

ACCESS SERVICES
Biennial Customer Satisfaction Survey



Researcher: _____ Date: _____

Time start: _____ CB: _____

Time end: _____ Supervisor: _____

Hello, I'm _____ of GreatBlue Research, a third party research firm, calling on behalf of Access Services in Los Angeles County. We are conducting a survey today with customers like you about your experiences using Access Services. I would like to ask you a few questions on a confidential basis. Let me assure you that I am not selling anything and will only take about 15 minutes of your time.

A. Language

- 01 English (Continue)
- 02 Spanish (Skip to Spanish Section of Program)

1. Approximately how long have you been using Access Services?

- 01 Less than six months
- 02 Six months to less than one year
- 03 One year to less than three years
- 04 Three years to less than five years
- 05 Five years to less than ten years
- 06 Ten years to less than 15 years
- 07 Fifteen years to less than 20 years
- 08 Twenty years or more
- 09 Don't use Access (**THANK AND TERMINATE**)
- 10 Don't know/Don't Remember (**CONTINUE**)

2. Approximately how many one-way trips do you take each **month** using Access Services?

(In this case one-way trip means a single ride on one Access vehicle from one pick-up location to one drop-off location. A return trip would be a second one-way trip)

- 01 Less than one
- 02 One
- 03 Two
- 04 Three
- 05 Four
- 06 Five
- 07 Six to nine
- 08 Ten or more
- 09 Don't know/Don't Remember

Now, I would like you to think about your **trips the past month** with Access Services. If you have not taken any Access trips in the past month, I would like you to think about your most recent trips on Access in the past year.

3. Did the driver arrive within 20 minutes of your scheduled pick up times; that is, did the driver arrive no later than 20 minutes after your scheduled pick up times?
 - 01 All of the time
 - 02 Most of the time
 - 03 About half of the time
 - 04 Less than half of the time
 - 05 Never

I am going to ask you to rate several aspects of your trips in the last **month** with Access. **If you have not taken any Access trips in the past month, I would like you to think about your most recent trips on Access in the past year.** First, I would like to ask you specifically about your experiences with your drivers.

4. Would you say your drivers were generally...?
 - 01 Very helpful and courteous
 - 02 Somewhat helpful and courteous
 - 03 Neither helpful and courteous nor not helpful
 - 04 Somewhat not helpful
 - 05 Not very helpful
 - 06 Don't know/No Response Given (refused) (**DO NOT READ**)
5. Overall, how satisfied were you with the drivers? Were you ...?
 - 01 Very satisfied
 - 02 Somewhat satisfied
 - 03 Neither satisfied nor dissatisfied
 - 04 Somewhat dissatisfied
 - 05 Very dissatisfied
 - 06 Don't know/No Response Given (Refused) (**DO NOT READ**)

Now I would like to ask you specifically about your experiences making the reservation for your trips the past month with Access. **Again, if you have not taken any Access trips in the past month, I would like you to think about your most recent trips on Access in the past year.**

6. Were the reservation agents ...?
 - 01 Very courteous
 - 02 Somewhat courteous
 - 03 Neither courteous nor rude
 - 04 Somewhat rude
 - 05 Very rude
 - 06 Don't know/No Response Given (Refused) (**DO NOT READ**)

7. Did the reservation agents make the reservations accurately?
- 01 All of the time
 - 02 Most of the time
 - 03 About half of the time
 - 04 Less than half of the time
 - 05 Never
 - 06 Don't know / Don't remember
8. Did you find the reservationist to be patient and understanding?
- 01 All of the time
 - 02 Most of the time
 - 03 About half of the time
 - 04 Less than half of the time
 - 05 Never
 - 06 Don't know / Don't remember
9. Overall, have you been satisfied were you with the reservation agents?
- 01 All of the time
 - 02 Most of the time
 - 03 About half of the time
 - 04 Less than half of the time
 - 05 Never
 - 06 Don't know/No Response Given (Refused) **(DO NOT READ)**

Now I would like to ask you specifically about the vehicles you rode in during your **trips the past month** with Access. Again, if you have not taken any Access trips in the past month, I would like you to think about your most recent trips on Access in the past year. Please tell me whether you were ... very satisfied ... somewhat satisfied ... neither satisfied nor dissatisfied ... somewhat dissatisfied ... or very dissatisfied with ...? **(Programming note: rotate Q10-12)**

