

# The Bus Stops Here!



PARKING  
& TRANSPORTATION

## PARKING & TRANSPORTATION NEWS

### Customer Service Survey 2008



It's that time of the year again. PATS bus drivers, parking officers and staff are handing out cards with details of how to take our online Customer Service Survey. It's a chance for you to tell us *exactly* what you think of us and an opportunity for us to listen; learn and apply the improvements and changes that you'd like to see.

We're proud of the services we provide, but we know there's no room for complacency. There is however, always room for improvement, and it's always best to look at a situation through a fresh pair of eyes: yours.

What's more, by completing the survey, someone will win a \$100 gift token for

the Bookstore and there are lots of other great prizes up for grabs.

The survey is open from November 17th until December 19th, so you have plenty of time to voice your opinion, but you need to quote the individual access number printed on each card. All PATS staff have been issued cards with the code on them to give out, though if for any reason you don't have an access code, go to: [unm.edu/parking/survey](http://unm.edu/parking/survey) or call/email us and we'll send it to you.

PATS' motto is "We're here to get you there." Taking the Customer Service Survey is an opportunity to remind us that we're also here to listen.

Ideas? Information? Talk to us: [bkilburn@parking.unm.edu](mailto:bkilburn@parking.unm.edu)

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