

## 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	y Connection rider? years months
2. How often do you use Lake County Connection?	3. What type of trips do you normally take?
$\Box$ 6 to 7 days a week	☐ Medical ☐ Personal
$\ \square$ 3 to 5 days a week	□ Employment □ Nutritional
□ 1 to 2 days a week	□ Educational/Training/Day care
□ Other	
4. Have you ever been refused transport	ation services?
□ Yes	
□ No	
A. How many times in the last 6 more services?	nths have you been refused transportation
□ None □	□ 3 to 5 times □ More than 10
□ 1 or 2 times □	□ 6 to 10 times times
B. What was the reason given for ref	fusing you transportation services?
□ Ineligible	□ Space not available
<ul><li>Lack of Funds</li></ul>	<ul> <li>Destination outside of service area</li> </ul>
□ Other	

5. What is your average call hold time?  □ Less than 3 minutes	<ul><li>6. How would you rate reservation agents?</li><li>□ Friendly, courteous, and helpful</li></ul>
□ 4 to 5 minutes	□ Average
☐ 6 to 10 minutes	□ Varies on each call
☐ More than 10 minutes	□ Poor service
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7. Are problems solved quickly?	8. Are complaints handled in a satisfactory
☐ All of the time	manner?
☐ Most of the time	<ul><li>Strongly Agree</li></ul>
□ Occasionally	□ Agree
□ None of the time	□ Disagree
	<ul><li>Strongly Disagree</li></ul>
Drivers	
9. Drivers are courteous:	10. Drivers practice safe driving:
☐ All of the time	☐ All of the time
☐ Most of the time	☐ Most of the time
□ Occasionally	□ Occasionally
□ None of the time	□ None of the time
11. Do drivers generally know how to	<b>12</b> . Drivers provide assistance to
use vehicle equipment?	passengers:  □ All of the time
□ Yes	
□ No	☐ Most of the time
	□ Occasionally
	□ None of the time
Travel	
40 / //	
13. I am picked up on time:	14. I am dropped off on time:
☐ All of the time	☐ All of the time
☐ Most of the time	☐ Most of the time
□ Occasionally	□ Occasionally

**Customer Service** 

 $\hfill\Box$  None of the time

□ None of the time

15. I am dropped off at the correct	<b>16</b> . Travel time meets your expectations:	
<ul><li>location:</li><li>□ All of the time</li><li>□ Most of the time</li><li>□ Occasionally None of the time</li></ul>	<ul><li>☐ Strongly Agree</li><li>☐ Agree</li><li>☐ Disagree</li></ul>	
		☐ Strongly Disagree
		Vehicles
	17. Vehicles are clean:	18. Vehicle equipment works well:
☐ All of the time	☐ All of the time	
☐ Most of the time	☐ Most of the time	
□ Occasionally	□ Occasionally	
□ None of the time	□ None of the time	
19. Vehicles are comfortable:		
□ Yes		
□ No		
COMMENTS/SUGGESTIONS:		