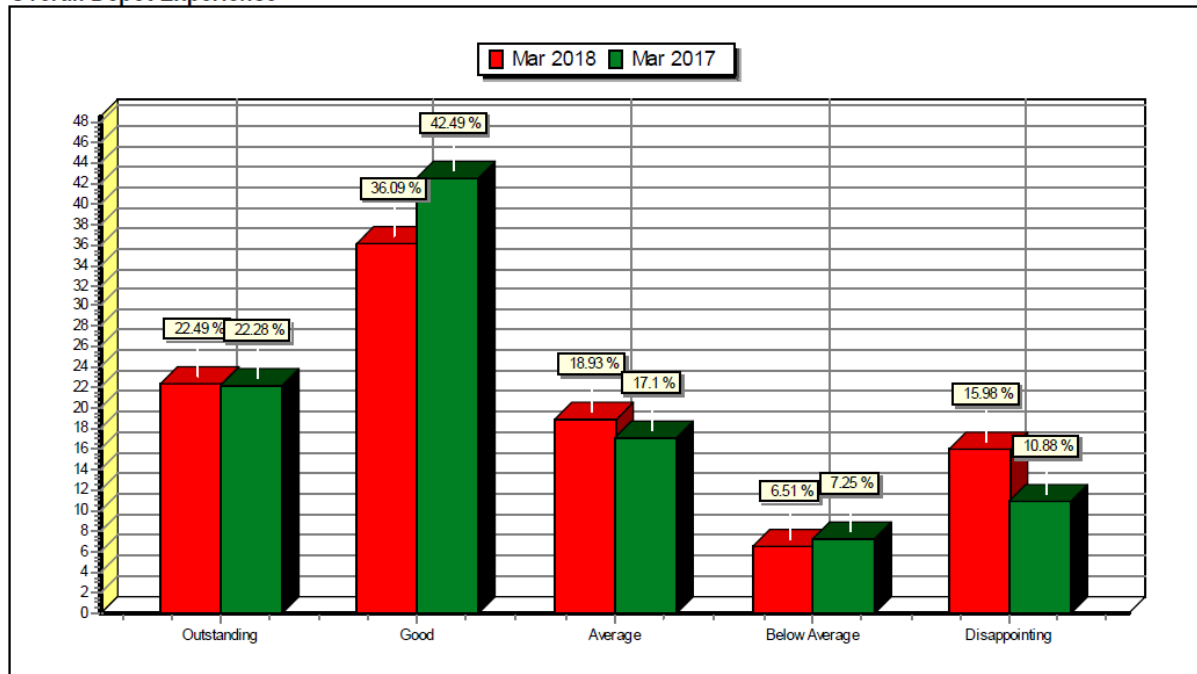


Overall Depot Experience

Customer Satisfaction Depot Experience Score – March 2018

The following graph compares March 2018 customer depot experience with their experience in March 2017.

Overall Depot Experience



The overall Customer Satisfaction scores improved from last month but is still lower compared to last year.

As we move into the summer months, keep in mind there will be more travelers coming through our depot locations. Now will be a good time to clean and refresh your area and ensure it is set up for our passengers. Please let us know if Marketing can help you with any needed marketing collateral. Updated or new posters, or informational materials is what we do so don't be afraid to call us. We'd love to brainstorm with you to come up with what works for your specific location.