



**San Francisco
County Transportation
Authority**

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San Francisco Municipal Transportation Agency's (SFMTA's) Paratransit Program

As requested by some of the Expenditure Plan Advisory Committee (EPAC) members, we are sharing questions asked by some EPAC members about the SFMTA's paratransit program along with the responses so that they are available as reference to the entire EPAC. SFMTA and Transportation Authority staff compiled the responses. There are other questions that require more time to prepare a response so we will update the document when that information is available.

In addition, below are links to other information related to the SFMTA's paratransit program that have previously been shared with the EPAC.

- [Paratransit EPAC Presentation from 9/23/2021](#)
- [Paratransit Demographics Factsheet](#)
- [Paratransit Prop K Fact Sheet](#)
- [Draft Paratransit Sales Tax Program Description](#)

Current Paratransit Service Provision

1. How many paratransit requests are made in a day?

Prior to the COVID-19 pandemic, approximately 1,000 van trips and 800 taxis were provided daily.

2. What percentage of those requests are filled?

All trip requests are fulfilled by SFMTA service providers. There is a no trip denial policy at SF Paratransit.

3. Who is your contractor providing this service?

Transdev is the contractor for the SF Paratransit Brokerage. In addition, Transdev also operates the SF Access and a majority of the Group Van service. Transdev also subcontracts with two nonprofits for the remainder of the Group Van operations as well as all the city's taxi companies to provide taxi service.

4. What are the dates of this contract?

The current agreement was signed in June 2016, for a five-year contract with an option for an additional five-year extension, which was executed in June 2021.

5. Does the contractor own the vehicles, maintain the vehicles?

SFMTA owns all the SF Paratransit vehicles. Transdev is required to maintain them with oversight from the SFMTA Quality Assurance team as well as a third-party contractor. [Note: Purchase of new paratransit vehicles is eligible through the Muni - Vehicles program in the preliminary draft new Expenditure Plan.]



6. What is the program oversight? Who conducts the oversight?

SFMTA Accessible Services oversees the Paratransit contract with Transdev. SFMTA staff regularly meets with Transdev to discuss service quality issues. In addition, SFMTA and Transdev staff are in constant communication regarding program policies and administration/operations. In addition, the SFMTA Quality Assurance team provides additional oversight over the maintenance activities. SFMTA also staffs an advisory committee, the Paratransit Coordinating Council, which is comprised of Paratransit consumers, social service agencies serving seniors and persons with disabilities, and other stakeholders to provide input from the user perspective on the SF Paratransit program.

7. Does the contractor or SFMTA conduct customer surveys on the existing service? Can we see these?

Yes, SFMTA does an annual customer satisfaction survey with our Paratransit riders every year. Attachment A to this document contains the most recent survey results from the 2019 survey. We did not conduct the survey in 2020 and 2021 during the pandemic but intend to conduct one in Spring 2022. Service reliability has been very high during the pandemic with reduced traffic and a reduction in trip demand.

Future Growth in Demand

8. What is the unmet need? My concern is that the older adult population is predicted to increase in every district. Will the current funding be able to provide service to this growing demographic? What increase would SFMTA staff like to see in the sales tax apportionment?

SFMTA staff shares your concern that as the older adult population continues to increase every year, there will be greater demand for SF Paratransit services.

The Transportation Authority (SFCTA) Prop K Sales Tax amount dedicated to Paratransit is capped at a maximum amount over the 30-year life of the Expenditure Plan. As the cost to operate Paratransit services has increased over time at a faster rate than growth in sales tax revenues, the percentage of the budget that has been funded (prior to the pandemic) through Prop K funds has decreased. This is true even through the SFCTA advanced Prop K funds to increase the annual contribution over time. (See Table 1 and Figure 1 in the [Paratransit Prop K Fact Sheet](#) for details.

SFMTA would like to see the SFCTA amount dedicated to Paratransit service to be tied to a percentage of the overall annual Paratransit budget to guarantee a sustaining level of funding. From Prop K inception to date, the SFCTA has funded about 40% of SFMTA's Paratransit budget and SFMTA staff hope to maintain that ratio through the new measure, as otherwise the needs will need to be met through the SFMTA operating funds or other revenue sources.

San Francisco Paratransit Brokerage
2019 Customer Satisfaction Survey

Management Report

Survey Dates: April 8 - May 14, 2019

Prepared by

COREY, CANAPARY & GALANIS RESEARCH

447 Sutter Street – Penthouse North

San Francisco, CA 94108

Table of Contents

Background / Introduction.....	4
Executive Summary.....	8
Detailed Results	12
Overall Satisfaction Rating of Paratransit Transportation Services in The Past Year	13
Rating of The Quality of Service on Surveyed Trip.....	16
Reasons Quality of Service on Specific Trip Rated Only Fair or Poor.....	19
Rating Various Aspects of The Surveyed Trip	20
Wheelchair/Ramp Usage and Opinion.....	25
Taxicab Dispatchers	27
Timeliness of Taxi Pick-Up.....	29
SF Paratransit Debit Card	32
SF Access Service Reservation Process.....	35
Timeliness of SF Access Pick-Up	38
Calls to Provider to See Where Ride Was.....	41
Reminder Calls	43
SF Access Taxi Riders	44
Trip Purpose.....	47
Length of Time Using S.F. Paratransit Services	48
Certification Process	49
Paratransit Debit Cards/Ride Tickets	50
Contact with S.F. Paratransit Office.....	51
Brokers Office – Personal Contact	52
Broker’s Office – Telephone Contact	53
Paratransit Office Customer Service Attribute Ratings	54
Office Satisfaction Rating.....	56
Internet and Email Usage.....	58
Cell Phone Characteristics.....	59
App Use	60
Use of Public Transportation.....	61
Frequency of Using SF Paratransit Services.....	62
Demographic Information.....	63
APPENDIX.....	65
Questionnaire	
Technical Memorandum	
Verbatim Comments	
Crosstabulated Tables	

June 27, 2019

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San Francisco Paratransit Brokerage
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Attention: Marc Soto

Re: 2019 San Francisco Paratransit Customer Satisfaction Study Report

Dear Marc:

Included is a copy of the Management Report for the 2018 San Francisco Paratransit Customer Satisfaction Study. The field dates for interviewing were April 8 through May 14, 2019.

As you know, the benchmark study was conducted in 2001, and follow-up surveys were conducted in 2002, 2004, 2005, 2007, 2008, 2010, 2012, 2013, 2015, 2017, 2018 and 2019 (current study). On this current study, 540 telephone interviews were conducted. Interviews were completed among each of the following passenger groups: Taxi program users, ramp taxi users, SF Access Users, Group Van Users, Group Van Directors/Coordinators.

This report contains seven main sections: background/introduction, overview, management summary (charted), detailed results, verbatim comments, statistical tables, and an appendix.

Sincerely,

Jon Canapary
CEO

Background / Introduction

Muni has offered paratransit services for the City and County of San Francisco (CCSF) since 1978. Since its inception, private providers under contract have performed all trips, initially directly for Muni, and later, for Muni's paratransit broker.

IntelliRide, a division of Transdev Services, Inc., is the current paratransit broker and Transdev Services, Inc., operates the SF Access, Shop-A-Round, and Van Gogh services, as well as most of group van services at the time of this survey. Operating as SF Paratransit, the Paratransit Broker oversees and manages the delivery of paratransit services in San Francisco on behalf of Muni. The Paratransit Broker's Office is located at 68 12th Street, San Francisco.

Basic responsibilities of the SF Paratransit program include:

- Providing ADA-compliant, door-to-door, transportation to certified riders.
- Ensuring that service is provided in the best, most cost-effective manner with emphasis on making as much service on taxis available to riders as an option.
- Ensuring to the extent practicable that service is safe, reliable, on time, and meets other quality standards.
- Making eligibility determinations in accordance with ADA guidelines and the Regional Eligibility Process established by the Bay Area Transit Agencies in conjunction with the Metropolitan Transportation Commission (MTC).
- Retailing all paratransit debit card value and SF Access trip tickets.
- Maintaining passenger records and generating reports.
- Overseeing contracted service providers.
- Recording, investigating, and resolving formal service complaints.
- Conducting outreach and program information dissemination.

SF Paratransit Transportation Programs & Service Providers

SF Access

At the time of the survey, San Francisco Paratransit had one operator performing all SF Access van service, Transdev Services, Inc.

This service is traditional ADA paratransit service that is available to all ADA-certified riders whether they use wheelchairs or are ambulatory. This service format is day-ahead/advance reservation, and is shared-ride. Riders must make reservations one (1) to seven (7) days in advance of the trip date. Service is available 24 hours a day, seven days a week. The fare for SF Access service is \$2.50 per one-way trip, which may be paid by exact cash or with tickets that may be purchased at the Paratransit Broker's Office located at 68 12th Street, San Francisco, CA 94103, in person, by telephone (with credit card), by mail, or online using the MuniMobile app.

SF Paratransit Customer Satisfaction Survey – April 2019

Group Van Service

Under the SF Paratransit Group Van program, prearranged, subscription-type, door-to-door paratransit service is provided to individuals going to eligible Adult Day/Health Care programs, sheltered workshops, nutrition and recreation centers, and other similar programs, primarily during the week. At the time of the survey, the current operators performing Group Van service were:

Centro Latino de San Francisco
Kimochi

Transdev Services, Inc.
Self Help for the Elderly

Taxi Service

Local taxi companies under contract to the Broker perform approximately 41% of all paratransit service. A small portion of taxi service is delivered using ramp taxis. Taxis fares are paid differently than van fares. A taxi-eligible patron has an SF Paratransit issued debit card and a monthly allotment and purchase date. A patron may purchase between 1 and up to 11 units of debit card value each month. Each unit has a \$30 value and retails for \$6 per unit. Each unit purchased adds \$30 worth of value onto a patron's debit card. A patron may then pay for a taxi ride using their debit card at the end of a taxi trip and pay the exact metered fare (and optionally a 10% tip up to \$2) and that amount will be deducted from their debit card account balance.

At the time of the survey, the following San Francisco taxi companies are under contract to the Broker:

Citywide Dispatch

Metro Cab

Flywheel Taxi Dispatch

Flywheel Taxi*

Alliance Cab*

Fog City Dispatch

American Taxicab

Fog City Cab

Lucky Cab

Max Cab

Regents Cab

Metro Cab

SF Super Cab*

National Dispatch

National Cab*

USA Cab

Veterans Cab*

SF Taxicab Dispatch

Comfort Cab*

SF Taxicab*

Town Dispatch

ABC Cab

Eco Taxicab*

Town Taxi

Vina Cab*

Luxor Dispatch

Luxor Cab*

Citywide Taxi*

Crown Cab

Green Cab

Yellow Dispatch

Yellow Cab of San Francisco*

In addition, one San Mateo county taxi company, Serra Yellow Cab of Daly City, is under contract to the Broker.

* = ramp medallion(s)

^ = not a San Francisco taxi company

S.F. Paratransit Customer Satisfaction Survey – May 2018

CCSF regulations require that all San Francisco taxi companies participate in the paratransit program subject to compliance with Muni paratransit program guidelines and requirements.

Public Participation

Muni and the Broker obtain input from the riding public through various mechanisms, including a number of regularly scheduled meetings. Some of these input channels include:

- The Paratransit Coordinating Council and its various committees, both standing and ad hoc committees, such as the Planning, Coordination & Operations (PC&O) Committees.
- MAAC – the Muni Accessibility Advisory Committee, concerned primarily with fixed-route services and accessibility issues related thereto.
- Department of Aging & Adult Services.

Input is also received from the City's Human Services Agency and the Mayor's Office on Disabilities, regarding both Department of Aging & Adult Services-funded group van service and regular ADA paratransit services.

The Survey

The survey method was chosen to provide unbiased, statistically valid data, collected by an independent research company. Key characteristics of the survey are:

Stratified sampling of 540 respondents on the 2019 study. In 2018, 528 interviews were completed. In 2017, 535 interviews were completed. Riders were asked about their most recent trip using SF Paratransit service or a Paratransit debit card.

Survey was administered over the phone by professional interviewers in English and Spanish, Vietnamese, Cantonese, Tagalog, and Russian (with translators used as needed). Questions elicited both objective information and subjective rider assessments.

The report presents the results in both a graphical and text format. For ease of understanding, most of the results are shown using percentages. Where mean numbers are shown, the responses have been translated to scaled numeric scores. For example, in reporting on Question 2, where respondents rated the service on their most recent trip as excellent, good, only fair, or poor, the responses were assigned the numbers 4 to 1, respectively. Then, the numeric scores for all the responses were added up and divided by the number of respondents, to compute a mean (average) score. Where appropriate, results of the three previous surveys (2018, 2017, and 2015) are included for purposes of comparison with the current study (2019).

For the most part, the 2019 survey instrument remained the same as that of the survey conducted in 2018, 2017, and 2015. In 2002, the questions were developed by Corey, Canapary & Galanis (CC&G) Research following meetings with representatives of the San Francisco Paratransit Broker, MUNI, and selected San Francisco Paratransit riders.

Since 2008, attendants not on the surveyed trip were permitted to be interviewed if the SF Paratransit user was otherwise unable to participate in the survey. This appears to have resulted in a slightly higher percentage of "Don't know" responses in some instances.

CC&G is an independent survey research company established in 1933 in San Francisco. The firm conducts research for various transportation agencies in the Bay Area, as well as throughout other industries.

S.F. Paratransit Customer Satisfaction Survey – May 2018

The study has been designed as a survey to be conducted on a regular basis (annual or otherwise). For tracking purposes, most of the standard satisfaction questions have remained the same. A few of the peripheral questions have been and will be added or eliminated as concerns change. Some numbers have been rounded so that response totals equal 100%.

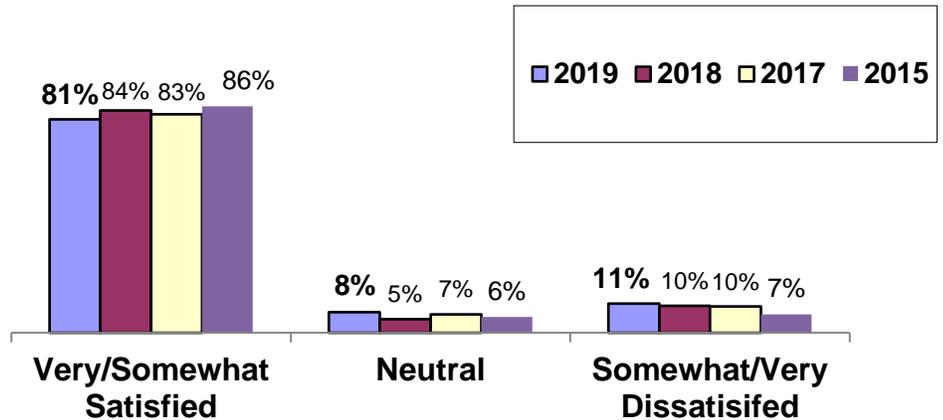
Executive Summary

Executive Summary

OVERALL RATING

- Most are satisfied with paratransit service. The percentage of respondents rating the service very or somewhat satisfied is lower than last year’s rating.
 - 2019 (81%)
 - 2018 (84%)
 - 2017 (83%)
 - 2015 (86%)

Q1. Overall Rating Of Satisfaction With Services



SURVEYED TRIP

- Trips were most likely to be for for medical purposes (53%).
- Most riders (90%) rate the quality of service on the surveyed trip overall as excellent or good.
- Group Van users were the most likely to rate the surveyed trip excellent or good. SF Access (AMB) were the least likely.
- Of those riders who rated their satisfaction fair or poor, the greatest causes of dissatisfaction with the surveyed trip was that the driver either came late or the rider arrived late at their destination.

