



2019 Paratransit Customer Survey



SUMMARY REPORT



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Introduction

The City of Raleigh conducted a customer satisfaction survey for the GoRaleigh Access program in November 2019. The objective of the GoRaleigh Access program is to help ensure an outstanding quality of life for everyone in the City of Raleigh by enabling eligible persons to access public transportation.¹ The goals of the survey were to gauge customer satisfaction, perception of service, and needs. Additionally, the survey was used to expand the baseline created in the 2015 survey (Appendix D – 2015 Accessible Raleigh Transportation Survey Results) to provide a more detailed understanding of GoRaleigh Access customers.

GoRaleigh Access

The GoRaleigh Access program provides curb-to-curb transportation for people with disabilities who qualify for GoRaleigh Access services, in accordance with ADA guidelines. The service is provided within a three-quarter mile area around the existing fixed-route GoRaleigh bus stops. The program is designed to mirror fixed-route service area coverage and hours of service. Service rates are currently \$2.50 per one-way trip, which is double the GoRaleigh base bus fare of \$1.25. Local taxicab companies and van-share are used to operate all GoRaleigh Access services.

The GoRaleigh Access program is an Americans with Disabilities Act (ADA) federally-mandated service subject to the regulations found in 49 Code of Federal Regulations (CFR) Part 37, Subpart F, *Paratransit as a Complement to Fixed Route Service*. The CFR states, "...each public entity operating a fixed route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system." (49 CFR §37.121) In addition to establishing the requirement for a paratransit service, the subpart describes the standards of eligibility to receive paratransit services, describes a process for determining individual eligibility for paratransit services, establishes the area of service, and describes the method for determining fares and requirements for a reservation process. For buses, the transit agency must provide complementary paratransit service to origins and destinations within corridors with a width of three-fourths of a mile on each side of a fixed route. Within a core service area, the agency must also provide service to small areas not inside any of the corridors but surrounded by the corridors. In addition, the agency may designate corridors with widths between three-fourths of a mile and one and one-half miles on each side of a fixed route, depending on local circumstances. Regarding reservations, the agency must schedule and provide services in response to a request made one day in advance and may permit reservations to be made up to 14 days in advance. The fare for a trip charged to an ADA paratransit-eligible individual is not to exceed twice the fare that would be charged to an individual paying full fare on the entity's fixed route system. (49 CFR §37.121-37.133)

Survey Overview

GoRaleigh conducted a phone survey during November 2019 with the goal of gathering 65 telephone survey responses. This was designed to provide a representative sample by which to evaluate the Program's performance. During that time 303 total survey requests were made, garnering 77 complete responses – including a respondent who mailed back a hardcopy requested by phone. Additionally,

¹ City of Raleigh Website. Available:

<https://www.raleighnc.gov/business/content/Departments/Articles/Transportation.html>

GoRaleigh Access customers who booked trips by email or GoRaleigh Access' webform were sent an email request with a link to take the survey. This garnered an additional 6 responses. Appendix A has a more detailed process documentation.

Respondents who completed the phone survey covered the GoRaleigh service area (Figure 1) but were concentrated in the eastern portion. This area has a high level of income-burdened households as well as a high minority population.

Mayor's Committee for Persons with Disabilities:

The project team attended a regularly-scheduled meeting of the Mayor's Committee for Persons with Disabilities on November 21, 2019. This Committee advocates for the needs of person with disabilities, a key target for paratransit, and it contains members that may also utilize GoRaleigh Access. The project team presented an overview of the survey effort. Copies of the survey were distributed to the group to complete and share with others. Copies were available in braille and distributed to participants who requested them. One team member and one representative from the City of Raleigh attended the meeting. The survey web link was sent by the City of Raleigh to attendees who requested the link for others who would be eligible participants. No responses were received following this event.

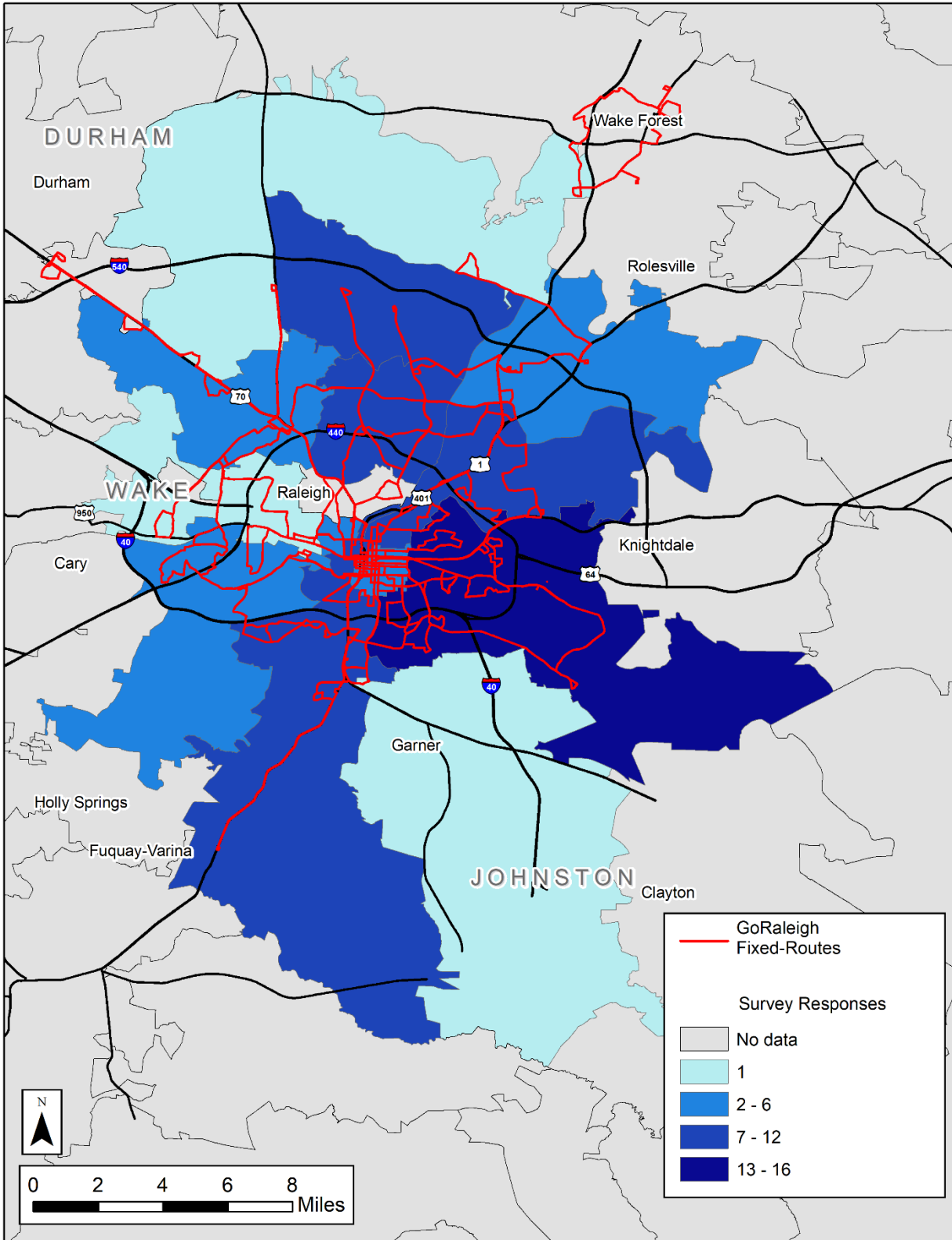


Figure 1 Spatial distribution of Survey phone respondents.

Survey Results

Key Findings

The results of the phone survey (Survey) are presented in sections below. Individuals in the Survey who completed a survey through the online link or via the Mayor’s Committee for Persons with Disabilities are presented separately.

While the complete results are presented in Appendix B, the Survey team has drawn preliminary conclusions:

- The program is successful in serving its identified customer base.
 - **Most customers are Seniors.** Almost three-quarters (73 percent) of Survey respondents are age 55 or older.
 - **Most customers are low-income.** Over half (63 percent) of survey respondents have an annual household income lower than \$25,000. Most survey respondents are not employed: 16 percent report they are “Unemployed” while a third (34 percent) report they are “Retired”. Furthermore, two-thirds (66 percent) live in households with no individuals employed either part or full-time.
 - **Most customers rely on GoRaleigh Access.** Four out of five (83 percent) customers live in zero-car households. Aside from GoRaleigh Access, customers’ primary transportation is provided by family and friends (55 percent). One out of five (21 percent) report that GoRaleigh Access is their only mode of transportation.
 - **Customers tend to be members of vulnerable populations.** Many customers rely on paratransit service as their primary mode of transportation.
- Satisfaction is consistent with the 2015 survey
 - A more detailed comparison is below, but the results show a **consistent level of satisfaction** from 2015 to 2019.
- Cost is about right
 - **Three quarters (75 percent) of survey respondents rated the cost to ride as “Excellent” or “Good”.** This is less than the customers who reported they were “Satisfied” with the fare in the 2015 survey (80 percent).
- Customers are seeking surety in their transportation selection
 - Most would **like to have prepayment**
 - The Survey indicated a **drop in the satisfaction with the reservations system**, indicating an area that should be addressed by GoRaleigh.
- Mode preference is for taxis
 - **There is a strong preference for taxi service over vans.** 55 respondents (71 percent of those who responded to this question) indicated a preference for riding in a taxi out of a total of seventy-seven who answered this question. Ten respondents who indicated a preference for either the taxi or the van did not provide feedback as to the reasons for their selection.
- Support services need improvement
 - The **application and certification process as well as the ease of changing reservations were rated lowest** with only 67 percent of respondents rating This as “Excellent” or “Good”. It showed a drop in satisfaction from the 2015 survey, where 91 percent of

respondents rated this as “Satisfied”. When asked to provide additional comments at the end of the survey, a handful of respondents noted that the frequency of recertification, especially for those with a permanent disability, was too high. Some respondents suggested that lowering the requirements for recertification from every two years to every five years would be less of a burden.

- Use of service
 - **Over half (57 percent) of riders have been using GoRaleigh paratransit services for more than four years.** No phone respondents were first time riders, and only 13 percent have been riding for less than 1 year
 - **Riders use GoRaleigh Access frequently.** The largest portion of respondents (40 percent) replied that they use the service 3 to 4 times per week; an additional 30 percent use the service 5 or more times per week.
 - The most common reason for using GoRaleigh Access is for **medical appointments**. 57 percent of respondents listed this as the destination they go most often. The next most common response was place of employment, at 13 percent.
 - **Most (77 percent) riders use a mobility device or aid.** Respondents could select more than one aid or device. Of those who use an aid, the most common listed were cane (42 percent) and walker (32 percent). A number of respondents also use a manual wheelchair (17 percent) or a motorized wheelchair (15 percent).

Data & Trend Analysis

Demographic Overview

Demographic information collected during the survey differed from the overall population. GoRaleigh Access customers are disproportionately members of vulnerable populations, demonstrating the importance of GoRaleigh Access for these populations.

Age: Survey respondents are disproportionately older than the City of Raleigh overall. The population of Raleigh is relatively evenly distributed throughout age categories, with a peak in the 25-34 group and a steady decline in older age groups. In contrast, no survey respondents were under the age of 25, and the largest age group represented is those 65 or older, representing 39 percent of the sample.

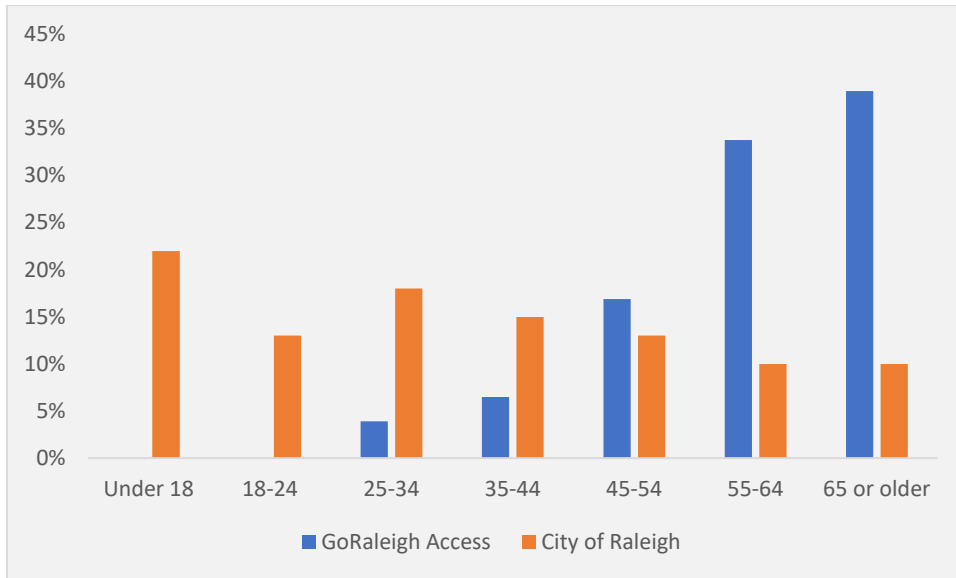


Figure 2 Age comparison of City of Raleigh population to Survey respondents

Gender: The population of the City of Raleigh is 52 percent female and 48 percent male. Survey respondents are 86 percent female and 14 percent male.

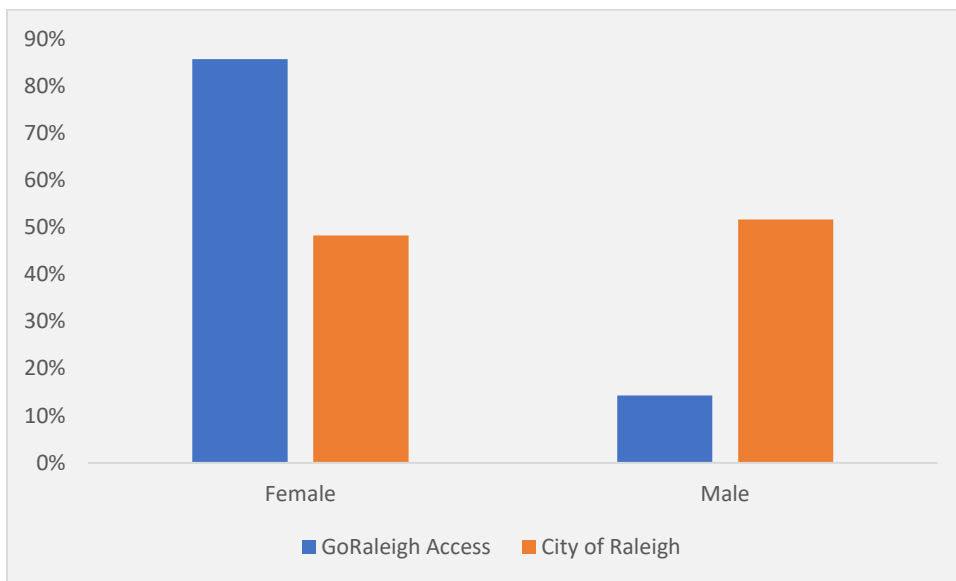


Figure 3 Gender comparison of City of Raleigh population to Survey respondents.

Race and Ethnicity: Minority respondents, especially those who are Black or African-American, are dominant amongst the GoRaleigh Access customer base. While Black or African American people make up 29 percent of the population of Raleigh, they represent 62 percent of GoRaleigh Access customers. Hispanic riders are underrepresented, making up 11 percent of the population of Raleigh, but 3 percent of respondents. No respondents identified as Asian American or Native Hawaiian/Pacific Islander.

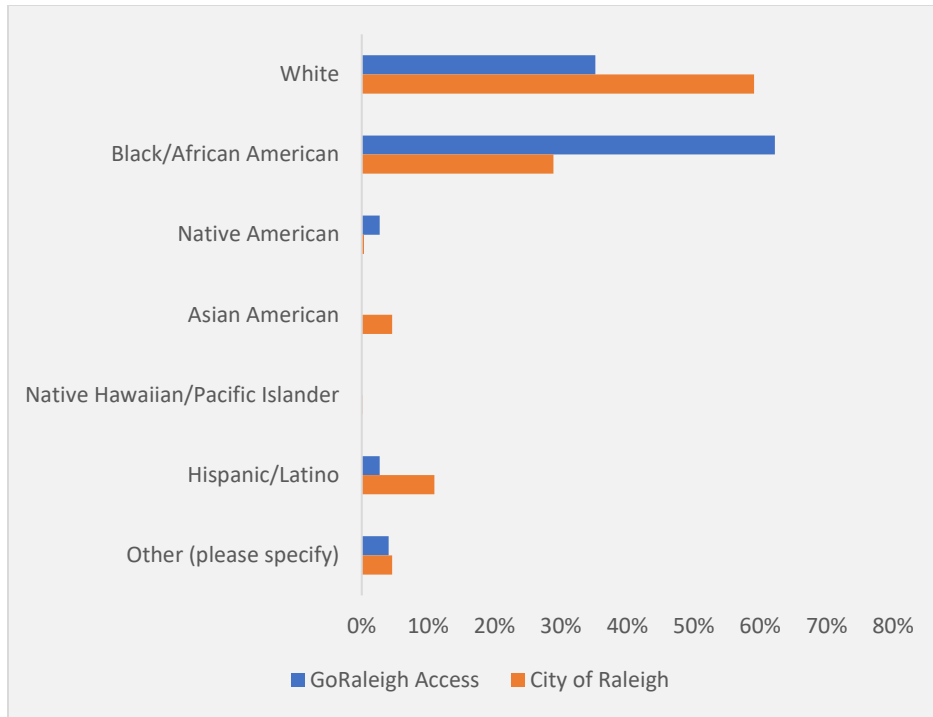


Figure 4 Race and ethnicity comparison of City of Raleigh population to Survey respondents

Household Income: The survey indicates that GoRaleigh Access customers tend to come from much lower-income households compared to the population of Raleigh. 63 percent of respondents have an annual household income of less than \$25,000, in contrast to 18 percent of households in Raleigh.

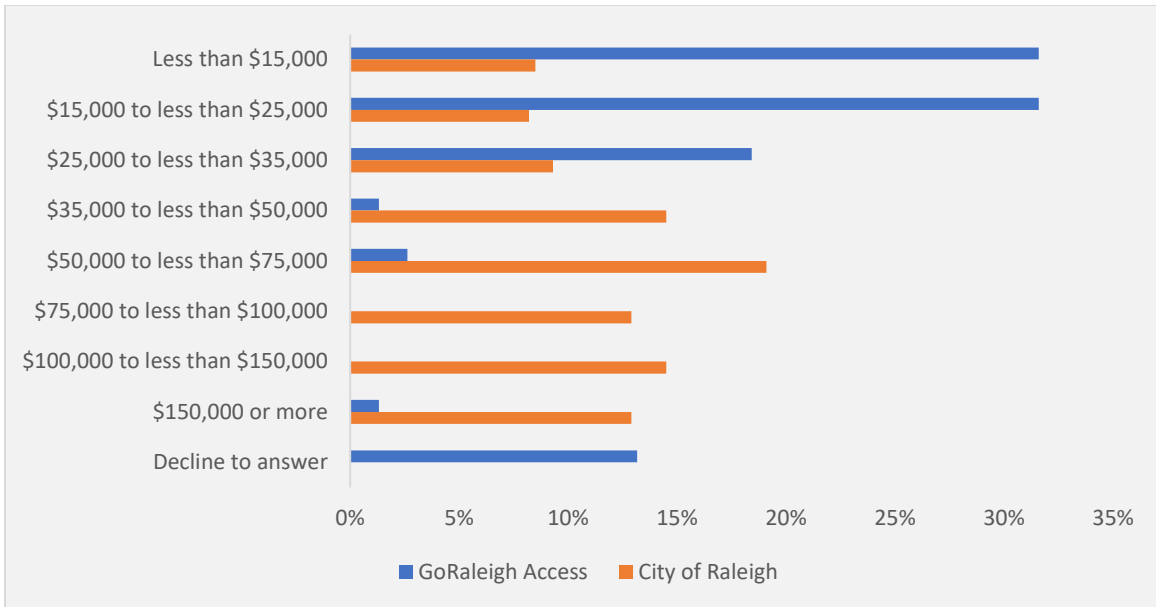


Figure 5 Income comparison of City of Raleigh population to Survey respondents.

Vehicles available: A substantial majority (83 percent) of survey respondents live in zero-car households.

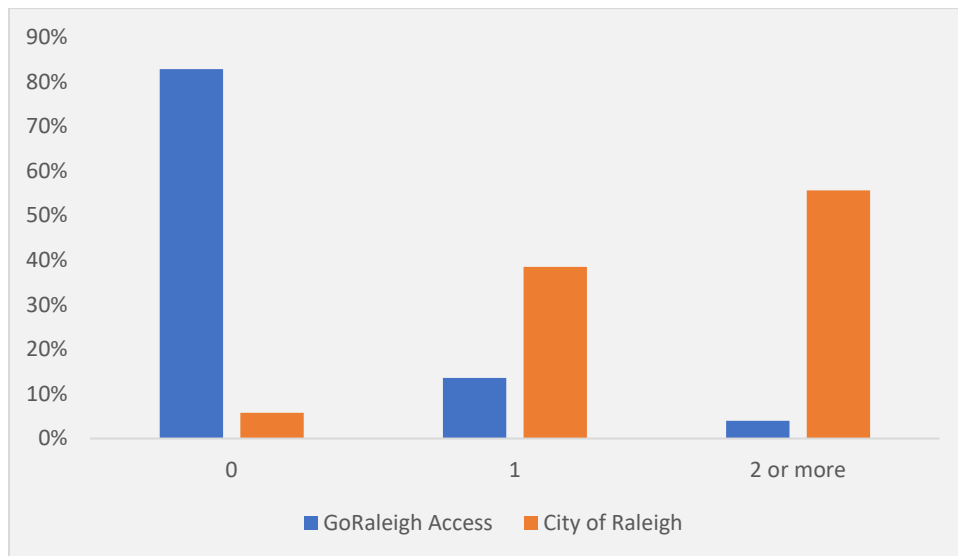


Figure 6 Access to personal transportation comparison of City of Raleigh population to Survey respondents

Technology Assistance

Technology is increasingly integral to providing service to transit customers. Respondents were queried about trip payment tools and reservation systems employed by GoRaleigh in order to get a better understanding of what is most effective in engaging customers.

Internet Access: Customers were asked how they most often access the Internet, with the choice to select more than one option. Half of the Survey respondents use the internet through a personal computer (47 percent) or a smart phone (55 percent). Fourteen (14) percent of customers lack “regular internet access”.

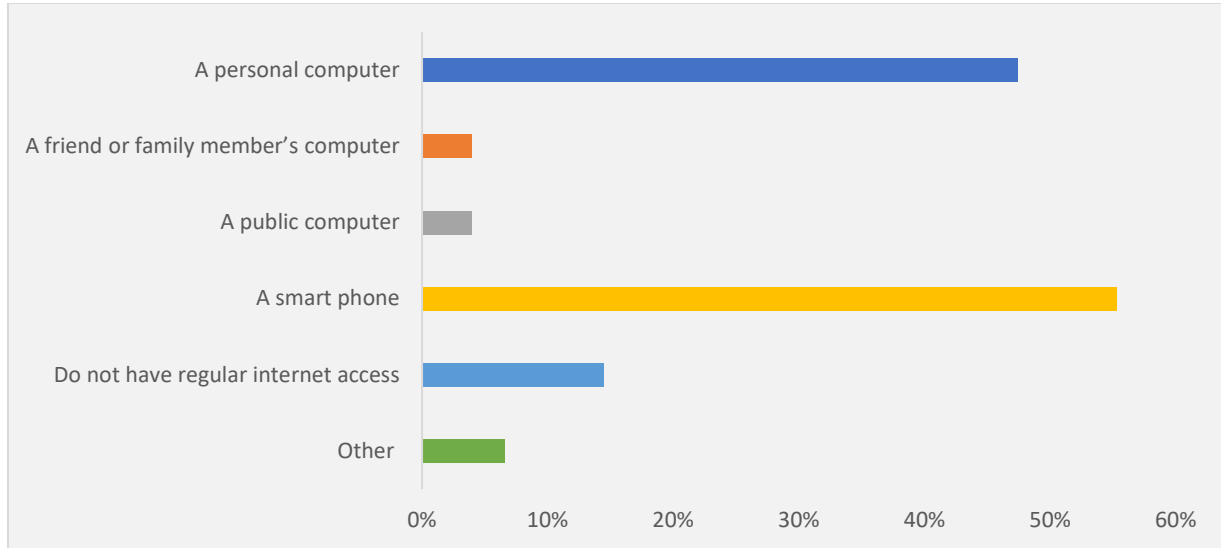


Figure 7 Respondents' internet access

Account Pre-pay:

GoRaleigh Access is considering giving customers the ability to a pre-pay their account balance using a debit or credit card. Most Survey respondents (64 percent) reported that they would use this option if it was available. Among those who said they would not use this, the primary reason given was concerns with digital payment.

Customer Satisfaction

Customer feedback is critical for identifying which parts of the program are operating well and which should be targeted for improvement. These questions were asked similarly in the 2015 survey, allowing for comparison. In the 2015 survey, respondents were given three options: satisfied, dissatisfied, and neither. The 2019 survey expanded these options, providing five choices for satisfaction as well as an additional option to choose “non-applicable”.

NOTE: for the purposes of the satisfaction graphs, NA (or non-applicable) responses were omitted from the calculations. Accordingly, all graphs sum to 100% for the actual responses. Complete data sets (including the NA responses) are available in Appendix B.

