ACCESS SERVICES
2026 Biennial Customer Satisfaction Survey - DRAFT

Researcher: Date:

Time start: CB:

Time end: Supervisor:

Phone survey language: Hello, my name is _____. I am a research assistant at GreatBlue Research. We are conducting an opinion survey for Access Services in Los Angeles County. We are conducting a short survey with customers like you about your recent experiences using Access Services.
All information collected is strictly confidential. This is not a sales call. We have nothing to sell.
_____
_____

The following is a draft for a telephone survey questionnaire. Programming instructions are in **#ALL CAPS** and will not appear to the survey participant. Section headers are indicated in ***bold italics*** and will not also appear in the questionnaire—they are for reference only.

Programming instructions definitions:
#RANDOMIZE = scramble order of attributes or questions from respondent to respondent
#ANCHOR = When attributes are randomized, this variable is not randomized but remains in the same place (usually at the end) all the time
#TEXT BOX = a place for people to enter verbatim responses to a question
#EXCLUSIVE = included in a list of multiple responses, this response cannot be combined with any other response; other responses are automatically unselected if this response is selected
#GO TO/#ASK IF = general skip logic for the various tracks of the survey instrument
#interstitial – A paragraph of text without a question necessarily attached; usually appears on a separate page or breaks up sections of the survey

Other definitions:
[brackets] = Variable label in the final dataset
{question} = The type of question (i.e. single select, multi-select, grid, scale, open end – large text box, open end – small text box, open end – numeric, rank)

___

Screener

[language] {single select} First, do you prefer to continue in English or Spanish?
1. English
2. Spanish **#SWITCH TO SPANISH SCRIPT / TRANSFER TO SPANISH INTERVIEWER**

[current_rider] {single select} Are you a current rider / customer of Access Services?
1. Yes
2. No -> Thank you anyway for your time. Have a great day/evening. **#THANK AND TERMINATE**

Usage & Frequency

[usage_duration] {single select} Approximately how long have you been using Access Services?
1. Less than one year
2. One year to less than five years
3. Five years to less than ten years
4. Ten years to less than 15 years
5. Fifteen years to less than 20 years
6. Twenty years or more
7. Don't use Access -> Thank you anyway for your time. Have a great day/evening. **#THANK AND TERMINATE**
99. Don't know / Don't remember

[monthly_trips] {single select} Approximately how many one-way trips do you take each month using Access Services? (In this case one-way trip means a single ride on one Access vehicle from one pick-up location to one drop-off location. A return trip would be a second one-way trip)
1. Less than one
2. One
3. Two
4. Three
5. Four
6. Five
7. Six to nine
8. Ten or more
99. Don't know / Don't remember

#interstitial Now, think about your **trips in the past month** with Access Services. If you have not taken any trips in the past month, think about your **most recent trips in the past year**.

[on_time_pickup] {scale} Did the driver arrive within 20 minutes of your scheduled pick-up time (no later than 20 minutes after)?
1. All of the time
2. Most of the time
3. About half of the time
4. Less than half of the time
5. Never

#interstitial I am going to ask you to rate several aspects of your trips in the last **month** with Access. If you have not taken any Access trips in the past month, I would like you to think about your most recent trips on Access in the past year. First, I would like to ask you specifically about your experiences with your drivers.

[driver_courteousness] {scale} Would you say your drivers were generally …?
1. Very helpful and courteous
2. Somewhat helpful and courteous
3. Somewhat not helpful and courteous
4. Not very helpful and courteous
99. Don't know / No response **#DO NOT READ**

[driver_safety] {scale} Overall, did you feel safe while riding with your driver . . . .?
1. All of the time
2. Most of the time
3. Sometimes
4. Not often
5. Never
100.   Don't know / No response **#DO NOT READ**

[driver_satisfaction] {scale} Overall, how satisfied were you with the drivers?
1. Very satisfied
2. Somewhat satisfied
3. Neither satisfied nor dissatisfied
4. Somewhat dissatisfied
5. Very dissatisfied
99. Don't know / No response **#DO NOT READ**

Reservations
#interstitial Now I would like to ask you specifically about your experiences making the reservation for your trips the past month with Access. Again, if you have not taken any Access trips in the past month, I would like you to think about your most recent trips on Access in the past year.

