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Customer Satisfaction Survey

Prepared for

Access Services

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This report presents the results to a study of Access customers who received transportation from Access at least once in the previous six months.

A. Purpose

Access undertook this customer satisfaction survey to obtain an enhanced understanding of their customers' perceptions of the entire transportation process provided by Access paratransit service. The study measured customers' perceptions of the process—from making the reservation to the safe and timely arrival at their desired destination—with the intent to gain increased insights into the perceptions of their customers and the quality of the transportation experience. The study provides concrete insights into current satisfaction with the service provided by Access and functions as a benchmark against which to measure future satisfaction. As designed, the research had four principle goals:

- Measure overall and service specific satisfaction with Access;
- Identify areas for service improvement;
- Learn awareness and utilization of the Access TAP ID card; and,
- Determine customer familiarity with and utilization of Access' Free Fare Program.

B. Methodology

The study consisted of one thousand two hundred and four (1,204) telephone interviews. Access provided a list of customer names and telephone numbers that did not contain any other identifying information. Fairfax Research only reports aggregated findings and does not provide Access with information that would identify the opinions and attitudes of individual customers. The survey population consisted of Access customers who lived in one of the unique six service regions defined as Antelope Valley, Eastern, Northern, Southern, Santa Clarita and West/Central. All survey respondents are Access customers who received transportation from Access at least once in the previous six months.

To facilitate reliable comparisons between the six service regions, Fairfax Research attempted to complete 200 interviews in each of the six service regions. Because the distribution of customers is uneven with disproportionately larger or smaller numbers of customers in the six service regions, we employed quota sampling to ensure that the telephone interviewing would obtain at least 200 interviews in each of the six regions. With the exception of Santa Clarita, which had too few customers, we completed at least 200 interviews in the service regions: Antelope Valley (200), Eastern (262), Northern (200), Santa Clarita (64), Southern (274), West/Central (204). Because the study employed this quota sampling methodology, we calculated and applied appropriate weights for the data making it reflect the actual distribution of customers in the six regions.

Table 1		
Service Region Sample Size Quotas		
	Unweighted	Weighted
Antelope Valley	200	38
Eastern	262	339
Northern	200	217
Santa Clarita	64	12
Southern	274	406
West/Central	204	192
Total	1,204	1,204

The telephone interviews were conducted between December 11 and 28, 2011. Fairfax Research asked for and interviewed the Access customers by name. The telephone center conducted the interviewing in the late afternoon and evening of weekdays and on weekends. Because of differences in schedules and the difficulty of reaching all respondents within a given time of day or day of the week, the interviewers called each number up to three times. To ensure the accuracy and validity of the sample, the callbacks occurred on different days of the week and at different times of the day. The telephone center conducted the interviews in English and Spanish. The actual interviews lasted an average of 22 minutes and 55 seconds.

A sample size of 1,204 interviews has a confidence interval of + 2.8 percentage points assuming conservative 50/50 response proportions. A sample size of 200 interviews has a confidence interval of + 6.9 percentage points assuming conservative 50/50 response proportions. Smaller subgroups of the population, e.g. age or income, have larger confidence intervals. The following table displays the sampling errors for different sample sizes and proportions. The percentages indicate the range (plus or minus the figure shown) within which the results may vary 95 times out of 100 for each sample size. Sampling error increases as the sample size decreases. This means less reliable results with small subgroup sample sizes. Occasionally a small sample size for a particular subgroup precludes any reliable analysis.

Table 2					
Sampling Error					
(Percentage Points)					
Sample Size	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
1,200	2.8	2.8	2.6	2.3	1.7
200	6.9	6.8	6.4	5.6	4.2
100	9.8	9.7	9.0	7.9	5.9

1.0 Key Findings and Conclusions

This section of the report presents a synopsis of the key findings and conclusions from the study.

1. In the context of their most recent experience with Access, the customers articulated satisfaction with and appreciation for the service they received from Access. They spoke favorably about the driver, the vehicle, the reservation agents, and the customer service representatives. As well, many of them observed improvement in the quality of the service over the past two years, particularly in on-time pick-up and drop-off and the quality and professionalism of the drivers.
2. Consistent with Access policy, most of the customers think riding with Access is at least as fast as riding the bus. With this in mind, continue to monitor travel time and trip length. Keep the trip lengths at least equivalent to the bus. Customers are very satisfied if they believe their travel time was as fast as or faster than taking the bus. They are much less satisfied if they thought the trip took longer than riding the bus.
3. The drivers typically arrived within the 20-minute on-time window. As a policy, Access defines on-time pick-up as the scheduled pick-up time plus 20 minutes. Despite this clearly stated policy, some customers still consider a driver late if they don't arrive at the *scheduled* pick-up time. The perception of on-time as the actual scheduled time is the reality to some customers and Access must understand these perceptions and continue to reiterate the policy to the customers so they can incorporate this into their planning and expectations.
4. The study results reflected very successful efforts on improving and increasing driver competency. Highly satisfied customers praised the politeness and professionalism of the drivers. They have noticed improvements in the performance of the drivers.
5. Other than occasional complaints about crowding, the customers liked the vehicles in which they traveled. As part of vehicle comfort, a concern to some customers, Access should continue to monitor and minimize actual vehicle crowding and ease of vehicle entry and exit.
6. The customers reported favorable interactions with the reservation agents and customer service representatives. They have a high rate of appointment accuracy and are polite and professional. However, the customers want to see greater flexibility in the reservation process including the 24-hour advance requirement. They would like to see the option for more advance, same day, and last-minute changes to reservations and the ability to make multiple reservations in the same call.
7. The majority of the customers prefer to call in the morning or the early afternoon to make a reservation, particularly in the morning hours. Continue to expect the heaviest call volumes between 6:00 am and 3:00 pm, especially between 6:00 am and 11:00 am. Look for fewer calls in the late afternoon between 3:00 pm and 6:00 pm. Expect a jump in call volume between 6:00 pm and 8:00 pm. After 8:00 pm interest in calling to make a reservation noticeably decreases with virtually no customers interested in calling after 10:00 pm.

8. Relatively few of them complained about the service. The customers' suggestions for improving the service focused on reservations, ride sharing, and punctuality.
 - a. Ride sharing with resultant longer trips, later drop-offs, and crowded vehicles bothered some customers. They suggested that Access reduce the number of shared rides and the number of passengers in the shared rides.
 - b. While they feel Access has gotten more punctual, they still see room for improvement in prompt pick-up and drop-off.
 - c. They want more flexibility to make, manage, and adjust their reservations.

9. Given the relatively recent introduction of the TAP ID card, it has limited distribution and usage. Relatively few of the Access customers said they had received and actually used the card. To some extent, they used the card to ride the bus or rail or to pay their Access fare, but they did not use it to pay for anything else.

10. While the customers who used other transportation services like Dial-a-Ride expressed satisfaction with these services, most of the Access customers, fewer than two in ten, used these other transportation services.

11. The Free Fare Program does not have broad awareness among Access customers. Approximately three in ten of them had heard of the program. The customers aware of the program used it to ride the bus more than the train. About one half of those who are aware of the program used it to ride the bus. A smaller one third of them used it to ride the train. Age, health, and mobility limitations combined with the logistics of riding the bus prevented them from using the Free Fare program to ride the bus.

Detailed Findings

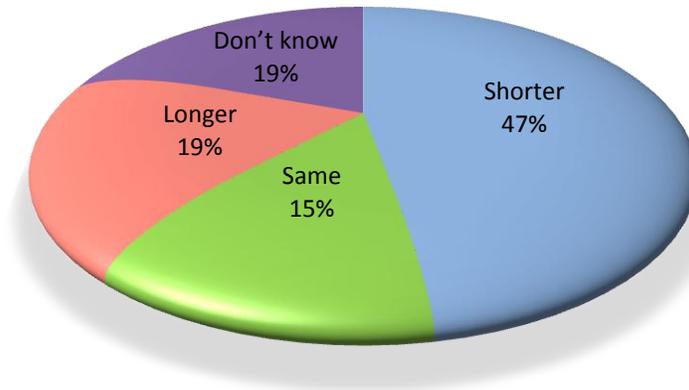
2.0 Assessing the Ride

This section of the report examines the customers’ experiences and satisfaction with their most recent trip with Access.

2.1 Trip Length and Punctuality

The study asked the customers to compare the travel time riding with Access to the travel time of a comparable trip riding the bus. They responded to the question, “*Compared to taking the bus, would you say the travel time for your most recent trip with Access was shorter than taking the bus, about the same as taking the bus, or longer than taking the bus?*” The pie chart in Figure 1 displays their responses to this question.

Figure 1
Access Travel Time Compared to Bus



As part of its policy, Access informs its customers to expect travel times similar to that of riding a fixed-route bus. Evidently, Access is exceeding expectations on travel time. Impressively, 47% of the customers felt that it took them *less* time to get to their destination riding with Access than taking the bus. Consistent with the promise made by Access, 15% of the customers felt their most recent trip with Access took as long to get to their destination as riding the bus. Based on these findings, 62% of the Access customers felt the travel time for their most recent trip with Access met or exceeded expectations. By comparison, 19% of them thought their most recent trip with Access took longer than riding the bus. Two in ten (19%) of them said they did not know how the travel time of their most recent trip compared to the travel time of riding the bus.

Table 3							
Access Travel Time Compared to Bus							
Service Region							
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Shorter	47%	61%	44%	46%	55%	50%	46%
Same	15%	15%	15%	15%	9%	14%	18%
Longer	19%	14%	20%	18%	14%	19%	18%
Don't know	19%	11%	22%	22%	22%	18%	18%
Base	1,204	200	262	200	64	274	204

Table 1 presents their perceptions of travel time across the six different service areas. More than in the other regions, customers in the Apple Valley region (61%) and, to a lesser extent, customers in Santa Clarita region (55%) believed that driving with Access took less time than riding the bus.

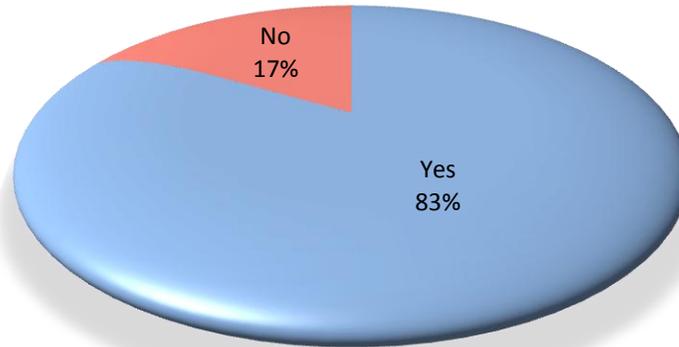
More of the heaviest users of the transportation service provided by Access than other customers thought their most recent trip with Access took about the same amount of time as riding the bus. In the study, 20% of the customers who received transportation from Access more than 50 times in the last six months felt the travel time of their most recent trip with Access was about the same as taking the bus. By comparison, 12% of the customers who rode fewer than 50 times with Access in the previous six months thought the travel time was about the same as taking the bus.

Importantly, their perceptions of the travel time contributed to their satisfaction with Access. Overall, the customers who said that the trip with Access took longer than riding the bus voiced less satisfaction with Access and the trip than did the customers who thought that riding with Access was faster than taking the bus.

- The customers who felt the trip with Access took more time than riding the bus expressed Noticeably less satisfaction with the ride in the vehicle to their destination (66% satisfied) than did the customers who claimed the trip with Access was faster than riding the bus (93% satisfied) or those who thought the trip with Access took about the same amount of time as riding the bus (88% satisfied).
- Likewise, the customers who felt riding with Access took more time than riding the bus expressed significantly less satisfaction with the overall trip experience (65% satisfied) than did the customers who claimed the trip with Access was shorter than riding the bus (94% satisfied) or even those who thought that the travel time was about the same with Access as it was with the bus (86% satisfied).
- Notably more of the customers who felt that the trip with Access took longer than riding the bus complained about shared rides (26% compared to 10%) and the trip length (20% compared to 3%) than did the customers who felt the trip took less time with Access than with the bus. More of the customers who felt their last trip took more time than riding the bus expressed some complaint about the trip (71% compared to 47%) than did the customers who felt that riding with Access was faster than taking the bus.

Related to their perceptions of travel time, the customers were asked about the punctuality of the driver. Access defines an on-time pick-up as the actual pick up time plus a 20-minute window. The study measured the success of the 20 minute on-time window policy. The question asked, “Did the driver arrive within 20 minutes of your scheduled pick up time?” The pie chart in Figure 2 displays the customers’ perceptions of the punctuality of the drivers.

Figure 2
Driver Arrive Within 20 Minute Scheduled Time



As the results in Figure 2 attest, the customers reported that the drivers typically arrived within the 20-minute on-time window. When asked this question, 83% of the customers said the driver arrived within the 20-minute on-time window. Notably fewer of them (17%) said the driver arrived after the 20-minute on-time window.

Table 4							
Driver Arrive Within 20 Minute Scheduled Pick Up Time							
Service Region							
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Yes	83%	96%	84%	86%	84%	79%	87%
No	17%	4%	16%	14%	16%	21%	13%
Base	1,204	200	262	200	64	274	204

Looking at the results found in Table 4, similar numbers of the customers in the six service regions reported that the drivers arrived within the 20-minute on-time window. In Apple Valley, 96% of the customers indicated that the driver arrived within the 20-minute on-time pick-up window. The customers living in the West/Central (87%), Northern (86%), and Eastern (84%) regions reported that the drivers picked them up within the 20-minute on-time window. Customers in the Southern service region (79%) reported the lowest on time pick-up rate.

Evaluating their most recent trip with Access, somewhat more of the heaviest Access users reported that the driver arrived late; that is, *outside* of the 20-minute on-time window than did other customers. In the study, 21% of the customers who used Access more than 50 times in the previous six months compared to 13% of the customers who rode with Access 15 or fewer times in the previous six months claimed the driver arrived later than 20 minutes after the scheduled appointment time.

The customers who said the driver did not arrive within 20 minutes of the scheduled appointment time were asked the question, “How many minutes after your scheduled pick-up time did the driver arrive?” Table 5 displays the results to this question. These customers said the driver arrived for the pick-up an average of 30 minutes after the scheduled appointment time or approximately 10 minutes outside of the 20-minute on-time window. Recognizing that memories can get hazy and imprecise, it is still interesting to note that these customers initially claimed the driver arrived outside of the 20-minute on-time window. However, when asked specifically how many minutes after the *scheduled* pick-up time the driver arrived, 34% of them indicated the driver arrived *within* the 20-minute on-time window. This means the driver arrived after the scheduled pick-up time, but not later than the Access promise of a 20-minute on-time pick-up window. Adjusting for this recall, this suggests that 89% of the drivers, not 83%, actually arrived within the 20-minute on-time pick-up window. However, the perception of on-time is the reality to the customer and Access must understand these perceptions and continue to reiterate the policy.

Table 5							
Minutes Driver Arrive After Scheduled Pick-Up Time							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Average Minutes	30	31	28	29	33	31	30
Less than 20 minutes	34%	38%	42%	36%	30%	29%	33%
21 to 30 minutes	27%	25%	22%	25%	20%	29%	33%
31 to 45 minutes	14%	0%	10%	14%	20%	21%	4%
More than 45 minutes	16%	25%	17%	18%	10%	14%	19%
Never arrived	2%	0%	2%	7%	0%	0%	4%
Don't remember	6%	13%	7%	0%	20%	7%	7%
Base	172	8	41	28	10	58	27

Asked of those who said the driver did not arrive within 20 minutes of the scheduled pick-up time.

Looking at results in Table 5, some of the drivers clearly arrived outside of the 20-minute on-time window. Specifically, among these customers who said the driver arrived more than 20 minutes after their scheduled pick-up time, 27% of them said the driver arrived between 21 and 30 minutes after the scheduled pick-up time, another 14% of them said the driver arrived between 31 and 45 minutes after the scheduled pick-up time, and 16% of them said the driver arrived more than 45 minutes after the scheduled pick-up time. Overall, these customers reported that the driver arrived anywhere from as little as less than one minute late to as much as 90 minutes after the scheduled pick-up time.

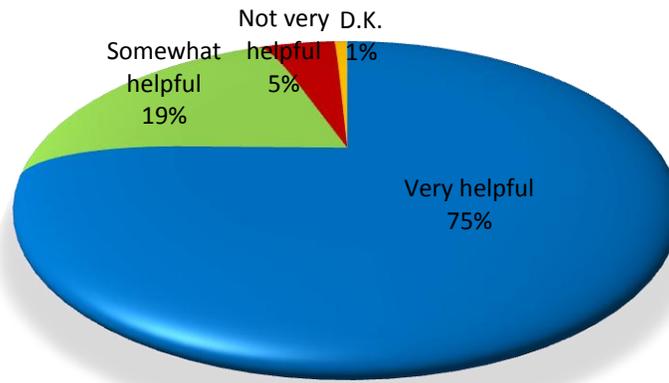
2.2 Assessment of Driver

This section examines the customer perceptions of and satisfaction with the Access drivers. Given their regular and personal interaction with the customers, the Access drivers become Access; they represent *the* key point of contact with the customers. The study asked the customers to express their feelings about the helpfulness and politeness of the drivers and to indicate their overall satisfaction with the drivers.

2.2.1 Driver Helpful

The study asked the customers to indicate if they felt the drivers were helpful. The question asked them, “Would you say your driver was very helpful, somewhat helpful, or not very helpful?” Figure 3 presents the customers thoughts on the helpfulness of the drivers.

Figure 3
Helpfulness of the Driver



Virtually all of the customers (94%) reported that the drivers were helpful. Three quarters of them (75%) thought the drivers were *very* helpful while 19% of them said they were at least *somewhat* helpful. Just 5% of the customers encountered a driver they felt was *not very* helpful.

Among the customers, the study found consistent perceptions of helpful drivers in all six service regions. The results in Table 6 present a very positive pattern of drivers that cared about the customer. The customers in all six service regions interacted with generally *very* helpful drivers.

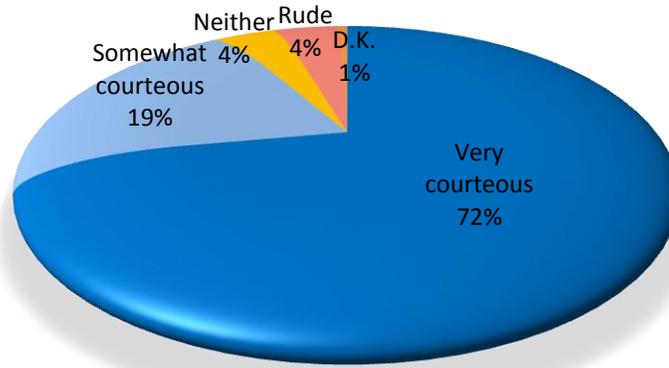
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Very helpful	75%	84%	74%	79%	83%	73%	77%
Somewhat helpful	19%	13%	20%	17%	16%	22%	18%
Not very helpful	5%	3%	5%	4%	2%	5%	5%
D.K.	1%	1%	1%	1%	0%	1%	1%
Base	1,204	200	262	200	64	274	204

Perceptions of the driver’s helpfulness differed somewhat depending on the age of the customer. While most of the customers felt the drivers were helpful, more of the customers 55 years of age or older (79%) than customers under 55 years of age (69%) thought the driver was *very* helpful during their most recent trip.

2.2.2 Driver Courteous

The study also asked the customers to comment on the courtesy or politeness of the drivers. The question asked them, “Was your driver very courteous, somewhat courteous, neither courteous nor rude, somewhat rude, or very rude?” Figure 4 presents the customers feelings about the courtesy of the drivers.

Figure 4
Courtesy of the Driver



Not only did they feel that the drivers were helpful, the customers also thought the drivers were courteous. Fully 91% of the customers deemed the drivers courteous. Looking at the pie chart in Figure 4, almost three quarters of the customers (72%) interacted with what they considered a *very* courteous driver. Another 19% of the customers said the driver was at least *somewhat* courteous to them in their interactions. On a very positive note, just 4% of the customers claimed the driver was rude to them.

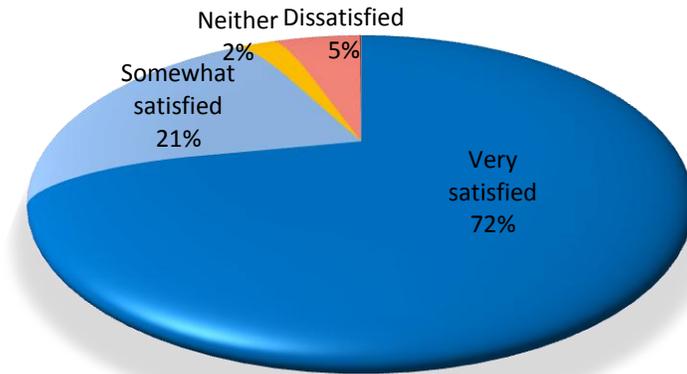
The perception that the driver was courteous in his or her interactions with the customers exists among the customers in all six service regions. As the results in Table 7 affirm, the study found that the customers in all six regions received courteous and attentive service from their drivers. There were only isolated instances of customers reporting rude drivers. Significantly, in each of the six service regions, most of the customers said the drivers were *very* courteous to them.

Table 7							
Courtesy of the Driver							
Service Region							
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Courteous (Total)	92%	95%	91%	93%	91%	93%	91%
Very courteous	72%	83%	67%	78%	86%	72%	73%
Somewhat courteous	20%	12%	23%	15%	5%	21%	18%
Neither	4%	2%	3%	5%	5%	3%	4%
Rude (Total)	4%	3%	5%	3%	3%	4%	4%
Somewhat rude	3%	3%	3%	2%	2%	2%	3%
Very rude	2%	1%	3%	1%	2%	2%	1%
D.K.	1%	1%	1%	0%	2%	0%	1%
Base	1,204	200	262	200	64	274	204

2.2.3 Satisfaction with the Driver

The study also asked the customers to describe their satisfaction with the drivers. The question asked them, “Overall, how satisfied were you with the driver?” The pie chart in Figure 5 shows their satisfaction with the drivers.

Figure 5
Satisfaction with the Driver



Consistent with their experiences of helpful and courteous drivers, the customers expressed significant satisfaction with the Access drivers. As the results displayed in Figure 5 indicate, over nine in ten customers (93%) expressed satisfaction with their Access drivers. A very positive and impressive finding, just under three quarters of them (72%) said they were *very* satisfied with the driver. While not perfectly content, another 21% of the customers indicated that they were at least *somewhat* satisfied with their driver. Just 5% of them expressed dissatisfaction with their driver.

Reflecting on their most recent trip, the customers in all six service regions expressed satisfaction with their Access drivers. Looking at the results in Table 8, note that 97% of the customers in Santa Clarita region, 96% of the customers in Antelope Valley region, 94% of the customers in the Southern region, 93% of the customers in the Northern region, 91% of the customers in the Eastern region, and 91% of the customers in the West/Central region conveyed satisfaction with their drivers. A remarkable 81% of the customers in the Antelope Valley region and 78% of the customers in the Northern region said they were *very* satisfied with the driver.

Table 8							
Satisfaction with the Driver							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Satisfied (Total)	92%	96%	91%	93%	97%	94%	91%
Very satisfied	72%	81%	66%	78%	70%	73%	71%
Somewhat satisfied	20%	15%	24%	16%	27%	20%	20%
Neither	2%	1%	2%	4%	0%	2%	3%
Dissatisfied (Total)	5%	3%	7%	4%	3%	5%	6%
Somewhat dissatisfied	3%	2%	3%	3%	3%	3%	3%
Very dissatisfied	3%	1%	3%	1%	0%	2%	3%
D.K.	0%	1%	0%	0%	0%	0%	0%
Base	1,204	200	262	200	64	274	204

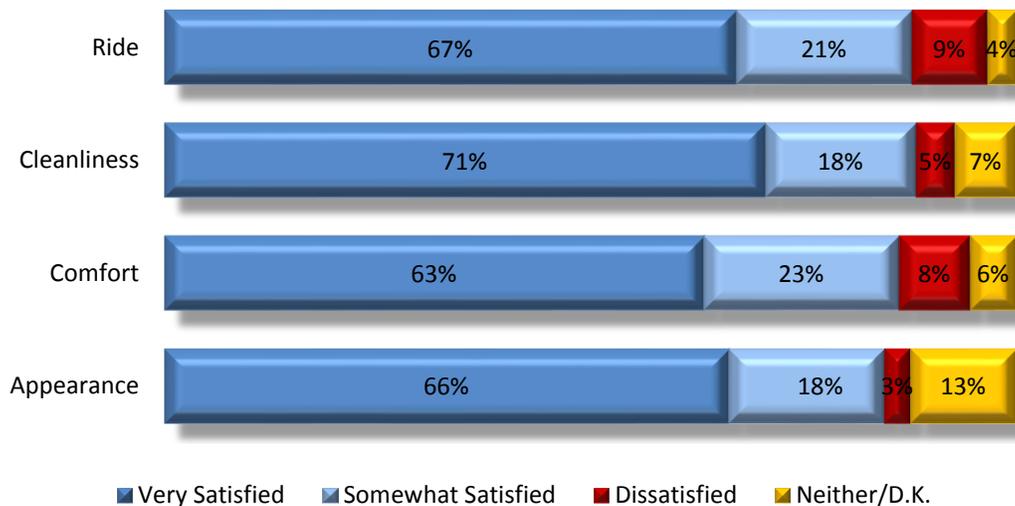
Confirming their satisfaction with the drivers, the customers praised the drivers when asked what they *liked most* about their recent trip with Access. Without any prompting other than asking them what they *liked most* about their most recent trip with Access, a notable 54% of the customers volunteered that they liked the driver. These customers said their driver was helpful, polite, courteous and professional. Contrarily, when asked what they *liked least* about their most recent trip, just 6% of them stated that the driver was rude and unfriendly. That is a very impressive nine to one positive to negative ratio.

Similar to the perceptions of the driver’s helpfulness, satisfaction with the drivers also differed somewhat depending on the age of the customer. While the customers expressed satisfaction with their driver, more of the customers 55 years of age or older (77%) than customers under 55 years of age (63%) said they were *very* satisfied with their driver.

2.3 Assessment of Vehicle

The study asked the customers to assess various aspects of the Access vehicle in which they rode. The study invited the customers to evaluate the cleanliness, comfort, appearance and ride of the vehicle. They responded to the question, “Now I’d like to ask you specifically about the vehicle you rode in during your most recent trip with Access Paratransit. Please tell me whether you were very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied?” The bar chart in Figure 6 displays the customers’ satisfaction with the various features of the vehicle.

Figure 6
Satisfaction with the Vehicle



2.3.1 Satisfaction with Vehicle Ride

The customers were satisfied with the actual physical ride itself; that is, the drive to their destination. The study found that 88% of them were satisfied with the ride in the vehicle. They were also three times more likely to say they were *very* satisfied (67%) with the ride in the vehicle rather than just *somewhat* satisfied (21%). One in ten riders (9%) expressed dissatisfaction with the ride. An ambivalent 4% of them said they were neither satisfied nor dissatisfied with the ride to their destination.

The findings displayed in Table 9 illustrate the customers' satisfaction with the ride in the six service regions. Customers in all six service regions expressed satisfaction with the ride in the Access vehicle. Their satisfaction with the ride itself evidenced little variation between the six service regions. It ranges from a high of 92% in the Santa Clarita region to a low of 85% in the West/Central region—just a seven percentage point difference.

Table 9							
Satisfaction with the Actual Ride in the Vehicle							
Service Region							
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Satisfied (Total)	88%	91%	88%	91%	92%	87%	85%
Very Satisfied	67%	71%	63%	77%	75%	68%	61%
Somewhat Satisfied	21%	21%	25%	14%	17%	19%	24%
Neither	3%	2%	2%	3%	2%	2%	6%
Dissatisfied (Total)	9%	7%	10%	7%	6%	10%	8%
Somewhat Dissatisfied	4%	4%	4%	2%	2%	4%	4%
Very Dissatisfied	5%	3%	6%	5%	5%	6%	4%
D.K.	1%	1%	0%	0%	0%	2%	1%
Base	1,204	200	262	200	64	274	204

2.3.2 Satisfaction with Vehicle Cleanliness

The customers felt the vehicles were clean. Nine in ten customers (88%) expressed satisfaction with the cleanliness of the vehicles in which they rode. Fully 71% of the customers said they were *very* satisfied with the cleanliness of the vehicles. The results displayed in Table 10 show the consistency of the customers' perceptions in all six service regions. With very little variation in their assessment, the customers in all six service regions thought that they travelled in clean vehicles.

Table 10							
Satisfaction with the Vehicle Cleanliness							
Service Region							
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Satisfied (Total)	88%	96%	87%	88%	97%	88%	90%
Very Satisfied	71%	81%	68%	74%	80%	70%	70%
Somewhat Satisfied	18%	15%	19%	14%	17%	18%	20%
Neither	4%	1%	5%	5%	3%	4%	2%
Dissatisfied (Total)	5%	3%	5%	5%	0%	4%	5%
Somewhat Dissatisfied	2%	2%	2%	2%	0%	2%	2%
Very Dissatisfied	2%	1%	3%	3%	0%	2%	3%
D.K.	4%	1%	3%	4%	0%	4%	4%
Base	1,204	200	262	200	64	274	204

2.3.3 Satisfaction with Vehicle Comfort

The customers thought the Access vehicles were comfortable. In the study, 86% of the customers declared their satisfaction with the comfort of the Access vehicles. Six in ten customers (63%) said they were *very* satisfied with the vehicle comfort. While not perfectly satisfied, 23% of them asserted that they were at least *somewhat* satisfied with the comfort of the Access vehicles in which they rode. The customers in all six service regions revealed a consistently high level of satisfaction with the comfort of the vehicles (see Table 11).

Table 11							
Satisfaction with the Vehicle Comfort							
Service Region							
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Satisfied (Total)	86%	94%	89%	84%	86%	85%	84%
Very Satisfied	63%	73%	64%	68%	66%	61%	61%
Somewhat Satisfied	23%	21%	25%	17%	20%	25%	24%
Neither	4%	1%	3%	6%	3%	4%	6%
Dissatisfied (Total)	8%	5%	6%	9%	11%	10%	8%
Somewhat Dissatisfied	5%	2%	4%	6%	8%	6%	5%
Very Dissatisfied	3%	3%	2%	4%	3%	4%	3%
D.K.	1%	1%	2%	2%	0%	0%	2%
Base	1,204	200	262	200	64	274	204

2.3.4 Satisfaction with Vehicle Appearance

In addition to their satisfaction with the comfort and cleanliness of the vehicle, the customers expressed satisfaction with the appearance of the vehicle. The study found that 85% of the customers were satisfied with the appearance of the Access vehicle in which they rode. Two thirds of them (66%) said they were *very* satisfied with the way the vehicle looked. Just 3% of them complained about the appearance of the vehicle. Their satisfaction with the appearance of the vehicle is consistently high in all six service regions (see Table 12).

Table 12							
Satisfaction with Vehicle Appearance							
Service Region							
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Satisfied (Total)	85%	95%	82%	85%	89%	84%	86%
Very Satisfied	66%	83%	63%	71%	75%	66%	65%
Somewhat Satisfied	18%	12%	20%	15%	14%	19%	22%
Neither	5%	1%	5%	7%	5%	5%	3%
Dissatisfied (Total)	3%	2%	3%	3%	5%	3%	3%
Somewhat Dissatisfied	2%	1%	2%	2%	5%	2%	1%
Very Dissatisfied	2%	1%	2%	1%	0%	2%	2%
D.K.	8%	2%	9%	6%	2%	8%	8%
Base	1,204	200	262	200	64	274	204

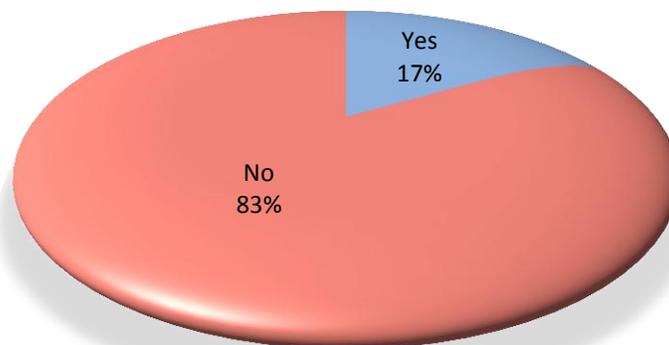
The customers' satisfaction with the appearance of the vehicle in which they rode differed somewhat depending on how often they received transportation from Access and depending on their age.

- The heaviest users of Access services expressed somewhat less satisfaction with the appearance of the vehicle they rode in than other customers. While a clear majority of them were satisfied with the appearance of the vehicle, the customers who rode with Access more than 50 times in the six month period preceding the survey voiced less satisfaction (77%) with the appearance of the vehicle than the customers who rode with Access fewer than 50 times in the previous six months (88%).
- Customers over 65 years of age liked the appearance of the vehicles more than younger customers. More of the customers 65 years of age or older (89%) expressed satisfaction with the appearance of the vehicle than younger customers less than 65 years of age (82%), particularly customers under 45 years of age (78%).

2.3.5 Ease of Entering/Exiting Vehicle

Given the nature of the Access customer base and the paratransit service offered by Access, the study asked the customers their perception of the ease of entering and exiting the vehicle. The study asked them, "Did you have any difficulty or problems getting into or out of the vehicle?" The pie chart in Figure 7 displays the results to this question.

Figure 7
Difficulty/Problems Entering/Exiting Vehicle



A very positive finding, 83% of the customers said they had no difficulty or problems entering or exiting the vehicle. However, 17% of them claimed they had some difficulty getting into or out of the vehicle. Given the nature of its customer base, Access must continue to minimize the difficulties the customers might experience entering and exiting the vehicle. In the study, 72% of the customers said they used or required some type of mobility device ranging from a cane to a scooter to facilitate their mobility. More of the customers who required mobility devices reported difficulty entering and exiting the Access vehicles (18%) than did those customers who required no mobility device (12%). The customers who had problems entering or exiting the vehicle were less satisfied with their trip and offered more complaints than customers who said they had no problems entering or exiting the vehicle.

Looking specifically at the customers who reported difficulty entering or exiting the vehicle, the study found that,

- Fewer of them said the driver was *very* helpful (62% compared to 78%);
- Fewer of them expressed satisfaction with the comfort of the vehicle (67% compared to 90%);
- Fewer of them expressed satisfaction with their most recent trip with Access (81% compared to 88%);
- More of them thought the vehicles were too small and crowded (19% compared to 5%) and the vehicles were uncomfortable (9% compared to 4%);
- More of them voiced things they disliked about their most recent trip with Access (72% compared to 50%); and,
- More of them requested that in the future Access strive to assure that the vehicles are large enough to facilitate their special needs (20% compared to 7%).

Within the six service regions, the reported incidence of customers encountering difficulties or problems entering or exiting the Access vehicles ranged from 8% of the customers in the Antelope Valley and Santa Clarita regions to 21% of the customers in the West/Central region. As mentioned earlier, the reports of difficulties entering or existing the vehicle tended to coincide with the customers' need for a mobility device. Corresponding to the lower reported incidence of difficulties entering or exiting the vehicles in the Apple Valley and Santa Clarita service regions, fewer of these customers (Antelope Valley region (56%) and the Santa Clarita region (56%)) required mobility devices (see Table 13).

