



2021 Transit Customer Satisfaction Survey



Research Results

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Communications

December 2021

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I. INTRODUCTION AND PURPOSE OF THE STUDY

In November 2021, Strathcona County conducted an online survey specifically directed to people who made use of public transit. The purpose of the survey was to get feedback from users as to what they liked about transit, and what areas (if any) they felt could use improvement.

Obtaining primary data from residents directly will provide Strathcona County Transit with information to enable County officials to make decisions that accurately reflect the perspectives and attitudes of users of the service. This report will provide a comprehensive review of all steps undertaken in the development and implementation of the survey, as well as a detailed summary of the results. The results from this study were prepared by Phil Kreisel, Ph.D. (Communications); SPSS was used for the data analysis.

A review of the methodology associated in the development and implementation all aspects of the survey can be found in the next section of this report.

II. METHODOLOGY

A. The questionnaire

The questionnaire used in this study was an update of a survey previously used in 2019 prior to the COVID pandemic. The survey was updated, then reviewed and modified where necessary by members of Survey Central for wording, question ordering and general understanding. This included a final check of the content by FOIP¹ prior to the release of the survey to the public. A copy of the questions can be found in Appendix A.

B. Sampling design and data collection procedure

The sample frame used in this study consisted of 138 people who had previously signed up to be part of SCOOP, Strathcona County's online opinion panel, as well as other residents of Strathcona County who were regular transit users who completed the survey online with Alchemer, another online survey platform. Residents who took part in the survey were screened at the start of the survey, based on whether they had taken Strathcona County Transit anytime within the past two years (November 2019 to November 2021). The data was gathered between November 15 and November 28 2021. Outside of transit use, no demographic data was asked this survey.

Although poll-based data is derived from people who decide to participate, were not randomly selected and have access to the online poll, the margin of error for a comparable probability-based random sample of the same size is $\pm 8.3\%$, 19 times out of 20.²

¹ FOIP stands for Freedom of Information and Protection of Privacy and was reviewed by selected members from Strathcona County's Legislation and Legal Department (LLS).

² The $\pm 8.3\%$ is the *margin of error* associated with this study and refers to the potential percentage spread that exists within answers to questions. This means that an answer could be up to 8.3% higher or lower than what is reported. Please note, however, that the data was gathered through an online survey and no controls were undertaken to make this a random sample.

III. SURVEY RESULTS

A. Satisfaction with customer service

The first section of this survey asked users a series of questions pertaining to customer service. It can be seen from Table 1 that satisfaction levels were high for many services, especially for the *cleanliness of the Bethel Transit Terminal, the safe operation of buses, and the cleanliness of the buses.*

TABLE 1
Level of satisfaction with aspects of Strathcona County Transit

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't know³
Cleanliness of the Bethel Transit Terminal	83.5%	14.8%	0.9%	0.9%	***
Safe operation of buses	77.2%	17.6%	2.9%	2.2%	---
Cleanliness of the buses	75.7%	19.9%	2.2%	1.5%	0.7%
Customer service provided by the transit operators	68.1%	26.7%	1.5%	2.2%	1.5%
Cleanliness of the Ordze Transit Centre	64.0%	32.0%	2.7%	1.3%	***
Access to parking at terminals	63.8%	26.7%	6.9%	2.6%	***
Your bus arrives at its scheduled time	60.3%	24.3%	10.3%	4.4%	0.7%
Comfort of the ride (i.e. comfortable seats, temperature, etc.)	57.4%	33.1%	8.1%	1.5%	---
Availability of route information	54.4%	27.9%	14.7%	2.9%	---
Your commuter and local buses connect on a regular basis	50.5%	27.2%	9.7%	12.6%	***
Availability of shelters / benches	44.9%	34.6%	11.0%	5.1%	4.4%
Overall satisfaction with Strathcona County Transit service	60.6%	28.5%	8.0%	2.9%	---

³ The "don't know" responses for the *cleanliness of the Bethel Transit Terminal (15.2%), the Ordze Transit Centre (44.2%), the commuter, local bus connections (23.9%) and access to parking at terminals (14.5%)* were removed on the basis that those people who didn't know about the transit terminals or parking likely didn't use them; similarly, people who didn't know about commuter/local bus connections likely didn't use a commuter bus. These items were then recalculated after removing the "don't know" responses, which is reflected in Table 1.