Overall Program Performance:

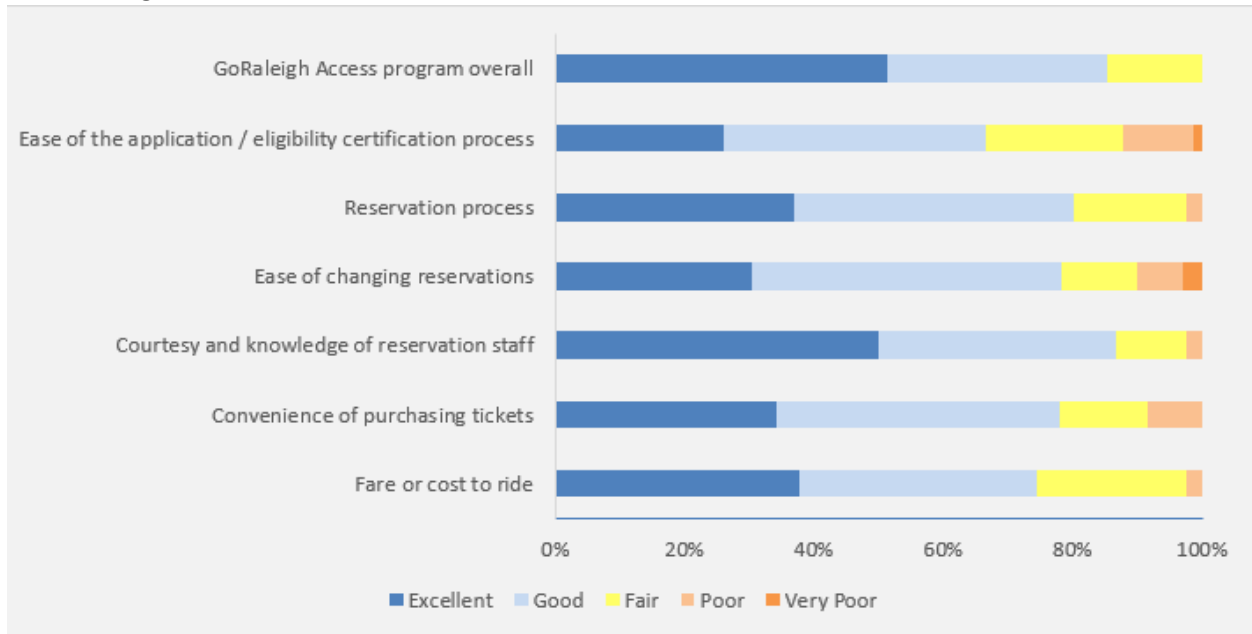


Figure 8 2019 Respondents' perception of the performance of different aspects of GoRaleigh Access.

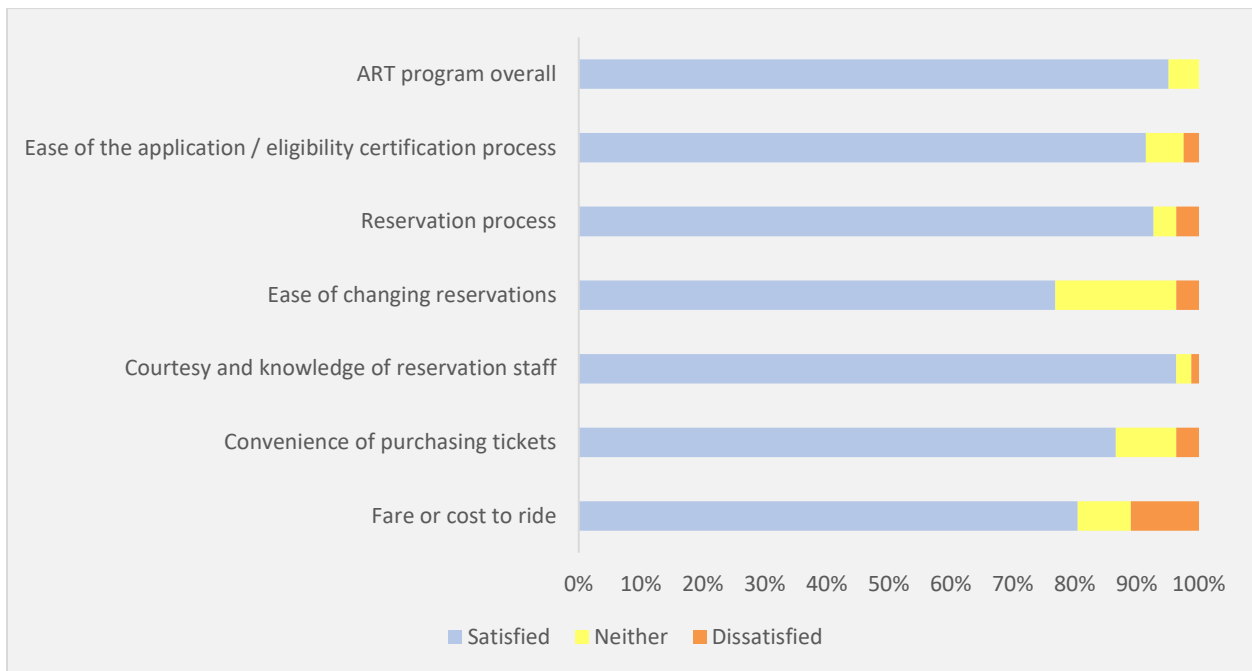


Figure 9 2015 Respondents' perception of the performance of different aspects of GoRaleigh Access.

Generally, feedback was similar between the surveys. The most significant difference is the certification and eligibility process: 91 percent of respondents rated this positively in 2015, while only 67 percent rated it positively in 2019. Satisfaction with the cost of fares dropped as well, from 80 percent to 75 percent.

Taxi Performance:

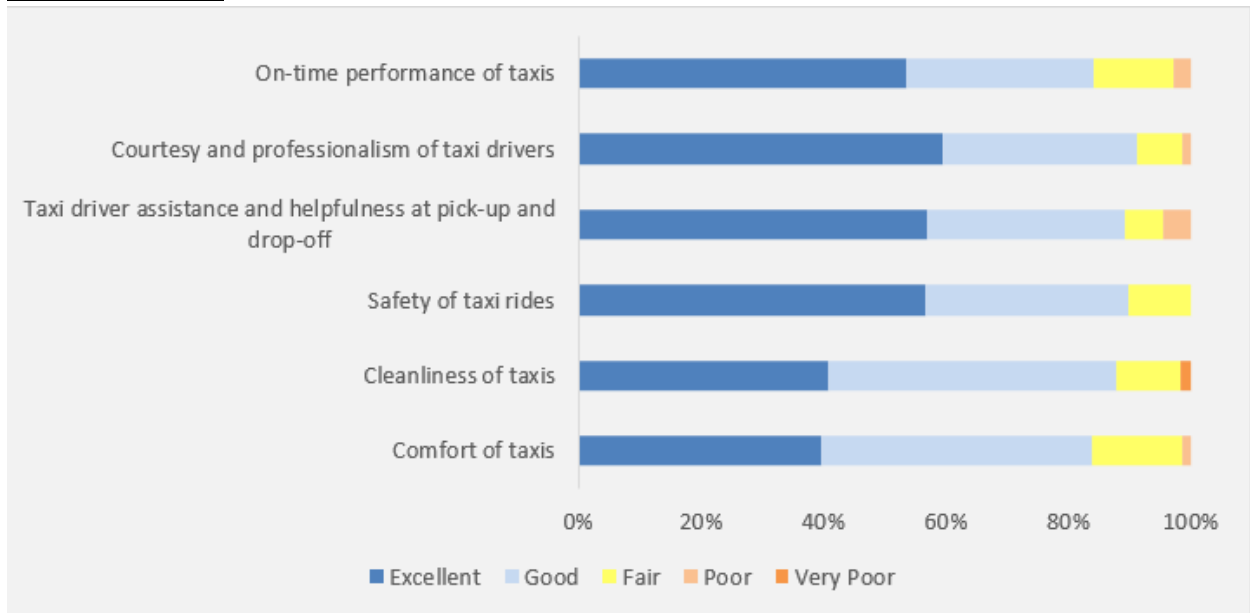


Figure 10 2019 Respondents' perception of the performance of GoRaleigh Access Taxi service.

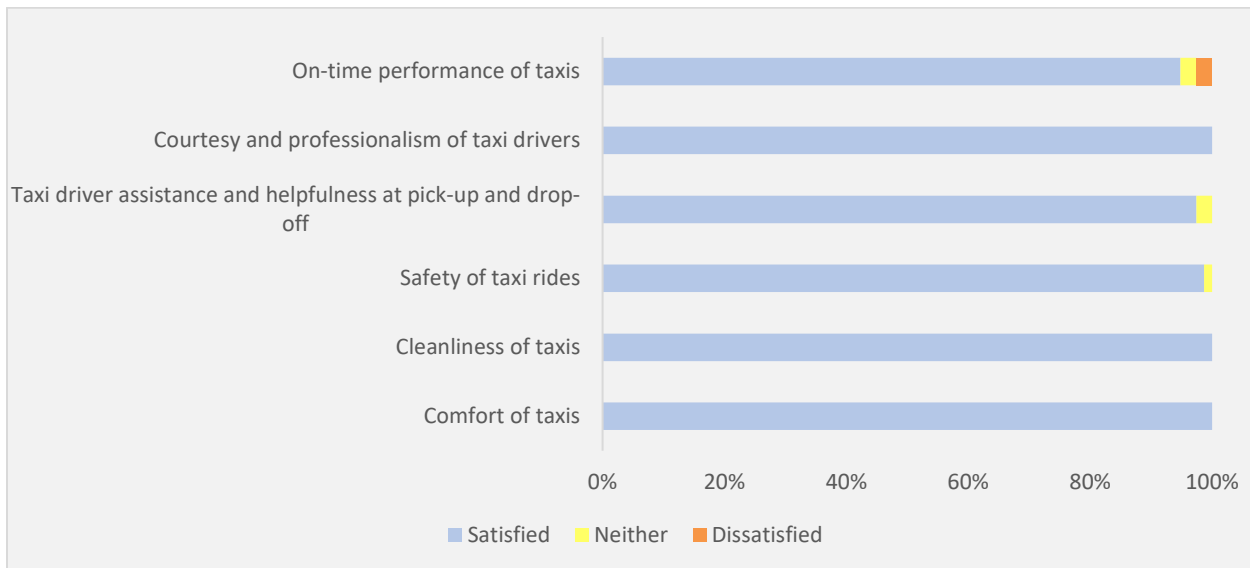


Figure 11 2015 Respondents' perception of the performance of GoRaleigh Access Taxi service.

Taxi service was rated well; all elements had at least 82 percent positive responses. All elements, however, showed a drop from the 2015 survey, in which the lowest rated aspect (on-time performance) had 95 percent positive responses.

Van Performance:

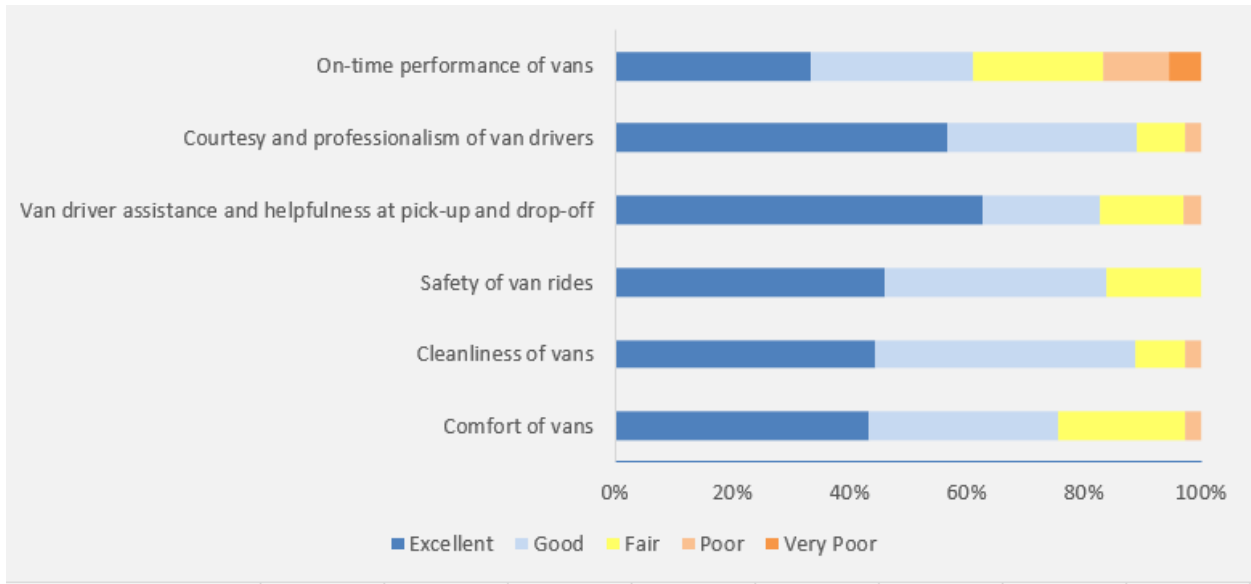


Figure 12 2019 Respondents' perception of the performance of GoRaleigh Access Taxi service.

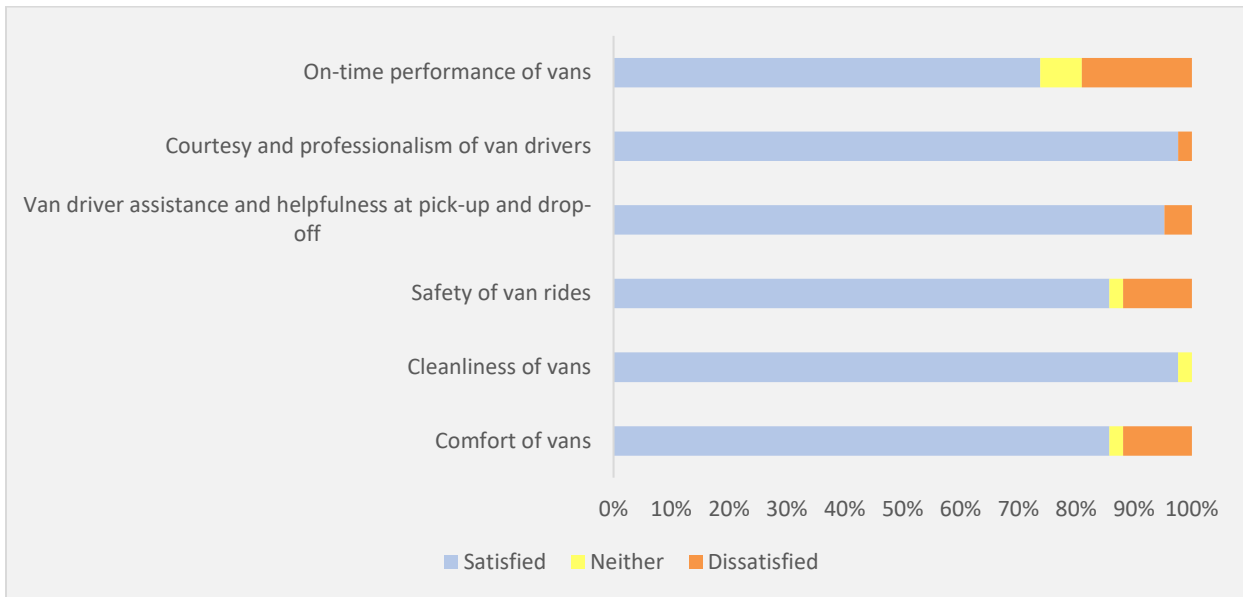


Figure 13 2015 Respondents' perception of the performance of GoRaleigh Access Van service.

Appendices

Appendix A – Survey Methodology

Survey Design

GoRaleigh Access customers schedule their trips by one of three ways: 1) calling the GoRaleigh Access reservation center; 2) emailing a trip request; or 3) submitting the GoRaleigh Access Tier II Trip Dispatch Request form. The telephone survey was conducted on November 6, 7, 8 and 12 with the assistance of reservation center staff. GoRaleigh Access operators were provided training and instructions, including a script and frequency for asking callers if they would like to participate in a customer satisfaction survey over the telephone. Operators were also asked to forward all email trip request confirmations and form requests to a team member who sent these customers information about the survey and the survey link. Tracking sheets were used to record the number of GoRaleigh Access customers who were asked to take the survey as well as the number of customers who accepted the survey. Customers agreeing to participate in the survey were forwarded to a team member for survey completion. Team members guided the customers through the survey questions and recorded their responses in an online survey database. Team members rotated breaks so that there was always at least two team members available to conduct the survey during the GoRaleigh Access reservation center's operating hours during the survey timeframe.

Sampling Plan

In the six-month period prior to the survey opening, (April – September 2019), there were 1,698 customers in the City of Raleigh Route Match Database. To achieve a 90 percent confidence interval with 10 percent margin of error, at least 65 unique survey responses were required. Based on the average number of calls handled by each agent in the GoRaleigh Access reservation center over the period from June through July 2019, each operator was instructed to ask every 7th caller if they would like to participate in the survey in order to meet the required number of responses. This garnered 303 total survey requests over the 4-day period. Based on the 2015 survey, the anticipated response rate to the telephone survey was 25 percent or greater, meaning up to 260 unique customers needed to be asked if they would like to participate in the survey to reach a goal of 65 telephone survey responses. In the end, 77 responses – including one who mailed back their requested hardcopy – were obtained from the phone survey.

Survey Questions

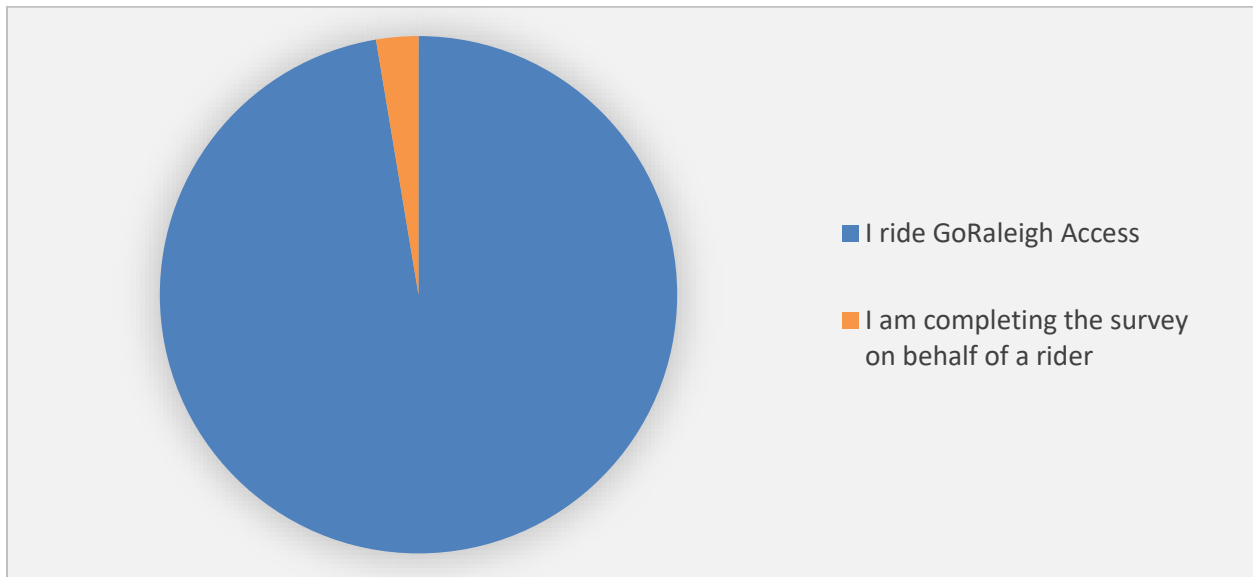
Surveys conducted for paratransit programs across the country and survey questions used for the recent customer satisfaction survey for all fixed-route transit services in Wake County were reviewed to identify potential questions and formats. Draft survey questions were reviewed by the City of Raleigh. Team members performed an initial test with three current GoRaleigh Access customers, identified by the City of Raleigh, to ensure survey comprehension and check for areas needing improvement. Minor adjustments were made to clarify questions as needed. The final questions are included in the Survey Hardcopy in Appendix C.

Appendix B – Survey Results

A random sample of current GoRaleigh Access customers were surveyed to gauge customer satisfaction, perceptions of GoRaleigh Access services, and customer needs. The following questions are presented with the illustrated results of the 77 completed surveys.

Survey Question 1

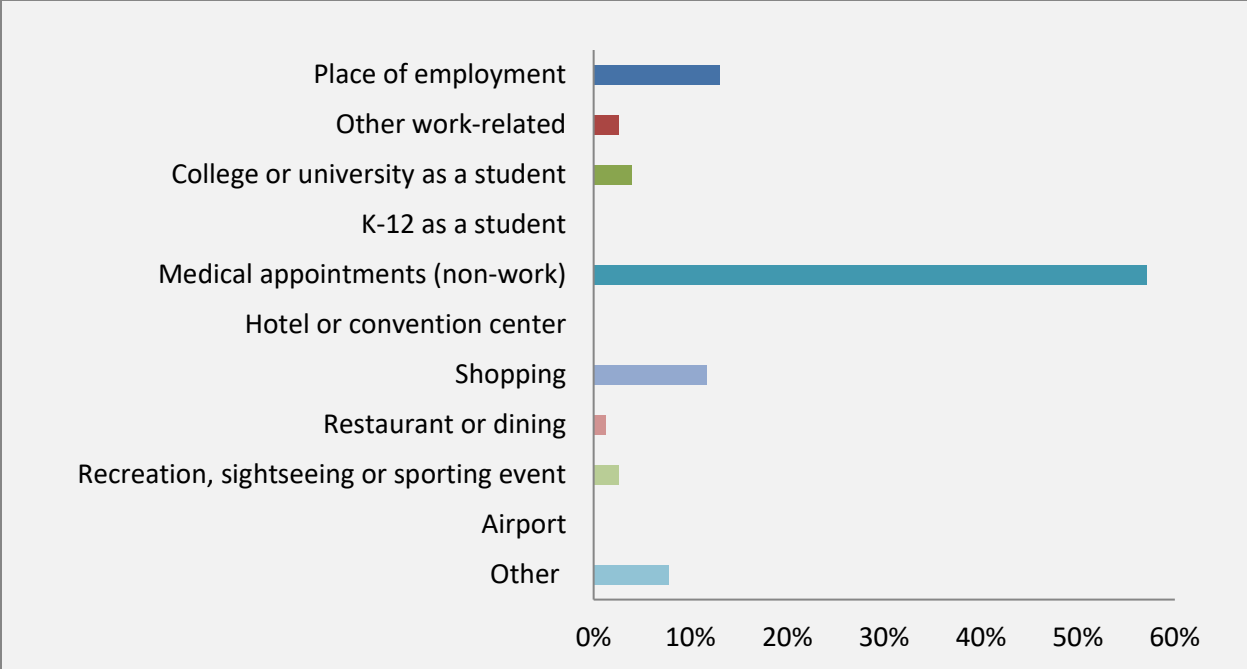
Do you ride GoRaleigh Access or are you a family member/caregiver of someone who uses the service?		
Answer Options	Response Percent	Response Count
I ride GoRaleigh Access	97%	74
I am completing the survey on behalf of a rider	3%	2
Answered		76
Skipped		1



Question 1 asked participants if they ride GoRaleigh Access or if they were a family member/caregiver of someone who uses the service. The majority (97 percent) of the survey respondents were direct customers who ride the program’s services. A minor percentage (3 percent) of survey respondents answered that they were taking the survey on behalf of someone else. It is noted, however, that some respondents may have been taking the survey for themselves and were also a family member/caregiver of someone(s) who use the service.

Survey Question 2

Where do you go most often on GoRaleigh Access?		
Answer Options	Response Percent	Response Count
Place of employment	13%	10
Other work-related	3%	2
College or university as a student	4%	3
K-12 as a student	0%	0
Medical appointments (non-work)	57%	44
Hotel or Convention Center	0%	0
Shopping	12%	9
Restaurant or Dining	1%	1
Recreation, Sightseeing or Sporting event	3%	2
Airport	0%	0
Other	8%	6
Church (1)		
Parks & Rec (1)		
YMCA (1)		
Day program (1)		
Museum of Art (1)		
Church/volunteering/errands (1)		
Answered		77
Skipped		0



Question 2 asked participants about their primary trip purpose when taking GoRaleigh Access. For many respondents, the primary purpose of their trips is for medical appointments (non-work related) (57 percent). The second most frequent primary trip purpose is to reach a place of employment (13 percent). The third most frequent primary trip purpose is to go shopping (12 percent) and the fourth primary trip purpose is “Other” (8 percent) which respondents specified as Church, Parks & Rec, School, YMCA, everything but the airport, day program, Museum of Art, and church/volunteering/errands. The primary trip purposes for very few respondents (3 percent or less) are for other work-related, K-12 as a student, hotel or convention center, restaurant or dining, recreation, sightseeing or sporting event, and airport. It should be noted that many respondents noted medical appointments as their primary but indicated that they do use GoRaleigh Access as their primary form of transportation to reach other locations on this list. The data suggests that the trips made using GoRaleigh’s services are essential for the personal health and economic well-being of its ridership.

Survey Question 3

Where do you get picked up by GoRaleigh Access?		
Answer Options	Response Percent	Response Count
In front of my place of residence (house, apartment, housing/senior living complex)	99%	76
I travel to meet the GoRaleigh Access vehicle (I live outside the service area)	1%	1
Other	0%	0
Answered		77
Skipped		0

Question 3 asked respondents where they get picked up by GoRaleigh Access services. Almost all of respondents get picked up in front of their place of residence which was a house, apartment, or housing/senior living complex (99 percent). Only one respondent noted that they travel to meet GoRaleigh Access vehicle. The data suggests that GoRaleigh Access is providing a valuable service to most current customers by meeting them at their place of residence to get them to where they need to be. This data, however, does not inform whether some users who are outside the service area would use the service if the service area was expanded because these potential customers may not have another way to reach the GoRaleigh Access vehicle.

Survey Question 4

Are you able to safely and easily reach the paratransit vehicle from your place of residence?		
Answer Choices	Response Percent	Response Count
Yes	99%	76
No	1%	1
Answered		77
Skipped		0

Question 4 asked participants if they were able to safely and easily reach the paratransit vehicle from their place of residence. Most all respondents (99 percent) indicated they were able to safely reach the vehicle from their place of residence. Only one respondent indicated he or she was not able to reach the vehicle safely. This data suggests that overall, GoRaleigh Access is providing a safe and easy way for customers to reach the vehicle from their residence.

