

1. Rider Survey

* 1. Please tell us a little about yourself.

Name:

City/Town:

Email Address:

Phone Number:

2. What is your transportation challenge?

- Age
- Disability
- Disability + Age
- Income
- Other
- Choose not to answer

3. If you need to file a complaint with a transportation provider, how would you contact them?

- In writing
- By phone
- By fax
- By e-mail
- By Web site
- TTY
- Comment card
- Don't know

4. Where would the most convenient place be for you to pick up a customer comment card?

- On the bus
- At the station
- At a local community center
- On the Web
- Don't know
- Other (please specify)

5. Would you feel comfortable bringing your concerns to the attention of the transportation provider?

Very comfortable

Somewhat comfortable

Unsure

Somewhat uncomfortable

Very uncomfortable

No opinion

6. If you have sent a complaint or comment to a transportation provider, did the provider offer a response?

Yes

No

* 7. If you have sent a complaint or comment to a transportation provider how satisfied were you with the response?

Very satisfied

Somewhat satisfied

Unsure

Somewhat unsatisfied

Very unsatisfied

No opinion

8. If you received a response, but were not satisfied with the response, did the transportation provider offer information on next steps to take?

Yes

No

9. Has the transportation provider informed you how to submit a comment or complaint to the transit agency?

Yes

No

10. Indicate whether you agree or disagree with the following statement: the transportation provider listens to my concerns.

Strong Agree

Agree

Neutral

Disagree

Strongly Disagree