

2024 Handy Ride Customer Satisfaction Survey Report



Report to:



City of Fresno
Department of
Transportation/FAX
2223 G Street
Fresno, CA 93706

By: **REA & PARKER**
Rea & Parker Research
P.O. Box 421079
San Diego, CA 92142
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Economic Consultants

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Handy Ride 2024 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. This survey has three purposes: first, to provide current information and opinions concerning customer satisfaction regarding the Handy Ride system and second to compare the results of this 2024 study with the results of the 2022 Handy Ride customer satisfaction study. The third purpose is to inquire whether Handy Ride customers have experienced or witnessed various types of harassing behavior, insulting language, and or sexual misconduct while using the Handy Ride system. Rea & Parker Research was selected to conduct the 2024 study, as it was for the 2022, 2018 and 2014 studies as well.

The Key Findings include only the 2024 survey results. Comparisons that consider the 2022, 2018, and 2014 surveys can be obtained in the body of the report.

The survey was conducted by a random telephone sample of 253 customer respondents selected from a list of 2,945 Handy Ride customers who had used the system within the past 3 years. This survey was conducted during the period of September 25, 2024 through September 28, 2024. This sample yields a margin of error of +/-5.1 percent at the 95 percent level of confidence.

Demographic Characteristics of Respondents.

- Nearly two-fifths (37 percent) of respondents are White and a slightly smaller percentage are Hispanic/Latino (33 percent), followed by African-Americans (15 percent).
- Approximately three-fifths of respondents (61 percent) earn an annual household income of less than \$20,000 (29 percent less than \$10,000 and 32 percent between \$10,000 and \$19,999).
- Almost one-half of survey respondents (48 percent) are between 55 and 74 years of age and another 22 percent indicate that they are 75 years of age and above.
- Nearly one-half of respondents (46 percent) are disabled and unable to work and another 32 percent are retired.

Handy Ride Customer Travel Behavior

- Over three-fifths (63 percent) of Handy Ride customers have used the service for 1.5 years or more, including 47 percent that have used the service for 3 or more years. It is noteworthy that a considerable number of newer riders have been using the Handy Ride System for less than 1 year (29 percent). This data indicates a strong and renewing ridership on the Handy Ride System.
- Nearly one-half (47 percent) of respondents make 1 to 2 one-way trips per week on Handy Ride and three-fifths (59 percent) of respondents plan to make more Handy Ride trips in the next three months than they now are making.
- Among the 41 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 (23 percent).
- Forty percent of Handy Ride customers indicate that they are completely dependent on Handy Ride to meet their transportation needs.

Trip Purpose and Other Trip Characteristics

- Over one-half (52 percent) of customers indicate that their usual trip purpose made using Handy Ride is going to appointments, such as medical appointments.
- Nearly 7 in 10 respondents (68 percent) either strongly agree (40 percent) or agree (28 percent) that they are totally dependent upon Handy Ride for their transportation needs.
- Over one-third (34 percent) of Handy Ride customers at least occasionally ride a FAX fixed-route bus.
- About three-fourths of Handy Ride customers pay in the form of cash. The remaining one-quarter pay by means of the Handy Ride Pass.

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, 84 percent are either very satisfied (51 percent) or satisfied (33 percent). This high level of satisfaction is reflected in the overall mean satisfaction rating of 1.78 (mean rating based upon a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied).
- Among the five highest-rated Handy Ride features, customers provide the highest mean for drivers' safety consciousness (mean of 1.41) followed closely by drivers' driving skills (mean of 1.44), drivers' courtesy (mean of 1.47), cleanliness inside Handy Ride Vehicles (mean of 1.50), and value of Handy Ride Service provided for the price (mean of 1.58).
- Customers indicate that pickups being on time (41 percent), drivers' customer service (24 percent), and waiting times for pickups (20 percent) are most important to their level of satisfaction.
- Based upon a satisfaction/importance quadrant analysis, drivers' courtesy, drivers' safety consciousness, and Drivers' driving skills show the highest degrees of satisfaction and importance and, therefore, greatly contribute to the overall rating of the Handy Ride service as highly satisfactory.
- The "report card" that is found on pages 29-30 in the main body of the report was developed for prior surveys and shows that Handy Ride has been a consistent success, with the same high level of satisfaction found in prior years as well as the current year. Specifically, the overall service is rated A-.

Handy Ride Time-Related Considerations

- The typical Handy Ride trip is 35.5 minutes (mean) and 30 minutes (median). The Handy Ride trip for over three-fifths of customers (64 percent) is 30 minutes or less.
- Among the 74 percent of Handy Ride customers who have used Handy Ride for medical trips, 16 percent have had to wait 90 minutes or more to be picked up at least three times.
- Nearly one-third of medical trip customers (32 percent) have, at some time, waited more than 90 minutes for their will-call pick-up. The mean wait time for a will-call pick-up is 43.6 minutes; however, 50 percent of respondents typically waited for a will-call pick-up for 30 minutes or less.
- One-third (33 percent) of customers never waited more than 30 minutes or more for a scheduled pickup. Another 34 percent, however, had to wait 30 minutes or more at least 3 or more times.

Customer Experience Regarding Harassment While Using the Handy Ride System

- Handy Ride customers have very rarely experienced harassing behaviors such as hostile comments and gestures, stolen or damaged property, unwanted sexual language or behavior, or physical assault. Hostile comments was the only category of harassment that had a notable percentage indicating that they had such experiences a few times or more (18 percent). All other categories had indications of 7 percent of customers or less. Even fewer customers saw or heard other customers being harassed.
- Among the 31 percent of Handy Ride Customers who experienced or heard at least one incident of harassment, 40 percent reported that the incident occurred on board the Handy Ride vehicle, while another 37 percent indicated that the incident occurred while waiting for the ride, with the remaining 23 percent saying that incidents have occurred both on-board and while waiting.
- Among the 31 percent of customers who experienced, saw, or heard at least one incident of harassment, over 7 in 10 respondents (71percent) did not report the incident.
- Over 7 in 10 customers always feel safe on-board the Handy Ride vehicles as well as at pick-up locations (73 percent—on board and 72 percent at pick-up locations).
- One-half (50 percent) indicated that they do not take any safety precautions when using Handy Ride. Another 34 percent choose not to ride at night in the interest of their perceived safety.

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' Courtesy, Drivers' Driving Skills, and Drivers' Safety Consciousness. Also among the most satisfactory features are Reservation Staff Courtesy and Overall Comfort of the Vehicle. An important feature of the Handy Ride system for which improvement would lead to even higher satisfaction ratings is that pickups could be more punctual.

Introduction and Methodology

Fresno Area Express (FAX) Handy Ride is a service of the City of Fresno's Transportation Department that is designed to meet the transportation needs of eligible persons with disabilities who cannot functionally use the FAX fixed route bus system. The Americans with Disabilities Act (ADA) of 1990 requires public transportation agencies to provide paratransit service to eligible persons with disabilities that is comparable to the City bus service.

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 Peach, south to American, west to Fig, north to Central, west to Polk Avenue, north to Shields, west to Chateau Fresno, north to Ashlan, east to Grantland, north to the Fresno County line, and east to Copper Avenue (see system map on next page).

Handy Ride service operates during the following hours, with night service Monday-Saturday in a limited area:

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. This survey has three purposes: first, to provide current information and opinions concerning customer satisfaction regarding the Handy Ride system and second to compare the results of this 2024 study with the results of the 2022, 2018, and 2014 Handy Ride customer satisfaction studies. References will be made in the text to the 2004, 2007, and 2011 surveys where it is noteworthy; however, detailed comparisons that far in the past will not be provided. The third purpose is to inquire whether Handy Ride users have experienced or witnessed various types of harassing behavior, insulting language, and or sexual misconduct while using the Handy Ride system.

Rea & Parker Research was selected to conduct the 2024 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:
 - 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
 - Safety on board Handy Ride vehicles
 - Level of dependency on Handy Ride for transportation needs
- Obtain demographic data about the population for use in descriptive analysis and significant cross-tabulated data that can be useful in the development of policy.
- Compare the results of this survey with the results of the 2022, 2018, and 2014 Handy Ride customer satisfaction surveys.

Sample

A sample of 253 respondents (53 percent by telephone and 47 percent online) was selected from a base of 2,945 Handy Ride customers who had used the system within the past 3 years. There were 163 refusals—indicating a cooperation rate of 60.8 percent. The median length of time to complete the survey by telephone was 19 minutes, and online the median was 18 minutes. This sample size yields a margin of error of +/- 5.1 percent at the 95 percent level of confidence—a margin of error that indicates that the sample is sufficiently large to represent the opinions of the entire Handy-Ride customer population to a statistically acceptable degree. 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, 51 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 45.9 percent and 56.1 percent (51 percent +/-5.1 percent).

If the customer was not able to respond to survey questions, the interviewer asked to speak with a caretaker, friend/relative, or someone willing and sufficiently qualified to answer questions on behalf of the customer. Approximately 91 percent of the respondents were the customers themselves. Another 5 percent of the respondents were friends or relatives of the customer and 4 percent were caregivers. The survey was administered in English (241 interviews) and Spanish (12 interviews), and it was conducted from September 25, 2024 through September 28, 2024.

This survey report has been divided into six information components as follows:

- 1) Demographic Statistics/Respondent Characteristics
- 2) Handy Ride Customer Trip Characteristics
- 3) Trip Purpose and Other Related Issues
- 4) Customer Satisfaction with Handy Ride Service
- 5) Handy Ride Time-Related Considerations
- 6) Customer Experience Regarding Harassment While Using the Handy Ride System

Charts have been prepared for each of these major components depicting the basic survey results. Selected relationships are presented when it is useful to highlight important issues. 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 1 presents selected demographic characteristics of the survey respondents. Well over three-fifths of respondents (64 percent) are female, and English is the primary language spoken in the home for 86 percent of respondents. One-fourth of respondents (25 percent) consider themselves to have limited English proficiency. Nearly four-fifths (37 percent) of respondents are White and a slightly smaller percentage are Hispanic/Latino (34 percent), followed by African American (15 percent). Approximately three-fifths of respondents (61 percent) earn an annual household income of less than \$20,000 (29 percent less than \$10,000 and 32 percent between \$10,000 and \$19,999). Nearly one-half of respondents (48 percent) are between 55 and 74 years of age and another 22 percent indicate that they are 75 years of age and above.

In 2024, 55 percent of respondents reported having a high school education or less. One-third of respondents have a college degree or more education (33 percent). Nearly one-half of respondents (46 percent) are disabled and unable to work and another 32 percent are retired. The major residential zip codes of the respondents are as follows: 93727 (16 percent), 93722 and 93702 (11 percent each), and 93726 (9 percent), and 93705 (8 percent). Over 9 in 10 respondents (92 percent) are neither active-duty military nor a U.S. Veteran.

Respondent characteristics for the Handy Ride surveys conducted in 2022 (during COVID), 2018 and 2014 differ from the 2024 respondent characteristics in the following ways:

- In 2024, 46 percent of respondents reported being disabled and unable to work. This is a somewhat lower percentage than in 2022 (54 percent) and substantially lower than the reported percentage in 2018 (65 percent).
- In 2022 and 2018, about one-fourth of respondents (23 percent and 24 percent respectively) indicated that they were retired while a distinctly higher percentage (32 percent) reported their work status as retired in 2024. Similar to 2024, 37 percent of 2014 respondents indicated that they were retired.
- Whites represent 37 percent of the sample in 2024. Whites were similarly represented in the 2022 and 2018 surveys (34 percent and 39 percent respectively). A substantial difference is apparent in the 2014 survey where nearly one-half of the respondents (48 percent) reported that they were White.
- The percentage of households earning an annual income of less than \$10,000 is 29 percent in 2024 which is somewhat lower than in 2022 (40 percent) and more consistent with the 2018 and 2014 surveys where 34 percent and 32 percent respectively reported an income of less than \$10,000. When adjusted for inflation, customer income in 2024 is substantially lower than it was in 2018 and 2014 and is closer to 2022 than the 29 percent versus 40 percent would seem to indicate.
- In 2024, 55 percent of respondents reported having a high school education or less. In the survey years 2022, 2018, and 2014, there is a clear difference in this level of education from the 2024 survey. Specifically, in 2022, this percentage is 65 percent, and 66 percent for both survey years 2018 and 2014.

Table 1
Handy Ride Demographics

Characteristic	2024	2022	2018	2014
Work Status				
Disabled and Unable to Work	46%	54%	65%	47%
Retired	32%	23%	24%	37%
Unemployed	7%	5%		2%
Employed Full-Time	5%	4%	4%	5%
Employed Part-Time	5%	4%	4%	2%
Student	4%	5%	2%	3%
Homemaker	1%	2%	1%	2%
Self-Employed		1%		2%
Age (median = 64 years of age)				
Under 18-to-34	14%	14%	8%	6%
35-to-54	16%	19%	18%	18%
55-to-74	48%	48%	58%	50%
75 and Older	22%	19%	16%	26%
Education				
Less than 8 th Grade	7%	5%	7%	6%
Some High School	6%	15%	15%	19%
High School Graduate	42%	45%	44%	41%
Vocational/Technical School	12%	9%	12%	13%
College Degree	23%	26%	22%	21%
Post-Graduate Education	10%	*****	*****	*****
Ethnicity				
White	37%	34%	39%	48%
Hispanic/Latino	33%	33%	31%	26%
African-American/Black	15%	19%	21%	17%
Asian/Southeast Asian/ Filipino/Pacific Islander	6%	7%	2%	5%
American Indian/Alaska Native	1%	2%	3%	3%
Middle Eastern	1%	1%	1%	1%
Mixed Ethnicities/Other	7%	4%	3%	2%
Annual Household Income (median = \$16,500)				
Less than \$10,000	29%	40%	34%	32%
\$10,000-\$19,999	32%	38%	36%	41%
\$20,000-\$29,999	18%	11%	11%	12%
\$30,000-\$39,999	10%	8%	8%	5%
\$40,000-\$49,999	3%	1%	5%	4%
\$50,000-\$74,999	4%	2%	3%	6%
\$75,000 or more	4%	****	3%	****

Table 1 (continued)
Handy Ride Demographics

Characteristic	2024	2022	2018	2014
Gender				
Male	35%	34%	38%	34%
Female	64%	66%	62%	66%
Non-Binary/Other	1%	***	***	***
Limited English Proficiency				
Yes	25%	22%	***	***
No	75%	78%	***	***
Primary Language in Home				
English	86%	92%	88%	92%
Spanish or Spanish Creole	9%	5%	10%	6%
Armenian	1%	1%	<1%	1%
Hmong	1%	<1%	*	*
Tagalog, Punjabi, Arabic, Vietnamese, Other (All Less than 1%)	3%	2%	2%	1%
Major Residential Zip Codes				
93727	16%	17%	15%	12%
93722	11%	8%	9%	13%
93702	11%	6%	7%	5%
93726	9%	10%	10%	14%
93705	8%	7%	9%	10%
93710	7%	8%	7%	6%
93711	6%	3%	6%	3%
93706	5%	8%	6%	6%
93720	5%	3%	5%	4%
93725	4%	3%	**	**
93703	4%	3%	6%	6%
93704	3%	5%	4%	6%
93721	3%	6%	**	**
93701	2%	**	**	**
93730	2%	**	**	**
93728	2%	4%	5%	4%
Active-Duty Military, Reservist, or U.S. Veteran				
Yes	8%	6%	***	***
No	92%	94%	***	***
Respondent				
Handy Ride Customer	91%	93%	96%	93%
Friend or Relative of Customer	5%	4%	3%	6%
Care Giver	4%	3%	1%	1%

* included in 1%-2% in category listed below

** less than the 3%-4% cut-off for inclusion in the table

*** not asked in this year

****top category offered was \$50,000 or more

*****included in college degree totals

Handy Ride Customer Travel Behavior

Chart 1 shows that over three-fifths (63 percent) of Handy Ride customers have used the service for 1.5 years or more, including 47 percent who used the service for 3 or more years. The current customers have somewhat less tenure as riders of Handy Ride than those in the 2022, 2018 and 2014 surveys -- 71 percent of respondents were riders 1.5 years or more in 2022. In 2018, 76 percent of Handy Ride riders had been riding for 1.5 years or more and in 2014, this percentage was 77 percent.

This trend is reflected in the increase in newer riders. In 2024, 29 percent rode the Handy Ride system for less than 1 year. New riders were substantially fewer in 2022 (18 percent). Similarly, the percentage of new riders was 11 percent in 2018 and 14 percent in 2014. This data indicates a strong and renewing ridership on the Handy Ride system.

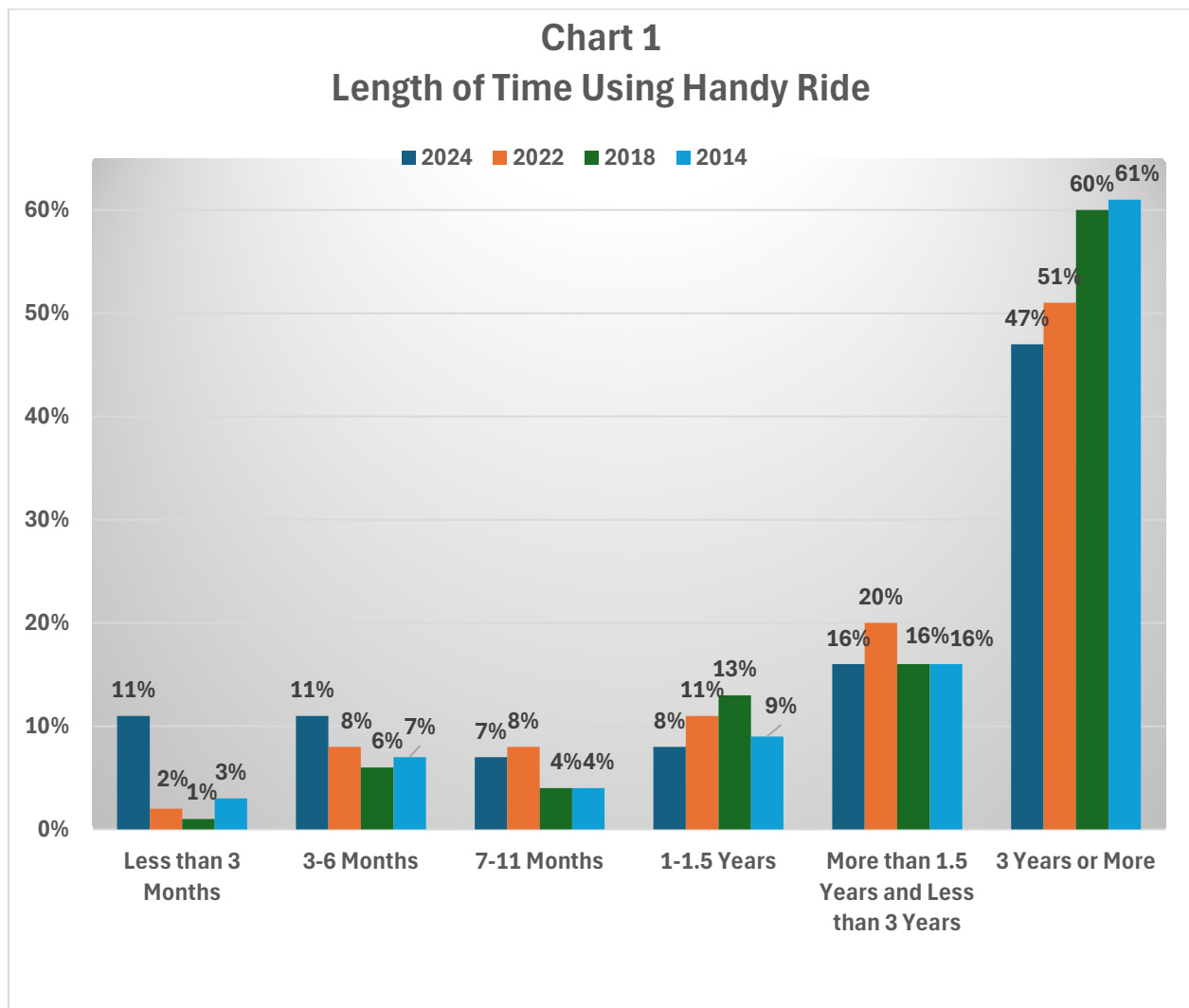
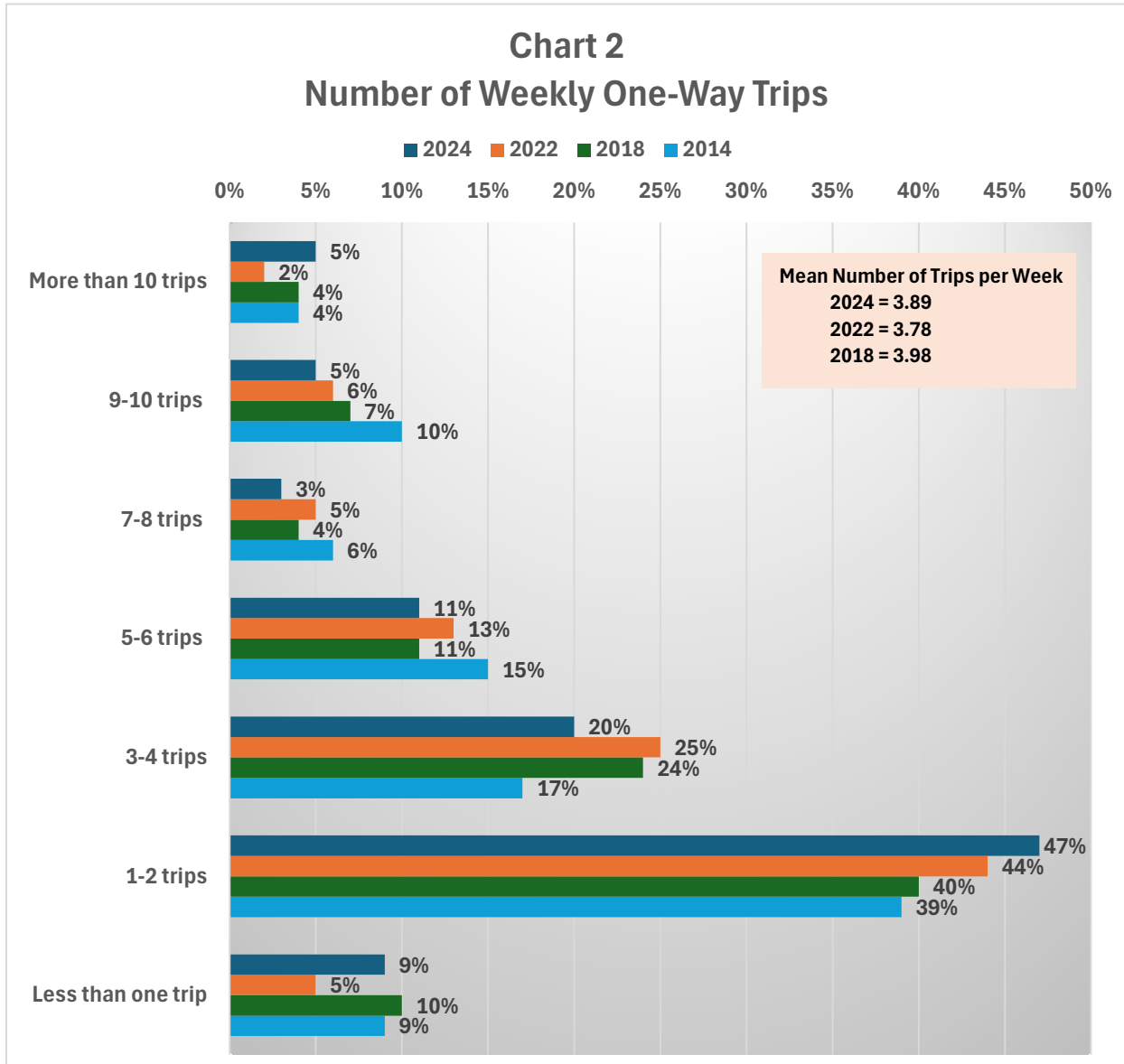


Chart 2 indicates that nearly one-half (47 percent) of respondents make 1-to-2 one-way trips per week on Handy Ride and this is consistent with the results of the 2022 survey where 44 percent of customers made 1- 2 one-way trips per week and the 2018 and 2014 surveys where 40 percent and 39 percent of customers respectively made 1-to-2 one-way trips per week. Comparing the

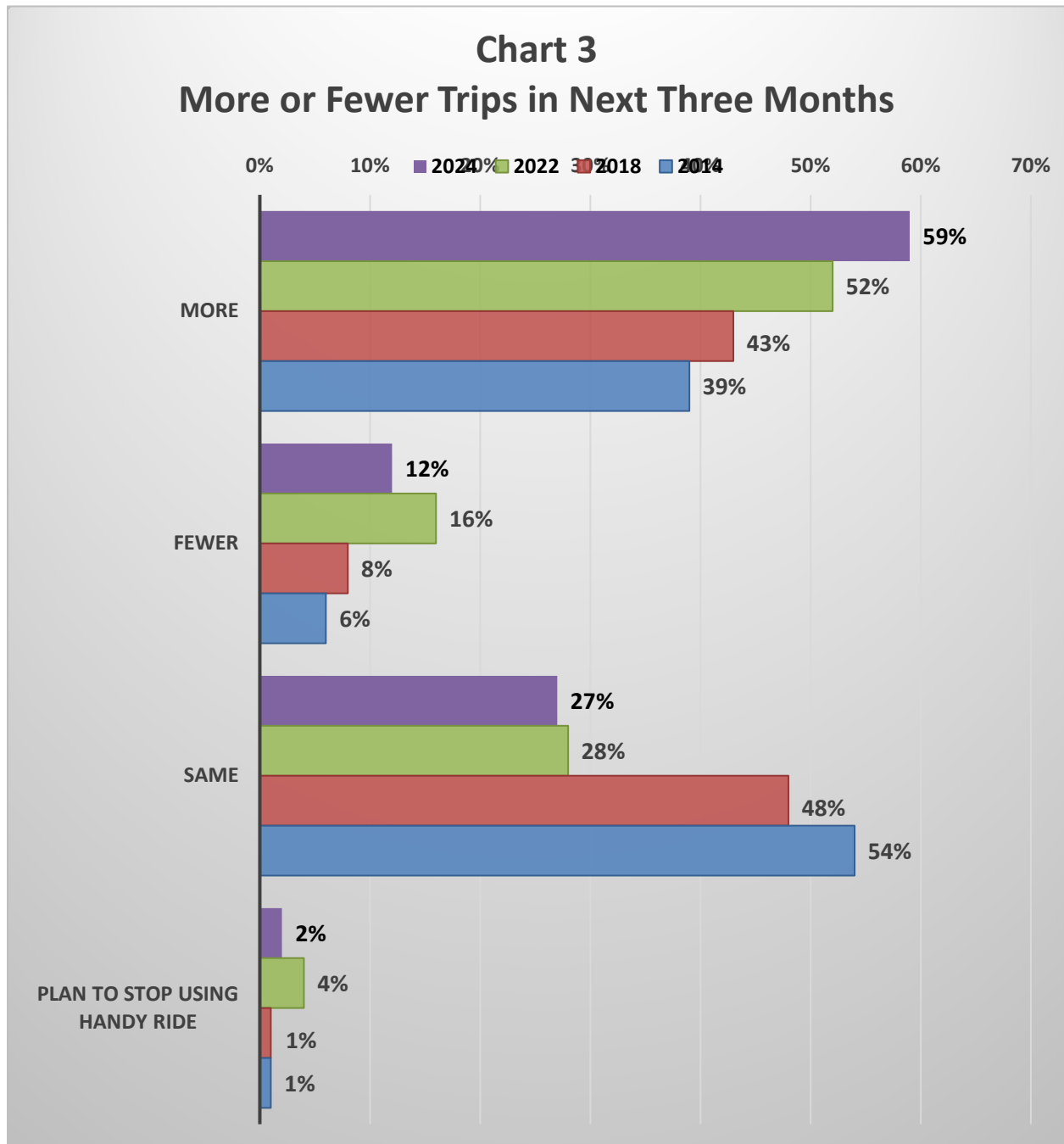
mean number of one-way trips in 2024 (mean = 3.89 one-way trips per week) with the mean number of such trips in prior years (2022 mean = 3.78; 2018 mean = 3.98) again demonstrates this consistent travel behavior by Handy Ride customers.



