

2022 Handy Ride Passenger Satisfaction Report



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Report to:
City of Fresno
2223 G Street
Fresno, CA 93706

By:
Rea & Parker Research
P.O. Box 421079
San Diego, CA 92142

**REA &
PARKER**
RESEARCH



*Survey/Market Research
Economic Consultants*

Table of Contents

	page
Key Survey Findings	2
Introduction and Methodology	8
Sample	9
Survey Findings	10
Demographic Statistics/Respondent Characteristics	10
Handy Ride Customer Trip Characteristics	13
Customer Satisfaction with Handy Ride Service	19
Handy Ride Time-Related Considerations	35
Method of Fare Payment and Electronic Technology	45
Use of FAX Fixed Route Bus and Exclusive Reliance on Handy Ride	47
Covid Protocols	52
Appendix	54
Questionnaire	55
Frequencies	67
Open-Ended Responses	97

Handy Ride 2022 Customer Satisfaction Report

Key Survey Findings

Fresno Area Express (FAX) has elected to conduct a statistically reliable customer opinion and satisfaction telephone survey among Handy Ride's customer base. The purpose of the survey is threefold – first, to provide current information and opinions concerning customer satisfaction about the Handy Ride system, second to compare the results of this 2022 study with the results of prior satisfaction surveys (in particular, the 2018, 2014, and 2011 customer satisfaction studies), and third, to indicate any effects that the COVID pandemic may have had on travel behavior and bus satisfaction. Rea & Parker Research was selected to conduct the 2022 study, as it was for the 2018 and 2014 studies as well.

The survey was conducted by a random telephone sample of 254 customer respondents selected from a list of 2,768 Handy Ride customers who had used the system within the past 3 years. This survey was conducted during the period February 12, 2022 through February 20, 2022. This sample yields a margin of error of +/-5.9 percent at the 95 percent level of confidence.

Sample

- Nearly two-thirds of respondents (66 percent) are female.
- English is the primary language spoken in the home for over 9 in 10 (92 percent) of respondents.
- Approximately, one-third (34 percent) of respondents are White followed by Hispanic/Latino (33 percent) and African American (19 percent).
- Nearly four-fifths of respondents (78 percent) earn an annual household income of less than \$20,000 (40 percent less than \$10,000 and 38 percent between \$10,000 and \$19,999).
- Over one-fourth of respondents (26 percent) have a college degree or more education while nearly two-thirds (65 percent) have a high school education or less.
- Nearly one-half of respondents (48 percent) are between 55 and 74 years of age and another 19 percent indicate that they are 75 years of age and above.
- Over one-half of respondents (54 percent) are disabled and unable to work and another 23 percent are retired.
- The major residential zip codes of the respondents are as follows: 93727 (17 percent), 95726 (10 percent), and 93722, 93706, and 93710 (8 percent each).
- Well over 9 in 10 respondents (94 percent) are neither active-duty military nor a U.S. Veteran.

Handy Ride Customer Trip Characteristics

- Approximately three-fourths (71percent) of Handy Ride customers have used the service for 1.5 years or more, including 51 percent that have used the service for 3 or more years. The current customers have somewhat less tenure as riders of Handy Ride than the customers in the 2018 and 2014 surveys (76 percent with more than 1.5 years as riders of Handy Ride in 2018 and 77 percent as riders of 1.5 years or more in 2014). These data reflect an increase in newer riders but demonstrate overall strong and sustained ridership on the Handy Ride system.
- Over two-fifths (44 percent) of respondents make 1 to 2 one-way trips per week on Handy Ride, and this is consistent with the results of the 2018 survey where 40 percent of customers made 1 to 2 one-way trips per week and the 2014 survey where 39 percent made 1-2 one-way trips per week. These findings for 2018 and 2014 represent a substantial change over the 2011 survey where 27 percent made 1-2 trips per week.

- In 2022, 16 percent plan to take fewer Handy Ride trips in the next three months, and over one-fourth (28 percent) plan to take the same number of trips. In the prior survey periods, the proportion of customers planning to take the same number of trips in the coming 3 months was greater than in 2022 (likely related to COVID) and correspondingly, the proportion planning fewer trips was less in those earlier years. Only 4 percent plan to stop using the Handy Ride service – slightly higher than in previous years.
- Among the 48 percent of respondents who do not plan to take more Handy Ride trips in the next 3 months, the primary reason for making this decision is that they can make use of other travel modes (30 percent). Another 25 percent indicated that they have fewer appointments scheduled for them to attend.
- Nearly one-half (46 percent) of customers in the current survey have taken their most recent Handy Ride trip within the past 2 weeks. This finding indicates that current customers are making a substantially lower percentage of trips within the past 2 weeks than customers of previous survey periods. Current customers gave the following reasons for not taking Handy Ride trips during the last 3 months – COVID (8 percent), availability of a ride/have car (7 percent), and some degree of dissatisfaction with Handy Ride (4 percent).
- Three-fifths (60 percent) of customers indicate that their dominant trip purpose made on the Handy Ride system is going to appointments, such as doctors' visits. This finding represents a decrease over the results in 2018 (72 percent with appointments as the dominant trip purpose). The current finding is more consistent with the results of the 2014 and 2011 surveys where 63 percent and 65 percent respectively indicated that appointments were their most common trip.

Customer Satisfaction with Handy Ride Service

- Handy Ride customers demonstrate a high level of satisfaction with the Fresno Area Express Handy Ride Service. In fact, 83 percent are either very satisfied (52 percent) or satisfied (31 percent). This high level of satisfaction is reflected in the overall mean satisfaction rating of 1.81 for the current survey (mean rating based upon a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied). This pattern of high satisfaction with the Handy Ride service has been the pattern over the last 18 years – from 2004 to 2022.
- Among the five highest-rated Handy Ride features, customers provide the highest mean ratings for rating for drivers' safety consciousness (mean of 1.56) followed closely by drivers' driving skills (mean of 1.60), reservation staff's implementation of COVID screening protocols, and drivers' enforcement of COVID procedures (each a mean of 1.64), and value of Handy Ride service provided for the price (mean of 1.65). Generally, the mean overall satisfaction ratings for this first tier of highly-rated features in the 2022 survey are slightly lower than they were in the 2011, 2014, and 2018 surveys.
- The mean satisfaction ratings for the least highly rated Handy Ride features in the current survey are as follows: on-time to home or destination (mean of 2.22), locations/methods of payment (mean of 2.18), scheduled pickups (mean of 2.22), and will-call pickups (mean of 2.41). The overall finding is that regarding these low-rated features, there is little to no improvement in customer satisfaction from 2011 to 2022.
- Customers indicate that pickups being on time (27 percent), drivers' customer service (21 percent), and waiting times for pickups (9 percent) are most important to their level of satisfaction. This finding is consistent with the important features indicated by respondents in the 2011, 2014, and 2018 surveys.

- Older customers, those who are less likely to use smartphones or the Internet, frequent riders, and those who have experienced fewer wait time delays are the most satisfied among all subgroups of Handy Ride users.
- Based upon a satisfaction/importance quadrant analysis, drivers' courtesy is the single strongest core characteristic that impacts their overall rating of the Handy Ride service as highly satisfactory. Will-call pickups and scheduled pickups are two characteristics that are in particular need of improvement. These findings are consistent with the results of the quadrant analysis in the 2018 survey.
- The "report card" that was developed for prior surveys shows that Handy Ride has been a consistent success, with the same high level of satisfaction found in 2011, 2014, and 2018 as well as the current year. Since 2014, however, customer satisfaction and service improvements are warranted in the following areas: getting you home to your destination on time, scheduled pickups, and will-call pickups.
- It is apparent that Handy Ride customers feel quite safe on Handy Ride vehicles. Specifically, 98 percent of customers feel either very safe (81 percent) or somewhat safe (17 percent). This is consistent with the results of the 2018 survey where, once again, nearly everyone (99 percent) indicated they felt either very safe or somewhat safe.

Handy Ride Time-Related Considerations

- The typical Handy Ride trip is 34.0 minutes (mean) and 30 minutes (median). The Handy Ride trip for 7 in 10 customers (70 percent) is 30 minutes or less. This is very consistent with the results of the 2018, 2014, and 2011 surveys where 71 percent, 72 percent, and 70 percent respectively had a typical trip last 30 minutes or less.
- It is noteworthy that, in the current survey, the typical mean wait time of 39.8 minutes and the median wait time of 30 minutes are considerably less than the maximum wait time guideline of 90 minutes allowed for will-call pickups. Moreover, nearly three in five respondents (57 percent) waited for a will-call pick up for 30 minutes or less. These typical wait times in 2022 are consistent with the findings in 2014 and 2018 where 53 percent and 59 percent of customers, respectively, had wait times of 30 minutes or less.
- In 2022, just over one-half (51 percent) of customers never waited more than 90 minutes for a will-call pickup. This finding is statistically consistent with the 2018 survey period where 56 percent of respondents never waited for a will-call pickup for more than 90 minutes. The 2022 result is also consistent with the 2014 and 2011 survey periods – 47 percent never waited for more than 90 minutes in 2014 and 51 percent never waited longer than 90 minutes in 2011.
- In the current survey, the mean longest wait time for a will-call pickup is 73.9 minutes and the longest median wait time is 60 minutes – both averages are below the 90-minute maximum that has been established as a guideline. This service level is consistent with the 2018 survey results where the mean longest wait time was 73.1 minutes, and the median was also 60 minutes. The wait times in 2022 and 2018 represent a considerable improvement over the 2014 survey period where the longest wait time was 82.9 minutes, and the median was 80 minutes.
- There is a decline in will-call pickup service represented by the percentage of customers who waited 3 or more times for a will-call pickup. In 2018, only 11 percent waited over 90 minutes on 3 or more occasions, while in the current year, 20 percent of respondents waited 3 or more times over 90 minutes for a will-call pickup.
- In 2022, the mean typical scheduled pickup time is 23.8 minutes, and the median scheduled pickup time is 20 minutes. Both averages are well within the window established for such scheduled pickups. In the current survey, 84 percent were picked up in 30 minutes or less. This is quite consistent with the 2018, 2014, 2011, and 2007 survey periods where 86 percent, 90 percent, 87

percent, and 92 percent of customers, respectively, were picked up within 30 minutes of their scheduled pickup time.

- In the current survey period (2022), more than two in five (42 percent) customers never waited more than 30 minutes for a scheduled pickup. This finding is consistent with the 2018 and 2011 results – in 2018, 40 percent of customers never waited more than 30 minutes for a scheduled pickup, and in 2011, 42 percent never waited more than 30 minutes. However, the results in 2014 represent an anomaly in that one-third (33 percent) of customers waited more than 30 minutes for a scheduled pickup.
- The mean longest wait for a scheduled pickup in 2022 is 41.5 minutes and the median is 30 minutes. This result is consistent with the 2018 finding where the longest scheduled pickup wait was 41.4 minutes. These results for 2022 and 2018 show an improvement over the 2014 survey where the mean wait time was 49.5 minutes and the median wait time was 45 minutes.
- In the current survey, one-fifth (20 percent) of customers always allow a 2-hour window between their requested pickup time and their scheduled appointment with another 38 percent sometimes allowing a two-hour window. One-third (33 percent) are more likely to allow one hour or less. In 2018, one-fourth (25 percent) of respondents always allowed a 2-hour window with another 25 percent sometimes allowing a two-hour window.
- Over one-half (52 percent) of Handy Ride customers indicate that a Handy Ride vehicle has never arrived early for pickup. The finding in 2018 is similar in that 49 percent of customers never experienced a Handy Ride vehicle arriving early. In the 2011 and 2014 surveys, however, the findings are different and more favorable – 30 percent and 42 percent of customers, respectively, had never experienced a Handy Ride vehicle arriving early for pickup.
- Over three-fourths (77 percent) of respondents would find a call helpful reminding them of their appointment. Among these respondents, 27 percent would find it helpful to have two calls—one on the night before their trip and another on the day of their trip; 21 percent would want a call on the same day only, and another 29 percent on the night before only. There is a much stronger interest in 2022 than there was in 2018 and 2014 regarding such a reminder call.
- Four-fifths (80 percent) of respondents are aware that repeated no-shows can result in a suspension of service; conversely, 20 percent are not aware of this possibility.

Method of Fare Payment and Electronic Technology

- Customers largely use cash to pay their Handy Ride fare, and this has been the case since 2004. In the current survey, approximately three-fourths (74 percent) pay their fare with cash. In previous survey periods, the percentages of customers who paid cash are as follows: 2004 – 76 percent; 2007 – 72 percent, 2011 – 71 percent, 2014 – 77 percent, and 2018 – 76 percent. The alternative method of fare payment is the Handy Ride Pass (26 percent in 2022, 24 percent in 2018, 23 percent in 2014, and 29 percent in 2011).
- Nearly three-fifths (58 percent) of respondents indicate that they have the use of a smartphone. This represents a slight increase in the use of a smartphone since the 2018 survey where 55 percent indicated that they used a smartphone. These findings demonstrate a notable and expected increase in the use of smartphones between 2014 and 2011 – 24 percent used smartphones in 2014 and 10 percent made use of them in 2011.
- In the current year, nearly two-thirds (66 percent) of smartphone users would use a mobile app for reservations if such an app were available.
- Among those customers who use the Internet at least once per week (58 percent), 40 percent have visited the FAX website. Among those respondents who do not use the Internet at least once per week, (42 percent), 15 percent have visited the FAX website. In general, 30 percent of all respondents have visited the FAX website.

Use of FAX Fixed Route Bus and Exclusive Reliance on Handy Ride

- More than 7 in 10 (71) percent of Handy Ride customers either strongly agree (38 percent) or agree (33 percent) that they are totally dependent upon Handy Ride for their transportation needs. This represents an increase in Handy Ride dependency since 2018 where 65 percent either strongly agreed or agreed that they were totally dependent on Handy Ride. The 2014 level of agreement regarding Handy Ride dependency was 70 percent, and in 2011, the level of dependency was 64 percent.
- Two in five (40 percent) customers in the current year occasionally ride a FAX fixed-route bus. This result is identical to the finding from the 2018 survey. Both the 2022 and 2018 survey findings represent a considerable increase in the use of the fixed-route bus over the 2014 and 2011 survey periods (32 percent usage in 2014 and only 18 percent in 2011).
- Nearly one-fifth (19 percent) of those who have occasionally used the fixed-route bus did so because it is convenient to use such a bus to travel to a nearby destination. This reason is followed by the need to make a last-minute trip and did not have time to make a Handy Ride reservation (17 percent), the ability to travel to places not served by Handy Ride (15 percent) and to take advantage of the faster bus (9 percent). In 2018, the top reasons why Handy Ride customers used the fixed buses were the same as in 2022, but in different proportions.
- Nearly two-fifths (37 percent) of 2022 Handy Ride customers would consider using wheelchair-accessible buses if FAX provided free training. This represents a slight increase over the 2018 survey where 33 percent would consider using wheelchair-accessible buses. In 2014 and 2011, there was considerably less interest in wheelchair-accessible buses among Handy Ride users (2014 –18 percent were interested; in 2011, 10 percent showed some interest).

Covid Protocols

- During COVID, nearly two-fifths (38 percent) of respondents took fewer Handy Ride trips. Another 10 percent took more trips and over one-third (33 percent) made no changes in the number of Handy Ride trips taken during COVID. Nearly one-fifth (18 percent) did not use Handy Ride at all during COVID.
- Among the 82 percent of respondents who used Handy Ride during COVID, over three-fifths (61 percent) used Handy Ride for medical/dental trips. Another 13 percent used Handy Ride for shopping trips, with social/recreation (7 percent), work/business (6 percent), and errands/personal (6 percent) following in order.
- Among the 56 percent of respondents who took fewer trips or no trips at all on Handy Ride during COVID, these respondents handled their transportation needs in the following ways: obtained rides from family and friends (45 percent), stayed home more often (36 percent), used the FAX bus, medical transport, and their own car (12 percent), and used Uber, Lyft, and taxis (6 percent).

Conclusions

There is strong evidence that Handy Ride customers demonstrate a very high level of satisfaction for the services provided on the system. This high overall satisfaction with the Handy Ride system has been sustained and documented over 18 years – since the 2004 Customer Satisfaction Survey. This satisfaction is further evidenced by a strong record of customer retention.

Features of the Handy Ride system that are closely related to the performance of the drivers demonstrate the highest levels of satisfaction. These include drivers' driving skills and drivers' safety consciousness and drivers' enforcement of COVID safety protocols. Also among the most satisfactory features are the reservation staff's COVID screening and the value of Handy Ride for the price. Driver courtesy is of relevance because it is not only satisfactory in the opinion of the customers, but it is also very important to them. Features of the Handy Ride system for which improvement would lead to even higher satisfaction ratings are will-call pickups, scheduled on-time pickups, and overall comfort of van or sedan.

Introduction and Methodology

Fresno Area Express (FAX) is governed by the City of Fresno and is the largest public transportation provider in the Central San Joaquin Valley region, with 5.6 million passenger trips in FY 2021. FAX service consists of over 100 buses, approximately 1,500 bus stops, and 18 fixed routes in the City of Fresno including three major hubs: Downtown Transit Mall; Manchester Transit Center along Blackstone Avenue north of Shields; and a transfer point at River Park Shopping Center in north Fresno.

The Americans with Disabilities Act (ADA) of 1990 requires public transportation agencies to provide paratransit service to eligible persons with disabilities. FAX, therefore, operates Handy Ride – a service designed to meet the transportation needs of eligible persons with disabilities who cannot functionally use the FAX fixed-route bus system. Handy Ride is a shared ride, curb-to-curb service that operates within area boundaries that are generally indicated to be Copper Avenue to the north, east to Willow Avenue, south to Ashlan Avenue, east to Temperance Avenue, south to Central Avenue, west to Polk Avenue, north to the Fresno County line, and east to Copper Avenue. Handy Ride provided 5.6 million customer trips in fiscal year 2021.

Handy Ride operates at the following hours:

Monday–Friday: 5:30 a.m.-12 midnight

Saturday: 6:30 a.m.–12 midnight.

Sunday: 6:30 a.m.—7:00 p.m.

Fresno Area Express has presently elected to conduct a statistically reliable customer opinion and satisfaction telephone survey among Handy Ride’s customer base. The purpose of the survey is twofold – first, to provide current information and opinions concerning customer satisfaction regarding the Handy Ride system, and second to compare the results of this 2022 study with the results of the 2011, 2014, and 2018 Handy Ride customer satisfaction studies. References will be made in the text to 2004 and 2007, where it is noteworthy.

Rea & Parker Research was selected to conduct the 2022 study. Specifically, the research is to:

- Determine overall satisfaction with the services provided by the Handy Ride system.
- Determine opinions and perceptions of various issues including:
 - Safety on board Handy Ride vehicles
 - Level of dependency on Handy Ride for transportation needs

- Wait times for will-call and scheduled pick-ups
 - Use of the FAX fixed-route bus
 - Number of weekly one-way trips on Handy Ride
 - Trip purpose and length of time using Handy Ride
 - Driver performance
 - Comfort and cleanliness of vehicles
 - Covid Protocols
- Obtain demographic data about the population for use in descriptive analysis and crosstabulations of data that can be useful in the development of policy.
 - Compare the results of this survey with the results of the 2018, 2014, and 2011 Handy Ride customer satisfaction surveys.

Sample

A sample of 254 respondents was selected from a base of 2,768 Handy Ride customers who had used the system within the past 3 years. This sample size yields a margin of error of +/- 5.9 percent at the 95 percent level of confidence. This figure represents the widest interval that occurs when the survey question represents an approximate 50 percent-50 percent proportion of the sample. When it is not 50 percent, the interval is somewhat smaller. For example, in the survey findings that follow, 52 percent of respondents indicate that are very satisfied with the overall service provided by Handy Ride. This means that there is a 95 percent chance that the true proportion of the Handy Ride customer base (from which the sample was drawn) is between 46.1 percent and 57.9 percent (52 percent +/-5.9 percent).

If the customer was not able to respond to survey questions, the interviewer asked to speak with a caretaker or friend/relative, or someone willing to answer questions on behalf of the customer. Approximately 93 percent of the respondents were the customers, themselves. Another 4 percent of the respondents were friends or relatives of the customer and 3 percent were caregivers. The survey was administered in English and Spanish, and it was conducted from February 12, 2022 through February 20, 2022. The total survey cooperation rate was 75.6 percent, as indicated in Table 1 (254 successful interviews—57 refusals and 25 midterm terminations). This survey report has been divided into seven information components as follows:

- Demographic Statistics/Respondent Characteristics
- Customer Satisfaction with Handy Ride Service
- Pickup and Wait Times on the Handy Ride System
- Other Handy Ride Time Considerations
- Handy Ride Customer Trip Characteristics
- Method of Fare Payment and Electronic Technology
- Use of FAX Fixed-Route Bus and Exclusive Reliance on Handy Ride
- Covid Protocols

Charts have been prepared for each of these major components depicting the basic survey results. Subgroup analyses for different age groups, various levels of education, gender, different income categories, and ethnicity of residents are presented in a succinct, bulleted format when statistical significance and relevance warrants such treatment.

Table 1 Call Dispositions		
	Frequency	Percent
Initial Refusal	57	7.2
Deceased/Deaf	30	3.8
Disconnected #	13	1.6
Wrong #	109	13.7
No Answer/Blocked/Fax	21	2.6
Left Message	285	35.9
Terminated Midterm	25	3.2
Completed	254	32.0
Total	794	100.0

Lists of open-ended responses to survey questions, frequency distributions, and the survey instrument are contained in the Appendix.

Survey Findings

Demographic Statistics/Respondent Characteristics

Table 2 presents selected demographic characteristics of the survey respondents. Nearly two-thirds of respondents (66 percent) are female, and English is the primary language spoken in the home for over 9 in 10 (92 percent) of respondents. Over one-fifth of respondents (22 percent) consider themselves to have limited English proficiency. Approximately one-third (34 percent) of respondents are White and an effectively equal percentage are Hispanic/Latino (33 percent), followed by African American (19 percent). Nearly four-fifths of respondents (78 percent) earn an annual household income of less than \$20,000 (40 percent less than \$10,000 and 38 percent between \$10,000 and \$19,999). Nearly one-half of respondents (48 percent) are between 55 and 74 years of age and another 19 percent indicate that they are 75 years of age and above.

**Table 2:
Handy Ride Customer Demographics**

Characteristic	2022	2018	2014	2011
Work Status				
Disabled and Unable to Work	54%	65%	47%	42%
Retired	23%	24%	37%	35%
Student	5%	2%	3%	6%
Unemployed	5%		2%	11%
Employed Full-Time	4%	4%	5%	3%
Employed Part-Time	4%	4%	2%	3%
Homemaker	2%	1%	2%	0%
Self-Employed	1%		2%	0%
Age				
Under 18-to-34	14%	8%	6%	6%
35-to-54	19%	18%	18%	26%
55-to-74	48%	58%	50%	41%
75 and Older	19%	16%	26%	27%
Education				
Less than 8 th Grade	5%	7%	6%	11%
Some High School	15%	15%	19%	15%
High School Graduate	45%	44%	41%	30%
Vocational/Technical School	9%	12%	13%	19%
College Graduate	26%	22%	21%	25%
Ethnicity				
White	34%	39%	48%	43%
Hispanic/Latino	33%	31%	26%	26%
African American/Black	19%	21%	17%	24%
American Indian/Alaska Native	2%	3%	3%	1%
Asian/Southeast Asian/ Filipino/Pacific Islander	7%	2%	5%	4%
Middle Eastern/Other	1%	1%	1%	1%
Mixed Ethnicities	4%	3%	2%	1%
Annual Household Income				
Less than \$10,000	40%	34%	32%	53%
\$10,000-\$19,999	38%	36%	41%	27%
\$20,000-\$29,999	11%	11%	12%	9%
\$30,000-\$39,999	8%	8%	5%	5%
\$40,000-\$49,999	1%	5%	4%	4%
\$50,000 or more	2%	6%	6%	2%

**Table 2 (continued):
Handy Ride Customer Demographics**

Characteristic	2022	2018	2014	2011
Gender				
Male	34%	38%	34%	34%
Female	66%	62%	66%	66%
Limited English Proficiency				
Yes	22%			
No	78%			
Primary Language in Home				
English	92%	88%	92%	
Spanish or Spanish Creole	5%	10%	6%	
Punjabi	1%			
Armenian	1%			
Mon Khmer/ Cambodian, Other Indic	1%			
Major Residential Zip Codes				
93727	17%	15%	12%	12%
93726	10%	10%	14%	7%
93722	8%	9%	13%	10%
93706	8%	6%	6%	9%
93710	8%	7%	6%	5%
93705	7%	9%	10%	7%
93721	6%			
93702	6%	7%	5%	10%
93704	5%	4%	6%	
93728	4%	5%	4%	
93725	3%			
93720	3%	5%	4%	
93711	3%	6%	3%	6%
93703	3%	6%	6%	
Active-Duty Military or U.S. Veteran				
Yes	6%			
No	94%			
Respondent				
Handy Ride Customer	93%	96%	93%	
Friend or Relative of Customer	4%	3%	6%	
Care Giver	3%	1%	1%	

Over one-fourth of respondents (26 percent) have a college degree or more education while nearly two-thirds (65 percent) have a high school education or less. Over one-half of respondents (54 percent) are disabled and unable to work and another 23 percent are retired. The major residential zip codes of the respondents are as follows: 93727 (17 percent), 93726 (10 percent), and 93722, 93706, and 93710 (8 percent each). Well over 9 in 10 respondents (94 percent) are neither active-duty military nor a U.S. Veteran.

Respondent characteristics for the Handy Ride surveys conducted in 2018 and 2014 and 2011 differ from the 2022 respondent characteristics in the following ways:

- In 2022, 54 percent of respondents reported being disabled and unable to work. This is a somewhat higher percentage than in 2014 (47 percent) and 2011 (42 percent) but notably lower than in 2018 (65 percent).
- In 2022 and 2018, nearly one-fourth (23 percent and 24 percent respectively) indicated that they are retired while 37 percent reported their work status as retired in 2014; similarly, in 2011, 35 percent of respondents indicated that they were retired.
- Whites represent 34 percent of the sample in 2022 --- a decline from 2018 (39 percent) and from 2014 and 2011 where Whites represented 48 percent and 43 percent of their respective samples.
- The percentage of households earning an annual income of less than \$10,000 is 40 percent in 2022 which is somewhat higher than in 2018 (34 percent) and in 2014 (32 percent). However, it is notable that the percentage of households earning less than 10,000 in 2011 (53 percent) was considerably higher than in the three succeeding survey years. Conversely, in 2011, 27 percent earned between \$10,000 and \$19,999 while in 2022, 2014 and 2018, 38 percent 36 percent, and 41 percent respectively earned between \$10,000 and \$19,999.
- In 2011, 56 percent of respondents reported having a high school education or less; in 2022, 65 percent reported this level of education, and similarly, in 2014 and 2018, 66 percent reported an education level of high school or less.

Handy Ride Customer Trip Characteristics

Chart 1 shows that approximately three-fourths (71 percent) of Handy Ride customers have used the service 1.5 years or more, including 51 percent that used the service for 3 or more years. The current customers have somewhat less tenure as riders of Handy Ride than the customers in the 2018 and 2014 surveys -- 76 percent of respondents were riders 1.5 years or more in 2018 and 77 percent were riders of 1.5 years or more in 2014. This is reflected in the increase in newer riders (less than one year) to 18 percent in 2022 versus 11 percent in 2018 and 14 percent in 2014. These data indicate a strong and sustained ridership on the Handy Ride system. This considerable retention of riders and small increase in newer riders is consistent with the very high level of satisfaction that is shown in the next section.

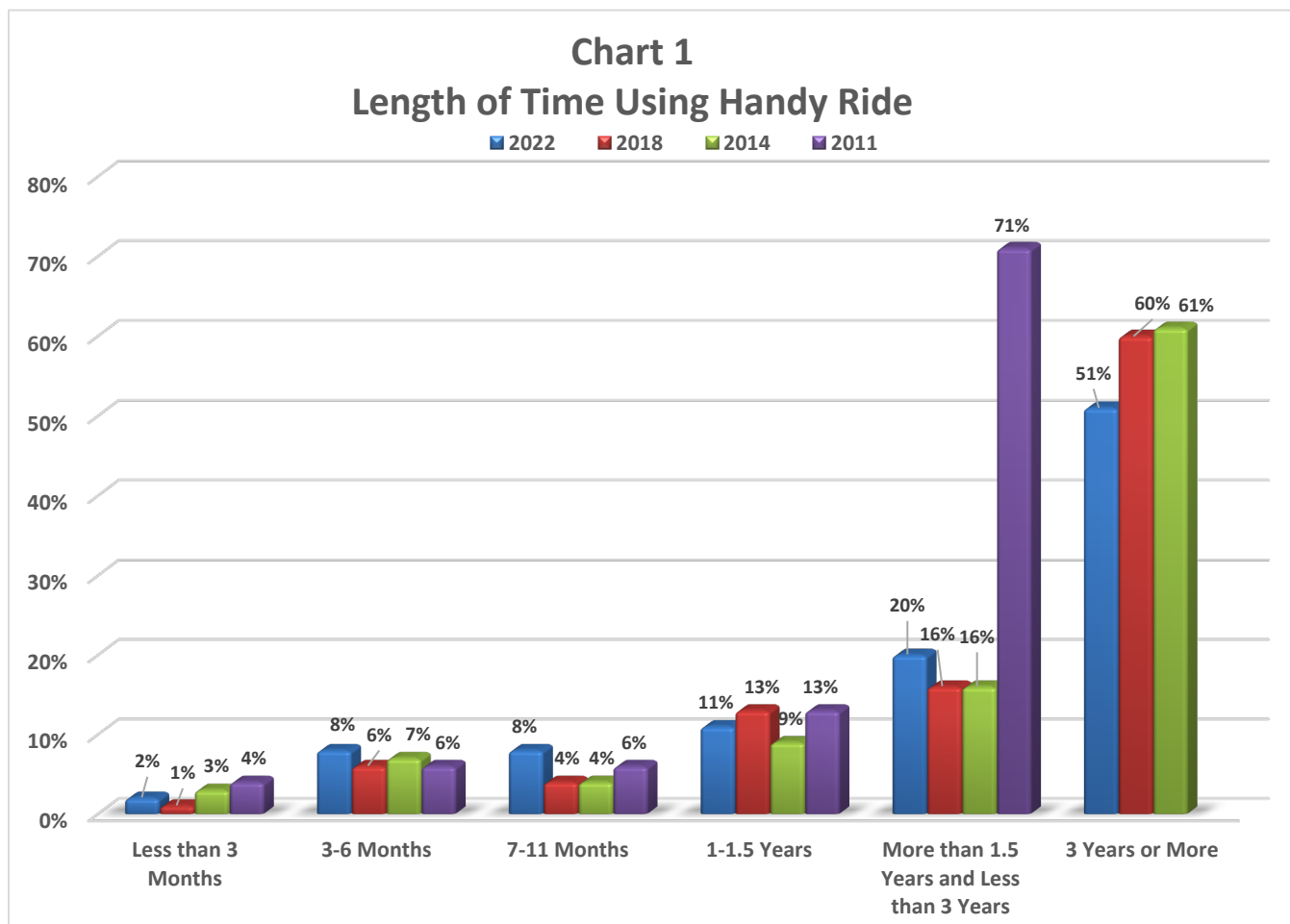


Chart 2 indicates that over two-fifths (44 percent) of respondents make 1 to 2 one-way trips per week on Handy Ride and this is consistent with the results of the 2018 survey where 40 percent of customers made 1- 2 one-way trips per week and the 2014 survey where 39 percent of customers made 1 to 2 one-way trips per week. Comparing the mean number of one-way trips in 2022 (mean = 3.78 one-way trips per week) and the mean number of such trips in prior years (2018 mean = 3.96; 2014 mean = 3.87) again demonstrates this consistent travel behavior by Handy Ride customers. These findings for 2014 and 2018 represent a substantial change over the 2011 survey where 27 percent made 1-2 trips per week.

