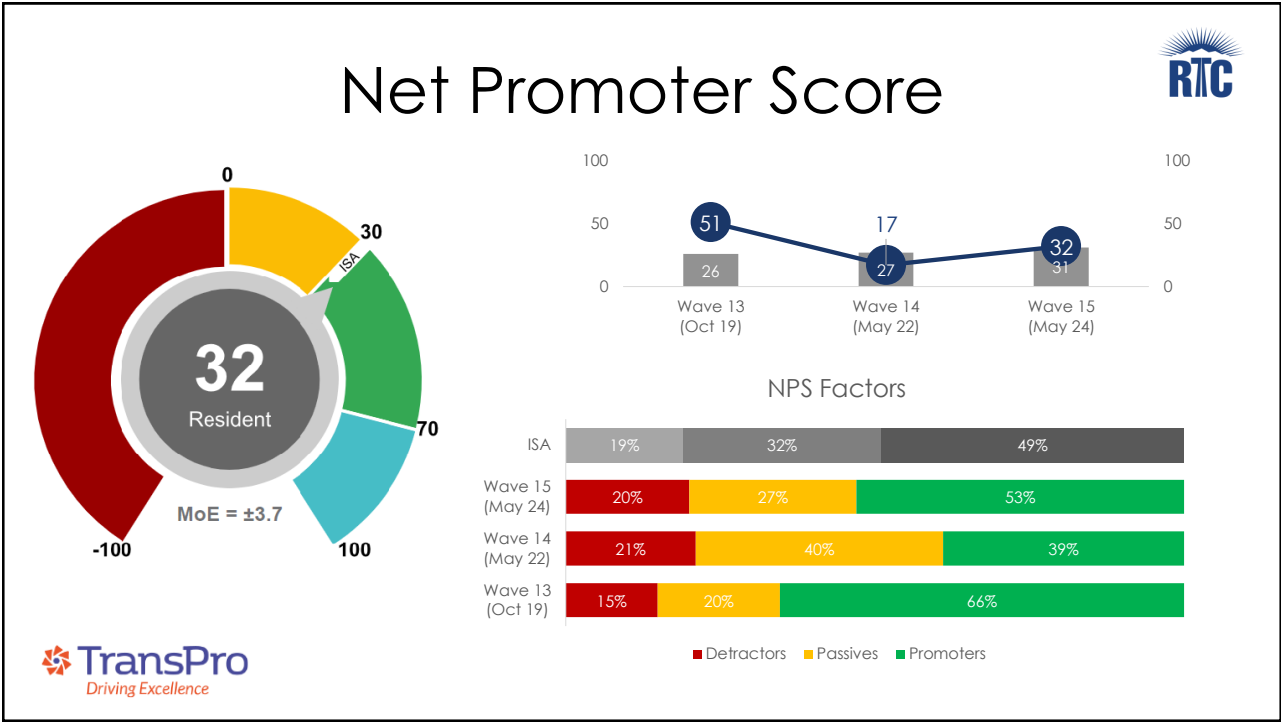




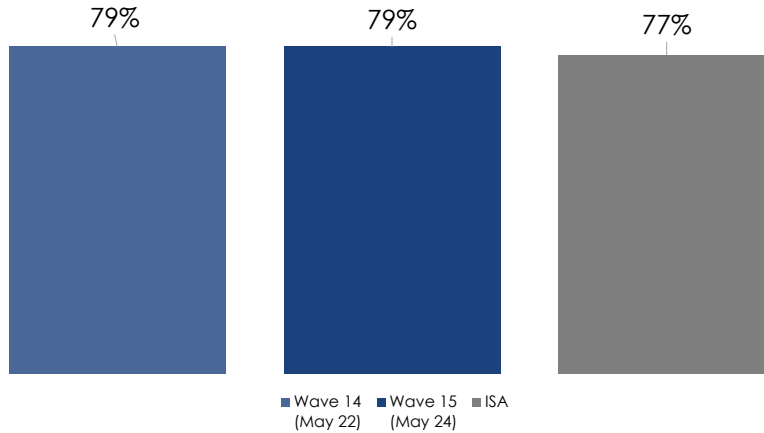
Customer Experience

Fixed Route W15 | Paratransit W5 | OnDemand W2
 September 2024





Overall Satisfaction



RTC Wave 15 | Resident | September 2024

3



Results Summary

79% of resident customers are satisfied with RTC bus service.

