

## **2023 Free Fare/Travel Training Customer Survey**

Hello, I'm \_\_\_\_\_ of GreatBlue Research, a third party research firm, calling on behalf of Access Services in Los Angeles County. We are conducting a survey today with customers like you about the different ways that you may travel around Los Angeles using Access Services, bus or train trips that are free for all Access customers or some other travel choice. I would like to ask you a few questions on a confidential basis. And let me restate, your answers are confidential and will not be shared with Access. Also, I am not selling anything and this survey will only take about **15 minutes of your time.**

### A. Language

- 01 English (Continue)
- 02 Spanish (Skip to Spanish Section of Program)

## **Category 1 (Free Fare)**

My first questions are on traveling around Los Angeles using the public buses and trains around Los Angeles County.

You may already be aware of this, but Access customers may use their Access I.D. cards to ride the public buses (like Metro) and trains (like Metrolink) around Los Angeles County for free. Riding these services does NOT impact your Access eligibility, and Access provides this so its customers have choices when getting around Los Angeles.

1. So, as a customer of Access Services, you may use your Access I.D. card to ride public buses and trains around Los Angeles County for free. If you do sometimes travel by bus or train, which of the following transportation options you currently use? (May answer more than one answer)
  - a) Bus
  - b) Train (subway – Red (or B) or Purple (or D) Lines),
  - c) Train (light rail (Blue (or A) or Green (or C) Lines),
  - d) Train (Metrolink commuter train)
  - e) I do not take bus or train trips **[skip to next section, Question 17]**
  
2. Approximately how many one-way trips do you take on buses or trains in a month? Please give me your best estimate.
  - a) None
  - b) 1 to 10
  - c) 11 to 20
  - d) 21 to 30
  - e) 31 to 50
  - f) 51 to 100
  - g) More than 100
  - h) Don't know
  - i) Refused to answer

3. When you travel on buses or trains, do you travel with a companion/ a Personal Care Attendant (PCA)?
  - a) Yes (if yes, ask **question 4**)
  - b) No (if no, skip to **question 5**)
  - c) Other/Refused
  
4. When you travel on buses and trains how often would you say you are accompanied by a Personal Care Attendant?
  - a) None
  - b) Fewer than half of my trips
  - c) About half of my trips
  - d) More than half of my trips
  - e) All of my trips
  - f) Don't know
  - g) Refused to answer
  
5. Do you use a mobility device like a wheelchair, scooter and/or cane?  
  
Yes (If "yes" continue to **question 6**)  
No (if "no" skip to **question 7**)
  
6. What type of mobility device do you use?
  - a) Cane
  - b) Walker/Rolling walker with seat/Triangular walker
  - c) Wheelchair
  - d) Scooter
  - e) Crutches/Fore-arm crutches
  - f) Other
  
7. Which transit systems do you ride using your Access ID card?
  - a) Metro Bus
  - b) Metro Rail
  - c) Metrolink
  - d) LADOT DASH
  - e) Santa Monica's Big Blue Bus
  - f) Long Beach Transit
  - g) Montebello Bus Lines
  - h) Culver City Bus
  - i) Foothill Transit
  - j) Gardena Transit (G-Trans)
  - k) Torrance Transit
  - l) Norwalk Transit
  - m) Antelope Valley Transit (AVTA)
  - n) Pasadena ARTS

- o) Beach Cities Transit
- p) Other (fill in open-ended answer)
- q) Don't know
- r) Refused to answer

8. If you ride Metrolink, about how many times a month do you ride Metrolink?

- a) 1 to 3
- b) 4 to 5
- c) 6 to 10
- d) More than 10
- e) Don't know
- f) Refused to answer

9. When you travel using buses or trains, what are the following purposes do you use the bus or train to travel? (may choose more than one choice)

- a) Get to a doctor's appointment
- b) Go shopping
- c) Run errands
- d) Visit family or friends
- e) Go out to eat or other entertainment
- f) Go to school
- g) Go to work
- h) Go to church
- i) Other
- j) Refused

10. And for which ONE of the following do you ride the bus or train most often? (may choose only one)

- a) Get to a doctor's appointment
- b) Go shopping
- c) Run errands
- d) Visit family or friends
- e) Go out to eat or other entertainment
- f) Go to school
- g) Go to work
- h) Go to church
- i) Other
- j) Refused

