

Lake County Connection Rider Survey

Please take a moment to help us improve your experience with LAKE COUNTY CONNECTION (LCC). When you're done, please return by handing it to a LAKE COUNTY CONNECTION driver.

1. 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
- Nutritional
- Employment
- Educational/Training/Day care
- Life Sustaining (Personal)

4. Have you ever been refused transportation services?

- Yes
- No (skip to question 5)

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

2. 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 LCC 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

3. 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

4. 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

5. Vehicles

17. Vehicles are clean:

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

18. Does the heat and air conditioning work well:

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

19. Is there a sign comments / complaints / commendations sign posted on the bus?

- Yes
- No

20. Vehicles are comfortable:

- Yes
- No

6. Comments:

PLEASE RETURN THIS SURVEY by handing it to a LAKE COUNTY CONNECTION driver in the envelope provided. THANK YOU FOR YOUR PARTICIPATION!