



Print

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				

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 to 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 \(https://www.surveymonkey.co.uk/r/GCRTA2017\)](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 \(https://www.surveymonkey.co.uk/r/GCRTA2017Spanish\)](https://www.surveymonkey.co.uk/r/GCRTA2017Spanish)

Plan a Trip

Start (e.g. Hopkins Airport)

End (e.g. Rivergate Park)

Depart **Arrive** Best Route ▾

Jan ▾ 31 ▾ 2018 ▾

02 ▾ : 43 ▾ P.M. ▾ Get Directions

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Service Alerts

Rail (/customer-service/alerts/rail) Bus (/customer-service/alerts/bus) BRT (/customer-service/alerts/brt) Trolley (/customer-service/alerts/trolley) Outpost (/customer-service/alerts/outpost)

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

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



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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

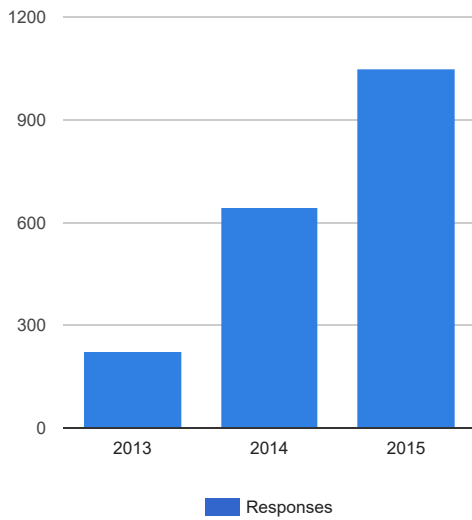
Depart Arrive Best Route ▾

Jan ▾ 31 ▾ 2018 ▾

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Number of Responses to Customer Satisfaction Survey



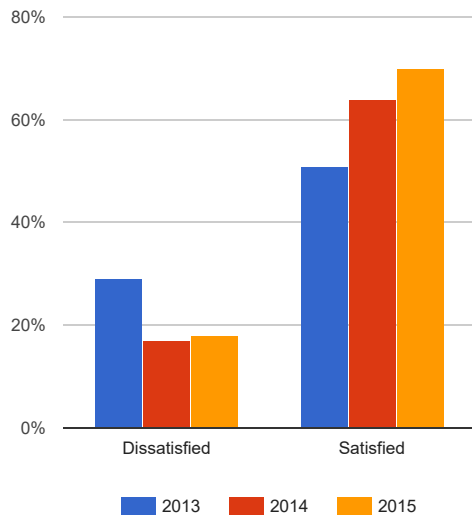
Service Alerts

Rail ([/customer-service/alerts/rail](#))

- Red Line ([/routes/redline](#))
 - [3 Alerts](#)
 - [\(/routes/redline\)](#)
- Blue Line ([/routes/blueline](#))
 - [1 Alerts](#)
 - [\(/routes/blueline\)](#)
- Waterfront Line Normal Service
- Green Line ([/routes/greenline](#))
 - [1 Alerts](#)
 - [\(/routes/greenline\)](#)

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

How satisfied are you overall with the bus service?





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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

