

## Euclid Park-N-Ride Survey Summary Report to Our Customers

A few weeks ago RTA conducted a survey to solicit customer feedback regarding our Park-N-Ride service. Here at the Euclid Park-N-Ride 84 customers completed a questionnaire. Overall customers are satisfied with the daily service. However we have identified areas where our performance can be better. A summary of the results is provided below. We appreciate you taking time to share your thoughts with us and renew our commitment to provide you with the best service possible. Thank you for riding RTA.

- 81% of respondents rated our overall service either Excellent or Very Good, while no one rated it either Below Average or Poor.
- 93% of respondents either *Agreed* or *Strongly Agreed* with the statement: *The Park-N-Ride vehicle arrives as scheduled.*
- 95% of respondents either *Agreed* or *Strongly Agreed* with the statement: *The Park-N-Ride vehicle gets me to my destination on time.*
- 96% of respondents either *Agreed* or *Strongly Agreed* with the statement: *The Park-N-Ride waiting area is clean.*
  - This high rating is due in large measure to our customers who consistently throw away their trash in the designated receptacles before boarding the bus.
- Although 66% of the respondents feel their car is safe, 14% either *Disagreed* or *Strongly Disagreed* with that statement:
  - We are working to enhance your sense of security. The RTA Transit Police and the City of Euclid Police Department are committed to providing a safe environment for our riders. A number of corrective actions are being discussed including increased patrols and possible installation of security cameras.
- When asked what changes should be made to improve service, many customers suggested “add more buses”, “lower fares”, “and expand the service”. Although these are all great suggestions, due to the current budgetary crisis RTA’s not in a position to assume additional expense. However, we have identified areas where we can affect service in positive manner, such as schedule adherence, positive interaction with your operator, and enhanced cleanliness of the vehicle, waiting area and parking lot.

Thank you again for your valuable input and thank you for choosing to ride RTA.

## 2009 Westlake Park-N-Ride Survey Report to our Customers

A few weeks ago RTA conducted a survey to solicit customer feedback regarding our Park-N-Ride service. Here at the Westlake Park-N-Ride, over 370 customers completed a questionnaire. Overall customers are satisfied with the daily service. However, we have identified areas where our performance can be better. A summary of the results is provided below. We appreciate you taking time to share your thoughts with us and renew our commitment to provide you with the best service possible. Thank you for riding RTA.

- Customers graded cleanliness of the vehicles, waiting area and parking lot as outstanding. Consistently over 90% of the respondents agreed or strongly agreed with statements related to cleanliness.
  - We recognize these high marks are due in part to the support and cooperation of our customers who place their trash in receptacles and not at the stop or on the vehicle.
- Additionally, customers feel safe at the Park-N-Ride. 96% agreed with the statement *I feel safe and secure waiting for the bus*. Another 80% agreed that their cars were safe in the lot. Although a favorable rating, we recognize we can improve upon this performance.
  - We are working to enhance your sense of security. The RTA Transit Police and the City of Westlake Police Department are committed to providing a safe environment for our riders. A number of corrective actions are being discussed including increased patrols and possible installation of security cameras.
- Another area targeted for improvement is schedule adherence. 74% of respondents agreed with the statement: *The Park-N-Ride vehicle arrives as scheduled*, while 81% agreed that their vehicle reached their destination on-time.
  - Again the rating is good, but improvement is needed. Internally our Service Quality staff and District Management are renewing their efforts to ensure stricter schedule adherence
- When asked what changes should be made to improve service, many customers suggested more buses and lower fares. Although these suggestions merit consideration, due to the current budget crisis RTA's not in a position to assume additional expense. However there are areas we can focus our efforts on to enhance service: including consistently running the service according to the published schedule. Customers also expressed a desire a stop closer to the Federal Building on the outbound route. The Service Planning staff is reviewing that request as well.

Thank you again for your valuable input and thank you for choosing to ride RTA.

