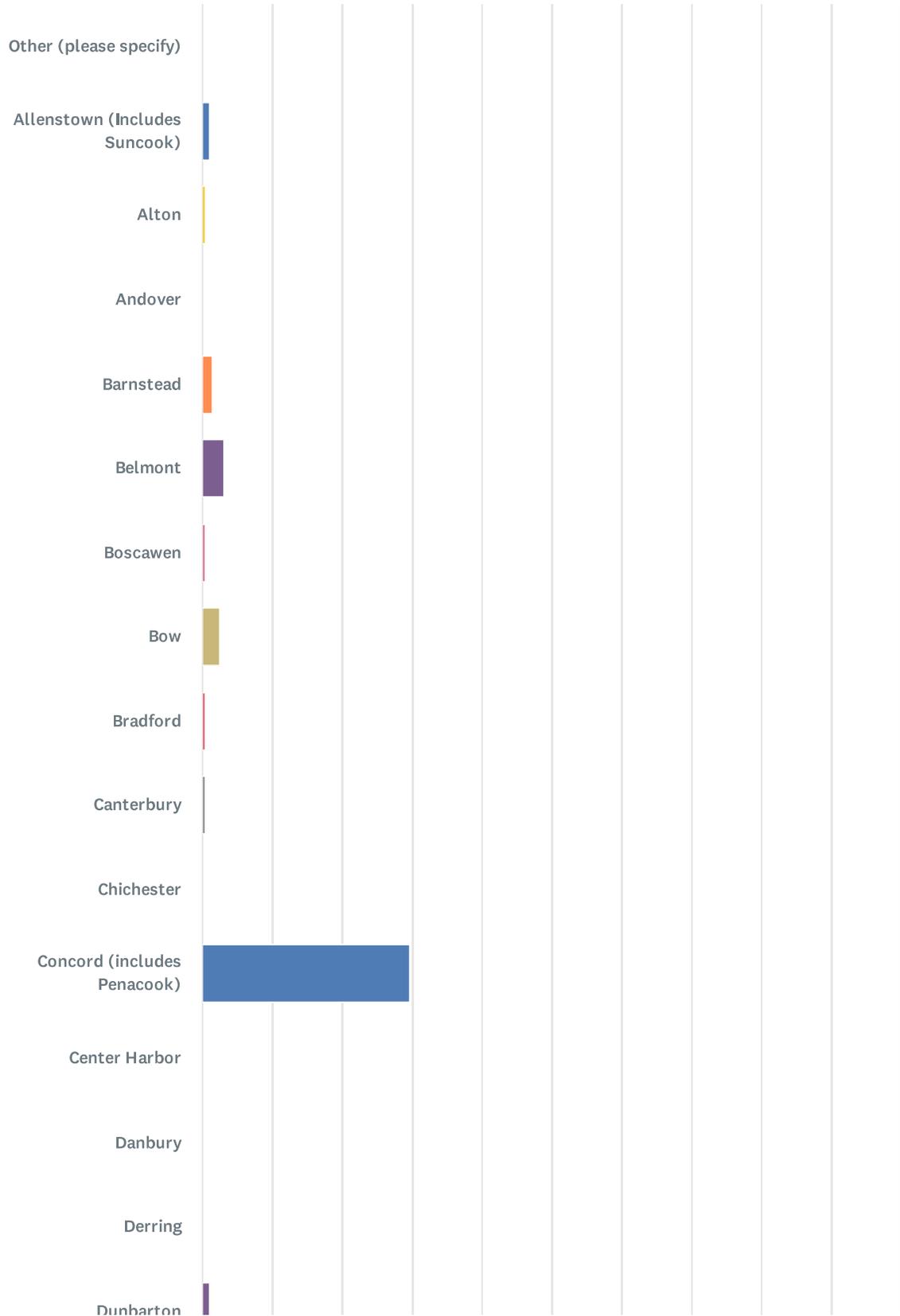
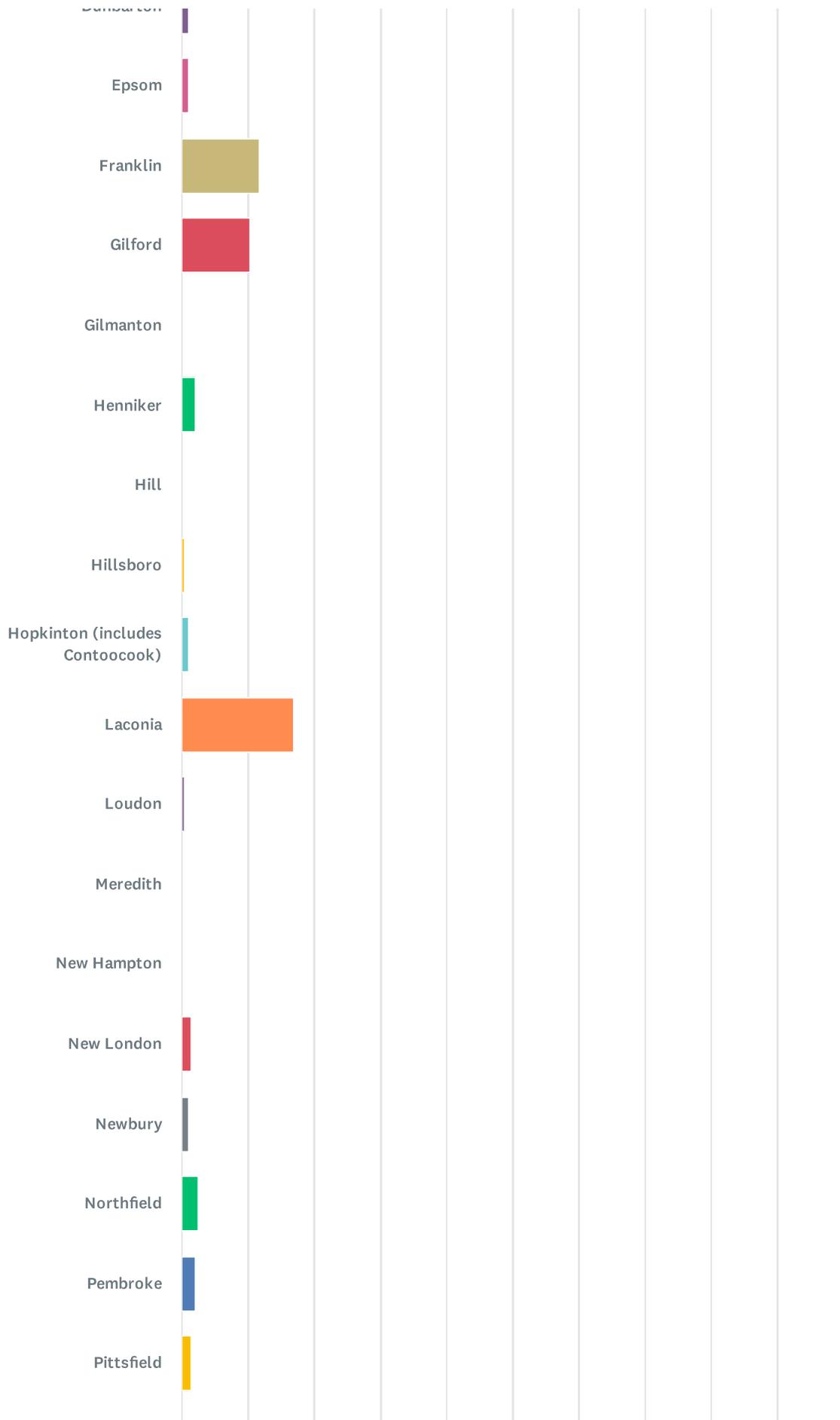


