

INTERCITY TRANSIT

2015 DIAL-A-LIFT CURRENT RIDER AND NON-RIDER
SATISFACTION SURVEYS

FINAL REPORT

JANUARY 2016



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Executive Summary

In fall 2015, Intercity Transit commissioned a survey of current riders and non-riders of its Dial-A-Lift (DAL) Americans with Disabilities Act paratransit service. Intercity Transit sought to collect feedback both from clients who had used the service within the past year as well as those who are eligible to use the service but who had not recently done so. Such data can help guide service evaluation and identify potential areas of improvement.

The objectives for the DAL survey included:

- Gathering data on overall satisfaction of riders,
- Identifying service improvements desired by current riders,
- Creating a profile of DAL clients and how they are using the service,
- Identifying barriers to service usage among non-riders, and
- Updating 2011 baseline performance data as a basis for future-year comparisons.

The surveys were conducted utilizing a telephone methodology, with complementary online data collection, during October and November 2015. Two survey instruments were utilized; one targeted current riders and another targeted eligible riders who have not recently used the service. Survey contacts came from a database provided by Intercity Transit.

Current Rider Survey

The current rider component resulted in the collection of 435 valid surveys, exceeding the sample target of 400.

Through analysis of the simple frequencies arising from the collected data, we compiled a profile of the “typical” rider. Based on survey responses, the profile DAL rider:

- Is female,
- Self-identifies as Caucasian,
- Reports a total annual household income of \$14,999 or less,
- Pays her fare in cash,
- Holds a Reduced Fare permit,
- Has not driven a car in the last month, and
- Reports being “very satisfied” overall with the DAL service.

Non-Rider Survey

The non-rider survey resulted in a sampling of 116 respondents. Through analysis of the data, it was determined several of the surveyed individuals originally determined to be inactive were actually current users of the DAL service and therefore invalid for the purposes of the non-rider survey. Removing these individuals reduced the survey sample to 84.



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By analyzing the simple frequencies arising from the collected data, we compiled a profile of the “typical” non-rider. Based on survey response, the profile non-rider:

- Is female,
- Self-identifies as Caucasian,
- Has a total annual household income of \$24,999 or less,
- Is satisfied with DAL interactions to this point,
- Has not recently utilized regular public transit, and
- Has other transportation options that contribute to the lack of DAL use.

Recommendations

The results of the 2015 surveys were very positive, with riders reporting very high satisfaction levels with nearly all attributes of the reservation, pick-up, and ride experience. Even a majority of non-riders gave positive ratings. Still, some survey respondents identified concerns influencing their overall experience, and in some cases their willingness to ride.

The concerns included:

- Eleven percent of non-riders reported difficulty completing their registration for the service.
- Many riders and non-riders indicated a desire to schedule trips outside of the five-day scheduling window, or to have an improved chance of successfully scheduling a last-minute trip.
- Nearly 10 percent of respondents to the non-rider survey expressed interest in the service yet resided outside the service area—in some cases, a mile or less outside the service area.

Section 2 of this report includes summary and analysis of responses from current riders, while Section 3 includes summary and analysis of responses from non-riders. Where notable, the analysis includes comparisons between 2015 and 2011 survey data.

The survey instruments and data frequencies are included in the appendices of this report.



Current Rider Survey

In fall 2015, Intercity Transit commissioned a survey of riders of its Dial-A-Lift (DAL) Americans with Disabilities Act paratransit service. The survey was designed to collect feedback from clients who are currently using the service, which would help the operator evaluate its service and identify potential areas of improvement.

Objectives for the DAL current rider survey included:

- Gathering data on overall satisfaction of riders,
- Identifying desired service improvements,
- Creating a profile of DAL clients and how they are using the service, and
- Updating 2011 baseline performance data as a basis for future-year comparisons.

The surveys were conducted utilizing a telephone methodology, with complementary online data collection, during October and November 2015. The pool of survey respondents for the rider survey came from a list of telephone numbers provided by Intercity Transit.

Survey Development and Administration

The DAL Customer Satisfaction Survey was developed in conjunction with Intercity Transit staff, utilizing the survey instrument from the previous DAL customer survey conducted in 2011. Utilizing the same instrument supports baseline comparisons between the responses from the two survey periods.

Moore & Associates uploaded the survey instrument to Survey Monkey to support complementary online data collection. To promote the survey, a pre-survey postcard was distributed to current and inactive DAL patrons using a database provided by Intercity Transit. The postcard had two objectives: to communicate the legitimacy of the DAL phone survey within the target audience and to encourage participation.

Data Collection

Moore & Associates developed a sample target of 400 respondents. All phone calls were conducted by trained bilingual surveyors and monitored by supervisory staff. Phone numbers called were strictly limited to those provided by Intercity Transit. Households where contact was not completed were called a maximum of three times, after which the phone number was retired. When initiating a phone call, surveyors introduced themselves on behalf of Intercity Transit and asked permission to conduct the survey. Upon receiving consent, a question was asked to clarify if the contactee was the person listed in the database or a relative or personal care attendant answering on behalf of the DAL registrant/user.

Trained surveyors read each question along with potential responses. Surveyors were responsible for completing the survey with the respondent, including documenting any additional information the respondents may provide. If a respondent was unclear of a question or responses, the surveyor would assist by providing clarification while not “leading” the response.

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When necessary, surveys were conducted through a TTY or through Washington Relay Service, the free service provided by the Washington State Office of the Deaf and Hard of Hearing (ODHH), to enable individuals who are hearing impaired to participate in the survey.

Data collection resulted in 435 valid samples for the current rider survey, exceeding the sample target. Of these 435 surveys, 1.8 percent were completed online.

The survey instrument and data frequencies are included in the appendices of this report.

Data Processing

All current rider survey data was entered into Microsoft Excel using trained personnel. Supervisors reviewed data entry work on a daily basis while also conducting spot-checks throughout each day.

Data cleaning was undertaken by trained personnel following completion of data entry. This process resolved variations in data formatting that resulted in identical responses being sorted as different (i.e., “blind” and “BLIND” were cleaned to form one response). The cleaned data was then imported into a Statistical Package for the Social Sciences (SPSS) database for further analysis.

The SPSS database allowed the consultant to compile simple frequencies as well as perform cross-tabulations within relevant datasets. Data cross-tabulations allow comparisons between survey responses that can provide additional insight into customer profiles, travel patterns, perceptions of service, and demographics.

Survey Findings

“Typical” Respondent Profile

By analyzing the simple frequencies arising from the collected data, we developed a profile of the “typical” DAL rider. The profile rider:

- Is female,
- Self-identifies as Caucasian,
- Reports a total annual household income of \$14,999 or less,
- Pays DAL fare in cash,
- Holds a Reduced Fare permit,
- Has not driven a car in the last month, and
- Reports being “very satisfied” overall with the DAL service.



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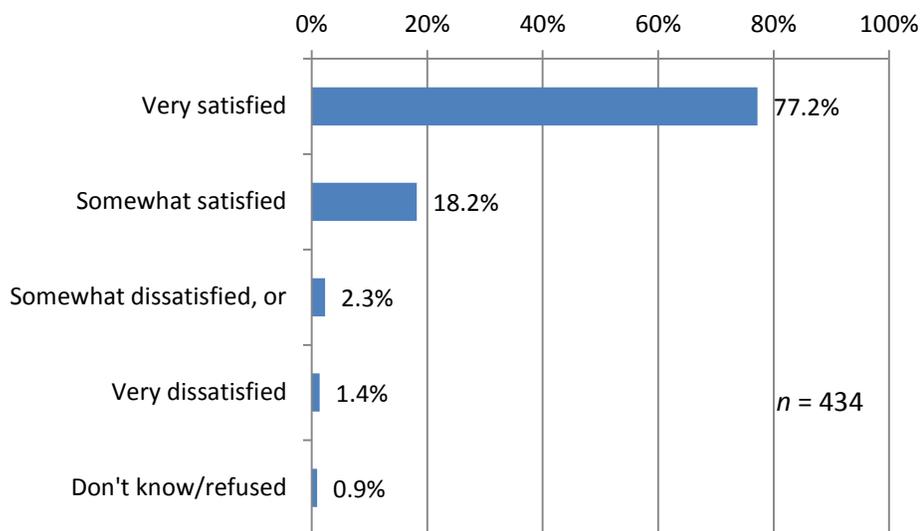
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Question: Thinking about your experience with Dial-A-Lift overall, which of the following comes closest to describing your rating of the services provided to you?

Slightly more than 77 percent of current DAL users indicated they were “very satisfied” with DAL services. An additional 18.2 percent reported being “somewhat satisfied” with DAL services. Less than five percent reported dissatisfaction.

Exhibit 2.1 Satisfaction



Comparison: 2015 vs. 2011 satisfaction levels

The 77.2 percent of riders who indicated being “very satisfied” is an increase of more than 7 percent from the 70 percent noted during the 2011 survey period. The 95.4 percent of respondents who indicated being either “very satisfied” or “somewhat satisfied” is similar to the 96 percent who indicated the same satisfaction levels in 2011.

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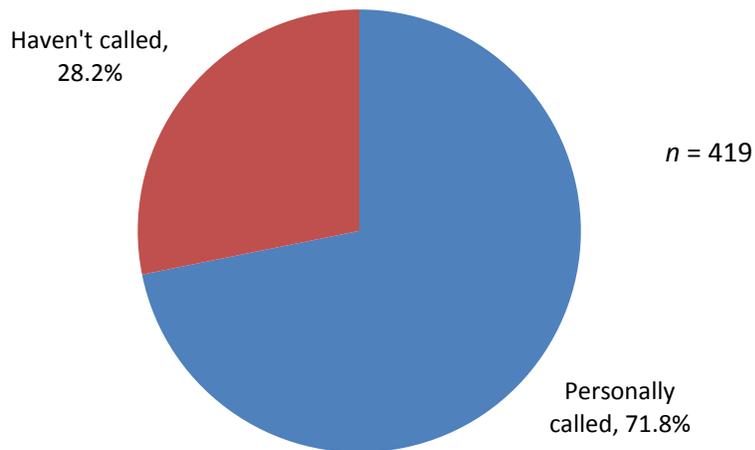
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Question: Have you personally called Dial-A-Lift to make a reservation for any rides in the past month?

Nearly 72 percent of respondents reported personally making a ride reservation during the month prior to survey contact.

Exhibit 2.2 Personal Reservation Calls



Satisfaction with Ride Reservation Experience

Question: I'd now like you to think about your experience reserving a ride through Dial-A-Lift over the past month. Please only consider your interaction on the phone with ride schedulers when providing a rating.

Respondents were asked to rate a series of attributes related to the DAL ride reservation process. Response options included "Excellent," "Good," "Only Fair," or "Poor." These attributes were then assigned ratings based on a four-point scale, with "Excellent" equaling four points, "Good" equaling three points, and so on. A mean rating for each attribute was then calculated.

Overall, respondents rated each attribute between "Excellent" and "Good." The highest-rated reservation attribute was "courtesy of ride schedulers," which received a mean rating of 3.68. The lowest-rated attribute was "length of hold time before speaking to a ride scheduler," which received a mean rating of 3.21.

Exhibit 2.3 Reservation Experience Ratings

Attribute	Mean Rating
Length of hold-time before speaking to a ride scheduler.	3.21
Courtesy of ride schedulers.	3.68
The hours ride schedulers are available to book your trip.	3.37
The skill of the ride scheduler in working to meet your reservation needs.	3.47

To provide further insight into the various attribute ratings, see Exhibits 2.3.a through 2.3.d.

2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

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Exhibit 2.3.a Reservation Satisfaction - Length of Hold Time

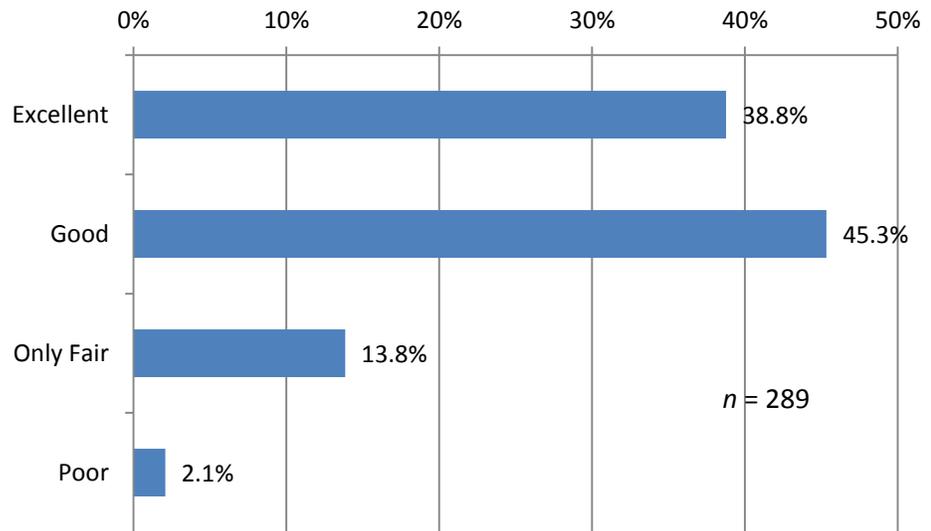
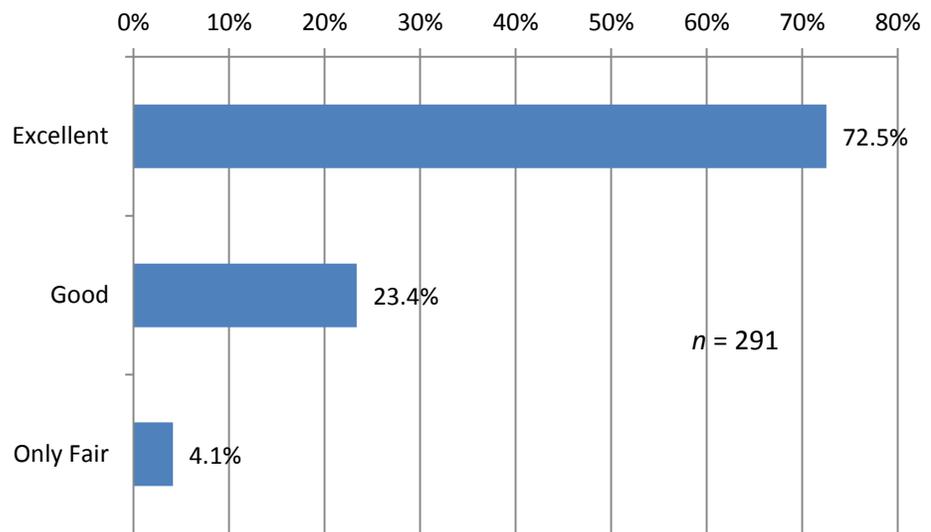


Exhibit 2.3.b Reservation Satisfaction – Courtesy of Ride Schedulers



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Exhibit 2.3.c Reservation Satisfaction – Hours Schedulers are Available

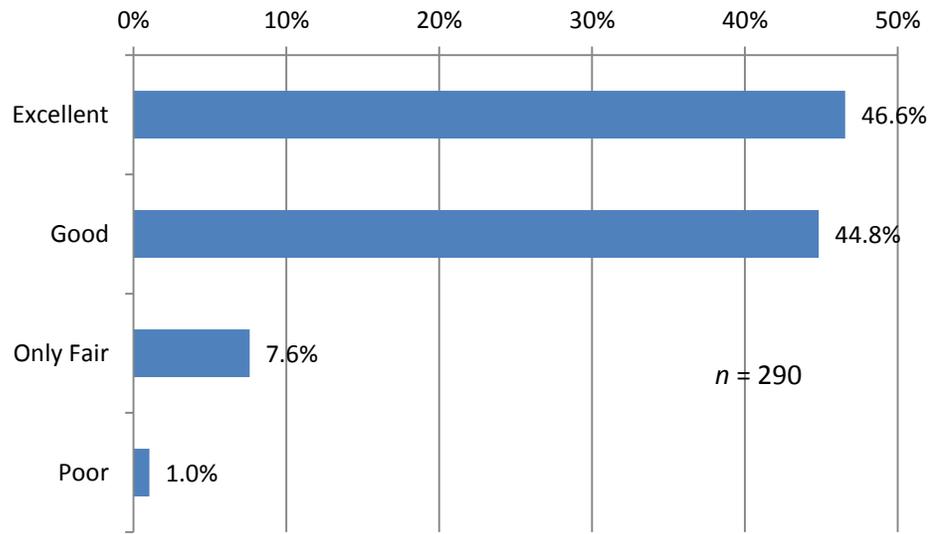
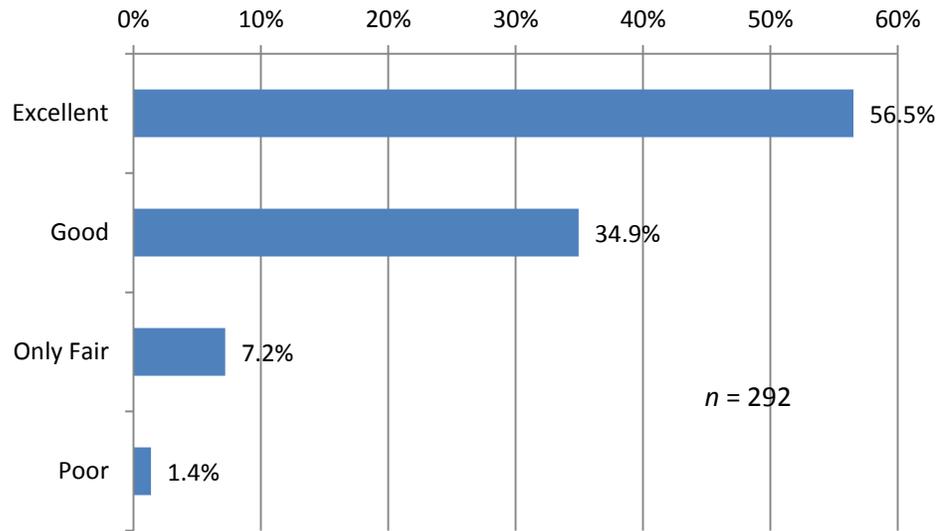


Exhibit 2.3.d Reservation Satisfaction – Skill of Ride Scheduler



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Comparison: 2015 attribute ratings vs. 2011 attribute ratings.

The following chart compares the percentage of respondents who rated each scheduling attribute as “Excellent” or “Good” in 2015 to the corresponding percentage in 2011.

The attribute with the greatest increase in positive rating was “Length of hold-time before speaking to a ride scheduler,” which increased six percentage points from 2011. Only one attribute, “The skill of the ride scheduler in working to meet your reservation needs,” declined in rating; it decreased two percentage points to 91.0 percent.

Exhibit 2.3.e Reservation Experience Ratings

Attribute	2015 Rating	2011 Rating
Length of hold-time before speaking to a ride scheduler.	84%	78%
Courtesy of ride schedulers.	96%	96%
The hours ride schedulers are available to book your trip.	91%	90%
The skill of the ride scheduler in working to meet your reservation needs.	91%	93%



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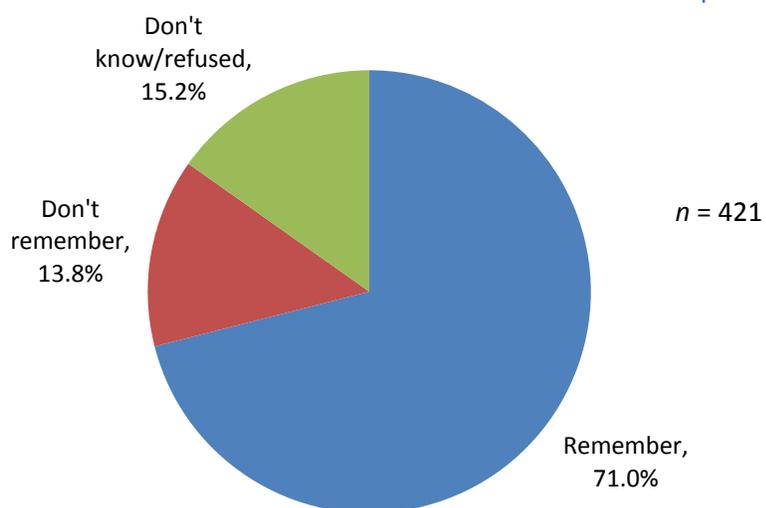
Questions about a Specific Scheduled Trip

The next set of questions asked respondents to recall their experience of a specific trip that had been scheduled on a specific date and pickup time. (Note: schedule information was provided by Intercity Transit.) The surveyor’s instructions to the respondent were: “Although you may have also used Dial-A-Lift to travel in the reverse direction on that day, for these next few questions I would like you to think just about the portion of the trip when you traveled from” the specified departure location to the specified destination location at the specified pickup time. Respondents were assured their personal information would not be shared with other parties beyond the DAL rider survey.

Question: Do you recall that you were scheduled to take this particular trip?

More than 70 percent indicated they recalled the specified trip provided by Intercity Transit. While 13.8 percent said they did not remember the specified trip, 15.2 percent said they did not know or declined to answer.

Exhibit 2.4 Recall of Specified Trip



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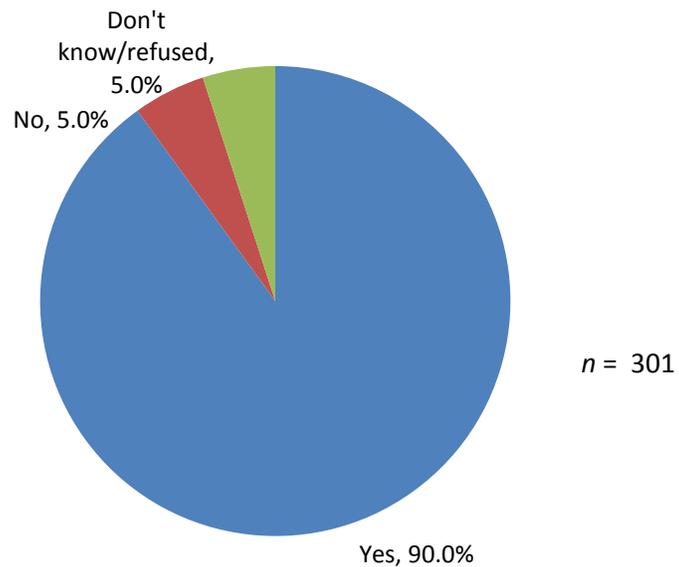
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Question: Did you actually take this particular trip?

Ninety percent of respondents indicated actually completing the specified trip.

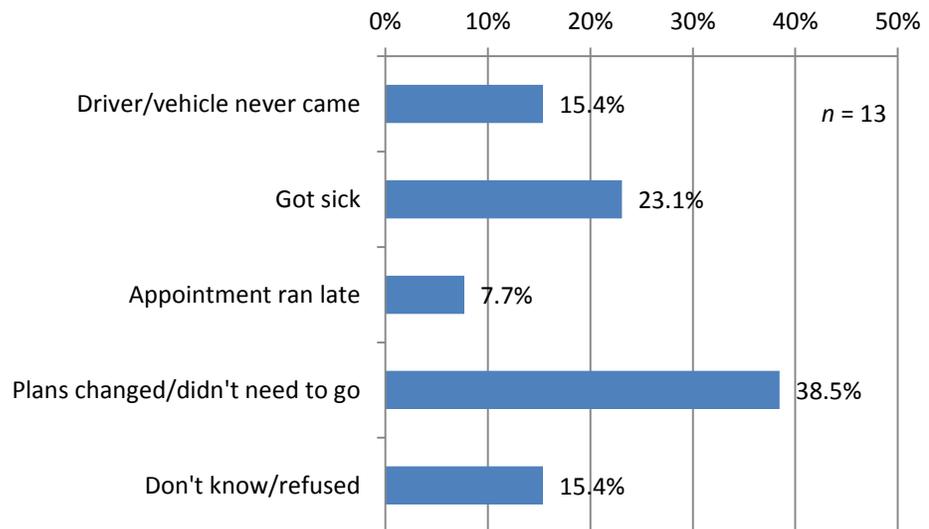
Exhibit 2.5 Execution of Scheduled Trip



Question: Can you tell me why you did not take this trip?

The 13 respondents who reported not making the specified trip were asked to indicate a reason why not. "Plans changed" was the most common response, selected by 38.5 percent of respondents. "Got sick" was the second-most common response (23.1 percent). It should be noted that 15.4 percent indicated they did not take the trip because the driver/vehicle never arrived.

Exhibit 2.6 Reason for Aborted Trip



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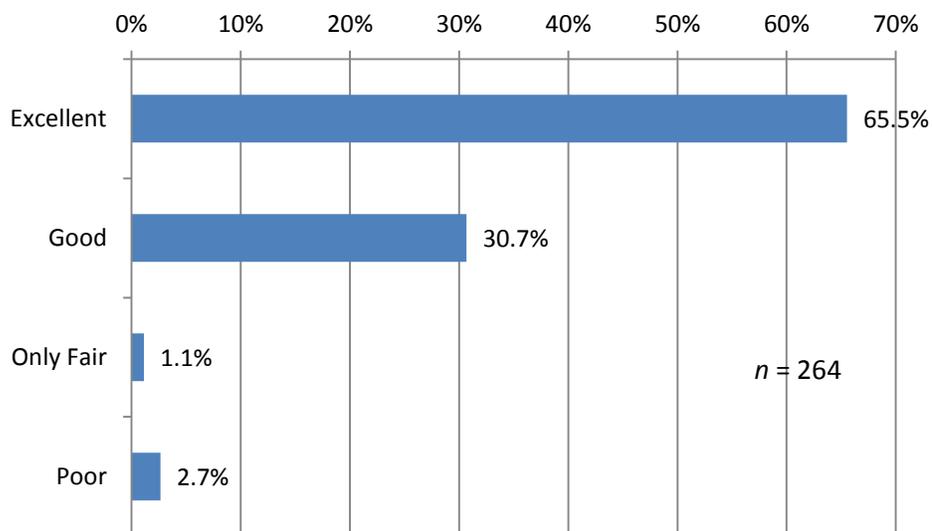
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Question: Overall, would you say the quality of Dial-A-Lift's service on this trip was...

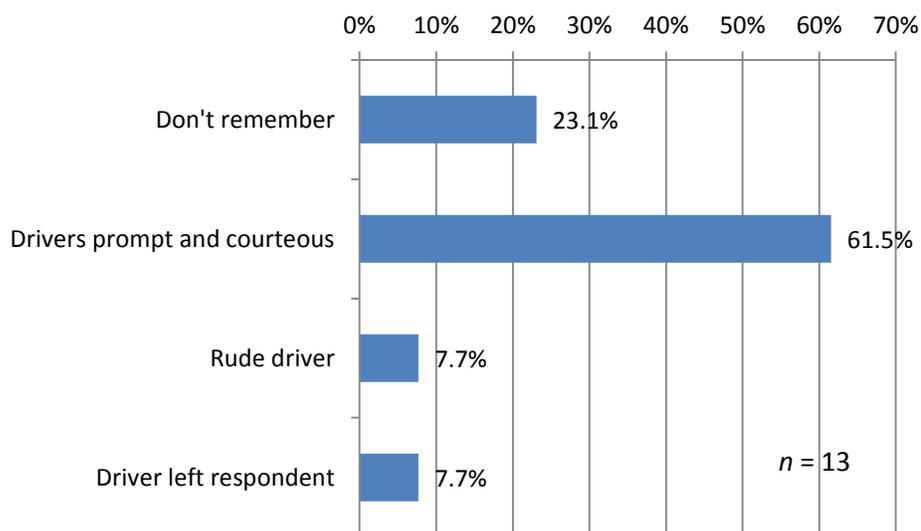
Survey respondents were asked to rate the specified trip as "Excellent," "Good," "Only Fair," or "Poor." Nearly 66 percent rated the surveyed trip as "Excellent," and 30.7 percent rated it as "Good." Less than four percent rated their specified trip as "Only Fair" or "Poor." The 96 percent who provided a positive rating was a slight increase over the 95 percent who did so during the 2011 survey period.

