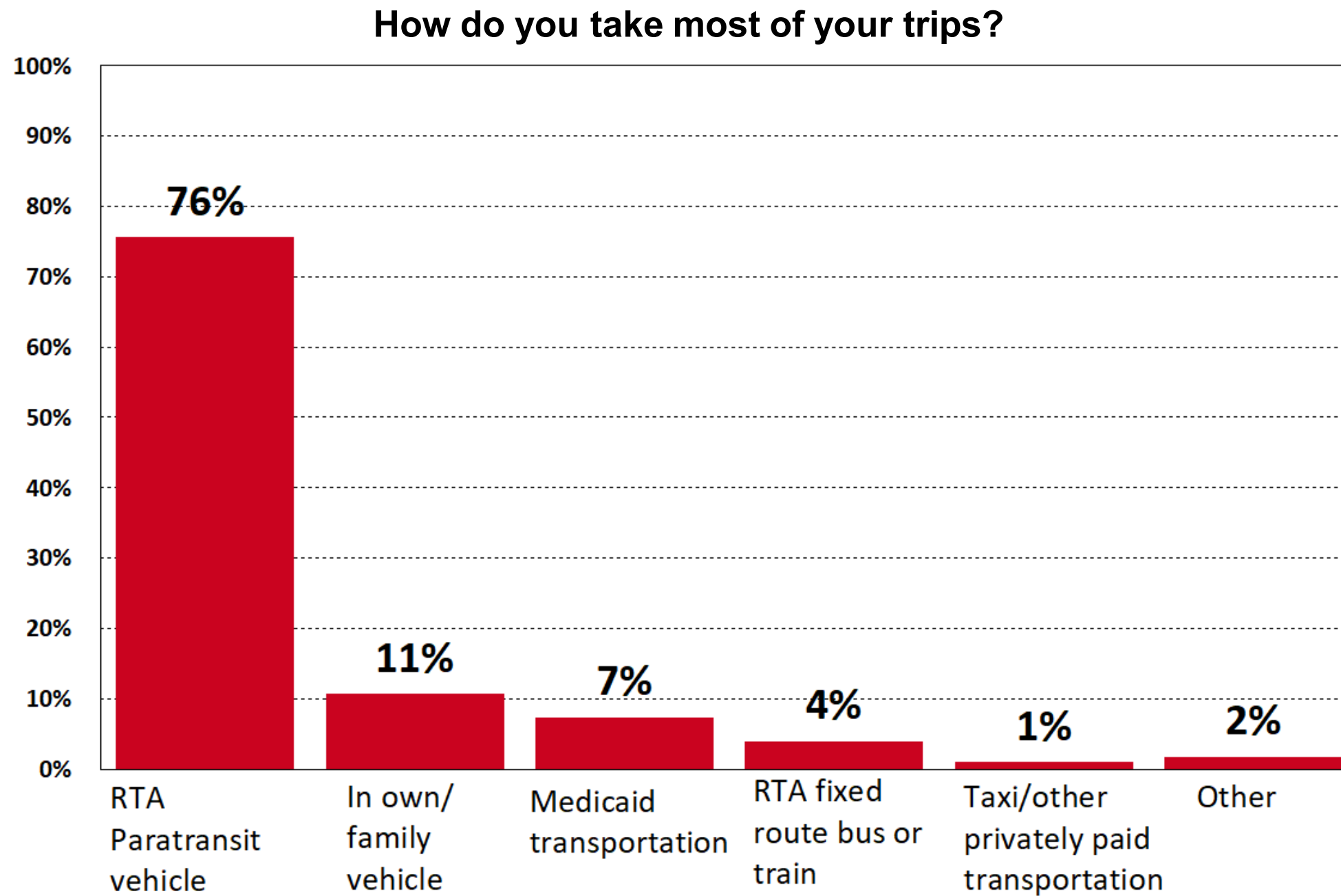
Do you have a wheelchair, scooter,
or other mobility device?





Trip Mode

- 76% of Paratransit customers use Paratransit vehicles to make most of their trips.

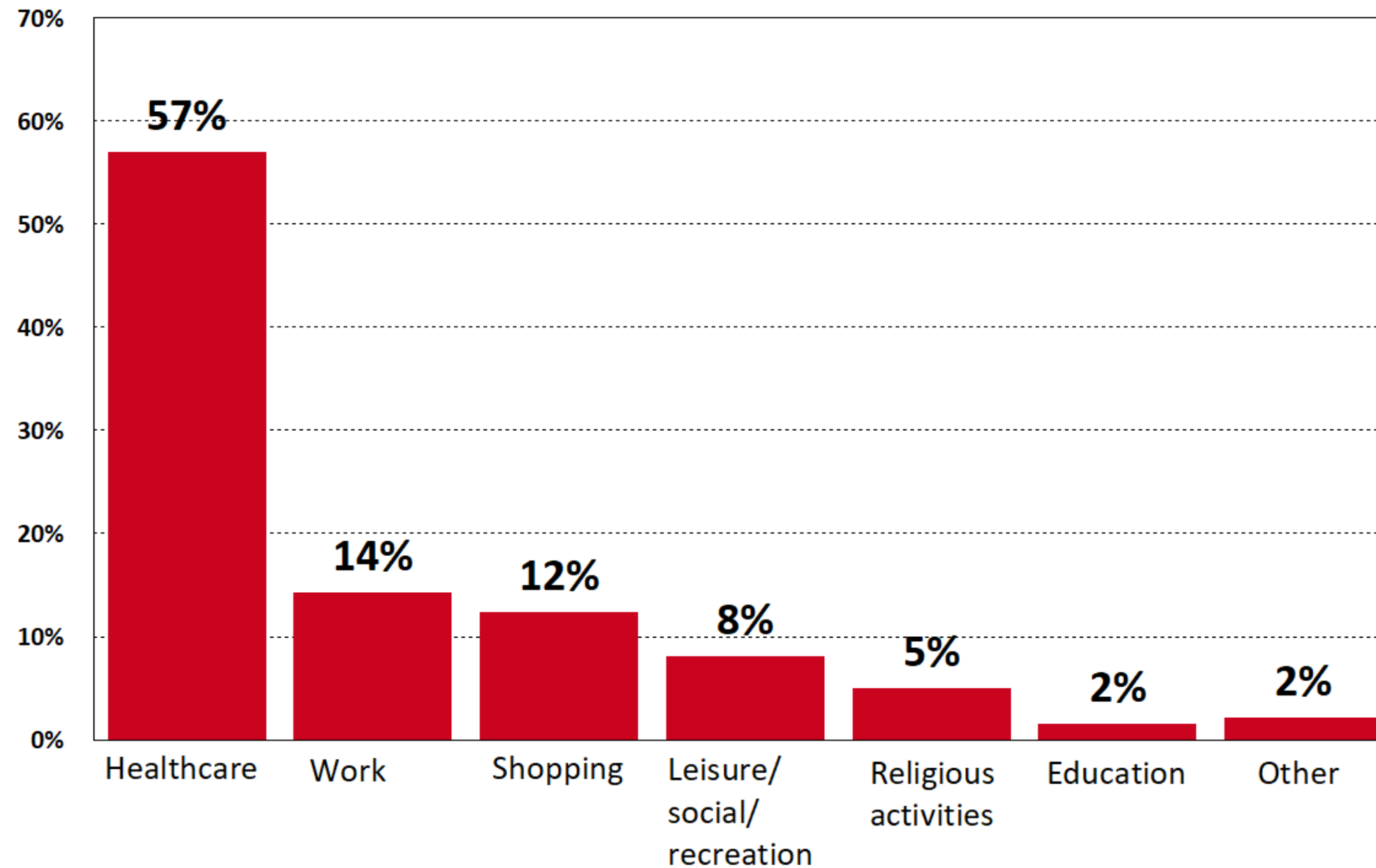




Trip Purpose

- 57% of Paratransit customers use Paratransit most often for healthcare.

What type of trip do you take most often on RTA Paratransit

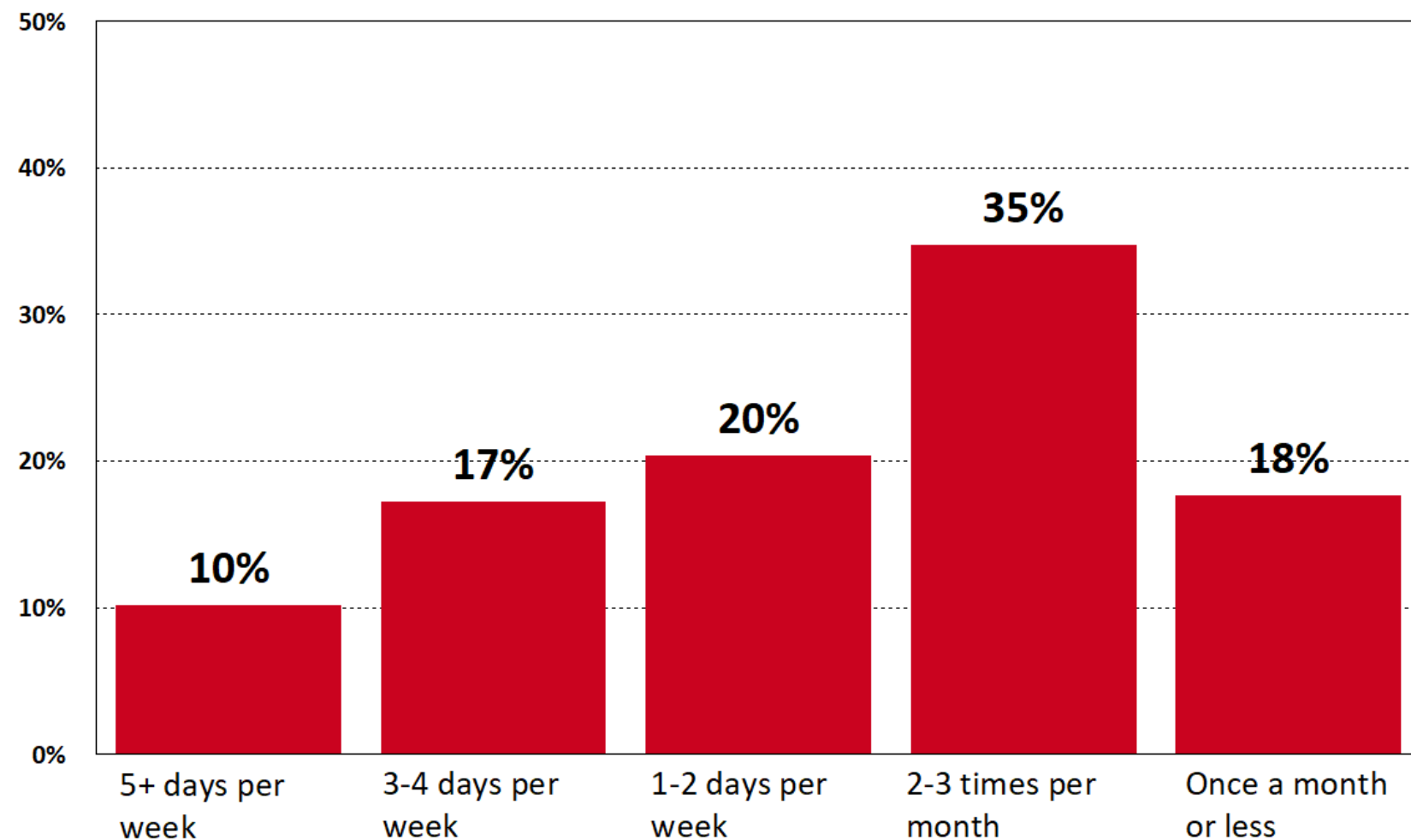




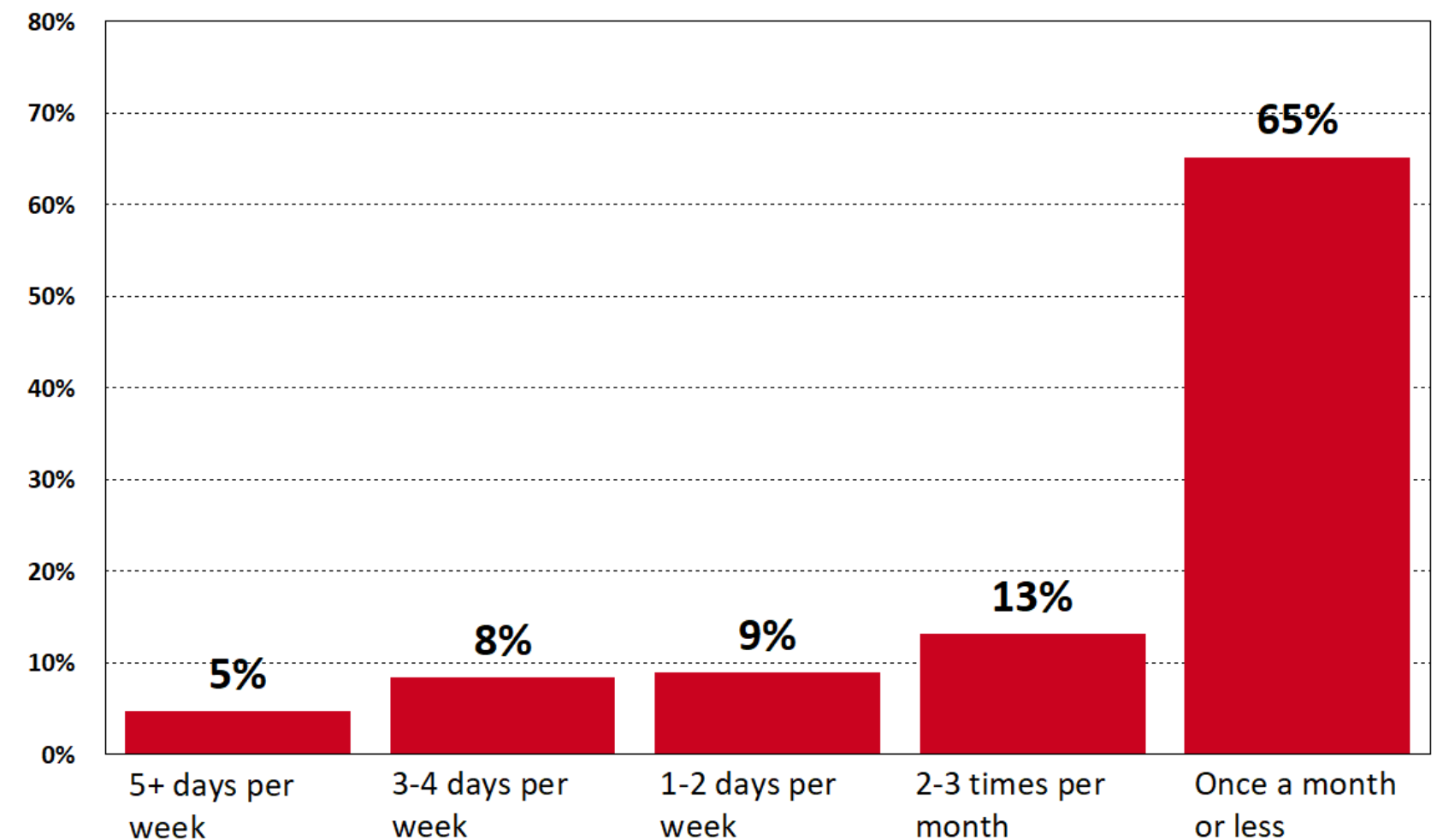
Trip Frequency

- 35% of Paratransit customers take Paratransit 2-3 times per month.
- 65% of Paratransit customers ride other RTA services once a month or less.

How often do you take RTA Paratransit Trips?



How often do you ride other RTA services such as fixed route buses, the Healthline, or Red/Blue/Green Lines?



