



Memorandum:

To: City of Florence Transportation Committee
From: Clare Kurth, Assistant Planner
Meeting Date: July 18, 2023
Subject: Transportation Committee LTD Ridership Survey Discussion

Introduction

The 2023 – 2025 Biennium Work Plan has several objectives and tasks related to transportation and transit services. Lane Transit District (LTD) provided three samples of recent ridership surveys as a starting point for the Florence Transportation Committee (or subcommittee) to develop a ridership survey to help inform future work and research on transit related work plan items and assess ridership satisfaction overtime. Conducting a ridership survey in preparation of upcoming shelter improvements may be beneficial to determine how riders perceive the changes. Using the LTD examples as a template to craft the final questions will also create consistency for comparison of other LTD services and Florence’s transit services.

Ridership Surveys Attached:

Three ridership surveys are attached to this memo for review and use as a template

- 1) LTD Customer Survey – November 2019
- 2) 2023 ABBG Customer Satisfaction Survey
- 3) RideSource Quarterly Survey

Related 2023 – 2025 Work Plan Items - Transportation: Transit Service (p. 27):

- Objective: Transit Stop Management
 - Task:* Investigate safety and identify solutions for transit stop abuse
- Objective: Perform a Transit Ridership survey
- Objective: Research and adopt transit amenity design standards
- Objective: Support local transit promotion and improvements

Review the attached ridership surveys considering how these surveys can be adjusted or modified to better address local Florence concerns including how they can inform further research and discussion on the above-mentioned work plan

items. Some consideration for tying this to work plan items may include questions relating to transit amenities and design preferences, safety concerns, or opinions for transitioning to electronic ticketing, as examples.

Survey Discussion:

Topics of discussion may be frequency of distributing surveys, methods to distribute the survey, questions Committee members like on the survey, other questions to consider including, and any other consideration the Committee would like to discuss. Below are some considerations for the discussion on the ridership surveys.

Distribution Considerations:

- How often should surveys be distributed?
 - Example: monthly, quarterly, yearly, or on a continuous basis?
- How should surveys be distributed?
 - Example: Paper or electronically?
- Where should surveys be distributed?
 - Example: On the transit service, public buildings, social media, or somewhere else?

Questions for Consideration:

- Which are your top 3 questions you would like to see on a Florence ridership survey?
- Which 1 to 3 questions do you think should be removed from the survey?
- What questions should be on the survey that are not included?

Items Attached:

Attachment 1: LTD Customer Survey – November 2019

Attachment 2: 2023 ABBG Customer Satisfaction Survey

Attachment 3: RideSource Quarterly Survey





LTD Customer Survey — November 2019

If you have completed this survey in the past two weeks, check this box ☐ and complete only questions 1-19.

Please tell us about the one-way trip that you are currently taking. An example of a one-way trip is going from home to work, even if you use more than one bus. Going from work back home would be a different one-way trip.

One-way-trip:



1. Where did you START this one-way trip?

(Mark the one best answer)

- | | |
|--|---|
| <input type="checkbox"/> Home | <input type="checkbox"/> Medical/Dental Appointment |
| <input type="checkbox"/> Work/Work-related | <input type="checkbox"/> Social Service Appointment |
| <input type="checkbox"/> College | <input type="checkbox"/> Visiting Others |
| <input type="checkbox"/> Middle/High School | <input type="checkbox"/> Entertainment/Recreation |
| <input type="checkbox"/> Store or Restaurant | <input type="checkbox"/> Other (specify) _____ |

2. My Starting Point was located at:

Address (such as 123 W 1st Ave) _____

Or Cross streets (such as E. 18th Ave & Pearl) _____

City: ☐ Eugene ☐ Springfield ☐ Other _____

3. How did you get to the first bus stop?

- | | |
|---|---|
| <input type="checkbox"/> Walked | <input type="checkbox"/> Dropped off by EmGo or Cottage Grove Connector |
| <input type="checkbox"/> Drove alone | <input type="checkbox"/> Wheelchair/Scooter |
| <input type="checkbox"/> Drove with another rider and parked | <input type="checkbox"/> Biked and put bike on bus/EMX |
| <input type="checkbox"/> Dropped off by someone | <input type="checkbox"/> Biked and left bike at/near bus stop/station |
| <input type="checkbox"/> Dropped off by a taxi, Uber, or Lyft | <input type="checkbox"/> Other (specify) _____ |

