

Appendix B: Grand River Transit Rider Satisfaction Survey 2019

Rank order by total score	Total	Gotten better	Stayed the same	Gotten worse
On schedule/efficient/reliable	15%	25%	3%	1%
Often late/off schedule/not reliable	13%	8%	10%	41%
Good number of routes & buses	11%	19%	1%	1%
Easily accessible (locations, buses, services)	10%	17%	1%	1%
Good customer service/friendly	8%	12%	3%	2%
It's good (General)	8%	10%	6%	1%
Poor customer service/not friendly	7%	3%	4%	29%
Do not feel qualified to comment	6%	3%	16%	--
Poor weekend/evening/rural hours	4%	5%	2%	5%
Services are outdated/not well kept	4%	2%	3%	14%
Transfer time too short/bad connections	4%	3%	3%	11%
Need more routes/too many removed	4%	3%	2%	11%
Services are updated/well kept	4%	6%	1%	1%
Need more buses/stop frequencies	4%	3%	4%	5%
Coming LRT system	3%	3%	2%	7%
Tap to pay is a positive	3%	4%	1%	1%
Too expensive	2%	1%	2%	8%
Feel unsafe at times	2%	1%	--	8%
Too busy/crowded	2%	1%	1%	7%
Tap pay is a negative	1%	--	1%	4%
It's bad (general)	1%	--	--	4%
Don't know	19%	6%	53%	5%