11. As an Access customer, you have the option of riding with Access, riding the bus or train. Thinking about your own experiences using the services offered by Access, why do you take the bus or train rather than ride with Access? (can be open-ended, but below are some responses we have received in the past)

[Do Not Read Choices]

Bus/Train service is more convenient  
Bus/Train is free trip/less expensive

Do not need to make a reservation for a bus/train trip  
Bus/Train service is more flexible  
Access Unreliable/Arrive Late/Arrive Early/Forget Pick up/Takes Too Long  
Bus/Train service is more frequent  
Bus Faster  
Prefer Access/Use Access/Ride Both  
Use Bus for Shorter Trips/Access for Longer Trips  
Don't like ride sharing/Riding with others/Too Many Stops  
Can travel on the bus or train with family member/Personal Care Attendant  
Bus Social Event/Meet People/Ambiance/Sight Seeing/Just to Travel  
Not Eligible/Can't Use Access/Don't Know How/Told Not to Use Access  
Not Take Advantage/Abuse Privilege/Others Need More/Not Handicapped  
Bus Easier  
Have Not Tried Access  
Build Confidence/Be Independent/Mental Challenge/Learning  
Familiar with Bus/Know Routes/More Comfortable  
Health Reasons  
Get Exercise/Walk to Bus Stop  
Access Drivers Rude  
Use Bus for Day Trips/Use Access for Night Trips  
Other  
Refused

12. If Access did not have a Free Fare program, how would you travel instead of using the bus or train for those trips?
- a) Call Access and schedule a ride
  - b) Get a ride with a friend or family member
  - c) Take fewer trips and stay home
  - d) Use Uber or Lyft
  - e) Use a taxi
  - f) Walk
  - g) Pay Fee/Take Bus/Senior Discount Card
  - h) Drive Myself
  - i) Ride Bike/Skateboard
  - j) Other
  - k) Don't know/Not Sure
13. Again, if Access did not have a Free Fare program, how many trips would you use Access for?
- a) All of these trips
  - b) Most of these trips
  - c) About half of these trips
  - d) Just a few of these trips
  - e) Don't know
  - f) Refused to answer

14. Thinking back over the past three or four years, would you say that you have taken more trips, fewer trips, or about the same number of trips using the bus or train as you did three or four years ago? *(I am asking this question because some analysis Access has performed has shown a steady decline in the number of trips being taken on Free Fare/the number of customers using Free Fare and this and the next questions are going to why this may be).*

- a) More trips on bus/train (if answer "More" go to **question 15**)
- b) Fewer trips on bus/train (if answer "Fewer" go to **question 16**)
- c) About the same
- d) Other (record answer)
- e) Don't know
- f) Refused to answer

15. (**question 14** answered "More") If you are taking more trips on the bus or train than you did over the past years, what are your reasons for taking more trips on the bus or train? (open answer – record answer)

16. (**question 14** answered "Fewer") If you are taking fewer trips on the bus or train than you did over the past years, what are your reasons for taking fewer trips on the bus or train? (open answer – record answer)

Sample possible answers:

- It has gotten harder for me to take buses or trains
- I moved and do not know the buses or trains near me
- I no longer am going to a job that I had
- Don't feel as safe on the bus and/or train
- At Some times of the day, I feel it is unsafe to travel by bus or train
- Due to the pandemic

## Category 2 (Travel Training)

Changing topic a little, Access Services offers a free service called Travel Training, in which an Access customer can receive group or one-on-one training on how to use the different buses or trains in a person's area.

Just as before, I would like to repeat, you may already be aware of this, but Access customers may use their Access I.D. card to ride the public buses (like Metro) and trains (like Metrolink) around Los Angeles County. Riding these services does NOT impact your Access eligibility, and Access provides this so its customers have choices when getting around Los Angeles. Travel Training, is a service that if you do not know how to travel on L.A. buses or trains, you can receive group or one-on-one instruction on how to safely travel on public buses or trains.

17. If you received instruction like Travel Training, do you think that you would use the bus or train more often?

- a) Yes
- b) No

- c) Other (please record answer)
- d) Don't know
- e) Refused to answer

18. Assuming that you participated in Access' Travel Training program, what destinations would you like to travel to using the bus or train?