-----BY SAMPLE SEGMENT-----

Surveyed Trip	TOTAL	TAXI	RAMP TAXI	SF ACCESS (WC)	SF ACCESS (AMB)	GP VAN RIDERS
(Percent (%) rating the trip excellent or good)						
2019	90%	92%	90%	87%	80%	100%
2018	91%	93%	94%	83%	93%	92%
2017	90%	93%	95%	78%	88%	92%
2015	91%	91%	91%	86%	94%	100%

TAXIS

- Among Paratransit enrollees using a Taxi or a Ramp Taxi on their last trip, most give a positive rating to the timeliness of the cab driver picking them up (91%).
- Over three-quarters (75%) of respondents reported that they were picked up either early/on-time or within ten minutes of their scheduled pickup.
- Among those rating the timeliness of service as Fair or Poor, the most common negative reason was that the pick up was having to wait too long (or longer than expected) and having to call more than once.
- Two-thirds of Taxi/Ramp Taxi users (68%) were not aware of the 30-minute window allowed by taxi regulations.
- Most riders overall (92%) rated the dispatcher's courtesy as Excellent or Good.
- Most riders overall (91%) rated the reservation process as Excellent or Good.
- Most riders overall (91%) rated the timeliness of the cab company pickup as Excellent or Good.

SF ACCESS

- Nearly two-thirds (61%) of SF Access riders who called to make a reservation were given the pickup time they requested.
- Of those who called for their ride, most SF Access riders (83%), give a positive rating to the courtesy of the person who took their reservation and 82% rated the process excellent or good.
- Among those rating the timeliness of service less than excellent, the most common reasons given for the rating were the driver being late.
- Nearly three-quarters (70%) of SF Access riders were aware of size of the pick-up window.
- Half of the time (49%), SF Access riders stated that their van trip took less time than a bus would have taken.
- Nearly three-quarters (72%) of those who receive reminder calls find them very helpful.
- Half (56%) of SF Access riders also use their SF Paratransit debit card to pay for taxi rides.
 - Only a quarter (28%) of these riders would have preferred a taxi on this trip.

SF PARATRANSIT BROKER'S OFFICE

- Half (56%) of riders have either visited or have telephoned the San Francisco Paratransit Office within the past year.
- Most respondents (95% who visited and 83% who called) indicated everything worked out to their satisfaction.
- Percentage very/somewhat satisfied (removing "Don't Know" responses):
(4% don't know in 2019, 5% don't know in 2018, 5% don't know in 2017, 12% don't know if 2015)
 - 2019 (93%)
 - 2018 (95%)
 - 2017 (94%)
 - 2015 (93%)

FREQUENCY OF USING SF PARATRANSIT SERVICES

- The average rider takes a trip using Paratransit service about 3 times per week (2.63). Group Van riders said they rode the most frequently.
- Overall, a typical SF Paratransit rider made an average of 43.2 trips between January 1 and April 1, 2019.

OTHER RATINGS

- Overall experience using the Paratransit Debit Card rates relatively high – 90% rate it as excellent or good. The most cited reasons for a positive rating were the card’s ease of use, lack of problems using it, and the lack of a need to carry cash or script. The most cited reasons for a negative rating were problems with the card machine, that the card is more expensive to use, and that drivers don’t universally accept it.
- Two-thirds (65%) of riders own a cell phone, and nearly two-thirds (60%) of these riders indicated that their cellphone is a smartphone. Three-fourths (77%) of riders have never used a smartphone app to schedule a ride. Of those who have scheduled a ride with an app, they were most likely to use Flywheel (13%). Notably, 14% use either Uber (8%) or Lyft (6%).

CONCLUSION

- The quantitative findings from the current study (2019) indicate that a high share (81%) of San Francisco Paratransit enrollees are very or somewhat satisfied with the Paratransit Transportation Services provided to them during the last year. The percentage of respondents rating the service Very or Somewhat Satisfied has declined since last year (84% in 2018).
 - In 2019, a high share (90%) of users rated satisfaction on the surveyed trip the trip excellent or good. This rating remained similar to the rating achieved in 2018 (91%) and 2017 (90%).
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Detailed Results

Overall Satisfaction Rating of Paratransit Transportation Services in The Past Year

- Most respondents (81%) indicated they are very satisfied with the Paratransit Transportation Services provided during the past year.
- With the exception of group van riders, which showed an increase, all subgroups rate overall satisfaction the same or lower than in 2018.

Q1. Thinking about your experience with Paratransit Transportation Services in San Francisco during the last year, which of the following comes closest to describing your rating of the services provided to you? Very Satisfied, Somewhat Satisfied, Neutral, Somewhat Dissatisfied, or Very Dissatisfied?

	2019 (Apr 2019)	2018 (May 2018)	2017 (Apr 2017)	2015 (Apr 2015)
Base: (All Users)	540	528	535	526
Percent (%) saying they are	%	%	%	%
(5) Very Satisfied	54	52	56	59
(4) Somewhat Satisfied	27	32	27	27
(3) Neutral	8	5	7	6
(2) Somewhat Dissatisfied	8	7	6	5
(1) Very Dissatisfied	4	3	4	2
Don't Know/Refused	-	52	<1	1
		100%	100%	100%
Recap:				
Very/Somewhat Satisfied	81%	84%	83%	86%
Very/Somewhat Dissatisfied	11%	10%	10%	7%
AVERAGE (mean) RATING (5-point scale)	4.20	4.24	4.26	4.37

(See Statistical Table 1)

NOTE: A five point scale was used on this question. Higher average ratings are more positive. Very Satisfied = 5, Somewhat Satisfied = 4, Neutral = 3, Somewhat Dissatisfied = 2, Very Dissatisfied = 1. Don't Know responses have been eliminated in calculating the averages. Maximum positive score = 5.00. Lowest possible score = 1.00.

Overall Satisfaction by Survey Sub-Groups

Group	[Number of Respondents]	Average Ratings	Very/ Somewhat Satisfied	Very/ Somewhat Dissatisfied
TOTAL				
Apr 2019	[540]	4.20	81%	11%
May 2018	[528]	4.24	84%	10%
Apr 2017	[535]	4.26	83%	10%
Apr 2015	[526]	4.37	86%	7%
BY SAMPLE SEGMENTS				
Taxi				
Apr 2019	[241]	4.44	88%	6%
May 2018	[241]	4.49	91%	5%
Apr 2017	[236]	4.45	89%	6%
Apr 2015	[238]	4.54	89%	6%
Ramp Taxi				
Apr 2019	[51]	4.14	82%	8%
May 2018	[51]	4.28	84%	12%
Apr 2017	[42]	4.33	86%	10%
Apr 2015	[45]	4.20	84%	8%
SF Access (WC)				
Apr 2019	[89]	3.81	71%	21%
May 2018	[96]	3.85	76%	19%
Apr 2017	[99]	3.94	75%	15%
Apr 2015	[113]	4.14	84%	14%
SF Access (AMB)				
Apr 2019	[80]	3.61	60%	24%
May 2018	[77]	3.78	70%	14%
Apr 2017	[72]	3.83	85%	19%
Apr 2015	[57]	4.05	77%	11%

(See Statistical Table 1)

NOTE: A five point scale was used on this question. Higher average ratings are more positive. Very Satisfied = 5, Somewhat Satisfied = 4, Neutral = 3, Somewhat Dissatisfied = 2, Very Dissatisfied = 1. Don't Know responses have been eliminated in calculating the averages. Maximum positive score = 5.00. Lowest possible score = 1.00.

Overall Satisfaction by Survey Sub-Groups

Group	[Number of Respondents]	Average Ratings	Very/ Somewhat Satisfied	Very/ Somewhat Dissatisfied
Group Van Riders				
Apr 2019	[64]	4.61	94%	2%
May 2018	[55]	4.33	87%	11%
Apr 2017	[56]	4.63	95%	2%
Apr 2015	[58]	4.76	97%	2%
May 2013	[64]	4.61	92%	5%
Group Van Directors				
Apr 2019	[15]	4.33	80%	13%
May 2018	[8]	4.63	100%	-
Apr 2017	[17]	4.18	76%	12%
Apr 2015	[15]	3.53	53%	27%
May 2013	[12]	4.00	75%	-

(See Statistical Table 1)

NOTE: A five point scale was used on this question. Higher average ratings are more positive. Very Satisfied = 5, Somewhat Satisfied = 4, Neutral = 3, Somewhat Dissatisfied = 2, Very Dissatisfied = 1. Don't Know responses have been eliminated in calculating the averages. Maximum positive score = 5.00. Lowest possible score = 1.00.

Rating of The Quality of Service on Surveyed Trip

- Most riders (90%) rate the quality of service on the surveyed trip as excellent or good, leading to a mean (average) score of 3.45.
- While all group riders (100%) surveyed rated their satisfaction excellent or good, taxi riders were the next most likely to rate their trip as excellent or good, with a rating of 92%.
- With 80% rating the trip excellent or good, SF Access (AMB) riders were the least likely to rate their trip excellent or good.
- Those riders who have a mobility or frailty disability rated their trip somewhat higher than other riders.

Q2. Overall, would you say the quality of service on this trip was Excellent, Good, Only Fair, or Poor?

	2019 (Apr 2019)	2018 (May 2018)	2017 (Apr 2017)	2015 (Apr 2015)
Base: (All Users)*	497	481	501	459
Percent (%) saying they are	%	%	%	%
(4) Excellent	60	56	58	56
(3) Good	29	36	32	35
(2) Only Fair	5	6	6	6
(1) Poor	5	3	4	2
Don't Know/Refused	-	-	1	1
	100%	100%	100%	100%
Recap:				
Excellent/Good	90%	91%	90%	91%
Only Fair/Poor	10%	9%	10%	8%
AVERAGE (mean) RATING (4-point scale)	3.45	3.44	3.45	3.47

(See Statistical Table 6)

* Excludes Group Van Directors/Coordinators.

NOTE: A four point scale was used on this question. Higher average ratings are more positive. Excellent = 4, Good = 3, Only Fair = 2, Poor = 1. Don't Know responses have been eliminated in calculating the averages. Maximum positive score = 4.00. Lowest possible score = 1.00.

Quality of Service on Surveyed Trip by Sub-Groups

Group	[Number of Respondents]	Average Ratings	Excellent/ Good	Only Fair/ Poor
TOTAL				
Apr 2019	[497]	3.45	90%	10%
May 2018	[481]	3.44	91%	9%
Apr 2017	[501]	3.45	90%	10%
Apr 2015	[459]	3.47	91%	8%
May 2013	[512]	3.49	93%	6%
BY SAMPLE SEGMENTS*				
Taxi				
Apr 2019	[239]	3.52	92%	8%
May 2018	[236]	3.54	93%	7%
Apr 2017	[235]	3.56	93%	6%
Apr 2015	[235]	3.47	91%	7%
May 2013	[216]	3.61	96%	3%
Ramp Taxi				
Apr 2019	[49]	3.47	90%	10%
May 2018	[51]	3.49	94%	6%
Apr 2017	[41]	3.61	95%	5%
Apr 2015	[44]	3.55	91%	9%
May 2013	[69]	3.52	90%	10%
SF Access (WC)				
Apr 2019	[82]	3.35	87%	13%
May 2018	[84]	3.23	83%	17%
Apr 2017	[93]	3.15	78%	19%
Apr 2015	[96]	3.32	86%	13%
May 2013	[110]	3.37	90%	9%

(See Statistical Table 6)

* Excludes Group Van Directors/Coordinators

NOTE: A four point scale was used on this question. Higher average ratings are more positive. Excellent = 4, Good = 3, Only Fair = 2, Poor = 1. Don't Know responses have been eliminated in calculating the averages. Maximum positive score = 4.00. Lowest possible score = 1.00.

Quality of Service on Surveyed Trip by Sub-Groups

Group	[Number of Respondents]	Average Ratings	Excellent/ Good	Only Fair/ Poor
SF Access (AMB)				
Apr 2019	[80]	3.16	80%	20%
May 2018	[73]	3.44	93%	7%
Apr 2017	[82]	3.38	88%	11%
Apr 2015	[51]	3.49	94%	6%
May 2013	[63]	3.29	91%	10%
Group Van Riders				
Apr 2019	[47]	3.72	100%	
May 2018	[37]	3.30	92%	8%
Apr 2017	[50]	3.46	92%	6%
Apr 2015	[33]	3.79	100%	-
May 2013	[54]	3.46	94%	6%
BY DISABILITY TYPE (2019 only)				
Apr 2019 (TOTAL)	[497]	3.45	90%	10%
Mobility	[363]	3.48	91%	9%
Frailty	[45]	3.40	91%	9%
Developmental	[45]	3.38	84%	16%
Blindness/Low vision	[40]	3.28	83%	18%
BY PURPOSE (2018 Only)				
Apr 2019 (TOTAL)	[497]	3.45	90%	10%
Medical trips	[262]	3.45	90%	10%
All other	[229]	3.44	90%	10%

(See Statistical Table 6)

NOTE: A four point scale was used on this question. Higher average ratings are more positive. Excellent = 4, Good = 3, Only Fair = 2, Poor = 1. Don't Know responses have been eliminated in calculating the averages. Maximum positive score = 4.00. Lowest possible score = 1.00.

Reasons Quality of Service on Specific Trip Rated Only Fair or Poor

(2019 Survey)

- Driver came late or late arrival at the destination were the most common complaints by those who rated the quality of service on the surveyed trip as only fair or poor.

Q3. Could you please tell me why you found the quality of the service (only fair/poor)? Anything else?

	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders
Base: (Rated quality only fair or poor)	51	19^	5^	11^	16^	-
Percent (%) saying reason for only fair or poor rating is...	%	%	%	%	%	%
DRIVER CAME LATE	29	26	20	36	31	-
LATE FOR MY APPOINTMENT/LATE GETTING HOME	16	5	20	18	25	-
DRIVER NOT KNOWLDGEABLE ABOUT CITY/HAD DIFFICULTY FINDING DESTINATION	14	11	40	9	13	-
DRIVER RUDE/NOT COURTEOUS/NOT FOCUSED ON JOB	10	11	-	18	6	-
DRIVER NEVER SHOWED	10	16	-	18	-	-
TRIP TOOK TOO LONG	6	5	-	-	13	-
DROPPED OFF (OR PICKED UP) AT WRONG LOCATION	6	5	20	-	6	-
WRONG VEHICLE TYPE SENT/HARD TO GET PREFERRED VEHICLE TYPE	6	5	20	9	-	-
GENERAL (WASN'T GOOD, JUST AVERAGE, ETC)	4	5	-	-	6	-
DRIVER CAME TOO EARLY/DID NOT WAIT AS THEY SHOULD HAVE	2	-	-	9	-	-
CAB/LIFT VAN TOOK TOO LONG TO ARRIVE	2	5	-	-	-	-
DRIVER DID NOT ASSIST ME/GET IN OR OUT/TO OR FROM MY HOME	2	-	20	-	-	-
TOO MANY PEOPLE IN VAN/TOO MANY STOPS TO MAKE	2	-	-	-	6	-
DRIVER NOT KNOWLEDGEABLE ABOUT NEED TO SECURE WHEELCHAIRS/PASSENGERS	2	-	-	9	-	-
DRIVER DROVE TOO FAST/UNSAFELY	2	-	20	-	-	-
COULD NOT UNDERSTAND DRIVER/DRIVER DID NOT UNDERSTAND WHAT I WAS SAYING	2	5	-	-	-	-
DISPATCHER PROVIDED INACCURATE INFORMATION (WAIT TIME, VEHICLE LOCATION, ETC.)	2	-	-	-	6	-
DON'T KNOW/NA/REFUSED	2	5	-	-	-	-

(See Statistical Table 9)

^Caution: Small base

Rating Various Aspects of The Surveyed Trip

- Among all respondents, all five of these attributes received at least 90% of their ratings in the “Excellent” or “Good” categories and 3.50 out of 4.
- “Courtesy of the driver “was the highest rated at 3.56 out of 4 and 94% of all respondents rating it excellent or good.

