



2025

**Spokane Transit Authority
Paratransit Survey**

Findings Report

Contents

Section 1: Executive Summary.	3
Section 2: Charts and Graphs.	8
Section 3: Tabular Data.	68
Section 4: Survey Instrument.	92





Executive Summary

2025 Spokane Transit Authority (STA) Paratransit Survey *Executive Summary*

Overview

In early 2025, 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 445 respondents have a precision of at least +/- 4.9 at the 95% level of confidence. Of the 445 respondents, 77% indicated that they make Paratransit reservations for themselves compared to 23% 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.** Sixty percent of respondents (60%) said that they use a wheelchair, scooter, or other mobility device. Thirty-seven percent of respondents (37%) travel with a personal care assistant (PCA) at least some of the time. Seventy-seven percent of respondents (77%) make their own paratransit reservations, while twenty-three percent (23%) have their reservations made by someone else.
- **Eligibility.** Ninety percent of respondents (90%) have full paratransit eligibility. Six percent of respondents (6%) have conditional eligibility, and five percent (5%) have temporary eligibility. Ten percent of respondents (10%) receive a paratransit pass from a social service provider (1-day pass, Connect Card, or Day Pass).

Customer Transportation Habits

- **Ridership.** Sixty-nine percent of respondents (69%) make most of their trips in an STA Paratransit vehicle. Eighteen percent (18%) make most of their trips in their own vehicle or their family's vehicle. Thirty-five percent of respondents (35%) ride STA Paratransit once or twice a month. Thirty-one percent (31%) ride once or twice a week, and twenty-one percent (21%) ride three – five days a week. Ninety-four percent of respondents (94%) ride STA Paratransit on weekdays before 6pm. Thirteen percent (13%) ride Paratransit on weeknights (after 6pm), and thirty-one percent (31%) ride on weekends.
- **Trip Information.** Seventy-five percent of respondents (75%) most often take healthcare related trips. Forty-eight percent of respondents (48%) take trips to shop, and forty-five percent (45%) take trips to leisure/social/recreation activities. Fifty-two percent of respondents (52%) use Connect Cards only to pay for their Paratransit trips. Twenty-eight percent (28%) use only cash, and thirteen percent (13%) 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. Twelve percent of respondents (12%) take the bus once or twice a week, and twenty percent (20%) take the bus once or twice a month. Fifty-eight percent of respondents (58%) rarely or never take the regular STA bus. Of the respondents who do ride STA buses, Sixty-eight percent (68%) do so to get to a destination. Of the respondents who do not ride STA buses, fifty-seven percent (57%) 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 81, which is outstanding. Similarly, Ninety-six percent of respondents (96%) 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-six percent of respondents (96%) gave a positive rating (Excellent or Good) to customer service provided by the reservationist. Ninety-seven percent (97%) gave a positive rating to the accuracy of booking a reservation, and ninety-seven percent (97%) gave a positive rating to the overall ease of scheduling a trip. Ninety-two percent (92%) gave a positive rating to the ability to schedule trips when needed, and lastly, eighty-four percent (84%) 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-eight percent of respondents (98%) agree that they have personal safety on the van, and ninety-eight percent (98%) agree that the drivers drive safely. Ninety-seven percent of respondents (97%) agreed that drivers are courteous. Ninety-seven percent of respondents (97%) 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 percent (80%).
 - “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” (95%), “Your understanding of the level of Paratransit eligibility that you were assigned” (91%), “Overall application process to receive or renew Paratransit services” (92%), 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-six percent of respondents (96%) 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: 92% (2024) 91% (2021), 85% (2018), 88% (2016), and 67% (2014).
- **Reservation Customer Service.** Customer Service provided by the reservationist received a rating of ninety-six percent from respondents (96%) giving it “excellent” or “good” ratings. Previous years were rated as follows: 97% (2024), 94% (2021), 92% (2018), 94% (2016), and 92% (2014).
- **Rating Decreases.** One items that has had noticeable rating decreases (“Excellent” and “Good” responses) were “Do you know how to register a complaint or compliment with STA about the Paratransit service?” This question has seen a downward trend over the past surveys. Forty-eight percent (48%) of respondents stated they did not know how to provide feedback to STA regarding Paratransit services. This shows a trend down from previous survey efforts are as follows: 54% (2024), 79% (2021), 66% 2018, and 64% (2014).
- **Van Arrival Time.** Vans arriving for pick-up on time, the most important item to respondents by nineteen percentage points (% selected as one of the top three most important), saw a rating increase this year. Eighty-eight percent of respondents (88%) rated it as excellent or good. The ratings for van arrival time over the previous survey efforts are as follows: 87% (2024), 82% (2021), 78% (2018), 79% (2016), and 85% (2014).
- **Application for Paratransit Eligibility.** The rating for overall application to receive or renew Paratransit services stayed the same this year compared to the last survey with ninety-two percent (92%). The ratings over the last five survey efforts are as follows: 92% (2024), 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 followed by eighty-seven percent (87%) in 2024. This year, Ninety-two percent of respondents (92%) selected somewhat 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.

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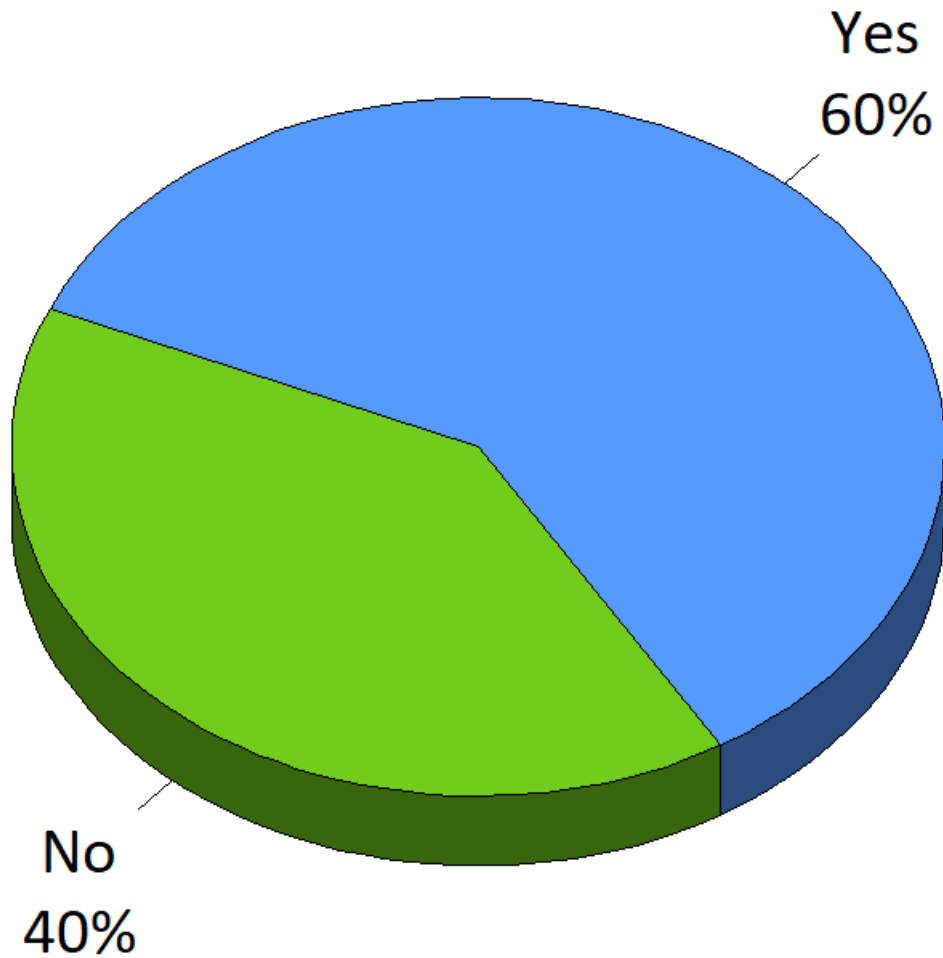
2 Charts & Graphs



KEY CHARACTERISTICS OF CUSTOMERS

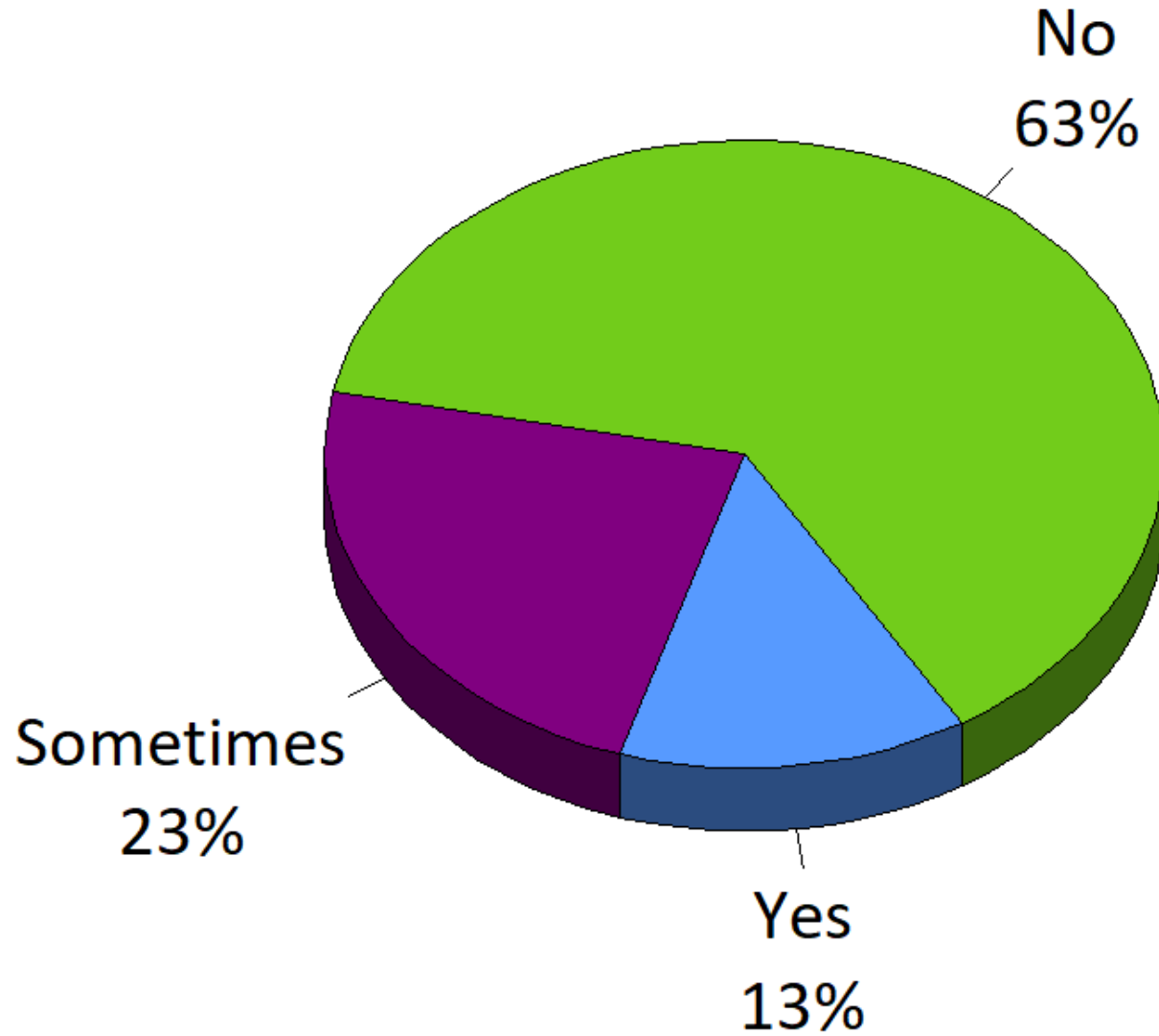
Do you have a wheelchair, scooter, or other mobility device? (Q16)

by percentage of respondents (excluding “not provided”)



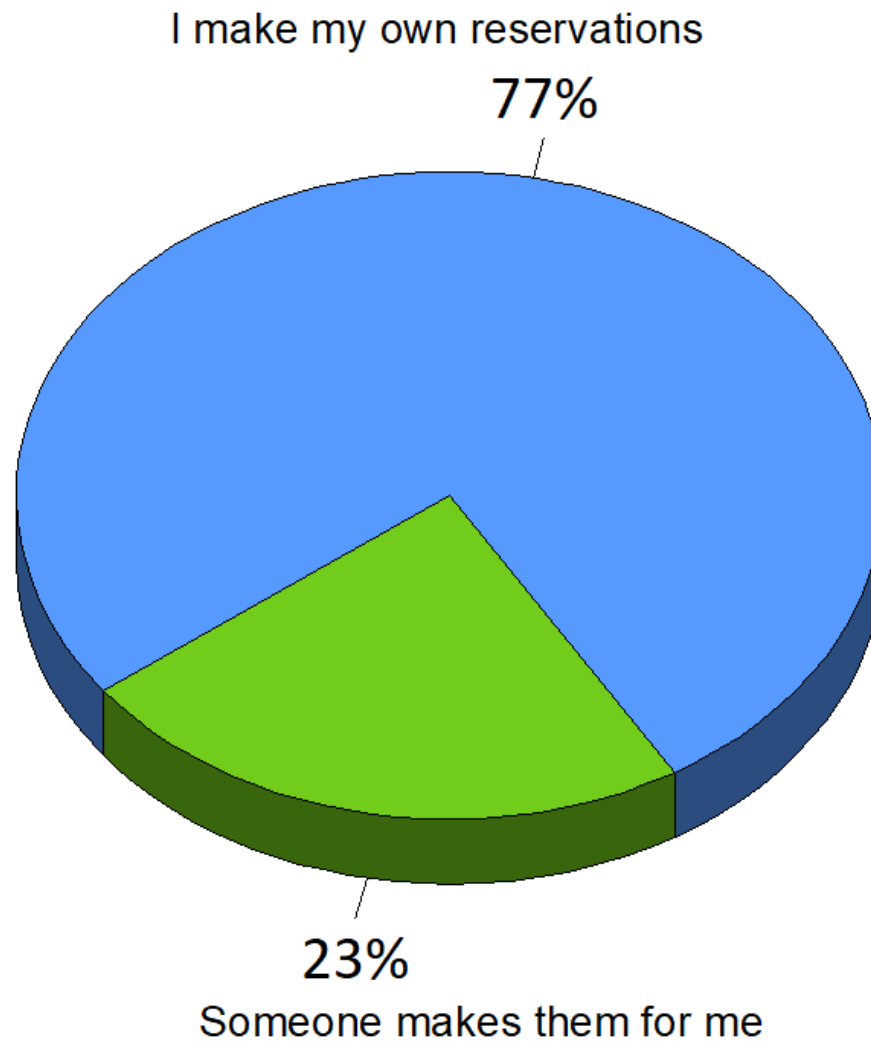
Do you require a Personal Care Assistant (PCA) to travel with you? (Q1)

by percentage of respondents (excluding “not provided”)



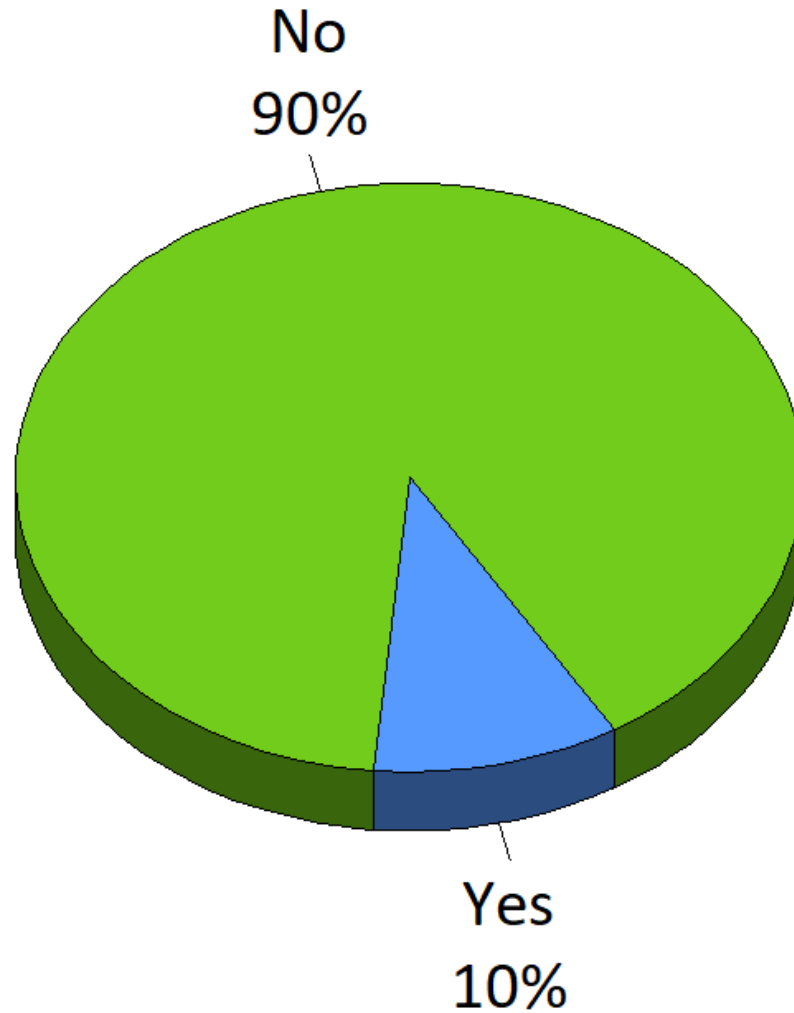
Do you make reservations yourself, or does someone make them for you? (Q6)

by percentage of respondents (excluding “not provided”)



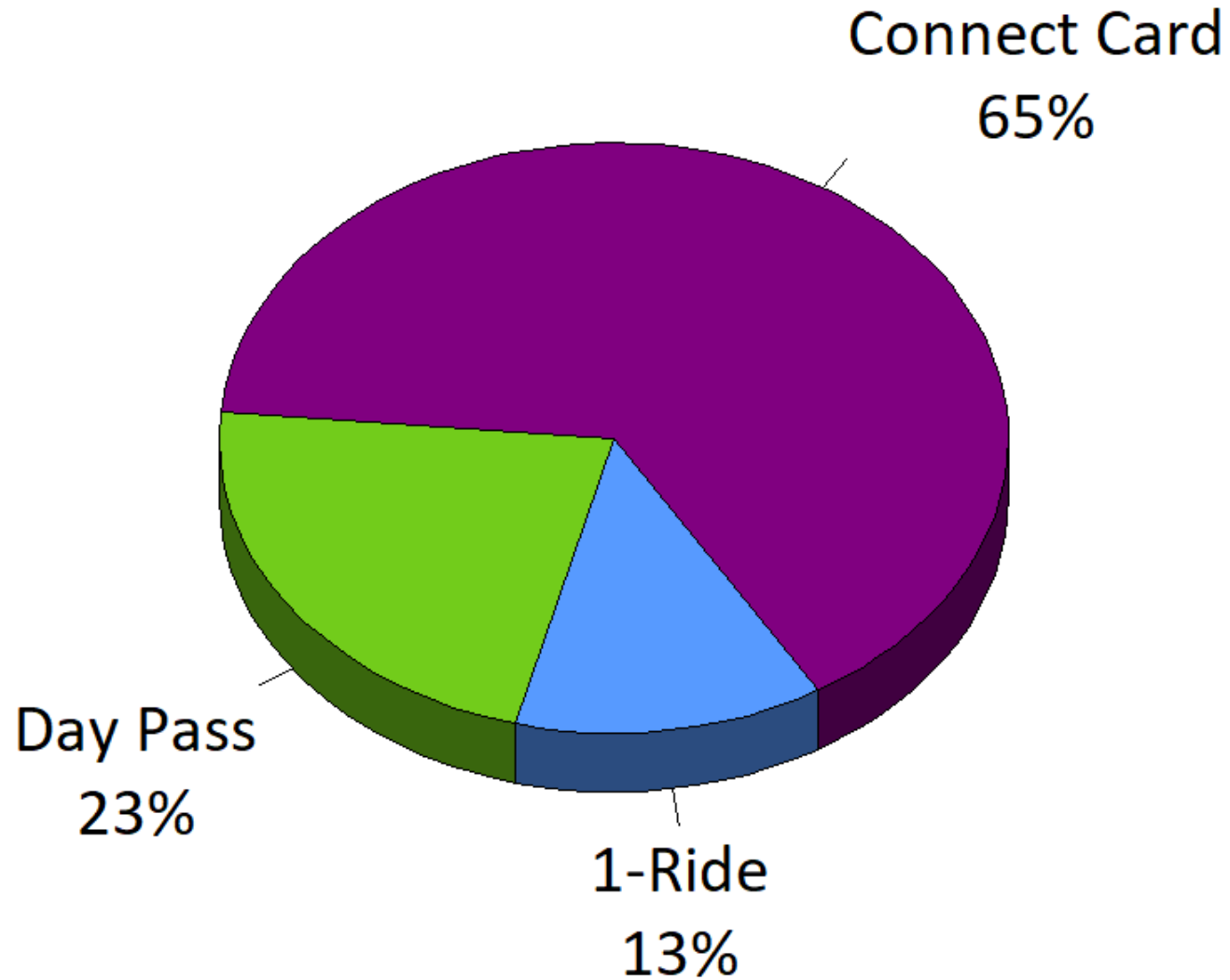
Do you receive a Paratransit pass from a social service provider (Arc, SMS, Providence)? (Q8)

by percentage of respondents (excluding “not provided”)



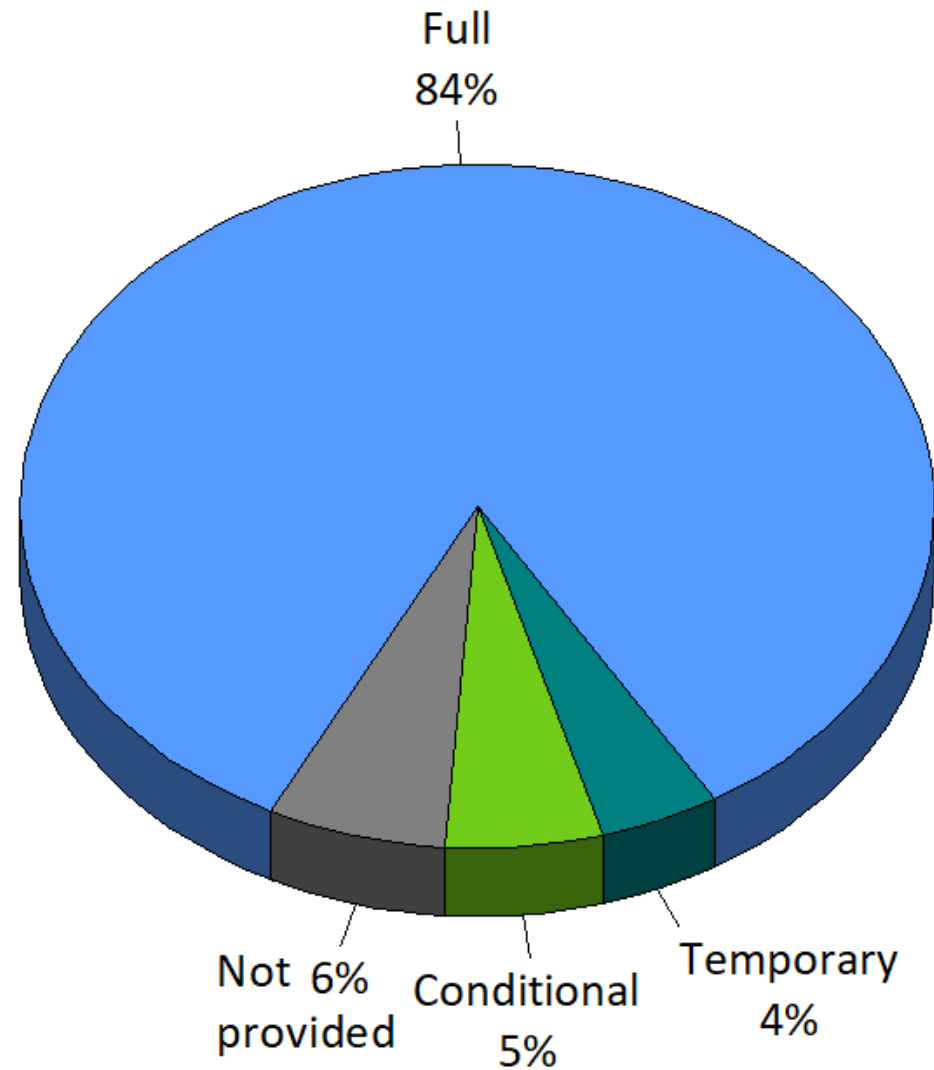
What kind of pass do you receive? (Q8a)

by percentage of respondents (excluding "not provided")



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

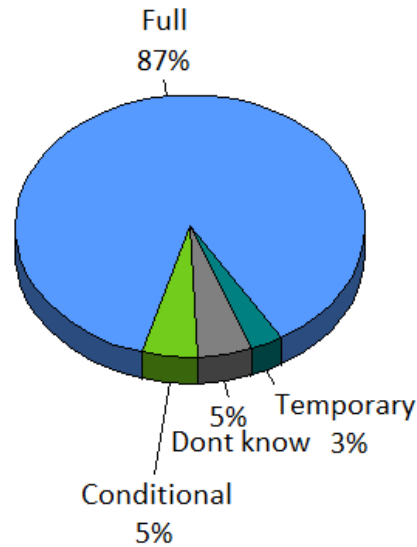
by percentage of respondents



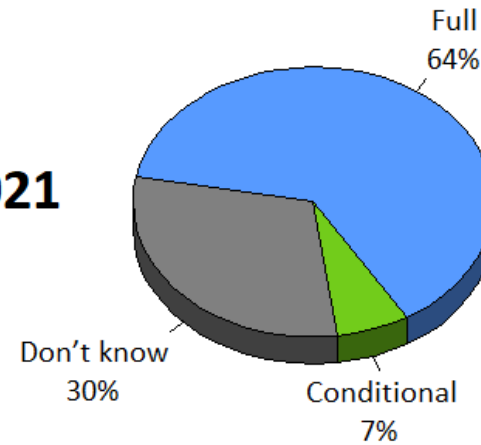
Trends: To your understanding, do you have full, conditional, or a temporary level of Paratransit eligibility? (Q9)

by percentage of respondents

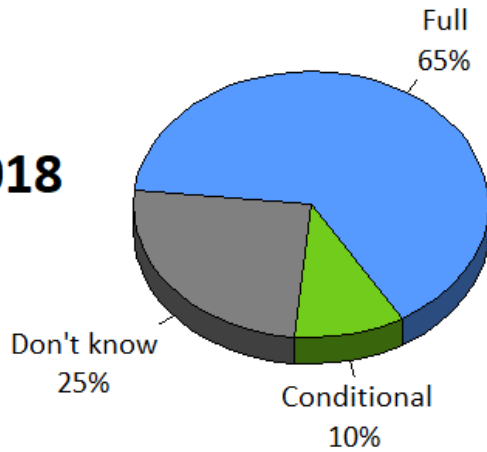
2024



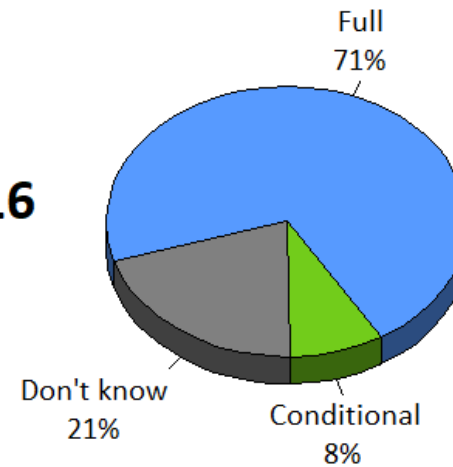
2021



2018

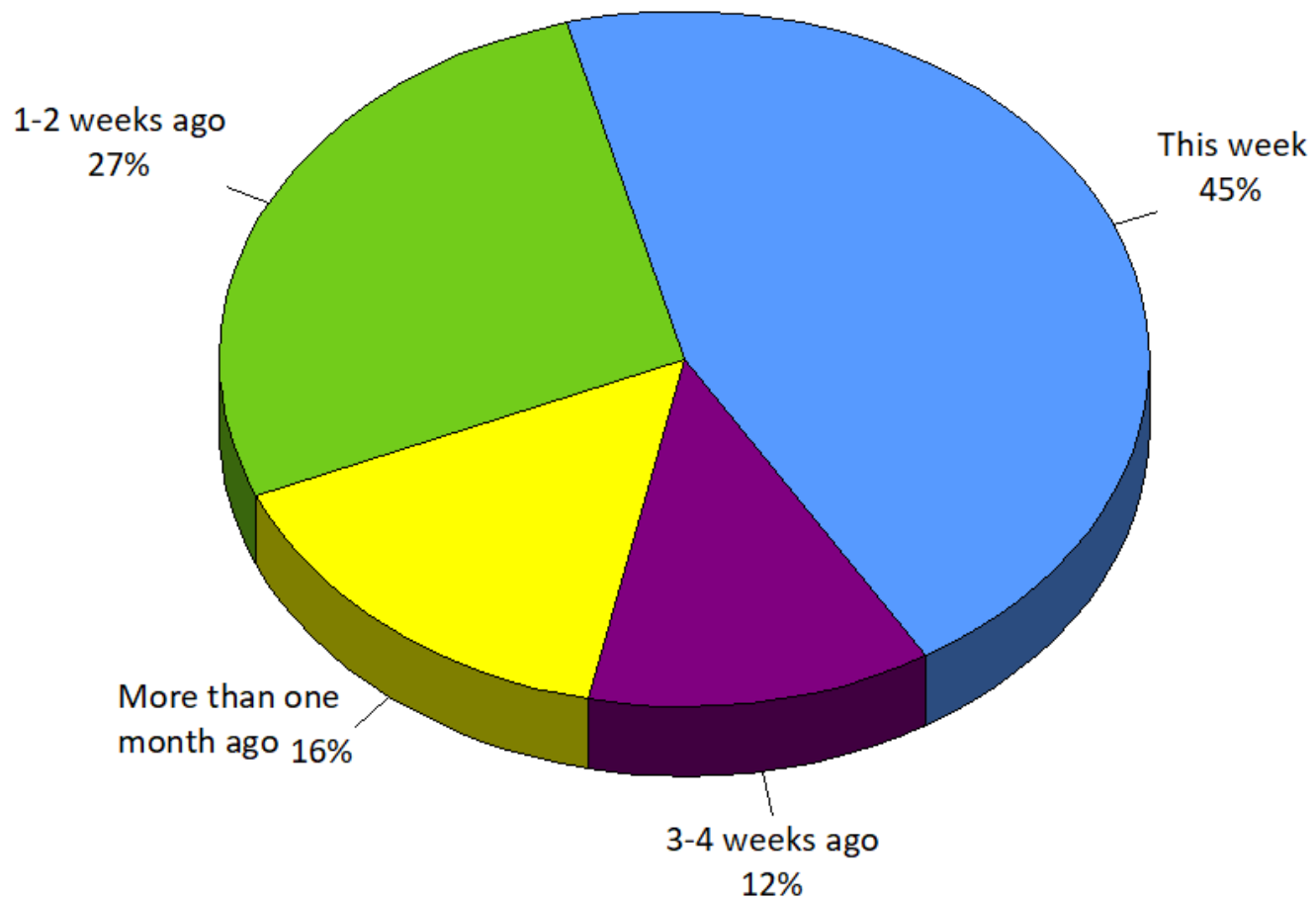


2016



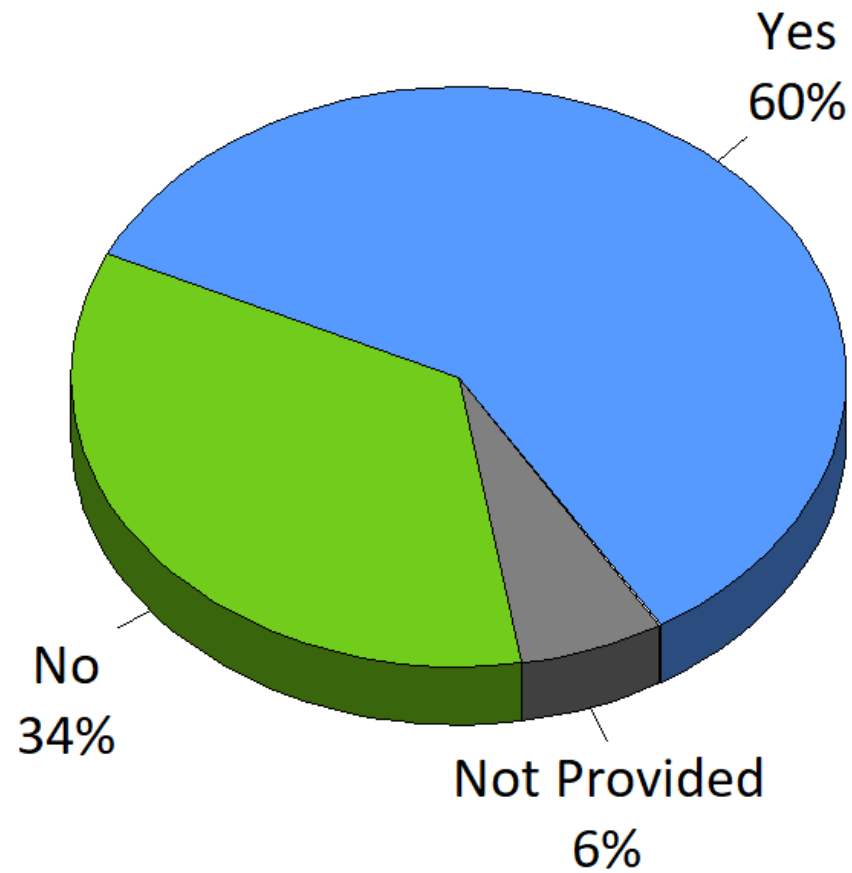
When was the last Paratransit ride you took? (Q19)

by percentage of respondents (excluding “not provided”)



