



For Immediate Release:  
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### **Burbank Bus Riders Offer Their Two Cents**

Burbank, CA – The City of Burbank wishes to thank the more than 500 Burbank Bus riders who recently participated in its 2009 annual customer service satisfaction survey! Surveys were administered at the Downtown Burbank Metrolink and the North Hollywood Red Line stations during the week of October 12. Additionally, postcards were distributed advertising a convenient online version of the survey. The process served to assess customer satisfaction and to identify possible service enhancements in the coming year.

Continued loyalty of veteran and new riders contributes to a strong bus service. Seventy percent of survey respondents have been riding for more than one year. Nearly 80 percent perceive the system's on time performance positively, while 66 percent ranked program safety positively. When asked what elements riders would most like to see added, 28 percent responded "mid-day service," while 24 percent favor "more frequent bus service."

"By continually assessing Burbank Bus service, we strive to provide a service which effectively addresses current as well as future mobility needs of both the community and our current riders," noted Transportation Services Manager Adam Emmer. "Thank you to all of our riders for sharing your comments and ideas."

A special congratulations goes to the winner of the survey's fifty-dollar gift card drawing, Scott Stevenson. "I have been using the Burbank bus for four years and it is a huge convenience," noted Stevenson. "Commuting to my job in Burbank is made possible by the Burbank Bus."

Burbank Bus provides four services with peak-hour service Monday through Friday. For route and schedule information call (818) 246-4258 or visit [www.burbankbus.org](http://www.burbankbus.org).