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RGRTA Invites Customers to Take Part in Customer Satisfaction Survey

Results will help identify best practices for U.S. transit agencies

Rochester Genesee Regional Transit Authority (RGRTA) and 16 other transit agencies across the U.S. are asking customers to participate in a brief online survey about area bus service. Data collected from all agencies will be combined to help improve service for customers by guiding the formation of a national benchmark of best practices in public transit.

Twenty questions ask about key aspects of transit service and how it is used by customers. Sample questions include: Do you think buses are usually on time? Is it easy to find the best route for your bus? Are the buses clean, comfortable and well-driven? Respondents need not be frequent customers. Occasional and infrequent riders are welcome to take the survey. The survey takes approximately five minutes. Information and individual responses will remain confidential and will not be used for any other purpose. The survey ends May 25.

The [American Bus Benchmarking Group \(ABBG\)](#) is coordinating the survey effort. ABBG was established in 2011 as a forum for mid-sized bus organizations in the U.S. to learn from each other by comparing performance, sharing experiences, and identifying best practices. The group is administered and facilitated by the [Railway and Transport Strategy Centre \(RTSC\) at Imperial College London](#), which has been leveraging experience and research in the transport industry since 1992. Survey project management and research will be carried out by the RTSC. The data will be processed to create an anonymized summary report and dataset for the participating agencies.

To take the survey, visit [2014 ABBG Customer Satisfaction Survey](#) or visit www.rgrta.com and click on the link on the home page. The survey is also available in [Spanish](#).

Other transit agencies participating in the survey include those in Austin, Tex., Vancouver, Wash., Cleveland, Ohio, Chicago, Ill, Orlando, Fla., and more.

To learn more about the [American Bus Benchmarking Group](#), visit their website.

Rochester Genesee Regional Transportation Authority provides public bus transportation in Monroe, Genesee, Livingston, Orleans, Seneca, Wayne, and Wyoming Counties. Recognized as one of the best-run transit systems in the nation, our 841+ employees proudly serve our customers who count on us for more than 18.5 million rides each year. A public benefit entity, RGRTA is governed by 13 appointed commissioners who represent the City of Rochester, County of Monroe, and the surrounding counties in which RGRTA provides services. For more information, visit www.rgrta.com.

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