

ACCESS SERVICES

Technology Access Assessment - DRAFT

Researcher:	Date:
Time start:	CB:
Time end:	Supervisor:

Hello, my name is _____. I am a research assistant at GreatBlue Research, a professional research company in Connecticut. We are conducting a survey among Access Services' customers to better understand your current access to various technology and interest in new technology services. All personal information collected is strictly confidential and only aggregate results will be presented. This is not a sales call. We have nothing to sell.

- A. Are you a current rider / customer of Access Services?
- 01 Yes
 - 02 No (**Thank and terminate**)

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1. Do you have access to the internet?
- 01 Yes
 - 02 No
2. What type of device do you use to access the internet? (**Select all that apply**)
- 01 Home computer/desktop
 - 02 Portable computer/Laptop
 - 03 Smart Phone
 - 04 Tablet (such as an Apple iPad)
 - 05 Public internet (such as a public library computer)
 - 05 Other (please specify): _____
3. If you own a cell phone, what type of cell phone do you currently own and use?
- 01 Smart phone device
 - 02 Non-smart phone device
 - 03 I do not own a cell phone
 - 04 Don't know / unsure

4. Do you currently use “assistive technology” to allow you to access websites? If so, what type of technology do you use? **(Select all that apply)**
- 01 Screen reading technology (for visually impaired persons)
 - 02 Modified keyboard or keypad (for people with physical limitations)
 - 03 Hearing aid
 - 04 Smart watch
 - 05 Smart glasses or smart jewelry
 - 06 Fitness trackers
 - 07 Other (please specify):_____
 - 08 Don't know / unsure
 - 09 I do not use any assistive technology

Access has started working with automobile manufacturers to develop accessible features on autonomous vehicles. For the next four questions, Access would like to know how comfortable you are with the concept of autonomous vehicles. Although the car or van will be self-driving, Access would continue to have an Access driver on board all vehicles to assist customers with boarding and exiting the vehicle and to respond to any customer needs during the trip.

5. Would you be willing to take part in a focus group to assist Access Services in developing an accessible autonomous vehicle?
- 01 Yes
 - 02 No
 - 03 Don't know / Unsure
6. How familiar would you say you are with autonomous vehicles?
- 01 Very familiar
 - 02 Somewhat familiar
 - 03 Not very familiar
 - 04 Not at all familiar
 - 05 Don't know / unsure
7. If offered through Access Services, how comfortable would you be boarding an accessible autonomous vehicle for future rides?
- 01 Very comfortable
 - 02 Somewhat comfortable
 - 03 Not very comfortable
 - 04 Not at all comfortable
 - 05 Don't know / unsure
8. How interested would you be in boarding an accessible autonomous vehicle for future rides?
- 01 Very interested
 - 02 Somewhat interested
 - 03 Not very interested
 - 04 Not at all interested
 - 05 Don't know / unsure

9. If offered through Access Services, how interested would you be in riding in a vehicle that utilizes automatic wheelchair securement, as opposed to your driver manually securing your wheelchair?
- 01 Very interested
 - 02 Somewhat interested
 - 03 Not very interested
 - 04 Not at all interested
 - 05 This feature would not apply to me as I do not use a wheelchair
 - 06 Don't know / unsure

Access is considering designing a “mobile ticketing system” where riders may pay for their trips through a mobile app or on-line before their trip takes place. In the next two questions, Access would like to know if you would use such a system and how often.

10. How interested would you be if Access Services were to offer mobile ticketing options which would allow pre-payment and remote payment for rides?
- 01 Very interested
 - 02 Somewhat interested
 - 03 Not very interested
 - 04 Not at all interested
 - 05 Don't know / unsure

11. How frequently would you utilize mobile ticketing options if they were available through Access Services?
- 01 For all of 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

Access launched a mobile app called “Where’s My Ride,” which allows riders to see how close their Access vehicle is to their location approximately 20 minutes before their scheduled pick-up time. The next four questions relate to whether you have used this application and your feelings about it.

12. Have you previously used the Where’s My Ride mobile app to see your reservation status or track your ride in real time with Access Services?
- 01 Yes
 - 02 No (**Go to Q20**)
 - 03 Don't know / unsure (**Go to Q20**)

13. How often would you say you use the Where’s My Ride mobile app?
- 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

14. How would you rate the ease of using the Where's My Ride mobile app?
- 01 Very easy
 - 02 Somewhat easy
 - 03 Somewhat difficult
 - 04 Very difficult
 - 05 Don't know / unsure
15. How satisfied are you with your experience using the Where's My Ride mobile app?
- 01 Very satisfied (**Go to Q20**)
 - 02** Somewhat satisfied (**Go to Q20**)
 - 03 Not very satisfied
 - 04 Not at all satisfied
 - 05 Don't know / unsure (**Go to Q20**)
16. In the last question you answered that you were not very satisfied or not at all satisfied. May I ask why you answered that?
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Access has also 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 four questions relate to whether you have used on-line booking and your feelings about it.

