



# SamTrans Paratransit Survey June 2015



# 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
  - 470 Redi-Wheels customers
  - 30 RediCoast customers
- ▶ Interviews were conducted by trained, professional interviewers
- ▶ 500 surveys completed from June 10 – 23, 2015
- ▶ Margin of error: +/- 4.38%
- ▶ Respondents included:
  - 439 customers
  - 61 customers' caregivers or family members
- ▶ Survey was administered in the following languages:
  - English – 464
  - Spanish – 25
  - Cantonese – 6
  - Tagalog – 5

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

# Key Findings

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- ▶ Paratransit customers are very pleased with the Redi-Wheels and RediCoast services, both for recent trips and overall experience.
  - Four in five (82%) are satisfied with their most recent trip experience, as well as the service overall.
- ▶ Customers that require mobility aids are among the most satisfied paratransit customers.
  - These customers give higher ratings on overall quality of service compared to customers that do not use mobility aids.
  - More than 90% of wheelchair users give drivers positive ratings on their ability to use the wheelchair lift and secure the wheelchair.

# Key Findings Continued

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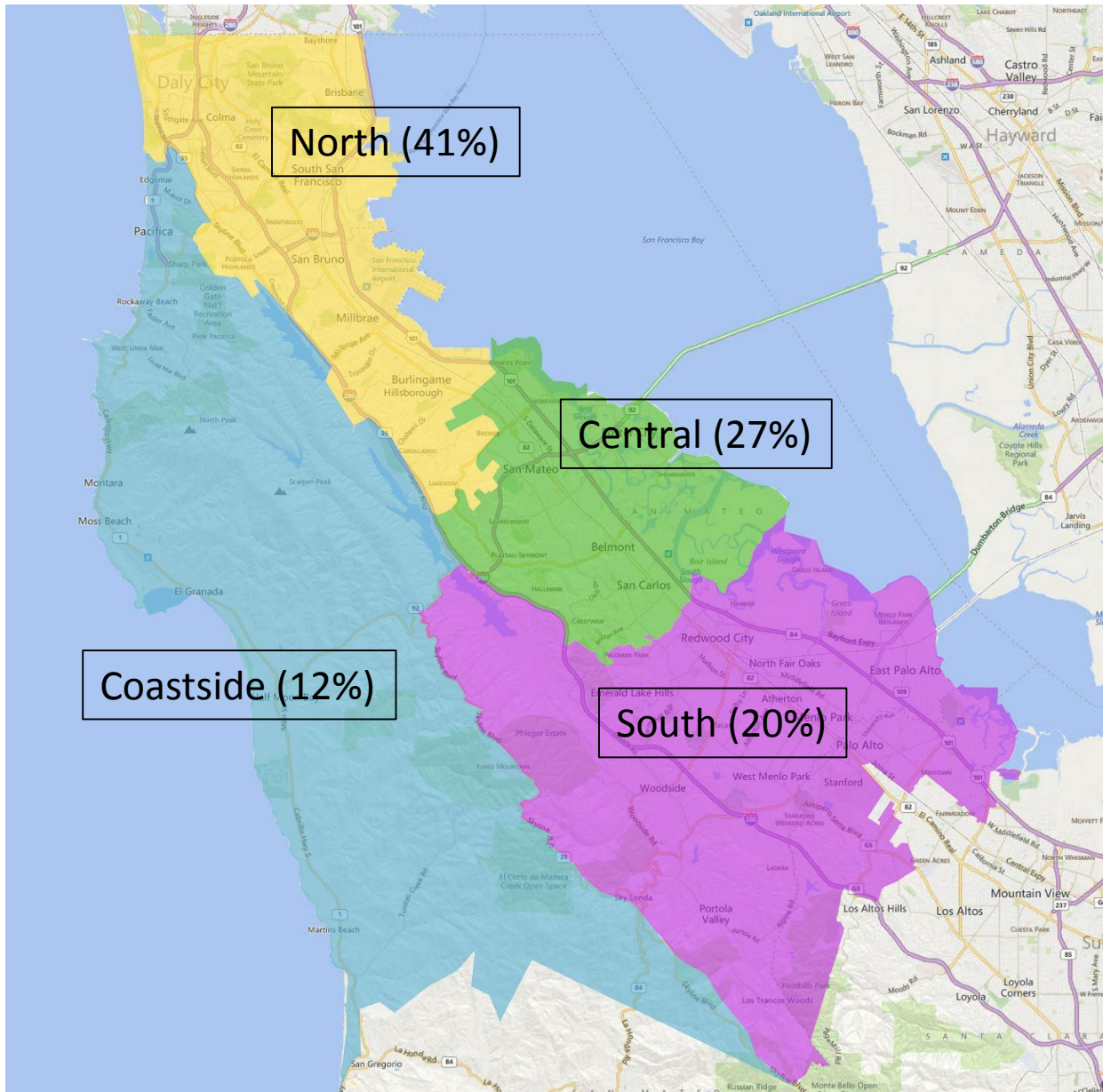
- ▶ The vast majority of customers (93%) are aware of the pick-up “window”, but only half of those were able to correctly identify the 20 minute length of the window.
- ▶ Perceptions of timeliness are most highly related to customers’ overall ratings of the paratransit service.
  - While most trips were reported to be on time (better than 9 in 10), those who reported the trip was late were likely to give a lower rating of their experience.
- ▶ There is some interest in ride notifications when the driver is near, especially by phone, which could help increase the perception of timeliness and overall satisfaction.

# Customer Profile





# San Mateo County Map

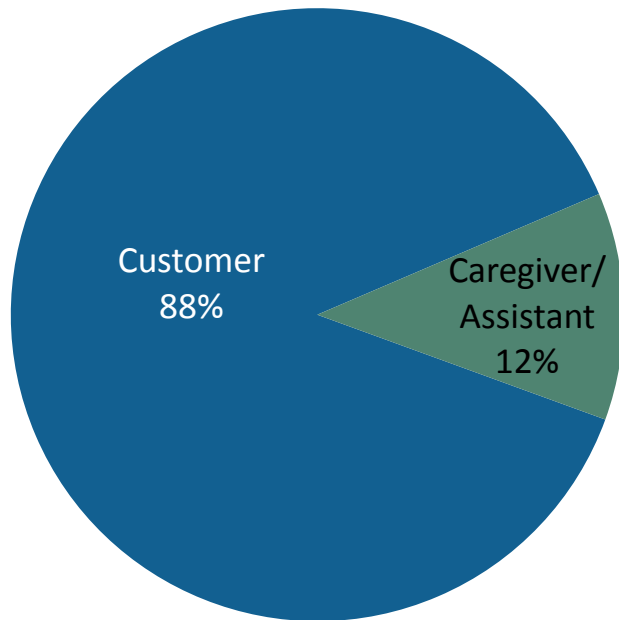


*Percentage of customers living in each region of the county is shown.*

# Respondent Type

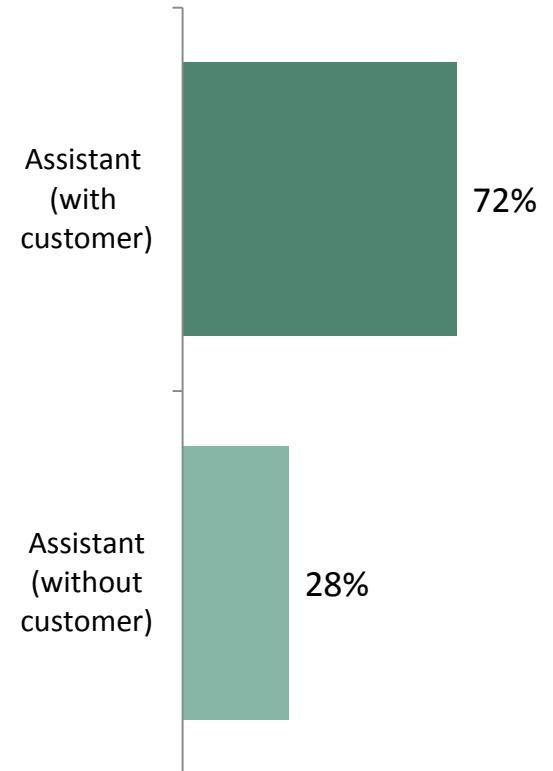
*Most paratransit customers took the survey on their own and the majority of assisted surveys occurred with the customer present.*

**Respondent Type**



n=61

**Assistant Type**



# Respondent Demographics

*Paratransit customers are more likely to be women than county residents, but are ethnically diverse. Paratransit-only customers are much older than paratransit customers who also ride fixed-route buses.*

Group	San Mateo County Adults*	Paratransit Customers Who Ride SamTrans Fixed-Route Buses (n=194)	Paratransit Customer (n=500)
Male	49%	34%	32%
Female	51%	66%	68%
White	53%	46%	52%
Hispanic	25% <sup>#</sup>	21%	18%
Asian	25%	14%	16%
Black/African-American	3%	10%	8%
Other/Refused	19% <sup>^</sup>	9%	7%
18-49	40%	18%	11%
50-59	20%	16%	11%
60-69	23%	25%	21%
70-79	11%	20%	22%
80+	6%	22%	35%

\*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

*Paratransit customers have much lower incomes compared to the average resident, but both reside in county regions at similar proportions.*

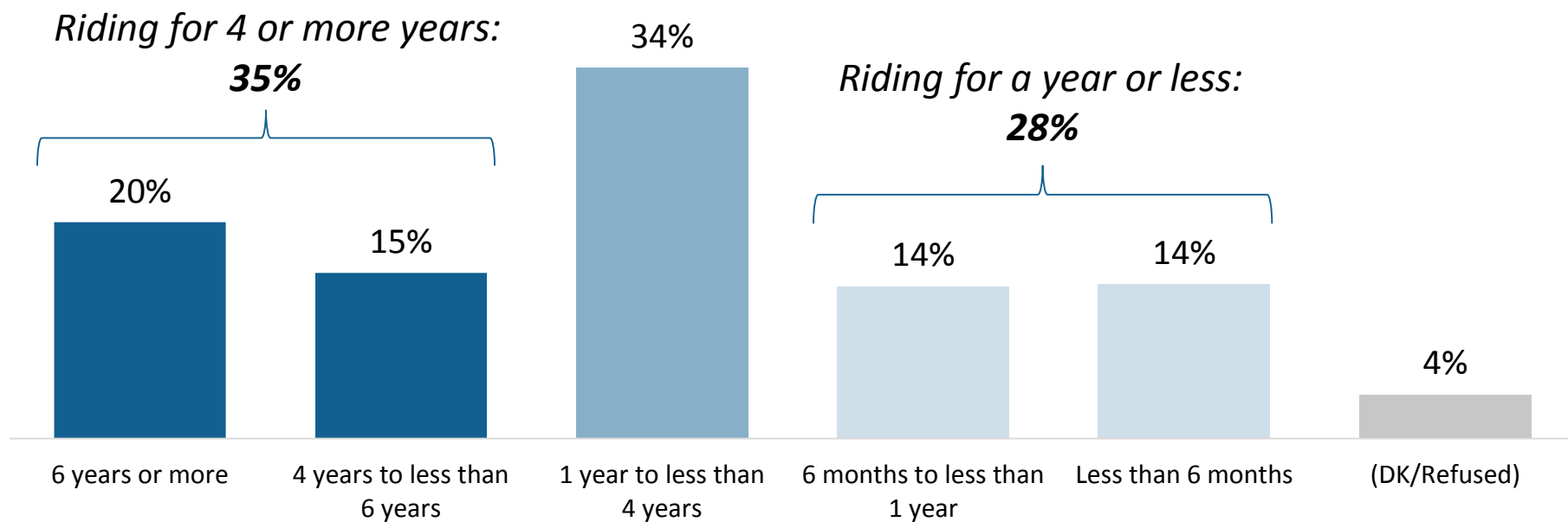
Group	San Mateo County Adults*	Paratransit Customers Who Ride SamTrans Fixed Routes (n=194)	Paratransit Customer (n=500)
North County	41%	39%	41%
Central County	28%	28%	27%
South County	22%	24%	20%
Coastside	9%	9%	12%
Children <18 in household	19%	10%	11%
No children in household	81%	90%	89%
<\$10,000/year**	4%	32%	27%
\$10k to \$24,999	8%	28%	29%
\$25k to \$49,999	16%	12%	14%
\$50k to \$74,999	16%	7%	6%
\$75k to \$99,999	15%	2%	2%
\$100,000+	42%	1%	1%
No response	0%	17%	21%

\* Data from US Census

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

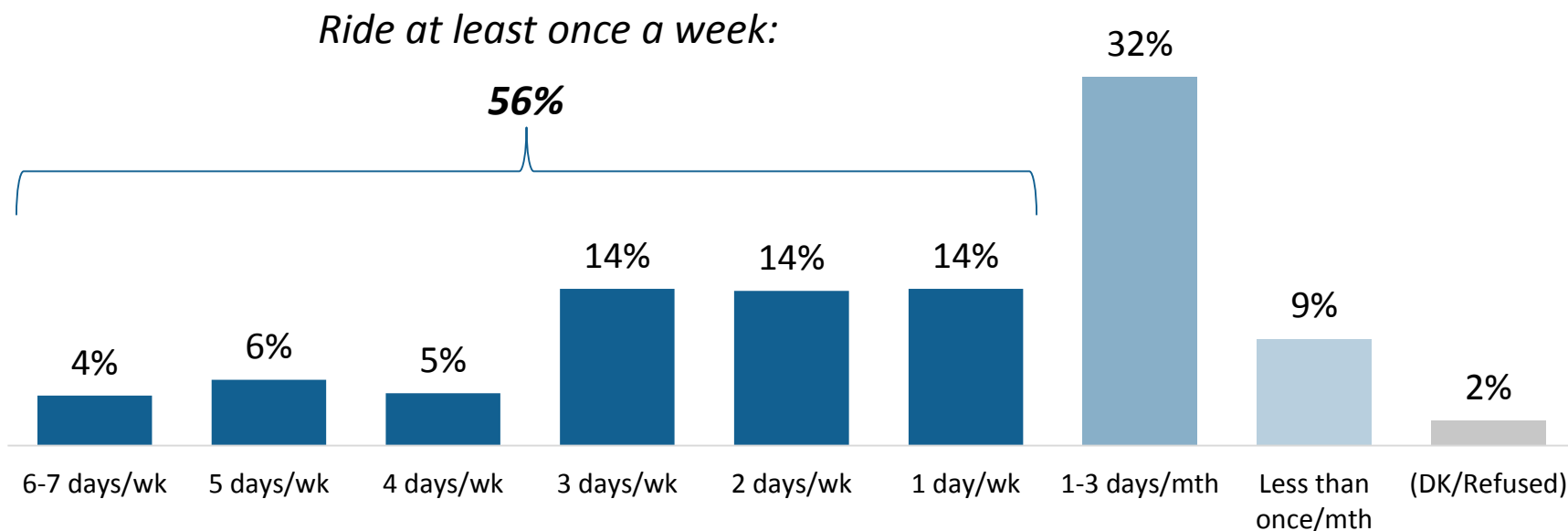
# Length of Paratransit Usage

*Approximately one-third of paratransit customers have ridden for 4 or more years.  
Another third have ridden for 1 to 4 years.*



# Frequency of Paratransit Usage

*A majority of paratransit customers\* report using the service every week.*



Q2. How often do you use Redi-Wheels/RediCoast?

