

# SEATS Paratransit Customer Satisfaction Survey

## You can make a difference!

Johnson County SEATS wants to know how to better serve our customers. Please complete one survey and place it in the box provided on the van or give it to one of our drivers. Call SEATS at 319.339.6128 to complete the survey by phone, to ask for assistance, or to get the survey in large print or other formats. You may complete the survey online at [http://www.johnson-county.com/dept\\_seats.aspx?id=581](http://www.johnson-county.com/dept_seats.aspx?id=581). We will post the results on the website and on our vans.

Please mark or check all of the answers that apply for each question. Add written comments.  
We want to know about your experiences using SEATS

### 1. Where do you live?

- Coralville
- Iowa City
- North Liberty
- University Heights
- Elsewhere in Johnson County

Comments: \_\_\_\_\_

### 2. How often do you ride SEATS?

- Once or twice a month
- Once a week
- Two or three times a week
- More than three times a week
- I have a standing reservation for daily, weekly or monthly rides

Comments: \_\_\_\_\_

### 3. What other transportation services do you use in Johnson County? Check all that apply

- City buses
- Automobile or motor vehicle
- Taxi or paid car service
- Share-a-ride or commuter service
- Other \_\_\_\_\_

Comments: \_\_\_\_\_

### 4. If you have used paratransit services outside Johnson County, what did you like about the service that SEATS does not offer?

Describe: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 5. How would you describe your overall satisfaction with SEATS?

- Highly satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Highly dissatisfied

Comments: \_\_\_\_\_

### 6. Tell us about yourself. Check all that apply

- I have an intellectual disability
- I have a vision or hearing disability
- I am age 60 or older
- Someone is helping me complete this survey
- Other \_\_\_\_\_

Comments: \_\_\_\_\_

### 7. Do you use an aid or device when you ride SEATS? Check all that apply

- I use a manual wheelchair
- I use a power wheelchair or scooter
- I use a cane, walker or other mobility aid
- I have a person who rides with me
- I use a service animal
- I do not use an aid or device of any type

Comments: \_\_\_\_\_

### 8. How often do you call SEATS to schedule a ride?

- Once or twice a month
- Once a week
- Two or three times a week
- More than three times a week
- I have a standing reservation
- Other: \_\_\_\_\_

Comments: \_\_\_\_\_

**9. Are your phone calls to SEATS answered promptly?**

- Always
- Usually
- Sometimes
- Rarely
- Never

Comments: \_\_\_\_\_

**10. Is the reservationist polite and helpful in scheduling your ride?**

- Always
- Usually
- Sometimes
- Rarely
- Never

Comments: \_\_\_\_\_

**11. How many times has SEATS been unable to schedule a ride for the day and time you requested in the past year?**

- One time
- Two or three times
- More than three times
- SEATS has always been able to provide the ride for the day and time requested
- Other: \_\_\_\_\_

Comments: \_\_\_\_\_

**12. How many times have you turned down a ride SEATS offered you for the day you requested in the past year?**

- One time
- Two or three times
- More than three times
- I have never refused a ride for the day I requested even if the time was different
- Other: \_\_\_\_\_

Comments: \_\_\_\_\_

**13. Are SEATS vans kept neat and clean?**

- Always
- Usually
- Sometimes
- Never

Comments: \_\_\_\_\_

**14. Do SEATS vans arrive on time?**

- Always
- Usually
- Sometimes
- Rarely
- Never

Comments: \_\_\_\_\_

**15. If SEATS vans arrive late, they arrive:**

- 1 to 5 minutes late
- 5 to 10 minutes late
- 10 to 15 minutes late
- 15 to 20 minutes late
- More than 20 minutes late
- Vans always arrive on time

Comments: \_\_\_\_\_

**16. Has SEATS ever failed to pick you up for a ride in the past year?**

- No, the van has always picked me up
- Yes, once
- Yes, twice
- Yes, three times
- Yes, more than three times: \_\_\_\_\_

Comments: \_\_\_\_\_

**17. Has SEATS ever failed to pick you up for a return ride in the past year?**

- No, the van has always picked me up
- Yes, once
- Yes, twice
- Yes, three times
- Yes, more than three times: \_\_\_\_\_

Comments: \_\_\_\_\_

**18. Are SEATS drivers polite and courteous?**

- Always
- Usually
- Sometimes
- Never

Comments: \_\_\_\_\_

**19. Do drivers help you to and from the van?**

- Always
- Usually
- Sometimes
- Never

Comments: \_\_\_\_\_

**20. Do the drivers help you carry packages if you need help? Check all that apply**

- Always
- Usually
- Sometimes
- Never
- Only if I ask
- Only packages that aren't too heavy

Comments: \_\_\_\_\_

**21. Do the drivers properly attend to mobility aids, equipment tie-downs, brakes and passenger seatbelts?**

- Always
- Usually
- Sometimes
- Never

Comments: \_\_\_\_\_

**22. Do you feel safe when you ride SEATS vans?**

- Always
- Usually
- Sometimes
- Never

Comments: \_\_\_\_\_

**23. If you have ever felt unsafe riding SEATS, it was because of: Check all that apply**

- A rider's behavior or actions
- A driver's behavior or actions
- Fast starts or acceleration
- Sudden stops or braking

Any other comments or concerns: \_\_\_\_\_

- Sharp turns or skidding
- Other reasons \_\_\_\_\_

Comments: \_\_\_\_\_

**24. SEATS drivers respond to riders who are violent, noisy or disruptive by: Check all that apply**

- Ignoring the problem
- Stopping the vehicle
- Asking the rider to stop the behavior
- Acting calmly and courteously
- Asking other riders for help
- Calling the police for help
- I have not seen these types of behavior

Comments: \_\_\_\_\_

**25. Which, if any, of these actions disturb or annoy you when riding SEATS? Check all that apply**

- Driver's radio, music, or radio calls
- Other rider's music, phone calls, or devices
- Van driving past your drop off point to keep to the scheduled route
- Cameras and microphones in vans
- Other \_\_\_\_\_

Comments: \_\_\_\_\_

**26. Please tell us the number one thing SEATS could do to improve service?**

Describe: \_\_\_\_\_

**27. What else could SEATS do to improve service? Check your other top priorities.**

- Purchase newer vans
- Improve reservation services
- Improve phone and voicemail
- Restore Sunday service
- Take cameras and microphones off vans
- Update the website
- Reduce the low-income rider fare
- Provide drivers with more disability training
- Other \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_