



SPECIAL TRANSPORTATION SERVICES

PARKS, RECREATION, AND COMMUNITY SERVICES DEPARTMENT

For each item identified below, circle the number
to the right that best fits your opinion of our service.
Use the rating scale to select the quality number. If not applicable please leave blank.

Survey Item	Scale				
	P o o r	G o o d			E x c e l l e n t
1. How safe do you feel riding the Special Transit Vehicle	1	2	3	4	5
2. Timeliness of Pickups	1	2	3	4	5
3. Was your driver friendly and professional	1	2	3	4	5
4. Was the minibus clean	1	2	3	4	5
5. Please rate your overall experience riding the bus	1	2	3	4	5
6. Please rate overall experience scheduling a reservation	1	2	3	4	5
7. Was the dispatcher friendly and professional	1	2	3	4	5
8. Ease of paying for your fare	1	2	3	4	5
9. Ease of using a Punch Card or Prepaid Ticket	1	2	3	4	5
10. Please rate your overall experience purchasing a punch card or Prepaid Ticket	1	2	3	4	5
11. Overall how do you rate your experience using the Special Transit Service.	1	2	3	4	5

Please tell us what things we are doing right:

I especially wish to commend the Drivers. They are extremely patient and kind with disabled riders. I have never seen anyone treated rudely. *Janelle Bresnelt*

Customer Satisfaction Survey

Customer Satisfaction Survey

Please tell us where we can improve:

Additional Comments:

How often do you use our service:

☒ 1 to 2 per week ☐ 3 or more per week ☐ 2 or more times per month ☐ 2 or more times per year

Overall how do you feel about your experiences using Special Transportation Services?

I feel fortunate to be able to use these services and I have no complaints. I also appreciate the reminder calls

Name: JANELLE PRESNELL

Age: 91

Gender: FEMALE