

ACCESS SERVICES  
2023 Free Fare / Travel Training Customer Survey



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

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.

**Commented [CV1]:** Can adjust once we know how many total questions we have

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

**Free Fare**

The first set of questions are on traveling around Los Angeles using the public buses and trains around Los Angeles County. **Do you know about the Free Fare Program for public buses and trains? (If yes, skip paragraph and go to question 1)**

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. 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? **(Select all that apply)**
  - 01 Bus
  - 02 Train (subway – Red (or B) or Purple (or D) Lines),
  - 03 Train (light rail (Blue (or A) or Green (or C) Lines),
  - 04 Train (Metrolink commuter train)
  - 05 I do not take bus or train trips **(Go to Q17)**

2. Approximately how many **one-way** trips do you take on buses or trains in a month? Please provide your best estimate.

- 01 None
- 02 1 to 10
- 03 11 to 20
- 04 21 to 30
- 05 31 to 50
- 06 51 to 100
- 07 More than 100
- 08 Don't know / Unsure
- 09 Prefer not to say **(do not read)**

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3. When you travel on buses or trains, do you travel with a companion/ a Personal Care Attendant (PCA)?

- 01 Yes
- 02 No **(Go to Q5)**
- 03 Other (please specify): \_\_\_\_\_
- 04 Prefer not to say

4. When you travel on buses and trains how often would you say you are accompanied by a Personal Care Attendant?

- 01 None
- 02 Fewer than half of my trips
- 03 About half of my trips
- 04 More than half of my trips
- 05 All of my trips
- 06 Don't know / Unsure
- 07 Prefer not to say

5. Do you use a mobility device like a wheelchair, scooter and/or cane?

- 01 Yes
- 02 No **(Go to Q7)**

6. What type of mobility device do you use?

- 01 **Cane**
- 02 Walker/Rolling walker with seat/Triangular walker
- 03 Wheelchair
- 04 Scooter
- 05 Crutches/Fore-arm crutches
- 06 Other (please specify): \_\_\_\_\_

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7. Which transit systems do you ride using your Access ID card? **(Select all that apply)**

- 01 Metro Bus
- 02 Metro Rail
- 03 Metrolink
- 04 LADOT DASH
- 05 Santa Monica's Big Blue Bus
- 06 Long Beach Transit
- 07 Montebello Bus Lines
- 08 Culver City Bus
- 09 Foothill Transit
- 10 Gardena Transit (G-Trans)
- 11 Torrance Transit
- 12 Norwalk Transit
- 13 Antelope Valley Transit (AVTA)
- 14 Pasadena ARTS
- 15 Beach Cities Transit
- 16 Other (please specify): \_\_\_\_\_
- 17 Don't know / Unsure
- 18 Prefer not to say

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

- 01 1 to 3
- 02 4 to 5
- 03 6 to 10
- 04 More than 10
- 05 Don't know / Unsure
- 06 Prefer not to say

9. When you travel using buses or trains, which of the following purposes do you use the bus or train to travel? **(Select all that apply)**

- 01 Get to a doctor's appointment
- 02 Go shopping
- 03 Run errands
- 04 Visit family or friends
- 05 Go out to eat or other entertainment
- 06 Go to school
- 07 Go to work
- 08 Go to church
- 09 Other (please specify): \_\_\_\_\_
- 10 Prefer not to say

10. And for which ONE of the following do you ride the bus or train most often?

- 01 Get to a doctor's appointment
- 02 Go shopping
- 03 Run errands
- 04 Visit family or friends
- 05 Go out to eat or other entertainment

- 06 Go to school
- 07 Go to work
- 08 Go to church
- 09 Other (please specify): \_\_\_\_\_
- 10 Prefer not to say

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?

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12. If Access did not have a Free Fare program, how would you travel instead of using the bus or train for those trips?

- 01 Call Access and schedule a ride
- 02 Get a ride with a friend or family member
- 03 Take fewer trips and stay home
- ~~04 Use Uber or Lyft~~
- ~~0504 Use a taxi~~
- ~~0605~~ Walk
- ~~0706~~ Pay Fee / Take Bus / Senior Discount Card
- ~~0807~~ Personal Car Drive Myself
- ~~0908~~ Ride Bike / Skateboard
- ~~1009~~ Other (please specify): \_\_\_\_\_
- ~~1110~~ Don't know / Unsure

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13. Again, if Access did not have a Free Fare program, how many trips would you use Access for?

- 01 All of these trips
- 02 Most of these trips
- 03 About half of these trips
- 04 Just a few of these trips
- 05 Don't know / Unsure
- 06 Prefer not to say

14. Thinking back over the past ~~one to two 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~~ ~~one to two~~ years ago?

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- 01 More trips on bus/train
- 02 Fewer trips on bus/train
- 03 About the same
- 04 Other (please specify): \_\_\_\_\_
- 05 Don't know / Unsure
- 06 Prefer not to say

15. (Ask if Q14=01) 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?

