



**Kitsap Transit *ACCESS***  
**Customer Service Survey**  
**2017**

# BACKGROUND

- Conducted Yearly
  - 10% of recent trips
  - Random selection
  - 107 Contacted by phone
- Categories
  - Customer Service Assistants
  - Drivers
  - Equipment
  - Overall grade



---

# RATINGS

EACH CATEGORY RATED

*1 THROUGH 5*



---

# BACKGROUND

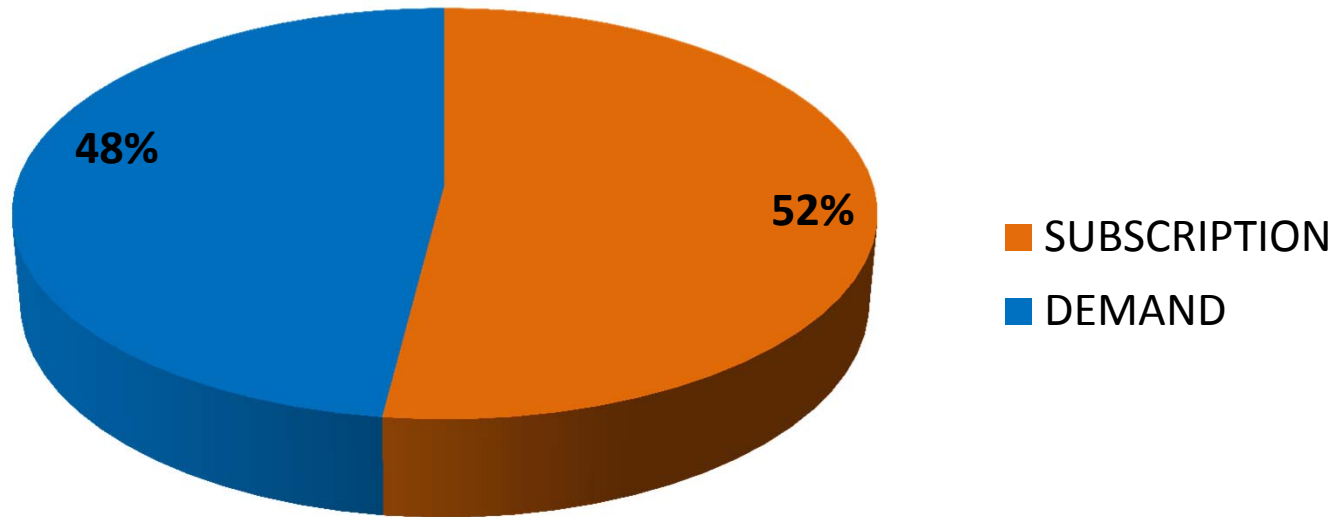