Resident Customer NPS is **32**

Resident Customers are **MOST** satisfied with:

- How easy it is purchase and pay your fare 84%
- How safely buses are driven 83%
- Where bus routes go 80%

Resident Customers are **LEAST** satisfied with:

- Bus stop shelter cleanliness 55%
- Access to information about unexpected delays 65%
- Bus cleanliness 65%

Most Important Factors to Resident Bus Customers

1. Bus arriving at scheduled time
2. Where the bus stops located
3. How often the bus comes
4. How long it takes to get where you want to go

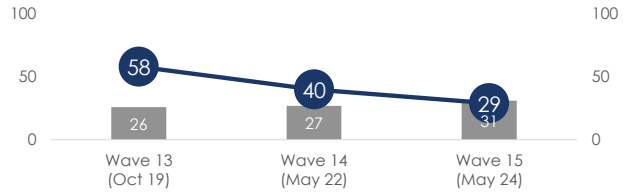
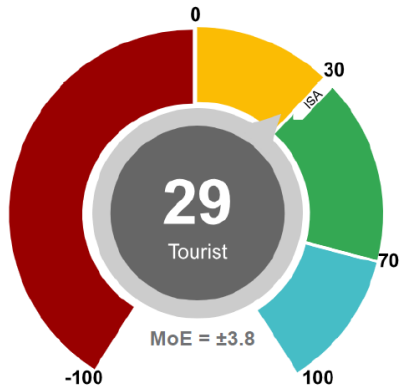


RTC Wave 15 | Resident | September 2024

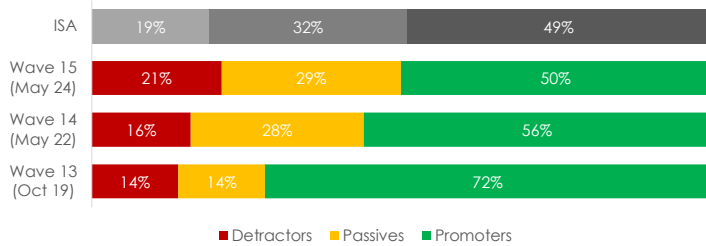
4



Net Promoter Score



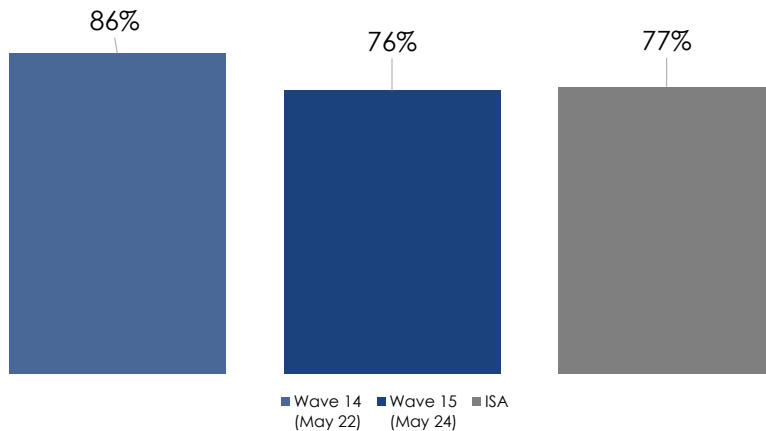
NPS Factors



5



Overall Satisfaction



RTC Wave 15 | Tourist | September 2024

6



Results Summary

76% of tourist customers are satisfied with RTC bus service.

Tourist Customer NPS is **29**

Tourist Customers are **MOST** satisfied with:

- How easy it is purchase and pay your fare 77%
- How safely buses are driven 76%
- Bus arriving at scheduled time 74%

Tourist Customers are **LEAST** satisfied with:

- Bus stop and shelter cleanliness 56%
- Real-time bus information 65%
- Bus cleanliness 65%
- How long it takes to get where you want to go on the bus 65%

Most Important Factors to Tourist Bus Customers

1. How long it takes to get where you want to go
2. Bus arriving at scheduled time
3. How often the bus comes

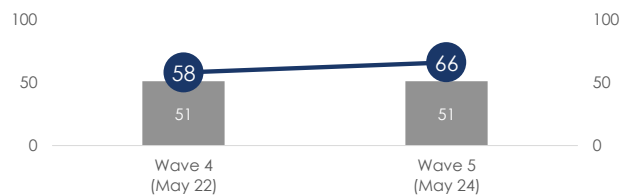
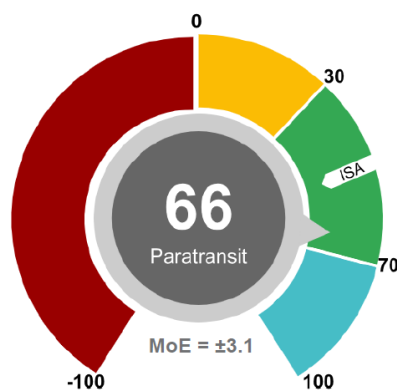


