

Paratransit Survey 2019

SERVICE SNAPSHOT

- Curb-to-curb transportation for people with disabilities who qualify, in accordance with ADA guidelines
- Service available to those within a three-quarter mile area of existing GoRaleigh bus stops
- Mirrors fixed-route GoRaleigh service area coverage and hours of service
- Shared vans and local taxicabs are used to operate all GoRaleigh Access services
- Helps ensure an outstanding quality of life by enabling eligible persons to access public transportation

The City of Raleigh conducted a customer satisfaction survey for the GoRaleigh Access program in November 2019.

Most GoRaleigh Access customers have a high level of satisfaction with the service.

85%

The survey expanded the baseline created in the 2015 survey to provide a more detailed understanding of customers.

Who are GoRaleigh Access Customers?

73%

Most are age 55 or older, 39% are age 65 or older

57%

The main purpose of trips for most riders is medical appointments

17%

Rely on GoRaleigh Access for all transportation



77% Use A Mobility Device



Trips Taken Per Week

39% 3-4 times
30% 5 times

Over half of riders have been using GoRaleigh Access services for more than 4 years.

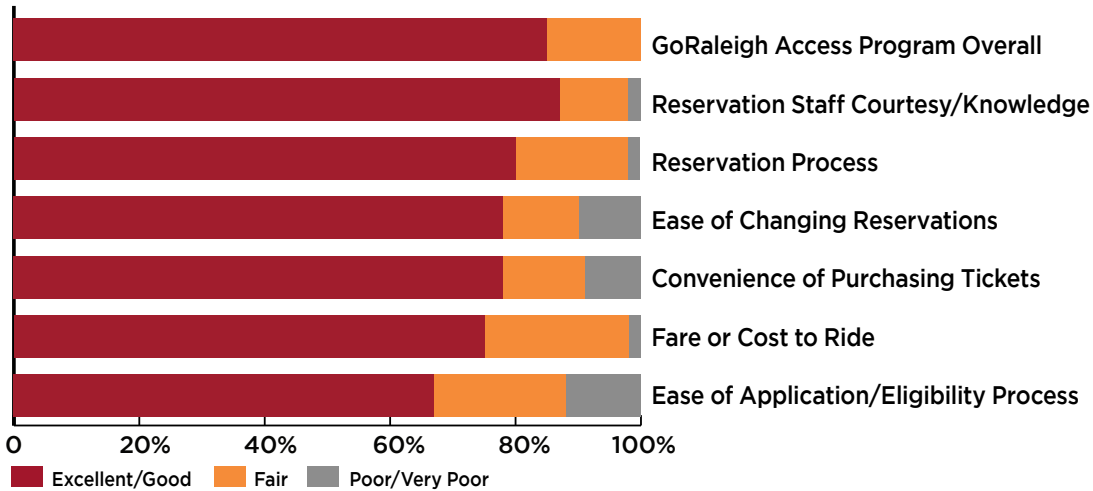
Income <\$25,000

\$ for 63% of riders
34% are retired
16% are unemployed

83% Have no vehicle in household



Overall Customer Satisfaction



87% Satisfied with Courtesy and Knowledge of Reservation Staff

Areas for Further Improvement

Overall, most customers are satisfied with the cost of the fare and the eligibility application process, although these items have the lowest satisfaction ratings.



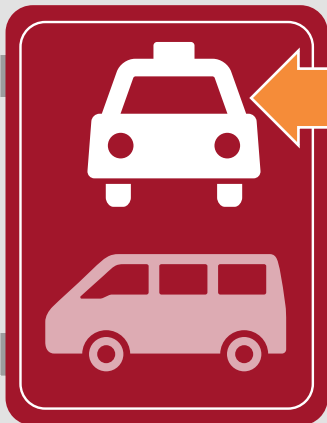
75% of customers are satisfied with the cost of fares



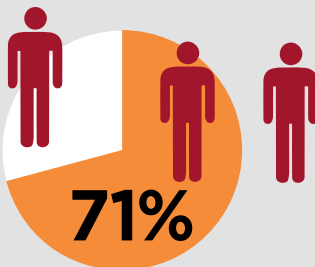
67% of customers are satisfied with the application and certification process

Customer Suggestion:

Lower the recertification requirement from every two years to every five years



Taxi service is preferred over vans



58% of riders use Taxis

16% of riders use Vans

26% of riders use Both

Technology and Payment

Most riders would like to have prepayment options. Those who would not like prepayment option cited digital payment concerns as the reason.