Q1 What city\town do you live?

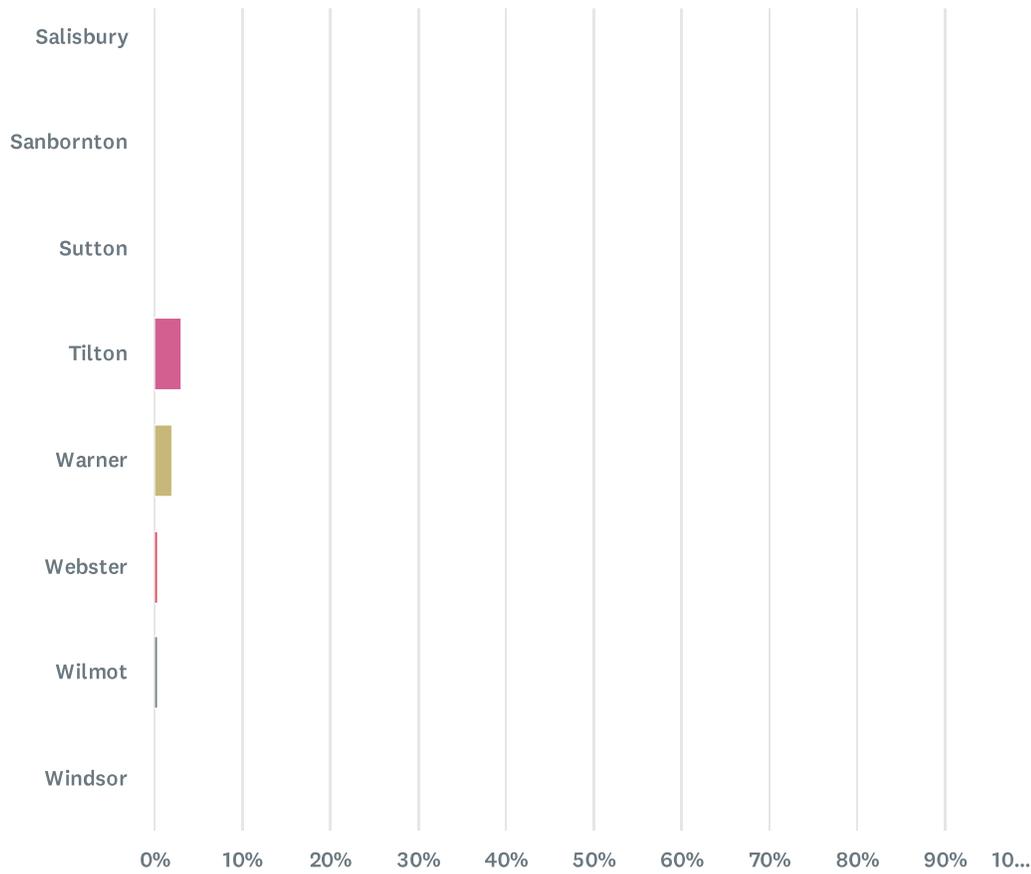
Answered: 195 Skipped: 0



2025 Transportation Services Customer Service Survey



2025 Transportation Services Customer Service Survey



^ Collapse

Answer Choices	Percentage	Responses
● Other (please specify) Show responses	0%	0
● Allenstown (Includes Suncook)	1.03%	2
● Alton	0.51%	1
● Andover	0%	0
● Barnstead	1.54%	3
● Belmont	3.08%	6
● Boscawen	0.51%	1
● Bow	2.56%	5
Total		195

2025 Transportation Services Customer Service Survey

Answer Choices	Percentage	Responses
 Bradford	0.51%	1
 Canterbury	0.51%	1
 Chichester	0%	0
 Concord (includes Penacook)	29.74%	58
 Center Harbor	0%	0
 Danbury	0%	0
 Derring	0%	0
 Dunbarton	1.03%	2
 Epsom	1.03%	2
 Franklin	11.79%	23
 Gilford	10.26%	20
 Gilmanton	0%	0
 Henniker	2.05%	4
 Hill	0%	0
 Hillsboro	0.51%	1
 Hopkinton (includes Contoocook)	1.03%	2
 Laconia	16.92%	33
 Loudon	0.51%	1
 Meredith	0%	0
 New Hampton	0%	0
 New London	1.54%	3
 Newbury	1.03%	2
Total		195