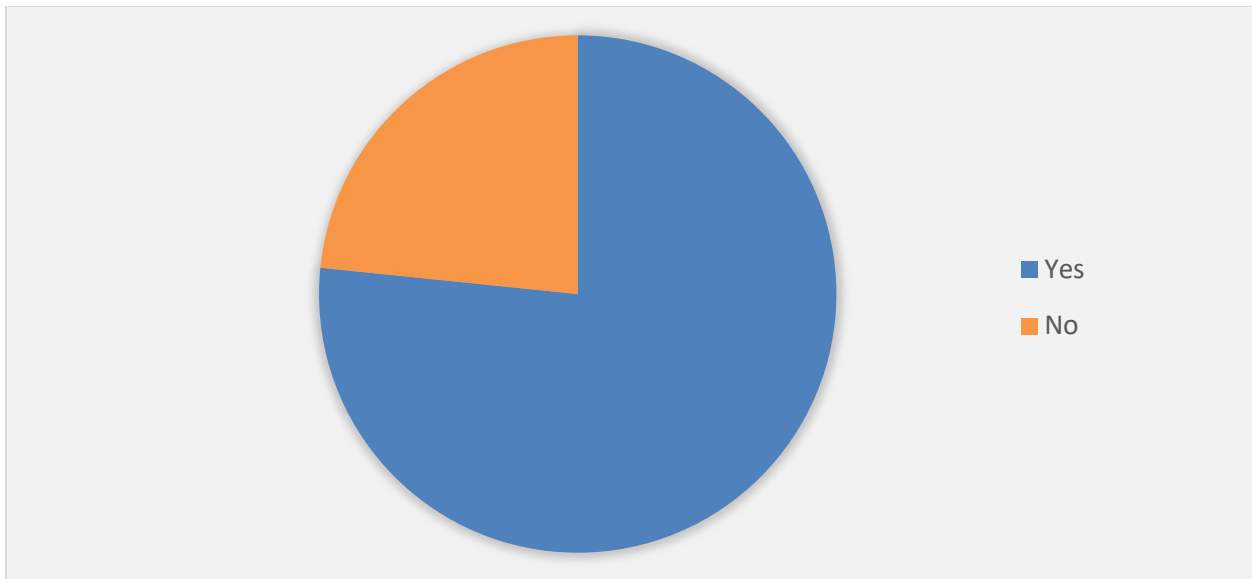
Survey Question 5

If not, what barriers make it difficult to reach the vehicle?		
Answer Choices	Response Percent	Response Count
Distance to pick-up location	0%	0
Physical conditions (sidewalk condition, lack of sidewalk, uneven ground)	0%	0
Weather (heat, cold, rain, etc.)	0%	0
Time of day/visibility (dark, semi-dark conditions)	0%	0
Lack of ADA accommodations (curb cuts, tactile curbs, audible signals, etc.)	0%	0
Safety/security concerns	100%	1
Other	0%	0
Answered		1
Skipped		76

As a follow-up, Question 5 asked respondents what barriers make it difficult to reach the vehicle if they did not feel they were able to safely and easily reach the paratransit vehicle from their residence. The respondent who answered “no,” indicated that safety/security concerns was the barrier to reaching the paratransit vehicle. In collaboration with Question 4, the data from these questions suggests that while most customers feel they can safely and easily reach the vehicle, there may still be some portion of customers who feel they are putting their safety and security at risk by getting to and from the paratransit vehicle. Some customers may require additional assistance from drivers they trust to assist them.

Survey Question 6

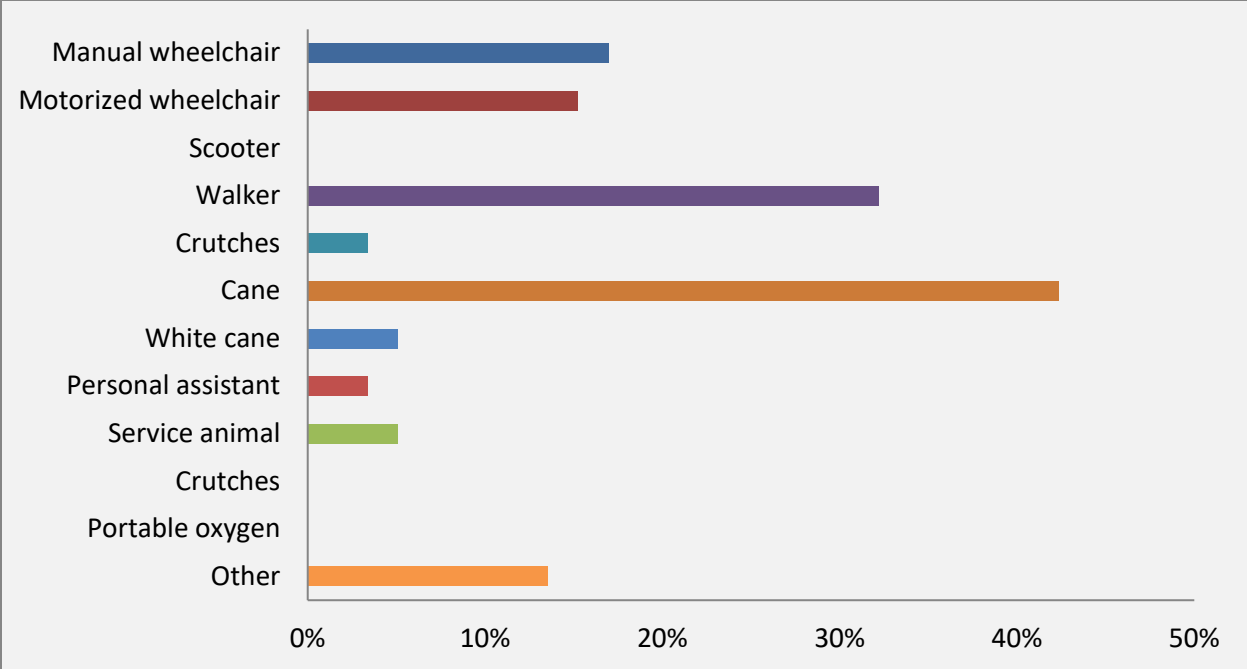
Do you use a mobility device (like a wheelchair or walker), or a service animal, or a personal attendant?		
Answer Choices	Response Percent	Response Count
Yes	77%	59
No	23%	18
Answered		77
Skipped		0



Question 6 asked survey respondents if they use a mobility device. Over three quarters (77 percent) of respondents use a mobility device, and slightly less than a quarter (23 percent) of respondents do not use a mobility device. The data indicates that GoRaleigh Access program services accommodate many riders using mobility devices.

Survey Question 7

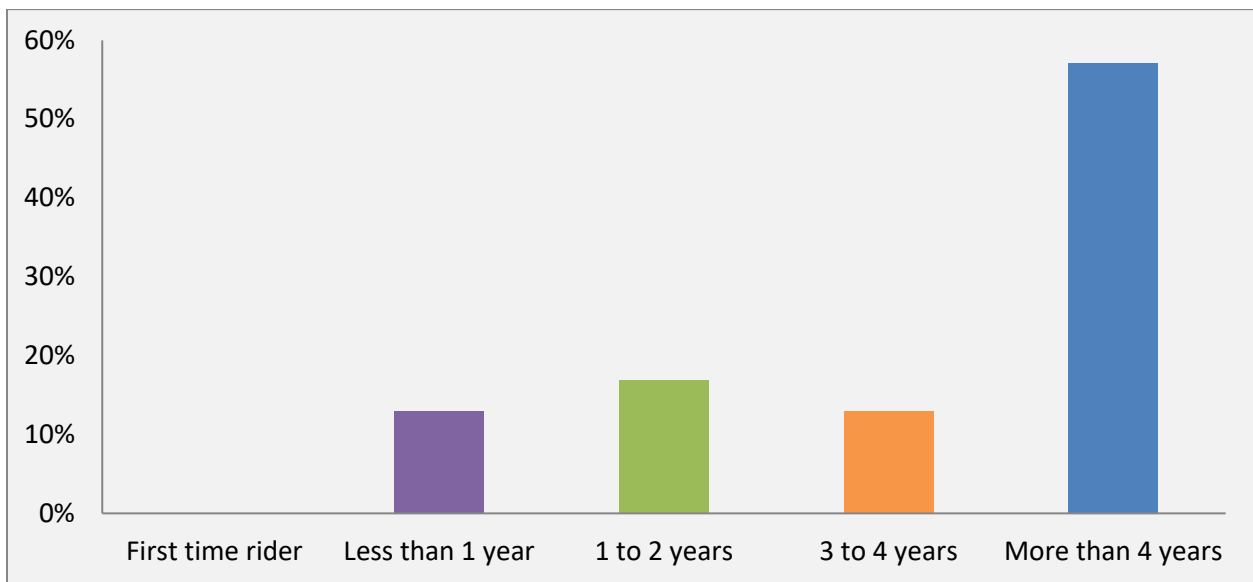
If yes, what type?		
Answer Choices	Response Percent	Response Count
Manual Wheelchair	17%	10
Motorized Wheelchair	15%	9
Scooter	0%	0
Walker	32%	19
Crutches	3%	2
Cane	42%	25
White Cane	5%	3
Personal Assistant	3%	2
Service Animal	5%	3
Crutches	0%	0
Portable oxygen	0%	0
Other Some places need assistance (1) Rollator (i.e. a walker with a seat on wheels) (4) Mobility cane (1) Visual impaired (1) Dog (1)	14%	8
Answered		59
Skipped		18



As a follow-up to Question 6 on respondents who use a mobility device, respondents predominantly use a cane (42 percent), a walker (32 percent), or a mobile chair (wheelchair or motorized chair; 32 percent combined). A small minority of survey respondents receive mobility support from a white cane (5 percent), a service animal (5 percent), or a personal assistant (3 percent). The data indicate that GoRaleigh Access services accommodate many riders using a variety of different mobility assistant devices.

Survey Question 8

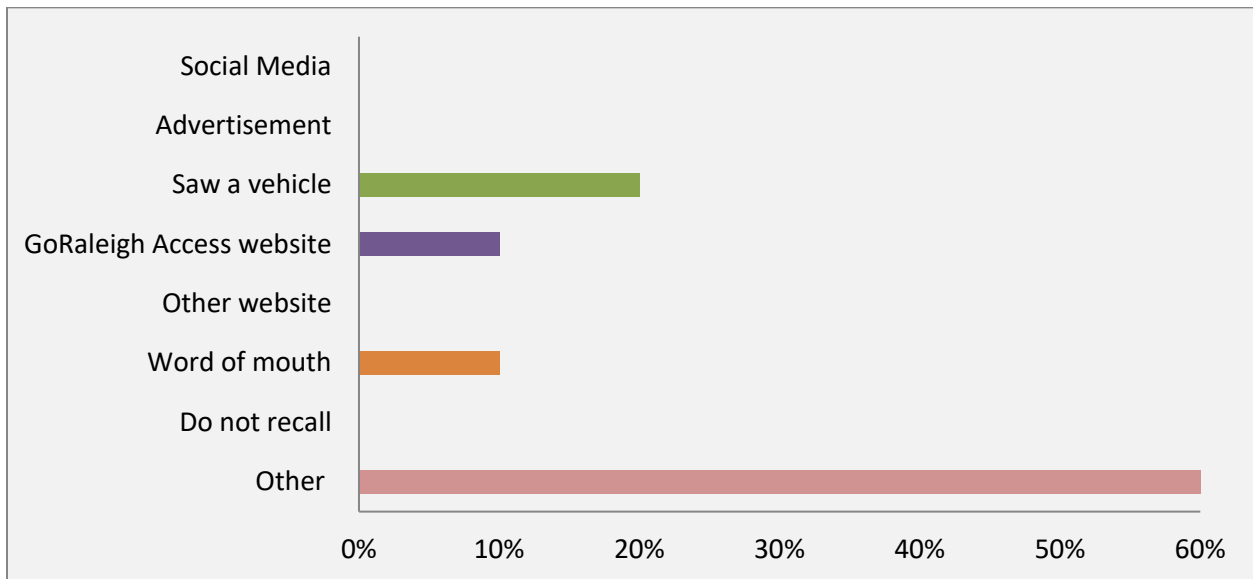
How long have you been riding GoRaleigh Access?		
Answer Options	Response Percent	Response Count
More than 4 years	57%	44
3 to 4 years	13%	10
1 to 2 years	17%	13
Less than 1 year	13%	10
First time rider	0%	0
Answered		77
Skipped		0



Question 8 asked participants how long they have been riding GoRaleigh Access. Based on the survey sample of respondents, most customers are repeat customers who have used GoRaleigh’s program services for multiple years. No survey respondents are first-time users of the program. Slightly over half (57 percent) of respondents have been using the services for more than four years. Over a tenth of respondents (13 percent) have used the services for three to four years as well as for one to two years (17 percent). A smaller minority of customers have used the service for less than one year (13 percent). The data indicates that the GoRaleigh Access program maintains its existing customers and continues to grow, as almost one-third of respondents (30 percent) have been using the services for less than three years.

Survey Question 9

How did you first learn about GoRaleigh Access?		
Answer Choices	Response Percent	Response Count
Social Media	0%	0
Advertisement	0%	0
Saw a vehicle	20%	2
GoRaleigh's website	10%	1
Other website	0%	0
Word of mouth	10%	1
Do not recall	0%	0
Other	60%	6
Insurance company/agent (2)		
They called to recertify [sic] (1)		
Doctor/Therapist (2)		
Family/parents (1)		
Answered		10
Skipped		67

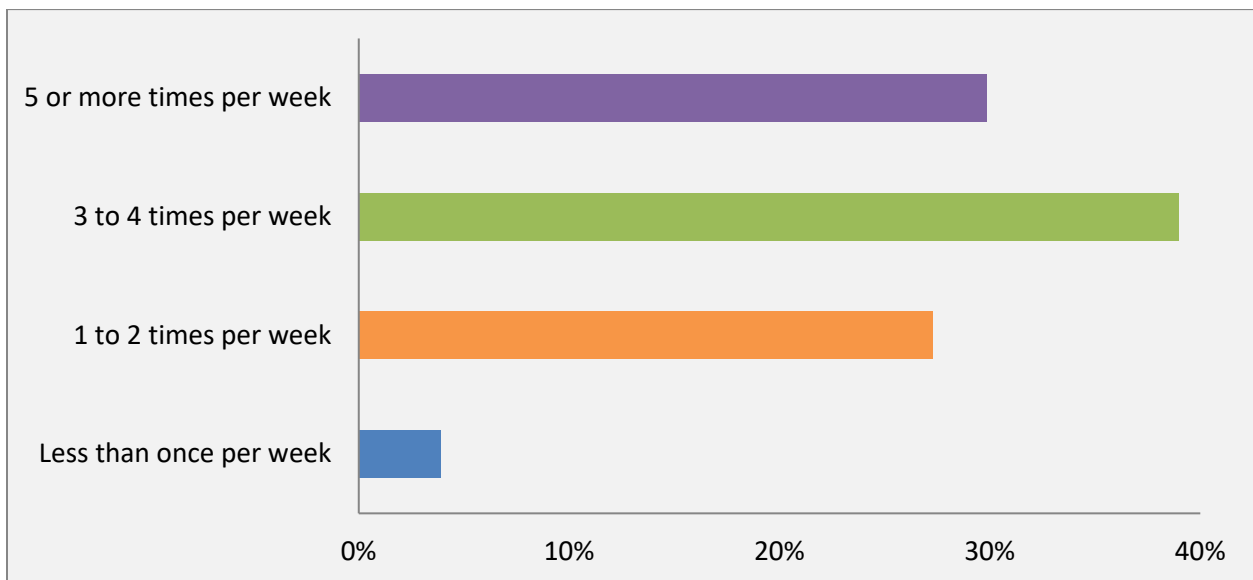


Question 9 asked respondents how they first learned about the GoRaleigh Access Service. Note that many respondents skipped this question (67) while only ten answered it, likely due to respondent's ability to recall how they first learned about it due to the time extent of when they first began using the service. Six respondents indicated they learned about the service through various means such as their

insurance company, therapist, doctor, or family. Other survey respondents noted they learned about it through seeing a vehicle, GoRaleigh’s website, or also through word of mouth (40 percent collectively). This data suggests that family, friends, and other financial or health-related service providers (through word of mouth) are likely the best means for sharing information on GoRaleigh Access, however, GoRaleigh’s vehicles and website are the next best methods for marketing potential customers about the paratransit service.

Survey Question 10

How often do you currently ride GoRaleigh Access?		
Answer Choices	Response Percent	Response Count
Less than once per week	4%	3
1 to 2 times per week	27%	21
3 to 4 times per week	39%	30
5 or more times per week	30%	23
Answered		77
Skipped		0

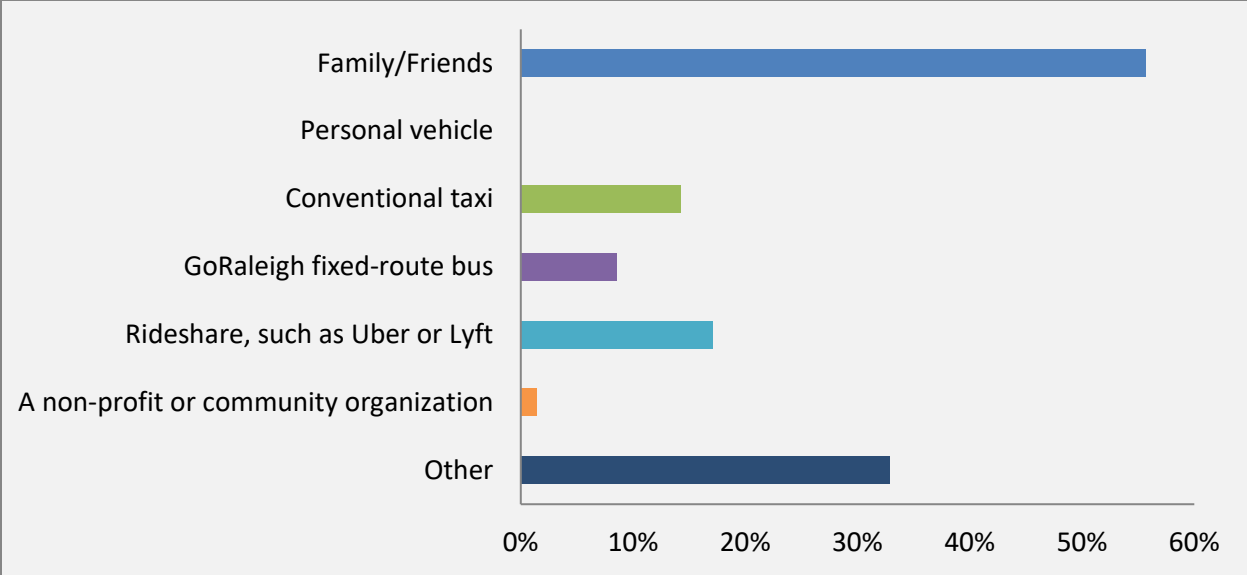


Question 10 asked survey respondents about their frequency of riding GoRaleigh Access. Almost three quarters of respondents (68 percent) use the services more than three times a week. The greatest proportion of respondents use services three to four times per week (35 percent) followed by the next largest proportion of respondents (33 percent) using the services five or more times each week. Fewer respondents use services one to two times each week (28 percent), followed by the smallest proportion of respondents (4 percent) using services less than once per week. The data indicates that the

paratransit services are essential to its ridership ability to be mobile, as 96 percent of respondents use these services at least once a week.

Survey Question 11

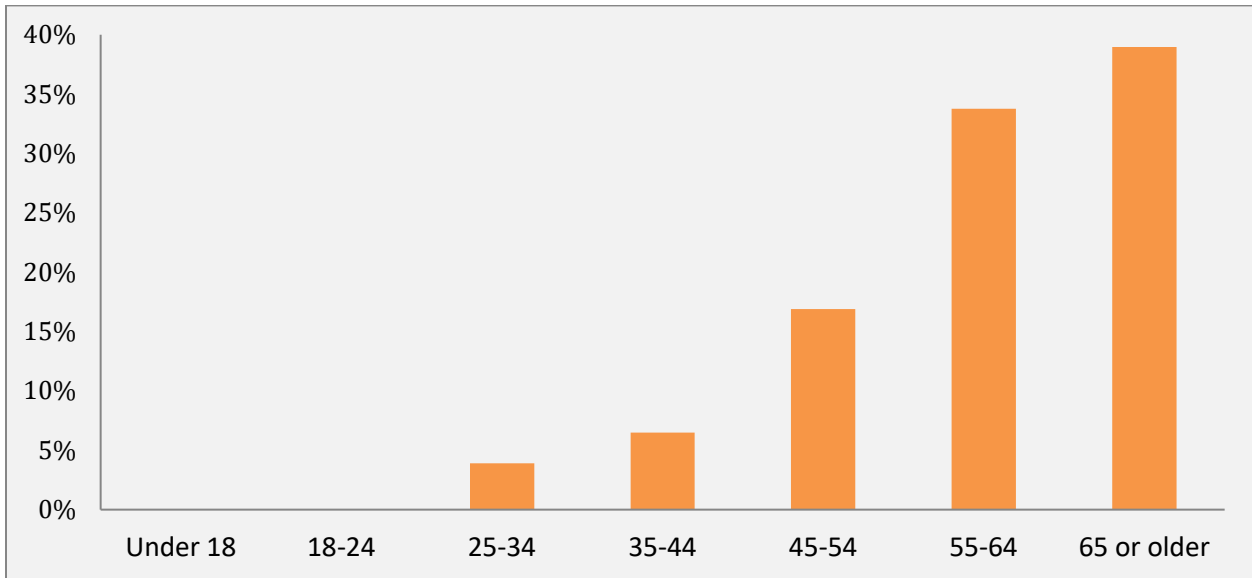
Other than GoRaleigh Access, what are your primary transportation options?		
Answer Choices	Response Percent	Response Count
Family / Friends	56%	39
Personal vehicle	0%	0
Conventional taxi	14%	10
GoRaleigh fixed-route bus	9%	6
Rideshare, such as Uber or Lyft	17%	12
A non-profit or community organization	1%	1
Other	33%	23
<p>It is getting very difficult to get into a vehicle with a power chair even with GoRaleigh Access (1)</p> <p>GoRaleigh Access (12)</p> <p>Independent living bus, but doesn't have lift (1)</p> <p>Group Home van (2)</p> <p>GoTriangle (2)</p> <p>T-links (1)</p> <p>GoWake (1)</p> <p>General GoRaleigh services (3)</p>		
Answered		70
Skipped		7



Question 11 asked survey respondents what their other primary transportation options are. Over half of respondents noted that family/friends are their primary option (56 percent). A third of respondents (31 percent) indicated that rideshare services such as Uber or Lyft, or a conventional taxi are their alternative options. Additionally, over a quarter of respondents indicated at least one of the GoRaleigh services as their primary form of transportation (approx. 21). It is also noted that seven respondents skipped this question, potentially because GoRaleigh Access is their primary transportation option and they may not have a secondary form of transportation. The minority options included a non-profit or community organization (1 percent), independent living or group home services, or relying on other transit authorities such as GoTriangle or GoWake (included in the “Other” category).

Survey Question 12

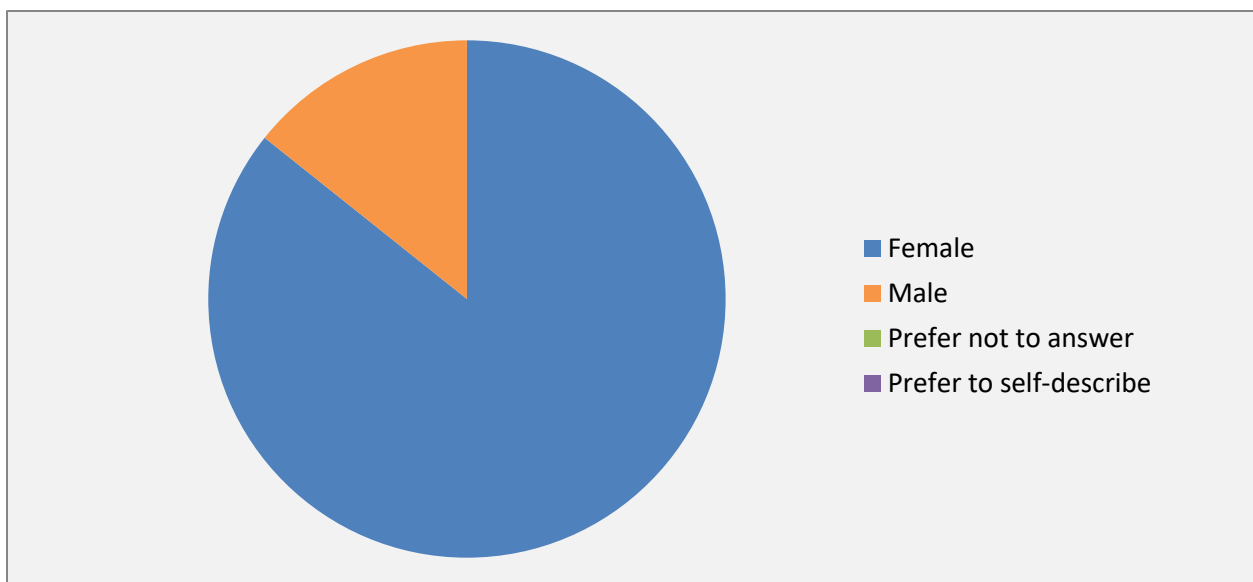
What is your age?		
Answer Choices	Response Percent	Response Count
Under 18	0%	0
18-24	0%	0
25-34	4%	3
35-44	6%	5
45-54	17%	13
55-64	34%	26
65 or older	39%	30
Answered		77
Skipped		0



Question 12 asked the age of survey respondents. As the data illustrates, almost three quarters of respondents (73 percent) are 55 years of age or older, with customers 65 or older comprising over one-third (39 percent) of all customers. The minority age groups surveyed ranged from 25 to age 44, being 10 percent cumulatively. For this survey, respondents are to a large extent seniors, but included a wide range of ages.