Satisfaction levels were also relatively high for *customer service provided by the transit operators* and the *cleanliness of the Ordze Transit Centre*. While still acceptable, satisfaction levels dipped with availability of shelters/benches in Strathcona County. There were also just over 22% who were dissatisfied with their commuter/local bus connections. Close to 18% were dissatisfied with the availability of route information.

B. Satisfaction with routing and information needs

Users were then asked to rate their level of satisfaction with routing and information provided by Strathcona County Transit. It can be seen from Table 2 that the combined very/somewhat satisfied levels were generally good for digital screens, the printed SCT ride guide, and the website.

There were a higher percentage of users who were either somewhat or very dissatisfied with the *information provided by drivers via handouts, the ride line and twitter and Facebook updates* (overall average about 24.6%).

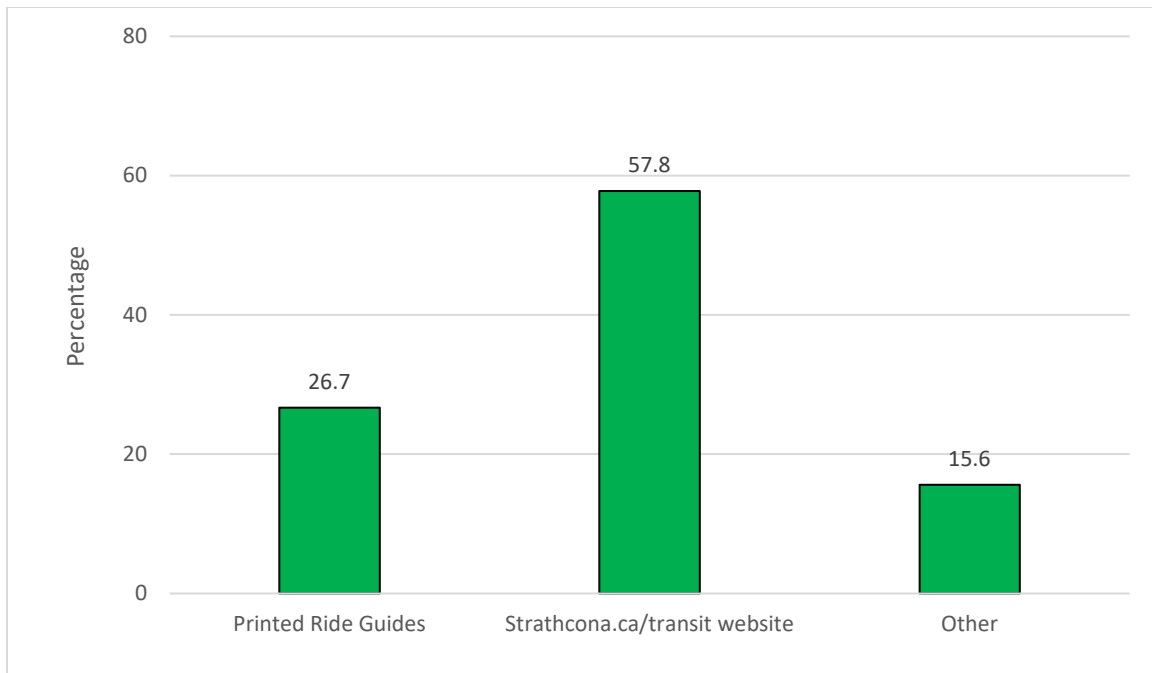
TABLE 2
Level of satisfaction with routing and information needs

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't know⁴
Digital screens at terminals	56.5%	29.4%	12.9%	1.2%	***
Printed SCT Ride Guide	55.3%	35.5%	6.6%	2.6%	***
Website: strathcona.ca /transit	53.4%	23.7%	9.2%	2.3%	11.5%
Information provided by drivers via handouts	48.1%	30.8%	13.5%	7.7%	***
780-464-RIDE ride line	46.7%	31.1%	15.6%	6.7%	***
Twitter and Facebook updates: (#SCTransit and Strathcona County)	33.3%	36.4%	18.2%	12.1%	***
Posters on buses	27.0%	29.7%	10.8%	----	32.4%

