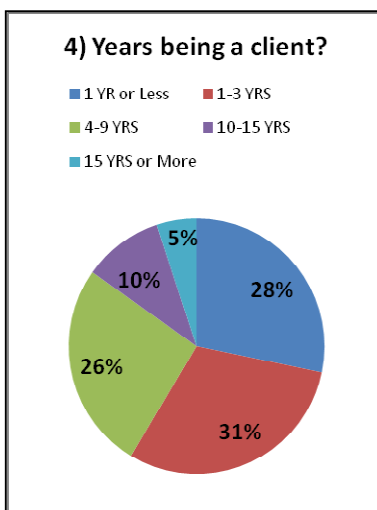
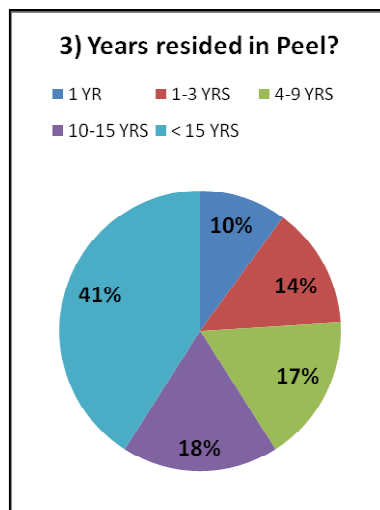
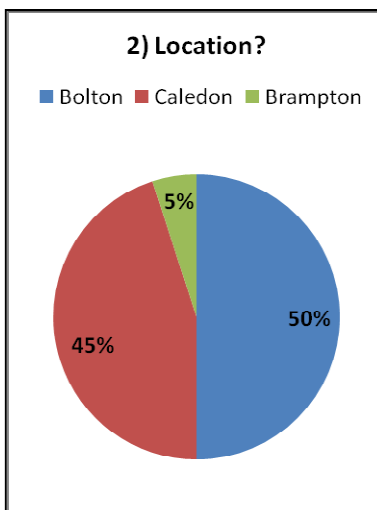
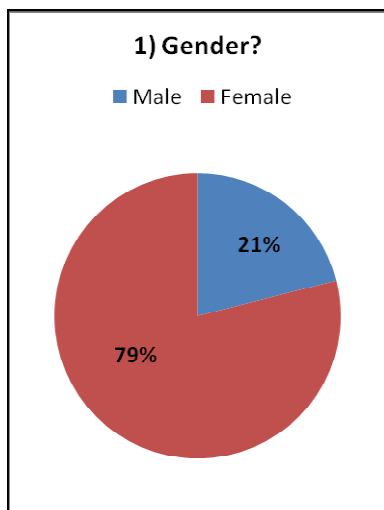


CCS Transportation Survey Client Satisfaction

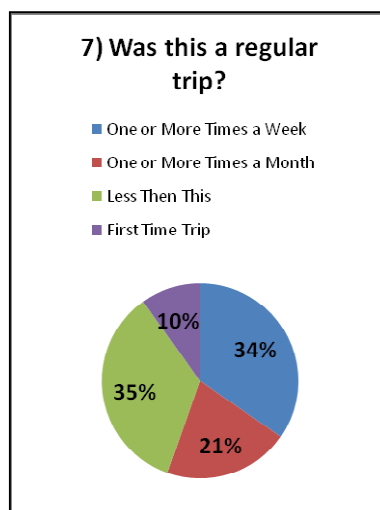
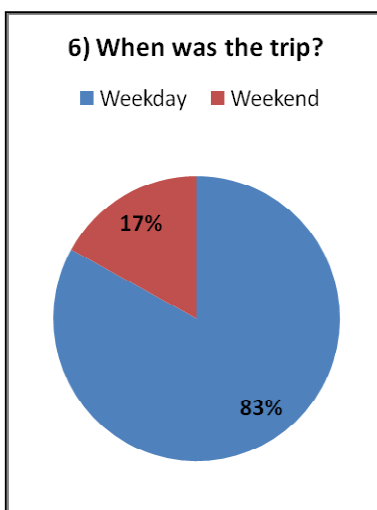
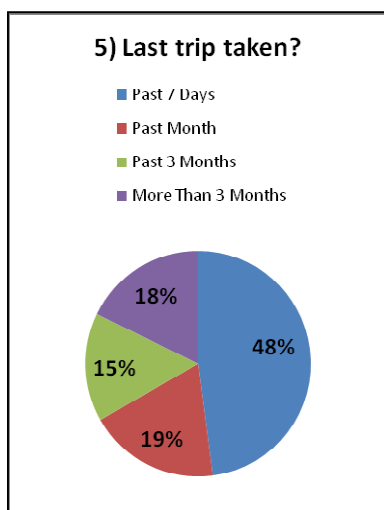
This survey was distributed to CCS Transportation Program clients to determine their over-all satisfaction with the Program's various components of service. It was conducted between February — May, 2009 with 100 LTC clients, all aged 65+ and randomly selected. Survey results were compiled by a third party.