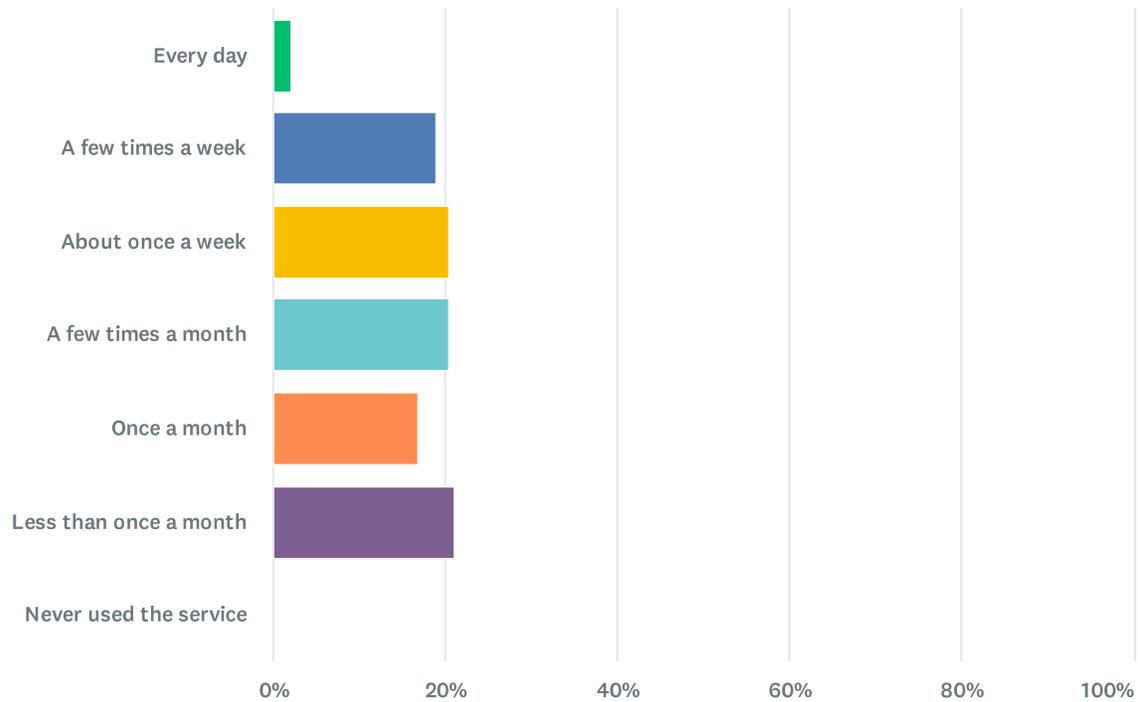
2025 Transportation Services Customer Service Survey

Answer Choices	Percentage	Responses
 Northfield	2.56%	5
 Pembroke	2.05%	4
 Pittsfield	1.54%	3
 Salisbury	0%	0
 Sanbornton	0%	0
 Sutton	0%	0
 Tilton	3.08%	6
 Warner	2.05%	4
 Webster	0.51%	1
 Wilmot	0.51%	1
 Windsor	0%	0
Total		195

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q2 How often to you use CAPBMCI transportation services?

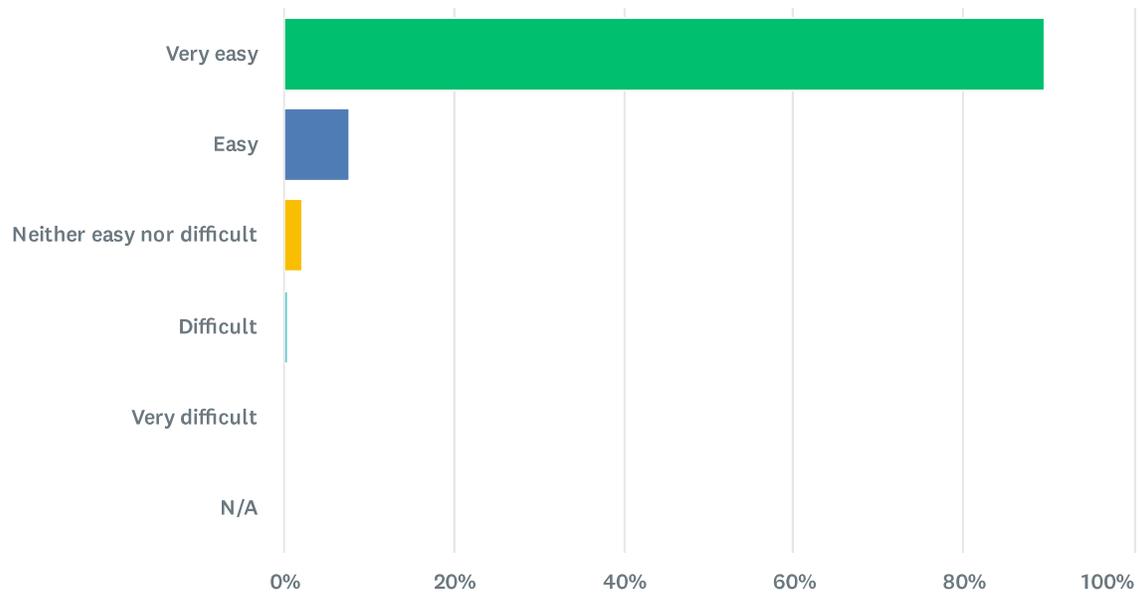
Answered: 195 Skipped: 0



Answer Choices	Percentage	Responses
● Every day	2.05%	4
● A few times a week	18.97%	37
● About once a week	20.51%	40
● A few times a month	20.51%	40
● Once a month	16.92%	33
● Less than once a month	21.03%	41
● Never used the service	0%	0
Total		195

Q3 Is it easy to schedule your ride requests?

