

# 15 Passenger Feedback Questions

The following questions have been developed as ideas for you to consider if you undertake a postcard or survey inquiry of your passengers.

	<b>YES</b>	<b>NO</b>
1. Do the drivers treat you with respect?	<input type="checkbox"/>	<input type="checkbox"/>
2. Can you get a ride when you need one?	<input type="checkbox"/>	<input type="checkbox"/>
3. Do you believe you are sufficiently informed about the services offered?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are the vehicles we provide clean and well maintained?	<input type="checkbox"/>	<input type="checkbox"/>
5. Are the drivers able to get to your destination easily?	<input type="checkbox"/>	<input type="checkbox"/>
6. Is the fee/fare charged for transportation reasonable?	<input type="checkbox"/>	<input type="checkbox"/>
7. Is the volunteer driver program able to provide information about all the transportation services in the community?	<input type="checkbox"/>	<input type="checkbox"/>
8. Are you picked up from your residence in a reasonable amount of time?	<input type="checkbox"/>	<input type="checkbox"/>
9. Are you picked up from your destination in a reasonable amount of time?	<input type="checkbox"/>	<input type="checkbox"/>
10. Are you able to schedule rides when you need them?	<input type="checkbox"/>	<input type="checkbox"/>
11. Does the transportation program take you to places such as...		
a) destinations beyond the city boundary?	<input type="checkbox"/>	<input type="checkbox"/>
b) destinations beyond the county or state boundaries?	<input type="checkbox"/>	<input type="checkbox"/>
12. Are the drivers friendly and supportive?	<input type="checkbox"/>	<input type="checkbox"/>
13. Does the volunteer driver program enable you to get to "life-sustaining" destinations such as doctor visits and dialysis?	<input type="checkbox"/>	<input type="checkbox"/>
14. Does the program enable you to get to "life-enriching" destinations and activities such as restaurants or the beauty shop?	<input type="checkbox"/>	<input type="checkbox"/>
15. Are you satisfied with the rides provided by the volunteer driver program?	<input type="checkbox"/>	<input type="checkbox"/>