AVERAGE WEEKDAY RIDERSHIP FOR 2017 WAS  
**758** PASSENGERS PER DAY

AVERAGE WEEKEND RIDERSHIP FOR 2017 WAS  
**225** PASSENGERS PER DAY

AVERAGE PHONE CALLS FOR 2017 WAS  
**350** PER DAY



# RIDERSHIP

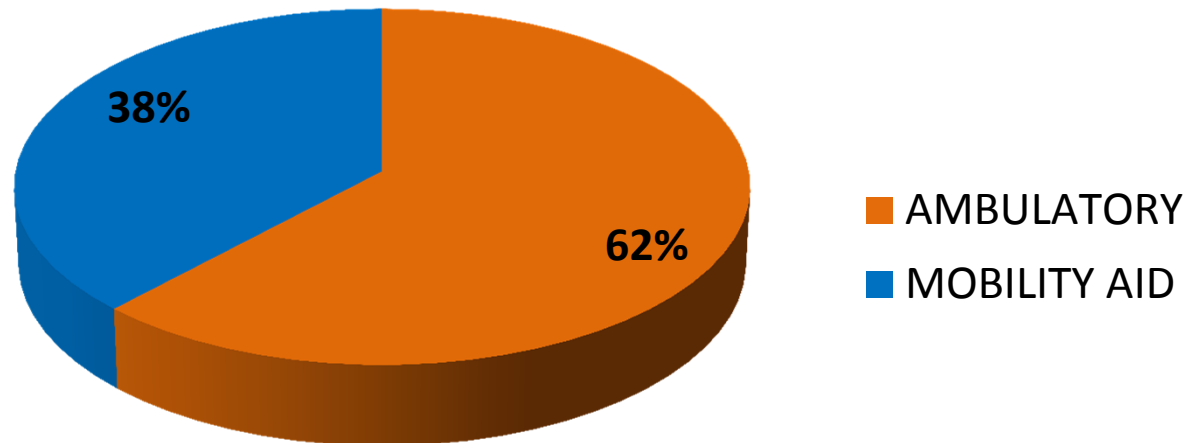


**Subscription Trips**  
Automatically generated  
**Demand trips**  
1 to 7 days in advance