Survey Question 13

What is your gender?		
Answer Choices	Response Percent	Response Count
Female	86%	66
Male	14%	11
Prefer not to answer	0%	0
Prefer to self-describe	0%	0
Answered		77
Skipped		0

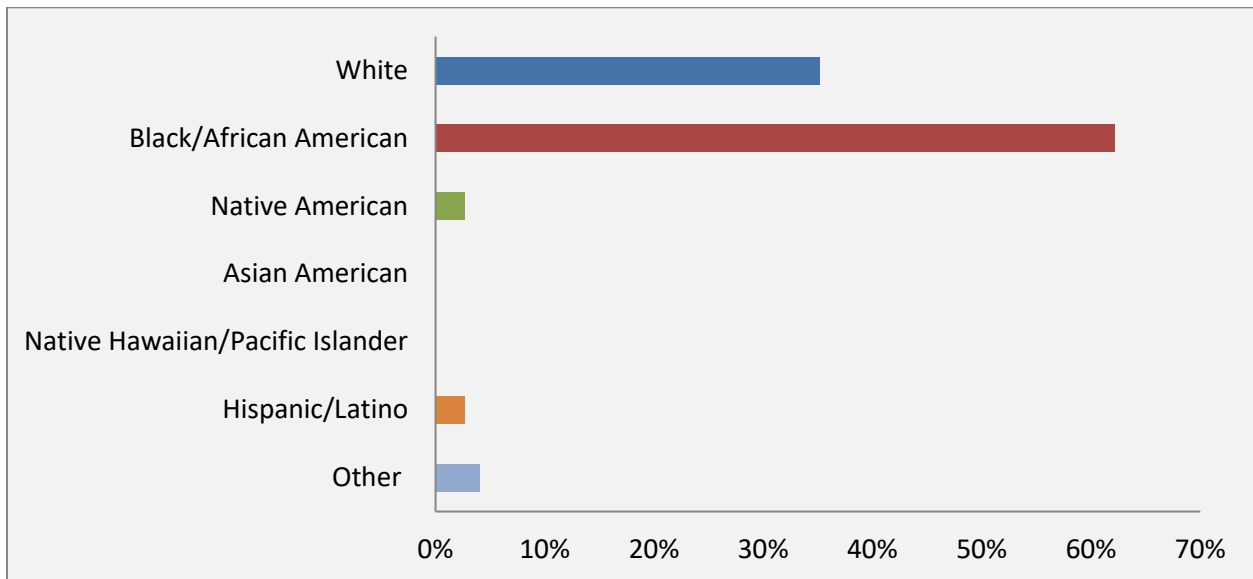


Question 13 asked respondents about their gender. The vast majority (86 percent) of survey respondents are female and the minority are male (14 percent). One interpretation of the data is that more females than males use GoRaleigh Access program services or need a ride due to few other options. An alternative interpretation is that females may be more predisposed to participate in the phone survey than males, and thus over represent the sample ridership. As noted in the 2016 report, a 2013 study on gender participation in health studies, found that males declined participation in health studies (33 percent) of the time, while women declined 23 percent (23 percent) of the time.² Though there is no certainty this phenomenon is occurring, it offers a possible explanation for the relatively high proportion of female survey responses.

² Markanday, Shikha et al. "Sex-differences in reasons for non-participation at recruitment: Geelong Osteoporosis Study," *Biomedical Central*. 2013. <http://www.biomedcentral.com/content/pdf/1756-0500-6-104.pdf>

Survey Question 14

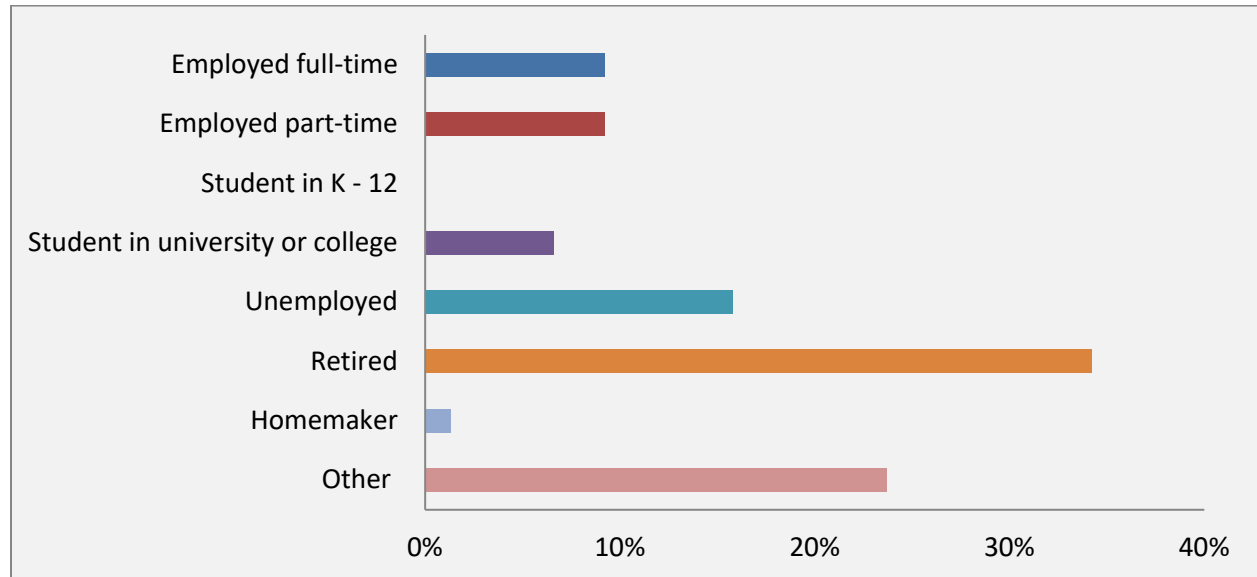
What is your race/ethnicity?		
Answer Choices	Response Percent	Response Count
White	35%	26
Black/African American	62%	46
Native American	3%	2
Asian American	0%	0
Native Hawaiian/Pacific Islander	0%	0
Hispanic/Latino	3%	2
Other	4%	3
Black (1)		
American (1)		
Non-Hispanic (1)		
Answered		74
Skipped		3



Question 14 asked participants about their race and ethnicity. Over half of all respondents (62 percent) identify as Black/African American. Over a quarter of respondents identify as White (35 percent), followed by “Other” (4 percent), Native American (3 percent), and Hispanic/Latino (3 percent). Survey responses indicate that GoRaleigh Access ridership is most heavily used by minority populations.

Survey Question 15

Please select the one response that BEST describes you:		
Answer Choices	Response Percent	Response Count
Employed full-time	9%	7
Employed part-time	9%	7
Student in K - 12	0%	0
Student in university or college	7%	5
Unemployed	16%	12
Retired	34%	26
Homemaker	1%	1
Other	24%	18
Unemployed and disabled (17) Special Needs – Wake Tech (1) Extended day student in a private school environment (1)		
Answered		76
Skipped		1

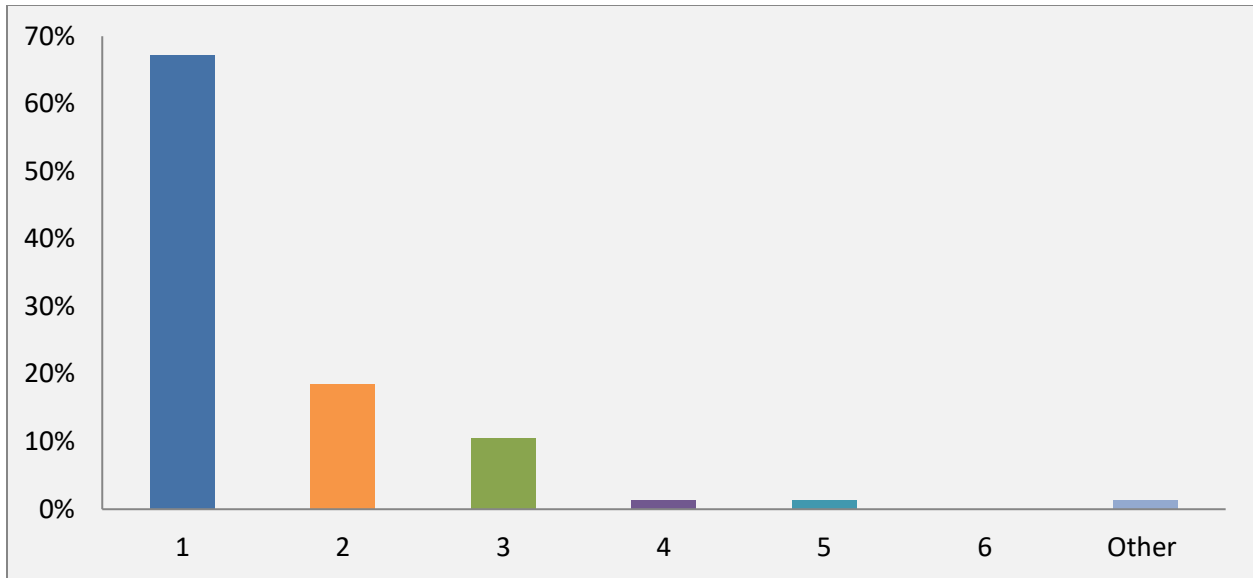


Question 15 asked participants about their professional status. One third of survey respondents are retired (34 percent). Respondents who are disabled and unemployed comprise nearly one-quarter (17)

of sampled respondents in “Other”. For respondents who are unemployed but did not indicate they are disabled are the next largest segment of respondents (16 percent). Employed full-time individuals make up approximately one-tenth (9 percent) of survey respondents in addition to those employed part-time (9 percent). Students in university and college comprise 7 percent of responses, however there were also some students noted in “Other” who represented respondents with special needs at Wake Tech and students in the extended day program in the private school setting. Additionally, less than a quarter of respondents identify as disabled. There were no students represented in the K-12 category. This data suggests that based on the sample size of this survey, respondents who use GoRaleigh Access services are professionals of a wide range as well as students.

Survey Question 16

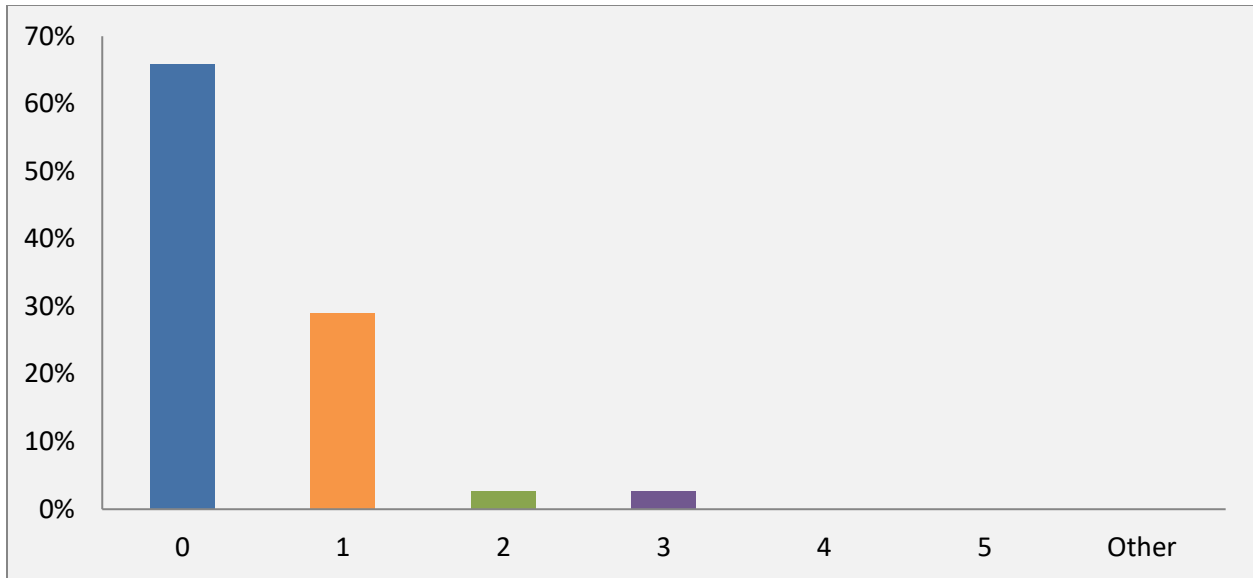
Including you, how many people live in your household?		
Answer Choices	Response Percent	Response Count
1	67%	51
2	18%	14
3	11%	8
4	1%	1
5	1%	1
6	0%	0
Other Group home – 6 (1)	1%	1
Answered		76
Skipped		1



Question 16 asked participants about the number of individuals in their households. People living alone comprise almost three quarters of survey respondents (67 percent) followed by people living in two-person households (18 percent). A smaller proportion of respondents lives in three-person households (11 percent), four-person households (1 percent), and five-person households (1 percent). A respondent did indicate that he or she lived in a group home of six individuals (1 percent). The survey data shows that most respondents do not live with another household member who could provide transportation for the respondent.

Survey Question 17

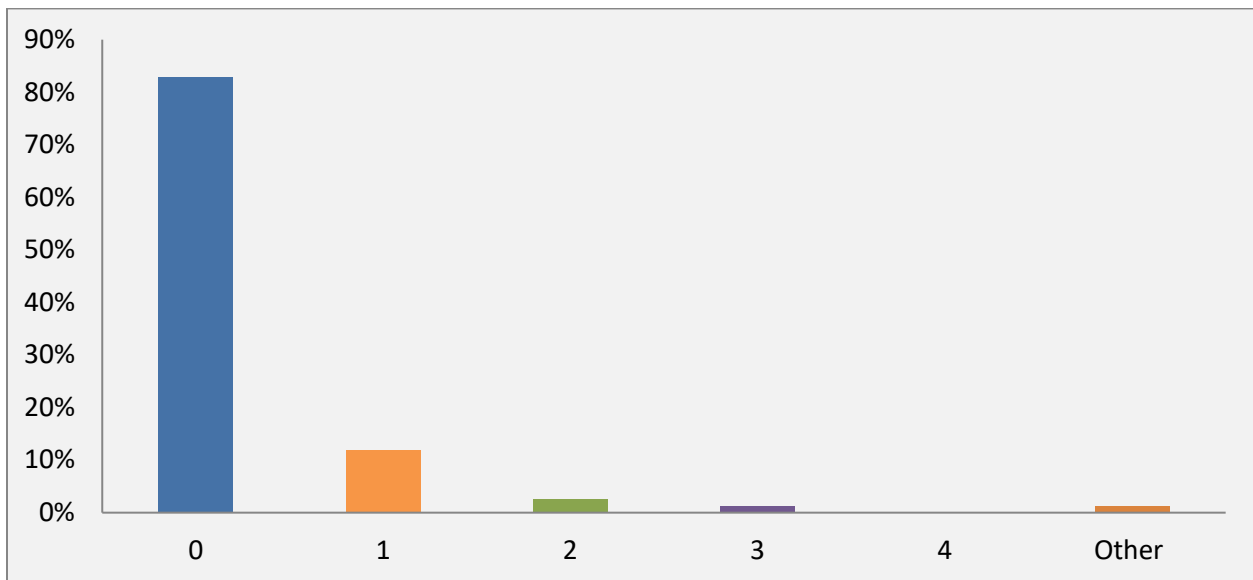
Including you, how many people (15 or older) in your household are employed full or part-time?		
Answer Choices	Response Percent	Response Count
0	66%	50
1	29%	22
2	3%	2
3	3%	2
4	0%	0
5	0%	0
Other	0%	0
Answered		76
Skipped		1



Question 17 asked participants about household employment status. Approximately two-thirds of survey respondents live in a household where no one is employed (66 percent). Approximately one-quarter (29 percent) of respondents live in a household where one individual is employed full- or part-time. Eight percent (6 percent) of respondents live in a household where two to four individuals are employed full- or part-time. The data indicates that the majority of GoRaleigh Access customers live in households where no one is employed full- or part-time.

Survey Question 18

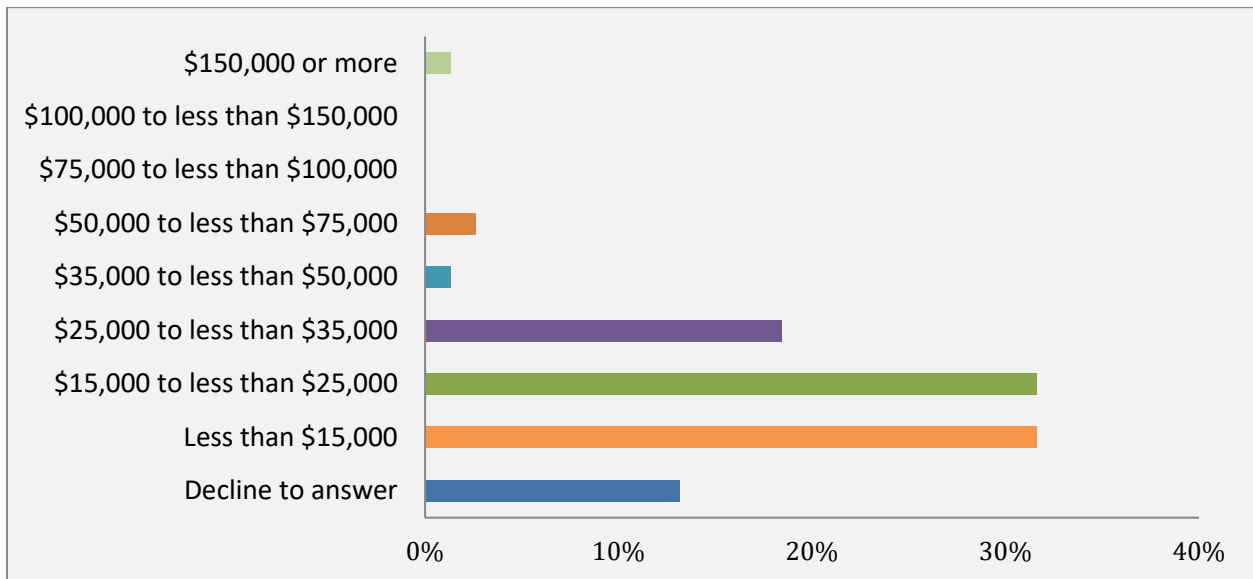
How many working vehicles (cars, trucks, or motorcycles) are available to your household?		
Answer Choices	Response Percent	Response Count
0	83%	63
1	12%	9
2	3%	2
3	1%	1
4	0%	0
Other One (1) vehicle is available to the household, but customer is blind and cannot use it herself (1)	1%	1
Answered		76
Skipped		1



Question 18 asked participants about the number of working vehicles available to their household. Over three-quarters (83 percent) of survey respondents live in a household that does not have access to a working vehicle. Approximately one fifth (16 percent) of respondents live in a household with one or more working vehicles. The data indicates that GoRaleigh Access services are essential to transporting the majority of its ridership, because personal vehicles are not an option for these individuals.

Survey Question 19

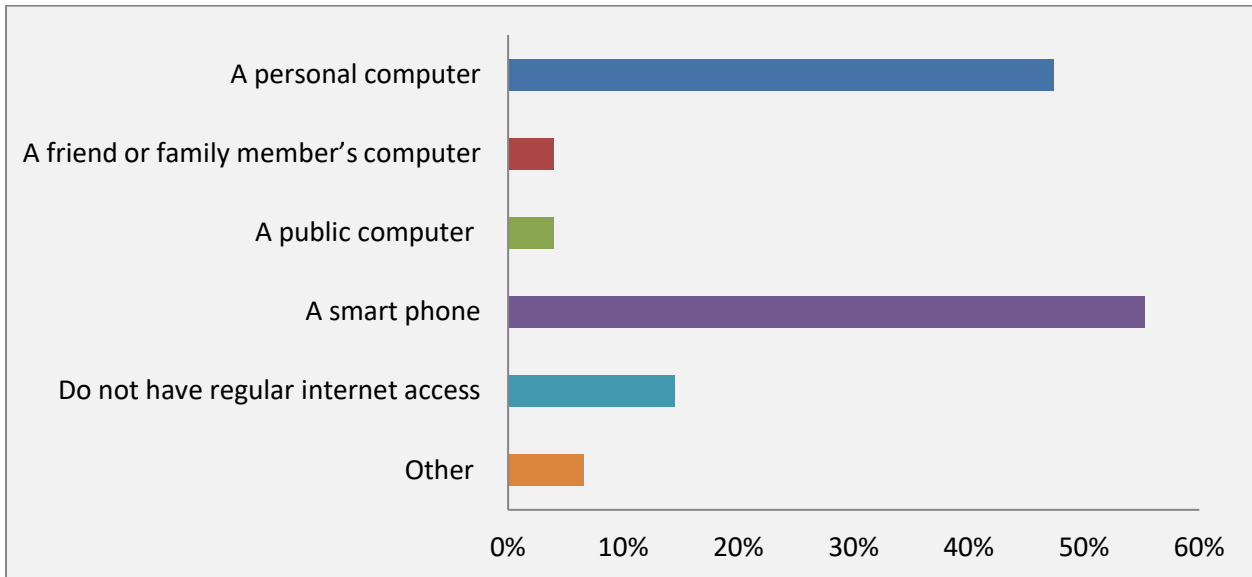
Which of the following ranges describes your total annual household income in 2018 before taxes?		
Answer Choices	Response Percent	Response Count
\$150,000 or more	1%	1
\$100,000 to less than \$150,000	0%	0
\$75,000 to less than \$100,000	0%	0
\$50,000 to less than \$75,000	3%	2
\$35,000 to less than \$50,000	1%	1
\$25,000 to less than \$35,000	18%	14
\$15,000 to less than \$25,000	32%	24
Less than \$15,000	32%	24
Decline to answer	13%	10
Answered		76
Skipped		1



Question 19 asked participants about their annual household incomes prior to taxes in 2018. The vast majority (1 to 83 percent) of survey respondents live in households with annual incomes of less than \$50,000, while a minority of respondents (1 to 3 percent) live in households with incomes of \$50,000 or more. Approximately 13 percent of respondents chose not to answer this question or did not know the answer.

Survey Question 20

How do you most often access the internet?		
Answer Choices	Response Percent	Response Count
A personal computer	47%	36
A friend or family member's computer	4%	3
A public computer (such as one at a library)	4%	3
A smart phone	55%	42
Do not have regular internet access	14%	11
Other	7%	5
Blind (1)		
iPad (1)		
Tablet (2)		
Do not use (1)		
Answered		76
Skipped		1

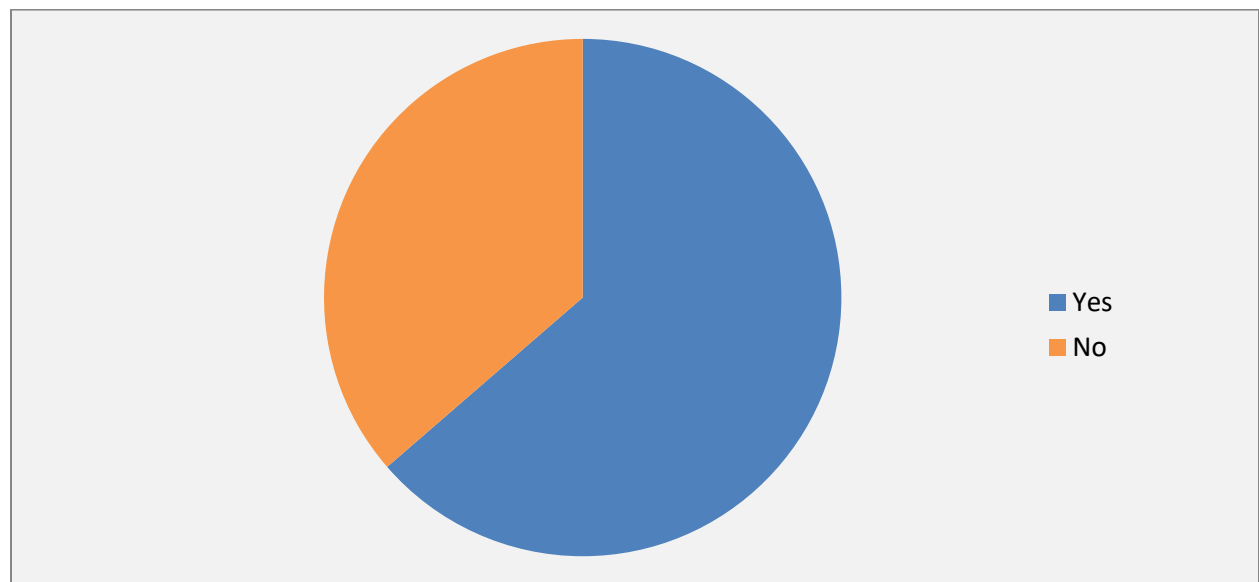


Question 20 asked survey respondents how often they access the internet. Respondents were asked to check all answers that apply. The two most selected responses were by a smart phone (55 percent) and a personal computer (47 percent). The second most selected response was that respondents do not have regular internet access (14 percent). Respondents also noted using a friend or family member's

computer (4 percent) and a public computer (4 percent). A few respondents indicated using an iPad, smart tablet or not using the internet. The data suggests that the majority of GoRaleigh Access customers use a personal computer or smartphone to access the internet.

Survey Question 21

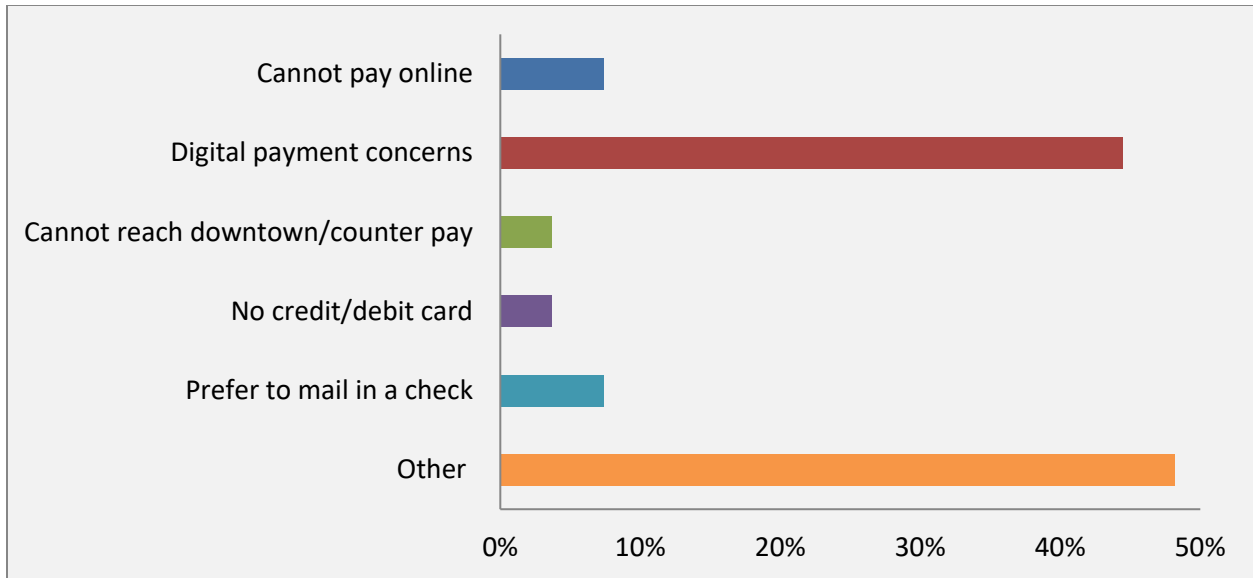
If you had the option to pre-load your GoRaleigh Access account balance using a credit or debit card online or in-person, would you use this option?		
Answer Choices	Response Percent	Response Count
Yes	64%	49
No	36%	28
Answered		77
Skipped		0



Question 21 asked participants if they would like an option to pre-load their GoRaleigh Access account balance using a credit or debit card online or in-person. Over half of respondents (64 percent) are in favor of having this option available, while over a quarter were not in favor of this option (28 percent). The data indicates that there is a positive likelihood of GoRaleigh Access users who would like to pre-load their GoRaleigh Access account balance.

