



# SamTrans Paratransit Survey October 2017 Revised



# Methodology

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- ▶ Telephone survey of Redi-Wheels and RediCoast customers, contacted using a list of SamTrans paratransit customers who have ridden in the last year
  - Participants were dialed at random to obtain a representative sample of customers
  - 480 Redi-Wheels customers
  - 20 RediCoast customers
- ▶ Interviews were conducted by trained, professional interviewers
- ▶ 500 surveys completed from October 10–23, 2017
- ▶ Margin of error: +/- 4.38 percentage points
- ▶ Respondents included:
  - 456 customers
  - 44 customer caregivers or family members
- ▶ Survey was administered in the following languages:
  - English – 458
  - Spanish – 41
  - Chinese – 1
  - Survey was also offered in Tagalog, but no respondents utilized this option

*Please note that due to rounding, some percentages may not add up to exactly 100%.*

# Key Findings

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- ▶ Paratransit customers give high satisfaction ratings to Redi-Wheels and RediCoast services, both for recent trips and the overall service.
  - About two in three customers (66%) give the overall quality of service of their *most recent trip* a rating of “extremely satisfied” and 84% give a positive rating.
  - Similarly, 58% give overall quality of service *for all trips* a rating of “extremely satisfied” and 84% give it a positive rating.
- ▶ Paratransit ratings are very similar to those reported in 2015.
  - Trip-specific and general ratings have increased slightly overall.
  - Satisfaction with some aspects of customers’ recent trips have fallen nominally in intensity, but are relatively stable over time.
    - Ratings for the reservation system, and assistance received from the driver when entering and exiting the vehicle decreased marginally.
  - Majorities of riders remain extremely satisfied, suggesting that customers continue to have very positive experiences.

# Key Findings Continued

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- ▶ While the vast majority of customers (91%) continue to be aware that there is a pick-up “window”, many of those (42%) are still unable to give the correct window length of 20 minutes.
- ▶ Customers that are aware of the pickup window are more likely to perceive that their trip was on time, suggesting that educating customers on the window is helpful.
- ▶ There has been a notable shift in media use since 2015.
  - 46% of customers have access to the internet, up from 39% in 2015.
  - Over three-quarters (77%) of those with internet access use email.
  - Internet use by customers on cell phones, tablets, and e-readers has increased by nearly 70% compared to 2015.
- ▶ Interest in receiving information and purchasing fares online is up significantly, compared to 2015. Nearly half (47%) are now interested in at least receiving information online.

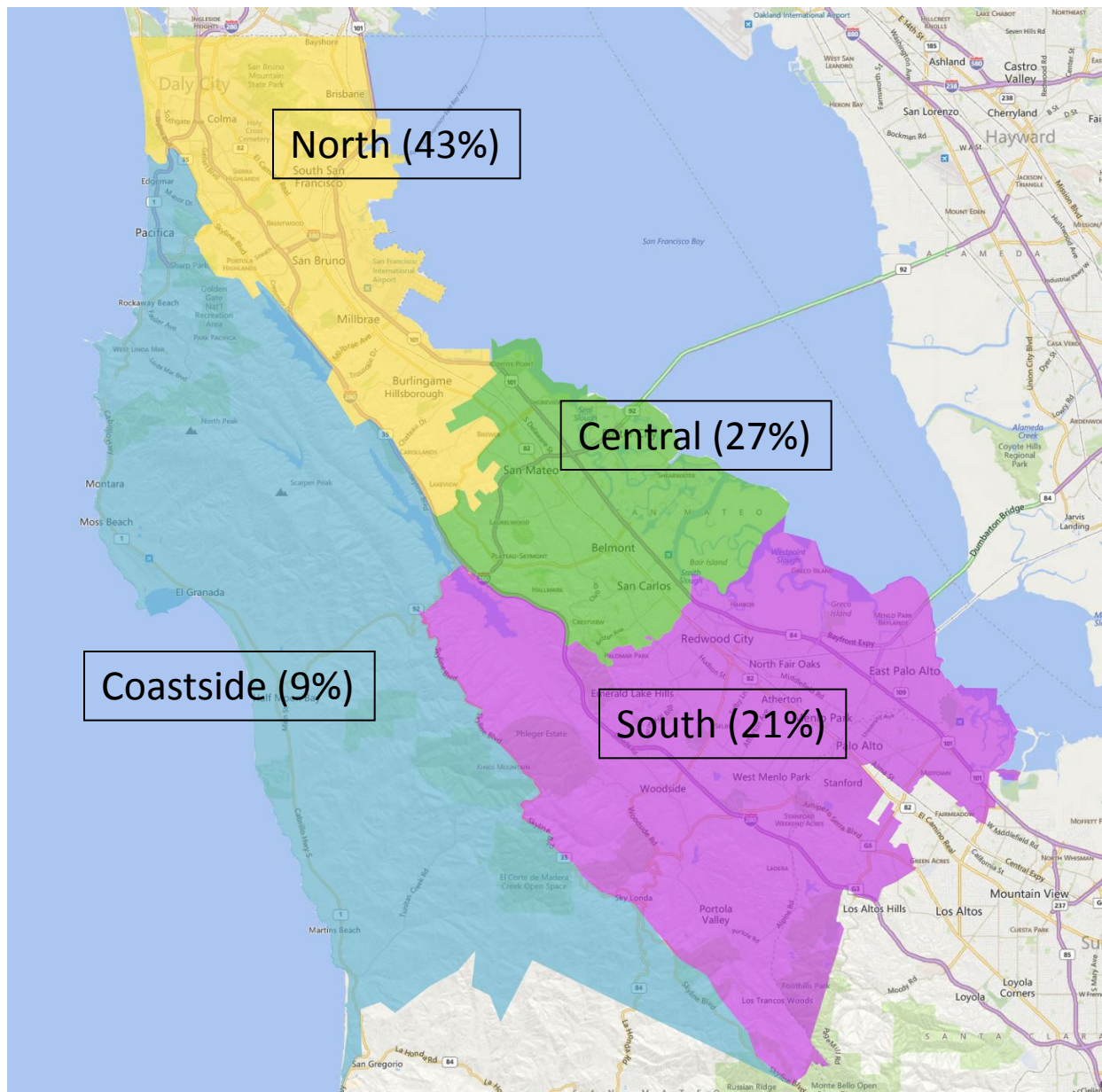


# Customer Profile





# San Mateo County Map

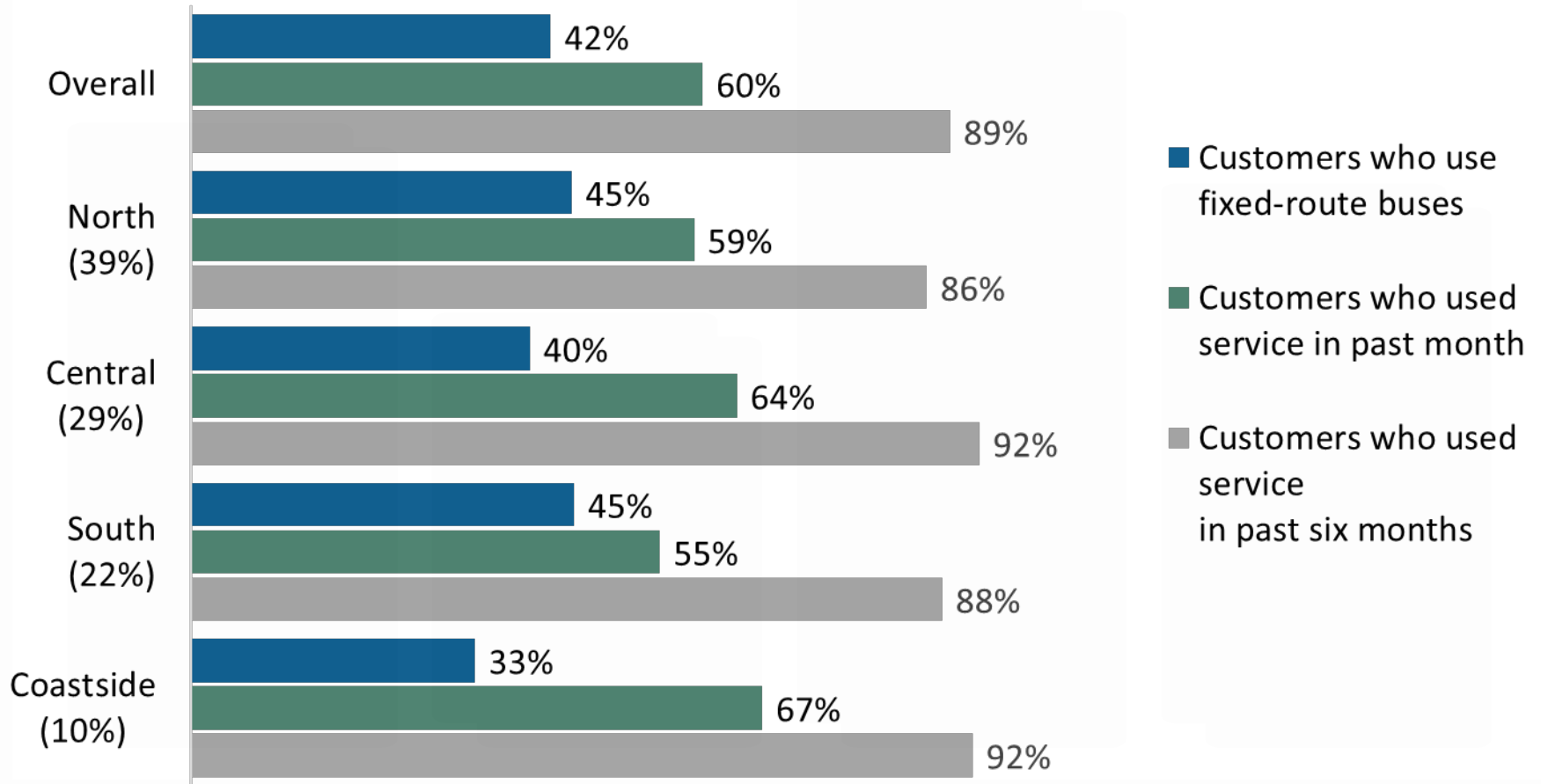


*Percentage of active customers living in each region of the county is shown.*

	% survey respondents
North	39%
Central	29%
South	22%
Coastside	10%

# Paratransit Usage By Region

*Customers in the North and South are more likely to use fixed-route buses.*

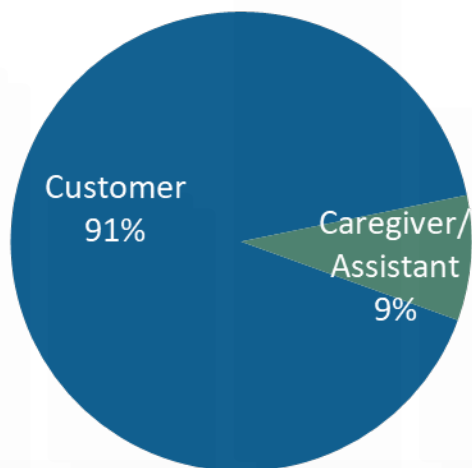


# Respondent Type

*Customers were generally able to respond to the survey without assistance.*

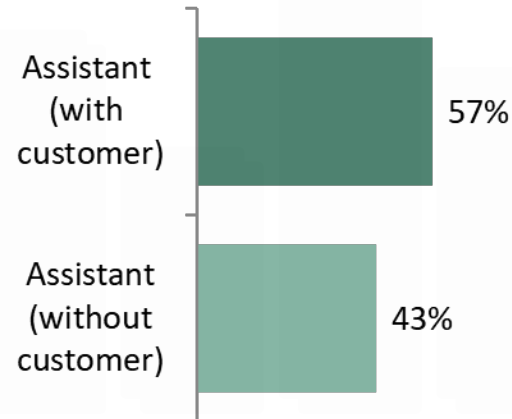
**Oct. '17**

**Respondent Type**



n=44

**Assistant Type**

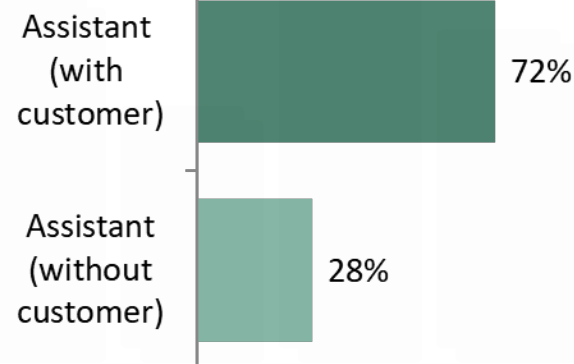


**June '15**

Customer  
88%

Caregiver/  
Assistant  
12%

n=61





# Respondent Demographics

*Demographics of paratransit customers today are similar to those in 2015.*

Group	San Mateo County Adults*	Paratransit Customer - June '15 (n=500)	Paratransit Customer - Oct. '17 (n=500)	Paratransit Customers Who Ride SamTrans Fixed-Route Busses – Oct. '17 (n=211)
Male	49%	32%	36%	42%
Female	51%	68%	64%	58%
White	53%	52%	47%	41%
Hispanic	25% <sup>#</sup>	18%	19%	20%
Asian	25%	16%	19%	22%
Black/African-American	3%	8%	10%	10%
Other/Refused	19% <sup>^</sup>	7%	7%	7%
18-49	40%	11%	12%	18%
50-59	20%	11%	15%	18%
60-69	23%	21%	23%	26%
70-79	11%	22%	24%	22%
80+	6%	35%	26%	16%

\*Data taken from 2010 US Census

<sup>#</sup>US Census defines Hispanic as an ethnicity, not a race. A total of 25% of San Mateo residents identify as Hispanic in the Census, regardless of how they identify their race. (Question: Is person of Hispanic, Latino, or Spanish origin?)

<sup>^</sup>Includes other race and two or more races. (Question: What is person's race?)

# Respondent Demographics Continued

*Demographics of paratransit customers today are similar to those in 2015.*

Group	San Mateo County Adults*	Paratransit Customer – June '15 (n=500)	Paratransit Customer – Oct. '17 (n=500)	Paratransit Customers Who Ride SamTrans Fixed Routes – Oct. '17 (n=211)
North County	43%	41%	39%	42%
Central County	27%	27%	29%	27%
South County	21%	20%	22%	23%
Coastside	9%	12%	10%	8%
<\$10,000/year**	4%	27%	27%	32%
\$10k to \$24,999	8%	29%	28%	30%
\$25k to \$49,999	16%	14%	13%	9%
\$50k to \$74,999	16%	6%	4%	3%
\$75k to \$99,999	15%	2%	2%	0%
\$100,000+	42%	1%	2%	2%
No response	0%	21%	24%	23%
Fare assistance	-	29%	41%	49%
No fare assistance	-	71%	59%	51%