4. Where did you get on the first bus?

Station name _____

Or Stop location (street name) _____

(and nearest cross street) _____

City: ☐ Eugene ☐ Springfield ☐ Other _____

5. My first bus was on Route Number: _____

6. Will you use more than one bus to complete this one-way trip?

- ☐ No, this is my only and last bus
- ☐ I will use a second bus route # _____
- ☐ I will use a third bus route # _____

7. Where will you get off the last bus?

Station name _____

Or Stop location (street name) _____

(and nearest cross street) _____

City: ☐ Eugene ☐ Springfield ☐ Other _____

8. How will you get to your destination when you get off the last bus?

- | | |
|--|---|
| <input type="checkbox"/> Walk | <input type="checkbox"/> Take EmGo or Cottage Grove Connector |
| <input type="checkbox"/> Drive alone | <input type="checkbox"/> Wheelchair/Scooter |
| <input type="checkbox"/> Drive with another rider and park | <input type="checkbox"/> Bike and put bike on bus/EMX |
| <input type="checkbox"/> Drop off by someone | <input type="checkbox"/> Bike and leave bike at/near bus stop/station |
| <input type="checkbox"/> Drop off by a taxi, Uber, or Lyft | <input type="checkbox"/> Other (specify) _____ |

9. Where will you END this one-way trip?

- | | |
|--|---|
| <input type="checkbox"/> Home | <input type="checkbox"/> Medical/Dental Appointment |
| <input type="checkbox"/> Work/Work-related | <input type="checkbox"/> Social Service Appointment |
| <input type="checkbox"/> College | <input type="checkbox"/> Visiting Others |
| <input type="checkbox"/> Middle/High School | <input type="checkbox"/> Entertainment/Recreation |
| <input type="checkbox"/> Store or Restaurant | <input type="checkbox"/> Other (specify) _____ |

10. My Ending Point is located at:

Address (such as 123 W 1st Ave) _____

Or Cross streets (such as E. 18th Ave & Pearl) _____

City: ☐ Eugene ☐ Springfield ☐ Other _____

11. Did you use the TouchPass mobile app/card to pay for this ride?

- ☐ Yes ☐ No

12. What was your fare payment for this one-way trip?

- | | |
|---|---|
| <input type="checkbox"/> Cash | <input type="checkbox"/> Monthly Pass |
| <input type="checkbox"/> Day Pass | <input type="checkbox"/> Stored value on my TouchPass |
| <input type="checkbox"/> Ticket from 10-Ride Book | <input type="checkbox"/> Employer/School Group Pass |
| <input type="checkbox"/> Ticket from fare machine | <input type="checkbox"/> Other (specify) _____ |

13. How many separate one-way LTD trips will you make today? (circle a number)

1 2 3 4 5 6 or more

14. Including today, how many days have you ridden LTD in the past week? (circle a number)

1 2 3 4 5 6 7

15. Do you have a valid driver's license? ☐ Yes ☐ No

16. How many others in the household have valid licenses?

0-none 1 2 3 4 or more

17. How many working vehicles are owned or leased by your household?

0-none 1 2 3 4 or more

18. Please mark all of the following that apply to you. Are you:

- | | |
|---|--|
| <input type="checkbox"/> Employed for pay outside your home | <input type="checkbox"/> Other student |
| <input type="checkbox"/> Employed for pay in your home | <input type="checkbox"/> Stay at home parent/caregiver |
| <input type="checkbox"/> UO student | <input type="checkbox"/> Retired |
| <input type="checkbox"/> LCC student | <input type="checkbox"/> Unemployed |
| <input type="checkbox"/> Middle/High School student | <input type="checkbox"/> Disabled |

19. What is your age? _____

If you have completed this survey during the past two weeks, please stop here and return the questionnaire to the Surveyor.