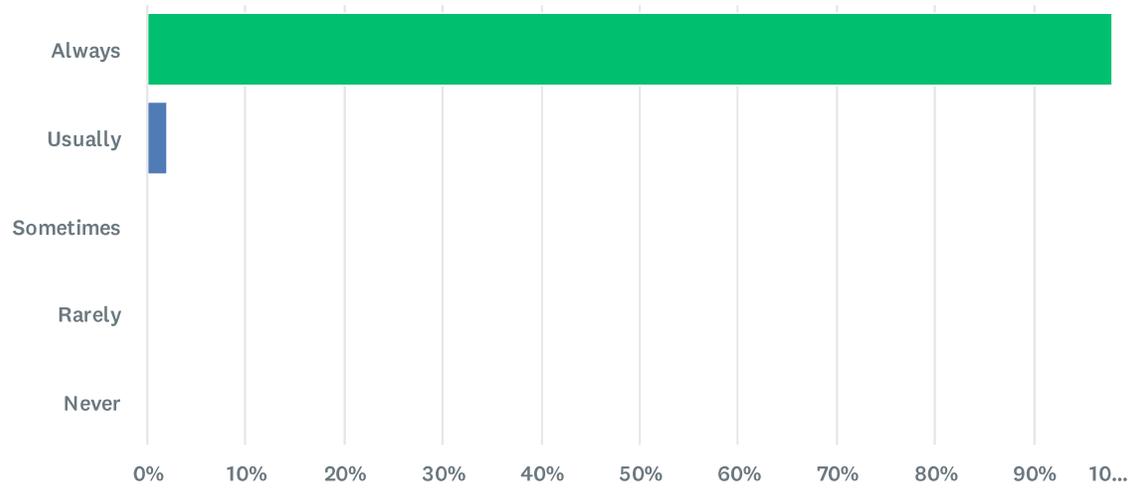
Answered: 193 Skipped: 2



Answer Choices	Percentage	Responses
● Very easy	89.64%	173
● Easy	7.77%	15
● Neither easy nor difficult	2.07%	4
● Difficult	0.52%	1
● Very difficult	0%	0
● N/A	0%	0
Total		193

Q4 Is the dispatch (phone) staff helpful and polite?

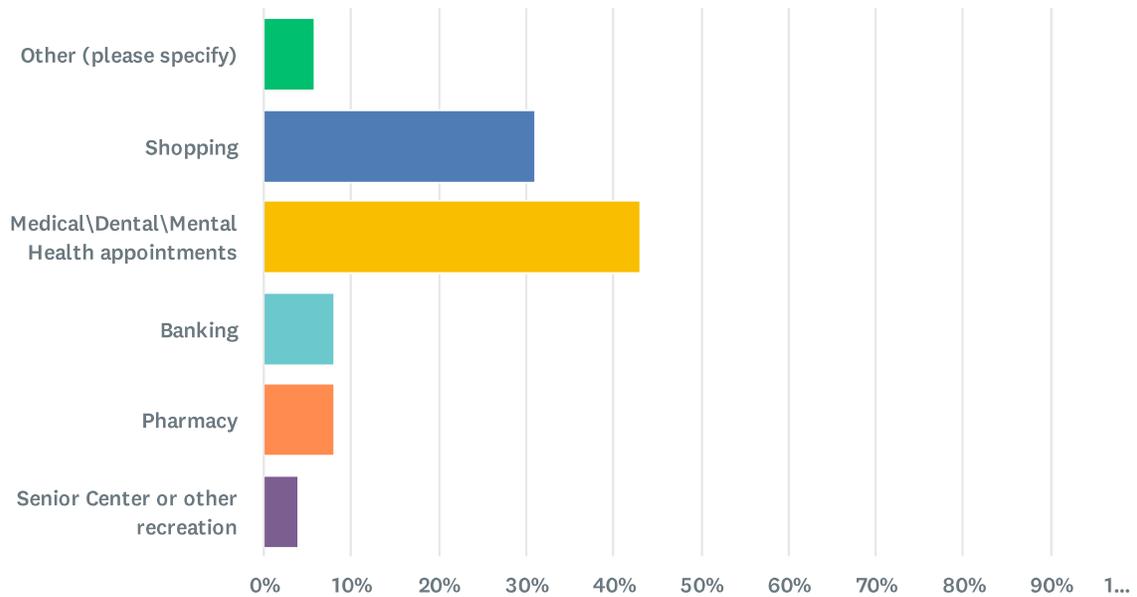
Answered: 195 Skipped: 0



Answer Choices	Percentage	Responses
● Always	97.95%	191
● Usually	2.05%	4
● Sometimes	0%	0
● Rarely	0%	0
● Never	0%	0
Total		195

Q5 Where does the service take you? (check all that apply)

Answered: 195 Skipped: 0



Answer Choices	Percentage	Responses
● Other (please specify) Show responses	5.85%	19
● Shopping	31.08%	101
● Medical\Dental\Mental Health appointments	43.08%	140
● Banking	8.00%	26
● Pharmacy	8.00%	26
● Senior Center or other recreation	4.00%	13
Total		325