⁴ The "don't know" responses for the *printed SCT Ride Guide* (43.7%), the *780-464 -RIDE line* (66.7%), *Twitter & Facebook updates* (74.4%), *Info provided by drivers via handouts* (61.2%) and *digital screens at terminals* (36.6%) were removed on the basis that those people who didn't know about these aspects might skew the ratings. These items were then recalculated after removing the "don't know" responses, which is reflected in Table 2.

It can be seen from Figure 1 that given a choice, users preferred going to the transit website to get schedule and route information. However, close to 27% preferred the printed ride guides.

Figure 1
Preference for receiving schedule and route information



In terms of the “other” option, the majority of respondents either indicated the use of Google Maps or making use of a transit app.

C. Other questions

Respondents were then asked if they generally felt safe using transit. Overall, the majority of users (95.6%) said they did. The small number of users who did not feel safe were asked what would help them to feel safer. The majority indicated that having a less crowded bus (because of COVID-19) would make them feel safer, though one person felt that more people on a bus would make them feel safer (with less likelihood of being harassed if there were more people on a bus).

Users were also asked if there were any suggestions on how transit services could be improved. A variety of comments were put forward, with *sticking to scheduled pickup/departure times, ticket purchases from vending machines, and adjusting the temperature on buses* common suggestions. A full list of comments can be found in Appendix B, along with other general comments that people had about transit services.

APPENDIX A: SURVEY QUESTIONS

Strathcona County Transit is conducting a customer satisfaction survey as part of our regular review of service. It is intended to gather feedback regarding customer service, our facilities and the information you receive. The goal of this survey is to evaluate our current service, find the points where we excel in meeting your needs and where we could improve, and potentially how.

Personal information is collected under the authority of section 33(c) of the Freedom of Information and Protection of Privacy Act and will be used in the management and administration of Strathcona County Transit process improvement initiatives. If you have any questions about the collection or use of your personal information, please contact Sheryl Mayko, Coordinator Communication and Customer Experience at 780-410-6510.

1. Have you taken Strathcona County Transit anytime in the past two years (Nov 2019 & Nov 2021)?

Yes

No – *Results in survey ending for non-users with the message*

Thank you for your willingness to take our survey, however this survey is only for those who have used Strathcona County Transit within the past two years.)

2. How satisfied are you with the following?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know
Safe operation of buses					
Your bus arrives at its scheduled time					
Your commuter and local buses connect on a regular basis					
Overall satisfaction with Strathcona County Transit service					
Customer service provided by the transit operators					
Comfort of the ride (i.e. comfortable seats, temperature, etc.)					
Cleanliness of buses					
Availability of shelters and benches					
Availability of route information					

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know
Access to parking at terminals					
Cleanliness of Bethel Transit Terminal					
Cleanliness of Ordze Transit Centre					

3. How satisfied are you that the following services meet your routing and information needs?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know
Printed SCT Ride Guide					
780-464-RIDE (7433) ride line					
Website: strathcona.ca/transit					
Twitter and Facebook updates (#SCTransit and Strathcona County)					
Information provided by drivers via handouts					
Digital screens at terminals					
Website: strathcona.ca/transit					
Posters on buses					

4. What is your preferred means of receiving schedule and route information?

- Printed ride guides
- County website: Strathcona.ca/transit
- Other - please write in [open-ended] _____

5. Do you generally feel safe using Strathcona County Transit?

- Yes
- No - Ask Q-6

6. What would *help* you feel safer on our transit system? _____

7. Please provide us with your suggestions on how we can improve transit services for transit users like you. * Please do not include any personally identifying information in your response

8. Do you have anything else you would like to share with us today? * Please do not include any personally identifying information in your response