In the current survey year (2022), over one-half (52 percent) of respondents plan to make more Handy Ride trips in the next three months. This represents an increase in planned trips over the three previous survey periods where approximately two-fifths (41 percent to 43 percent) of respondents planned to take more Handy Ride trips in the next three months (**Chart 3**).

Chart 2
Number of Weekly One-Way Trips

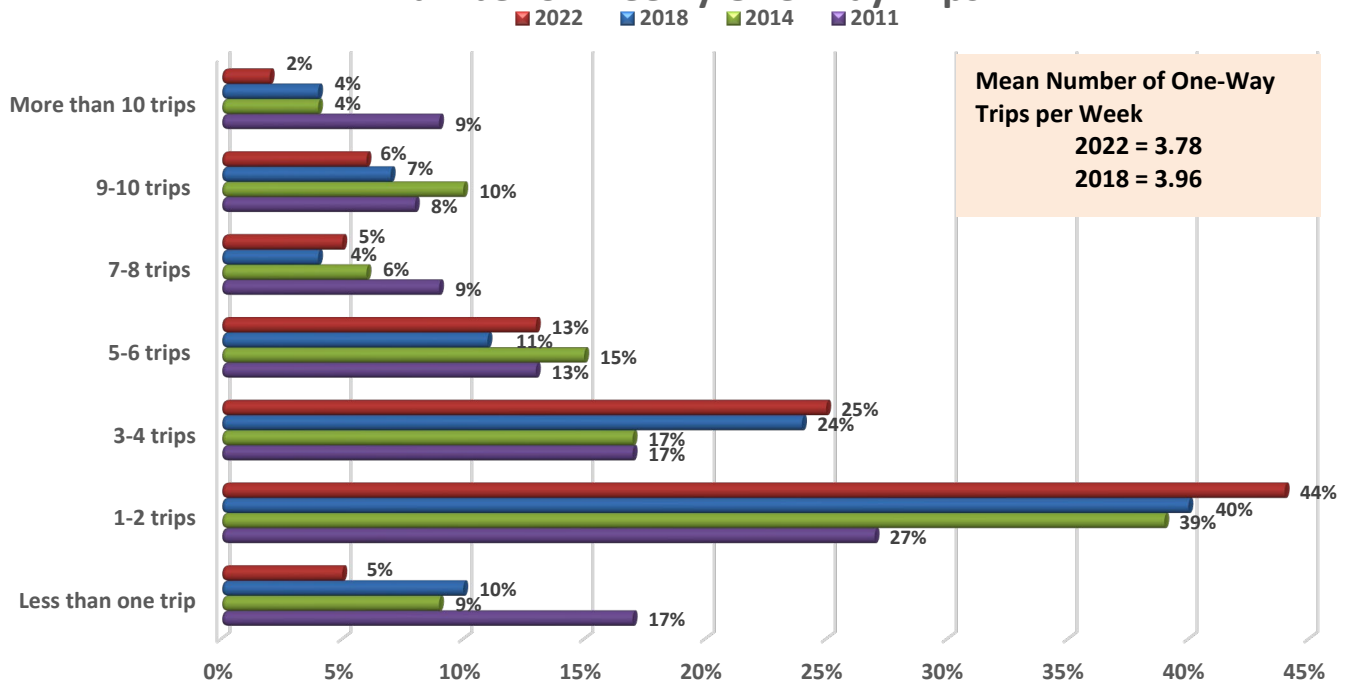
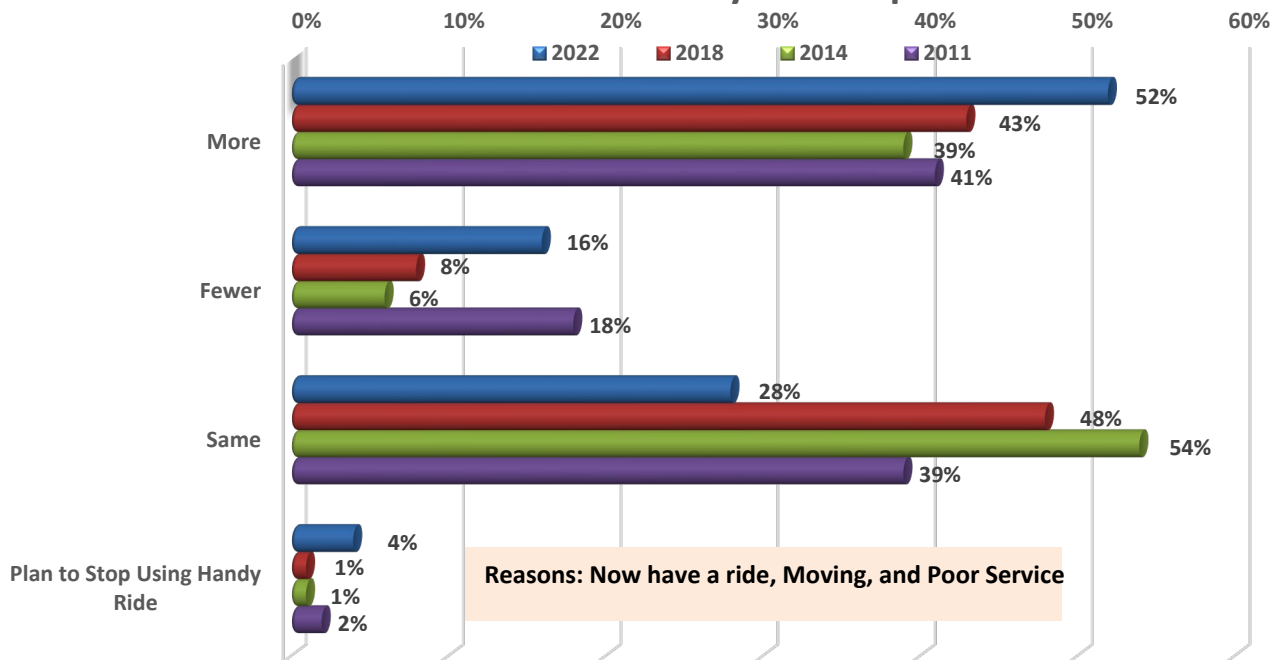


Chart 3
Plan to Take More or Fewer Handy Ride Trips in Next 3 Months



In 2022, 16 percent plan to take fewer Handy Ride trips in the next three months, and over one-fourth (28 percent) plan to take the same number of trips. In prior years, the proportion of customers planning to take the same number of trips in the coming 3 months was greater than in 2022 (likely related to COVID, as will be explored in a later section of this report), and correspondingly the proportion planning fewer trips was less in those earlier years. Only 4 percent plan to stop using the service—slightly higher than in past years.

Among the 48 percent of respondents who do not plan to take more Handy Ride trips in the next three months, the primary reason for making this decision is that they can make use of other travel modes (30 percent--**Chart 4**). Another 25 percent indicated that they have fewer appointments scheduled for them to attend.

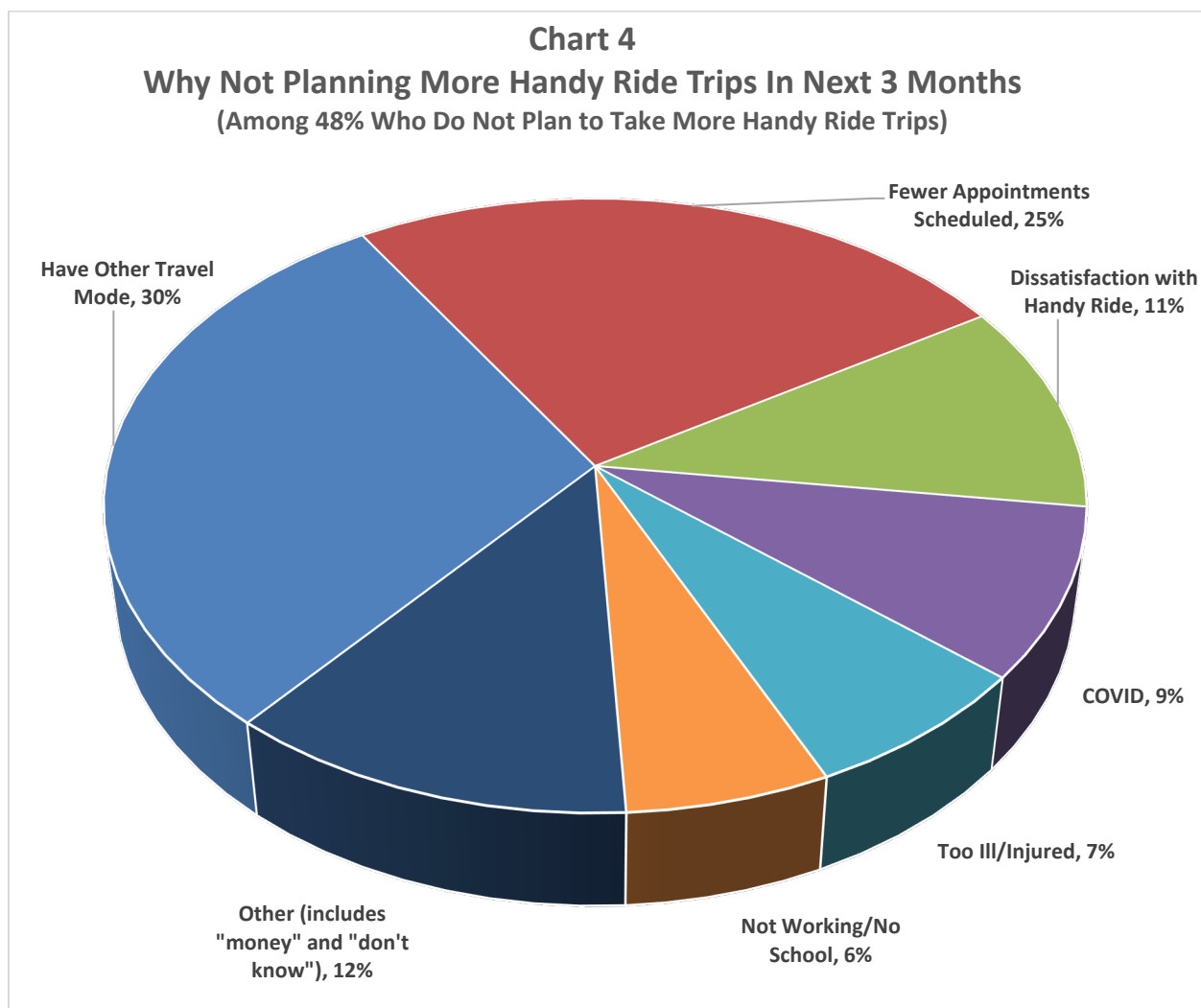
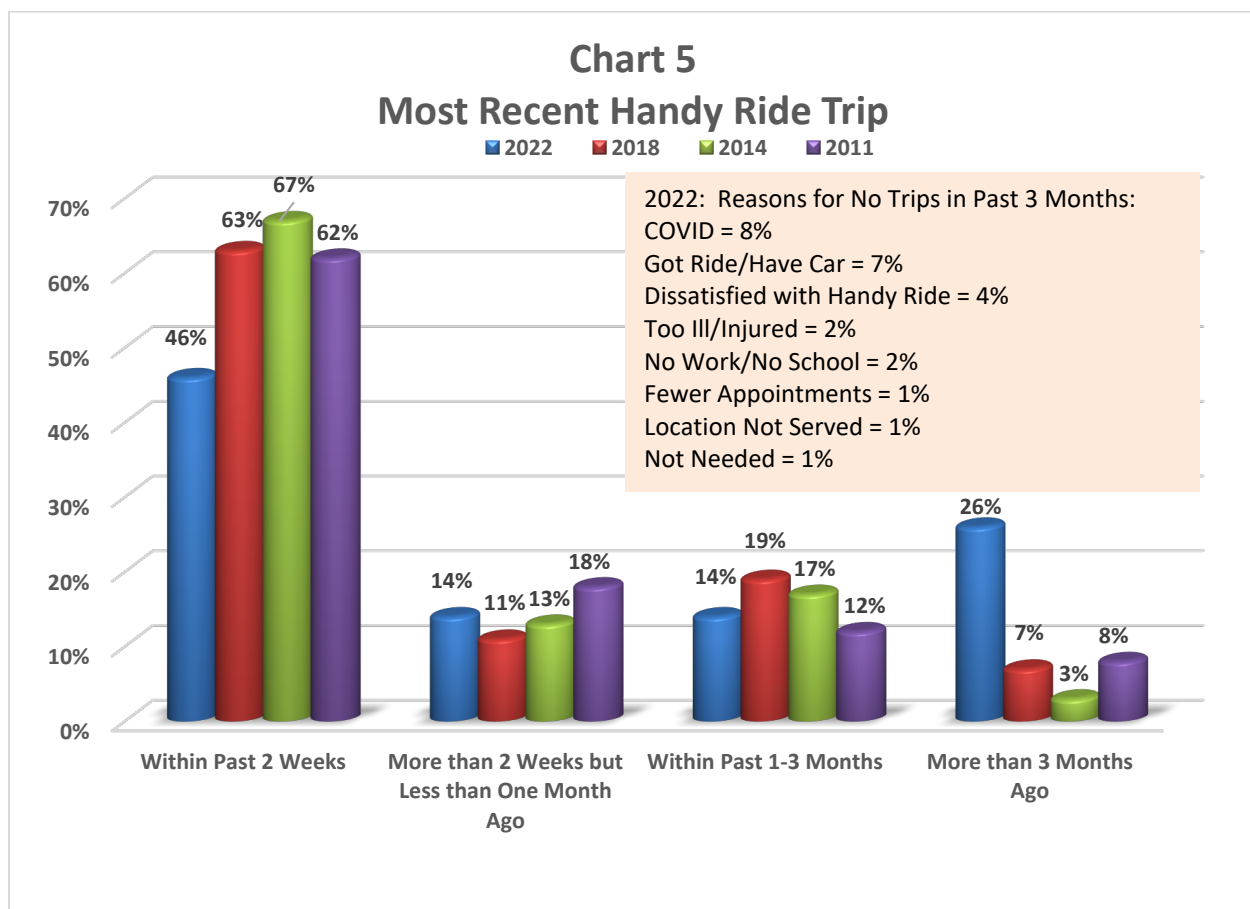


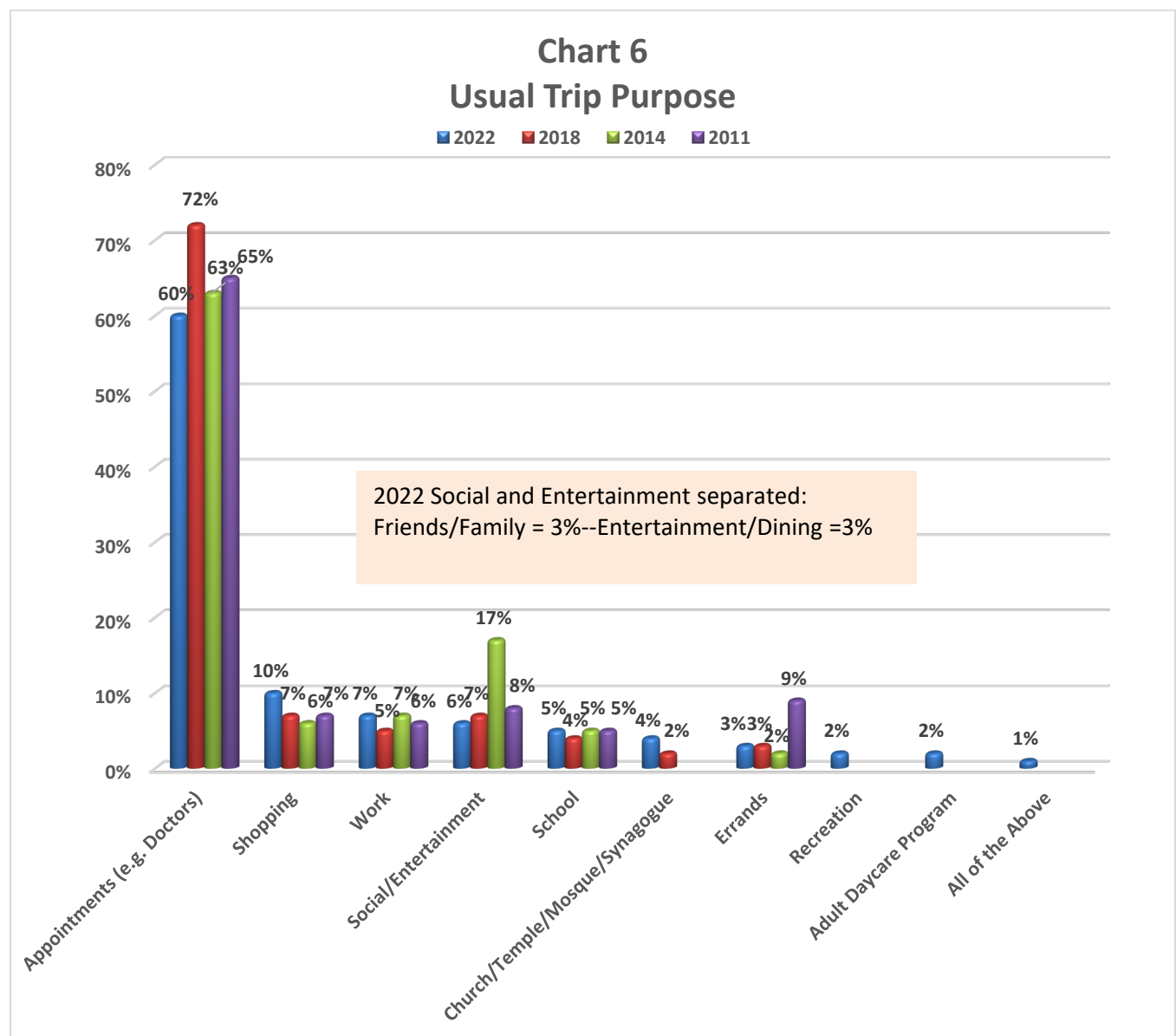
Chart 5 indicates that nearly one-half (46 percent) of customers in the current survey have taken their most recent Handy Ride trip within the past 2 weeks. This finding indicates that current customers (2022) are making a substantially lower percentage of trips within the past 2 weeks than customers of previous survey periods. Specifically, in the 2018, 2014, and 2011 survey periods, 63 percent, 67 percent, and 62 percent, respectively, took their most recent ride within the past 2 weeks. This finding is further confirmed by noting that over one-fourth (26 percent) of current customers (2022) made their most recent Handy Ride trip over three months ago. This is a considerably longer period than customers of the 2018, 2014, and 2011 surveys. Respondents indicated several reasons for not taking Handy Ride trips during the last 3 months: The dominant reasons are COVID (8 percent), availability of a ride/have car (7 percent), and some degree of dissatisfaction with Handy Ride (4 percent).



Three-fifths (60 percent) of customers indicate that their dominant trip purpose made on the Handy Ride system is going to appointments, such as doctors' visits (**Chart 6**). This finding represents a decrease over the results in 2018 (72 percent with appointments as the dominant trip purpose). The current finding is more consistent with the results of the 2014 and 2011 surveys where 63 percent and 65 percent, respectively, indicated that appointments were their most common trip. In 2007 and 2004, appointments comprised 78

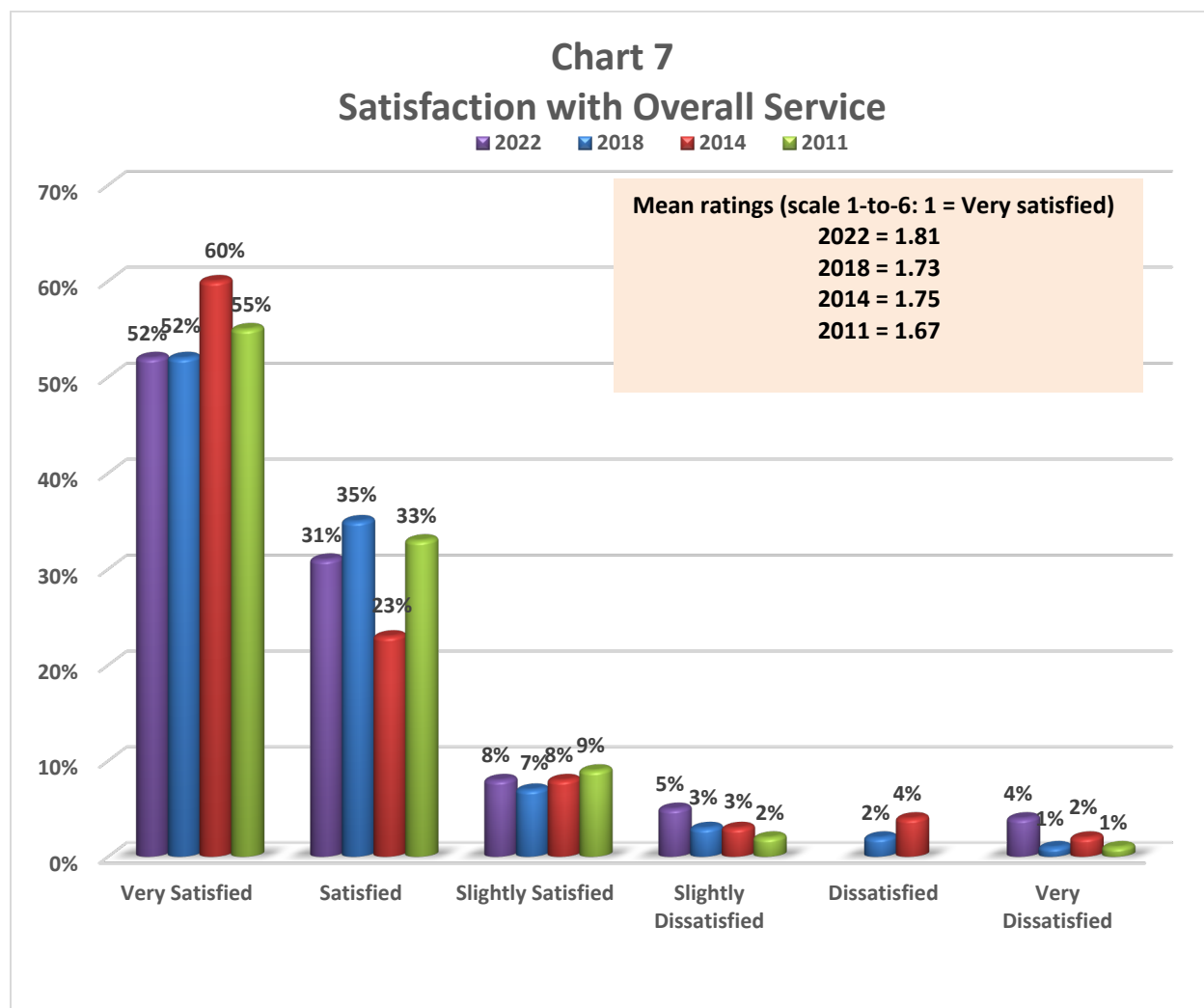
percent of trips taken on the Handy Ride system. It is noteworthy that in the current survey, 10 percent of trips were made for purposes of shopping—a slight increase from 7 percent in 2018.

- As would be expected, customers, who travel to and from medical/dental appointments as their most common trips, are older (75 years of age and over (66.7 percent) as opposed to those who are younger -- 55 – 74 years of age (46.4 percent).
- Customers who typically pay their fare with cash travel to and from medical/dental appointments as their most common trip (66 percent) more than do those customers who tend to use the Handy Ride Pass (43 percent).
- Customers, who travel to and from work as their dominant trip purpose, primarily use the Handy Ride Pass (18 percent) to pay their fare as opposed to using cash (4 percent).



Customer Satisfaction with Handy Ride Service

Overall Satisfaction: Chart 7 shows that Handy Ride customers demonstrate a high level of satisfaction with the Fresno Area Express Handy Ride Service. In fact, 83 percent are either very satisfied (52 percent) or satisfied (31 percent). This high level of satisfaction is reflected in the overall mean satisfaction rating of 1.81 for the 2022 survey (mean rating based upon a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied). This level of satisfaction is relatively consistent with the satisfaction levels in 2011 (88 percent were either very satisfied or satisfied), in 2014 (83 percent were either very satisfied or satisfied), and in 2018 (87 percent were either very satisfied or satisfied). Similarly, the mean satisfaction ratings in 2011 (1.67), in 2014 (1.75), and 2018 (1.73) are comparable (although a little lower) to the mean satisfaction level of 1.81 in 2022. This pattern of high satisfaction with the Handy Ride service has been the pattern over the last 18 years – in the 2004 survey, the overall mean satisfaction rating was 1.70 and in 2007, the mean rating was 1.91.



The following subgroups are more likely to be satisfied with the overall performance of the Handy Ride System: (scale: 1 = very satisfied, 2 = satisfied, 3 = slightly satisfied, 4 = slightly dissatisfied, 5 = dissatisfied, and 6 = very dissatisfied):

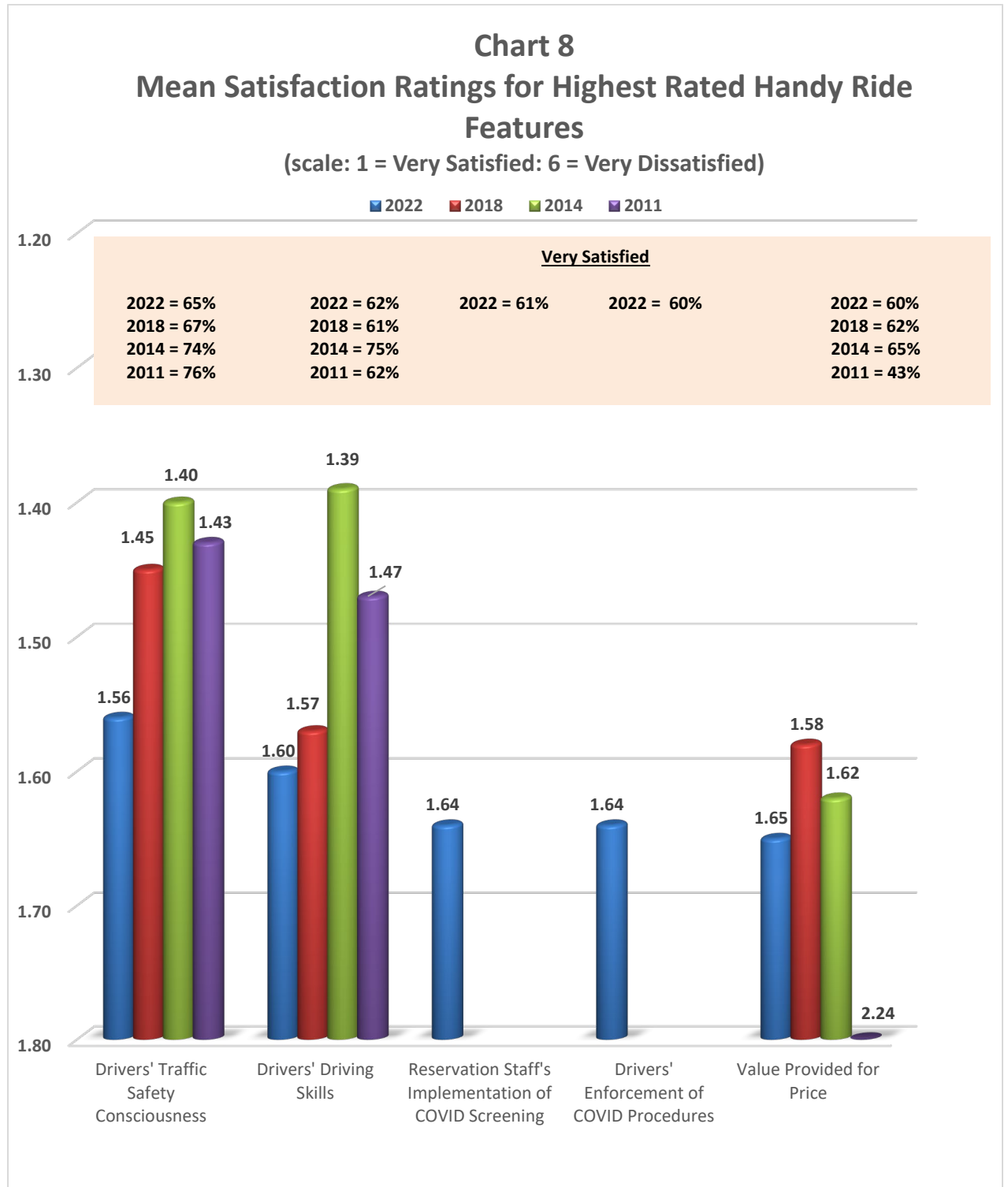
- Customers who have taken more recent Handy Ride trips (trips taken during the last 4 weeks (mean of 1.63) versus customers whose last Handy Ride trip was more than 3 months ago (mean of 2.20).
- Older customers – 55-74 (mean of 1.58) versus younger customers – under 55 – (mean of 2.08).
- Customers who do not use the Internet (mean of 1.58) versus those who do use the Internet (mean of 1.96).
- Customers who feel very safe (mean of 1.68) versus somewhat safe (mean of 2.33) inside Handy Ride vehicles.
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with the overall performance of the Handy Ride system (strongly agree—mean of 1.44 versus strongly disagree (mean of 2.36) and disagree (mean of 2.69)).
- Customers who never had to wait over 90 minutes for a will-call pickup (mean of 1.61) and those who had to wait more than 90 minutes on only one or two occasions (means of 1.81) versus customers who had to wait more than 90 minutes on 3 or more occasions (mean of 2.30).
- Customers who never had to wait over 30 minutes for a scheduled pick (mean of 1.68) and those who had to wait for a scheduled pickup more than 30 minutes once or twice (mean of 1.61) versus customers who had to wait more than 30 minutes on 3 or more occasions (mean of 2.17).

Satisfaction with Features of Handy Ride Service: **Charts 8 through 11** display satisfaction ratings for various features of Handy Ride service. **Chart 8** depicts the level of satisfaction associated with the highest rated Handy Ride features. In the current survey, customers provide the highest mean ratings for drivers' safety consciousness (mean of 1.56) followed by drivers' driving skills (mean of 1.60), reservation staff's implementation of COVID screening protocols, and drivers' enforcement of COVID procedures (each a mean of 1.64), and value of Handy Ride service provided for the price (mean of 1.65). Generally, the overall mean satisfaction ratings for this first tier of features in the 2022 survey are somewhat less favorable than they were in the 2018, 2014, and 2011 surveys. It is noteworthy that in 2022, 65 percent of respondents are very satisfied with drivers' traffic safety consciousness – a lower level of satisfaction than in 2014 and 2011 when the very satisfied respondents reached 74 percent and 76 percent, respectively.

The following subgroups are more likely to be satisfied with the drivers' traffic safety consciousness: (scale: 1 = very satisfied, 2 = satisfied, 3 = slightly satisfied, 4 = slightly dissatisfied, 5 = dissatisfied, and 6 = very dissatisfied):

- Older customers 55 - 74 (mean of 1.33) as opposed to younger customers -- under 35 (mean of 1.97)
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with drivers' traffic safety consciousness (strongly agree—mean of 1.36 versus agree (mean of 1.75).

- Customers who have not visited the FAX website (mean of 1.48) as opposed to those who have visited this website (mean of 1.76).
- Customers who do not use the Internet (mean of 1.37) versus those who do use the Internet (mean of 1.70).