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16. (Ask if Q14=02) 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?
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### Travel Training

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?
- 01 Yes
  - 02 No
  - 03 Other (please specify): \_\_\_\_\_
  - 04 Don't know / Unsure
  - 05 Prefer not to say
18. Assuming that you participated in Access' Travel Training program, what destinations would you like to travel to using the bus or train? (Select all that apply)
- 01 Get to a doctor's appointment
  - 02 Go shopping
  - 03 Run errands
  - 04 Visit family or friends
  - 05 Go out to eat or other entertainment
  - 06 Go to school
  - 07 Go to work
  - 08 Go to church
  - 0809 Go to your home
  - 0910 Other (please specify): \_\_\_\_\_
  - 4011 Prefer not to say
19. If you would be interested in receiving more information on Access' Travel Training program for yourself, please enter your name and phone number below:
- 01 Name: \_\_\_\_\_
  - 02 Phone number: \_\_\_\_\_
  - 03 Not interested in receiving more information

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20. If you would you be interested in participating in Access' Travel Training program, what type of training would you prefer?
- 01 Group Training (a small group workshop with approximately 12 other Access customers)
  - 02 Small Group Training (training with two or three customers who may be friends and taking a bus or rail trip with an instructor)
  - 03 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)

#### Uber / Lyft

21. Have you ever traveled using a Transportation Network Company service like Uber or Lyft in the past one to two years?
- 01 Yes
  - 02 No (**Go to Q29**)
  - 03 Don't know / Unsure
  - 04 Prefer not to say
22. Approximately how many one-way trips do you take each month using Ride Hailing Services like Uber or Lyft?
- 01 None or Less than one
  - 02 One
  - 03 Two
  - 04 Three
  - 05 Four
  - 06 Five
  - 07 Six to nine
  - 08 Ten or more
  - 09 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? (**Select up to three responses**)
- 01 Get to a doctor's appointment
  - 02 Go Shopping
  - 03 Run Errands
  - 04 Visit family or friends
  - 05 Go out to eat or other entertainment
  - 06 Go to school
  - 07 Go to work
  - 08 Go to church or other religious gathering
  - ~~08~~09 Go to your home
  - ~~09~~10 Other (please specify): \_\_\_\_\_
  - ~~10~~11 Prefer not to say
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?

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

- 01 Yes
- 02 No
- 03 Other (please specify): \_\_\_\_\_
- 04 Don't know / Unsure
- 05 Prefer not to say

26. **(Ask if Q25=02)** If you were not satisfied traveling on a service like Uber and Lyft, what made you dissatisfied about the service?

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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?

- 01 Yes
- 02 No
- 03 Other (please specify): \_\_\_\_\_
- 04 Don't know / Unsure
- 05 Prefer not to say

28. **(Ask if Q27=02)** Could you share why you would not want some of your trips performed by a service like Uber or Lyft?

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#### Taxi Service

29. Have you **ever** traveled using a Taxi **in the past one to two years**? This would be a taxi NOT through Access Services.

- 01 Yes
- 02 No **(Go to Q35)**
- 03 Don't know / Unsure
- 04 Prefer not to say

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

- 01 None or less than one
- 02 One
- 03 Two
- 04 Three
- 05 Four
- 06 Five
- 07 Six to nine
- 08 Ten or more
- 09 Don't know / Don't remember

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31. When you travel using a taxi, what are the top one to three destinations you use a taxi to travel? **(Select up to three responses)**

- 01 Get to a doctor's appointment
- 02 Go Shopping
- 03 Run Errands
- 04 Visit family or friends
- 05 Go out to eat or other entertainment
- 06 Go to school
- 07 Go to work
- 08 Go to church or other religious gathering
- 09 Go to your home
- 10 Other (please specify): \_\_\_\_\_
- 11 Prefer not to say

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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?

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

- 01 Yes
- 02 No
- 03 Other (please specify): \_\_\_\_\_
- 04 Don't know / Unsure
- 05 Prefer not to say

34. **(Ask if Q33=02)** If you were not satisfied traveling on a non-Access taxi, what made you dissatisfied about the service?

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#### Dial-A-Ride

35. Have you ever traveled using a local Dial-A-Ride in the past one to two years? 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.

- 01 Yes
- 02 No **(Go to Q41)**
- 03 Don't know / Unsure
- 04 Prefer not to say

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

- 01 None or less than one



- 02 One
- 03 Two
- 04 Three
- 05 Four
- 06 Five
- 07 Six to nine
- 08 Ten or more
- 09 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? **(Select up to three responses)**

- 01 Get to a doctor's appointment
- 02 Go Shopping
- 03 Run Errands
- 04 Visit family or friends
- 05 Go out to eat or other entertainment
- 06 Go to school
- 07 Go to work
- 08 Go to church or other religious gathering
- 09 Go to your home
- 10 Other (please specify): \_\_\_\_\_
- 11 Prefer not to say

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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)?

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

- 01 Yes
- 02 No
- 03 Other (please specify): \_\_\_\_\_
- 04 Don't know / Unsure
- 05 Prefer not to say

40. **(Ask if Q39=02)** If you were not satisfied traveling on a Dial-A-Ride what made you dissatisfied about the service?

