

# access

## Access Services Travel Mode Study 2023



Report of Findings

7 March 2023  
Confidential & Proprietary

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# Harnessing the power of data to help clients achieve organizational goals.

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**Solutions** that are customized to provide a personalized approach of understanding organizational, employee, and customer needs allowing for more informed decisions.



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# Project Overview

- GreatBlue Research was commissioned by Access Services (hereinafter “Access”) to conduct market research to understand their riders' current use of various transportation methods in the Los Angeles area.
- The primary goals for this research study were to assess Access riders' current transportation usage and reasons for using alternative modes of transportation aside from Access.
- In order to service these research goals, GreatBlue employed telephone and digital surveys to capture the opinions of Access' riders.
- The outcome of this research will enable Access to a) more clearly understand the current transportation methods of their riders, b) discern satisfaction with existing transportation methods, and c) determine reasons for using alternative transportation modes aside from Access.



## Areas of Investigation

The Access Services Travel Mode Survey leveraged a quantitative research methodology to address the following areas of investigation:

- Use of public buses and trains
- Use of and interest in using Access' Travel Training
- Use of Uber or Lyft
- Use of Taxis
- Use of a local Dial-A-Ride
- Use of L.A. Metro's Metro Micro van service
- Use of a family member or own private car
- Use of Access Paratransit
- Use of other paratransit systems for traveling outside of Los Angeles County
- Demographic profile of respondents

# Research Methodology Snapshot

Methodology <b>Telephone and Digital</b>	No. of Completes <b>1,277</b> (302 phone + 975 digital)	No. of Questions <b>60*</b>	Incentive <b>None</b>	Sample <b>Customer List</b>
Target <b>Access Riders</b>	Quality Assurance <b>Dual-level**</b>	Margin of Error <b>+/- 2.7%</b> Phone: +/- 5.6% Digital: +/- 3.0%	Confidence Level <b>95%</b>	Research Dates <b>January 10 - February 13, 2023</b>

\* This represents the total possible number of questions; not all respondents will answer all questions based on skip patterns and other instrument bias.

\*\* Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

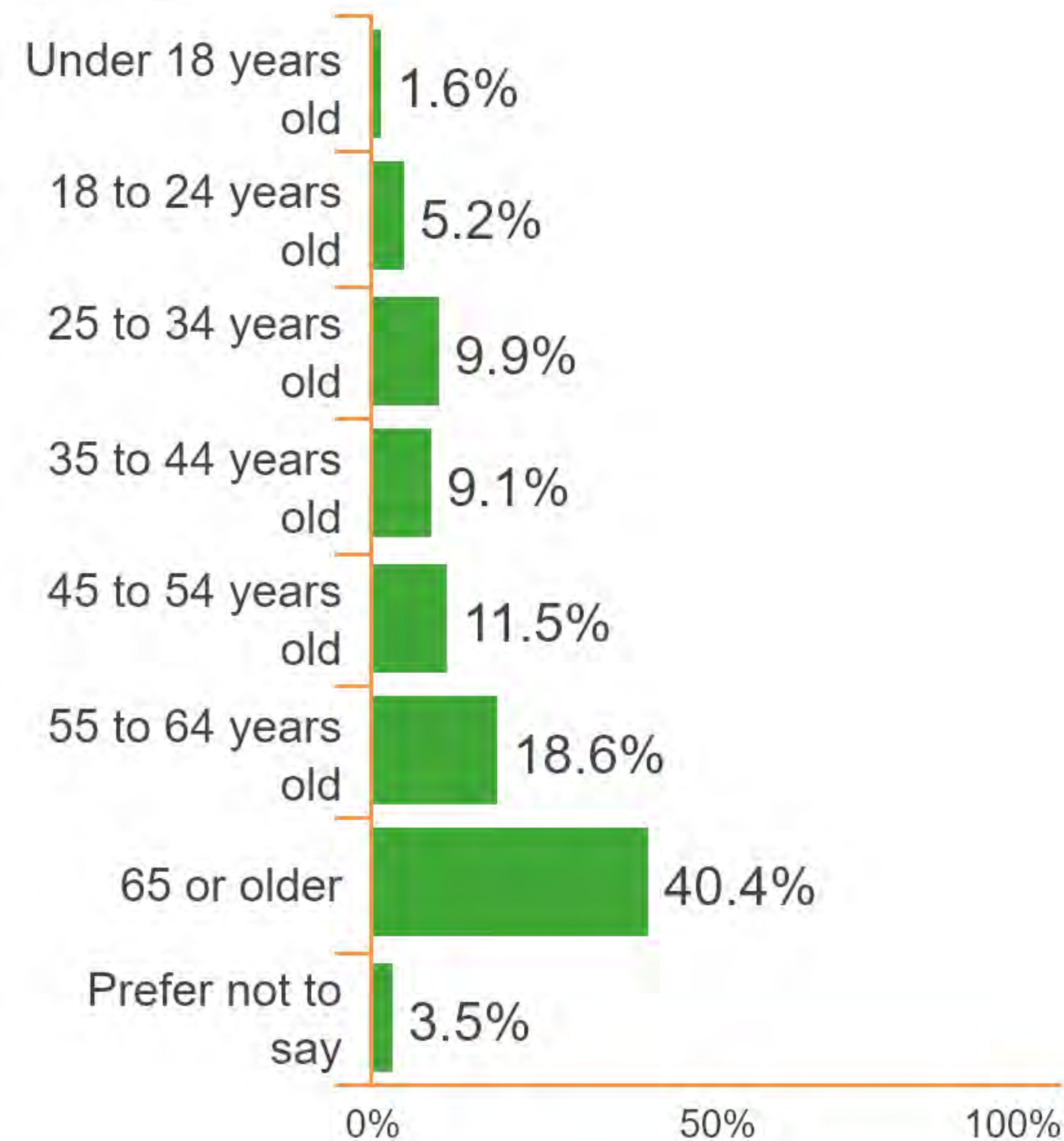
# Respondent Snapshot

This slide quantifies select data points to provide context for this research study. The data is not meant to be proportional to population contribution, rather to provide an empirical view into the demographic profile of the participants.

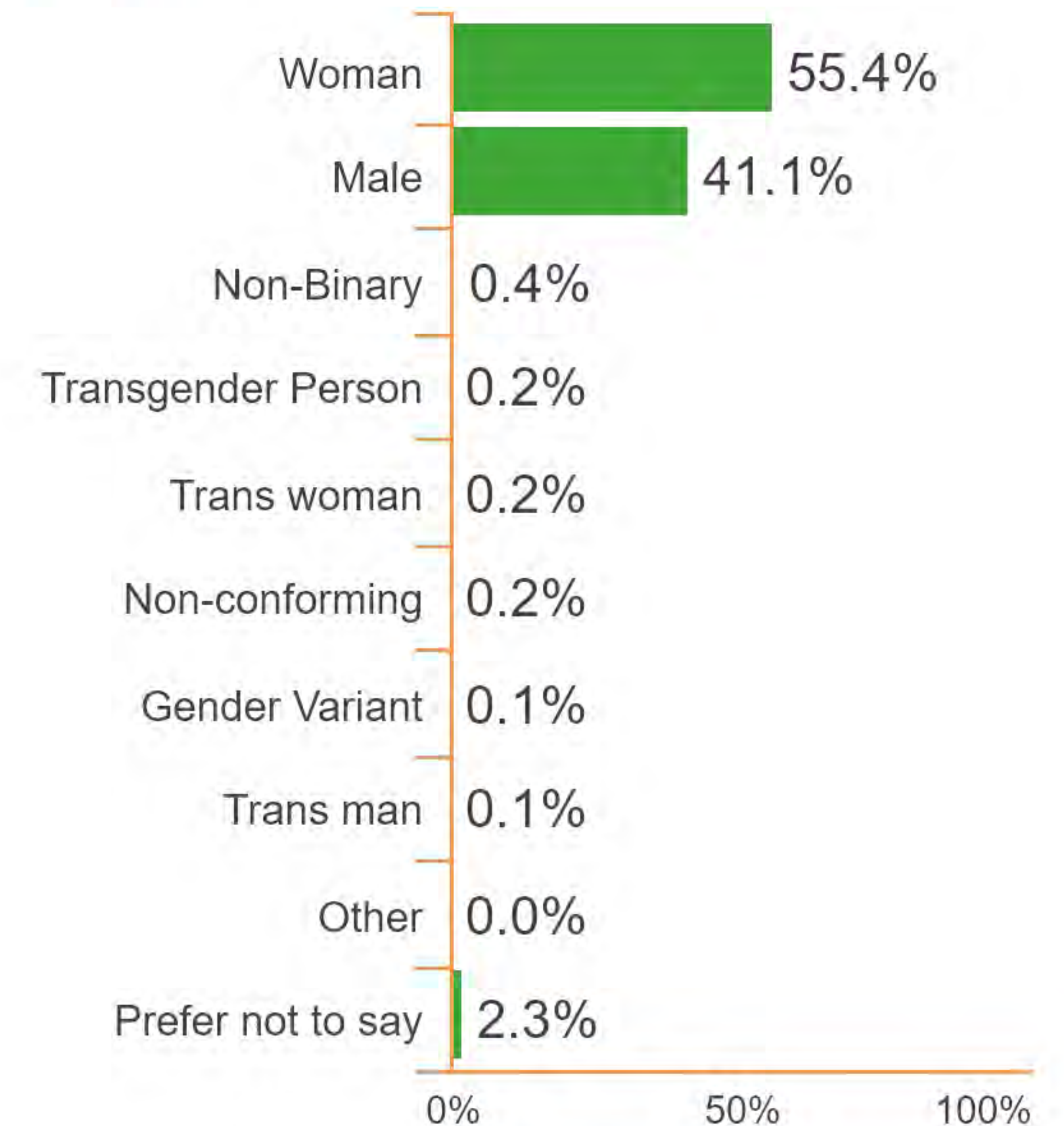
## Region

Region	# of Surveys
Antelope Valley	71
Eastern	308
Northern	141
Santa Clarita	32
Southern	461
West / Central	264

## Age



## Gender

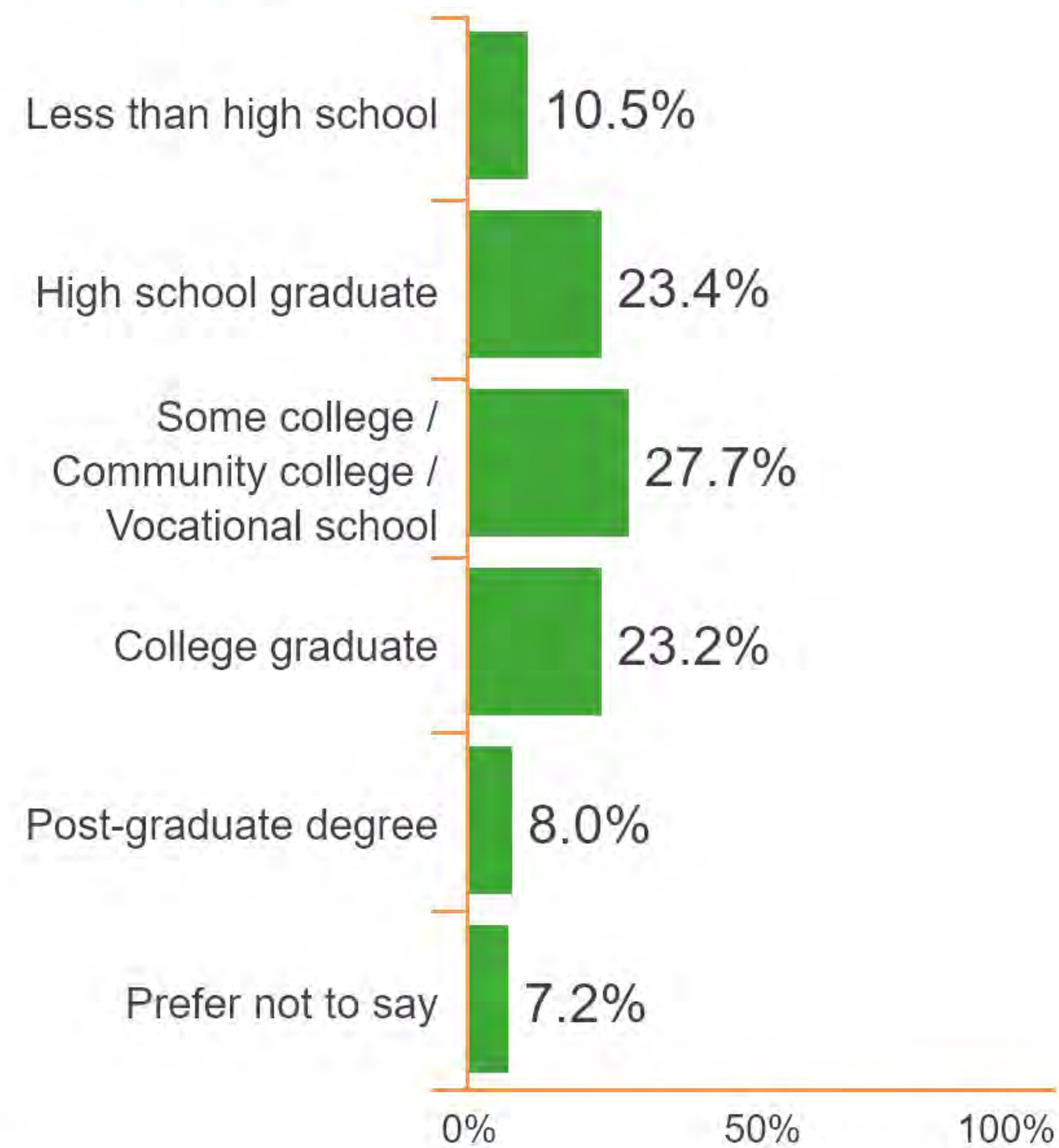




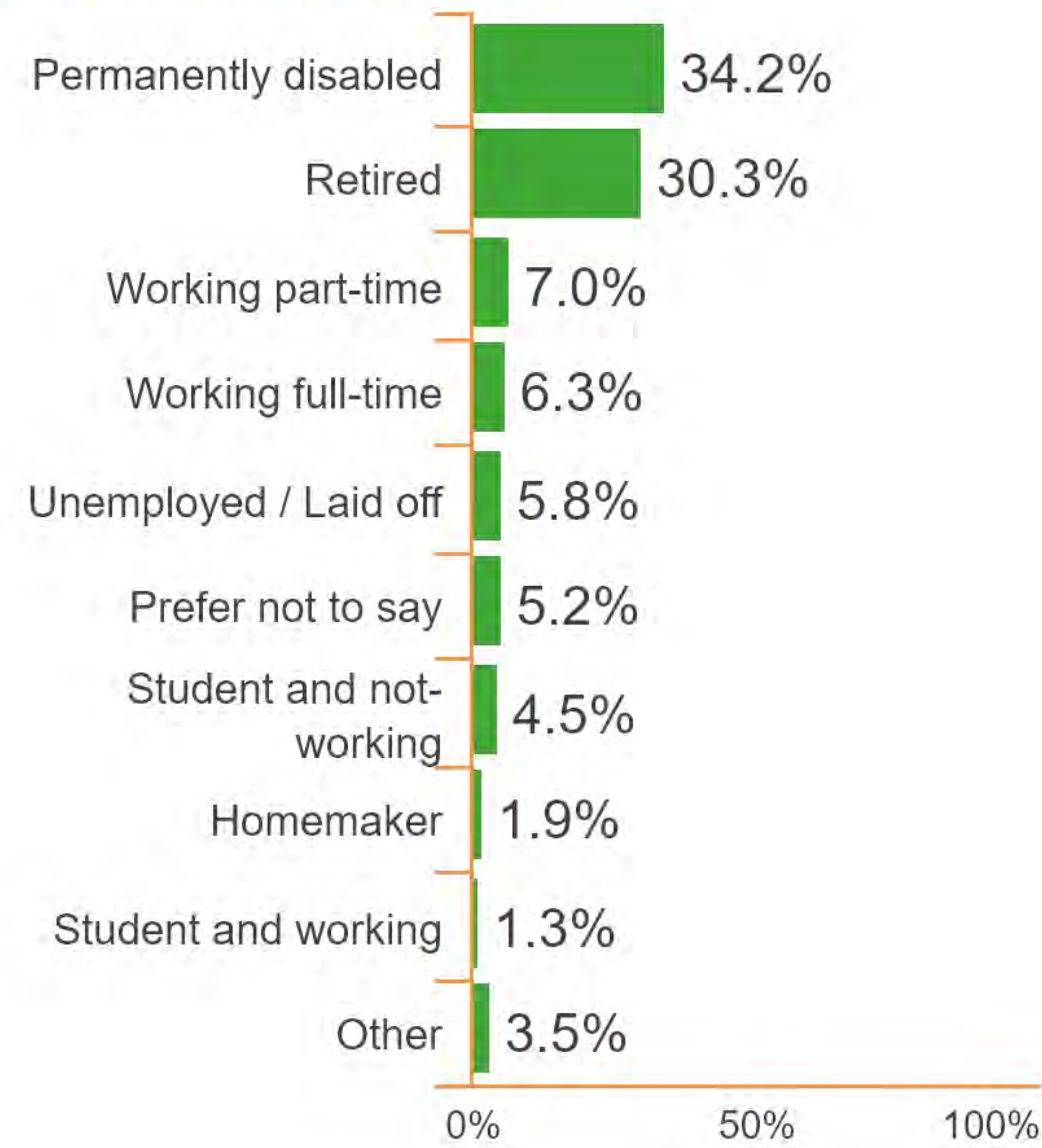
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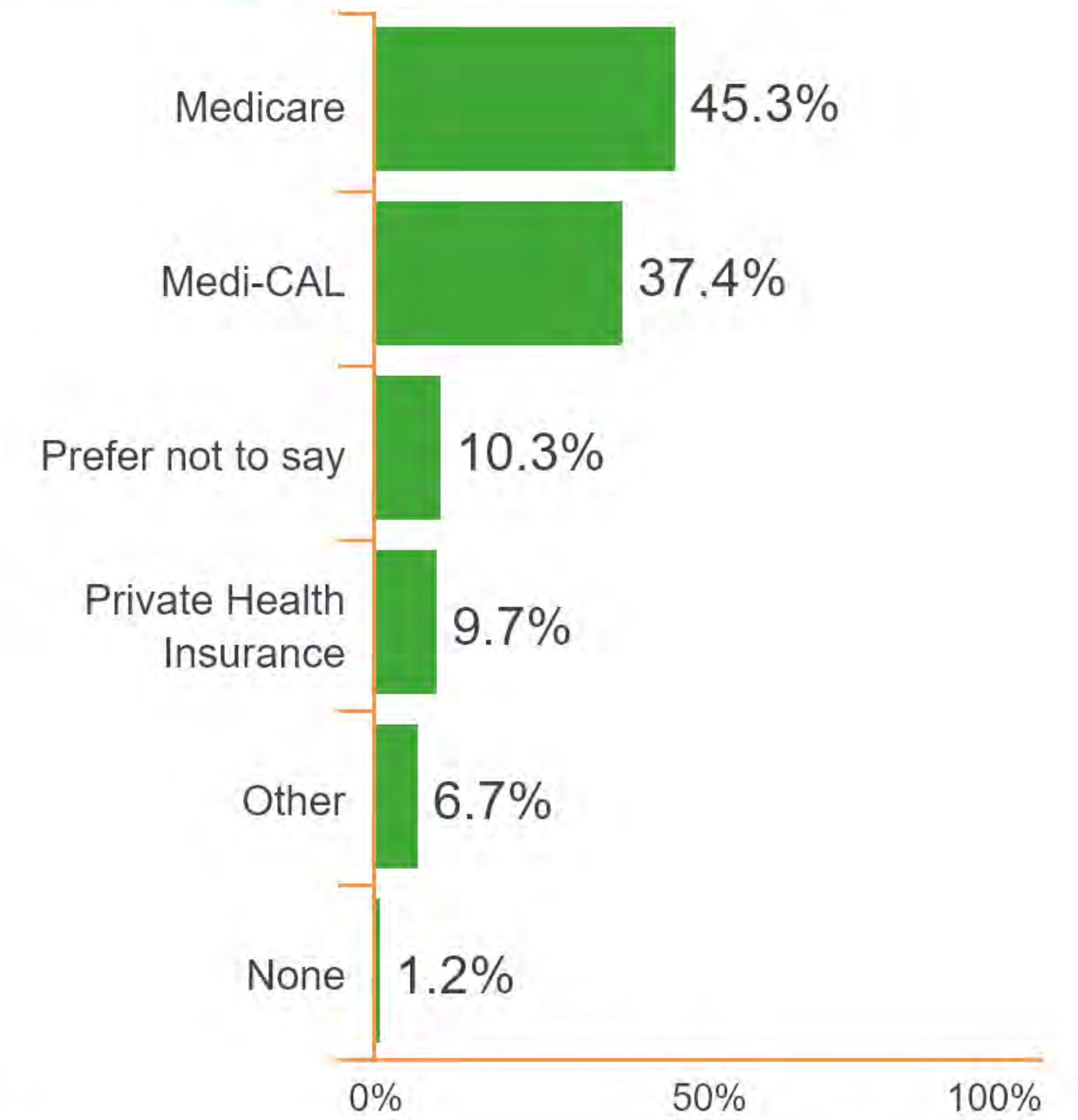
## Education