The following subgroups are more likely to be satisfied with the drivers' driving skills:

- Customers who have taken more recent Handy Ride trips (trips taken during the last 4 weeks (mean of 1.42) versus customers whose last Handy Ride trip was more than 3 months ago (mean of 1.91).
- Customers who are 55 – 74 years old (mean of 1.32) versus all other age groups (mean of 1.85)
- Customers who never had to wait over 90 minutes for a will-call pickup (mean of 1.42) versus those who had to wait more than 90 minutes on 3 or more occasions (mean of 1.76) and had to wait more than 90 minutes on only one or two occasions (means of 1.76).

The following subgroups are more likely to be satisfied with the reservation staff's implementation of Covid screening procedures:

- Customers who pay their fare with cash (mean of 1.54) versus those who pay with the Handy Ride Pass (mean of 1.91).
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with the reservation staff's implementation of Covid screening (strongly agree—mean of 1.39 and agree – mean of 1.82) versus strongly disagree (mean of 3.00).

The following subgroups are more likely to be satisfied with the drivers' enforcement of COVID procedures:

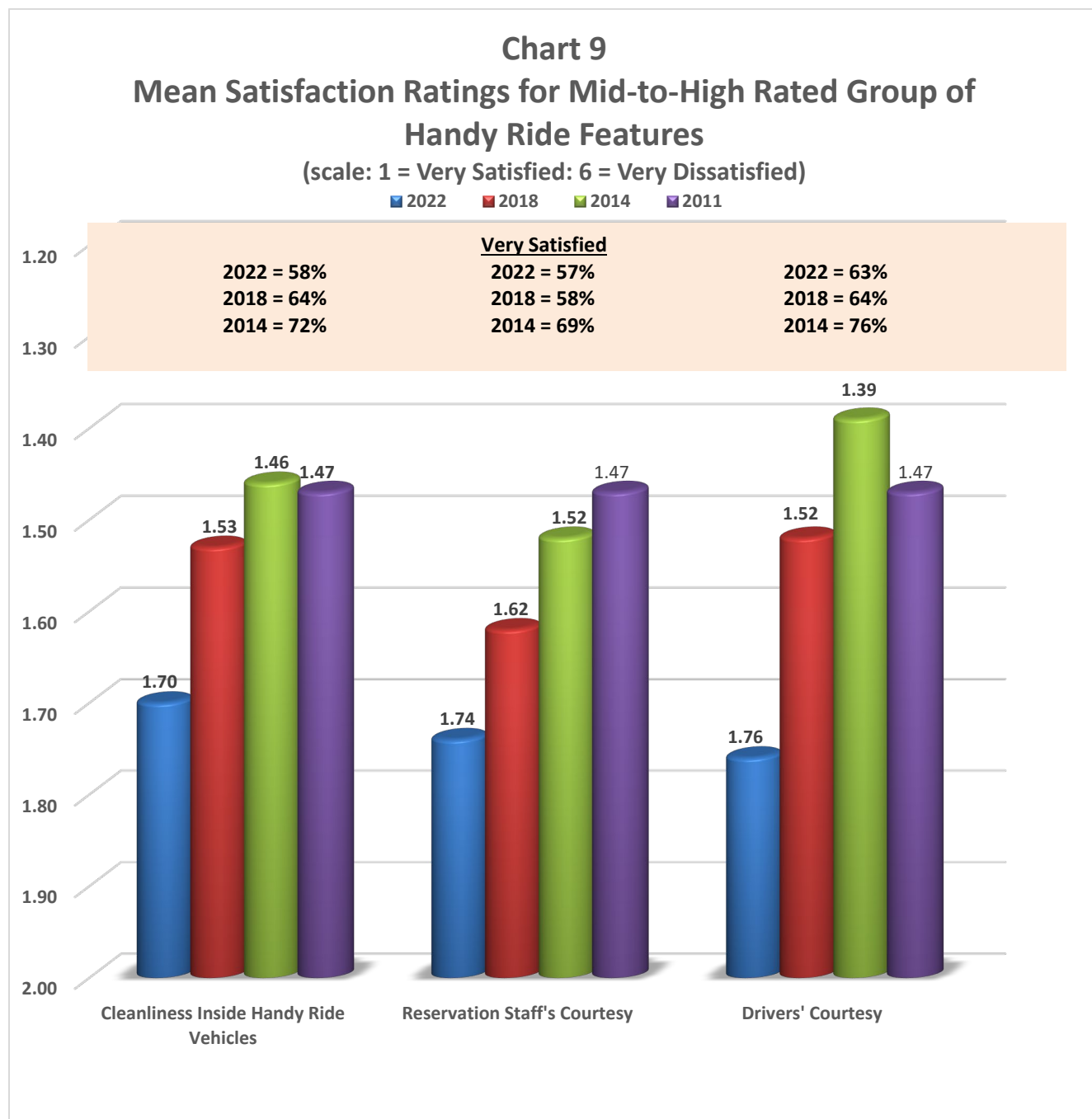
- Older customers – 55 - 74 (mean of 1.39) versus younger customers – under 35 (mean of 2.16).
- Customers who do not use a smartphone (mean of 1.40) versus those who do use a Smart phone (mean of 1.79).
- Customers who do not use the Internet (mean of 1.45) versus those who do use the Internet (mean of 1.77).
- Customers who never had to wait over 30 minutes for a scheduled pickup (mean of 1.66) or only had to wait more than 30 minutes once or twice (mean of 1.41) versus those who had to wait more than 30 minutes on 3 or more occasions (mean of 1.88).

The following subgroups are more likely to be satisfied with the value of Handy Ride provided for the price:

- Customers who do not use the Internet (mean of 1.46) versus those who do use the Internet (mean of 1.78).
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with the value provided for the price (strongly agree—mean of 1.45 versus strongly disagree (mean of 2.18) and disagree (mean of 2.17).
- Customers who had to wait over 30 minutes for a scheduled pickup once or twice (mean of 1.47) versus those who had to wait more than 30 minutes on 3 or more occasions (mean of 1.87).

Chart 9 indicates mean satisfaction ratings for the mid-to-high rated group of Handy Ride features. In the current survey, mean ratings are as follows: cleanliness inside Handy Ride vehicles (mean of 1.70), reservation staff's courtesy (mean of 1.74), and drivers' courtesy (mean of 1.76). Approximately three-fifths of customers (range of 57 percent to 63 percent) are very satisfied with the service provided by these

features. As with the higher-rated features, satisfaction ratings have declined somewhat from earlier surveys.



The following subgroups are more likely to be satisfied with cleanliness inside Handy Ride vehicles: (scale: 1 = very satisfied, 2 = satisfied, 3 = slightly satisfied, 4 = slightly dissatisfied, 5 = dissatisfied, and 6 = very dissatisfied):

- Older customers – 55-74 years of age (mean of 1.50) versus younger customers – under 35-- (mean of 1.91).

- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with cleanliness inside Handy Ride vehicles (strongly agree—mean of 1.49 versus agree (mean of 1.99)).
- Customers who never had to wait over 30 minutes for a scheduled pickup (mean of 1.70) or only had to wait more than 30 minutes once or twice (mean of 1.59) versus those who had to wait more than 30 minutes on 3 or more occasions (mean of 1.83).

The following subgroups are more likely to be satisfied with reservation staff’s courtesy:

- Older customers – 55-74 (mean of 1.49) as opposed to younger customers – under 55 (mean of 2.10).
- Customers who do not use a smart phone (mean of 1.51) versus those who do use a Smart phone (mean of 1.89).
- Customers who do not use the Internet (mean of 1.49) versus those who do use the Internet (mean of 1.91).
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with the reservation staff’s courtesy (strongly agree—mean of 1.49) versus strongly disagree (mean of 2.55) and disagree (mean of 2.23).
- Customers who never had to wait over 90 minutes for a will-call pickup (mean of 1.56) versus those who had to wait more than 90 minutes on 3 or more occasions (mean of 2.04).

The following subgroups are more likely to be satisfied with the Drivers’ courtesy:

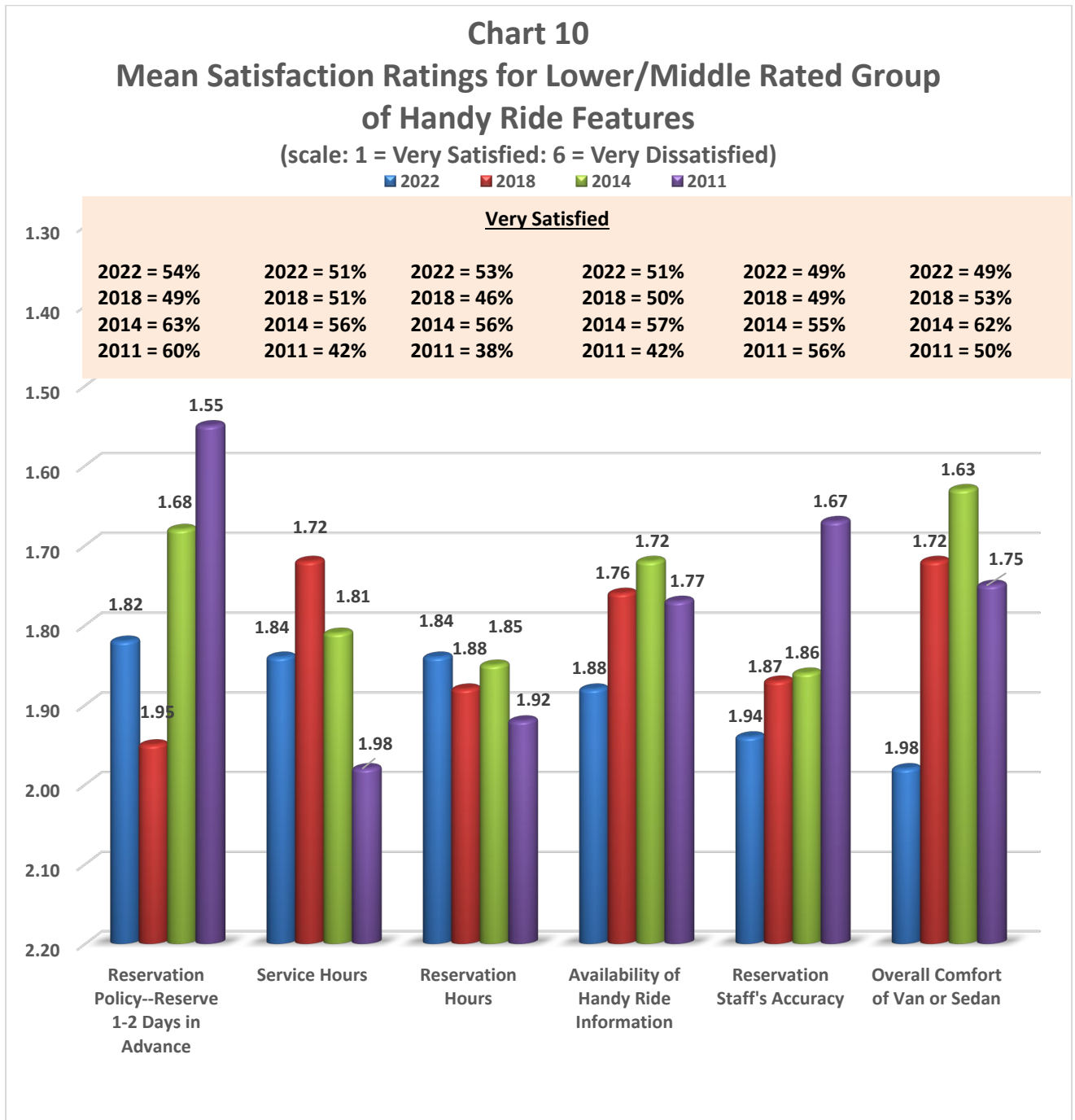
- Females (mean of 1.59) as opposed to males (mean of 1.96).
- Customers who have not visited the FAX website (mean of 1.65) as opposed to those who have visited this website (mean of 2.01).
- Customers who do not use a smartphone (mean of 1.55) versus those who do use a smartphone (mean of 1.89).

Chart 10 shows mean satisfaction ratings for the lower/middle rated group of Handy Ride features. The mean satisfaction ratings for these features in the current survey are as follows: reservation policy – reserve 1-2 days in advance (mean of 1.82), service hours (mean of 1.84), reservation hours (mean of 1.84), availability of Handy Ride information (mean of 1.88), reservation staff’s accuracy (mean of 1.94), and overall comfort of the van or sedan (mean of 1.98). Respondents who indicated that they are very satisfied with these features range from 49 percent (overall comfort of the van or sedan) to 54 percent (reservation policy – reserve 1-2 days in advance). There is minimal to no improvement in satisfaction associated with these lower/middle rated features since the 2014 and 2018 surveys.

The following subgroups are more likely to be satisfied with reservation policy—reserve 1-2 days in advance: (scale: 1 = very satisfied, 2 = satisfied, 3 = slightly satisfied, 4 = slightly dissatisfied, 5 = dissatisfied, and 6 = very dissatisfied):

- Customers whose Handy Ride trip was more recent (trip less than 4 weeks ago – mean of 1.42) versus those who used Handy Ride more than 3 months ago (mean of 2.16).
- Vocational school students (mean of 1.39) as opposed to college graduates (mean of 2.02).

- Customers who do not use the Internet (mean of 1.61) versus those who do use the Internet (mean of 1.97).
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with a 1–2-day advance reservation policy (strongly agree—mean of 1.53 and agree (mean of 1.84) versus disagree (mean of 3.00).



The following subgroups are more likely to be satisfied with service hours:

- Customers who have not visited the FAX website (mean of 1.73) as opposed to those who have visited this website (mean of 2.11).
- Customers who feel very safe (mean of 1.72) versus somewhat safe (mean of 2.32) inside Handy Ride vehicles.

The following subgroups are more likely to be satisfied with reservation hours:

- Customers whose Handy Ride trip was more recent (trip less than 4 weeks ago – mean of 1.58) versus those who used Handy Ride more than 3 months ago (mean of 2.28).
- Customers who have not visited the FAX website (mean of 1.72) as opposed to those who have visited this website (mean of 2.11).
- Customers who feel very safe (mean of 1.70) versus somewhat safe (mean of 2.27) inside Handy Ride vehicles.
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with reservation hours (strongly agree—mean of 1.64) versus strongly disagree (mean of 2.50) and disagree (mean of 2.79).
- Customers who never had to wait over 90 minutes for a will-call pick up (mean of 1.60) versus those who had to wait more than 90 minutes on 3 or more occasions (mean of 2.22) or had to wait more than 90 minutes on 1 or 2 occasions (mean of 2.00).
- Customers who never had to wait over 30 minutes for a scheduled pickup (mean of 1.65) versus those who had to wait more than 30 minutes on 3 or more occasions (mean of 2.09).
- Customers who do not use the Internet (mean of 1.63) versus those customers who do use the Internet (mean of 1.98).

The following subgroups are more likely to be satisfied with the availability of Handy Ride information:

- Older customers ages 55-74 (mean of 1.70) as opposed to younger customers – under 35 (mean of 2.27).
- Females (mean of 1.73) versus males (mean of 2.12).
- Pacific Islanders (mean of 1.25), African Americans (mean of 1.38), and Hispanics (mean of 1.83) versus Asians (mean of 2.78) and Whites (2.13).
- Customers who do not use the Internet (mean of 1.63) versus those who do use the Internet (mean of 2.06).

The following subgroups are more likely to be satisfied with the reservation staff's accuracy:

- Customers who do not use the Internet (mean of 1.65) versus those who do use the Internet (mean of 2.13).
- Customers who feel very safe (mean of 1.81) versus somewhat safe (mean of 2.39) inside Handy Ride vehicles.
- Customers who never had to wait over 30 minutes for a scheduled pickup (mean of 1.77) or only had to wait more than 30 minutes once or twice (mean of 1.88) versus those who had to wait more than 30 minutes on 3 or more occasions (mean of 2.18).

- Customers who are employed part-time (mean of 1.80), homemakers (mean of 1.67), and retirees (mean of 1.66) versus those who are unemployed (mean of 2.91).

The following subgroups are more likely to be satisfied with the overall comfort of the van or sedan

- African Americans (mean of 1.52) as opposed to Whites (mean of 2.37).
- Customers who do not ride FAX buses (1.84) versus those who have ridden the FAX bus (2.25).
- Customers who never had to wait over 90 minutes for a will-call pickup (mean of 1.71) versus those who had to wait more than 90 minutes on 3 or more occasions (mean of 2.33) or had to wait over 90 minutes on 1 or 2 occasions (mean of 2.22).
- Customers who never had to wait over 30 minutes for a scheduled pickup (mean of 1.84) or only had to wait more than 30 minutes once or twice (mean of 1.85) versus those who had to wait more than 30 minutes on 3 or more occasions (mean of 2.32).
- Customers who feel very safe (mean of 1.86) versus somewhat safe (mean of 2.41) inside Handy Ride vehicles.

Chart 11 demonstrates mean satisfaction ratings for the lowest-rated group of Handy Ride features. These four ratings are as follows: on-time to home or destination (mean of 2.12), locations/methods of payment (mean of 2.18), scheduled pickups (mean of 2.22) and will-call pickups (mean of 2.41). Respondents who are very satisfied with these features (range from 36 percent (will-call pickups) to 47 percent (locations/methods of payment). The overall finding is that regarding these low-rated features, there is little to no improvement shown from 2011 to 2022.

The following subgroups are more likely to be satisfied with on-time service to their home or destination: (scale: 1 = very satisfied, 2 = satisfied, 3 = slightly satisfied, 4 = slightly dissatisfied, 5 = dissatisfied, and 6 = very dissatisfied):

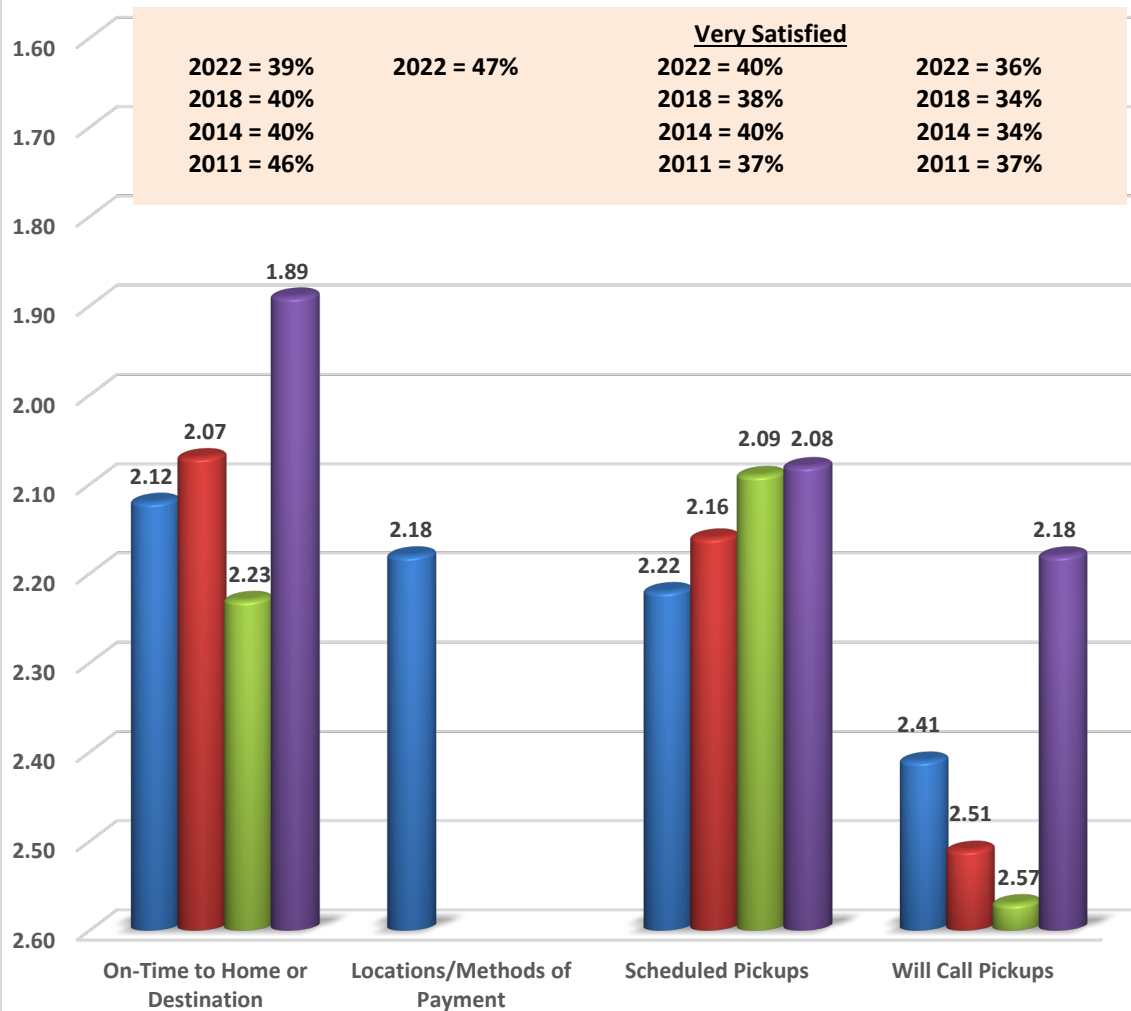
- Customers whose Handy Ride trip was more recent (trip less than 4 weeks ago – mean of 1.92) versus those who used Handy Ride 1 to 3 months ago (mean of 2.57).
- Customers who feel very safe (mean of 1.96) versus somewhat safe (mean of 2.85) inside Handy Ride vehicles.
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with on-time service to their home or destination (strongly agree—mean of 1.78) versus strongly disagree (mean of 3.18).
- Customers who never had to wait over 90 minutes for a will-call pickup (mean of 1.97) and those who had to wait over 90 minutes on 1 or 2 occasions (mean of 2.07) versus those who had to wait more than 90 minutes on 3 or more occasions (mean of 2.61).
- Customers who are employed part-time (mean of 1.73), retirees (mean of 1.75), disabled individuals (mean of 2.20), and those who are unemployed (mean of 2.25) as opposed to customers who are self-employed (mean of 4.00).

Chart 11

Mean Satisfaction Ratings for Lowest Rated Group of Handy Ride Features

(scale: 1 = Very Satisfied: 6 = Very Dissatisfied)

■ 2022 ■ 2018 ■ 2014 ■ 2011



The following subgroups are more likely to be satisfied with locations/methods of payment:

- Older customers – 55-74 (mean of 1.78) versus younger customers – under 35 (mean of 2.61).
- Customers whose most recent trip was only 2 weeks to 1 month ago (mean of 1.61) versus those whose last Handy Ride Trip was more than 3 months ago (mean of 2.74).
- Customers who have not visited the FAX website (mean of 2.01) as opposed to those who have visited this website (mean of 2.51).
- Customers who do not use the Internet (mean of 1.86) versus those who do use the Internet (mean of 2.36).

- Customers who never had to wait over 30 minutes for a scheduled pickup (mean of 1.91) or had to wait over 30 minutes on 1 or 2 occasions (mean of 1.98) versus those who had to wait more than 30 minutes on 3 or more occasions (mean of 2.77).

The following subgroups are more likely to be satisfied with scheduled pickups:

- Customers who feel very safe (mean of 2.09) versus somewhat safe (mean of 2.63) inside Handy Ride vehicles.
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs and indicate a greater level of satisfaction with scheduled pickups (strongly agree—mean of 2.01) versus strongly disagree (mean of 3.00) and disagree (mean of 3.50).
- Customers who never had to wait over 90 minutes for a will-call pickup (mean of 1.84) and those who had to wait over 90 minutes on 1 or 2 occasions (mean of 2.17) versus those who had to wait more than 90 minutes on 3 or more occasions (mean of 3.16).
- Customers who never had to wait over 30 minutes for a scheduled pickup (mean of 1.82) and had to wait over 30 minutes on 1 or 2 occasions (mean of 2.08) versus those who had to wait more than 30 minutes on 3 or more occasions (mean of 2.87).

The following subgroups are more likely to be satisfied with will-call pickups:

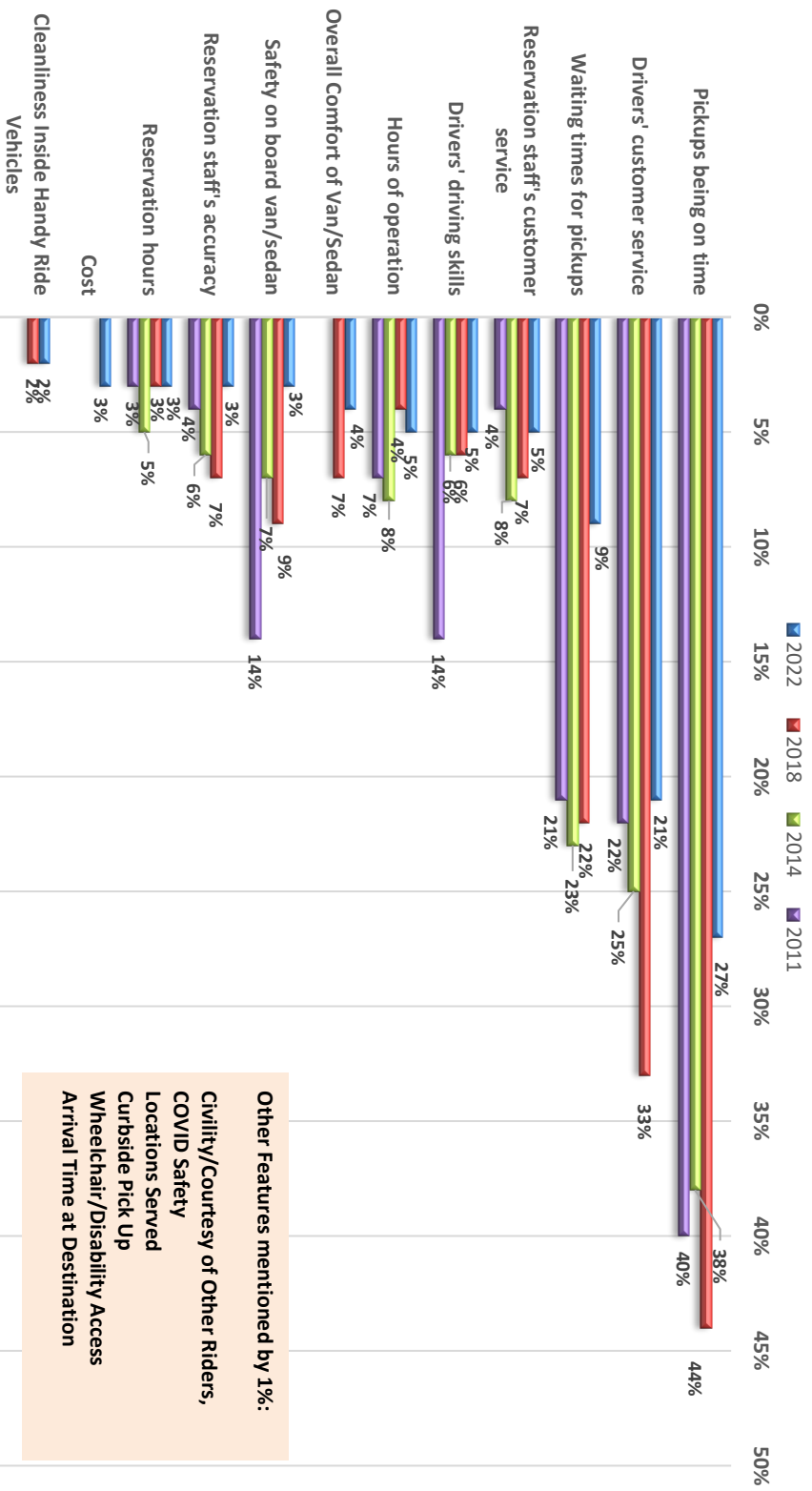
- Customers whose latest Handy Ride trip occurred recently – within the last 2 weeks (mean of 2.19) versus those whose latest trip was more than 3 months ago (mean of 2.52).
- Customers who have not visited the FAX website (mean of 2.27) as opposed to those who have visited this website (mean of 2.75).
- Customers who do not use the Internet (mean of 2.13) versus those who do use the Internet (mean of 2.63).
- Customers who feel very safe (mean of 2.25) versus somewhat safe (mean of 2.98) inside Handy Ride vehicles.
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with will-call pickups (strongly agree—mean of 1.98) versus strongly disagree (mean of 3.86) and disagree (mean of 4.31).
- Customers who never had to wait over 90 minutes for a will-call pickup (mean of 1.99) versus those who had to wait over 90 minutes on 1 or 2 occasions (mean of 2.52) and those who had to wait more than 90 minutes on 3 or more occasions (mean of 3.27).

Most Important Features Impacting Customer Satisfaction: Respondents were asked to indicate up to two “most important” features of Handy Ride service that impact their level of satisfaction with the service. **Chart 12** shows that pickups being on time (27 percent), drivers’ customer service (21 percent), and waiting times for pickups (9 percent) are most important to the respondents. This finding is consistent with the important features indicated by respondents in the 2018, 2014, and 2011 surveys.

Chart 12

Most Important Handy Ride Features in Determining Customer Level of Satisfaction

NOTE: Respondents Could Provide Two Important Features--Percentages Sum to >100%



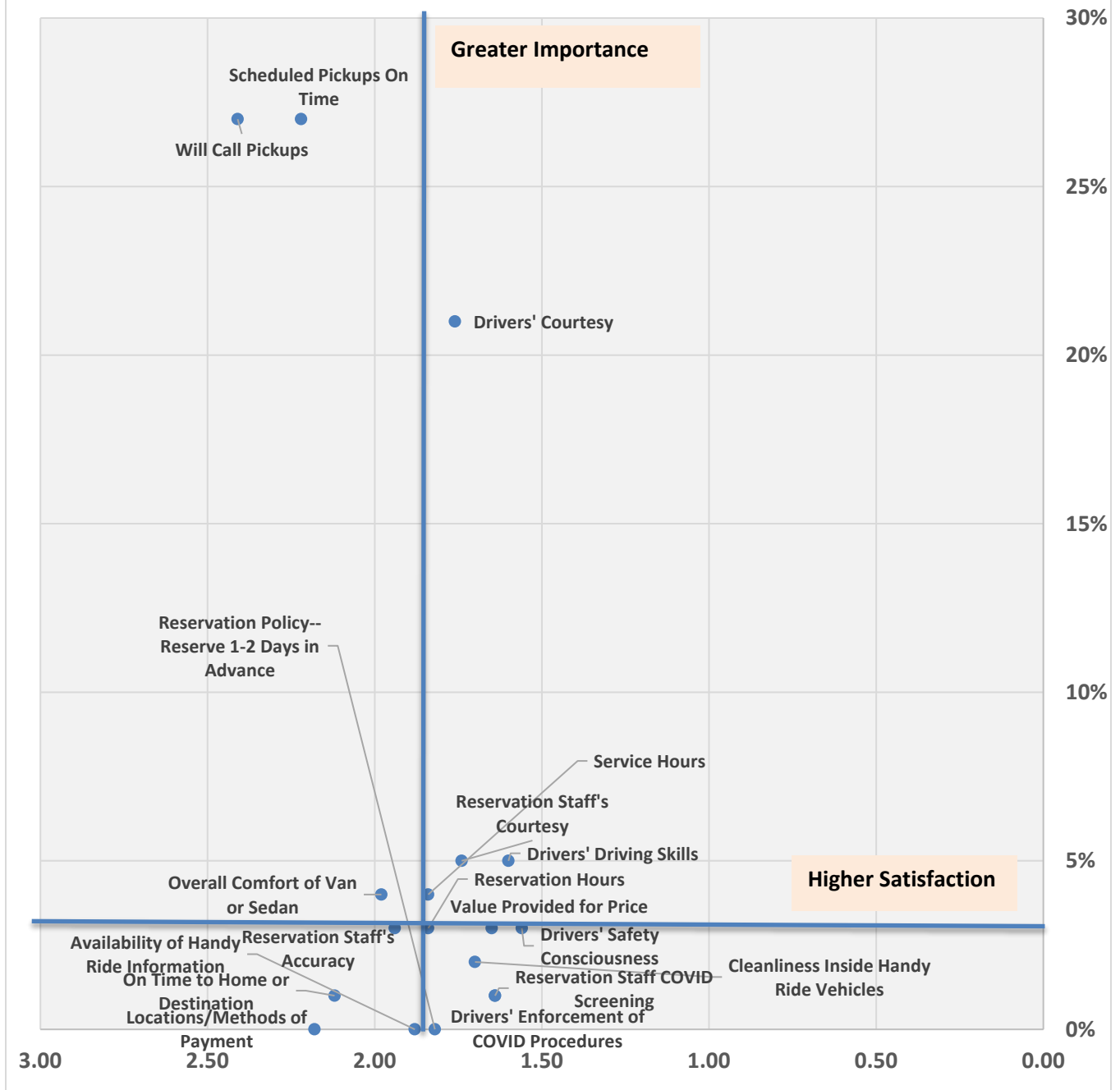
Satisfaction/Importance Quadrant Analysis: Levels of satisfaction can be mapped on a chart with importance, such that satisfaction is graphically measured against how important an issue is in four cells as follows:

- The upper-right quadrant represents features that display both high satisfaction and high importance. Characteristics in this quadrant are ones with high levels of satisfaction and high levels of importance. These characteristics, therefore, are the core characteristics that make the Handy Ride system a highly valued service.
- The lower-right quadrant represents features that display high satisfaction but have less importance. These characteristics might be considered to be ones that are over-provided and could be reduced somewhat in reallocating resources to other quadrants—especially the two upper quadrants.
- The lower-left quadrant represents features that have both less satisfaction and less importance. Because these features are of relatively low importance, efforts to improve these characteristics will have a relatively minor impact on overall satisfaction.
- The upper-left quadrant represents features that provide less satisfaction but are of high importance. The upper-left quadrant is critically important because it contains those system characteristics that are important to respondents but are not provided as well as other characteristics are provided. It is these characteristics that can increase satisfaction to the greatest extent.