Exhibit 2.7 Rating of Specified Trip



Respondents were asked to elaborate on their responses to the prior question. Nearly 62 percent cited the promptness and courteousness of drivers. One respondent who gave a negative rating cited a rude driver, while another reported being left on a trip. (Note: This alleged incident may not have occurred on the date specified based on the trip information provided by Intercity Transit.)

Exhibit 2.7.a Reason for Rating



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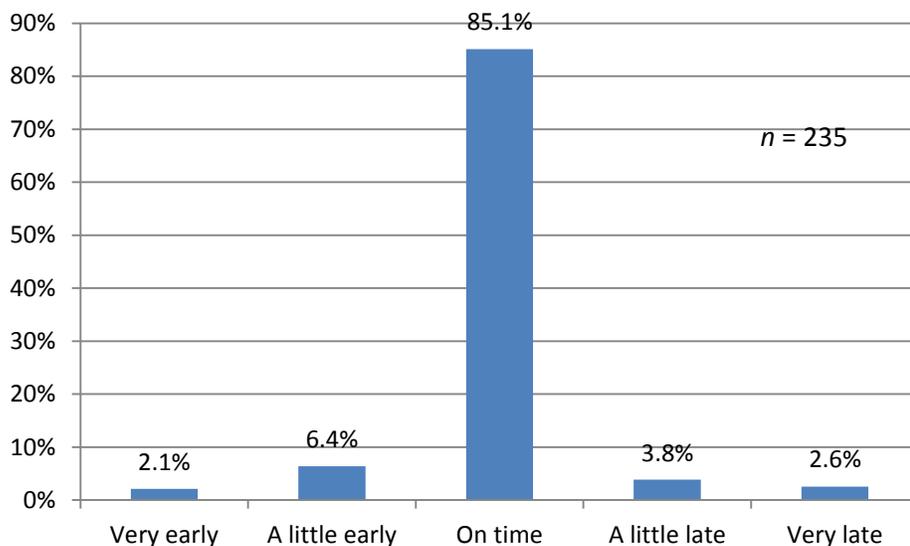
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Question: Did the driver arrive during the pickup window or did he or she arrive before or after the window? If before or after, was the driver a little or very _____ (early or late)?

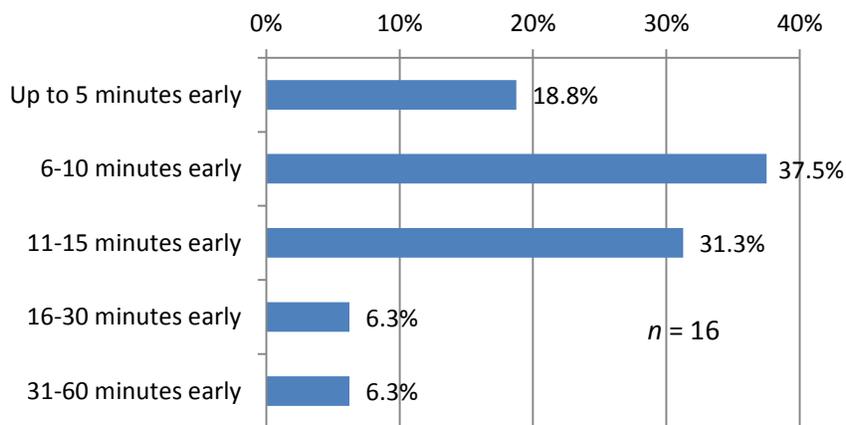
More than 85 percent of respondents reported the DAL driver arrived within the agreed-upon pickup window. Approximately eight percent reported the DAL driver arrived early. Approximately six percent of respondents reported the DAL driver was late.

Exhibit 2.8 Driver Arrival



Drilling down, 2015 respondents who indicated an early arrival were asked to estimate how many minutes before their pickup window the driver arrived. Nearly 38 percent estimated 6-10 minutes early, followed by 31.3 percent who estimated 11-15 minutes. Approximately 13 percent estimated an early arrival of 16 minutes or more.

Exhibit 2.8.a Early Driver Arrival



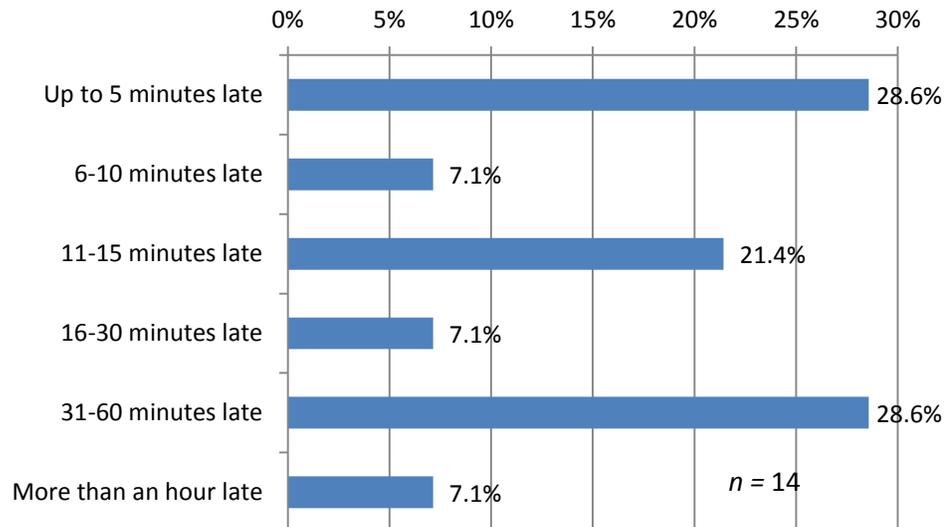
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Respondents who indicated a late arrival were asked to estimate how many minutes after their pickup window the driver arrived. Two responses were selected by 28.6 percent of respondents: up to five minutes late and 31-60 minutes late.

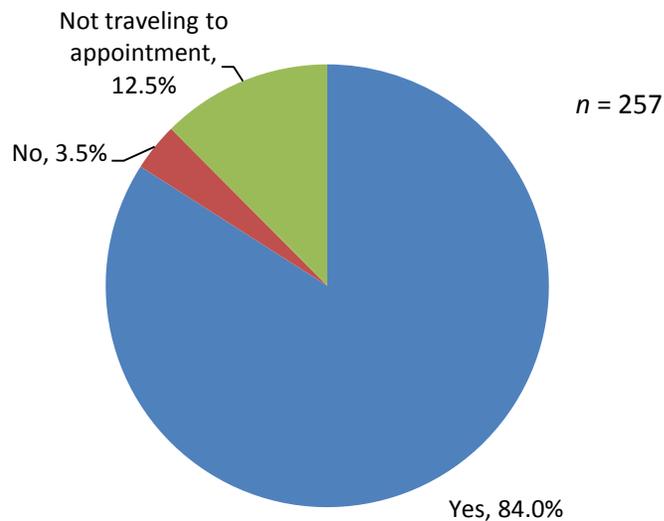
Exhibit 2.8.b Late Driver Arrival



Question: If traveling to an appointment, did you arrive in adequate time at your destination?

Eighty-four percent of total respondents said they arrived at their destination in adequate time. Approximately 13 percent reported they were not traveling to an appointment where timeliness was a consideration.

Exhibit 2.9 Appointment Punctuality



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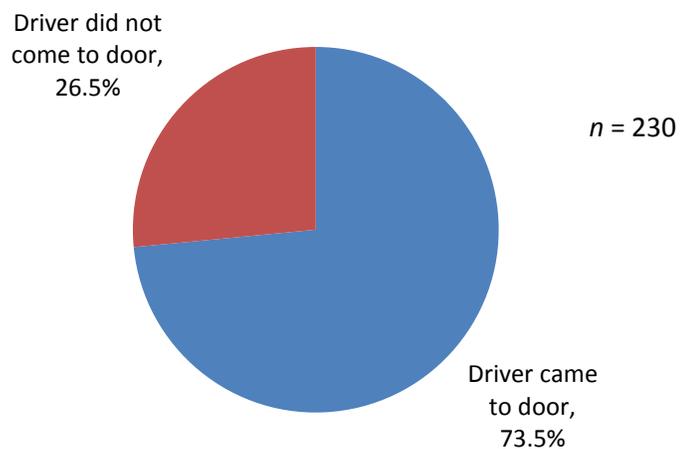
Questions about Driver's Aid

The next several questions of the survey regarded the actions of the driver during the surveyed trip.

Question: Did the driver of this trip get out of the vehicle and announce himself/herself to you at your door?

Nearly 74 percent of respondents reported the driver exited the DAL vehicle and announced himself or herself at the client's door. This was an increase over the 66 percent who reported the driver announced himself/herself at the door during the 2011 survey period.

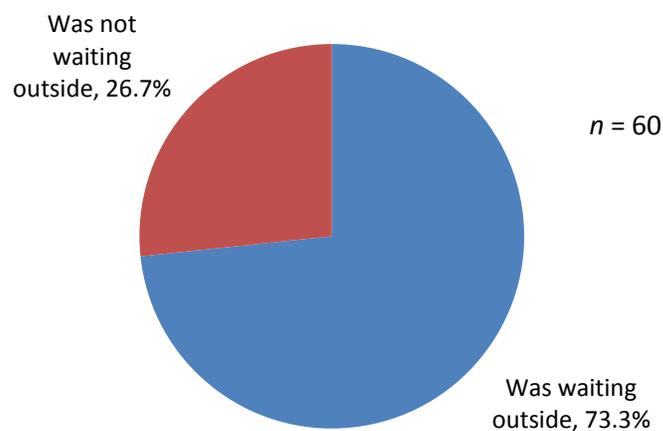
Exhibit 2.10 Driver at Door



Question: Were you waiting outside or at the curb when the driver arrived?

Slightly more than 73 percent of survey respondents who indicated the driver did not come to the door in the previous question reported they were waiting outside or at the curb when the DAL driver arrived.

Exhibit 2.11 Waiting Outside



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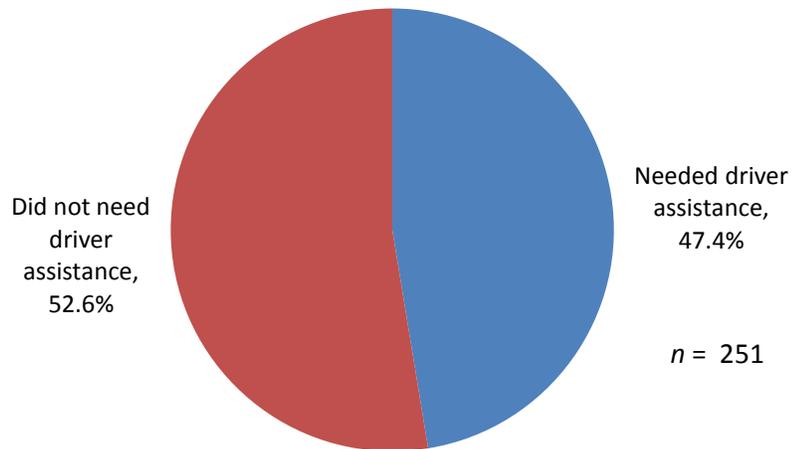
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Question: Did you need the driver's help in getting to or from the door, or getting in or out of the vehicle?

Slightly less than half of respondents (47.4 percent) reported needing the DAL driver's help in getting to or from the door or getting in or out of the vehicle.

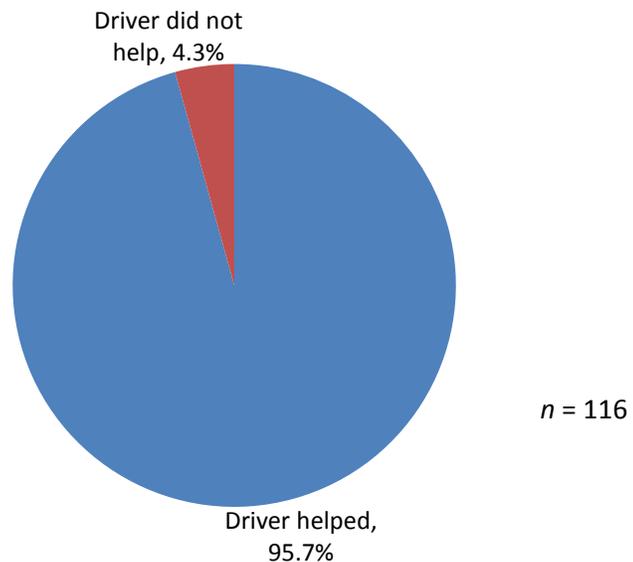
Exhibit 2.12 Needed Driver Assistance



Question: Did the driver actually help you?

Nearly 96 percent of respondents who said they needed the DAL driver's assistance indicated receiving that assistance.

Exhibit 2.12.a Received Driver Assistance



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Question: How would you rate the following attributes?

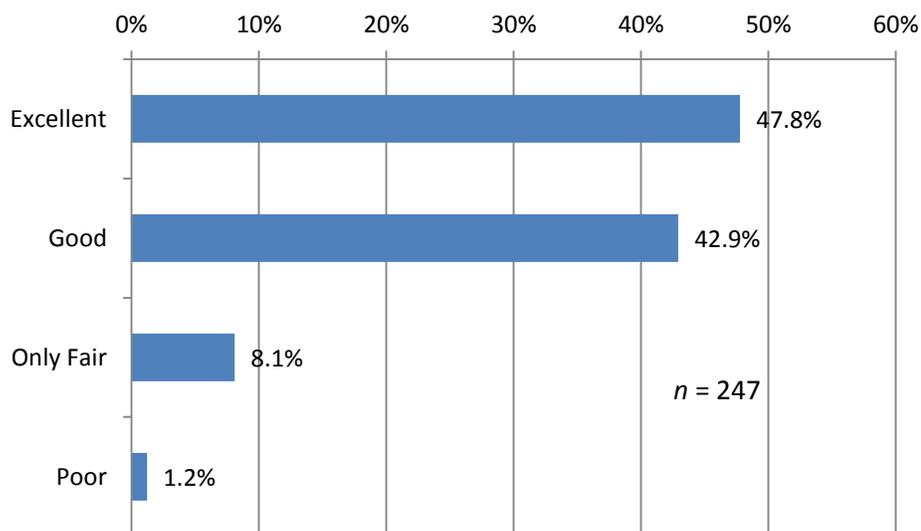
Respondents were asked to rate a series of attributes as “Excellent,” “Good,” “Only Fair,” or “Poor.” These attributes were assigned ratings based on a four-point scale, with “Excellent” equaling four points, “Good” equaling three points, and so on. A mean rating for each attribute was then calculated based on the survey responses. Overall, each attribute received a rating between “Excellent” and “Good.” The highest-rated attribute was “driver courtesy,” which received a 3.76 rating, followed by “The driver's skill and care in tying down your wheelchair or scooter,” which received a 3.72 rating. The lowest-rated attribute was “ride comfort,” which received a 3.37 rating.

Exhibit 2.13 Ride Attribute Ratings

Attribute	Mean rating
Ride comfort	3.37
Overall vehicle condition	3.57
Driver courtesy	3.76
Driver driving skills	3.67
Condition/ease of use of seat belts	3.42
Driver skill/care in tying down wheelchair/scooter	3.72

To provide further insight into the various attribute ratings, see Exhibits 2.12.a through 2.12.f.

Exhibit 2.13.a Ride Satisfaction Ratings – Comfort



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Exhibit 2.13.b Ride Satisfaction Ratings – Overall Vehicle Condition

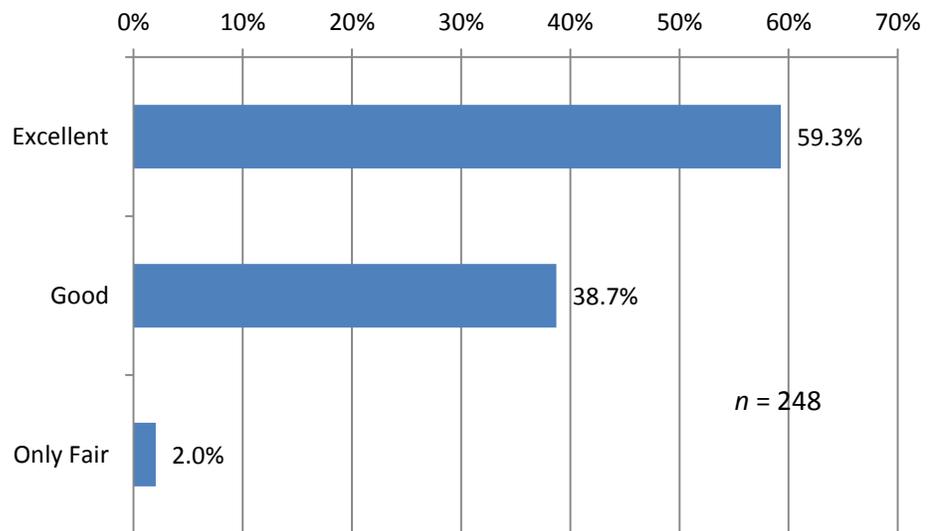
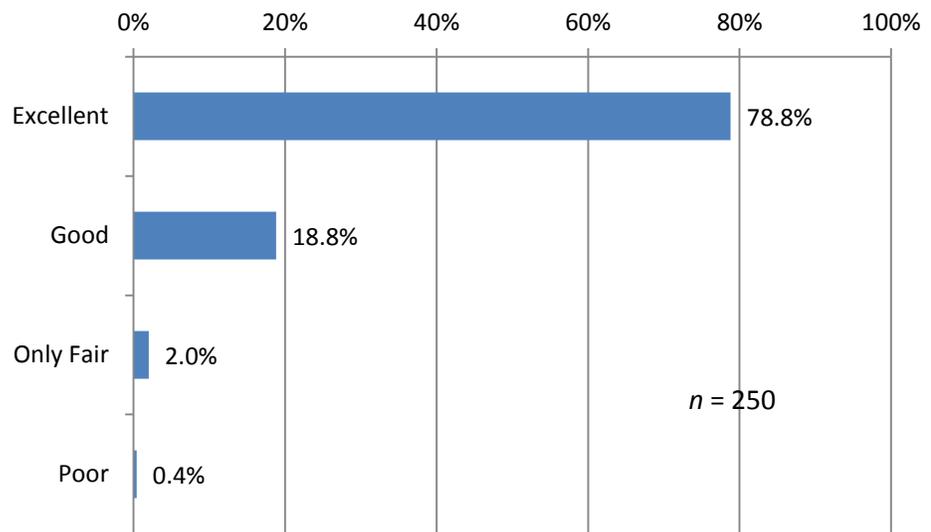


Exhibit 2.13.c Ride Satisfaction Ratings – Driver Courtesy



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Exhibit 2.13.d Ride Satisfaction Ratings – Driving Skills of the Driver

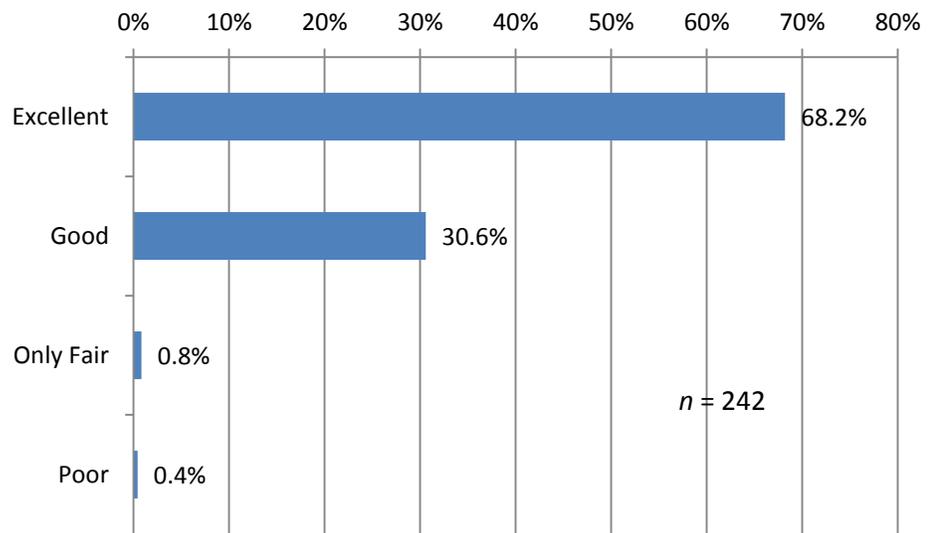
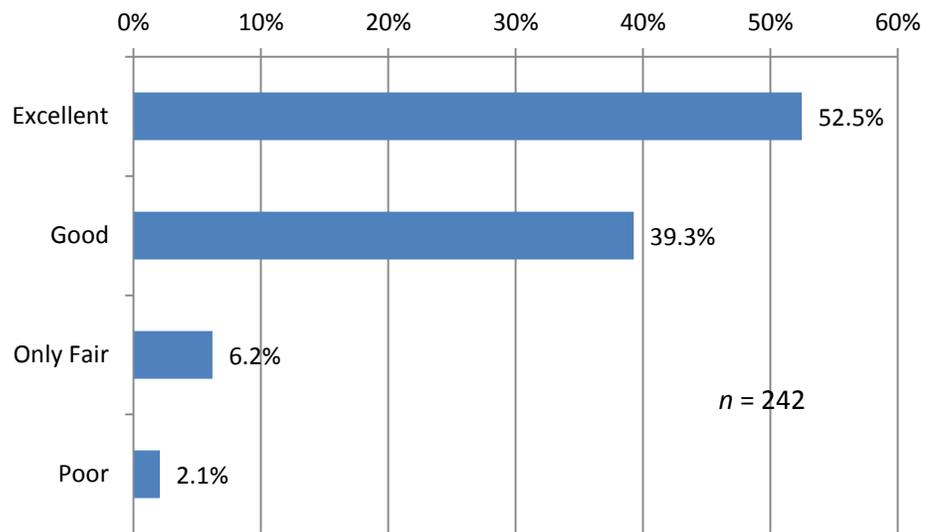


Exhibit 2.13.e Ride Satisfaction Ratings – Condition and Ease of Use of Seat Belts

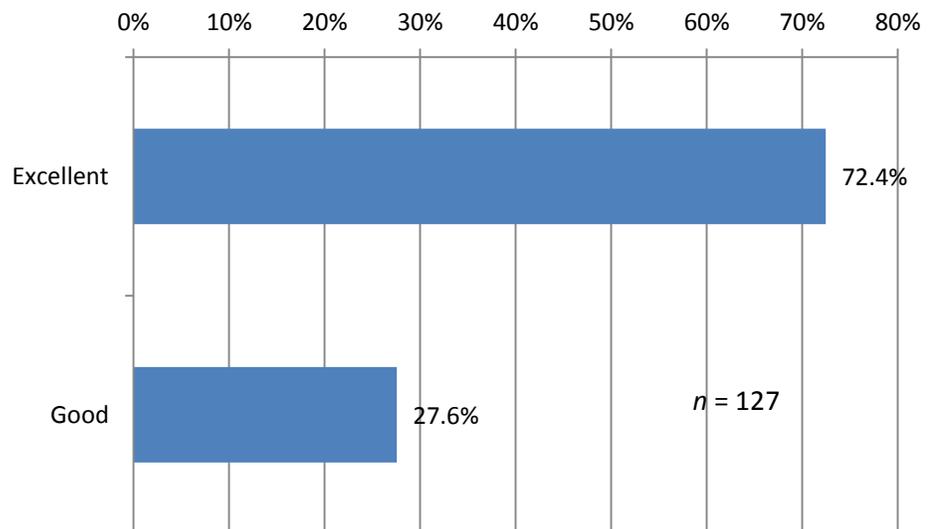


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Exhibit 2.13.f Ride Satisfaction Ratings – Driver’s Skill and Care in Tying Down Wheelchair or Scooter



Comparison: 2015 vs. 2011 ride attribute ratings

The following chart compares the percentage of respondents who rated each ride attribute as “Excellent” or “Good” in 2015 with those who did so in 2011.

As Exhibit 2.12.g shows, ride attribute ratings were up across the board. All respondents gave positive ratings regarding driver skill in tying down wheelchairs and scooters. The lowest-rated attribute was still “ride comfort,” which was rated favorably by 91 percent of respondents.

Exhibit 2.13.g 2015 vs. 2011 Ride Attribute Ratings

Attribute	2015 Rating	2011 Rating
Ride comfort	91%	88%
Overall vehicle condition	98%	93%
Driver courtesy	98%	95%
Driver driving skills	99%	95%
Condition/ease of use of seat belts	92%	88%
Driver skill/care in tying down wheelchair/scooter	100%	91%

2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

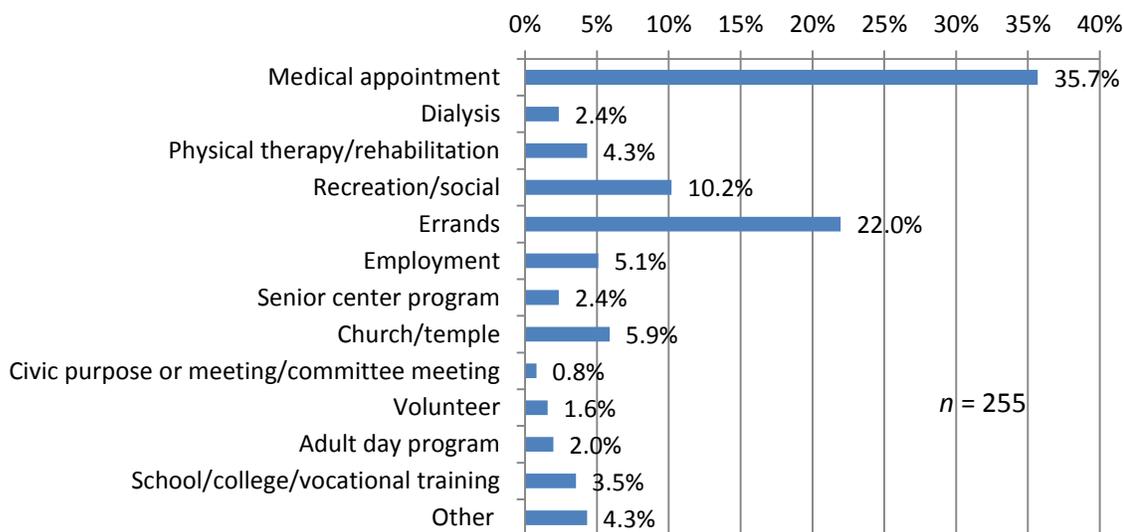
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Question: What was the purpose of the specified trip?

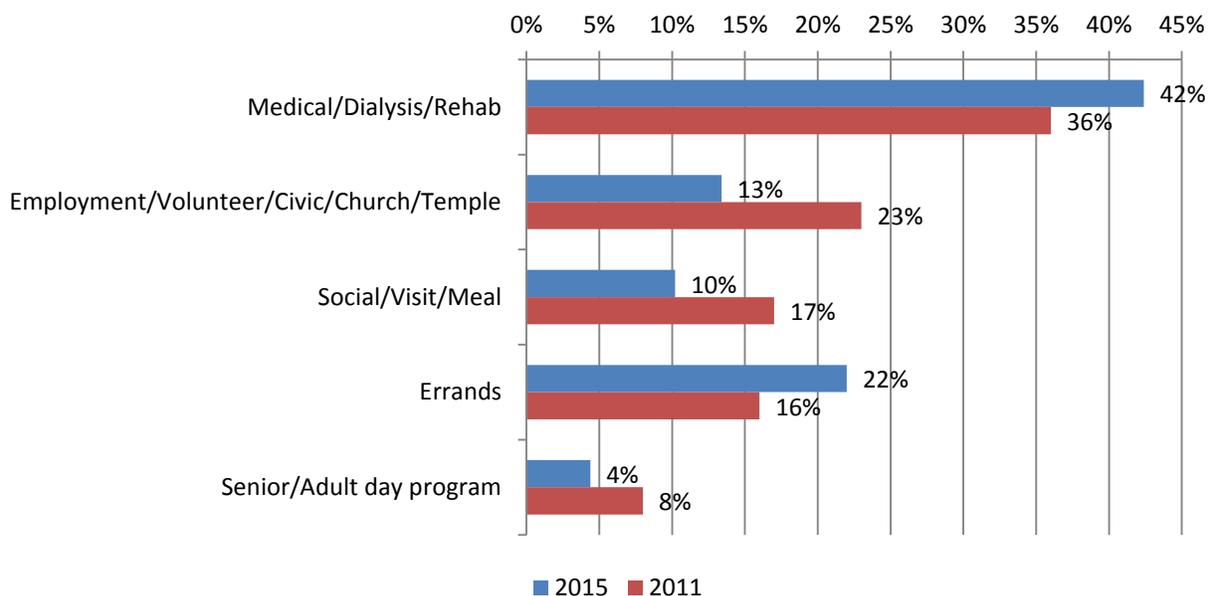
Nearly 36 percent of respondents indicated the surveyed DAL trip was taken for a medical appointment. The second-most common response was errands (e.g., grocery shopping or hair appointments), cited by 22.0 percent.

