

# **DIAL-A-RIDE PASSENGER SURVEY**

Dear customer: To better serve our patrons, the Village of Schaumburg is conducting an evaluation of the Dial-A-Ride Transportation (DART) service. Your opinions about our service are important. Please fill out this survey only once. Answer all questions on both sides of this page. **PLEASE CONTACT OUR OFFICE IF YOU WOULD LIKE A HARD COPY.**

***IF YOU WISH TO BE ENTERED INTO A DRAWING FOR A FREE 10-RIDE TICKET, PLEASE INCLUDE YOUR NAME, ADDRESS, AND PHONE OR E-MAIL CONTACT INFORMATION ON THE LINE BELOW.***

Contact \_\_\_\_\_

Thank you for riding DART!

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
1. Phone System – Ease of Use					
2. Amount of Time to Make a Reservation					
3. Dispatcher Courtesy					
4. Dispatcher Routing Skills/Competency					
5. Pick-up Quoted Within 90 Minutes					
6. On-Time Arrival – Within 15 Minute Quote					
7. Length of Ride – 45 Minute Maximum or Less					
8. Driver Courtesy					
9. Driver’s Driving Style/Safety					
10. Driver’s Knowledge of Equipment (Lifts, etc.)					
11. Sense of Safety and Security on the Bus					
12. Comfort of the Bus Seats					
13. Adequately Warm/Cool – Comfortable Temps					
14. Cleanliness of the Bus					
15. Complaints/Concerns Addressed Quickly					
16. Overall Satisfaction with DART					

17. Including this trip, how many times have you used Dial-A-Ride in the last month?  
 1-4 times                                      5-10 times                                      11-20 times                                      More than twenty times

18. When did you first use Dial-A-Ride?  
 Within the last 6 months                                      Between 6 and 12 months ago                                      More than 12 months

19. During what time period do you most often use the Dial-A-Ride service? (Please mark only one answer)  
 6am-8am                                      10am-12pm                                      2pm-4pm                                      6pm-8pm  
 8am-10am                                      12pm-2pm                                      4pm-6pm                                      8pm-10pm

20. What locations do you access using Dial-A-Ride? (Please mark all that apply)  
 Work    Errands/Groceries    Dr. Appointments    Grade/High School    College    Entertainment/Recreational

Transit Connection (Please Specify) \_\_\_\_\_

Other (Please Specify) \_\_\_\_\_

**More Questions on Back**

21. Have you seen an improvement in the Dial-A-Ride service in the last 6 months?

Yes No

22. How can Dial-A-Ride improve its services? (Please be specific.)

\_\_\_\_\_

23. Would you like to see DART service added on Sundays?

Yes No

24. If Village of Schaumburg had an operating agreement or partnership with an Uber or Lyft type of taxi service that would provide service earlier/later each day or on Sundays/Holidays, would you be comfortable using it?

Yes No

25. If yes, what times would you want to use it when DART service is not available?

\_\_\_\_\_

25. How did you hear about the DART service? \_\_\_\_\_

### Optional Demographic Information

Please provide us with the following information:

<i>Your Gender-</i>	Male	Female	
<i>Your Ethnicity-</i>	Native American or Alaska Native	Asian or Pacific Islander	African American
	Hispanic	White (Not of Hispanic Origin)	Other
<i>Your Age -</i>	20 and under	21-30	31-40
	41-50	51-64	65 and above
<i>Household Income -</i>	\$10,000 or less	\$10-20,000	\$20-30,000
	\$30-40,000	\$40-50,000	\$50,000 or greater
<b>Do you have access to a car?</b>		Yes	No
<b>Are you considered to be a person with a disability?</b>		Yes	No

The Village of Schaumburg appreciates your time and hopes that you continue to support DART.

Village of Schaumburg – Transportation Manager  
101 Schaumburg Court  
Schaumburg, IL 60193

[Click Here to Submit Electronically](#)