Survey Question 22

If not, why?		
Answer Choices	Response Percent	Response Count
Cannot pay online	7%	2
Digital payment concerns	44%	12
Cannot reach downtown / counter pay	4%	1
No credit/debit card	4%	1
Prefer to mail in a check	7%	2
Other	48%	13
<ul style="list-style-type: none"> Blind; can't see it (1) Prefers the tickets; no question if it gets lost in mail; safety issues (2) Prefers the counter pay/main office downtown (5) Unsure (1) Not good with computers/technology (2) Prefer to talk with someone (1) Mail in with debit card; sometimes does not have money to use to prepay; use coupon - keep enough for at least three trips (1) 		
Answered		27
Skipped		50

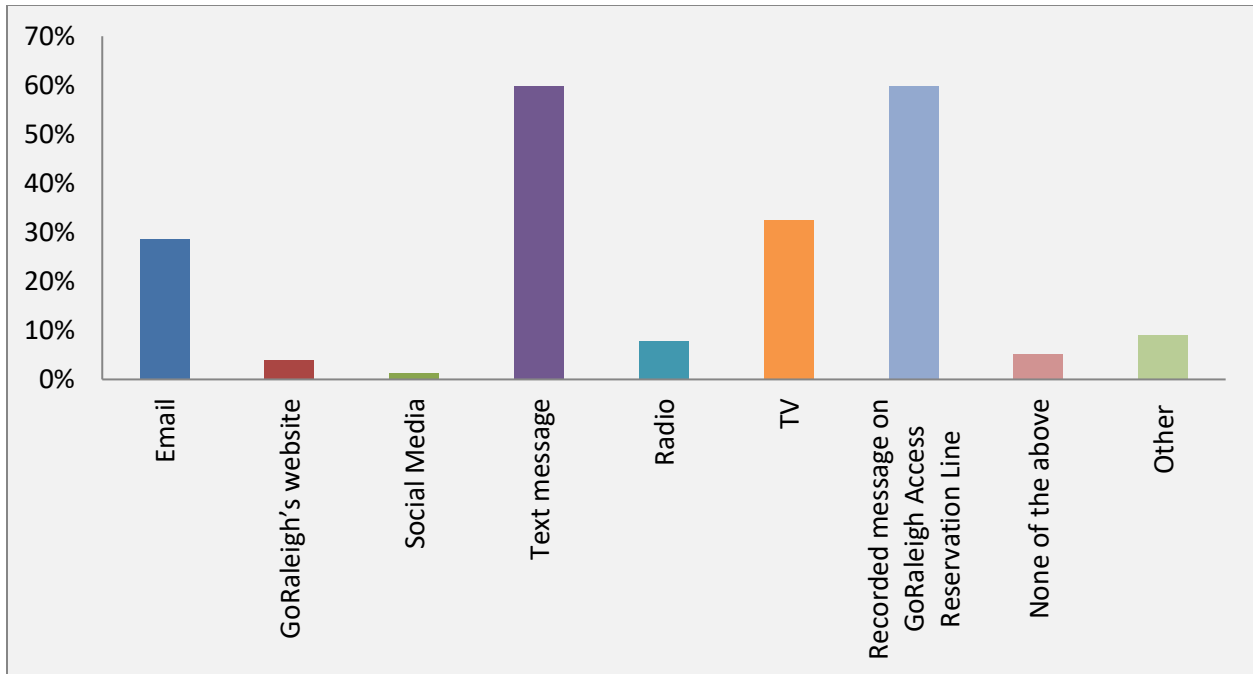


Question 22 is a follow-up to the prior question as to why customers would not use an option to pre-load their GoRaleigh Access account balance. Almost half of respondents noted that they had digital payment concerns (44 percent). The other majority half were in the “Other” category due to various reasons such as blindness, prefers the tickets due to concerns of it getting lost in the mail, preference for the counter pay/downtown office, not comfortable with technology, prefers to speak with someone in person, and preference for mailing it in and being able to use coupons (48 percent). A minority of respondents indicated they cannot pay online (7 percent) and prefer to mail in the check (7 percent). The smallest minority of respondents indicated they cannot reach the downtown/counter pay (4 percent) and do not have a debit or credit card (4 percent). Considering the results from Question 21, the data suggests that given the wide array of customer needs and range of abilities and concerns, having a range of options for customers to choose from is what best serves the needs of the GoRaleigh Access customers.

Survey Question 23

What is the best way for you to get information about GoRaleigh Access services in the event of an emergency, such as a hurricane, tornado, or power outage?

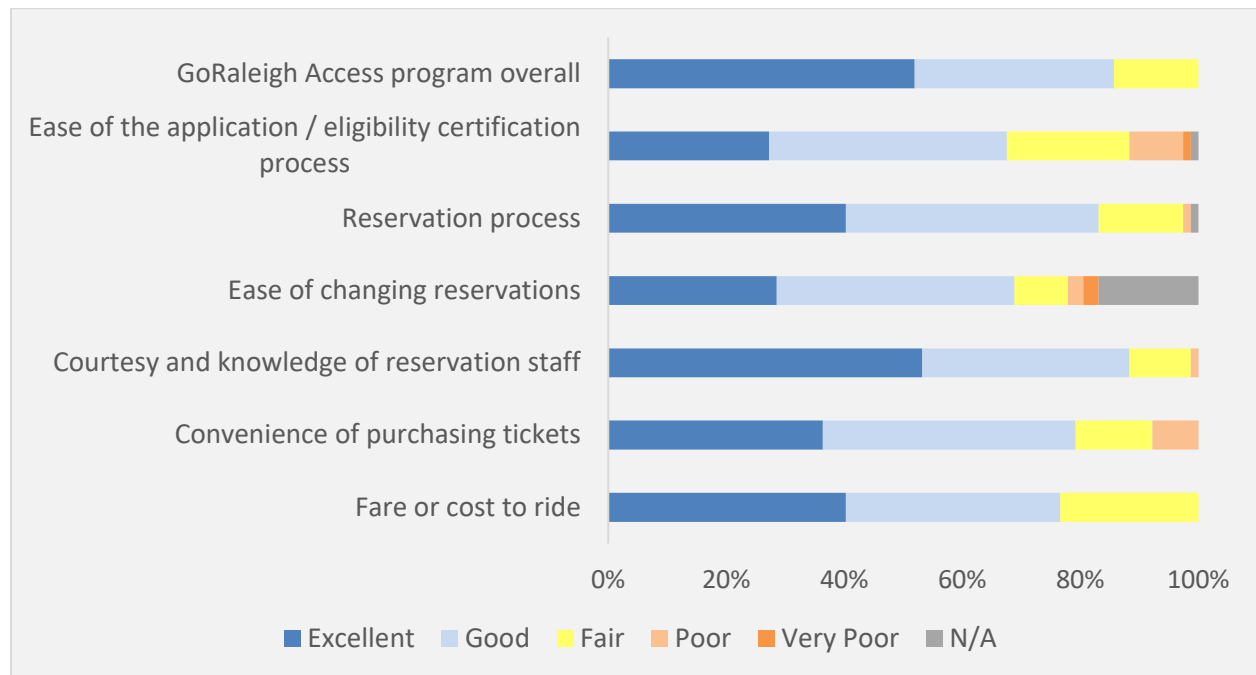
Answer Choices	Response Percent	Response Count
Email	29%	22
GoRaleigh's website	4%	3
Social Media	1%	1
Text message	60%	46
Radio	8%	6
TV	32%	25
Recorded message on GoRaleigh Access Reservation Line	60%	46
None of the above	5%	4
Other	9%	7
<ul style="list-style-type: none"> Phone call, Alert System (3) Dialysis would inform her of an emergency (1) Online / internet (readync.org) (2) Prerecorded voicemail (1) 		
Answered		77
Skipped		0



Question 23 asked participants what the best way is for GoRaleigh Access to get information about GoRaleigh Access services in the event of an emergency. Respondents were encouraged to select up to three options. Respondents predominantly choose text message (60 percent) and recorded message on GoRaleigh Access Reservation Line (60 percent) as the best way to inform them. Respondents also choose email (29 percent) and TV (32 percent) as the second primary options. Minimal responses were for “Other” [included: phone call/alert system, online/internet, and a prerecorded voicemail (9 percent)]. Radio, GoRaleigh’s website, and social media were not considered ideal ways by many respondents (13 percent, collectively). The data suggests that the best way to inform customers is to set up a text message and prerecorded message system on the Reservation line as well as provide the option to receive email alerts if requested.

Survey Question 24

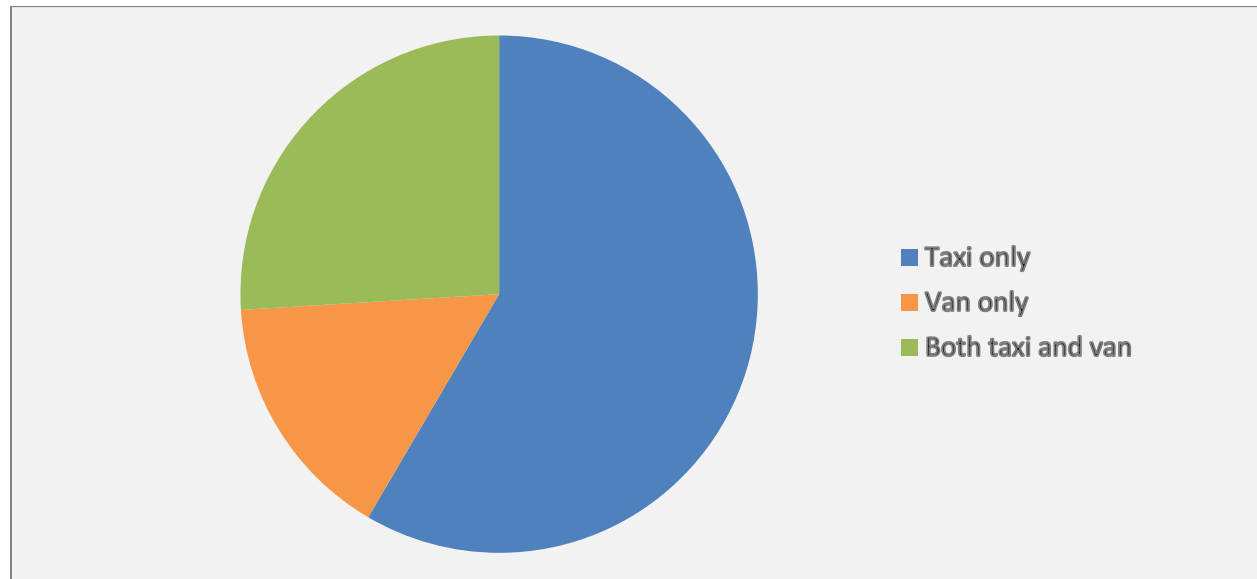
Please rate your overall experience with the following from very poor to excellent.						
Answer Choices	Excellent	Good	Fair	Poor	Very Poor	N/A
GoRaleigh Access program overall	40 (52%)	26 (34%)	11 (14%)	0 (0%)	0 (0%)	0 (0%)
Ease of the application/eligibility certification process	21 (27%)	31 (40%)	16 (21%)	7 (9%)	1 (1%)	1 (1%)
Reservation process	31 (40%)	33 (43%)	11 (14%)	1 (1%)	0 (0%)	1 (1%)
Ease of changing reservations	22 (29%)	31 (40%)	7 (9%)	2 (3%)	2 (3%)	13 (17%)
Courtesy and knowledge of reservation staff	41 (53%)	27 (35%)	8 (10%)	1 (1%)	0 (0%)	0 (0%)
Convenience of purchasing tickets	28 (36%)	33 (43%)	10 (13%)	6 (8%)	0 (0%)	0 (0%)
Fare or cost to ride	31 (40%)	28 (36%)	18 (23%)	0 (0%)	0 (0%)	0 (0%)
Answered						77
Skipped						0



The survey data indicates that the GoRaleigh Access program has a high approval among respondents as 86 percent of respondents indicated an Excellent-to-Good rating for GoRaleigh Access program overall.

Survey Question 25

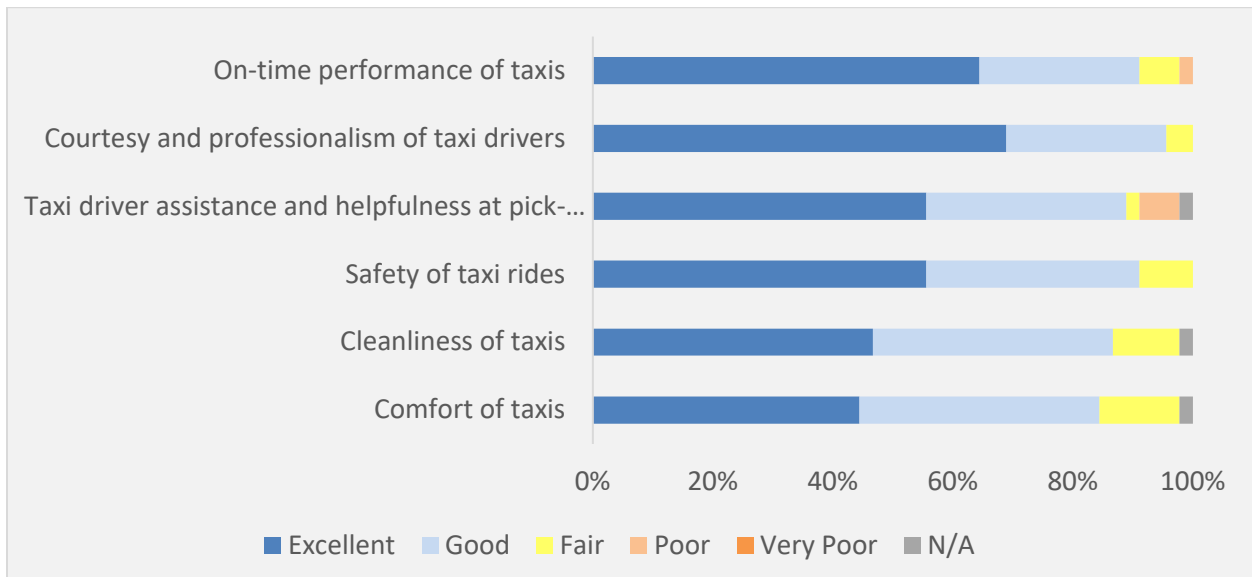
How are your GoRaleigh Access trips typically provided?		
Answer Choices	Response Percent	Response Count
Taxi only	58%	45
Van only	16%	12
Both taxi and van	26%	20
Answered		77
Skipped		0



Question 25 asked what method respondents typically use when they take GoRaleigh Access services. Over half of respondents indicated they take the taxi only (58 percent). Almost one-fifth of respondents take the van only (16 percent). And just over a quarter take both the taxi and the van (26 percent). The survey data shows that taxi is the most preferred method of transport while the van is the least popular method.

Survey Question 26

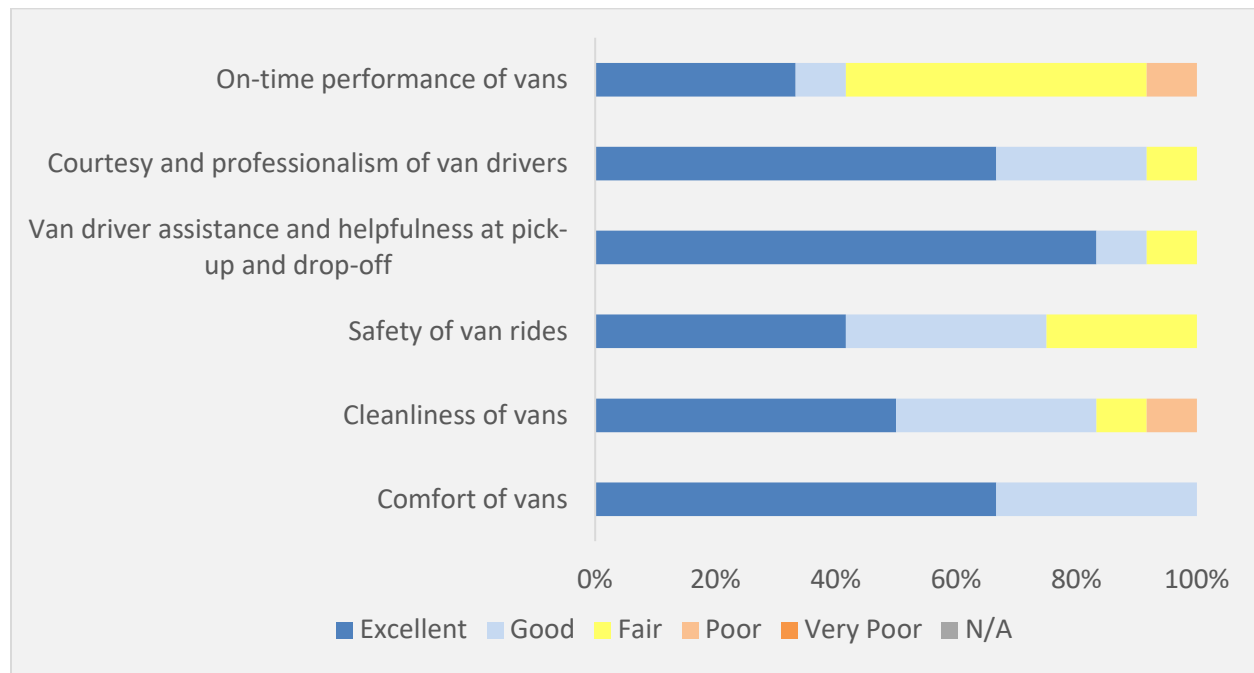
Taxi trips: Please rate your experience with the following from very poor to excellent.						
Answer Choices	Excellent	Good	Fair	Poor	Very Poor	N/A
On-time performance of taxis	29 (64%)	12 (27%)	3 (7%)	1 (2%)	0 (0%)	0 (0%)
Courtesy and professionalism of taxi drivers	31 (69%)	12 (27%)	2 (4%)	0 (0%)	0 (0%)	0 (0%)
Taxi driver assistance and helpfulness at pick-up and drop-off	25 (56%)	15 (33%)	1 (2%)	3 (7%)	0 (0%)	1 (2%)
Safety of taxi rides	25 (56%)	16 (36%)	5 (9%)	0 (0%)	0 (0%)	0 (0%)
Cleanliness of taxis	21 (47%)	18 (40%)	4 (11%)	0 (0%)	0 (0%)	1 (2%)
Comfort of taxis	20 (44%)	18 (40%)	6 (13%)	0 (0%)	0 (0%)	1 (2%)
Answered						45
Skipped						32



The survey data indicates that the GoRaleigh Access program has a high approval among respondents for taxis with high Excellent-to-Good ratings by respondents for: on-time performance of taxis (91 percent), courtesy and professionalism of taxi drivers (96 percent), taxi driver assistance and helpfulness at pick-up and drop-off (89 percent), safety of taxi rides (92 percent), cleanliness of taxis (87 percent), and comfort of taxis (84 percent).

Survey Question 27

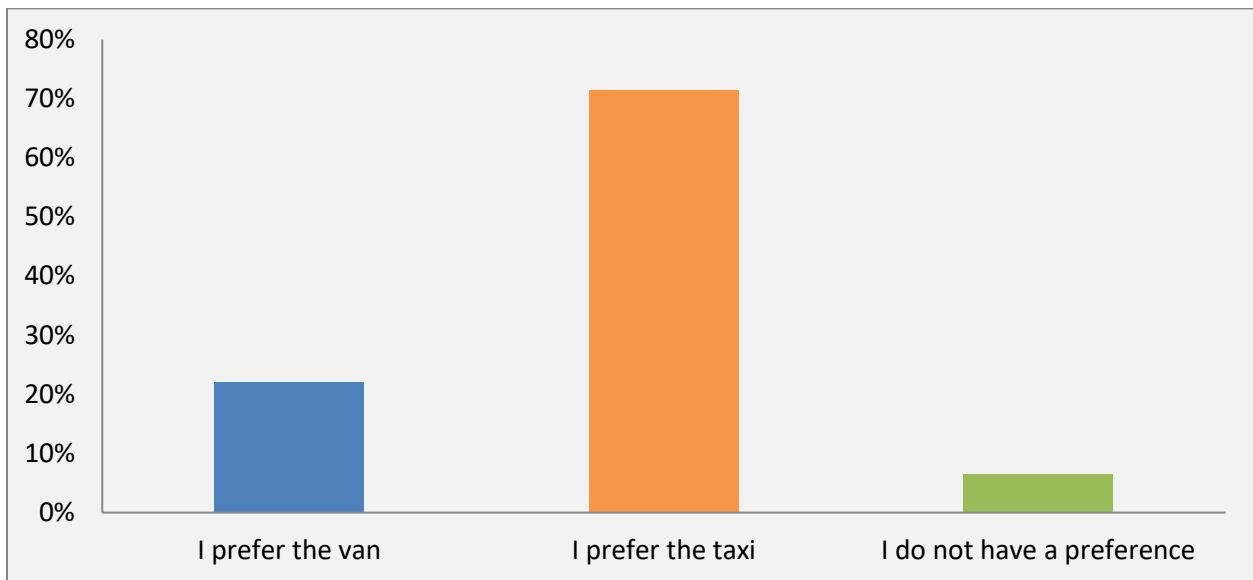
Van trips: Please rate your experience with the following from very poor to excellent.						
Answer Choices	Excellent	Good	Fair	Poor	Very Poor	N/A
On-time performance of vans	4 (33%)	1 (8%)	6 (50%)	1 (8%)	0 (0%)	0 (0%)
Courtesy and professionalism of van drivers	8 (67%)	3 (25%)	1 (8%)	0 (0%)	0 (0%)	0 (0%)
Van driver assistance and helpfulness at pick-up and drop-off	10 (83%)	1 (8%)	1 (8%)	0 (0%)	0 (0%)	0 (0%)
Safety of van rides	5 (42%)	4 (33%)	3 (21%)	0 (0%)	0 (0%)	0 (0%)
Cleanliness of vans	6 (50%)	4 (33%)	1 (8%)	1 (8%)	0 (0%)	0 (0%)
Comfort of vans	8 (67%)	4 (33%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Answered						12
Skipped						65



The survey data indicates that the GoRaleigh Access program has a high approval among respondents for vans with high Excellent-to-Good ratings by respondents for: courtesy and professionalism of van drivers (92 percent), van driver assistance and helpfulness at pick-up and drop-off (91 percent), safety of van rides (75 percent), cleanliness of vans (83 percent), and comfort of vans (100 percent). Respondents highest rating for on-time performance of vans was fair (50 percent).

Survey Question 28a

Do you have a preference between riding in the van and riding in a taxi?		
Answer Choices	Response Percent	Response Count
I prefer the van	22%	17
I prefer the taxi	71%	55
I do not have a preference	6%	5
Answered		77
Skipped		0



All respondents were asked an open-ended question as to why they had preference for the taxi or the van. Almost a quarter of respondents prefer the van (22 percent) while nearly three quarters prefer the taxi (71 percent). A small minority of respondents do not have a preference (6 percent). For information about why respondents prefer taxis or vans, see Question 28b and 28c.

Survey Question 28b

GoRaleigh Access Customers Who Prefer the Taxi

Most respondents indicated a preference for riding in a taxi out of a total of seventy-one who answered this question. Six respondents who indicated a preference for either the taxi or the van did not provide feedback. Responses to the open-ended follow-up question were categorized according to similar ideas for customers' preference for taxis. The top five reasons why taxis are preferred (compared to vans) is because they provide:

- 1) A more direct form of transportation/better on-time performance and reliability
- 2) A greater ease of entry and exit with regards to their physical abilities

- 3) A greater sense of comfort
- 4) Greater ease and convenience overall
- 5) A more personal, helpful experience from the taxi drivers

Other reasons customers noted why they prefer the taxi to the van were because they feel that van trips are indirect, time-consuming, and less efficient and due to a greater sense of safety with taxis than vans.

Survey Question 29c

GoRaleigh Access Customers Who Prefer the Van

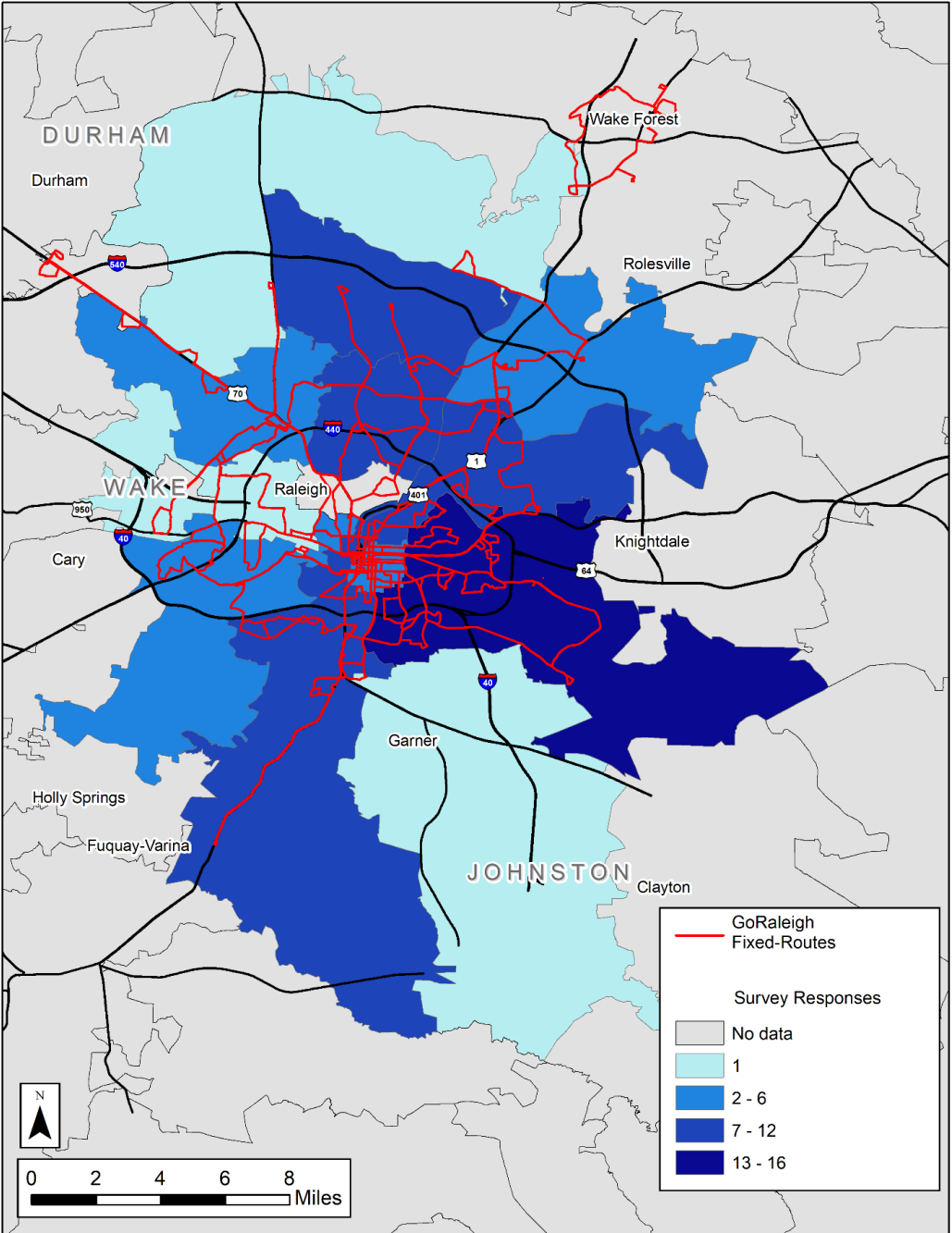
Fewer respondents indicated a preference for riding in a van out of the seventy-one who answered this question. Responses to the open-ended follow-up question were categorized according to similar ideas for customers' preference for vans. The primary reasons why vans are preferred (compared to taxis) is because:

- 1) Vans are equipped with a lift needed for customers to get into the vehicle because of a wheelchair
- 2) Vans are more convenient for customers with limited physical abilities

Some customers also noted having a greater sense of comfort and feeling of safety.

Survey Question 30

What is your zip code?	
Zip Code	Frequency
27610	16
27615	12
27604	12
27603	8
27609	8
27606	5
27616	4
27612	3
27601	3
27605	2
27614	1
27613	1
27607	1
27529	1
Answered	77
Skipped	0



Question 30 asked participants if they would provide their zip code. All respondents provided their zip code. Most of the sampled respondents live in zip code area 27601, 27615, 27604, 27609.

Survey Question 31

Question 31 was open-ended so that respondents could elaborate on any other comments they have for the GoRaleigh Access Program. Sixty-five respondents commented on this question, however many of the responses led to the emergence of similar response categories, provided below. When summarized into thematic categories, the most frequent comments were as follows:

- **Satisfied and/or would not change anything (28 responses)**
 - This denotes when customers provided a comment indicating they are currently satisfied with GoRaleigh Access Program services or desire that its services continue in the future.
- **Provide consistency with professional and reliable service vendors and drivers (20 responses)**
 - This denotes when customers provided a comment indicating they would like greater consistency with drivers they know and trust, service vendors who they have had consistent, good experience with, as well as being clearly informed if the driver is running late or the alternative vendor option (taxi v. van) has been changed from their original reservation.
- **Improve reservation operations and service partner collaboration (15 responses)**
 - This denotes when customers provided a comment indicating they would like to see improved collaboration and communication between operations and vendors as well as improvements in overall operational and reservation follow-through. This includes customers who would like a more cordial or better overall interactions with the call center and professionalism of customer service representatives.
- **Improve on time performance (7 responses)**
 - This denotes when customers provided a comment regarding issues they've experienced with drivers being on time, vans that arrive instead of taxis that are running on a late schedule, and not being able to know the estimated pick-up time if it has been delayed.

2019 GoRaleigh Access Survey

Please take a few moments to help plan for your transit needs by completing this survey. Responses are anonymous.

The following questions will help GoRaleigh Access understand how riders are using the service.

1. Do you ride GoRaleigh Access or are you a family member/caregiver of someone who uses the service?

- I ride GoRaleigh Access I am completing this on behalf of a rider Other: _____

If you are a family member/caregiver of a rider, please answer the following questions on behalf of the person who uses GoRaleigh Access service

2. Where do you go most often on GoRaleigh Access? (select one)

- | | |
|--|---|
| <input type="radio"/> Place of employment | <input type="radio"/> Shopping |
| <input type="radio"/> Other work related | <input type="radio"/> Restaurant or dining |
| <input type="radio"/> College or university as a student | <input type="radio"/> Recreation, sightseeing or sporting event |
| <input type="radio"/> K-12 as a student | <input type="radio"/> Airport |
| <input type="radio"/> Medical appointments (non-work) | <input type="radio"/> Other (please specify): _____ |
| <input type="radio"/> Hotel or convention center | |

3. Where do you get picked up by GoRaleigh Access?

- In front of my place of residence (house, apartment, housing/senior living complex)
 I travel to meet the GoRaleigh Access vehicle (I live outside the service area)
 Other (please describe): _____

4. Are you able to safely and easily reach the paratransit vehicle from your place of residence?

- Yes No

4a. If not, what barriers make it difficult to reach the vehicle? (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Distance to pick-up location | <input type="checkbox"/> Weather (heat, cold, rain, etc.) |
| <input type="checkbox"/> Time of day/visibility (dark, semi-dark conditions) | <input type="checkbox"/> Safety/security concerns |
| <input type="checkbox"/> Lack of ADA accommodations (curb cuts, tactile curbs, audible signals, etc.) | |
| <input type="checkbox"/> Physical conditions (sidewalk condition, lack of sidewalk, uneven ground) | |
| <input type="checkbox"/> Other (please specify): _____ | |

5. Do you use a mobility device (like a wheelchair or walker), service animal, or personal attendant?

- Yes No

5a. If yes, what type? (check all that apply)

- | | | |
|--|---|---|
| <input type="checkbox"/> Manual Wheelchair | <input type="checkbox"/> Motorized Wheelchair | <input type="checkbox"/> Scooter |
| <input type="checkbox"/> Walker | <input type="checkbox"/> Crutches | <input type="checkbox"/> Cane |
| <input type="checkbox"/> White Cane | <input type="checkbox"/> Personal Assistant | <input type="checkbox"/> Service Animal |
| <input type="checkbox"/> Portable oxygen | <input type="checkbox"/> Other: _____ | |

6. How long have you been riding GoRaleigh Access (Formerly Accessible Raleigh Transportation)?

- More than 4 years 3 to 4 years 1 to 2 years Less than 1 year First time

6a. If you have been riding less than one year, how did you first learn about GoRaleigh Access?

- | | | |
|---|-------------------------------------|---|
| <input type="radio"/> Social Media | <input type="radio"/> Advertisement | <input type="radio"/> Saw a vehicle |
| <input type="radio"/> GoRaleigh's website | <input type="radio"/> Other website | |
| <input type="radio"/> Word of mouth | <input type="radio"/> Do not recall | <input type="radio"/> Other (please specify): _____ |

7. How often do you currently ride GoRaleigh Access?

- | | | |
|--|--|---|
| <input type="radio"/> Less than once per month | <input type="radio"/> Less than once per week | <input type="radio"/> 1 to 2 times per week |
| <input type="radio"/> 3 to 4 times per week | <input type="radio"/> 5 or more times per week | |

8. Other than GoRaleigh Access, what are your primary transportation options? (check all that apply)

- Family / Friends
- Personal vehicle
- Rideshare, such as Uber or Lyft
- GoRaleigh fixed-route bus
- Conventional taxi
- A non-profit or community organization
- Other (please specify): _____

The following questions will help GoRaleigh Access understand the characteristics of riders.

9. What is your AGE? _____

10. What is your gender?

- Female
- Male
- Prefer to self-describe: _____
- Prefer not to answer

11. What is your race/ethnicity? (check all that apply)

- White
- Black / African American
- Asian American
- Native American
- Native Hawaiian/Pacific Islander
- Hispanic/Latino
- Other: _____

12. Please select the one response that BEST describes you:

- Employed full-time
- Student (K-12)
- Retired
- Employed part-time
- Student (College)
- Other _____
- Unemployed
- Homemaker

13. Including YOU, how many people live in your household? ____ people

14. Including YOU, how many people (15 or older) in your household are employed full or part-time?
____ people

15. How many working vehicles (cars, trucks, or motorcycles) are available to your household?
_____ vehicles

16. Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2018 before taxes?

- Less than \$15,000
- \$15,000 - \$24,999
- \$25,000 - \$34,999
- \$35,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$149,999
- \$150,000 or more
- Prefer not to answer

17. How do you typically access the internet: (Check all that apply)

- A personal computer
- A friend or family member's computer
- A public computer (such as one at a library)
- A smart phone
- Do not have regular internet access
- Other: _____

18. If you had the option to pre-load your GoRaleigh Access account balance using a credit or debit card, would you use this option? (online or in-person)

- Yes, I would like this option
- No, I would prefer to use my current payment method
If you selected No, please describe: _____

19. What is the best way for you to get information about GoRaleigh Access services in the event of an emergency, such as a hurricane, tornado, or power outage? (Select up to 3)

- Email
- GoRaleigh's website
- Social Media
- Text message
- Radio
- TV
- Recorded message on GoRaleigh Access Reservation Line
- Other: _____

The following questions will help GoRaleigh Access understand how the program is performing.

20. Please RATE YOUR OVERALL EXPERIENCE with the following from very poor to excellent.

	<u>Very Poor</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Excellent</u>	<u>N/A</u>
GoRaleigh Access program overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of the application / eligibility certification process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reservation process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of changing reservations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy and knowledge of reservation staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenience of purchasing tickets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fare or cost to ride	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Are your trips provided by:

- taxi only (skip question 22)
- van only (skip question 21)
- both taxi and van (answer all below)

22. Please RATE YOUR EXPERIENCE with the following from very poor to excellent. (for taxi trips)

	<u>Very Poor</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Excellent</u>	<u>N/A</u>
On-time performance of taxis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy and professionalism of taxi drivers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxi driver assistance and helpfulness at pick-up and drop-off	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety of taxi rides	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of taxis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort of taxis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. Please RATE YOUR EXPERIENCE with the following from very poor to excellent. (for van trips)

	<u>Very Poor</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Excellent</u>	<u>N/A</u>
On-time performance of vans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy and professionalism of van drivers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Van driver assistance and helpfulness at pick-up and drop-off	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety of van rides	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of vans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort of vans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. Do you have a preference between riding in the van and riding in the taxi?

- I prefer the van because: _____
- I prefer the taxi because: _____
- I do not have a preference

25. What is your zip code? _____

26. Do you have any other comments?

Thank you for your time and input. Please return this survey to staff.

Appendix D – 2015 Accessible Raleigh Transportation Survey Results

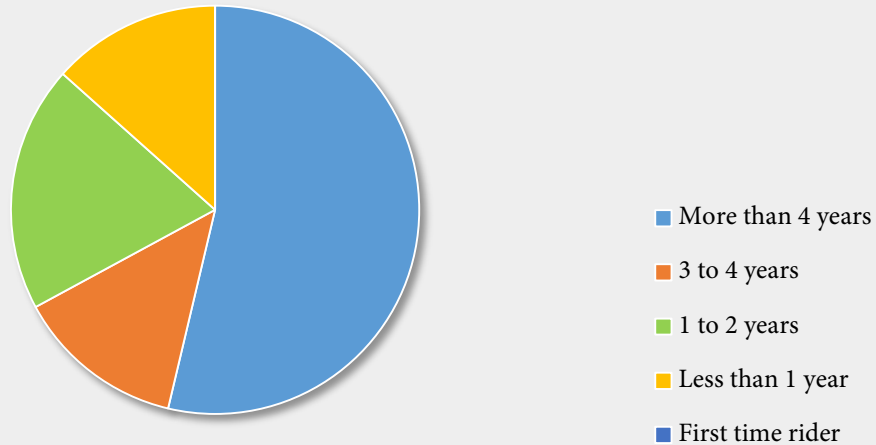
Survey Results

In order to gauge customer satisfaction, perceptions of ART services, and customer needs, a sample of current ART customers were surveyed. The following tables and charts display the responses of the 82 completed telephone surveys. Analysis of survey responses is provided for each survey question.

Survey Question 1

How long have you been riding ART?		
Answer Options (select one)	Response Percent	Response Count
More than 4 years	53.7%	44
3 to 4 years	13.4%	11
1 to 2 years	19.5%	16
Less than 1 year	13.4%	11
First time rider	0.0%	0
<i>answered question</i>		82
<i>skipped question</i>		0

How long have you been riding ART?

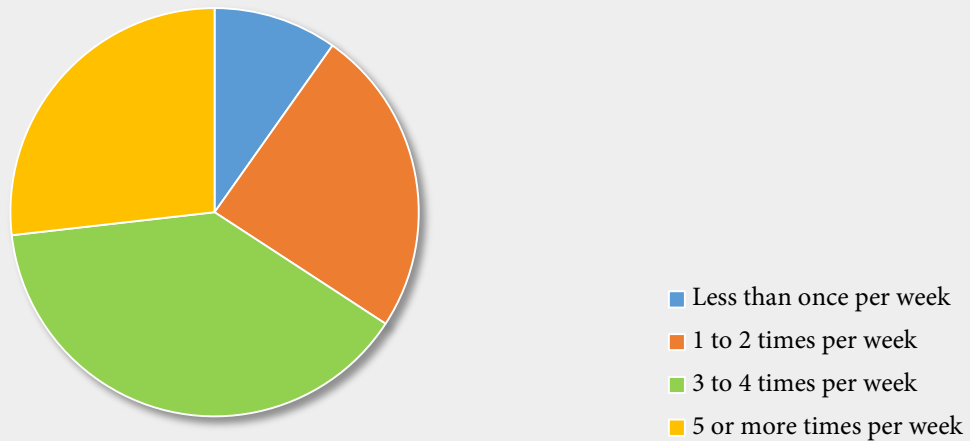


Question 1 asked participants how long they have been riding ART. Survey respondents are typically repeat customers who have used the ART program’s services for multiple years. No survey respondents are first-time users of the ART program, and approximately two-thirds (67.1%) of respondents have been using ART services for more than three years. Additionally, slightly over half of respondents (53.7%) have used ART services for more than four years. The data indicates that the ART program maintains its existing customers, yet continues to grow, as approximately one-third of respondents (32.9%) have been using ART services for less than three years.

Survey Question 2

How often do you currently ride ART?		
Answer Options (select one)	Response Percent	Response Count
Less than once per week	9.8%	8
1 to 2 times per week	24.4%	20
3 to 4 times per week	39.0%	32
5 or more times per week	26.8%	22
<i>answered question</i>		82
<i>skipped question</i>		0

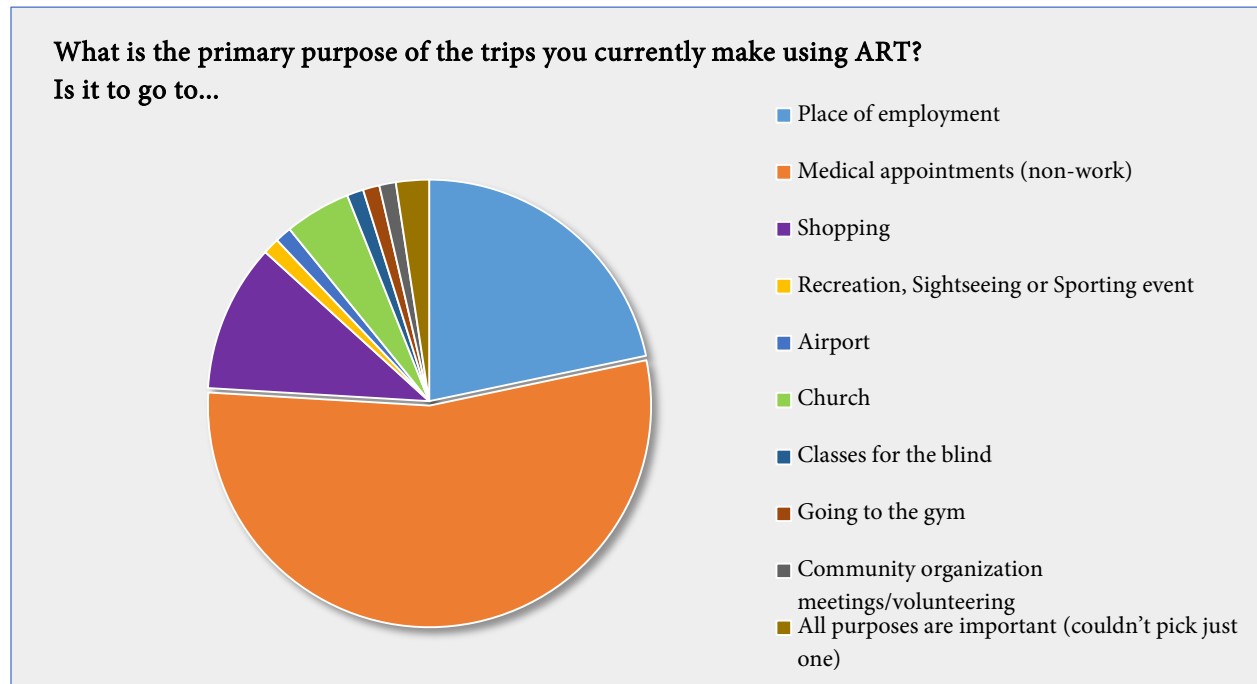
How often do you currently ride ART?



Question 2 asked survey respondents about their frequency of riding ART. The majority of respondents (57.8%) use ART services more than three times a week. The greatest proportion of respondents use services 3 to 4 times per week (39.0%) followed by the next largest proportion of respondents (26.8%) using services 5 or more times each week. Fewer respondents use ART services 1 to 2 times each week (24.4%), followed by the smallest proportion of respondents (9.8%) using ART services less than once per week. The data indicates that ART services are important to its ridership, as 91.2% of respondents use these services at least once a week.

Survey Question 3

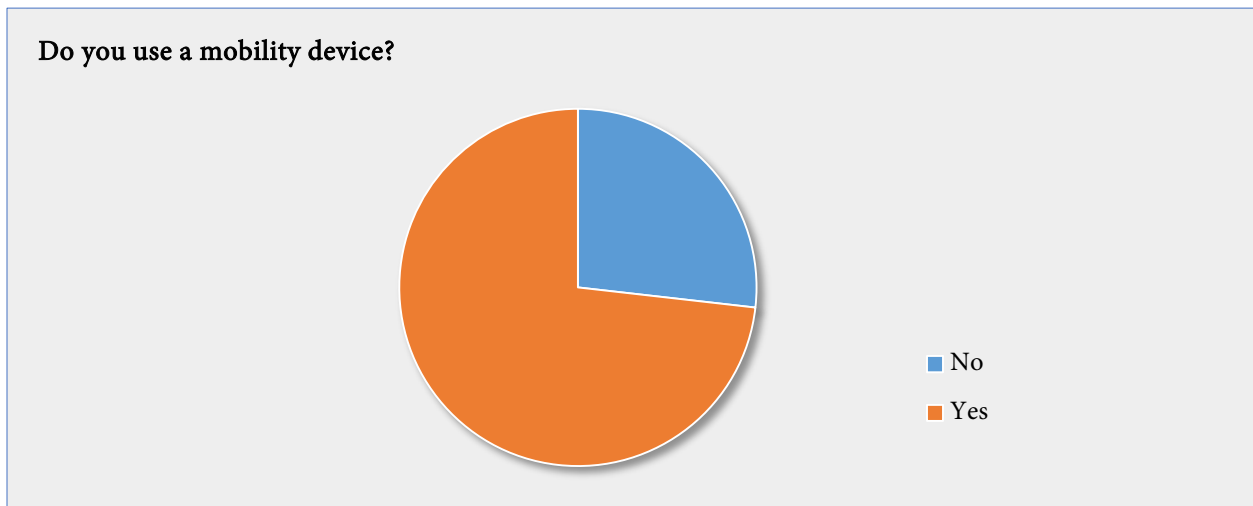
What is the primary purpose of the trips you currently make using ART? Is it to go to...?		
Answer Options (select one)	Response Percent	Response Count
Place of employment	20.7%	17
Medical appointments (non-work)	54.9%	45
Shopping	11.0%	9
Recreation, sightseeing or sporting event	1.2%	1
Airport	1.2%	1
Other (please specify): Church (4) Classes for the blind (1) Gym (1) Community organization meetings/volunteering (1) Multiple primary purposes (could not choose one) (2)	11.0%	9
<i>answered question</i>		82
<i>skipped question</i>		0



Question 3 asked participants about their primary trip purpose when taking ART. For the majority of respondents, the primary purpose of their trips is for medical appointments (54.9%). The second most frequent primary trip purpose is to reach a place of employment (20.7%). The third most frequent primary trip purpose is to go shopping (11.0%) and the fourth primary trip purpose is attending church (4.8%). The primary trip purposes for very few respondents are for leisure activities (1.2%) such as recreation, sightseeing or sporting events. It should be noted that, while one respondent indicated that they use ART to go to the airport, the City of Raleigh’s ART program does not serve the airport. This respondent was likely referring to use of GoTriangle’s paratransit services. The data suggests that the trips made using ART’s services are essential for the personal health and economic well-being of its ridership.

Survey Question 4a

Do you use a mobility device?		
Answer Options (select one)	Response Percent	Response Count
No	26.8%	22
Yes	73.2%	60
<i>answered question</i>		82
<i>skipped question</i>		0

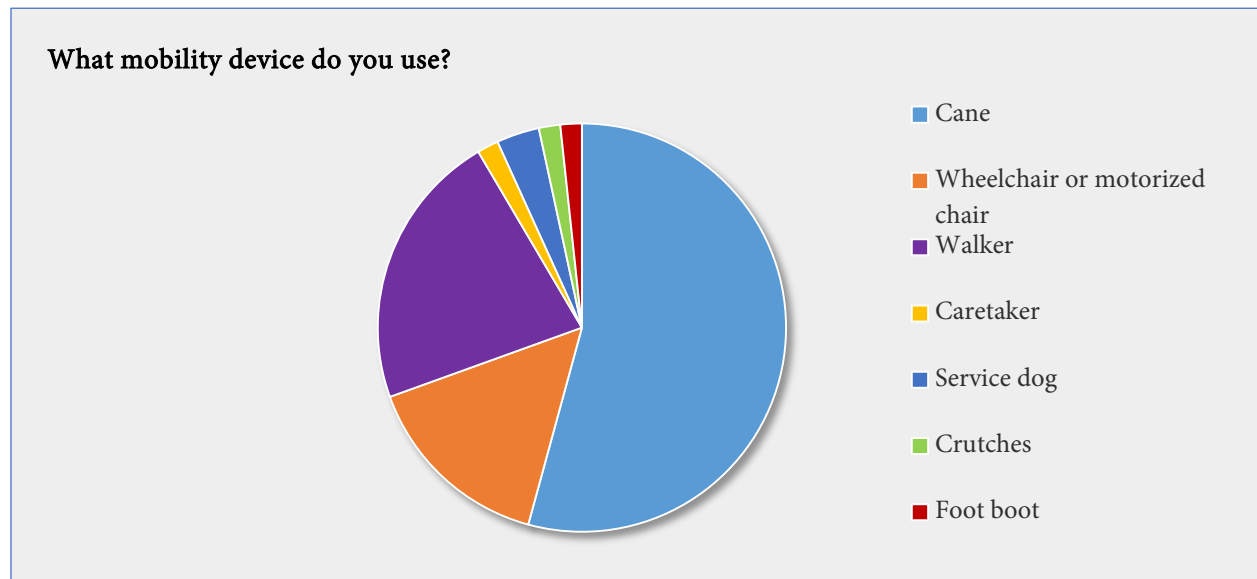


Question 4a asked survey respondents if they use a mobility device. Nearly three-quarters (73.2%) of respondents use a mobility device, and slightly over a quarter (26.8%) of respondents do not use a

mobility device. The data indicates that ART program services accommodate many riders using mobility devices.

