

Regional Dial-a-Ride Passenger Survey Report

December 2011

Prepared for:



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Executive Summary

Valley Metro RPTA periodically conducts surveys with Dial-A-Ride (DAR) passengers to gather information on trip making, demographic, and rider satisfaction with transit services. Previous Dial-a-Ride studies were conducted in 2000, 2002, and 2007. Valley Metro RPTA commissioned WestGroup Research of Phoenix to conduct a telephone survey with valley DAR passengers. This report presents the results of 1,701 interviews with current DAR passengers across the valley.

The DAR systems provided WestGroup Research with the names and phone numbers of individuals who had used the respective DAR systems within the past six months. Interviews were conducted between September 20 and October 29, 2011. At a 95% level of confidence, the margin of error for the total sample is ± 2.0 .

Trip Characteristics

- DAR riders report using the service more frequently in 2011 than in previous years, averaging 4.0 trips/week. The average number of trips/week has increased over previous surveys, and in 2011 was close to double the usage reported in 2000 (2.2 trips/week). Only one in five riders (22%) said they use DAR services *less than once a week*, a decrease from 35% in 2007 and the lowest level of all previous surveys.
- More than four in ten riders (44%) indicated they had used DAR within the past week, an increase in comparison to the previous three surveys.
- More than half of DAR riders use the service to go to *medical appointments* (56%). This is a decrease for that trip purpose in comparison to previous years, when six in 10 used DAR for *medical appointments*. *Shopping* was the next most frequently mentioned destination/trip purpose (39%), followed by *social/recreational events* (24%). Both of these DAR destinations were at levels comparable to previous years. *Work* as a destination increased over previous years, and was the destination this year for one in ten riders.
- More than a third (38%) of 2011 DAR users would *not have been able to make the trip* without DAR. This is higher than 2007 and 2000, and comparable to 2002 results. *Friend and/or family members* was the second most frequently mentioned alternative (24%), mentioned by fewer riders than in previous years.

PERCEPTIONS ON SATISFACTION LEVELS

On Time Pick-up and Arrival

- Passenger perception of on-time performance improved in 2011 compared with 2007. Eight in ten respondents (79%) indicated they were picked up on time *always/most of the*



time, compared with 67% in 2007. The percentage who said they rarely/never were picked up on time was halved in 2011, decreasing to 4% from 9% in 2007.

- Almost three-fourths (73%) of riders who said they are not always picked up on time by their DAR provider indicated they are able to get information about their late ride *within five minutes*. In 2011, 14% indicated it took *more than five minutes* to get late ride information, decreasing from 18% in 2007.
- Eight out of 10 2011 riders (80%) who indicated they are not always picked up on time said they were *very* or *somewhat* satisfied with the information they received when calling for late ride information. This is an increase compared to the 65% who gave high satisfaction ratings in 2007.
- DAR riders report a very favorable experience in reaching their destination at their expected arrival time, with more than eight in ten riders indicating they arrive on time *always/most of the time*. Four in ten riders (43%) reported they *always* arrive at their destinations by the time they expected; this is comparable to 2007 and 2000, and lower than 2002. A similar percentage (40%) of 2011 riders experienced an on-time arrival *most of the time*, an improvement over 2007 (31%).

Arranging Transportation

- The wait time perception to speak to a DAR representative changed in 2011. Fewer riders reported that their call was answered quickly compared to previous years (18% answered in less than a minute compared with 23% in 2007), more calls were answered in the one to five minute range than in previous years, and there were fewer who had a long wait time (13% waiting more than 5 minutes).
- In 2011, nine in 10 riders without a pre-set appointment said they were very satisfied/satisfied with the *time to reach a representative to schedule their appointment*. The *helpfulness of the phone rep*, evaluated by riders not always picked up on time and who called about a late pickup, also received a very/somewhat satisfied rating from nine in ten riders (92%)

Drivers, Vehicles, and Over All Quality

- Comparable to previous years, the vast majority of riders reported they were very/somewhat satisfied with the driver's *ability to drive safely* and the driver's *courtesy* (96% and 97%, respectively).
- Almost all of the riders reported they were satisfied with the *cleanliness* of DAR vehicles in 2011 (96% very/somewhat satisfied), the same as 2007 ratings, and slightly higher than in 2000 and 2002. While the *comfort* of the DAR vehicle was highly rated in 2011(89%), that rating was lower than the three previous surveys.

- One-third of DAR riders thought the overall quality of service was *better* than it was the previous year, comparable to 2007 results. Compared to previous years, more riders in 2011 rated overall quality the *same*.

Transfers

- One in 10 riders (11%) indicated they had made a transfer using DAR in the past three months, slightly higher than the 9% in 2007 who reported a transfer. More than one in four (28%) who did not make a transfer indicated that some type of logistical concerns prevented use of the service with a transfer. Among those who transferred, the percentage of riders who were *very satisfied* with the transfer increased substantially, from 41% in 2007 to 55% in 2011.
- As in previous years, *waiting too long* for transfers was the primary reason riders were dissatisfied with the transfer process (mentioned by 44% of those somewhat/very dissatisfied). The second most mentioned reason for dissatisfaction was *poor timing*, coming either too early or too late (28%), followed by it *taking too long to get to their destination* (20%).

Miscellaneous Issues

- When asked what other types of transportation assistance they had used or were aware of in addition to DAR services, three in 10 riders (29%) mentioned using a *taxi*, a large jump since 2007 (4%). An additional 8% mentioned using a *voucher programs/taxi*. One-fourth mentioned *city buses* (25%), also more than in the previous surveys.
- More than one fourth (28%) of all riders said they use the Valley Metro city bus service/light rail, an increase from 23% in 2007. There was a slight shift in frequency of ridership of the bus/light rail service in 2011. Daily ridership dropped dramatically, from 15% to 5%, while one in ten DAR riders said they *never* ride city buses/light rail, double the 5% measured in 2007.
- The primary reasons DAR users gave for not using the bus/light rail were either because they *use a wheelchair* (22%) or because it is *too far to walk to the bus stop* (21%). Additionally, one in six riders said there is *not any bus service/light rail near their home* (15%).
- Regardless of the customer segment, there was minimal interest in receiving training on how to use public transit among those who currently are not using it. Overall, one in ten (11%) said they were interested. Surprise riders were more interested than East Valley (EV) or Valley Metro Mobility Service (VMMS) riders (19% vs. 9% and 5%, respectively).

Conclusions

- Users of the various DAR systems in the Valley continue to be highly dependent on this service, with more users reporting they would not be able to make their trips without DAR service than in previous waves of the study. In addition, overall frequency of use each week continues to grow. Both of these factors point to the strong need for this service in the Valley.
- Rider perceptions and overall satisfaction with the service continue to be strong overall. In general, riders believe that service has gotten better or stayed the same compared to previous years. The only measure showing a slight decrease in satisfaction was with the comfort of the vehicles.
- The use of transfers from one DAR system to another continues to be very low; however, those who do transfer between systems are reporting higher satisfaction with the process. This could be one area where riders would benefit from increased education on how to maximize their use of the system and increase their ability to travel throughout the valley.
- The percentage of riders indicating they use the Valley Metro city buses or Metro light rail did increase compared to 2007, and, not surprisingly, usage of public transit is higher in those areas of the valley offering more extensive service in terms of geographic coverage and span and frequency of service (e.g., Tempe).

I. Introduction

A. Background and Methodology

Valley Metro periodically conducts surveys with DAR passengers to gather information on rider trip making, demographic, and satisfaction with transit services. Valley Metro commissioned WestGroup Research of Phoenix to conduct a telephone survey with Valley DAR passengers. This report presents the results of 1,701 interviews with current DAR passengers across the valley.

The DAR systems provided WestGroup Research with the names and phone numbers of individuals who had used the respective DAR system within the past six months. Interviews were conducted between September 20 and October 29, 2011. The following report summarizes the results of the cross tabulated results of the survey and focuses specifically on differences between the providers and city of service. Comparisons to 2000, 2002, and 2007 data are made when appropriate and meaningful.

The data shown here represents customers' perceptions about the services they use. Service providers also objectively measure and track some of the performance information about which customer opinions are solicited in this survey. Customer perception is important information for agencies to have and use in improving service. Reports showing actual measured performance for many of these indicators are also available from the various agencies.

The sample size and associated margins of error for each service provider are shown below. Note: caution must be taken in analyzing the Tolleson Transportation results due to the very small sample size. Due to the sample size, Tolleson comparisons to other DAR systems are not included in the analysis.

Table 1: Service Provider

| | Sample size | Margin of Error |
|--------------------------------|-------------|-----------------|
| Total Sample | 1701 | ±2.0% |
| East Valley DAR | 566 | ±3.0% |
| Chandler | 89 | ±7.6% |
| Gilbert | 51 | ±10.3% |
| Mesa | 231 | ±4.8% |
| Scottsdale | 111 | ±7.0% |
| Tempe | 84 | ±8.0% |
| Glendale | 333 | ±4.7% |
| Peoria | 104 | ±8.3% |
| Phoenix* | 548 | ±3.6% |
| Surprise | 95 | ±9.0% |
| Tolleson Transportation | 7 | ±33.8% |
| Valley Metro Mobility Services | 48 | ±12.4% |

*Includes Phoenix SW

B. System Descriptions

The seven DAR systems operating within Maricopa County share one important element in common—they all provide transportation for people with disabilities; however, there are many differences among the systems based on local needs, policies, and funding availability. In areas where there is local bus service, the systems also provide the American with Disabilities Act (ADA) Complementary Paratransit service which serves individuals that have disabilities that prevent them from accessing or using the local bus service. In this region that parallel transportation is called ADA service. Individuals are qualified for the ADA service through the Regional ADA Certification process. ADA certified visitors from other locations are also eligible to use the service.

The seven DAR systems vary in size from as large as Phoenix DAR which provides, on a typical weekday, over 1,000 one-way trips utilizing 125 vehicles to as small as Tolleson Transportation which provides 12 one-way trips daily with one van. Following is a brief description of each of the seven systems.

East Valley DAR (EVDAR) is a sub-regional shared-ride system that provides service in Chandler, Gilbert, Mesa, Scottsdale, and Tempe. On behalf of the cities, Valley Metro contracts with a private operator which provides approximately 720 one-way trips each weekday using 60 vehicles. In Mesa and Gilbert, service is limited to those individuals who are certified for ADA service. In Chandler, Scottsdale, and Tempe, in addition to the ADA service, trips are provided for persons age 65 and over and persons with a disability.

Glendale DAR, operated directly by the City of Glendale, provides shared-ride, transportation for the general public throughout the City of Glendale. As a part of Glendale DAR, ADA paratransit service is provided to those with ADA certification status. An average of 305 one-way trips is provided on a typical weekday using 14, 12-seat buses.

Peoria DAR is operated directly by the City of Peoria and offers transportation throughout the city. Peoria DAR provides shared-ride service for the general public. ADA paratransit service is provided in the portion of Peoria served by fixed route transit. Approximately 100 one-way passenger trips are provided on a typical weekday using ten, 12-passenger vans.

