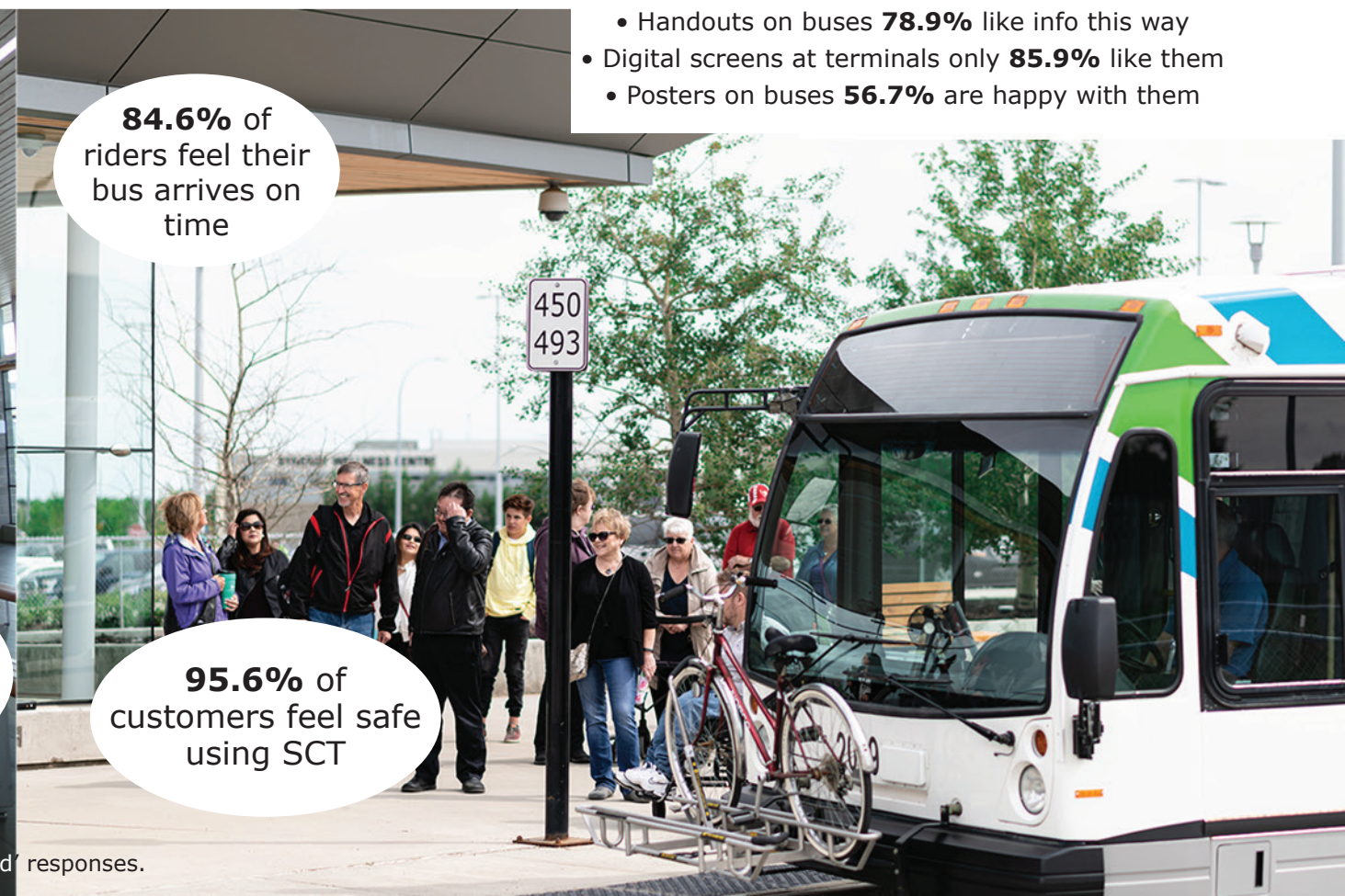


- Printed Ride Guides **90.8%** like them
- 780-464-RIDE **77.8%** are happy using it
- Strathcona.ca/transit **77.1%** are satisfied
- Twitter and Facebook feeds **69.7%** are satisfied
- Handouts on buses **78.9%** like info this way
- Digital screens at terminals only **85.9%** like them
- Posters on buses **56.7%** are happy with them

Transit 2021 Customer Satisfaction Survey Results Summary

Some key findings from this survey include:

- **89.1%** of respondents indicated that they were either very or somewhat satisfied with SCT.
- Cleanliness of our buses and terminals were our customers highest points of praise with satisfaction at **Ordze 96%** and **Bethel 98.3%**. **Bus** cleanliness was rated at **95.6%** satisfaction.
- **95.6%** of respondents felt safe while using Transit with **94.8%** (% remains the same as 2019) of respondents indicating that they felt buses were operated in a safe manner.



Total percentages were derived by combining 'very satisfied' and 'satisfied' responses.