## Employment Status



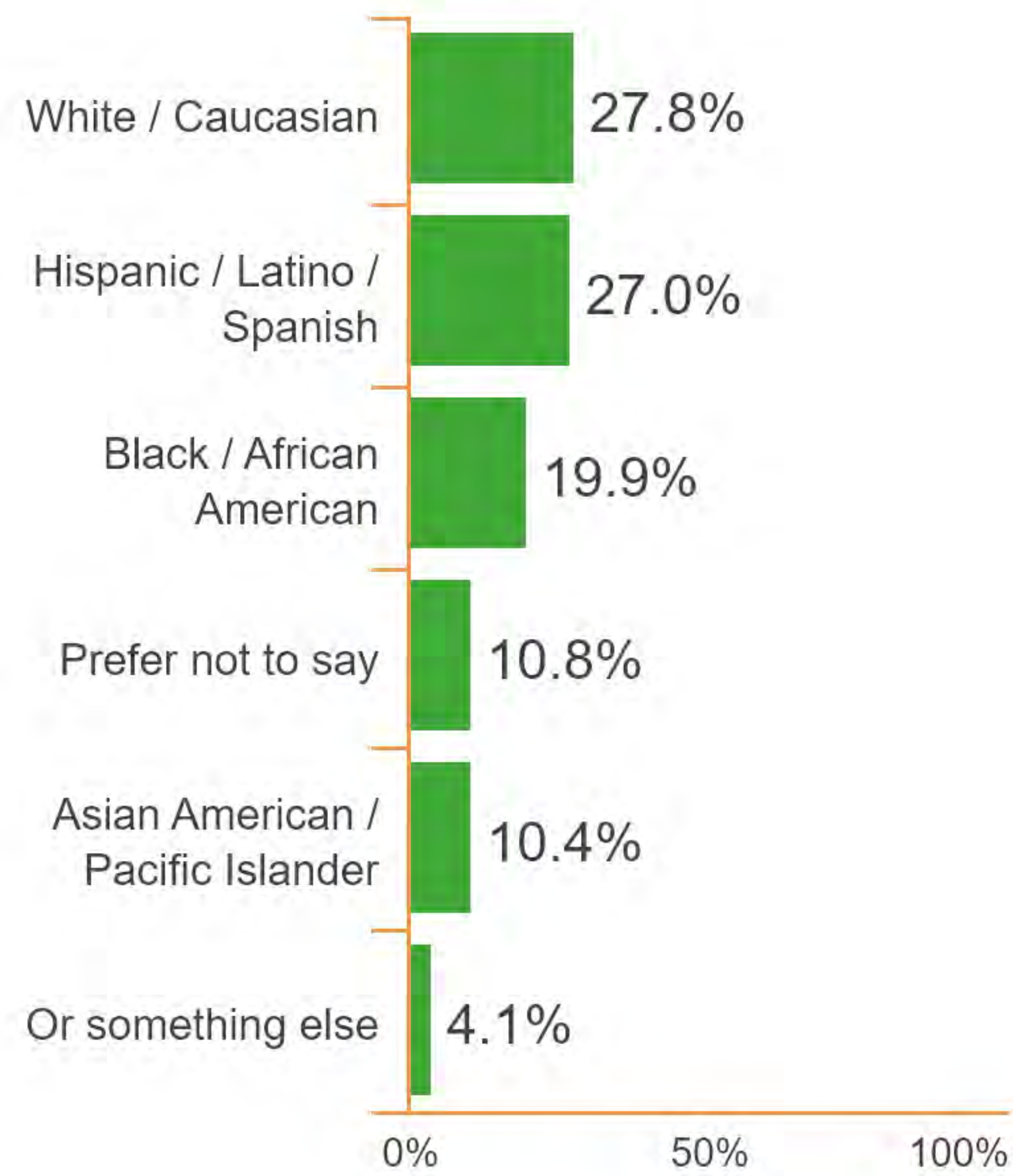
## Health Insurance



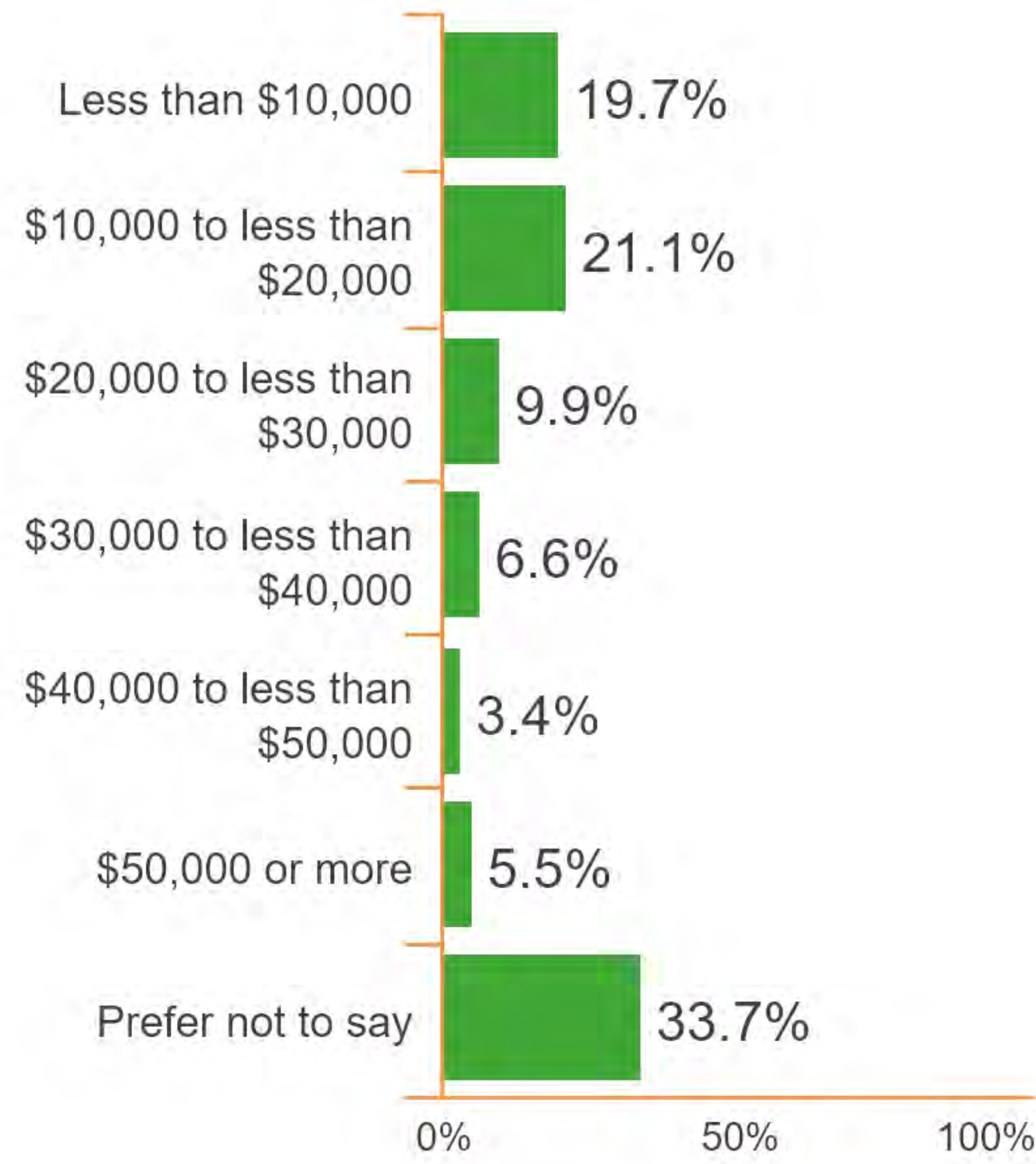
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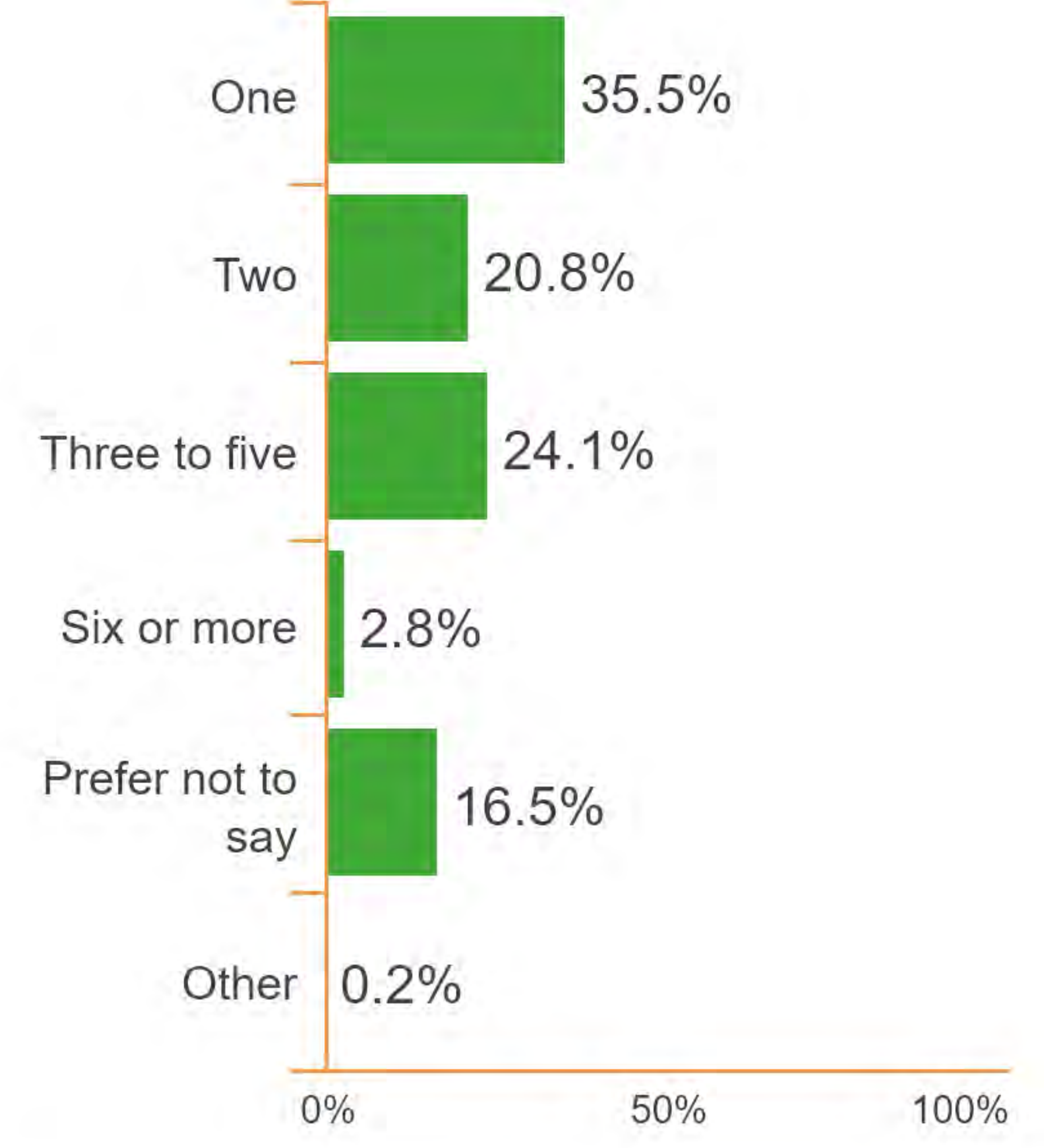
## Race / Ethnicity



## Income



## # of People in Household



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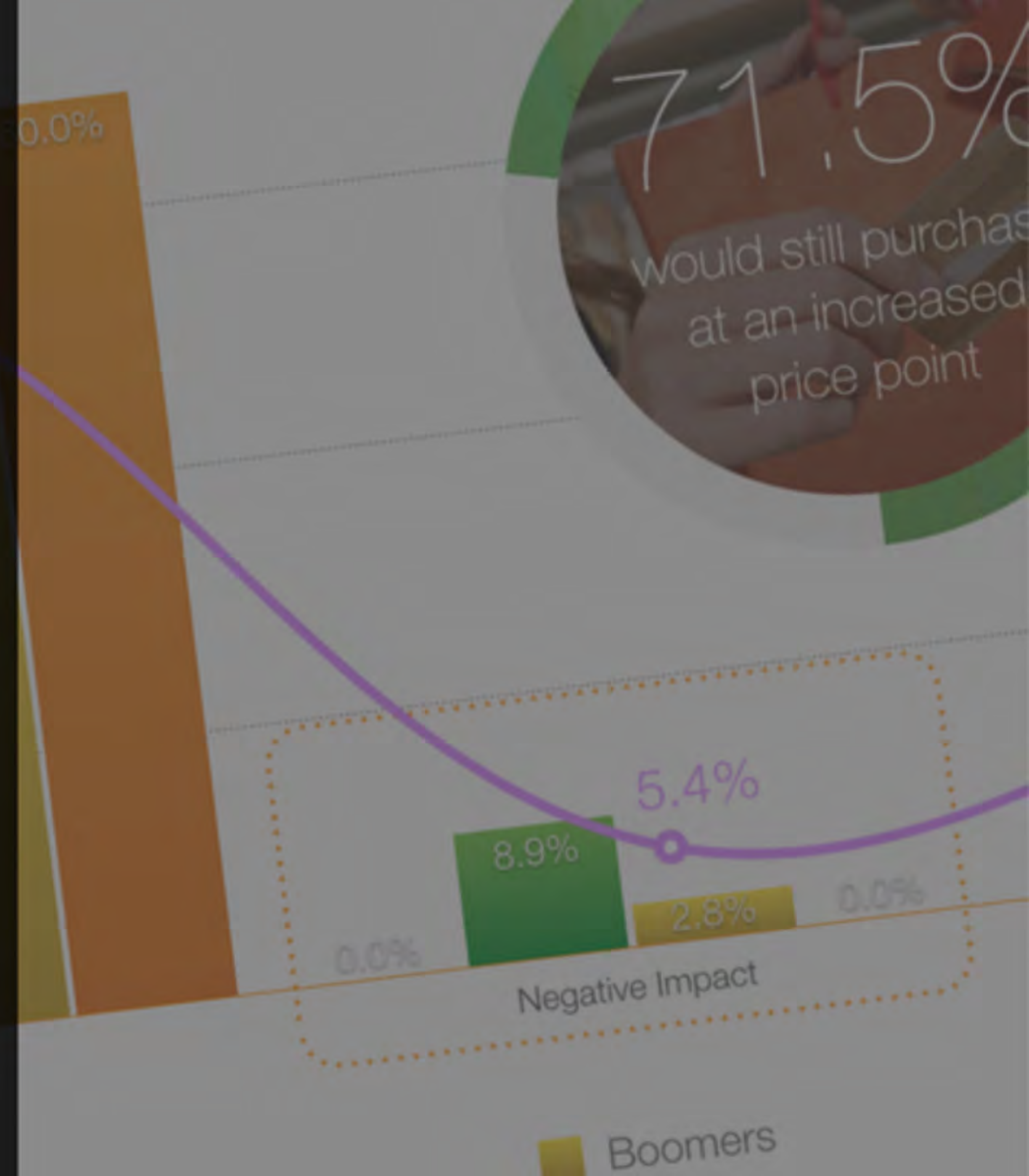
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# Key Study Findings - *Explore Options for Offering On Demand / Emergency Transportation*



## What we learned:

One of the primary reasons for respondents choosing to use transportation methods other than Access Paratransit to navigate around Los Angeles was "timely trips / faster." Further, respondents reported using alternate transportation methods for "emergencies / same day trips" or for "spur of the moment / on demand" trips.

## Takeaway:

Customers are using alternate forms of transportation for more timely trips, in times of emergency or for spur of the moment trips where a reservation is not needed.

# Key Study Findings - *Promote Accessibility of Vehicles Compared to Alternate Transportation*



## What we learned:

When asked the reason for using Access over other transportation methods mentioned in the survey, 7.0% indicated this is because Access offers transportation for those who are "disabled / need assistance / van (wheelchair access)." Further, among those who reported traveling with Uber or Lyft but were dissatisfied with their experience, one-quarter (25.8%) reported dissatisfaction because their vehicle was "not handicap accessible (wheelchairs, walkers, etc.)."

## Takeaway:

A predominant reason for customers choosing transportation with Access over other services is because Access vehicles are handicap accessible and more accommodating for their needs than services such as Uber or Lyft.

# Key Study Findings - Continue to Work to Develop Ride Sharing Arrangement with Uber + Lyft



## What we learned:

Over three-quarters of respondents (78.7%) indicated they would be open to some of their trips being performed by Uber or Lyft instead of riding in an Access vehicle for these trips. Despite this, some respondents were not open to having some of their trips performed by Uber or Lyft, citing these vehicles are "not handicap accessible (wheelchairs, walkers, etc.)."