Exhibit 2.14 Specified Trip Purpose



Compared to 2011 responses, the percentages of respondents traveling for medical appointments or errands increased slightly in 2015, while the percentages of respondents traveling for employment/civic/religious and social activities declined.

Exhibit 2.14.a 2015 vs. 2011 Specified Trip Purpose



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

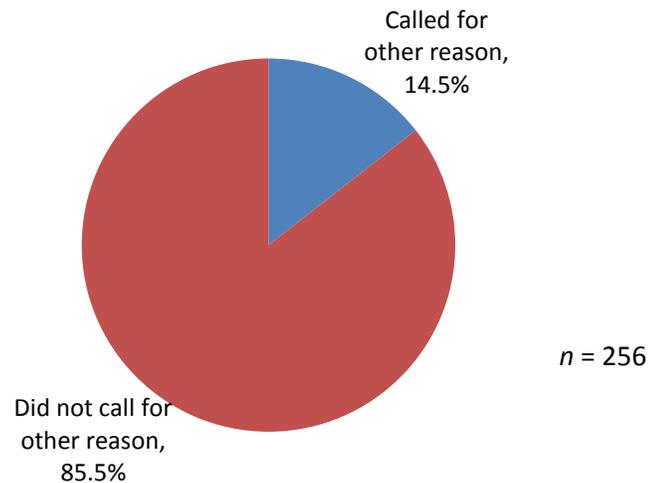
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Question: In the past month, did you call Dial-A-Lift for information or customer service (e.g., for any reason other than to make a reservation)?

Only 14.5 percent of respondents reported calling DAL Customer Service for any reason other than to make a reservation.

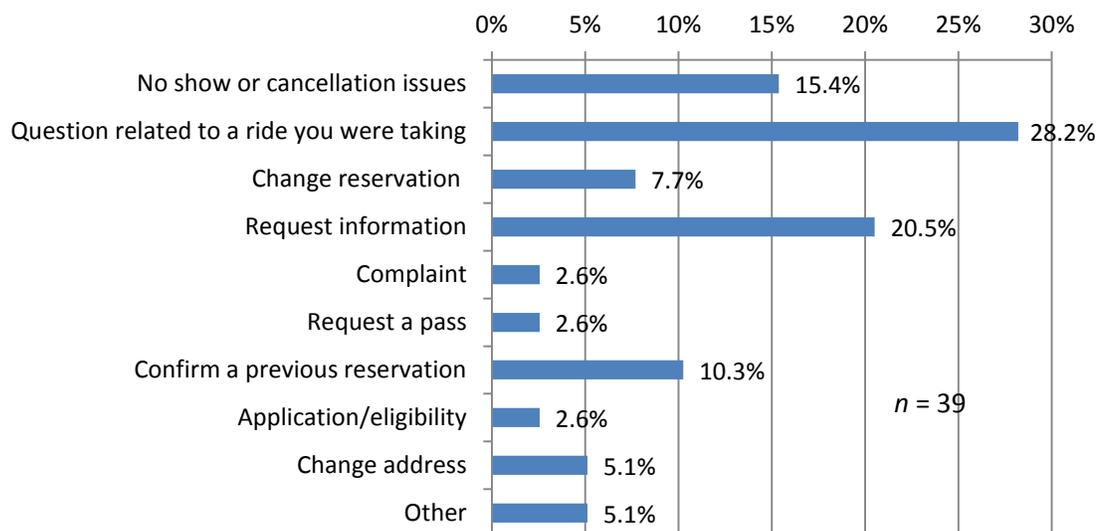
Exhibit 2.15 Occurrence of Non-Reservation Calls



Question: What was the main purpose of your most recent call?

The most commonly cited purpose of recent calls to DAL Customer Service was a question related to a scheduled trip (a clarifying example provided to customers by surveyors was “where’s my ride?”), cited by 28.2 percent of respondents. Requests for information were the second-most common call purpose (20.5 percent).

Exhibit 2.16 Purpose of Most Recent Call



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

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Question: How would you rate the following attributes of your most recent non-reservation Customer Service call?

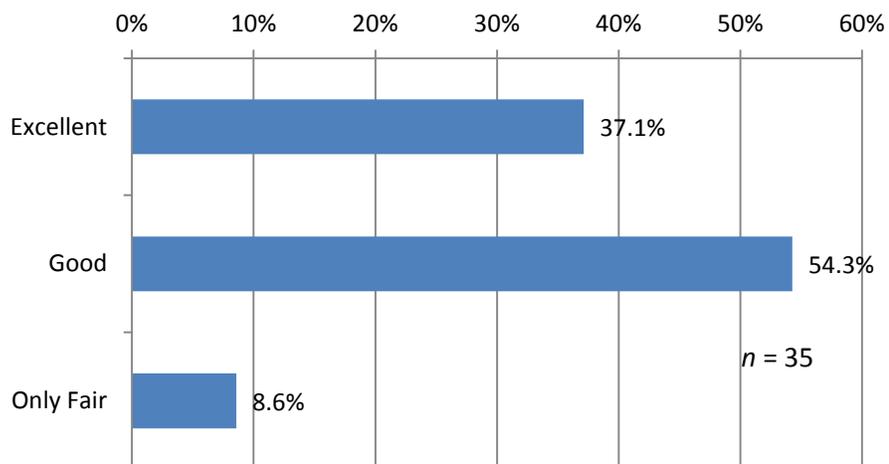
Respondents were asked to rate a series of attributes related to their most recent non-reservation Customer Service call as “Excellent,” “Good,” “Only Fair,” or “Poor.” These attributes were assigned ratings based on a four-point scale, with “Excellent” equaling four points, “Good” equaling three points, and so on. A mean rating for each attribute was then calculated based on the survey responses. Overall, each attribute received a rating between “Excellent” and “Good.” The highest-rated attribute was “Skill of the customer service agent in handling your question or dealing with your problem,” which received a 3.74 mean rating. The lowest-rated attribute was “Length of time on hold before speaking to a customer service agent,” which received a 3.29 rating.

Exhibit 2.17 Rating of Most Recent Call

Attribute	Mean rating
Length of time on hold before speaking to a customer service agent.	3.29
The length of time it took to finish the entire call.	3.73
The courtesy of the customer service agent.	3.69
The skill of the customer service agent in handling your question or dealing with your problem.	3.74

To provide further insight into the various attribute ratings, see Exhibits 2.17.a through 2.17.d.

Exhibit 2.17.a Rating of Most Recent Call – Length of Hold Time



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Exhibit 2.17.b Rating of Most Recent Call – Length of Time to Finish Entire Call

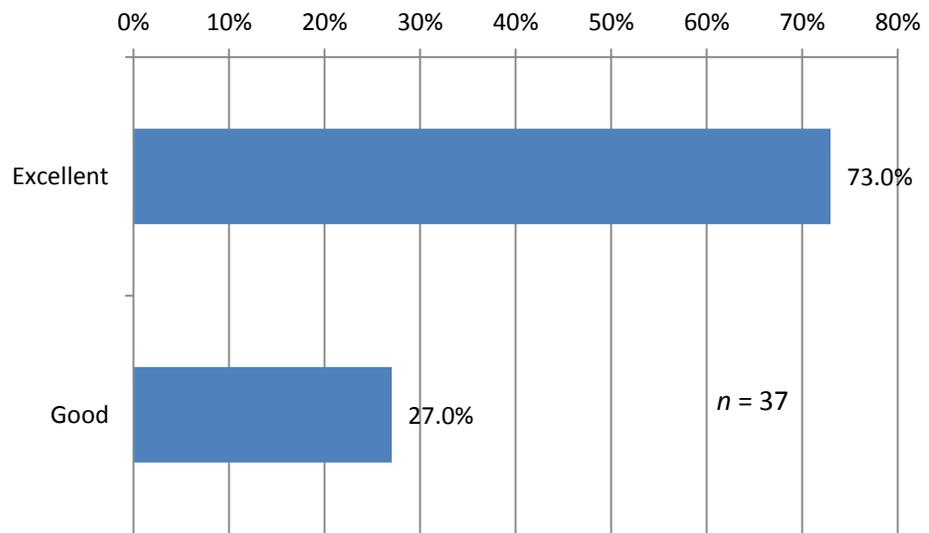
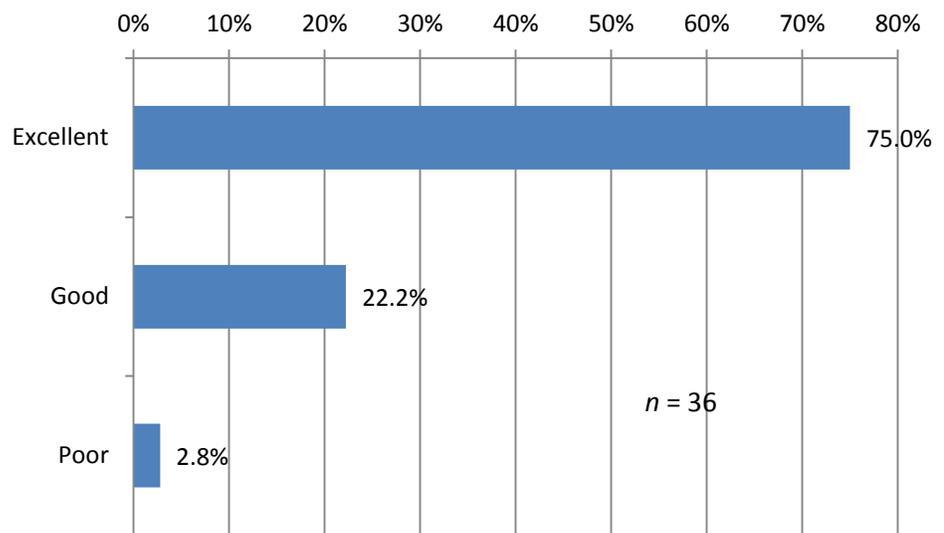


Exhibit 2.17.c Rating of Most Recent Call – Customer Service Agent Courtesy

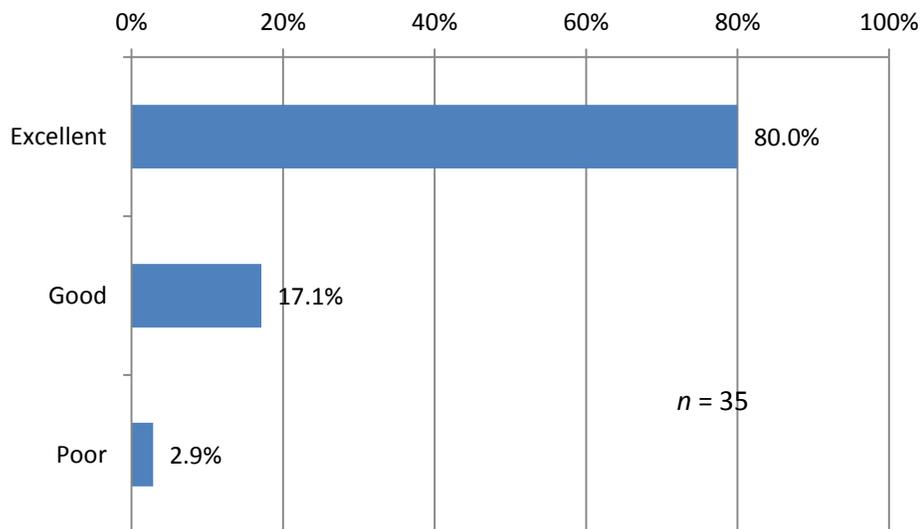


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Exhibit 2.17.d Rating of Most Recent Call – Customer Service Agent Skill



Comparison: 2015 vs. 2011 ride attribute ratings

The following chart compares the percentage of respondents who rated each non-reservation call attribute as “Excellent” or “Good” in 2015 with those who did so in 2011.

As the chart indicates, positive ratings for each attribute increased across the board. The rating for length of hold time increased 18 percentage points, while the rating for length to finish the entire call increased 12 percentage points. Another attribute with a large rating increase was customer service agent skill, which increased ten percentage points.

Exhibit 2.17.e 2015 vs. 2011 Rating of Most Recent Call

Attribute	2015 rating	2011 rating
Length of time on hold before speaking to a customer service agent.	91%	73%
The length of time it took to finish the entire call.	100%	88%
The courtesy of the customer service agent.	97%	96%
The skill of the customer service agent in handling your question or dealing with your problem.	97%	87%



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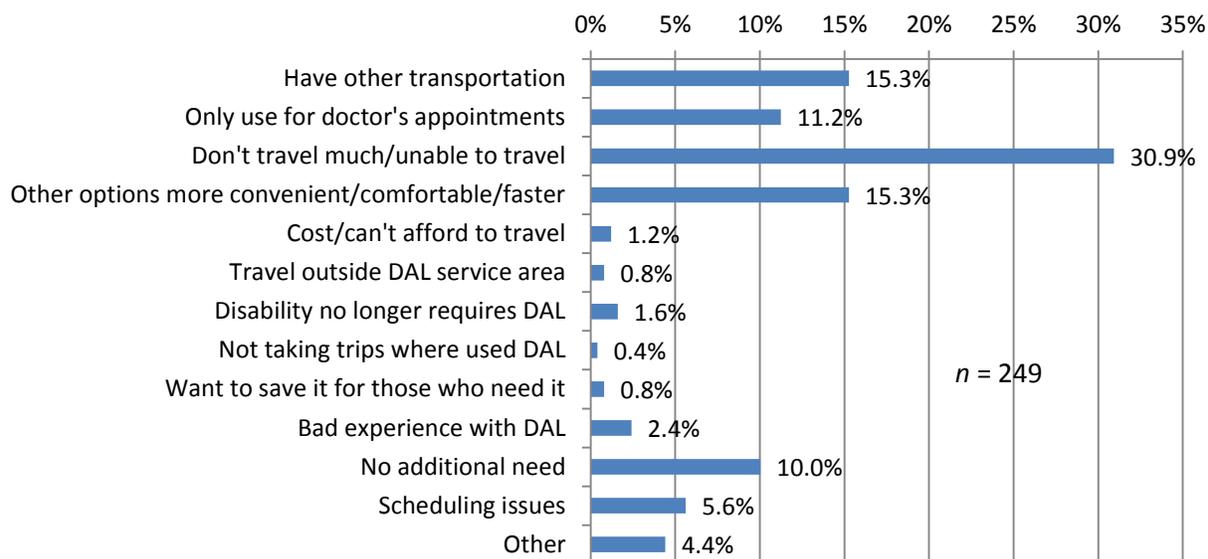
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Question: What is the main reason you don't ride Dial-A-Lift more often? Any other reasons?

Nearly 31 percent of respondents reported they do not utilize DAL more frequently because they do not travel much or are unable to travel. Another 30.6 percent have other transportation or prefer other transportation options perceived as more convenient or more comfortable. One recurring barrier identified by respondents was scheduling issues: 5.6 percent reported they did not like the one-to-five-days scheduling window, or could not get a trip at their preferred time, or had other scheduling conflicts that prevented them from riding. Additional "other" responses included moving from a previous location or using it only for specific activities.

Exhibit 2.18 Barriers to Increased DAL Usage



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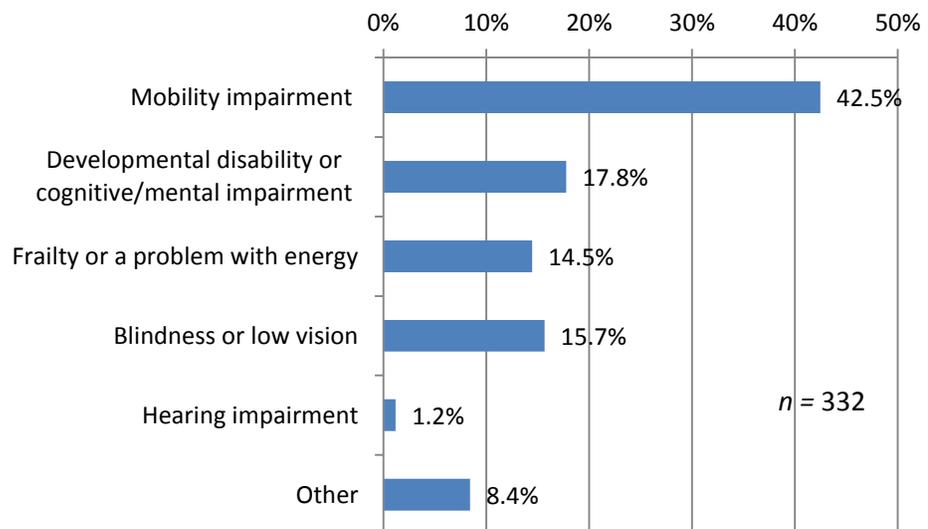
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Demographic Questions

Question: Can you please tell me what disability or disabling conditions are the main reasons you use Dial-A-Lift rather than the regular bus?

Nearly 43 percent of respondents stated a mobility impairment is a primary reason for DAL usage rather than the regular bus. Developmental disabilities or cognitive and mental impairments were the second-most common response, selected by 17.8 percent of respondents. Of the “other” responses, approximately one-third had issues with balance or did not want to walk but did not necessarily have a diagnosed mobility impairment. While it is possible these “other” respondents could have a mobility impairment, it is also possible their limitations are due to other factors such as time of day or weather conditions.

Exhibit 2.19 Disabilities or Disabling Conditions



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

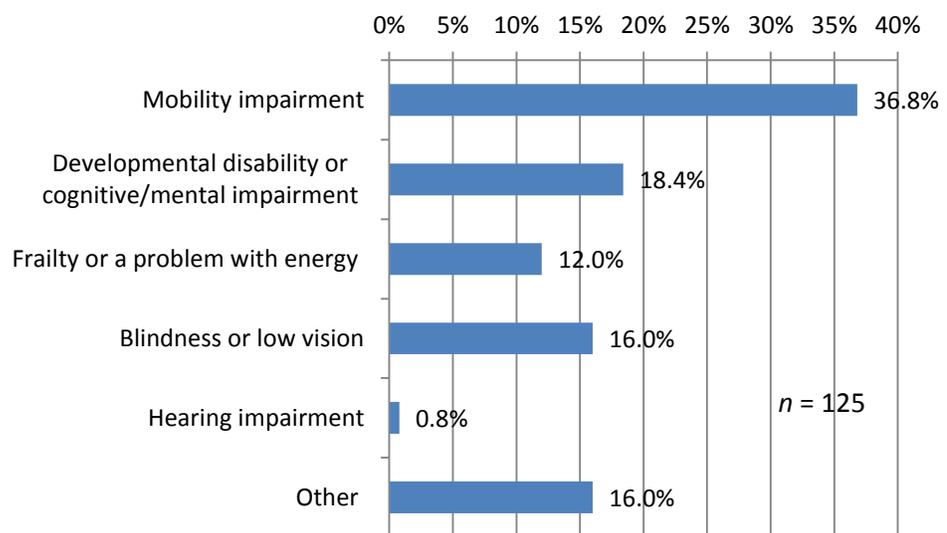
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Question: What would you say is the main disability or disabling condition that causes you to use Dial-A-Lift?

Mirroring responses from the previous question, the largest percentage of respondents (36.8 percent) indicated a mobility impairment as the primary disability or disabling condition resulting in use of DAL. Developmental disabilities and cognitive/mental impairments were the second-most common response (18.4 percent). As in the previous question, the most common “other” responses also included respondents who had difficulty with stairs or indicated they could only walk limited distances. While it is possible the “other” respondents could have a mobility impairment, it is also possible such limitations can be attributed to other factors such as time of day or weather conditions.

Exhibit 2.20 Primary Disability or Disabling Condition



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Cross-Tabulation: Primary Disability vs. Overall Services Satisfaction Rating

In an attempt to identify potential areas of improvement in the DAL experience, Moore & Associates ran a data cross-tabulation to determine the overall satisfaction levels of each category of disability. (The theory being that if respondents within, for example, the mobility impairment category reported especially low satisfaction levels, Intercity Transit could then investigate the reasons for such dissatisfaction and prepare a response to address same.)

For the satisfaction rating question, respondents were asked to rate their satisfaction level as “Very Satisfied,” “Somewhat Satisfied,” “Somewhat Dissatisfied,” or “Very Dissatisfied.” The system-wide satisfaction ratings for responses are presented in Exhibit 2.1 (slightly more than 77 percent of current users indicated they were “Very Satisfied” with DAL services). For the purposes of this data cross-tabulation, satisfaction levels were assigned ratings based on a four-point scale, with “Very Satisfied” equaling four points, “Somewhat Satisfied” equaling three points, and so on. A mean rating was then calculated.

When comparing the ratings within the varying categories of primary disabilities, it becomes clear respondents in all categories reported similar satisfaction levels, with nearly every category identifying a mean rating between 3.75 and 3.71. The exception was the “other” category, which provided the highest mean rating (3.93 percent). At least 96 percent of respondents in each category reported being “Very Satisfied” or “Somewhat Satisfied.”

Exhibit 2.20.a Primary Disability vs. Overall Services Satisfaction Rating

Disability	Mean Rating	Percent Very or Somewhat Satisfied
Mobility Impairment	3.75	96.4%
Developmental Disability	3.71	96.6%
Frailty Problem	3.73	97.9%
Blindness or low vision	3.71	96.1%
Hearing Impairment	3.75	100.0%
Other	3.93	100.0%



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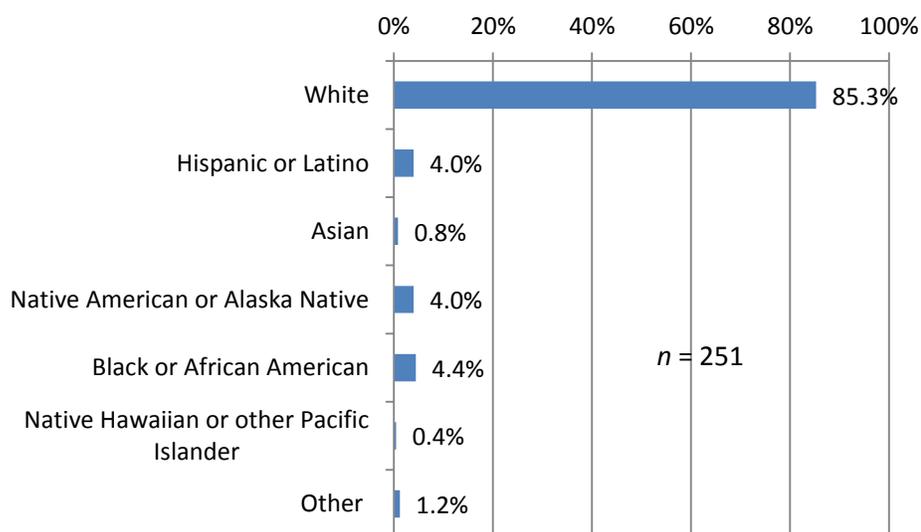
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Question: Which of the following categories best describes your race or ethnic identification?

More than 85 percent of respondents self-identified as Caucasian or “white.” The second-most common response was African-American, reported by 4.4 percent, followed closely by Hispanic or Latino and Native American, each selected by 4.0 percent.

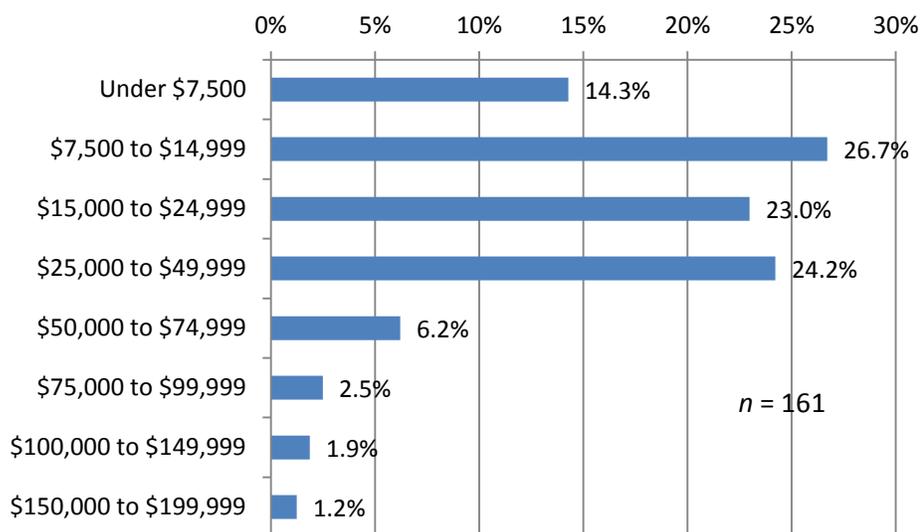
Exhibit 2.21 Race or Ethnicity



Question: What is your total annual household income?

Forty-one percent of respondents reported a total annual household income under \$15,000. An additional 23.0 percent indicated an income between \$15,000 and \$24,999, meaning 64 percent reported earning less than \$25,000 per year. The second-most common response was between \$25,000 and \$49,999, cited by 24.2 percent.

Exhibit 2.22 Annual Household Income



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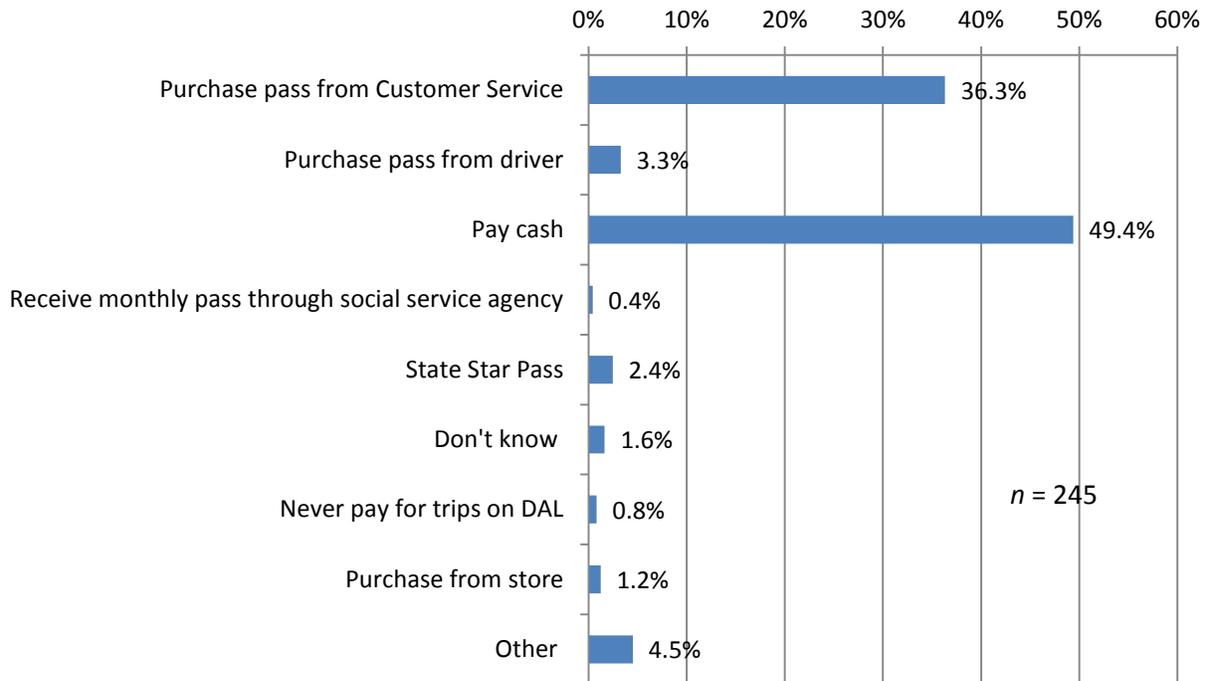
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Question: How do you usually pay for your trips on Dial-A-Lift?