Q4. On the next set of questions, I would like you to rate a number of aspects of this trip using the same rating scale of Excellent, Good, Only Fair or Poor. How would you rate _____?

The courtesy of the driver?

The driver’s understanding of appropriate ways to relate to and assist someone with your disabilities?

The driving skills of the driver?

The driver’s knowledge of the City?

The cleanliness of the vehicle?

	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders
Base: (All Users) *	497	239	49	82	80	47
Courtesy of driver (%)						
(4) Excellent	64	68	69	55	55	66
(3) Good	30	26	22	35	41	32
(2) Only Fair	4	3	2	9	3	-
(1) Poor	2	2	6	1	1	2
Don’t Know/No Answer	<1	1	-	-	-	-
	100%	100%	100%	100%	100%	100%
MEAN (Out of 4.0)	3.56	3.62	3.55	3.44	3.50	3.62
	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders
Base: (All Users) *	497	239	49	82	80	47
The driving skills of the driver (%)						
(4) Excellent	61	62	63	57	55	70
(3) Good	31	31	27	33	36	26
(2) Only Fair	5	3	6	6	8	2
(1) Poor	1	1	4	1	-	-
Don’t Know/No Answer	2	3	-	2	1	2
	100%	100%	100%	100%	100%	100%
MEAN (Out of 4.0)	3.55	3.58	3.49	3.50	3.48	3.70

* Excludes Group Van Directors/Coordinators

(See Statistical Tables 10 & 12)

Rating Various Aspects of The Surveyed Trip

	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders
Base: (All Users) *	497	239	49	82	80	47
The cleanliness of the vehicle (%)						
(4) Excellent	58	56	59	55	58	70
(3) Good	35	35	35	38	38	28
(2) Only Fair	4	5	6	4	-	2
(1) Poor	1	-	-	-	4	-
Don't Know/No Answer	3	4	-	4	1	-
	100%	100%	100%	100%	100%	100%
MEAN (Out of 4.0)	3.55	3.54	3.53	3.53	3.51	3.68
Driver's understanding of appropriate ways to relate to/assist someone with their disabilities (%)						
Base: (All Users) *	497	239	49	82	80	47
(4) Excellent	60	63	65	54	51	68
(3) Good	31	31	22	33	39	30
(2) Only Fair	4	3	6	6	8	2
(1) Poor	3	2	4	6	1	-
Don't Know/No Answer	1	2	2	1	1	-
	100%	100%	100%	100%	100%	100%
MEAN (Out of 4.0)	3.52	3.57	3.52	3.36	3.42	3.66
The driver's knowledge of the City, that is, his/her ability in finding the way (%)						
Base: (All Users) *	497	239	49	82	80	47
(4) Excellent	60	64	63	49	49	74
(3) Good	30	28	24	38	36	23
(2) Only Fair	6	4	8	9	10	2
(1) Poor	3	3	4	2	4	-
Don't Know/No Answer	1	2	-	2	1	-
	100%	100%	100%	100%	100%	100%
MEAN (Out of 4.0)	3.50	3.57	3.47	3.36	3.32	3.72

(See Statistical Tables 11, 13, & 14)

* Excludes Group Van Directors/Coordinators

Rating Various Aspects of The Surveyed Trip

Multi-Year Comparison

	TOTAL	TAXI	RAMP TAXI	SF ACCESS (WC)	SF ACCESS (AMB)	GP VAN RIDERS
Percent (%) rating excellent or good:						
Courtesy of the driver						
2019	94%	94%	92%	90%	96%	98%
2018	93%	94%	94%	93%	90%	84%
2017	91%	93%	95%	86%	88%	92%
2015	91%	92%	95%	88%	86%	97%
Driving skills of the driver (good driver)						
2019	92%	93%	90%	90%	91%	96%
2018	95%	97%	92%	94%	93%	92%
2017	92%	94%	98%	91%	89%	90%
2015	94%	93%	100%	91%	100%	100%
Cleanliness of the vehicle						
2019	93%	92%	94%	93%	95%	98%
2018	91%	93%	82%	93%	93%	89%
2017	87%	91%	80%	81%	89%	82%
2015	91%	92%	93%	88%	90%	91%
Driver’s understanding of appropriate ways to relate to and assist someone with your disability(ies)						
2019	92%	94%	88%	87%	90%	98%
2018	92%	92%	92%	94%	90%	89%
2017	88%	89%	95%	85%	84%	92%
2015	89%	88%	91%	90%	88%	100%
Driver’s knowledge of the City, that is, his/her ability in finding the way						
2019	90%	92%	88%	87%	85%	98%
2018	93%	93%	92%	93%	89%	95%
2017	92%	94%	100%	88%	89%	92%
2015	92%	92%	93%	90%	92%	94%

(See Statistical Tables 10-14)

Rating Various Aspects of The Surveyed Trip

	TOTAL	TAXI	RAMP TAXI	SF ACCESS (WC)	SF ACCESS (AMB)	GP VAN RIDERS
OVERALL RATING						
2019	90%	92%	90%	87%	80%	100%
2018	91%	93%	94%	83%	93%	92%
2017	90%	93%	95%	78%	88%	92%
2015	91%	91%	91%	86%	94%	100%

(See Statistical Table 6)

Driver’s Assistance Getting In and Out of the Vehicle

- Just over half of all respondents (56%) indicated they need assistance when getting in and out of the vehicle. SF Access (AMB) passengers are least likely to need assistance (48%), while SF Access (WC) are most likely (67%) to need the driver’s help.
- Of those who do require assistance, most (92%) rate the driver’s assistance helping them get in and out of the vehicle as excellent or good.

Q5. Did you need assistance when getting in and out of the vehicle?

Q5a. How would you rate the driver’s assistance when helping you get in and out of the vehicle? Would you say (it was) Excellent, Good, Only Fair, or Poor?

	TOTAL	TAXI	RAMP TAXI	SF ACCESS (WC)	SF ACCESS (AMB)	GP VAN RIDERS
Base: (All Users) *	497	239	49	82	80	47
Percent (%) saying						
Yes, needed assistance	56	51	63	67	48	66
No.....	44	49	37	33	53	34
	100%	100%	100%	100%	100%	100%
Base: (Needed Assistance)	278	123	31	55	38	31
Driver’s assistance when helping them get in and out of the vehicle (%)						
(4) Excellent.....	74	77	74	65	66	84
(3) Good	18	15	16	22	26	13
(2) Only Fair.....	5	3	6	5	8	3
(1) Poor.....	3	3	3	5	-	-
Don’t Know/No Answer/Not Applicable.....	1	1	-	2	-	-
	100%	100%	100%	100%	100%	100%
Multi-year comparison (Average score, 4-point scale)						
2019	3.64	3.68	3.61	3.50	3.58	3.81
2018	3.65	3.70	3.70	3.58	3.64	3.52
2017	3.59	3.64	3.77	3.45	3.49	3.64
2015	3.62	3.63	3.74	3.54	3.52^	3.82

* Excludes Group Van Directors/Coordinators

(See Statistical Tables 15 & 16)

^ Caution – Small Bases.

Wheelchair/Ramp Usage and Opinion

- One third (32%) of Paratransit riders surveyed used a wheelchair on the surveyed trip. Over two-thirds (70%) of possible lift/ramp users used one.
- Most riders (92% and 95%, respectively) rated drivers “Excellent” or “Good” in their ability to secure the wheelchair or operate the lift or ramp.

Q6. Were you traveling in a wheelchair on this trip?

Q6a. How would you rate the knowledge and ability of the driver in securing the wheelchair?

Q6b. Were you offered a shoulder belt when your wheelchair was secured inside the vehicle?

Q6-1. Did you use the lift or ramp in getting in or out of the van/ramp taxi?

Q6-1a. How would you rate the knowledge and ability of the driver in operating the lift or ramp?

	TOTAL	TAXI	RAMP TAXI	SF ACCESS (WC)	SF ACCESS (AMB)	GP VAN RIDERS
Base: (All Users) *	497	239	49	82	80	47
Percent (%) saying						
Yes, using a wheelchair on this trip	32	10	71	90	10	36
No, not using a wheelchair on this trip	68	90	29	10	90	64
	100%	100%	100%	100%	100%	100%
Base: (Possible lift/ramp users) *	186	-	49	82	8^	47
Percent (%) saying						
Yes, used lift or ramp on this trip.....	70	-	69	93	88	28
No, did not use a lift or ramp on this trip	30	-	31	7	13	72
	100%	100%	100%	100%	100%	100%

* Excludes Group Van Directors/Coordinators.

(See Statistical Tables 17 & 20)

^ Caution – small bases.

Wheelchair/Ramp Usage & Opinion

	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders
Base: (Used wheelchair on trip)	158	24	35	74	8^	17^
Knowledge and ability of the driver in securing the wheelchair (%)						
(4) Excellent	65	71	69	58	75	76
(3) Good	27	25	26	30	25	24
(2) Only Fair	4	-	6	5	-	-
(1) Poor	1	-	-	3	-	-
Did Not Secure	2	-	-	4	-	-
	100%	100%	100%	100%	100%	100%
MEAN (Out of 4.0)	3.60	3.74	3.63	3.49	3.75	3.76
Were you offered a shoulder belt when your wheelchair was secured inside the vehicle? (%)						
Yes	88	88	77	89	100	100
No	7	8	17	4		
Don't know/Refused	5	4	6	7		
	100%	100%	100%	100%	100%	100%
	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders
Base: (Used lift/ramp)	130	-	34	76	7^	13^
Knowledge and ability of the driver in operating the lift or ramp (%)						
(4) Excellent	63	-	76	61	43	54
(3) Good	32	-	18	34	57	46
(2) Only Fair	3	-	3	4	-	-
(1) Poor	1	-	3	-	-	-
Don't Know/No Answer	1	-	-	1	-	-
	100%	100%	100%	100%	100%	100%
MEAN (Out of 4.0)	3.59	-	3.68	3.57	3.43	3.54

^ Caution – small bases

(See Statistical Tables 18, 19, & 21)

Taxicab Dispatchers

- Over three-quarters (88%) of Taxi/Ramp taxi users called to schedule their trip.
- Most Taxi/Ramp Taxi users (84%) called a cab company dispatcher/automated dispatch line.
- Riders overall (92%) rated the dispatcher’s courtesy as Excellent or Good. Nearly the same percentage (91%) rated the reservation process itself as Excellent or Good.

This next set of questions deal with the taxicab dispatchers.

Q7int. How did you schedule your trip?

Q7. Did you call the cab company dispatcher or did you call the driver himself on his/her cell phone to arrange for this trip?

Q7a. How would you rate the courtesy of the cab company dispatcher or reservation person?

Q7b. And how would you rate the reservation process itself, taking into consideration the time on hold, the number of people you had to talk with and the ability of the reservation people to handle your call?

	Total	Taxi	Ramp Taxi
Base: (Used taxi or ramp taxi)	288	239	49
How did you schedule your trip?			
Called	88	87	94
Flagged a cab on the street	8	9	-
Booked cab electronically (app or web)	3	3	4
Don't know	1	1	2
	100%	100%	100%
Base: (Used taxi or ramp taxi program and did not flag cab or book electronically)	254	208	46
Percent (%) saying they arranged for trip by...			
Called cab company dispatcher/automated dispatch line	84	89	63
Assistant called cab company dispatcher	8	8	7
Called driver on his/her cell phone	7	2	30
Don't know/Refused	1	1	-
	100%	100%	100%

(See Statistical Tables 22 & 23)

Taxicab Dispatchers

	Total	Taxi	Ramp Taxi
Base: (Called cab company dispatcher)	214	185	29
Courtesy of the cab company dispatcher or reservation person (%)			
(4) Excellent	64	66	52
(3) Good	28	26	41
(2) Only Fair	4	3	7
(1) Poor	<1	1	-
Don't Know/No Answer	4	4	-
	100%	100%	100%
MEAN (Out of 4.0)	3.62	3.64	3.45
The reservation process itself (%)			
(4) Excellent	55	55	59
(3) Good	36	36	34
(2) Only Fair	6	5	7
(1) Poor	-	-	-
Don't Know/No Answer	4	4	-
	100%	100%	100%
MEAN (Out of 4.0)	3.51	3.51	3.52

(See Statistical Tables 24 & 25)

Timeliness of Taxi Pick-Up

- Among Paratransit enrollees using a Taxi or a Ramp Taxi on their last trip, most give a positive rating to the timeliness of the cab driver picking them up (91%). The average rating for timeliness has since 2017 has remained the same for Ramp Taxi, but has increased for regular taxis.
- The most common negative reason for lower ratings were having to wait too long (or longer than expected) and having to call more than once.
- Three-quarters (75%) of respondents reported that they were picked up either early/on time or within 10 minutes of their scheduled pick up.
- Notably, 68% of riders said they were **not** completely aware of the pickup window in 2018 (compared with 72% in 2018 and 2017, 71% in 2015, 74% in 2013, and 63% in 2012).

Q8. How would you rate the timeliness of the cab driver in picking you up on this trip which we are reviewing?

Q8b. About how much time (in minutes) elapsed between when you expected the cab and it arrived?

Q8c. Did you know that taxi/industry regulations allow the cab companies to pick up passengers up to 30 minutes between the time the rider calls and when the cab picks up the passenger?

	Total	Taxi	Ramp Taxi
Base: (Used taxi or ramp taxi)	288	239	49
Timeliness of the cab driver (%)			
(4) Excellent	64	64	63
(3) Good	26	26	29
(2) Only Fair	5	5	6
(1) Poor	2	2	2
Don't Know/No Answer	3	3	-
	100%	100%	100%
MEAN (Out of 4.0)	3.58	3.58	3.53

(See Statistical Table 26)

Q8a. (IF GOOD, FAIR OR POOR) Why is that?