[agent_courteousness] {scale} If you made your trip reservation by telephoning an agent, were the reservation agents…?
1. Very courteous
2. Somewhat courteous
3. Neither courteous nor rude
4. Somewhat rude
5. Very rude
99. Don't know / No response **#DO NOT READ**

[reservation_accuracy] {scale} Did the reservation agents make the reservations accurately?
1. All of the time
2. Most of the time

3. About half of the time
4. Less than half of the time
5. Never
99. Don't know / Don't remember

[agent_patience] {scale} Did you find the reservationist to be patient and understanding?
1. All of the time
2. Most of the time
3. About half of the time
4. Less than half of the time
5. Never
99. Don't know / Don't remember

[reservation_satisfaction] {scale} Overall, have you been satisfied with your reservation agents?
1. All of the time
2. Most of the time
3. About half of the time
4. Less than half of the time
5. Never
99. Don't know / No response **#DO NOT READ**

On-Line Reservations
Access has launched an on-line service where a rider may book a trip on-line, without having to use the telephone to make a reservation. The next questions relate to whether you have used on-line booking and your feelings about it.

1. Do you currently utilize online booking through Access Services?
    01 Yes
    02 No **(Go to "Where's My Ride")**
    03 Don't know / unsure **(Go to "Where's My Ride")**

2. How often would you say you use the online booking feature?
    01 For all my trips
    02 For most of my trips
    03 For some of my trips
    04 For none of my trips
    05 Don't know / unsure

3. How would you rate the ease of using the online booking feature?
    01 Very easy
    02 Somewhat easy
    03 Somewhat difficult
    04 Very difficult
    05 Don't know / unsure

4. How satisfied are you with your experience using the online booking feature?

01 Very satisfied **(Go to "Where's My Ride")**
02 Somewhat satisfied **(Go to "Where's My Ride")**
03 Not very satisfied
04 Not at all satisfied
05 Don't know / unsure **(Go to "Where's My Ride")**

5. In the last question you answered that you were not very satisfied or not at all satisfied. May I ask why you answered that?

Where's My Ride Application
Access has an on-line app called "Where's My Ride." You may also reserve Access trips using the "Where's My Ride" application, without having to use the telephone to make a reservation. The next questions relate to whether you have used Where's My Ride for trip reservations and your feelings about it.

1. Do you currently utilize the Where's My Ride application to reserve trips with Access Services?
    01 Yes
    02 No **(Go to "Vehicles")**
    03 Don't know / unsure **(Go to "Vehicles")**

2. How often would you say you use the Where's My Ride trip booking feature?
    01 For all my trips
    02 For most of my trips
    03 For some of my trips
    04 For none of my trips
    05 Don't know / unsure

3. How would you rate the ease of using the Where's My Ride trip booking feature?
    01 Very easy
    02 Somewhat easy
    03 Somewhat difficult
    04 Very difficult
    05 Don't know / unsure

4. How satisfied are you with your experience using the Where's My Ride booking feature?
    01 Very satisfied **(Go to "Vehicles")**
    02 Somewhat satisfied **(Go to "Vehicles")**
    03 Not very satisfied
    04 Not at all satisfied
    05 Don't know / unsure **(Go to "Vehicles")**

5. In the last question you answered that you were not very satisfied or not at all satisfied. May I ask why you answered that?

Vehicles

#interstitial Now I would like to ask you specifically about the vehicles you rode in during your **trips the past month** with Access. Again, if you have not taken any Access trips in the past month, I would like you to think about your most recent trips on Access in the past year.

