## SEATS Customer Satisfaction Survey

2022

Question 1: Residence


■ Coralville

- lowa City

■ North Liberty

■ University Heights

Elsewhere in Johnson County




Question 13: Cleanliness of vans




## Question 18: Drivers courteous



- Always

■ Usually
Sometimes
■ Never

Question 19: Drivers assist you to/from van


■ Always
■ Usually

- Sometimes
- Never



## Question 24: Drivers respond to disruptions

| $1 \%{ }^{3 \%}$ | Ignoring the problem <br> ■ Stopping the vehicle |
| :---: | :---: |
|  | Asking the rider to stop the behavior Acting calmly and courteously Asking other riders for help Calling the police for help <br> ■ I have not seen these types of behaviors |

## Question 5: Satisfaction



■ Highly Satisfied

- Satisfied

Neither Satisfied nor dissatisfied

■ Dissatisfied

## Question 6: Disability

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

## Question 7: Mobility devices/aids




## Question 15: Lateness of rides



■ 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



## Question 25: what disturbs you

Driver's radio, music, or radio calls

$\square$ Other rider's music, phone calls, or devices

- Van driving past your drop off point to keep to the scheduled route

■ Camera and microphones in vans

Others

## Question 27: How can SEATS improve