	Total	Taxi	Ramp Taxi
Base: (Rated timeliness less than excellent)	95	77	18^
Percent (%) saying reason for rating is...	%	%	%
Cab Driver Came Quickly/On Time/Came After Calling Only Once	47	47	50
Had to Wait Too Long/Longer Than Expected	16	14	22
Good Driver/Knew the Way/Was Courteous/Helpful	4	4	6
Had to Call More Than Once/Told No Taxis in My Area	4	4	6
Problem with Dispatch / Reservation	4	4	6
It Was Acceptable/Worked as Required	4	4	6
Late Pickup/Arrived Late at Destination	3	4	-
I Was Picked Up Early.	2	1	6
Driver Did Not Know City/Route	2	3	-
Driver Was Rude/Unsafe	1	-	6
Problem with Pickup/Driver	1	1	-
Pleasant/Enjoyable Ride	1	1	-
Taxi Never Showed Up.	1	1	-
Arrived at Destination On Time	1	1	-
Don't Know/No Answer	9	10	6

^ Caution – small base

(See Statistical Table 27)

Timeliness of Taxi Pick-Up

	Total	Taxi	Ramp Taxi
Base: Used ramp taxi/taxi	288	239	49
Time between when cab was expected and when it arrived (%)	%	%	%
None - Arrived when expected or earlier	35	34	41
1-10 Minutes	40	41	35
11-20 Minutes	9	10	6
21-30 Minutes	2	2	4
31-45 Minutes	1	1	2
46-60 Minutes	<1	<1	-
More Than 60 Minutes	1	1	-
Don't Know/Refused	11	10	12
	100%	100%	100%
Average number of minutes	9.88	9.57	11.61
Median number of minutes	8.00	8.00	10.00
Aware of 30 minute time window (%)			
Aware of thirty-minute window	26	25	33
Not aware	68	69	61
Don't Know	6	5	6
	100%	100%	100%

(See Statistical Tables 28 & 29)

SF Paratransit Debit Card

- Taxi and ramp taxi users were generally satisfied with their use of the Paratransit debit card, with 90% rating it excellent or good.
- The most cited reasons for a positive rating were the card’s ease of use, lack of problems using it, and the lack of a need to carry cash or script.
- The most cited reasons for a negative rating were problems with the card machine, that the card is more expensive to use, and that drivers don’t universally accept it.

Q8d. Overall, how would you rate your experience using the SF Paratransit debit card?

	Total	Taxi	Ramp Taxi
Base: Used taxi or ramp taxi	288	239	49
SF Paratransit Debit Card experience (%)			
(4) Excellent	61	63	53
(3) Good	29	30	24
(2) Only Fair	8	5	18
(1) Poor	1	1	2
Don't Know/No Answer	1	1	2
	100%	100%	100%
MEAN (Out of 4.0)	3.52	3.56	3.31

(See Statistical Table 30)

SF Paratransit Debit Card

Q8e. In a few words why do you rate your experience with SF Debit Card excellent or good/fair or poor?

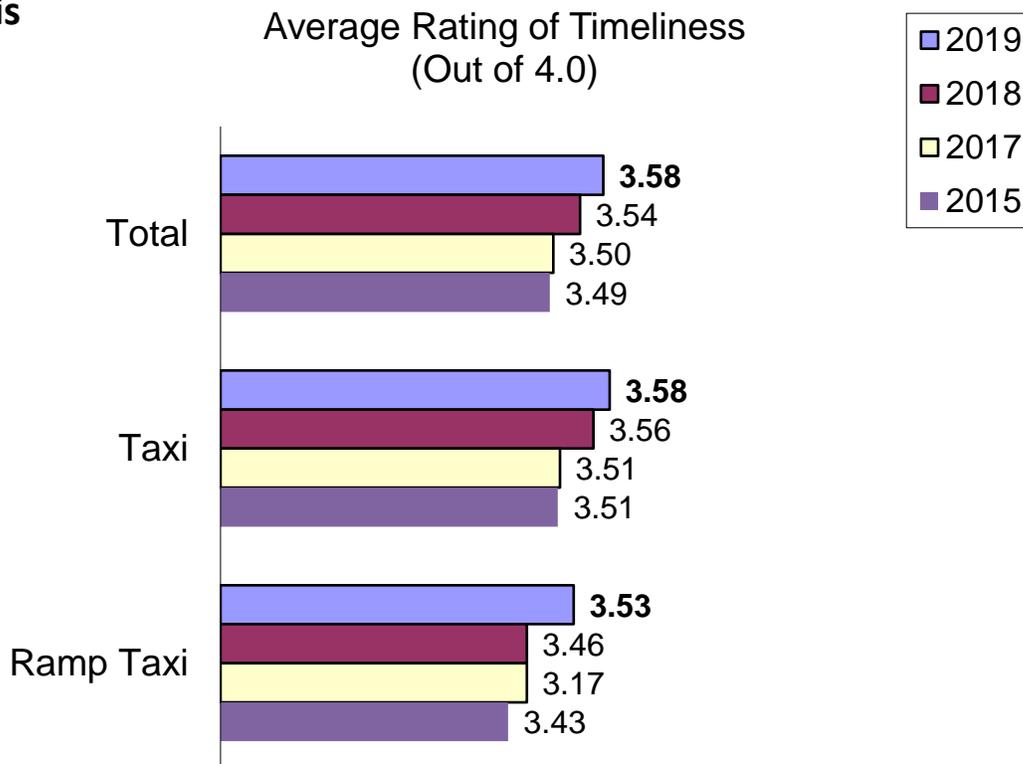
	Total	Taxi	Ramp Taxi
Base: Used taxi or ramp taxi and rated SF Debit Card excellent or good	259	221	38
Percent (%) saying reason for rating is...	%	%	%
Card is easy to use	34	36	24
Don't have any problems with it/good/works as expected	16	17	13
Problems with card machine/card approval	12	14	5
Don't have to carry cash/script	11	10	16
Refused/don't know	10	9	18
Professional/helpful/courteous drivers	3	3	5
It's fast	3	3	8
Drivers don't accept card/pressure user to pay cash	3	4	-
Know/easy to check balance	3	3	5
Card is economical/fee is reasonable	3	3	3
Difficult to/unsure how to add money to	2	2	3
Card is more expensive/tip is automatic	2	2	3
Card is accepted by all cabs	2	1	3
Did not get receipt	1	1	-
Unprofessional/rude drivers	<1	-	3
	Total	Taxi	Ramp Taxi
Base: Used taxi or ramp taxi and rated SF Debit Card fair or poor	25	15^	10^
Percent (%) saying reason for rating is...	%	%	%
Problems with card machine/card approval	52	53	50
Card is more expensive/tip is automatic	16	20	10
Drivers don't accept card/pressure user to pay cash	12	7	20
Unprofessional/rude drivers	8	7	10
Difficult to/unsure how to add money to	8	7	10
Can't use on ride share (Uber, Lyft, etc.)	8	7	10
Did not get receipt	4	-	10

^ Caution – small bases

(See Statistical Tables 31 and 32)

Multi-Year Comparison

Taxis



Percent rating excellent or good	All Riders	Taxi	Ramp Taxi
Courtesy of the cab company dispatcher/reservation person (when called)			
2019	92%	92%	93%
2018	95%	95%	93%
2017	91%	92%	86%
2015	93%	93%	91%
Reservation process itself (when called)			
2019	91%	90%	93%
2018	93%	95%	83%
2017	91%	91%	93%
2015	91%	92%	82%
Timeliness of cab company in picking them up			
2019	91%	90%	92%
2018	93%	94%	86%
2017	93%	92%	98%
2015	90%	91%	86%

SF Access Service Reservation Process

- Most of SF Access riders (84%) either call or have someone else call for a van. Only one and a half out of ten riders (16%) have a standing order.
- Of those who called for their ride, 83% rated the courtesy of the person who took the reservation excellent or good and 82% rated the process itself as excellent or good.
- Nearly two-thirds (61%) were given the pickup time they requested. One and a half in ten (16%) were given a pickup time earlier than they requested and 11% were given a pickup later than they requested. On average, an earlier than requested pickup time was 18 minutes and an average later than requested pickup time was 22 minutes.

This next set of questions deal with SF Access service.

Q9. Did you call the van company to make a reservation or do you have a standing order appointment?

Q9a. How would you rate the courtesy of the people at the van company when you called to make the reservation?

Q9b. And how would you rate the reservation process itself, taking into consideration the time on hold, the number of people you had to talk with and the ability of the reservation people to handle your call?

9b1. Were you given the actual time requested or were you given an earlier or later time?

9b2. How much earlier/later?

	Total	SF Access (WC)	SF Access (AMB)
Base: SF Access riders – on trip	162	82	80
Arranged for this ride by (%)			
Called Van Company	73	68	79
Have "Standing Order"	16	13	19
Attendant Called	10	18	3
	100%	100%	100%

(See Statistical Table 33)

SF Access Service Reservation Process

	Total	SF Access (WC)	SF Access (AMB)
Base: Called to make reservation	119	56	63
Courtesy of reservationist (%)			
(4) Excellent	49	43	54
(3) Good	34	36	33
(2) Only Fair	10	13	8
(1) Poor	4	4	5
Don't Know/No Answer	3	5	-
	100%	100%	100%
MEAN (Out of 4.0)	3.31	3.25	3.37
Reservation process itself (%)			
(4) Excellent	41	39	43
(3) Good	41	41	41
(2) Only Fair	6	7	5
(1) Poor	10	9	11
Don't Know/No Answer	2	4	
	100%	100%	100%
MEAN (Out of 4.0)	3.15	3.15	3.16

(See Statistical Tables 34 & 35)

SF Access Service Reservation Process

	Total	SF Access (WC)	SF Access (AMB)
Base: Called to make reservation	119	56	63
Requested pickup time (%)			
Given Actual Pick-Up Time	61	61	62
Given Earlier Time	16	11	21
Given Later Time	11	16	6
Don't Know/Refused	12	13	11
	100%	100%	100%
Base: Given earlier pick-up time	19^	6^	13^
Pickup time earlier than requested (%)			
1-10 Minutes Earlier	32	33	31
11-15 Minutes Earlier	11	-	15
16-20 Minutes Earlier	16	33	8
21-30 Minutes Earlier	-	-	-
More Than 30 Minutes Earlier	16	-	23
Don't Know/Refused	26	33	23
	100%	100%	100%
MEAN (Minutes Earlier)	18	13	20
Base: Given later pick-up time	13^	9^	4^
Pickup time later than requested (%)			
1-10 Minutes Later	31	33	25
11-15 Minutes Later	-	-	-
16-20 Minutes Later	-	-	-
21-30 Minutes Later	23	33	-
More than 30 Minutes Later	8	-	25
Don't Know/Refused	38	33	50
	100%	100%	100%
MEAN (Minutes Later)	22	18	33

^Caution: small base.

(See Statistical Tables 36-38)

Timeliness of SF Access Pick-Up

- 81% of riders rated the timeliness of their pickup as “excellent” or “good.”
- Of those who rated timeliness as less than excellent, over one-third (41%) reported that they were picked up either early/on time or within 10 minutes of their scheduled pick up.
- When the van arrived late it was an average of 22 minutes late.
- The most common reason for lower ratings were late drivers.
- Over three-quarters of riders (70%) of riders were aware of the size of the window.
- Half of the time (49%) the van ride took less time than the bus and 22% of the time it took the same amount of time as the bus. The average trip time was 33 minutes.

Q9c. How would you rate the timeliness of the van driver in picking you up on this trip?

Q9c2. About how much time (in minutes) elapsed between when you expected the van and it appeared?

	Total	SF Access (WC)	SF Access (AMB)
Base: SF Access riders – on trip	162	82	80
Timeliness of the van driver (%)			
(4) Excellent	52	55	49
(3) Good	30	24	35
(2) Only Fair	9	10	9
(1) Poor	7	6	8
Don't Know/No Answer	2	5	-
	100%	100%	100%
MEAN (Out of 4.0)	3.30	3.35	3.25
Base: Rated timeliness less than excellent	74	33	41
Pickup time (%)			
1-10 Minutes	16	15	17
11-15 Minutes	8	12	5
16-20 Minutes	4	6	2
21-30 Minutes	7	9	5
More Than 30 Minutes	11	9	12
Arrived When Expected or Earlier	24	24	24
Don't Know/No Answer	30	24	34
	100%	100%	100%
MEAN (Minutes late)	24.74	21.47	28.00

(See Statistical Tables 39 & 41)

Timeliness of SF Access Pick-Up

Q9c1. Why is that [Rated timeliness of the driver [good, only fair, or poor]?

	Total	SF Access (WC)	SF Access (AMB)
Base: Rated timeliness less than excellent	74	33	41
Driver came late	35	36	34
Driver came on time/within window	15	9	20
Don't know/na/refused	14	12	15
Got to destination on time/quickly	12	15	10
Late for my appointment/late getting home	9	9	10
Driver was courteous/helpful	5		10
Too many people in van/too many stops to make/too tightly scheduled	5	6	5
Had to call (more than once) before van came/got different responses/wrong info	4	9	-
It was ok/good/alright	4	6	2
Arrived before i was ready/before window	3	3	2
Driver knew where to go	1	-	2
Driver came late	35	36	34
Driver came on time/within window	15	9	20
Got to destination on time/quickly	12	15	10
Late for my appointment/late getting home	9	9	10
Driver was courteous/helpful	5	-	10
Too many people in van/too many stops to make/too tightly scheduled	5	6	5
Had to call (more than once) before van came/got different responses/wrong info	4	9	-
It was ok/good/alright	4	6	2
Arrived before i was ready/before window	3	3	2
Driver knew where to go	1	-	2
Don't know/NA/refused	14	12	15

(See Statistical Table 40)

Timeliness of SF Access Pick-Up

Q9d. Did you know that the rules allow SF Access (the van company) a time period or "window" of 20 minutes, 5 minutes before and up to 15 minutes after during which they can pick you up?

Q10-1. It is the goal of San Francisco Paratransit to provide rides which take a similar amount of time as (fixed route) Muni bus service. Would you say your ride on this trip: Took less time than the bus; took about the same time as the bus; took longer than the bus?

Q10-2. About how long did your Paratransit ride take?

	Total	SF Access (WC)	SF Access (AMB)
Base: SF Access riders – on trip	162	82	80
Aware of pick-up window duration (%)			
Yes	70	66	74
No	26	33	19
Don't Know/No Answer	4	1	8
	100%	100%	100%
Van ride on this trip took: (%)			
Took less time than the bus	49	51	46
Took about the same amount of time as the bus	22	23	20
Took longer than the bus	7	5	9
Don't know/No Answer	23	21	25
	100%	100%	100%
Van ride on this trip took: (%)			
1-15 Minutes	23	23	24
16-30 Minutes	35	40	29
31-45 Minutes	11	12	10
46-60 Minutes	6	5	8
Longer Than 60 Minutes	7	5	9
Don't Know/No Answer	18	15	21
	100%	100%	100%
MEAN (Minutes ride took)	32.95	29.49	36.79

(See Statistical Tables 42-44)

Calls to Provider to See Where Ride Was

- In the past three months, two-thirds (68%) of SF Access riders have called to see where their ride was.
- Overall, SF Access Riders have called 4 of the last 10 times they used the service to see where their ride was.
- About two-thirds (61%) of SF Access riders who called Where’s My Ride, rated the way their calls were handled as excellent or good. One third (35%) rated it only fair or poor. The most prevalent reason for rating it only fair or poor was getting inaccurate information or standard excuses when they called and having to wait to long to speak with someone.

Q11. In the past three months or so, have you had to call the van provider to see where your ride was?

Q11a. (IF YES) Overall, how would you rate the manner in which your call/s were handled?

Q11b Why is that (rated “Where’s My Ride” only fair or poor)

Q11c. (IF YES to Q11) Thinking about the last ten Paratransit rides you have taken, how many times have you had to call to see where your ride was?