Chart 13 is a satisfaction/importance quadrant analysis for the data provided in the 2022 Handy Ride survey. In the upper right quadrant, there is one feature that dominates: **drivers' courtesy**. This is the single core characteristic that leads to high degrees of satisfaction and greatly contributes to the overall rating of the Handy Ride service as highly satisfactory. Also in this quadrant, but close to the margins, are the **reservation staff courtesy, drivers' safety consciousness, service hours, value provided for the price, and reservation hours**. The upper left quadrant shows two dominant characteristics, the improvement of which would greatly enhance the already high level of satisfaction with Handy Ride. These features are will-call pickups and scheduled pickups on time. Also in this quadrant is the overall comfort of the vehicle. Customers regard these features as highly important to them but have not been provided to them with the same high level of satisfaction of other features. These features were also plotted in the same quadrants in the 2018 survey indicating a great deal of consistency in how customers feel about the importance and level of satisfaction regarding these Handy Ride features. **In 2018, overall comfort of van or sedan was in the upper right quadrant, while in 2022, this feature was in the upper left, indicating a decline in satisfaction, while still very important.**

Most features are either very satisfactory but not especially important (e.g. COVID procedures by drivers and reservation staff and cleanliness inside the vehicle) or are neither very satisfactory nor especially important (e.g. Locations/methods of payment and, surprisingly, on time to home or destination).

Chart 13
Satisfaction/Importance Quadrant Analysis



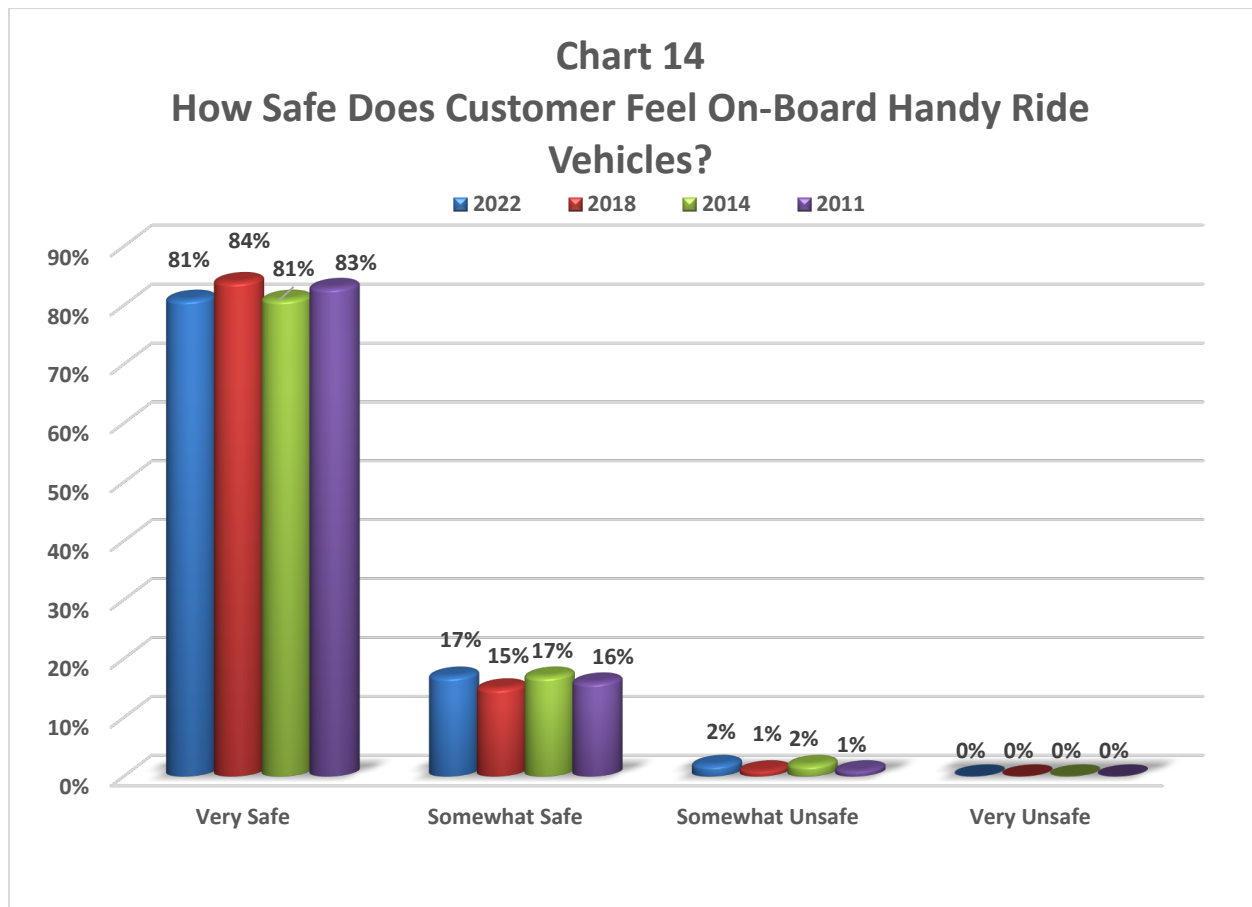
Handy Ride Report Card: In the 2018, 2014, and 2011 customer satisfaction reports for Handy Ride, letter grades for Handy Ride’s performance on the various service characteristics were assigned. These reports assigned grades of A, B, C, D or F (including plus and minus distinctions) based upon the mean ratings provided for each characteristic. The same scale was also used in assigning grades for the Handy Ride service in this 2022 Customer Satisfaction Report. The grading scale used in the previous reports as well as the current report is depicted in **Table 3** below.

Table 3	
Handy Ride Performance Letter Grading Scale (Based on 1-6 ratings, where 1 = Very Satisfied) and 6 = Very Dissatisfied	
1.00 to 1.33	A+
1.34 to 1.67	A
1.68 to 1.99	A-
2.00 to 2.33	B+
2.34 to 2.67	B
2.68 to 2.99	B-
3.00 to 3.33	C+
3.34 to 3.67	C
3.68 to 3.99	C-
4.00 to 4.33	D+
4.34 to 4.67	D
4.68 to 4.99	D-
5.00 to 5.33	D-/F
5.34 to 6.00	F

Table 4 shows the mean ratings and grades for 2022, 2018, 2014, and 2011 and shows the same information that can be found in the charts above with the exception that the grades provide a more aggregated summary of the data. It is evident that in terms of overall service, the same high level of satisfaction found in 2011, 2014, and 2018 exists in the current year (2022). Specifically, the overall service is rated A- in all four of the survey periods. Service improvements are called for in the following areas: getting you home or to your destination on time, scheduled pick ups, and will-call pick ups. It is noteworthy that service in these 3 areas has remained in the B and B+ range since 2011. Customer ratings have declined from A to A- in the following 3 service areas since the 2018 survey period: cleanliness inside Handy Ride vehicles, reservation staff’s courtesy, and drivers’ courtesy. Regarding the enforcement of COVID protocol in the current year, customers rated the following two service characteristics with an A: reservation staff’s implementation of COVID screening and drivers’ enforcement of COVID procedures.

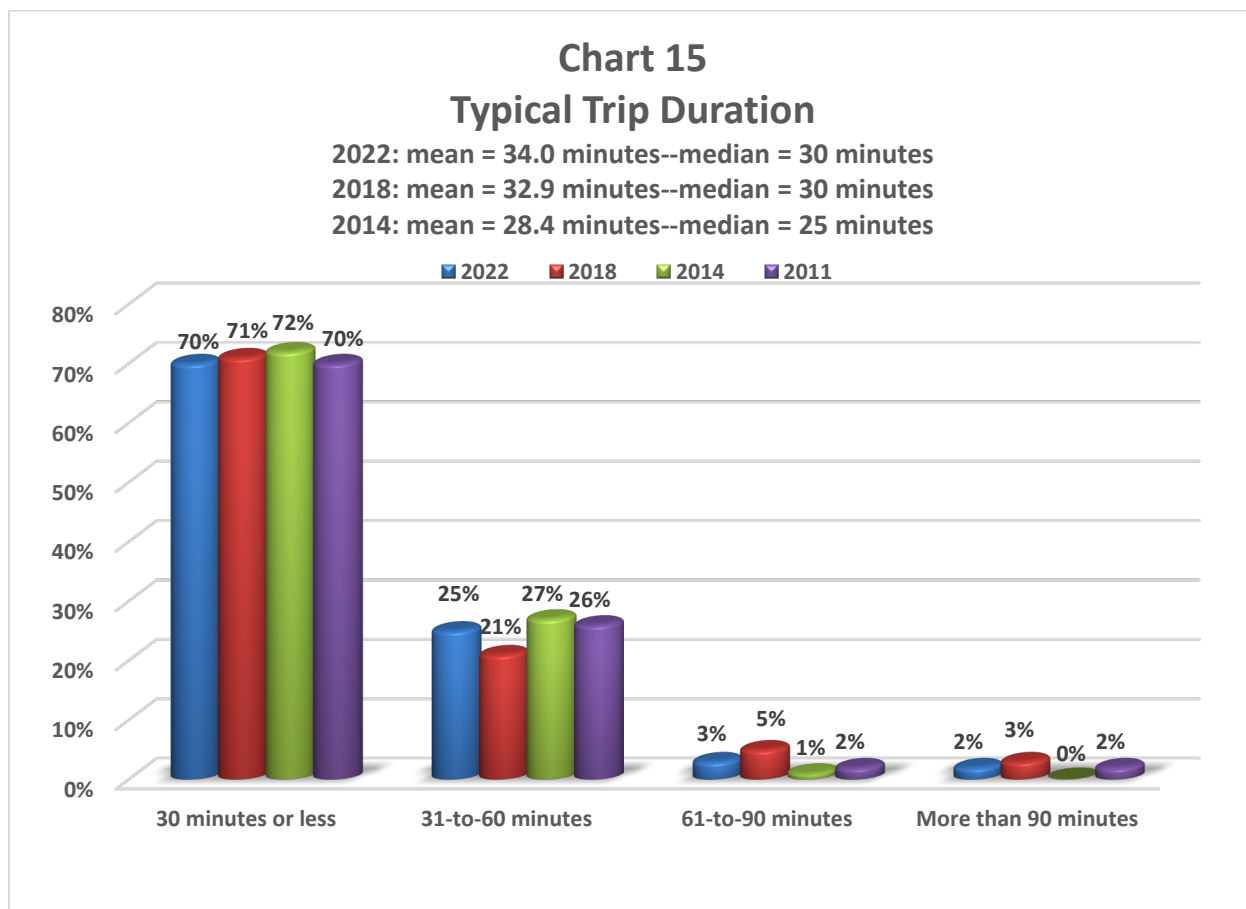
Table 4 Handy Ride Customer Satisfaction Report Card and Mean Satisfaction Ratings (Years 2022, 2018, 2014, and 2011)								
Service Characteristic	2022		2018		2014		2011	
	Grade	Mean	Grade	Mean	Grade	Mean	Grade	Mean
Overall Service Provided by Handy Ride	A-	1.81	A-	1.73	A-	1.75	A-	1.75
Drivers' Traffic Safety Consciousness	A	1.56	A	1.45	A	1.40	A	1.40
Drivers' Driving Skills	A	1.60	A	1.57	A	1.39	A	1.39
Reservation Staff's Implementation of COVID Screening	A	1.64						
Drivers' Enforcement of COVID Procedures	A	1.64						
Value Provided for Price	A	1.65	A	1.58	A	1.62	A	1.62
Cleanliness Inside Handy Ride Vehicles	A-	1.70	A	1.53	A	1.46	A	1.46
Reservation Staff's Courtesy	A-	1.74	A	1.62	A	1.52	A	1.52
Drivers' Courtesy	A-	1.76	A	1.52	A	1.39	A	1.39
Reservation Policy Reserve 1 2 Days in Advance	A-	1.82	A-	1.95	A-	1.68	A-	1.68
Service Hours	A-	1.84	A-	1.72	A-	1.81	A-	1.81
Reservation Hours	A-	1.84	A-	1.88	A-	1.85	A-	1.85
Availability of Handy Ride Information	A-	1.88	A-	1.76	A-	1.72	A-	1.72
Reservation Staff's Accuracy	A-	1.94	A-	1.86	A-	1.86	A-	1.86
Overall Comfort of Van or Sedan	A-	1.98	A-	1.72	A	1.63	A	1.63
On Time to Home or Destination	B+	2.12	B+	2.07	B+	2.23	A-	1.89
Locations/Methods of Payment	B+	2.18						
Scheduled Pickups	B+	2.22	B+	2.25	B+	2.09	B+	2.09
Will Call Pickups	B	2.41	B	2.51	B	2.57	B+	2.18

Feeling of Safety On-Board Handy Ride Vehicles: It is apparent that Handy Ride customers feel quite safe on Handy Ride vehicles (**Chart 14**) and this feeling enters into the satisfaction and importance features in this section of the report. Specifically, 98 percent of customers feel either very safe (81 percent) or somewhat safe (17 percent). This is consistent with the results of the 2018, 2014, 2011 surveys where, once again, nearly everyone (99 percent in 2018, 98 percent in 2014 and 99 percent in 2011) indicated they felt either very safe or somewhat safe.



Handy Ride Time-Related Considerations

Trip Duration: The typical Handy Ride trip is 34.0 minutes (mean) and 30 minutes (median) (**Chart 15**). The Handy Ride trip for 7 in 10 customers (70 percent) is 30 minutes or less. This is very consistent with the results of the 2018, 2014 and 2011 surveys where 71 percent, 72 percent, and 70 percent respectively had a typical trip last 30 minutes or less. In previous survey periods, the typical trip duration was 30 minutes or less for a greater percentage of customers. For example, in 2004, 83 percent rode a typical trip of 30 minutes or less and in 2007, 90 percent rode a typical trip of 30 minutes or less.



Will-Call Pickup Times: Will-call pickups occur when customers are not certain in advance when to be picked up at their destination. Return trips from their destinations are not prescheduled and the customer is picked up before 90 minutes from the time he or she calls. **Chart 16** shows the typical wait times for a will-call pickup. It is noteworthy that in the current survey, the mean wait time of 39.8 minutes and the median wait time of 30 minutes are considerably less than the maximum wait time guideline of 90 minutes allowed for will-call pickups. In fact, nearly three in five respondents (57 percent) waited for a will-call pickup 30 minutes or less. These typical wait times in 2022 are consistent with the findings in 2014 and 2018 where 53 percent and 59 percent of customers, respectively, had wait times of 30 minutes or less. There was a small decline in this percentage from 2011, where nearly 7 in 10 (69 percent) of the respondents had typical will-call wait times of 30 minute or less.

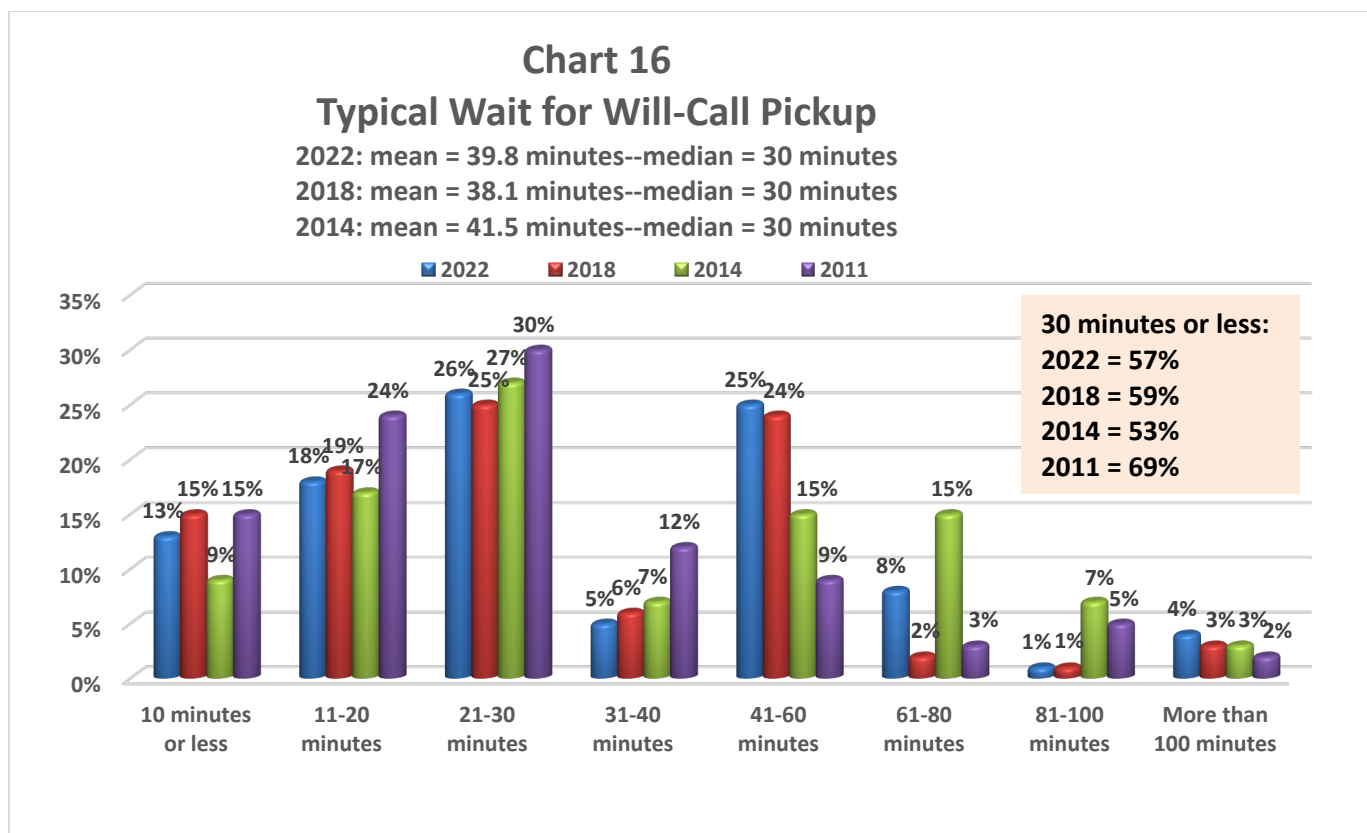
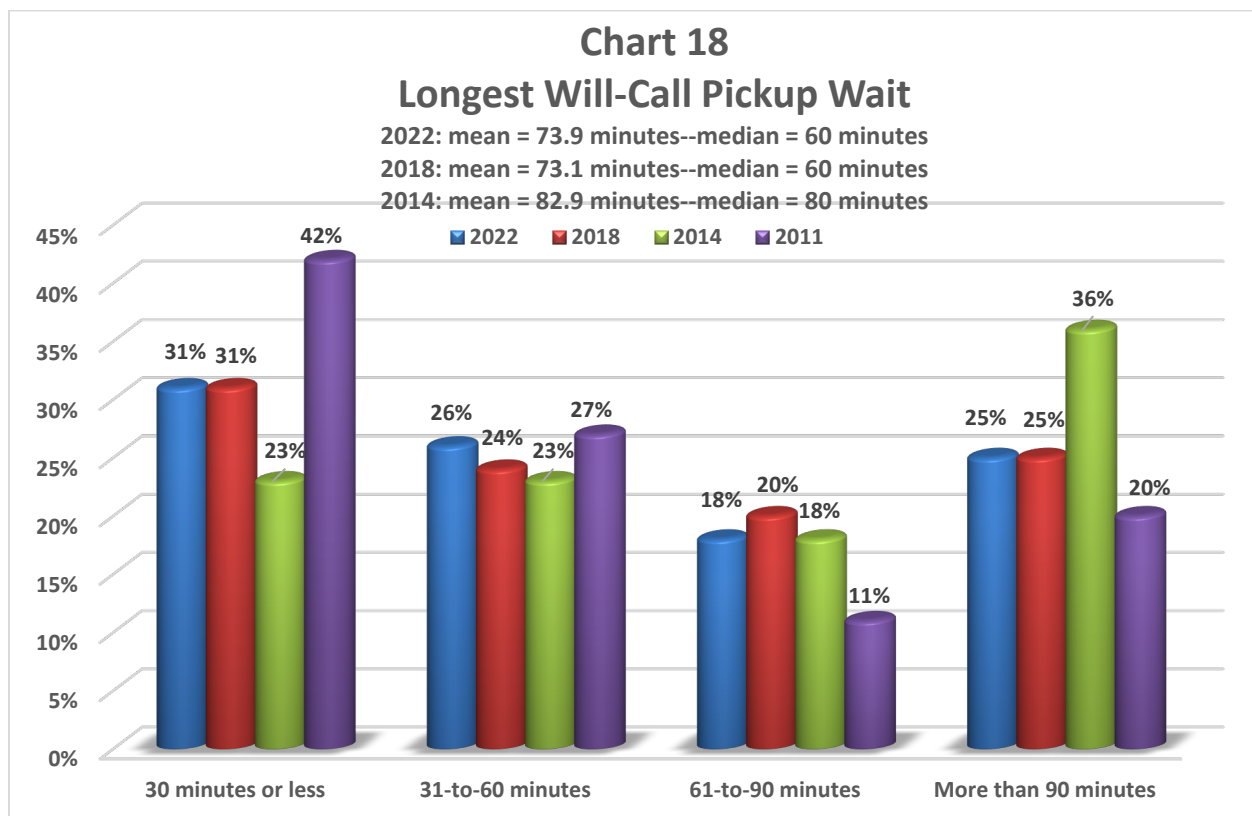
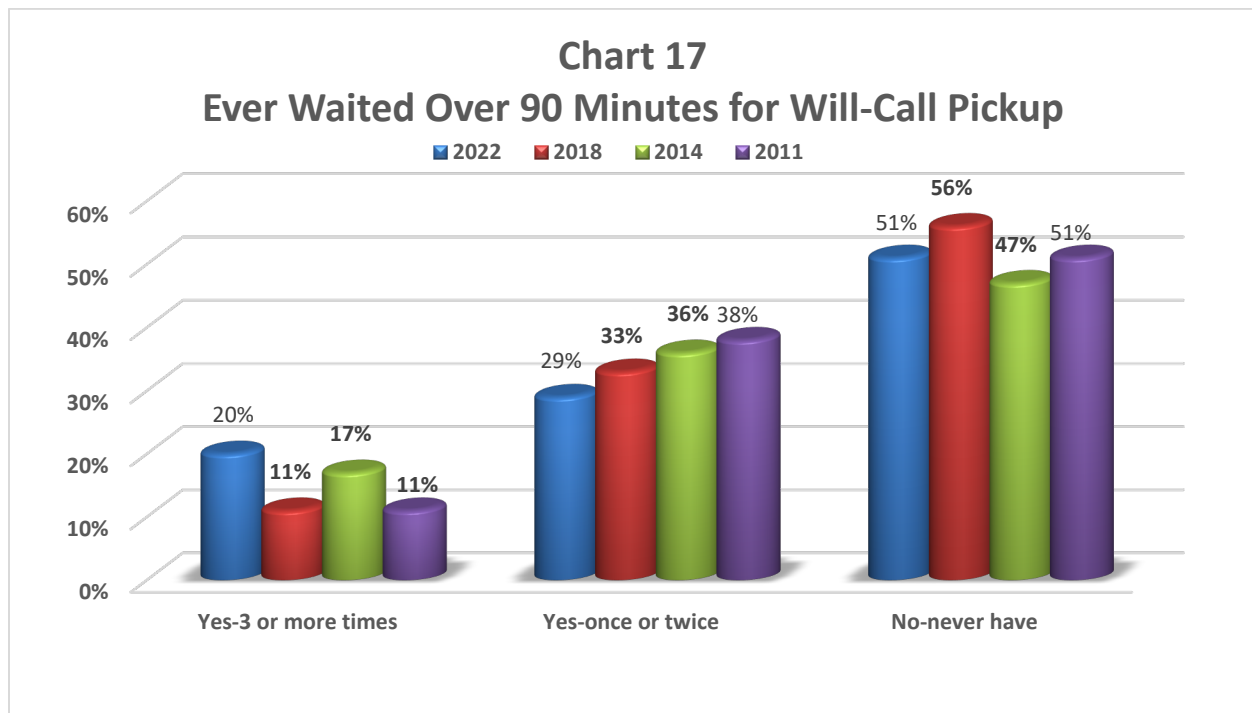


Chart 17 indicates that in 2022 just over one-half (51 percent) of customers never waited more than 90 minutes for a will-call pickup. This finding is statistically consistent with the 2018 survey period where 56 percent of respondents never waited for a will-call pick for more than 90 minutes. The current wait time (51 percent of respondents never having to wait for more than 90 minutes) is also consistent with the 2014 and 2011 survey periods – 47 percent never waited for more than 90 minutes in 2014 and 51 percent never waited longer than 90 minutes in 2011. There is, however, a noticeable decline in service represented by the percentage of customers who waited 3 or more times for a will-call pickup. In 2018, only 11 percent waited over 90 minutes on 3 or more occasions, while in the current year (2022), 20 percent of respondents waited 3 or more times for a will-call pickup.

Chart 18 indicates that the mean longest wait time for a will-call pickup is 73.9 minutes, and the longest median wait time is 60 minutes – both averages are below the 90-minute maximum that has been established as a guideline. This service level is consistent with the 2018 survey results where the mean longest wait time was 73.1 minutes and the median longest wait time was also 60 minutes. The wait times in 2022 and 2018 represent a considerable improvement over the 2014 survey period where the longest mean wait time was 82.9 minutes with a median of 80 minutes. In both the current year (2022) and in 2018, 25 percent of

respondents have, at some time, waited more than 90 minutes for a will-call pickup – a substantial improvement from 2014 where 36 percent waited more than 90 minutes.



Scheduled Pickups: The guideline for a scheduled pickup is no more than 5 minutes before and no more than 30 minutes after the scheduled pickup. In 2022, the scheduled mean typical pickup time is 23.8 minutes, and the median pickup time is 20 minutes (**Chart 19**). Both averages are well within the window established for such scheduled pickups. In the current survey, 84 percent were picked up in 30 minutes or less. This is consistent with the 2018, 2014, 2011, and 2007 survey periods where 86 percent, 90 percent, 87 percent, and 92 percent of customers, respectively, were picked up within 30 minutes of their scheduled pick-up time. These typical pick-up times since 2007 represent a considerable improvement over the 2004 survey period, where only 64 percent were picked up within the established 30-minute window.

