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Access ID Card User Survey

Prepared for the

Access

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This report presents the results of a telephone survey of Access customers who received an Access ID card.

A. Purpose

In partnership with TAP and ReadyCARD, Access issued its customers an identification card they could use to pay their transportation fares, as identification for participating in the Free Fare bus and rail programs, and with the option of activating it as a prepaid Visa debit card. Interested in understanding and meeting the needs of its customer base and seeking concrete insights into customer perceptions of the ID card, Access undertook this survey to better understand how their customers use the ID card and what the customers think of the ID card. The study measured customer perceptions of the card itself and their experiences using the card for transportation purposes. As designed, the research had the following principle goals:

- Learn their frequency of riding with Access, their perceptions of trip length, and their preferences for appointment times.
- Examine their frequency of and experiences riding in a taxi assigned by Access.
- Assess their experience activating the card.
- Determine their satisfaction with the card.
- Learn their perceptions of the convenience of the card.
- Identify their likes and dislikes about the card.
- Learn their usage patterns with the card including frequency of using it to ride the bus, ride Metrolink trains, pay Access fares and as an ID for the free fare program.

B. Methodology

The study consisted of eight hundred (800) 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. All survey respondents were Access customers who received the Access ID card.

Fairfax Research stratified the actual number of completed interviews to match the distribution of male and female card holders in the sample file. The following table displays the distribution of ID card holders in the sample frame and the distribution of ID card holders in the telephone survey by service region.

Table 1		
Service Region Sample Size Quotas		
	Survey	Sample
Antelope Valley	5%	5%
Eastern Region	21%	27%
Northern Region	13%	12%
Santa Clarita	2%	1%
Southern Region	37%	30%
West/Central Region	16%	20%
Overlap-Antelope Valley/Santa Clarita	0%	0%
Overlap-Eastern/Northern	0%	1%
Overlap-Eastern/West Central	1%	1%
Overlap-Southern/West Central	4%	4%
None designated	2%	1%

The telephone interviews were conducted between January 18 and 24, 2013. 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 dialed 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 13 minutes and 54 seconds.

A sample size of 800 interviews has a confidence interval of + 2.8 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 smaller subgroup sample sizes. Occasionally a smaller 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
800	3.5	3.4	3.2	2.8	2.1
400	4.9	4.8	4.5	3.9	2.9
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. The Access ID card holders appeared to like and appreciate the ID card. Most of them found it convenient and generally easy to use. Over nine in ten of them expressed some degree of satisfaction with it.
2. They thought The Access ID card was convenient to use with public transit and appreciated the access it gave them to public transportation. More of them used the card to ride the bus than Metrolink trains and they used the card more frequently each month to ride the bus than Metrolink trains. Seven in ten of them used the card to ride the bus. Four in ten of them used it to ride Metrolink trains.
3. Relatively few of them voiced complaints about the card. Smaller numbers of the customers thought it was inconvenient to use or they criticized the physical features and appearance of the card, like the text size or the picture. Consistent with their general satisfaction with the ID card, only a few of them offered suggestions to improve it.
4. Most of the card holders had not activated the Visa debit feature of the card and probably won't bother to activate it. Many of the customers who had not activated the Visa debit feature revealed no interest in or need for it. A smaller number of them will eventually activate the Visa debit side of the card. They plan to activate it, but either have not taken the time or had problems when they tried to activate it. Resistance to the monthly fee stopped a small number of the customers from activating the card.
5. The customers who activated the Visa debit featured reported little difficulty activating it. A small number of them required assistance activating it. They primarily used the debit feature to pay Access fares. Just a handful of them used it for other non-transit related purchases.
6. Very few of them requested the card holder.
7. Access is meeting or exceeding the travel time expectations of many of its riders. Three quarters of the customers think riding with Access is at least as fast as riding the bus. However, just over one in ten of them felt they would have arrived at their destination faster if they rode the bus.
8. Many of them encountered difficulties scheduling their pick up time. They could not arrange the pick up time when they wanted it. Over half of them settled for a pick up time before or after their desired time. Most of these pick up times were within one hour of their desired time. However, too many of them claimed they ended up with a pick up time more than an hour before or after they wanted it.
9. While they may experience the same challenges scheduling an arrival time as they do a pick up time, they expressed considerable interest in the option to schedule their arrival time. This idea interested over eight in ten of the customers.

10. Over half of the customers have ridden in taxis sent by Access. These customers found little to complain about the ride in the taxi. Most of them seemed satisfied with their experience riding in the taxi. According to them, the driver was punctual, typically arriving within the 20-minute on time window. In addition, they encountered helpful, courteous drivers which left most of them satisfied with the driver.

11. The Free Fare Program does not have extensive awareness among Access customers. Approximately three in ten of them had heard of the program. Among the customers aware of the Free Fare Program, most of them thought the ID card was a convenient form of identification to use for the program.

Detailed Findings

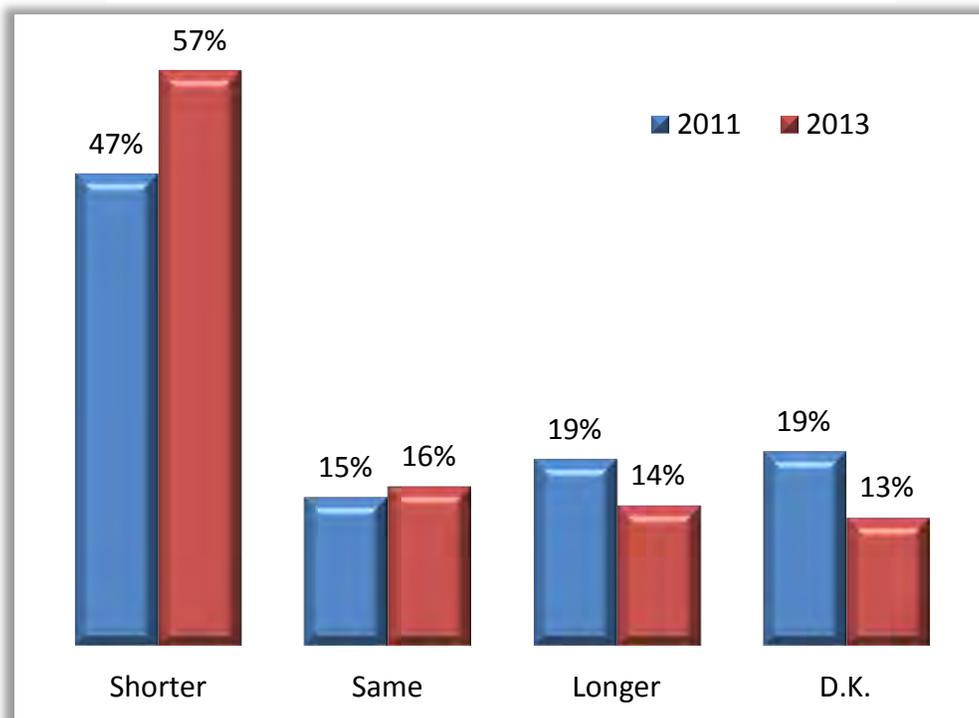
2.0 Perceptions of Travel Time and Appointment Scheduling

This section of the report examines the customers' most recent experiences with travel time and appointment scheduling.

2.1 Comparative Travel Time

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 bar chart in Figure 1 displays their responses to this question along with the responses to the same question in the 2011 Access Customer Satisfaction survey. The blue bar presents the opinions of the customers in the 2011 customer satisfaction survey. The red bar represents the perceptions of the Access ID card customers.

Figure 1
Access Travel Time Compared to Bus



When providing transportation to its customers, Access notifies the riders to anticipate travel times similar to what they might experience riding a fixed-route bus. In both the 2011 customer satisfaction survey and in the survey this year, Access successfully met or exceeded the travel time expectations of its riders. Looking at the bar graph in Figure 1, over half of the riders (57%) in the study believed they arrived at their destinations *faster* by riding with Access than if they rode the bus. Access exceeded their travel time expectations. As they promised, Access met the travel time expectations of 16% of its riders. These riders felt the travel time with Access was about the same as riding the bus. Combining these two groups of riders, Access successfully met or exceeded the travel time expectations of three in four (73%) of its riders.

Access failed to meet the expectations of 14% of their riders who thought the trip with Access took them longer than a similar trip would have taken on the bus.

Table 1 presents their perceptions of travel time across five different service regions.

	Total	Antelope Valley	Eastern	Northern	Southern	West/ Central
Shorter	57%	62%	63%	62%	55%	51%
Same	16%	24%	10%	9%	20%	19%
Longer	14%	2%	13%	14%	14%	17%
Don't know	13%	12%	14%	15%	11%	14%
Base	800	42	165	106	292	124

The riders' perceptions of travel time are consistent across the five service regions displayed in Table 1. In each of the five service regions, Access met or exceeded their riders' travel time expectations. Indeed, in each of the service regions a majority of the riders felt the ride with Access was faster than if they had taken the bus.

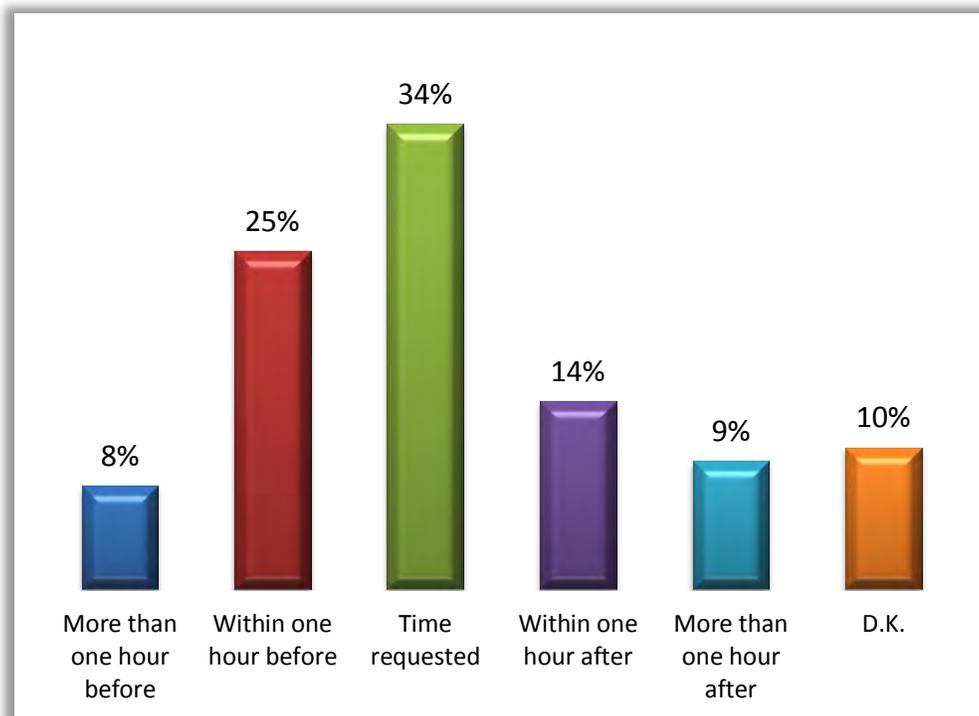
Their perceptions of the trip length of their most recent ride with Access as opposed to riding the bus differed somewhat based on the age and gender of the riders.

- Male and female riders under age 45 had noticeably different perceptions of the travel time riding with Access compared to traveling on the bus. Noticeably more men under age 45 (70%) than women under age 45 (40%) thought that riding with Access was quicker than riding the bus. More of the women under age 45, than any other age and gender group, thought that their most recent trip riding with Access would have taken less time riding the bus (30%).

2.2 Scheduling Pick Up And Arrival Time

The study asked the riders to comment on their most recent experience scheduling a pick up time. The question asked them, “Thinking about the reservation you made for your most recent Access trip, which of the following statements best describes the pickup time you were able to schedule with Access? Was the pickup time more than one hour before the time you requested, within one hour before the time you requested, the time you requested, within one hour after the time you requested, or more than one hour after the time you requested?” The bar chart in Figure 2 displays the customers’ experiences scheduling an appointment for a pick up with Access.

Figure 2
Scheduling Pick Up Time

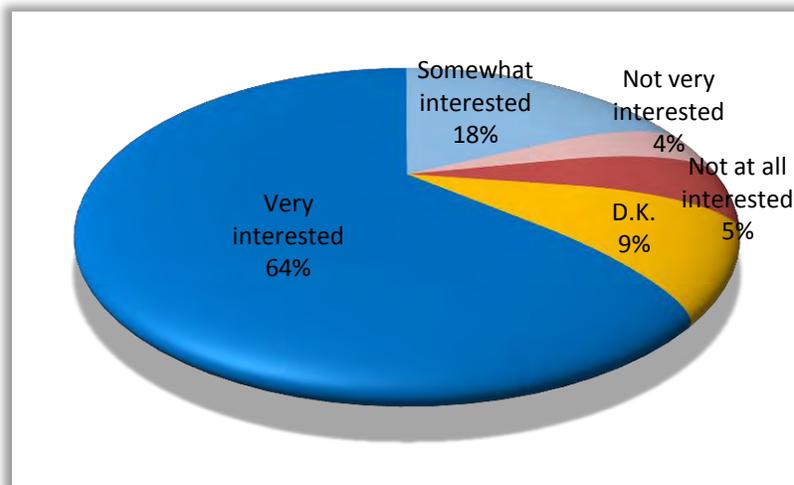


As the results in Figure 2 indicate, when scheduling their most recent ride, only one in three of the riders (34%) felt like they were able to obtain their preferred pick up time. Unfortunately, this means that over half of the Access customers (56%) could not arrange a pick up time for their *most recent* ride when they wanted it. When referring to the reservation process for their most recent trip with Access, one in three of them (33%) said Access scheduled them for a pick up more than an hour before their preferred time (8%) or within an hour before their preferred time (25%). Conversely, 23% of them settled for a pick up time later than what they wanted—either within one hour (14%) or more than one hour later than when they wanted a ride (9%). When scheduling their *most recent* ride with Access, 17%, or almost two in ten, of Access riders settled for an appointment time more than an hour before or more than an hour after their preferred pick up time.

Clearly, the riders experienced challenges and inconvenience when attempting to schedule their pick up times. Difficulty obtaining their preferred pick up time presents them with the prospects

of an early arrival with a resultant lengthy wait or a tardy arrival and the potential for a missed appointment. Given these very real concerns, the Access customers expressed serious interest in the option of scheduling their arrival time. The study contained a question asking the Access customers, “Currently, when you make a reservation with Access you schedule the pickup time; that is, the time when the driver comes to pick you up. How interested would you be in being able to schedule your arrival time; that is, when you would arrive at your destination. Would you be very interested, somewhat interested, not very interested, or not at all interested?” The pie chart in Figure 3 displays their interest in scheduling their arrival time rather than their pick up time.

Figure 3
Interest in Scheduling Arrival Time



Clearly, this concept appeals to the Access customers. Two thirds of them (64%) claimed they would be *very* interested in the option to schedule their arrival time. Another 18% of them expressed at least *some* interest in this idea. Without knowing anything more than what they heard in the question, they liked this idea. This idea appeals to them. No longer will they arrive inconveniently early or frustratingly late to an appointment. Just one in ten of them (9%) revealed little (4%) or no interest (5%) in the option to schedule their arrival time.

Table 4 displays the interest of the Access riders in scheduling their arrival time based on their most recent experience scheduling an appointment. As the results indicate, regardless of their most recent experience with appointment scheduling, they liked the idea of scheduling their arrival time. Unsurprisingly, those who had to schedule their appointment more than an hour before their desired pick up time (74% *very* interested) or more than an hour after their preferred pick up time (61% *very* interested), expressed noticeable interest in the option to schedule their arrival time. However, even the riders who managed to schedule their preferred pick up time voiced considerable interest in scheduling the arrival time rather than the pick-up time (63% *very* interested).

Table 4							
Interest in Scheduling Arrival Time by Pick Up Time Able to Schedule							
	Total	More than one hour before	Within one hour before	The time you requested	Within one hour after	More than one hour after	Don't remember
Very interested	64%	74%	70%	63%	69%	61%	41%
Somewhat interested	18%	10%	18%	18%	14%	25%	23%
Not very interested	4%	2%	3%	4%	8%	3%	4%
Not at all interested	6%	7%	4%	6%	4%	4%	11%
Don't know/Refused	9%	8%	6%	9%	6%	7%	22%
Base	800	61	198	273	110	75	83

Table 5 shows their interest in the opportunity to schedule their arrival time based on the number of years they have been riding with Access and the number of one way trips they make with Access each month. Whether they are new to Access (62% *very* interested) or have been using Access for three or more years (66% *very* interested), they communicated substantial interest in scheduling their arrival time. Likewise, regardless of whether they used Access only once a month (65% *very* interested) or Access provided their transportation 10 or more times a month (57% *very* interested), they all conveyed interest in the ability to schedule their arrival rather than their pick up time.

Table 5								
Interest in Scheduling Arrival Time by Length of time Use Access and One Way Trips Each Month								
	Total	Length Time Use Access			One Way Trips Month			
		1 Year<	1 to 3<	Years 3+ Years	1 or Fewer	2 to 3	4 to 9	10+
Very interested	64%	62%	66%	65%	65%	66%	69%	57%
Somewhat interested	18%	19%	16%	18%	18%	20%	16%	19%
Not very interested	4%	4%	3%	4%	5%	3%	3%	4%
Not at all interested	6%	5%	5%	6%	6%	4%	3%	9%
Don't know/Refused	9%	9%	11%	7%	7%	7%	9%	11%
Total	800	233	241	320	251	189	164	152

3.0 Assessment of Taxi Rides

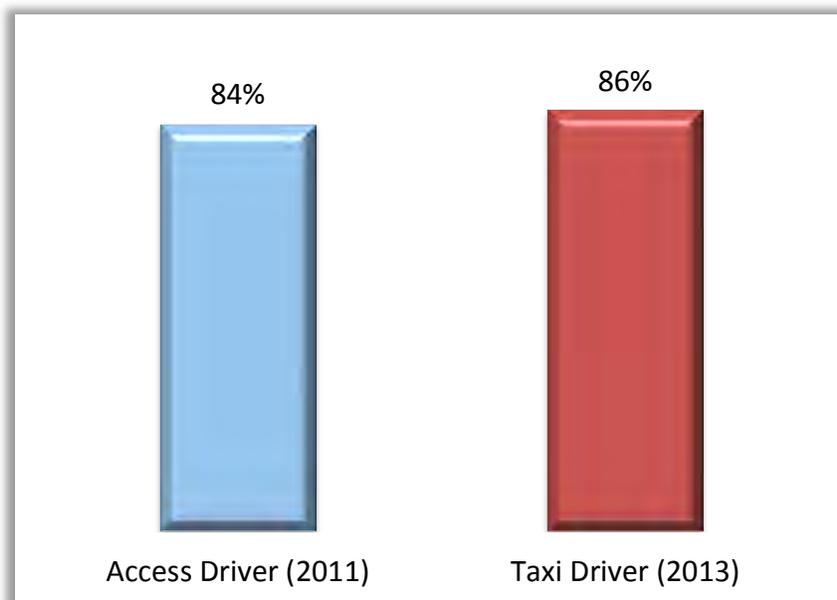
The study examined the experiences and perceptions of Access customers who rode in a taxi sent by Access. This section of the report examines their satisfaction with the taxi service and drivers contracted by Access. The study found that just over half of the Access customers (56%) said they rode at some time in a taxi provided by Access. The reported incidence of riding in a taxi provided by Access evidenced some differences depending on how long the riders had been using Access and the number of monthly trips they received from Access. Riders who had been with Access longer or who rode more frequently with Access were more likely to have ridden in a taxi provided by Access.

- Riders who had been with Access for less than one year reported a lower occurrence of riding in a taxi provided by Access (43%) than did riders who had been with Access for one to three years (59%) or more than three years (63%).
- Fewer of the infrequent Access riders (those who averaged one or fewer trips with Access each month) said they rode in a taxi sent by Access (48%) than did riders who traveled with Access two to three times a month (63%) or four to nine times a month (61%).

3.1 Punctuality of Taxi Driver

The study asked the customers to comment on the punctuality of the taxi driver. Access defines an on-time pick up as the driver arriving no later than 20 minutes after the scheduled pick up time. The study considered the success of the 20 minute on-time window policy for taxi drivers. The question asked, “*Did the taxi 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?*” The bar chart in Figure 4 compares the customers’ perceptions of the punctuality of Access drivers from the 2011 customer satisfaction survey to their assessment of the punctuality of taxi drivers in this survey.

Figure 4
Driver Arrive Within 20 Minute Scheduled Time

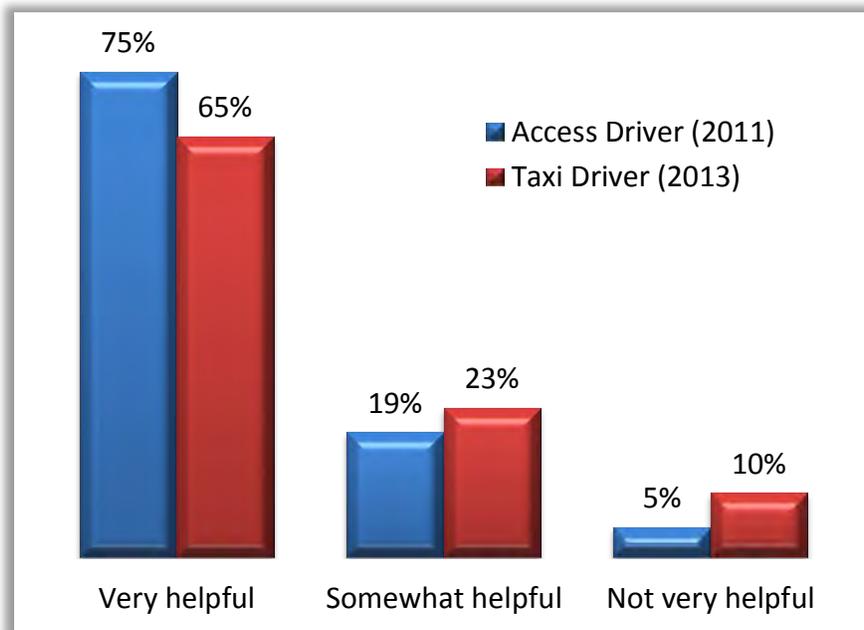


As the results in Figure 4 attest, the taxi drivers were as punctual as the Access dedicated drivers. In the 2011 customer satisfaction study, 84% of the customers asserted that the Access driver arrived within the 20-minute on-time window. Similarly, 86% of the customers who said they rode in a taxi provided by Access confirmed that the taxi driver arrived within 20-minutes of their scheduled pick up time.

3.2.1 Helpfulness of Taxi Driver

The study asked the customers who had ridden in a taxi provided by Access to evaluate the helpfulness of the taxi driver. The question asked them, “*Would you say the taxi driver was very helpful, somewhat helpful, or not very helpful?*” Figure 5 presents the riders thoughts on the helpfulness of the taxi drivers. For purposes of comparison, the bar chart also displays the opinions Access customers voiced in the 2011 customer satisfaction study when they commented on the helpfulness of Access drivers. The 2011 study did not ask the customers to differentiate based on the type of vehicle.

Figure 5
Helpfulness of the Driver

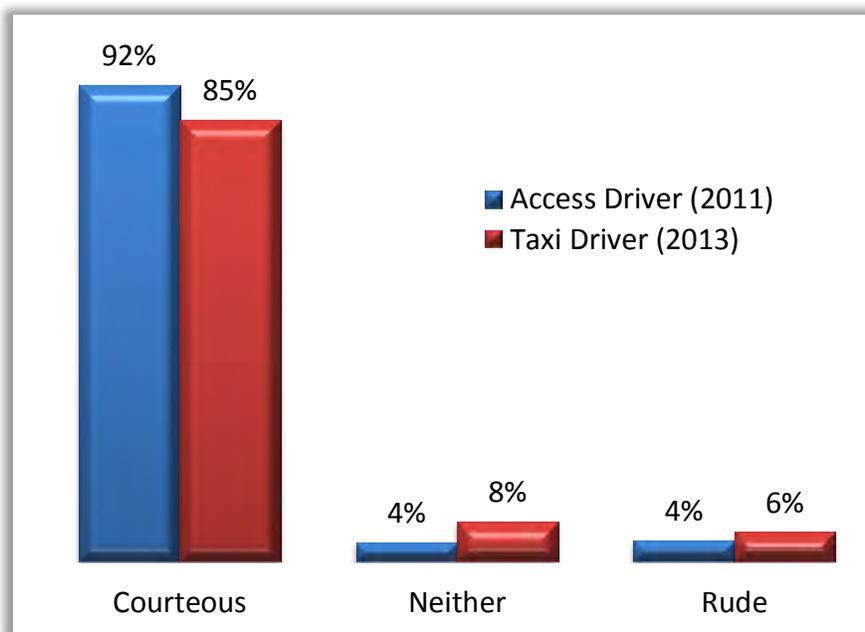


In general, the customers who rode in a taxi provided by Access encountered helpful taxi drivers. Nine in ten of the customers (88%) who had ridden in a taxi felt the taxi driver was helpful. More of them experienced a *very* helpful taxi driver (65%) as opposed to a *somewhat* helpful taxi driver (23%). Just one in ten of them (10%) complained about riding with an unhelpful taxi driver. Looking at the results presented in Figure 5, fewer of those who said they had ridden in a taxi provided by Access (red bars) said the taxi driver was *very* helpful (65%) compared to the 2011 customer satisfaction study (blue bars) when 75% of the customers said their driver was *very* helpful.

3.2.2 Politeness of Taxi Driver

The study also asked the customers who rode in a taxi to evaluate the courtesy or politeness of the taxi drivers. The question asked them, “*Was the taxi driver very courteous, somewhat courteous, neither courteous nor rude, somewhat rude, or very rude?*” Figure 6 presents the customers feelings about the courtesy of the drivers. For purposes of comparison, the bar chart also displays the opinions Access customers voiced in the 2011 customer satisfaction study when they commented on the courtesy of Access drivers. The 2011 study did not ask the customers to differentiate between the types of vehicle in which they rode.

Figure 6
Courtesy of the Driver



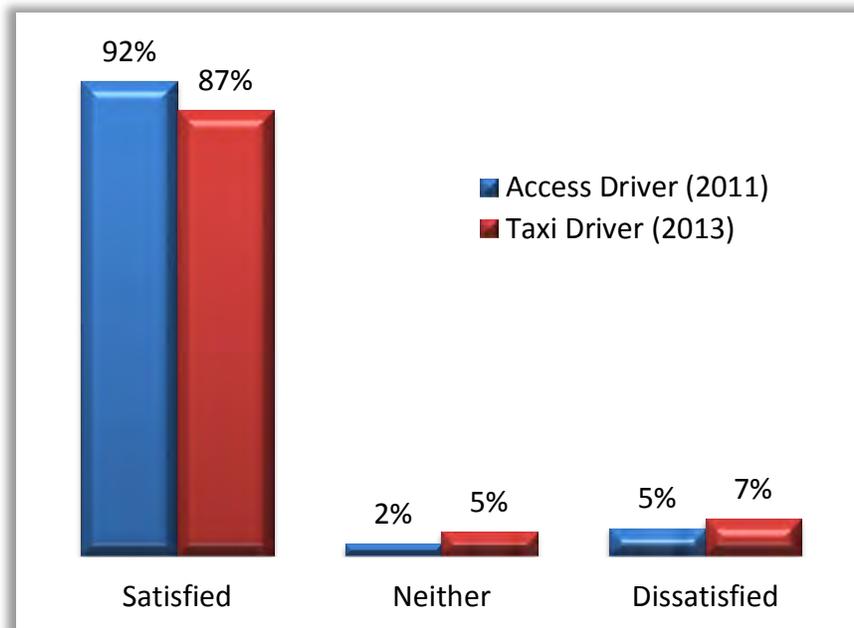
The customers who rode in a taxi provided by Access interacted with helpful and courteous taxi drivers. Most of the customers who rode in a taxi sent by Access encountered courteous taxi drivers. Just less than nine in ten of these customers (85%) stated that the taxi driver was courteous. Over six in ten (62%) of the customers who rode in a taxi considered the drivers *very* courteous. An additional 23% of them said the taxi drivers exhibited at least some courtesy towards them. A favorable finding, few of the Access customers (6%) who rode in a taxi dealt with a rude driver. Another 8% of these customers expressed some ambivalence about the courtesy of the taxi drivers indicating the driver was neither courteous nor rude.

In both the 2011 customer satisfaction study and the study this year, the customers received courteous and attentive service from their drivers—whether an Access driver or a taxi driver. Slightly more of the customers in the 2011 customer satisfaction study (92%) than in the 2013 Access ID card satisfaction study (85%) said the drivers were courteous to them.

3.2.3 Satisfaction with Taxi Driver

The study also asked the customers to describe their satisfaction with the taxi drivers. The question asked them, “Overall, how satisfied were you with the taxi driver?” The bar chart in Figure 7 depicts the satisfaction of the Access customers with the drivers they evaluated as part of the 2011 customer satisfaction study and the satisfaction of the customers with the taxi drivers. The satisfaction reported from the 2011 study includes Access dedicated drivers and non-dedicated drivers.

Figure 7
Satisfaction with the Driver



Consistent with their sanguine assessments of the driver’s helpfulness and courtesy, the customers expressed satisfaction with the taxi drivers. As the bar graph (blue bars) displayed in Figure 7 conveys, just less than nine in ten (87%) of the customers who had ridden in a taxi sent by Access voiced their satisfaction with the taxi drivers. Six in ten (61%) of them said they were *very* satisfied with the taxi driver. One quarter of them (26%), while not voicing complete satisfaction, said they were *somewhat* satisfied with the taxi driver. Few of them expressed blunt dissatisfaction with the taxi drivers. Just 7% of them said they were dissatisfied with the taxi driver. A few (5%) of customers who rode in a taxi provided by Access disclosed uncertainty about their experience with the taxi driver. They claimed they were neither satisfied nor dissatisfied with the taxi driver.

