

A photograph of a white Spokane Transit Authority (STA) bus with blue and yellow accents, parked outdoors. The bus has 'STA' and 'Spokane Transit Authority' written on its side, and the number 'S259' is visible. A large, semi-transparent blue and teal geometric graphic is overlaid on the right side of the image.

2024

**Spokane Transit Authority
Paratransit Survey**

Findings Report

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Executive Summary

2024 Spokane Transit Authority (STA) Paratransit Survey *Executive Summary*

Overview

In early 2024, Spokane Transit Authority, which operates fixed-route bus and paratransit van service in the cities of Spokane, Spokane Valley, Cheney, Liberty Lake, Airway Heights, Medical Lake, Millwood, and unincorporated parts of Spokane County, conducted a Paratransit Customer Satisfaction Survey to analyze customer opinions regarding all aspects of service. The cover letter explained that caregivers may fill out a survey on the behalf of the customer, and if so, they were instructed to answer questions from the customer's perspective. The survey design satisfies multiple objectives, including measuring overall satisfaction and understanding rider behavior. The goal to collect a minimum of 400 completed surveys from paratransit customers was met, and the overall results for the sample of 412 respondents have a precision of at least +/- 4.9 at the 95% level of confidence. Of the 412 respondents, 84% indicated that they make Paratransit reservations for themselves compared to 16% having someone else make them. The main purpose of the survey was to identify transportation habits and opinions of STA Paratransit riders.

Methodology

The Paratransit Survey was administered by ETC Institute via mail. After receiving a list of contact information for STA Paratransit riders from the past six months, ETC randomly selected riders to send mailings. Mailings included a paper survey and a cover letter signed by STA explaining the purpose and authenticity of the survey. The cover letter also included a link to the online version of the survey if customers preferred to complete it online. The mailings were sent in a postage-paid return envelope, so respondents could easily send their responses to ETC. Following initial mailings, ETC sent reminder text messages to those selected for participation.

The following pages of the report contain a summary of the major findings from the survey; the full Paratransit Survey Report includes the following:

- Charts and graphs depicting the results of the survey (Section 2)
- Tabular data of survey results (Section 3)
- A copy of the survey instrument (Section 4)

Note: Percentages within Executive Summary were calculated excluding "Don't Know" or "Not Provided" answers. Chart values in section 2 include "Don't Know" or "Not Provided" responses unless otherwise specified. All percentages were rounded to the nearest whole percentage. Survey data from previous years was collected via phone interview.

Customer Characteristics

- **Mobility and PCA's.** Fifty-seven percent of respondents (57%) said that they use a wheelchair, scooter, or other mobility device. Thirty-four percent of respondents (34%) travel with a personal care assistant (PCA) at least some of the time. Eighty-four percent of respondents (84%) make their own paratransit reservations, while sixteen percent (16%) have their reservations made by someone else.
- **Eligibility.** Ninety-one percent of respondents (91%) have full paratransit eligibility. Five percent of respondents (5%) have conditional eligibility, and three percent (3%) have temporary eligibility. Nine percent of respondents (9%) receive a paratransit pass from a social service provider (1-day pass, Connect Card, or Day Pass).

Customer Transportation Habits

- **Ridership.** Seventy-one percent of respondents (71%) make most of their trips in an STA Paratransit vehicle. Sixteen percent (16%) make most of their trips in their own vehicle or their family's vehicle. Thirty-one percent of respondents (31%) ride STA Paratransit at least three days per week. Twenty-nine percent (29%) ride once or twice a week, and thirty-one percent (31%) ride once or twice a month. Ninety-two percent of respondents (92%) ride STA Paratransit on weekdays before 6pm. Eleven percent (11%) ride Paratransit weeknights (after 6pm), and weekends (28%) ride on weekends.
- **Trip Information.** Seventy-eight percent of respondents (78%) most often take healthcare related trips. Fifty-one percent of respondents (51%) take trips to shop, and forty-four percent (44%) take trips to leisure/social/recreation activities. Forty-seven percent of respondents (47%) use Connect Cards only to pay for their Paratransit trips. Thirty percent (30%) use only cash, and sixteen percent (16%) use both cash and Connect Cards.
- **STA Bus Usage.** Ten percent of respondents (10%) take trips on the regular STA bus at least three days per week. Seventeen percent of respondents (17%) take the bus once or twice a week, and fifteen percent (15%) take the bus once or twice a month. Fifty-five percent of respondents (55%) rarely or never take the regular STA bus. Of the respondents who do ride STA buses, forty-three percent (43%) do so because it is easier/quicker/more convenient. Of the respondents who do not ride STA buses, sixty percent (60%) said that they cannot due to a disability.

Customer Opinions

- **NPS and Overall Satisfaction.** Net Promoter Score poses the ultimate question, "On a scale of 0 to 10, with 10 being 'very likely' and 0 being 'not likely at all,' how likely would you be to recommend STA Paratransit to a friend or family member?" Those who answer 9-10 are considered "Promoters," those who answer 7-8 are considered "Passives," and those who answer 0-6 are considered "Detractors." The score is then calculated by subtracting the number of Detractors from the number of Promoters. STA Paratransit's Net Promoter Score is 76, which is outstanding. Similarly, Ninety-two percent of respondents (92%) are satisfied or very satisfied with the overall quality of STA Paratransit service.

- **Trip Booking.** Respondents were asked to rank their overall experience of making trip reservations on a scale of one to five, with five being “Excellent” and one being “Very Poor.” Ninety-eight percent of respondents (98%) gave a positive rating (Excellent or Good) to customer service provided by the reservationist. Ninety-five percent (95%) gave a positive rating to the accuracy of booking a reservation, and ninety-four percent (94%) gave a positive rating to the overall ease of scheduling a trip. Eighty-nine percent (89%) gave a positive rating to the ability to schedule trips when needed, and lastly, eighty-five percent (85%) gave a positive rating to the amount of time they spend on hold.
- **Agreement Statements.** Respondents were asked to rate their agreement with several aspects of STA service on a scale of one to five, with five meaning “Strongly Agree” and 1 meaning “Strongly Disagree.” Ninety-seven percent of respondents (97%) agreed that drivers are courteous. Ninety-six percent of respondents (96%) agree that they have personal safety on the van, and ninety-five percent (95%) agree that the drivers drive safely. Ninety-five percent of respondents (95%) agree that the interior of the vans are clean.
- **I-S Analysis.** Importance-Satisfaction Analysis compares respondents’ rankings of importance with each statement to how satisfied they are with each statement. Statements are then categorized into four groups based on the findings. “Nice to Haves” are areas of lower importance to riders but were rated higher in satisfaction, while “Strengths to Maintain” are areas of high importance with high satisfaction ratings. “Lower Priority” are areas of lower importance to riders that rated lower in satisfaction, and “Areas of Opportunity” are areas of higher importance with lower satisfaction ratings. Three statements that STA Paratransit riders place high importance in while being delivered satisfying results are “I am personally safe on the vehicle,” “Operators are friendly & helpful,” and “Operators drive vehicles safely.” The two statements, categorized as “Areas of Opportunity,” meaning they are important to riders but have comparatively lower satisfaction levels are listed below. It is important to note that, in this case, satisfaction is based on the mean rating of all issues, and these statements still had ratings of at least eighty-five percent (85%).
 - “Vehicles arrive within the scheduled pickup window”
 - “Ability to schedule a trip when I need to travel”
- **Excellent Customer Service.** Respondents were asked to rank four elements of customer service on a scale of one to five, with five meaning “Excellent,” and one meaning “Very Poor.” All four elements were rated 87% or higher (“Excellent” and “Good” answers). The four elements were “Customer service provided by Paratransit staff” (92%), “Your understanding of the level of Paratransit eligibility that you were assigned” (89%), “Overall application process to receive or renew Paratransit services” (89%), and “Length of time to complete the application process” (87%).

Past Survey Comparisons

- The survey was designed to maintain trend comparisons to survey efforts from previous years. Listed below are several key differences in the results of this year’s survey.
- **Overall Satisfaction.** Overall Satisfaction has been steadily rising since 2014. This year, ninety-two percent of respondents (92%) indicated that they were satisfied (“Very satisfied” and “Satisfied” answers) with the overall quality of the STA Paratransit service. Previous years were rated as follows: 91% (2021), 85% (2018), 88% (2016), and 67% (2014).

- **Reservation Customer Service.** Customer Service provided by the reservationist received the highest rating over the last five survey efforts with ninety-seven percent of respondents (97%) giving it “excellent” or “good” ratings. Previous years were rated as follows: 94% (2021), 92% (2018), 94% (2016), and 92% (2014).
- **Rating Decreases.** The two items that had noticeable rating decreases (“Excellent” and “Good” responses) were drivers identifying themselves (4% decrease from 2021) and communication materials provided (5% decrease from 2021). Both items also saw decreases in 2021 from the previous effort in 2018. The ratings for drivers identifying themselves over the last five survey efforts are as follows: 88% (2023), 92% (2021), 95% (2018), 94% (2016), and 95% (2014). The ratings for communication materials over the last five survey efforts are as follows: 81% (2023), 86% (2021), 93% (2018), 91% (2016), and 91% (2014).
- **Van Arrival Time.** Vans arriving for pick-up on time, the most important item to respondents by twenty-one percentage points (% selected as one of the top three most important), saw a significant rating increase this year. Eighty-seven percent of respondents (87%) rated it as excellent or good. The ratings for van arrival time over the previous survey efforts are as follows: 82% (2021), 78% (2018), 79% (2016), and 85% (2014).
- **Application for Paratransit Eligibility.** The rating for overall application to receive or renew Paratransit services saw a 6% increase this year after remaining unchanged over the previous four efforts. The ratings over the last five survey efforts are as follows: 92% (2023), 86% (2021), 87% (2018), 86% (2016), and 86% (2014).
- **PASS Web.** Respondents who indicated that they use PASS Web were asked to rate its usefulness on a scale of one to five, with five being “Very useful,” and one being “Not at all useful.” In 2021, only forty-eight percent of respondents (48%) rated it as useful or very useful. This year, eighty-seven percent of respondents (87%) selected useful or very useful, with 0 respondents selecting not at all useful.
- The following section lists the charts and graphs for each survey question broken down into three categories: Key Characteristics of Customers, Customer Transportation Characteristics, and Customer Opinions.

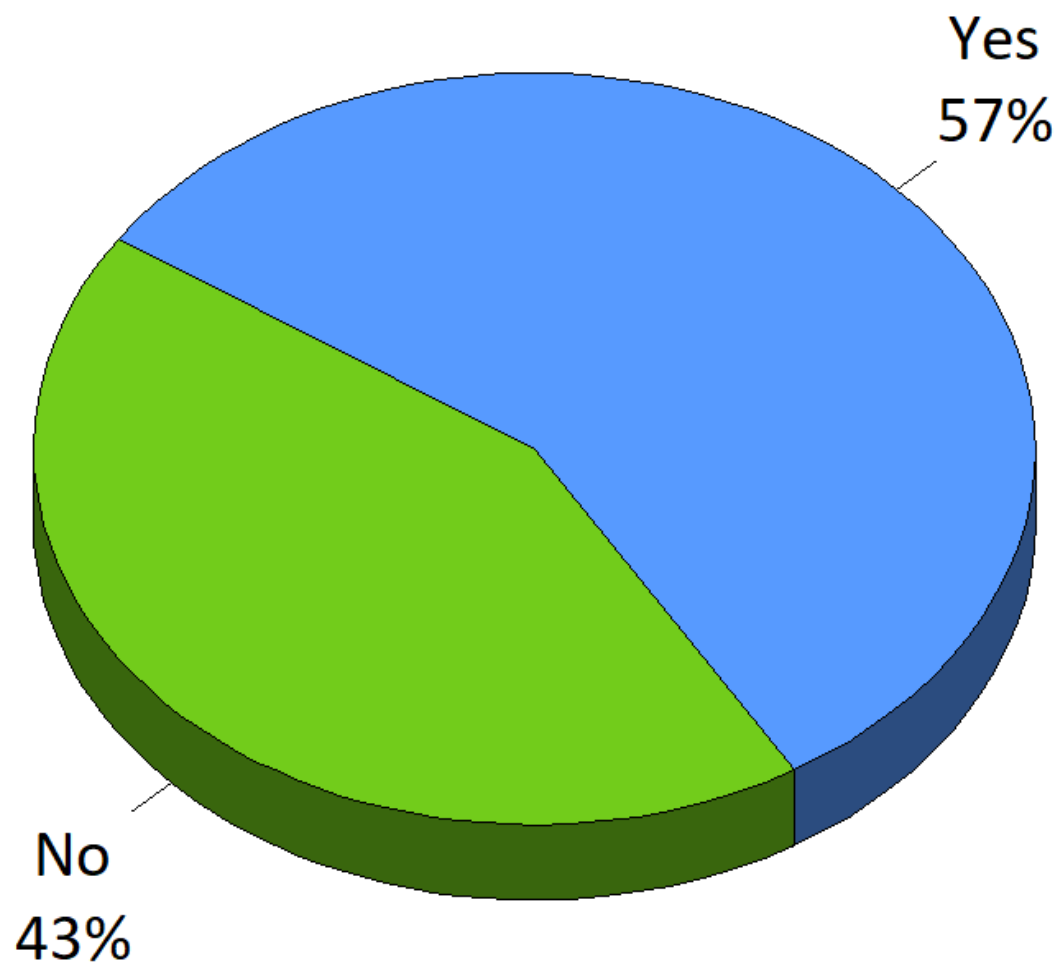
2 Charts & Graphs



KEY CHARACTERISTICS OF CUSTOMERS

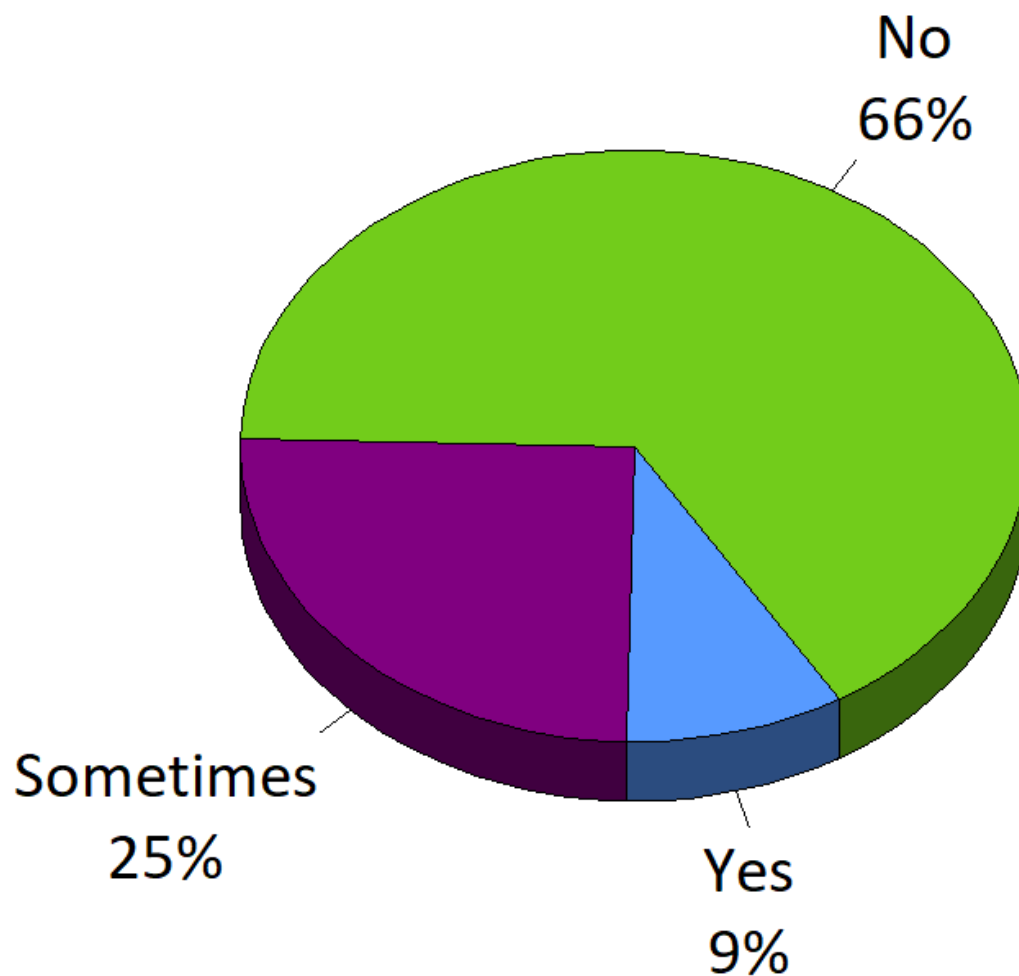
Do you have a wheelchair, scooter, or other mobility device? (Q16)

by percentage of respondents (excluding “not provided”)



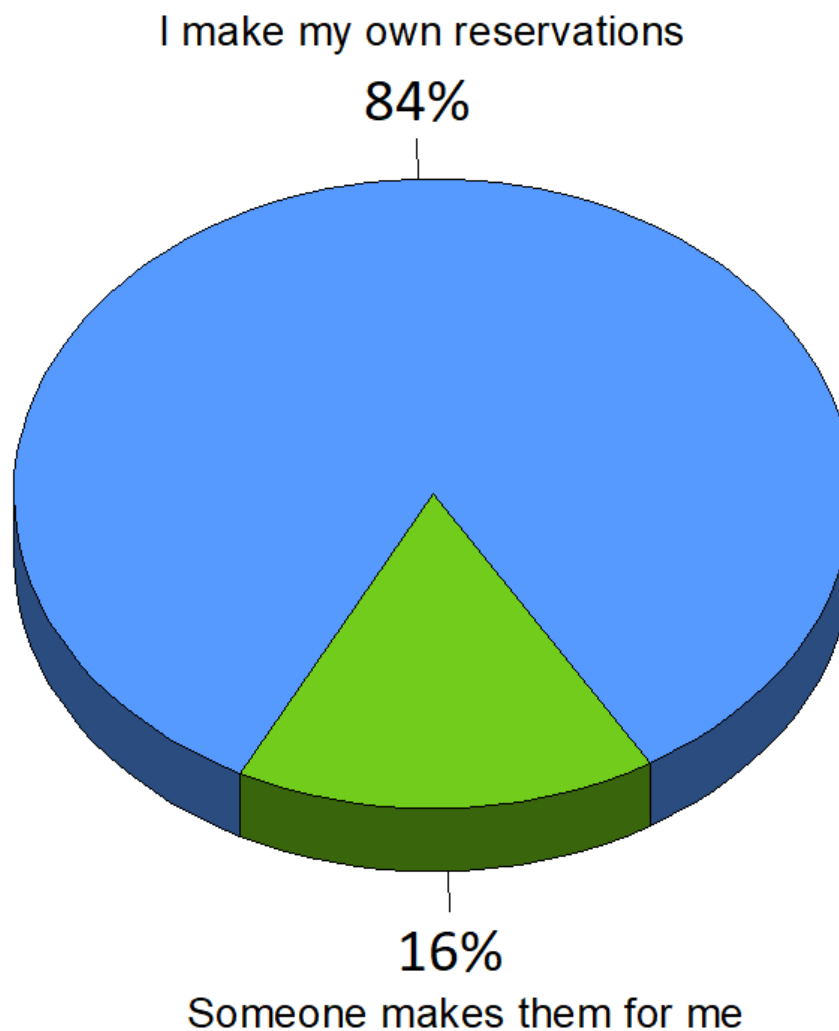
Do you require a Personal Care Assistant (PCA) to travel with you? (Q1)

by percentage of respondents (excluding “not provided”)



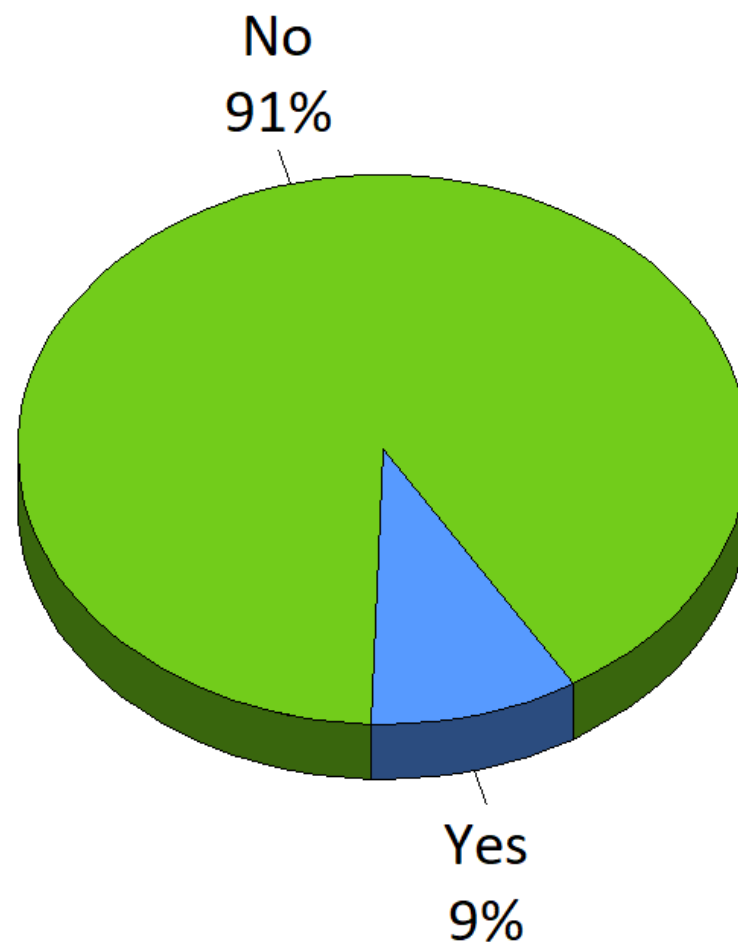
Do you make reservations yourself, or does someone make them for you? (Q6)

by percentage of respondents (excluding “not provided”)



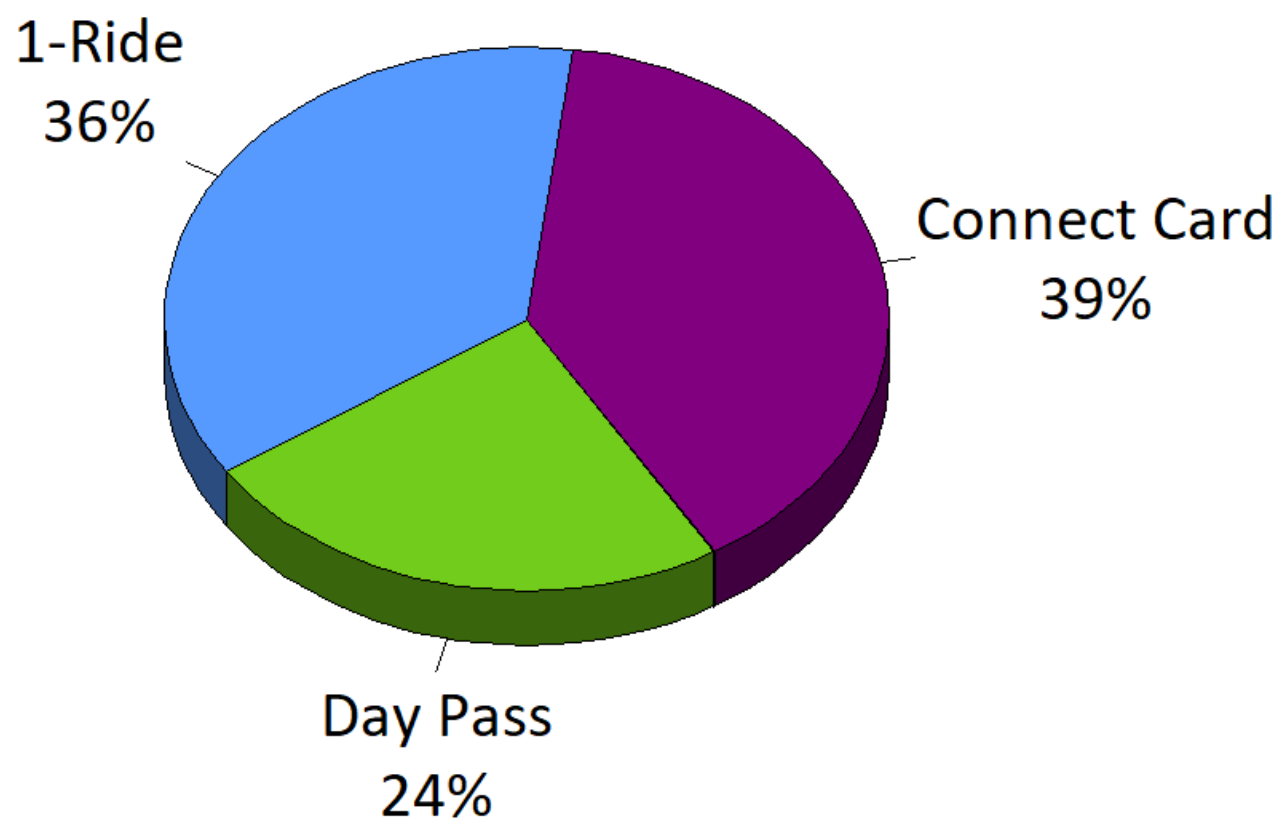
Do you receive a Paratransit pass from a social service provider (Arc, SMS, Providence)? (Q8)

by percentage of respondents (excluding “not provided”)



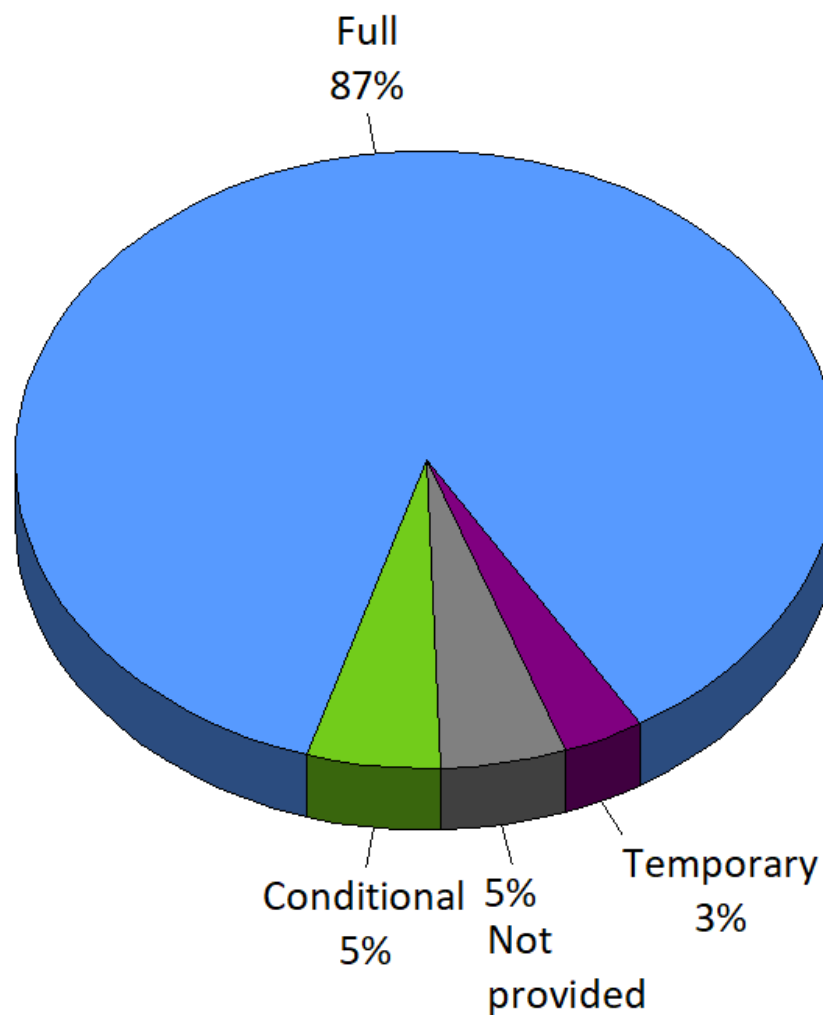
What kind of pass do you receive? (Q8a)

by percentage of respondents (excluding "not provided")



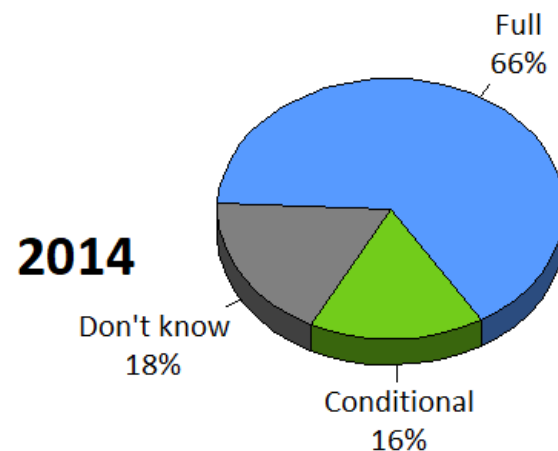
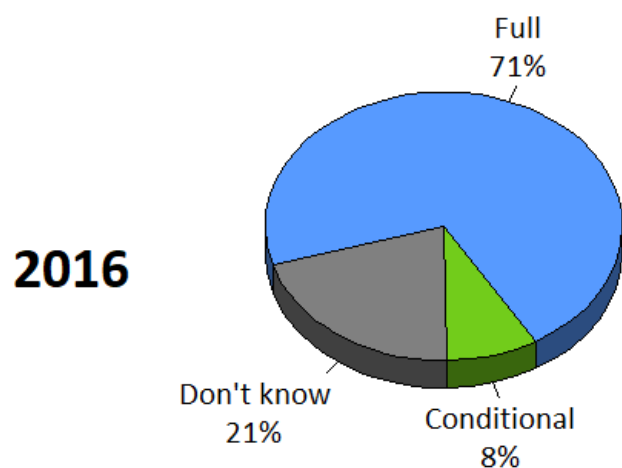
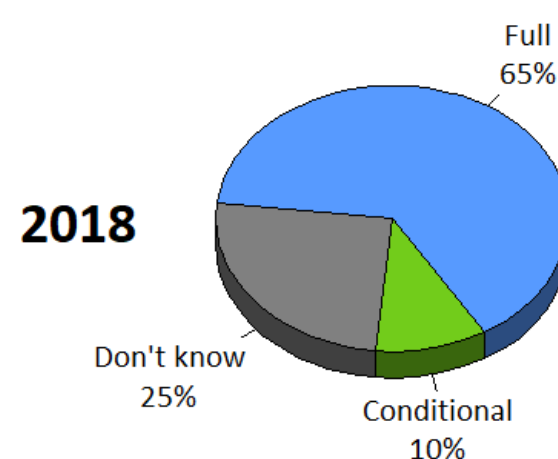
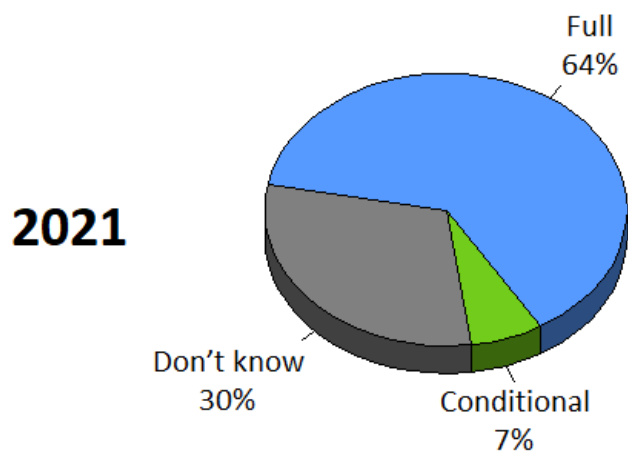
To your understanding, do you have full, conditional, or a temporary level of Paratransit eligibility? (Q9)