- a) Get to a doctor's appointment
- b) Go shopping
- c) Run errands
- d) Visit family or friends
- e) Go out to eat or other entertainment
- f) Go to school
- g) Go to work
- h) Go to church
- i) Other
- j) Refused

19. Would you be interested in receiving more information on Access' Travel Training program for yourself?

- a) Yes (please record the respondent's name and telephone number) (Go to Next Question)
- b) No (go to next question) (SKIP to next Section)

20. If you would you be interested in participating in Access' Travel Training program, what type of training would you prefer? (read choices)

- a) Group Training (a small group workshop with approximately 12 other Access customers)
- b) Small Group Training (training with two or three customers who may be friends and taking a bus or rail trip with an instructor)
- c) One-On-One Training (an instructor will provide you instruction and travel with you on a bus or rail trip that takes you to a destination that you often visit)

### **Category 3 (Uber/Lyft)**

21. Changing the topic a little, have you ever traveled using a Transportation Network Company service like Uber or Lyft?

- a) Yes (if yes, go to **question 22**)
- b) No (if no, skip to **next section question 29**)
- c) Don't know
- d) Refused to answer

22. Approximately how many one-way trips do you take each **month** using Ride Hailing Services like Uber or Lyft?

- a) None or Less than one
- b) One

- c) Two
- d) Three
- e) Four
- f) Five
- g) Six to nine
- h) Ten or more
- i) Don't know/Don't Remember

23. When you travel using a service like Uber or Lyft, what are the top one to three destinations you use Uber or Lyft to travel? (may choose more than one choice)

- a) Get to a doctor's appointment
- b) Go Shopping
- c) Run Errands
- d) Visit family or friends
- e) Go out to eat or other entertainment
- f) Go to school
- g) Go to work
- h) Go to church or other religious gathering
- i) Other (please record answer)
- j) Refused

24. Thinking about your own experiences using the services offered by Access, why do you take a service like Uber or Lyft rather than ride with Access for this/these trips? (can be open-ended – record response)

25. When you have traveled using a Ride Hailing Service like Uber or Lyft, have you been satisfied with the service provided?

- a) Yes (go to **question 27**)
- b) No (If NO, continue to **question 26** below)
- c) Other (please record answer) (continue to **question 27**)
- d) Don't Know(continue to **question 27**)
- e) Refused to answer (continue to **question 27**)

26. If you were not satisfied traveling on a service like Uber and Lyft, what made you dissatisfied about the service? (Open ended answer)

27. Access is exploring working with Uber and Lyft to provide some of its trips for Access customers. Are you open for some of your Access trips to be performed by a service like Uber or Lyft?

- a) Yes (go to **next section question 29**)
- b) No (If NO, continue to **question 28** below)
- c) Other (please record answer) (continue to **next section question 29**)
- d) Don't know (continue to **next section question 29**)
- e) Refused to answer (continue to **next section question 29**)

28. Could you share why you would not want some of your trips performed by a service like Uber or Lyft? (Open ended answer)

**Category 4 (Taxi Service)**

29. Changing the topic one more time, have you ever traveled using a Taxi? This would be a taxi NOT through Access Services.

- a) Yes (if yes, go to question 30)
- b) No (if no, skip to next section question 35)
- c) Don't know
- d) Refused to answer

30. Approximately how many one-way trips do you take each **month** using Taxi trips?

- a) None or Less than one
- b) One
- c) Two
- d) Three
- e) Four
- f) Five
- g) Six to nine
- h) Ten or more
- i) Don't know/Don't Remember

31. When you travel using a taxi, what are the top one to three destinations you use a taxi to travel? (may choose more than one choice)

- a) Get to a doctor's appointment
- b) Go Shopping
- c) Run Errands
- d) Visit family or friends
- e) Go out to eat or other entertainment
- f) Go to school
- g) Go to work
- h) Go to church or other religious gathering
- j) Other (please record answer)
- k) Refused

32. Thinking about your own experiences using the services offered by Access, why do you take a non-Access taxi rather than ride with Access for this/these trips? (can be open-ended – record response)

33. When you have traveled using a non-Access taxi, have you been satisfied with the service provided?

- a) Yes (skip to next section question 35)
- b) No (If NO, continue to question 34 below)
- c) Other (please record answer) (skip to next section question 35)

- d) Don't Know(skip to **next section question 35**)
- e) Refused to answer (skip to **next section question 35**)

34. If you were not satisfied traveling on a non-Access taxi, what made you dissatisfied about the service? (Open ended answer)

**Category 5 (Dial-A-Ride)**

35. Changing the topic one more time, have you ever traveled using a local Dial-A-Ride? This would be similar to Access Services, but usually operates just inside a single City, such as Long Beach Dial a Taxi, or Los Angeles City Ride

- a) Yes (if yes, go to **question 36**)
- b) No (if no, skip to **next section question 41**)
- c) Don't know
- d) Refused to answer

36. Approximately how many one-way trips do you take each **month** using Dial-A-Ride trips?

- a) None or Less than one
- b) One
- c) Two
- d) Three
- e) Four
- f) Five
- g) Six to nine
- h) Ten or more
- i) Don't know/Don't Remember

37. When you travel using a Dial-a-Ride, what are the top one to three destinations you use a Dial-A-Ride to travel? (may choose more than one choice)

- a) Get to a doctor's appointment
- b) Go Shopping
- c) Run Errands
- d) Visit family or friends
- e) Go out to eat or other entertainment
- f) Go to school
- g) Go to work
- h) Go to church or other religious gathering
- i) Other (please record answer)
- j) Refused

38. Thinking about your own experiences using the services offered by Access, why do you take a Dial-A-Ride trip rather than ride with Access for this/these trip(s)? (can be open-ended – record response)

39. When you have traveled using Dial-A-Ride, have you been satisfied with the service provided?

- a) Yes (continue to next section question 41)
- b) No (If NO, continue to question 40 below)
- c) Other (please record answer) (continue to next section question 41)
- d) Don't Know(continue to next section question 41)
- e) Refused to answer (continue to next section question 41)

40. If you were not satisfied traveling on a Dial-A-Ride what made you dissatisfied about the service? (Open ended answer)

### **Category 6 (Metro-Micro)**

41. Changing the topic one more time, have you ever traveled using L.A. Metro's Metro Micro van service?

- e) Yes (if yes, go to question 42)
- f) No (if no, skip to next section question 46)
- g) Don't know
- h) Refused to answer

42. Approximately how many one-way trips do you take each month using Metro Micro?

- j) None or Less than one
- k) One
- l) Two
- m) Three
- n) Four
- o) Five
- p) Six to nine
- q) Ten or more
- r) Don't know/Don't Remember

43. Thinking about your own experiences using the services offered by Access, why do you take a Metro Micro trip rather than ride with Access for this/these trip(s)? (can be open-ended – record response)

44. When you have traveled using Metro Micro, have you been satisfied with the service provided?

- f) Yes (continue to next section question 46)
- g) No (If NO, continue to question 45 below)
- h) Other (please record answer) (continue to next section question 46)
- i) Don't Know(continue to next section question 46)
- j) Refused to answer (continue to next section question 46)

45. If you were not satisfied traveling on a Metro Micro what made you dissatisfied about the service? (Open ended answer)

**Category 7 (Private Automobile Travel)**

46. Getting close to the end now. Do you have access to a private car, either your own or a family member's and do you sometimes travel by private car?

- a) Yes (if yes, go to question 47)
- b) No (if no, skip to next section question 52)
- c) Don't know
- d) Refused to answer

47. Approximately how many one-way trips do you take each month using a private (or personal) car trips?

- a) Less than one
- b) One
- c) Two
- d) Three
- e) Four
- f) Five
- g) Six to nine
- h) Ten or more
- i) Don't know/Don't Remember

48. When you travel by car, what are the top one to three destinations you use to travel? (may choose more than one choice)

- a) Get to a doctor's appointment
- b) Go Shopping
- c) Run Errands
- d) Visit family or friends
- e) Go out to eat or other entertainment
- f) Go to school
- g) Go to work
- h) Go to church or other religious gathering
- i) Other (please record answer)
- j) Refused

49. Thinking about your own experiences using the services offered by Access, why do you take a Dial-A-Ride trip rather than ride with Access for this/these trip(s)? (can be open-ended – record response)

50. When you have traveled by car, have you been satisfied with this way of traveling?

- a) Yes (continue to next section question 52)
- b) No (if NO, continue to question 51 below)

- c) Other (please record answer) (continue to question 53)
- d) Don't Know(continue to next section question 52)
- e) Refused to answer (continue to next section question 52)

51. If you were not satisfied traveling by car, what made you dissatisfied? (Open ended answer)

### **Category 8 (Any Other Travel Modes Not Already Covered)**

52. We have already covered a lot of ways people travel, bus, train, Uber, Lyft, taxi, Dial-a-Ride, private car, and I will have some questions about Access Services in a moment. Before I end this section, are there any other services that you use to get around Los Angeles County that I have not covered today?