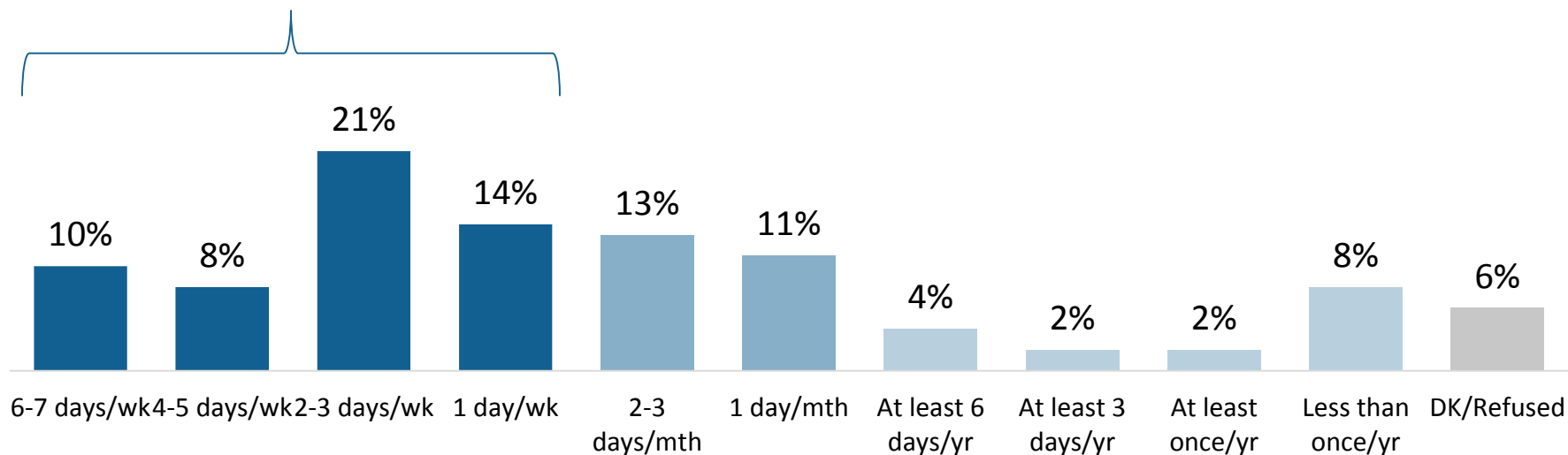
*\*Respondents were recent customers who rode at least once within the last year prior to survey.*

# Frequency of Usage: Fixed-Route Buses

*Of the roughly 2 out of 5 paratransit customers that also ride fixed-route buses, more than half ride SamTrans busses at least once a week.*

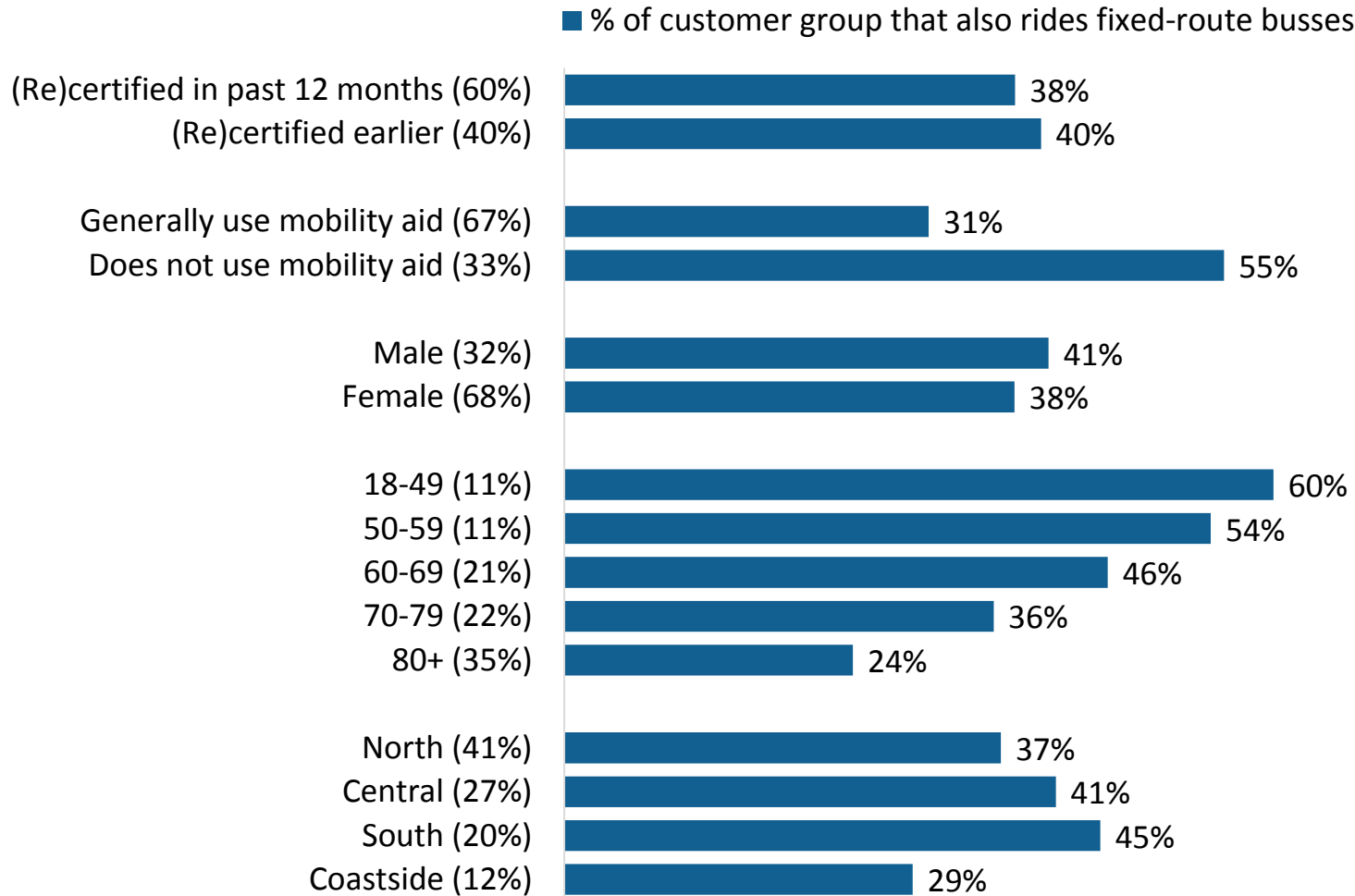
*Ride at least once a week:*

**54%**



# Frequent Fixed-Route Users

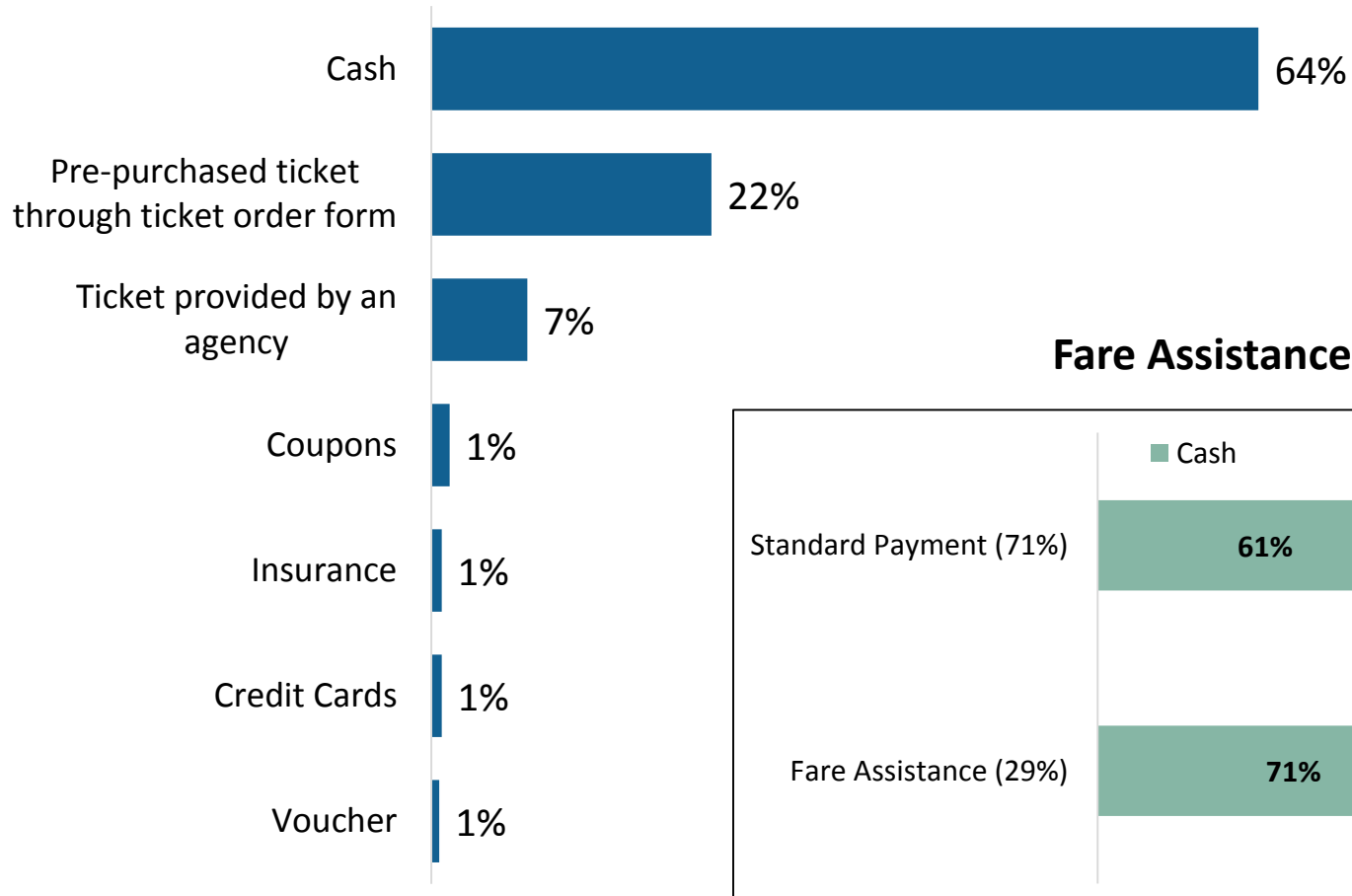
*Customers without a mobility aid and younger customers are more likely to ride fixed route busses.*



Q38. Do you ever ride the regular, fixed-route SamTrans buses? Showing the percentage that said "Yes". [n=194]

# Paratransit Payment Type

*Paratransit customers typically use cash. Customers with fare assistance are slightly more likely to use cash.*



Q3. How do you typically pay for your fare when traveling on Redi-Wheels/RediCoast?

*\*Coupons, insurance, credit cards and vouchers were not responses offered to customers, because the paratransit fare structure does not have these options. Nevertheless, some customers mentioned these payment methods on their own.*



# Customer Disability/Disabling Health Condition

*Mobility impairments are the most likely reason customers use paratransit instead of SamTrans' fixed-route transit.*

	%*
A mobility impairment (whether you use a wheelchair or walk)	56
A developmental disability or cognitive/mental impairment (e.g. Alzheimer's, mental illness, stroke)	12
Blindness or low vision	11
Frailty or a problem with energy (e.g., asthma, HIV/AIDS, congestive heart failure)	9
Arthritis	7
Health issues (Unspecified)	4
Kidney disease	3
Cancer	2
Diabetes	2
Other	4
(Don't know/Refused)	4

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

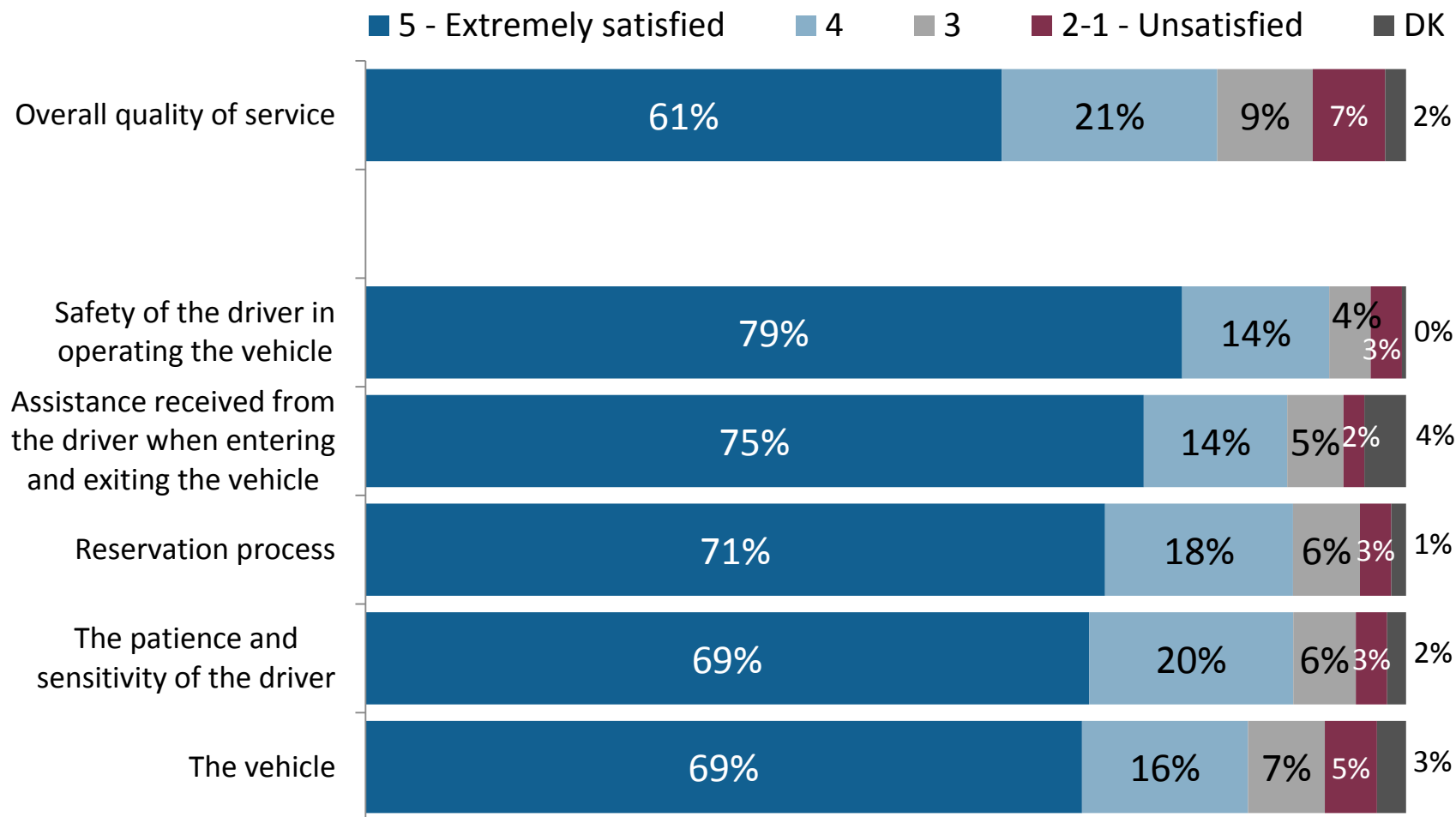
D9. Can you please tell me what disability or disabling health condition is the reason you use Paratransit rather than the regular, fixed-route SamTrans buses? (**ACCEPT MULTIPLE RESPONSES**)

