Why is community transportation so important?

INTRODUCTION

Employment and Training Programs

College and Continuing Education Opportunities

Shopping and Nutrition Sites

GOALS AND IMPLEMENTATION

• To collect current participant feedback in a meaningful way in order to illustrate the necessity of community transportation.
  
  • Establish and document realistic performance measures for Sussex County’s transportation system, Skylands Ride.

MAJOR STEPS TAKEN

• Created and Distributed Customer Satisfaction Survey
• Analysis of Survey Results; Focus Groups to Follow

RESULTS

Below are highlights from the survey results from 162 current riders of Sussex County Skylands Ride:

WHAT WE LEARNED

Documented High Quality of Customer Service Provided by Skylands Ride Staff

RECOMMENDATIONS

Recommendations from Customer Survey include:

• Expanded Hours on Weekdays and Weekends; later routes on Saturday service.
• Additional routes and buses overall.
• An increase in out of county transportation service.

RESOURCES AND CONTACT INFORMATION

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