

# LCT SHUTTLE CUSTOMER SURVEY

Please take a minute to fill this out. It helps us know how we are doing and what changes are needed for us to improve.

## How often do you ride LCT shuttles and why?

\_\_\_ 1 - 3 times per week.

\_\_\_ Less than 1 - 3 times per week.

\_\_\_ More than 1-3 times per week.

\_\_\_ Other \_\_\_\_\_

Primarily Why: \_\_\_ Work \_\_\_ Appointments \_\_\_ Shopping \_\_\_ School \_\_\_

Other \_\_\_\_\_

## Do you own a car? Is the bus your main form of transportation?

- Yes, I own a car; yes, the bus is my main form of transportation.
- Yes, I own a car; no, the bus is not my main form of transportation.
- No, I do not own a car; yes, the bus is my main form of transportation.
- No, I do not own a car; no, the bus is not my main form of transportation.

## How do you pay for the Shuttle?

\_\_\_\_\_

## What fare do you pay?

- \$1.00 - Adults, Children 7 years of age and older
- \$0.50 - Seniors and Disabled with Medicare Cards
- \$30.00 - 31-Day Pass, Unlimited Rides

How were our drivers? \_\_\_\_\_

Did you feel safe? \_\_\_\_\_

Did we deviate to pick you up or were you waiting at the stop?

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\_\_\_\_\_

**If we deviated, did the curb to curb service meet your expectations?**

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**Was the shuttle on time? If not, what route were you riding?**

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**Overall, how was your experience between 1 (being the lowest) and 5 (being the highest)?**

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**What changes to the Shuttle Service and to public transit in generally, would you like to see? These can be big or small changes-whatever would most improve your experience as a transit rider.**

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**Name (Optional)** \_\_\_\_\_

**Phone Number (Optional)** \_\_\_\_\_

**The Lawrence County Transit thanks you for your time and feedback!!**