Alabama A&M University  
Department of Transportation  
Bulldog Transit System  
Bus Usage Customer Satisfaction Survey

<table>
<thead>
<tr>
<th>Unacceptable</th>
<th>Needs Improvement</th>
<th>Acceptable</th>
<th>Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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</tbody>
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1. The information received prior to reserving the bus: __________
2. Response time from the BTS Staff: __________
3. Helpfulness of BTS Staff with your request: __________
4. Cleanliness of the Bus: __________
5. Comfort of the bus: __________
6. Disposition of the bus driver: __________
7. Driver's awareness of safety: __________
8. Driver's punctuality, pertaining to your schedule: __________
9. Your overall experience: __________
10. Do you have any specific comments, observations, or suggestions for improvements as it pertains to the BTS bus usage services?

_________