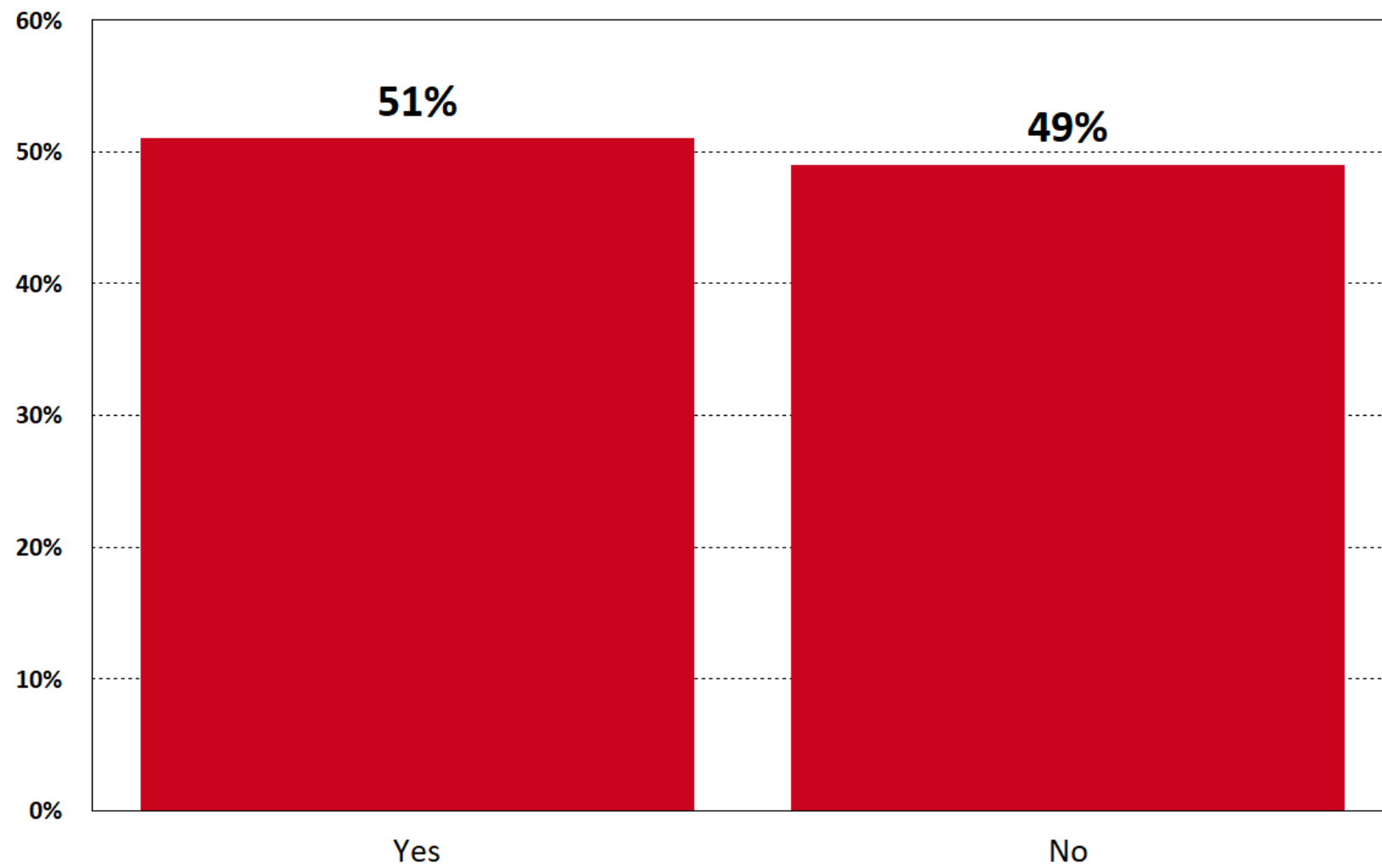


Policy Questions

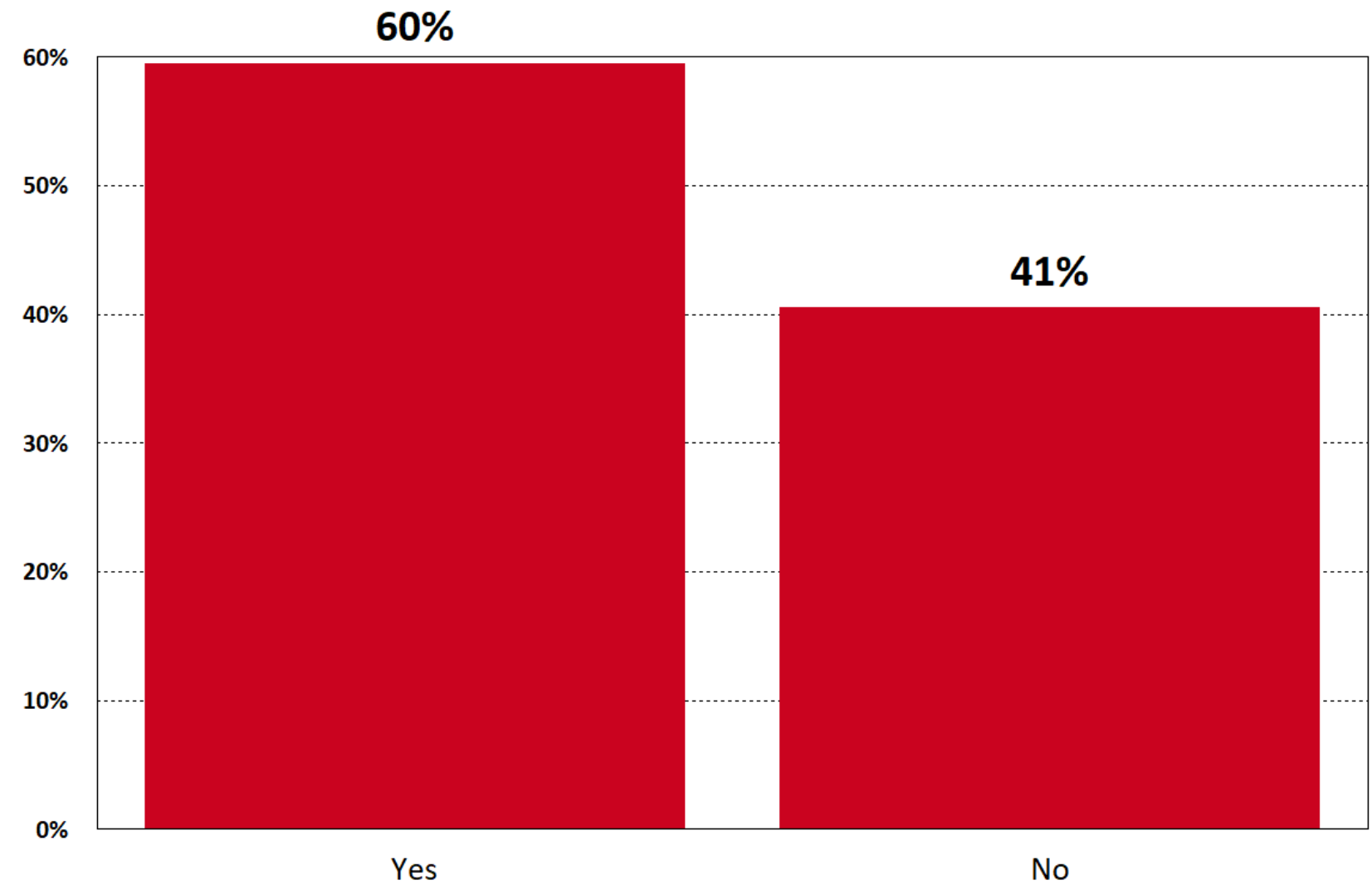


- 51% of respondents would consider a free fixed route or train ride with a travel trainer.
- 60% of respondents are aware of the Senior/Disabled fare for ADA customers.

Would you consider taking a free ride on RTA fixed route bus or train escorted by an RTA travel trainer to help you?



Are you aware that ADA customers pay the Senior/Disabled cash fare of \$1.25 when using fixed-route service?



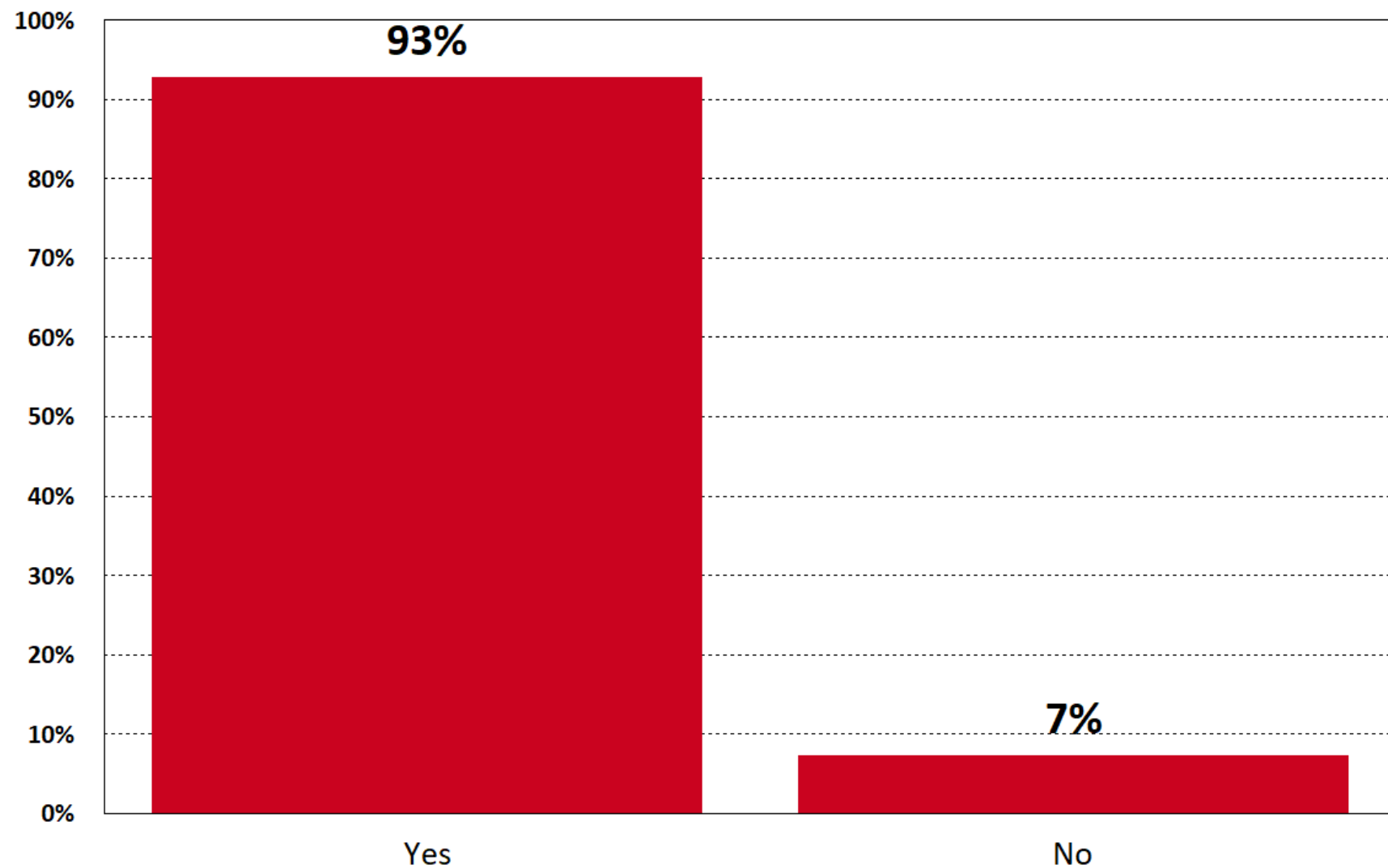


Policy Awareness

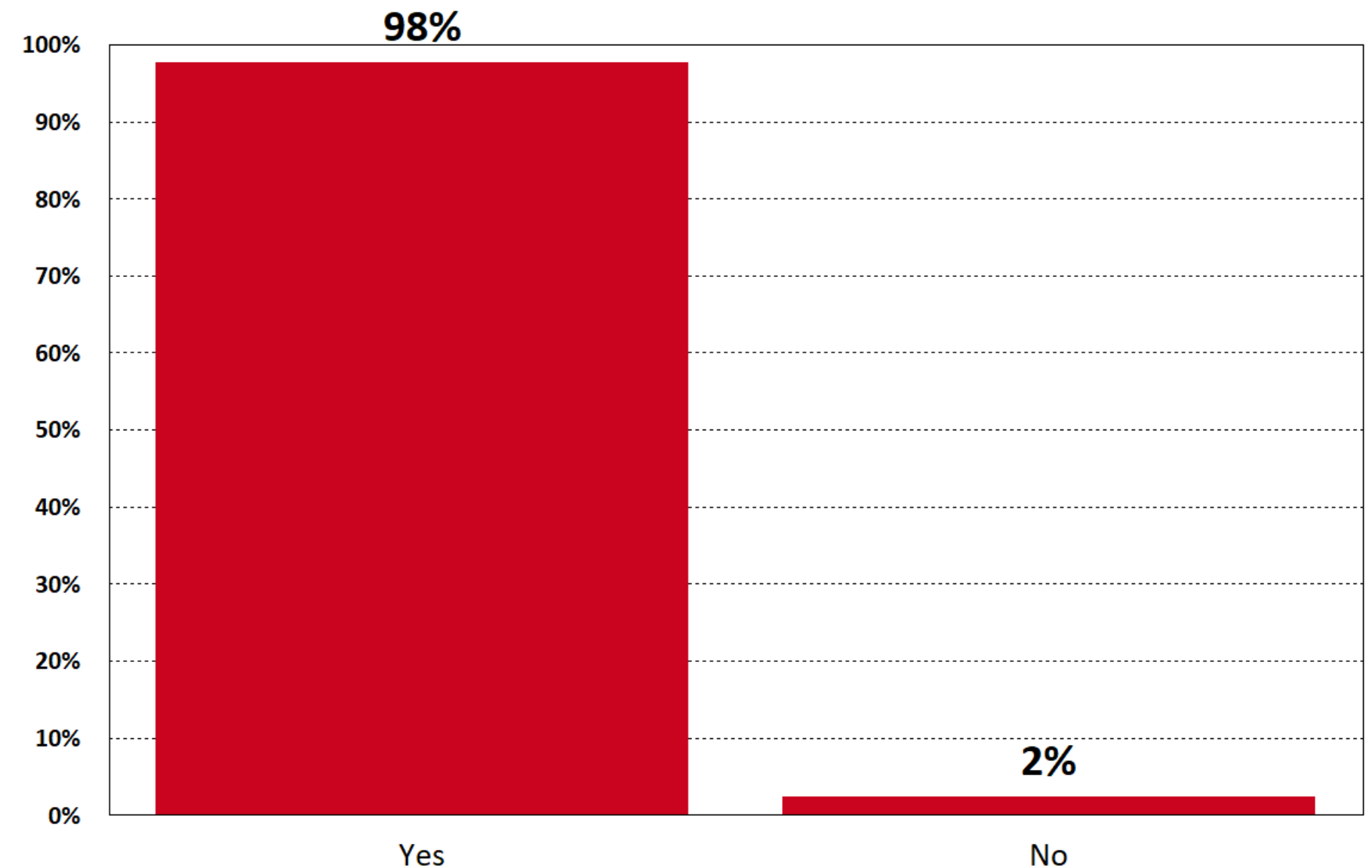


- 93% of respondents are aware of the No-Show policy.
- 98% of respondents are aware of the pickup window.

Are you aware that if you do not board the vehicle within 5-minutes of the vehicle arriving that you can be marked as a No-Show and the vehicle can depart the location?



Are you aware that the pickup window for trips you schedule is 10 minutes before and 20 minutes after the scheduled pickup time?



