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Omnitrans' Riders Give Access Service High Marks

Omnitrans Access service for disabled passengers received excellent grades for its ease of use, clean vehicles and courteous drivers, earning an 80 percent satisfaction rating from riders, according to a comprehensive survey released in May.

More than 1,000 Access riders who participated in the survey said they rely on the curb-to-curb Access service as their primary mode of transportation. About one-third of the passengers said they travel on Access vehicles at least four times a week to reach medical appointments, work, school, shopping or social activities.

Eight out of 10 riders or caregivers who sometimes accompany passengers rated Omnitrans Access service as excellent or good – a 30 percent increase in rider satisfaction since 1999.

“We are extremely pleased by the high marks we received from our Access riders for our drivers, our vehicles and our high level of customer service,” said Omnitrans CEO/General Manager Milo Victoria. “As the survey shows, people who ride Omnitrans Access Service enjoy a safe, comfortable and efficient journey.”

Nine out of 10 riders surveyed said they were happy with the Access reservation system, and 85 percent said they arrived at their destinations on-time. Riders also gave Access drivers excellent or good ratings for their courtesy (93%) and helpfulness (94%). Similarly, 90 percent of riders said Access vehicles are clean and comfortable.

Access service is provided under contract by First Transit. “The positive feedback from Access customers is gratifying and a testament to the dedication of First Transit employees who bring their best effort each day to deliver quality transportation service for our disabled community,” said Eric Estell, First Transit’s West Region Vice-President. “We look forward to continuing our work with Omnitrans in the future and further improve our level of service to the community.”

Omnitrans Access Service is a mandated public transportation service for people who, due to a physical or cognitive disability, are unable to independently use fixed route bus service in southwestern San Bernardino County.

Founded in 1976, Omnitrans is the public transit agency providing 50,000 passenger trips each weekday in the San Bernardino Valley of Southern California.

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