Table 13							
Difficulty/Problems Entering/Exiting Vehicle							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Used Mobility Device	72%	56%	71%	74%	56%	76%	68%
Difficulty	17%	8%	17%	15%	8%	16%	21%
No Difficulty	83%	92%	83%	86%	92%	84%	79%
Base	1,204	200	262	200	64	274	204

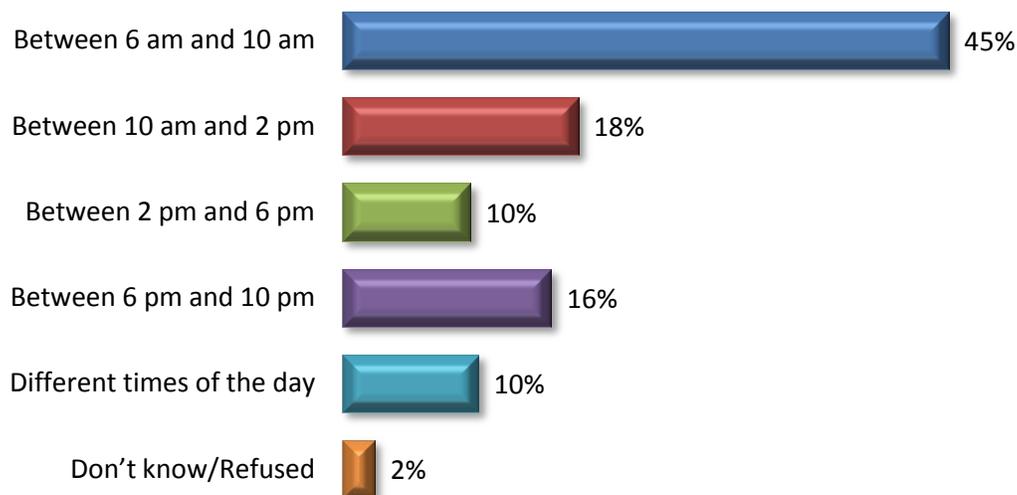
3.0 Assessment of Calling Preferences and Reservation Process

The study examined the customer experiences with the reservation process. This section of the report considers their reservation preferences along with their perceptions of and satisfaction with the reservation process.

3.1.1 Time/Calling Preferences

Currently, Access takes reservations from 6:00 am until 10:00 pm seven days a week. The study asked the customers when they typically called to make their reservations. They responded to the question, “*What time of day do you most often call to make your reservations for a trip with Access?*” The bar graph in Figure 8 presents the times of day they usually called to make their reservations.

Figure 8
Time of Day Call Make Reservation



The most common time of day for the customers to call is in the morning between 6:00 am and 10:00 am. Just less than half of them (45%) indicated that they typically called in the morning between 6:00 am and 10:00 am to schedule their appointment. Secondarily, they said they usually called Access between 10:00 am and 2:00 pm (18%) or between 6:00 pm and 10:00 pm (16%) to arrange their reservation. One in ten customers (10%) said they called between 2:00 pm and 6:00 pm. Similarly, 10% of them said they did not consistently call at a particular time; instead, they called at different times of the day (10%).

As the results in Table 14 on the next page suggest, the customers in the six service regions tended to typically call and make their reservations at similar times of the day. Interestingly,

- Customers living in the Antelope Valley region are somewhat more likely to call between 10:00 am and 2:00 pm (27%) and somewhat less likely to call between 6:00 pm and 10:00 pm (5%) to make their reservation.

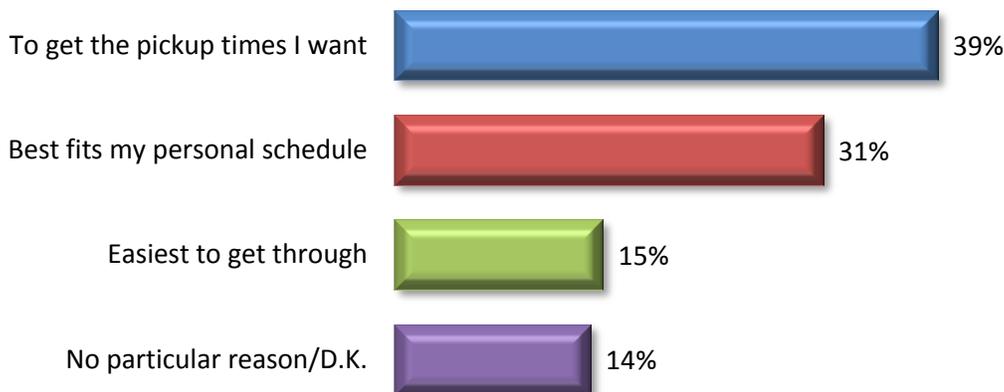
- While the 6:00 am to 10:00 am time frame remained the most popular time to call Access and make a reservation, the 6:00 pm to 10:00 pm calling time slot is somewhat more popular among customers with annual incomes of more than \$20,000 a year (23%), customers who work full or part-time (22%), and customers who rode with Access more than 50 times in the past six months (21%) than other customers.

Table 14							
Time of Day Call Make Reservation							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Between 6 am and 10 am	45%	46%	49%	43%	28%	43%	46%
Between 10 am and 2 pm	18%	27%	13%	19%	19%	18%	21%
Between 2 pm and 6 pm	10%	14%	8%	12%	19%	9%	9%
Between 6 pm and 10 pm	16%	5%	15%	15%	13%	18%	15%
Different times of the day	10%	7%	12%	10%	19%	10%	8%
Don't know/Refused	2%	2%	3%	3%	3%	2%	2%
Base	1,204	200	262	200	64	274	204

3.1.2 Reason for Calling at Particular Time to Make Reservation

The study asked the customers who typically called during one of the stipulated time ranges to indicate their rationale for calling during that time frame to make their reservation. They answered the question, *“I’m going to read you some reasons why people call at a particular time of day to reserve a ride. Please tell me which one best describes your reason for calling at that time to reserve a ride?”* They were given several reasons to choose from or they could provide a reason of their own. Figure 9 presents the results to this question.

Figure 9
Reason for Calling at Particular Time Make Reservation



They split in their reasoning for calling at certain times of the day to schedule a reservation. Four in ten of them (39%) felt they needed to call at that time of day to get a preferred pick-up time. Three in ten of them (31%) called at that time of day because it was the most convenient

time for them to call. Another 15% of them called at that particular time because they found it was the best time of day to avoid a busy signal. Finally, 14% of them did not offer a specific reason for calling at that time of day. The following highlight some interesting findings about their time-of-day calling patterns.

- Those who said they felt they must call to get their preferred pick-up time are much more likely to call in the morning between 6:00 am and 10:00 am (67%) than those who called because it is the easiest time to get through to a reservation agent (38%) or because the time better fit their schedule (31%).
- The customers who cited personal convenience, felt it was the best time to get through, or cited no particular reason for calling at certain times of the day tended to call Access reservations more frequently between 10 am and 10 pm (see Table 15).
- The customers who said they typically called Access when it fit their schedule or who provided no particular reason for calling when they called Access to arrange an appointment were more likely than other customers to call at different times of the day (see Table 15).

Table 15					
Time of Day Call Make Reservation by Reason Call at Particular Time of Day					
	Reason Call Particular Time of Day				
	Total	Easiest get Through	Fits Schedule	Get Pick- Up Time	No Reason
Time of Day Usually Call					
Between 6 am and 10 am	46%	38%	31%	67%	30%
Between 10 am and 2 pm	18%	27%	21%	12%	20%
Between 2 pm and 6 pm	10%	12%	12%	5%	16%
Between 6 pm and 10 pm	16%	20%	21%	9%	19%
Different times of the day	10%	4%	15%	6%	16%
Base	1,176	176	375	445	138

Asked of those who stipulated a time when they typically called Access to make a reservation.

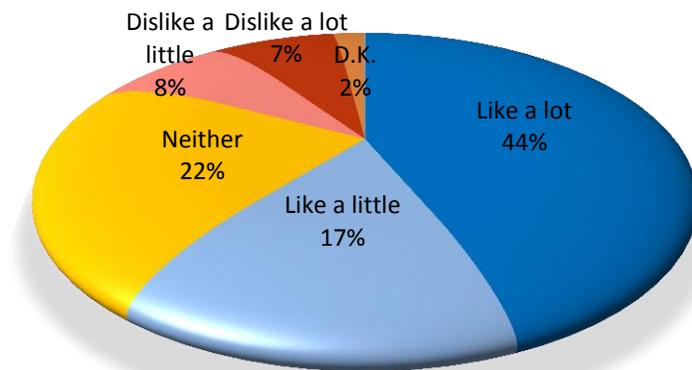
Looking at the results in Table 17, the customers’ reasons for calling at a particular time of day are fairly consistent across the six service regions.

Table 16							
Reason For Calling at Particular Time Make Reservation							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
To get pickup times I want	39%	33%	46%	36%	29%	37%	38%
Best fits my schedule	31%	31%	29%	37%	40%	28%	35%
Easiest to get through	15%	15%	10%	15%	11%	19%	18%
No particular reason/D.K.	14%	21%	14%	12%	19%	16%	10%
Base	1,176	197	253	194	62	270	200

3.1.3 Calling between 6 pm and 10 pm

The study delved further into the thoughts of the 16% of the customers who said they typically called Access in the evening between 6:00 pm and 10:00 pm to arrange their appointments. They were asked the question, “How do you feel about calling between 6 pm and 10 pm to make a reservation for a ride?” The pie chart in Figure 10 displays the results to this question.

Figure 10
Calling between 6 pm and 10 pm



As the results in Figure 10 suggest, most of the customers who call Access between 6:00 pm and 10:00 pm to make their appointments either like calling at this time or at least they do not dislike calling. In the study, 61% of these customers claimed they liked calling between 6:00 pm and 10:00 pm either *a lot* (44%) or at least *a little* (17%). Furthermore, 22% of them were fairly indifferent to calling Access between 6:00 pm and 10:00 pm. They claimed they did not like calling Access at this time, but they also did not dislike calling Access between 6:00 pm and 10:00 pm. Some of them (15%) said they did not particularly like calling Access between 6:00 pm and 10:00 pm. The study found that 7% of them disliked calling at this time *a lot* while 8% of them said they disliked it *a little*.

With the exception of the customers who typically called between 6:00 am and 10:00 am—who called principally because they felt they must call early in the day to get their desired appointment time—the customers who normally called between 6:00 pm and 10:00 pm did not differ in their motivation for calling at this time than did the customers who called at other times of the day. For the most part, they are no more motivated to get a particular appointment time, because it fit their schedule, or because they could reach a reservation agent than the customers who usually called at another time of the day.

Most of the customers who said they *liked* calling between 6:00 pm and 10:00 pm claimed they called at this time because either it fit in their schedule or they felt they needed to call at this time to get their desired appointment time.

Looking at these results across the six service regions in Table 17, the customers who typically called to schedule their appointment with Access between 6:00 pm and 10:00 pm did not vary noticeably in their assessment of calling at this time of day.

Table 17							
Feel About Calling Between 6 pm and 10 pm to Make Reservation							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Like (Total)	61%	60%	61%	69%	50%	58%	60%
Like a lot	44%	60%	40%	55%	50%	40%	47%
Like a little	17%	0%	21%	14%	0%	18%	13%
Neither	22%	30%	18%	17%	50%	24%	27%
Dislike (Total)	15%	10%	18%	14%	0%	16%	10%
Dislike a little	8%	0%	11%	10%	0%	8%	0%
Dislike a lot	8%	10%	8%	3%	0%	8%	10%
D.K.	2%	0%	3%	0%	0%	2%	3%
Base	165	10	38	29	8	50	30

3.1.4 Preferred Time of Day Call to Make Reservation

In addition to asking the customers when they usually called to schedule their appointments, the study also asked them when they preferred to call for a reservation. The question asked them, “If you could choose any time of day to call and make a reservation and you knew you would get the same reservation result, what time of day would you most prefer to call?” Table 18 reports their calling time preferences by service region.

Table 18							
Preferred Time of Day Call Make Reservation							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
6:00am-10:00 am	40%	42%	43%	41%	31%	37%	38%
6:00-6:59 am	13%	4%	19%	11%	2%	12%	12%
7:00-7:59 am	7%	6%	6%	6%	9%	10%	5%
8:00-8:59 am	9%	21%	8%	11%	11%	8%	8%
9:00-9:59 am	11%	11%	10%	14%	9%	8%	12%
10:00 am-2:00 pm	27%	28%	24%	27%	33%	29%	28%
10:00-10:59 am	14%	18%	12%	17%	17%	14%	15%
11:00-11:59 am	5%	2%	3%	5%	6%	6%	5%
Noon-12:59 pm	6%	5%	6%	5%	6%	6%	5%
1:00-1:59 pm	3%	4%	3%	1%	3%	3%	4%
2:00 pm-6:00 pm	11%	16%	12%	9%	14%	11%	7%
2:00-2:59 pm	4%	8%	4%	5%	5%	4%	3%
3:00-3:59 pm	2%	4%	3%	1%	2%	2%	1%
4:00-4:59 pm	2%	3%	3%	2%	6%	3%	2%
5:00-5:59 pm	2%	2%	2%	2%	2%	3%	1%
6:00 pm-10:00 pm	11%	5%	11%	8%	9%	12%	13%
6:00-6:59 pm	4%	3%	4%	3%	8%	4%	5%
7:00-7:59 pm	3%	1%	3%	2%	0%	3%	4%
8:00-8:59 pm	2%	2%	2%	3%	2%	2%	2%
9:00-9:59 pm	2%	1%	2%	1%	0%	3%	2%
10:00 pm-6:00 am	4%	4%	3%	6%	5%	3%	3%
10:00-10:59 pm	1%	0%	0%	2%	0%	0%	1%
11:00-11:59 pm	0%	1%	0%	1%	0%	0%	0%
Midnight-12:59 am	0%	0%	0%	0%	0%	0%	0%
1:00-1:59 am	1%	1%	1%	1%	3%	1%	0%
2:00-2:59 am	0%	1%	0%	0%	0%	1%	0%
3:00-3:59 am	0%	0%	0%	1%	0%	0%	0%
4:00-4:59 am	1%	1%	0%	1%	0%	0%	1%
5:00-5:59 am	1%	1%	1%	1%	2%	1%	1%
Don't know	8%	7%	7%	11%	8%	8%	11%
Base	1,204	200	262	200	64	274	204

In the study, the customers revealed a clear preference for calling in the morning or early afternoon when making an appointment with Access. Four in ten customers (40%) said they preferred calling Access between 6:00 am and 10:00 am to arrange a pick-up time. Fairly equal

numbers of the customers preferred to call between 6:00 am and 7:00 am (13%), between 7:00 am and 8:00 am (7%), between 8:00 am and 9:00 am (9%), and between 9:00 am and 10:00 am (11%). Consistent with their desire to call in the morning or early afternoon, an additional 27% of the customers expressed a preference to call Access between 10:00 am and 2:00 pm. Fewer of the customers indicated a preference for calling later in the day. Specifically, 11% of them liked to call between 2:00 pm and 6:00 pm. Similarly, 11% of them preferred to call between 6:00 pm and 10:00 pm to make a reservation.

The customers voiced less interest in calling during the late afternoon hours from 3:00 pm to 6:00 pm (6%). However, the two hours between 6:00 pm and 8:00 pm appealed to somewhat more (7%) of the customers. After 8:00 pm interest in calling to make a reservation noticeably decreases. Specifically, 2% of the customers claimed they liked to call Access between 8:00 pm and 9:00 pm. Likewise, 2% of them preferred to call between 9:00 pm and 10:00 pm. After 10:00 pm their interest in calling Access clearly dwindles. With the exception of the newest customers, the customers as a group revealed virtually no interest in calling to make a reservation between 10:00 pm and 6:00 am. Just 4% of the customers said they preferred calling Access between 10:00 pm and 6:00 am to make a reservation. More recent customers who had used Access for less than two years expressed the most interest in the 10:00 pm to 6:00 am time slot (10%). By comparison, just 3% of the customers who had been with Access for more than two years wanted to call during this time.

As the results in Table 18 confirm, the customers in the six service regions expressed similar calling time preferences. A majority of the customers in all six service regions specified a preference for calling between 6:00 am and 2:00 pm. Their calling preferences varied somewhat between the six service regions.

- Somewhat more customers in the Eastern service region (19%) said they preferred to call between 6:00 am and 7:00 am.
- In the Apple Valley service region somewhat more customers (21%) desired to call between 8:00 am and 9:00 am.

Table 19							
Preferred Time of Day Call Make Reservation by Time of Day Typically Call to Make Reservation							
Preferred Time Call	Time Typically Call					Different times	D.K.
	Total	6-10am	10am-2pm	2-6pm	6-10pm		
6:00am-10:00 am	40%	62%	23%	13%	18%	28%	31%
6:00-6:59 am	13%	25%	2%	3%	5%	6%	5%
7:00-7:59 am	7%	10%	3%	6%	4%	6%	0%
8:00-8:59 am	9%	13%	7%	4%	4%	4%	17%
9:00-9:59 am	11%	14%	11%	1%	4%	12%	10%
10:00 am-2:00 pm	27%	22%	53%	29%	14%	26%	19%
10:00-10:59 am	14%	13%	27%	10%	7%	15%	4%
11:00-11:59 am	5%	2%	14%	8%	2%	3%	5%
Noon-12:59 pm	6%	5%	7%	8%	4%	6%	10%
1:00-1:59 pm	3%	2%	5%	3%	2%	2%	0%
2:00 pm-6:00 pm	11%	4%	9%	43%	15%	8%	5%
2:00-2:59 pm	4%	2%	3%	20%	3%	3%	0%
3:00-3:59 pm	2%	1%	3%	9%	1%	1%	0%
4:00-4:59 pm	2%	0%	2%	11%	5%	0%	5%
5:00-5:59 pm	2%	1%	1%	4%	6%	3%	0%
6:00 pm-10:00 pm	11%	4%	7%	2%	41%	9%	3%
6:00-6:59 pm	4%	1%	3%	1%	17%	5%	0%
7:00-7:59 pm	3%	1%	2%	0%	10%	1%	3%
8:00-8:59 pm	2%	1%	1%	1%	8%	2%	0%
9:00-9:59 pm	2%	1%	2%	0%	7%	1%	0%
10:00 pm-6:00 am	4%	3%	2%	8%	7%	2%	5%
10:00-10:59 pm	1%	1%	0%	0%	2%	1%	0%
11:00-11:59 pm	0%	0%	0%	1%	1%	0%	0%
Midnight-12:59 am	0%	0%	0%	0%	0%	0%	0%
1:00-1:59 am	1%	1%	1%	0%	1%	0%	5%
2:00-2:59 am	0%	0%	0%	3%	0%	0%	0%
3:00-3:59 am	0%	0%	0%	1%	1%	0%	0%
4:00-4:59 am	1%	0%	0%	1%	1%	1%	0%
5:00-5:59 am	1%	1%	1%	2%	2%	0%	0%
Don't know/Refused	8%	5%	5%	5%	6%	27%	38%
Base	1,204	534	229	128	165	120	28

Table 20 displays the customers *preferred* time to call and make a reservation cross-tabulated by the time they said they *typically* called to make a reservation. The time frames in the columns represent the times they said they *usually* called to make a reservation. The time frames in the rows represent the times they claimed they *preferred* to call and make a reservation. For instance, reading down the column labeled “6-10am” and across the row labeled “10:00am-2:00 pm” indicates that 22% of the customers generally called Access between 6:00 and 10:00 am, but for whatever reasons, they would prefer to call later in the day between 10:00 am and 2:00 pm. Examining the results in the table, the customers revealed some discrepancy between the time they *actually* called Access and the time they claimed they would *prefer* to call Access to make a

reservation. Those who called Access to make a reservation between 6:00 am and 10:00 am evidenced the most consistency between their preferences and their behavior. For example, 62% of the customers who indicated they currently called between 6:00 am and 10:00 am to make their reservations claimed they also preferred to call between 6:00 am and 10:00 am. However, there are some noteworthy differences between when they usually called and their stated preferences for calling times. They generally claimed to want to call earlier in the day than when they actually said they called to make their reservations. For instance,

- 23% of the customers who usually called between 10:00 am and 2:00 pm indicated a preference to call earlier in the morning between 6:00 am and 10:00 am.
- 42% of the customers who usually called between 2:00 pm and 6:00 pm would rather call between 6:00 am and 2:00 pm.
- 47% of the customers who usually called between 6:00 pm and 10:00 pm to make a reservation claimed they preferred to call earlier in the day between 6:00 am and 6:00 pm.

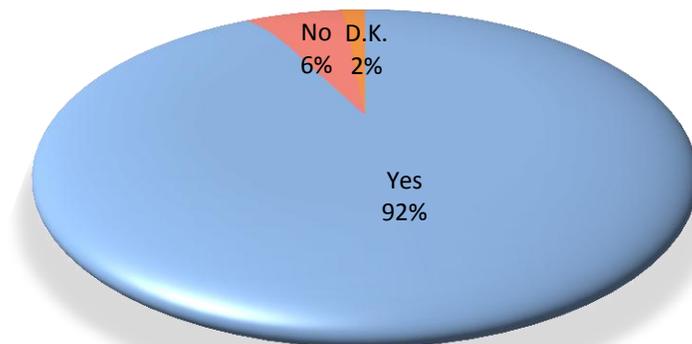
3.2 Assessment of Reservation Agent

The study asked the customers about their experiences with the reservation process. Most of the customers (94%) personally spoke with and could comment on their interaction with a reservation agent.

3.2.1 Make Reservation Accurately

The customers who said they spoke with a reservation agent were asked about the accuracy of the reservation. The question read, “*Did the reservation agent make the reservation accurately?*” The pie chart in Figure 11 presents the accuracy of the reservation agents.

Figure 11
Reservation Agent Make Reservation Accurately



The reservation agents achieved a high rate of scheduling accuracy. Over nine in ten customers (92%) of the customers who spoke with a reservation agent said the agent made the reservation accurately. Just 6% of them insisted the reservation agent made a mistake with the reservation.

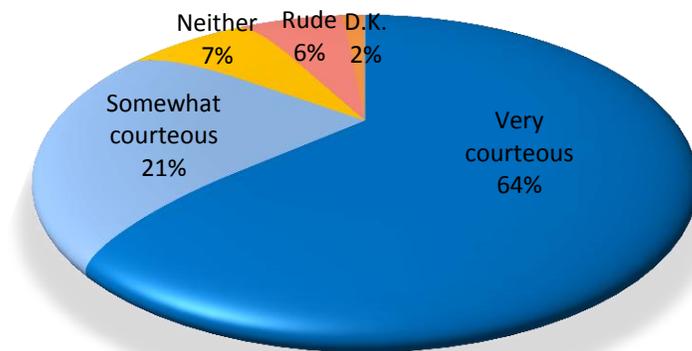
The customers in the six service regions all reported a consistently high rate of reservation accuracy. In all six service regions, over nine in ten customers who spoke with a reservation agent confirmed that the agent made the reservation accurately.

Table 20							
Reservation Agent Make Reservation Accurately							
Service Region							
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Yes	93%	93%	91%	94%	93%	92%	94%
No	6%	7%	6%	4%	3%	7%	6%
D.K.	2%	0%	3%	2%	3%	1%	1%
Base	1,123	182	245	191	59	256	190

3.2.2 Reservation Agent Courteous

The study inquired about the courtesy or politeness of the reservation agent. The customers responded to the question, “Was the reservation agent very courteous, somewhat courteous, neither courteous nor rude, somewhat rude, or very rude?” The pie chart in Figure 12 displays their evaluation of the courtesy of the reservation agents.

Figure 12
Courtesy of Reservation Agent



The customers felt that the reservation agents were courteous to them as they made their reservation. Specifically, 85% of the customers confirmed that the reservation agent treated them courteously. Just under two-thirds of them (64%) said the reservation agent was *very* courteous. Two in ten of them (21%) thought the reservation agent was *somewhat* courteous to them. Just 6% of the customers felt the agent was rude to them. A neutral 7% of them felt that the reservation agent was neither courteous nor rude.

In particular, customers 65 years of age or older considered the reservation agents courteous. The study found that 92% of the customers 65 years of age or older appreciated the courtesy shown them by the reservation agents. By comparison, 81% of the customers younger than 65 said the reservation agents treated them courteously.

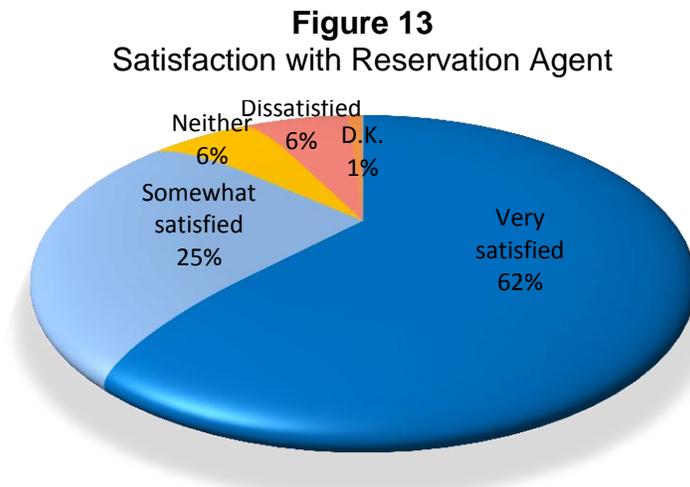
Customers in all six service regions expressed similar feelings about the way the reservation agents treated them. Most of them indicated that the reservation agents were courteous to them.

Table 21							
Courtesy of Reservation Agent							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Courteous (Total)	85%	91%	81%	85%	90%	86%	90%
Very courteous	64%	73%	58%	64%	76%	67%	63%
Somewhat courteous	22%	18%	23%	20%	14%	19%	26%
Neither	7%	4%	10%	8%	5%	6%	5%
Rude (Total)	6%	5%	8%	6%	3%	6%	4%
Somewhat rude	4%	3%	6%	5%	3%	4%	2%
Very rude	2%	2%	2%	1%	0%	3%	2%
D.K.	2%	0%	1%	1%	2%	2%	2%
Base	1,123	182	245	191	59	256	190

Asked of those customers who said they spoke with a reservation agent.

3.2.3 Satisfaction with Reservation Agent

The study also looked at the customers’ satisfaction with the reservation agents. The question asked them, “Overall, how satisfied were you with the reservation agent?” The pie chart in Figure 13 presents their level of satisfaction with the reservation agents.



The customers who spoke with a reservation agent expressed satisfaction with the reservation agents. In their dealings with the customers, the reservation agents successfully satisfied 87% of the customers. Six in ten (62%) of the customers said they were *very* satisfied with the reservations agents while another 25% of them said they were *somewhat* satisfied with the reservation agents. The customers voiced little dissatisfaction with the reservation agents. Just 6% of them expressed dissatisfaction with the reservation agent. Another 6% of the customers offered a neutral assessment of the reservation agent.

Customers 65 years of age or older not only praised the politeness of the reservations agents, they also expressed a high level satisfaction with them. A notable 92% of the customers who were 65 years of age or older said they were satisfied with the reservation agents. By comparison, 84% of the customers under age 65 communicated their satisfaction with the reservation agents.

The level of customer satisfaction with the reservation agents was fairly similar in the six service regions. The findings displayed in Table 22 show that 92% of the customers in the Apple Valley service region, 86% of the customers in the Eastern service region, 89% of the customers in the Northern service region, 97% of the customers in the Santa Clarita service region, 86% of the customers in the Southern service region, and 88% of the customers in the West/Central service region were satisfied with the reservation agents with whom they spoke.

Table 22							
Satisfaction with Reservation Agent							
Service Region							
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Satisfied (Total)	87%	92%	86%	89%	97%	86%	88%
Very Satisfied	62%	71%	60%	67%	78%	59%	66%
Somewhat Satisfied	25%	21%	26%	22%	19%	27%	22%
Neither	6%	2%	6%	8%	3%	6%	3%
Dissatisfied (Total)	6%	5%	8%	3%	0%	8%	5%
Somewhat Dissatisfied	4%	4%	5%	0%	0%	6%	3%
Very Dissatisfied	3%	2%	3%	3%	0%	3%	2%
D.K.	1%	0%	0%	0%	0%	0%	3%
Base	1,123	182	245	191	59	256	190

Asked of those customers who said they spoke with a reservation agent.

3.3 Assessment of Customer Service

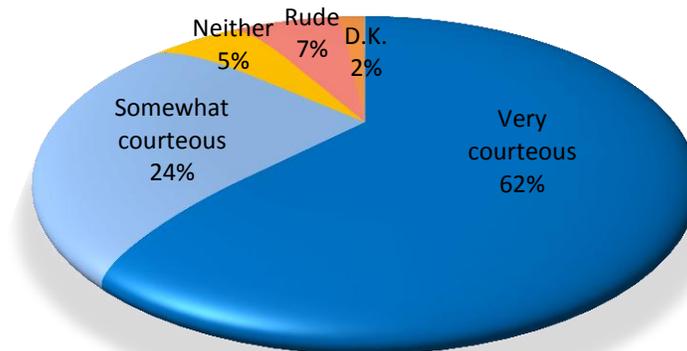
As well as evaluating the reservation agents, the customers also provided an assessment of the Access customer service representatives. In the study, notably fewer of the customers said they spoke with a customer service representative about their most recent trip than said they spoke with a reservation agent. The study found that 41% of the customers said they talked to customer service representative. Two groups of customers were more likely to have spoken with a customer service representative as part of their most recent trip with Access.

- More of the customers with a high school degree or less than a high school degree (51%) said they spoke with a customer service representative than did customers with more formal education (36%).
- More of the customers with annual household incomes of less than \$10,000 (45%) than customers earning more than \$10,000 a year (37%) said they spoke with a customer service representative.

3.3.1 Customer Service Representative Courteous

The customers who spoke with a customer service representative were asked to evaluate their contact with the customer service representative. The customers were asked about the courtesy of the customer service representative. The question asked them, “*Was the customer service representative very courteous, somewhat courteous, neither courteous nor rude, somewhat rude, or very rude?*” The pie chart in Figure 14 reports their conclusions regarding the courtesy of the customer service representatives.

Figure 14
Courtesy of Customer Service Representative



For the most part, the customers who talked to a customer service representative deemed them courteous. Most of them (87%) said the customer service representative was either *very* courteous (62%) or at least *somewhat* courteous (24%) to them. A few of the customers (7%) complained about the customer service representatives and said they treated them rudely. Another 5% of them offered a more neutral assessment stating that the customer service representatives were neither courteous nor rude.

Looking at the opinions of the customers in the six service regions, they expressed similar sentiments about the way the customer service representatives treated them. In each of the six service regions more than eight in ten of the customers who interacted with a customer service representative felt that the representative treated them courteously (see Table 23).

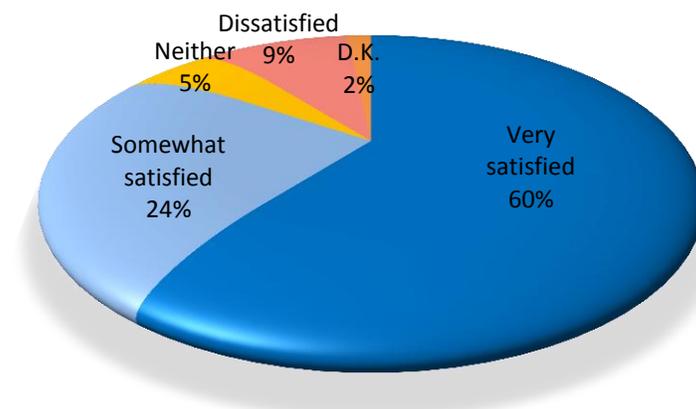
Table 23							
Courtesy of Customer Service Representative							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Courteous (Total)	87%	96%	83%	89%	90%	88%	83%
Very courteous	62%	78%	55%	66%	75%	66%	58%
Somewhat courteous	24%	18%	28%	23%	15%	22%	26%
Neither	5%	1%	5%	5%	0%	6%	6%
Rude (Total)	7%	2%	10%	5%	5%	5%	8%
Somewhat rude	4%	2%	8%	3%	5%	2%	6%
Very rude	2%	0%	2%	1%	0%	3%	1%
D.K.	2%	1%	2%	2%	5%	1%	3%
Base	500	94	102	88	20	118	78

Asked of customers who said they spoke with a customer service representative.

3.3.2 Satisfaction with Customer Service Representative

The study asked the customers who talked with a customer service representative to indicate their satisfaction with the customer service representatives. They responded to the question, “Overall, how satisfied were you with the customer service representative?” The pie chart in Figure 15 depicts their satisfaction with the customer service representatives.

Figure 15
Satisfaction with Customer Service Representative



The customers expressed satisfaction with the customer service representatives. Among the customers who spoke with a customer service representative, 84% of them said they were satisfied with the customer service representatives. More specifically, 60% of them said they were *very* satisfied with the customer service representative while 24% of them claimed they

were *somewhat* satisfied with them. A few of these customers (9%) voiced dissatisfaction with the customer service representatives. A smaller 5% of them said that while they were not necessarily satisfied with the customer service representative they were also not dissatisfied with him or her.

Satisfaction with the customer service representatives evidenced little differentiation between the six service regions. Looking at the results in Table 24, the customers in the six service regions who said they talked with a customer service representative voiced similar levels of satisfaction with them. Their satisfaction ranged from 96% of the customers in the Antelope Valley service region to 78% of the customers in the Eastern service region.

Table 24							
Satisfaction with Customer Service Representative							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Satisfied (Total)	84%	96%	78%	89%	95%	86%	82%
Very Satisfied	61%	80%	53%	68%	80%	59%	62%
Somewhat Satisfied	24%	16%	26%	21%	15%	27%	21%
Neither	5%	1%	5%	0%	5%	7%	8%
Dissatisfied (Total)	9%	2%	14%	9%	0%	7%	8%
Somewhat Dissatisfied	5%	2%	8%	5%	0%	3%	5%
Very Dissatisfied	4%	0%	6%	5%	0%	3%	3%
D.K.	2%	1%	3%	2%	0%	0%	3%
Base	500	94	102	88	20	118	78
Asked of customers who said they spoke with a customer service representative.							

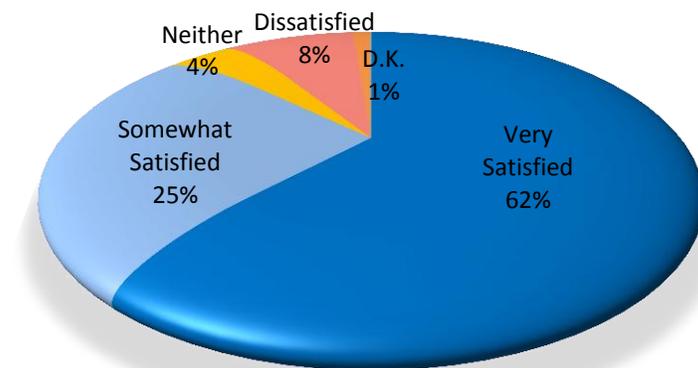
4.0 Overall Perceptions of Total Trip Experience

In addition to asking the customers to evaluate the individual components of their most recent trip and their interactions with Access personnel, the study asked them to evaluate their trip holistically as an overall experience. This section of the report examines the customers overall perceptions of the trip.