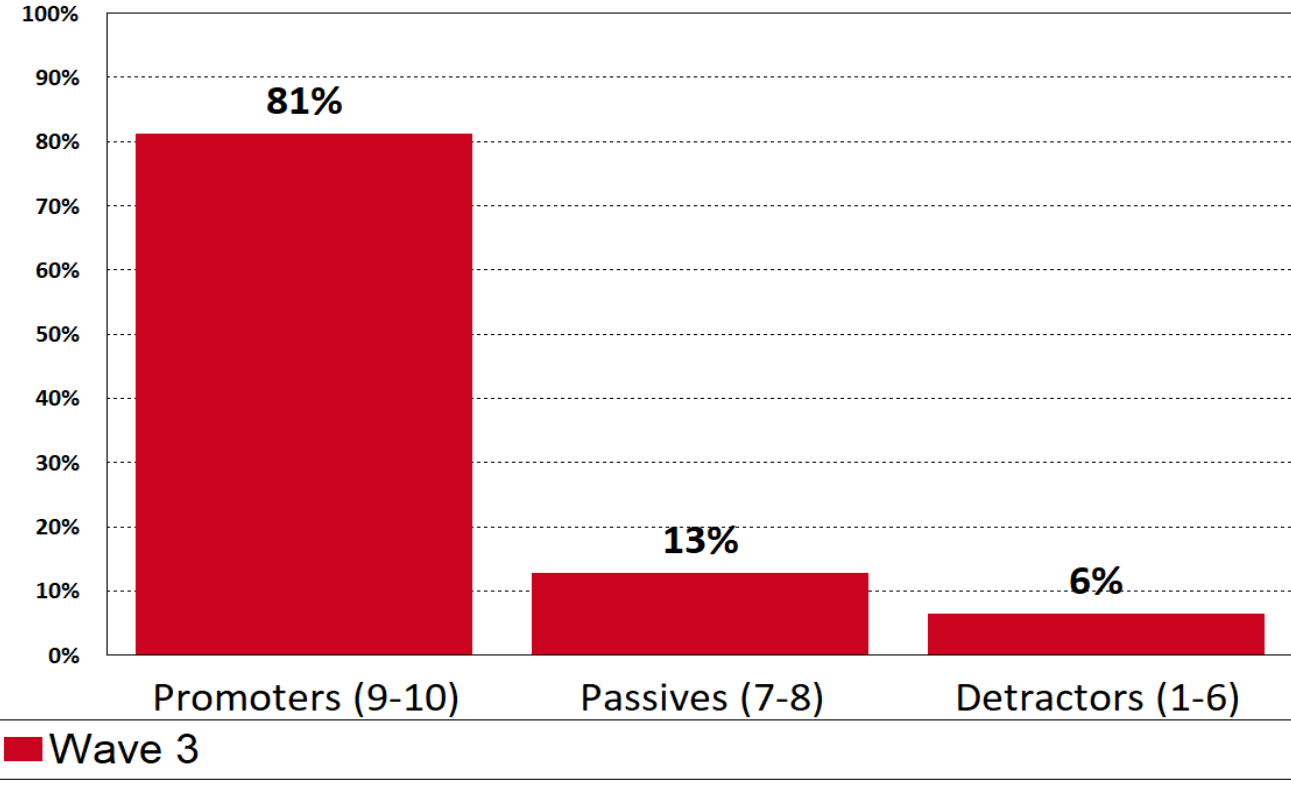
Customer Impressions

Paratransit Service

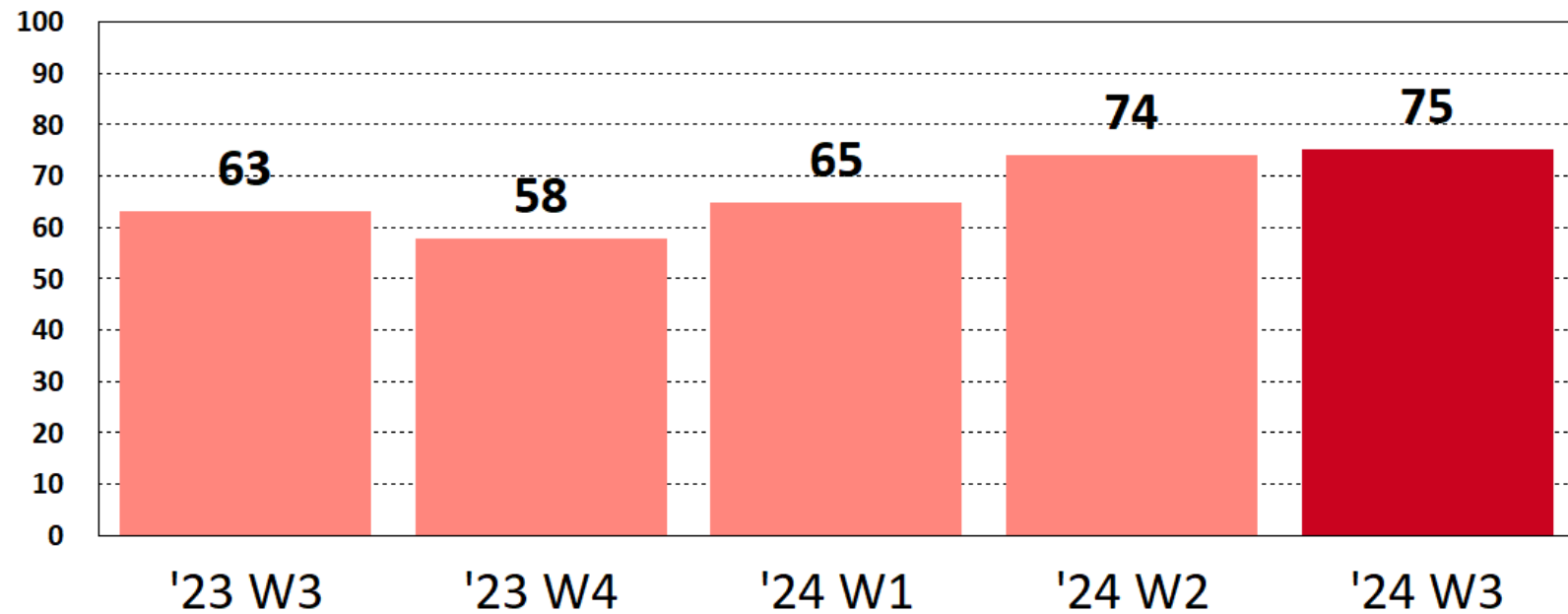


Net Promoter Score (NPS) Paratransit

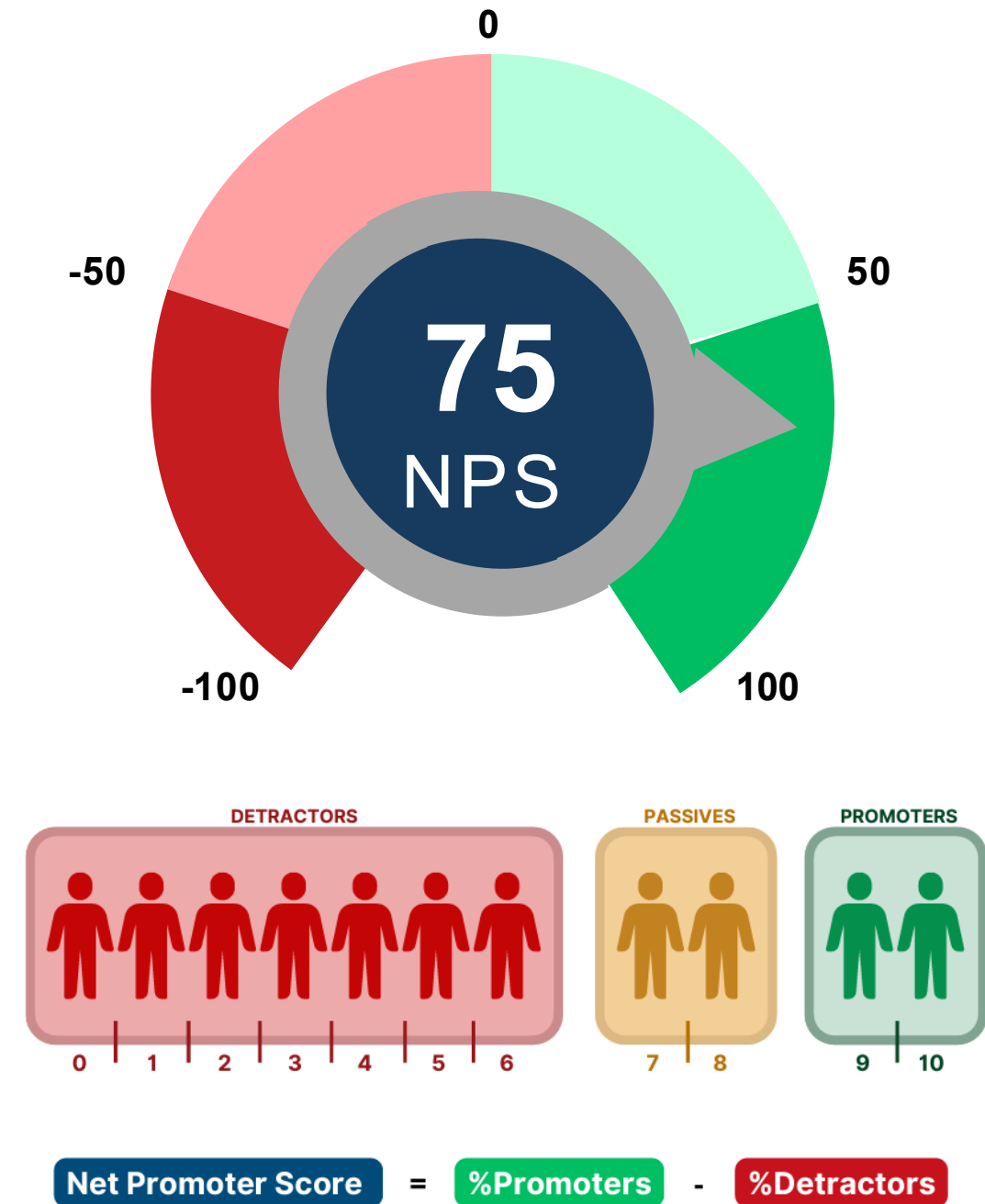
All things considered, how likely would you be to recommend riding RTA paratransit to a friend or neighbor?



Net Promoter Score



RTA's Paratransit NPS is up one points since Wave 1 from 74 To 75.



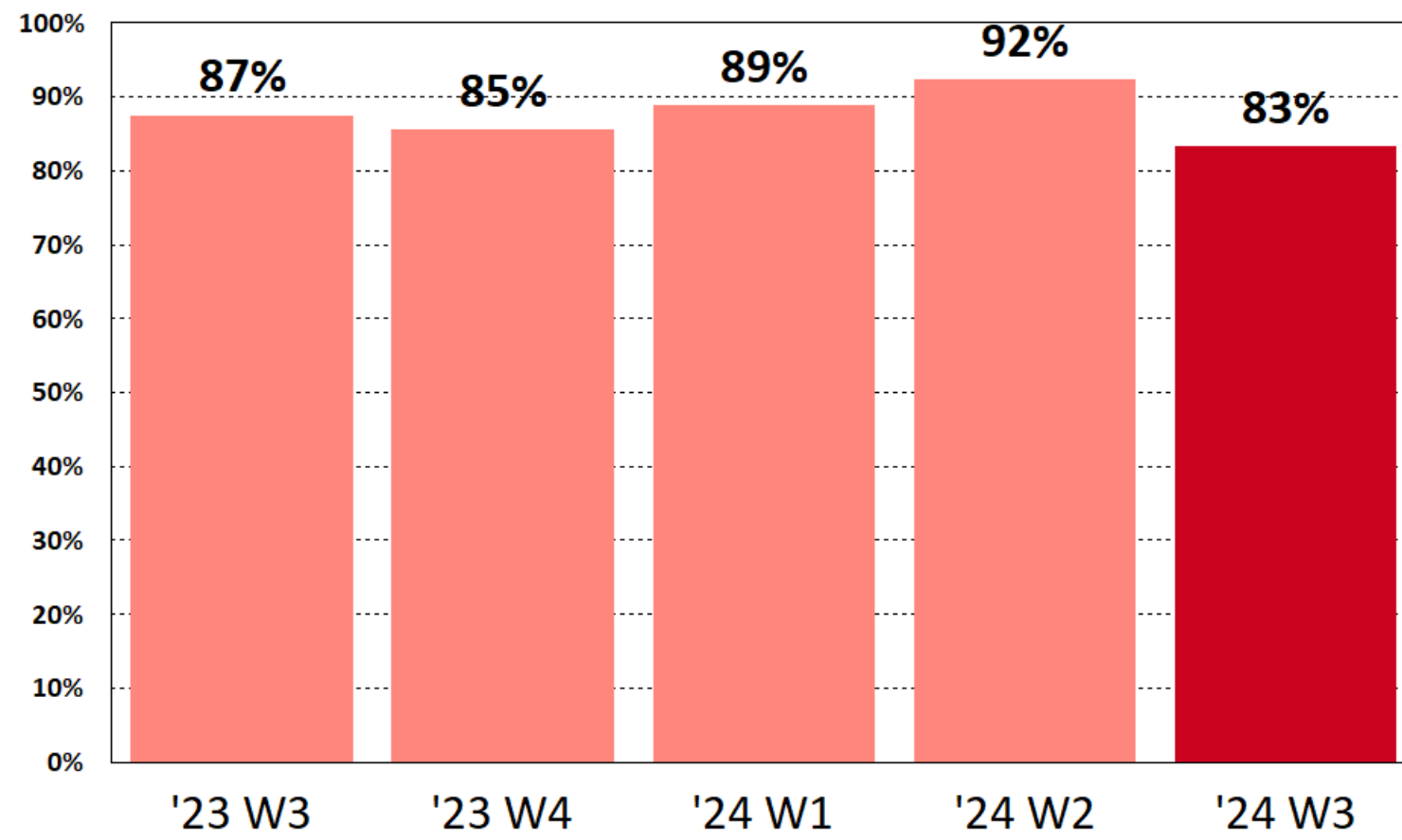


Paratransit Satisfaction



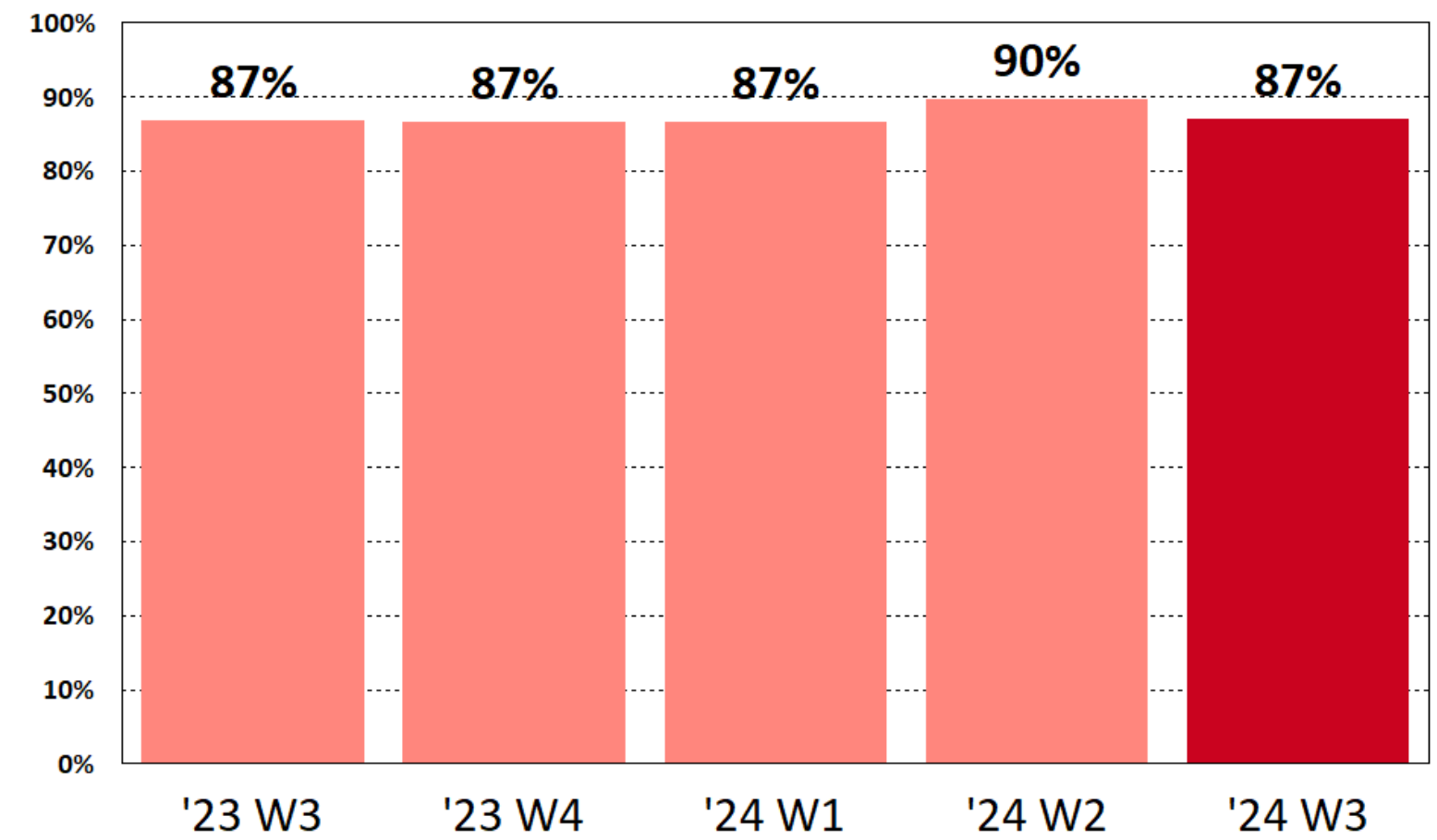
- 83% of respondents are satisfied with the overall quality of RTA Paratransit service.
- 87% of respondents view RTA employees favorably.

Overall Satisfaction with Paratransit Service



How satisfied are you with the overall quality of RTA paratransit service?

Perception of RTA Employees



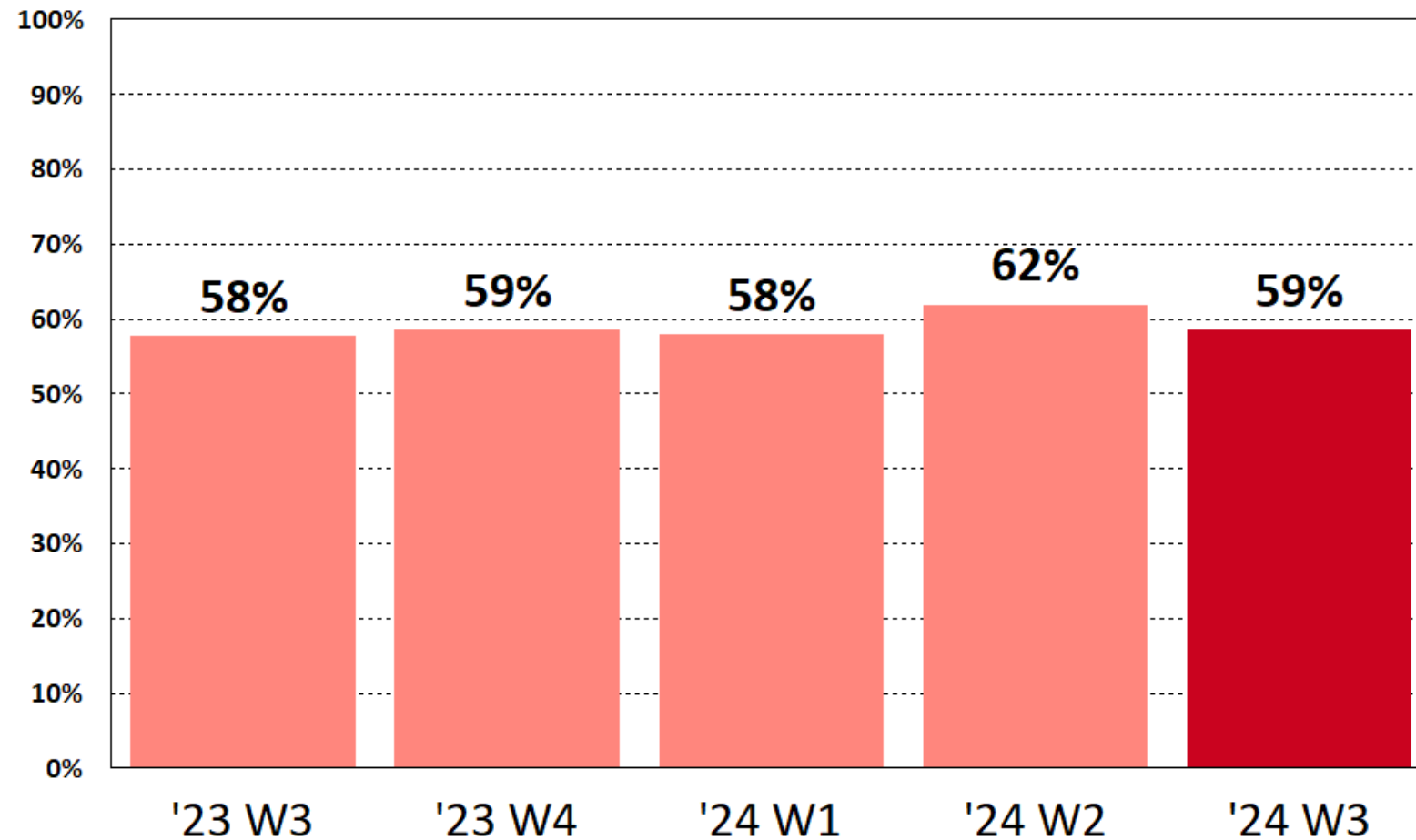
I view RTA employees favorably



Funding

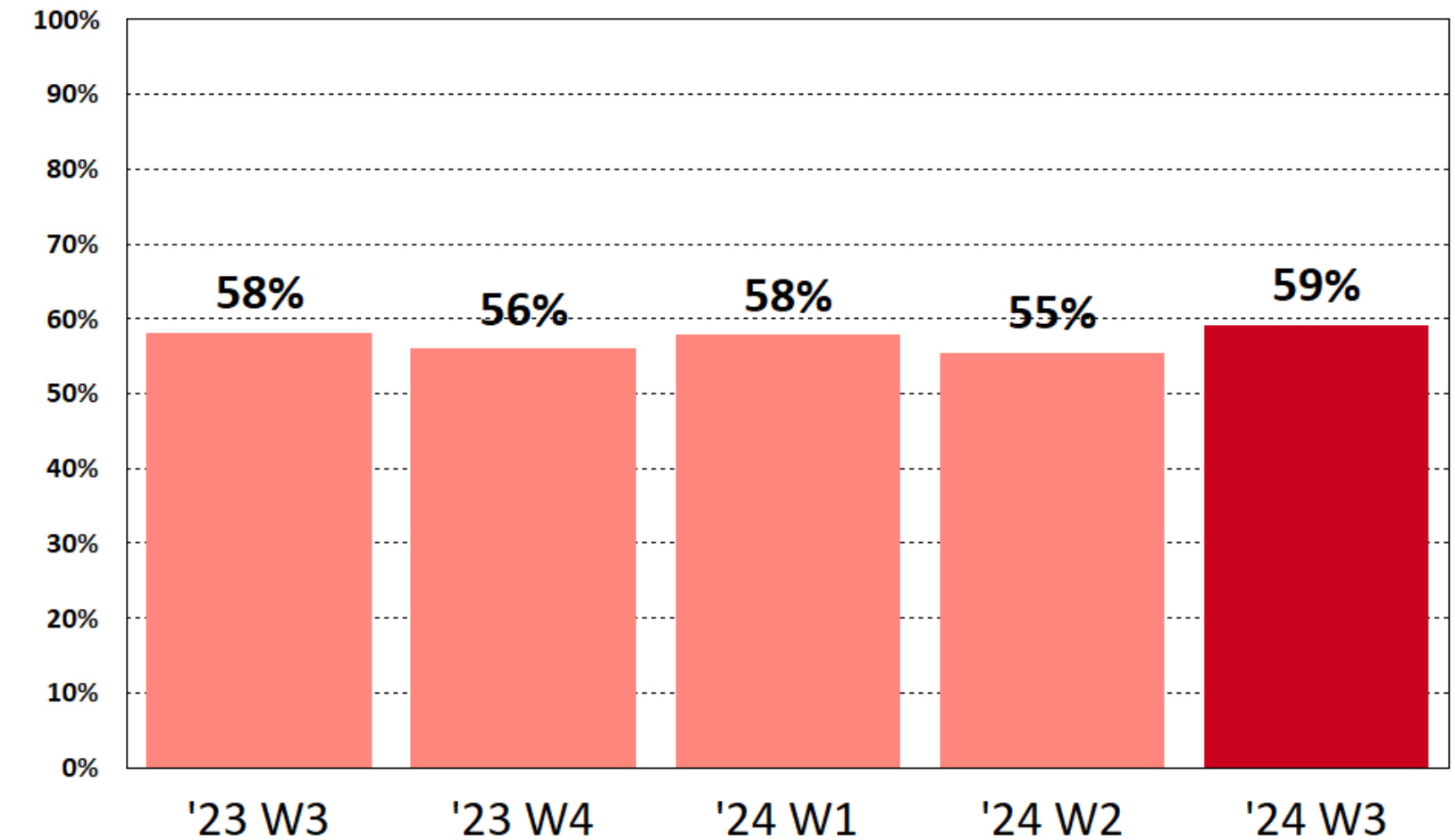
- 59% of respondents believe RTA manages their financial resources appropriately.
- 59% of respondents believe funding should increase to improve service.

