

LAKE COUNTY CTC – RIDER SURVEY

Date: _____

Survey Completed By: _____

Good Morning / Afternoon, (Passenger Name) _____. My name is (give your name). I am conducting a survey for Lake County Board of County Commissioners to ensure we provide the best transportation service to our customers as possible. Would you take a few minutes to answer a few questions for me about your last trip?

1. What date was your last trip? _____

2. Did you have any problems reaching Lake County Connection by telephone? Yes No
If yes, how many times did you have to call? 1 2 3 4 5 or more

3. Was the reservationist courteous? Yes No
If no, please explain: _____

4. Was your driver courteous? Yes No

5. Did your driver assist you in boarding the bus? Yes No

6. Did the bus pick you up on time? Yes No
If no, how long did you have to wait? _____

7. If you called for a return trip, how long did you have to wait to be picked up? _____

8. Do you feel the driver drove safely? Yes No

9. Have you filed any complaints before? Yes No
If yes, what telephone number did you call? _____

10. Overall, are you satisfied with the service you received? Yes No

11. What suggestions do you have that you feel would improve the service?