In the current survey year (2024), nearly three-fifths (59 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 39 percent to 52 percent of respondents planned to take more Handy Ride trips in the next three months (**Chart 3**).

In 2024, 12 percent plan to take fewer Handy Ride trips in the next three months. By contrast, the proportion of trips that were planned was less in the earlier years of 2018 (8 percent) and 2014 (6 percent). In the current survey period, over one-fourth (27 percent) plan to take the same number of trips. This is similar to the proportion of respondents who planned to take the same number of trips in 2022 (28 percent). In the 2018 and 2014 survey periods, a substantially larger percentage of respondents planned to make the same number of Handy Ride trips – 48 percent in 2018 and 54 percent in 2014. Notably, only 2 percent plan to stop using the service in 2024—compared to

4 percent in 2022.



Among the 41 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 (23 percent--**Chart 4**). Another 21 percent in the current survey indicated that they have some dissatisfaction with Handy Ride—an increase over 2022, when only 11 percent indicated that some dissatisfaction was the reason for fewer trips planned and 30 percent stated the availability of other transportation options.

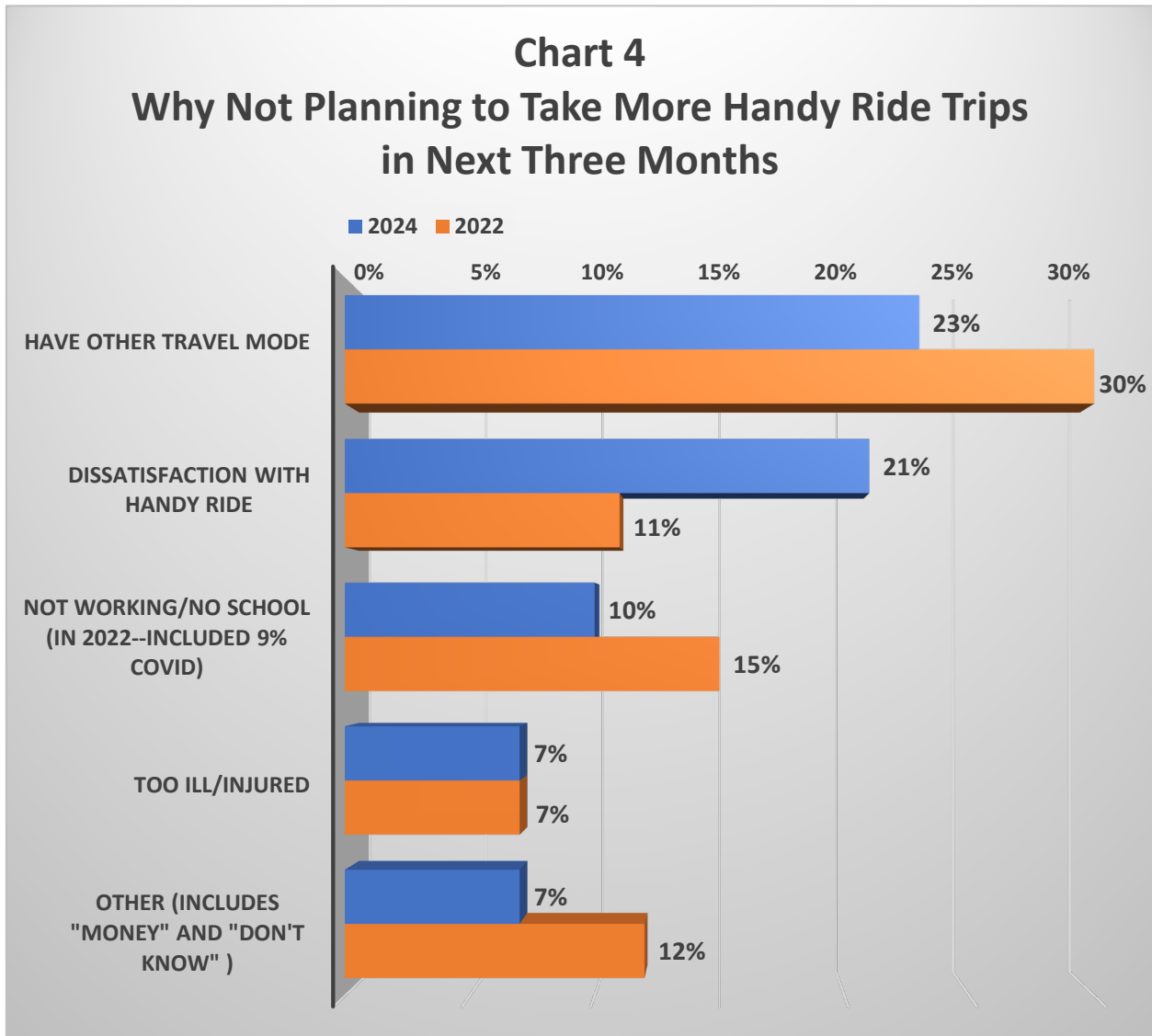
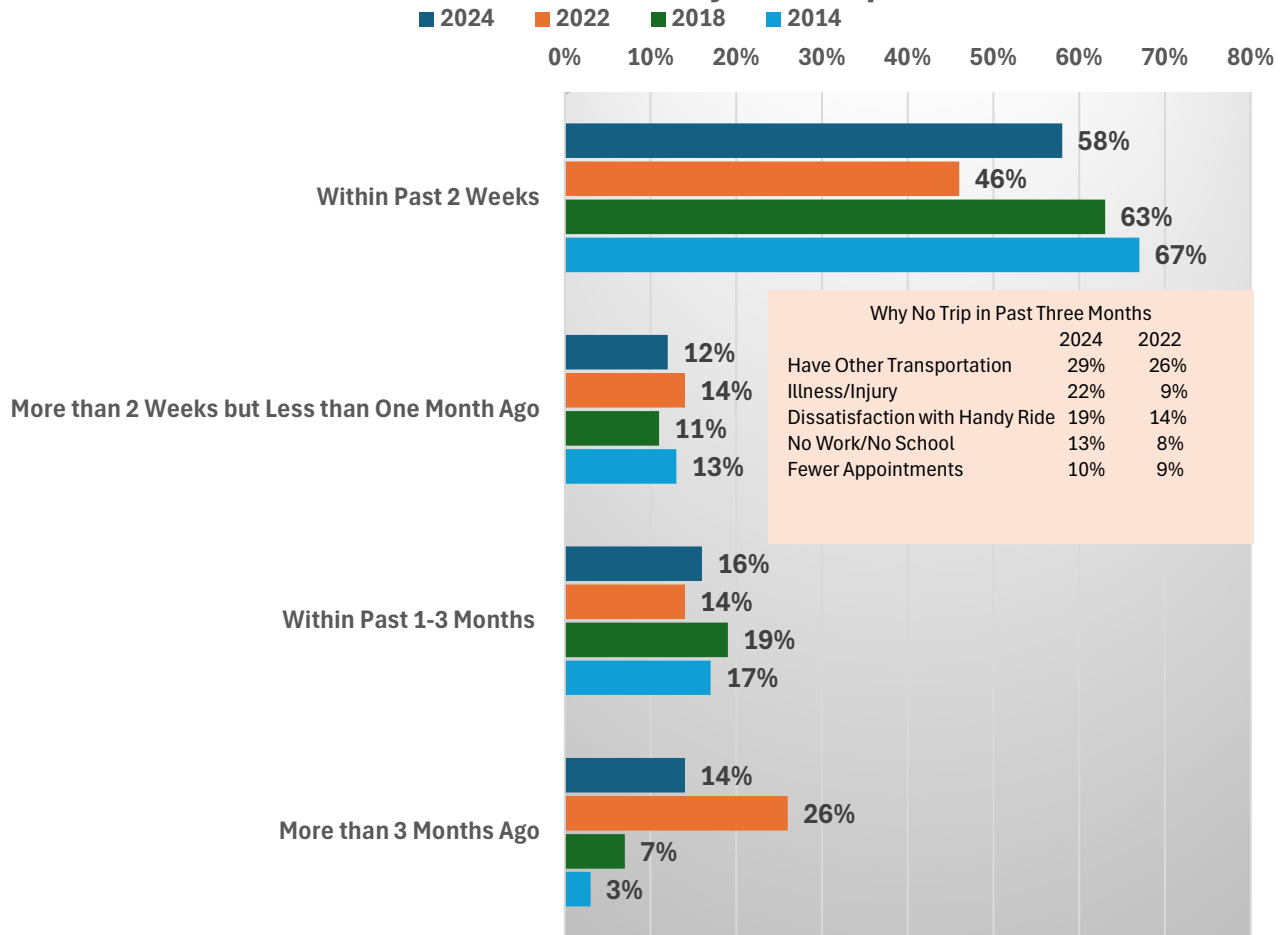


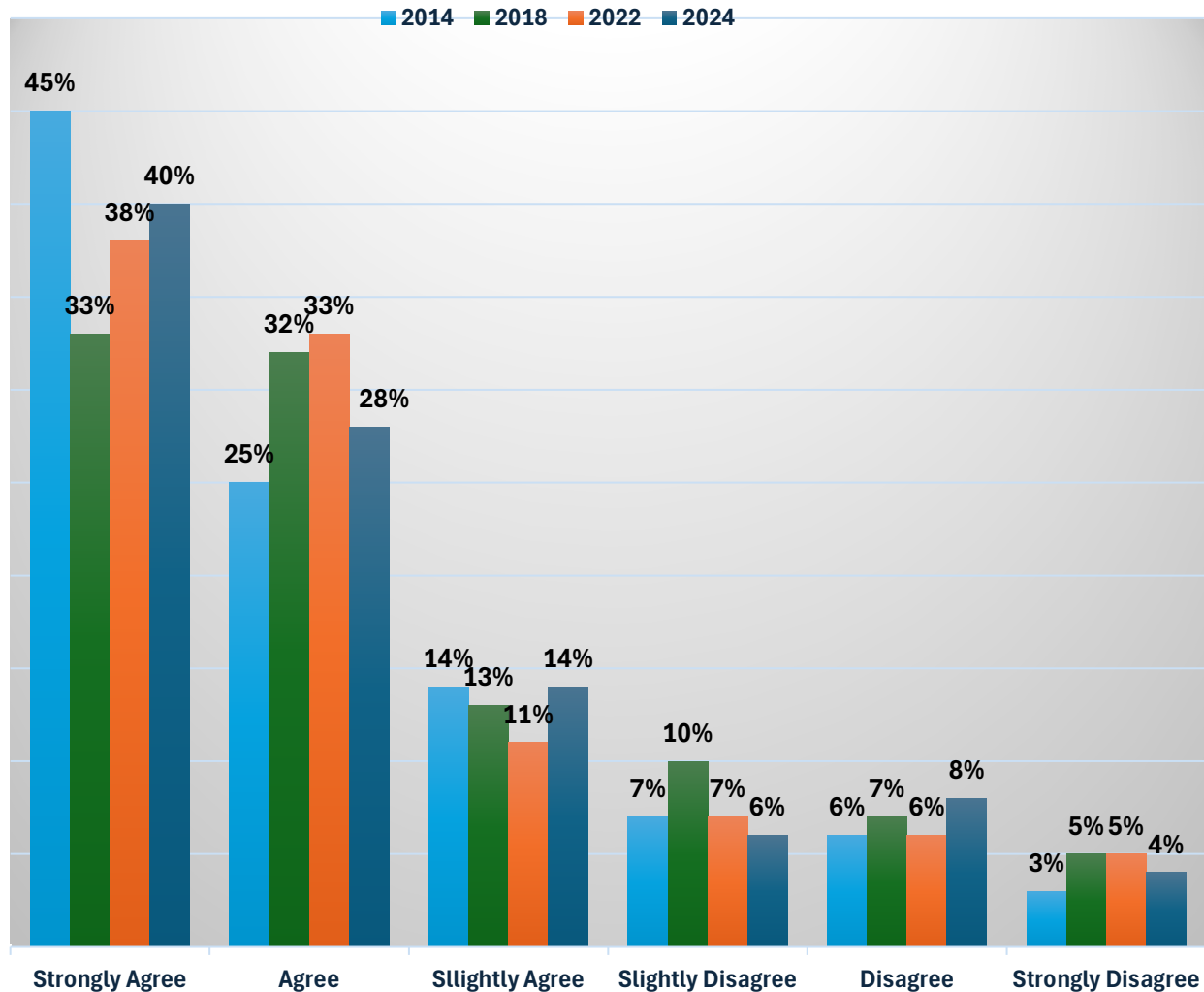
Chart 5 indicates that nearly three-fifths (58 percent) of customers in the current survey have taken their most recent Handy Ride trip within the past 2 weeks. This finding indicates that current customers (2024) are taking a somewhat higher percentage of trips within the past 2 weeks than customers in the 2022 survey (46 percent). By contrast, a higher percentage of customers in the 2018 and 2014 survey periods took their most recent ride within the past 2 weeks -- 63 percent in 2018 and 67 percent in 2014. Respondents indicated several reasons for not taking Handy Ride trips during the last 3 months: The dominant reasons are availability of other transportation (29 percent), and illness or injury (22 percent).

Chart 5
Most Recent Handy Ride Trip



Dependence on Handy Ride: Chart 6 shows that 68 percent of Handy Ride customers either strongly agree (40 percent) or agree (28) percent) that they are dependent upon Handy Ride for their transportation needs. This represents considerable consistency in Handy Ride dependency since 2022 where 71 percent either strongly agreed or agreed that they were totally dependent on Handy Ride. The 2018 and 2014 levels of Handy Ride dependency also mirror those in 2024 and 2022. -- 2018 (65 percent) and 2014 (70 percent).

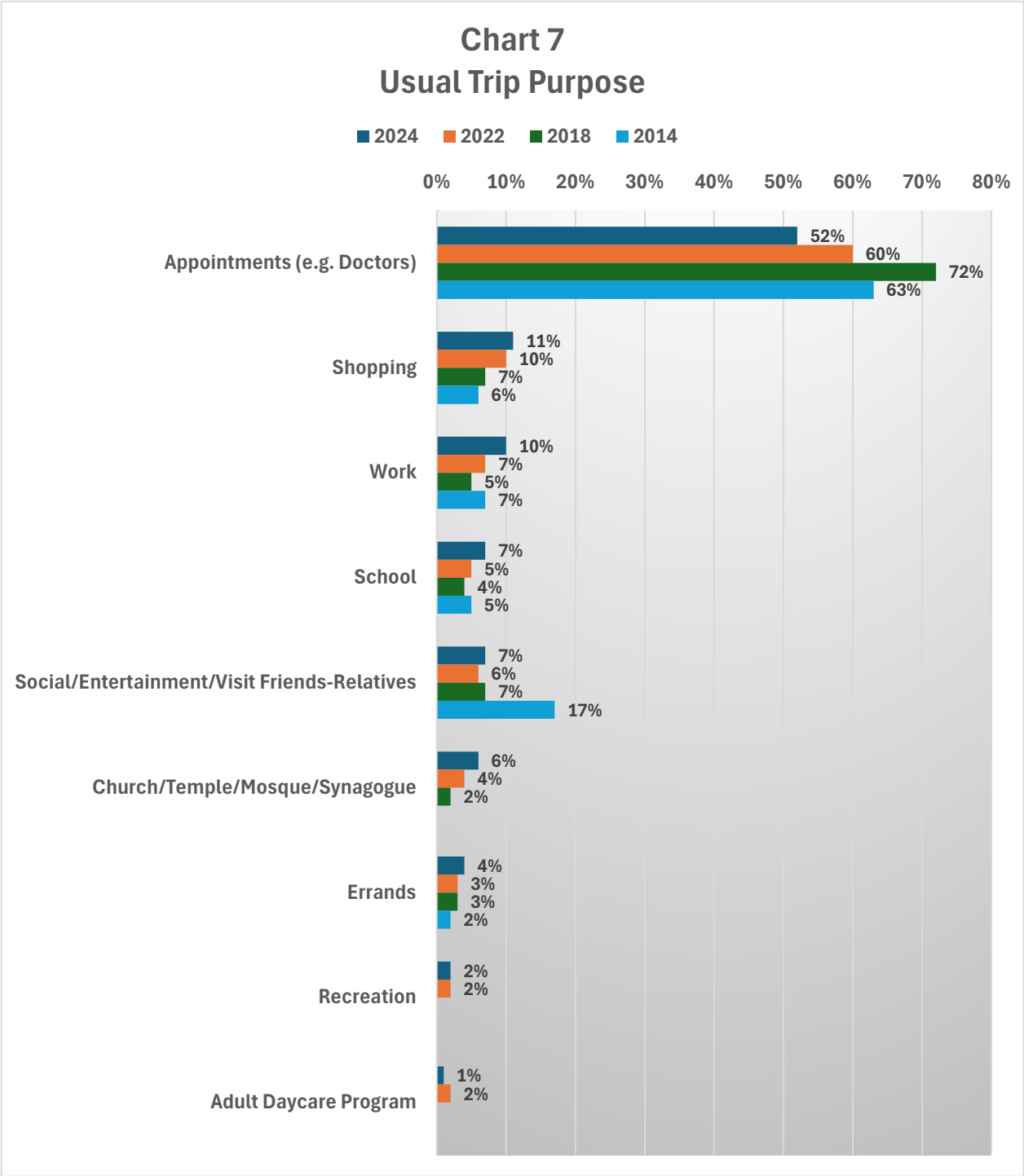
Chart 6
Totally Depend upon Handy Ride for Transportation Needs



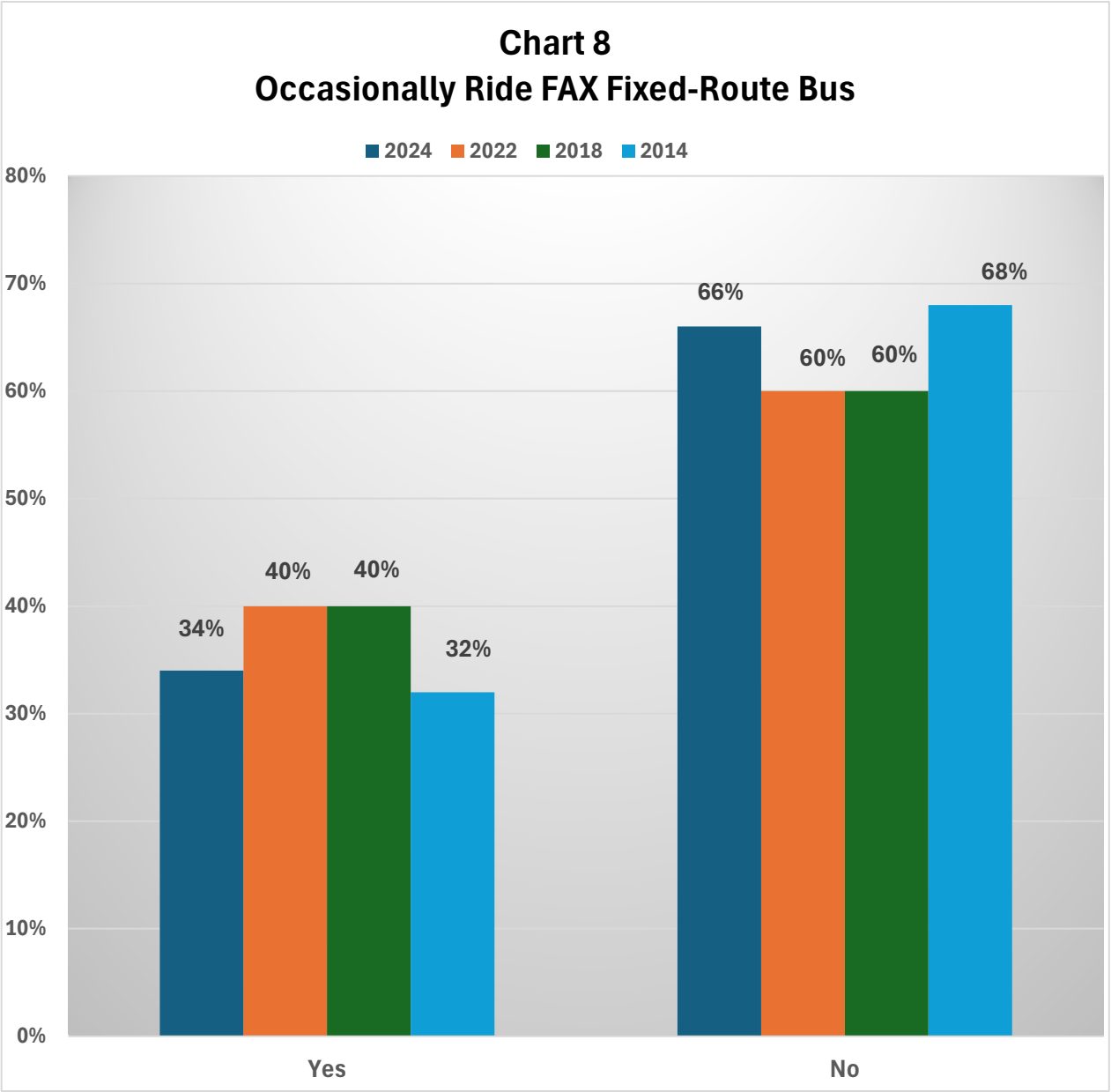
Trip Purpose and Other Trip Characteristics

Trip Purpose: Over one-half (52 percent) of customers in the current survey indicate that their usual trip purpose made using Handy Ride is going to appointments, such as doctors' visits (**Chart 7**). This finding represents a decrease compared to 2022 (60 percent), 2018 (72 percent), and 2014 (63 percent). In 2007 and 2004, appointments comprised 78 percent of trips taken on the Handy Ride system.

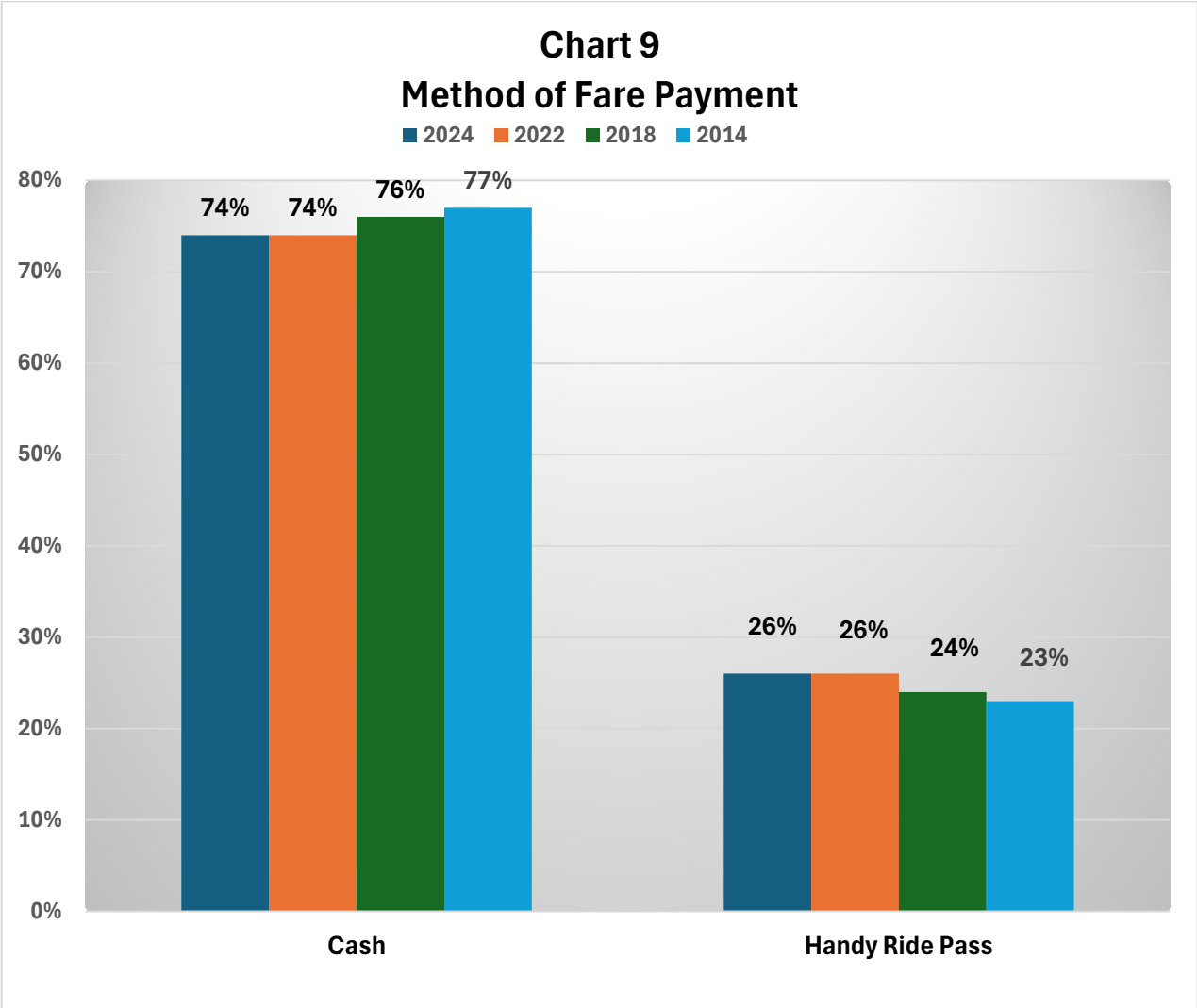
It is noteworthy that in the current survey, 11 percent of trips were made for shopping purposes. This is consistent with the results of the 2022 survey where 10 percent of trips were shopping-oriented. These findings show a slight increase from 7 percent in 2018 and 6 percent in 2014.



Occasionally Ride FAX Fixed Route: Chart 8: indicates that just over one-third (34 percent) of Handy Ride customers in the current year at least occasionally ride a FAX fixed-route bus. This result represents a decline from the findings of the 2022 and 2018 surveys where 40 percent of respondents in each of these survey periods occasionally rode the FAX fixed route bus. In the 2014 survey period, 32 percent of customers used the fixed route bus -- similar to the current year.