If you have not completed this survey during the past two weeks, please turn the survey over and complete the questions on the back. ➡



LTD Customer Survey — November 2019

20. What type of assistance, if any, did you need to use the bus today? (Mark all that apply)

- ☐ No assistance ☐ Travel training
☐ Lift/Ramp ☐ Personal assistant
☐ Stop announcements ☐ Service animal
☐ Driver assistance ☐ Other (specify) _____

21. How did you get route and schedule information for LTD? (Mark all that apply)

- ☐ Rider's Digest ☐ Telephone ☐ LTD website
☐ Mobile website ☐ Google maps ☐ Bus Operators
☐ Customer Service staff at station ☐ Email alerts
☐ Info posted at stops/stations
☐ Other (specify) _____

22. If transit service were not available, how would you make this kind of trip?

- ☐ Drive alone ☐ Walk ☐ Get a ride ☐ Carpool
☐ Taxi/Lyft/Uber ☐ Bicycle ☐ I would not make this trip
☐ Other (specify) _____

22. Do you carry a mobile phone?

- ☐ Conventional cell phone
☐ No mobile phone
☐ Smartphone with internet access

23. What is your total annual household income?

- ☐ Less than \$10,000 ☐ \$45,000 to \$54,999
☐ \$10,000 to \$14,999 ☐ \$55,000 to \$74,999
☐ \$15,000 to \$24,999 ☐ \$75,000 to \$99,999
☐ \$25,000 to \$34,999 ☐ \$100,000 or more
☐ \$35,000 to \$44,999

24. How many people live in your household?

1 2 3 4 5 7 8 or more

25. Are you of Hispanic or Latino descent?

- ☐ Yes ☐ No

26. Which do you consider yourself?

(Please mark all that describe you)

- ☐ African-American/Black ☐ Native American Indian
☐ Asian ☐ Alaska Native
☐ Caucasian/White ☐ Other _____

27. How well do you speak English?

- ☐ Very well ☐ Well ☐ Not well ☐ Not at all

28. What language do you most often speak at home?

- ☐ English ☐ Spanish
☐ Other _____

29. Do you identify as...

- ☐ Male ☐ Other
☐ Female ☐ Prefer not to say
☐ Non-binary

Comments:

In the past 30 days, how well has LTD met your transportation needs in each of these areas?

		very well					poorly	
30. How often your bus runs.....	7	6	5	4	3	2	1	
31. How often your bus is on schedule	7	6	5	4	3	2	1	
32. Comfort while waiting for the bus.....	7	6	5	4	3	2	1	
33. Comfort while riding the bus	7	6	5	4	3	2	1	
34. Sense of safety riding with other passengers	7	6	5	4	3	2	1	
35. Helpfulness of LTD drivers	7	6	5	4	3	2	1	
36. Schedule information at bus stops or stations	7	6	5	4	3	2	1	
37. Helpfulness of customer service employees	7	6	5	4	3	2	1	
38. Information obtained from LTD website	7	6	5	4	3	2	1	
39. OVERALL, how do you rate LTD services?	7	6	5	4	3	2	1	

40. In what year did you begin using LTD buses?

- ☐ 2012 or before ☐ 2013 ☐ 2014 ☐ 2015 ☐ 2016 ☐ 2017
☐ 2018 ☐ 2019 ☐ This is my first time riding LTD

Thank you! Please return this form to the Surveyor, your bus operator, or at the Eugene Station Customer Service Center.

Exit

2023 ABBG Customer Satisfaction Survey - Lane Transit District, Eugene

Introduction

We want to know how we are doing. What are the most important things to you when you choose to ride the bus? Are there things we are getting right and areas where we can we improve? If you are not currently riding the bus, what would get you on board? We want to hear from you no matter how often you ride. Lane Transit District is doing a survey with other transit agencies across the nation to hear from our community about transit and learn from other agencies.

The survey is easy to take: we ask you to share with us how much you agree to a series of statements about our service. The survey takes about 4-5 minutes to complete. Your information is confidential and will be used to help us plan for the future.

Please complete the survey only once.

Thank you for your time.

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2023 ABBG Customer Satisfaction Survey - Lane Transit District, Eugene

Detailed Questions Part 1

The following statements relate to the availability, accessibility, information and travel time of your bus service.