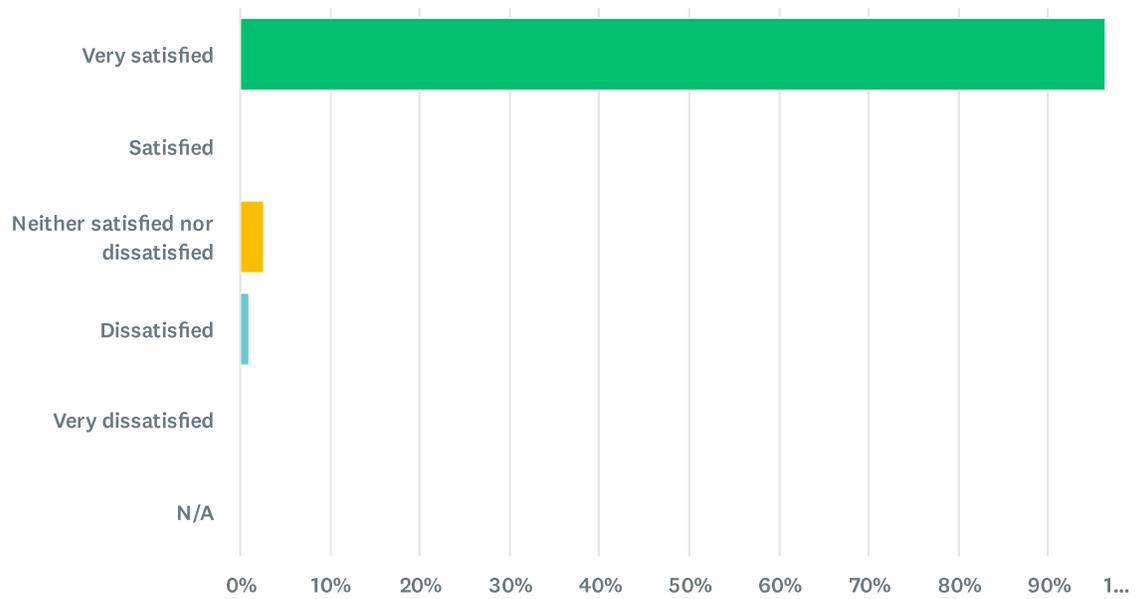
#	OTHER (PLEASE SPECIFY)	DATE
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2025 Transportation Services Customer Service Survey

1	work	1/15/2026 11:33 AM
2	library	1/15/2026 10:29 AM
3	church	1/15/2026 10:12 AM
4	Laundry	1/15/2026 9:36 AM
5	work	1/15/2026 9:09 AM
6	dentist	1/14/2026 10:35 AM
7	hairdresser	1/14/2026 10:02 AM
8	vet	1/14/2026 9:48 AM
9	friends	1/13/2026 1:41 PM
10	hair/nails done	1/13/2026 9:28 AM
11	hearing aid shop	1/12/2026 9:44 AM
12	Riverbend	1/8/2026 1:01 PM
13	VA	1/8/2026 12:46 PM
14	home	1/8/2026 11:46 AM
15	dentist	1/8/2026 9:05 AM
16	work	1/7/2026 12:42 PM
17	Laundry	1/6/2026 1:43 PM
18	Laundry	1/6/2026 1:36 PM
19	Animal hospital	1/6/2026 11:18 AM

Q6 Are you satisfied with the cleanliness of the vehicles?

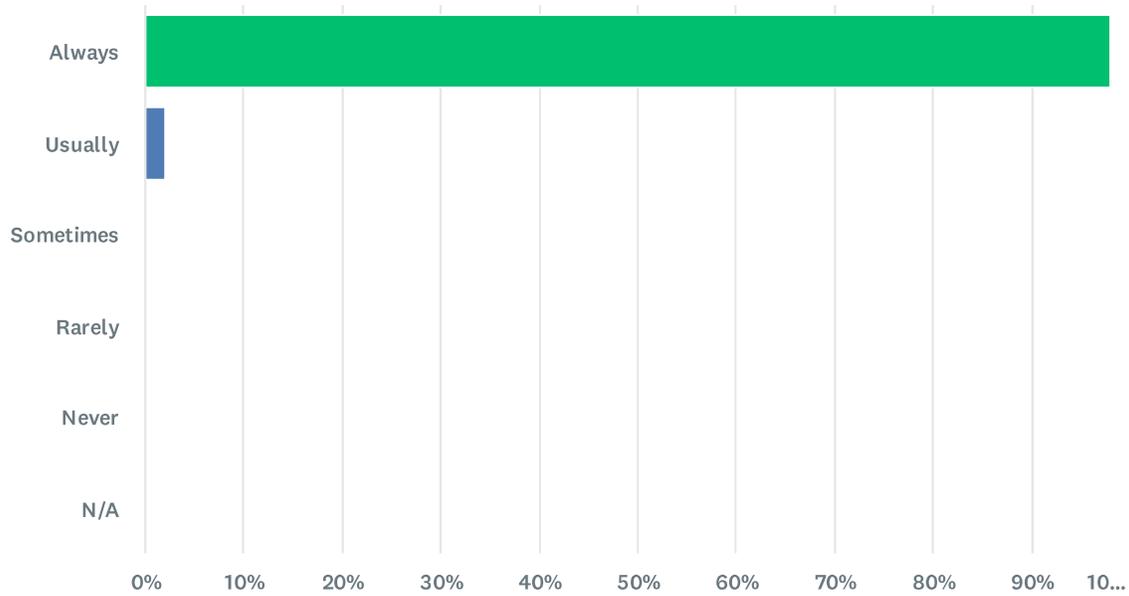
Answered: 194 Skipped: 1



Answer Choices	Percentage	Responses
● Very satisfied	96.39%	187
● Satisfied	0%	0
● Neither satisfied nor dissatisfied	2.58%	5
● Dissatisfied	1.03%	2
● Very dissatisfied	0%	0
● N/A	0%	0
Total		194

Q7 Do you feel safe while using the service?