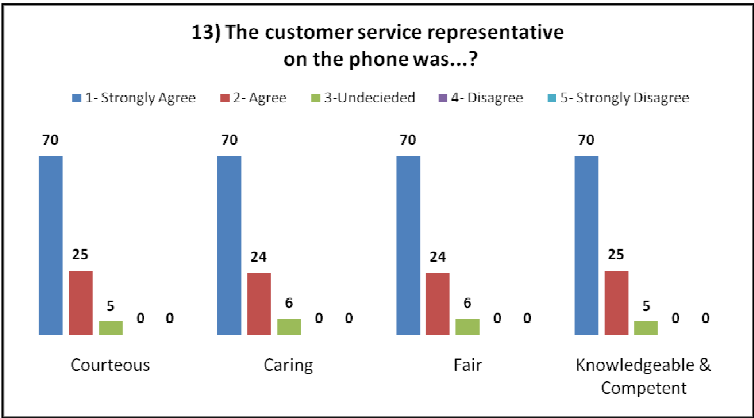
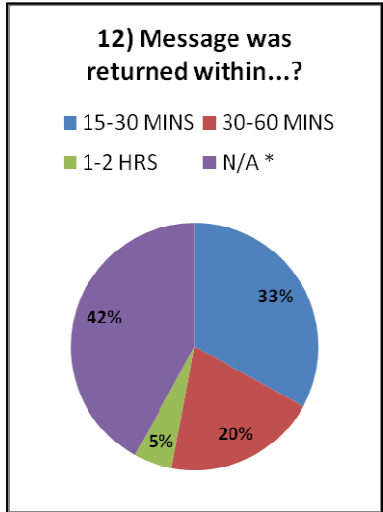
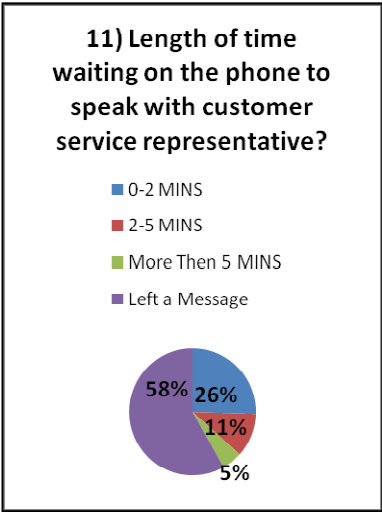
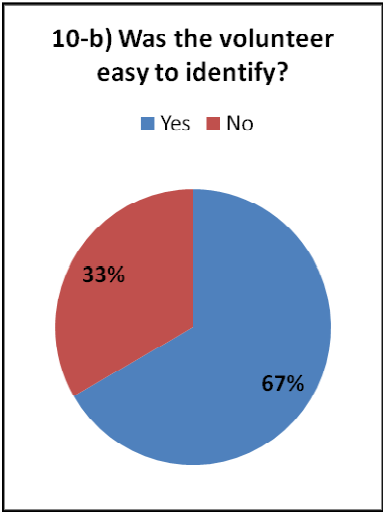
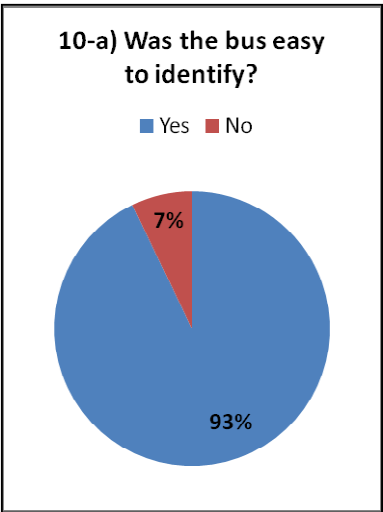
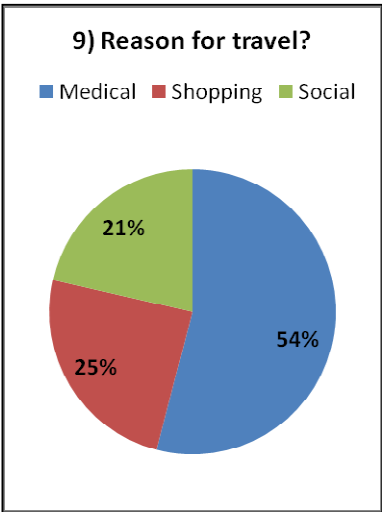
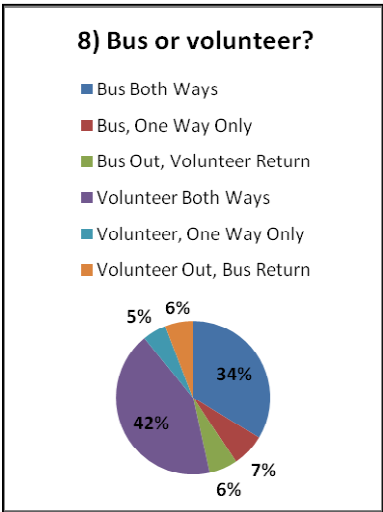


