RHODE ISLAND PUBLIC TRANSIT AUTHORITY

NEWS RELEASE:

FOR IMMEDIATE RELEASE

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RIPTA Launches Online Customer Satisfaction Survey

Survey available online March 18 – April 14, 2019

Providence, Rhode Island, March 18, 2019 -- The Rhode Island Public Transit Authority (RIPTA) wants to know how satisfied their customers are with their bus service. They are inviting their customers to take their seventh annual online Customer Satisfaction Survey, available on the RIPTA website from today, Monday, March 18, through Sunday, April 14, 2019. Each participant will be automatically entered to win a RIPTA prize pack which includes a 10 Ride Pass.

Customers should visit RIPTA's website www.ripta.com and click on the Survey Link or they can find the survey directly at www.surveymonkey.co.uk/r/RIPTAABBG.
For the Spanish version, www.surveymonkey.co.uk/r/RIPTA-Esp. If you have trouble clicking on the links just paste the desired address into your web browser. Surveys like this are important because they help RIPTA better understand its customers' opinions of existing service and prioritize areas that need improvement.

RIPTA is proud to be one of 16 transit agencies to participate in this nationwide transit customer survey through the American Bus Benchmarking Group (ABBG). The ABBG is a consortium representing mid-sized transit agencies that are seeking to improve their operations by working collaboratively and measuring each other against uniform performance definitions and measures.

The combined result of the surveys from each participating transit agency will help establish best practices in public transit. For more information about the ABBG and its members, please visit http://americanbusbenchmarking.org.

For more information, please call 401-781-9400 or visit ripta.com

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