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NEWS
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RIPTA LAUNCHES ONLINE CUSTOMER SATISFACTION SURVEY

Survey available online April 24– May 21, 2017

Providence, Rhode Island, April 24, 2017 -- The Rhode Island Public Transit Authority (RIPTA) wants to hear from its customers. It is inviting customers to take part in its fifth annual online Customer Satisfaction Survey, available on the RIPTA website from Monday, April 24 – Sunday, May 21, 2017. Each participant will be automatically entered to win a RIPTA prize pack, which includes a 10 Ride Pass and a special gift bag for participating.

RIPTA is proud to be one of 18 transit agencies to participate in this nationwide transit customer survey coordinated by 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.

Customers should visit RIPTA's website www.ripta.com and click on the Survey Link or they can find the survey directly at <https://www.surveymonkey.com/r/ripta2017>. For the Spanish version, visit <https://www.surveymonkey.co.uk/r/RIPTA2017espanol>. Customers should note that the survey link does not become active until the morning of April 24th so that all transit authorities participating in the survey are collecting data over the same time period.

The combined result of the surveys from each participating transit agency will guide the formation of a national benchmark of best practices in public transit. RIPTA will be comparing the results to learn from other agencies' successes as well as sharing successes of its own. For more information about this group and their members, visit <http://americanbusbenchmarking.org>.

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

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