\* Data from US Census

\*\* Income data from 2013 ACS 1-Year Estimates

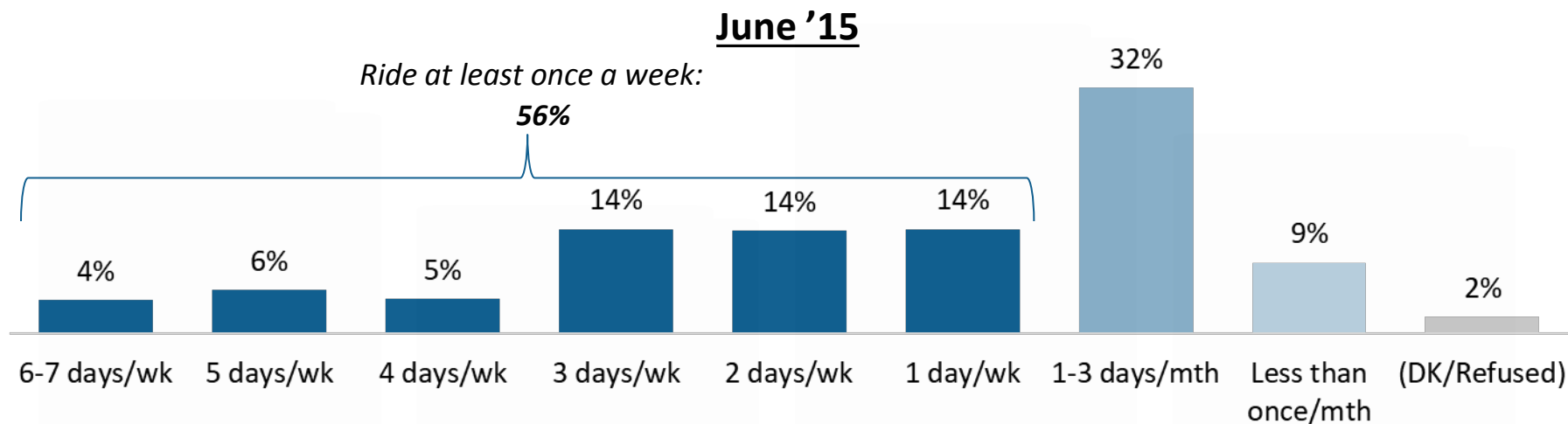
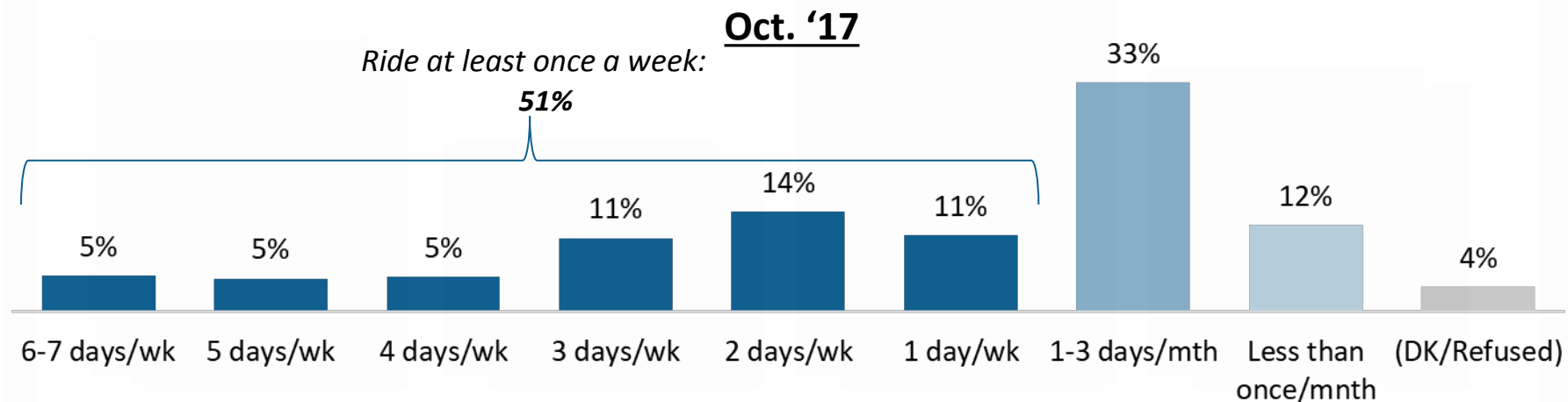


# Rider Behavior



# Frequency of Paratransit Usage

*Just over half of paratransit customers use the service at least once a week, slightly fewer than recorded in 2015.*

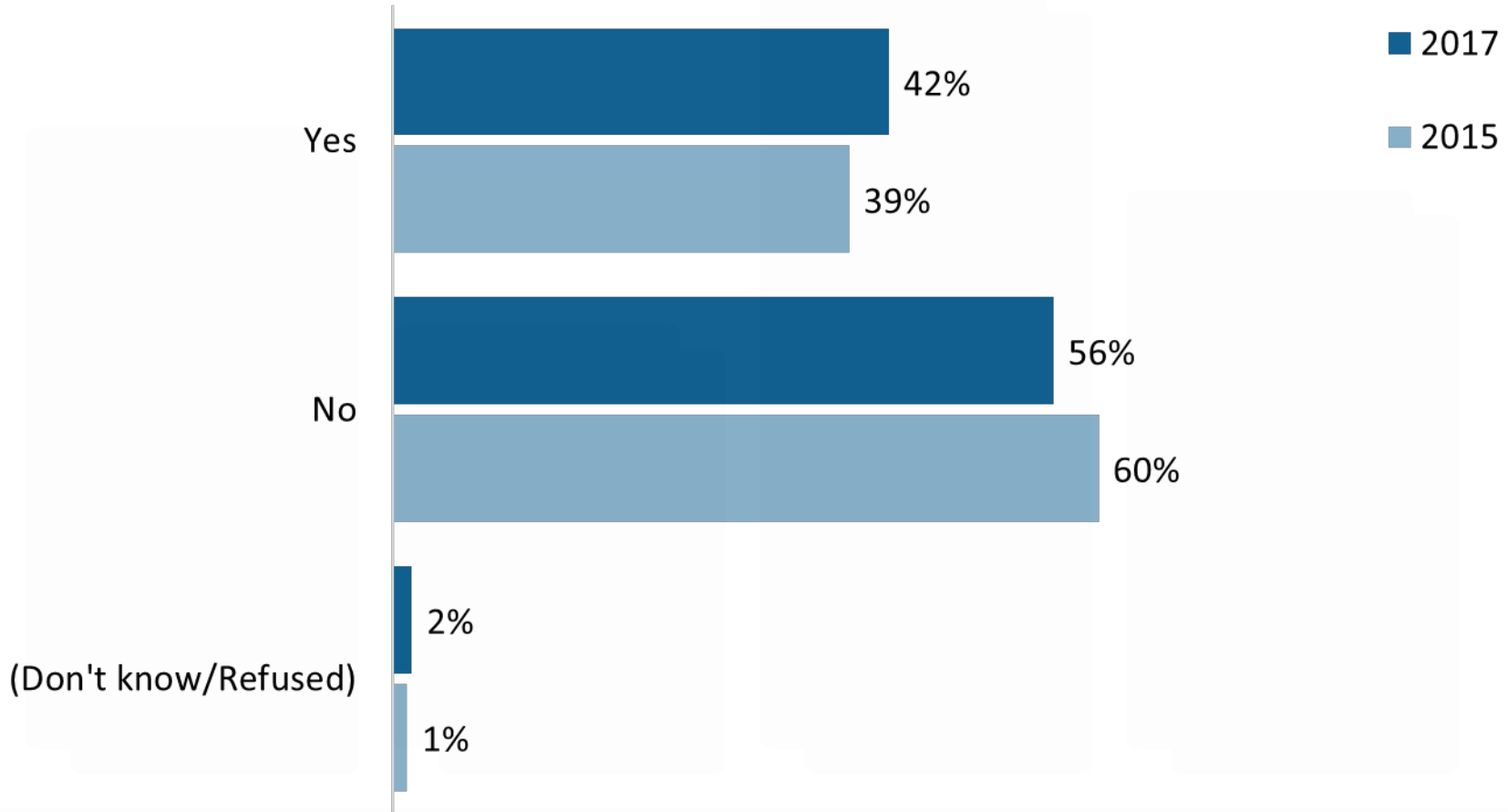


Q1. How often do you use Redi-Wheels/RediCoast?

\*Respondents were recent customers who rode at least once within the last year prior to survey.

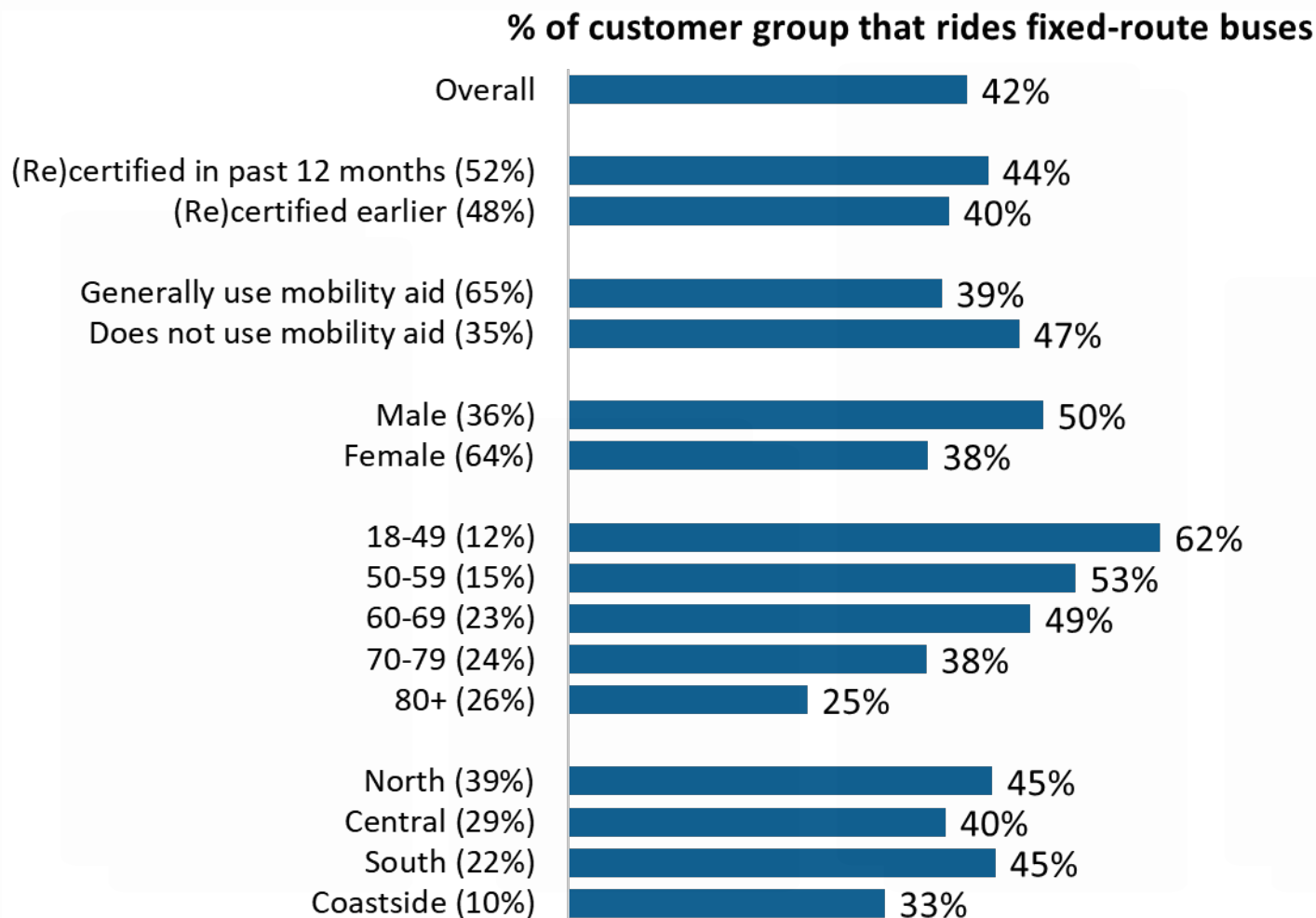
# Fixed-Route Use

*About four in ten customers also ride SamTrans' fixed-route buses.*



# Fixed-Route Use by Key Subgroups

*Younger customers are most likely to also ride fixed-route buses.*



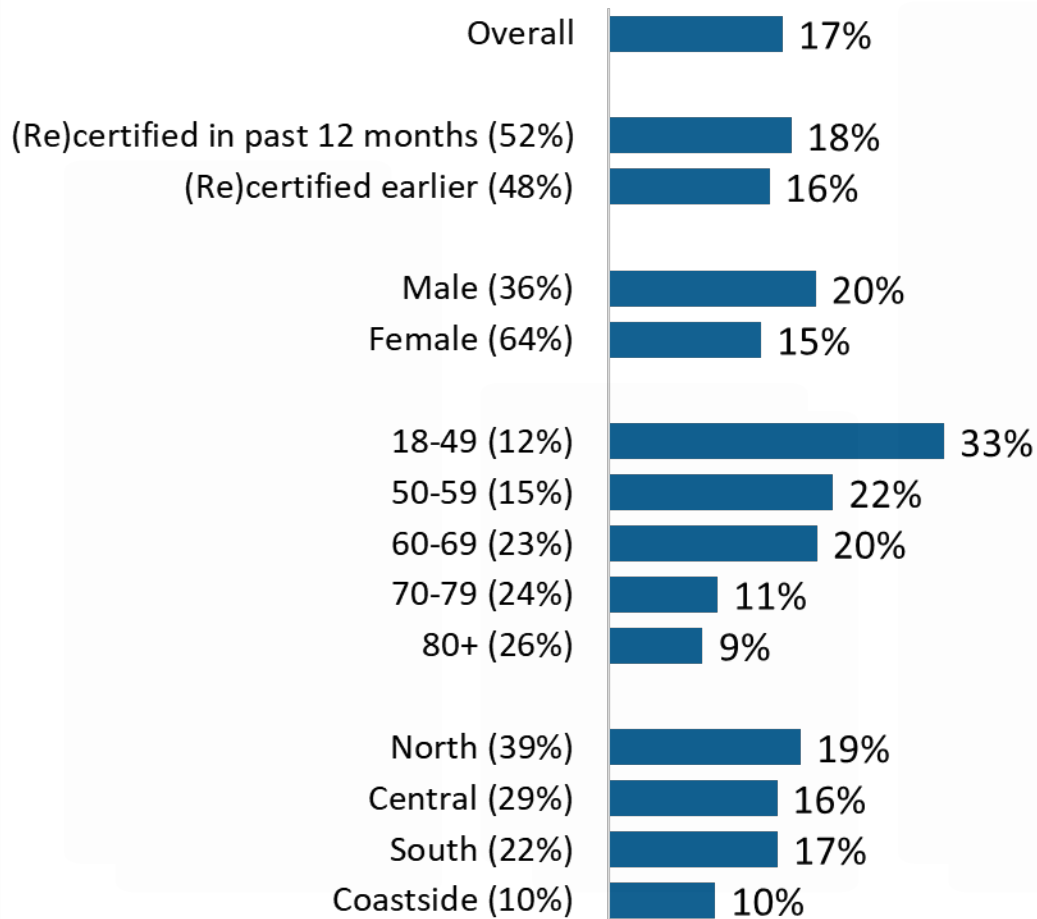
Q25. Do you ever ride the regular, fixed-route SamTrans buses? Showing the percentage that said "Yes". [2015 n=194; 2017 n=211]



# Fixed-Route Users with no Mobility Aid Usage, By Subgroup

*About one third of customers under 50 ride fixed-route buses and don't use aids.*

## % of customer group that rides fixed-route buses and does not use a mobility aid



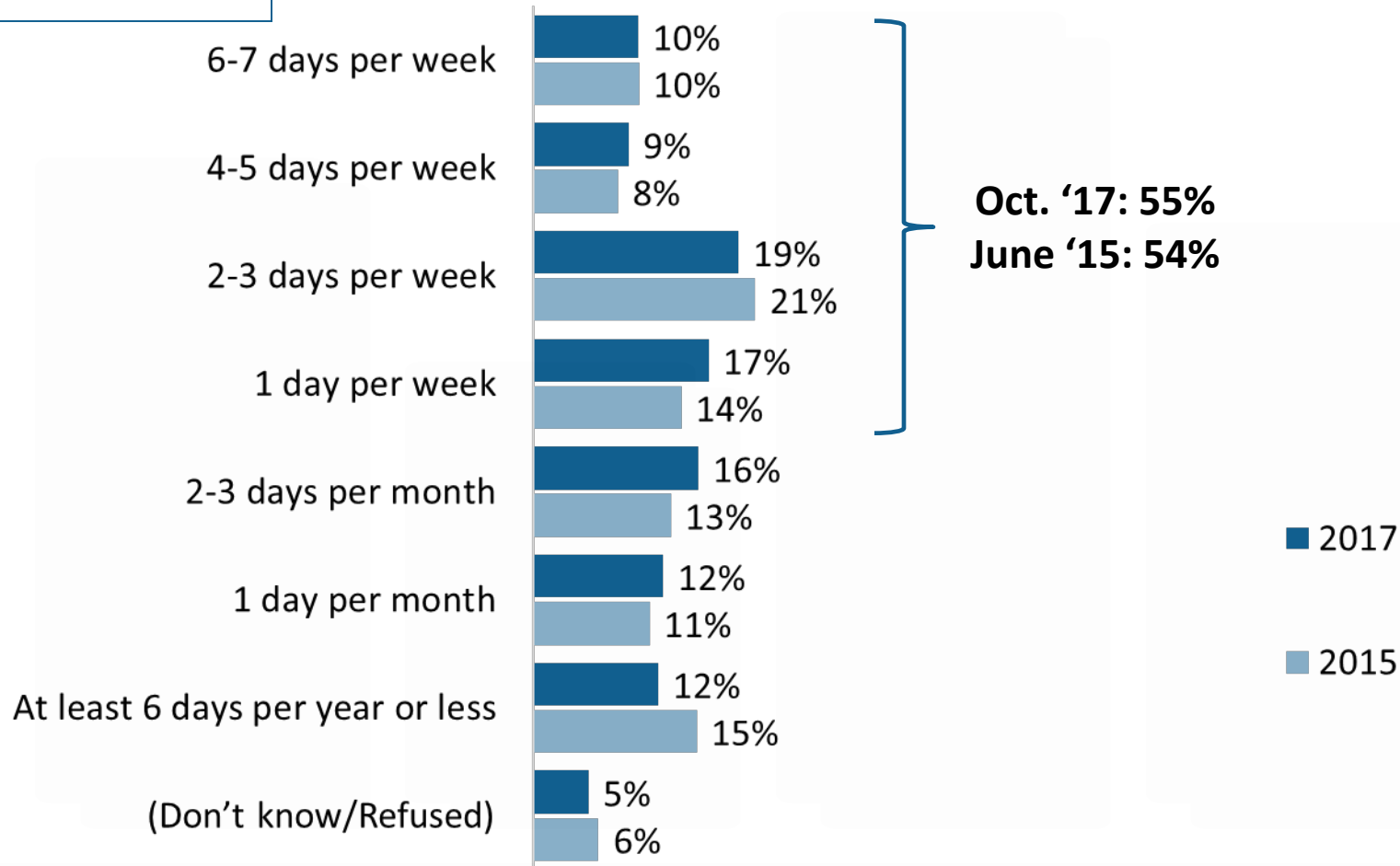
Q25. Do you ever ride the regular, fixed-route SamTrans buses? Showing the percentage that said "Yes". [2015 n=194; 2017 n=211]