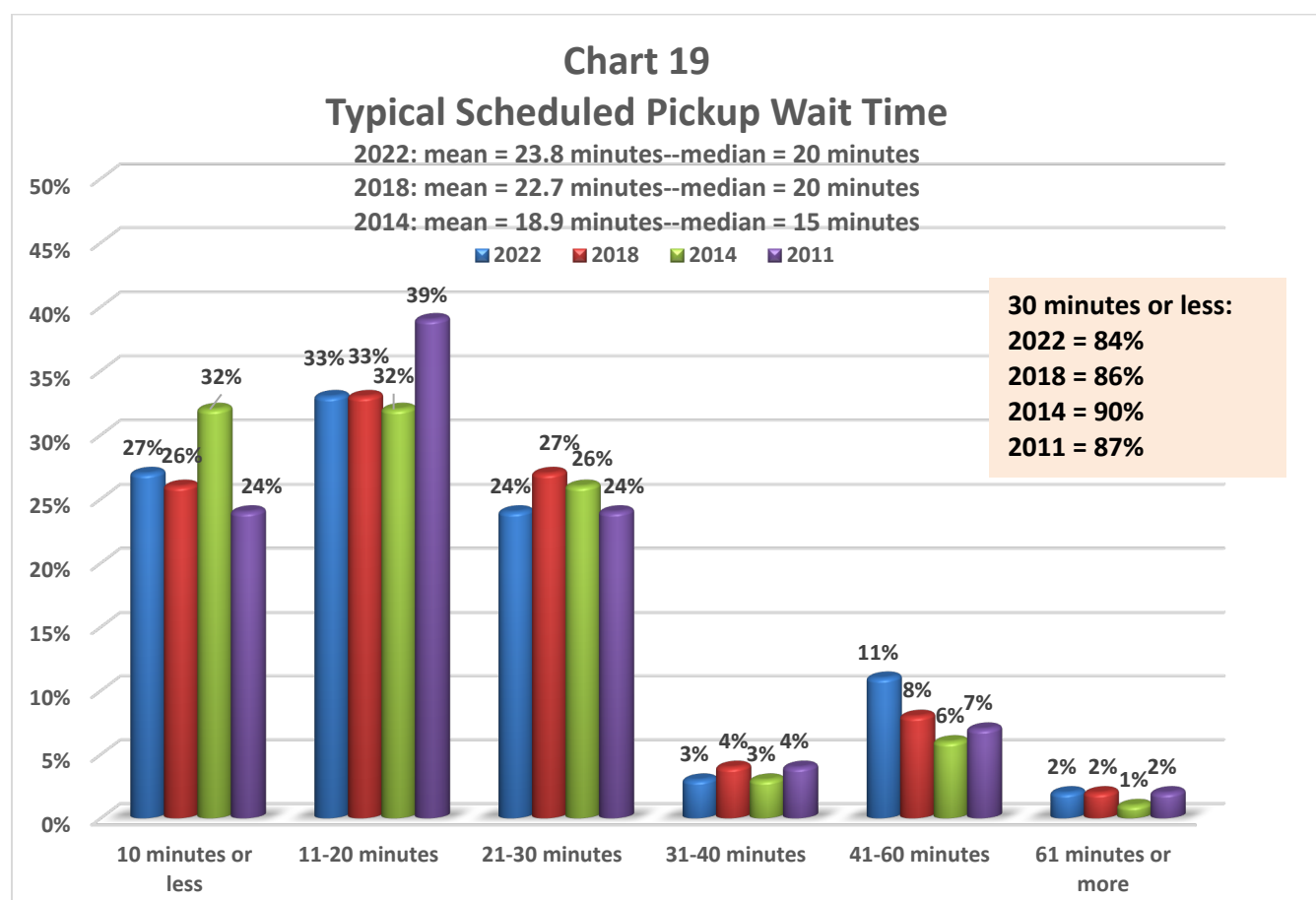
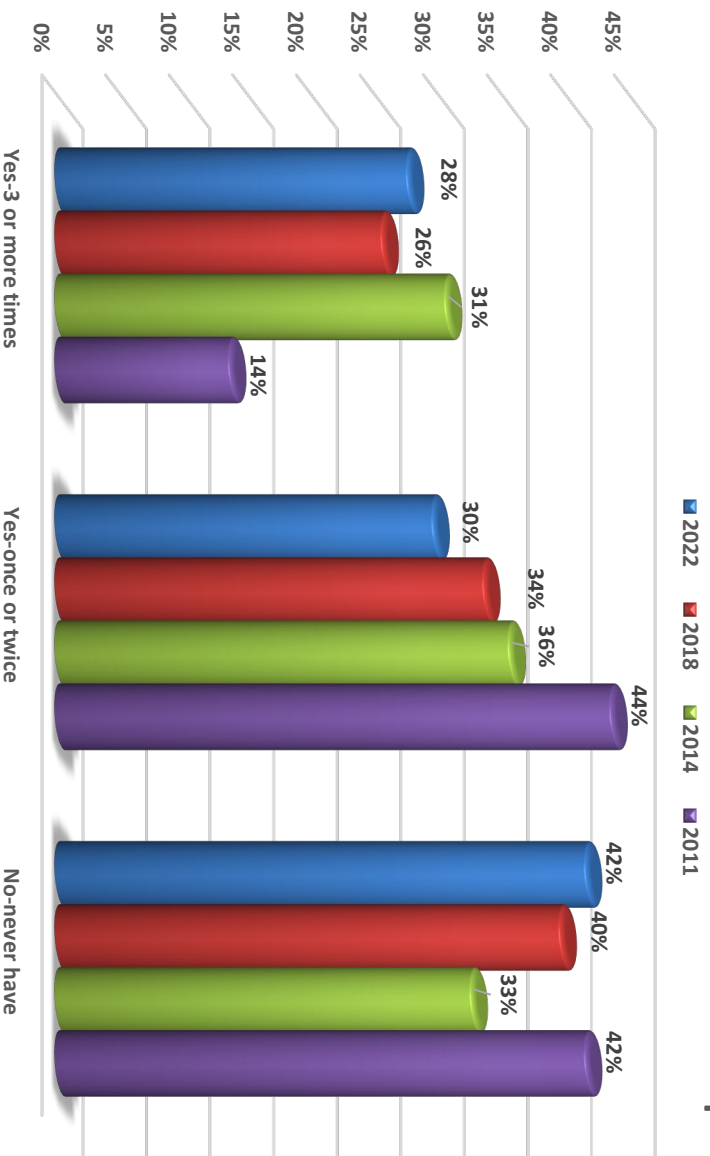


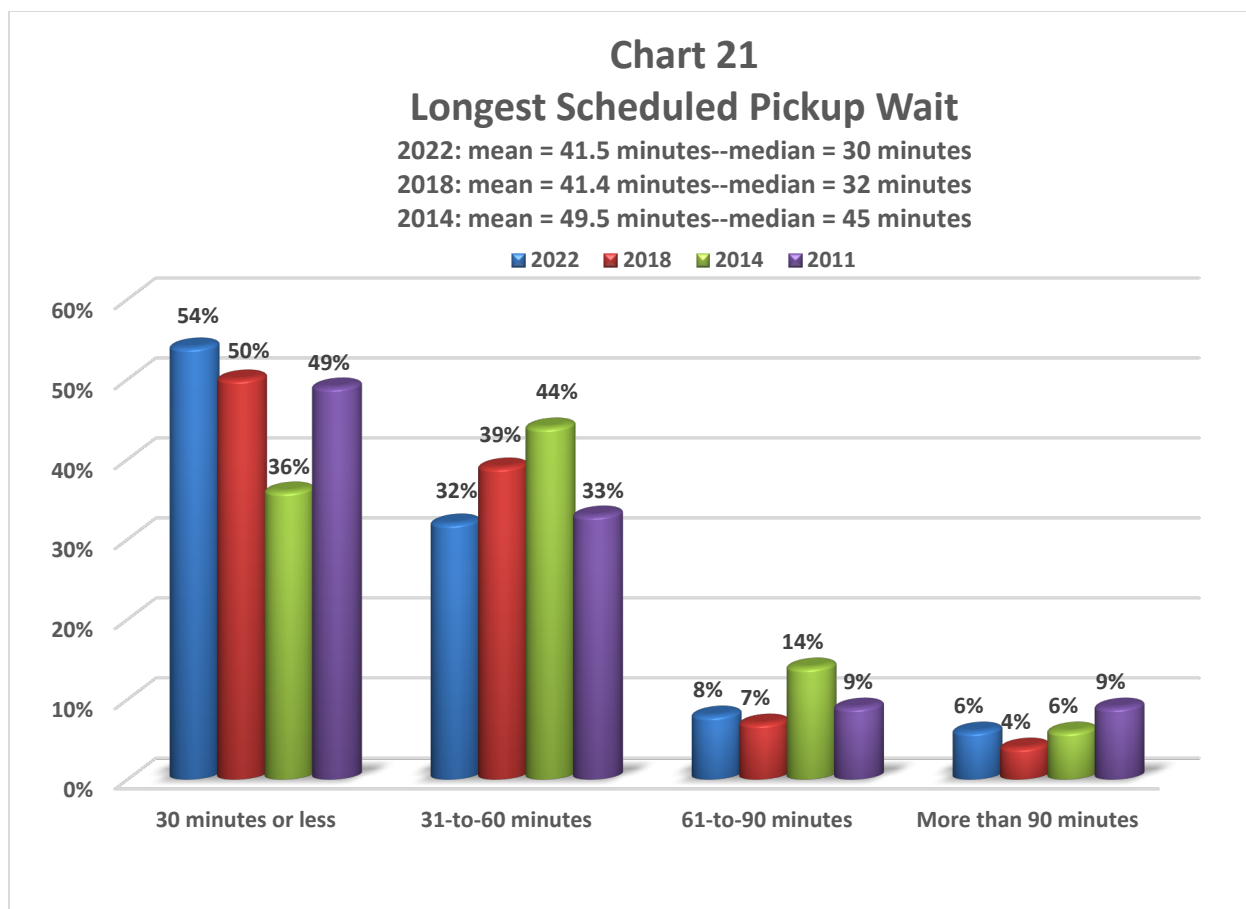
Chart 20 indicates that more than two in five (42 percent) of customers never waited more than 30 minutes for a scheduled pickup. This finding is consistent with the 2018 and 2011 results – in 2018, 40 percent of customers never waited more than 30 minutes for a scheduled pickup and in 2011, 42 percent never waited more than 30 minutes. However, the results in 2014 are notably different from the other 3 survey periods in that only one third of customers never had to wait more than 30 minutes for a scheduled pickup.

Chart 20

Ever Waited Over 30 Minutes for a Scheduled Pick-Up



The longest pickup wait time for a scheduled pickup is depicted in **Chart 21**. The mean longest wait for a scheduled pickup in 2022 is 41.5 minutes and the median is 30 minutes. This finding is consistent with the 2018 result where the longest scheduled pickup wait was 41.4 minutes. The longest scheduled wait times in 2018 and 2022 represent a considerable improvement over the result in the 2014 survey where the mean wait time was 49.5 minutes and the median wait time was 45 minutes. Further, nearly 9 in 10 respondents (86 percent) experienced their longest wait time to be 60 minutes or less. This result is consistent with the 2018 finding where 89 percent of respondents experienced wait times of 60 minutes or less. The results for 2022 and 2018 show a minor improvement over the 2014 and 2011 wait times and a more substantial improvement over the 2007 and 2004 survey periods. In 2014, 80 percent experienced their longest wait time to be 60 minutes or less. Similarly, other results are as follows: 2011 (82 percent), 2007 (77 percent), and 2004 (71 percent).



Other Time-Related Considerations: Chart 22 reveals that one-fifth (20 percent) of customers always allow a 2-hour window between their requested pickup time and their scheduled appointment with another 38 percent sometimes allowing a two-hour window. One-third (33 percent) are more likely to allow one hour or less. In 2018, one-fourth (25 percent) always allowed a two-hour window between their requested pickup time and their scheduled appointment with another 25 percent sometimes allowing a two-hour window; however, in 2018, it is notable that nearly one-half (47 percent) of respondents were more likely to allow a window of one hour or less.

In 2014, respondents were similarly likely to allow a 1-hour window or less (49 percent), but 2014 respondents were more likely to always allow a 2-hour window (33 percent). In 2011, 43 percent always allowed a 2-hour window. Further, in 2011, only 33 percent allowed a 1-hour window or less.

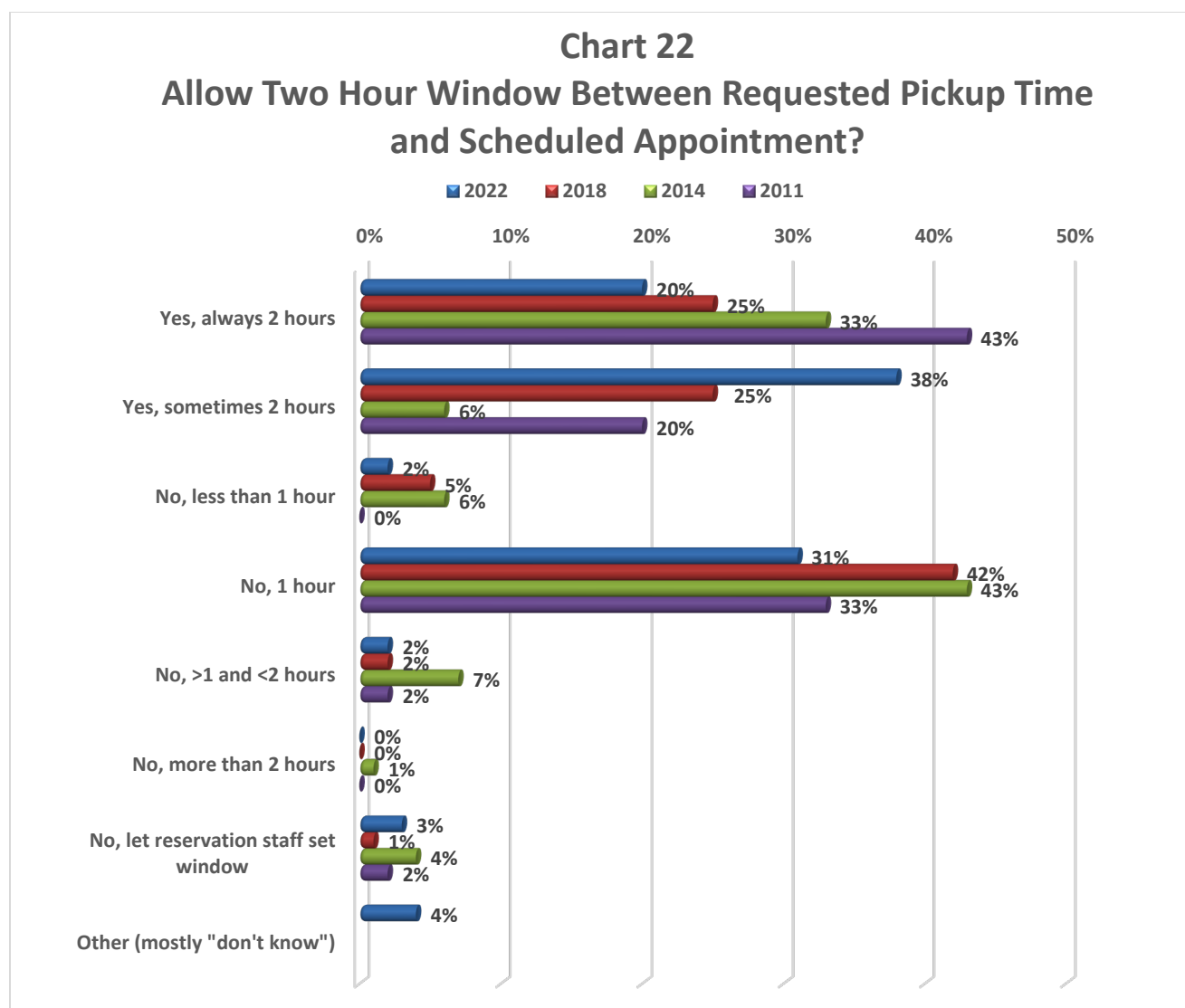


Chart 23 shows that over one-half (52 percent) of Handy ride customers indicate that a Handy Ride vehicle has never arrived early for pickup. The finding in 2018 is similar in that 49 percent of customers never experienced a Handy Ride vehicle arriving early. In the 2011 and 2014 surveys, however, the findings are different and more favorable -- 30 percent and 42 percent of customers, respectively, had never experienced a Handy Ride vehicle arriving early for pickup. In 2007, 31 percent of customers experienced an early pickup. From another perspective, only one third (33 percent) of customers in the current survey experienced early pickup once or twice and this is similar to the findings in 2018 and 2014 where 40 percent of customers in each year experienced an early pickup. This compares to over one-half encountering this situation in 2007 (55 percent) and 2011 (51 percent).

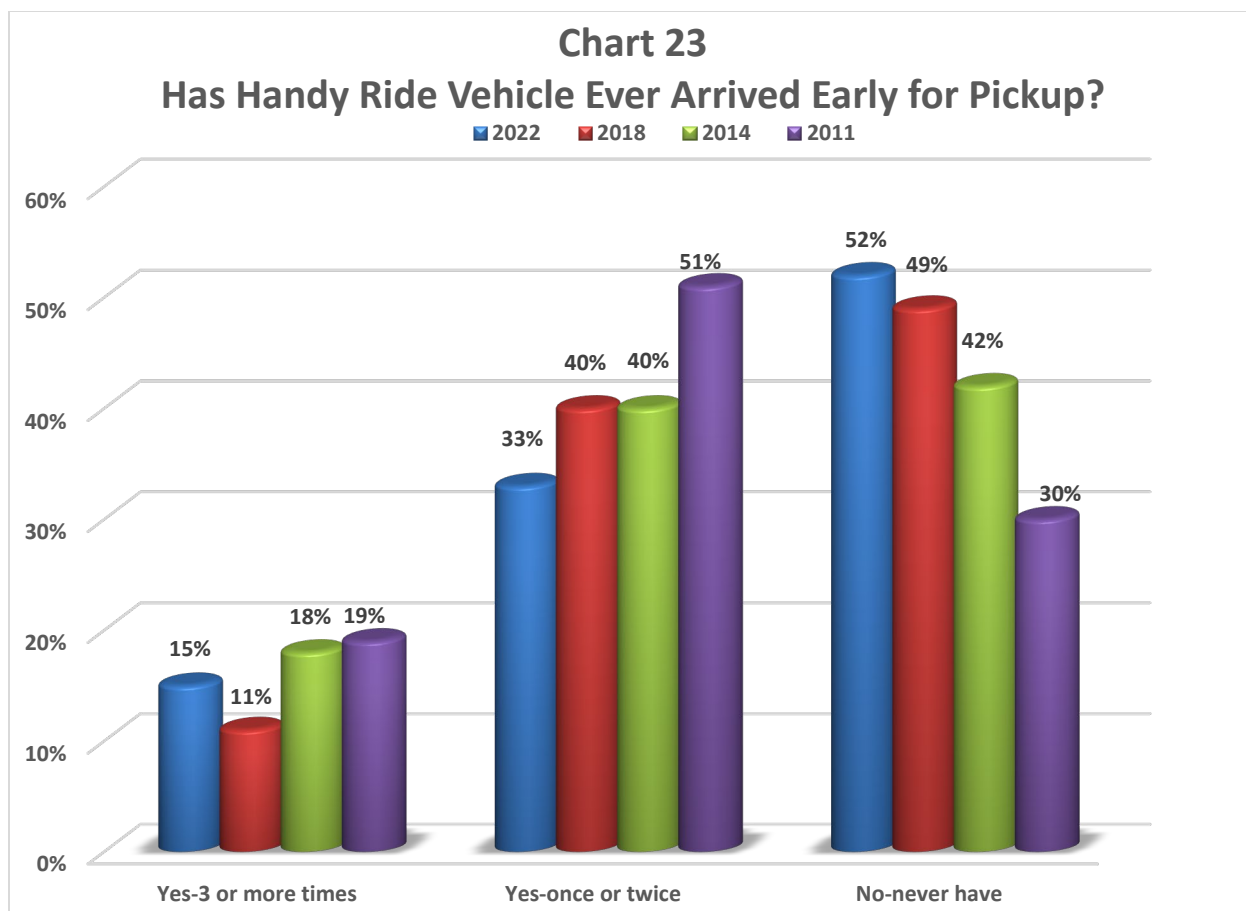


Chart 24 indicates that over three-fourths (77 percent) of respondents would find a call helpful reminding them of their appointment. Among these respondents, 27 percent would find it helpful to have two calls—one on the night before their trip and another on the day of their trip; 21 percent would want a call on the same day only and another 29 percent on the night before only. There is a much stronger interest in 2022 than there was in 2018 and 2014 regarding such a reminder call. This finding is substantiated by noting that in 2014, over two fifths of respondents (42 percent) indicated that they would not find any reminder call helpful and in 2018, 28 percent voiced this opinion. In the current survey, less than one-fourth (23 percent) feel that a call would not be helpful.

Chart 25 indicates that 80 percent of respondents are aware that repeated no-shows can result in a suspension of service. Conversely, 20 percent are not aware of this possibility.

Chart 24
Would Reminder Call Be Helpful?

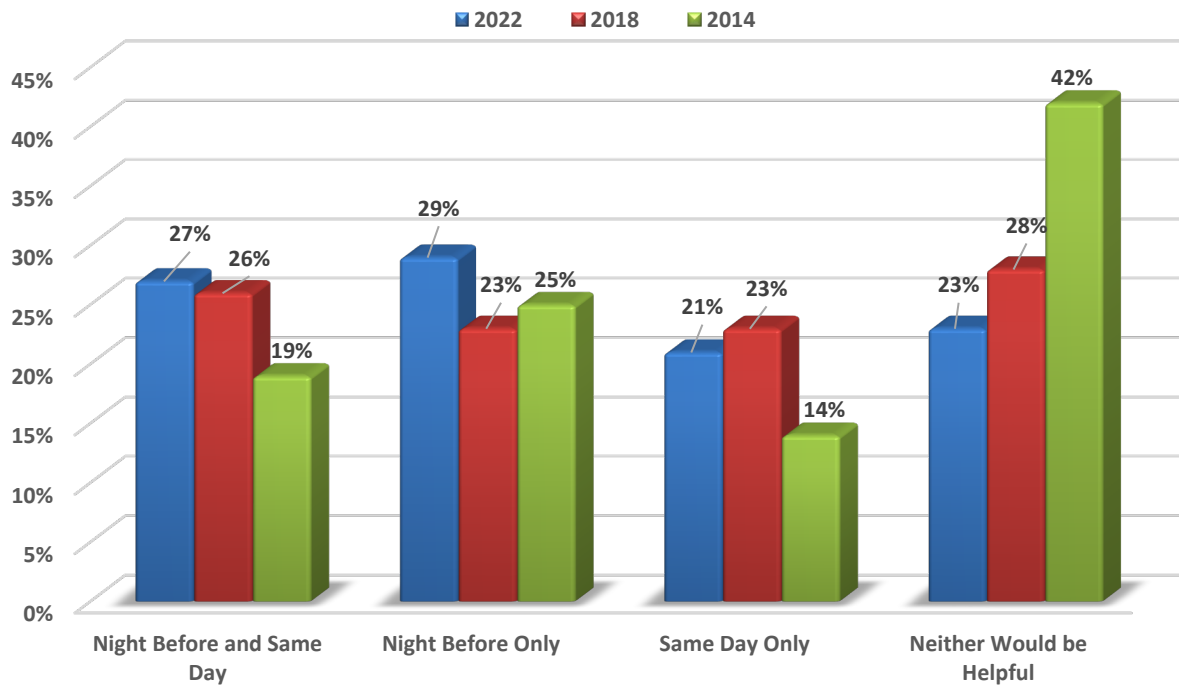
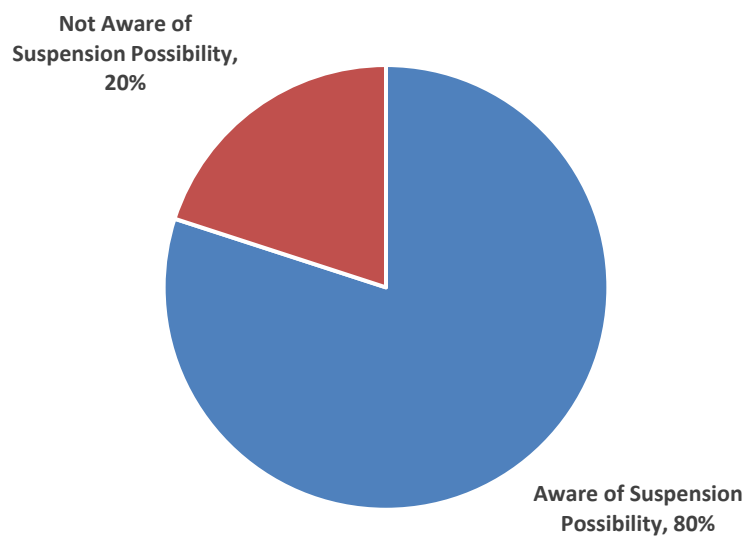


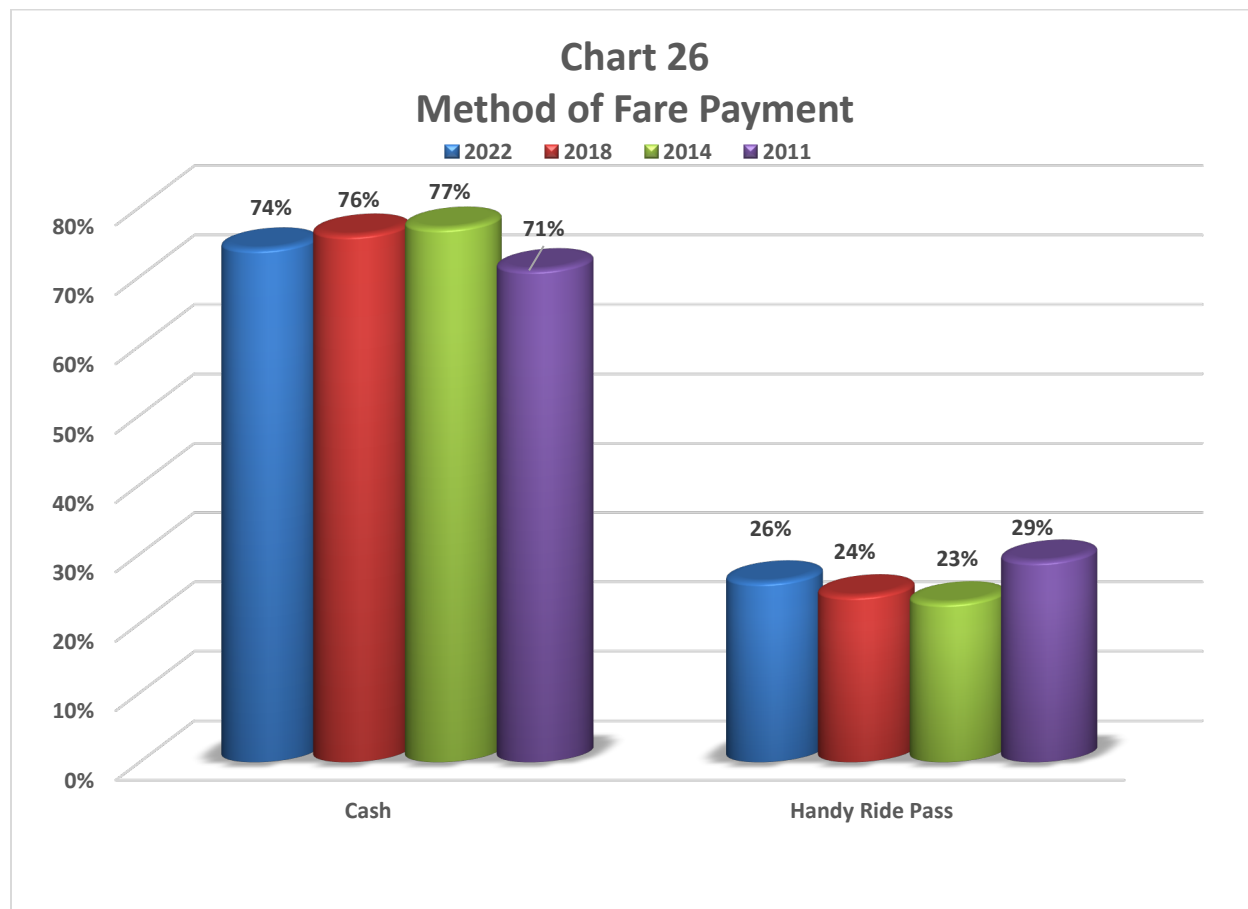
Chart 25
Aware that Repeated No-Shows Can Result in Suspension of Service



Method of Fare Payment and Electronic Technology

Chart 26 indicates that customers largely use cash to pay their Handy Ride fare and that this has been the case since 2004. In the current survey, approximately three-fourths (74 percent) pay their fare with cash. In previous survey periods, the percentages of customers who pay cash are as follows: 2004 –76 percent; 2007 – 72 percent, 2011 – 71 percent, 2014 – 77 percent, and 2018 – 76 percent. The alternative method of fare payment is the Handy Ride Pass (26 percent in 2022, 24 percent in 2018, 23 percent in 2014 and 29 percent in 2011).

- Customers who are retired (85 percent) and disabled (79 percent) normally pay their fare with cash while those who are employed full time (73 percent) and individuals who are self-employed (67 percent) normally use the Handy Ride Pass to pay their fare.
- Customers who do not consider themselves to have limited English proficiency normally pay their fare with cash (78 percent) while those who feel they have a lack of English proficiency are more likely to pay with a pass (64 percent).
- Females tend to pay their fare using cash (78 percent); males (66 percent).



The availability and use of a smart phone is shown in **Chart 27**. Nearly three-fifths of respondents (58 percent) indicate that they have the use of a smart phone. This represents a slight increase in the use of a smart phone since the 2018 survey where 55 percent indicated that they used a smart phone. However, the results in 2022 and 2018 represent a considerable increase in the use of Smart phones from the 2014 and 2011 surveys – 2014 (24 percent used smart phones) and in 2011 (10 percent used smart phones). In the current year (2022), nearly two-thirds (66 percent) of Smart Phone users would use a mobile app for reservations if such an App were available.

- As suspected, younger customers are more likely to use a smart phone (18-54 = 70 percent) versus older customers (over the age of 55 = 49 percent).

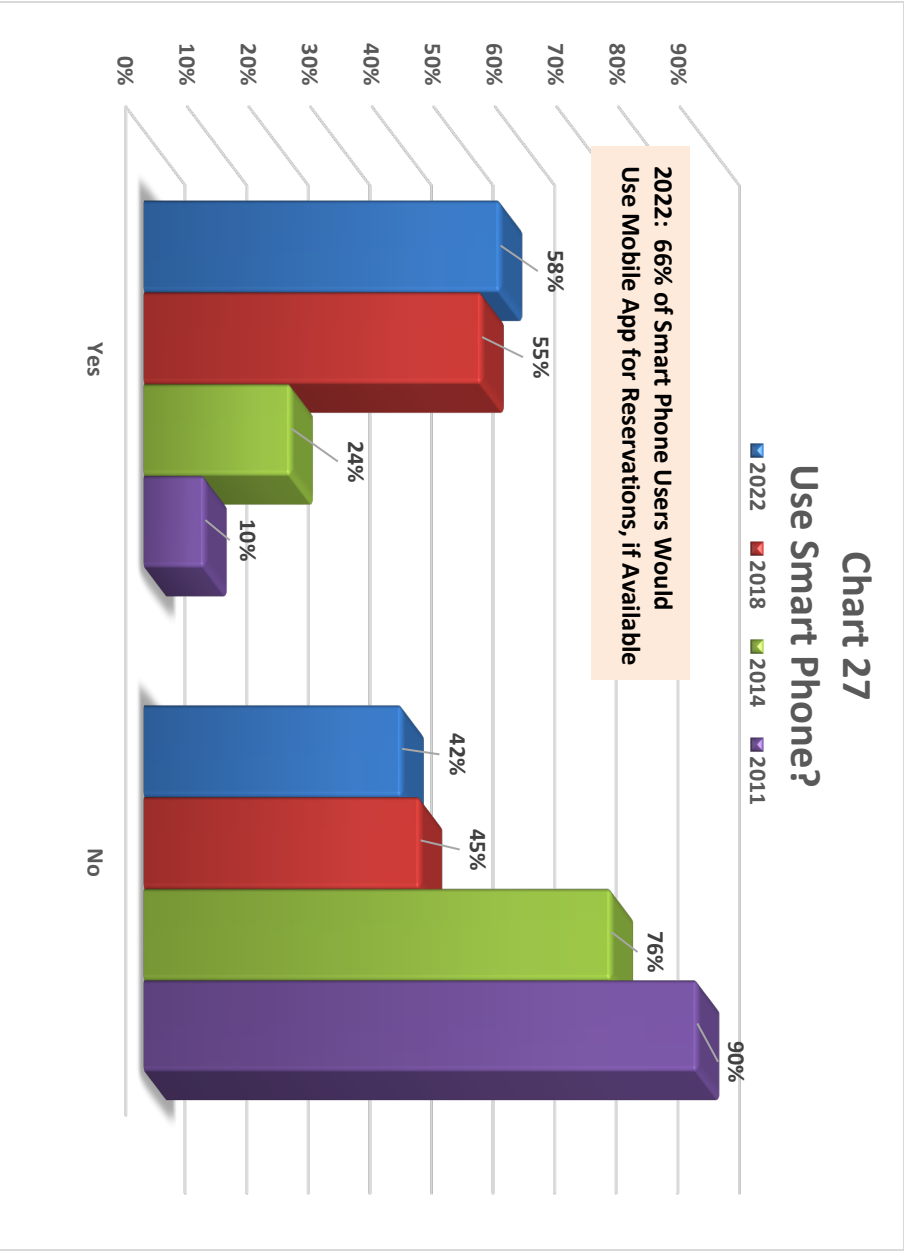
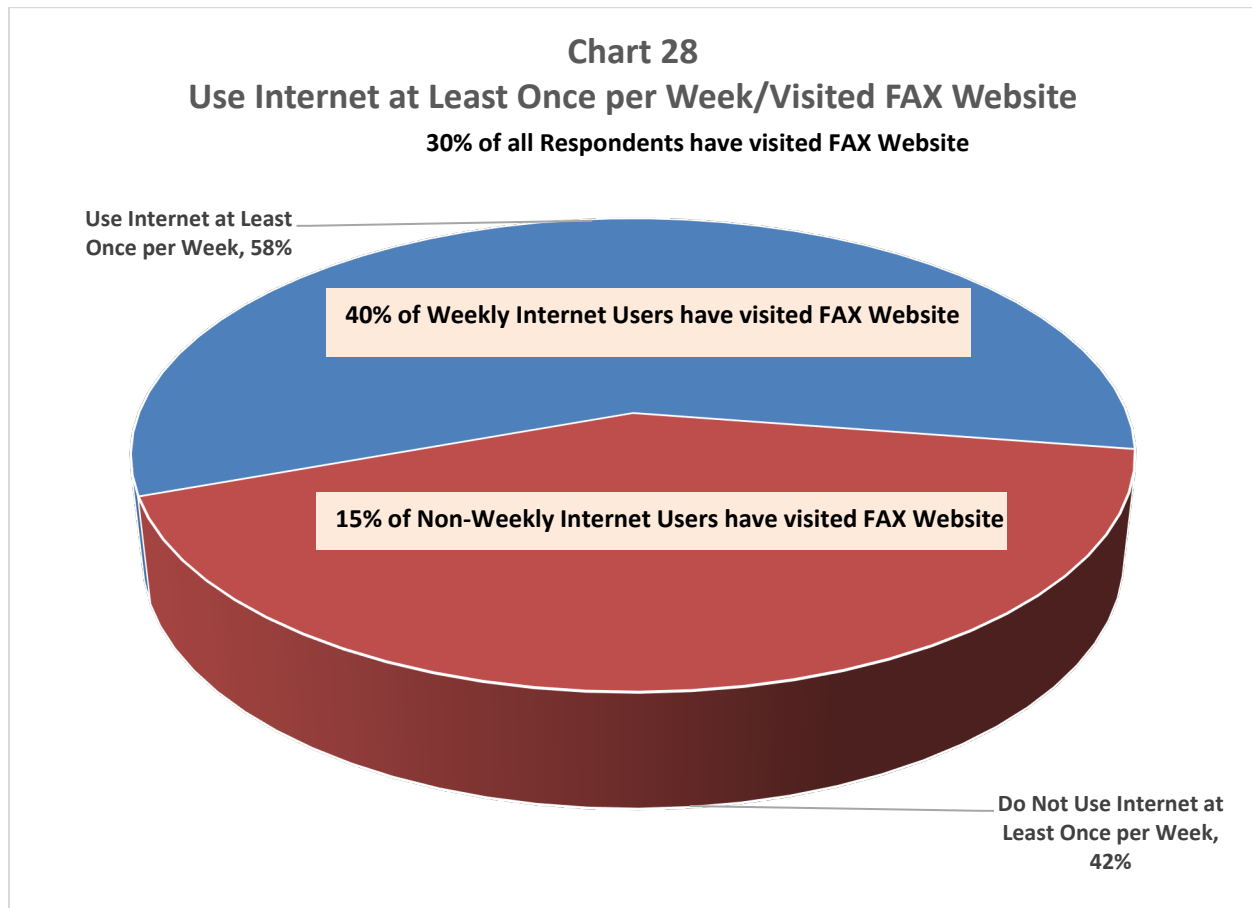


Chart 28 shows that among those respondents who use the Internet at least once per week (58 percent), 40 percent have visited the FAX website. Among those respondents who do not use the Internet at least once per week (42 percent), 15 percent have visited the FAX website. In general, 30 percent of all respondents have visited the FAX website.

