



**Laredo Transit
Management, Inc.**
1301 Farragut Street
Laredo, Texas 78040

How can we improve our service?

Please take a moment to help us rate your Para transit experience. When you're done, please mail the questionnaire using the enclosed self-addressed stamped envelope. Your input is greatly appreciated.

Quality

How do you rate the driving skills of the driver?

- Consistent high quality
- Generally good
- Quality varies daily
- Poor quality

How would you rate the driver's ability to find his/her way?

- Consistent high quality
- Generally good
- Quality varies daily
- Poor quality

How would you rate the courtesy of the driver?

- Consistent high quality
- Generally good
- Quality varies daily
- Poor quality

How would you rate the driver's understanding of ways to relate and assist someone with your disability?

- Consistent high quality
- Generally good
- Quality varies daily
- Poor quality

Service and Environment

How would you rate the Call Center representative who took your appointment for El Lift?

- Friendly and helpful
- Average
- Varies on each ride
- Poor service

Name of Rep.? _____

How long did you wait for your ride?

- Less than 5 minutes
- 5 to 10 minutes
- 10 to 20 minutes
- More than 20 minutes

How would you rate the driver's overall service?

- Friendly and helpful
- Average
- Varies on each ride
- Poor service

Was the van clean and inviting?

- Yes
- No

Additional Comments

Driver's Name: _____ Van # _____

Date of Ride: _____ Time: _____

About You (optional)

Name _____ E-mail _____

Address _____ Phone _____

City, State, ZIP _____

Code _____

Thank you for your participation!