	Total	SF Access (WC)	SF Access (AMB)
Base: SF Access riders – on trip	162	82	80
Percent (%) who said in the past three months			
Yes	68	67	69
No	28	27	29
Don’t Know/No Answer	4	6	3
	100%	100%	100%
Base: Have called “Where’s My Ride” in past three months	110	55	55
Times calling in the past 10 rides: (%)			
Never Had To Call Last 10 Trips	1	-	2
1 Time	16	16	16
2-3 Times	32	38	25
4-6 Times	22	20	24
7-10 Times	22	20	24
Don’t Know/No Answer	7	5	9
	100%	100%	100%
MEAN (Times called out of 10)	4.28	4.23	4.34

(See Statistical Table 45 & 48)

Calls to Provider to See Where Ride Was

	Total	SF Access (WC)	SF Access (AMB)
Base: Have called “Where’s My Ride” in past three months	110	55	55
Rated manner in which their call/s were handled (%)			
(4) Excellent	29	27	31
(3) Good	32	35	29
(2) Only Fair	28	31	25
(1) Poor	7	5	9
Don’t Know/No Answer	4	2	5
	100	100	100
MEAN (Out of 4.0)	2.86	2.85	2.87

	Total	SF Access (WC)	SF Access (AMB)
Base: Rated only fair or poor	39	20	19 [^]
Information provided is inaccurate/given same standard excuses every time	36	25	47
Have to wait too long to speak with someone/no one answers phone/forever on hold/too many calls in front of mine	21	15	26
Agent rude/unprofessional/uncaring	18	10	26
Problem with ride (late arrival, poor driver, substandard equioment, etc.)	18	25	11
Problem was unresolved/have to call multiple times	10	10	11
Don't know/no answer	13	20	5

(See Statistical Tables 46 & 47)

[^]Caution: small base.

Reminder Calls

- Just over two-thirds (88%) of SF Access riders who receive reminder calls remembered receiving these calls.
- Nearly three-quarters (72%) of those who receive Where’s My Ride reminder calls find them very helpful.

Q11d. Do you receive reminder calls from SF Paratransit's trip info line 10 minutes before your promised pick up time?

Q11e. How helpful are these calls?

Q11f. Why is that (find reminder calls not helpful)?

	Total	SF Access (WC)	SF Access (AMB)
Base: SF Access riders on trip who receive reminder calls	92	45	47
Percent (%) who said			
Yes, receive reminder calls	88	91	85
No, do not receive reminder calls	4	4	4
Don't Know/No Answer	8	4	11
	100%	100%	100%
Base: Receive reminder calls	81	41	40
Percent (%) who said			
Very helpful	72	73	70
Somewhat helpful	23	24	23
Not helpful	4	2	5
Don't Know/No Answer	1	-	3
	100%	100%	100%
Base: Find reminder calls unhelpful	3^	1^	2^
Percent (%) who said			
Calls are inaccurate	33		50
Calls are too early	67	100	50

(See Statistical Tables 49, 50, & 51)

SF Access Taxi Riders

- Half of SF Access riders (56%) also use their SF Paratransit Debit Card to pay for taxi rides.
- Only one-quarter (28%) of SF Access Riders who also use their debit card to pay for taxis would have preferred a taxi on this trip.

Q11_1. Do you use ever use SF Paratransit Debit Card for taxi service?

Q11_1A. Would you have preferred to use a taxi instead of a van for this trip?

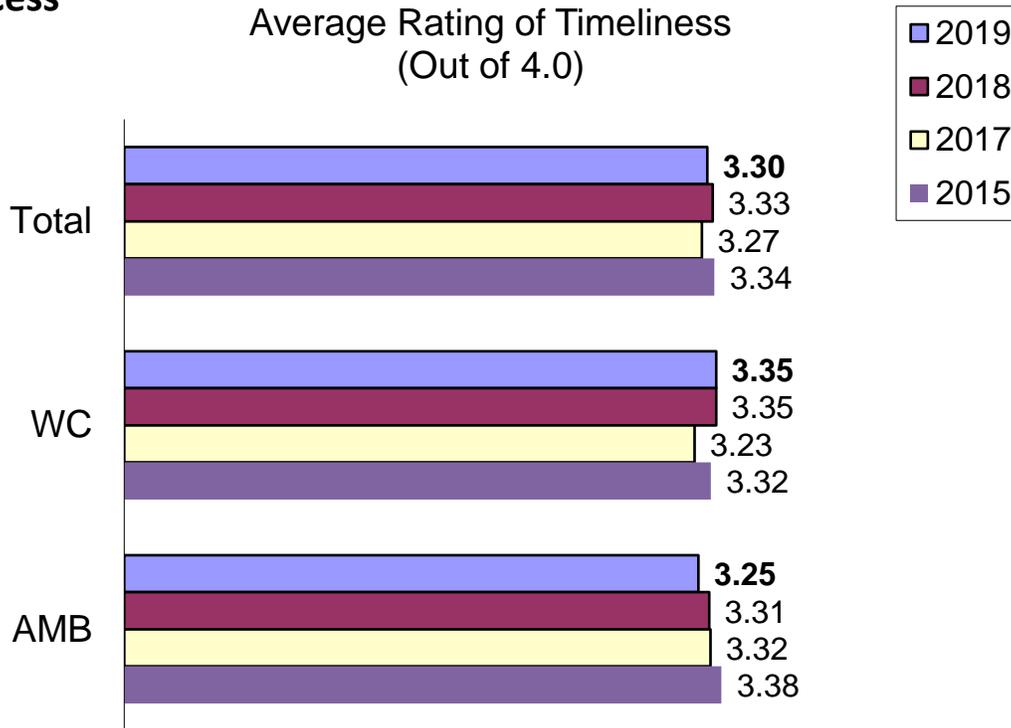
	Total	SF Access (WC)	SF Access (AMB)
Base: SF Access riders on trip who use a SF Paratransit Debit Card	154	79	75
Percent (%) who said			
Yes	56	48	64
No	44	52	36
	100%	100%	100%
Base: Use debit card to pay for taxis	86	38	48
Percent (%) who said			
Yes, would have preferred a taxi for this trip.	28	29	27
No, would have preferred a van for this trip.	50	61	42
Don't Know/No Answer	22	11	31
	100%	100%	100%

(See Statistical Tables 52 & 53)

Multi-Year Comparison

SF Access

Average Rating of Timeliness
(Out of 4.0)



Percent rating excellent or good	All Riders	SF Access	
		WC	AMB
Courtesy of people when calling to make a reservation			
2019	83%	79%	87%
2018	89%	87%	91%
2017	87%	87%	87%
2015	87%	83%	94%
Timeliness of Van Driver			
2019	81%	79%	84%
2018	85%	86%	85%
2017	87%	85%	89%
2015	84%	83%	84%
Reservation process itself (when called)			
2019	82%	80%	84%
2018	83%	87%	80%
2017	85%	87%	84%
2015	81%	77%	88%

Percent rating excellent or good	All Riders	SF Access	
		WC	AMB
The manner in which calls to “Where’s My Ride” were handled			
2019	61%	62%	60%
2018	64%	61%	67%
2017	62%	60%	64%
2015	64%	56%	78%
2013	67%	70%	62%

Trip Purpose

- Half of all trips (53%) were for medical purposes (including Dialysis and Physical Therapy) except for Group Van riders, whose primary trip purpose was adult day care.

Q12. What was the main purpose of this trip?

	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders
Base: (All Users) *	497	239	49	82	80	47
Percent (%) saying their trip was for:						
Medical appointment other than dialysis or rehabilitation	46	54	49	56	33	6
Errands (grocery shopping, bank, hair appt, etc.)	17	26	18	5	11	-
Adult day care	10	1	-	5	5	87
Visiting/recreation/social/out for a meal	9	8	16	9	13	4
Dialysis	5	<1	4	11	18	-
Place of worship	5	4	4	9	6	-
Physical therapy/rehabilitation	2	2	2	1	1	-
Civic purpose or meeting/committee meeting	1	2	2	-	1	-
School or college	1	1	-	1	4	-
Employment or employment-related task	1	<1	2	-	3	-
Government or social services	1	<1	2	-	1	-
Volunteer work	1	<1	-	-	3	-
Nutrition/exercise program	0	<1	-	1	-	-
Don't know/refused	1	<1	-	2	3	2
	100%	100%	100%	100%	100%	100%

*All respondents except Group Van Directors/Coordinators

(See Statistical Table 55)

Length of Time Using S.F. Paratransit Services

- Half (48%) of survey participants have been using San Francisco Paratransit Services for at three years or less.

Q13. How long have you been using S.F. Paratransit Services?

	2019 (Apr 2019) Total	2018 (May 2018) Total	2017 (Apr 2017) Total	2015 (Apr 2015) Total
Base: (All Users)	540	528	535	526
Length of time using SF Paratransit services (%)				
Less Than 6 Months	10	8	6	10
6 Months - 1 Year	12	10	11	14
1 To 3 Years	25	28	35	27
4 To 6 Years	19	16	16	15
More Than 6 Years	32	32	29	29
Don't Know/No Answer/Not Applicable	1	6	3	5
	100%	100%	100%	100%

	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders	Group Van Coord
Base: (All Users)	540	241	51	89	80	64	15
Length of time using SF Paratransit services (%)							
Less Than 6 Months	10	9	14	13	14	8	-
6 Months - 1 Year	12	14	10	9	10	16	-
1 To 3 Years	25	28	16	30	26	22	-
4 To 6 Years	19	21	22	12	18	23	-
More Than 6 Years	32	28	39	33	29	31	100
Don't Know/No Answer/Not Applicable	1	1	-	2	4	-	-
	100%	100%	100%	100%	100%	100%	100%

(See Statistical Table 56)

Certification Process

- Half (51%) of respondents surveyed have been certified or recertified within the past 12 months.
- Most respondents (89%) who have been certified/recertified within the past year give the process an excellent or good rating.

Q14a. Have you been certified or recertified with San Francisco Paratransit within the past 12 months?

Q14b. How would you rate the overall certification process? This would include filling out the application, obtaining the required photo ID, the handling of your phone or in-person interview, and becoming certified for the program?

	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders
Base: (All Users) *	540	241	51	89	80	64
Cert/Recert in past 12 months (%)	50	47	47	54	55	50
Base: (Cert/Recert in past 12 months)	262	114	24	48	44	32
Overall certification process (%)						
(4) Excellent	50	49	46	50	50	56
(3) Good	39	39	33	46	36	34
(2) Only Fair	8	7	21	2	9	6
(1) Poor	1	3	-	-	-	-
Don't Know/No Answer	2	2	-	2	5	3
	100%	100%	100%	100%	100%	100%
MEAN (Out of 4.0)	3.41	3.38	3.25	3.49	3.43	3.52
Percent rating excellent or good						
2019	89	89	79	96	86	91
2018	84	86	67	84	83	91
2017	83	87	90	71	81	84
2015	90	94	91	82	82	91

(See Statistical Tables 57 & 58)

*Excludes Group Van Directors/Coordinators

Paratransit Debit Cards/Ride Tickets

- About one-third (37%) of users were aware that you can call SF Paratransit to purchase tickets or add value using their credit card.
- One-quarter (27%) of those riders aware they can call SF Paratransit to purchase tickets or add value using their credit card have tried this new option.

Q15. Are you aware that you can now call SF Paratransit to purchase ride tickets or add value to your SF Paratransit debit card using your credit card?

Q15-1. Have you ever tried this new option – calling to purchase ride tickets or add value to your debit card by using your credit card?

	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders	Group Van Coord
Base: (All Users)	540	241	51	89	80	64	15
Yes	37	37	43	26	48	33	33
No	59	61	51	67	49	59	67
Don't Know	4	2	6	7	4	8	-
Base: (Aware Debit Card Value or Ride Tickets Can Be Purchased by Phone)	198	89	22	23	38	21	5
Yes	27	39	27	9	18	14	20
No	72	58	73	91	82	86	80
Don't Know/No Answer	1	2	-	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%

(See Statistical Tables 59-60)

Contact with S.F. Paratransit Office

- Half of respondents (56%) have visited or telephoned the San Francisco Paratransit Broker’s office within the past year.

Q16. Within the past year, have you personally visited or telephoned the S.F. Paratransit (Broker’s) office?

	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders	Group Van Coord
Base: (All Users)	540	241	51	89	80	64	15
Percent (%) who have							
Visited (Only)	28	34	31	17	31	20	20
Telephoned (Only)	15	17	10	11	18	9	27
Both	13	19	16	7	9	3	20
Neither	41	29	41	61	38	66	33
Don't Know/No Answer	3	2	2	4	5	2	-
	100%	100%	100%	100%	100%	100%	100%
Multi-Year Comparison-Visited in Person							
2019	41	52	47	24	40	23	40
2018	49	57	61	38	51	22	25
2017	35	37	50	27	34	20	59
2015	44	53	56	32	40	21	47
Multi-Year Comparison-Telephoned							
2019	28	36	25	18	26	13	47
2018	34	42	31	21	42	11	75
2017	22	25	24	15	19	9	71
2015	34	36	47	36	30	9	67

(See Statistical Table 61)

Brokers Office – Personal Contact

- The major reasons for visiting the San Francisco Paratransit Broker’s office were adding value to the Debit Card and/or certification/recertification.
- Most respondents (95%) indicated everything during their visit worked out to their satisfaction.

Q16a. (IF VISITED) What was/were the reasons for your most recent visit(s)?

Q16b. (IF VISITED) Did everything work out to your satisfaction or not?

Q16b-1 (IF NO) What was not resolved to your satisfaction?

	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders	Group Van Coord
Base: (Visited broker’s office)	224	126	24	21	32	15	6
Percent (%) who visited to							
Add value to SF Paratransit Debit Card	50	59	50	38	38	40	-
Certification/recertification	26	21	21	52	25	27	50
Purchase ride tickets (or lift van pass/coupon)	19	11	29	29	41	13	-
Request information	4	3	4	5	6	7	-
Apply for program	4	3	4	-	3	13	-
Replace lost debit card/lost id	3	3	8	-	3	-	-
Attend meetings	3	1	4	-	3	-	50
Rider orientation	2	2	4	-	3	-	-
Make a complaint	1	2	-	-	-	-	-
Update information	1	2	-	-	-	-	-
Don't know	1	2	-	-	-	-	-
Percent (%) of respondents saying							
Everything worked out to their satisfaction	95	94	92	100	91	100	100
Everything did not	4	5	8	-	6	-	-
Don't know/No answer	1	1	-	-	3	-	-
	100%	100%	100%	100%	100%	100%	100%

(See Statistical Tables 62 & 63)

Broker’s Office – Telephone Contact

- The most common reasons for phoning the broker’s office was to check debit card balance or request information.
- Most (83%) of those who called were able to resolve their problem.

Q17a. (IF CALLED) What was/were the reasons for your most recent telephone call?

Q17b. (IF CALLED) Did everything work out to your satisfaction or not?

Q17b-1 (IF NO) What was not resolved to your satisfaction?

	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders	Group Van Coord
Base: (Phoned broker’s office)	151	86	13	16	21	8^	7
Percent (%) who phoned to							
Check your debit card balance	40	53	38	6	33	13	-
Request information	20	21	23	19	10	13	43
Make a complaint	12	3	23	31	19	13	29
Certification / recertification	8	6	-	19	10	13	14
Purchase/add value to deb. Crd by phone	7	9	-	6	-	25	-
Problem with SF Paratransit Debit Card	7	7	8	6	10	-	-
Ask ride question / where’s my ride	7	5	-	6	10	25	14
Learn more about mobility management – info on transit options, etc	2	1	-	13	-	-	-
Inquire about rider orientation	1	1	-	-	-	13	-
Cancel a ride	1	-	8	-	-	13	-
Give a compliment/commendation	1	-	-	-	5	-	-
Request travel training	1	-	-	-	5	-	-
Replace lost debit card/problem with debit card	1	1	-	-	-	-	-
Update information	1	-	-	6	-	-	-
Lost & found	1	-	-	-	5	-	-
Other (unspecified)	1	1	-	-	-	-	-
Percent (%) of respondents saying							
Everything worked out to their satisfaction	83	91	54	69	76	88	86
Everything did not	13	6	38	25	19	13	14
Don’t know/No answer	4	3	8	6	5	-	-
	100%	100%	100%	100%	100%	100%	100%

(See Statistical Tables 65 & 66)

^Caution: Small base.