Access uses a variety of vehicles, including sedans, Minivans, Promaster vans, Cutaway vehicles. These questions apply to all Access vehicles you may have traveled in.

Please tell me whether you were … very satisfied … somewhat satisfied … neither satisfied nor dissatisfied … somewhat dissatisfied … or very dissatisfied with …?

[vehicle_satisfaction_grid] {grid} Please rate your satisfaction with each of the following:

Columns:
1. Very satisfied
2. Somewhat satisfied
3. Neither
4. Somewhat dissatisfied
5. Very dissatisfied
6. Don't know / unsure

Rows:
1. Cleanliness of the vehicle
2. Comfort of the vehicle
3. Safety of the vehicle

[boarding_difficulty] {scale} Did you have any difficulty or problems getting into or out of ANY of the vehicles?
1. All of the time
2. Most of the time
3. About half of the time
4. Less than half of the time
5. Never **#GO TO [liked_most]**

[riding_difficulty] {scale} Did you have any difficulty or problems being secured or riding in ANY of the vehicles?
1. All of the time
2. Most of the time
3. About half of the time
4. Less than half of the time
5. Never **#GO TO [liked_most]**

[personal space] When traveling on an Access vehicle, do you have room for yourself and your possessions?
1. All of the time
2. Most of the time
3. About half of the time
4. Less than half of the time
5. Never **#GO TO [liked_most]**

#ASK IF [boarding_difficulty] =/= 5

[boarding_problems_examples] {open-end – large text box} Can you please give an example or examples of what difficulty or problems you experienced riding, being secured, getting into or out of the vehicle?
#TEXT BOX

Are there modifications you would like to see to the current vehicles used by Access?
1. Yes (if yes, go to next question),
2. No (if no, go to "Liked Most").
3. Did not have a response (go to "Liked Most")

What are some modifications (three to five) that you would like to see Access make to its current vehicles.

LIKED MOST

[liked_most] {open-end – large text box} Can you please give an example or examples of what you liked **most** about your trips in the past month or past year (what Access did particularly well)? (RESEARCHER PROBE: Anything else?)
#TEXT BOX

[liked_least] {open-end – large text box} And what did you like **least** about your trips in the past month or past year (what Access did not do particularly well)? (RESEARCHER PROBE: Anything else?)
#TEXT BOX

Service Quality Changes

[service_quality_change] {single select} Thinking about your experiences with Access over the past couple of years, would you say the quality of the service has…?
1. Improved a lot
2. Improved a little
3. Not noticeably changed **#GO TO [biggest_issues]**
4. Gotten a little worse **#GO TO [biggest_issues]**
5. Gotten a lot worse **#GO TO [biggest_issues]**
99. Don't know / No response **#DO NOT READ #GO TO [biggest_issues]**

#ASK IF [service_quality_change] == 1 OR 2
[improvement_reasons] {multi-select} How has the quality of service improved? (Select all that apply) **#RANDOMIZE**
1. Fewer shared rides

2. Trips are not as long
3. Nicer vehicles / Vehicles are cleaner / More comfortable
4. Vehicles easier to enter/exit
5. Drivers friendlier / More courteous
6. Drivers more helpful
7. Drivers better / More careful
8. Easier to make reservations / Reservation process easier / Better
9. Reservation agents friendlier / More helpful
10. Reservation agents more knowledgeable
11. More punctual / On time / Arrive when promised
12. Better information / Information about services easier to understand
13. More responsive to my needs
14. Offers more services / More programs / Better programs
15. Other (please specify): **#TEXT BOX #ANCHOR**
99. Don't know / No response **#ANCHOR #EXCLUSIVE**

[biggest_issues] {multi-select} Can you please give an example or examples of your **biggest issues or concerns** with Access? (Select all that apply) **#RANDOMIZE**
1. Long rides
2. Shared rides
3. Scheduling trips at preferred times
4. On-time performance
5. Other (please specify): **#TEXT BOX #ANCHOR**
99. Don't know / Don't remember **#ANCHOR #EXCLUSIVE**

[improvement_suggestions] {open-end – large text box} Can you please give an example or examples of what you feel Access could do to **improve your overall experience** using their service? (RESEARCHER PROBE: Anything else?)
#TEXT BOX

Customer Service

#interstitial
Next, I'd like you to ask you about your experience calling Access' Customer Service at 800 827-0829.

