

1) Where do you live?	Carrollville	Iowa City	North Liberty	University Heights	Elsewhere in Johnson County				
	82	264	23	3	13				
2) How often do you ride SEATS?	1 or 2 times a month	Once a week	2 or 3 times a week	More than 3 times a week	I have a standing reservation				
	23	32	67	16	23				
3) What other transportation services do you use in Johnson County?	City Buses	Automobile or motor vehicle	Taxi or paid for service	Share-a-ride or commute service	Other				
	65	312	35	3	64				
5) How would you describe your overall satisfaction with SEATS?	Highly Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Highly Dissatisfied				
	103	144	39	3	5				
6) Tell us about yourself.	I have an intellectual disability	I have a vision or hearing disability	I am 60 or older	Someone is helping me complete this survey	Other				
	146	82	144	111	41				
7) Do you use an aid device when you ride SEATS? Check all that apply.	I use a manual wheelchair	I use a cane, power wheelchair or scooter	I have a walker, or other mobility aid	I have a person who rides with me	I use a service animal	I do not use an aid or device of any type			
	33	70	70	131	133				
8) How often do you call SEATS to schedule a ride?	Once or twice a month	Once a week	Two or three times a week	More than 3 times a week	I have a standing reservation	Other			
	36	33	41	2	2	41			
9) Are your phone calls to SEATS answered promptly?	Always	Usually	Sometimes	Rarely	Never				
	107	114	9	1	0				
10) Is the reservationist polite and helpful in scheduling your ride?	Always	Usually	Sometimes	Rarely	Never				
	223	66	24	4	0				
11) How many times has SEATS been unable to schedule a ride for the day and time you requested in the past year?	Due time	Two or three times	More than 3 times	SEATS has always been able to provide a ride for day & time requested	Other				
	14	47	6	32	15				
12) How many times have you turned down a ride SEATS offered you for the day you requested in the past year?	Due time	Two or three times	More than 3 times	I have never refused a ride for the day I requested even if the time was different	Other				
	11	21	11	116	11				
13) Are SEATS vans kept neat and clean?	Always	Usually	Sometimes	Rarely	Never				
	217	60	7	5	1				
14) Do SEATS vans arrive on time?	Always	Usually	Sometimes	Rarely	Never				
	145	138	26	6	1				
15) If SEATS vans arrive late, they arrive:	1-5 mins late	5-10 mins late	10-15 mins late	15-20 mins late	More than 20 mins late	Vans always arrive on time			
	16	12	18	21	21	104			
16) Has SEATS ever failed to pick you up for a ride in the past year?	No, the van has always picked me up	Yes, once	Yes, twice	Yes, three times	Yes, more than three times				
	223	7	31	3	0				
17) Has SEATS ever failed to pick you up for a return ride in the past year?	No, the van has always picked me up	Yes, once	Yes, twice	Yes, three times	Yes, more than three times				
	274	21	7	4	0				
18) Are SEATS drivers polite and courteous?	Always	Usually	Sometimes	Rarely	Never				
	207	62	16	1	0				
19) Do drivers help you to an from the van?	Always	Usually	Sometimes	Rarely	Never				
	203	62	17	0	0				
20) Do the drivers help you carry packages if you need help? Check all that apply.	Always	Usually	Sometimes	Never	Only if I ask	Only packages that aren't too heavy			
	101	62	20	17	10	2			
21) Do the drivers properly attend to mobility aids, equipment for drivers, brakes and passenger seatbelts?	Always	Usually	Sometimes	Rarely	Never				
	24	47	6	1	0				
22) Do you feel safe when you ride SEATS vans?	Always	Usually	Sometimes	Rarely	Never				
	201	61	1	0	0				
23) If you have ever felt unsafe riding SEATS, it was because of: Check all that apply.	A rider's behavior or actions	A driver's behavior or actions	Fast starts or stops	Sudden stops or brakes	Sharp turns or obstacles	Other			
	45	4	27	11	10	28			
24) SEATS drivers respond to riders who are violent, noisy or disruptive by: Check all that apply.	Ignoring the problem	Stopping the vehicle	Asking the rider to stop the behavior	Acting calmly and courteously	Asking other riders for help	Calling the police for help	Calling the police for help	I have not seen these types of behaviors	
	7	7	15	15	1	1	105		
25) Which, if any, of these actions disturbs or annoys you when riding SEATS? Check all that apply.	Driver's radio, music, or cell calls	Other rider's music, phone calls, or cell calls	Van driving past and drop off points to late to the scheduled route	Camera and microphones in vans	Others				
	7	21	31	1	70				
27) What else could SEATS do to improve service? Check your other top priorities.	Purchase newer vans	Improve reservation services	Improve phone and email	Restore Gateway service	Take cameras an sensors off vans	Update the website	Reduce the low-income rider fee	Provide drivers with more disability training	Other
	101	51	63	105	4	4	71	21	11