# Recent Trip



# Recent Trip Satisfaction

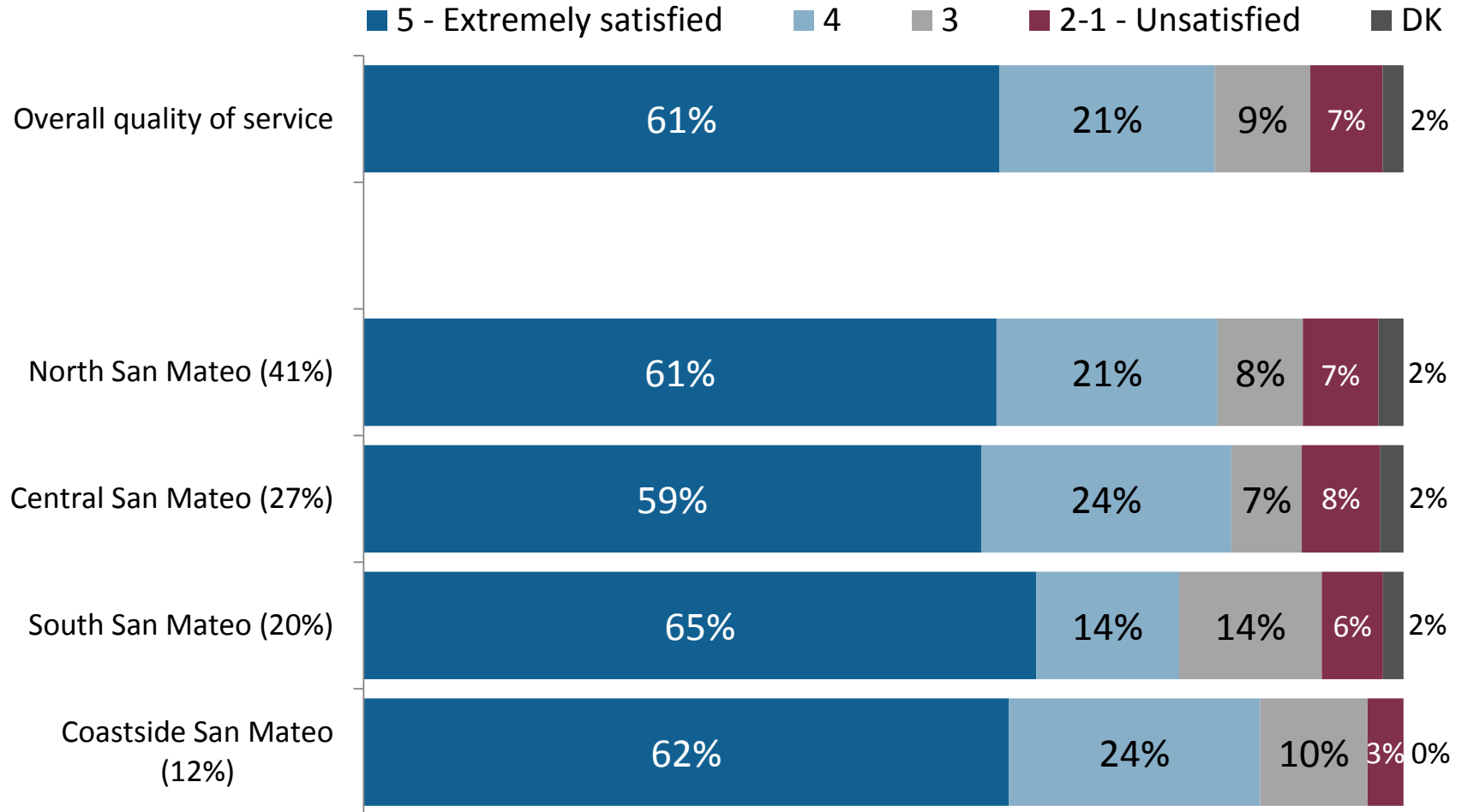
*Ratings of the trip overall and on trip attributes are very positive, with safety rising to the top. The percentage of “unsatisfied” customers is very low.*



Q6-11: 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 Region

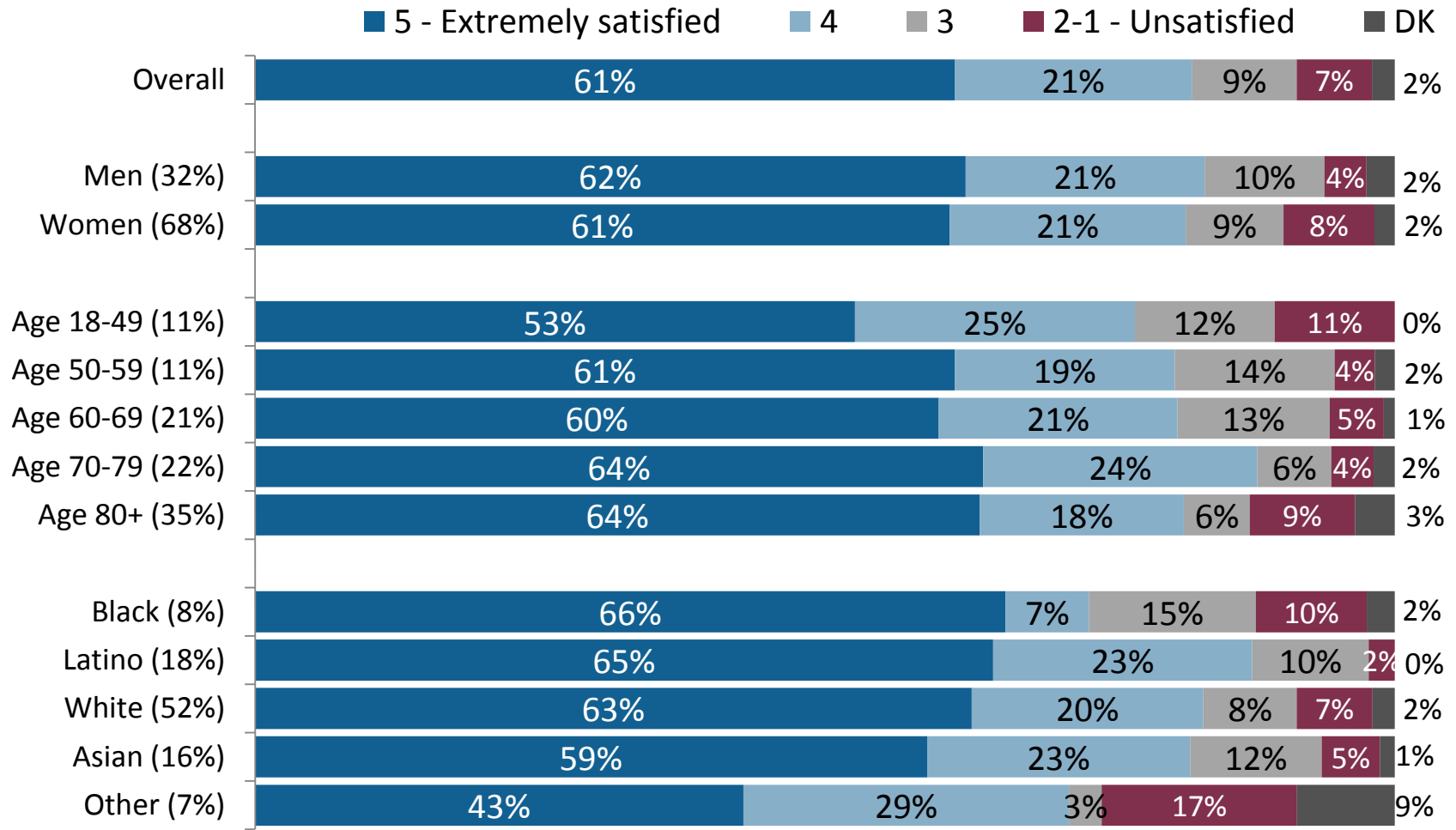
*Ratings are similar across San Mateo County regions, but the Coastside region has the smallest proportion of unsatisfied customers.*



Q6: 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

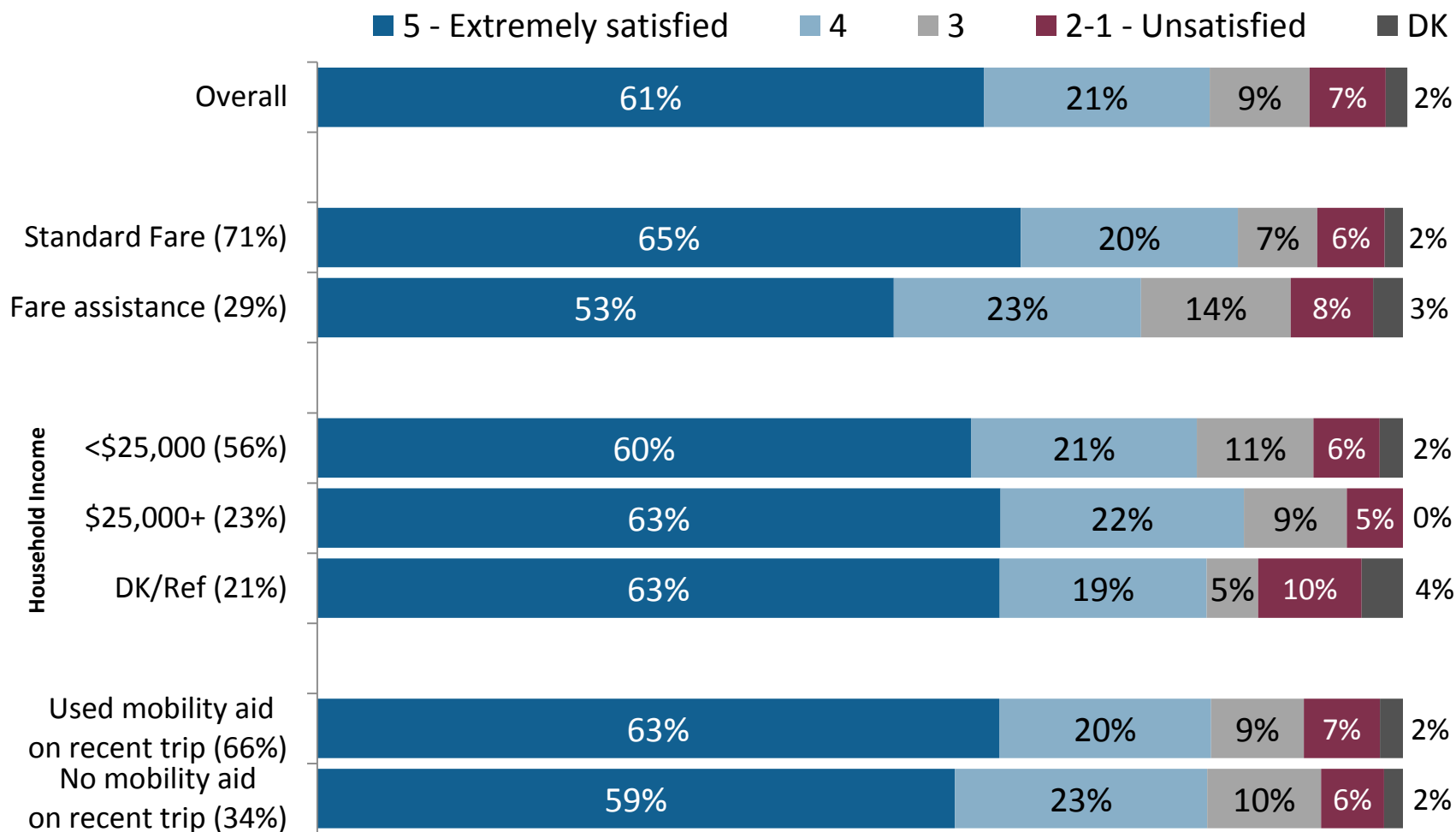
*There is some minor variation by age, with older customers reporting greater overall satisfaction, but, on the whole, significant numbers in all subgroups are satisfied.*



Q6. 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 Fare, Income, Aids

*Those with fare assistance are somewhat less likely to give positive ratings, but there is little variation with regard to income.*

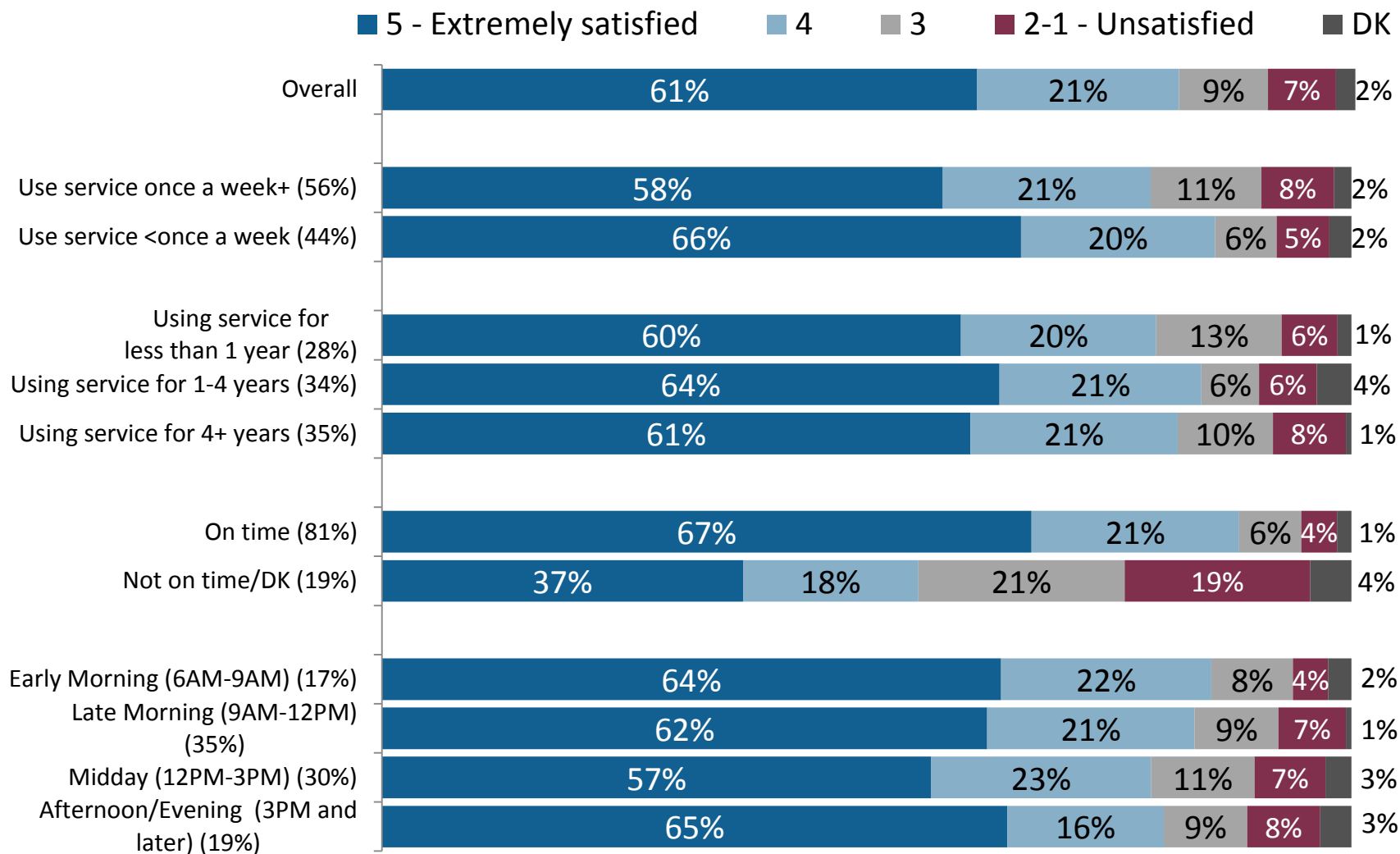


Q6. Thinking about this trip, how would you rate your satisfaction with each of the following. Please use a scale from 1 to 5, where 1 means “not at all satisfied” and 5 means “extremely satisfied.” - **The overall quality of service for this trip**