[customer_service_complaint] {single select} Have you contacted Access' Customer Service at 800-827-0829 in the past six months to file a **complaint**?
1. Yes
2. No **#GO TO [customer_service_compliment]**
99. I do not know what Access' Customer Service is **#GO TO [omc_contact]**

#ASK IF [customer_service_complaint] == 1
[complaint_response_requested] {single select} Did you request customer service to provide a response to your complaint?
1. Yes

2. No **#GO TO [complaint_resolution]**
99. Did not know I could request a response **#GO TO [complaint_resolution]**

#ASK IF [complaint_response_requested] == 1
[complaint_response_received] {single select} Did you receive a response to your complaint?
1. Yes
2. No

[complaint_acknowledged] {single select} Did you feel that the issues that led to your complaint were **acknowledged**?
1. Yes
2. No

[complaint_resolved] {single select} Did you feel that the issues that led to your complaint were **resolved**?
1. Yes
2. No

[complaint_handling_satisfaction] {scale} Overall, how satisfied are you with the way Access responds to your concerns?
1. Very satisfied
2. Somewhat satisfied
3. Neither satisfied nor dissatisfied
4. Somewhat dissatisfied
5. Very dissatisfied
99. Don't know / No response **#DO NOT READ**

[customer_service_compliment] {single select} Have you contacted Access Customer Service in the past six months to file a **compliment** about your experiences on Access or towards a driver or call taker?
1. Yes
2. No **#GO TO [omc_contact]**
99. Did not know I could file a compliment **#GO TO [omc_contact]**

#ASK IF [customer_service_compliment] == 1
[compliment_details] {open-end – large text box} Could you please tell me about the type or nature of the compliment? (RESEARCHER PROBE: Anything else?)
#TEXT BOX

Operations Monitoring Center

[omc_contact] {single select} Have you ever called Access' Operations Monitoring Center (OMC)? (This would be calling 800-827-0829 and selecting option "2" because you were currently waiting for a ride and needed immediate assistance.)
1. Yes

2. No **#GO TO [beyond_curb_requested]**
3. I DON'T KNOW WHAT OMC IS **#GO TO [beyond_curb_requested]**
4. I DIDN'T KNOW THAT I COULD CALL **#GO TO [beyond_curb_requested]**

#ASK IF [omc_contact] == 1
[omc_new_vehicle_sent] {single select} Did Access' OMC need to send a new vehicle to transport you in order to resolve your issue?
1. Yes
2. No **#GO TO [beyond_curb_requested]**

[omc_satisfaction] {scale} Overall, how satisfied are you with your experience calling Access OMC because of a missed trip or the need to reschedule a trip?
1. Very satisfied
2. Somewhat satisfied
3. Neither satisfied nor dissatisfied
4. Somewhat dissatisfied
5. Very dissatisfied
99. Don't know / No response **#DO NOT READ**

Beyond the Curb Service

[beyond_curb_requested] {single select} When making a reservation, have you ever requested **beyond the curb** service for a trip? ("Beyond the curb" means door-to-door assistance.)
1. Yes
2. No **#GO TO [beyond_curb_unplanned]**
99. I didn't know I could ask for this service **#GO TO [beyond_curb_unplanned]**

#ASK IF [beyond_curb_requested] == 1
[beyond_curb_provided_frequency] {scale} When you requested beyond the curb service, how often was the service provided?
1. Always
2. Often
3. Sometimes
4. Rarely
5. Never
99. Don't know / I can't remember **#DO NOT READ**

[beyond_curb_satisfaction] {scale} How satisfied are you with the way Access has handled your requests for beyond the curb service?
1. Very satisfied
2. Somewhat satisfied
3. Neither satisfied nor dissatisfied
4. Somewhat dissatisfied
5. Very dissatisfied
99. Don't know / No response **#DO NOT READ**

[beyond_curb_unplanned] {single select} While riding in an Access vehicle, have you ever asked the driver to assist you to the door of your residence (or other location) **without arranging the request in advance**?

