

# CapMetro Access 2026 Customer Satisfaction Survey

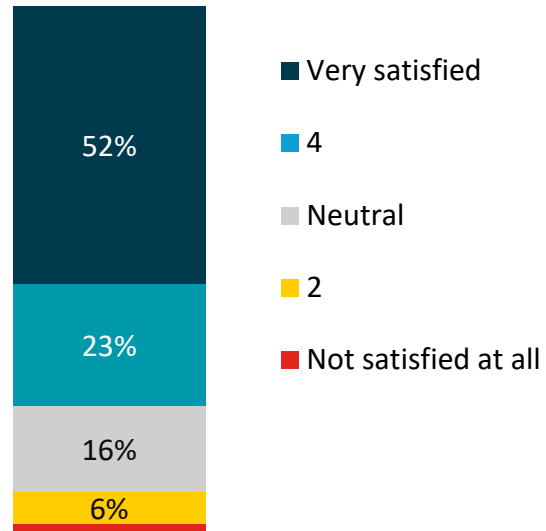
## Overall Satisfaction with Access

Three out of four (75%) Access riders are satisfied with their overall during their journey and interactions with Access.

Senior riders have the highest satisfaction level which is significantly higher than Pre-Senior and Middle Adult Riders.

### Overall Satisfaction

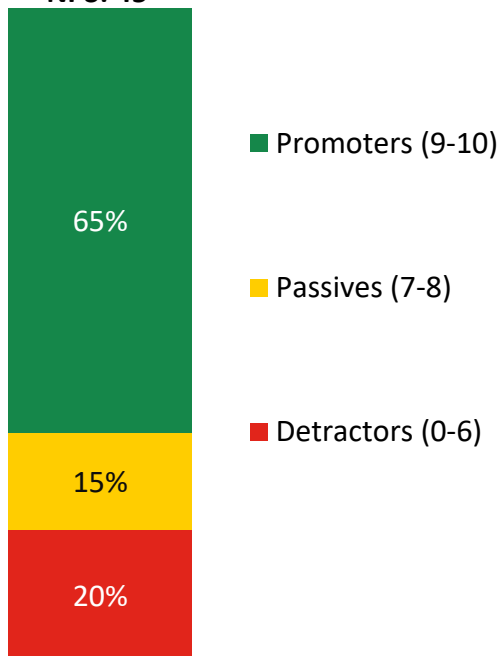
**Top 2 Box: 75%**



## Net Promoter Score

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**NPS: 45**



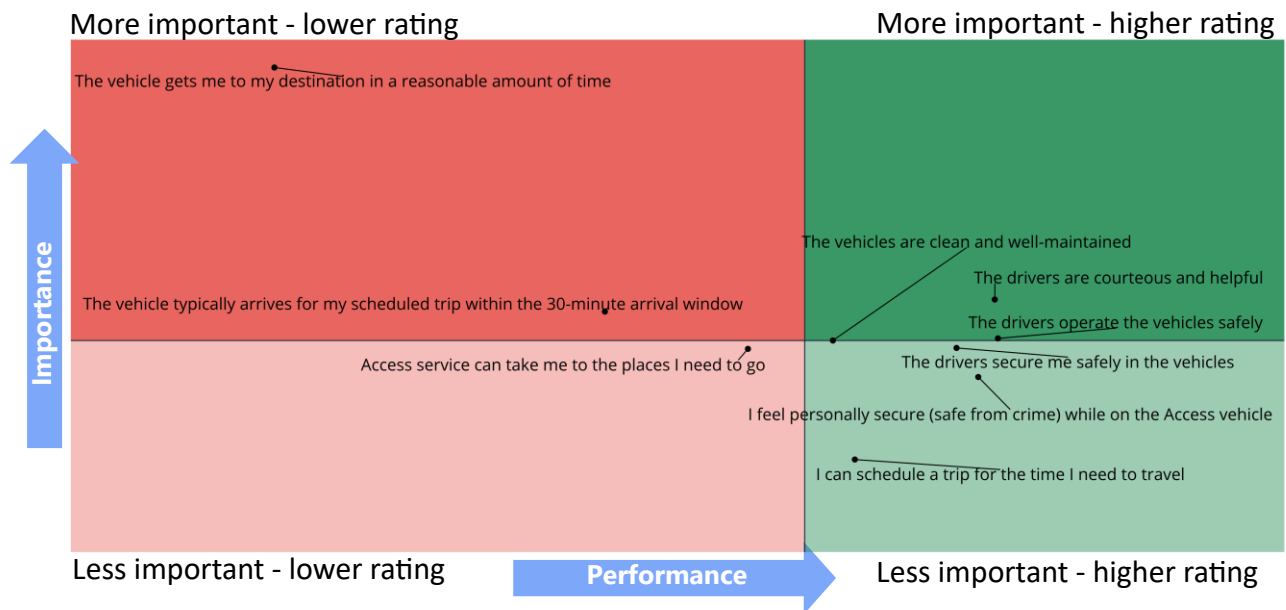
Overall, CapMetro Access receives a Net Promoter Score of 45. Senior riders have the highest Net Promoter Score (64) which is significantly higher than Pre-Senior (32), Middle Adult (18), and Early Adult (28) riders.

### How to interpret the Net Promoter Score:

Given the NPS range of -100 to +100, a "positive" score or NPS above 0 is considered "good," +50 is "Excellent," and above 70 is considered "world class." Based on global NPS standards, any score above 0 would be considered "good." This simply means that there are more customers who are willing to promote your service compared to those who may discourage it.

## Quadrant Analysis

The quadrant chart analysis identifies that ACCESS does well regarding the cleanliness/maintenance of vehicles, courteous and helpful drivers, and the safe operation of the vehicles. Areas for improvement are getting to the destination on time and arriving within the 30-minute arrival window.



## Ratings of Access Attributes

Out of nine attributes rated, more than half of Access riders “Strongly agree” with four. The lowest rated attributes are “The vehicle arrives within the 30-minute window,” and “I get to my destination in a reasonable amount of time.”

