

Passenger Survey

Name _____ Date _____

Address _____

Phone _____ Email _____

Please rate the following as:	Excellent	Good	Fair	Poor
Were you picked up on time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you arrive at your destination on time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the ride comfortable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you feel safe in the vehicle?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the driver courteous?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When you scheduled your ride was the person on the telephone courteous?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the driver request you to wear a seat belt?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the vehicle clean?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the driver ask if you needed to make any restroom stops?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did this service impact your life? How?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What was the name of the driver who transported you? _____

How can we improve service to you? *(please use additional paper if necessary)*

Please return survey to:

The Transportation Program is responsive to all complaints as well as compliments.
Passengers may call or send written responses to:

We will document complaints received verbally from passengers or other volunteers and respond immediately. For risk management, record keeping, and documentation purposes, written complaints are kept on confidential file.