Phoenix DAR provides shared-ride transportation in Phoenix for persons who, because of their disability, are unable to access and/or ride bus or rail service. In addition, Phoenix DAR provides the Southwest Valley ADA paratransit service in the cities of Avondale, Goodyear, and Tolleson. These southwest cities contract with the City of Phoenix to provide the required ADA service within their cities. Phoenix DAR is provided under contract with a private operator using 125, seven passenger-seat vehicles and delivers 1,058 trips on a typical weekday.

Surprise DAR, operated directly by the city, provides shared-ride transportation. Service is available for individuals with disabilities, seniors age 65 and over, and the general public. Surprise does not have any local (non-commuter/express oriented) bus service so there are no requirements for ADA paratransit service. On a typical weekday, an average of 80, one-way passenger trips are provided using seven, 13-passenger vehicles.

Tolleson Transportation is provided directly by Tolleson. Service is provided for Tolleson residents age 60 and over and individuals with disabilities. Transportation is provided for senior center, medical, and shopping trips. In the mid-day, the driver switches vehicles and delivers meals to individuals who are home bound. On a typical weekday, one wheelchair accessible van is used to provide approximately 12 one-way passenger trips and one sedan is used to deliver meals to 22 individuals.

Valley Metro Mobility Services is provided by Valley Metro under contract with a private taxi operator. Valley Metro, through Intergovernmental Agreements, partners with El Mirage, Maricopa County, and Peoria to provide transportation service in El Mirage, Maricopa County, Peoria, Sun City and Youngtown. On a typical weekday, 125 one-way passenger trips are provided with sedans and wheelchair accessible vans.

C. How to Read This Report (Report Layout)

- Throughout this report, each 2011 group in a table or chart is identified with a letter from A–G. A letter after a number indicates that the number is statistically higher than the number in the column with that letter. For example, in the table below, the ^C after 40% in Column D for *Taxi* means that the percentage of Scottsdale respondents (40%) who answered *Taxi* is significantly higher than the percentage of Mesa respondents (29%) in Column C who gave that same answer. Also, the letter ^B after four of the numbers for *City bus/VM* means that the percentage of respondents who mentioned *City bus/VM* in those four cities is significantly higher than the percentage of Gilbert respondents (8% in Column B) who mentioned *City bus/VM*.
- For trend tables/charts, testing for significance was done comparing 2011 results to previous years. Results that are statistically different from 2011 are identified with *.
- Tables in this report show the % symbol in the first row of the results. The numbers in the rows below are also percentages, but for clarity do not have the % symbol listed. For example, in the table below, 22, 24, 8, 23, 19, and 31 in the second row of data are percentages, even though the % symbols are not included. Any tabular data which are not percentages are clearly labeled.

| Response | EV Total (n=566) | Chndlr (n=89) (A) | Gilbert (n=51) '(B) | Mesa (n=231) (C) | Scdl (n=111) (D) | Tempe (n=84) (E) |
|-------------|---------------------|-------------------------|---------------------------|------------------------|------------------------|------------------------|
| Taxi | 33% | 35% | 29% | 29% | 40% ^C | 36% |
| City bus/VM | 22 | 24 ^B | 8 | 23 ^B | 19 ^B | 31 ^B |

D. Demographics**Table 2a: Respondent Demographics – Total Sample**

| Characteristic | 2011 (n=1701) (A) | 2007 (n=1811) (B) | 2002 (n=1276) (C) | 2000 (n=1117) (D) |
|--------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Gender | | | | |
| Male | 25% | 25% | 22% | 23% |
| Female | 75 | 75 | 78 | 77 |
| Age | | | | |
| Under 25 | - | 4% | 3% | 3% |
| 25 to 44 | 13% | 10 | 11 | 11 |
| 45 to 54 | 13 | 12 | 8 | 11 |
| 55 to 64 | 21 | 14 | 12 | 9 |
| 65+ | 53 | 58 | 64 | 66 |
| 65-74 | 21 | 18 | 22 | 22 |
| 75-84 | 19 | 27 | 29 | 30 |
| 85+ | 13 | 13 | 13 | 14 |
| Average age | 65.1 yrs | 69.9 yrs | 67.4 yrs | 67.2 yrs |
| Employment Status | | | | |
| Employed | 15% | 12% | 9% | 12% |
| Not employed | 85 | 88 | 90 | 88 |
| % w/Disability* | 88% | 74% | 70% | 68% |
| Income | | | | |
| Under \$10,000 | 22% | 23% | 30% | 26% |
| \$10K to \$14,999 | 15 | 16 | 15 | 14 |
| \$15K to \$19,999 | 9 | 9 | 9 | 8 |
| \$20K to \$39,999 | 12 | 9 | 8 | 9 |
| \$40K+ | 8 | 7 | 6 | 7 |
| DK/Refused | 34 | 35 | 31 | 33 |
| Average (000) | \$20.5 | \$13.9 | \$16.4 | \$17.6 |

*In 2011, not asked of Phoenix, Gilbert, or Mesa DAR respondents. All persons using the services in those areas have a disability and are certified through the Regional ADA Certification process.

Table 2b: Respondent Demographics - By DAR Provider

| Characteristic | EV (n=566) | Glen (n=333) | Peoria (n=104) | Phx (n=548) | Surp (n=95) | Tolleson Trans. (n=7) | Valley Metro Mobility Services (n=48) |
|------------------------------|---------------|-----------------|-------------------|----------------|----------------|-----------------------------|---|
| Gender | | | | | | | |
| Male | 23% | 23% | 20% | 30% | 20% | 14% | 31% |
| Female | 77 | 77 | 80 | 70 | 80 | 86 | 69 |
| Age | | | | | | | |
| 25 to 44 | 18% | 6% | 21% | 11% | 10% | - | 14% |
| 45 to 54 | 13 | 7 | - | 16 | 8 | - | 10 |
| 55 to 64 | 15 | 15 | 17 | 26 | 22 | 43% | 24 |
| 65+ | 54 | 72 | 62 | 47 | 60 | 57 | 52 |
| 65-74 | 17 | 30 | 24 | 20 | 27 | 43 | 19 |
| 75-84 | 21 | 25 | 17 | 17 | 16 | 14 | 24 |
| 85+ | 16 | 17 | 21 | 10 | 17 | - | 9 |
| Average age | 64.9 | 70.7 | 66.9 | 63.8 | 67.7 | 67.1 | 65.0 |
| Employment Status | | | | | | | |
| Employed | 19% | 10% | 14% | 13% | 16% | 29% | 10% |
| Unemployed | 81 | 90 | 86 | 87 | 84 | 75 | 90 |
| % w/Disability* | 93% | 71% | 75% | 100% | 64% | 71% | 89% |
| Income | | | | | | | |
| Under \$10,000 | 19% | 25% | 18% | 27% | 10% | 14% | 17% |
| \$10K to \$14,999 | 14 | 16 | 14 | 16 | 14 | 14 | 21 |
| \$15K to \$19,999 | 9 | 8 | 12 | 9 | 12 | - | 12 |
| \$20K to \$39,999 | 11 | 11 | 14 | 12 | 13 | - | 6 |
| \$40K+ | 9 | 5 | 10 | 7 | 13 | 28 | - |
| DK/Refused | 38 | 35 | 33 | 28 | 39 | 43 | 44 |
| Average (000) | \$22.1 | \$17.6 | \$22.7 | \$19.5 | \$27.4 | \$36.2 | \$14.1 |

* Not asked of Phoenix, Gilbert, or Mesa DAR respondents. All persons using the services in those areas have a disability and are certified through the Regional ADA Certification Program.

Table 2c: Respondent Demographics – EV Providers

| Characteristic | Chndlr (n=89) | Gilbert (n=51) | Mesa (n=231) | Scdl (n=111) | Tempe (n=84) |
|--------------------------|------------------|-------------------|-----------------|-----------------|-----------------|
| Gender | | | | | |
| Male | 24% | 24% | 22% | 23% | 23% |
| Female | 76 | 76 | 78 | 77 | 77 |
| Age | | | | | |
| 25 to 44 | 18% | 11% | 22% | 10% | 21% |
| 45 to 54 | 15 | 11 | 15 | 9 | 16 |
| 55 to 64 | 20 | 9 | 14 | 11 | 18 |
| 65+ | 47 | 69 | 49 | 70 | 45 |
| 65-74 | 12 | 26 | 18 | 21 | 10 |
| 75-84 | 25 | 23 | 16 | 29 | 15 |
| 85+ | 10 | 20 | 15 | 20 | 20 |
| Average age | 63.1 | 69.1 | 62.5 | 70.6 | 63.2 |
| Employment Status | | | | | |
| Employed | 17% | 26% | 23% | 11% | 17% |
| Unemployed | 83 | 74 | 77 | 89 | 83 |
| % w/Disability* | 89% | 100% | 100% | 79% | 92% |
| Income | | | | | |
| Under \$10,000 | 21% | 6% | 16% | 24% | 21% |
| \$10K to \$14,999 | 9 | 10 | 18 | 13 | 14 |
| \$15K to \$19,999 | 10 | 8 | 10 | 7 | 7 |
| \$20K to \$39,999 | 16 | 14 | 9 | 10 | 13 |
| \$40K+ | 9 | 18 | 8 | 6 | 10 |
| DK/Refused | 35 | 45 | 38 | 40 | 34 |
| Average (000) | \$22.8 | \$34.5 | \$21.5 | \$18.2 | \$21.3 |

* Not asked of Gilbert or Mesa DAR respondents. All persons using the services in those areas have a disability and are certified through the Regional ADA Certification Program.

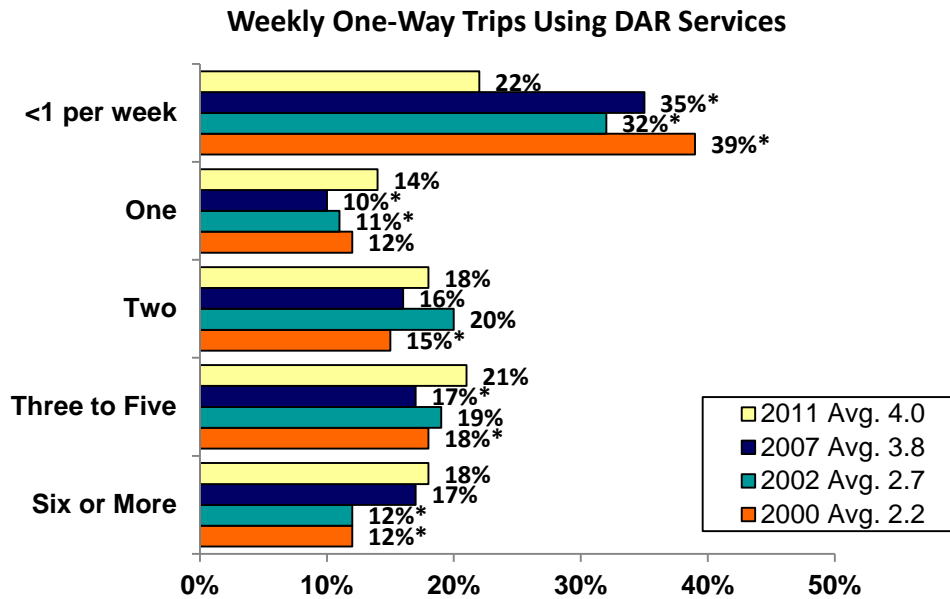
II. Trip Characteristics

A. Trip Frequency and Purpose

1. Trip Frequency

DAR riders reported using the service more frequently in 2011 than in previous years, averaging 4.0 trips/week (among those making at least one trip/week). The average trips/week has increased over the four surveys, and in 2011 is close to double the usage in 2000 (2.2 trips/week).