Nearly half of all respondents reported paying their DAL fare in cash. More than 36 percent reported purchasing a pass from DAL Customer Service.

Exhibit 2.23 Payment Method



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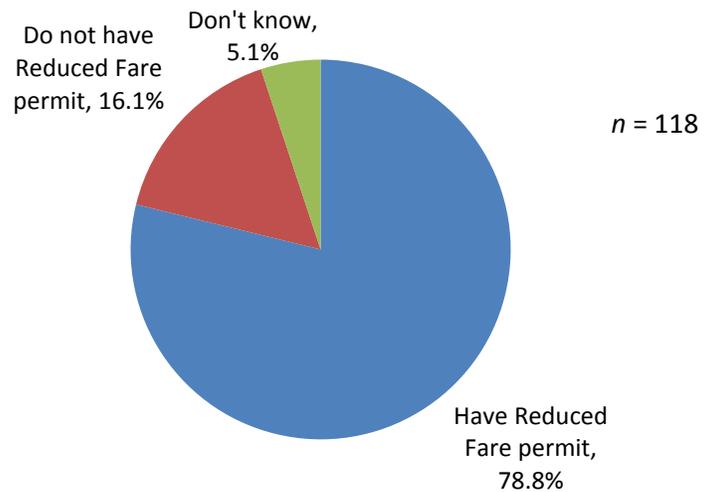
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Question: Do you currently have a Reduced Fare Permit?

Nearly 79 percent of respondents reported having a Reduced Fare permit.

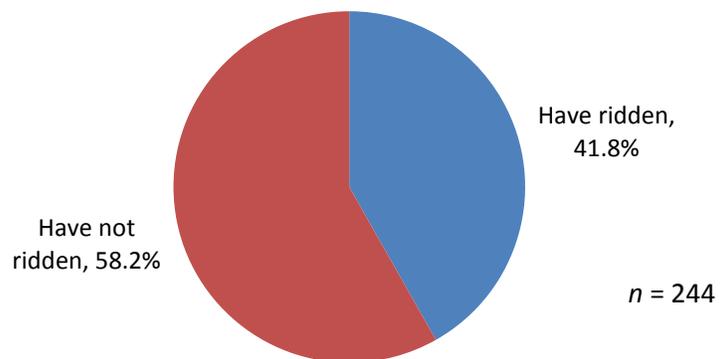
Exhibit 2.24 Reduced Fare Permit



Question: Have you ridden on regular public transit since you have been disabled (in your adult life)?

More than 58 percent of respondents indicated they have not used regular public transit as adults since they have become disabled.

Exhibit 2.25 Regular Public Transit Usage



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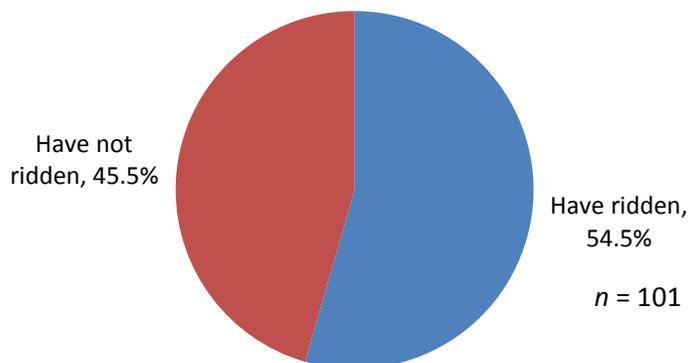
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Question: Have you ridden on regular public transit in the last month?

The respondents who indicated they had ridden regular public transit as adults after becoming disabled were asked if they had ridden regular public transit within the month prior to survey contact. Nearly 55 percent of respondents reported they had ridden within the month prior to survey contact.

Exhibit 2.26 Regular Public Transit Usage Within the Past Month



Alternative Transportation Services Questions

Question: Have you used any of the following types of transportation in the past month?

The next group of questions attempted to quantify usage of alternative transportation types, including Medicaid transportation services, veterans transportation services, senior center shuttles, and taxi service. Less than five percent of respondents had utilized any of these services with the exception of taxis, which had been used by 13.1 percent of respondents within the month prior to survey contact.

Exhibit 2.27 Medicaid Transportation Services Usage

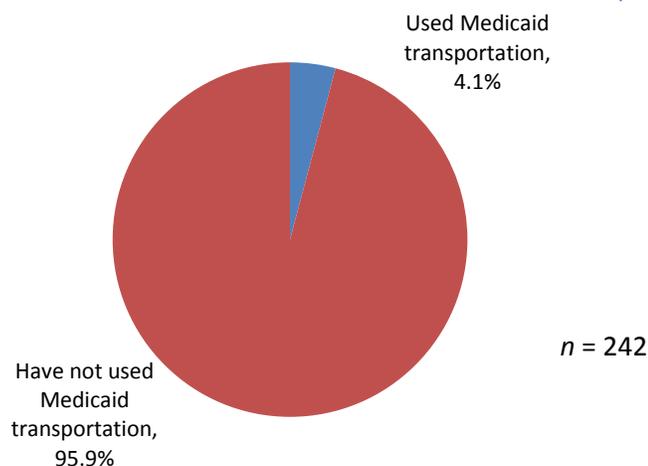


Exhibit 2.27.a Veterans Transportation Services Usage



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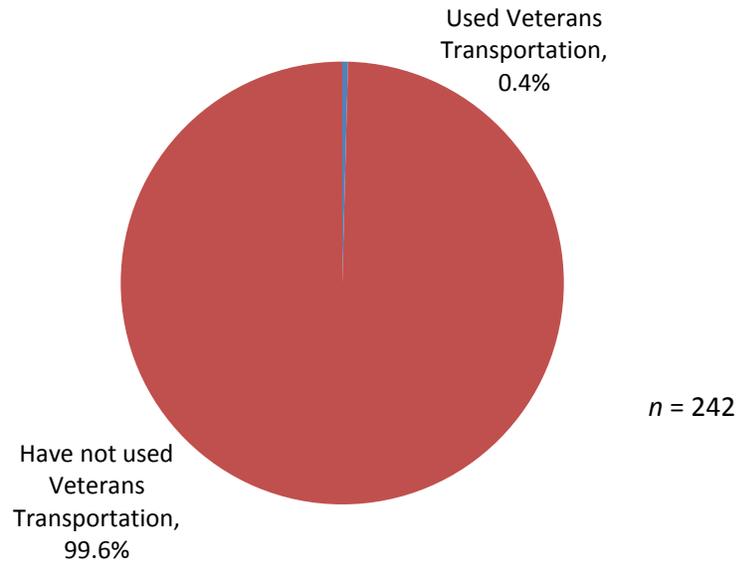
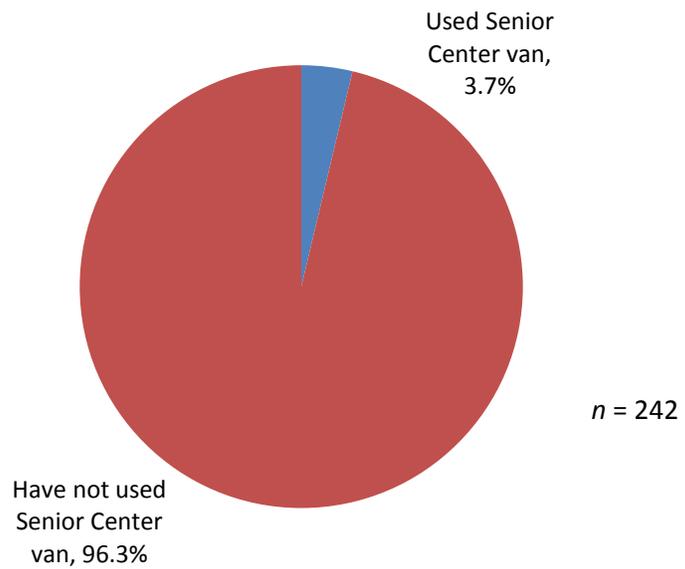


Exhibit 2.27.b Senior Center Shuttle Usage

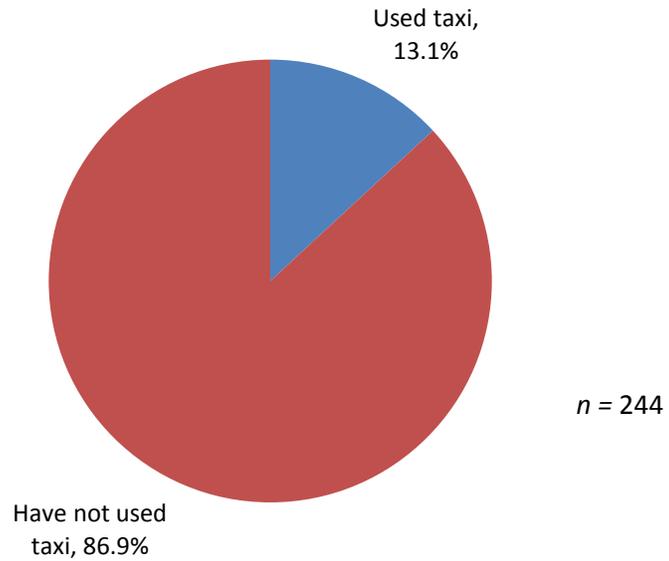


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Exhibit 2.27.c Taxi Usage

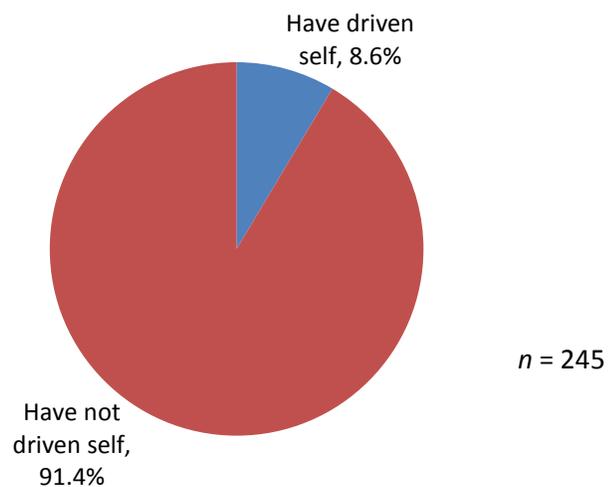


Car Usage Questions

The following two survey questions attempted to quantify personal vehicle use among respondents. As Exhibit 2.27 illustrates, 91.4 percent of respondents reported they had not operated a personal vehicle within the month prior to survey contact. However, as Exhibit 2.28 indicates, 79.5 percent had ridden as passengers within the prior month.

Question: Have you driven yourself in a car in the past month?

Exhibit 2.28 Personal Vehicle Operation



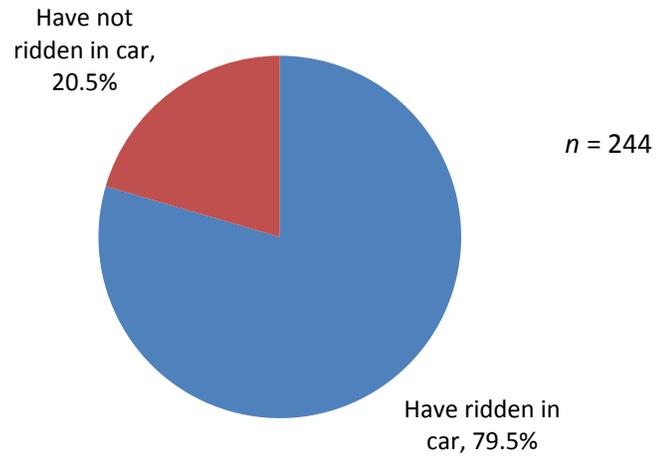
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Question: Have you ridden in a car with others in the past month?

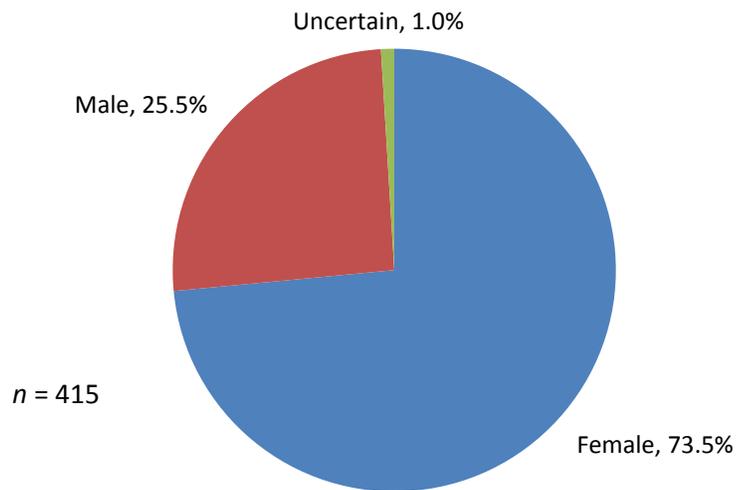
Exhibit 2.29 Personal Vehicle Ridership



Passenger gender.

At the end of each call, surveyors were asked to record the interviewee's gender. Nearly 74 percent of were identified as female.

Exhibit 2.30 Gender



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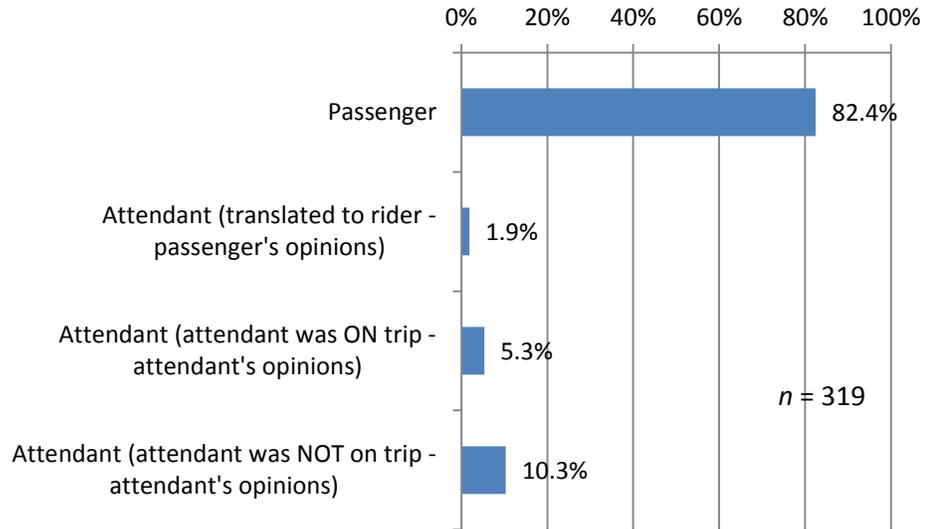
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Survey respondent identity.

More than 82 percent of survey respondents were DAL passengers who were speaking for themselves. Approximately 18 percent of the surveys were completed by personal care attendants.

Exhibit 2.31 Respondent Identity



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Section 3

Non-Rider Survey

In fall 2015, Intercity Transit commissioned a survey of persons who do not ride its Dial-A-Lift (DAL) Americans with Disabilities Act paratransit service even though they are eligible to do so. Feedback from non-riders would help guide service evaluation and potential areas of improvement.

The pool of survey respondents for the non-rider survey arose from a list of telephone numbers provided by Intercity Transit. These individuals are eligible to use the service but at the time of survey contact had not recently done so.

By speaking to non-riders, Intercity Transit hoped to:

- Identify barriers to using the DAL service,
- Identify service improvements that could entice eligible non-riders to use the service, and
- Update the 2011 baseline data as a basis for future-year comparisons.

The survey instrument and data frequencies of responses are included in the appendices of this report.

Survey Development and Administration

The DAL Non-Rider Survey was developed in conjunction with Intercity Transit staff, utilizing the survey instrument from the DAL non-rider survey conducted in 2011. Utilizing the same instrument supports trend analysis.

Moore & Associates uploaded the survey instrument to Survey Monkey to support complementary online data collection. To promote the survey, a pre-survey postcard was distributed to current and inactive DAL patrons in the database provided by Intercity Transit. The postcard had two objectives: to communicate the legitimacy of the DAL phone survey within the target audience and to encourage participation.

Data Collection

Moore & Associates developed a sampling plan designed to achieve a sample target of 100 respondents. Data was collected during October and November 2015 using a telephone survey methodology supplemented by the online survey. A surveyor completed a survey by reading each question along with potential responses. Surveyors documented any additional information a respondent may provide.

All phone calls were conducted by trained bilingual surveyors and monitored by supervisory staff. Phone numbers called were strictly limited to those provided by Intercity Transit. Households where contact was not completed were called a maximum of three times, after which the phone number was retired. When initiating a phone call, surveyors introduced themselves as calling on behalf of Intercity Transit and asked permission to conduct the survey. Upon receiving consent, a question was asked to clarify if the contactee was the person listed in the database or a relative or personal care assistant answering on behalf of the DAL user.

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When necessary, surveys were conducted through a TTY or through Washington Relay Service, the free service provided by the Washington State Office of the Deaf and Hard of Hearing (ODHH), to enable people who are hearing impaired to participate in the survey.

Surveyors conducted the survey by reading each question along with potential responses. Trained surveyors were responsible for completing the survey with the respondent, including documenting any additional information the respondents may have provided. If a respondent was unclear as to a question or response, the surveyor assisted by providing clarification while not “leading” the participant.

Data collection for the non-rider survey resulted in a sample of 116 respondents. There were no surveys completed online.

Upon data cleaning and analysis, it was determined many of the surveyed individuals originally determined to be non-riders were current users of the DAL service and therefore ineligible for the purposes of the non-rider survey. Removing these samples resulted in a revised sample of 84.

Data Processing

All non-rider survey data was entered into Microsoft Excel using trained personnel. Supervisors reviewed data entry work on a daily basis while also conducting spot-checks throughout each day.

Data cleaning was undertaken by trained personnel following completion of data entry. This process resolved variations in data formatting that resulted in identical responses being sorted as different (i.e., “blind” and “BLIND” were cleaned to form one response). The cleaned data was then imported into a Statistical Package for the Social Sciences (SPSS) database for further analysis.

The SPSS database allowed the consultant to compile simple frequencies as well as perform data cross-tabulations within relevant datasets. Data cross-tabulations allow comparisons between survey responses that can provide additional insight into customer profiles, travel patterns, perceptions of service, and demographics.

Survey Findings

“Typical” Non-Rider Respondent Profile

By analyzing the simple frequencies arising from the collected data, Moore & Associates compiled a profile of the “typical” non-rider. The profile non-rider:

- Is female,
- Self-identifies as Caucasian,
- Has a total annual household income of \$24,999 or less,
- Is satisfied with DAL interactions to this point,
- Has not recently utilized regular public transit, and
- Has other transportation options that motivate the lack of DAL use.

Nearly 10 percent of respondents expressed interest in the service yet reside outside the service area—in some cases, a mile or less outside the service area. Slightly more than 13 percent of respondents



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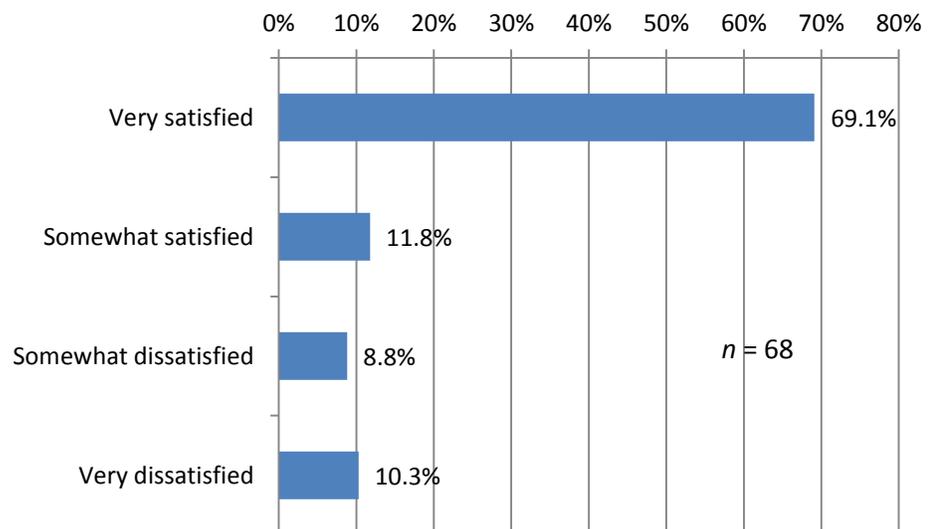
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reported difficulty completing their registration for the service. If Intercity Transit wishes to recruit more riders from its database of non-riders, these two issues should be explored.

Question: Even though you have not ridden Dial-A-Lift before, think of your experience with the program so far, including registration for the service. Which of the following best describes your rating of your overall experience with Dial-A-Lift?

Slightly more than 69 percent of respondents reported being “Very Satisfied” with their DAL experience, including the registration process. An additional 11.8 percent reported being “Somewhat Satisfied.” Less than 20 percent identified as being “Somewhat Dissatisfied” or “Very Dissatisfied.”

Exhibit 3.1 Satisfaction of DAL Experience



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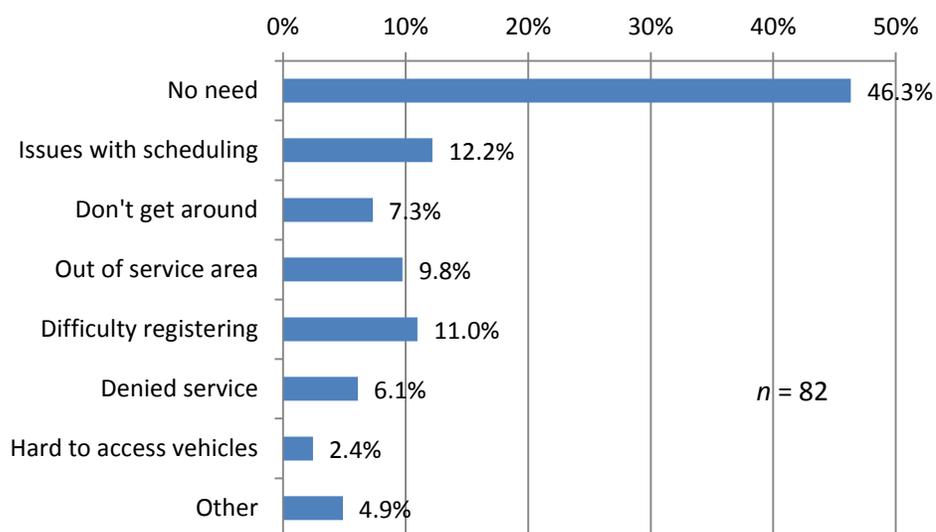
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Question: What is the main reason you don't ride Dial-A-Lift? Any other reasons?

Reported barriers to DAL usage were varied, yet some patterns emerged. Slightly more than 46 percent indicated they had no need because they could get a ride or could drive themselves. Nearly 10 percent of respondents expressed interest in the service but indicated they lived outside the service area. (Note: Two additional respondents, counted among the “other” respondents in Exhibit 3.2, had moved away from the service area.) Eleven percent had issues with program registration, such as submitting incomplete applications. More than 12 percent cited scheduling difficulties or lack of available vehicles.

Exhibit 3.2 Reason for Not Using DAL



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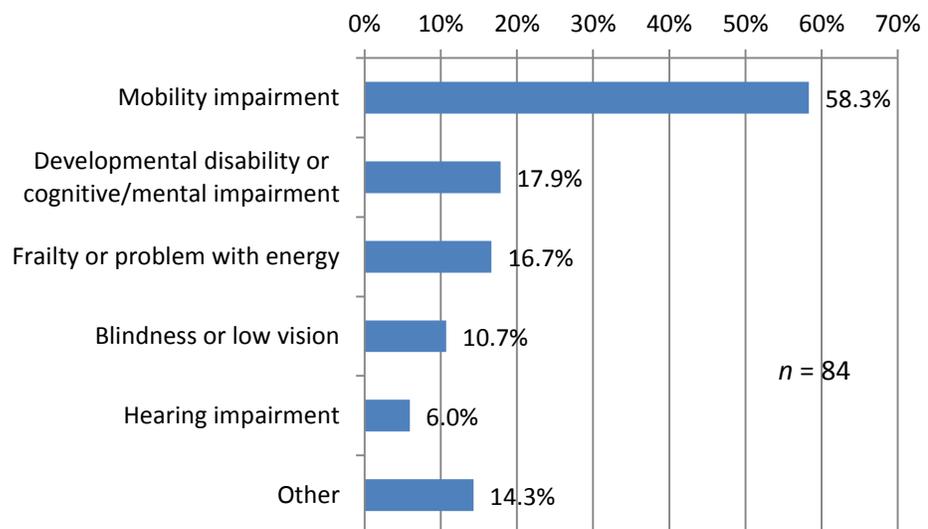
Demographic Questions

The next section of the survey included questions designed to verify respondents reflected a cross-section of the DAL customer base. Demographic questions included questions about disabilities as well as questions about race/ethnicity and annual income.

Question: Can you please tell me what disability or disabling conditions are the main reasons you registered to use Dial-A-Lift rather than the regular bus?

Respondents were invited to select all the disabilities or disabling conditions motivated them to register for DAL. Mobility impairments, selected by 58.3 percent of respondents, were the most common response, followed by developmental disabilities or cognitive/mental impairments (17.9 percent). "Other" responses included "cancer" and "migraines and blood clots."

Exhibit 3.3 Disability or Disabling Conditions



Although mobility impairment was the most common response among current riders (42.5 percent), this is a smaller percentage than the 58.3 percent of non-riders reporting the same condition. Non-riders were also more likely to cite a hearing impairment (1.2 percent of current riders). Current riders were more likely to cite blindness or low vision (15.7 percent).

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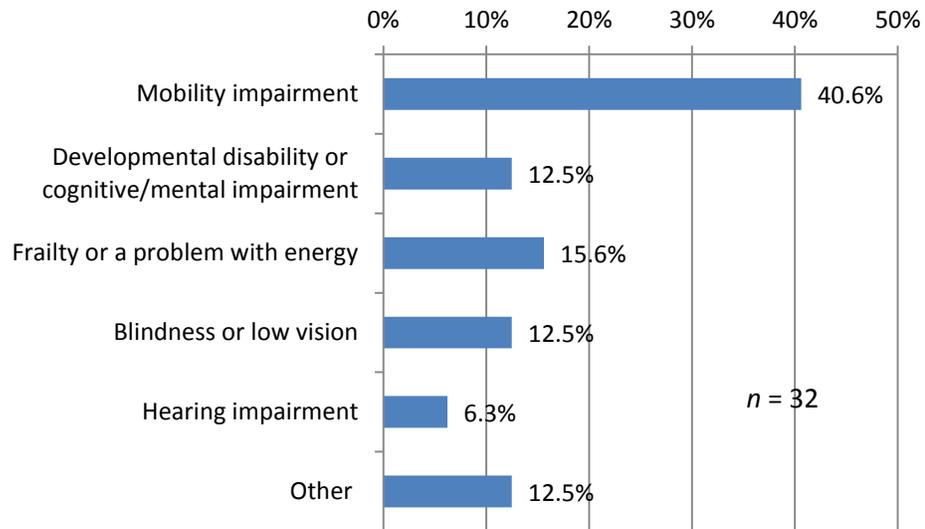
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Question: What would you say is the main disability or disabling condition that causes you to use Dial-A-Lift?

Respondents who selected more than one disability in the previous question were asked to specify the disability or disabling condition which caused them to register for DAL. Mirroring the responses above, mobility impairment was the most common response (40.6 percent). “Other” responses included “sunlight sensitivity” and “back injury.”