# MOBILITY AID STATISTICS FOR 2017

## Mobility aids

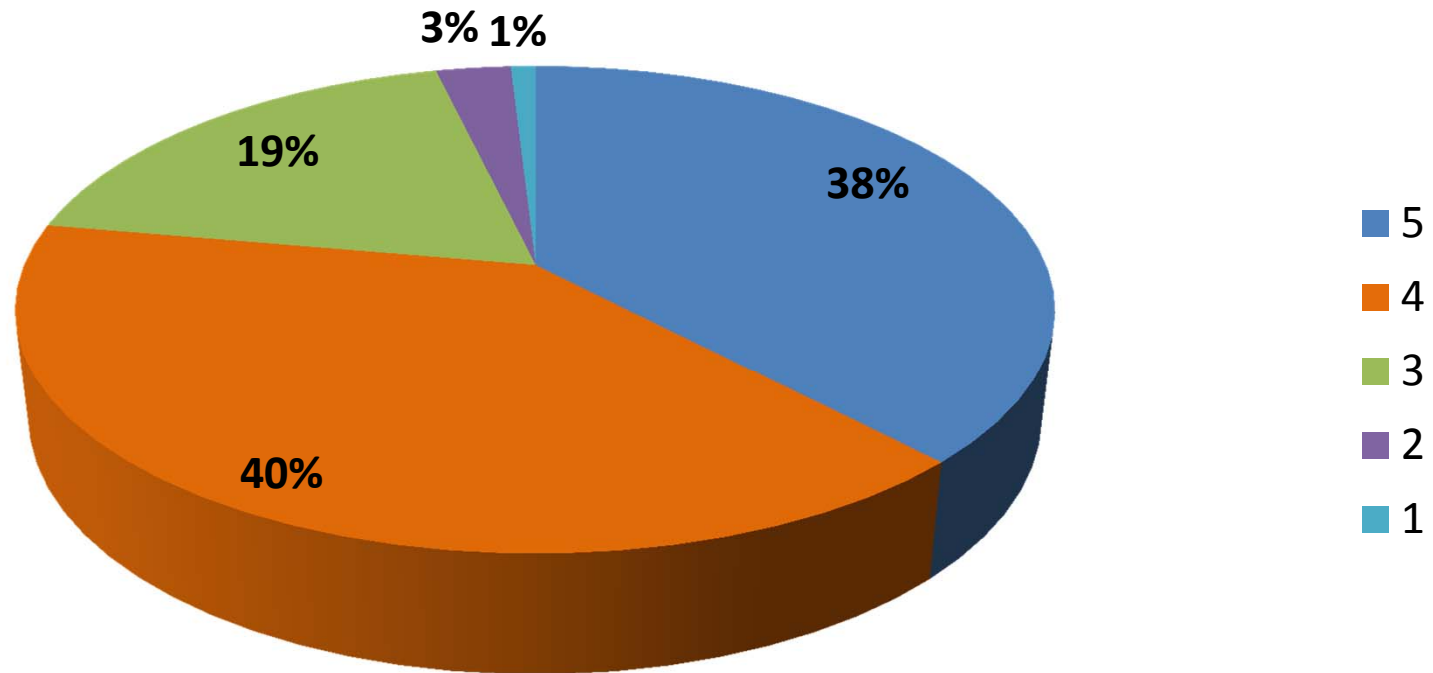
- Walkers
- Wheelchairs
- Scooters



# PHONE CALLS

**5 - Answered Immediately**

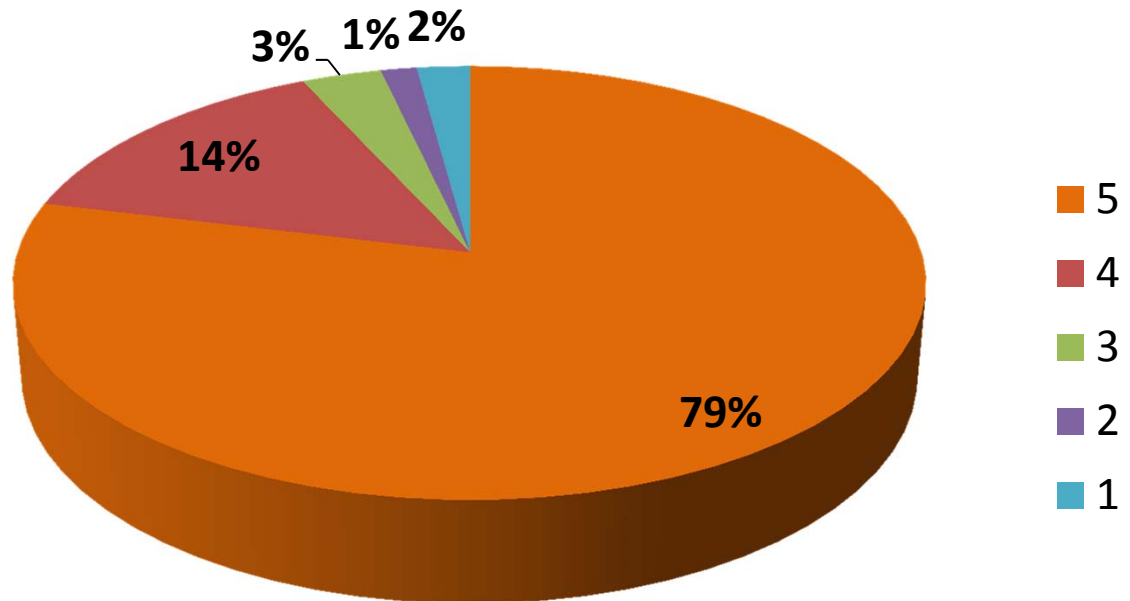
**1 - on hold >3Minutes**



# OVERALL CUSTOMER SERVICE

## Customer Service Quality

**Topics**  
Courtesy  
Efficiency  
Patience  
Assistance

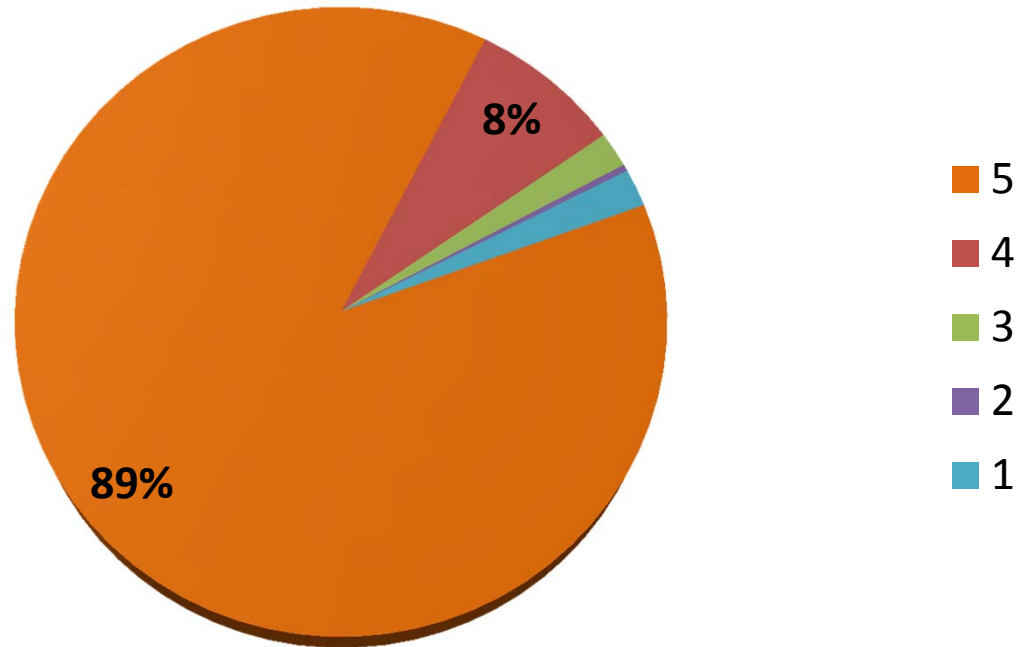