Only one in five riders (22%) said they use DAR services *less than once a week*, a decrease from 35% in 2007 and the lowest level of all four surveys.



Total Sample 2000 n=1117; 2002 n=1276; 2007 n=1811; 2011 =1701

Frequency of ridership was similar for the East Valley, Glendale, Peoria, Phoenix, and Surprise DAR services. The differences by city were primarily between the customers of VM Mobility Services (VMMS) and the other providers. Only 19% of VMMS customers use the service to make one trip or less than one trip a week, compared to 33 to 38% for the other providers. VMMS customers had the highest average number of weekly one-way trips (4.4) of all providers, though Surprise was the only provider with a statistically lower average.

One in ten riders of EV DAR and Phoenix (both 11%) make eight or more weekly trips, higher than Surprise DAR or VMMS customers.

Table 1a: Weekly One-way Trips – By DAR Provider

| Frequency | Total (n=1701) | EV (n=566) (A) | Glen (n=333) (B) | Peoria (n=104) (C) | Phx (n=548) (D) | Surp (n=95) (E) | Tolleson Trans. (n=7) (F) | VM Mobility Services (n=48) (G) |
|--------------------------|-------------------|----------------------|------------------------|--------------------------|-----------------------|-----------------------|------------------------------------|---|
| <1/wk | 22% | 22% | 24% | 23% | 20% | 23% | 29% | 17% |
| 1 trip | 14 ^G | 14 ^G | 14 ^G | 14 ^G | 14 ^G | 10 ^G | - | 2 |
| 2 trips | 18 | 18 | 21 | 17 | 17 | 20 | - | 17 |
| 3 trips | 8 | 8 | 8 | 9 | 9 | 12 | 14 | 8 |
| 4 trips | 10 | 10 | 9 | 8 | 9 | 15 | - | 23 ^{ABCD} |
| 5 trips | 3 | 4 | 2 | 2 | 3 | 3 | - | 6 |
| 6 trips | 7 | 6 | 7 | 11 | 8 | 4 | 14 | 19 ^{ABE} |
| 7 trips | 1 | * | - | - | 2 | 1 | - | 2 |
| 8 or more | 10 | 11 ^{EG} | 8 | 7 | 11 ^{EG} | 4 | 43 ^{EG} | 4 |
| Don't know | 7 | 6 | 7 | 10 ^G | 9 ^G | 7 | - | 2 |
| Average (excl. <1/wk) | 4.0 | 4.1 | 3.7 | 3.8 | 4.2 | 3.4 | 8.4 ^{ABCDE} G | 4.4 ^E |

Q2: In a week, how many one-way trips do you typically make on the DAR?

Among EVDAR, Tempe riders were less frequent users of the service than in other cities. More than half (58%) of Tempe riders indicated they used the service to make one trip a week or less, while 30% to 37% of riders from the other East Valley cities reported infrequent usage. The average number of rides/week in Tempe was only 2.7, compared with 3.8 to 4.6 for the other EVDAR cities.

Valley Metro Comment: Tempe generally has more fixed route transit coverage than other East Valley cities. Tempe also has a robust system of free neighborhood circulator buses.

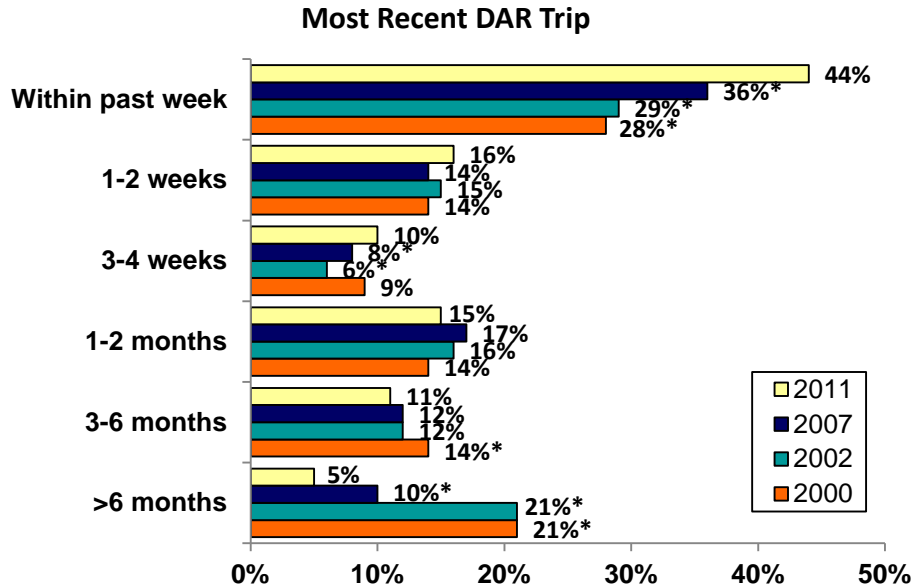
Table 1b: Weekly One-way Trips – EV Providers

| Frequency | EV Total (n=566) | Chndlr (n=89) (A) | Gilbert (n=51) '(B) | Mesa (n=231) (C) | Scdl (n=111) (D) | Tempe (n=84) (E) |
|--------------------------|---------------------|-------------------------|---------------------------|------------------------|------------------------|------------------------|
| < 1/wk | 22% | 26% ^B | 12% | 22% | 21% | 29% ^B |
| 1 trip | 14 | 11 | 18 | 10 | 14 | 29 ^{ACD} |
| 2 trips | 18 | 19 | 22 | 18 | 20 | 13 |
| 3 trips | 8 | 7 | 12 | 9 | 6 | 6 |
| 4 trips | 10 | 12 | 16 | 11 | 8 | 6 |
| 5 trips | 4 | 4 | 4 | 3 | 6 | 2 |
| 6 trips | 6 | 7 | 2 | 5 | 7 | 5 |
| 7 trips | * | - | 4 | - | - | - |
| 8 or more | 11 | 9 | 10 | 15 ^E | 11 ^E | 4 |
| Don't know | 6 | 4 | 2 | 7 ^B | 7 | 7 |
| Average (excl. <1/wk) | 4.1 | 4.0 | 3.8 | 4.6 | 4.1 | 2.7 |

* Less than .5%

2. *Most Recent Trip*

More than four in ten riders (44%) indicated they had used DAR within the past week, higher than the previous three surveys. Although 5% of 2011 riders indicated it had been more than six months since their last trip and this is half of the 2007 figure (10%), and one-fourth of the 2000 and 2002 figures (21%), it is important to note that this difference is due to the fact that the databases provided by the suppliers were limited to riders who had used the service during the period January 1 – June 30, 2011.



Total Sample 2000 n=1117; 2002 n=1276; 2007 n=1811; 2011=1701

Close to half of DAR riders in EV, Phoenix, and VMMS have made a trip in the *past week*, a higher number than Glendale, Peoria, and Surprise riders. (See chart below for the statistically significant differences among providers.) One in ten Peoria riders (12%) took their most recent trip *over six months* ago, higher than Glendale and Phoenix (both 4%).

Table 2a: Most Recent Trip – By DAR Provider

| Time Frame | Total (n=1701) | EV (n=566) (A) | Glen (n=333) (B) | Peoria (n=104) (C) | Phx (n=548) (D) | Surp (n=95) (E) | Tolleson Trans. (n=7) (F) | VM Mobility Services (n=48) (G) |
|--------------------|-------------------|----------------------|------------------------|--------------------------|-----------------------|-----------------------|------------------------------------|--|
| Within past week | 44% | 46% ^{BC} | 39% | 35% | 48% ^{BCE} | 36% | 71% ^{CE} | 52% ^C |
| 1-2 weeks ago | 16 | 14 | 16 | 10 | 17 ^C | 23 ^C | - | 17 |
| 3-4 weeks ago | 10 | 9 | 11 | 12 | 8 | 12 | - | 8 |
| 1-2 months ago | 15 | 14 | 17 | 19 | 15 | 14 | - | 10 |
| 3-6 months ago | 11 | 11 | 14 ^D | 12 | 9 | 8 | - | 8 |
| More than 6 months | 5 | 6 ^D | 4 | 12 ^{BD} | 4 | 7 | 29 | 4 |

Q2: When was the last trip you made on the ____ (city) DAR?

Among EVDAR cities, riders from Chandler, Gilbert and Mesa were more likely than Tempe riders to say their last DAR trip was *within the past week* (49%/51%/48% vs. 33%, respectively).

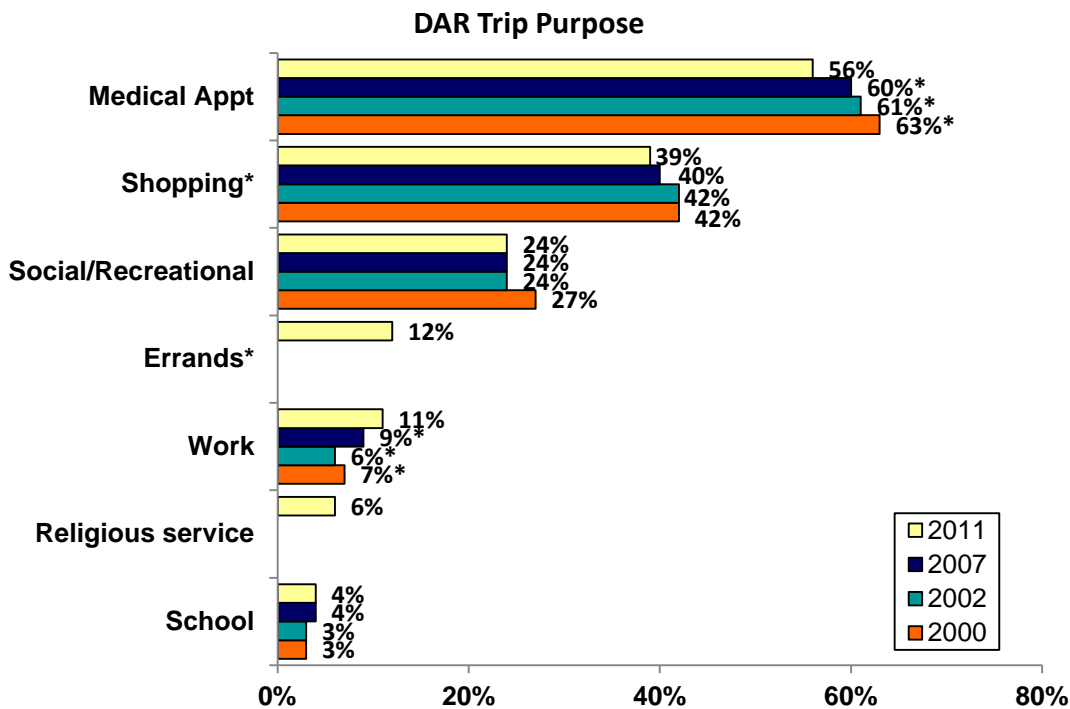
Table 2b: Most Recent Trip – EV Providers

| Time Frame | EV Total (n=566) | Chndlr (n=89) (A) | Gilbert (n=51) (B) | Mesa (n=231) (C) | Scdl (n=111) (D) | Tempe (n=84) (E) |
|--------------------|---------------------|-------------------------|--------------------------|------------------------|------------------------|------------------------|
| Within past week | 46% | 49% ^E | 51% ^E | 48% ^E | 44% | 33% |
| 1-2 weeks ago | 14 | 12 | 12 | 16 | 13 | 16 |
| 3-4 weeks ago | 9 | 8 | 8 | 10 | 10 | 10 |
| 1-2 months ago | 14 | 11 | 18 | 11 | 12 | 25 ^{ACD} |
| 3-6 months ago | 11 | 14 | 8 | 8 | 13 | 14 |
| More than 6 months | 6 | 6 | 4 | 7 | 9 ^E | 2 |