The Access customers in the 2011 customer satisfaction study expressed somewhat more satisfaction with their drivers than did the customers who rode in a taxi provided by Access. In the 2011 study, 92% of the customers expressed satisfaction with their drivers. Impressively, 72% of them said they were *very* satisfied with the driver. By comparison, 87% of the customers who rode in a taxi sent by Access felt satisfied with the taxi driver. While still impressive, a lesser 61% of them said they were *very* satisfied with the taxi driver. Regardless of this

difference, in both studies, an overwhelming majority of the Access riders expressed satisfaction with the drivers, whether they were Access dedicated or subcontracted taxi drivers.

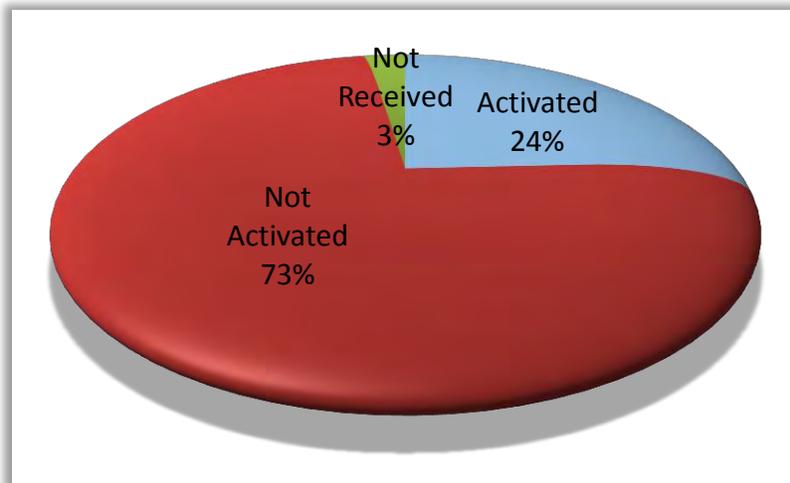
4.0 Utilization and Perceptions Debit Cards

This section of the report examines the customers' experiences with, utilization of, and perceptions of the Access ID card.

4.1 Activation of Visa Debit Feature

Access selected the sample for the survey from its database of customers who, according to Access records, were issued the ID card. However, some of the customers who participated in the survey said they had not received the card. Additionally, not all of the customers had activated the Visa debit side of the card. The study asked the customers the question, "Access sent its customers an Access Identification Card. The ID card looks like a credit card and has both an Access logo and a VISA logo on it. Have you activated the Visa Debit side of this card?" The pie chart in Figure 8 depicts the results to this question.

Figure 8
Received ID Card and Activated Visa Debit Feature

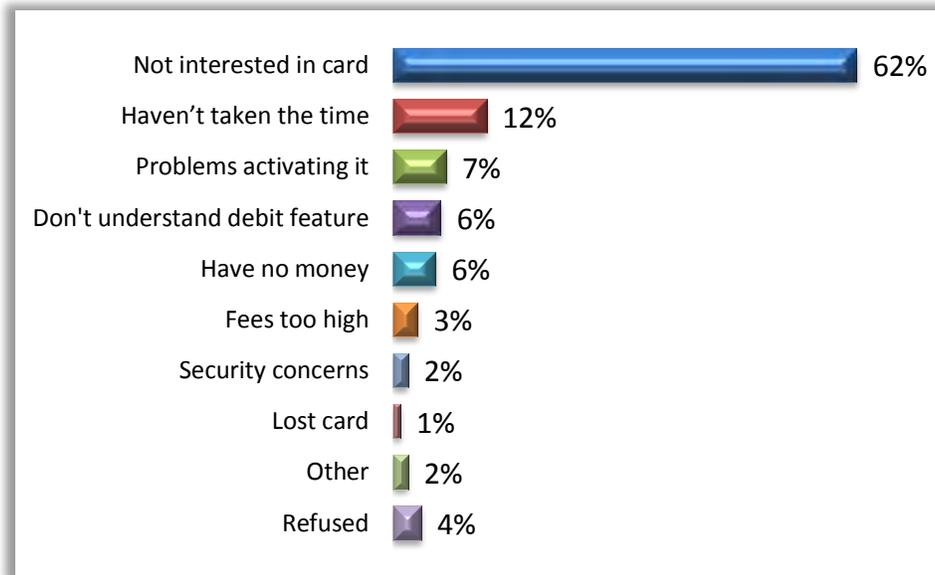


Virtually all of the customers (98%) confirmed receipt of the ID card. For a variety of reasons, not all of them had activated the Visa debit feature of the card. Just one quarter of them (24%) said they had received the card and activated the Visa debit side of the card. More commonly, they had the card, but they had not activated the Visa debit feature (73%). Of interest, some differences existed in activation rates depending on the ridership and ethnicity of the card holders.

- Fewer of the customers who rode with Access one or fewer times a month (19%) had activated the Visa debit feature compared to customers who rode with Access two to three times a month (28%) or four to nine times a month (27%).
- More of the Hispanic (27%) and African American (25%) customers than Caucasian customers (18%) had activated the Visa debit feature.

The study explored the attitudes of the customers who had not activated the Visa debit feature of the card by asking them to share their reasons for not activating it. The question asked them, “*Why have you not activated the Visa debit side of your card?*” The bar chart in Figure 9 presents their rationale for not activating the Visa debit feature of the ID card.

Figure 9
Reasons Not Activate Visa Debit Feature



A simple lack of interest in or need for the Visa debit feature explained much of their rationale for not activating the Visa debit feature. Many of them just do not want it or need it. Typically, they either already possessed another debit card or they had no interest in the Visa debit feature. Six in ten of the customers (62%) who had not activated the Visa debit feature claimed they had no interest in or need for the debit feature. Some solvable reasons and some not so solvable reasons prevented the other customers from activating the Visa debit feature of the card. In addition to a lack of interest in or need for the Visa debit feature, the customers who had not activated the Visa debit feature of the card listed the following resolvable reasons for not activating the Visa debit side of the card.

- A lack of time, procrastination, or problems with the activation process prevented 19% of the customers from activating it. Specifically, 12% of them admitted they just had not taken the time to activate it. Another 7% of them explained that the difficulties they encountered trying to activate the Visa debit side of the card hindered them from activating it.
- A lack of awareness or understanding deterred 6% of them from activating the debit feature of the card. Some of them did not realize the card had a debit option. While others, lacking an understanding of how debit cards work, elected not to activate the card.
- The monthly fee convinced 3% of them not to activate the debit feature. They said they do not want to pay the \$4.95 monthly service fee.

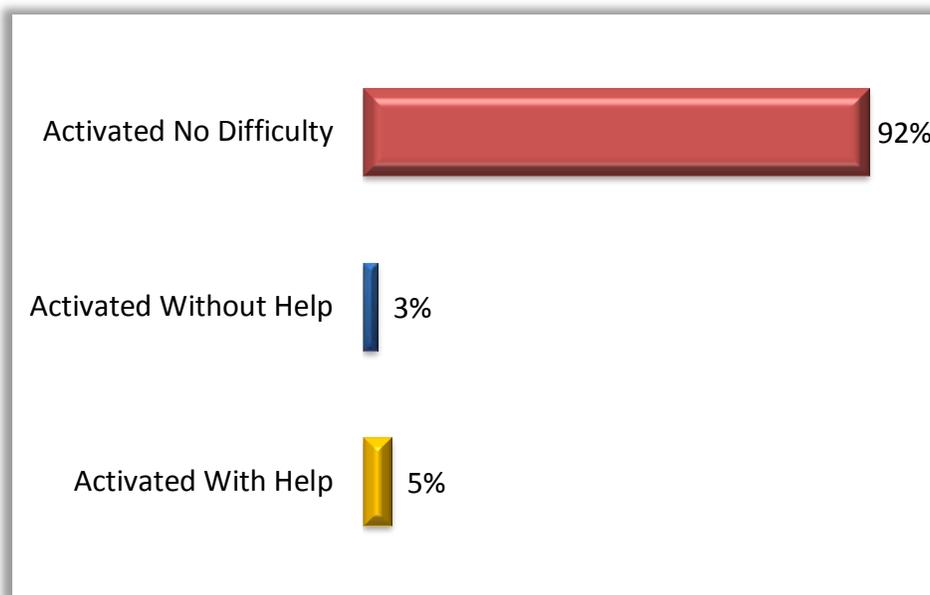
- Security concerns influenced 2% of them not to activate the Visa debit feature of the card. They verbalized concerns about the possibility of identity theft, the potential to lose the card, and a distrust of the card security.
- A few of them misplaced or lost the card (1%) before they could activate it.

They listed one particular intractable rationale for not activating the card.

- A lack of money prevented 6% of the customers from activating the Visa debit feature. Access can do virtually nothing about this problem.

Customers with activated cards answered the question, “*Did you have any difficulty or problems activating your card?*” If they had difficulty, they answered the question, “*Did you need to get some help to activate the Visa debit side of your card?*” The bar chart in Figure 10 displays the results to these two questions.

Figure 10
Experience Activating Visa Debit Feature

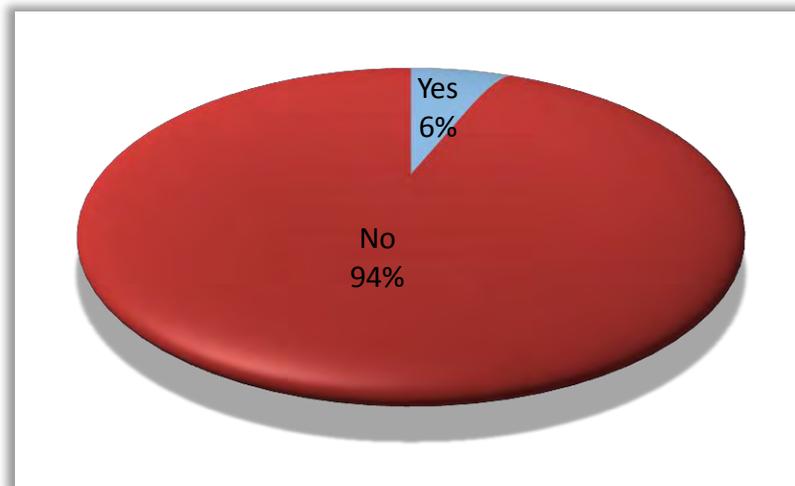


Most of the customers with activated cards reported few difficulties or problems in the activations process. Over nine in ten of the customers (92%) who had activated the Visa debit featured claimed they experienced little or no difficulty activating the card. A smaller 8% of them encountered a problem. Either they required some assistance to get it activated (5%) or they eventually managed to resolve any difficulties themselves and activated the Visa debit feature (3%).

4.2 ID Card Holder

Upon request, Access provides its customers with a card holder for their Access ID card. The customers must request the card holder. Access does not automatically send it to them. The study explored how many of the customers requested the card holder and, for those who requested it, how they used the card holder. They first responded to the question, “*Have you requested a card holder for your Access ID card?*” The pie chart in Figure 11 indicates the percentage of Access customers who requested the ID card holder.

Figure 11
Requested Card Holder

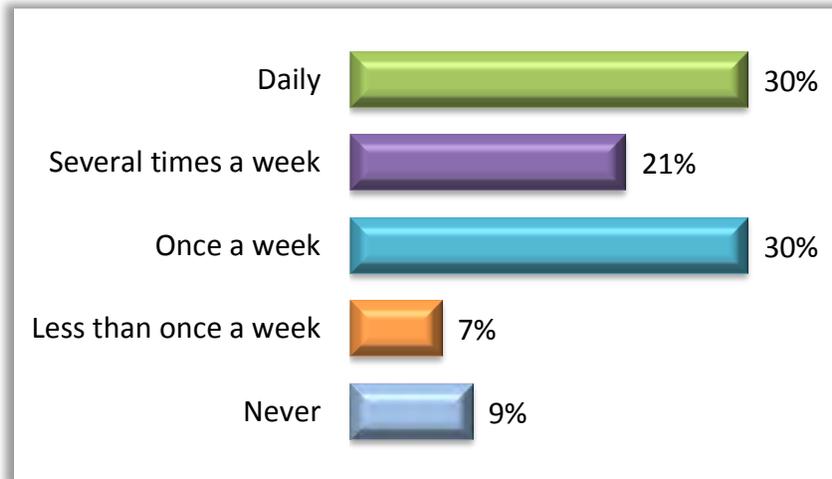


Relatively few of the Access customers requested a card holder for their Access ID cards. Just 6% of them disclosed that they had ordered the card holder. Most of them (94%) did not request a holder for their Access ID card. Requests for card holders differed based on the age of the customers and their length of time as an Access customer.

- More of the customers over 45 years of age (7%) requested a card holder than customers under 45 years of age (2%).
- The card holders attracted more interest from those who had been Access customers for more than 1 year (7%) than from newer Access customers of less than one year (3%).

For those customers who requested a card holder the study asked them how frequently they used it. The question read, “Do you use the card holder every day, several times a week, about once a week, or less than once a week?” The bar graph in Figure 12 displays they frequency of use of the card holder.

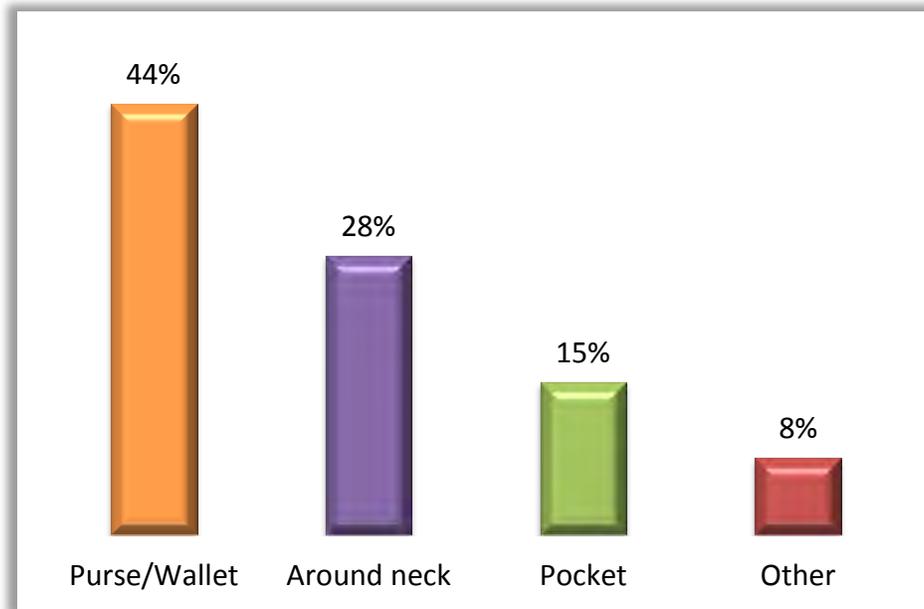
Figure 12
How Often Use Card Holder



Only a small number of customers (48 customers) requested a card holder. Furthermore, at the time of the survey, five of them said they had not yet received the card holder so they could not comment on how often they used it. Consequently, just 43 of the customers possessed a card holder and could remark on how frequently they used it. This small sample limits the reliability of these findings. With this caution in mind, 30% of the customers who requested and received a card holder used it every day. Another 21% of them said they used it several times a week. Three in ten of them (30%) utilized it once a week while 7% of them claimed they used it less than once a week. One in ten of them (9%), despite requesting and receiving the card holder, said they never used it.

The Access customers who requested and used the card holder (39 customers) were asked whether they wore it around their neck or put it somewhere else when they traveled. The question read, “When you use the card holder, do you usually wear it around your neck or do you have it somewhere else?” The bar chart in Figure 13 displays the results to this question.

Figure 13
How Use Card Holder

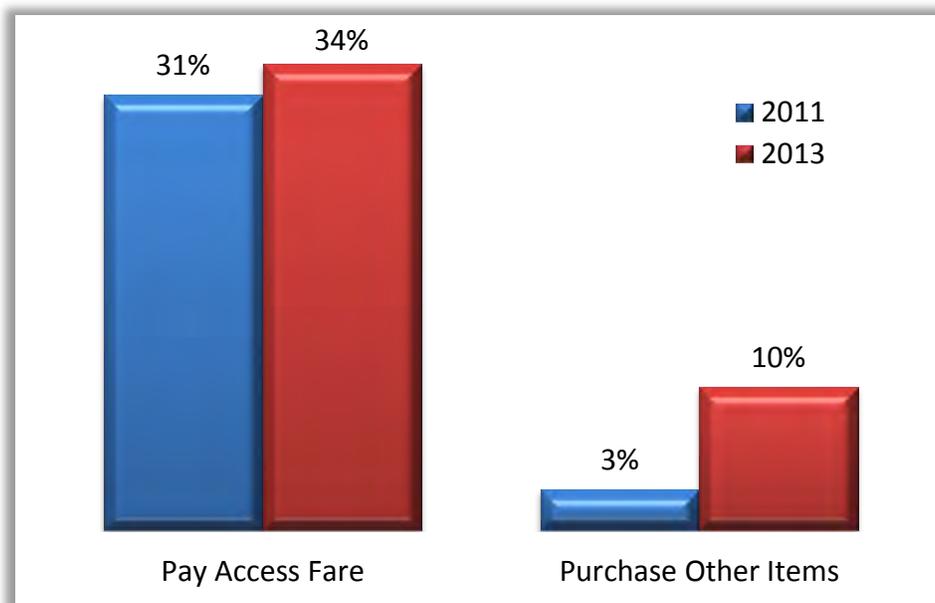


Again, the smaller sample size of just 39 customers responding to the question necessitates restraint when attempting to draw definitive conclusions from the results. A sample size of 39 respondents has a confidence interval of ± 15.9 percentage points. Considering the small sample size, 44% of the customers who requested and used the card holder (17 customers) kept it in their purse or wallet, 28% of them (11 customers) wore it around their neck, 15% of them (6 customers) put it in their pocket (mostly men) and 8% of them (3 customers) had it somewhere else.

4.3 Utilization of Access ID Card

The study asked the customers who said they had activated the Visa debit side of the card to indicate if they had used it to pay their Access fare or make other non-transit related purchases. They were asked the question, “*Have you used your Access ID Card to pay your fare on Access Services or to purchase any items other than transit fares?*” The bar graph in Figure 14 presents their utilization of the card to pay their Access fare or to pay for general purchases. For purposes of comparison, the bar chart also displays the usage of the Visa debit card by Access customers in the 2011 customer satisfaction study. Distribution of the Access ID Visa debit card was not as extensive at the time of the 2011 customer satisfaction survey.

Figure 14
Used Visa Debit Feature



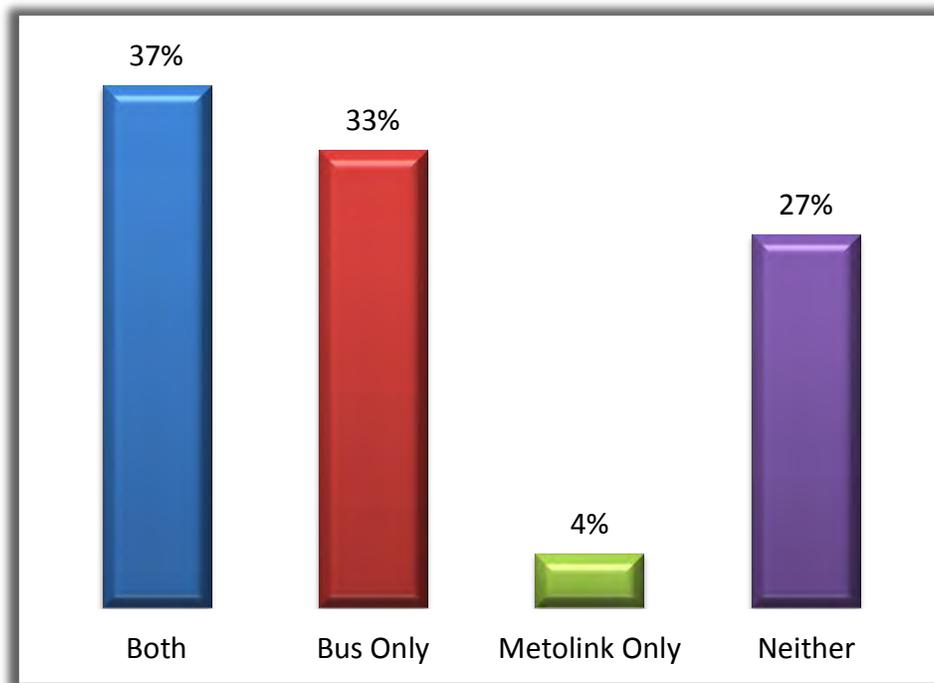
In both studies, similar numbers of the customers with activated cards used the Visa debit feature to pay their Access fare. One third of the customers (34%) with the debit feature activated claimed they used the Visa debit feature to pay for their fares with Access. By comparison, a similar 31% of the customers in the 2011 customer satisfaction study who had an Access Visa debit card had used it to pay their Access fare.

More of the customers now (10%) than in 2011 (3%) said they used the Visa debit feature to purchase other general items. Fewer of the oldest customers shopped with the Visa debit feature.

- The customers 75 years of age or older tend to not use the Visa debit feature to shop. While some of them paid their Access fares with the card (26%), very few of them used it to make other purchases (3%).

The study asked all customers if they had used their Access ID card to ride the bus or Metrolink trains. They were asked the question, “*Have you used your Access ID Card to ride the bus or to ride Metrolink trains?*” The bar graph in Figure 15 presents their usage of the Access ID card to ride the bus and Metrolink.

Figure 15
Transit Utilization of Access ID Card



As the results displayed in Figure 15 indicate, more of the customers used their Access ID cards to ride the bus than to ride Metrolink trains. Overall, 70% of the customers said they used their Access ID card to ride the bus (combining the percentages in the both and the bus only bars). By comparison, a smaller 41% of them rode Metrolink trains using their Access ID card (combining the percentages in the both and the Metrolink only bars). Looking at their combined utilization of both modes of transportation, 37% of the customers used their Access ID card to ride *both* the bus and Metrolink trains. Another 33% of them rode *only* the bus with their Access ID. Just 4% of the customers used their Access ID card *only* to travel on Metrolink trains. One quarter of the customers (27%) said they did not use their Access ID card to ride either the bus or Metrolink trains.

Use of the Access ID card to ride the bus varied based on a number of demographic and behavioral variables. The use of the Access ID card to ride the bus was higher among the following customer groups.

- Men under 45 years of age (84%), less than 65 years of age (82%), annual incomes of less than \$10,000 (81%), African Americans (80%), men (78%), averaged 10 or more trips with Access every month (78%), ridden with Access one to three years (77%), averaged 4 to 9 trips with Access every month (75%) and Hispanics (72%).

Metrolink train ridership using the Access ID card also varied based on the demographic and behavioral attributes of the customers. The following groups showed higher ridership of Metrolink trains using their Access ID cards.

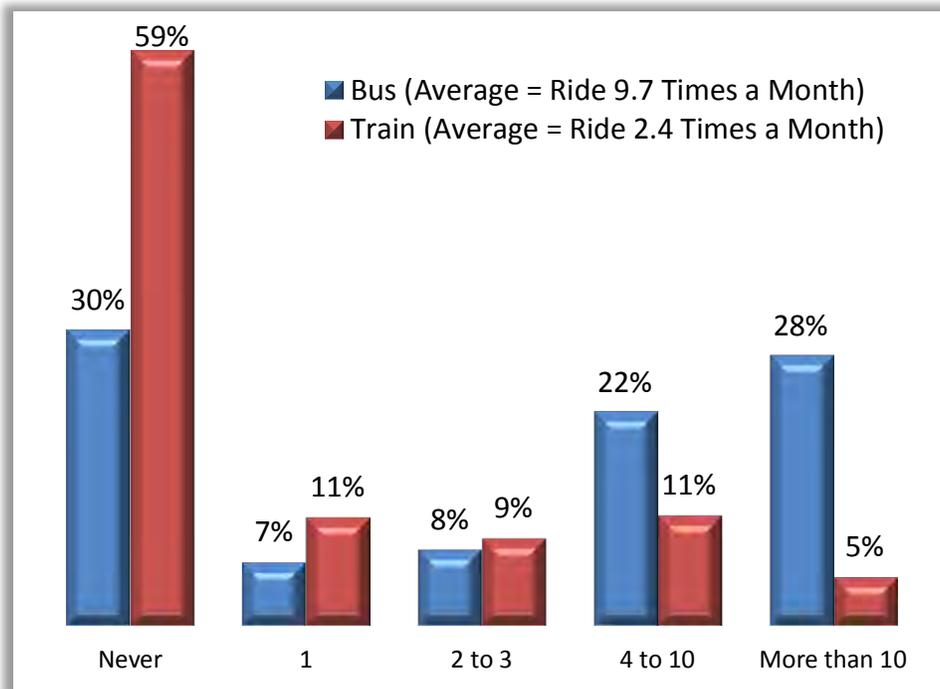
- Men under 45 years of age (50%), less than 65 years of age (51%), annual incomes of less than \$10,000 (50%), African Americans (54%), men (49%), averaged 10 or more trips with Access every month (48%), and ridden with Access one to three years (47%).

Contrary to the customer groups that more frequently used their Access ID cards to ride the bus or Metrolink trains, comparatively larger numbers of several customer demographic groups claimed they *never* used their Access ID cards to ride the bus or Metrolink trains. More of the following customer groups said they *never* used their Access ID card to ride either the bus or Metrolink trains.

- 75 years of age or older (52%), annual incomes of more than \$20,000 (47%), Caucasians (40%), 65 to 74 years of age (34%), and women 45 years of age or older (34%).

For those customers who said they used their Access ID cards to ride the bus or Metrolink trains, the study asked them how frequently they rode the bus or Metrolink trains using their Access ID card. They responded to the questions, “About how many times a month do you use your card to ride the bus?” and “About how many times a month do you use your card to ride Metrolink trains?” The bar chart in Figure 16 depicts their monthly usage of their Access ID card to ride the bus or the Metrolink train.

Figure 16
Times a Month Use Access ID Card Ride Bus/Metrolink Train



The customers said they used their Access ID card more frequently to ride a bus than they used it to ride a Metrolink train. They reported using their Access ID Card an average of 9.7 times a month to ride a bus. By comparison, to ride a Metrolink train these customers used their Access ID card an average of 2.4 times a month.

Average monthly utilization of the Access ID card to ride the bus varies significantly depending on the customers demographic characteristics. The same groups that said they used their Access ID card to ride the bus, also tended to ride the bus more frequently. The following demographic groups used their Access ID card to ride the bus more frequently each month than other customer groups.

- Men (14.0 times a month), annual income of less than \$10,000 (12.5 times a month), 45 to 54 years of age (13.0 times a month), under 45 years of age (11.8 times a month), 55 to 64 years of age (11.6 times a month), and African Americans (11.3 times a month).

The average monthly usage of the Access ID card to ride a bus varied somewhat depending on the service region where the customer lived. As the results displayed in Table 6 suggest, customers living in the West/Central service area (15.4 times a month) used their Access ID card to ride the bus more often than did customers living in the other service regions.

	Total	Antelope Valley	Eastern	Northern	Southern	West/Central
Average	9.7	10.9	8.1	6.9	9.8	15.4
Never	30%	19%	42%	39%	28%	14%
1	7%	2%	7%	9%	6%	6%
2 to 3	8%	17%	6%	11%	8%	5%
4 to 10	22%	26%	18%	23%	22%	23%
More than 10	28%	31%	23%	15%	29%	43%
Don't know	6%	5%	4%	4%	7%	9%
Base	781	42	159	103	286	120

Average monthly utilization of the Access ID card to ride Metrolink trains varies significantly depending on the following customer demographic characteristics. The same groups that said they used their Access ID card to ride Metrolink trains, also tended to ride Metrolink trains more frequently. The following demographic groups used their Access ID card to ride Metrolink Trains more frequently each month than other customer groups.

- The Antelope Valley service area (6.5 times a month), 45 to 54 years of age (4.1 times a month), African Americans (3.8 times a month), annual incomes of less than \$10,000 (3.7 times a month), under 45 years of age (3.7 times a month), and Men (3.5 times a month).

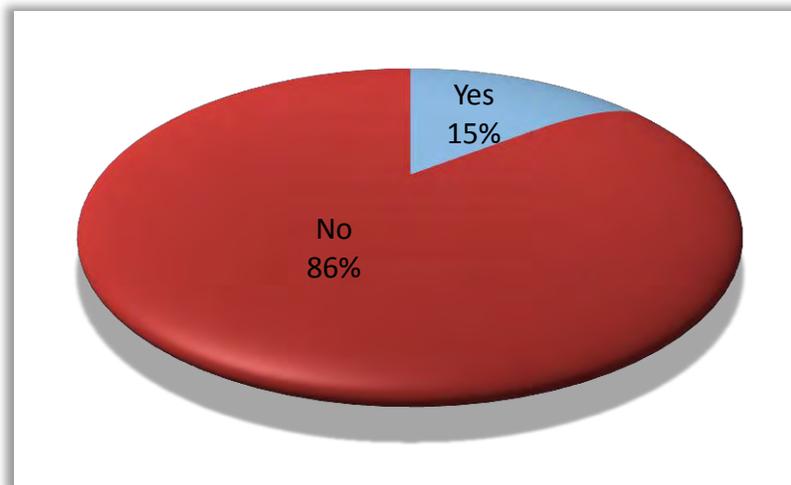
Similarly, ridership of Metrolink trains differed depending on the service area where the customers lived. Customers living in the Antelope Valley service region (6.5 times a month) reported a higher monthly usage of the Access ID card to ride a Metrolink train than did customers living in the other service regions (see the results in Table 7).

Table 7						
Times Month Use Access ID Card Ride Metrolink Trains by Service Region						
	Total	Antelope Valley	Eastern	Northern	Southern	West/Central
Average	2.4	6.5	1.3	1.3	2.5	3.0
Never	59%	19%	68%	73%	57%	58%
1	11%	17%	9%	9%	12%	10%
2 to 3	9%	12%	8%	4%	9%	11%
4 to 10	11%	29%	8%	7%	11%	13%
More than 10	5%	17%	3%	2%	5%	6%
Don't know	5%	7%	3%	6%	6%	3%
Base	781	42	159	103	286	120

4.4 Utilization of SSI Debit Card

The study explored the utilization of the Social Security Direct Express debit card. The customers were asked the question, “Do you use a Social Security Administration Direct Express® debit card?” The pie chart in Figure 14 shows the penetration of the Social Security Direct Express debit card among the Access customers.