Exhibit 3.4 Primary Disability or Disabling Condition



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Cross-Tabulation: Primary Disability vs. Satisfaction Rating

Exhibit 3.4.a summarizes the satisfaction levels of respondents within each of the primary disability categories. The highest satisfaction levels were indicated by respondents in the “frailty” category, with 100 percent of respondents reporting that they were “Very Satisfied.” The lowest rating was reported by respondents in the “blindness/low vision” category, with 62.5 percent of respondents indicating they were “Very Satisfied” or “Somewhat Satisfied.”

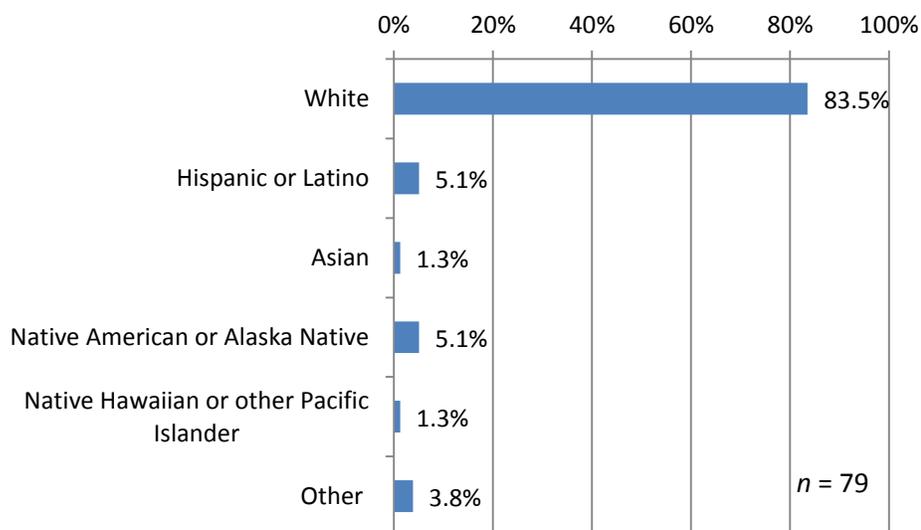
Exhibit 3.4.a Primary Disability vs. Satisfaction Rating

Disability	Mean Rating	Percent Very or Somewhat Satisfied
Mobility Impairment	3.28	79.1%
Developmental Disability	3.54	84.6%
Frailty	4.00	100.0%
Blindness or low vision	3.00	62.5%
Hearing impairment	3.50	75.0%
Other	4.00	100%

Question: Which of the following categories best describes your race or ethnic identification?

Nearly 84 percent of respondents self-identified as “white.” Hispanic/Latino and Native American or Alaskan tied for second-most popular response at 5.1 percent. No respondent self-identified as African-American.

Exhibit 3.5 Race or Ethnicity



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

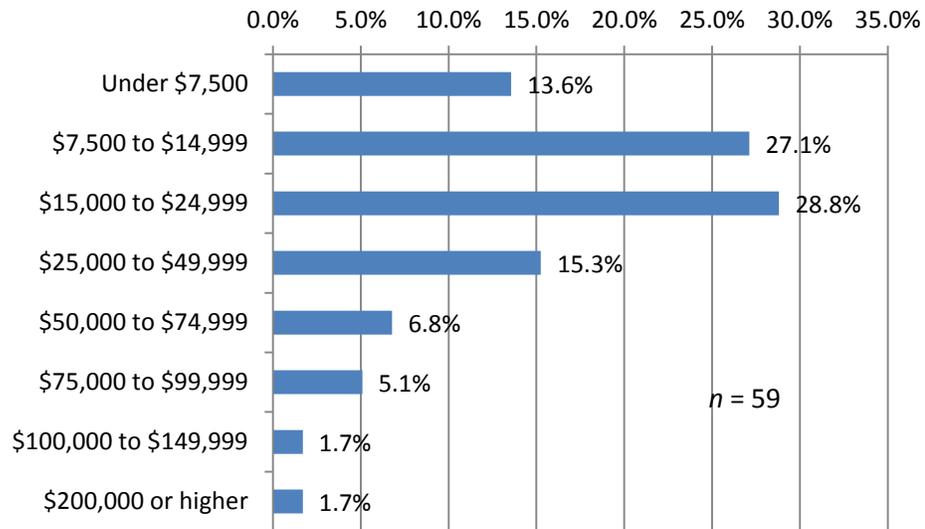
Intercity Transit

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Question: What is your total annual household income?

The most common total annual household income range selected was \$15,000 to \$24,999, selected by 28.8 percent of respondents. Slightly more than 27 percent reported a total annual household income of \$7,500 to \$14,999. The 40.7 percent of non-riders citing an annual income less than \$15,000 was similar to the 41 percent of current riders indicated the same. However, 15.3 percent of non-riders indicated an annual income of \$50,000 or more, compared to 11.8 percent of non-riders.

Exhibit 3.6 Annual Household Income



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

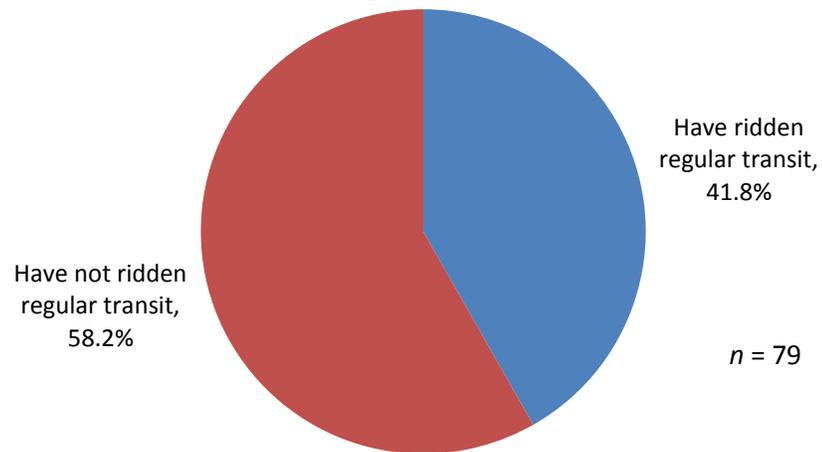
Intercity Transit

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Question: Have you ridden on regular public transit since you have been disabled (in your adult life)?

Slightly more than 58 percent of respondents indicated they have not ridden regular public transit as adults subsequent to their disabled certification.

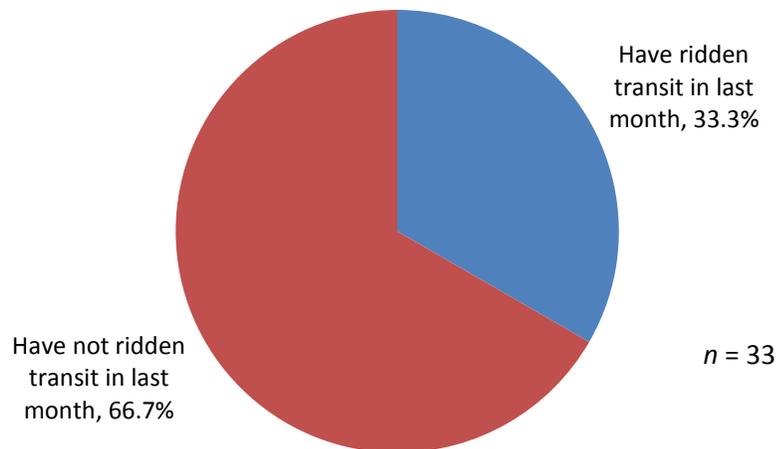
Exhibit 3.7 Regular Public Transit Usage



Question: Have you used regular public transit in the past month?

Nearly 67 percent of respondents who reported riding public transit indicated they had not used it within the month prior to survey contact.

Exhibit 3.8 Regular Public Transit Usage Within the Past Month



Alternative Transportation Services Questions

Question: *Have you used any of the following types of transportation in the past month?*

The next group of questions attempted to quantify the recent usage of alternative transportation services. Questions were asked regarding the usage of Medicaid transportation, veterans transportation services, senior center van, and taxi services. While the majority of respondents had not used any of these services, 20.3 percent indicated use of taxi services and 10.1 percent had used the senior center van. Non-riders were more likely than current riders to utilize each of these alternative transportation options.

Exhibit 3.9 Medicaid Transportation Services Usage

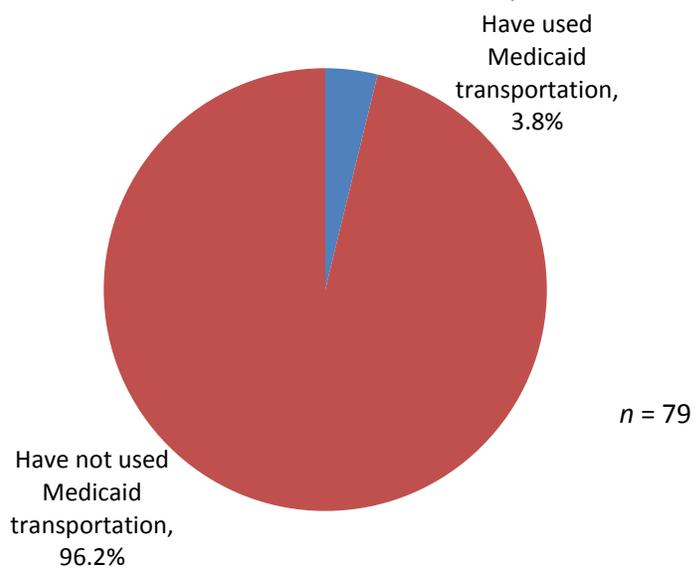
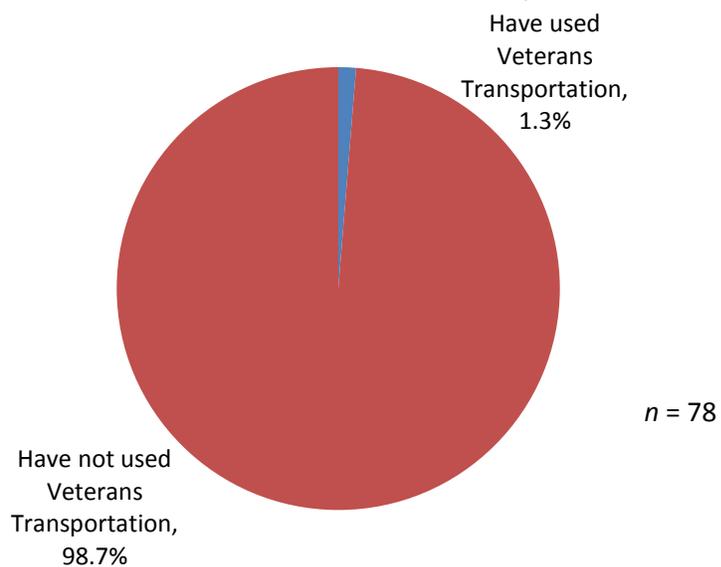


Exhibit 3.9.a Veterans Transportation Services Usage



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Exhibit 3.9.b Senior Center Shuttle Usage

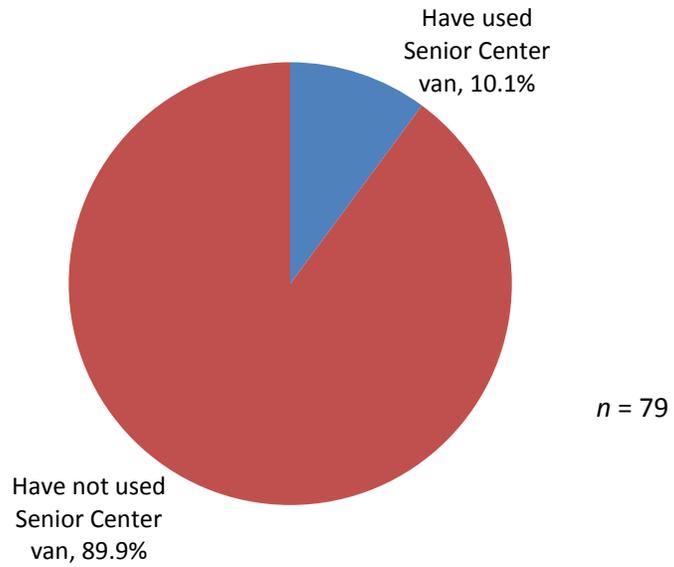
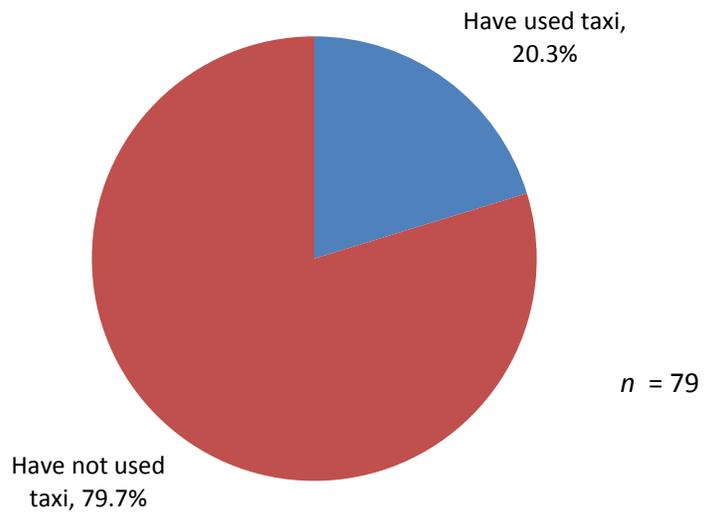


Exhibit 3.9.c Taxi Usage

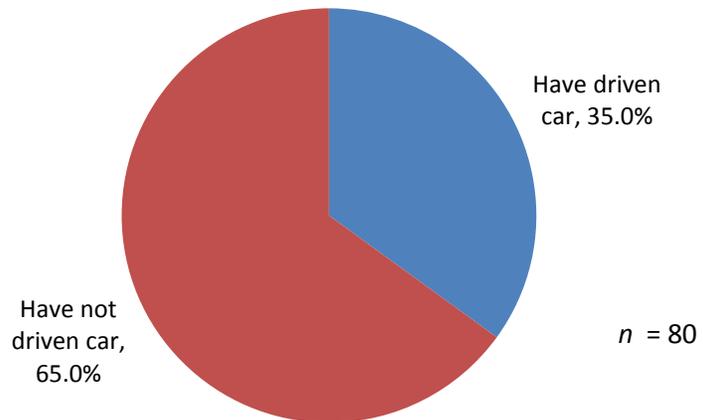


Car Usage Questions

Question: Have you driven yourself in a car in the past month?

Thirty-five percent of respondents indicated they had driven a car in the month prior to survey contact.

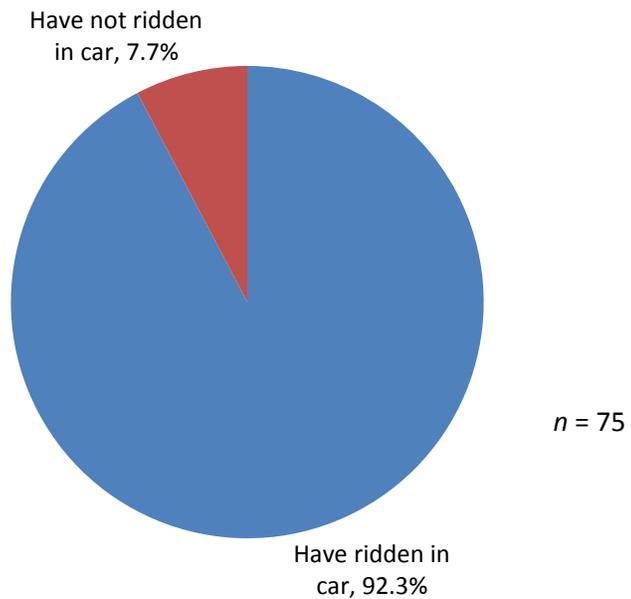
Exhibit 3.10 Personal Vehicle Operation



Question: Have you ridden in a car with others in the past month?

Slightly more than 92 percent of respondents had ridden in a car in the month prior to survey contact.

Exhibit 3.11 Personal Vehicle Ridership



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Intercity Transit

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Question: Do you have any other comments about the Dial-A-Lift service, that is to say, anything that you would like to tell us about your experiences with Dial-A-Lift?

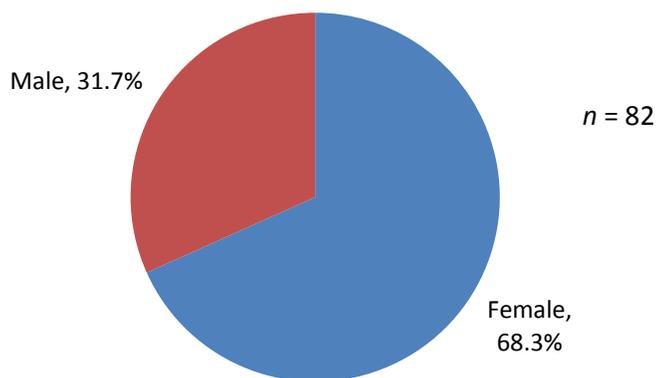
Survey respondents were offered an additional opportunity to provide valuable input for the survey. While the responses varied, a few notable suggestions are provided below:

- An expansion of DAL service to more rural areas would be welcome among multiple non-riders.
- Assistance with the DAL registration process or a simplification of the registration process would be welcomed by many non-riders. If the registration process and support mechanisms are deemed by Intercity Transit to be adequate, perhaps potential riders could be attracted through increased publication of available resources.
- Multiple non-riders indicated hearing positive word-of-mouth about the DAL service.
- An adjustment to the scheduling process would also be welcome by some respondents. One commenter noted difficulty with scheduling rides days in advance, and one commenter reported a declining frequency in use due to a perceived difficulty in scheduling even if calling in advance. A third commenter described scheduling 24 hours in advance an “inconvenience.”

Respondent Gender.

At the end of each call, surveyors were asked to record the gender of the interviewed respondent. Slightly more than 68 percent of respondents were identified as female.

Exhibit 3.12 Gender



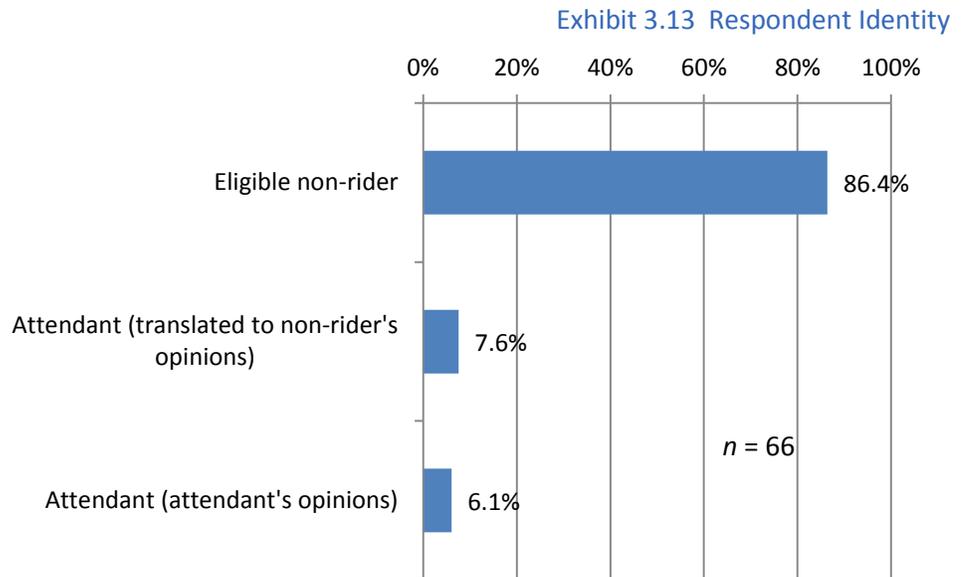
2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

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Respondent Identity.

Slightly more than 86 percent of respondents were the eligible non-riders themselves.



Appendix A

Current Rider Survey Instrument



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2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

Customer & Trip Information

1. Name of Customer

2. Date of Trip

3. Departure location

4. Destination

5. Scheduled pickup time

6. Mobility aid

7. Trip number

8. Customer ID number

9. Phone number



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

S1. Customer Participation

Hello, my name is _____ and I'm calling on behalf of Dial-A-Lift paratransit service. May I please speak with [Q1]?

Today we're conducting a survey to determine how well Intercity Transit Dial-A-Lift is meeting the needs of its customer and how its services can be improved in the future.

IF NECESSARY, SAY: The purpose of this survey is to let Dial-A-Lift staff know how they are doing in meeting the needs of their customers as a group. Let me assure you that your individual answers will remain anonymous and strictly confidential.

IF NECESSARY, SAY: Is there a better time for me to call back today (tomorrow)?

10. Is customer willing to participate?

- Customer is on line and able to respond
- TDD assistance required - SAY: Dial-A-Lift would very much like to have [Q1] participate in this survey. I can have my supervisor call back to ask [Q1] if s/he would like to participate with the assistance of the State Relay Service. [INTERVIEWER: Add TDD flag to sample if applicable]
- Other assistance required
- Language other than English or Spanish [IF CUSTOMER SPEAKS SPANISH, BILINGUAL INTERVIEWER SHOULD CONTINUE CALL IN SPANISH.]
- Customer unable to complete and has no attendant
- Refusal
- Call not answered/answering machine
- Number not valid (disconnected, wrong number)

Other (please specify)



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

S3. Other Assistance Required

11. Dial-A-Lift would very much like to have [Q1]'s opinions represented in the survey. Would you or another person at this number be able to assist her/him in responding to the survey questions?

- Yes, attendant agrees to "translate" the survey for passenger who was on the trip.
- Passenger unable or refuses but attendant was on trip - conduct survey with attendant who was on trip (ASSISTANT RESPONDENT).
- Passenger has cognitive disability and is unable to respond to survey and attendant was NOT on trip - conduct a short (non-rider) survey with attendant who was not on trip.
- Refusal



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

Satisfaction within last year

12. Thinking about your experience with Dial-A-Lift during the past year, which of the following comes closest to describing your rating of the services provided to you?

READ LIST

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied, or
- Very dissatisfied
- DO NOT READ: Don't know/refused



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

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Reservation in past month

13. Have you personally called Dial-A-Lift to make a reservation for any rides in the past month?

- Yes
- No
- Don't know/refused



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

Attribute rating						
<p>14. I'd now like you to think about your experience reserving a ride through Dial-A-Lift <u>over the past month</u>. Please only consider your interaction on the phone with ride schedulers when providing a rating.</p> <p>READ FOR EACH ATTRIBUTE: How would you rate the [INSERT ATTRIBUTE]? Would you rate [INSERT ATTRIBUTE] excellent, good, only fair, or poor?</p> <p>INTERVIEWER NOTE: *Hours for reservations are 8am-5pm Monday through Friday and 9am-4pm Saturday and Sunday.</p>						
	Excellent	Good	Only Fair	Poor	Don't know/refused	Not applicable (didn't have to hold)
Length of time you have to wait on hold before speaking to a ride scheduler	<input type="radio"/>					
Courtesy of ride schedulers	<input type="radio"/>					
The hours* ride schedulers are available to book your trip	<input type="radio"/>					
The skill of the ride scheduler in working to meet your reservation needs	<input type="radio"/>					



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

Recall of trip

15. For this next set of questions, we are specifically interested in your experience using Dial-A-Ride on [Q2], when you traveled from [Q3] to [Q4].

Although you may have ALSO used Dial-A-Lift to travel in the reverse direction on that day, for these next few questions I would like you to think just about the portion of the trip when you traveled from [Q3] to [Q4] when you were scheduled to be picked up at around [Q5].

IF CONCERNED ABOUT SOURCE OF INFORMATION, SAY:

We are working from schedules provided by Intercity Transit which contain only that information necessary to assist us in conducting this survey. Be assured that your individual responses are strictly confidential and will not be shared with any other party.

Do you recall that you were scheduled to take this particular trip?

- Yes
- No
- Don't know/refused



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Intercity Transit

Final Report

Did you take this trip?

16. Did you actually take this particular trip?

- Yes
- No
- Don't know/refused

A-10



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

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Why did you not take trip?

17. Can you tell me why you didnot take this trip?

DO NOT READ LIST.

- Driver/vehicle never came
- Got sick
- Appointment ran late
- Plans changed/didn't need to go
- Driver didn't help enough
- Don't know/refused
- Other (please specify)

A-11



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

Quality of DAL service

18. Overall, would you say the quality of Dial-A-Lift's service on this trip was... READ LIST

- Excellent
- Good
- Only Fair, or
- Poor
- DON'T READ: Don't know/refused

ASK: Why is that?



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

Pickup time

19. I'd like you to think about your trip on [Q2] at [Q3]. My records indicate your scheduled pick up time was [Q5]. Does that sound correct?

- Yes
- No
- Don't know

20. IF NO, ASK:

What was the scheduled pick up time you were given?

Enter "DON'T KNOW" if unknown.



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Intercity Transit

Final Report

Driver on time?

21. INTERVIEWER NOTE: IF PROVIDED USE PICK UP TIME PROVIDED BY RESPONDENT

Scheduled pick up time on file: [Q5]

Scheduled pick up time stated by respondent: [Q20]

As you may know, when you make a reservation, Dial-A-Lift gives you a 30-minute time period or "window" during which they will pick you up. The 30-minute window is 15 minutes before and 15 minutes after your scheduled pick up time of _____. Your pickup window for this trip was between _____ and _____. [CALCULATE PICK UP WINDOW]

Did the driver arrive during the pick up window or did he or she arrive before or after the window? IF BEFORE OR AFTER, PROBE: Was the driver a little or very _____(early or late)?

- Very early
- A little early
- On time
- A little late
- Very late
- Don't know/refused

A-14



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Driver arrived early

22. How many minutes before your scheduled pick up window of _____ and _____ (TIME WINDOW) did the driver arrive?

- Up to 5 minutes early
- 6-10 minutes early
- 11-15 minutes early
- 16-30 minutes early
- 31-60 minutes early
- Don't know

RECORD NUMBER OF MINUTES



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Driver arrived late

23. How many minutes after your scheduled pick up window of _____ and _____ (TIME WINDOW) did the driver arrive?

- Up to 5 minutes late
- 6-10 minutes late
- 11-15 minutes late
- 16-30 minutes late
- 31-60 minutes late
- More than an hour late

RECORD NUMBER OF MINUTES

A-16



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Arrive in time for appointment?

24. If traveling to an appointment, did you arrive in adequate time at your destination?

- Yes
- No
- Not applicable (not traveling to appointment)
- Don't know/can't remember

A-17



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

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Driver announce himself?

25. The next several questions will deal with the various aspects of the driver's help or aid to you on your trip.

Did the driver of this trip you took on [Q2] from [Q3] to [Q4] get out of the vehicle and announce himself/herself to you at your door?

- Yes
- No
- Don't know/don't remember



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Final Report

Conclusion/Thank you

47. THANK RESPONDENTS FOR THEIR TIME.

RECORD PASSENGER GENDER. (DO NOT READ).

- Female
- Male
- Uncertain

48. INTERVIEW COMPLETED WITH:

- Passenger
- Attendant (translated to rider - passenger's opinions)
- Attendant (attendant was ON trip - attendant's opinions)
- Attendant (attendant was NOT on trip - attendant's opinions)
- Using State Relay Service (TDD) for interview



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Waiting outside/at curb?

26. Were you waiting outside or at the curb when the driver arrived?

- Yes
- No
- Don't know/don't remember

A-20



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Need driver's help?

27. Did you need the driver's help in getting to or from the door, or getting in or out of the vehicle?

- Yes (on at least part of the trip)
- No
- Don't know/don't remember

A-21



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Did driver help you?

28. Did the driver actually help you?

- Yes (on at least part of the trip)
- No (did not help)
- Don't know/don't remember

A-22



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Trip Attributes						
29. And, how would you rate the [INSERT ATTRIBUTE]? REPEAT SCALE AS NECESSARY (a-e ATTRIBUTES ARE RANDOMIZED).						
	Excellent	Good	Only Fair	Poor	Don't know/refused	Not applicable
a. Comfort of the ride	<input type="radio"/>					
b. Overall condition of the vehicle INTERVIEWER NOTE: Overall condition of the vehicle includes things like general upkeep, appearance of vehicle, cleanliness of vehicle, etc.	<input type="radio"/>					
c. Courtesy of the driver	<input type="radio"/>					
d. Driving skills of the driver	<input type="radio"/>					
e. Condition and ease of use in the seatbelts	<input type="radio"/>					
f. The driver's skill and care in tying down your wheelchair or scooter. INTERVIEWER NOTE: Only ask of wheelchair/scooter riders. CUSTOMER MOBILITY AID: [Q6]	<input type="radio"/>					



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Purpose of trip

30. What was the purpose of this trip on [Q2]?

DO NOT READ LIST. ACCEPT SINGLE RESPONSE.