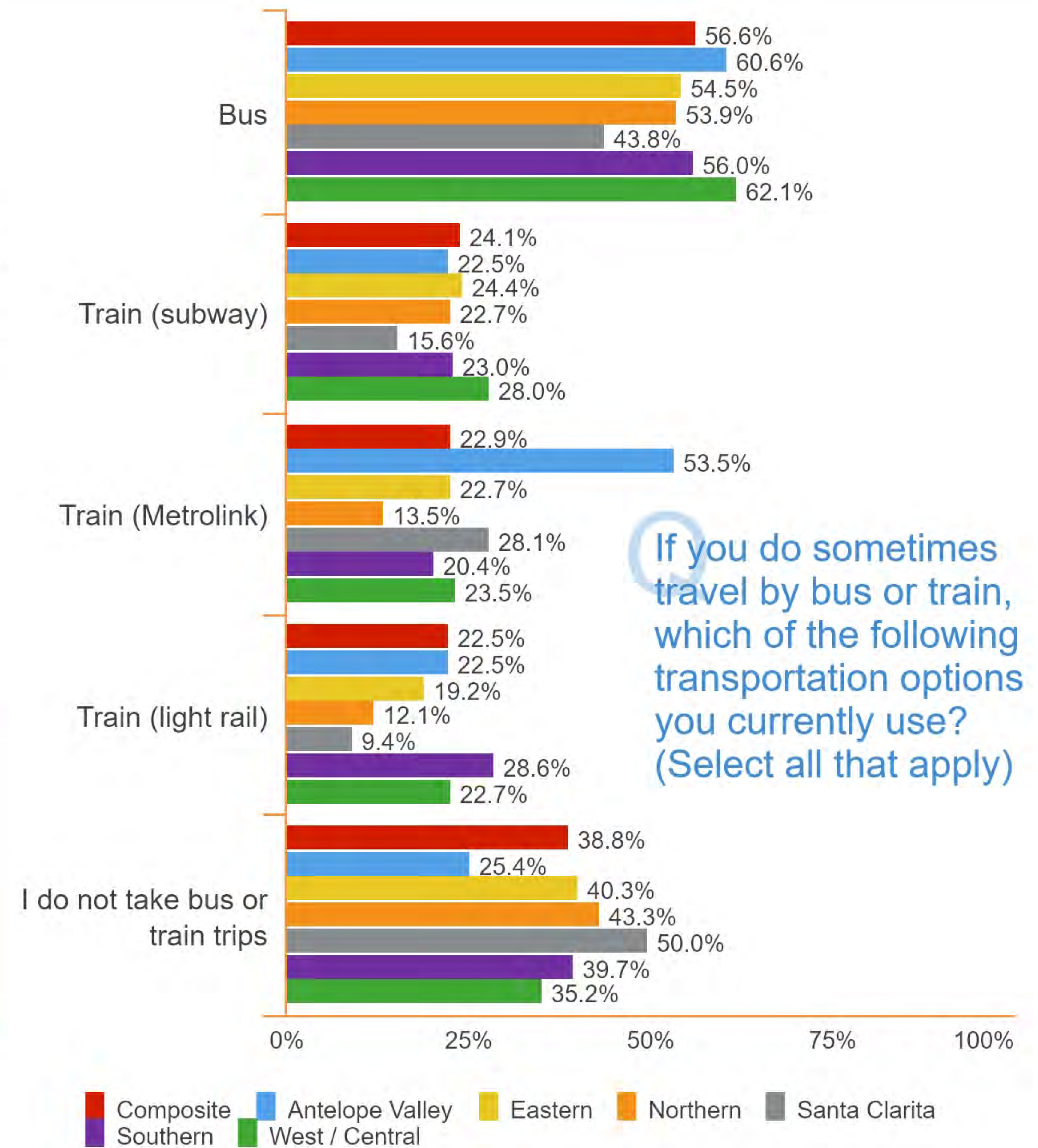
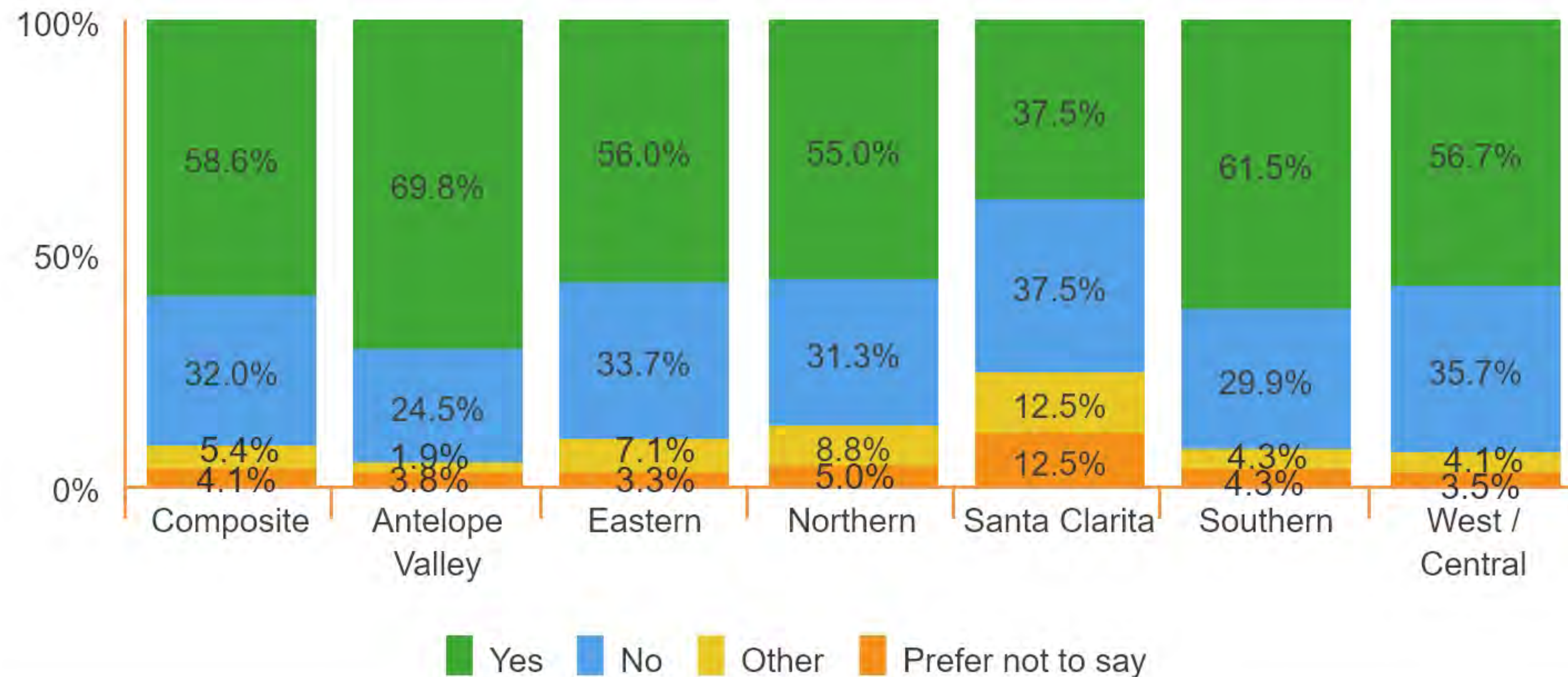
## Takeaway:

The majority of customers are open to some of their trips being performed by Uber or Lyft, but those not open to this shift in vehicles used for transportation are primarily concerned with the handicap accessibility of Uber's and Lyft's vehicles.

# Using Access ID for Bus Trips

While nearly two-fifths of respondents (38.8%) indicated they do not take bus or train trips for free with their Access I.D., nearly three-fifths (56.6%) indicated they take bus trips, and nearly one-quarter (24.1%) reported taking the train (Subway - Red or Purple Lines). Nearly three-fifths of respondents (58.6%) who travel on buses or trains reported traveling with a companion / a Personal Care Attendant.

When you travel on buses or trains, do you travel with a companion/ a Personal Care Attendant (PCA)? (N=782)



If you do sometimes travel by bus or train, which of the following transportation options you currently use? (Select all that apply)

# Taking Bus or Train Trips One to Ten Times Per Month

Approximately how many trips do you take on buses or trains in a month? Please provide your best estimate. (N=782)

Over seven-out-of-ten respondents (72.5%) who use their Access I.D. to ride buses or trains reporting taking either 1 to 10 trips (57.3%) or 11 to 20 trips (15.2%) on buses or trains each month.

Of note, more respondents from the West / Central (21.0%) and Eastern (19.0%) regions reported taking more than 20 trips per month on buses or trains than respondents from other regions.

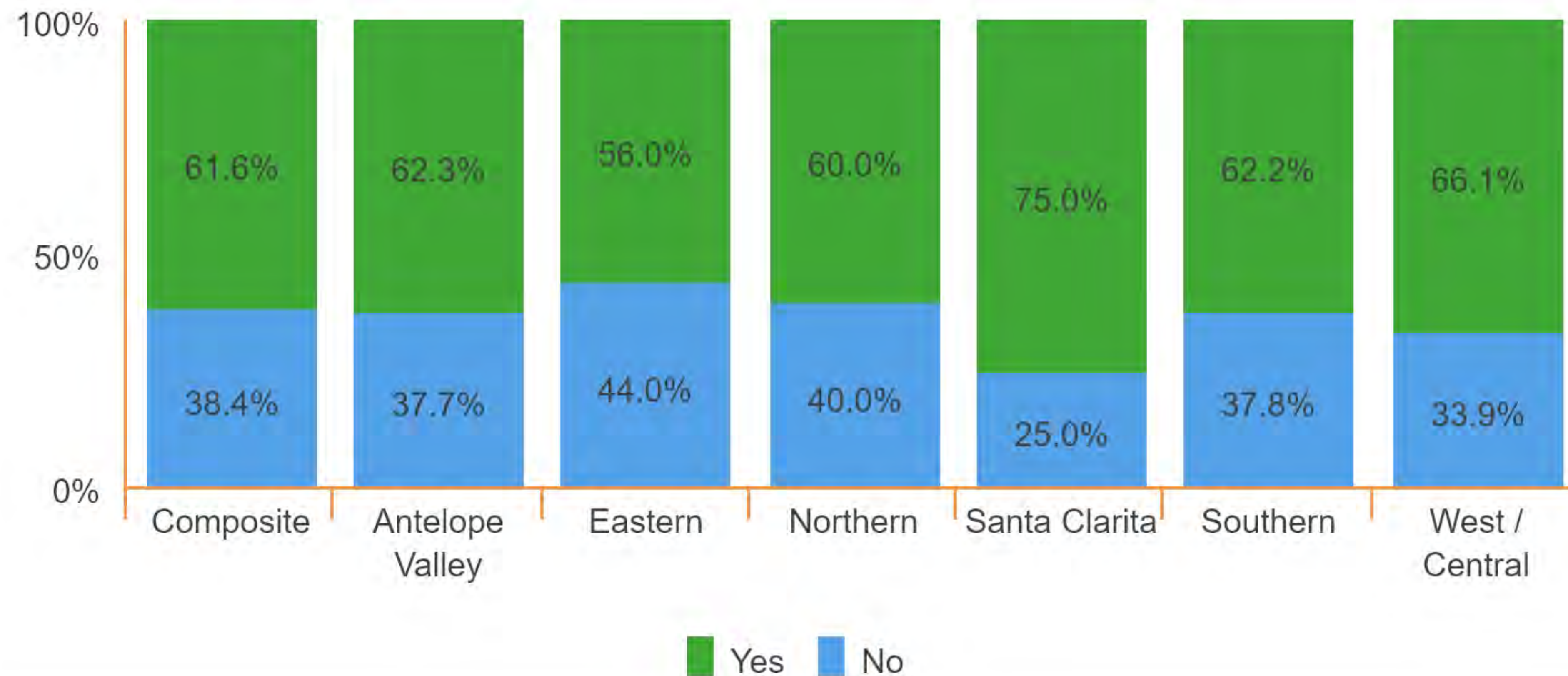
	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
None	4.7%	5.7%	6.0%	5.0%	0.0%	5.0%	2.9%
1 to 10	57.3%	56.6%	58.2%	60.0%	68.8%	58.3%	52.6%
11 to 20	15.2%	18.9%	11.4%	13.8%	12.5%	14.4%	20.5%
21 to 30	7.0%	5.7%	6.5%	5.0%	6.3%	6.5%	9.9%
31 to 50	3.7%	1.9%	6.0%	3.8%	0.0%	3.2%	2.9%
51 to 100	4.2%	3.8%	2.7%	3.8%	0.0%	4.0%	7.0%
More than 100	2.0%	0.0%	3.8%	3.8%	6.3%	1.1%	1.2%
Dont know / Unsure	5.2%	5.7%	5.4%	3.8%	6.3%	6.8%	2.9%
Prefer not to say	0.5%	1.9%	0.0%	1.3%	0.0%	0.7%	0.0%



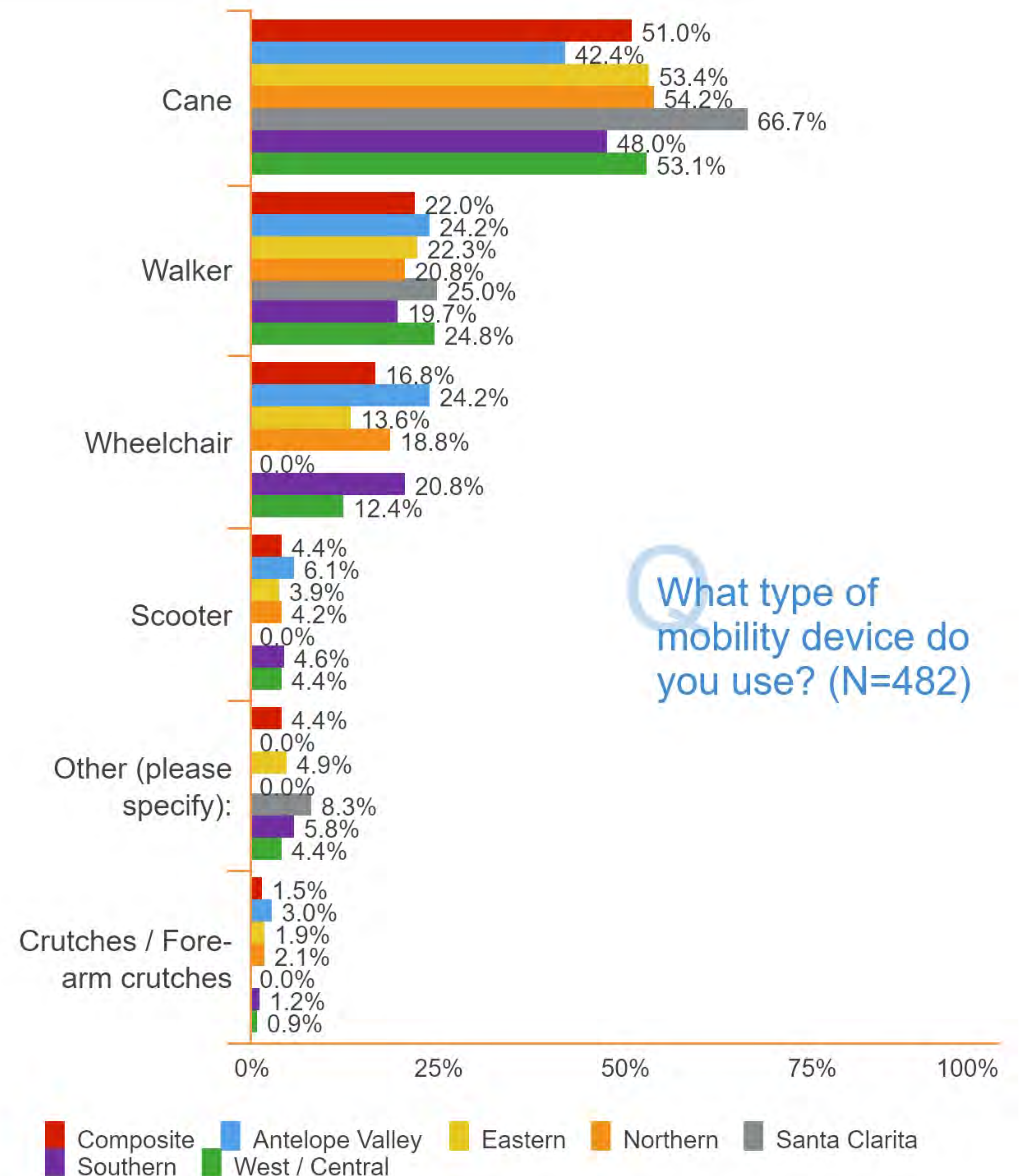
# Primarily Using Canes as Mobility Devices

Among those who take trips on buses or trains, over three-fifths (61.6%) reported using a mobility device like a wheelchair, scooter and/or cane. Over one-half of respondents (51.0%) reported the mobility device they use is a cane, and over one-fifth (22.0%) reported using a Walker / Rolling walker with seat / Triangular walker.

Do you use a mobility device like a wheelchair, scooter and/or cane? (N=782)



What type of mobility device do you use? (N=482)



# Using Metro Bus with Access ID Card

Which transit systems do you ride using your Access ID card? (Select all that apply) (N=782) (Top 15 responses shown)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Metro Bus	78.3%	54.7%	77.2%	86.3%	43.8%	82.0%	80.1%
Metro Rail	44.1%	37.7%	39.1%	38.8%	25.0%	50.4%	45.6%
Metrolink	35.4%	60.4%	37.5%	25.0%	62.5%	32.7%	32.2%
LADOT DASH	22.9%	17.0%	16.8%	28.8%	6.3%	24.1%	28.1%
Santa Monica's Big Blue Bus	18.3%	7.5%	10.3%	15.0%	6.3%	15.1%	38.0%
Long Beach Transit	15.6%	11.3%	9.8%	7.5%	6.3%	26.6%	9.9%
Montebello Bus Lines	9.2%	3.8%	19.0%	3.8%	0.0%	7.9%	5.8%
Culver City Bus	11.9%	1.9%	5.4%	10.0%	6.3%	13.3%	21.1%
Foothill Transit	12.4%	1.9%	32.1%	3.8%	0.0%	7.6%	7.6%
Gardena Transit (G-Trans)	6.5%	5.7%	4.3%	2.5%	0.0%	10.4%	5.3%
Torrance Transit	7.0%	3.8%	4.9%	2.5%	0.0%	11.9%	5.3%
Norwalk Transit	6.1%	1.9%	9.2%	1.3%	0.0%	8.3%	3.5%
Antelope Valley Transit	6.0%	39.6%	2.7%	3.8%	6.3%	3.6%	4.1%
Pasadena ARTS	6.5%	1.9%	12.5%	5.0%	0.0%	4.3%	6.4%
Beach Cities Transit	5.2%	3.8%	4.3%	6.3%	6.3%	5.4%	5.8%

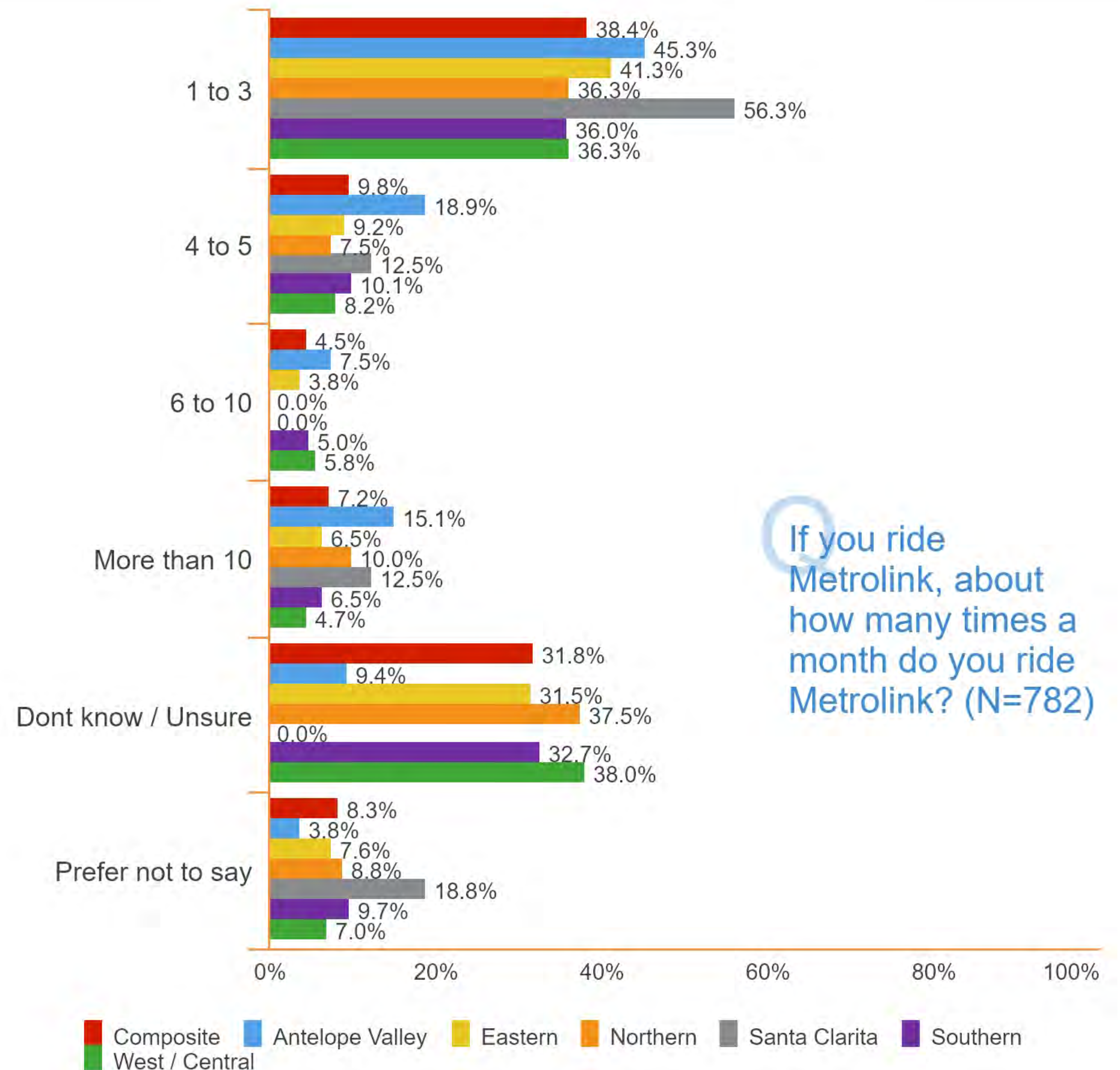
Of those respondents who use their Access ID for trips by bus or train, over three-quarters (78.3%) reported taking the Metro Bus, while over two-fifths (44.1%) reported they use their Access ID for the Metro Rail, and over one-third (35.4%) reported using the Metrolink.