- Customers who visited the FAX website indicated that pick-ups on time are an important factor in determining their level of satisfaction with Handy Ride (49 percent), as opposed to those who never visited the FAX website (35 percent).



Use of FAX Fixed Route Bus and Exclusive Reliance on Handy Ride

Chart 29 shows that 71 percent of Handy Ride customers either strongly agree (38 percent) or agree (33 percent) that they are totally dependent upon Handy Ride for their transportation needs. This represents an increase in Handy Ride dependency since 2018 where 65 percent either strongly agreed or agreed that they were totally dependent on Handy Ride. The 2014 level of agreement regarding Handy Ride dependency was 70 percent, and in 2011, the level of dependency was 64 percent.

Chart 29
Totally Depend Upon Handy Ride for Transportation Needs

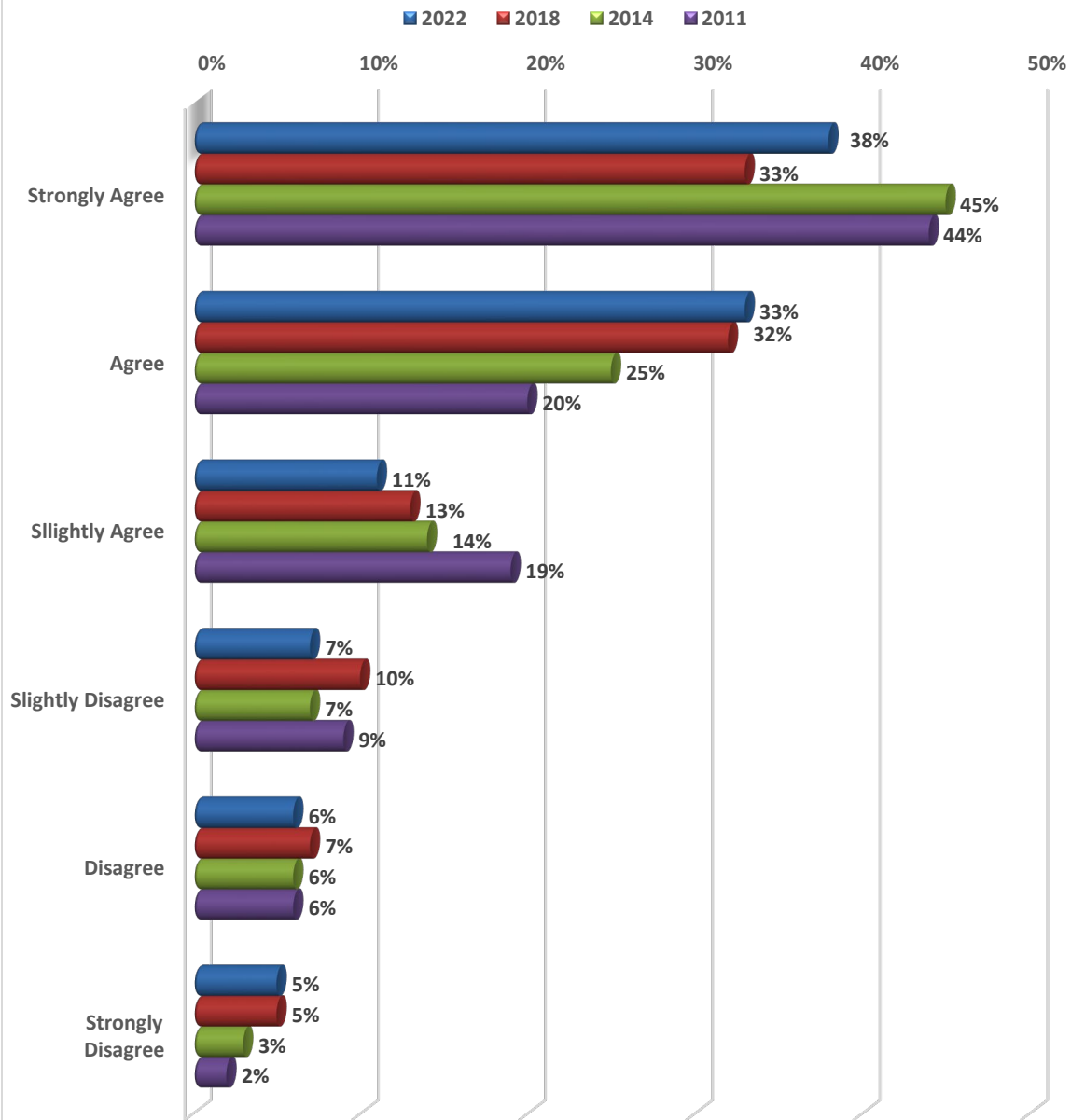


Chart 30 indicates that two in five (40 percent) customers in the current year occasionally ride a FAX fixed-route bus. This result is identical with the finding from the 2018 survey. Both the 2022 and the 2018 survey findings represent a considerable increase in the use of the fixed-route bus over the 2014 and 2011 survey periods (32 percent usage in 2014 and only 18 percent usage in 2011).

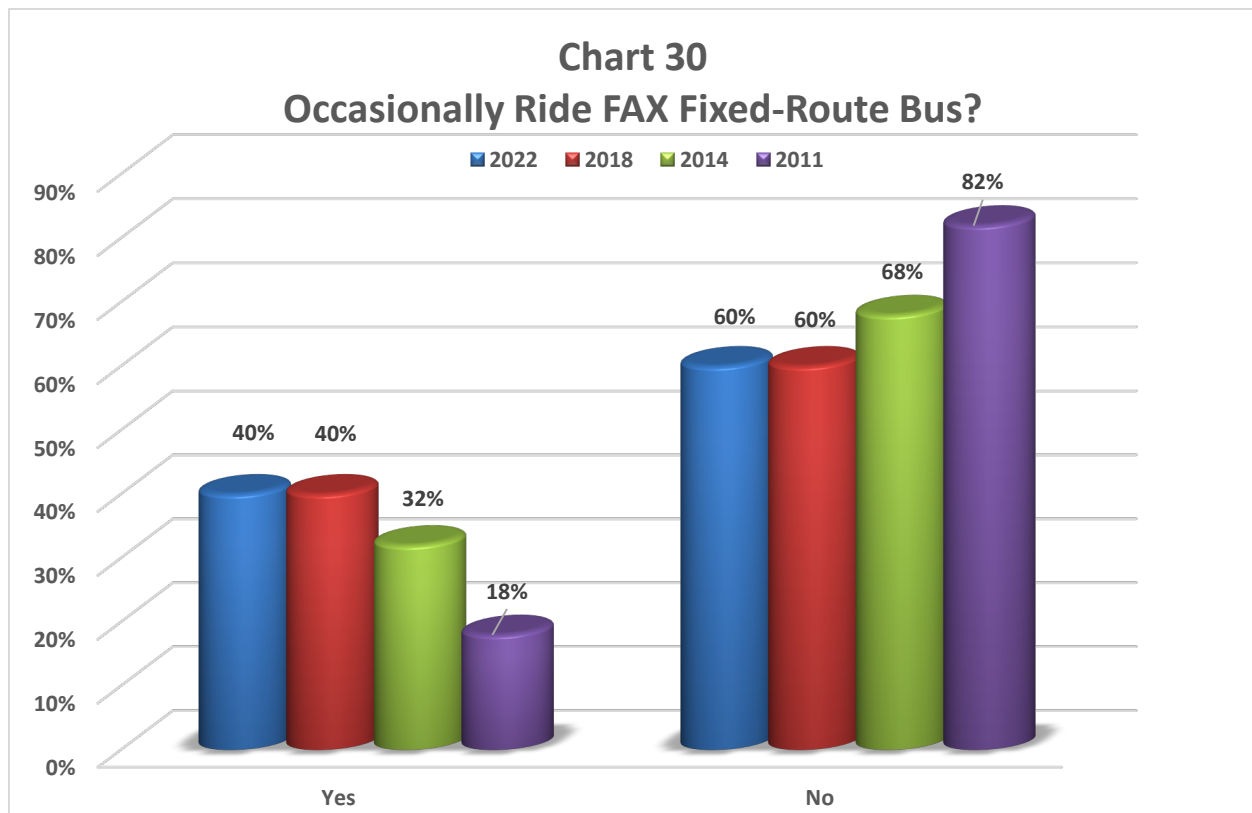
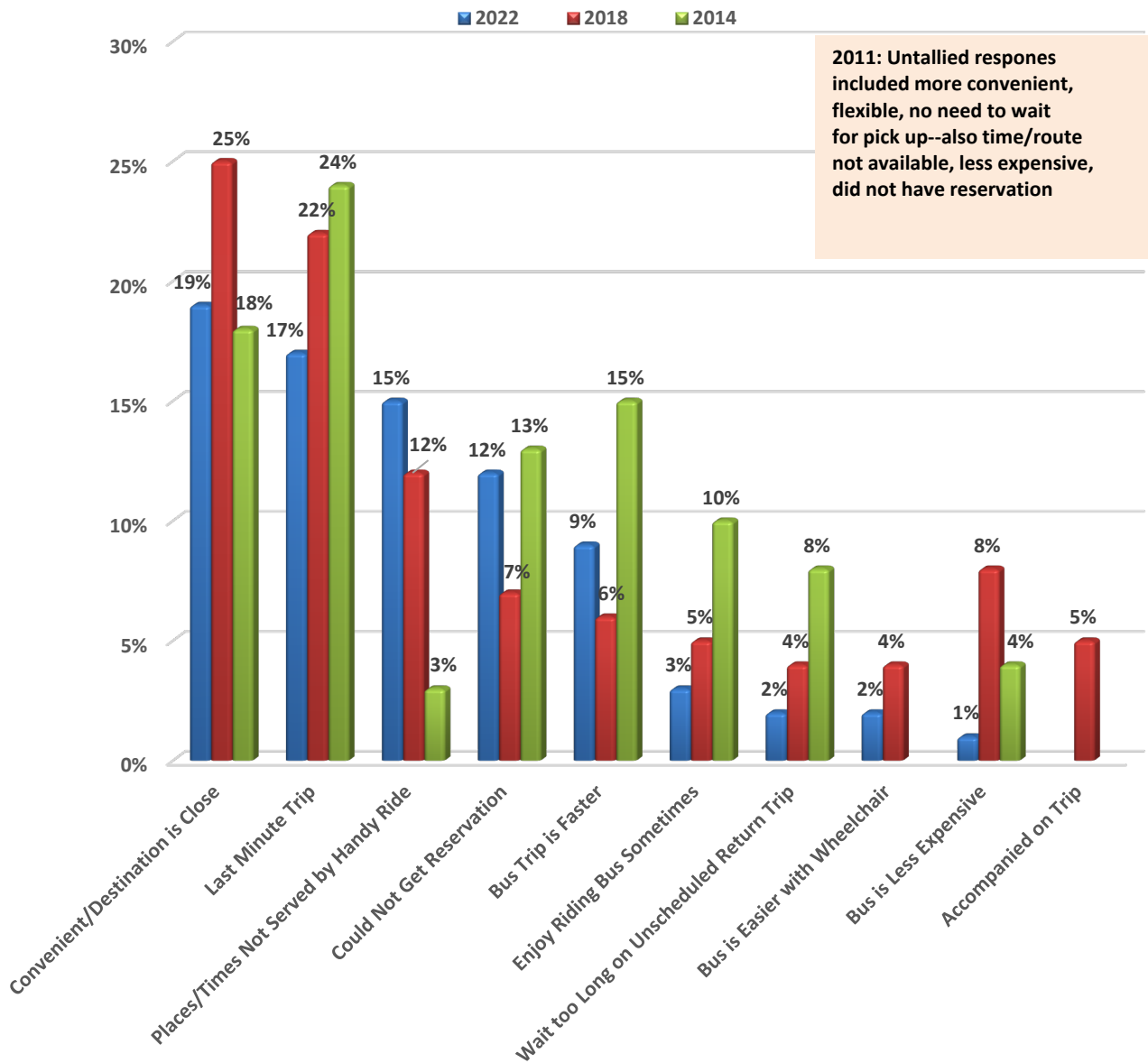


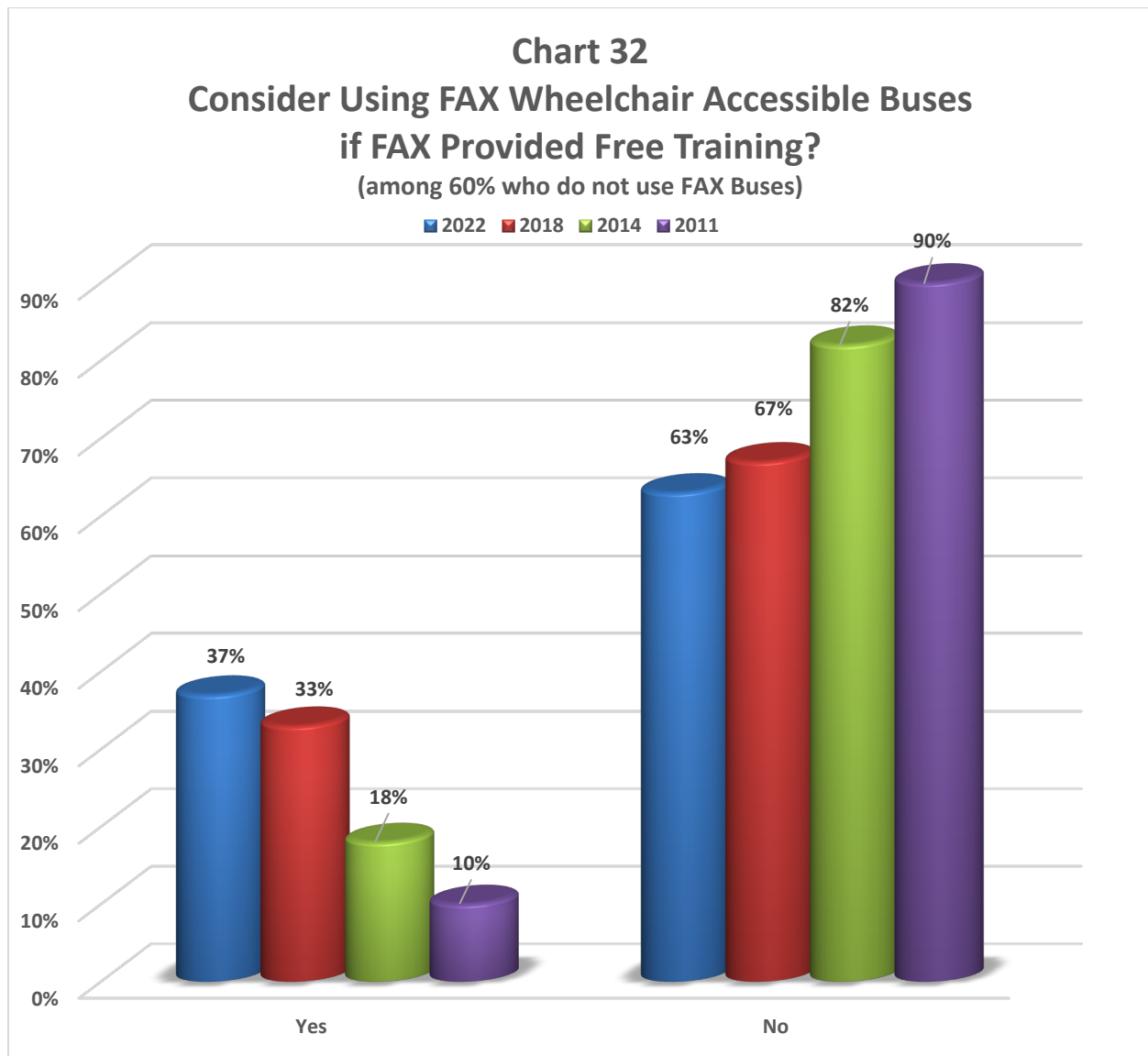
Chart 31 shows that nearly one-fifth (19 percent) of those who have occasionally used the fixed-route bus did so because it is convenient to use such a bus to travel to a nearby destination. This reason is followed by the need to make a last-minute trip and did not have time to make a Handy Ride reservation (17 percent), the ability to travel to places not served by Handy Ride (15 percent), and to take advantage of the faster bus trip (9 percent).

In 2018, the top reasons why Handy Ride customers used the fixed buses were the same but in different proportions--convenience to use such a bus to travel to a nearby destination (25 percent), the need to make a last-minute trip (22 percent), the ability to gain access to destinations not served by Handy Ride (12 percent), and the inability of Handy Ride customers to obtain a reservation (7 percent). The 2014 survey had far fewer respondents indicating that the bus allowed them to access destinations not served by Handy Ride and substantially more indicating that a faster bus trip induced them to use the bus.

Chart 31
Reason for Supplementing Handy Ride with FAX Fixed
Route Buses
 (Among 40% Who Sometimes Ride FAX Bus)



There is an increasing interest in the possibility of using FAX wheelchair accessible buses. Nearly two-fifths (37 percent) of 2022 Handy Ride customers would consider using wheelchair accessible buses if FAX provided free training (**Chart 32**). This represents a slight increase over the 2018 survey results where 33 percent would consider using wheelchair accessible buses. In 2014 and 2011, there was considerably less interest in wheelchair accessible buses. In 2014, 18 percent of Handy ride customers considered using wheelchair accessible buses and in 2011, only 10 percent entertained this option.



Covid Protocols

Quite obviously, COVID has impacted the lives of everyone and has had an effect upon travel. **Chart 33** shows that, during Covid, nearly two-fifths (38 percent) of respondents took fewer Handy Ride trips. Another 10 percent took more trips and over one-third (33 percent) made no changes in the number of Handy Ride trips taken during Covid. Nearly one-fifth (18 percent) did not use Handy Ride at all during Covid.

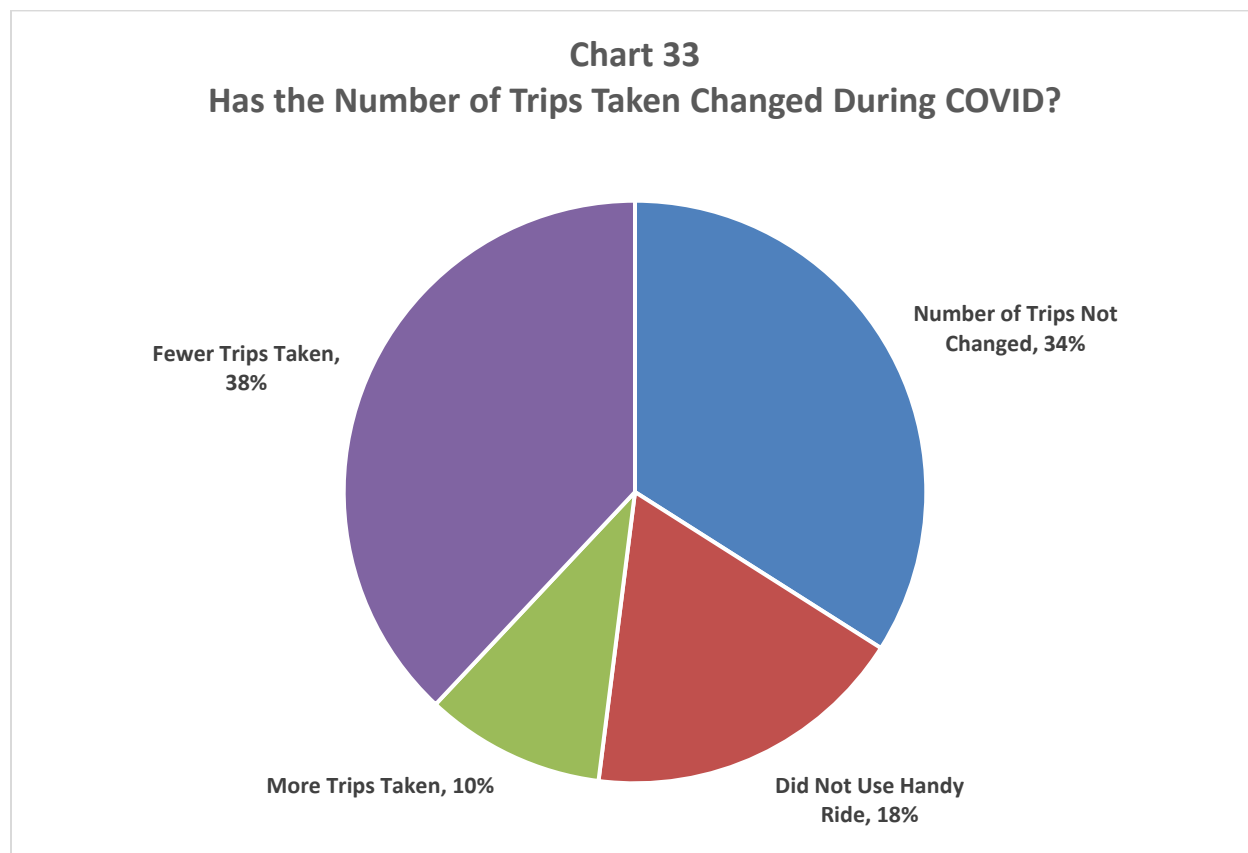


Chart 34 indicates that among those who used Handy Ride during COVID (82 percent), over three-fifths (61 percent) used Handy Ride for medical/dental trips. Another 13 percent used Handy Ride for shopping trips, with social/recreation (7 percent), Work/Business (6 percent), and Errands/Personal (6 percent) following in order.

Chart 35 reports that among the 56 percent of respondents who took fewer trips or no trips at all on Handy Ride during COVID, these respondents handled their transportation needs in the following ways: obtained rides from family and friends (45 percent), stayed home more often (36 percent), used the FAX bus, medical transport, and their own car (12 percent), and used of Uber, Lyft, and taxis (6 percent).

Chart 34
Trip Purpose Using Handy Ride During COVID
(Among 82% Who Used Handy Ride During COVID)

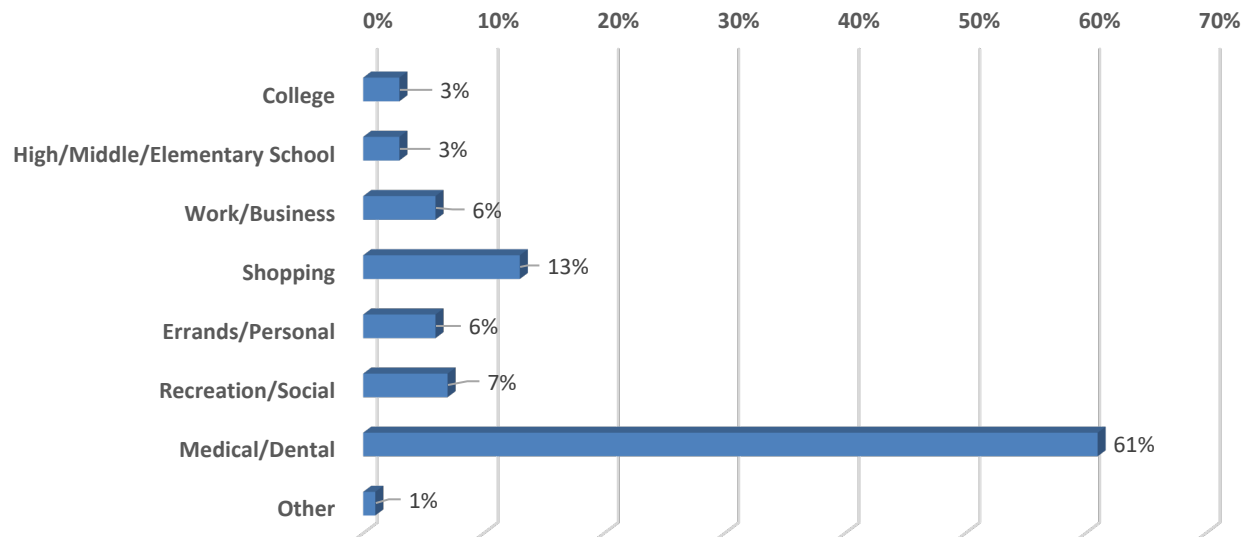
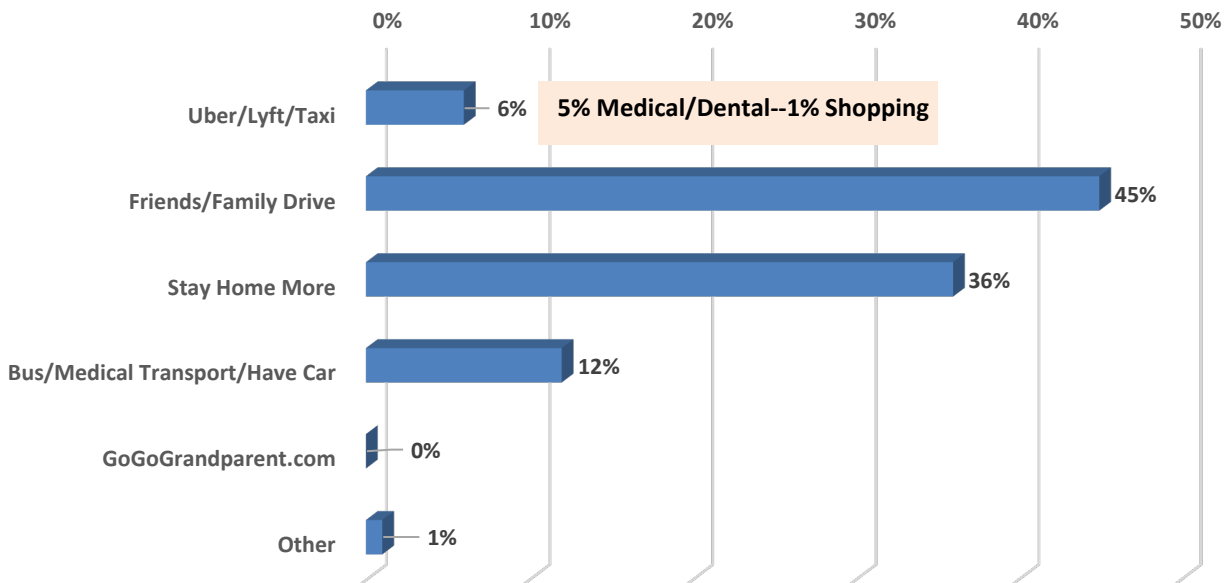


Chart 35
Alternative Transportation Mode During COVID
(Among 56% Who Took Fewer Trips or None at All on Handy Ride During COVID)



APPENDIX

1. Questionnaire	55
2. Frequencies	67
3. Open Ended Responses	97

Questionnaire

Handy Ride Telephone Survey 2022

Hello, my name is _____. I'm calling from _____. We're conducting a customer satisfaction survey on behalf of the FAX Handy Ride Paratransit service. FAX would like to have a better understanding of how you feel about their service. This interview will take approximately 10-15 minutes. Your responses are completely confidential, and all results will be reported in summarized form only.

Are you able to answer questions about the Handy Ride service? **[IF NO, IS THERE SOMEONE THERE WHO CAN? (e.g. caretaker, family member, etc.). Ask this other respondent for relationship to customer and confirm that she/he is familiar with Handy Ride and can respond about the customer's opinion. Also make certain that actual customer is not able to respond himself/herself.]**

Could you take a few minutes right now to help us out with your opinions? **[IF NO, ARRANGE CB]**

IF ASKED FOR A CONTACT NAME:

Please call Richard Parker, Rea & Parker Research 858-279-5070.

IF TOLD "NO TIME" OR "BUSY RIGHT NOW":

Could I schedule a more convenient time?

"LM":

This is... calling from _____. It's..(DATE and TIME). We're conducting a customer satisfaction survey on behalf of the FAX Handy Ride service. We'll try again another time. Thank you.

"LM":

This is...calling from _____. We've been trying to reach you for a few days regarding our customer satisfaction survey on behalf of the FAX Handy Ride service. Could you please call us at _____ and leave a message with the best times to reach you? Thank you.

RESP: We would like to know with whom we are speaking, Are you...?

1. _____ **HANDY RIDE CUSTOMER**
2. _____ **CARE GIVER/NURSE**
3. _____ **FRIEND/RELATIVE**
4. _____ **OTHER, SPECIFY _____**

NOTE: SURVEY QUESTIONS TO CUSTOMER WILL USE "YOU" IN QUESTION IF RESPONDENT IS CUSTOMER. OTHERWISE, REFER TO CUSTOMER BY NAME AS MR. _____ or MS. _____.

Q1. How many one-way trips via Handy Ride (for example, if you take a round trip, that would be counted as two trips) do(es) you/NAME take in a typical week?
_____ (99 = DK/REF)

Q2. How long have (has) you/NAME been using Handy Ride?

