

25 Rider Feedback Questions

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

	YES	NO
1. Do the drivers treat you with respect?	0	0
2. Can you get a ride when you need one?	0	0
3. Do you believe you are sufficiently informed about the services?	0	0
4. Are the vehicles you ride in clean and well-maintained?	0	0
5. Are your drivers able to get to your destination easily?	0	0
6. Is the fee/fare charged for transportation reasonable?	0	0
7. Is the transportation program able to provide information about other transportation options in the community?	0	0
8. Are you picked up from your residence in a reasonable amount of time?	0	0
9. Are you picked up from your destination in a reasonable amount of time?	0	0
10. Are you able to schedule rides when you need them?	0	0
11. Does the transportation program take you to places you need to go?	0	0
to destinations beyond the city boundary	0	0
to destinations beyond the county or state boundaries	0	0
12. Are your drivers friendly and supportive?	0	0
13. Does the program enable you to get to your medical and other essential appointments and activities?	0	0
14. Does the program enable you to get to your non-essential and quality of life activities?	0	0
15. Is this transportation program easy to use?	0	0
16. Do you believe that your use of this program has enhanced your sense of personal freedom and independence?	0	0
17. Does this transportation program accommodate your special individual mobility needs and challenges?	0	0
18. Do you believe that you get out of the house more often because you use this transportation program?	0	0
19. Are your drivers able to help carry packages into your home if you ask them?	0	0
20. Do you think the vehicles used by this program are comfortable?	0	0
21. Do you feel safe when using this transportation program?	0	0
22. Do drivers escort you to the vehicle?	0	0
23. Do drivers escort you to your destination?	0	0
24. Do drivers assist you at your destination?	0	0
25. Does your driver help you with your packages?	0	0