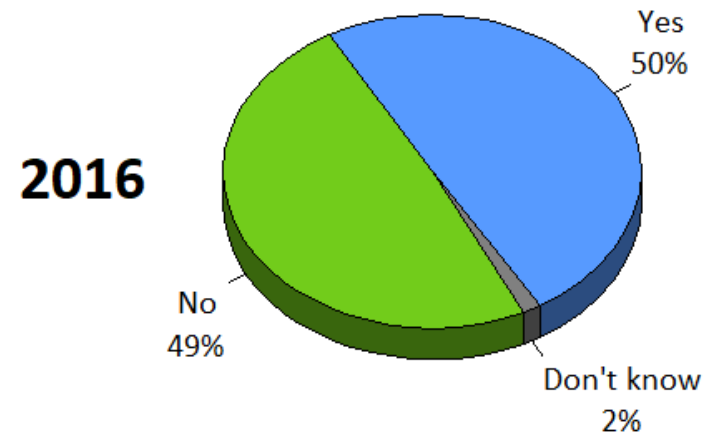
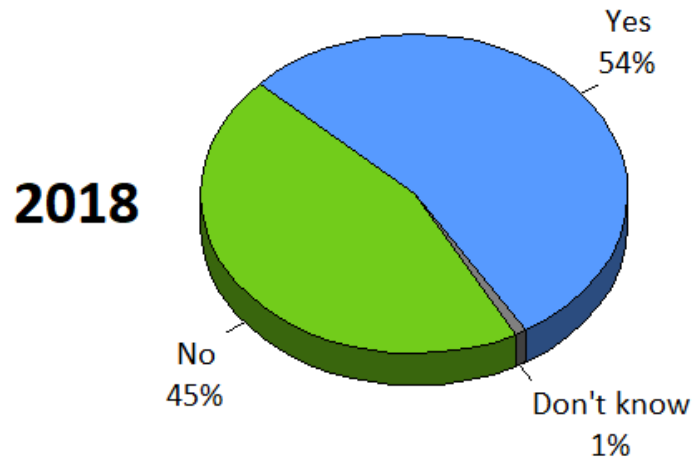
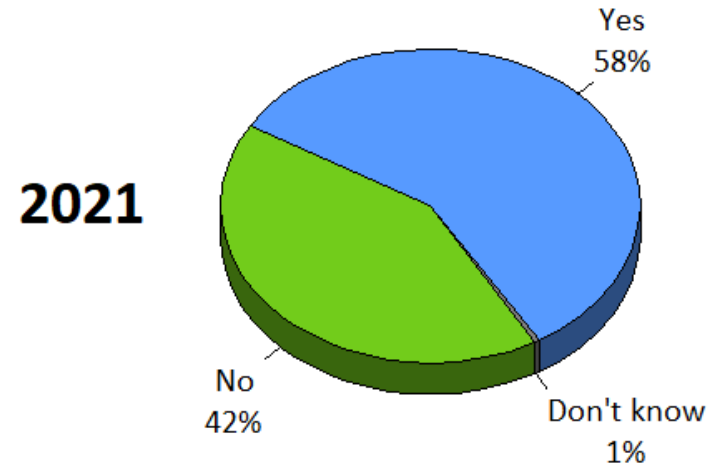
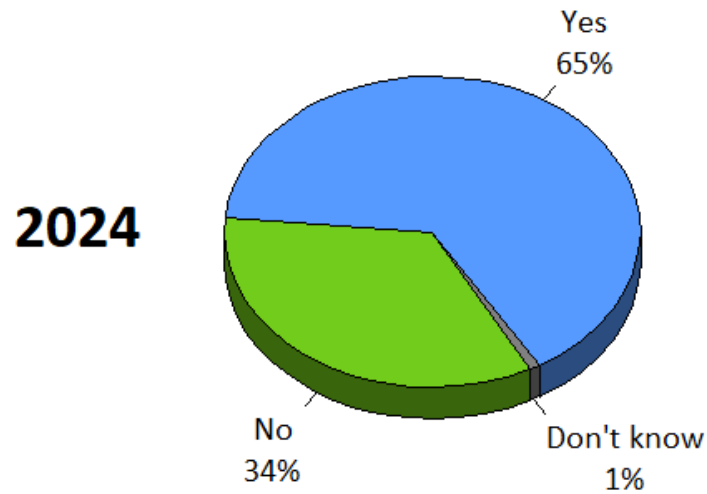
Do you have access to the internet using a computer? (Q26)

by percentage of respondents



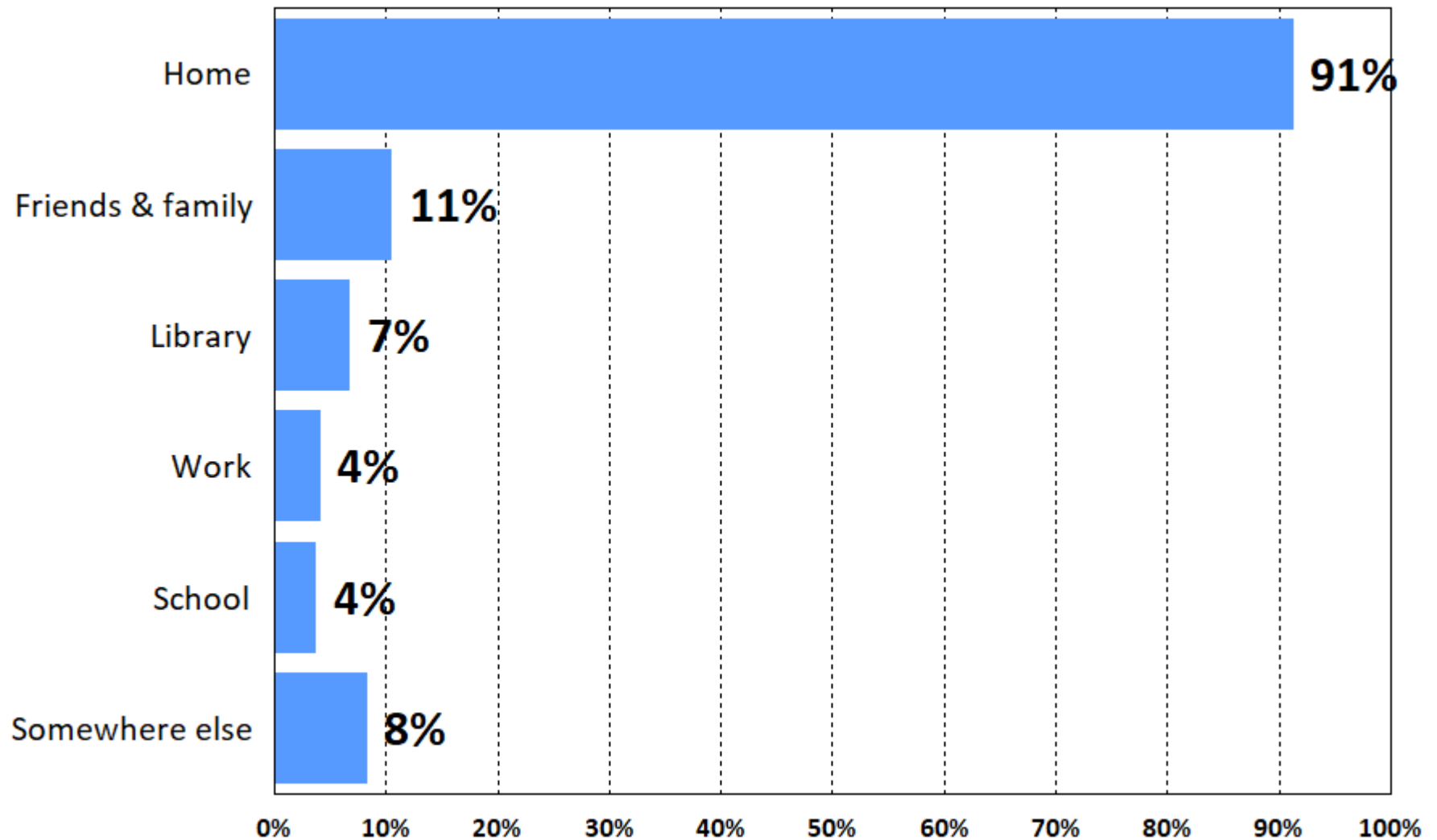
Trends: Do you have access to the internet using a computer? (Q26)

by percentage of respondents



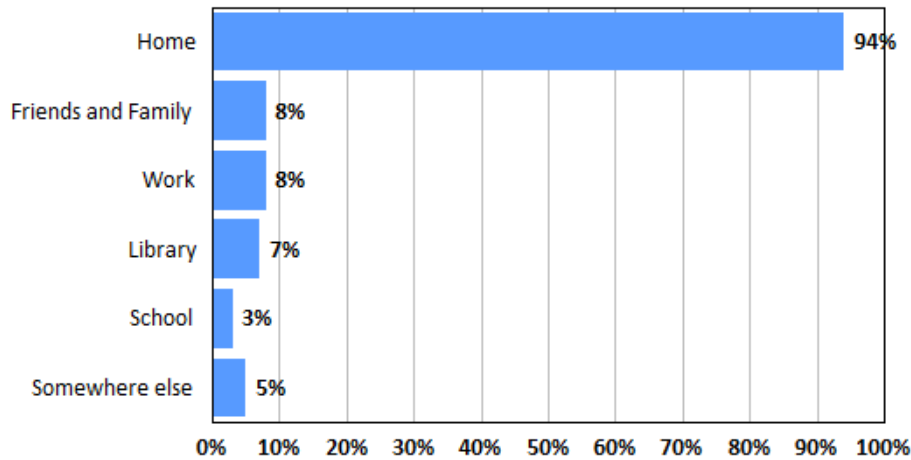
Where do you have internet access using a computer? (Q26a)

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

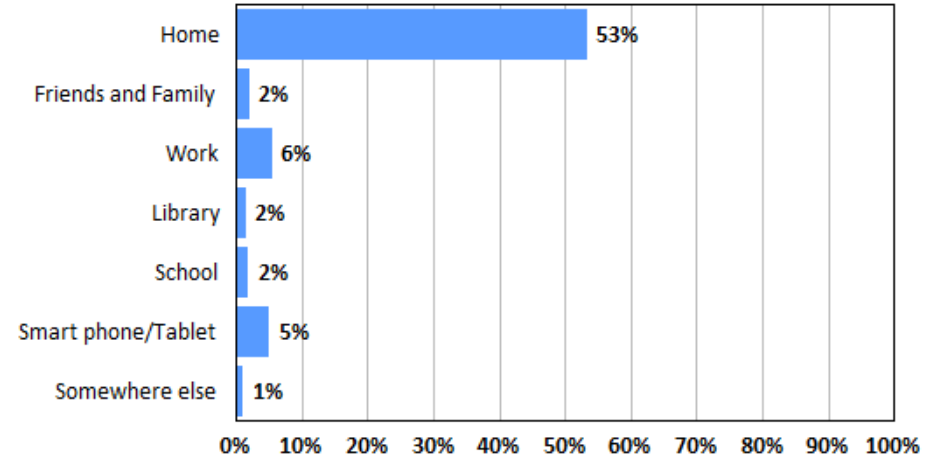


Trends: Where do you have internet access using a computer? (Q26a)

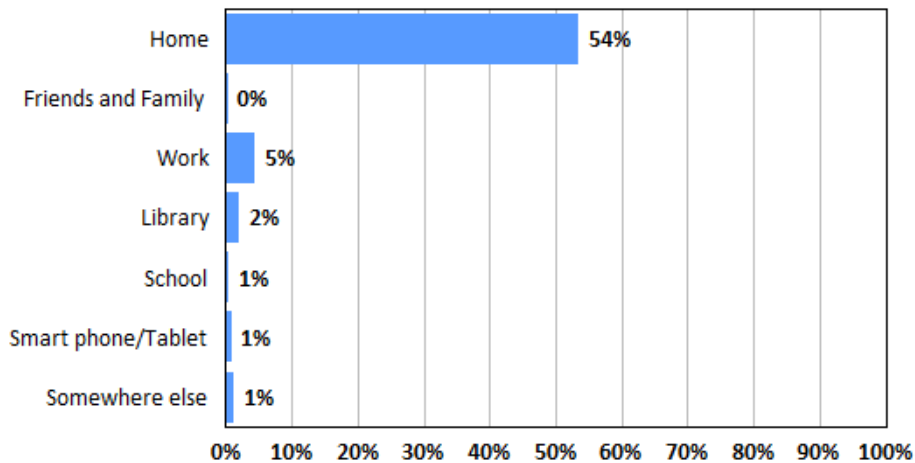
by percentage of respondents who indicated that they have internet access using a computer



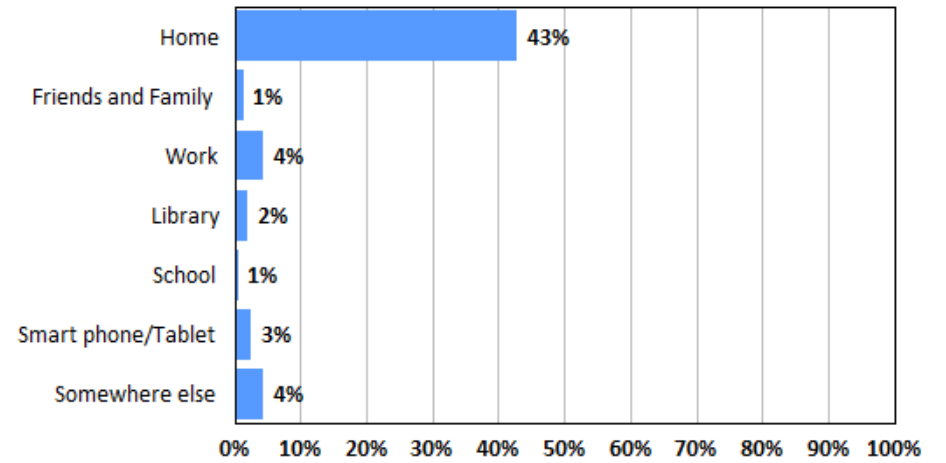
2024



2021



2018



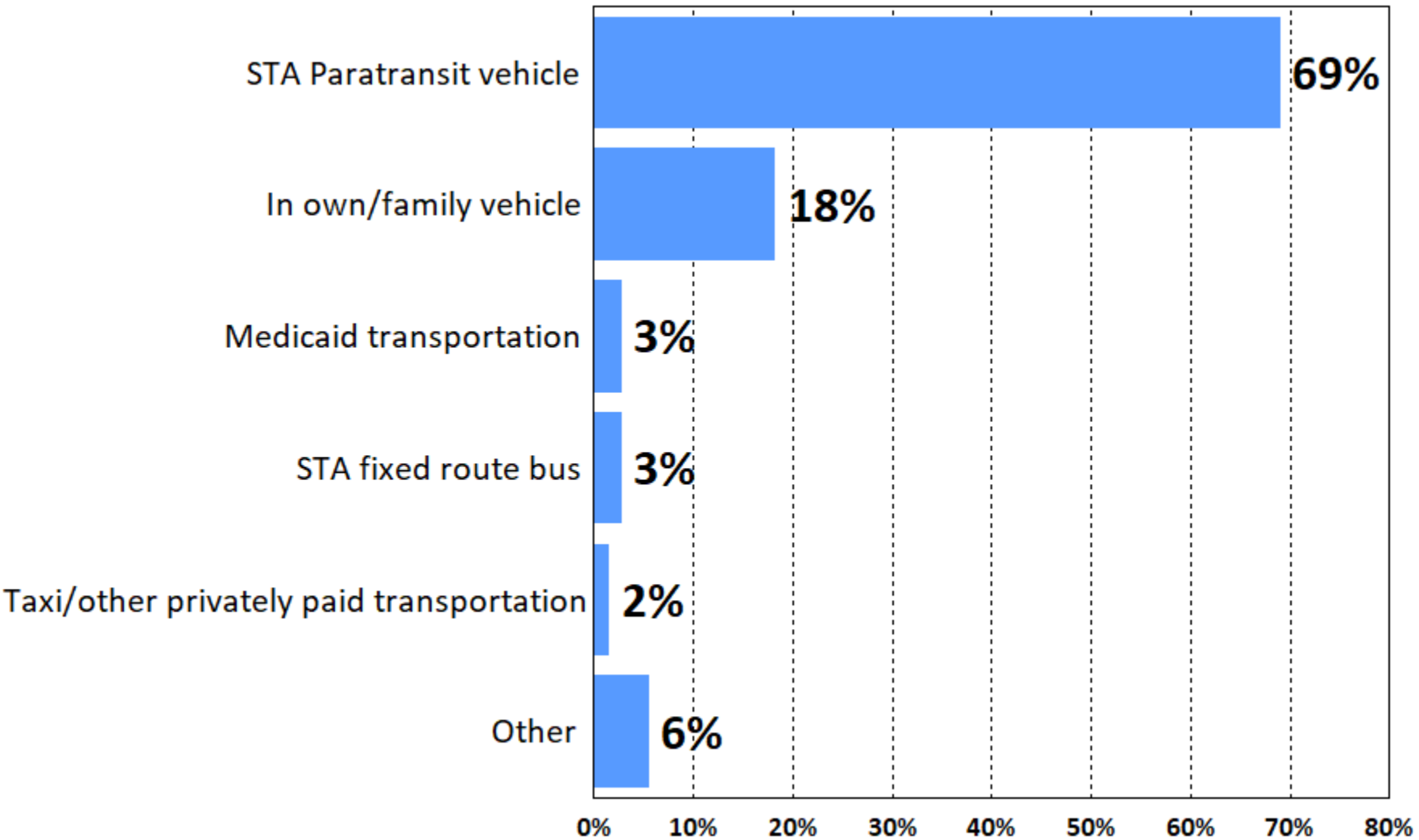
2016



CUSTOMER TRANSPORTATION CHARACTERISTICS

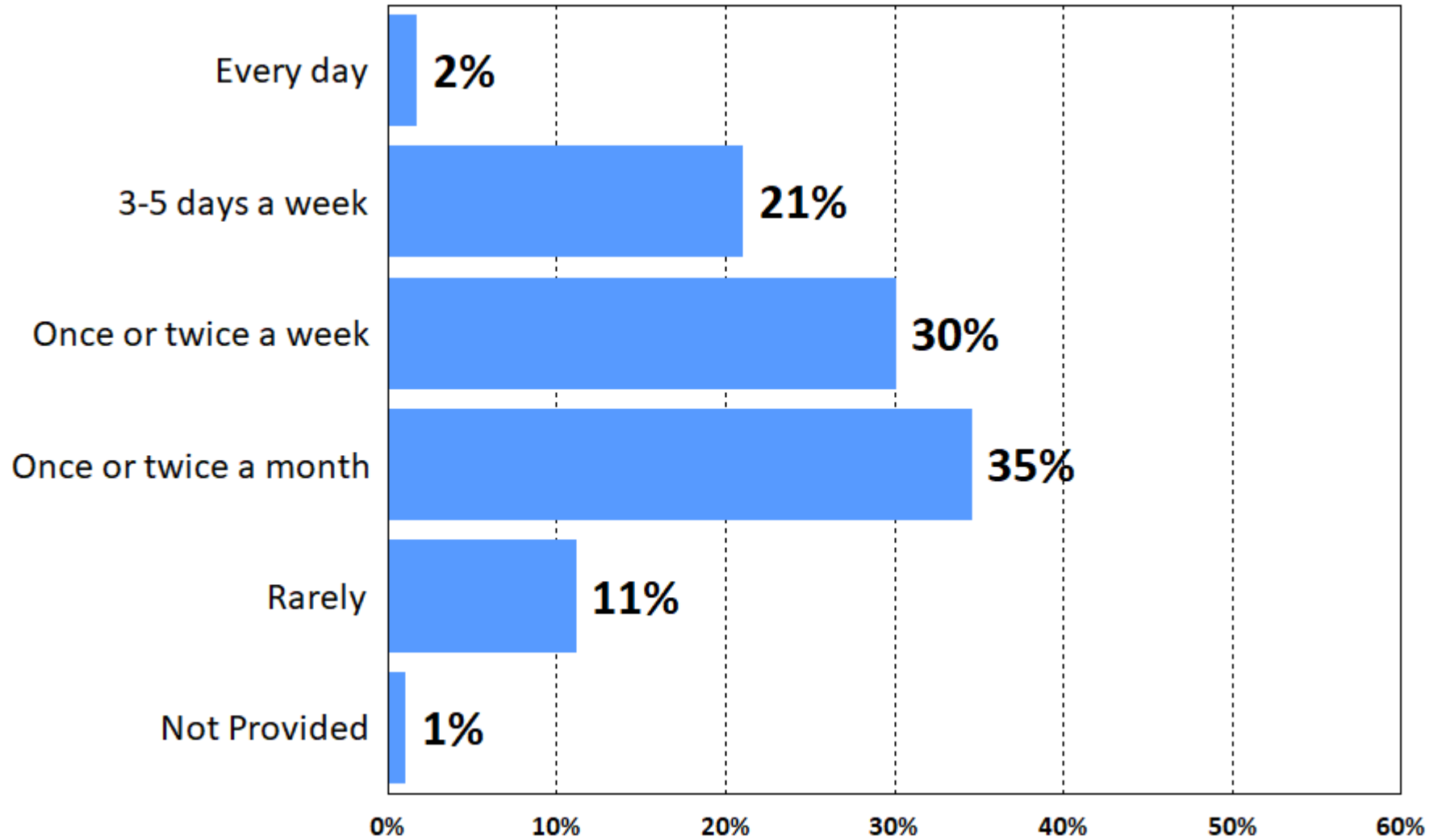
How do you take most of your trips? (Q20)

by percentage of respondents (excluding “not provided”)



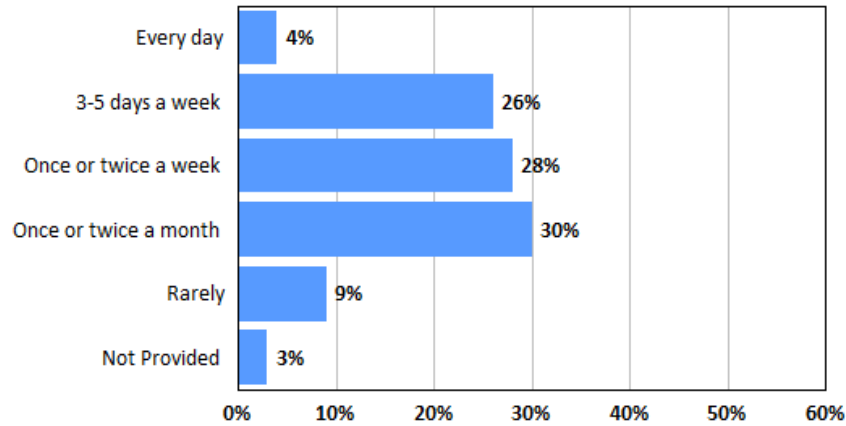
Which of the following describes how often you ride Paratransit? (Q11)

by percentage of respondents

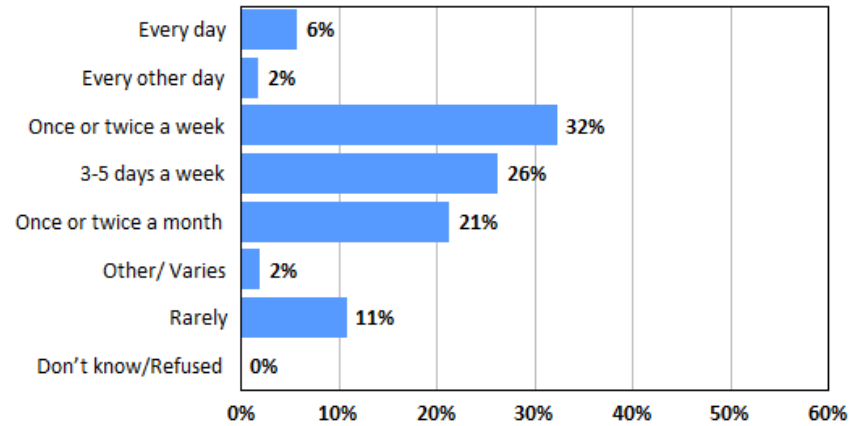


Trends: Which of the following describes how often you ride Paratransit? (Q11)

