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LADOT Transit Riders Give Their Commuter Express and DASH Services High Marks

On Board Customer Survey Results Rank Services 90% Excellent or Very Good

LOS ANGELES, CA (April 6, 2017)

Los Angeles, California - The riders of the City of Los Angeles Department of Transportation's LADOT Transit Commuter Express and DASH bus services continue to rank Commuter Express and DASH services highly with combined excellent or very good reaching an all-time high of 90 percent in the 2016 Onboard Customer Satisfaction Surveys administered in Spring, Summer and Fall. LADOT Transit has been regularly surveying its riders since 1992 with the 2016 survey results being the highest overall ranking of service. More than 17,500 LADOT Transit riders participated in the 2016 survey.

LADOT Transit conducts surveys onboard all of its services. Using trained LADOT Transit Surveyors, the surveys are administered on every route, every day of the week during the entire day to ensure that all rider concerns are captured. This method of gaining rider attitudes is more reliable as the rider is actually in the process of using the service while filling out the questionnaire.

The key factors influencing rider satisfaction with LADOT Transit services are driver courtesy, the availability of information, the cleanliness of buses, fares and safety while waiting for and riding the service.

"LADOT Transit's focus has always been on our riders," said Seleta Reynolds, LADOT's General Manager. "We are grateful that the people we serve feel our commitment to high quality service, and I am proud that our transit team's commitment shines in the results."





Corinne Ralph, LADOT Transit’s Chief of Transit Programs said the survey results are gratifying but they are also evidence that LADOT Transit’s use of technologies that enhance the rider experience are delivering results. “Real time information, mobile payments and now electric buses are all making riding more convenient and accessible,” Ralph stated. “The majority of the riders of all of our services use those services four to five days out of the week; a loyalty that few services can match.”

See Commuter Express' Key Research results [here](#) and LADOT Transit's DASH results [here](#).

About LADOT Transit Services

LADOT Transit is the largest operator of municipal transit services in Los Angeles County currently operating three types of transit services:

1. Commuter Express Services: Weekday commuter services from points across the San Fernando Valley, the Beach Communities, Thousand Oaks and the Westside to Downtown Los Angeles; service between Long Beach and San Pedro, service between Pasadena, Glendale and Burbank and from the San Fernando Valley to the Westside and South Bay.
2. DASH Circulator Services: Local bus services that circulate in 26 neighborhoods throughout the City as well as 5 routes operating in Downtown Los Angeles.
3. Cityride: A program that provides transportation assistance to seniors and the mobility challenged with reduced costs for the purchase of City of LA dial-a-ride services and City permitted taxi rides.

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