Figure 17
SSA Direct Express Debit Card Penetration

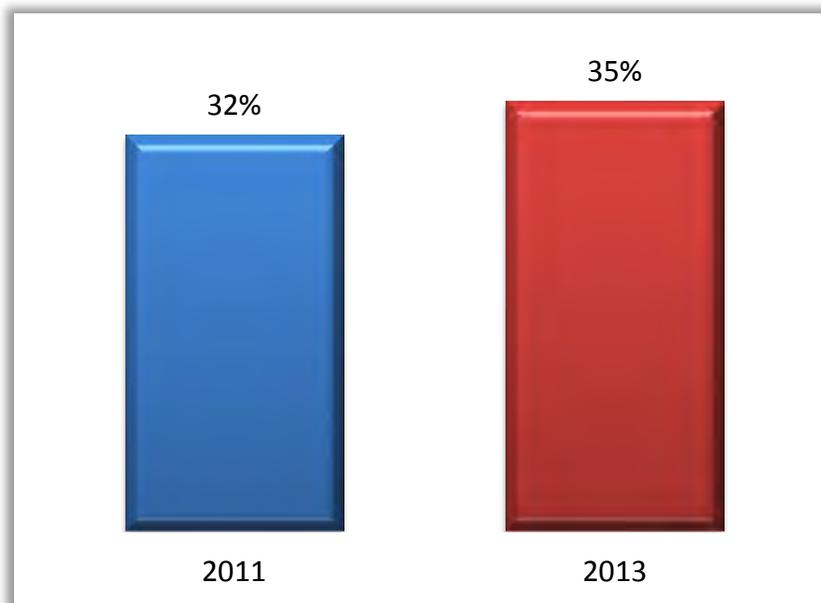


The penetration of the Social Security Direct Express debit card is not extensive among the Access customers. Most of the Access customers said they did not use card. The study identified 15% of the Access customers who used a Social Security Direct Express debit card.

5.0 Free Fare Program

The study investigated awareness of the Free Fare program offered by Access and, for the customers aware of the program, their perceptions of the convenience of using their Access ID card as a method of identification for the Free Fare program. The customers were initially asked the question, “Are you aware of the Free Fare program offered by Access on certain public fixed route providers?” The results displayed in Figure 18 shows the extent of customer awareness of the Free Fare program. For comparative purposes, the bar chart displays the awareness of the Free Fare program measured in the 2011 customer satisfaction study (blue bar) and in this study (red bar).

Figure 18
Aware of Free Fare Program

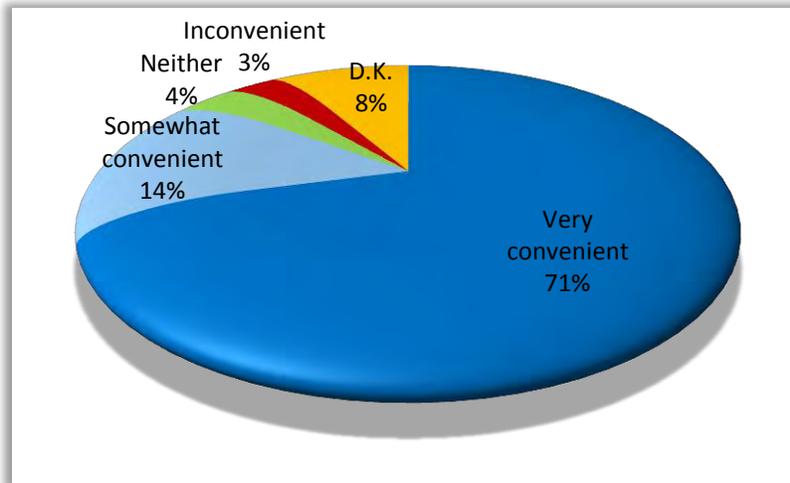


The study did not find a high level of awareness of the Free Fare program. Since the 2011 customer satisfaction study, awareness of the Free Fare program has not noticeably increased. In the 2011 study, 32% of the customers had heard of the Free Fare program. The study this year found an unchanged 35% of the customers aware of the Free Fare program. In particular, women under age 45 voiced broader awareness of the Free Fare program than women 45 or older and men.

- Women under 45 years of age (56%) revealed a much higher awareness of the Free Fare program than did men under 45 years of age (28%), women 45 years of age or older (33%), or men 45 years of age or older (37%).

The 35% of the customers who had heard of the Free Fare program were asked their opinion about the convenience of using their Access ID card as a form of identification for the Free Fare program. The question asked them, “*How convenient is it to use the Access ID card as a method of identification for the Free Fare program? Would you say it is very convenient, somewhat convenient, neither convenient nor inconvenient, somewhat inconvenient, or very inconvenient?*” The results displayed in the pie chart in Figure 19 indicate their perceptions of the convenience of the ID card as a method of identification for the Free Fare Program.

Figure 19
Convenience of ID Card as Identification for Free Fare Program



The customers who were aware of the Free Fare program deemed the Access ID card convenient to use as a form of identification when they boarded participating fixed route vehicles. Over eight in ten of them (85%) said the Access ID card was a convenient form of identification for the Free Fare program. Many of them (71%) felt the Access ID card was a *very* convenient form of identification for the Free Fare program. Not completely content, 14% of them considered the card just *somewhat* convenient to use as a form of identification for the Free Fare program. Only a small number (3%) of the customers aware of the Free Fare program considered the Access ID card inconvenient to use as a form of identification for the Free Fare program. One in ten of them (14%) expressed uncertainty about the convenience of the Access ID card as a form of identification. These customers voiced the opinion that the Access ID card was neither convenient nor inconvenient or they had no opinion about the convenience of the card as a form of identification for the Free Fare program.

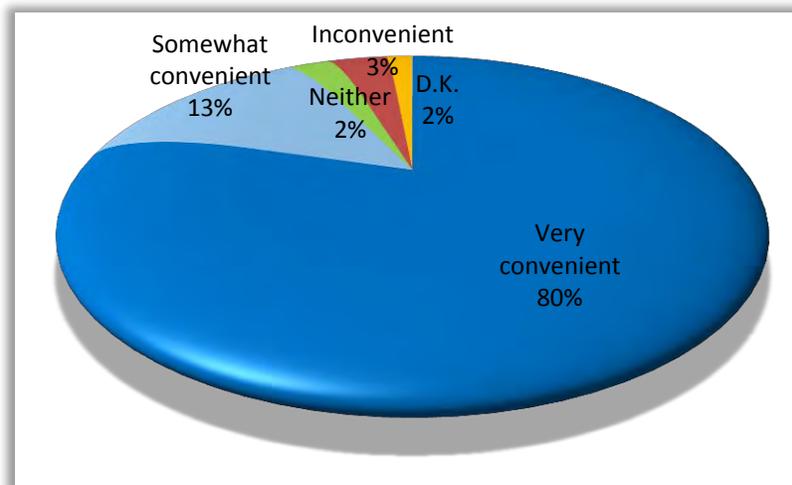
6.0 Assessment of Access ID Card

The study asked the customers a series of questions about their experience using the Access ID card, the things they liked and disliked about it, and their suggestions for improving the card.

6.1 Convenience of Using Access ID Card

The first in a series of questions asked them about the convenience of using the card. The question did not delve into specific uses of the ID card, rather, it asked generally about their perception of the convenience of using the ID card. The question asked them, “Thinking about your overall experience using the Access ID card would you say using it is very convenient, somewhat convenient, neither convenient nor inconvenient, somewhat inconvenient, or very inconvenient?” The results displayed in the bar graph in Figure 20 indicate their perceptions of the convenience of using the ID card.

Figure 20
Convenience of Using Access ID Card



The customers considered the card convenient to use. Nine in ten of the customers (93%) felt the card was convenient to use. Most of them (80%) found it *very* convenient to use. Another 13% of them considered it at least *somewhat* convenient to use. Just a small fraction of them (3%) found the Access ID card inconvenient to use. As well, 4% of them expressed uncertainty or had no opinion about the convenience of the card. Perceptions of the convenience of the card varied somewhat depending on their income, ethnicity and trip frequency riding with Access.

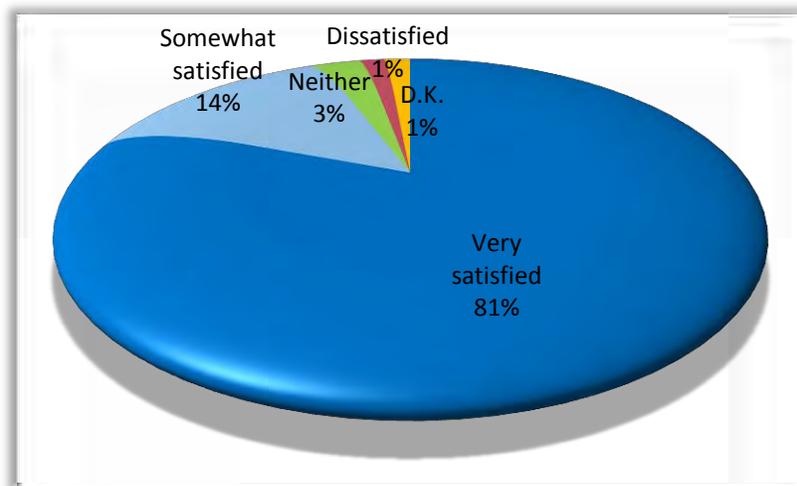
- More of the customers (97%) with an annual income of less than \$10,000 considered the card convenient to use than customers with annual incomes between \$10,000 and \$20,000 (92%) or customers with annual incomes over \$20,000 (89%).
- More than Caucasians (87%), Hispanics (95%) and African Americans (95%) considered the card convenient to use.

- More of the customers who rode with Access an average of four to nine times a month (98%) than customers who rode with Access fewer than four times a month (90%) found the card convenient to use.

6.2 Satisfaction with Access ID Card

After asking them their perceptions of the convenience of the ID card, the study asked them to relate their overall satisfaction with the ID card. The customers answered the question, “Overall, how satisfied are you with the Access ID card?” The pie chart in Figure 21 depicts their overall satisfaction with the Access ID card.

Figure 21
Overall Satisfaction with Access ID Card



Not only did the customers consider the Access ID card convenient, but they also expressed high levels of satisfaction with it. Impressively, a combined 95% of the customers voiced their satisfaction with the card. Eight in ten of them (81%) said they were *very* satisfied with the ID card. Another 14% of them indicated they were *somewhat* satisfied with the ID card. Just 1% of the customers voiced dissatisfaction with it. In addition, 4% of them revealed their uncertain feelings about the card. They either had no opinion about it or said they were neither satisfied nor dissatisfied with it. Not surprisingly, given their broad satisfaction with the ID card, few differences existed in satisfaction between the demographic or behavioral subgroups of the customers. Depending on the ethnicity of the customers, there is some difference in their satisfaction with the ID card, but that is more nuanced than substantive.

- More of the African American (97%) and Hispanic (94%) customers than Caucasian customers (89%) expressed satisfaction with the ID card. Still, satisfying 89% of the customers is a noteworthy accomplishment.

Overall, 90% of the customers expressed both their satisfaction with the Access ID card and considered it convenient to use.

6.3 Liked Most about Access ID Card

In addition to determining the customers' perceptions of the ID card's convenience and measuring their satisfaction with it, the study provided the customers with an opportunity to compliment and complain about the ID card. The customers described in their own words what they liked and disliked about the Access ID card. Appendix B contains their actual verbatim responses to these questions. First, they were asked the question, "What do you like most about the card?" Table 8 lists the categories of things the customers said they particularly liked about the Access ID card.

Table 8	
Liked Most About Access ID Card	
Convenience	55%
Works with public transit/Access to transportation/Mobility	25%
Convenient	18%
Don't need to look for change	6%
Saves my cash/Don't need cash	2%
Works in other regions	1%
Automated renewal/Easy to renew	0%
Card Features	17%
Debit card/Use for other purposes	7%
TAP feature	5%
Appearance/Attractive/Color	5%
Accurate/Reliable	1%
Ease of Use	15%
Ease of use	12%
Easy to carry/Size/Fits in wallet	4%
Other	16%
General positive	15%
Valid for an acceptable time period	0%
Other	1%
Nothing	4%
Don't know	16%
Base	781

Responses related to the convenience of the Access ID card topped the list of things the customers liked about the card. Looking at the categories listed in Table 8, the customers particularly appreciated the access to public transportation the card provided them. Over five in ten of the customers (55%) cited appreciation for the convenience of the card. In particular, 25% of them said they enjoyed the access the ID card granted them to ride public transportation. Another 18% of them liked the general convenience of the ID card. Climbing on a bus and using their ID card rather than fumbling in their pocket or purse for change appealed to 6% of them.

Some of the customers (17%) liked the financial features and physical appearance of the ID card. The broader debit feature appealed to 7% of them. They also liked the TAP feature (5%) and the

appearance of the ID card (5%). A number of them (15%) thought the Access ID card was easy to use. They liked that about the card. A few of them (4%) appreciated the physical size of the card. They felt this made it easier to carry and use the ID card. Without offering specific features or attributes of the card, 15% of them commented that they liked the card.

An unhappy or uncertain 20% of them either claimed there was nothing they liked about the ID card (4%) or they said they could not think of anything in particular they liked about it (16%).

The things they liked about the card varied depending on the age and the income of the customers.

- Twice as many of the customers under age 64 (31%) as customers 65 or older (15%) liked the ability the ID card afforded them to ride public transportation.
- Similarly, more of the customers with annual incomes below \$10,000 a year (31%) than customers with annual incomes of \$10,000 to \$20,000 (22%) or annual incomes over \$20,000 (16%) appreciated the access to public transit they had with the card.
- Virtually none of the customers 75 years of age or older mentioned the TAP feature (1%) compared to customers under age 75 (7%).

6.4 Liked Least about Access ID Card

The study also gave the customers the opportunity to vent their unhappiness with any aspect of the Access ID card. They responded to the question, “*And what do you like least about the card?*” Table 9 lists their complaints about the Access ID card.

Table 9	
Liked Least About Access ID Card	
Nothing	70%
Features/Appearance	7%
Debit card feature/Have to put money on it	2%
ID picture/Unable to change ID picture/ID Picture too small	2%
Text too small	1%
Appearance/Ugly/Looks like other credit cards	1%
Visa brand name on card	1%
Doesn't list PCA privileges	1%
Can't get two simultaneous cards	0%
Inconvenient	5%
Renewal process/Confusing/Needs to be renewed too often	2%
Inconvenient/Have to pull it out to use it	1%
Doesn't work on all public transportation	1%
Processing time for renewal/Processing time to put money on	1%
Size/Too large/Doesn't fit in wallet	0%
Difficult to Use	2%
Doesn't work/Difficult to use/TAP feature	2%
Difficult to activate	0%
Fees/Costs	1%
Activation cost/Usage fees/Fees/Pay to use it	1%
Policy Issues	1%
Replacement policy/Slow replacing lost or damaged cards	1%
Slow/Confusing/Poor policy change notifications	0%
Security Issues	0%
Makes you vulnerable to identity theft	0%
Other	2%
Don't know	12%
Base	781

In the interest of thoroughness when they asked the question, the interviewers provided the customers with multiple opportunities to complain about or criticize the ID card. If the customer initially responded with “I don’t know” or “There is nothing” when asked this question, the interviewer would kindly ask the question again. Remarkably, eight in ten of the customers (82%) said they could not think of anything they disliked about the Access ID card. They claimed there was nothing they disliked about the card (70%) or they said they could not think of anything they disliked about the card (12%). Given the opportunity to nitpick even the most trivial aspect of the ID card, they found little about it to criticize. Even among the 18% of the

customers who complained about some aspect of the ID card, they did not focus their criticism on any one particular feature of the ID card.

Looking at the results to this question displayed in Table 9, they complained generally about the features or appearance of the ID card (7%), considered it inconvenient to use (5%), felt it was difficult to use (2%), disliked the monthly service fee (1%), wanted changes in policy like faster card replacement (1%), and worried about identity theft (less than 1%). The customers did not emphasize just one or two major annoyances with the ID card. Instead, no more than 2% of the customers complained about any one specific aspect of the card (see Table 9).

6.5 Suggestions for Improving Access ID Card

In addition to providing the customers with the opportunity to compliment and complain about the Access ID card, the study provided them with a rhetorical suggestion box and requested suggestions to improve the ID card. The suggestion box question asked them, “*What do you feel Access should do to improve the Access ID card?*” Table 10 presents a detailed list of their suggestions on how Access could improve the ID card.

Table 10	
Suggestions to Improve Access ID Card	
Nothing/No changes	57%
Physical Features	7%
Legibility/Braille version/Larger print/Larger pictures	3%
Include a case/Make a keychain version	1%
Clearer PCA information/Expand PCA privileges	1%
Customer service number on the card/Include reservation number	1%
Allow card personalization	1%
Make it distinguishable from regular credit cards	0%
Remove ID picture	0%
Expand Card Scope	3%
Expand geographic coverage/Make universal	2%
Make it a credit card/ATM card	1%
Add the ability to access the card account information online	0%
Connect the card to insurance and medical information.	0%
Combine it with a California ID	0%
Renewal/Activation/Replacement Policy	2%
Replace quicker/Easier to replace	1%
No expiration/Require renewal less often/Earlier notification	1%
Easier activation	0%
Lower Fees/Offer Incentives	2%
Eliminate fees/Fewer fees	2%
Offer discounts at stores	0%
Be able to pay at the end of the month	0%
Improve Security	0%
Better security/Password	0%
Other	4%
Other	2%
Eliminate card/Eliminate debit feature	1%
Don't know	26%
Base	781

Similar to their lack of complaints about the Access ID card, only smaller numbers of the customers offered concrete suggestions on how to improve it. While the customers made a number of suggestions to improve the ID card, they did not focus on one or two particularly

pressing or critical concerns requiring rapid remedying. In fact, 83% of them made no suggestions at all. Either they argued that the ID card did not require any changes (57%) or they could not think of anything to change (26%).

With the maxim of constantly seeking opportunities to improve, Access can consider these suggestions. Broadly speaking, they offered several areas for consideration. These areas included the physical features or attributes of the ID card (7%), expanding the scope and coverage of the card (3%), the renewal, activation, and replacement policies (2%), and eliminating fees and offering incentives (2%). Only three of the specific suggestions were mentioned by more than one percent of the customers. A small number of them (3%) requested changes pertaining to the physical clarity of the card including making a braille version available, using a larger font size, and including a larger picture. They also suggested expanding the geographic coverage of the card (2%). As well, 2% of them suggested the elimination of the monthly service fee.

- Eliminating or lowering the monthly service fee was more of an issue with 55 to 64 year old card holders (5%) than with customers under age 55 (1%) or customers over age 65 (1%).

7.0 The Characteristics of Access ID Card Users

This section of the report presents the demographic characteristics of the Access ID card holders. This information provides a picture of the Access ID card holders.

Table 11	
Length of Time as Customer	
Less than six months	15%
Six months to less than one year	14%
One year to less than two years	14%
Two years to less than three years	16%
Three years to less than five years	16%
Five years or more	24%
Don't know/Don't remember	1%
Base	800

Access has provided transportation to 29% of its customers for less than one year. Another three in ten of the customers (30%) have been receiving transportation from Access for between one and three years. Four in ten of them (40%) have received transportation from Access for three or more years.

Table 12	
Monthly One-Way Trips Using Access	
Less than one	21%
One	10%
Two	13%
Three	11%
Four	7%
Five	5%
Six to nine	9%
Ten or more	19%
Don't know/Don't remember	6%
Base	800

The customers self-reported their number of monthly one-way trips with Access. Overall, 21% of the customers said they averaged less than one trip a month with Access; 34% of them said they received transportation from Access one to three times a month; 12% of them received a ride from Access four to five times a month; 9% of them said Access provided them with transportation six to nine times a month, and 19% of the customers reported that they rode with Access 10 or more times a month.

Table 13	
Household Size	
Average	2.6
One	41%
Two	27%
Three	12%
4 or more	17%
Don't know/Refused	3%
Base	800

The customers reported an average household size of just under three people. Four in ten of the customers (41%) lived alone. One quarter (27%) of the customers lived in two person households. Three in ten of the households (29%) consisted of three or more members.

Table 14	
Age	
Less than 18 years old	1%
18 to 24 years old	3%
25 to 34 years old	4%
35 to 44 years old	7%
45 to 54 years old	20%
55 to 64 years old	25%
65 to 74 years old	19%
75 or older	20%
Refused	1%
Base	800

Many of the Access customers are 55 years of age or older. Over six in ten of them are over 55 years of age—55 to 64 years old (25%), 65 to 74 years old (19%) or 75 or older (20%). Just 8% of them are less than 35 years of age. Also, 7% of them are 35 to 44 years old and 20% of them are 45 to 54 years old.

Table 15	
Employment Status	
Working part-time, less than 30 hours a week	4%
Working full-time, 30 or more hours a week	2%
Unemployed/Laid off	11%
Retired	28%
Permanently disabled	49%
Homemaker	2%
Student and not-working	3%
Student and working	0%
Other	0%
Refused	2%
Base	800%

Almost nine in ten of the Access customers are permanently disabled (49%), retired (28%) or unemployed (11%). Fewer than one in ten of them work full-time (4%) or part-time (2%).

Table 16	
Ethnicity	
Hispanic	24%
Asian/Pacific Islander	6%
African American	40%
Caucasian	24%
Other	2%
Refused	5%
Base	800

The ethnic composition of Access customers in the study is 40% African American, 24% Hispanic, 24% Caucasian, and 6% Asian/Pacific Islander.

Table 17	
Primary Language Spoken at Home	
English	81%
Spanish	12%
Armenian	1%
Farsi	1%
Tagalog	1%
Russian	1%
Other	3%
Refused	2%
Base	800%

English and Spanish are the primary languages spoken in the homes of Access ID card holders. In 81% of the homes English is the primary language spoken. One in ten of them (12%) are primarily Spanish-speaking homes.

Table 18	
Annual Household Income	
Less than \$10,000	36%
\$10,000 to less than \$20,000	23%
\$20,000 to less than \$30,000	7%
\$30,000 to less than \$40,000	3%
\$40,000 to less than \$50,000	2%
\$50,000 or more	2%
Don't know/Refused	28%
Base	800

Six in ten of the customers (59%) in the study reported an annual household income of less than \$20,000. Just over one in ten of them (14%) have annual household incomes of over \$20,000.

8.0 Appendix

Appendix A: Questionnaire

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. 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.

B. Record interview language for all contacts.

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

1. Approximately how long have you been using Access? (**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? (**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.

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. Thinking about the **reservation** you made for your most recent Access trip, which of the following statements best describes the pickup time you were able to schedule with Access? Was the pickup time ...? (**ROTATE READ CHOICES TOP TO BOTTOM AND BOTTOM TO TOP**)

1. More than one hour **before** the time you requested
2. Within one hour **before** the time you requested
3. The time you requested
4. Within one hour **after** the time you requested
5. More than one hour **after** the time you requested
99. (Don't know/Don't remember) (**DO NOT READ**)

-
5. Currently, when you make a reservation with Access you schedule the pickup time; that is, the time when the driver comes to pick you up. How interested would you be in being able to schedule your arrival time; that is, when you would arrive at your destination. Would you be ...? (**READ CHOICES**)
1. Very interested
 2. Somewhat interested
 3. Not very interested
 4. Not at all interested
 99. (Don't know/Refused) (**DO NOT READ**)
-

6. As you may know, Access sometimes sends a taxi to provide rides. Has Access ever sent a taxi to provide your ride?
1. Yes (**ASK QS.7-10**)
 2. No (**SKIP TO Q.11**)

IF "YES" IN Q.6, ASK QS.7-10:

I'd like you to think about the **last time** you rode in a taxi assigned by Access.

7. Did the taxi 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
 2. No
-

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

9. Was the taxi 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**)
-

10. Overall, how satisfied were you with the taxi 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**)
-

ASK ALL RESPONDENTS

11. Access sent its customers an Access Identification Card. The ID card looks like a credit card and has both an Access logo and a VISA logo on it. Have you activated the Visa debit side of this card?
1. Yes (**ASK Q.12**)
 2. No (**SKIP TO Q.16**)
 3. Have not received it (**SKIP TO Q.31**)

IF "YES" IN Q.11, ASK QS.12-15:

12. Did you have any difficulty or problems activating your card?
1. Yes (**ASK Q.13**)
 2. No (**SKIP TO Q.14**)

IF "YES" IN Q.12, ASK Q.13:

13. Did you need to get some help to activate the Visa debit side of your card?
1. Yes
 2. No

14. Have you used your Access ID Card to pay your fare on Access Services?
1. Yes
 2. No

15. Have you used your card to purchase any items other than transit fares?
1. Yes (**SKIP TO Q.17**)
 2. No (**SKIP TO Q.17**)

IF "NO" IN Q.11, ASK Q.16:

16. Why have you not activated the Visa debit side of your card? (**DO NOT READ. ACCEPT MORE THAN ONE RESPONSE**)
1. Haven't taken the time yet/Too busy (**ASK Q.17**)
 2. Had problems trying to activate it (**ASK Q.17**)
 3. Not interested in the card/Don't want to use it/Don't need it (**ASK Q.17**)
 98. Other (**SPECIFY**) (**ASK Q.17**)
 99. Refused (**ASK Q.17**)

17. Have you used your Access ID card to ride the bus?
1. Yes (**ASK Q.18**)
 2. No (**SKIP TO Q.19**)

IF "YES" IN Q.17, ASK Q.18:

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

Times a month

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

19. Have you used your Access ID Card to ride Metrolink trains?
1. Yes (**ASK Q.20**)
 2. No (**SKIP TO Q.21**)

IF “YES” IN Q.19, ASK Q.20:

20. About how many times a **month** do you use your card 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 your card [**READ ANSWER**] times a month to ride Metrolink trains? Is that correct?

21. Are you aware of the Free Fare program offered by Access on certain public fixed route providers?
1. Yes (**ASK Q.22**)
 2. No (**SKIP TO Q.23**)

IF “YES” IN Q.21, ASK Q.22:

22. How convenient is it to use the Access ID card as a method of identification for the Free Fare program? Would you say it is ...? (**READ CHOICES**)
1. Very convenient
 2. Somewhat convenient
 3. Neither convenient nor inconvenient
 4. Somewhat inconvenient
 5. Very inconvenient
 99. (Don’t know/Refused) (**DO NOT READ**)
-

23. Thinking about your overall experience using the Access ID card would you say using it is ...? (**READ CHOICES**)
1. Very convenient
 2. Somewhat convenient
 3. Neither convenient nor inconvenient
 4. Somewhat inconvenient
 5. Very inconvenient
 99. (Don’t know/Refused) (**DO NOT READ**)
-

24. Overall, how satisfied are you with the Access ID card? Would you say you are ...? (**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**)
-

25. What do you **like most** about the card? (**PROBE**) What else?

[**RECORD VERBATIM RESPONSE**]

26. And what do you **like least** about the card? (**PROBE**) What else?

[**RECORD VERBATIM RESPONSE**]

27. What do you feel Access should do to improve the Access ID card? (**PROBE**) What else?

[**RECORD VERBATIM RESPONSE**]

ASK ALL RESPONDENTS

28. Have you requested a card holder for your Access ID card?
1. Yes (**ASK QS.29-30**)
 2. No (**SKIP TO Q.31**)

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

29. Do you use the card holder ... everyday ... several times a week ... about once a week ... or less than once a week?
1. Every day (**ASK Q.30**)
 2. Several times a week (**ASK Q.30**)
 3. About once a week (**ASK Q.30**)
 4. Less than once a week (**ASK Q.30**)
 5. Never (**VOLUNTEERED**) (**SKIP TO Q.31**)
 6. Have not received it yet/Never received it (**VOLUNTEERED**) (**SKIP TO Q.31**)
 99. (Don't know/Refused) (**ASK Q.30**)

IF RESPONSES 1-4 OR 99 IN Q.29, ASK Q.30:

30. When you use the card holder, do you usually ... (**READ CHOICES**)?
1. Wear it around your neck
... or ...
 2. Do you have it somewhere else (**SPECIFY**)
 99. (Don't know/Refused) (**DO NOT READ**)

ASK ALL RESPONDENTS

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

31. Do you use a Social Security Administration Direct Express® debit card?
1. Yes
 2. No

32. 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?

33. 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 to 74 years old
 8. 75 or older
 99. (Refused) (**DO NOT READ**)

34. 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)**
-

35. 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)**
-

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

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

37. 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)
-

38. What is your zip code, please?

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

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

- 1. Male
 - 2. Female
-

Appendix B: Verbatim Suggestions to Improve Service

Question 25: What do you like most about the card?

Just having freedom. I feel more independent.

Well what I like the most is that it's easy. Easy for me because right now I'm disabled still because of my foot and I just injured my back so it's easier to use instead of pain.

You can use it many ways, for public transportation, etc. I haven't been through that much, but it has been very helpful. I went to the self-evaluation, and they gave me a temporary [card]. They gave me until February and I went to get a note from my doctor. I speak with very heavy accent and I am sure that the Evaluator misunderstood me. It is a wonderful service. I can use it to go visit my family. You can use it to go on one day and come back on the next day. We old people have a hard time getting ourselves around.

That I can use it and don't have to worry about it. Can use it multiple times.

That it can be used on the public transit if needed.

I will be honest it's just a card.

It's the same as the one I had before. I just use it for Access. I don't catch the bus.

When you want to go somewhere they help you get there.

I'm able to use it for the bus. I always know that it's available, and don't have to depend on my own money.

Some of the time I don't have the cash, and the card helps me get on the bus when I need to. Very pretty. Has my picture on it. Very convenient for me, I can use it to get on the bus or Metro-link. I don't have to worry about having change. Some of the time I really don't have enough to get on the buses. I don't have to get a transfer ticket when I use two or three buses when I go to the doctor. That would cost more money.

It's convenient because I can just tap into my fast card.

I give them the card with 3 dollar fee it's easy.

Oh it makes me feel important I have my picture in there and another ID. An old lady like me sometimes gets lost. It is nice to have another ID like a driver's license. I'm just happy for everything sweetheart. It has given me freedom.

Go to the doctor I don't need money go out on weekends.

It is convenient.

Availability with transportation.

It's easy for me to get around on a taxi and they drop you off in front of your house and the street that you're going to.

We can use it for several things.