# Frequency of Fixed-Route Bus Usage

*Of fixed-route bus riders, a majority use regular service at least once a week.*

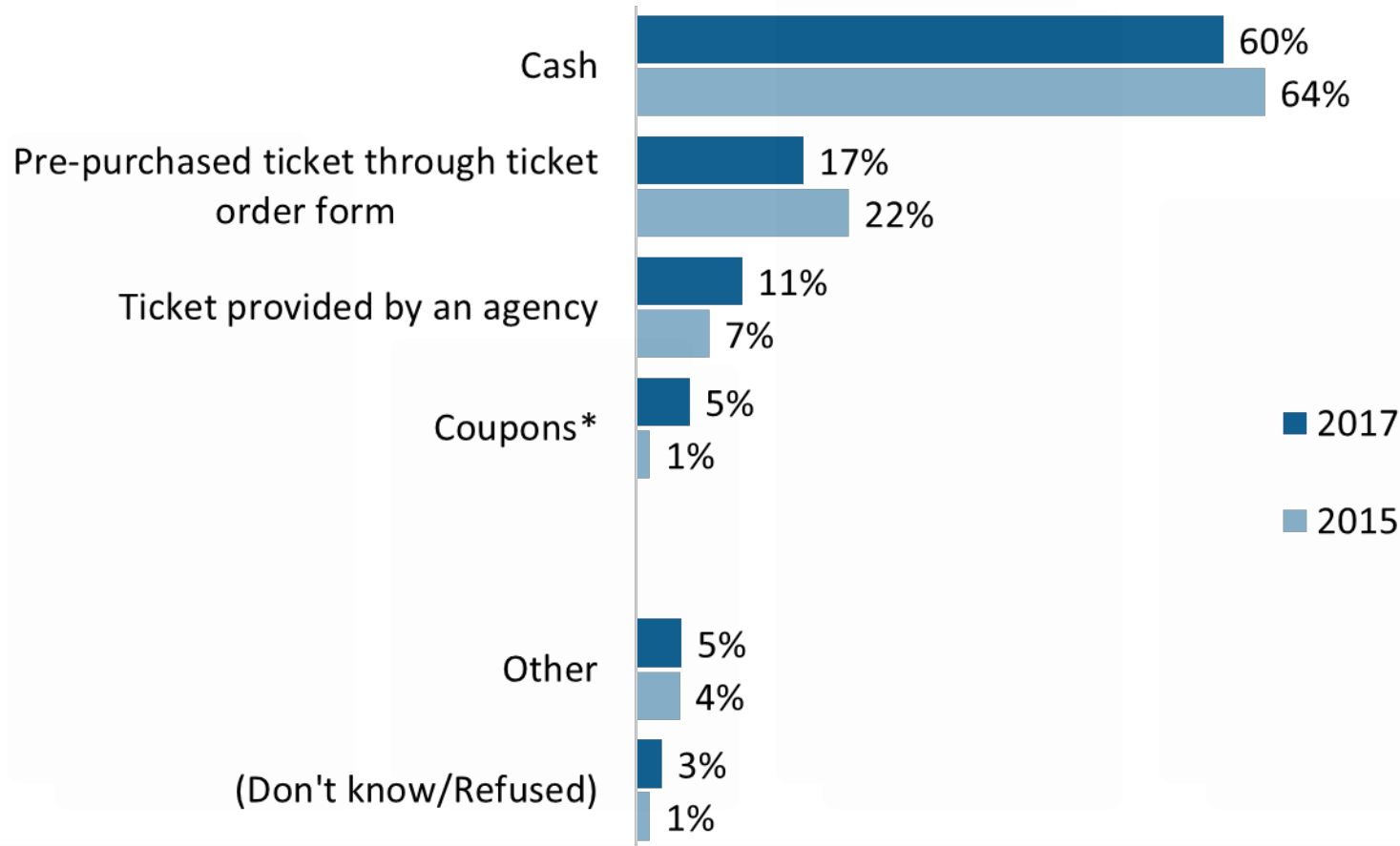
**Oct. '17: n=211**

**June '15: n=194**



# Paratransit Payment Type

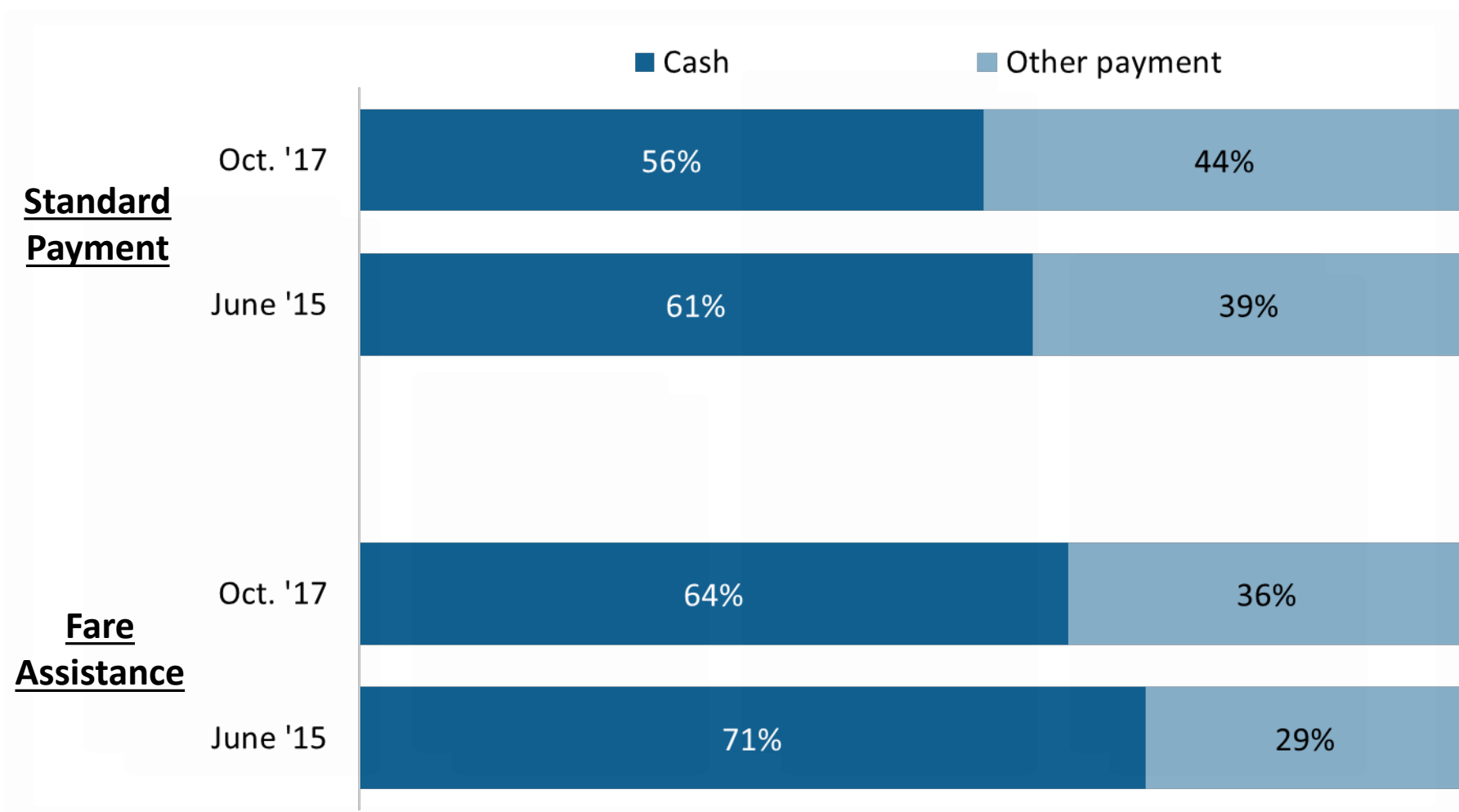
*Cash continues to be the most common way for customers to pay for paratransit service.*



Q2. How do you typically pay for your fare when traveling on Redi-Wheels/RediCoast?  
\*"Coupons" was not a response offered to customers, because the paratransit fare structure does not have this option. Nevertheless, some customers mentioned this payment method on their own.

# Paratransit Payment Type by Fare Assistance

*Customers with fare assistance are somewhat more likely to pay with cash.*





Recent Trip

# Main Purpose of Recent Trip

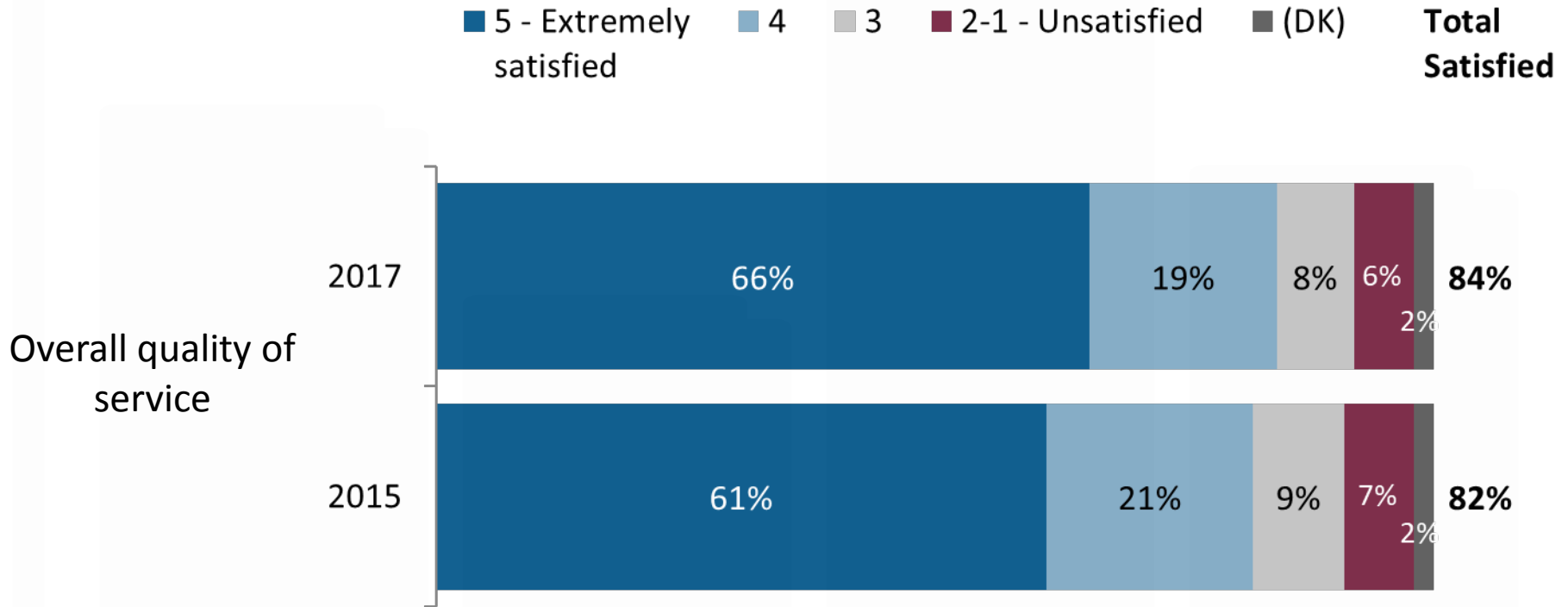
*Medical appointments and errands continue to be the most common purposes of trips.*

<b>Main purpose of trip...</b>	<b>2015 %</b>	<b>2017 %</b>
Medical appointment other than dialysis or rehabilitation	51	47
Errands (grocery shopping, bank, drug store, hair appointment, shopping)	12	17
Visiting/recreation/social/out for a meal	8	11
Physical therapy/rehabilitation	5	6
Renew Redi-Wheels certification	5	-
Dialysis	3	2
Visiting a place of worship (church/temple)	3	3
Senior center program	3	3
Employment	2	2
School or college	2	1
Pick up prescriptions	2	-
Other	2	5
Don't know/Refused	2	2



# Recent Trip Satisfaction

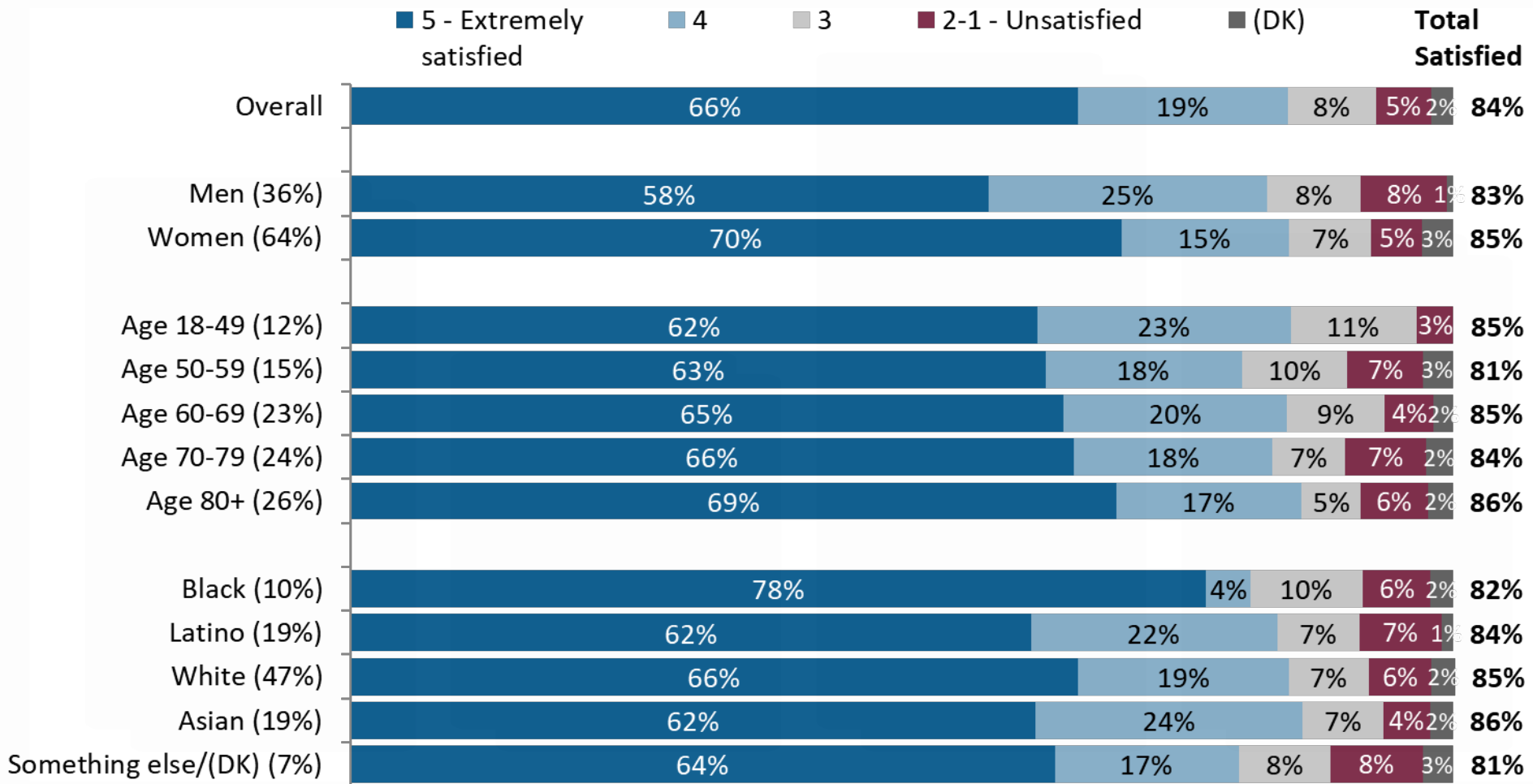
*Satisfaction with overall quality of service for the most recent trip remains largely unchanged, but more are “extremely satisfied” this year, compared to 2015.*



Q5: Thinking about this trip, how would you rate your satisfaction with each of the following. Please use a scale from 1 to 5, where 1 means “not at all satisfied” and 5 means “extremely satisfied.”