Client Information

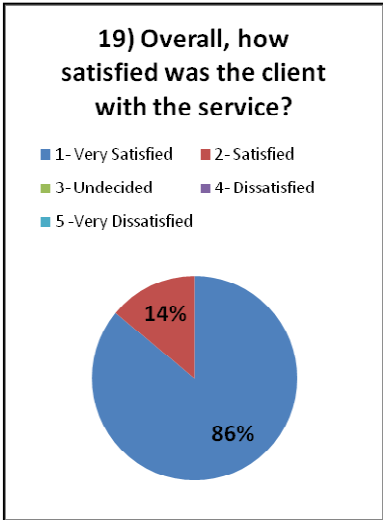
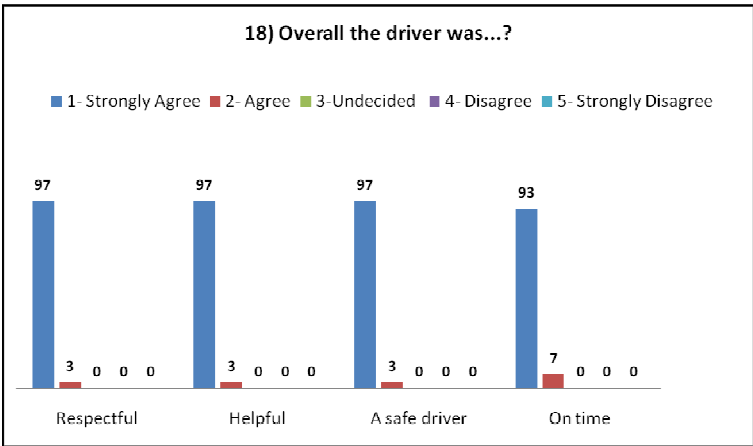
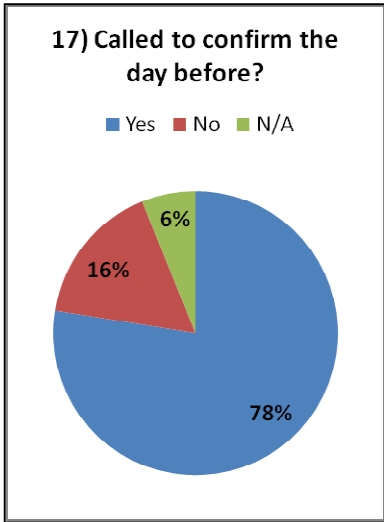
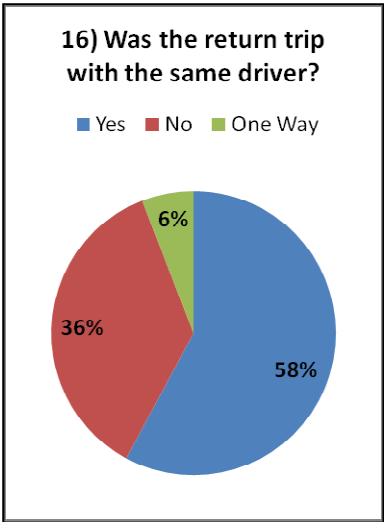
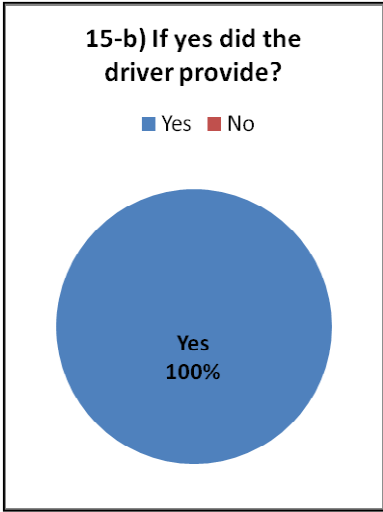