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**Metro-Micro**

41. Have you ever traveled using L.A. Metro's Metro Micro van service in the past one to two years?

- 01 Yes
- 02 No **(Go to Q46)**
- 03 Don't know / Unsure
- 04 Prefer not to say

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

- 01 None or less than one
- 02 One
- 03 Two
- 04 Three
- 05 Four
- 06 Five
- 07 Six to nine
- 08 Ten or more
- 09 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)?

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

- 01 Yes
- 02 No
- 03 Other (please specify): \_\_\_\_\_
- 04 Don't know / Unsure
- 05 Prefer not to say

45. **(Ask if Q44=02)** If you were not satisfied traveling on a Metro Micro what made you dissatisfied about the service?

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**Private Automobile Travel**

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

- 01 Yes
- 02 No **(Go to Q52)**
- 03 Don't know / Unsure
- 04 Prefer not to say

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

- 01 Less than one
- 02 One
- 03 Two
- 04 Three
- 05 Four
- 06 Five
- 07 Six to nine
- 08 Ten or more

09 Don't know / Don't remember

48. When you travel by car, what are the top one to three destinations you use to travel? (Select up to three responses)

- 01 Get to a doctor's appointment
- 02 Go Shopping
- 03 Run Errands
- 04 Visit family or friends
- 05 Go out to eat or other entertainment
- 06 Go to school
- 07 Go to work
- 08 Go to church or other religious gathering
- 09 **Go to your home**
- 10 Other (please specify): \_\_\_\_\_
- 11 Prefer not to say

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49. Thinking about your own experiences using the services offered by Access, why do you travel by car rather than ride with Access for this/these trip(s)?

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

- 01 Yes
- 02 No
- 03 Other (please specify): \_\_\_\_\_
- 04 Don't know / Unsure
- 05 Prefer not to say

51. (Ask if Q50=02) If you were not satisfied traveling by car, what made you dissatisfied?

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#### 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?

- 01 Yes
- 02 No (Go to Q55)

53. What other services do use to travel around Los Angeles?

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54. Is there a reason why you travel by this method instead of taking Access?

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**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?

- 01 None or less than one
- 02 One
- 03 Two
- 04 Three
- 05 Four
- 06 Five
- 07 Six to nine
- 08 Ten or more
- 09 Don't know / Don't remember

56. When you travel using Access Services, what are the top one to three following purposes do you use Access Services? **(Select all that apply)**

- 01 Get to a doctor's appointment
- 02 Go shopping
- 03 Run errands
- 04 Visit family or friends
- 05 Go out to eat or other entertainment
- 06 Go to school
- 07 Go to work
- 08 Go to church
- 09 Go to your home
- 10 Other (please specify): \_\_\_\_\_
- 11 Prefer not to say

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57. And for which ONE of the following do you ride Access Services most often?

- 01 Get to a doctor's appointment
- 02 Go shopping
- 03 Run errands
- 04 Visit family or friends
- 05 Go out to eat or other entertainment
- 06 Go to school
- 07 Go to work
- 08 Go to church
- 09 Other (please specify): \_\_\_\_\_
- 10 Prefer not to say

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58:57. 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?

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**Other Paratransit Systems**

59:58. 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?

- 01 Yes
- 02 No **(Go to Q64)**
- 03 Don't know / Don't remember
- 04 Prefer not to say

60:59. When you travel on a paratransit service outside of Los Angeles County, do you transfer from Los Angeles Access?

- 01 Yes
- 02 No
- 03 Don't know / Don't remember
- 04 Prefer not to say

64:60. 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).

- 01 Yes
- 02 No

62:61. Are there things that you like or dislike about the process of transferring from Los Angeles Access to another paratransit service? If so, please specify:

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63:62. Are there things that you like or dislike about the visitor eligibility application process? If so, please specify):

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**Demographics**

64:63. Including you, how many people live in your household?

- 01 # of people: \_\_\_\_\_

02 Prefer not to say

65:64. 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 Prefer not to say

66:65. 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 Prefer not to say

67:66. Which of the following choices best describes your current employment status? Are you (Check All that Apply)...

- 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 Prefer not to say

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68:67. Are you of Hispanic, Latino, or of Spanish origin? If not, what is your main ethnic or racial heritage?

- 01 Hispanic / Latino / Spanish
- 02 Asian American / Pacific Islander
- 03 Black / African American
- 04 White / Caucasian
- 05 Or something else (please specify): \_\_\_\_\_
- 06 Prefer not to say

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69:68. What type of health insurance do you have? (Check all that apply)

- 01 Medicare
- 02 Medi-CAL
- 03 Private Health Insurance
- 04 None
- 05 Other (please specify): \_\_\_\_\_
- 06 Prefer not to say

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70:69. What is the primary language you speak at home?

- 01 English
- 02 Spanish
- 03 Other (please specify):\_\_\_\_\_
- 04 Prefer not to say

74:70. Approximately what is your total annual family income before taxes?

- 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 Prefer not to say

72:71. 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 say

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