Vehicle characteristics	Very Satisfied	Somewhat Satisfied	Neither	Somewhat Dissatisfied	Very Dissatisfied	Don't know / No Response Given (Refused)
10. The appearance of the vehicles	01	02	03	04	05	06
11. The comfort of the vehicles	01	02	03	04	05	06
12. The cleanliness of the vehicles	01	02	03	04	05	06

13. Did you have any difficulty or problems getting into or out ANY of the vehicles?
- 01 All of the time
 - 02 Most of the time
 - 03 About half of the time
 - 04 Less than half of the time
 - 05 Never (**go to question 15**)
14. [If respondent answered Yes to **question 13**] **Can you please give an example or examples of what difficulty or problems you experienced getting into or out of the vehicle?**
Open end Response
-
-
15. **Can you please give an example or examples of what did you like most about your trips the past month or past year,** that is, what did Access do particularly well or what did you really like? (**PROBE**) Can you tell me more about that?
-
16. And what did you **like least** about your **trips the past month or past year,** that is, what did Access not do particularly well or what did you not like? (**PROBE**) Can you tell me more about that?
-
-
17. Thinking about your experiences with Access over the past couple of years, would you say the quality of the service has ...?
- 01 Improved a lot
 - 02 Improved a little
 - 03 Not noticeably changed (**Go to Q19**)
 - 04 Gotten a little worse (**Go to Q19**)
 - 05 Gotten a lot worse (**Go to Q19**)
 - 06 Don't know/No Response Given (Refused) (**DO NOT READ**) (**Go to Q19**)
18. How has the quality of service improved? (**PROBE. ACCEPT MULTIPLE RESPONSES. DO NOT READ CHOICES.**) What else?
- 01 Nicer vehicles/Vehicles are cleaner/More comfortable
 - 02 Vehicles easier to enter/Exit
 - 03 Drivers friendlier/More courteous
 - 04 Drivers more helpful
 - 05 Drivers Better/More Careful
 - 06 Easier to make reservations/Reservation process easier/Better
 - 07 Reservations agents friendlier/More helpful
 - 08 Reservation agents more knowledgeable
 - 09 More punctual/On time/Arrive when promised
 - 10 Better information/Information about services easier to understand. 11. More responsive to my needs
 - 11 Offers more services/More programs/Better programs
 - 12 Other (please specify):_____
 - 13 Don't know/No Response Given (Refused)

19. Can you please give an example or examples of what are your biggest issues or concerns with Access? (**PROBE. ACCEPT MULTIPLE RESPONSES. READ CHOICES WITH "SUCH AS".**) What else? PUT OPTIONS IN DIGITAL SURVEY
- 01 Long Rides
 - 02 Share Rides
 - 03 Scheduling trips at preferred times
 - 04 On Time Performance
 - 05 OTHER (PLEASE SPECIFY)
20. Can you please give an example or examples of what you feel Access could do to improve your overall experience using their service? (**PROBE**) What else?
-
-

Next, I'd like to ask you about your experience calling Access.

21. Have you contacted Access Customer Service in the past six months to file a complaint?
- 01 Yes
 - 02 No (**Go to question 26**)
 - 03 I do not know what Access Customer Service is
22. Did you **request** customer service to provide a response to your complaint?
- 01 Yes
 - 02 No (**Go to question 25**)
 - 03 Did not know I could request a response
23. Did you **receive** a response to your complaint?
- 01 Yes
 - 02 No (**Go to question 25**)
24. Did you feel that the issues that led to your complaint were resolved **or acknowledged**?
- 01 Yes
 - 02 No
25. Overall, how satisfied are you with the way Access responds to your concerns? Are you ...
- 01 Very satisfied
 - 02 Somewhat satisfied
 - 03 Neither satisfied nor dissatisfied
 - 04 Somewhat dissatisfied
 - 05 Very dissatisfied
 - 06 Don't know/**No Response Given (Refused)** (**DO NOT READ**)
26. Have you contacted Access Customer Service in the past six months to file a **compliment about your experiences on Access or towards a driver or call taker**?
- 01 Yes
 - 02 No (**Go to question 28**)
 - 03 Did not know I could file a compliment

27. Could you please tell me about the type or nature of the compliment? (PROBE) Anything else?

28. Have you ever called Access' Operations Monitoring Center (OMC) This would be if you called Access at 800 827-0829 and selected option "2" because you were currently waiting for a ride and needed immediate assistance.