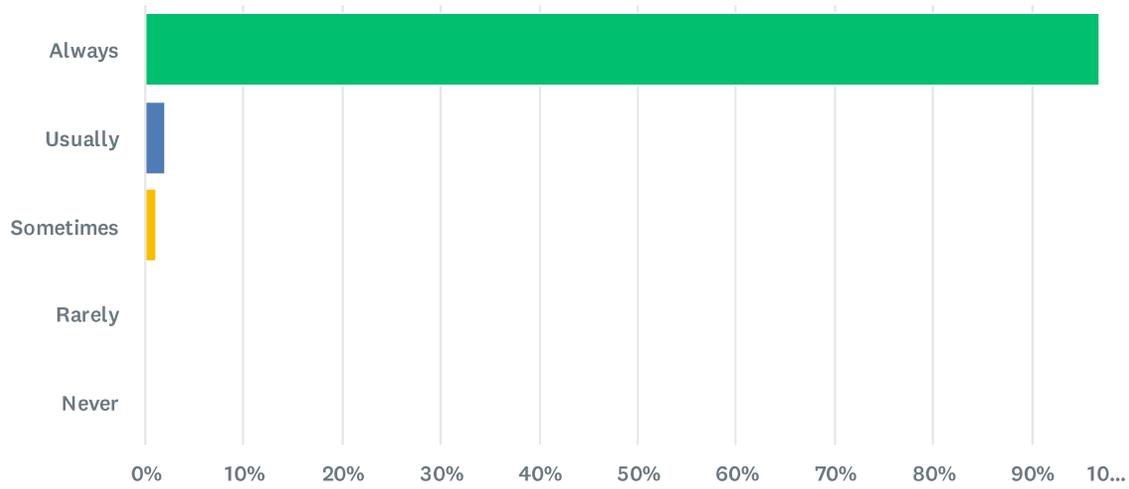
Answered: 194 Skipped: 1



Answer Choices	Percentage	Responses
● Always	97.94%	190
● Usually	2.06%	4
● Sometimes	0%	0
● Rarely	0%	0
● Never	0%	0
● N/A	0%	0
Total		194

Q8 Is the driver helpful and respectful?

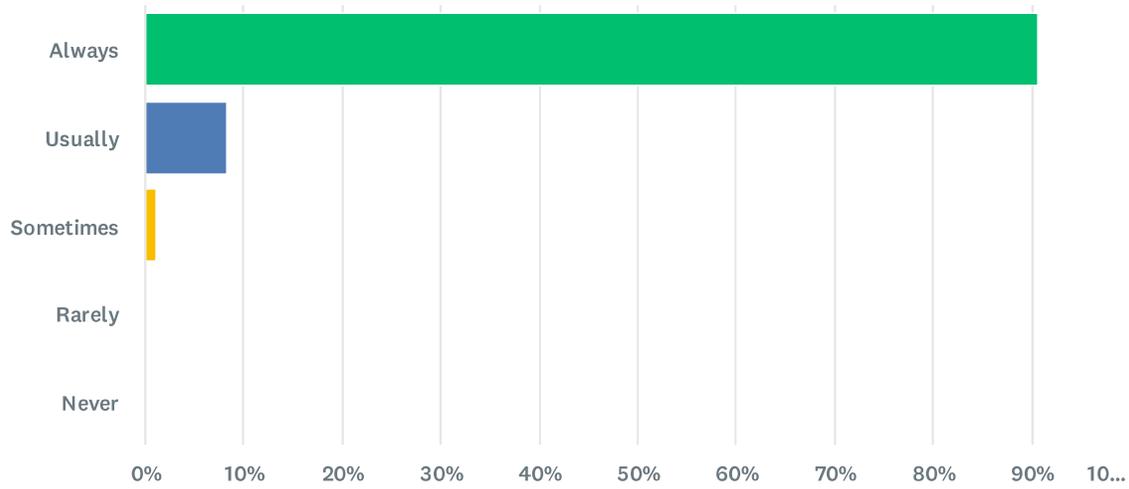
Answered: 192 Skipped: 3



Answer Choices	Percentage	Responses
● Always	96.88%	186
● Usually	2.08%	4
● Sometimes	1.04%	2
● Rarely	0%	0
● Never	0%	0
Total		192

Q9 When it matters, do you arrive at your destinations on time?

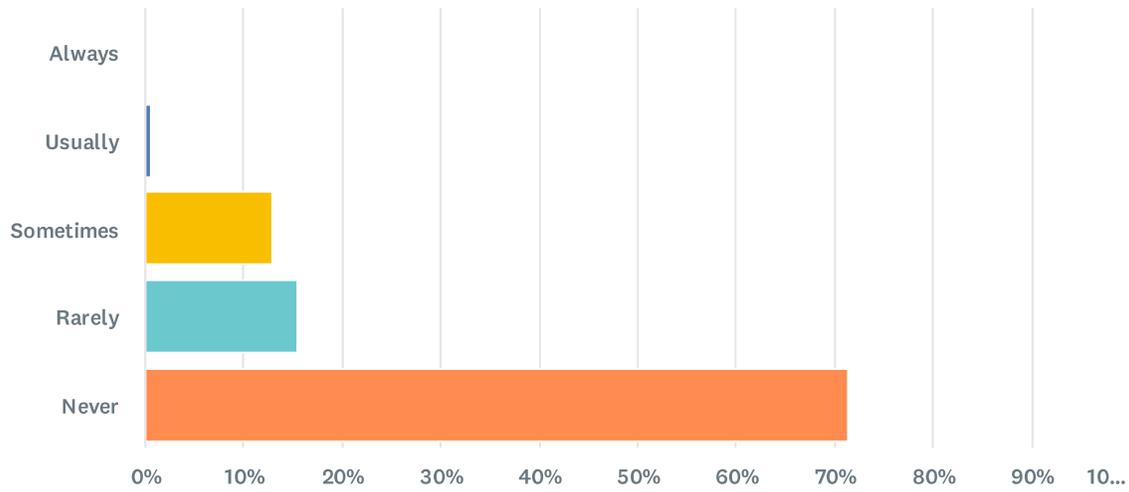
Answered: 193 Skipped: 2



Answer Choices	Percentage	Responses
● Always	90.67%	175
● Usually	8.29%	16
● Sometimes	1.04%	2
● Rarely	0%	0
● Never	0%	0
Total		193

Q10 When taking trips on the bus, do the trips take longer than expected?