4.1 Satisfaction with the Trip

After asking them about various elements of the trip, from making the reservation to riding in the vehicle, the study asked them for an overall assessment of their entire experience. The customers answered the question, “*And thinking about everything you experienced on your most recent trip with Access Paratransit, from making the reservation to arriving at your destination, how would you rate your total experience?*” The pie chart in Figure 16 depicts their overall satisfaction with their most recent trip with Access.

Figure 16
Overall Satisfaction with Total Trip Experience



Consistent with their favorable perceptions of the drivers, the reservation agents, the customers service representatives, and the vehicle, the customers expressed satisfaction with the totality of their experience. Nearly nine in ten customers (87%) voiced their satisfaction with the trip as a whole. Six in ten customers (62%) said they were *very* satisfied with the trip. One quarter of them (25%) indicated that they were *somewhat* satisfied with the trip overall. Despite these very positive assessments, a small number of the customers (8%) expressed dissatisfaction with their most recent trip.

Customers 65 years of age or older offered the most sanguine assessment of the entire trip. More of the customers 65 years of age or older (92%) than customers under 65 years of age (86%) expressed satisfaction with the trip as a whole. A pleased 68% of the customers 65 years of age or older said they were *very* satisfied with their most recent trip—from making reservation to arriving at their destination.

Customers in all six service regions expressed satisfaction with the whole trip. The number of customers satisfied with the entirety of the trip ranged from 86% of the customers in the Eastern service region and 86% of the customers in the West/Central service region to 94% of the

customers in the Santa Clarita service region and 91% of the customers in the Apple Valley service region. Just under three quarters of the customers in the Antelope Valley service region (72% *very* satisfied), the Northern service region (72% *very* satisfied) and the Santa Clarita service region (73% *very* satisfied) voiced noteworthy satisfaction when asked about their most recent trip with Access.

Table 25							
Overall Satisfaction with Total Trip Experience							
Service Region							
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Satisfied (Total)	87%	91%	86%	89%	94%	87%	86%
Very Satisfied	62%	72%	57%	72%	73%	60%	62%
Somewhat Satisfied	25%	20%	28%	18%	20%	27%	25%
Neither	4%	1%	4%	4%	3%	4%	4%
Dissatisfied (Total)	8%	8%	10%	7%	3%	7%	8%
Somewhat Dissatisfied	4%	3%	6%	4%	2%	3%	6%
Very Dissatisfied	4%	6%	4%	3%	2%	5%	2%
D.K.	1%	0%	1%	1%	0%	2%	2%
Base	1,204	200	262	200	64	274	204

While different studies used different methods, question wordings, and scales to gather the opinions of their customers, it is possible to make some cautious comparisons. Each of the following studies used some form of a question to measure overall customer satisfaction. The following are some measures of the overall satisfaction of customers using other forms of transportation in Southern California.

- Metrolink 2010 Onboard Survey: 75% of the customers rated their satisfaction as excellent or good with a mean satisfaction of 3.8 on a five-point scale.
- Metro 2010 Onboard Bus and Rail Survey: 86% of the riders agreed or strongly agreed with the statement that they are satisfied with Metro bus and rail service.
- Southern California Regional Rail Authority 2008 Onboard Customer Satisfaction Survey: mean satisfaction of 3.78 on a five-point scale.
- OCTA 91 Express Lanes 2011 Customer Satisfaction Survey: 90% of the customers expressed satisfaction with the 91 Express Lanes (51% *very* satisfied) with a mean satisfaction of 4.28 on a five-point.

Access does well in these comparisons. In this study, 87% of Access customers were satisfied with their most recent trip, including 62% of them who claimed they were *very* satisfied with the trip overall. The Access customers had a mean satisfaction rating of 4.38 on a five-point scale.

4.2 Liked Most about the Trip

In addition to measuring their satisfaction with the trip, the study also asked the customers to describe in their own words what they liked and disliked about their most recent ride with Access. They were first asked the question, “*What did you like most about your most recent ride, that is, what did Access do particularly well or what did they do that you really liked?*” Table 26 lists the categories of things the customers said they liked about their most recent ride with Access.

Table 26							
Liked Most About Most Recent Ride							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Driver Related							
Driver Helpful/Courteous/Polite/Kind/Thoughtful	54%	57%	47%	55%	53%	62%	45%
Driver Waited/Patient	2%	1%	2%	3%	2%	2%	3%
Driver Called Ahead	1%	1%	0%	1%	0%	1%	2%
Felt Safe/Arrived Safely/Drove Safely	6%	5%	6%	8%	3%	6%	7%
Routing/Punctuality							
On Time/Punctual/Fast	26%	28%	23%	31%	31%	22%	30%
Convenient/Pick Up and Drop Off Where Desired	2%	3%	3%	2%	3%	2%	2%
Reservation Process							
Reservation Process Easy/Agents Helpful	1%	1%	2%	1%	2%	0%	1%
Vehicle							
Vehicle Clean/Comfortable/Liked Vehicle	3%	3%	3%	2%	0%	4%	3%
Liked Music/Ambience	1%	1%	3%	0%	0%	1%	1%
Only Person in Car	1%	1%	1%	1%	0%	0%	2%
Other							
Positive Experience/Satisfied With Experience	6%	4%	5%	9%	3%	6%	6%
Appreciate Availability of Service/Service Helpful/Convenient	6%	5%	8%	4%	2%	4%	8%
Comfortable Drive/Pleasant Trip/Relaxing	4%	5%	5%	3%	6%	4%	3%
Driver Competent/Professional	3%	4%	5%	3%	0%	2%	1%
Price/Affordable	1%	2%	2%	1%	0%	1%	1%
Like Ride Sharing/People in Car Friendly	0%	0%	1%	0%	0%	0%	0%
Other	0%	1%	0%	0%	0%	0%	0%
Nothing	8%	8%	7%	8%	14%	7%	12%
Don't Know/Refused	4%	1%	4%	5%	5%	4%	2%
Base	1,204	200	262	200	64	274	204

Looking at the findings displayed in Table 26, the customers particularly commended the drivers and appreciated the punctuality of their ride from pick-up to drop-off. Significantly, over half of the customers (54%) applauded the drivers. Contrarily, when asked what they disliked about their most recent trip, just 6% of them mentioned the drivers. This represents a very impressive nine to one positive to negative ratio. They praised the drivers’ politeness, helpfulness, and

professionalism. One quarter of them (26%) appreciated the punctuality of their trip from a prompt pick-up to an on-time drop off.

More generally, 6% of them voiced satisfaction with the overall trip experience. Interestingly, rather than mention something they liked about the trip, 6% of the customers simply expressed appreciation for the availability and convenience of the service.

An unhappy or uncertain 8% of the customers said there was nothing they could think of that they liked about their most recent trip

The customers in all six service regions most frequently said they liked the driver and the punctuality of the pick-up and drop-off (see Table 26).

4.3 Liked Least about the Trip

The study also gave the customers the opportunity to vent any displeasure with the trip. They responded to the question, “*And what did you like least about your most recent ride, that is, what did Access not do particularly well or what did they do that you did not like?*” Table 27 presents their list of grievances with their most recent trip.

Table 27							
Liked Least About Most Recent Ride							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Nothing/Liked Experience	46%	53%	45%	49%	45%	47%	45%
Routing/Punctuality							
Shared Rides	13%	6%	10%	9%	11%	16%	16%
Not Punctual/Arrive Late/Not On Time/Too Early	9%	5%	9%	9%	8%	8%	8%
Time Frame for Pick Up/Trip Takes Too Long/Length of Trip/Poor Routing	7%	5%	8%	5%	5%	9%	6%
Wait Too Long/Long Wait for Pick Up	6%	7%	8%	7%	11%	4%	4%
Don't Drop Off/Pick Up Exactly At Desired Destination/Dropped Off at Wrong Destination	3%	4%	3%	2%	0%	3%	3%
Missed Doctor's Appointments/Missed Appointments	2%	3%	1%	2%	3%	2%	4%
Driver Related							
Driver Rude/Unfriendly/Not Helpful	6%	3%	7%	7%	0%	5%	7%
Didn't Pick Rider/Failed To Arrive For Pick Up/Driver Did Not Wait/Driver Left	4%	4%	3%	6%	5%	4%	3%
Did Not Call When Driver Arrived	1%	2%	2%	1%	0%	1%	1%
Drove Too Fast/Reckless/Unsafe/Talk on Cell Phone/Not Focused on Driving	1%	2%	2%	1%	2%	2%	1%
Driver Not Competent/Got Lost/Don't Take Fastest Routes	1%	2%	2%	1%	2%	2%	1%
Vehicle							
Vehicle Too Small/Crowded/No Leg Room/Cramped/Too Many People	7%	3%	3%	4%	0%	12%	11%
Vehicle Uncomfortable/Hard to Enter and Exit/Dirty/Noisy/Mechanical Problems	5%	5%	5%	4%	11%	4%	5%
Sent Taxi/Don't Like Taxi	2%	1%	1%	1%	0%	1%	8%
Reservations							
Problems With Reservation/24 Hour Advance Requirement/Last Minute Needs/Don't Like Calling To Make Reservation	5%	9%	4%	6%	5%	5%	7%
Agents Rude/Difficulties With Reservation Agents/Customer Service	3%	4%	4%	4%	5%	2%	4%
Other							
Ride Bumpy/Rough/Motion Sickness/Disliked Ride	1%	3%	2%	2%	6%	0%	0%
Problems With Tap ID Card/Need ID Card/Don't Know How To Use It	1%	2%	1%	3%	0%	0%	2%
Other	1%	2%	1%	1%	2%	1%	1%
Base	1,204	200	262	200	64	274	204

In the process of asking the question, the interviewers offered the customers several opportunities to volunteer anything they did not like about their most recent trip with Access. Despite the multiple promptings from the interviewers, almost half (46%) of the customers said there was *nothing* they did not like about their most recent trip with Access. Given the opportunity to complain about even the most insignificant and unimportant detail of their experience, they refused to complain.

Unlike what they said they enjoyed about their most recent trip, the customers, when asked, did not focus on just one or two major irritants. Instead, smaller numbers of them listed a variety of things they disliked about their most recent trip with Access. Topping their list of things they did not like about their most recent trip was ride sharing. Many of their complaints related to the consequences of ride sharing. These complaints included longer trips, later drop-offs, and crowded vehicles. They complained about ride sharing (13%), travel time (7%), and crowded vehicles (7%). They also voiced concerns about late pick-ups (9%) and long wait times for pick-ups (6%). A few of the customers (5%) thought the vehicles were uncomfortable including some who thought they were difficult to enter or exit.

Five percent (5%) of them complained about the reservation process. Most of their complaints about the reservation process centered on the 24-hour advance reservation requirement and their inability to make last minute reservations or last minute alterations to their reservations.

4.4 Suggestions for Improving Service

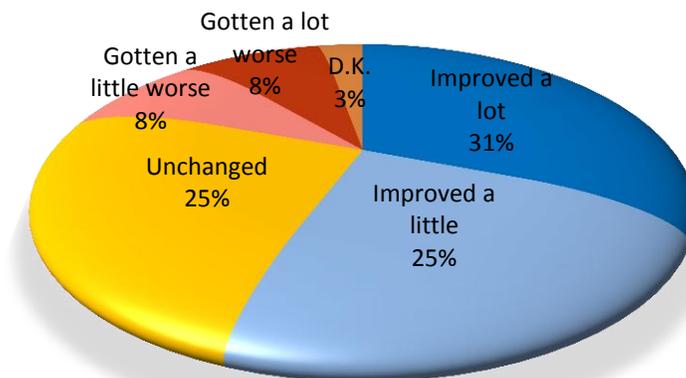
The study provided them with a figurative suggestion box and invited them to make suggestions on ways to improve the paratransit service provided by Access.

4.4.1 Improvement in Existing Service

The study asked the customers to compare the current quality of service provided by Access with past service quality. The question asked them, *“Thinking about your experiences with Access Services over the past couple of years, would you say the quality of the service has improved a lot, improved a little, not noticeably changed, gotten a little worse, or gotten a lot worse?”*

Figure 17 presents the results to this question.

Figure 17
Service Gotten Better or Gotten Worse



The study found that over half (56%) of the customers felt the service currently provided by Access was better than it was two years ago. These customers felt the service had improved a *lot* (31%) or at least a *little* (25%) over the previous two years. Not perceiving any changes in the service provided by Access, 25% of the customers felt the quality of service had not changed. Some of them felt the service had actually gotten worse over the past two years. In the study, 16% of the customers said the service had gotten worse; 8% of them thought it had gotten a *little* worse while another 8% of them thought it had gotten a *lot* worse.

Their length of time as a customer affected their sense of improvement in the quality of service. Customers who have received transportation from Access for more than five years are somewhat less upbeat about any service improvements. Similar to customers who have been with Access for no more than five years, 56% of the customers who have received transportation from Access for more than five years felt the service quality had improved. However, somewhat more of them (18%) than customers who have been customers of Access for five years or less (12%) claimed the service had gotten worse.

Interestingly, while 51% of the customers under age 45 said the service had improved, 28% of them thought the service had gotten worse.

Some differences in the customers' perceptions of change in the quality of service provided by Access are evident between the six service regions. Looking at the findings displayed in Table 28,

- More of the customers in the Northern service region (62%) than in the Antelope Valley service region (44%) believed the service quality had improved.
- By contrast, more of the customers in the Southern service region (22%) than in the Antelope Valley service region (9%), the Northern service region (12%), or the West/Central service region (12%) felt the service provided by Access had gotten worse.

Table 28							
Quality of Service Gotten Better or Gotten Worse							
Service Region							
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Better (Total)	56%	44%	55%	62%	38%	56%	53%
Improved lot	31%	29%	28%	36%	19%	34%	27%
Improved little	25%	15%	28%	26%	19%	23%	26%
Unchanged	25%	38%	25%	24%	42%	21%	30%
Worse (Total)	17%	9%	17%	12%	13%	22%	12%
Gotten little worse	8%	6%	9%	8%	9%	10%	6%
Gotten lot worse	8%	3%	8%	5%	3%	12%	6%
D.K.	3%	10%	3%	3%	8%	1%	4%
Base	1,204	200	262	200	64	274	204

The study asked the customers who felt the service provided by Access had improved to stipulate how they thought the service had improved. These customers answered the question, “*How has the quality of service improved?*” Table 29 lists the perceived improvements.

Table 29							
How Quality of Service Improved							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Routing/Punctuality							
More punctual/On time/Arrive when promised	46%	42%	45%	52%	38%	42%	50%
Driver Related							
Drivers friendlier/More courteous	32%	34%	37%	33%	25%	28%	30%
Drivers more helpful	21%	28%	24%	19%	17%	21%	14%
Drivers Better/More Careful	19%	23%	22%	19%	21%	21%	11%
Call Out/Call When Arrive	1%	0%	1%	0%	0%	0%	1%
Vehicle Related							
Nicer vehicles/Vehicles are cleaner/More comfortable	19%	22%	12%	22%	17%	26%	10%
Vehicles easier to enter/Exit	10%	7%	9%	7%	17%	14%	5%
Fewer/Better Planned Ride Shares/Less Crowding	1%	3%	1%	2%	0%	1%	0%
Reservation Process							
Easier to make reservations/Reservation process easier/Better	16%	18%	18%	20%	8%	13%	11%
Reservations agents friendlier/More helpful	13%	9%	16%	13%	4%	12%	12%
Reservation agents more knowledgeable	9%	8%	10%	14%	0%	7%	5%
Better information/Information about services more understandable	7%	8%	8%	9%	0%	6%	5%
Other							
More responsive to my needs	15%	13%	14%	15%	21%	16%	15%
More services/More programs/Better programs	6%	8%	6%	6%	13%	5%	6%
Better-General Positive	3%	2%	3%	2%	8%	5%	3%
TAP ID Cards	1%	0%	1%	0%	0%	1%	0%
More Vehicles/More Drivers/Taxis	1%	2%	0%	1%	0%	1%	1%
Use GPS	0%	0%	1%	0%	0%	1%	0%
Other	0%	0%	0%	0%	0%	1%	1%
Don't know/Refused	5%	6%	6%	2%	8%	3%	14%
Base	641	88	144	123	24	154	108

The customers who felt that the service provided by Access has improved over the past couple of years noted improvement in a number of areas. Punctuality topped their list of improvements. Just less than half of these customers (46%) felt that the drivers arrived on schedule and dropped them off on time. Next, they noticed improvements in the drivers—their attitude and aptitude. They found the drivers friendlier (32%), more helpful (21%) and more competent (19%). They also thought the vehicles were cleaner and more comfortable (19%) as well as easier to enter and exit (10%). Additionally, they found the reservation process was more user-friendly (16%) and the reservation agents friendlier (13%), more knowledgeable (9%), and more competent (7%). More generally, 15% of them felt that Access had become more responsive to their needs.

Looking at Table 29, the customers in the six service regions perceived the same types of improvements in the service provided by Access. Their opinions did not evidence noticeable differences between the six service regions.

4.4.2 Suggestions for Improving Service

After commenting on the quality of the service provided by Access, the customers then provided suggestions for improving the service going forward. The suggestion box question asked them, “What do you feel Access should do to improve your overall experience using their services?” Table 30 lists their suggestions for improving the service offered by Access.

Table 30							
Suggestions to Improve Service							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Nothing/Access Does Not Need to Change	20%	31%	21%	22%	39%	18%	19%
Routing/Punctuality							
Pick up on Time/Don't Make Me Wait	19%	11%	18%	17%	23%	20%	19%
Better Trip Routing/Drive More Direct Routes	11%	11%	11%	14%	5%	10%	11%
Eliminate Share Ride/Fewer Stops	10%	5%	9%	11%	8%	11%	12%
Arrive at Destination/Appointment On time	5%	4%	5%	6%	3%	4%	6%
Shorten the Travel Time/Take Fastest Routes	4%	4%	3%	4%	3%	4%	6%
Drop Off/Pick Up At Desired Destination	3%	4%	3%	3%	2%	2%	2%
Driver Related							
Driver More Friendly/Helpful	9%	9%	12%	6%	6%	9%	9%
Always Do Call Out/Call When Late	6%	5%	5%	6%	3%	5%	7%
Never Leave Me/Always Keep Appointment	5%	3%	3%	5%	2%	6%	8%
Make Drivers More Competent	4%	4%	3%	5%	3%	4%	5%
Drive Careful/Safe	2%	5%	2%	2%	2%	1%	2%
Reservations Related							
Same Day Reservations/More Flexibility	11%	4%	9%	10%	9%	14%	10%
Reservations/Wait Times/Extended Hours/ Multiple Requests/Better Information	9%	11%	8%	13%	5%	8%	9%
Reservation Agents/Customer Service More Friendly/Helpful/Polite/Knowledgeable	5%	5%	7%	5%	3%	4%	5%
Vehicle Related							
Don't Overcrowd Vehicle/Wheelchair Access/Easier to Enter and Exit	9%	6%	10%	6%	3%	10%	12%
Fix the Vehicles/Make Vehicles More Comfortable	2%	5%	3%	2%	6%	1%	3%
Don't Use Taxis	1%	1%	1%	1%	0%	0%	4%
Other							
Expanded Pick Up Hours/Expanded Weekend Service/More Appointment Slots	10%	11%	12%	8%	13%	11%	7%
Fix Problems Tap ID Card/Get Tap ID Card	1%	3%	0%	4%	3%	1%	2%
Other	6%	8%	6%	6%	3%	6%	4%
Don't know/Refused	5%	7%	4%	4%	3%	5%	5%
Base	1,204	200	262	200	64	274	204

Given the opportunity, the customers made a number of suggestions to improve the service offered by Access. Their responses did not suggest a particularly pressing or critical problem requiring significant intervention and remediation. Indeed, 20% of them voiced the opinion that Access did not need to change anything. Still, continual improvement, even if it is only incremental improvement, is important for any service provider.

The customers provided several areas for consideration. While they feel Access has gotten better about keeping appointments and getting them to their destinations promptly, they still see room for improvement in punctuality and travel time. Part of this sentiment relates to pick-up punctuality and part of it relates to ride sharing and travel time. Regarding punctuality, 19% of them asked that Access drivers pick them up on time and not make them wait and 5% of them expressed the need for improvement in getting them to their destinations on time. Largely a result of ride sharing, they suggested that Access do better route planning, meaning more direct routing to their destination (11%). They also want Access to eliminate ride sharing or do ride sharing with fewer stops (10%) meaning fewer people in the shared rides. Both of these suggestions naturally lead to the corollary recommendation made by 4% of the customers that Access drivers shorten the travel time by taking the most direct route.

Related closely to complaints about ride sharing, the customers felt that ride sharing contributed to vehicle crowding and discomfort and they wanted to see Access eliminate the overcrowding of the vehicles (9%). As an anecdotal aside, two of the customers specifically mentioned not trying to “squish three people” into the back of a Toyota Prius.

While not saying much about needed improvements with the drivers, 9% of them expressed interest in friendlier and more helpful drivers. While not substantial concerns, two areas for potential improvement with the drivers were to make sure the driver called the customer upon arrival for a pick up or when the driver was behind schedule (6%) and assure the drivers always pick-up the customer and do not leave unless the customer no longer requires transportation (5%).

The customers would like to see more flexibility in making appointments. Some of them would like to have the option to make either last minute reservations or last minute changes to their existing reservations (11%). Shorter wait times, extended hours of service, the ability to make multiple reservations with the same phone call, and better information were other suggested improvements to the reservation process (9%). One other suggested improvement was to have Access expand the pick-up hours, particularly on the weekends, and make more appointments slots available (10%).

The customers in the six service regions consistently offered the same suggestions on ways they felt Access could improve its service.

5.0 Use Other Transportation Services

Access customers also used other forms of transit. This section of the report examines their usage of other transportation services.

5.1 Dial-a-Ride

The study explored the Access customers' utilization of other transportation services like Dial-a-Ride. The question asked them, "Do you use other transportation services like Dial-A-Ride?" Table 31 shows the number of customers who reported using other transportation services like Dial-a-Ride.

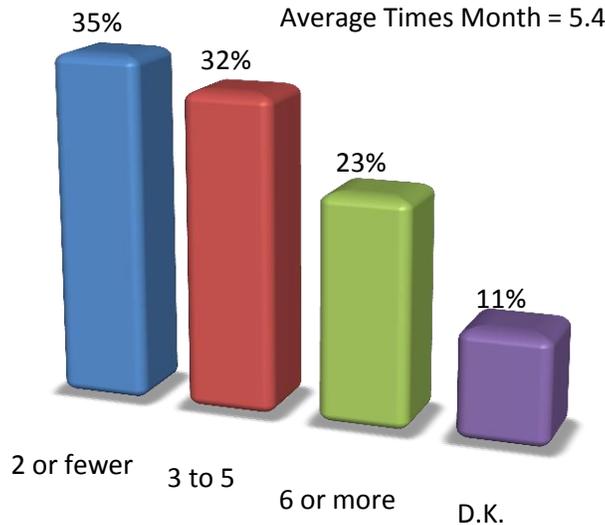
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Yes	17%	9%	23%	14%	27%	15%	16%
No	83%	91%	77%	87%	73%	85%	84%
Base	1,204	200	262	200	64	274	204

Access customers generally do not utilize other transportation services like Dial-a-Ride. The study learned that 17% of the customers indicated they used these other transportation services. The use of other transportation services varied between the Access service regions. Significantly more of the customers living in the Eastern service region (23%) said they used other transportation services like Dial-a-Ride than did the customers in the Antelope Valley service region (9%), the Northern service region (14%), or the Southern service region (15%).

The utilization of other transportation services differed based on the ethnicity of the customers. Specifically, fewer African Americans (8%) than Asians (24%), Caucasians (22%), or Hispanics (19%) said they used other transportation services like Dial-a-ride.

The customers who said they used other transportation services like Dial-a-Ride were asked to indicate how often they used these transportation services. They answered the question, “About how many times a month do you use other services like Dial-a-Ride?” The bar chart in Figure 18 displays their monthly frequency of using these other transportation services.

Figure 18
Times Month Use Other Services like Dial-a-Ride



The Access customers who said they used other transportation services like Dial-a-Ride averaged just over 5 trips a month (5.4) with these transportation services. Just over one third of them (35%) received transportation from these services two or fewer times a month, 32% of them indicated they used these services three to five times a month, and 23% of them claimed they typically used these services for their transportation needs six or more times a month.

Table 32							
Times Month Use Other Services Like Dial-a-Ride							
Service Region							
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Average	5.4	4.2	5.7	2.8	7.4	7.1	3.4
2 or fewer	35%	33%	28%	52%	35%	25%	52%
3 to 5	32%	39%	37%	22%	12%	33%	27%
6 or more	23%	22%	25%	7%	35%	33%	12%
D.K.	11%	6%	10%	19%	18%	10%	9%
Base	195	18	60	27	17	40	33

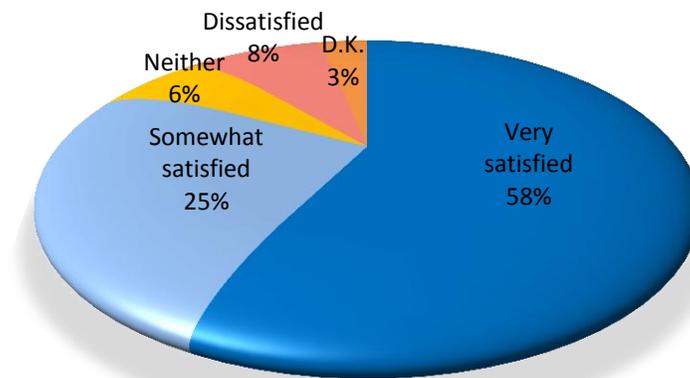
Asked of those customers who used other transportation services like Dial-a-Ride.

Their utilization of these other transportation services noticeably differed between the six service regions. Looking at the findings displayed in Table 32, customers living in the Northern service region (2.8 times a month) and the West/Central service region (3.4 times a month) used these other transportation options less frequently than customers living in the Southern (7.1 times a month) or Eastern (5.7 times a month) service regions. More of the Access customers living in the Southern service region (33%) or the Eastern service region (25%) than customers living in

the West/Central service region (12%) or the Northern service region (7%) rode on these transportations services six or more times a month.

The customers who said they used other transportation services like Dial-a-Ride were asked about their satisfaction with these other transportation services. The question asked them, “Overall, how satisfied are you with the other services like Dial-a-Ride you have used?” The pie chart in Figure 19 displays their satisfaction with the other transportation services they used.

Figure 19
Satisfaction Other Transportation Services Like Dial-a-Ride



Most of the Access customers who reported using other transportation services like Dial-a-Ride expressed satisfaction with these services. Over eight in ten of these customers (83%) expressed satisfaction with the other transportation services they used. A smaller number of them (8%) voiced their dissatisfaction with these other transportation services.

Table 33		
Comparative Satisfaction:		
Access Trip to Other Transportation Services		
	Other Services	Access Trip
Satisfied (Total)	83%	87%
Very satisfied	58%	61%
Somewhat satisfied	25%	26%
Neither	6%	2%
Dissatisfied (Total)	8%	10%
Somewhat dissatisfied	5%	4%
Very dissatisfied	3%	5%
D.K.	3%	2%
Base	195	195
Those customers who used other transportation services like Dial-a-Ride.		

For those Access customers who said they used other transportation services like Dial-a-Ride, the findings in Table 33 compare just their satisfaction with their most recent trip with Access to their satisfaction with the other transportation services they used. These customers were equally satisfied with both services—87% of them were satisfied with their most recent trip with Access

while 83% pronounced themselves satisfied with the other transportation services they used. Their satisfaction did not suggest a preference for either service.

Table 34 displays the satisfaction of these Access customers with the other transportation service providers they used by the service region they live in. The Access customers living in the six service regions who used other transportation services did not evidence any noticeable differences in their satisfaction with these other transportation providers.

Table 34							
Satisfaction With Other Transportation Services Like Dial-a-Ride							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Satisfied (Total)	83%	89%	87%	70%	88%	83%	85%
Very Satisfied	58%	61%	58%	44%	59%	73%	39%
Somewhat Satisfied	25%	28%	28%	26%	29%	10%	46%
Neither	6%	0%	8%	7%	6%	3%	6%
Dissatisfied (Total)	8%	11%	3%	15%	6%	10%	9%
Somewhat Dissatisfied	5%	0%	3%	7%	6%	5%	6%
Very Dissatisfied	3%	11%	0%	7%	0%	5%	3%
D.K.	3%	0%	2%	7%	0%	5%	0%
Base	195	18	60	27	17	40	33
Those customers who used other transportation services like Dial-a-Ride.							

6.0 Free Fare Program

The study investigated awareness and utilization of the Free Fare program offered by Access. This section of the report discusses the Free Fare program.

6.1 Awareness

The study assessed the customers' awareness of the Free Fare program offered by Access. They were asked the question, "Are you aware of the Free Fare program offered by Access Services?" The results displayed in Table 35 show the customers awareness of the Free Fare program.

	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Yes	32%	27%	29%	36%	33%	30%	40%
No	68%	73%	71%	65%	67%	70%	60%
Base	1204	200	262	200	64	274	204

The study did not find a high level of awareness of the Free Fare program. One third of the customers (32%) had heard of the Free Fare program. Awareness of the program was somewhat different in the six service regions. Customers residing in the West/Central service region (40%) possessed a higher awareness of the program than did the customers living in the Eastern service region (29%) or the Southern service region (30%).

The customers' awareness of the Free Fare program was higher among certain subgroups of the larger Access customer population.

- More frequent contact with Access may lead to higher awareness of the Free Fare program. Heavier users of the services provided by Access (51 or more rides in the previous six months) revealed a higher awareness of the Free Fare program (41%) than did customers who received from one to four rides in the previous six months (27%), from five to 15 rides in the previous six months (28%) or from 16 to 50 rides in the previous six months (30%).
- Customers who were under 45 years of age expressed a higher awareness of the Free Fare program (42%) than did customers who were 55 years of age or older (29%).
- Customers who work full-time or part-time also had a higher awareness of the Free Fare program (47%).

The customers who said they had heard of the Free Fare program were asked how they learned about the program. The question asked them, “*How did you hear about the Free Fare program?*” Table 36 lists the various information sources that provided the customers with information about the Free Fare program

Table 36							
How Hear About Free Fare Program							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Brochures/Pamphlets	21%	17%	21%	21%	19%	24%	19%
Phone conversation with Access/While making a reservation	20%	15%	18%	17%	10%	27%	14%
Word of mouth other than friends/family	17%	26%	18%	14%	33%	15%	20%
Direct mail piece/Postcard	16%	9%	18%	18%	10%	15%	14%
Friends/family	15%	33%	12%	14%	24%	16%	15%
Transit agency	10%	7%	10%	9%	10%	12%	9%
Newsletter	8%	6%	14%	10%	10%	2%	5%
Internet/Access Website	5%	0%	4%	4%	10%	7%	3%
Social worker/Counselor	2%	0%	3%	1%	0%	2%	1%
Access Driver	1%	4%	1%	0%	0%	2%	0%
Email	1%	0%	1%	3%	0%	0%	0%
Senior Center/Residence	1%	2%	1%	1%	0%	0%	1%
Facebook/Blogs/Twitter	1%	0%	0%	1%	0%	1%	0%
Doctor	1%	0%	1%	0%	0%	0%	1%
Other	2%	0%	1%	3%	5%	2%	0%
Don't Remember	7%	0%	7%	7%	0%	5%	12%
Base	387	54	77	71	21	83	81

Those customers who were aware of the Free Fare program offered by Access.

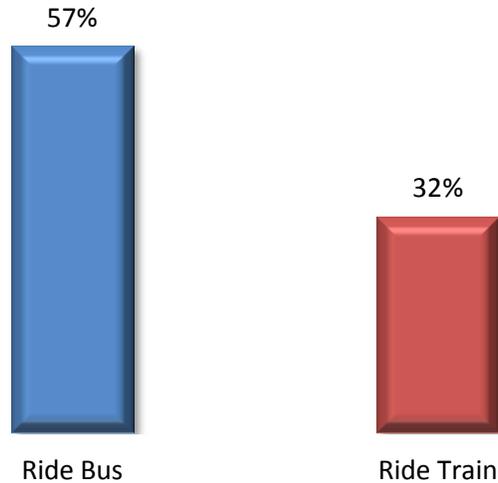
A variety of different sources acquainted the customers with the Free Fare program. Hard copy written material informed a number of the customers. They said they read about it in a brochure or a pamphlet (21%), read about it in a direct mail piece (16%), or read about it in a newsletter (8%). Another common source of their information was verbal communication with Access while making a reservation (20%), from someone other than a friend or family member (17%), or while conversing with a friend or family member (15%). They also heard about it from another transit agency (10%). Very few of them learned about the Free Fare program from the Access website (5%).

The customers in the six service regions who were aware of the Free Fare program did not differ significantly in where they said they learned about the program.

6.2 Free Fare Program Utilization: Busses and Metrolink Trains

The study asked the customers who were aware of the Free Fare program if they used it to ride the bus or Metrolink trains. Two separate questions asked them, “Do you use the Free Fare program to ride buses/Metrolink trains?” The bar chart in Figure 20 shows the number of customers who were aware of the Free Fare program and used it to ride the bus or Metrolink trains.

Figure 20
Use Free Fare Program to Ride Bus/Train



More of the Access customers who said they were aware of the Free Fare program offered by Access said they used it to ride the bus than to ride the train. The study found that 57% of the Access customers who were aware of the Free Fare program used the program to ride busses. By comparison, 32% of the customers who said they were aware of the Free Fare program indicated they used it to ride Metrolink trains.

Customers who were aware of and using the Free Fare program in the West/Central service region (74%) more than customers in the Northern service region (51%) or the Eastern service region (53%) said they used the Free Fare program to ride the bus. Similarly, customers who were aware of and using the Free Fare program in the Antelope Valley service region (65%) more than customers in the Northern service region (24%), the West/Central service region (27%), or the Southern service region (33%) used the Free Fare program to ride Metrolink trains.

Table 37							
Use Free Fare Program to Ride Bus or Train							
Service Region							
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Ride Bus	57%	76%	53%	51%	48%	53%	74%
Ride Metrolink Train	32%	65%	38%	24%	33%	33%	27%
Base	387	54	77	71	21	83	81

Among the Access customers aware of the Free Fare program, utilization of the program to ride the bus or Metrolink differed depending on the age of the customer.

- Utilization of the Free Fare program to ride the bus was higher among customers less than 65 years of age (65%) than it was among customers 65 years of age or older (43%).
- The same pattern was evident in the use of the Free Fare program to ride Metrolink trains. More customers less than 65 years old (39%) than customers 65 years of age or older (20%) said they used the Free Fare program to ride Metrolink trains.

Customers who were aware of the Free Fare program but said they did not use it to ride the bus were asked to share their reasons for not using the program to ride the bus. They responded to the question, “*Why do you not use the Free Fare program to ride the bus?*” Table 38 lists the reasons these customers cited for not using the Free Fare program to ride the bus.