by percentage of respondents



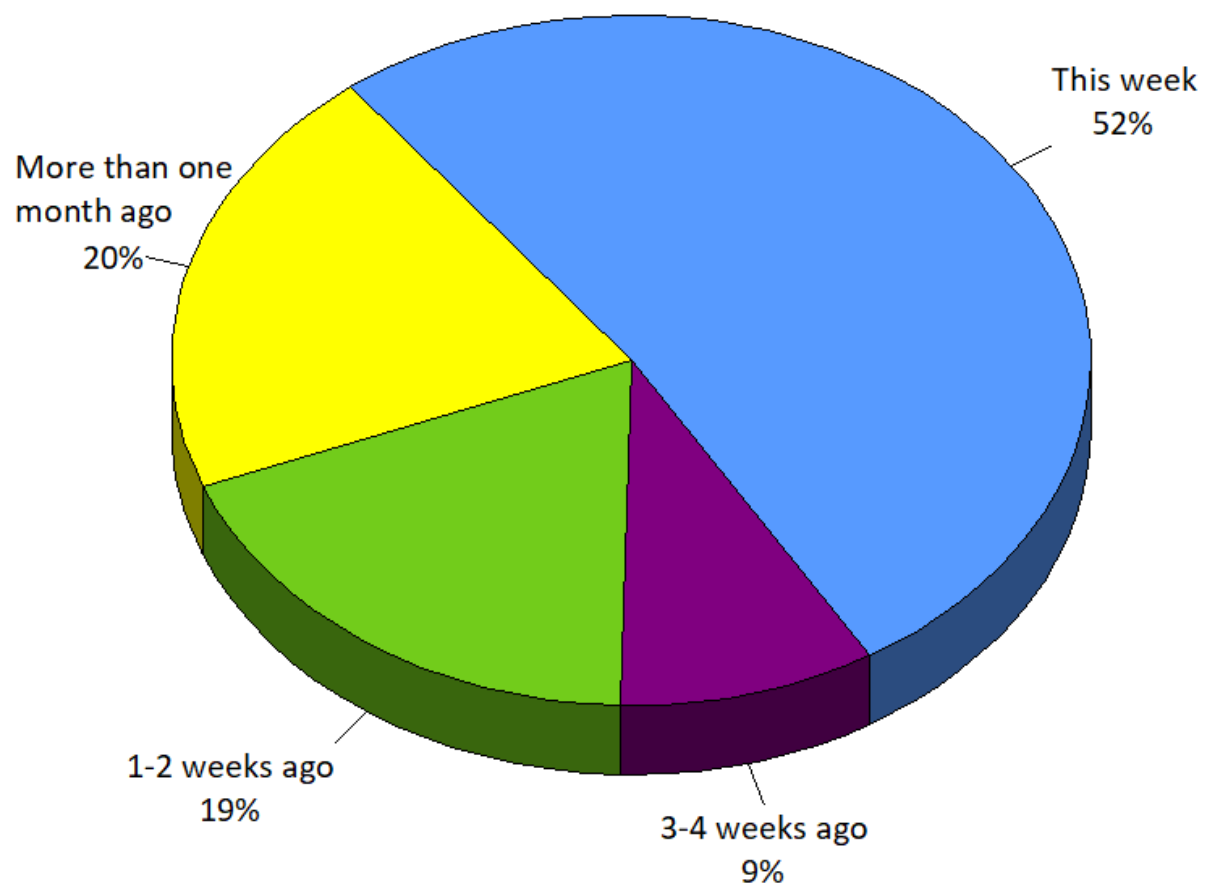
Trends: To your understanding, do you have full, conditional, or a temporary level of Paratransit eligibility? (Q9)

by percentage of respondents



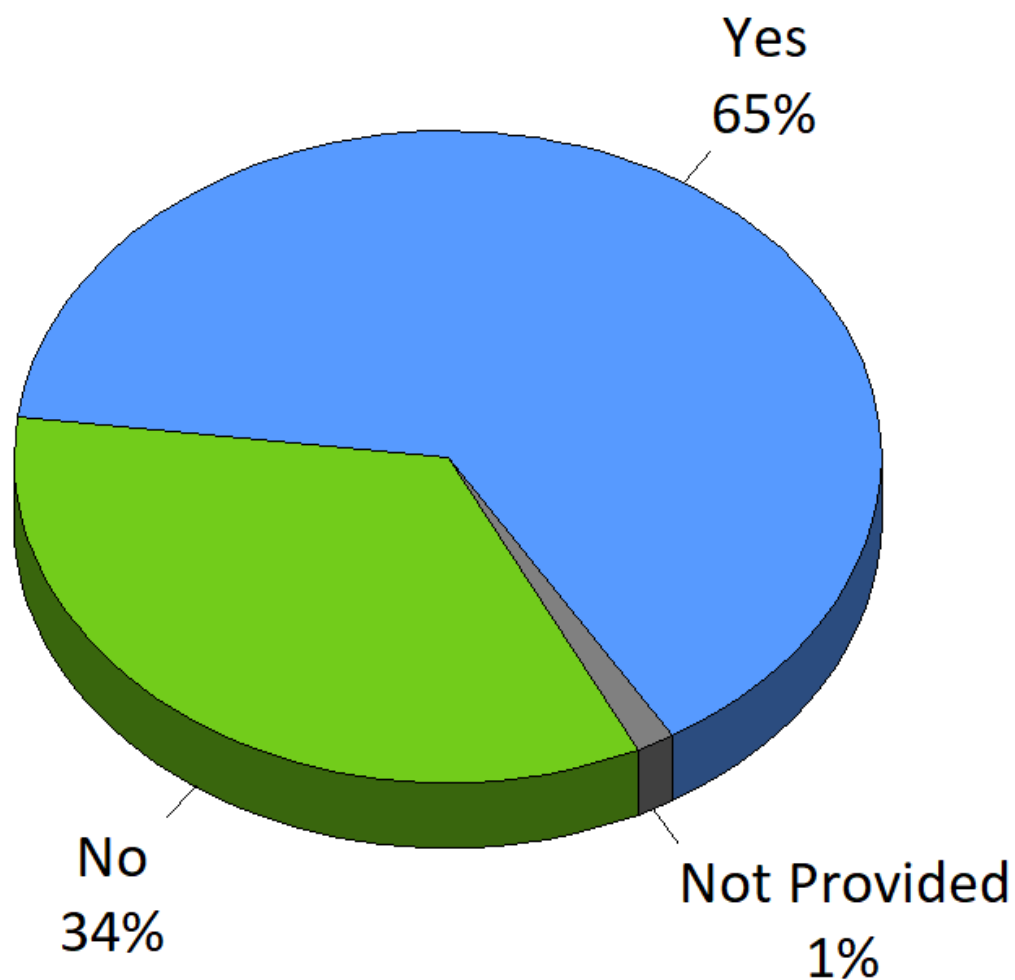
When was the last Paratransit ride you took? (Q19)

by percentage of respondents (excluding “not provided”)



Do you have access to the internet using a computer? (Q26)

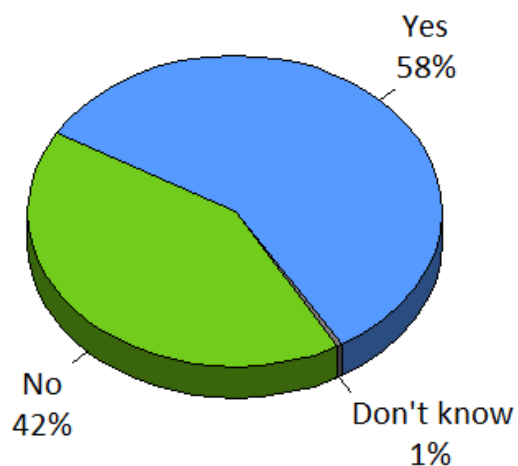
by percentage of respondents



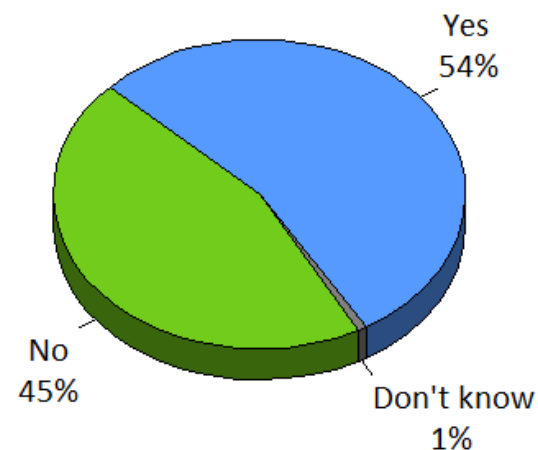
Trends: Do you have access to the internet using a computer? (Q26)

by percentage of respondents

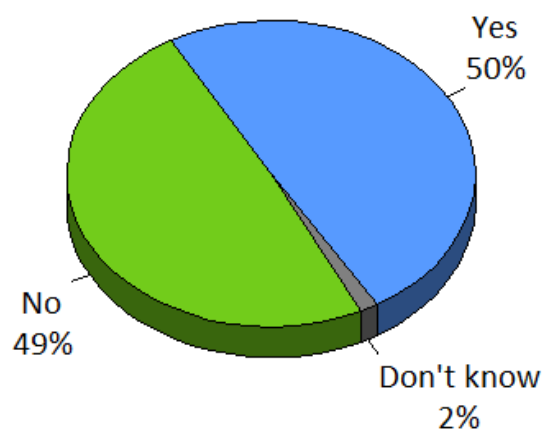
2021



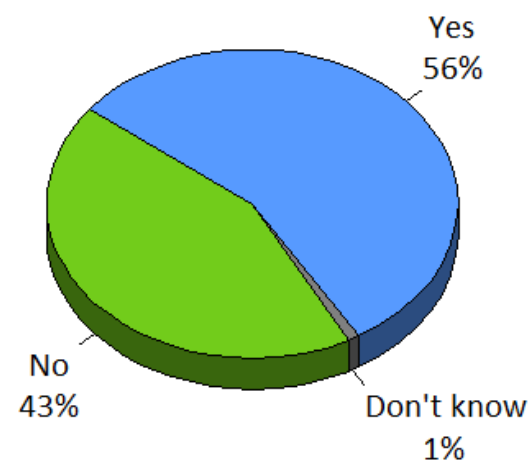
2018



2016

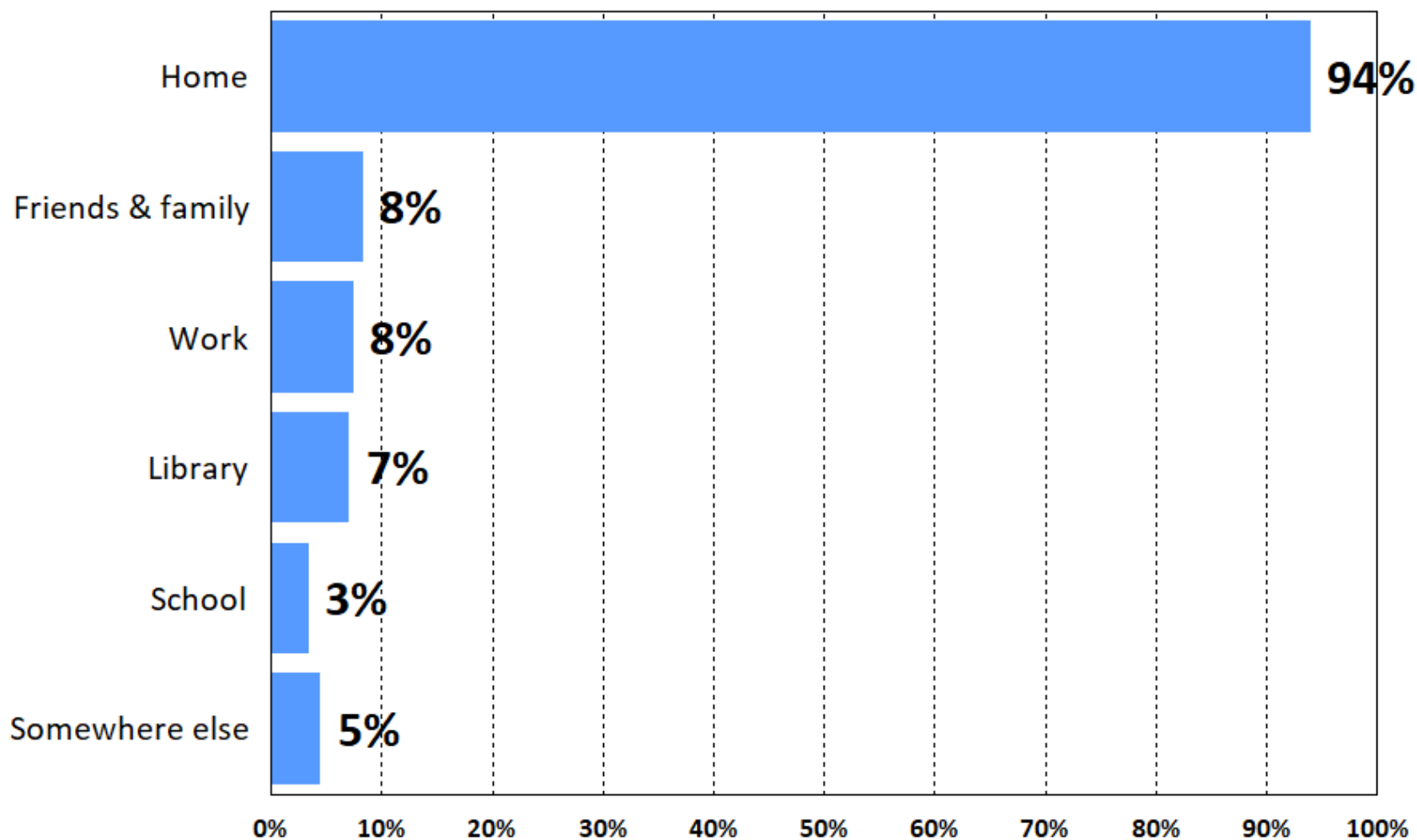


2014



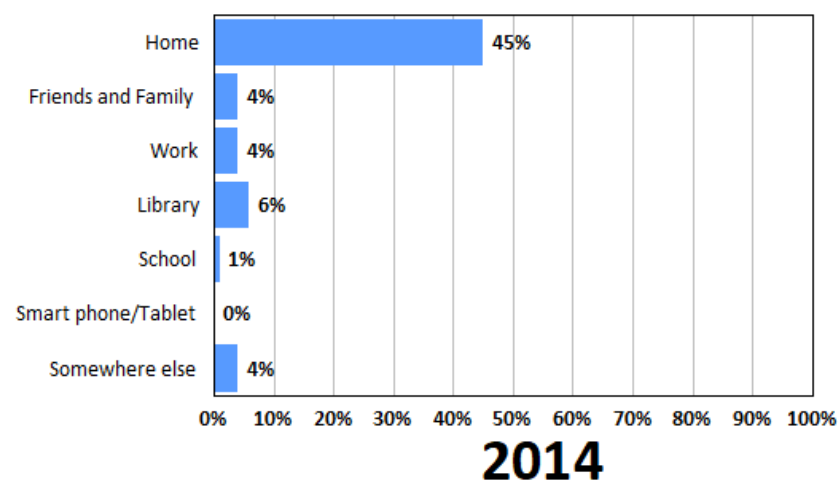
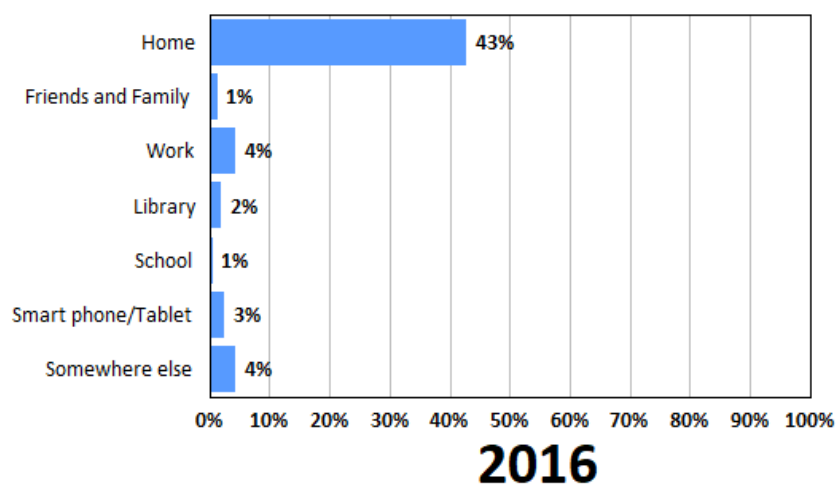
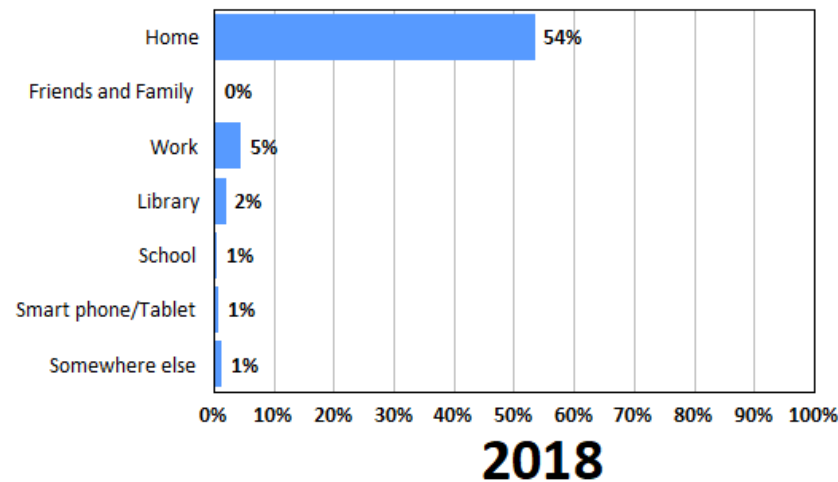
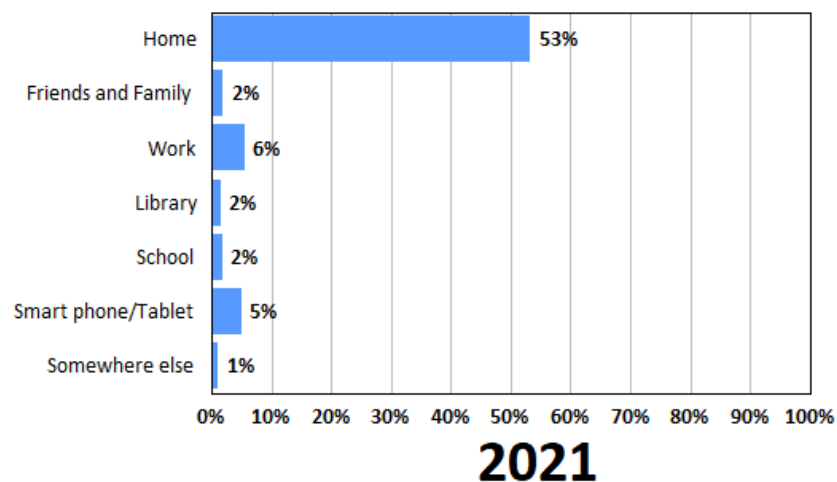
Where do you have internet access using a computer? (Q26a)

by percentage of respondents who indicated that they have internet access using a computer



Trends: Where do you have internet access using a computer? (Q26a)

by percentage of respondents who indicated that they have internet access using a computer

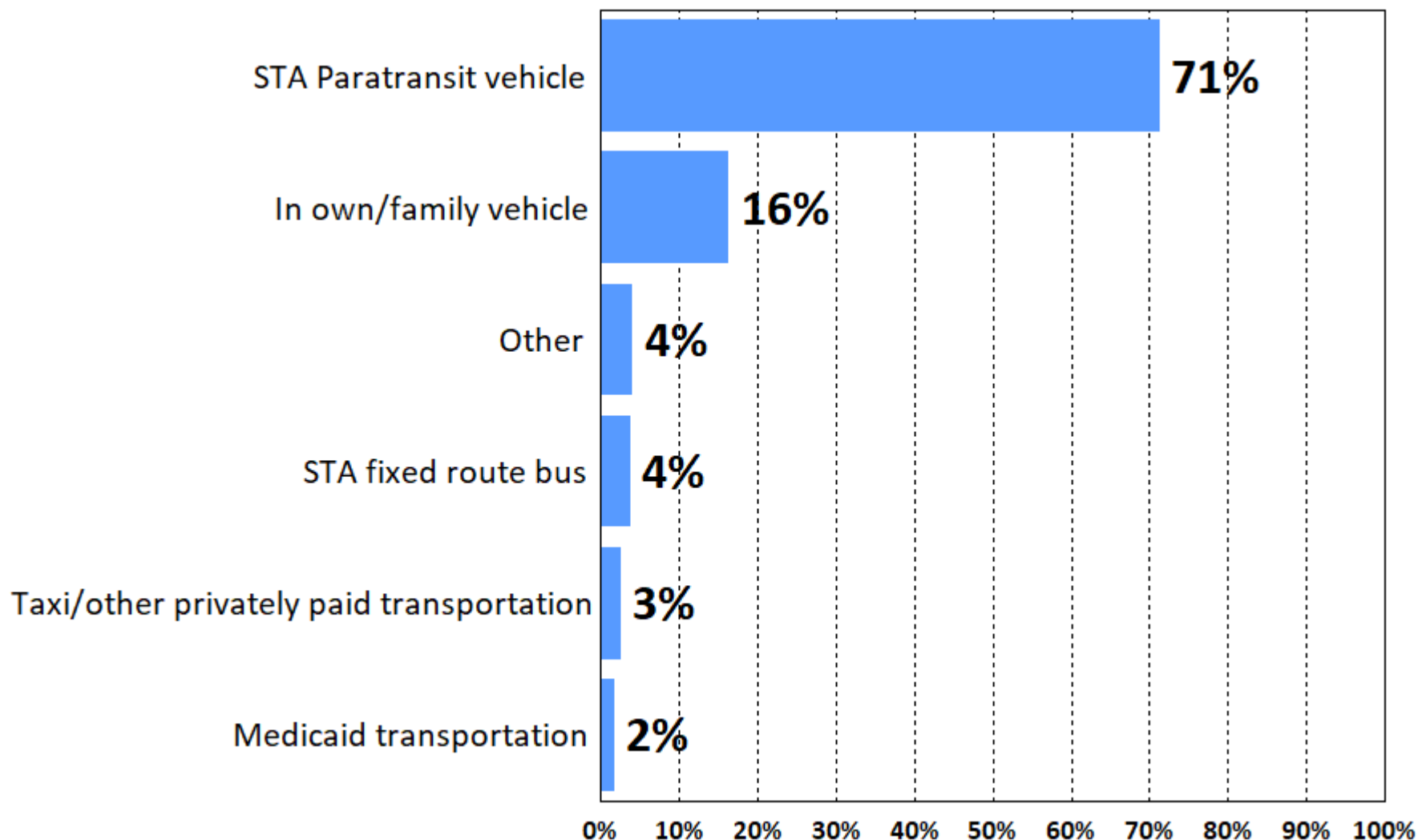




CUSTOMER TRANSPORTATION CHARACTERISTICS

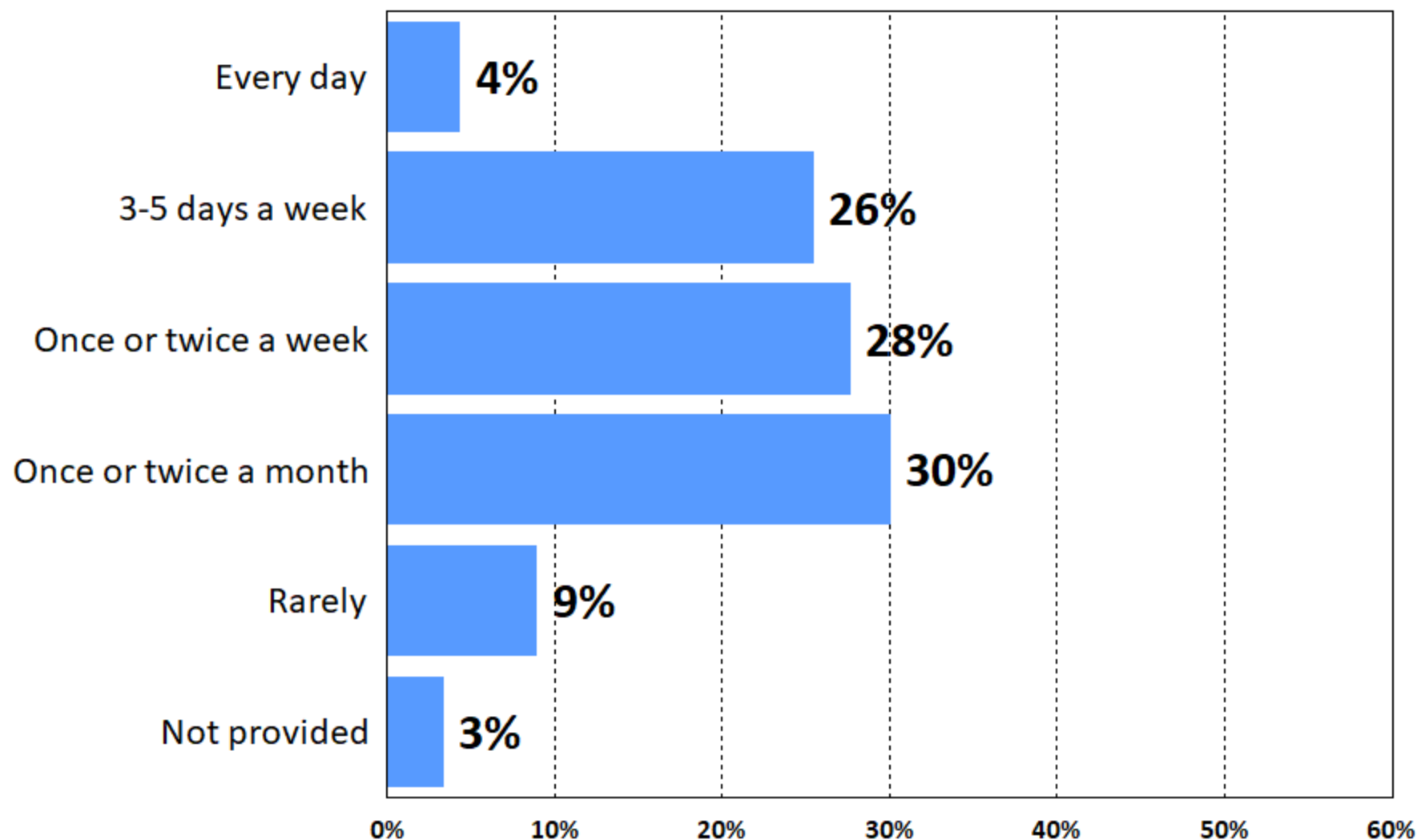
How do you take most of your trips? (Q20)

by percentage of respondents (excluding “not provided”)



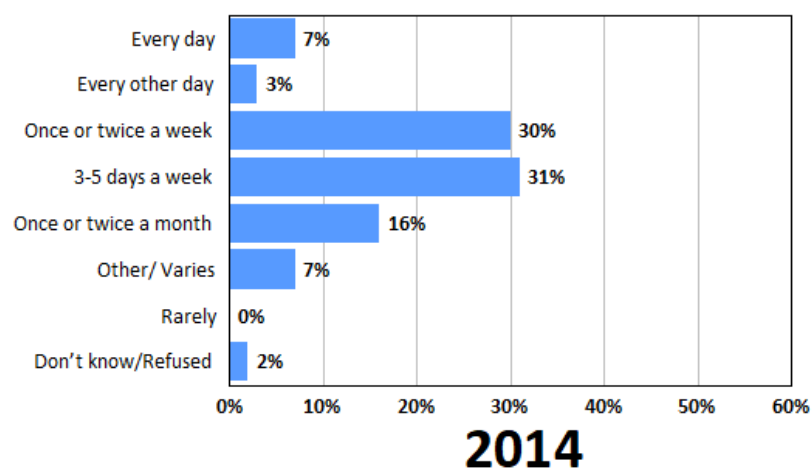
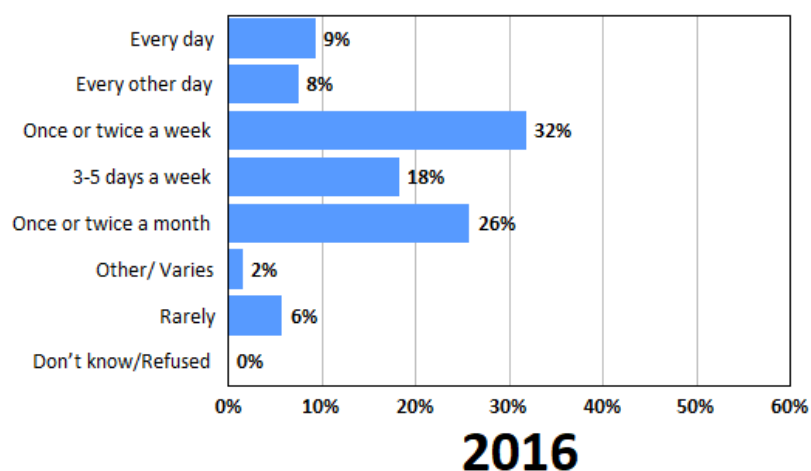
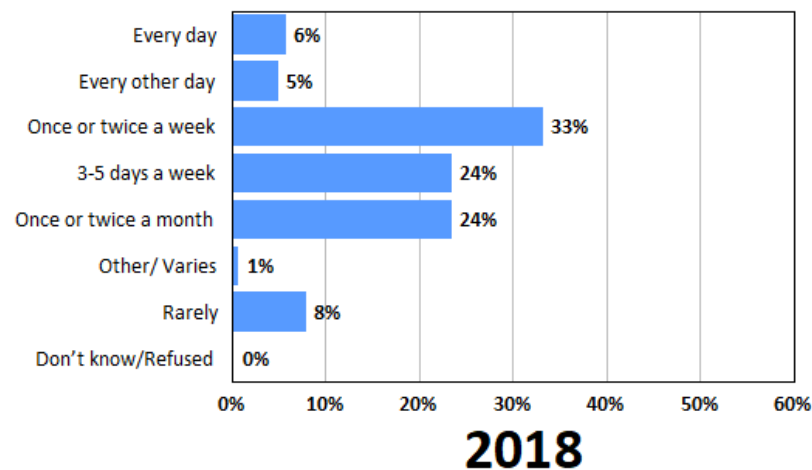
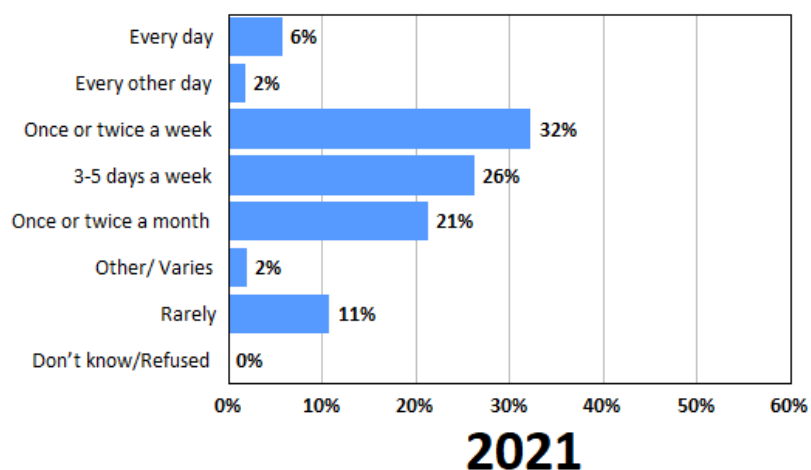
Which of the following describes how often you ride Paratransit? (Q11)

by percentage of respondents



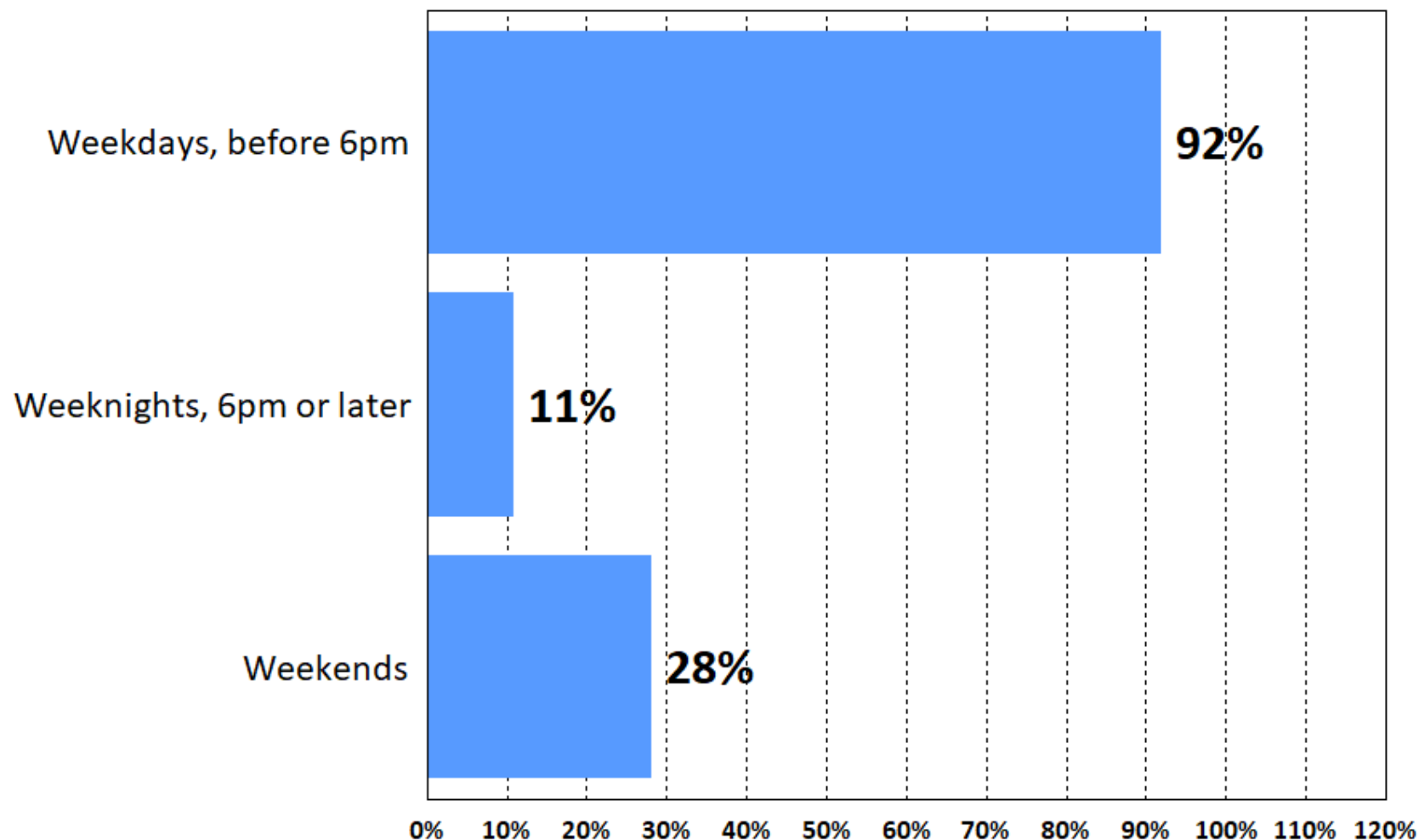
Trends: Which of the following describes how often you ride Paratransit? (Q11)