Use of the Metro Bus was highest among respondents from the Northern (86.3%) and Southern (82.0%) regions, and was lowest among respondents from the Antelope Valley (54.7%) and Santa Clarita (43.8%) regions.

# Riding Metrolink 1 to 3 Times per Month

Nearly two-fifths of respondents (38.4%) reported riding Metrolink 1 to 3 times per month, while nearly one-out-of-ten respondents (9.8%) reported riding Metrolink 4 to 5 times per month, and 11.7% of respondents indicated they ride Metrolink 6 or more times per month.

Of note, nearly one-third of respondents (31.8%) were unsure how frequently they ride Metrolink, which may include respondents who do not ride Metrolink.



If you ride Metrolink, about how many times a month do you ride Metrolink? (N=782)

# Traveling by Bus or Train to Get to Doctor's Appointment

Nearly two-thirds of respondents (65.0%) indicated they travel by bus or train to "get to a doctor's appointment," while nearly one-half reported traveling by bus or train to "go shopping" (49.4%) or "run errands" (45.0%).

Of note, a higher frequency of respondents from the Antelope Valley (71.7%) and West / Central (71.3%) regions reported traveling by bus or train to "get to a doctor's appointment" than respondents from other regions. Further, a higher frequency of respondents from the West / Central (59.6%) and Southern (51.4%) regions reported traveling by bus or train to "go shopping" than respondents from other regions.

When you travel using buses or trains, which of the following purposes do you use the bus or train to travel? (Select all that apply) (N=782)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Get to a doctor's appointment	65.0%	71.7%	60.3%	61.3%	62.5%	64.0%	71.3%
Go shopping	49.4%	34.0%	47.8%	37.5%	31.3%	51.4%	59.6%
Run errands	45.0%	52.8%	41.8%	33.8%	37.5%	46.4%	49.7%
Visit family or friends	36.6%	39.6%	31.0%	41.3%	18.8%	41.0%	33.9%
Go out to eat or other entertainment	35.4%	28.3%	34.2%	41.3%	37.5%	35.3%	36.3%
Go to school	11.6%	7.5%	12.5%	7.5%	12.5%	11.9%	13.5%
Go to work	13.9%	17.0%	12.5%	17.5%	12.5%	12.2%	15.8%
Go to church	21.9%	18.9%	19.6%	22.5%	6.3%	24.8%	21.6%
Prefer not to say	3.3%	1.9%	3.8%	3.8%	6.3%	3.6%	2.3%
Other	6.0%	7.5%	8.7%	5.0%	0.0%	5.0%	5.3%

# Taking Bus or Train Because of Speed and Timeliness of Trips

Among those respondents who take bus or train trips using their Access ID, over one-quarter of respondents (26.6%) reported taking the bus or train rather than riding with Access because bus or train trips are "timely trips / faster," while 9.5% indicated they take the bus or train because there is "no appointment needed."

Of note, more respondents from the Antelope Valley (32.1%) and Southern (30.6%) regions reported taking bus or train trips because of the "timely trips / faster" than respondents from other regions.

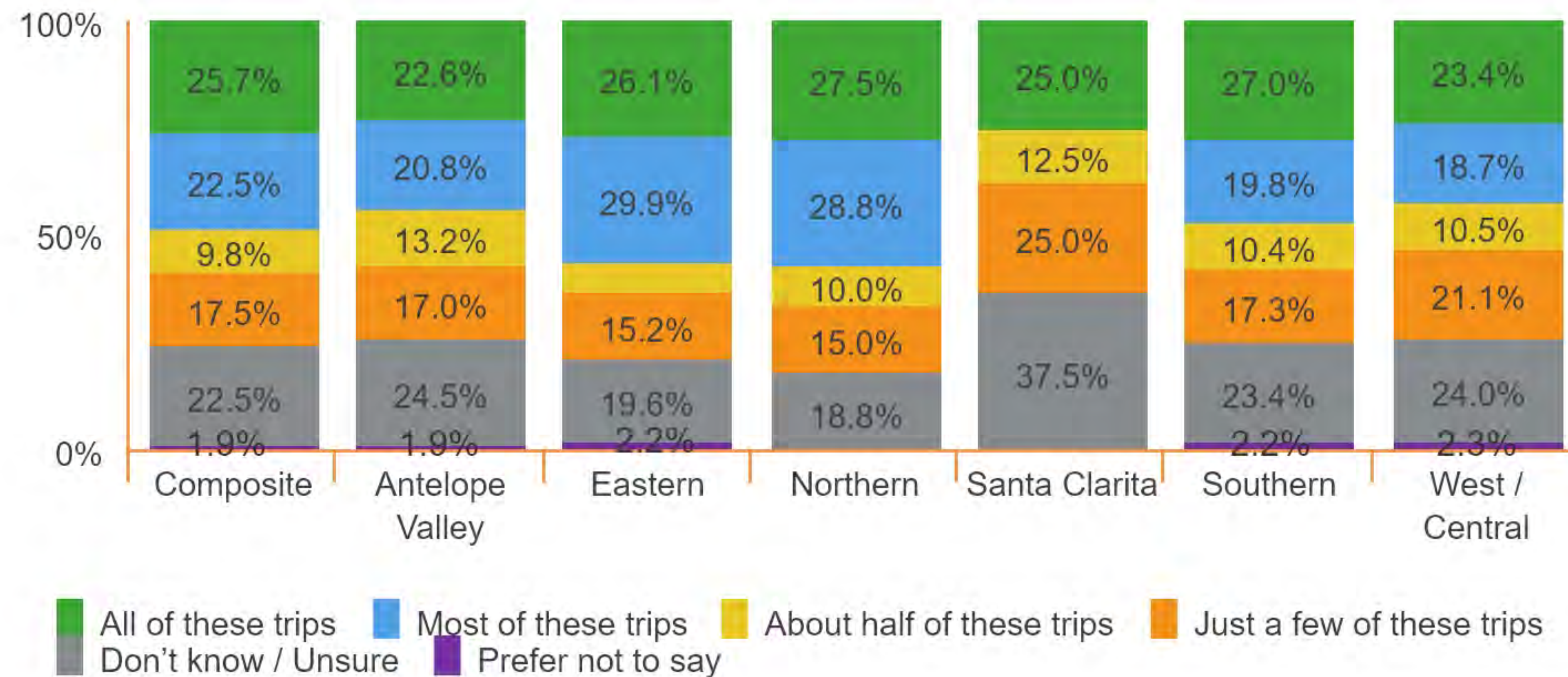
As an Access customer, you have the option of riding with Access, riding the bus or train. Thinking about your own experiences using the services offered by Access, why do you take the bus or train rather than ride with Access? (Top 8 responses shown) (N=782)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Timely trips / faster	26.6%	32.1%	25.0%	25.0%	18.8%	30.6%	21.6%
No appointment needed	9.5%	5.7%	10.9%	7.5%	12.5%	8.3%	11.7%
Depends on destination / distance	7.8%	11.3%	6.0%	1.3%	18.8%	8.6%	9.4%
Other	5.8%	9.4%	5.4%	2.5%	12.5%	6.1%	5.3%
Expressed multiple reasons	5.5%	3.8%	3.8%	8.8%	12.5%	5.0%	6.4%
Less expensive / free	4.7%	5.7%	5.4%	3.8%	0.0%	3.2%	7.0%
Uses multiple modes of transportation	4.1%	3.8%	4.9%	3.8%	6.3%	4.0%	3.5%
Availability / accessibility	3.2%	7.5%	1.1%	5.0%	6.3%	3.2%	2.9%

# Would Use Access More Frequently without Free Fare

If Access did not have a Free Fare program, nearly two-fifths of respondents (39.3%) indicated they would "call Access and schedule a ride" for those trips, while 14.2% indicated they would "pay fee / take bus / Senior Discount Card" for those trips. Further, if Access did not have a Free Fare program, nearly one-half of respondents who currently use the program (48.2%) indicated they would use Access for "all of these trips" or "most of these trips."

Again, if Access did not have a Free Fare program, how many trips would you use Access for? (N=782)



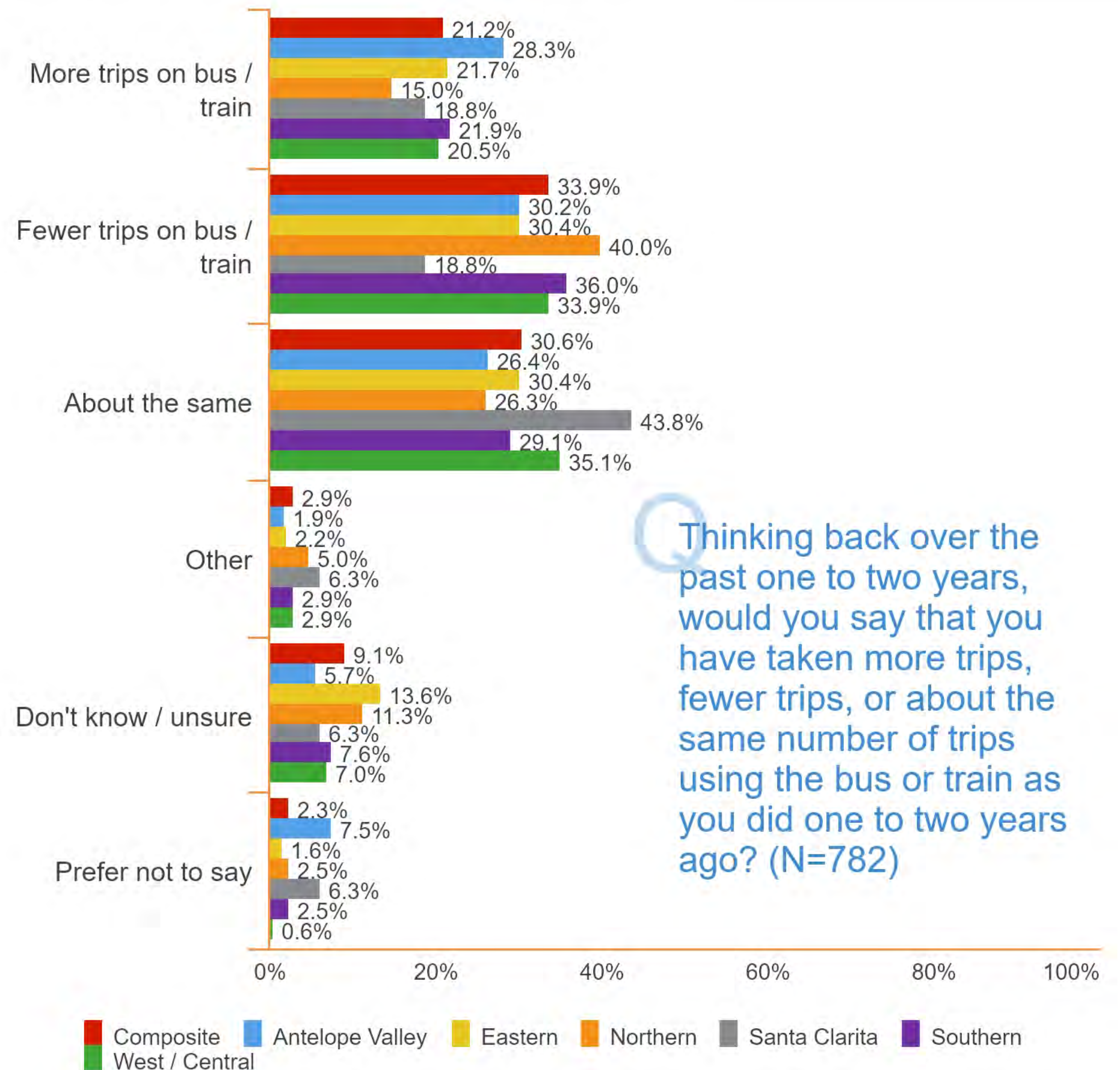
If Access did not have a Free Fare program, how would you travel instead of using the bus or train for those trips? (N=482)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Call Access and schedule a ride	39.3%	24.5%	40.8%	40.0%	12.5%	43.5%	37.4%
Pay Fare / Take Bus / Senior Discount Card	14.2%	15.1%	16.3%	12.5%	18.8%	12.9%	14.0%
Get a ride with a friend or family member	13.8%	15.1%	13.6%	10.0%	31.3%	14.7%	12.3%
Take fewer trips and stay home	12.4%	17.0%	8.2%	11.3%	18.8%	11.5%	17.0%
Walk	2.8%	5.7%	1.6%	3.8%	12.5%	2.2%	2.9%
Personal Car	1.2%	1.9%	2.2%	1.3%	0.0%	0.7%	0.6%
Ride Bike / Skateboard	0.6%	3.8%	0.5%	1.3%	0.0%	0.4%	0.0%
Other	5.4%	7.5%	6.5%	11.3%	0.0%	4.3%	2.9%
Don't know / Unsure	10.4%	9.4%	10.3%	8.8%	6.3%	9.7%	12.9%

# Taking Fewer or About the Same Trips by Bus or Train

Thinking back over the past one to two years, one-third of respondents (33.9%) indicated they are taking fewer trips by bus or train than they did one to two years ago, while three-out-of-ten (30.6%) indicated they are taking about the same number of trips by bus or train as they did one to two years ago.

Of note, more respondents from the Northern region (40.0%) reported taking fewer trips by bus or train than they did one to two years ago compared to respondents in other regions, while more respondents from the Antelope Valley region (28.3%) reported taking more trips by bus or train than they did one to two years ago compared to respondents in other regions.



# Taking Less Bus or Train Trips Due to Pandemic

Among those respondents who reported taking more trips on the bus or train, nearly one-fifth (18.7%) indicated it "depends on the activity (shopping, errands, appointments, etc.)" while 13.3% indicated they take the bus or train for "doctors / medical appointments" and 7.8% reported taking the bus or train because of its "availability / accessibility."

Over one-third of those who are taking fewer trips by bus or train (36.2%) indicated this is because of "the pandemic / COVID-19," and 4.9% indicated this is because of "health issues."

If you are taking more trips on the bus or train than you did over the past years, what are your reasons for taking more trips on the bus or train? (Top 4 responses shown) (N=166)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Depends on the activity (shopping, errands, appointments, etc.)	18.7%	13.3%	10.0%	16.7%	0.0%	16.4%	37.1%
Doctors / medical appointments	13.3%	20.0%	15.0%	8.3%	33.3%	8.2%	17.1%
Availability / accessibility	7.8%	13.3%	10.0%	8.3%	33.3%	4.9%	5.7%
Other	7.2%	20.0%	2.5%	0.0%	0.0%	8.2%	8.6%

If you are taking fewer trips on the bus or train than you did over the past years, what are your reasons for taking fewer trips on the bus or train? (Top 4 responses shown) (N=265)

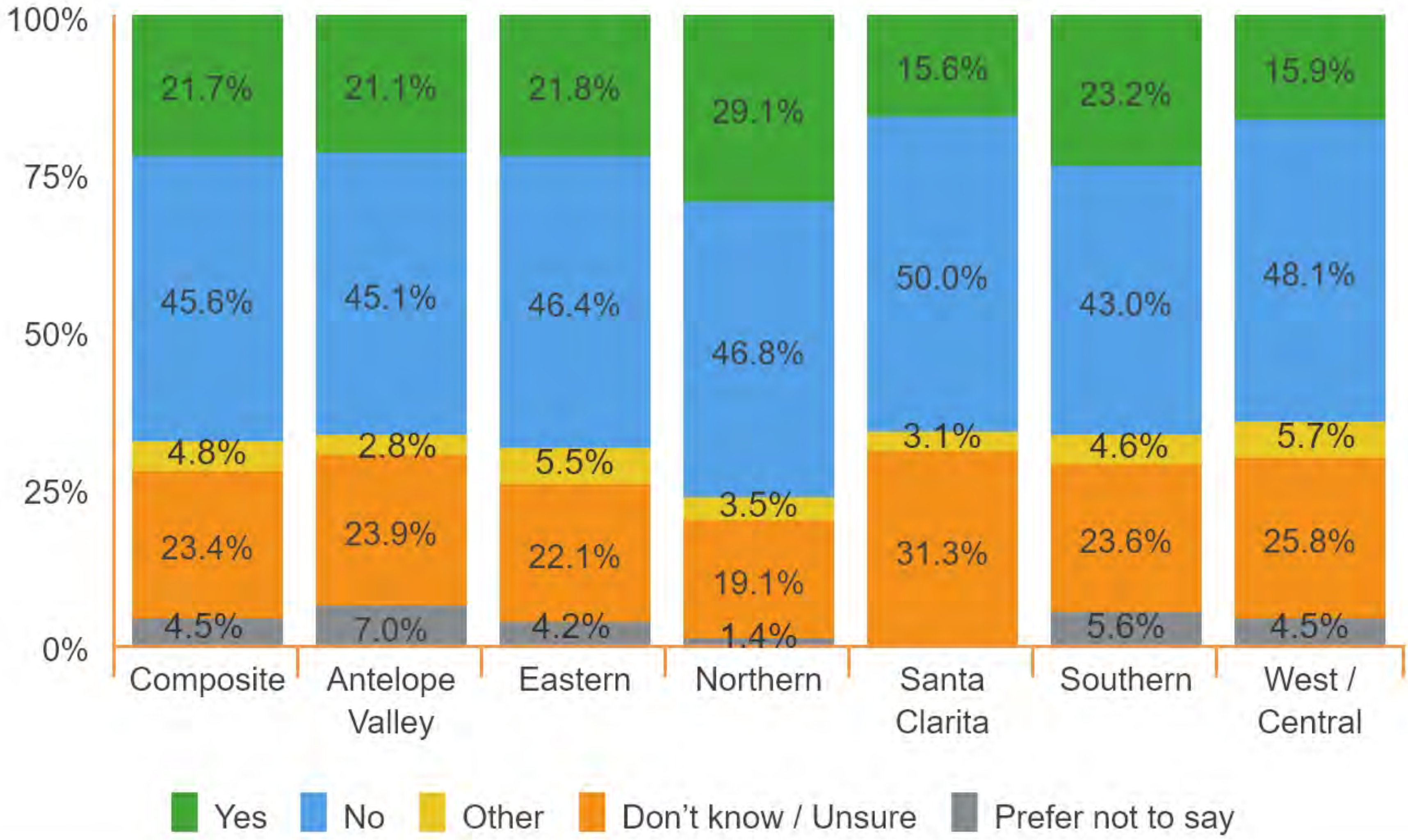
	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
The pandemic / Covid 19	36.2%	12.5%	35.7%	37.5%	33.3%	36.0%	43.1%
Health issues	4.9%	12.5%	5.4%	0.0%	0.0%	6.0%	3.4%
Homebound / don't go out much	4.5%	6.3%	5.4%	0.0%	0.0%	7.0%	1.7%
Depends on destination (distance, area, location, etc.)	3.4%	18.8%	5.4%	0.0%	0.0%	1.0%	3.4%