APPENDIX B: COMMENTS FROM TRANSIT USERS

A. Suggested improvements to Strathcona County transit system

- A little bit more time when the bus gets to u of a. I show up 10 minutes early to make sure I don't miss it because its here for 1 minute and 34 seconds.
- a park and ride on the east side of the Park for county or rural users. Sometimes downtown routes blow past stops that should be automatic for them to pull in (there are only a handful of stops, it would not be an issue to make 2 or 3 mandatory stops).
- Allow well behaved dogs on routes like other cities do.
- Although they may hold many passengers, the double decker is extremely unreliable because of how they are designed. Please do not purchase any new double-deckers, as they are a waste of money
- As a cyclist, it would be helpful to know which bus has bike racks in advance. Would love to see a greater integration between active transportation and transit.
- Be on time. Consistent training between operators. Stop at every designated stop. Add the LRT.
- Better online information on how to commute to/from Strathcona county into Edmonton.
- Better use of double-decker busses for commuter services. Often times the double-decker busses come at the less busy times and single decker come at the busiest times of day! This means people have to stand when this wouldn't be the case if there was a doble-decker bus and also leads to pretty empty double-decker busses. Also, busses are too hot in the winter since you are generally dressed for the weather anyways.
- Better weekend and evening service.
- bike carriers, start earlier I work at 6 am bus to NAIT.
- Bring back the A routes during rush hour.
- Bus card
- Consistency. Especially with the cold weather now upon us. You have drivers that vary as much as 5-8 minutes with when they arrive, driving the same route in the same conditions. The 404 currently arrives around 6:35 am at Ordze (which is great) the previous rotation of drivers were often late, and we would wait upwards of 10 minutes sometimes for it to arrive. I do not take local transit (almost never) as there is far too high of a frequency of the commuters not making it back to the TC in time for the locals. (And I only live about 2 blocks from a 443 stop). I believe that you have 'rules' in place for your drivers that make it very difficult for them to stay on schedule. Not being able to use the left lane for one. Not being able to pass another Strathcona Transit bus that is driving slowly. Training drivers to stop at green lights that are about to change. (This happens A LOT)
- Don't have buses waiting around when you have a stuck bus. That's just stupid.

- Drivers at times appear not to care about the fact that they represent the company. Grumpy, look bored and I think the pride of being a professional driver seems to have been lost in some of them. Perhaps it's the Covid effect and they too are struggling daily to be positive.
- ensure thorough information for Event buses
- For 441 route from Bethel to Ordze - add another stop on Clover bar between the first stop on Clover bar and FR Haythorne
- For UofA Stollery entrance customers riding the 404, when a bus does not come you are standing out there for 40+ minutes hoping it will make it. No way of knowing why there is no bus. Is there a way to communicate this? I don't know what would work
- Free WIFI on buses. Have an app with real-time tracking to know the exact time the next bus will arrive. Please turn down the heat in the double-decker buses. The upper level gets very warm in the winter and it's too hot while wearing a winter coat. Hold local buses at Bethel Transit Terminal when commuter buses are within a couple minutes of arriving at the terminal.
- Handicap parking is too far from where commuter bus is. Each paid parking aisle should have first spot available for handicap. Paid for privileged parking due to distance to handicap spots
- Having one fare as part of an overall-larger regional system with all the other communities, run by an independent transit authority that is not just ETS, in a similar manner to BC's two transit authorities (one for the lower mainland and one for the rest of BC). It's time that we all grew up!
- Honestly, I don't have any suggestions. As a commuter from Edmonton, the service is excellent. Thank you!
- I am a regular commuter to downtown. The Strathcona transit feels more like a community on its own with friendly drivers who know the regular riders. It is a great experience, which is the sole reason why I choose public transit over driving a car. A mobile transit app showing location of buses will be very helpful. Sometimes buses get stuck in traffic and it would be handy to have an app for riders waiting in bus stops.
- I am not a regular user, but when I did the information desk at Bethel was very, very helpful
- I get to Bethel on the commuter bus at 8:00am. The local buses don't get here till 8:15 am which gets me to work late. I take a cab and it's pricey. But the ETS buses connect too early for me to make the earlier ones it would be nice to have more local buses running in the morning. Especially the 151. Thanks.
- I mainly use SC transit to go downtown to Rogers Place. There has been a few inconsistencies with pick up times from this location especially when it is after 10 p.m.
- I think that if a ticket is purchased, whether it's local or commuter (but especially commuter) it should be valid for the ENTIRE DAY!!!
- I think we need a bus that departs from Edmonton to Sherwood Park at 5:50am. Also, that some of the local routes for example the 420 has a

