

STAR Rider Satisfaction Survey

Arlington County's Transit Bureau wants to know if you are satisfied with STAR service. Please tear off this survey on the perforated line and return it in the enclosed envelope. Thank you for taking the time to complete this questionnaire.

How often do you ride STAR?

- First Time Rider
- 5-7 days/week
- 1-4 days/week
- Few Times/month
- Rarely

Have you used STAR in the past 30 days?

- Yes
- No

Where do you go when you ride STAR? Please check all appropriate boxes.

- Work
- School
- Doctor or medical treatments
- Shopping
- Other

Please rate your usual experience with the STAR Call Center by checking the appropriate box in each category.

Speed to answer your call

- Excellent
- Good
- Fair
- Poor

Politeness

- Excellent
- Good
- Fair
- Poor

Accuracy in booking your ride

- Excellent
- Good
- Fair
- Poor

Who usually provides your ride?

- Diamond Transportation
- Red Top Minivan
- Red Top Sedan

Please rate your usual experience with your usual STAR provider (Diamond, Red Top minivan or Red Top sedan) by checking the appropriate box in each category.

On-Time Pickup

- Excellent
- Good
- Fair
- Poor

Finding the vehicle

- Excellent
- Good
- Fair
- Poor

Assistance into the vehicle

- Excellent
- Good
- Fair
- Poor

Driver Politeness

- Excellent
- Good
- Fair
- Poor

Vehicle Condition

- Excellent
- Good
- Fair
- Poor

On-Time Arrival

- Excellent
- Good
- Fair
- Poor

Continued on other side

STAR Rider Satisfaction Survey, continued

Have you used fixed route transit to meet some of your travel needs? Please check the appropriate boxes.

- MetroRail MetroBus ART
 Don't use fixed route transit
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Would you be interested in learning how to use fixed route transit for your most frequent trips if the ride was substantially less expensive and you wouldn't have to schedule your ride in advance?

- No Yes—please send me information
 I need information in Spanish

My name is: _____

My STAR ID is: _____

Have you read the new STAR rider guide? You can read it on the internet at www.commuterpage.com/ART/star.htm. If you don't have access to the internet and want a paper copy, please include your address:
