

APPENDIX B

Paratransit Organization Stakeholder Survey

Please read each statement, then tell us how much you agree with each one. Select only ONE answer for each statement.

If you don't know the answer, select the "Not Applicable" option and move to the next statement.

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Applicable	Total Responses
The length of time my organization spends on the phone to book a trip is acceptable.	2 (16.7%)	4 (33.3%)	3 (25.0%)	1 (8.3%)	2 (16.7%)	12
The booking clerks give my organization good customer service.	7 (58.3%)	3 (25.0%)	1 (8.3%)	0 (0.0%)	1 (8.3%)	12
The trips that my organization requests are available.	5 (41.7%)	5 (41.7%)	0 (0.0%)	0 (0.0%)	2 (16.7%)	12
The way for booking, changing and cancelling trips works for my organization.	2 (16.7%)	9 (75.0%)	1 (8.3%)	0 (0.0%)	0 (0.0%)	12
When my organization leaves a message or makes an email booking or fax booking, paratransit gets back to my organization within 24 hours.	6 (54.5%)	3 (27.3%)	1 (9.1%)	0 (0.0%)	1 (9.1%)	11
	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Applicable	Total Responses
The drivers give paratransit customers good service.	6 (54.5%)	4 (36.4%)	1 (9.1%)	0 (0.0%)	0 (0.0%)	11
The drivers give paratransit customers the help they need getting on and off the bus.	4 (36.4%)	7 (63.6%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	11
Paratransit customers feel safe and comfortable while riding on the bus.	7 (63.6%)	4 (36.4%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	11
	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Applicable	Total Responses
My organization feels comfortable sharing concerns about paratransit.	6 (54.5%)	5 (45.5%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	11
The hours that paratransit operates work for my organization.	8 (72.7%)	3 (27.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	11
Paratransit is used by the people who need it.	6 (54.5%)	4 (36.4%)	1 (9.1%)	0 (0.0%)	0 (0.0%)	11
	Yes	No	Didn't Answer			Total Responses
Is your organization interested in encouraging customers to use fixed-route transit for some of their trips.	2 (18.2%)	7 (63.6%)	2 (18.2%)			11