3. *Trip Purpose*

More than half of DAR riders use the service to go to *medical appointments* (56%). This is a decrease for that destination compared to previous years, when six in ten used DAR for *medical appointments*. *Shopping* was the next most frequently mentioned trip purpose (39%), followed by *social/recreational trips* (24%). Both of these DAR trip purposes were at levels comparable to previous years. *Work* as a destination increased over previous years, and was the destination this year for one in ten riders.

Note: it is not possible to make a direct comparison to previous years for *shopping* as a destination. The results for *shopping* for Surveys 1-3 shown below were actually for *shopping/errands*. Those two destinations were separated in 2011.



Total Sample 2000 n=1117; 2002 n=1276; 2007 n=1811; 2011 n=1701

* 2000-2007 data: 'Shopping/errands' combined. Those purposes were separated in 2011.



Some highlights of the trip purpose by DAR provider:

- VMMS riders (75%) were more likely to use DAR for *medical appointments* than EV, Glendale, Peoria, and Phoenix riders (ranging from 50-59%).
- Half of Glendale and Peoria DAR riders used the service for *shopping*, higher than EV, Phoenix, Surprise, and VMMS DAR riders (31-36%).
- EV, Glendale, Peoria, and Phoenix riders were more likely to use DAR for *social/recreational outing* than Surprise and VMMS riders (range of 22-28% vs. 13%/8%, respectively).
- Glendale riders were more likely than EV, Peoria, and Phoenix riders to use DAR for *errands* (17% vs. 8-11%, respectively).

Table 3a: Trip Purpose – By DAR Provider
(Multiple Responses Allowed)

| Purpose | Total (n=1701) | EV (n=566) (A) | Glen (n=333) (B) | Peoria (n=104) (C) | Phx (n=548) (D) | Surp (n=95) (E) | Tolleson Trans. (n=7) (F) | VM Mobility Services (n=48) (G) |
|-------------------------------|-------------------|----------------------|------------------------|--------------------------|-----------------------|-----------------------|------------------------------------|---|
| Medical appoint. | 56% | 54% | 50% | 52% | 59% ^B | 68% ^{ABC} | 43% | 75% ^{ABCD} |
| Shopping | 39 | 32 | 52 ^{ADEG} | 49 ^{ADEG} | 36 | 35 | 29 | 31 |
| Social/recreational outing | 24 | 26 ^{EG} | 22 ^{EG} | 28 ^{EG} | 25 ^{EG} | 13 | 29 | 8 |
| Errands | 12 | 11 | 17 ^{ACD} | 8 | 10 | 13 | - | 12 |
| Work | 11 | 14 ^{BC} | 6 | 7 | 11 ^B | 10 | - | 10 |
| Religious service | 6 | 5 ^E | 5 ^E | - | 9 ^{AE} | 1 | - | - |
| School | 4 | 3 | 6 ^A | - | 4 | - | 14 | - |
| Refused/DK/NA | 1 | * | - | 1 | 1 | 3 | - | - |

Q4: Where do you go when you make trips using the DAR? Where else?

* Less than .5%

In general, EV riders used DAR to reach similar destinations. For all cities, the top three trip purposes were *medical appointments, shopping, and social/recreational outings*.

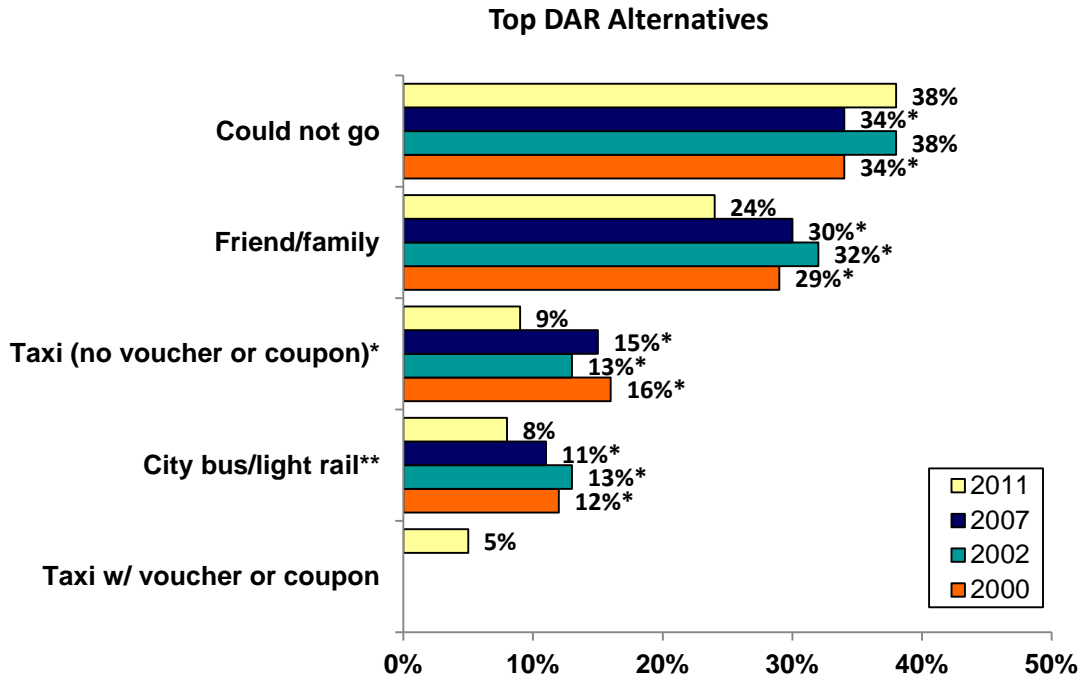
Table 3b: Trip Purpose – EVDAR
(Multiple Responses Allowed)

| Purpose | EV Total (n=566) | Chndlr (n=89) (A) | Gilbert (n=51) (B) | Mesa (n=231) (C) | Scdl (n=111) (D) | Tempe (n=84) (E) |
|-------------------------------|---------------------|-------------------------|--------------------------|------------------------|------------------------|------------------------|
| Medical appoint. | 54% | 60% | 47% | 52% | 51% | 60% |
| Shopping | 32 | 30 | 28 | 32 | 40 | 30 |
| Social/recreational outing | 26 | 21 | 31 | 26 | 32 | 24 |
| Work | 14 | 11 | 16 | 19 ^D | 9 | 13 |
| Errands | 11 | 14 | 10 | 12 | 10 | 7 |
| Religious service | 5 | 4 | 2 | 6 | 5 | 4 |
| School | 3 | 6 | 2 | 3 | 4 | 1 |
| Refused/DK/NA | * | - | - | * | - | - |

* Less than .5%

B. Alternative to DAR Service

More than one-third (38%) of 2011 DAR users would *not have been able to make the trip without DAR*. This is a higher percentage than reported in 2007 and 2000, and comparable to 2002 results. *Friends and family* are the second most frequently mentioned alternative (24%), but is mentioned at a lower level than in previous years. While *taxi (no voucher or coupon)* was at lower levels in 2011 than in previous years, this is likely due to the addition of *taxi with voucher or coupon*, a new option added in 2011.



Total Sample 2000 n=1117; 2002 n=1276; 2007 n=1811; 2011 =1701

* 2000-2007 data: 'Taxi' only

** 2000-2007 data: 'City bus' only

Phoenix (39%) and VMMS riders (52%) were more likely than Glendale riders (32%) to indicate they had no transportation alternatives to DAR and would *not have been able to go* to their destination without the service. Glendale riders were more likely to mention *VM bus/light rail* as an alternative than East Valley, Peoria, Phoenix, and VMMS riders (15% vs. 2-9%).

Table 4a: Alternative to DAR – By DAR Provider
(Multiple Responses Allowed)

| Total | Total (n=1701) | EV (n=566) (A) | Glen (n=333) (B) | Peoria (n=104) (C) | Phx (n=548) (D) | Surp (n=95) (E) | Tolleson Trans. (n=7) (F) | VM Mobility Services (n=48) (G) |
|--------------------------------|-------------------|----------------------|------------------------|--------------------------|-----------------------|-----------------------|------------------------------------|--|
| Could not go | 38% | 38% | 32% | 40% | 39% ^B | 36% | 43% | 52% ^B |
| Family/friend would take me | 24 | 26 | 24 | 31 | 22 | 25 | 14 | 21 |
| Taxi (no voucher or coupon) | 9 | 7 | 10 | 12 | 8 | 16 ^A | - | 10 |
| VM bus/light rail | 8 | 6 ^C | 15 ^{ACDG} | 2 | 9 ^{CG} | - | - | 2 |
| Taxi w/ voucher or coupon | 5 | 8 ^{BCG} | 2 | 2 | 6 ^{BC} | - | - | 2 |
| Drive self | 1 | * | 2 | 1 | 1 | 1 | - | - |
| DK/NA | 5 | 5 | 3 | 2 | 6 ^C | 5 | - | 8 |

Q4: Thinking about the last trip you made using the DAR, if you had not used DAR, how would you have traveled to your destination?

*Less than .5%

Among EVDAR, almost half of Chandler riders (48%) indicated they had no DAR alternative and would *not have been able to go* to their destination without the service. This is higher than Gilbert, Scottsdale, and Tempe riders (25-34%). Tempe riders were the most likely to mention *VM bus/light rail* as an alternative (18%), higher than all other EV cities that ranged from 2-7%. Scottsdale riders were more likely to use a *taxi with voucher or coupon* than Chandler, Mesa, and Tempe riders (15% vs. 5-7%).