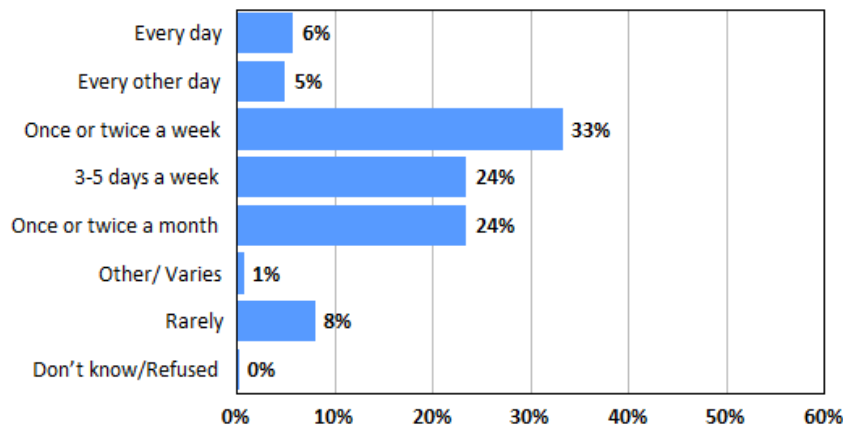
by percentage of respondents



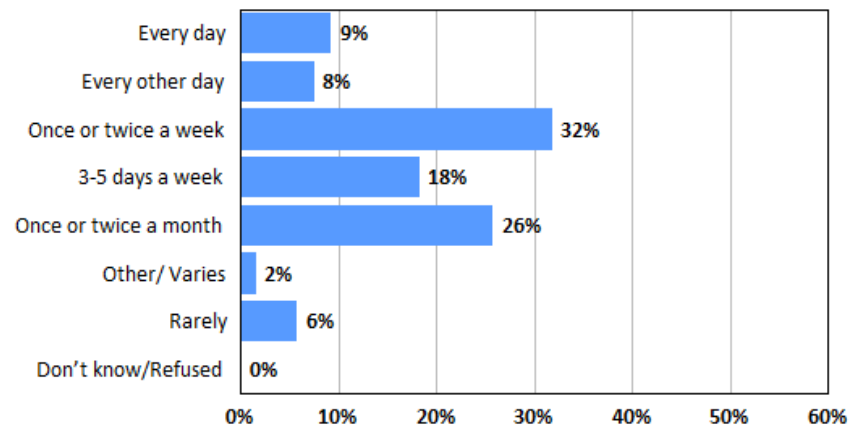
2024



2021



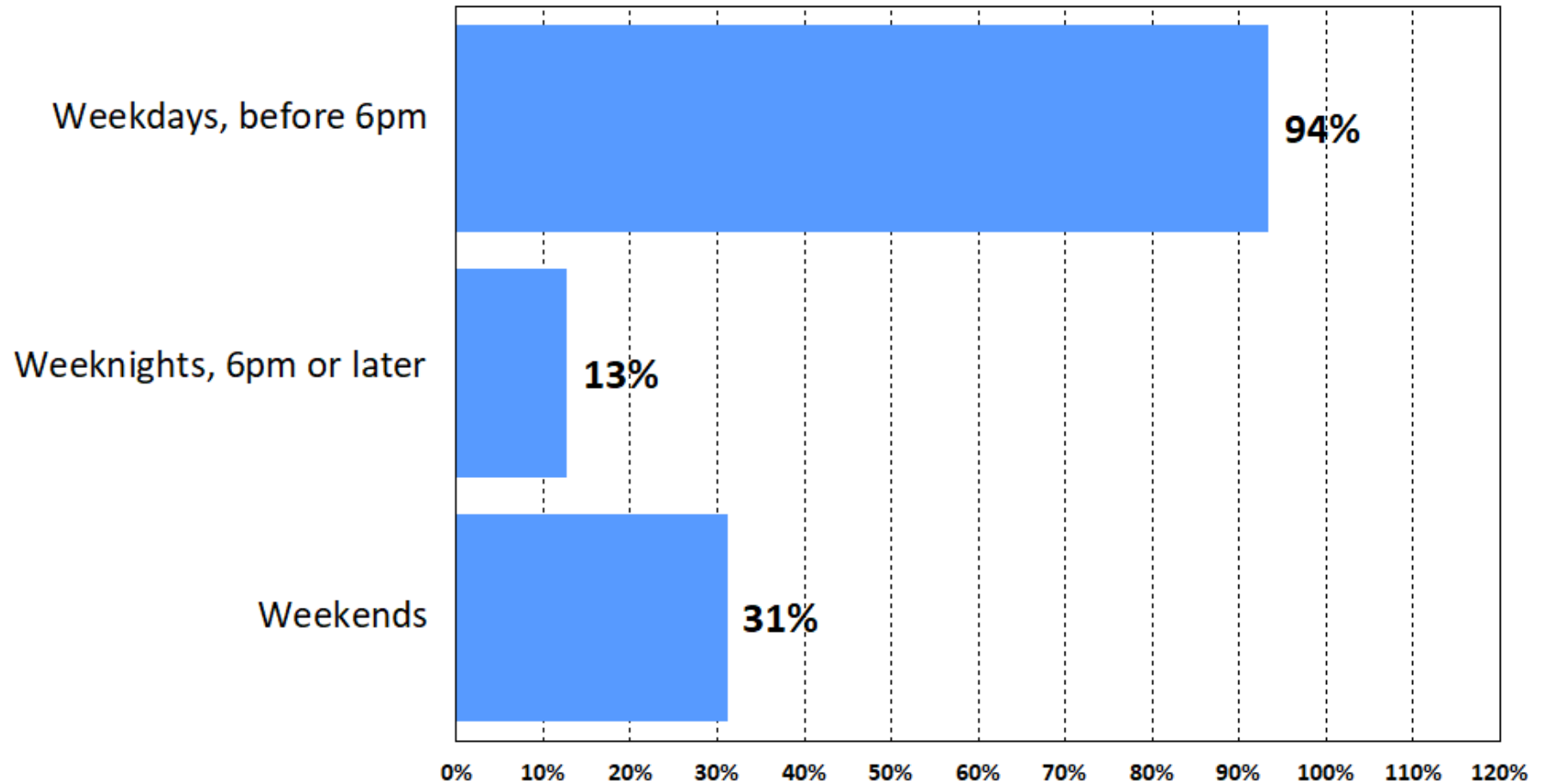
2018



2016

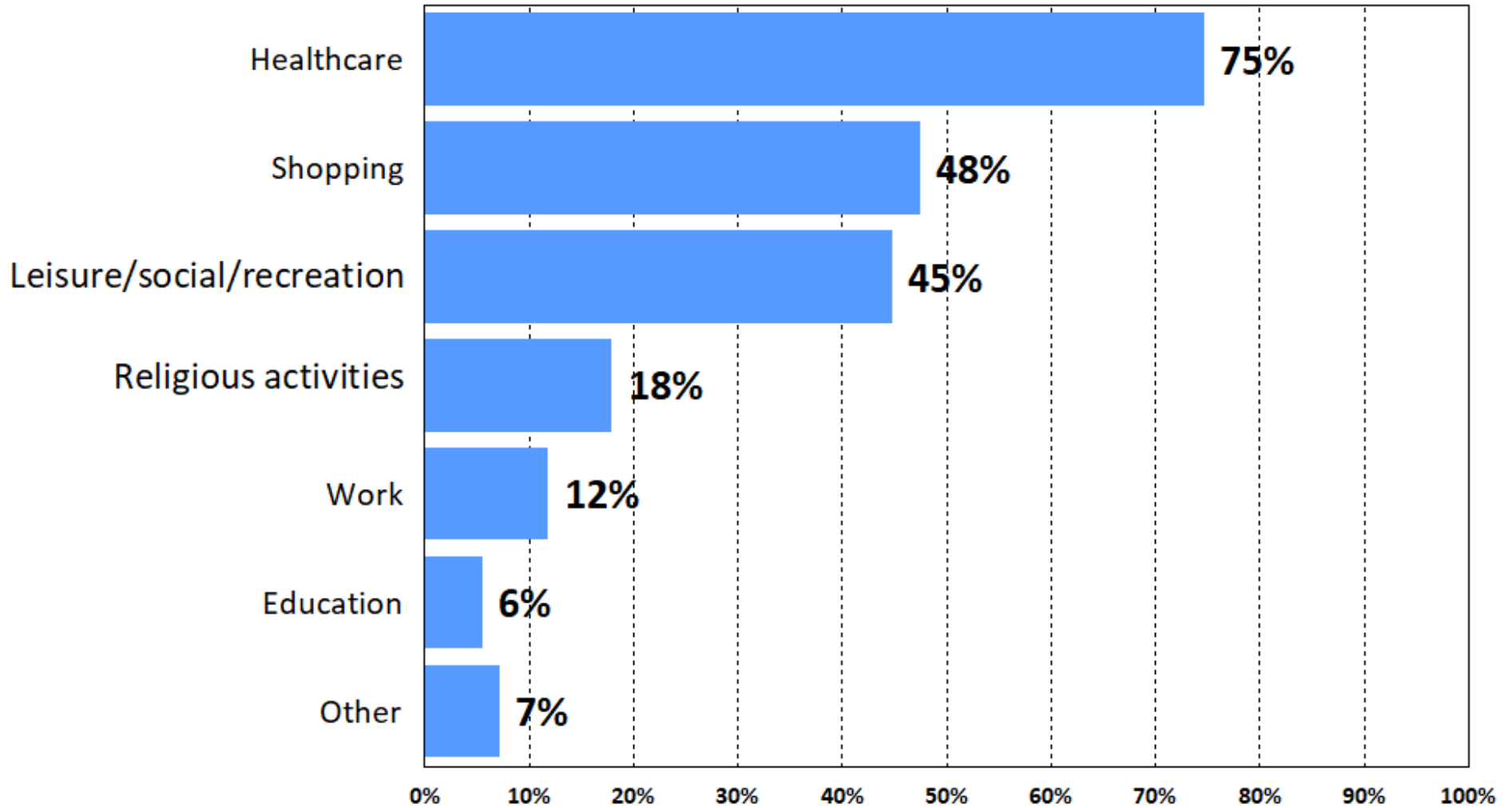
At which of the following times of the week do you (or your rider) use Paratransit services? (Q12)

by percentage of respondents



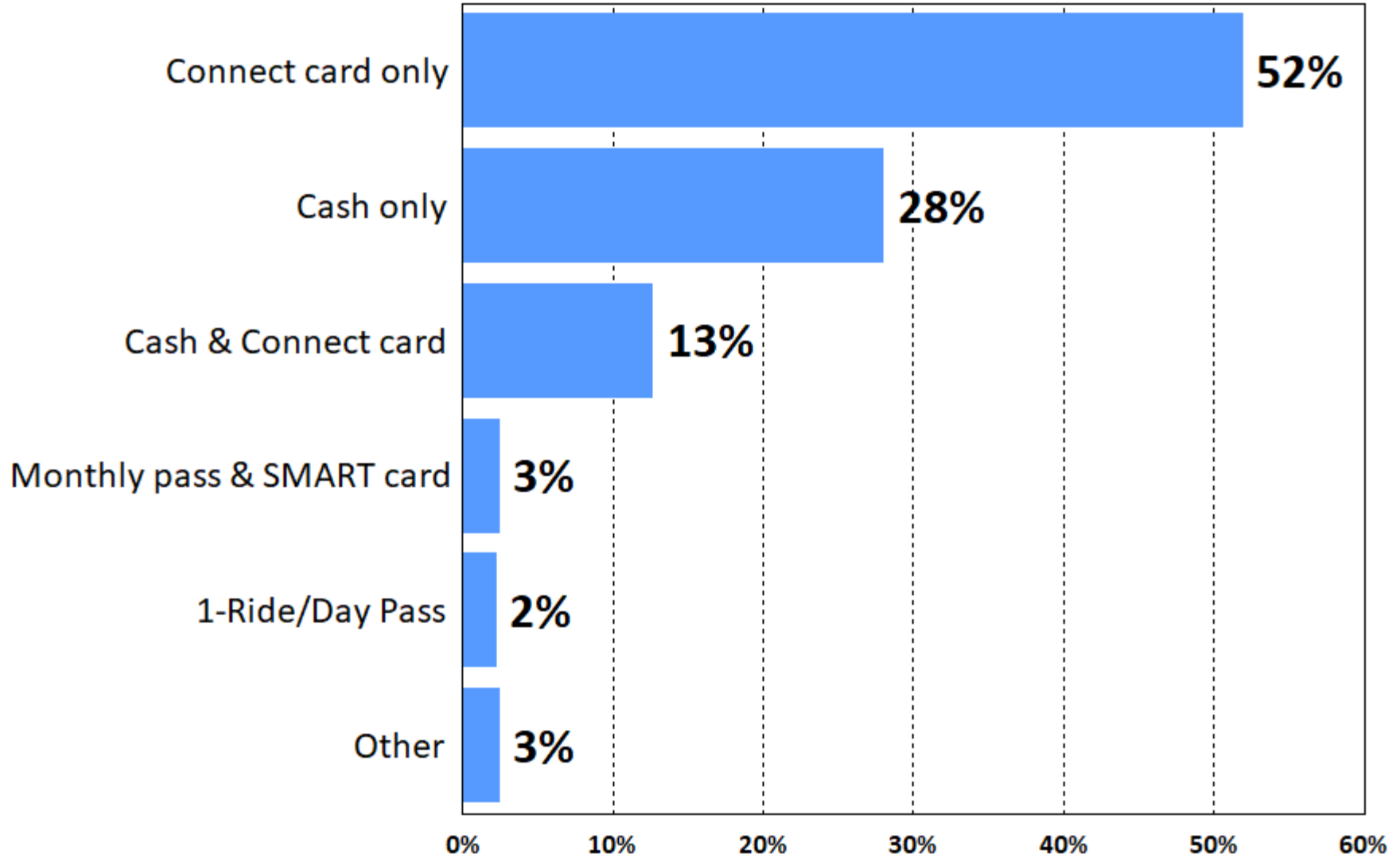
What type of trips do you take most often on STA Paratransit? (Q2)

by percentage of respondents



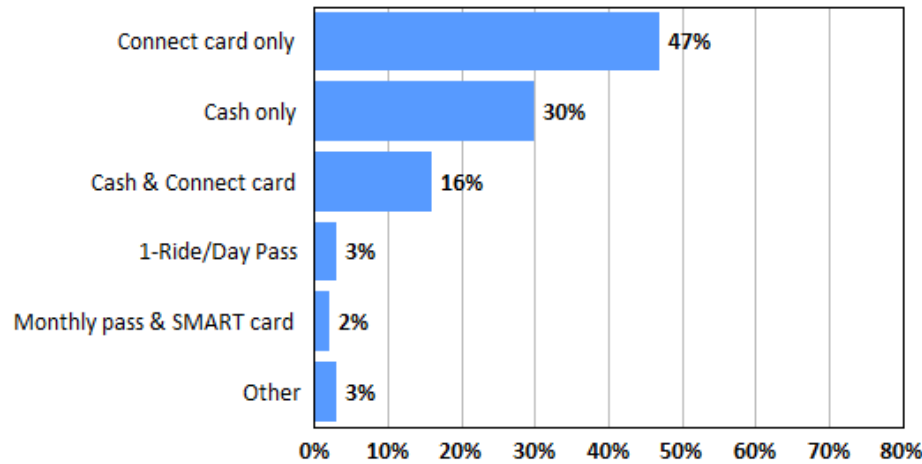
What do you use to pay for your Paratransit trips? (Q7)

by percentage of respondents (excluding “not provided”)

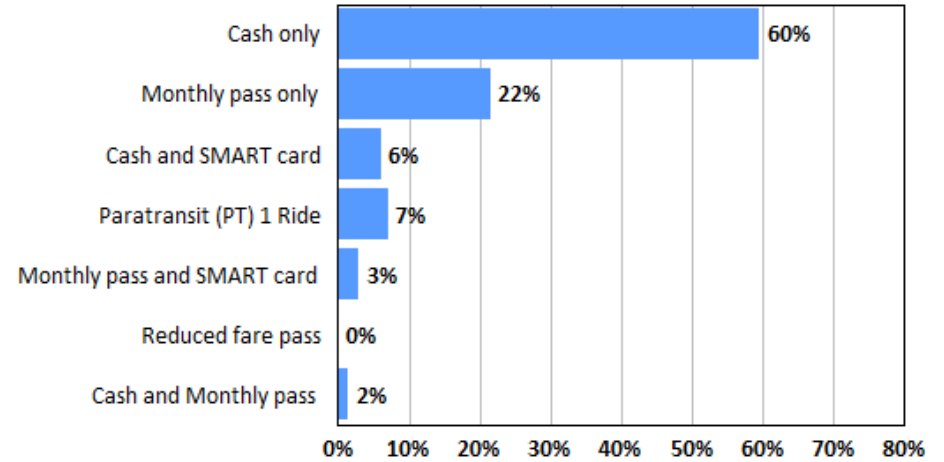


Trends: What do you use to pay for your Paratransit trips? (Q7)

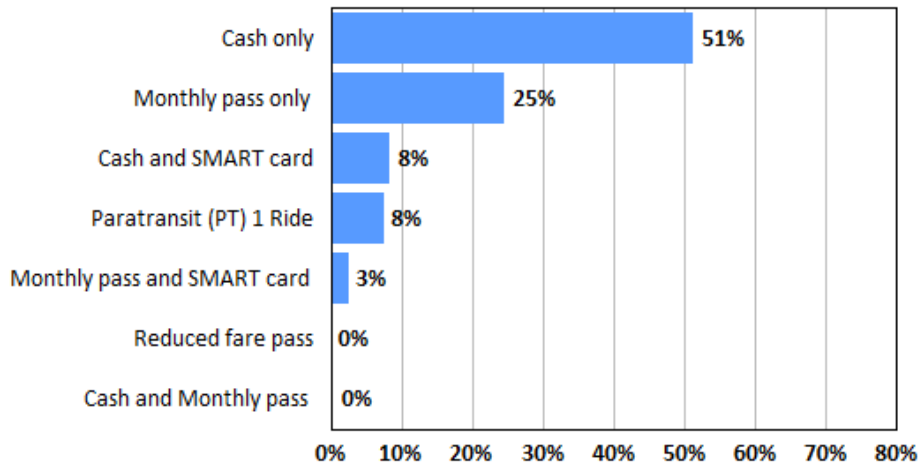
by percentage of respondents (excluding “not provided”)



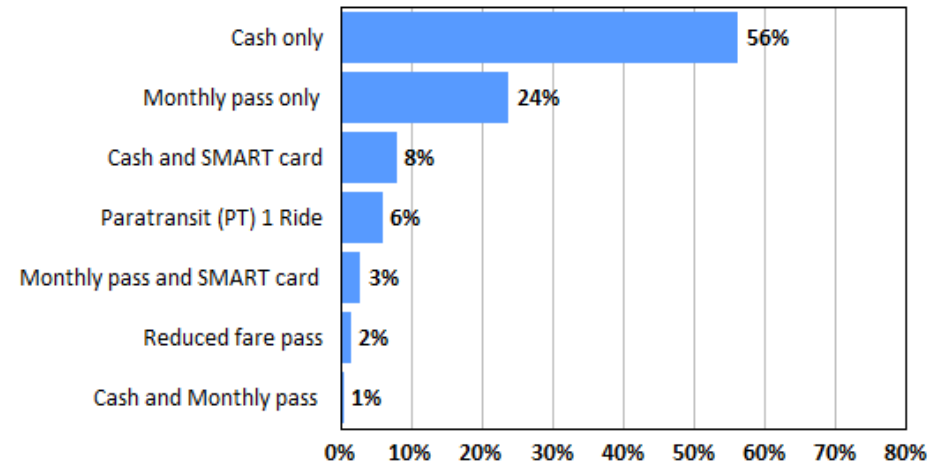
2021



2018



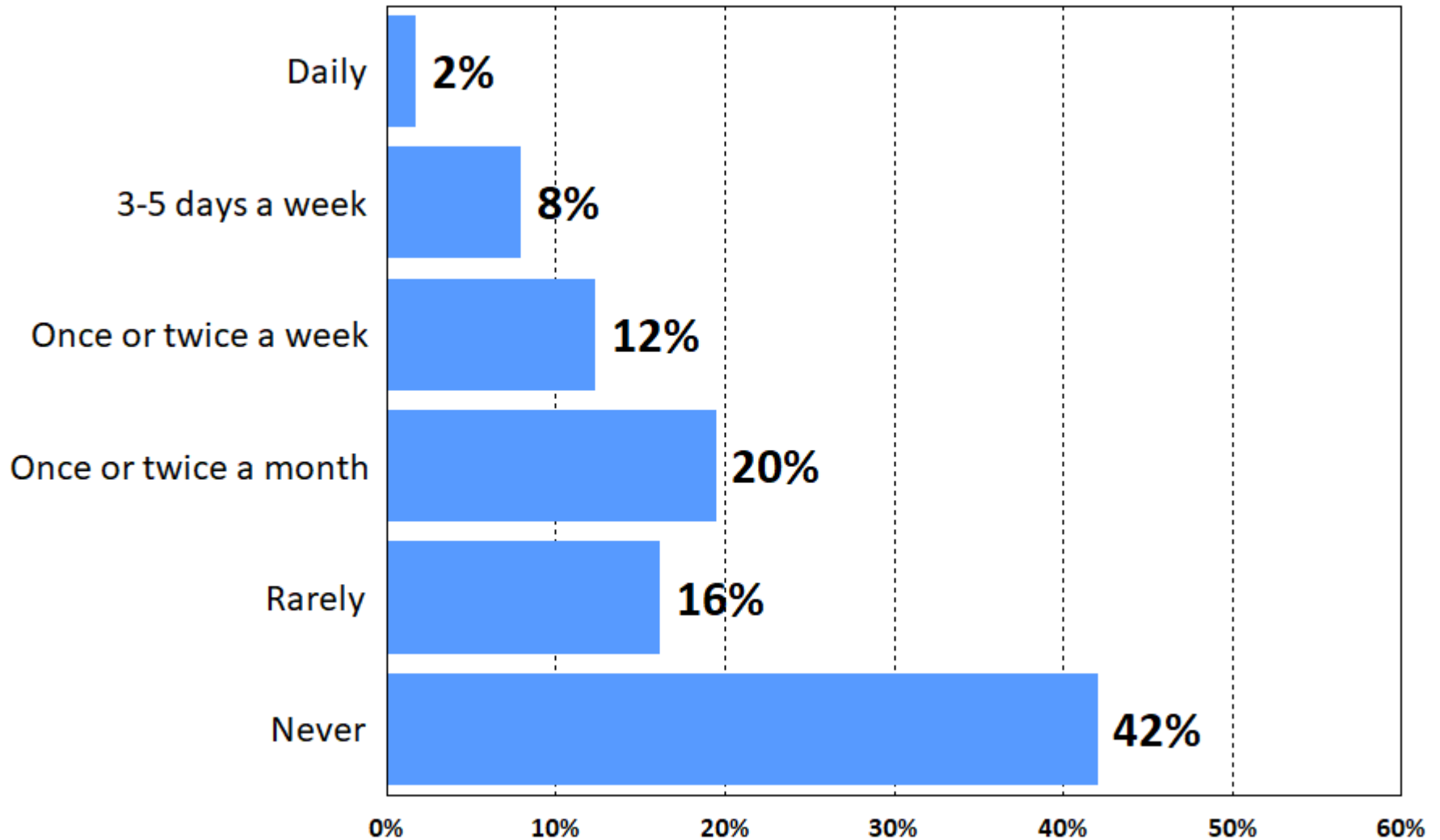
2016



2014

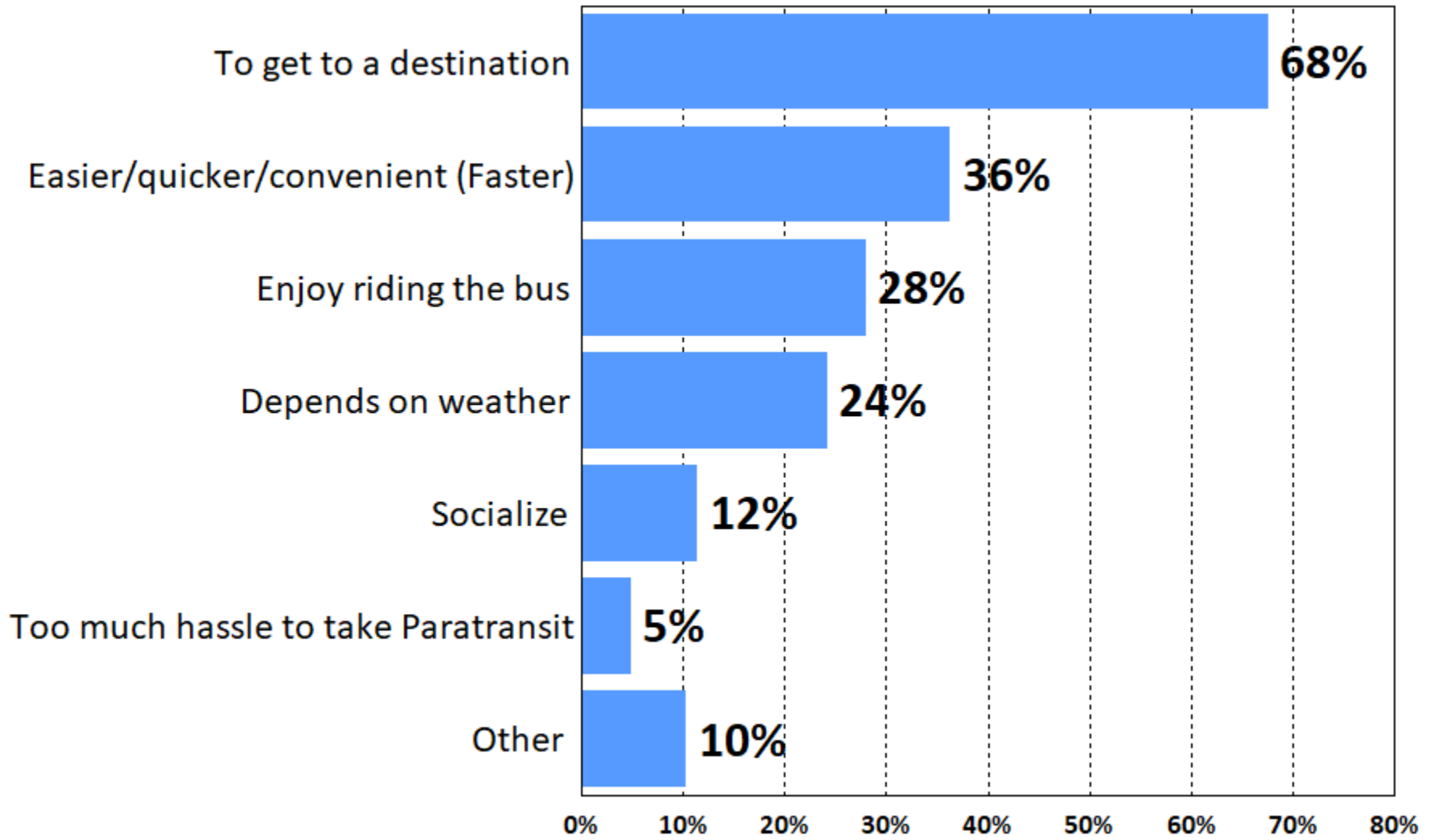
How often do you take trips on the regular STA bus? (Q10)

by percentage of respondents (excluding “not provided”)



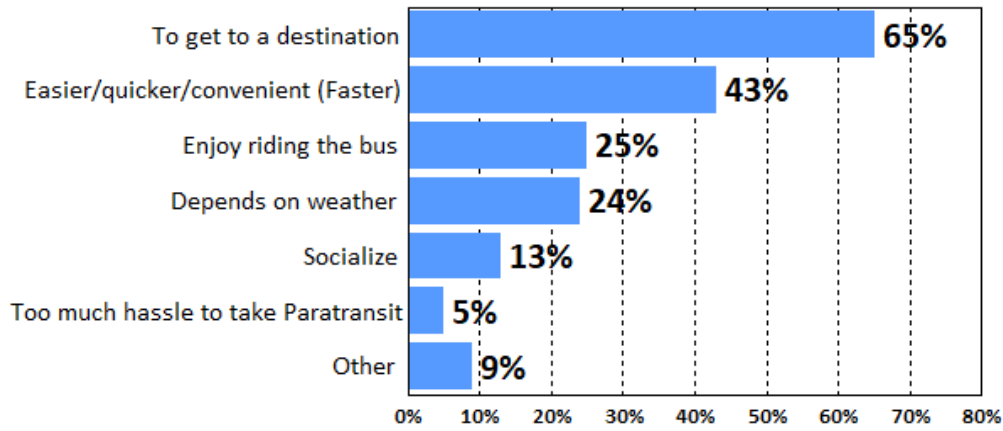
Why do you take trips on the regular STA bus? (Q10a)

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

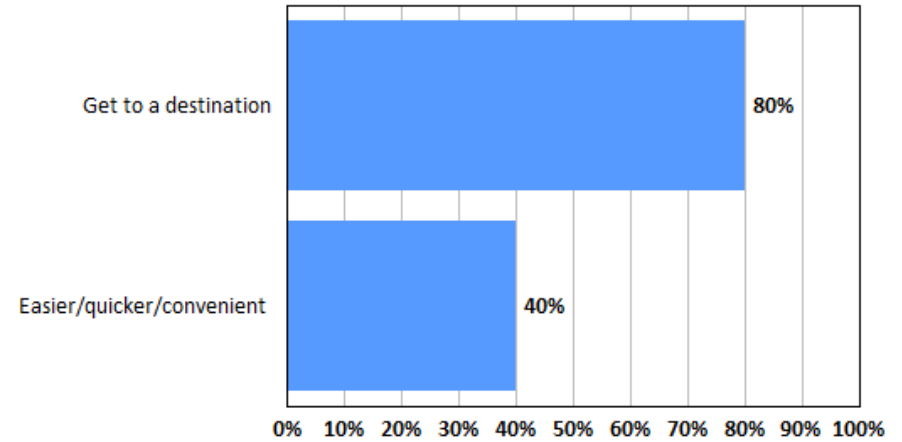


Trend: Why do you take trips on the regular STA bus? (Q10a)

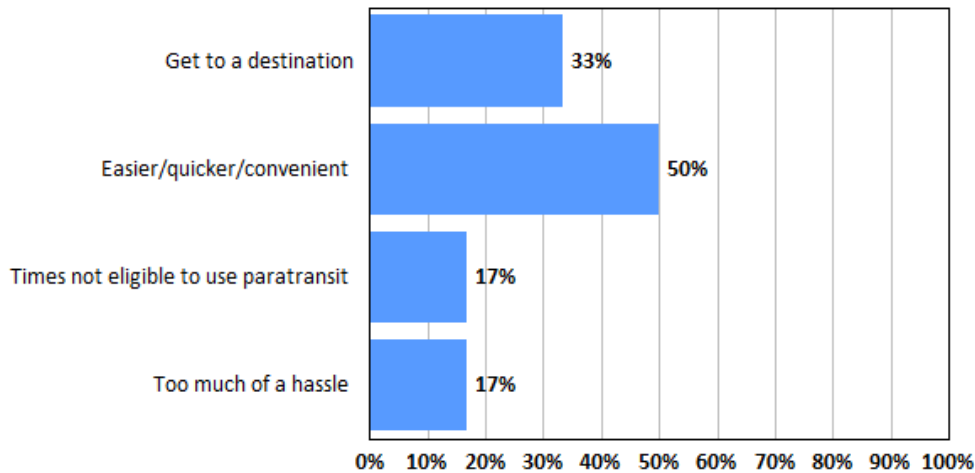
by percentage of respondents who indicated that they take the regular STA fixed route bus