17. Do you currently utilize online booking through Access Services?
- 01 Yes
 - 02 No (**Go to Q25**)
 - 03 Don't know / unsure (**Go to Q25**)
18. 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
19. 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
20. How satisfied are you with your experience using the online booking feature?
- 01 Very satisfied (**Go to Q25**)
 - 02 Somewhat satisfied (**Go to Q25**)
 - 03 Not very satisfied
 - 04 Not at all satisfied
 - 05 Don't know / unsure (**Go to Q25**)

21. In the last question you answered that you were not very satisfied or not at all satisfied. May I ask why you answered that?
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Access recently redesigned its website with the intention of making it easier to find important information about Access and its services. The next four questions relate to whether you have visited Access' website and your feelings about it.

22. Have you previously visited the Access Services website?
- 01 Yes
 - 02 No **(Go to Q29)**
 - 03 Don't know / unsure **(Go to Q29)**
23. How often do you visit the Access Services website?
- 01 Every day
 - 02 Multiple times per week
 - 03 Once per week
 - 04 Once per month
 - 05 Less than once per month
 - 06 Never
 - 07 Don't know / unsure
24. How would you rate the ease of navigating the Access Services website?
- 01 Very easy
 - 02 Somewhat easy
 - 03 Somewhat difficult
 - 04 Very difficult
 - 05 Don't know / unsure
25. Overall, how satisfied are you with the Access Services website?
- 01 Very satisfied
 - 02 Somewhat satisfied
 - 03 Not very satisfied
 - 04 Not at all satisfied
 - 05 Don't know / unsure

These last questions are just to find out a little more about you and whether you would like more information about Access, and how we can best get that information to you.

26. Which of the following is your preferred method of receiving information from Access Services?
- 01 E-mail
 - 02 Text message
 - 03 Phone call
 - 04 Access Services website
 - 05 Direct mail
 - 06 Newsletter
 - 07 Other (please specify): _____
 - 08 Don't know / unsure

Demographics

And now I have just a few final questions for statistical purposes.

27. Including you, how many people live in your household? (**RECORD EXACT NUMBER.**) (**Researcher: confirm # with respondent**)
of People: _____
28. What is your age, please?
- 01 Under 18 years old
 - 02 18 to 24 years old
 - 03 25 to 34 years old
 - 04 35 to 44 years old
 - 05 45 to 54 years old
 - 06 55 to 64 years old
 - 07 65 or older
 - 08 Refused (**DO NOT READ**)
29. What is the highest level of schooling you have completed?
- 01 Less than high school
 - 02 High school graduate
 - 03 Some college/Community college/Vocational school
 - 04 College graduate
 - 05 Post-graduate degree
 - 06 Refused (**DO NOT READ**)
30. Which of the following best describes your current employment status? Are you ...
- 01 Working part-time, less than 30 hours a week
 - 02 Working full-time, 30 or more hours a week
 - 03 Unemployed/Laid off
 - 04 Retired
 - 05 Permanently disabled
 - 06 Homemaker
 - 07 Student and not-working
 - 08 Student and working
 - 09 Other (Please specify): _____
 - 10 Refused (**DO NOT READ**)
31. Are you of Hispanic, Latino, or of Spanish origin? (**IF NO, ASK:**) What is your main ethnic or racial heritage?
- 01 Hispanic/Latino/Spanish (**DO NOT READ**)
 - 02 Asian American/Pacific Islander
 - 03 Black/African American
 - 04 White/Caucasian
 - 05 Or something else (please specify): _____
 - 06 Refused (**DO NOT READ**)
32. What type of health insurance do you have?
- 01 Medicare
 - 02 MediCAL
 - 03 Private Health Insurance
 - 04 None
 - 05 Other (please specify): _____

33. What is the primary language you speak at home?
- 01 English
 - 02 Spanish
 - 03 Other (please specify): _____
 - 04 Refused

34. Approximately what is your total annual family income before taxes? Please stop me when I read the right category.

- 01 Less than \$10,000
- 02 \$10,000 to less than \$20,000
- 03 \$20,000 to less than \$30,000
- 04 \$30,000 to less than \$40,000
- 05 \$40,000 to less than \$50,000
- 06 \$50,000 or more
- 07 Don't know/Refused

35. What is your zip code, please?

36. Which of the following best describes your gender identity?

- 01 Woman
- 02 Gender Variant
- 03 Man
- 04 Non-Binary
- 05 Transgender Person
- 06 Trans woman
- 07 Trans man
- 08 Non-conforming
- 09 Other (please specify): _____
- 10 Prefer not to answer

Those are all of my questions. Thank you very much for completing this survey. Have a good day.