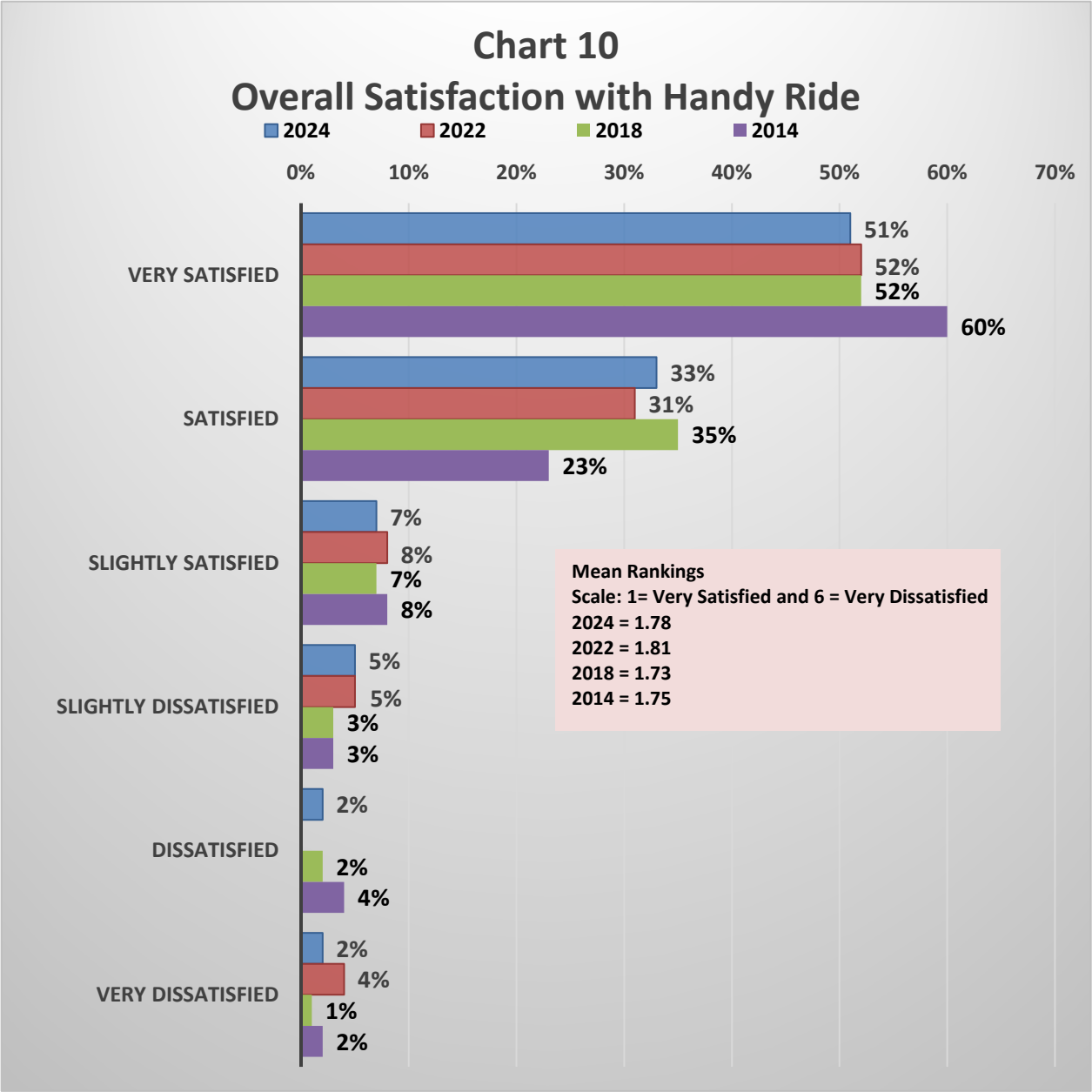
Method of Fare Payment: It is shown in **Chart 9** that the dominant method of payment on the Handy Ride System is, and has been, cash. In the current year and across the previous three survey periods, about three-fourths of Handy Ride customers pay in the form of cash. The remaining one-quarter pay using the Handy Ride Pass.



Customer Satisfaction with Handy Ride Service

Overall Satisfaction: **Chart 10** shows that Handy Ride customers demonstrate a high level of satisfaction with the Fresno Area Express Handy Ride Service. In fact, 84 percent are either very satisfied (51 percent) or satisfied (33 percent). This high level of satisfaction is reflected in the overall mean satisfaction rating of 1.78 for the 2024 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 2022, where the mean satisfaction rating was 1.81 and 83 percent were either very satisfied or satisfied. In 2014 (again, 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 2014 (1.75) and 2018 (1.73) are comparable (although a little

higher) than the mean satisfaction levels of 1.78 in 2024 and 1.81 in 2022 (NOTE: With 1= Very Satisfied, lower means reflect higher satisfaction ratings). This pattern of high satisfaction with the Handy Ride service has been the pattern over the last 20 years – in the 2004 survey, the overall mean satisfaction rating was 1.70 and in 2007, the mean rating was slightly less favorable at 1.91.



Satisfaction with Features of Handy Ride Service: Charts 11 through 13 display satisfaction ratings for various features of Handy Ride service. **Chart 11** 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 1.41) followed by drivers’ driving skills (mean of 1.44), drivers’ courtesy (mean of 1.47), cleanliness inside Handy

Ride vehicles (mean of 1.50), and value of Handy Ride service provided for the price (mean of 1.58). Generally, the overall mean satisfaction ratings for this first tier of features in the 2024 survey are more favorable than they were in the 2022 and 2018 surveys. It is noteworthy that in 2024, 64 percent of respondents are very satisfied with drivers' traffic safety consciousness – a lower percentage, in many cases, than in 2022, 2018, and 2014, but offset by higher percentages of “satisfied” respondents so that the means still show improvement . In 2014, the rate of very satisfied respondents reached more than 70 percent for the top four features.

Chart 12 indicates mean satisfaction ratings for the **next highest-rated group of Handy Ride features**. In the current survey, mean ratings are as follows: reservation staff's courtesy (mean of 1.65), overall comfort of van or sedan (mean of 1.78), service hours (mean of 1.79), availability of Handy Ride Information (mean of 1.80), and reservation hours (1.83). Approximately 45 to 55 percent are very satisfied with the service these Handy Ride features provide. As with the higher rated features, “very satisfied” ratings have declined somewhat from earlier survey periods, but are offset by “satisfied” respondents to maintain the high mean rating.

Chart 13 demonstrates mean satisfaction ratings for the lower-rated (although still well above a neutral ranking of 3.5) group of Handy Ride features. These five ratings are as follows: reservation policy – reserve 1-2 days in advance (mean of 1.85), locations/methods of payment (mean of 1.92), reservation staff's accuracy (mean of 1.95), service area (mean of 2.08), and scheduled pickups (mean of 2.38). Respondents who are very satisfied with these features (range from 31 percent for scheduled pickups to 48 percent for reservation policy allowing reservations 1-2 days in advance). The overall finding is that regarding these low-rated features, there is less improvement shown among these lower-rated features from 2014 to 2024.

Chart 11
Handy Ride Features with Highest Mean Satisfaction Ratings
 (1 = Very Satisfied----6 = Very Dissatisfied)

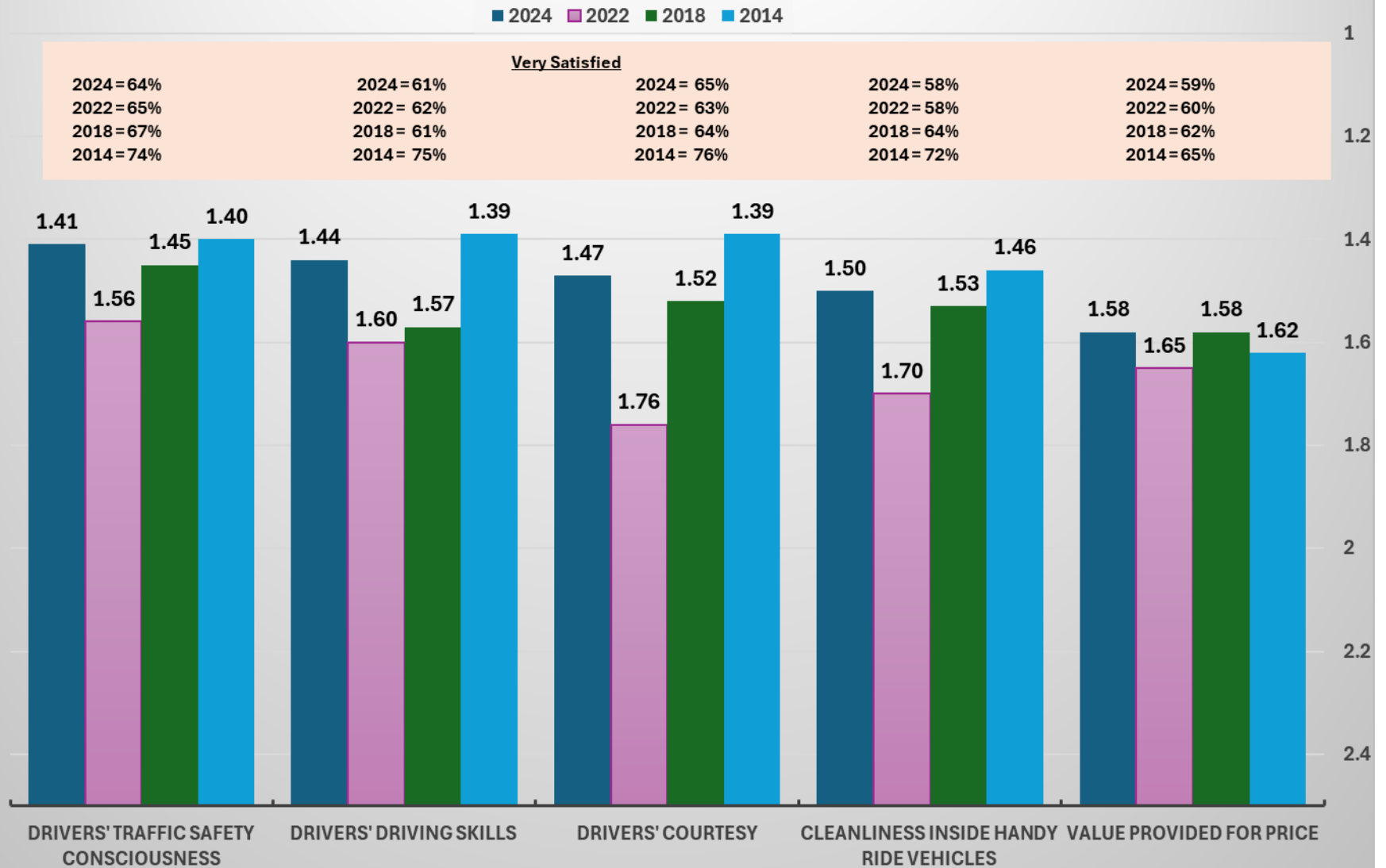


Chart 12
Handy Ride Features with Next Highest Mean Satisfaction Ratings
 (1 = Very Satisfied----6 = Very Dissatisfied)

■ 2024 ■ 2022 ■ 2018 ■ 2014

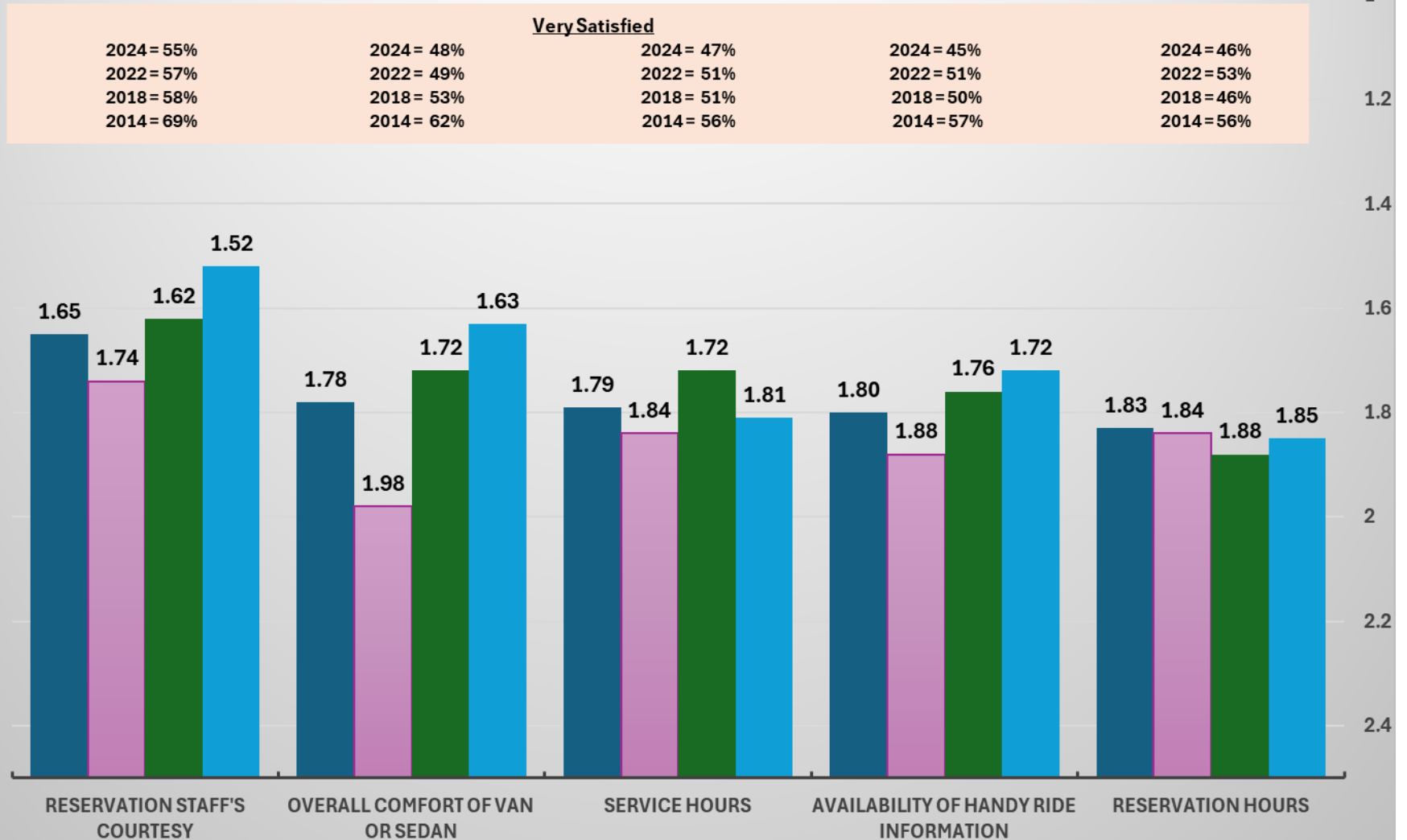
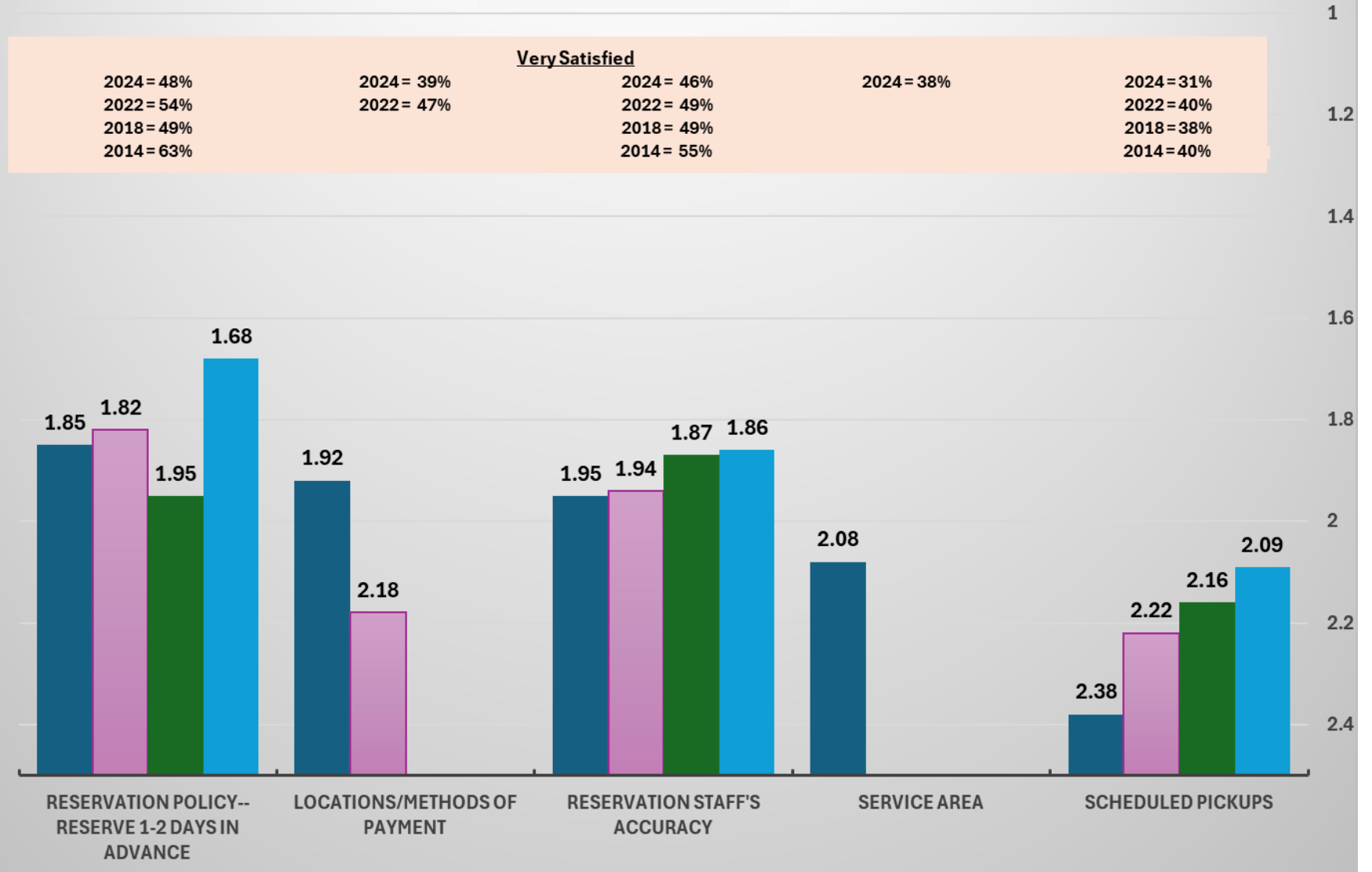


Chart 13
Handy Ride Features with the Lesser Mean Satisfaction Ratings
 (1 = Very Satisfied----6 = Very Dissatisfied)

■ 2024 ■ 2022 ■ 2018 ■ 2014



Statistically Significant Findings Related to Customer Satisfaction

Income: Income plays a statistically important role in satisfaction ratings. Higher-income customers demonstrate a lower degree of satisfaction regarding the following characteristics:

- Scheduled Pick-Ups
- Cleanliness Inside Handy Ride Vehicles
- Comfort of the Rides
- Reservations Staff Accuracy
- Reservations Staff Courtesy
- Monday to Sunday “8 AM to 5 PM” Reservation Hours
- Reserve Ride 1-2 Days in Advance
- Service Area
- Locations and Payment Methods to Purchase Passes
- Availability of Information about Handy Ride
- Overall Service

Depending upon the specific characteristic, this lower satisfaction rating generally occurs at incomes that begin at \$30,000 to \$50,000 per year. Quite expectedly, therefore, the Overall Service provided by FAX’s Handy Ride is also rated lower by higher income groups (annual household income of \$30,000 and above – mean of 2.23 versus annual household income of below \$30,000 -- mean of 1.68).

One feature that is rated higher by higher-income customers is Value Provided by Handy Ride for the Fare/Price Paid. Customers with incomes of \$20,000 or more provide a rating of 1.44, whereas those with incomes lower than \$20,000 report a mean of 1.69.

Ethnicity: Ethnicity impacts three Handy Ride features – Cleanliness Inside the Vehicle, Service Hours, and Availability of Information. Interestingly, there is no impact on the Overall Service rating. Concerning Cleanliness, White and Hispanic patrons are more satisfied than are African-Americans and Asians. The same pattern is true for the Availability of Information. For Service Hours, however, only African-Americans display less satisfaction.

Age: Age is found to be significant regarding Drivers’ Driving Skills and Reservation Staff Courtesy, where younger customers under the age of 35 are less satisfied than those customers who are older.

Gender: Gender influences satisfaction ratings for Reservation Staff Accuracy, Reservation Staff Courtesy, and Locations and Payment Methods. For each of these features, men demonstrate a higher degree of satisfaction than do women.

Harassment: (see section later in the report) The greatest impact on satisfaction is found among those customers who, while riding Handy Ride or waiting for their pick-up, have personally experienced or have seen or heard at least one instance of the following situations:

- Hostile comments, sounds, or gestures
- Following or stalking
- Personal property damaged or stolen
- Pushing, spitting or physical assault
- Unwanted sexual language or behavior

Customers who have experienced any of these situations demonstrate significantly lower ratings on every feature, except for Scheduled Pick-Ups, Reservation Hours, and Service Area. These lower mean ratings are often a full half point lower among those who have had such experiences. This lesser degree of satisfaction is especially noteworthy in their Overall Service satisfaction rating of 2.04, compared to customers who have not experienced harassment and whose mean overall rating is 1.66.

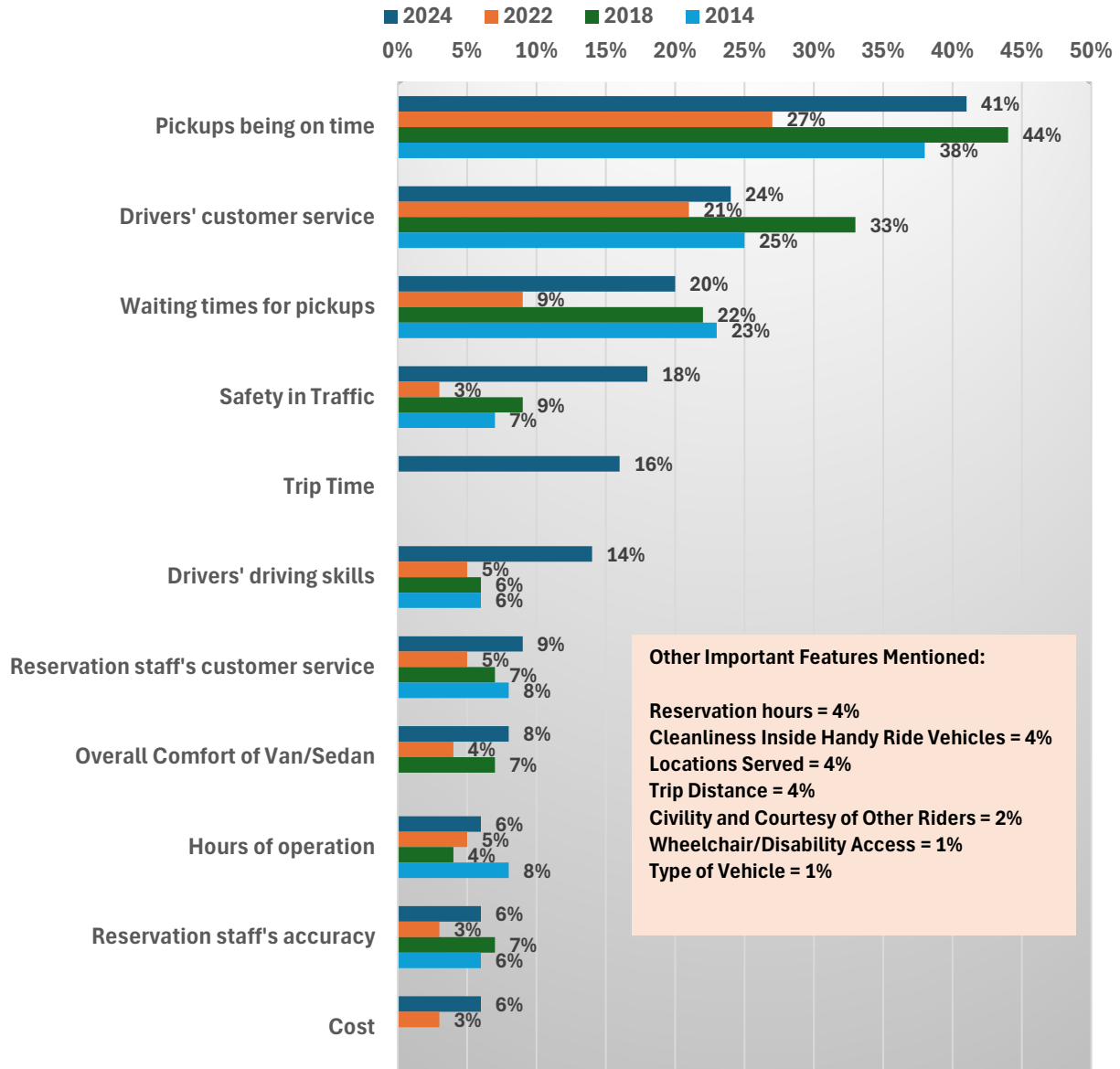
One might suspect that the large number of features cited by both higher income groups and by those who have experienced harassment would imply a statistical relationship between harassment and income. Surprisingly, the data does not confirm any such relationship.

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 14** shows that pickups being on time (41 percent), drivers’ customer service (24 percent), and waiting times for pickups (20 percent) are most important to the respondents. This finding is consistent with the important features indicated by respondents in the 2018 and 2014 surveys but with much higher percentages of importance than in 2022.