It got the Visa logo and your picture so no one else can use it in your name. It has your picture on it. You can do many things with it. You can use it to buy many things. You can buy food, can pay bills, and go shopping. Maybe you can sign it up with the bank and use it as an ATM card. I love the color.

Well it gets me on the bus still.

That you can tap it and keep on going. Because I'm in a wheelchair.

Easy Access. It helps me pay my bills. And the debit feature.

Easy to use. I really like it very much.

Use it for transportation.

The idea they come to the door.

It helps me to get to my business. I can't drive. I'm very satisfied because I wouldn't be able to get anything done otherwise.

The card helps people know you are somewhat handicapped and give you a seat.

Allow me to get on the Metro and have a seat.

I don't use it outside of Access ID. I'm blind so I can't see it either. Like I said I don't know because I don't use it besides ID.

I like everything about this card. It allows me to be able so that I can take buses. It's a TAP card. It's just great.

Being able to have access to the bus. If I need to go shopping it is easy.

That you just have to tap it. It has a picture on it so you can use it as another form of identification for it as well. Also with Access you can take a primary care person with you for free on bus. No it's pretty.

Comes in handy. ID when I ride the bus with it.

It is convenient, it is small, and it fits in my wallet. We don't use it as a debit or credit card we just use it for Access. Oh yes with Access like it.

What I like most about the card. I have never even thought about what I like about it. It is ok. I don't think about the card at all.

What do I like most about the card, that it has my picture on it. I like the color of the new card, and it's easy to identify, and it all works very well.

The people look at my card then they look at me then they take me where I'm going. I like the ride very good drivers women and men's they don't drive reckless and are very good drives.

It helps me to have transportation. I am satisfied with my card because I need it. I can get to my doctor. That's all I use it for is to get where I am going. It's very useful for me.

What do I like the card. It helps me out a lot because I'm blind, I love it a lot. Because when I go to some parts of LA I have to take someone with me. It's very convenient. What else can I say? It's a very good card.

That I have to spend money because I am disabled and I don't have that much money to spend because I don't have a job. Convenient to use Access van to come and pick me up. It is safe. When I use it the driver was very kind.

I can't say I like it. Question I don't care to answer.

It's on me so I could use at any time. I like it's there for me. Very convenient.

Well the fact it gives me transportation. I can go anywhere that I want. It's easy. I just really like it.

Well a lot of times when I go to the grocery store and I have somebody with me and they help me with my groceries and it's very convenient for me. A lot of times when I had to pay I didn't have change and it's convenient because I don't have to worry about having the correct change.

I think its color. Its logo is okay, but I don't like my photograph. It's a bad photograph. It was a bad camera, wasn't that good.

Well, I like that it has my Access number on it. My picture. Well as I said I already use my debit card otherwise I would use the debit card too.

Easy to use.

Options to load money on it. Could use it for Metrorail. Convenient to make direct deposit.

You can put money on it.

Well something. I like it but the drivers have a difficult time reading it at night time. I like kind of simple because of its color but sometimes color they can't see well maybe they change it to another color.

It's easy to use. You just swipe it. I can use it as an ID.

That it's easier to use. I don't have to be digging for change. I don't have change you know if I don't know where I'm going and trying to find where I'm going and I have to ride there and back. I have room for error. Yesterday I got on the wrong bus and I didn't have to worry about having

change to get on the right bus and get where I was going. If I right change then I would also be lost or in the wrong area and find somewhere to get change and get on track and use two buses or five or six buses.

I like that it's an ID card. It's their ID card.

I can pick it up and go wherever I want to go on the bus. It saves me money. What else can I say?

What I like is I can get the Access right when I need it. -They don't charge too much. It is convenient. I have no complaints.

I like that I can use it on Metro buses and the go line and that the red line. I can use it on the Access cars. It is fast and convenient and gets me to school and church. That is why I like it.

It gets me around. I don't have anyone else to get me to where I need to go. I don't see or walk very well. To tell you the truth, I love everything about it. I take care of it and it takes care of me. Like I said I take care of it and it takes care of me.

Because without it you could not use the identification card. It's the only identification for ourselves so you can ride on to bus. It is very convenient.

The fact that I have Access to it.

It is very convenient. It is very good.

That fact that I can use in my area. Convenience of it I guess.

Being able to show it to get the ride. Having it qualify of having. ID photo. I use it as an identification card.

I don't know I haven't used it yet.

You don't have to have change and you pass on the bus and no more to it.

That it has my picture on it. And people can see it's truly mine and no one else can use it but me.

I don't know I just have to show it and I just show it. I don't know if you can take this information but. I have been very upset the last couple of times I have ridden with them. I have a friend who is blind who comes to my house. The first time they never called and the second time we sat on the street and no one arrived and they called and said they arrived and no one was there. So my friend is not going to come anymore because that is two times there has been no car. No it's just there is nothing special with the card.

It's an easy form of getting on the bus and I can use as a debit.

It saves my life. Otherwise I would very unhappy person. Because I would not be able to go to the doctor. Very helpful. Thank you the company for this program.

I like the card I just don't have enough money like I said I'm a poor man. That's about it. I'm satisfied to the very end.

I mean as far as the bus ride it is very convenient it is convenient. It gets me to where I need to go. It's a good card to have.

Nothing. I just use it because it's free. I hate it more than anything.

It is easy to use. Senior citizen. Good to have.

Convenience. Saves you money. That's all I know.

Since I have such a low income I can get around to see my doctor. I just get around everywhere always have operations to go to medications and see doctors and to go to places to eat. The fact that I'm able to take someone with me to go shopping and get around.

Nothing really. It's very convenient, nothing special. It's just like a credit card. Access is very convenient. I like it a lot.

I guess because I know where it is all the time and also sometimes I don't even have to get it out. They can see it on my bag.

It's convenient. It helps me out. When I am trying to get to the bus because I have a breathing problem it makes it easier to Access it.

The most thing that I like is because that I don't have to worry to take the buses or get in an accident, then I feel very safe, I just feel safe, I don't have to worry.

I like the convenience of transporting with Access and their pick up time. I like the convenience of Access. I like the card idea very much. Bugs need to be worked out. I need another card and finances put on the card would be reliable.

I like to keep it as a credit card and use it at the bus. I like it because it is easy to use on the bus. Oh, I'm happy with Access.

Well I don't have to be looking for money when I don't have money. Most of the time I don't have money. That we have that and so I can get my transport and my Access ride and I get to go when I need.

That I can use it as identification.

Nothing.

Like what do you mean? I don't know how to answer. I don't know how to answer.

That it's real convenient and there's no hassle. With other cards you run into problems, but with this one you don't.

Its simpler especially for the bus. Picture ID.

I really haven't given it any thought. I am not trying to be difficult I just don't know what to say about this card.

Well when they get you to ride it it's always right there.

I like when I need I can bring the person that helps me with me and they don't have to pay. It's very helpful when I can make a reservation the next day.

I can use it on transportation to get around. Free transportation. I have no problems with it.

Well if I need it I can use it, but I don't need it. I don't pay with it. I am satisfied with the drivers and everything about it.

That it's easy to carry around with me. I have no problems with transfer from one bus to a train. I just show my card and I get on and I love it.

What do I like? I don't know I couldn't say. Not really.

That I can use it anytime and anyplace that the bus arrives. Very convenient. Saves on money.

It is real convenient to use. I just show it and they ask no questions. When I go to the doctor and have someone with me, they let them on with me, with no problem at all.

I like that they have the photo ID, and it's like a tap card and it has a bar code on the back. I like that it has the numbers to identify you which makes it convenient when you're making reservations. It's right on the card. The color of the card is very bright so I can find it if I drop it.

I haven't really used it so I can't say for sure. I don't know. No I'm having problems with them. They are not showing up.

It takes you places. Like if I go visit my cousins and stuff like that.

That you know it does good service either with the taxi or the bus. Well that they treat us very well and, like if we get on the bus and there are no seats at the front, the driver will have people move for us. They treat us with respect. They don't treat us like we are handicapped.

It's very easy to use. Very easy to use.

That I can ride for free on the bus, with Access I have to pay \$2.50 and they don't always come on time. The free ride on the bus is convenient. Just the bus, the free ride on the bus. I get scared when I'm left on van with Access and I have to call for van and I had to wait 3 hours when I'm a little bit late.

It's just your ID and that it proves it's you. Shows who I am and I get to ride the Access.

I just like it.

Is that I can call them and they can take me to my doctor's appointments. The drivers are very nice. I just like having it they get me to my doctor's appointments.

I took the 27 bus and the 6 bus. I use the card.

The picture.

I can't say. I don't use it. It's just another piece of plastic.

The white one? It is convenient a lot of times. They didn't ask me for the card. They just picked me up. Most satisfied. I can get on a train without paying for it. I am fine with that. Easy access to other transportation that others don't have to pay for it because I'm in a wheelchair then walking around.

The price. It's not too much, it's very reasonable. It's very reasonable.

I don't really know.

Mostly it helps me a lot. Yes, because although I have no job, I can go to my appointments. It helps me.

Because I can get out of a van to another to travel faster.

Well it looks like a credit card. I like it. It looks and feels like I'm using a Visa card.

That I only can use it and nobody else can use it. It's unique. It is better than the other one. I like everything about it.

The card identifies me when I need to go places.

I just like being able to like days I can go out and get out on the bus. Just to know that I can get up and do what I need to do. Go about my business. I really like it.

It gives me Access to everything. I'm all the transportation. I like it and I don't have money to afford it so I just show my card and I'm good.

Well it guarantees a ride to wherever I have to go, long distance and stuff.

Because I can take the bus. I can ride the Access because of the card and I can get the taxi to my house. I can get a ride.

It's convenient. I mean it can be convenient if I need to go somewhere, I can go I can call Access and go.

Get around LA for free. It's easy to use. You just tap it and go and show the police and my PCA can go with me.

What do I like most out of I told you. I use this card only for trying to be alive. I told you yesterday that some people did for entertainment. Okay, some people are not conscientious

enough. That there will be time spending gas spending under fake money. They don't think that way they are selfish they think only about themselves.

How easy it is to use. It's easy to not lose. It's easy for me to get in and out.

I can go about any time I want to and it saves me time and money.

I like the green color. I like the size of the card. It fits in my card holder wallet. It's very smooth, it feels good to touch. Oh, I like the way it's constructed. I like the design. Like I said it's comfortable. I don't feel like it's going to slip through my fingers, the texture. I like the texture. I'm sure there are other things I like about the card. But, I can't think of all of them right now.

I like about the card, that they can come and take me where I need to go, that they take me to the doctor.

When I need to I can get it immediately when it's needed. I don't have to wait that long. I have never had to wait for them, they are always on time.

I have trouble walking it's easy for me to put in a pocket and hang it over my neck in a little pouch and just pull it out. Just that I have it. It's very easy to not have to worry about getting on the bus and needing to take change out of my purse.

What do you mean? I don't know. It lets me travel. It lets me call taxis, takes me to places. Sometimes I get late off from work and it is convenient for me so I don't have to walk, I like it. I don't know I can take the bus. It is convenient for me. I like it. It is very helpful you know what I mean.

Access dependability and free access to a ride. When I make a call they never have disappointed me. It is free. It allows me access to different point in the city and I'm very fine with it.

I can use it at any time when I want. For ability it has to help me at any hour I can call and set up a ride.

I wear it around my neck but now I have to tap it. It makes you feel it's inconvenient.

I guess it is convenient. I don't have to use cash to pay for the fare. Well, you know I have issues with Access that don't have to do anything with what you ask. I have serious issues with routing, with the dispatching and routing of calls, and the training of new drivers. So you could just record all this. It would be nice to have same day Taxi service similar to what Orange County has.

That it looks like a credit card. It fits in my wallet.

I am very happy with that. Very satisfied, because it is convenient to me, the bus driver too. He is very nice with the people. The buses come at good times. It is convenient. I like the card.

I glad it's recognized by the Metro buses. They don't let the PCA buses on the card. They refuse with that card. They have to pay.

I don't have to fumble around for the money to put into the thing on the train or the bus, because I can't stand very long. I can just show my card and sit down. It's just convenient when I am traveling on the train. Plus you can purchase things, which I haven't done, but it would be convenient.

I use the ID card and to get taxis.

It pays me money. And it pays me money and like if I need to go somewhere where I know I need to go, I can order a taxi in advance.

I said it helped me that's all. It helps me because I need a ride, I had to go to the doctor and I needed a ride.

The Visa? I reckon because I have security knowing if by chance my doctor assigns a lab outside the area I have transportation and won't get lost trying to get there on the bus. Just the security of knowing that I have it. Yah because so far since I've had it I've been in relatively good health. I'm 78 so I know I'll have it in the future and I will need it more in the future. All I have to do is call and they'll be at my door and I won't be doing any walking, that's because of anxiety.

I have nothing to say.

It is an ID card. I don't know. I like it.

Yea well I like the color of the card so once you present it to them it shows up to them real nice because it's green. The card is very nice to have. It's really convenient. It's nice and fun you don't have any problem with it. You present it to them, so I like it. It's a nice size card and everything.

Everything is good. I am happy with the service. Not really they are very good person.

I haven't used it. I haven't used the card.

The services they provide are good. I mean the car services, with the bus. And there are no problems using it. I am satisfied.

Shows me I look younger. Good thing for my photo alb. Showing my diet is working. I'm pleased with the card. I'm just teasing with you.

It's just not having to fumble around with tickets you just show the ID and that's it. I really like it.

I can get onto any bus. I am very grateful. I can get into anything.

When I decide to travel I can take the Metro, and I can use my car. I can take a passenger with and they're free. My pass is always good. If I have to transfer to another area, San Bernardino, they pay for the pass with a small fee. I can use it in other small cities, not just LA.

I use it when I need it.

That it can be used on the bus.

You know, using the card. Some taxies, sometimes they come here and pick me up, and I like the color. I like it all.

Nothing.

Well, that I can use it whenever I need it. I'm glad I have it. I wouldn't want to lose it because I'm glad I have it.

What. The most I like using Access the card to use the bus. I don't know anymore, Access is the most important for me because I don't drive.

Everything. That I can ride the bus and stuff for free. Because I cannot walk a long way. Before you could pay bills with it when I paid with it.

You can get on the bus or train and it's a lot easier than making reservations.

It is an ID for Access. I don't like anything else about the card. I don't use it.

That it provides the transportation.

Convenience. It's really easy to use. Easier than having change and getting on the bus, or getting a ticket. When you have to qualify for it, the people are super nice. When they interview you, they come and pick you up. When are handicapped it's easier to have them pamper you and come pick you up, and when I can. Handicapped people have a really hard time finding people to take them places.

I don't use it that much. I just use it to get on the car. I don't use the ID card.

Well I just like the card in general. It's just a good card. It's a good card to have when you're disabled.

Just how easy it is to use. You it just fits in your wallet and it helps. Its portable wherever you go.

The card I don't have to carry cash it is very nice except for the taxi I pay cash. It is very convenient for me and they come and pick to up and my appointments are early and it works nicely. Sometimes I have to come early and late and when I leave my sons at 12:30 at night. It is great. Very good, for me it works wonderful. Very, very convenient.

I am able to use it as a tap card.

Everything. I'm very satisfied with the card everything is okay.

It's just a card. I have no problem with the card. I just show them the card when they ask. I just told you.

I really like that it gets me free bus rides.

I guess it's like laminated and stuff. It's tough to snap in half.

I can get on the bus for free and I can also put money on it.

I can go and get on any bus or train for just about free.

I can use with my caregiving person.

Not much I don't know. I got Access. I got what I need. It's transportation. It just fits in my wallet. It's convenient to have.

The bus. It is good and satisfactory.

I get to go places for free. On the train I can take a family member. One person can go with me for free. The convenience of being able to make reservations seven days a week. If I haven't made reservations, and I need to go somewhere the next day, it's never too late.

The most Metrolink because it's more predictable than the taxi driver. It's very accurate. The time is much less than the taxi driver.

I'm thinking. You know, I like it. I know I don't have to worry until January of 2014 when I get a new one. That's been very enjoyable. I think that and it's very good.

That you can use it in public places.

The card well I use it as a boarding card on the Access automobile. I like having it available to have a ride. And it helps me keep track of my wallet so I don't lose it.

I like it because it is convenient. You don't have to take cash with you and you don't have to worry know that the people know. That they don't think it is a credit card. You are not in danger of someone hitting you upside the head for it. I have a postman who was attacked and in my neighborhood they know it is an Access card and not a credit card. I like it because the drivers will tell the younger people to let the older people sit down. And I am very satisfied with the help that I am getting than before. You seem to have more cars than before because you can arrange your time if you call and say 8 something they will say 9.45 so I have learned to ask for ahead of time 45 min to an 1 hour earlier and sometimes I have made three calls to get the time I want but somebody said you have more cars and taxis now. Overall I give you outstanding for the recent services you give.

It gives you easy access to all public transportation. I like the new credit cards. It gives me someplace to put my money so I don't spend it is so fast, out of sight out of mind.

It probably just that it's easy to carry with me and it's sturdy enough that I can have it with me.

I don't have deal with the buses. I just swipe my card and I'm done. It goes to other regions besides just here in California. I don't have to go to the Metro to get bus fare.

What do I like most about I use it for transportation and lot of things I can use it for but I mostly use it for transportation.

I could use it on the transit or the other transit the Metro link the train the bus go all over LA. It is just magnificent.

It's convenient. It saves me money for transportation. It saves me a lot because my companion and I, we ride for no money. The convenience of saving me cash. It's a money saver for me. And of course my husband used it before he passed away. Also it was a good thing for my husband because I could travel with him. Sometime you have to go today and come back tomorrow but you make it.

Riding the bus. there's not really nothing.

It's a way to identify me. I like the identification of the card.

It is easy to use. You can just get on the bus or whatever. You just tap it (the card) when you get on the bus or show it to the driver.

That it's easier to have transportation. It's harder before when I didn't have it and now it's easier.

Well, I like it most because it takes me to the doctor when I have to go.

It's okay. I like it. I can use it to take the bus. I only use it for the bus and when I call up Access.

Oh the card I'll tell ya. The card looks very nice. The card looks very nice the way they planned it out. It works nice. It works good. Right now I am getting back to using it because I just got out of the hospital. I used it when I came out of the hospital.

That I can use it as an ID card.

Everything. Yes, it is free. It is convenient.

Very convenient for me if I need to go to doctor or the store. Because it gives me access to go to the doctor or the store. I don't need to wait or hassle with change. I have that freedom. It's very easy to remember.

It can identify me to people easily. And they see me for who I am on the card. The people are very excellent people, and this kid, Ramon Quintanilla, he is very helpful.

Well it has my picture on it. No one else can use it. I call them up and they sent my card to me with my picture. I like that when they call they are right on time.

It is very easy to show the driver and he takes me to my destination. I love the whole program.

What I like about it? If I'm at the store, I don't have to do that because there's a card around my neck. It's convenient for me. It saves me money.

That it has my picture on it that way they know who I am. It's convenient when you ride the bus that swiping the card when you put money on it you don't have worry about it. Money. The color.

Well I like it because it helps me to get around. I can go to the grocery store, go to my appointments and go visit my family sometimes. Well, I like everything about it. I'm grateful for it because it helps me to save money and get around to where I want to go.

Convenient. That's all that comes to mind.

We like it because we use it but we don't use it much. That it is credit a card too.

I need to go far distances. Because we like to go to Disneyland so it helps.

I have access to buses, access to other bus routes.

I don't have to be talking too much to the driver because everything is in the card. All the information is there.

I don't know. I don't have to think about it. I prefer to drive. I take my time. I don't go to fast. I like how smooth the ride is. It is quiet. I like the food. I don't have to worry if I have cash.

The ease that I can get around. It doesn't cost anything. I can get around with it.

That is recognized across the transit systems. I'm happy with it.

To be honest I think if you're able to show you, I think it doesn't ease your life. This is a section I would like to change. I don't like it.

What I like most about it is I can put my money on it from my other card. It is just very helpful to me ya know. It is a blessing really. What they do to help me is a blessing. My Access card will always help me. I get my Access card and I'm gone.

That it has a picture of me and is easy to use. I only have to tap it.

That I don't have to use money. It's very concealable. The color—green.

It will bring me to if my doctor. It's helpful to me. It's helpful to me if my doctor can't pick me up I can use my Access and I seldom go out because I'm not feeling well.

The hurdle is using it on the bus. Access is very important.

It's that being a senior, it helps me that I don't have to pay the ride the bus or the Metro. I would like to learn how not pay Access, and how to use my free card. Well I love that card, because I'm a senior and I should get something free because I have been working all my life.

Nothing, I don't like nothing. The picture is very small. I don't use the account. The card doesn't have anything to like. It is like a credit card, nothing really to like. The card is good to use but everything else I don't like.

It is in my billfold. I don't know. It works. That's what I care about. I mean. I don't know. You mean the piece of plastic? It's convenient.

Well I like the fact that it looks like a credit card so it reminds me. It makes me keep track of where I leave it. It's easy for me to keep track of it. I like the color. It stands out. And one time it even helped me identify myself.

It has my picture on and it is an ID card. I've never activated the card.

I don't have real preference. It's just like my other card, just a different color and takes money out of my Visa account that I put on there.

When you are disabled and you don't have car or health or money, then it is very nice to go places and now I have a ride to get to some place. The only thing that is hard is a day before you go somewhere, have to make the appointment. So if you have an emergency I need to ask someone else than Access to give me a ride.

That I have to use it. That I have to have it with me. Sometimes it's not convenient. I left my wallet but luckily I had my all Access card the old one.

I'm happy that Access doesn't make us pay a fee because I couldn't afford it. I'm very happy about the card. I'm just happy.

It has a lot of time on it before it expires. It has been the best thing for me to get around. I should of got the Access card sooner than I did.

The fact that I can use the card with different companies and in different areas.

The word Access implies to get me around places and being disabled and able to get to my doctor appointments.

When I take the Access card. That's the way I use it. What I like just my ID to show the driver. Before I take the car before I ride the car.

I am very satisfied. I like that they come and take me doctor. I know that I can pay my bills with it but I haven't used it because my daughter is living with me.

They are very courteous, the drivers and I just like it. They get you there on time. You never wait too long for them to come back. You might have to wait a little, but not too long.

It is reliable. In the year and a half there has one incident. But it has been very reliable.

I guess easy access to transportation. It's convenient because I don't have to use cash.

The ID part to it is nice.

It's easy to use it for just about anything but taxis. You know, you can use it for free. I have not used it for any taxi or anything. It would be a lot better if our bus could not come on time if we could call the Access taxi to come pick us up so we don't miss our appointments.

It's very easy to use. I like it.

That it helps me in everything I want to do.

The convenience for having it. Getting rides. Using it on trains.

I believe because it has the picture on it and nobody else can use it.

It's very convenient to use it with services like buses service. It's convenient to use it with the card. I was happy I qualified to get one in the first place.

It's up to date.

It gives me Access to where I need to go. It's easier than the bus system.

It's very convenient.

I like the card because it makes allows me to travel anywhere.

It takes away a lot of the anxiety being sick and alone. I value it highly.

That I can use it as a debit card whenever I want and I can use it as an ID card.

All you have to do is stamp it on the bus.

When I go I don't pay nothing, especially the bus and the Metro. I want to use it more. I am very happy.

It's convenient for the bus train and Access.

I can use the photo as identification.

The photo ID is good.

It's just like an ID and people recognize who you are. It's very nice.

I guess it's handy. Use in the pocket.

Ah it enables me to maneuver to get around. Other than basically it's convenient to take public transportation. I call that's when I can be in Los Angeles. Their buses stop at eight at night. I use Access when I know there isn't going to be public transportation. Still more reliable then public transportation. It's good as an alternative.

Well. I mean, it's so available for me. Everything is available. Well, I mean the bus, everything. So. I live right so everything is very available.

It's just really convenient.

Can use it like a Visa, put your money on it like a Visa.

I think it would be better if there were more taxis. Everywhere I go I want to have more access.

It's convenient and now I can use it as an ID.

It works. I use it every day. It gets me to where I need to go.

Ah, I don't think about it all that much. It's small enough to fit in my wallet.

The convenience of it. Able to access to use bus and train.

Ah, well I like the card it's a good.

Your pictures on there. Can't nobody use it and it's an ID card too. It's easy to find because of the color, too. It's easy to find in your wallet.

That I can use it to ride the bus and every so often I can take someone else with me and they don't have to pay.

The color. It is very pretty.

That you can just tap and keep going. And it's convenient for me to get in and out of my pocket to use for the transportation I use it for the places that I go. It's satisfaction. It's good.

Well that I can use it on the bus and if I don't have the change all the time it's very convenient for me.

It provides where I need to go in the bus. Good card to have.

I like that it is accessible. It works as a second ID. Great for riding the bus.

I'm disabled, the card lets me get around to see my doctors.

It's convenient.

Its readable and I like it. It's got my picture on it.

I don't have an opinion the services of the card are convenient.

It's very convenient and it's helpful to go to long distances.

It's reliable.

It's plastic. I like the fact that it's green. I like the color it's easy to identify in your wallet.

I don't know. It is convenient to use as a tap card, easy. Most of the time. Not all the tap thing work all the time. I have no idea.

I can go out and be independent without worrying especially with my disability. Makes life easier for me.

That I can use it when I need. I don't have to count the money for the bus. It is very convenient to me.

I'm satisfied because and it has tap part on the card and you just take your seat.

I guess it's easier than pulling money of the pocket. It's free.

It's easy to use.

The convenience of using it. Taking the share rides, the taxis.

Well it's just that when you got it, people ask for it. It's just good. People ask it's just bright enough to find in my wallet. It's just good to have. It's easy to carry.

It's alright. It's good.

When I'm not doing well anymore I put it over there.

It is not convenient to carry cash. Sometimes you feel threatened on the Metro link trains. It is nice to not have to carry cash. I like the fact that it is a Visa card. It is accepted everywhere. After you put money on it you can use it for purchases, or use it at the ATM to get cash.

It takes me where I need to go. It helps me. It helps me to overcome my handicap. I can use it on the bus. That's nice.

That you don't get lost. Sometimes I have an illness so someone will help me. Access provided me to have an assistant.

The person gives you a better ride for public transportation for free.

The conveniences, it picks me right up at my door. I just have to make sure that my appointments end at the right time. Instead of waiting in the rain I just cancelled my appointment instead of waiting. I like the service overall. I'm glad I have it. It gets me out though I am alone, and I still have a life. That is it I appreciate the service.

That I have access to the bus, access to the Metro and now I know I can use the Visa.

I was doing good just about the same.

I have it in my wallet and I always have it and it's my transportation.

It's another piece of identification. There's nothing hard about it. It's very convenient.

It is a big help.

It's easy to use. It's convenient for me. I just really use it for the Access vehicles or the cabs they send.

I like using the card.

I don't know. Just the bus I tap it.

I don't need another card to carry another card.

I like I use it all the time. I get bored here, so I go to the mall or go to my girlfriend. The money that I don't save I don't have to pay it on the bus.

It looks like a credit card and there are pictures on it safe. People can try to sell you fake transfer cards. I just have to whip it out and show it.

I mean I can use it as an ID for one thing because it has a picture and a name on it and I can use it as a second ID. It's very handy as far as using it as a tap card. Well I don't have to pull money or tokens or anything you just have to tap the little thing and that's it.

Yeah. Sometimes there is no more room in the van. You know.

Well when I need to get somewhere I can just take bus. Well when I need to, I miss the train or bus I can make an appointment with the van to pick me up.

That I have it. I enjoy having it.

Because I don't have to carry any money with me. I haven't tried different things there is to do. I haven't tried the train and I plan to use it. I feel very satisfied. I tell my children and now I don't to ask them to take me anywhere anymore.

Well there's no problem.

That I have one. I like the other card better for appearance, the one I had before, because the ID number is larger and the picture is larger. It's hard for me to read.

Nothing. For me it's just as much as an ID as any other. I will never use it as a debit.

It has my picture on it and when someone else tries to use it they can't. I like having my picture on it. It is easy to renew.

Well because I don't know just for me it saves me money. If I use it I will have to pay more money. It's very convenient.

I have no problem with the card, very satisfied.

I don't know. I can't answer the question.

It is convenient for me because I can just keep it in my pocket and I don't need to get keep change to ride the bus.

That able to get a ride I use it for transportation.

It lets me have transportation I would not have otherwise. My son has ADHD. It works for him.

The fact that it exists. And I thank God for Access. They took me to the hospital for my surgery and home again. Everything has its flaws. It has gotten much better than when I first started using it.

I just have one issue. I don't know if it's appropriate to let you know or let someone else know when Access comes to pick me up they don't pick me up my house. I have to have someone drive me. I was wondering if there was someone who could pick me up at my house.

I can ride the bus. I'm handicap.

The only thing my reason is the card. I have to use the old card to get the number, the number to the hospital, the number to call Access.

That I can use it on buses also.

I like the most the convenience of it. I had a better picture on it this time than last. That is if I choose to put money on the card I can, if I choose to do it. I can't think of anything else. Over all it is convenience.

I just tap it and get on. Don't have to look for change. Just convenient.

It works. It comes in handy.

I just have to show the card. I don't have to have change to pay. It's very convenient, that I just have to show it. It's good. It's just, I don't have to have money.

It enables me to take a bus or subway without thinking. For the most part I wouldn't be as mobile and getting around. This opened up opportunities for me.

Well the identification. Everything is all in order so when you show your identification everything is okay.

Sometimes I need a lot of help and I can take someone along with me. It helps a lot.

It has my picture ID, has my name on it. Makes it easy like get on the bus.

I think it convenient because it's fast. Don't have to use different cards. Yes, I like the card.

It's a handy for an ID. I can ride a bus or train.

If I go to the clinic I can call the Access, I call Access attendant and they can pick me up tomorrow 7 o'clock and they can pick me up. I like it.

It's fine I guess. I don't know I haven't used it enough yet to say much.

It has my picture on it and my ID in case I have to call to get a ride.

That you could use it for anything. Mostly like using it as an ID card you can use it to purchase stuff, besides as an ID card, mostly food.

That I can use Access. It's convenient.

Oh well it's like any card but it helps me with transportation. And that is it.

I don't know. I don't use it.

This is very good facility not to drive because I am 86. Since I have called I don't drive. And I don't want to make problems for accident.

It has my name and picture. It's an ID form.

It provides me being a handicapped person with transportation.

It gets me where I'm going.