Financial Resources



RTA manages their financial resources appropriately

Funding



The community should consider increasing funding in order to improve services

Customer Importance Factors

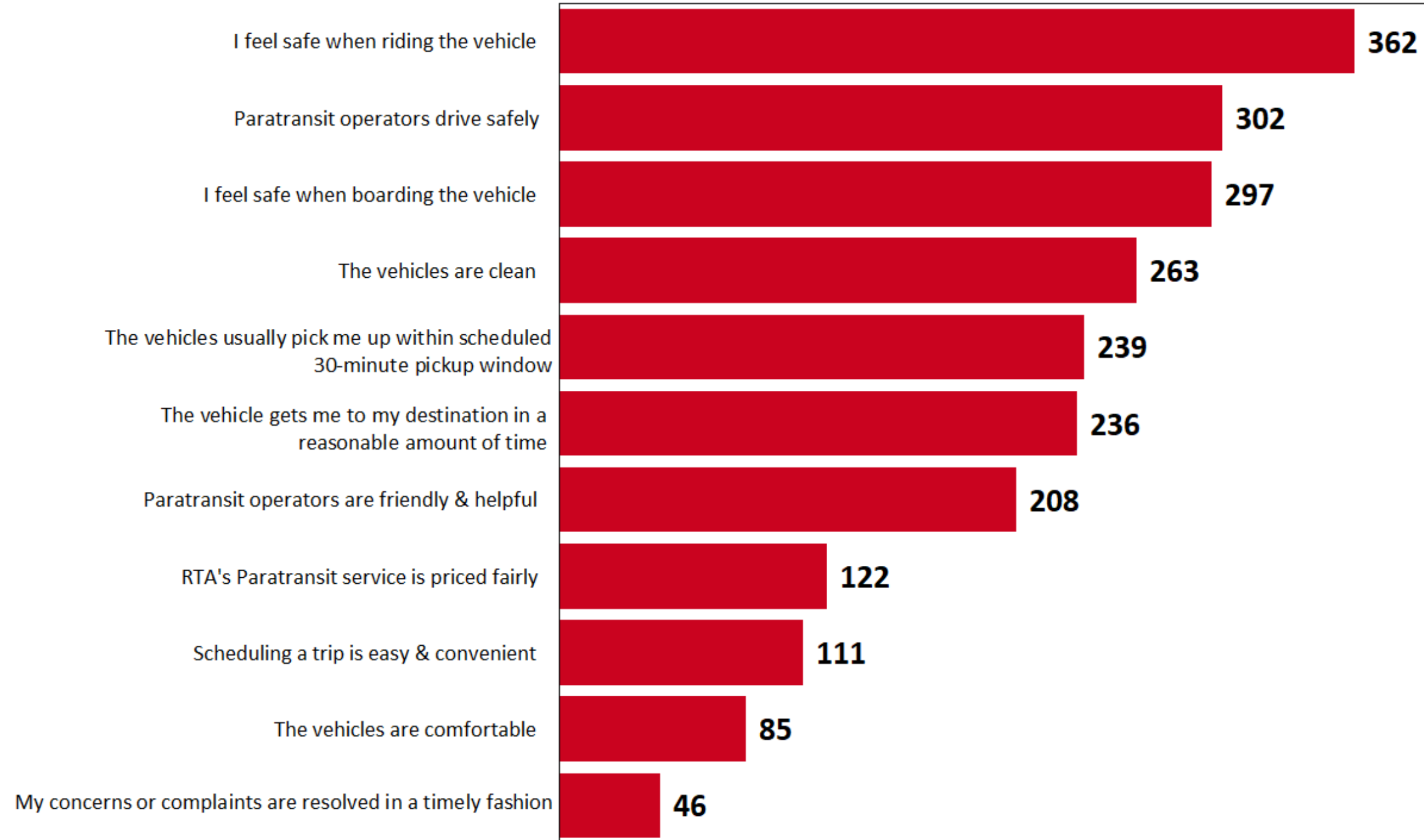
Paratransit Service



Customer Importance Factors



The top customer importance factors were safety while riding (362), operators drive safely (302), and safety while boarding the vehicle(297).

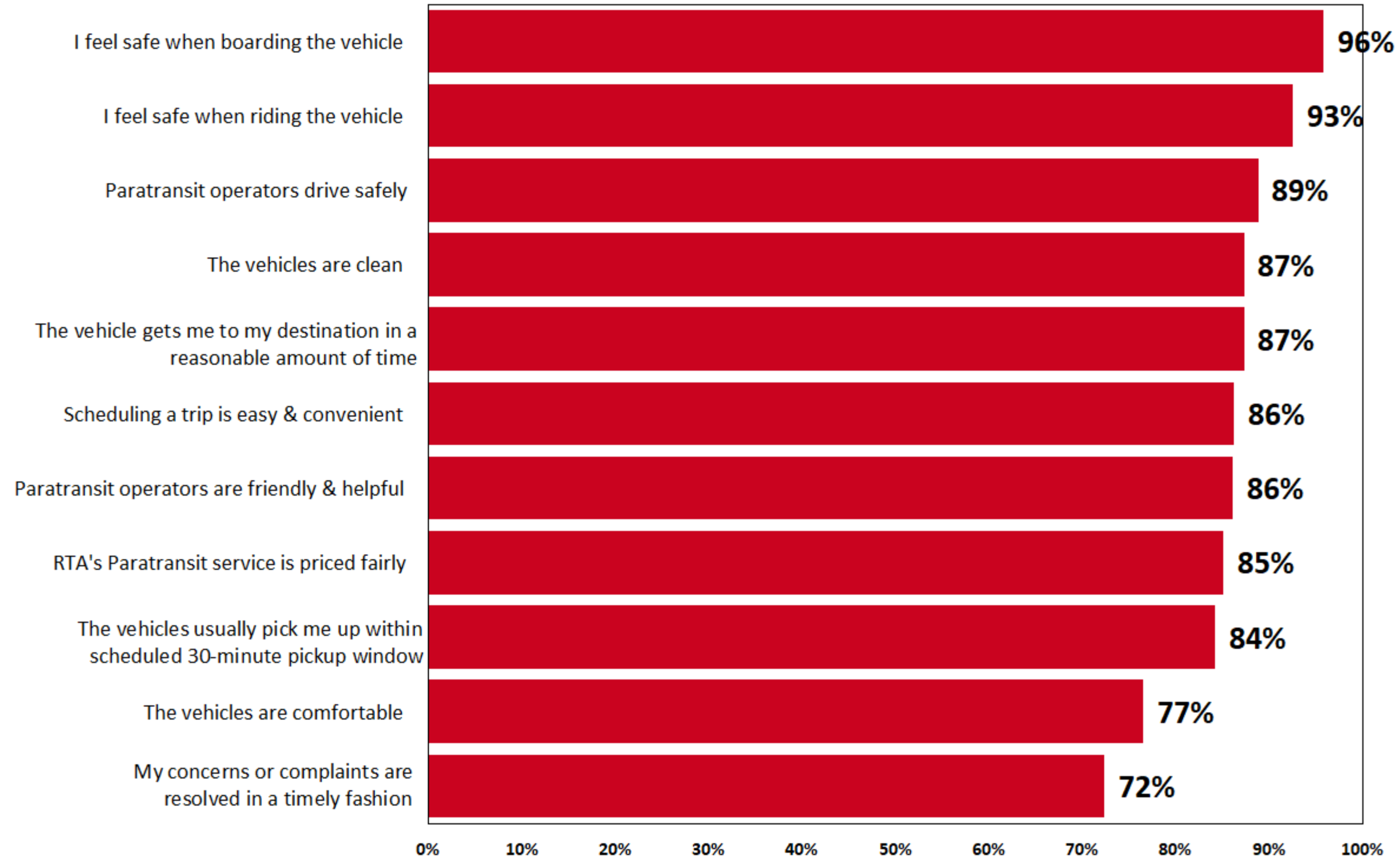




Level of Agreement



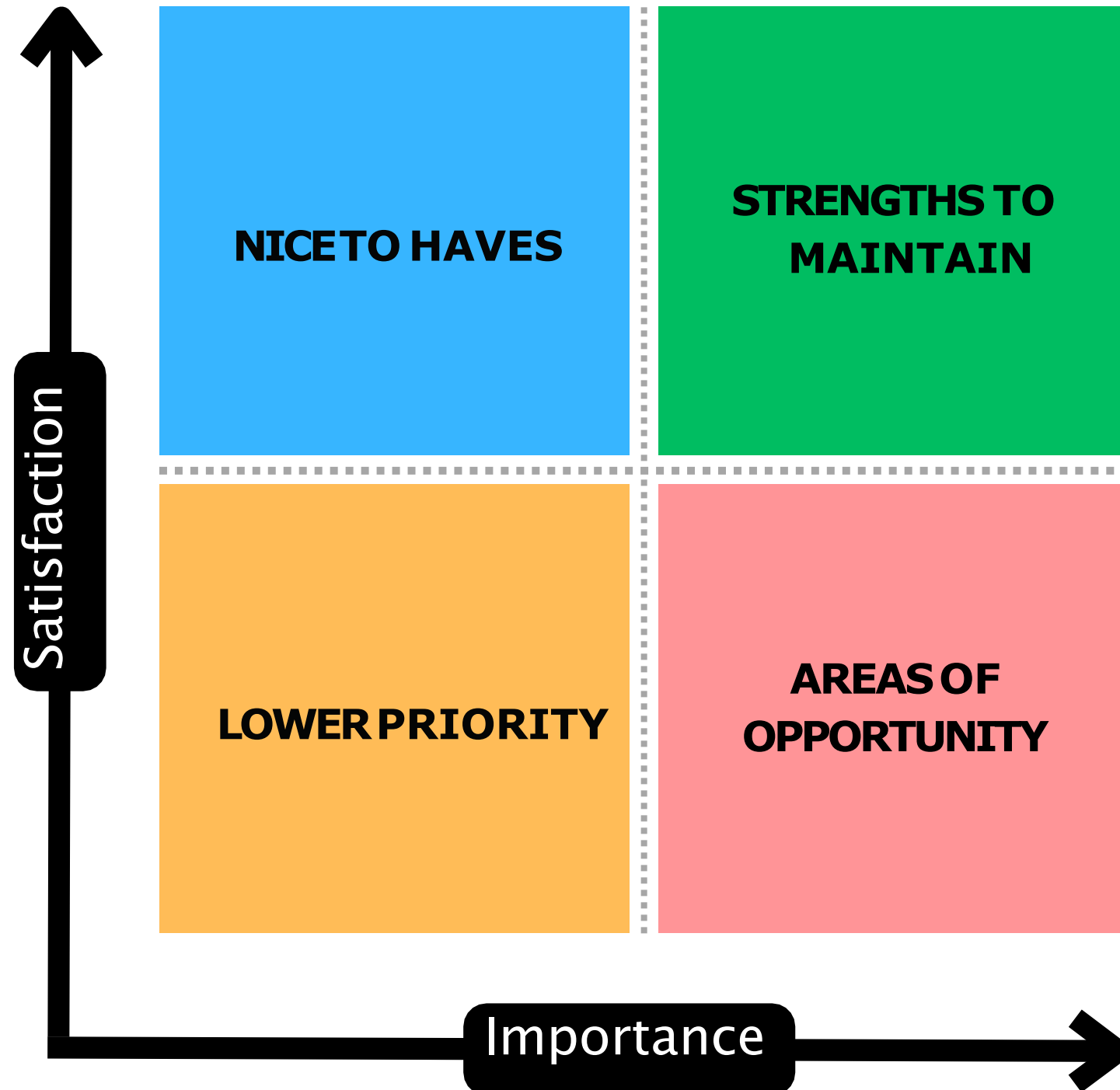
Paratransit



Key Driver Analysis

The Key Driver Analysis takes each area of service and compares its customer importance ranking against its customer satisfaction level. The graph is divided into four actional quadrants:

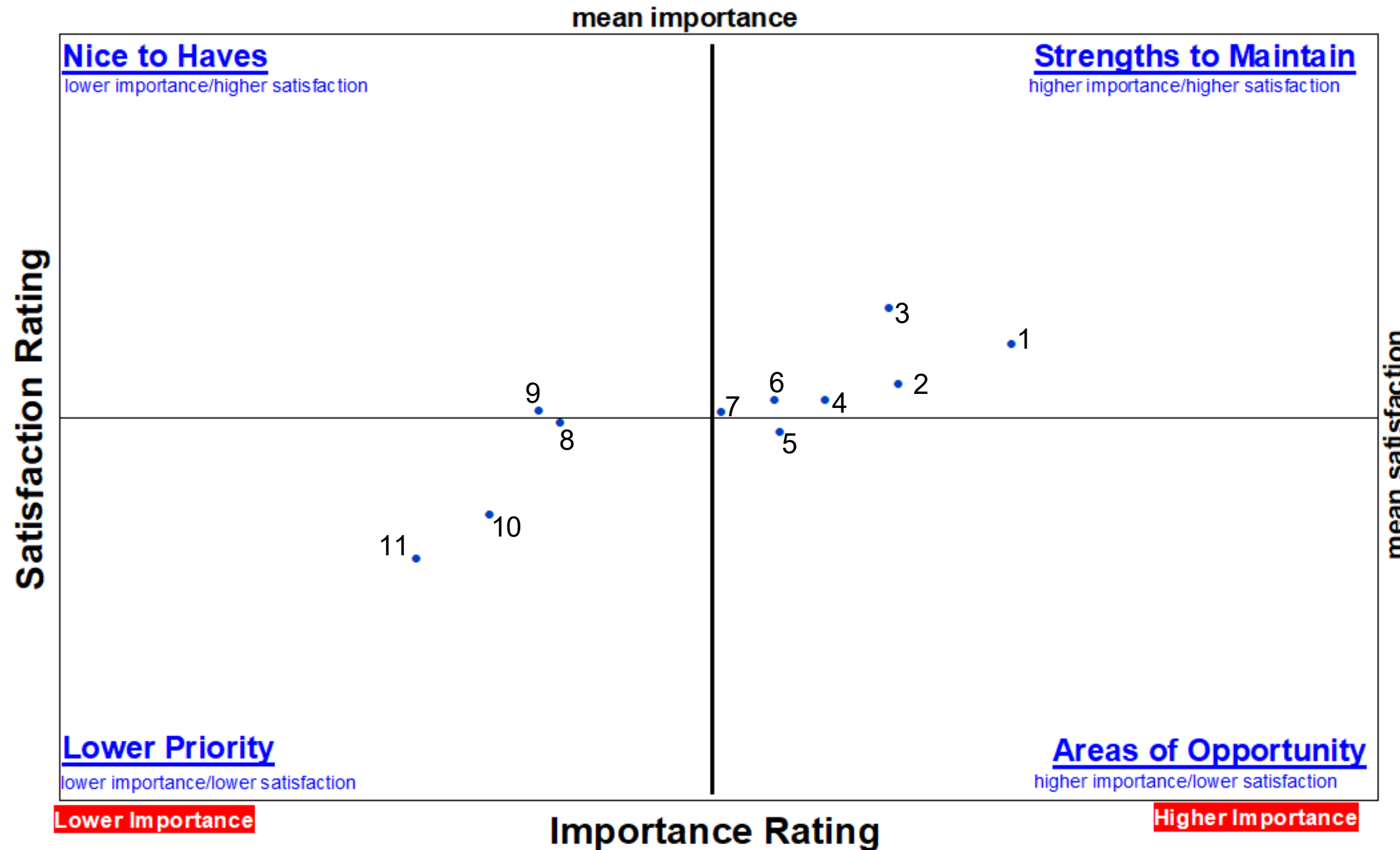
Satisfaction vs. Importance



1. **Lower Priority** - This quadrant contains areas of service that have lower importance rankings and lower satisfaction levels. Although these have lower satisfaction levels, they are less important to customers and will have a smaller impact on overall customer satisfaction.
2. **Nice to Haves** - This quadrant contains areas of service that have lower importance rankings and higher satisfaction levels. Although customers are highly satisfied in these areas, these areas are less important to customers and will have a smaller impact on overall customer satisfaction.
3. **Areas of Opportunity** - This quadrant contains areas of service that have higher importance rankings and lower satisfaction levels. These areas are ranked as highly important to customers and will have a larger impact on overall customer satisfaction as the service is improved and satisfaction is raised.
4. **Strengths to Maintain** - This quadrant contains areas of service that have higher importance rankings and higher satisfaction levels. Customers find these areas of high importance and are highly satisfied with the level of service. These satisfaction levels should be maintained in order to continue a positive overall customer satisfaction.

Key Driver Analysis

Improvements in the "Areas of Opportunity" will most efficiently move the needle by bringing customers more satisfaction in what they value.