Chart 14

Most Important Handy Ride Features in Determining Rider Satisfaction

Respondents Could Provide Two Answers--therefore, percentages sum to >100%



Statistically Significant Findings Related to Importance

In the current survey, the age of the Handy Ride respondent impacts importance for the following factors:

- Safety in traffic (more important to ages under 35)
- Drivers' customer service and trip time (more important to ages 35-54)
- Pick-ups on time (more important to ages 55 and over)

Gender is important regarding the following factors:

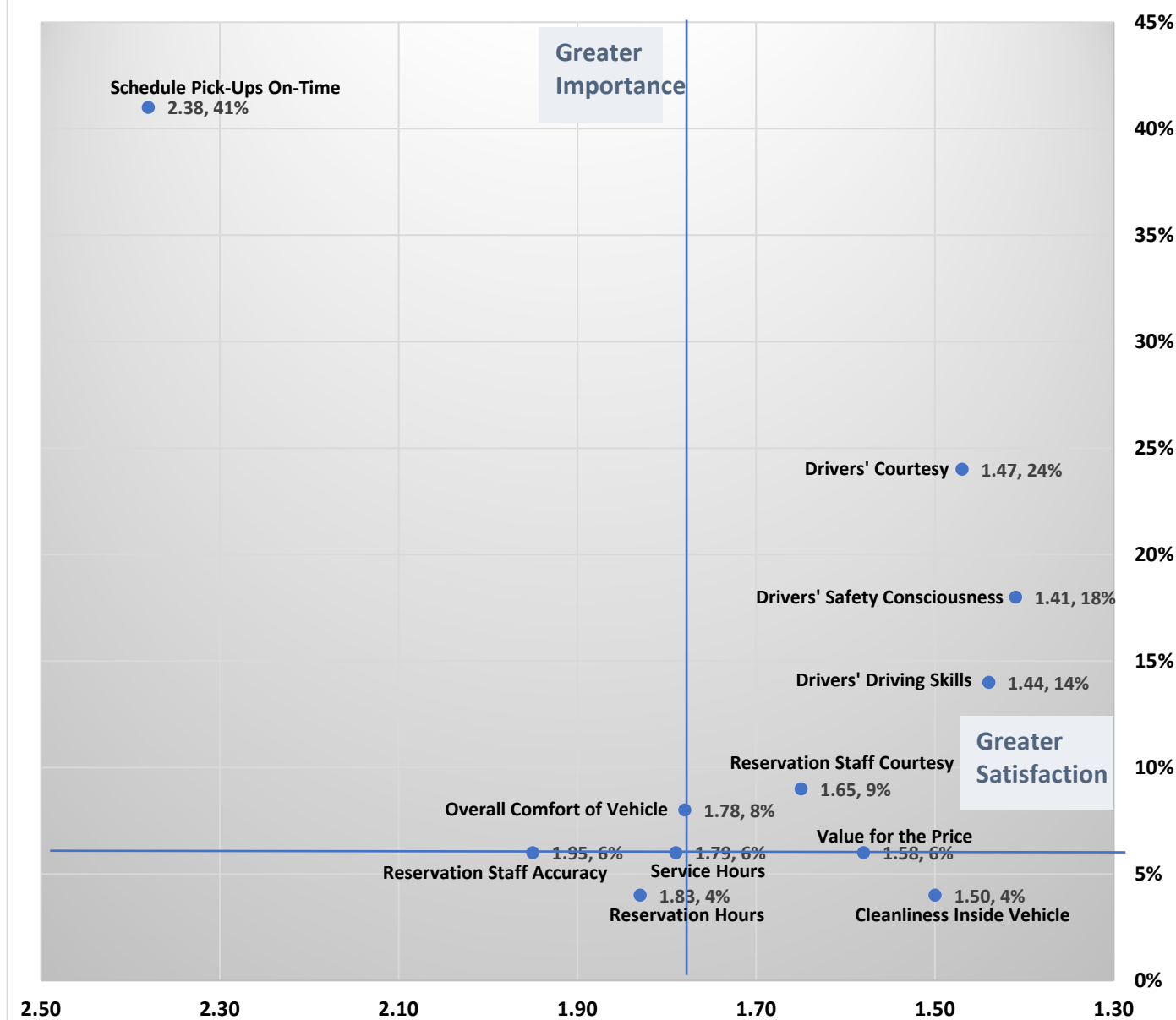
- Drivers' customer service (more important to women)
- Pick-ups on time (more important to men)

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 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 low impact on overall satisfaction.
- The upper-left quadrant represents features that provide less satisfaction but are highly important. The upper-left quadrant is critically important because it contains those system characteristics that are important to respondents but are not provided poorly compared to other characteristics that are provided. It is these characteristics that can increase satisfaction to the greatest extent.

Chart 15 is a satisfaction/importance quadrant analysis, with the quadrants established at the median satisfaction and importance for all 15 satisfaction ratings and 18 importance percentages for the data provided in the 2024 Handy Ride survey data. In the upper right quadrant, there is one commonality that dominates and is the Handy Ride drivers. Drivers' Courtesy, Drivers' Safety Consciousness, and Drivers' Driving Skills show the highest degrees of satisfaction and importance, and, therefore, greatly contribute to the overall rating of the Handy Ride service as highly satisfactory. Other characteristics of Handy Ride that are in this quadrant and consequently contribute substantially to the high level of satisfaction that customers attribute to the Handy Ride System are reservation staff courtesy, and overall vehicle comfort. However, there is one feature of Handy Ride in the upper left quadrant (Schedule Pick-Ups on Time) that customers find highly important but do not feel that Handy Ride provides an appropriately high level of service. Improvement in pick-up time could substantially improve the overall satisfaction level for the Handy Ride System. Reservation Hours show a lower level of satisfaction but are not especially important. Improvement regarding that feature will not likely do much to enhance customer satisfaction. Cleanliness inside the vehicle is well-received and appreciated by customers but is not particularly important to them compared to other features. Three features are somewhat neutral in their effect upon satisfaction: 1) Reservation staff accuracy shows a lower level of satisfaction but an average level of importance; 2) Value for the price is a very satisfactory feature with average importance and can be lumped in with cleanliness; and 3) Service hours are average in terms of both satisfaction and importance.

Chart 15
Satisfaction/Importance Quadrant Analysis



Handy Ride Report Card: In the 2024, 2022, 2018, and 2014 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 grading scale used in the previous and current reports as well as the current report is depicted in **Table 2** below.

Table 2 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 3 shows the mean ratings and grades for 2024, 2022, 2018, and 2014, and depicts the same information found in the charts above except 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 2022, 2018, and 2014 exists in the current year (2024). Specifically, the overall service is rated A- in all four of the survey periods. Service improvements are called for in the following areas: scheduled pick-ups and service area. It is noteworthy that scheduled pick-ups has declined from B+ to B. However, customer ratings have improved from A- to A in the following three service areas from the 2022 survey to the 2024 survey: drivers' courtesy, cleanliness inside Handy Ride vehicles, and reservation staff courtesy.

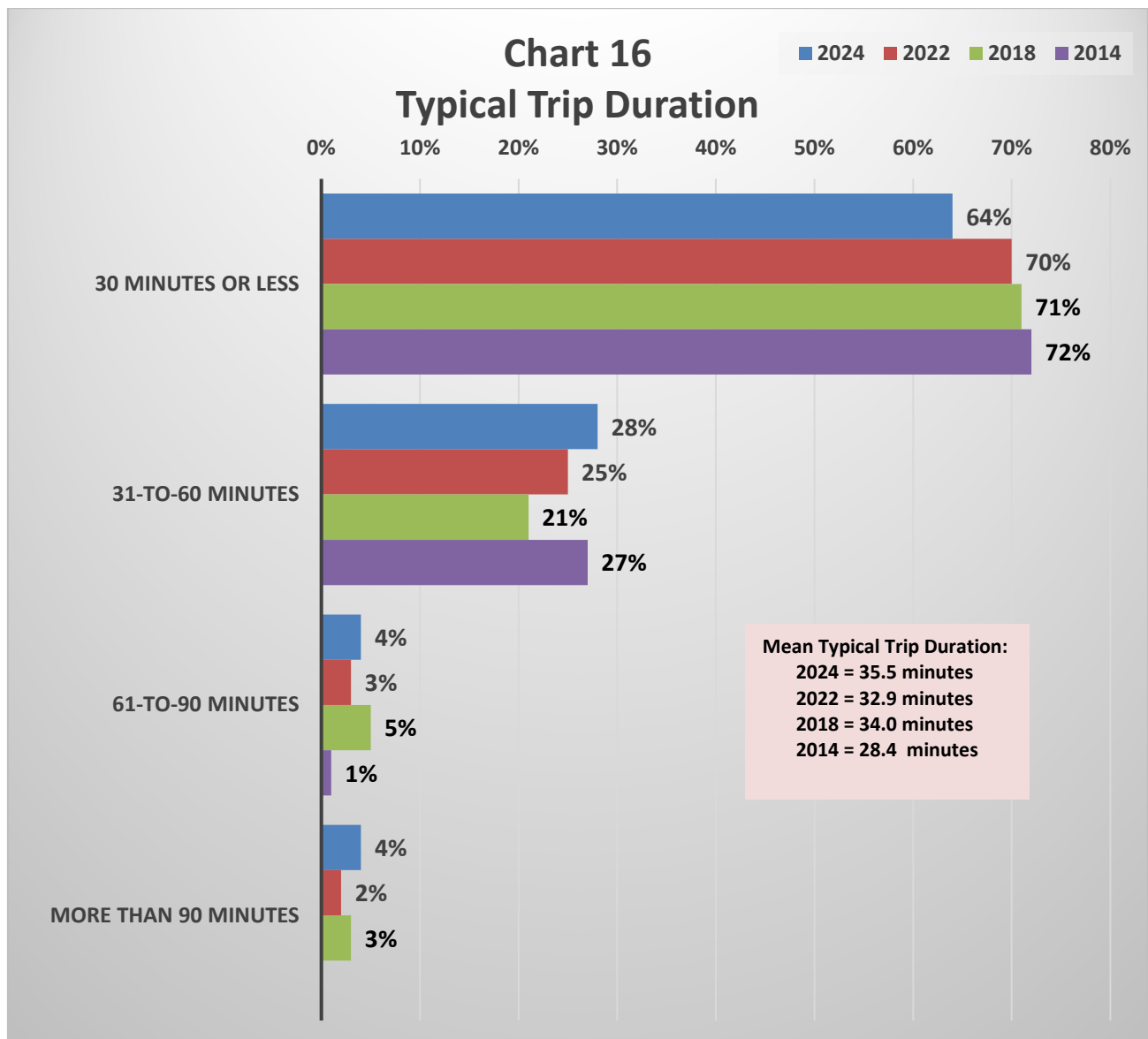
Table 3
Handy Ride Customer Satisfaction Report Card and Mean Satisfaction Ratings
(Years 2024, 2022, 2018, and 2014)

*Not included in this survey year

Service Characteristic	2024 Grade	2024 Mean	2022 Grade	2022 Mean	2018 Grade	2018 Mean	2014 Grade	2014 Mean
Overall Service Provided by Handy Ride	A-	1.78	A-	1.81	A-	1.73	A-	1.75
Drivers' Traffic Safety Consciousness	A	1.41	A	1.56	A	1.45	A	1.40
Drivers' Driving Skills	A	1.44	A	1.60	A	1.57	A	1.39
Drivers' Courtesy	A	1.47	A-	1.76	A	1.52	A	1.39
Cleanliness Inside Handy Ride Vehicles	A	1.50	A-	1.70	A	1.53	A	1.46
Value Provided for Price	A	1.58	A	1.65	A	1.58	A	1.62
Reservation Staff's Courtesy	A	1.65	A-	1.74	A	1.62	A	1.52
Overall Comfort of Van or Sedan	A-	1.78	A-	1.98	A-	1.72	A	1.63
Service Hours	A-	1.79	A-	1.84	A-	1.72	A-	1.81
Reservation Policy--Reserve 1-2 Days in Advance	A-	1.85	A-	1.82	A-	1.95	A-	1.68
Availability of Handy Ride Information	A-	1.80	A-	1.88	A-	1.76	A-	1.72
Reservation Hours	A-	1.83	A-	1.84	A-	1.88	A-	1.85
Locations/Methods of Payment	A-	1.92	B+	2.18	*	*	*	*
Reservation Staff's Accuracy	A-	1.95	A-	1.94	A-	1.86	A-	1.86
Service Area	B+	2.08	*	*	*	*	*	*
Scheduled Pickups	B	2.38	B+	2.22	B+	2.25	B+	2.09

Handy Ride Time-Related Considerations

Trip Duration: The typical mean Handy Ride trip is 35.5 minutes (**Chart 16**). The Handy Ride trip for over three-fifths of customers (64 percent) is 30 minutes or less. This confirms that a greater percentage of current customers are taking trips that take more time than the results found in the 2022, 2018, and 2014 surveys where 70 percent, 71 percent, and 72 percent respectively of Handy Ride customers rode a typical trip lasting 30 minutes or less and mean trip time was between 2.6 and 7.1 minutes less. The typical trip duration was even shorter in those much earlier survey periods. 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 Pickups Will-call pickups occur for medical appointments when customers are not sure when they will need to be picked up. Return trips from their destinations are not prescheduled, and the customer is picked up less than 90 minutes from the time he or she calls. **Chart 17** indicates that, among the 74 percent of Handy Ride customers who have used Handy Ride for medical trips, 16 percent have had to wait 90 minutes or more to be picked up at least three times at some point. This compares well to 2022 (20 percent) and 2014 (17 percent), but is somewhat of a decline from 2018, when 11 percent had three or more 90-plus-minute waits. The 45 percent who never have had to wait that long is a less advantageous percentage than in past years.

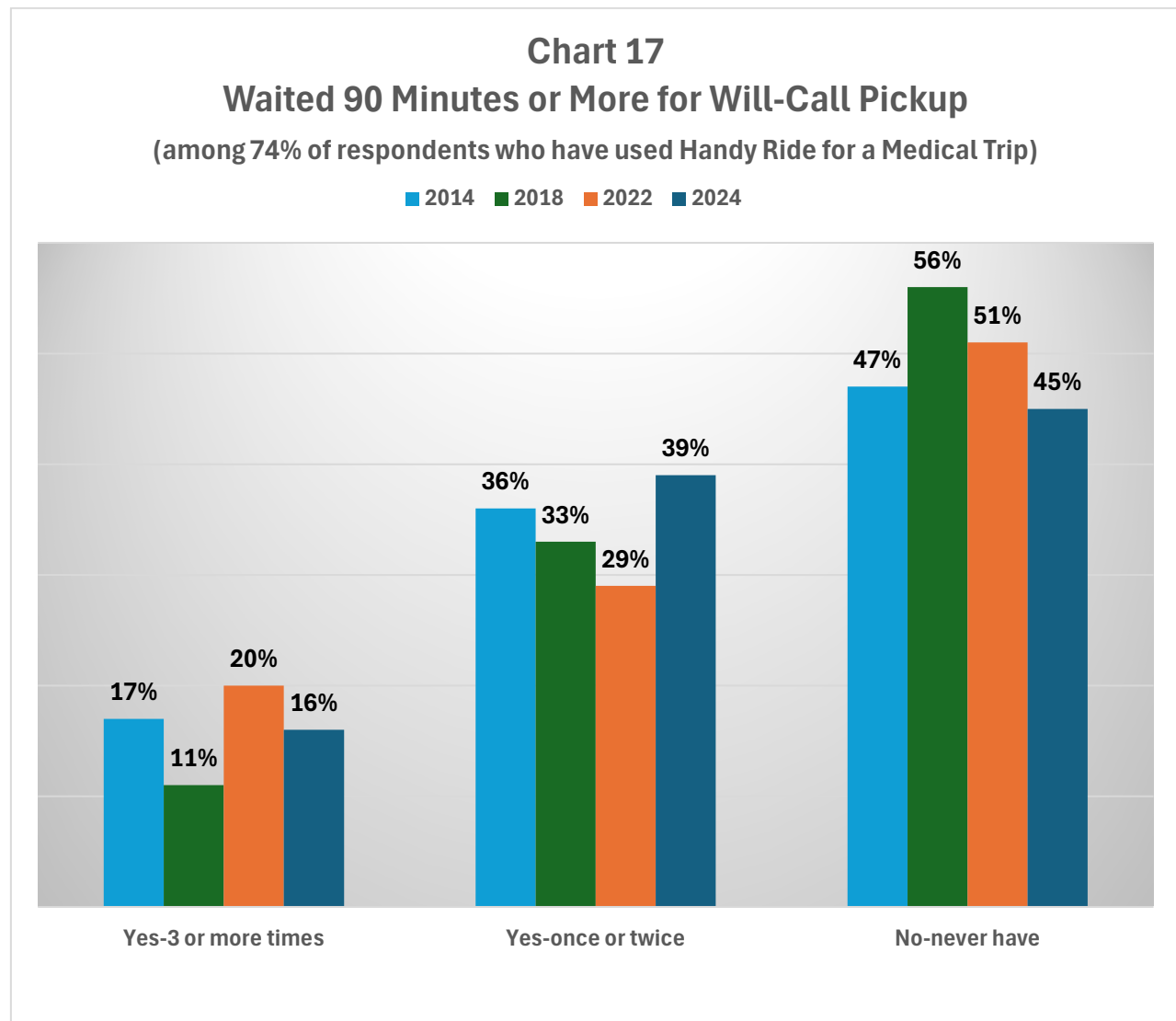


Chart 18 indicates that the mean longest wait time for a will-call pickup is 77.3 minutes. This longest mean wait time is still well below the 90-minute maximum established as a guideline. This service level is consistent with the 2022 survey results where the mean longest wait time was 73.1 minutes. The wait times in 2024, 2022, and 2018 represent considerable improvement over the 2014 survey period where the longest mean wait time was 82.9 minutes. In the current year (2024), nearly one-third of medical trip customers (32 percent) have, at some time, waited more than 90 minutes for a will-call pickup. In both 2022 and 2018, 25 percent of respondents had, at some time, waited more than 90 minutes for a will-call pick-up -- a substantial improvement from 2014, when 36 percent waited more than 90 minutes.

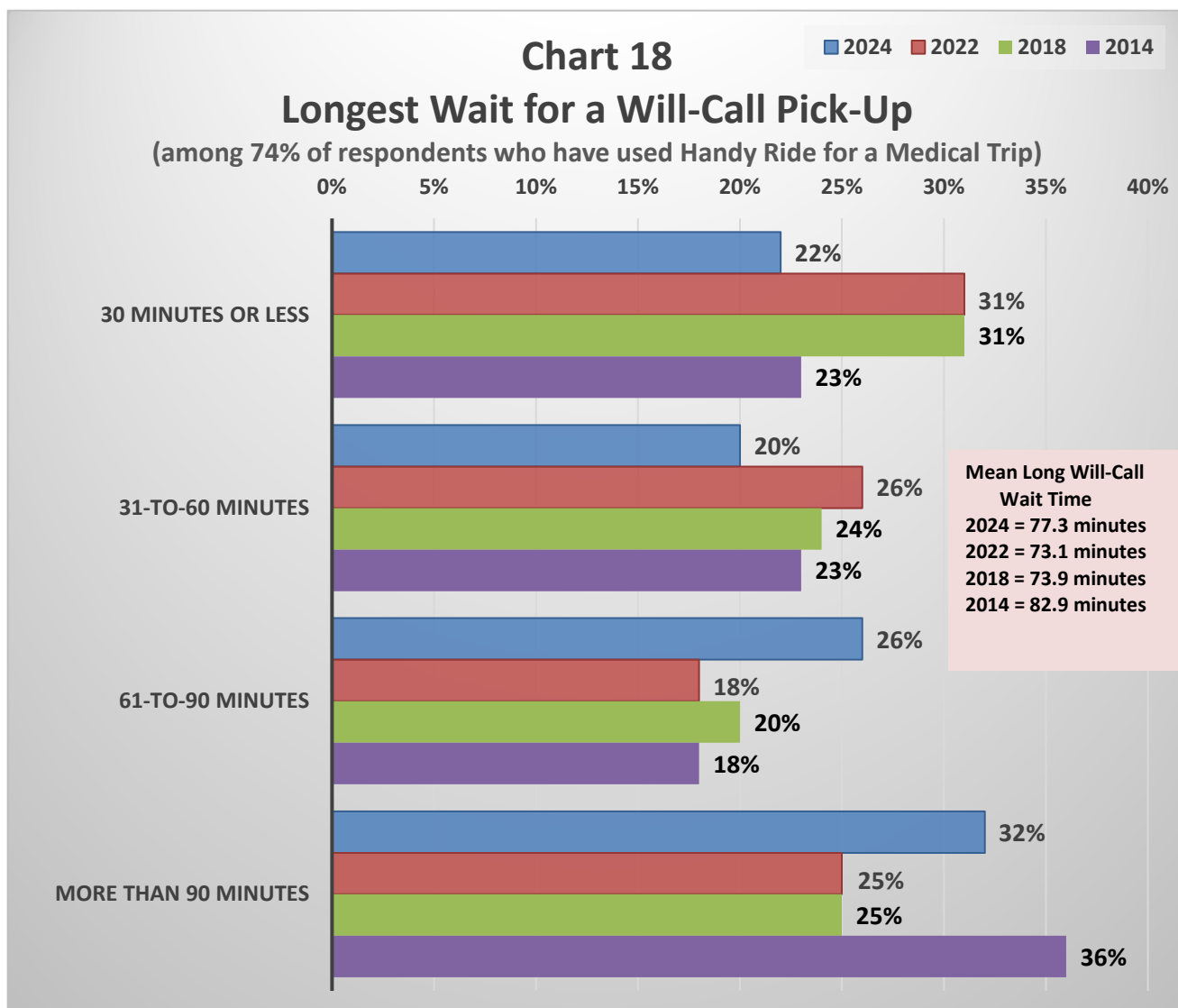
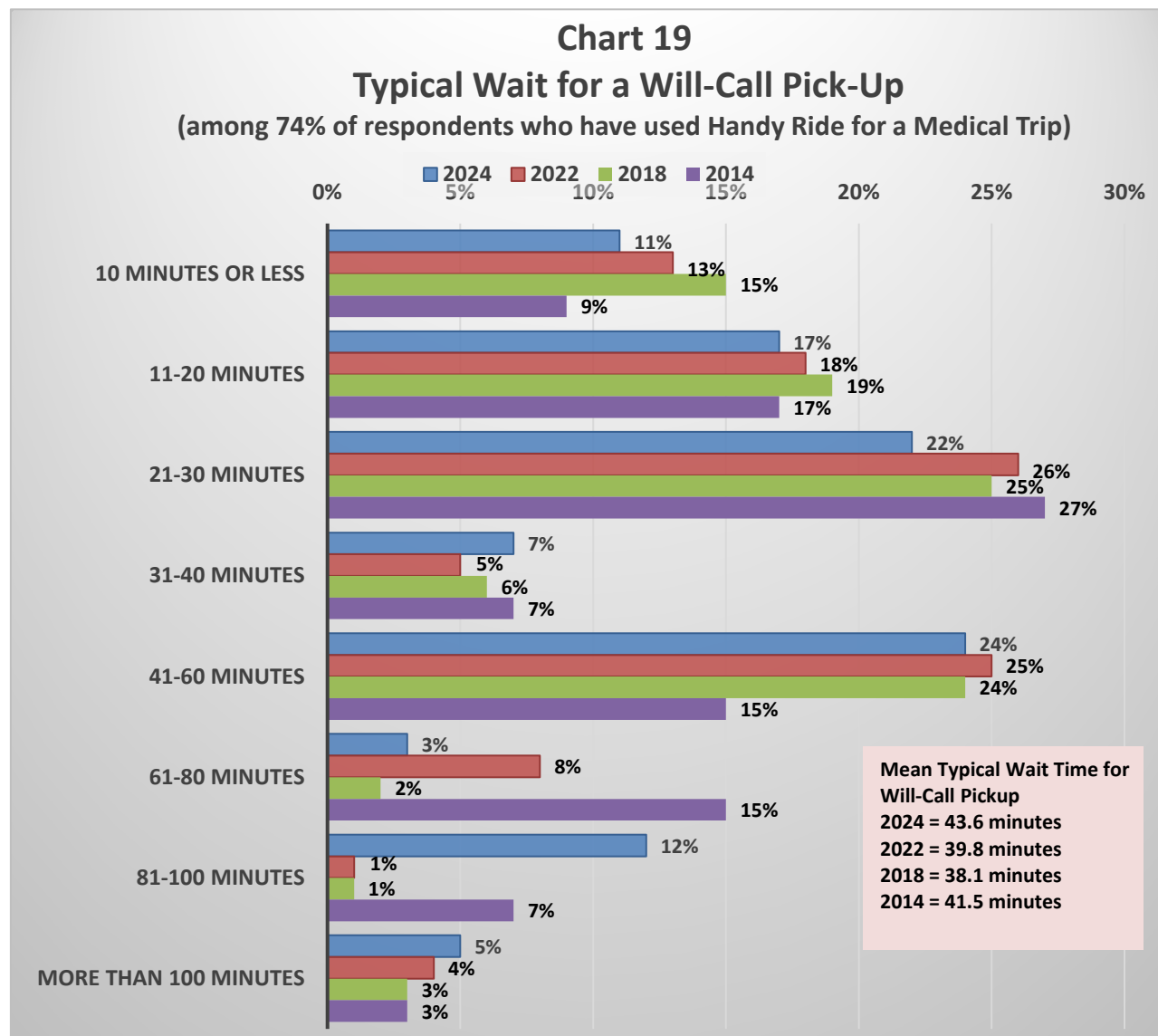
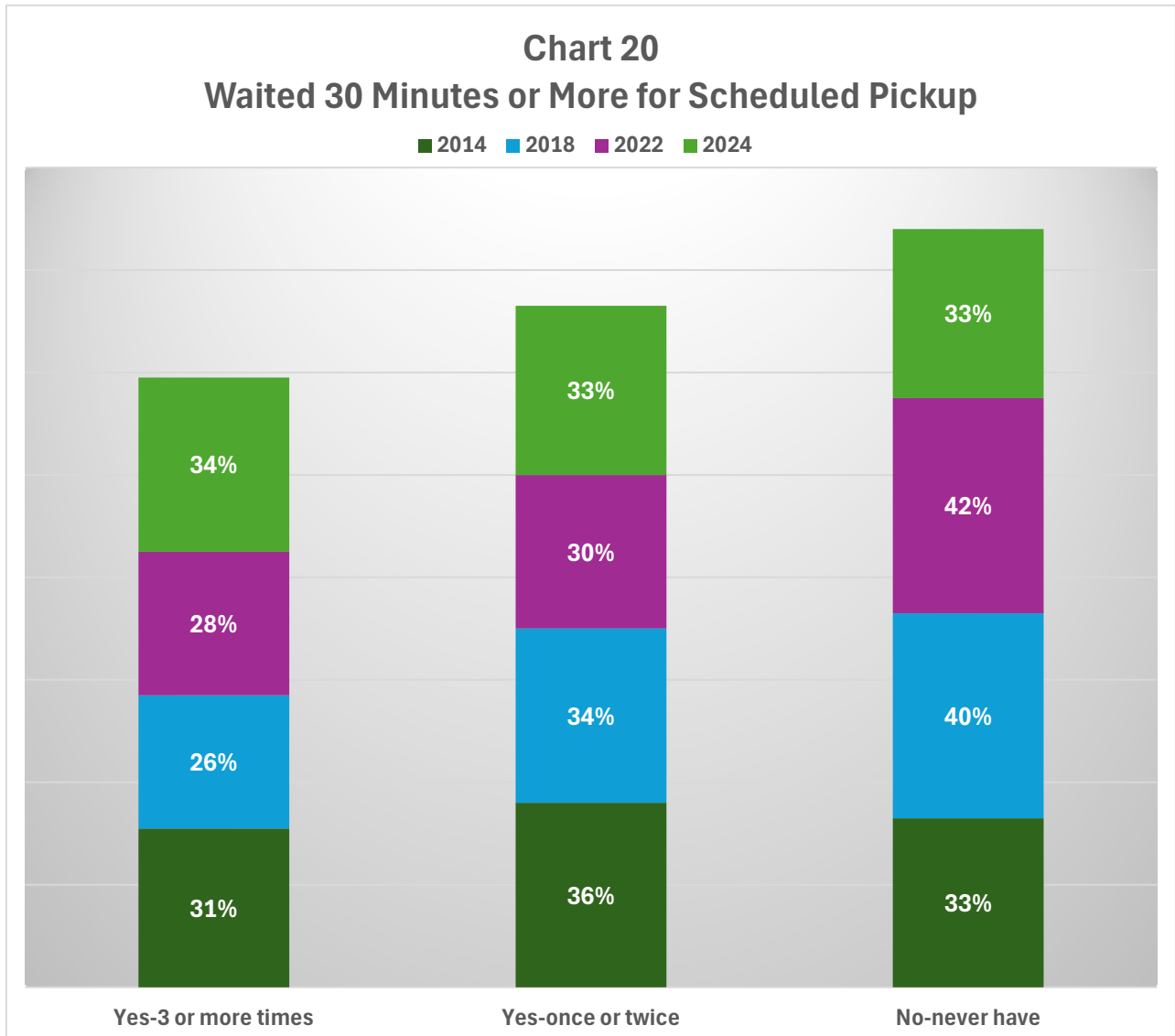