Because it can get me where I need to go. I don't have to pay a whole lot of money, because when I use a taxi I don't have to spend that much money.

When they see the card you get very good service. When they see you have one they treat you real good.

I like that I get on the bus and ride. It's good for transportation. I just get on the bus.

Well it's easy to use. It is easier than using money.

It has my picture on it.

It enables me to use the Access. I can't see. I need a lot affordable.

The convenience. I don't have to deal with cash.

I just show my card to the taxi driver or the bus driver. That is all I use it for. I don't use it for paying the fare. I use cash. I could see how it would be convenient for someone with cerebral palsy who had trouble handling money.

Gets me on the bus. The card has the different resource of getting rides. It's convenient.

Well it's pretty looking and you just tap on and move on. It's you know use it like a shed. I'm going to use it like I already got all my stuff on one card.

Because if I have to go the doctor it is nice.

There's nothing to like. It's just a source of transportation, communication, I have no opinion. It's necessary.

Oh you know, I like it because you know they pick you up over here at your house and leave you at your house so I don't have to walk.

Being able to ride the bus and going to 99-cent store. I like to shop. I use it to go see my doctors and stuff too.

That it allows me to go to the destination and it tells me where it's going. It gets me where I'm going if I don't have any other transportation.

Well I like the card because I can go without having to worry about digging for change. It's easy to use.

That it exists. It is very useful, for Access rides and for public transportation. It is easy to use.

I like that it has a Visa. I can pay my bills with it.

I use the bus a lot. It makes it very easy.

I like don't count money. I call for transportation I use it on the green blue bus.

The savings.

It's convenient just to tap it and sit down.

It's convenient I just like it. I can just hit it and keep going.

Everything. Makes it convenient.

Well the card is just an ID card that's all. I like the service. Well they come when I make a reservation. I don't even always have to show the ID card. Because I don't know very much about the ID card because I'm blind. They always come on time that's nice.

That it helps me travel a lot. When I need to go to doctor's appointments and I don't have money, it is there. It helps me get where I need to go.

The door-to-door ride.

That it does more than just one thing.

Nothing really because I don't use it like other people use it. Like with the debit stuff on it.

Well it's an identification card and that's it.

In case of an emergency, I can get around. Places can get to. It's good for transportation.

That I can ride the bus and don't have to pay.

The size. It is convenient. Fits in my wallet.

Well at least no one else can use it but you.

Well I like it because I don't have to put money on it as long as I have it to get on the bus.

I can get to my doctor when I need to. I like how it has your picture on it and you just show it and get on and get where you need to.

Just ease of use.

How I use the card. If I take bus I take it. I also take it for the train.

I couldn't tell you it just nice when someone needs it. Something every senior should have.

That it is convenient to show them.

I like it because the bus costs a lot of money and you don't have to pay all that and I can take a friend to the doctors or to get groceries and they don't have to pay. It is just a good thing to have especially with the way the economy is. It is cheaper. Well I recommend it to people especially the elderly.

I care about having one but I don't really care about having it, it's just another card in my wallet.

Good service.

Well I like the advantages it has. The debit feature. I haven't used that but I like the offer. The card looks more official.

Nothing in particular.

It is very easy to use. That is the only thing I can think of.

Well that it has a Visa credit with it. Just in case we want to buy something online, I can put money on the card. I have another debit card now so I don't rely on it all that much, but before that I didn't have any other debit card so it was nice to get. Well that's about all. You can use it for transportation and the occasional purchase. It's good.

They got right there. (I think the woman is handicapped).

Well it's just convenient. Taking buses and I would use the trains but don't know where to get on.

I just like the service that's all makes my life much easier.

Just you know the availability of it and the easy of it. It isn't a hassle. I mean you go and you ride not a lot too it.

It's very easy to use it.

I like that you can use it if you need to the bus, get a ride to places. I like the fact that you go can grocery shopping. You can make an appointment.

My husband is using it with me. Sometimes he rides with me. I have a pain so my husband goes with me.

I can use it to get on the bus for free. It helps me. And the Metro's for free.

That I can ride when I get ready. I don't have to wait for a special person and I like that.

Easy to use.

I can get where I need to go.

I like the Visa logo and helps with finances and for the train help with my trip from riverside to LA.

It's convenient.

The free fare program.

Well, it's convenient for me. Although I haven't used the bus, it's very convenient for me.

I guess you don't have a fare. You have to worry about damaging it.

The service provides cars to take me to my destination. I am just happy with the service that I am given.

It's very helpful where I use it.

That I can get door to door service.

Has my own picture and I can use it as an ID. Identification for myself. I believe I can use it to pay for something, if I add money on it. The reason I haven't used it yet to pay for something, is I think there is a five dollar fee and I don't really have five dollars [to spare]. Can use it to pay for Access, and I don't have to worry about carrying exact change.

Because I get to travel where I need to travel. And it's convenient.

Nothing special.

The ability to use it with the drivers. Grandson calls to set up the rides.

All the things. Pick up, bus, rail, underground Metro. Doctor's appointments.

Very accurate, very convenient.

The fact that it convenient. Drivers are courteous and responsible, careful about everything.

I like the theory that it could be a good thing. It's not like carrying cash.

I like the size of it. It has a nice green color. You can load money on it.

That it can get me from my doctor to my workout. It's extremely helpful for me to have someone else help me to go to a different location that I need to go to. I would like to even take it all the way across the United States.

I like everything about it. It helps me out, the ID card that Access gave me. It's very good. I like everything.

It's able to get me to and from saves hassles. I'm disabled. It's very convenient.

I'm happy with the card.

Using the Access card to ride. I use Metrolink. I only use Access card for Victory. It's a transportation service.

It is a fantastic ID and gets the job done without any trouble. It is a very simple operation.

The service it has, to get to my doctor's appointments and stuff.

Well you have the picture and ID. You don't have to bring out your California ID or nothing. You can just show them that.

That I have it whenever I get on the train or the bus and when I ride the train or the car you pick me up.

They come to your home to pick you up if you live to far from a bus stop.

That it has my picture on it. It proves I'm who I said I am like an ID.

I mean, you get to use it for buying stuff also.

I don't know.

The card is very convenient for public identification in addition to other identification. It's mainly for purposes of showing the drivers. All of the drivers ask for it, you know.

It lets me go anywhere I want to.

It gets me into the van or the cab. It enables me to use Access. It's very good.

You can shop with it. You can buy stuff online with it. I like everything about it.

It allows me to ride where I need to be.

I like the fact that it is an ID card.

It's convenient. When you have to go on the bus you just tap it.

Well, when it's more convenient when you use the card when you use Access. They just look at the card and then you are gone. It just gets me where I need to go. It's better than the five dollar pass on the bus. They used to have it where only had to pay five dollars to ride the bus, called a day pass.

I know I can get on there and they take time with me. I just like it. I love you all and thank you for helping me. It just helped me so much and I thank you all.

I like it because it helps me out and gets me to places I never could go. I just like it because it helps me from walking. I appreciate the card. It helps me a lot and is a blessing to me.

Is that some pick me up and bring me home.

It's convenient and takes you where you need to go without high fares.

Easy to use. Just a card. I love it.

It's small. It fits in my wallet. It's convenient to carry. It's no different than any other card I guess like a credit card.

That I can take care of my business. Not ask for a ride.

Very useful.

I can use it whenever I want too.

Oh it gets where I need to go. I don't even know I don't even use it any other way.

It is very convenient. I just take it out of my wallet. They always ask my name.

It's convenient and I have no troubles I with it. It's easy to care in my pocket. It's convenient. I like it.

I can use it on the train and the buses.

I don't have a comment. It's all good. No complaints.

If I had used it I could explain but since I haven't used it I can't explain.

My granddaughter made a heart on it and I always get comments on it. I am satisfied with the old card.

That I'm able to get where I need to go. Never had any problems with the driver.

That I'm able to use it for transportation when I want to go somewhere I can use it for transportation.

Convenient.

It's ok. I'm going to Long Beach.

Tap the card to get on the bus. You just tap it.

That when I ride I can just tap it. I can get to point A to point B, there, everywhere.

It's very helpful. It saves money and I'm happy with it.

To be able to get on the bus and go wherever I got to go or call for my ride. I don't have to worry about the bus or not getting there on time. I just love the program, period.

It takes care of my fee.

I ride free. That's pretty much the main thing. I don't have to load it up to ride the bus.

I like that it's less descriptive as far as the confidentiality. That's what I can think of.

Being able to ride the public busses. I haven't used it for Visa or anything else besides Metro busses.

The fact that it is an ID and can use it on the bus.

It's very convenient to go places and the doctors and where I got to go. I'm very satisfied.

I don't know.

I don't have to stand up and explain and have exact change. You can just turn it over where it says tap and scan it in.

Whenever you use it there's no problem. Convenient. Don't worry about a ride.

You can use it as an ID and I just tap the thing, don't have to do anything, buy anything from the machine. On the Orange Line it just says go. I use it as a second form of ID at the bank. It's done by the county. It's through the government and so it's legitimate. To be honest, my prepaid Visa card is cheaper than Access. You guys have too many fees and from what I understand they don't have real time postings. I can go to 7-11 and buy something and can immediately see the charge under pending postings. You know that it went through.

Everything.

I can use it for the bus.

Person can come with me when I need help. That a person could come with me and help me out. We can go free on the bus.

It's convenient.

Colors.

ID and the photo on it, no question about who I am.

Well honestly the needs it gives you if you need to be there on a one way trip, it's accessible to the bus line.

Well it gets me where I need to go. I can't afford it. I am disabled.

The convenience for me to go shopping if I want to, especially doctors' appointments. I have an eye problem and visited specialists.

I don't know.

Well it saves me money. And it, you know, it helps me get on the bus. I'm a disabled person.

It's the same as using the other card. I don't use the Visa.

I just have to show for ID. I don't have to pull out any other ID.

The convenience of using it, as far as I might be short with fares and I can ride for free. It is easy to, it is a tap card. I can just tap it to pay my fare.

I like the taxi.

That I can go different places.

You know, I try to use my Access card. It is very good for me. I really love it and it really helps me. I like it.

I guess the convenience about it and that it's there, but I don't know on my end. I guess the picture because I used to have problems riding the bus. Because I would show them my Medicare card and they would question it. They would think because I'm so young I was stealing my grandmother's card or something.

It helps me I have no family. I don't drive. It helps you to get to the doctor.

Everything really if you need to show it to the driver, especially the Access driver. I use it all the time.

It is very convenient. I don't have to carry money around I just tap the card and go.

Just having it for my trips and making sure I get there. Sometimes my husband can't take so I have that to rely on.

Very satisfied with the Visa feature.

The fact that it looks like an ID card. More recognizable because of the color.

It is convenient. It has the pass for the bus.

It saves money and gets me to where I need to go, otherwise I'm on SSI, and if I didn't have my Access card it would be too costly.

The Access card to ride the bus, it's convenient to be able to use the train. Go to the doctor. It is affordable. Keep up my appointments and get my medication.

That's it's free. Convenient. I can take somebody with me when I go places with my red and white cane.

It really helps me to get around and take care of my business and my bills that I need to pay. Access helps me to get around on the bus and pay my bills, and it helps me to get around but also I am able to use Access and I feel comfortable using it. I feel comfortable in using Access and it helps me out.

It works.

I think it's very easy to use with the money and that's it. It's most convenient to use for other forms of transportation.

Nothing.

Showing it lets me do what I need to do, where I need to sit, where I need to go and do what I need to do.

It's nothing really I can use it anywhere.

Like I say, it is like the other card. It's around my neck and you have to use it when you use Access. It's part of the system, if you have a card, you use the system.

Show the card and save money. It's fun. It has my picture on the card. I use the Metro, Long Beach bus.

That I can tap and go.

Being able to go back and forth when I'm ready to go.

The free train rides. The next day planner, yeah I really like that.

I like the freedom to go to where I'm going be able to get on the bus and go where I'm going, get off the bus or train and the accessibility to call them and have them pick me up and take me back home.

It's easy to use.

It is easy when I have to take the taxi or the van. I just have to show it to the driver. All drivers are very polite.

The convenience of it and the discounts and I like the taxi door to door service. I have a heart condition and can't be using the bus.

Well that I can take the bus and the train and that taxi I need it for that. That's why I like it, because I can go where I need to go I use the taxi the most.

Carries money on my card. Very useful.

Well my picture is one and my name is on it.

It is real accessible.

It's convenient. I like about it that they renew my card for two years and I didn't need to go down to sign papers.

I like it because I can use it for a taxi cab or the bus.

Just show it. I save money. Fast and easy.

It's handy. It's a handy form of ID I show the bus driver.

It has my ID and some of my info.

Because it helps to take me where I want to go. I have to depend on Access. I have to use transportation to take me to the doctor and back.

I can use Metro. I can use bus. I can use Access service.

It's so different then using the other Access card, very convenient.

Get on the bus and go. Call and reserve a ride.

I like it because you don't have to carry money with you. You can just swipe it. Don't have to make sure you exact change. It's just easy and you can call and have them put money on the card. Sometimes I can't get to the bank and get money.

I don't know. I haven't used it for a while.

Has picture, can use for ID, don't have to dig into purse for ID. Don't have to use taxis.

I well, it's nice. It's plastic, convenient to keep in a purse. Not paper. It's good.

It's a tap card for the bus and trains.

It has my picture on it.

Oh I guess probably it doesn't cost me a lot to travel. Before it was just, oh struggling to get across town and stuff, and sometimes my back goes out and I was almost in a wheelchair. I like the service. All the drivers are nice. I have no complaints. I would have my nerve to complain

because they're doing me a service. Sometimes they run late or don't pick me up because I live far away, but all in all I am very satisfied with Access.

I can go anywhere I want on any bus, any city. I could use it for discount on Amtrak.

I like that it has my picture on it and I like how when I get on the bus I can tap it to use it and if someone snatches it I can report it and no one can use it.

You know what, when you have the card, you get in trouble if you don't have it. It's better for you when you have the card.

Being able to get transportation when it rains. It allows great timing when I go to the doctor.

I have had no problems with the driver. I have not been rejected.

Well it's easy it has my picture and ID number. That's all I need. The service is excellent.

It's within economy. It's something I can manage. The drivers are very nice.

I have one and I couldn't go anywhere without it.

That I can go places if I don't have money to get on the bus to go where I need to go, that I can make it on the bus that I can always get a ride.

I use it as an ID to get the Metro. That pretty much wraps it up.

It is very good service. Every time I call the driver comes. Drivers are very nice, helpful, and clean.

I have a lot of doctors; appointments and I can to my doctors' appointments and my other appointments. Convenient. The fact you just have to scan the card when I ride.

I don't know. Easy access maybe. The ease of access. That's about it.

That it helps me get to where I need to go. It's good because of my weight.

Just that it's convenient.

I like that. They come pick me up. I am way off the beaten track.

Has my picture on it. Good for disabled people.

Picture on it. Tells about the fare. Helps being legally blind. Helps to get around, not able to ride the bus.

Its handy. It's ok and helps to ride the train.

It's an ID card. Convenient to use.

Well I just like that you can get on there and you don't have to worry about having change and I don't have very much money because I am on social security. I don't have any other form of transportation.

Yeah because I can use that as and ID card.

It's very convenient.

It's easy for me. The tap thing is easy.

The card is perfect! It has my name and face on it. Everything I need to be identified!

I mean it shows my identity so it helps to ride the Access. To help travel without problems.

Everything that the card can do. I don't have to carry cash. I like to use the card for ID at other places.

Well it has my picture and they always ask me what is my ID number.

I like it very much. It is convenient to use. All the drivers are very helpful. They know we are disabled.

On using it, it is quick to use.

Oh it's easy to use and that there's no problems.

It's just convenient.

I like it because there is no pressure to pay. It is an excellent service.

I don't have to pay when I get on the bus or the train. It is easier. To use the bus or train rather than have the car come by. I don't have the funds available for the car, the \$2.50 when the car comes.

Everything it is very helpful. Picture ID.

I only use it to get in the car.

That I can just use it as a tap card. That's really convenient.

Cause I can put it in the thing around my neck and just swipe it. It's available to show to the guy that comes to pick me up.

When I don't have money it helps me out.

That it's convenient. That I can for instance go on the bus and know it's a convenient way to not to have a fear for your ride. You don't have to worry about paying. I know I can use the bus when I don't have enough time to schedule a ride with Access.

The mobility the card allows.

That it has my picture on it.

Being able to call for a ride. It makes it easy for me to get where I need to go because of my health.

Well, it's very businesslike and that's the way it should be. Well and I never thought about it that way. It has all of my information and it's very efficient. And the Access drivers are very fabulous and I tell every one of them they do a fabulous job.

You can go get ready to go catch the bus.

Well it's pretty convenient. I go to the doctor pretty often so it's pretty convenient. I will probably have to use Access to go to the doctor tomorrow and they're not available at the time. I could tell them at midnight that I need a ride and it's not available. I don't understand that. It's gotten to the point where I have to rely on the bus. I have a lot of pain and I can't do that.

That it's a credit card to put money on it. And I pay by myself. I just need a new card.

That I can ride the bus.

I only use it to go to the doctor.

I mean it's very convenient.

The card is easy you give it to the driver they put it in the little machine. Very easy and convenient.

Well it has my picture on it. And it has my expiration date and my ID number.

Nothing.

I like the color, right? Nothing, it just is.

I can use it to go back and forth from the doctor.

I don't use it I just use it for ID.

Nothing yet.

Being close to a train and it gets me from the bus to the train without disturbing anyone.

Good for when I have to use it. No other comments.

I like the card. I don't have to have the money it takes to ride the bus.

Just that I can have it.

The convenience. It's a very big help for me. I don't drive a car. I need you.

Because I can get around instead of asking people for rides I can do it myself. I really enjoy it and it makes me happy. I don't have to ask anyone I just go on the bus and come back on my own.

I can get to where I need to go. It works fine.

I like it because it's easier. Especially I can take it on the bus. Especially when you're disabled. The way they are made with the picture and how I can have money in it now. Very improved. I like the color.

I think it's very easy to use.

Just the driver shows up and you pay \$2.25.

It's helpful. Good to have. Just show your ID and you can get on the bus.

That it's green. It's easy to find.

Well I guess because you can use it for an ID card if you have to show a second ID card somewhere.

Pick me up on time or a little before and they get me to appointments on time.

It's got my picture and it's like a debit card nobody could use. I would be completely satisfied if I could use for other purchases than Access.

It has your picture the driver know that you are the person he is picking up.

I like that it is very easy use. It's great card because it is a tap card.

Everything.

I like it because it is convenient for us. On time. Blessed to have it. The best thing ever.

It's better or something. I don't know. It makes you look like you have money, like you are important, like you have a Visa card.

The availability of transportation as a disabled person. I like the fact that there are certain places for like my doctors, the bus doesn't go there so I can use Access. And I'm a fan of the vans not the taxis.

I can go grocery shopping, doctors. I can call if I am far away from bus. The fare is very decent.

It's convenient for me. It's comfortable. I don't have to worry about nothing. I can get the truck to come into my door and bring me back. I can go shop and get a certain amount of stuff and sit outside and they come pick me up and bring me back to my door. That's like a limo to me.

It is very easy to scan and go and sit in the Access taxi or in the bus. Very easy for some people like us who cannot walk who cannot go to the doctor's by themselves. So far everything is okay.

Everything. It's very convenient. I can use it anytime, anywhere.

I don't have to rummage for change. It's convenient. Accumulate money in my account. Very convenient.

Oh about the card, well sometimes, well the photo. Well, there are sometimes, well I applied for a new card but I didn't like my photo. I filled out a new application. I sent in a new photo, but they used the old one that I don't like.

Just a card. I don't know.

It's convenient.

I can ride on the train without worrying about stopping and getting a card, just convenient.

They are pretty nice. They come on time they take me where want to go and to beg people to pick me up. I just like the whole the whole thing it's perfect.

Helps me for my main mood transportation. It's convenient.

Nothing really. It wouldn't really matter.

That I can go to most of all and some I can't. They come and pick you up sometimes. Here lately they haven't though. I sit on my porch for hours and they didn't ever come. You have to sit on the porch so they can see you otherwise they don't get you. Some of them don't even blow when they are outside.

It's that if I need to go to the doctor I can call and make arrangements or I can get on the bus because sometimes it's hard for me to go where I need to go. That's it just, actually I like that it's just convenient and it helps me to get around because I am disabled and I can't get my wheelchair in my car and it gives me ways to get where I need to go and a form of identification for me.

I like that you can ride the bus for free.

I can use it in an emergency.

I just like about. It helps me. It is a blessing.

I don't know because I haven't used it yet. I just got it two weeks ago. It has mighty pretty colors.

That I can just show it. I like the color. Having the picture is a great idea. They have actually left me in the past and picked up someone else thinking it was me, so I'm really pleased with the picture idea.

I like the cheerfulness of the driver. The operator that uses it. They listen to me, I ask them questions, and they listen to me. I give my hat off to Access.

The color. It's my unique color.

I don't know. It's recognizable and things like that.

It has your picture on it you just show your card then you pay whatever you have to pay and that's it.

It's helpful for me to get around to where I need to go. It's helpful to me because if you don't have any money you can go to the doctors or where you need to go. That you can get picked up with transportation.

That it is free. It is beautiful. Green is my favorite color.

I'm very satisfied. That I can use to travel, and use as a Visa. The features.

Oh, having it. The other one we had to show it to the driver. Now we tap it.

It's colorful. It gives information that is pertaining to me. It would be a good ID in emergencies.

I can get around because I'm disabled so it helps me out a lot. No, like I said, I just started and used it once so far. So from what I know of it I'm satisfied. I can't answer too many of your questions because I haven't used it.

It's convenient.

You can put money on it.

What. Because it's like a credit card, but I just can't use it. I haven't been able to use it or activate it, but I like that it's a debit card. Not very much more I only use it for the travel but basically I have to give the cash because like I said I haven't activated it.

Nothing. I prefer going back to the original card.

I don't have to have change for bus fare.

Once again I haven't been able to get the vendor. I have had troubles trying to use the card trying to get it activated. The hours they have is very poor and the menu is confusing.

Well right now it's hiding my picture, and it's green. It's the only green card I have and it says Visa on it. You know that doesn't help me any. It says eligible till 2/15, one of the years have already gone by and it's getting closer. There are places I would like to go but I can't go because I can't activate this card. It's a different color green in fact that's the only credit card this Access card.

I can't say.

The ability to have Access to transportation.

Well it's convenient and to have the driver know who you are.

I love it. Can't go wrong with it. Don't have to worry about it.

Convenient to schedule trips, get the bus, and gives assistance when needed.

I like it because you don't have to worry about paying when you get on the bus. It's very convenient.

It's legible and people recognize it.

Really haven't thought about it. Just think about it as another way to Access a public ride or pay my fare. A specific public ride. I don't have to deal with the bus or train situation. With Access Ride I can pretty much get a reservation and don't have to deal with a lot of people coming. Sometimes when you ride you only have to deal with one or two people. That's what I like most about it. The most you ride with is four people and that's rare.

It useful for the thing I use it for. I use it. It's useful.

How it looks, and the way it is designed. It has my picture on it, so no one can use it.

Gosh I, I have no idea. It allows me to take Metrolink and Access. It's just a card.

That you can just tap it and you can ride the train or the bus. You don't have to fish for money. It's very convenient to just tap the card and ride the bus or the train. Oh it's very, very helpful. I love the card. It's very, very convenient.

I like how the other one looked better. I'd rather have the old card back.

Just using it for accessing the bus.

I can use the Access service, that's why I like it. No the driver was very nice, very informative. He picked me up and got me to where I got very quickly.

Well a lot of times you don't have to worry about money, everything about it. Overall I like the card, convenient.

Well it helps you get around to. Appointments and it's real easy to use. You just show your card and they take you to where you need to go. I like the idea that you can use it as a debit card if you need to, not that I've ever used it but it's good to know you can. It's a nice plan.

Ride bus for free.

I can present it and ride in the van. I am in a wheelchair and that is helpful.

Well, we are going to leave the house and they pick us up.

Free service provided to people with disabilities, people who need assistance. Not stranded.

It is convenient. That's as far as I can go with this, but I wonder if they don't take you without the card. I don't know. I am perfectly satisfied. I will be reunited with Access. I even plan to take my sister with me.

I like the fact that you can get on public transit as well which is, I use it more public transportation rather than calling and making an appointment.

I like the Access service to get to the doctor.

No likes or dislikes.

It helps me get around. That's about it.

I like everything it offers. I am very happy.

It makes it easy to get on the train and on and off the bus and the cabs.

I've had the savings and benefits. For everything, it is very convenient.

I can get to where I want to go and my helper can come along.

It serves its purpose. To have the ability to ride the bus and tap the thingy. Use it to get in the taxi. I'm showing the importance of the card here.

Don't have to pay to get on bus or train.

I like getting around where I have to go.

That it's in my wallet with all my other cards. It is green and easy to see.

I can get where I'm going. I don't drive no more so I get on the train. It's one block from my house, very convenient. Faster doesn't stop at every block I get to where I need to go in a hurry.

Is all convenient then the bus and fare. Slide the card where you need to go. Disabled people don't have to pay the fare so it's convenient.

I can show it when I get on the car and they acknowledge it. I can make sure to show it before I get on and that way they know who I am. Just that it gives me a feeling that they are very courteous and that they care and want to be aware of who is riding and that no one is riding differently than what they have scheduled.

If I have to buy something I can use it as a debit card.

Ability to use it easily. The card, I can use it any place when I am trying to go somewhere.

I don't know I can the bus for. I can take a person with me.

To ride the bus, or train, call Access to get out the house.

It gives me independence. I'm 85 and without it there'd be days where I just sit home. This way I can get out even on a rainy day. You know I can get out I can go somewhere. I'm not homebound. I'm not driving anymore so it's been a godsend to me. I like the drivers very well they're all attentive and they couldn't be nicer.

I like it because I can take Access. They provide round trip. And it's better than taking the bus. And just knowing I have it.

That it picks me up from my house, from my door and drops me off at wherever I'm going. I like it because now I recognize the way the services are not late on their appointments. There should be a way to stretch the times to come and pick me up a little bit in case I take a little extra time somewhere.

I would have to say that you can ride the bus free.

The Access availability, the fact that I can use it with no problem. It is a means of transportation that is reliable and worthy of what it is for. I mean it is valuable in respect to what it is for. It is a great means of transportation. The drivers are supportive of what you are doing.

I love the card. Everything. I like everything about the card.

Easy for you to get on the bus. Always on time. It does not take long for an appointment.

Mainly that the additional services for multiple transportation using buses and train service and stuff.

I get to ride the bus for free. For taxis, make the reservation. That's about it. I have problems with my feet. I don't have to stand that much.

The bus part of it that I can use the bus and Metro.

I don't have to pay.

Ease of use.

I can go anywhere, to the store. I'm very satisfied.

It's just simple. Convenient.

Put money on the Access card. Use as credit card.

Well like I said, I catch the bus with it and the train with it. If I need a ride to pick me up they'll send a ride to pick me up. Sometimes I go to the grocery and not have a way to get home and they come to get me. Access is very good.

I can take the bus anywhere I go. If I have to go someplace I can use it more than calling the van. Sometimes I have money to use the van, other times

I can take it wherever I go.

It gives me Access to the bus and the train. I can use the Access on the bus or the train when they drop me off.

It's simple. It gets you anywhere you need to go without having to carry money.

I'm able to get on the bus and train.

I can find it because of the color.

That it's available convenient.

Being able to use public transit as well as the quick arrival.

It speeds up getting around.

Well, I would say getting around. Like getting to the market and just getting back and forth.

It is another form of ID. It's everything.

Well it's you know, for transportation it's convenient for me, using the card you know? Yeah to use it you know, for transportation. It's cheap to travel you know I don't have to call a taxi to take me anywhere you know I take the bus and I don't have to pay I'm on disability so it's easier. It's great for me.

It helps me out a lot whenever I have to go to the hospital, shopping, or my social worker. It helps me out a lot.

That I can ride the bus for free and the Metrolink.

Nice to have. Gets me where I need to go.

It's convenient. I'm glad to have it.

That it's easy. Just swipe it and go Visa put the money in.

It is another form of identification. And also it has personal care attendant PCA.

The rides. I am very satisfied with Access.

All I got to do is show it them. They look at it and show me where to go. All I pay is \$2. Everything's good.

I can get to my doctor appointment. The pickup is never a problem. I mean when they pick me up and take me. It's when I want to return home is the problem. I would probably use it more if it weren't for that, if the return home was better.

It provides transportation for me and gets me a seat on the bus.

It's very inexpensive. Well, so far, they have been on time.

When they ask for identification, I can use that. Only use it for ID purposes.

Easy to get to my destination without standing out in the rain. Very courteous. They take good care of me.

That it's accessible to me, so I can pay my bills, buy things, use for Access, load money on to my card.

It saves me what little money I have and it's fast to get on the bus.

That I can use it to catch the bus. Also that I might need it.

It's easy to handle and it accesses the transportation I need when I need it.

It's like using a bus. Free stuff for riding the bus.

I don't know.

Easy to hold, to show to bus driver.

No opinion I only use it for Access I don't use it for a credit card.

It is convenient to use for the bus. It has my picture on it.

I just use it when I need a ride. I don't need it for anything else.

The card. It's okay. I like the tap hit thing.

That it gets you on the bus it's free.

It's easy. It's easy access. You can use it as a credit card and put money on it, it's very good. So far, so good.

When I need to get somewhere, I can call and depend on getting a ride and getting back. It's free. I don't have the money to pay for it. It's convenient if I have to use it as a Visa card.

Its gold. Easy to get around. Easy to find.

I really like it because I can have someone with me. Always make it to my doctor appointment.

It's nice because I put it in my wallet. It is very convenient. I feel secure and there are people out there to help me.

The way the drivers are treating you and the safety and the way they secure their customers. It's all positive.

It's nice. Fit's in my wallet. Easy to use. Making it like a driver license. It's convenient.

It's just easy to use to show them who you are. The drivers of the vehicles.

It has my picture on it. And I can use it as identification too.

I am calling for reservation and they are giving me the ride. It's a very good thing for me because I don't have any transportation and they come to my house, very convenient for me.

That it gets me to the doctor and places that I have to go. It gets me around so I'm not. I'm handicapped. They get me around.