Table 4b: Alternative to DAR – EVDAR
(Multiple Responses Allowed)

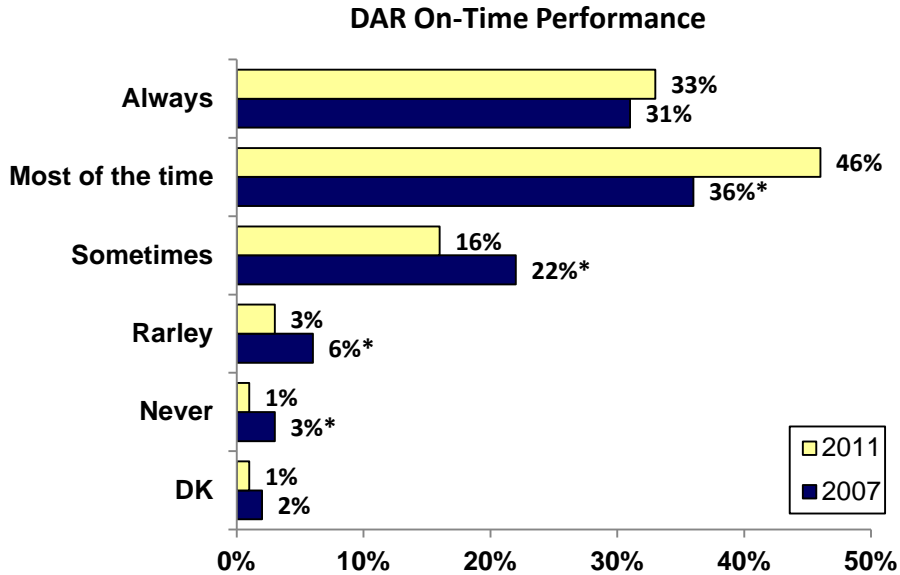
| Purpose | EV Total (n=566) | Chndlr (n=89) (A) | Gilbert (n=51) '(B) | Mesa (n=231) (C) | Scdl (n=111) (D) | Tempe (n=84) (E) |
|-----------------------------|---------------------|-------------------------|---------------------------|------------------------|------------------------|------------------------|
| Could not go | 38% | 48% ^{BDE} | 31% | 43% ^E | 34% | 25% |
| Family/friend would take me | 26 | 24 | 33 | 29 | 21 | 23 |
| Taxi (no voucher or coupon) | 7 | 4 | 6 | 6 | 12 | 10 |
| VM bus/light rail | 6 | 4 | 2 | 3 | 7 | 18 ^{ABCD} |
| Taxi w/ voucher or coupon | 8 | 7 | 10 | 7 | 15 ^{ACE} | 5 |
| Drive self | * | - | - | 1 | - | - |
| DK/NA | 5 | 6 | 6 | 4 | 3 | 6 |

*Less than .5%

C. Pick-up Experiences and Expectations

1. Actual Experience

Perception of on-time performance improved in 2011 compared with 2007. Eight in ten respondents (79%) indicated they were picked up on time *always/most of the time*, compared to 67% in 2007. The percentage who said they rarely/never were picked up on time was halved in 2011, decreasing to 4% from 9% in 2007.



Total Sample 2007 n=1811; 2011 n=1701

Glendale, Surprise, and VMMS riders reported the best on-time experience: half or more of the riders said they were *always* picked up on time. When *always* and *most of the time* responses are combined, East Valley and Peoria riders also had a positive on-time experience (80% for both providers). Two-thirds (68%) of Phoenix riders indicated they were picked up on time *always/most of the time*, compared with 80% to 95% of riders using the other providers.

Table 5a: On-Time Experience – By DAR Provider

| Response | Total (n=1701) | EV (n=566) (A) | Glen (n=333) (B) | Peoria (n=104) (C) | Phx (n=548) (D) | Surp (n=95) (E) | Tolleson Trans. (n=7) (F) | VM Mobility Services (n=48) (G) |
|------------------|-------------------|----------------------|------------------------|--------------------------|-----------------------|-----------------------|------------------------------------|--|
| Always | 33% | 28% ^D | 49% ^{ACD} | 35% ^D | 21% | 54% ^{ACD} | 71% ^{ACD} | 56% ^{ACD} |
| Most of the time | 46 | 52 ^{BEFG} | 35 | 45 ^F | 47 ^{BF} | 41 | 14 | 38 |
| Sometimes | 16 | 15 ^{EG} | 13 ^E | 12 ^E | 24 ^{ABCEG} | 3 | 14 | 6 |
| Rarely | 3 | 3 | 2 | 6 | 4 ^{BE} | 1 | - | - |
| Never | 1 | * | * | 2 | 3 | - | - | - |
| Don't know | 1 | 1 | 1 | - | 1 | 1 | - | - |

Q8: When you use DAR, how often are you picked up on time?

Note: Question reworded in 2007, in previous years riders were if they were picked up within the estimated arrival time they were told – Yes/No

* Less than .5%

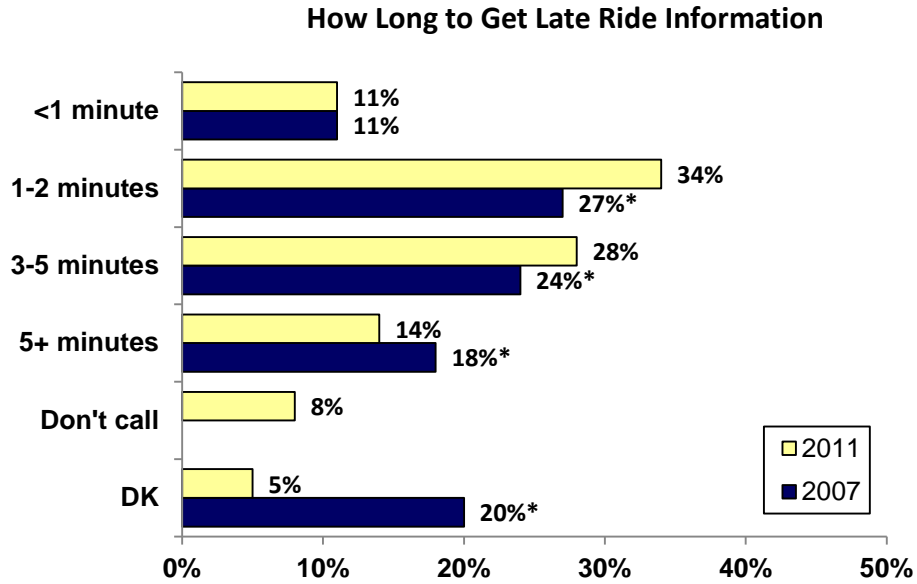
Among East Valley DAR users who reported *always* being picked up on time, perceptions varied with Tempe riders at 34%. At 20%, Gilbert riders were less likely than Tempe riders to *always* be picked up on time. Both Gilbert and Scottsdale had a higher percentage of riders than Tempe who indicated they were *sometimes* picked up on time (26%/20% vs. 7%, respectively).

Table 5b: On-Time Experience – EVDAR

| Response | EV Total (n=566) | Chndlr (n=89) (A) | Gilbert (n=51) (B) | Mesa (n=231) (C) | Scdl (n=111) (D) | Tempe (n=84) (E) |
|------------------|------------------------|-------------------------|--------------------------|------------------------|------------------------|------------------------|
| Always | 28% | 28% | 20% | 29% | 24% | 34% ^B |
| Most of the time | 52 | 53 | 55 | 54 | 49 | 51 |
| Sometimes | 15 | 15 | 26 ^E | 14 | 20 ^E | 7 |
| Rarely | 3 | 4 | - | 2 | 5 | 5 |
| Never | * | - | - | * | 1 | - |
| Don't know | 1 | - | - | 1 | 1 | 2 |

2. Experience with Late Rides

Almost three-fourths (73%) of riders who said they are not always picked up on time by their DAR provider indicated they are able to get information about their late ride *within five minutes*. In 2011, 14% indicated it took *more than five minutes* to get late ride information, decreasing from 18% in 2007.



Sample 2007 n=1212; 2011 n=1142; among those who indicated they are not "always" picked up on time

One-fourth of Glendale riders reported they had to wait *more than 5 minutes* to get information about when their late ride would arrive. This response in other cities ranged from 6% to 16%.

Table 6a: Information about Late Rides – By DAR Provider
(Among those indicating they are not always picked up on time)

| Time | Total (n=1142) | EV (n=407) (A) | Glen (n=169) (B) | Peoria (n=68) (C) | Phx (n=431) (D) | Surp (n=44) (E) | Tolleson Trans. (n=2) (F) | VM Mobility Services (n=21) (G) |
|-------------|-------------------|----------------------|------------------------|-------------------------|-----------------------|-----------------------|------------------------------------|---|
| <1 minute | 11% | 15% ^{BD} | 6% | 16% ^B | 8% | 9% | - | 29% |
| 1-2 minutes | 34 | 40 ^{BD} | 21 | 46 ^{BD} | 31 ^B | 30 | - | 33 |
| 3-5 minutes | 28 | 26 | 28 | 25 | 33 ^A | 25 | - | 24 |
| >5 minutes | 14 | 8 | 25 ^{ACDEG} | 6 | 16 ^{AC} | 9 | 50% | 10 |
| Don't call | 8 | 8 ^C | 13 ^{CD} | 2 | 6 | 16 ^C | 50 | 5 |
| Don't know | 5 | 3 | 6 | 6 | 6 | 11 | - | - |

Q10: On average, when your ride is late and you call to find out where your ride is, how long does it take to get information about when your ride will arrive?

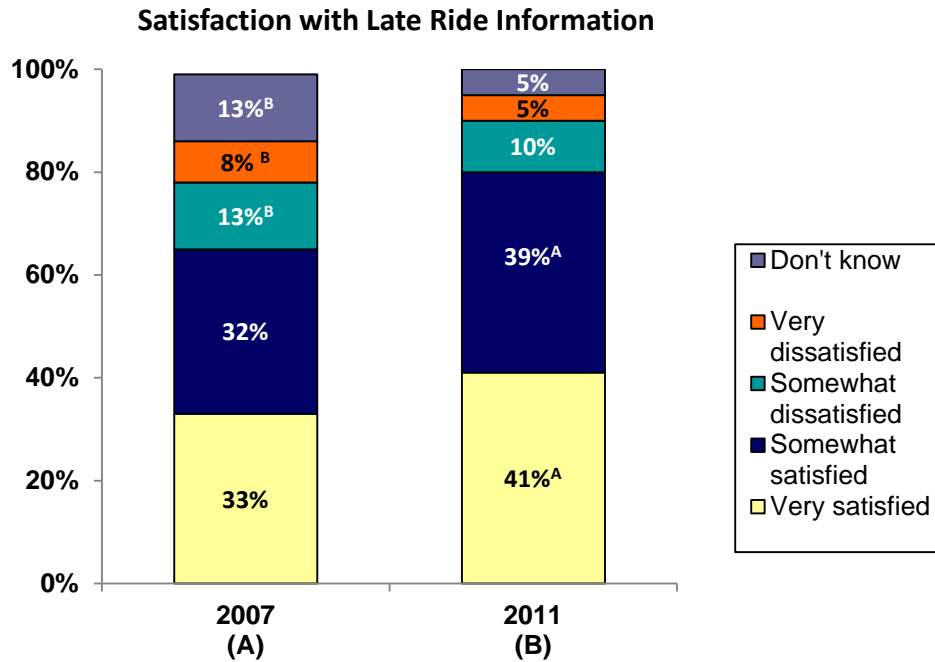
For East Valley riders, there were no statistical differences in wait times among the providers.