by percentage of respondents



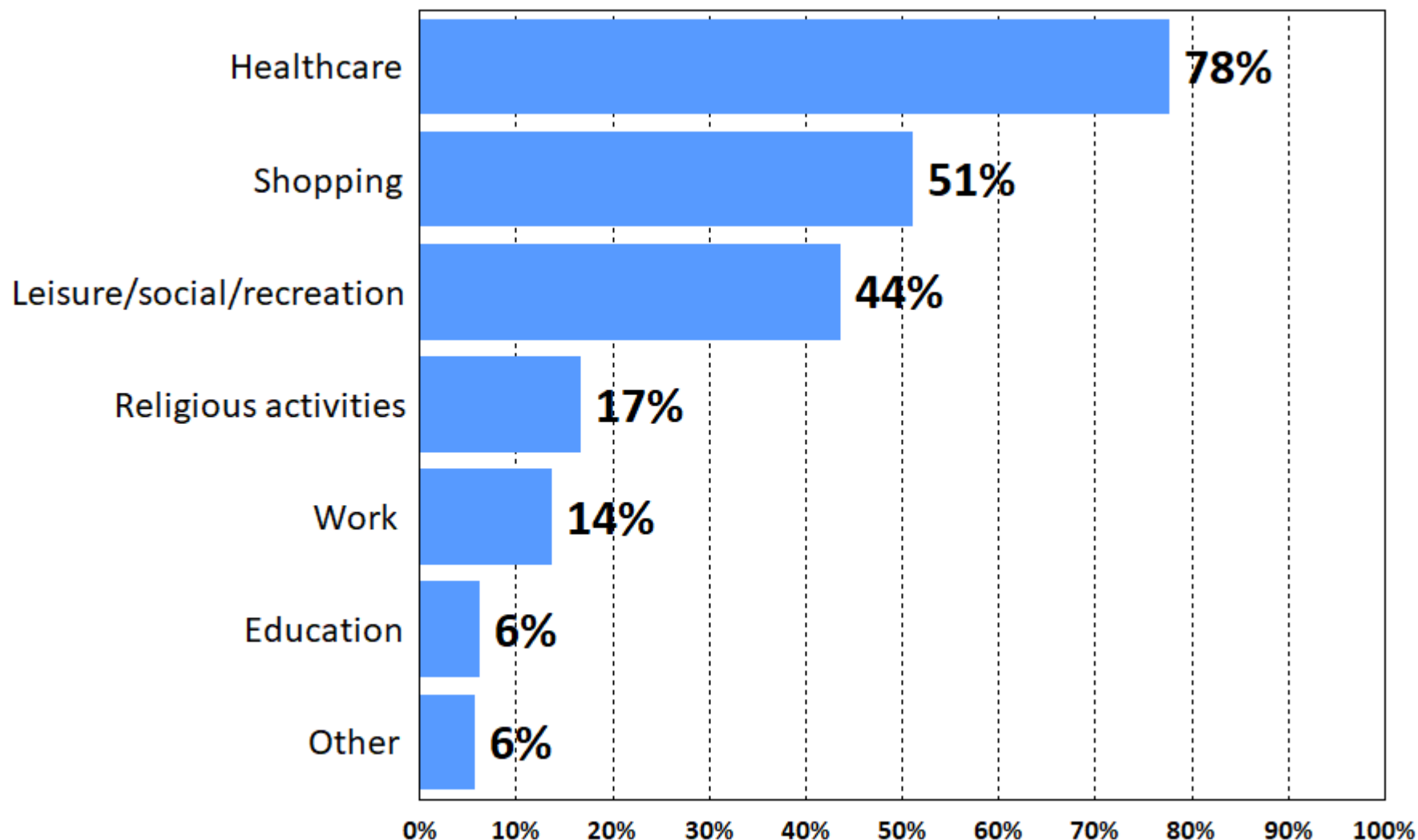
At which of the following times of the week do you (or your rider) use Paratransit services? (Q12)

by percentage of respondents



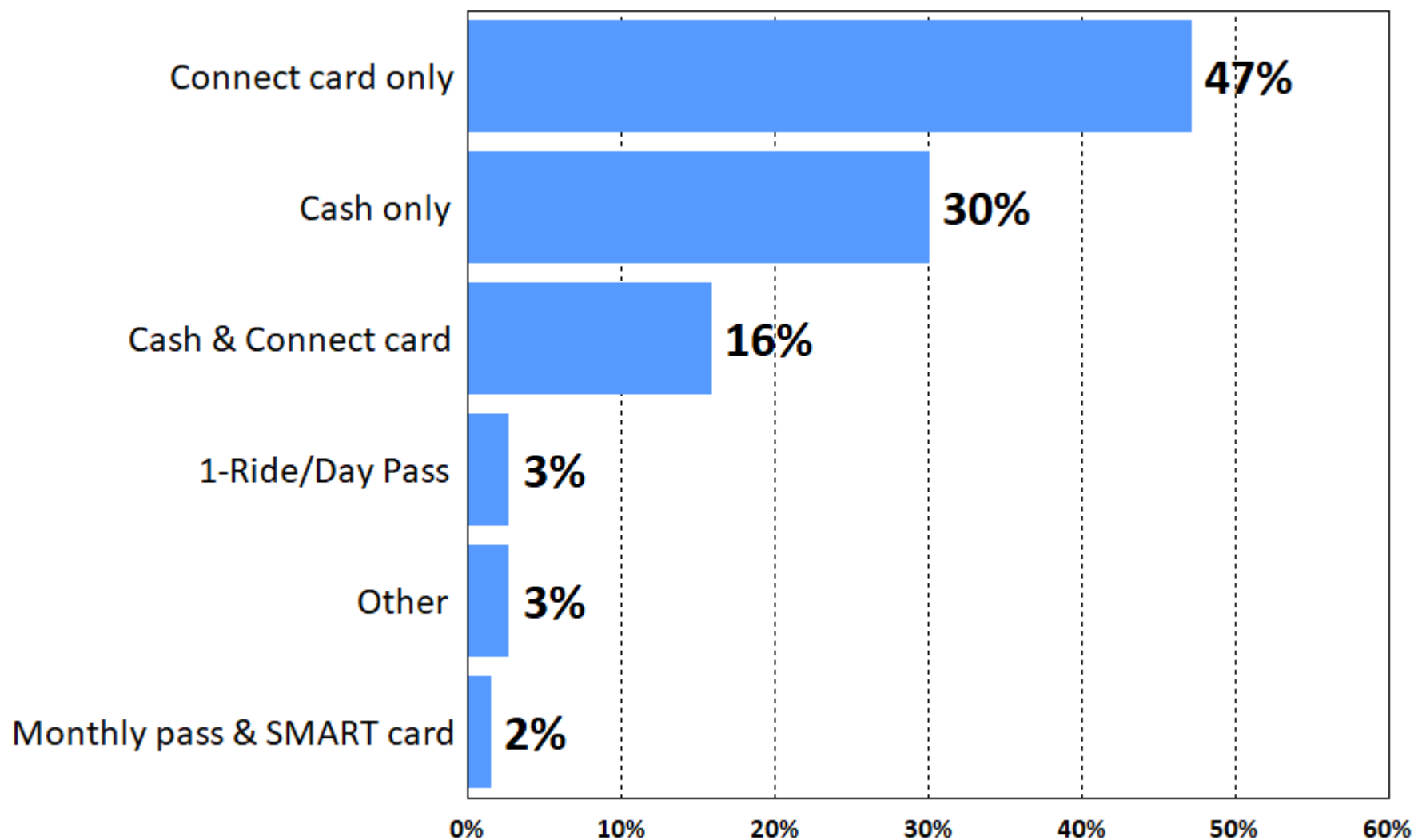
What type of trips do you take most often on STA Paratransit? (Q2)

by percentage of respondents



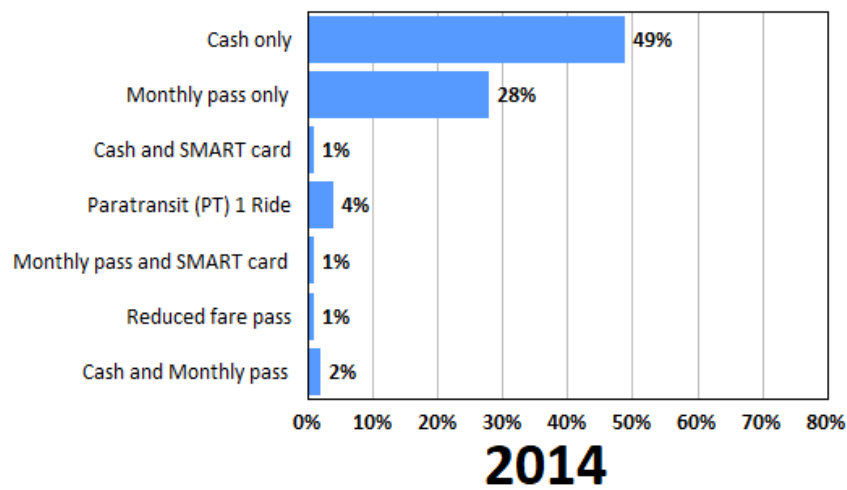
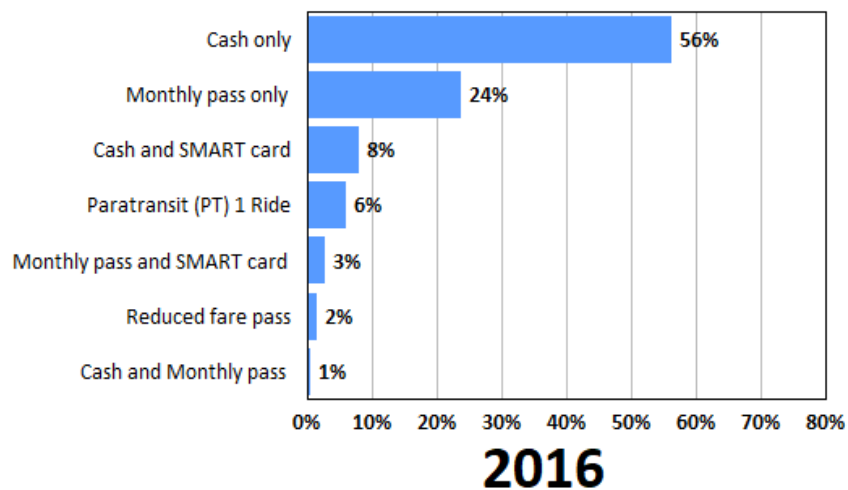
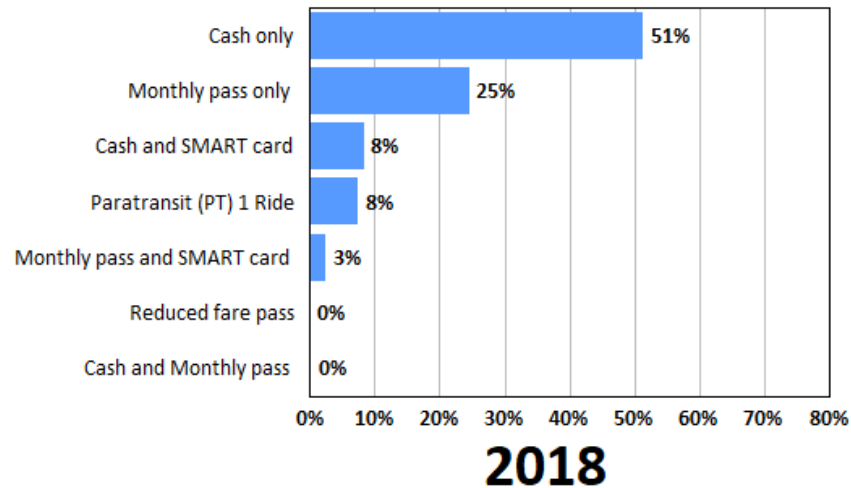
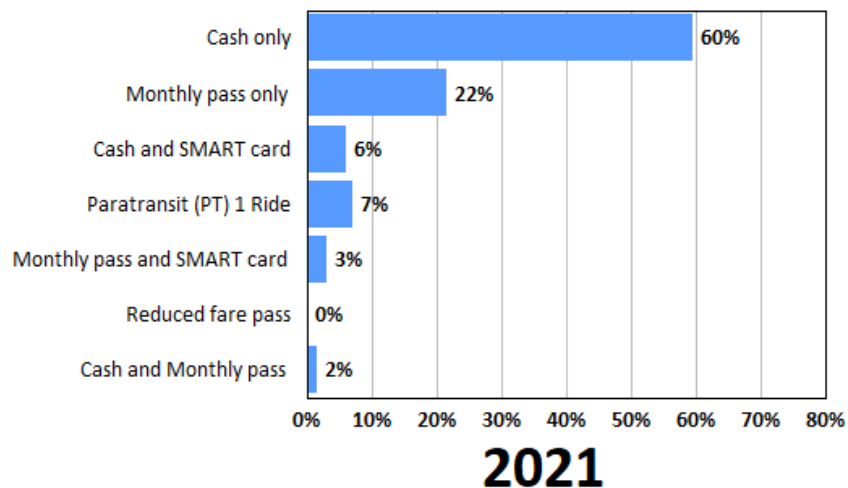
What do you use to pay for your Paratransit trips? (Q7)

by percentage of respondents (excluding “not provided”)



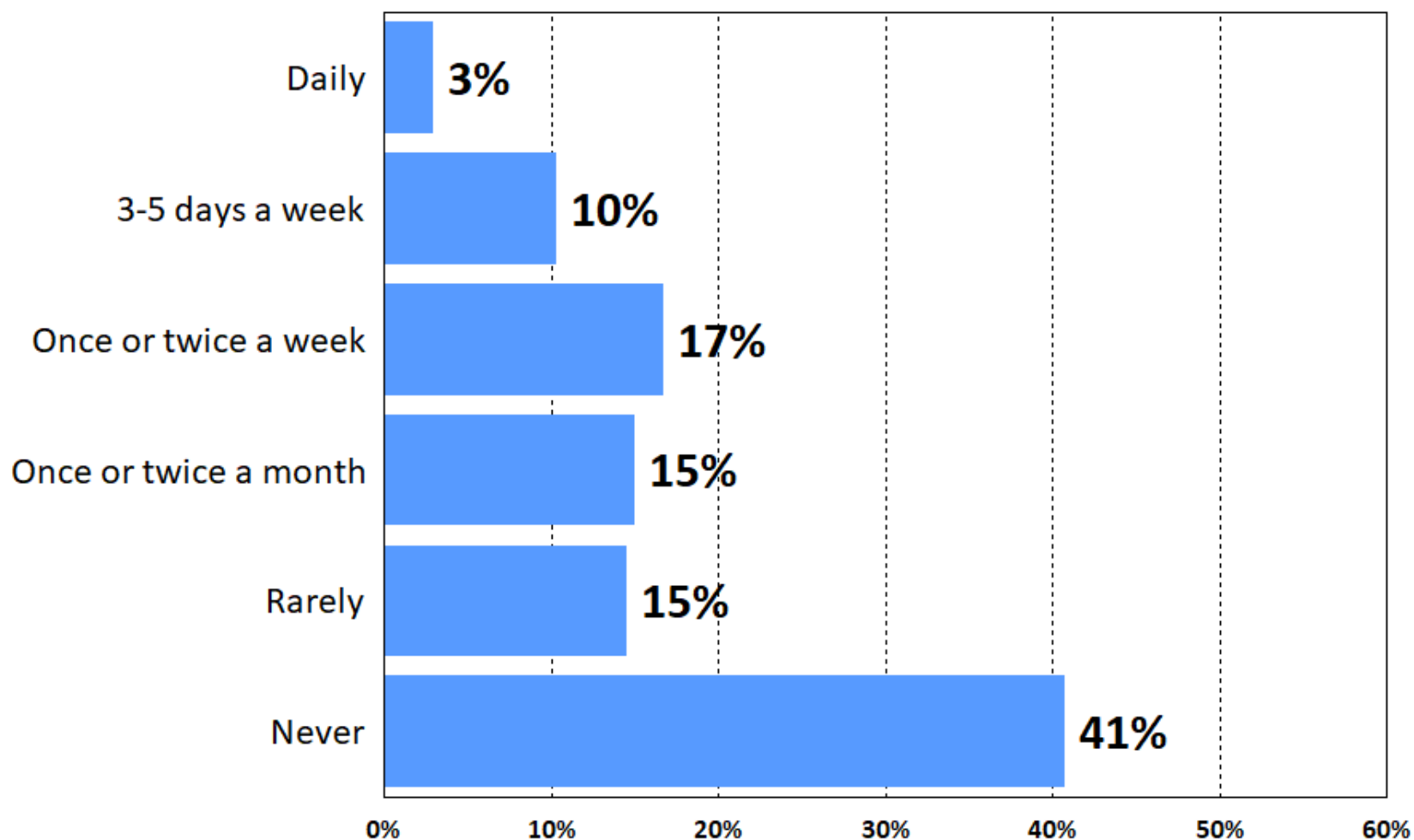
Trends: What do you use to pay for your Paratransit trips? (Q7)

by percentage of respondents (excluding “not provided”)



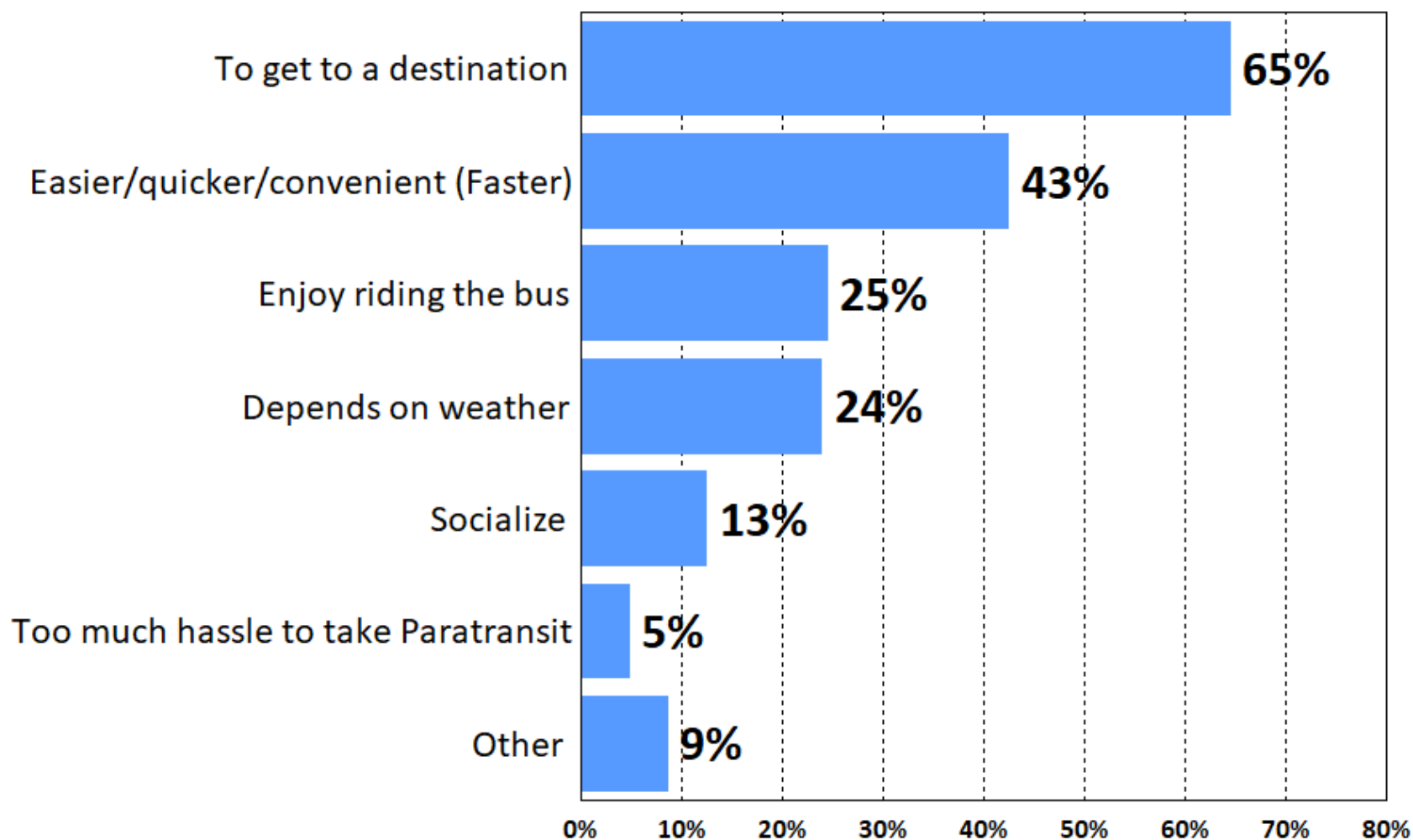
How often do you take trips on the regular STA bus? (Q10)

by percentage of respondents (excluding “not provided”)



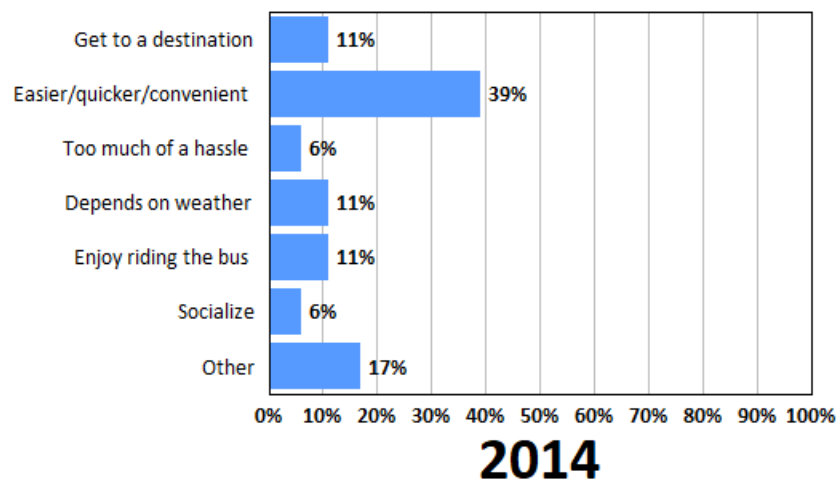
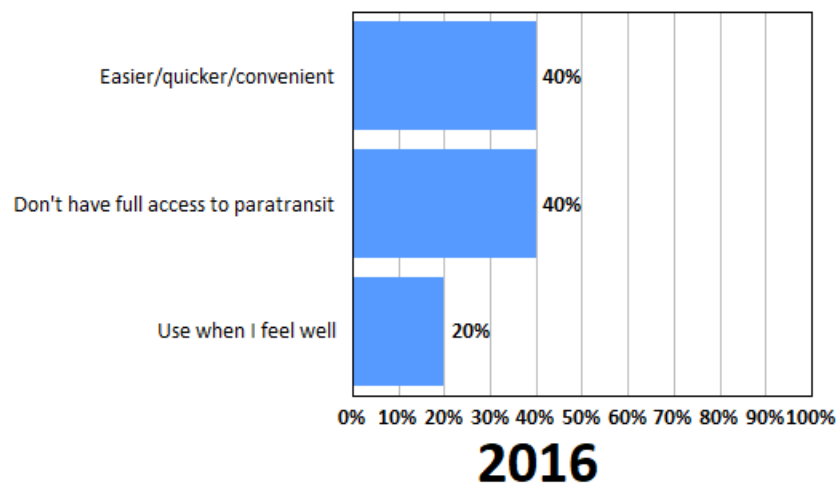
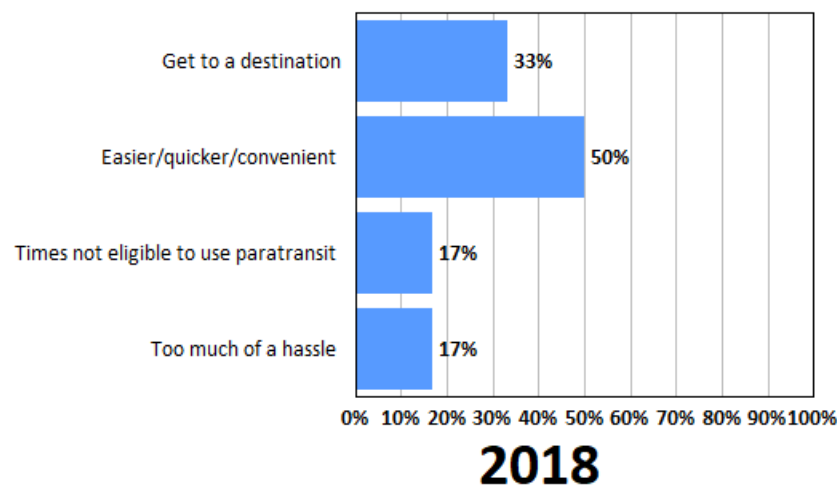
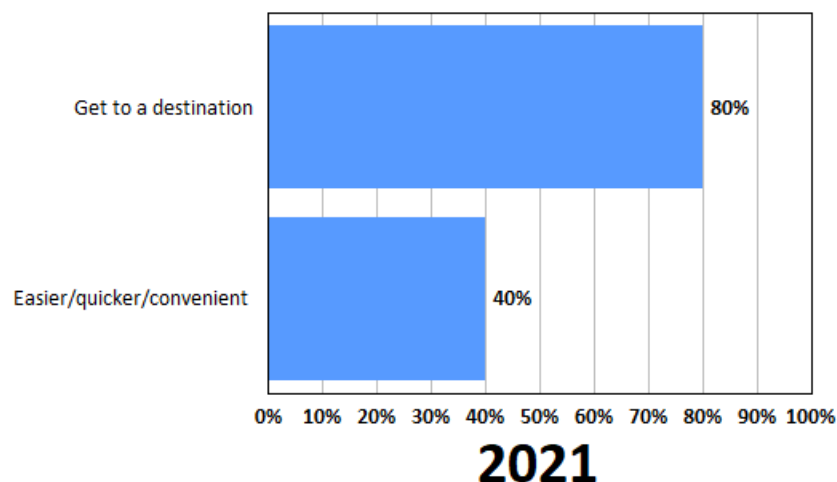
Why do you take trips on the regular STA bus? (Q10a)

by percentage of respondents who indicated that they take the regular STA fixed route bus



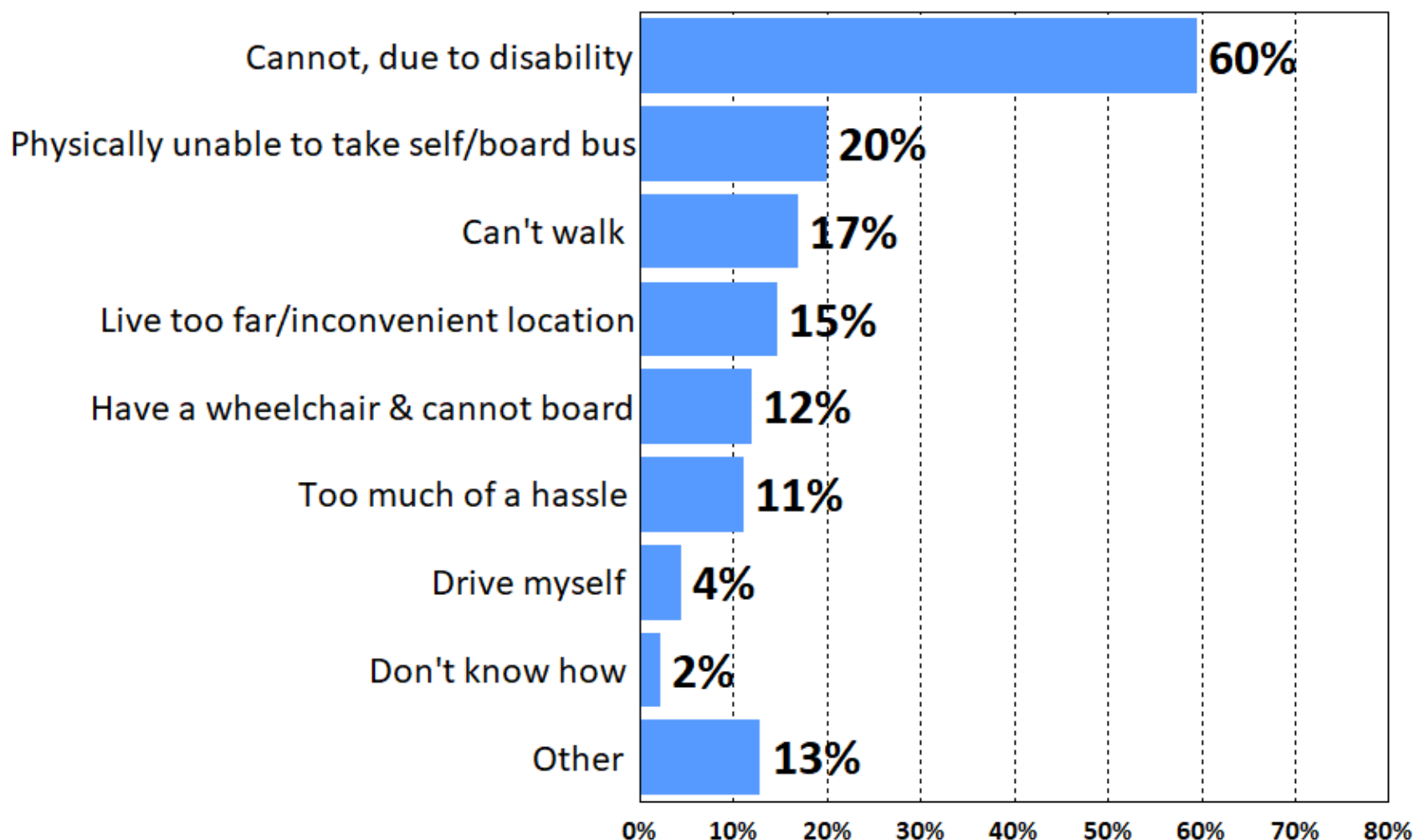
Trend: Why do you take trips on the regular STA bus? (Q10a)

by percentage of respondents who indicated that they take the regular STA fixed route bus