- a) Yes (continue to question 53)
- b) No (If NO, continue to question 55 below)

53. Okay, what other services do use to travel around Los Angeles? (Open ended answer, please record response).

54. One last question on this topic, is there a reason why you travel by this (the service they mentioned in Question 53) instead of taking Access? (Open ended answer, please record response)

### **Category 9 (Access Services Use)**

Before we end, I want to ask a few questions about trips that you may take on Access Services or other paratransit systems.

55. Approximately how many one-way trips do you take each month using Access Paratransit?

- a) None or Less than one
- b) One
- c) Two
- d) Three
- e) Four
- f) Five
- g) Six to nine
- h) Ten or more
- i) Don't know/Don't Remember

56. When you travel using Access Services, what are the following purposes do you use Access Services? (may choose more than one choice)

- a) Get to a doctor's appointment
- b) Go shopping
- c) Run errands
- d) Visit family or friends
- e) Go out to eat or other entertainment

- f) Go to school
- g) Go to work
- h) Go to church
- i) Other
- j) Refused

57. And for which ONE of the following do you ride Access Services most often? (may choose only one)

- a) Get to a doctor's appointment
- b) Go shopping
- c) Run errands
- d) Visit family or friends
- e) Go out to eat or other entertainment
- f) Go to school
- g) Go to work
- h) Go to church
- i) Other
- j) Refused

58. For these trips where you use Access Services instead of any of the other services we have discussed in this survey, is there a reason that you take Access for these trips instead of any of those services? (open-ended, but below are some possible responses)

[DO NOT READ CHOICES BELOW]

- Bus/Train service is not convenient
- Access provides service from my home to my destination entrance
- Bus or train Unreliable/Arrive Late/Arrive Early
- Access Faster
- Prefer Access/Use Access/Ride Both
- Use Bus for Shorter Trips/Access for Longer Trips
- Don't like ride sharing/Riding with others/Too Many Stops
- Can travel on Access with family member/Personal Care Attendant
- Don't Know How to Use bus/train
- Not familiar with Bus/bus routes/ /More Comfortable with Access
- Health Reasons
- Access Drivers Polite/helpful
- Use Bus for Day Trips/Use Access for Night Trips
- Other
- Refused

### **Category 10 (Other Paratransit Systems)**

59. When and if you travel outside of Los Angeles County, do you ever travel on other paratransit systems, such as Orange County Access, or San Bernardino's OmniAccess service?

- a) Yes
- b) No

- c) Don't know/Don't Remember
- d) Refused

60. When you travel on a paratransit service outside of Los Angeles County, do you transfer from Los Angeles Access?

- a) Yes
- b) No
- c) Don't know/Don't Remember
- d) Refused

61. When you travel on a paratransit service outside of Los Angeles County, do you get VISITOR ELIGIBILITY from the other paratransit system.? (Definition: Visitor Eligibility – if a customer is eligible for a system like Access Services in Los Angeles, they can use another paratransit service outside of L.A. without having to apply to be eligible for a limited time (usually 21 days), but they must first register as a “visitor” with the other paratransit system before they may use it).

- a) Yes
- b) No

62. Are there things that you like or dislike about the process of transferring from Los Angeles Access to another paratransit service? (Open Ended question).

- a) Record respondent's observations)

63. Are there things that you like or dislike about the visitor eligibility application process?(Open ended question)

- b) Record respondent's observations)

### **Category 11 (Demographics)**

And now we are at the end, I have just a few final questions for statistical purposes.

64. Including you, how many people live in your household? (**RECORD EXACT NUMBER.**) (**Researcher: confirm # with respondent**)

# of People: \_\_\_\_\_

65. 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**)

66. 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**)

67. 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**)

68. 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**)

69. What type of health insurance do you have?

- 01 Medicare
- 02 Medi-CAL
- 03 Private Health Insurance
- 04 None
- 05 Other (please specify): \_\_\_\_\_
- 06 Refused

70. What is the primary language you speak at home?
- 01 English
  - 02 Spanish
  - 03 Other (please specify): \_\_\_\_\_
  - 04 Refused
71. 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
72. Which of the following best describes your gender?
- 01 Male
  - 02 Woman
  - 03 Gender Variant
  - 04 Man
  - 05 Non-Binary
  - 06 Transgender Person
  - 07 Trans woman
  - 08 Trans man
  - 09 Non-conforming
  - 10 Other (please specify): \_\_\_\_\_
  - 11 Prefer not to answer

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