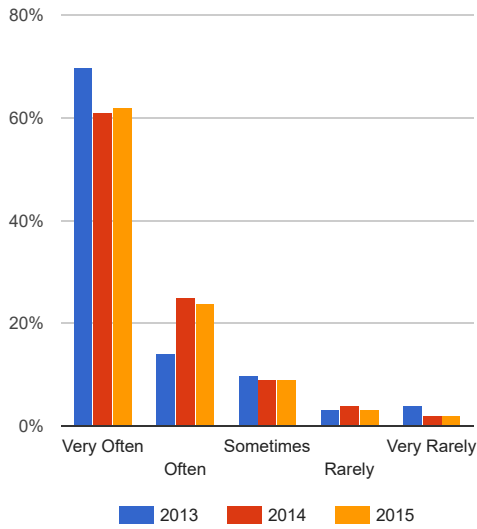
Depart Arrive **Best Route** ▼

Jan ▼ 31 ▼ 2018 ▼

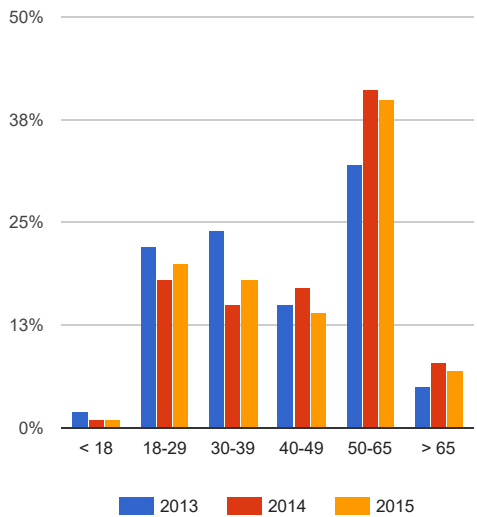
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Distribution of Survey Respondents by Frequency of Bus Trips



Distribution of Survey Respondents by Age Group



Service Alerts

Rail ([/cust/rail](#)) Bus ([/cust/bus](#)) BRT ([/cust/brt](#)) Trolley ([/cust/trolley](#)) ~~Other ([/cust/other](#))~~

Red Line ([/routes/redline](#))
[3 Alerts](#)
([/routes/redline](#))

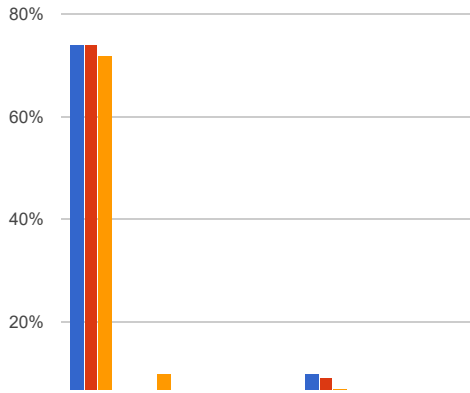
Blue Line ([/routes/blueline](#))
[1 Alerts](#)
([/routes/blueline](#))

Waterfront Line **Normal Service**

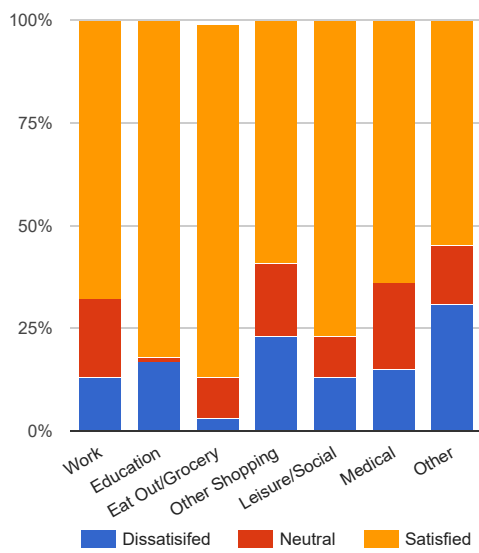
Green Line ([/routes/greenline](#))
[1 Alerts](#)
([/routes/greenline](#))

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

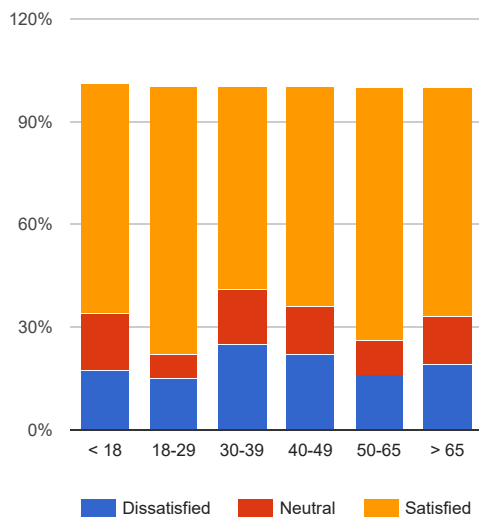
Distribution of Survey Respondents by Typical Purpose of Trip