- departure time from the terminal of 6:30am. That will allow me sufficient time to walk to my job, for my shift which starts at 7am
- I think you do a fantastic job already, especially for students attending the UofA.
 - I think, for the 411 route to MacEwan and back from Bethel specifically, it should be a double decker bus all day. I'm not sure if that's even possible but so many people take that route and its so stressful trying to find a seat on the normal busses.
 - I use transit infrequently. Since there are no machines to purchase tickets and sometimes no tellers in the station, I've had to overpay the transit tickets in the bus because I only had bills and no change. It would be great to get a ticket machine that gives changes or takes visa in the station to purchase one-way tickets.
 - I wish the evening service from downtown were more frequent
 - I work at the Royal Alexandra hospital, 0700-1500. When I have needed to take a bus to work- car in shop, bad roads, there is no way for me to use transit. I can not purchase tickets until 7 am. And Ordze terminal is closest to me. Edmonton transit has machines at the terminals for purchasing tickets..
 - I would appreciate not being forced to stand for the commuter rides. Buses traveling at those speeds that are forced to slow down quickly are dangerous for those standing because of the momentum generated. I have suffered shoulder injuries twice. Have surplus buses ready to take standing passengers during peak periods.
 - I would like the express buses to UofA and downtown to make stops on Wye Road near Cloverbar road and Broadmoor Blvd. I would like the express buses to UofA and downtown to make stops on Baseline Road near Cloverbar Road and Sherwood Drive. This would make more parking available at transit centres and increase # of riders.
 - I would like to see more pads at bus stops with shelters. The benches don't really matter to me, but shelter from the wind and snow/rain and not walking through wet grass or snow would make it better in the winter. I would also like to see the website be more interactive. I find it difficult to find what I'm looking for, as it's not intuitive. Other places have a link to Transit" front and center and their home pages, why is it tucked away here? I would not think to go to Transportation. I was trying to find information on future plans and had to click on way too many pages to find something. I would ideally like to park my vehicle and use only transit, but it's hard to do with the way the evening and weekend routes work. It takes too long to get anywhere I understand that there aren't a lot of people riding, but if there's any way to improve that as soon as possible, that would make me use transit more.
 - I'm a professional that takes the bus for work at the University hospital and have been for close to 20 years... and I still do not have a shelter at my stop. When it's -30C I would dearly love to be in a shelter
 - Improve And increase the times that buses run to NAIT. They're currently just awful. arrives at Bethel followed by a half hour wait is very frustrating.
 - Improve service to the university hospitals during off peak hours

- Improve timing between local and commuter transit. Watching the local buses leave right as mine
- In these COVID times, I am just happy you are running.
- Introduce loadable Swipe on-Swipe off cards (like they have in Perth, Australia) instead of having to buy a bus pass each month.
- It is so inconvenient having to go the transit center to buy bus passes - the hours of service suck and the fact that the passes are only sold at transit is so awful. Why can they not be bought at 7/11? and if someone says it is because of covid, prov it to me.
- It should be easier to quickly look up a route schedule. Please consider adding a table of quick links with each route number at the top of the schedules and routes page. That would help riders who already know their route, but need to see the exact time, get where they are going quickly. Also, Googling 451 Strathcona County returns a route schedule as the first hit, but it is years out of date. Reviewing your site for better search engine optimization, and removing out-of-date material, would be helpful. Please explore real-time bus tracking. On days where there is a blizzard or it is very cold, it is critical to know with accuracy when the bus will come."
- It would be appreciated if the buses arrived downtown on Monday to Friday at 5 - 10 minutes before the hour or half hour rather than just after the hour. I.e. leave Ordze station at 5 pr 10 minutes after the hour or 35 or 40 minutes after the hour.
- Keep doing what you are doing because it works.
- Make it to your stops on time. I've had buses be 15 minutes early which screws up everything for people. Stop at required stops for people, I've had people drive past me at stops where there's nothing blocking view from seeing me, and have had drivers drive past stops I've requested.
- More buses to NAIT
- more buses, more options,
- More routes and service! It's proven that increasing service options increases ridership. I've heard from many of my own friends that they would be eager to take transit if the routes were more regular (especially in the evening). More stops, more frequent busses, more routes that may not take the terminal approach but rather a more grid-based approach, and most importantly, DO NOT BRING BACK DIAL A BUS. after getting information from our elected officials, the insinuation that the premise behind bringing back ride on demand is that '[non transit users] are unhappy seeing only 'one rider per bus' is absolutely the kind of car-centric, poor-hating mentality that is infesting Sherwood Park. If any official, council member, or resident believes at all in the goal to fulfill the promise of becoming 'Canada's most liveable community', initiatives like having the best transit system MUST be included in that goal, or else we are stuck asking: What age, income bracket, and background are we really making the community 'liveable' for?
- More weekend and evening service. I frequently have to pay for taxis due to limited weekend service. Bussing is my main form of transportation
- Most of the new 'offset' bus benches are utterly ridiculous and useless—where one puts their feet and/or walks around the bench is not paved,

