

OVERALL SNAPSHOT

DEEP-DIVE

SURVEY

Select one

☐ Excellent

☐ Good

☐ Average

☐ Poor

☐ Very poor



SURVEY RESULTS OF POST TRIP SURVEY

SAME/INTERSTATE

All

OVERALL EXPERIENCE

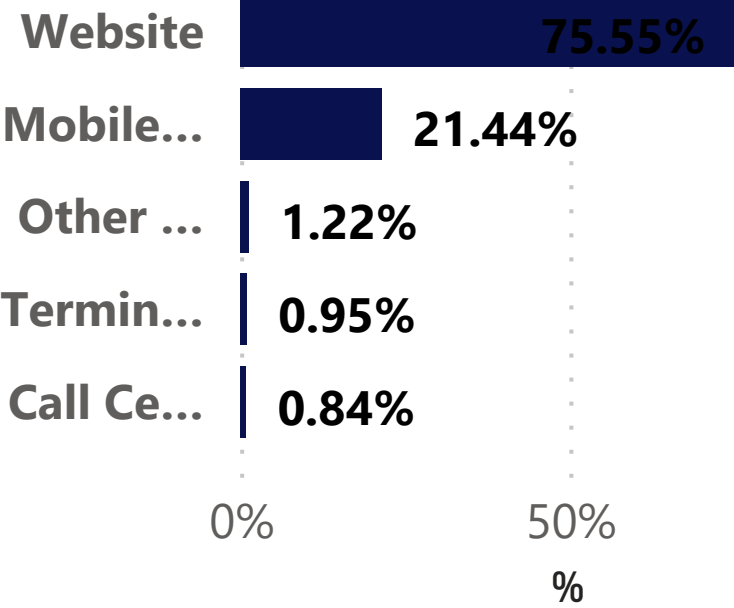
46.5%

NET PROMOTER SCORE (%)