IF RESPONDENT SAYS "RETURNING HOME," PROBE: What was the purpose of the trip you were returning from?

- Medical appointment (other than dialysis or rehabilitation).
IF RESPONDENT SAYS MEDICAL/DOCTOR'S APPOINTMENT, ASK: Was this for dialysis or physical therapy/rehabilitation? IF ONE OF THESE, CODE ACCORDINGLY (CHECK THE APPROPRIATE RESPONSE BELOW).
- Dialysis
- Physical therapy/rehabilitation
- Visiting/recreation/social/out for a meal
- Errands (grocery shopping, bank, drug store, hair appointment, shopping, etc.)
- Employment
- Senior center program
- Church/temple
- Civic purpose or meeting/committee meeting
- Volunteer
- Adult day program
- School/college/vocational training
- Don't know/refused
- Other (please specify)



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Intercity Transit

Final Report

Call Customer Service?

31. This next question is more general in nature, not just related to the specific trip we have been discussing.

In the past month, did you call Dial-A-Lift for information or customer service (e.g., for any reason other than to make a reservation)?

- Yes
- No
- Don't know

A-25



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Purpose of Customer Service call

32. What was the main purpose of your most recent call?

- No show or cancellation issues
- Question related to a ride you were taking (i.e., Where's my ride?)
- Change reservation (pick up, drop off, date, or time)
- Request information
- Complaint
- Request a pass
- Confirm a previous reservation
- Application/eligibility
- Commendation
- Change address
- Can't remember/refused
- Other (please specify)



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Customer Service attributes

33. Thinking about your most recent experience with Customer Service other than making a reservation, how would you rate the [INSERT ATTRIBUTE]? Would you rate [INSERT ATTRIBUTE] excellent, good, only fair, or poor? And how would you rate the [INSERT ATTRIBUTE]?

REPEAT SCALE AS NECESSARY. ATTRIBUTES ROTATE RANDOMLY.

	Excellent	Good	Only Fair	Poor	Don't know/refused	Not applicable (didn't have to hold)
Length of time on hold before speaking to a customer service agent	<input type="radio"/>					
The length of time it took to finish the entire call	<input type="radio"/>					
The courtesy of the customer service agent	<input type="radio"/>					
The skill of the customer service agent in handling your question or dealing with your problem	<input type="radio"/>					



Infrequent Riders

34. What is the main reason you don't ride Dial-A-Lift more often? Any other reasons?

DO NOT READ RESPONSES.

- Have other transportation/use as a backup
- Only use for doctor's appointments
- Don't travel much/unable to travel
- Other transportation easier/more convenient/comfortable/faster
- Cost/can't afford to travel
- Travel outside DAL service area
- Disability no longer requires DAL
- Not taking trips where used DAL
- Want to save it for those who need it
- Bad experience with DAL
- Other (please specify)



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DEMOGRAPHICS - Disability

35. The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders.

Can you please tell me what disability or disabling conditions are the main reasons you use Dial-A-Lift rather than the regular bus? READ LIST IF NECESSARY.

INTERVIEWER NOTE: If completing the survey with the assistance of an attendant, continue to make sure the responses reference the passenger, not the attendant.

- A mobility impairment - whether you use a wheelchair or can walk (if asked for examples say, "for example, paralysis, arthritis, cerebral palsy")
- A developmental disability or cognitive/mental impairment (if asked for examples say, "for example, memory loss, Down's Syndrome, brain injury, mental illness, stroke")
- Frailty or a problem with energy (if asked for examples say, "for example, asthma, AIDS, kidney failure, the frailties of old age, congestive heart failure, COPD")
- Blindness or low vision
- Hearing impairment
- Refused (DO NOT READ)
- Other (please specify) (DO NOT READ)



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36. IF MORE THAN ONE DISABILITY IN THE PREVIOUS QUESTION, ASK:

What would you say is the main disability or disabling condition that causes you to use Dial-A-Lift?

- A mobility impairment - whether you use a wheelchair or can walk (if asked for examples say "for example, paralysis, arthritis, cerebral palsy")
- A developmental disability or cognitive/mental impairment (if asked for examples say "for example, memory loss, Down's Syndrome, brain injury, mental illness, stroke")
- Frailty or a problem with energy (if asked for examples say "for example, asthma, AIDS, kidney failure, the frailties of old age, congestive heart failure, COPD")
- Blindness or low vision
- Hearing impairment
- Refused (DO NOT READ)
- Other (please specify) (DO NOT READ)

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Race/ethnicity

37. Which of the following categories best describes your race or ethnic identification?

READ LIST. ACCEPT MULTIPLE RESPONSES.

- White
- Hispanic or Latino
- Asian
- Native American or Alaska Native
- Black or African American
- Native Hawaiian or other Pacific Islander
- Refused (DO NOT READ)
- Other (please specify)

A-31



Household income/DAL payment

38. What is your total annual household income?

READ LIST IF NECESSARY.

- Under \$7,500
- \$7,500 to \$14,999
- \$15,000 to \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 to \$199,999
- \$200,000 or higher
- Refused (DO NOT READ)
- Don't know (DO NOT READ)

39. How do you usually pay for your trips on Dial-A-Lift? (READ LIST)

- Purchase daily, monthly, or yearly pass from Customer Service
- Purchase pass from driver
- Pay cash
- Receive monthly pass through social service agency
- State Star Pass
- Don't know (DO NOT READ)
- Never pay for trips on DAL/Didn't know I had to pay (DO NOT READ)
- Other (please specify)



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

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Reduced Fare permit

40. Do you currently have a Reduced Fare Permit?

INTERVIEWER NOTE: Reduced fares only apply to monthly passes on Dial-A-Lift.

- Yes
- No
- Don't know



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

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Other public transit

41. Have you ridden on regular public transit since you have been disabled (in your adult life)?

(Regular public transit examples: bus systems such as Intercity Transit, Pierce Transit, Sound Transit, or other similar systems)

- Yes
- No
- Not applicable (not an adult)
- Refused



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Public transit in last month

42. Have you used regular public transit in the past month?

- Yes
- No
- Don't know/refused

A-35



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

Other transportation

43. Have you used any of the following types of transportation in the past month?

ORDER ROTATES RANDOMLY; ASK ABOUT EACH ITEM.

	Yes	No	Don't know
Medicaid transportation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veteran's transportation service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior Center van/shuttle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Car travel

44. Have you driven yourself in a car in the past month?

- Yes
- No
- Don't know/can't remember

45. Have you ridden in a car with others in the past month?

- Yes
- No
- Don't know/can't remember

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2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

Comments

46. Do you have any other comments about Dial-A-Lift service, that is to say, anything that you would like to tell us about your experiences with Dial-A-Lift?

PROBE: Anything else?

INTERVIEWER NOTE: If a serious issue is mentioned, especially a safety or security related matter, ask respondent if he/she would like someone from Dial-A-Lift to call him/her regarding the matter. Please ensure respondent that his/her responses on other questions would still remain confidential. Note on action/comment sheet.



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

Conclusion/Thank you

47. THANK RESPONDENTS FOR THEIR TIME.

RECORD PASSENGER GENDER. (DO NOT READ).

- Female
- Male
- Uncertain

48. INTERVIEW COMPLETED WITH:

- Passenger
- Attendant (translated to rider - passenger's opinions)
- Attendant (attendant was ON trip - attendant's opinions)
- Attendant (attendant was NOT on trip - attendant's opinions)
- Using State Relay Service (TDD) for interview



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Appendix B

Non-Rider Survey Instrument



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2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

Customer & Trip Information

1. Name of Customer

2. Customer ID

3. Phone number

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2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

S1. Customer Participation

Hello, my name is _____ and I'm calling on behalf of Dial-A-Lift paratransit service. May I please speak with [Q1]?

Today we're conducting a survey to determine how well Intercity Transit Dial-A-Lift is meeting the needs of its customer and how its services can be improved in the future. Although my records indicate that you are not currently using Dial-A-Lift, we would still like to include your opinions.

Everyone who completes today's survey will be entered into a random drawing for two \$50 VISA gift cards.

Would you be willing to participate in the survey? It only takes a few minutes and all of your responses will remain confidential.

IF NECESSARY, SAY: The purpose of this survey is to let Dial-A-Lift staff know how they are doing in meeting the needs of their customers as a group. Let me assure you that your individual answers will remain anonymous and strictly confidential.

IF NECESSARY, SAY: Is there a better time for me to call back today (tomorrow)?

IF CUSTOMER SPEAKS SPANISH, BILINGUAL INTERVIEWER SHOULD CONTINUE CALL IN SPANISH

4. Is customer willing to participate?

- Customer is on line and able to respond
- TDD assistance required - SAY: Dial-A-Lift would very much like to have [Q1] participate in this survey. I can have my supervisor call back to ask [Q1] if s/he would like to participate with the assistance of the State Relay Service. [INTERVIEWER: Add TDD flag to sample if applicable]
- Other assistance required
- Language other than English or Spanish
- Customer unable to complete and has no attendant
- Refusal
- Call not answered/answering machine
- Number not valid (disconnected, wrong number, etc.)
- Other

Comments



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

S3. Other Assistance Required

5. Dial-A-Lift would very much like to have [Q1]'s opinions represented in the survey. Would you or another person at this number be able to assist her/him in responding to the survey questions?

- Yes, attendant agrees to "translate" the survey for passenger.
- Passenger has cognitive disability and is unable to respond to survey - conduct survey with attendant who is familiar with Dial-A-Lift.
- Refusal



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

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Satisfaction within last year

6. Even though you have not ridden Dial-A-Lift before, think of your experience with the program so far, including registration for the service. Which of the following best describes your rating of your overall experience with Dial-A-Lift?

READ LIST

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied, or
- Very dissatisfied
- DO NOT READ: Don't know/refused



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

7. What is the main reason you don't ride Dial-A-Lift? Any other reasons?



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

8. The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders.

Can you please tell me what disability or disabling conditions are the main reasons you registered to use Dial-A-Lift rather than the regular bus? READ LIST IF NECESSARY.

INTERVIEWER NOTE: If completing the survey with the assistance of an attendant, continue to make sure the responses reference the passenger, not the attendant.

- A mobility impairment - whether you use a wheelchair or can walk (if asked for examples say "for example, paralysis, arthritis, cerebral palsy")
- A developmental disability or cognitive/mental impairment (if asked for examples say "for example, memory loss, Down syndrome, brain injury, mental illness, stroke")
- Frailty or a problem with energy (if asked for examples say "for example, asthma, AIDS, kidney failure, the frailties of old age, congestive heart failure, COPD")
- Blindness or low vision
- Hearing impairment
- Refused (DO NOT READ)
- Other (please specify) (DO NOT READ)



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

9. IF MORE THAN ONE DISABILITY IN THE PREVIOUS QUESTION, ASK:

What would you say is the main disability or disabling condition that causes you to use Dial-A-Lift?

- A mobility impairment - whether you use a wheelchair or can walk (if asked for examples say "for example, paralysis, arthritis, cerebral palsy")
- A developmental disability or cognitive/mental impairment (if asked for examples say "for example, memory loss, Down syndrome, brain injury, mental illness, stroke")
- Frailty or a problem with energy (if asked for examples say "for example, asthma, AIDS, kidney failure, the frailties of old age, congestive heart failure, COPD")
- Blindness or low vision
- Hearing impairment
- Refused (DO NOT READ)
- Other (please specify) (DO NOT READ)



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

10. Which of the following categories best describes your race or ethnic identification?

READ LIST. ACCEPT MULTIPLE RESPONSES.

- White
- Hispanic or Latino
- Asian
- Native American or Alaska Native
- Black or African American
- Native Hawaiian or other Pacific Islander
- Refused (DO NOT READ)
- Other (please specify)

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2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

11. What is your total annual household income?

READ LIST IF NECESSARY.

- Under \$7,500
- \$7,500 to \$14,999
- \$15,000 to \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 to \$199,999
- \$200,000 or higher
- Refused (DO NOT READ)
- Don't know (DO NOT READ)

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2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

12. Have you ridden on regular public transit since you have been disabled (in your adult life)?

(Regular public transit examples: bus systems such as Intercity Transit, Pierce Transit, Sound Transit, or other similar systems)

- Yes
- No
- Not applicable (not an adult)
- Refused

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2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

13. Have you used regular public transit in the past month?

- Yes
- No
- Don't know/refused

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2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

14. Have you used any of the following types of transportation in the past month?

ORDER IS RANDOMIZED; ASK ABOUT EACH ITEM

	Yes	No	Don't know
Medicaid transportation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veteran's transportation service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior center van/shuttle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

15. Have you driven yourself in a car in the past month?

- Yes
- No
- Don't know/can't remember

16. Have you ridden in a car with others in the past month?

- Yes
- No
- Don't know/can't remember



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

17. Do you have any other comments about Dial-A-Lift service, that is to say, anything that you would like to tell us about your experiences with Dial-A-Lift?

PROBE: Anything else?

INTERVIEWER NOTE: If a serious issue is mentioned, especially a safety or security related matter, ask respondent if he/she would like someone from Dial-A-Lift to call him/her regarding the matter. Please ensure respondent that their responses on other questions would still remain confidential. Note on action/comment sheet.

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2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

18. THANK RESPONDENTS FOR THEIR TIME.

RECORD PASSENGER GENDER. (DO NOT READ)

- Female
- Male
- Uncertain

19. INTERVIEW COMPLETED WITH:

- Passenger
- Attendant (translated to rider - passenger's opinions)
- Attendant (attendant's opinions)
- Using State Relay Service (TDD) for interview

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Appendix C

Current Rider Survey Simple Frequencies



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2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

Is customer willing to participate?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Customer is on line and able to respond	375	86.4	88.0	88.0
	Other assistance required	49	11.3	11.5	99.5
	Customer unable to complete and has no attendant	2	0.5	0.5	100.0
	Total	426	98.2	100.0	
Missing	System	8	1.8		
Total		434	100.0		

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		424	97.7	97.7	97.7
	Call back later.	1	0.2	0.2	97.9
	Has attendant.	1	0.2	0.2	98.2
	Took survey online.	8	1.8	1.8	100.0
	Total	434	100.0	100.0	

Dial-A-Lift would very much like to have [Q1]'s opinions represented in the survey. Would you or another person at this number be able to assist her/him in responding to the survey questions?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, attendant agrees to "translate" the survey for passenger	11	2.5	22.0	22.0
	Passenger unable or refuses but attendant was on trip - cond	14	3.2	28.0	50.0
	Passenger has cognitive disability and is unable to respond	25	5.8	50.0	100.0
	Total	50	11.5	100.0	
Missing	System	384	88.5		
Total		434	100.0		

Thinking about your experience with Dial-A-Lift during the past year, which of the following comes closest to describing your rating of the services provided to you? READ LIST

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	335	77.2	77.2	77.2
	Somewhat satisfied	79	18.2	18.2	95.4
	Somewhat dissatisfied, or	10	2.3	2.3	97.7
	Very dissatisfied	6	1.4	1.4	99.1
	DO NOT READ: Don't know/refused	4	0.9	0.9	100.0
	Total	434	100.0	100.0	C-3



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

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Have you personally called Dial-A-Lift to make a reservation for any rides in the past month?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	301	69.4	69.7	69.7
	No	118	27.2	27.3	97.0
	Don't know/refused	13	3.0	3.0	100.0
	Total	432	99.5	100.0	
Missing	System	2	0.5		
Total		434	100.0		

Length of time you have to wait on hold before speaking to a ride scheduler

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	112	25.8	38.0	38.0
	Good	131	30.2	44.4	82.4
	Only Fair	40	9.2	13.6	95.9
	Poor	6	1.4	2.0	98.0
	Don't know/refused	3	0.7	1.0	99.0
	Not applicable (didn't have to hold)	3	0.7	1.0	100.0
	Total	295	68.0	100.0	
Missing	System	139	32.0		
Total		434	100.0		

Courtesy of ride schedulers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	211	48.6	72.0	72.0
	Good	68	15.7	23.2	95.2
	Only Fair	12	2.8	4.1	99.3
	Don't know/refused	2	0.5	0.7	100.0
	Total	293	67.5	100.0	
Missing	System	141	32.5		
Total		434	100.0		



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The hours* ride schedulers are available to book your trip

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	135	31.1	45.8	45.8
	Good	130	30.0	44.1	89.8
	Only Fair	22	5.1	7.5	97.3
	Poor	3	0.7	1.0	98.3
	Don't know/refused	4	0.9	1.4	99.7
	Not applicable (didn't have to hold)	1	0.2	0.3	100.0
	Total	295	68.0	100.0	
Missing	System	139	32.0		
Total		434	100.0		

The skill of the ride scheduler in working to meet your reservation needs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	165	38.0	55.9	55.9
	Good	102	23.5	34.6	90.5
	Only Fair	21	4.8	7.1	97.6
	Poor	4	0.9	1.4	99.0
	Don't know/refused	3	0.7	1.0	100.0
	Total	295	68.0	100.0	
Missing	System	139	32.0		
Total		434	100.0		

For this next set of questions, we are specifically interested in your experience using Dial-A-Ride on [Q2], when you traveled from [Q3] to [Q4]. Although you may have ALSO used Dial-A-Lift to travel in the reverse direction on that day, for these next few

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	299	68.9	71.0	71.0
	No	58	13.4	13.8	84.8
	Don't know/refused	64	14.7	15.2	100.0
	Total	421	97.0	100.0	
Missing	System	13	3.0		
Total		434	100.0		C-5



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

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Did you actually take this particular trip?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	271	62.4	90.0	90.0
	No	15	3.5	5.0	95.0
	Don't know/refused	15	3.5	5.0	100.0
	Total	301	69.4	100.0	
Missing	System	133	30.6		
Total		434	100.0		

Can you tell me why you did not take this trip?DO NOT READ LIST.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Driver/vehicle never came	2	0.5	15.4	15.4
	Got sick	3	0.7	23.1	38.5
	Appointment ran late	1	0.2	7.7	46.2
	Plans changed/didn't need to go	5	1.2	38.5	84.6
	Don't know/refused	2	0.5	15.4	100.0
	Total	13	3.0	100.0	
Missing	System	421	97.0		
Total		434	100.0		

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		434	100.0	100.0	100.0



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Overall, would you say the quality of Dial-A-Lift's service on this trip was... READ LIST

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	173	39.9	63.6	63.6
	Good	81	18.7	29.8	93.4
	Only Fair, or	3	0.7	1.1	94.5
	Poor	7	1.6	2.6	97.1
	DON'T READ: Don't know/refused	8	1.8	2.9	100.0
	Total	272	62.7	100.0	
Missing	System	162	37.3		
Total		434	100.0		

ASK: Why is that?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Always comes on time.	421	97.0	97.0	97.0
	Can't remember the details.	1	0.2	0.2	97.2
	Don't have bad memories.	1	0.2	0.2	97.5
	Don't remember (attendant).	1	0.2	0.2	97.7
	Driver very nice. They all are.	1	0.2	0.2	97.9
	Drivers are all awesome, pleasant, willing to listen to my suggestion of what route is best.	1	0.2	0.2	98.2
	Everything went according to plan and the drivers were courteous and helpful.	1	0.2	0.2	98.4
	Got left and don't remember the date.	1	0.2	0.2	98.6
	On time, friendly drivers.	1	0.2	0.2	98.8
	Sometimes, a small number of drivers can be rude.	1	0.2	0.2	99.1
	The timing and the driver's courteous nature.	1	0.2	0.2	99.3
	The van arrives within the half-hour window and gets me to where I need to go in a reasonable time.	1	0.2	0.2	99.5
	We (my guest & myself) were picked up within 5 minutes of time scheduled. Return pick-up was also made with very little wait.	1	0.2	0.2	99.8
	Total	434	100.0	100.0	100.0

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I'd like you to think about your trip on [Q2] at [Q3]. My records indicate your scheduled pick up time was [Q5]. Does that sound correct?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	199	45.9	74.5	74.5
	No	49	11.3	18.4	92.9
	Don't know	19	4.4	7.1	100.0
	Total	267	61.5	100.0	
Missing	System	167	38.5		
Total		434	100.0		

IF NO, ASK:What was the scheduled pick up time you were given?Enter "DON'T KNOW" if unknown.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		393	90.6	90.6	90.6
	1:07 PM	1	0.2	0.2	90.8
	1:28pm	1	0.2	0.2	91.0
	1:45PM	1	0.2	0.2	91.2
	1:53PM	1	0.2	0.2	91.5
	1:54 PM	1	0.2	0.2	91.7
	1:55 PM	1	0.2	0.2	91.9
	1:59pm	1	0.2	0.2	92.2
	12:00pm	1	0.2	0.2	92.4
	2:00 PM	1	0.2	0.2	92.6
	2:00pm	1	0.2	0.2	92.9
	2:03 PM	1	0.2	0.2	93.1
	2:20 PM	1	0.2	0.2	93.3
	2:30 pm	1	0.2	0.2	93.5
	2:43 PM	1	0.2	0.2	93.8
	2:45pm	1	0.2	0.2	94.0
	2015-11-03 at 2:15pm	1	0.2	0.2	94.2
	3:04PM	1	0.2	0.2	94.5
	3:20pm	1	0.2	0.2	94.7
	3:35 PM	1	0.2	0.2	94.9
	3:43 PM	1	0.2	0.2	95.2
	3:53 pm	1	0.2	0.2	95.4
	4:00 PM	1	0.2	0.2	95.6
	4:00pm	1	0.2	0.2	95.9
	4:06 PM	1	0.2	0.2	96.1
	4:15 pm	1	0.2	0.2	96.3
	4:15 PM	1	0.2	0.2	96.5

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4:15pm	2	0.5	0.5	97.0
4:17 PM	1	0.2	0.2	97.2
4:25pm	1	0.2	0.2	97.5
4:34 PM	1	0.2	0.2	97.7
4:44pm	1	0.2	0.2	97.9
4:59 PM	1	0.2	0.2	98.2
5:01pm	1	0.2	0.2	98.4
5:20PM	1	0.2	0.2	98.6
6:58 PM	1	0.2	0.2	98.8
7:02pm	1	0.2	0.2	99.1
7:49pm	1	0.2	0.2	99.3
8:45pm	1	0.2	0.2	99.5
8:46 PM	1	0.2	0.2	99.8
DON'T KNOW	1	0.2	0.2	100.0
Total	434	100.0	100.0	

INTERVIEWER NOTE: IF PROVIDED USE PICK UP TIME PROVIDED BY RESPONDENT
Scheduled pick up time on file: [Q5]Scheduled pick up time stated by respondent: [Q20]As you may know, when you make a reservation, Dial-A-Lift gives you a 30-minute time period or "win

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very early	5	1.2	1.9	1.9
A little early	15	3.5	5.7	7.6
On time	200	46.1	75.8	83.3
A little late	9	2.1	3.4	86.7
Very late	6	1.4	2.3	89.0
Don't know/refused	29	6.7	11.0	100.0
Total	264	60.8	100.0	
Missing System	170	39.2		
Total	434	100.0		

How many minutes before your scheduled pick up window of _____ and _____ (TIME WINDOW) did the driver arrive?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Up to 5 minutes early	3	0.7	15.0	15.0
6-10 minutes early	6	1.4	30.0	45.0
11-15 minutes early	5	1.2	25.0	70.0
16-30 minutes early	1	0.2	5.0	75.0
31-60 minutes early	1	0.2	5.0	80.0
Don't know	4	0.9	20.0	100.0
Total	20	4.6	100.0	



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Missing System	414	95.4		
Total	434	100.0		

RECORD NUMBER OF MINUTES

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	434	100.0	100.0	100.0

How many minutes after your scheduled pick up window of _____ and _____ (TIME WINDOW) did the driver arrive?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Up to 5 minutes late	4	0.9	28.6	28.6
	6-10 minutes late	1	0.2	7.1	35.7
	11-15 minutes late	3	0.7	21.4	57.1
	16-30 minutes late	1	0.2	7.1	64.3
	31-60 minutes late	4	0.9	28.6	92.9
	More than an hour late	1	0.2	7.1	100.0
	Total	14	3.2	100.0	
Missing System		420	96.8		
Total		434	100.0		

RECORD NUMBER OF MINUTES

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		432	99.5	99.5	99.5
	3	1	0.2	0.2	99.8
	Does not know	1	0.2	0.2	100.0
Total		434	100.0	100.0	



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If traveling to an appointment, did you arrive in adequate time at your destination?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	216	49.8	82.1	82.1
	No	9	2.1	3.4	85.6
	Not applicable (not traveling to appointment)	32	7.4	12.2	97.7
	Don't know/can't remember	6	1.4	2.3	100.0
	Total	263	60.6	100.0	
Missing	System	171	39.4		
Total		434	100.0		

The next several questions will deal with the various aspects of the driver's help or aid to you on your trip. Did the driver of this trip you took on [Q2] from [Q3] to [Q4] get out of the vehicle and announce himself/herself to you at your door?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	169	38.9	64.8	64.8
	No	61	14.1	23.4	88.1
	Don't know/don't remember	31	7.1	11.9	100.0
	Total	261	60.1	100.0	
Missing	System	173	39.9		
Total		434	100.0		

Were you waiting outside or at the curb when the driver arrived?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	44	10.1	71.0	71.0
	No	16	3.7	25.8	96.8
	Don't know/don't remember	2	0.5	3.2	100.0
	Total	62	14.3	100.0	
Missing	System	372	85.7		
Total		434	100.0		

Did you need the driver's help in getting to or from the door, or getting in or out of the vehicle?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes (on at least part of the trip)	119	27.4	45.9	45.9
	No	132	30.4	51.0	96.9
	Don't know/don't remember	8	1.8	3.1	100.0
	Total	259	59.7	100.0	
Missing	System	175	40.3		
Total		434	100.0		

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Intercity Transit

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Did the driver actually help you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes (on at least part of the trip)	111	25.6	94.1	94.1
	No (did not help)	5	1.2	4.2	98.3
	Don't know/don't remember	2	0.5	1.7	100.0
	Total	118	27.2	100.0	
Missing	System	316	72.8		
Total		434	100.0		

a. Comfort of the ride

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	118	27.2	46.5	46.5
	Good	106	24.4	41.7	88.2
	Only Fair	20	4.6	7.9	96.1
	Poor	3	0.7	1.2	97.2
	Don't know/refused	7	1.6	2.8	100.0
	Total	254	58.5	100.0	
Missing	System	180	41.5		
Total		434	100.0		

b. Overall condition of the vehicle

INTERVIEWER NOTE: Overall condition of the vehicle includes things like general upkeep, appearance of vehicle, cleanliness of vehicle, etc.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	147	33.9	57.6	57.6
	Good	96	22.1	37.6	95.3
	Only Fair	5	1.2	2.0	97.3
	Don't know/refused	7	1.6	2.7	100.0
	Total	255	58.8	100.0	
Missing	System	179	41.2		
Total		434	100.0		

c. Courtesy of the driver

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	197	45.4	77.9	77.9
	Good	47	10.8	18.6	96.4
	Only Fair	5	1.2	2.0	98.4
	Poor	1	0.2	0.4	98.8
	Don't know/refused	3	0.7	1.2	100.0
	Total	253	58.3	100.0	
Missing	System	181	41.7		
Total		434	100.0		

