



90% are satisfied with the comfort our buses provide

96.7% feel our buses are well maintained and clean

75.8% are happy with connectivity between their communter and local routes

85.2% of customers are happy with access to parking at terminals

93.6% are happy with the customer sevice they are provided

94.8% feel buses are operated in a safe manner



Transit 2019 Customer Satisfaction Survey Results Summary

Some key findings from this survey include:

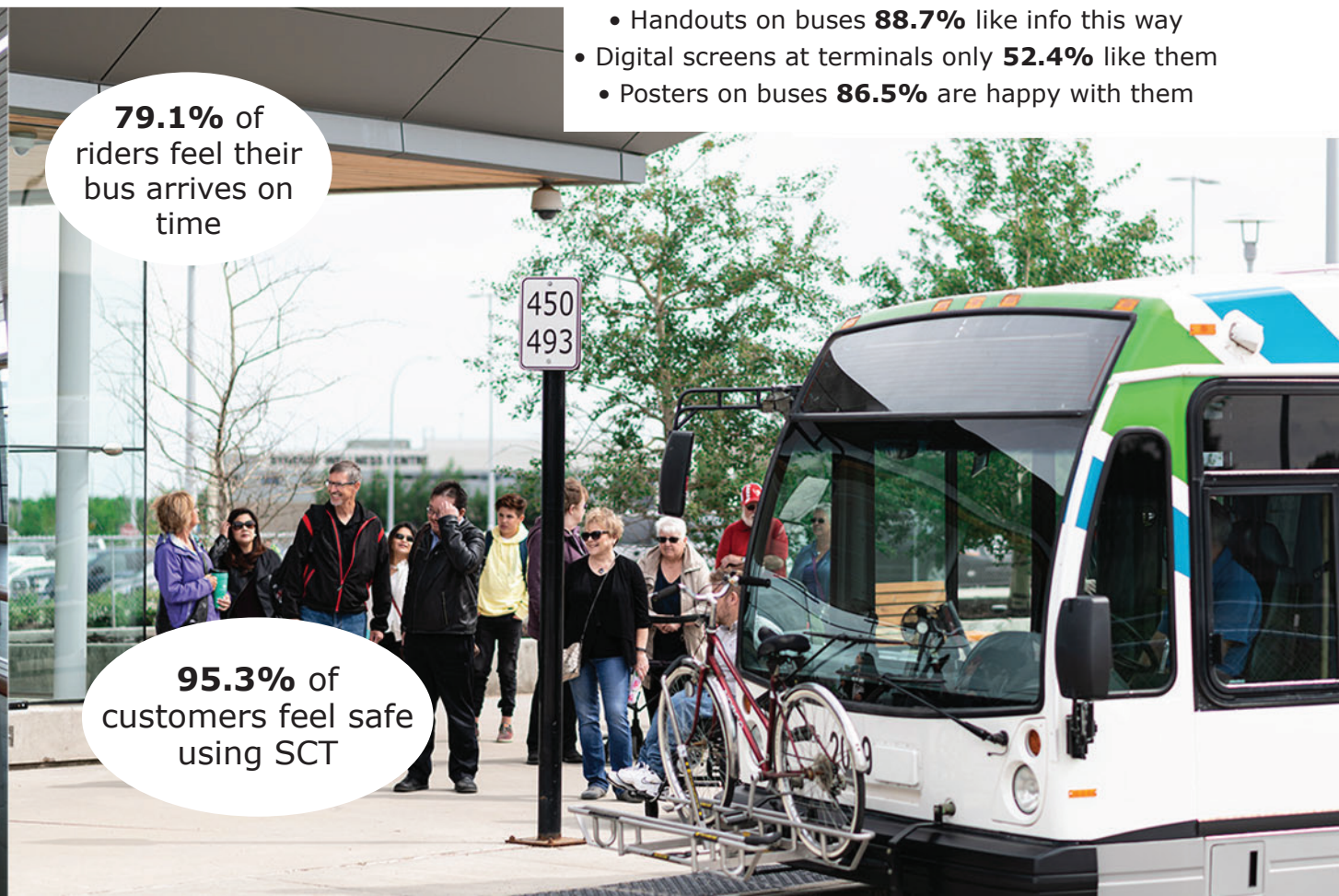
- **85.2%** of respondents indicated that they were either very or somewhat satisfied with SCT.
- **96.7%** surveyed were satisfied with the cleanliness of SCT buses
- **94.7%** of surveyed customers were satisfied with the cleanliness of the Ordze and Bethel terminals.
- **95.3%** of respondents felt safe while using Transit with **94.8%** of respondents indicating that they felt buses were operated in a safe manner.

- Printed Ride Guides **89.3%** like them
- 780-464-RIDE **85%** are happy using it
- Strathcona.ca/transit **64.6%** are satisfied
- Twitter and Facebook feeds **69.2%** are satisfied
- Handouts on buses **88.7%** like info this way
- Digital screens at terminals only **52.4%** like them
- Posters on buses **86.5%** are happy with them



70% of customers are satisfied with access to benches and shelters

85.1% of users are happy with availability of route information



79.1% of riders feel their bus arrives on time

95.3% of customers feel safe using SCT