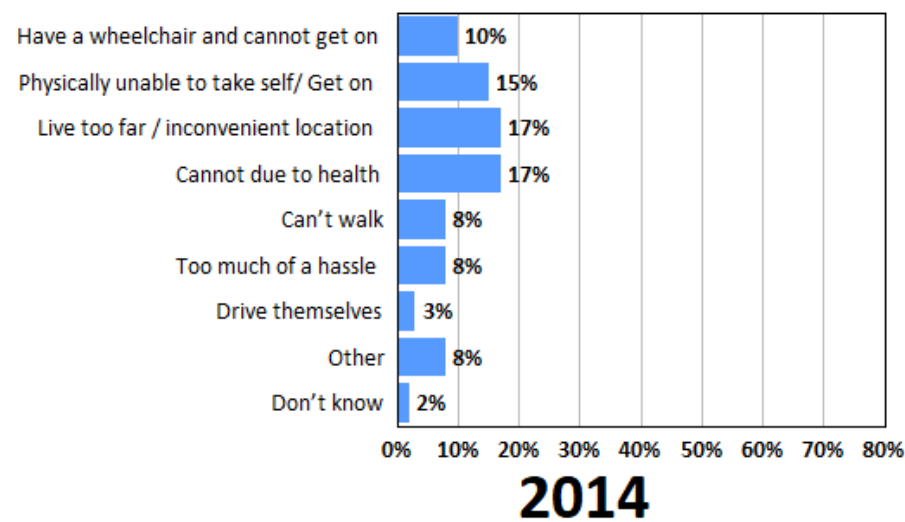
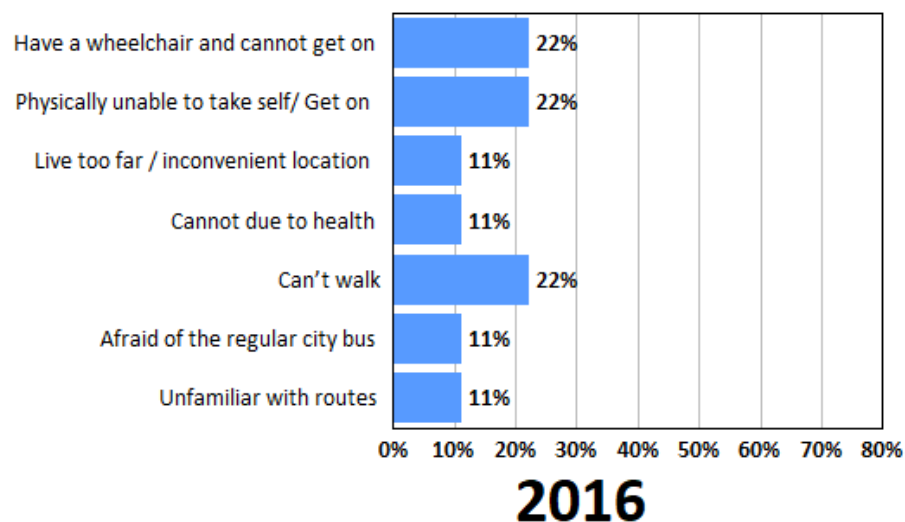
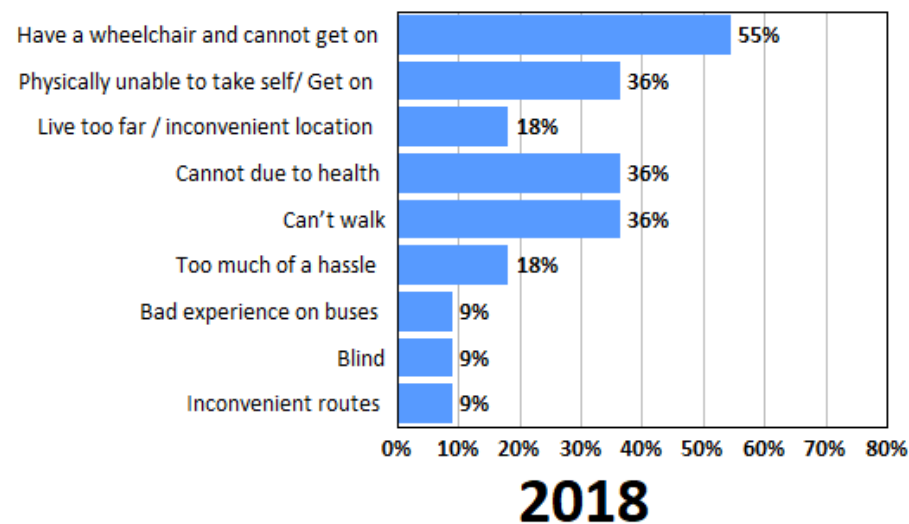
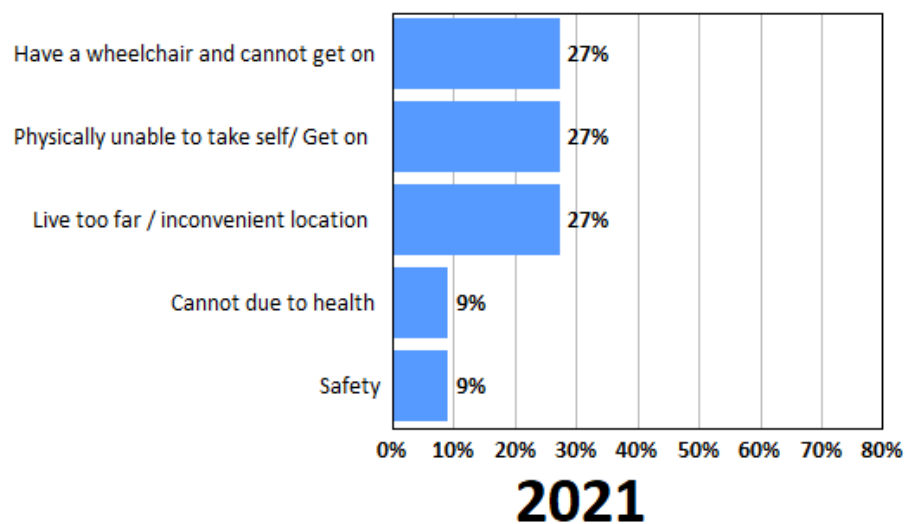
Why don't you take trips on the regular STA bus? (Q10b)

by percentage of respondents who indicated that they don't take the regular STA fixed route bus



Trends: Why don't you take trips on the regular STA bus? (Q10b)

by percentage of respondents who indicated that they don't take the regular STA fixed route bus

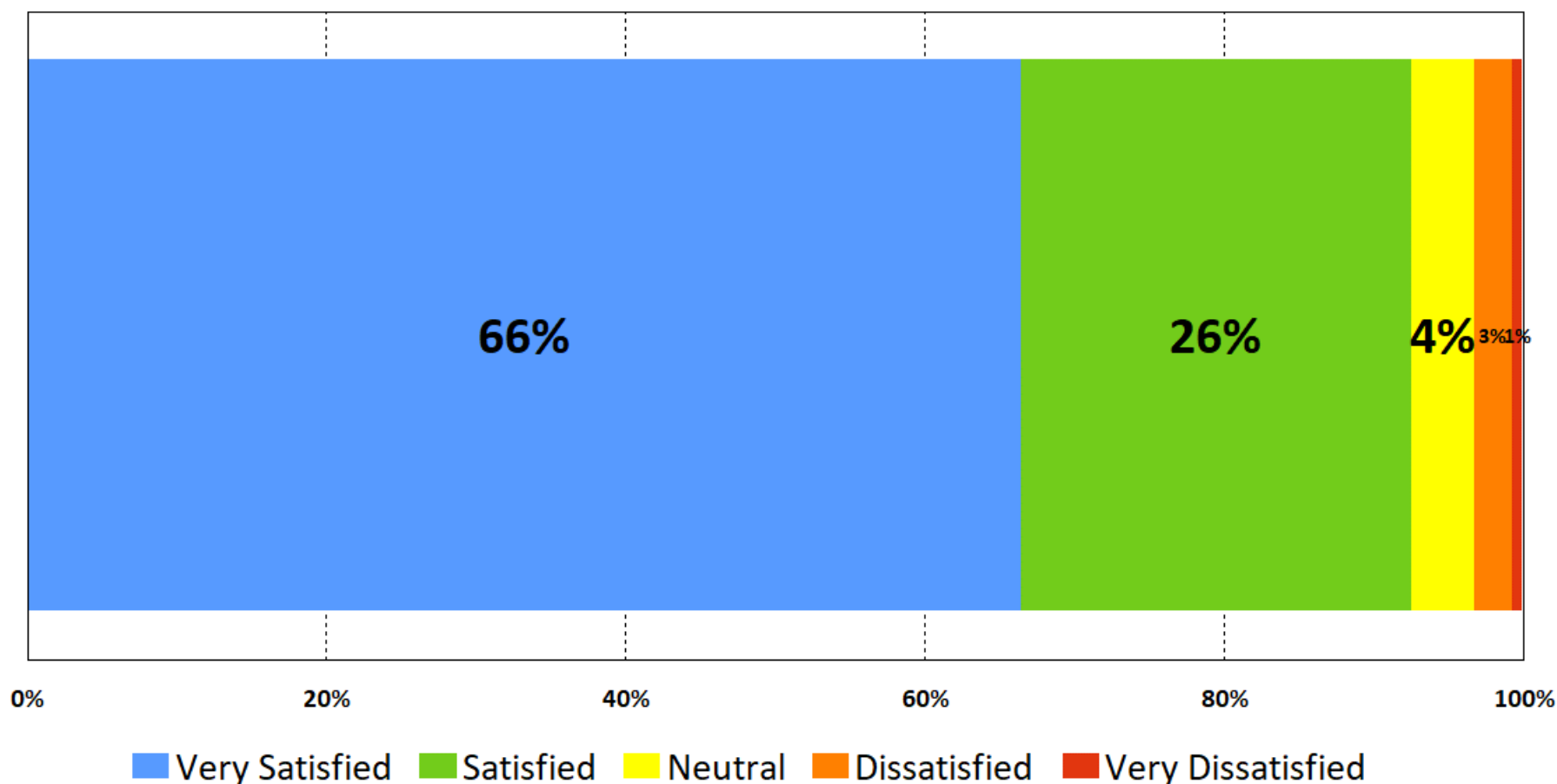




CUSTOMER OPINIONS

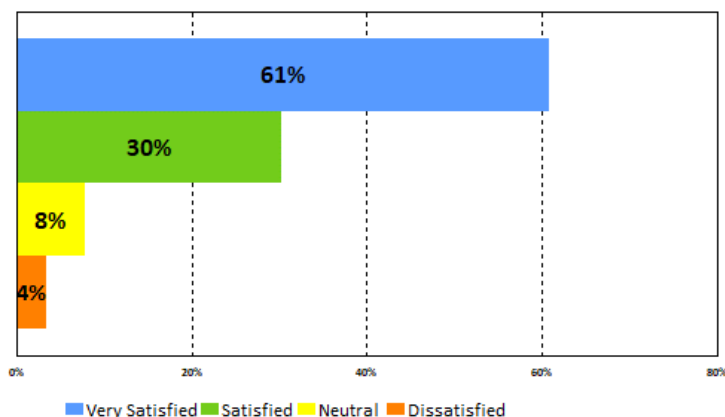
All things considered, on a scale of 1 to 5, where 5 means "Very satisfied," and 1 means "Very dissatisfied," how satisfied are you with the overall quality of the STA Paratransit service? (Q18)

by percentage of respondents (excluding "not provided")

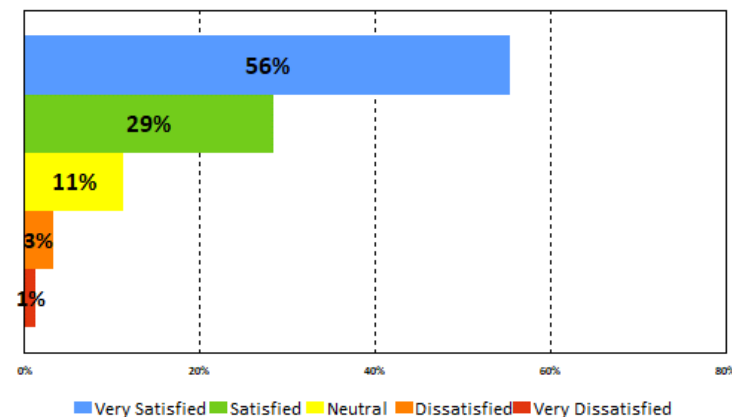


Trends: All things considered, on a scale of 1 to 5, where 5 means "Very satisfied," and 1 means "Very dissatisfied," how satisfied are you with the overall quality of the STA Paratransit service? (Q18)

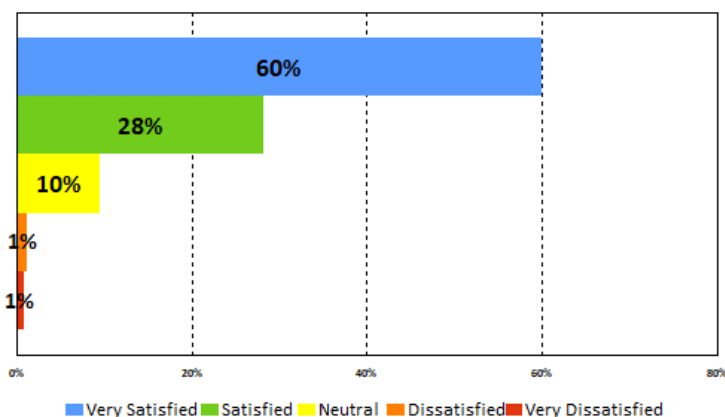
by percentage of respondents (excluding "not provided")



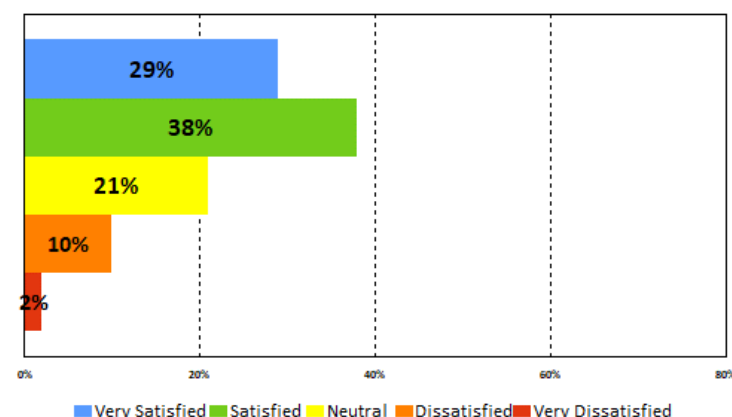
2021



2018



2016



2014

NET PROMOTER SCORE (Q3)

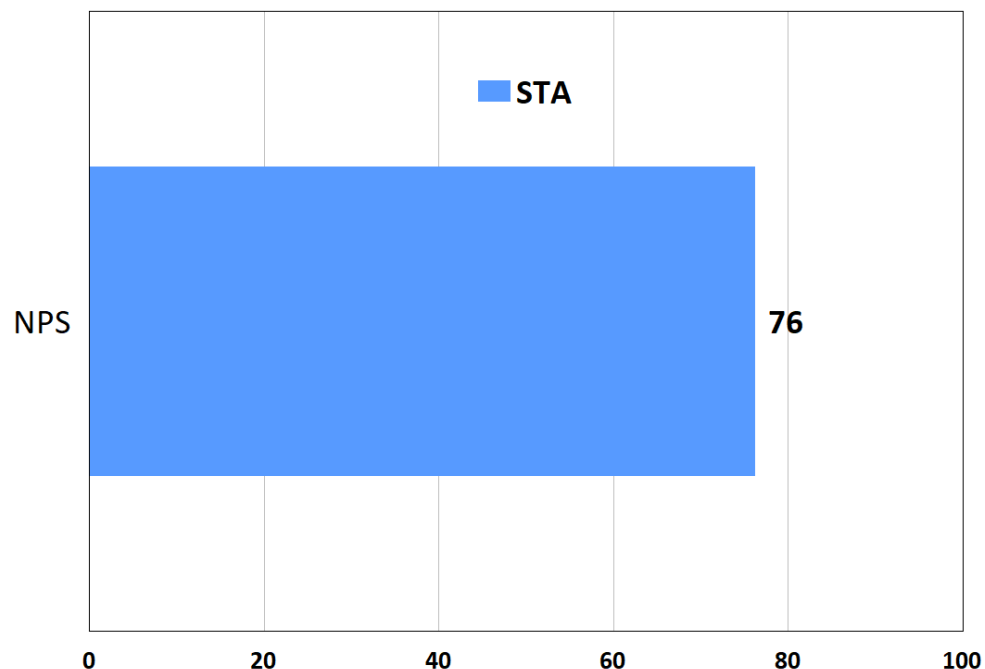
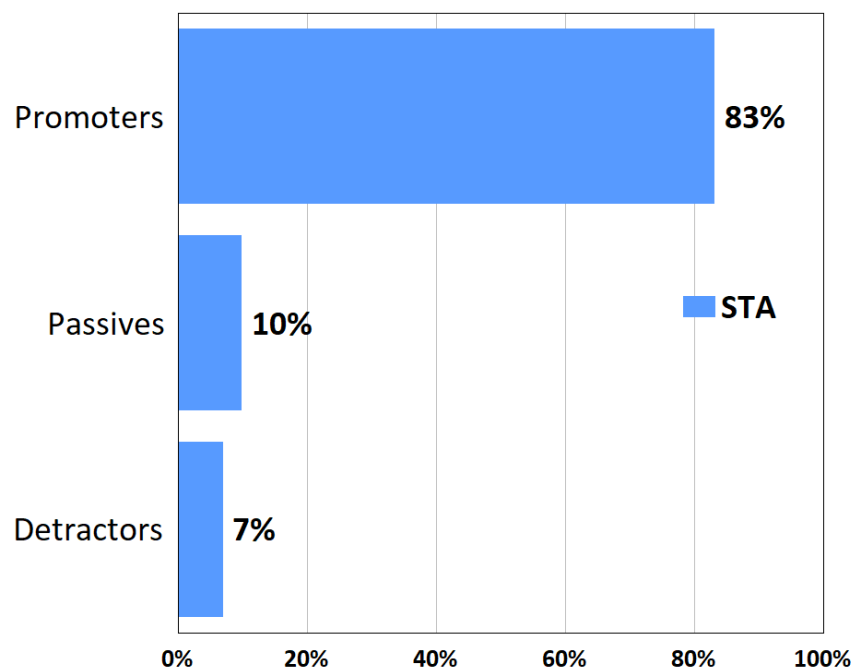
Using a 10-point scale, where 10 means “Very Likely,” and 0 means “Not Likely At All,” how likely would you be to recommend STA paratransit service to a friend, colleague, or family member?

“Promoter” = 10-9

“Passive” = 8-7

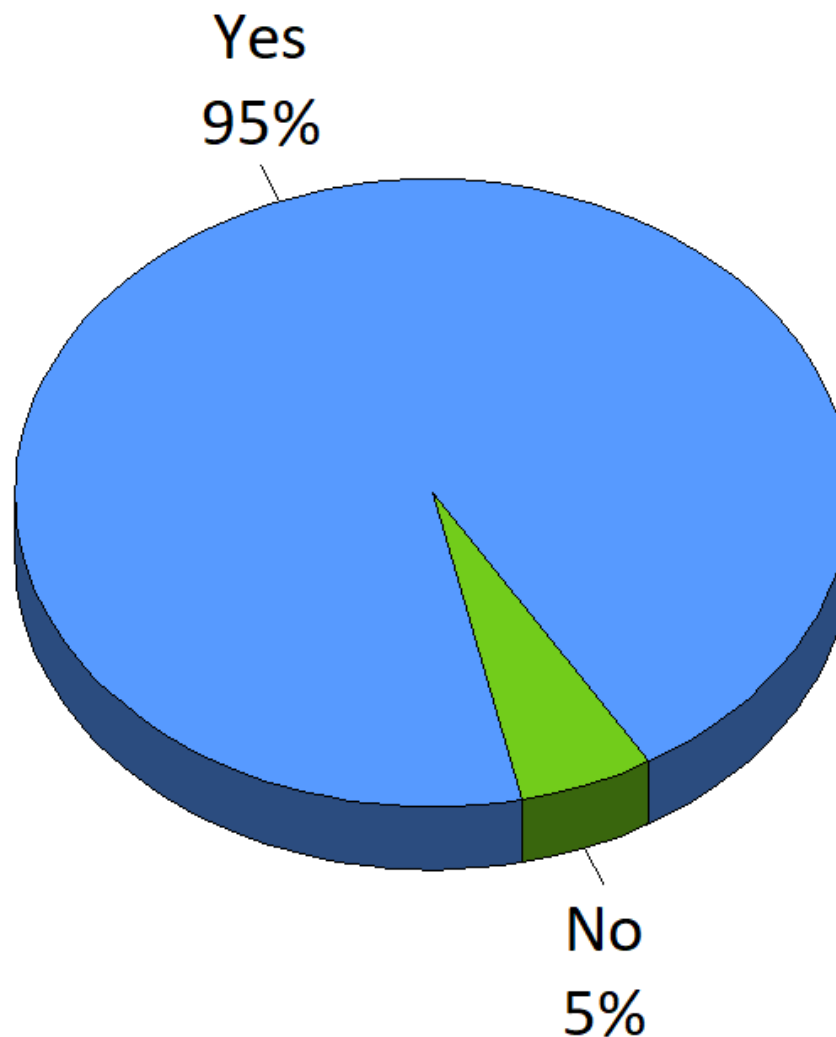
“Detractor” = 6-0

Net Promoter Score is the number of “Promoters” minus the number of “Detractors.”



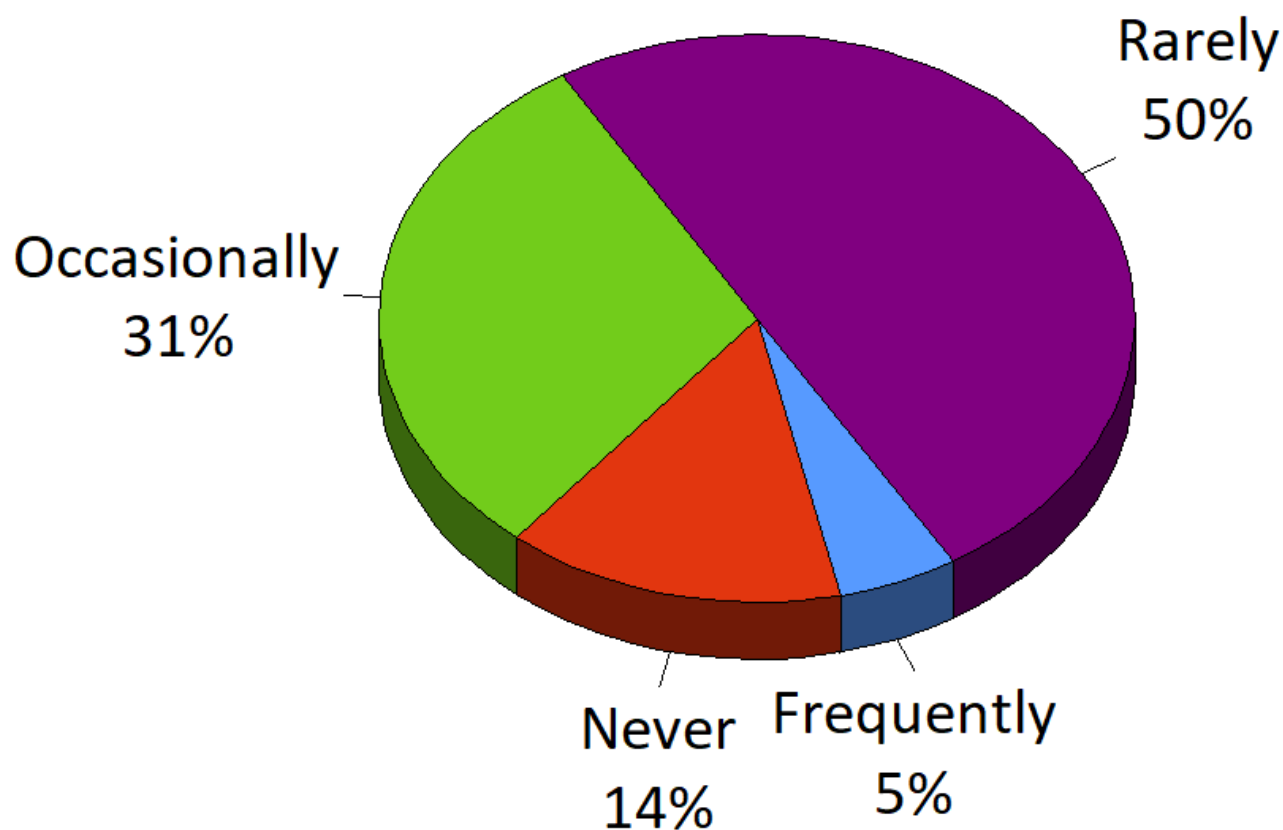
Are you aware that a van is considered to be on-time if it arrives within 30 minutes after the reservation time? (Q4)

by percentage of respondents



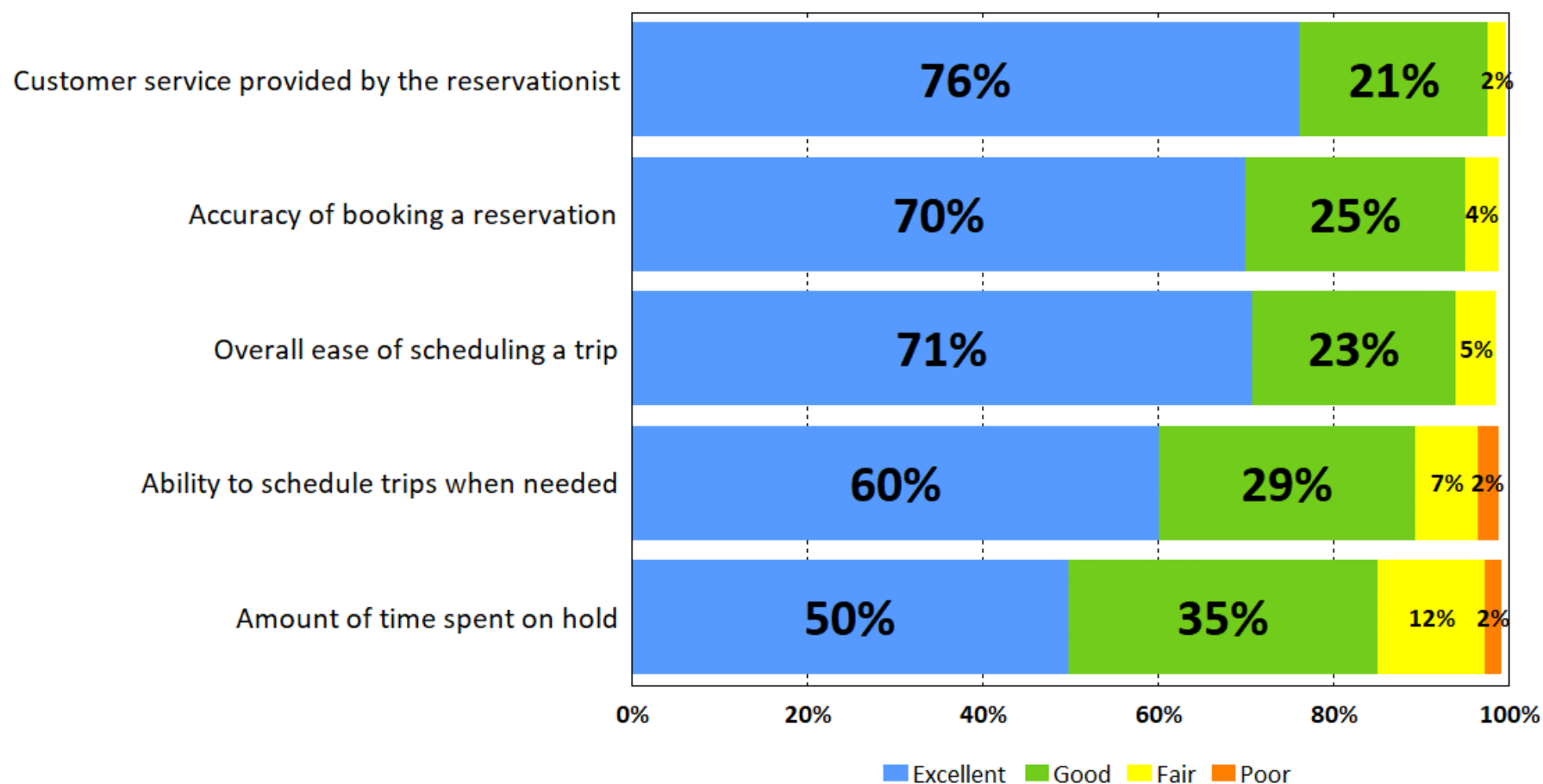
How often does the van arrive later than the 30-minute window of the reservation time? (Q5)

by percentage of respondents (excluding “not provided”)



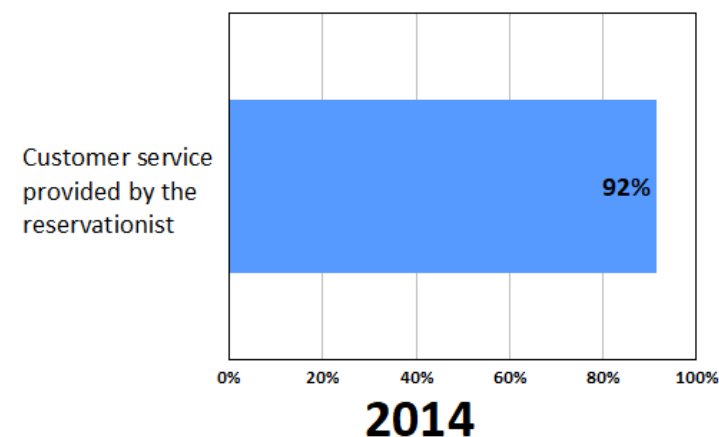
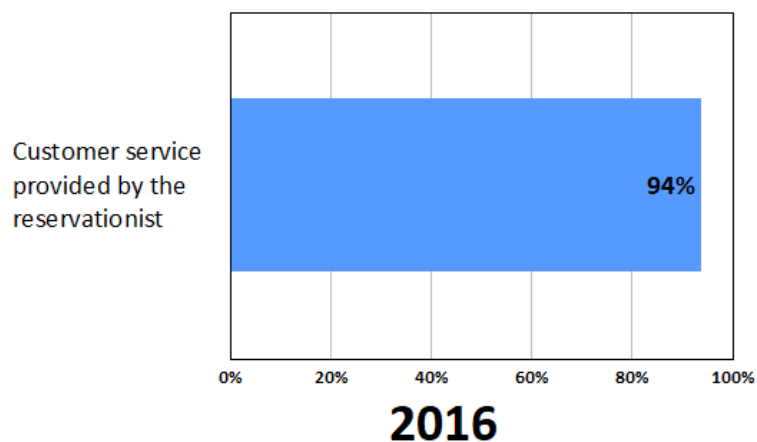
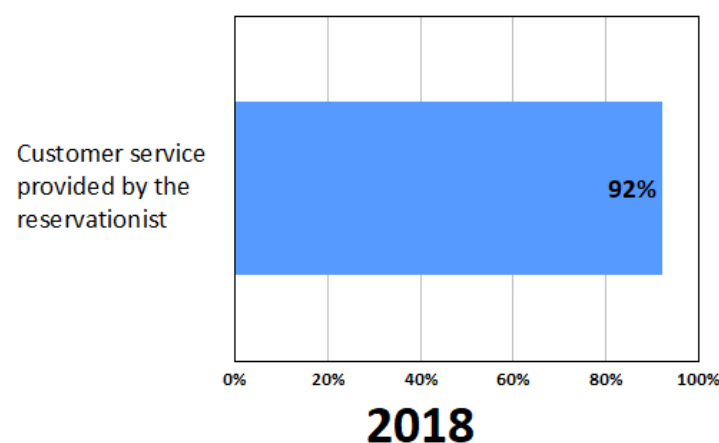
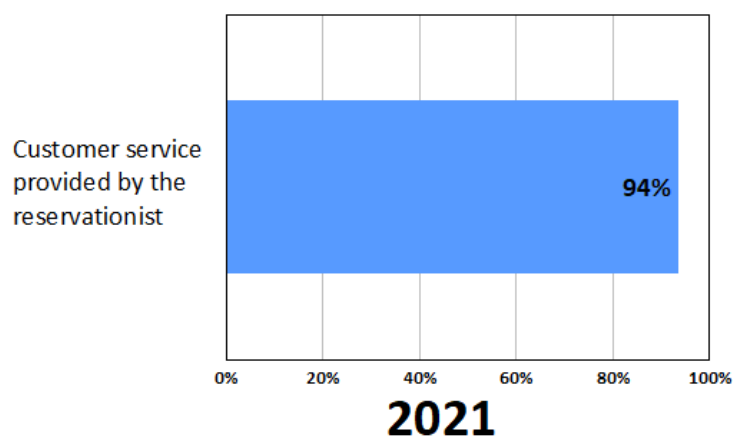
Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience in your history of making trip reservations, not a specific encounter, for the following items. (Q6a)

by percentage of respondents (excluding "not provided")



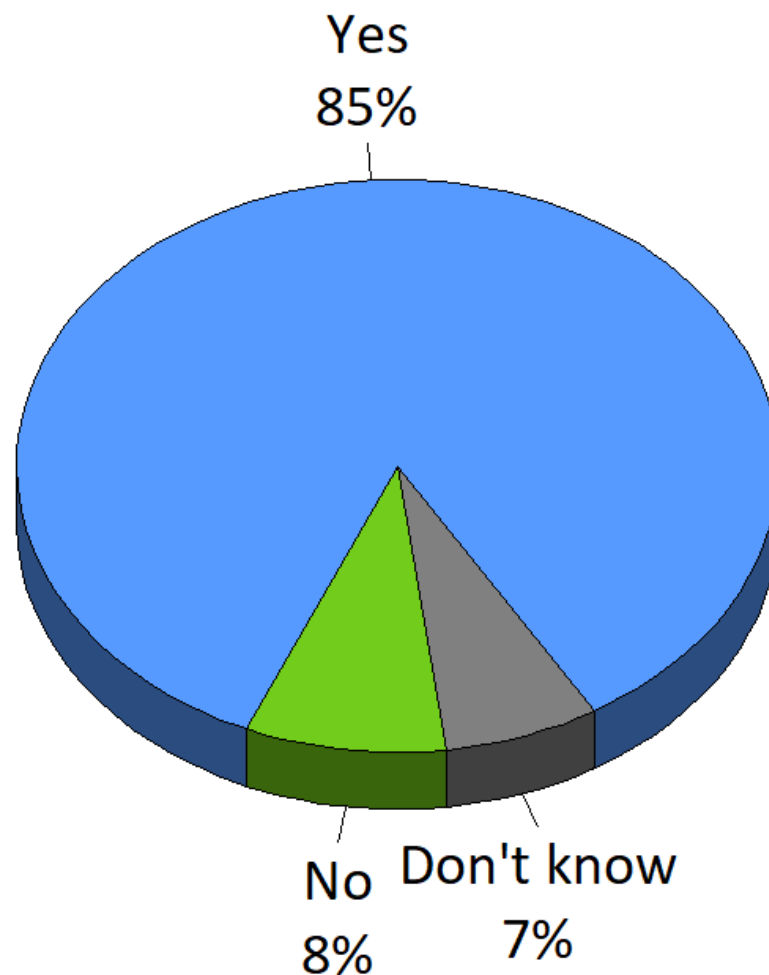
**Trends: Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience in your history of making trip reservations, not a specific encounter, for the following items.
(Q6a)**

(by mean of responses: i.e. 5=100%, 4=80%, etc.)