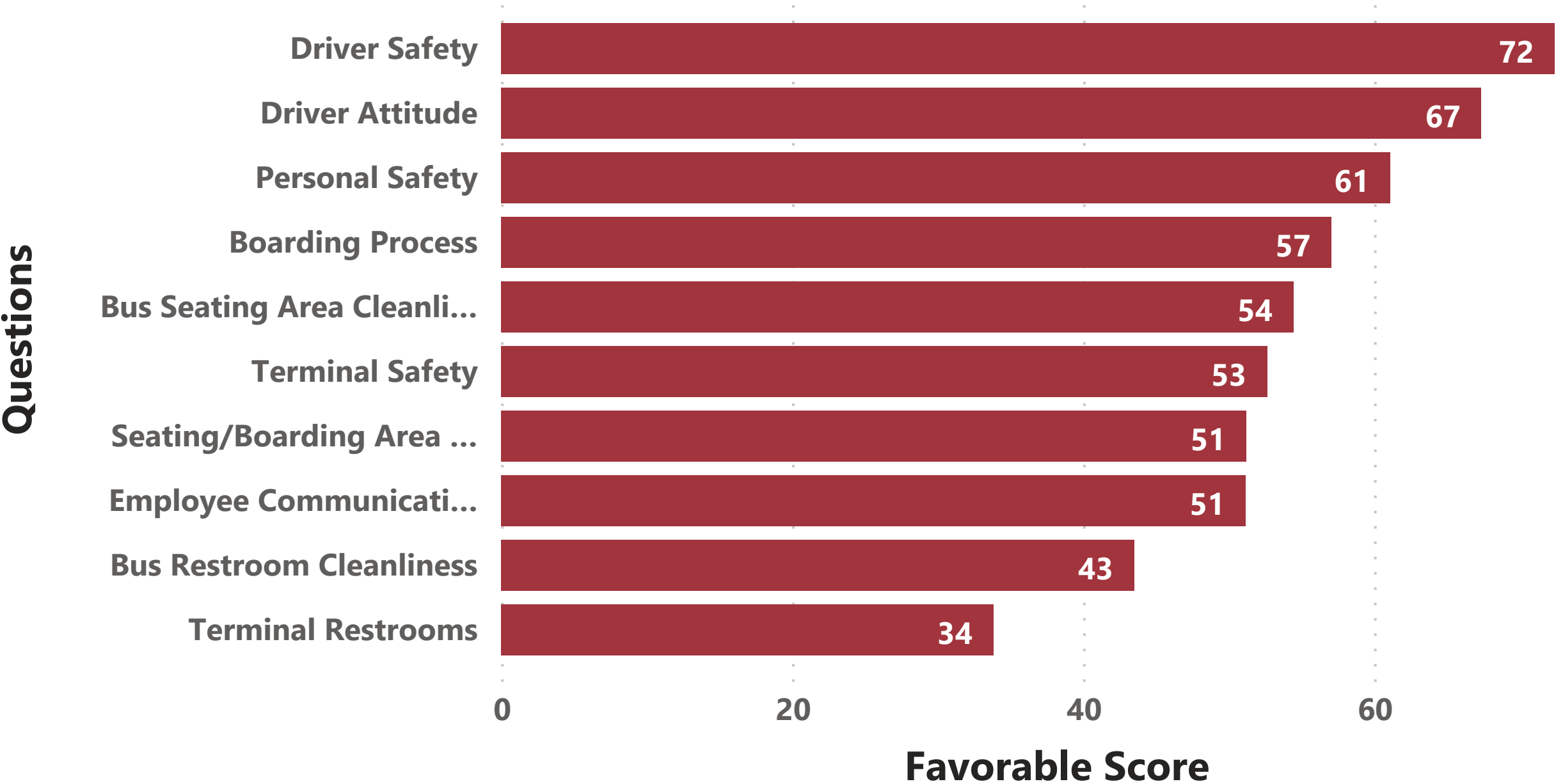


-11.4

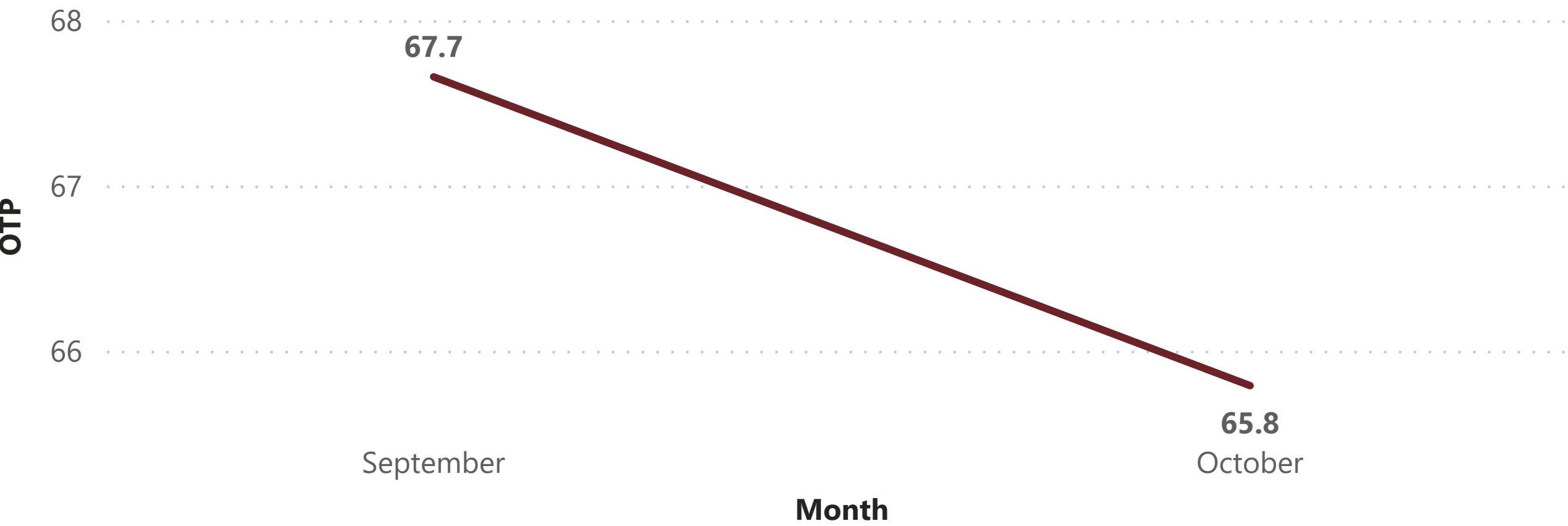
MODE PURCHASING TICKET ?



