

# What are West LRT Customers Telling Us?

West LRT Customer Survey Results

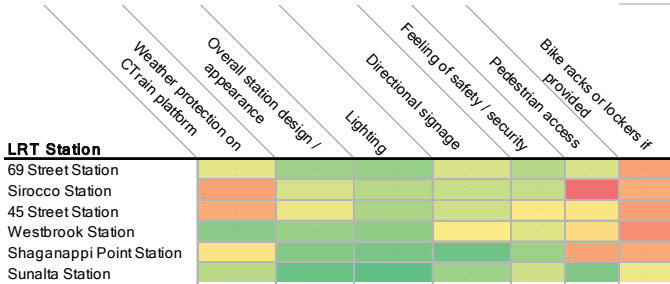
IM-09-03 West LRT Customer Survey  
ISC: Unrestricted

Legend:

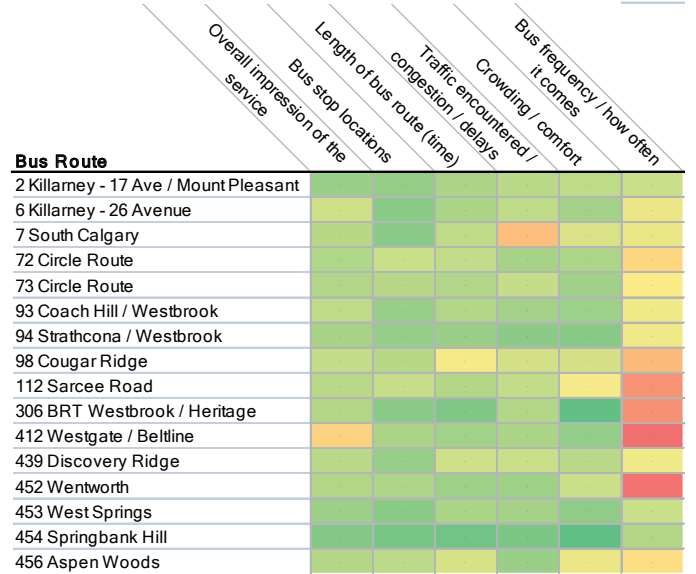


1,830 customers heard from...

## LRT Infrastructure Perceptions

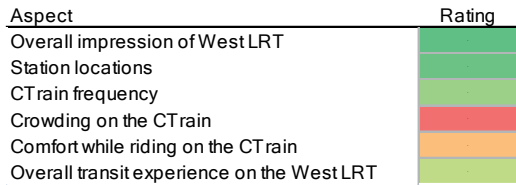


## Bus Perceptions



Routes with 5 or less responses not included

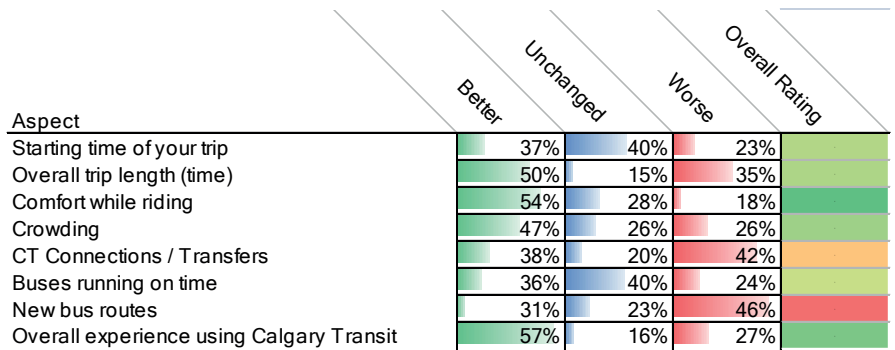
## LRT Service Perceptions



## 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



## Difference in Travel Time