# TRIP QUALITY/DRIVER FEEDBACK

## OVERALL TRIP QUALITY

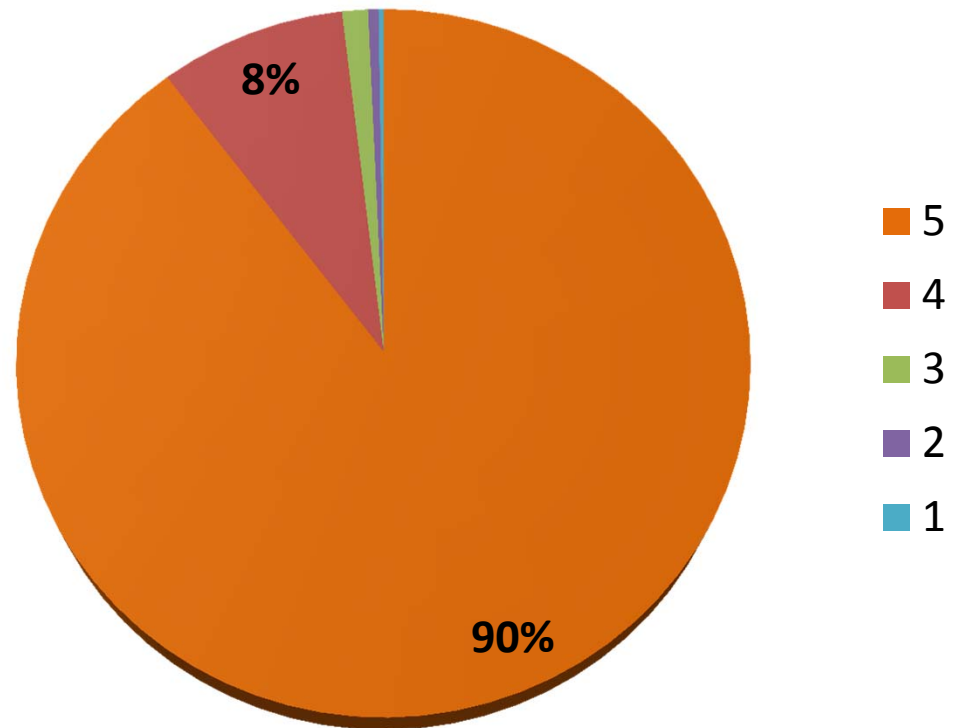
- Topics**
- Safety
  - On-time performance
  - Assistance
  - Fare collection
  - Courtesy



# EQUIPMENT FEEDBACK

## Topics

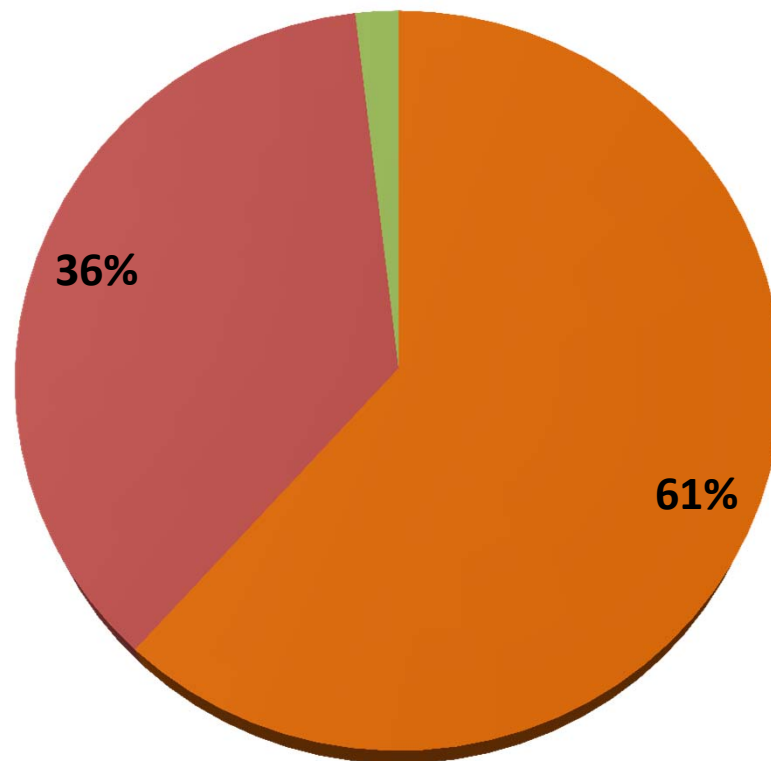
Vehicle inside & out  
Overall ride quality  
Vehicle well equipped



# OVERALL GRADE



A & B  
97%



- A
- B
- C
- D

