# What are West LRT Customers Telling Us?

### West LRT Customer Survey Results

IM-09-03 West LRT Customer Survey **ISC: Unrestricted** 

Legend: Excellent

Good Fair

### Poor

1,830 customers heard from...

# **Bus Perceptions**



#### Ceeling of shey - security eather Diolection on CTrain platform appearance All station design Sirectional stonage Drovided ts of lockers in Strian access

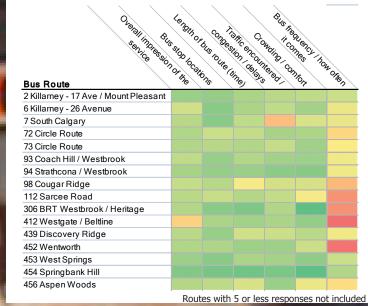
Rating

### LRT Service Perceptions

LRT Infrastructure Perceptions

Aspect

Overall impression of West LRT Station locations CTrain frequency Crowding on the CTrain Comfort while riding on the CT rain Overall transit experience on the West LRT



# West LRT Perceptions and Changes

# **TALKING POINTS:**

 Replacing Express Routes with bus and CTrain is disruptive to customers

- 73% Overall satisfaction with West LRT
- 12% of respondents are new transit customers
- 91% of new customers previously used a private vehicle to make their trips
- 24% of respondents use park and ride

### Number of parking spaces at park and ride lots is a concern with respondents