Table 6b: Information about Late Rides – EVDAR
(Among those indicating they are not always picked up on time)

| Time | EV Total (n=407) | Chndlr (n=64) (A) | Gilbert (n=41) '(B) | Mesa (n=163) (C) | Scdl (n=84) (D) | Tempe (n=55) (E) |
|-------------|---------------------|-------------------------|---------------------------|------------------------|-----------------------|------------------------|
| <1 minute | 15% | 16% | 12% | 14% | 17% | 18% |
| 1-2 minutes | 40 | 39 | 51 | 42 | 38 | 34 |
| 3-5 minutes | 26 | 22 | 22 | 26 | 26 | 31 |
| >5 minutes | 8 | 9 | 10 | 9 | 6 | 6 |
| Don't call | 8 | 12 ^{BE} | 2 | 6 | 13 ^{BE} | 2 |
| Don't know | 3 | 2 | 2 | 3 | - | 9 |

3. *Satisfaction with late ride information*

Eight out of 10 riders (80%) who indicated they are not always picked up on time reported they were *very* or *somewhat* satisfied with the information they received when calling for late ride information. This is higher than the 65% who gave these ratings in 2007.



Among those aren't *always* picked up on time and call about their late ride (2007: n=1213, 2011: n=1051)

VMMS riders had higher satisfaction with late ride information than the riders of all other DAR providers. All VMMS riders (100%) reported they were very/somewhat satisfied, while 73% to 85% of riders of other DAR providers indicated high satisfaction.

Table 7a: Satisfaction with Late Ride Information – By DAR Provider
(Among those who are not *always* picked up on time and call about their late ride)

| | Total (n=1051) | EV (n=376) (A) | Glen (n=147) (B) | Peoria (n=67) (C) | Phx (n=403) (D) | Surp (n=37) (E) | Tolleson Trans. (n=1) (F) | VM Mobility Services (n=20) (G) |
|---------------------------|-------------------|----------------------|------------------------|-------------------------|-----------------------|-----------------------|------------------------------------|---|
| Very +Somewhat | 80% | 85% ^D | 78% | 75% | 77% | 73% | 100% ^{ABC DE} | 100% ^{ABC DE} |
| Very satisfied | 41 | 45 ^D | 46 | 45 | 36 | 43 | - | 35 |
| Somewhat satisfied | 39 | 40 | 33 | 30 | 41 | 30 | 100% ^{ABCD EG} | 65 ^{ABCDE} |
| Somewhat dissatisfied | 10 | 9 | 7 | 16 | 11 | 5 | - | - |
| Very Dissatisfied | 5 | 3 | 9 ^A | 4 | 7 ^A | 8 | - | - |
| Don't know | 5 | 3 | 6 | 4 | 5 | 14 | - | - |

Q11: In general, how satisfied are you with the information and explanation given to you when you call about your late ride?

EV riders had similar ratings for their level of satisfaction (very/somewhat satisfied) with the late ride information. Chandler riders (18% somewhat dissatisfied) were more dissatisfied than Gilbert riders (5%).

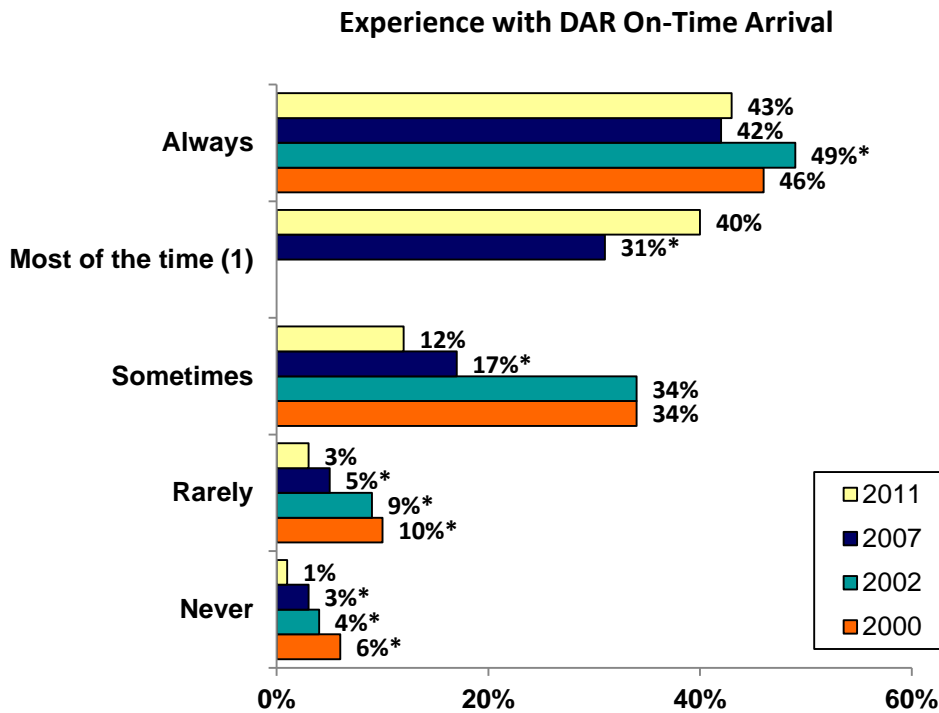
Table 7b: Satisfaction with Late Ride Information – EVDAR
(Among those who are not always picked up on time and call about their late ride)

| | EV Total (n=376) | Chndlr (n=56) (A) | Gilbert (n=40) (B) | Mesa (n=153) (C) | Scdl (n=73) (D) | Tempe (n=54) (E) |
|----------------------------|---------------------|-------------------------|--------------------------|------------------------|-----------------------|------------------------|
| Very + Somewhat | 85% | 77% | 88% | 87% | 85% | 85% |
| Very satisfied | 45% | 41% | 50% | 49% | 38% | 41% |
| Somewhat satisfied | 40 | 36 | 38 | 38 | 47 | 44 |
| Somewhat dissatisfied | 9 | 18 ^B | 5 | 7 | 8 | 9 |
| Very Dissatisfied | 3 | 2 | - | 4 | 3 | 4 |
| Don't know | 3 | 4 | 8 | 2 | 4 | 2 |

D. Arrival Time Experiences and Expectations

1. Actual Experience

DAR riders had a very favorable experience with reaching their destination at their expected arrival time, with more than eight in ten riders arriving on time *always/most of the time*. Four in 10 riders (43%) reported they *always* arrive at their destinations by the time they expected. This is comparable to 2007 and 2000, and lower than 2002. A similar percentage (40%) of 2011 riders experienced an on-time arrival *most of the time*, an improvement over 2007 (31%). (A comparison was not made with the *sometimes* response in 2011 with 2000 and 2002. During those years, *most of the time* was not included as one of the responses.)



Total Sample 2000 n=1117; 2002 n=1276; 2007 n=1811; 2011 n=1701

(1) *Most of the time* was added as a category in 2007. In previous surveys, *sometimes* was the second category choice.

At least eight out of 10 riders of all DAR providers indicated they arrived on time *always/most of the time*. More Glendale, Surprise, and VMMS riders said they arrived on time *always/most of the time* than East Valley and Phoenix riders (87% and 94% vs. 82%/80%, respectively).

Table 8a: On Time Destination Arrival– By DAR Provider

| Response | Total (n=1701) | EV (n=566) (A) | Glen (n=333) (B) | Peoria (n=104) (C) | Phx (n=548) (D) | Surp (n=95) (E) | Tolleson Trans. (n=7) (F) | VM Mobility Services (n=48) (G) |
|----------------------|-------------------|----------------------|------------------------|--------------------------|-----------------------|-----------------------|------------------------------------|--|
| Always + Most | 83% | 82% | 87% ^{AD} | 86% | 80% | 92% ^{AD} | 57% | 94% ^{AD} |
| Always | 43 | 39 | 52 ^{AD} | 43 | 37 | 67 ^{ABCD} | 43 | 62 ^{ACD} |
| Most of the time | 40 | 44 ^{BEF} | 36 ^E | 42 ^{EF} | 43 ^{BEF} | 24 | 14 | 31 |
| Sometimes | 12 | 13 ^{EG} | 9 | 10 | 14 ^{BEG} | 5 | 14 | 4 |
| Rarely | 3 | 3 ^C | 2 | 1 | 3 | 2 | - | - |
| Never | 1 | * | 1 | - | 2 ^A | - | 29 | 2 |
| Don't know/NA | 1 | 1 | 1 | 4 | 1 | 1 | - | - |

Q14: When you use DAR, how often do you arrive at your destination by the time you expected?

* Less than .5%

Among EV cities, Chandler (44%) and Mesa (42%) riders were most likely to say they *always* arrive on time.

Table 8b: On Time Destination Arrival – EVDAR

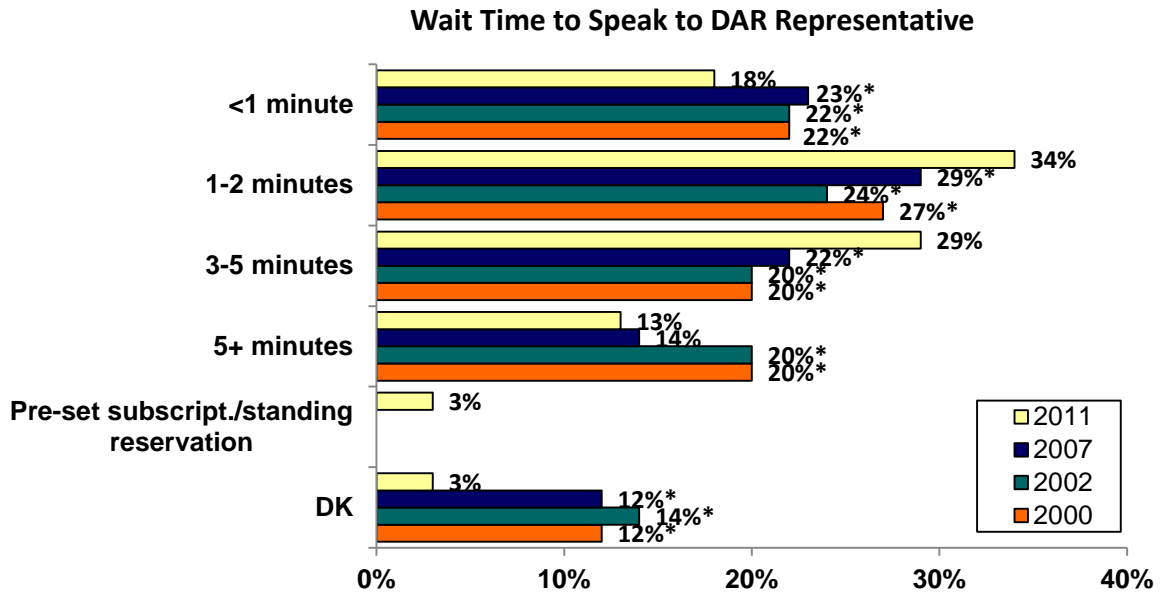
| Response | EV Total (n=566) | Chndlr (n=89) (A) | Gilbert (n=51) (B) | Mesa (n=231) (C) | Scdl (n=111) (D) | Tempe (n=84) (E) |
|----------------------|---------------------|-------------------------|--------------------------|------------------------|------------------------|------------------------|
| Always + Most | 82% | 81% | 75% | 84% | 82% | 84% |
| Always | 39 | 44 ^B | 26 | 42 ^B | 34 | 38 |
| Most of the time | 43 | 37 | 49 | 42 | 48 | 46 |
| Sometimes | 13 | 14 | 22 | 13 | 12 | 10 |
| Rarely | 3 | 3 | 2 | 3 | 5 | 4 |
| Never | * | 1 | - | * | - | - |
| Don't know | 1 | 1 | 2 | * | 1 | 2 |

* Less than .5%

III. Arranging Transportation

A. Wait to Speak to a Person

Perception of wait times to speak to a DAR representative changed in 2011. There were fewer riders whose call was answered quickly compared to previous years (18% answered in less than a minute compared with 23% in 2007). However, there were more calls answered in the 1-5 minute range than in previous years (34% 1-2 minutes, 29% 3-5 minutes) and fewer who had a long wait time (13% waiting more than 5 minutes). Just over one in ten (13%) reported experiencing more than a five minute wait, comparable to 2007.