Table 38							
Reason Not Use Free Fare to Ride Bus							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Mobility/Health Reasons							
Difficulty Walking/Limited Mobility/Wheelchair/Disabled	39%	23%	42%	29%	9%	39%	57%
Poor Health/Health Reasons	11%	15%	17%	11%	0%	3%	24%
Legally Blind/Hearing Problems	10%	0%	11%	11%	9%	10%	5%
Need Help/Too Old/Age Limitations	4%	15%	3%	9%	0%	3%	0%
Difficulty Crossing Streets/Afraid to Cross Street	4%	0%	3%	3%	0%	5%	5%
Logistics of Riding the Bus							
Bus Not Available/Bus Stop Not Close	14%	15%	8%	17%	9%	18%	10%
Confusing/Transfers/Travel Time/Waiting	11%	15%	14%	11%	0%	10%	10%
Don't Like Riding the Bus	11%	8%	6%	11%	18%	15%	10%
Don't Feel Safe Riding Bus/Scared	7%	8%	6%	9%	0%	5%	14%
Other Reasons							
Prefer Access/Easier/More Convenient to Use Access	10%	15%	17%	17%	9%	3%	5%
Have Other Transportation/Family and Friends	6%	0%	8%	3%	18%	5%	5%
Don't Travel Anymore/No Need	4%	0%	0%	6%	9%	8%	0%
Other	1%	8%	0%	0%	9%	3%	0%
Don't know/Refused	4%	8%	6%	0%	9%	5%	5%
Base	155	13	36	35	11	39	21

Their reasons displayed in Table 38 indicate that their decision not to use the Free Fare program to ride the bus was not the result of concerns or problems with the program itself. They did not use it to ride the bus primarily because they have difficulty riding the bus, they do not like riding the bus, or they have other better transportation options. Limited mobility prevented 39% of them from using the Free Fare program to ride the bus. In particular, mobility limitations prevented 52% of the older customers (65 years of age or older) from riding the bus. Other

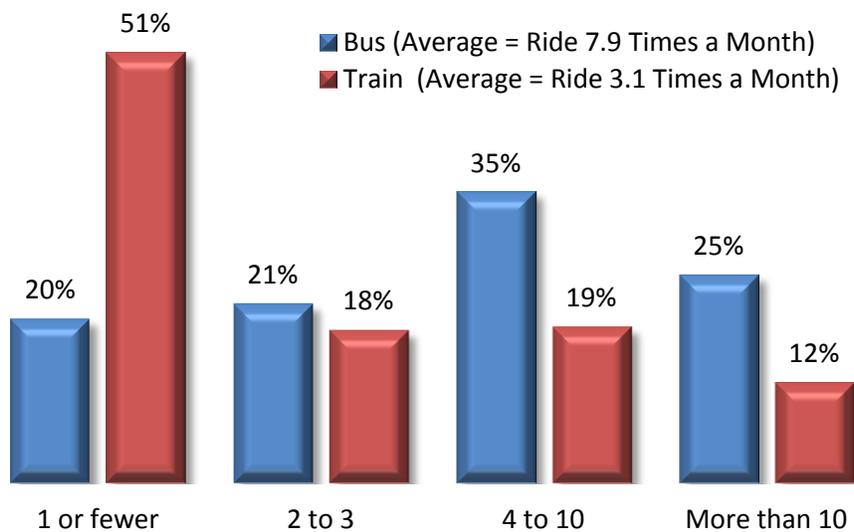
physical limitations they listed for not riding the bus included poor health (11%), legally blind or had hearing limitations (10%), needed help riding the bus because of their age (4%), or they had difficulty crossing streets to get to the bus stop (4%).

These customers also mentioned the logistical difficulties associated with riding the bus. The lack of a convenient bus stop (14%) and the difficulty of making a transfer and the associated wait times (11%) were hurdles that kept them from using the Free Fare program to ride the bus. As well, some of them said they did not like riding the bus (11%) or felt unsafe riding it (7%).

A number of these customers admittedly said they preferred riding with Access rather than on the bus (10%). A small number of them (6%) indicated that rather than use the Free Fare program to ride the bus a friend or family member provided the needed transportation. More of the customers (21%) who work full-time or part-time received transportation from a friend or family member rather than the bus.

The study also asked the customers aware of the free fare program about their monthly utilization of the Free Fare program to ride the bus or the Metrolink train. The question asked them for both the bus and the Metrolink train, “About how many times a month do you use the Free Fare service to ride a bus/Metrolink trains?” The bar chart in Figure 21 depicts their monthly usage of the Free Fare program to ride the bus or the Metrolink train.

Figure 21
Times a Month Use Free Fare to Ride Bus/Metrolink Train



The customers said they used the Free Fare program more frequently to ride a bus than they used it to ride a Metrolink train. They reported using the Free Fare program an average of 7.9 times a month to ride a bus. By comparison, to ride a Metrolink train these customers used the Free Fare program an average of 3.1 times a month.

The average monthly usage of the Free Fare program to ride either a bus or Metrolink train varied depending on the service region where the customer lived. The average monthly utilization of the Free Fare program to ride a bus was somewhat higher in the Eastern service region (10.8 times a month) and West/Central service region (10.2 times a month) than usage in the Southern service region (4.8 times a month).

Table 39							
Times Month Use Free Fare Service Ride Bus							
Service Region							
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Average	7.9	6.2	10.8	6.5	2.7	4.8	10.2
1 or fewer	20%	15%	15%	28%	30%	18%	20%
2 to 3	21%	20%	20%	19%	40%	32%	12%
4 to 10	35%	49%	29%	33%	30%	36%	37%
More than 10	25%	17%	37%	19%	0%	14%	32%
Base	232	41	41	36	10	44	60

Customers living in the Antelope Valley service region reported a higher monthly usage of the Free Fare program to ride a Metrolink train than did customers living in the Northern or Southern service regions. The average monthly ridership of the Metrolink trains using the Free Fare program was higher in the Antelope Valley service region (6.5 times a month) than in either the Northern service region (1.5 times a month) or the Southern service region (2.4 times a month).

Table 40							
Times Month Use Free Fare Service Ride Metrolink Trains							
Service Region							
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Average	3.1	6.5	3.6	1.5	4.7	2.4	3.2
1 or fewer	51%	20%	48%	71%	29%	44%	64%
2 to 3	18%	37%	14%	6%	14%	30%	9%
4 to 10	19%	26%	24%	12%	43%	15%	18%
More than 10	12%	17%	14%	12%	14%	11%	9%
Base	137	35	29	17	7	27	22

6.3 Free Fare Program: Bus System Utilization

The study asked the customers who used the Free Fare program to ride the bus for the names of the bus systems they rode using the Free Fare program. The question asked them, “Which bus systems do you ride using the Free Fare program?” Table 41 presents the list of bus systems the customers rode using the Free Fare program.

Table 41							
Bus System Ride With Free Fare Program							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Metro Bus	53%	24%	44%	67%	50%	59%	48%
Santa Monica’s Big Blue Bus	13%	2%	5%	6%	0%	5%	37%
LADOT DASH & Commuter Express	7%	7%	5%	8%	0%	9%	7%
Foothill Transit	7%	0%	24%	0%	0%	0%	3%
Antelope Valley Transit Authority	4%	76%	2%	0%	10%	2%	2%
Montebello Bus Lines	4%	0%	12%	0%	0%	2%	3%
Culver City Bus	3%	0%	2%	3%	0%	2%	7%
Norwalk Transit	3%	0%	2%	0%	0%	7%	2%
Torrance Transit	3%	2%	2%	0%	0%	5%	3%
West Hollywood Transit	3%	2%	0%	3%	10%	5%	3%
Monterey Park Spirit Bus	3%	0%	5%	6%	0%	0%	2%
Glendale Beeline	2%	2%	5%	0%	0%	0%	3%
Carson Transit	1%	0%	0%	0%	0%	2%	2%
El Monte Trolley Company	1%	2%	2%	0%	0%	0%	0%
Palos Verdes Peninsula Transit Authority	1%	0%	2%	0%	0%	0%	0%
Pasadena ARTS	1%	0%	2%	0%	0%	0%	0%
Santa Clarita Transit	1%	5%	0%	0%	50%	0%	0%
Beach Cities Transit	0%	0%	0%	0%	0%	0%	2%
Other	12%	7%	12%	14%	0%	14%	10%
Don’t know/Refused	11%	2%	12%	8%	10%	9%	17%
Base	232	41	41	36	10	44	60

Not surprisingly, bus system ridership using the Free Fare program markedly varied depending on the service region where the customers lived. Specifically,

- Customers living in the Antelope Valley region used the Free Fare program to ride Antelope Valley Transit Authority busses (76%) and Metro busses (24%).
- Customers living in the Eastern service region rode Metro busses (44%), Foothill Transit busses (24%), and Montebello busses (12%).
- Northern service region customers said they primarily rode Metro busses (67%) and to a much lesser extent, LADOT DASH & Commuter Express busses (8%), and Santa Monica’s Big Blue Bus (6%) with the Free Fare program.

- In the Southern service region the customers reported typically used the Free Fare program to ride Metro busses (59%). Fewer of them used it to ride LADOT DASH & Commuter Express busses (9%), Norwalk Transit busses (7%), Torrance Transit busses (5%), West Hollywood Transit busses (5%) or Santa Monica's Big Blue Bus (5%).
- Customers living in the West/Central service region principally used the Free Fare program to ride Metro Busses (48%) and Santa Monica's Big Blue Bus (37%).

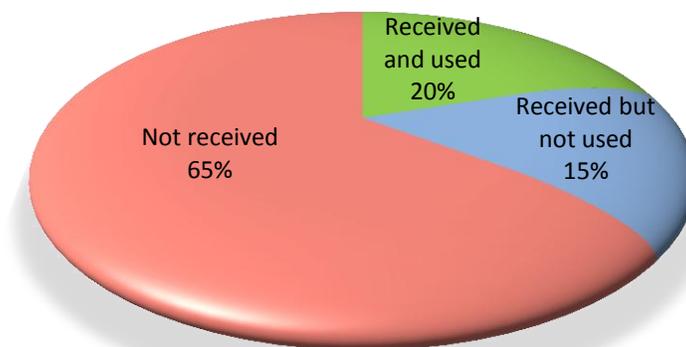
7.0 TAP ID Card

Access recently introduced the TAP ID card. The study investigated the Access customers' awareness, utilization, and perception of the card. This section presents the results to the questions about the TAP ID card.

7.1 Status of Access TAP ID Card

The study asked the customers if they had received the new TAP ID card and, for those who had received it, if they had used it. The question asked them, "Have you received your new Access TAP ID card? Have you used your new Access TAP ID card since you received it?" The pie chart in Figure 22 presents the current status of the cards.

Figure 22
Status of Access TAP ID Card



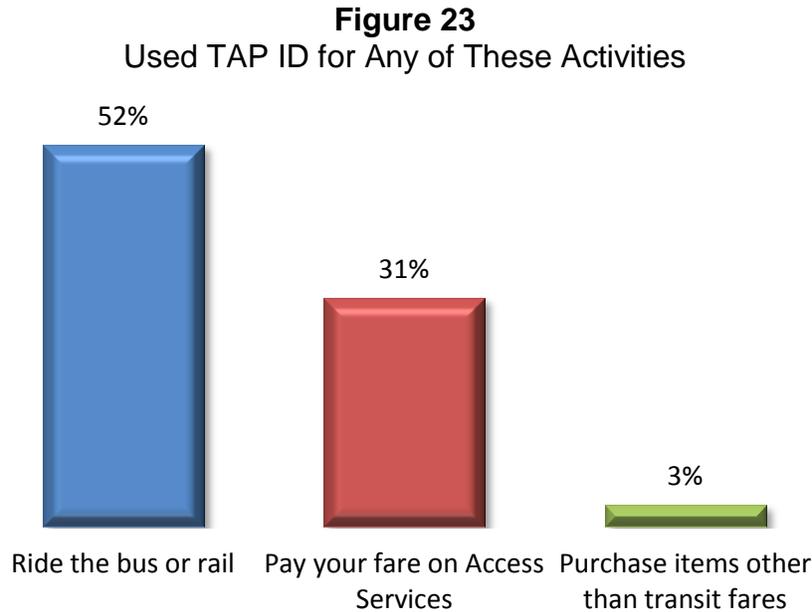
Given the relatively recent introduction of the card, it is not surprising to learn of the somewhat limited penetration of the card. The study found that two-thirds of the customers (65%) said they had not yet received the card. Some 15% of them said they had it, but had not used it yet. Two in ten of the Access customers (20%) said they had received and actually used the card.

Distribution of the card is fairly uniform across the six service regions. In all six service regions approximately one third of the customers reported that they had received the card. With the exception of the West/Central service region, the number of customers who had used the card is also fairly consistent. Somewhat more customers in the West/Central service region (28%) claimed they had received and used the card.

Table 42							
Status of Access TAP ID Card							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Received and used	20%	20%	19%	19%	16%	18%	28%
Received but not used	15%	14%	18%	18%	19%	14%	12%
Not received	65%	67%	63%	64%	66%	68%	60%
Base	1,204	200	262	200	64	274	204

7.2 Utilization of TAP ID Card

The study asked the customers who said they had received and used the new TAP ID card to indicate whether they had used it to ride the bus or train, pay their Access fare or for any other purpose. They were asked the question, “Please tell me if you have ever used your new Access TAP ID card to do any of the following?” The bar graph in Figure 23 presents their stated utilization of the card.



To some extent, they used the card to ride the bus or rail or to pay their Access fare, but they did not use it to pay for anything else. Approximately half of them (52%) indicated that they used the card to ride the bus or rail. Fewer of them (31%) said they used it to pay the fare for their ride with Access. Despite it being a debit card, just a small fraction of them (3%) claimed they used it to make other purchases.

While the sample sizes get a bit small to analyze their use of the card by service region, the results suggest that similar numbers of customers in the six service region used the card to ride the bus or train or to pay their Access fare, but very few of them used it for anything else.

Table 43							
Used TAP ID for Any of These Activities							
	Total	Service Region					
		Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Ride the bus or rail	52%	74%	59%	41%	50%	40%	68%
Pay your fare on Access Services	31%	36%	25%	30%	70%	36%	32%
Purchase items other than transit fares	3%	10%	2%	3%	0%	0%	7%
Base	241	39	49	37	10	50	56

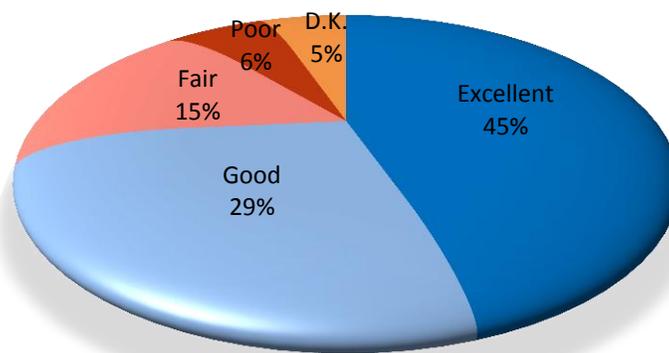
Use of the card varied based on the number of times the customer received a ride from Access in the previous six months and on the age of the customer. More of the customers who received

fewer than 50 rides from Access in the previous six months (59%) said they used the card to ride the bus or train than did the Access customers who received more than 50 rides from Access in the previous six months (38%). Likewise, the customers under 65 years of age used the card to ride the bus or train more (62%) than did the customers who are 65 years of age or older (38%).

7.3 Assessment of TAP ID Card

The customers who have used the TAP ID card were asked to evaluate it. They responded to the question, “Overall, how would you rate your experience so far with the new Access TAP ID card?” Figure 24 presents the results to their evaluation of the card.

Figure 24
Rate: Experience with TAP ID Card



The customers who have used the card appeared to like it. When asked to rate it, three quarters of them (74%) said they had either an excellent (45%) or a good (29%) experience with the card. Two in ten of them (21%) revealed more ambivalent sentiments toward the card rating their experiences with it as either just fair (15%) or even poor (6%).

The customers’ assessment of the card is fairly consistent in the six service regions.

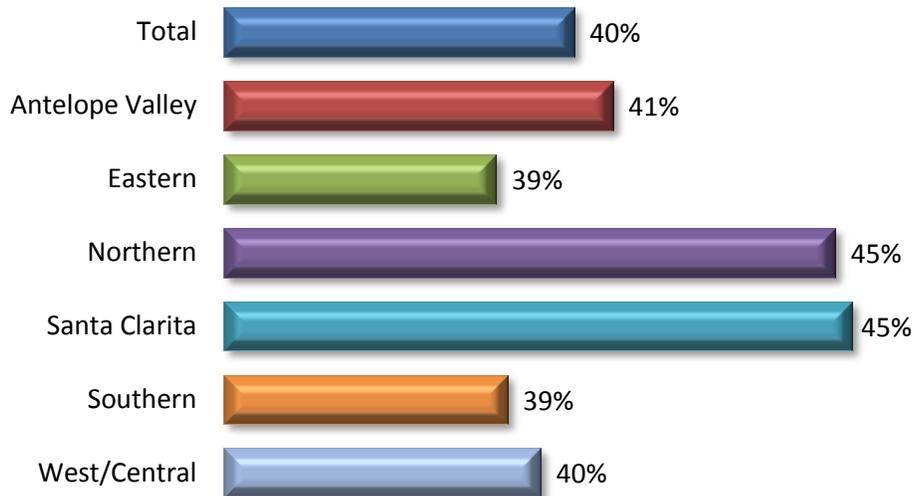
Table 44							
Rate: Experience with TAP ID Card							
Service Region							
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Excellent/Good	74%	90%	71%	76%	70%	74%	71%
Excellent	45%	46%	45%	54%	60%	36%	48%
Good	29%	44%	27%	22%	10%	38%	23%
Fair/Poor	21%	10%	25%	22%	30%	24%	14%
Fair	15%	8%	18%	11%	20%	18%	13%
Poor	6%	3%	6%	11%	10%	6%	2%
D.K.	5%	0%	4%	3%	0%	2%	14%
Base	241	39	49	37	10	50	56

Keeping in mind that the findings come from a smaller subsample of customers who had actually used the TAP ID card, the results suggest that the annual household income of the customer may well determine the acceptance and use of the card. Customers with annual household incomes under \$20,000 may become the heavier users of the card. More of the customers with household incomes of less than \$20,000 a year said they had received and used the card (23%) than did customers with annual household incomes of more than \$20,000 (14%). Keeping in mind the small sample sizes, more of the customers with annual household incomes of less than \$20,000 accorded the card an excellent or good rating (81%) than did the customers with annual household incomes over \$20,000 a year (40%).

8.0 Internet/Smart Phone Utilization

The study determined the extent of Internet access and usage among the Access Customers. The first question asked them, “Do you have access to the Internet at home, at work, or somewhere else?” The bar chart in Figure 25 depicts the extent of Internet access in the six service regions.

Figure 25
Internet Access



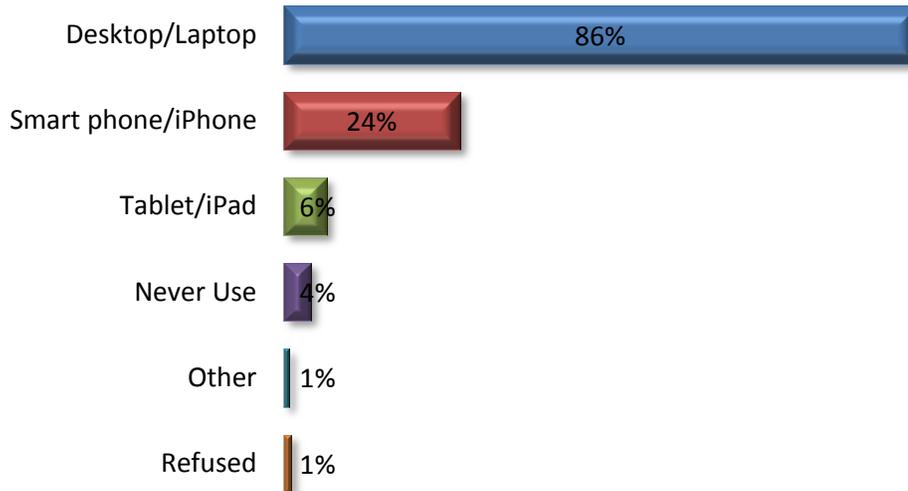
The study found that 40% of the customers had some type of access to the Internet. The level of access to the Internet was fairly consistent in the six service regions. In each of the six service regions approximately four in ten customers had a connection to the Internet. Their access to the Internet ranged from 39% of the customers in the Eastern and Southern service regions to 45% of the customers in the Northern and Santa Clarita service regions.

The reach of the Internet is more extensive among some of the customers.

- More of the younger customers under age 45 (66%) or 45 to 54 years of age (54%) than customers 55 to 64 years old (39%) or customers 65 years of age or older (22%) had an Internet connection.
- Internet usage is higher among customers with more education. Customers with some college or vocational training (49%) or with at least a college degree (53%) reported much higher Internet connectivity than customers with no more than a high school diploma (24%).
- Differences in Internet access are evident depending on the customers’ annual household income. Internet penetration is highest in households with annual incomes of at least \$20,000 (68%) followed by households with annual incomes of \$10,000 to \$20,000 (47%) and households with annual incomes of less than \$10,000 (32%).

For those with Internet service, the study asked them what device they used to access the Internet. The question asked them, “Which of the following devices do you personally use to access the Internet?” The bar chart in Figure 26 displays the devices the customers used to access the Internet.

Figure 26
Device Used To Access Internet



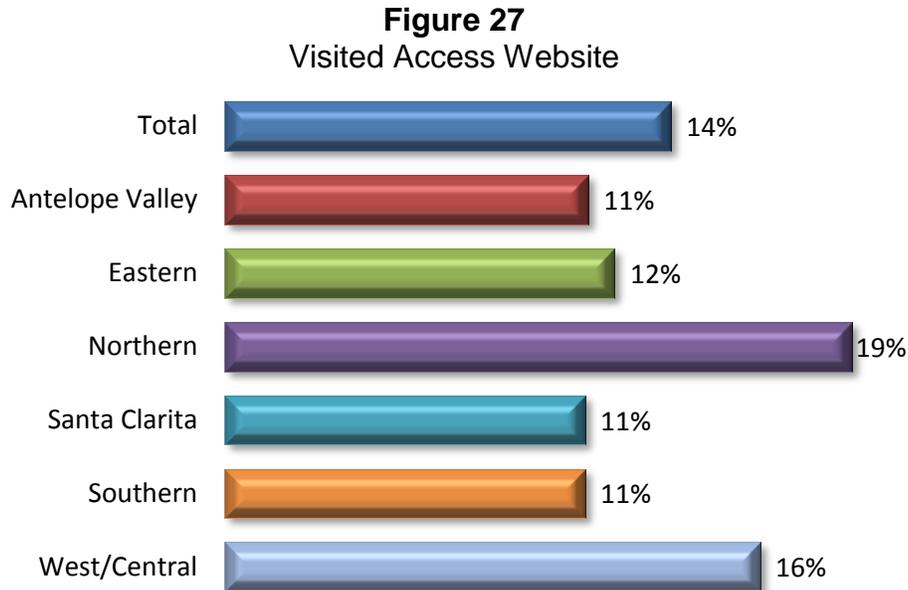
The vast majority of the customers used a desktop or laptop computer to access the Internet. Over eight in ten of them (86%) said they used a desktop or laptop computer to get on the Internet. One quarter of them (24%) stated that they accessed the Internet through their smart phones. A small number of them (6%) connected to the Internet with a tablet or iPad.

Customers in all six service regions used a desktop or laptop computer or their smart phone to connect to the Internet.

Table 45							
Device Used To Access Internet							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Desktop/Laptop	86%	83%	88%	78%	83%	91%	86%
Smart phone/iPhone	24%	23%	22%	26%	28%	27%	20%
Tablet/iPad	6%	9%	4%	6%	3%	7%	7%
Never Use	4%	4%	2%	4%	3%	4%	5%
Other	1%	1%	0%	3%	3%	0%	0%
Refused	1%	0%	0%	1%	3%	1%	3%
Base	491	82	102	90	29	107	81

Asked of customers who said they had Internet access.

The study explored the customers' contact with the Access website. The customers who had access to the Internet answered the question, "Have you ever used or visited the Access Services website?" While the question was just asked of those who had access to the Internet, the bar chart in Figure 27 displays the percentage of all customers who have visited the Access website assuming those who reported no access to the Internet had not visited it.



The study found that 14% of all Access customers have visited the Access website. The only notable differences in contact with the website were between the Northern, Southern, and Eastern service regions. More of the customers in the Northern service region (19%) than in the Southern service region (11%) or Eastern service region (12%) said they had visited the Access website.

Similar to their access to the Internet, their contact with the Access website differs based on their age, education, and income.

- Contact with the Access website gradually decreased from a high of 27% of the younger customers under age 45 to a low of 4% of the customers 65 years of age or older.
- Customers with some college or vocational training (19%) or at least a college degree (19%) clicked on the website more than customers with no more than a high school degree (4%).
- Customers with annual household incomes over \$20,000 (31%) were much more likely to visit the Access website than customers with annual incomes of \$10,000 to \$20,000 (16%) or with annual incomes of less than \$10,000 (10%).

9.0 The Characteristics of the Customers

This section of the report presents the demographic characteristics of the Access customers by service region. This information provides a picture of the Access customers.

Table 46							
Length of Time as Customer							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Less than 6 months	2%	14%	2%	2%	8%	2%	1%
6 months to less than 1 year	3%	21%	3%	1%	14%	2%	3%
1 year to less than 2 years	4%	16%	3%	3%	17%	3%	5%
2 years to less than 3 years	4%	14%	2%	4%	11%	4%	5%
3 years to less than 5 years	9%	12%	6%	8%	17%	8%	14%
5 years or more	78%	24%	84%	82%	31%	80%	71%
Don't Remember	1%	1%	1%	1%	2%	2%	1%
Base	1,204	200	262	200	64	274	204

Access had provided transportation services to most of its customers for more than five years (78%). The exception to this pattern is the customers in the Antelope Valley service region. Far fewer of them (24%) have been with Access for five years or longer. More of these customers have been customers of Access for Less than two years (51%) than in the other service regions.

Table 47							
Monthly One-Way Trips Using Access Paratransit							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Less than one	14%	15%	11%	17%	16%	16%	13%
One to Three	30%	36%	30%	29%	34%	29%	30%
Four to Five	16%	15%	15%	13%	12%	19%	15%
Six to nine	12%	14%	10%	14%	13%	12%	12%
Ten or more	21%	18%	25%	21%	17%	19%	22%
D.K./Don't Remember	7%	4%	9%	8%	8%	6%	7%
Base	1,204	200	262	200	64	274	204

The customers self-reported their number of monthly one-way trips with Access. The number of one-way trips did not differ significantly between the six services regions. Overall, 14% of the customers said they averaged less than one trip a month with Access, 30% rode with Access one to three times a month, 16% of them received a ride from Access four to five times a month, 12% of them said Access provided them with transportation six to nine times a month, and 21% of the customers reported that they rode with Access 10 or more times a month.

Table 48							
Mobility Device Used							
Service Region							
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
No	28%	45%	29%	27%	44%	25%	32%
Yes	72%	56%	71%	74%	56%	76%	68%
Cane	33%	22%	31%	36%	23%	33%	35%
Wheelchair	30%	22%	29%	28%	17%	37%	22%
Walker	16%	17%	16%	20%	19%	15%	17%
Scooter	7%	9%	10%	7%	6%	6%	6%
Crutches	2%	2%	3%	1%	2%	1%	1%
Guide dog	1%	1%	0%	1%	0%	1%	1%
Roll-about	0%	1%	1%	0%	0%	0%	0%
Other	0%	0%	0%	1%	0%	0%	1%
Base	1,204	200	262	200	64	274	204

Almost three-quarters of the customers (72%) said they required some type of mobility device. Most commonly, they used canes (33%), wheelchairs (30%), and walkers (16%) and scooters (7%). The need for mobility devices was fairly consistent in four of the service regions. Only in the Antelope Valley service region did fewer of the customers (56%) indicate that they used some type of a mobility device. The use of wheelchairs was somewhat higher in the Southern service region (37%).

Table 49							
Household Size							
Service Region							
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Average	2.3	2.8	2.3	2.7	3.2	2.1	1.9
One	45%	28%	41%	43%	36%	45%	57%
Two	26%	29%	28%	26%	27%	24%	24%
3 to 5	23%	34%	22%	24%	30%	27%	14%
6+	4%	9%	6%	5%	6%	2%	2%
D.K./Refused	3%	1%	3%	4%	2%	3%	3%
Base	1,204	200	262	200	64	274	204

The average household size was consistent in the six service regions. The customers reported an average household consisting of two people. Customers living in the West/Central service region reported the highest number of single person households (57%)

Table 50							
Age							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Less than 18 years old	1%	1%	0%	1%	2%	1%	0%
18 to 24 years old	2%	1%	0%	3%	5%	2%	3%
25 to 34 years old	6%	5%	5%	7%	9%	8%	3%
35 to 44 years old	11%	10%	16%	7%	3%	12%	4%
45 to 54 years old	16%	27%	16%	17%	17%	14%	16%
55 to 64 years old	23%	30%	24%	26%	20%	22%	21%
65 or older	39%	25%	36%	36%	41%	41%	50%
Refused	3%	3%	3%	5%	3%	1%	3%
Base	1,204	200	262	200	64	274	204

Not surprisingly, many of the Access customers are 55 years of age or older. Over half of them are 55 to 64 years old (23%) or 65 or older (39%). Just 9% of them are less than 35 years old. One in ten of them (11%) are 35 to 44 years old and 16% of them are 34 to 54 years old.

Table 51							
Education							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Less than high school	9%	18%	9%	10%	9%	10%	5%
High school graduate	26%	29%	29%	24%	27%	30%	18%
Some college	33%	35%	30%	31%	39%	35%	37%
College graduate	20%	11%	21%	25%	14%	15%	25%
Post-graduate degree	8%	6%	7%	8%	8%	7%	13%
Refused	4%	2%	4%	3%	3%	4%	2%
Base	1,204	200	262	200	64	274	204

Many of the customers have a high school diploma (26%) or some college education (33%) but are not college graduates. One in ten of them (9%) do not have a high school degree. Approximately one quarter of them have a college degree (20%) or a post-graduate degree (8%).

Table 52							
Employment Status							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Working part-time	7%	4%	8%	9%	8%	5%	6%
Working full-time	6%	4%	6%	6%	8%	4%	10%
Unemployed/Laid off	11%	11%	14%	9%	11%	13%	3%
Retired	26%	26%	22%	30%	36%	23%	38%
Permanently disabled	41%	50%	39%	39%	31%	47%	36%
Homemaker	1%	0%	2%	0%	2%	1%	2%
Student/Not-working	3%	3%	3%	4%	3%	4%	2%
Student/Working	1%	0%	1%	3%	0%	1%	0%
Other	1%	0%	1%	0%	0%	1%	1%
Refused	3%	4%	4%	3%	2%	3%	3%
Base	1,204	200	262	200	64	274	204

Almost eight in ten of the Access customers are permanently disabled (41%), retired (26%) or unemployed (11%). Just over one in ten of them work full-time (6%) or part-time (7%).

Table 53							
Ethnicity							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Hispanic	24%	14%	38%	15%	14%	23%	16%
Asian/Pacific Islander	7%	2%	8%	10%	13%	4%	6%
African American	27%	49%	11%	12%	6%	49%	20%
Caucasian	36%	27%	37%	58%	67%	17%	53%
American Indian	1%	2%	1%	1%	0%	1%	0%
Other	1%	4%	1%	2%	0%	1%	2%
Refused	4%	4%	3%	5%	0%	4%	4%
Base	1,204	200	262	200	64	274	204

The ethnic composition of the Access customers varies by service region. Currently, 64% of the customers are non-Caucasian. Specifically, the current ethnic composition of Access customers is 36% Caucasian, 27% African American, 24% Hispanic, and 7% Asian/Pacific Islander.

Access has more Hispanic customers in the Eastern service region (38%), African American customers in the Antelope Valley (49%) and the Southern (49%) service regions, and Caucasian customers in the Santa Clarita (67%) and Northern (58%) service regions.

Table 54							
Primary Language Spoken at Home							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
English	81%	91%	78%	83%	88%	83%	79%
Spanish	11%	7%	14%	5%	6%	12%	8%
Armenian	1%	0%	1%	2%	2%	0%	3%
Cantonese/Mandarin	1%	0%	3%	0%	0%	0%	1%
Arabic	0%	0%	0%	1%	0%	1%	1%
Farsi	1%	0%	0%	3%	0%	0%	2%
Filipino/Tagalog	1%	0%	0%	2%	3%	0%	2%
Russian	1%	0%	0%	1%	0%	0%	3%
Vietnamese	0%	0%	0%	0%	0%	0%	1%
Other	3%	2%	3%	4%	0%	2%	3%
Refused	1%	1%	1%	2%	2%	0%	0%
Base	1,204	200	262	200	64	274	204

English is the primary language spoken in the home of 81% of the customers. One in ten of them (11%) primarily speak Spanish in the home. Table 54 contains a complete list of the languages the customers said was the primary language spoken in their homes.

Table 55							
Annual Household Income							
	Service Region						
	Total	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
Less than \$10,000	29%	39%	29%	22%	27%	33%	26%
\$10,000 to less than \$20,000	20%	20%	18%	21%	23%	19%	23%
\$20,000 to less than \$30,000	7%	6%	7%	7%	13%	6%	9%
\$30,000 to less than \$40,000	5%	2%	3%	6%	5%	5%	6%
\$40,000 to less than \$50,000	3%	3%	3%	4%	3%	3%	3%
\$50,000 or more	5%	3%	5%	7%	2%	4%	6%
Don't Know/Refused	32%	29%	34%	35%	28%	31%	27%
Base	1,204	200	262	200	64	274	204

Half of the customers (49%) reported an annual household income of less than \$20,000. Two in ten of them (20%) have annual household incomes of over \$20,000. Their reported income was fairly consistent in the six service regions.

10.0 Appendix

Appendix A: Questionnaire

A. Service Region Quotas (**FROM SAMPLE**)

1. Antelope Valley (n=200)
 2. Eastern Region (n=200)
 3. Northern Region (n=200)
 4. Santa Clarita (n=200)
 5. Southern Region (n=200)
 6. West/Central Region (n=200)
-

B. May I please speak with [**NAME ON SAMPLE**]?

1. PERSON ON PHONE (**ASK Q.1**)
 2. OTHER THAN PERSON ON PHONE (**WAIT FOR PERSON NAMED IN SAMPLE, THEN ASK Q.1**)
 3. PERSON ON PHONE ASKS WHO'S CALLING, SAY: "I'm [**NAME OF INTERVIEWER**] of Fairfax Research, a national research firm." (**WAIT FOR PERSON NAMED IN SAMPLE, THEN ASK Q.1**)
 4. RESPONDENT NOT AVAILABLE, ASK: When could I call back to talk with (him/her)?
 5. RESPONDENT NOT ABLE TO COMPLETE SURVEY ON PHONE
 6. RESPONDENT NOT AT THIS LOCATION (**THANK AND TERMINATE**)
 7. NO (**THANK AND TERMINATE**)
-

INTRODUCTION:

Hello, I'm [**NAME OF INTERVIEWER**] of Fairfax Research, a national research firm. We're conducting a survey today for Access Services in Los Angeles County with customers like you about your experiences using Access Services. I would like to ask you a few questions on a confidential basis. (**IF NECESSARY READ**) Let me assure you that I am not selling anything and will only take about 15 minutes of your time.