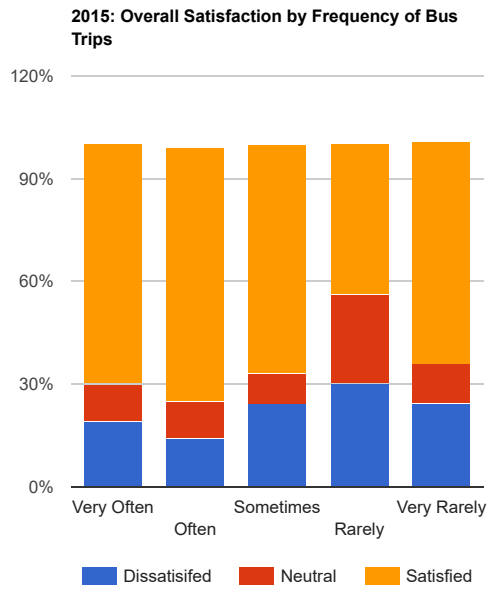


2015: Overall Satisfaction by Trip Purpose



2015: Overall Satisfaction by Age Group







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

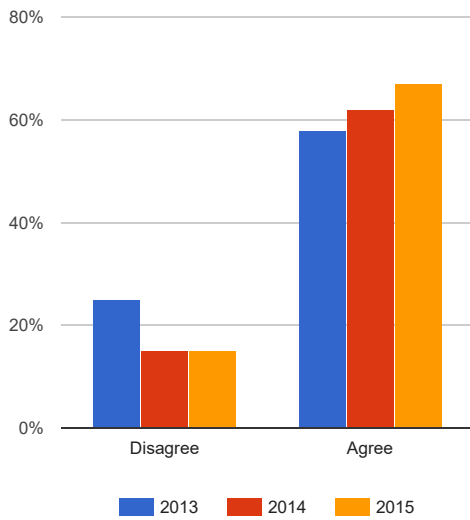
Depart Arrive Best Route ▾

Jan ▾ 31 ▾ 2018 ▾

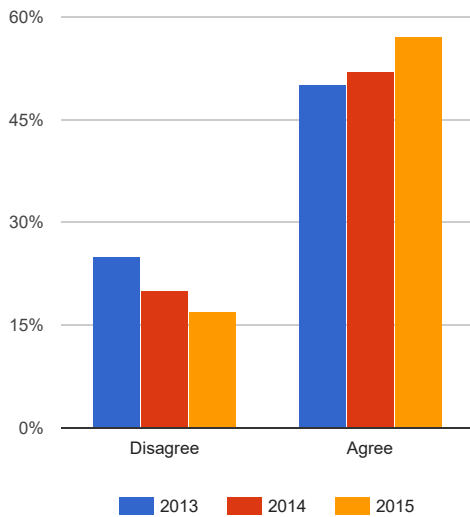
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I feel safe riding the bus



I feel safe and secure waiting for my bus



Service Alerts

Rail ([/customer-service/alerts/rail](#)) Bus ([/customer-service/alerts/bus](#)) BRT ([/customer-service/alerts/brt](#)) Trolley ([/customer-service/alerts/trolley](#)) ~~Other Services~~

Red Line [\(/routes/redline\)](#)
3 Alerts [\(/routes/redline\)](#)

Blue Line [\(/routes/blueline\)](#)
1 Alerts [\(/routes/blueline\)](#)

Waterfront Line [Normal Service](#)

Green Line [\(/routes/greenline\)](#)
1 Alerts [\(/routes/greenline\)](#)

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



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Plan a Trip

Start (e.g. Hopkins Airport)

End (e.g. Rivergate Park)

