<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>Somewhat</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Making a reservation was easy.</td>
<td>○</td>
<td></td>
<td></td>
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<tr>
<td>2. Service was provided in a timely fashion.</td>
<td></td>
<td></td>
<td>○</td>
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<tr>
<td>3. The driver was courteous.</td>
<td>○</td>
<td></td>
<td>○</td>
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<tr>
<td>4. The trip was comfortable.</td>
<td>○</td>
<td></td>
<td>○</td>
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<td>5. The vehicle was clean and well maintained.</td>
<td>○</td>
<td></td>
<td>○</td>
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</tbody>
</table>
6. Would you use this service during the summer?  
   Yes ☐  No ☐

a. What three days would you recommend (please choose only three and number your preferences from 1[highest] to 3[lowest]).
   ______  Sunday
   ______  Monday
   ______  Tuesday
   ______  Wednesday
   ______  Thursday
   ______  Friday
   ______  Saturday

b. What times would you recommend? (please choose only one)
   ○ Leaves Ithaca 6:00 a.m. and New York at 12:30 p.m.
   ○ Leaves Ithaca 12:00 p.m. and New York at 6:30 p.m.
   ○ Leaves Ithaca 10:30 a.m. and New York at 5:00 p.m.
7. The buses each have a VCR and DVD player. Movies can be played so the sound comes only through the headphones. With which one statement do you most agree?

- I would like to have the option of watching a movie.
- I don’t want to watch movies, but it wouldn’t bother me if others did.
- Having a movie playing, even without the sound, is distracting.

8. In order of preference, what three types of stations would you most like available on XM radio?

1. 

2. 

3. 

9. Did the driver describe and explain how to use the amenities (seats, leg rests, tables, wireless internet, Ethernet, AC [plug] and DC [car charger] outlets, XM radio, headphones, coffee/tea maker, other beverages, snacks, pillows, blankets)?

   Yes  No

10. Overall, I would rate the service I received as:

    Excellent  Good  Poor

   Yes  No

11. Do you plan to use this service again?

    Yes  No

12. Service is a good value.

    Yes  Somewhat  No

13. Do you have any suggestions on how we can improve this service?

I am a:

- Faculty
- Staff
- Student
- Other

Date of trip:

Pick-up location:

Pick-up Time:
Thank you for completing this survey. We appreciate your comments. You can also e-mail your feedback to DJL5@cornell.edu.