



# NET Customer Satisfaction Survey 2008

<b><u>Purpose for Regular Travel</u></b>	<b>2008</b>	<b>2007</b>	<b>2006</b>
Commuting	71%	85%	67%
Education	63%	69%	31%
Shopping and Leisure	32%	39%	32%

<b><u>Journey and On Board Satisfaction</u></b>	<b>2008</b>	<b>2007</b>	<b>2006</b>
Overall Satisfaction	77%	75%	59%
Helpful & Friendly Staff	83%	92%	70%
Reliability	81%	88%	67%
Journey Time	80%	88%	68%
Cleanliness of Tram	81%	84%	67%
Ease of Buying a Ticket	80%	85%	66%
Price and Range of Tickets	67%	47%	45%

<b><u>Satisfaction at Tram Stops and Website</u></b>	<b>2008</b>	<b>2007</b>	<b>2006</b>
Overall Satisfaction	78%	75%	58%
Stop Information	84%	92%	72%
Electronic Displays	85%	94%	72%
Stop Cleanliness	81%	86%	65%
Security on Route to Stop	66%	60%	39%
Security at P&R Sites	70%	53%	38%
Website Rating	78%	71%	71%
Tram Stop Shelters	77%	71%	55%

<b><u>Overall Satisfaction with NET</u></b>	<b>2008</b>	<b>2007</b>	<b>2006</b>
Overall Satisfaction	92%	93%	93%

## **Would You Recommend NET to a Friend or Family Member?**

	<b>2008</b>	<b>2007</b>	<b>2006</b>
Yes	97%	98%	98%