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2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

d. Driving skills of the driver

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	165	38.0	65.2	65.2
	Good	74	17.1	29.2	94.5
	Only Fair	2	0.5	0.8	95.3
	Poor	1	0.2	0.4	95.7
	Don't know/refused	11	2.5	4.3	100.0
	Total	253	58.3	100.0	
Missing	System	181	41.7		
Total		434	100.0		

e. Condition and ease of use in the seatbelts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	127	29.3	50.0	50.0
	Good	95	21.9	37.4	87.4
	Only Fair	15	3.5	5.9	93.3
	Poor	5	1.2	2.0	95.3
	Don't know/refused	9	2.1	3.5	98.8
	Not applicable	3	0.7	1.2	100.0
	Total	254	58.5	100.0	
Missing	System	180	41.5		
Total		434	100.0		

f. The driver's skill and care in tying down your wheelchair or scooter. INTERVIEWER

NOTE: Only ask of wheelchair/scooter riders. CUSTOMER MOBILITY AID: [Q6]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	92	21.2	37.2	37.2
	Good	35	8.1	14.2	51.4
	Don't know/refused	1	0.2	0.4	51.8
	Not applicable	119	27.4	48.2	100.0
Total	247	56.9	100.0		
Missing	System	187	43.1		
Total		434	100.0		



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**What was the purpose of this trip on [Q2]?DO
NOT READ LIST. ACCEPT SINGLE
RESPONSE.IF RESPONDENT SAYS
"RETURNING HOME," PROBE: What was the
purpose of the trip you were returning from?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	11	2.5	4.1	4.1
	Medical appointment (other than dialysis or rehabilitation).	91	21.0	34.2	38.3
	Dialysis	6	1.4	2.3	40.6
	Physical therapy/rehabilitation	11	2.5	4.1	44.7
	Visiting/recreation/social/out for a meal	26	6.0	9.8	54.5
	Errands (grocery shopping, bank, drug store, hair appointments)	56	12.9	21.1	75.6
	Employment	13	3.0	4.9	80.5
	Senior center program	6	1.4	2.3	82.7
	Church/temple	15	3.5	5.6	88.3
	Civic purpose or meeting/committee meeting	2	0.5	0.8	89.1
	Volunteer	4	0.9	1.5	90.6
	Adult day program	5	1.2	1.9	92.5
	School/college/vocational training	9	2.1	3.4	95.9
	Don't know/refused	11	2.5	4.1	100.0
	Total	266	61.3	100.0	
Missing	System	168	38.7		
Total		434	100.0		

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		423	97.5	97.5	97.5
	Art program.	1	0.2	0.2	97.7
	Court.	1	0.2	0.2	97.9
	Death in the family.	1	0.2	0.2	98.2
	DMV.	1	0.2	0.2	98.4
	Fitness center.	1	0.2	0.2	98.6
	Return home.	2	0.5	0.5	99.1
	Train Station.	3	0.7	0.7	99.8
	Visit Farmers Market.	1	0.2	0.2	100.0
	Total	434	100.0	100.0	



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This next question is more general in nature, not just related to the specific trip we have been discussing. In the past month, did you call Dial-A-Lift for information or customer service (e.g., for any reason other than to make a reservation)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	37	8.5	14.1	14.1
	No	219	50.5	83.3	97.3
	Don't know	7	1.6	2.7	100.0
	Total	263	60.6	100.0	
Missing	System	171	39.4		
Total		434	100.0		

What was the main purpose of your most recent call?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	2	0.5	5.0	5.0
	No show or cancellation issues	6	1.4	15.0	20.0
	Question related to a ride you were taking (i.e., Where's my	11	2.5	27.5	47.5
	Change reservation (pick up, drop off, date, or time)	3	0.7	7.5	55.0
	Request information	8	1.8	20.0	75.0
	Complaint	1	0.2	2.5	77.5
	Request a pass	1	0.2	2.5	80.0
	Confirm a previous reservation	4	0.9	10.0	90.0
	Application/eligibility	1	0.2	2.5	92.5
	Change address	2	0.5	5.0	97.5
	Can't remember/refused	1	0.2	2.5	100.0
	Total	40	9.2	100.0	
Missing	System	394	90.8		
Total		434	100.0		

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		432	99.5	99.5	99.5
	Called Dial-A-Lift to speak to Emily Burkamp about expanding its service area.	1	0.2	0.2	99.8
	Wanted transportation.	1	0.2	0.2	100.0
	Total	434	100.0	100.0	



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Length of time on hold before speaking to a customer service agent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	13	3.0	35.1	35.1
	Good	19	4.4	51.4	86.5
	Only Fair	3	0.7	8.1	94.6
	Don't know/refused	1	0.2	2.7	97.3
	Not applicable (didn't have to hold)	1	0.2	2.7	100.0
	Total	37	8.5	100.0	
Missing	System	397	91.5		
Total		434	100.0		

The length of time it took to finish the entire call

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	27	6.2	71.1	71.1
	Good	10	2.3	26.3	97.4
	Not applicable (didn't have to hold)	1	0.2	2.6	100.0
	Total	38	8.8	100.0	
Missing	System	396	91.2		
Total		434	100.0		

The courtesy of the customer service agent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	27	6.2	73.0	73.0
	Good	8	1.8	21.6	94.6
	Poor	1	0.2	2.7	97.3
	Not applicable (didn't have to hold)	1	0.2	2.7	100.0
	Total	37	8.5	100.0	
Missing	System	397	91.5		
Total		434	100.0		

The skill of the customer service agent in handling your question or dealing with your problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	28	6.5	75.7	75.7
	Good	6	1.4	16.2	91.9
	Poor	1	0.2	2.7	94.6
	Don't know/refused	1	0.2	2.7	97.3
	Not applicable (didn't have to hold)	1	0.2	2.7	100.0
	Total	37	8.5	100.0	
Missing	System	397	91.5		
Total		434	100.0		

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2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

What is the main reason you don't ride Dial-A-Lift more often? Any other reasons? DO NOT READ RESPONSES.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	50	11.5	20.1	20.1
	Have other transportation/use as a backup	38	8.8	15.3	35.3
	Only use for doctor's appointments	28	6.5	11.2	46.6
	Don't travel much/unable to travel	77	17.7	30.9	77.5
	Other transportation easier/more convenient/comfortable/fast	38	8.8	15.3	92.8
	Cost/can't afford to travel	3	0.7	1.2	94.0
	Travel outside DAL service area	2	0.5	0.8	94.8
	Disability no longer requires DAL	4	0.9	1.6	96.4
	Not taking trips where used DAL	1	0.2	0.4	96.8
	Want to save it for those who need it	2	0.5	0.8	97.6
	Bad experience with DAL	6	1.4	2.4	100.0
	Total	249	57.4	100.0	
Missing	System	185	42.6		
Total		434	100.0		

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		384	88.5	88.5	88.5
	Dial-A-Lift is not available at times we would like to take it.	1	0.2	0.2	88.7
	I forget to make the appointment on a regular basis.	1	0.2	0.2	88.9
	I only have a conditional pass for the winter/spring months.	1	0.2	0.2	89.2
	Insufficient vehicles in Yelm.	1	0.2	0.2	89.4
	Lack of flexible scheduling on Sundays.	1	0.2	0.2	89.6
	MAIN TRANSPORTATION	1	0.2	0.2	89.9
	Must schedule too far in advance.	1	0.2	0.2	90.1
	Need care giver for spouse.	1	0.2	0.2	90.3
	No additional need.	25	5.8	5.8	96.1
	Personal vehicle available in the day.	1	0.2	0.2	96.3
	Restricted access of to two destinations due to weight of groceries.	1	0.2	0.2	96.5
	Schedule conflict with employer.	3	0.7	0.7	97.2
	Service area.	3	0.7	0.7	97.9
	Timing issues.	4	0.9	0.9	98.8
	Too limited a time frame in which I can make reservations. Effectively, I only have a three day window. I usually can not make a reservation for the next two days, as all spaces are full. This means that I need to call 3 times a week, just to schedule a one week time block. The process for setting up a repeating ride is also cumbersome.	1	0.2	0.2	99.1
	Two-day window to get the service and not knowing when I am going somewhere.	1	0.2	0.2	99.3

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2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

Wait time are way too long, sometimes forget appointment cause of blindness.	1	0.2	0.2	99.5
Wait time too long.	1	0.2	0.2	99.8
Want to schedule further in advance.	1	0.2	0.2	100.0
Total	434	100.0	100.0	

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid A mobility impairment - whether you use a wheelchair or can	141	32.5	100.0	100.0
Missing System	293	67.5		
Total	434	100.0		

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid A developmental disability or cognitive/mental impairment (i	59	13.6	100.0	100.0
Missing System	375	86.4		
Total	434	100.0		

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Frailty or a problem with energy (if asked for examples say,	48	11.1	100.0	100.0
Missing System	386	88.9		
Total	434	100.0		



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The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Blindness or low vision	52	12.0	100.0	100.0
Missing	System	382	88.0		
Total		434	100.0		

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hearing impairment	4	0.9	100.0	100.0
Missing	System	430	99.1		
Total		434	100.0		

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused (DO NOT READ)	5	1.2	100.0	100.0
Missing	System	429	98.8		
Total		434	100.0		

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify) (DO NOT READ)	28	6.5	100.0	100.0
Missing	System	406	93.5		
Total		434	100.0		



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Other (please specify) (DO NOT READ)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	407	93.8	93.8	93.8
ADHD.	1	0.2	0.2	94.0
Balance issue.	1	0.2	0.2	94.2
Can't drive anymore.	1	0.2	0.2	94.5
Can't ride the bus.	1	0.2	0.2	94.7
Cancer and chemotherapy.	1	0.2	0.2	94.9
Cancer chemotherapy caused neuropathy in my toes which makes it very difficult to walk.	1	0.2	0.2	95.2
Closest bus.	1	0.2	0.2	95.4
Diabetes.	1	0.2	0.2	95.6
Don't feel comfortable walking more than a block	1	0.2	0.2	95.9
Don't feel like walking.	1	0.2	0.2	96.1
Fall down a lot.	1	0.2	0.2	96.3
Grossly overweight.	1	0.2	0.2	96.5
Had cancer, and bus service only operate on Tuesday and Thursdays.	1	0.2	0.2	96.8
I have back issues---some days I feel I could walk quite a distance, other days I cannot. For example, Friday October 16th; I needed to walk from Curves to where I live and was experiencing pain in my let hip. Truthfully I didn't think I was going to be able to make it. There was a place where I could sit down for which I was thankful. As a person gets older there are limitations on their abilities to do things. I am finding for myself that it is walking.	1	0.2	0.2	97.0
Knee replacement.	1	0.2	0.2	97.2
Leg problem.	2	0.5	0.5	97.7
Lose balance.	1	0.2	0.2	97.9
Neck and arm problems.	1	0.2	0.2	98.2
No disabling conditions.	1	0.2	0.2	98.4
Panic disorder.	1	0.2	0.2	98.6
Seizures.	1	0.2	0.2	98.8
Sometimes don't know where going.	1	0.2	0.2	99.1
The reg bus is a mile away which is bad for her knees.	1	0.2	0.2	99.3
Trouble getting into any vehicle.	1	0.2	0.2	99.5
Unable to get on the bus.	1	0.2	0.2	99.8
Unsure	1	0.2	0.2	100.0
Total	434	100.0	100.0	



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IF MORE THAN ONE DISABILITY IN THE PREVIOUS QUESTION, ASK: What would you say is the main disability or disabling condition that causes you to use Dial-A-Lift?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify) (DO NOT READ)	20	4.6	15.4	15.4
	A mobility impairment - whether you use a wheelchair or can	46	10.6	35.4	50.8
	A developmental disability or cognitive/mental impairment (i	23	5.3	17.7	68.5
	Frailty or a problem with energy (if asked for examples say	15	3.5	11.5	80.0
	Blindness or low vision	20	4.6	15.4	95.4
	Hearing impairment	1	0.2	0.8	96.2
	Refused (DO NOT READ)	5	1.2	3.8	100.0
	Total	130	30.0	100.0	
Missing	System	304	70.0		
Total		434	100.0		

Other (please specify) (DO NOT READ)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		417	96.1	96.1	96.1
	Back problem.	1	0.2	0.2	96.3
	Can't walk up step.	1	0.2	0.2	96.5
	Can't walk very far.	1	0.2	0.2	96.8
	Can't walk.	1	0.2	0.2	97.0
	Cancer and chemotherapy.	1	0.2	0.2	97.2
	Cant be out too long in the cold.	1	0.2	0.2	97.5
	Diabetic.	1	0.2	0.2	97.7
	Disability.	1	0.2	0.2	97.9
	Grossly overweight.	1	0.2	0.2	98.2
	Hard to use other bus.	1	0.2	0.2	98.4
	Joint replacement.	1	0.2	0.2	98.6
	Lower back problem.	1	0.2	0.2	98.8
	Neck and back injury.	1	0.2	0.2	99.1
	No vehicle.	1	0.2	0.2	99.3
	Several medical problems.	1	0.2	0.2	99.5
	TBI	1	0.2	0.2	99.8
	Unable to walk.	1	0.2	0.2	100.0
	Total	434	100.0	100.0	

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**Which of the following categories best describes your race or ethnic identification?
READ LIST. ACCEPT MULTIPLE RESPONSES.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White	214	49.3	100.0	100.0
Missing	System	220	50.7		
Total		434	100.0		

**Which of the following categories best describes your race or ethnic identification?
READ LIST. ACCEPT MULTIPLE RESPONSES.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hispanic or Latino	10	2.3	100.0	100.0
Missing	System	424	97.7		
Total		434	100.0		

**Which of the following categories best describes your race or ethnic identification?
READ LIST. ACCEPT MULTIPLE RESPONSES.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Asian	2	0.5	100.0	100.0
Missing	System	432	99.5		
Total		434	100.0		

**Which of the following categories best describes your race or ethnic identification?
READ LIST. ACCEPT MULTIPLE RESPONSES.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Native American or Alaska Native	10	2.3	100.0	100.0
Missing	System	424	97.7		
Total		434	100.0		



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Which of the following categories best describes your race or ethnic identification? READ LIST. ACCEPT MULTIPLE RESPONSES.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black or African American	11	2.5	100.0	100.0
Missing	System	423	97.5		
Total		434	100.0		

Which of the following categories best describes your race or ethnic identification? READ LIST. ACCEPT MULTIPLE RESPONSES.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Native Hawaiian or other Pacific Islander	1	0.2	100.0	100.0
Missing	System	433	99.8		
Total		434	100.0		

Which of the following categories best describes your race or ethnic identification? READ LIST. ACCEPT MULTIPLE RESPONSES.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused (DO NOT READ)	12	2.8	100.0	100.0
Missing	System	422	97.2		
Total		434	100.0		

Which of the following categories best describes your race or ethnic identification? READ LIST. ACCEPT MULTIPLE RESPONSES.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	3	0.7	100.0	100.0
Missing	System	431	99.3		
Total		434	100.0		

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	American citizen of European descent.	431	99.3	99.3	99.3
	Filipino and Indian.	1	0.2	0.2	99.5
	Latina-otherwise unspecified.	1	0.2	0.2	99.8
Total		434	100.0	100.0	100.0



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What is your total annual household income? READ LIST IF NECESSARY.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under \$7,500	23	5.3	9.5	9.5
	\$7,500 to \$14,999	43	9.9	17.8	27.3
	\$15,000 to \$24,999	37	8.5	15.3	42.6
	\$25,000 to \$49,999	39	9.0	16.1	58.7
	\$50,000 to \$74,999	10	2.3	4.1	62.8
	\$75,000 to \$99,999	4	0.9	1.7	64.5
	\$100,000 to \$149,999	3	0.7	1.2	65.7
	\$150,000 to \$199,999	2	0.5	0.8	66.5
	Refused (DO NOT READ)	33	7.6	13.6	80.2
	Don't know (DO NOT READ)	48	11.1	19.8	100.0
	Total	242	55.8	100.0	
Missing	System	192	44.2		
Total		434	100.0		

How do you usually pay for your trips on Dial-A-Lift? (READ LIST)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	16	3.7	6.5	6.5
	Purchase daily, monthly, or yearly pass from Customer Service	87	20.0	35.5	42.0
	Purchase pass from driver	8	1.8	3.3	45.3
	Pay cash	121	27.9	49.4	94.7
	Receive monthly pass through social service agency	1	0.2	0.4	95.1
	State Star Pass	6	1.4	2.4	97.6
	Don't know (DO NOT READ)	4	0.9	1.6	99.2
	Never pay for trips on DAL/Didn't know I had to pay (DO NOT READ)	2	0.5	0.8	100.0
	Total	245	56.5	100.0	
	Missing	System	189	43.5	
Total		434	100.0		



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Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	419	96.5	96.5	96.5
Apartment building I live in provides them.	1	0.2	0.2	96.8
Book of pre-paid tickets.	1	0.2	0.2	97.0
Bus pass.	1	0.2	0.2	97.2
Christmas Gift.	1	0.2	0.2	97.5
City Hall.	2	0.5	0.5	97.9
City of Olympia supplies his transit pass.	1	0.2	0.2	98.2
Credit card.	1	0.2	0.2	98.4
Goes to her credit card.	1	0.2	0.2	98.6
Pay monthly.	1	0.2	0.2	98.8
Ralph's Thriftway.	1	0.2	0.2	99.1
Reduced Permit.	1	0.2	0.2	99.3
Thriftway on Fourth Avenue, and somewhere over by Lacey (a little store sells bus passes-don't remember name of it), too.	1	0.2	0.2	99.5
Thriftway.	1	0.2	0.2	99.8
Used to pay with cash but now have a student ID.	1	0.2	0.2	100.0
Total	434	100.0	100.0	

Do you currently have a Reduced Fare Permit?
INTERVIEWER NOTE: Reduced fares only apply to monthly passes on Dial-A-Lift.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	93	21.4	78.8	78.8
Yes	19	4.4	16.1	94.9
No	6	1.4	5.1	100.0
Don't know	118	27.2	100.0	
Total	316	72.8		
Missing	434	100.0		
System				
Total				

Have you ridden on regular public transit since you have been disabled (in your adult life)? (Regular public transit examples: bus systems such as Intercity Transit, Pierce Transit, Sound Transit, or other similar systems)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	102	23.5	41.5	41.5
Yes	142	32.7	57.7	99.2
No	2	0.5	0.8	100.0
Refused	246	56.7	100.0	
Total	188	43.3		
Missing	434	100.0		
System				
Total				



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Have you used regular public transit in the past month?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	55	12.7	53.9	53.9
	No	46	10.6	45.1	99.0
	Don't know/refused	1	0.2	1.0	100.0
	Total	102	23.5	100.0	
Missing	System	332	76.5		
Total		434	100.0		

Medicaid transportation services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	10	2.3	4.1	4.1
	No	232	53.5	95.1	99.2
	Don't know	2	0.5	0.8	100.0
	Total	244	56.2	100.0	
Missing	System	190	43.8		
Total		434	100.0		



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Veteran's transportation service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	0.2	0.4	0.4
	No	241	55.5	98.8	99.2
	Don't know	2	0.5	0.8	100.0
	Total	244	56.2	100.0	
Missing	System	190	43.8		
Total		434	100.0		

Senior Center van/shuttle

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	2.1	3.7	3.7
	No	233	53.7	95.9	99.6
	Don't know	1	0.2	0.4	100.0
	Total	243	56.0	100.0	
Missing	System	191	44.0		
Total		434	100.0		

Taxi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	32	7.4	13.1	13.1
	No	212	48.8	86.5	99.6
	Don't know	1	0.2	0.4	100.0
	Total	245	56.5	100.0	
Missing	System	189	43.5		
Total		434	100.0		

Have you driven yourself in a car in the past month?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	21	4.8	8.6	8.6
	No	224	51.6	91.4	100.0
	Total	245	56.5	100.0	
Missing	System	189	43.5		
Total		434	100.0		



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Have you ridden in a car with others in the past month?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	194	44.7	79.2	79.2
	No	50	11.5	20.4	99.6
	Don't know/can't remember	1	0.2	0.4	100.0
	Total	245	56.5	100.0	
Missing	System	189	43.5		
Total		434	100.0		

Do you have any other comments about Dial-A-Lift service, that is to say, anything that you would like to tell us about your experiences with Dial-A-Lift? PROBE: Anything else? INTERVIEWER NOTE: If a serious issue is mentioned, especially a safety or security issue, please indicate the location of the incident.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	200	46.1	46.1	46.1
30 minute window is excessive.	1	0.2	0.2	46.3
A blessing. Without them, we would be home-bounded.	1	0.2	0.2	46.5
All is well and appreciate the service.	1	0.2	0.2	46.8
All positive. One driver was a bit weird, but they were on time, pleasant. Nothing negative to say about Dial-A-Lift, but it is not for people that do not schedule their times.	1	0.2	0.2	47.0
Better than the other State Services. I would connections with another public transit.	1	0.2	0.2	47.2
Could not live without Dial-A-Lift.	1	0.2	0.2	47.5
A very good service.	1	0.2	0.2	47.7
Would like to be able to pay by credit/debit machine.	1	0.2	0.2	47.9
Very satisfied with the service.	1	0.2	0.2	48.2
For the most part, my experience with Dial-A-Lift is good.	1	0.2	0.2	48.4
Excellent service.	1	0.2	0.2	48.6
An excellent service in every way.	1	0.2	0.2	48.8
Very happy over all with the services of Dial-A-Lift.	1	0.2	0.2	49.1
Very satisfied.	1	0.2	0.2	49.3
Customer states that she is very satisfied with the services	1	0.2	0.2	49.5
I worry that I would miss the Dial-A-Lift van if it came too early.	1	0.2	0.2	49.8



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I would prefer the SUV which saves more gas.	1	0.2	0.2	50.0
The services are great.	1	0.2	0.2	50.2
Customer wants to know how to prevent from a driver from leaving from appt. when customer is not ready.	1	0.2	0.2	50.5
The wait time is too long between trips.	1	0.2	0.2	50.7
Dial-A-Lift can no longer accommodate me to go to my place of employment, due to the changes concerning the disabled.	1	0.2	0.2	50.9
Dial-A-Lift is an excellent service and we love it!	1	0.2	0.2	51.2
Dial-A-Lift is exceptional, given what they have to deal with.	1	0.2	0.2	51.4
Dial A List is a great service.	1	0.2	0.2	51.6
Driver comes too early.	1	0.2	0.2	51.8
Driver needs to be more on time with pick up, was late for next appointment.	1	0.2	0.2	52.1
Drivers are excellent, friendly and we're lucky to have them. Blessed to have Dial-A-Lift.	1	0.2	0.2	52.3
Drivers are really helpful.	1	0.2	0.2	52.5
Excellent service and I'm really thankful for it.	1	0.2	0.2	52.8
Excellent service and they really helped me. Haven't used it so much due to my improving condition, but it is very good.	1	0.2	0.2	53.0
Excellent service and very good.	1	0.2	0.2	53.2
Excellent service and very helpful especially after last year.	1	0.2	0.2	53.5
Excellent service for my first time use with good values.	1	0.2	0.2	53.7
Fairly good, drivers are very nice to passengers (introducing themselves at the door, etc.). Would recommend Dial-A-Lift transit.	1	0.2	0.2	53.9
Feel lucky to have Dial-A-Lift.	1	0.2	0.2	54.1
Fine service.	1	0.2	0.2	54.4
Generally appreciate it, but there are not enough buses when I need them.	1	0.2	0.2	54.6
God bless Dial-A-Lift people!	1	0.2	0.2	54.8
Good service.	1	0.2	0.2	55.1



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Good service.	1	0.2	0.2	55.3
Grateful for Dial-A-Lift.	1	0.2	0.2	55.5
Grateful for Dial-A-Lift. I don't know what I would do without it.	1	0.2	0.2	55.8
Great service, we appreciate it!	1	0.2	0.2	56.0
I've been pleased with the service.	1	0.2	0.2	56.2
I've had some bad experiences with Dial-A-Lift.	1	0.2	0.2	56.5
I am a firm believer in the buses and I do not know what I would do without them.	1	0.2	0.2	56.7
I am a very satisfied customer and very grateful for this service.	1	0.2	0.2	56.9
I am completely satisfied and very fortunate to have Dial-A-Lift in our area.	1	0.2	0.2	57.1
I am extremely grateful for Dial-A-Lift and would not be able to get to my doctor's appointment.	1	0.2	0.2	57.4
I am glad it is available.	1	0.2	0.2	57.6
I am grateful for Dial-A-Lift. They are like my service dog; they are good to me.	1	0.2	0.2	57.8
I am impressed with Dial-A-Lift; it is very accommodating. I wish you could schedule appointments further ahead of time since I have a tendency to forget.	1	0.2	0.2	58.1
I am learning the system since we just moved to the area. The caller stated that the window to schedule a bus ride 5 days out is sometimes difficult to work around.	1	0.2	0.2	58.3
I am satisfied with the service!	1	0.2	0.2	58.5
I am thankful for the service. I wish Dial-A-Lift would expand its services to Campus Glen and Willamette.	1	0.2	0.2	58.8
I am very happy with it.	1	0.2	0.2	59.0
I am very happy with the service and I am grateful that they have the service.	1	0.2	0.2	59.2
I am very pleased with the service!	1	0.2	0.2	59.4
I am very satisfied with the service and it is a wonderful service for people like me.	1	0.2	0.2	59.7
I appreciate having it and would not get out much if it were not for Dial-A-Lift.	1	0.2	0.2	59.9



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I appreciate that they are there.	1	0.2	0.2	60.1
I appreciate their service and it was not for family and neighbors I would be using them more. I expect to be using Dial-A-Lift more in the future.	1	0.2	0.2	60.4
I appreciate you are here for us and keep up the good work!	1	0.2	0.2	60.6
I believe it is the policy for the driver to come to the door; I didn't hear the door bell and then noticed that the Dial-A-Lift was there. The driver told me he had called in a 'no show'; I was taken to my destination and was told that ""you would see that I had gotten dropped off and would be picked up."" I called after waiting for quite some time after I was finished and well after the half hour pick up window and was told that the ride had been cancelled (I don't remember that part now) this was quite some time ago. I think it is important for the driver to come to the door, ring the door bell or knock loudly if necessary. No need to call. I do know that a person is only allowed so many 'no shows' and then you can't ride for a while, I believe. I am very grateful for this service. Helps me to get where I need to. I do ask folks I know for help to get errands taken care of; but it is nice to have this service. I do wish that those who answer the phone and the drivers would tell their name. I am sure these folks receive many phone calls or see many folks in a day but if you put on a smile before you pick up the phone or as the person gets on the van be friendly---you never know what impact you may have on a person's day. Thank you all for helping those of us who don't have any way to get where we need to go to get there.	1	0.2	0.2	60.8
I cannot even find the words to express how grateful how I am for Dial-A-Lift.	1	0.2	0.2	61.1
I don't know what I would do without it	1	0.2	0.2	61.3
I don't like the fact that if I miss the bus there's no one else to call	1	0.2	0.2	61.5
I enjoy the service.	1	0.2	0.2	61.8



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I find every driver to be very friendly and helpful and had some experiences waiting a bit late for buses. However, I am very thankful for Dial-A-Lift.	1	0.2	0.2	62.0
I have anxiety attacks on Saturday night because I am worried about whether I will be picked up on Sunday to make church. Please pick me up at 8:00 am and I will be very happy! She has been late to church on several occasions, and she misses the singing!!!!!!	1	0.2	0.2	62.2
I have had very good experiences with Dial-A-Lift.	1	0.2	0.2	62.4
I just want to say the here is excellent and professional	1	0.2	0.2	62.7
I like dial-a-lift its good service	1	0.2	0.2	62.9
I like it and use it when I need it.	1	0.2	0.2	63.1
I like the service and like to referred my elderly neighborhood people	1	0.2	0.2	63.4
I love Dial-A-Lift, the people who work there. They are good people and provide a good service. Without them, I would not be able to go anywhere.	1	0.2	0.2	63.6
I love it!	1	0.2	0.2	63.8
I love this service, have not met a bad driver everyone is nice and and kind.	1	0.2	0.2	64.1
I really appreciate it, otherwise I would be stuck.	1	0.2	0.2	64.3
I really enjoy their service: kind, helpful and friendly. It is very courteous and I really appreciate it.	1	0.2	0.2	64.5
I think Dial-A-Lift bus drivers should have to wait more than five minutes in the window time for passengers if they are not at the stop instead of just leaving after five minutes. It is a bumpy ride and there seems to be no shocks on the bus.	1	0.2	0.2	64.7
I think it is a great service. I would like more direct routes. I would like to get to my destination on time rather than extremely early.	1	0.2	0.2	65.0
I think it is a wonderful service and the drivers have been courteous.	1	0.2	0.2	65.2



