



**Customer Service Survey**

1. Are your transportation needs being met in the community? \_\_\_\_\_ Yes \_\_\_\_\_ No

If not, how can Community Transit of Watertown/Sisseton, Inc. (CTWSI) improve to meet the needs of the customers?

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2. On a scale of 1-10, with 10 being the best, how would you rate the public transportation services in the community? \_\_\_\_\_

3. Are bus fare rates reasonable? \_\_\_\_\_ Yes \_\_\_\_\_ No

4. Were the bus drivers and office personnel you spoke with courteous, friendly, helpful and professional? \_\_\_\_\_ Yes \_\_\_\_\_ No

5. Were we able to meet your needs and did you feel safe on the bus? \_\_\_\_\_ Yes \_\_\_\_\_ No

6. How often do you use CTWSI's service and for what purposes?

\_\_\_\_\_ Daily \_\_\_\_\_ Weekly \_\_\_\_\_ Monthly \_\_\_\_\_ Rarely

\_\_\_\_\_ Employment \_\_\_\_\_ Medical \_\_\_\_\_ Nutrition \_\_\_\_\_ Shopping \_\_\_\_\_ Education

\_\_\_\_\_ Recreation

Date \_\_\_\_\_ Name \_\_\_\_\_

Your comments are always welcome. Please call us at the Watertown office (605-882-5287) or the Sisseton office (605-698-7511) if you have additional comments or concerns about our service. Thank you and have a great day.

***“We’re here to get you there”***