Legend

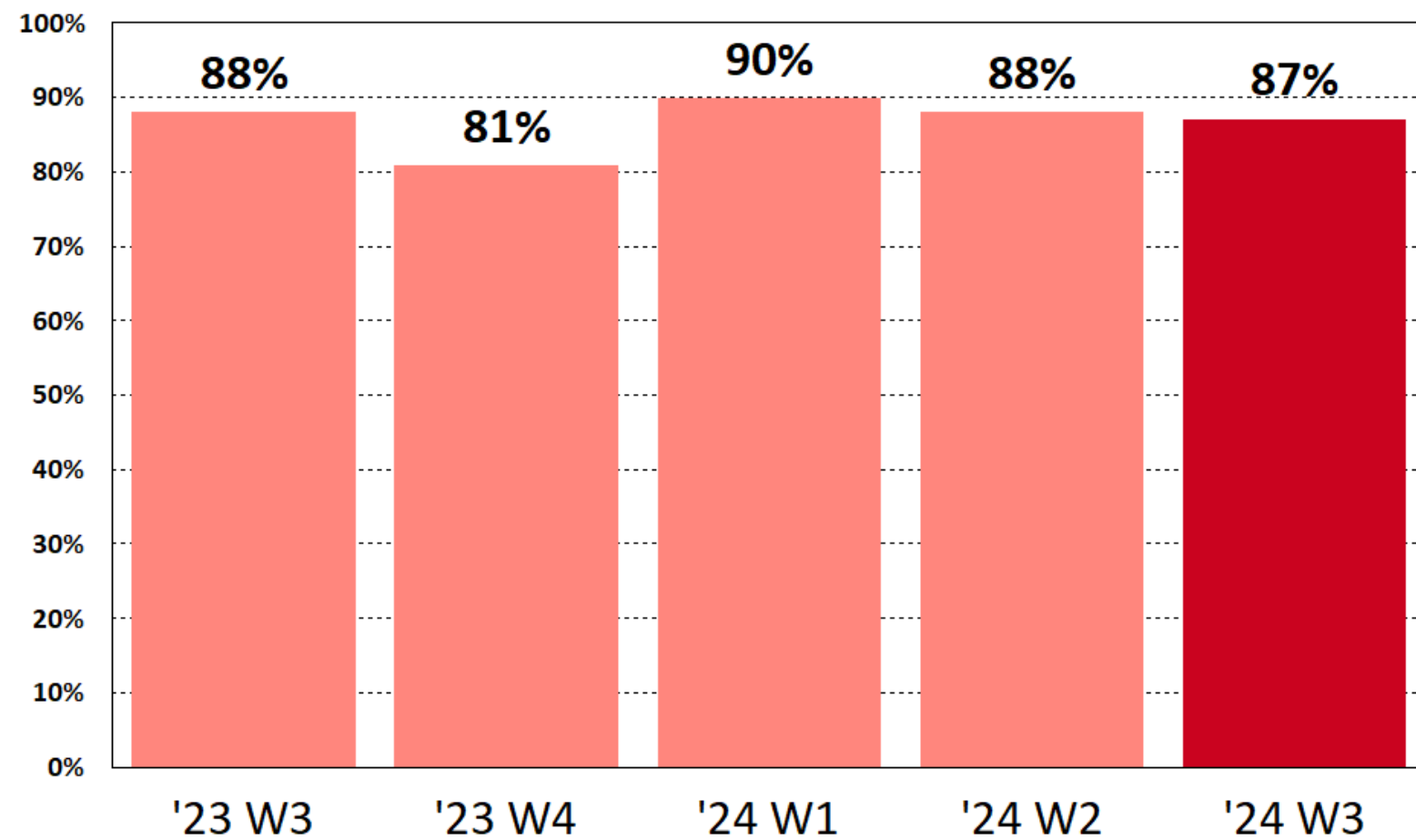
1. Safety on the vehicle
2. Operators driving safely
3. Safety while boarding
4. Vehicle cleanliness
5. Vehicles arriving on time
6. Travel time
7. Operators being friendly & helpful
8. Paratransit being priced fairly
9. Ease & convenience of scheduling a trip
10. Vehicle comfort
11. Concerns & complaints being resolved quickly



Travel Time & On-Time Performance

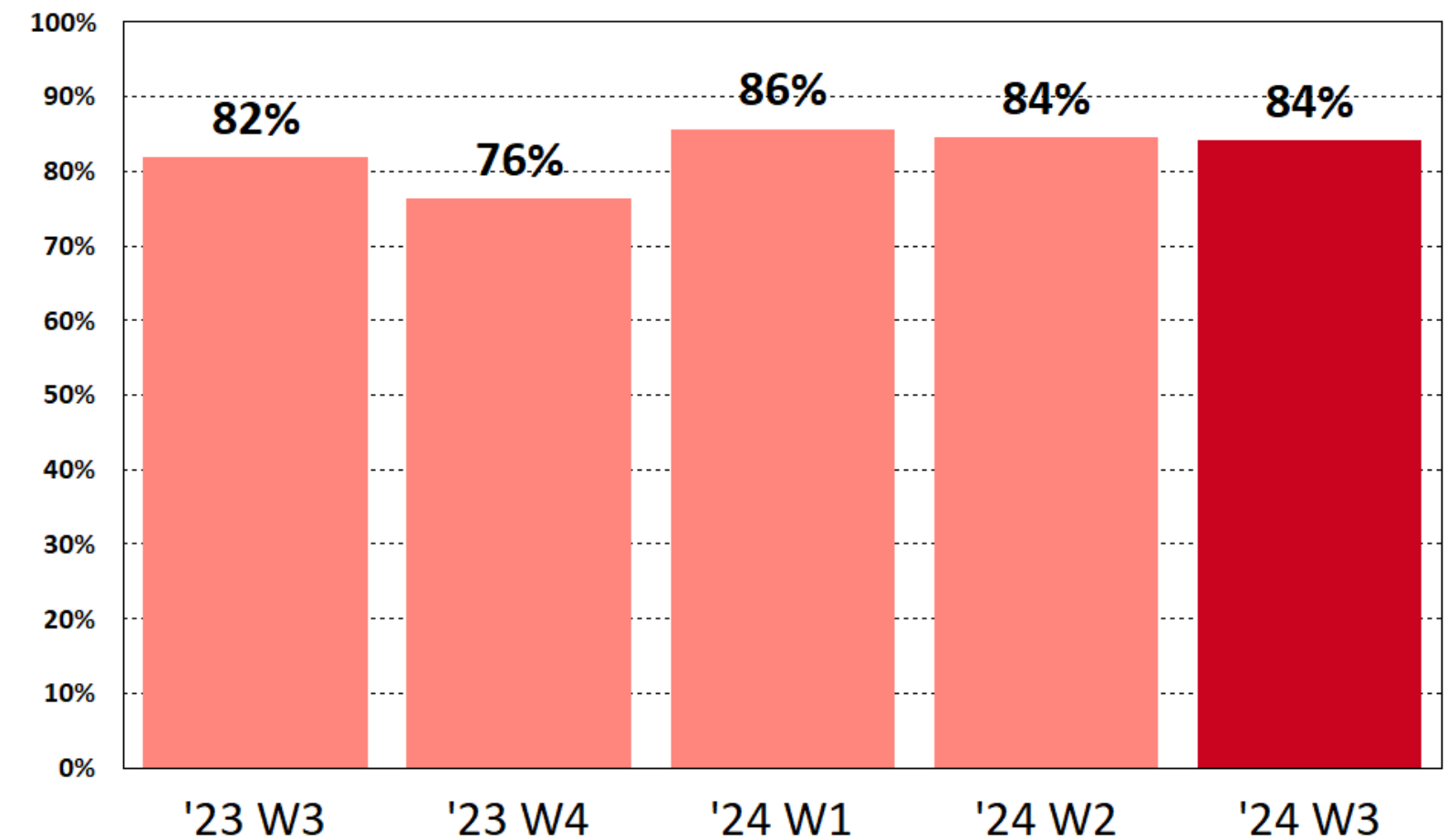
- 87% of respondents believe the vehicle gets them to their destination in a reasonable time.
- 84% of respondents say the vehicles usually arrive during the scheduled window.

Travel Time



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

On-Time Performance



The vehicles usually pick me up within the scheduled 30-minute pick-up window

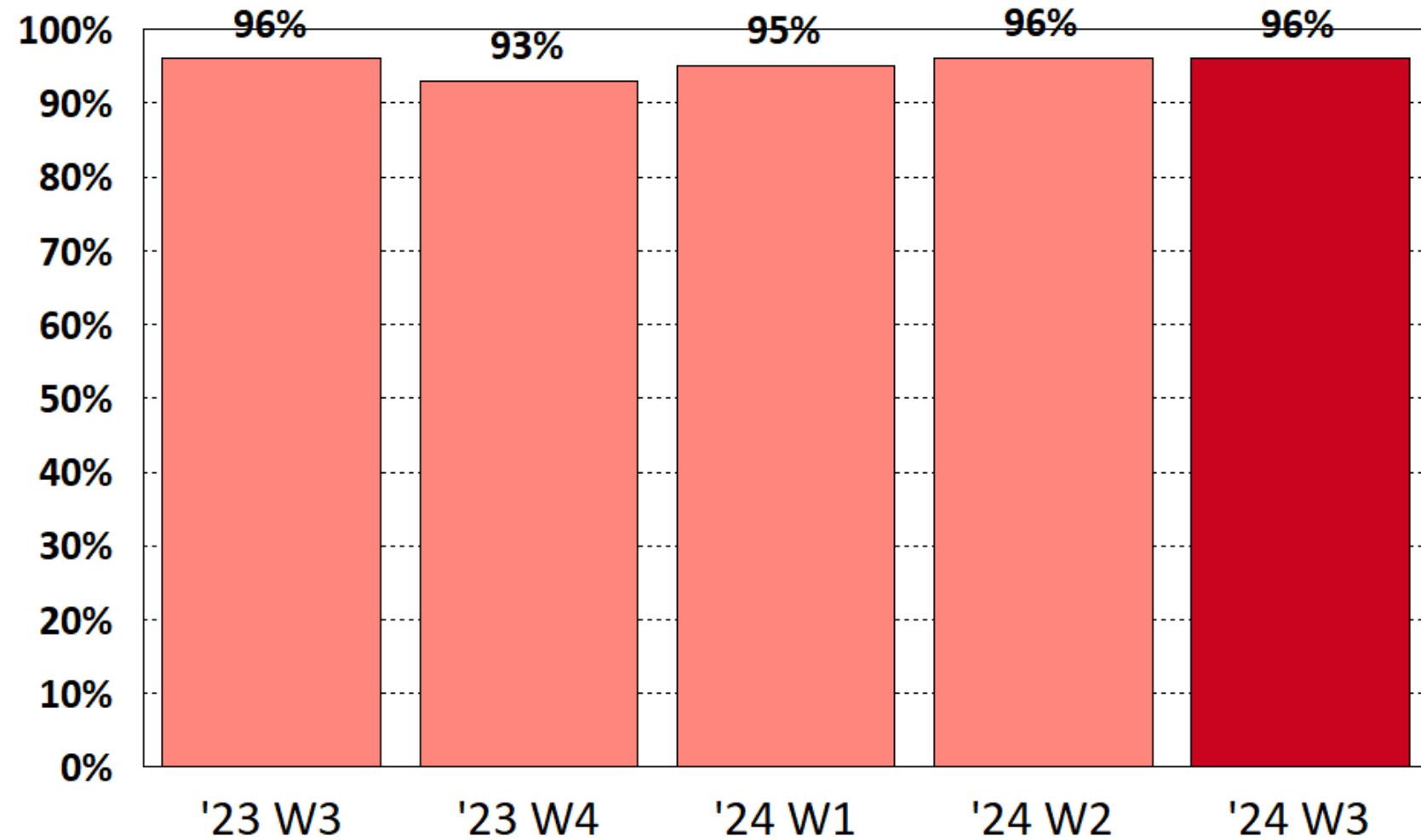


Safety While Boarding & Riding



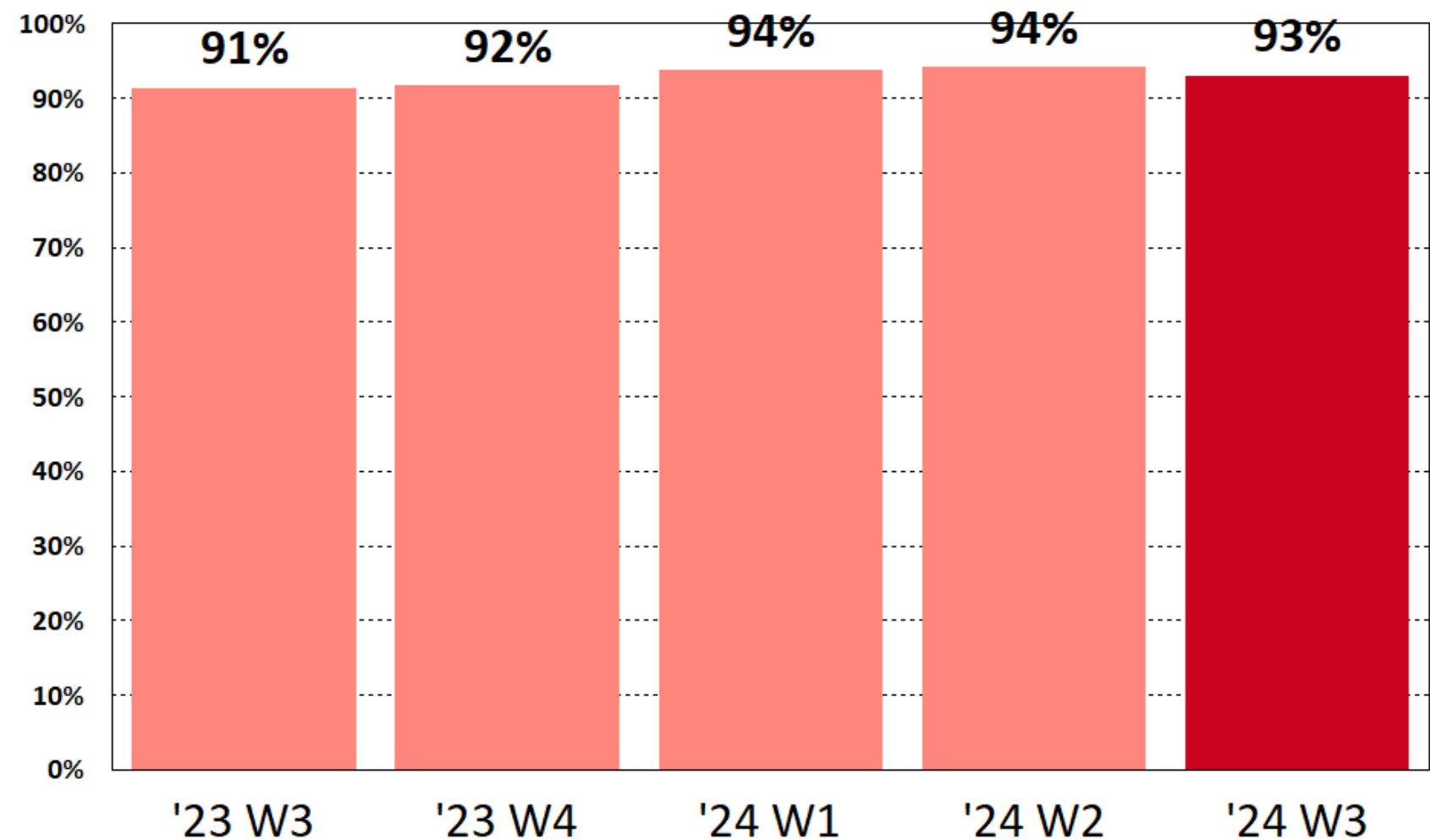
- 96% of respondents feel safe when boarding the vehicle.
- 93% of respondents feel safe riding the vehicle.

Safety Boarding



I feel safe when boarding the vehicle

Safety Riding



I feel safe riding in the vehicle

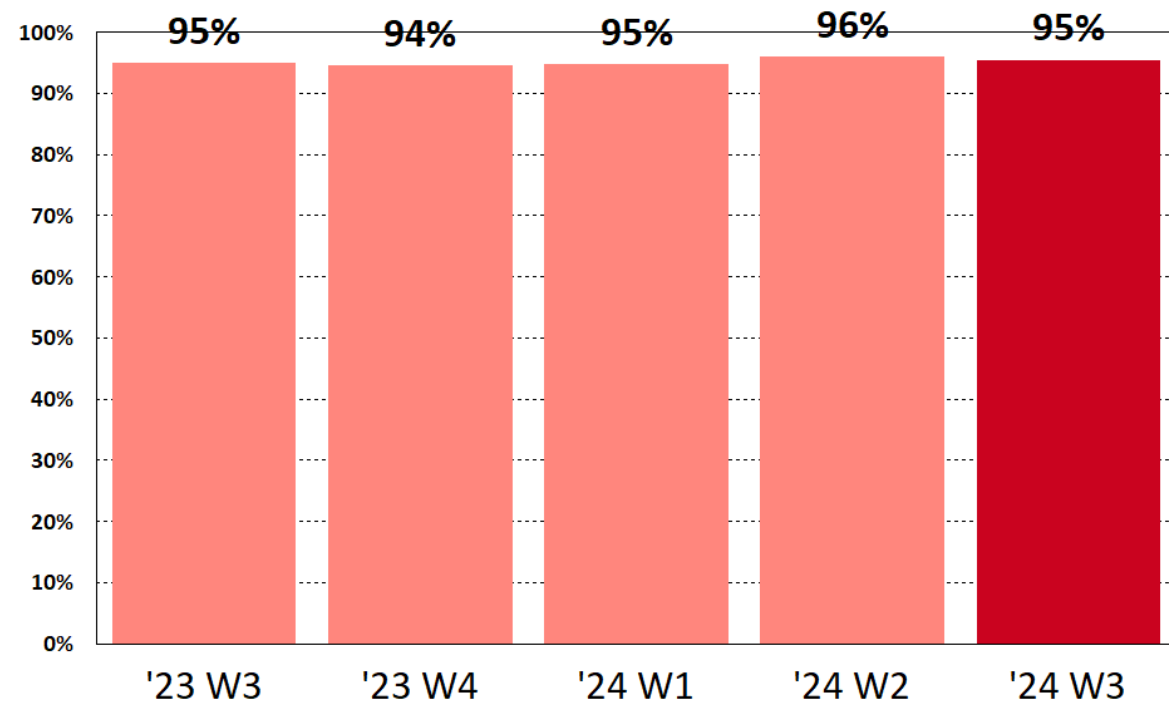


Trip Availability, Coverage, and Scheduling



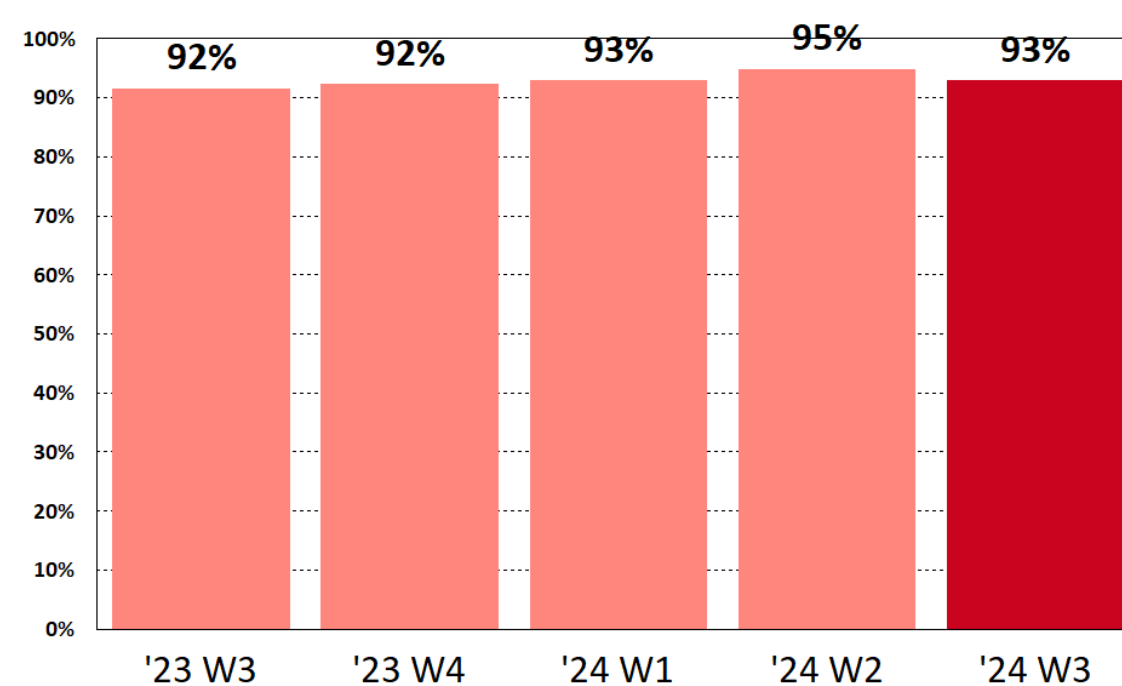
- 95% of respondents say Paratransit can take them where they need to go.
- 93% of respondents say they can schedule a trip for when they need.

