

APPENDIX A

Paratransit Customer 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 I spend on the phone to book a trip is acceptable.	163 (39.5%)	159 (38.5%)	47 (11.4%)	24 (5.8%)	20 (4.8%)	413
The booking clerks give me good customer service.	315 (76.3%)	73 (17.7%)	11 (2.7%)	2 (0.5%)	12 (2.9%)	413
The trips that I request are available.	199 (48.2%)	143 (34.6%)	32 (7.7%)	9 (2.2%)	30 (7.3%)	413
The way for booking, changing and cancelling trips works for me.	278 (67.3%)	94 (22.8%)	13 (3.1%)	9 (2.2%)	19 (4.6%)	413
When I leave a message or make an email booking, paratransit gets back to me within 24 hours.	206 (49.9%)	57 (13.8%)	9 (2.2%)	7 (1.7%)	134 (32.4%)	413
	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Applicable	Total Responses
The drivers give me good customer service.	363 (87.9%)	39 (9.4%)	4 (1.0%)	0 (0.0%)	7 (1.7%)	413
The drivers give me the help I need getting on and off the bus.	374 (90.6%)	27 (6.5%)	5 (1.2%)	1 (0.2%)	6 (1.5%)	413
I feel safe and comfortable while riding on the bus.	357 (86.4%)	30 (7.3%)	8 (1.9%)	3 (0.7%)	15 (3.6%)	413
	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Applicable	Total Responses
I feel comfortable sharing concerns about paratransit.	307 (74.3%)	67 (16.2%)	6 (1.5%)	4 (1.0%)	29 (7.0%)	413
The hours that paratransit runs work for me.	303 (73.4%)	63 (15.3%)	22 (5.3%)	5 (1.2%)	20 (4.8%)	413
Paratransit is used by the people who need it.	328 (79.4%)	41 (9.9%)	8 (1.9%)	2 (0.5%)	34 (8.2%)	413
	Yes	No	Didn't Answer			Total Responses
Are you interested in using fixed route transit for some of your trips?	136 (32.9%)	236 (57.1%)	41 (10%)			413