# Recent Trip Satisfaction by Gender, Age, Race

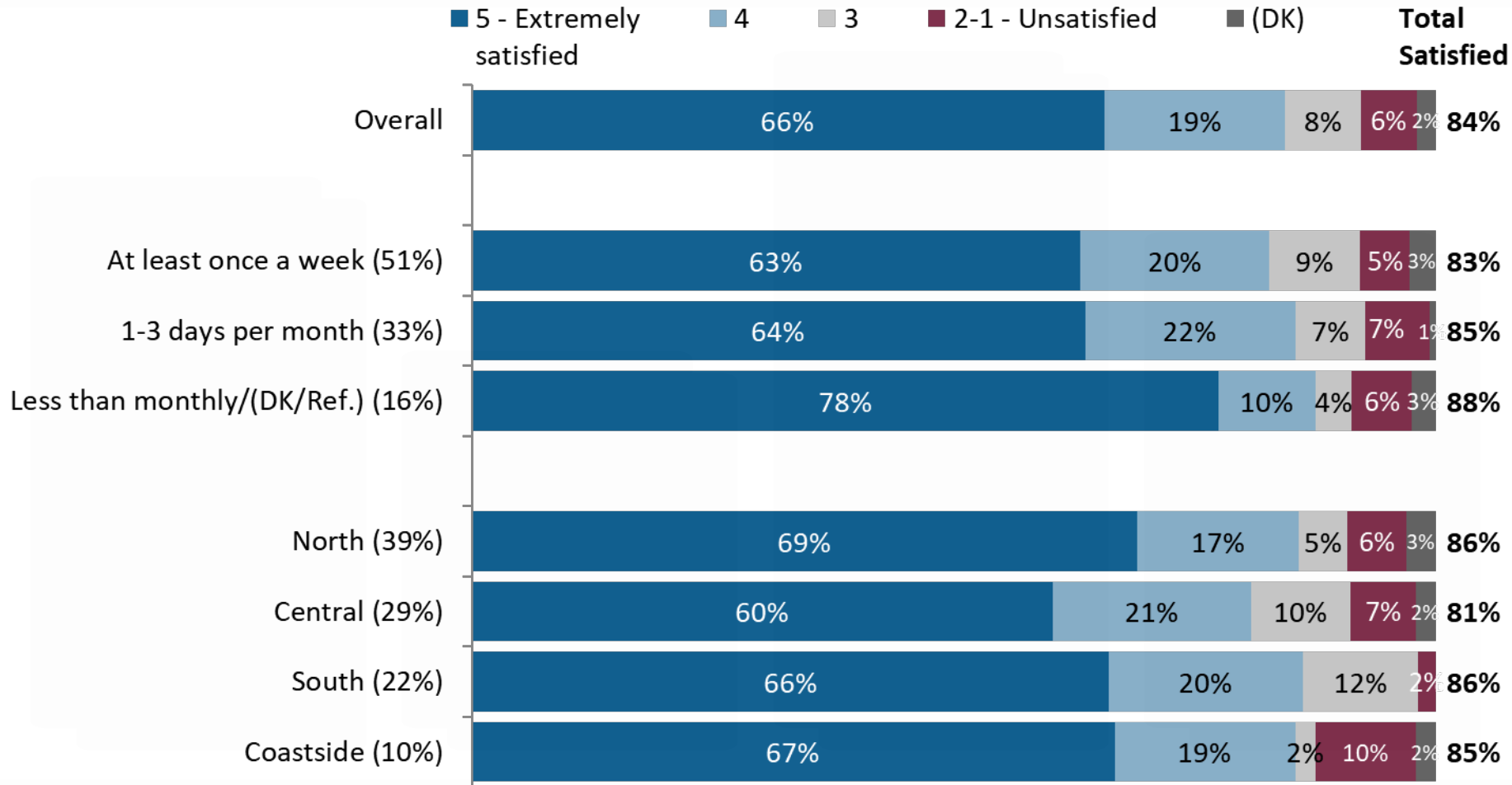
*Recent trip satisfaction is high across demographic groups, highest among women, older riders and black riders.*



Q5. Thinking about this trip, how would you rate your satisfaction with each of the following. Please use a scale from 1 to 5, where 1 means “not at all satisfied” and 5 means “extremely satisfied.” - **The overall quality of service for this trip**

# Recent Trip Satisfaction by Frequency, Region

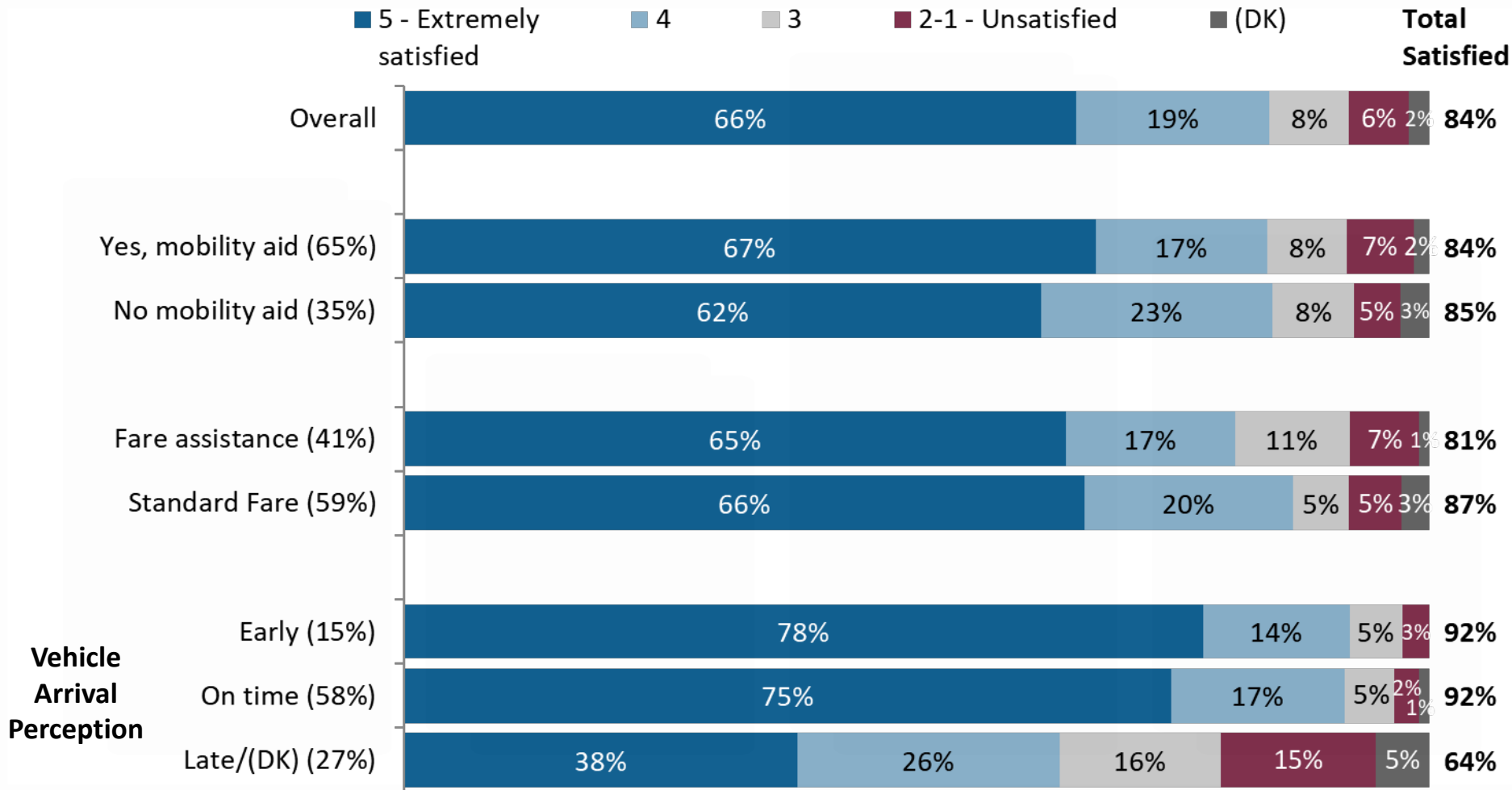
*The most frequent riders are slightly less satisfied with quality of services than those who ride less often.*



Q5. Thinking about this trip, how would you rate your satisfaction with each of the following. Please use a scale from 1 to 5, where 1 means “not at all satisfied” and 5 means “extremely satisfied.” - **The overall quality of service for this trip**

# Recent Trip Satisfaction by Mobility, Fare, On-time

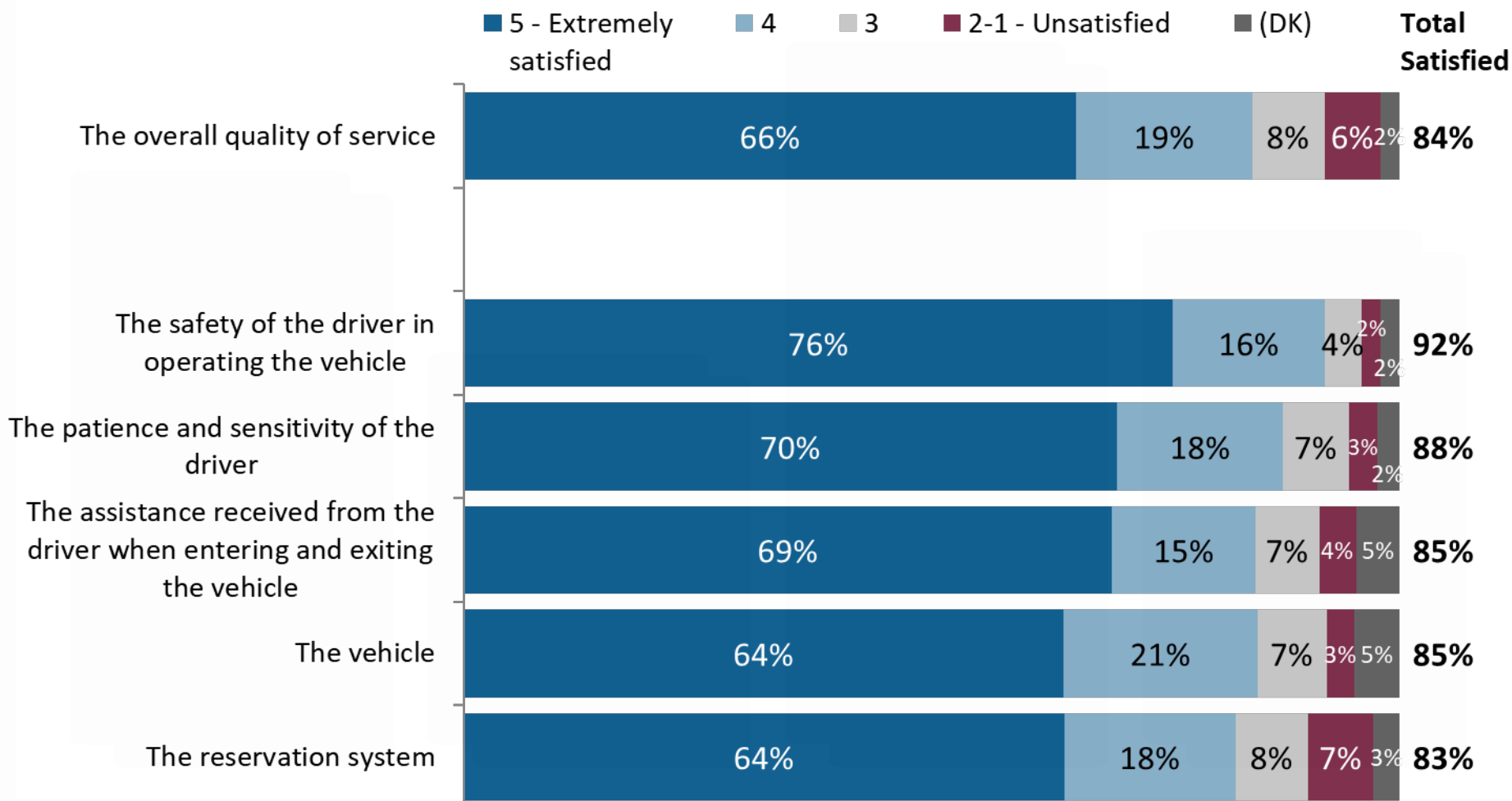
*Customers who perceive their vehicle to be late give much lower ratings of satisfaction.*



Q5. Thinking about this trip, how would you rate your satisfaction with each of the following. Please use a scale from 1 to 5, where 1 means "not at all satisfied" and 5 means "extremely satisfied." - **The overall quality of service for this trip**

# Satisfaction with Aspects of Recent Trip

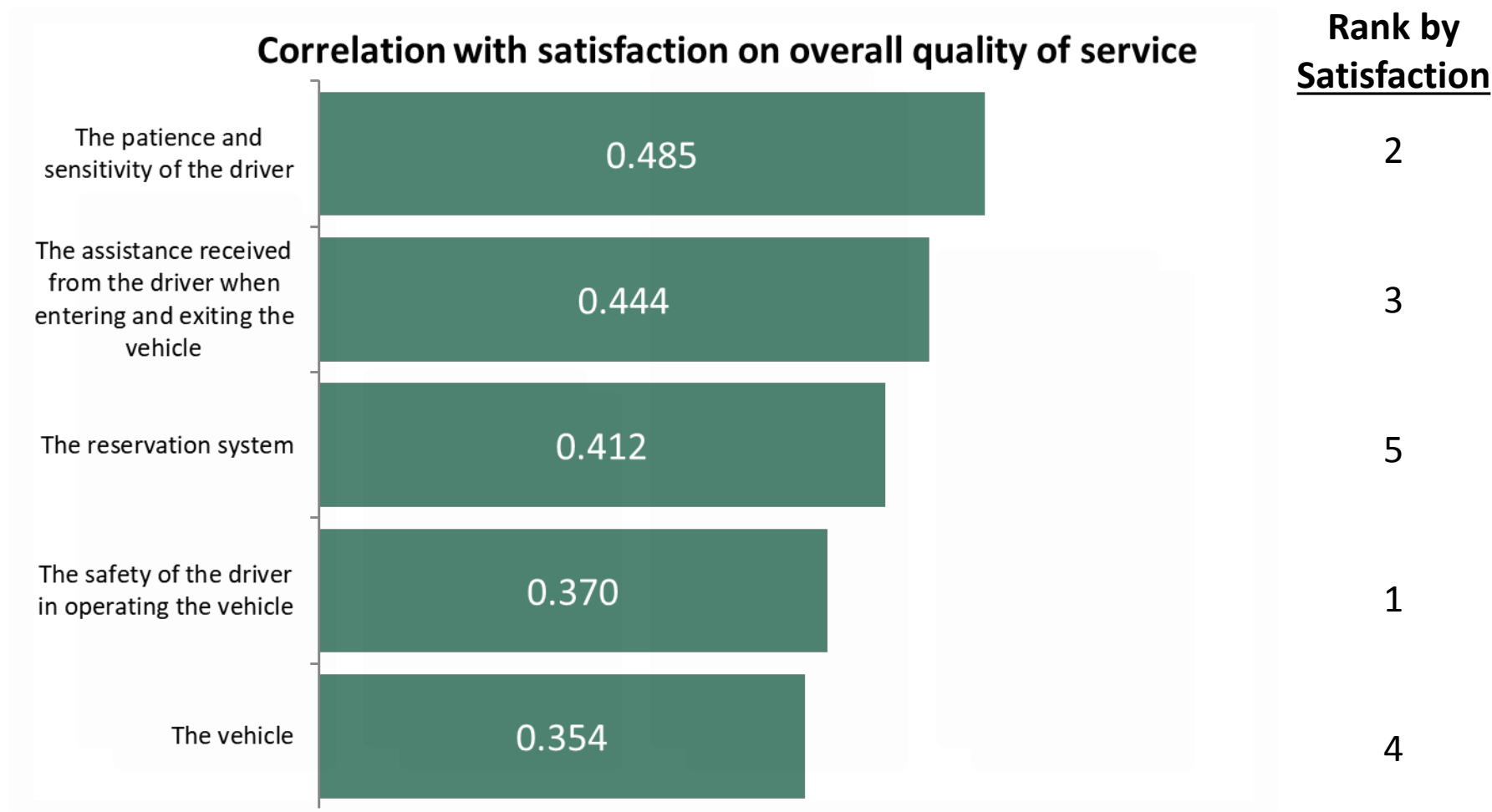
*The highest-rated aspect of a customer's trip is driver safety, followed by driver sensitivity and driver assistance. Majorities are "extremely satisfied" with all aspects of service.*



Q5-10: Thinking about this trip, how would you rate your satisfaction with each of the following. Please use a scale from 1 to 5, where 1 means "not at all satisfied" and 5 means "extremely satisfied."