FAVORABLE SCORE BY ITEM (%)



ON-TIME PERFORMANCE OVER TIME (%)



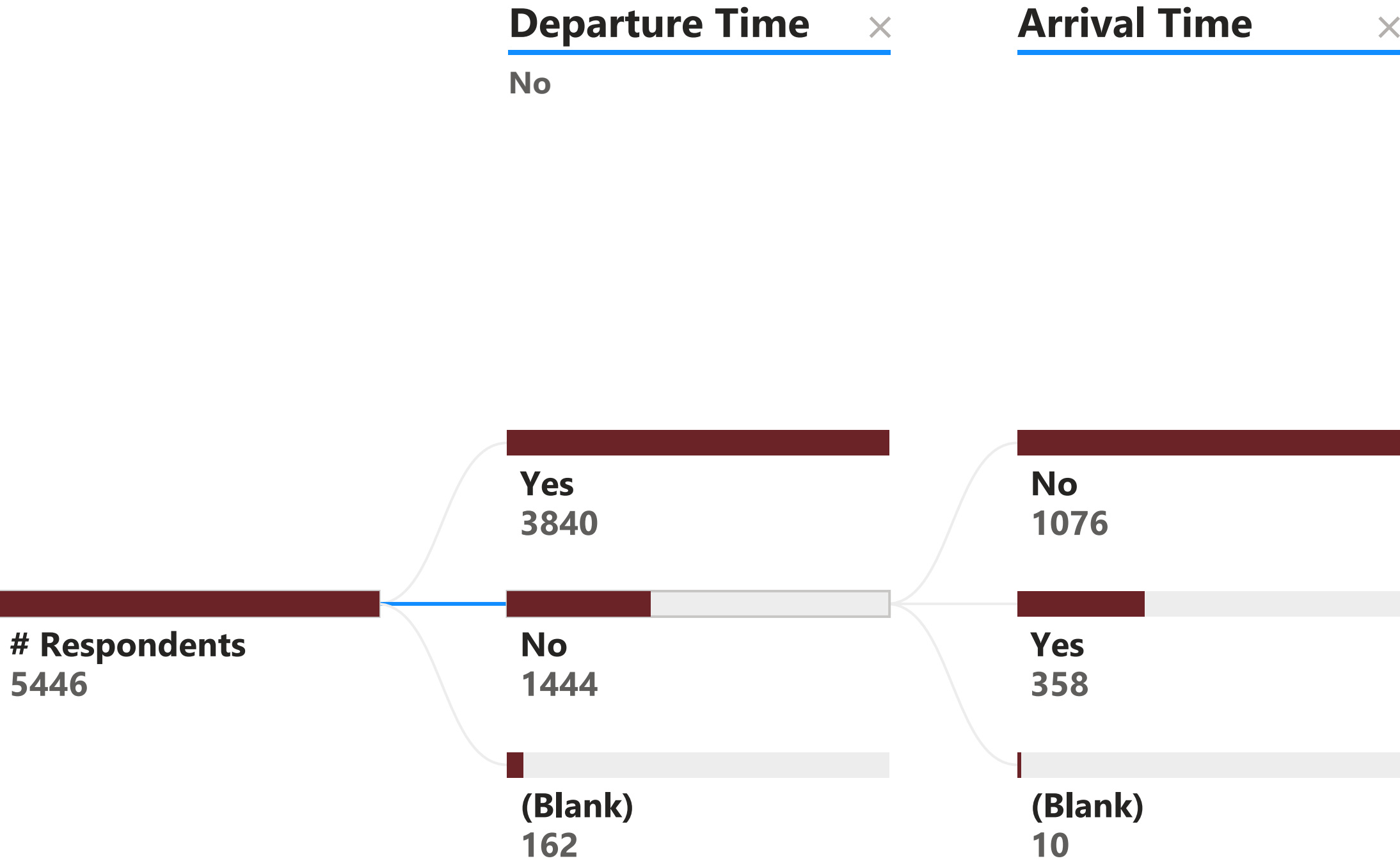
Destination. City	On Time Performance (%)
ABERDEEN	100.0
ALAMOGORDO	100.0
ALEXANDRIA	100.0
ALPENA	100.0
ANN ARBOR	100.0
ANNISTON	100.0
APPLETON	100.0
ASHLAND	100.0
BARSTOW	100.0
BAY CITY	100.0
BECKLEY	100.0
BELLINGHAM	100.0
BEMIDJI	100.0
BEND	100.0
BLYTHE	100.0
BOYNTON BEACH	100.0
BOZEMAN	100.0
BRISTOL	100.0
BRUNSWICK	100.0
BULLHEAD CITY	100.0
BURNSVILLE	100.0
Total	67.0