C. Record interview language for all contacts.

1. English
 2. Spanish
 3. Other (**SPECIFY**)
-

1. Approximately how long have you been using Access Paratransit? (**READ CHOICES**)

1. Less than six months (**CONTINUE**)
 2. Six months to less than one year (**CONTINUE**)
 3. One year to less than two years (**CONTINUE**)
 4. Two years to less than three years (**CONTINUE**)
 5. Three years to less than five years (**CONTINUE**)
 6. Five years or more (**CONTINUE**)
 97. Don't use Access (**THANK AND TERMINATE**)
 99. Don't know/Don't Remember (**CONTINUE**)
-

-
2. Approximately how many one-way trips do you take each **month** using Access Paratransit? (**READ CHOICES**)
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
-

Now I'd like you to think about your **most recent** trip with Access Paratransit.

3. Compared to taking the bus, would you say the travel time for your **most recent** trip with Access was ...? (**READ CHOICES**)
1. Shorter than taking the bus
 2. About the same as taking the bus
 3. Longer than taking the bus
 99. Don't know/Don't Remember (**DO NOT READ**)
-

4. Did the driver arrive within 20 minutes of your scheduled pick up time; that is, the driver arrived no later than 20 minutes after your scheduled pick up time?
1. Yes (**SKIP TO Q.6**)
 2. No (**ASK Q.5**)

IF "NO" IN Q.4, ASK Q.5:

5. How many minutes after your scheduled pick-up time did the driver arrive? (**RECORD EXACT NUMBER. ENTER "99" IF DON'T KNOW OR DON'T REMEMBER. ENTER "98" IF THEY DRIVER NEVER ARRIVED FOR THE PICK UP.**)

Minutes

Let me just confirm that the driver arrived [**READ ANSWER**] minutes after your scheduled pick up? Is that correct?

ASK ALL RESPONDENTS

I'm going to ask you to rate several aspects of your **most recent** trip with Access. First, I'd like to ask you specifically about your experiences with your driver.

6. Would you say your driver was ...? (**READ CHOICES**)
1. Very helpful
 2. Somewhat helpful
 3. Not very helpful
 99. (Don't know/Refused) (**DO NOT READ**)
-

7. Was your driver ...? (**READ CHOICES**)
1. Very courteous
 2. Somewhat courteous
 3. Neither courteous nor rude
 4. Somewhat rude
 5. Very rude
 99. (Don't know/Refused) (**DO NOT READ**)
-

-
8. Overall, how satisfied were you with the driver? Were you ...? (**READ CHOICES**)
1. Very satisfied
 2. Somewhat satisfied
 3. Neither satisfied nor dissatisfied
 4. Somewhat dissatisfied
 5. Very dissatisfied
 99. (Don't know/Refused) (**DO NOT READ**)
-

Now I'd like to ask you specifically about your experiences making the reservation for your **most recent** trip with Access.

9. Did you speak with a reservation agent?
1. Yes (**ASK QS.10-12**)
 2. No (**SKIP TO Q.13**)

IF "YES" IN Q.9, ASK QS.10-12:

10. Was the reservation agent ...? (**READ CHOICES**)
1. Very courteous
 2. Somewhat courteous
 3. Neither courteous nor rude
 4. Somewhat rude
 5. Very rude
 99. (Don't know/Refused) (**DO NOT READ**)
-

11. Did the reservation agent make the reservation accurately?
1. Yes
 2. No
 99. Don't know/Don't Remember
-

12. Overall, how satisfied were you with the reservation agent? Were you ...? (**READ CHOICES**)
1. Very satisfied
 2. Somewhat satisfied
 3. Neither satisfied nor dissatisfied
 4. Somewhat dissatisfied
 5. Very dissatisfied
 99. (Don't know/Refused) (**DO NOT READ**)
-

ASK ALL RESPONDENTS

13. Still thinking about your **most recent** trip with Access, did you speak with a customer service representative?
1. Yes (**ASK QS.14-15**)
 2. No (**SKIP TO Q.16**)

IF "YES" IN Q.13, ASK QS.14-15:

14. Was the customer service representative ...? (**READ CHOICES**)
1. Very courteous
 2. Somewhat courteous
 3. Neither courteous nor rude
 4. Somewhat rude
 5. Very rude
 99. (Don't know/Refused) (**DO NOT READ**)
-

15. Overall, how satisfied were you with the customer service representative? Were you ...?
(READ CHOICES)
1. Very satisfied
 2. Somewhat satisfied
 3. Neither satisfied nor dissatisfied
 4. Somewhat dissatisfied
 5. Very dissatisfied
 99. (Don't know/Refused) **(DO NOT READ)**

ASK ALL RESPONDENTS

Now I'd like to ask you specifically about the vehicle you rode in during your **most recent** trip with Access Paratransit. Please tell me whether you were ... very satisfied ... somewhat satisfied ... neither satisfied nor dissatisfied ... somewhat dissatisfied ... or very dissatisfied with ...? **(ROTATE AND READ QUESTIONS)**

	Very Sat	Smwht Sat	Neither	Smwht Dissat	Very Dissat	(D.K/Ref)
16. The appearance of the vehicle	1	2	3	4	5	99
17. The comfort of the vehicle	1	2	3	4	5	99
18. The cleanliness of the vehicle	1	2	3	4	5	99

19. Did you have any difficulty or problems getting into or out of the vehicle?
1. Yes
 2. No

Now I'd like to ask you about two other aspects of your **most recent** trip with Access. For each one please tell me whether you were ... very satisfied ... somewhat satisfied ... neither satisfied nor dissatisfied ... somewhat dissatisfied ... or very dissatisfied. The first one is ...? **(DO NOT ROTATE. READ IN ORDER)**

	Very Sat	Smwht Sat	Neither	Smwht Dissat	Very Dissat	(D.K/Ref)
20. The actual ride in the vehicle to your destination of your most recent trip with Access?	1	2	3	4	5	99
21. And thinking about everything you experienced on your most recent trip with Access Paratransit, from making the reservation to arriving at your destination, how would you rate your total experience?	1	2	3	4	5	99

22. What did you **like most** about your **most recent** ride, that is, what did Access do particularly well or what did they do that you really liked? **(PROBE)** Can you tell me more about that?

[RECORD VERBATIM RESPONSE]

23. And what did you **like least** about your **most recent** ride, that is, what did Access not do particularly well or what did they do that you did not like? **(PROBE)** Can you tell me more about that?

[RECORD VERBATIM RESPONSE]

Now, I'd like to ask about your preferences when making reservations with Access Services.

24. What time of day do you **most often** call to make your reservations for a trip with Access? Do you most often call ...? (**READ CHOICES**)

1. Between 6 am and 10 am (**SKIP TO Q.26**)
2. Between 10 am and 2 pm (**SKIP TO Q.26**)
3. Between 2 pm and 6 pm (**SKIP TO Q.26**)
4. Between 6 pm and 10 pm (**ASK Q.25**)
5. Different times of the day (**DO NOT READ**) (**SKIP TO Q.26**)
99. Don't know/Refused (**DO NOT READ**) (**SKIP TO Q.27**)

IF "6 PM AND 10 PM" IN Q.24, ASK Q.25:

25. How do you feel about calling between 6 pm and 10 pm to make a reservation for a ride? Do you ...? (**READ CHOICES**)

1. Like it a lot
2. Like it a little
3. Neither like nor dislike it
4. Dislike it a little
5. Dislike it a lot
99. (Don't know/Refused) (**DO NOT READ**)

IF ANY RESPONSE 1 TO 5 IN Q.24, ASK Q.26:

26. I'm going to read you some reasons why people call at a particular time of day to reserve a ride. Please tell me which **one** best describes your reason for calling [**INSERT RESPONSE FROM Q.24**] to reserve a ride? (**READ CHOICES IN RANDOM ORDER. ACCEPT ONLY ONE RESPONSE**)

1. I call when it's easiest to get through on the phone
2. I call at a time that best fits my personal schedule
3. I feel I must call at that time to get the pickup times I want
4. I don't have any particular reason for calling when I do
98. Or some other reason (**SPECIFY**)
99. (Don't know/Refused) (**DO NOT READ**)

ASK ALL RESPONDENTS

27. If you could choose any time of day to call and make a reservation and you knew you would get the same reservation result, what time of day would you **most** prefer to call? Please round your answer to the nearest hour. (**CONFIRM RESPONSE IS AM OR PM**)

- | | |
|--------------------|------------------------|
| 1. 1:00-1:59 am | 14. 2:00-2:59 pm |
| 2. 2:00-2:59 am | 15. 3:00-3:59 pm |
| 3. 3:00-3:59 am | 16. 4:00-4:59 pm |
| 4. 4:00-4:59 am | 17. 5:00-5:59 pm |
| 5. 5:00-5:59 am | 18. 6:00-6:59 pm |
| 6. 6:00-6:59 am | 19. 7:00-7:59 pm |
| 7. 7:00-7:59 am | 20. 8:00-8:59 pm |
| 8. 8:00-8:59 am | 21. 9:00-9:59 pm |
| 9. 9:00-9:59 am | 22. 10:00-10:59 pm |
| 10. 10:00-10:59 am | 23. 11:00-11:59 pm |
| 11. 11:00-11:59 am | 24. Midnight-12:59 am |
| 12. Noon-12:59 pm | 99. Don't know/Refused |
| 13. 1:00-1:59 pm | |

28. Now I'd like to talk to you about other transportation services. Do you use other transportation services like Dial-A-Ride?
1. Yes (**ASK QS.29-30**)
 2. No (**SKIP TO Q.31**)

IF "YES" IN Q.28, ASK QS.29-30:

29. About how many times a month do you use other services like Dial-a-Ride? (**RECORD EXACT NUMBER. ENTER "99" IF DON'T KNOW OR DON'T REMEMBER**)

Times a month

Let me just confirm that you use other services like Dial-a-ride [**READ ANSWER**] times a month? Is that correct?

30. Overall, how satisfied are you with the other services like Dial-a-Ride you have used? Are you ...? (**READ CHOICES**)
1. Very satisfied
 2. Somewhat satisfied
 3. Neither satisfied nor dissatisfied
 4. Somewhat dissatisfied
 5. Very dissatisfied
 99. (Don't know/Refused) (**DO NOT READ**)

ASK ALL RESPONDENTS

[Free Fare Program]

31. Are you aware of the Free Fare program offered by Access Services?
1. Yes (**ASK QS.32-38**)
 2. No (**SKIP TO Q.39**)

IF "YES" IN Q.31, ASK QS.32-38:

32. How did you hear about the Free Fare program? (**ACCEPT MORE THAN ONE RESPONSE**)
1. Brochures/Pamphlets
 2. Direct mail piece/Postcard
 3. Email
 4. Facebook/Blogs/Twitter
 5. Friends/family
 6. Internet/Access Website
 7. Newsletter
 8. Phone call/Phone conversation with Access/While making a reservation
 9. Transit agency
 10. Word of mouth other than friends/family
 98. Other (**SPECIFY**)
 99. Don't Remember/Refused

33. Do you use the Free Fare program to ride buses?
1. Yes (**ASK QS.34-35**)
 2. No (**SKIP TO Q.36**)

[SKIP CONTINUED ON NEXT PAGE]

IF "YES" IN Q.33, ASK QS.34-35:

34. Which bus systems do you ride using the Free Fare program? (**ACCEPT MORE THAN ONE RESPONSE**)

1. Antelope Valley Transit Authority
2. Beach Cities Transit
3. Carson Transit
4. Claremont Village Trolley
5. Culver City Bus
6. DowneyLINK
7. El Monte Trolley Company
8. Foothill Transit
9. Glendale Beeline
10. Huntington Park COMBI
11. LADOT DASH & Commuter Express
12. Montebello Bus Lines
13. Monterey Park Spirit Bus
14. Metro Bus
15. Norwalk Transit
16. Palos Verdes Peninsula Transit Authority
17. Pasadena ARTS
18. Santa Monica's Big Blue Bus
19. Santa Clarita Transit
20. Torrance Transit
21. West Hollywood Transit
98. Other (**SPECIFY**)
99. Don't know/Refused

35. About how many times a **month** do you use the Free Fare service to ride a bus? (**RECORD EXACT NUMBER. ENTER "99" IF DON'T KNOW OR DON'T REMEMBER**)

Times a month

Let me just confirm that you use the Free Fare service to ride a bus [**READ ANSWER**] times a month? Is that correct?

IF "NO" IN Q.33, ASK Q.36:

36. Why do you **not** use the Free Fare program to ride the bus? (**PROBE**)

[**RECORD VERBATIM RESPONSE**]

37. Do you use the Free Fare program to ride Metrolink trains?

1. Yes (**ASK Q.38**)
2. No (**SKIP TO Q.39**)

IF "YES" IN Q.37, ASK Q.38:

38. About how many times a **month** do you use the Free Fare service to ride Metrolink trains? (**RECORD EXACT NUMBER. ENTER "99" IF DON'T KNOW OR DON'T REMEMBER**)

Times a month

Let me just confirm that you use the Free Fare service to ride Metrolink trains [**READ ANSWER**] times a month? Is that correct?

ASK ALL RESPONDENTS

[TAP Program]

39. Have you received your new Access TAP ID card? (**IF YES, ASK:**) Have you used your new Access TAP ID card since you received it? (**IF THEY ARE NOT CERTAIN, EXPLAIN:**) The new ID card looks like a credit card and has both an Access logo and a VISA logo on it. Have you received this new ID card?
1. Received and used (**ASK QS.40-43**)
 2. Received but not used (**SKIP TO Q.44**)
 3. Not received (**SKIP TO Q.44**)

IF "RECEIVED AND USED" IN Q.39, ASK QS.40-43:

Please tell me if you have ever used your new Access TAP ID card to do any of the following? Have you used it to ...? (**ROTATE**)

	<u>Yes</u>	<u>No</u>
40. Ride the bus or rail	1	2
41. Pay your fare on Access Services	1	2
42. Purchase any items other than transit fares	1	2

43. Overall, how would you rate your experience so far with the new Access TAP ID card? Would you rate it as ...? (**READ CHOICES**)
1. Excellent
 2. Good
 3. Fair
 4. Poor
 5. (Don't know/Refused) (**DO NOT READ**)

ASK ALL RESPONDENTS

44. Thinking about your experiences with Access Services over the past couple of years, would you say the quality of the service has ...? (**READ CHOICES**)
1. Improved a lot (**ASK Q.45**)
 2. Improved a little (**ASK Q.45**)
 3. Not noticeably changed (**SKIP TO Q.46**)
 4. Gotten a little worse (**SKIP TO Q.46**)
 5. Gotten a lot worse (**SKIP TO Q.46**)
 99. (Don't know/Refused) (**DO NOT READ**) (**SKIP TO Q.46**)

IF IMPROVED “A LOT” OR “A LITTLE” IN Q.44, ASK Q.45:

45. How has the quality of service improved? (**PROBE. ACCEPT MULTIPLE RESPONSES. DO NOT READ CHOICES.**) What else?
1. Nicer vehicles/Vehicles are cleaner/More comfortable
 2. Vehicles easier to enter/Exit
 3. Drivers friendlier/More courteous
 4. Drivers more helpful
 5. Drivers Better/More Careful
 6. Easier to make reservations/Reservation process easier/Better
 7. Reservations agents friendlier/More helpful
 8. Reservation agents more knowledgeable
 9. More punctual/On time/Arrive when promised
 10. Better information/Information about services more understandable
 11. More responsive to my needs
 12. Offers more services/More programs/Better programs
 98. Other (**SPECIFY**)
 99. Don't know/Refused

ASK ALL RESPONDENTS

46. What do you feel Access should do to improve your overall experience using their services? (**PROBE**) What else?

[RECORD VERBATIM RESPONSE]

[Internet/Smart Phone Usage]

Now I'd like to talk to you about computers and the Internet.

47. Do you have access to the Internet at home, at work, or somewhere else?
1. Yes (**ASK QS.48-49**)
 2. No (**SKIP TO Q.50**)

IF “YES” IN Q.47, ASK QS.48-49:

48. Which of the following devices do you personally use to access the Internet? (**READ CHOICES IN RANDOM ORDER. ACCEPT MORE THAN ONE RESPONSE.**)
1. A desktop or laptop computer
 2. A tablet or iPad
 3. A cell phone, smart phone, or iPhone
 4. Don't use the Internet/Never/Don't know how to use it (**DO NOT READ**)
 98. Or something else (**SPECIFY**)
 99. (Refused) (**DO NOT READ**)

49. Have you ever used or visited the Access Services website?
1. Yes
 2. No

[Demographics]

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

50. Do you use a mobility device like a wheelchair or scooter? **(IF YES, ASK:)** What type of mobility device do you use? **(READ CHOICES. ACCEPT MORE THAN ONE RESPONSE.)**

1. Cane
 2. Crutches/Fore-arm crutches
 3. Gait trainer
 4. Roll-about
 5. Scooter
 6. Walker/Rolling walker with seat/Triangular walker
 7. Wheelchair
 8. Or something else **(SPECIFY)**
 9. (No) **(DO NOT READ)**
 99. (Refused) **(DO NOT READ)**
-

51 Including you, how many people live in this household? **(RECORD EXACT NUMBER. ENTER 99 FOR REFUSED OR DON'T KNOW)**

--	--

Let me just confirm that, including yourself, you have **[READ ANSWER]** (person/people) living in this household?

52. What is your age, please? **(READ CHOICES)**

1. Less than 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 or older
 99. (Refused) **(DO NOT READ)**
-

53. What is the highest level of schooling you have completed? **(READ CHOICES)**

1. Less than high school
 2. High school graduate
 3. Some college/Community college/Vocational school
 4. College graduate
 5. Post-graduate degree
 99. (Refused) **(DO NOT READ)**
-

54. Which of the following best describes your current employment status? Are you ... **(READ CHOICES)**

1. Working part-time, less than 30 hours a week
 2. Working full-time, 30 or more hours a week
 3. Unemployed/Laid off
 4. Retired
 5. Permanently disabled
 6. Homemaker
 7. Student and not-working
 8. Student and working
 - 98 (Other) **(SPECIFY) (DO NOT READ)**
 99. (Refused) **(DO NOT READ)**
-

55. Are you of Hispanic, Latino, or Spanish origin? **(IF NO, ASK:)** What is your main ethnic or racial heritage? **(READ CHOICES)**

- 1. Hispanic/Latino/Spanish **(DO NOT READ)**
 - 2. Asian American/Pacific Islander
 - 3. Black/African American
 - 4. White/Caucasian
 - 98. Or something else **(SPECIFY)**
 - 99. (Refused) **(DO NOT READ)**
-

56. What is the primary language you speak at home? **(DO NOT READ)**

- 1. English
 - 2. Spanish
 - 98. Other **(SPECIFY)**
 - 99. Refused
-

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

- 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
 - 99. (Don't know/Refused)
-

58. What is your zip code, please?

--	--	--	--	--	--

59. Gender **(DO NOT READ)**

- 1. Male
 - 2. Female
-

Appendix B: Verbatim Suggestions to Improve Service

Question 46: What do you feel Access should do to improve your overall experience using their services?

Well I have only used the Los Angeles Access services program. They are a national program so they do have something to improve.

I think the routing is still wrong. Access needs to fix their computers.

They need to be on time. Most people have to ride it to get to their appointments on time and when they are late it is not good. That is all I can think of. Maybe they should hire more people.

I think the dispatchers need to learn how to do. I told you before in the last response. I don't need to repeat myself. No it's a fine service. All they need to realize is, the ride from point a to b isn't as easy as it looks.

Tell people to speak better about the service.

It takes the longest time to be able to meet up. I need longer than five minutes to meet up.

Make the ride more efficient and direct.

Access needs to fix the schedule.

You have to call them two hours before someone will pick you up. I had forgot to call in so they did not get there on time. The driver was taking care of someone's dialysis. I was going to the doctor and the driver did not take me to my destination.

They need to be more efficient and use computer more and booking calls the right way. The new cars do not hold six people it was a very tight squeeze.

You should be able to call them anytime you need a ride. But now you have to make a reservation to get a ride.

When I used Access a long time ago to make a reservation you could call forty-five minutes in advanced, and now it's changed. Now you have to call twenty-four hours in advanced and that does not work out for me when I have something come up the same day. The price now has changed. Now they charge according to the mileage, length of the trip. Before it was one permanent rate, flat rate.

They need to put me back on Access services so I can go to my doctors. My husband is about to lose his job because he has to take off work to take me to the hospital all the time. I like paratransit when they let me use their services.

Making it less of a hassle to ride. They need to make it more convenient to ride with other passengers.

The reservation.

More people to be courteous not to be rude. They need to be on time and more kind with customers.

I'm so glad they have one time I waited for two hours, but now I've been able to get out of the house.

They need to be on time. To have reservations at any time of the day.

Routing of share rides could be improved. To a point where I shouldn't have to get extremely out of my way to get where I want to go.

The only thing is that we should be able to call a little later to make reservations. You have to call early to get the right ride time.

It would be better if we could make reservation twenty-four hours a day and make sure the drivers are trained better in their sense of direction. When I don't know directions and sometimes they don't know where they are going either.

When there's been a mistake, to accommodate for mistakes made by drivers or by people who take reservations.

Is there any way to get free access?

The reservation.

What I would like is to improve better. Is not to pass people by and have drivers stop at the driveway and approach with courteously. That would make their service much better. I have to make the reservation the day before for the next day. I don't like that. Because the next day we have to rush in the morning. So like if I asked for seven am they want to give me a reservation for six am. Well, when why exactly they have to raise the prices. When they know that the economy is down and we can't afford it. I was pretty happy when the price was low. Pretty much I guess

They need to come on time.

Get new vehicles that aren't so clunky and uncomfortable. I like the vans. I just don't like those great big world war two buses. Trucks.

They should let you call the same day not the day before.

Their driving. Sometimes they drive like crazy, very fast on the freeways.

Take a drive run and know exactly how the route is run and know where places are so the driver doesn't take longer.

Save more on time. I don't like being left three hours waiting.

If they can allow the reservation to make it more flexible so they can reserve earlier than twenty-four hour notice or same day. The ride to the taxi driver to plan ahead earlier.

Retraining their drivers. What I mean specifically about retraining their drivers is paying more attention to the addresses that they are being sent to. In short that should be just fine. What needs to be improved for driver safety is a lot of time the computers are on the side, not directly in front of the driver, they have to turn to the left or the right. It would be better for them to have the computer screen in front of them in eye view so they don't take their eyes off the road. It's dangerous for them to turn their eyes off the road. There is one major suggestion I do have for them. The dispatchers. Anybody that gets the dispatches should be required to drive in the area they're dispatching for a minimum of eight weeks, and the purpose of this is so they know where they're taking their drivers. They have to do that. That should be a requirement, I don't care if they've been dispatching for eight years.

Maybe pick up time coming home. I wait two hours for them.

Well because every time I go and get reviewed they don't think about that I can't read or write. When I tell them that, they say I have to see their doctor. Because they think I might be faking. To listen to the people. When if they can't read something they should really listen to them. Just for that kind of stuff when we go for a test. They just need to listen. When they do the evaluation and have me do the test. I can't remember what area I'm supposed to be at.

Keep doing what they are doing.

I when calling in to set up ride I think the people I talk to should be more thorough. A lot of us are very hard of hearing and are old and obviously have disabilities so they should be better about making sure we understand everything we need to know. I think having to call in on the phone to set up a ride is frustrating. I wish there was a different way to do this but can't really think of a way that would be much easier for me a legally blind person.

To schedule a time that I want, that's more convenient for me. Because sometimes they tell me, "oh that's not available," or sometimes they get there a little bit early or a little late.

The reservation and waiting for my ride to come. I would just like them to let me know if they're going to be late or early. To keep us informed. If they are on time it's okay. Some of the areas are complicated. Some of the addresses are very complicated and hard to find. Pick up times need to be given out correctly to the customers.

Get more drivers because they pick up a lot of people.

They should really first consider that riders are people not some package they have to deal with and deliver from point a to b. They need to keep in mind where they are being picked up and where they are going. The dispatchers should ride in the car for two weeks to get a feel for the rides share. They make you feel like a package. They don't care if they take you from north, south, east, or west.

In an emergency I would like to receive same day service. I wish they would have a discount program for low income people, because it adds up to be a lot. People have different incomes. Sometimes I take Question 46: What do you feel Access should do to improve your overall experience using their services?
because I can't afford access.

Don't make people wait so long for the bus. Especially when the weather is bad. They don't honk the horn or knock on the door. They don't give you a telephone or notice that the bus is outside for you.

I don't have any idea. The service is ok, it's ok. The only thing wrong that they don't get you where you are going on time. Never get on time. When you are going there on time.

Longer hours of reservation. Reservations should keep time longer.

Go more directly to the location. Because they go all over the place. They should take you from your location to where you are going. Should be less pick-ups. They pick and drop and pick people up. Sometime it take two to three hours to go a half an hour drive. Just getting there faster it's ridiculous. And getting you to your appointment on time. If they could pick you up at the right time. Have more of a variety of pick up times.

Have a courtesy call.

Have more information about the place where to pick us up.

Drivers need to keep their seat up. Their job is to make sure the passengers are safe and comfortable.

Don't leave the client alone. Have more customer assistance.

The young ladies who do reservations need more training.

The last few times I had a problem missing the bus. They accuse of me of not waiting when I was there waiting. I would run in back yelling stop. I haven't had problems since I was sick.

Reduce the time span for the scheduling time.

Just keep me happy. Be polite.

Making the ride on a proper place. Like they should make it systematic of doing the share ride. Share ride is fine but it should be on a proper way of putting the share rides together.

The operator needs to be more helpful. And time schedule to pick up needs to be accurately.

Not to over book. Have more communication with management. Have more stops. Have more communication.

As far as vehicle and drivers. Just to work on some of the driver's ways of being. Some are rude and impatient. Getting you in and out of the van. I have an electric wheelchair and they want me to get in and get out quickly. That's it about the drivers. Well I've had several operators especially women. Sometimes they don't realize I'm on the phone. I hear them in the back talking to each other and I'm saying hello and they don't answer. Then they disconnect me. I did have one incident where that happened three times in one night and I called customer service and they had to make an announcement to the operators to answer their calls. It was almost ten at night when I called customer and I asked them to schedule my call for the next day.

I would think maintaining time for courtesy for both sides. Me and the driver. Don't give the driver any flak and he won't give you any. Just let the driver drive.

The drivers should learn to speak better English for the ones who do not speak English that well. That way they do not drop off the people in the wrong spot

They need to improve their share riding software. The routes aren't in a logical way. If I am going east, they take me west or south before going east. They need to have more vehicles to meet the demand of the increase in use of the system. Sometime I need to go to Claremont, which is fifty miles away. Access can sometimes take three hours, compared to metro-link can take one hour.

I think they should do it more often keep on giving us information of what you guys have coming up. New things that we have that are coming out. Inform us about a lot of things. I'm going to move. I need a green card.

Improve on the share ride so they make sense. If everyone's going the same direction geographically.

Be able to call on emergencies. Be able to call them the day of the doctor appointment. Same day service for emergencies.

I go to UCLA and don't want to be late.

Is there a way to make reservations on the internet? If they're going to be late call.

I really don't know whatever makes them more prompt. I was thinking out loud that I was assuming that the number of users is growing so it is hard to keep up. I think that's the most important. Calling them works better than sending a cab but the van could be more reliable. No especially with taxes being whatever they are.

Well if you call them you get put on hold. So I have to hang and call back. Then when it's time for a pick up, we have to go along with their time. Like if I want two pm they say they can come at three pm and then I'll be late. The drivers should know where they are going. I'm blind and they ask me where it is. I can't see. They should get out of the car and help open the door because I'm blind.

They can make it better by having more drivers. I think. They need lots more drivers

Be on time.

Come on time.

I can't think of anything except it would be nice if they could give me rides to the grocery store.

I have a large scooter and it fits the legal requirements and yet they won't send the larger bus to pick me up. I have to call Dial-a-Ride when I want to use it. They also don't have consistent drop off and pickup areas because I didn't know which one they were going to be at. Make a designated area at the same place.

They should not have so many share rides. Minimize the time that it takes for a passenger to get from starting point to destination. Improve communication between drivers and passengers.

Have their recording louder so they can hear and understand them.

One thing that keeps me from using the services is the cost, so maybe if they had slightly lower service cost. That is actually the main reason I don't use them more often. There is still room for improvement on punctuality of arriving for pickup. The wait time for reservations, a shorter wait time to make a reservation. If they had more vehicles, especially for the times that the passengers need it. I would like to see reservation services on the Access website, so that I can make reservations online.

The loss of my cell phone have a place for phones. So the drivers just take the phones. They don't come late if the stop is at 8:20. Come at the scheduled time.

They need to have more drivers. No, just more drivers. Then they can pick you up on time.

The drivers need to be a lot more respectable. They need to be more responsible. Meaning be there on time. When they say they are going to there, they should be there. They never say they are sorry to me. I show them my respect. I expect them to show me respect back.

I don't like the twenty-four hour service to get through.

They should hire more drivers. They should change their vehicles more often. Share rides concentrate on those more.

They need to put more cabs and buses so there is not so many share rides. There are way too many shared rides.

Like I said, timing is everything. I would also like to suggest. If the ride pick-up time is beyond twenty minute window, the ride should be free for the rider.

Not put so many people in one car. Five is too many people. Most should have three for share rides.

They should do routing better. They should do it better and they push their rides in the same direction not opposite directions. Wrong shared rides and the routing and the timing of course.

More drivers pick people up to be on time for work. Don't pick up a lot of people and be on time.

Allow people to pick on same day as appointment.

Well they need to be more responsive to our requests. Be responsive to our requests on a timely manner. We have appointments that we need to get to and I understand it is hard to be on time but they need to be more punctual. Our appointments are important. If they can't be there on time they need to tell us.

Have their routers do better at routing at trips when they do share rides. Drivers should be consistent with their picture id.

Sometimes people have emergencies and they need a ride asap. Access should be able to have some kind of services for this.

Maybe if they could have a timeframe where they have a two or three hour window where they could pick you up if they want you to stay or pick you up late but you have twenty-four hours to wait for another day. I say just be more prompt and on time. Maybe give a call if they are not coming on time so that you don't sit outside the house or establishment waiting for a ride.

They are doing everything excellent.

They should work on schedule better routs for the driver so they are not late.

They should give me the time I ask for around ten minutes not an hour.

The chairs are not comfortable.

One of the things that I have asked about is when they go to the doctor's office why can't they come to the waiting room to inquire about the customer? I call customer service.

Well, as far as I think, personally, trying to cram three people in the back of the tiny cars. Hybrid cars and then there is a service animals. Dispatchers should allow for the animal. They need space too!

Be on time when we call.

The share rides. They are annoying. They book them at the same time. The first person to get in is the last person to get out. They book them inconveniently. The dispatchers are not very qualified. They are not good in my opinion.

I want a chauffeured limo. Being able to get the time I wanted the routing for the trips doesn't make sense on a shared ride or is out of the way work on the computerized routing system.

They need to try to figure out a better way to schedule their rides. They need to get more vans. They book too many people and it gets to crowded. They don't need to overbook. Like they

make it to early and too late. In the past I would ask for 7:45 and I would get that time. But now the computers have made it harder for scheduling. They would have times hours different than what I would want. I had to call many times just to get the time I want.

More polite drivers.

Give out courtesy calls. The ability to walk fast and wait five minutes and she likes it for when they give out courtesy calls.

Sometimes if they let me use my electric wheel chair and pain in my arm and the manual wheel chair hurts my arm.

They run later than pick up time. Sometimes my pick up time is at 3:30 and they come at three.

Allow us to make same day reservations not limit us to the time when we do make the reservation. We should get any time.

Ok, well the one thing that came to my mind, is that the "call out" should be mandatory. I don't see a problem in the driver picking up a cell, and calling the passenger to let them know that they are there to pick them up.

Having more flexibility of reservation time. Making the an appropriate reservation.

They need to manage their shared rides much better. They tend to be highly inefficient. You get shared rides going in opposite directions. It's not uncommon to wait for more than ninety minutes it happens regularly. It can be difficult to get a time close to what you are looking for even if you call early in the morning.

Maybe have same day reservations.

No more share rides.

Shorter wait time for reservations.

More phone lines. Have more times where you can call and get rides on the weekends. I would like them to come earlier then the time they say.

One thing that I feel about it I don't understand how they plan their route. Most of us use access. Send three or more cabs, pick us all up. With gas so high, know the route of where certain people are going. Send one cab for everyone to ride to go to the same place. Not more than one cab. I don't like sitting in a cab for very long.

Access should improve their time window.

Everything. Just improve the manner in which people take the time with you. They should be more courteous. They should be more patient.

Change the reservation policies. The reservation agency needs more sensitivity training.

The people that take reservations should take a class that shows what the drivers go through to improve quality.

I want to have the cancellation be at least forty or less that is too much.

Well, I should say no, because they give a pretty good service. I can't complain.

Make available times. Try to keep it on time.

Be more on time.

They need to have a same-day reservation. It's really hard because I have things that come up. I have doctor's appointment or emergencies to the hospital and I can't get a ride because I have to call the day before. I'm not prejudice but most of the drivers are Iranian and they are not helpful and they are rude. They are not very nice for the most part.

Pick me up on time more often.

They should have four people. They should put back that. The thing is, I'm married. I have a wife and two daughters. My two daughters, they're seven, we go all the time to one camp. But now we have to split up and call a cab. Oh, because we're all together in camp. That's why. Sometimes we get there early, sometimes they get there late. We need to get there at one time.

I'm not saying all of the drivers, but some of the new drivers drive too fast and they don't stop. I was waiting for my ride and I had a call up and when I took out my phone it dropped, and when I picked up my phone the driver had left, and I called them and it took them two hours to get another driver to pick me up. On their new policy that they have two hours before to cancel your ride. Ok we'll you go to the doctor's office and you don't know how long you're going to be there. I think it should be a one hour instead of two hours.

When I call I don't like that they can show up to twenty minutes after the scheduled time. When I call they always tell me five more minutes, ten more minutes and it adds up to almost an hour after the time said and they can't even keep track themselves. That is just so bad. Well, change the way they tell me how long they are going to take to arrive.

More caring about the needs of the driver and passengers. They should not be so money-hungry. I feel bad for the way drivers are being paid for their mileage.

Offer van service more. Make sure the cab is equipped for the size of the customer. Have more room in the cab. Don't send the wrong cab and have the customer wait for another one. Don't cause the customer to be late.

Improve the dispatching.

One of the things is a share ride, sometimes the share rides are not on my way so I have to go all over just to get the other people to their places and I do not like that. Not at this point another one is sometimes the drivers don't talk to us or communicate with me.

I think they can be friendly in their services and help their customers out. Should be a lot better with long-distance services. Should be a little better with the customer service.

There is sometimes a language problem with some of the drivers. They should be fluent in English. A foot rest in vans for people who have short legs. The step on the vehicles is sometimes too high. They could provide a stool. Music played should be English or instrumental. No talk shows or talk programs not in English because it's rude.

