



Patient Shuttle Survey



Our goal is to provide the highest quality and convenient healthcare to our beneficiaries. We are interested in receiving your feedback about our shuttle service. Please complete this survey and return it to your driver. Your responses are important to us!

How satisfied are you with the following?	Satisfied	Dissatisfied
1. Driver was polite and respectful of privacy?		
2. Shuttle Vehicle and Pick up location were well marked?		
3. Pick up location was convenient?		
4. Vehicle arrival and departure times were convenient?		

5. If dissatisfied, what changes could we make to increase your satisfaction with the shuttle program (i.e., shuttle times, location, etc.)?

6. Tell us about yourself:

Active Duty

Duty Station: PSNS
NHB
Bangor

Active Duty Family Member

Retiree or Retiree Family Member

Staff

7. How did you hear about the shuttle service?

Signs: Inside hospital
Pick-up location
Somewhere else on base

In a meeting or briefing

Website

Word of mouth

Base Newspaper

Other (please explain) _____

8. Anything else we could we have done better?

Thank you for your input and service!