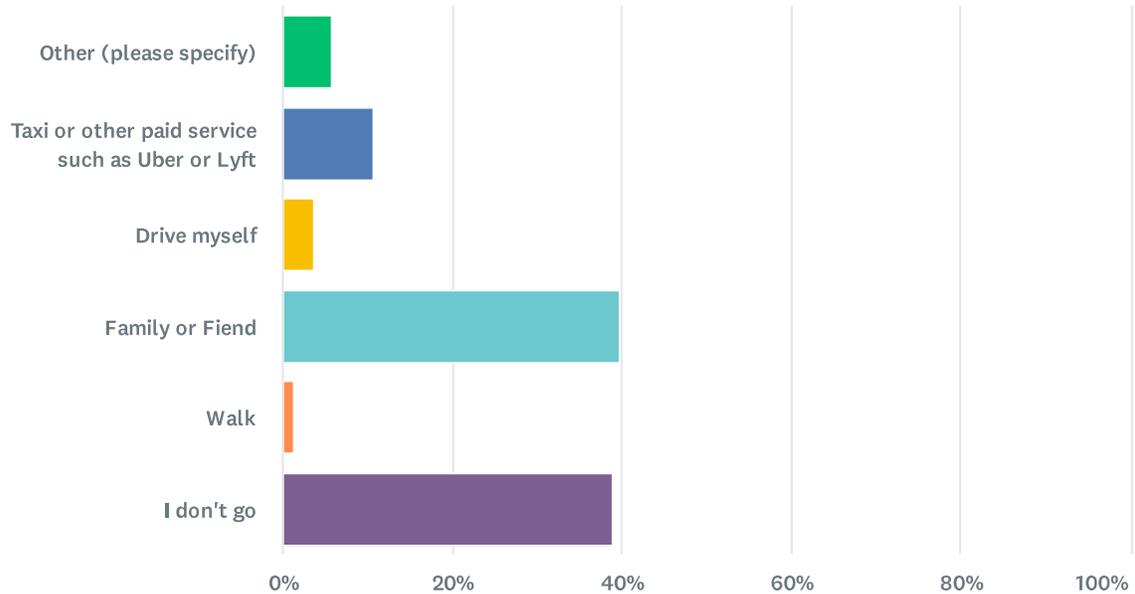
Answered: 195 Skipped: 0



Answer Choices	Percentage	Responses
● Always	0%	0
● Usually	0.51%	1
● Sometimes	12.82%	25
● Rarely	15.38%	30
● Never	71.28%	139
Total		195

Q11 When you need to go somewhere and this service is not available, how do you get there? (Check all that apply)

Answered: 195 Skipped: 0



Answer Choices	Percentage	Responses
● Other (please specify) Show responses	5.80%	13
● Taxi or other paid service such as Uber or Lyft	10.71%	24
● Drive myself	3.57%	8
● Family or Fiend	39.73%	89
● Walk	1.34%	3
● I don't go	38.84%	87
Total		224

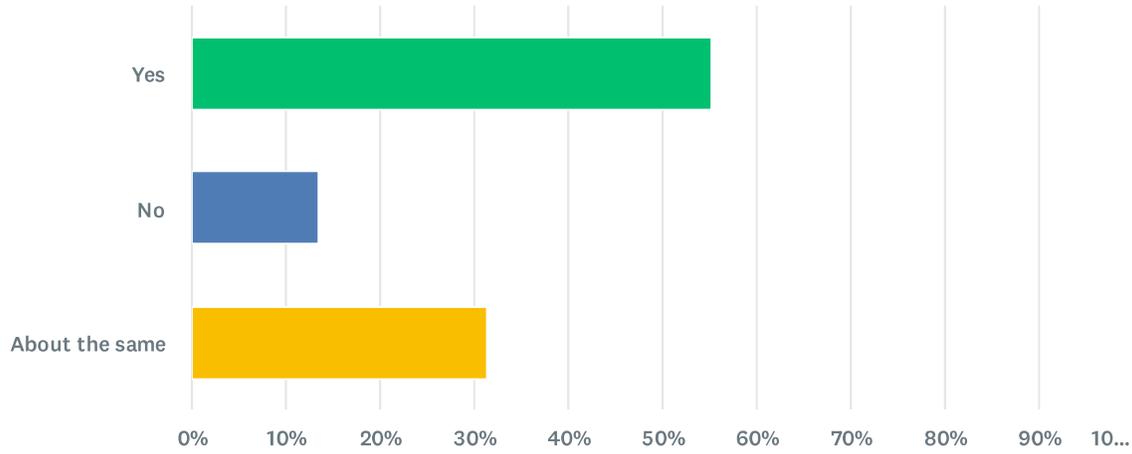
#	OTHER (PLEASE SPECIFY)	DATE
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2025 Transportation Services Customer Service Survey

1	home services	1/15/2026 10:29 AM
2	dial-a-ride	1/13/2026 1:53 PM
3	Medicaid transport	1/13/2026 10:52 AM
4	Friends program	1/13/2026 10:06 AM
5	Church	1/13/2026 9:28 AM
6	medical ins.	1/13/2026 9:21 AM
7	senior bus	1/12/2026 1:44 PM
8	dial-a-ride	1/12/2026 1:08 PM
9	case worker	1/12/2026 9:49 AM
10	regular bus	1/7/2026 9:06 AM
11	regular bus	1/7/2026 8:57 AM
12	reschedule	1/6/2026 10:50 AM
13	VA	1/6/2026 10:22 AM

Q12 Do you get around more than you did before you started using the service?

