

This survey will give us the information we need to give you better service. Take a few minutes and tell us what you think....



Our service starts with picking up the phone



Can We Talk?



Can We Talk?

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Good Wheels.... means on time door to door service, with modern air-conditioned buses.

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WWW.GOODWHEELS.ORG

**Confidential
Ridership
Survey**

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At Good Wheels, you, our riders, come first. Our mission is to provide you with cost effective and reliable transportation. So...how are we doing?

Please take a moment to complete this short questionnaire and hand it to



How Are We Doing?

a driver, or mail it to our office.



1. If you called to make a reservation, was the telephone answered within three rings?

- Yes
- No

2. Was the reservationist pleasant and did he or she treat you with courtesy?

- Yes
- No

3. Did your vehicle arrive for you on time?

- Yes If late, how late? _____
- No

4. Was your vehicle clean and sanitary?

On the inside?

- Yes
- No

On the outside?

- Yes
- No

5. Was your driver professionally dressed?

- Yes
- No

6. Did your driver greet you by name?

- Yes
- No

7. If needed, did your driver give you assistance in getting into the vehicle or to the door?

- Yes
- No

8. Was your wheelchair tied down and anchored securely to the floor?

- Yes
- No

9. Did you get to your destination safely and on time?

- Yes
- No

10. Was your ride comfortable?

- Yes
- No

11. Was your vehicle air-conditioned?

- Yes
- No



Your answers may be completely anonymous or you can fill in your name and

YOUR COMMENTS:

Name _____

Address: _____

City/State/Zip: _____

Phone: _____

Email: _____

address. If you do give us your name and address, we will contact you about your answers and thank you personally for your participation.