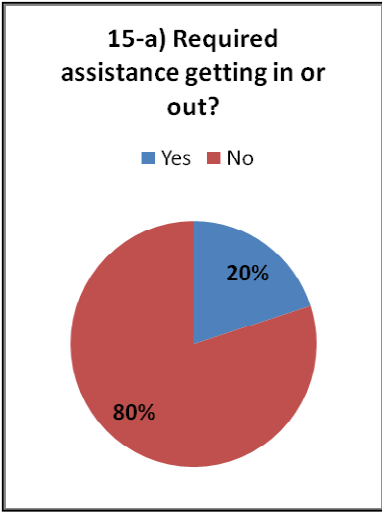
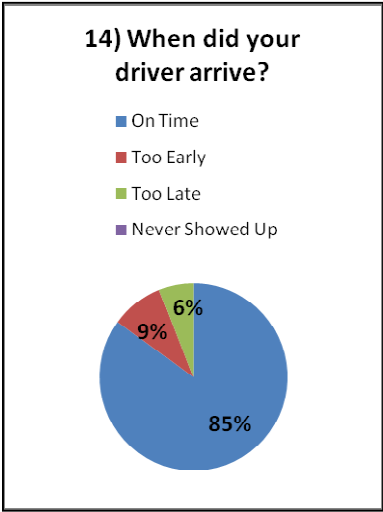


Most Recent Trip

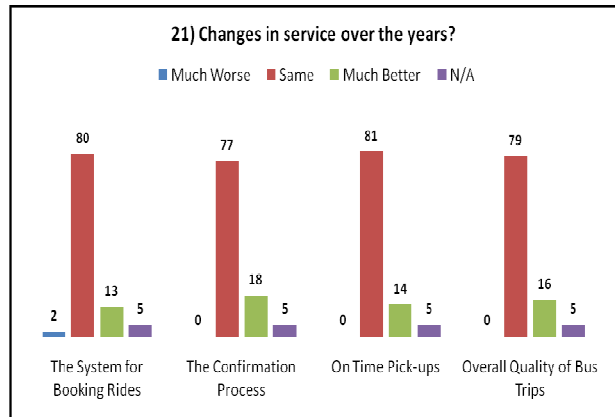
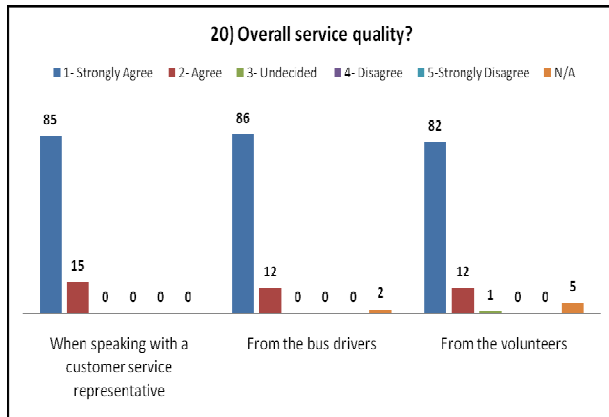