Because I can use it to where I need to get you because you know like when I need to get to a doctor's appointment or get to wherever else I need to go, like pay my cell phone bill or my other bills. I just love the card because I can use it to get to where I need to get to.

To use it for the transit, Access. It is good for me, wouldn't be able to get out. I'm perfectly satisfied.

You have to be happy with this. I am happy with this. Sometimes, they don't come in pick up and after three times, they tell you it is your fault and this is not.

Nothing in particular. The other card I had did the exact same thing.

That once I get a job I can get my direct deposit put on it. I can be able to continue to use the buses and the cabs.

Using it on the bus. Access services.

I like the picture protection is better.

It helps me a lot because before I had to pay to get to where I was going. And when I call them (and sometimes I take the bus) and they take me to my appointments. I don't use the Visa part about it. What I like is I get to ride the bus for free.

I can ride the bus free. It got me to Torrance. Very economical.

You can use it for various things. Debit card. To make it to appointments.

It's sticks in my wallet conveniently.

The idea it has my picture on it for ID.

Like the different bus services you can get on. Not all bus services accept Access. The Long Beach busses don't take it. That's not the only one I have to pay to get on. You know, I have a home care provider, and she can use my card to go somewhere with me.

Travelling. Convenient. I like the service.

I just have to show it.

I am satisfied.

I don't know. If can't, I still have another form of transportation.

Well, I wouldn't have money to go many places. If i didn't have the card I wouldn't be able to go out when I wanted to.

What do I like most? Like the other day I missed my stop, and if I didn't have my Access card I would have had to pay another fare. That's about it. It's good to have for seniors like me.

It really doesn't interest me. It's just a card so it doesn't matter as long as I can get from point A to point B.

The information. Identification. Like to be able to get a ride.

Easy to use. I get to sign.

Just get on the bus and tap it. But I pay seven dollars.

What do I like most about it? All I have to do is show it and and ride. Just show it and tap it and they verify my number and I ride.

Question 26: And what do you like least about the card?

Well what I like about it is actually I could use it for anything for any reason. Mostly my wife comes with me wherever I go and she helps me.

Everything is fine.

I'm not really sure, there's nothing I don't like about it.

That it sometimes, since I'm visually impaired, it feels exactly like my other card. So I get it mixed up a lot. That's about it.

Nothing I can't complain. It is a big help to us.

Not bad expensive. Now but they have to pay for gas.

Can't see anything. It works for me, in good favor with me.

Well I don't have money to put on there.

The pickup time and return.

It gives me freedom. You don't need to ask your family for rides and sometimes you know your family gets tired. Even when you buy the gas you are old so even walking to buy groceries is slow and they get tired of helping you. So to me it is freedom without asking your brother, your sister, your neighbor you can go to buy the groceries you need. I don't need to get my feelings hurt. I would say the word it has made me free. This way I don't get hurt. Anymore and can have freedom.

They should let me know when they are going to be late.

Well I got nothing against the card. I'm happy with it.

I find, haven't found anything. I like the card.

I don't like it being like a credit card. I like the old style better.

The tapping thing, because back in the day I used to wear it around my neck and I didn't have to stop to tap it on and off.

Nothing. It's fine just the way it is.

Don't have any complaints.

I like it very much.

Nothing. I love the card.

I can't tell you. I don't use it outside of Access, like I told you before.

Nothing. I like everything about it. There is nothing I don't like about this card. There is just nothing.

Really nothing! There is nothing that I don't like. I love it.

Nothing. It just makes everything so easy because you don't have to use change and just the card itself. And with the wheelchair I don't have to worry about it. I don't have to deal with it. I have arthritis and I don't have to worry about it.

What do you mean? I don't understand. I can't say I don't like it. I like it quite a bit.

I don't like anything. I don't dislike it at all. It is a good idea. It is an identity for me.

This is a silly question whatever it is, it is. It serves its purpose. I like the card.

There is nothing wrong with it. I am very happy with how it is.

I think it's very convenient and they took a good picture. No I like it very much keep it on 24 hours a day.

I don't have no least like about.

I don't think that I have that in mind, I like it. Oh no, nothing I dislike.

Don't care to answer that. Be on your knowledge.

There is nothing I don't like. It's really good if you need it.

The fact they charges me to use it. No card should charge \$5 to activate it. It's just annoying how much it costs.

Nothing really. To use the card is good and I don't have any problems with it.

I think its ok. There's nothing to change. Its ok, you have more questions? No, it's ok. Everything is ok.

It's very small, the Access phone number is very small I can hardly see it.

I have no experience. It hasn't bothered me at all. Driver didn't ask for it even.

The picture ID is a little smaller than previous and the drivers have hard time seeing it and the printing is a little too small. And the nighttime pickup and there is no light around there and drivers don't have a flashlight. I think that is it.

I can't find nothing wrong with it. Nothing at all.

I really don't have any complaints about the card but I do have a complaint about the reservation because my card. No I don't have any complaints about the card works fine for me.

That you have to put money on it, I don't want to be leaving my debit card in the cab.

So far nothing. I'm happy with it.

I like everything about it.

I like the Visa part the least about it because it makes it feel like a card to buy groceries and stuff. Only like it for transportation I use too much money on it.

Nothing, I love everything about. I have no problems with it.

It is so useful to identify ourselves.

There is nothing.

There is nothing to not like about the card.

You get to evaluate before you get the card. Not for me.

Nothing. Nothing comes to mind.

I don't know. I haven't used it yet.

No there is nothing. All is well. No it's good. It's very good.

There's nothing I like least about it. It's a perfectly fine system. The card is the best part of the system.

It is just a card to me like any credit card. I think that is it. I would say that the length of time of the last couple times with different people and the ride is much longer than they used to be.

That it might not be usable on certain bus route.

I like everything. The fare is good. I would like to activate the Visa side. I would like to use Visa side of the card.

I don't have any thing I like least about it. Nothing at all.

There's nothing that I don't like about.

Everything. I just don't like it. It causes so many problems and I just fight with bus drivers because it will never work.

Can't read telephone number. Numbers are so small.

I can't think of anything would be least. The experience I had with the taxi cab because I didn't put in the fact that I needed to be somewhere at a certain time I didn't explain that to the driver.

While I don't have anything I don't like about the card it was my fault about the taxi ride. Nothing it's been real good for me.

Nothing to dislike about. I can't I have nothing to dislike about it.

I don't think of anything I don't like about it.

There is nothing I dislike it.

The only thing I don't like is the old van with elevator that goes up, I'm kind of afraid to go up and down.

The fact that I don't know if I should put money on it or not. No I don't like that but it just hasn't worked for me yet I lost my wallet so I haven't got a chance.

Really nothing. I like it. Just the pictures but that is it, I wish that they could put the old picture.

Nothing. I don't like anything least. I'm satisfied with it. Well actually I wish I could change the picture that I had on it because when I got the card I had been sick and they gave me some medication and I got real big and swollen I don't look like myself.

I can't read my ID number and I can't call my region I need to call.

I don't know how to answer that.

Nothing, I really don't have any complaints. Except trying to get the credit card to work.

I probably wouldn't change anything.

Once again I haven't thought about the card. Not really.

I don't have anything that I like least.

I can't say there is anything least about at the card. It's doing fine by me.

Nothing really. Nothing I can think of.

I like everything about it. I don't use it, so there is nothing I don't like. There is nothing I don't like about it.

I like everything about it. I don't have problems with it. I just love everything about it.

I couldn't say either. It doesn't make any difference.

Nothing I like least about the card.

No problems. It all ways works good for me.

There's nothing that I don't like about the card, it comes with everything. There's nothing at all I don't like about the card.

You can't depend on it for a reliable ride.

It takes you everywhere except for the dash.

I don't have anything I don't like about the card I just wish I didn't have to call 24 hours in advance to make a schedule. I like it.

For me everything is good. I have using it for a long time and no problems.

Waiting. They are late sometimes they are late a lot of times. I wish I could call the same day and get picked up the same day. Just waiting the conversations on the phone and yeah I have to hold a lot of times.

Not really. It doesn't bother me.

Nothing. No I don't see anything I don't like about it.

It's very convenient and a very smart card. It is a good program and thanks a lot the government about old people.

No, nothing. I mean these are very redundant questions. Are you done I need to go.

The exchange that you have to change it every three years, that is kind of dumb. They should have it at least six or seven years. Every three or four years is dumb and what if you are out of town and you go back it is expired. I have to take two different places to go to my parents because it is inconvenient to take more than one transportation. That is the only thing I don't like about it.

Sometimes like the last time I don't experience to much but they do what they are supposed to do and they lie about it, I don't like the lie. Saying that they came. One other time I was driving with the driver and he helped me up three hours and by the time we got there the VA had closed. He held me up and I had to wait there for like 7:30 before they picked me back up.

I can't really think of anything.

No, I like everything.

No, I'm fine. I am happy.

I like it. I have no problem with it.

Sometimes is that it will not beeping when tapping the card. It will beep but it will be like there is no money. It mostly happens on the bus but it is rare.

Nothing. Everything is good.

I don't have anything negative about it. Oh. Yes I do. I was going to the airport and they said you could only have a bag that weight 25 pounds and I was going away for a while so I couldn't use them. I had to use another ride to the airport. Other than that I don't have anything bad to say about it.

Nothing I guess. I can't think of anything.

Nothing. I have no complaints.

I cannot pay Access with the card. I'm very happy with the service.

Nothing. No everything is fine.

That it expires. Nothing else I can think of.

I don't know what you mean. No, I'm very satisfied and I'm very happy if I get the Access card, it makes me happy and it's for life, not for entertainment, for taking care of myself.

It doesn't fit so well in my wallet. Really it's fine. It does its job there really isn't anything I don't like.

Nothing I don't like about it. It's perfect. There's nothing wrong with it.

I don't think there is anything I dislike about the card. Most machines and ID. I can't of anything that I dislike about the card. That I dislike about the card.

There's nothing I don't like about the card. The card is okay. What can I say? Without it I couldn't ride.

I like everything about the card. It fit's me perfectly. It works real well for me I don't have any complaints.

Nothing. I like it how it is.

I don't know I mean it is very convenient I cannot use it. No I like the card.

I have no complaints. I have been very satisfied. I have nothing bad to say. Every once and a while I will have a ten minute delay. I am very happy.

There is nothing. I don't have anything to say bad about the card. I can't think of anything.

It's in convenient to have to wait longer process.

Well you know I don't have issues about the card one way or another, but the things that need improvement is not with the card. It is more the dispatching with the cards and training of the drivers and the judgment drivers use when finding a location. They need to contact the customer who has a cell phone on them if they can't find the location.

Nothing. It's fine.

I don't know. I like everything about it. I don't know.

PCA have to pay Dash buses.

Nothing, there is nothing I do not like. It is good.

There's nothing I don't like about it. Everything's all right.

I don't dislike the card. No nothing I don't dislike the card. Well now that you asked me 5 times I give you the same answer I don't dislike the card.

Well the card, the Visa part I haven't needed it. I guess that's my only negative. And I guess it's my only negative. I don't want close any doors because I've been fortunate in the last six months. I hope it will continue. Well what resources I have now I would like to keep I would like to not close any account that use Access I like to keep what all available resources I have.

Nothing, everything is good for me.

Nothing. I can't think of anything.

I like the card. I don't have any complaints about my card.

Very nice. Very safe. Very attentive to my needs.

I don't use the card. Well I'll tell you what I like least about Access service. It would be easier to make the appointment the day of, not the day before. It's a pain to schedule the day before. It's an inconvenience.

I have nothing to say about that. No, it is good. I have used it the years I have had it.

The color. I have no dislike. It's very helpful. Don't use it as much.

Well, there's nothing that I don't like. Well actually one thing you have to do is renew it, like for next month and I just got it.

I like everything.

I don't have no problems with my card. There's nothing I don't like about the card. I do what I need to do, go about my business, don't have to worry about gas, don't have to worry about a car. It's very convenient for me.

There is nothing about it, it is just a card!

I don't know. I don't dislike.

Anything ok. Everybody uses it with the taxi. It is ok with me, I'm happy.

I don't see.

I haven't found anything I don't like about the card yet. Well, you know what there might be one thing about the card. You have to reapply for it every so often. Yeah, it would be a lot better if you could just apply for it once and not have to keep applying for it every so often.

Everything is okay.

There's nothing I like least about it. I like everything about it. I lost mine and had to pay a lot of money to go to the doctor and stuff.

Automatic teller is too long to address you and have to wait making a reservation.

I don't know. I don't ever use it. I have no need for it. I have my other idea if I need it.

Don't know how to answer that.

There's no least. There's nothing I don't like about it.

I don't use the card, so I don't like and I don't not like it. I told you, I don't use it.

There's nothing least that I like.

Nothing. No there's nothing at all.

I like it a lot because before I had to ride in a van. And I had to show it to the driver. It is good if I put money on there I can use it for different things I am not using the money right now but it would be great. Maybe in the future I will. Nothing else. Everything is good. I like it. It is very convenient for disabled people. I have a wheel chair and it is very good.

Nothing. I like everything.

Nothing everything is okay with card. No, no everything is okay, I didn't understand about activating the card. I activated the first one, but didn't understand whether I should whether this one or not. Everything is okay with the card.

The card is fine. It is just a card I like it fine.

The card does not end up being a big part of my life. I would not know what there is to not like. If I tried to use it for something and it did not work, I would be able to say something. I don't use it except for showing it to bus drivers.

Pulling it out of my wallet so the guy can look at it is annoying. That's pretty much it. No, there is

There is nothing really.

There nothing I don't like about the card.

It's a nice card.

Nothing. I've got nothing against the card. I just got it because I need it. I don't use it for anything besides transportation.

Because I have no money. I do not have transportation and I use it for the bus. I like the card.

Not that much. I had a problem on the bus once, where the guard told me I wasn't able to ride for free, but then he let me on.

The driver had to pick up other riders. I live far away from my destinations. It prolongs the time to get to my destination.

I can't think of anything.

I don't know. Not really.

There's nothing I like because I haven't used it much. I am going to use it within these 3 years because I really want to. The weather is a bad thing for my arthritis.

There is nothing. I can't read the telephone number on the back. I have to use a magnifying glass to read it. When you have someone who is partially sighted, you know the 1 800 number. Overall I am very satisfied with my card and the services you provide.

Ain't nothing I don't like about the card.

I guess maybe there'd be a charge if you wanted to use it for something else.

Well I keep up with it if I lose it I can get a new one. It's better than MTA bus passes have get bus passes. There's not least. That's why I'm all Access.

Nothing. I really have nothing to say about the card.

That my activation ain't working. I have to pay for another one.

The new company that took over, they don't seem to be able to get them organized. But, like I said, in my case it's worth it. People have a tendency to not take responsibility for their mistakes. I've had a no show because of an error and nobody would take responsibility for the no shows. That's about it. That's the worst part right there is the no shows and maybe they've fixed it because I haven't used it for a while.

On some busses you have to get your card out. Yes, on certain busses you have to use it like a credit card and slide it.

There is nothing I don't like. I don't have anything I don't like.

I don't have any problems with the card.

No. No there isn't.

Well I don't know of anything I don't like about it. I just show it to the driver to get on. No there's nothing I don't like.

I use it for Access only, that's all.

I don't really know. No, nothing on that side. No, all the things are good about it, that I like.

The writing on it is so small that I had to get someone else to read the phone number. No just that that the writing is so small I had to get someone else to read it for me.

Nothing, everything is good.

I lost it and they haven't sent it to me back yet. I need my card. I don't have any problems with the card.

No it's all good. All is better. No it's just fine, when I have the card everything works.

There isn't anything that I don't like about it. No inconveniences. It's a good thing to have, a great thing to have.

It's useful so nothing.

It's alright with me. I don't have problems.

I don't have any least. There's nothing else I can say.

Nothing. It's very convenient and I like it. I like everything about it.

It expires sometime. And it's a hassle to reinstate it. The process took over a month.

For me everything is good.

Nothing. I have no complaints.

You don't have anything I don't like about the card.

The color is kind of ugly. I don't know.

That I have to pay for Access. If I have to use the Access bus, I have pay.

The size of the PCA notation needs to be larger. No that it, besides costing \$4.95 to put money on it.

Just that I have an idea for everybody instead of using the number use your California ID card. Knowing your ID card when you call, I hate.

Least? There is nothing I don't like about it. I can't go there, I love my card.

Nothing, I can think of.

That it's like a credit card. Yeah. Well, there's nothing else to say about it.

I told you already, I like the card. It's ok so what is good for me.

Nothing I like too much.

I like it so much I'm afraid of losing it, I can't think of nothing.

I like the card, nothing to not like the card. Like I said that my picture is very small, my ID number is very small. When I call to make a reservation I have to wear my glasses to see the ID.

It doesn't tell me if I have privileges for a personal care assistant. I don't see that on the card. The old card had said PCA. My problem is I am going blind and my problem is I need someone to go with me and I don't know if I have that. It is especially important when I am climbing on a train. It is a different kind of card this one is like a credit card where the old one was like an ID card and it told me what privileges I had.

What do I like least about it. I don't. There's nothing I dislike.

Nothing. That I have yet. I have not activated the card.

I don't have anything against them. I can still use my hands.

I like the card and the program and god bless their hearts whoever thought of the program.

Having to carry it with me all the time. That's about it. That doesn't matter have a special purse the size of Access card fit's in my old purse very nicely.

There's not least at all. There's nothing I don't like.

They would ask you what time you want and then they put they enter the time I want it in the computer and the computer says no and asks me to choose another time. The computer shouldn't make all the decisions for the time that I need.

The fact that I can't use the Visa because of fees.

It scratches easy and the card becomes invalid to read so I have to order new ones.

I like everything about the card. I need the card so I can show the driver.

Nothing. No, no, it is a very great card. I don't dislike the card.

I can't find nothing least. The problem now is I need another card, so I can ride, but I don't know how to get the card.

I don't know. I really don't have an answer for that. In order to try to find how many rides are left it is very difficult in Santa Clarita.

Well I don't think it's the card itself. It's Access itself. When I get somewhere super late or get there an hour late. Pick up time is later then it should be. Not every time but with Access itself, but I usually am late.

That it is not extended past January 31. I like the card.

What do I like least about it? Least I like, is that we are unable to get a taxi with it. That you can't just use your number just to get the information for people that are on disability to you. You can't just press that number to get the information about what we need and what is provided to us, you know, the areas we can go to and the prices and how much it costs. It should be provided to us.

I told you I like it.

Nothing. I like everything about the card. Nothing that is bad about the card everything is good.

Well that they haven't picked me up on the other side in Los Angeles. Saying that they are there and they weren't.

I have no qualms with it.

I don't. No comment on that. Nope that's other people not me.

It's just another thing in the wallet.

Don't have complaints about the card. Fine the way it is.

No it's good I love the card. There are no problems.

I guess I don't know. I really don't know the answer.

Nothing.

Probably that I have to put money on it.

I don't dislike anything about the card. I am very much satisfied. No I called to tell them I had a ride home and they sent me a letter saying I had a no show. The lady didn't mark it down as a cancellation. I was just disappointed in that.

I don't have any problem with the card. I liked the first card. Because it was more clear and good ID for Access.

The card is good.

I don't like Access as a company. Well, again, I think we have a semantics problem. I don't like or dislike the card itself. I don't like Access as a company. You guys get too much money for doing a crappy job.

There is nothing.

There's nothing to comment. There's no problem.

I don't know what you can't like about it. Nothing I don't like about the card. In regards to them as a company you can't call after eight.

There's nothing I like least.

Nothing really. Everything is satisfactory to me.

I like it. It would be better to call one in advance to one half hour.

It works that's all I can tell you.

I wish I could use it for. No I don't. Let me see. I don't like the debit feature.

When you load the card up and the driver swipes the card it doesn't pick it up. One time we were in the car the card didn't work and they were told to get out of the car.

Yes Visa got my card.

What do I like least? What I don't like about it? Well I don't dislike anything about it.

I really don't know other than when it runs out of money I don't know.

I like it.

Nothing least to like about it. You got to like it.

Nothing that I don't like.

I say it's very good card.

Nothing. I am happy with it.

It has to be right on time to my appointments.

The card is fine.

Well, no, I have no problem. Not anything I don't like about it, there's nothing wrong with it.

I don't know what to say. No opinion about the card. I love the card.

I have no problem with it.

There's nothing I dislike about the card. It's okay.

I don't know. I can't say there is anything I don't like about it. The color I guess. I liked the old color better. You could use them in Vegas but not anymore. It is not a big deal one way or the other. It is a card. It works.

It's nothing I don't like. I love it.

I like it. No I don't use it sometimes. It is the rules.

Nothing in particular.

Have no dislikes about it.

I have no problems with the card.

I am very satisfied with it.

I don't have no problems having it. It's very good. It's okay it's very nice to have you just show it and that's about it.

It's alright.

I do not have money for the card.

My ID Picture. I am just teasing. Other than that I don't see a problem with that.

What I don't like about it? I don't know.

Nothing that I don't like about it.

I wish they, their reservations doesn't come at the time I asked for.

I don't think there is something I don't like. Maybe like the pickup time the appointment I had to wait a long time to get another pick up. If I missed the ride I would be waiting for up to hours. It scared me into taking the ride that was there. The weather was bad and I didn't know when they would come.

I like everything about the card. Really there's nothing I don't like about it, it's wonderful.

That I didn't know what it was.

I just like it period.

Nothing. It's a card. It's like carrying a credit card.

I am very happy with the card. There is nothing I least like about it.

I don't know. I really, it's like it's not like any opinion about it. No, I really don't go anywhere except the hospital and back. And it is very reliable for me to do that.

No I like it.

I don't like because it has Visa on it.

Nothing. Oh, actually I lose it sometimes. I'll get there and get into my pocket and I can't find it.

I really like it, I mostly used my SSI card.

I don't know what that would be. It seems to work very well.

Sometimes there is no air conditioner.

Nothing. Nothing I guess. I can't think of anything.

Nothing. That it don't come with money on it.

I haven't nothing ya know. I just enjoy it.

Well we should keep on getting the same program. I'm very satisfied.

Nothing, really. Well, I tell you what, it's small. It's difficult to see, well it's not difficult but it's more difficult to see the Access Number on this one. I liked the old one better.

The fact it is problematic for some people.

I like everything about it I think it is very convenient and everything else. The ID is great and convenient. The Visa logo on it is good and you can use it on the bus and train and all that.

Nothing. I like it because I really need it. It helps me.

I don't see anything wrong with it at all.

Nothing. It's good.

No complaints.

The phone numbers on the back are very small and every once in a while they get your return time mixed up and is late but it has been good lately. I got to therapy and the doctor quit often. I am thankful for the transportation. I am on a fixed budget. I have no complaints.

No comment.

I don't have anything.

No number on the new card to call. I kept my old card to call Access and for identification card for the new card.

There's nothing to like least about it.

Least about the card. Nothing really. No because it all the information on there that you need.

I don't have a problem.

There's nothing I don't like about it. I don't understand what someone wouldn't like about the card.

Our system is a tap card. It's easy to go in the bus door and tap my card, which means my card is good.

I have no complaint at all. I've never even thought about it.

Nothing. I like everything about it.

I don't have anything. Everyone has to use some sort of a card. I like it better than the other cards.

It's good. I like it.

Don't have a problem.

Well I have nothing to say about that.

No I think it is perfect, nothing wrong.

She doesn't know anything about it she hasn't used it.

I don't know. I don't have. I am satisfied with it. The only thing I wanted to have it, if I have debit card. Then I can leave one card home sometimes I forget to take the Access card.

Nothing. I am very satisfied.

I don't really have anything. It's never been an inconvenience. It's been more of a convenience.

I don't like anything least about it. I haven't had any problems with the card nor with Access.

Nothing. I like everything about it. It is a very helpful tool to me.

Well I love it. It's alright. I'm very happy with it.

Everything is good. I can't think of anything.

I have no problems with it.

I'm happy with Access.

I don't know. There is nothing I dislike about it.

No opinion. Because I don't use it for those special purposes, it does not have to do with the card specifically, but some drivers insist on seeing the ID before letting me get in and sit down. I like to sit down then show the card. If there is a place to sit down outside, that is fine. I am blind and I have 2 canes to steady myself. They want you to have the card out already but my hands are full already. Some of the drivers won't let me sit down inside till I show the card. I almost reported one who did not believe me. That was not recent.

When I get on there is a customer. I am always the last one to get drop off.

Nothing. I got no complaints about the card. No I just got to be careful of the other one something on that black strip it wouldn't show up on my old so I try to be careful to not touch it or scratch it.

No I like it, to have it.

There's nothing to like. No, there's nothing to not like. It's just necessary.

No, I like everything you know. They are very nice the driver is very nice.

My card expires next month and don't know how to get it renewed.

The only thing I like least about it is when I lose it. It had a crack in it and I couldn't use it.

We'll I can't think of anything off hand.

The tap aspect, having to tap to use it. It is just difficult and time wasting.

Sometimes it's hard to go out of the county. Orange County doesn't accept my card. Coming back is hard.

The Visa part.

There's nothing I don't like about the card.

Oh yeah, the numbers. When you reading off your number, they're too hard to see, because they're the same color as the card. It's just hard to see.

It takes me so long. That I'm the last one to get dropped off. It takes me at least two hours to get from Covina to Redondo Beach. Well there are usually so many people in the car and there are so many stops. The driver has to keep stopping and dropping people off and letting people on. And as I said I'm the last one to be delivered. That's the main thing that it takes so long with so many stops.

There is nothing I don't like. Nothing at all.

When I go to the doctors I don't know how long I will be in there so if I don't give them the right time or I take a little bit longer they leave and I have to call them again.

Nothing really. It's alright.

I don't have an opinion on that.

There's nothing I don't like about the card.

The card is good.

No dislikes about it.

What do I like least about it? I don't have no comments. I just like it because it gets me around.

Nothing. It gets an A+ in my book.

I don't know. No, it is okay. One woman sometimes two or three times in season I ordered this Access to go to concert, we went to concert and it was okay, but Access was late. Taxi is very expensive.

I can't tell you I use it for the bus.

No reason.

Well there is nothing I don't like about it. It is at my convenience there is nothing I don't like about it. The only thing I wish is I wish I could go to another city with it, to take the other trains to Chino or another city to see my grandkids.

I don't know. There's nothing I don't like.

I like everything about the card.

No it seems to be ok.

There is nothing I don't like. It has everything.

They can't understand.

Probably the Visa, probably because I don't use it.

I'm sorry.

That I didn't apply for it sooner. Nothing no nothing.

Nothing. There's nothing I don't like.

No there's nothing I don't like about it.

No. Only Access. Wanting appointment.

There is nothing wrong with the card.

I don't have anything.

I like them to pick up when I request it. Sometimes they're late.

It's okay. I just started using it.

Probably the taxis. Sometimes the drivers are kind of rude.

Mine is convenient for the purpose of it.

I have no dislikes about it.

Well, nothing. It is a very good card. That is all.

I don't use it that much. I have a caregiver now that takes me everywhere.

I don't have any dislikes.

Only thing I really don't like is it takes too long to process at the center. It takes too long to process the card. It took over two weeks. I sent money four weeks ago and it only just got on the card. It takes a long time to get a replacement card.

It's not very much I don't like about it. It's fine. It's good.

I have no complaints. Not going to complain when someone is helping me.

My grandson has to pay when I use it on the bus. I am blind.

Access picks me up. It's inconvenient for short trips. The time frame.

Travel use of it.

Calling the day before. I would like to be able to call Access when I get out of an appointment early.

It makes you vulnerable. Identity thief. People aren't good.

The fact that you have to pay for a new one if you lose it. If someone steals it they can see my number and use it.

There's nothing that I don't like. I'm satisfied.

Everything about it is good. I like everything.

No complaints.

Nothing, I'm satisfied with it. Because the driver is very polite, helps me get in and get out. Access driver.

I never said I didn't like it. I like everything about the Access card. I am grateful it helps me ride.

I've just used it a few times and everything is satisfactory.

I like everything about the card, very satisfied.

It's okay.

I don't have nothing I don't like.

The card is just fine.

Can't give me another card.

I don't, I don't have nothing to say about the card other than the fact that it is convenient. There is nothing that is inconvenient about the card Access.

I have nothing bad about it.

Well, sometimes it's hard to get the times that I want, but if I call back I usually get it. Like if I call for a noon pick-up from where they drop me off sometimes its hours away and I need it to be sooner but I call back, I usually get the times that I need.

No there isn't anything I don't like about it.

There is nothing I dislike about it.

There's nothing I don't like about it.

Nothing I like least about it, because when my friend goes to the doctor with me, she can ride with me free. That's the case if you are broke or something. If you are broke it's hard to get to your appointments but with Access it don't cost no money. When you have somewhere far to go, \$2.50 will get you there. It's convenient.

Nothing. It works real good and I appreciate you.

You can't get on the blue line and stuff like that. I don't like that something happened to my card and I called them to tell them that I found it and they said I can't use it anymore. They said they would send another one and they still haven't yet.

I can't say be because I don't use it for anything other than Access for a ride.

No complaints.

I don't dislike it at all.

Everything is perfect.

They don't explain it to you. I guess you can put money on it or something. I never use it like that.

No problems. Eventually I won't be able to make my appointments, because my mom won't be able to make them for me. The telephone operator could be a little bit more patient. They cut you short sometimes. The system is great.

Nothing I like least about the card. The debit card charges.

I like everything about it.

No, everything is fine.

If I had used it I could explain but since I haven't used it I can't explain.

Well, I can't comment. I like the old card. I like everything about it.

Nothing. I don't have anything bad to say about it.

I haven't found any.

I can use it to go to Long Beach.

My picture the way it came out. There is nothing about the card. I am satisfied.

There's nothing. Other bus lines don't have tap it.

I can't think of anything.

I don't have no idea.

Nothing. I like everything about it.

I can't complain. I like the color, I like the green.

No dislikes about my card. I just wish I could have got it sooner.

I don't like nothing least it's very good.

I have to show it when riding.

I can't think of anything, since I've been without it I've missed it. I've been missing it for a couple weeks now and I've missed it a lot.

You don't have any problem.

When Access Services sends a vehicle, they never ever accommodate my needs. I have an extremely over-sized electric wheel chair. Only once since two thousand nine have they sent a vehicle that can take it. They send old vans or a taxi. They didn't inform me about the card. I just

got a thing in the mail. I don't understand what I read, and so I called them. I was told I didn't need it for the bus and that the bus was still free. I had a big hoorah with the driver about the fare being free. The driver said that it wasn't. I had to apologize to the driver. He said that it's been happening a lot and that Access had been doing a bad time of informing people of the changes. It has since been ironed out.