Trip Coverage



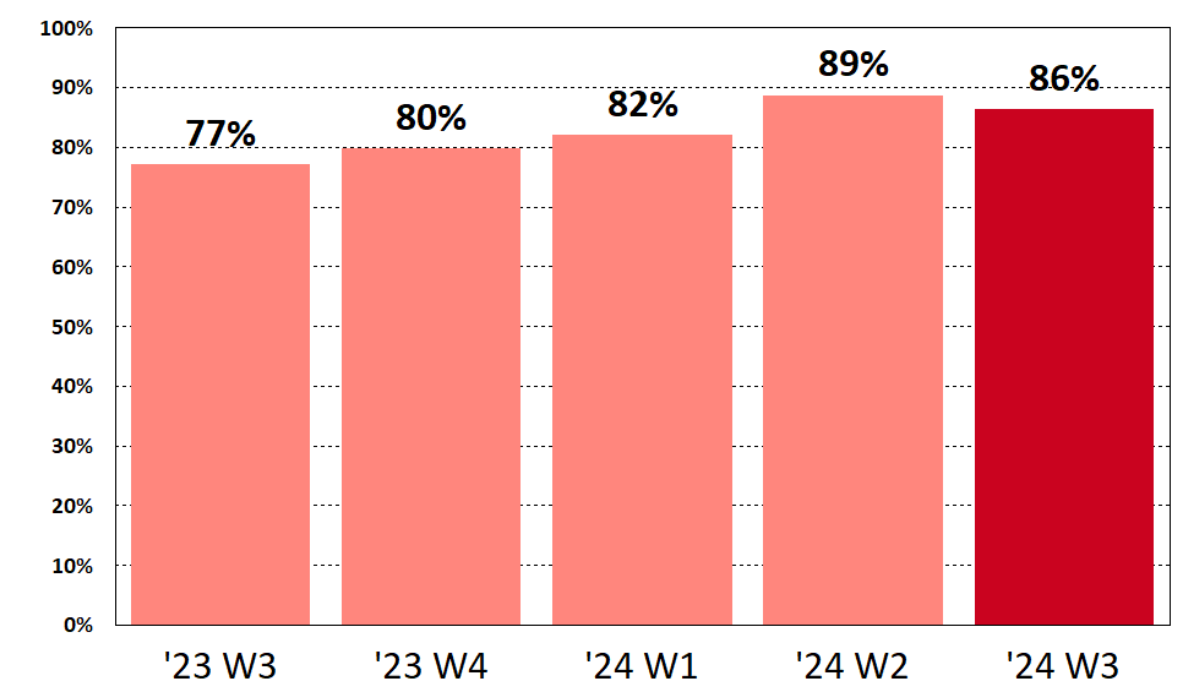
RTA Paratransit can take me to the places I need to go

Trip Availability



I can schedule a trip for the time and day I need to travel

Trip Scheduling

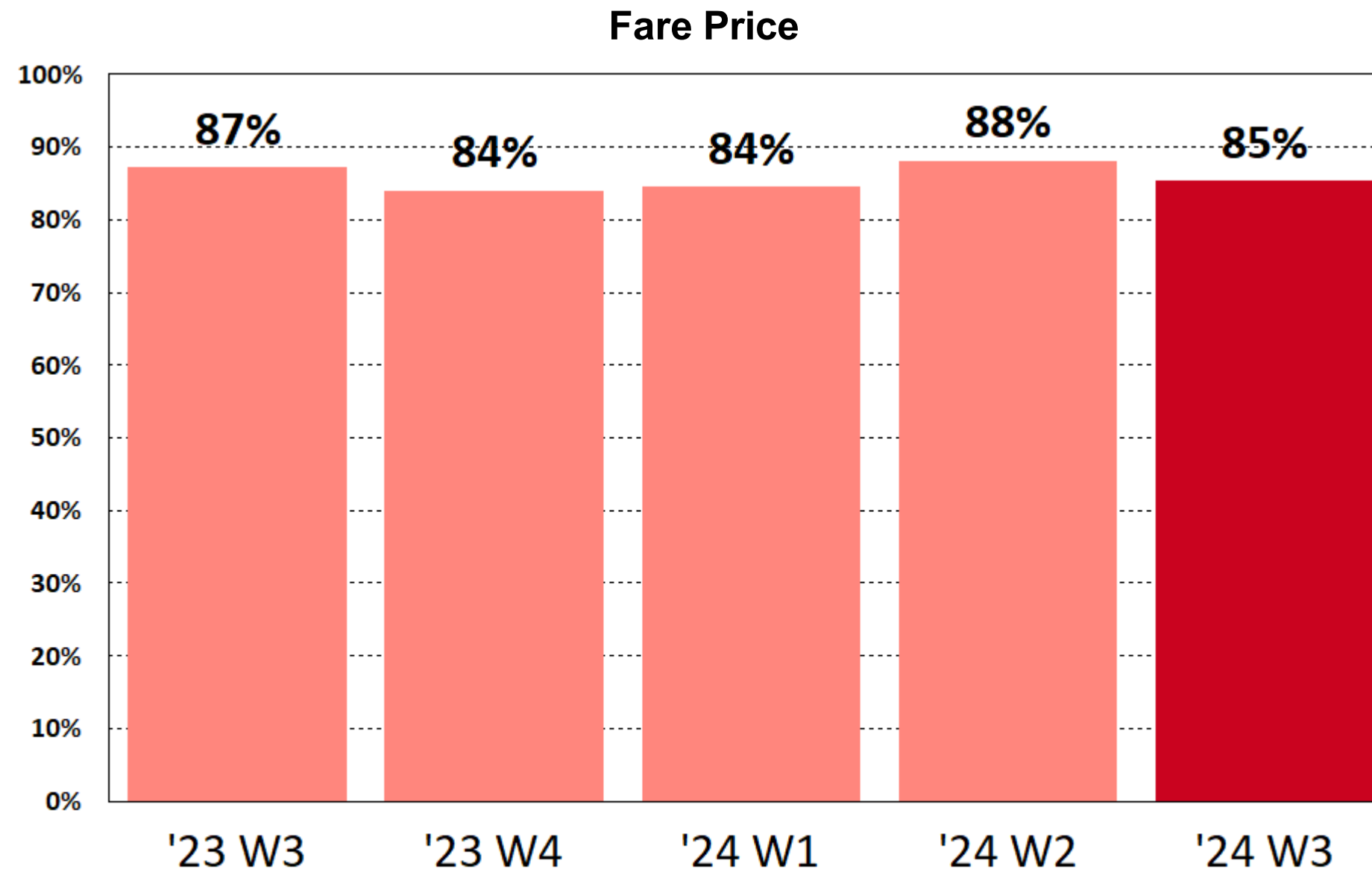


Scheduling a trip is easy and convenient



Fare Price

- 85% of respondents say that Paratransit service is priced fairly.



RTA's Paratransit service is priced fairly

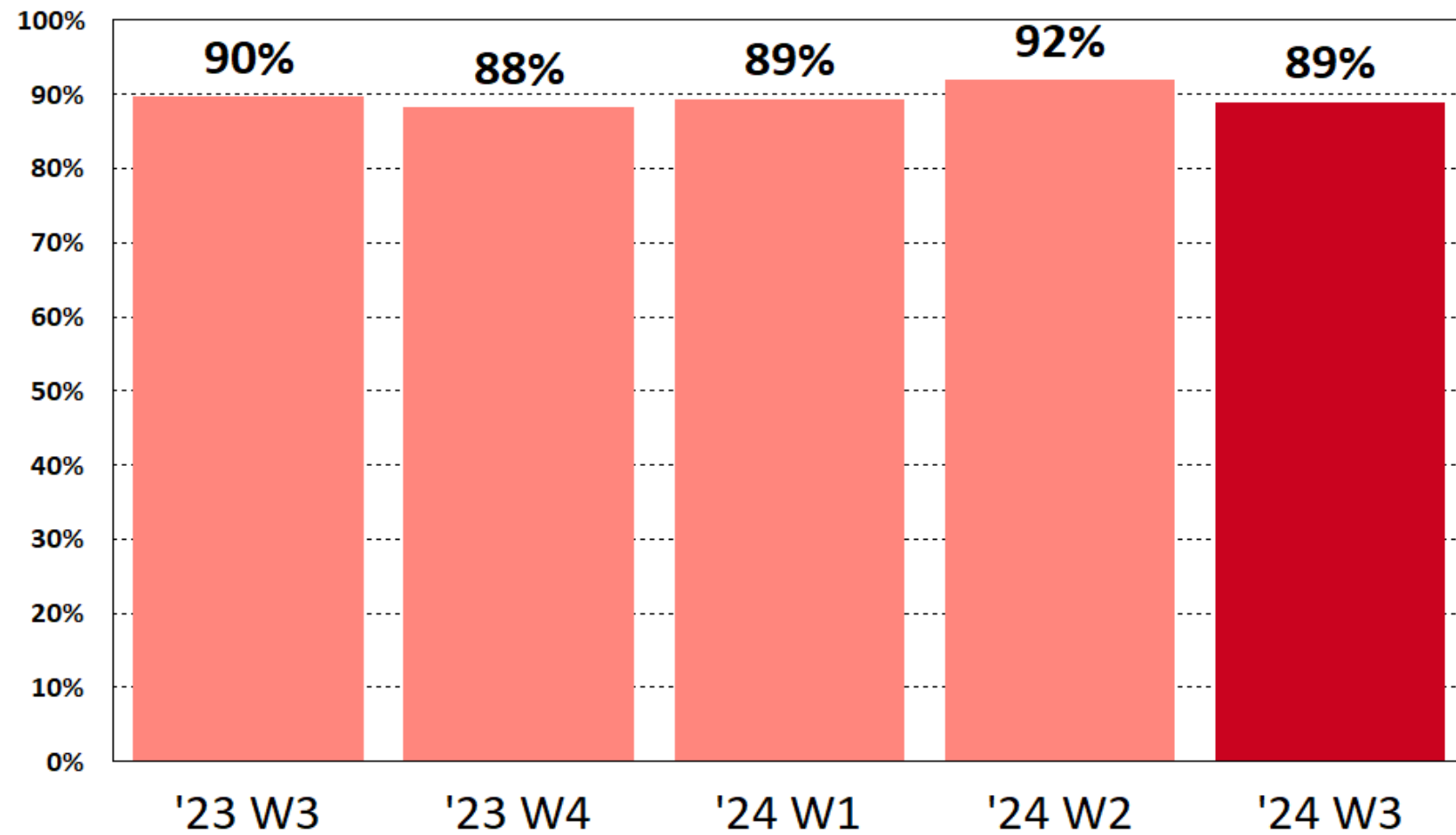


Perception of Operators



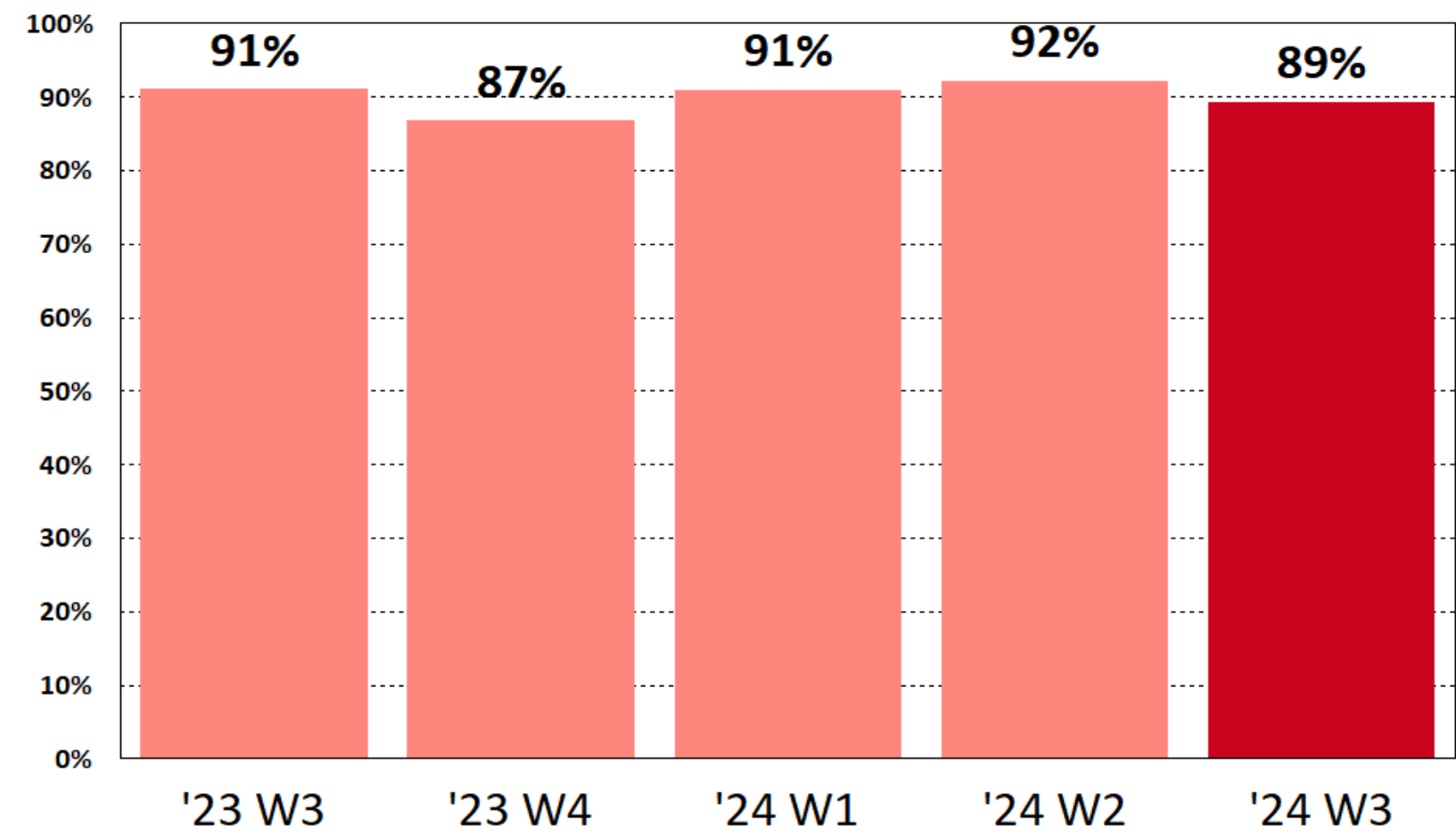
- 89% of respondents say that Paratransit operators drive safely.
- 89% of respondents are satisfied with the overall performance of operators.