therefore MUD half the time! And transit users are usually hauling grocery bags or pulling a wheeled cart ... if one sits on the bench because we're early then the bus comes and we're dragging through mud or snow (because the county only clears paved areas ... and there is no pavement between the benches and where the bus stops!) The WORST ONE is across from Boston Pizza at the Kia dealership where the 420 stops. Worst. Sidenote— thrilled to see the new sidewalk on the south side of that road (Broadway, I think) but the county didn't bother clearing it of snow this week. I get it's busy, but that's a major thoroughfare for people walking and shopping and we shouldn't have to walk on the road. Or climb over the giant snow piles at the sides where the road plows pile the snow — I dare any of you try it hauling a wheelie cart full of groceries!)

- My only complaint is the buses do not tend to arrive on schedule. The U of A stop buses are sometimes as much as 15 minutes early which is nice but sometimes throws me off
- Need more specialized services needing medical appointments at Edmonton Hospitals
- Need phone readable schedules. Having to open a PDF and zoom in 400% to see anything is extremely frustrating. Need an app where you can easily view time on phone, choose your favourite routes, get updates.
- Not so hot in the bus
- Please don't assume every rider KNOWS what they are doing. I was a new user at the start of the school year and when I would ask questions, I was ill-received/sloughed off/not given a thorough answer. I have seen someone ask how to use the bike rack on the front of the bus (because that is something very important and courteous to clarify) and the person basically got berated by the 'annoyed' bus driver. While on the commuter bus to MacEwan from Ordze, I have also seen a senior lady ask how much it was from Bonnie Doon to downtown and get told: the same as ETS. WHAT IS THAT?! It isn't clear communication, that is for sure. She could have just stated the price and not been annoyed by the question. Like, check your attitudes! I WILL say, this is not all of your drivers, but it has occurred. You do employ some pleasant drivers and they are much appreciated by all of the community.
- Please ensure local buses are following timing points. My bus is usually a few min early every morning which causes me to walk to another stop for a different route or wait 30 min for the next bus. Please bring back normal timing frequencies prior to COVID. IE every 15 min during peak times.
- Please keep providing the great commuter service to downtown Edmonton
- Please offer transit from Ardrossan to the terminals in Sherwood Park.
- Promote transit services to the community More routes south of Emerald Drive Don't do like Edmonton and go with on demand service Maintain service levels Promote transit as a green alternative!!!
- Quit with the useless masks and ensure the transit stations are cleaner. Always McDonalds garbage at the Ordze road terminal everywhere
- Regular hours service is good, off hours it's hard to use as time becomes a factor, not sure how to do cut that down and still stay in budgets. Work with dial a bus improvements?

