



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

SATISFACTION SURVEY
VAN RENTAL/CARPOOLING SERVICES
For the period: _____

Directions:

Please complete this survey using the given rating scale by checking the corresponding number and writing comments and/or suggestions that may help improve the performance of the van rental services. Any rating marked "Fair" or "Unsatisfactory" must be provided with comments and/or suggestions. Your cooperation will be highly appreciated. Thank you.

5—Outstanding	3—Satisfactory	1—Unsatisfactory
4—Very Satisfactory	2—Fair	

Please check (✓) : [] Van Rental [✓] Carpooling
Route : Sm Anchor - Double Dragon Date : _____

CRITERIA	RATING				
	1	2	3	4	5
1. Promptly observes the provided schedule and has consistent transit times as agreed with the passengers					✓
2. Plans routes systematically depending on passengers' pick-up and drop-off points					✓
3. Exhibits courtesy and service-oriented attitude					✓
4. Communicates effectively with passengers					✓
5. Drives cautiously and safely					✓
6. Maintains cleanliness and sanitation of the vehicle, adherent to COVID-19 prevention protocols					✓

Comments: _____

Evaluated by: Angelina Biolena Noted: _____
(Name/Designation)
END-USER

ANA RUTH L. MATEO
Manager, General Services Division



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5—Outstanding	3—Satisfactory	1—Unsatisfactory
4—Very Satisfactory	2—Fair	

Please check (✓): ☒ Van Rental ☐ Carpooling
Route : Valenzuela

Date : 3-18-21

CRITERIA	RATING				
	1	2	3	4	5
1. Promptly observes the provided schedule and has consistent transit times as agreed with the passengers			/		
2. Plans routes systematically depending on passengers' pick-up and drop-off points			/		
3. Exhibits courtesy and service-oriented attitude				/	
4. Communicates effectively with passengers				/	/
5. Drives cautiously and safely				/	
6. Maintains cleanliness and sanitation of the vehicle, adherent to COVID-19 prevention protocols					/

Comments:

Evaluated by: Helena Aguilar Noted: _____
(Name/Designation)
END-USER

ANA RUTH L. MATEO
Manager, General Services Division



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5—Outstanding	3—Satisfactory	1—Unsatisfactory
4—Very Satisfactory	2—Fair	

Please check (✓): [☒] Van Rental [☐] Carpooling
Route : QUEZON CITY

Date : _____

CRITERIA	RATING				
	1	2	3	4	5
1. Promptly observes the provided schedule and has consistent transit times as agreed with the passengers			✓		
2. Plans routes systematically depending on passengers' pick-up and drop-off points			✓		
3. Exhibits courtesy and service-oriented attitude				✓	
4. Communicates effectively with passengers			✓		
5. Drives cautiously and safely			✓		
6. Maintains cleanliness and sanitation of the vehicle, adherent to COVID-19 prevention protocols			✓		

Comments: - TIEZA should ensure regular disinfection of Vans
- Ensure that capacity is STRICTLY observed. With physical distancing.
- Revisit routes. There are times that schedule includes QC, Manila and San Andres

Evaluated by: Bernadette Pangilinan Noted:
(Name/Designation)
END-USER

ANA RUTH L. MATEO
Manager, General Services Division