Paratransit Office Customer Service Attribute Ratings

- The percentage of riders who would rate each attribute excellent or good has increased or stayed the same since 2013.

17c. Thinking about your most recent experience with the Paratransit Office (Broker), how would you rate _____ ?
Excellent, Good, Only Fair, or Poor?

- A. The length of time on hold before speaking to a customer service agent?
- B. The length of time waiting in the lobby for services?
- C. The courtesy of the customer service agent?
- D. The skill of the customer service agent in solving your problem or handling your question?
- E. The accessibility of someone to communicate to you in your own language?

	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders	Group Van Coord
Base: (Phoned broker’s office)	151	86	13^	16^	21	8^	7
Length of time on hold before speaking to a customer service agent (%)							
(4) Excellent	48	56	38	25	43	38	57
(3) Good	36	34	46	38	33	38	43
(2) Only Fair	9	7	-	19	14	13	-
(1) Poor	1	-	-	6	5	-	-
Don’t know/No answer	6	3	15	13	5	13	-
	100%	100%	100%	100%	100%	100%	100%
MEAN (Out of 4.0)	3.39	3.51	3.45	2.93	3.20	3.29	3.57
Base: (Visited broker’s office)	224	126	24	21	32	15^	6
Length of time waiting in the lobby for services (%)							
(4) Excellent	60	65	50	52	56	60	50
(3) Good	33	30	46	38	31	27	50
(2) Only Fair	5	4	4	5	9	7	-
(1) Poor	1	1	-	5	-	7	-
Don’t know/No answer	<1	-	-	-	3	-	-
	100%	100%	100%	100%	100%	100%	100%
MEAN (Out of 4.0)	3.53	3.60	3.46	3.38	3.48	3.40	3.50

(See Statistical Tables 68 & 69)

^Caution: Small base.

Paratransit Broker Customer Service Attribute Ratings

	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders	Group Van Coord
Base: (Phoned or visited broker’s office)	304	167	29	31	46	21	10
Courtesy of the customer service agent (%)							
(4) Excellent	62	69	41	48	63	52	40
(3) Good	31	26	48	39	22	38	50
(2) Only Fair	6	3	7	10	11	5	10
(1) Poor	2	1	3	3	2	5	-
Don’t know/No answer	1	1	-	-	2	-	-
	100%	100%	100%	100%	100%	100%	100%
MEAN (Out of 4.0)	3.53	3.66	3.28	3.32	3.49	3.38	3.30
Skill of the customer service agent in solving the problem (%)							
(4) Excellent	64	72	52	58	50	62	60
(3) Good	27	23	38	26	39	24	20
(2) Only Fair	4	4	7	3	2	10	10
(1) Poor	3	1	3	10	7	5	-
Don’t know/No answer	1	1	-	3	2	-	10
	100%	100%	100%	100%	100%	100%	100%
MEAN (Out of 4.0)	3.55	3.67	3.38	3.37	3.36	3.43	3.56
Base: (Non-English speakers who phoned or visited broker’s office)	46	34	2^	2^	2^	6^	-
The accessibility of someone to communicate to you in your own language (%)							
(4) Excellent	85	82	100	100	50	100	-
(3) Good	11	15	-	-	-	-	-
(2) Only Fair	2	3	-	-	-	-	-
(1) Poor	-	-	-	-	-	-	-
Don’t know/No answer	2	-	-	-	50	-	-
	100%	100%	100%	100%	100%	100%	-
MEAN (Out of 4.0)	3.84	3.79	4.00	4.00	4.00	4.00	-

(See Statistical Tables 70-72)

^Caution: Small base.

Office Satisfaction Rating

- While the percentage of group van riders satisfied with the office increased from 2018, dissatisfaction from other subgroups decreased or remained the same as in 2017.

Q18. As you may know, the responsibilities of the San Francisco Paratransit Office include the following:

- Certification of riders
- Sale of debt card value and ride tickets
- Quality control oversight of the SF Paratransit program
- Provider of general information about the program.

Now, thinking about your experience with the San Francisco Paratransit Office in the past year, which of the following comes closest to describing your rating of the services the Broker is responsible for...would you say very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders	Group Van Coord
Base: (All Users)	540	241	51	89	80	64	15
Percent (%) who said they were, in regard to the services of the Paratransit office							
(4) Very Satisfied	65	76	57	52	56	63	60
(3) Somewhat Satisfied	24	18	31	31	30	25	27
(2) Somewhat Dissatisfied	4	2	8	7	5	3	13
(1) Very Dissatisfied	2	1	2	3	5	-	-
Don't know/No answer	4	3	2	7	4	9	-
	100%	100%	100%	100%	100%	100%	100%
MEAN (Out of 4.0)	3.59	3.73	3.46	3.41	3.43	3.66	3.47
Recap							
Very/Somewhat Satisfied	89	94	88	83	86	88	87
Very/Somewhat Dissatisfied	6	3	10	10	10	3	13
	100%	100%	100%	100%	100%	100%	100%

(See Statistical Table 73)

Multi-Year Comparison

	-----BY SAMPLE SEGMENT-----					
	TOTAL	TAXI	RAMP TAXI	SF ACCESS (WC)	SF ACCESS (AMB)	GP VAN RIDERS

Percent (%) rating excellent or good:

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

2019	84	90	85	63	76	75[^]	100
2018	85	89	88	85	72	67 [^]	83
2017	85	92	80	73	75	100 [^]	83
2015	75	80	81	66	71	60 [^]	70

Length of time waiting in the lobby for services

2019	93	95	96	90	88[^]	87[^]	100
2018	90	92	84	94	90	75 [^]	50
2017	92	94	90	89	86	100	90
2015	92	96	88	86	91	92	57

Courtesy of the customer service agent

2019	92	96	90	87	85	90[^]	90
2018	90	91	92	78	94	78 [^]	100
2017	91	93	88	84	86	100	93
2015	89	92	91	86	94	75	69

Skill of the customer service agent in solving the problem

2019	91	95	90	84	89	86	80
2018	87	88	94	76	89	78 [^]	83
2017	89	94	92	82	76	100	87
2015	87	92	88	79	91	75	62

The accessibility of someone to communicate to you in your own language

2019	96	97	100[^]	100[^]	50[^]	100[^]	-
2018	93	96	100 [^]	75 [^]	100 [^]	67 [^]	-

Percent (%) rating very or somewhat satisfied with the services of the Paratransit Office:

2019	89	94	88	83	86	88	87
2018	90	93	90	84	92	82	88
2017	89	94	86	85	89	84	76
2015	81	89	87	75	75	60	87

[^]Caution: Small base.

Note: The base (n) for each of the attributes rated is the number of people asked to rate the attribute.

Internet and Email Usage

- Overall, 36% of riders use the Internet, and 33% of these users have visited the SF Paratransit website.
- SF Access (AMB) riders were the most likely to use email. Ramp taxi riders were the most likely to use the internet and to visit the SF Paratransit website.

Q19. Do you use email?

Q20. Do you personally use the Internet?

(IF YES) Q21. Have you ever visited the San Francisco Paratransit website at www.sfparatransit.com?

	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders
Base: (All Users) *	525	241	51	89	80	64
Use email (%)						
Yes	33	38	35	26	41	14
No	66	62	65	71	59	84
Don't Know/No Answer	1	-	-	3	-	2
	100%	100%	100%	100%	100%	100%
Use the internet (%)						
Yes	36	43	43	29	36	16
No	63	57	57	69	63	84
Don't Know/No Answer	1	-	-	2	1	-
	100%	100%	100%	100%	100%	100%
Base: (Use the internet) *	191	104	22	26	29	10
Visited the SF Paratransit website (%)						
Yes	33	36	45	31	21	20
No	66	64	55	65	79	80
Don't Know/No Answer	1	-	-	4	-	-
	100%	100%	100%	100%	100%	100%

*Excludes Group Van Directors/Coordinators

(See Statistical Tables 74-76)

^Caution: Small base.

Cell Phone Characteristics

- Overall, two-thirds (65%) of riders own a cell phone.
- Nearly two-thirds (60%) of riders who own a cellphone own a smartphone.

Q22. Do you own a cellphone?

Q22a. Is your phone a smartphone, such as an Android or iPhone?

	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders
Base: (All Users) *	525	241	51	89	80	64
Own a cellphone (%)						
Yes	65	68	65	62	85	36
No	35	32	35	38	15	64
Don't Know/No Answer	-	-	-	-	-	-
	100%	100%	100%	100%	100%	100%
Base: (Own a cell phone) *	343	164	33	55	68	23
Cellphone is a smartphone (%)						
Yes	60	60	70	69	53	48
No	36	38	30	24	43	43
Don't Know/No Answer	3	1	-	7	4	9
	100%	100%	100%	100%	100%	100%

*Excludes Group Van Directors/Coordinators

(See Statistical Tables 77-78)

App Use

- Three-fourths (77%) have never used a smartphone app to schedule a ride. Those who do schedule a ride using an app are most likely to use Flywheel. Notably, 14% normally use either Uber or Lyft.
- Over one-third (40%) of SF Access riders said they would be likely to use an app or web-based program, to request or check on their SF Access trips.

Q23a. Have you used any of the following ride scheduling applications?

Q23b. SF Access will soon have an app or web-based program that you could use to request or check on your SF Access trips, how likely would you be to use this...would you say?

	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders
Base: (All Users) *	525	241	51	89	80	64
Apps used to schedule a ride (%)						
None	77	78	65	83	69	81
Flywheel	13	13	22	6	16	9
Uber	8	7	12	9	10	8
Lyft	6	7	10	7	4	2
Yo Taxi	1	1	-	-	1	-
Other (Unspecified)	1	1	-	1	1	2
Don't Know/No Answer	2	1	4	2	3	3
Base: (SF Access riders) *	173			96	77	
Percent (%) who said they were, regarding using an SF Paratransit app						
(4) Very Likely	169			28	24	
(3) Somewhat Likely	26			11	16	
(2) Not Too Likely	14			16	20	
(1) Not At All Likely	18			36	31	
Don't know/No answer	34			9	9	
	100%			100%	100%	
MEAN (Out of 4.0)	2.35			2.35	2.36	

NOTE: A four point scale was used on this question. Higher average ratings are more positive. Very Likely = 4, Somewhat Likely = 3, Somewhat Unlikely = 2, Very Unlikely = 1. Don't Know responses have been eliminated in calculating the averages. Maximum positive score = 4.00. Lowest possible score = 1.00.

*Excludes Group Van Directors/Coordinators

(See Statistical Tables 79 & 80)

Use of Public Transportation

- Nearly on-third (30%) of riders have used regular public transit in the past month. Group Van riders were the least likely to do so, while SF Access (AMB) riders were the most likely to do so.
- Over two-thirds of respondents (69%) have ridden regular public transportation at some point in their adult lives. SF Access (AMB and WC) were the most likely to do so, while Group Van riders were least likely to have ever ridden regular public transit.
- The average rider takes a trip using Paratransit service 3 times per week. Group Van riders rode the most frequently. SF Access riders rode more frequently than Taxi riders.
- Group van riders took the most trips between January 1 and April 1, 2019. They were followed by SF Access Riders (both Ambulatory and Wheelchair riders), Taxi, and Ramp Taxi riders.

D4. Have you used regular public transit in the past month? (for example, MUNI, BART, or bus systems such as AC Transit, SamTrans, and other similar Bay Area systems)

D5. (If No or Refused) Have you ridden on regular public transit in your adult life?

	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders
Base: (All Users) *	525	241	51	89	80	64
Used public transit in the last month (%)						
Yes	30	35	31	20	39	13
No	70	65	69	80	61	88
Refused	-	-	-	-	-	-
	100%	100%	100%	100%	100%	100%
Base: (Have not ridden public transit in past month) *	368	157	35	71	49	56
Used public transit in adult life (%)						
Yes	69	69	60	73	84	59
No	30	31	40	25	16	39
Refused	<1	-	-	-	-	2
	100%	100%	100%	100%	100%	100%

(See Statistical Tables 84 & 85)

*Excludes Group Van Directors/Coordinators

Frequency of Using SF Paratransit Services

D6. On average, about how many times a week do you currently travel using San Francisco Paratransit?

	Total	Taxi	Ramp Taxi	SF Access (WC)	SF Access (AMB)	Group Van Riders
Base: (All Users) *	525	241	51	89	80	64
Percent (%) who said they travel using San Francisco Paratransit						
Less than once a week	14	14	27	25	9	-
1 to 2 times a week	38	46	35	34	35	14
3 to 4 times a week	30	29	29	31	29	34
5 or more times a week	14	7	6	10	20	44
Don't know/no answer	4	3	2	-	8	8
	100%	100%	100%	100%	100%	100%
Average score (number of times per week using San Francisco Paratransit)						
2019	2.63	2.31	2.09	2.34	3.00	4.38
2018	2.52	2.12	1.68	2.76	2.97	3.97
2017	2.56	2.13	2.39	2.95	2.77	3.70
2015	2.72	2.37	2.31	2.58	2.99	4.36
2013	2.76	2.24	2.20	3.06	3.20	4.09
Number of trips between January 1 and April 1, 2019 (%)						
1 Trip	2	2	4	3	-	-
2-5 Trips	9	4	29	18	8	2
6-10 Trips	9	9	14	18	5	-
11-25 Trips	24	29	27	19	28	5
26-50 Trips	26	37	14	17	24	8
More Than 50 Trips	30	19	12	25	36	86
	100%	100%	100%	100%	100%	100%
MEAN (Number of trips)	43.2	33.8	21.4	36.0	53.5	93.1

(See Statistical Table 86 & 93)

*Excludes Group Van Directors/Coordinators

^Caution: Small base.

Demographic Information

	2019 (Apr 2019)	2018 (May 2018)	2017 (Apr 2017)	2015 (Apr 2015)
Base (Total Users) *	525	520	518	511
	%	%		%
DISABILITY OR DISABLING CONDITION				
Percent (%) who said their disabling condition is				
A mobility impairment	71	65	69	71
A developmental disability or a cognitive/mental impairment	11	8	10	11
Frailty or a problem with energy	9	20	12	13
Blindness or low vision	8	7	7	4
Refused	1	1	1	1
	100%	100%	100%	100%
AGE				
Percent (%) who said they are				
Under 35 years of age	2	2	3	3
35-54 years of age	9	5	11	10
55-64 years of age	15	15	15	15
65-74 years of age	22	24	23	19
75-84 years of age	22	23	21	25
85-94 years of age	18	24	22	22
95 years of age and older	4	3	3	3
Refused	9	4	2	3
	100%	100%	100%	100%
	Average Age (Mean)			
	73 years	74 years	75 years	72 Years
GENDER				
Percent (%)				
Female	65	68	63	64
Male	35	32	37	37
	100%	100%	100%	100%

(See Statistical Tables 81, 82 & 90)

*Excludes Group Van Directors/Coordinators

Demographic Information

	2019 (Apr 2019)	2018 (May 2018)	2017 (Apr 2017)	2015 (Apr 2015)
Base (Total Users) *	525	520	518	511
	%	%	%	%
RACE/ETHNIC IDENTIFICATION				
Percent (%) who said they are				
Caucasian/White	48	42	40	43
Asian/Pacific Islander	18	22	24	25
Black/African-American	18	22	22	21
Latino/Hispanic	13	11	11	7
Native American	2	2	3	1
Other (Unspecified)	-	<1	1	<1
Refused	4	4	3	3
PREFERRED LANGUAGE				
Percent (%) from sample that said they prefer				
English	66	66	65	71
Russian	14	11	8	10
Chinese	7	9	7	11
Spanish	7	6	6	4
Tagalog	2	3	2	1
Japanese	<1	2	-	-
Vietnamese	<1	1	1	1
Farsi	-	<1	-	-
Unspecified	3	3	11	-
	100%	100%	100%	100%

(See Statistical Tables 83 & 92)

*Excludes Group Van Directors/Coordinators.