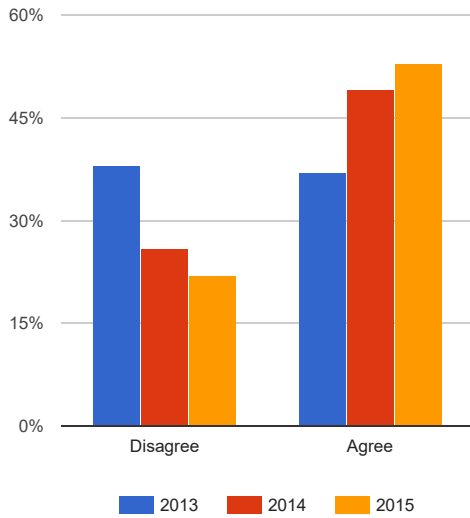
Depart
 Arrive
 Best Route ▾

Jan ▾ | 31 ▾ | 2018 ▾

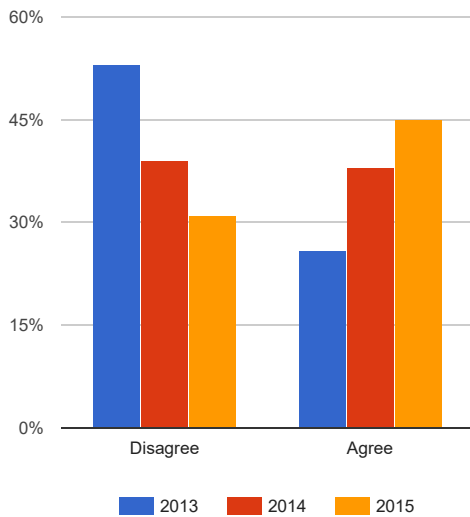
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The bus provides a comfortable environment



The bus is clean



Service Alerts

[Rail \(/customer-service/alerts/rail\)](#)
[Bus \(/customer-service/alerts/bus\)](#)
[BRT \(/customer-service/alerts/brt\)](#)
[Trolley \(/customer-service/alerts/trolley\)](#)
[Other \(/customer-service/alerts/other\)](#)

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



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Demographics Highlights Safety Cleanliness

On-time Performance Availability Ease of Use Comfort Information

Customer Care

Plan a Trip

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

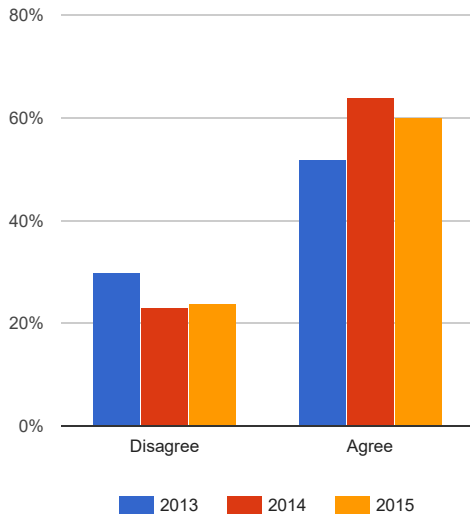
Depart Arrive **Best Route** ▼

Jan ▼ 31 ▼ 2018 ▼

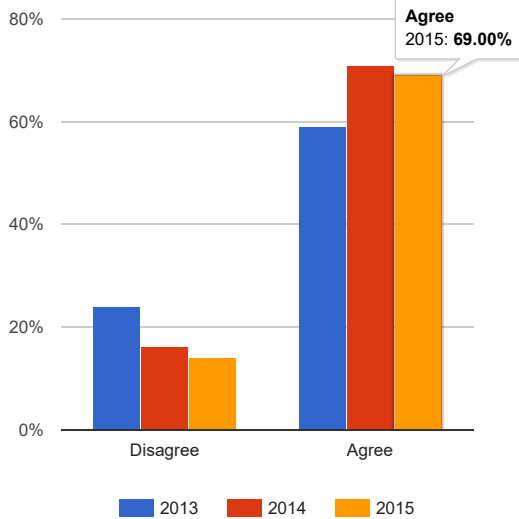
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The bus usually runs on time



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



Service Alerts

Rail ([/customers/rail](#)) Bus ([/customers/bus](#)) BRT ([/customers/brt](#)) Trolley ([/customers/trolley](#)) ~~Other Services~~

- Red Line ([/routes/redline](#))
3 Alerts ([/routes/redline](#))
- Blue Line ([/routes/blueline](#))
1 Alerts ([/routes/blueline](#))
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Normal Service
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1 Alerts ([/routes/greenline](#))