# Correlation with Overall Quality of Service

*Sensitivity of drivers followed by assistance from drivers are most correlated with overall satisfaction, suggesting that those are most important to keep customers satisfied.*

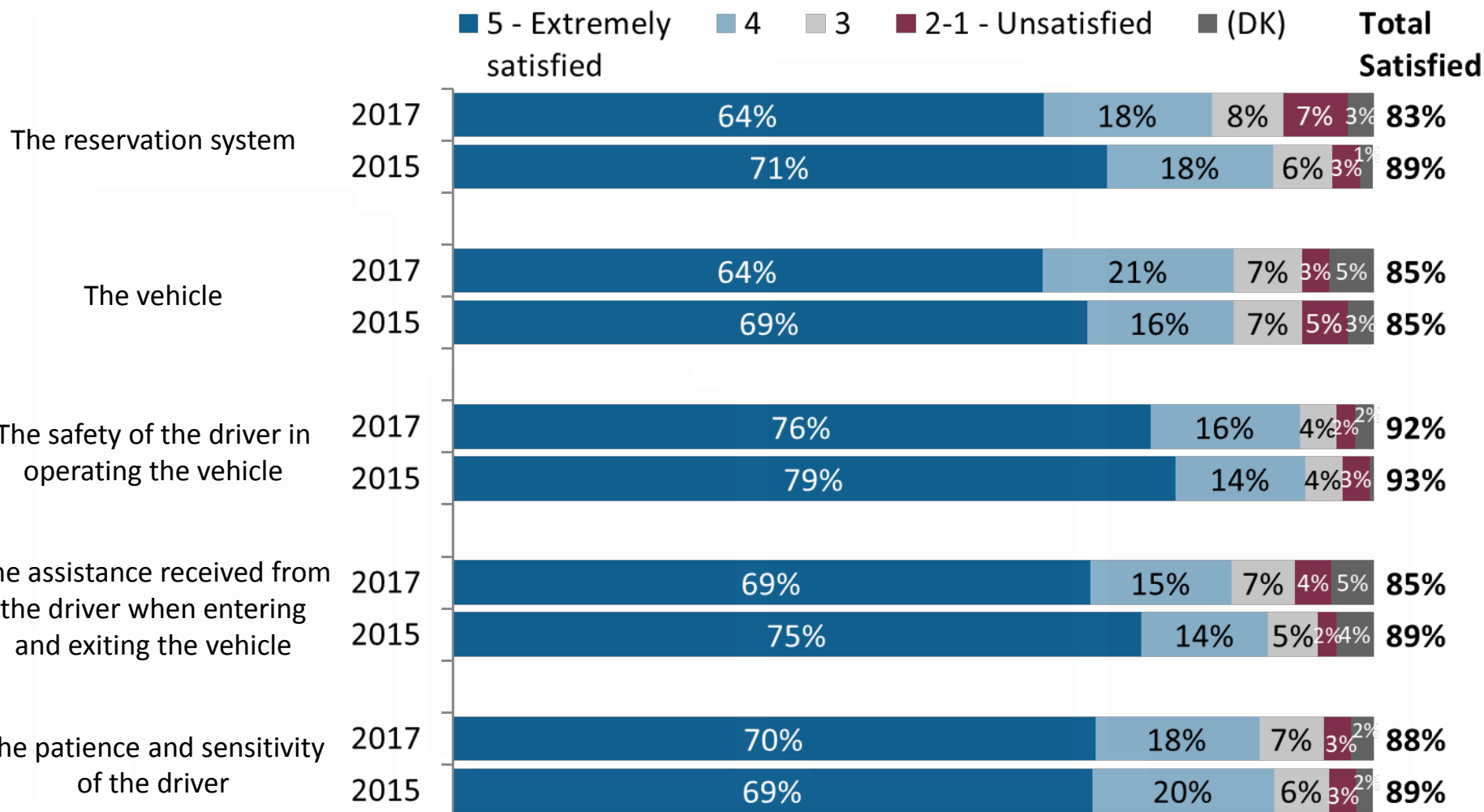


Q5-10: Thinking about this trip, how would you rate your satisfaction with each of the following. Please use a scale from 1 to 5, where 1 means “not at all satisfied” and 5 means “extremely satisfied.”



# Aspects of Recent Trip Over Time

*Satisfaction with most aspects of services have fallen slightly since 2015, but customers remain highly satisfied.*



Q5-10: Thinking about this trip, how would you rate your satisfaction with each of the following. Please use a scale from 1 to 5, where 1 means “not at all satisfied” and 5 means “extremely satisfied.”



Trip Aid



# Customer Disability/Disabling Health Condition

*Approximately half of customers have a mobility impairment making it difficult for them to ride fixed-route buses.*

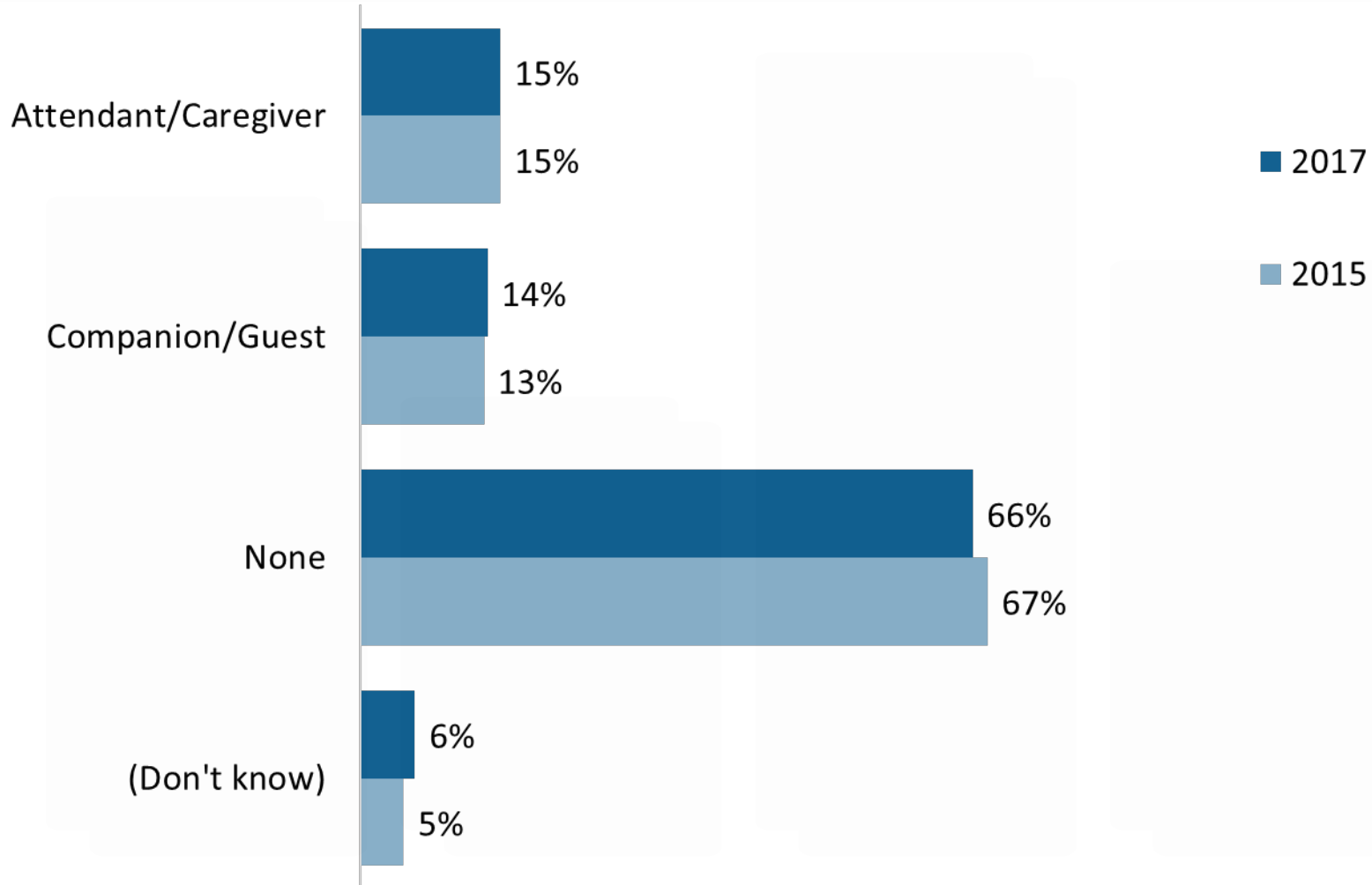
<b><i>Condition</i></b>	<b>2015 %</b>	<b>2017 %*</b>
A mobility impairment (whether you use a wheelchair or walk)	56	49
A developmental disability or cognitive/mental impairment (e.g. Alzheimer's, mental illness, stroke)	12	15
Blindness or low vision	11	10
Frailty or a problem with energy (e.g., asthma, HIV/AIDS, congestive heart failure)	9	17
Other	22	1
(Don't know/Refused)	0	8

\* Percentages do not add up to 100% – 69 respondents reported multiple conditions

D9. Can you please tell me what disability or disabling health condition is the reason you use Paratransit rather than the regular, fixed-route SamTrans buses? (**ACCEPT MULTIPLE RESPONSES**)

# Paratransit Companions

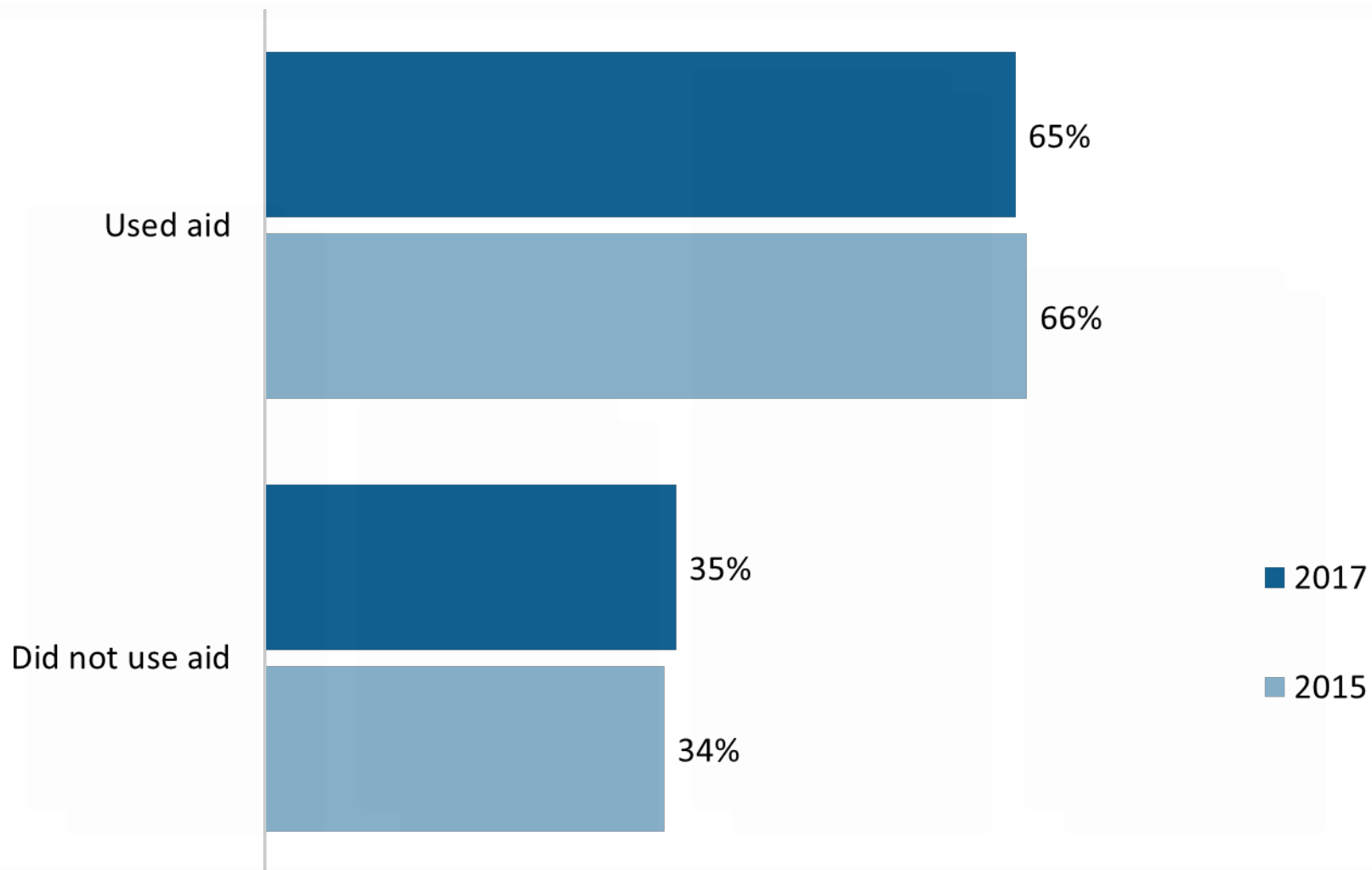
*Most customers are taking paratransit trips on their own.*



Q4. Were you accompanied by another person on this trip?

# Overall Aid Usage on Recent Trip

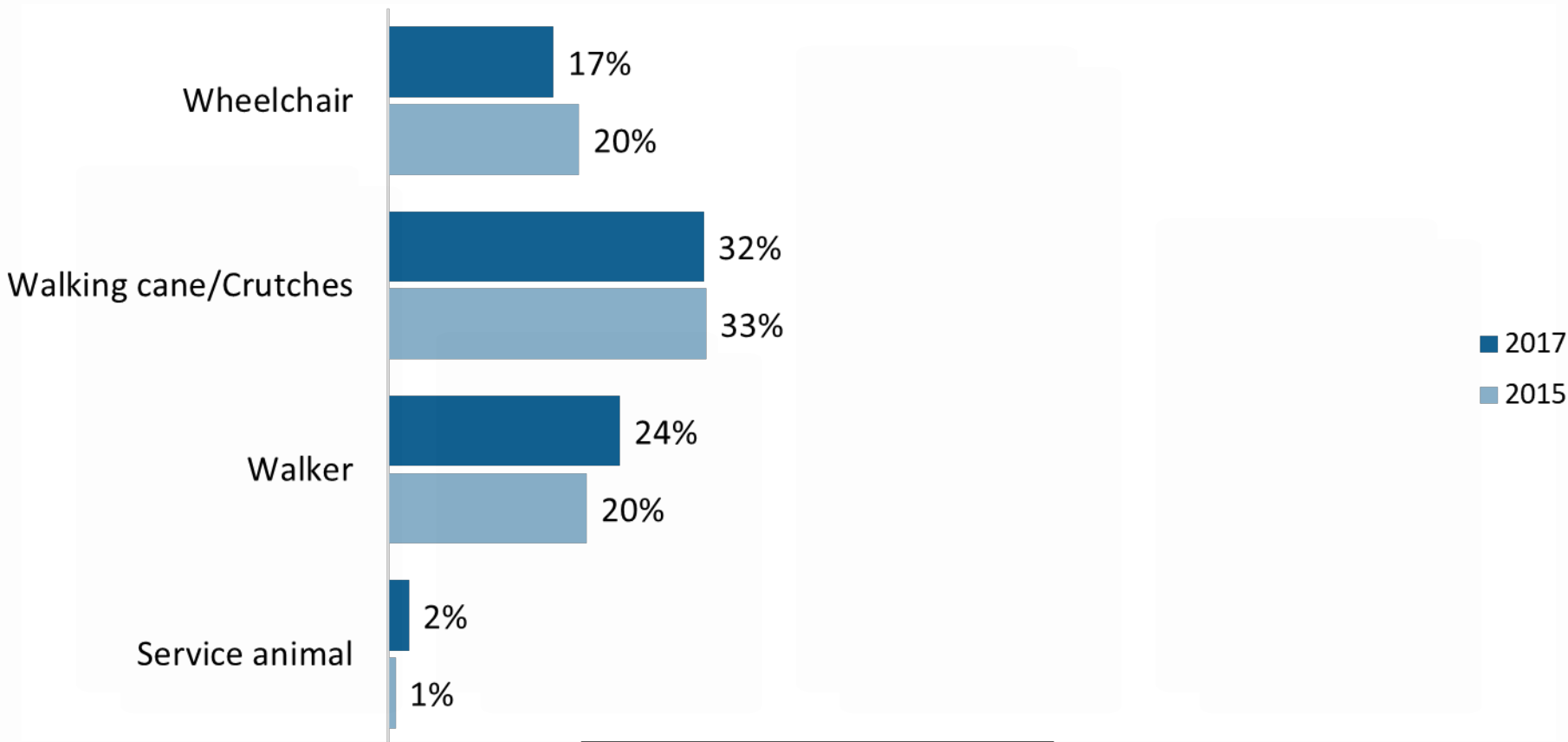
*About two in three customers used some type of personal aid device or animal on their recent trip.*



Q14-17. Which of the following did you use on this trip? Categorized as “used aid”, if customer used a wheelchair, a walking cane or crutches, a walker or a service animal.

