



The Bus Stops Here!

PARKING & TRANSPORTATION **NEWS**

Customer Service Survey: *Redux!*

Just in case you didn't get the chance to contribute to the PATS online Customer Service Survey recently, here's another opportunity to let us know how we're doing.

PATS Director, Clovis Acosta says "We were really pleased with the response to the survey at the end of last year and we'd like to say a big thank you to everyone who took part. We still feel though that there are more people out there who'd like to participate". He continues "This is an opportunity for anyone who comes into contact with our services to tell us how we're performing. Good or bad, we want to hear our customers' feedback".

The survey is designed to be brief, but covers a wide-ranging area. The questions are largely multiple-choice though there are also options for individual comment. Data will be treated in the strictest confidence and no information whatsoever will ever be passed on to a third party.

Clovis Acosta adds "We hope the results will show us our strengths and weaknesses from a customer perspective. PATS motto is 'we're here to get you there', but I think this shows that we're also here to listen and learn".

The survey will remain open for a while longer and you no longer need an access number, simply log on and tell us all about it:

<http://pats.unm.edu/survey.cfm>