1. LESS THAN THREE MONTHS
2. 3 TO 6 MONTHS
3. 7 MONTHS TO 11 MONTHS
4. ONE TO 1.5 YEARS
5. MORE THAN 1.5 YEARS BUT UNDER 3 YEARS
6. 3 YEARS OR MORE
7. **DK—DO NOT READ**

Q3. When you/NAME use(s) Handy Ride, what is the most common purpose of your/NAME'S trip?

1. TO / FROM WORK
2. TO / FROM SCHOOL
3. TO / FROM SHOPPING
4. TO/ FROM APPOINTMENTS (E.G., MEDICAL / DENTIST, ETC.)
5. RUN ERRANDS/PAY BILLS
6. ENTERTAINMENT/DINING
7. CHURCH/TEMPLE/MOSQUE/SYNAGOGUE
8. VISITING FRIENDS / RELATIVES
9. OTHER (PLEASE SPECIFY)
10. **DK—DO NOT READ**

Q4. When was your/NAME'S most recent trip using Handy Ride?

1. Within the last two weeks
2. More than 2 weeks ago but more recent than one month ago
3. One-to-Three Months ago
4. More than 3 Months ago (**GO TO Q4a**)
5. CAN'T REMEMBER / DON'T KNOW—**DO NOT READ**

Q4a. (IF Q4 = 4—IF OTHERWISE, GO TO Q5) Why have you not used Handy Ride during the past three months? — (**PRESS FOR MORE DETAIL IF THE RESPONDENT SAYS, "JUST HAVEN'T NEEDED IT" OR SOMETHING SIMILAR**)

Q5. How much do(es) you/NAME agree or disagree with this statement: **“I/NAME totally depend(s) on Handy Ride for all my/his or her transportation needs”?**

1. STRONGLY AGREE
2. AGREE
3. SLIGHTLY AGREE
4. SLIGHTLY DISAGREE
5. DISAGREE
6. STRONGLY DISAGREE
7. **DON'T KNOW –DO NOT READ**

Q6. Do(es) you/NAME plan to take more or fewer trips per week on Handy Ride in the next three months?

1. MORE TRIPS
2. FEWER TRIPS
3. SAME—NO CHANGE
4. WILL NOT USE HANDY RIDE

Q6a. (IF Q6 NOT = 1---IF Q6= 1, GO TO Q7). Please explain why you/NAME are/is not planning to use Handy Ride more than you do now.

Q7. Did COVID change the number of weekly trips you/NAME have/has taken using Handy Ride?

1. ____ I have not changed my usage of Handy Ride during COVID
2. ____ I have not used Handy Ride during COVID (**GO TO Q7b**)
3. ____ I take more trips using Handy Ride during COVID
4. ____ I take fewer trips using Handy Ride during COVID

Q7a. (IF Q7 =1 OR Q7 = 3 OR Q7 = 4) If you/NAME used Handy Ride during COVID, what was your most common trip purpose? (CHECK ONLY ONE)

- | | |
|---------------------------------------|-------------------------------|
| 1. ____ College | 5. ____ Errands/Personal |
| 2. ____ High/Middle/Elementary School | 6. ____ Recreational/Social |
| 3. ____ Work/Business | 7. ____ Medical/Dental |
| 4. ____ Shopping | 8. ____ Other, please specify |

Q7b. (IF Q7 =2 OR Q7 = 4—IF OTHERWISE, GO TO Q7c) If you/NAME have taken fewer Handy Ride trips during COVID, what means of travel have you been using?

1. ____Uber/Lyft/Taxi (**GO TO Q7c**)
2. ____Friends or family drive
3. ____I stay home more
4. ____GoGoGrandparent.com
5. ____Other, please specify _____

Q7c. (IF Q7b = 1—IF OTHERWISE, GO TO Q8) If you/NAME used Uber or Lyft or a taxi instead of Handy Ride during COVID, what was your typical trip purpose?
(CHECK ONLY ONE)

- | | |
|--------------------------------------|------------------------------|
| 1. ____College | 5. ____Errands/Personal |
| 2. ____High/Middle/Elementary School | 6. ____Recreational/Social |
| 3. ____Work/Business | 7. ____Medical/Dental |
| 4. ____Shopping | 8. ____Other, please specify |
- _____

Q8. Based on your/NAME's ridership experience, and on a scale of 1-to-6, with 1 being VERY SATISFIED, 2 SATISFIED, 3 SLIGHTLY SATISFIED, 4 SLIGHTLY DISSATISFIED, 5 DISSATISFIED and 6 being VERY DISSATISFIED, how satisfied, or dissatisfied are(is) you/NAME with Handy Ride in getting you/NAME home or to your/NAME'S destination on time? Again 1 is VERY SATISFIED and 6 is VERY DISSATISFIED _____

(7= DON'T KNOW—DO NOT READ)

Q9a-q. I am now going to ask you/NAME to rate a series of other Handy Ride features that you/NAME have (has) likely experienced as a customer of Handy Ride. We'll use that same 1-to-6 scale, again where 1 is VERY SATISFIED and 6 is VERY DISSATISFIED.

Feature	1	2	3	4	5	6	7= DK Do Not Read
Handy Ride's Scheduled Pick-Ups? (Within 30 minutes after your scheduled pick-up time)							
Handy Ride's "Will-Call-Pick-Ups"? (customer is not certain when to be picked up, so return trips are not prescheduled and the customer is picked up to 90 minutes from the time he or she calls to be picked-up, medical trips only)							
Cleanliness inside Handy Ride vehicles							
Drivers' courtesy							
Drivers' driving skills							
Drivers' enforcement of COVID safety procedures, such as wearing masks and conducting a COVID screening							
Drivers' traffic-safety consciousness							
The overall comfort of the rides							
Handy Ride reservations staff's accuracy (i.e., they get the correct time and location)							
Handy Ride reservations staff's courtesy							
Handy Ride reservations staff's implementation of COVID protocols, such as conducting a COVID health screening							
Handy Ride's Monday to Sunday "8 AM to 5 PM" reservation hours							
Handy Ride's reservation policy where you can reserve your ride 1 to 2 days before your trip							
Handy Ride service hours							
Value provided by Handy Ride for the fare/price paid							
Locations and payment methods to purchase passes							
Availability of information on Handy Ride provided by FAX							
Overall service provided by FAX's Handy Ride							

Q10a-b. You/NAME may have considered several factors when thinking about your/NAME'S level of satisfaction with Handy Ride service. What would be the **two** most important factors that impact your/NAME'S level of satisfaction?

DO NOT READ—CODE USING THE FOLLOWING SCHEMA

1. COVID-RELATED SAFETY on the VEHICLE
2. SAFETY IN TRAFFIC
3. DRIVERS' DRIVING SKILLS
4. DRIVERS' CUSTOMER SERVICE
5. RESERVATION STAFF'S ACCURACY
6. RESERVATION STAFF'S CUSTOMER SERVICE
7. PICK-UPS BEING ON TIME
8. WAIT TIME FOR PICK-UPS
9. CLEANLINESS INSIDE THE VEHICLE
10. REASONABLE FARE / PRICE of MONTHLY PASS
11. HANDY RIDE'S RESERVATION HOURS
12. HANDY RIDE'S HOURS OF OPERATION / SERVICE
13. HOW CIVIL or COURTEOUS are the OTHER RIDERS IN THE VEHICLE
14. COMFORT LEVEL of the RIDE
15. TYPE OF VEHICLE USED - BUS, SEDAN
20. OTHER. please specify _____
25. **DON'T KNOW—DO NOT READ**

Q11. How safe do(es) you/NAME feel in Handy Ride vehicles?

1. VERY SAFE
2. SOMEWHAT SAFE
3. SOMEWHAT UNSAFE
4. VERY UNSAFE
5. **DON'T KNOW [DO NOT READ]**

Q12. Have (Has) you/NAME ever waited over 90 minutes (for a Handy Ride "Will-Call-Pick-Up")?

1. YES, ON THREE OR MORE OCCASSIONS
2. YES, ONCE OR TWICE
3. NO, NEVER HAVE
4. **DON'T KNOW / CAN'T RECALL—DO NOT READ**

Q13. How long was your/NAMES'S longest wait from the time of your call for a Handy Ride Will Call Pickup to arrive? _____ mins. (999 = **DON'T KNOW—DO NOT READ**)

- Q14.** How long has your/NAME typical wait been for a “Will-Call-Pick-Up” to arrive? _____ (999 = DK—**DO NOT READ**) mins.
- Q15.** Have (Has) you/NAME waited over 30 minutes for a Handy Ride Scheduled pick-up?
1. YES, ON THREE OR MORE OCCASSIONS
 2. YES, ONCE OR TWICE
 3. NO, NEVER HAVE
 4. DON'T KNOW / CAN'T RECALL
- Q16.** How long was your/NAME'S longest wait for your Scheduled pick-up? _____ (999=DK—**DO NOT READ**) mins.
- Q17.** How long has your/NAME'S typical wait been for a Handy Ride Scheduled pick-up? _____ (999 = DK—**DO NOT READ**) mins.
- Q18.** What has been the typical duration of your/NAMES'S rides each way (i.e., the time you are on board a Handy Ride vehicle; not the wait time)? _____ (999 = DK—**DO NOT READ**) mins
- Q19.** Do(es) you/NAME usually allow a 2-hour window between your/NAME'S requested pick-up time and your/NAME'S appointment time (i.e., the time you/NAME need(s) to be at a particular place)?
1. YES, ALWAYS 2 HOURS
 2. YES, SOMETIMES
 3. NO, USUALLY ALLOW A 1-HOUR WINDOW
 4. OTHER (PLEASE SPECIFY) _____
- Q20.** Have (Has) you/NAME encountered occasions where Handy Ride arrived to pick you/NAME up earlier than you/NAME anticipated?
1. YES, ON THREE OR MORE OCCASSIONS
 2. YES, ONCE OR TWICE
 3. NO, NEVER HAVE
 4. DON'T KNOW / CAN'T RECALL
- Q21.** Would you/NAME find it helpful to receive a reminder notification on the night before or on the same day for trips scheduled on Handy Ride?
1. YES, both the night before and on the same day
 2. YES, night before only
 3. YES, same day only
 4. NEITHER WOULD BE HELPFUL

Q22. How do(es) you/NAME normally pay your fare?

1. Cash
2. Handy Ride Pass
3. **DK—DO NOT READ**

Q23. Do(es) you/NAME occasionally ride FAX fixed-route bus?

1. YES
2. NO---(GO TO 23b)
3. **DK [DO NOT READ]**

Q23a. (IF Q23 =1—IF OTHERWISE, GO TO Q23b) What was/were your/NAME'S reason(s) for supplementing your/NAME'S transportation needs with FAX fixed-route buses?

Q23b. Would you/NAME consider using FAX's fixed route buses, which are all accessible, if you/NAME could access a free travel training program to learn how to use these buses?

1. Yes
2. No
3. **DK/REF—DO NOT READ**

Q24. Have (Has) you/NAME ever visited the FAX or Handy Ride website to obtain information about transportation services?

1. YES
2. NO
3. **DK—DO NOT READ**

Q25. Do(es) you/NAME use a smart phone or mobile applications?

1. YES
2. NO
3. **DK—DO NOT READ**

Q25a. (IF Q25 = 1—IF OTHERWISE, GO TO Q26) If Handy Ride had a mobile app, would you use it to make your reservations?

1. YES
2. NO
3. **DK—DO NOT READ**

Q26. Do(es) you/NAME use the Internet at least once a week?

1. YES
2. NO
3. **DK—DO NOT READ**

Q27. Are you aware that repeated No-Shows can result in your service being suspended?

1. YES
2. NO—
3. **DK—DO NOT READ**

DEMOGRAPHICS

To ensure that we are talking to a wide variety of riders, we would like to ask you a few more questions. First, ...

MILITARY STATUS Are you/NAME active-duty military or a U.S. Veteran?

1. ☐ Yes
2. ☐ No
3. ☐ **DON'T KNOW—DO NOT READ**

WORK What is your/NAME'S work status? Are you/Is NAME....?

1. EMPLOYED FULL-TIME BY A THIRD PARTY (i.e. SOMEONE OR SOME BUSINESS OR AGENCY)
2. EMPLOYED PART TIME BY A THIRD PARTY
3. SELF EMPLOYED
4. STUDENT AND EMPLOYED
5. STUDENT AND NOT EMPLOYED
6. HOMEMAKER
7. RETIRED
8. UNEMPLOYED
9. DISABLED AND UNABLE TO WORK
12. OTHER, Specify _____
15. **DK/REFUSED—DO NOT READ**

AGE Which of the following age categories best describes your/NAME'S current age?

1. UNDER 18 YEARS OLD
2. 18 TO 34 YEARS OLD
3. 35 TO 54 YEARS OLD
4. 55 TO 74 YEARS OLD
5. 75 OR OLDER
6. **DK/REFUSED TO ANSWER—DO NOT READ**

EDUCATION: What is the last grade in school you/NAME have/has completed?

1. LESS THAN 8TH GRADE EDUCATION
2. SOME HIGH SCHOOL
3. HIGH SCHOOL GRADUATE
4. VOCATIONAL / TECHNICAL SCHOOL
5. COLLEGE GRADUATE
6. POST GRADUATE EDUCATION
7. **DK/REFUSED TO ANSWER—DO NOT READ**

ETHNICITY Which of the following most closely describes your/NAME'S ethnic background? **(CHECK ONE)**

1. HISPANIC
2. WHITE/CAUCASIAN
3. AFRICAN AMERICAN/BLACK
4. ASIAN/SOUTHEAST ASIAN (PLEASE SPECIFY NATIONAL ORIGIN OR ASIAN ETHNIC GROUP _____)
5. AMERICAN INDIAN
6. PACIFIC ISLANDER
7. MIDDLE EASTERNER
8. MIXED, PLEASE SPECIFY _____
12. OTHER, PLEASE SPECIFY _____
16. **DK/REFUSED TO ANSWER—DO NOT READ**

LEP: Do you consider yourself/NAME to be limited in the English language?

1. ____ Yes 2. ____ No 3. ____ **DK—DO NOT READ**

LANGUAGE What is the primary language spoken in your/NAMES's home?

1. ENGLISH
2. SPANISH OR SPANISH CREOLE
3. HMONG
4. PUNJABI
5. OTHER INDIC LANGUAGES
6. LAOTIAN
7. MON-KHMER, CAMBODIAN
8. CHINESE
9. ARABIC
10. VIETNAMESE
11. ARMENIAN
12. TAGALOG
15. OTHER, _____
20. **DK/REFUSED TO ANSWER—DO NOT READ**

INCOME Which of the following categories best describes your/NAME's **total household income** in **2021**, before taxes?

1. LESS THAN \$10,000 PER YEAR
2. \$10,000 TO \$19,999 PER YEAR
3. \$20,000 TO \$29,999 PER YEAR
4. \$30,000 TO \$39,999 PER YEAR
5. \$40,000 TO \$49,999 PER YEAR
6. \$50,000 OR MORE
7. **DK/REFUSED TO ANSWER—DO NOT READ**

ZIP What is your residential zip code? _____ (DK=00000----- DO NOT READ)

GENDER What is your/NAME's gender?

1. _____ MALE
 2. _____ FEMALE
 3. _____ OTHER
 4. _____ **REFUSED TO ANSWER—DO NOT READ**
-

Frequency Tables

		Respondent			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Handy Ride Customer	235	92.5	92.5	92.5
	Care Giver/Nurse	8	3.1	3.1	95.7
	Friend/Relative	11	4.3	4.3	100.0
	Total	254	100.0	100.0	

		Number of One-Way Trips per Week			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	11	4.3	4.7	4.7
	1	29	11.4	12.5	17.2
	2	73	28.7	31.5	48.7
	3	17	6.7	7.3	56.0
	4	40	15.7	17.2	73.3
	5	6	2.4	2.6	75.9
	6	25	9.8	10.8	86.6
	7	1	.4	.4	87.1
	8	10	3.9	4.3	91.4
	10	15	5.9	6.5	97.8
	11	1	.4	.4	98.3
	12	1	.4	.4	98.7
	14	1	.4	.4	99.1
	16	1	.4	.4	99.6
	20	1	.4	.4	100.0
	Total	232	91.3	100.0	
Missing	Don't Know	22	8.7		
Total		254	100.0		

Length of Time Handy Ride Customer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 3 Months	5	2.0	2.0	2.0
	3 to 6 Months	21	8.3	8.4	10.4
	7 to 11 Months	20	7.9	8.0	18.3
	One to 1.5 Years	27	10.6	10.8	29.1
	More than 1.5 but less than 3 Years	49	19.3	19.5	48.6
	3 Years or More	129	50.8	51.4	100.0
	Total	251	98.8	100.0	
Missing	Don't Know	3	1.2		
Total		254	100.0		

Most Common Trip Purpose

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To/From Work	19	7.5	7.5	7.5
	To/From School	13	5.1	5.1	12.6
	To/From Shopping	26	10.2	10.2	22.8
	To/From Appointments (e.g. Medical/Dental)	152	59.8	59.8	82.7
	Run Errands/Pay Bills	8	3.1	3.1	85.8
	Entertainment/Dining	7	2.8	2.8	88.6
	Church/Temple/Mosque/Synagogue	10	3.9	3.9	92.5
	Visit Friends/Relatives	9	3.5	3.5	96.1
	Recreation	4	1.6	1.6	97.6
	Adult Daycare Program	4	1.6	1.6	99.2
	Other	2	.8	.8	100.0
	Total	254	100.0	100.0	

When was Most Recent Handy Ride Trip

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Within the Last 2 Weeks	115	45.3	46.0	46.0
	More than 2 Weeks Ago but Less than One Month	34	13.4	13.6	59.6
	One-to-Three Months Ago	36	14.2	14.4	74.0
	More than 3 Months Ago	65	25.6	26.0	100.0
	Total	250	98.4	100.0	
Missing	Can't Remember/Don't Know	4	1.6		
Total		254	100.0		

Why Not Handy Ride--Past 3 Mos. Coded

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	COVID	20	7.9	30.8	30.8
	Get Ride/Have Car	17	6.7	26.2	56.9
	Not Going to Work/School	5	2.0	7.7	64.6
	Too Ill/Injured	6	2.4	9.2	73.8
	Fewer Appointments	4	1.6	6.2	80.0
	Service Dissatisfaction	9	3.5	13.8	93.8
	Location Not Served	2	.8	3.1	96.9
	Not Needed	2	.8	3.1	100.0
	Total	65	25.6	100.0	
Missing	System	189	74.4		
Total		254	100.0		

Agree/Disagree--Totally Depend on Handy Ride

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	94	37.0	38.2	38.2
	Agree	82	32.3	33.3	71.5
	Slightly Agree	27	10.6	11.0	82.5
	Slightly Disagree	18	7.1	7.3	89.8
	Disagree	14	5.5	5.7	95.5
	Strongly Disagree	11	4.3	4.5	100.0
	Total	246	96.9	100.0	
Missing	Don't Know	8	3.1		
Total		254	100.0		

Plan to Take More or Fewer Trips Next Three Months

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More Trips	132	52.0	52.0	52.0
	Fewer Trips	40	15.7	15.7	67.7
	Same-No Change	71	28.0	28.0	95.7
	Will Not Use Handy Ride Next Three Months	11	4.3	4.3	100.0
	Total	254	100.0	100.0	

Why Not More Trips--3 Mos--Coded

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	COVID	11	4.3	9.0	9.0
	Get Ride/Have Car	36	14.2	29.5	38.5
	Not Going to Work/School	7	2.8	5.7	44.3
	Too Ill/Injured	9	3.5	7.4	51.6
	Fewer Appointments	31	12.2	25.4	77.0
	Service Dissatisfaction	13	5.1	10.7	87.7
	Other	15	5.9	12.3	100.0
	Total	122	48.0	100.0	
Missing	System	132	52.0		
Total		254	100.0		

Did COVID Change Number of Handy Ride Weekly Trips?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Have Not Changed My Usage	86	33.9	33.9	33.9
	Have Not Used Handy Ride During COVID	47	18.5	18.5	52.4
	More Trips During COVID	25	9.8	9.8	62.2
	Fewer Trips During COVID	96	37.8	37.8	100.0
	Total	254	100.0	100.0	

Most Common Trip Purpose During COVID

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	College	6	2.4	2.9	2.9
	High School/Middle School/Elementary School	5	2.0	2.4	5.3
	Work/Business	13	5.1	6.3	11.6
	Shopping	27	10.6	13.0	24.6
	Errands/Personal	12	4.7	5.8	30.4
	Recreation/Social	15	5.9	7.2	37.7
	Medical/Dental	126	49.6	60.9	98.6
	Other	3	1.2	1.4	100.0
	Total	207	81.5	100.0	
Missing	System	47	18.5		
Total		254	100.0		

Fewer Trips During COVID--Means of Travel

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Uber/Lyft/Taxi	9	3.5	6.3	6.3
	Friends/Family Drive	64	25.2	44.8	51.0
	Stay Home More	52	20.5	36.4	87.4
	Bus/Medical Transport/Care Provider/Have Car	17	6.7	11.9	99.3
	Other	1	.4	.7	100.0
	Total	143	56.3	100.0	
Missing	System	111	43.7		
Total		254	100.0		

Trip Purpose--Uber/Lyft/Taxi During COVID

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Shopping	2	.8	22.2	22.2
	Medical/Dental	7	2.8	77.8	100.0
	Total	9	3.5	100.0	
Missing	System	245	96.5		
Total		254	100.0		

Satisfaction Getting to Destination On Time

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	98	38.6	38.9	38.9
	Satisfied	93	36.6	36.9	75.8
	Slightly Satisfied	25	9.8	9.9	85.7
	Slightly Dissatisfied	10	3.9	4.0	89.7
	Dissatisfied	20	7.9	7.9	97.6
	Very Dissatisfied	6	2.4	2.4	100.0
	Total	252	99.2	100.0	
Missing	Don't Know/Refused	2	.8		
Total		254	100.0		

Satisfaction Scheduled Pickups

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	101	39.8	40.4	40.4
	Satisfied	69	27.2	27.6	68.0
	Slightly Satisfied	40	15.7	16.0	84.0
	Slightly Dissatisfied	14	5.5	5.6	89.6
	Dissatisfied	16	6.3	6.4	96.0
	Very Dissatisfied	10	3.9	4.0	100.0
	Total	250	98.4	100.0	
Missing	Don't Know/Refused	4	1.6		
Total		254	100.0		

Satisfaction Will-call Pickups

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	84	33.1	36.2	36.2
	Satisfied	70	27.6	30.2	66.4
	Slightly Satisfied	26	10.2	11.2	77.6
	Slightly Dissatisfied	18	7.1	7.8	85.3
	Dissatisfied	19	7.5	8.2	93.5
	Very Dissatisfied	15	5.9	6.5	100.0
	Total	232	91.3	100.0	
Missing	Don't Know/Refused	22	8.7		
Total		254	100.0		

Satisfaction Cleanliness Inside Vehicles

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	141	55.5	57.8	57.8
	Satisfied	71	28.0	29.1	86.9
	Slightly Satisfied	16	6.3	6.6	93.4
	Slightly Dissatisfied	3	1.2	1.2	94.7
	Dissatisfied	6	2.4	2.5	97.1
	Very Dissatisfied	7	2.8	2.9	100.0
	Total	244	96.1	100.0	
Missing	Don't Know/Refused	10	3.9		
Total		254	100.0		

Satisfaction Driver Courtesy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	156	61.4	62.4	62.4
	Satisfied	53	20.9	21.2	83.6
	Slightly Satisfied	15	5.9	6.0	89.6
	Slightly Dissatisfied	8	3.1	3.2	92.8
	Dissatisfied	7	2.8	2.8	95.6
	Very Dissatisfied	11	4.3	4.4	100.0
	Total	250	98.4	100.0	
Missing	Don't Know/Refused	4	1.6		
Total		254	100.0		

Satisfaction Driver Driving Skill

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	153	60.2	61.9	61.9
	Satisfied	68	26.8	27.5	89.5
	Slightly Satisfied	13	5.1	5.3	94.7
	Slightly Dissatisfied	4	1.6	1.6	96.4
	Dissatisfied	4	1.6	1.6	98.0
	Very Dissatisfied	5	2.0	2.0	100.0
	Total	247	97.2	100.0	
Missing	Don't Know/Refused	7	2.8		
Total		254	100.0		

Satisfaction Driver COVID Safety

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	138	54.3	60.0	60.0
	Satisfied	67	26.4	29.1	89.1
	Slightly Satisfied	11	4.3	4.8	93.9
	Slightly Dissatisfied	3	1.2	1.3	95.2
	Dissatisfied	5	2.0	2.2	97.4
	Very Dissatisfied	6	2.4	2.6	100.0
	Total	230	90.6	100.0	
Missing	Don't Know/Refused	24	9.4		
Total		254	100.0		

Satisfaction Driver Traffic Safety

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	160	63.0	64.8	64.8
	Satisfied	63	24.8	25.5	90.3
	Slightly Satisfied	12	4.7	4.9	95.1
	Slightly Dissatisfied	2	.8	.8	96.0
	Dissatisfied	4	1.6	1.6	97.6
	Very Dissatisfied	6	2.4	2.4	100.0
	Total	247	97.2	100.0	
Missing	Don't Know/Refused	7	2.8		
Total		254	100.0		

Satisfaction Overall Comfort of Ride

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	122	48.0	49.2	49.2
	Satisfied	74	29.1	29.8	79.0
	Slightly Satisfied	19	7.5	7.7	86.7
	Slightly Dissatisfied	13	5.1	5.2	91.9
	Dissatisfied	8	3.1	3.2	95.2
	Very Dissatisfied	12	4.7	4.8	100.0
	Total	248	97.6	100.0	
Missing	Don't Know/Refused	6	2.4		
Total		254	100.0		

Satisfaction Reservation Staff Accuracy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	122	48.0	49.0	49.0
	Satisfied	77	30.3	30.9	79.9
	Slightly Satisfied	23	9.1	9.2	89.2
	Slightly Dissatisfied	7	2.8	2.8	92.0
	Dissatisfied	11	4.3	4.4	96.4
	Very Dissatisfied	9	3.5	3.6	100.0
	Total	249	98.0	100.0	
Missing	Don't Know/Refused	5	2.0		
Total		254	100.0		

Satisfaction Reservation Staff Courtesy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	143	56.3	57.2	57.2
	Satisfied	74	29.1	29.6	86.8
	Slightly Satisfied	12	4.7	4.8	91.6
	Slightly Dissatisfied	6	2.4	2.4	94.0
	Dissatisfied	6	2.4	2.4	96.4
	Very Dissatisfied	9	3.5	3.6	100.0
	Total	250	98.4	100.0	
Missing	Don't Know/Refused	4	1.6		
Total		254	100.0		

Satisfaction Reservation Staff Implementation of COVID Protocols

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	130	51.2	61.3	61.3
	Satisfied	61	24.0	28.8	90.1
	Slightly Satisfied	7	2.8	3.3	93.4
	Slightly Dissatisfied	2	.8	.9	94.3
	Dissatisfied	5	2.0	2.4	96.7
	Very Dissatisfied	7	2.8	3.3	100.0
	Total	212	83.5	100.0	
Missing	Don't Know/Refused	42	16.5		
Total		254	100.0		

Satisfaction Monday-to-Sunday 8am-5pm Reservation Hours

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	131	51.6	53.0	53.0
	Satisfied	71	28.0	28.7	81.8
	Slightly Satisfied	24	9.4	9.7	91.5
	Slightly Dissatisfied	4	1.6	1.6	93.1
	Dissatisfied	9	3.5	3.6	96.8
	Very Dissatisfied	8	3.1	3.2	100.0
	Total	247	97.2	100.0	
Missing	Don't Know/Refused	7	2.8		
Total		254	100.0		

Satisfaction Reservation Policy 1-2 Days in Advance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	134	52.8	54.0	54.0
	Satisfied	69	27.2	27.8	81.9
	Slightly Satisfied	22	8.7	8.9	90.7
	Slightly Dissatisfied	8	3.1	3.2	94.0
	Dissatisfied	8	3.1	3.2	97.2
	Very Dissatisfied	7	2.8	2.8	100.0
	Total	248	97.6	100.0	
Missing	Don't Know/Refused	6	2.4		
Total		254	100.0		

Satisfaction Service Hours

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	126	49.6	51.0	51.0
	Satisfied	80	31.5	32.4	83.4
	Slightly Satisfied	20	7.9	8.1	91.5
	Slightly Dissatisfied	6	2.4	2.4	93.9
	Dissatisfied	6	2.4	2.4	96.4
	Very Dissatisfied	9	3.5	3.6	100.0
	Total	247	97.2	100.0	
Missing	Don't Know/Refused	7	2.8		
Total		254	100.0		

Satisfaction Value for the Price

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	147	57.9	60.0	60.0
	Satisfied	69	27.2	28.2	88.2
	Slightly Satisfied	13	5.1	5.3	93.5
	Slightly Dissatisfied	5	2.0	2.0	95.5
	Dissatisfied	5	2.0	2.0	97.6
	Very Dissatisfied	6	2.4	2.4	100.0
	Total	245	96.5	100.0	
Missing	Don't Know/Refused	9	3.5		
Total		254	100.0		

Satisfaction Locations/Payment Methods Purchase Passes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	85	33.5	47.0	47.0
	Satisfied	47	18.5	26.0	72.9
	Slightly Satisfied	16	6.3	8.8	81.8
	Slightly Dissatisfied	10	3.9	5.5	87.3
	Dissatisfied	11	4.3	6.1	93.4
	Very Dissatisfied	12	4.7	6.6	100.0
	Total	181	71.3	100.0	
Missing	Don't Know/Refused	73	28.7		
Total		254	100.0		

Satisfaction Availability of Information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	115	45.3	51.1	51.1
	Satisfied	69	27.2	30.7	81.8
	Slightly Satisfied	18	7.1	8.0	89.8
	Slightly Dissatisfied	8	3.1	3.6	93.3
	Dissatisfied	6	2.4	2.7	96.0
	Very Dissatisfied	9	3.5	4.0	100.0
	Total	225	88.6	100.0	
Missing	Don't Know/Refused	29	11.4		
Total		254	100.0		

Satisfaction Overall Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	130	51.2	52.6	52.6
	Satisfied	76	29.9	30.8	83.4
	Slightly Satisfied	19	7.5	7.7	91.1
	Slightly Dissatisfied	12	4.7	4.9	96.0
	Dissatisfied	1	.4	.4	96.4
	Very Dissatisfied	9	3.5	3.6	100.0
	Total	247	97.2	100.0	
Missing	Don't Know/Refused	7	2.8		
Total		254	100.0		

Important Factor in Level of Satisfaction-1 of 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	COVID-related Safety on Vehicle	2	.8	.8	.8
	Safety in Traffic	7	2.8	2.9	3.8
	Drivers' Driving Skills	10	3.9	4.2	8.0
	Drivers' Customer Service	56	22.0	23.5	31.5
	Reservation Staff's Accuracy	4	1.6	1.7	33.2
	Reservation Staff's Customer Service	4	1.6	1.7	34.9
	Pick-Ups Being On-Time	93	36.6	39.1	73.9
	Wait Time for Pick-Ups	12	4.7	5.0	79.0
	Cleanliness Inside the Vehicle	3	1.2	1.3	80.3
	Reasonable Fare/Price of Monthly Pass	5	2.0	2.1	82.4
	Handy Ride's Reservation Hours	6	2.4	2.5	84.9
	Handy Ride's Hours of Operation/Service	9	3.5	3.8	88.7
	How Civil/Courteous are Other Riders	3	1.2	1.3	89.9
	Comfort Level of the Ride	8	3.1	3.4	93.3
	Locations Served	3	1.2	1.3	94.5
	Curbside Pick-Up	3	1.2	1.3	95.8
	Wheelchair/Disability Access	2	.8	.8	96.6
	Other	8	3.1	3.4	100.0
	Total	238	93.7	100.0	
Missing	Don't Know	16	6.3		
Total		254	100.0		

