



VILLAGE OF SCHAUMBURG

MUNICIPAL CENTER / 101 SCHAUMBURG COURT / SCHAUMBURG, IL 60193-1899
847.895.4500 / WWW.VILLAGEOFSCHAUMBURG.COM

SCHAUMBURG'S WOODFIELD TROLLEY PASSENGER QUESTIONNAIRE

Dear Customer:

The Village of Schaumburg, sponsor of Schaumburg's Woodfield Trolley, is conducting an evaluation of the Trolley service. Your opinions about the Trolley are very important to us and help us determine how adequately the Trolley is meeting your transportation needs and future service levels. Please fill out this questionnaire indicating your level of satisfaction with the Trolley.

Gender Male Female

Age: 18 and Under 19-25 26-35 36-45 46-55 56-65 Over 65

1. What is your city and state of residence?

2. In the past six months, how often have you used the trolley?

1-6 times 7-12 times 13-18 times 19-24 times 25 or more times

3. What was the length of time you waited for the trolley?

less than 15 minutes 15-20 minutes 20-30 minutes more than 30 minutes

4. What time of day did you ride the trolley?

Before 10am 10am-12pm 12pm-3pm 3pm-6pm 6pm-9pm Past 9:00 pm

5. What day(s) of the week have you used the trolley? (Check all that apply)

Sunday Monday Tuesday Wednesday
 Thursday Friday Saturday

6. What stops do you most frequently use? Check all that apply.

Renaissance Convention Center IKEA
 Woodfield Mall (JCPenney & Nordstrom) Roosevelt University (Flag Stop)
 Carson Pirie Scott Dick's Sporting Goods
 Marshalls AMC/Loews Theaters
 Pace Northwest Transportation Center

7. Driver's Driving Style:

Too Fast Too Jerky Too Slow Just Right

8. Driver's Friendliness/Courtesy:

Excellent Good Average Fair Poor

9. Cleanliness Inside Trolleys:

Excellent Good Average Fair Poor

More questions on back →



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10. Did driver announce stop locations? Yes No
11. Did driver speak clearly? Yes No
12. Was radio playing? Too loud Appropriate Volume Too soft Radio was not playing
13. Temperature on trolley was? Too warm Comfortable Too cool
14. What is your overall level of satisfaction with our service?
 Very satisfied Somewhat satisfied Neutral Somewhat dissatisfied Very dissatisfied
15. If you've used the trolley more than once in the last 6 months, how has the service been?
 Improved Stayed the Same Gotten Worse
16. Are there any additional locations you would like to have served by the trolley?
17. Additional Comments/Suggestions:
18. How did you find out about the trolley? Check all that apply.
- Noticed while shopping
- Word of mouth
- Friend Woodfield Visitors Bureau Woodfield Area Store - If store, name?
- Tour Group - If Tour Group, name? Woodfield Area Hotel - If hotel, name?
- Village of Schaumburg "Cracker Barrel"
- Village of Schaumburg Web Site
- Village of Schaumburg Cable Access Channel
- Other: _____