RTC Wave 15 | Tourist | September 2024

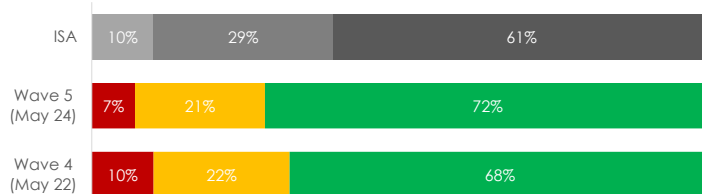
7



Net Promoter Score



NPS Factors



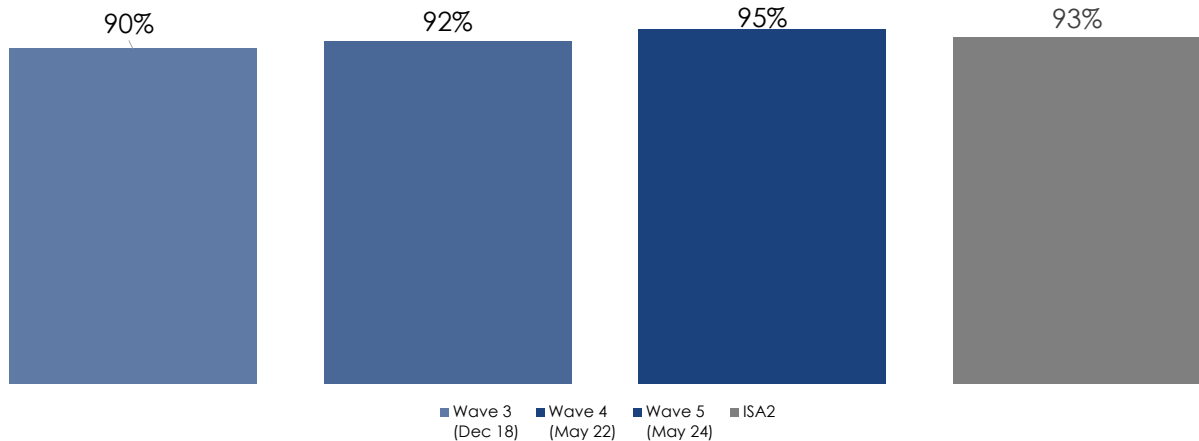
■ Detractors ■ Passives ■ Promoters



8



Overall Satisfaction



RTC Wave 5 | Paratransit | September 2024

9



Results Summary

95% of paratransit customers are satisfied with RTC bus service.

Paratransit Customer NPS is **66**

Paratransit Customers are **MOST** satisfied with:

- Vehicle cleanliness 97%
- Customer care agent politeness and helpfulness 95%
- Amount you pay to ride RTC paratransit 95%

Paratransit Customers are **LEAST** satisfied with:

- The amount of time you're onboard the vehicle 78%
- On-time pick up 79%

Most Important Factors to Paratransit Bus Customers

1. On-time pick up
2. The amount of time you're onboard the vehicle
3. Drivers safely operating the vehicle
4. Driver knowledge on how to get to your destination

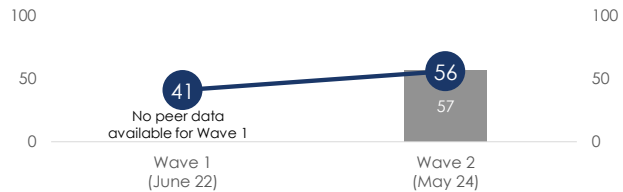
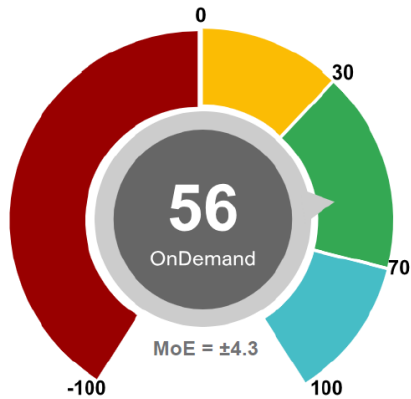


RTC Wave 5 | Paratransit | September 2024

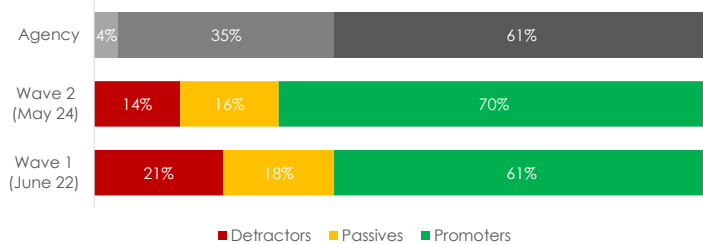
10



Net Promoter Score



NPS Factors



11



Results Summary

84% of paratransit customers are satisfied with RTC bus service.

Paratransit Customer NPS is **56**

OnDemand Customers are **MOST** satisfied with:

- Drivers operating vehicles safely 87%
- Safely getting in and out of vehicle 85%
- Amount you pay to ride OnDemand 84%

OnDemand Customers are **LEAST** satisfied with:

- Being able to get a ride for the day and time of your request 61%
- Pick-up within your pick-up window 69%

Most Important Factors to OnDemand Bus Customers

1. Being able to get a ride for the day and time of your request
2. Amount you pay to ride OnDemand
3. Pick-up within your pick-up window
4. Ease of scheduling ride



RTC Wave 2 | OnDemand | September 2024

12