



Phone: 626.308.2875

Fax: 626.308.0604

City Hall: 250 South Mission Drive, San Gabriel, California

Mail: P.O. Box 130, San Gabriel, California 91778-0130

Web: SanGabrielCity.com

Dear Dial-A-Ride Customer,

The Community Services Department is in the process of evaluating our transportation services for the residents of San Gabriel. We are committed to providing a reliable, customer friendly service for city residents who are senior citizens and individuals with disabilities.

We are asking for you to take a few minutes to fill out the included survey. Your feedback and input is greatly appreciated and will be used to enhance the future of our transportation services.

Please contact the office to obtain a survey in Spanish, Vietnamese, or Chinese or for more information regarding our services or the transportation survey, please feel free to contact the Community Services Department at 626.308.2875 or contact me directly at tboecking@sgch.org.

Sincerely,

Tom Boecking
Community Services Manager





Phone: 626.308.2875

Fax: 626.308.0604

Community Services: 250 S. Mission Drive, San Gabriel, California 91776

Website: SanGabrielCity.com

Transportation/Dial A Ride Survey

General

1. How often do you use public transportation?

- Daily
 - 3 - 5 times a week
 - 1 - 2 times a week
 - Several times a month
 - Do not use public transportation
 - Other (please specify)
-

2. What type of public transportation do you use?

- MTA
 - Access
 - San Gabriel Dial-A-Ride
 - Uber/Lyft
 - Taxi
 - Other (please specify)
-

3. If you do not use public transportation, please indicate why: (check all that apply)

- I use my own car
 - I don't have close access to public transportation
 - I don't feel comfortable using public transportation
 - Cost is an issue
 - Other (please specify)
-

4. Do you live in the City of San Gabriel?

- Yes
 - No
 - If no, please provide your zip code.
-

5. Are you disabled?

- Yes
- No

6. What is your age?

- 62 and over
- 55 - 61
- 40 - 54
- 25 - 39
- 18 - 24

Dial-A-Ride Service

7. Do you use San Gabriel's Dial-A-Ride service?

- Yes
- No

8. How many years have you been using this service?

- Less than 1 year
- 1 - 3 years
- 4 - 6 years
- 7 plus years

9. How often do you use the service?

- 1 - 2 times a week
 - 3 + days a week
 - 1 - 2 times a month
 - 3 + times a month
 - Other (please specify)
-

10. What do you use the Dial-A-Ride service for? (check all that apply)

- Medical appointments
 - Shopping
 - Visits with family/friends
 - Non-medical appointments
 - Other (please specify)
-

11. Are you satisfied with the service overall?

- Very satisfied
 - Satisfied
 - Neither satisfied nor dissatisfied
 - Dissatisfied
 - Very dissatisfied
 - If dissatisfied, please explain:
-

12. Is the fee affordable?

- Yes
 - No
 - Other (please specify)
-

13. Do the hours of service accommodate your needs?

- Yes
 - No
 - If no, please explain:
-

14. When setting an appointment for a pick-up is the staff accommodating?

- Yes
 - No
- If no, please explain:
-

15. When setting an appointment for pick-up is the staff friendly?

- Yes
 - No
 - If no, please explain:
-

16. Have you ever been told that Dial-A-Ride was unavailable?

- Yes
 - No
 - If so, how many times?
-

17. If Dial-A-Ride was unavailable, what transportation did you use?

- Personal Car
 - Family/friend provided transportation
 - MTA
 - Uber/Lyft
 - Taxi
 - Other (please specify)
-

18. Are you satisfied with the customer service of the drivers?

- Very satisfied
 - Satisfied
 - Neither satisfied nor dissatisfied
 - Dissatisfied
 - Very dissatisfied
 - If dissatisfied, please explain:
-

19. Does an escort ride with you?

- Yes
 - No
 - Other (please specify)
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