Scheduling a trip often includes a bit of negotiation of pickup times with the reservationists. Overall, does that work for you or not? (Q6b)

by percentage of respondents



Trends: Scheduling a trip often includes a bit of negotiation of pickup times with the reservationists. Overall, does that work for you or not? (Q6b)

by percentage of respondents

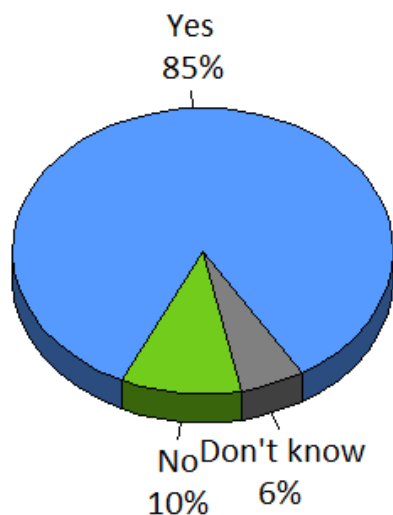
2021



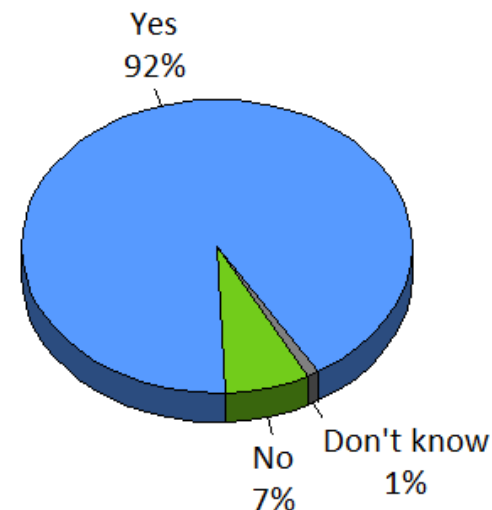
2018



2016

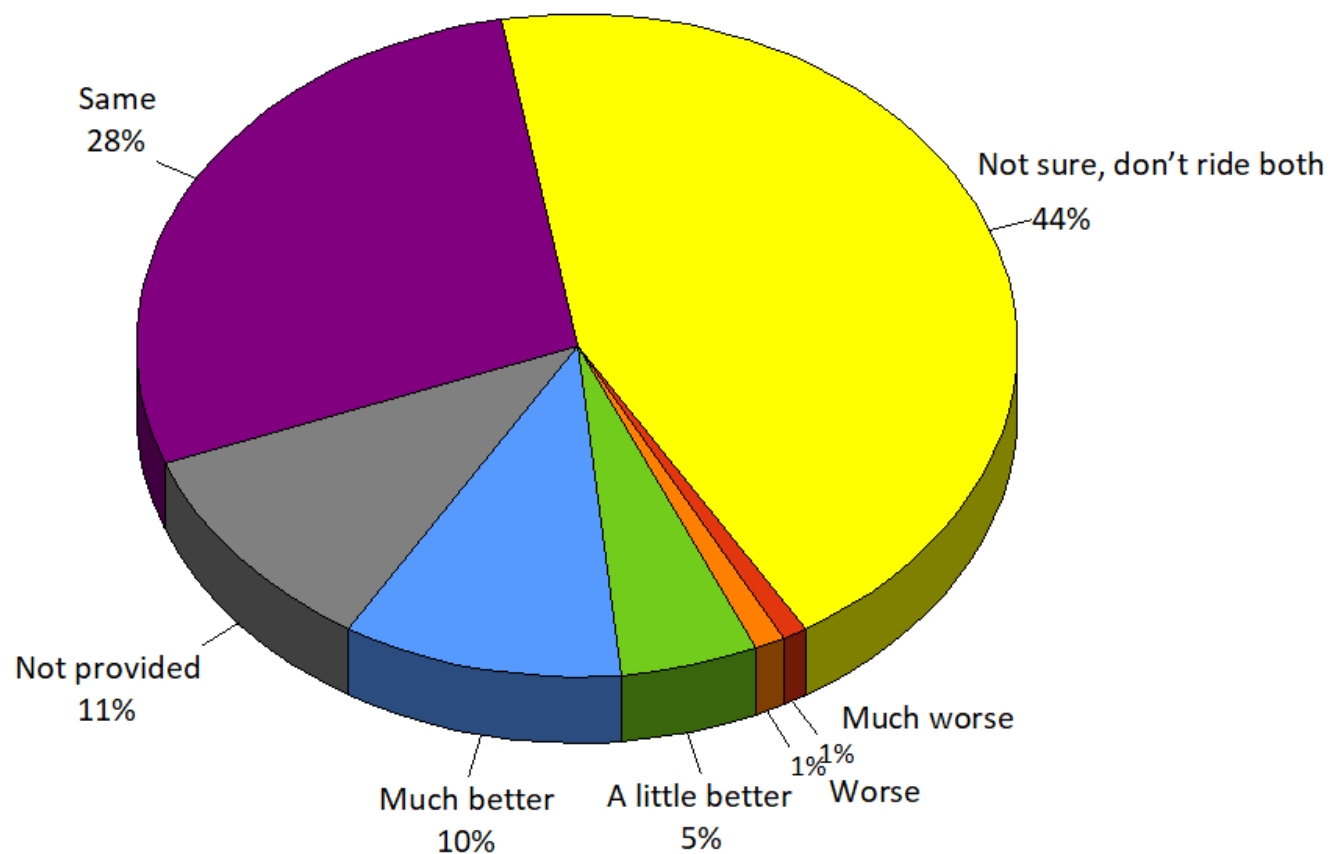


2014



Is the level of service received on weekdays better or worse than the service received on weeknights? (Q13)

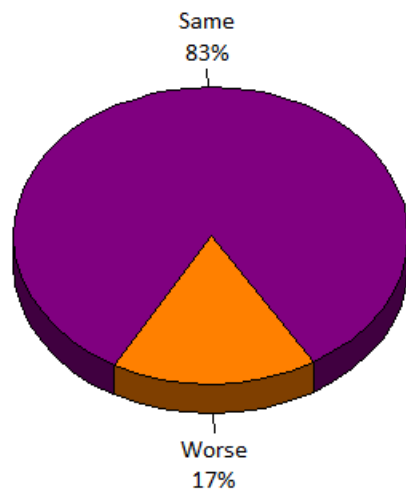
by percentage of respondents



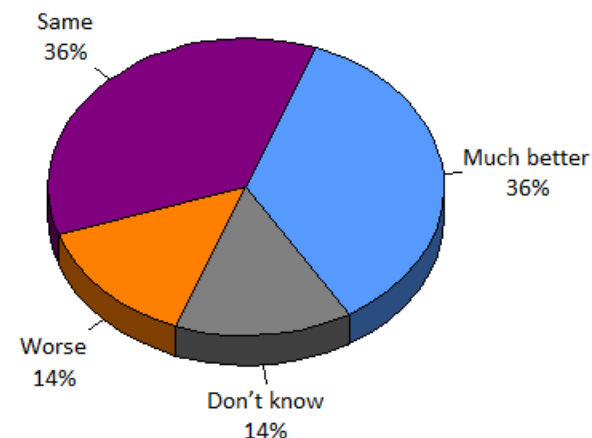
Trends: Is the level of service received on weekdays better or worse than the service received on weeknights? (Q13)

by percentage of respondents

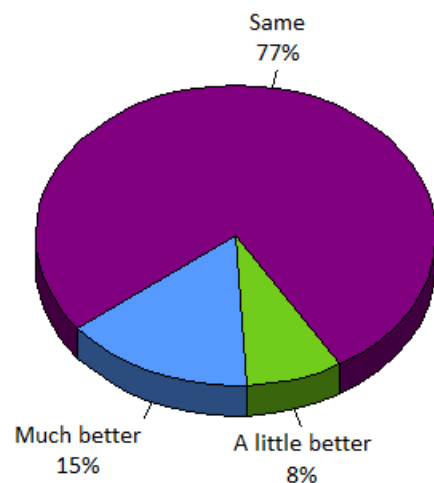
2021



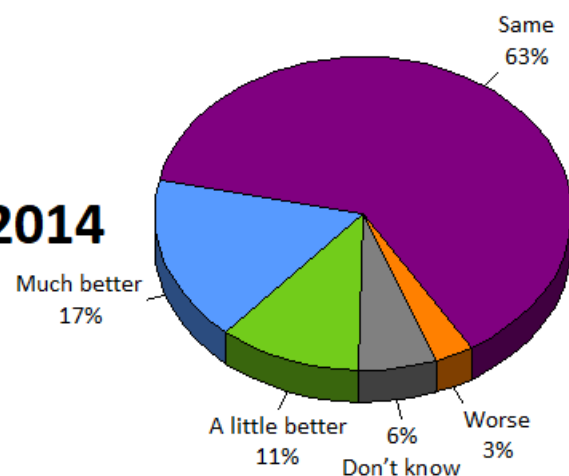
2018



2016

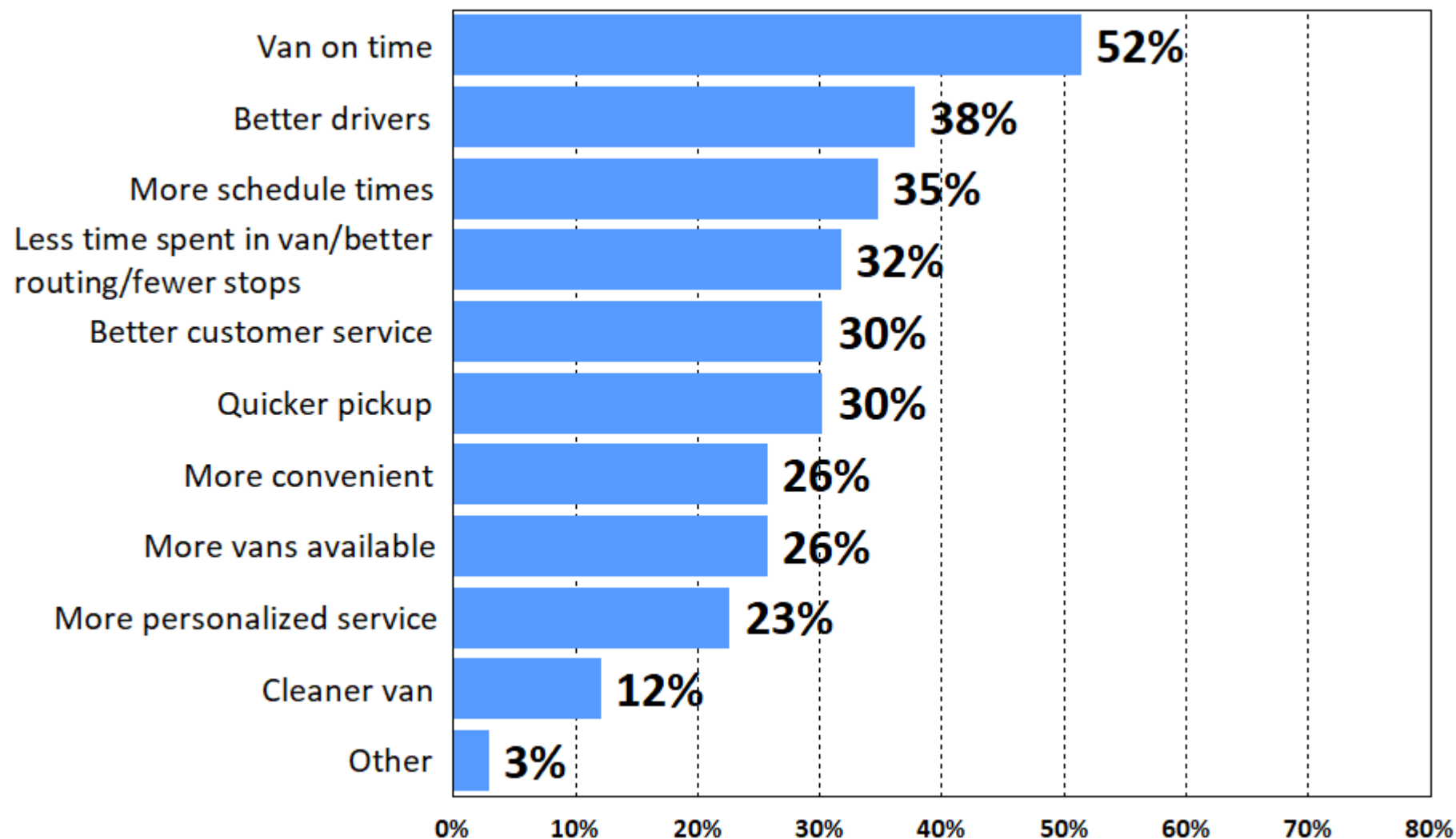


2014



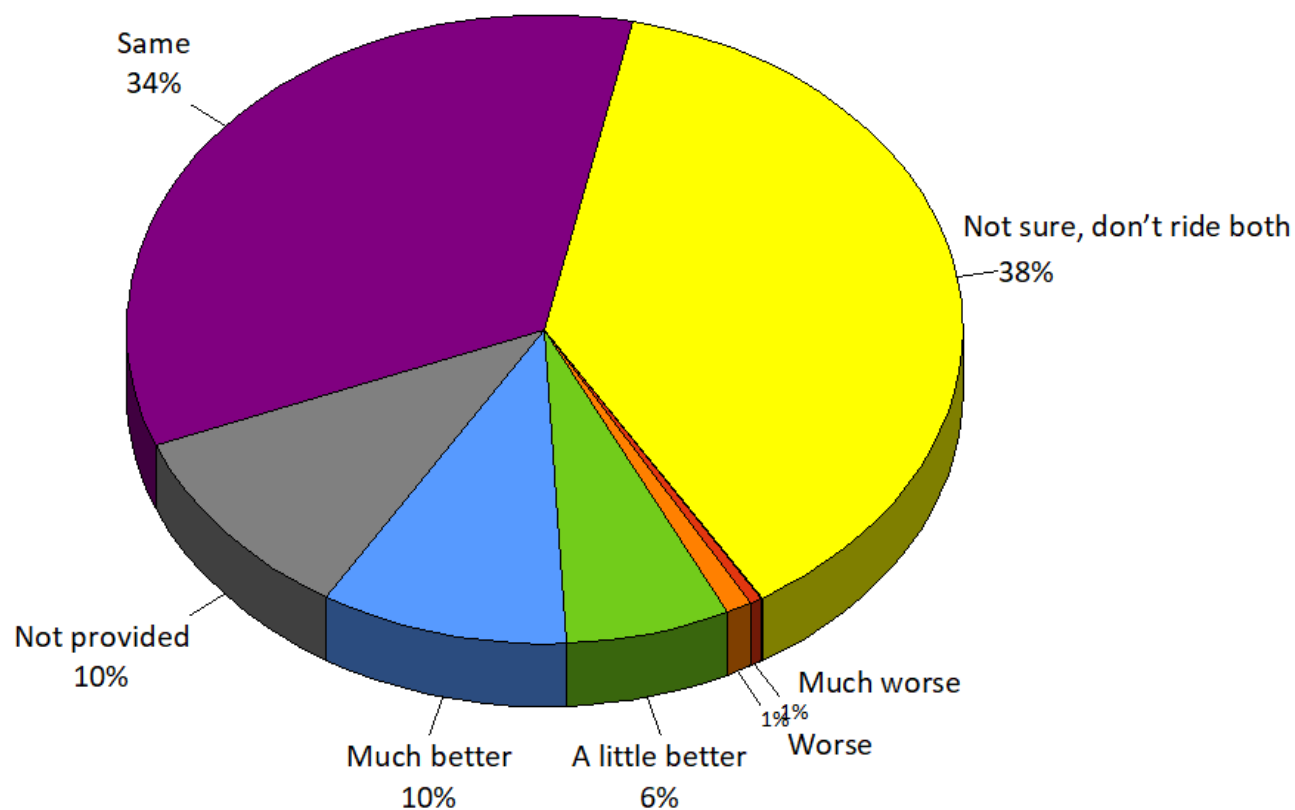
If you answered 1 or 2 for Question 13, in what ways is the weekday service better? (Q13a)

by percentage of respondents



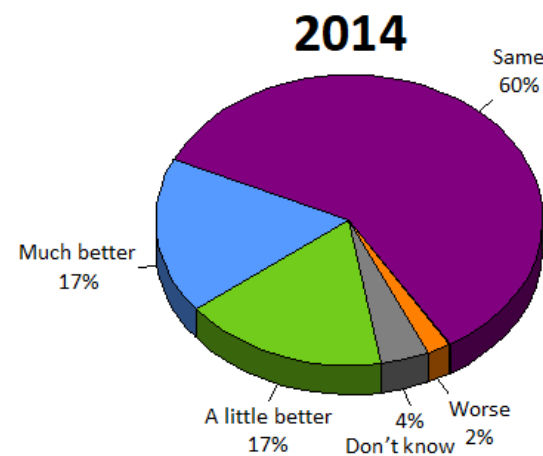
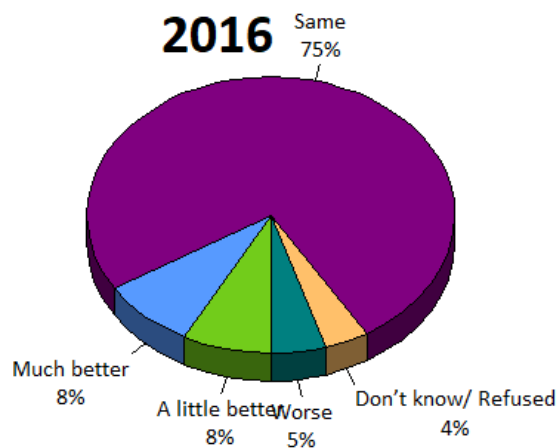
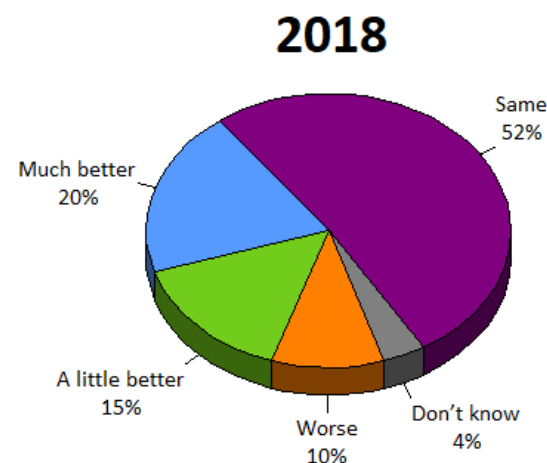
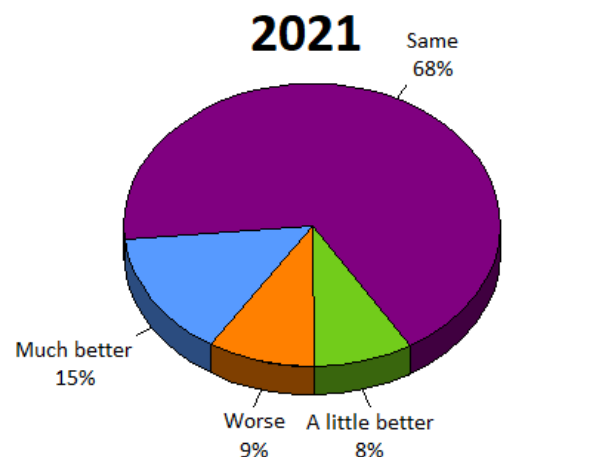
Is the level of service on weekdays better or worse than the service on weekends? (Q14)

by percentage of respondents



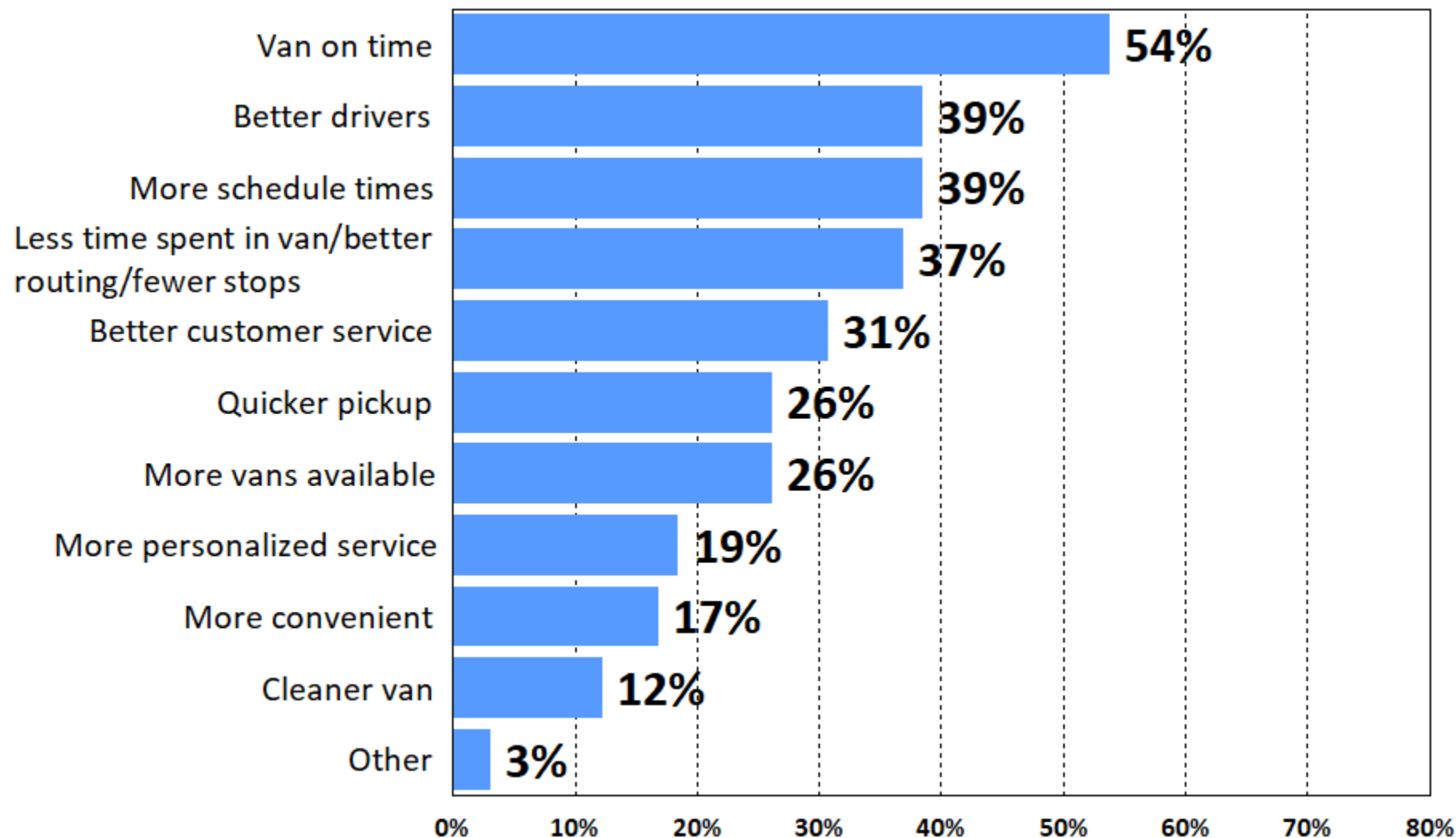
Trends: Is the level of service on weekdays better or worse than the service on weekends? (Q14)

by percentage of respondents



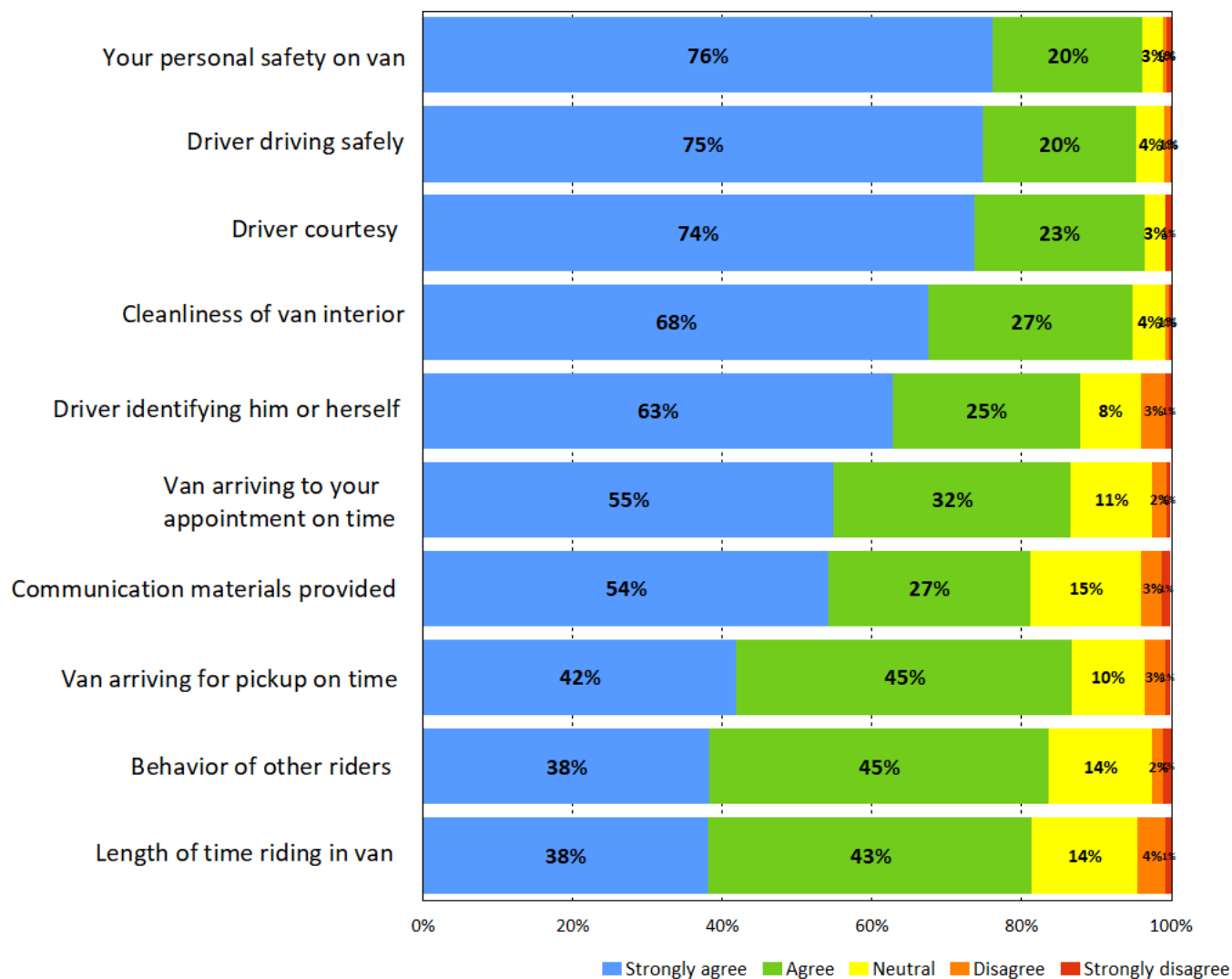
If you answered 1 or 2 for Question 14, in what ways is the weekday service better? (Q14a)

by percentage of respondents

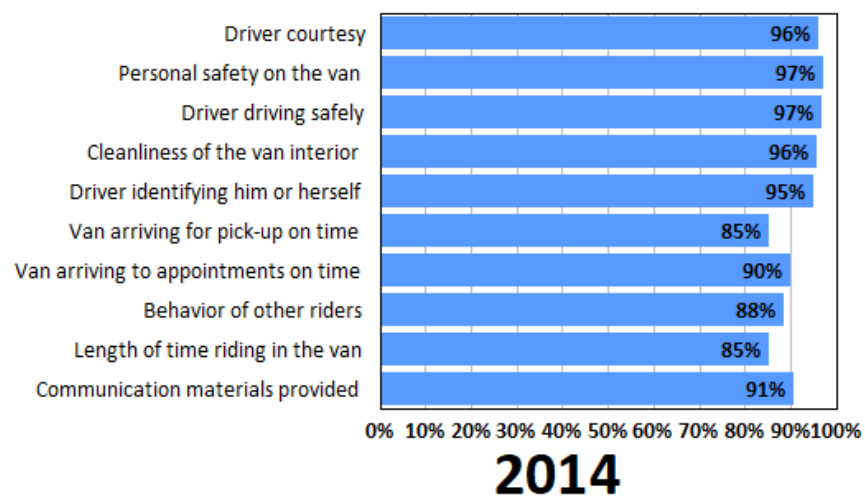
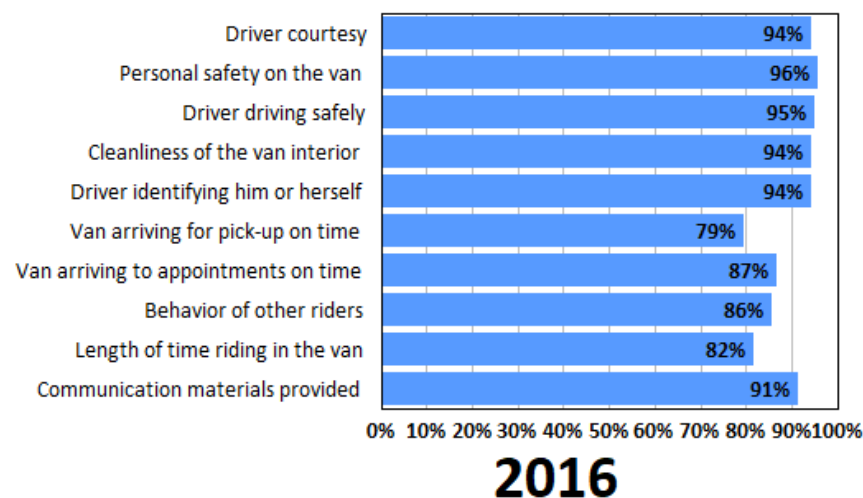
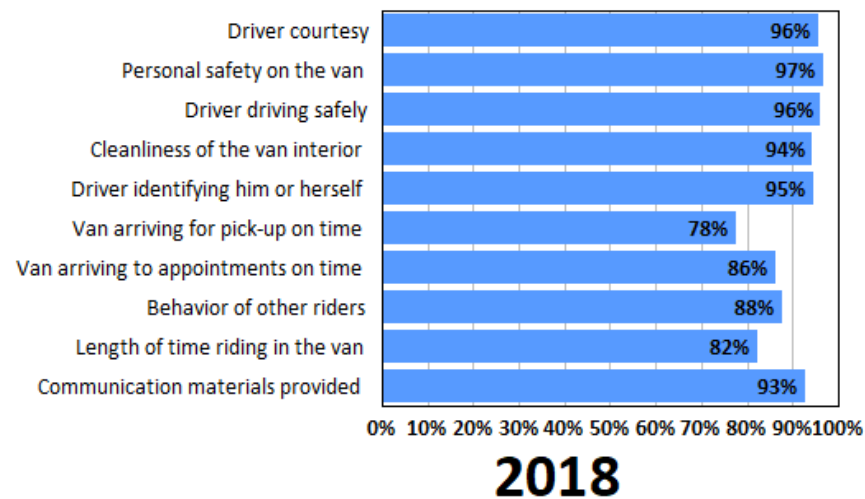
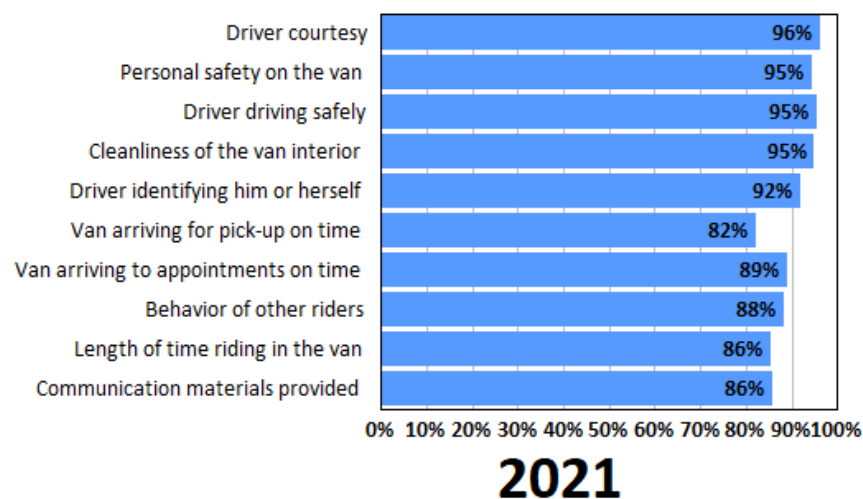


Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience riding the van, not just your latest trip, for the following items. (Q15)

by percentage of respondents (excluding "not provided")