Operator Driving



Paratransit operators drive safely

Overall Operator Performance

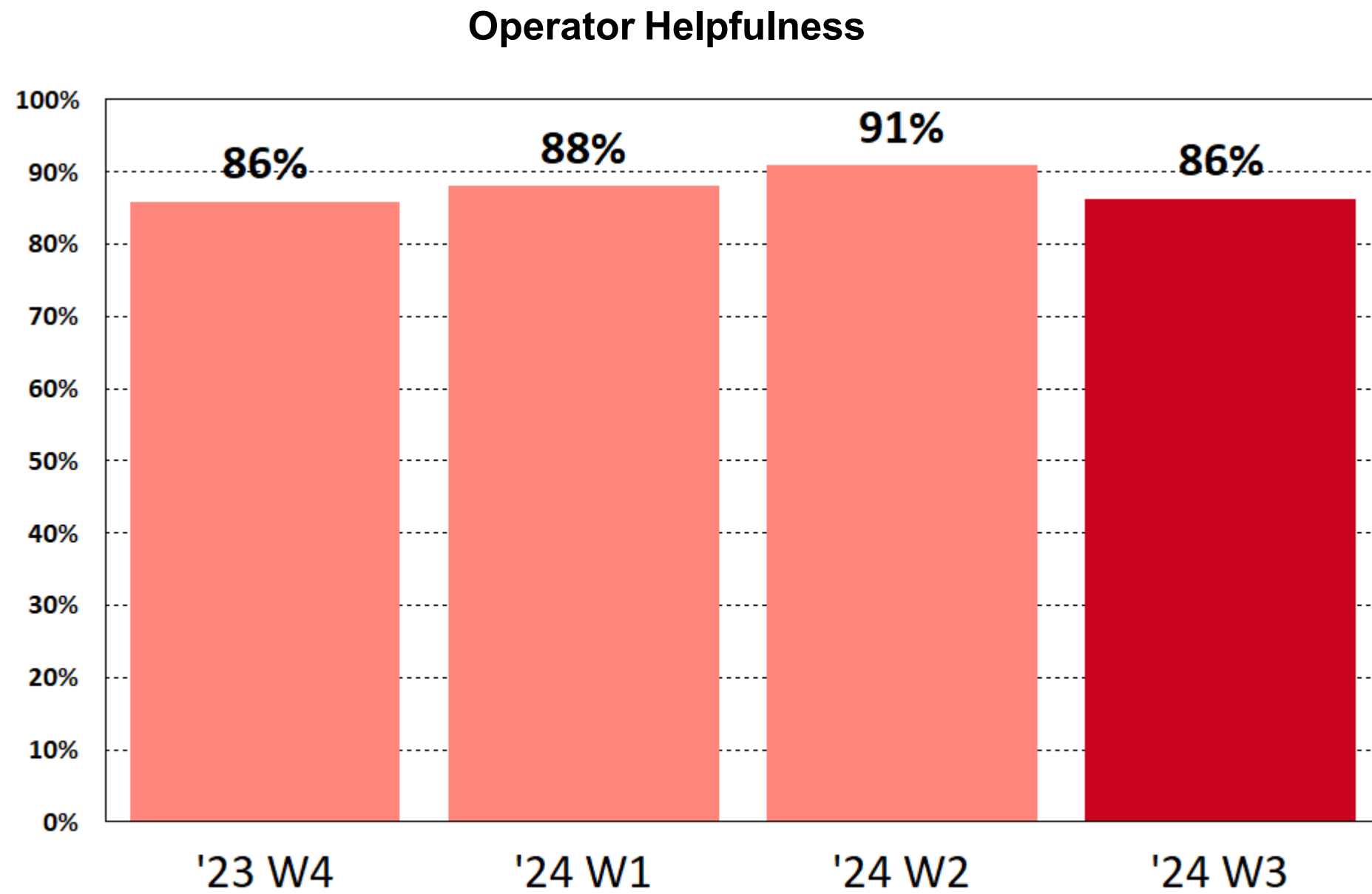


How satisfied are you with the overall performance of RTA paratransit operators?



Perception of Operators

- 86% of respondents are say that Paratransit operators are friendly & helpful.



Paratransit operators are friendly & helpful

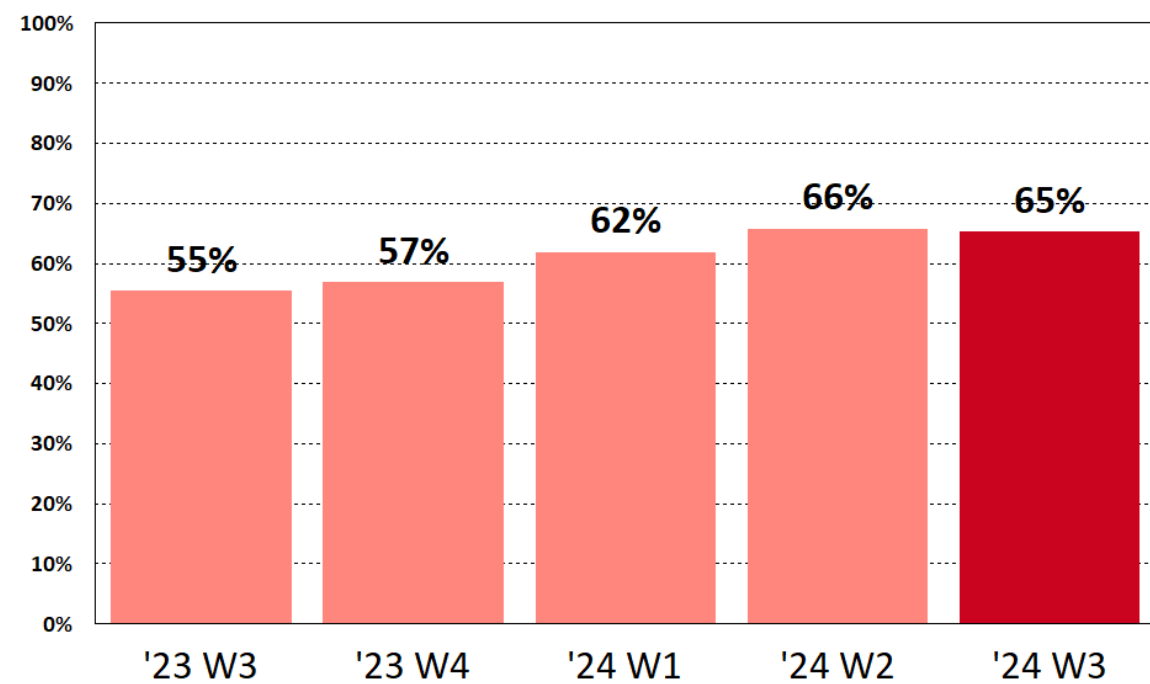


Customer Service Representatives



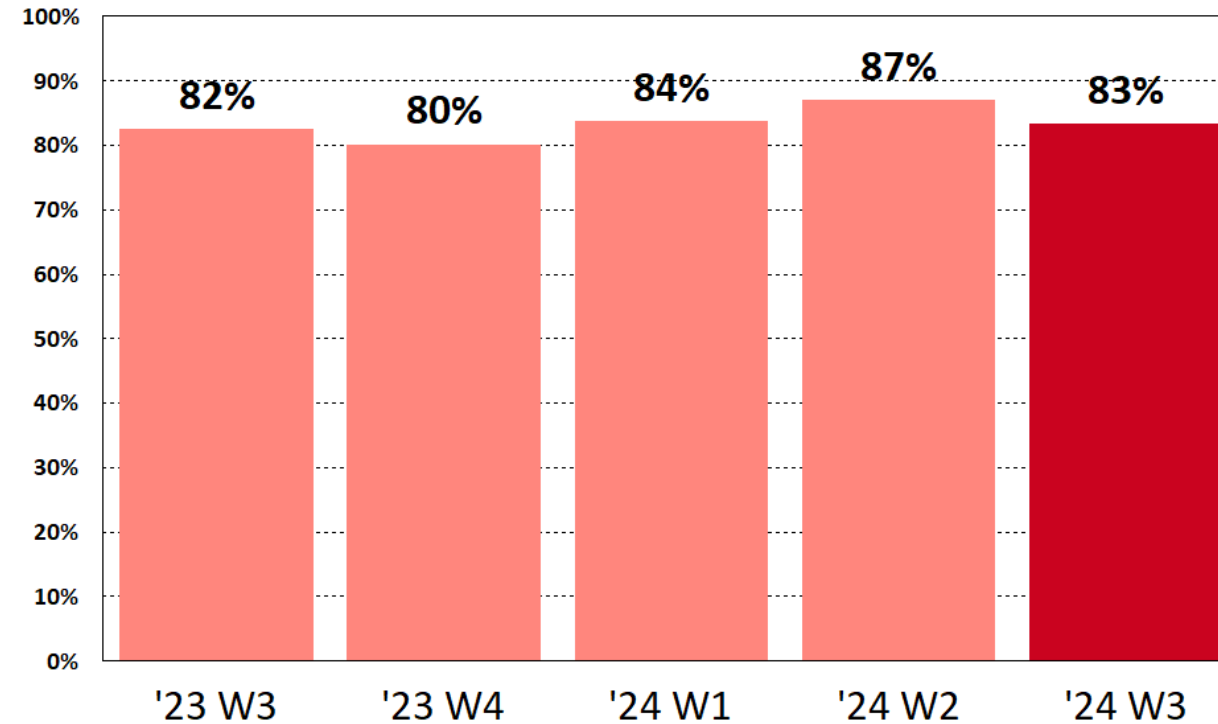
- 83% of respondents are satisfied with the overall performance of customer service staff.
- 86% of respondents say customer service representatives are helpful & courteous.

Fast Response



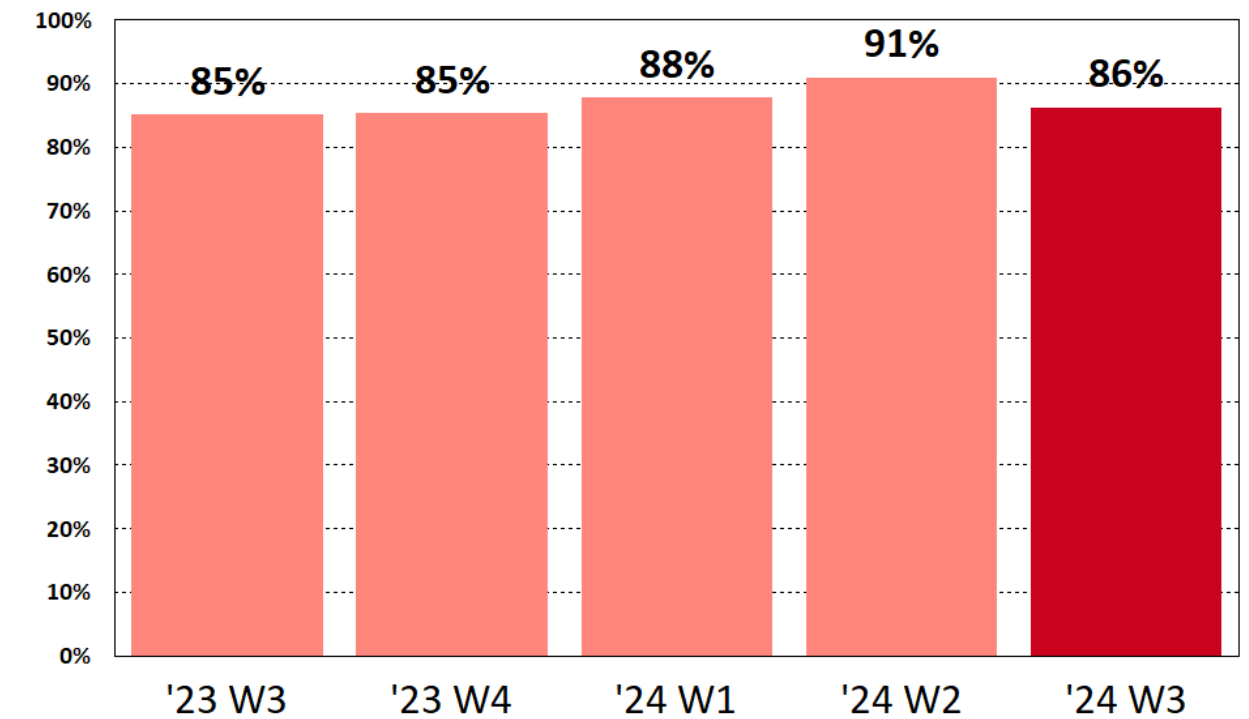
When contacting RTA Customer Service by phone, my calls are answered promptly

Overall Customer Service Performance



How satisfied are you with the overall performance of RTA's customer service staff?

Customer Service Courtesy

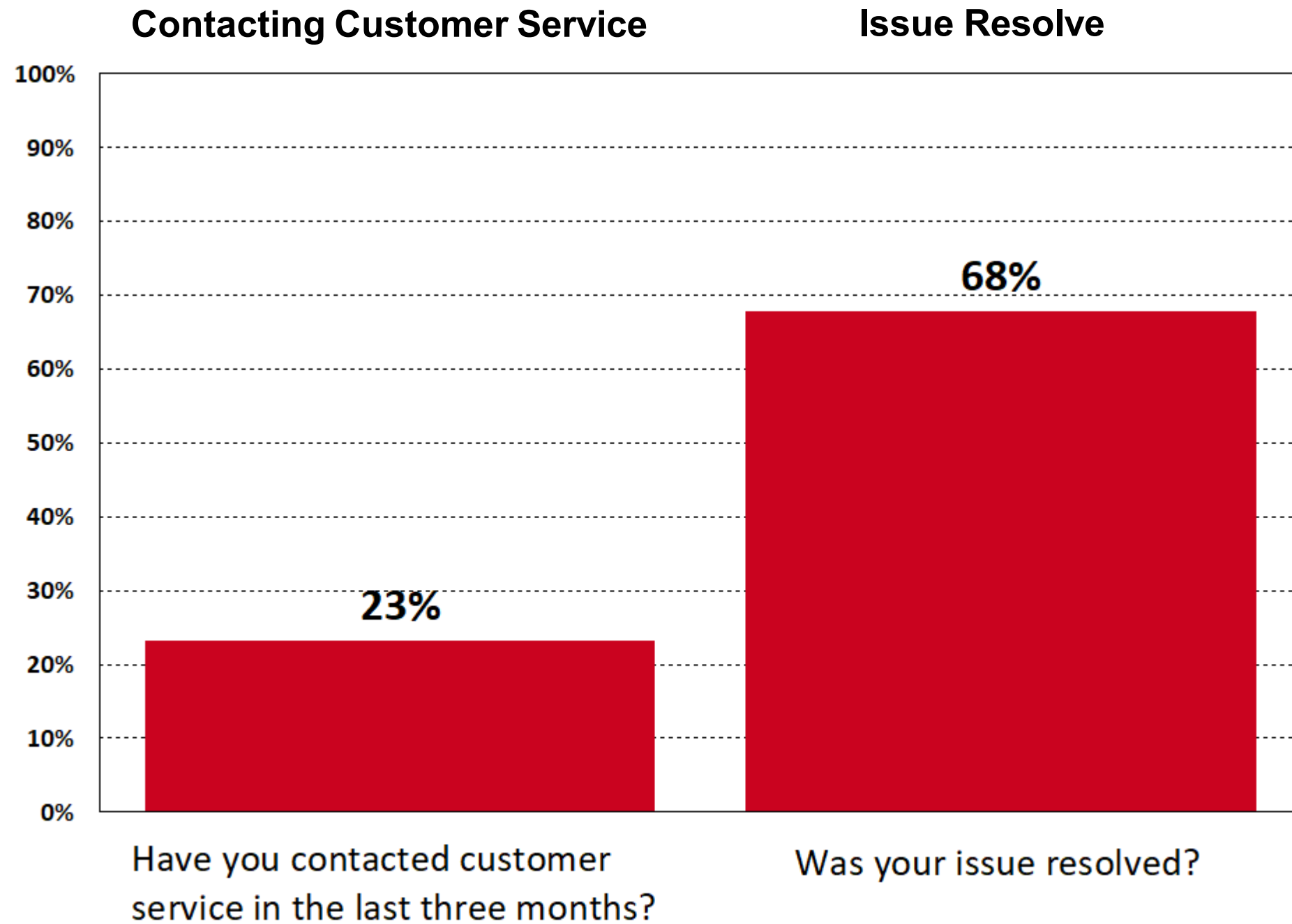


Customer Service Representatives are helpful & courteous



Issue Resolve

- 23% of respondents have contacted customer service in the last three months, and 68% of their issues were resolved.