# Mobility Aids Utilized on Recent Trip

*Slightly more customers are using walkers in 2017, and somewhat fewer customers are using wheelchairs today.*



***Responses do not add up to 100%.***

***Customers may have said "yes" to more than one of these items.***

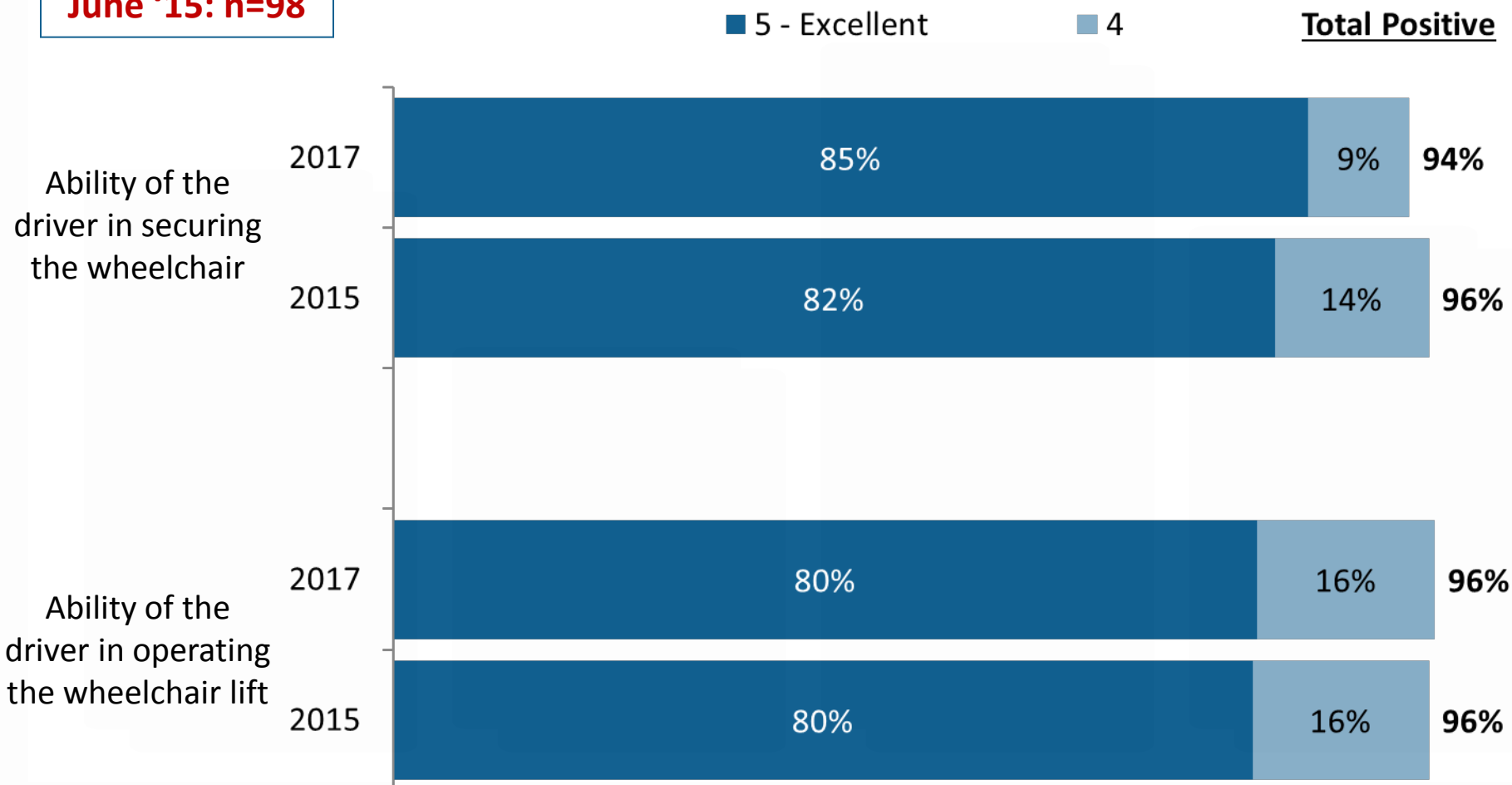


# Recent Trip Driver Ratings - Wheelchair Users

*Ratings for drivers' wheelchair-specific duties are high, similar to those in 2015.*

**Oct. '17: n=85**

**June '15: n=98**



Q18-19. How would you rate the ability of the driver in... using a scale from 1 to 5, where 1 means "poor" and 5 means "excellent."

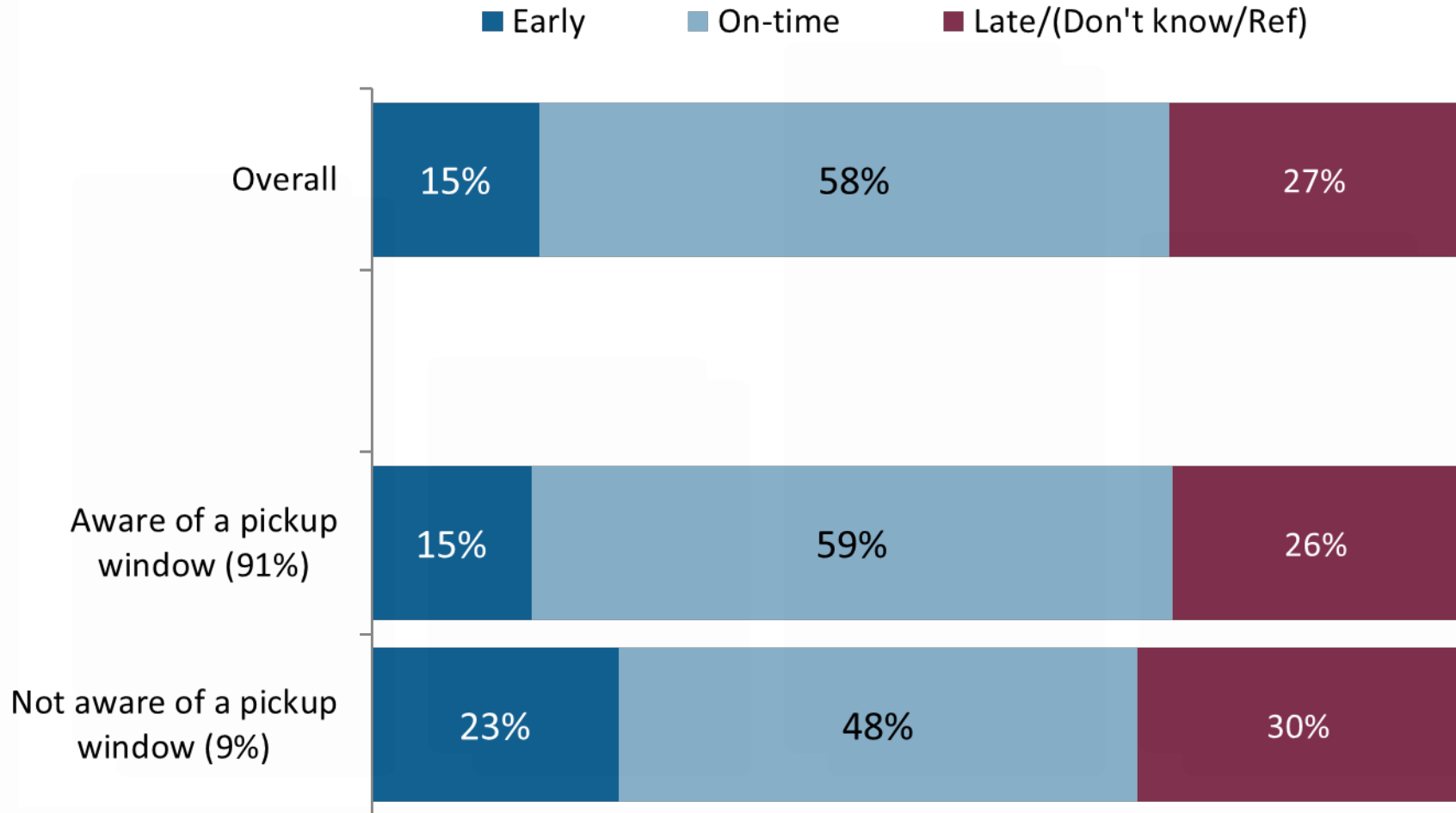


Pick-up Time



# Driver Timeliness

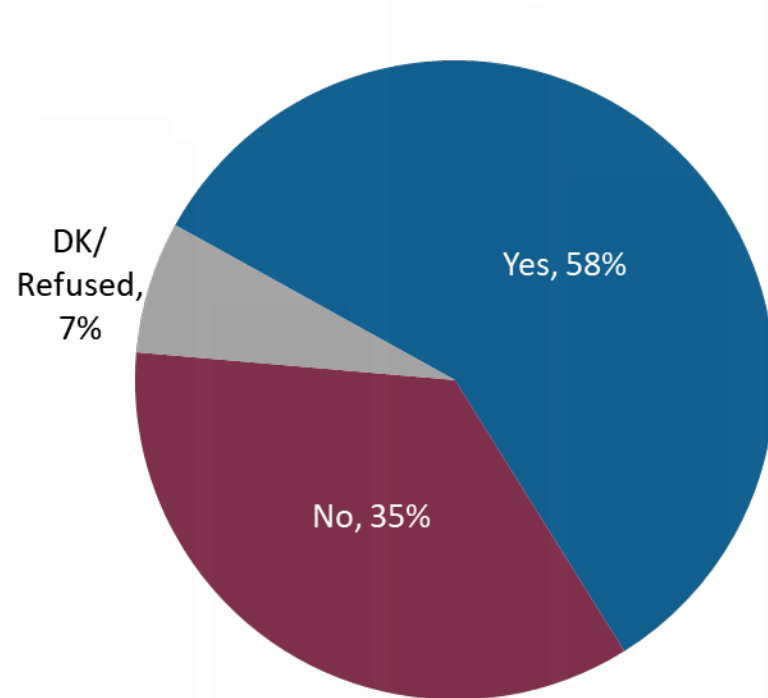
*A majority of customers perceived their recent trip to be on-time. Those aware of the pickup window were more likely to perceive that the driver was on time.*



# Driver Timeliness, cont.

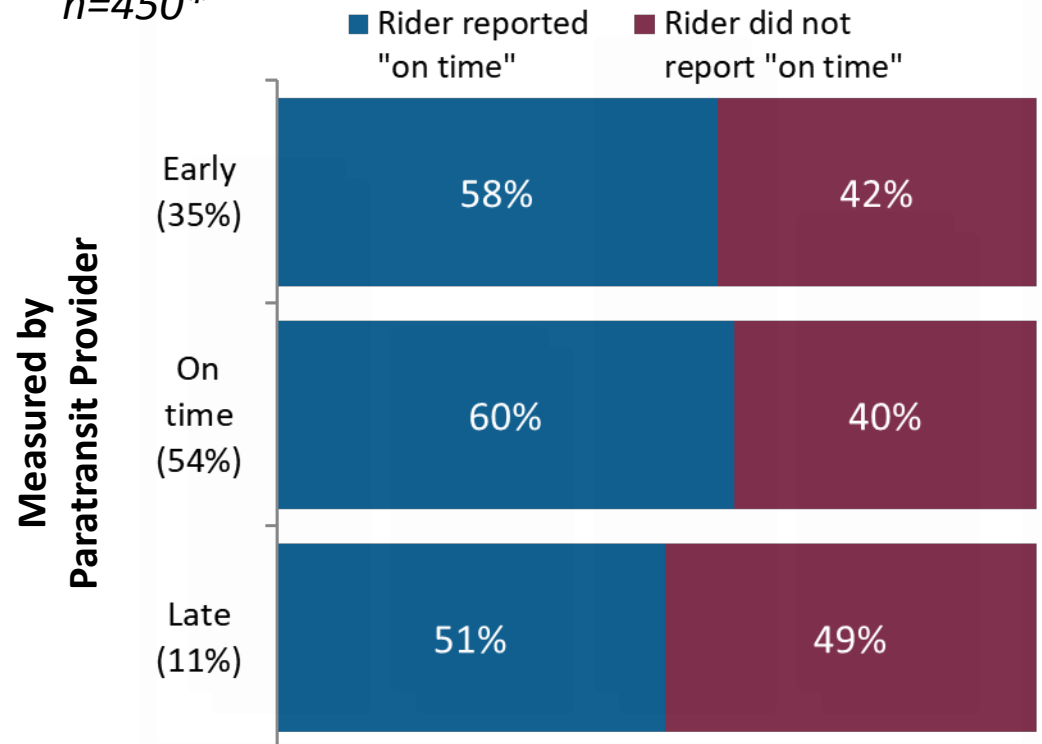
*A majority of riders report their trip as being on time. Two out of five riders who say that their ride was not on-time had a ride measured as on-time by the transit provider.*

**Was the driver on time?**



**Measured vs. Reported On-Time Performance**

*n=450\**



*\* Data shown includes records with service pickup data. Not all records contained such data.*

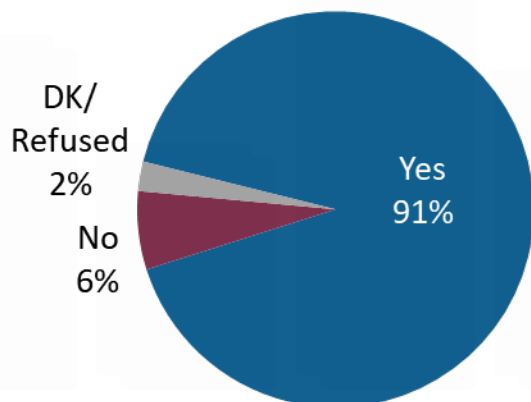
Q11. Thinking about this trip, would you say the driver was early, on time, or late?

# Awareness of Pick-Up Window Time

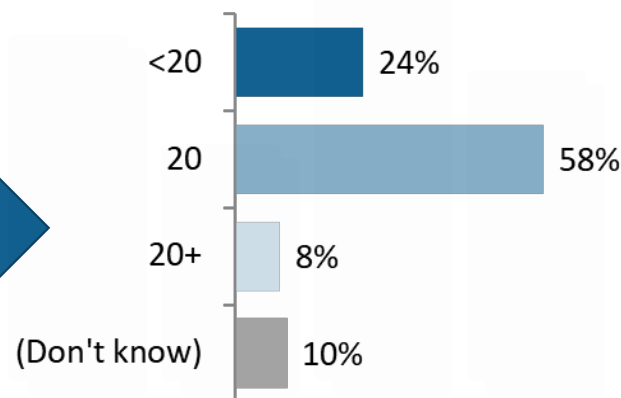
*The vast majority know there is a pick-up window and a majority also know it is 20 mins, similar to the number reporting in 2015.*

**Oct. '17**

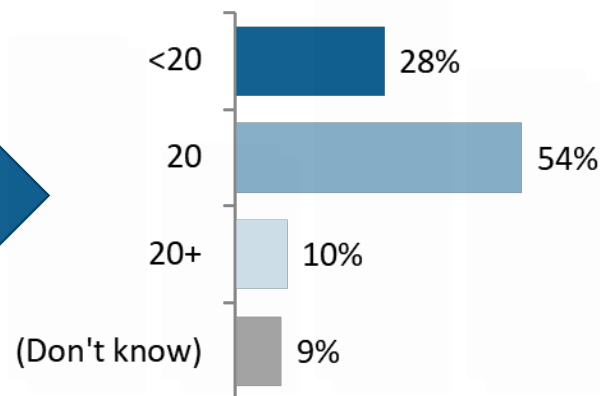
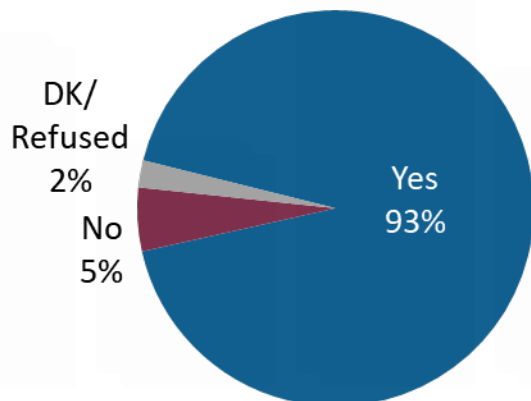
**Aware of Pick-Up Window**