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



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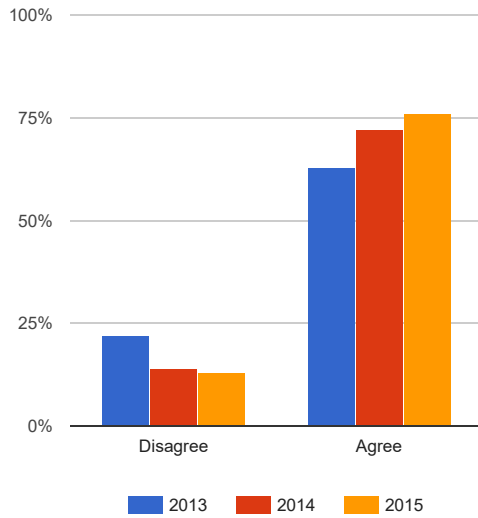
Depart Arrive Best Route ▾

Jan ▾ 31 ▾ 2018 ▾

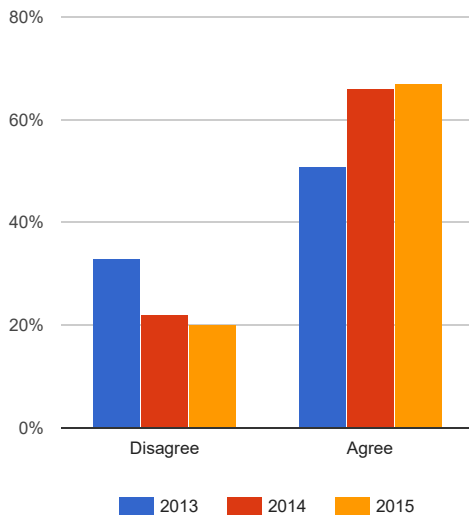
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Bus routes are conveniently located for me



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



Service Alerts

Rail ([/customer-service-alerts/rail](#)) Bus ([/customer-service-alerts/bus](#)) BRT ([/customer-service-alerts/brt](#)) Trolley ([/customer-service-alerts/trolley](#)) ~~Other~~ ~~Services~~

Red Line [\(/routes/redline\)](#)
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[\(/routes/redline\)](#)

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[\(/routes/blueline\)](#)

Waterfront Line [Normal Service](#)

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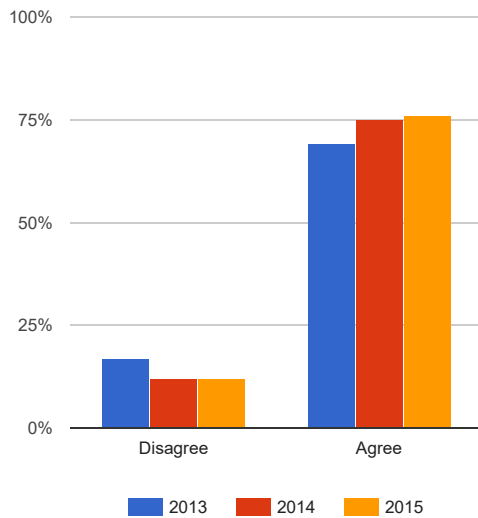
Depart Arrive **Best Route** ▼

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



Service Alerts

Rail (/customer-service/alerts/rail) Bus (/customer-service/alerts/bus) BRT (/customer-service/alerts/brt) Trolley (/customer-service/alerts/trolley) Streetcar (/customer-service/alerts/streetcar) Light Rail (/customer-service/alerts/light-rail)

Red Line [\(/routes/redline\)](/routes/redline)
[3 Alerts \(/routes/redline\)](/routes/redline)

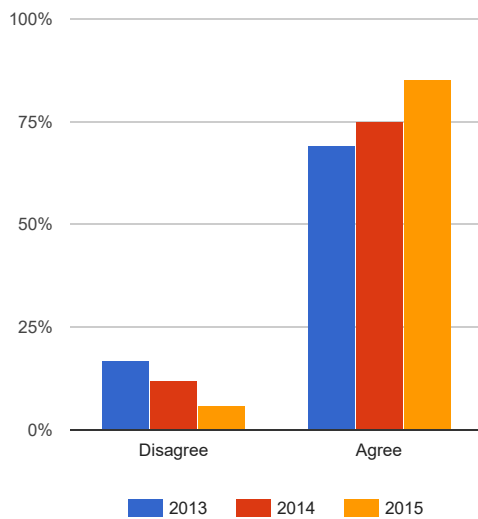
Blue Line [\(/routes/blueline\)](/routes/blueline)
[1 Alerts \(/routes/blueline\)](/routes/blueline)