APPENDIX

S.F. Paratransit Customer Satisfaction Survey

March 2019

(Version 2.2 April 8, 2019)

Hello, my name is _____ and I’m calling from Corey Research on behalf of San Francisco Paratransit (*short description to be utilized where necessary*) This is the organization that coordinates Paratransit Services in San Francisco. Today we’re conducting a survey to determine how well San Francisco Paratransit is meeting the travel needs of its customers and how its service can be improved in the future. Let me assure you that your identity will remain anonymous and strictly confidential.

IF NECESSARY, SAY: The purpose of this survey is to let San Francisco Paratransit know how they are doing in meeting the needs of their customers as a group. San Francisco Paratransit coordinates transportation services, issues Paratransit certification and sells the debit card and ride tickets used to pay for rides. The survey will take about 10-15 minutes to complete.

SCREENING QUESTIONS

S1. May I please speak with (CUSTOMER NAME)?

- | | |
|--|----------------------------------|
| Customer is on line & able to respond..... | CONTINUE |
| Assistance required | SEE NOTE 1 |
| TDD assistance required | SEE NOTE 2 |
| Family member/attendant interview (customer incapable of participating)..... | CONTINUE |
| Customer/assistant not available..... | SCHEDULE CALLBACK |
| Language..... | HAVE BILINGUAL INTVWR. CALL BACK |
| Customer unable to complete & has no attendant. | THANK RESPONDENT & TERMINATE |
| Refusal | THANK RESPONDENT & TERMINATE |

S2a. (CUSTOMER ON LINE) Would you be willing to participate in the survey? It only takes about 10 to 12 minutes and all of your responses will remain confidential?

- | | | |
|---------------------------|---|-------------------------------|
| Yes | 1 | CONTINUE |
| Assistance required | 2 | SKIP TO Q.S4a |
| No..... | 3 | SCHEDULE CALLBACK IF POSSIBLE |

NOTE 1: (ASSISTANCE REQUIRED)

San Francisco Paratransit would very much like to have (CUSTOMER NAME)’s opinions represented in this survey. If (CUSTOMER NAME) will agree to participate, would you or another person at this number be able to assist her/him in responding to the survey questions?

- | | |
|----------|--|
| Yes..... | GO BACK TO S1 AND CONTINUE |
| No..... | SCHEDULE CALLBACK WITH ATTENDANT IF POSSIBLE.* |

* Record Nature Of Disability (Hearing, Cognitive, Speech, Etc.)

INTERVIEWER NOTE: Always try to conduct the interview with the paratransit customer first. The following lists the scenarios in which a person other than the Paratransit customer can be interviewed

- | | |
|---|--|
| <input type="checkbox"/> Passenger agrees to translation through attendant/family member | ▶ conduct interview <u>through</u> attendant/family member |
| <input type="checkbox"/> Passenger refuses, but attendant/family member was on trip | ▶ conduct interview <u>with</u> attendant/family member |
| <input type="checkbox"/> Passenger incapable of completing, attendant/family willing to be surveyed | ▶ conduct interview <u>with</u> attendant/family member |

NOTE 2: (TDD ASSISTANCE REQUIRED)

San Francisco Paratransit would very much like to have (**CUSTOMER NAME**) participate in this survey. I can call back to ask (**CUSTOMER NAME**) if s/he would like to participate with the assistance of the California Relay Service or a TTY. Would s/he be available if I call back using one of these services?

- Yes, California Relay Service **FLAG FOR CALIF. RELAY SVC. & HAVE SUPERV. CALL BACK**
- Yes, TTY **FLAG FOR TTY AND HAVE SUPERV. CALL BACK**
- No..... **THANK, TALLY & TERM.**

S2b INTERVIEW BEING COMPLETED WITH:

(Interviewer: Code appropriately. Do not ask)

- Passenger..... 1
- Assistant (passenger’s opinions)..... 2
- Assistant (assistant’s opinions. Assistant ON trip)..... 3
- Assistant (assistant’s opinions. Assistant NOT on trip)..... 4
- Using California Relay Service (TDD)
for interview 5
- Program Coordinator (group van)..... 6

MAIN QUESTIONNAIRE

Q.1 Thinking about your experience with Paratransit Transportation Services in San Francisco during the last year, which of the following comes closest to describing your rating of the services provided to you? **READ LIST**

- Very Satisfied.....5
- Somewhat Satisfied.....4
- Neutral.....3
- Somewhat Dissatisfied, or2
- Very Dissatisfied.....1
- DON’T READ** Don’t Know/Refused0

Note: Paratransit Transportation Service includes the van or taxi service you use through San Francisco Paratransit.

On this next set of questions we are specifically interested in your experience using Paratransit services on a specific recent trip. Is my information correct that you use...

(Interviewer: Pick up from sample which program used most recently - check one program only)
segment

- (1) **a.** The Taxi Program..... []
- (2) **b.** The Ramp Taxi Program..... []
- (3) **c.** SF Access (Wheelchair. Provider: Transdev) []
- (4) **d.** SF Access (Ambulatory. Provider: Transdev) []
- (5) **e.** SF Access (Taxi Backup) []
- The Group Van Program -**
- (6) **f1.** Rider/User of Group Van Services []
- (7) **f2.** Director/Coordinator responsible for setting up rides []

(ask of b. Ramp Taxi)

Did you use a ramp taxi on this trip?

- Yes 1
- No 2 (ask next question)
- Don’t know..... 3

Why is that?

- ▶ Is my information correct that you used San Francisco Paratransit service on (date), when you traveled from (departure location) to (destination). (Taxi, Ramp Taxi, SF Access services)
- ▶ Can you please give me the following information from the last trip (Group Van services)

(Date): _____ **(Note: If did not take trip in last month, thank and terminate)**
(Departure Location): _____ **Carrier (if taxi or group van):** _____
to (Destination): _____

Note: Above question not asked of Group Van Directors/Coordinators

Although you may have ALSO used San Francisco Paratransit (taxi or van service) to travel in the reverse direction on that day (either earlier or later), for these next few questions I would like you to think just about the portion of the specific trip when you traveled from **(DEPARTURE LOCATION)** to **(DESTINATION)** on **(DATE)/(TIME)**.

IF CONCERNED ABOUT SOURCE OF INFORMATION, SAY: We are working from randomly selected trip information provided by San Francisco Paratransit which contain only that information necessary to assist us in conducting this survey. Be assured that your individual responses are strictly confidential and will not be shared with any other party.

[ask all segments except e2. group van coordinators and respondent not on trip]

Q.2 Overall, would you say the quality of service on this trip was... **READ LIST**

Excellent	4	SKIP TO Q.4
Good.....	3	SKIP TO Q.4
Only Fair, or.....	2	(ASK Q. 3)
Poor	1	(ASK Q. 3)
(DON'T READ) Don't Know/Refused	0	SKIP TO Q.4

[ask all segments except e2. group van coordinators]

Q.3 Could you please tell me why you found the quality of the service **(RESPONSE TO Q.2)?** **PROBE:** Anything else?

[ask all segments except e2. group van coordinators]

Q.4 On the next set of questions, I would like you to rate a number of aspects of this trip using the same rating scale of excellent, good, only fair or poor. How would you rate _____? (Randomize)

	Excellent	Good	Only Fair	Poor	DK/Ref.
a. The courtesy of the driver	4	3	2	1	0
b. The driver's understanding of appropriate ways to relate to and assist someone with your disabilities	4	3	2	1	0
c. The driving skills of the driver (good driver)	4	3	2	1	0

d. The driver’s knowledge of the City; that is, his/her ability in finding the way	4	3	2	1	0
e. The cleanliness of the vehicle	4	3	2	1	0

[ask all segments **except e2. group van coordinators**]

Q.5 The next questions deal with the various aspects of the driver’s assistance to you on this same trip from **(DEPARTURE)** to **(DESTINATION)**.

Did you need any kind of assistance from the driver on this trip (e.g., getting to and from the door, etc.)?

- Yes1 **CONTINUE**
- No.....2 **SKIP TO Q.6**

Q5a How would you rate the driver’s assistance helping you. Would you say.... (READ LIST)

- Excellent4
- Good.....3
- Only Fair, or.....2
- Poor1
- DON’T READ** Don’t Know/Refused0

[ask all segments **except e2. group van coordinators**]

Q6. Were you traveling using a wheelchair^ on this trip?

- Yes1
- No.....2 **(SKIP TO Q6-1, SEGMENT D, SKIP TO Q9)**

^ includes scooters

Q6a. How would you rate the knowledge and ability of the driver in securing your wheelchair?

- Excellent4
- Good.....3
- Only Fair, or.....2
- Poor1
- DON’T READ** Don’t Know/Refused0
- Did Not Secure5

Q6b. Were you offered a shoulder belt when your wheelchair was secured inside the vehicle?

- Yes1
- No.....2
- DON’T READ** Don’t Know/Refused3

[ask segment **b. ramp taxi, c. sf access and e1. group van OR d. sf access if yes on Q6**]

Q6-1. Did you use the lift or ramp in getting in or out of the van/ramp taxi?

- Yes, used lift or ramp.....1 **CONTINUE**
- No.....2 **SKIP DEPENDING ON SEGMENT**
- Did not use a ramp taxi for this trip3 **SKIP DEPENDING ON SEGMENT**

Q6-1a. How would you rate the knowledge and the ability of the driver in operating the lift or ramp? Would you say ...

Excellent	4
Good.....	3
Only Fair, or.....	2
Poor	1
DON'T READ Don't Know/Refused	0

[ask segments *a. taxi* and *b. ramp taxi*]

These next set of questions deal with the taxicab dispatchers.

Q.7intro. How did you schedule your taxi trip...did you call, hail the cab on the street, or book it on a smartphone app?

Called	1
Flagged a cab on the street.....	2 (SKIP TO Q8)
Booked cab on app*	3 (SKIP TO Q8)
Don't know	4 (SKIP TO Q8)

*Flywheel or similar app

Q. 7. (For the trip you took) Did you call the cab company dispatcher or did you call the driver on his/her cell phone to arrange for this trip?

Called cab company dispatcher	1 (ASK Q7a & 7b)
Called driver on his/her cell phone	2 (SKIP TO Q8)
<u>Assistant</u> called cab company dispatcher...	3 (SKIP TO Q8)
<u>Assistant</u> called driver on his/her cell phone	4 (SKIP TO Q8)
Other (specify) _____	5 (SKIP TO Q8)
Don't Know	6 (SKIP TO Q8)

Q7a. How would you rate the courtesy of the cab company dispatcher or reservationist?

Excellent	4
Good.....	3
Only Fair, or.....	2
Poor	1
DON'T READ Don't Know/Refused	0

7b. And how would you rate the reservation process itself, taking into consideration the time on hold, the number of people you had to talk with and the ability of the reservation people to handle your call?

Excellent	4
Good	3
Only Fair, or	2
Poor	1
DON'T READ Don't Know/Refused	0

8. How would you rate the timeliness of the taxi in picking you up on this trip which we are reviewing...would you say ...?

- Excellent4 (SKIP TO Q.8b/c)
- Good.....3 (ASK Q. 8a/b/c)
- Only Fair, or.....2 (ASK Q. 8a/b/c)
- Poor1 (ASK Q. 8a/b/c)
- DON'T READ Don't Know/Refused0 (SKIP TO Q.8b/c)

INTERVIEWER NOTE For those who flagged a cab, rate the time it took to find a cab to flag

(ASK IF GOOD, ONLY FAIR OR POOR):

8a. Why is that?

8b. About how much time (in minutes) elapsed between when you expected the cab and when it arrived?

_____ : MINUTES

None - arrived when expected or earlier.

8c. Did you know that San Francisco Paratransit regulations allow the cab companies to pick up passengers up to 30 minutes between the time the rider calls in and when the cab picks up the passenger? (In other words, the taxi is considered on-time if it arrives within 30 minutes of the time you placed your request)

YES 1

NO 2

DON'T KNOW 3

8d. Overall, how would you rate your experience using the SF Paratransit Debit Card? (Read List)

- 4 Excellent (SKIP TO Q9)
- 3 Good (SKIP TO Q9)
- 2 Only Fair (ASK Q8e)
- 1 Poor (ASK Q8e)
- 0 Don't know (SKIP TO Q9)

8e. In a few words, why do you rate your experience <rating from Q8d>?

[ask segment *c/d. sf access*]

The next set of questions deal with SF Access service.

9. Did you call SF Access (van company) to make a reservation or do you have a standing order** appointment?

**Note: Also called subscription trip or reoccurring trip*

- Called SF Access (van company)1 (CONTINUE)
- Have “standing order”2 (SKIP TO Q9c)
- Attendant called3 (SKIP TO Q9c)
- Other (specify) _____4 (SKIP TO Q9c)

9a. How would you rate the courtesy of the person that took your reservation at the SF Access (van company) when you called to make the reservation?

- Excellent4
- Good.....3
- Only Fair, or.....2
- Poor1

DON'T READ Don't Know/Refused0

9b. And how would you rate the reservation process itself, taking into consideration the time on hold, the number of people you had to talk with and the ability of the reservationist to handle your call?

- Excellent4
- Good.....3
- Only Fair, or.....2
- Poor1

DON'T READ Don't Know/Refused0

9b-1. Were you given the actual pick-up time that you requested, or were you offered an earlier or later time?

- Given Actual Pick-up time.....1 (Skip to 9c)
- Given earlier time2
- Given later time.....3

DON'T READ Don't Know/Refused0 (Skip to Q9c)

9b-2.How much earlier/later?

Record number of minutes: _____

9d. Did you know that the rules allow SF Access [the van company] a time period or “window” of 20 minutes, 5 minutes before and up to 15 minutes after, during which they can pick you up?

- YES 1
- NO 2
- DON'T KNOW ... 3

9c. How would you rate the timeliness of the van driver in picking you up on this trip?

Would you say ...?

- Excellent4 (SKIP TO 9d)
- Good.....3
- Only Fair, or.....2
- Poor1
- DON'T READ** Don't Know/Refused0 (SKIP TO Q9c-2)

(ASK Q9c-1 and Q9c-2 IF GOOD, ONLY FAIR OR POOR IN Q9c):

9c-1. Why is that?

9c-2. About how much time (in minutes) elapsed between the promised pick-up time, and when the van arrived?

- _____ : MINUTES
- None - arrived when expected (code 997)
 - None – arrived earlier than expected (code 998)
 - Don't know (code 999)

10-1. It is the goal of San Francisco Paratransit to provide rides which take a similar amount of time as (fixed route) Muni bus service (including transfers and wait times). Would you say your ride on this trip... (Read List)

- Took less time than the bus..... 1
- Took about the same amount of time as the bus. 2
- Took longer than the bus..... 3
- Don't Know 4

10-2. About how long would you say your Paratransit ride took?

_____ (write in # of minutes)

11. In the past three months or so have you had to call the van provider [SF ACCESS] to see where your ride was (using “Where’s my Ride” line)?