I would say that sometimes when they have shared rides, the ones that don't make sense, when I go to the valley but I have to go by the airport. Sometimes they don't make sense and they need improvement.

When I am standing in a familiar place and they can't find me. They should call me. I would tell them where to find me. I am blind.

They should be more courteous and nicer.

I would like if they work it out to have less of a wait time when calling to make a reservation.

Better pick-up times.

I feel everything is okay. They don't take into account how big people are when seating a few people on a long seat. It is very uncomfortable.

They should work with people's schedule better. Get a few more drivers for certain areas. Drivers who obey special instructions, like going to the back where I am waiting where I can sit down, instead of waiting in the front and marking me as no show. I get out early and wait where there is a bench, but the driver doesn't go there.

They have to do a better job at the share ride. Well maybe only put people together that are close in same area instead of making us go all over dropping people off and picking them up. That is a bad idea they have.

Same day reservation.

They should have more people making reservations. More drivers.

I use to call them one hour before my appointment and arrive on time. Now I have to call a day ahead.

Find more vans, screen patrons better, and give the operators more time to pick people up so they have enough time to get here on schedule. I missed a whole dental appointment and they wouldn't even give me a free ride for missing that. I don't even know about a free fare program. I will have to call and ask about that. I am not able to transfer in my wheelchair. They need more openings that I could easily access those vans.

Well, it's hard for me to decide. I mean, because I would like someone who would be able to work out. If I have an appointment to work it out, so it's more feasible for me to take it more often.

Just if I could get a ride at a time closer to the time requested.

They should give a shorter or simpler number to make reservations.

If the drivers were given the client's number so he can call and let them know he is on his way.

Prompt arrival. Less crowded. Driver hygiene. Too much trash.

Be more reliable. If I say please show up at 8:35 or 8:40, I'd like them to be here at 8:35 or 8:40, instead of a window for how big or how long it's going to be. I don't know. If they could make funding the TAP card a whole lot easier. I told you. It's my only means of transportation.

Get more drivers that speak English. Make sure they are on time every time. More accurate estimated time of arrival.

I think it would be really nice if they hired more drivers that speak English because sometimes it's really hard to be on Access when it's hard to communicate. Maybe it would be nice if they hired bilingual or English speaking that would be great. It would great if they could bring back the same day service. Well like today if I want to go somewhere, I can't. I'd have to go tomorrow, even though I've heard other places they want a week in advance, but still.

They should make their share rides more logical.

I think that there should be a sliding scale and think that people who are wealthy should have to pay more. That money should go to keeping good drivers and for scheduling the routing, because sometimes the routing is messed up.

Getting the reservations that I want when I call at six am. I would like to be able to make reservations and not worry about times already being taken. I'm okay with sharing rides and getting there earlier.

Sometimes when they have blind customers they have to bring along the companion dogs. I understand why they do but I do not like that they leave dog hair behind. It would be nice if they could have a handbag and clean up some of the dog hair. It would take time to do that so for now I just deal with it.

Requires reservations be made two hours in advance. I do not like share-a-ride.

I think they should have longer hours to make reservations. Work holidays have more to make trips.

When they use the new tab cards, in a type of program that I have, an independent living, I can't use that card. I should be able to include me in that type of card. My program leader takes care of

my money and when I went to activate the card they said I can't use it unless I have my own payee. I'd like to have used it a long time ago.

That's what I said, during the times when it's cold or if the person is not feeling good they ask them to show their card and cooperate with them. If there is less than two hours cancellation for an emergency. Less crowded.

Take me where I need to going and drop me off where I need to be.

They get drivers from other countries and they have problems with communicating with me. Some come across "naughty" meaning not very respectful. They are not very helpful when I ask for help they come across kind of dumb.

I would like to be contacted in order to act as a representative for other disabled people. I think they should take into consideration how many people they schedule for a ride in a taxi. I would be willing to pay a little more. Should be checking into whether we are providing quality for the disabled and elderly, or are we just meeting minimum ADA requirements. Are they giving quality service to the disabled so they can function in society, are they being empathetic. Reach for excellence when it comes to the disabled. Federal and state money to provide services for the disabled, is it being used to its maximum potential. I care that the money is used well more than how much money is gotten. Because of past problems with vehicle compatibilities with specific disabilities with more closely, some people cannot safely climb steps and need ramps.

Transporting people back and forth, that is doing fine. They should watch out for anyone taking advantage of the service. There's a lot of people taking a ride that can walk. It was built for rides. It got to a point where anyone could use it, but it was made for a purpose and let it stay that way.

Increase the drivers so they can get the hours they need, so it isn't an hour or two off from when we need to leave. So, getting the hour that we request. And also, possibly cut down on the share rides a little bit. It would be nice if they had a same-day reservation, so you don't have to decide a day in advance. You know, better understanding of special needs for the drivers and what have you. Because some of the rules don't necessarily work for people with special needs. Probably the hour, getting the right hour.

Tell riders when they are not going to be given a ride and ask if the rider can arrange alternate transportation. Happens in the eastern route on a regular basis. The radio system goes down and dispatch can't talk to drivers. Drivers should be able to talk dispatch via alternate means. Tell people who are going to be stranded by any system failure so that the rider can arrange alternate transport. I ended waiting six hours for a ride without being told there was a problem that would indefinitely delay me and eventually just took the bus.

They need more vehicles. Too many people and not enough vehicles.

They should come more often.

I think they should teach their drivers customer service. They need to teach everyone customer service. They need to speak English. If you have a shared ride let the individual know. The people on the phone need to learn customer service.

They could be twenty minutes late but you get five minutes and they need to give you more time to walk to the curb. Give you ten minutes. When Access comes to the VA they leave empty. They should fill it when it leaves to save fuel don't let it go away empty. I was through with my eye doctor the cab would be there in fifteen minutes and picked me up.

Same day reservation. Because you can make the same day reservation. Combining with other tap companies.

More vans available. Less share rides. Let you know in advance if you will have a share ride.

Wish they could be more kind and on time. When I'm at my institute and when the pickups are calling names I think they should put everyone who's going to one area, put them in one vehicle. Not separate everyone in other vehicles. It would be less time for the drivers and back track, but they mix everybody up.

It would be nice if they were on time and if it wasn't so crowded on time, and if it is crowded it didn't take an hour to get my destination. Sometimes they have to pick someone up and drop someone else off and pick someone else and drop someone else off and sometimes I'm the last one dropped off and it takes an hour to get there, or more. It's very aggravating. Sometimes the drivers are rude. I mean not to me but to other people and that's just not nice. I can't think of anything. Well because sometimes if I go to Santa Monica or something and it's just confusing to have to go make the phone call with whatever place Access has here, but then they switch me to another place and I have to do the dial up so it's just confusing. It's kind of tiring to do it over and over again. Sometimes the phone person is rude and they seem like they're in a hurry or they talk too fast and I don't know if I get it down correctly and I feel overwhelmed. If they would take the time with each customer and just slow down and make sure that everyone is on the same page because they're going a million miles an hour talking.

Teach the drivers not to text or use the phone when driving. Another thing they can listen to music when they are by themselves. Some people feel uncomfortable and they play it anyway. They need to put someone polite to answer to calls. Operators be more polite. Some people have problems. They can't use the phone and they are calling and they can't hear and they hang up.

Well, I know that Access service is a benefit to us, and I thank you, the problem is, we have to wait so long because we expect a lot of time and come too late, and now, before we carry four passengers and now, before we take four passengers now have to carry only 3 passengers. The reservations agents need to answer the phone faster. Many times that we had a car we spent more than 2 to three 3 hours until we arrived at our destination after we got in the vehicle. When you call customer service, the way information is recorded much stressed, must make choices. In this country, the time flies.

Just I do more call backs in the rainy weather because they can't be outside in the rain that's why they ask for callbacks.

They should not limit reservations from six to ten. They should improve on their weekend service. Treat riders like human beings. Drivers need to be respectful. Order takers as well.

Should get picked up on time, right at three when we are ready to get home, and that's what I'm saying. Be on time to pick us up.

Sometimes I go with the girl driver. They improve. I comfortable riding in a cab. Make the service good. Every time everyone not home go for a ride with them.

Make it so they can book any time or have an automated system.

If you could eliminate the twenty-four hour call in. Sometimes you need transportation but you don't have the time to call in it's not a twenty-four hour situation. Twenty-four hours, sometimes you can't predict what your appointment is going to be. And you can't possibly make the appointment twenty-four hours ahead. If you could have certain situations that you would be allowed less than twenty-four hours. Like some kind of emergency. Let's see, is the new card still on a cash basis? . No, I was just wondering if they're going to change it. City ride is for senior citizens and you get half price off the taxi-cab fare. So what they do. You don't pay the pay the cab driver cash. You have to deposit a certain amount. They deduct the ride from my account, which has to be prepaid. So I'm thinking Access can do the same thing. Maybe more vans.

The share ride is kind of hard.

Well the only thing that I can really think is in an emergency, I think they should be cable to call and get in for a trip like going to a doctor. Like a service in an emergency if available.

Central, live reservations so they can make better use of their vehicles. Get a system for booking a ride that will do its utmost to get you a good time for a ride. The complaint system needs to be better. They need to respond to the complaint. This is the first time I have had. This is a good call.

Have a better sense in the order in which to take people home. The dispatchers that give drivers schedules. They have a poor sense of the order to drop people off. Drivers need to learn to use deodorant.

What do I think they should improve? . Be more personal, friendly, and timely, and get improved the share ride. Get you to your destination on time. That's just the way the world and people are. I know they might have a lot of people there, and treat it like it's an individual. Just because it's their job, they might have a lot of people, but they can try and save that. I'll still try to be friendly and yes, be friendlier, and we can't make them, but if they could do that then that would be good. I know they have lots of people all day long, but still I'm sure they don't get paid well. They don't get much. It's like a taxi driver.

Probably a little less share rides, sometimes you end up being late.

Same day service.

Before we could call and make reservations and get picked up the same day but now we have to call for next day.

I think they need to number one, try to think if people are using those services because of their handicap. Some of things they ask people to do like be out there really quick, they need to take into consideration. They need to know what level of person they're dealing with here, like if they're easily scared. They need to be more responsible with the people they're dealing with. They could be sweeter. They can stop the shared rides. I really have to be at the house.

I can't comment on that. I'm pretty much satisfied with the service. I am satisfied with the rides.

Be able to schedule a good time.

I don't. They should leave; just leave. We have to wait for them, but they won't even wait for us. Definitely; they need to wait for each customer. If they're not there, being able to talk to them and communicate with the driver, and tell them why we're late before they just leave. And also if they could, because they know they're going to be late, if they could call us and let us know, that that would be great.

If they could have when you call in to give a time for a ride later on in the day you'll be more able to get a time that is closer to a time you are asking for. If they could have like a return service policy even if it costs more money. Like a premium service. You make a next day reservation if they could have a roll call return for like doctor or hospital matters.

Well sometimes they are late, and that would be the main thing. If they were always in the twenty minute window. But most of the time they are.

I believe that share ride needs to make a better route.

Like for them to re-qualify the people who use access, because there are some people who take advantage of access, and the drivers should be able to have a voice and say who can and can't use access.

When they pick me up can pick up one not two or three. When they pick me up when they come they don't pass by when they are supposed to drop me off, they pass.

Well I would say be more on time. And get more drivers the drivers are pretty friendly. Well continue with what they are doing.

Make sure that I'm always sitting next to the driver. If I'm the second pick up, it's hard to get behind the driver seat.

People continue helping people and to offer this service. Not only that, but each day make the service better for everyone. The best service is cleaner, drivers are more attentive to people, are more helpful to patients and to me this is important. Because there are patients who have health problems, especially patients who suffer most, they need more attention, especially when the traffic is bad and they are frustrated because they might not arrive at their appointments on time.

Mindful of customer suggestions and complaints. They probably hear about it all the time, but one thing is to hear it, another is to work on it. They have to treat riders and passengers like humans. They ought to give the flexibility to really address their needs. Customers need to be on

time to their doctor's appointments, jobs. Sometimes they wait for hours and hours, and they can be late for us up to twenty minutes, but we, if we're late by five minutes, the drivers have to go. They have to equalize the policy. Make a standard you give the drivers twenty, then the customer should have twenty.

They should add more vehicles, expand the business, add more drivers more customer service personnel.

The wait time when calling customer service representatives.

Not try to pile so many people in the car when there isn't enough room.

Bring back same day service, and cut down on the amount of share ride on an individual trip and something else. I think if we go to airport or train station they should not use share ride. So people don't miss their plane ride. You should, I use the shuttle service to get there on time.

Pick me up if I am late. They leave me and I have to take a taxi.

Keep to their word, which they are very good at.

The only thing I that I recommend is that there were drivers that asked to buckle me up and if the drivers would ask what the patrons needed.

If we get caught up in a long time of people in one ride, can we hold the next driver another twenty or thirty minutes, if I can't get to my second ride I might be stuck with them picking up people in the middle. That itself would be enough. Ok, if I did jump in the car but they came late, could I get a discount? I have to have someone tell me when the vehicle comes in. If they came late, can they say this ride is half price? We can't go inside no matter what, those are the little things

Don't take extra passengers when your destination is the airport.

To be able to schedule the service for the same day. Like before you could schedule the same day before you didn't have to share ride. So pick up another person and me last.

I think the first thing is the drivers should be fluent in English. They have to be able to handle rudimentary questions. I rarely get a call out when the driver arrives. They say it's a courtesy call.

Improve call out system. Try harder to locate riders before they leave them. Try harder to be on time. Rides should be shorter. It takes me three hours to get to Pasadena using Access and the bus only takes two, not to mention the extra time it takes from them being late.

Be on time or within a twenty minutes widow. Schedule with people to share a ride make sure that they are going the same direction or same route. Make sure that most of the drivers are presentable and nice. Sometimes they just wear shorts or really casual clothes and I think they should be more professional.

Get a bigger bus. Because I have a big wheel chair.

Not too many people on one ride. Sometimes they put three persons on one ride.

Have the schedule for one wheelchair trips. If they have more than one chair, they need to have more than one person to help. My wheelchair that I use, usually gets damaged or something like that. They also need to have the manual and the powered chairs tied down.

Use the Access vans, not cars. No, I think they're doing very good. Don't overcrowd the vans. I'm sick and I start feeling worse because they cramp people in one vehicle.

Same day reservation, and consider me and my feeling.

They should arrive in a timely manner. Don't shove more people in a car.

They should organize their ride. They penalize you for something you didn't do. The driver say's one thing and customer say different thing.

I am concerned the card I have expires on December 21, 2011.

They just have to make too many places to drop off to many people.

Have more open time slots when I make a reservation. When I call in the morning they are not available.

Come on the time that we ask for. Also, right now get us to my destination on time.

I don't know because I feel they are perfect. I have no complaints. I'd really have to think about that a long time.

I think when I began in 1990 it was a mess. The rides were never on time and it's really changed it's really gotten better, slowly but surely. I think they can encourage their drivers to be early to people's houses if they can, let them know that that would be good practice for all the drivers.

I guess they should have little more drivers, to have more pick up times, idea of when you call you have to call back if they don't have the time you want.

Go back to when you could get a quick ride.

I wish they still had the same day reservation service!

Patience.

They can plan the serve line better. Improve on time.

Maybe coming on time.

I think come in a gated community more because it is hard to walk out of the gate.

More vehicles. Less people crowding in a vehicle.

Because of the same day reservation and hit and miss reservation. I know when it's a share ride sometimes we have to wait at the next destination and we have to wait.

To get the times that I want.

When you call sometimes they don't show up. Rides aren't on time to pick me up.

Drivers are on time when scheduled.

A lot of drivers are very rude, say you have too many bags. A lot of them don't come on time, pick someone else up that ten blocks away then drop off two blocks. Come in the gate; help the seniors when dropped off.

I think they need to evaluate some of their rules and regulations. They are in conflict with each other. The drivers should assist someone with the wheelchair to the door. When you release someone from your service, make sure they get up to the door.

Serve rides for those that have priorities for people that have to go work or have medical symptoms. Brush up customer service skills, some of them are bad. Provide twenty-four hour service and expand the coverage area. I can't think of anything else.

Do not book so many rides or let us know we are going to be a ride share or let us know it will take longer to reach our destination. It happens quite often. By mail.

I guess when you got an appointment, to arrive on time. I don't know what you guys do. I guess their driver are more appreciative.

They're servicing way too many people. I've been here eleven years and the amount of vehicles they have are not sufficient.

I think they need to do better route planning. Taking you way out of your way. For example: I am going west of my location, they will go way north, then west or further east, then west.

Make it so I can use it anytime. Access doesn't go far enough, it needs to go out to Ontario and such. That's all of the feedback I have.

Just so they are on time and when you call not say you don't have that time. They should put I'm more taxis and satisfy the people.

Just you know, go by what the rules are. Go by what they do and the rules.

My biggest thing is the share rides. They need to schedule it more accurately.

They would be better if I could call on the same day that I have to go somewhere.

Hire more drivers. To get back to now ride. Now you have to call twenty-four hours in advance.

A little more compassion with the disabled. We are dealing with people usually healthy. They don't understand that I have pressure sores. That means they can't leave me sitting at the hospital while I'm waiting for the pick-up.

I just need them to be on time.

Go back to the other method for booking their rides.

Give me the time I request. Let me listen to the radio station I want and not what they want because I hate hip-hop. Give you a ten to fifteen minute grace period when they are waiting for you. Don't leave.

I would like to have same day rides instead of booking a day early. More same days ride and if I need a ride the same day they are not available.

Well, I already told you about their backup rides where they take forever. That needs to improve. The reservation agents need to be more accurate. Most of the drivers are nice, but some reservation people, they will try to solve a problem or refer you to someone. Too many mickey mouse rules.

Well, they have to attend to the complaints they are getting. Pay attention to what the complaints are. Most of the time when I put up a complaint they ignore it. They don't study it, and they just send you an apology and tell you a bunch of crap. It gets repeated again and again. What I want them to do is really study the complaint, and get intelligent in solving the call. The main problem I have with Access is I think there are not to many intelligent people dispatching the calls and putting the share rides together. That's why people get stuck driving in the vehicle for two or three hours. One point I could also think of is putting too many riders in one vehicle. Access riders have disabilities, people with service animals, disabilities, wheelchairs. Putting them all in one single vehicle, Prius and Malibu, those are small cars. They tend to put three people in the back. That is not acceptable to me. The people riding Access are sometimes huge and physically impaired. Squishing them all in the back is not right.

Park the car in front. The way orders are taken.

By telling the reservations and customer services to be friendlier and more helpful.

Less number of riders. They eat up a lot of my time. If you have a lot of riders it can take up to three hours to go from pick up point to destination. Reservation, if you looking for a special time they at least give you more available times so you don't have to call back a few time to get the times you need or want.

When Access picks me up and takes me to the doctor, and he never come. So I took the bus, maybe I should have waited a little longer he might have just been late. I think I waited two hours or more. I forget the exact time he was supposed to pick me up.

Well, like I said, what I think they should do is assign drivers to certain areas so you don't have to go way out of your way to get to your appointment. They take you out of your way to get someone else to take them out of their way. The drivers are on a time schedule. Some reservations are picked up in wheelchairs and it makes it bad for the driver because they are already under pressure.

There isn't much they could do with their finances. They need to try harder to get more direct transportation.

They should be on time more.

They need to book rides the way they need to be booked. I have to wait forty-five minutes in the vehicle. More accurate on booking rides.

They need to improve the time for share bus.

Allow people for booking of time of arrival.

I think just doing what they're doing, they do it well. So, efficiently taking reservation and having driver show up on time and also having clear cut direction having to get where I'm going even if it's a share ride.

Let me call at nine am and get the same result as I do at six am.

I know it's a long shoot, to get twenty-four hour service back. Make reservations when you felt like it. Pretty much make sure put outdated vehicles on the road. It is kind of scary to be in a car making so much noise. Not really often. One day.

I think downtown should improve. The update Access workers know nothing about being disabled. They are so mean. They just tell you to get on the bus.

Too many riders in the car. Not so many people in one car.

I think the people could always be more courteous.

I'd like the reservation to be made more clearly.

Be more on time.

I don't know. I think they work hard at doing what they do. It would be nice if you didn't have to share a ride.

The people in the office should have each vehicle assigned one route so it would be easier for everybody.

Figure the prioritization of passengers. Several times, they have picked me up in santa monica, then go south of me, then all the way north in sacramento valley. Well it adds a couple hours to

the travel time. Make sure the drivers or workers don't have any criminal records or anything. I heard a story about somebody being molested on Access years ago.

I really don't know. I don't know if it can be. More than 20 minutes late but maybe something happened I had to be somewhere at a certain time but everything worked out fine

Well, being more helpful. They should go back to where they get a ride that same day. People complain about being late. Drivers take advantages of the twenty minutes. There are too many people in the car. They should make reservation the same day.

Well not have too many shared rides going opposite ways.

They need more cabs and more drivers. Make sure the drive's read addressed more accurately.

They should let us have same day services to call when you need to go that same day.

Cut down on how many people they pick up. I know they have to fill up. That's about all because I usually use the train and the bus, but overall I think it's good. Change what I said, I think everything is fine. It's good through the years. It has improve a little. They seem to be more on time when they pick you up.

They need more mounting in subdivisions. They need more ties.

I don't know because they are great. They are on time most of the time. There is only one thing, someone told me for the grocery store, they don't pick you up.

I would think they would have to get more vans. Get more vans to not push too many people together. They have more drivers than they do vans.

Know the needs of each customer if they are blind, deaf, or dumb.

I call in the morning and I always call at six and no answer and all the time slots are always taken. Yes. No, the drivers yell an obscenity at me and I've had drivers that drive way too fast.

On one of my trips I was forty-five minutes late. I think they schedule the rides to close together.

Like if I have an appointment and someone else has to be picked up in the same area I wouldn't mind, to go all the way to Beverly Hills or faraway and have to come all the way to Pasadena and drop a person in LA and the middle of Hampton. They take them first and then they take me and I get dropped off. They take people and drop them off and then take me. They take people to Pasadena and then woodland hills. That is kind of hard to deal with. I think that person in Pasadena should be picked by somebody else. If they have to be picked in the area, somebody else should pick them up.

They need to change their way of how to get reservations. If I need a appointment then they would give me a long way away from what I want. They need to give you the time you want. They need to find some of the drivers that do no-shows. Sometimes they come too early or late. I have been outside for a half hour before. And they need bigger room for are equipment.

As of right now I'm pretty satisfied. I get what I want. They get me there on time but other than that I can't complain.

I don't know. Some of the drivers are nice people and some are not.

Have cabs be little cleaner. Maybe a little faster on the arrival time. I don't appreciate being late to doctor visits.

Be more on time. Let me listen to the music I want.

It's not going to happen. If you could back to fifteen to twenty minutes back. What if there was an emergency? At least for emergency basis.

I think the best thing would be kind of get a little better on the share ride, the matching, that they make sense. Going out of the way on a share ride. Other than the share ride, obviously, be more time sensitive. I think making the call outs, and not, the callouts, are more of a request, rather than more of a standard operation. It is better for the rider to wait in their house and then get a call from the driver, just in case there is bad weather, to really on a call-out to help the rider, would be huge. Be better at communicating the route and where you are going. There are a lot of drivers that sigh, when you ask about the route.

I'm trying to think. I'm trying to think right now. When they come to pick me up where I'm at instead of down the street. Make sure they are in front the building instead of having a no show.

I had to share a ride to get to my appointment.

I really don't know. No, not right now, not at this moment. I really cannot think of an answer to this question.

The times they are available.

I think that they should have customer reservations twenty-four hours a day. This would make it a lot easier for all of us.

Well I think is what they should do when they have a shared ride. It should be within the area and not somewhere else. I don't know what I could say. I mean as I say I don't use it that often. So I can't say. The last rode I had was three weeks ago. I think the one thing is the shared ride like I told you.

Well I think the way I feel about them, they have improved it. They have improved their services. They must have more drivers than they used to. They are on time. They come early. Sometimes the drivers say "I was in the area" and they just picked me up.

Improve the pick-up time. I guess book the reservation a long time ahead of the time.

I wish that if you call in the morning they would be able to pick you up in the same day. I could use it more if it was a same day service.

They should get the cabs to be a little roomier in the back, but I'm happy with everything that they do. Like I said they should be nice to the customer when they call to make reservations and the driver should be nice to the person getting into the cab. I've seen these cab drivers go up to a place and go to the door of the house and I thought "i didn't know they did this" and the people came out screaming at them! And I thought, "you should be glad that you even have this service." the customers should be nice to the drivers and the drivers should be nice to the customers. No personally I've never had any situation like that. I've had drivers who don't say anything to you and I've had drivers who have gotten out of the cab and they open the door for me and I say "oh my what a gentleman, thank you very much." especially when they see an older person or with a cane or something, they should get out and open the car door to let you in. Well, I don't want them to go slow like a turtle. 99% of them I have not had a problem with, but I had one man who got on the freeway and I didn't think I was going to live because he was going as fast as anything.

Well I don't think they should send out threatening letters saying they'll suspend your card if you're taken to a quarter of a mile of a bus stop. If the location is on a flat surface.

They make you stand for five minutes. They need to extend your wait time.

They need to ride the service like a disabled person for sixty days. They have no idea what it is like. Global transit in my area are known for bad service. They don't take care of people. A lot of times they are late. They come to the wrong address. I had to call Access and they said he should be there and they were thirty minutes late. They said they would look into it but they still have not. Service and them are not courteous. They are always late. They ask you to wait at your stop but if it's cold, I am disabled, they don't care if they pick you up or not.

Not satisfied for the times for pickup.

Possibly one thing that could be done, to put something on the van that states for your own safety and please don't distract the driver for your own safety and the safety of passengers. Have a customer service number there, because the driver gets the brunt of the customers and the customers vent everything off on the drivers. Well it would just be appropriate for the drivers that are being hassled and to let the customers know to call the customer service number if they are having any problems. No that is all I need to say.

Try to be prompt . Be more accommodating for client.

I don't know I'm satisfied with the service so I really don't have anything to add to that.

I think they should change the reservation service. I mean the certain times. Every time I call the reservation. I think the reservation service has a system problem . The service is fine the driver are fine. The shared ride they should be in the same location of my house and the other person is it doesn't make sense because they are not near my house. It's not my direction it's opposite direction.

They need to accept numbers that are outside of their area. I've tried calling them several times and I cannot get through to them.

That they need to have dispatch. They need to be more observing and helpful in routing. They have some routes where you're on there for almost an hour running around in circles sometimes! Or you could be the first person on there and you're on there still for an hour. Like I said, they need to dispatch. They need to be more helpful when you call and you say that the driver did not show up and they say there's nothing they can do. If you schedule a doctor's appointment and the driver did not show up and the driver said he did, they should have some sort of tracking system. Just leaving the customer out there is not right. It's happened to me at least a good ten times. They're going to charge me with the trip saying the driver told them I wasn't out there and I know they're lying because I was out there. That has happened too many times and they say they don't have anything for you, that it might be another two hours.

Make transportation times available when I need them. Improve transited times when it's excessive. Make reservation earlier than twenty-four hour in advance. Other places schedule one to two weeks in advance.

They need more comfortable vehicles.

Be helpful for eyesight problems. Courtesy calls to people with eyesight problems.

I think they should route the pick-up and drop off to be more rational. The process of pickup and drop offs are signed the same day. Reservation planning should be better.

Same day pick up. Not piling people in with people. When the driver came and did not show it should be on the drivers. There should be a way that the participant can prove that the driver has been searching for the address then marking me for a no show.

The only thing I can think of is make the pickup times shorter.

More time options and flexibility. It's very difficult. For example, they should have a website so we can check the status. We can only call twice. I wish I could call to check the status and I don't like spending time on the phone with them. It is too much time spent.

You don't have to make reservations twenty-four hours before you call.

Same day service within an hour. Sometimes they don't have any rides. I think you have enough drivers you could at least do same day service in the hour. I think that they should have same day service. It shouldn't take them so long to do it. Standing order should be assigned.

The ride sharing point of it, I think they should go back to the old way of having a van sitting there and once we get out of our appointment we sign up with a bunch of people instead of signing in for a return trip. I think it would work better for everyone time wise. With the economy there's nothing else I could say. I wish the taxi drivers would get more money. I feel for them, that's just me, but I feel for them. Post a 900 sign at los amigos or the 100 signs. They ask if you want to get picked up at the 100 building or 900 building. That would be great to help people out who don't know.

They could make it easier by picking up people heading in the same direction. This would speed up the transportation time. I'm not bother by ride, but they could improve getting people heading same way.

They should be more flexible when making reservations. Like be nice if you could make the reservation on the same day. Because sometimes things come up that you need to do and you have to wait twenty-four hours. They could assign routes more practically to drivers. They need to assign routes so they are going in similar directions. I don't know a better way to explain it. Like they pick up somebody and then go pick someone in another town. They take people out of their way. Can't they email this survey to us? It would be nice to get material in accessible form or electronically over the internet. That's pretty much the only issues I have.

They shouldn't keep me in the car more than an hour.

To always be sure that when I make the reservation, make sure you key it in. Even though you communicate to me what I had said and requested. Sometimes that happens and I still miss appointments. If they would just be courteous enough to take my word for it when they miss appointments making me miss mine.

The ride takes too long.

Get routes that are heading the same directions. I don't like the displacer sending pick up cars all over kingdom come.

I think they should make the same day reservations. Sometimes I don't know the day before I need a ride. I called my doctor one day and they gave me an appointment that day. I couldn't make the connection with access, so I had to cancel my doctor appointment and reschedule, which I shouldn't have to do. A lot of times I just don't know when I will need a ride.

They should stop picking up those other patients, because it makes you uncomfortable. Like you sit on the edge of the seat. That's all stop picking up all those people it's too crowded.

I don't know. I like their service pretty well. Maybe it's because I use them when I really need to use them. Like I said I try to take the bus. Maybe for someone else, but not me. Other customers seem to be pretty satisfied.

They need to stop depending on computers to schedule rides. The shared rides are out of whack. They need to improve on their customer service. When you make complaints, they never get back to you. I feel the dispatchers should pay attention to how many people they schedule on each vehicle.

Giving same day reservations. Just same day reservations and not so many pickup and drop offs at the same time for the driver. Somewhat. Give us back the same day reservations.

They should check their rider they pick up to see what medical condition they have. They should send a vehicle to help the veteran. They put us in taxi cabs, I can't maneuver my ankles and my feet kill me all the time. Instead of sending a van they send a cab and squeeze three people in the

back. Yes, I've heard a lot of complaints from the drivers from themselves they encounter other drivers with the guy dispatching them out.

Those drivers could have been sent out to pick up people. Instead they wait until the females arrive and send the females to pick up the people.

Stop share riding. Be on time. Send more courteous drivers.

I wish they could get more vehicles for more people to go to different areas. It gets very tiring going all over the place.

Being on time.

The ride is not very comfortable. They could get better shocks or something to make the ride more smooth. I have a very bad back and all of the bumps that they hit just really hurts my back. The driver could also slow down some when they go over any bumps. I need to let you know that it is very painful for me to ride in the vehicles that they have.

Just have them come get me when the time I want them to pick me up and take me home.

I just don't like to be overcrowded in the taxis. I like the vans, not the taxis.

They used to have a thing where they would have same day reservation trips where you could call the same day. They should do that. They should have more drivers and more common sense making the trips. Like I said, making them not so far a distance away. About three years ago. It's hectic because before you could book it within twenty-four hours, now it's got to be a day before and it's got to be between nine and ten in the morning.

Come sooner.

Go back to the original thing. From back in the nineties, use that protocol and have some of the good drivers that you have today. Like you know, when you have a certain time, or need a certain time pick up. Same day pick up. Also bring back mileage driving.

Be on time.

They call before they're scheduled to arrive. Cleaning up the hair from animals that ride along.

I don't think anything. I think they do a good job. I get very good services as it is now. I can't really think of anything that they could do better. I'm disabled. I go out to the doctors. No not really. I think it's an outstanding service the way it is.

What I need Access to do is some are sicker than others. One of the drivers would not help them use the bathroom if he got out of the cab. He was going to leave him. Don't keep you in a cab for so long.

If they could come when they say when they are going to.

To train their people to not lie. I will call and they say the taxi should be right there. But they tell me otherwise. They tell me that I am lying.

Sometimes a ride from home to where we want and the share ride just driving around picking up other people. If I have a doctor's appointment, sometimes share ride takes too long. So we wait for Access to pick us up at the doctor and for a long time and there's nowhere to go and wait.

Just make sure drivers pick people up when you are supposed to.

The only thing is the way they set up the reservations. Part of the problem is things kind of go back and forward and sometimes people get frustrated. They were doing it to help make the reservation. I feel it made it harder on people calling in. Because if you can't set up your time the first time. It makes it harder for everyone.

Sometimes they are just overcrowded.

Know what the person is doing. First come, first served. Make reservations more consistent.

I just think that the calling only one day ahead of time in a city this size is insane. They have done a remarkable job of getting it together. If they could just get a way to reserve rides more than a day in advance.

Call you at all times on your call out number if you're not at the front of the building at the address to where you're apt to be picked up. It should be mandatory.

I think they should get rid of the second seat. I wish I could take one Access to San Diego.

They could train the drivers to be nicer. So maybe instead of dropping other people off for twenty minutes. Instead they could just drop me off first instead of driving past my house. Drop them off after.

There are so many things like I said. I've been using Access for more than ten years. They really need to get rid of some route schedules, like a lot of share rides. I understand, I don't mind the share ride but when it makes sense. When they go the same direction. When we call to check up on them not to just give us a time, but to make sure it's an exact time. If they're going to be late, tell us they're going to be late and when exactly. Well mainly that, don't let us wait if they're late.

Change back the way they were and get more drivers. A lot more vans.

Get share rides on the same vehicle for people who need to go in the same direction.

They should hire a better reservation person. Customer service is rude and they should be reported.

I think everyone in the office taking the calls should be extra courteous and friendly with the disabled. They should remember that without us disabled people they wouldn't have any jobs.

Being solo passengers. Solo destinations.

Just arriving on time.

I noticed that when I ride they put wide wheel chairs together and it's hard to go in and out.

Picking up people on time. We have members of our church with no legs.

Well when I first started using Access you could use same day reservation. I wish they would bring back same day reservations. Sometimes I forget. Other than that it's a great experience. Right now they have improved drastically on being functional. I think it's a great improvement.

Bring back the drivers. So all the rides and drivers will be given out equally so we don't have to ride all over the place to drop people all over the place so I can get to where I'm getting. We ride in the cars for over three hours now and fix dispatch. They need to be more considerate and I don't want to be calling back over and over again.

I think maybe they are training their drivers better. They can't abuse their passengers. I know I should have complained about that. Running out of gas is something they aren't doing anymore. I just remembered one more thing and I lived in Canoga Park it was raining and the freeway was flooded. He came to my building and he decided that he didn't want to take me to Pasadena. You can go to Pasadena to different ways and he said no. He drove off and that was weird.

The routing in the transportation routing. It is one company pretending to be two companies. There are very long rides. Access has banned pickups at my wife's particular building.

They should continue working on the routes. So that the routes can be improved.

Have the drivers help.

Make the rides more comfortable and secure. One person, one place. Solo service.