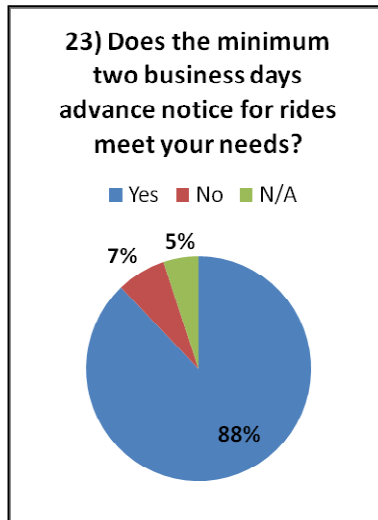
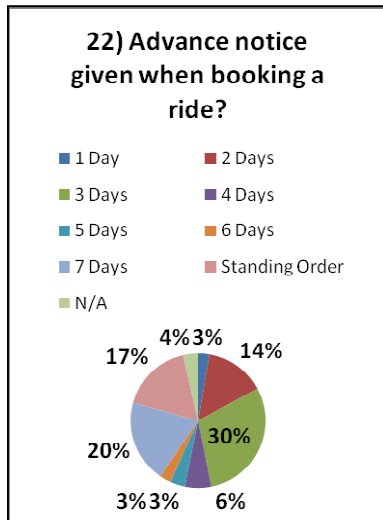
*Percent of respondents have subscription rides and as such do not call in to book rides.



Overall Service Quality



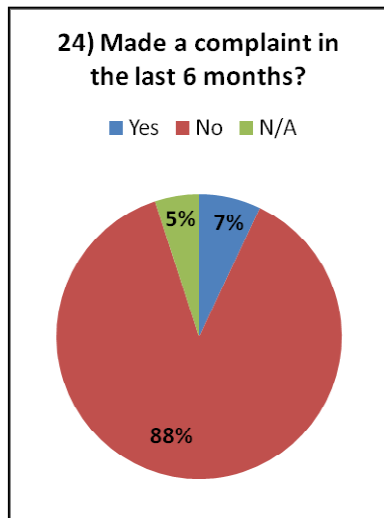
Scheduling



Comments

- To be able to book one day before the trip.
- To be open 24 hours.
- Would like last minute booking for emergencies or appointments.

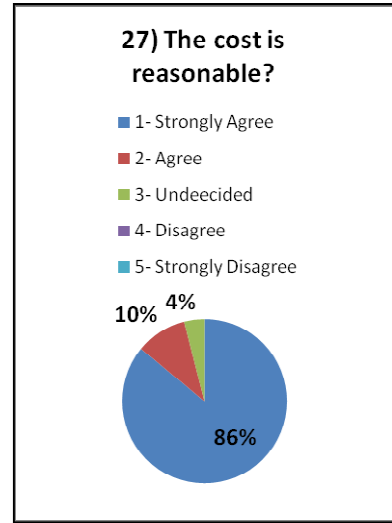
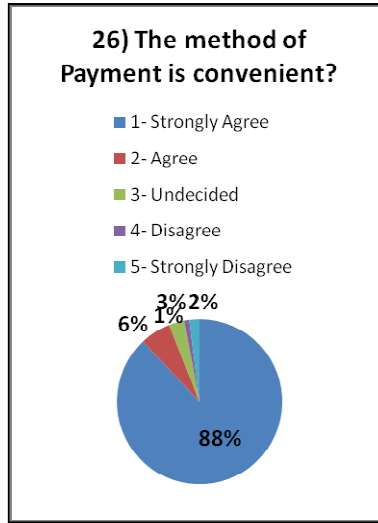
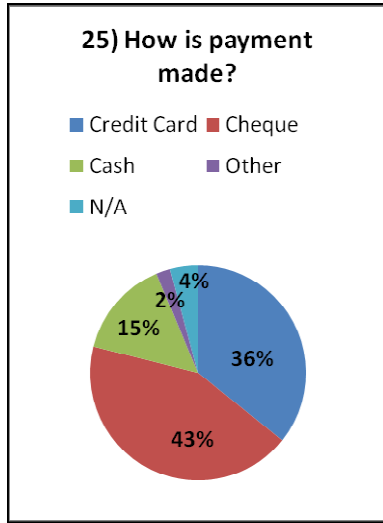
Complaints