Total Sample 2000 n=1117; 2002 n=1276; 2007 n=1811; 2011 =1701

Glendale, Phoenix, and Surprise DAR riders perceive having a longer wait before speaking to a person than East Valley, Peoria, and VMMS riders did. Between 49% and 64% of riders in those cities waited *three minutes or longer* compared with 17% to 27% for East Valley, Peoria, and VMMS riders.

Table 9a: Length of Wait before Speaking to a Person – By DAR Provider

| Response | Total (n=1701) | EV (n=566) (A) | Glen (n=333) (B) | Peoria (n=104) (C) | Phx (n=548) (D) | Surp (n=95) (E) | Tolleson Trans. (n=7) (F) | VM Mobility Services (n=48) (G) |
|---|-------------------|----------------------|------------------------|--------------------------|-----------------------|-----------------------|------------------------------------|--|
| < 1 minute | 18% | 27% ^{BDE} | 9% | 36% ^{BDE} | 11% | 10% | 43% | 23% ^{BE} |
| 1-2 minutes | 34 | 42 ^{BDEF} | 21 | 35 | 33 | 30 | 14 | 50 ^{BDEF} |
| 3-5 minutes | 29 | 20 | 34 ^{ACG} | 22 | 37 ^{ACG} | 30 ^A | 14 | 17 |
| > 5 minutes | 13 | 5 | 30 ^{ACD} | 5 | 12 ^{AC} | 24 ^{ACD} | 29 | - |
| Pre-set sub/ Standing reservation | 3 | 3 | 2 | 2 | 2 | 3 | - | 6 |
| DK/NA | 3 | 3 | 4 ^C | 1 | 4 ^C | 2 | - | 4 |

Q6: On average, when you call DAR, how long does it take before you speak directly to the person who arranges your ride?

In the East Valley, about two-thirds of riders in all cities reported having a wait of less than two minutes before speaking to a person. There were no differences by city.

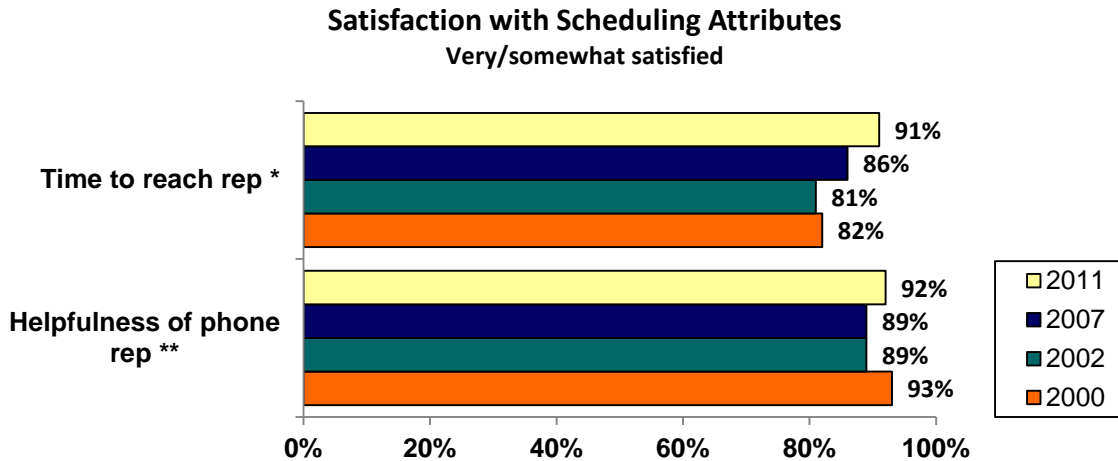
Table 9b: Length of Wait before Speaking to a Person– EVDAR

| Response | EV Total (n=566) | Chndlr (n=89) (A) | Gilbert (n=51) (B) | Mesa (n=231) (C) | Scdl (n=111) (D) | Tempe (n=84) (E) |
|---|---------------------|-------------------------|--------------------------|------------------------|------------------------|------------------------|
| < 1 minute | 27% | 25% | 26% | 27% | 27% | 29% |
| 1-2 minutes | 42 | 44 | 37 | 42 | 40 | 45 |
| 3-5 minutes | 20 | 21 | 24 | 17 | 21 | 20 |
| > 5 minutes | 5 | 6 | 6 | 6 | 4 | 5 |
| Pre-set sub/ Standing reservation | 3 | 1 | 4 | 4 | 4 | 1 |
| DK/NA | 3 | 3 | 4 | 4 | 4 | - |

B. Service Ratings

In 2011, nine in 10 riders (91%) without pre-set appointments said they were very satisfied/satisfied with the time to reach a representative to schedule an appointment. The *helpfulness of the phone rep* received a very/somewhat satisfied rating from nine in ten riders (92%) who indicated they were not always picked up on time and who called about a late pickup.

Note: In previous years, the *timeliness* question was asked of all survey respondents, but that changed in 2011. Previously, respondents who had a standing (pre-set) reservation and didn't call in were still asked the question, but this caused confusion since they could not rate this attribute. Therefore, respondents with a standing reservation were not asked the *timeliness* question in 2011. The *helpfulness* question was asked of respondents who called in to ask about their late ride in 2011, instead of being asked of all respondents as in previous years. Due to these differences, significance testing comparing 2011 results to previous years was not done for these questions.



* Base: no Pre-set Subscription. Total Sample (Time) 2000 n=1117; 2002 n=1276; 2007 n=1811; 2011 n=1657(20

** Base: not 'Always' picked up on time and called about late ride. Total Sample (Helpfulness) 2000 n=1117; 2002 n=1276; 2007 n=1811; 2011 n=1051(Base:

Note: Statistical significance not calculated due to a change in the respondents who were asked the question in 2011.

Table 10a: Satisfaction with Service While Arranging Ride

| Response | 2011 (n=1657) (A) | 2007 (n=1811) (B) | 2002 (n=1276) (C) | 2000 (n=1117) (D) |
|---|-------------------------|-------------------------|-------------------------|-------------------------|
| Time to reach person (Among those without a pre-set appointment) | | | | |
| Very + somewhat satisfied | 91% | 86% | 81% | 82% |
| Very satisfied | 62 | 61 | 51 | 48 |
| Somewhat satisfied | 29 | 25 | 30 | 34 |
| Helpfulness of People who Answer Phones (2011: Among those not 'Always' picked up on time and called) | (n=1051) | | | |
| Very + somewhat satisfied | 92% | 93% | 89% | 89% |
| Very satisfied | 62 | 70 | 66 | 60 |
| Somewhat satisfied | 30 | 23 | 23 | 29 |

Q7, 10: In general, how satisfied are you with...? Are you...?

In general, EV, Peoria and VMMS riders (ranging from 95-98%) reported higher satisfaction (very/somewhat satisfied) for the *time to reach a person* than riders in Glendale, Phoenix, and Surprise (83-89%). Regarding *helpfulness of people who answer phones*, VMMS riders were 100% very/somewhat satisfied, higher than EV, Glendale, Peoria, and Phoenix (85% to 96%).

Table 10b: Satisfaction with Service While Arranging Ride – By DAR Provider

| Response | Total (n=1657) | EV (n=548) (A) | Glen (n=328) (B) | Peoria (n=102) (C) | Phx (n=535) (D) | Surp (n=92) (E) | Tolleson Trans. (n=7) (F) | VM Mobility Services (n=45) (G) |
|---|-------------------|--------------------------------|------------------------|--------------------------|-------------------------|-----------------------|------------------------------------|--|
| Time to reach person (Among those without a Pre-set Subscription) | | | | | | | | |
| Very + somewhat satisfied | 91% | 96% ^{BD E} | 83% | 95% ^{BD} | 89% ^B | 88% | 86% | 98% ^{BDE} |
| Very satisfied | 62 | 70 ^{BD} | 55 | 74 ^{BD} | 53 | 64 ^D | 71 | 71 ^{BD} |
| Somewhat satisfied | 29 | 26 | 28 | 21 | 36 ^{ABCE} | 24 | 14 | 27 |
| Helpfulness of People who Answer Phones (Among those not 'Always' picked up on time and called) | (n=1051) | (n=376) | (n=147) | (n=67) | (n=403) | (n=37) | (n=1) | (n=20) |
| Very + somewhat satisfied | 92% | 96% ^{CD} | 92% | 85% | 90% | 95% | 100% ^{ABCD} | 100% ^{ABCD} |
| Very satisfied | 62 | 68 ^D | 71 ^D | 63 | 51 | 81 ^{CD} | - | 60 |
| Somewhat satisfied | 30 | 28 ^E | 21 | 22 | 38 ^{ABCE} | 14 | 100 ^{ABCDEG} | 40 |

Among East Valley cities which are all served by same DAR (EVDAR), Chandler riders were more likely to say they were very/somewhat satisfied with the *helpfulness of the people who answer the phones* compared with Mesa and Scottsdale riders (100% vs. 97/93%, respectively.).