Simply click the column that best describes your reaction to each of the following statements:

* 1. Availability

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Don't Know
The buses operate on the days and at the times that I need them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The bus routes are conveniently located for me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 2. Ease of use

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Don't Know
It is easy for me to get on and off the bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is convenient to pay the bus fare / buy tickets or passes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 3. Information

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Don't Know
It is easy to get information about the bus services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to find out if the buses are running on schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If there are problems, I can easily get information about alternative routes or schedules	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 4. Time

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Don't Know
The bus usually runs on time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The bus gets me to my destination in a reasonable amount of time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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2023 ABBG Customer Satisfaction Survey - Lane Transit District, Eugene

Detailed Questions Part 2

The following statements relate to the customer care, comfort, security and environmental impact of your bus service.

Simply click the column that best describes your reaction to each of the following statements:

* 5. Customer Care

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Don't Know
Bus drivers are helpful and professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus drivers look professional (appropriate uniform and neat)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The transit agency is responsive to customer complaints/problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 6. Comfort

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Don't Know
The bus is well driven	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The bus provides a comfortable environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is enough seating/space on the bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The bus is clean	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 7. Security

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Don't Know
I feel safe and secure waiting for my bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe riding on the bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 8. Environmental Impact

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Don't Know
The bus helps to reduce pollution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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2023 ABBG Customer Satisfaction Survey - Lane Transit District, Eugene

Overall Satisfaction and Priority

* 9. Overall Satisfaction

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know
How satisfied are you overall with the bus service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 10. How likely is it that you would recommend the bus service to a friend or family member? (0 not likely at all, 10 very likely):

<input type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7
<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10	<input type="radio"/> Don't Know

* 11. What are the 3 most important areas of service for you as a user of public transport? (Please specify 3 categories only)

	1st	2nd	3rd
Availability (frequency of the buses, hours of operation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use (ease of getting on and off the bus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information (availability and quality of maps, timetables and information on delays)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time (travel time and on-time departure/arrival)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Care (helpful, well groomed employees, responding to your suggestions or complaints)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort (comfortable journey, cleanliness, crowding)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security (feeling safe and secure)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environment (effect on pollution)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Your Details

* 12. What is your current age?

- ☐ Less than 18
- ☐ 18 to 29
- ☐ 30 to 39
- ☐ 40 to 49
- ☐ 50 to 65
- ☐ More than 65

* 13. What is your gender?

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ Prefer not to disclose
- ☐ Other (please specify)

* 14. What is your most frequent trip purpose?

- ☐ Work
- ☐ Education
- ☐ Eat out / Grocery
- ☐ Other shopping
- ☐ Leisure / Social
- ☐ Medical
- ☐ Other (please specify)

* 15. How often do you use our buses?

- ☐ Very often (every day)
- ☐ Often (at least 3 days per week)
- ☐ Sometimes (at least once per week)
- ☐ Rarely (at least once per month)
- ☐ Very rarely (less than once per month)

16. Before the pandemic, how often did you take the bus?

- ☐ Very often (every day)
- ☐ Often (at least 3 days per week)
- ☐ Sometimes (at least once per week)
- ☐ Rarely (at least once per month)
- ☐ Very rarely (less than once per month)

17. How often do you expect to take the bus during the next 6 months?

- ☐ Very often (every day)
- ☐ Often (at least 3 days per week)
- ☐ Sometimes (at least once per week)
- ☐ Rarely (at least once per month)
- ☐ Very rarely (less than once per month)

18. What is your annual household income?

- ☐ <\$15,000
- ☐ \$15,000-\$24,999

- ☐ \$25,000-\$49,999
☐ \$50,000-\$74,999
☐ \$75,000-\$99,999
☐ \$100,000-\$149,999
☐ ≥\$150,000
☐ Prefer not to state

19. How would you describe your race/ethnicity? (Select one)

- ☐ White / Caucasian
☐ Black / African American
☐ Hispanic / Latinx (of any race)
☐ Asian
☐ Multi-ethnic
☐ Other
☐ Prefer not to state

20. Please provide the zip code of the home/location from which you typically access our bus service.

21. If you have any additional comments, please write them here:

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2023 ABBG Customer Satisfaction Survey - Lane Transit District, Eugene

22. How would you prefer to receive information and provide feedback to LTD on potential service/route changes, new services, and projects?

