



Date: _____

All of us at Continental Transportation strive to exceed client expectations nationwide. In order to provide our passengers with better service, we ask that you take a few moments to fill out our survey. You can fax it back to 817-764-6271 or email to ctsgroups@cts24hr.com. Please feel free to contact us at any time with questions.

Customer Name: _____

Confirmation #: _____

Driver: _____

	Exceeds Expectations	Meets Expectations	Below Expectations
Office staff was courteous and knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation showed up on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver appeared clean and in uniform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vehicle was clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver was courteous and made you feel comfortable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rate your overall experience with your driver	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rate your overall experience with CTS (reservation to drop off)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you use our services again? Yes No

Why or Why not? _____

Would you recommend CTS to others? Yes No

Why or Why not? _____

Other comments: _____

Thank you!