- Remove dial a bus, re open some routes, lower pricing for incentive to bus instead of driving
- Return to 15 min schedule for local routes during commuter times. Make transit free to increase ridership and reduce vehicle traffic in our community.
- Routes are not serviced frequently enough and the evening/weekend service is abhorrently minimal. One bus an hour is simply not enough, especially when it takes at least one hour, and more often than not an hour and a half, to get from one place to another on the evening/weekend. The unreliability and unavailability make travel via transit an almost impossible task. It takes at the very least 4hrs notice if you plan to take the bus anywhere. Evening/weekend service should be expanded and be at least every 30 minutes, and regular service should also be expanded. During regular hours, I should be able to wait at a bus stop no longer than 15 minutes and be able to be where I need to be in, or before 30 minutes. It would also significant to introduce an express route between Sherwood Park and Ardrossan, especially for students, though I believe families with limited mobility would benefit from access to the Ardrossan Recreation Centre's fantastic facility.
- service later on Sundays. modified service on stat holidays
- Snow tires/alternate routes for when it is icy and you have to drive up that ridiculous hill into Edmonton. Have been stuck there more than once and had to walk
- Sometimes a bus will miss a route time, so passengers are left standing downtown until the next one. Observe this difficulty.
- stop wasting money on transit in Sherwood Park very few people outside of students use it!!!
- temperature control on busses is often quite poor. some days it is very warm on the bus, especially in winter when everyone is wearing thick coats and boots. Commuter busses not waiting when local busses are late to the terminal seems to be an ongoing issue.
- The loss of peak hours is incredibly frustrating. I know I relied on it, and other people did too. My morning commutes used to not take as long and now they take much longer.
- The monthly bus pass needs to be more affordable, need to have more options available for part time users. Overall, the routes offered are very poor considering the money required. Never seems to be any park n ride options from Sherwood park fir any major evets outside of heritage festival Strathcona transit remains the poor mans version or the die5 come version of transit if you will for Strathcona residents
- The Ordze transit centre I do hope that the transit centre will stay open until the last bus arrives from downtown Edmonton especially (if someone is picking them up and they have to wait inside to keep warm) not outside in the cold
- The smart bus is not working as well as it should and results in me missing busses. Commuters also arrive back in the county too early with a long wait for a local. Looking forward to all commuters connecting with locals again. Would save me 30 minutes + from my work day in Edmonton.

- Upgrade the security and camera systems as well as do we use the fare system yet? I haven't taken a bus since Feb 2021 and they weren't in use yet.
- Way too many empty buses. Wasting money, fuel and totally unnecessary. As for improvement start saving money on bus
- We require buses out in Strathcona County.

B. Other comments

- I am concerned by operating costs of transit, as I see too many empty buses driving around
- As a retired ETS employee, I am glad the County opted out of the regional plan. Maybe re-evaluate after seeing it in operation.
- Awesome staff, have been using it for years.
- Better braking skills
- Better service to get to Royal Alex hospital, it is a long and convoluted journey.
- Did I mention I would like a shelter?
- Drivers are courteous and helpful.
- Even a commuter bus from Ft Sask would be great
- Excellent service from our county to Edmonton. My family appreciates it.
- I am so glad that Strathcona did not join with the dirty and dangerous Edmonton system.
- I have used transit to attend events like going to the museum downtown, football games, heritage days and transit staff make it easy to negotiate
- I know you have a continuous turnover of drivers which makes training an issue, but the number of drivers you have who do not know how to operate the buses properly is FRUSTRATING. They HAMMER the brakes CONSTANTLY and you have a mild case of whiplash by the time you get to your destination, or riders belongings are falling on the floor. Many do not know how to use the AC and heat controls; the buses are often freezing or crazy warm. Many drivers will not pass an ETS bus. I realize that there is a balance to maintain when trying to get drivers to do things correctly, and not 'nagging' them. I really like the 6:45am (M-W) 404 driver. He is by far one of the best drivers you have (in my opinion). Shelly is also a good driver
- I love the bus drivers, very nice always says hi and bye. Warns us about ice, very kind.
- I noticed this week after & during the snow storm a lot of people asking to hold buses. It seemed very hard on the drivers and seemed a bit 'entitled/spoiled' on the part of the riders. In bad weather like that, EVERYONE ongoing to be late, we expect it. But we should not expect the entire transit schedule to be made worse by making buses hold. Anyone such

as a bus driver LIVES by the clock and having to leave the station late because they are waiting for another bus that is already late has to be incredibly stressful for them. In top of the stress of driving on horrible roads. In inclement weather conditions, ditch the holds (I did hear 'control' tell everyone no holds one day this week, and I thought that was great!) Keep up the great work, folks!