They need to hire better dispatchers, like ex drivers. They know how long it takes. The way they are routed.

Limit the people they load in the taxi.

Less share rides.

The windows. Work on the arrive time window. If the appointment runs over schedule, is there anyway the driver can alert him to come back?

Actually I think Access should be more on time and get to the doctor. And they should tell you they're going to be there and be on time. And they only come at certain times and they won't help me between after my appointments and going home. I have to wait for them to pick me up. I waited for five hours one time. I was tired. I was crying.

Be careful about who they hire. They hire people who don't speak good English and can't read a map. Rare but troublesome when it happens. People are ride sharing with people who don't live by each other. Improve the manner in which rides are put together so to the use their resources. Sometimes people who should be put together are not together when they should be. Recertification process needs work when the interviews are testing mobility skills they should not be hanging onto a belt while they negotiate a curb. For totally blind people there needs to be some rethinking of how the determination is made that some blind people are ineligible for the service.

Sometimes they have to pick up other people. Sometimes it's really cramped.

I don't know. They are doing pretty good. Late times and Sundays are busy. Sundays not as bad as Thursday.

They need to change the way they set up the time reservation with the time schedule arranging trips.

They should not have too many share rides. That's why I can't seem to get to an appointment on time.

They should not bunch up so many ride shares. I have spent as long as four hours on a ride share. Darn close to four hours.

Be more flexible. Provide more information.

The share ride is abused by the carriers in the san diego area.

If we can make a call within the same day and six hour window. It's better for somebody like me who is highly disabled. You cannot get to the clinic whenever you want. That's the proper function they had before.

I think they really need, for example I need to call for an appointment, get a ride for that same day to go to the doctor.

They should continue looking at the routes. To improve them to get you there. So we all can be safe.

What they should do is to have them be on time when you have a reservation at two but they don't pick you up until five. Make sure to be on time.

I think it has to be the dispatchers. People who answer the phone, but they should be more nice. It's not the drivers, but it's the way they communicate.

They should arrive on time.

They should train the employees better. Meaning the router should have better knowledge of what they're doing in routing these calls. Because I live in harbor city. Sometimes they'll pick me up in harbor city and I'm heading to the braille institute and instead of going north, they'll head

to San Pedro, and then I'll head north, and most of the time they'll drop off two or three people which is twenty miles from my house. So it might take me three hours to get twenty miles from my house. I do not use those buses. The prime example is those large buses that they use, especially in the afternoon. So those buses can hold eight people. Because of where I live, all those other seven are dropped off before me, and I've been in that vehicle for three hours and my kidneys are about to burst.

They really should be more flexible with the hour of reservation. They should manage the shared rides. With reservationist they can be rude. I call to cancel rides and they show up anyway and that's not fair.

I think they should schedule people more than one destination so that people can get to the other end. Getting from a to b shouldn't be that hard or take that long. With more than one driver I don't think that should be necessary. That's my biggest concern right now. I think they should know how to route people concerning the destination they are going to.

I guess get closer routes to the destinations.

One thing when they have their schedule it takes an hour to get there.

They should not over book rides. Be more on time overall. Just be more punctual and be on time.

Well it would be good if they could get you to your destination at least ten to fifteen minutes before the time you need to be there. I mean sometimes it can't be helped because the situation that comes up, but for me I need to be there for the food. Because I'm a diabetic I need to be there early to have some food. When there's long ride like for two hours if it's necessary you have to sit there and hope you don't have an accident. Older people can't hold it as long as younger people. If it's absolutely necessary they will stop.

The estimated time of arrival should be more accurate. There are missed communications.

It is very frustrating because they come an hour late. I make the reservations are for doctor's appointments . Send me a very comfortable vehicle . When they come to bring, not because I'm not going to leave first, which I leave the last. At least on the reservation to advise us what will happen to the share ride two hours before I have an appointment.

Well I think the ride share needs to be improved. They also need to improve the number of people they put inside the cab. Sometimes the driver is rude, but that's not for me to judge. The ride share needs to have less passengers. The reservation could be better too. I don't like when the cabs come and they have too many people in the car like that because that's not safe.

I think getting closer to your time because when you have to ride you have to accept your time. Sometimes you have to wait because you have to accept the time you have and a lot of times I have to make it in at least an hour and a half and I have to wait for them to pick me up.

They shouldn't do training during the busiest time of the day. They should do their training during less busy times of day. They should do their training differently. The card readers don't work, and they don't have to pay, and I have to. I feel like I'm being unfairly treated.

Allow me to pay my fee via credit care. Whether it be with it TAP ready or a major credit card or be online or over the phone. Get Access TAP ready to work as advertised. As far as I'm concerned it has not worked. Just the visa aspect of is working but I can't even use it with access. Which tells me that the system is screwed.

Give us passengers more time than five minutes to get to our destination to wait for our rides. Because I have personal experience and I was missing my rides after the fact that I missed the five minute window. So I would have to wait for the next available car, which would be like two hours. I would like to have the customer service people at Access services treat us like human beings, not just another number but with some courtesy. I mean when the Access driver shows up a little early before the time, customers don't have to feel like they are rushed because they are early. Like they have to get out and be like "all right, it's time to go." . To put more effort into showing up on time within the ten minute window.

Well they should be more courteous with the passengers. They need to explain more how they cannot get me to a place on time. They should not tell us one thing and then do another. It gets really confusing so I just like taking the cabs. I have a friend who is upset by it.

Reasonable rates.

Just the time limit. I told you it's an all day trip when I take Access because they're twenty minutes early or twenty minutes late and by the time you're ready for that I still have to wait for other people a couple hours going and a couple hours back.

I am not too sure how they could do it but I think they should have better shared rides and the routing. I have no difficulty with shared riding. Sometimes they don't make any logical sense. They go to distant locations and take forever. Definitely routing.

Not lying to me. No, generally it is the best service in the united states. It would be better to update the services to same day service.

They should change the cabs they look so ugly!

If you got four hundred cabs, let twenty in different areas. Keep it geographically. Being out front waiting for the driver, don't leave people in the rain.

Lessen the time.

I know they have a lot of people and a lot of drivers and if you need to cancel I can understand. That's where the problem is. Ok you might get sick or have someone take you home you call them and they have a driver coming so they give you a no show. If you get three no shows then you can't ride for a while.

The only thing is that you have to push so many buttons for so many things. Especially if you don't speak Spanish, you have to push so many more buttons for the options. If they could shorten that process that would be great.

I don't see anything to do. I like that they are improving on their services. They improved on getting to their destinations quicker. I think it helps because they are more efficient, and it helps the passengers. I think they give you a ride. I like what they do. Yes, I think efficiency could be improved.

It's difficult for me to predict and set up return trips. The policy that was in place is that I would get a return time if the doctors were coming. I have to guess when I return, which involves an hour of waiting.

Just to have it mandatory to have call-outs.

Well I need a TAP card and sometimes I don't have the money. I need my TAP card. Sometimes I don't have \$2.25 to ride. Getting the TAP card to me when I need it. That's about all. I didn't have my TAP card yet. When can they get it to me? I need it. If I'm going to use the ride, I need it.

Try a little bit more to get the other pickups going into your direction. Don't go back and forth. It's harder on the driver and the passengers. It's gotten a little better but they can do better than that.

Improve quality, courteousness, and cleanliness in the vehicle. Communicate with passengers in an orderly manner.

I don't know. Just getting there within the scheduled time. I understand traffic is bad sometimes. I like to get home within the twenty-minute window. Sometimes the driver is thirty minutes late. I appreciate the ride. Yes especially when you are standing outside in the rain or cold wind waiting for a ride. If the driver is longer than twenty minutes it's hard for an old person to wait. In the hospital there is like four benches. The driver isn't always visible or doesn't go to where all the Access customers are waiting and sometimes we miss our rides. If he could come over and let us know that would help.

Arrange the drop offs differently so that the driver doesn't have back track. Give the drivers a certain order of drop off instead dropping the most convenient one first. When you're having a ride share the drivers is told to stick the passengers in a certain order and drop them off in a certain order. Sometimes he's dropping off a person and goes right by another drop and has to go back to drop off a person off that he passed.

If I know a week before. Call it in. Emergency. Be able to schedule up to two weeks ahead of time.

Being on time. It's very important because I allow for the twenty minutes late but sometimes their later than that. My doctor is miles away and it's another five minutes getting into the doctor.

Don't have so many people riding with you or that you have to pick up and drop off.

Be on time for pickups. That's all you can do is keep trying to do as good as possible. Yes. No, just the drivers are always courteous just keep on being that way and as close as you can to the pickup time.

Training for the drivers with people that have disabilities.

They just need to keep up what they are doing. Sometimes when I have to go to the airport, one time our suitcase was heavy and we had to hurry and get to the bus. Then we had to hurry to get to the plane. They were late and so I almost missed my plane.

I can definitely get more help because before you could call and say "i need a ride," but now you have to call twenty-four hours before, and it's not fair. So if my blood pressure gets high and I need to go to the doctor, what should I do? You should make it like a today or tomorrow, so if you need to go someplace very important. So what's the difference if it's today or tomorrow like before? . Yes, that's right, because if yesterday you wake up with a cold, you have to make an appointment tomorrow when you'd like to go today. You like to call an ambulance? . They could do it very simple, make it back like you could call anytime you want, and if they have an opening, give them a time for the opening. If you notice it's good to keep it if you need help. If you need to go to your mother, you're saying you should not go to them?

If there was a way to not go and pick up people that are just going to stand us up, and not show.

Be on time.

It is pretty good except when they give me a no show. I've been left in harbor city because of a no show.

The buses are better. I ride the busses all the time. The busses get me there on time. I only have five minutes. I didn't have more time than that. I wish I had more time than that. I don't have time. The drivers have twenty minutes. People have five to get there. If you're not there, the driver leaves.

Some of the drivers I like and some of them I don't like because of my id they won't let me on sometimes.

They should have better training for young male drives, mainly towards female passengers.

They need to improve when they make a mistake with the ride and make sure they get someone to come get them. I got it all. They need to improve on that. Other than that the service is great.

They should take me somewhere, where I have to go. Instead of taking me all over the place. When they are picking me up in Dallas, I have to sit there and wait. If they're picking someone up at 8:10, I have to sit there and wait. Also the men that I have to ride with, they put three guys and me in the back seat, and I don't like that. I don't feel comfortable.

Not sending me little cars to ride in because of my walker. Send the vans. Like I said with the van there is a place for my walker without trouble. You just pick it up and there is a place to put it. I rode with a person in a wheelchair and they just stick it somewhere else no problem. Because

of my size I require a seat belt extension. Only some of the drivers have that. They need a way to check in the seat belt extender at the beginning of the day and check it in at the end of the day.

If they could have same day service. Like being able to call like I use to call in an hour before, like day to day services, being able to call all during the time. Transportation is available to you all the day.

I think they need more vehicles. They need more of the drivers and vans so they are not so packed and have so many other people on them. They have to hurry to meet another bus and then another. I know it is money, but I know they need more drivers so that way we are not on the bus so long. I know it is the money thing.

What they need to do for me is I need to have a van so I can get in and out faster. With the seat being low, I have to pull my body up into the seat to get out. It's kind of difficult. They can't change a car to make it more comfortable. I don't know, because it's always the same. I don't know; I don't know that much about cars. I just know about the assistance I need to get in and out of a car. I need a van. Yes, if they had more. Well, they have a walk-in, you see. They put the ramp out and you can walk in, but a car, the doors don't open. You have to put your leg up. I'm very careful, and it's extra difficult.

Call me. Call me to pick me up.

I think they may need to add a little more customer service with more courteous people, and more reservation agents. That way you don't have a long period of waiting for making a reservation. That way you don't a long wait for people waiting on the phone.

Get rid of the taxicab. Do not have too many in one area.

We have to call a day ahead. Sometimes emergencies happen and you cannot call a day ahead, and we still need a ride. All right, when we call for a time they would let me say look at the computer and they would say a time that we do not want. One thing I hate, they would pick me up at 8 o'clock. They would go and get other people and this causes me to be late for my appointments. I would make appointments at 9 am but I must schedule a couple just to make sure that I get there on time.

To make sure that they don't have another wheelchair or customer and not make you wait.

Have the driver study the road maps.

When the customer says the driver didn't show up and they argue with me and tell me they did. They say the car was there when I say the car was not there. One time the driver pulled up and pulled away. He didn't stop he was late so he kept going.

I believe they do pick up one person and take them to the destination. Won't take as much time.

Getting closer to the time I want.

Try to coordinate the share rides better. I don't want to have to go to different destinations and not have to have to go back and forth. Way down and back up again.

I would like you can call the same day. To call one or two hours before you need a ride. Be able to call the same day. Arrive on time.

The dispatchers have to ride in the van for training with the drivers. So that they would be more sensitive to making the shared rides. Reservations. Allowing more then two times to pick a time. With one call you should be able to make a reservation. Instead of having to make recurring calls. They can if it's possible go back to same day scheduling at least for urgent medical needs. If they can confirm it with a medical place. That's the way it used to be. You could get the same day. That one's very important right there.

They should book less people in a van. The only thing is just the seating arrangement can be kind of difficult because they have to book a lot of people in a van. Sometimes if you have equipment like a walker or a wheelchair sometimes they'll book a lot of people and it can be uncomfortable to ride.

The only thing is like I said before I'm a heavyset woman and they send little cars that I can't fit into well.

Make sure that they route the rides in logical manners. There was a time that I was driven though the area that I wanted to be dropped off at, and we went to different place and then I was eventually dropped off in my destination but I was really late.

They have to be in service all the time. Some of the drivers are nice. Some of them are on time.

Expand their services to Ventura County, because that is where I live.

Be on time.

I feel the customer service representative to be friendlier.

To make sure that they come within that twenty-minute time. Do not keep anyone waiting twenty minutes. That would be it. Because it happened once when they came from long distance and they were late. That only happened once.

I hate no shows because I am blind and it is hard when they don't show up because I can't argue that because they have to find me. I would like the drivers to be more aware. They could make the times easier to get rather than me hanging up and calling back to get another time. With south Access they will work with me to find a time rather east and central give me a time which requires me to hang up and call back to get a different time. My other concern is the cancelation rule. I wish there was a little more flexibility. I wish they would allow less time to cancel for early morning trips. These things I mention are minor but are a big deal to people like me who are blind.

They need to get better people working for them.

To talk a lot louder on the speakerphone. Not keeping me on hold forever. Too much background noise.

When the drivers pick me up they should show their ids. Whether it's a guy or a woman. That way I know who it is, and that they work for access.

I think it's just they could be more on time. They could shorten times. They could arrive more on time.

I think offer better time availability. As I said, I either have to leave early from appointments, or wait too long after. I think they could make their window a half hour instead of an hour. You're supposed to get an hour either way, and I think that's too wide a window. I think they should go back to being able to offer same day reservations.

Sometimes you can't see the name of the drivers on the side because they are new, but I would like to see the name.

I would like it if there are reservation wasn't twenty-four hours in advance. It used to be when you called that within an hour they would come and pick you up and never was late. But now I have to call twenty-four hours in advance and sometimes I forget to and then I cannot get to where I am going. The drivers should call people when they are there to pick them up.

Sometimes the ride is too long.

I think they should I go to this program and sometimes they come and go and they don't come back. They'll come and go. I always wait for them but they need to go.

When I first started to use Access we could call to get a car in hour, now hour in hour. Suddenly we need to go to doctor and we don't have a ride. You can't get it until the next day.

They should be more helpful when calling into make reservations. They are nice in the beginning, but then if I call back in ten to fifteen minutes after I make the reservation to confirm or to see if I could get a better time they are rude. If I make a reservation and I cancel a reservation to see if I can get a better time. And I can't get that reservation I can't go back to the original one. Once you cancel it, there's no guarantee to get the original time requested. They need to improve on the twenty minute window the problem is the driver has twenty minute window, but the passenger has only a five minute window. If I make a reservation for 5:00, but they have a twenty minute window and if they are not at my door at 5:00 I have to wait twenty minutes to call and see what happened to my ride. They need to improve the twenty minute window and the five minute window they give us. I notice that in the prompts they say that you can request a time that you want but then request a time and you get the time you want. I can't remember what it is. They just need to improve time strategy.

I would like to change the call to reserve, longer than just twenty-four hour notice.

I would like to be able to make same day pick up. I seem to remember that you used to be able to call twenty-four hours in advance. I was not clear. I do not like to have to call twenty-four hours in advance. My wife says that we need to renew the results.

Just don't have a full car anymore that's one thing I hope for.

Selection time wise. More knowledgeable people. Safer cars.

For me I would like to have a better vehicle to be able to get into. It's hard for me because I am so tall. I am six feet and the cars are too little.

Get more courteous people to talk on the phone. Will and John are so rude to me. They need manner and they don't have any.

There are days when I need to use the van and I can't have one and have to use a cab and it's hard but can deal with it. Have more van service.

The only other thing they can do is to be more on time. I know they have other riders and that causes delays. I just can't tell you offhand. The most important thing is that they get closer to on time, but they're generally on time.

Do not charge anything! I'm kidding. I don't know. I don't see any need for improvement. They're very good. They need a few new ones because they go over the bumps sometimes, and you know, they just need newer buses or whatever you'd call them. They need new ones. You know, everything gets old and it doesn't work well, just like a person. Not working very well anymore. So we're more comfortable with newer buses. Whatever you call them. No, I'm telling you, I'm very satisfied. I don't look at every little thing. I just want them to be on time. When I'm waiting outside, I can always depend on them. Dependable is the word, and I think they're very good that way.

Just get more friendly drivers. More drivers that will help you.

Is to do away with the credit and just have a regular free Access card.

Hire more drivers and hire more phone representatives and train them better. I've gotten hung up on many times before and they've given me attitude. When I first had Access we would not have to call for the ride the next day, you could just call on that day.

You know sometimes when I get on Access they have lots of other passengers and that makes me later sometimes. They go out of my way then continue to come to my area.

I think they should let you know if you have a shared ride. I think that they should do that. So, like I said, I can get to my appointments on time.

Once in a while give us a free ride. They should come out with a newspaper. That way I could read what Access was doing for people these days.

When they run behind they should know the time of the rider. Well they should tell clients when they call to make reservation whether or not how many share their going to have.

If they're going to use the outside cab, don't have so many passengers in it. Like I said, passengers are different sizes and weights and things like that and it makes it uncomfortable. Sometimes, those outside cabs are not so clean. And sometimes they smell like smoke, too. Health reasons. I don't want second-hand smoke. Well, let's see, I already did the reservation, but when they say a five minute wait, I think they should give a couple more extra minutes, because some people have to come downstairs. Some buildings don't have elevators, like mine.

They have too many passengers in the car. They need to be more patient.

They should go back to same day service, which was really easier before.

I didn't know about the new buses because mine expires in 2012. My Access card expires 2012. Sometimes they're working on the phone. They're talking while they're working. Because they're not paying attention to their job and they're not looking on the road.

I think the drivers need to be more courteous. Drivers need to speak English better. Basically the drivers need to be more courteous and less rude. They have no customer service skills.

I don't know. Sometimes it was a long time to take the reservations. The agent was busy. Sometimes it was twenty to twenty-five minutes to get someone to answer two or three people before me. Just what I told you, just once or twice I was waiting too long for reservations but most of the time the car comes on time.

In my point of view, have less share rides so that way we can get to our destinations on time. No more than two passengers. They need more training for drives and have drivers have better understanding of personal responsibility.

Not schedule so many people at one time. Well, sometimes everybody wants the same time and they overbook. Well, sometimes I've heard of people saying they can be up to half hour late instead of just within the twenty minute window. People should get a letter stating that people need to get to their appointment in ten minutes and it takes an hour and a half. Try to get more people to book between ten and two. Not the busiest times.

Only when I ask for a call out they don't always call. Dial-a-Ride does confirmation the day before.

I told you, in overall, sometimes I am not happy because I'm using this service a lot. Sometimes four times a day. I'm not happy about the reservation twenty-four hour before. I remember they had the service for reservations on the same day. They should have option. If you have an emergency you need to go to work the same day. It's just extra work for the company and the customer too. They have to send you a letter regarding no show. They have to put this service that we can do reservation on the same day. If they cancel a ride a half hour to one hour before they shouldn't put a no show. I'm totally against people who don't show up or don't call to cancel. I hate that, it's the driver, gas, everything. A lot of effort they come pick you up I hate that, I always call and cancel even I call an hour before they put me as no show. They send me a letter than I have to call customer service eventually she removes no show for me. Plus the people using this service are not normal people. If they were normal they would not use this service. No, not at this time. I saw people not eligible have driver licenses and can take their car

but they are using this service. They should restrict some people to use Access and leave it for the people who really need it.

There's only one thing drivers drive to slow on the busy freeway.

Just keep on improving, . Just picking me up on time. You know, I call and they give me a twenty minute window. They tell me when they're going to arrive and what streets they're on.

I don't know who makes up these routes and they don't use maps, and they take the long routes.

Check out the operator. Get rid of the people that are rude and they give people wrong information. Instead of going to the supervisors to get the right information they make up their own. One time when somebody wanted to know how to belong or join Access the operator told him he had to use a walker or a wheelchair otherwise he could not join access. And the lady I spoke to was very upset about it. She told me what had happened and I told her to call back, not to listen to the operators and speak to a supervisor.

I felt like they should be on time. The lack of punctuality is the biggest issue.

They should make sure that drivers know where you are. If you've been sitting out in the cold for an hour and the half and the drivers are sitting across the street, they don't do you any good. There are a lot of problems. I think it has to do with scheduling. In the scheduling, when there's appointments that have to be missed. Don't throw someone in there who wants to go to the market, or to the nail salon. Because I had appointments that got screwed up, and someone comes in just for your appointment, and I don't get there, and he's gone.

Well same day reservations.

Sometimes not put to many share rides in one vehicle.

Have better reservation agents. I know they're not paid much, but they don't all speak English, or they mumble or they don't speak clearly. There are times that they're late, but there are often accidents.

Have more busses. Have more drivers. I would think if they had more busses and drivers it wouldn't take that long to get to the destination. It would make the route shorter. Sometimes when I get on the bus I find out I don't have enough change and they cannot stop to get change. I would like them to stop so that I can get the right change.

They shouldn't put no shows for their mistakes because if you say you want a van and they bring a car it's their fault. They should take responsibility on what they do wrong and right, and that's inexcusable. No, those are the most common and they happen so often I'm tempted to discontinue my service with them. I've thought about it but I need the service. It's discouraging that I would get a no show for their negligence.

Have them come even more on time. Especially in areas Wilshire Boulevard.

Better share ride planning, and the new vans have taken out radios and put computers in their place.

I would recommend that the service uses the smaller cars. I don't like the big busses. I took it. It's hard to say. I don't really think I know anything except driving a little better. They are supposed to have a ride straight to where we are going and they can go way out of the way on Third Street and Sunset Boulevard. Where I work is a straight shot, but they can take an hour to an hour and half to get there. If they get a call they have to take it.

I guess get more vehicles. Because sometimes they put three or four different passengers in the vehicle and we're going to separate locations. Sometimes we're on hold too long.

Some of the cabs are old and I guess that's why the back seat are so small to get into. It's like there's a wall thing from the seat. I'm sure it's difficult for all sizes to get into. I think they should improve on the cab and there usually in the older cabs there's not much room. You have to get in certain way and then you got other passenger in the back too because it's a share ride. Being on time. If it's possible for them to call when you're waiting, sometimes if the weather is bad you have to wait out by the curb.

Get less people on the share ride.

I'm concerned because the problem is the people who put the trips together want them to get from the end of the valley to the other end of the valley in two minutes. I thank god for a program like that. I'm really happy with the program. I know a lot of the drivers by name and most of them are very, very friendly.

I don't know. I don't know any way they can improve it, sir. I was getting ready for reading. Someone's picking me up. I don't know any way they can improve the service. I'm satisfied.

I think that the customer service should be more patience. Especially when people are calling about questions with where is their ride.

I'd like to have some times when I don't have to call several times to reach someone. I have to call sometimes if ones at nine thirty am. I'd like to be able to call at eight thirty am to get it. I don't want to be able to have to call and call to get it. And also to be picked up at 3 pm.

I think they should put a camera in every vehicle to watch their drivers and to see how they are driving.

They use taxi cabs and they're uncomfortable, but that has seem to be mitigated a bit. So the drivers communicate better. I wish it the back seats were too high. There was a thing that pulled as a footstool and they don't have that anymore and it's not very good for short women, or short men for that matter.

Hire more drivers.

To be patient. There needs to be some leeway time for waiting to pick up. They should provide small water bottles for riders.

I would like to get a closer to time to when I want to get picked up. No, just the pick-up times. Being picked up on time is the best. Some drivers drive a little fast.

Continue to do what they are doing and don't have too long of waits. Once they had longer waits in between calls. Just continue what they're doing that I'm having I have no problem with.

The only thing I can think of is recommendation for trips. Giving yourself more time for the amount of time for the trip. I have been late because it was a congested area and they weren't aware of the time.

Make sure they are on time. Make sure they are not late. And make sure I get there on time to my doctor's appointment.

The share-a-ride can be a down fall, and if they have other pick-ups, then you have to make your reservations earlier so you can get to your appointments on time.

They sometimes come late, some good, all not the same. I say in the middle, not complete, not a hundred percent. Some of them are good. Some cars are not good. In the back they break your legs. The small cars need to be checked. Nobody checks the backs of the cars, if you could fix the back.

Do away with the day advance. I don't think it is necessary.

They could give me their hand when I get off the bus.

I don't object to share rides, this is a business that tries to cover everybody. The way they schedule the rides makes one late to their appointment. I feel they could be more careful in the ride scheduling.

I'm still waiting for the new Access TAP card to arrive. I've called several times and I'm still waiting for it. I would like to get the TAP card.

They need more vans and know if they are picking a wheelchair or a big person up.

They should make sure they don't put to many people on at once.

Make sure they know the address because they make me late and I had to cancel my ride and I had to get a later ride because I was late for that one.

Every dispatch should be looked into. I mean to look into the way they are running things. Second I don't really like the way the upper management is going about doing things.

Go back to same day service with better share ride coordination. I know it's a share ride, why do I have to go north when your destination is south and I'm in the car for over an hour. If the bus says northbound and I know I'm not going south. That was a bad experience with different directions. With same day service we never had a problem with going different directions. Have better coordination of share rides.

Dispatch scheduling is accurate.

I haven't had a problem with them. The people making the reservations are the ones that need improvement. They need to clean up their attitude. They get the numbers wrong. They don't get your name right. They won't give the correct time.

They could be better with being on time. Just improve on drives being quicker. We have a circular drive, and want the driver to pull up into the driveway.

Have better drivers. They need to have trained drivers.

Schedule the rides where they pick up and drop off and get where you want to go on time. I'm not sure. Account for your ride and time has passed so that it won't be a no-show. Their reservations are good. In case you have an emergency and have to go somewhere, that'd be good.

They should wait a little longer than five minutes to meet the driver. If you're not there in five minutes they take off. Sometimes they take off. They came to meet me and if there's another car they come back and get me and if they got a full bus they don't pick you up and if I'm stuck somewhere I have no telephone.

They could offer rides to meeting. That would be a great investment. They should have better transportation that have better rides. New shocks.

Make sure the maintenance crew fixes the problems and listens to the drivers.

I don't know . I would say be on time all the time. That's all I would say about that. If you have a doctor's appointment, then yes. That's the only reason I use Access or Citi ride to go to the doctors.

Be on time and be courteous. Speak English. I have had a few drivers that couldn't speak English.

Be more on time. But I know it's not the driver's fault because they just get the orders. At least that's what they tell me when I ask them. They have no control because they get the order late and sometimes they drop somebody else far and then they go pick somebody else far away. I think . No I don't think anything is wrong. One time they picked me up they sent two cars in five minutes. And one time they didn't show. I was outside waiting and they told me it was a no show. They put on the paper a no show and I said how could I miss it. I was outside before the time. They pick you up at seven and I'm there five minutes before that. Sometimes they show up early and that's why I like to be out there.

I want to make appointments with one person, because sometimes with two or three people we're late to appointments.

They need to wait for you.

When they're not within the twenty minute window, you pay the same amount of fare, they don't deduct, that's what they're supposed to do. When we go to the mall or something, we have a shopping cart, a taxi arrives, and we have to take everything in the taxi. The reason we take a car is that we have neuropathy in the arms, nerve damage and we'd like a van. To accommodate the cart.

Show up on time. Cut down on the ride shares. That's too much. Showing up on time and cutting down on the ride shares. Everything else is fine. Maybe more organized.

Change the reservation to the individual schedule so the people can say they have a wheelchair, rather than having to ask if they do.

If they could tell you that they are to going to have a shared ride. I would like to know if I'm going to have one because the ride would be longer. It would be nice if the call outs were mandatory. Sometimes they come over and they don't call so I don't know they are here. I mean sometimes they come and I don't know they are there and we miss them and we had to take the bus.

They would do a lot better to have a share ride that is far from my destination. I was two hours late. They need to change the database so they can schedule a share ride for the same area.

It would be nice if you could call them and ask them to pick you up at such and such place. That would be a nice, but that might be asking too much.

The drivers should be more courteous and my driver on Thursday wasn't so friendly to me.

The radio really hurts my hearing. The other thing is that when they send a cab it is very hard for me to get into. If they could have more vans it would be a lot easier for me to sit down.

Just try to be more on time. Just get me to my destination quickly.

They need to coordinate with people.

I don't understand why. I don't have a car and nobody can take me to the doctor. Sometimes my daughter comes, but sometimes she's working. I don't have money to take the taxi. I can't take the bus because I can't go. The best for me access.

The agents could use better training in scheduling reservations.

Do not blame everything on the rider. If you don't get the call out and you don't get picked up it's your fault. Some reservation agents are very rude. Not everybody but some. With something like Access if you don't like it, you're treated like you don't have another option. Sometimes dispatch makes mistakes where you are going all over the place. When you're picking up other passengers, sometime they'll have very odd routes and when you complain about that you'll be told that they're allowed to make many as many picks up as they want, Access believes that they can't be wrong. It taken me hours to get home sometimes.

The only thing I'd like them to improve is to make sure they get my number. Those drivers always have a hard time finding me. When they come, they have a hard time finding me, because their dispatch gave them the wrong number. So they're at the wrong location sometimes. They're across the street instead of on this side. I don't know.

You know what, same day pick up.

Try to be there on time.

Getting places more on time. Making sure that the air conditioner is working properly.

It was fine. I like going in the car because they take me there. I don't know what else. They come on time and they take you to the place you have to go. If you guys are late you need to call because sometime when you have to go to an appointment you are late.

I think they need to do more time. I think scheduling is really poor.

The cleanliness and the courtesy. Just keep hiring more Access drivers with much more courtesy and much more respect for their riders.

Picking me up on time.

To take reservations. When I call most of the time they do not answer. Sometimes I have to call three or four times. When I call I want to get though.

Give me time to make reservation.

They make me walk on the bridge. I don't need to do that. I don't like that I am capable. It's embarrassing to ride that.

They should have personality evaluations. They should check that they like people. Have a rule that you can only take two people. If you get stranded you should not have to wait for two hours.

If you want to get to some other place from another.

They won't come to my area. They can come pick me up at home. I like it the way it is. The only problem I have is they won't come to my door.

Same day appointments. I know you have to call one day ahead twenty-four hours. Change that and the way that we are able to do the same day call.

I would say the main thing is the on-time thing is the most important. A few months ago they were a half hour maybe forty-five minutes late. But that doesn't happen anymore.

Check the routing schedule. I realize that it is share a ride, and as a result, we do go out of the way. I have been taken miles out of the way. I have been on rides that have taken two and a half hours to get home.

I know it's a share ride, but they don't make any sense. Some are really bad. That part could really use some improvement. Be more honest when drivers are late. My driver got a flat tire and it was ten minutes from my call time. Well I called server times they kept extending the time. I was scared to go back inside me house because I would miss my ride. With the share-a-ride it made me really late. We drove like 25 miles out of my way. Then we came back to my original I was couple of hours late. Also traffic added on to late time.

Add more vehicles to the fleet. Give their drivers a raise because they deserve a raise. I've never had a bad experience with a driver.

Change it later to make reservations.

I believe they should have it running on the weekends. Sometimes I would go from Lancaster, that would be nice to have something on the weekends. That's about it. They should have more time frames. The schedules are kind of bad. A better schedule

Probably get more receptionists, more understanding phone people. That's what I was telling you along the way. Make the phone people more sensitive to your needs.

I think they should have more people who know where the routes are. They do it so ridiculous. I ride around in circles. Add more dispatchers. Get better at trip planning. When the driver doesn't show up the time they are supposed to, sometimes they count me as a no-show.

Organization.

You can make reservations in the same day, not only day before.

Be more on time and do not pass over the twenty minute window. Sometimes they show up early and then leave me. It would have been the direct time and they left me. They left me a couple of time it would help if they could give a courtesy call. If they could wait a five minute grace period, they can leave after ten or fifteen minutes but not after one or two minutes.

Their drivers should be a lot nicer to the people they're picking up. They need to wait for the person to be picked up.

Coordinate with the reservation clerks. The driver doesn't seem to give you callouts when you request one. They don't seem to have appropriate equipment to talk to the reservation agent. Some of them have cell phones and they don't have those earpieces. I don't know communication between the drivers and the reservation people or customer service.

Increase their hours for making reservations, instead of eight to five, it should be eight to ten. That's the only problem.

I am ready when they come to get me. It's not the driver's fault. It's the dispatcher. I had to wait forty minutes.

Be on time.

Same day appointments. You have to make an appointment at the end of day.

Be better.

Be a little bit more on time and watch how they put shared rides together. Make sure that they're actually making sense and that the shared rides are traveling in the same direction. It makes no sense if the shared rides aren't traveling in the same direction. The shared rides make no sense. Nobody is happy with them. We're happy to have the ride but it'd be nice if someone paid attention to the routing.

One thing I noticed they're just working to make money. Sometimes very negative people drive. Like employment education and are willing to help. The other day I had a complaint about a particular driver that seemed only to want to make money. Some of them. I don't run into those drivers very often. All of the drivers need to think of others. They need to be more happy and willing to help others and more friendly. They can be friendlier and more understanding. The other drivers don't care.

Get more drivers. I guess they could arrive a little bit earlier. Right now

I don't have any problems. They are always there when I need it. Only when you go to a doctor appointment and you have to share with someone else. They take them first and then they take me. If they are going to arrive too late they should let people know they are going to be late.

I don't like waiting. If they cannot make the deadline coming to me within the twenty minute period, they should call up to the office if there's somebody else in the neighborhood to pick me up. My doctor is always on time but not access.

Make sure there's the standard amount of people, not more in the vehicle.

Train the drivers to not bother the people. I mean by that when we get the Access we don't when we are going to be in the place. Give the program to the driver. The people who do the program they have it now. Tell the people who do the program they don't know it.

People working in the office. They should know what is all problems, and the driver should come to the office. Instead of just seating inside the vehicle. Just to double check.

I prefer that they send me a van instead of a taxi. When they are late it's hard to make sure someone is there to pick me up.

Just make sure that when the passenger has an oversized wheelchair. Don't allow two wheelchair passengers. Wouldn't have to worry about the safety part of being strapped in.