- YES 1 (ASK Q. 11a/b)
- NO 2 (SKIP TO Q.11d)
- DON'T KNOW 3 (SKIP TO Q.11d)

11a. Overall, how would you rate the manner in which your call/s to the Where’s My Ride line were handled?

- Excellent4
- Good.....3
- Only Fair, or.....2
- Poor1
- DON'T READ** Don't Know/Refused0

11b. Why is that? (*ask if rating is Only Fair or Poor in Q11a*)

11c. Thinking about the past 10 SF Access (Paratransit) rides you have taken, about how many times have you called to see where your ride was? _____ of 10 (write in number)

(Skip to Q11-1 if rider log indicates that rider does NOT receive TripInfo line calls)

11d. Is my information correct that you do receive reminder calls from SF Paratransit’s: “TripInfo Line” 10 minutes before your promised pick up time?

- Yes 1
- No..... 2
- Don’t know (do not read)..... 3

(ask if “yes” in Q11d)

11e. How helpful are these calls? Would you say...

- Very helpful 1 (SKIP TO Q11-1)
- Somewhat helpful 2 (SKIP TO Q11-1)
- Not helpful 3
- Don’t know (do not read)..... 4 (SKIP TO Q11-1)

11f. (In a few words) Why is that?

(Skip to Q12 if rider log indicates rider does NOT use SF Paratransit Debit card)

11-1. Do you ever use the SF Paratransit Debit card for taxi service?

- Yes 1
- No..... 2 (SKIP TO Q.12)
- Don’t know (do not read)..... 3 (SKIP TO Q.12)

(ask if “yes” in Q11-1)

11-1a. Would you have preferred to use a taxi instead of a van for this trip?

- Yes, prefer taxi..... 1
- No, prefer van 2 (SKIP TO Q.12)
- Don’t know (do not read)..... 3 (SKIP TO Q.12)

(If yes in Q11-1a)

11-1b. Would you like SF Paratransit to contact you directly to provide additional information about using the taxi program?

- Yes1
- No.....2 (SKIP TO Q.12)

(If yes in Q11-1b)

11-1c. Please provide your name and phone number. Only this contact information will be provided to SF Paratransit for follow up.

Name: _____

Phone Number: _____

[ask all segment except e2. group van coordinators]

Q.12 What was the main purpose of this trip (DAY)? **DO NOT READ LIST. ACCEPT SINGLE RESPONSE. IF RESPONDENT SAYS “RETURNING HOME”, PROBE:** What was the purpose of the trip you were returning from?

- Medical appointment other than dialysis or rehabilitation1
- Dialysis2
- Errands (grocery shopping, bank, drug store, hair appointment, shopping, etc.).....3
- Visiting/recreation/social/out for a meal.....4
- Place of worship (Church/temple)5
- Employment.....6
- Adult day care7
- Civic purpose or meeting / committee meeting8
- Physical therapy/rehabilitation.....9
- School or college.....10
- Nutrition program11
- Vocational training.....12
- Government or social services13
- Volunteer Work14
- Other (SPECIFY):15
- Don't Know/Refused16

The rest of my questions are more general in nature, that is, they are not just related to the specific trip we have been discussing

[ask all segments]

13. How long have you been using S.F. Paratransit Services? **(READ LIST)**

- Less than 6 months..... 1
- 6 months to 1 year..... 2
- 1 - 3 years..... 3
- 4 - 6 years..... 4
- More than 6 years..... 5
- Don't know 6

[ask all segment except e2. group van coordinators]

14a. Have you been certified or recertified with San Francisco Paratransit within the past 12 months?

- Yes.....1 (CONTINUE)
- No.....2 (SKIP TO Q.15)
- Don't Know.....3 (SKIP TO Q.15)

14b. How would you rate the overall certification process. This would include filling out the application, obtaining the photo ID, the handling of your phone or in-person interview and becoming certified for the program?

- Excellent4
- Good3
- Only Fair, or2
- Poor1
- DON'T READ** Don't Know/Refused0

[ask all segments]

15. Are you aware that you can now **call SF Paratransit to purchase ride tickets or add value to your SF Paratransit Debit Card using your credit card?**

- Yes 1
- No 2 (skip to Q16)
- Don't Know 3 (skip to Q16)

15-1. Have you ever tried this new option – calling to purchase ride tickets or add value to your Debit Card by using your credit card?

- Yes 1
- No 2
- Don't Know 3

[ask all segments]

16. Within the past year have you personally visited or telephoned the S.F. Paratransit (Broker's) office?

- YES, VISITED 1
- YES, TELEPHONED 2
- BOTH 3
- NEITHER 4 (skip to Q18)
- DON'T KNOW 5 (skip to Q18)

(ASK IF PERSONALLY VISITED)

16a. What was/were the reason/s for your most recent visit/s? (READ LIST IF NECESSARY)

- ADD VALUE TO SF PARATRANSIT DEBIT CARD1
- PURCHASE RIDE TICKETS2
- MAKE A COMPLAINT3
- GIVE A COMPLIMENT/COMMENDATION4
- APPLY FOR PROGRAM.5
- REQUEST INFORMATION6
- ATTEND MEETINGS7
- CERTIFICATION / RECERTIFICATION8
- RIDER ORIENTATION9
- OTHER (specify) _____ 10/11
- DON'T KNOW.....12

16b. Did everything work out to your satisfaction or not?

- Yes..... 1
 - No.....2
 - Don't Know..... 3
- (IF NO):

16b-1. What (if anything) was not resolved to your satisfaction?

(for Non-English language respondents only)

e. the accessibility of someone to communicate to you
 in your own language..... 4 3 2 1 0

18. As you may know, the responsibilities of the San Francisco Paratransit office include the following:

- certification of riders
- sales of debit card value and ride tickets [for van programs]
- fielding questions and responding to customer feedback about the service
- provider of general information about the program.

Now, thinking about your experience with the San Francisco Paratransit office in the past year, which of the following comes closest to describing your rating of the services of the Paratransit office...would you say very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

- 1 Very Satisfied
- 2 Somewhat Satisfied
- 3 Somewhat Dissatisfied
- 4 Very Dissatisfied
- 5 Don't Know (Do not read)

[ask all segment except e2. group van coordinators]

19. Do you use email?

- 1 Yes
- 2 No
- 3 Don't know

20. Do you personally use the Internet?

- 1 Yes
- 2 No (Skip to Q22)
- 3 Don't know (Skip to Q22)

(if yes in Q20, ask)

21. Have you ever visited the San Francisco paratransit website (at www.sfparatransit.com)?

- 1 Yes
- 2 No
- 3 Don't Know

[ask all segment except e2. group van coordinators]

22. Do you own a cell phone?

- 1 Yes
- 2 No

(if yes in Q22, ask)

22b. Is your cell phone a smartphone, such as an iPhone or Android phone?

- 1 Yes
- 2 No
- 3 Other (specify) : _____
- 4 Don't know

23a. Have you used any of the following ride scheduling applications? {READ LIST SELECT ALL THAT APPLY}

- | | Yes |
|-------------------------------|-----|
| 1 Flywheel | [] |
| 2 Uber | [] |
| 3 Lyft | [] |
| 4 Any others (specify): _____ | |
| 5 Don't know (Do not read) | |

(Interviewer note: This would include use of any of these apps/services for any trip, not just paratransit trips)

(Ask among SF Access users only)

23b. SF Access will soon have an app or web-based program that you could use to request or check on your SF Access trips, how likely would you be to use this...would you say

- 1 Very Likely
- 2 Somewhat Likely
- 3 Not Too Likely
- 4 Not at all Likely
- 5 Don't know (do not read)

DEMOGRAPHICS

[ask all segments except e2. program coordinators]

SAY: These last few questions will be used to verify that we've interviewed a representative cross section of San Francisco Paratransit riders.

D-1. Can you please tell me what disability is the main reason you use Paratransit rather than the regular bus or train? (Read list if necessary)

- 1 Blindness or low vision
- 2 A mobility impairment - whether you use a wheelchair or can walk
(If asked for examples say 'for example, paralysis, arthritis, cerebral palsy')
- 3 A developmental disability or a cognitive/mental impairment
(if asked for examples, say "for example, Alzheimer's, mental illness, stroke")
- 4 Frailty or a problem with energy
(if asked for examples say, "for example, asthma, HIV/AIDS, kidney failure, the frailties of old age or due to cancer treatment, congestive heart failure")
- 5 Other (specify): _____ (Do Not Read)
- 6 Refused (Do Not Read)

INTERVIEWER REMINDER: IF COMPLETING THE SURVEY WITH THE ASSISTANCE OF AN ATTENDANT, CONTINUE TO MAKE SURE RESPONSES REFERENCE PASSENGER, NOT ATTENDANT

D2 (Age). Removed, will be provided with logs

D.3 Which of the following categories best describes your race or ethnic identification? **READ LIST. MULTIPLE RESPONSES ACCEPTED.**

- Asian American or Pacific Islander 1
- Black or African American 2
- Caucasian or White 3
- Latino or Hispanic 4
- Native American or American Indian 5
- Other (**SPECIFY**) _____ 6
- Refused 7

DON'T READ

D.4 Have you used regular public transit in the past month? (for example, MUNI, BART, or other bus systems such as AC Transit, SamTrans, and other similar Bay Area systems)

- Yes 1 (Skip to D6)
- No 2 (Ask D5)
- Refused 3 (Ask D5)

D.5 Have you ridden on regular public transit in your adult life?

(Interviewer Note: Either since respondent has been disabled or before)

- Yes 1
- No 2
- Not Applicable (not an adult) 3
- Refused 4

D.6 On average, about how many times a week do you currently travel using (read based on sample type)

- a & b. *taxicabs using SF Paratransit Debit card purchased from San Francisco Paratransit?*
 - c & d. *SF Access (van program) coordinated through San Francisco Paratransit?*
 - e. *group vans coordinated through San Francisco Paratransit?*
- Would you say...(READ LIST IF NECESSARY)

- Less than once a week 1
- 1 - 2 times a week 2
- 3 - 4 times a week 3
- 5 or more times a week 4
- Don't Know 5

D.7 What is your approximate annual household income (before taxes)? (Readresponses, check one only)

- Under \$10,000 1
- \$10,000 - \$15,000 2
- \$15,001 - \$25,000 3
- \$25,001 - \$35,000 4
- \$35,001 - \$40,000 5
- \$40,001 - \$50,000 6
- \$50,001 - \$60,000 7
- \$60,001 - \$75,000 8
- \$75,001 - \$100,000 9
- \$100,001 - \$150,000 10
- Over \$150,000 11
- Don't Know / Refused 12

D.8 HOUSEHOLD SIZE:

a. In total, how many people live in your household?

_____ (type in number)

(ask unless only one person in household)

b. And how many are under the age of 18?

_____ (type in number)

[ask all segments]

D.9 Do you have any final comments about San Francisco Paratransit service that you would like me to record?

D9.1. Is it necessary for SF Paratransit to call you back about this comment?

Yes1

No.....2

[INTERVIEWER NOTE: Please ensure respondent that their responses on other questions would still remain confidential.

(If yes in QD9.1, ask)

D9.2. Please provide your name and phone number. Only this contact information and your comment will be provided to SF Paratransit for follow up.

Name: _____

Phone Number: _____

Thank you so much for participating in this study.

[record for all segments]

D.11 Lang. INTERVIEW CONDUCTED IN:

English1

Spanish.....2

Chinese.....3

Russian4

Vietnamese5

(PROGRAMMER: Please pick up the following information from the sampled trip data)

First Name: _____ Last Name: _____

Phone #: _____

Zip Code _____

Agency (for e1 segment only): _____

Sample ID# _____

Language Preference: _____

Number of trips between Jan 1, 2019– March 31, 2019: _____

Gender (from SF Paratransit database)

###

2019 San Francisco Paratransit Survey Technical Memorandum

The field procedures for the 2019 study were similar to the methods used on the 2018, 2017, 2015, 2013, 2012, 2010, 2008, 2007, 2004, 2002 and 2001 San Francisco Paratransit Customer Satisfaction surveys. In the current (2019) study, most Paratransit segments were surveyed, including: Taxi, Ramp Taxi, SF Access (AMB), SF Access (WC), Group Van Users, and Group Van Coordinators. To allow for comparison tracking, many of the key satisfaction questions in the current survey are the same as those on the 2018, 2017, and 2015 surveys.

FIELD PROCEDURES

Field interviewing for the San Francisco Paratransit Customer satisfaction study was conducted by telephone from April 8 to May 14, 2019. The majority of interviews were conducted between the hours of 2:00 pm and 8:00 pm each day. The exception to this was Saturday's interviewing, which was conducted between 9:30 am and 2:30 pm.

Interviewing was conducted in English, Spanish, Russian, Vietnamese, and Cantonese. Working supervisors were trained on how to use the California Relay service to communicate with riders who are hearing impaired; however, no interviews were ultimately conducted using this service in the 2019 study.

SAMPLING

A random selection of San Francisco Paratransit riders were sampled by Corey, Canapary & Galanis (CC&G) for participation. The survey targets respondents who had recently taken a trip using Paratransit services. This criteria is used, in part, so that the rider can accurately respond to and rate the numerous trip-specific questions.

The San Francisco Paratransit Brokerage provided Corey, Canapary & Galanis (CC&G) with a database of names and numbers of paratransit users. CC&G randomly selected from this database the sample of riders that were called on the study. The database provided to CC&G for each “segment” was as follows:

Segment	Sample Selection Source
SF Access (AMB) (WC)	Database of Transdev rider logs was sent to CC&G.
Taxi/Ramp Taxi Program	Database of taxi company paratransit rider logs was sent to CC&G.
Group Van Program	Rider logs from various group van providers were sent to CC&G.
Group Van Directors	List of names and contact information of group van directors was sent to CC&G.

Interviewers attempted to telephone respondents during the survey period. Multiple attempts were made for most usable contact. In total, Corey, Canapary & Galanis utilized 2,297 sample records to achieve a desired minimum sample size of 517. As indicated below on the Disposition of Sample, 525 riders and 15 Group Van Coordinators completed interviews. This list also shows a breakdown of the reasons that the remainder were not among those completing the interview.

Disposition of Sample

Completed Interviews.....	540
Unable to Reach (No Answer/Answering Machine/Busy)	2,159
Disconnected Number	70
No Eligible Respondent.....	31
Refusals	254
Speech / Hearing / Cognitive Barrier	10
Language Barrier - Other	11
Terminated.....	26
 TOTAL	 3,101

Note: In order to give all sampled customers the opportunity to participate in the study, the following field procedures were utilized: attendants who rode with customers were interviewed where necessary; attendants assisted (served as go-betweens) when necessary; Russian, Spanish, Vietnamese, and Cantonese language bilingual interviewers were used; multiple (up to 4) attempts were made to most sampled respondent. In addition, interviewers were trained to recognize a TDD tone and instructed to pass this information on to their supervisor for TDD call back. No TDD interviews were completed on the 2019 study

	Number of Completed Interviews			
	2019 (Apr 8 -May 14)	2018 (Apr 23- May 21)	2017 (Apr 3-Apr 25)	2015 (Apr 3-Apr 25)
Taxi Program Users	241	241	236	238
Ramp Taxi Users.....	51	51	42	45
SF Access (WC)	89	96	99	113
SF Access (AMB).....	80	77	85	57
Group Van Users	64	55	56	58
Group Van Program Directors/ Coordinators	15	8	17	15
Total Interviews		528	535	526

Note: The yearly targeted sample size for this project is 415 completed interviews to provide statistically reliable results. In 2019 we exceeded this by 125 interviews.