Waterfront Line [Normal Service](#)

Green Line [\(/routes/greenline\)](/routes/greenline)
[1 Alerts \(/routes/greenline\)](/routes/greenline)

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

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





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Demographics Highlights Safety Cleanliness

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

Customer Care

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

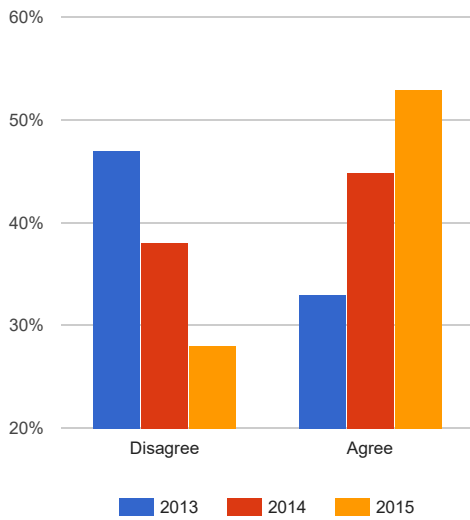
Depart Arrive **Best Route** ▼

Jan ▼ 31 ▼ 2018 ▼

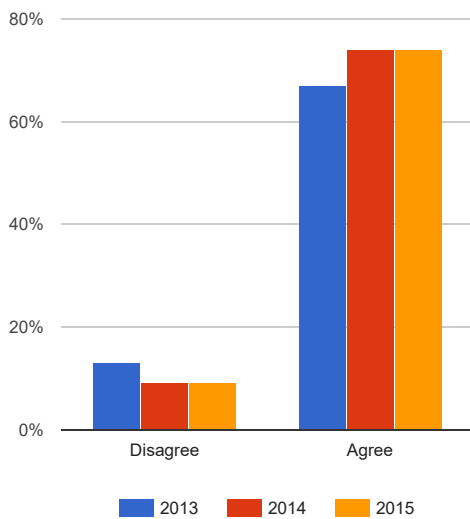
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There is enough seating/space on the bus



The bus is well driven



Service Alerts

Rail (/customer-service/alerts/rail) Bus (/customer-service/alerts/bus) BRT (/customer-service/alerts/brt) Trolley (/customer-service/alerts/trolley) ~~Other services~~

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Waterfront Line **Normal Service**

Green Line [\(/routes/greenline\)](/routes/greenline)
1 Alerts [\(/routes/greenline\)](/routes/greenline)

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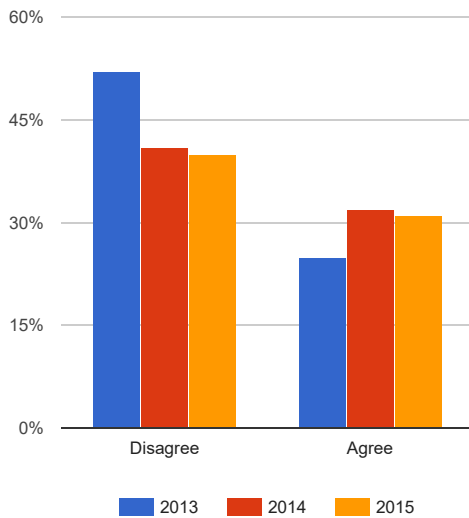
Navigation menu with buttons for: We want to hear from you!, Demographics, Highlights, Safety, Cleanliness, On-time Performance, Availability, Ease of Use, Comfort, Information, and Customer Care.