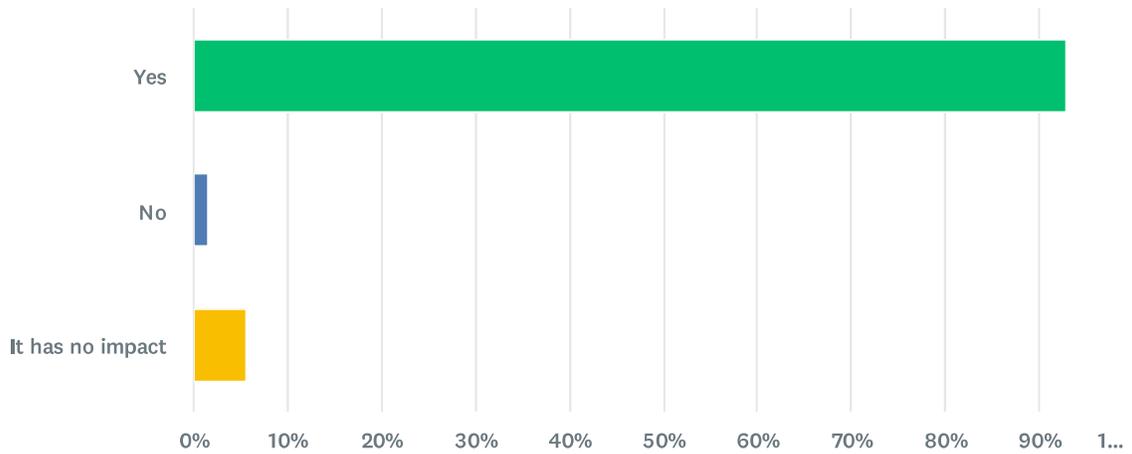
Answered: 194 Skipped: 1



Answer Choices	Percentage	Responses
● Yes	55.15%	107
● No	13.40%	26
● About the same	31.44%	61
Total		194

Q13 Does this transportation service help you remain independent?

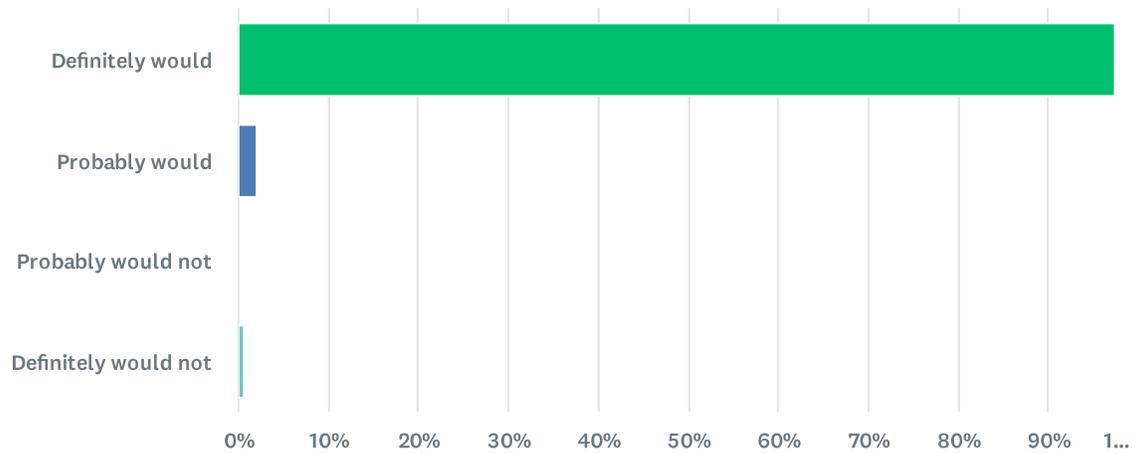
Answered: 194 Skipped: 1



Answer Choices	Percentage	Responses
● Yes	92.78%	180
● No	1.55%	3
● It has no impact	5.67%	11
Total		194

Q14 Would you recommend this service to a friend?

Answered: 195 Skipped: 0

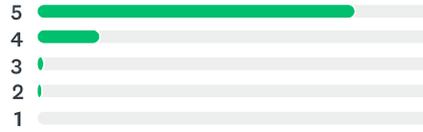


Answer Choices	Percentage	Responses
● Definitely would	97.44%	190
● Probably would	2.05%	4
● Probably would not	0%	0
● Definitely would not	0.51%	1
Total		195

Q15 How would you rate the service overall?

Answered: 195 Skipped: 0

★ **4.8**/5
Average Rating



Rating	Percentage	Responses
Poor	0%	0
Fair	1.5%	3
Average	2.1%	4
Good	15.9%	31
Excellent	80.5%	157
Average 4.8		195

Q16 How can we make the service better?

Answered: 23 Skipped: 172

#	RESPONSES	DATE
1	more frequent rides	1/15/2026 10:29 AM
2	Sat / Sun rides	1/15/2026 10:21 AM
3	weekend trips	1/14/2026 9:11 AM
4	put out more info on stops	1/13/2026 1:50 PM
5	more stops at more places along the way	1/13/2026 1:20 PM
6	Saturday option	1/13/2026 11:09 AM
7	trips to laundromat	1/13/2026 9:50 AM
8	more days and hours	1/13/2026 9:21 AM
9	advertise in more places , make more people aware of services	1/12/2026 12:53 PM
10	advertise more get info out there more	1/12/2026 12:51 PM
11	more available days	1/12/2026 11:08 AM
12	more frequent rides	1/12/2026 10:35 AM
13	clean busses better . Posters for health issues .	1/12/2026 8:37 AM
14	busses getting crowded	1/8/2026 1:24 PM
15	Go to Meredith	1/8/2026 10:32 AM
16	more days a week and more frequent	1/7/2026 1:52 PM
17	drivers are sometimes rude	1/7/2026 1:43 PM
18	find more drivers	1/7/2026 1:13 PM
19	more busses , more rides , more days	1/7/2026 12:52 PM
20	longer hours	1/6/2026 1:36 PM
21	I got cut off from rides . Reinstate them.	1/6/2026 1:31 PM
22	people excellent but communication not so good	1/6/2026 1:11 PM
23	more than once a week . more busses	1/6/2026 11:24 AM