# Recent Trip Satisfaction by Duration, Service Use

*On-time performance appears to be related to satisfaction.*

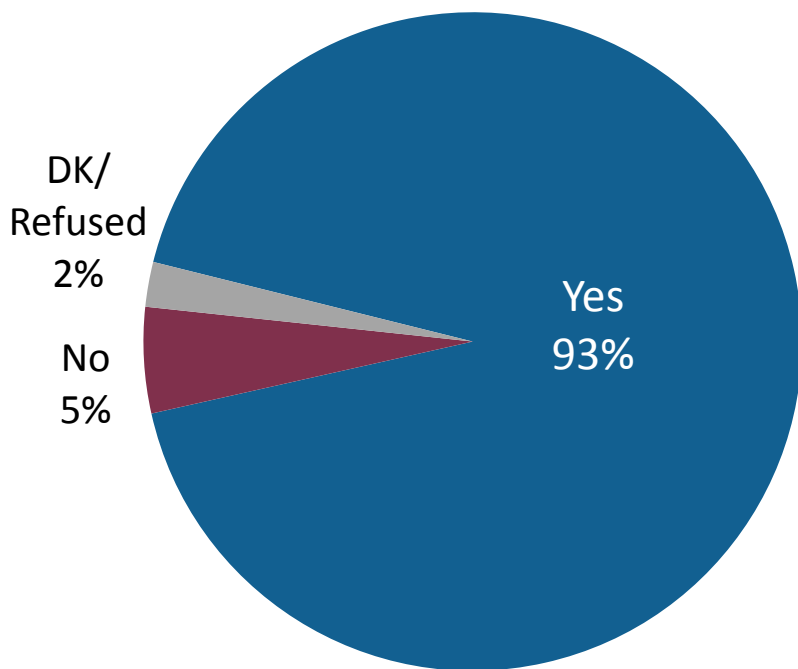


Q6. Thinking about this trip, how would you rate your satisfaction with each of the following. Please use a scale from 1 to 5, where 1 means “not at all satisfied” and 5 means “extremely satisfied.” - **The overall quality of service for this trip**

# Awareness of Pick-Up Time

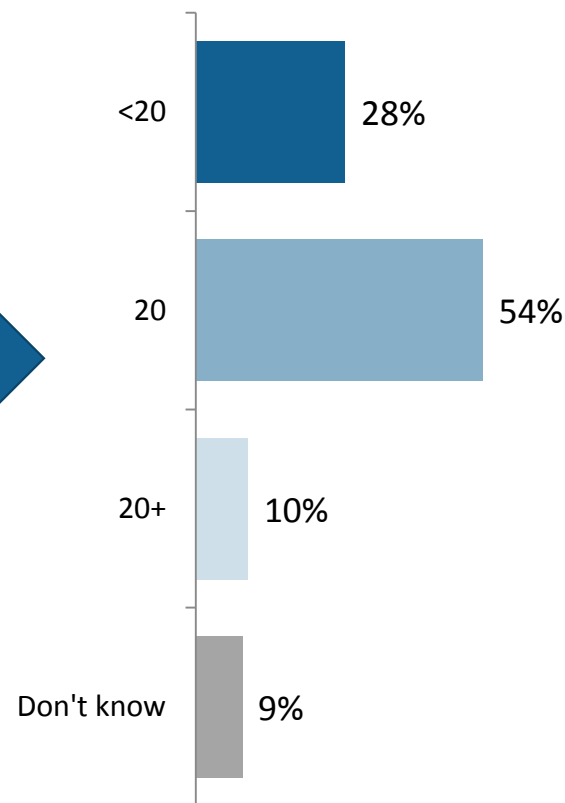
*The vast majority of customers are aware of the window and more than half of them know it is 20 minutes long.*

**Aware of Pick-Up Window**



n=463

**Amount of Minutes in Window**

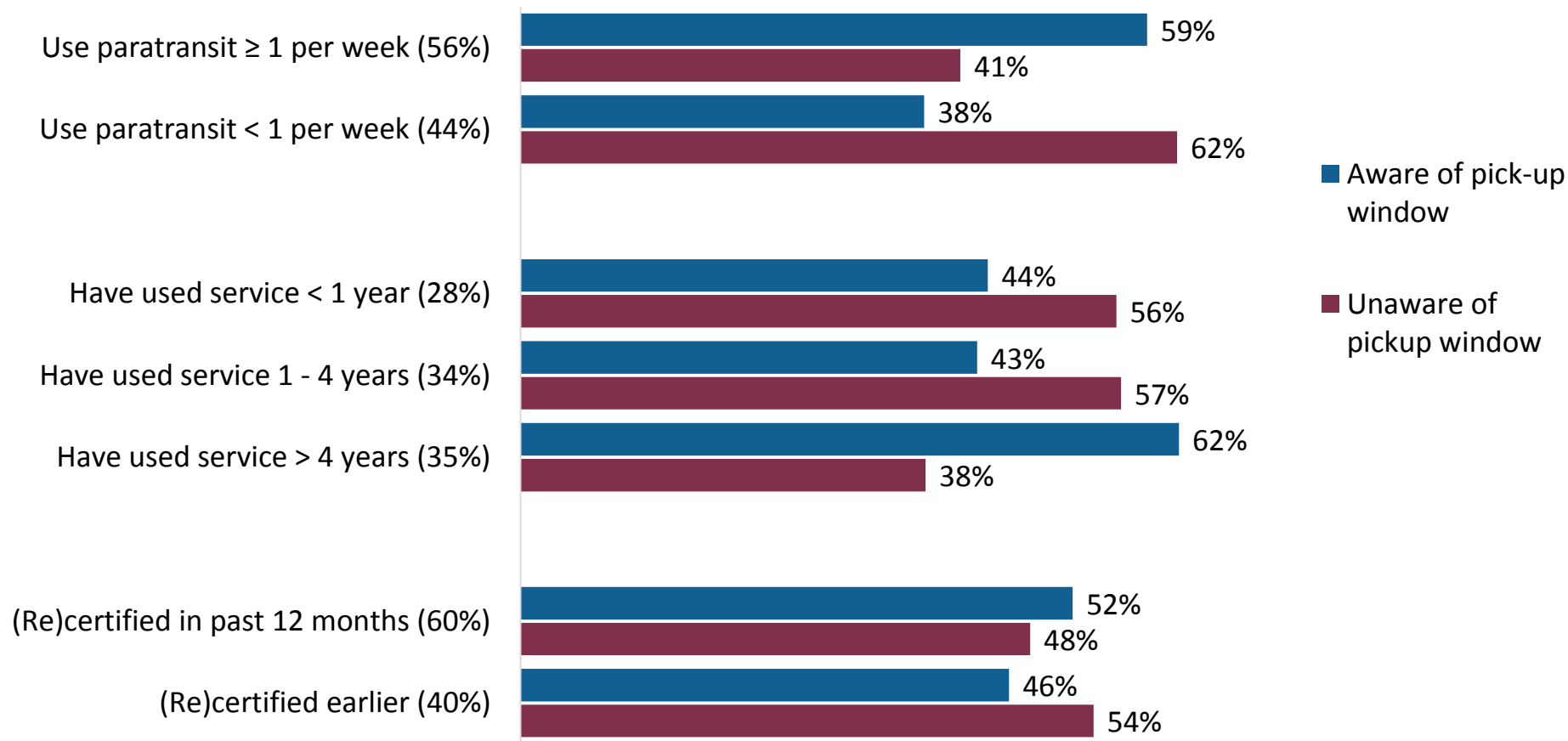


Q12. Are you aware that Redi-Wheels/RediCoast gives you a window of time during which they will pick you up for your scheduled ride?

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

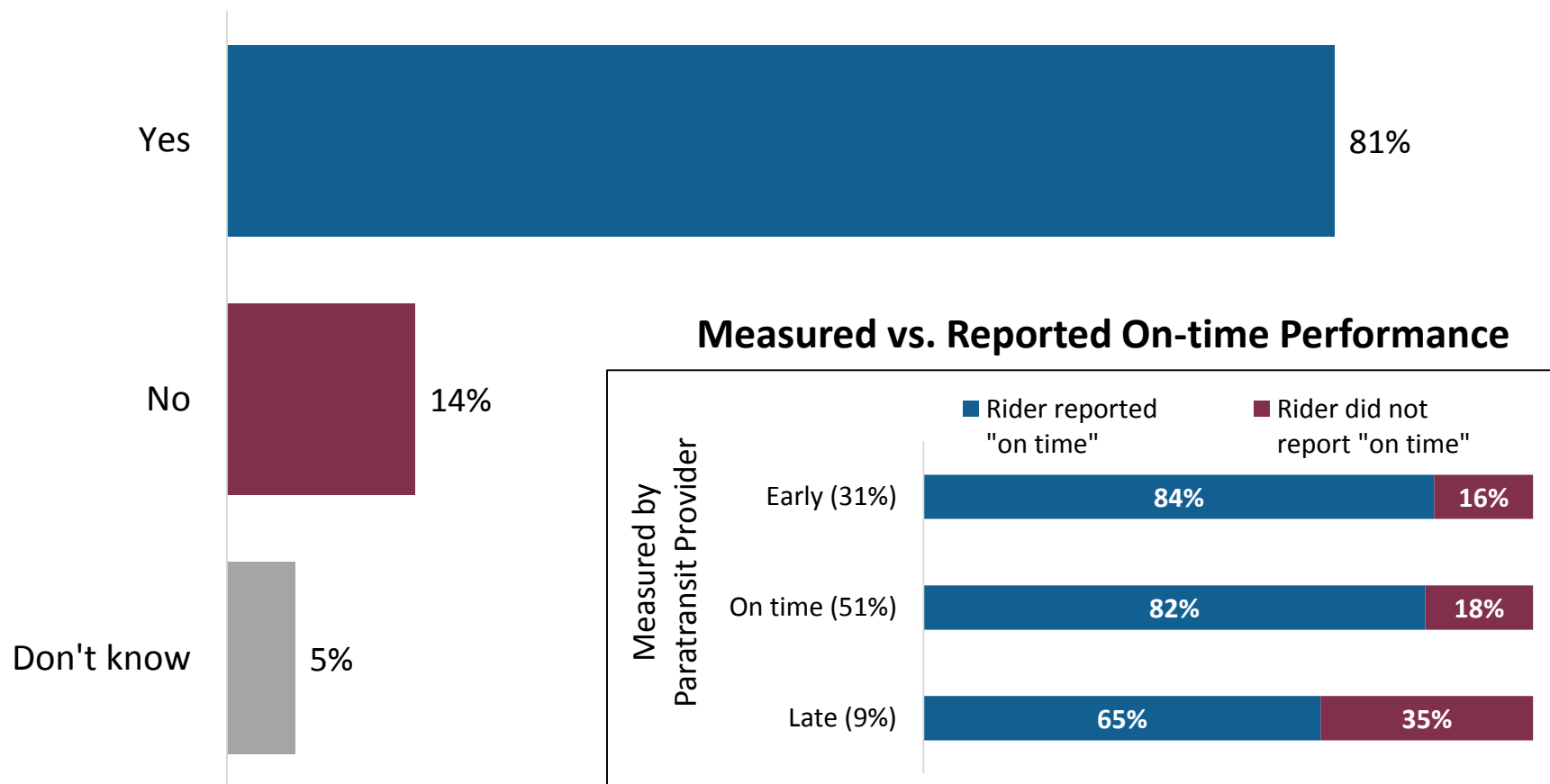
# Awareness of Pick-Up Time by Group

*Awareness of the 20 minute pickup window time is greater among more frequent users of the paratransit service and customers who have been using paratransit services for more than 4 years.*



# Driver Timeliness

*The majority of customers report that their driver was on time. Customers are less likely to say drivers were on time when they were actually late (based on measurements by the paratransit providers), but some proportion of customers will not say the driver was on time, even if they were measured on time by the paratransit provider.*



Q14. Was the driver on time for this trip, meaning that they arrived within the 20-minute window?