**Amount of Minutes in Window**



**June '15**

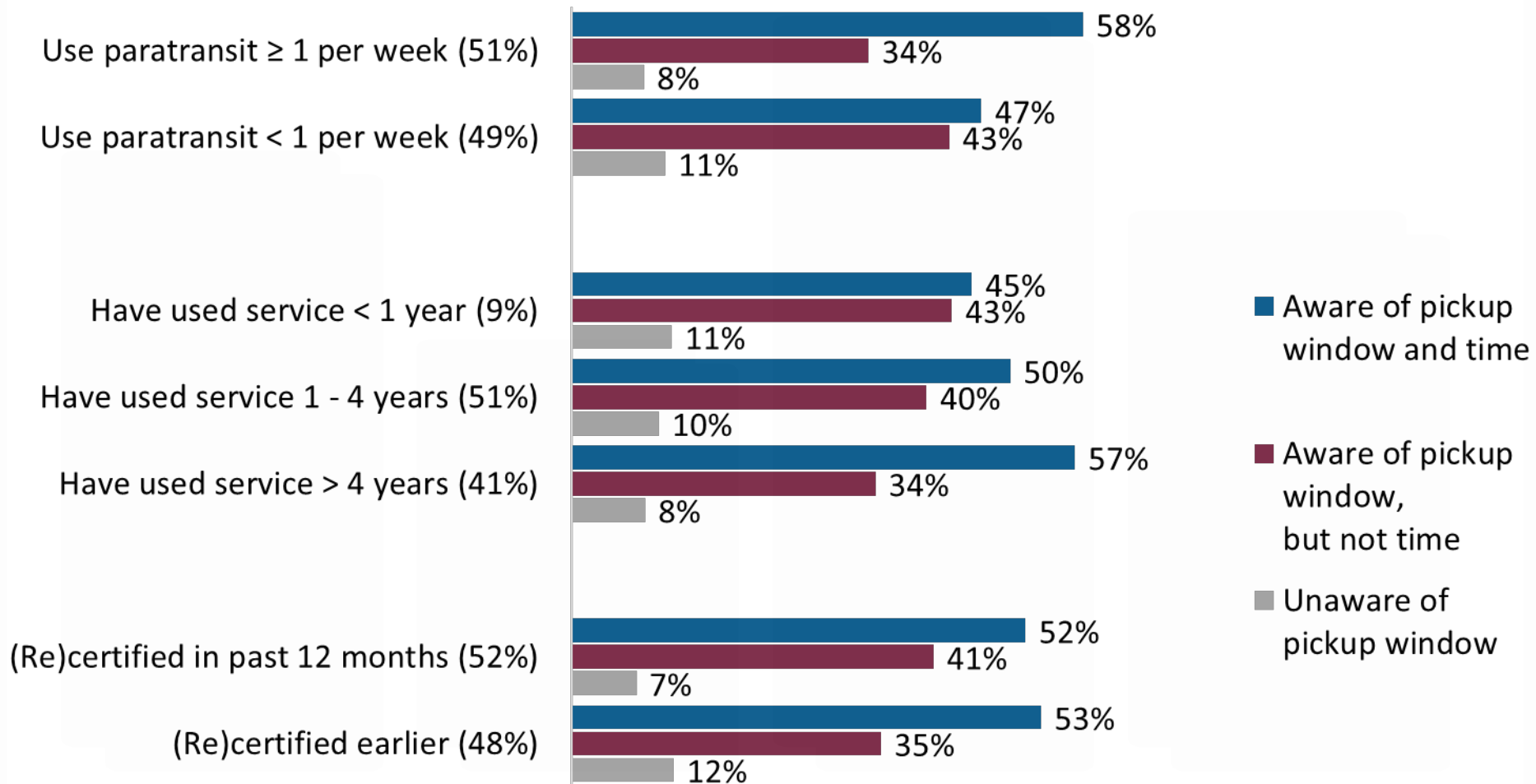


Q12. Are you aware that Redi-Wheels/RediCoast gives you a window of time during which they will pick you up for your scheduled ride?

Q13. How many minutes is the window of time that Redi-Wheels/RediCoast provides?

# Awareness of Pick-Up Window by Group

*Customers who use paratransit more than once a week and/or longer than four years are more likely to be aware of the pickup window and pickup times.*



Q12. Are you aware that Redi-Wheels/RediCoast gives you a window of time during which they will pick you up for your scheduled ride?

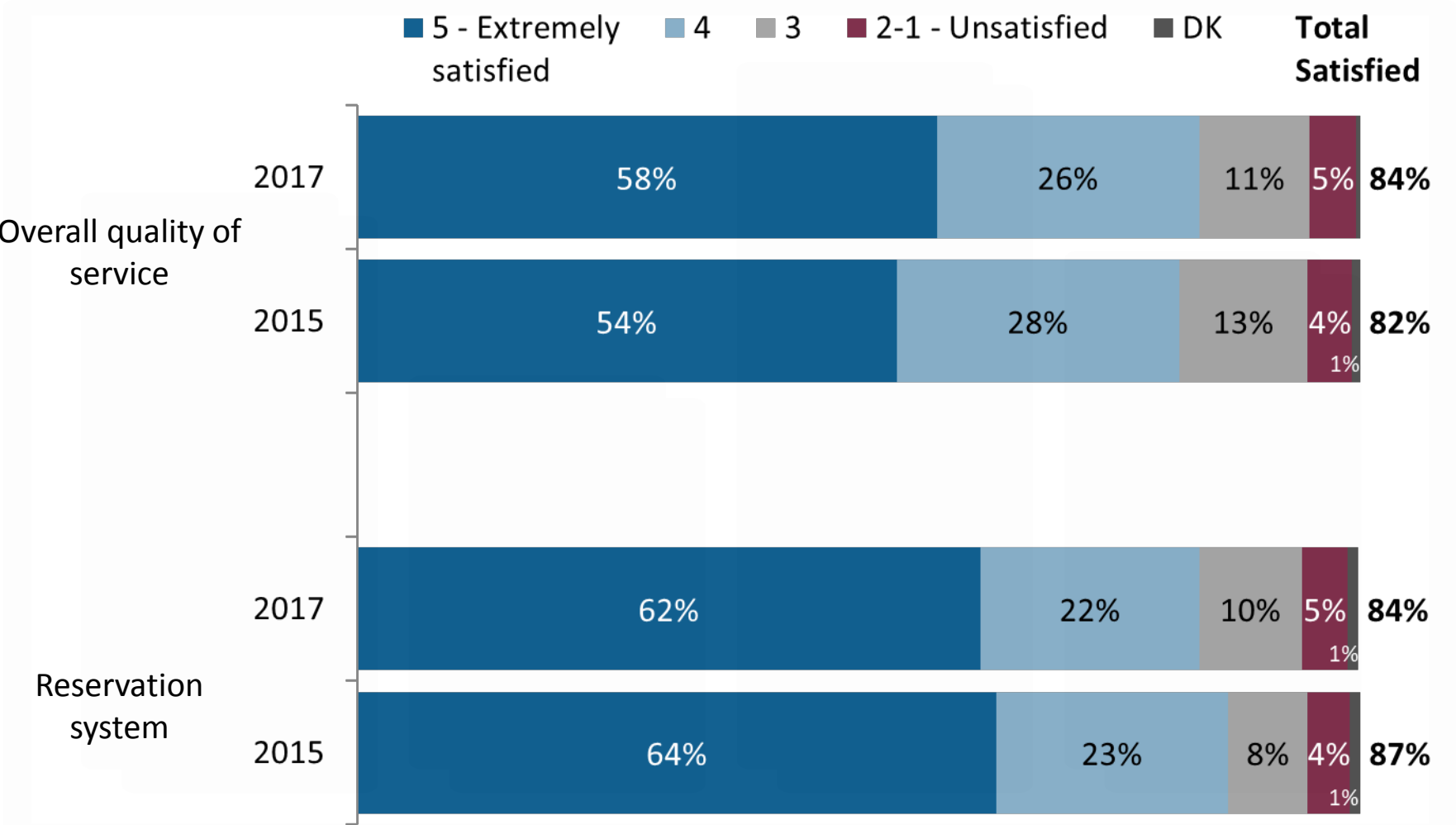


# General Service



# General Service Satisfaction Over Time

*General service satisfaction has remained steady, increasing slightly in intensity.*

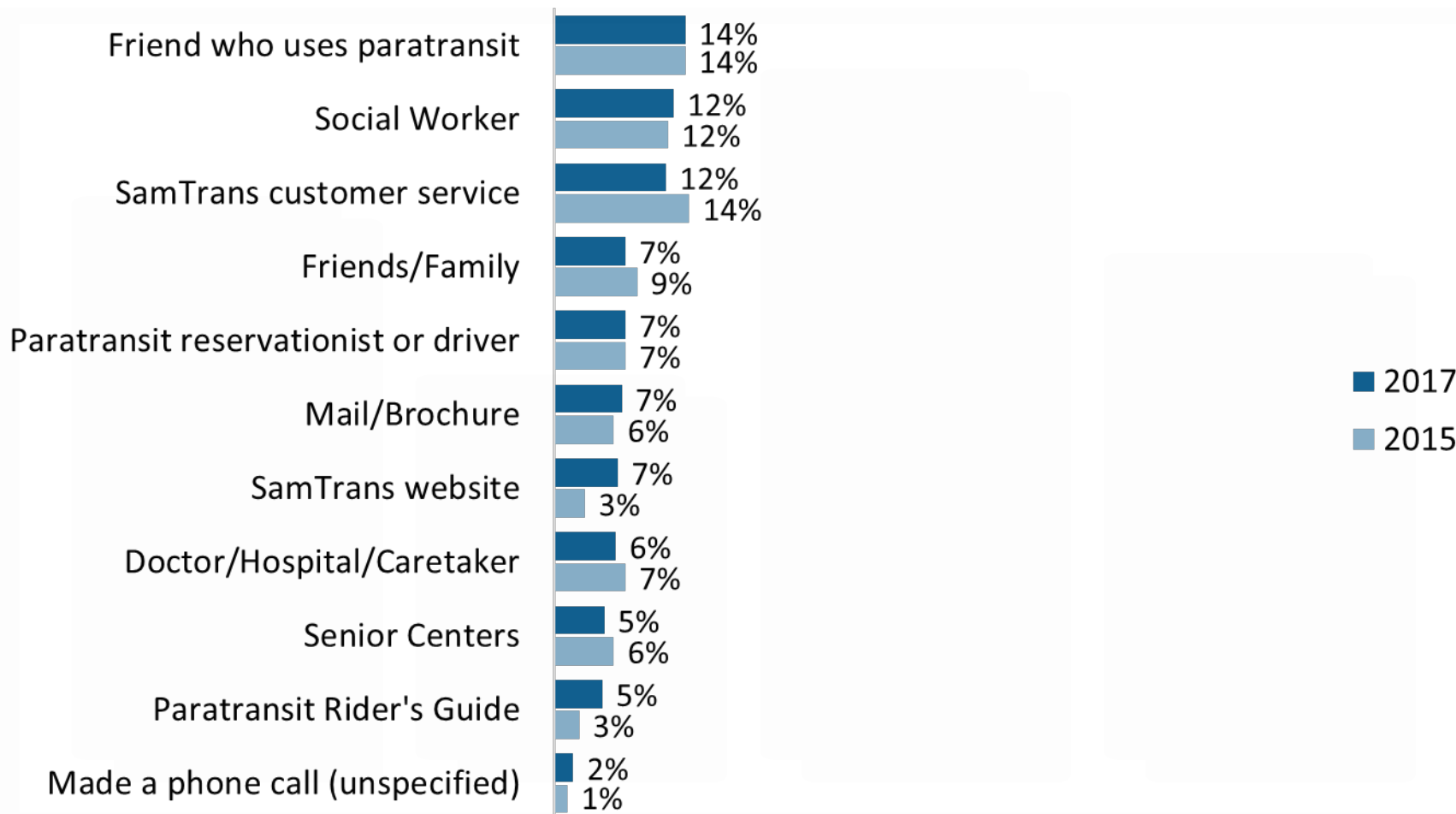


Q21-22. In general, how would you rate your satisfaction with Redi-Wheels/RediCoast on each of the following, using a scale from 1 to 5, where 1 means “not at all satisfied” and 5 means “extremely satisfied.”



# Sources of Paratransit Information

*Friends, social workers, and SamTrans customer service remain major information sources for customers.*



**Responses do not add up to 100%.  
Customers may have said "Yes" to more than one of these items.**

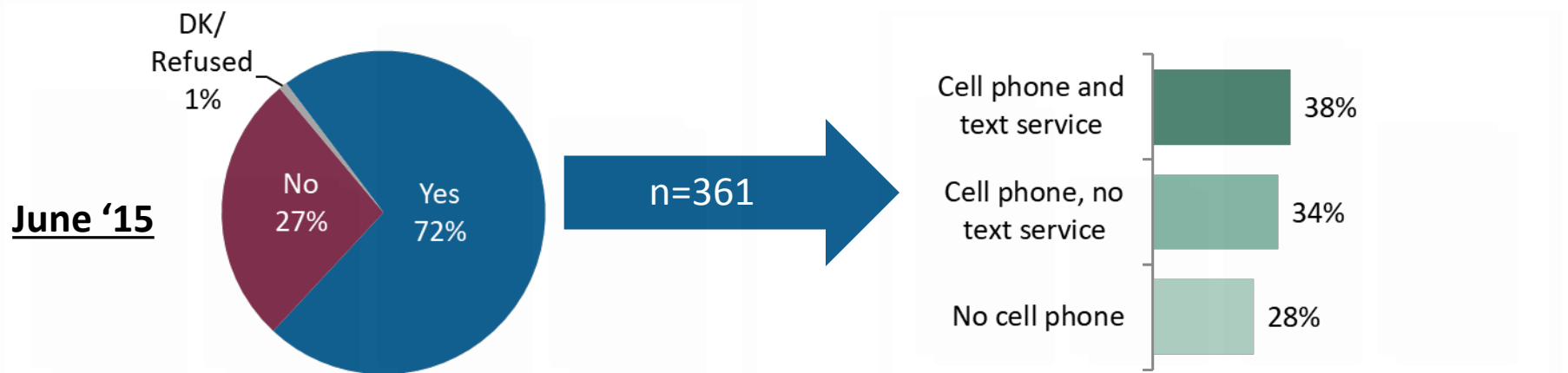
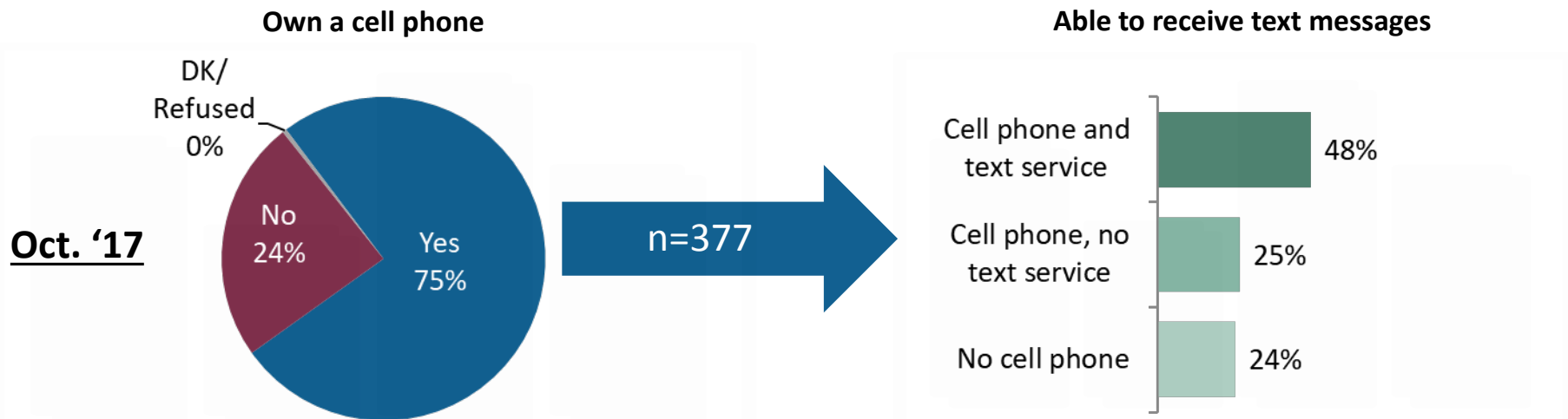


# Media Use



# Customer Cell Phone Access

*Nearly half of customers have text service in 2017, a 10 point increase from 2015.*



Q30. Do you own a cell phone?

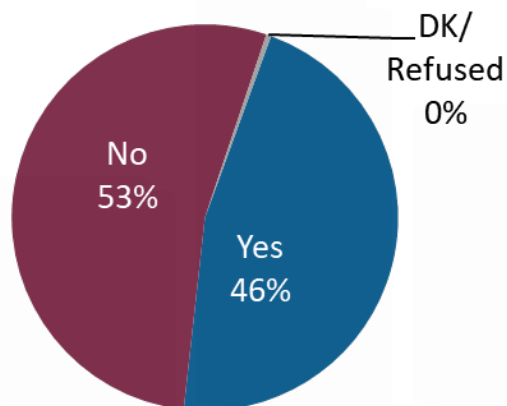
Q31. Are you able to receive text messages?