Nothing, Only one person can come and when I want to take me than one person that I can't, with the card only one person can come.

Not at this time. It seems to be the most handy card I have.

I guess if I'm going somewhere to visit luggage wise they don't let me carry much in your hand.

Nothing. I am satisfied.

I like everything about it.

I like it.

There's not anything that I don't like about that card. That card is my lifeline. I need it very much.

I'm not sure, I'm not against it or I don't know. I don't see anything different than the other card.

Nothing. There is nothing I dislike.

I use it and after that they tell me it's expired. It's not expired yet.

No. Everything is good. I like all of it. I like everything.

I have cognitive issues, and so I lose my card a lot. And you need that card. I would just say so far that would be the only thing.

Don't get a call when you're waiting. It's cold and I have to wait for them they will leave.

The debit card function. I don't trust it.

There isn't anything I dislike about it.

I really can't say because I don't have any objections to it.

I guess it's a card and you could misplace it and lose it. I can't find anything wrong with it really.

Nothing I love the card.

I really couldn't say that I like anything least about it except the fact it's going to expire at the end of the month. Most people get cards in the same month. They don't give me enough time on this one and people I know get more time than this.

The only trouble was the change of the old card to the new card it was inconvenient. It took while. I had 30 days without the account, but it got fixed.

I wish the interest wasn't so high I can't use it as a credit card. Because my son says the charges are too much.

Well, at least I don't have to pay a lot of money to get around and that kind of helps me save a lot of money in catching the buses. Well, I guess that's it. You know if we all don't know what else to say. It's good for me to be able to do what I have got to do. It's really convenient for me.

I have no problems with the card.

I don't know.

Message.

Well I don't know.

Nothing really, if you don't have a card, you can't use the system.

Everything is fine.

That \$5.00 a month you have to pay to use it.

Sometimes it gets scratched.

I don't like that there is no same day planning or same day transportation.

There's nothing I don't like about it.

I like it. I don't know what to say about that one.

No, Very handy and I cannot live without my card. I am glad seniors have the opportunity.

No complaints.

Most the time my card won't work.

Not really.

There is nothing that I do not like about it.

It's fine. It's convenient.

I don't have an answer for that.

Nothing. There's no problem with it.

I have to hassle and take it out and show it.

Every time I call for an early appointment, they get me for a late appointment. I have to be to the train station early.

I like everything about the card.

Coming up here then not being able to get a ride, having to pay another two dollars to get back home.

It's not the card itself, it's the service. Most of the time they have been on time to pick you up, but when you have to go home, they sometimes don't come at all. Or they are overloaded and you are squeezed in. Sometimes they will take other people home first even though I am closer, go to the further away people first and then route me back. I don't understand that. I used to use the service a lot, but have given up on it. I have gotten left behind even though it was still in the twenty minute window while I was waiting for a prescription. One time I was called a no-show even they were the ones who didn't show up.

Rude taxi driver, hurt my leg. I had to get a shot in leg afterward. I have to use wheelchair not rocker now. Arthritis in my back and knees, shoulders.

I don't know what I like least about the card. I cannot see any problem.

Nothing. It works fine.

Sometimes the drivers don't know what they are doing or it. Maybe the computers. They don't always work to show that I have adequate funds and I know that I do.

Well the prices just went up and today they said you would get billed 50 cents if you travel 15 miles or more and I traveled not even 10 miles today and they charged me the extra 50 cents. I argued the point but I will argue the point if it continues. It was probably 7 or 8 miles.

Different color.

I can't think of anything I don't like about the card.

Well you have the money you can put on the card. It is much safer for you.

No comment. I like everything.

There's nothing I dislike about the card.

A couple of times they picked me up late and I missed my ride coming home because I wasn't finished at the doctor's.

I don't know. I can't think of anything.

Nothing. Oh no, it works out good.

Nothing. Everything is positive.

I don't know.

I can't think of anything.

I don't know.

I cannot say anything bad about it.

I like it.

Nothing. I'm very happy with it.

Well I don't have any complaints at all.

Everything's okay.

Nothing! I don't have anything I don't like.

They should notify when something changes because I wasn't notified that I need to have a new one.

I can't think of anything wrong about the card.

Not really.

I think I would like to use it while I ride. I use the services. I like the card because you are always helping us, and are very helpful to disabled people.

No, nothing. Everything is good.

I don't like anything least about the card.

Nothing really. I'm very satisfied and I appreciate it.

I like everything.

They are fine. It has my picture for ID and there is nothing that I do not like about it.

Nothing bad. I don't know.

The color.

I don't have any dislikes about the card.

No problems. None at all.

No comment.

That if it expired you can't, even though your services are eligible, you can't ride because of something they've done in their office and haven't send you your new card. Everything else is fine.

Gee, I don't know. I can't say nothing bad about it.

Oh I don't have any dislikes about it, why would I?

Got to pay each ride. No problem when you got the money.

Well I don't, the card is ok, the card is just fine. The transportation needs to be evaluated or more convenient.

What do you say? I can buy food. No, I don't know.

Nothing. Yea there is nothing I can think of.

Nothing, there's nothing I dislike about it. Can you let me go? My back is killing me.

My picture. No, no feeling about it.

I have no opinion actually about the card because I don't use it.

Can't get through to the phones. No both times I was on hold and they said leave number and they will call me back and they haven't called me back yet.

Nothing least I like everything about it.

I don't know.

It doesn't have the phone numbers on the back of the card like the old ones did. I don't like to have to carry two cards.

Nothing. Everything is just perfect.

What I don't like? I can't say I don't like it, I like it. I have no regrets. I'm happy. I can go on my own and come back on my own.

Nothing. I have nothing to say.

There's nothing that I don't like.

When you have to transport to a different van. No one knows which van you have to take. The van leaves without you.

Nothing. I guess the card would do.

Nothing. Don't have nothing, I don't dislike anything about it.

That it take to get a replacement card.

I don't know anything least about the card that I could say.

A few times I was late to the doctor.

Nothing at all. It's all good.

There is nothing least to not like. No I can't think of anything.

There is nothing that I do not like about the card.

I do not have anything negative to say about it. Used it almost 30 years. I just love it.

Nothing it's all good.

Taxis. I've only had one bad experience. It's pretty good in three years.

Nothing I don't like.

Well, it's just like I say, it's convenient for me. I don't have to worry about moving around. I only have to pay a little bit of money. I don't have to pay a whole lot of it to get around.

Everything is okay. No complaints. No complaints.

I like everything about it. It's very helpful. I don't have to buy monthly passes or day passes.

Nothing I don't like.

There is nothing. Just the photo. I don't like the photo that they put of me.

I don't know nothing really.

There's nothing I don't like about the card.

Nothing wrong. They are too thin and crack.

Well I don't like how they always ask for it.

Evidently I haven't tried out the card with everything because I didn't know it had a Visa. I don't really know what it does except get you on the bus. What I really dislike is when I call and they don't come pick me up. See, I live on San Pedro. It's like a main street which goes all the way downtown and to the Long Beach area and sometimes they don't come pick me up. Another thing, usually they pick up 2 or 3 people and you can miss your appointment that way. I almost missed one appointment, except I just stayed there and wait until they have time.

It's nothing that I don't really like about the card. The card is fine. Yeah there's nothing that I dislike about the card.

There is nothing that I do not like about it. It is perfect.

The drivers. They don't accommodate to my disability.

Do not have no least.

There's nothing to dislike, I can't make judgments about something I haven't used yet.

Nothing comes to mind.

Nothing, there's nothing to not to like. Everything is good about it, the colors. My picture looks good!

Nothing. Yeah everything is good.

Its flimsy. I don't like my picture on it.

I don't have any problem with the card.

Nothing that I don't like about it.

No, I like it. Everything is good.

Nothing wrong with it. I would just like a bigger picture.

Visa. I don't use the Visa.

Keeping up with it. It gets mixed up with my other cards. It would be good if I could put it around my neck.

I don't have nothing I don't like about the card right now.

I can't say I like anything least.

I like it better the way it was before they put the Visa on it.

I don't have anything. There isn't anything I don't like.

Sometime they do not pick you up. Sometimes you wait too long to get picked up the dispatchers make mistakes. The way they treat their drivers.

There is no problem with it.

Not in particular

I can't get it activated. That's what I don't like about the card, I can't get it activated. Now before when I would renew it I would just fill out the form or they would fill out the form but now it's not doing me a bit of good I might as well take it and put it on the wall because it's not doing me any good. I may as well put it in the drawer. I'm going to come down and have them pick me up

and I'll have those people activate it, because I can't go through that anymore. I don't need another problem. Right now this card is giving me nothing but trouble. I can't go nowhere so I sit in this damn nursing home.

As far as I know I don't use the card. I think I only use it for reservations.

No complaints.

Having to renew my card. The bus driver always tells me to renew my card.

I don't have anything to dislike about. What is there to dislike? When you ask about my funds being transferred I would have my funds stay in my account, I don't think there is anything wrong with the card. I like to pay with cash.

No it's fine. What's not to like?

The color. They can't have a more lively color.

I really don't dislike it. It's an Access card.

I really don't have any problems with the card. Everything is fine with the card. There's nothing I dislike about the card.

That is a tap card. The problem if there's a problem with the computer.

There's nothing about the card.

Nothing. I'm very satisfied there is nothing I like about it.

Well there's nothing I dislike about. It's helped me out quite a bit.

Only last about 3 months.

I don't know. I don't how to answer that.

Nothing, everything is good. Everything is okay.

When I bought it, it took a little longer to get it. Access takes a little longer when I call. It has taken a long time to receive the new card from my broken one.

I don't. I think that word is that I prefer the card. I prefer it.

I've run into a lot of public transportation that doesn't get it. They want to debit the card instead of just waving it over their machine.

I just like the card. Everything I love.

Same answer, no likes or dislikes.

It helps me get on transportation when I don't got no money. No, that's it.

I have no answer. I liked everything. I am very content.

No go backs. No draw backs.

I have nothing to say.

I don't see anything I don't like about the card. Nothing I don't like about the card.

No complaints.

Nothing I dislike about the card.

Nothing. It's ok.

The picture they put on there. It's the worst picture in the world.

Not having one. No I like everything about it, I don't like that I don't have one.

Can't find anything.

That when I show it they recognize who I am and I get where I'm going. I don't have any complaints. That all I can say about it.

Nothing I am glad to have it.

Don't have anything for that.

That it looks like credit card. I'm worried that might steal it.

The card is fine. Just when I have to wait for Access I have to wait an hour or two hours. Don't know how long my appointment will be and I have to wait.

I can't think of anything I don't like about it. I really can't.

To not wait for the bus. Sometimes they make you wait a long time. Have to wait sometimes.

Looking the same as my credit cards.

There is nothing I dislike. Only that you have to renew within a certain amount of time. That isn't convenient.

I like everything. There's nothing not to like about it. It's great.

It's very good.

Nothing as far as the card is concerned I think it's working properly but if the Visa worked that would be helpful.

My card doesn't work on the bus, works somewhat. I think it's going bad. The chip in card is somewhat bad, so the bus drivers just sometimes let me on even though it doesn't work. I called to see if I could get it replaced, but they said I would have to send it in and do without the the card for six weeks or more. I'm on a fixed income.

You know like some emergencies you can't use it because you have to call a day ahead of time so if you need to use it for an emergencies or something quick you cannot use it you always have to make an advance arrangement.

Unknown. All I use it for is to ride the bus and ID for Access.

I like everything.

I don't like nothing least about it.

Nothing. I mean, there's nothing to not like.

Sometimes I have to go to Church at 7:00, and I get there at 8:00 to 8:30. I have to call and see where it is. I don't use a walker, cane, or rocker, but I need help getting on the van. Sometimes they don't help you. Otherwise everything's okay.

I haven't found anything yet. Everything is good with it.

Nothing I don't like about it. Nothing at all.

Well, the debit part.

Well I never thought about the least part. So far it hasn't given me nothing to dislike about it.

I don't really use the debit side of it.

Initially I put money on the Visa side but the monthly fee made me stop using it.

I couldn't say.

That my name is spelled wrong and you can hardly see my picture. It would help if you could take two people so I have someone to help me.

Nothing, nothing. What do you mean? I like the card so I see no reason for that.

I don't have any problem with it. I love it.

Least? I don't think I have nothing I like least.

Nothing to complain. Gets me where I need to go.

The picture.

There is nothing that I don't like about it.

Nothing. There is nothing ma'am.

Nothing that I can say. I like the card, no complaints.

The return home trip. No everything else is good. When they come to pick me up it's always really nice and the people are nice and friendly. It's just the return home trip.

My card for some reason doesn't always beep in like it should. It doesn't read the card like it should. It happens every once in a while. Sometimes it works and sometimes it doesn't.

I don't have any dislikes about it. I am very happy and satisfied with it.

Got no problems with it. It's helped me along a little bit.

Everything is fair.

There is no dislike.

Nothing I like least about the card.

Nothing that I can think of.

I don't know.

That it has your picture.

No opinion because I only use it for Access.

I can't figure that one out. There is nothing they need to change.

Nothing I like don't like about the card.

Don't have anything I like least about it.

That when you make a time I've had them come over an hour late, it takes 45 minutes on the phone to find the cab.

Nothing. There's nothing I don't like.

Nothing. Other than my picture. Because when they took my picture, I didn't know they were going too and didn't have time to get ready.

You have to renew it.

Never thought about that I can't answer that.

No complaints.

Don't really have anything I don't like about it.

Nothing I don't have anything nothing to say about the card.

Nothing. It's alright.

I like everything about the card.

Haven't used it that much because of my foot and the weather. If the weather gets better I'll be able to use it more.

I don't know. I don't know.

That I had to replace my old card.

I have no problems with it.

It's very flashy. People know I am waiting for Access. ID number is extremely small.

I don't have any complaints about it.

I don't think there's anything I don't like about it.

Nothing. I love the card. Can't say anything against the card.

That I have to pull it out and show it.

Nothing about the card itself.

I don't have any for that one.

I like card.

The green dot. The Visa part of it.

I like the card.

It doesn't have the customer service number.

There is nothing about the card that I did like.

There's nothing that I don't like.

Nope.

No it's ok. It has all the information you need. I carry it all the time.

Nothing, no complaints.

Nothing.

There's nothing I don't like about it.

Question 27: What do you feel Access should do to improve the Access ID card?

I don't know enough about it to say anything bad. They always come through for me.

I don't know. I really don't know how to answer that question.

It covers all that I know. Maybe if I get to use it more often, I may see something to improve. I only used it once. I can't tell much from that.

Nothing, it's pretty good as is.

Make something different like a raised logo so that it could be distinguished from other credit cards. For people that are visually impaired.

Not sure.

Nothing for me.

Another service would be good and gladly help people.

Can't think of anything.

I don't know what else they could do. It gives you like a Visa and lets you get on bus and train. With the picture on it might be able to be used as an ID, though I haven't tried it.

Wait I don't understand. Everything is fine.

When they pick you up on time and not to pick up others to get on time the first time the driver had to fill out a form he took 15 minutes. The driver was good had to pick up another person way too far out of the way and I was late.

I'm satisfied, honey. I'm really satisfied. I'm happy with it. You should have seen me for 1 year I was in my house. I cried a lot. To me it's miracle for me it has given me freedom. I'm satisfied with it.

The card is good, super good.

Well, the only problem I have is they. Need to call and let me know if they're going to be late picking me up.

No idea.

I don't know. Everything is okay. Everything's going fine.

Nothing.

They did the best they could do. Could improve it to be an ATM card. Can work with other companies to transfer money or pay bills with other companies.

There's really nothing. Just take off the thing to activate it for the credit card.

They need to make it less like a Visa card because it's confusing.

Leave it as it is.

No idea, it's fine the way it is.

Nothing.

No idea.

Can't think of much. I'm having problems seeing the number on the back of the card. It's been used so much that it's been rubbed off a little. I usually have to talk to someone else who has the card and get the number from them.

Well right now they are doing a beautiful job.

No I'm great.

No. Nothing at all I said.

I don't see anything they can do. It shows my picture. It's a tap card. Everything is a OK.

Well really nothing. It has my ID and I can't think of anything else.

I don't think there is much they can do then what they already are. They are already letting people use it as an extra debit card.

It comes in handy. Keep up the service. I have a couple friends who want it, do you have to be a member I have a friend, she's handicapped she has surgery on her knee and wants to get an Access card and you can take someone rate free.

I haven't given the thought. I think it is really spot on. Good way to put it.

I have no opinion. I have no opinion at all.

Nothing. Its fine. I really do like it.

I don't see anything they could do they have everything covered I enjoy it. I take Access everywhere I go. Okay a like I said I go to dialysis center if they don't wrap up it up right they'll drive up and leave and say you're a no show and they changed their schedule from Sunday to Monday and they put me as a no show. Other than that, no problem.

What can they do? The card there's nothing can for it. People disabled like me should have a permanent card have to go in have to go through all that paper work. No problems.

I haven't had any problem with it so far, so I haven't had any problems so far. So when I get on the bus and get on the train I have no problem.

I don't know to tell you the truth? It's something you can use if you could buy a meal pay very convenient to use, right?

None of my business. That is none of my business.

I don't think they need to do anything. Nothing I would change.

Drop the fee to put money on the card. Resizable. Like a debit card to all.

Nothing really.

Its ok. They improved. When we call one day before, and now 2 hours ahead, we had to wait one day. The timing actually sometime the time changes and makes it inconvenient.

Like I said enlarge the phone number.

I have no ideas.

Actually, I can't really think of anything you can do anything.

Not sure.

If they enlarge the picture and the name. And maybe make it lighter color so driver can see it or maybe florescent. I think that it.

Nothing it's fine.

I can't really think of anything because they just upgraded this one and I don't have anything to compare it. When I got my card I had the new one I never had the old one the blue and white.

Maybe some Braille or raised marking to be able feel it. I don't know what it looks like. I don't like to pay to put money on it.

What can I say it's as good as I need now. What I need its good as it is. Well I use it when I need to get on the bus you know.

I am satisfied with the way things are. There is nothing I want to change. No, nothing.

Probably make the Metro link free for Access riders possibly Anaheim link free. Maybe they could improve by getting better vans and more vans. Get them out a lot faster.

If you lose your card nobody else should be able to use it, I see other people using cards that don't have their picture on it.

I think it is okay now. I only wish the driver can arrive on time they are always twenty minutes late to one hour late that is too much then. I waited out in the cold winter with the cold wind blowing on the curb side, it is too long.

I don't see anything wrong with it. There's nothing wrong with it.

Right now I don't know. I don't have a complaint.

I don't really know what more they can do.

They cannot have it cost so much to have it to use as a Visa. Nothing else comes to mind. Yeah

Nothing. It's fine, unless they want to put money on it. It's the only thing I can come up with.

No, I wouldn't know what to say about this. I've never had problems, for this reason it's stayed the same for me.

Nothing at all.

I don't have any input in that. I don't have any input in that.

If possible to extend coverage of bus lines.

I don't know how to make it easy to activate the Visa side of the card.

I can't say sir. I can't tell you right now.

Really nothing that I could think of. Nothing at all.

Well they can just get rid of the card. They need to put people back in the counter and stop using buses. It's stupid.

Make it readable. Numbers are small.

Oh gosh, there's nothing I can think of. It's very simple. Self-explanatory.

I can't really think of anything I'm just well pleased with it. Anything else to what I really can't like I said I'm well pleased with it. Not at all its excellent for me.

I have nothing to say about that, I have no idea.

Nothing to improve the card itself. Oh, I know, make it available for any county. Make it a statewide and nationwide card.

I don't think they should change anything.

I would like to know the dispatcher, to pick a time. They are the ones to make mistakes, the dispatcher to drive more carefully. They don't have enough time to do that.

I don't see anything to improve it. I guess nothing. I am sure there is but I feel like the service is very well, I just need to find my card.

The printing is small to see it. See it bigger yes. On the new card should include the customer's service number on the card. It isn't on there.

Well some of us change the picture. If we could use it as a regular California ID card but we cannot. I'm sure you know.

I don't see anything they can improve.

Make the ID number more predominant and phone number more predominant. That's why I use the old ID card because they are more predominant.

I didn't hear you. I don't I can't see any improvement needed.

I don't know. I can't think about.

No change.

Once again I don't know how to answer that, I mean how do you improve a card?

Nothing.

As of right now, other than if you book a ride and they pick up other people and it takes longer because you have to go a certain route and you are in the car with three other people and you might be the last on to get dropped off 2 hours later. But everything else is wonderful about the card.

Better picture. I really don't like my picture that's about it really.

Well as long as it's my ID. I don't think there is anything they can do. I am very satisfied with the card. I like the system.

Well right now with the picture they don't need it. If I lose it they can't use it because it has my picture and not theirs.

Well its working fine to me. There's nothing that I can suggest, Its working fine for me.

I don't see nothing they can improve on.

Nothing. It's good to me. Works I have no problems with it.

Maybe add a reservations number. They used to do that on the old cards and if they could do that on the new card that would be helpful. There's not much about it, just the reservations number and that's pretty much it.

Make the drivers more flexible and to adhere to the rules.

No that will be all.

I don't really know what they should do I don't have anything to say about that. No I don't know how they could improve it.

It all very good. I have used it lots and I'm very satisfied.

It would be nice make me make the appointment the day of the appointment. That would be great. Not being on hold so long and help down stair and also calling the same day instead the day before and not being on hold so long.

I don't have any idea on that. Nothing comes to mind for me.

It's fine the way it is, with the picture and number and everything.

They have a 20 minute window but if they can come much faster when they take you if they can come sooner to take you back. It is a good program.

Yes if I need I can use why not I give the driver the card and use it but I don't not use the card for money. I don't understand everything, I am an old woman.

Not really.

On their arrival and departure. They should know where to pick people up. The drivers probably aren't well trained for the north section.

Make it more where you didn't have to keep going from city to city from different. A long time ago you could go to LA County to San Bernardino County. A long time ago you can make reservations the same day but know you have to do it the day before that is inconvenient. And if you aren't outside in ten minutes they leave you without calling you. My apartment is clear in the back and it doesn't give me enough time to go outside the gate to pick you up they just leave and I have to call them back and they don't come back and I have to ride the bus they have done it three or four times.

I have no idea right now. Let them be there on time. That would be good for them to be there on time. Do what you're told to do.

My mind is just leaving. I don't know.

Well, look, everything is fine for me. I don't know that I can say that it isn't good.

I wish there was a way to return. It is very important to get to the doctor on time.

I don't see anything wrong with it. I'm a pretty easy person to please I don't see anything wrong with it.

Unfortunately I don't have anything in mind right now. Oh they should put the PC more clearly, like in blue print instead of red print. That is all for right now.

I don't know. Everything is good.

Nothing. You know. I think it's cool. It has a picture on it. What more could you ask for? You could use it as a credit card to buy stuff. It's a really good idea. Who ever thought of it?

I don't know. Gosh. I really don't know right now.

Nothing.

That we don't pay Access. Everything is good.

Oh nothing.

I have nothing. I can't think of anything off of the top of my head.

I'm okay with it. I find nothing wrong with it. I hope I will not have any difficulties in processing or getting the new one, because I think it's valid till next month. I'm filling out the application. I'm getting the pictures of photography, and I hope they will send it in time.

Move the picture to the opposite of the card. When you hold it the thumb is usually covering the photo and the driver can't see it at first glance. That's really the only thing. Just move the picture to make it easier for the driver.

It's improved enough. They don't need more improvements.

I don't know of any improvement. The service should be improved. The driver has to drive all around the town to get to where I need to go. It's wasting gasoline. Yes, the dispatcher should be very diligent in giving directions to where they're going. Sometimes the dispatcher will give the wrong street. All in all they are doing' a good job but it could be better.

Well, I do think that the improvement would be that they would not but so much off on the one driver. I have been riding and there have been one two maybe three people and all those folks need to be delivered to their appointments. Some people are made late. I have been late a few times, but at least I got there. No

I can't say. No I really couldn't. What it is that it fits me.

To improve it? The way it looks? Nothing really. It's good, I've never had a problem with it.

Oh nothing to make it better. Everything is fine to me. No I mean everything is fine. I guess I could get money and use it in the card.

Actually I have had problems with the Idea card I wouldn't complain. So far I have had no problems with the ID card.

I don't have a problem with Access. I can't say anything.

Go back the way it was. I have to look at it to get reservations.

Nothing.

Nothing. It works just fine.

I don't know what to say. I don't know. The card is good. It is convenient. It is good.

It's okay.

Nothing I can think of. Everyone I talk to likes it. Take my picture off, I don't like my picture.

I don't know. I am very content. It is good.

For now, I guess nothing.

This is ridiculous. No! No! No!

I don't have any complaints.

I do not think they can do more because the card is fine. Maybe it can be improved, but for me it is fine. If it isn't okay, it is okay.

Nothing. I cannot think of anything.

Nothing really. I don't think. You use it for everything.

I don't think so. Everything is okay. They only thing they charge me is my money.

By making it available the same day you use it. I don't use it much anymore because of the inconvenience. It's just a pain.

For me, I only use it for the bus. I only grab the passenger bus. Right now I cannot tell anything to improve.

Makes it easy. Give me five hundred dollars. It's very helpful. They are improving.

Well, if they give it to you and once you qualify, you shouldn't have to go renew it, like I just got it two months ago and I have to go renew it for next month.

I don't know what to say.

I don't see there's any room for improvement. You use the card, you can ride the express. You can do it all. You can use your card. You can use it as a Visa card, load money. It's very convenient for me, I can always use it, I don't have carry cash on it when I travel.

Nothing, it is okay.

I don't know I think it works fine.

It's good. I like it.

I don't know.

Well, that would be a good one. Just to not have to reapply for it every so often to just keep it. There is one thing, and I didn't know this before but I wanted to visit my friend and I found out that there is a border line. I don't know have to explain it. To just be able to go without a borderline. No that would great if they could improve that. If they didn't have a borderline and you could go wherever you want to go.

I don't know what to say.

Nothing. They should do nothing. Everything is ok. I would change nothing about it.

They could change the procedure for were you're going to intrusive about your where abouts.

I don't have any suggestions for it. I don't use it. I am not able to use it. Nothing to do to change it or use it.

No idea.

I don't think they have to do anything. To me it's perfect. It's getting even better than it was. It has a Visa logo and if you use it that way it is better than it was.

I don't use the card for anything.

Oh I don't know. What more can you do to improve it. It has everything available.

To me there's nothing you can do.

Nothing no nothing to improve for me. I don't know. Right now I have no suggestions to improve, I have no ideas.

I don't really know. Put a chip in our head.

I don't know everything is okay with the card. Everything is okay. I'm very satisfied with the card. No Nothing at all.

The card is good. I just told you there is nothing.

I don't know. I don't use that card much at all. Maybe it would be cool to get a free taxi ride using the card.

I guess they can't really do anything. I'm pretty sure there is It's fine the way it is.

Nothing.

There's nothing wrong with the card. It's the transportation that needs to be fixed.

It's a nice card. I don't know how to use with train.

Well about the card, I don't know. I have no comment. I just use the transportation so I don't know. I've never used it for anything other than transportation.

I don't know. No idea.

Sometime of lamination pack. So you can put it around your neck and it not get destroyed. In the valley, San Fernando Valley, they could improve their driving skills. I was in a vehicle once where the driver rear-ended someone because they were talking on their cell phone.

I'm very happy with it. No improvement needed. I like the picture on it. It's durable.

You know, I can't think of anything.

I think it's pretty good. Not right now. I'm pretty happy.

So far is used just for trains. And I wish it was used to get some kind of discount because things I can't believe how the situation has gotten. Taxes are 10% and I would like the merchants to honor it and give it our discount.

I have never looked at it to critique it except for, Oh! and the identification number, it is not as easy to read. As we should commit it to memory. It is not as easy to read. Other than that they have really done an excellent job in improving it. Yes. For partially sighted people make the print bigger and the people who are blind who read brail could feel it better if it was a little bit bigger and a little bit more raised.

Nothing comes to mind. I like it fine.

Nothing that I can think of. Oh the only think I can think to do is to load it online from my checking account. Then I'd use it more.

Me myself and I, y'all doing better then MTA. It's all Access. No it doing fine the way it is.

Nothing really. Nothing they can do.

Damn, to improve it. Make it back to the way it was. Just hanging on our neck.

The card, I have no problem with the card. You can pay bills with it. Not that I can see in the card. You have the number on there and the picture as ugly as some folks like myself have.

I don't know. Yes, probably make it much more user friendly. Make it more universal for all transportation.

The truth I don't know. The only thing is to have the people get here on time but the card is good. Nothing I would change.

Nothing. No it is fine the way it is.

Not sure. No there isn't.

I don't think, I haven't used that much so I have no complaint. No, no complaint.

I want that when I call Access, the ride can be ten minutes late.

I don't know. Not right now that I know of.

Enlarge the Writing.

No, no, I am satisfied.

Nothing. It's very convenient. They don't have to change nothing.

I don't know in reality. It's always been good. There is nothing.

No, I don't think there is anything. I think it is very useful. No, it's very helpful to have it. I'm very happy to have it.

I cannot say anything.

Well it's not the card. They need to put more seats where you can sit down at the bus stops because I have to put up my feet.

At this moment I really don't know. Nope nothing else comes to mind.

Well. I'm not sure if there's anything they can do because I think they did their best. They could make things earlier to be on time.

To have another verification a little bit earlier when it is going to expire.

The card is good. They can't improve anymore.

Nothing. No it is fine the way that it is.

I don't see anything that important that could be better.

Let us ride for free. Free to ride Access.

A larger PCA Symbol. No charge to put money on it. Nothing it all.

Just get rid of the Access card and just use your telephone ID. When you call in use your birthday. Let's see, maybe. Maybe oh, I don't know what else to ah. How I would change it.

That's a good question, Oh ok I can tell you what they can do, move it to other parts of California. I'd like to be able to use it all over California. That's it I think the card should be able to be used all over, why can't I use it in other places?

Nothing, I can think of.