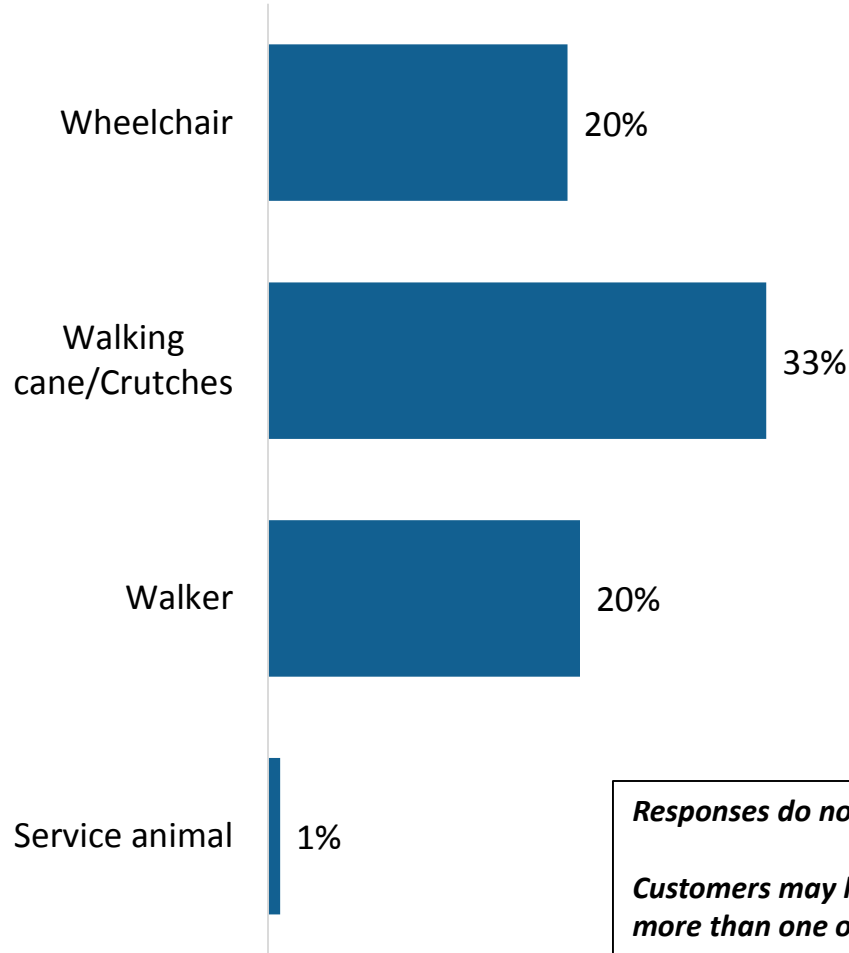
# Main Purpose of Recent Trip

*General medical appointments are the main purpose of customers' most recent trips.*

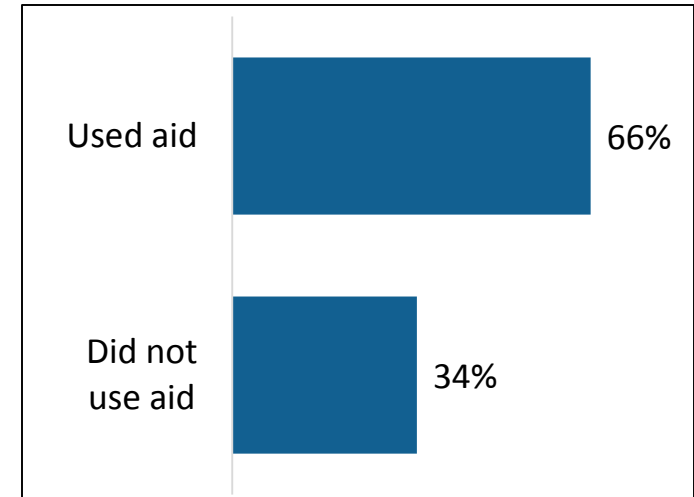
<b><i>Main purpose of trip...</i></b>	<b>%</b>
Medical appointment other than dialysis or rehabilitation	51
Errands (grocery shopping, bank, drug store, hair appointment, shopping)	12
Visiting/recreation/social/out for a meal	8
Physical therapy/rehabilitation	5
Renew Redi-Wheels certification	5
Dialysis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

# Mobility Aids Utilized on Recent Trip

*Two-thirds of customers used a mobility aid on their most recent trip, a plurality of customers use a walking cane or crutches.*



## Overall Aid Usage

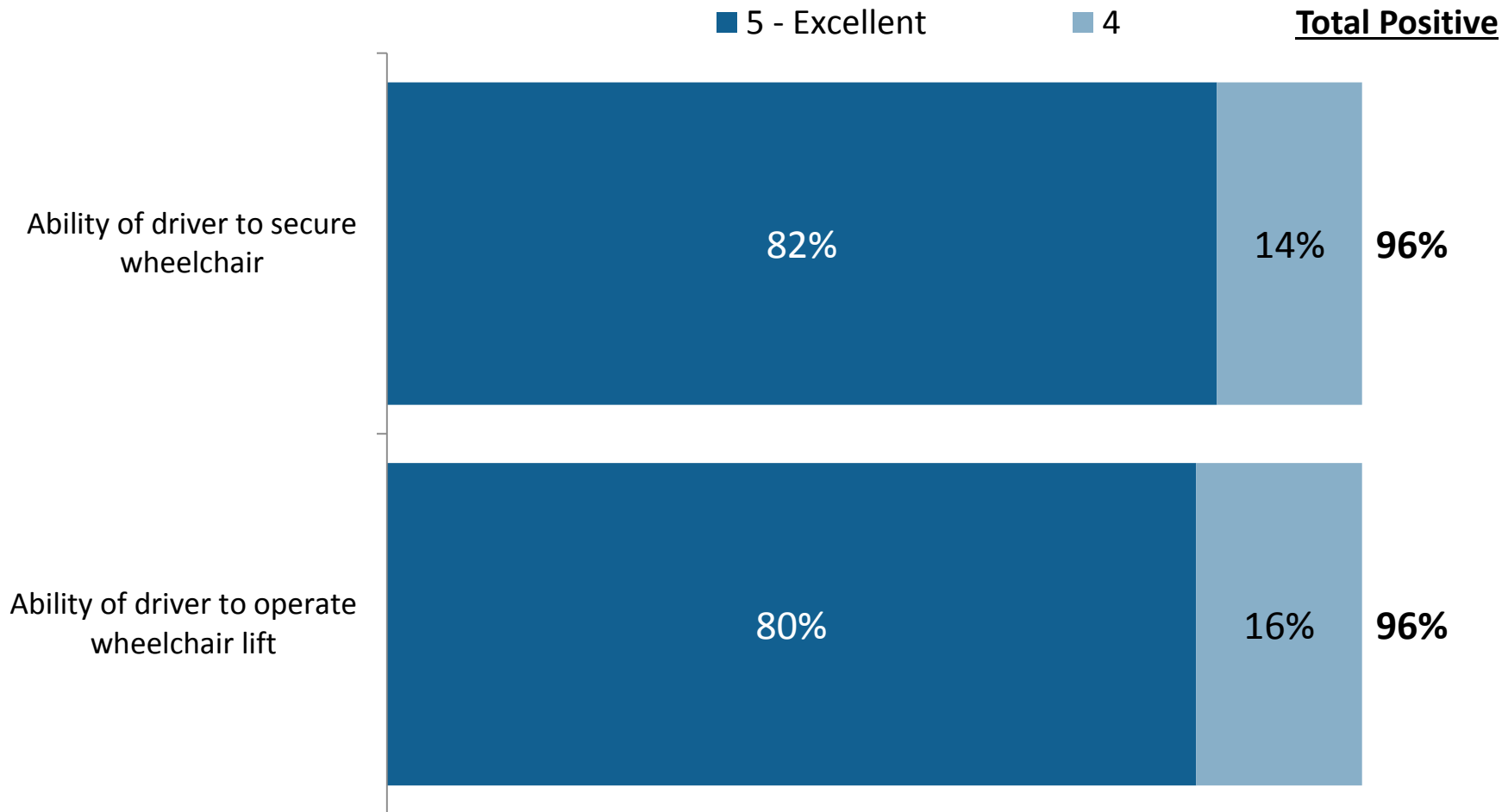


*Responses do not add up to 100%.  
Customers may have said "yes" to more than one of these items.*



# Recent Trip Driver Ratings - Wheelchair Users

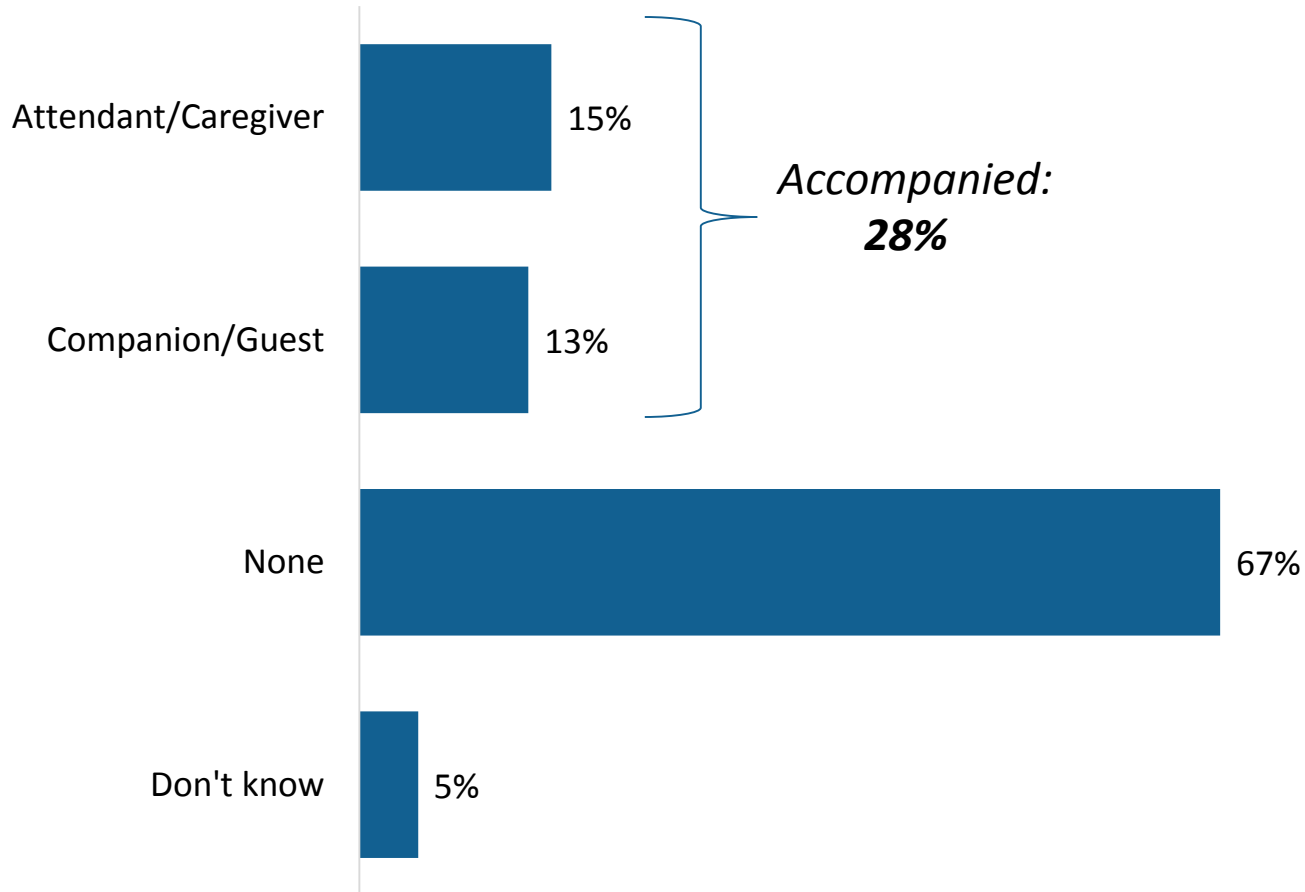
*Wheelchair users overwhelmingly give positive ratings to the drivers' aid.*



Q19-20. 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." [n=98]

# Paratransit Companions

*Less than one-third of paratransit customers were accompanied by a companion or caregiver on their recent trip.*

