



**Watertown  
Area Transit**

**Customer Service Survey**

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

If not, how can WATI 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 WATI'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 882-5287 if you have additional comments or concerns about our service. Thank you and have a great day.

*"We're here to get you there"*