Be more prompt on the return trips. Be more on time. For a disabled person it's hard to wait half hour on the street. Because there's a twenty minute window. That's what they say if you get a time that's 2:00 they should be there by 2:20. They won't be there until 2:30.

Less hold time when I call to make a reservation. I called and there were seventeen callers ahead and I had to wait ten minutes or so.

Arrive on time. Have more vehicles and larger ones to fit more people.

I think they should stop using the Iranian taxi drivers. They should stop using them because I don't like the way they act, especially if you think they're not going to give you a tip or something. No that's all I'm saying. The vans are fine, the Iranian taxi drivers are too fast. They want to put a bus six in a vehicle for three. You get a person over two hundred pounds and you can't put three people in the backseat.

They should improve the way of reservations.

I think the dispatchers messed up. They shouldn't put two people in one car who are going to different places. The dispatchers get everyone all messed up that's the problem. If I'm going here and someone's going to a different place I get confused. I have no problem with the conversations in the car but sometimes it gets to the point that sometimes they have conversations in a different language and it's always the same driver picking up the same people so it's kind of not fair.

They should be more tolerable. They should not punish you for that, which is what happened to us. Not once, but several times. I don't think that anybody should be waiting for hours to be picked up. They really have to think of us as people, and I don't think they do that.

Care more. I have no problem with the drivers. They need to keep the reservation time. And listen to people when they talk.

Don't make routes that take so long to arrive at the destination. I am not against share rides, but I feel they need to be intelligently designed better.

They need more vans more drivers. They need cheaper rides. They should train their drivers to understand direction.

I think if you ask for a time they need to take it or leave it. If you want to leave at seven they say there's a 6:15 on time. That's the only thing I don't like. I think they should make sure when they're on time, call the dispatcher to get the ok to leave. The driver should be aware of the customers.

Better dispatching, better ride shares that actually make sense. They often drive in completely opposite directions to where you need to go. It would be nice to have same day service like they did when they started.

They can listen to the person where they are located make it specific. I tell them what happens and where I live and they end up going to the wrong places, they don't listen very well.

Be more punctual.

I think they need to look at the share rides and see where people coordinate. Nope, it's a wonderful service. I wouldn't be going many places if it wasn't for Access because of the distance.

Get rid of those little cabs. Shoving people in there like clay.

I think that the dispatcher needs to be a little more thorough. Like the other day they were late picking me up. I was late to an appointment. They pick up a lady, I was second pick up, pick up another one passing where I was going within five block where I was going. And it didn't make sense. The driver said it was the dispatcher that gave him that route. I do think that when they going to be late they keep saying ten minutes, ten minutes. They said the first driver was in an automobile accident but then to tell me that was at 12:20 and then tell me I'm in another time block.

I think it is ridiculous to ask for a ride when they don't show up on time. If it was in emergency I want to get there. And some other way to pay for it.

Make certain there are not too many people up at same time.

Change the reservation department. Get good supervisors in this department. They are not accepting calls from the clients unless the twenty minute window passes, only after the twenty minute window can I call and complain, and my ride is already gone.

When I take Access I get car sick.

Better communication. Communication should be increased.

If they made it easier to reserve a ride and get picked up instead of calling and making different reservations, and to combine them together somehow.

Help me down three steps with my walker. I can't get my walker down. Not having so many people jammed into a small cab back seat. Now they have a barrier between the driver and passengers. I wish they'd give me a little more leeway I because don't know what else they are going to see me for and sometime I have to go to the x-ray or pharmacy. I never know exactly how long to make my trip going home.

To give a little more time to get there.

Keep picking me up. Whenever I need to go somewhere.

I think they need to make an effort to make a companywide customer service program. The majority of the people are rude. They need to get everyone involved to understand what customer service is.

Try not to be late. I don't like cutting it so close to all of my appointments, especially with doctors.

The only thing I think they could call the day you need.

The only dissatisfaction I have is that I was told about the callout service. I didn't get a callout. I don't stand at a curb because it is cold. You can't really completely depend on the callouts.

More operators to take your schedule times. More vans rides. Having the vans more accessible. The taxis get full.

To be more on time.

Have less pickups. I understand they have to pick up people in the same area and then they go way out of the way to drop people off. And then turn around to drop me off back track, which is ridiculous.

They should make sure they get the routing times correct and not have people go out of their way. Sometimes they say they're outside and we look for them and they're not there and put me as a no show and they make you miss your appointments. It isn't right if they put you down as a no show because you can't find them. Because if I ask for a ride at 9:00, then they shouldn't come at eight thirty. If they come twenty minutes before time that's not right because that causes people to miss their appointments.

My new TAP access card where it says PCA is too small. It is hard for the driver to make out.

Set up the schedules better. Like I told you before, they came here to east, and picked me up and took me to west palm dale, and then back to east palm dale and lake la, and made me late. If it was planned better than that, it would have been no problem. It really has the driver stressed out, and they have to speed to get where there going, and I know but I can see, but I can feel tension, and it shouldn't be like that.

They should have less people in the cars. Everyone needs to be comfortable, large or small. They need to assist me more.

They could actually write down the right address. Sometimes I feel that the driver doesn't always know where they are going.

To improve my overall experience they could give me padded seats that are a little wider, head rest, arm rest, foot rest and, better, maybe not such strong shocks and aggravate my motion sickness. The temperature is always comfortable. The driver is always polite and cordial. The riders are nice. I wouldn't want them to move any faster so you know. They scare me to death if they zoom down the freeways. I will have to settle. Do not charge me seven dollars. I would have to find out, my budget is horrible. Believe it or not I can hardly afford seven dollars.

I think they've improved on my experience with them. I've gotten to know a lot of the drivers. No, not really. Like I mentioned there have been times where they change the time on me and they haven't called. I've told them that if the weather was bad i'd wait for them in the mail room and look out the window. The drivers would say you'd be outside waiting for them. There's only been once or twice where they've had to wait for me. Only once or twice.

Do I have to answer this one? . They could offer more variety towards pick up times in general towards the valley. It's annoying to have to leave my house at five am when I have appointment at two pm.

Settle issues with no-shows or cancellations the day it happens. I would like to see Access fix the situations as they come. Pay more attention to the comfort of the riders.

Get bigger vehicles. Get more room in the vehicles.

When I tell you guys the house number I live in the back. Because when I call you back you curbside.

Do something about how the buses have that motion. No, everything else was fine except for the ride. I was holding on to everything possible to keep still. It was so uncomfortable. It was the bigger vehicle. It's the one where you have to bend over to get in with the two places for wheelchairs in the front and four seats in the back.

Basically what it is sometimes the cars are crowded and it is very uncomfortable and they need more transportation. I don't like to be closed in when cars are full.

I think they should have only one to two people on the share ride. If there is two to four it makes things extremely difficult. And if I am the last person in the car and I have my own appointments, sometimes I might be late for my appointment. Plus I don't appreciate being packed into a vehicle like a sardine. Drivers don't be on the cell phones! How can they be watching the road if he is talking? . Texting on cell phones especially if there is "special" people things can go wrong.

Just keep up the good work, and keep doing what you doing. Nothing that I can think of at the moment. I think they are doing an awesome job.

Come inside my gated community area. Come to my house.

Have more cars than vans. Mostly out here all they have are the vans. The car is better than the van. They have to help you get in there. Not too much. Let me get on with my wheelchair.

I think you should pay them more because they work very hard and their professional too and do what their supposed to do. Because I just think that they do as much as they can to make sure you get one place to the next. It's amazing how they get there on time.

When I get on there and tell them what time to get me, I want them on the times they say. They could call if they have any doubts or if something happened. Keep their schedules.

Know when the riders are going to go out a month so there's more drivers and vehicles going out to pick up people. I just want them to try and schedule a time to make it easier on drivers and passengers.

They ought to update their information when people give it to them. If I didn't see him, I'd end up with a no-show. There ought to be some way of changing times.

Change to have more drivers to pick you up at the 7:30 train to take you to the trains. No, more time, have more drivers in the morning time.

Better scheduling, not so long time when I call in. I'm on hold for almost forty minutes. I don't know, better scheduling and shorter times on calls. Sometimes I'm hold for forty minutes

I think that maybe they should be more courteous. I had a driver before and I had some groceries and she would only take a couple. She took me home. She was very rude. I don't remember the drivers name and she left the kids at the store and they had to walk home with the groceries.

Give us more leeway room on when we can reserve rides. Be smarter about how and who and when you're driving other people. Make sure that drivers have accurate information about where customer's destinations are.

It's at full capacity, no empty spaces. I have just noticed more riders. More people have started using access.

The only thing I have a problem with is picking up at a certain time. I have troubles making reservations for the trip home.

Sometimes the share rides are different ways or situations, they are not on the same way where I am going. Sometimes when I am going north, and the share ride is going south, it takes time for that. I wish the share rides could be for one-way directions.

They are either too early or too late. I think they need to make improvements. The scheduling and the customer service. They try to book so many people and sometimes the drivers complain because there are too many people in one vehicle. They should fix the scheduling.

Be more personal. Pay more attention to the service. They're doing us a service. They act like I owe them something. This is a publicly funded service. Their dispatch doesn't know how to dispatch. They don't know how to program a ride. I was telling the dispatch is what it is all not long. I've gone to all kinds of places. That's right. The biggest problem is the dispatch. They don't know how to read a map. I've had a time I was going to Montebello and they went to Huntington Park. If I'd known they were going to Huntington Park I would've just taking the bus.

They're raising the prices on January first. I think it's way too much. Add more vehicles. Reduce the fare and more drivers.

I don't think anything. I can tell you what they can fix is the safety belts we have to put on us. If you grab it a certain way it won't come out. You have to push it back in and bring it back out real slow. For the simple reason that I think it's important because some people. If the drivers are not paying attention, they might not put their seat belt on because they don't want to ask. Just the safety belts, very important, the big one.

Have timetables . Timetables in most consecutive days . Have more choices about not having to call the day before . Cars are not big enough and I am uncomfortable.

They should treat the clients with respect. And I don't like the share ride. Let them do their route then pick up everyone else.

Continue having good services. A lot of drivers. The vehicles are in good condition.

Make it easier to use the TAP card, to load the card with money over the phone. I have no problem with the drivers. I have problems with the schedule of ride. They schedule pick that are all the way across town and in no way connect with the other pickups. There always seems to be a shortage of drivers. Part of the scheduling problem is there never seems to be enough drivers because of how long it takes to get from one place to another. It would be great if the drivers were getting paid more with the responsibility they have with helping the disabled.

Should get Access to know it is not a taxi . They need to explain how they are going to pick someone up. Often they do not arrive in time because they may have to pick up other people . I hate that I have to call early to get an appointment. I do not like to wait an hour

Have less pickups. The driver can go where he has to go and then if you have several pickups you can drop off those people. If your drivers has less pickups, then he can arrive ok and you don't miss your arrivals. More timely things. Have pick up times be more flexible. Sometimes appointments run late or end early. If you were at the doctors would you want to wait three hours?

They need to help me to bring my groceries to my door. It would me help a lot. Pick me up when they are supposed to. One time the manager had to come out and pick me up.

I think that they need some new drivers who know where to go. I think that they are a little bit late. The people that work on the switchboard that take the calls get confused about where to direct people to. I have people circulating around, and their all new. Better training. Both driver and reservation agent because I think it would help the driver to have their route down. I think they're confused.

Hire more drivers so we will have less problems with having to be on time. They should start the service earlier. So that we can get to the train or get to work on time.

They need to have a supervisor ride with the driver to see what's going on. If a supervisor can't see them, they're not going to correct the problems. They have attitude problems. The drivers attitude. They need to drive much safer. They need to make sure everyone is tied down very well. They're just absolutely rude. They don't even call your name, you have to ask them "do you have my name on your board?" you have to ask several drivers "is my name on your list?" . Because the driver needs to be professional.

Tell me about the free fare. Give me a new Access card.

Keep the answering machine schedule for the ride times. They need to work on their telephone service. You call at three in the day and the answering machine comes on. You call at three or four before they close and the answering machine is coming on saying they're closed call back tomorrow and they don't close until five. The machine comes on too early. Fix their machine. Put on the schedule to make it on time. No, I don't have a problem just that. They have drivers that are new and very nice. They keep their eyes on the road. When I travel long distance they get me there on time through the freeway.

They could be a little clearer in making reservations. The customer service people talk extremely fast and I can't make out what their saying. When we have shared rides, the drivers should make it known to the passengers where they are going and how long it should take that way no one misses their appointments.

Take reservation on the weekend.

I won't say improve anything; pick us up on time, and bring us back. The only thing when it's cold, make sure they will call and we will come down. That's the only thing. I understand we have to wait a bit.

They ask for a two-hour cancellation notice and they put me down as a no show. That annoys me. I can't predict if I'm going to have something come up two hours before every time. I think it is unfair to penalize a person for something that is too difficult to make clear.

Some of the reservation people shouldn't get upset when you're making a reservation if you can't give them cross streets and street directions. Sometimes they ask you a zip code and how would I know a zip code when I get Glendale? She told me she couldn't help me. I was over in Glendale. I don't know if they do it in all of them. She wanted to know the zip code. If she's working on a computer each day, she can bring up the zip code. It would help her out because I don't know the zip code. No, so far no.

Be a little more on time. That's all I can see. That's about all. Be on time. Keep doing a good job.

Provide TAP cards that work. They're actually times that I can take the bus. It's really embarrassing to tell the bus driver my TAP card doesn't work. You're supposed to stand outside and when you have arthritis. It would be really nice if the driver could call and find out how long it takes to get out or something.

Call you before dinner.

I really can't tell you anything they can do to improve. I feel bad for the drivers. When you go to the doctors you may call and give them a two hour schedule. If the doctors is not there, you can't do anything about that. There's no doctor and I have to wait an hour more. Lately it's improved as far as I'm concerned.

When you're making a reservation and going out of area you have to go to two different places. It should be an easier transition. No, . No. More expanded hours. Sometimes you get caught up and you don't remember to make your appointment for that time and then you miss out and then you have to rely on the train.

Be here on the dime. Don't have the bus crowded. Sometimes they do extra pickups where say, this person might be in a wheel chair; there might not be enough room for the wheelchair. It would still be comfortable but you have to get out of the way for them.

I think that they should accept my cellphone to call in. It's a different area code but it's still my way of calling them.

I really don't have an answer for that. Not right off hand. If they could schedule another ride other than five am if you've got an appointment in la at one. If your appointment is not until one, you have to catch it at 5 am to get to olive view at 7:30 am to get to la at 9 so you have to sit from 9 to one if you have an appointment at 12 or one. If they put it in between the 5 am and 11 am or one that would help out a lot.

I think they could put more busses out there. Sometimes some of the drivers are late and I have to call back again in twenty minutes. It'll break up the number of people they have to pick up and they would arrive sooner.

They have to allow trips in the morning. I have to use it more. Have faster service.

Let people use Access on the same day and not make them wait until the next day. Let's say you need a ride right away but they can't get you until the next day. They could check with the drivers to see who's available.

Earlier pick up times. There is not the much to say. I don't like to wait. They want us to be out there at a certain time. I want them to be on time.

Maybe a little less riding around.

The people who answer the phones for reservations sometimes have bad attitudes. I've had a couple drivers scary to me but it may not be everyone.

Figure out how to schedule rides so they can be more organized. Raises so people stay because they do a lot of work. It is a big job.

Get better buses.

Well I think the plan that they have of coming varies considerably. It could be a little better there. No, nothing else. It varies at least thirty minutes from one day to the next on when they come id. I don't feel it's Access fault, I think it's the customers fault so I can't complain with access.

If they pick up that one person because this driver had to stop and pick up two other people. No, it didn't inconvenience me, but some of the other people talk. I would ask for more privacy.

Have more hours that they pick up at.

They should write down the right time. If someone is crippled actually pick someone up. They never showed up and I had to walk home. Actually pick someone up. When I called they said they had the pick-up times wrong. At least they could've called and said hey we couldn't make it. They never did any of that.

Book reservations in order. Drivers should not be booked so heavily. Some of drivers put the blame on the clerk.

It would be nice to get same day service. Same day reservations. Stop and get refreshments.

I can't really say right now. Everything has been fine with me. I haven't had any problems.

It mostly has to do with loud music. The things right over our heads and the driver is playing loud rock and roll music. We can't hear each other talk and by the time we get where we're going we feel worse than when we got in. It makes me feel like I wanted to stop them and ask to get out. Yes, it's a very big issue for me. Everything would be fine. I have very sensitive ears. If it weren't for that it would be just fine.

Time travel rides would be shorter, and different scheduling and different time patterns.

Have the transfer open on Saturday and Sunday. On Sundays, pick up earlier.

Fix their shocks. No, they're very nice. I'm very satisfied. Well, not really. Just the bumpy ride.

Don't put on anymore add-ons.

Be on time. Just be on time.

Call before they come. No make it so you wouldn't have to transfer.

When they say they're going to pick you up at a certain time if it's five or ten minutes that's all right, but longer is not good.

The driver is not being aware. Saying there is no money on the TAP card when there is.

Cut out the drop off and waiting time. I prefer to ride than walk. I prefer to get a ride with Access than a friend.

Consider taking same day reservations.

They need to get their stuff together. When they say they are going to be there they are there.

There have been times that I have desperately needed to catch Access because I'm too tired or something. And I didn't think to call the reservation office. I would have loved Access to call. It would be great if I could talk to the driver away from roads. The buses are always late. It would be great if the rules were latched up a little so I would be able to call. The twenty-four hour rule has been a big problem for me. But I do understand that it would be chaotic at times. But like I said, I haven't taken it that long. I don't see any need to dig out the rulebook.

I am in a wheelchair. If I would like to go to a movie tonight I can't just call and make a reservation. I would have to call a night before to plan anything and also they don't have enough vans for wheelchair people like me. I wish I didn't have to call twenty-four hours in advance. I wouldn't mind waiting if I was able to get in that same day.

They need more vehicles so it won't take as long. It took too long to get to here.

If there is any kind of a problem, I think they should call the place of where we are and say they are going to be late.

Get more rides out in north San Fernando Valley. Share rides that make sense. If I have to go south, I don't want to go twenty miles east before going south. Most of time they show up late.

Have nicer customer service representatives.

I think they can do better with the routing and scheduling people that are going in a straight direction instead of going back and forth. Keeping people in a vehicle for long periods of time is tiring.

Have better routing services.

In the morning time, call and let me know they are out there. Yes, call to let me know they are out there. If they have something to do I can wait twenty to thirty minutes.

Train the supervisors better. It doesn't make sense for a non-supervisor to come rescue a supervisor. It frightened me. I found that odd

Shorten the wait time. That's the only thing that I have, to shorten the wait time. I wish they could eliminate it, but I understand that it's kind of impossible on this freeway.

The computer system. Check the addresses to make sure everything is ok. Because with the size they don't get secure information. I think they have to check if everything's ok. When I'm waiting for the bus no one call me. If they delay no one calls you. If they don't know what is they address. That is the only thing because nobody calls me.

The only thing is that when I call, I have to wait. I have to ask for a reservation.

I don't know, other than the seats. They need to put them down after they get somebody off of the wheelchair. If your back bothers you or something, you might not want to bounce around in the back. Some of the drivers aren't very happy or pleasant. Most of them are. Maybe less turnover, figure out a way to keep them.

They can have same day rides. Too many people, too many drivers who don't know. One time I didn't get home until 9:45. I think they need to be more customer friendly. I've had situations where people smoke and I'm almost sitting on someone's lap. If I have a ride at 3 and I'm waiting for half an hour, I'm going to complain.

The car is often late. I can't put it on the driver because it's dispatch. A lot of drivers drive to. Fast. They will go down rough streets and will drive too rough. It is difficult to get a good time when calling into the reservation people. That is about it for the dispatch and the drivers.

Make sure they are on time to pick me up. I would like them to call me five minutes before picking me up to let me know they are on their way. It would be nice if they did that so I can be ready.

Maybe during the cold they should make more times able between 8 am and 9 am because I have a lot of 9 am appointments and if I get to my appointment early I have to wait outside.

The drivers and people you talk to on the phone need to take a sensitivity training class.

Getting there, doing what you have to do on time. Hire more drivers.

Be more reliable. Be more courteous. Pay more attention to detail. When they have a person stranded and can't pick them up because they don't have a reservation that is hog wash. The reason they don't have a reservation is the original reservation wasn't accurate.

Schedule better. They need to allow you to be able to schedule. No more time, the time needs to be, how do you say it?

They should train other drivers to react to the public. They need more drivers and vans. They need to make a new route instead of just sitting there for a long time in the Lancaster area. Getting extra buses to get people their appointments.

Do what they are doing on the road and on time. Be courteous. The trips need to be scheduled better this person. You have to wait too much.

Making the reservation the day ahead. If I have to do that I have to do it by 5 pm and office is closed. Stay open longer.

Improve their management. I've been to the advisory committee meetings and Access is there and they don't listen to the complaints of the people using access. Make their schedule more friendly to the user so that they don't have to spend an hour or two hours on the van just to get around.

I wish I could get a ride the day I call.

Make reservations better. You need to start giving the time you want so you are not late.

Take me to my doctor or where I want to go.

Keep inspection of every buss that comes in. They need to be respectful to everyone. Most of all they really need to be on time.

Access should get more vans. I'm a client of cabs. That's it nothing else. The Access TAP Id card machines don't work.

The southern region is always late and they have abandoned us before. Poor service. When I tell the driver where to go, we get there on time. One time they wrote the wrong address. Minimize the ride shares. It's a problem. We were two hours late. The driver sometimes is not flexible. Get a better schedule and pay more attention to the schedule. One time I was three hours late and my wife had to call for a ride.

Fix their cars. Organize the people closer together. The other day they had to pick up other people and I was late for my appointment. Dial-a-Ride doesn't pick up as many people as paratransit does so I like Dial-a-Ride but paratransit doesn't have as many sick people on it as Dial-a-Ride does.

Drivers need to have proper instructions. Nothing I have control over.

Have a special car at my command.

Be on time. Not to get off very often.

Have same day reservations.

Have same day services. Now it has to be twenty-four hours in advance. Give me more options. Give more window time and be flexible.

Don't have me wait so long when re-routing.

Calling for information and reservations is complicated.

They find me within the twenty-minute window. They're always on time. I can't think of anything.

Let people call earlier than one day in advance but also give us the times we want without taking three days to request it. If it's exactly the same time in the first place, why didn't they give it to me in the first place?

Expand the hours of operation. Hire more drivers. Buy more busses and drivers.

Get me home fast. Keep the time that they are going to pick me up.

The driver should ask if they should drive slowly if someone is in pain. They should schedule the west side for the west and the east side for the east.

I think they should go over the routes that the drivers have, instead of going all over the place. Just keep them in one area. It's just time consuming and a waste of a ride.

Be able to get me home and to where I need to go.

It would be nice if we could call whatever time to reserve a ride. Also if they had more ride times available. Once I called and asked for a 8 am time and the agent told me only 630 or 9 am. I don't think that's right. I wish they would speak more clearly and repeat themselves.

They could make themselves available to me. Only thing I have a problem with is the vehicles. It's bumpy and uncomfortable. Not the cars; make the vans more comfortable. Especially for people in pain, you know, the buses jump around.

Once I was told they could not pick me up.

Keep doing the good work they are doing. They do not need improve on anything. Not where I am concerned. I have always had a good experience with access, nice people nice drivers nice vehicles.

If they can give us a better time for the pick-up time.

Try to get you to your destination within an hour.

I can't be out late. Access should run later at night.

Start earlier. Have pickup services earlier. Straighten the window for arrival time. Shorten the twenty minutes. The arrival time should be ten minutes instead of twenty.

Be more sincere, and not rush things. They could help more often.

There is nothing to improve. I like the way they drive and pick me up and everything. I don't see how they can improve anymore.

Some people are old and we need to use the Access card. The vans are not good when we have wheel chairs. It gets uncomfortable. Too many people in one van. The first on are the ones who get off last.

Fix the routes. Fix the schedules.

Make appointments when I make them and show up on time. Get me to my appointment on time.

Just keep on being courteous.

Help me more. Treat me well. Talk to me in a good mood.

Try to be on time. For doctor appointments. They get crowded. I don't mind, if they get me. I don't like to stand there for access. Just make sure it's on time.

They should have more drivers for people like me. They should have the service run 24 hours a day. Where I live it starts at five in the morning. It should be the same everywhere. No more stopping to pick up other people.

It would be nice if they converted it back to how it was. Anytime service, and when you have doctor appointments and you don't know when you're getting out and they want you to pick certain times instead of whenever. I have Dial-a-Ride but they don't go everywhere. But I like the anytime because then you can go wherever whenever. I would like that back because they don't have it anymore.

When they pick me up the car is loaded.

They need to overhaul their reservation system. Some of the drivers need to have better hygiene.

Coordinate the rides better so you're not going out of the way so you can pick up people who are going on the same route. They always pick me up and go out of the way to go pick up other people. If they come on time I don't usually have to go through that.

I really would like to have the same day service back. It would help out a lot.

Get there one time on time

Do not have so many people crammed in a share ride like sardines.

I would be lost not having access. As much as I use it, if I wanted to go somewhere they're there, and I hope they don't cancel me because I really like and appreciate access.

They need to have vehicles that have ramps.

Try to pick me up on time.

Make sure that when they say they are coming that they come. I don't like waiting for them and they don't show up and I have to walk. There is a blind lady that has an aide. The driver is mean to her and so the aide turned the driver in.

It is nice to know how many people will be in the van or car so I can estimate what time I need to get to my destination.

Sometimes they don't show up or delay. Now at least they are more on time. Probably the persons are more respectful. One time I was attending the university. One of the drivers was touching his private parts in front of me. I never talk with anyone except female drivers. Only happened one time.

Have twenty-four hour reservation service for emergencies.

Have the drivers come to the front door. They always used to come to the door. Now they don't and say I didn't show up. They said I didn't show up. They lied. I think I want to talk to the manager about this.

Put back the time where we make a reservation. To make the same day reservation again. I don't know why they stopped that. It made it so we had the same day reservation.

Fix the routing system.

Have better routing and better drivers.

Listen. I scheduled a ride. Let them know where I wanted to be left.

Get a ramp to make it easier like if you had a wheelchair. Because I use a cane, I call it a ramp, to get in and out.

Pay more attention when people are talking to you.

Make sure they now how to use the vices.

Sometimes they are late. Late because of traffic. Be more on time in the winter.

They should have twenty-four hour pick-up. I think that they should be able to have same day pick-up. They should have a better pick-up time for me.
There's nothing that I can think of.

When there's a reoccurring problem, somebody should step in and correct it. I call customer service and they don't want to help. These people drive thousands of people. It's a great service. I'm grateful for access. They haven't gotten worse. I'm all right with it.

Have a little more compassion for the driver.

They book too many riders and not enough drivers. The drivers even tell me that it's the truth. Sometimes we've had three or four people in the van and they just don't get to their destination in time. They're doing what they have to do but they're sending drivers with too many people.

They should drop you off if they drive past.

Stop putting so many people in the buses.

A courtesy call is very important. Call to verify the place and destination. Different drivers do not always know my routine. If the same diver could come they would know me.

I don't like share rides. They overcrowd the bus.

If you cancel a reservation there should be a grace period so you can call back and get your reservation. If you are stranded they should be faster to pick you up.

You have to wait. Making a reservation a day ahead. A lot of times the timings are not good. If I miss that time they will leave me because I don't know how long the doctor takes.

I would say be on time.

When you ask for a special time and you're not given it. It will either be before or after the time you requested. If I call today at 10:30 am, they will give me a time at 10:45 or 11. If I am talking to an operator and I ask for certain time, it is not available to me. That time is already taken by someone. You can only ask for two times. After that you have to call reservation again. They are not allowed to give you more than two times for your ride and if don't have it they say you have to call back.

Make the share rides make sense. Hire drivers that speak English. I had a driver that didn't speak a word of English. The passenger was telling him that he lived over there and the driver didn't understand what he was saying. When they say I'm in the area it means they could be up to five blocks away, same when they say five minutes and that's not how far they are. I just don't like being lied to I'm not a child.

Teach the operators to be polite. One time they said I don't have time to answer your question.

Get rid of the cab.

Guarantee the call outs. Sometimes it is 100 degrees outside or raining. Other services call and let me know the driver is going to late or when they are outside my place waiting for me. Sometimes they put too many people in the back seats. Sometimes the people are too big or more disabled then others and I can hear people whimpering in the back seat. They need to watch how many people that they put in each car.

Bring the taxi. It would be more room. Sometimes the car has an odor. Well it is an odor.

Do not load the vans up so much with people. You get three in the back and one in the front. It gets kind of crowded. Heavy people can't shift around very well. Do not put three people in the back if possible.

They need more times available and more places to pick up.

Do not keep us waiting for such a long. Sometimes there not very nice. If I complain about them being late they're not very nice to you. They should take under consideration that we need to be on time. Why is it we have to wait the twenty minute window but if we are five minutes late they leave us. I call and they say will it will be two hours before we can pick you up. There is a lot of wait time.

The best service I have. They are take us any place and extending our card anytime. They open the doors. They come down from the car. They let me in, then they sit. They don't smoke. Sometimes I ask them questions. They allowed me and said no. The smoke is very bad if they are smoking.

Extend the hours you can book a ride.

They should work together. They should be nice to the person who is disabled. They should be more patient. One time I had to wait for the driver.

Label the bus so it can be read from a distance. I am in a wheelchair and get soaked rolling to the buses and trying to find the right bus. Also, not such a bumpy ride. Sometimes it is a very rough ride.

I guess attitude.

When they pick us up from brail they are late. When they pick up in brail there are eight people on the bus and it takes forever to get home and I don't like that.

Be on time to pick me up. I gave the driver the right address and he took me to the wrong address. The people in the backseat told him that I gave him the right address so he finally got me there and they left me there until 10. It was very dark for me to be by myself. Just be on time.

Change the reservation deal. Don't get me started on how much I hate the reservation process.

Have in-service meetings with the drivers. Some drivers don't know how to get to the destination. I have been standing at the gate of my gated community and they don't come get me. If I had other means I would take that. I haven't used them in a while. Also, I have called twenty-four hours ahead of time and they said they didn't have a time available. How can that be when I call that far ahead? That makes me disgusted.

They need to get rid of the people who have bad attitudes. They need to hire people to want to work.

There are a lot of people that are friendly. They act like they don't care. A lot of them won't get out the car. Some of them are not courteous.

I don't like the twenty-minute window. Sometimes I am not ready. They do wait for me until I am ready. I do not like the share. I don't like the five minutes wait time because if I am not out there they leave me. It takes me longer to get down stairs and they have left me. They say I am a no show when I was left. The driver went to a different address. They still put me as a no show when the driver is at the wrong address.

I don't know really. I think they do a pretty good job, as best they can. I'm satisfied with them. I haven't had a big problem with them. It's been pretty good. The only problem I had was the timing. Lately they've been pretty good, timely.

Why do they make it so difficult to connect me to a supervisor?

The reservation agent does not communicate my needs. I need an over-sized chair.

If you lose your card and call to report it they just send you one. I think you should have a code so they can verify it is you so they don't send your card to someone else.

Get rid of the computers. Bring back the humans.

Whoever makes the scheduled appointments for people needs to know a little about where people live. They can get all the people in a particular area at the same time as opposed to coming to get me and going back for someone else. She dropped someone off at the metrolink and here we are looking at each other wondering if we're going to get to church on time. Whoever was driving that day they had no sense of direction or where they lived. They picked everyone up in the same area. She came back to my neighborhood to pick someone up and wouldn't make us late for our appointment. They need to pick up all the people in my area around the same time.

Improve pick up time. Have more available to the time I need them.

Improve the timing. It's all the matter of the traffic. It's much easier if they would show up earlier than the time they're scheduled.

They have a twenty-minute waiting period. Meaning they have to come within twenty minutes of the appointment time. But, they do not wait for us. We have to be there within five minutes of the appointment and I feel we should have a little more time. They take off and leave you and then when you call again, you have to wait two hours for them to come back.

I don't think they need to improve anything. Everything's fine. I love it! . Same day reservations. That would be very helpful to some people. When I make a reservation to be dropped off, i'd like to be able to call once I'm done with the appointment. I would like to see that changed a little.

I really, really appreciate Saturday and Sunday service. I don't mind paying more. If not two, then one service. The new drivers don't help you get in or with bags. I take something for the people I'm going to stay with. Adam was a good driver. He worked in the morning. Please send me an Access TAP Id card.

Some of the newer drivers are forgetting that they are not supposed to be using the cell phones while driving. Also, some of the new drivers don't know where they are going and will not take directions. Some people have such attitudes and they are really snappy sometimes.

If they say they're going to pick you up at a certain time they should be there. If they say they're going to be there at a certain time they should be there. One time I didn't get to church until 12 o'clock and I asked for a 10 am pick up time. To call out when they get to your destination. I was walking slow with a cane and they left me.

The day before reservation prevents me a lot from using access. Sometimes I don't know what my plans are for the next day. My doctors will call me at five. The next day I can't make reservations. They won't have a vehicle I need. Sometimes they won't answer the phone. I've called them a million times to make reservations for the next day. They tell me that it's too late to make a reservation, or tell me to call the next day.

They could make the pick-up time a bit shorter. I should be able to leave sooner than one or two hours. I know there are lots of people that use Access but they have a lot of business too.

Be a little kinder. Be a little more on time. I had one experience I was on my way down and the driver left. To wait a little bit more.

They need to make more regulations for riders. You're not the only one who gets picked up; there are other people waiting to get picked up. Some kind of rule, even if it's not your pickup time and they see the van out there. Access has the regulation to stand outside and we don't have a lot of trees to hide from the rain.

I wish I knew off of the top of my head. You used to be able to get a ride within forty-five minutes, but they took that away. Yes, they should bring back same day reservations.

Make more ride times available. The ride times are often inconvenient.

I heard so many drivers don't like no-shows. But because I stand out in the heat and get these headaches, if they don't see me they'll just run off and leave. Twenty minutes later I'll call them, and they'll say they no-showed me. They should really try to find us if they can't find us. Give a

call-out to see if you're there, a second time to say, we're here but were going to no-show you. They treat it like it's a courtesy.

When there is a late driver or arrival and then you call and some drivers, you have to wait. When they call to notify you your vehicle is there and it is not, you have to wait for seven to eight people ahead of you. In the last years it's been very bad on the weekends. In fact, I'm almost reluctant to go on the weekends. Drivers come from different areas here and they're not familiar with the area. Do not ask personal questions. What do you do when people talk and have cellphones, the passengers, the drivers should tell them. Some of the drivers say things to passengers and some of the passengers insult. I couldn't do anything about that. I just try to ride and share the ride and get out when I have to get out.

They have sick patients and have to go to dialysis and things early in the morning. And they are standing outside in the freezing cold for twenty minutes. So they say they'll give me a courtesy call and sometimes they don't and you lose your ride. When it's that early and cold and I'm totally blind, a courtesy call would help.

The share ride would be probably the one thing. Share ride, there are too many. Sometime they have a Toyota Prius with three people in the back.

I've noticed a lot of people that misuse access. It's not the company's fault. Some stations you go to, it's almost like their job. Instead of paying their fare, they haggle people to give them the money.

Offer more same day service. If I call in the morning, I should be able to get a ride that same afternoon instead of next day service.