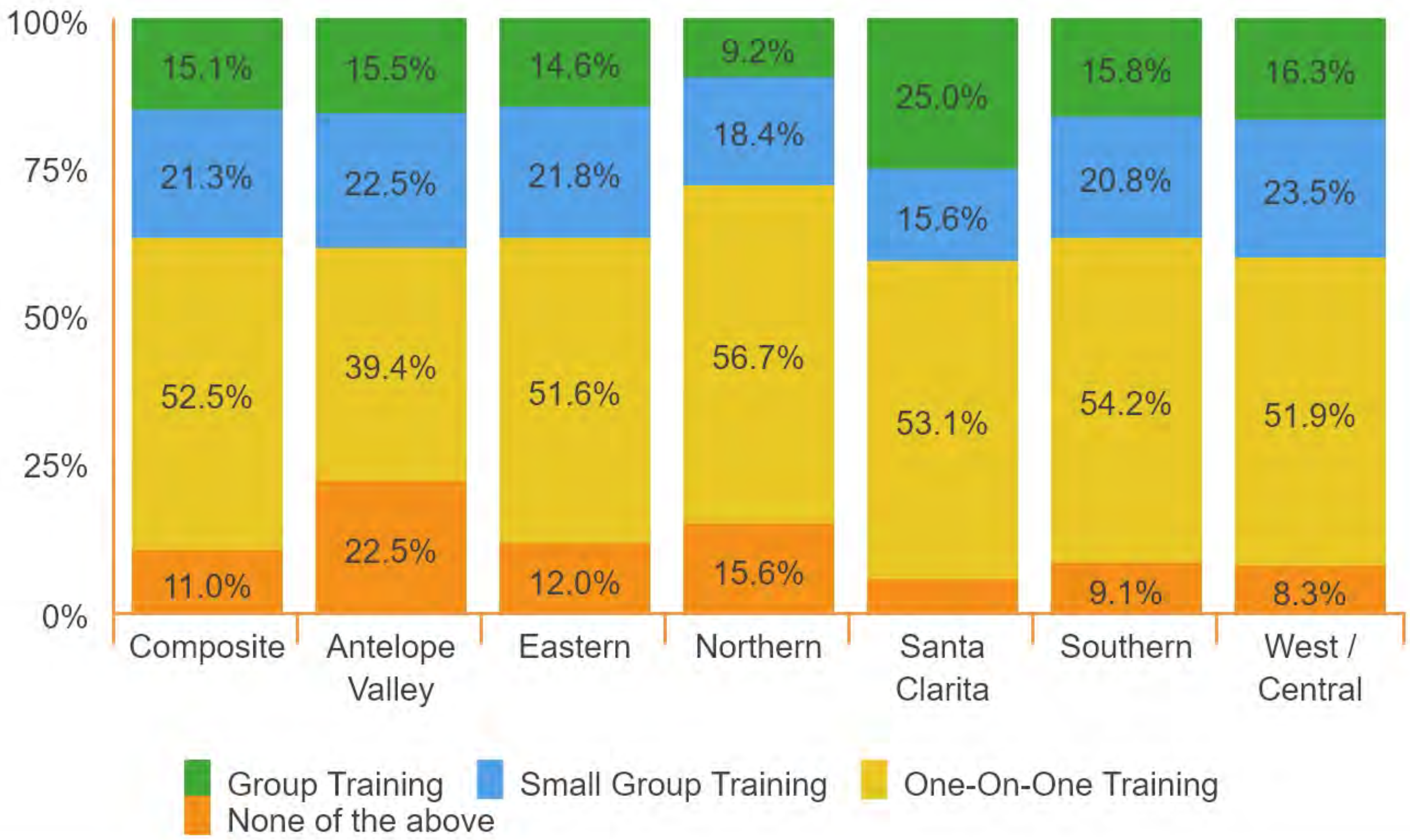
# Majority Interested in Travel Training

Over one-fifth of respondents (21.7%) reported that if they received instruction like Travel Training, they would use the bus or train more often, while nearly one-half of respondents (45.6%) indicated Travel Training would not increase their use of the bus or train. Of note, more respondents from the Northern region (29.1%) indicated Travel Training would increase their use of the bus or train. Over one-half of respondents (52.5%) indicated they would be interested in participating in Access' Travel Training program in a one-on-one training format, while over one-fifth (21.3%) indicated they would be interested in small group training.

If you received instruction like Travel Training, do you think that you would use the bus or train more often?



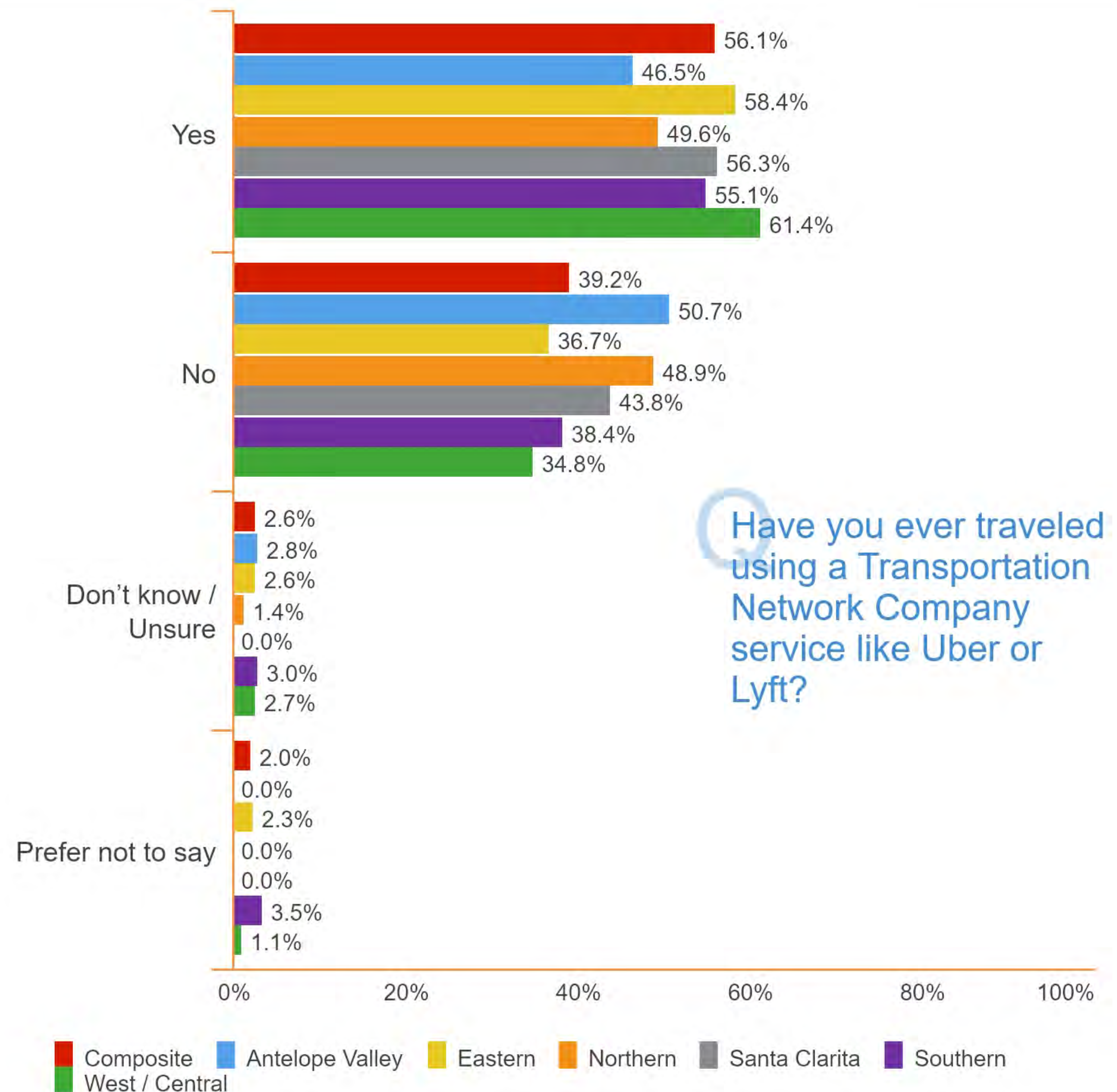
If you would you be interested in participating in Access' Travel Training program, what type of training would you prefer?



# Majority Have Used a Transportation Network Company Service

Nearly three-fifths of respondents (56.1%) reported they have traveled using a Transportation Network Company service like Uber or Lyft.

Of note, more respondents from the West / Central (61.4%) and Eastern (58.4%) regions reported use of a Transportation Network Company service than respondents from other regions.



# Using TNC Less than Three Times a Month

Approximately how many one-way trips do you take each month using TNC or Transportation Network Companies like Uber or Lyft? (N=717)

Nearly two-thirds of respondents (65.3%) who use TNC or Transportation Network Companies reported taking trips using these services either none or less than one (37.2%), one (15.1%) or two (13.0%) times per month.

Of note, more respondents from the Northern (48.5%) and West / Central (46.3%) regions reported taking two or more trips per month using TNC or Transportation Network Companies than respondents from other regions.

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
None or Less than one	37.2%	24.2%	42.2%	37.1%	38.9%	38.2%	32.7%
One	15.1%	15.2%	15.6%	11.4%	33.3%	14.6%	14.8%
Two	13.0%	21.2%	12.8%	8.6%	5.6%	11.8%	16.0%
Three	7.8%	3.0%	5.0%	10.0%	11.1%	10.2%	6.8%
Four	7.0%	6.1%	6.7%	10.0%	5.6%	6.3%	7.4%
Five	3.5%	6.1%	1.7%	7.1%	0.0%	3.1%	4.3%
Six to nine	4.3%	3.0%	5.0%	5.7%	0.0%	3.1%	5.6%
Ten or more	4.3%	3.0%	2.8%	7.1%	0.0%	3.9%	6.2%
Don't know / Dont remember	7.8%	18.2%	8.3%	2.9%	5.6%	8.7%	6.2%

# Using Uber or Lyft to Get to Doctor's Appointment

One-half of respondents (50.5%) indicated they travel using a service like Uber or Lyft to "get to a doctor's appointment," while nearly one-third (31.4%) reported traveling by Uber or Lyft to "go to your home," and nearly one-fifth (19.1%) reported traveling by Uber or Lyft to "visit family or friends."

Of note, a higher frequency of respondents from the Santa Clarita (66.7%) and West / Central (54.9%) regions reported traveling by Uber or Lyft to "get to a doctor's appointment" than respondents from other regions. Further, a higher frequency of respondents from the Northern (32.9%) and Southern (32.7%) regions reported traveling by Uber or Lyft to "go to your home" than respondents from other regions.

When you travel using a service like Uber or Lyft, what are the top one to three destinations you use Uber or Lyft to travel? (Select up to three responses) (N=717)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Get to a doctor's appointment	50.5%	42.4%	47.2%	48.6%	66.7%	50.4%	54.9%
Go to your home	31.4%	30.3%	30.6%	32.9%	27.8%	32.7%	30.2%
Visit family or friends	19.1%	6.1%	20.6%	18.6%	5.6%	18.9%	22.2%
Go shopping	14.8%	30.3%	18.3%	15.7%	11.1%	11.4%	13.0%
Run errands	13.4%	15.2%	13.9%	8.6%	16.7%	13.4%	14.2%
Go out to eat or other entertainment	11.9%	12.1%	8.9%	12.9%	11.1%	13.4%	12.3%
Other	10.5%	6.1%	12.2%	14.3%	11.1%	8.3%	11.1%
Go to work	9.1%	9.1%	7.2%	14.3%	0.0%	10.6%	7.4%
Go to church or other religious gathering	7.4%	15.2%	7.2%	10.0%	0.0%	6.3%	7.4%
Go to school	4.7%	6.1%	6.1%	2.9%	0.0%	4.3%	4.9%
Prefer not to say	3.8%	3.0%	2.8%	2.9%	0.0%	6.3%	1.9%

# Taking Uber or Lyft Because of Speed and Timeliness of Trips

Thinking about your own experiences using the services offered by Access, why do you take a service like Uber or Lyft rather than ride with Access for this/these trips? (Top 8 responses shown) (N=717)

Among those respondents who take trips using Uber or Lyft, roughly one-quarter of respondents (24.7%) reported using Uber or Lyft rather than riding with Access because they are "timely trips / faster," while 8.6% reported using Uber or Lyft for "emergencies / same day trips."

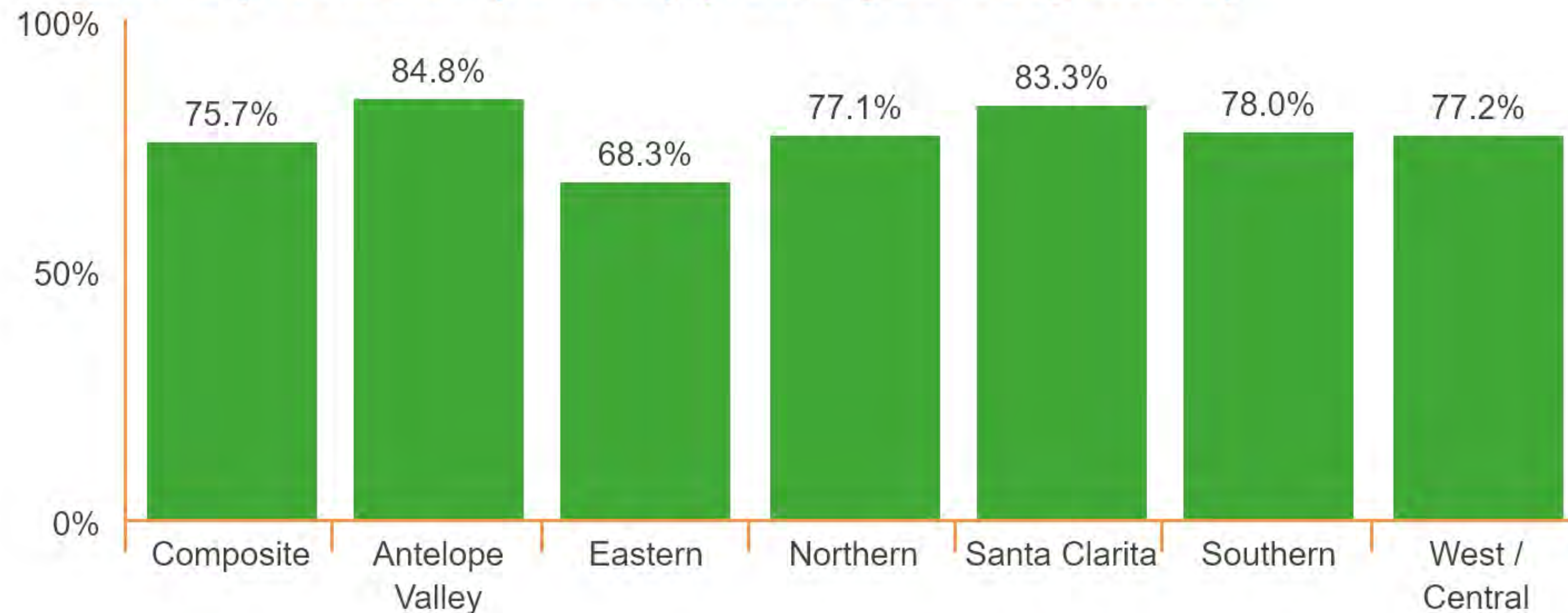
Of note, more respondents from the Northern (34.3%) and West / Central (30.9%) regions reported using Uber or Lyft because of the "timely trips / faster" than respondents from other regions.

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Timely trips / faster	24.7%	21.2%	21.1%	34.3%	11.1%	22.0%	30.9%
Emergencies / same day trips	8.6%	9.1%	13.9%	2.9%	11.1%	5.9%	9.3%
Availability / accessibility	4.6%	6.1%	2.8%	7.1%	5.6%	4.3%	5.6%
Reliability / dependability	2.9%	3.0%	3.9%	2.9%	0.0%	3.1%	1.9%
No appointment needed	2.9%	6.1%	1.1%	2.9%	5.6%	3.5%	3.1%
Convenience / flexibility / easy	2.8%	3.0%	2.8%	4.3%	5.6%	2.4%	2.5%
Depends on destination / distance	2.6%	6.1%	2.8%	0.0%	5.6%	2.4%	3.1%
Don't know / unsure / refused	1.7%	9.1%	2.2%	0.0%	0.0%	2.0%	0.0%

# Dissatisfied with Accessibility of TNC

Roughly three-quarters of respondents (75.7%) reported being satisfied with the service provided by the TNC or Transportation Network Companies they have used. Of the 62 respondents who reported dissatisfaction with the service they used, roughly one-quarter (25.8%) indicated this is because the vehicle was "not handicap accessible," and nearly one-fifth (19.4%) reported being dissatisfied because of the "cost / too expensive."

When you have traveled using TNC or Transportation Network Companies like Uber or Lyft, have you been satisfied with the service provided? (N=717) (Total "yes" responses)



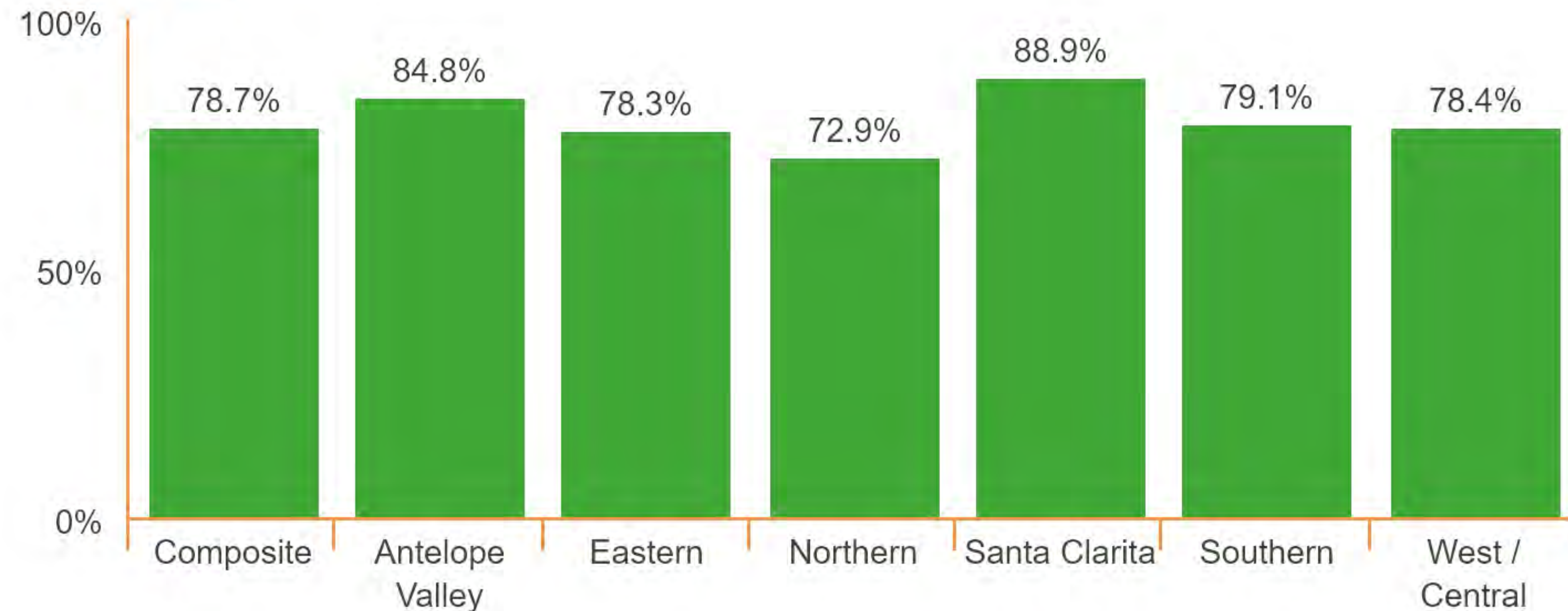
If you were not satisfied traveling on a service like Uber and Lyft, what made you dissatisfied about the service? (N=62) (Top 8 responses shown)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Not handicap accessible (wheelchairs, walkers, etc.)	25.8%	0.0%	27.8%	40.0%	0.0%	19.0%	33.3%
Cost / too expensive	19.4%	0.0%	27.8%	0.0%	100.0%	23.8%	6.7%
Poor drivers (rude, unprofessional, etc.)	17.7%	50.0%	16.7%	20.0%	0.0%	28.6%	0.0%
Expressed multiple reasons	9.7%	0.0%	0.0%	0.0%	0.0%	0.0%	40.0%
Unreliable	4.8%	0.0%	5.6%	20.0%	0.0%	0.0%	6.7%
Untrained for guidedogs/ rejected for guidedog / service dogs	4.8%	0.0%	5.6%	0.0%	0.0%	9.5%	0.0%
Availability / accessibility	4.8%	0.0%	0.0%	20.0%	0.0%	4.8%	6.7%
Other	4.8%	0.0%	11.1%	0.0%	0.0%	0.0%	6.7%

# Open to Access Trips Through Uber or Lyft

Over three-quarters of respondents (78.7%) reported being open to some of their Access trips being performed by a service like Uber or Lyft. Of the 58 respondents not open to this option, nearly three-out-of-ten (29.3%) indicated this is because Uber and Lyft are "not handicap accessible," and one-out-of-ten (10.3%) reported "Access does a better job in general."