- I really enjoy the service and will be a lifelong transit passenger,
- I see a lot of empty busses even before covid , maybe look at lighting up the Schule during certain times
- I think Transit rocks!
- I would just like to share an incident that happened in early September. You've probably heard of this incident, but on one of the 8am commuter buses to the UofA, the bus driver who was a male in his early 30s with dark brown hair and beard pulled up to the station, then got out and stood in front of the door and told all the students false vaccine misinformation. I support having your own beliefs; however, I believe this was the wrong time and place to be telling everyone as we all have to be vaccinated to go to the UofA and we just want to get to school on time. Other than that, all the other bus drivers have been very friendly and I've been very impressed with the service of the bus system!
- I would like to see more frequent services to Edmonton on weekends
- It is hard coming from downtown back to the Park, the shelters are sketchy and unsafe in many places, changes to routes and delays / missed busses are not communicated, and the route info should be integrated with the ETS ones (it is way too awkward trying to call and navigate the options while wondering where the next bus is etc.).
- It's very frustrating when local buses don't hold for the commuter buses, which are often turning the corner into the Bethel Transit Terminal at the same time the local buses are leaving the terminal. A difference of 2 minutes means I have to wait 30 minutes to connect with my transfer bus. Local service should run more frequently: every 15 minutes instead of every 30 minutes. The commuter buses need to be better paced out when leaving downtown. The schedule is unpredictable and I'm often waiting downtown at least 20 - 30 minutes for the next commuter bus to arrive at the Telus/ATB station.
- Just wanted to share that I am very satisfied with the Bus service provided and very pleased with our transit bus drivers. They are always very courteous and helpful.
- More availability of the Mobility Bus
- more routes and times to NAIT, especially in the evening.
- No! The bus drivers are all great
- Overall, I love Strathcona Transit! Keep up the good work :)
- Please continue to accept the ARC card.
- Please eliminate busses in Sherwood Park! Commuters are great into Edmonton because they are actually used and full. Busses in Sherwood Park not only are a big waste of taxpayers money, but they are very huge air

polluters. I live on a stop in Craigavon and I would say on average there is about 0.2 riders per bus (4/5 are empty) outside of local students (Jr and Sr high). Something has to be figured out because this is embarrassing. driver 35\$ per hour + diesel (\$10) + vehicle maintenance etc. How can you justify running a bus for probably close to 100\$ per hour when 75% of busses are empty? I know I am not the first person to show my frustration on this topic. buy 10 electric cars and start an 'UBER style rideshare operation. I bet it would pay for itself not needing to have heavy duty mechanics constantly doing maintenance on busses that don't carry people!

- Please make an APP
- Strathcona transit is doing a great job already! The fact that a customer satisfaction survey is being done shows that they care about the riders.
- Thanks for the overall good service. I really appreciate the friendliness of our drivers compared to the city drivers.
- The bus drivers are genuinely kind people. Thank you for making our day easier by taking over the stress of driving.
- The lack of mask enforcement is incredibly frustrating as well. I'll see people inside the terminal with their masks off and people on buses with no masks. I know we are meant to be kind but things are being taken too far for my liking.
- There's a new afternoon driver on the 404, needs to learn how to use the brakes. He's been driving for a number of weeks now and he's not getting better with using the air brakes. Please teach him.
- This whole system is bloated, under used and liberal idealism that is a huge blot on the streets and horribly expensive.
- Though I only take the commuter 404 I must say the drivers are always friendly!
- Transit should be encouraged within the county. I've only ever seen advertisements for taking transit while on a bus, or inside a terminal. If transit were made more frequent and reliable, I sincerely believe it would be a much more popular, and environmentally friendly transit option.
- Transit should be free.
- Very courteous drivers,
- Village on the Lake, not always great to get from Ordze to Bethel in a timely manner