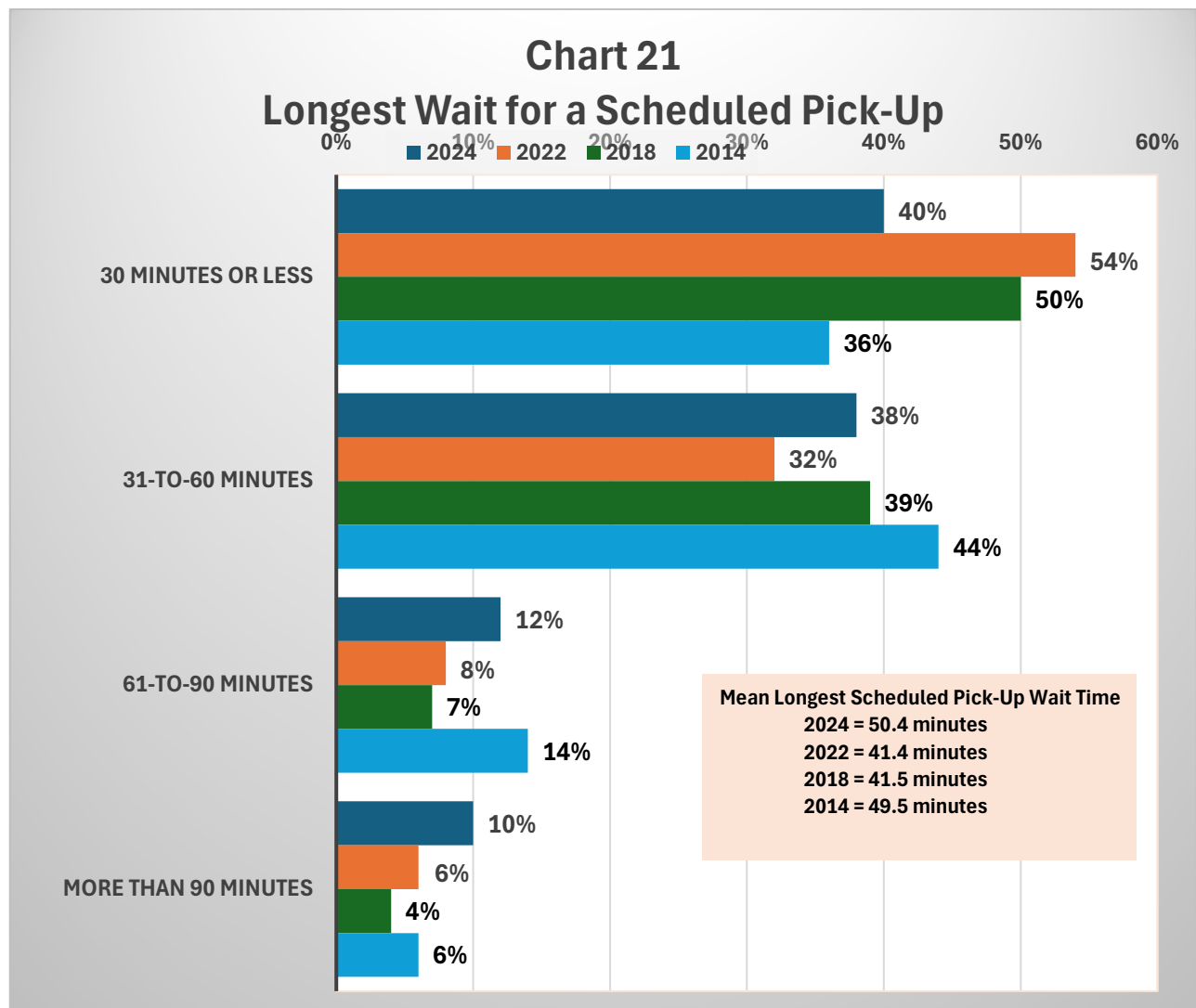
Chart 19 shows the typical wait times for a will-call pickup among the 74 percent of respondents who have used Handy Ride for such medical trips. It is noteworthy that in the current survey, the mean wait time of 43.6 minutes is considerably less than the maximum wait time guideline of 90 minutes allowed for will-call pickups but is longer than in prior years. Further, 50 percent of the customers had typical wait times of 30 minutes or less in the current year. This represents an increase in wait time from 2022, 2018, and 2014 where 57 percent, 59 percent and 53 percent of customers, respectively, had shorter wait times of 30 minutes or less with mean waits of 39.8 minutes, 38.1 minutes, and 41.5 minutes.



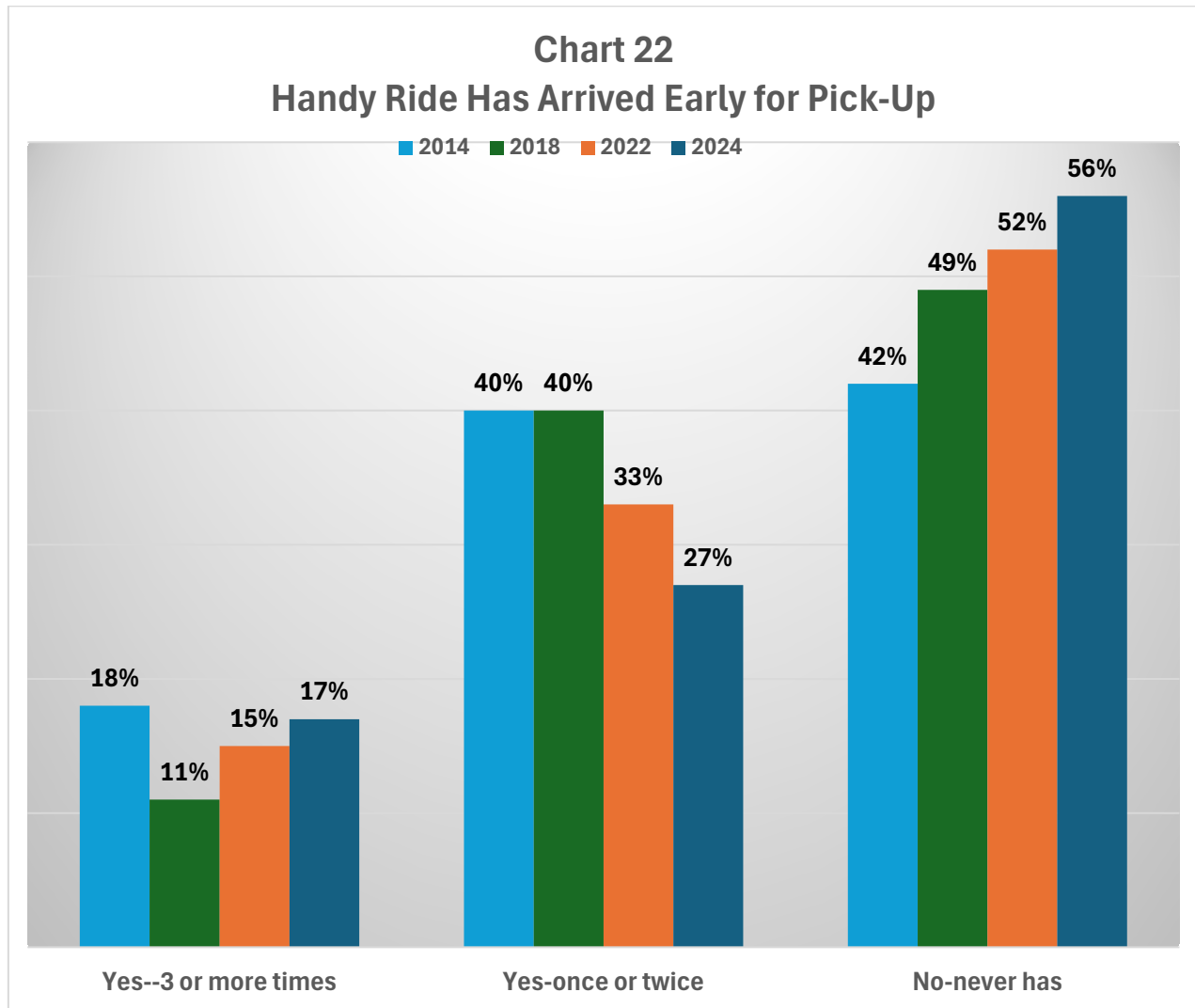
Scheduled Pickups: The guideline for a scheduled pickup is no more than 5 minutes before and 30 minutes after the scheduled pickup. **Chart 20** shows the same tendencies throughout the years regarding these scheduled pick-ups as with will-call pick-ups. Again, 2024 demonstrates a higher percentage of customers who have had to wait 30 minutes or longer and a lower percentage (33 percent) who never have had to wait that long. This represents a decline in service from the 2022 and 2018 survey periods. In 2022, 42 percent of customers never waited more than 30 minutes for a scheduled pickup, and in 2018, 40 percent never waited more than 30 minutes. The results in 2014 are consistent with the current survey period in that only one-third of customers never had to wait more than 30 minutes for a scheduled pickup.



The longest wait time for a scheduled pick-up is depicted in **Chart 21**. The mean longest wait for a scheduled pickup in 2024 is 50.4 minutes. This finding is considerably higher than the 2022 and 2018 results where the longest scheduled pickup waits were 41.4 minutes and 41.5 minutes respectively. The longest scheduled pick-up wait time in the current year is consistent with the wait time in the 2014 survey (49.5 minutes). Further, nearly four-fifths of respondents (78 percent) experienced their longest wait time to be 60 minutes or less. This result represents a decline in service from the 2022 and 2018 survey periods where 86 percent and 89 percent respectively waited 60 minutes or less for a scheduled pick-up. The finding for the current year is consistent with the 2014 survey year in which 80 percent experienced their longest wait time to be 60 minutes or less.

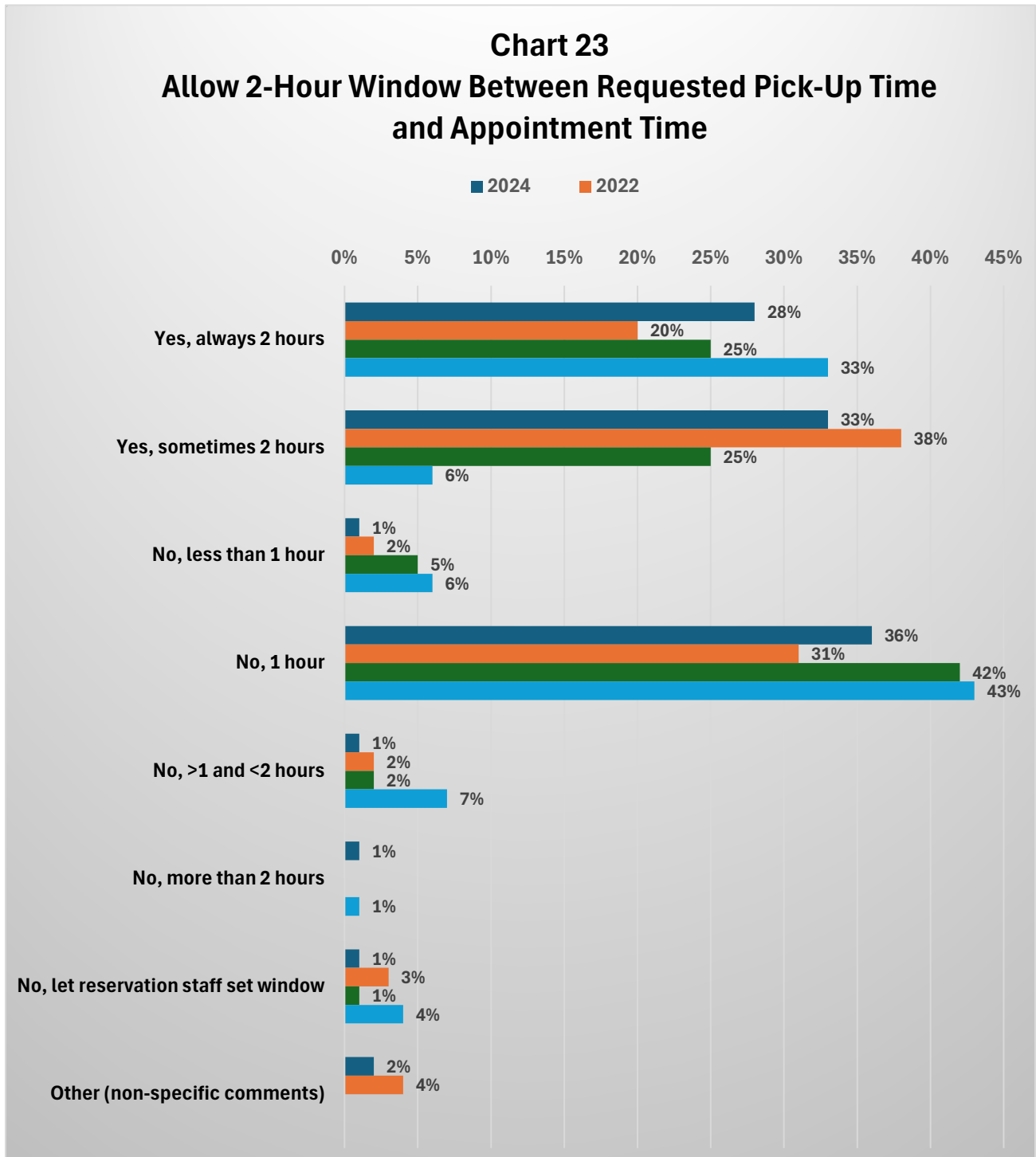


Early Pick-up: Consistent with the previous charts that detail late pick-ups, **Chart 22** shows that well over one-half (56 percent) of Handy Ride customers indicate that a Handy Ride vehicle has never arrived early for pickup. The finding in 2022 is similar in that 52 percent of respondents indicated that they never experienced an early pick-up and is also similar to 2018 in that 49 percent of customers never experienced a Handy Ride vehicle arriving early. In the 2014 survey, however, the finding is different and somewhat more favorable -- 42 percent of customers had never experienced a Handy Ride vehicle arriving early for pickup.



Allow 2-Hour Window: **Chart 23** shows that 28 percent of customers always allow a 2-hour window between their requested pickup time and their scheduled appointment with another one-third (33 percent) sometimes allowing a two-hour window. More than one-third (37 percent) are likely to allow one hour or less. In 2022, one-fifth (20 percent) always allowed a 2-hour window with another 38 percent sometimes allowing a two-hour window. Similar to 2024, one-third (33 percent) were more likely to allow 1 hour or less in 2022. 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).



Customer Experience Regarding Harassment While Using the Handy Ride System

Chart 24 reports the frequency in which Handy Ride customers have personally experienced various types of harassing behavior. The dominant finding is that Handy Ride customers have very rarely experienced most of the harassing behaviors mentioned in Chart 24. It is notable that 13 percent of customers have experienced some hostile comments, sounds, or gestures a few times and 5 percent have experienced such behavior frequently. Unwanted sexual language or behavior was experienced to some degree by 5 percent of the Handy Ride customers.

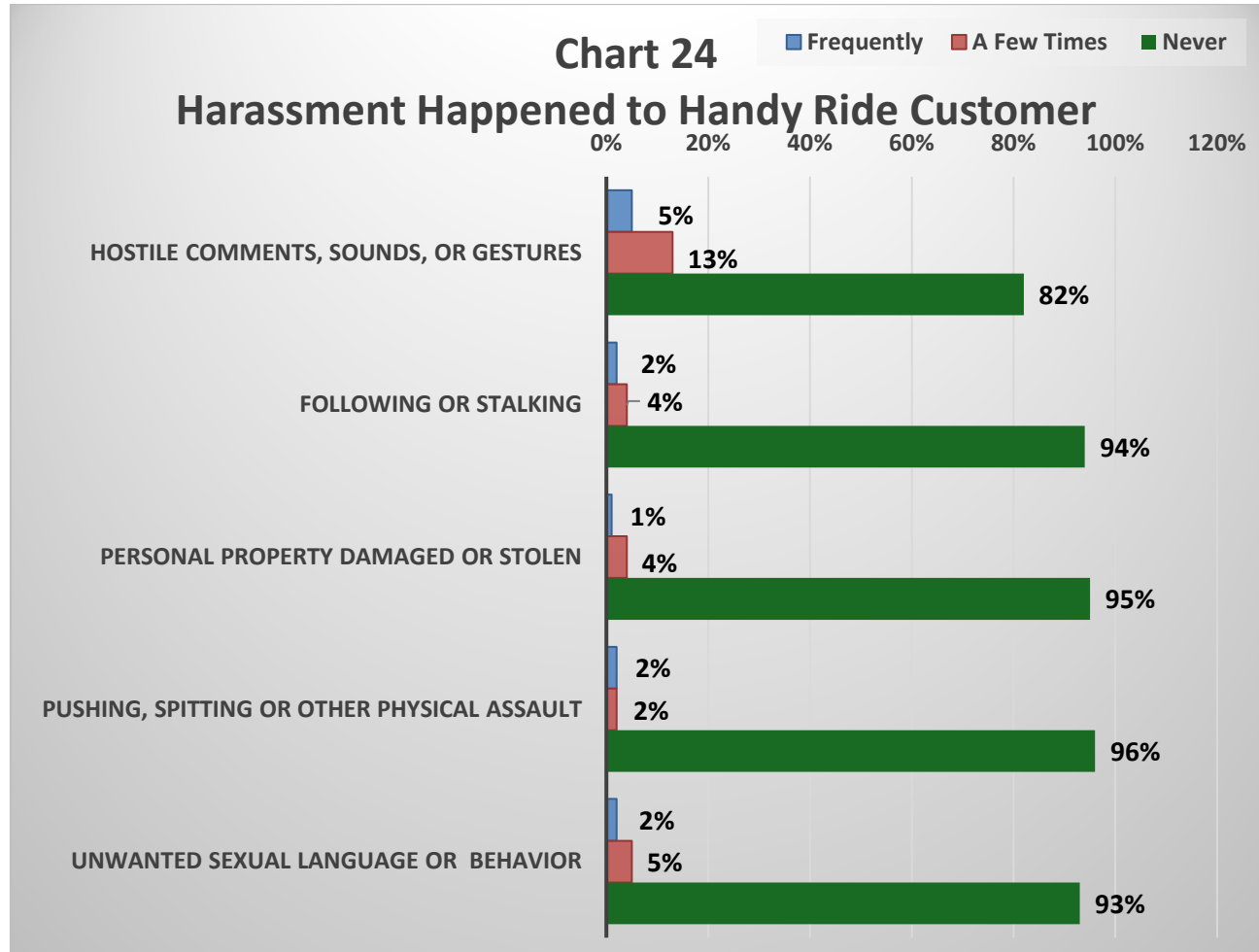
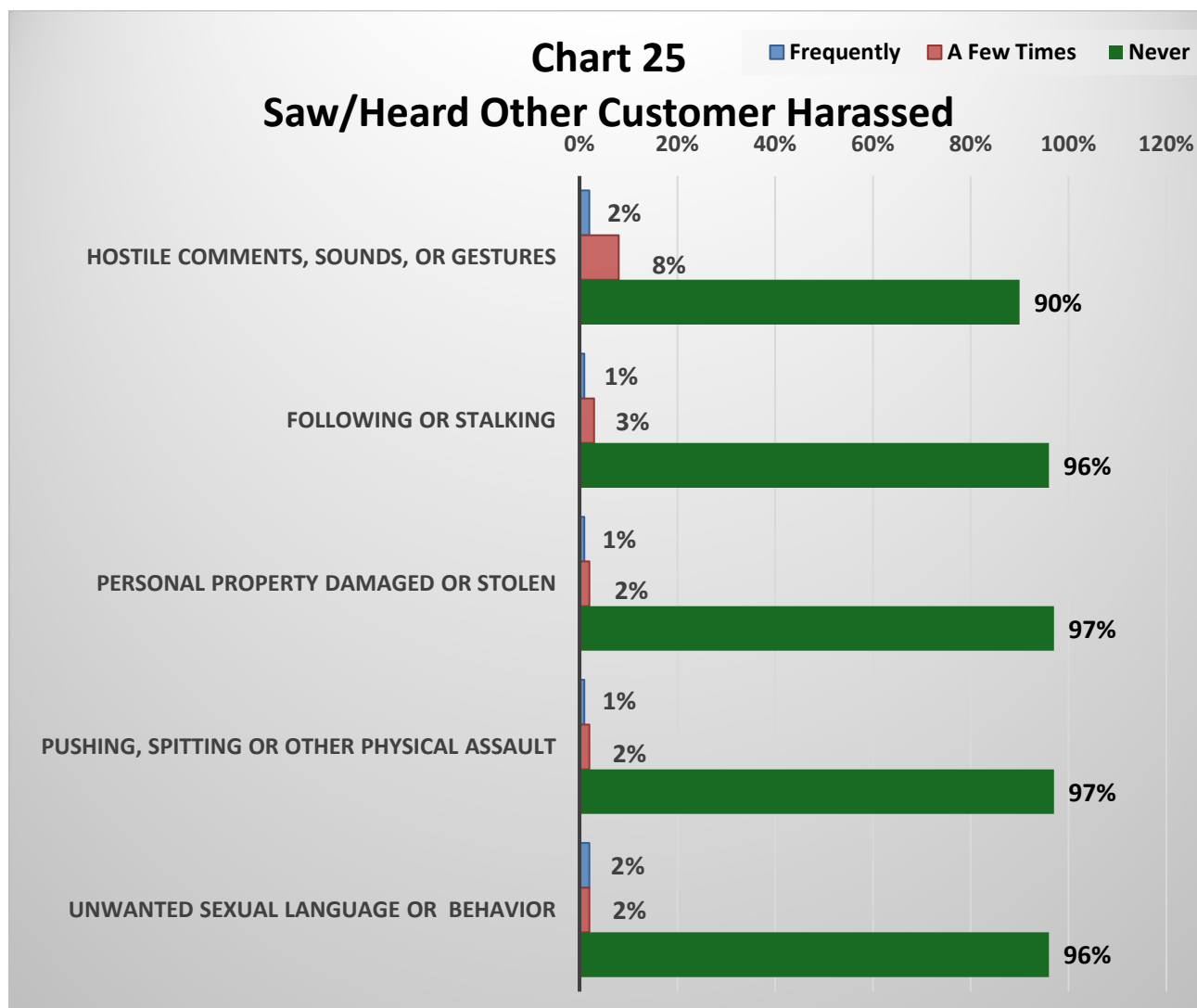


Chart 25 reports the extent to which Handy Ride Customers saw or heard other customers being harassed on the Handy Ride System. Much like the findings in **Chart 24**, Handy Ride customers rarely saw or heard other customers being harassed. The only deviation from this general finding is that 8 percent of Handy Ride customers witnessed hostile comments, sounds or gestures directed at other Handy Ride customers.



Among 31 percent of Handy Ride Customers who experienced saw, or heard at least one incident of Harassment, 40 percent reported that the incident occurred on board the Handy Ride vehicle, another 37 percent indicated that the incident occurred while waiting for the ride. Nearly one-fourth (23 percent) said that the incident occurred both while waiting and on-board (**Chart 26**).

Among 31 percent of customers who experienced, saw, or heard at least one incident of harassment, over 7 in 10 respondents (71 percent) did not report the incident. Among those who did report the incident, 21 percent reported the incident to FAX, with relatively few reporting the incident to the Federal Transit Administration (5 percent) or Law Enforcement (3 percent). (**Chart 27**).

Chart 26
Where Harassment Occurred
 (Among 31% who Experienced, Saw, or Heard at Least One Incident of Harassment)

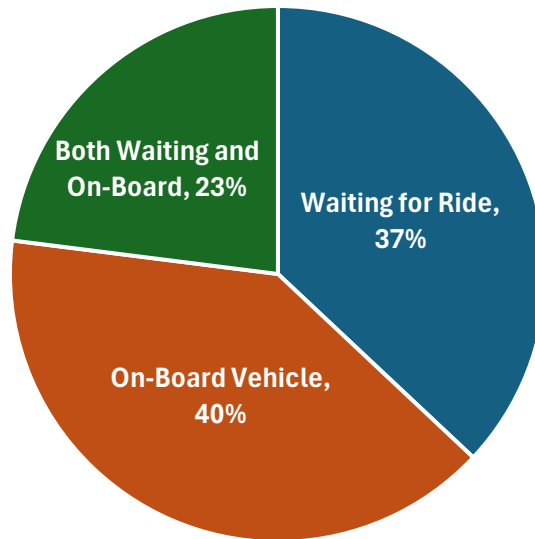


Chart 27
Reported Harassment
 (Among 31% who Experienced, Saw, or Heard at Least One Incident of Harassment)

■ Did Not Report Incident ■ To FAX ■ Federal Transit Administration ■ Police/Law Enforcement

Respondents were offered opportunity to indicate "all that apply;" however, only one respondent did so.