1. Yes
2. No **#GO TO [service_animal]**
99. I didn't know I could ask for this service **#GO TO [service_animal]**

#ASK IF [beyond_curb_unplanned] == 1
[beyond_curb_unplanned_frequency] {scale} When you asked for the driver's help without making the request in advance, how often did he or she assist you to your door?

1. Always
2. Often
3. Sometimes
4. Rarely
5. Never
99. Don't know / I can't remember **#DO NOT READ**

[beyond_curb_unplanned_satisfaction] {scale} How satisfied are you with the way the driver responded to your request to assist you to the door?

1. Very satisfied
2. Somewhat satisfied
3. Neither satisfied nor dissatisfied
4. Somewhat dissatisfied
5. Very dissatisfied
99. Don't know / unsure **#DO NOT READ**

Service Animal or Emotional Support Animal

[service_animal] {single select} When riding with Access, do you travel with a service animal or Emotional Support Animal?

1. Yes
2. No **#GO TO [avoided_trips]**

#ASK IF [service_animal] == 1
[service_animal_problems] {single select} Have you experienced difficulties or had problems traveling with your service animal or Emotional Support Animal?

1. Yes
2. No **#GO TO [avoided_trips]**

#ASK IF [service_animal_problems] == 1
[service_animal_problem_frequency] {scale} Does this happen…

1. Always
2. Often
3. Sometimes
4. Rarely
99. Don't know / Don't remember **#DO NOT READ #GO TO [avoided_trips]**

[service_animal_examples] {open-end – large text box} Can you please give an example or examples of what types of difficulties or problems you have experienced traveling with your service animal or Emotional Support Animal? (RESEARCHER PROBE: Anything else?)
#TEXT BOX

Avoided Trips

[avoided_trips] {multi-select} Over the past year, have you chosen **NOT** to make a trip on Access because of any of these issues? (Select all that apply) **#RANDOMIZE**
1. Could not schedule the pickup time requested
2. Could not reach one's appointment on time
3. Vehicle type
4. Long rides
5. Shared rides
6. Late pickup
7. Missed pickup
8. Difficulty traveling with a service animal
9. Difficulty traveling with an oversized mobility device
10. Concern a driver could not find me at a large campus or large location
11. Other past experience with Access
12. Some other reason (please specify): **#TEXT BOX #ANCHOR**
99. Don't know / Don't remember **#DO NOT READ #ANCHOR #EXCLUSIVE**

Mobility Device (Non-Wheelchair/Scooter)

[mobility_device_cane_etc] {single select} Do you use a mobility device like a **cane, walker, crutches, or white cane**?
1. Yes
2. No **#GO TO [wheelchair_scooter]**

#ASK IF [mobility_device_cane_etc] == 1
[mobility_device_problems] {single select} Have you ever experienced difficulties or had problems with your **cane, walker, crutches, or white cane** when riding with Access?
1. Yes
2. No **#GO TO [wheelchair_scooter]**

#ASK IF [mobility_device_problems] == 1
[mobility_device_problem_frequency] {scale} Does this happen…
1. Always
2. Often
3. Sometimes
4. Rarely
99. Don't know / Don't remember **#DO NOT READ #GO TO [wheelchair_scooter]**

[mobility_device_examples] {open-end – large text box} Can you please give an example/examples of what types of difficulties or problems you have experienced riding with Access with your mobility device? (RESEARCHER PROBE: Anything else?)
#TEXT BOX