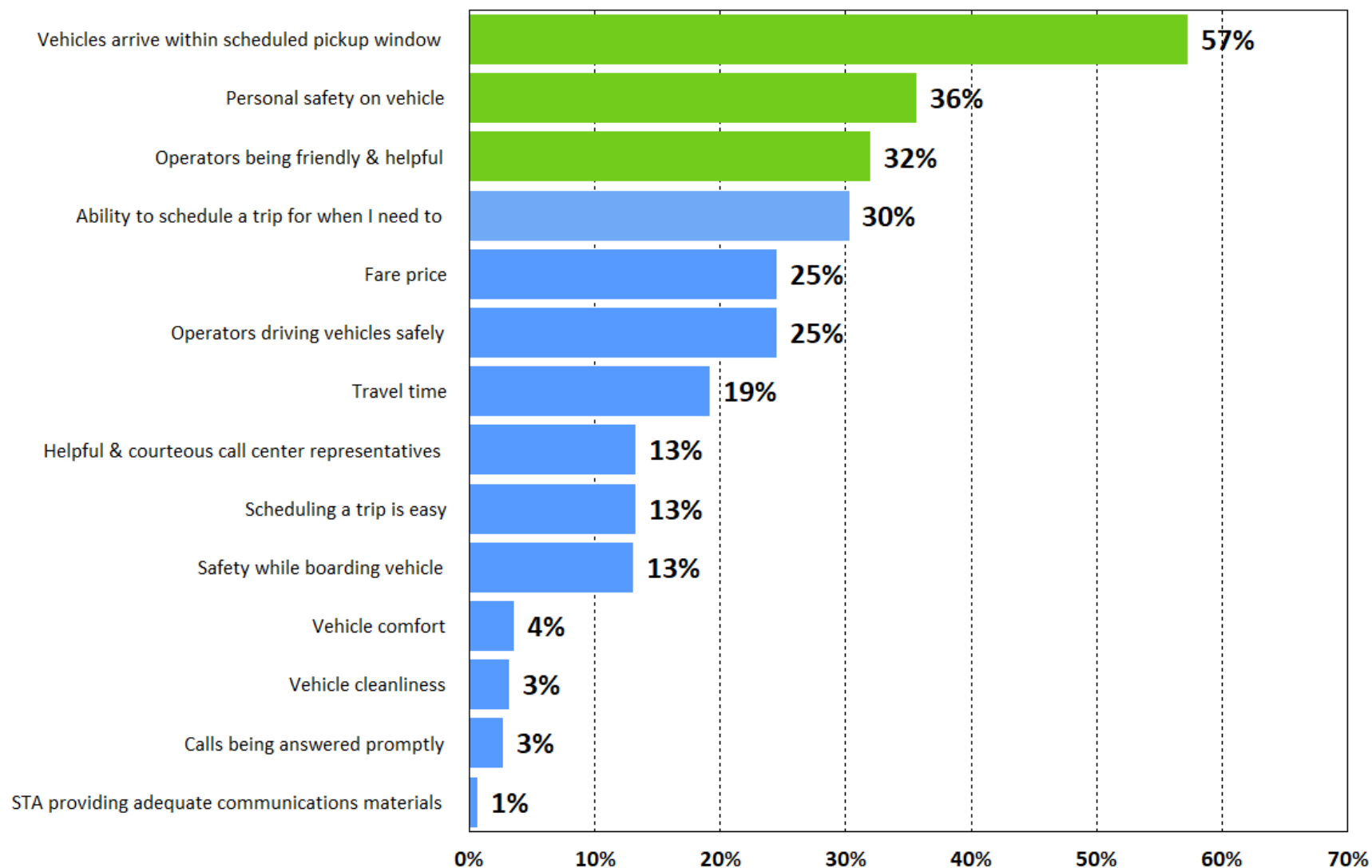


Trends: Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience riding the van, not just your latest trip, for the following items. (Q15)
(by mean of responses: i.e. 5=100%, 4=80%, etc. excluding "not provided")



What are the top 3 most important areas of service for you as a STA Paratransit customer? (Q15)

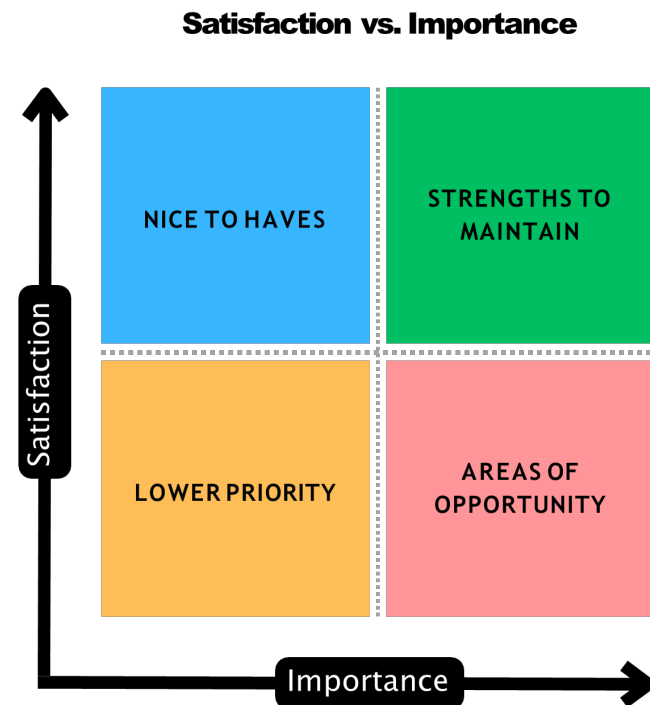
by percentage of respondents who selected each area as one of the top three most important



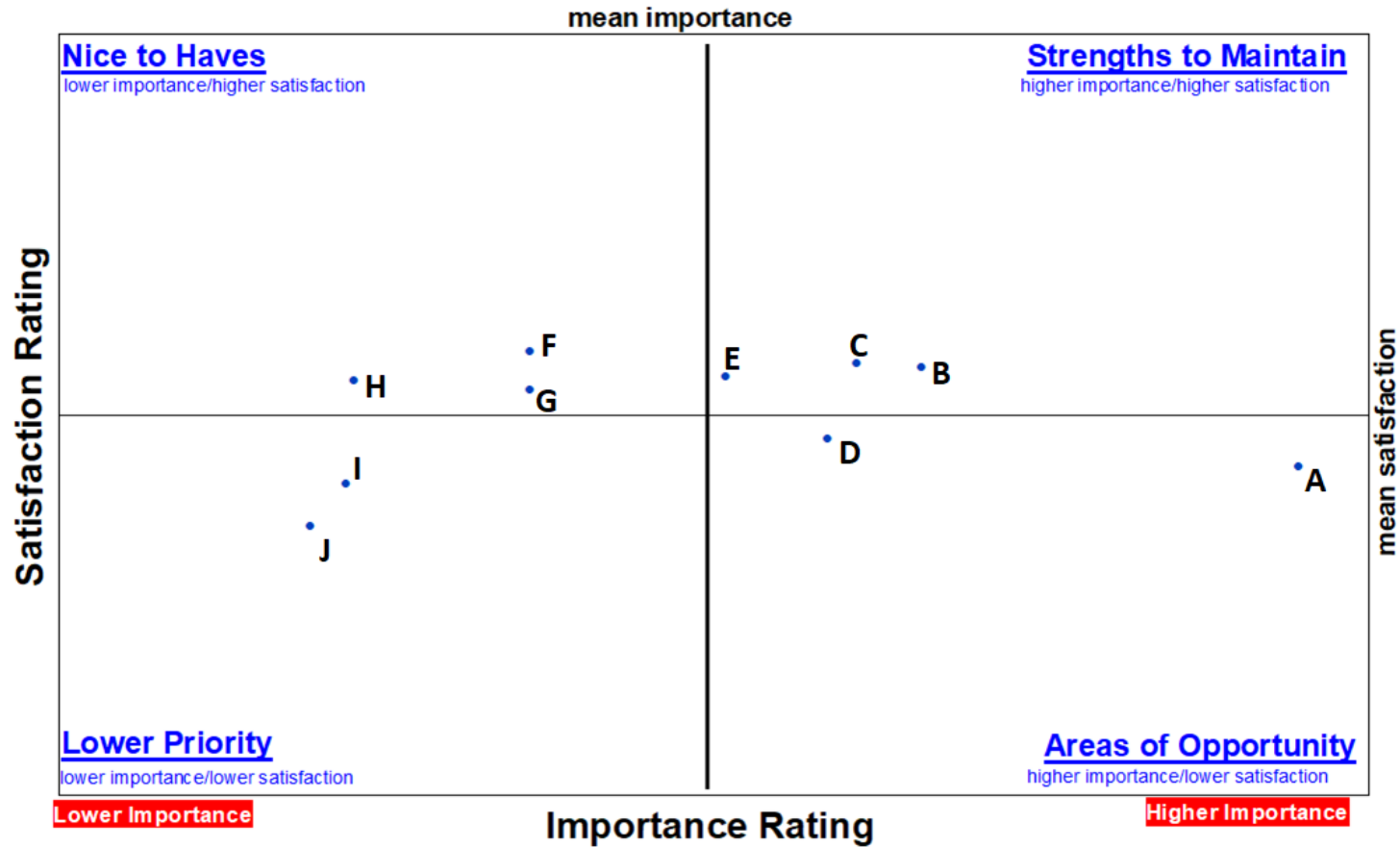
Importance-Satisfaction (I-S) Analysis

The Key Driver Analysis takes each area of service and compares its customer importance ranking against its customer satisfaction level. The graph is divided into four actional quadrants:

1. **Lower Priority** - This quadrant contains areas of service that have lower importance rankings and lower satisfaction levels. Although these have lower satisfaction levels, they are less important to customers and will have a smaller impact on overall customer satisfaction.
2. **Nice to Haves** - This quadrant contains areas of service that have lower importance rankings and higher satisfaction levels. Although customers are highly satisfied in these areas, these areas are less important to customers and will have a smaller impact on overall customer satisfaction.
3. **Areas of Opportunity** - This quadrant contains areas of service that have higher importance rankings and lower satisfaction levels. These areas are ranked as highly important to customers and will have a larger impact on overall customer satisfaction as the service is improved and satisfaction is raised.
4. **Strengths to Maintain** - This quadrant contains areas of service that have higher importance rankings and higher satisfaction levels. Customers find these areas of high importance and are highly satisfied with the level of service. These satisfaction levels should be maintained in order to continue positive overall customer satisfaction.



Importance-Satisfaction (I-S) Analysis

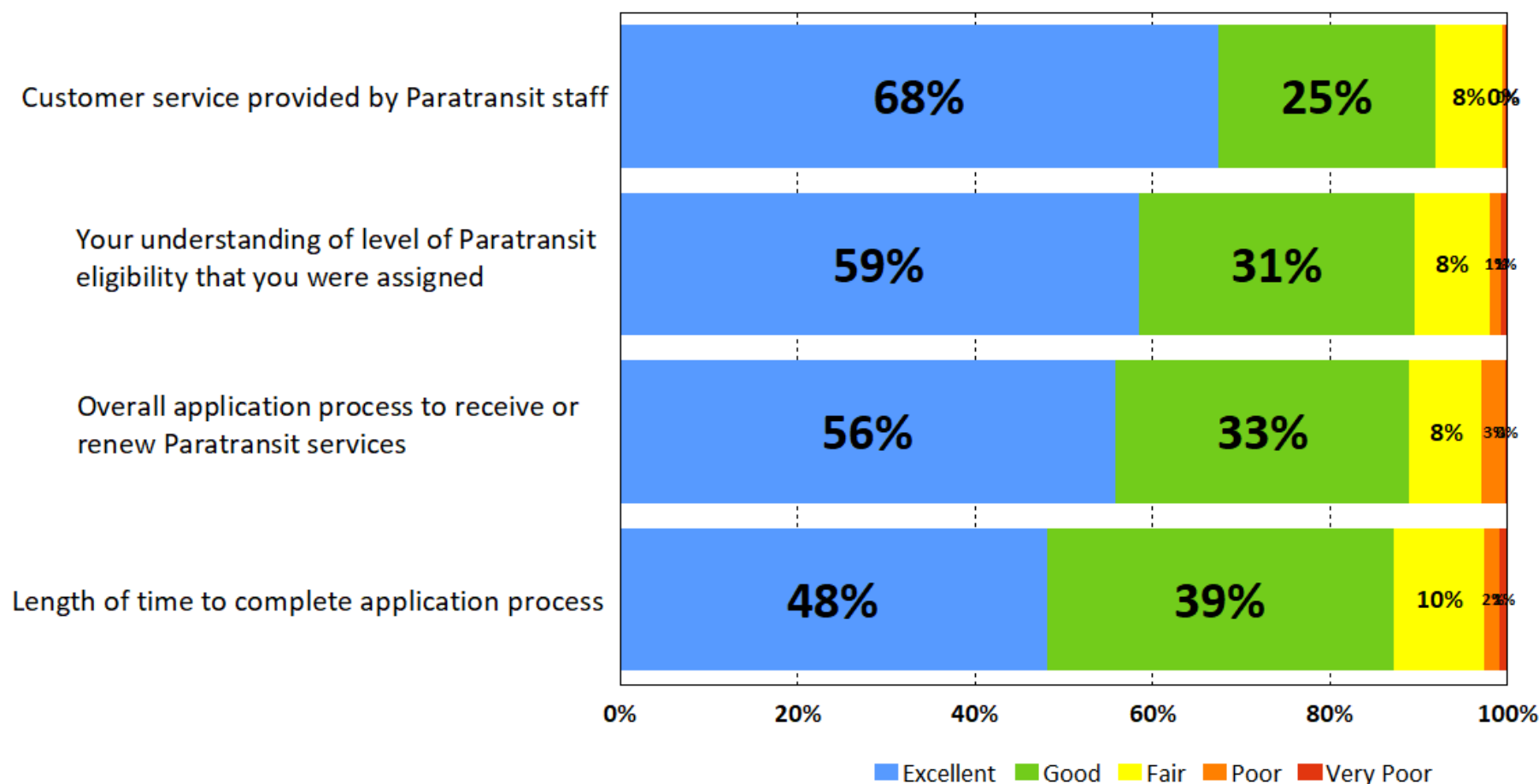


- A. Vehicles arrive within scheduled pickup window
- B. Personal safety on vehicle
- C. Operators being friendly & helpful
- D. Ability to schedule a trip for when I need to travel
- E. Operators driving vehicles safely
- F. Helpful & courteous call center representatives
- G. Scheduling a trip is easy
- H. Vehicle cleanliness
- I. Calls being answered promptly
- J. STA providing adequate communications materials

Source: ETC Institute (2023)

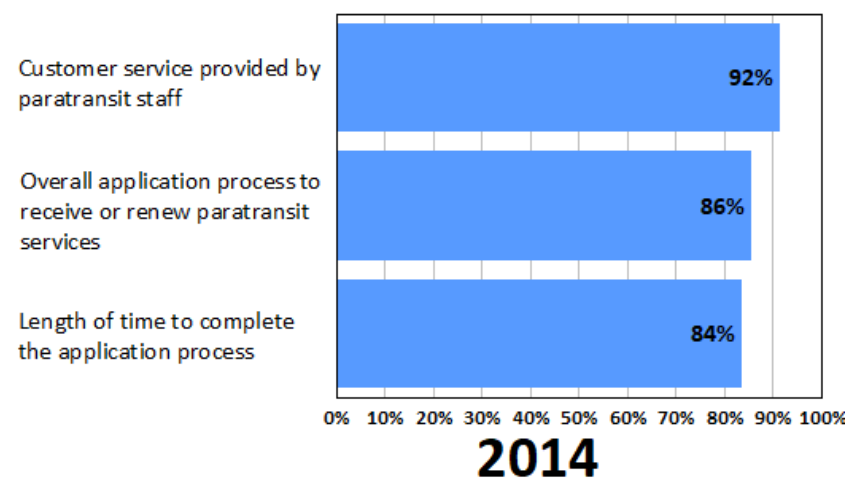
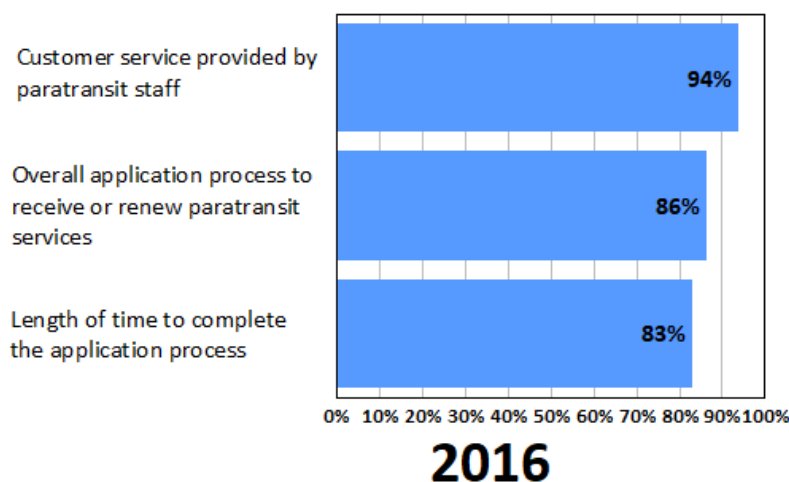
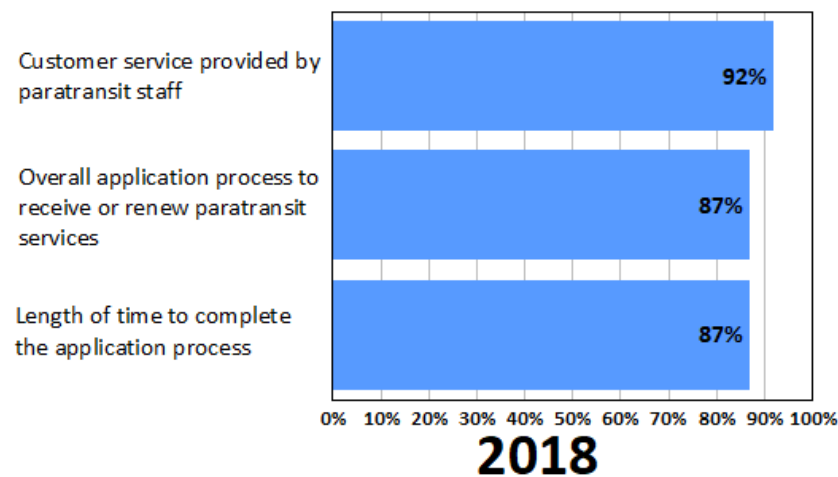
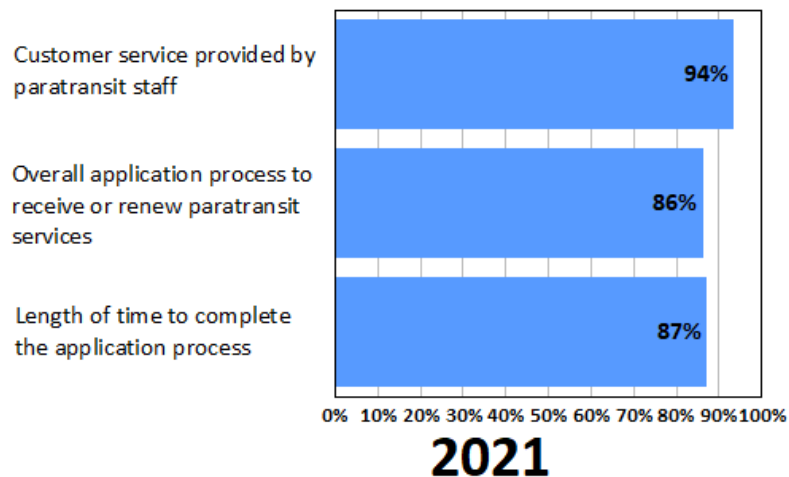
Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your experience in APPLYING for eligibility to use Paratransit service. (Q21)

by percentage of respondents (excluding "not provided")



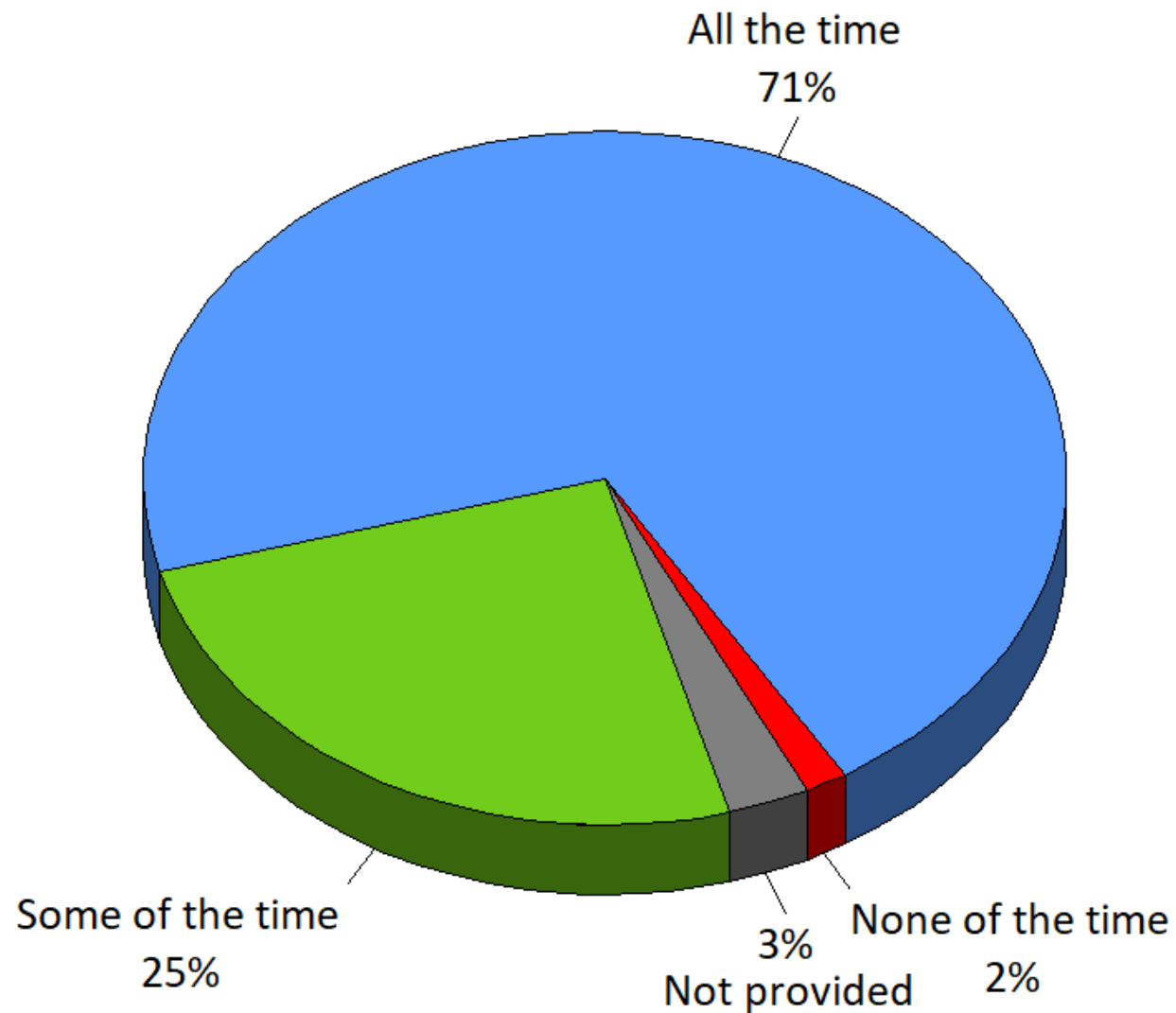
Trends: Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your experience in APPLYING for eligibility to use Paratransit service. (Q21)

(by mean of responses: i.e. 5=100%, 4=80%, etc. excluding "not provided")



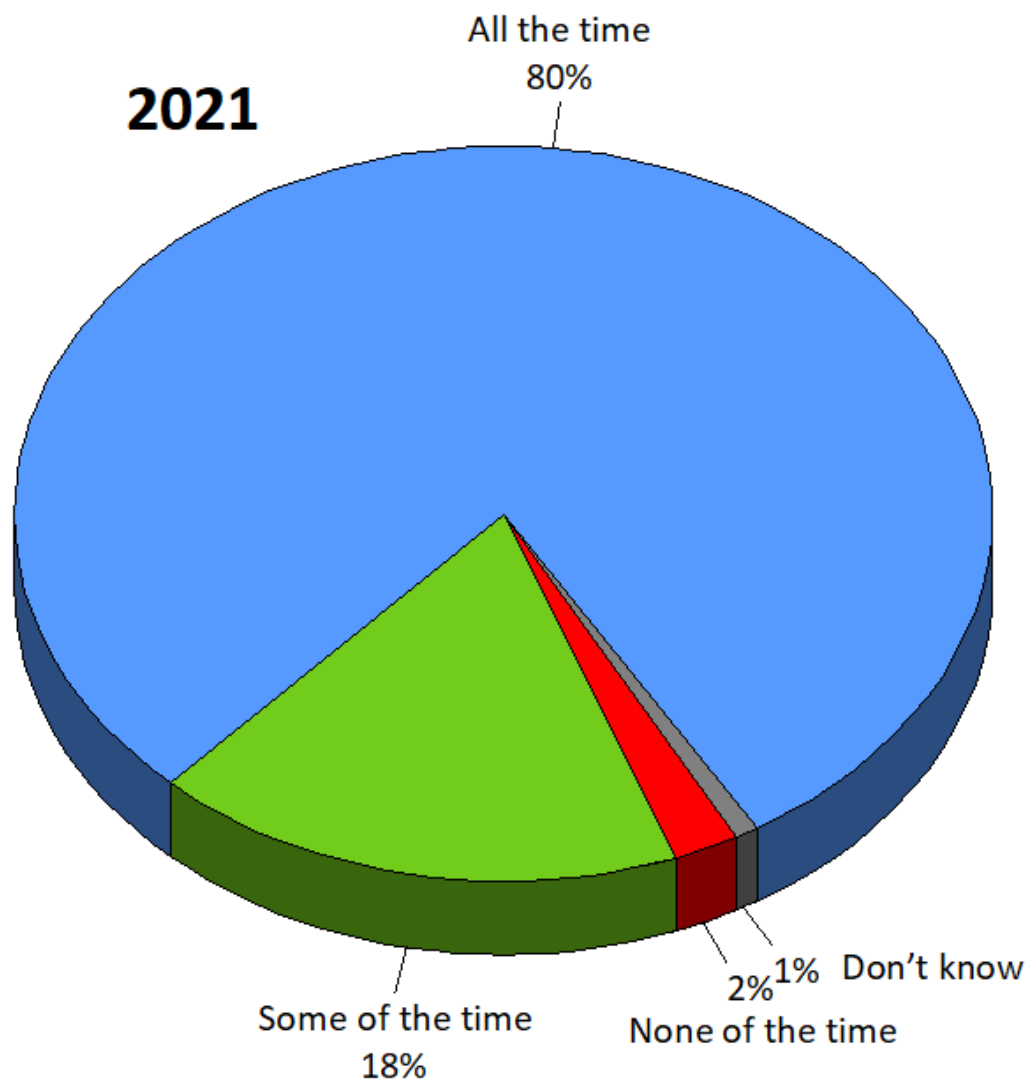
When you ride, does the operator walk you to and from the van? (Q22)

by percentage of respondents



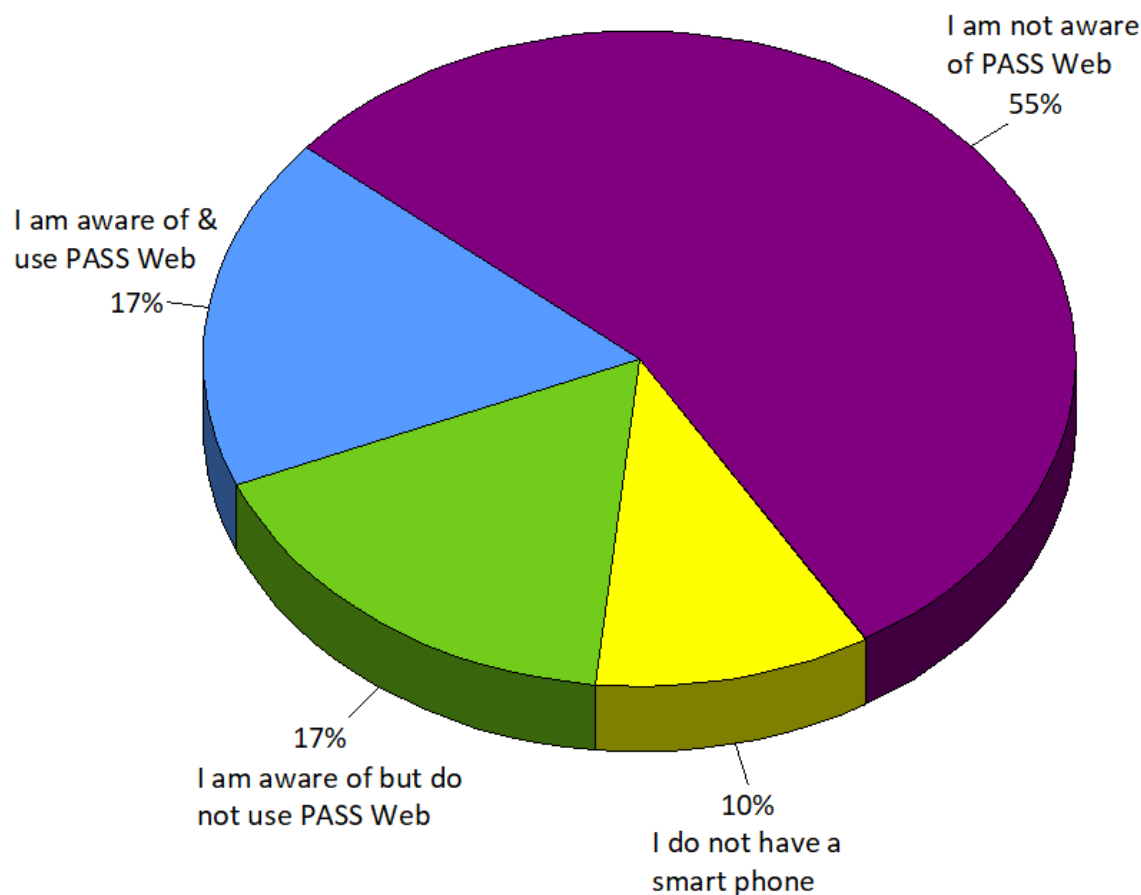
Trends: When you ride, does the operator walk you to and from the van? (Q22)

by percentage of respondents



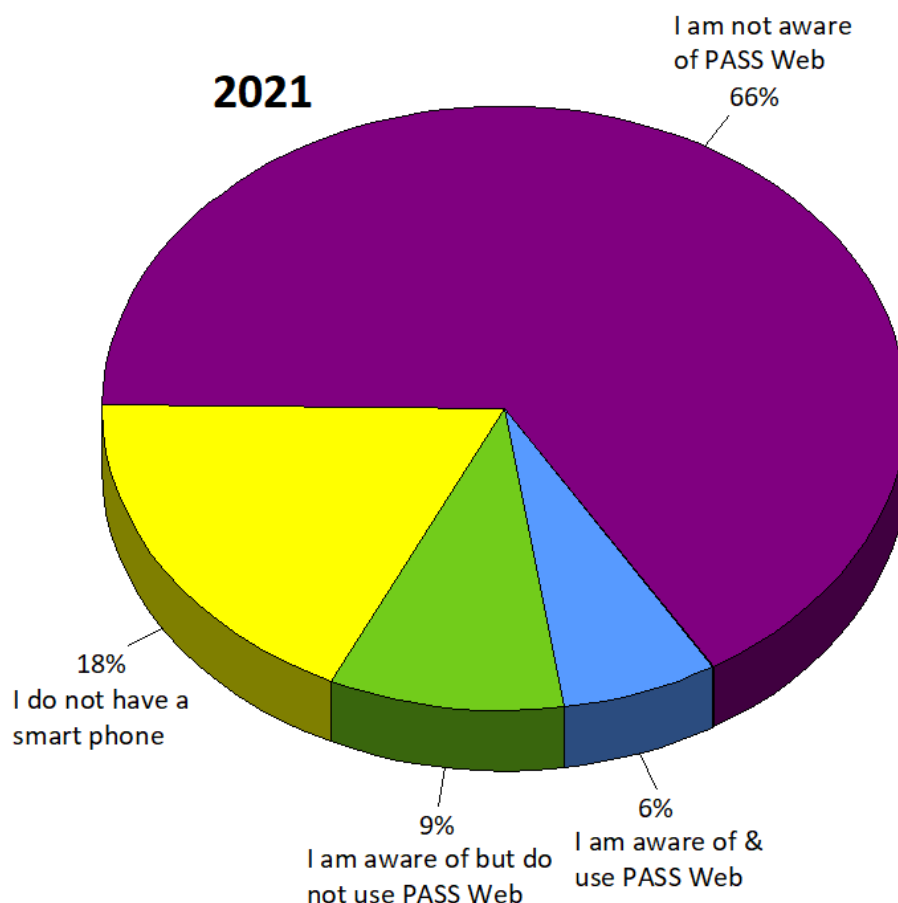
PASS Web allows customers/caregivers to access same day trip information and customer scheduled information. Would you say: (Q23)

by percentage of respondents (excluding "not provided")



