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**REPORT**

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**SUBJECT:** LONG-TERM ASSIGNMENT PROGRAM - CUSTOMER SURVEY  
**FROM:** Crystal Martin, Paratransit Program Manager, Metro Transit  
**DATE:** 10/9/09

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Metro conducted a follow up with Long-Term Assignment customers about their experience with the service. During the month of August 2009, Metro staff contacted and received responses from 54% of the active customers in the program.

Telephone surveys asked the following questions:

<u>Question</u>	<u>Responses</u>
1. Is the service "good"?	Yes = 45, No = 0
2. Do you have consistent drivers?	Yes = 41, No = 1
3. Is this service preferred to regular Metro + Service?	Yes = 28, No = 1 Even = 6, Don't Know = 6
4. What would you change?	Less than 3 days notice to make or change rides Rides can be long Voice mail messages are spotty E-mail always gets a response Cancel info doesn't always get to the drivers Inflexible, arrival 30 minutes prior to appointment, not precise

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The final question was for any statements that respondent wanted to convey. Overall, statements were very positive about interactions with the current provider's drivers and staff, Badger Bus Lines.

As the current contract for purchase of service expires March 31, 2010, Metro intends to request proposals for another contract term. Based on feedback from customers in this survey and over the course of the current program, Metro intends to address concerns within the next contracting term.