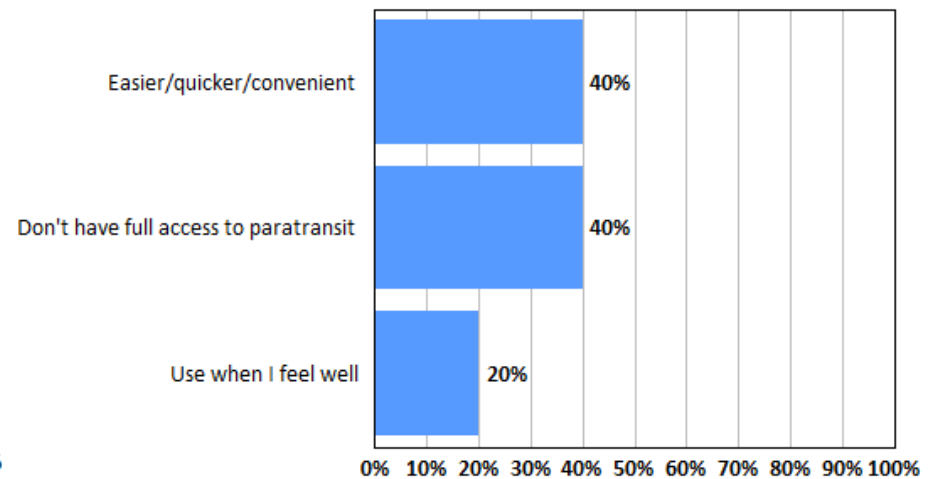
2024



2021



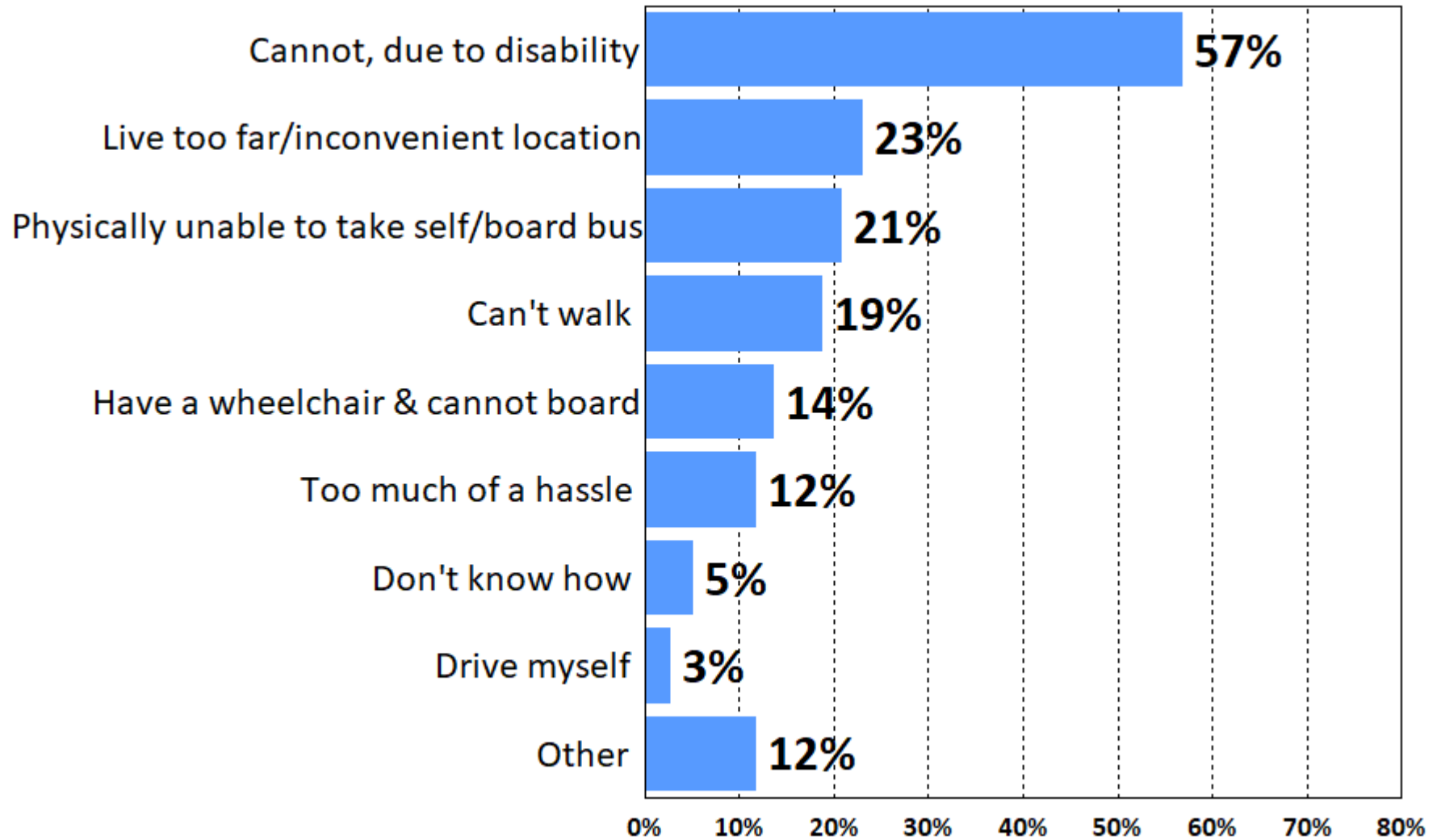
2018



2016

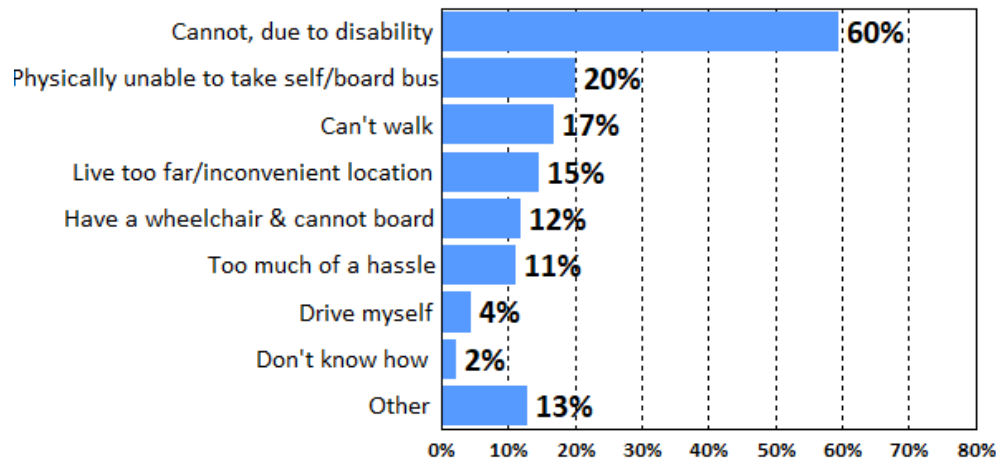
Why don't you take trips on the regular STA bus? (Q10b)

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

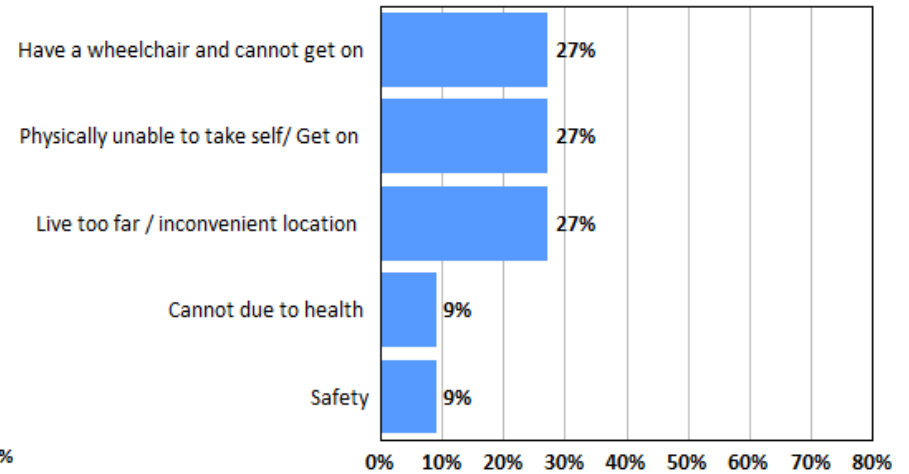


Trends: Why don't you take trips on the regular STA bus? (Q10b)

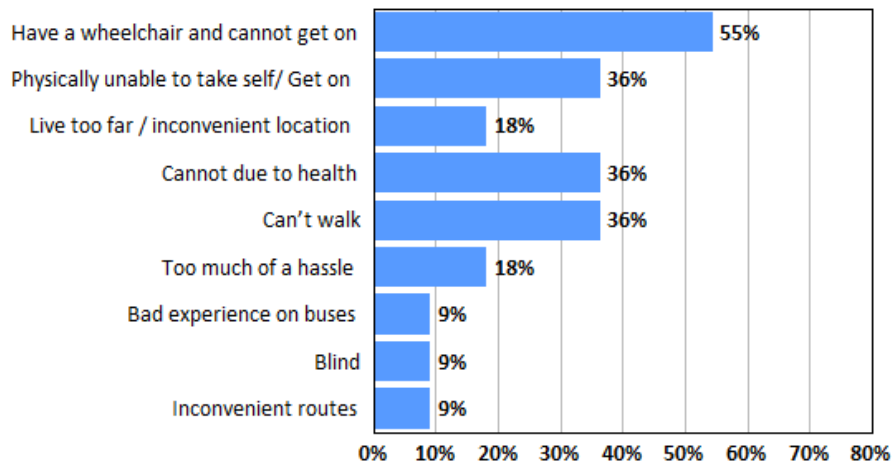
by percentage of respondents who indicated that they don't take the regular STA fixed route bus



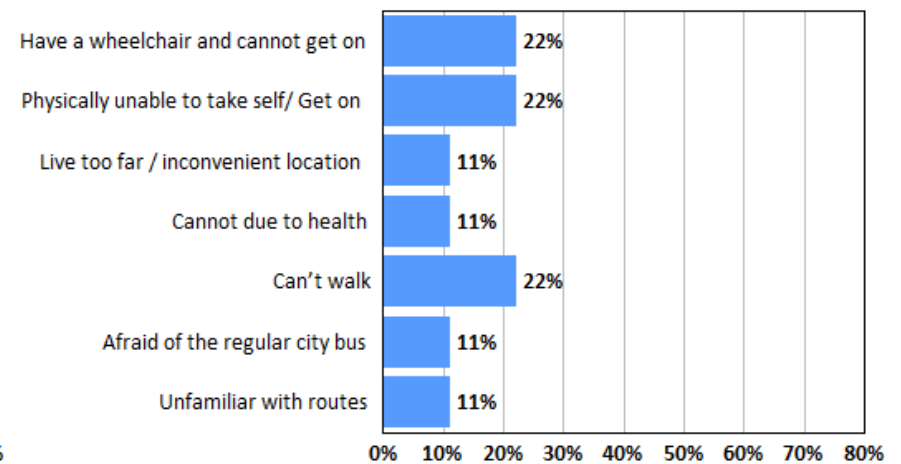
2024



2021



2018



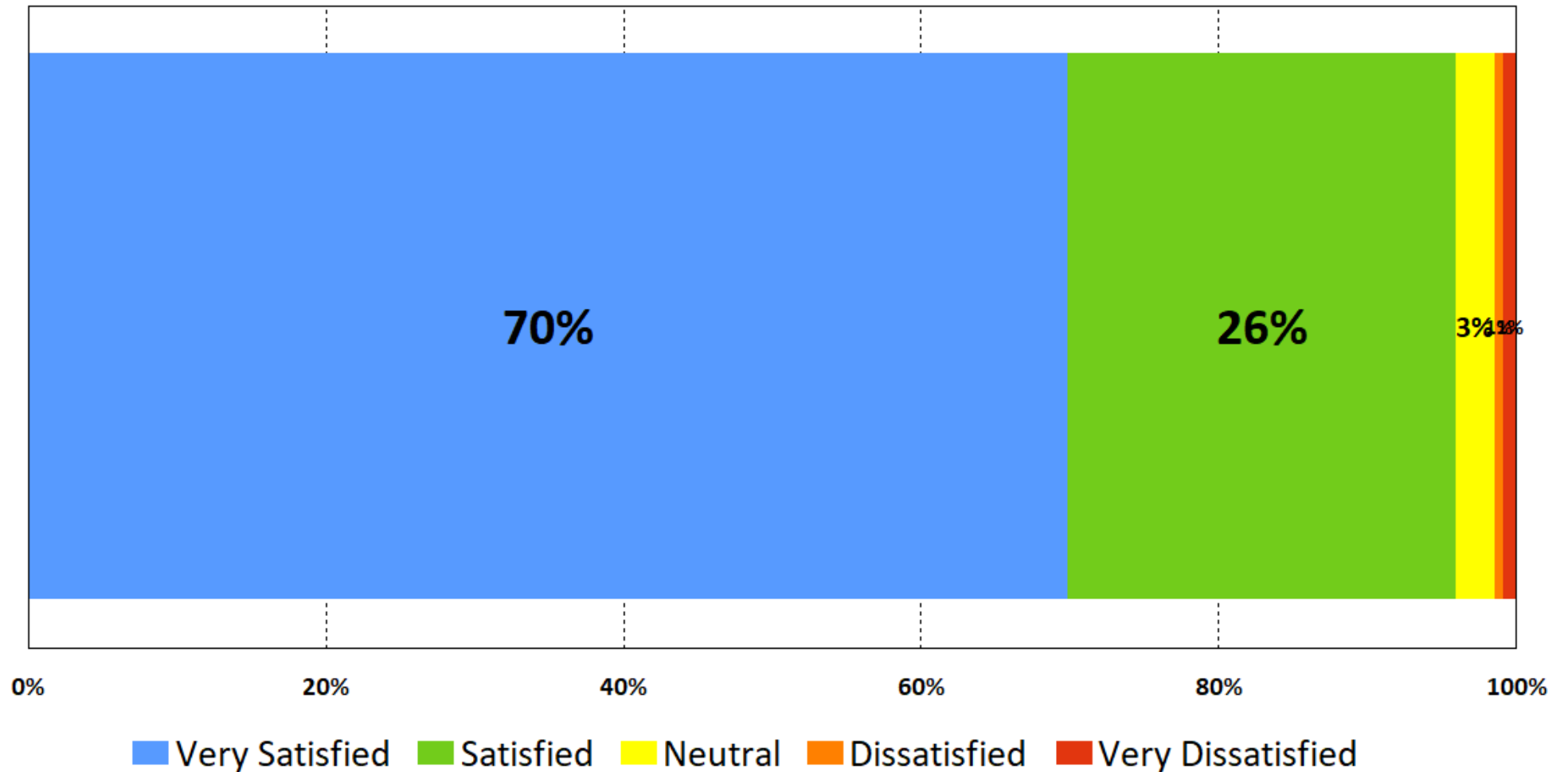
2016



CUSTOMER OPINIONS

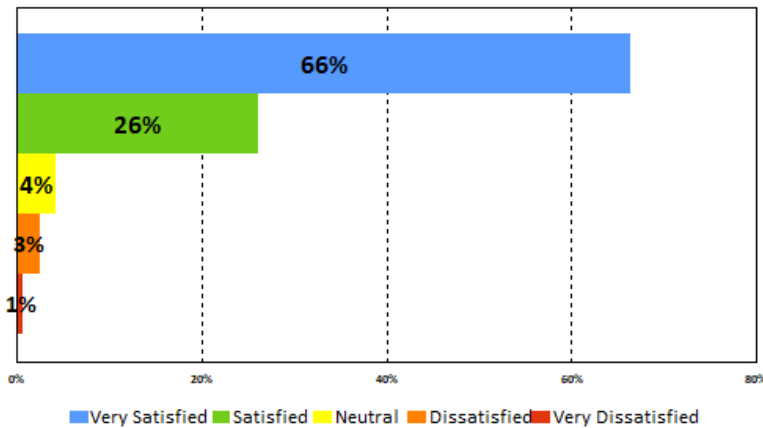
All things considered, on a scale of 1 to 5, where 5 means "Very satisfied," and 1 means "Very dissatisfied," how satisfied are you with the overall quality of the STA Paratransit service? (Q18)

by percentage of respondents (excluding "not provided")

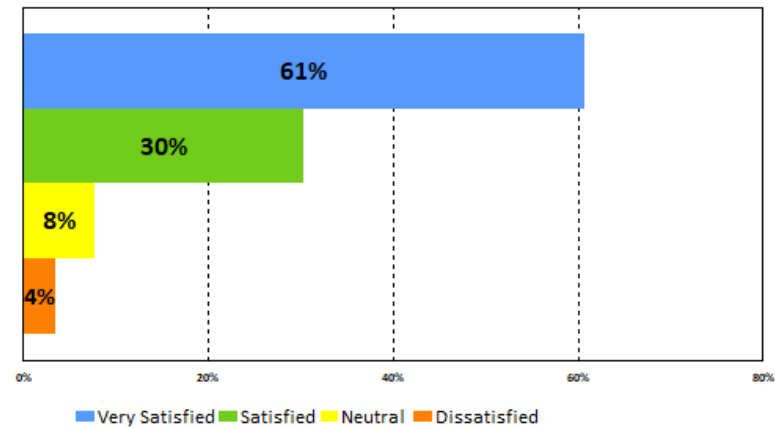


Trends: All things considered, on a scale of 1 to 5, where 5 means "Very satisfied," and 1 means "Very dissatisfied," how satisfied are you with the overall quality of the STA Paratransit service? (Q18)

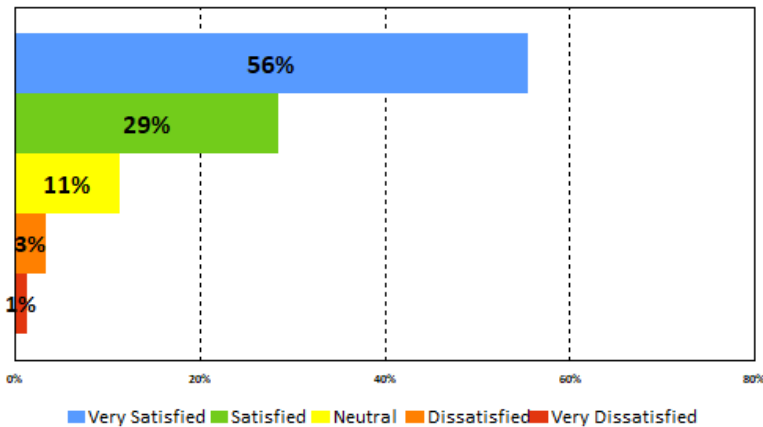
by percentage of respondents (excluding "not provided")



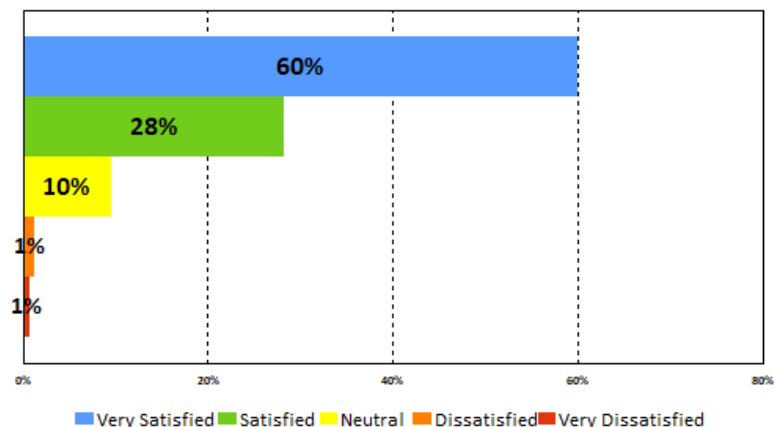
2024



2021



2018



2016

NET PROMOTER SCORE (Q3)

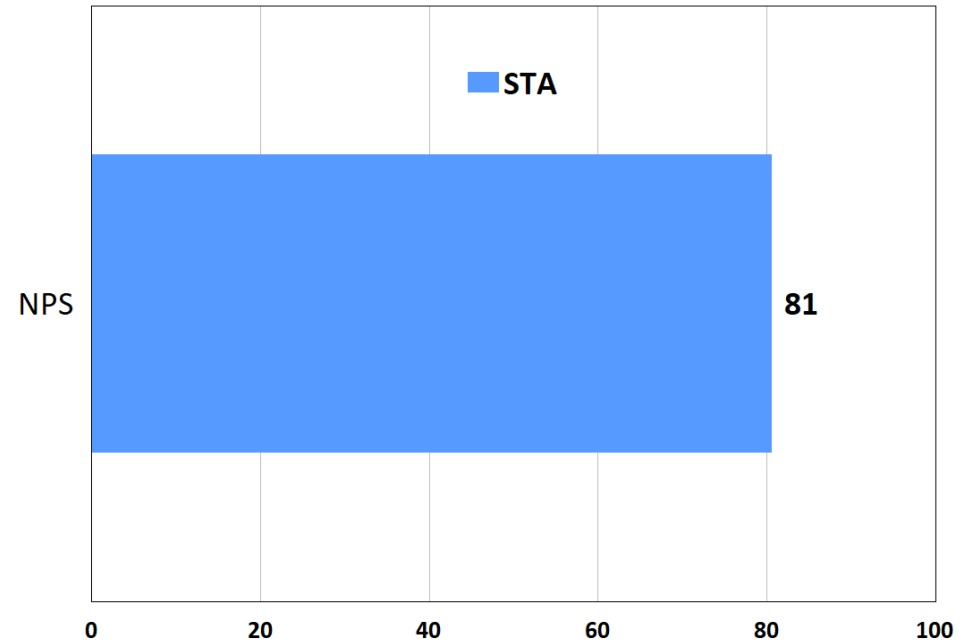
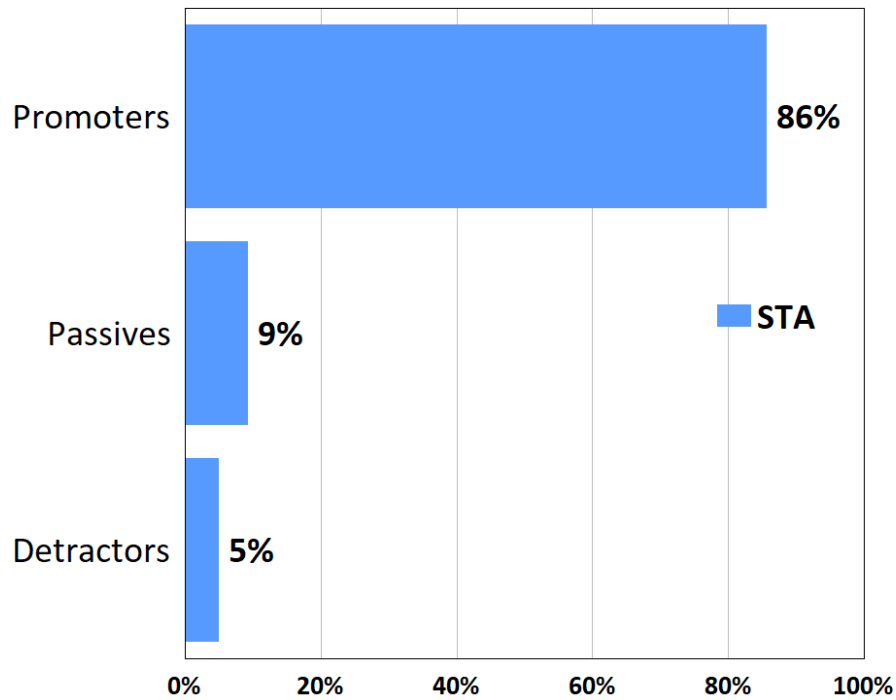
Using a 10-point scale, where 10 means “Very Likely,” and 0 means “Not Likely At All,” how likely would you be to recommend STA paratransit service to a friend, colleague, or family member?

“Promoter” = 10-9

“Passive” = 8-7

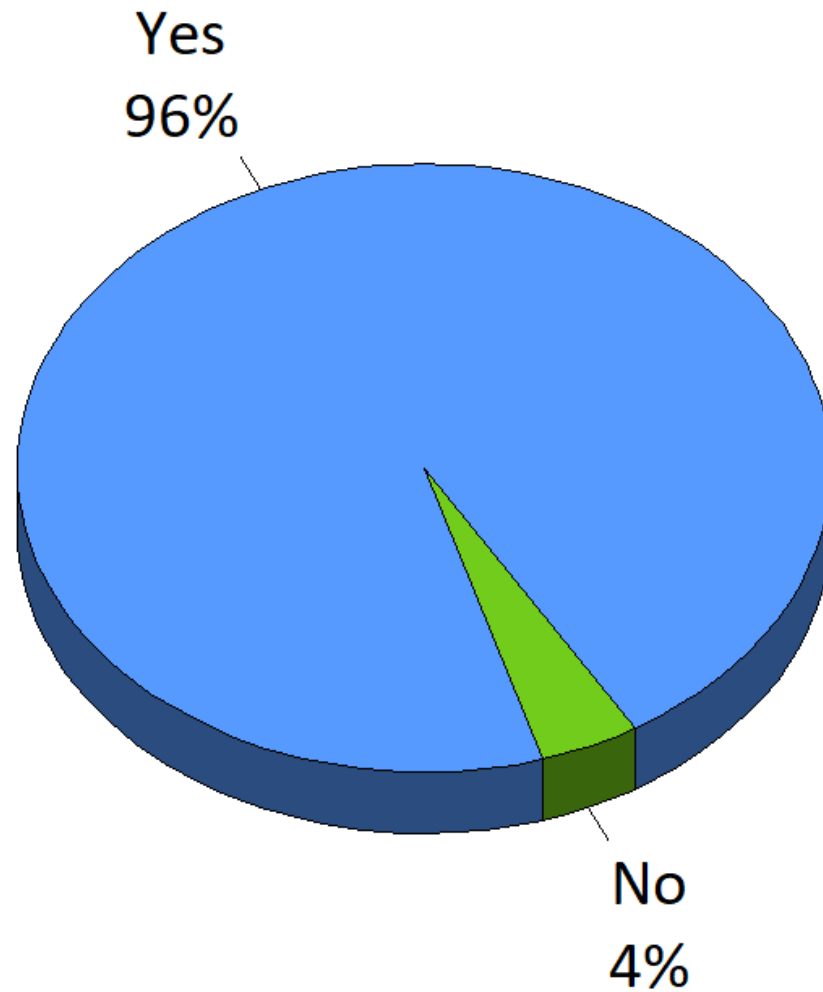
“Detractor” = 6-0

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



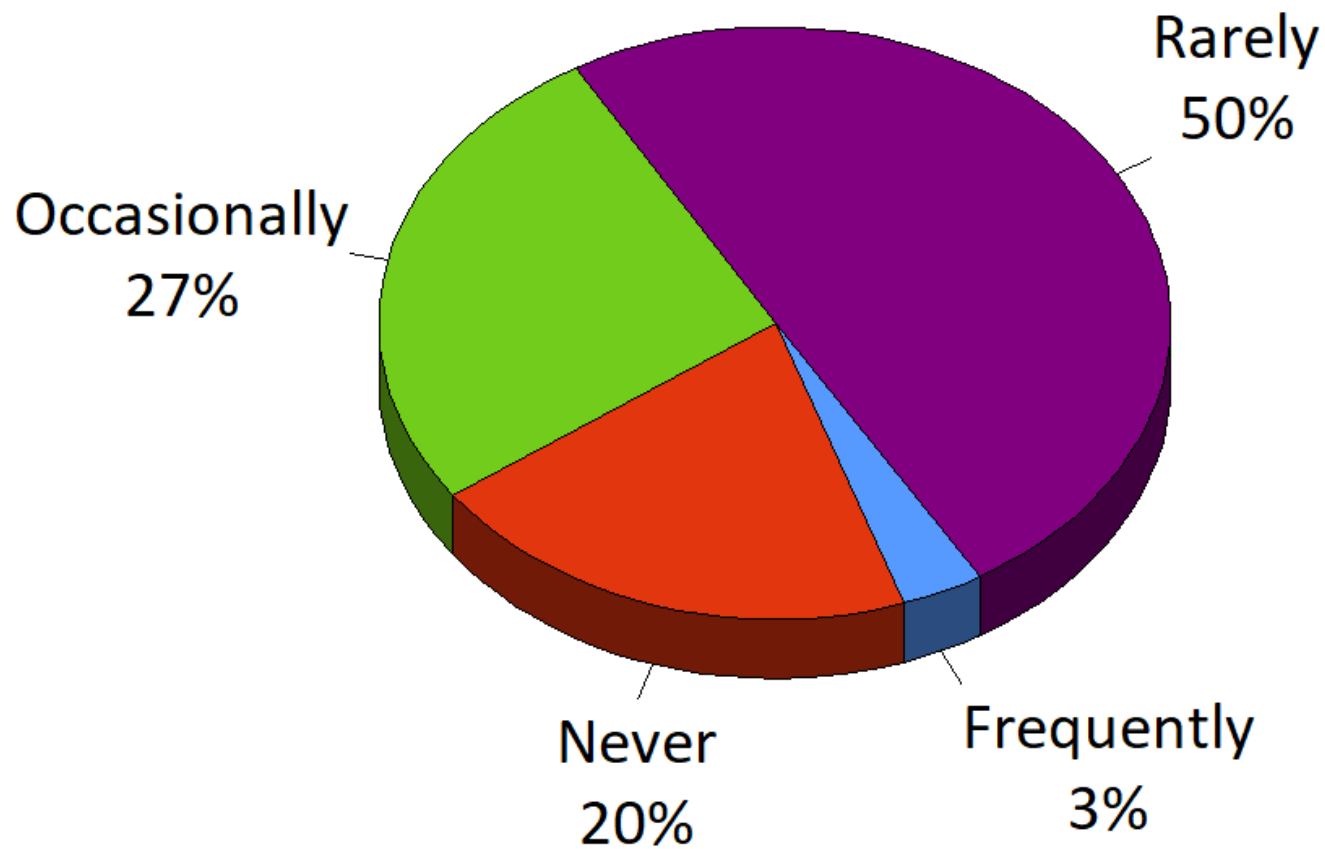
Are you aware that a van is considered to be on-time if it arrives within 30 minutes after the reservation time? (Q4)

by percentage of respondents



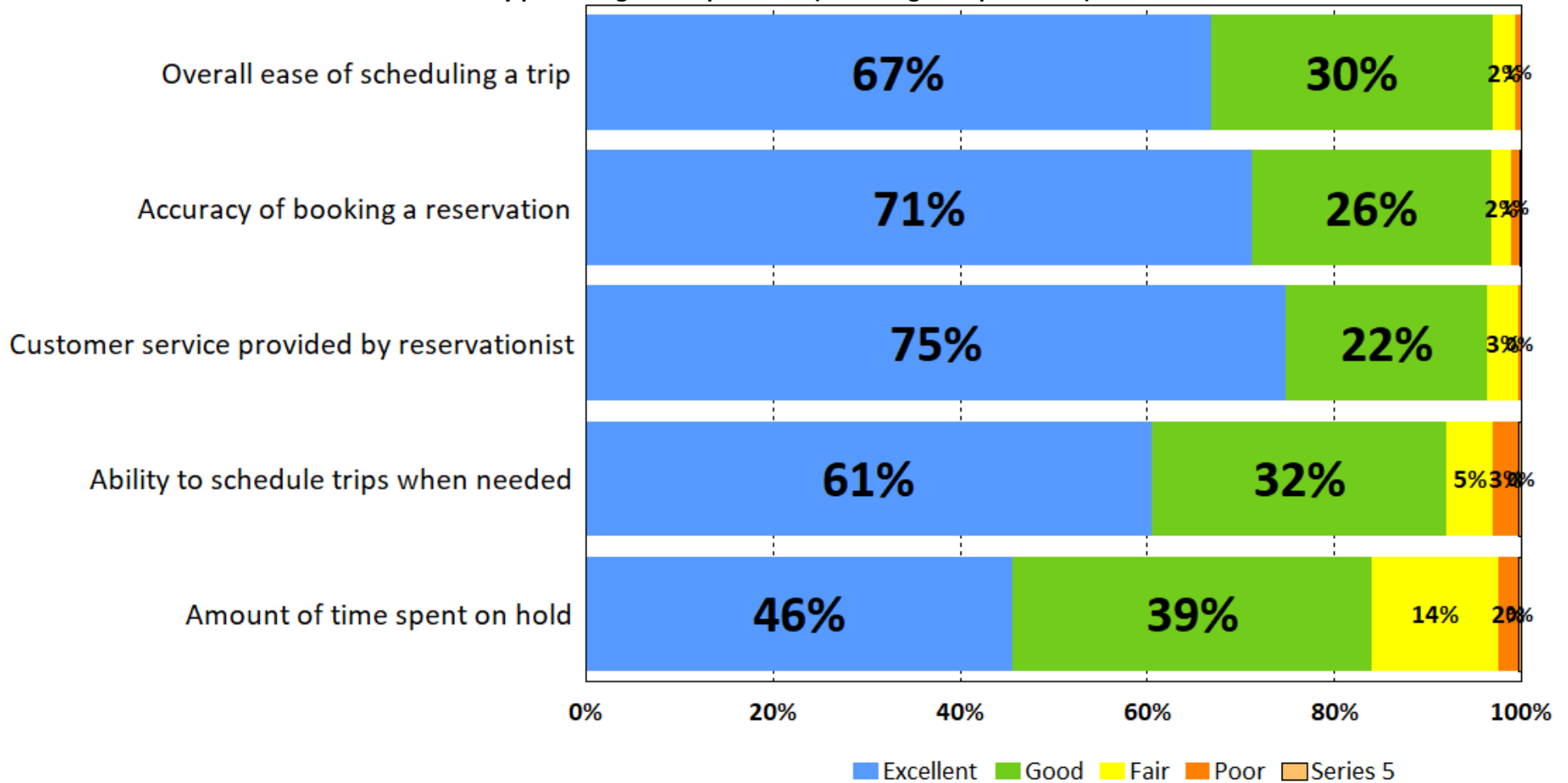
How often does the van arrive later than the 30-minute window of the reservation time? (Q5)

by percentage of respondents (excluding “not provided”)



