**Agency Name**

**Transit Policies and Procedures**

|  |  |
| --- | --- |
| **Subject** | Passenger Surveys |
| **Section** | Outreach |
| **Effective Date** |  |
| **Approved By** |  |
| **Approval Date** |  |

**Purpose**

Establish a method for the Agency to obtain passenger feedback.

**Procedure**

Develop an anonymous survey form for passengers to provide feedback on their experiences with the transit service. The survey shall be distributed to all passengers at least once a year, and the results shall be used to improve the transit service. The Agency shall provide a box on each vehicle and in the office for passengers to submit the surveys. The survey should also be posted on the Agency’s website to provide an opportunity for continuous feedback.

The survey form should include the following topics.

General Information

* Gender
* Age Group
* Employment Status
* Bus Number
* Route

Reservations

* Interaction with Dispatcher
* Reservation Process
* Cancellation Process

Bus Stop

* Signage (if applicable)
* Seating Area (if applicable)
* Vehicle Access
* Bus Punctuality

Bus Comfort

* Cleanliness
* Seating
* Storage
* Radio

Driver

* Initial Greeting
* Appearance
* Helpfulness
* Attitude
* Safety

The Transit Director shall review the surveys and implement changes to the transit service as needed.

**Responsibilities**

The Transit Director is responsible for developing, distributing, and reviewing the results of a passenger survey.

**Example**

See attached template.

**Passenger Survey**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Gender**  (Circle one) | | Male | | Female | | | | Prefer not to Answer | |
| **Age Group**  (Circle one) | | < 21 | 21-30 | 31-40 | 41-50 | | | 51-60 | 61-70+ |
| **Employment Status** (Circle one) | | Student | Full Time Employed | Part Time  Employed | Not Employed | | | Unable to Work | Retired |
| **Bus Number** |  | | | **Route** | | |  | | |
|  | | | | | | | | | |
| **Reservations** | | | | | | | | | |
|  | | Very Satisfied | Fairly Satisfied | Neither Satisfied nor Dissatisfied | | Fairly Dis -satisfied | | Very Dis- satisfied | Not Applicable |
| Interaction with Dispatcher | |  |  |  | |  | |  |  |
| Reservation Process | |  |  |  | |  | |  |  |
| Cancellation Process | |  |  |  | |  | |  |  |
| **Bus Stop** | | | | | | | | | |
| Signage | |  |  |  | |  | |  |  |
| Seating Area | |  |  |  | |  | |  |  |
| Vehicle Access | |  |  |  | |  | |  |  |
| Bus Punctuality | |  |  |  | |  | |  |  |
| **Comfort** | | | | | | | | | |
| Cleanliness | |  |  |  | |  | |  |  |
| Seating | |  |  |  | |  | |  |  |
| Storage | |  |  |  | |  | |  |  |
| Radio | |  |  |  | |  | |  |  |
| **Driver** | | | | | | | | | |
| Initial Greeting | |  |  |  | |  | |  |  |
| Appearance | |  |  |  | |  | |  |  |
| Helpfulness | |  |  |  | |  | |  |  |
| Attitude | |  |  |  | |  | |  |  |
| Safety | |  |  |  | |  | |  |  |
|  | | | | | | | | | |
| **Comments:** | | | | | | | | | |