## 2009 Strongsville Park-N-Ride Survey Report to Our Customers

A few weeks ago RTA conducted a survey to solicit customer feedback regarding our Park-N-Ride service. Here at the Strongsville Park-N-Ride, over 230 customers completed a questionnaire. Overall customers are satisfied with the daily service. However, we have identified areas where our performance can be better. A summary of the results is provided below. We appreciate you taking time to share your thoughts with us and renew our commitment to provide you with the best service possible. Thank you for riding RTA.

- Customers rated the cleanliness of the waiting area and parking lot as outstanding (In both cases, over 90% either agreed or strongly agreed with the statement.) However, customers were not as agreeable with the statement “*inside of the vehicles were clean*”. According to comments provided, this was due in part to having non-Motor Coach (MCI) vehicles assigned to the Park-N-Ride service.
  - RTA has ordered additional MCI vehicles scheduled for delivery next year. In the interim, steps are being taken to help ensure vehicles are cleaner prior to departing the garage.
- Although nearly 85% of the respondents agreed or strongly agreed with the statement “*Vehicles arrive as scheduled*” roughly 10% did not. Specifically, customers inquired about the return trip back to the Park-N-Ride in the evening.
  - Our Service Quality staff and District Management are focusing their combined efforts to ensure more consistent adherence to the schedule. Street supervisors will be out monitoring service as well as conducting rider counts.
- Three out of every four respondents agreed or strongly agreed with the statement “*Operators are helpful and informative*”. However, nearly 25% either had no opinion (17%) or disagreed (6%). We can do better. The operator is our direct link with you the customer. District Management and our Training Department are working together to identify ways to strengthen this relationship.
- When asked what changes should be made to improve service, many customers suggested more buses and lower fares. Although these suggestions merit consideration, due to the current budget crisis RTA’s not in a position to assume additional expense. However there are areas we can focus our efforts on to enhance service: including consistently running the service according to the published schedule. Additionally, RTA’s exploring ways to provide customers with a better waiting environment including reconfiguring the shelters to provide one long structure rather than three separate ones.

Thank you again for your valuable input and thank you for choosing to ride RTA.

## 2009 North Olmsted Park-N-Ride Survey Report to Our Customers

A few weeks ago RTA conducted a survey to solicit customer feedback regarding our Park-N-Ride service. Here at the North Olmsted Park-N-Ride, over 240 customers completed a questionnaire. Overall customers are satisfied with the daily service. However, we have identified areas where our performance can be better. A summary of the results is provided below. We appreciate you taking time to share your thoughts with us and renew our commitment to provide you with the best service possible. Thank you for riding RTA.

- Customers graded cleanliness of the vehicles, waiting area and parking lot as outstanding. Consistently over 90% of the respondents agreed or strongly agreed with statements related to cleanliness.
  - We recognize these high marks are due in part to the support and cooperation of our customers who place their trash in receptacles and not at the stop or on the vehicle.
- Approximately 80% of the respondents either agreed or strongly agreed with the statement “*Vehicles depart and arrive according to schedule*”, while 16% disagreed.
  - We recognize adherence to schedule is critical to overall customer satisfaction. District Management and Service Quality department have received the results of this survey and have been charged with improving performance in this area.
- About two out of every three respondents agreed or strongly agreed with the statement “*Operators are helpful and informative*”. However, nearly 1/3 either had no opinion (28%) or disagreed (5%).
  - We can do better. The operator is our direct link with you the customer. District Management and our Training Department are working together to identify ways to strengthen this relationship.
- When asked what changes should be made to improve service, many customers suggested more buses and lower fares. Although these suggestions merit consideration, due to the current budget crisis RTA’s not in a position to assume additional expense. However there are areas we can focus our efforts on to enhance service: including consistently running the service according to the published schedule. Additionally, customers have requested the exclusive use of Motor Coach (MCI) vehicles on Park-N-Ride routes. RTA has placed an order for additional MCI vehicles that are scheduled for delivery in 2010.

Thank you again for your valuable input and thank you for choosing to ride RTA.