Survey Question 4b

What type of mobility device do you use?		
Responses (open-ended)	Response Percent	Response Count
Cane	53.3%	32
Wheelchair or motorized chair	15.0%	9
Walker	21.7%	13
Caretaker	1.7%	1
Service dog	3.3%	2
Crutches	1.7%	1
Foot boot	1.7%	1
<i>answered question</i>		60
<i>skipped question</i>		0

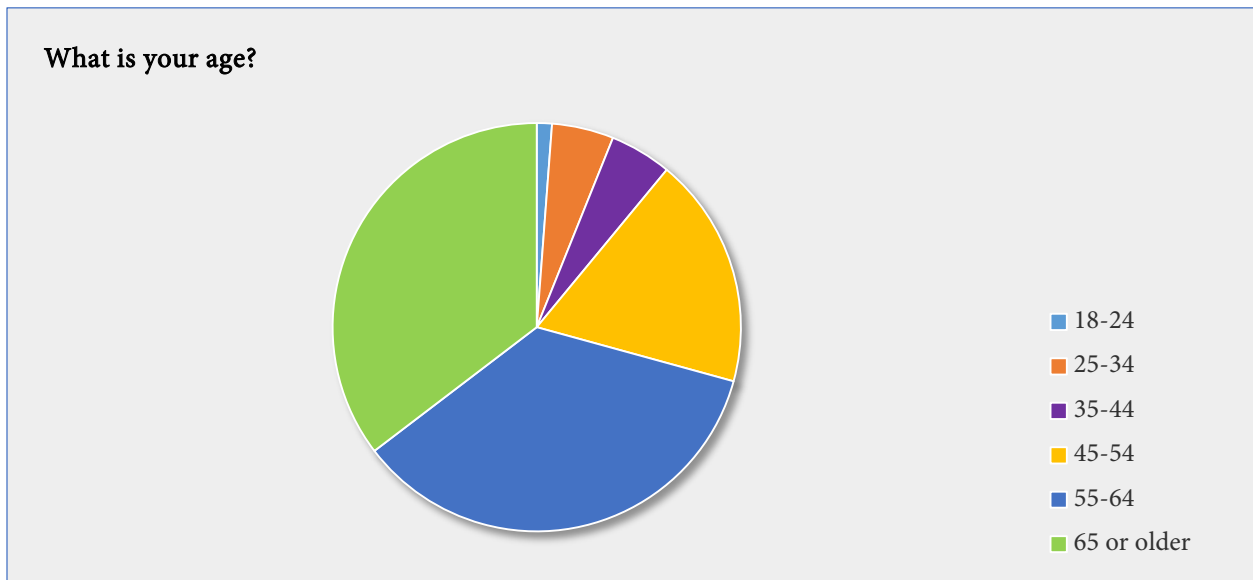


Respondents who use a mobility device, predominantly use a cane (53.3%), a walker (21.7%), or a mobile chair (wheel chair or motorized chair; 21.7%). A small minority of survey respondents receive mobility

support from a service dog (3.3%), a caretaker (1.7%), crutches (1.7%), or a foot boot (1.7%). The data indicates that ART program services accommodate many riders using a variety of different mobility devices.

Survey Question 5

What is your age?		
Answer Options (select one)	Response Percent	Response Count
18-24	1.2%	1
25-34	4.9%	4
35-44	4.9%	4
45-54	18.3%	15
55-64	35.4%	29
65 or older	35.4%	29
<i>answered question</i>		82
<i>skipped question</i>		0

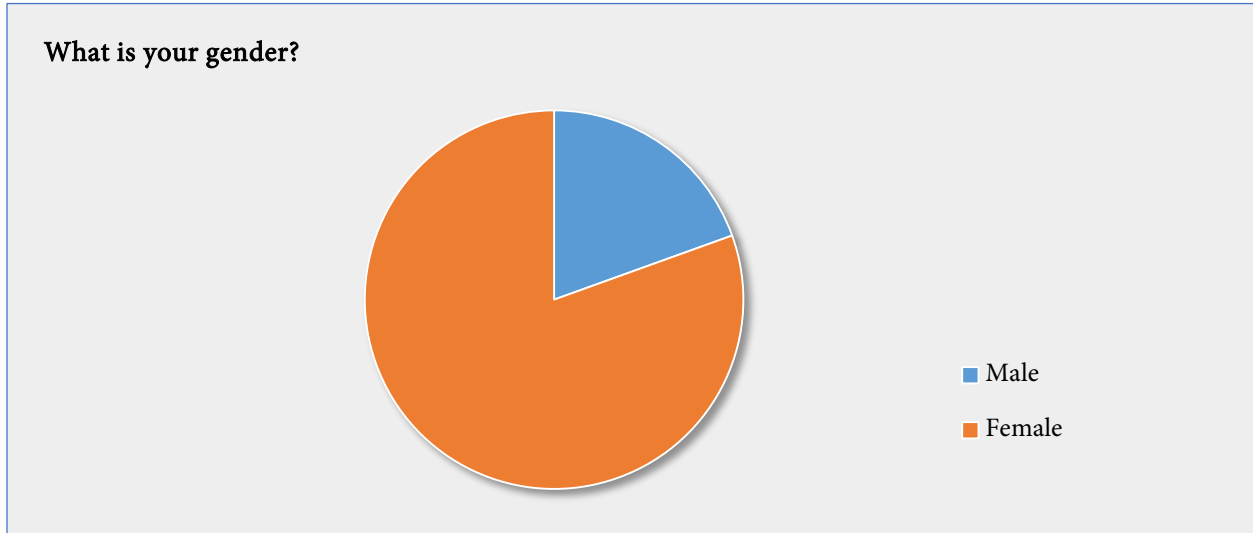


Question 5 asked the age of survey respondents. The vast majority of respondents (89.1%) are 45 years of age or older, with 55-64 year-olds comprising approximately one-third (35.4%) and adults over 65

equating to approximately one-third (35.4%) of survey respondents' ages. For this survey, respondents are primarily seniors but included a range of ages.

Survey Question 6

What is your gender?		
Answer Options (select one)	Response Percent	Response Count
Male	19.5%	16
Female	80.5%	66
<i>answered question</i>		82
<i>skipped question</i>		0

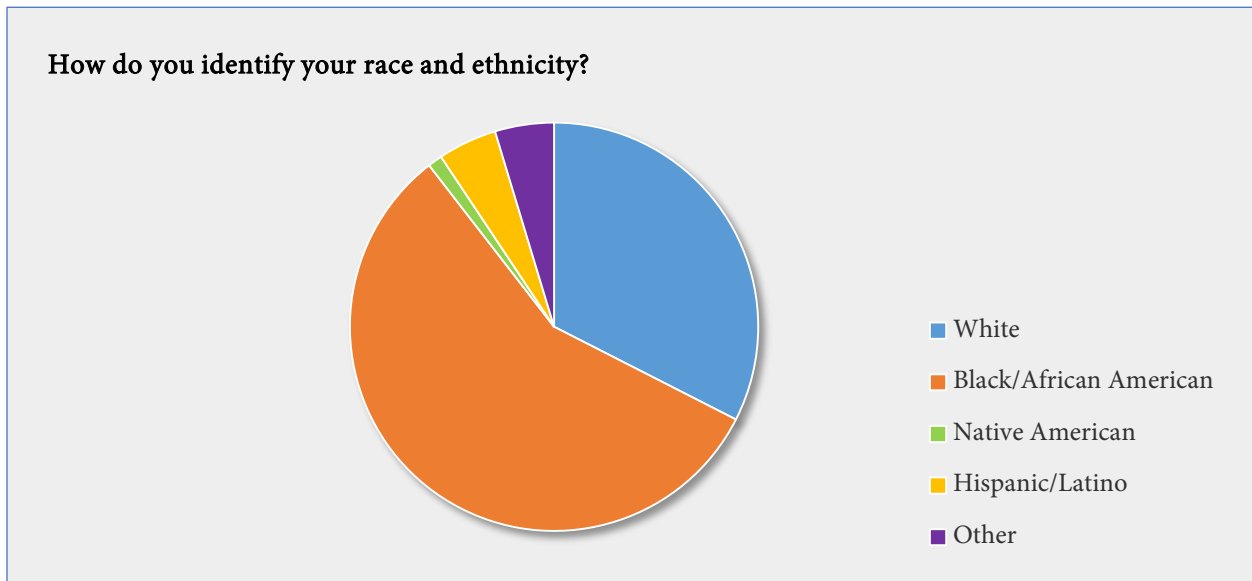


Question 6 asked respondents about their gender. The vast majority (80.5%) of survey respondents are female and the minority are male (19.5%). One way to interpret the data is that more females than males use ART program services. An alternative interpretation is that females may be more predisposed to participate in the phone survey than males, and thus over represent ART ridership. A 2013 study on gender participation in health studies, found that males declined participation in health studies 33 percent

(33%) of the time, while women declined 23 percent (23%) of the time.³ Though there is no certainty this phenomenon is occurring, it offers a possible explanation for the relatively high proportion of female survey responses.

Survey Question 7

How do you identify your race and ethnicity?		
Answer Options (select all applicable)	Response Percent	Response Count
White	34.1%	28
Black/African American	59.8%	49
Native American	1.2%	1
Hispanic/Latino	4.9%	4
Other	4.9%	4
<i>answered question</i>		82
<i>skipped question</i>		0



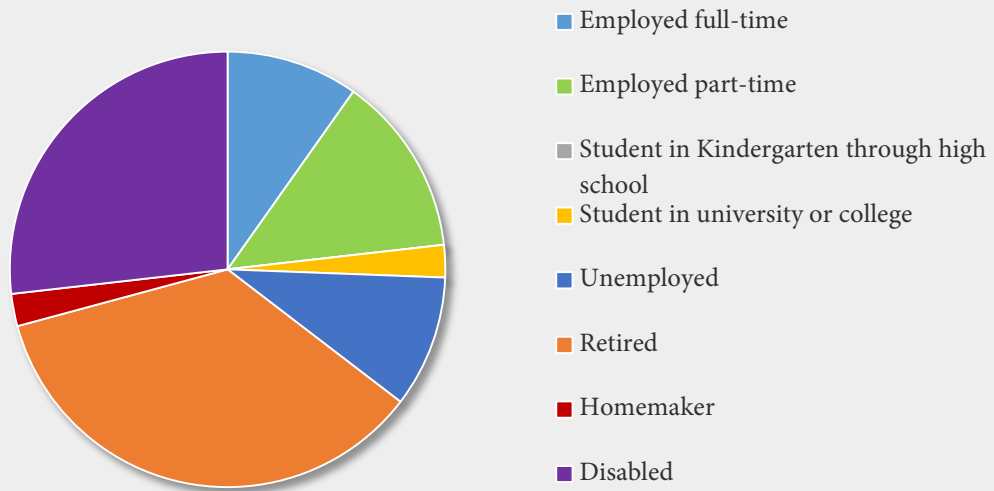
³ Markanday, Shikha et al. "Sex-differences in reasons for non-participation at recruitment: Geelong Osteoporosis Study," *Biomedical Central*. 2013. <http://www.biomedcentral.com/content/pdf/1756-0500-6-104.pdf>

Question 7 asked participants about their race and ethnicity. The majority of respondents (59.8%) identify as Black/African American, the next largest group of respondents identify as White (34.1%), followed by other (4.9%), and Native American (1.2%). Nearly 5 percent (4.9%) of respondents identify their ethnicity as Hispanic/Latino. Survey responses indicate that ART ridership is most heavily used by minority populations.

Survey Question 8

Which one of the following best describes you?		
Answer Options (select one)	Response Percent	Response Count
Employed full-time	9.8%	8
Employed part-time	13.4%	11
Student in kindergarten through high school	0.0%	0
Student in university or college	2.4%	2
Unemployed	9.8%	8
Retired	35.4%	29
Homemaker	2.4%	2
Disabled	26.8%	22
<i>answered question</i>		82
<i>skipped question</i>		0

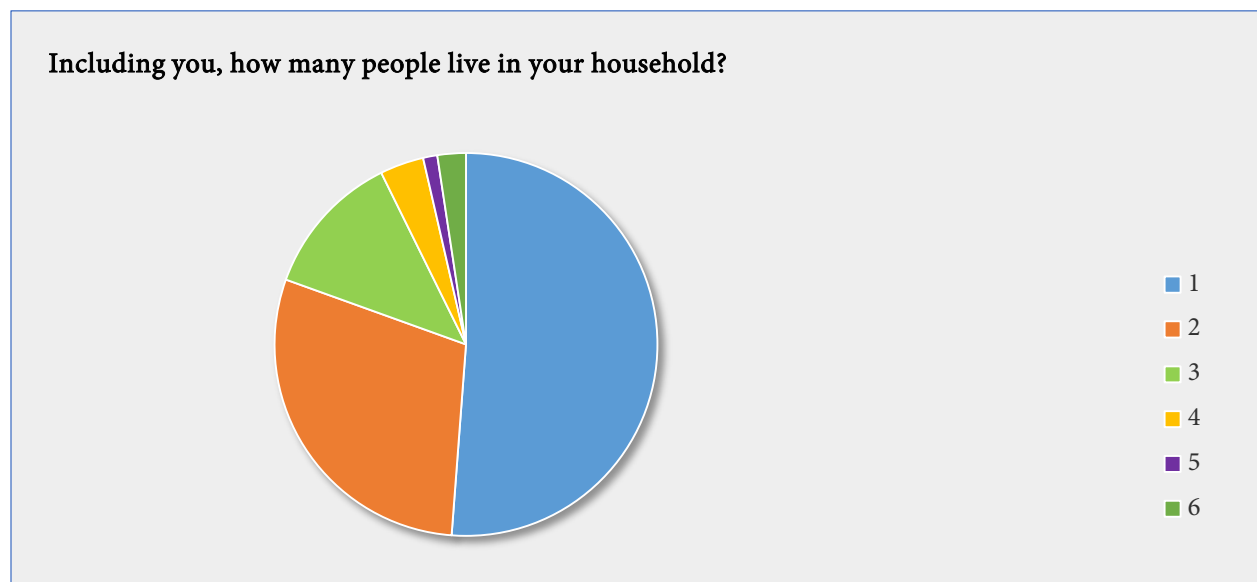
Which one of the following best describes you?



Question 8 asked participants about their professional status. Over one third of survey respondents are retired (35.4%). Meanwhile, employed workers comprise nearly one-quarter (23.2%) of respondents – 13.4% are employed part-time and 9.8% are employed full time. Unemployed individuals make up approximately one-tenth (9.8%) of survey respondents. Homemakers and students in university and college have the same levels, and each comprise 2.4% of responses. Additionally, more than one-quarter (26.8%) of respondents identify themselves as disabled.

Survey Question 9

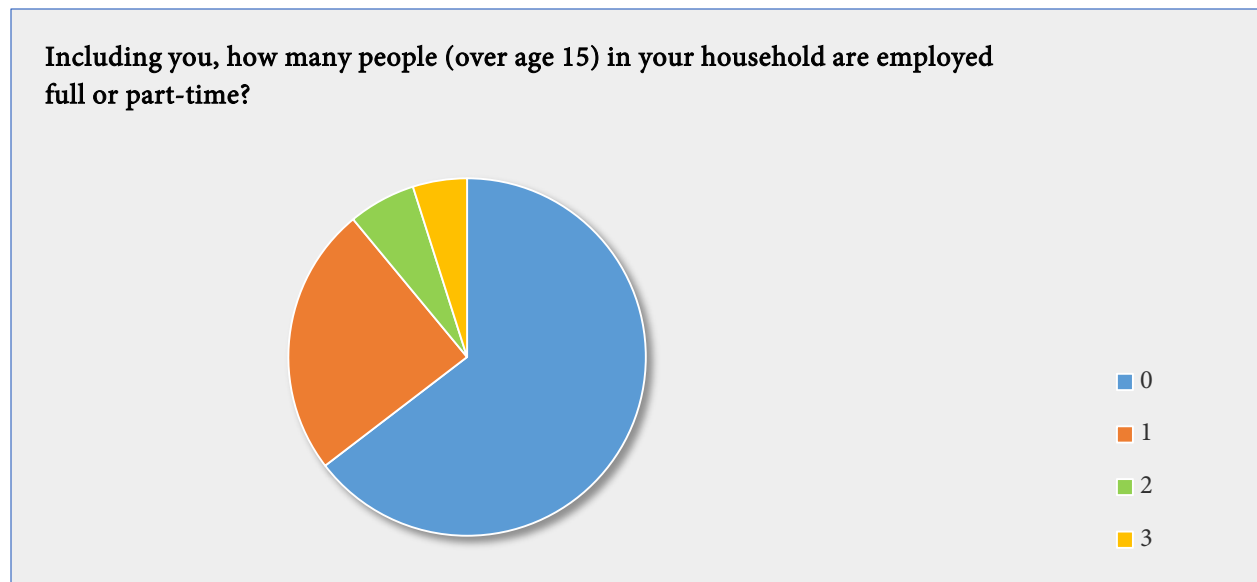
Including you, how many people live in your household?		
Responses (open-ended)	Response Percent	Response Count
1	51.2%	42
2	29.3%	24
3	12.2%	10
4	3.7%	3
5	1.2%	1
6	2.4%	2
<i>answered question</i>		82
<i>skipped question</i>		0



Question 9 asked participants about the number of individuals in their households. People living alone comprise the majority of survey respondents (51.2%) followed by people living in two-person households (29.3%). A smaller proportion of respondents lives in three-person households (12.2%), four-person households (3.7%), five-person households (1.2%), and six person-households (2.4%). The majority of respondents do not live with another household member who could potentially provide transportation.

Survey Question 10

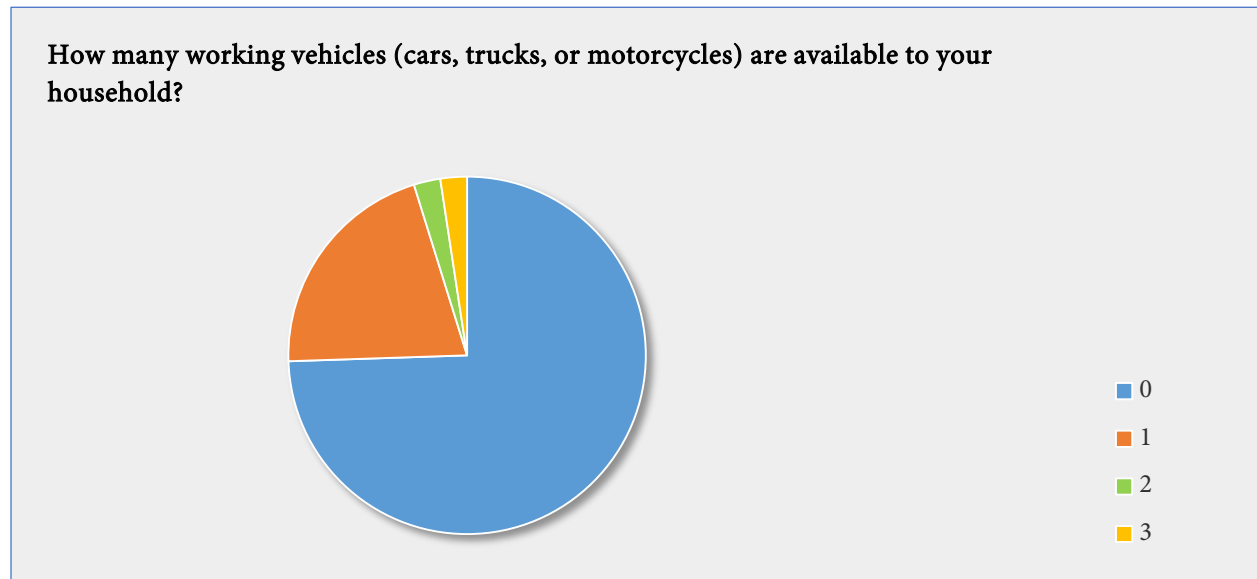
Including you, how many people (over age 15) in your household are employed full or part-time?		
Responses (open-ended)	Response Percent	Response Count
0	64.6%	53
1	24.4%	20
2	6.1%	5
3	4.9%	4
<i>answered question</i>		82
<i>skipped question</i>		0



Question 10 asked participants about household employment status. Approximately two-thirds of survey respondents live in a household where no one is employed (64.6%). Approximately one-quarter (24.4%) of respondents live in a household where one individual is employed full- or part-time. Eleven percent (11%) of respondents live in a household where two or three individuals are employed full- or part-time. The data indicates that the majority of ART customers live in households where no one is employed full- or part-time.

Survey Question 11

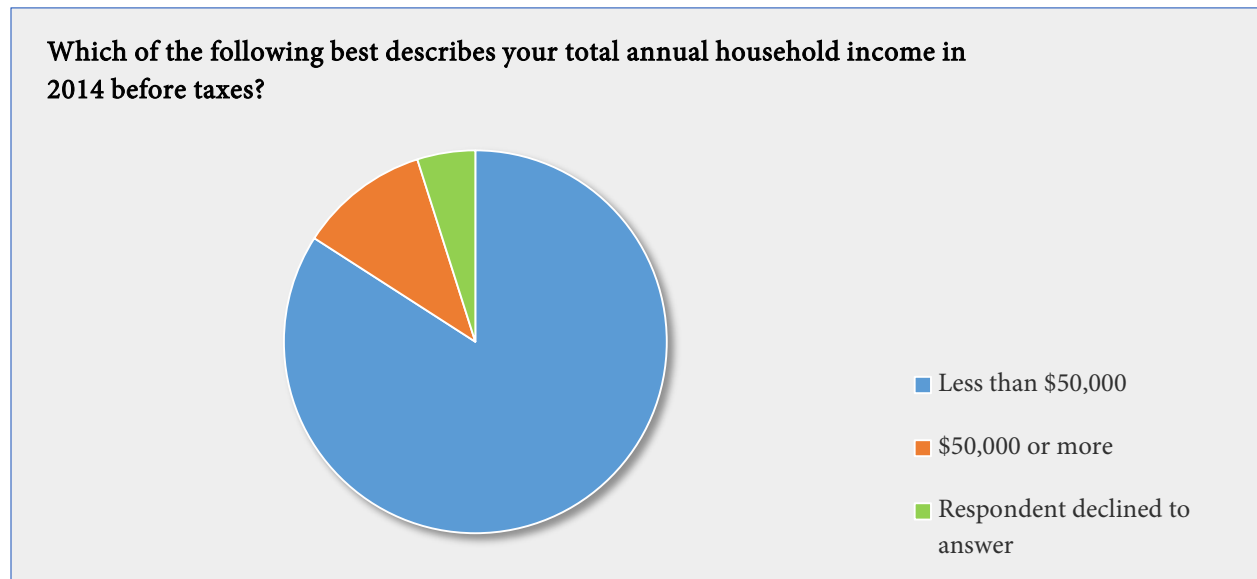
How many working vehicles (cars, trucks, or motorcycles) are available to your household?		
Responses (open-ended)	Response Percent	Response Count
0	74.4%	61
1	20.7%	17
2	2.4%	2
3	2.4%	2
<i>answered question</i>		82
<i>skipped question</i>		0



Question 11 asked participants about the number of working vehicles available to their households. Approximately three-quarters (74.4%) of survey respondents live in a household that does not own a working vehicle, while approximately one-quarter (25.6%) of respondents live in a household with one or more working vehicles. The data indicates that ART services are essential to transporting the vast majority of its ridership, because personal vehicles are not an option for these individuals.

Survey Question 12

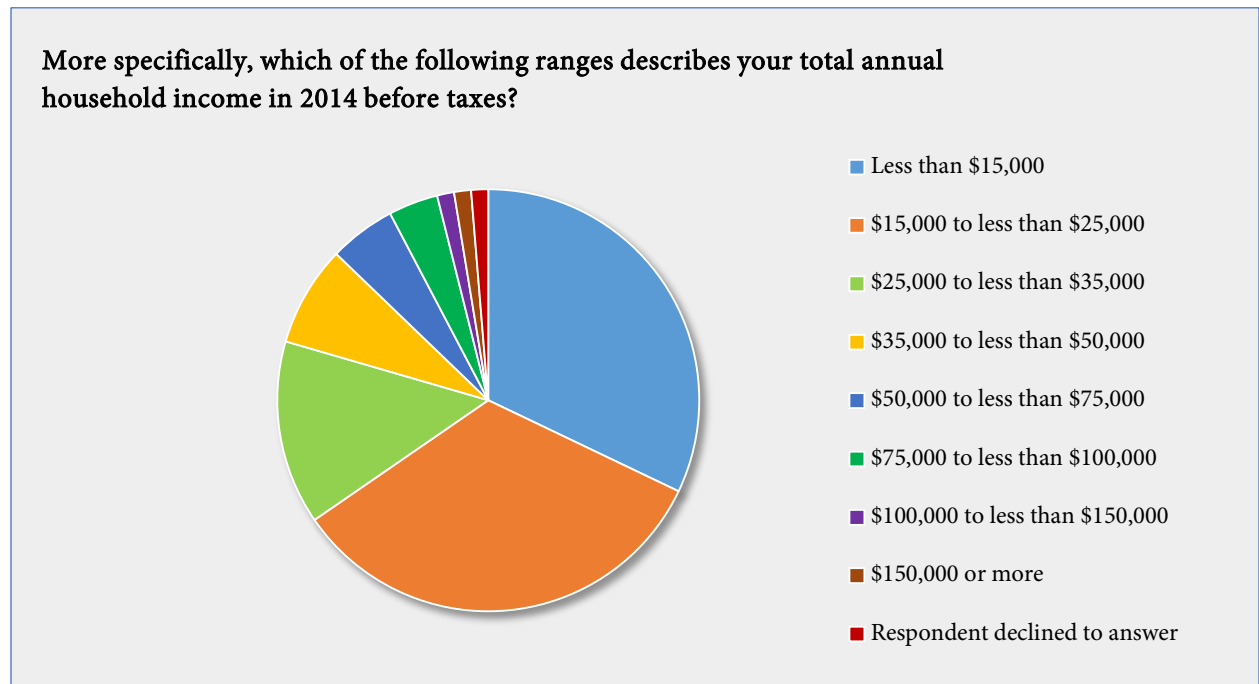
Which of the following best describes your total annual household income in 2014 before taxes?		
Answer Options (select one)	Response Percent	Response Count
Less than \$50,000	84.1%	69
\$50,000 or more	11.0%	9
Respondent declined to answer	4.9%	4
<i>answered question</i>		82
<i>skipped question</i>		0



Question 12 asked participants about their annual household incomes prior to taxes in 2014. The vast majority (84.1 to 89.0%) of survey respondents live in households with annual incomes of less than \$50,000, while a minority of respondents (11.0 to 15.9%) live in households with incomes of \$50,000 or more. Approximately 5% of respondents chose not to answer this question. The respondents who answered Question 12 were then prompted to answer Question 13, which parses respondents' answers into more detailed income stratifications.