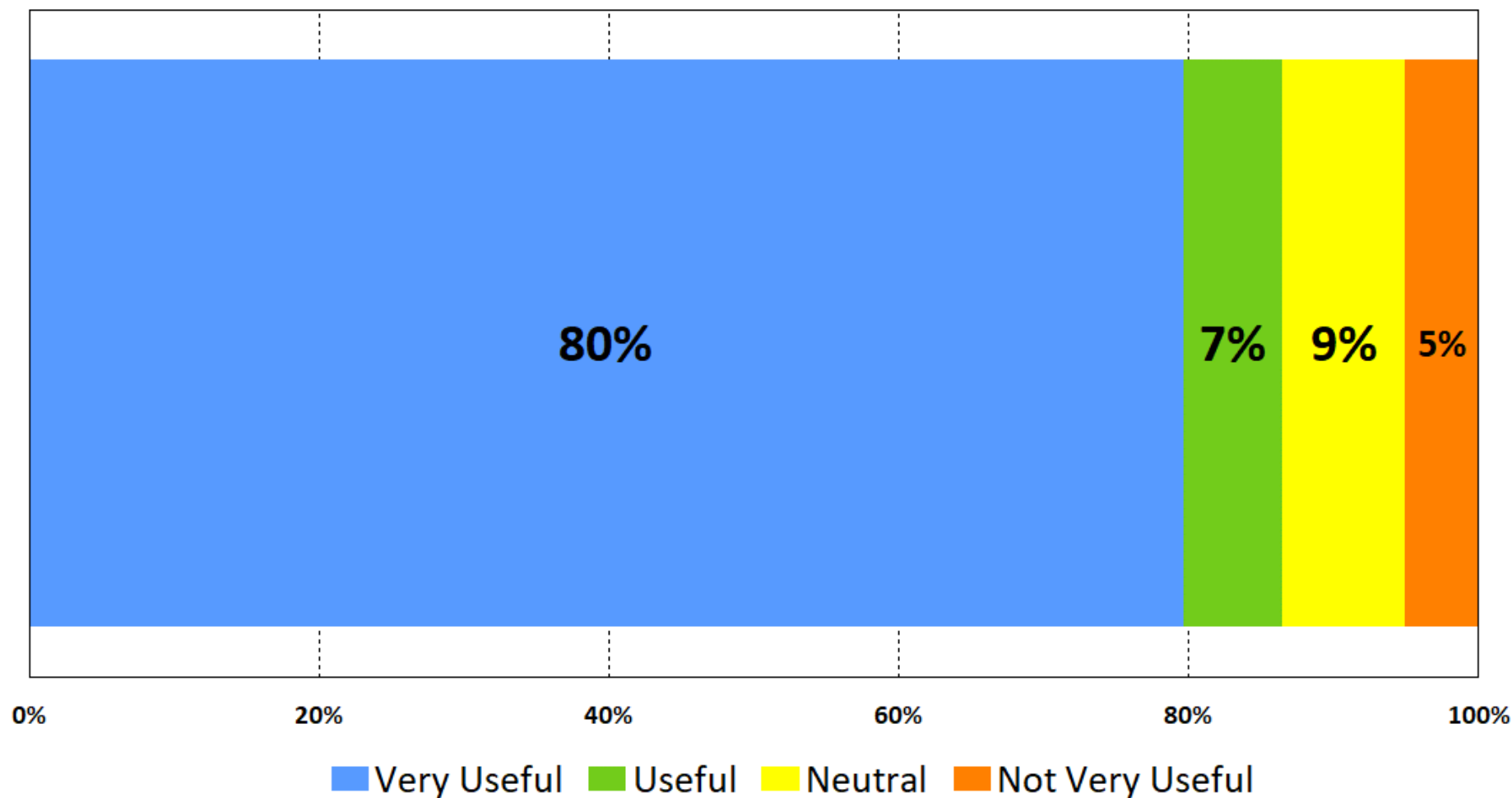
Trends: PASS Web allows customers/caregivers to access same day trip information and customer scheduled information. Would you say: (Q23)

by percentage of respondents (excluding "not provided")



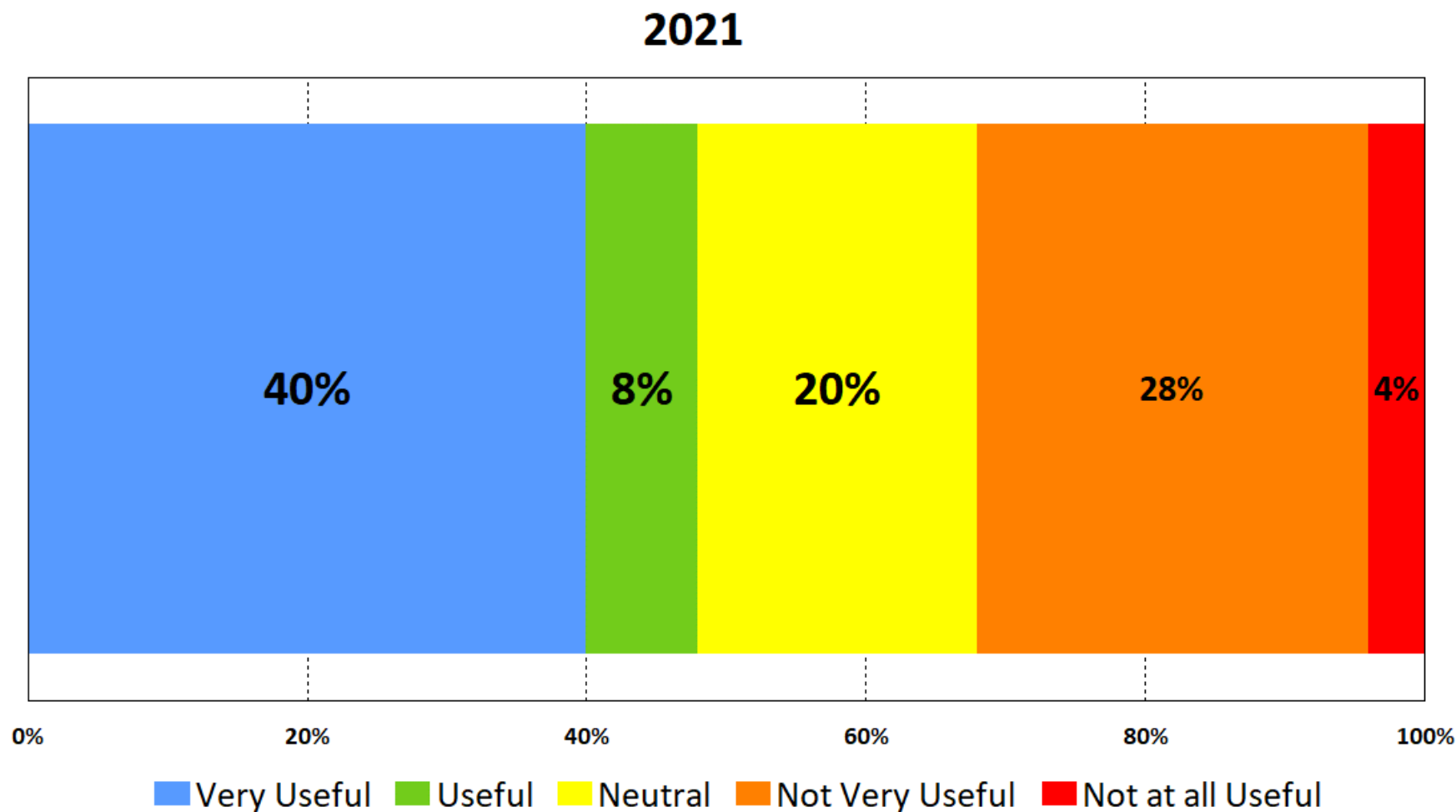
If you answered 1 for Question 23, how useful is PASS Web for you on a scale of 1 to 5, where 5 means "Very useful" and 1 means "Not useful at all."? (Q23a)

by percentage of respondents who indicated that they use PASS Web (excluding "not provided")



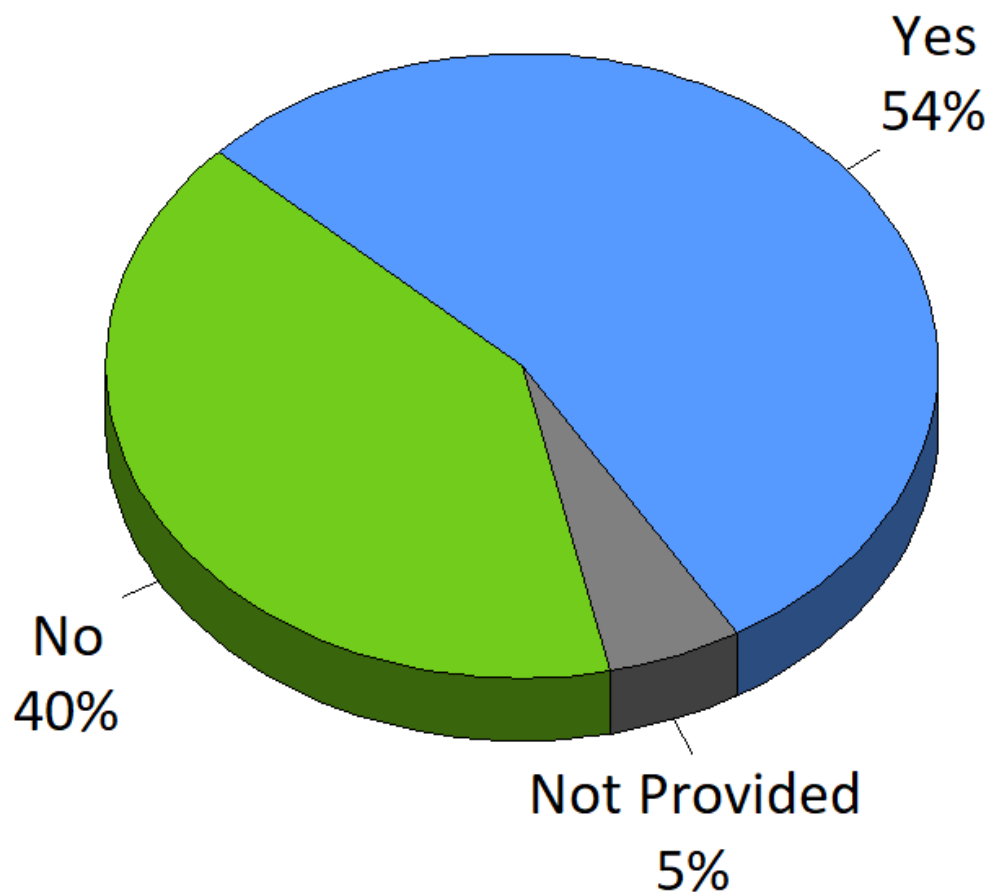
Trends: If you answered 1 for Question 23, how useful is PASS Web for you on a scale of 1 to 5, where 5 means "Very useful" and 1 means "Not useful at all."? (Q23a)

by percentage of respondents who indicated that they use PASS Web (excluding "not provided")



Do you know how to register a complaint or compliment with STA about the Paratransit service? (Q24)

by percentage of respondents



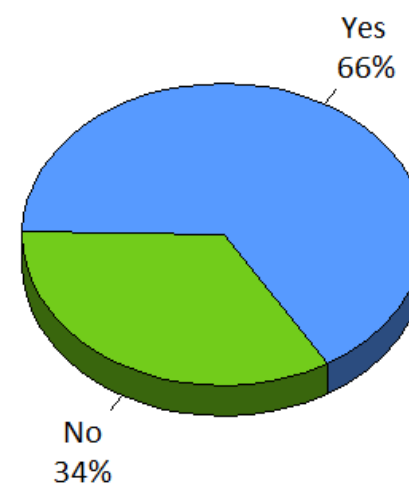
Trends: Do you know how to register a complaint or compliment with STA about the Paratransit service? (Q24)

by percentage of respondents

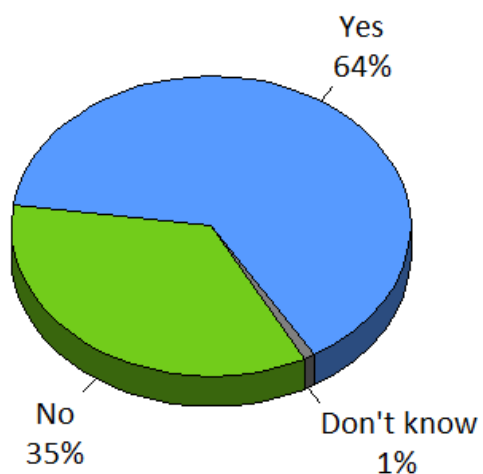
2021



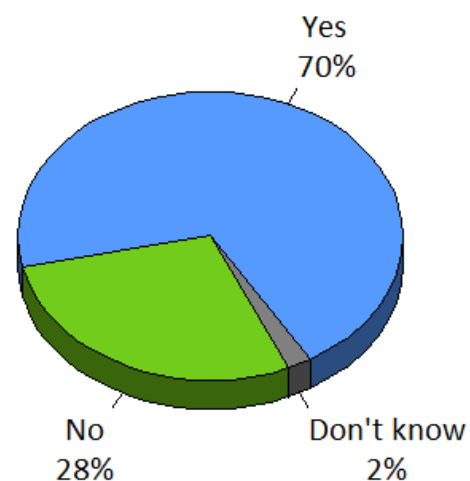
2018



2016

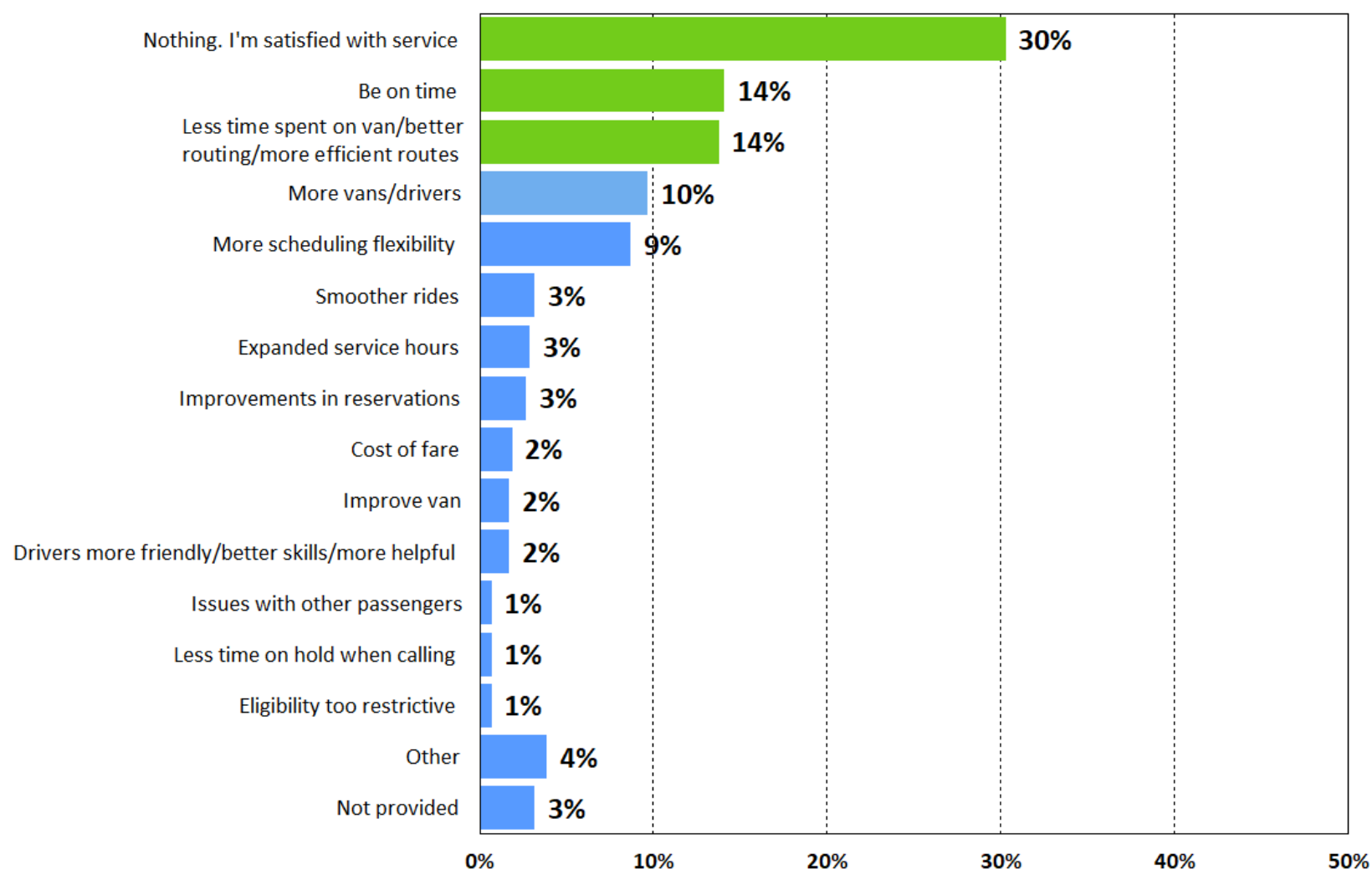


2014



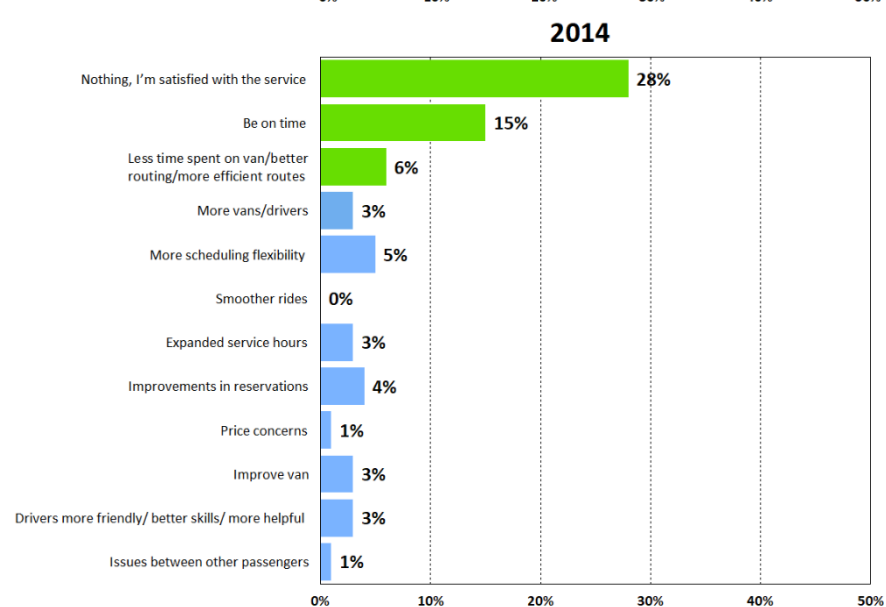
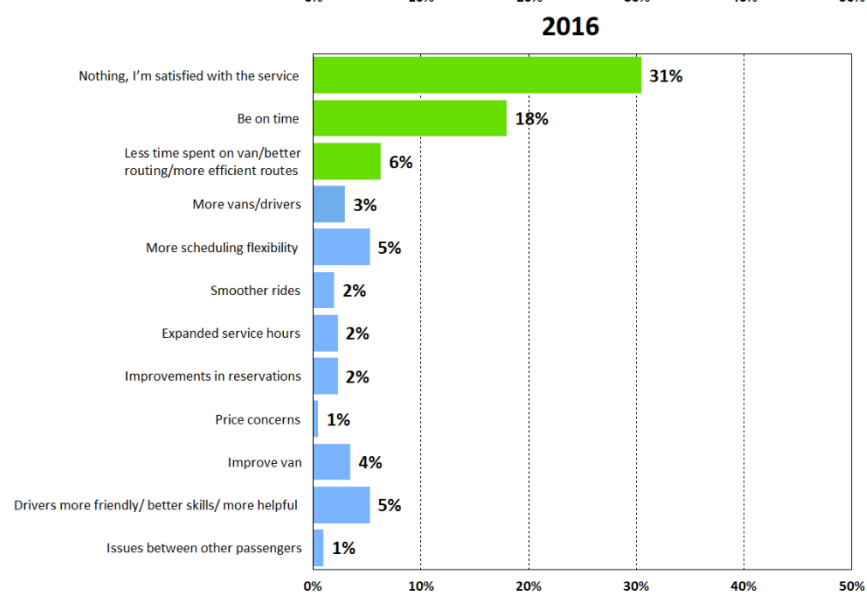
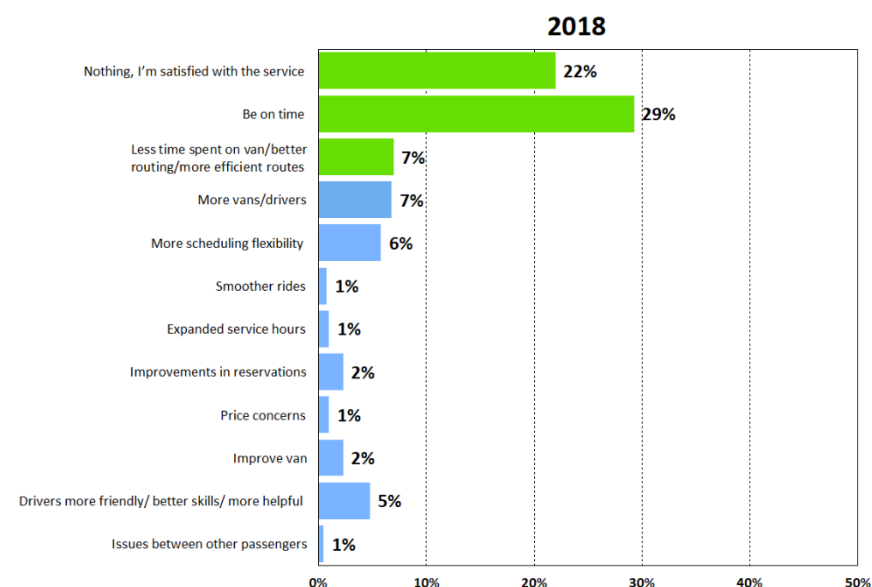
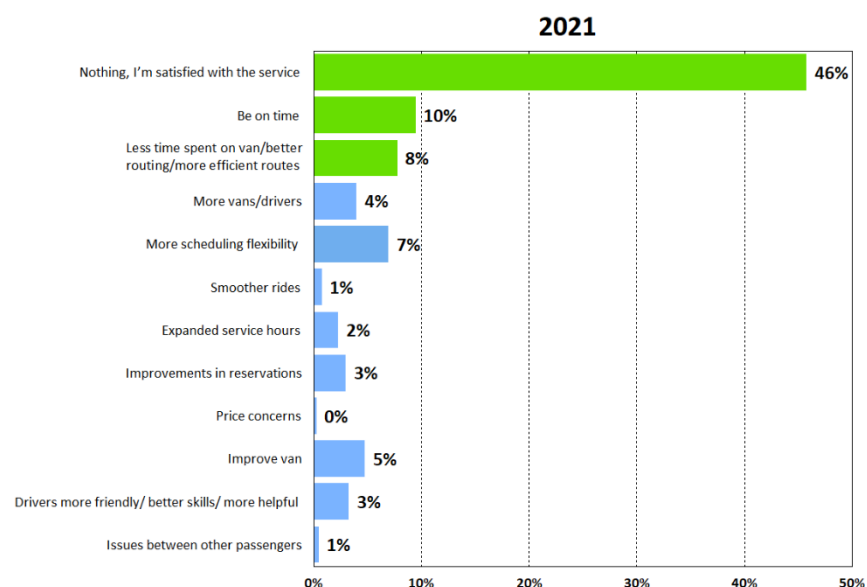
If you could choose ONE thing to improve STA's Paratransit service, what would it be? (Q25)

by percentage of respondents



Trends: If you could choose ONE thing to improve STA's Paratransit service, what would it be? (Q25)

by percentage of respondents



3

Tabular Data

Q1. Do you require a Personal Care Assistant (PCA) to travel with you?

Q1. Do you require a Personal Care Assistant (PCA) to travel with you	Number	Percent
Yes	36	8.7 %
No	266	64.6 %
Sometimes	101	24.5 %
Not provided	9	2.2 %
Total	412	100.0 %

WITHOUT NOT PROVIDED**Q1. Do you require a Personal Care Assistant (PCA) to travel with you? (without "not provided")**

Q1. Do you require a Personal Care Assistant (PCA) to travel with you	Number	Percent
Yes	36	8.9 %
No	266	66.0 %
Sometimes	101	25.1 %
Total	403	100.0 %

Q2. What type of trips do you take most often on STA Paratransit?

Q2. What type of trips do you take most often on STA Paratransit	Number	Percent
Work	57	13.8 %
Education	26	6.3 %
Healthcare	320	77.7 %
Leisure/social/recreation	180	43.7 %
Shopping	211	51.2 %
Religious activities	69	16.7 %
Other	24	5.8 %
Total	887	

Q3. All things considered, how likely would you be to recommend riding STA Paratransit to a friend or neighbor?

(N=412)

	Very likely	9	8	7	6	5	4	3	2	Not provided
Q3. All things considered, how likely would you be to recommend riding STA Paratransit to a friend or neighbor	68.7%	9.5%	4.4%	4.9%	1.5%	2.9%	1.2%	0.5%	0.5%	6.1%

WITHOUT NOT PROVIDED**Q3. All things considered, how likely would you be to recommend riding STA Paratransit to a friend or neighbor?
(without "not provided")**

(N=412)

	Very likely	9	8	7	6	5	4	3	2
Q3. All things considered, how likely would you be to recommend riding STA Paratransit to a friend or neighbor	73.1%	10.1%	4.7%	5.2%	1.6%	3.1%	1.3%	0.5%	0.5%

Q4. Are you aware that a van is considered to be on-time if it arrives within 30 minutes after the reservation time?

Q4. Are you aware that a van is considered to be
on-time if it arrives within 30 minutes after
reservation time

	Number	Percent
Yes	390	94.7 %
No	22	5.3 %
Total	412	100.0 %

Q5. How often does the van arrive later than the 30-minute window of the reservation time?

Q5. How often does the van arrive later than 30-minute window of reservation time	Number	Percent
Never	59	14.3 %
Rarely	204	49.5 %
Occasionally	125	30.3 %
Frequently	21	5.1 %
Not provided	3	0.7 %
Total	412	100.0 %

WITHOUT NOT PROVIDED**Q5. How often does the van arrive later than the 30-minute window of the reservation time? (without "not provided")**

Q5. How often does the van arrive later than 30-minute window of reservation time	Number	Percent
Never	59	14.4 %
Rarely	204	49.9 %
Occasionally	125	30.6 %
Frequently	21	5.1 %
Total	409	100.0 %

Q6. Do you make reservations yourself, or does someone make them for you?

Q6. Who makes reservations	Number	Percent
I make my own reservations	333	80.8 %
Someone makes them for me	64	15.5 %
Not provided	15	3.6 %
Total	412	100.0 %

WITHOUT NOT PROVIDED**Q6. Do you make reservations yourself, or does someone make them for you? (without "not provided")**

Q6. Who makes reservations	Number	Percent
I make my own reservations	333	83.9 %
Someone makes them for me	64	16.1 %
Total	397	100.0 %

Q6a. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience in your history of making trip reservations, not a specific encounter, for the following items.

(N=333)

	Excellent	Good	Neutral	Poor	Very poor	Not provided
Q6a-1. Customer service provided by reservationist	76.0%	21.3%	2.1%	0.0%	0.3%	0.3%
Q6a-2. Overall ease of scheduling a trip	70.3%	23.1%	4.5%	1.2%	0.3%	0.6%
Q6a-3. Amount of time spent on hold	49.2%	34.8%	12.0%	1.8%	0.9%	1.2%
Q6a-4. Accuracy of booking a reservation	68.8%	24.6%	3.6%	0.6%	0.6%	1.8%
Q6a-5. Ability to schedule trips when needed	59.2%	28.8%	6.9%	2.4%	1.2%	1.5%

WITHOUT NOT PROVIDED

Q6a. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience in your history of making trip reservations, not a specific encounter, for the following items. (without "not provided")

(N=333)

	Excellent	Good	Neutral	Poor	Very poor
Q6a-1. Customer service provided by reservationist	76.2%	21.4%	2.1%	0.0%	0.3%
Q6a-2. Overall ease of scheduling a trip	70.7%	23.3%	4.5%	1.2%	0.3%
Q6a-3. Amount of time spent on hold	49.8%	35.3%	12.2%	1.8%	0.9%
Q6a-4. Accuracy of booking a reservation	70.0%	25.1%	3.7%	0.6%	0.6%
Q6a-5. Ability to schedule trips when needed	60.1%	29.3%	7.0%	2.4%	1.2%

Q6b. Scheduling a trip often includes a bit of negotiation of pickup times with the reservationists. Overall, does that work for you or not?

Q6b. Does negotiation of pickup times with reservationists work for you	Number	Percent
Yes	283	85.0 %
No	28	8.4 %
Don't know	22	6.6 %
Total	333	100.0 %

WITHOUT NOT PROVIDED

Q6b. Scheduling a trip often includes a bit of negotiation of pickup times with the reservationists. Overall, does that work for you or not? (without "don't know")

Q6b. Does negotiation of pickup times with reservationists work for you	Number	Percent
Yes	283	91.0 %
No	28	9.0 %
Total	311	100.0 %

Q7. What do you use to pay for your Paratransit trips?

Q7. What do you use to pay for your paratransit trips

	Number	Percent
Cash only	123	29.9 %
Connect card only	193	46.8 %
Cash & Connect card	65	15.8 %
Monthly pass & SMART card	6	1.5 %
1-Ride/Day Pass	11	2.7 %
Other	11	2.7 %
Not provided	3	0.7 %
Total	412	100.0 %

WITHOUT NOT PROVIDED**Q7. What do you use to pay for your Paratransit trips? (without "not provided")**

Q7. What do you use to pay for your paratransit trips

	Number	Percent
Cash only	123	30.1 %
Connect card only	193	47.2 %
Cash & Connect card	65	15.9 %
Monthly pass & SMART card	6	1.5 %
1-Ride/Day Pass	11	2.7 %
Other	11	2.7 %
Total	409	100.0 %

Q7-6. Other:

Q7-6. Other	Number	Percent
Spokane Community College quarterly pass	1	9.1 %
SCC student pass	1	9.1 %
SCC student ID	1	9.1 %
Spokane Community College bus pass	1	9.1 %
EWU card	1	9.1 %
School pass	1	9.1 %
Dependant pass	1	9.1 %
Providence Adult Day Health paid	1	9.1 %
Meals on Wheels	1	9.1 %
Aruswn IS	1	9.1 %
School ID	1	9.1 %
Total	11	100.0 %

Q8. Do you receive a Paratransit pass from a social service provider (Arc, SMS, Providence)?

Q8. Do you receive a paratransit pass from a social service provider	Number	Percent
Yes	37	9.0 %
No	370	89.8 %
Not provided	5	1.2 %
Total	412	100.0 %

WITHOUT NOT PROVIDED**Q8. Do you receive a Paratransit pass from a social service provider (Arc, SMS, Providence)? (without "not provided")**

Q8. Do you receive a paratransit pass from a social service provider	Number	Percent
Yes	37	9.1 %
No	370	90.9 %
Total	407	100.0 %

Q8a. What kind of pass do you receive?

Q8a. What kind of pass do you receive	Number	Percent
1-Ride	12	32.4 %
Day Pass	8	21.6 %
Connect Card	13	35.1 %
Not provided	4	10.8 %
Total	37	100.0 %

WITHOUT NOT PROVIDED**Q8a. What kind of pass do you receive? (without "not provided")**

Q8a. What kind of pass do you receive	Number	Percent
1-Ride	12	36.4 %
Day Pass	8	24.2 %
Connect Card	13	39.4 %
Total	33	100.0 %

Q9. To your understanding, do you have full, conditional, or a temporary level of Paratransit eligibility?

Q9. What level of Paratransit eligibility do you have	Number	Percent
Full	358	86.9 %
Conditional	21	5.1 %
Temporary	13	3.2 %
Not provided	20	4.9 %
Total	412	100.0 %

WITHOUT NOT PROVIDED**Q9. To your understanding, do you have full, conditional, or a temporary level of Paratransit eligibility? (without "not provided")**

Q9. What level of Paratransit eligibility do you have	Number	Percent
Full	358	91.3 %
Conditional	21	5.4 %
Temporary	13	3.3 %
Total	392	100.0 %

Q10. How often do you take trips on the regular STA bus?

Q10. How often do you take trips on regular STA bus	Number	Percent
Daily	12	2.9 %
3-5 days a week	42	10.2 %
Once or twice a week	68	16.5 %
Once or twice a month	61	14.8 %
Rarely	59	14.3 %
Never	166	40.3 %
Not provided	4	1.0 %
Total	412	100.0 %

WITHOUT NOT PROVIDED**Q10. How often do you take trips on the regular STA bus? (without "not provided")**

Q10. How often do you take trips on regular STA bus	Number	Percent
Daily	12	2.9 %
3-5 days a week	42	10.3 %
Once or twice a week	68	16.7 %
Once or twice a month	61	15.0 %
Rarely	59	14.5 %
Never	166	40.7 %
Total	408	100.0 %

Q10a. Why do you take trips on the regular STA bus?

Q10a. Why do you take trips on regular STA bus	Number	Percent
Easier/quicker/convenient (Faster)	78	42.6 %
Depends on weather	44	24.0 %
Enjoy riding the bus	45	24.6 %
To get to a destination	118	64.5 %
Too much hassle to take Paratransit	9	4.9 %
Socialize	23	12.6 %
Other	16	8.7 %
Total	333	

Q10b. Why don't you take trips on the regular STA bus?