# Customer Internet/Email Access

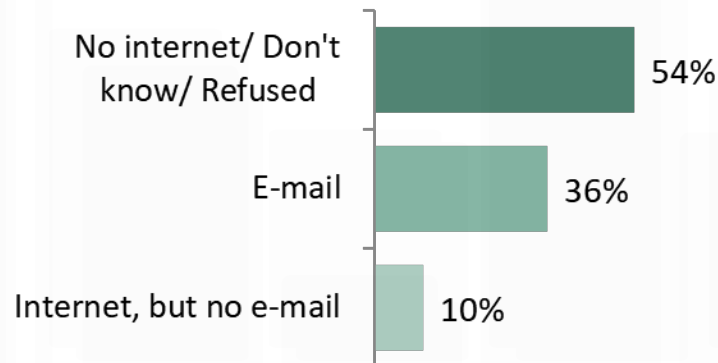
*More customers have access to the internet, and more are using email, compared to riders in 2015.*

Convenient access to internet

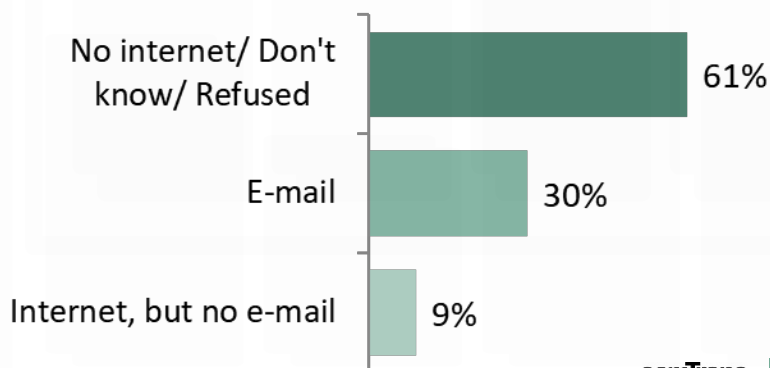
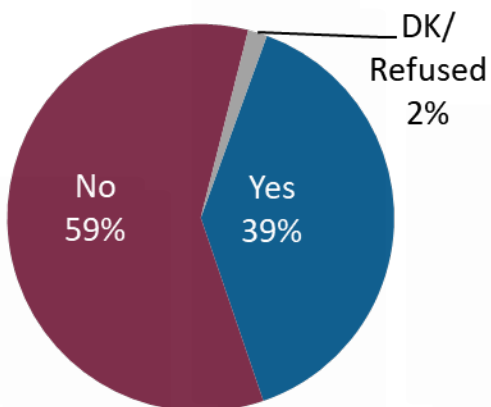
**Oct. '17**



Email usage



**June '15**



Q32. Do you have convenient access to the Internet?

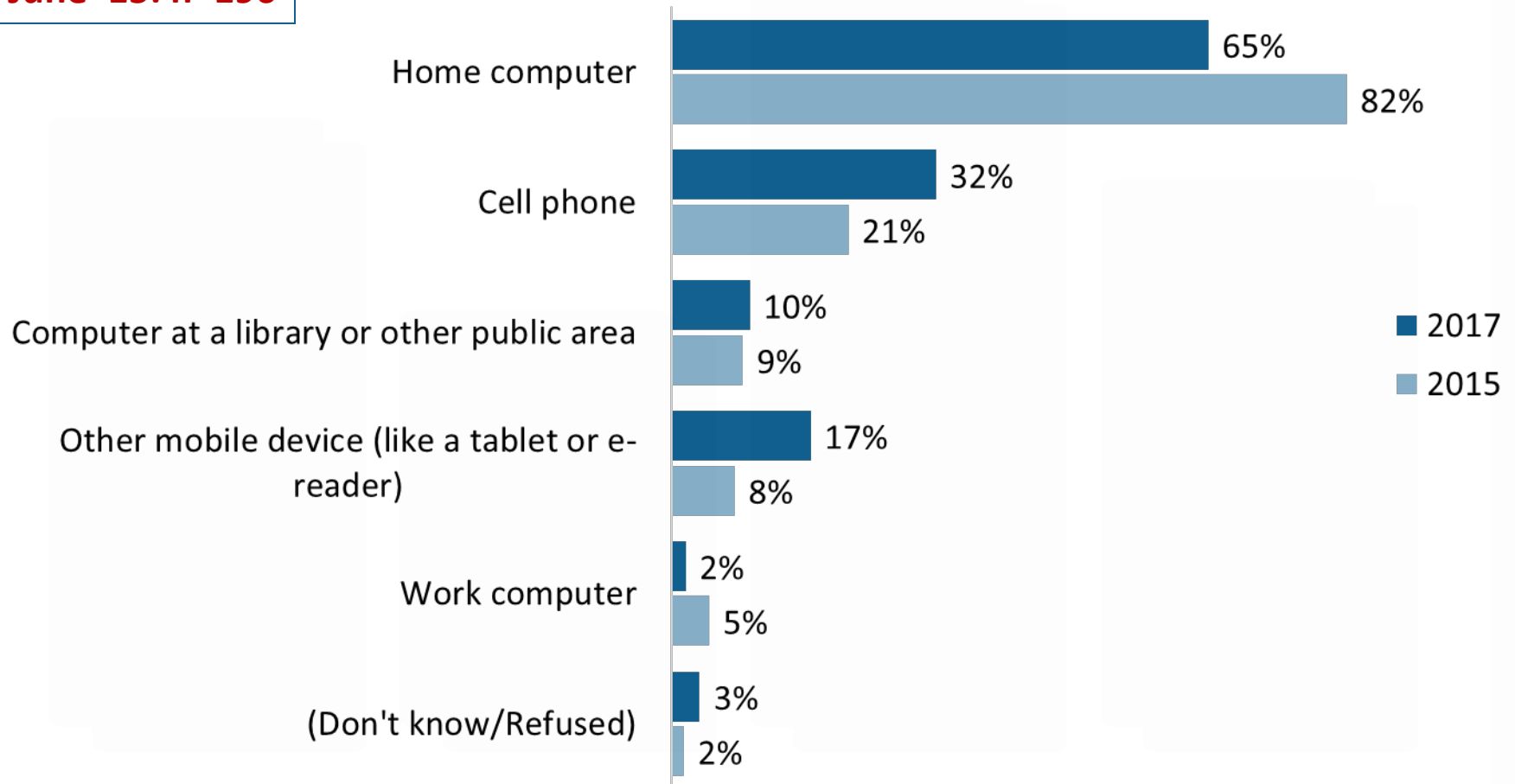
Q34. Do you personally use e-mail?

# Mode of Internet Access

*Cell phones, tablets, and e-readers are becoming more common methods for paratransit customers to access the internet.*

**Oct. '17: n=231**

**June '15: n=196**

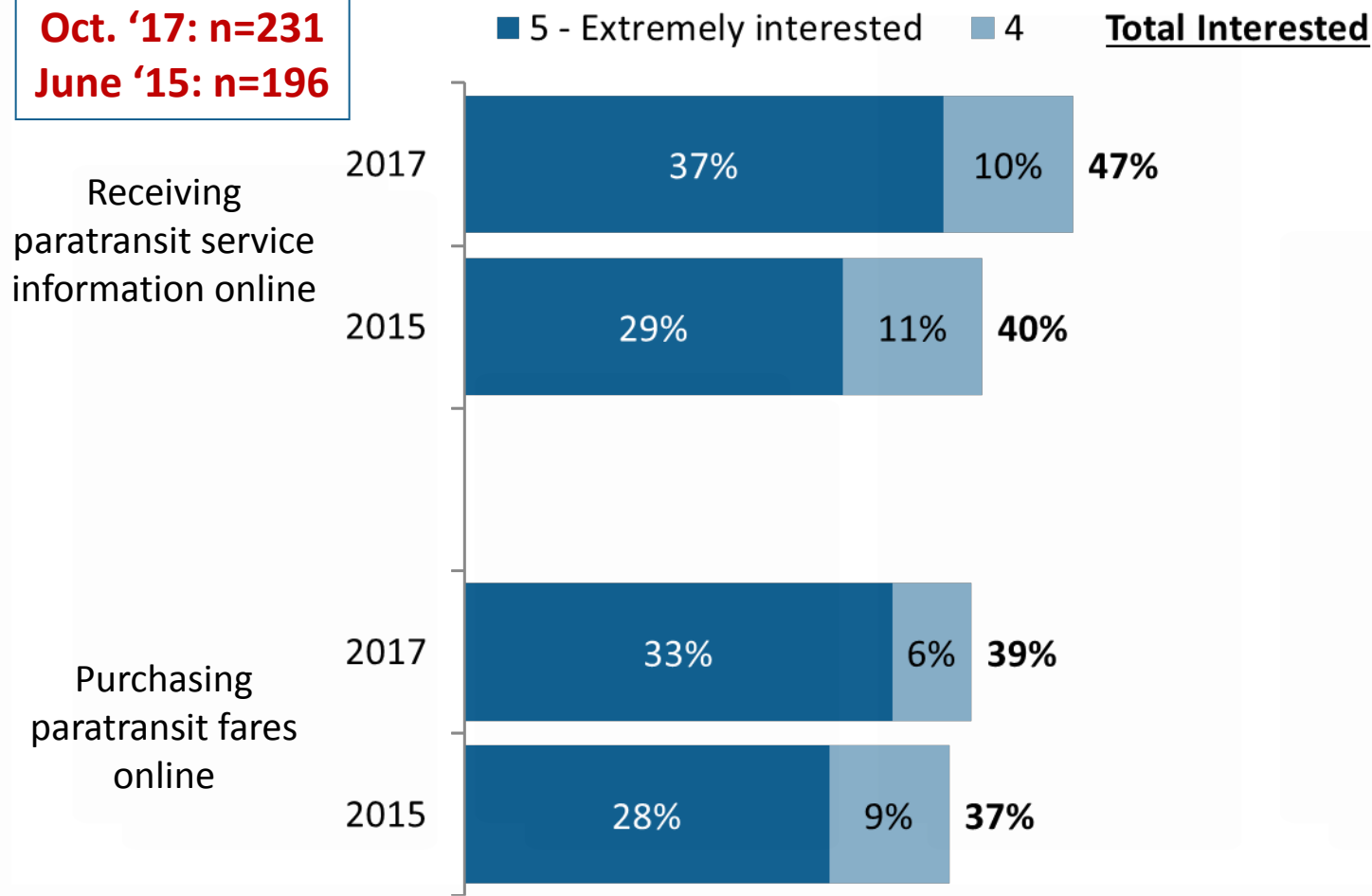


# Interest in Online Paratransit Services

*There is more overall interest in receiving information online compared to 2015. The intensity of interest for purchasing transit fares online has increased since 2015.*

**Oct. '17: n=231**

**June '15: n=196**



Q35-36: How interested would you be in ... using a scale from 1 to 5, where 1 means "not at all interested" and 5 means "extremely interested."



# Complaints and Customer Certification

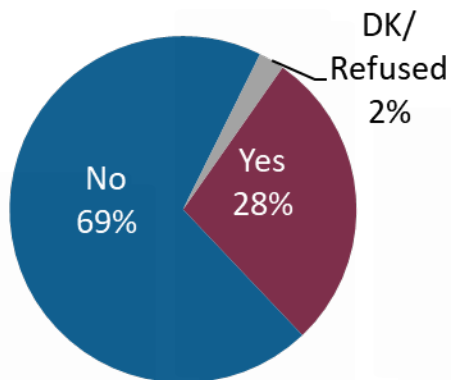


# Customer Complaints

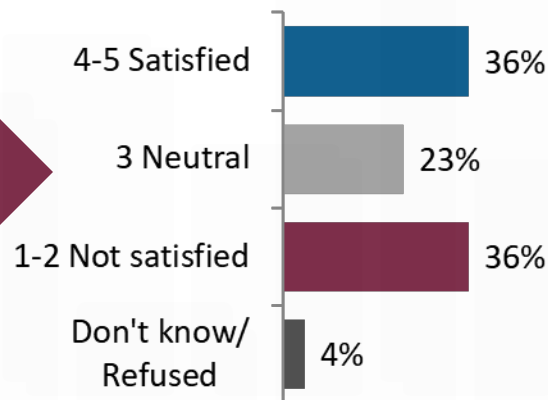
*Satisfaction with complaint resolution is similar to that of 2015, with just over a third of customers reporting satisfaction with the resolution of their complaint.*

Have you ever made a paratransit complaint?

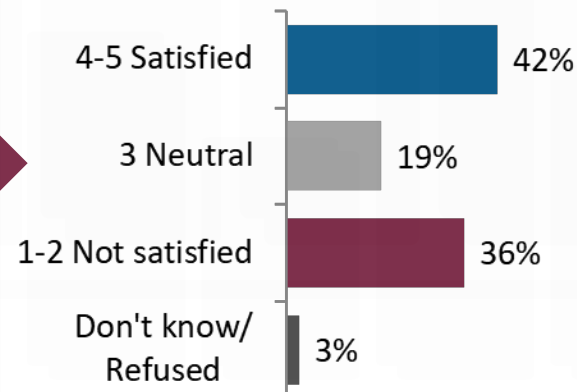
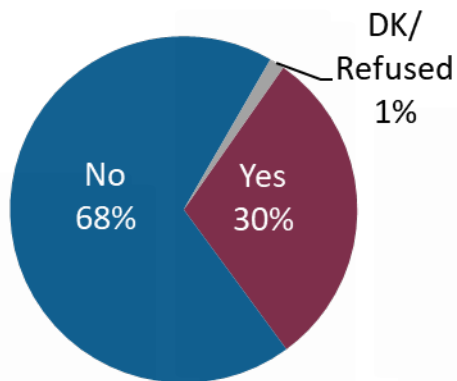
Oct. '17



Satisfaction with complaint resolution



June '15



Q28. Have you ever made a complaint about Redi-Wheels/RediCoast services?

Q29. Thinking about your most recent complaint, how satisfied were you with the handling of your complaint, using a scale from 1 to 5, where 1 means "not at all satisfied" and 5 means "extremely satisfied."

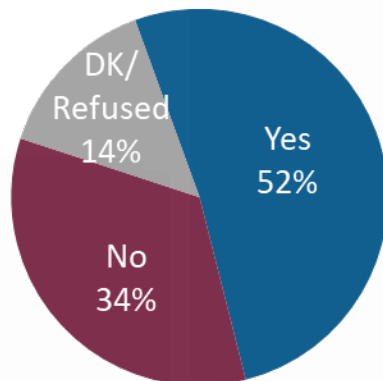


# Customer Certification

*Ratings for the recertification process are very positive.*

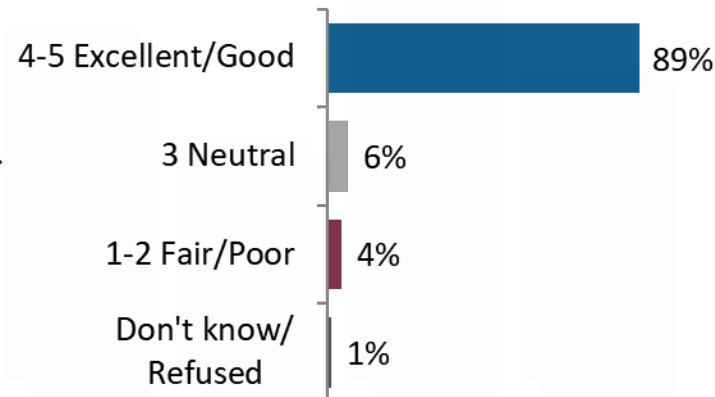
Have you been certified or recertified in the past 12 months?

**Oct. '17**

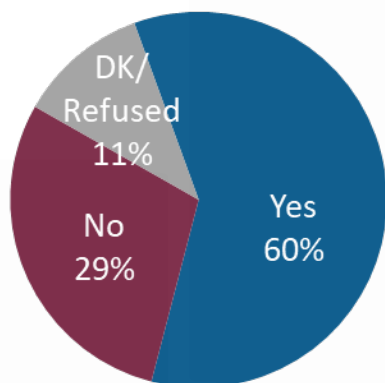


n=258

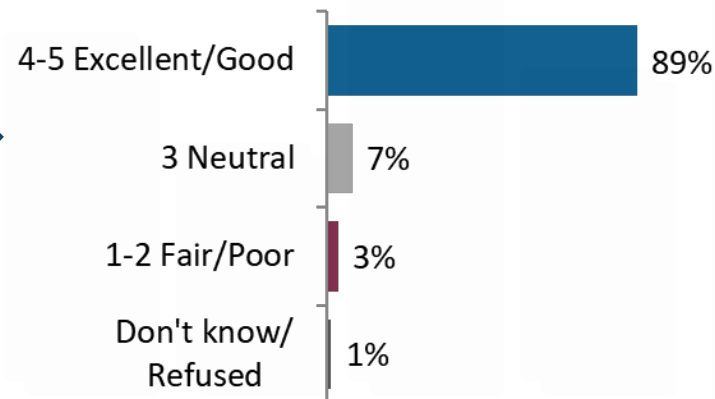
Certification process rating



**June '15**



n=298



Q23. Have you been certified or recertified with Redi-Wheels/RediCoast services in the past 12 months?  
Q24. How would you rate the overall certification process? This would include making an appointment, going to the eligibility office, the handling of your interview, and becoming certified for the program.  
Please use a scale from 1 to 5, where 1 means "poor" and 5 means "excellent."