01 Yes

02 No (Go to Q32)

03 I do not know what the Operations Monitoring Center (OMC) is

04 I didn't know that I could call the Operations Monitoring Center (OMC)

29. Did Access' Operations Monitoring Center (OMC) did they resolve your issue by sending a new vehicle to transport you?

01 Yes

02 No (Go to Q32)

30. How long did you wait for the driver to arrive after the call with Access' Operations Monitoring Center (OMC), was it ...?

01 Less than one hour

02 One hour to less than two hours

03 More than two hours

04 Don't know/Don't remember (DO NOT READ)

31. Overall, how satisfied are you with your experience calling Access Operations Monitoring Center (OMC) because of a missed trip or the need to reschedule a trip? Are you ...?

01 Very satisfied

02 Somewhat satisfied

03 Neither satisfied nor dissatisfied

04 Somewhat dissatisfied

05 Very dissatisfied

06 Don't know/No Response Given (Refused) (DO NOT READ)

Now I would like to ask you questions about a service Access offers called Beyond the Curb, where a driver may assist a rider to or from their destination a short distance away from the vehicle.

32. When making a reservation, have you ever requested beyond the curb service for a trip? (IF THEY ASK WHAT BEYOND THE CURB MEANS SAY: "door to door.")

01 Yes

02 No (Go to Question 35)

03 I didn't know I could ask for this service

33. When you requested beyond the curb service, how often was the service provided? Was it provided...

01 Usually

02 Often

03 Sometimes

04 Rarely

- 05 Never
- 06 Don't know/I CAN'T remember (**DO NOT READ**)

34. How satisfied are you with the way Access has handled your requests for beyond the curb service? Are you ...?
- 01 Very satisfied
 - 02 Somewhat satisfied
 - 03 Neither satisfied nor dissatisfied
 - 04 Somewhat dissatisfied
 - 05 Very dissatisfied
 - 06 Don't know/No Response Given (Refused) (**DO NOT READ**)
35. While riding in an Access vehicle have you ever asked the driver to assist you to the door of your residence (or other location?) without arranging the request in advance?
- 01 Yes
 - 02 No (**Go to question 38**)
 - 03 **I didn't know I could ask for this service (Go to question 38)**
36. When you asked for the driver's help without making the request in advance, how often did he or she assist you to your door? Was it ...
- 01 Usually
 - 02 Often
 - 03 Sometimes
 - 04 Rarely
 - 05 Never
 - 06 Don't know/I CAN'T remember (**DO NOT READ**)
37. How satisfied are you with the way the driver responded to your request to assist you to the door? Are you ...?
- 01 Very satisfied
 - 02 Somewhat satisfied
 - 03 Neither satisfied nor dissatisfied
 - 04 Somewhat dissatisfied
 - 05 Very dissatisfied
 - 06 Don't know/No Response Given (Refused) (**DO NOT READ**)
38. When riding with Access do you travel with a service animal?
- 01 Yes
 - 02 No (**Go to Question 42**)
39. Have you experienced difficulties or had problems traveling with your service animal?
- 01 Yes
 - 02 No (**Go to Q42**)

40. Does this happen ...
- 01 Always
 - 02 Often
 - 03 Sometimes
 - 04 Rarely
 - 05 99. (Don't know/Don't remember) **(DO NOT READ) (Go to Q42)**
41. Can you please give an example or examples of what types of difficulties or problems have you experienced traveling with your service animal? **(PROBE FOR SPECIFICS)** What else?
-
-
42. Over the past year have you chosen NOT to make a trip on Access because of experiences with any of these issues?
(ACCEPT MORE THAN ONE RESPONSE.) (Programming note: Randomize response options)
- 01 Could not schedule the pickup time you requested
 - 02 Long rides
 - 03 Shared rides
 - 04 Late pickup
 - 05 Missed pickup
 - 06 Difficulty traveling with A service animal
 - 07 Difficulty traveling with AN oversized mobility device
 - 08 Concern a driver could not find me at a large campus or large location
 - 09 Or some other reason (please specify): _____
 - 10 Don't know/Don't Remember **(DO NOT READ)**
43. Do you use a mobility device like a CANE, WALKER, CRUTCHES. OR WHITE CANE?
- 01 Yes
 - 02 No **(Go to Question 47)**
44. Have you ever experienced difficulties or had problems with your oversized mobility device when riding with Access?
- 01 Yes
 - 02 No **(Go to Question 47)**
45. Does this happen ...
- 01 Always
 - 02 Often
 - 03 Sometimes
 - 04 Rarely
 - 05 Don't know/Don't remember **(DO NOT READ) (Go to Question 47)**

