

Access Services Customer Satisfaction Survey

Transportation Professionals Advisory Committee
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Customer Satisfaction Survey Topics (Customer Experiences)

Experience with:

- Rides on Access
- Reservation Process
- Customer Service Calls
- Filing Complaints or Commendations
- Perceptions of a Rider's Most Recent Access Trip

access

Customer Satisfaction Survey Topics (Customer Experiences)

Experience with:

- Back-Up Trip Service through Access' OMC
- Beyond the Curb service
- Service Animals on Access
- Mobility Device usage

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Customer Satisfaction Survey Topics (Customer Information)

General Customer Information:

- Customer Access to Internet and Smart Phones
- Overall Satisfaction with Access
- Demographic Information

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Additional Topics for Survey



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