Wheelchair / Scooter

[wheelchair_scooter] {single select} Do you use a mobility device like a **manual or power wheelchair or scooter**?
  1. Yes
  2. No **#GO TO [overall_satisfaction]**

#ASK IF [wheelchair_scooter] == 1
[oversized_wheelchair] {single select} Is this mobility device considered to be an **oversized wheelchair or scooter** on Access?
  1. Yes
  2. No
  99. I do not know

[wheelchair_problems] {single select} Have you ever experienced difficulties or had problems with your mobility device when riding with Access?
  1. Yes
  2. No **#GO TO [overall_satisfaction]**

#ASK IF [wheelchair_problems] == 1
[wheelchair_problem_frequency] {scale} Does this happen…
  1. Always
  2. Often
  3. Sometimes
  4. Rarely
  99. Don't know / Don't remember **#DO NOT READ #GO TO [overall_satisfaction]**

[wheelchair_examples] {open-end – large text box} Can you please give an example/examples of what types of difficulties or problems you have experienced riding with Access with your oversized mobility device? (RESEARCHER PROBE: Anything else?)
#TEXT BOX

Overall Satisfaction

[overall_satisfaction] {scale} How satisfied are you ***overall*** with Access?
  1. Very satisfied
  2. Somewhat satisfied
  3. Neither satisfied nor dissatisfied
  4. Somewhat dissatisfied
  5. Very dissatisfied
  99. Don't know / No response **#DO NOT READ**

Demographics

#interstitial These demographic questions are optional and will help Access Services improve its programs. **If you prefer, you may prefer not to answer any of these final questions of the survey and your survey will still be considered complete and recorded.**

[age] {single select} What is your age, please?
1. Under 18 years old
2. 18 to 24 years old
3. 25 to 34 years old
4. 35 to 44 years old
5. 45 to 54 years old
6. 55 to 64 years old
7. 65 to 74 years old
8. 75 years old or older
99. Prefer not to say **#DO NOT READ**

[education] {single select} What is the highest level of schooling you have completed?
1. Less than high school
2. High school graduate
3. Some college/Community college/Vocational school
4. College graduate
5. Post-graduate degree
99. Prefer not to say #DO NOT READ

[health_insurance] {single select} What type of health insurance do you have?
1. Medicare
2. MediCAL
3. Private Health Insurance
4. None
5. Other (please specify): #TEXT BOX
99. Prefer not to say

[income] {single select} Approximately what is your total annual family income before taxes? Please note: Access Services is not an income-based system (Please select the category that applies.)
1. Less than $10,000
2. $10,000 to less than $20,000
3. $20,000 to less than $30,000
4. $30,000 to less than $40,000
5. $40,000 to less than $50,000
6. $50,000 or more
98. Don't know
99. Prefer not to say

[employment_status] {single select} Which of the following best describes your current employment status?
1. Working part-time, less than 30 hours a week
2. Working full-time, 30 or more hours a week
3. Not employed
4. Laid off
5. Retired
6. Disabled
7. Homemaker
8. Student and not-working
9. Student and working
10. Other (please specify): #TEXT BOX
99. Prefer not to say **#DO NOT READ**

[racial_heritage] {single select} What is your main ethnic or racial heritage?
1. Hispanic/Latino/Spanish
2. Asian American/Pacific Islander
3. Black/African American
4. White/Caucasian
5. Two or more races
6. Something else (please specify): #TEXT BOX
99. Prefer not to say #DO NOT READ

[primary_language] {single select} What is your preferred spoken language at home?
1. English
2. Spanish
3. American Sign Language
4. Other (please specify): #TEXT BOX
99. Prefer not to say

[zip_code] {open-end – small text box} What is your zip code, please?
#TEXT BOX

[gender] {single select} Which of the following best describes your gender identity?
1. Woman
2. Man
3. Other (please specify): #TEXT BOX
99. Prefer not to answer

Those are all the questions I have today. Thank you very much for your time and feedback — it really helps Access improve its service. Have a wonderful day/evening!