



## Transportation Program Customer Satisfaction Survey

The KVCAP Transportation Program is dedicated to providing passengers with quality transportation services. To help us evaluate the quality of our program, please take a moment to complete the following Customer Satisfaction Survey.

Please check (✓) the answer based on your most frequent use:

1. What transportation service did you use most often?

Agency Van  Volunteer Driver

2. What service area do you live in?

Augusta Area  Waterville Area  Skowhegan Area

3. On average, how often do you use KVCAP Transportation?

Infrequently  Monthly  Weekly  Daily

On a scale from 1 to 5, please circle the answer that best reflects your experience.

4. When you called the KVCAP Transportation Office:

a. Did your call taker treat you courteously?

Never 1 2 3 4 5 Always

b. Did KVCAP set up your your trips accurately?

Never 1 2 3 4 5 Always

c. Did the staff person answer your questions accurately?

Never 1 2 3 4 5 Always

d. Did KVCAP call you back if there were any problems with your scheduled trip?

Never 1 2 3 4 5 Always

e. Did you find KVCAP's telephone system easy to use?

Poor 1 2 3 4 5 Excellent

Additional Comments

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5. When you used our Agency Van or Volunteer Driver Services:

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a. *Did your Driver get you to your appointment on time?*

Never 1 2 3 4 5 Always

b. *Did your Driver treat you courteously?*

Never 1 2 3 4 5 Always

c. *Did your Driver assist you properly?*

Never 1 2 3 4 5 Always

d. *Did your Driver operate the vehicle safely and observe all traffic laws?*

Never 1 2 3 4 5 Always

e. *Was the vehicle clean and comfortable?*

Never 1 2 3 4 5 Always

*If you answered unfavorably to any of these questions, please explain \_\_\_\_\_*

6. **If you could not use KVCAP Transportation, would you still be able to get to your appointments?**

Never 1 2 3 4 5 Always

7. **Generally, can you count on KVCAP to provide the transportation you requested?**

Never 1 2 3 4 5 Always

8. **How would you rate the overall quality of KVCAP Transportation Services?**

Poor 1 2 3 4 5 Excellent

9. **Do you have any suggestions on how we could improve our service to you?** \_\_\_\_\_

Thank you for taking the time to answer this survey. If you have any questions, comments or suggestions that were not addressed in this survey, please contact me at jimw@kvcap.org or call the KVCAP Transportation office at:

859-1500  
1-800-542-8227

**Jim Wood**  
Special Projects Advisor

It is not necessary for you to sign this form, but your signature would help us to evaluate the performance of our office staff and drivers. **All information that you provide in this survey will be kept confidential.**

**Customer** \_\_\_\_\_

**Date** \_\_\_\_\_