Plan a Trip

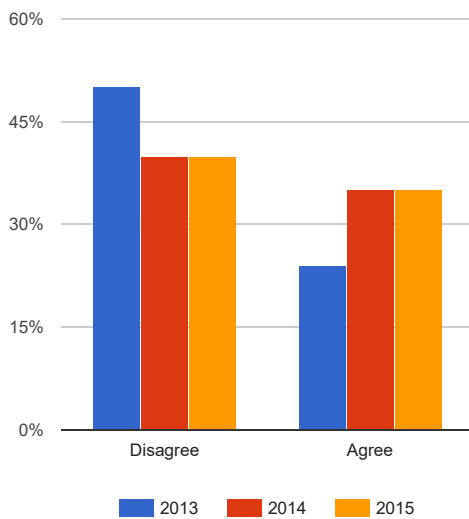
Start (e.g. Hopkins Airport)
 Enter a location
 End (e.g. Rivergate Park)
 Enter a location
 Depart Arrive Best Route ▾
 Jan ▾ 31 ▾ 2018 ▾
 02 ▾ : 43 ▾ P.M. ▾ [Get Directions](#)

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



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

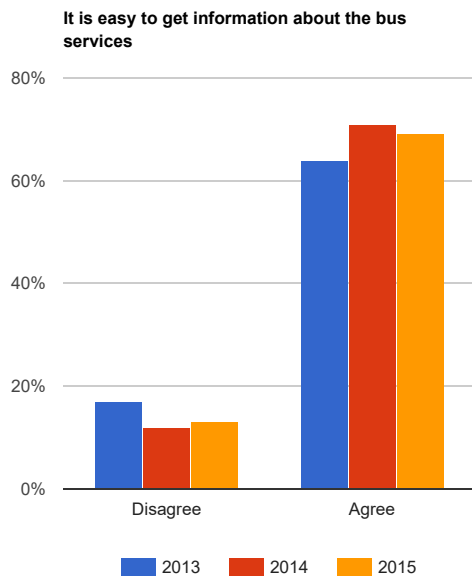


Service Alerts

Rail ([/cust/rail](#)) Bus ([/cust/bus](#)) BRT ([/cust/brt](#)) Trolley ([/cust/trolley](#)) ~~Other ([/cust/other](#))~~

- Red Line [\(/routes/redline\)](#)
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- Waterfront Line [Normal Service](#)
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1 Alerts [\(/routes/greenline\)](#)

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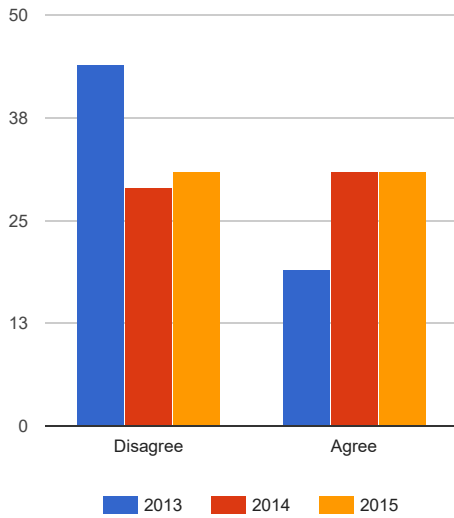
Depart Arrive **Best Route** ▼

Jan ▼ 31 ▼ 2018 ▼

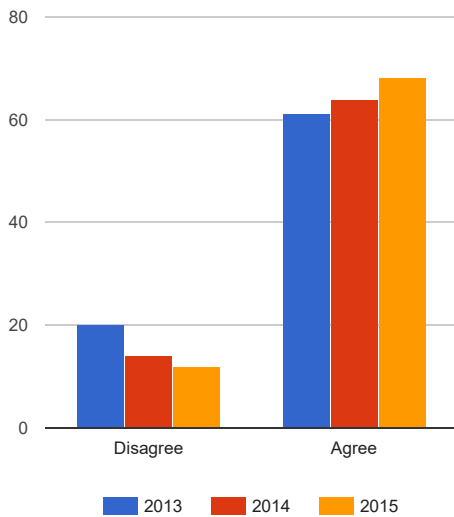
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The transit agency is responsive to customer complaints/problems:



Bus drivers are helpful and professional



Service Alerts

Rail ([/customer-service/alerts/rail](#)) Bus ([/customer-service/alerts/bus](#)) BRT ([/customer-service/alerts/bart](#)) Trolley ([/customer-service/alerts/trolley](#)) Out-of-service ([/customer-service/alerts/out-of-service](#))

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