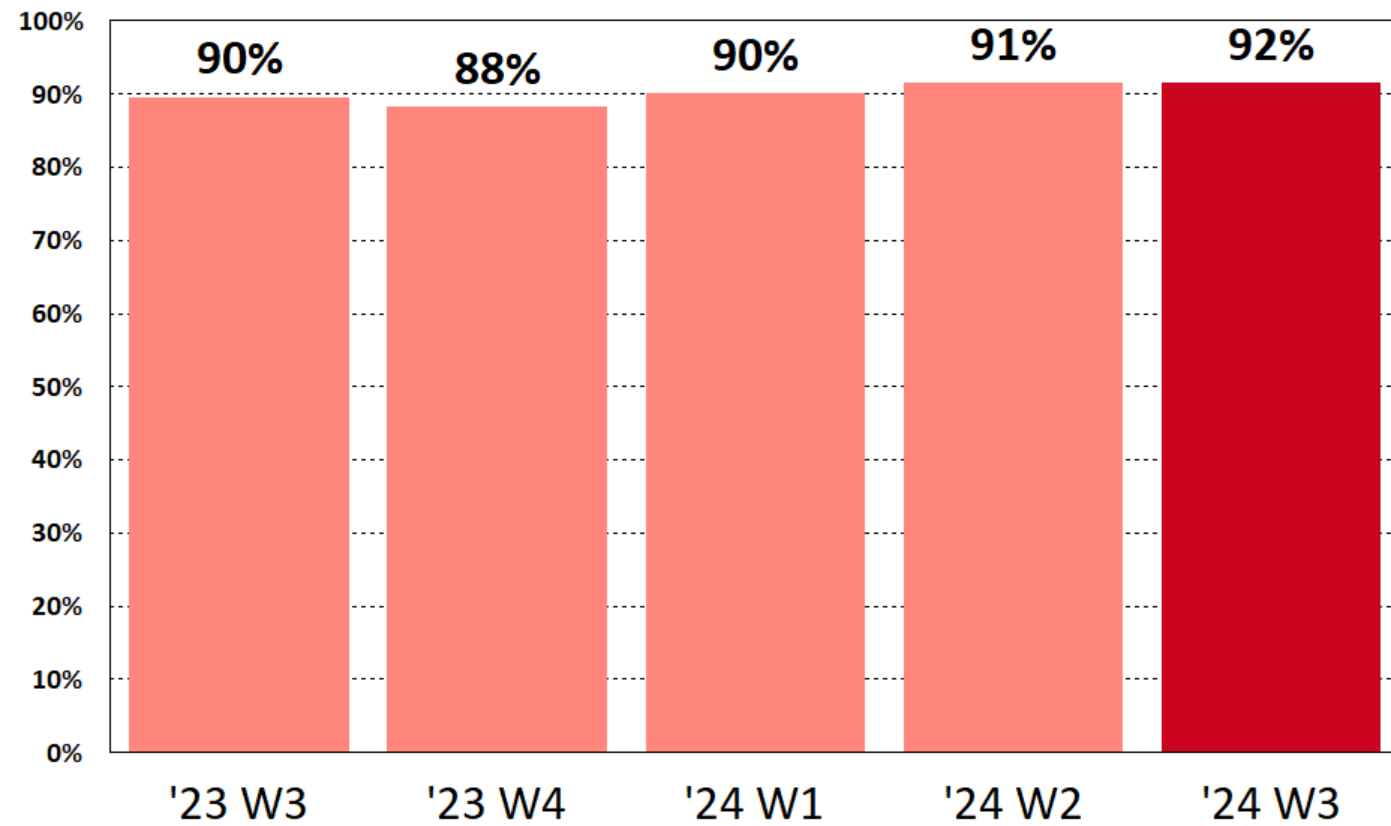


Mobility Devices



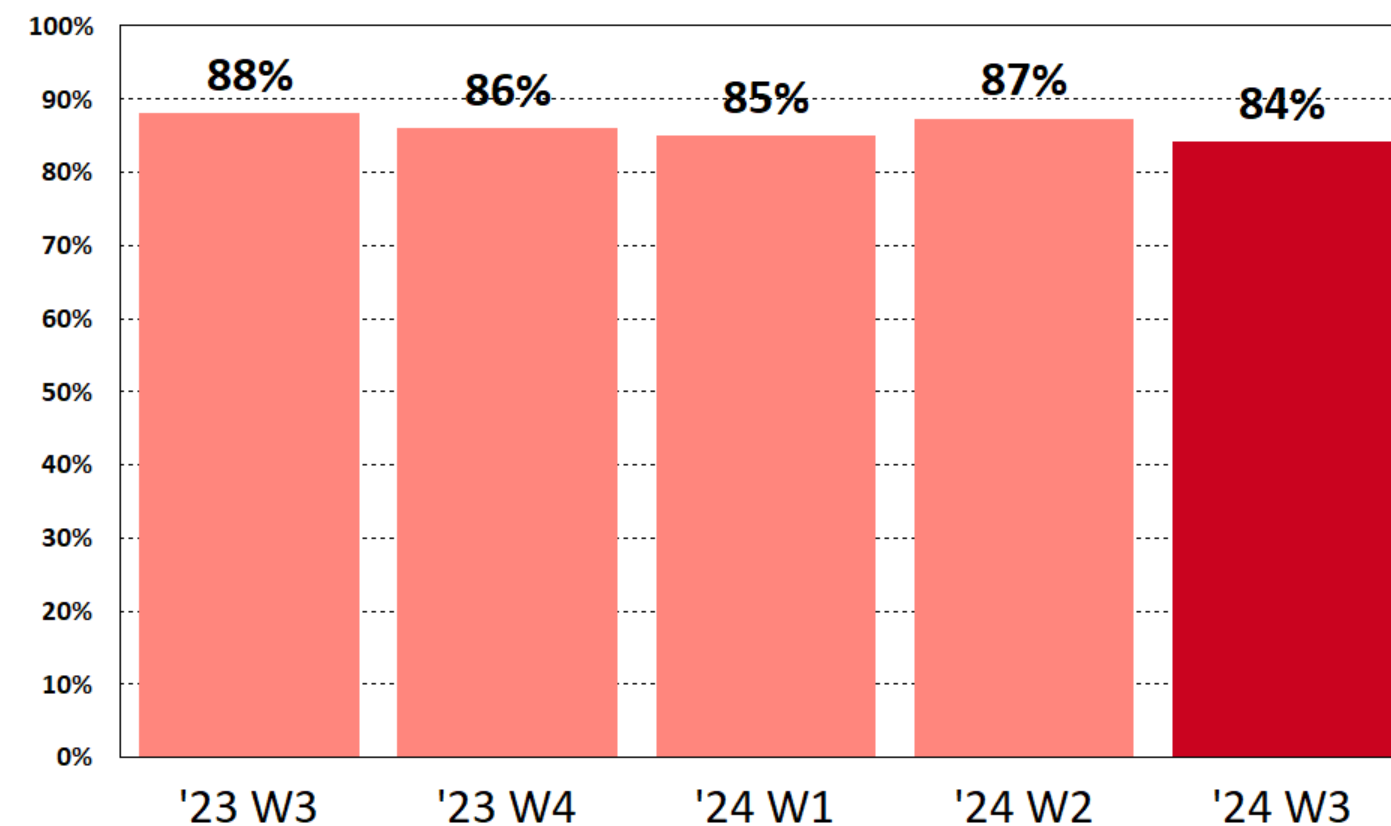
- 92% of respondents say that operators safely secure their mobility device.
- 84% of respondents say that wheelchair lifts are consistently working.

Operator Device Securance



The operators safely secure my wheelchair, scooter, or other mobility device

Wheelchair Lift Functionality



Vehicle wheelchair lifts are consistently in working order

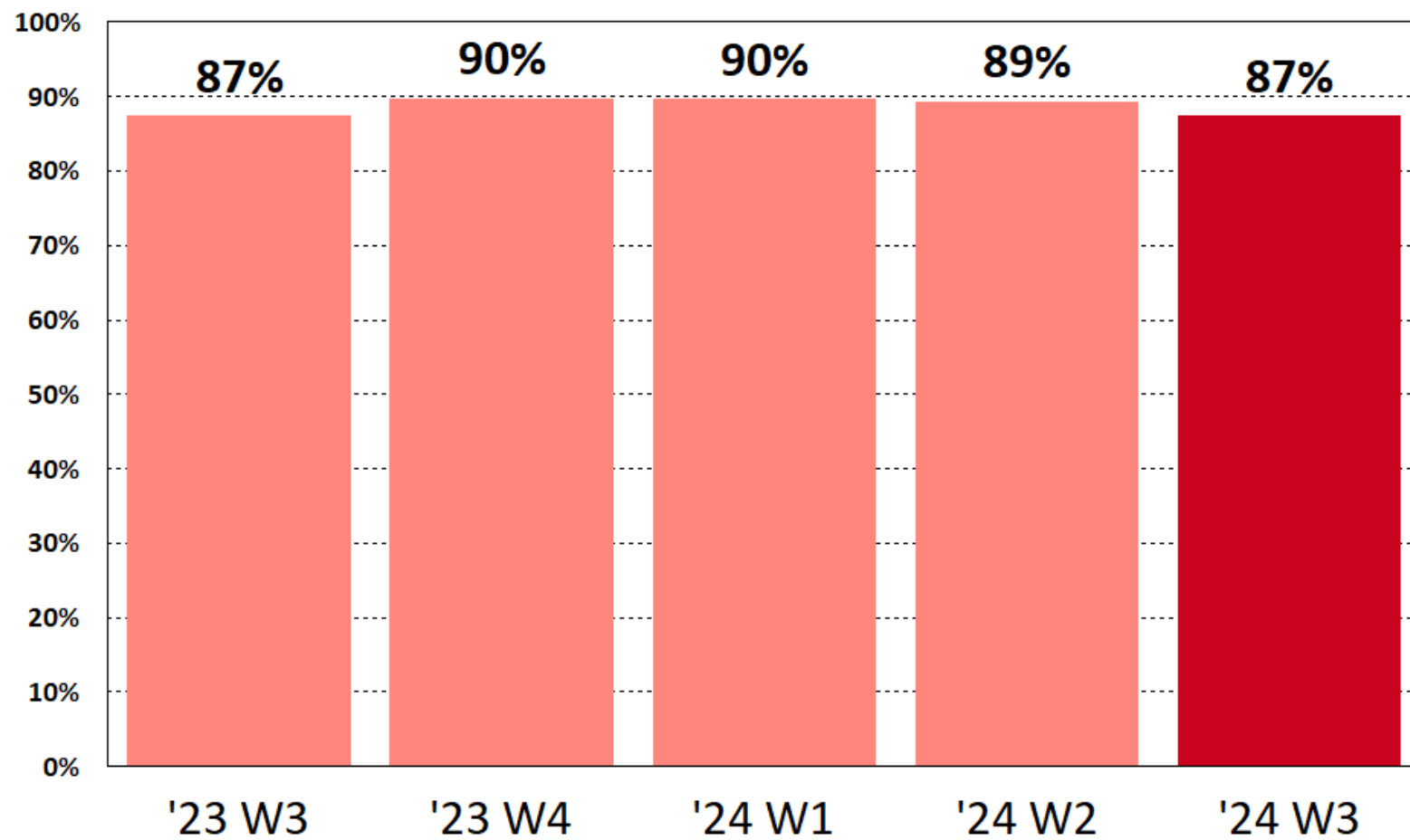


Vehicle Conditions



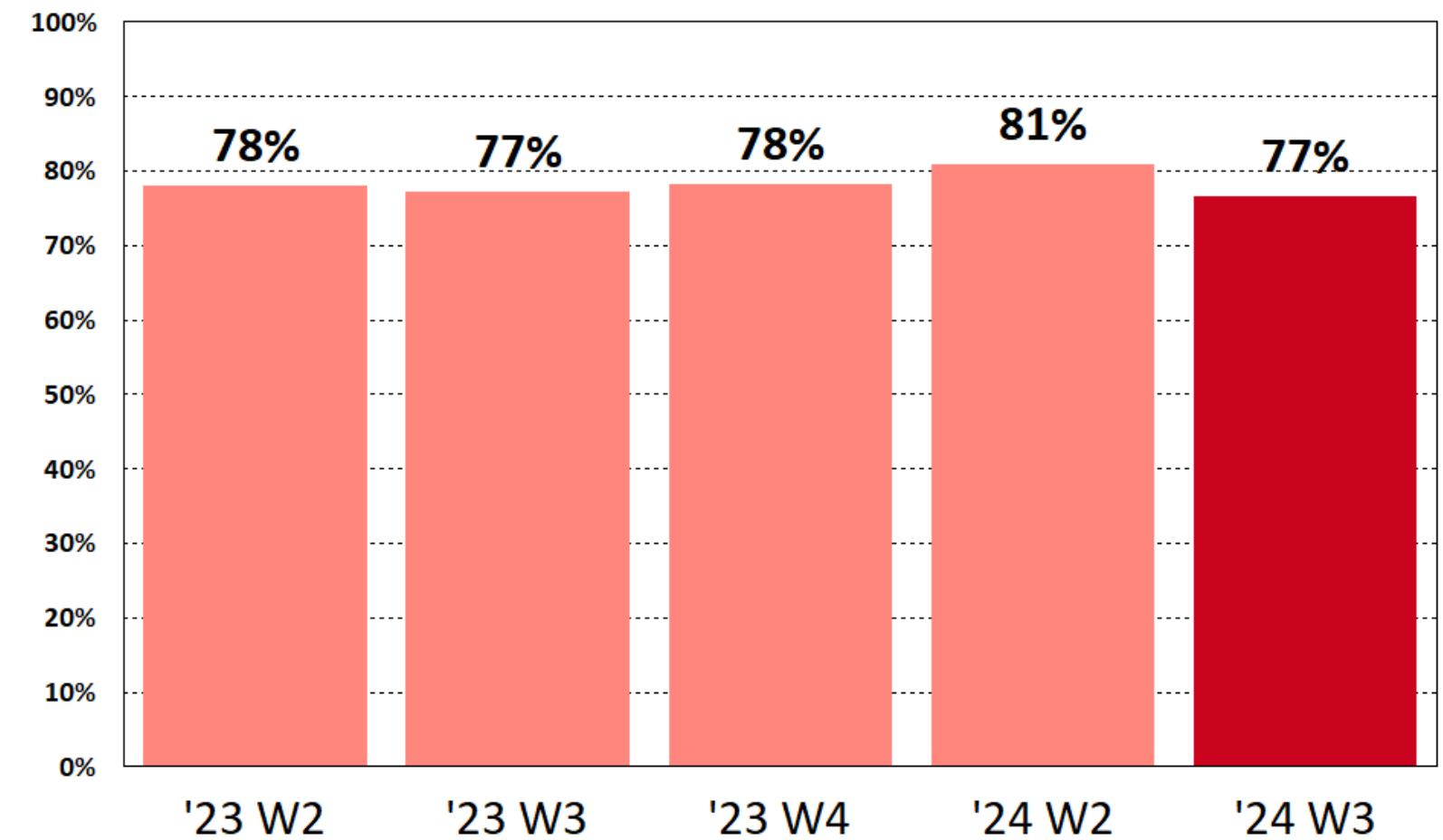
- 87% of respondents say that the vehicles are clean.
- 77% of respondents say that the vehicles are comfortable.

Cleanliness



The vehicles are clean

Comfort



The vehicles are comfortable

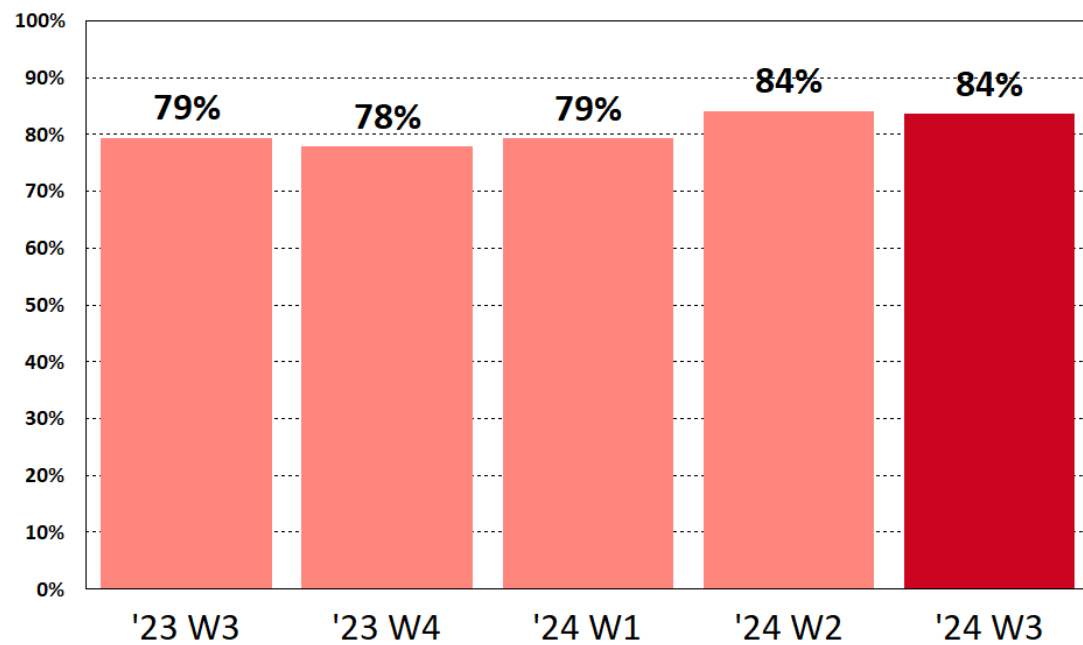


Communications Material



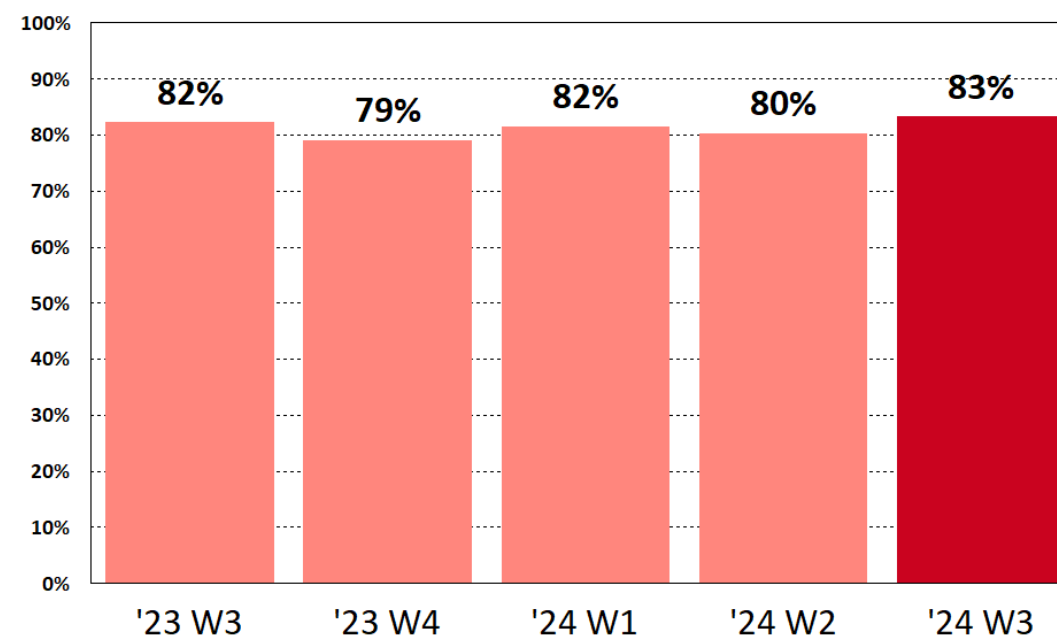
- 84% of respondents repeat RTA messages to those who would benefit.
- 83% of respondents understand the available routes and are confident with navigation.
- 85% of respondents are satisfied with the quality of RTA communication materials.

Messages



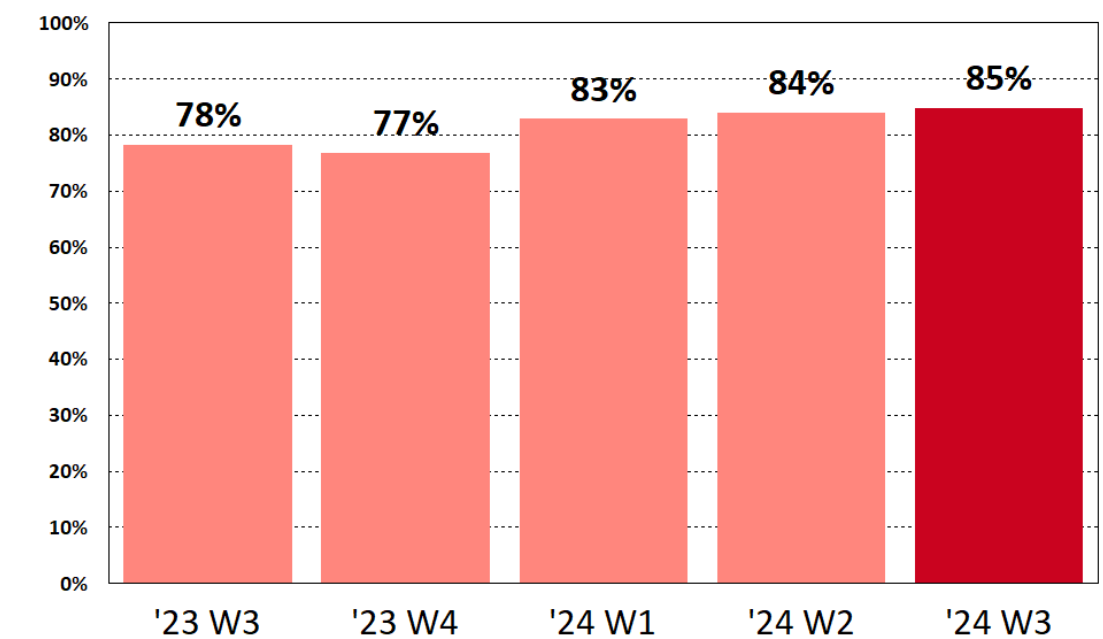
I repeat messages to those I believe would benefit from the information

Navigation



I understand RTA's available routes, and I am confident navigating the system

Communications Material



How satisfied are you with the overall quality of RTA communications material