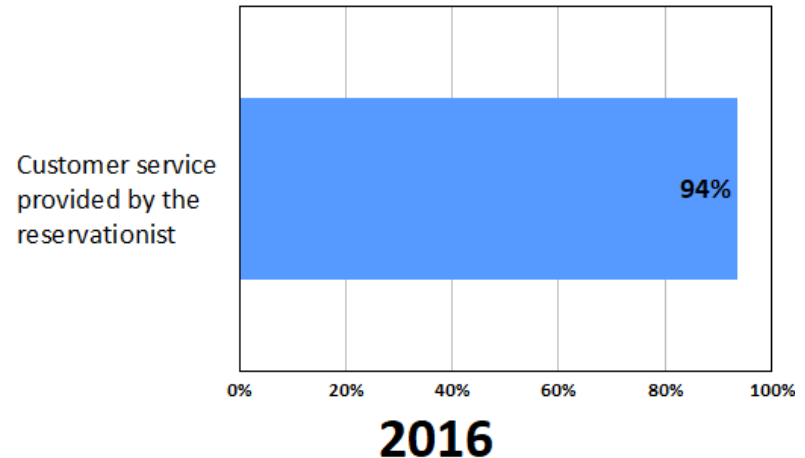
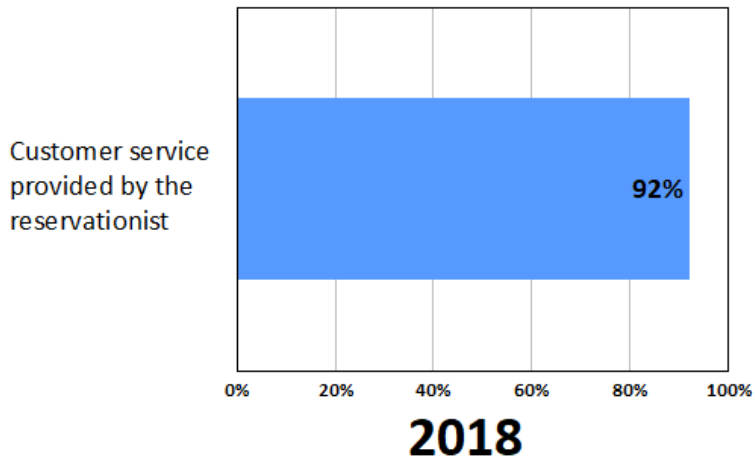
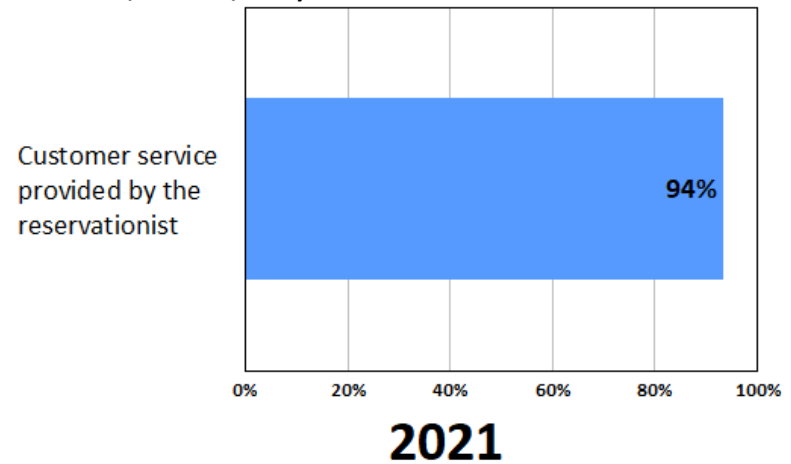
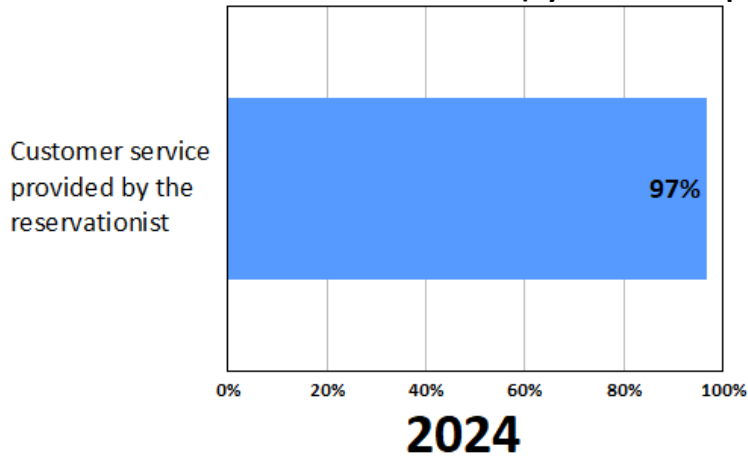
Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience in your history of making trip reservations, not a specific encounter, for the following items. (Q6a)

by percentage of respondents (excluding "not provided")



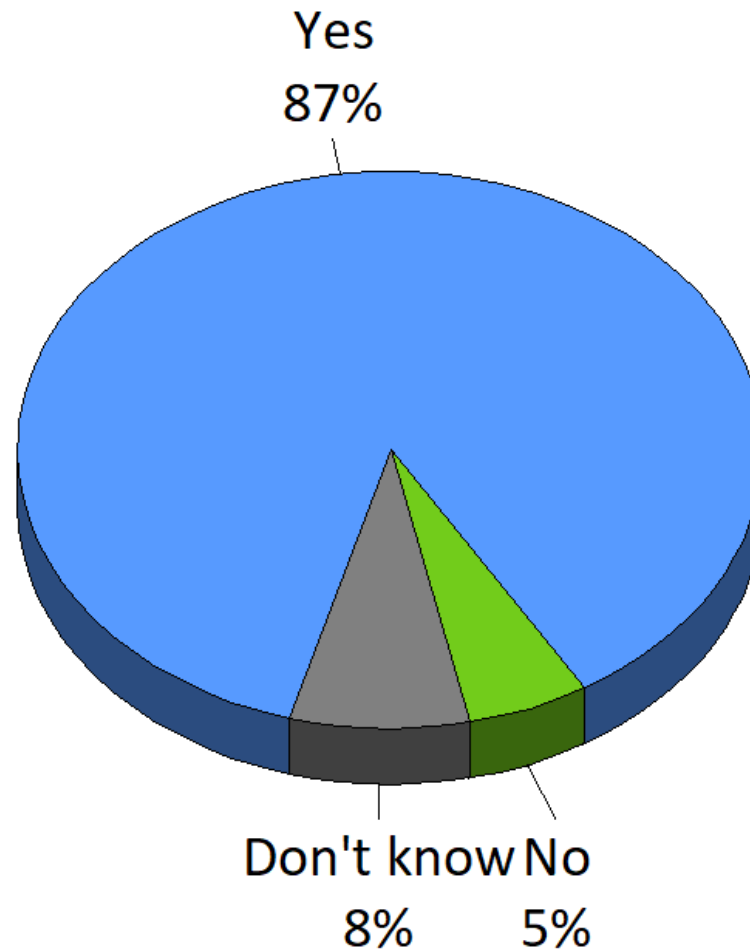
Trends: Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience in your history of making trip reservations, not a specific encounter, for the following items. (Q6a)

(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)

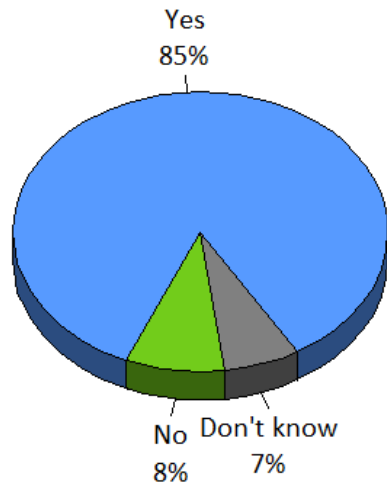
by percentage of respondents



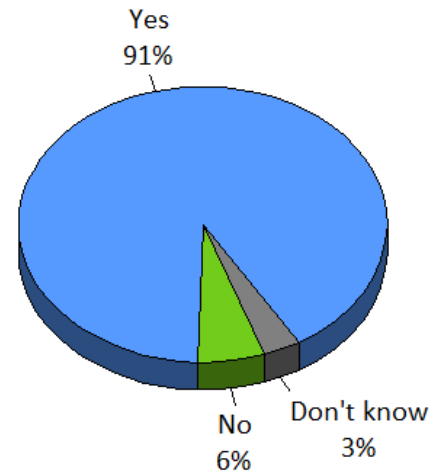
Trends: Scheduling a trip often includes a bit of negotiation of pickup times with the reservationists. Overall, does that work for you or not? (Q6b)

by percentage of respondents

2024



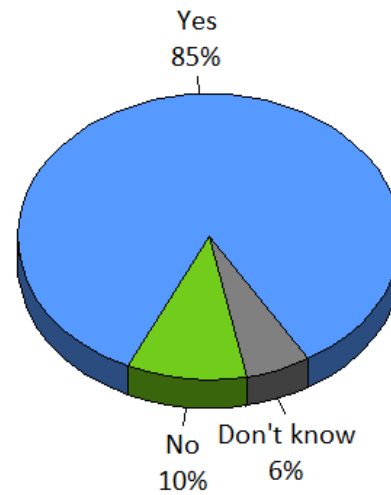
2021



2018

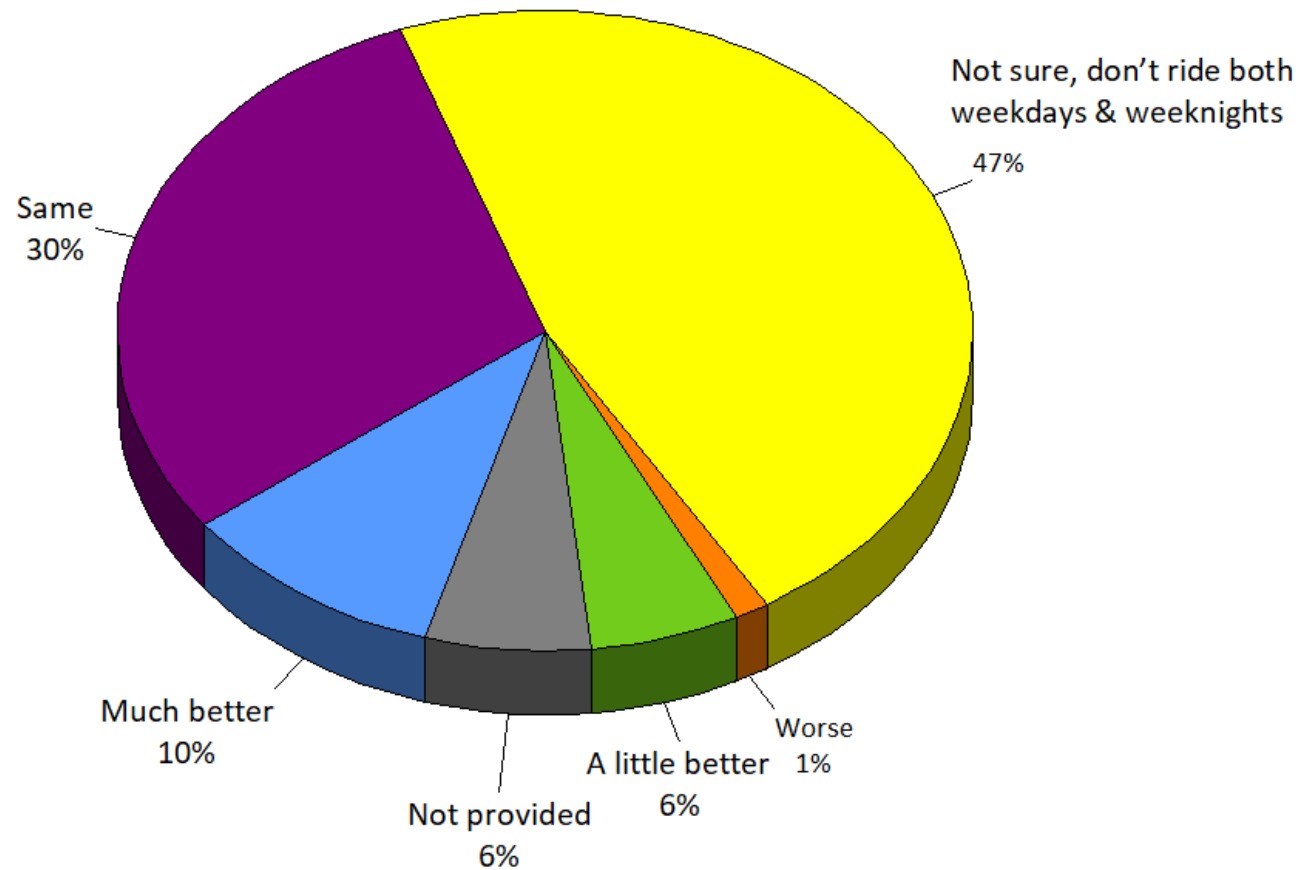


2016



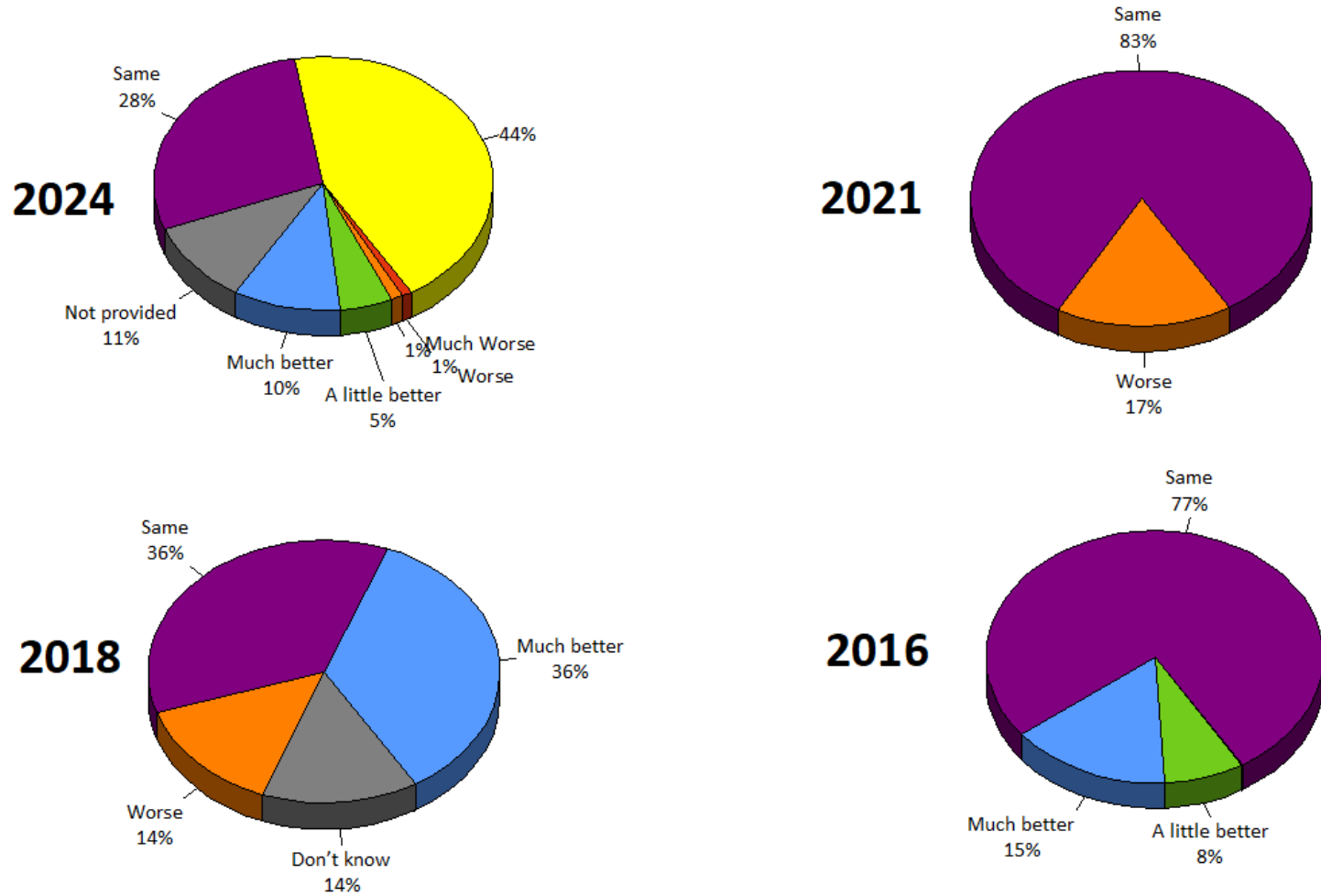
Is the level of service received on weekdays better or worse than the service received on weeknights? (Q13)

by percentage of respondents



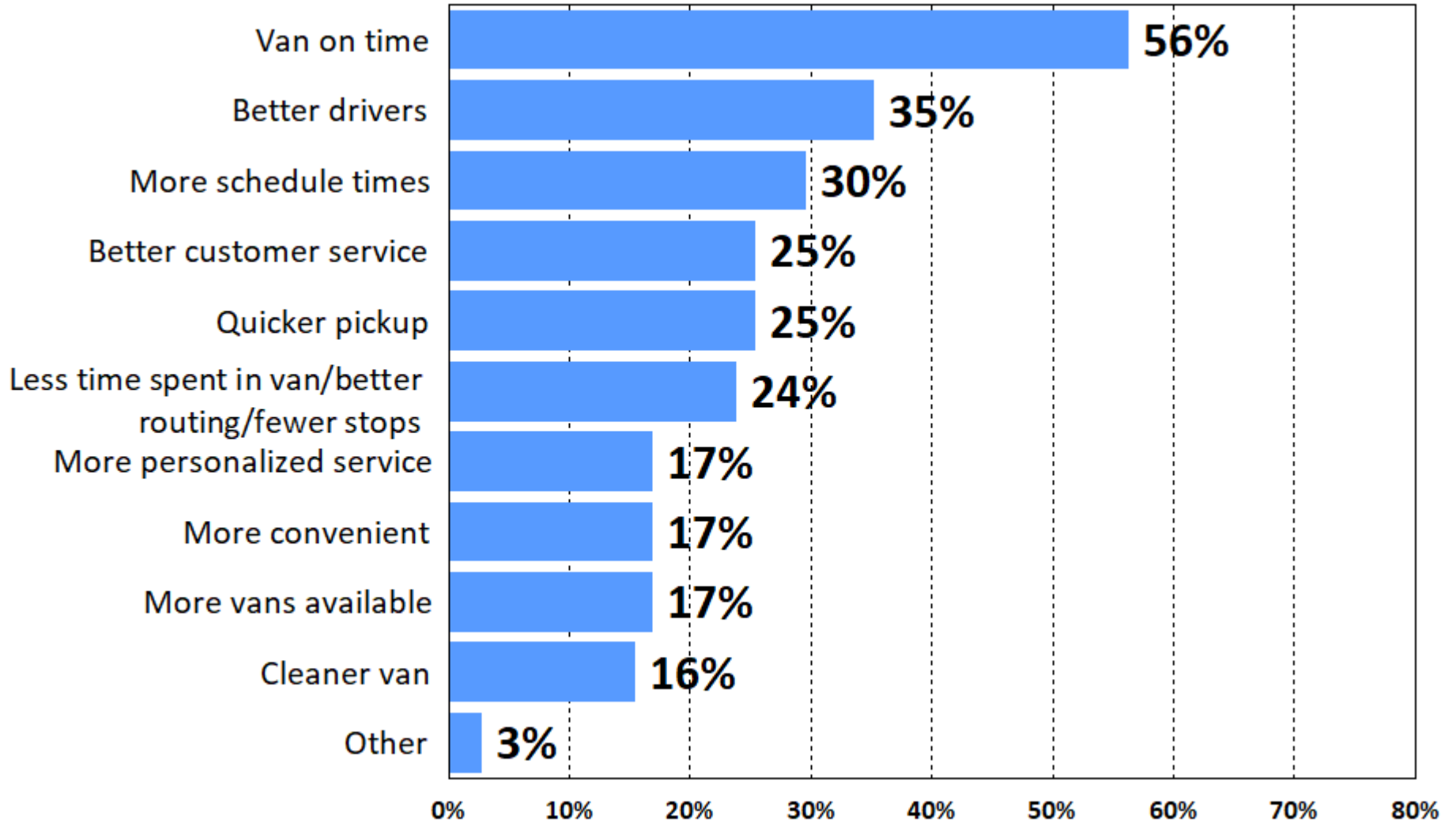
Trends: Is the level of service received on weekdays better or worse than the service received on weeknights? (Q13)

by percentage of respondents



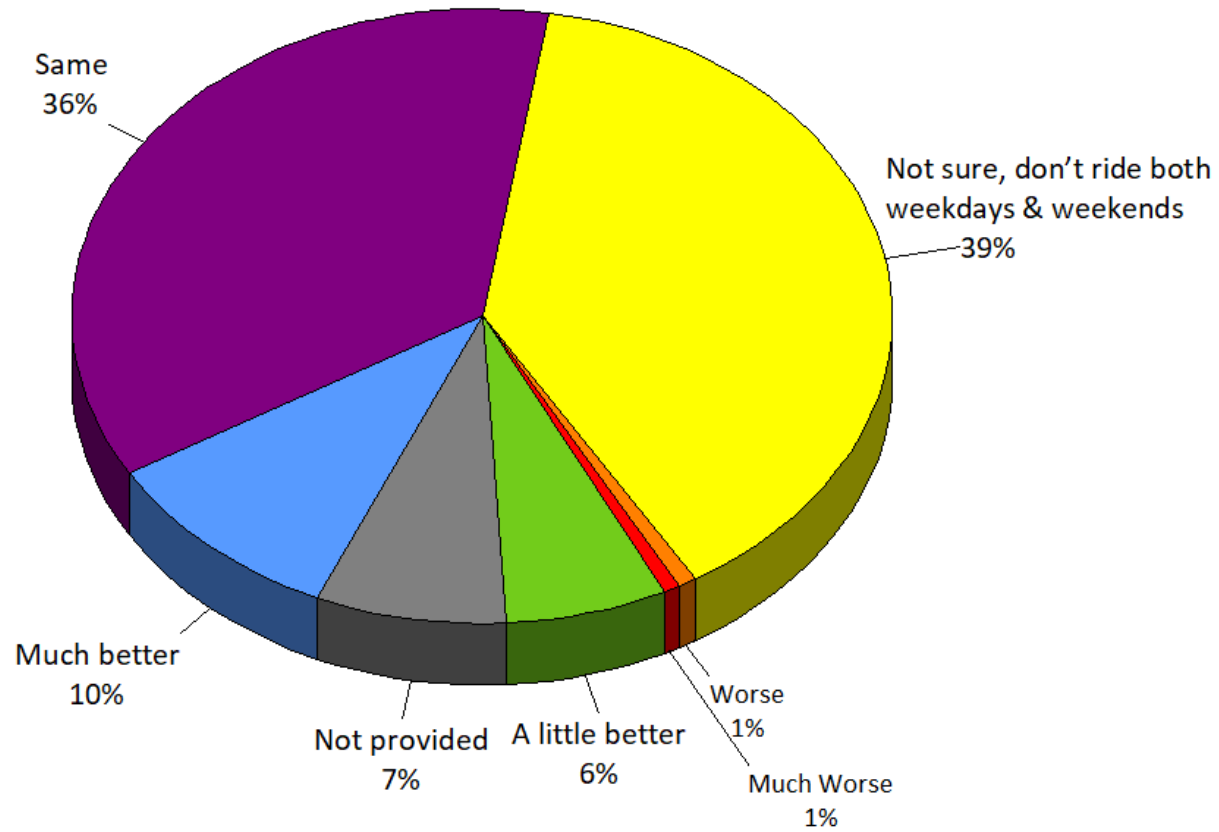
If you answered 1 or 2 for Question 13, in what ways is the weekday service better? (Q13a)

by percentage of respondents



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

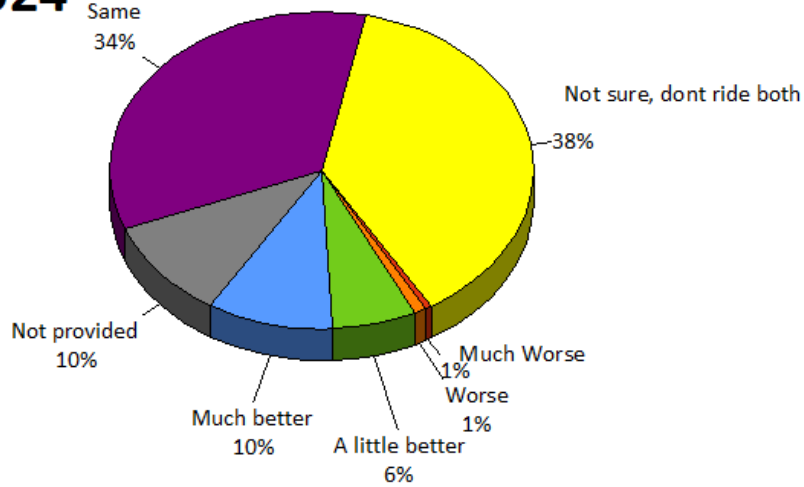
by percentage of respondents



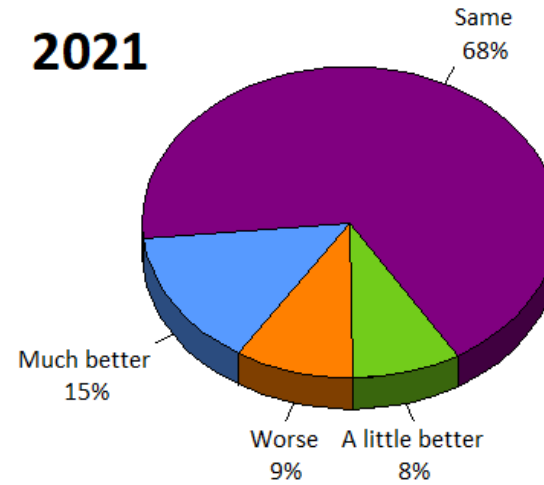
Trends: Is the level of service on weekdays better or worse than the service on weekends? (Q14)