46. CAN YOU PLEASE GIVE AN EXAMPLE/EXAMPLES OF What types of difficulties or problems have you experienced riding with Access with your mobility device? (**PROBE FOR SPECIFICS**) What else?

47. Do you use a mobility device like a wheelchair or scooter?
02 Yes
03 No (**Go to Question 52**)

48. Is this mobility device considered to be an oversized wheelchair or scooter on Access?
01 Yes
02 No (**Go to Question 52**)
03 I do not know

49. Have you ever experienced difficulties or had problems with your-mobility device when riding with Access?
03 Yes
04 No (**Go to Question 52**)

50. Does this happen ...
06 Always
07 Often
08 Sometimes
09 Rarely
10 Don't know/Don't remember (**DO NOT READ**) (**Go to Question 52**)

51. CAN YOU PLEASE GIVE AN EXAMPLE/EXAMPLES OF What types of difficulties or problems have you experienced riding with Access with your oversized mobility device? (**PROBE FOR SPECIFICS**) What else?

52. How satisfied are you overall with Access? Are you ...?
01 Very satisfied
02 Somewhat satisfied
03 Neither satisfied nor dissatisfied
04 Somewhat dissatisfied
05 Very dissatisfied
06 Don't know/No Response Given (Refused) (**DO NOT READ**)

And now I have just a few final questions for statistical purposes.

These questions are optional. These questions asked in order to ensure that Access has received responses from a representative sample of its customers.

53. What is your age, please?
- 01 Under 18 years old
 - 02 18 to 24 years old
 - 03 25 to 34 years old
 - 04 35 to 44 years old
 - 05 45 to 54 years old
 - 06 55 to 64 years old
 - 07 65 or older
 - 08 No Response Given (Refused) (**DO NOT READ**)
54. Which of the following best describes your current employment status? Are you ...
- 01 Working part-time, less than 30 hours a week
 - 02 Working full-time, 30 or more hours a week
 - 03 Unemployed/Laid off
 - 04 Retired
 - 05 Permanently disabled
 - 06 Homemaker
 - 07 Student and not-working
 - 08 Student and working
 - 09 Other (Please specify):_____
 - 10 No Response Given (Refused) (**DO NOT READ**)
55. Are you of Hispanic, Latino, or of Spanish origin? (**IF NO, ASK:**) What is your main ethnic or racial heritage?
- 01 Hispanic/Latino/Spanish (**DO NOT READ**)
 - 02 Asian American/Pacific Islander
 - 03 Black/African American
 - 04 White/Caucasian
 - 05 More than one Race / Dual Race
 - 06 Or something else (please specify):_____
 - 07 No Response Given (Refused) (**DO NOT READ**)
56. What is **your** primary spoken language?
- 01 English
 - 02 Spanish
 - 03 American Sign Language
 - 04 Other (please specify):_____
 - 05 No Response Given (Refused)
57. What is your zip code, please?
- _____

58. Which of the following best describes your gender identity?
- 01 Woman
 - 02 Gender Variant
 - 03 Man
 - 04 Non-Binary
 - 05 Transgender Person
 - 06 Trans woman
 - 07 Trans man
 - 08 Non-conforming
 - 09 Other (please specify): _____
 - 10 Prefer not to answer

Those are all of my questions. Thank you very much for completing this survey. Have a good day.

Below are Questions suggested for removal from the survey by the CAC's Ad Hoc Committee, with original survey question numbers preserved:

3. Compared to taking the bus, would you say the travel times for your **trips the past month** with Access were generally...?