Q10b. Why don't you take trips on regular STA bus	Number	Percent
Cannot, due to disability	134	59.6 %
Live too far/inconvenient location	33	14.7 %
Physically unable to take self/board bus	45	20.0 %
Have a wheelchair & cannot board	27	12.0 %
Can't walk	38	16.9 %
Too much of a hassle	25	11.1 %
Drive myself	10	4.4 %
Don't know how	5	2.2 %
Other	29	12.9 %
Total	346	

Q11. Which of the following describes how often you ride Paratransit?

Q11. How often do you ride Paratransit	Number	Percent
Every day	18	4.4 %
3-5 days a week	105	25.5 %
Once or twice a week	114	27.7 %
Once or twice a month	124	30.1 %
Rarely	37	9.0 %
Not provided	14	3.4 %
Total	412	100.0 %

WITHOUT NOT PROVIDED**Q11. Which of the following describes how often you ride Paratransit? (without "not provided")**

Q11. How often do you ride Paratransit	Number	Percent
Every day	18	4.5 %
3-5 days a week	105	26.4 %
Once or twice a week	114	28.6 %
Once or twice a month	124	31.2 %
Rarely	37	9.3 %
Total	398	100.0 %

Q12. At which of the following times of the week do you (or your rider) use Paratransit services?

Q12. At what times of the week do you use Paratransit services	Number	Percent
Weekdays, before 6pm	379	92.0 %
Weeknights, 6pm or later	45	10.9 %
Weekends	116	28.2 %
Total	540	

Q13. Is the level of service received on weekdays better or worse than the service received on weeknights?

Q13. What is level of service received on weekdays compared with service received on weeknights	Number	Percent
Much better	44	10.7 %
A little better	22	5.3 %
Same	122	29.6 %
Worse	5	1.2 %
Much worse	2	0.5 %
Not sure-I don't ride both weekdays & weeknights	192	46.6 %
Not provided	25	6.1 %
Total	412	100.0 %

WITHOUT NOT PROVIDED**Q13. Is the level of service received on weekdays better or worse than the service received on weeknights? (without "not provided")**

Q13. What is level of service received on weekdays compared with service received on weeknights

	Number	Percent
Much better	44	11.4 %
A little better	22	5.7 %
Same	122	31.5 %
Worse	5	1.3 %
Much worse	2	0.5 %
Not sure-I don't ride both weekdays & weeknights	192	49.6 %
Total	387	100.0 %

Q13a. If you answered 1 or 2 for Question 13, in what ways is the weekday service better?

Q13a. In what ways is weekday service better	Number	Percent
Van on time	34	51.5 %
Better drivers	25	37.9 %
More schedule times	23	34.8 %
Better customer service	20	30.3 %
More personalized service	15	22.7 %
Quicker pickup	20	30.3 %
More convenient	17	25.8 %
Cleaner van	8	12.1 %
More vans available	17	25.8 %
Less time spent in van/better routing/fewer stops	21	31.8 %
Other	2	3.0 %
Total	202	

Q14. Is the level of service on weekdays better or worse than the service on weekends?

Q14. What is level of service on weekdays compared with service on weekends

	Number	Percent
Much better	39	9.5 %
A little better	26	6.3 %
Same	141	34.2 %
Worse	4	1.0 %
Much worse	2	0.5 %
Not sure-I don't ride both weekdays & weekends	157	38.1 %
Not provided	43	10.4 %
Total	412	100.0 %

WITHOUT NOT PROVIDED**Q14. Is the level of service on weekdays better or worse than the service on weekends? (without "not provided")**

Q14. What is level of service on weekdays compared with service on weekends	Number	Percent
Much better	39	10.6 %
A little better	26	7.0 %
Same	141	38.2 %
Worse	4	1.1 %
Much worse	2	0.5 %
Not sure-I don't ride both weekdays & weekends	157	42.5 %
Total	369	100.0 %

Q14a. If you answered 1 or 2 for Question 14, in what ways is the weekday service better?

Q14a. In what ways is weekday service better	Number	Percent
Van on time	35	53.8 %
Better drivers	25	38.5 %
More schedule times	25	38.5 %
Better customer service	20	30.8 %
More personalized service	12	18.5 %
Quicker pickup	17	26.2 %
More convenient	11	16.9 %
Cleaner van	8	12.3 %
More vans available	17	26.2 %
Less time spent in van/better routing/fewer stops	24	36.9 %
Other	2	3.1 %
Total	196	

Q15. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience riding the van, not just your latest trip, for the following items.

(N=412)

	Excellent	Good	Neutral	Poor	Very poor	Not provided
Q15-1. Van arriving for pickup on time	40.8%	43.7%	9.5%	2.7%	0.7%	2.7%
Q15-2. Driver courtesy	69.9%	21.6%	2.7%	0.0%	0.7%	5.1%
Q15-3. Driver driving safely	72.3%	19.7%	3.6%	0.7%	0.2%	3.4%
Q15-4. Driver identifying him or herself	60.2%	24.0%	7.8%	3.2%	0.7%	4.1%
Q15-5. Length of time riding in van	36.9%	41.7%	13.6%	3.6%	0.7%	3.4%
Q15-6. Van arriving to your appointment on time	52.9%	30.6%	10.4%	1.9%	0.5%	3.6%
Q15-7. Your personal safety on van	73.1%	19.2%	2.7%	0.5%	0.5%	4.1%
Q15-8. Communication materials provided	47.1%	23.3%	12.9%	2.4%	1.0%	13.3%
Q15-9. Cleanliness of van interior	64.8%	26.2%	4.1%	0.5%	0.2%	4.1%
Q15-10. Behavior of other riders	36.4%	43.0%	13.1%	1.5%	1.0%	5.1%

WITHOUT NOT PROVIDED

Q15. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience riding the van, not just your latest trip, for the following items. (without "not provided")

(N=412)

	Excellent	Good	Neutral	Poor	Very poor
Q15-1. Van arriving for pickup on time	41.9%	44.9%	9.7%	2.7%	0.7%
Q15-2. Driver courtesy	73.7%	22.8%	2.8%	0.0%	0.8%
Q15-3. Driver driving safely	74.9%	20.4%	3.8%	0.8%	0.3%
Q15-4. Driver identifying him or herself	62.8%	25.1%	8.1%	3.3%	0.8%
Q15-5. Length of time riding in van	38.2%	43.2%	14.1%	3.8%	0.8%
Q15-6. Van arriving to your appointment on time	54.9%	31.7%	10.8%	2.0%	0.5%
Q15-7. Your personal safety on van	76.2%	20.0%	2.8%	0.5%	0.5%
Q15-8. Communication materials provided	54.3%	26.9%	14.8%	2.8%	1.1%
Q15-9. Cleanliness of van interior	67.6%	27.3%	4.3%	0.5%	0.3%
Q15-10. Behavior of other riders	38.4%	45.3%	13.8%	1.5%	1.0%

Q16. Do you have a wheelchair, scooter, or other mobility device?

Q16. Do you have a wheelchair, scooter, or other mobility device	Number	Percent
Yes	224	54.4 %
No	169	41.0 %
Not provided	19	4.6 %
Total	412	100.0 %

WITHOUT NOT PROVIDED**Q16. Do you have a wheelchair, scooter, or other mobility device? (without "not provided")**

Q16. Do you have a wheelchair, scooter, or other mobility device	Number	Percent
Yes	224	57.0 %
No	169	43.0 %
Total	393	100.0 %

Q17. What are the top 3 most important areas of service for you as a STA Paratransit customer?

Q17. Top choice	Number	Percent
Personal safety on vehicle	99	24.0 %
Safety while boarding vehicle	18	4.4 %
Vehicles arrive within scheduled pickup window	115	27.9 %
Fare price	37	9.0 %
Travel time	12	2.9 %
Operators being friendly & helpful	20	4.9 %
Vehicle cleanliness	2	0.5 %
Vehicle comfort	2	0.5 %
Helpful & courteous call center representatives	9	2.2 %
Scheduling a trip is easy	6	1.5 %
Ability to schedule a trip for when I need to	36	8.7 %
Calls being answered promptly	3	0.7 %
Operators driving vehicles safely	27	6.6 %
None chosen	26	6.3 %
Total	412	100.0 %

Q17. What are the top 3 most important areas of service for you as a STA Paratransit customer?

Q17. 2nd choice	Number	Percent
Personal safety on vehicle	29	7.0 %
Safety while boarding vehicle	25	6.1 %
Vehicles arrive within scheduled pickup window	82	19.9 %
Fare price	41	10.0 %
Travel time	33	8.0 %
Operators being friendly & helpful	49	11.9 %
Vehicle cleanliness	4	1.0 %
Vehicle comfort	4	1.0 %
Helpful & courteous call center representatives	16	3.9 %
Scheduling a trip is easy	19	4.6 %
Ability to schedule a trip for when I need to	43	10.4 %
Calls being answered promptly	3	0.7 %
STA providing adequate communications materials	1	0.2 %
Operators driving vehicles safely	26	6.3 %
None chosen	37	9.0 %
Total	412	100.0 %

Q17. What are the top 3 most important areas of service for you as a STA Paratransit customer?

Q17. 3rd choice	Number	Percent
Personal safety on vehicle	19	4.6 %
Safety while boarding vehicle	11	2.7 %
Vehicles arrive within scheduled pickup window	39	9.5 %
Fare price	23	5.6 %
Travel time	34	8.3 %
Operators being friendly & helpful	63	15.3 %
Vehicle cleanliness	7	1.7 %
Vehicle comfort	9	2.2 %
Helpful & courteous call center representatives	30	7.3 %
Scheduling a trip is easy	30	7.3 %
Ability to schedule a trip for when I need to	46	11.2 %
Calls being answered promptly	5	1.2 %
STA providing adequate communications materials	2	0.5 %
Operators driving vehicles safely	48	11.7 %
None chosen	46	11.2 %
Total	412	100.0 %

SUM OF TOP THREE**Q17. What are the top 3 most important areas of service for you as a STA Paratransit customer? (top 3)**

<u>Q17. Top choice</u>	<u>Number</u>	<u>Percent</u>
Personal safety on vehicle	147	35.7 %
Safety while boarding vehicle	54	13.1 %
Vehicles arrive within scheduled pickup window	236	57.3 %
Fare price	101	24.5 %
Travel time	79	19.2 %
Operators being friendly & helpful	132	32.0 %
Vehicle cleanliness	13	3.2 %
Vehicle comfort	15	3.6 %
Helpful & courteous call center representatives	55	13.3 %
Scheduling a trip is easy	55	13.3 %
Ability to schedule a trip for when I need to	125	30.3 %
Calls being answered promptly	11	2.7 %
STA providing adequate communications materials	3	0.7 %
Operators driving vehicles safely	101	24.5 %
None chosen	26	6.3 %
Total	1153	

Q18. All things considered, on a scale of 1 to 5, where 5 means "Very satisfied," and 1 means "Very dissatisfied," how satisfied are you with the overall quality of the STA Paratransit service?

<u>Q18. How satisfied are you with overall quality of STA Paratransit service</u>	<u>Number</u>	<u>Percent</u>
Very satisfied	267	64.8 %
Satisfied	105	25.5 %
Neutral	17	4.1 %
Dissatisfied	10	2.4 %
Very dissatisfied	3	0.7 %
Not provided	10	2.4 %
Total	412	100.0 %

WITHOUT NOT PROVIDED

Q18. All things considered, on a scale of 1 to 5, where 5 means "Very satisfied," and 1 means "Very dissatisfied," how satisfied are you with the overall quality of the STA Paratransit service? (without "not provided")

Q18. How satisfied are you with overall quality of STA Paratransit service	Number	Percent
Very satisfied	267	66.4 %
Satisfied	105	26.1 %
Neutral	17	4.2 %
Dissatisfied	10	2.5 %
Very dissatisfied	3	0.7 %
Total	402	100.0 %

Q19. When was the last Paratransit ride you took?

Q19. When was the last Paratransit ride you took	Number	Percent
This week	206	50.0 %
1-2 weeks ago	75	18.2 %
3-4 weeks ago	36	8.7 %
More than one month ago	81	19.7 %
Not provided	14	3.4 %
Total	412	100.0 %

WITHOUT NOT PROVIDED

Q19. When was the last Paratransit ride you took? (without "not provided")

Q19. When was the last Paratransit ride you took	Number	Percent
This week	206	51.8 %
1-2 weeks ago	75	18.8 %
3-4 weeks ago	36	9.0 %
More than one month ago	81	20.4 %
Total	398	100.0 %

Q20. How do you take most of your trips?

Q20. How do you take most of your trips	Number	Percent
In own/family vehicle	64	15.5 %
STA Paratransit vehicle	279	67.7 %
STA fixed route bus	15	3.6 %
Medicaid transportation	7	1.7 %
Taxi/other privately paid transportation	10	2.4 %
Other	16	3.9 %
Not provided	21	5.1 %
Total	412	100.0 %

WITHOUT NOT PROVIDED**Q20. How do you take most of your trips? (without "not provided")**

Q20. How do you take most of your trips	Number	Percent
In own/family vehicle	64	16.4 %
STA Paratransit vehicle	279	71.4 %
STA fixed route bus	15	3.8 %
Medicaid transportation	7	1.8 %
Taxi/other privately paid transportation	10	2.6 %
Other	16	4.1 %
Total	391	100.0 %

Q21. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your experience in APPLYING for eligibility to use Paratransit service.

(N=412)

	Excellent	Good	Neutral	Poor	Very poor	Not provided
Q21-1. Overall application process to receive or renew Paratransit services	52.9%	31.3%	7.8%	2.4%	0.2%	5.3%
Q21-2. Length of time to complete application process	44.7%	36.2%	9.5%	1.7%	0.7%	7.3%
Q21-3. Customer service provided by Paratransit staff	63.6%	23.1%	7.0%	0.2%	0.2%	5.8%
Q21-4. Your understanding of level of Paratransit eligibility that you were assigned	54.4%	28.9%	7.8%	1.2%	0.7%	7.0%

WITHOUT NOT PROVIDED

Q21. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your experience in APPLYING for eligibility to use Paratransit service. (without "not provided")

(N=412)

	Excellent	Good	Neutral	Poor	Very poor
Q21-1. Overall application process to receive or renew Paratransit services	55.9%	33.1%	8.2%	2.6%	0.3%
Q21-2. Length of time to complete application process	48.2%	39.0%	10.2%	1.8%	0.8%
Q21-3. Customer service provided by Paratransit staff	67.5%	24.5%	7.5%	0.3%	0.3%
Q21-4. Your understanding of level of Paratransit eligibility that you were assigned	58.5%	31.1%	8.4%	1.3%	0.8%

Q22. When you ride, does the operator walk you to and from the van?

Q22. Does operator walk you to & from van	Number	Percent
All the time	291	70.6 %
Some of the time	103	25.0 %
None of the time	6	1.5 %
Not provided	12	2.9 %
Total	412	100.0 %

WITHOUT NOT PROVIDED

Q22. When you ride, does the operator walk you to and from the van? (without "not provided")

Q22. Does operator walk you to & from van	Number	Percent
All the time	291	72.8 %
Some of the time	103	25.8 %
None of the time	6	1.5 %
Total	400	100.0 %

Q23. PASS Web allows customers/caregivers to access same day trip information and customer scheduled information.
Would you say:

Q23. What would you say about PASS Web	Number	Percent
I am aware of & use PASS Web	65	15.8 %
I am aware of but do not use PASS Web	65	15.8 %
I am not aware of PASS Web	207	50.2 %
I do not have a smart phone	38	9.2 %
Not provided	37	9.0 %
Total	412	100.0 %

WITHOUT NOT PROVIDED

Q23. PASS Web allows customers/caregivers to access same day trip information and customer scheduled information.
Would you say: (without "not provided")

Q23. What would you say about PASS Web	Number	Percent
I am aware of & use PASS Web	65	17.3 %
I am aware of but do not use PASS Web	65	17.3 %
I am not aware of PASS Web	207	55.2 %
I do not have a smart phone	38	10.1 %
Total	375	100.0 %

Q23a. If you answered 1 for Question 23, how useful is PASS Web for you on a scale of 1 to 5, where 5 means "Very useful" and 1 means "Not useful at all."

Q23a. How useful is PASS Web for you	Number	Percent
Very useful	47	72.3 %
Somewhat useful	4	6.2 %
Neutral	5	7.7 %
Not very useful	3	4.6 %
Not provided	6	9.2 %
Total	65	100.0 %

WITHOUT NOT PROVIDED

Q23a. If you answered 1 for Question 23, how useful is PASS Web for you on a scale of 1 to 5, where 5 means "Very useful" and 1 means "Not useful at all." (without "not provided")

Q23a. How useful is PASS Web for you	Number	Percent
Very useful	47	79.7 %
Somewhat useful	4	6.8 %
Neutral	5	8.5 %
Not very useful	3	5.1 %
Total	59	100.0 %

Q24. Do you know how to register a complaint or compliment with STA about the Paratransit service?

Q24. Do you know how to register a complaint or compliment with STA about Paratransit service	Number	Percent
Yes	224	54.4 %
No	166	40.3 %
Not provided	22	5.3 %
Total	412	100.0 %

WITHOUT NOT PROVIDED**Q24. Do you know how to register a complaint or compliment with STA about the Paratransit service? (without "not provided")**

Q24. Do you know how to register a complaint or compliment with STA about Paratransit service	Number	Percent
Yes	224	57.4 %
No	166	42.6 %
Total	390	100.0 %

Q25. If you could choose ONE thing to improve STA's Paratransit service, what would it be?

Q25. What is one thing to improve STA's Paratransit service	Number	Percent
Nothing. I'm satisfied with service	125	30.3 %
Be on time	58	14.1 %
Less time spent on van/better routing/more efficient routes	57	13.8 %
More scheduling flexibility	36	8.7 %
Improvements in reservations	11	2.7 %
Improve van	7	1.7 %
More vans/drivers	40	9.7 %
Drivers more friendly/better skills/more helpful	7	1.7 %
Expanded service hours	12	2.9 %
Cost of fare	8	1.9 %
Issues with other passengers	3	0.7 %
Smoother rides	13	3.2 %
Less time on hold when calling	3	0.7 %
Eligibility too restrictive	3	0.7 %
Other	16	3.9 %
Not provided	13	3.2 %
Total	412	100.0 %

WITHOUT NOT PROVIDED**Q25. If you could choose ONE thing to improve STA's Paratransit service, what would it be? (without "not provided")**

Q25. What is one thing to improve STA's

Paratransit service	Number	Percent
Nothing. I'm satisfied with service	125	31.3 %
Be on time	58	14.5 %
Less time spent on van/better routing/more efficient routes	57	14.3 %
More scheduling flexibility	36	9.0 %
Improvements in reservations	11	2.8 %
Improve van	7	1.8 %
More vans/drivers	40	10.0 %
Drivers more friendly/better skills/more helpful	7	1.8 %
Expanded service hours	12	3.0 %
Cost of fare	8	2.0 %
Issues with other passengers	3	0.8 %
Smoother rides	13	3.3 %
Less time on hold when calling	3	0.8 %
Eligibility too restrictive	3	0.8 %
Other	16	4.0 %
Total	399	100.0 %

Q26. Do you have access to the internet using a computer?

Q26. Do you have access to internet using a computer

	Number	Percent
Yes	266	64.6 %
No	140	34.0 %
Not provided	6	1.5 %
Total	412	100.0 %

WITHOUT NOT PROVIDED**Q26. Do you have access to the internet using a computer? (without "not provided")**

Q26. Do you have access to internet using a computer

	Number	Percent
Yes	266	65.5 %
No	140	34.5 %
Total	406	100.0 %

Q26a. Where do you have internet access using a computer?

Q26a. Where do you have internet access using a computer	Number	Percent
Home	250	94.0 %
Work	20	7.5 %
School	9	3.4 %
Library	19	7.1 %
Friends & family	22	8.3 %
Somewhere else	12	4.5 %
Total	332	

Q27. What is your zip code?

Q27. Your zip code	Number	Percent
99208	61	14.8 %
99205	36	8.7 %
99206	33	8.0 %
99216	33	8.0 %
99201	33	8.0 %
99223	31	7.5 %
99212	27	6.6 %
99202	26	6.3 %
99207	26	6.3 %
99224	14	3.4 %
99004	14	3.4 %
99203	13	3.2 %
99037	12	2.9 %
99001	10	2.4 %
99218	10	2.4 %
99016	8	1.9 %
99019	7	1.7 %
99217	6	1.5 %
99022	4	1.0 %
99204	3	0.7 %
99026	1	0.2 %
99005	1	0.2 %
99027	1	0.2 %
99011	1	0.2 %
90201	1	0.2 %
Total	412	100.0 %

4 **Survey Instrument**



January 22, 2024

Dear Spokane Transit Authority Paratransit Customer:

On behalf of the Spokane Transit Authority (STA), thank you for using STA's Paratransit service. As a valued rider, your opinions are important to us.

We hope you will help us by taking a few minutes to respond to the enclosed customer satisfaction survey about STA's Paratransit service. Your answers are important so we can make sure STA meets the needs of its riders. If you are a caregiver filling out the survey on behalf of a customer, please answer the questions as appropriate from the customer's perspective.

ETC Institute is helping STA to conduct this survey; they will compile the data received and present the results to STA. The report will not identify anyone who responds to the survey.

Please complete and return the enclosed survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. If you have any questions about the administration of the survey, please email henry.danneberg@etcinstitute.com.

If you prefer, you can complete the survey online at STAParatransitsurvey.org.

At the end of the survey, as a way to say thank you for fully completing your survey, you will have an opportunity to opt-in for a chance to win one (1) of two \$250 Visa gift cards. Gift cards are sent via email and limited to one per household.

Thank you in advance for your help. We genuinely appreciate your willingness to participate and contribute to this important survey.

Sincerely,

A handwritten signature in black ink, appearing to read 'Carly Cortright', with a long horizontal line extending to the right.

Carly Cortright
Chief Communications and Customer Service Officer

2024 STA Paratransit Survey

1. Do you require a Personal Care Assistant (PCA) to travel with you?

____(1)Yes ____ (2)No ____ (3)Sometimes

2. What type of trips do you take most often on STA Paratransit? *[Please check your top three.]*

____(1) Work ____ (4) Leisure/Social/Recreation ____ (7) Other: _____
 ____ (2) Education ____ (5) Shopping
 ____ (3) Healthcare ____ (6) Religious Activities

3.	All things considered, how likely would you be to recommend riding STA Paratransit to a friend or neighbor? <i>[Please circle your answer with 10 being "Very Likely" and 0 being "Not at All Likely."]</i>	10	09	08	07	06	05	04	03	02	01	00
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4. Are you aware that a van is considered to be on-time if it arrives within 30 minutes after the reservation time?

____(1) Yes ____ (2) No

5. How often does the van arrive later than the 30-minute window of the reservation time?

____(1) Never ____ (2) Rarely ____ (3) Occasionally ____ (4) Frequently

6. Do you make reservations yourself, or does someone make them for you? *[If someone makes them for you, please skip to Question 7.]*

____(1) I make my own reservations *[Answer Questions 6a-b.]* ____ (2) Someone makes them for me

6a. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience in your history of making trip reservations, not a specific encounter, for the following items.

		Excellent	Good	Neutral	Poor	Very Poor
1.	The customer service provided by the reservationist	5	4	3	2	1
2.	The overall ease of scheduling a trip	5	4	3	2	1
3.	The amount of time spent on hold	5	4	3	2	1
4.	The accuracy of booking a reservation	5	4	3	2	1
5.	The ability to schedule trips when needed	5	4	3	2	1

6b. Scheduling a trip often includes a bit of negotiation of pick-up times with the reservationists. Overall, does that work for you or not?

____(1) Yes ____ (2) No ____ (3) Don't know

7. What do you use to pay for your paratransit trips? *[Check only one.]*

____(1) Cash only ____ (4) Monthly pass and SMART card
 ____ (2) Connect card only ____ (5) 1-Ride/Day Pass
 ____ (3) Cash and Connect card ____ (6) Other: _____

8. Do you receive a paratransit pass from a social service provider (Arc, SMS, Providence)?

____(1) Yes [Answer Question 8a.] ____ (2) No [Skip to Question 9.]

8a. What kind of pass do you receive?

____(1) 1-Ride ____ (2) Day Pass ____ (3) Connect Card

9. To your understanding do you have full, conditional, or a temporary level of Paratransit eligibility?

____(1) Full ____ (2) Conditional ____ (3) Temporary

10. How often do you take trips on the regular STA bus?

____(1) Daily [Answer Q10a.] ____ (4) Once or twice a month [Answer Q10a.]
____(2) 3-5 days a week [Answer Q10a.] ____ (5) Rarely [Answer Q10b.]
____(3) Once or twice a week [Answer Q10a.] ____ (6) Never [Answer Q10b.]

10a. Why? [Check all that apply.]

____(1) Easier/quicker/convenient (Faster) ____ (5) Too much hassle to take Paratransit
____(2) Depends on weather ____ (6) Socialize
____(3) Enjoy riding the bus ____ (7) Other (Please specify): _____
____(4) To get to a destination

10b. Why Not? [Check all that apply.]

____(1) Cannot, due to disability ____ (6) Too much of a hassle
____(2) Live too far/inconvenient location ____ (7) Drive myself
____(3) Physically unable to take self/Board bus ____ (8) Don't know how
____(4) Have a wheelchair and cannot board ____ (9) Other (Please specify): _____
____(5) Can't walk

11. Which of the following describes how often you ride paratransit?

____(1) Every day ____ (3) Once or twice a week ____ (5) Rarely
____(2) 3-5 days a week ____ (4) Once or twice a month

12. At which of the following times of the week do you (or your rider) use paratransit services? [Check all that apply.]

____(1) Weekdays, before 6pm ____ (2) Weeknights, 6pm or later ____ (3) Weekends

13. Is the level of service received on weekdays better or worse than the service received on weeknights?

____(1) Much better [Answer Q13a.] ____ (4) Worse [Answer Q13b.]
____(2) A little better [Answer Q13a.] ____ (5) Much worse [Answer Q13b.]
____(3) Same [Skip to Q14.] ____ (6) Not sure - I don't ride both weekdays and weeknights [Skip to Q14.]

13a. If you answered 1 or 2 for Question 13, in what ways is the weekday service better?

____(01) Van on time ____ (07) More convenient
____(02) Better drivers ____ (08) Cleaner van
____(03) More schedule times ____ (09) More vans available
____(04) Better customer service ____ (10) Less time spent in the van/better routing/fewer stops
____(05) More personalized service ____ (11) Other (Please specify): _____
____(06) Quicker pick-up

13b. If you answered 4 or 5 for Question 13, in what ways is the weekday service worse?

14. Is the level of service on weekdays better or worse than the service on weekends?

____(1) Much better [Answer Q14a.]

____(5) Much worse [Answer Q14b.]

____(2) A little better [Answer Q14a.]

____(6) Not sure - I don't ride both weekdays/weeknights and weeknights

____(3) Same [Skip to Q15.]

[Skip to Q15.]

____(4) Worse [Answer Q14b.]

14a. If you answered 1 or 2 for Question 14, in what ways is the weekday service better?

____(01) Van on time

____(07) More convenient

____(02) Better drivers

____(08) Cleaner van

____(03) More schedule times

____(09) More vans available

____(04) Better customer service

____(10) Less time spent in the van/better routing/fewer stops

____(05) More personalized service

____(11) Other (Please specify): _____

____(06) Quicker pick-up

14b. If you answered 4 or 5 for Question 14, in what ways is the weekday service worse?

15. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience riding the van, not just your latest trip, for the following items.

		Excellent	Good	Neutral	Poor	Very Poor
01.	The van arriving for pick-up on time	5	4	3	2	1
02.	Driver courtesy	5	4	3	2	1
03.	The driver driving safely	5	4	3	2	1
04.	The driver identifying him or herself	5	4	3	2	1
05.	The length of time riding in the van	5	4	3	2	1
06.	The van arriving to your appointment on time	5	4	3	2	1
07.	Your personal safety on the van	5	4	3	2	1
08.	The communication materials provided	5	4	3	2	1
09.	The cleanliness of the van interior	5	4	3	2	1
10.	The behavior of other riders	5	4	3	2	1

16. Do you have a wheelchair, scooter, or other mobility device?

____(1) Yes

____(2) No

17. What are the top 3 most important areas of service for you as a STA Paratransit customer? [Write your answers below in order of importance using the numbers from the list below. For example, if "Fare price" is most important, write "4" in the space next to "1st:" below.]

01. Personal safety on the vehicle

08. Vehicle comfort

02. Safety while boarding the vehicle

09. Helpful and courteous call center representatives

03. Vehicles arrive within scheduled pick-up window

10. Scheduling a trip is easy

04. Fare price

11. Ability to schedule a trip for when I need to

05. Travel time

12. Calls being answered promptly

06. Operators being friendly and helpful

13. STA providing adequate communications materials

07. Vehicle cleanliness

14. Operators driving the vehicles safely

1st: ____

2nd: ____

3rd: ____

- 18. All things considered, on a scale of 1 to 5, where 5 means "Very satisfied," and 1 means "Very dissatisfied," how satisfied are you with the overall quality of the STA Paratransit service?**
 ____ (5) Very satisfied ____ (3) Neutral ____ (1) Very dissatisfied
 ____ (4) Satisfied ____ (2) Dissatisfied
- 19. When was the last Paratransit ride you took?**
 ____ (1) This week ____ (2) 1-2 weeks ago ____ (3) 3-4 weeks ago ____ (4) More than one month ago
- 20. How do you take most of your trips? [Check only one.]**
 ____ (1) In own/family vehicle ____ (4) Medicaid transportation
 ____ (2) STA Paratransit vehicle ____ (5) Taxi/Other privately paid transportation
 ____ (3) STA fixed route bus ____ (6) Other: _____
- 21. Using a scale of 1 to 5 scale, where 5 means "Excellent" and 1 means "Very Poor," please rate your experience in APPLYING for eligibility to use Paratransit Service.**
- | | | Excellent | Good | Neutral | Poor | Very Poor |
|----|-----------------------------------------------------------------------------------|-----------|------|---------|------|-----------|
| 1. | The overall application process to receive or renew paratransit services | 5 | 4 | 3 | 2 | 1 |
| 2. | The length of time to complete the application process | 5 | 4 | 3 | 2 | 1 |
| 3. | The customer service provided by paratransit staff | 5 | 4 | 3 | 2 | 1 |
| 4. | Your understanding of the level of paratransit eligibility that you were assigned | 5 | 4 | 3 | 2 | 1 |
- 22. When you ride, does the operator walk you to and from the van?**
 ____ (1) All the time ____ (2) Some of the time ____ (3) None of the time
- 23. PASS Web allows customers/caregivers to access same day trip information and customer scheduled information. Would you say:**
 ____ (1) I am aware of and use PASS Web [Answer Q23a.] ____ (3) I am not aware of PASS Web [Skip to Q24.]
 ____ (2) I am aware of but do not use PASS Web [Skip to Q24.] ____ (4) I do not have a smart phone [Skip to Q24.]
- 23a. If you answered 1 for Question 23, how useful is PASS Web for you on a scale of 1 to 5, where 5 means "Very useful" and 1 means "Not useful at all."**
 ____ (5) Very useful ____ (3) Neutral ____ (1) Not useful at all
 ____ (4) Somewhat useful ____ (2) Not very useful
- 24. Do you know how to register a complaint or compliment with STA about the Paratransit Service?**
 ____ (1) Yes ____ (2) No
- 25. If you could choose ONE thing to improve STA's Paratransit service, what would it be?**
 ____ (01) Nothing, I'm satisfied with the service ____ (08) Drivers more friendly/better skills/more helpful
 ____ (02) Be on time ____ (09) Expanded service hours
 ____ (03) Less time spent on van/better routing/more efficient routes ____ (10) Cost of fare
 ____ (04) More scheduling flexibility ____ (11) Issues with other passengers
 ____ (05) Improvements in reservations ____ (12) Smoother rides
 ____ (06) Improve van ____ (13) Less time on hold when calling
 ____ (07) More vans/drivers ____ (14) Eligibility too restrictive
 ____ (15) Other (Please explain): _____

26. Do you have access to the Internet using a computer?

____(1) Yes [Answer Q26a.] ____ (2) No [Skip to Q27.]

26a. Where do you have Internet access using a computer? [Check all that apply.]

____(1) Home ____ (4) Library
____(2) Work ____ (5) Friends and family
____(3) School ____ (6) Somewhere else (Please specify): _____

27. What is your zip code? _____

28. As a thank you for fully completing the survey, you can enter your contact information below to be entered into a drawing for one (1) of two \$250 Visa gift cards. Would you like to be entered into the drawing? Gift cards are sent out via email and limited to one per household.

____(1) Yes [Please answer Q30.] ____ (2) No

29. Can we invite you to participate in occasional STA surveys?

____(1) Yes [Please answer Q30.] ____ (2) No

30. Please provide your contact information.

First Name: _____

Mobile Phone Number: _____

Email Address: _____

We really appreciate your comments and input. Thank you so much!

Please return your completed survey in the enclosed postage paid envelope addressed to:

ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The address information to the right will ONLY be used to help identify areas with special interests. Thank you.