Access is exploring working with Uber and Lyft to provide some of its trips for Access customers. Are you open for some of your Access trips to be performed by a service like Uber or Lyft? (N=717)



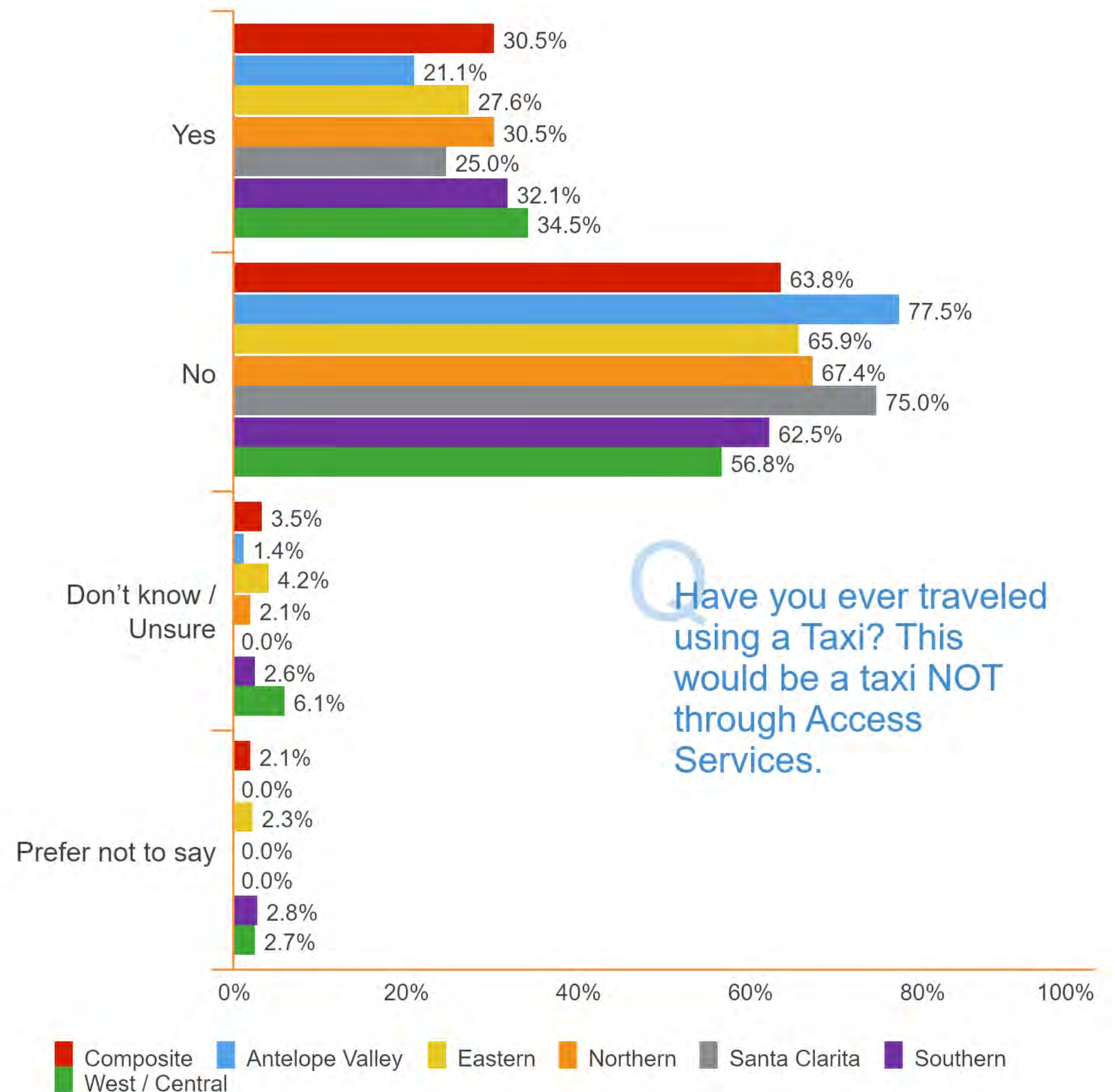
Could you share why you would not want some of your trips performed by a service like Uber or Lyft? (N=58) (Top 8 responses shown)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Not handicap accessible (wheelchairs, walkers, etc.)	29.3%	0.0%	36.8%	30.0%	-	35.7%	14.3%
Access does a better job in general	10.3%	0.0%	26.3%	0.0%	-	0.0%	7.1%
Safety issues	6.9%	0.0%	10.5%	0.0%	-	14.3%	0.0%
Unreliable	6.9%	0.0%	0.0%	20.0%	-	0.0%	14.3%
Don't know / unsure / refused	6.9%	0.0%	15.8%	0.0%	-	0.0%	7.1%
Vehicles are not comfortable / not accommodating	5.2%	0.0%	0.0%	0.0%	-	14.3%	7.1%
Untrained for visual impairments, guide dogs, service dogs not accepted	5.2%	0.0%	0.0%	10.0%	-	7.1%	7.1%
No need / not interested	5.2%	0.0%	0.0%	10.0%	-	7.1%	7.1%

# Majority Have Not Used a Taxi for Travel

Three-out-of-ten respondents (30.5%) reported they have traveled using a Taxi, while over three-fifths of respondents (63.8%) reported they have not used a Taxi for travel.

Of note, more respondents from the West / Central (34.5%) and Southern (32.1%) regions reported use of a Taxi for transportation than respondents from other regions.





# Using Taxis Less than Two Times a Month

Approximately how many one-way trips do you take each month using Taxi trips? (N=390)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
None or Less than one	65.1%	73.3%	74.1%	67.4%	50.0%	62.8%	59.3%
One	10.5%	20.0%	7.1%	7.0%	12.5%	10.8%	13.2%
Two	7.9%	6.7%	4.7%	4.7%	12.5%	8.8%	11.0%
Three	1.8%	0.0%	2.4%	0.0%	0.0%	1.4%	3.3%
Four	2.8%	0.0%	1.2%	4.7%	12.5%	2.7%	3.3%
Five	2.8%	0.0%	2.4%	2.3%	12.5%	4.1%	1.1%
Six to nine	0.3%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%
Ten or more	2.6%	0.0%	1.2%	2.3%	0.0%	3.4%	3.3%
Don't know / Unsure	6.2%	0.0%	7.1%	9.3%	0.0%	6.1%	5.5%

Over three-quarters of respondents (75.6%) who reported taking Taxi trips said they took either none or less than one (65.1%) or one (10.5%) trip per month.

Of note, more respondents from the Santa Clarita (37.5%) and West / Central (22.0%) regions reported taking more than one trip per month using a Taxi than respondents from other regions.

# Traveling by Taxi to Get to Doctor's Appointment

Over one-third of respondents (37.7%) indicated they travel using a taxi to "get to a doctor's appointment," while over one-quarter (27.7%) reported traveling by taxi to "go to your home," and nearly one-out-of-seven (13.6%) reported traveling by taxi to "go shopping."

Of note, a higher frequency of respondents from the West / Central (45.1%) region reported traveling by taxi to "get to a doctor's appointment" than respondents from other regions. Further, a higher frequency of respondents from the Santa Clarita (37.5%) and Eastern (30.6%) regions reported traveling by taxi to "go to your home" than respondents from other regions.

When you travel using a taxi, what are the top one to three destinations you use a taxi to travel? (Select up to three responses) (N=390)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Get to a doctor's appointment	37.7%	13.3%	34.1%	34.9%	37.5%	38.5%	45.1%
Go to your home	27.7%	20.0%	30.6%	27.9%	37.5%	28.4%	24.2%
Other	23.6%	20.0%	24.7%	25.6%	25.0%	20.9%	26.4%
Go shopping	13.6%	20.0%	14.1%	9.3%	12.5%	16.2%	9.9%
Visit family or friends	12.3%	13.3%	5.9%	16.3%	25.0%	16.2%	8.8%
Run errands	10.8%	13.3%	9.4%	4.7%	12.5%	12.8%	11.0%
Go out to eat or other entertainment	8.5%	20.0%	5.9%	16.3%	12.5%	8.1%	5.5%
Go to work	6.9%	6.7%	12.9%	7.0%	0.0%	5.4%	4.4%
Prefer not to say	6.7%	13.3%	9.4%	7.0%	0.0%	6.1%	4.4%
Go to church or other religious gathering	6.4%	13.3%	5.9%	2.3%	0.0%	6.8%	7.7%
Go to school	3.6%	0.0%	2.4%	2.3%	12.5%	2.7%	6.6%

# Taking Taxis for Spur of the Moment Trips

Thinking about your own experiences using the services offered by Access, why do you take a non-Access taxi rather than ride with Access for this/these trips? (Top 8 responses shown) (N=390)

Among those respondents who take trips using a taxi, nearly one-out-of-six respondents (15.6%) reported using a taxi rather than riding with Access in instances where the trip is "spur of the moment / on demand," while 14.1% reported using a taxi for "timely trips / faster."

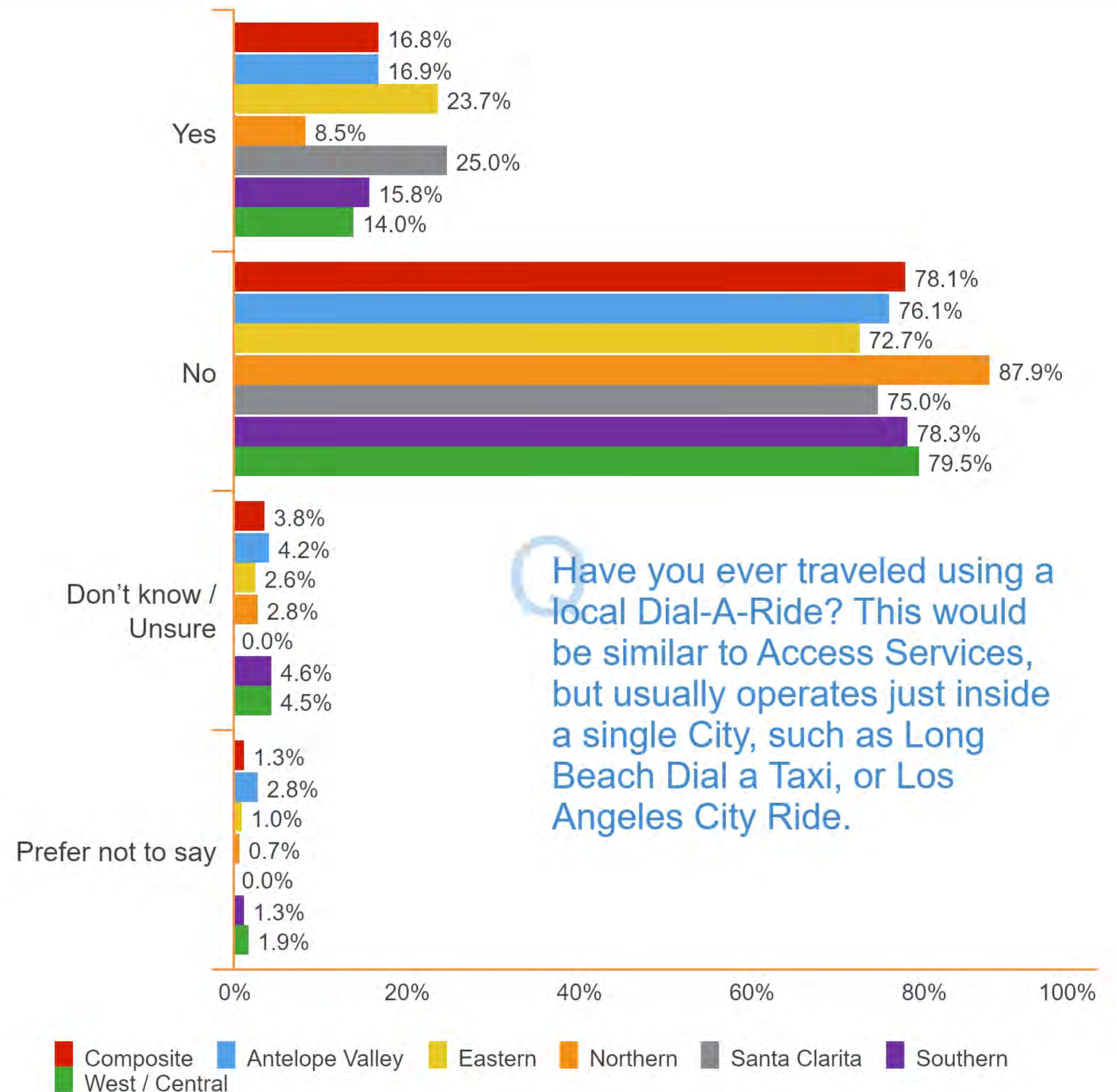
Of note, more respondents from the Antelope Valley (40.0%) and Santa Clarita (25.0%) regions reported using a taxi for "spur of the moment / on demand" trips than respondents from other regions.

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Spur of the moment / on demand	15.6%	40.0%	15.3%	11.6%	25.0%	14.2%	15.4%
Timely trips / faster	14.1%	0.0%	16.5%	16.3%	0.0%	14.9%	13.2%
Emergencies / same day trips	6.9%	13.3%	9.4%	2.3%	25.0%	6.1%	5.5%
Don't use taxi's (Access or non-Access)	6.7%	0.0%	12.9%	4.7%	0.0%	6.1%	4.4%
No appointment needed	6.2%	6.7%	4.7%	7.0%	12.5%	6.1%	6.6%
Other	5.6%	0.0%	5.9%	7.0%	0.0%	4.7%	7.7%
Didn't have Access at the time	5.4%	6.7%	4.7%	4.7%	12.5%	4.1%	7.7%
I do ride with Access	4.4%	6.7%	4.7%	2.3%	12.5%	6.1%	1.1%

# Majority Have Not Traveled Using Local Dial-A-Ride

One-out-of-six respondents (16.8%) reported they have traveled using a local Dial-A-Ride, while over three-quarters of respondents (78.1%) reported they have not used a local Dial-A-Ride for travel.

Of note, more respondents from the Santa Clarita (25.0%) and Eastern (23.7%) regions reported use of a local Dial-A-Ride for transportation than respondents from other regions.



# Using Local Dial-A-Ride Less than Three Times a Month

Approximately how many one-way trips do you take each month using Dial-A-Ride trips? (N=215)

Over three-fifths of respondents (60.9%) who reported using a local Dial-A-Ride reported taking either “none or less than one” (34.4%), “one” (13.0%), or “two” (13.5%) trips per month.

Of note, more respondents from the Antelope Valley (74.9%) and Eastern (54.8%) regions reported taking two or more trips per month using a local Dial-A-Ride than respondents from other regions.

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
None or Less than one	34.4%	16.7%	28.8%	50.0%	12.5%	38.4%	43.2%
One	13.0%	8.3%	11.0%	8.3%	25.0%	15.1%	13.5%
Two	13.5%	8.3%	20.5%	8.3%	0.0%	8.2%	16.2%
Three	9.8%	33.3%	11.0%	0.0%	12.5%	5.5%	10.8%
Four	7.0%	8.3%	4.1%	16.7%	25.0%	6.8%	5.4%
Five	3.3%	8.3%	0.0%	8.3%	0.0%	5.5%	2.7%
Six to nine	5.1%	16.7%	8.2%	0.0%	0.0%	4.1%	0.0%
Ten or more	7.4%	0.0%	11.0%	0.0%	12.5%	8.2%	2.7%
Don't know / Dont remember	6.5%	0.0%	5.5%	8.3%	12.5%	8.2%	5.4%

# Traveling by Dial-A-Ride for Doctor's Appointment

Over one-half of respondents (52.6%) indicated they travel using a local Dial-A-Ride to "get to a doctor's appointment," while nearly one-third (32.6%) reported traveling using a local Dial-A-Ride to "go shopping," and nearly one-quarter (27.9%) reported using this service to "go to your home."

Of note, a higher frequency of respondents from the West / Central (62.2%) region reported using a local Dial-A-Ride to "get to a doctor's appointment" than respondents from other regions. Further, a higher frequency of respondents from the Eastern (38.4%) and Santa Clarita (37.5%) regions reported traveling by Dial-A-Ride to "go shopping" than respondents from other regions.

When you travel using a Dial-a-Ride, what are the top one to three destinations you use a Dial-A-Ride to travel? (Select up to three responses) (N=215)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Get to a doctor's appointment	52.6%	58.3%	56.2%	58.3%	12.5%	46.6%	62.2%
Go shopping	32.6%	25.0%	38.4%	25.0%	37.5%	31.5%	27.0%
Go to your home	27.9%	41.7%	23.3%	25.0%	12.5%	31.5%	29.7%
Run errands	24.2%	41.7%	24.7%	25.0%	12.5%	24.7%	18.9%
Visit family or friends	14.9%	25.0%	11.0%	25.0%	12.5%	17.8%	10.8%
Other	13.0%	0.0%	9.6%	33.3%	37.5%	13.7%	10.8%
Go out to eat or other entertainment	12.1%	8.3%	12.3%	8.3%	0.0%	17.8%	5.4%
Go to church or other religious gathering	9.3%	25.0%	13.7%	0.0%	0.0%	6.8%	5.4%
Go to work	5.6%	25.0%	6.8%	0.0%	12.5%	1.4%	5.4%
Go to school	4.2%	8.3%	5.5%	0.0%	0.0%	1.4%	8.1%
Prefer not to say	3.7%	8.3%	2.7%	0.0%	0.0%	5.5%	2.7%

# Using Dial-A-Ride for Faster and Timely Trips

Among those respondents who take trips using Dial-A-Ride, over one-fifth of respondents (20.9%) reported using Dial-A-Ride for trips results in "timely trips / faster," while 9.3% reported using Dial-A-Ride because it is "less expensive / free."

Of note, more respondents from the Eastern (27.4%) and Southern (24.7%) regions reported using Dial-A-Ride because of "timely trips / faster" than respondents from other regions, and more respondents from the Eastern region (16.4%) reported using Dial-A-Ride because it is "less expensive / free" than respondents from other regions.