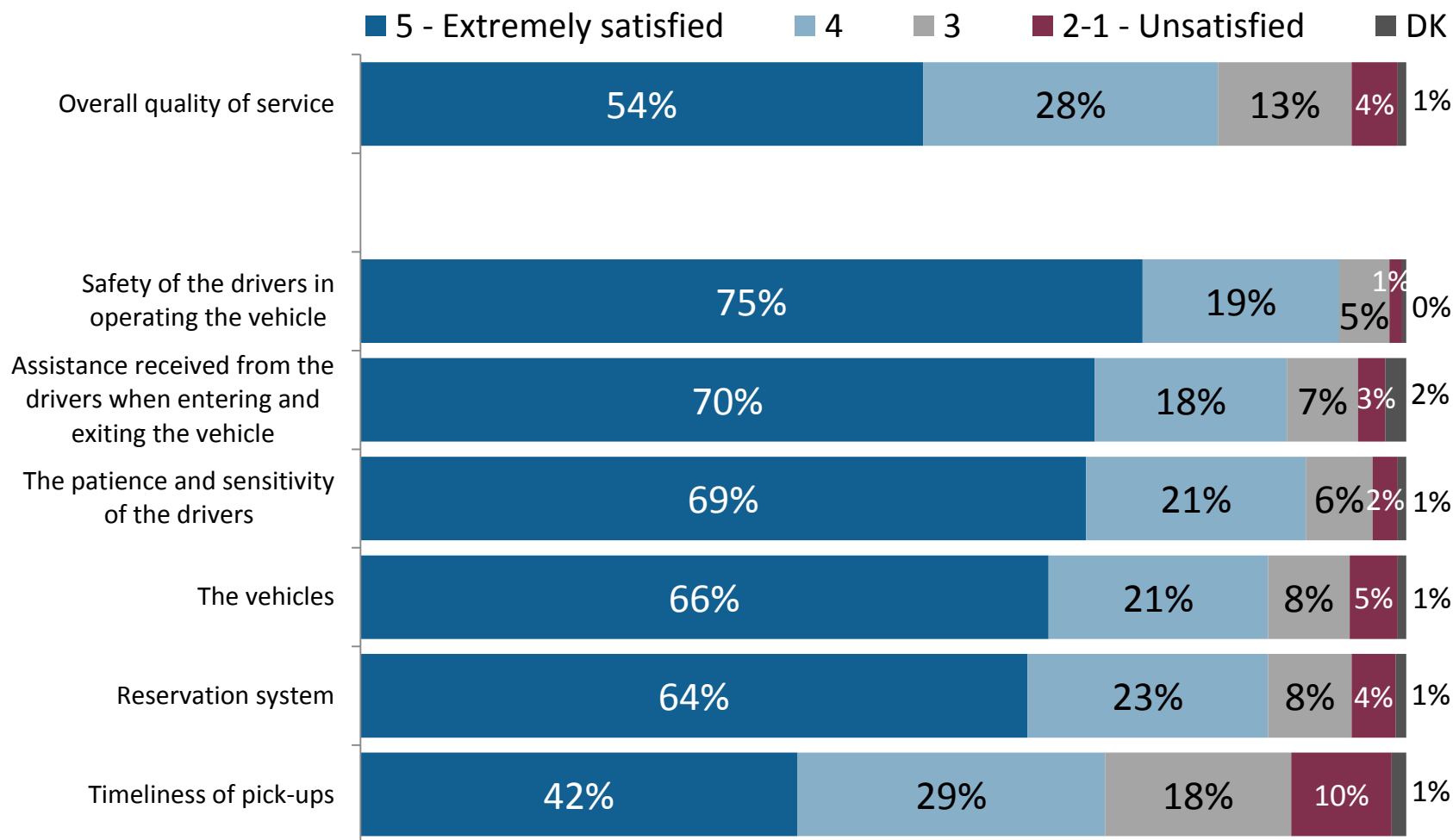


# General Service



# General Service Satisfaction

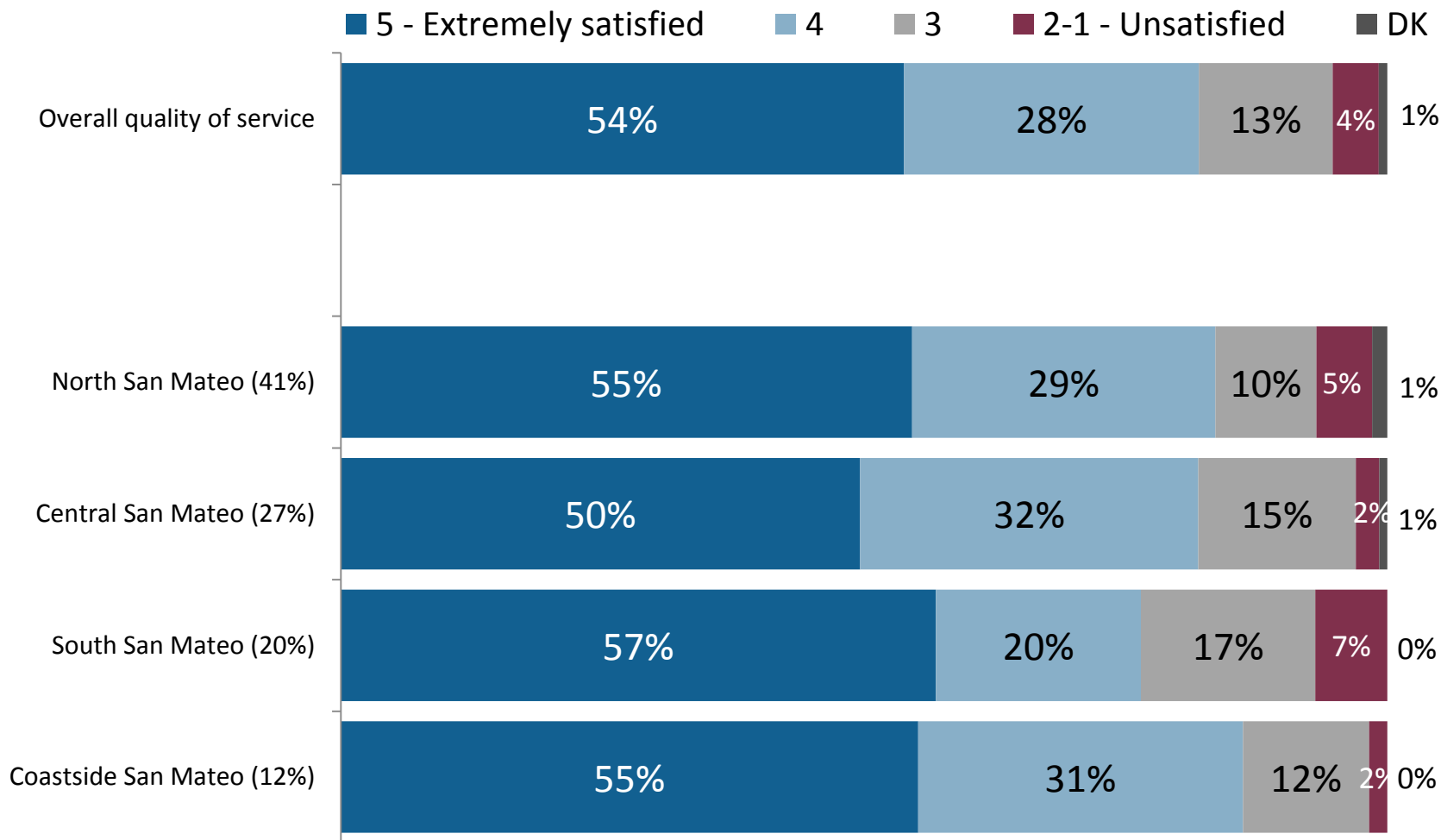
*General service satisfaction is slightly lower than satisfaction with the recent trip. Overall quality of service ranks in between timeliness of pick-ups and the other attributes.*



Q22-28. 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.”

# General Service Satisfaction by Region

*Ratings are slightly more neutral (customers are more likely to give a rating of a 3 on a 1 to 5 scale) across the county, compared to ratings of recent trip satisfaction.*

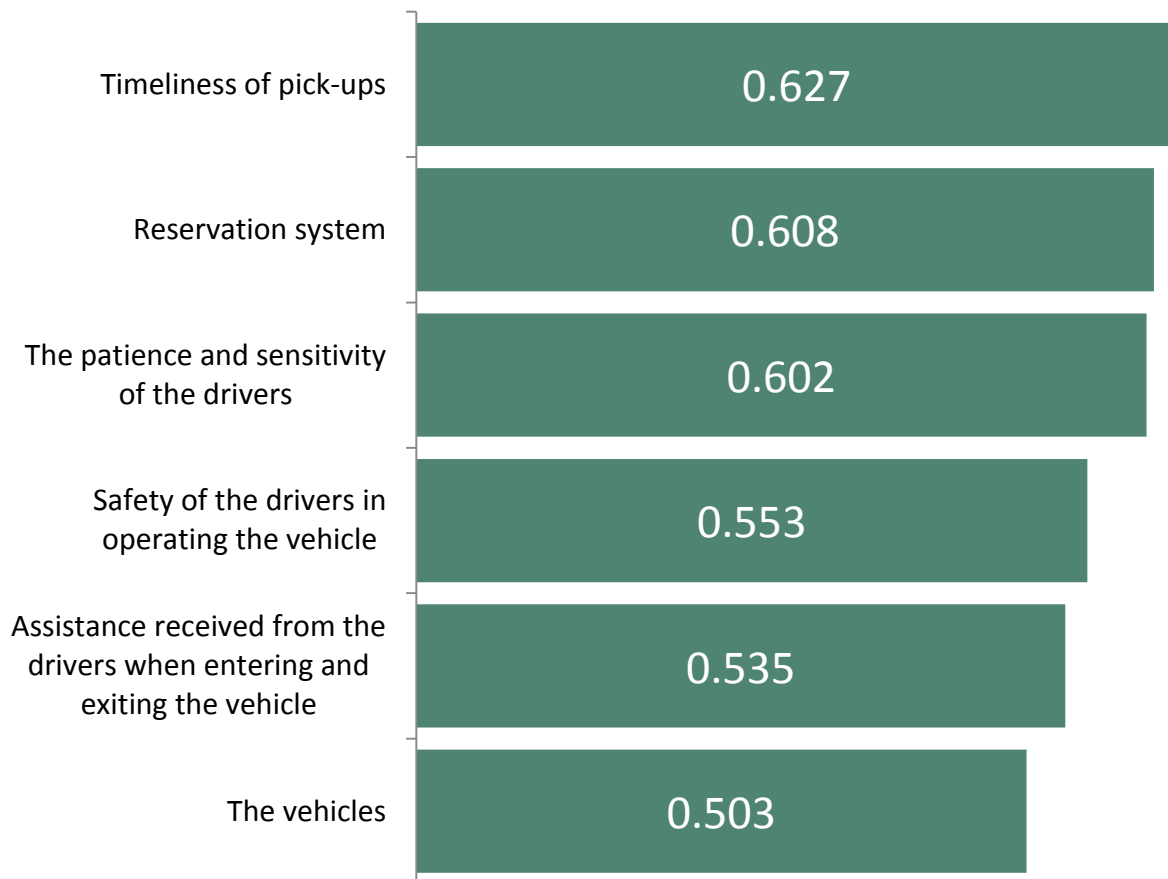


Q22-28. In general, how would you rate your satisfaction with Redi-Wheels/RediCoast on each of the following, using a scale from 1 to 5, where 1 means "not at all satisfied" and 5 means "extremely satisfied."

# General Service Satisfaction

*Timeliness is the factor most correlated with satisfaction – those most satisfied with the on-time performance of the service are also the most satisfied with the service overall.*

## Correlation with satisfaction on overall quality of service



Q22-28. 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.”



# Main Purpose of Service Use

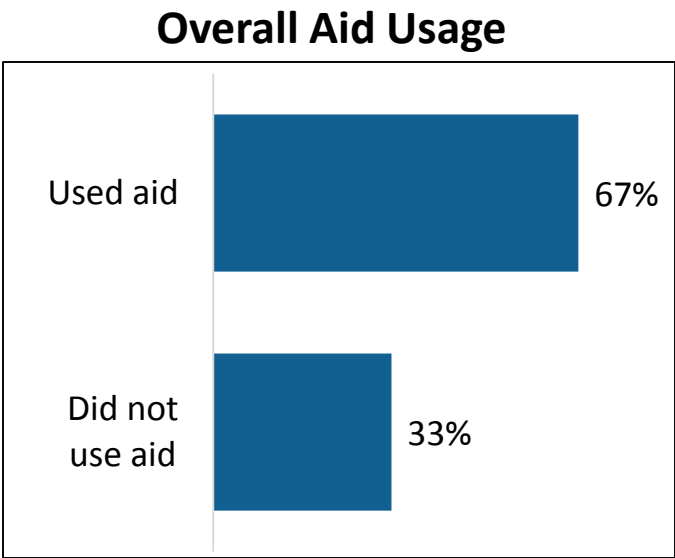
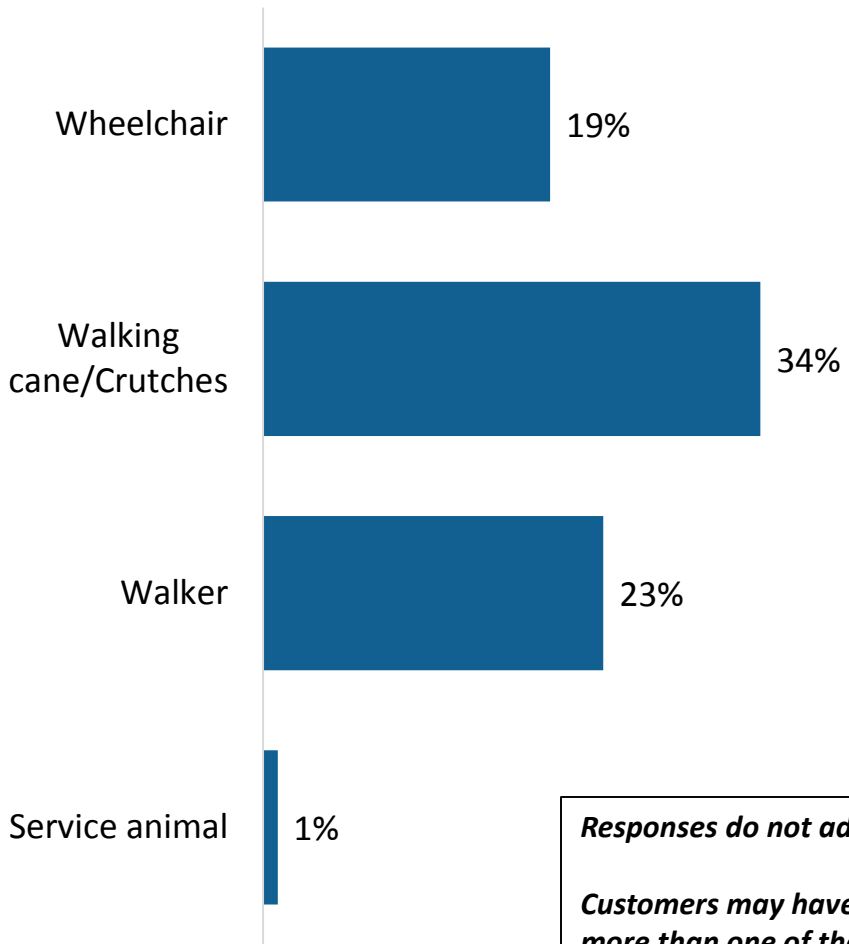
*As for the recent trip, medical appointments are the main purposes of customers' trips.*

<b><i>Main purpose of trip...</i></b>	<b>%</b>
Medical appointment other than dialysis or rehabilitation	63
Errands (grocery shopping, bank, drug store, hair appointment, shopping)	10
Physical therapy/rehabilitation	4
Dialysis	4
Visiting/recreation/social/out for a meal	4
Visiting a place of worship (church/temple)	3
Employment	3
Renew Redi-Wheels certification	2
Senior center program	2
School or college	2
Pick up prescriptions	1
Other	2
Don't know/Refused	1

Q35. In general, what is your most common trip purpose when using Redi-Wheels/RediCoast?

# Generally Utilized Mobility Aids

*Mobility aid use overall mirrors that for recent trips.*



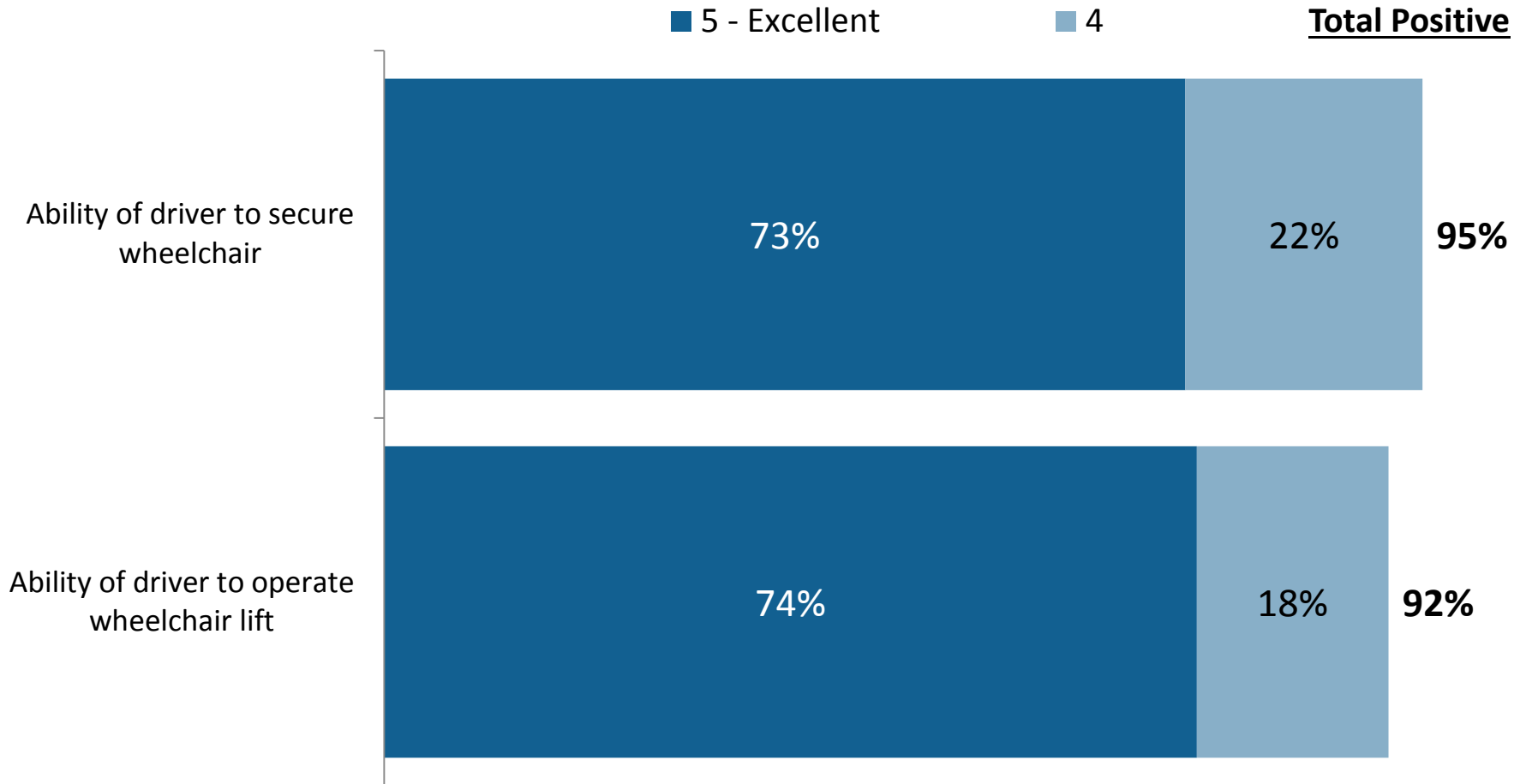
*Responses do not add up to 100%.*

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

Q29-32. Which of the following do you generally use when traveling with Redi-Wheels/RediCoast?

