

2018 Conventional Transit Voice of the Customer Survey Questions

- All things considered, how likely would you be to recommend riding a London Transit bus to a friend or neighbor?
 Not at all likely 0 1 2 3 4 5 6 7 9 10 Very likely

Respondents were asked their level of agreement (ranging from strongly disagree to strongly agree) with each of the following statements:

- The bus usually runs on time.
- The frequency of service (how often the buses come) is satisfactory.
- The bus gets me to my destination in a reasonable amount of time
- The bus routes are conveniently located for me.
- The buses operate at the times that I need them (early morning through late evening).
- The buses operate on the days that I need them.
- It is easy to find out if the buses are running on schedule.
- It is easy to get information about London Transit's services, route schedules and maps.
- The bus is clean.
- There is enough seating/space on the bus.
- Bus drivers operate the vehicle safely
- Bus drivers are helpful and courteous.
- Bus drivers are knowledgeable about the London Transit system
- The price of the fares is reasonable
- When contacting London Transit's Customer Service, I receive a prompt reply
- When contacting London Transit with a concern or complaint, my issue is addressed in a timely manner
- Customer Service representatives are helpful and courteous
- The London Transit system provides value to the community based on the amount taxpayer funding it receives
- The community should consider increasing funding in order to improve the quality and/or expand the London Transit service.

Respondents were asked to answer each of the following questions with Yes or No:

- Do you follow the London Transit Twitter account for service updates?
- Have you signed up for stop level information notices through the LTC real-time information system?
- Do you feel safe from unwanted conversation/contact while riding the bus?
- Have you ever experienced unwanted conversation/contact while riding the bus?
- Have you ever witnessed unwanted conversation/contact while riding the bus?
- Do you feel safe from unwanted conversation/contact while waiting for the bus at the bus stop?
- Have you ever experienced unwanted conversation/contact while waiting for the bus at the bus stop?
- Have you ever witnessed unwanted conversation/contact while waiting for the bus at the bus stop?
- Have you contacted London Transit with a question, concern or complaint in the last 3 months?
 - Was your issue resolved?
- Are you dependent on using London Transit buses to travel to/from your destination?

Respondents were also asked the following questions:

- On a scale of 1-5 where 1 means "Very Dissatisfied" and 5 means "Very Satisfied" How satisfied are you overall with the quality of the London Transit bus service?
- In the past year, has the bus service:
 Gotten Worse Stayed about the same Gotten Better
- What are the top 3 most important areas of service for you as a user of public transportation? (Rank in order)
 - _____ Service availability (frequency of buses, hours of operation)
 - _____ Route coverage
 - _____ Fare price
 - _____ Real time information about bus timeliness
 - _____ Accuracy and availability of route schedules and maps
 - _____ Travel time
 - _____ Buses arrive on time
 - _____ Drivers being helpful and courteous
 - _____ Buses are operated safely
 - _____ Customer service representatives being helpful and courteous
 - _____ Responsiveness to concerns or complaints in a timely fashion
 - _____ Bus cleanliness
 - _____ Safety on the bus
 - _____ Safety waiting for the bus

- If you do have other options (such as walking, getting a ride, or buying/driving a car), what is the #1 reason you choose public transportation? (Pick ONE only)
 - The bus comes so often it's just as convenient (as walking or driving)
 - It's better for the environment
 - I want to save money on gas, parking and other car expenses
 - I want to be able to work instead of driving
 - I want to be able to drink / have fun, without worrying about driving
 - I want to support public transportation
 - Other-Write in _____

- How often do you ride the bus?
 - 5+ days per week
 - 3-4 days per week
 - 1-2 days per week
 - 2-3 times per month
 - Once per month or less

- For what primary purpose do you ride London Transit buses most frequently?
 - Work
 - Education
 - Shopping/Errands/Groceries
 - Leisure/Social/Recreation
 - Medical
 - Church/Religious activities
 - Other – Write In

- What type of pass/payment do you use most often?
 - Cash
 - Ticket
 - Monthly Pass
 - Tuition Pass