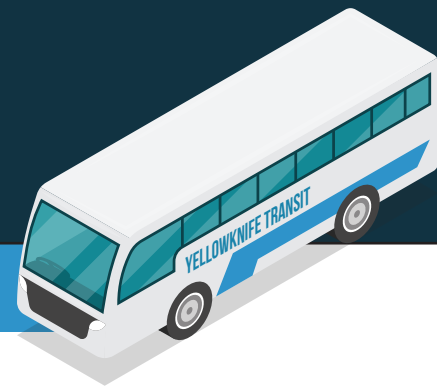


Yellowknife Transit 2017 Customer Survey Highlights*



Here's what you had to say...

87%

Said transit is useful

67%

Use transit on Saturdays

65%

Use transit to get to work

76%

Say transit provides excellent or good service

**REGULAR USERS
RIDE ON AVERAGE
3-4 TIMES/WEEK**

Why people use transit

- ✓ No vehicle
- ✓ Parking too expensive or not available
- ✓ Transit is more cost efficient

What would encourage you to use public transit?

- 51%** More frequent buses
- 48%** Night service
- 37%** Expanded service area

Primary bus routes used

- 42%** Frame Lake/Northlands
- 31%** Borden Drive/Downtown
- 7%** Old Town/Niven

Suggested improvements



More frequent pick up

Service to the airport



Electronic payment systems



Extended service hours



Improved on time reliability



Additional routes

Yellowknife Accessible Transit (YATS)

Most important aspect:

- ✓ Reliable pick up/drop off
- ✓ Comfort of ride
- ✓ Lift for wheelchair
- ✓ Customer service

What would increase your use?

- ✓ Extended evening service
- ✓ Service to airport
- ✓ Service on Sundays

Suggested improvements for YATS:



Snow and ice cleared from door to pick-up location



Less steep ramp with railing



Wider, more comfortable seats and way to lessen discomfort from bumpy ride



A lift and poles to hold on to

*Results based on 132 completed surveys from transit users and non-users



CITY OF YELLOWKNIFE

