

## Agency Name

### Transit Policies and Procedures

<b>Subject</b>	Passenger Surveys
<b>Section</b>	Outreach
<b>Effective Date</b>	
<b>Approved By</b>	
<b>Approval Date</b>	

#### **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

This policy or procedure is intended to be used as an example. It should be customized to each transit agency. Review by a legal expert is recommended.

- 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

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