South East Area Transit (SEAT) is Muskingum And Guernsey Countys' Public Transportation Provider for the General Public.

Dear Transit Customer and Potential Customers: South East Area Transit's goal is to provide safe public transportation service to area residents in a timely, courteous and cost-effective manner in order to improve their quality of life. Therefore , we are conducting a survey to get your valued opinions and comments on services received. Please take a few minutes to complete this survey and submit it at the bottom.

1. How many days do you ride SEAT's buses in a typical week?

- ☐ Less than once a week
- ☐ 1-2 days
- ☐ 3-4 days
- ☐ 5 days
- ☐ I do not use public transit

2. Which of the following types of service do you use in a typical week?

- ☐ Street route service (Fixed routes)
- ☐ EZ Ride service
- ☐ County Ride Demand Response service
- ☐ Other

3. Are you satisfied with the days and hours of service offered? ☐ Yes ☐ No

4. Are there areas of customer service you think we could improve? ☐ Yes ☐ No

5. How long have you had to wait on the telephone before a customer service person spoke with you? _____

6. Does the SEAT staff treat you courteously and give you pick-up times when scheduling a ride? ☐ Yes ☐ No

7. Does SEAT vehicles arrive within the 30 minute pick-up window? ☐ Yes ☐ No

8. Are you greeted courteously and made to feel welcome when boarding SEAT's vehicles? ☐ Yes ☐ No

9. How would you rate the performance of our drivers? ☐ Good ☐ Fair ☐ Poor

10. Do you feel safe riding our buses? ☐ Yes ☐ No

11. Are SEAT vehicles orderly and clean? ☐ Yes ☐ No

12. Are you satisfied with the service area? ☐ Yes ☐ No
If no, where do we need to serve? _____

13. Do you think SEAT charges a fair price for the service? ☐ Yes ☐ No

Name (optional) : _____

Additional Comments:

_____

_____

_____

Which county do you reside in? ☐ Muskingum ☐ Guernsey

Submit