Check all that apply.

- ☐ Email
- ☐ In-person
- ☐ Online Open House
- ☐ Open House
- ☐ Public Meeting
- ☐ Community Event
- ☐ Website
- ☐ By Phone

23. Which of the following transportation services do you use or have used in the last year? (Check all that apply)

- ☐ RideSource
- ☐ PeaceHealth Rides
- ☐ Cottage Grove Connector
- ☐ Diamond Express
- ☐ Link Lane
- ☐ Lane Transit District
- ☐ Lyft/Uber
- ☐ Rhody Express
- ☐ Other

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2023 ABBG Customer Satisfaction Survey - Lane Transit District, Eugene**End**

24. Thank you for your interest in Lane Transit District and willingness to complete this survey. We value your input! All survey participants will be entered in a random drawing and eligible to win one of two \$100 gift card to Fred Meyer.

If you would like to be entered to win a prize, please provide your name and email address below:

First name

Last name

Email address

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Done

RideSource Quarterly Survey

Introduction: Thank you for taking the time to respond to this survey. RideSource is here to serve you and your feedback is instrumental in helping us improve. We're interested in hearing about your experience using RideSource in the last year. At the end of this survey, you will have the opportunity to be entered into a drawing for a \$50 gift card if you provide us with a valid email address.

Please answer the following questions:

1. Which of the following programs do you use? (Please check ALL that apply.)

- ☐ ADA Paratransit (\$3.50 per Ride)
- ☐ Medicaid - Trillium
- ☐ Medicaid - PacificSource
- ☐ Waivered (Free Non-Medical trips)
- ☐ Other / Unsure

2. What do you typically use RideSource for? (Please check ALL that apply.)

- ☐ Medical (8:00 AM - 5:00 PM)
- ☐ Medical (after 5:00 PM)
- ☐ Shopping
- ☐ Employment
- ☐ School
- ☐ Leisure / Social Activities
- ☐ Other

3. How would you describe your race/ethnicity? (Please check ALL that apply.)

- ☐ White / Caucasian
- ☐ Black / African American
- ☐ Hispanic / Latinx (of any race)
- ☐ Asian
- ☐ Multi-ethnic
- ☐ Other
- ☐ Prefer not to state

4. What is your current age?

- ☐ <18
- ☐ 19< >29
- ☐ 30< >39
- ☐ 40< >49
- ☐ 50< >65
- ☐ >65

5. What is your gender?

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ Prefer not to state

6. Are you a veteran?

- ☐ Yes
- ☐ No
- ☐ Prefer not to state

7. When using RideSource services, do you require a vehicle with a ramp or lift?

- ☐ Yes
- ☐ No
- ☐ Prefer not to disclose

8. Have you had any issues accessing RideSource services due to a language barrier?

- ☐ Yes
- ☐ No
- ☐ Prefer not to state

9. What is your annual household income?

- ☐ <\$15,000
- ☐ \$15,000-\$24,999
- ☐ \$25,000-\$49,999
- ☐ \$50,000-\$74,999
- ☐ \$75,000-\$99,999
- ☐ \$100,000-\$149,999
- ☐ ≥\$150,000
- ☐ Prefer not to state

10. How often do you use RideSource?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Less than once per month

11. How often do you use the fixed-route (regular) bus system?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Less than once per month
- ☐ Never

For the following questions, please rank the statement from 1 – 5.

1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

12. It was easy to schedule my most recent trip.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

13. The RideSource customer service agent treated me with courtesy and respect.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

14. My ride was on time.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

15. The driver treated me with courtesy and respect.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

16. I was satisfied with my most recent trip.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

17. I was satisfied with the vehicle used to transport me.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

18. The cost of my trip was reasonable.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

For the following questions, please fill in the appropriate field(s):

19. Are you interested in an online scheduling option?

☐ Yes

☐ No

To receive updates on our online scheduling option, please enter a valid email address:

20. To be entered into a drawing for a \$50 gift card, please provide a valid email address below.

We do not sell or share your private information and the email address will not be linked to your anonymous survey responses.

Email address: _____

21. Please use the text box below for any additional comments or suggestions you'd like to add.

All of your responses to this survey will be submitted anonymously.

SAMPLE TEXT...