

Mashpee Wampanoag Tribe Transportation Satisfaction Survey

How Are We Doing?

We are committed to providing you with the best transportation experience possible, so we welcome your comments. Please fill out this questionnaire and place it in the box, give to a driver, or mail to the address below. Thank you.

Please mark your age range

- 18-35 35-55 55-60 60-75 75+

Please rate the overall quality of the transportation services you receive.

- 1 2 3 4 5

Disappointing

Exceptional

Is your driver...?

Courteous and Professional? Yes | No

Informative? Yes | No

Prompt and efficient? Yes | No

On average, how many times per month do you use Tribal Transportation services?

- 1-2 3-5 6-8 9-10 10+

Do you have other means of transportation?

None

Yes- Other Public Transport

Yes – Personal Vehicle

Do you use our Transportation services to get to (check all that apply):

Medical Appt. MWT Gov't Center

Grocery Store Work Other _____

How satisfied are you with the cleanliness of the vehicles?

- 1 2 3 4 5

Disappointing

Exceptional

How satisfied are you in terms of comfort and ease of getting on and off the vehicles?

- 1 2 3 4 5

Disappointing

Exceptional

How often do you have to re-schedule appointments because you cannot get a ride at that day/time that you need?

- Very Often Often Sometimes Rarely Never

Is your Driver on Time picking you up from home?

- Always Usually Sometimes Rarely Never

Are you aware that we accept voluntary donations?

- Yes No

How did you hear about our tribal transportation services? (Fill in the blank)

How could we improve our transportation services? (Fill in the blank)

Any Additional Comments or Questions?

**Mashpee Wampanoag Tribe Transportation
Satisfaction Survey**

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