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I think it is a wonderful service!	1	0.2	0.2	65.4
I think it is great.	1	0.2	0.2	65.7
I think it's a very valuable service	1	0.2	0.2	65.9
I think that the drivers are very kind	1	0.2	0.2	66.1
I think they are a wonderful organization and I can go to the senior center. They have always been there for me.	1	0.2	0.2	66.4
I think they are an excellent service and I appreciate it when I do not have anyone to take me where I need to go.	1	0.2	0.2	66.6
I think they are terrific!	1	0.2	0.2	66.8
I think they are very sufficient and helpful.	1	0.2	0.2	67.1
I think they do a good job.	1	0.2	0.2	67.3
I think we are lucky to have it, and the waiting time is too long.	1	0.2	0.2	67.5
I wait for pick-ups up to an hour-and-a-half. I do not like that.	1	0.2	0.2	67.7
I wish it ran on Thanksgiving!	1	0.2	0.2	68.0
I wish the window was smaller since we get to the destination too early. I hope there is never another incident when the Dial-A-Lift leaves without him. Thank God for Intercity transit and Dial-A-Lift!	1	0.2	0.2	68.2
I wish you guys were nationwide. Kansas has nothing like Dial-A-Lift.	1	0.2	0.2	68.4
I would like Dial-A-Lift to bring back standing reservations since I forget to book trips. Could they extend services on Sunday until 11 pm? Thank you!	1	0.2	0.2	68.7
I'd like the same-day ride instead of calling five-day schedule.	1	0.2	0.2	68.9
Improve timing issues and the bus needs to leave 5 minutes after the scheduled time period.	1	0.2	0.2	69.1
In the last six months, there was a "snotty" Dial-A-Lift driver and she was not helpful at all. I called to complain about her already, though. Other than that we really appreciate it.	1	0.2	0.2	69.4



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It has worked out really well for him. Most of the drivers are accommodating and friendly. The drivers get there on time and I've never been late for an appointment.	1	0.2	0.2	69.6
It is a good service! Thank you!	1	0.2	0.2	69.8
It is a good service. It should be easier to schedule regular pick-ups. I tried to book on-line because I was on hold too long. It was never scheduled.	1	0.2	0.2	70.0
It is a great service. The cost is good. It is hard to schedule in advance though. The window around pick-up and delivery takes too long and I have to wait.	1	0.2	0.2	70.3
It is a wonderful service and the drivers are happy and helpful.	1	0.2	0.2	70.5
It is a wonderful service, and I tell everyone it is, too!	1	0.2	0.2	70.7
It is a wonderful service. The drivers are courteous and great people!	1	0.2	0.2	71.0
It is an awesome service and has the best price in town.	1	0.2	0.2	71.2
It is an excellent service and I am very fortunate to have that available to me.	1	0.2	0.2	71.4
It is wonderful and she swears by it. She gets to go one place on her own.	1	0.2	0.2	71.7
It was really great.	1	0.2	0.2	71.9
It would be nice to get something in the mail to explain my pass and how Dial-A-Lift operates.	1	0.2	0.2	72.1
It's a wonderful service and thankful	1	0.2	0.2	72.4
It's been super.	1	0.2	0.2	72.6
It's on the positive side. I am really impressed how they organize and schedule things.	1	0.2	0.2	72.8
Keep up the good work.	1	0.2	0.2	73.0
I like everyone a lot.	1	0.2	0.2	73.3
Love the drivers, the service, and the fact that it is affordable. It is like a lifeline for me, since without Dial-A-Lift, I would be stuck at home.	1	0.2	0.2	73.5



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Make the bus stops safer. Can't make it to my destination on time due to timing issues.	1	0.2	0.2	73.7
Marvelous service and appreciate everything they done for us. Feel very safe with them. Survey was taken on behalf of the passenger by a friend/spouse.	1	0.2	0.2	74.0
My experience has been great!!	1	0.2	0.2	74.2
My experience with Dial-A-Lift is incredible and is more in tune with what the world needs. I cannot think of enough praise for Dial-A-Lift.	1	0.2	0.2	74.4
NA	5	1.2	1.2	75.6
NA.	2	0.5	0.5	76.0
NA. The survey was taken on behalf of the customer by her parent/guardian.	1	0.2	0.2	76.3
No.	1	0.2	0.2	76.5
No.	10	2.3	2.3	78.8
No.	5	1.2	1.2	80.0
No comment.	10	2.3	2.3	82.3
No comments.	17	3.9	3.9	86.2
No.	1	0.2	0.2	86.4
No, we really appreciate Dial-A-Lift.	1	0.2	0.2	86.6
No, we are very satisfied.	1	0.2	0.2	86.9
Not happy with the computer. It doesn't call me before time for my trip.	1	0.2	0.2	87.1
Not really.	1	0.2	0.2	87.3
Not really bad.	1	0.2	0.2	87.6
Overall happy with Dial-A-Lift and love their service. Look forward to them and very pleased.	1	0.2	0.2	87.8
Overall it is excellent. I would rather them use the bungee cord and not the net for securing my walker. The drivers are friendly and have been riding for twenty years and have not had a serious problem.	1	0.2	0.2	88.0
Picking up from a destination, sometimes the driver takes hours to pick him up.	1	0.2	0.2	88.2



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Please expand your routes just a couple of blocks outside your range. Too much time to wait for the bus when going on two miles down the road. Try to provide better turnaround time.	1	0.2	0.2	88.5
Pleased with service, although I think you need more service.	1	0.2	0.2	88.7
Quite satisfied with them and the drivers are always friendly.	1	0.2	0.2	88.9
Really satisfied. The waiting is not bad.	1	0.2	0.2	89.2
Registered using the Web Tool, but when I press submit, it sends an error message and does not send you an email. Something is goofy with the user interface.	1	0.2	0.2	89.4
Satisfied with Dial-A-Lift. Like to see it expand.	1	0.2	0.2	89.6
Satisfied with Dial-A-Lift. Like to see it expand.	1	0.2	0.2	89.9
Schedule issues with Dial-A-Lift, need to revise the routes to make more sense and more rider-friendly, more vehicles on the road.	1	0.2	0.2	90.1
Scheduling issues on Saturdays. Other than that, pretty satisfied with good service.	1	0.2	0.2	90.3
Love it!	1	0.2	0.2	90.6
The drivers are always nice and always smiling.	1	0.2	0.2	90.8
Would like to pick up a little later on Sundays, over all the services are fantastic.	1	0.2	0.2	91.0
Sometimes I arrive too early at a destination (I take a book). Keep up the good work!	1	0.2	0.2	91.2
Sometimes, one scheduler asks you what time you would like to be picked up and this works for me. I do not like when the scheduler picks a time for you; I am too early for my appointments.	1	0.2	0.2	91.5
Sometimes, the bus drivers drive too fast on the freeway; I get nauseous. Also, on the lift, I fell in between the lift and the bus.	1	0.2	0.2	91.7
Terrible bungee cords for holding walker/canes. Reps mess up a lot of address info for rides.	1	0.2	0.2	91.9



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Thankful for Dial-A-Lift.	1	0.2	0.2	92.2
Thankful for Dial-A-Lift. Passenger had safety issues with some drivers. Would like to speak to a representative regarding that, namely Emily Bergkamp.	1	0.2	0.2	92.4
Did not like the survey since it was hard to remember what happened on that particular day. Would like to see more flexibility in scheduling and more schedulers to take calls on Sunday since there is a long hold time of thirty minutes. Get some shocks for the vans!	1	0.2	0.2	92.6
Have to end the call. Mark everything excellent!	1	0.2	0.2	92.9
The drivers are excellent--friendly and helpful. The buses are nice and clean. The overall service is great!	1	0.2	0.2	93.1
The employees and bus drivers are sweet, but they need to work on their scheduling skills. Give us 6 days in advance, instead of the usual 5-day reservation period.	1	0.2	0.2	93.3
The management of Dial-A-Lift must be marvelous because each of their drivers are happy, helpful, and marvelous. I felt very honored to use Dial-A-Lift when needed. Thank you for your services.	1	0.2	0.2	93.5
The only real problem that I have is that when my errand is only 5 or 10 minutes, I still have to wait quite a while for the return trip. Many places don't have a waiting area or bench where I can wait for up to an hour for my ride back home. Consequently, I don't use the service for a number of errands where it's difficult to wait for an extended period for the return ride. If the drivers could wait for the 5 minutes, that would be helpful.	1	0.2	0.2	93.8
The passenger has witnessed discrimination issues concerning some of the drivers. Hang on to their good drivers.	1	0.2	0.2	94.0
The seat is bad.	1	0.2	0.2	94.2



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The survey could use some fine tuning. (respondent was very sarcastic)	1	0.2	0.2	94.5
They are really good and friendly!	1	0.2	0.2	94.7
They are the most fantastic people I have ever ridden with and have been excellent to me.	1	0.2	0.2	94.9
They do a good job.	1	0.2	0.2	95.2
They do the best they can do, given with what they have to deal with.	1	0.2	0.2	95.4
They have been very helpful.	1	0.2	0.2	95.6
They treat me like family; it is a really nice service.	1	0.2	0.2	95.9
Treated me very well and I am very appreciative.	1	0.2	0.2	96.1
Useful services to have and very satisfied with services.	1	0.2	0.2	96.3
Very dissatisfied with the services. I cannot run errands because of how the rules for Dial-A-Lift are done. Dial-A-Lift needs to consider more about old people and their concerns.	1	0.2	0.2	96.5
Very friendly and helpful and I like the service.	1	0.2	0.2	96.8
Very good service and much needed.	1	0.2	0.2	97.0
Very good service for me.	1	0.2	0.2	97.2
Very good service. Use it more whenever I need it but it's hard to schedule arrangements for pick-up times.	1	0.2	0.2	97.5
Very good. However, he doesn't like how he has to call a couple of days in advance to set up a ride. Appointments are congested.	1	0.2	0.2	97.7
Very prompt, pleasant and helpful.	1	0.2	0.2	97.9
Very satisfied with Dial-A-Lift.	1	0.2	0.2	98.2
Very satisfied with the service Dial-A-Lift brings. The employees are very nice and friendly and could not ask more from them.	1	0.2	0.2	98.4
Well satisfied with the service and are lucky to have Dial-A-Lift.	1	0.2	0.2	98.6
Without Dial-A-Lift I wouldn't be able to do anything.	1	0.2	0.2	98.8
If we didn't have Dial-A-Lift it would be a hassle.	1	0.2	0.2	99.1



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

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They go above and beyond for me, and how patient they are.	1	0.2	0.2	99.3
You are incredible and a life saver! Our life would not be the same without it!	1	0.2	0.2	99.5
You guys give 110% out there.	1	0.2	0.2	99.8
You need to improve how notes can be left about particular location issues. Example: Many of your drivers do not know how to find the back door wheelchair access for the downtown YMCA. There is a particular way to get there that provides safety for the rider, and the driver. The information does not get relayed to each driver.	1	0.2	0.2	100.0
Total	434	100.0	100.0	



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Intercity Transit

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**THANK RESPONDENTS FOR THEIR
TIME. RECORD PASSENGER
GENDER. (DO NOT READ).**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	305	70.3	73.5	73.5
	Male	106	24.4	25.5	99.0
	Uncertain	4	0.9	1.0	100.0
	Total	415	95.6	100.0	
Missing	System	19	4.4		
Total		434	100.0		

INTERVIEW COMPLETED WITH:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Passenger	263	60.6	100.0	100.0
Missing	System	171	39.4		
Total		434	100.0		

INTERVIEW COMPLETED WITH:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Attendant (translated to rider - passenger's opinions)	6	1.4	100.0	100.0
Missing	System	428	98.6		
Total		434	100.0		



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INTERVIEW COMPLETED WITH:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Attendant (attendant was ON trip - attendant's opinions)	17	3.9	100.0	100.0
Missing	System	417	96.1		
Total		434	100.0		

INTERVIEW COMPLETED WITH:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Attendant (attendant was NOT on trip - attendant's opinions)	33	7.6	100.0	100.0
Missing	System	401	92.4		
Total		434	100.0		

INTERVIEW COMPLETED WITH:

		Frequency	Percent
Missing	System	434	100.0



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Appendix D

Non-Rider Survey Simple Frequencies



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2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

Is customer willing to participate?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Customer is on line and able to respond	80	95.2	95.2	95.2
	Other assistance required	4	4.8	4.8	100.0
	Total	84	100.0	100.0	

Comments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		83	98.8	98.8	98.8
	She is willing to participate but she has not been authorized to use the DAL service.	1	1.2	1.2	100.0
	Total	84	100.0	100.0	

Dial-A-Lift would very much like to have [Q1]'s opinions represented in the survey. Would you or another person at this number be able to assist her/him in responding to the survey questions?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, attendant agrees to "translate" the survey for passenger	2	2.4	50.0	50.0
	Passenger has cognitive disability and is unable to respond	2	2.4	50.0	100.0
	Total	4	4.8	100.0	
Missing	System	80	95.2		
Total		84	100.0		

Even though you have not ridden Dial-A-Lift before, think of your experience with the program so far, including registration for the service. Which of the following best describes your rating of your overall experience with Dial-A-Lift? READ LIST

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	47	56.0	56.0	56.0
	Somewhat satisfied	8	9.5	9.5	65.5
	Somewhat dissatisfied, or	6	7.1	7.1	72.6
	Very dissatisfied	7	8.3	8.3	81.0
	DO NOT READ: Don't know/refused	16	19.0	19.0	100.0
	Total	84	100.0	100.0	



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

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What is the main reason you don't ride Dial-A-Lift? Any other reasons?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2.4	2.4	2.4
24-hour notice is difficult	2	2.4	2.4	4.8
Allergic reactions	1	1.2	1.2	6.0
Difficulty scheduling trip	3	3.6	3.6	9.5
Disability	1	1.2	1.2	10.7
Hard to access service vehicles	1	1.2	1.2	11.9
Health issues	2	2.4	2.4	14.3
Lack of availability	2	2.4	2.4	16.7
No need	38	45.2	45.2	61.9
Not approved	5	6.0	6.0	67.9
Not registered	9	10.7	10.7	78.6
Out of service area	10	11.9	11.9	90.5
Requires a car seat for two year old	1	1.2	1.2	91.7
Temporary access	1	1.2	1.2	92.9
Too hard to move	1	1.2	1.2	94.0
Too ill	1	1.2	1.2	95.2
Too long of a wait period	3	3.6	3.6	98.8
Unable to access	1	1.2	1.2	100.0
Total	84	100.0	100.0	

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid A mobility impairment - whether you use a wheelchair or can	49	58.3	100.0	100.0
Missing System	35	41.7		
Total	84	100.0		



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The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A developmental disability or cognitive/mental impairment (i	15	17.9	100.0	100.0
Missing	System	69	82.1		
Total		84	100.0		

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frailty or a problem with energy (if asked for examples say	13	15.5	100.0	100.0
Missing	System	71	84.5		
Total		84	100.0		

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Blindness or low vision	9	10.7	100.0	100.0
Missing	System	75	89.3		
Total		84	100.0		

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hearing impairment	5	6.0	100.0	100.0
Missing	System	79	94.0		
Total		84	100.0		



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

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The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Refused (DO NOT READ)	1	1.2	100.0	100.0
Missing System	83	98.8		
Total	84	100.0		

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Other (please specify) (DO NOT READ)	12	14.3	100.0	100.0
Missing System	72	85.7		
Total	84	100.0		

Other (please specify) (DO NOT READ)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	72	85.7	85.7	85.7
Cancer	1	1.2	1.2	86.9
Diabetes	1	1.2	1.2	88.1
Disability	1	1.2	1.2	89.3
Health issues	5	6.0	6.0	95.2
Old age	1	1.2	1.2	96.4
Out of service area	2	2.4	2.4	98.8
Surgery	1	1.2	1.2	100.0
Total	84	100.0	100.0	



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IF MORE THAN ONE DISABILITY IN THE PREVIOUS QUESTION, ASK: What would you say is the main disability or disabling condition that causes you to use Dial-A-Lift?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify) (DO NOT READ)	4	4.8	12.1	12.1
	A mobility impairment - whether you use a wheelchair or can	13	15.5	39.4	51.5
	A developmental disability or cognitive/mental impairment (i	4	4.8	12.1	63.6
	Frailty or a problem with energy (if asked for examples say	5	6.0	15.2	78.8
	Blindness or low vision	4	4.8	12.1	90.9
	Hearing impairment	2	2.4	6.1	97.0
	Refused (DO NOT READ)	1	1.2	3.0	100.0
	Total	33	39.3	100.0	
Missing	System	51	60.7		
Total		84	100.0		

Other (please specify) (DO NOT READ)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		80	95.2	95.2	95.2
	Back Injury	1	1.2	1.2	96.4
	Must avoid sunlight	1	1.2	1.2	97.6
	Neuropathy	1	1.2	1.2	98.8
	Out of service area	1	1.2	1.2	100.0
	Total	84	100.0	100.0	

Which of the following categories best describes your race or ethnic identification? READ LIST. ACCEPT MULTIPLE RESPONSES.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White	66	78.6	100.0	100.0
Missing	System	18	21.4		
Total		84	100.0		



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**Which of the following categories best describes your race or ethnic identification? READ LIST.
ACCEPT MULTIPLE RESPONSES.**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Hispanic or Latino	4	4.8	100.0	100.0
Missing System	80	95.2		
Total	84	100.0		

**Which of the following categories best describes your race or ethnic identification? READ LIST.
ACCEPT MULTIPLE RESPONSES.**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Asian	1	1.2	100.0	100.0
Missing System	83	98.8		
Total	84	100.0		

**Which of the following categories best describes your race or ethnic identification? READ LIST.
ACCEPT MULTIPLE RESPONSES.**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Native American or Alaska Native	4	4.8	100.0	100.0
Missing System	80	95.2		
Total	84	100.0		

Which of the following categories best describes your race or ethnic identification? READ LIST. ACCEPT MULTIPLE RESPONSES.

	Frequency	Percent
Missing System	84	100.0

**Which of the following categories best describes your race or ethnic identification? READ LIST.
ACCEPT MULTIPLE RESPONSES.**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Native Hawaiian or other Pacific Islander	1	1.2	100.0	100.0
Missing System	83	98.8		
Total	84	100.0		



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**Which of the following categories best describes your race or ethnic identification? READ LIST.
ACCEPT MULTIPLE RESPONSES.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused (DO NOT READ)	1	1.2	100.0	100.0
Missing	System	83	98.8		
Total		84	100.0		

**Which of the following categories best describes your race or ethnic identification? READ LIST.
ACCEPT MULTIPLE RESPONSES.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	3	3.6	100.0	100.0
Missing	System	81	96.4		
Total		84	100.0		

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		81	96.4	96.4	96.4
	American	2	2.4	2.4	98.8
	European	1	1.2	1.2	100.0
Total		84	100.0	100.0	

What is your total annual household income? READ LIST IF NECESSARY.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under \$7,500	8	9.5	10.1	10.1
	\$7,500 to \$14,999	16	19.0	20.3	30.4
	\$15,000 to \$24,999	17	20.2	21.5	51.9
	\$25,000 to \$49,999	9	10.7	11.4	63.3
	\$50,000 to \$74,999	4	4.8	5.1	68.4
	\$75,000 to \$99,999	3	3.6	3.8	72.2
	\$100,000 to \$149,999	1	1.2	1.3	73.4
	\$200,000 or higher	1	1.2	1.3	74.7
	Refused (DO NOT READ)	9	10.7	11.4	86.1
	Don't know (DO NOT READ)	11	13.1	13.9	100.0
Total		79	94.0	100.0	
Missing	System	5	6.0		
Total		84	100.0		



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

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Have you ridden on regular public transit since you have been disabled (in your adult life)? (Regular public transit examples: bus systems such as Intercity Transit, Pierce Transit, Sound Transit, or other similar systems)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	33	39.3	41.8	41.8
	No	46	54.8	58.2	100.0
	Total	79	94.0	100.0	
Missing	System	5	6.0		
Total		84	100.0		

Have you used regular public transit in the past month?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	11	13.1	33.3	33.3
	No	22	26.2	66.7	100.0
	Total	33	39.3	100.0	
Missing	System	51	60.7		
Total		84	100.0		

Medicaid transportation services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	3.6	3.8	3.8
	No	76	90.5	96.2	100.0
	Total	79	94.0	100.0	
Missing	System	5	6.0		
Total		84	100.0		

Veteran's transportation service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	1.2	1.3	1.3
	No	77	91.7	97.5	98.7
	Don't know	1	1.2	1.3	100.0
	Total	79	94.0	100.0	
Missing	System	5	6.0		
Total		84	100.0		



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Senior center van/shuttle

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	8	9.5	10.1	10.1
	No	71	84.5	89.9	100.0
	Total	79	94.0	100.0	
Missing	System	5	6.0		
Total		84	100.0		

Taxi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	16	19.0	20.3	20.3
	No	63	75.0	79.7	100.0
	Total	79	94.0	100.0	
Missing	System	5	6.0		
Total		84	100.0		

Have you driven yourself in a car in the past month?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	28	33.3	35.0	35.0
	No	52	61.9	65.0	100.0
	Total	80	95.2	100.0	
Missing	System	4	4.8		
Total		84	100.0		

Have you ridden in a car with others in the past month?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	72	85.7	90.0	90.0
	No	6	7.1	7.5	97.5
	Don't know/can't remember	2	2.4	2.5	100.0
	Total	80	95.2	100.0	
Missing	System	4	4.8		
Total		84	100.0		



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

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Do you have any other comments about Dial-A-Lift service, that is to say, anything that you would like to tell us about your experiences with Dial-A-Lift? PROBE: Anything else? INTERVIEWER NOTE: If a serious issue is mentioned, especially a safety or security issue, please provide details.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	7	8.3	8.3	8.3
All she hears is good.	1	1.2	1.2	9.5
Always goes by, that's all I know.	1	1.2	1.2	10.7
As soon as she has some she will call to give them.	1	1.2	1.2	11.9
Dial-A-Lift drivers are top of the line, compassionate, very attentive. They seem to take pride in their job. I like how they customize the rides while regular transit does not. Without Dial-A-Lift, I would not have been able to keep my job.	1	1.2	1.2	13.1
Does not come to his area.	1	1.2	1.2	14.3
Doubt will mail application.	1	1.2	1.2	15.5
Expand service into more rural areas.	1	1.2	1.2	16.7
Great people.	1	1.2	1.2	17.9
Great service for elderly people.	1	1.2	1.2	19.0
Has been certified disabled through the government, why is the process so hard to become certified to use DAL service?	1	1.2	1.2	20.2
He has seen the bus but not used it.	1	1.2	1.2	21.4
I am grateful for the service and a life preserver for when I need.	1	1.2	1.2	22.6
I don't want to lose my ability to use Dial-A-Lift. The length of time is pretty long and not dependable.	1	1.2	1.2	23.8
I hear nothing but good stuff about Dial-A-Lift. My friends love it.	1	1.2	1.2	25.0
I hope you continue because a lot of people need it!	1	1.2	1.2	26.2
I think it's a good thing.	1	1.2	1.2	27.4
I think it's wonderful that they have provided it for us.	1	1.2	1.2	28.6
I wish they would get their act together and a little upset with them.	1	1.2	1.2	29.8
I would like the regular buses (Since I live by St. Peters Hospital) to operate until later at night.	1	1.2	1.2	31.0
I would like to learn how to use Dial-A-Lift.	1	1.2	1.2	32.1
If it wasn't for DAL I wouldn't have been able to go anywhere. It is a great service!	1	1.2	1.2	33.3



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Improve the jurisdiction area and make it more available to more people. I would love to take Dial-A-Lift, but someone needs to pick me up. Have some kind of system for out-of-area residents to meet for taking Dial-A-Lift buses.	1	1.2	1.2	34.5
It's a good service when I needed it.	1	1.2	1.2	35.7
It's absolutely wonderful!	1	1.2	1.2	36.9
It's too hard to schedule rides 4 or 5 days in advance.	1	1.2	1.2	38.1
It is a great public service. He loves it!	1	1.2	1.2	39.3
It is inconvenient that DAL does not drive out of county. Yes there are drivers closer but her doctor is out of county and DAL won't take her.	1	1.2	1.2	40.5
It was very easy to use but I did encounter a couple of drivers who did not handle my panic/anxiety attacks well. Instead of helping to diffuse my anxiety attacks they made them worse by not answering my questions.	1	1.2	1.2	41.7
Lack availability.	1	1.2	1.2	42.9
My husband had D-A-L also and his doctor signed for permanent impairment (due to a hip replacement) as well as me (due to being almost completely blind) and DAL just provided the service for three months and cancelled it afterwards. I reapplied for DAL back in November of 2014 and still they haven't called me to notify me of anything. Notes: The bus stop is over 300 ft. from their house. Her husband can't ride public transportation because his wheelchair is too wide for regular buses.	1	1.2	1.2	44.0
No comments.	7	8.3	8.3	52.4
No I heard it's pretty good.	1	1.2	1.2	53.6
No it's a great service.	1	1.2	1.2	54.8
No it's pretty okay.	1	1.2	1.2	56.0
None.	11	13.1	13.1	69.0
Not applicable.	6	7.1	7.1	76.2
Not very effective for people who work.	1	1.2	1.2	77.4
Registration process took too long.	1	1.2	1.2	78.6
Seems that in the last couple of years, it has become more difficult no matter if you book a ride within 5 days or less. As a result, I take less frequent rides with Dial-A-Lift.	1	1.2	1.2	79.8
She feels it is hard to serve people like her but she is glad it is there.	1	1.2	1.2	81.0
She had a father that had a great time with us as a passenger. She just had issues very awful.	1	1.2	1.2	82.1
She loves it and will sign back up.	1	1.2	1.2	83.3



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Shouldn't take 4 months to be approved for the service.	1	1.2	1.2	84.5
So thankful for them and every driver I encountered has been completely awesome. Everyone on Dial-A-Lift is so helpful and polite.	1	1.2	1.2	85.7
Takes too long to arrive in Dial-A-Lift.	1	1.2	1.2	86.9
The drivers are really nice and the pickup window is a problem sometimes it takes to long!	1	1.2	1.2	88.1
They are wonderful and really like Dial-A-Lift. I wish I didn't have to lose them.	1	1.2	1.2	89.3
They need to get to his location.	1	1.2	1.2	90.5
Things come up and having to give 24 hours' notice is an inconvenience.	1	1.2	1.2	91.7
Unusual case where they needed a ride for this one time use, daughter usually takes him to appointments, she was out of town.	1	1.2	1.2	92.9
Very happy with the sign up process.	1	1.2	1.2	94.0
Waiting to try it.	1	1.2	1.2	95.2
We are excited to use it!	1	1.2	1.2	96.4
We need to get more buses on the road; they wait too long for appointments.	1	1.2	1.2	97.6
Wish it came closer to his home.	1	1.2	1.2	98.8
Would like to have someone go out to house, and show them how to use the service.	1	1.2	1.2	100.0
Total	84	100.0	100.0	

THANK RESPONDENTS FOR THEIR TIME.RECORD PASSENGER GENDER. (DO NOT READ)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	56	66.7	68.3	68.3
	Male	26	31.0	31.7	100.0
	Total	82	97.6	100.0	
Missing	System	2	2.4		
Total		84	100.0		

INTERVIEW COMPLETED WITH:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Passenger	57	67.9	100.0	100.0
Missing	System	27	32.1		
Total		84	100.0		



2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

Intercity Transit

Final Report

INTERVIEW COMPLETED WITH:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Attendant (translated to rider - passenger's opinions)	5	6.0	100.0	100.0
Missing	System	79	94.0		
Total		84	100.0		

INTERVIEW COMPLETED WITH:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Attendant (attendant's opinions)	4	4.8	100.0	100.0
Missing	System	80	95.2		
Total		84	100.0		

INTERVIEW COMPLETED WITH:

		Frequency	Percent
Missing	System	84	100.0



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