Make it last longer. Instead of a few years, make it five or six years. It's very inconvenient to have to go up there. They already have everything about you. You're not going to change unless God suddenly changes it. If they're going to renew the card, just renew and let it be done with that. They should put the design that you want on it. The picture should stay on it but let us pick the design of it. You know, personalize it. There's Oh, give us a little, fold up case. You know send us one of those. That would improve it.

I think it can be interview. I told you I was sleeping.

Nothing. 50% of people do not look at it. The driver can rob it.

Oh to improve it? Maybe like when we lose it don't take so long to send another one. It takes it 2 to three weeks to get a new one. From the time you lose the card it should be sent immediately. A new one should be sent quicker. It causes us a lot of inconvenience when we lose it.

Bigger numbers, bigger picture, there is a lot of people using the card that is not there card because they cannot show the picture to the driver, it is very small. That is all, bigger picture bigger numbers.

I don't know of anything particularly. I guess it's fine. If it would identify if I have a PCA privilege at all or not if I get on a train and get a 100 dollar fine because of the person that's with me that would be a problem because I don't buy a ticket for her but I don't know.

Nothing it is fine the way it is.

Nothing. They don't need anything to improve that service. They have GPS but people are left stranded which happens to me.

I like the program and the card. I don't have any problems.

No, we have to show it. I don't see that it needs improvement to me.

Well, I don't think they have to improve anything about the card. I think its good enough.

Get a live person to make the decisions on pickup times and not the computer. Let us get the time that we need to have to get where we need to go.

My income is limited so I can't use the Visa side because of the fees.

Get some kind of shield so it won't scratch.

What? I think it's pretty good. I don't think they need to do anything better.

I have no idea.

I didn't understand the question. I don't have any problem with them. I misplaced my card. That's the only problem, but it's my problem. I don't have a problem with them. I don't have the ID card. I don't know the number on it. I need the number to get a new card. I haven't called back yet, but I'm going to call them no later than tomorrow, so I can get one before the 23rd.

Make somehow go on the computer to find out how many rides are left in Santa Clarita.

The card itself No it's the same size as your credit card. Who's not used to that?

I have no idea.

Well, like I said it would but the taxi. It would be using the card so I can know what busses I can take for free and if I could use my Access card because most of us are on disability and if we have a card it should be provided. They should provide just a hospital ride instead of us calling 911, stuff like that. The card should provide a system like that where it just takes us to the hospital. Also, you know we should be able to have our medication and everything else hooked up to our Access card. We should register our insurance and whatever, because we can't really carry that stuff because we have a cane or a wheelchair, and we should be able to just have that around our neck to get our medication. All of that should be provided. Also, water should be provided on the bus.

I like it, okay, that's it.

No way of improving it. It is perfect.

No comment. I am satisfied with it.

The card is fine. It's the new computer system that ain't good.

I don't see no improvement at this point. I see, I like the card the way it is.

I am not sure, just keep it up to date.

It's fine the way it is.

Nothing. I like it.

I really don't know.

I have no idea. I think it's just fine.

I don't think it needs any improvement.

Better communication with their drivers. That would be all.

Well if people like then it is ok because other may want to use it for money.

I don't know what to say.

Change some of the rules. The pickup and drop off location. Well their rules, their riders guide says they do not do pickups or drop offs other than public streets on the curb, and I'm disabled and use a walker. I live in an apartment with concrete steps that goes down to street level. I have to go out to the back alley and walk around the entire block to be picked up by your drivers.

Every other transportation system I've used has been happy to pick me up behind my building, and there's a woman who works in Access who's in charge of such situations here in Los Angeles, her name is. Hold on. I can't find it now; I think her last name is Stevenson. She refuses to allow Access to pick me up in that alley behind my building even though all of the Access drivers say that they can pick up and drop off passengers in parking lots and alleys. They have pick up stands in parking lots and alleys, but they wouldn't do so at my apartment for me. They force me to physically walk a block a half every time.

Nothing. Leave as is.

No, I mean you got the credit card the picture ID. Pretty much it's perfect, even if things go down I got the picture ID Service wise it's not 24 hours.

Not really anything.

No, it doesn't have any problem.

Nothing to improve. It's already improved.

Better response time. It would be better if they could wait for you on short trips to the doctor or drug store. Hard sometimes to pay for your companion give them a card.

No it's great. But I have not really used it a lot because I have only had it for a few months.

I don't know ma'am. I don't know what they need to do.

Make it a billing card that you can pay at the end of the month. That would be nice.

Customer service or Access number when there are troubles. I don't know. Not really.

Yes I have. Is it better? Yes.

I have nothing to say on that one.

I don't know if It really needs improving. I think the way it's made is really good.

Make it for life.

They already improved it. It's well improved now.

Not really anything for me.

Use the walker.

Nothing. Giving more information on all the variable Accesses.

It's good enough for me. I'm very satisfied with it.

I don't know.

Say that again? No, I don't. I'm happy with it. I'm satisfied with it, it serves its purpose.

Nothing. Just wonderful. Anything at all that can be improved.

No it's fine.

Ha. I can't think of anything about the Access card that needs improvement.

I have no idea. As far as I know it is good as is. It works fine for me.

Have not any encountered anything bad with Access.

I don't know. Not to go from the valley without passengers and don't waste the gas. Sometimes they don't think about their connections.

Well actually I can't see it extending from what it is right now, like you have money on it and it's very nice for transportation too.

I don't know. Don't need improvement.

There's nothing they could do about the card but they should improve the transportation vehicles they use.

I don't know. I'm very happy with it.

I don't know about that so far it's okay I have haven't looked at it that much to improve it but when I do I will let you know.

It's good.

I cannot answer this. I don't know.

You know, I have not really used it long enough to say.

To take me to Valencia. The routes don't go as far as Valencia. It would be nice to go that far.

I don't think nothing needs to improve. It's a great program.

The way they schedule their appointments over the phone. I wish they would be able to schedule the time I arrive at the location, instead of just having to guess.

I haven't used it many times. If I was more familiar with the boundaries and I don't know the benefits of the Visa card. I don't know the benefits. Maybe if they had a video that I could watch online. That is about it.

I can't think of nothing that needs improving on the card. I'm very pleased.

I don't know much about it right now. I'm surprised by the idea.

I don't know.

No I can't think of anything.

Let's see. I don't know. I don't know about that you can't Access vehicles if you don't show your ID.

I don't know nothing about that.

Fine.

I don't have the foggiest idea.

Nothing. Nothing much, it's pretty good.

Nothing. It looks very good to me. The first card looked like a regular library card. Now it looks like a good card.

To improve it? I don't know what they could do to improve it it seems fine. As far as the service as far as the card I don't know what you could do to make that more convenient.

Put the ID card on the van.

Well nothing I guess. I use it and everything has been ok so far.

Nothing really.

I don't have any complaints. Alright for me.

Well, I don't think there's anything as far as improvements. I am pretty satisfied.

Well, just maybe changing the color, making it darker the Access number. It'd be easier to see.

It's a little bit hard for me to answer. I work with other people who use Access I know what the issues are. They are not my issues. The only thing, if they can find a way for people to keep better track of what's in the account, the truth about what the card is used for and be more supportive with those who are using it.

I understand at this station where I live for Metrolink some people are using the Access card and people are riding with them. Give the Access cardholder 10 dollars they can ride for free on the commuter train and someone needs to watch more. Something that is good is they have a sheriff and undercover cops. I like it because you can use it on the bus train and on the shuttle the Access shuttle. I can't think of anything else right now, I think the pictures are good keep that it is good. I have that.

I never think about that. Maybe give you more distance like just a nice little trip. How long I can go without using my card.

I don't see anything they could do to improve it.

No, nothing.

Nothing. Everything is good with it.

No reservation. You shouldn't need 24hrs for reservations.

Nothing.

Make the letters a little bigger on the back, the phone number especially. Basically for people who have trouble seeing. It is hard for me sometimes even with my glasses on. You know you could call me later after I think about it. I could come up with some other things.

I don't know.

Nothing. I feel it's fine.

Except for that I am satisfied. The number is not printed on the new card. It would be more convenient for me to have it on the new card rather than sorting through my old cards to find the number to call Access.

The card, I don't know how they could improve the card.

Well maybe they should have the information so all you have to do is say your name but than that would take away your Visa debit card and the free ride.

Nothing that I can think of.

I don't know. They are making it better already.

No I like it just the way it is.

Well if they did something like the American Express where there's no monthly fees that would be amazing. I would use it then.

No I have nothing to say about the card. It's all alright to me, you know.

Nothing, people ask how they can get a card when they see mine. The card is the best thing.

Nothing. The service. Don't pick another person when I am scheduled. I didn't know they had to pick another person. I was late for my appointment.

Only thing is it's a waste of money. You have to change your picture ever 2-3 years. Waste of time.

I'm fine. There is no improvement needed.

I think that Access should be more on time in the morning. I work 9 and I call at 5 and then I tell them to bring me at 7 o'clock and then 7 o'clock I go. It's good. It's good.

I don't know. Right now I have no problem.

I don't know. I guess make the picture a little bigger.

They should improve coming on time and they make you call them two days in advance.

I think they should leave it alone. I don't know if they put a date on it. Do they send a form every year?

I'm not familiar with this. I don't know. I am 86 and I have pain and need the Access card for sure. If I don't have it, I should drive and have accident and I don't want to because any accidents.

Nothing at this point. I have had no problems.

I believe that Access should make it more handicapped accessible. It should be more convenient for handicap or mental problems.

Wish it would come more instantly.

Well I don't know. I don't know. I don't know if there is any improvement that could be done. Everything works fine for me.

I think they should. When you request a trip they should have it sooner than 24 hours. You should be able to do same day.

I don't know no other way they could improve it. It's alright.

There isn't anything that I can think of right now. I'm kind of in the middle of something, I can't think.

I have no idea.

I don't expect any more. I'm happy with program.

I don't have any suggestions at this time.

I don't know. I can see that some people could use it as a Visa card to pay the fair. I prefer it to not be automatic. I would like to have the choice to pay with cash or the card.

I am very happy with the resource.

Well to me I have no problem just make that the black strip don't get damaged because if it gets real rough it won't go through.

I don't know. I don't think so.

I don't know. I haven't really thought. Momentarily I have no thoughts about it.

How can you improve? Well they already improved with adding the Visa. That's very good. I can't think of another idea.

I think everything is done. It's right the way it is.

I don't know. I think they are doing a great job. Everyone has glitches.

It's just fine the way it is.

I couldn't answer that question.

Nothing. I am fine with it.

More city buses included.

If I go super market, I want to buy things in cart. Driver doesn't want to put bags.

Get rid of the Visa part.

Nothing. The card is cool.

The ID card, ya mean? Nothing really just make the ID number clearer. It's hard to read.

We'll have fewer people per route. And make it more direct for me to get from Covina to Redondo Beach. I don't know if they can do that.

Well, I don't see anything that they need to improve. I think it is good how it is.

I don't know of anything. I can't say right now.

I can't think of anything.

I don't know. I just have no opinion on that.

Nothing. It's fine just the way it is.

They could plan the pickup time less than the train. Sometimes they could wait and pick me back up. That would be nice.

I think they need a label where it won't crack like it did on me. I mean it actually cracked on me on two sides it needs to be thicker. I think it's too thin, you know?

They don't have to change nothing. I told you, it gets an A.

If evening late and evening car has not come where should I call? The service when I call doesn't answer. Sometimes it pays the situation on some place, no light and no answer when I called.

They do it enough already. What more can people ask for.

No it's okay.

Well they have your picture, D.O.B., expiration date. They have everything on it. I don't think it needs improving.

More kind people working for Access transportation.

I think it is ok the way it is.

I don't see anything that they can do. There is nothing that compares to it out there. You can't get a debit on your tap card. I think it is the better card out there right now. There is a picture, there is debit, I can use it for transport or to make a purchase. I can't think of anything they can do to improve it. That's somebody else's job to think of.

Improved it already.

I don't think they should do anything. It's good the way it is.

I don't know. Sometimes they are late, but they never fail to get me there.

Nothing that I can think of.

I don't know. I don't know anything about that, how they could make it better.

I can't say too much because I'm a new member.

I want to go everywhere. More availability. Can I go to church? Can I go far away?

I don't think they should do anything.

I'm not sure. When I can ride the bus I like being able to take someone with me.

Do a better job of scheduling pick up.

Hard to say. I haven't used it, but I will be using it frequently soon.

It's okay.

I think there is nothing to improve. It's ok.

I am fine with it the way it is. I have no input about improving it. There should be more vans instead of taxis.

I don't think you need to do anything because the card is perfect.

Take a shorter time to process the card. Be able to apply online for a replacement card and be able to pay with a credit card so it takes less time to put money on the card.

There's nothing I think they can improve. I do have a complaint about. They give you five minutes to get to the van or the cab and then they leave you and if you're handicapped it takes you a while especially if you live upstairs.

There is nothing. I am satisfied with the use of the card.

For inconvenient trips, shorter trips and time.

I have never tried going out my area. If it was possible to get more information.

I don't know I guess have it more secure.

I think allow a color of choice for the person. Let you choose which corner to put your picture on it.

Just make sure these people get in the cars on time. I think it's not the Access person's fault, just the people that come aboard. Some push the driver and don't pay and he has so much traffic and everything that he forgets to ask for the card. A lot of people think that is their cab and it's not.

Well, they just keep it going the same way. Don't need to improve it.

I am used to it and satisfied. I can't think of anything.

If they can put a picture of the user on the card.

I think it's good. I think that everything is good. The system has changed right?

I've been satisfied with the card.

Can't say nothing about it. It's great and takes me where I need to go.

I can't think of something to improve it. I see people on the bus who it's always show your ID show your ID.

It's okay. I'm satisfied with it.

It's fine just the way that it is. Nothing wrong with the ID card.

I wish they could come on time, within 30-40 minutes.

I have no recommendation that I can think of to improve the present ID card Access.

Nothing, it's fine. I think the operators could be a little nicer. I mean some will give you two times, some will give you three times and some will just say no call back.

I don't know. No there isn't anything to improve it.

I think they are fine the way they are.

There's nothing they can do to improve it.

Don't need no improvement if you ask me. I like it the way it is.

They have done everything to improve the card. It works just fine. And I thank you.

I feel that when I called and told them about my card, they should have sent my card right away because I am an Access user. I can't really think of anything else. They do their job.

I can't improve it.

I don't know everyone who has the card should be satisfied.

Nothing really. Has a picture and everything. My ID is on it.

Well, you know I've never had a problem with it, so I don't know.

I don't know. I am fine with it the way it is.

I'm fine with it as long as I get to my appointment on time it is fine.

The ID card itself is great.

Lower the fee and activation for adding money. No just the Debit card portion.

I am fine with it.

For right now everything is good.

If I had used it I could explain but since I haven't used it I can't.

No, I still have the old card, I can't comment on the new card. I am happy with the old card. It's simple. The new card is complicated.

I don't know. I haven't thought about it.

I haven't found anything.

Long Beach access and Orange County access.

In a way it would be good to know when I get on the bus that they know I have a condition of epilepsy.

Link up with other buses.

I don't know. I have no suggestions.

No Idea. It's good already.

Nothing. No it pretty much does everything I need it to do.

I don't know, I don't have an answer for that.

Mine is just fine for me.

Oh no, everything is very perfect. Everything is very good.

I don't know right now.

Well I think it's okay, the way it is myself. You are free to put money on it if you want and things.

Good like is.

Improve the card side of the ID card, the Visa card. Less fees and to be able to go online and look at your account and see in real time posting. If you have a permanent disability, you should never have to renew your card. If you are born with a disability, say you are born a paraplegic. That is never going to change. Obviously you will always qualify. I don't think it's fair that someone like that should ever have to renew. If they got it during life and there is a chance of improvement you have to do renewals in order to keep everything morally and ethically correct.

I don't have any comments on that. I don't know.

They should add more people, more PCA. Probably like two.

I feel it's fine just how it is.

As it stands right now there is nothing. It cannot get any plainer.

The card itself, to me the card is a good idea. It has the picture on it. I don't know about loading the card though.

I'm happy the way it is. I can't see any improvement for me.

No it's fine the way it is.

I don't know sir. Just make sure that whoever gets them, needs them.

I don't know. I don't know. Let me think. I don't know.

Never really thought of any of these questions you are asking.

I don't know how many years I have before I have to send paper or money.

Actually it's a good program. Sometimes it makes mistakes but overall it is a good program.

Well it would be great if you dropped your card or can't find it there would be some electronic system where you could give your social security. It would be great if you could bypass the card. I guess when you're using the bus and get free fare you have to show the card to them. Having to reach and show it to them it's kind of hard.

They should give you a call when they are there.

Improvements? Well, I don't like so many stops. I need to get to my destinations. I was cutting it really close.

Try to pick up people more on time when you are getting out. Sometimes they aren't there on time.

The only thing is for people in Lancaster, you can only call on a Monday and when you go in for your meetings, they've changed from senior center to some place on Elm Street which is seven miles away and it's hard to get there.

The card itself? Make it so people can use it as a credit card without so many charges. You know, it should be like my debit card, but my son says they charge too much. It would very convenient as a debit card so I wouldn't have to haul my debit card around, too.

Well, what are you meaning by improve? Well, I use it often but not that often. I don't know what to improve on it. I guess that was it.

I don't think there's nothing wrong with it.

Nothing. It doesn't need to be improved.

More on time.

Sometimes I don't have money. I want it like a credit card.

I really don't know. I just know you have to have the card to use Access.

Card holder. Hole in the card so it don't come off.

Yeah, not having a 5 dollar a month fee.

Maybe they can put some kind of film on it to help with scratches.

I think their good. Just make it a same planner. Yes sir.

At this point in time there's nothing I can think of for them to improve it. I think it's very convenient. They're doing a great job.

Nothing really because everything is pretty much set.

The card is perfect for me. I do not have anything bad to say about the card.

Nothing. It's wonderful.

Most the time I have to give them cash.

I don't know right now.

I have no complaints about the card.

I don't think there's any improvement necessary.

Talk to their customers. Listen to them.

I don't think there is anything else they can do about the card. I don't use the Visa part.

It doesn't have to be together the Access card and Visa card.

Other than to get their equipment and update their system.

It needs to be made clearer that you loading it only for taxi rather than for buses. It needs to be made clearer to the rider. When you are getting money loaded, it's hard to make sure if it's taxi only or not. I guess it would be rude of a driver if they haul off or don't show up. Sometimes when you call in to say no one is there, it takes a long time to reschedule. I don't have trouble with the first pick up. It's usually when I'm going home. When you are a disabled person you can't wait two hours to do what you need to do. I just don't book a ride. I find another way to go instead. This happened over a period of years. I'm really frightened if they are doing paperwork while trying to drive, or tailgating on the freeway because they are rushing to get where they are going. You want to be comfortable while going. It has been a mixed bag, but I have also had good drivers.

Nothing. I don't know how I could improve it.

Really nothing, helpful, good.

I don't need anything to improve. It's nice.

It's fine.

They should do whatever they can do to make it work one hundred percent.

Oh gosh, more, you know what it's really hard to get a trip at the time you want now. I don't know the reason. Maybe it's because there are more people using it.

Use it on the on Greyhound buses, if it's possible.

Some of the buses like it if they are coming from L.A. Some of the buses won't take the card.

I think it's okay. But some riders don't want to show the card. They don't want to pay.

So far it's working fine for me. I haven't needed it too much yet.

I don't know, this is good. Everything is good for me.

They do the best they can. They couldn't do anything better.

Always be on time.

I think it should be like bus where you don't have to pay to go up and back. People don't have money to be paying.

Nothing. Yeah it, it's good.

Was all day waiting in the office to apply for the card.

It's fine with me.

Maybe be more on time.

I do not know.

Nothing, I am satisfied with it.

Should make it a real credit card.

No nothing to improve the card. Ride a cab for free.

Fine the way it is. They don't need to change anything.

From my standpoint it looks like they have everything covered to me.

The card's okay, it's the service that's the problem. The one problem is that they take a long time and they went to the wrong place.

They doing good.

Nothing that I can see I am looking at it right now and nothing wrong with it.

What to improve. It should say that I'm eligible.

It is good just how it is.

Right now I can't think.

I think do more for disabled people. We think your services are good.

Well for me, I've been fine, so nothing. I don't have anything bad.

It does its purpose it was made for.

I don't know. I don't know what they could do.

The look is perfect. It is very convenient and excellent.

Nothing that I can think of at this time.

I don't know. It's good 100%.

Nothing, it's okay. It's already improved.

Nothing, it is good for me, make it easier to use the debit feature.

Nothing, it's just fine. Nothing I can think of.

Let's see, maybe give me a gold one. I don't know really, maybe make one to fit on a key chain.

Well I don't think that it's necessary because it identifies the person. The driver has to check the ID and make sure it's the correct person. They need to make sure that it's you. I don't think there's anything wrong with the card. It's business-like and it has your name and picture and that's very efficient.

When I called for the ride I was inside the doctor office the secretary didn't know that they were outside waiting so she called back to come pick me back up.

Well I think its ok. It doesn't really need to be improved. It's fine. I do sometimes need someone to come with me. I do like that where I can have someone there with me without having to pay extra.

They can send my ID.

No complaints about the card.

I don't they need to improve it. I'm happy with what I have.

Nothing really. Yeah, it's fine the way it is.

Arrive on time. Call people when they are close to the location so they can get outside and wait.

Get rid of it? No feeling about what they should do about it.

Nothing. It's okay.

Now we're talking about the card that I never use? I have no opinion as to that.

Make calling easier.

Nothing I can say about it.

The numbers on the back of the card. One complaint a year or two is not too bad. One time they did not show up in time so. They could figure out appointments better. January 6. They took me to my church, 8:30 it was. Too early and the church was closed.

No. I don't have anything, I don't know.

You know I cannot find anything wrong with the card. It is perfect. I'm very grateful.

I have no complaints. It's just fine. I have nothing to complain. I don't have to ask anyone for rides I can just go on my own.

I don't know. It runs. I'd say it serves its purpose.

I think the Access card is good.

It should have more drivers. They pick up so many people you are late to your appointment, you miss your appointment.

I don't know. I'm happy with it.

Improve the time to get another card. You pick up a card at an outlet.

I don't know any improvement that they could make.

I don't know.

Oh, make the picture clearer. Different color. Yes.

I think they have done a wonderful job so far.

To me it's all good, how it is.

You know, I'm very satisfied.

It's alright the way it is. Very satisfied.

Ain't nothing wrong with it to me. I like that little green card, it's. It's pretty.

The problem is that when I am in the doctor's, if I am scheduled to go to the doctor and let us say the pickup is on time, but the pickup is a little bit difficult they are not coming at the time, maybe I will stay for two hours after the appointment. Wait times to pick up are long.

I don't know what can be done.

Well nothing. I like the card there is no problem with that. It's better than the one before, better than the old card they have.

I don't know, seems to be alright for me.

Be able to call before the 24 hours. Sometimes something comes up.

It's fine. I have no idea. One of the drivers she wishes they enlarged the pictures, but I have no trouble with that.

Make it still active even if it de magnetizes the card.

I don't really know what the ID card does except take you around on the bus.

Well right now it don't need no improvement. It does what it says. It meets the criteria for what it says it's for. No, it's fine.

I feel they should let you take time off.

They need to expand to airlines.

I don't know nothing. I guess nothing.

Doesn't apply to me because I haven't used the card yet. You are asking me questions that don't apply to me.

Have no idea. I am pretty satisfied with Access. They have gotten pretty good throughout the years.

I don't have any suggestions.

Make it into a credit card.

Well I think that they should give you a warning about when they are going take your picture and that that's the picture that going to be on your card.

I don't know what else they could do.

This, I don't know. Everything is fine.

Have a bigger picture. Nothing wrong with it. If it's not broken don't fix it.

I can't see it so I don't know. Some people might need the Visa part.

Offer a holder to carry it around my neck.

Nothing that I would say. I don't have a problem.

Change it back. Access needs more drivers. They do not have enough drivers. They are after just the money.

Right now I cannot think of anything to improve it.

They should get a vendor that has more hours. No, they need a vendor that has better service and better hours.

Get rid of it because it doesn't do me a bit of good ma'am. It doesn't do me a bit of good. I can cash my check on my own and send it to my house but I have to send it to these people and I'm tired of it.

I have no suggestions at this time.

I don't know.

It's fine just the way it is.

Nothing, everything's fine.

I am very pleased.

There is nothing wrong with it.

Don't think they need to do anything. By card or cash I don't see anything wrong. To me it don't make no difference as long as I have an ID when I'm asked for it by the driver.

No. It's fine. No faults.

They have done everything they could to improve the care.

I don't, I don't know. I don't think they could, it works fine. I'm happy with it.

Nothing. It's just fine, leave it alone. Don't break it if it ain't broke.

Get rid of it. Go back to original card where I just flashed it instead of standing in line.

I don't know. I haven't given much thought to it. It seems like it's working very well it doesn't need any improvement.

Right now I have no complaints.

There's nothing to add or change.

Make the drivers more aware of the time when a patient has to be at the doctor's office. They were. Late three hours. Picking us up from the doctor's office and bringing us home.

The only thing is that sometimes when you call to be picked up. Sometimes they are a little discourteous.

Response time.

At least give a 5 minute wait before driving off. If they are there before time they need to wait 5 or 10 minutes before driving off without you. They'll leave you if you aren't waiting.

Go across state lines.

I think it is good.

Be a littler early. That's about it.

I have nothing against it. It is good.

Satisfied.

Everything is excellent as it is right now.

I don't see anything.

Would have no suggestions on that.

I have no idea. Everything is just fine.

It's alright with me.

I don't know. They're doing pretty good keep it like it is.

I don't know if can improve it. They know that you have an Access card, why do they have to check, but this does not conflict on Access.

Right now I don't see anything that I would note that they need to improve. Because I am able to go where I need to when I need to in most cases.

I don't know. I haven't used it much yet. Later on when I have used it more, maybe I could say more.

The card is fine.

Well the only thing I point out to my drivers once in a while when I'm going somewhere and I know. The easier route I don't know if I should interject. I do but it knocks off a few minutes I don't know if I should do that or not.

Nothing.

It's nice when you pay with the card, don't have to find change or whatever and you can just get in the van and give the card. No charge when you no show.

Yes, I feel they should come up with a different design especially with visually impaired people.

I think the card is fine like it is. I don't see anything. I don't have anything.

They could improve it? I don't know, not charging \$2.50.

Nothing as far as I'm concerned the only thing when they changed from the white to green card I wasn't informed and I had to occasionally pay fares.

Have a station you can go to get it repaired or whatever, without having to wait for it to get back.

Tell them they need to inquire what size taxi to send to meet the patient's needs. Check the taxi drivers if they leave enough room for the patient.

Nothing at this point, because I don't use it.

They already improved it a lot.

I don't see anything wrong with.

Be more alert with patients, on time, be more consider patients on bus.

I can't think of anything.

I think it is pretty good, right. I haven't had any problems so far.

I can't think of anything at all. I think it's perfect.

They're okay. I don't think they need improvement.

I don't think you can do nothing.

I don't have any ideas.

Not really. It is good. Except maybe, I don't know.

Make it to where you can take another person.

Nothing. Well I say I am new to it so I see no problems or anything you know so I have no comments on that. You know I say I'm new to it so I have no problems like the driver going to take it or the bus driver going to take it.

Nothing comes out in my mind right now.

Well, just about the rate. The price went up a bit.

Nothing. They need to improve transportation.

It is fine.

Maybe use it as a passport picture that you can take outside, recent pictures.

The only thing is not having the fees.

Nothing. Everything's alright. It's true, they're doing their job.

To make sure their drivers are on time. If they cannot see the person they're supposed to be picking up, they should give them a call because they might be standing right there and they just can't see them. And they only stay for five minutes and then they take off and leave you sitting there and you have to wait for the next shuttle, and that could be five hours later sitting in the rain, you know?

Make sure the card goes through the fare box like should, on the bus.

They should never let a person off on the curb when they are in the red near a signal light. She left me off on the road, in the curb lane, then she came back and I told her I am supposed to be dropped off on the side of the road where the parking lot is. She should have taken me inside of the parking lot on the side of the building. On the side there's a red curb and you are supposed to be dropped off on in the red in a signal light at a bus stop.

I don't see any need. People ask me for it, check my number and everything is good.

Not really because they do a good job at what they do.

Everything is good nothing needs to be done.

It's fine the way it is now. I'm very satisfied.

I don't think there's any improvement needed.

I think they have done all they can do. It's a very helpful program.

Give it people Access. They give that in wheel chairs.

I don't know.

I wouldn't change anything.

No opinion. I don't use plastic.

No not really. Pretty convenient.

I don't know what they can do to improve it.

Us drivers are required to contact the pickup to know if they're gonna be on time or late or things like that. Less customer service wait time to find out where their cab is at the moment.

It's good. It's good just where it is.

Would be nice to have something so we could carry it around our neck. On the train they could see it around our neck.

Put some money on it.

I like it as is.

Mother's maiden name, some secret password. I mean anyone could get a hold of that card and use it. No ID displayed when boarding. Maybe ask for ID.

No recommendation.

Really don't have any suggestions.

If I have to call, it's only 3 buses from here. It's inconvenient for me.

Say what? I don't know, I don't think they could do anything. It's okay with me.

I think they've done enough. Because. They get me where I need to get to.

So far it's been fine for me. The only thing is I have to be on time for the doctor. Sometimes they have other passengers and I get nervous, but I get there on time.

You come on time. That's enough. If they come in on the time this is very good. If the Access is coming on the time this is the best thing they can do. Everything is nothing.

I'm satisfied.

Well the other card was much better. It should be a better design in my hopes.

Well nothing really. I don't see anything wrong with it. It's O.K. The way it is.

I don't know how you can improve it. Don't think there's anything.

Nothing at this time. It's very satisfactory.

Make it so that you can stick it on your shirt.

Get new taxi drivers. Most of them are very rude. They don't help with the seniors. They don't obey the laws. I have tried to let Access know this problem and nothing has been done. I have been left before also which has caused me to almost be suspended from Access.

Nothing really. I'm satisfied.

I don't know.

I really don't know.

There's no question. No improvement.

Put the number for customer service.

Nothing. Everything is quite well.

I'm fine with it. I could ride the train and the bus.

I don't know. Just keep doing what they're doing.

I think it's good the way it is.

I don't know, satisfied, Accessible.

I don't know nothing they need to improve.