# Overall Service Driver Ratings - Wheelchair Users

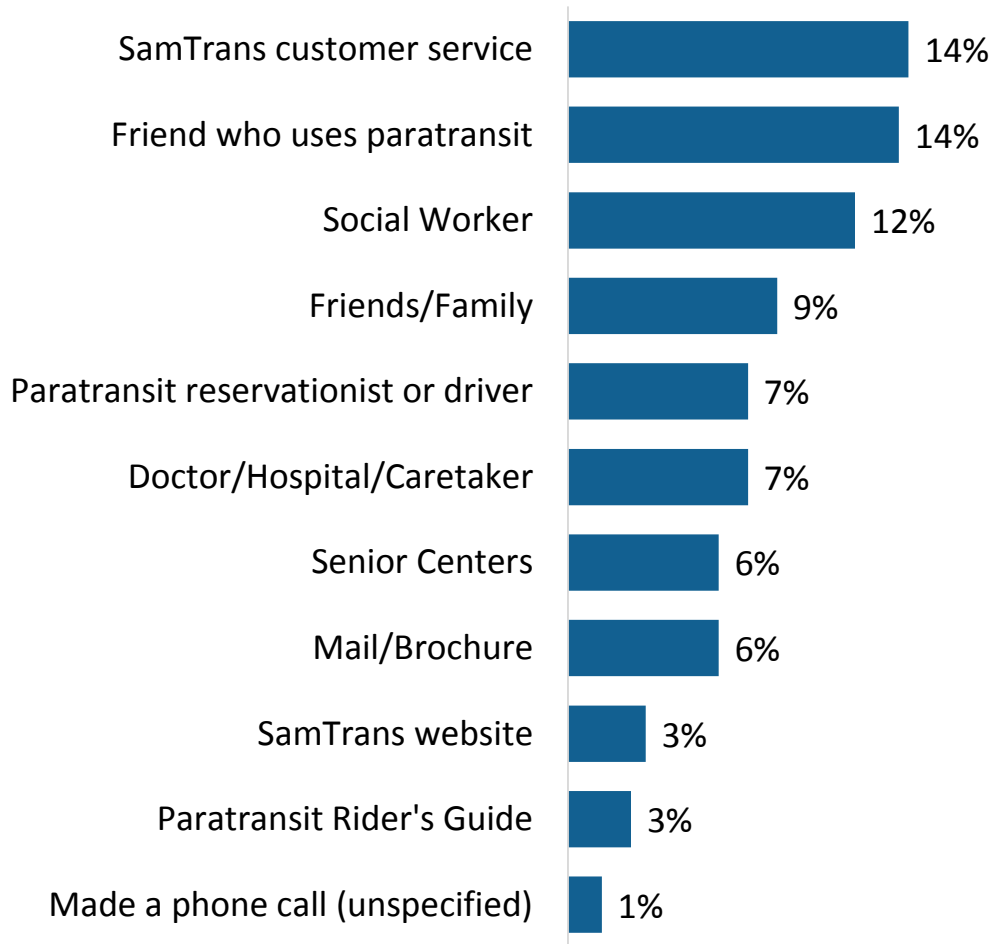
*Overall service ratings of drivers by wheelchair users are very high.*



Q33-34. How would you rate the abilities of the drivers in general in .... using a scale from 1 to 5, where 1 means “poor” and 5 means “excellent.” [n=98]

# Sources of Paratransit Information

*SamTrans customer service and peers are consulted more often than informational materials at related organizations or on the web.*



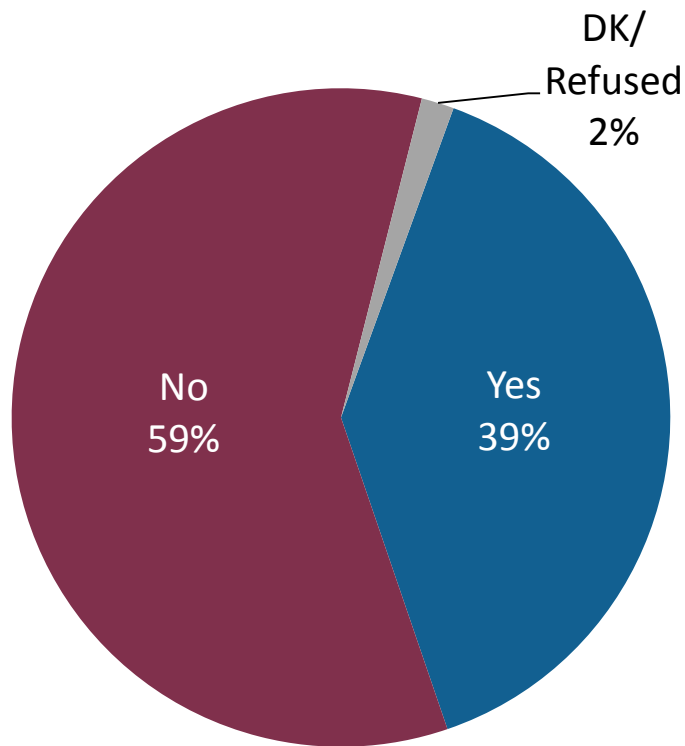
# Internet Access



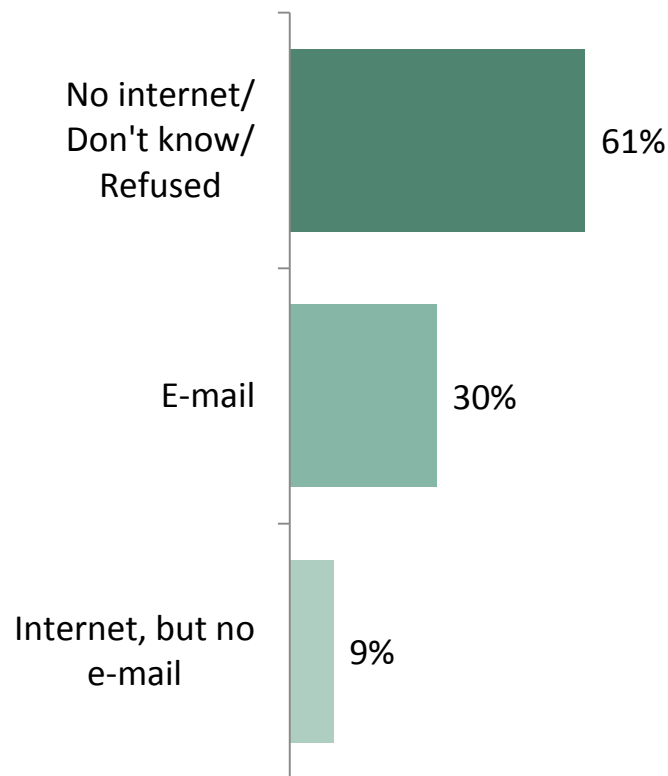
# Customer Internet / Email Access

*A majority of paratransit customers do not have convenient internet access, and just about one-third use e-mail.*

**Convenient access to internet?**



**E-mail Usage**

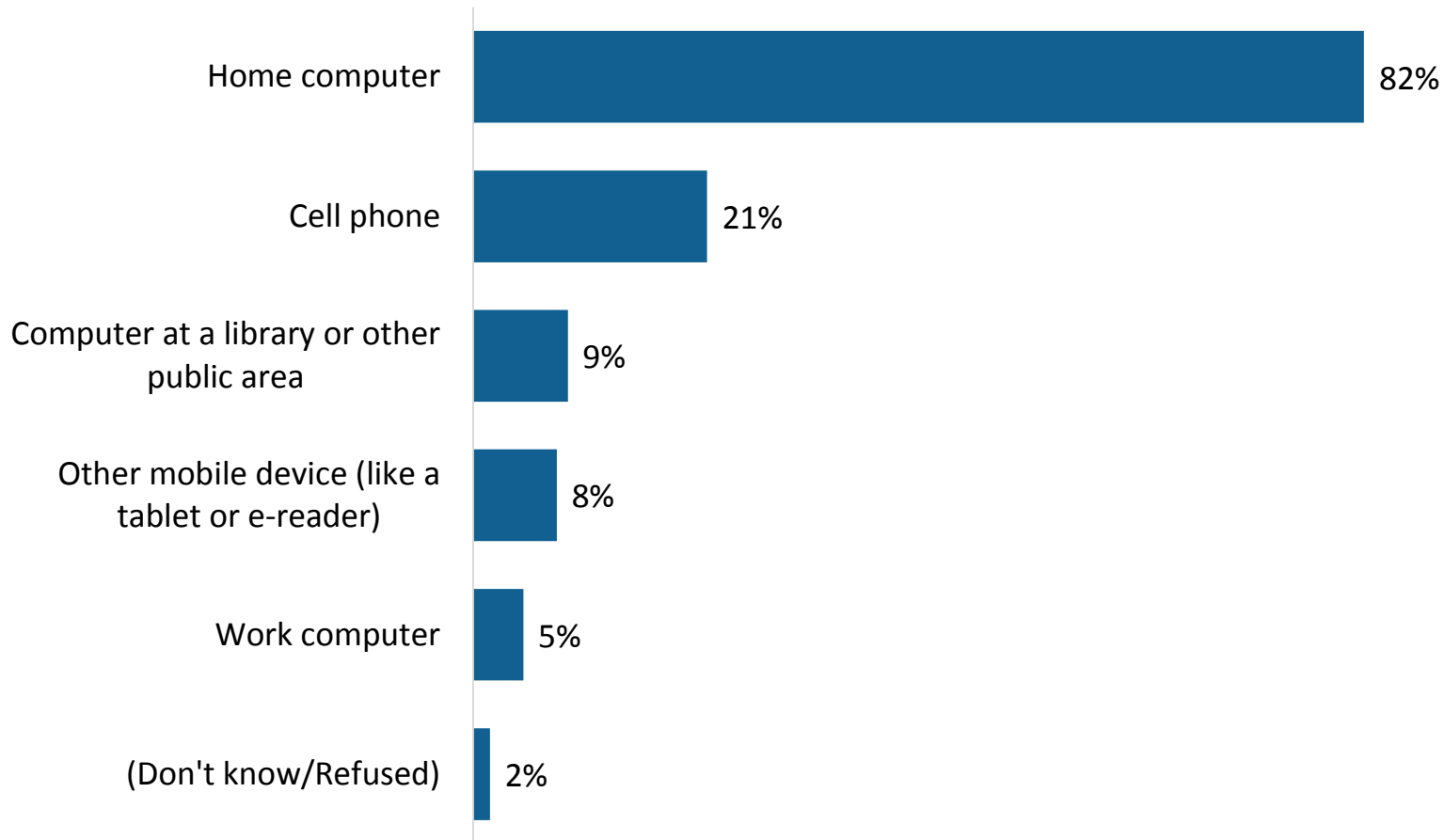


Q43. Do you have convenient access to the Internet?

Q45. Do you personally use e-mail?

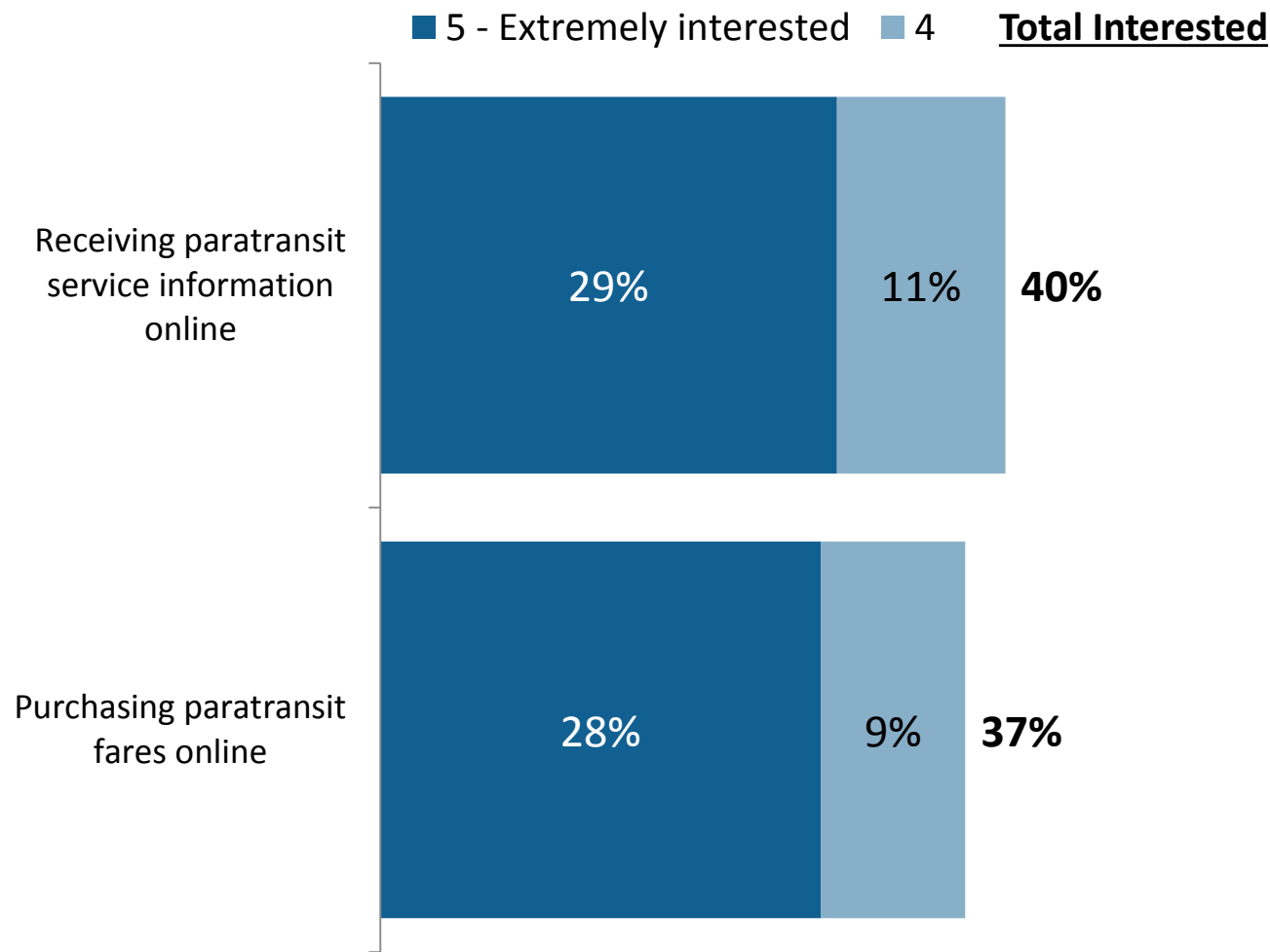
# Mode of Internet Access

*For the 2 out of 5 paratransit customers who have internet access, most use a home computer. Less than a third use internet on their cellphone or mobile device.*



