

2024 Customer Survey Results

How satisfied are you with Tacoma Rail's service in its:

Answer Options	Needs					Rating Average (1-4)	Response Count
	Very Satisfied	Satisfied	Improvement	Unsatisfied	N/A		
Timeliness	18	8	1	0	0	3.65	27
Accuracy	20	6	0	0	0	3.60	26
Dependability	19	7	0	0	0	3.70	26
Communication	20	7	0	0	0	3.70	27
Operations Team	20	7	0	0	0	3.70	27

• Customer comments:

- “OUTSTANDING SERVICE, better than the two big boys...”
- “Wish BNSF and Up were as easy to work with as Tacoma Rail is!!”
- “Great communication and fast responses.”
- “They are always quick to respond.”
- “Very good partner!”
- “Everyone we have come in contact with at Tacoma Rail has been really great and helpful.”