- 01 Shorter than the travel times on the bus
- 02 About the same as the travel times on the bus
- 03 Longer than the travel times on the bus
- 04 Don't know/Don't Remember (**DO NOT READ**)

5. On average, how many minutes after your scheduled pick-up times did the driver arrive?
(Researcher: Clarify # of minutes with respondent)
of Minutes: _____

7. Were your drivers generally...? (**NOTE: This "courteous" question was merged with an earlier "helpful" question, so responses are now, "was the driver helpful and courteous?"**)

- 01 Very courteous
- 02 Somewhat courteous
- 03 Neither courteous nor rude
- 04 Somewhat rude
- 05 Very rude
- 06 Don't know/Refused (**DO NOT READ**)

13. Still thinking about your Access **trips the past month**, did you speak with a customer service representative about a trip issue or an ETA for your trips?

- 01 Yes
- 02 No (**Go to Q15**)

14. Were the customer service representatives ...? Satisfied with the CSR All fo the time

- 01 Very courteous
- 02 Somewhat courteous
- 03 Neither courteous nor rude
- 04 Somewhat rude
- 05 Very rude
- 06 Don't know/Refused (**DO NOT READ**)

15. Overall, how satisfied were you with the customer service representatives? Were you ...?

- 01 Very satisfied
- 02 Somewhat satisfied
- 03 Neither satisfied nor dissatisfied
- 04 Somewhat dissatisfied
- 05 Very dissatisfied
- 06 Don't know/Refused (**DO NOT READ**)

Now I would like to ask you questions about two other aspects of your **trips the past month** with Access. For each one, please tell me whether you were ... very satisfied ...

somewhat satisfied ... neither satisfied nor dissatisfied ... somewhat dissatisfied ... or very dissatisfied. The first one is ...?

Vehicle characteristics	Very Satisfied	Somewhat Satisfied	Neither	Somewhat Dissatisfied	Very Dissatisfied	Don't know / No Response Given (Refused)
21. How satisfied were you with the actual Access rides?	01	02	03	04	05	06

TECHNOLOGY SECTION:

NOTE: It was felt that these “internet/smart phone” questions could be removed as the last surveys have revealed high percentage (85%+) of respondents have (a) access to the internet, (b) access to a smart phone, and (c) have some experience with uploading mobile apps on their phone)

NOTE #2: For Where’s My Ride app questions, it was also felt to remove these as WMR can now do more than show an approaching vehicle, (for example, it has text-to-driver features and has some trip reservation and/or cancellation features). The single question of finding one’s vehicle was felt to be out of date).

NOTE #3: The Ad Hoc Committee considered that maybe for the 2025 survey, Access consider doing another Technology Survey, similar to the one done in 2021).

Now I would like to talk to you about computers and the Internet.

49. Do you have access to the Internet at home, at work, or somewhere else?

- 01 Yes
- 02 No

50. Do you have a cell phone?

- 01 Yes
- 02 No (Go to Q55)

51. Is it a smart phone?

- 01 Yes
- 02 No (Go to Q55)

52. Have you ever downloaded an app with your smart phone?

- 01 Yes
- 02 No (Go to Q55)

53. Have you used Access’ Mobile App, Where’s My Ride, which helps you determine how soon your VEHICLE will arrive for a scheduled pick-up?

- 01 Yes
- 02 No (Go to Q55)

54. Do you like or dislike the Where's My Ride mobile app?

- 01 Like
- 02 Dislike

55. Have you had any issues with the Where's My Ride App that you would like to share?

Demographics / Statistics Questions – The group sought to remove some they felt not appropriate for this survey:

62. Including you, how many people live in your household? **(RECORD EXACT NUMBER.) (Researcher: confirm # with respondent)**
of People: _____

64. What is the highest level of schooling you have completed?

- 01 Less than high school
- 02 High school graduate
- 03 Some college/Community college/Vocational school
- 04 College graduate
- 05 Post-graduate degree
- 06 Refused **(DO NOT READ)**

67. What type of health insurance do you have?

- 01 Medicare
- 02 MediCAL
- 03 Private Health Insurance
- 04 None
- 05 Other (please specify): _____

69. Approximately what is your total annual family income before taxes? Please stop me when I read the right category.

- 01 Less than \$10,000
- 02 \$10,000 to less than \$20,000
- 03 \$20,000 to less than \$30,000
- 04 \$30,000 to less than \$40,000
- 05 \$40,000 to less than \$50,000
- 06 \$50,000 or more
- 07 Don't know/Refused