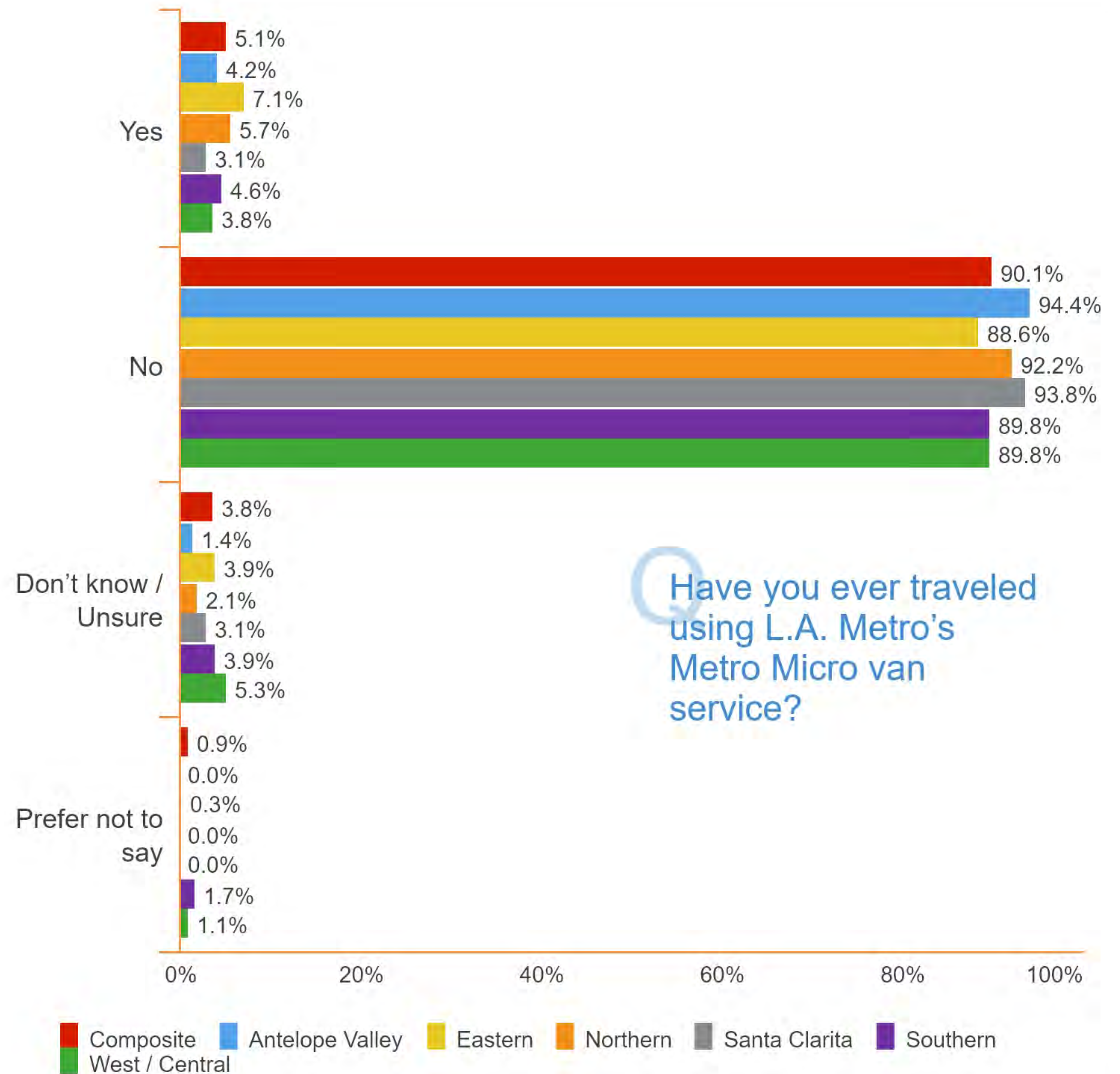
Thinking about your own experiences using the services offered by Access, why do you take a Dial-A-Ride trip rather than ride with Access for this/these trip(s)? (Top 9 responses shown) (N=215)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Timely trips / faster	20.9%	8.3%	27.4%	8.3%	12.5%	24.7%	10.8%
Less expensive / free	9.3%	0.0%	16.4%	0.0%	0.0%	5.5%	10.8%
Expressed multiple reasons	8.4%	0.0%	9.6%	16.7%	0.0%	8.2%	8.1%
Other	7.0%	16.7%	8.2%	0.0%	25.0%	5.5%	2.7%
Spur of the moment / on demand	5.6%	16.7%	5.5%	0.0%	12.5%	5.5%	2.7%
Depends on destination / distance	4.7%	16.7%	2.7%	25.0%	0.0%	2.7%	2.7%
Don't use it / don't use often	4.7%	0.0%	6.8%	25.0%	0.0%	0.0%	5.4%
Didn't have Access at the time	4.7%	0.0%	2.7%	8.3%	12.5%	4.1%	8.1%
Availability / accessibility	4.7%	0.0%	1.4%	8.3%	0.0%	5.5%	10.8%

# Few Have Used Metro Micro Van Service

Only 5.1% of respondents reported they have traveled using L.A. Metro's Metro Micro van service, while nine-out-of-ten respondents (90.1%) reported they have not used the Metro Micro van service for travel.

Of note, more respondents from the Eastern (7.1%) and Northern (5.7%) regions reported use of the Metro Micro van service for transportation than respondents from other regions.





# Using Metro Micro for Three or Fewer Trips Per Month

Approximately how many one-way trips do you take each month using Metro Micro? (N=65)

Over three-quarters of respondents (76.9%) who reported taking Metro Micro for trips reported taking either "none or less than one" (38.5%), "one" (7.7%), "two" (13.8%) or "three" (16.9%) times per month.

Of note, more respondents from the Antelope Valley (33.3%) and West / Central (20.0%) regions reported taking four or more trips per month using Metro Micro than respondents from other regions.

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
None or Less than one	38.5%	0.0%	18.2%	50.0%	100.0%	47.6%	60.0%
One	7.7%	0.0%	13.6%	0.0%	0.0%	9.5%	0.0%
Two	13.8%	0.0%	22.7%	25.0%	0.0%	4.8%	10.0%
Three	16.9%	66.7%	18.2%	12.5%	0.0%	14.3%	10.0%
Four	9.2%	0.0%	9.1%	0.0%	0.0%	14.3%	10.0%
Five	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Six to nine	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ten or more	6.2%	33.3%	9.1%	0.0%	0.0%	0.0%	10.0%
Don't know / Unsure	7.7%	0.0%	9.1%	12.5%	0.0%	9.5%	0.0%

# Using Metro Micro for Timely Trips

Thinking about your own experiences using the services offered by Access, why do you take a Metro Micro trip rather than ride with Access for this/these trip(s)? (Top 9 responses shown) (N=65)

Among those respondents who take trips using Metro Micro, one-fifth of respondents (20.0%) reported using Metro Micro for trips results in "timely trips / faster," while 10.8% reported using Metro Micro for "spur of the moment / on demand" trips.

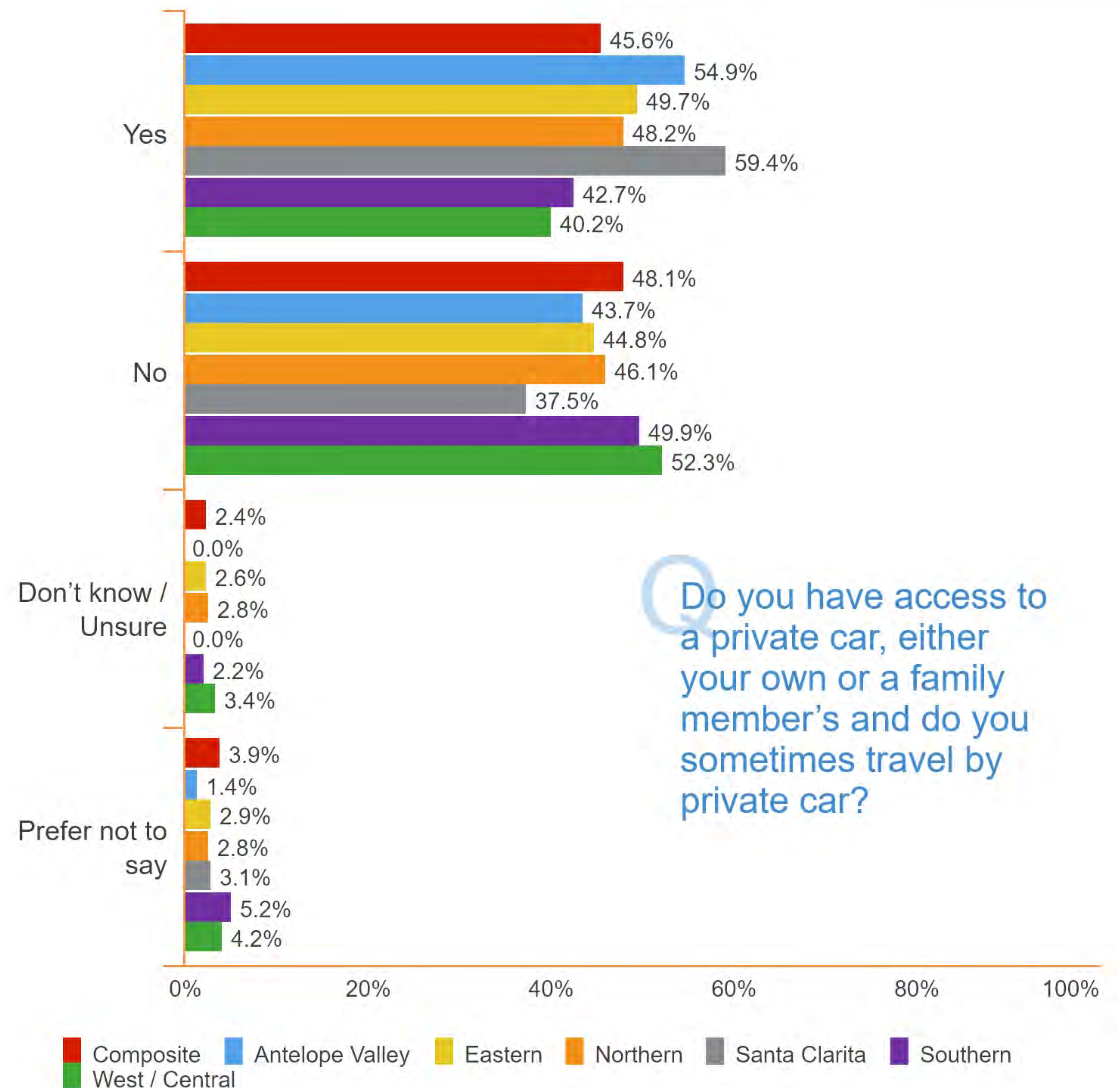
Of note, more respondents from the Eastern (27.3%) and Northern (25.0%) regions reported using Metro Micro because of "timely trips / faster" than respondents from other regions, and more respondents from the Northern (25.0%) and West / Central (20.0%) regions reported using Metro Micro for "spur of the moment / on demand" trips than respondents from other regions.

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Timely trips / faster	20.0%	0.0%	27.3%	25.0%	0.0%	23.8%	0.0%
Spur of the moment / on demand	10.8%	0.0%	9.1%	25.0%	0.0%	4.8%	20.0%
Other	10.8%	33.3%	13.6%	12.5%	0.0%	9.5%	0.0%
Convenience / flexibility / easy	9.2%	0.0%	4.5%	12.5%	100.0%	9.5%	10.0%
Expressed multiple reasons	9.2%	0.0%	9.1%	25.0%	0.0%	9.5%	0.0%
Don't use it / don't use it often	7.7%	0.0%	13.6%	0.0%	0.0%	4.8%	10.0%
Less expensive / free	4.6%	33.3%	4.5%	0.0%	0.0%	0.0%	10.0%
No appointment needed	4.6%	33.3%	4.5%	0.0%	0.0%	4.8%	0.0%
Emergencies / same day trips	4.6%	0.0%	0.0%	0.0%	0.0%	9.5%	10.0%

# Some Have Access to and Travel by Private Car

Over two-fifths of respondents (45.6%) reported having access to a private car, either their own or a family member's, and sometimes traveling by private car.

Of note, more respondents from the Santa Clarita (59.4%) and Antelope Valley (54.9%) regions reported having access to a private car and sometimes traveling by private car than respondents from other regions.



Do you have access to a private car, either your own or a family member's and do you sometimes travel by private car?

# West / Central and Northern Customers Using Private Cars More

Nearly two-fifths of respondents (39.5%) who have access to a private or personal car reported taking trips with this car either less than one (14.6%), one (11.5%), or two (13.4%) times per month, while over one-quarter (26.8%) reported taking trips with this car six to nine (9.3%) or ten or more (17.5%) times per month.

Of note, more respondents from the West / Central (31.1%) and Northern (29.4%) regions reported taking six or more trips per month with their personal or private car than respondents from other regions.

Approximately how many one-way trips do you take each month using a private (or personal) car trips? (N=582)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Less than one	14.6%	15.4%	15.0%	7.4%	15.8%	16.2%	15.1%
One	11.5%	17.9%	11.8%	10.3%	15.8%	9.6%	12.3%
Two	13.4%	17.9%	15.0%	4.4%	5.3%	14.2%	15.1%
Three	8.1%	5.1%	5.9%	14.7%	21.1%	8.6%	4.7%
Four	10.3%	12.8%	11.1%	13.2%	10.5%	9.1%	8.5%
Five	5.3%	7.7%	6.5%	5.9%	5.3%	4.1%	4.7%
Six to nine	9.3%	10.3%	7.8%	8.8%	10.5%	10.7%	8.5%
Ten or more	17.5%	7.7%	17.6%	20.6%	15.8%	15.7%	22.6%
Don't know / Unsure	10.0%	5.1%	9.2%	14.7%	0.0%	11.7%	8.5%

# Traveling by Car to Get to Doctor's Appointment

Nearly three-fifths of respondents (57.9%) indicated they travel by car to "get to a doctor's appointment," while over two-fifths (44.0%) reported traveling by car to "go shopping," and over one-third reported using a car to "run errands" (35.2%) or "visit family or friends" (34.2%).

Of note, a higher frequency of respondents from the Santa Clarita (68.4%) region reported using a car to "get to a doctor's appointment" than respondents from other regions. Further, a higher frequency of respondents from the Southern (46.7%) and West / Central (45.3%) regions reported traveling by car to "go shopping" than respondents from other regions.

When you travel by car, what are the top one to three destinations you use to travel? (Select up to three responses) (N=582)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Get to a doctor's appointment	57.9%	48.7%	58.2%	60.3%	68.4%	56.9%	59.4%
Go shopping	44.0%	43.6%	43.1%	36.8%	42.1%	46.7%	45.3%
Run errands	35.2%	38.5%	35.9%	26.5%	21.1%	38.6%	34.9%
Visit family or friends	34.2%	35.9%	34.0%	30.9%	21.1%	34.0%	38.7%
Go out to eat or other entertainment	29.4%	28.2%	29.4%	20.6%	31.6%	32.5%	29.2%
Go to your home	23.9%	20.5%	22.2%	13.2%	5.3%	30.5%	25.5%
Go to church or other religious gathering	20.3%	20.5%	19.0%	13.2%	21.1%	23.9%	19.8%
Go to work	8.4%	5.1%	6.5%	2.9%	10.5%	11.2%	10.4%
Go to school	6.4%	2.6%	5.2%	7.4%	5.3%	7.1%	7.5%
Other	5.8%	0.0%	6.5%	7.4%	5.3%	4.6%	8.5%
Prefer not to say	1.4%	5.1%	2.0%	0.0%	0.0%	1.0%	0.9%

# Travel by Car When Traveling with Friends and Family

Among those respondents who take trips by car, nearly one-quarter of respondents reported using a car for trips because they "travel with family / as a group" (23.4%) or because traveling by car allows for "timely trips / faster" (23.2%).

Of note, more respondents from the West / Central (26.4%) and Southern (24.4%) regions reported traveling by car because they "travel with family / as a group" than respondents from other regions, and more respondents from the Santa Clarita (31.6%) and Antelope Valley (25.6%) regions reported traveling by car because of "timely trips / faster" than respondents from other regions.

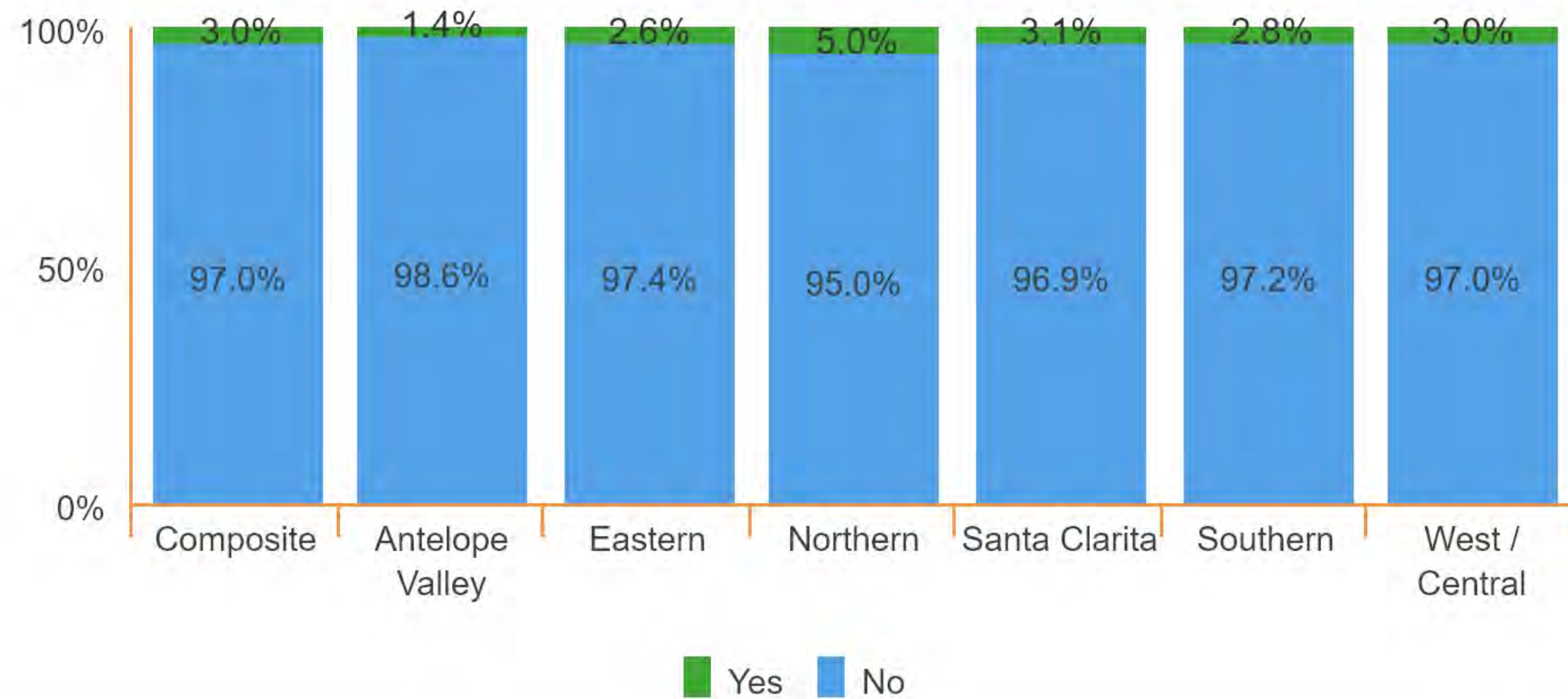
Thinking about your own experiences using the services offered by Access, why do you travel by car rather than ride with Access for this/these trip(s)? (Top 7 responses shown) (N=582)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Travel with friends and family (group)	23.4%	17.9%	23.5%	19.1%	21.1%	24.4%	26.4%
Timely trips / faster	23.2%	25.6%	23.5%	19.1%	31.6%	24.4%	20.8%
Convenience / flexibility / easy	8.4%	10.3%	13.1%	13.2%	5.3%	5.1%	4.7%
Expressed multiple reasons	6.0%	10.3%	4.6%	10.3%	0.0%	5.6%	5.7%
Other	5.5%	10.3%	5.9%	5.9%	0.0%	4.1%	6.6%
No appointment needed	4.0%	2.6%	3.3%	7.4%	5.3%	4.1%	2.8%
Spur of the moment / on demand	4.0%	2.6%	4.6%	1.5%	10.5%	3.6%	4.7%

# Few Using Other Travel Services

Only 3.0% of respondents reported using other services not mentioned in the survey to get around Los Angeles County. These respondents indicated they "travel with friends and family (group)" (13.2%), using "health insurance / VA/ hospital pay for transportation" (13.2%) or "walking / biking" (13.2%).

Are there any other services that you use to get around Los Angeles County that I have not covered today?



What other services do use to travel around Los Angeles? (N=38)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Travel with friends and family (group)	13.2%	0.0%	12.5%	0.0%	100.0%	23.1%	0.0%
Health insurance / VA / hospital pay for transportation	13.2%	100.0%	12.5%	0.0%	0.0%	15.4%	12.5%
Walking / biking	13.2%	0.0%	12.5%	28.6%	0.0%	7.7%	12.5%
Cityline / Cityride	10.5%	0.0%	0.0%	28.6%	0.0%	7.7%	12.5%
Case Manager, caregiver, etc.	7.9%	0.0%	0.0%	28.6%	0.0%	0.0%	12.5%
Other	7.9%	0.0%	12.5%	0.0%	0.0%	7.7%	12.5%
Shuttle services / VA / El Monte, etc.	5.3%	0.0%	12.5%	0.0%	0.0%	7.7%	0.0%

# Majority Taking Multiple Access Trips Per Month

Nearly one-half of respondents (46.8%) reported taking trips with Access Paratransit either none or less than one (28.1%), one (8.1%), or two (10.6%) times per month, while one-fifth (20.2%) reported taking trips with Access six to nine (7.4%) or ten or more (12.8%) times per month.

Of note, more respondents from the Eastern (58.7%) and Northern (57.5%) regions reported taking multiple trips per month with Access than respondents from other regions.

Approximately how many one-way trips do you take each month using Access Paratransit?