by percentage of respondents

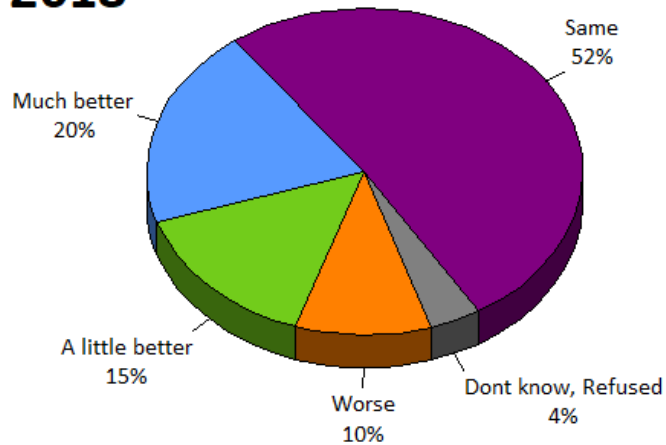
2024



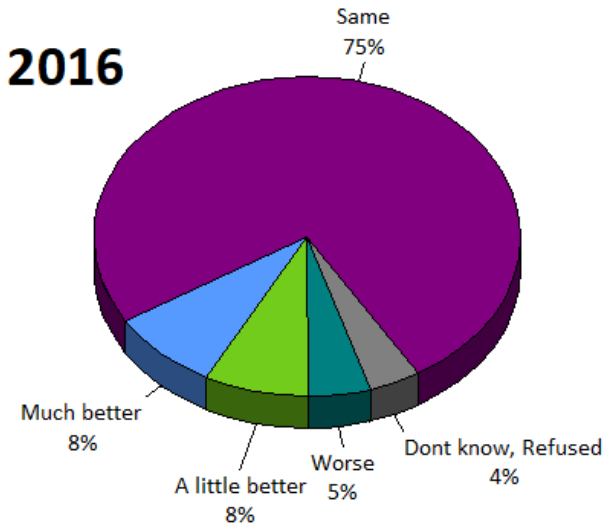
2021



2018

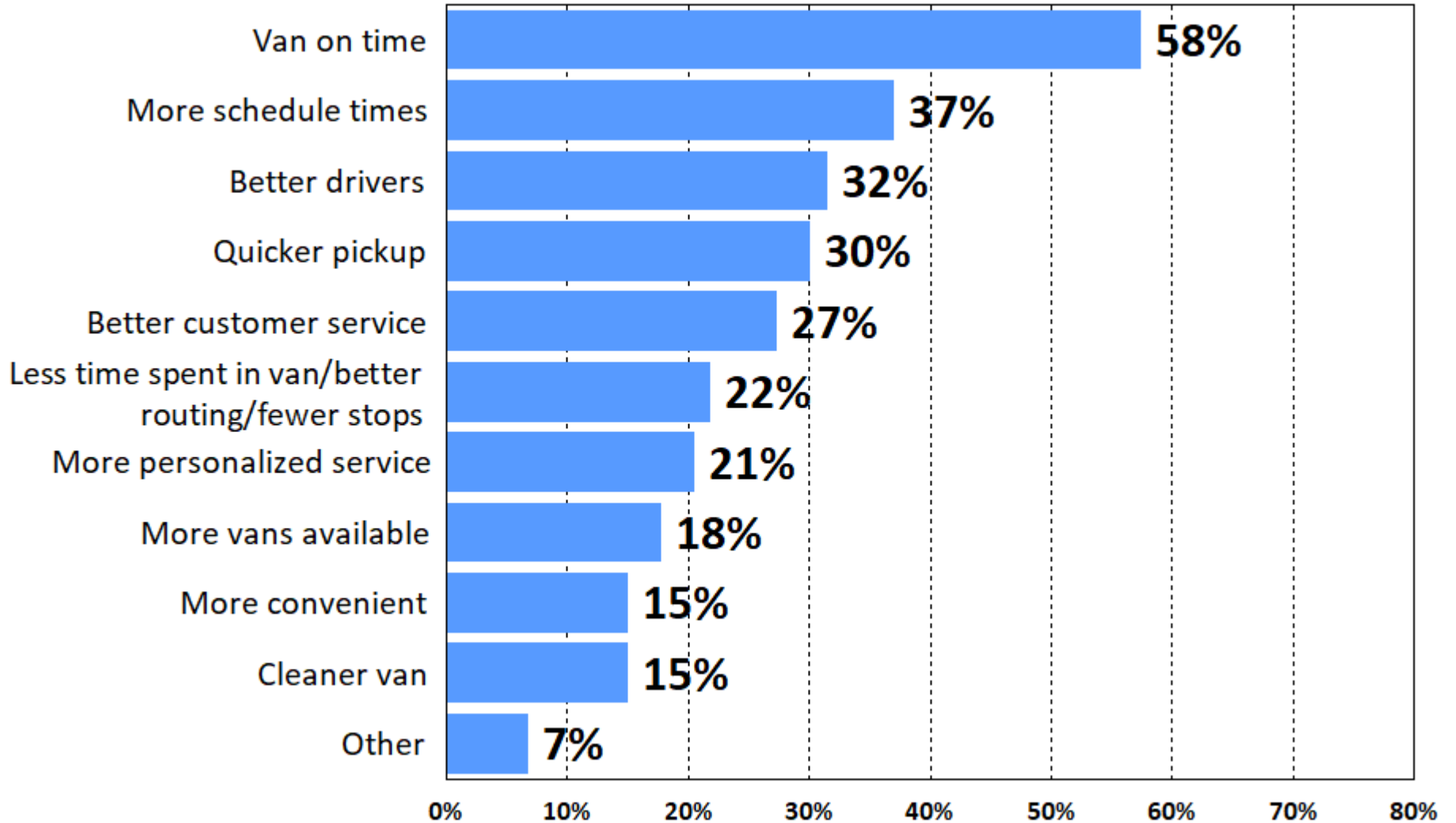


2016



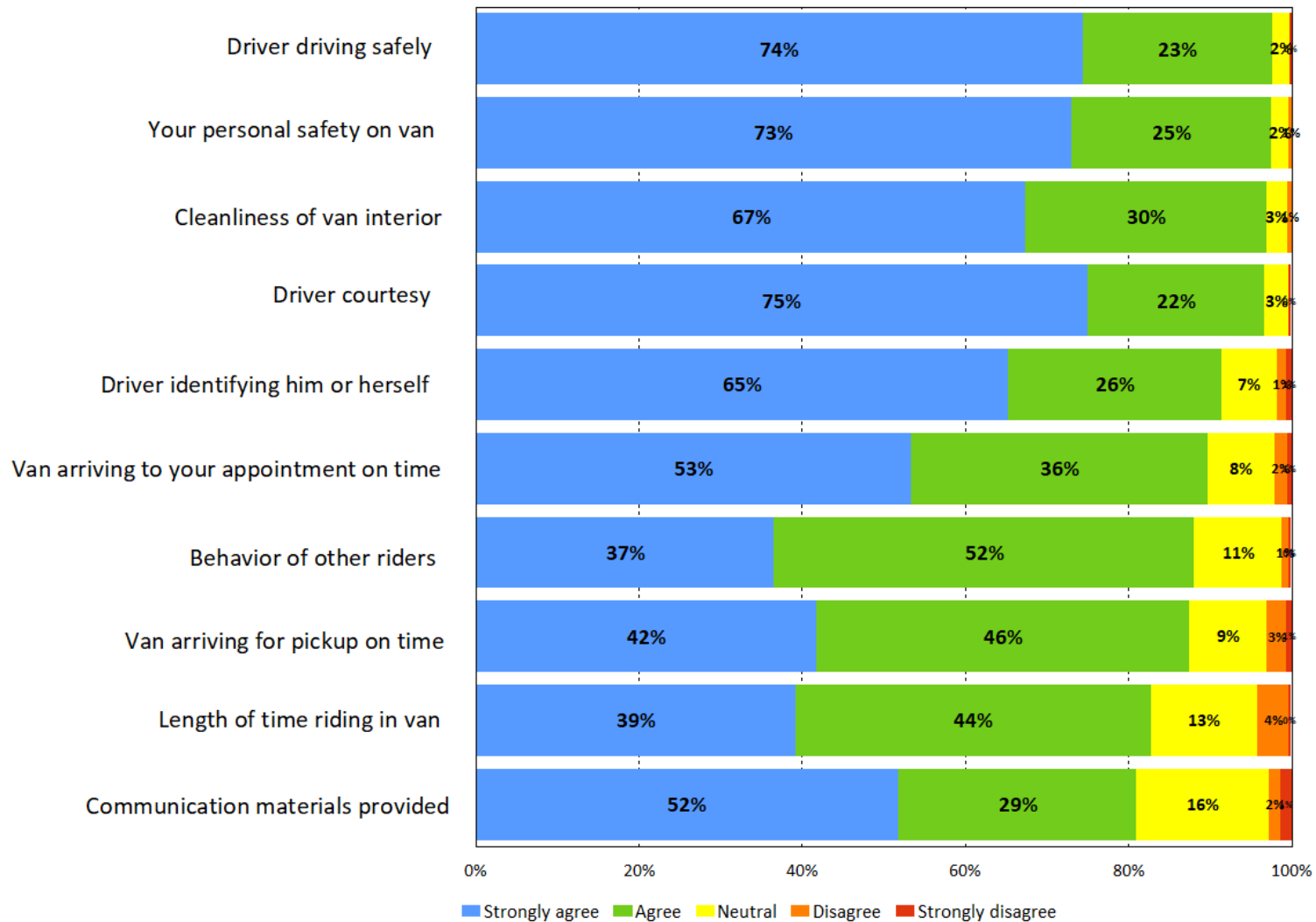
If you answered 1 or 2 for Question 14, in what ways is the weekday service better? (Q14a)

by percentage of respondents



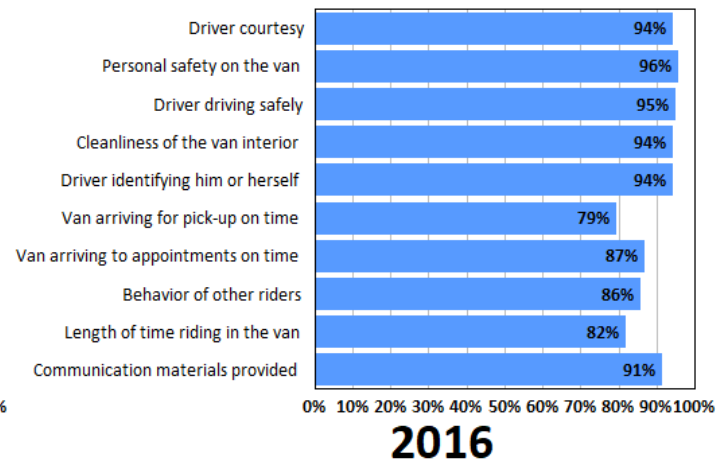
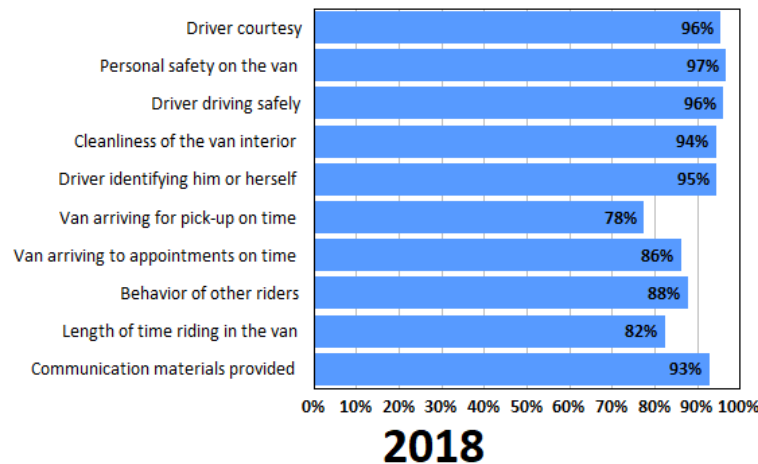
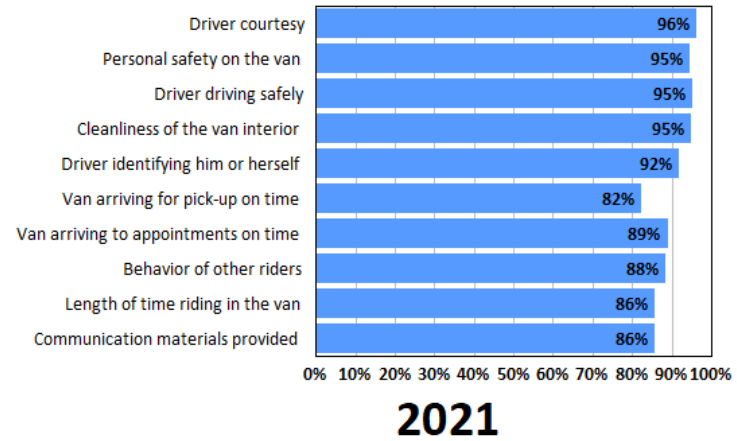
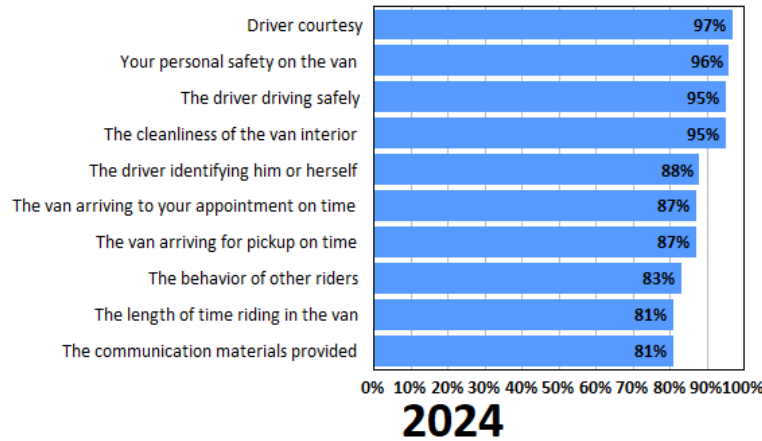
Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience riding the van, not just your latest trip, for the following items. (Q15)

by percentage of respondents (excluding "not provided")



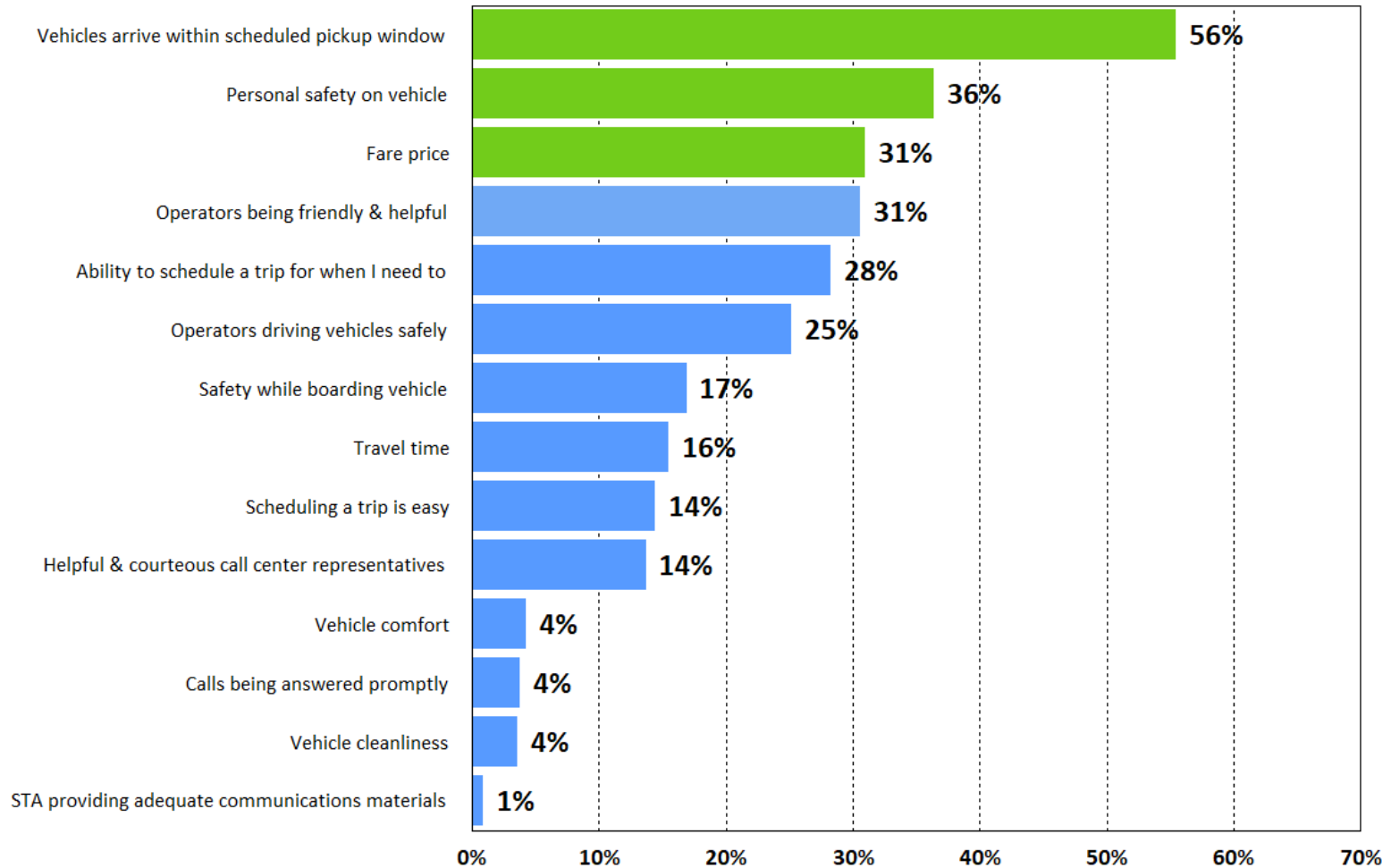
Trends: Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience riding the van, not just your latest trip, for the following items. (Q15)

(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)

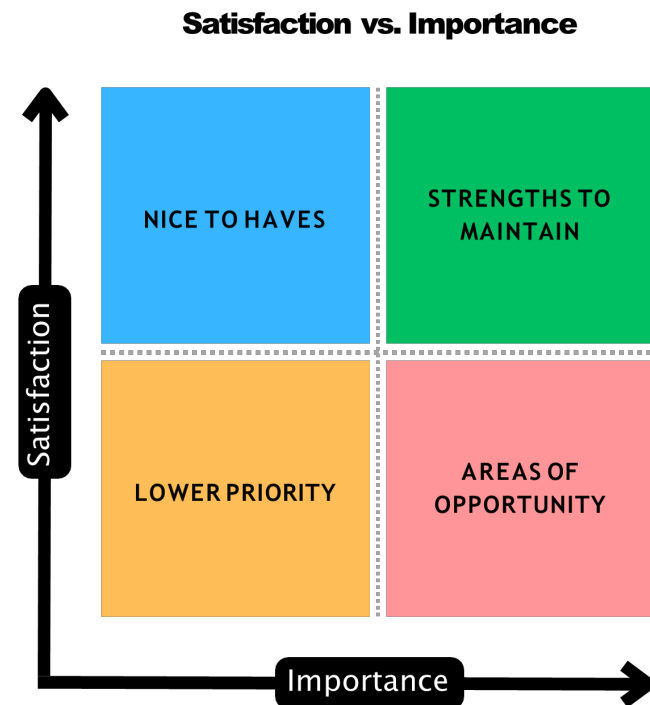
by percentage of respondents who selected each area as one of the top three most important



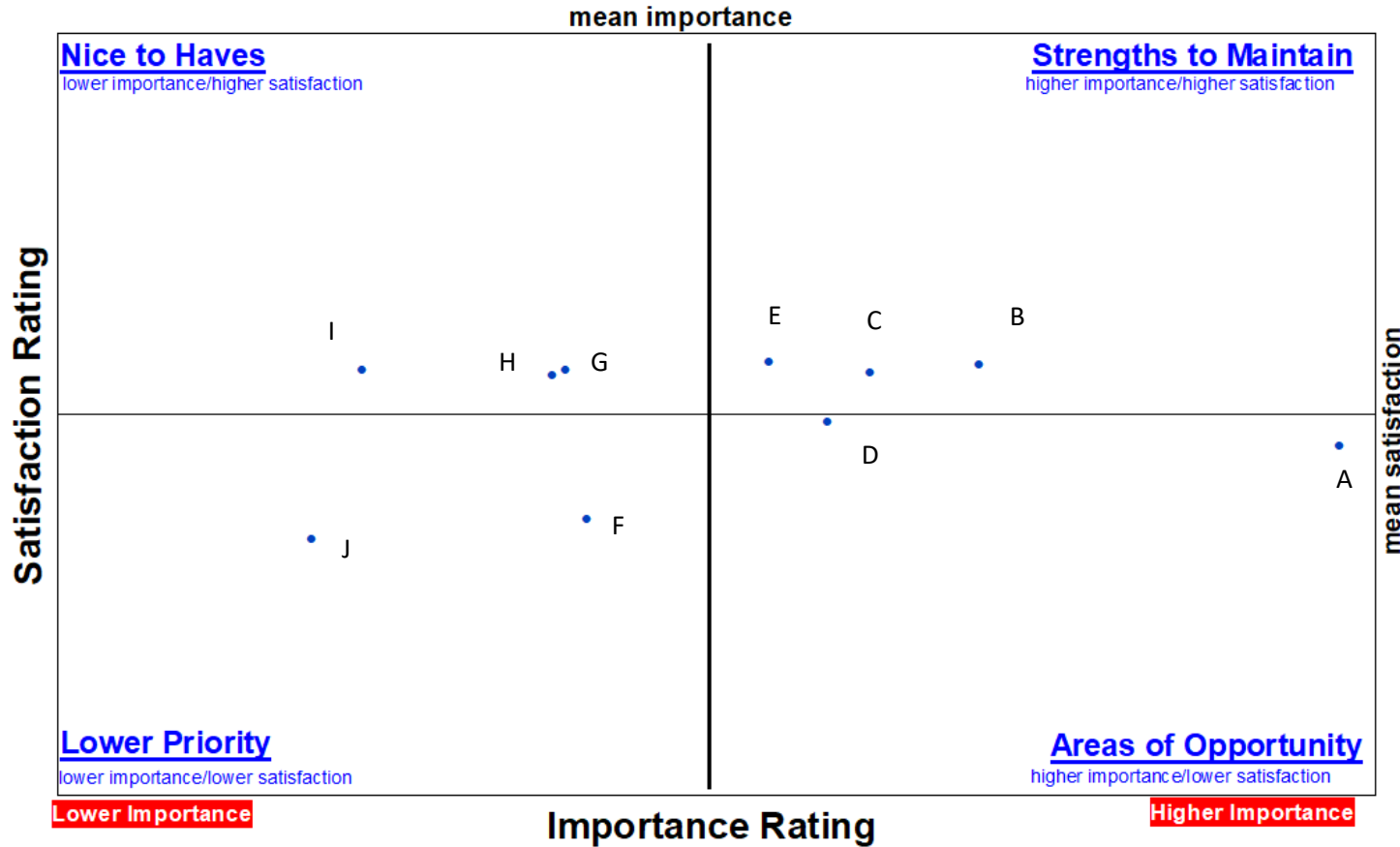
Importance-Satisfaction (I-S) Analysis

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

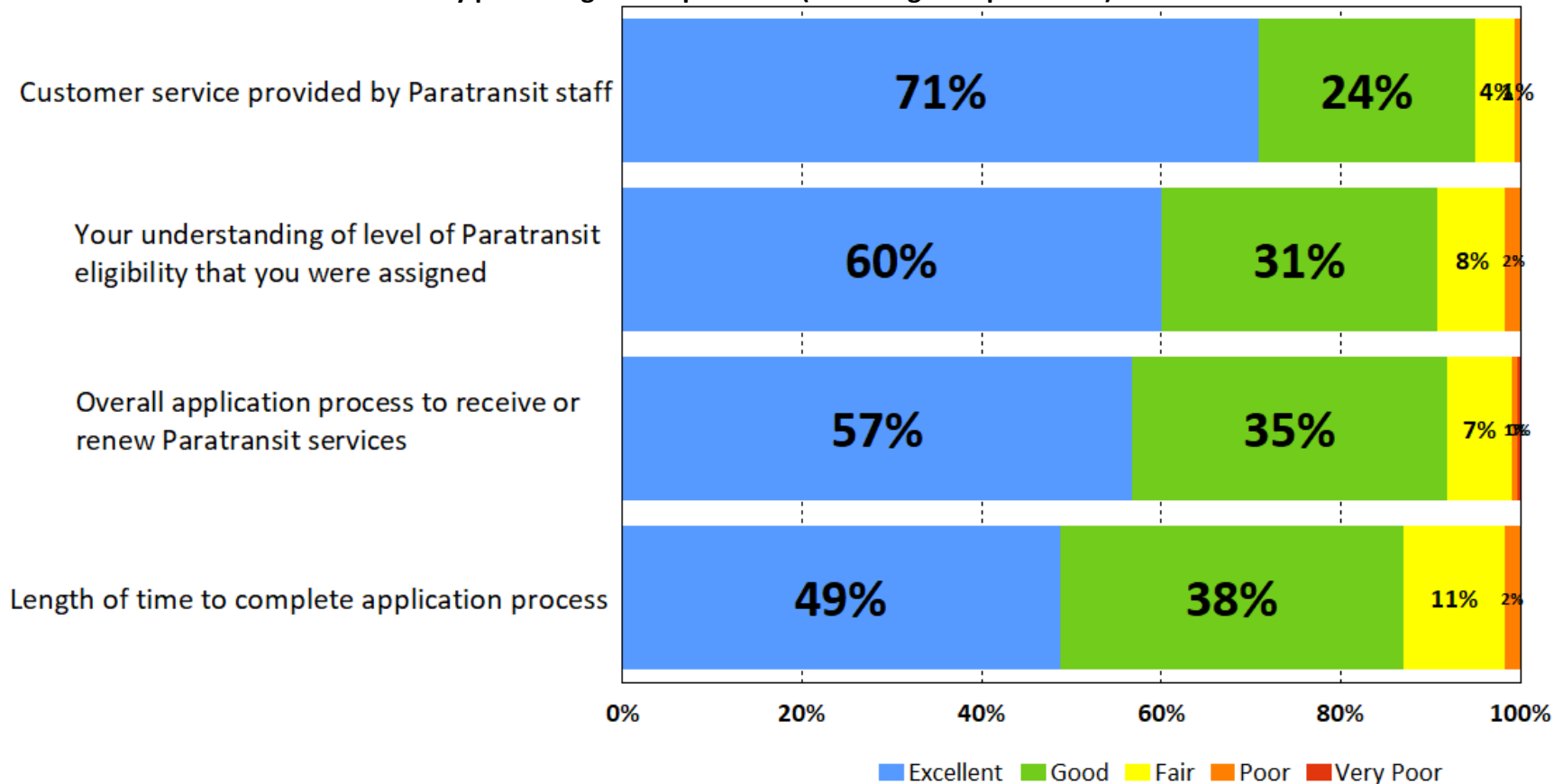


- A. Vehicles arrive within scheduled pickup window
- B. Personal safety on vehicle
- C. Operators being friendly & helpful
- D. Ability to schedule a trip for when I need to travel
- E. Operators driving vehicles safely
- F. Helpful & courteous call center representatives
- G. Scheduling a trip is easy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

Source: ETC Institute (2023)

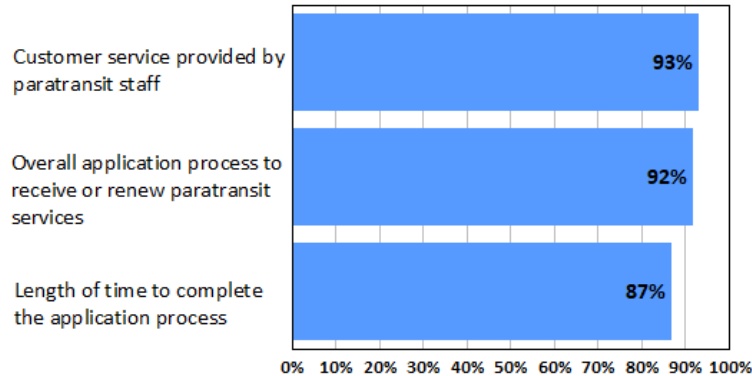
Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your experience in APPLYING for eligibility to use Paratransit service. (Q21)

by percentage of respondents (excluding "not provided")

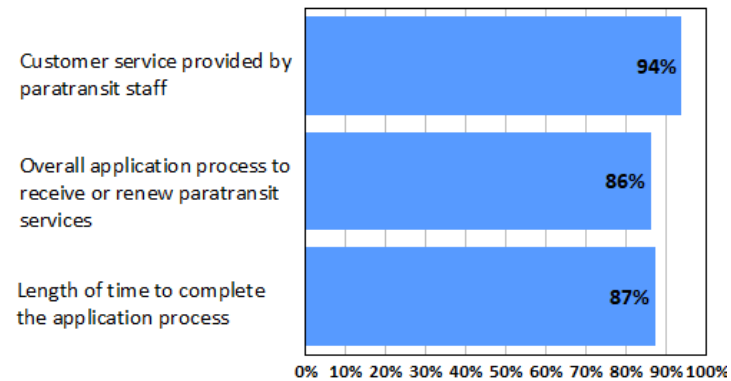


Trends: Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your experience in APPLYING for eligibility to use Paratransit service. (Q21)

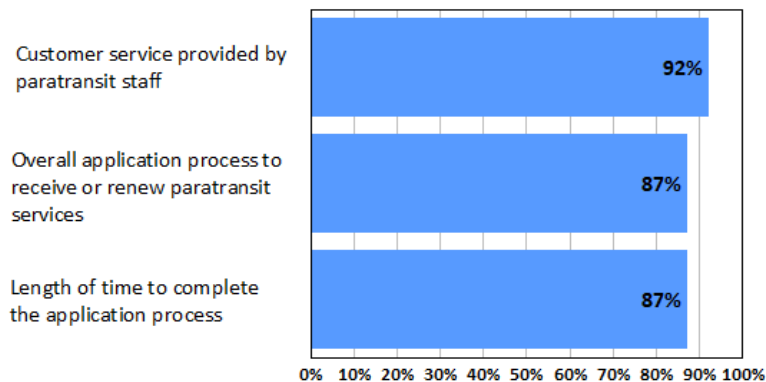
(by mean of responses: i.e. 5=100%, 4=80%, etc. excluding "not provided")



