



# Lake County Connection Rider Survey



Please take a moment to help us improve your experience with LAKE COUNTY CONNECTION. When you have completed the survey, please return by handing it to a LAKE COUNTY CONNECTION driver or by mailing it to the address listed at the bottom of this page.

## Rider Information

1. *How long have you been a Lake County Connection rider?* \_\_\_\_ years \_\_\_\_ months

2. *How often do you use Lake County Connection?*

- 6 to 7 days a week
- 3 to 5 days a week
- 1 to 2 days a week
- Other

3. *What type of trips do you normally take?*

- Medical
- Employment
- Educational/Training/Day care
- Personal
- Nutritional

4. *Have you ever been refused transportation services?*

- Yes
- No

A. *How many times in the last 6 months have you been refused transportation services?*

- None
- 1 or 2 times
- 3 to 5 times
- 6 to 10 times
- More than 10 times

B. *What was the reason given for refusing you transportation services?*

- Ineligible
- Lack of Funds
- Other
- Space not available
- Destination outside of service area

## Customer Service

5. *What is your average call hold time?*
- Less than 3 minutes
  - 4 to 5 minutes
  - 6 to 10 minutes
  - More than 10 minutes
6. *How would you rate reservation agents?*
- Friendly, courteous, and helpful
  - Average
  - Varies on each call
  - Poor service
7. *Are problems solved quickly?*
- All of the time
  - Most of the time
  - Occasionally
  - None of the time
8. *Are complaints handled in a satisfactory manner?*
- Strongly Agree
  - Agree
  - Disagree
  - Strongly Disagree

## Drivers

9. *Drivers are courteous:*
- All of the time
  - Most of the time
  - Occasionally
  - None of the time
10. *Drivers practice safe driving:*
- All of the time
  - Most of the time
  - Occasionally
  - None of the time
11. *Do drivers generally know how to use vehicle equipment?*
- Yes
  - No
12. *Drivers provide assistance to passengers:*
- All of the time
  - Most of the time
  - Occasionally
  - None of the time

## Travel

13. *I am picked up on time:*
- All of the time
  - Most of the time
  - Occasionally
  - None of the time
14. *I am dropped off on time:*
- All of the time
  - Most of the time
  - Occasionally
  - None of the time

15. *I am dropped off at the correct location:*

- All of the time
- Most of the time
- Occasionally None of the time

16. *Travel time meets your expectations:*

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

## Vehicles

17. *Vehicles are clean:*

- All of the time
- Most of the time
- Occasionally
- None of the time

18. *Vehicle equipment works well:*

- All of the time
- Most of the time
- Occasionally
- None of the time

19. *Vehicles are comfortable:*

- Yes
- No

COMMENTS/SUGGESTIONS: \_\_\_\_\_

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