

Dial-A-Ride Transportation Survey

5947 Hohman Avenue, Hammond, Indiana 46320 • 219.932.2530

Message from

Frank J. Mrvan

North Township Trustee

Hello Everyone!

In a continued effort to provide the best possible service, we ask that you please take a few minutes to complete this survey. This information will provide us with the necessary data to enhance and continue this valuable service.

In the future, should you have any questions or suggestions, please feel free to contact me directly at 219.932.2530.

Thank you in advance for your time and effort. We truly appreciate and value your comments.

Frank J. Mrvan
North Township Trustee

Please circle the appropriate response. Once completed, please place this form in the envelope provided, seal it and give it to a van driver, or you may return it to the office by mail or in person.

Van Drivers: Are they courteous and pleasant? Yes No

Do you feel the vehicles are driven safely? Yes No

Do the drivers follow the posted speed limits? Yes No

If no, please explain:

Do the drivers stop at all railroad crossings? Yes No

If no, please explain:

Did the drivers assist you within the guidelines of curb-to-curb service? Yes No

Interior cleanliness of the vehicles: Excellent Good Fair Poor

On-time performance: Excellent Good Fair Poor

Did you arrive on time for your appointment? Yes No

Office Staff: Are they courteous and pleasant? Yes No

Is the office staff accommodating to your needs? Yes No

Overall satisfaction with the service: Excellent Good Fair Poor

(please continue on reverse side)

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(continued from reverse side)

Are there any other services that you would like to see offered?

Additional comments and/or concerns:

(PERSONAL INFORMATION OPTIONAL)

Name: _____ Date: _____

Address: _____

City, State, Zip Code: _____

Phone Number: _____

UPON REQUEST

**Transportation Survey available in alternate format.
Assistance with completing Transportation Survey provided.**