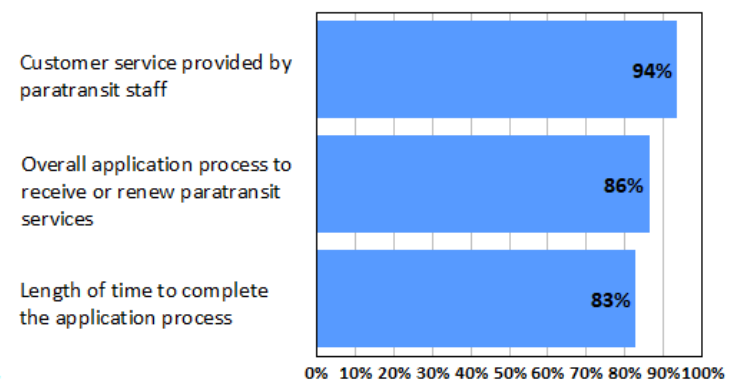
2024



2021



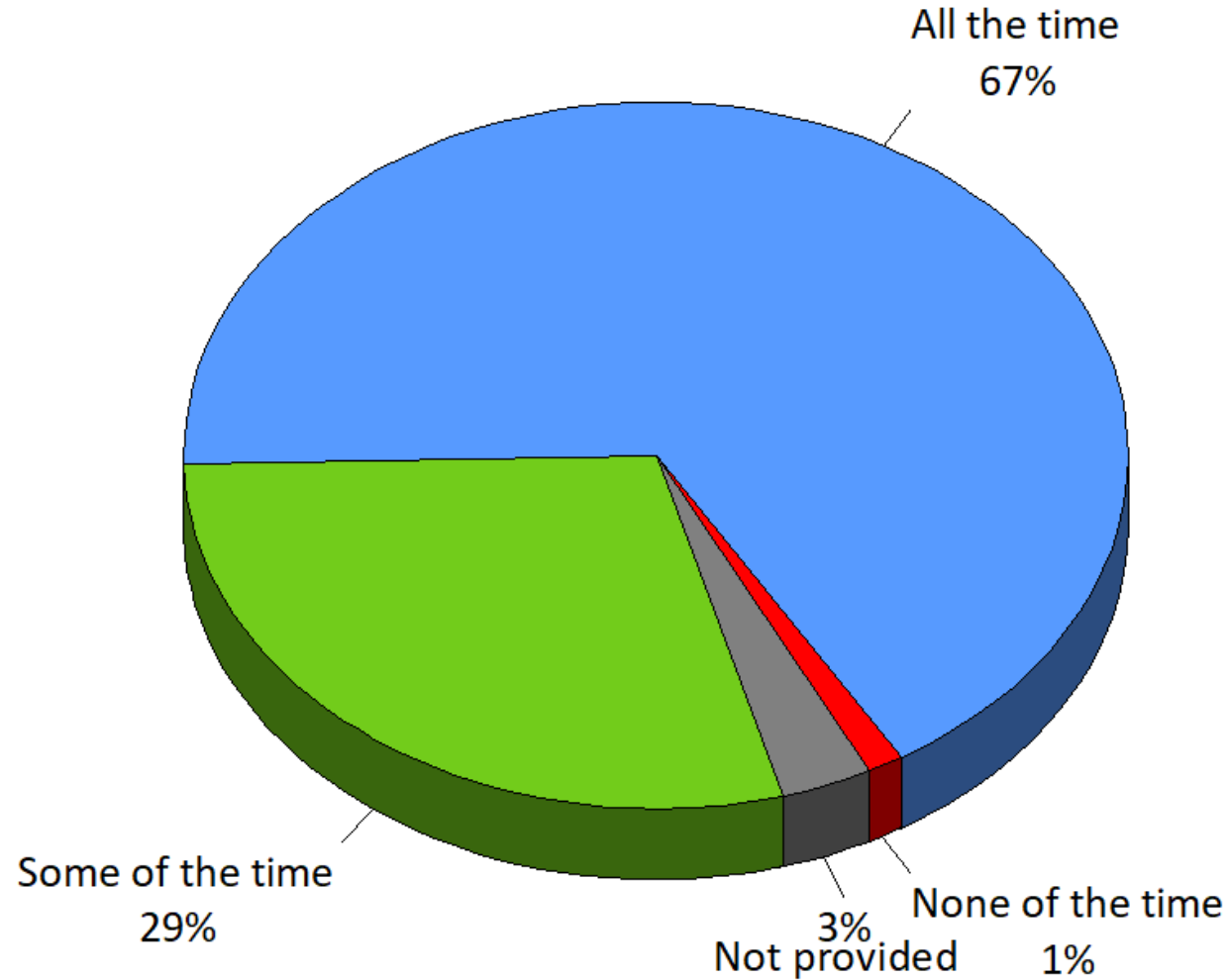
2018



2016

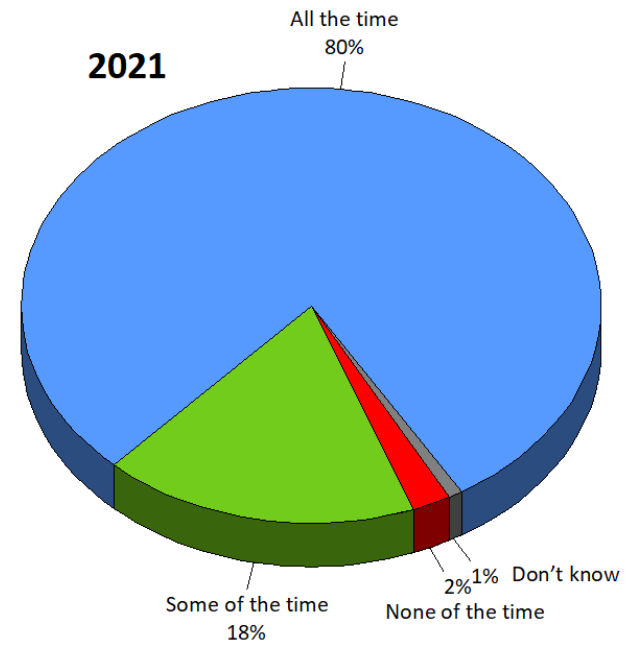
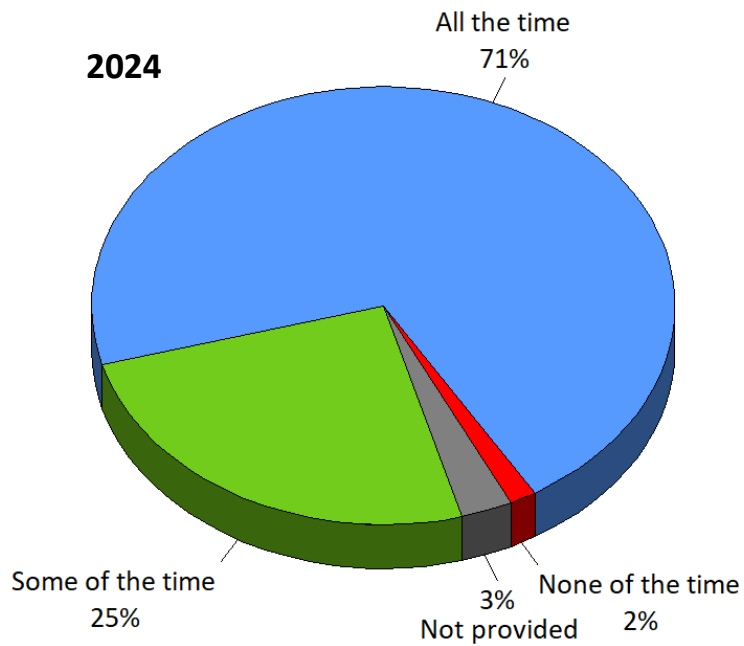
When you ride, does the operator walk you to and from the van? (Q22)

by percentage of respondents



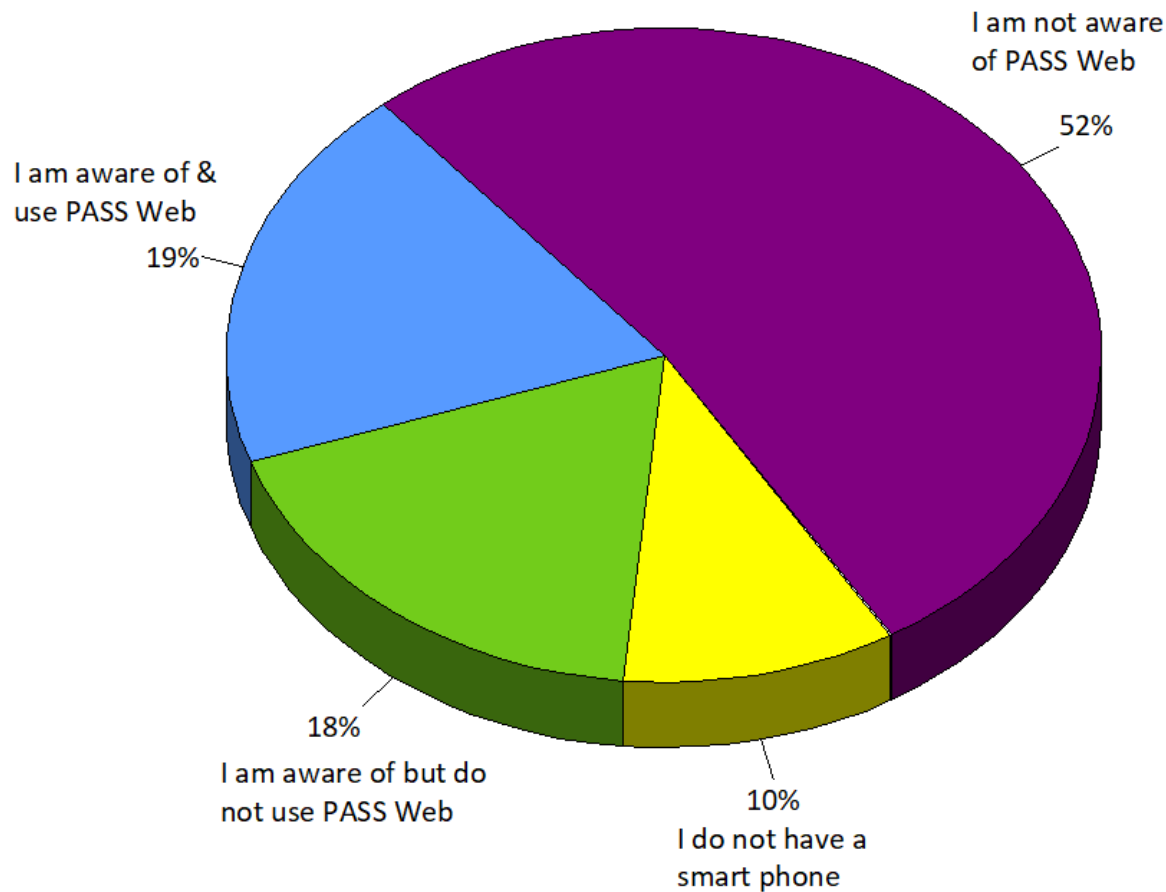
Trends: When you ride, does the operator walk you to and from the van? (Q22)

by percentage of respondents



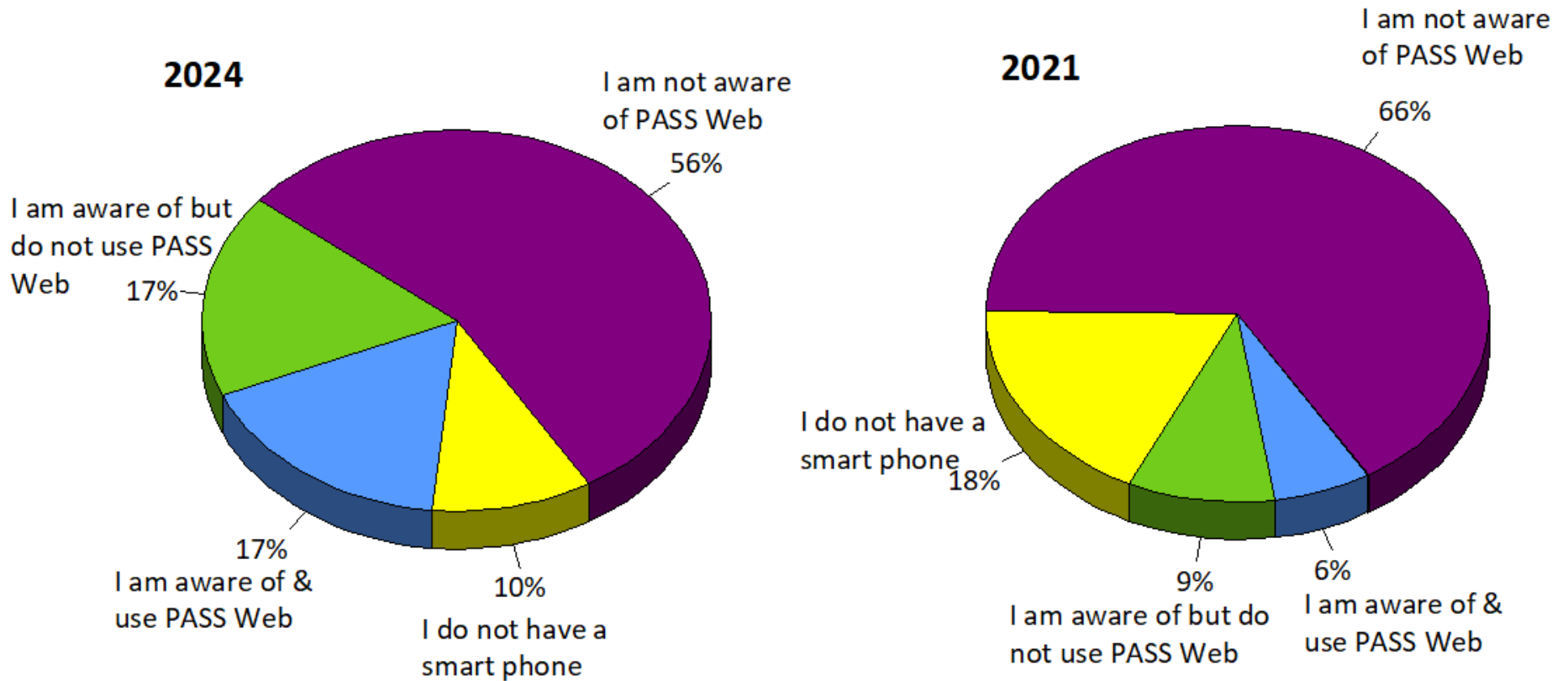
PASS Web allows customers/caregivers to access same day trip information and customer scheduled information. Would you say: (Q23)

by percentage of respondents (excluding "not provided")



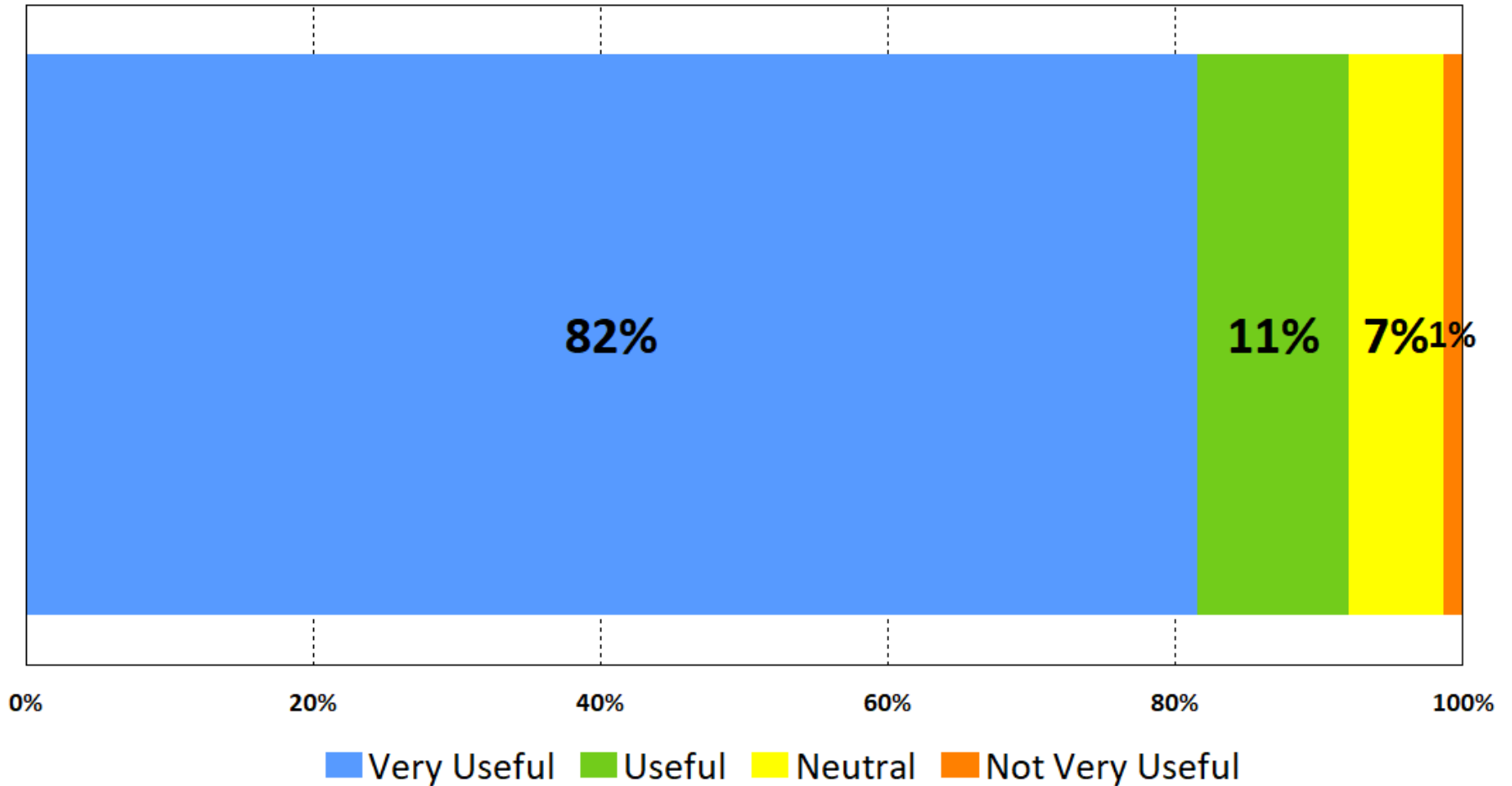
Trends: PASS Web allows customers/caregivers to access same day trip information and customer scheduled information. Would you say: (Q23)

by percentage of respondents (excluding "not provided")



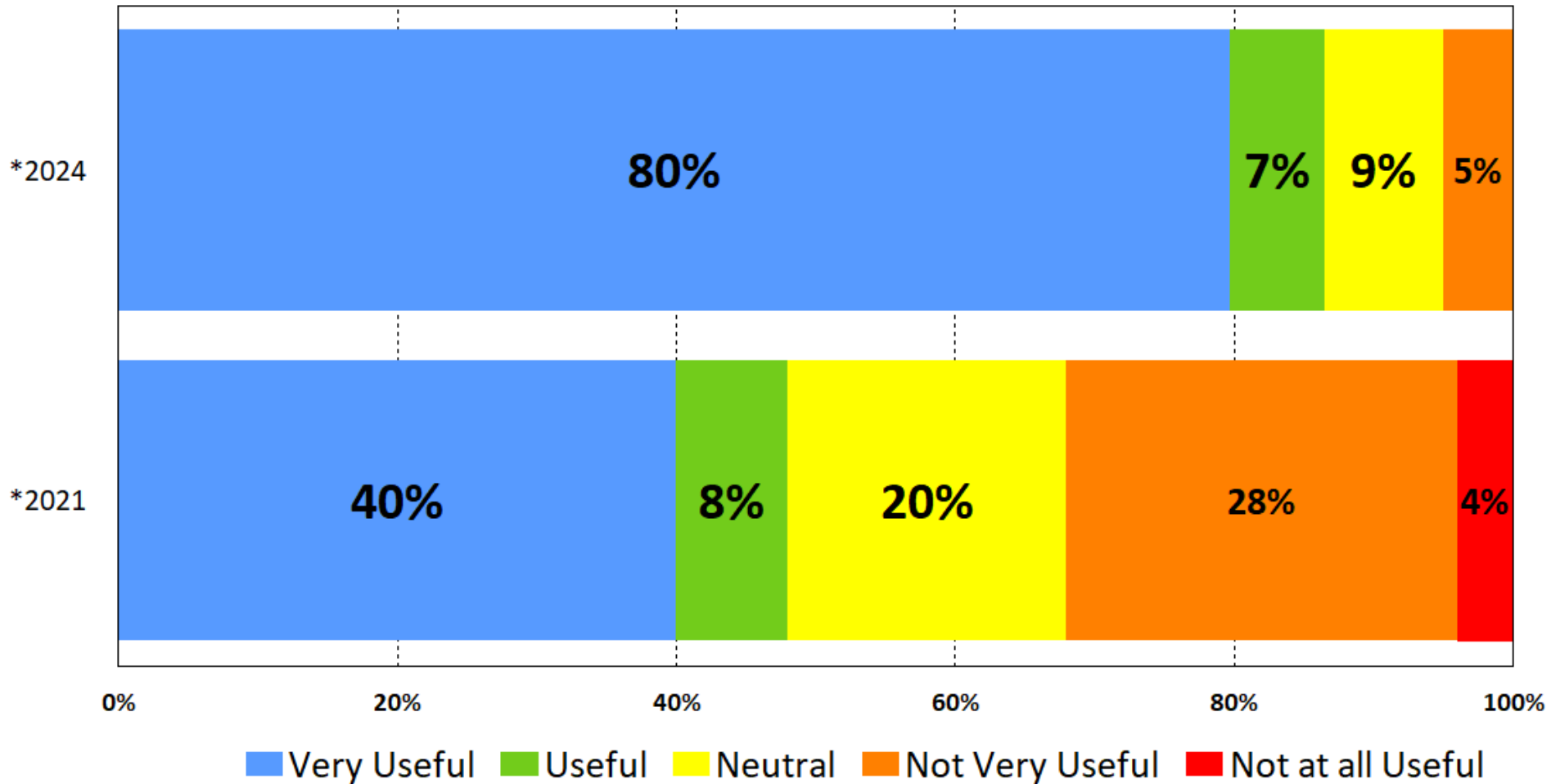
If you answered 1 for Question 23, how useful is PASS Web for you on a scale of 1 to 5, where 5 means "Very useful" and 1 means "Not useful at all."? (Q23a)

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



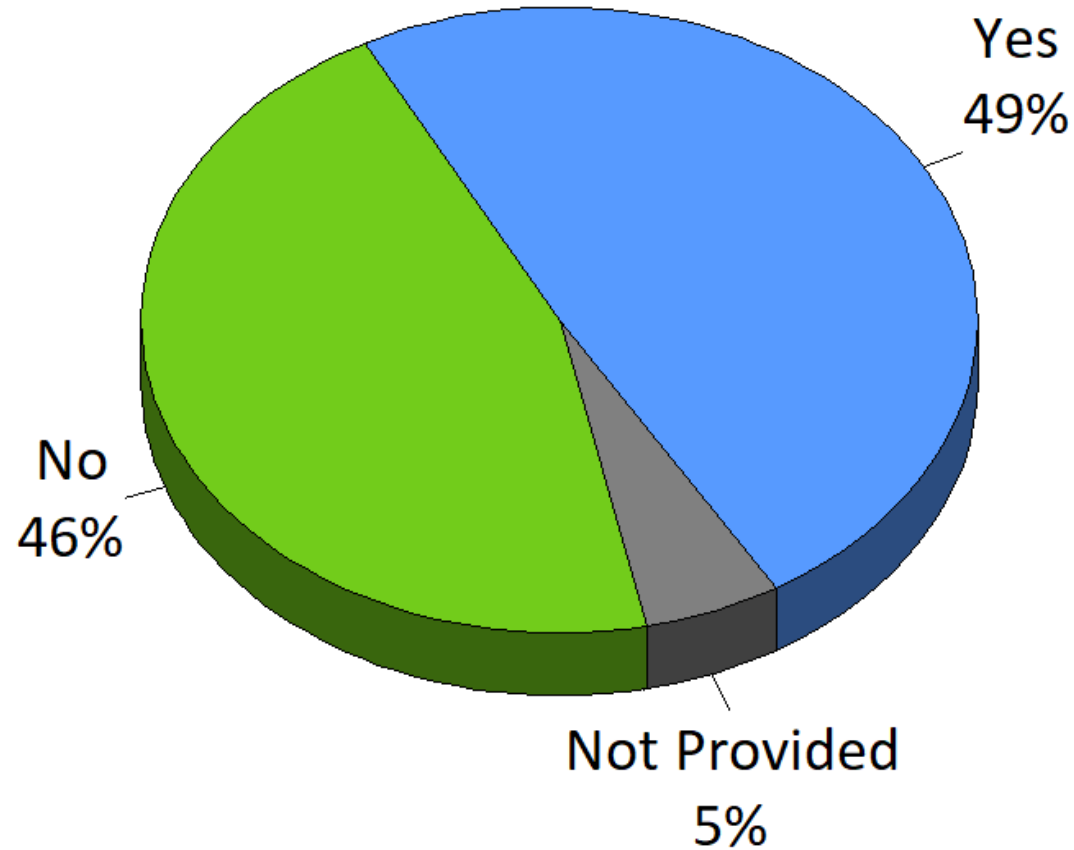
Trends: If you answered 1 for Question 23, how useful is PASS Web for you on a scale of 1 to 5, where 5 means "Very useful" and 1 means "Not useful at all."? (Q23a)

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



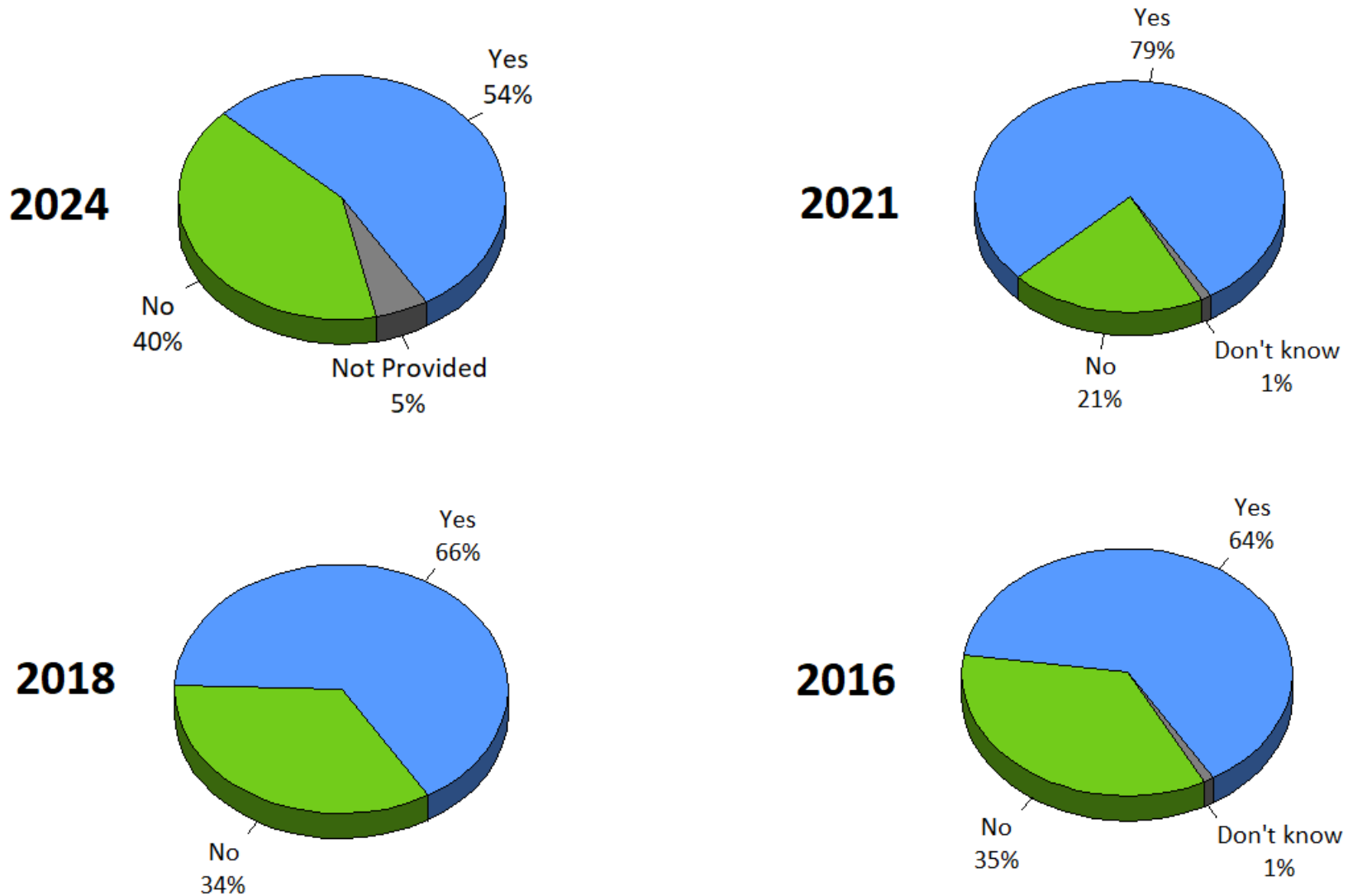
Do you know how to register a complaint or compliment with STA about the Paratransit service? (Q24)

by percentage of respondents



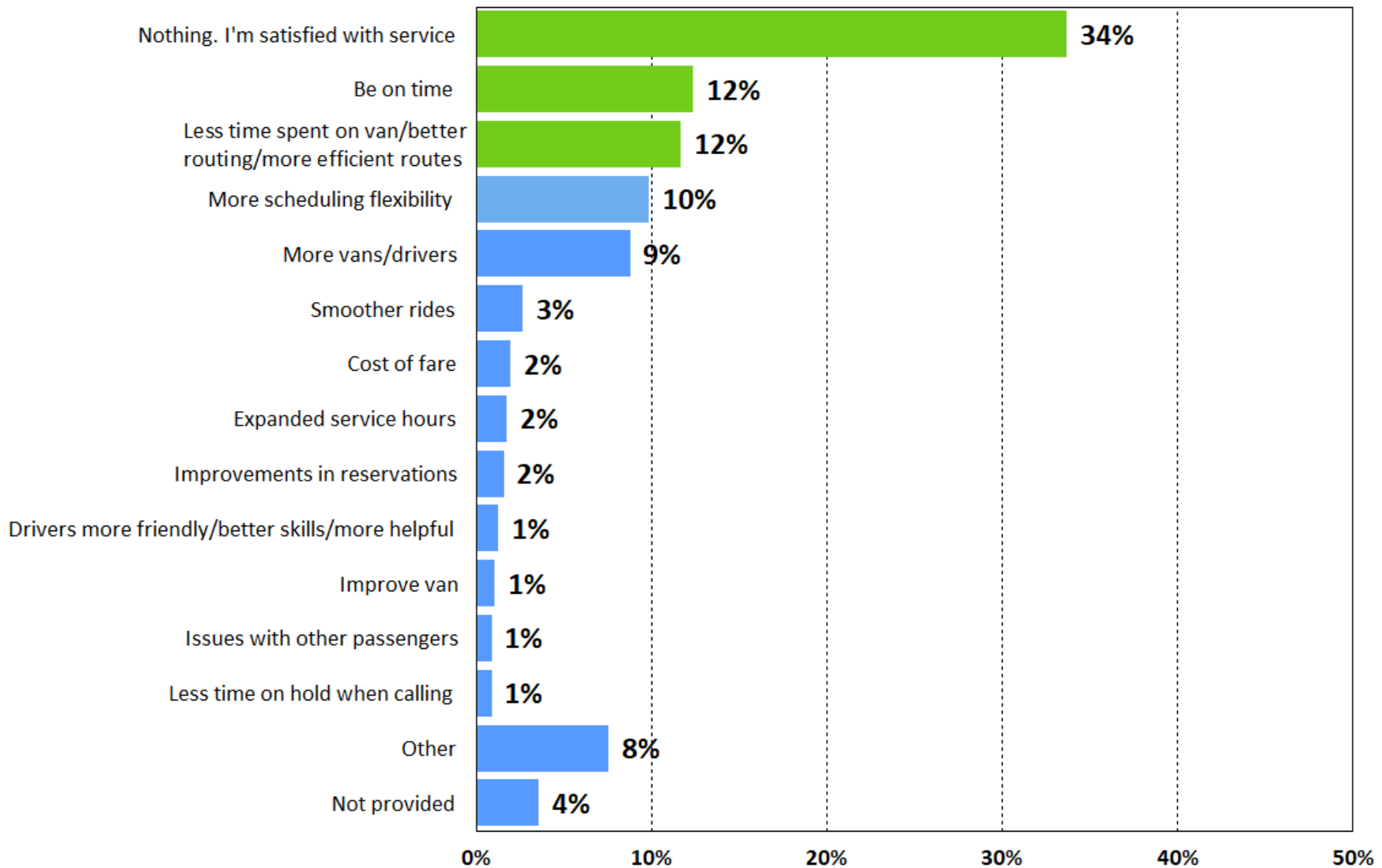
Trends: Do you know how to register a complaint or compliment with STA about the Paratransit service? (Q24)