Survey Question 13

More specifically, which of the following ranges describes your total annual household income in 2014 before taxes?		
Answer Options (select one)	Response Percent	Response Count
Less than \$15,000	32.1%	25
\$15,000 to less than \$25,000	33.3%	26
\$25,000 to less than \$35,000	14.1%	11
\$35,000 to less than \$50,000	7.7%	6
\$50,000 to less than \$75,000	5.1%	4
\$75,000 to less than \$100,000	3.8%	3
\$100,000 to less than \$150,000	1.3%	1
\$150,000 or more	1.3%	1
Respondent declined to answer	1.3%	1
<i>answered question</i>		78
<i>skipped question</i>		0

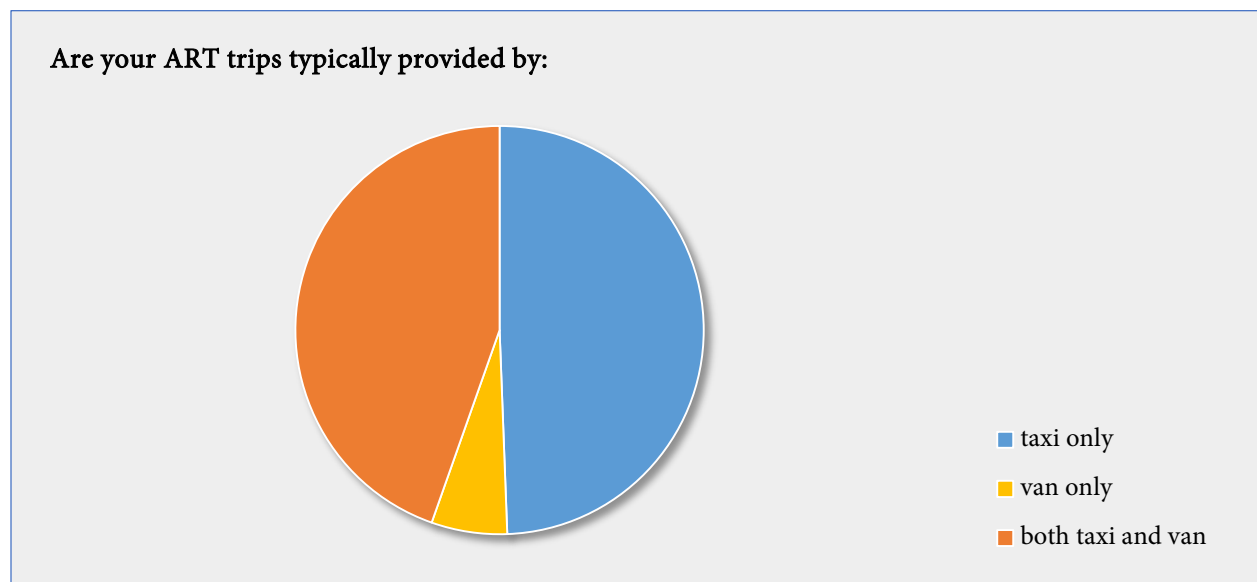


Question 13 asked participants to further stratify their total annual household incomes. The vast majority (84.1%) of survey respondents live in households with a total annual income of less than \$50,000.

Approximately one-third (32.1%) of all respondents live in households in the lowest income stratification (less than \$15,000), and another third (33.3%) live in the second lowest stratification (\$15,000 to \$25,000). The data indicates that a large proportion of respondents would not likely have the financial resources to rely on private transportation, if affordable ART services were not provided.

Survey Question 14

Are your ART trips typically provided by:		
Answer Options (select one)	Response Percent	Response Count
Taxi only	48.8%	40
Van only	6.1%	5
Both taxi and van	45.1%	37
<i>answered question</i>		82
<i>skipped question</i>		0



Question 14 asked survey respondents about the vehicles by which their ART services are typically provided. ART services are provided to customers by both taxi cabs and service vans. Nearly half (49.4%)

of survey respondents make their trips primarily in taxi cabs. Slightly less than half (44.6%) of respondents split their ART service trips between taxis and vans. Meanwhile, a small minority of respondents make trips primarily in vans (6.0%). The data indicates that there is a greater likelihood for a customer to make a trip in a taxi than make a trip in a van.

Survey Question 15

The previous survey question was used to determine if survey participants typically rode in taxis, vans, or both when using ART's services. Based on their answers, respondents were given follow-up questions about the ART program's taxis, vans, or both taxis and vans. All 82 respondents were asked to provide their levels of satisfaction in regards to ART services that were non-specific to taxi or van services, 77 respondents (93.9%) were asked to provide their levels of satisfaction as pertaining to ART's taxi services, and 42 respondents (52.2%) were asked to provide their levels of satisfaction as pertaining to van services.

Customer Satisfaction Highlights

Survey respondents are satisfied with ART services. In every category the vast majority of respondents are satisfied, with 100% satisfaction being achieved in multiple categories. Even for the category that received the highest level of customer dissatisfaction (on-time performance of vans), nearly three-quarters of respondents (73.8%) are satisfied. The data indicates that, across the board, survey respondents experience a relatively high level of satisfaction when using ART services; however, there are a few notable areas where improvements can be made.

The top five categories of customer satisfaction are the following:

- Cleanliness of taxi rides (100%)
- Comfort of taxis (100%)
- Courtesy and professionalism of taxi drivers (100%)
- Safety of taxi rides (98.7%)
- Two-way tie: cleanliness of vans (97.6%); courtesy and professionalism of van drivers (97.6%)

The five lowest levels of customer satisfaction are the following:

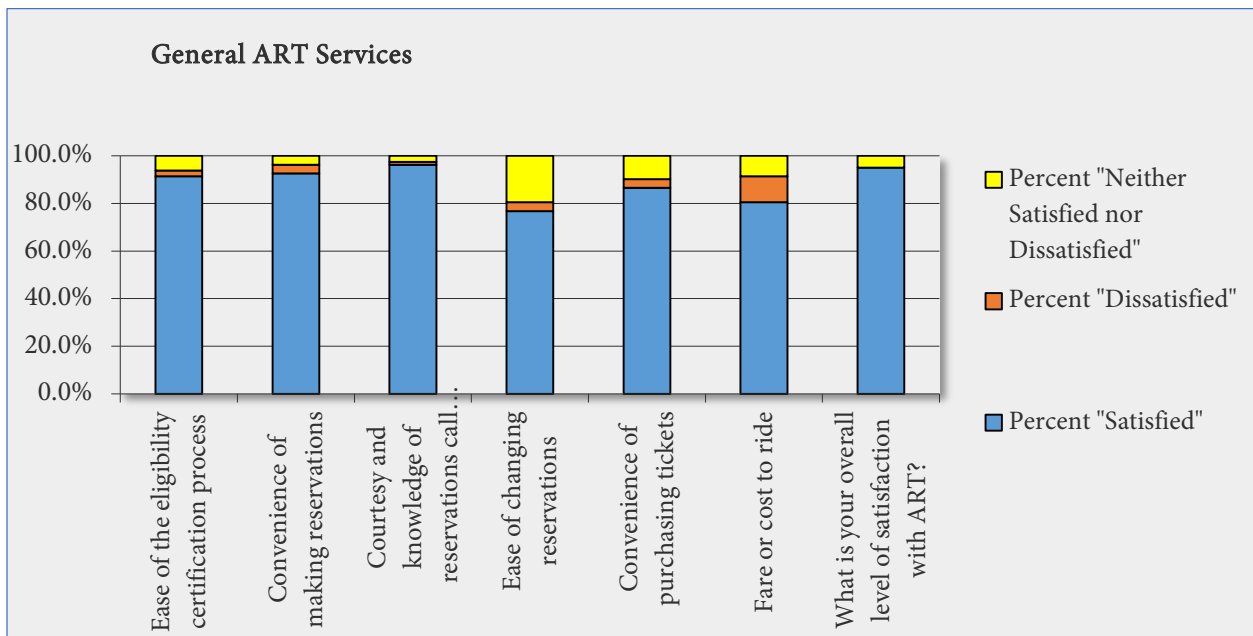
- On-time performance of vans (73.8%)
- Ease of changing reservations (76.8%)
- Fare or cost to ride (80.5%)
- Two-way tie: safety of van rides (85.7%); comfort of vans (85.7%)
- Convenience of purchasing tickets (86.6%)

Further analysis is provided in the following section to discuss satisfaction levels for general services, taxi services, and van services.

ART Services – General

Survey participants were asked to indicate whether they were satisfied, dissatisfied or neither satisfied nor dissatisfied with various aspects of ART services. All 82 respondents answered all general services questions. Responses and levels of satisfaction for each service attribute are presented below.

Service Element	Satisfied	Dissatisfied	Neither Satisfied nor Dissatisfied
Ease of the eligibility certification process	75 (91.5%)	2 (2.4%)	5 (6.1%)
Convenience of making reservations	76 (92.7%)	3 (3.7%)	3 (3.7%)
Courtesy and knowledge of reservations call center staff	79 (96.3%)	1 (1.2%)	2 (2.4%)
Ease of changing reservations	63 (76.8%)	3 (3.7%)	16 (19.5%)
Convenience of purchasing tickets	71 (86.6%)	3 (3.7%)	8 (9.8%)
Fare or cost to ride	66 (80.5%)	9 (11.0%)	7 (8.5%)
What is your overall level of satisfaction with ART?	78 (95.1%)	0 (0.0%)	4 (4.9%)

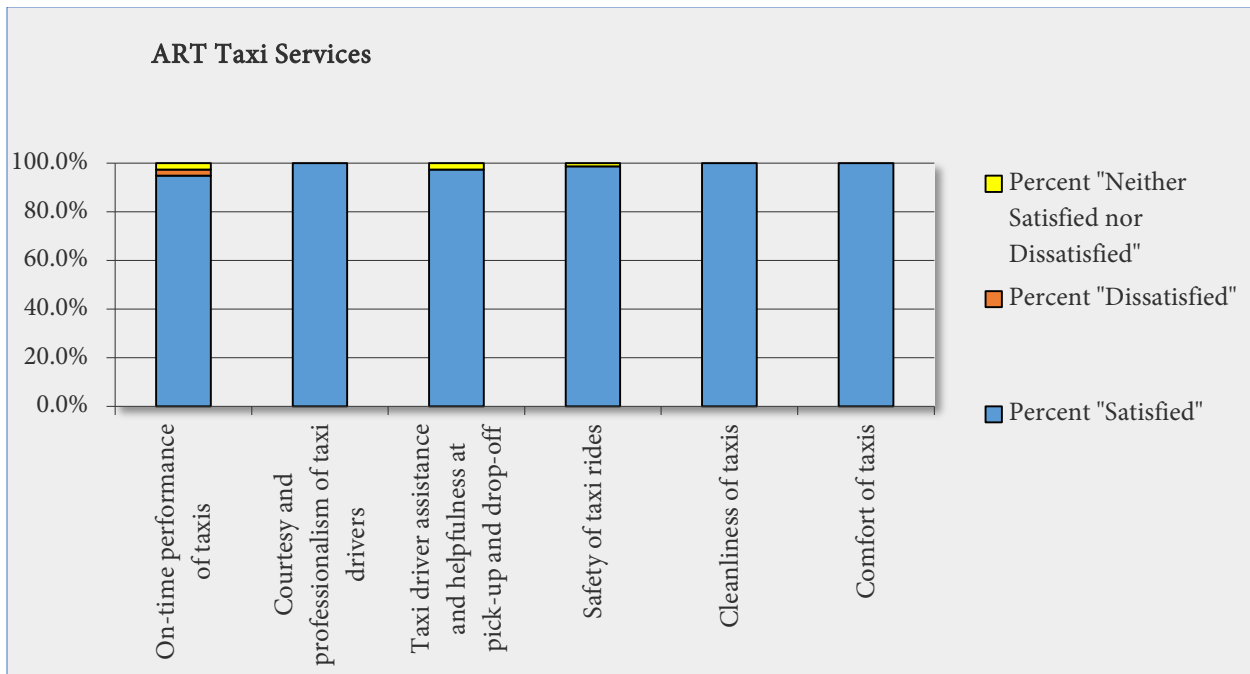


Data indicates that the ART program has high approval among respondents as 95.1% are satisfied with ART services overall. Data also indicates that there is potential for improvement in regards to the ease of changing reservations (76.8% level of satisfaction), the cost to ride (80.5% level of satisfaction), and the convenience of purchasing tickets (86.6% level of satisfaction).

ART Taxi Services

Survey participants were asked to indicate whether they were satisfied, dissatisfied or neither satisfied nor dissatisfied with various aspects of ART taxi services. All 77 respondents who indicated they use taxi services answered all questions. Responses and levels of satisfaction for each service attribute are presented below.

Service Element	Satisfied	Dissatisfied	Neither Satisfied nor Dissatisfied
On-time performance of taxis	73 (94.8%)	2 (2.6%)	2 (2.6%)
Courtesy and professionalism of taxi drivers	77 (100.0%)	0 (0.0%)	0 (0.0%)
Taxi driver assistance and helpfulness at pick-up and drop-off	75 (97.4%)	0 (0.0%)	2 (2.6%)
Safety of taxi rides	76 (98.7%)	0 (0.0%)	1 (1.3%)
Cleanliness of taxis	77 (100.0%)	0 (0.0%)	0 (0.0%)
Comfort of taxis	77 (100.0%)	0 (0.0%)	0 (0.0%)

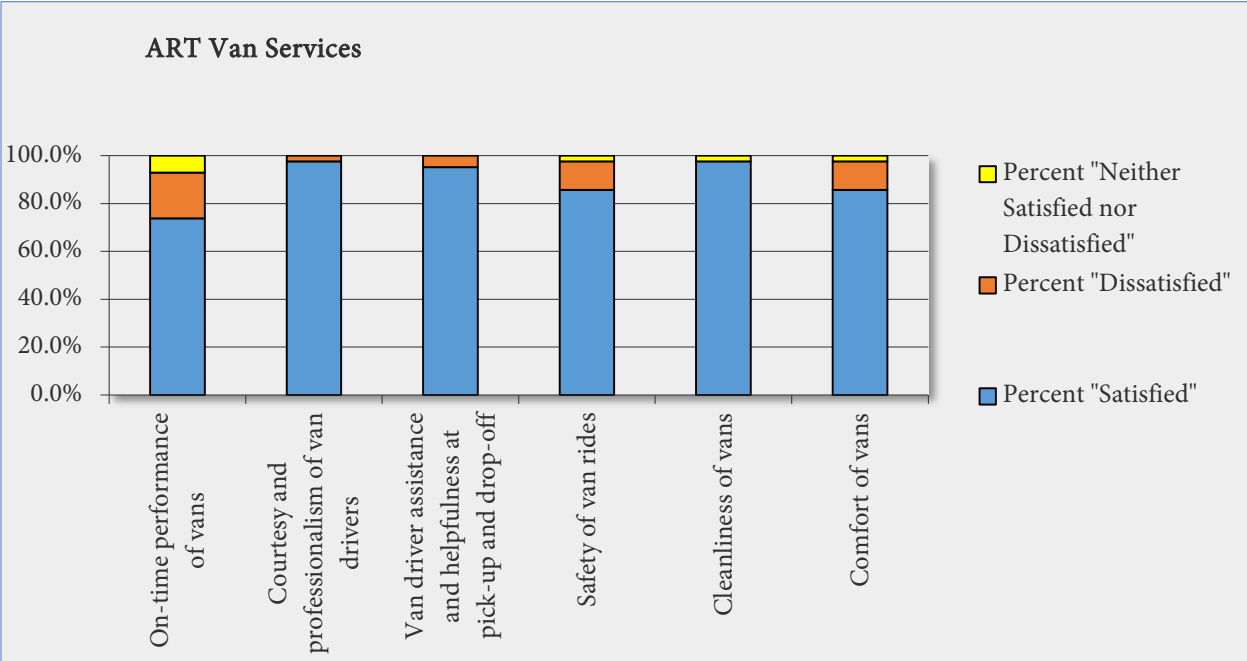


ART taxi services received very high levels of satisfaction. Taxi services received 100% satisfaction in three categories (courtesy and professionalism of taxi drivers, cleanliness of taxis, and comfort of taxis). Even in the lowest rated-category (on-time performance), 94.8% of respondents are satisfied with this aspect of ART taxi performance. Data indicates that respondents are satisfied with ART taxi services.

ART Van Services

Survey participants were asked to indicate whether they were satisfied, dissatisfied or neither satisfied nor dissatisfied with various aspects of ART van services. All 42 respondents who indicated they use van services answered all questions. Responses and levels of satisfaction for each service attribute are presented below.

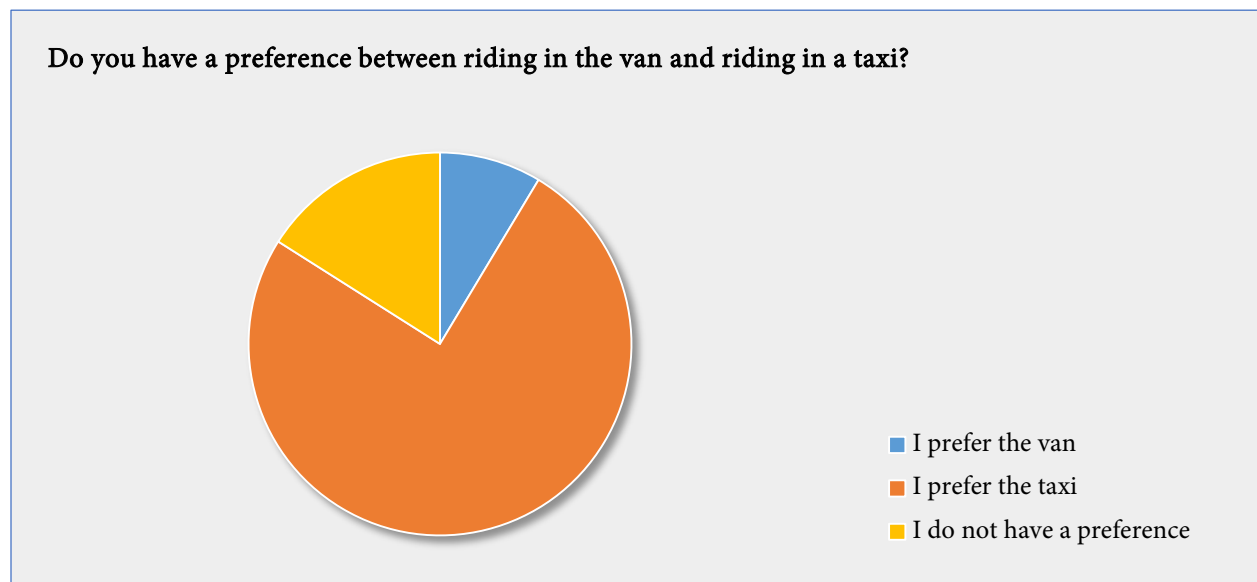
Service Element	Satisfied	Dissatisfied	Neither Satisfied nor Dissatisfied
On-time performance of vans	31 (73.8%)	8 (19.0%)	3 (7.1%)
Courtesy and professionalism of van drivers	41 (97.6%)	1 (2.4%)	0 (0.0%)
Van driver assistance and helpfulness at pick-up and drop-off	40 (95.2%)	2 (4.8%)	0 (0.0%)
Safety of van rides	36 (85.7%)	5 (11.9%)	1 (2.4%)
Cleanliness of vans	41 (97.6%)	0 (0.0%)	1 (2.4%)
Comfort of vans	36 (85.7%)	5 (11.9%)	1 (2.4%)



ART van services received above average to high levels of satisfaction. In the lowest rated-category (on-time performance) 73.8% of respondents are satisfied with this aspect of ART van performance. In the highest category (cleanliness of vans and courtesy and professionalism of van drivers) 97.6% of respondents are satisfied with this aspect of ART van service.

Survey Question 16a

Do you have a preference between riding in the van and riding in a taxi?		
Answer Options (select one)	Response Percent	Response Count
I prefer the van	9.8%	8
I prefer the taxi	74.4%	61
I do not have a preference	15.9%	13
<i>answered question</i>		82
<i>skipped question</i>		0



Question 16a asked survey respondents if they had a preference between taxi or van service. The answers that respondents gave to Question 16a led to follow up questions about why customers preferred the ART program's taxis or vans. Approximately three-quarters (74.4%) of respondents prefer taxis. A small minority (9.8%) of respondents prefer taking vans. Sixteen percent (15.9%) of respondents do not have a preference. The data indicates that taxis are a much more popular vehicle choice among respondents; however, there is a small proportion of customers who prefer to ride in vans. For information about why respondents prefer taxis or vans, see Question 16b and 16c.

Survey Question 16b

Why do you prefer riding in a taxi?

Fifty-three (53) respondents who indicated a preference for riding in a taxi were asked an open-ended question about why they prefer the ART program's taxi services over van services. Eight (8) respondents who indicated a preference for riding in a taxi did not provide feedback as to the reasons for this preference. Responses to this question were categorized and counted according to similar ideas. Respondents could provide more than one idea. Of the respondents, slightly less than half (45.3%, 24 responses) prefer taxis because they provide a greater level of ease of entry and exit (compared to vans), with regards to their disabilities. A smaller portion of these respondents (15.1%, 8 responses) prefer taxis because they feel that taxis provide better on-time performance than vans. Approximately one-tenth (9.4%, 5 responses) of these respondents feel that taxi drivers are more helpful than van drivers and another approximately one-tenth (9.4%, 5 responses) indicate taxi trips are preferable because van trips are indirect, time-consuming, and less efficient. Some respondents indicate that taxi drivers offer a more personal experience (7.5%, 4 responses), or gave other reasons (7.5%, 4 responses). In addition, about 6 percent of respondents indicate they prefer taxis because vans do not pick up at their home (5.7%, 3 responses). This comment relates to the ability of taxis to pick up passengers outside of the service area for an additional private service charge for out of zone mileage. Passengers who live out of the service area and ride a van must go to a location in the service area to be eligible for a pick up.

Survey Question 16c

Why do you prefer riding in a van?

Eight (8) respondents who indicated a preference for riding in a van were asked an open-ended question about why they prefer the ART program's van services over taxi services. Responses to this question were categorized and counted according to similar ideas. Respondents could provide more than one idea. Of the respondents, nearly two-thirds (62.5%, 5 responses) prefer vans because they offer more space, which helps with their disabilities. Additionally, approximately one-third of respondents (37.5%, 3 responses) prefer vans because they come equipped with a lift needed to get into the vehicle.

Survey Question 17

Question 17 was provided in an open-ended format so that respondents could elaborate on a primary suggestion they have for improving ART. Approximately two-thirds of respondents (63.9%) answered this question. Certain themes emerged from the response data and are summarized in the following table.

What is one primary suggestion for improving ART?		
Responses (open-ended)	Response Percent	Response Count
Expand service area	11.3%	6
Would not change anything	11.3%	6
Improve ticketing process	9.4%	5
Improve scheduling policies	9.4%	5
Improve staff friendliness over the phone and in-person	9.4%	5
Better vehicle selection options	9.4%	5
Improve experience during trips	9.4%	5
Allow choice of driver or vendor	7.5%	4
Reduce fare to ride	5.7%	3
Improve wait times at call center	5.7%	3
Other	5.7%	3
Expand service times	3.8%	2
Improve on-time performance	1.9%	1
<i>answered question</i>		53
<i>no suggestion given or skipped question</i>		29

When summarized into thematic categories, the top suggestions for ART services were as follows:

- **Expand service area (11.3%)**
 - This pertains to customers that would like to see more pick-up and drop-off locations and a larger service area, especially for taxis. The service area is determined by a three-quarter mile buffer around existing fixed route transit services, excluding Peak express routes.

- **Improve the ticketing process (9.4%)**
 - This pertains to customers that would like to see an overall ticketing process that allows more flexibility and offers an option to prepay for tickets (instead of having to pay per ticket) and a way for caretakers or family members to purchase tickets for customers.

- **Improve scheduling policies (9.4%)**
 - This relates to customers who expressed interest in scheduling rides on the same day in case of emergencies, or in having a monthly quota of same-day rides. In addition, this includes expressed interest in making reservations further out than one-day in advance; however, ART passengers can book trips up to 45 days in advance. Beginning the 15th of each month passengers must renew single and subscription trips for the next month.

- **Improve staff friendliness over the phone and in-person (9.4%)**
 - This pertains to customers that expressed interest in more cordial or better overall interactions with the call center and drivers.

- **Better vehicle selection options (9.4%)**
 - This refers to respondents' expressed interest in choosing a taxi over a van or understanding why they are required to take a van instead of a taxi.

- **Improve experience during trip (9.4%)**
 - This relates to customers who indicated they would like vehicle drivers to remain with them on short errands or that they would like for the same vehicle to be used for all legs of a trip to avoid confusion. This also pertains to customers expressing that drivers should be more courteous and knowledgeable of routes.

Survey Question 18

Question 18 was provided in an open-ended format so that participants could provide any other comments. Slightly less than half of survey participants (45.8%) chose to respond to this question. Certain themes emerged from the response data and are summarized in the following table.

Do you have any other comments?		
Responses (open-ended)	Response Percent	Response Count
Would not change anything	36.8%	14
Improve staff friendliness over the phone and in-person	13.2%	5
Allow choice of driver or vendor	10.5%	4
Improve experience during trips	7.9%	3
Reduce cost	5.3%	2
Expand service area	5.3%	2
Improve scheduling policies	5.3%	2
Provide better vehicle selection options	5.3%	2
Other	5.3%	2
Improve ticketing process	2.6%	1
Improve on time performance	2.6%	1
<i>answered question</i>		38
<i>no suggestion given or skipped question</i>		44

When summarized into thematic categories, the most frequent comments were as follows:

- **Would not change anything (36.8%)**
 - This denotes when customers provided a comment indicating they are currently satisfied with ART services or desire that its services continue in the future. It should also be noted that over half of respondents (54.9%) skipped this question, which could indicate that some of these respondents also would not change anything about ART services.

- **Improve staff friendliness over the phone and in-person (13.2%)**
 - This pertains to customers that who expressed an interest in more cordial or better overall interactions with the call center and drivers.

 - **Allow choice of driver or vendor (10.5%)**
 - This relates to customers who indicated they would like the capability to choose a particular driver or vendor for their ART services.

 - **Improve experience during trip (7.9%)**
 - This denotes when customers expressed a desire to ride in vans with less circuitous, more expedited routes and ride in vehicles with functioning seatbelts.
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