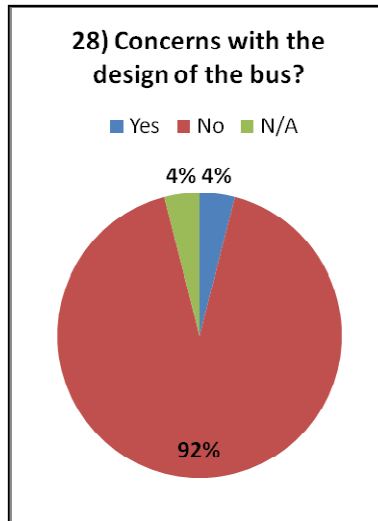
Comments

- Pre-payment system
- Increasing ride fares
- Volunteer driver with no heat

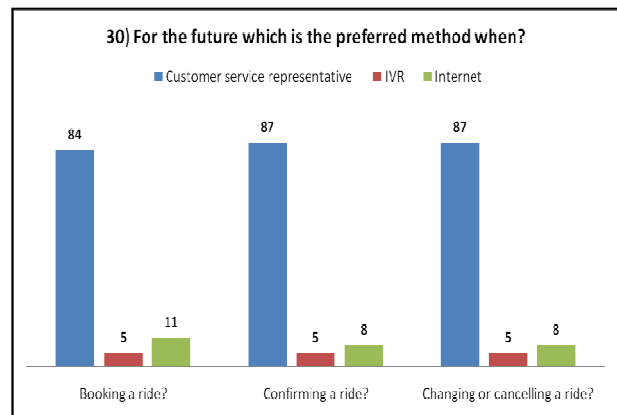
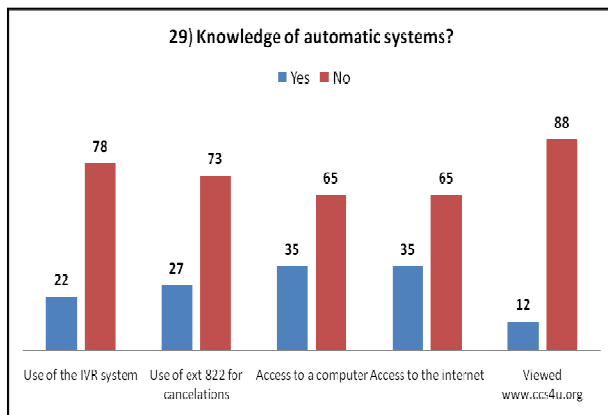
Payment



Safety and Comfort



Automatic Phone & Internet Systems/Website



Comments

31) Overall Comments?	
Changes that could be made?	What is the best thing about CCS Transportation?
<ul style="list-style-type: none"> • Have more customer service representative to answer phones so fewer messages have to be left. • The back seats of the van are hard to get to, consider changing for another bus. • Drivers should call if they are running late/early. • Debit machine at CCS office for easier payments. • Able to give one day notice for ride bookings. • Should give monthly detailed account statements. 	<ul style="list-style-type: none"> • Great dependable service. • Reasonable prices (less expensive than a taxi) • Employees and volunteers are always friendly and helpful. • Allows clients to keep their independence longer. • Great personalized service. • Can use it just for times clients don't feel comfortable driving (e.g. winter or Toronto medical appointments) • Many convenient ways to make payments.