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
None or Less than one	28.1%	23.9%	24.0%	27.0%	34.4%	28.0%	34.1%
One	8.1%	5.6%	9.4%	5.7%	25.0%	6.3%	9.5%
Two	10.6%	9.9%	12.0%	10.6%	6.3%	10.6%	9.5%
Three	7.8%	12.7%	8.4%	6.4%	0.0%	7.2%	8.3%
Four	9.6%	12.7%	10.1%	12.1%	9.4%	8.2%	9.5%
Five	4.0%	2.8%	4.5%	4.3%	0.0%	5.0%	2.3%
Six to nine	7.4%	2.8%	9.1%	8.5%	6.3%	5.9%	8.7%
Ten or more	12.8%	12.7%	14.6%	15.6%	9.4%	12.4%	10.2%
Don't know / Unsure	11.7%	16.9%	7.8%	9.9%	9.4%	16.5%	8.0%



# Using Access to Get to Doctor's Appointment

When you travel using Access Services, what are the top one to three purposes do you use Access Services? (Select up to three responses)

Over two-thirds of respondents (69.5%) indicated they travel using Access Services to "get to a doctor's appointment," while over one-third (35.8%) reported traveling with Access to "go to your home," and over one-quarter reported traveling with Access to "visit family or friends" (28.6%) or "go shopping" (27.3%).

Of note, a higher frequency of respondents from the Antelope Valley (81.5%) region reported using Access to "get to a doctor's appointment" than respondents from other regions. Further, a higher frequency of respondents from the Southern (39.8%) and Eastern (38.5%) regions reported traveling with Access to "go to your home" than respondents from other regions.

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Get to a doctor's appointment	69.5%	81.5%	64.5%	67.0%	57.1%	71.1%	72.4%
Go to your home	35.8%	31.5%	38.5%	33.0%	14.3%	39.8%	30.5%
Visit family or friends	28.6%	31.5%	29.5%	29.1%	14.3%	27.7%	29.9%
Go shopping	27.3%	25.9%	25.2%	28.2%	47.6%	26.8%	28.7%
Run errands	22.9%	27.8%	20.9%	19.4%	28.6%	25.0%	21.3%
Go out to eat or other entertainment	15.4%	11.1%	13.7%	24.3%	19.0%	15.4%	13.2%
Go to church or other religious gathering	14.3%	11.1%	15.0%	16.5%	14.3%	13.6%	14.4%
Go to work	13.9%	11.1%	15.4%	12.6%	4.8%	15.7%	11.5%
Go to school	10.7%	5.6%	9.8%	8.7%	0.0%	13.9%	9.8%
Other	7.6%	1.9%	8.5%	4.9%	14.3%	8.7%	6.9%
Prefer not to say	1.6%	0.0%	1.3%	1.0%	0.0%	2.4%	1.7%

# Travel with Access Because of Lower Cost and Assistance

Respondents indicated they travel with Access instead for certain trips instead of using any other services because Access is "less expensive / free" (9.8%) or they are "disabled / need assistance / van (wheelchair access)" (7.0%).

Of note, more respondents from the West / Central (15.5%) and Northern (13.6%) regions reported traveling with Access instead of using other services because Access is "less expensive / free" than respondents from other regions, and more respondents from the Santa Clarita (9.5%) and Northern (8.7%) regions reported traveling with Access because they are "disabled / need assistance / van" than respondents from other regions.

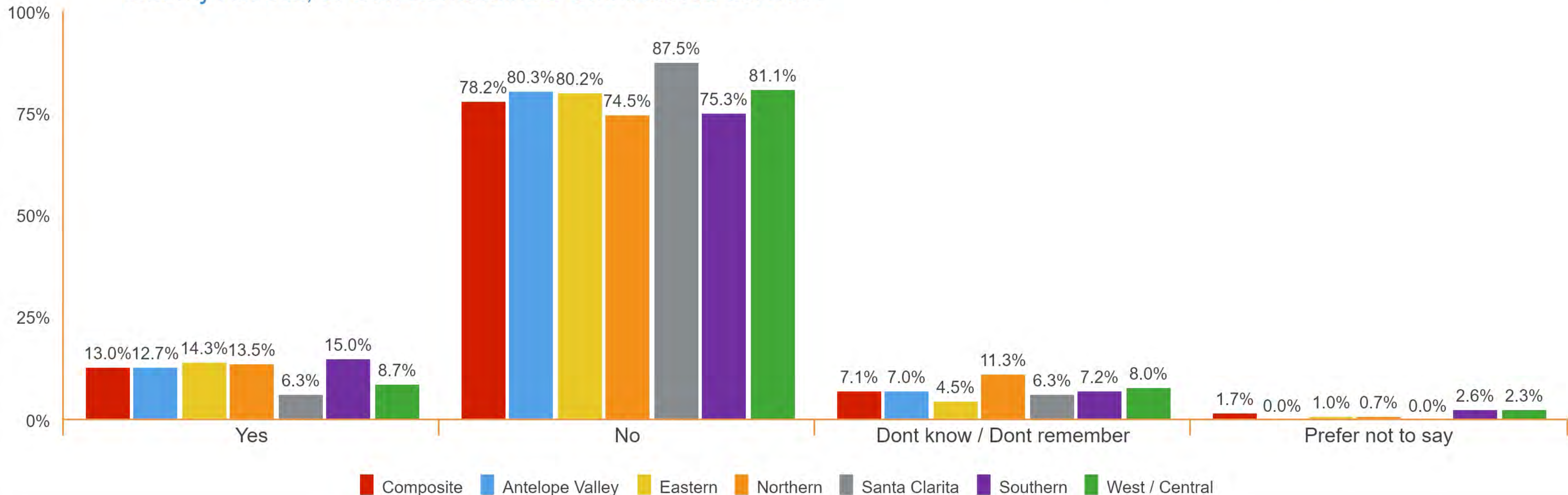
For these trips where you use Access Services instead of any of the other services we have discussed in this survey, is there a reason that you take Access for these trips instead of any of those services? (Top 8 responses shown)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Expressed multiple reasons	12.6%	14.8%	15.0%	12.6%	4.8%	10.2%	14.4%
None / NA	10.2%	16.7%	9.4%	4.9%	4.8%	13.3%	7.5%
Less expensive / free	9.8%	1.9%	9.4%	13.6%	9.5%	7.2%	15.5%
Disabled / need assistance / van (wheelchair access)	7.0%	1.9%	5.1%	8.7%	9.5%	7.8%	8.0%
Preferable mode of transportation	6.0%	5.6%	6.8%	6.8%	9.5%	5.7%	4.6%
Depends on destination / distance	5.4%	0.0%	8.5%	2.9%	4.8%	3.0%	9.2%
Convenience / flexibility / easy	5.1%	9.3%	6.4%	7.8%	4.8%	3.0%	4.6%
Other	4.6%	9.3%	4.3%	4.9%	0.0%	5.7%	1.7%

# Few Travel Outside of LA County on Other Paratransit

Less than one-out-of-seven respondents (13.0%) reported traveling outside of Los Angeles County using other paratransit systems, with more respondents from the Southern (15.0%) and Eastern (14.3%) reporting they do so than respondents from other regions.

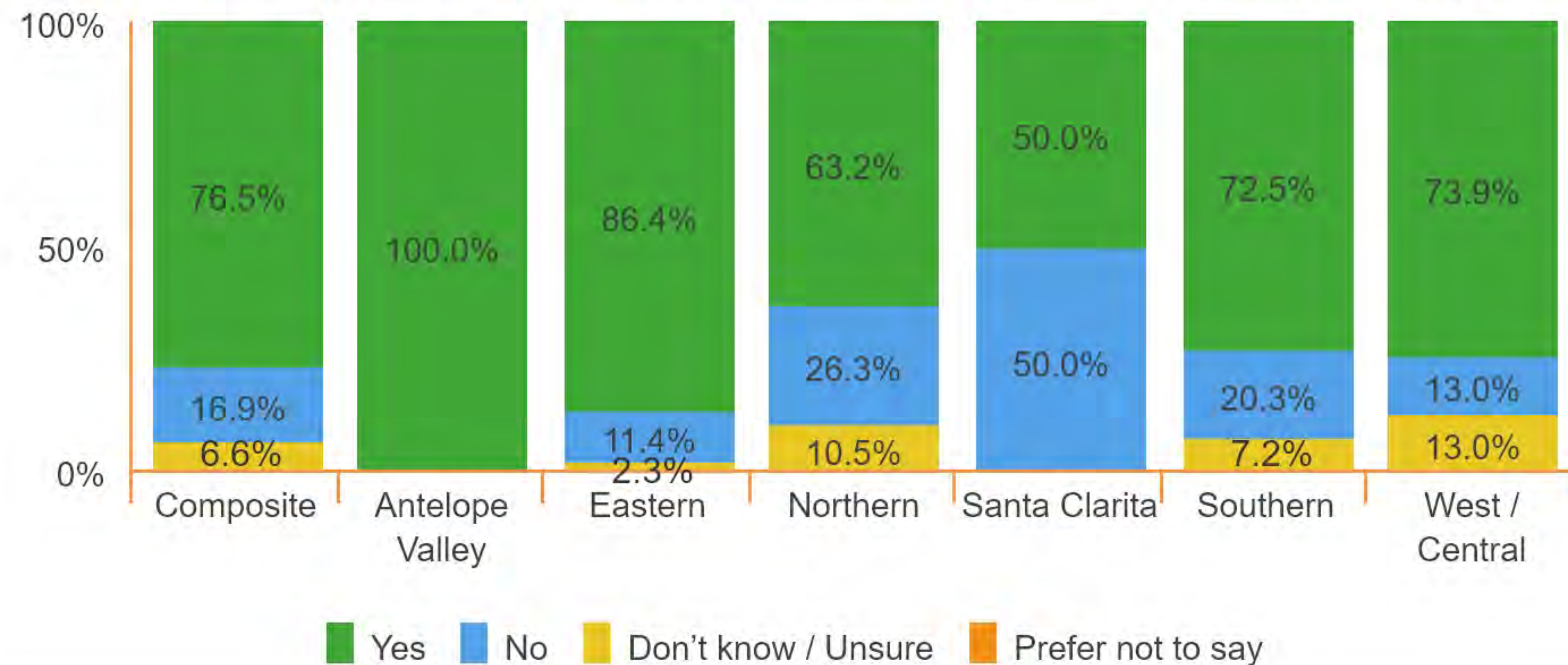
When and if you travel outside of Los Angeles County, do you ever travel on other paratransit systems, such as Orange County Access, or San Bernardino's OmniAccess service?



# Majority Transfer from Los Angeles Access

Among those respondents who travel on paratransit services outside of Los Angeles County, over three-quarters of respondents (76.5%) reported they transfer from Los Angeles Access. While over one-quarter of respondents (26.5%) did not report anything they like or dislike about the process of transferring from Los Angeles to another paratransit service, others indicated it is "difficult to transfer / long waits" (9.0%) or they disliked the "timing / time constrictions" (7.2%).

When you travel on a paratransit service outside of Los Angeles County, do you transfer from Los Angeles Access? (N=166)



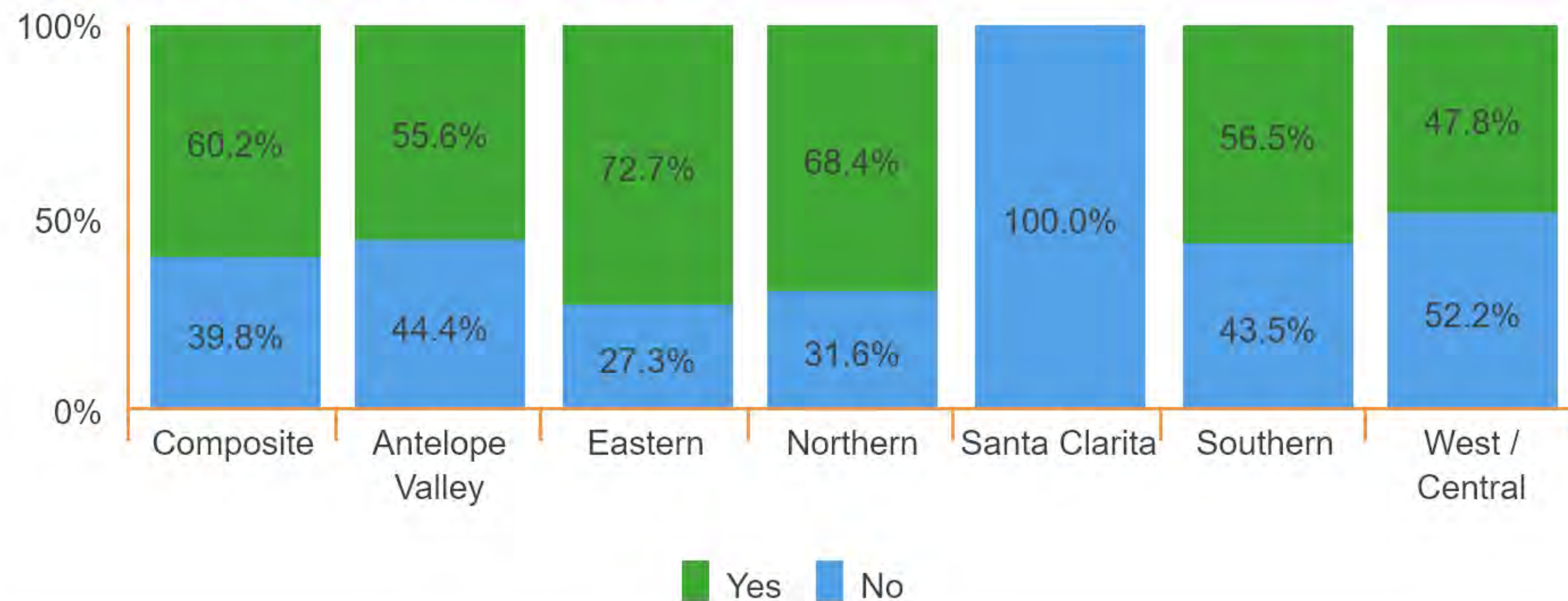
Are there things that you like or dislike about the process of transferring from Los Angeles Access to another paratransit service? If so, please specify: (N=166) (Top 8 responses shown)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
None / na	26.5%	33.3%	15.9%	15.8%	0.0%	33.3%	34.8%
Difficult to transfer / long waits	9.0%	0.0%	13.6%	10.5%	50.0%	7.2%	4.3%
Timing / time constrictions	7.2%	22.2%	11.4%	10.5%	0.0%	2.9%	4.3%
Don't know / unsure / refused	7.2%	11.1%	6.8%	0.0%	0.0%	8.7%	8.7%
Does not apply / don't use it / unaware	6.0%	0.0%	4.5%	15.8%	0.0%	5.8%	4.3%
No problems / issues / works fine	4.2%	11.1%	4.5%	0.0%	0.0%	4.3%	4.3%
Expressed multiple reasons	4.2%	11.1%	6.8%	5.3%	0.0%	1.4%	4.3%
Other	4.2%	0.0%	2.3%	5.3%	0.0%	4.3%	8.7%

# Many Utilizing Visitor Eligibility

Of those respondents who travel on a paratransit service outside of Los Angeles County, three-fifths of respondents (60.2%) reported when they do so, they get visitor eligibility from the other paratransit system. While one-half of respondents (50.6%) indicated there was "none / NA" they liked or disliked about the application process or indicated there were "no problems / issues / works fine," 6.6% indicated there was a "complex approval process / too long."

When you travel on a paratransit service outside of Los Angeles County, do you get VISITOR ELIGIBILITY from the other paratransit system? (N=166)



Are there things that you like or dislike about the visitor eligibility application process? If so, please specify): (Top 8 responses) (N=166)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
None / na	42.8%	55.6%	38.6%	21.1%	0.0%	47.8%	52.2%
Don't know / unsure / refused	8.4%	11.1%	11.4%	0.0%	0.0%	8.7%	8.7%
No problems / issues / works fine	7.8%	0.0%	9.1%	10.5%	0.0%	10.1%	0.0%
Complex approval process / too long	6.6%	0.0%	4.5%	21.1%	0.0%	2.9%	13.0%
Does not apply / don't use it / unaware	6.0%	11.1%	2.3%	0.0%	50.0%	7.2%	8.7%
Simple process / easy / quick	4.8%	0.0%	9.1%	10.5%	0.0%	1.4%	4.3%
Inconvenient / time consuming	3.0%	0.0%	4.5%	5.3%	0.0%	0.0%	8.7%
Expressed multiple reasons	3.0%	22.2%	2.3%	5.3%	0.0%	1.4%	0.0%

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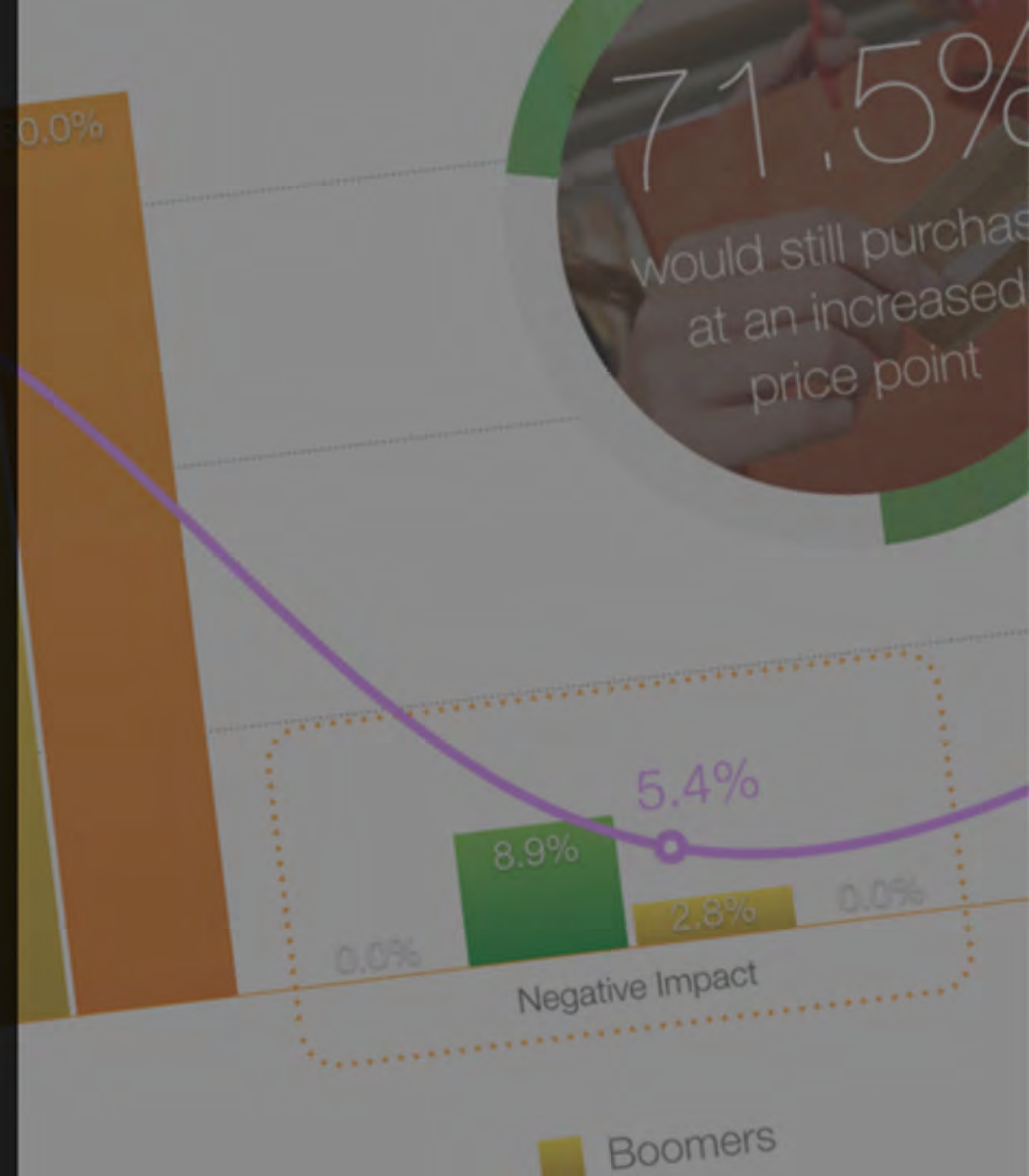
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