# Interest in Online Paratransit Services

*Of those that have convenient access to the internet, there is some interest in online information, but it is limited.*



Q46-47: 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.” [n=196]

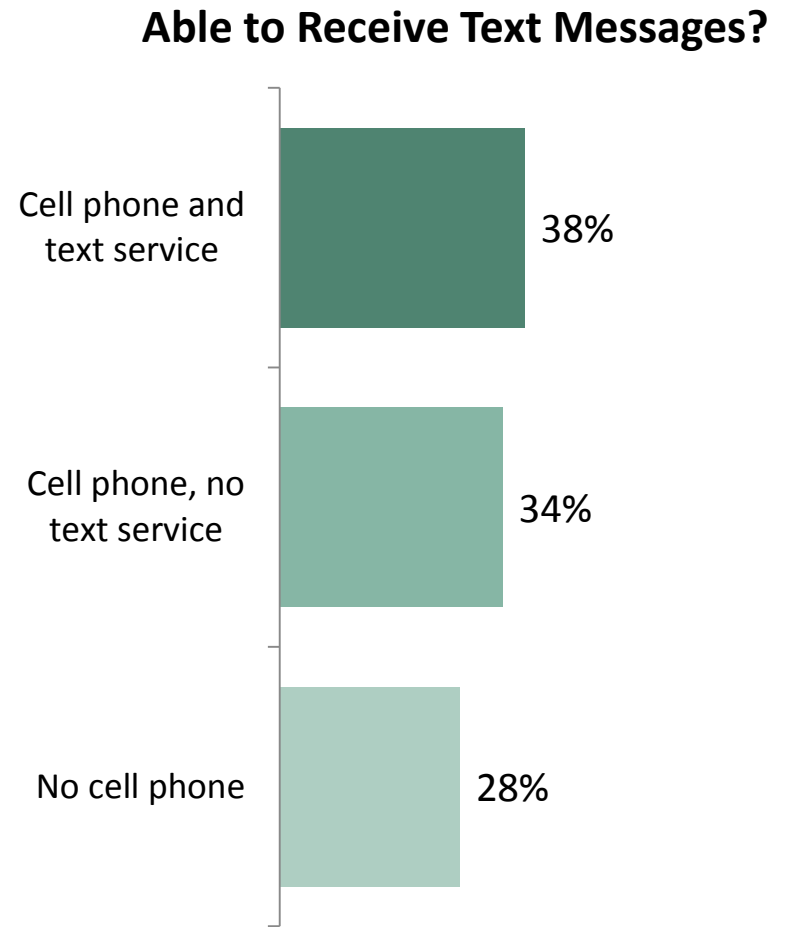
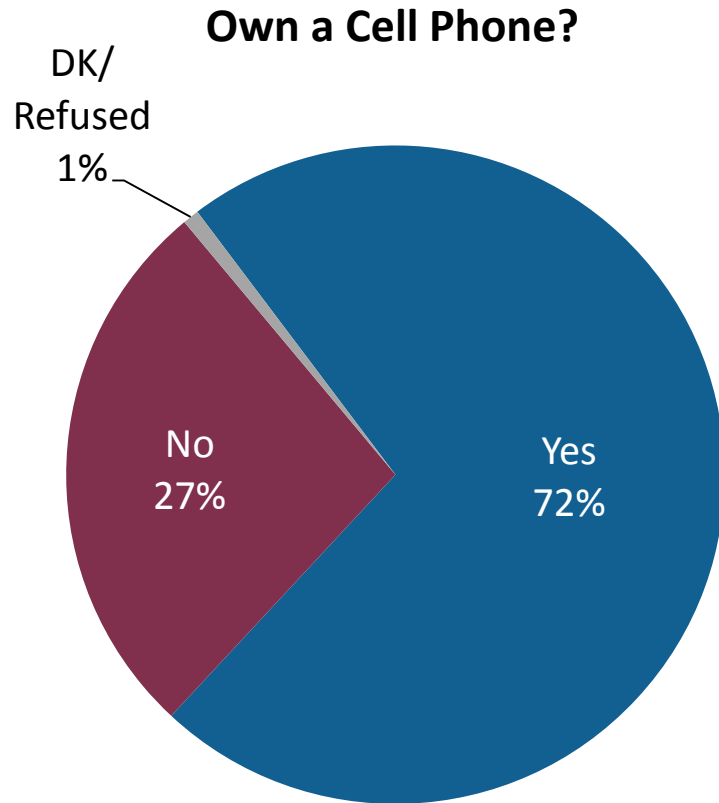


# Cell Phone Use



# Customer Cell Phone Access

*The majority of paratransit customers use a cell phone. Just over a third of all customers can receive text messages.*



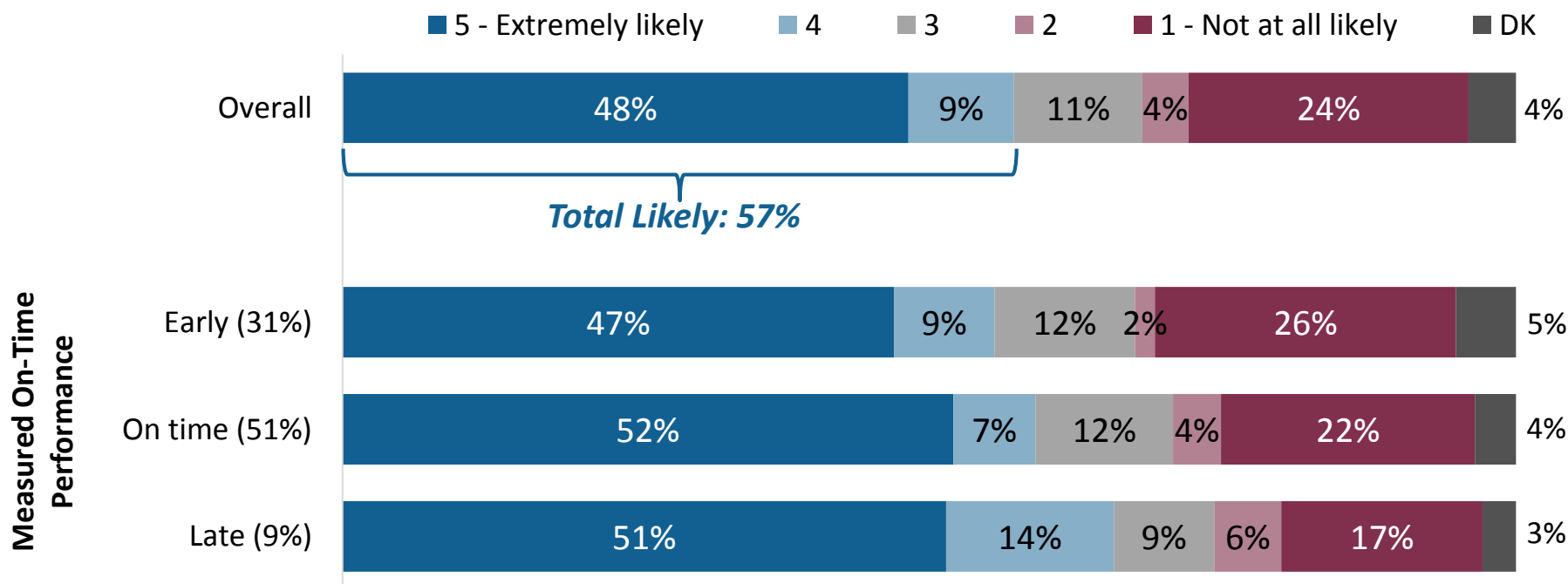
Q48. Do you own a cell phone?

Q49. Are you able to receive text messages?

# Interest in Automatic Paratransit Notifications

*There is major interest in receiving a call or text from cell phone users, which is higher compared to interest in e-mail notifications about service information; interest is also somewhat higher for those that had a late driver on a recent trip.*

## Likelihood of signing up for an automatic call or text message when Paratransit ride is close



Q50. If you could sign up to receive an automatic call or text message when your Paratransit ride is about 10 minutes away how likely would you be to do that? Please use a scale from 1 to 5, where 1 means "not at all likely" and 5 means "extremely likely." [n=361]

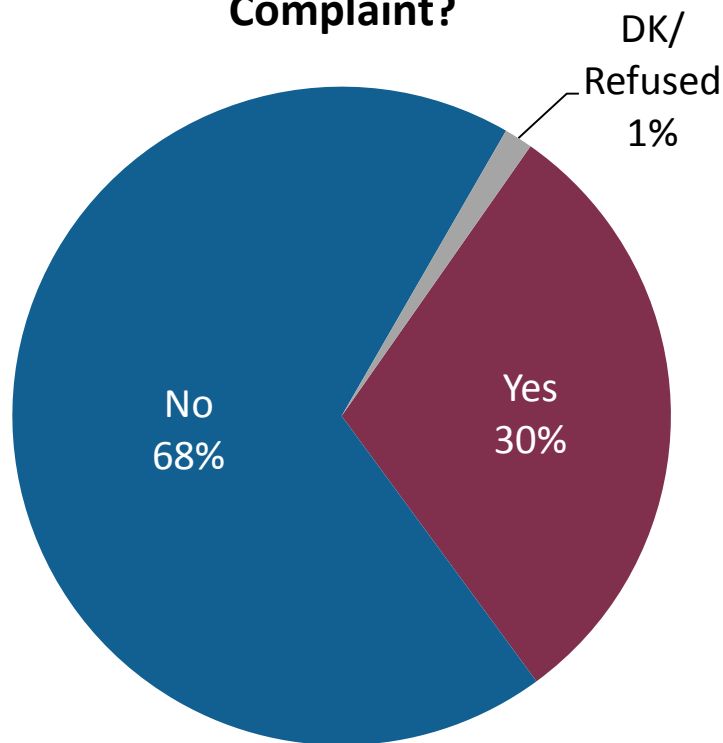
# Complaints and Customer Certification



# Customer Complaints

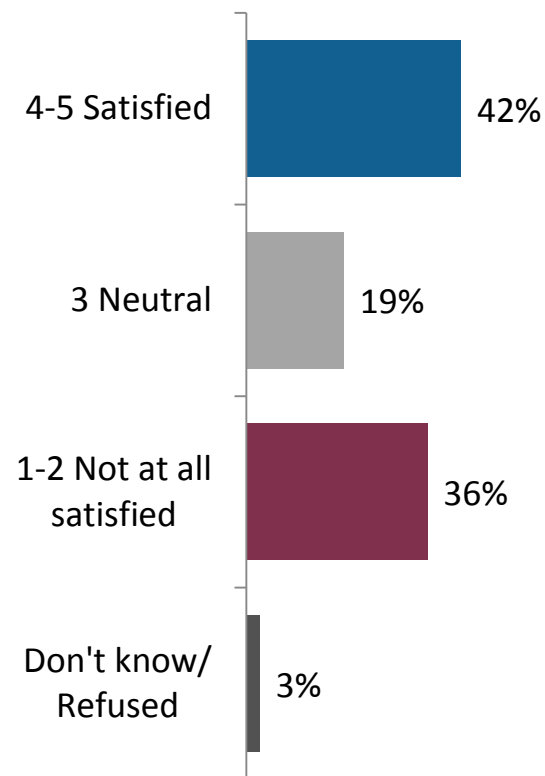
*Just under one-third of customers have made a complaint. A slight plurality are satisfied with the complaint resolution.*

## Have You Ever Made a Paratransit Complaint?



n=151

## Satisfaction with Complaint Resolution



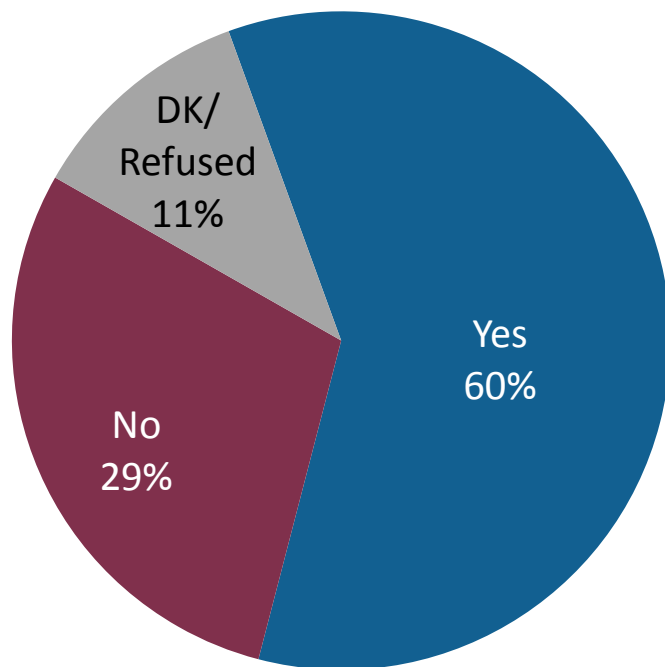
Q41. Have you ever made a complaint about Redi-Wheels/RediCoast services?

Q42. 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

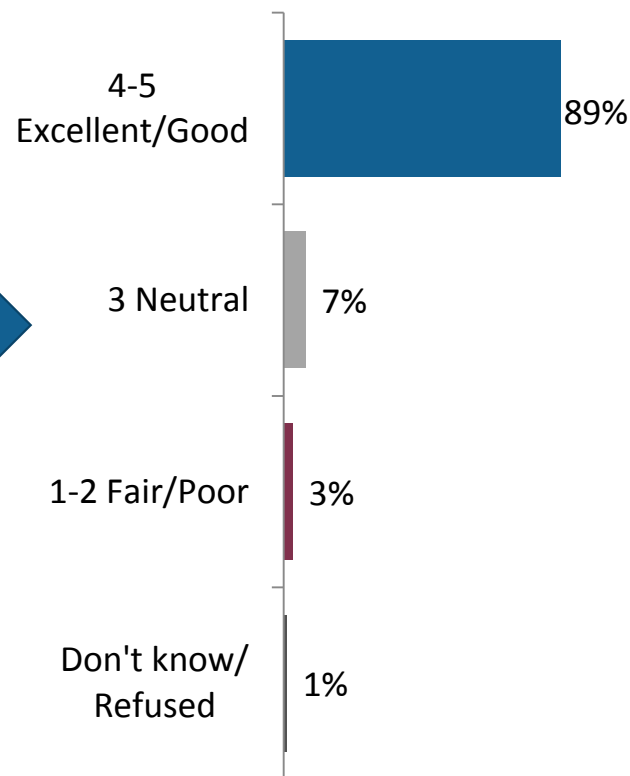
*Ratings of the certification process is very high.*

## Have You Been Certified in the Past 12 Months?



n=298

## Rating of Certification Process



Q36. Have you been certified or recertified with Redi-Wheels/RediCoast services in the past 12 months?

Q37. 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."