

Customer Satisfaction Survey Results 2017

RTA's triennial Customer Satisfaction Survey gave riders the opportunity to report overall satisfaction and evaluate our performance in 33 areas. With 2,603 Pace surveys in, we are proud to report **Pace received the highest overall customer satisfaction rates in the region.**

88% of respondents were satisfied with Pace's overall service, up 1% over 2013. (Compare to 83% of Metra riders & 85% of CTA riders reporting satisfaction.)

Additionally, **90%** of respondents plan to continue riding a year from now (up 3% over 2013) and **89%** of respondents are likely to recommend Pace to others, indicating strong loyalty.

Bus Service



94% are satisfied w/ safety of driving.

74% are satisfied w/ on-time performance.

76% are satisfied w/ service frequency.

79% are satisfied w/ coordination between Pace and other agencies.

Bus Stops



88% feel safe waiting for the bus.

70% feel comfortable waiting for the bus.

67% are satisfied with shelter availability.

80% are satisfied with cleanliness of stops.

Vehicles



92% feel safe riding.

89% are satisfied w/ temperature.

88% are satisfied w/ seat availability.

84% are satisfied w/ interior cleanliness.

Navigating the System



94% find it easy to understand routes & schedules.

94% find it easy to pay fares (up 6% over 2013, when Ventra debuted).

89% are satisfied with the Ventra app.

85% are satisfied with customer service.

Ongoing projects to improve passenger amenities and on-time performance aim to address lower satisfaction reported in those areas.

- By 2019, Pace expects to convert every route to a **Posted Stops Only** policy, which will make service more efficient and reliable.
- Bus-on-shoulder implementation on I-55 has improved service dependability & ridership. **Similar operations will soon be available along segments of I-90 and I-94.**
- **Transit Signal Priority (TSP)** will soon be available on more routes and will help buses spend less time sitting at red lights, further improving our speed and reliability.
- Efforts to erect more bus shelters have resulted in **32 new shelters** this year (adding to over 1,500 existing shelters); we will continue to work with communities to install more.