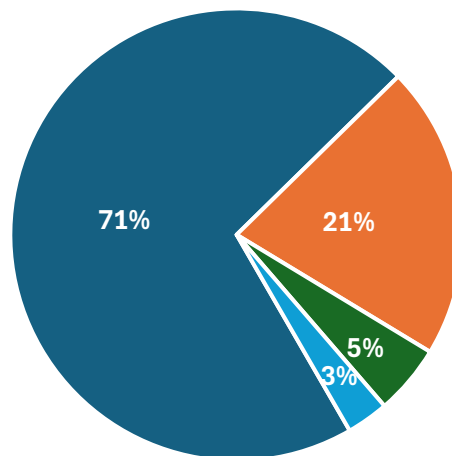
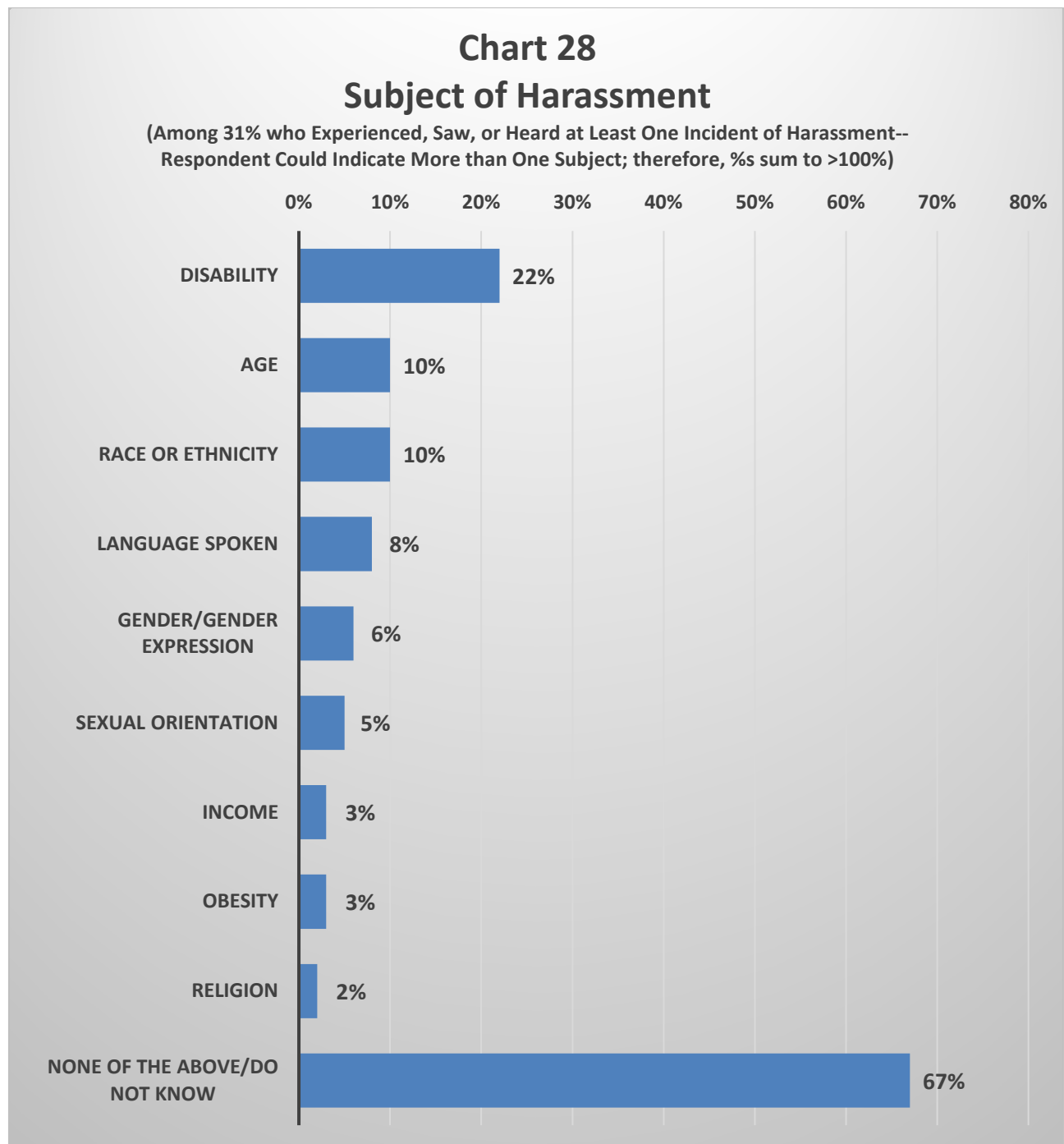


Chart 28 shows the reasons why victims feel they or others were targeted. Among the 31 percent of customers who experienced, saw, or heard at least one incident of harassment, two thirds (67 percent) did not wish to or could not identify any reason. Just over one-fifth (22 percent) feel that they or others were targeted because of their disability. Age (10 percent) and race/ethnicity (10 percent) were identified next as reasons why customers were targeted.



Over seven in ten customers always feel safe on-board the Handy Ride vehicles as well as at pick-up locations (73 percent – on-board and 72 percent at pick-up locations). It is noteworthy that 18 percent of customers report that they never feel safe on-board and 16 percent never feel safe at pick-up locations (**Chart 29**). Men feel safer than women at pick-up locations, but there is no statistical difference on-board. Not at all surprising is that those Handy Ride customers who have not experienced harassment feel safer both onboard as well as at pick-up locations. than do those who have had these experiences

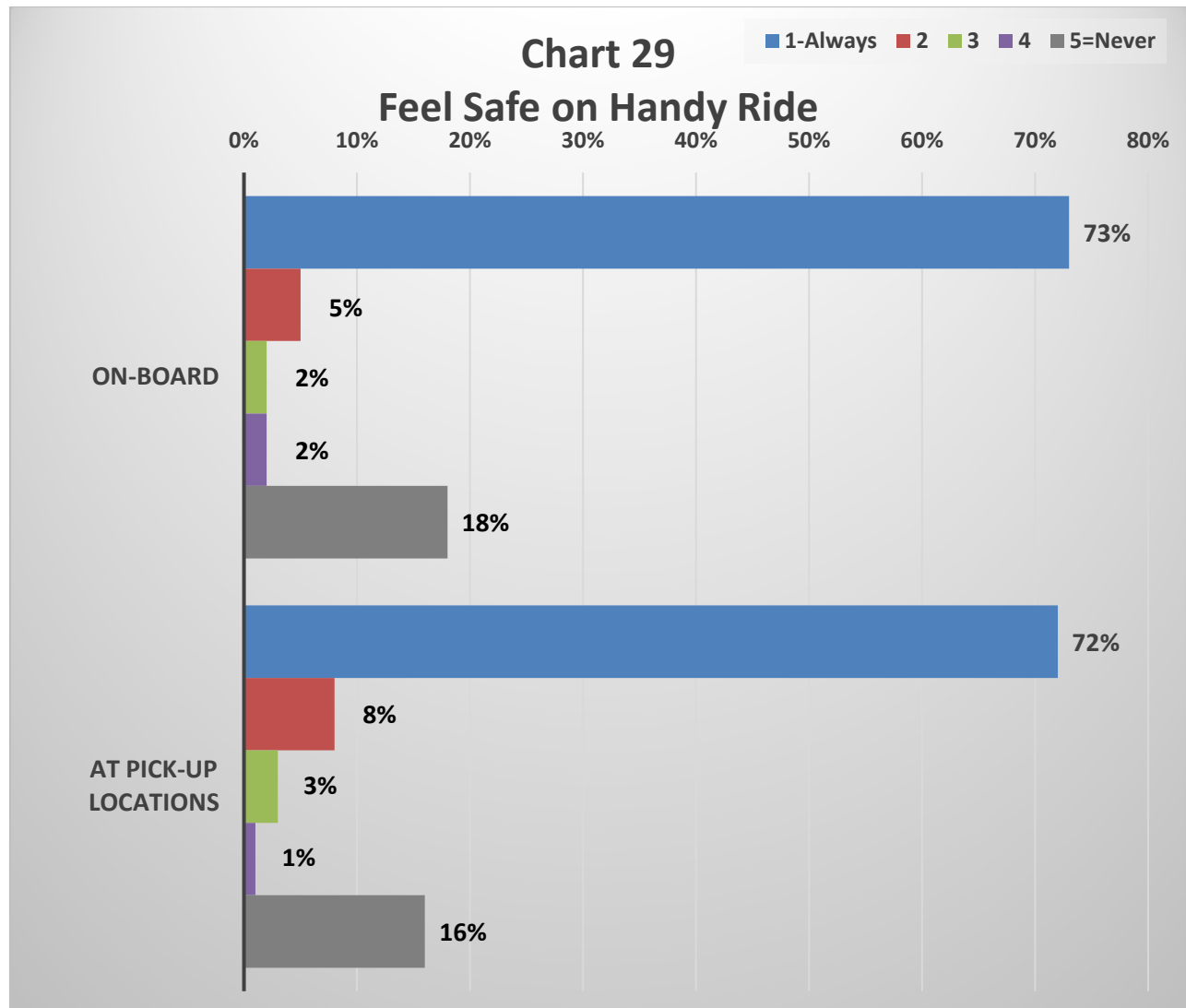
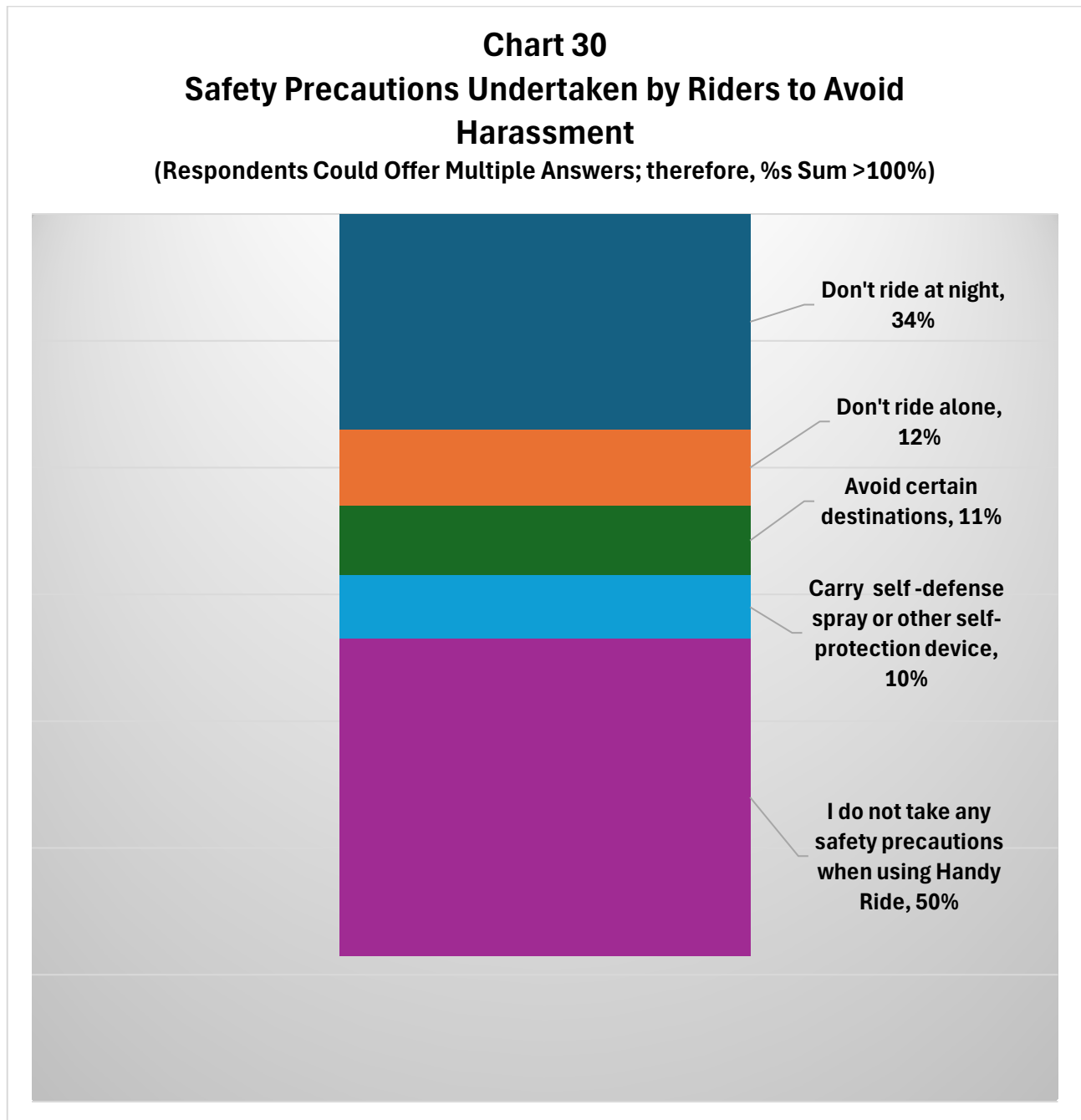


Chart 30 indicates the safety precautions undertaken by riders to avoid harassment. One-half (50 percent) indicated that they do not take any safety precautions when using Handy Ride. Another 34 percent choose to not ride at night. Other precautions include not riding alone (12 percent), avoiding certain destinations (11 percent), and carrying self-defense spray or other self-protection (10 percent).



APPENDIX

1. Questionnaire	47
2. Frequencies	59
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Questionnaire

Handy Ride Telephone Survey 2024

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

1. _____ **HANDY RIDE CUSTOMER**
2. _____ **CAREGIVER/HEALTHCARE PROFESSIONAL**
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. 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)

Q8a-p. 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
a. Handy Ride's Scheduled Pick-Ups? (Within 30 minutes after your scheduled pick-up time)							
b. Cleanliness inside Handy Ride vehicles							
c. Drivers' courtesy							
d. Drivers' driving skills							
e. Drivers' traffic-safety consciousness							
f. The overall comfort of the rides							
g. Handy Ride reservations staff's accuracy (i.e., they get the correct time and location)							
h. Handy Ride reservations staff's courtesy							
i. Handy Ride's Monday to Sunday "8 AM to 5 PM" reservation hours							
j. Handy Ride's reservation policy where you can reserve your ride 1 to 2 days before your trip							
k. Handy Ride service hours							
l. Handy Ride service area							
m. Value provided by Handy Ride for the fare/price paid							
n. Locations and payment methods to purchase passes							
o. Availability of information about Handy Ride							
p. Overall service provided by FAX's Handy Ride							

Q9a-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. SAFETY IN TRAFFIC
2. DRIVERS' DRIVING SKILLS
3. DRIVERS' CUSTOMER SERVICE
4. RESERVATION STAFF'S ACCURACY
5. RESERVATION STAFF'S CUSTOMER SERVICE
6. TRIP DISTANCE
7. HOW MUCH TIME THE TRIP TAKES
8. PICK-UPS BEING ON TIME
9. WAIT TIME FOR PICK-UPS
10. CLEANLINESS INSIDE THE VEHICLE
11. REASONABLE FARE / PRICE of MONTHLY PASS
12. HANDY RIDE'S RESERVATION HOURS
13. HANDY RIDE'S HOURS OF OPERATION / SERVICE
14. HOW CIVIL or COURTEOUS are the OTHER RIDERS IN THE VEHICLE
15. COMFORT LEVEL of the RIDE
16. TYPE OF VEHICLE USED - BUS, SEDAN
20. OTHER. please specify_____
25. **DON'T KNOW—DO NOT READ**

Q10. Have you ever used Handy Ride for a medical trip?

1. Yes
2. No (Go to Q14)

Q11. Have (Has) you/NAME ever waited over 90 minutes (for a Handy Ride “Will-Call-Pick-Up”)?

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

Q12. 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)

Q13. How long has your/NAME typical wait been for a “Will-Call-Pick-Up” to arrive? _____ (999 = DK—DO NOT READ) mins.

Q14. Have (Has) you/NAME waited over 30 minutes for a Handy Ride Scheduled pick-

up?

1. YES, ON THREE OR MORE OCCASIONS
2. YES, ONCE OR TWICE
3. NO, NEVER HAVE
4. DON'T KNOW / CAN'T RECALL

Q15. How long was your/NAME'S longest wait for your Scheduled pick-up? _____
(999=DK—DO NOT READ) mins.

Q16. What has been the typical duration of your/NAME'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

Q17. 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) _____

Q18. Have (Has) you/NAME encountered occasions where Handy Ride arrived to pick you/NAME up earlier than you/NAME anticipated?

1. YES
2. NO, NEVER HAVE (GO TO Q19)
3. DON'T KNOW / CAN'T RECALL (GO TO Q19)

Q18A. (If Q18 = Yes). How many times in the past year would you estimate that Handy Ride arrived earlier than you/NAME anticipated? _____

Q19. How do(es) you/NAME normally pay your fare?

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

Q20. Do(es) you/NAME occasionally ride FAX fixed-route bus?

1. YES
2. NO
3. **DK [DO NOT READ]**

Harassment

HARASSMENT

The following questions ask about your experiences using the Handy Ride system during the past year.

Think about all parts of a transit trip, both onboard and while waiting at Handy Ride pick-up stops.

21a-b. How often, if ever, have you personally experienced the following or witnessed them happen to others while using Handy Ride in the past year?

	Part A:happened to me	Part A:happened to me	Part A:happened to me	Part B: I saw or heard ... happen to someone else	Part B: I saw or heard ... happen to someone else	Part B: I saw or heard ... happen to someone else
	Frequently	A few times	Never	Frequently	A few times	Never
1. Hostile comments, sounds, or gestures						
2. Following or stalking						
3. Personal property damaged or stolen						
4. Pushing, spitting or other physical assault						
5. Unwanted sexual language or behavior						

QUESTIONS 22 THRU 24 CAN BE SKIPPED IF RESPONDENT DOESN'T REPORT ANY HARASSMENT

22. Where did these incidents happen?

1. ____ While waiting for your ride
2. ____ Onboard
3. ____ Both

23. When these incidents happened, did you officially report any of them? (check all that apply)

1. ☐ Did not report any
2. ☐ To FAX (in person, online, by phone, via social media, etc.)
3. ☐ To police/law enforcement
4. ☐ To the Federal Transit Administration (FTA)

**24. When these incidents happened, were you or the victim mainly targeted because of?
(check all that apply)**

1. ☐ Age
2. ☐ Disability
3. ☐ Gender/gender expression
4. ☐ Income
5. ☐ Language spoken
6. ☐ Obesity
7. ☐ Race or ethnicity
8. ☐ Religion
9. ☐ Sexual orientation
10. ☐ None of above/Do Not Know

25. Which of the following safety precautions, if any, do you take when using Handy Ride to avoid being harassed?

(check all that apply)

1. ☐ Don't ride at night
2. ☐ Avoid certain destinations
3. ☐ Don't ride alone
4. ☐ Carry self-defense spray or other self-protection device
5. ☐ I do not take any safety precautions when using Handy Ride

26. When you use Handy Ride, how often do you feel safe from harassment, including physical harm, abusive language and/or sexual misconduct....?

26a.on board Handy Ride vehicles

☐ Always ☐ ☐ ☐ ☐ Never

26b.at Handy Ride pick-up locations

☐ Always ☐ ☐ ☐ ☐ Never

DEMOGRAPHICS

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

MILITARY / VETERAN STATUS. Are you active-duty U.S. Military, Reservist, or a U.S. Veteran?

1. ☐ Yes, Military
2. ☐ Yes, Reservist
3. ☐ Yes, Veteran
4. ☐ No

WORK. What is your work status?

1. ☐ Employed Full-Time
2. ☐ Employed Part-Time
3. ☐ Self-Employed
4. ☐ Student and Employed
5. ☐ Student and Not Employed
6. ☐ Homemaker
7. ☐ Retired
8. ☐ Unemployed
9. ☐ Disabled and Unable to Work
10. ☐ Refused (**DO NOT READ**)

EDUC. What is the last grade in school you have 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 (**DO NOT READ**)

ETHNICITY. Which of the following most closely describes your ethnic background?
(CHECK ONLY ONE)

1. ☐ Hispanic
2. ☐ White/Caucasian
3. ☐ African American/Black
4. ☐ Asian/Southeast Asian (GO TO Eth-4a)
5. ☐ American Indian
6. ☐ Pacific Islander
7. ☐ Middle Easterner
8. ☐ Mixed Ethnicities (Go to Eth 8a)
9. ☐ Other
10. ☐ DK/Refused (**DO NOT READ**)

ETH 4a (If 4 checked above)

Are you....?

1. Hmong
2. Asian Indian
3. Indic other than from India
4. Southeast Asian other than Hmong
5. Filipino
6. Chinese other than Hmong
7. Japanese
8. Korean
9. Other

ETH 8a (If 8 checked above)

Are you...?

1. Hispanic and White
2. Hispanic and Black
3. Hispanic and Asian
4. White and Black
5. White and Asian
6. Other Mixed

GENDER.

1. ☐ Male
2. ☐ Female
3. ☐ Non-Binary
4. ☐ Transgender
5. ☐ Other
6. ☐ DK/Refused (Do Not Read)

AGE. What year were you born? _____ (0000 _____ DK/Refused -- **DO NOT READ**)

HOUSEHOLD SIZE: Including yourself, How many people live in your household full-time? _____

INCOME. Which of the following categories best describes your **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 to \$74,999 per year
7. ☐ \$75,000 to \$99,999 per year
8. ☐ \$100,000 or more per year
9. ☐ Do not know/Refused **(Do Not Read)**

ZIP CODE OF PRIMARY RESIDENCE _____

LEP:

Do you or do you not consider yourself to be limited in the English language?

1. Yes, I consider myself to be limited in my use of English
2. No, I do not consider myself to be limited in my use of English
3. Don't Know/refused

LANGUAGE What is the primary language spoken in your home?

- | | |
|---|---|
| 1. <input type="checkbox"/> English | 8. <input type="checkbox"/> Chinese |
| 2. <input type="checkbox"/> Spanish or Spanish Creole | 9. <input type="checkbox"/> Arabic |
| 3. <input type="checkbox"/> Hmong | 10. <input type="checkbox"/> Vietnamese |
| 4. <input type="checkbox"/> Punjabi | 11. <input type="checkbox"/> Armenian |
| 5. <input type="checkbox"/> Other Indic (Indo-Aryan)
languages | 12. <input type="checkbox"/> Tagalog |
| 6. <input type="checkbox"/> Laotian | 13. <input type="checkbox"/> Other |
| 7. <input type="checkbox"/> Mon-Khmer, Cambodian | |

Frequencies

Frequencies

We would like to know with whom we are speaking, Are you the Handy Ride customer, a caregiver or healthcare professional, a friend or relative, or someone else?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Handy Ride customer	231	91.3	91.3	91.3
	Caregiver / Healthcare professional	9	3.6	3.6	94.9
	Friend / Relative	13	5.1	5.1	100.0
	Total	253	100.0	100.0	

How many one-way trips via Handy Ride do <youthey> take in a typical week? A round trip would be counted as two trips.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	23	9.1	9.1	9.1
	1	28	11.1	11.1	20.2
	2	92	36.4	36.4	56.5
	3	13	5.1	5.1	61.7
	4	37	14.6	14.6	76.3
	5	6	2.4	2.4	78.7
	6	21	8.3	8.3	87.0
	8	8	3.2	3.2	90.1
	10	13	5.1	5.1	95.3
	12	6	2.4	2.4	97.6
	14	2	.8	.8	98.4
	20	1	.4	.4	98.8
	24	1	.4	.4	99.2
	40	1	.4	.4	99.6
	50	1	.4	.4	100.0
	Total	253	100.0	100.0	

**How long have <youthey> been using Handy Ride?
(READ ANSWER CHOICES)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than three months	27	10.7	11.0	11.0
	3 to 6 months	26	10.3	10.6	21.6
	7 months to 11 months	17	6.7	6.9	28.6
	One to 1.5 years	19	7.5	7.8	36.3
	More than 1.5 years but under 3 years	40	15.8	16.3	52.7
	3 years or more	116	45.8	47.3	100.0
	Total	245	96.8	100.0	
Missing	DON'T KNOW (DO NOT READ)	8	3.2		
Total		253	100.0		

**When <youthey> use Handy Ride, what is the most common purpose of
<yourtheir> trip?
(ONLY READ IF NECESSARY)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TO / FROM WORK	25	9.9	9.9	9.9
	TO / FROM SCHOOL	18	7.1	7.1	17.1
	TO / FROM SHOPPING	28	11.1	11.1	28.2
	TO/ FROM APPOINTMENTS (E.G., MEDICAL / DENTIST, ETC.)	130	51.4	51.6	79.8
	RUN ERRANDS/PAY BILLS	10	4.0	4.0	83.7
	ENTERTAINMENT/DINING	10	4.0	4.0	87.7
	CHURCH/TEMPLE/MOSQUE/SYNAGOGUE	15	5.9	6.0	93.7
	VISITING FRIENDS / RELATIVES	7	2.8	2.8	96.4
	OTHER	9	3.6	3.6	100.0
	Total	252	99.6	100.0	
Missing	DON'T KNOW (DO NOT READ)	1	.4		
Total		253	100.0		

**When was <yourtheir> most recent trip using Handy Ride?
(READ ANSWER CHOICES)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Within the last 2 weeks	143	56.5	58.8	58.8
	More than 2 weeks ago but more recent than 1 month ago	30	11.9	12.3	71.2
	1 to 3 Months ago	38	15.0	15.6	86.8
	More than 3 Months ago	32	12.6	13.2	100.0
	Total	243	96.0	100.0	
Missing	CAN'T REMEMBER / DON'T KNOW (DO NOT READ)	10	4.0		
Total		253	100.0		

Why have <youthey> not used Handy Ride during the past three months?

--coded

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Have Other Transportation	9	3.6	29.0	29.0
	Dissatisfaction with Handy Ride	6	2.4	19.4	48.4
	Ill/Injured	7	2.8	22.6	71.0
	Not Working/No School	4	1.6	12.9	83.9
	Not Needed	3	1.2	9.7	93.5
	Other	2	.8	6.5	100.0
	Total	31	12.3	100.0	
Missing	Not Sure	1	.4		
	System	221	87.4		
	Total	222	87.7		
Total		253	100.0		

How much do <youthey> agree or disagree with this statement: ``I totally depend on Handy Ride for all my transportation needs``? Do <youthey> strongly agree, agree, slightly agree, slightly disagree, disagree, or strongly disagree?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	97	38.3	39.8	39.8
	Agree	69	27.3	28.3	68.0
	Slightly agree	34	13.4	13.9	82.0
	Slightly disagree	14	5.5	5.7	87.7
	Disagree	19	7.5	7.8	95.5
	Strongly disagree	11	4.3	4.5	100.0
	Total	244	96.4	100.0	
Missing	DON'T KNOW (DO NOT READ)	9	3.6		
Total		253	100.0		

Do <youthey> plan to take more or fewer trips per week on Handy Ride in the next three months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More trips	151	59.7	59.7	59.7
	Fewer trips	29	11.5	11.5	71.1
	SAME—NO CHANGE	67	26.5	26.5	97.6
	WILL NOT USE HANDY RIDE	6	2.4	2.4	100.0
	Total	253	100.0	100.0	

Reasons for Not Planning to Use Handy Ride More--coded

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Have Other Transportation	21	8.3	22.8	22.8
	Will Have Same Number or Fewer Appointments	30	11.9	32.6	55.4
	Dissatisfaction with Handy Ride	19	7.5	20.7	76.1
	Ill/Injured	7	2.8	7.6	83.7
	Not Working/No School/No Need	9	3.6	9.8	93.5
	Other	6	2.4	6.5	100.0
	Total	92	36.4	100.0	
Missing	Unsure	2	.8		
	System	159	62.8		
	Total	161	63.6		
Total		253	100.0		

Based on <yourtheir> ridership experience, are <youthey> very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied or very dissatisfied with Handy Ride in getting <youthem> home or to <yourtheir> destination on time?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	103	40.7	41.2	41.2
	Satisfied	88	34.8	35.2	76.4
	Slightly satisfied	17	6.7	6.8	83.2
	Slightly dissatisfied	17	6.7	6.8	90.0
	Dissatisfied	12	4.7	4.8	94.8
	Very dissatisfied	13	5.1	5.2	100.0
	Total	250	98.8	100.0	
Missin g	DON'T KNOW (DO NOT READ)	3	1.2		
Total		253	100.0		

How would <youthey> rate...

Handy Ride's Scheduled Pick-Ups that arrive within 30 minutes after your scheduled pick-up time?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	76	30.0	30.8	30.8
	Satisfied	88	34.8	35.6	66.4
	Slightly satisfied	35	13.8	14.2	80.6
	Slightly dissatisfied	19	7.5	7.7	88.3
	Dissatisfied	18	7.1	7.3	95.5
	Very dissatisfied	11	4.3	4.5	100.0
	Total	247	97.6	100.0	
Missing	DON'T KNOW (DO NOT READ)	6	2.4		
Total		253	100.0		

How would <youthey> rate...

Cleanliness inside Handy Ride vehicles?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	144	56.9	58.1	58.1
	Satisfied	93	36.8	37.5	95.6
	Slightly satisfied	7	2.8	2.8	98.4
	Dissatisfied	2	.8	.8	99.2
	Very dissatisfied	2	.8	.8	100.0
	Total	248	98.0	100.0	
Missing	DON'T KNOW (DO NOT READ)	5	2.0		
Total		253	100.0		

Based on <yourtheir> ridership experience, are <youthey> very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied or very dissatisfied with Handy Ride in getting <youthem> home or to <yourtheir> destination on time?

How would <youthey> rate...