Important Factor in Level of Satisfaction-2 of 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	COVID-related Safety on Vehicle	4	1.6	2.3	2.3
	Safety in Traffic	7	2.8	4.0	6.3
	Drivers' Driving Skills	10	3.9	5.7	12.0
	Drivers' Customer Service	32	12.6	18.3	30.3
	Reservation Staff's Accuracy	7	2.8	4.0	34.3
	Reservation Staff's Customer Service	16	6.3	9.1	43.4
	Pick-Ups Being On-Time	18	7.1	10.3	53.7
	Wait Time for Pick-Ups	26	10.2	14.9	68.6
	Cleanliness Inside the Vehicle	4	1.6	2.3	70.9
	Reasonable Fare/Price of Monthly Pass	6	2.4	3.4	74.3
	Handy Ride's Reservation Hours	5	2.0	2.9	77.1
	Handy Ride's Hours of Operation/Service	10	3.9	5.7	82.9
	How Civil/Courteous are Other Riders	3	1.2	1.7	84.6
	Comfort Level of the Ride	6	2.4	3.4	88.0
	Type of Vehicle Used	1	.4	.6	88.6
	Locations Served	2	.8	1.1	89.7
	Curbside Pick-Up	2	.8	1.1	90.9
	Arrival Time at Destination	6	2.4	3.4	94.3
	Wheelchair/Disability Access	3	1.2	1.7	96.0
	Other	7	2.8	4.0	100.0
	Total	175	68.9	100.0	
Missing	Don't Know	34	13.4		
	System	45	17.7		
	Total	79	31.1		
Total		254	100.0		

How Safe In Vehicle

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	201	79.1	81.4	81.4
	Somewhat Safe	41	16.1	16.6	98.0
	Somewhat Unsafe	4	1.6	1.6	99.6
	Very Unsafe	1	.4	.4	100.0
	Total	247	97.2	100.0	
Missing	Don't Know	7	2.8		
Total		254	100.0		

Waited Over 90 Minutes for Will-call Pick-Up?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, on Three of More Occasions	51	20.1	20.5	20.5
	Yes, Once or Twice	72	28.3	28.9	49.4
	No, Never Have	126	49.6	50.6	100.0
	Total	249	98.0	100.0	
Missing	Don't Know/Can't Recall	5	2.0		
Total		254	100.0		

Longest Wait for Will-call Pickup (in Minutes)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.4	.4	.4
	2	2	.8	.9	1.3
	5	1	.4	.4	1.8
	7	1	.4	.4	2.2
	10	10	3.9	4.5	6.7
	15	8	3.1	3.6	10.3
	20	12	4.7	5.4	15.7
	24	1	.4	.4	16.1
	30	32	12.6	14.3	30.5
	35	6	2.4	2.7	33.2
	40	7	2.8	3.1	36.3
	45	12	4.7	5.4	41.7
	50	4	1.6	1.8	43.5
	55	2	.8	.9	44.4
	60	27	10.6	12.1	56.5
	75	3	1.2	1.3	57.8
	80	3	1.2	1.3	59.2
	85	1	.4	.4	59.6
	90	34	13.4	15.2	74.9
	95	3	1.2	1.3	76.2
	99	2	.8	.9	77.1
	100	2	.8	.9	78.0
	105	2	.8	.9	78.9
	120	32	12.6	14.3	93.3
	130	1	.4	.4	93.7
	135	2	.8	.9	94.6
	180	5	2.0	2.2	96.9
	210	1	.4	.4	97.3
	240	2	.8	.9	98.2
	276	1	.4	.4	98.7
	360	1	.4	.4	99.1
	440	1	.4	.4	99.6
	640	1	.4	.4	100.0
	Total	223	87.8	100.0	
Missing	Don't Know	31	12.2		
Total		254	100.0		

Typical Wait for Will-call Pick-Up (in Minutes)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.4	.5	.5
	2	3	1.2	1.4	1.8
	3	2	.8	.9	2.7
	5	6	2.4	2.7	5.4
	10	17	6.7	7.7	13.1
	13	3	1.2	1.4	14.5
	15	19	7.5	8.6	23.1
	20	19	7.5	8.6	31.7
	25	4	1.6	1.8	33.5
	30	54	21.3	24.4	57.9
	32	1	.4	.5	58.4
	35	2	.8	.9	59.3
	40	8	3.1	3.6	62.9
	45	22	8.7	10.0	72.9
	50	2	.8	.9	73.8
	60	32	12.6	14.5	88.2
	90	17	6.7	7.7	95.9
	95	1	.4	.5	96.4
	105	1	.4	.5	96.8
	120	4	1.6	1.8	98.6
	160	1	.4	.5	99.1
	180	2	.8	.9	100.0
	Total	221	87.0	100.0	
Missing	Don't Know	33	13.0		
Total		254	100.0		

Waited Over 30 Minutes for Scheduled Pick-Up?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, on Three or More Occasions	71	28.0	28.2	28.2
	Yes, Once or Twice	76	29.9	30.2	58.3
	No, Never Have	105	41.3	41.7	100.0
	Total	252	99.2	100.0	
Missing	Don't Know/Can't Recall	2	.8		
Total		254	100.0		

Longest Wait for Scheduled Pickup (in Minutes)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	2	.8	.9	.9
	1	1	.4	.5	1.4
	2	4	1.6	1.8	3.2
	4	1	.4	.5	3.6
	5	7	2.8	3.2	6.8
	7	1	.4	.5	7.2
	10	15	5.9	6.8	14.0
	15	20	7.9	9.0	23.0
	20	22	8.7	9.9	32.9
	25	3	1.2	1.4	34.2
	30	44	17.3	19.8	54.1
	34	1	.4	.5	54.5
	35	7	2.8	3.2	57.7
	40	14	5.5	6.3	64.0
	45	15	5.9	6.8	70.7
	50	3	1.2	1.4	72.1
	55	1	.4	.5	72.5
	60	30	11.8	13.5	86.0
	65	2	.8	.9	86.9
	80	1	.4	.5	87.4
	90	14	5.5	6.3	93.7
	99	1	.4	.5	94.1
	100	1	.4	.5	94.6
	120	8	3.1	3.6	98.2
	150	1	.4	.5	98.6
	160	1	.4	.5	99.1
	180	1	.4	.5	99.5
	240	1	.4	.5	100.0
	Total	222	87.4	100.0	
Missing	Don't Know	32	12.6		
Total		254	100.0		

Typical Wait for Scheduled Pick-Up (in Minutes)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	6	2.4	2.7	2.7
	1	2	.8	.9	3.6
	3	1	.4	.5	4.1
	5	18	7.1	8.2	12.3
	10	31	12.2	14.1	26.4
	15	37	14.6	16.8	43.2
	17	3	1.2	1.4	44.5
	20	33	13.0	15.0	59.5
	23	1	.4	.5	60.0
	25	4	1.6	1.8	61.8
	30	48	18.9	21.8	83.6
	35	2	.8	.9	84.5
	40	5	2.0	2.3	86.8
	45	8	3.1	3.6	90.5
	50	2	.8	.9	91.4
	60	14	5.5	6.4	97.7
	75	1	.4	.5	98.2
	90	4	1.6	1.8	100.0
	Total	220	86.6	100.0	
Missing	Don't Know	34	13.4		
Total		254	100.0		

Typical Time On-Board

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.4	.5	.5
	3	1	.4	.5	.9
	5	4	1.6	1.8	2.7
	6	1	.4	.5	3.2
	7	1	.4	.5	3.6
	10	17	6.7	7.7	11.3
	11	1	.4	.5	11.8
	14	1	.4	.5	12.2
	15	30	11.8	13.6	25.8
	17	1	.4	.5	26.2
	20	31	12.2	14.0	40.3
	25	8	3.1	3.6	43.9
	30	57	22.4	25.8	69.7
	35	3	1.2	1.4	71.0
	40	4	1.6	1.8	72.9
	45	21	8.3	9.5	82.4
	50	1	.4	.5	82.8
	60	27	10.6	12.2	95.0
	75	1	.4	.5	95.5
	90	5	2.0	2.3	97.7
	120	1	.4	.5	98.2
	158	1	.4	.5	98.6
	180	2	.8	.9	99.5
	240	1	.4	.5	100.0
	Total	221	87.0	100.0	
Missing	Don't Know	33	13.0		
Total		254	100.0		

Allow 2-Hour Window between Pick-Up and Appointment Times

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, Always	51	20.1	20.1	20.1
	Yes, Sometimes	96	37.8	37.8	57.9
	No, Usually Allow 1-Hour Window	80	31.5	31.5	89.4
	No, 30 Minutes or Less	4	1.6	1.6	90.9
	No, More than 1 Hour but Less than 2 Hours	6	2.4	2.4	93.3
	Other	7	2.8	2.8	96.1
	7	10	3.9	3.9	100.0
	Total	254	100.0	100.0	

Handy Ride Arrived Earlier than Anticipated?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, on Three or More Occasions	37	14.6	14.6	14.6
	Yes, Once or Twice	85	33.5	33.6	48.2
	No, Never Have	131	51.6	51.8	100.0
	Total	253	99.6	100.0	
Missing	Don't Know/Can't Recall	1	.4		
Total		254	100.0		

Notification Helpful?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, Both Night Before and Same Day	69	27.2	27.2	27.2
	Yes, Night Before Only	74	29.1	29.1	56.3
	Yes, Same Day Only	53	20.9	20.9	77.2
	Neither	58	22.8	22.8	100.0
	Total	254	100.0	100.0	

How Normally Pay Fare

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cash	181	71.3	74.2	74.2
	Handy Ride Pass	63	24.8	25.8	100.0
	Total	244	96.1	100.0	
Missing	Don't Know	10	3.9		
Total		254	100.0		

Ride FAX Fixed Route Buses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	89	35.0	39.6	39.6
	No	136	53.5	60.4	100.0
	Total	225	88.6	100.0	
Missing	Don't Know	29	11.4		
Total		254	100.0		

Why Supplement Transportation Needs with Bus--Coded

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bus is More Convenient	17	6.7	19.1	19.1
	Too Long a Wait	2	.8	2.2	21.3
	Bus is On Time/More Frequent	8	3.1	9.0	30.3
	Cost	2	.8	2.2	32.6
	Some Locations Easier by Bus	12	4.7	13.5	46.1
	Handy Ride Does Not Respond Well to Short Notice	15	5.9	16.9	62.9
	Bus Better for Wheelchair	2	.8	2.2	65.2
	Enjoy the Bus	3	1.2	3.4	68.5
	Forgot to Schedule/Could Not Get Reservation	11	4.3	12.4	80.9
	Other	17	6.7	19.1	100.0
	Total	89	35.0	100.0	
Missing	System	165	65.0		
Total		254	100.0		

Consider Bus if Free Training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	53	20.9	36.8	36.8
	No	91	35.8	63.2	100.0
	Total	144	56.7	100.0	
Missing	Don't Know	14	5.5		
	System	96	37.8		
	Total	110	43.3		
Total		254	100.0		

Ever Visited FAX Website for Information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	75	29.5	29.6	29.6
	No	178	70.1	70.4	100.0
	Total	253	99.6	100.0	
Missing	Don't Know	1	.4		
Total		254	100.0		

Use Smart Phone or Mobile Apps

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	141	55.5	57.6	57.6
	No	104	40.9	42.4	100.0
	Total	245	96.5	100.0	
Missing	Don't Know	9	3.5		
Total		254	100.0		

Would Use Handy Ride Mobile App for Reservations, if Available

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	89	35.0	66.4	66.4
	No	45	17.7	33.6	100.0
	Total	134	52.8	100.0	
Missing	Don't Know	7	2.8		
	System	113	44.5		
	Total	120	47.2		
Total		254	100.0		

Use Internet at Least Once per Week

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	147	57.9	58.3	58.3
	No	105	41.3	41.7	100.0
	Total	252	99.2	100.0	
Missing	Don't Know	2	.8		
Total		254	100.0		

Aware that Repeated No-Shows Could Result in Suspension

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	196	77.2	80.3	80.3
	No	48	18.9	19.7	100.0
	Total	244	96.1	100.0	
Missing	Don't Know	10	3.9		
Total		254	100.0		

Active Duty or Veteran

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	15	5.9	5.9	5.9
	No	238	93.7	94.1	100.0
	Total	253	99.6	100.0	
Missing	Don't Know	1	.4		
Total		254	100.0		

Work Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employed Full-Time by Third Party	11	4.3	4.4	4.4
	Employed Part-Time by Third Party	11	4.3	4.4	8.7
	Self-Employed	3	1.2	1.2	9.9
	Student and Employed	2	.8	.8	10.7
	Student and Not Employed	11	4.3	4.4	15.1
	Homemaker	6	2.4	2.4	17.5
	Retired	59	23.2	23.4	40.9
	Unemployed	12	4.7	4.8	45.6
	Disabled and Unable to Work	135	53.1	53.6	99.2
	Other	2	.8	.8	100.0
	Total	252	99.2	100.0	
Missing	Don't Know/Refused	2	.8		
Total		254	100.0		

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 35 Years of Age	35	13.8	13.9	13.9
	35-to-54 Years of Age	49	19.3	19.4	33.3
	55-to-74 Years of Age	120	47.2	47.6	81.0
	75 Years of Age or Older	48	18.9	19.0	100.0
	Total	252	99.2	100.0	
Missing	Don't Know/Refused	2	.8		
Total		254	100.0		

Last Grade in School Completed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 8th Grade Education	11	4.3	4.4	4.4
	Some High School	38	15.0	15.3	19.8
	High School Graduate	112	44.1	45.2	64.9
	Vocational/Technical School	23	9.1	9.3	74.2
	College Graduate	55	21.7	22.2	96.4
	Post Graduate Education	9	3.5	3.6	100.0
	Total	248	97.6	100.0	
Missing	Don't Know/Refused	6	2.4		
Total		254	100.0		

Ethnic Background

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hispanic	81	31.9	32.7	32.7
	White/Caucasian	85	33.5	34.3	66.9
	African American/Black	47	18.5	19.0	85.9
	Asian/Southeast Asian	12	4.7	4.8	90.7
	American Indian	5	2.0	2.0	92.7
	Pacific Islander	4	1.6	1.6	94.4
	Mixed	10	3.9	4.0	98.4
	Other	4	1.6	1.6	100.0
	Total	248	97.6	100.0	
Missing	Don't Know/Refused	6	2.4		
Total		254	100.0		

Asian/Southeast Asian-Specified

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		242	95.3	95.3	95.3
	Cambodian	1	.4	.4	95.7
	Filipino	5	2.0	2.0	97.6
	Hmong	3	1.2	1.2	98.8
	India	1	.4	.4	99.2
	Japanese	1	.4	.4	99.6
	Sri Lankan	1	.4	.4	100.0
	Total	254	100.0	100.0	

Mixed Ethnicities-Specified

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		244	96.1	96.1	96.1
	African American/Caucasian	1	.4	.4	96.5
	American Indian Caucasian Irish Sicilian	1	.4	.4	96.9
	black and Indian	1	.4	.4	97.2
	black jew and Indian	1	.4	.4	97.6
	Chinese and white	1	.4	.4	98.0
	Hispanic African American	1	.4	.4	98.4
	Hispanic/White	1	.4	.4	98.8
	Spaniard/Mexican/ Irish	1	.4	.4	99.2
	white and Hispanic	1	.4	.4	99.6
	White-- Indian	1	.4	.4	100.0
	Total	254	100.0	100.0	

Other Ethnicity-Specified

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		251	98.8	98.8	98.8
	Creole	1	.4	.4	99.2
	Haitian	1	.4	.4	99.6
	Person of color	1	.4	.4	100.0
	Total	254	100.0	100.0	

Limited in English Language

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	55	21.7	22.0	22.0
	No	195	76.8	78.0	100.0
	Total	250	98.4	100.0	
Missing	Don't Know	4	1.6		
Total		254	100.0		

Primary Language Spoken In Home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	232	91.3	92.1	92.1
	Spanish or Spanish Creole	14	5.5	5.6	97.6
	Punjabi	2	.8	.8	98.4
	Other Indic Languages	1	.4	.4	98.8
	Mon Khmer/Cambodian	1	.4	.4	99.2
	Armenian	2	.8	.8	100.0
	Total	252	99.2	100.0	
Missing	Don't Know/refused	2	.8		
Total		254	100.0		

Total Household Income 2021

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$10,000	81	31.9	39.7	39.7
	\$10,000-to-\$19,999	77	30.3	37.7	77.5
	\$20,000-to-\$29,999	23	9.1	11.3	88.7
	\$30,000-\$39,999	16	6.3	7.8	96.6
	\$40,000-\$49,999	3	1.2	1.5	98.0
	\$50,000 or More	4	1.6	2.0	100.0
	Total	204	80.3	100.0	
Missing	Don't Know/Refused	50	19.7		
Total		254	100.0		

Residential Zip Code

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	29379	1	.4	.4	.4
	49370	1	.4	.4	.9
	75570	1	.4	.4	1.3
	92710	1	.4	.4	1.7
	92726	1	.4	.4	2.1
	92727	1	.4	.4	2.6
	93272	1	.4	.4	3.0
	93611	1	.4	.4	3.4
	93612	1	.4	.4	3.8
	93650	1	.4	.4	4.3
	93701	4	1.6	1.7	6.0
	93702	15	5.9	6.4	12.3
	93703	6	2.4	2.6	14.9
	93704	12	4.7	5.1	20.0
	93705	16	6.3	6.8	26.8
	93706	18	7.1	7.7	34.5
	93710	18	7.1	7.7	42.1
	93711	7	2.8	3.0	45.1
	93720	8	3.1	3.4	48.5
	93721	15	5.9	6.4	54.9
	93722	19	7.5	8.1	63.0
	93723	1	.4	.4	63.4
	93725	8	3.1	3.4	66.8
	93726	24	9.4	10.2	77.0
	93727	40	15.7	17.0	94.0
	93728	10	3.9	4.3	98.3
	93740	1	.4	.4	98.7
	93761	1	.4	.4	99.1
	93955	1	.4	.4	99.6
	95409	1	.4	.4	100.0
	Total	235	92.5	100.0	
Missing	0	18	7.1		
	99999	1	.4		
	Total	19	7.5		
Total		254	100.0		

		Gender			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	85	33.5	34.3	34.3
	Female	163	64.2	65.7	100.0
	Total	248	97.6	100.0	
Missing	Refused	6	2.4		
Total		254	100.0		

Open-Ended Responses (Selected Questions)

Why Not Handy Ride in Past Three Months?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	189	74.4	74.4	74.4
Because I am teleworking, working from home	1	.4	.4	74.8
Because I have got medical transportation	1	.4	.4	75.2
Because I was upset about my cancer	1	.4	.4	75.6
Because I'm afraid someone is going to give me covid	1	.4	.4	76.0
Because of covid	1	.4	.4	76.4
Because of covid and because school is now virtual	1	.4	.4	76.8
Because of the corona virus	1	.4	.4	77.2
Because of the pandemic	1	.4	.4	77.6
Because of the pandemic; I don't go out as much; appt are over the phone	1	.4	.4	78.0
Because she does not have any appointments	1	.4	.4	78.3
Because the change of the service that you have to pay from when it was free, no charge when I was using it the most	1	.4	.4	78.7
Because the pandemic started and all that stuff	1	.4	.4	79.1
Covid	1	.4	.4	79.5
Covid situation	1	.4	.4	79.9
Due to covid I haven't been riding	1	.4	.4	80.3
Due to covid; stay away from people during covid while govt said it was dangerous	1	.4	.4	80.7

Due to the pandemic	1	.4	.4	81.1
Got laid off of work.	1	.4	.4	81.5
Granddaughter takes me to appts	1	.4	.4	81.9
Has passed away, is deceased.	1	.4	.4	82.3
Haven't had no appointments to go to	1	.4	.4	82.7
I am not in California due to covid	1	.4	.4	83.1
I can't walk my wheelchair was demolished in the accident that made me disabled to the point that it made it harder to get around more than I did before so that's why I haven't used the bus	1	.4	.4	83.5
I didn't renew my application	1	.4	.4	83.9
I do not like having to wait an indefinite length of time; after doctors appt I don't feel well, and waiting could be worse	1	.4	.4	84.3
I don't like that I have to wait	1	.4	.4	84.6
I don't like the time it takes for pickup and drop off	1	.4	.4	85.0
I go through this program that offers rides	1	.4	.4	85.4
I got upset, not at drivers but riders; dirty riders; sick riders; I stopped riding	1	.4	.4	85.8
I have a car now	1	.4	.4	86.2
I have a fragile immune system; my caregiver has been giving me rides to the doctor	1	.4	.4	86.6
I have a friend that is more available	1	.4	.4	87.0
I have a provider that drives me around	1	.4	.4	87.4
I have a vehicle now	1	.4	.4	87.8
I have been able to get a ride from family members	1	.4	.4	88.2
I have medical transportation with another company	1	.4	.4	88.6

I have not had any appointments	1	.4	.4	89.0
I haven't had any recent scheduled doctors' appointments	1	.4	.4	89.4
I haven't ridden due to covid, and I have also taken college from home	1	.4	.4	89.8
I haven't used it because my family was exposed to covid	1	.4	.4	90.2
I live down the street from the school, so things have become centralized to home location.	1	.4	.4	90.6
I try to be safe due to the covid	1	.4	.4	90.9
I use it when needed	1	.4	.4	91.3
I use my medical transportation it is sometimes because of the money funds	1	.4	.4	91.7
I used to but sometimes my parents take me, or I caught a ride to go	1	.4	.4	92.1
I was at a different location	1	.4	.4	92.5
I was hospitalized and my recertifications came up and need to recertify my paperwork for the pass	1	.4	.4	92.9
I was kicked off	1	.4	.4	93.3
I was too sick to ride	1	.4	.4	93.7
I'm not attending school in person, and I have not had doctors' appointments	1	.4	.4	94.1
I've been bedridden been very sick	1	.4	.4	94.5
I've been getting rides	1	.4	.4	94.9
My daughter takes me to appointments	1	.4	.4	95.3
My mom takes me sometimes to the clinic where I go	1	.4	.4	95.7
My wheelchair has been out of commission and because of covid	1	.4	.4	96.1

No, the insurance takes me; another service medical transportation	1	.4	.4	96.5
Pandemic; he has to remain in isolation; lives in a facility	1	.4	.4	96.9
Pandemic; nursing home where he resides does not think it is a good idea	1	.4	.4	97.2
She has own transportation	1	.4	.4	97.6
She was too late for her appointment she was late due to the lap in time	1	.4	.4	98.0
The center he goes to is closed	1	.4	.4	98.4
The pandemic	1	.4	.4	98.8
They did not pick me up; my oxygen ran out; they left me at doctor's office	1	.4	.4	99.2
They don't go to my location	1	.4	.4	99.6
Well, I moved from Fresno-to-Fresno County on the other side of 99 and was told that handy ride does not come to that side	1	.4	.4	100.0
Total	254	100.0	100.0	

Other Important Satisfaction Factor-1 of 2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	246	96.9	96.9	96.9
Gives me a sense of independence	1	.4	.4	97.2
Happy valentine's day theme	1	.4	.4	97.6
I am happy with the company	1	.4	.4	98.0
It is hard to get dropped off at a different address that is not home address	1	.4	.4	98.4
Let me drive	1	.4	.4	98.8
Location for purchasing passes they are not always available	1	.4	.4	99.2

She would prefer being able to take multiple packages on the ride	1	.4	.4	99.6
That they are able to take him to two or more appointments in a day	1	.4	.4	100.0
Total	254	100.0	100.0	

Other Important Satisfaction Factor-2 of 2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	233	91.7	91.7	91.7
Ability to get me to my destination	1	.4	.4	92.1
Arrival time to destination is too long	1	.4	.4	92.5
Being picked up and dropped off at the door and the convenience	1	.4	.4	92.9
Door to door service	1	.4	.4	93.3
Drivers get late to my appointments lately	1	.4	.4	93.7
Drop off time to destination	1	.4	.4	94.1
Ease of access	1	.4	.4	94.5
Getting me to appointment on time	1	.4	.4	94.9
Getting me to my appt on time	1	.4	.4	95.3
How easy services are	1	.4	.4	95.7
I am not satisfied with the service; pickup time don't pickup until 9:30	1	.4	.4	96.1
I can count on them; I depend on them	1	.4	.4	96.5
Lift equipment	1	.4	.4	96.9
The inconvenience of getting passes	1	.4	.4	97.2
They take me to correct location	1	.4	.4	97.6
Trip lengths	1	.4	.4	98.0
Upfront calls; courtesy calls; driver is out front	1	.4	.4	98.4

Using the lift with my walker I find it is hard to maneuver in and around the seats	1	.4	.4	98.8
Variety of entertainment	1	.4	.4	99.2
Very helpful	1	.4	.4	99.6
Would like to get call when driver is outside, I am legally blind	1	.4	.4	100.0
Total	254	100.0	100.0	

Why Supplement Transportation Needs with Bus

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	164	64.6	64.6	64.6
Appointments or just to get out	1	.4	.4	65.0
Appointments sometimes are on the same street which makes it more convenient to use the fax fixed route bus and then the handy ride will-call pickup to go back home	1	.4	.4	65.4
Attended memorial service had to schedule with bus	1	.4	.4	65.7
Basically, because a bus stop is close to where I live, and it is cheaper	1	.4	.4	66.1
Because I am in a wheelchair	1	.4	.4	66.5
Because I did not have a ride and they come on time	1	.4	.4	66.9
Because I don't have any other dependent	1	.4	.4	67.3
Because my medical one does not go to prescriptions that have to be picked up, grocery stores or that stuff they only do doctors' appointments only	1	.4	.4	67.7
Because of the fact that I had last minute things that I needed to go do	1	.4	.4	68.1

Because of timing and because they are in easy places in my neighborhood	1	.4	.4	68.5
Buses stop at my house; come every 15 minutes	1	.4	.4	68.9
Come to get me they say they have been at my house and only give me five minutes	1	.4	.4	69.3
Comfort of the ride more comfortable I have stomach/health issues	1	.4	.4	69.7
Convenience	1	.4	.4	70.1
Convenience not having to stand and wait stops right on my corner	1	.4	.4	70.5
Depends on where I have to go; I can't call because I have to go right away	1	.4	.4	70.9
Depends on where I'm going	1	.4	.4	71.3
Do not ride fax buses	1	.4	.4	71.7
Doctors' appointments and if I wanted to go to the grocery store, depending on how busy the day is	1	.4	.4	72.0
For appointments only	1	.4	.4	72.4
Forgetting to make reservations.	1	.4	.4	72.8
Forgot to make reservations and they do not do same day reservations.	1	.4	.4	73.2
Go to pickup medicine because I could not schedule the day before, had to pickup medicine or go to appointment on the same day	1	.4	.4	73.6
Had forgotten to make the phone call to schedule	1	.4	.4	74.0
He has a lot of back and leg problems limiting walking distance	1	.4	.4	74.4
He was out with his girlfriend he wanted to get from the mall to movies	1	.4	.4	74.8

I always ride the bus that comes to my house	1	.4	.4	75.2
I am handicap and have a walker and most of the time could not find a ride	1	.4	.4	75.6
I did not have time we decided at the last minute where we were going	1	.4	.4	76.0
I didn't have a ride at the time to get to my place I needed to get to	1	.4	.4	76.4
I didn't know I qualified for handy ride	1	.4	.4	76.8
I do my banking	1	.4	.4	77.2
I don't live too far from store; use handy ride to go to doctor	1	.4	.4	77.6
I forgot to make arrangements with handy ride	1	.4	.4	78.0
I forgot to schedule handy ride	1	.4	.4	78.3
I get scared by of a lot of people	1	.4	.4	78.7
I go to store sometimes	1	.4	.4	79.1
I had to get the bus to run an errand; released from hospital had to get home using bus	1	.4	.4	79.5
I hadn't scheduled a ride with handy ride, and I had to be somewhere at a specified time	1	.4	.4	79.9
I have used it as a backup	1	.4	.4	80.3
I just took the bus to come buy sonic	1	.4	.4	80.7
I missed my call; handy ride	1	.4	.4	81.1
I needed more trips	1	.4	.4	81.5
I never got a pass	1	.4	.4	81.9
I only use it when there is too long of a wait time for the handy ride	1	.4	.4	82.3
I use handy ride for a specific place that the fax fixed route doesn't go I use the fax fixed route bus when I don't know the location	1	.4	.4	82.7

I use it when I have to	1	.4	.4	83.1
I was in pain, and you would go for free because of the covid	1	.4	.4	83.5
If can get around physically I will not need to use handy ride, or if I need to go many places and am able.	1	.4	.4	83.9
If I don't take handy ride, then I have to take the city bus	1	.4	.4	84.3
If I find out short notice, there is a place I need to go to	1	.4	.4	84.6
If I had to take a trip that day since you have to call before	1	.4	.4	85.0
If I'm somewhere and a ride can't get there, and I don't want to take uber or lyft	1	.4	.4	85.4
If something came up the same day and could not schedule handy ride	1	.4	.4	85.8
It depends on where I was	1	.4	.4	86.2
It depends where I'm going if the bus goes where I'm going	1	.4	.4	86.6
It's because I started getting sick on the bus because the ride was not smooth and too bumpy	1	.4	.4	87.0
Its more dependable and on time; faster	1	.4	.4	87.4
Its more how I have control of the timing of how long the trip will take on these buses so it's faster	1	.4	.4	87.8
Just a different area	1	.4	.4	88.2
Just to go right here about 5 to10 minutes away from my house to dollar tree	1	.4	.4	88.6
Last minute trip	1	.4	.4	89.0
Last minute trip; did not have time to schedule a trip with handy ride	1	.4	.4	89.4
Likes to people watch.	1	.4	.4	89.8

May be something random where I have to go	1	.4	.4	90.2
Medical and going to the store	1	.4	.4	90.6
My daughter bought me passes to watch a movie and the movie was on the other side of town and it's a long drive; it was too late to call handy ride, so I took the bus	1	.4	.4	90.9
On an occasion handy ride never showed up so we (granddaughter and I) had to find the closest route	1	.4	.4	91.3
Schedule does not fit appt	1	.4	.4	91.7
She used the wheelchair	1	.4	.4	92.1
Shorter trips take fixed route bus	1	.4	.4	92.5
Sometimes I decide to go on the spur the moment and I don't have time to call handy ride	1	.4	.4	92.9
Sometimes I don't have the address I am going to, and it is quicker to take the bus	1	.4	.4	93.3
Sometimes I don't want to go as early as I normally would go	1	.4	.4	93.7
Sometimes I feel like riding it (fax fixed-route bus)	1	.4	.4	94.1
Sometimes I forgot to make an appt	1	.4	.4	94.5
Sometimes I go with friends	1	.4	.4	94.9
Sometimes I got annoyed waiting so I would take the bus instead	1	.4	.4	95.3
Sometimes I have just a quick stop	1	.4	.4	95.7
That is what they gave us	1	.4	.4	96.1
The locations	1	.4	.4	96.5
They go to the pharmacy to pickup my medicine for me	1	.4	.4	96.9
To get to the store last minute	1	.4	.4	97.2
To go to work	1	.4	.4	97.6
To go to work; it's been years; I can't ride anymore; I am disabled	1	.4	.4	98.0

When going to barbershop we sometime stake city bus (fax) to eat in between scheduled drop off and pickup time with handy ride	1	.4	.4	98.4
When handy ride has stopped running; handy ride doesn't go to certain areas	1	.4	.4	98.8
When I don't get to go too far down the street	1	.4	.4	99.2
When I need to go somewhere quickly, or have something to do same day	1	.4	.4	99.6
When I wasn't a customer	1	.4	.4	100.0
Total	254	100.0	100.0	