by percentage of respondents



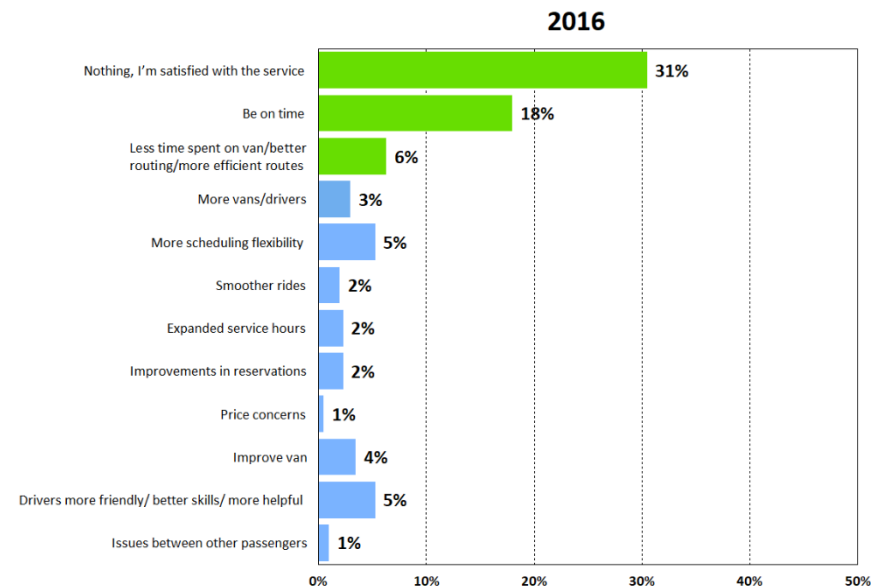
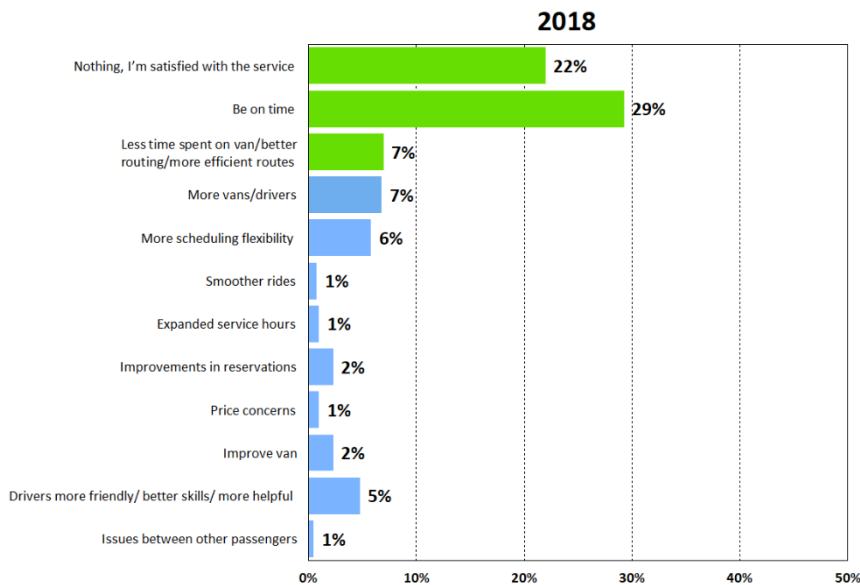
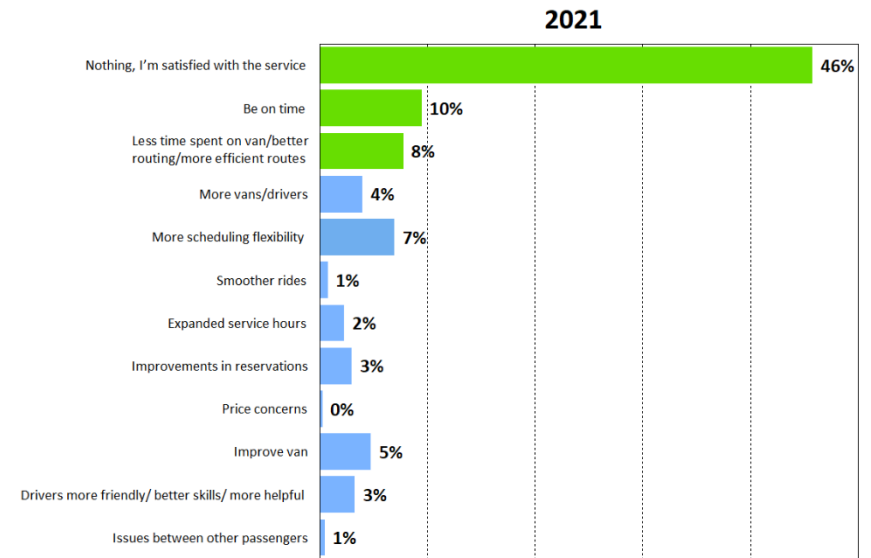
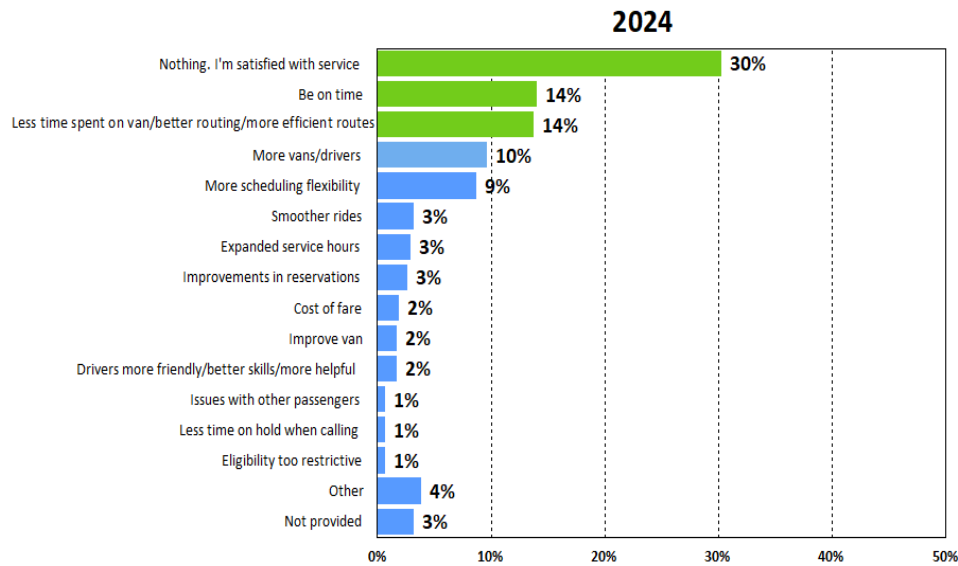
If you could choose ONE thing to improve STA's Paratransit service, what would it be? (Q25)

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 to travel with you	Number	Percent
Yes	59	13.3 %
No	282	63.4 %
Sometimes	104	23.4 %
Total	445	100.0 %

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

Q2. Type of trips you take most often on STA Paratransit	Number	Percent
Work	53	11.9 %
Education	25	5.6 %
Healthcare	333	74.8 %
Leisure/social/recreation	200	44.9 %
Shopping	212	47.6 %
Religious activities	80	18.0 %
Other	32	7.2 %
Total	935	

Q2-7. Other:

Q2-7. Other	Number	Percent
Doctor	2	6.3 %
Banking	2	6.3 %
Visit family	2	6.3 %
Drug store	2	6.3 %
Financial advisor	1	3.1 %
Volunteering	1	3.1 %
Pharmacy	1	3.1 %
Family	1	3.1 %
Veterinary	1	3.1 %
Medical	1	3.1 %
Counseling	1	3.1 %
Respite care	1	3.1 %
HAIR SALON	1	3.1 %
RESPITE CARE	1	3.1 %
VA	1	3.1 %
Going home	1	3.1 %
Haircuts	1	3.1 %
Visiting relatives	1	3.1 %
Dining, grocery shopping	1	3.1 %
Fast food/cooked food	1	3.1 %
Grocery, entertainment	1	3.1 %
Senior centers	1	3.1 %
Gym	1	3.1 %
ARC of Spokane Community Center	1	3.1 %
West Central Learning Center	1	3.1 %
Friends	1	3.1 %
Recovery	1	3.1 %
Salon	1	3.1 %
Total	32	100.0 %

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

(N=445)

	Very likely	9	8	7	6	5	4	2	1	Not at all likely	Not provided
Q3. How likely would you be to recommend riding STA Paratransit to a friend or neighbor	70.8%	9.2%	7.4%	1.3%	1.1%	1.8%	0.2%	0.2%	0.4%	0.9%	6.5%

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=445)

	Very likely	9	8	7	6	5	4	2	1	Not at all likely
Q3. How likely would you be to recommend riding STA Paratransit to a friend or neighbor	75.7%	9.9%	7.9%	1.4%	1.2%	1.9%	0.2%	0.2%	0.5%	1.0%

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	427	96.0 %
No	18	4.0 %
Total	445	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	90	20.2 %
Rarely	219	49.2 %
Occasionally	117	26.3 %
Frequently	15	3.4 %
Not provided	4	0.9 %
Total	445	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	90	20.4 %
Rarely	219	49.7 %
Occasionally	117	26.5 %
Frequently	15	3.4 %
Total	441	100.0 %

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

Q6. Do you make reservations yourself or does someone make them for you	Number	Percent
I make my own reservations	341	76.6 %
Someone makes them for me	104	23.4 %
Total	445	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=341)

	Excellent	Good	Neutral	Poor	Very poor	Not provided
Q6a-1. Customer service provided by reservationist	72.7%	20.8%	3.2%	0.3%	0.0%	2.9%
Q6a-2. Overall ease of scheduling a trip	64.5%	29.0%	2.3%	0.6%	0.0%	3.5%
Q6a-3. Amount of time spent on hold	43.7%	37.0%	12.9%	2.1%	0.3%	4.1%
Q6a-4. Accuracy of booking a reservation	68.6%	24.6%	2.1%	0.9%	0.0%	3.8%
Q6a-5. Ability to schedule trips when needed	58.1%	30.2%	4.7%	2.6%	0.3%	4.1%

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=341)

	Excellent	Good	Neutral	Poor	Very poor
Q6a-1. Customer service provided by reservationist	74.9%	21.5%	3.3%	0.3%	0.0%
Q6a-2. Overall ease of scheduling a trip	66.9%	30.1%	2.4%	0.6%	0.0%
Q6a-3. Amount of time spent on hold	45.6%	38.5%	13.5%	2.1%	0.3%
Q6a-4. Accuracy of booking a reservation	71.3%	25.6%	2.1%	0.9%	0.0%
Q6a-5. Ability to schedule trips when needed	60.6%	31.5%	4.9%	2.8%	0.3%

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 that work for you or not	Number	Percent
Yes	297	87.1 %
No	18	5.3 %
Don't know	26	7.6 %
Total	341	100.0 %

WITHOUT DON'T KNOW

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 that work for you or not	Number	Percent
Yes	297	94.3 %
No	18	5.7 %
Total	315	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	124	27.9 %
Connect card only	230	51.7 %
Cash & Connect card	56	12.6 %
Monthly pass & SMART card	11	2.5 %
1-Ride/Day Pass	10	2.2 %
Other	11	2.5 %
Not provided	3	0.7 %
Total	445	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	124	28.1 %
Connect card only	230	52.0 %
Cash & Connect card	56	12.7 %
Monthly pass & SMART card	11	2.5 %
1-Ride/Day Pass	10	2.3 %
Other	11	2.5 %
Total	442	100.0 %

Q7-6. Other:

Q7-6. Other	Number	Percent
Student ID	6	54.5 %
School district pays	1	9.1 %
SCC student or Connect Card	1	9.1 %
Cash and Day passes	1	9.1 %
EWU I.D. card	1	9.1 %
STA dependant pass	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	44	9.9 %
No	395	88.8 %
Not provided	6	1.3 %
Total	445	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	44	10.0 %
No	395	90.0 %
Total	439	100.0 %

Q8a. What kind of pass do you receive?

Q8a. What kind of pass do you receive	Number	Percent
1-Ride	5	11.4 %
Day Pass	9	20.5 %
Connect Card	26	59.1 %
Not provided	4	9.1 %
Total	44	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	5	12.5 %
Day Pass	9	22.5 %
Connect Card	26	65.0 %
Total	40	100.0 %

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

Q9. Do you have full, conditional, or a temporary level of Paratransit eligibility	Number	Percent
Full	374	84.0 %
Conditional	24	5.4 %
Temporary	19	4.3 %
Not provided	28	6.3 %
Total	445	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. Do you have full, conditional, or a temporary level of Paratransit eligibility	Number	Percent
Full	374	89.7 %
Conditional	24	5.8 %
Temporary	19	4.6 %
Total	417	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	8	1.8 %
3-5 days a week	35	7.9 %
Once or twice a week	54	12.1 %
Once or twice a month	85	19.1 %
Rarely	71	16.0 %
Never	184	41.3 %
Not provided	8	1.8 %
Total	445	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	8	1.8 %
3-5 days a week	35	8.0 %
Once or twice a week	54	12.4 %
Once or twice a month	85	19.5 %
Rarely	71	16.2 %
Never	184	42.1 %
Total	437	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)	66	36.3 %
Depends on weather	44	24.2 %
Enjoy riding the bus	51	28.0 %
To get to a destination	123	67.6 %
Too much hassle to take Paratransit	9	4.9 %
Socialize	21	11.5 %
Other	19	10.4 %
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	145	56.9 %
Live too far/inconvenient location	59	23.1 %
Physically unable to take self/board bus	53	20.8 %
Have a wheelchair & cannot board	35	13.7 %
Can't walk	48	18.8 %
Too much of a hassle	30	11.8 %
Drive myself	7	2.7 %
Don't know how	13	5.1 %
Other	30	11.8 %
Total	420	

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

Q11. How often do you ride Paratransit	Number	Percent
Every day	8	1.8 %
3-5 days a week	94	21.1 %
Once or twice a week	134	30.1 %
Once or twice a month	154	34.6 %
Rarely	50	11.2 %
Not provided	5	1.1 %
Total	445	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	8	1.8 %
3-5 days a week	94	21.4 %
Once or twice a week	134	30.5 %
Once or twice a month	154	35.0 %
Rarely	50	11.4 %
Total	440	100.0 %

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

Q12. At which times of a week do you use Paratransit services	Number	Percent
Weekdays, before 6pm	416	93.5 %
Weeknights, 6pm or later	57	12.8 %
Weekends	139	31.2 %
Total	612	

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

Q13. Is level of service received on weekdays better or worse than service received on weeknights	Number	Percent
Much better	46	10.3 %
A little better	25	5.6 %
Same	133	29.9 %
Worse	6	1.3 %
Not sure-I don't ride both weekdays & weeknights	208	46.7 %
Not provided	27	6.1 %
Total	445	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. Is level of service received on weekdays better or worse than service received on weeknights	Number	Percent
Much better	46	11.0 %
A little better	25	6.0 %
Same	133	31.8 %
Worse	6	1.4 %
Not sure-I don't ride both weekdays & weeknights	208	49.8 %
Total	418	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 than service on weeknights	Number	Percent
Van on time	40	56.3 %
Better drivers	25	35.2 %
More schedule times	21	29.6 %
Better customer service	18	25.4 %
More personalized service	12	16.9 %
Quicker pickup	18	25.4 %
More convenient	12	16.9 %
Cleaner van	11	15.5 %
More vans available	12	16.9 %
Less time spent in van/better routing/fewer stops	17	23.9 %
Other	2	2.8 %
Total	188	

Q13a-11. Other:

Q13a-11. Other	Number	Percent
Better percentage of being on time	1	50.0 %
COME TOO SOON, THEY NEED TO COME LATER	1	50.0 %
Total	2	100.0 %

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

Q14. Is level of service on weekdays better or worse than service on weekends	Number	Percent
Much better	45	10.1 %
A little better	28	6.3 %
Same	160	36.0 %
Worse	3	0.7 %
Much worse	3	0.7 %
Not sure-I don't ride both weekdays & weekends	173	38.9 %
Not provided	33	7.4 %
Total	445	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. Is level of service on weekdays better or worse than service on weekends	Number	Percent
Much better	45	10.9 %
A little better	28	6.8 %
Same	160	38.8 %
Worse	3	0.7 %
Much worse	3	0.7 %
Not sure-I don't ride both weekdays & weekends	173	42.0 %
Total	412	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
than service on weekends

	Number	Percent
Van on time	42	57.5 %
Better drivers	23	31.5 %
More schedule times	27	37.0 %
Better customer service	20	27.4 %
More personalized service	15	20.5 %
Quicker pickup	22	30.1 %
More convenient	11	15.1 %
Cleaner van	11	15.1 %
More vans available	13	17.8 %
Less time spent in van/better routing/fewer stops	16	21.9 %
Other	5	6.8 %
Total	205	

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=445)

	Excellent	Good	Neutral	Poor	Very poor	Not provided
Q15-1. The van arriving for pickup on time	41.1%	44.9%	9.2%	2.5%	0.7%	1.6%
Q15-2. Driver courtesy	72.1%	20.9%	2.9%	0.0%	0.2%	3.8%
Q15-3. The driver driving safely	72.6%	22.7%	2.0%	0.0%	0.2%	2.5%
Q15-4. The driver identifying him or herself	62.7%	25.2%	6.5%	1.1%	0.7%	3.8%
Q15-5. The length of time riding in the van	38.0%	42.2%	12.6%	3.8%	0.2%	3.1%
Q15-6. The van arriving to your appointment on time	51.7%	35.3%	7.9%	1.6%	0.4%	3.1%
Q15-7. Your personal safety on the van	70.3%	23.6%	2.0%	0.4%	0.0%	3.6%
Q15-8. The communication materials provided	45.8%	25.8%	14.4%	1.3%	1.1%	11.5%
Q15-9. The cleanliness of the van interior	65.4%	28.8%	2.5%	0.4%	0.0%	2.9%
Q15-10. The behavior of other riders	35.3%	49.7%	10.3%	0.9%	0.2%	3.6%

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=445)

	Excellent	Good	Neutral	Poor	Very poor
Q15-1. The van arriving for pickup on time	41.8%	45.7%	9.4%	2.5%	0.7%
Q15-2. Driver courtesy	75.0%	21.7%	3.0%	0.0%	0.2%
Q15-3. The driver driving safely	74.4%	23.3%	2.1%	0.0%	0.2%
Q15-4. The driver identifying him or herself	65.2%	26.2%	6.8%	1.2%	0.7%
Q15-5. The length of time riding in the van	39.2%	43.6%	13.0%	3.9%	0.2%
Q15-6. The van arriving to your appointment on time	53.4%	36.4%	8.1%	1.6%	0.5%
Q15-7. Your personal safety on the van	73.0%	24.5%	2.1%	0.5%	0.0%
Q15-8. The communication materials provided	51.8%	29.2%	16.2%	1.5%	1.3%
Q15-9. The cleanliness of the van interior	67.4%	29.6%	2.5%	0.5%	0.0%
Q15-10. The behavior of other riders	36.6%	51.5%	10.7%	0.9%	0.2%

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	258	58.0 %
No	172	38.7 %
Not provided	15	3.4 %
Total	445	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	258	60.0 %
No	172	40.0 %
Total	430	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	114	25.6 %
Safety while boarding vehicle	27	6.1 %
Vehicles arrive within scheduled pickup window	114	25.6 %
Fare price	49	11.0 %
Travel time	10	2.2 %
Operators being friendly & helpful	13	2.9 %
Vehicle comfort	2	0.4 %
Helpful & courteous call center representatives	9	2.0 %
Scheduling a trip is easy	14	3.1 %
Ability to schedule a trip for when I need to	39	8.8 %
Operators driving vehicles safely	33	7.4 %
None chosen	21	4.7 %
Total	445	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	32	7.2 %
Safety while boarding vehicle	34	7.6 %
Vehicles arrive within scheduled pickup window	80	18.0 %
Fare price	47	10.6 %
Travel time	21	4.7 %
Operators being friendly & helpful	65	14.6 %
Vehicle cleanliness	11	2.5 %
Vehicle comfort	7	1.6 %
Helpful & courteous call center representatives	21	4.7 %
Scheduling a trip is easy	20	4.5 %
Ability to schedule a trip for when I need to	40	9.0 %
Calls being answered promptly	8	1.8 %
STA providing adequate communications materials	2	0.4 %
Operators driving vehicles safely	26	5.8 %
None chosen	31	7.0 %
Total	445	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	16	3.6 %
Safety while boarding vehicle	14	3.1 %
Vehicles arrive within scheduled pickup window	53	11.9 %
Fare price	42	9.4 %
Travel time	38	8.5 %
Operators being friendly & helpful	58	13.0 %
Vehicle cleanliness	5	1.1 %
Vehicle comfort	10	2.2 %
Helpful & courteous call center representatives	31	7.0 %
Scheduling a trip is easy	30	6.7 %
Ability to schedule a trip for when I need to	47	10.6 %
Calls being answered promptly	9	2.0 %
STA providing adequate communications materials	2	0.4 %
Operators driving vehicles safely	53	11.9 %
None chosen	37	8.3 %
Total	445	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)

Q17. Top choice	Number	Percent
Personal safety on vehicle	162	36.4 %
Safety while boarding vehicle	75	16.9 %
Vehicles arrive within scheduled pickup window	247	55.5 %
Fare price	138	31.0 %
Travel time	69	15.5 %
Operators being friendly & helpful	136	30.6 %
Vehicle cleanliness	16	3.6 %
Vehicle comfort	19	4.3 %
Helpful & courteous call center representatives	61	13.7 %
Scheduling a trip is easy	64	14.4 %
Ability to schedule a trip for when I need to	126	28.3 %
Calls being answered promptly	17	3.8 %
STA providing adequate communications materials	4	0.9 %
Operators driving vehicles safely	112	25.2 %
None chosen	21	4.7 %
Total	1267	

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?

Q18. How satisfied are you with overall quality of STA Paratransit service	Number	Percent
Very satisfied	307	69.0 %
Satisfied	114	25.6 %
Neutral	12	2.7 %
Dissatisfied	2	0.4 %
Very dissatisfied	4	0.9 %
Not provided	6	1.3 %
Total	445	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	307	69.9 %
Satisfied	114	26.0 %
Neutral	12	2.7 %
Dissatisfied	2	0.5 %
Very dissatisfied	4	0.9 %
Total	439	100.0 %

Q19. When was the last Paratransit ride you took?

Q19. When was the last Paratransit ride you took	Number	Percent
This week	199	44.7 %
1-2 weeks ago	120	27.0 %
3-4 weeks ago	52	11.7 %
More than one month ago	68	15.3 %
Not provided	6	1.3 %
Total	445	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	199	45.3 %
1-2 weeks ago	120	27.3 %
3-4 weeks ago	52	11.8 %
More than one month ago	68	15.5 %
Total	439	100.0 %

Q20. How do you take most of your trips?

<u>Q20. How do you take most of your trips</u>	<u>Number</u>	<u>Percent</u>
In own/family vehicle	79	17.8 %
STA Paratransit vehicle	298	67.0 %
STA fixed route bus	12	2.7 %
Medicaid transportation	12	2.7 %
Taxi/other privately paid transportation	7	1.6 %
Other	24	5.4 %
Not provided	13	2.9 %
Total	445	100.0 %

WITHOUT NOT PROVIDED

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

<u>Q20. How do you take most of your trips</u>	<u>Number</u>	<u>Percent</u>
In own/family vehicle	79	18.3 %
STA Paratransit vehicle	298	69.0 %
STA fixed route bus	12	2.8 %
Medicaid transportation	12	2.8 %
Taxi/other privately paid transportation	7	1.6 %
Other	24	5.6 %
Total	432	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=445)

	<u>Excellent</u>	<u>Good</u>	<u>Neutral</u>	<u>Poor</u>	<u>Very poor</u>	<u>Not provided</u>
Q21-1. Overall application process to receive or renew Paratransit services	54.8%	33.7%	7.0%	0.7%	0.2%	3.6%
Q21-2. Length of time to complete application process	46.5%	36.4%	10.8%	1.6%	0.0%	4.7%
Q21-3. Customer service provided by Paratransit staff	69.0%	23.6%	4.3%	0.4%	0.0%	2.7%
Q21-4. Your understanding of level of Paratransit eligibility that you were assigned	58.0%	29.7%	7.2%	1.6%	0.0%	3.6%

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=445)

	Excellent	Good	Neutral	Poor	Very poor
Q21-1. Overall application process to receive or renew Paratransit services	56.9%	35.0%	7.2%	0.7%	0.2%
Q21-2. Length of time to complete application process	48.8%	38.2%	11.3%	1.7%	0.0%
Q21-3. Customer service provided by Paratransit staff	70.9%	24.2%	4.4%	0.5%	0.0%
Q21-4. Your understanding of level of Paratransit eligibility that you were assigned	60.1%	30.8%	7.5%	1.6%	0.0%

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

Q22. Does the operator walk you to & from the van	Number	Percent
All the time	297	66.7 %
Some of the time	128	28.8 %
None of the time	6	1.3 %
Not provided	14	3.1 %
Total	445	100.0 %

WITHOUT NOT PROVIDED

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

Q22. Does the operator walk you to & from the van	Number	Percent
All the time	297	68.9 %
Some of the time	128	29.7 %
None of the time	6	1.4 %
Total	431	100.0 %

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

Would you say:

Q23. Are you aware of & how do you utilize PASS web	Number	Percent
I am aware of & use PASS web	80	18.0 %
I am aware of but do not use PASS web	77	17.3 %
I am not aware of PASS web	219	49.2 %
I do not have a smart phone	42	9.4 %
Not provided	27	6.1 %
Total	445	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. Are you aware of & how do you utilize PASS web	Number	Percent
I am aware of & use PASS web	80	19.1 %
I am aware of but do not use PASS web	77	18.4 %
I am not aware of PASS web	219	52.4 %
I do not have a smart phone	42	10.0 %
Total	418	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	62	77.5 %
Somewhat useful	8	10.0 %
Neutral	5	6.3 %
Not very useful	1	1.3 %
Not provided	4	5.0 %
Total	80	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	62	81.6 %
Somewhat useful	8	10.5 %
Neutral	5	6.6 %
Not very useful	1	1.3 %
Total	76	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	218	49.0 %
No	203	45.6 %
Not provided	24	5.4 %
Total	445	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	218	51.8 %
No	203	48.2 %
Total	421	100.0 %

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

Q25. What would be one option to improve STA's Paratransit service	Number	Percent
Nothing. I'm satisfied with service	150	33.7 %
Be on time	55	12.4 %
Less time spent on van/better routing/more efficient routes	52	11.7 %
More scheduling flexibility	44	9.9 %
Improvements in reservations	7	1.6 %
Improve van	5	1.1 %
More vans/drivers	39	8.8 %
Drivers more friendly/better skills/more helpful	6	1.3 %
Expanded service hours	8	1.8 %
Cost of fare	9	2.0 %
Issues with other passengers	4	0.9 %
Smoother rides	12	2.7 %
Less time on hold when calling	4	0.9 %
Other	34	7.6 %
Not provided	16	3.6 %
Total	445	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 would be one option to improve STA's Paratransit service	Number	Percent
Nothing. I'm satisfied with service	150	35.0 %
Be on time	55	12.8 %
Less time spent on van/better routing/more efficient routes	52	12.1 %
More scheduling flexibility	44	10.3 %
Improvements in reservations	7	1.6 %
Improve van	5	1.2 %
More vans/drivers	39	9.1 %
Drivers more friendly/better skills/more helpful	6	1.4 %
Expanded service hours	8	1.9 %
Cost of fare	9	2.1 %
Issues with other passengers	4	0.9 %
Smoother rides	12	2.8 %
Less time on hold when calling	4	0.9 %
Other	34	7.9 %
Total	429	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	265	59.6 %
No	153	34.4 %
Not provided	27	6.1 %
Total	445	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	265	63.4 %
No	153	36.6 %
Total	418	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	242	91.3 %
Work	11	4.2 %
School	10	3.8 %
Library	18	6.8 %
Friends & family	28	10.6 %
Somewhere else	22	8.3 %
Total	331	

Q27. What is your zip code?

Q27. Your zip code	Number	Percent
99208	69	15.9 %
99206	46	10.6 %
99202	34	7.8 %
99216	32	7.4 %
99223	30	6.9 %
99205	29	6.7 %
99207	26	6.0 %
99201	25	5.7 %
99218	20	4.6 %
99212	19	4.4 %
99224	16	3.7 %
99004	15	3.4 %
99016	14	3.2 %
99203	14	3.2 %
99037	10	2.3 %
99217	9	2.1 %
99022	8	1.8 %
99001	8	1.8 %
99019	5	1.1 %
99204	4	0.9 %
99027	1	0.2 %
99005	1	0.2 %
Total	435	100.0 %



Survey Instrument



January 22, 2025

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

2025 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.