Drivers' courtesy?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	164	64.8	65.3	65.3
	Satisfied	69	27.3	27.5	92.8
	Slightly satisfied	11	4.3	4.4	97.2
	Slightly dissatisfied	3	1.2	1.2	98.4
	Dissatisfied	1	.4	.4	98.8
	Very dissatisfied	3	1.2	1.2	100.0
	Total	251	99.2	100.0	
Missing	DON'T KNOW (DO NOT READ)	2	.8		
Total		253	100.0		

How would <youthey> rate...

Drivers' driving skills?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	151	59.7	61.1	61.1
	Satisfied	87	34.4	35.2	96.4
	Slightly satisfied	8	3.2	3.2	99.6
	Very dissatisfied	1	.4	.4	100.0
	Total	247	97.6	100.0	
Missing	DON'T KNOW (DO NOT READ)	6	2.4		
Total		253	100.0		

How would <youthey> rate...

Drivers' traffic-safety consciousness?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	157	62.1	63.8	63.8
	Satisfied	83	32.8	33.7	97.6
	Slightly satisfied	4	1.6	1.6	99.2
	Very dissatisfied	2	.8	.8	100.0
	Total	246	97.2	100.0	
Missing	DON'T KNOW (DO NOT READ)	7	2.8		
Total		253	100.0		

How would <youthey> rate...

The overall comfort of the rides?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	122	48.2	48.2	48.2
	Satisfied	93	36.8	36.8	85.0
	Slightly satisfied	21	8.3	8.3	93.3
	Slightly dissatisfied	10	4.0	4.0	97.2
	Dissatisfied	2	.8	.8	98.0
	Very dissatisfied	5	2.0	2.0	100.0
Total		253	100.0	100.0	

How would <youthey> rate...

Handy Ride reservations staff's accuracy at getting the correct time and location?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	114	45.1	45.4	45.4
	Satisfied	85	33.6	33.9	79.3
	Slightly satisfied	25	9.9	10.0	89.2
	Slightly dissatisfied	11	4.3	4.4	93.6
	Dissatisfied	10	4.0	4.0	97.6
	Very dissatisfied	6	2.4	2.4	100.0
	Total	251	99.2	100.0	
Missing	DON'T KNOW (DO NOT READ)	2	.8		
Total		253	100.0		

How would <youthey> rate...

Handy Ride reservations staff's courtesy?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	138	54.5	55.4	55.4
	Satisfied	82	32.4	32.9	88.4
	Slightly satisfied	15	5.9	6.0	94.4
	Slightly dissatisfied	7	2.8	2.8	97.2
	Dissatisfied	5	2.0	2.0	99.2
	Very dissatisfied	2	.8	.8	100.0
	Total	249	98.4	100.0	
Missing	DON'T KNOW (DO NOT READ)	4	1.6		
Total		253	100.0		

How would <youthey> rate...

Handy Ride's Monday to Sunday ``8 AM to 5 PM`` reservation hours?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	110	43.5	45.6	45.6
	Satisfied	97	38.3	40.2	85.9
	Slightly satisfied	13	5.1	5.4	91.3
	Slightly dissatisfied	10	4.0	4.1	95.4
	Dissatisfied	7	2.8	2.9	98.3
	Very dissatisfied	4	1.6	1.7	100.0
	Total	241	95.3	100.0	
Missing	DON'T KNOW (DO NOT READ)	12	4.7		
Total		253	100.0		

How would <youthey> rate...

Handy Ride's reservation policy where you can reserve your ride 1 to 2 days before your trip?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	120	47.4	48.2	48.2
	Satisfied	86	34.0	34.5	82.7
	Slightly satisfied	21	8.3	8.4	91.2
	Slightly dissatisfied	9	3.6	3.6	94.8
	Dissatisfied	8	3.2	3.2	98.0
	Very dissatisfied	5	2.0	2.0	100.0
	Total	249	98.4	100.0	
Missing	DON'T KNOW (DO NOT READ)	4	1.6		
Total		253	100.0		

How would <youthey> rate...

Handy Ride service hours?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	117	46.2	47.2	47.2
	Satisfied	99	39.1	39.9	87.1
	Slightly satisfied	12	4.7	4.8	91.9
	Slightly dissatisfied	10	4.0	4.0	96.0
	Dissatisfied	6	2.4	2.4	98.4
	Very dissatisfied	4	1.6	1.6	100.0
	Total	248	98.0	100.0	
Missing	DON'T KNOW (DO NOT READ)	5	2.0		
Total		253	100.0		

How would <youthey> rate...

Handy Ride service area?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	92	36.4	37.7	37.7
	Satisfied	102	40.3	41.8	79.5
	Slightly satisfied	11	4.3	4.5	84.0
	Slightly dissatisfied	22	8.7	9.0	93.0
	Dissatisfied	10	4.0	4.1	97.1
	Very dissatisfied	7	2.8	2.9	100.0
	Total	244	96.4	100.0	
Missing	DON'T KNOW (DO NOT READ)	9	3.6		
Total		253	100.0		

How would <youthey> rate...

Value provided by Handy Ride for the fare/price paid?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	144	56.9	58.8	58.8
	Satisfied	83	32.8	33.9	92.7
	Slightly satisfied	8	3.2	3.3	95.9
	Slightly dissatisfied	3	1.2	1.2	97.1
	Dissatisfied	2	.8	.8	98.0
	Very dissatisfied	5	2.0	2.0	100.0
	Total	245	96.8	100.0	
Missing	DON'T KNOW (DO NOT READ)	8	3.2		
Total		253	100.0		

How would <youthey> rate...

Locations and payment methods to purchase passes?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	74	29.2	38.9	38.9
	Satisfied	90	35.6	47.4	86.3
	Slightly satisfied	10	4.0	5.3	91.6
	Slightly dissatisfied	7	2.8	3.7	95.3
	Dissatisfied	2	.8	1.1	96.3
	Very dissatisfied	7	2.8	3.7	100.0
	Total	190	75.1	100.0	
Missing	DON'T KNOW (DO NOT READ)	63	24.9		
Total		253	100.0		

How would <youthey> rate...

Availability of information about Handy Ride ?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	107	42.3	45.3	45.3
	Satisfied	102	40.3	43.2	88.6
	Slightly satisfied	13	5.1	5.5	94.1
	Slightly dissatisfied	3	1.2	1.3	95.3
	Dissatisfied	3	1.2	1.3	96.6
	Very dissatisfied	8	3.2	3.4	100.0
	Total	236	93.3	100.0	
Missing	DON'T KNOW (DO NOT READ)	17	6.7		
Total		253	100.0		

How would <youthey> rate...

Overall service provided by FAX's Handy Ride?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	126	49.8	51.4	51.4
	Satisfied	81	32.0	33.1	84.5
	Slightly satisfied	17	6.7	6.9	91.4
	Slightly dissatisfied	13	5.1	5.3	96.7
	Dissatisfied	4	1.6	1.6	98.4
	Very dissatisfied	4	1.6	1.6	100.0
	Total	245	96.8	100.0	
Missing	DON'T KNOW (DO NOT READ)	8	3.2		
Total		253	100.0		

NEXT TWO FREQUENCIES COMBINED INTO ONE VARIABLE IN REPORT

<youthey2> may have considered several factors when thinking about <yourtheir> level of satisfaction with Handy Ride service. What would be the two most important factors that impact <yourtheir> level of satisfaction?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SAFETY IN TRAFFIC	35	13.8	15.6	15.6
	DRIVERS' DRIVING SKILLS	17	6.7	7.6	23.1
	DRIVERS' CUSTOMER SERVICE	39	15.4	17.3	40.4
	RESERVATION STAFF'S ACCURACY	9	3.6	4.0	44.4
	RESERVATION STAFF'S CUSTOMER SERVICE	10	4.0	4.4	48.9
	TRIP DISTANCE	5	2.0	2.2	51.1
	HOW MUCH TIME THE TRIP TAKES	20	7.9	8.9	60.0
	PICK-UPS BEING ON TIME	51	20.2	22.7	82.7
	WAIT TIME FOR PICK-UPS	11	4.3	4.9	87.6
	CLEANLINESS INSIDE THE VEHICLE	2	.8	.9	88.4
	REASONABLE FARE / PRICE of MONTHLY PASS	2	.8	.9	89.3
	HANDY RIDE'S RESERVATION HOURS	4	1.6	1.8	91.1
	HANDY RIDE'S HOURS OF OPERATION / SERVICE	6	2.4	2.7	93.8
	HOW CIVIL or COURTEOUS are the OTHER RIDERS IN THE VEHICLE	1	.4	.4	94.2
	COMFORT LEVEL of the RIDE	7	2.8	3.1	97.3
	OTHER - FIRST ANSWER	1	.4	.4	97.8
	WHEELCHAIR/DISABILITY ACCESS	2	.8	.9	98.7
	LOCATIONS SERVED	3	1.2	1.3	100.0
	Total	225	88.9	100.0	
Missing	DON'T KNOW (DO NOT READ)	28	11.1		
Total		253	100.0		

<youthey2> may have considered several factors when thinking about <yourtheir> level of satisfaction with Handy Ride service. What would be the two most important factors that impact <yourtheir> level of satisfaction?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SAFETY IN TRAFFIC	6	2.4	3.2	3.2
	DRIVERS' DRIVING SKILLS	14	5.5	7.4	10.5
	DRIVERS' CUSTOMER SERVICE	16	6.3	8.4	18.9
	RESERVATION STAFF'S ACCURACY	4	1.6	2.1	21.1
	RESERVATION STAFF'S CUSTOMER SERVICE	10	4.0	5.3	26.3
	TRIP DISTANCE	3	1.2	1.6	27.9
	HOW MUCH TIME THE TRIP TAKES	17	6.7	8.9	36.8
	PICK-UPS BEING ON TIME	41	16.2	21.6	58.4
	WAIT TIME FOR PICK-UPS	23	9.1	12.1	70.5
	CLEANLINESS INSIDE THE VEHICLE	6	2.4	3.2	73.7
	REASONABLE FARE / PRICE of MONTHLY PASS	11	4.3	5.8	79.5
	HANDY RIDE'S RESERVATION HOURS	4	1.6	2.1	81.6
	HANDY RIDE'S HOURS OF OPERATION / SERVICE	8	3.2	4.2	85.8
	HOW CIVIL or COURTEOUS are the OTHER RIDERS IN THE VEHICLE	4	1.6	2.1	87.9
	COMFORT LEVEL of the RIDE	11	4.3	5.8	93.7
	TYPE OF VEHICLE USED - BUS, SEDAN	2	.8	1.1	94.7
	OTHER - FIRST ANSWER	3	1.2	1.6	96.3
	OTHER - SECOND ANSWER	1	.4	.5	96.8
	WHEELCHAIR/DISABILITY ACCESS	1	.4	.5	97.4
	LOCATIONS SERVED	5	2.0	2.6	100.0
	Total	190	75.1	100.0	
Missing	DON'T KNOW (DO NOT READ)	10	4.0		
	System	53	20.9		
	Total	63	24.9		
Total		253	100.0		

Have <youthey> ever used Handy Ride for a medical trip?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	188	74.3	74.3	74.3
	No	65	25.7	25.7	100.0
	Total	253	100.0	100.0	

Have <youthey> ever waited over 90 minutes for a Handy Ride ``Will-Call-Pick-Up?

(IF YES, ASK: "Was that once or twice, or on three or more occasions?")

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES, ON THREE OR MORE OCCASIONS	29	11.5	16.2	16.2
	YES, ONCE OR TWICE	69	27.3	38.5	54.7
	NO, NEVER HAVE	81	32.0	45.3	100.0
	Total	179	70.8	100.0	
Missing	DON'T KNOW / CAN'T RECALL (DO NOT READ)	9	3.6		
	System	65	25.7		
	Total	74	29.2		
Total		253	100.0		

NEXT TWO FREQUENCIES COMBINED INTO ONE VARIABLE IN REPORT
How long was <yourtheir> longest wait from the time of your call for a Handy Ride Will Call Pickup to arrive?
(ENTER TIME IN MINUTES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	90	25	9.9	38.5	38.5
	92	1	.4	1.5	40.0
	95	1	.4	1.5	41.5
	99	1	.4	1.5	43.1
	100	4	1.6	6.2	49.2
	105	2	.8	3.1	52.3
	110	1	.4	1.5	53.8
	120	24	9.5	36.9	90.8
	150	1	.4	1.5	92.3
	180	4	1.6	6.2	98.5
	200	1	.4	1.5	100.0
	Total	65	25.7	100.0	
Missing	DON'T KNOW (DO NOT READ)	42	16.6		
	System	146	57.7		
	Total	188	74.3		
Total		253	100.0		
Valid	90	25	9.9	38.5	38.5
	92	1	.4	1.5	40.0
	95	1	.4	1.5	41.5
	99	1	.4	1.5	43.1
	100	4	1.6	6.2	49.2
	105	2	.8	3.1	52.3
	110	1	.4	1.5	53.8
	120	24	9.5	36.9	90.8
	150	1	.4	1.5	92.3
	180	4	1.6	6.2	98.5
	200	1	.4	1.5	100.0
	Total	65	25.7	100.0	
Missing	DON'T KNOW (DO NOT READ)	42	16.6		
	System	146	57.7		
	Total	188	74.3		
Total		253	100.0		

How long was <yourtheir> longest wait from the time of your call for a Handy Ride Will Call Pickup to arrive?

(ENTER TIME IN MINUTES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.4	1.7	1.7
	10	3	1.2	5.1	6.8
	15	7	2.8	11.9	18.6
	20	4	1.6	6.8	25.4
	25	1	.4	1.7	27.1
	30	11	4.3	18.6	45.8
	35	1	.4	1.7	47.5
	40	7	2.8	11.9	59.3
	45	7	2.8	11.9	71.2
	50	1	.4	1.7	72.9
	55	1	.4	1.7	74.6
	60	8	3.2	13.6	88.1
	70	1	.4	1.7	89.8
	75	1	.4	1.7	91.5
	90	5	2.0	8.5	100.0
	Total	59	23.3	100.0	
Missing	0	1	.4		
	DON'T KNOW (DO NOT READ)	21	8.3		
	System	172	68.0		
	Total	194	76.7		
Total		253	100.0		

How long has <yourtheir> typical wait been for a ``Will-Call-Pick-Up`` to arrive?

(ENTER TIME IN MINUTES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.4	.7	.7
	5	1	.4	.7	1.3
	6	1	.4	.7	2.0
	10	13	5.1	8.7	10.7
	15	10	4.0	6.7	17.4
	20	16	6.3	10.7	28.2
	25	3	1.2	2.0	30.2
	30	30	11.9	20.1	50.3
	35	5	2.0	3.4	53.7
	40	6	2.4	4.0	57.7
	45	16	6.3	10.7	68.5
	50	2	.8	1.3	69.8
	55	1	.4	.7	70.5
	60	16	6.3	10.7	81.2
	70	2	.8	1.3	82.6
	75	1	.4	.7	83.2
	80	1	.4	.7	83.9
	89	1	.4	.7	84.6
	90	14	5.5	9.4	94.0
	99	1	.4	.7	94.6
	100	1	.4	.7	95.3
	105	1	.4	.7	96.0
	110	1	.4	.7	96.6
	120	5	2.0	3.4	100.0
	Total	149	58.9	100.0	
Missing	0	1	.4		
	DON'T KNOW (DO NOT READ)	38	15.0		
	System	65	25.7		
	Total	104	41.1		
Total		253	100.0		

Have <youthey> waited over 30 minutes for a Handy Ride Scheduled pick-up?

(IF YES, ASK: "Has it happened only once or twice, or on three or more occasions?")

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES, ON THREE OR MORE OCCASIONS	82	32.4	33.7	33.7
	YES, ONCE OR TWICE	81	32.0	33.3	67.1
	NO, NEVER HAVE	80	31.6	32.9	100.0
	Total	243	96.0	100.0	
Missing	DON'T KNOW / CAN'T RECALL	10	4.0		
Total		253	100.0		

NEXT THREE FREQUENCIES COMBINED INTO ONE VARIABLE IN REPORT

How long was <yourtheir> longest wait for your Scheduled pick-up?

(ENTER TIME IN MINUTES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	.8	1.0	1.0
	5	6	2.4	3.1	4.1
	8	1	.4	.5	4.6
	10	6	2.4	3.1	7.7
	12	1	.4	.5	8.2
	15	7	2.8	3.6	11.7
	20	15	5.9	7.7	19.4
	25	1	.4	.5	19.9
	30	39	15.4	19.9	39.8
	35	1	.4	.5	40.3
	40	12	4.7	6.1	46.4
	45	24	9.5	12.2	58.7
	46	1	.4	.5	59.2
	50	6	2.4	3.1	62.2
	60	31	12.3	15.8	78.1
	70	3	1.2	1.5	79.6
	75	5	2.0	2.6	82.1
	80	3	1.2	1.5	83.7
	90	12	4.7	6.1	89.8
	95	1	.4	.5	90.3
	105	2	.8	1.0	91.3
	110	2	.8	1.0	92.3
	120	13	5.1	6.6	99.0
	130	1	.4	.5	99.5
	240	1	.4	.5	100.0
	Total	196	77.5	100.0	
Missing	0	1	.4		
	DON'T KNOW (DO NOT READ)	56	22.1		
	Total	57	22.5		
Total		253	100.0		

How long was <yourtheir> longest wait for your Scheduled pick-up?

(ENTER TIME IN MINUTES) Waited more than 30 minutes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	30	17	6.7	12.6	12.6
	35	1	.4	.7	13.3
	40	12	4.7	8.9	22.2
	45	24	9.5	17.8	40.0
	46	1	.4	.7	40.7
	50	6	2.4	4.4	45.2
	60	31	12.3	23.0	68.1
	70	3	1.2	2.2	70.4
	75	5	2.0	3.7	74.1
	80	3	1.2	2.2	76.3
	90	12	4.7	8.9	85.2
	95	1	.4	.7	85.9
	105	2	.8	1.5	87.4
	110	2	.8	1.5	88.9
	120	13	5.1	9.6	98.5
	130	1	.4	.7	99.3
	240	1	.4	.7	100.0
	Total	135	53.4	100.0	
Missing	DON'T KNOW (DO NOT READ)	38	15.0		
	System	80	31.6		
	Total	118	46.6		
Total		253	100.0		

How long was <yourtheir> longest wait for your Scheduled pick-up?

(ENTER TIME IN MINUTES) Not waited more than 30 minutes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	.8	3.3	3.3
	5	6	2.4	9.8	13.1
	8	1	.4	1.6	14.8
	10	6	2.4	9.8	24.6
	12	1	.4	1.6	26.2
	15	7	2.8	11.5	37.7
	20	15	5.9	24.6	62.3
	25	1	.4	1.6	63.9
	30	22	8.7	36.1	100.0
	Total	61	24.1	100.0	
Missing	0	1	.4		
	DON'T KNOW (DO NOT READ)	18	7.1		
	System	173	68.4		
	Total	192	75.9		
Total		253	100.0		

What has been the typical duration of <yourtheir> rides each way (i.e., the time you are on board a Handy Ride vehicle; not the wait time)?

(ENTER TIME IN MINUTES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.4	.5	.5
	5	2	.8	1.0	1.5
	10	11	4.3	5.4	6.9
	11	1	.4	.5	7.4
	12	1	.4	.5	7.9
	15	24	9.5	11.8	19.7
	20	37	14.6	18.2	37.9
	25	10	4.0	4.9	42.9
	30	43	17.0	21.2	64.0
	35	4	1.6	2.0	66.0
	40	8	3.2	3.9	70.0
	45	19	7.5	9.4	79.3
	46	1	.4	.5	79.8
	50	4	1.6	2.0	81.8
	55	1	.4	.5	82.3
	59	1	.4	.5	82.8
	60	19	7.5	9.4	92.1
	70	2	.8	1.0	93.1
	90	6	2.4	3.0	96.1
	99	1	.4	.5	96.6
	100	1	.4	.5	97.0
	120	6	2.4	3.0	100.0
	Total	203	80.2	100.0	
Missing	DON'T KNOW (DO NOT READ)	50	19.8		
Total		253	100.0		

Do <youthey> usually allow a 2-hour window between <yourtheir> requested pick-up time and the time <youthey> need to be at a particular place for an appointment?

(IF YES, ASK: "Is that always 2 hours, or sometimes?")

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES, ALWAYS 2 HOURS	68	26.9	28.0	28.0
	YES, SOMETIMES	79	31.2	32.5	60.5
	NO, USUALLY ALLOW A 1-HOUR WINDOW	87	34.4	35.8	96.3
	OTHER	9	3.6	3.7	100.0
	Total	243	96.0	100.0	
Missing	DON'T KNOW	10	4.0		
Total		253	100.0		

Have <youthey> encountered occasions where Handy Ride arrived to pick <youthem> up earlier than <youthey> anticipated?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	107	42.3	44.2	44.2
	No, never	135	53.4	55.8	100.0
	Total	242	95.7	100.0	
Missing	DON'T KNOW (DO NOT READ)	11	4.3		
Total		253	100.0		

How many times in the past year would you estimate that Handy Ride arrived earlier than <youthey> anticipated?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	32	12.6	29.9	29.9
	2	34	13.4	31.8	61.7
	3	13	5.1	12.1	73.8
	4	7	2.8	6.5	80.4
	5	5	2.0	4.7	85.0
	6	3	1.2	2.8	87.9
	7	4	1.6	3.7	91.6
	8	1	.4	.9	92.5
	10	6	2.4	5.6	98.1
	20	1	.4	.9	99.1
	50	1	.4	.9	100.0
	Total	107	42.3	100.0	
Missing	System	146	57.7		
Total		253	100.0		

How do <youthey> normally pay <yourtheir> fare?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cash	180	71.1	74.4	74.4
	Handy Ride Pass	62	24.5	25.6	100.0
	Total	242	95.7	100.0	
Missing	DK/Refused (DO NOT READ)	11	4.3		
Total		253	100.0		

Do <youthey2> occasionally ride FAX fixed-route bus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	77	30.4	33.8	33.8
	No	151	59.7	66.2	100.0
	Total	228	90.1	100.0	
Missing	DON'T KNOW	25	9.9		
Total		253	100.0		

Hostile comments, sounds, or gestures.

Have <youthey> personally experienced this frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	12	4.7	5.0	5.0
	A few times	32	12.6	13.4	18.5
	Never	194	76.7	81.5	100.0
	Total	238	94.1	100.0	
Missing	UNSURE	15	5.9		
Total		253	100.0		

Following or stalking.

Have <youthey> personally experienced this frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	6	2.4	2.4	2.4
	A few times	10	4.0	4.1	6.5
	Never	230	90.9	93.5	100.0
	Total	246	97.2	100.0	
Missing	UNSURE	7	2.8		
Total		253	100.0		

Personal property damaged or stolen.

Have <youthey> personally experienced this frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	4	1.6	1.6	1.6
	A few times	9	3.6	3.6	5.2
	Never	236	93.3	94.8	100.0
	Total	249	98.4	100.0	
Missing	UNSURE	4	1.6		
Total		253	100.0		

Pushing, spitting or other physical assault.

Have <youthey> personally experienced this frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	6	2.4	2.4	2.4
	A few times	4	1.6	1.6	4.0
	Never	237	93.7	96.0	100.0
	Total	247	97.6	100.0	
Missing	UNSURE	6	2.4		
Total		253	100.0		

Unwanted sexual language or behavior.

Have <youthey> personally experienced this frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	4	1.6	1.6	1.6
	A few times	12	4.7	4.9	6.5
	Never	231	91.3	93.5	100.0
	Total	247	97.6	100.0	
Missing	UNSURE	6	2.4		
Total		253	100.0		

Hostile comments, sounds, or gestures.

Have <youthey> witnessed this happening to others frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	4	1.6	1.6	1.6
	A few times	20	7.9	8.1	9.7
	Never	223	88.1	90.3	100.0
	Total	247	97.6	100.0	
Missing	UNSURE	6	2.4		
Total		253	100.0		

Following or stalking.

Have <youthey> witnessed this happening to others frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	3	1.2	1.2	1.2
	A few times	8	3.2	3.2	4.4
	Never	237	93.7	95.6	100.0
	Total	248	98.0	100.0	
Missing	UNSURE	5	2.0		
Total		253	100.0		

Personal property damaged or stolen.

Have <youthey> witnessed this happening to others frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	2	.8	.8	.8
	A few times	5	2.0	2.0	2.8
	Never	244	96.4	97.2	100.0
	Total	251	99.2	100.0	
Missing	UNSURE	2	.8		
Total		253	100.0		

Pushing, spitting or other physical assault.

Have <youthey> witnessed this happening to others frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	3	1.2	1.2	1.2
	A few times	5	2.0	2.0	3.2
	Never	240	94.9	96.8	100.0
	Total	248	98.0	100.0	
Missing	UNSURE	5	2.0		
Total		253	100.0		

Unwanted sexual language or behavior.

Have <youthey> witnessed this happening to others frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	4	1.6	1.6	1.6
	A few times	6	2.4	2.4	4.0
	Never	237	93.7	96.0	100.0
	Total	247	97.6	100.0	
Missing	UNSURE	6	2.4		
Total		253	100.0		

Experienced Harassment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Experienced Harassment	77	30.4	30.4	30.4
	Has Not Experienced Harassment	176	69.6	69.6	100.0
Total		253	100.0	100.0	

Where did these incidents happen? While <youthey> were waiting for the ride or onboard?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	While waiting for your ride	28	11.1	36.4	36.4
	Onboard	31	12.3	40.3	76.6
	Both	18	7.1	23.4	100.0
	Total	77	30.4	100.0	
Missing	System	176	69.6		
Total		253	100.0		

When these incidents happened, did <youthey> officially report any of them?

(IF YES, ASK: "Who did you report them to?")