POST TRIP SURVEY

The chart below is a great way to see for those customers who said their bus did not depart on time, 75% of them said that their bus did not arrived on time as well !!!

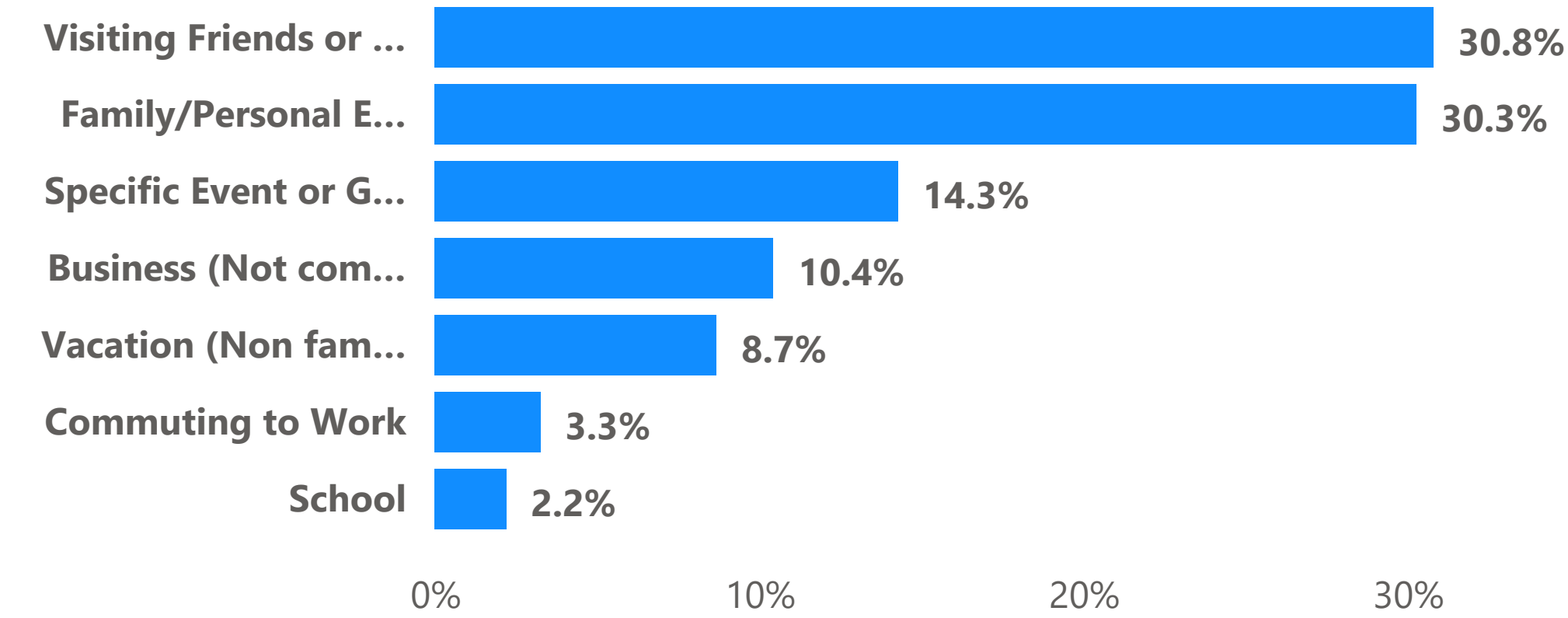
DECOMPOSITION CHART BY DEPARTURE & ARRIVAL TIME



SAME/INTERSTATE

All

REASON OF TRAVELLING



VALUE FOR MONEY ?