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not report any	55	21.7	71.4	71.4
	To FAX (in person, online, by phone, via social media, etc.)	16	6.3	20.8	92.2
	To police/law enforcement	2	.8	2.6	94.8
	To the Federal Transit Administration (FTA)	4	1.6	5.2	100.0
	Total	77	30.4	100.0	
Missing	System	176	69.6		
Total		253	100.0		

NEXT SIX FREQUENCIES COMBINED INTO ONE VARIABLE IN REPORT

When these incidents happened, were <youthey> or the victim mainly targeted because of?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Age	6	2.4	9.5	9.5
	Disability	9	3.6	14.3	23.8
	Gender/gender expression	1	.4	1.6	25.4
	Language spoken	1	.4	1.6	27.0
	Obesity	1	.4	1.6	28.6
	Race or ethnicity	2	.8	3.2	31.7
	Sexual orientation	1	.4	1.6	33.3
	None of above	42	16.6	66.7	100.0
	Total	63	24.9	100.0	
Missing	UNSURE / DO NOT KNOW	14	5.5		
	System	176	69.6		
	Total	190	75.1		
Total		253	100.0		

(CHOOSE ALL THAT APPLY) When these incidents happened, were <youthey> or the victim mainly targeted because of?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disability	5	2.0	55.6	55.6
	Gender/gender expression	1	.4	11.1	66.7
	Income	1	.4	11.1	77.8
	Language spoken	2	.8	22.2	100.0
	Total	9	3.6	100.0	
Missing	System	244	96.4		
Total		253	100.0		

When these incidents happened, were <youthey> or the victim mainly targeted because of?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Gender/gender expression	2	.8	33.3	33.3
	Language spoken	1	.4	16.7	50.0
	Obesity	1	.4	16.7	66.7
	Race or ethnicity	1	.4	16.7	83.3
	Sexual orientation	1	.4	16.7	100.0
	Total	6	2.4	100.0	
Missing	System	247	97.6		
Total		253	100.0		

When these incidents happened, were <youthey> or the victim mainly targeted because of?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Income	1	.4	25.0	25.0
	Language spoken	1	.4	25.0	50.0
	Race or ethnicity	2	.8	50.0	100.0
	Total	4	1.6	100.0	
Missing	System	249	98.4		
Total		253	100.0		

When these incidents happened, were <youthey> or the victim mainly targeted because of?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Income	1	.4	25.0	25.0
	Language spoken	1	.4	25.0	50.0
	Race or ethnicity	2	.8	50.0	100.0
	Total	4	1.6	100.0	
Missing	System	249	98.4		
Total		253	100.0		

When these incidents happened, were <youthey> or the victim mainly targeted because of?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Race or ethnicity	1	.4	50.0	50.0
	Religion	1	.4	50.0	100.0
	Total	2	.8	100.0	
Missing	System	251	99.2		
Total		253	100.0		

When these incidents happened, were <youthey> or the victim mainly targeted because of?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sexual orientation	1	.4	100.0	100.0
Missing	System	252	99.6		
Total		253	100.0		

NEXT FOUR FREQUENCIES COMBINED INTO ONE VARIABLE IN REPORT

Which of the following safety precautions, if any, do <youthey> take when using FAX to avoid being harassed?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't ride at night	84	33.2	33.2	33.2
	Avoid certain destinations	9	3.6	3.6	36.8
	Don't ride alone	17	6.7	6.7	43.5
	Carry self -defense spray or other self- protection device	17	6.7	6.7	50.2
	I do not take any safety precautions	126	49.8	49.8	100.0
Total		253	100.0	100.0	

Which of the following safety precautions, if any, do <youthey> take when using FAX to avoid being harassed?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't ride at night	1	.4	3.0	3.0
	Avoid certain destinations	19	7.5	57.6	60.6
	Don't ride alone	10	4.0	30.3	90.9
	Carry self -defense spray or other self- protection device	3	1.2	9.1	100.0
	Total	33	13.0	100.0	
Missing	System	220	87.0		
Total		253	100.0		

Which of the following safety precautions, if any, do <youthey> take when using FAX to avoid being harassed?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't ride alone	4	1.6	57.1	57.1
	Carry self -defense spray or other self- protection device	3	1.2	42.9	100.0
	Total	7	2.8	100.0	
Missing	System	246	97.2		
Total		253	100.0		

Which of the following safety precautions, if any, do <youthey> take when using FAX to avoid being harassed?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Carry self -defense spray or other self- protection device	3	1.2	100.0	100.0
Missing	System	250	98.8		
Total		253	100.0		

When <youthey> use Handy Ride, on a scale of 1 to 5 where 1 is Always and 5 is Never, how often do <youthey> feel safe from harassment, including physical harm, abusive language and/or sexual misconduct **on board Handy Ride vehicles?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1- Always	186	73.5	73.5	73.5
	2	12	4.7	4.7	78.3
	3	4	1.6	1.6	79.8
	4	5	2.0	2.0	81.8
	5-Never	46	18.2	18.2	100.0
Total		253	100.0	100.0	

When <youthey> use Handy Ride, on a scale of 1 to 5 where 1 is Always and 5 is Never, how often do <youthey> feel safe from harassment, including physical harm, abusive language and/or sexual misconduct **at Handy Ride pick-up locations?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1- Always	183	72.3	72.3	72.3
	2	20	7.9	7.9	80.2
	3	7	2.8	2.8	83.0
	4	3	1.2	1.2	84.2
	5-Never	40	15.8	15.8	100.0
Total		253	100.0	100.0	

To ensure that we are talking to a wide variety of Handy Ride customers, we would like to ask a few more questions.

First, are <youthey> active-duty U.S. Military, Reservist or a U.S. Veteran?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, active duty military	1	.4	.4	.4
	Yes, reservist	1	.4	.4	.8
	Yes, veteran	18	7.1	7.3	8.1
	No	228	90.1	91.9	100.0
	Total	248	98.0	100.0	
Missing	UNSURE	5	2.0		
Total		253	100.0		

What is <yourtheir> work status?

(READ ANSWER CHOICES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employed Full-Time	13	5.1	5.3	5.3
	Employed Part-Time	13	5.1	5.3	10.5
	Self-Employed	1	.4	.4	10.9
	Student and Employed	1	.4	.4	11.3
	Student and Not Employed	8	3.2	3.2	14.6
	Homemaker	3	1.2	1.2	15.8
	Retired	78	30.8	31.6	47.4
	Unemployed	17	6.7	6.9	54.3
	Disabled and Unable to Work	113	44.7	45.7	100.0
	Total	247	97.6	100.0	
Missing	Refused (DO NOT READ)	2	.8		
	UNSURE	4	1.6		
	Total	6	2.4		
Total		253	100.0		

What is the last grade in school <youthey> have completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 8th Grade Education	17	6.7	7.0	7.0
	Some High School	15	5.9	6.2	13.2
	High School Graduate	101	39.9	41.7	55.0
	Vocational/Technical School	29	11.5	12.0	66.9
	College Graduate	56	22.1	23.1	90.1
	Post-Graduate Education	24	9.5	9.9	100.0
	Total	242	95.7	100.0	
Missing	DK/Refused (DO NOT READ)	11	4.3		
Total		253	100.0		

Which of the following most closely describes <yourtheir> ethnic background?

(READ ANSWER CHOICES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hispanic	80	31.6	32.8	32.8
	White/Caucasian	91	36.0	37.3	70.1
	African American/Black	37	14.6	15.2	85.2
	Asian/Southeast Asian	9	3.6	3.7	88.9
	American Indian	3	1.2	1.2	90.2
	Pacific Islander	4	1.6	1.6	91.8
	Middle Easterner	2	.8	.8	92.6
	Mixed Ethnicities	8	3.2	3.3	95.9
	Other	10	4.0	4.1	100.0
	Total	244	96.4	100.0	
Missing	DK/Refused (DO NOT READ)	9	3.6		
Total		253	100.0		

Are <youthey>....?

(READ ANSWER CHOICES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hmong (MONG)	4	1.6	44.4	44.4
	Filipino	2	.8	22.2	66.7
	Chinese other than Hmong	2	.8	22.2	88.9
	Other	1	.4	11.1	100.0
	Total	9	3.6	100.0	
Missing	System	244	96.4		
Total		253	100.0		

Are <youthey>...

(READ ANSWER CHOICES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hispanic and White	1	.4	12.5	12.5
	Hispanic and Black	1	.4	12.5	25.0
	White and Black	1	.4	12.5	37.5
	White and Asian	1	.4	12.5	50.0
	Other mixed	4	1.6	50.0	100.0
	Total	8	3.2	100.0	
Missing	System	245	96.8		
Total		253	100.0		

And are <youthey>...

(READ ANSWER CHOICES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	87	34.4	34.8	34.8
	Female	160	63.2	64.0	98.8
	Non-Binary	1	.4	.4	99.2
	Other	2	.8	.8	100.0
	Total	250	98.8	100.0	
Missing	DK/Refused (Do Not Read)	3	1.2		
Total		253	100.0		

What year were <youthey> born?

(ENTER A 4-DIGIT YEAR), 1 of 3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1926	1	.4	.4	.4
	1927	2	.8	.8	1.2
	1932	1	.4	.4	1.6
	1933	1	.4	.4	2.0
	1935	3	1.2	1.2	3.2
	1936	1	.4	.4	3.6
	1937	4	1.6	1.6	5.2
	1938	3	1.2	1.2	6.4
	1939	2	.8	.8	7.2
	1940	2	.8	.8	8.0
	1941	2	.8	.8	8.8
	1942	2	.8	.8	9.6
	1943	1	.4	.4	10.0
	1944	5	2.0	2.0	12.0
	1945	3	1.2	1.2	13.2
	1946	4	1.6	1.6	14.8
	1947	6	2.4	2.4	17.2
	1948	8	3.2	3.2	20.4
	1949	3	1.2	1.2	21.6
	1950	11	4.3	4.4	26.0
	1951	11	4.3	4.4	30.4
	1952	8	3.2	3.2	33.6
	1953	5	2.0	2.0	35.6
	1954	10	4.0	4.0	39.6
	1955	6	2.4	2.4	42.0
	1956	4	1.6	1.6	43.6
	1957	2	.8	.8	44.4
	1958	1	.4	.4	44.8
	1959	7	2.8	2.8	47.6
	1960	8	3.2	3.2	50.8
	1961	5	2.0	2.0	52.8
	1962	8	3.2	3.2	56.0
	1963	4	1.6	1.6	57.6
	1964	5	2.0	2.0	59.6

What year were <youthey> born?

(ENTER A 4-DIGIT YEAR), 2 of 3

	Frequency	Percent	Valid Percent	Cumulative Percent
1965	7	2.8	2.8	62.4
1966	3	1.2	1.2	63.6
1967	7	2.8	2.8	66.4
1968	5	2.0	2.0	68.4
1969	4	1.6	1.6	70.0
1971	2	.8	.8	70.8
1972	2	.8	.8	71.6
1973	3	1.2	1.2	72.8
1974	2	.8	.8	73.6
1975	1	.4	.4	74.0
1977	2	.8	.8	74.8
1978	4	1.6	1.6	76.4
1979	2	.8	.8	77.2
1980	1	.4	.4	77.6
1981	3	1.2	1.2	78.8
1982	3	1.2	1.2	80.0
1983	3	1.2	1.2	81.2
1984	3	1.2	1.2	82.4
1985	2	.8	.8	83.2
1986	1	.4	.4	83.6
1987	2	.8	.8	84.4
1988	1	.4	.4	84.8
1989	4	1.6	1.6	86.4
1990	3	1.2	1.2	87.6
1991	1	.4	.4	88.0
1992	3	1.2	1.2	89.2
1995	4	1.6	1.6	90.8
1996	1	.4	.4	91.2
1997	1	.4	.4	91.6
1998	3	1.2	1.2	92.8
1999	3	1.2	1.2	94.0
2000	1	.4	.4	94.4
2001	3	1.2	1.2	95.6
2002	3	1.2	1.2	96.8
2003	4	1.6	1.6	98.4

What year were <youthey> born?

(ENTER A 4-DIGIT YEAR), 2 of 3

		Frequency	Percent	Valid Percent	Cumulative Percent
	2004	1	.4	.4	98.8
	2005	1	.4	.4	99.2
	2006	2	.8	.8	100.0
	Total	250	98.8	100.0	
Missing	DON'T KNOW/REFUSED	3	1.2		
Total		253	100.0		

Recorded Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 35	34	13.4	13.6	13.6
	35-54	41	16.2	16.4	30.0
	55-74	121	47.8	48.4	78.4
	75 and older	54	21.3	21.6	100.0
	Total	250	98.8	100.0	
Missing	System	3	1.2		
Total		253	100.0		

Which of the following categories best describes <yourtheir> total household income in 2023, before taxes?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$10,000 per year	53	20.9	28.5	28.5
	\$10,000 to \$19,999 per year	59	23.3	31.7	60.2
	\$20,000 to \$29,999 per year	34	13.4	18.3	78.5
	\$30,000 to \$39,999 per year	19	7.5	10.2	88.7
	\$40,000 to \$49,999 per year	5	2.0	2.7	91.4
	\$50,000 to \$74,999 per year	8	3.2	4.3	95.7
	\$75,000 to \$99,999 per year	5	2.0	2.7	98.4
	\$100,000 or more per year	3	1.2	1.6	100.0
	Total	186	73.5	100.0	
Missing	Do not know/Refused (Do Not Read)	67	26.5		
Total		253	100.0		

What is the zipcode of <yourtheir> primary residence?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	93612	1	.4	.5	.5
	93619	1	.4	.5	.9
	93650	1	.4	.5	1.4
	93701	5	2.0	2.3	3.6
	93702	24	9.5	10.9	14.5
	93703	9	3.6	4.1	18.6
	93704	6	2.4	2.7	21.3
	93705	17	6.7	7.7	29.0
	93706	12	4.7	5.4	34.4
	93710	15	5.9	6.8	41.2
	93711	14	5.5	6.3	47.5
	93716	1	.4	.5	48.0
	93720	10	4.0	4.5	52.5
	93721	7	2.8	3.2	55.7
	93722	25	9.9	11.3	67.0
	93723	2	.8	.9	67.9
	93725	9	3.6	4.1	71.9
	93726	19	7.5	8.6	80.5
	93727	35	13.8	15.8	96.4
	93728	4	1.6	1.8	98.2
	93730	4	1.6	1.8	100.0
	Total	221	87.4	100.0	
Missing	DON'T KNOW/REFUSED	32	12.6		
Total		253	100.0		

Do <youthey> consider <yourself> to be limited in the English language?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	60	23.7	24.6	24.6
	No	184	72.7	75.4	100.0
	Total	244	96.4	100.0	
Missing	DON'T KNOW/REFUSED	9	3.6		
Total		253	100.0		

What is the primary language spoken in <yourtheir> home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	214	84.6	86.3	86.3
	Spanish or Spanish Creole	22	8.7	8.9	95.2
	Hmong	2	.8	.8	96.0
	Punjabi	1	.4	.4	96.4
	Arabic	1	.4	.4	96.8
	Vietnamese	1	.4	.4	97.2
	Armenian	3	1.2	1.2	98.4
	Tagalog	1	.4	.4	98.8
	Other	3	1.2	1.2	100.0
	Total	248	98.0	100.0	
Missing	UNSURE	5	2.0		
Total		253	100.0		

Open-Ended Responses

Other Common Purpose

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		244	96.4	96.4	96.4
	2 one way trips during whole time	1	.4	.4	96.8
	adult program	1	.4	.4	97.2
	All the above	1	.4	.4	97.6
	cbas program	1	.4	.4	98.0
	Gym	2	.8	.8	98.8
	Social Vocational Service	1	.4	.4	99.2
	the lift	1	.4	.4	99.6
	volunteer	1	.4	.4	100.0
Total		253	100.0	100.0	

Why have <youthey> not used Handy Ride during the past three months?

(PROBE FOR DETAILS IF THE RESPONDENT SAYS, ``JUST HAVEN'T NEEDED IT'' OR SOMETHING SIMILAR), 1 of 4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		221	87.4	87.4	87.4
	Because I don't really have any appointments to go to right now.	1	.4	.4	87.7
	Because I graduated a few months ago	1	.4	.4	88.1
	Because it's not what I expected when I needed it.	1	.4	.4	88.5
	Bed & wheelchair bound	1	.4	.4	88.9
	Been in the hospital in therapy	1	.4	.4	89.3
	Caregiver, which also happens to be her relative uses her own car now to take her.	1	.4	.4	89.7
	Covid and other health issues	1	.4	.4	90.1
	Don't go to school anymore	1	.4	.4	90.5

Why have <youthey> not used Handy Ride during the past three months?

(PROBE FOR DETAILS IF THE RESPONDENT SAYS, ``JUST HAVEN'T NEEDED IT'' OR SOMETHING SIMILAR), 2 of 4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	221	87.4	87.4	87.4
Generally, because I have no appointments or procedures, and my care worker sometimes takes me to palaces as well.	1	.4	.4	90.9
Handy ride was late all the time, sometimes they didn't show up and they said they never received the requests	1	.4	.4	91.3
Have been confined to bed, applying for full Social Security Disability	1	.4	.4	91.7
I am living with someone that can take me close to where I need to go I don't think you go to where the doctor is, my doctor is in Clovis	1	.4	.4	92.1
I have a caregiver drives me to and from appts	1	.4	.4	92.5
I have been afraid to use Handy Ride because I don't know if they are going to answer or not to pick me up. The only time I used Handy Ride for an appointment they told me to call them when my appointment was over, I did, but they line was always busy and	1	.4	.4	92.9
I have been going to doctors appointments and they provide rides	1	.4	.4	93.3

Why have <youthey> not used Handy Ride during the past three months?

(PROBE FOR DETAILS IF THE RESPONDENT SAYS, ``JUST HAVEN'T NEEDED IT'' OR SOMETHING SIMILAR), 3 of 4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	221	87.4	87.4	87.4
I only use it when I need to get to something that's important or early in the morning	1	.4	.4	93.7
I've been getting sick and am unable to walk more	1	.4	.4	94.1
Medical reasons	1	.4	.4	94.5
My daughter has been taking me	1	.4	.4	94.9
My provider has had a car and provider prefers they use the city bus.	1	.4	.4	95.3
No longer need appointment	1	.4	.4	95.7
No more school or any other appointments at this time	1	.4	.4	96.0
Not reliable and I don't want to be late for my appointments	1	.4	.4	96.4
Not sure	1	.4	.4	96.8
Shirley passed away last year, but she always used handy ride for her Dr appointments.	1	.4	.4	97.2
Sometimes I'm not in good health.	1	.4	.4	97.6
The Dr that I have gave me some help and rides	1	.4	.4	98.0

Why have <youthey> not used Handy Ride during the past three months?

(PROBE FOR DETAILS IF THE RESPONDENT SAYS, ``JUST HAVEN'T NEEDED IT'' OR SOMETHING SIMILAR), 4 of 4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	221	87.4	87.4	87.4
The rides took too long. We missed an appointment because the bus was 45 minutes late picking us up	1	.4	.4	98.4
They always pick me up late; I have to take Lyft	1	.4	.4	98.8
They use the Clovis roundup	1	.4	.4	99.2
Was out of the country in Canada	1	.4	.4	99.6
When I on vacation from college and I don't use the bus during summer time	1	.4	.4	100.0
Total	253	100.0	100.0	

Why are <youthey> not planning to use Handy Ride more than you do now?

(PROBE FOR SPECIFICS AND ENTER RESPONSE. IF UNSURE, ASK: Are you sure nothing comes to mind?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		159	62.8	62.8	62.8
	Appointments or needs for shopping like deodorant, food, shampoo, water bottle etc.	1	.4	.4	63.2
	Bank once a month, medical varies, about the same; don't have the need for it	1	.4	.4	63.6
	Because Handy Ride is not dependable on getting me to my appointments on time	1	.4	.4	64.0
	Because I don't need to go anywhere else, when I need to go somewhere, I use it.	1	.4	.4	64.4
	Because I go to the office twice a week for work and that's usually the only time I take Handy Ride.	1	.4	.4	64.8
	Because I have other people taking me to work	1	.4	.4	65.2
	Because I have to get up so early to make a 9 o clock doctor's appointment, and then I have an hour or two hour wait after my appointment. I am disabled and in deteriorating health and should not have to sit out in the weather to accommodate them and their	1	.4	.4	65.6
	Because I only use when I have appointments	1	.4	.4	66.0

Because it is such a hassle to use Handy Ride. You have to call them two days in advance to schedule a ride. If you call them the minute they open up they give you at least in 90 minutes window for every trip you make even if it is what they call it will	1	.4	.4	66.4
Because she goes to a program and the program takes her	1	.4	.4	66.8
Because sometimes I have other transportation from friends and family	1	.4	.4	67.2
Because they are late all the time and don't plan the routes properly.	1	.4	.4	67.6
Because we don't have more activities.	1	.4	.4	68.0
Cause he's in school, he's a kid.	1	.4	.4	68.4
Change in transportation; I have a driver's permit to start driving sometime soon.	1	.4	.4	68.8
Changing volunteer jobs	1	.4	.4	69.2
Claro q si voy a seguir usandolo	1	.4	.4	69.6
Currently have only four appointments scheduled.	1	.4	.4	70.0
Depends if a friend can help with taking me	1	.4	.4	70.4
Depends on my doctor appointments, I'm 98 the less appointments is better for me.	1	.4	.4	70.8
Depends upon my health	1	.4	.4	71.1
For work	1	.4	.4	71.5

Handy Ride is ALWAYS late for her Dr's appointments. And has to reschedule because they refuse to see her because she is more than 15 minutes late. also, besides that the caregiver which is I, use my own car to take her now.	1	.4	.4	71.9
Has other transportation accommodations, pick up time on handy ride half hour to an hour with dropping people off and might not get home for several hours	1	.4	.4	72.3
Have auto now	1	.4	.4	72.7
He doesn't have a place to go	1	.4	.4	73.1
He uses the Clovis bus because of us living in Clovis not in Fresno. We assume the handy ride is a Fresno bus.	1	.4	.4	73.5
He'd rather catch the city bus then use handy ride to where he wants to go	1	.4	.4	73.9
I am a paraplegic; I had a fall and put in emergency; transferred to rehab; don't know how long will be here; have covid	1	.4	.4	74.3
I am currently confined to bed at home, not able to travel currently. Nothing is wrong with my experience with Handy Ride	1	.4	.4	74.7
I don't have a lot of appts coming up	1	.4	.4	75.1
I don't need to	1	.4	.4	75.5
I don't know	1	.4	.4	75.9

I go to Dialysis M-W & F then Tues & Thurs are Dr Appointments. I rely on Handy Ride because I am wheelchair dependent. I am mostly out of the house five days a week.	1	.4	.4	76.3
I got a wheelchair, and will ride the Fax bus more	1	.4	.4	76.7
I have an appointment in November, nothing other than that; they haven't given me more appointments.	1	.4	.4	77.1
I have my own vehicle and a person that drives me to these places	1	.4	.4	77.5
I have other means of transportation	1	.4	.4	77.9
I just catch the bus and it can be quicker sometimes	1	.4	.4	78.3
I only depend on handy ride to get me from work to home	1	.4	.4	78.7
I only go to church and to doctor appointments.	1	.4	.4	79.1
I only have to depend on handy ride for dialyses and than I have to be there on time.	1	.4	.4	79.4
I only ride handy ride every two months to get my hair done.	1	.4	.4	79.8
I only use it to go the doctor and shopping	1	.4	.4	80.2
I ready used HR for all may needs	1	.4	.4	80.6
I use another transportation service that is more reliable. Drivers and dispatchers are not too friendly.	1	.4	.4	81.0

I use handy ride to get to and from dr appt, lab and xrays. I don't go places very much. Once in a while my daughter takes me, but she works so it doesn't happen often.in the next two months I only have 4 or five appts	1	.4	.4	81.4
I use it to and from grocery store once or twice a month. My insurance provides free Uber rides to and from my appointments. Sometimes I just don't have the money. It's not a lot but on a fixed income towards the end of the month I just don't have I	1	.4	.4	81.8
I use it to go to food bank and when needed for medical trips	1	.4	.4	82.2
I use it when I need to go somewhere, like to the doctor; I just take it when I need it.	1	.4	.4	82.6
I use to get to where I need to go	1	.4	.4	83.0
I used this service back in 2022 when I broke my arm. Haven't had to use it since being able to drive my car.	1	.4	.4	83.4
I'm able to drive my vehicle nowadays. I will keep my ADA ID for times when I need to transport on FAX Handy-ride bus.	1	.4	.4	83.8

If I can utilize a more reliable and efficient means of transportation I will do that. I will only use Handi ride as a last resort, or as a more affordable transportation compared to taking Lyft or Uber.	1	.4	.4	84.2
If I need it I use it	1	.4	.4	84.6
Inconvenient	1	.4	.4	85.0
It depends on a medical issue if I need to ride it or not. I haven't had much going on lately.	1	.4	.4	85.4
It is going to be the same amount of trips.	1	.4	.4	85.8
It takes too long to pick you up on time; getting me there on time	1	.4	.4	86.2
It would ease my anxiety if there was an app that shows when your bus driver is arriving or departing. I have autism and not knowing how many passengers there are or where their drop-offs are leaves me uneasy. The unknown of all that makes me nervous.	1	.4	.4	86.6
It's unreliable	1	.4	.4	87.0
Like I said, it's not what I expected to be.	1	.4	.4	87.4
Limited money	1	.4	.4	87.7
Mas conveniencia usar el carro para citas de doctor y viajes a la tienda porque regularmente vamos toda la familia	1	.4	.4	88.1
Might be more because my schedule is set	1	.4	.4	88.5

My doctor's appointments stay pretty much the same, and that's primarily why I use handy ride.	1	.4	.4	88.9
Needs care giver to be with me	1	.4	.4	89.3
No appointments at this time	1	.4	.4	89.7
No future plans	1	.4	.4	90.1
No lifestyle changes planned.	1	.4	.4	90.5
No longer need Dr appointments in Fresno	1	.4	.4	90.9
No need	1	.4	.4	91.3
No need.	1	.4	.4	91.7
Not convenient or comfortable	1	.4	.4	92.1
Not reliable	1	.4	.4	92.5
Not very reliable, I got stranded once.	1	.4	.4	92.9
Overcoming illness.	1	.4	.4	93.3
Prone to the cold and I don't go out as much.	1	.4	.4	93.7
Same appointment for dialysis	1	.4	.4	94.1
Same schedule	1	.4	.4	94.5
Shirley passed away.	1	.4	.4	94.9
Some drivers have attitudes and they need to come on time when you call to make reservations	1	.4	.4	95.3
Sometimes his father brings him or his sister brings him over	1	.4	.4	95.7
Sometimes my daughter takes me downtown; she works on Saturdays	1	.4	.4	96.0
Started a new program and will have access to another service	1	.4	.4	96.4
The weather is still on the hot side and I don't like to go out in the heat	1	.4	.4	96.8

They always late; cost me \$25 to pay to reschedule	1	.4	.4	97.2
They are unreliable	1	.4	.4	97.6
Traveling anywhere is difficult for me these days. I try to limit my need to travel.	1	.4	.4	98.0
Unsure	1	.4	.4	98.4
Use as need each week-some more needs to ride.	1	.4	.4	98.8
Was annoyed by driver	1	.4	.4	99.2
When I call for Handy Ride, I have to call 2 days in advance.	1	.4	.4	99.6
Would like to except the time it takes for pickup and return takes a long time. Also it would be more convenient to schedule these ahead instead of waiting two days before an appointment to schedule it.	1	.4	.4	100.0
Total	253	100.0	100.0	

Other factors impacting level of satisfaction--first mention

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	252	99.6	99.6	99.6
Small carry on pets should be allowed.	1	.4	.4	100.0
Total	253	100.0	100.0	

Other factors impacting level of satisfaction--second mention

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	250	98.8	98.8	98.8
How the routes are planned and whether or not they are efficient.	1	.4	.4	99.2
The fact that transportation is offered	1	.4	.4	99.6
They let me take someone else along	1	.4	.4	100.0
Total	253	100.0	100.0	

Other response to 2-hour window question (Q17)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	241	95.3	95.3	95.3
Allows for 90 minutes	1	.4	.4	95.7
Depends on the person who schedules my pickup .	1	.4	.4	96.0
Four hour window	1	.4	.4	96.4
I don't use it appointment	1	.4	.4	96.8
I tell them when I need to be there and they suggest what they have available. Last two times I was 1 hour earlier at the destination than needed.	1	.4	.4	97.2
If think 30min	1	.4	.4	97.6
Never go to appointments	1	.4	.4	98.0
Not really	1	.4	.4	98.4
Not sure	2	.8	.8	99.2
The windows are very confusing to me still	1	.4	.4	99.6
They do not allow me to make that judgement	1	.4	.4	100.0
Total	253	100.0	100.0	