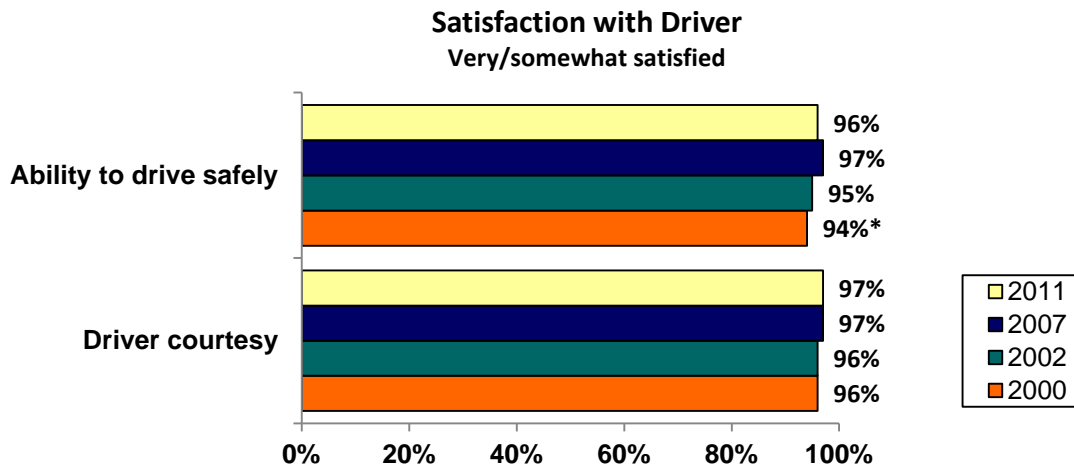
Table 10c: Satisfaction with Service While Arranging Ride – EVDAR

| Response | EV Total (n=548) | Chndlr (n=88) (A) | Gilbert (n=49) (B) | Mesa (n=222) (C) | Scdl (n=106) (D) | Tempe (n=83) (E) |
|--|---------------------|---------------------------|--------------------------|------------------------|------------------------|------------------------|
| Time to reach person (Among those without a Pre-set Subscription) | | | | | | |
| Very + somewhat satisfied | 96% | 94% | 94% | 96% | 97% | 99% |
| Very satisfied | 70 | 68 | 71 | 74 | 65 | 70 |
| Somewhat satisfied | 26 | 26 | 22 | 22 | 32 ^C | 29 |
| Helpfulness of People who Answer Phones (Among those who called about late ride) | (n=376) | (n=56) | (n=40) | (n=153) | (n=73) | (n=54) |
| Very + somewhat satisfied | 96% | 100% ^{CD} | 98% | 97% | 93% | 96% |
| Very satisfied | 68 | 77 ^D | 75 | 70 | 59 | 63 |
| Somewhat satisfied | 28 | 23 | 23 | 27 | 34 | 33 |

IV. Satisfaction with Drivers and Vehicles

A. Driver Ratings

Comparable to previous years, the vast majority of riders reported they were very/somewhat satisfied with the driver’s *ability to drive safely* and the driver’s *courtesy* (96% and 97%, respectively).



Total Sample 2000 n=1117; 2002 n=1276; 2007 n=1811; 2011 =1701

Table 11a: Satisfaction with Driver

| Time | 2011 (n=1701) (A) | 2007 (n=1811) (B) | 2002 (n=1276) (C) | 2000 (n=1117) (D) |
|---|-------------------------|-------------------------|-------------------------|-------------------------|
| Driver’s Ability to Drive Safely | | | | |
| Very + Somewhat satisfied | 96% | 97% | 95% | 94% |
| Very satisfied | 80 | 85 | 82 | 75 |
| Somewhat satisfied | 16 | 12 | 12 | 19 |
| Drivers’ Courtesy | | | | |
| Very + Somewhat satisfied | 97% | 97% | 96% | 96% |
| Very satisfied | 82 | 86 | 84 | 81 |
| Somewhat satisfied | 15 | 11 | 12 | 15 |

Q16a-16b: In general, how satisfied are you with the driver’s ability to drive safely? How satisfied are you with the driver’s courtesy?

The driver's *ability to drive safely* and *courtesy* were rated highly by riders in all cities, ranging from 96-99%.

Table 11b: Satisfaction with Driver – By DAR Provider

| Response | Total (n=1701) | EV (n=566) (A) | Glen (n=333) (B) | Peoria (n=104) (C) | Phx (n=548) (D) | Surp (n=95) (E) | Tolleson Trans. (n=7) (F) | VM Mobility Services (n=48) (G) |
|---|-------------------|----------------------|------------------------|--------------------------|-----------------------|-----------------------|------------------------------------|--|
| Driver's Ability to Drive Safely | | | | | | | | |
| Very + Somewhat satisfied | 96% | 96% | 97% | 98% | 96% | 98% | 100% ^{ABD} | 98% |
| Very satisfied | 80 | 79 | 86 ^{AD} | 91 ^{AD} | 74 | 88 ^{AD} | 100 ^{ABCDEG} | 81 |
| Somewhat satisfied | 16 | 18 ^{BCE} | 10 | 7 | 22 ^{BCE} | 10 | - | 17 |
| Drivers' Courtesy | | | | | | | | |
| Very + Somewhat satisfied | 97% | 96% | 96% | 99% ^{AB} | 97% | 97% | 100% ^{ABD} | 96% |
| Very satisfied | 82 | 82 ^D | 86 ^D | 91 ^{AD} | 75 | 88 ^D | 100 ^{ABCDEG} | 85 ^D |
| Somewhat satisfied | 15 | 15 ^{BC} | 10 | 8 | 23 ^{ABCEG} | 8 | - | 10 |

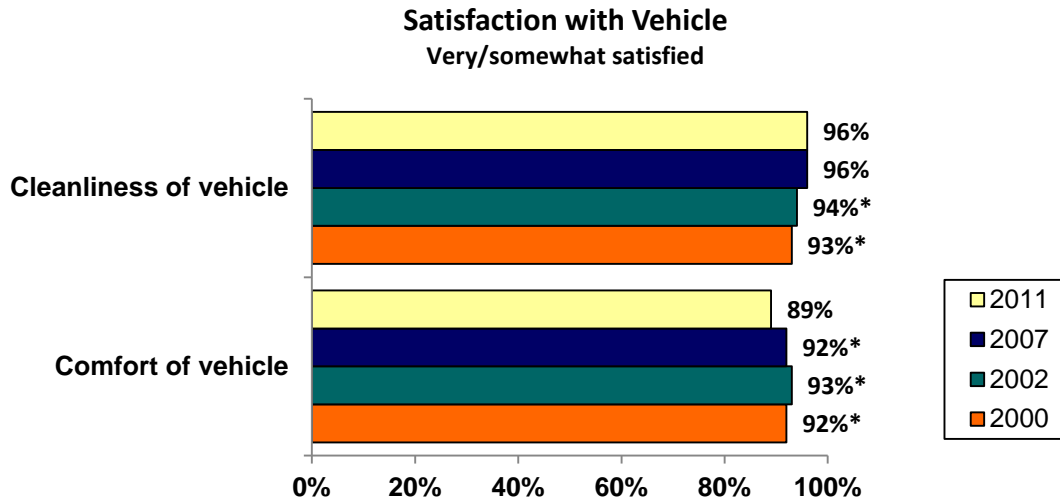
All East Valley providers received strong ratings for the driver's *ability to drive safely* and *courtesy*, ranging from 94% to 100% very/somewhat satisfied ratings. With 100% of its riders indicating they are very/somewhat satisfied, Gilbert DAR received higher very/somewhat satisfied rating than most other East Valley cities.

Table 11c: Satisfaction with Driver – EVDAR

| Response | EV Total (n=566) | Chndlr (n=89) (A) | Gilbert (n=51) (B) | Mesa (n=231) (C) | Scdl (n=111) (D) | Tempe (n=84) (E) |
|---|---------------------|-------------------------|-----------------------------|------------------------|------------------------|------------------------|
| Driver's Ability to Drive Safely | | | | | | |
| Very + Somewhat satisfied | 96% | 96% | 100% ^{ACDE} | 96% | 96% | 95% |
| Very satisfied | 79 | 74 | 82 | 81 | 81 | 73 |
| Somewhat satisfied | 17 | 22 | 18 | 15 | 15 | 22 |
| Drivers' Courtesy | | | | | | |
| Very + Somewhat satisfied | 97% | 98% | 100% ^{CDE} | 96% | 96% | 94% |
| Very satisfied | 82 | 80 | 90 | 81 | 80 | 82 |
| Somewhat satisfied | 15 | 18 | 10 | 15 | 16 | 12 |

B. Vehicle Ratings

Almost all of the riders reported they were satisfied with the *cleanliness* of DAR vehicles in 2011 (96% very/somewhat satisfied), the same as 2007 ratings, and slightly higher than in 2000 and 2002. While the *comfort* of the DAR vehicle was highly rated in 2011 (89% were very/somewhat satisfied), the percentage of highly satisfied riders was lower than the three previous surveys.



Total Sample 2000 n=1117; 2002 n=1276; 2007 n=1811; 2011 =1701

Table 12a: Satisfaction with Vehicle

| Responses | 2011 (n=1701) (A) | 2007 (n=1811) (B) | 2002 (n=1276) (C) | 2000 (n=1117) (D) |
|-------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Cleanliness of Vehicle | | | | |
| Very + Somewhat satisfied | 96% | 96% | 94%* | 93%* |
| Very satisfied | 81 | 83 | 78* | 76* |
| Somewhat satisfied | 15 | 13 | 16 | 17 |
| Comfort of Vehicle | | | | |
| Very + Somewhat satisfied | 89% | 92%* | 93%* | 92%* |
| Very satisfied | 63 | 70* | 73* | 67* |
| Somewhat satisfied | 36 | 22* | 20* | 25* |

Q16c-16d: In general, how satisfied are you with the cleanliness of the vehicle? How satisfied are you with the comfort of the vehicle (temperature, seating, etc.)?



Peoria and Surprise riders gave higher ratings than East Valley and Phoenix riders for being very/somewhat satisfied with the *cleanliness* of the vehicle. Though lower, East Valley and Phoenix still had very strong satisfaction ratings.

At 82% very/somewhat satisfied, Phoenix had lower ratings than East Valley (88%), Glendale (96%), Peoria (96%), and Surprise (97%) DAR systems for vehicle *comfort*. The East Valley DAR received a lower percentage of very/somewhat satisfied ratings (88%) for vehicle *comfort* than Glendale (96%), Peoria (96%), and Surprise (97%).

Table 12b: Satisfaction with Vehicle – By DAR Provider

| Response | Total (n=1701) | EV (n=566) (A) | Glen (n=333) (B) | Peoria (n=104) (C) | Phx (n=548) (D) | Surp (n=95) (E) | Tolleson Trans. (n=7) (F) | VM Mobility Services (n=48) (G) |
|-------------------------------|-------------------|-------------------------|--------------------------|-------------------------------|-----------------------|-------------------------------|------------------------------------|---|
| Cleanliness of Vehicle | | | | | | | | |
| Very + Somewhat satisfied | 96% | 96% | 97% | 99% ^{AD} | 94% | 99% ^{AD} | 100% ^{ABD} | 98% |
| Very satisfied | 81 | 79 | 86 ^{AD} | 90 ^{ADG} | 76 | 90 ^{ADG} | 86 | 75 |
| Somewhat satisfied | 15 | 17 ^{BCE} | 11 | 9 | 18 ^{BCE} | 9 | 14 | 23 ^{CE} |
| Comfort of Vehicle | | | | | | | | |
| Very + Somewhat satisfied | 89% | 88% ^D | 96% ^{AD} | 96% ^{A D} | 82% | 97% ^{A D} | 86% | 90% |
| Very satisfied | 62 | 59 | 75 ^{AD} | 75 ^{AD} | 53 | 76 ^{AD} | 86 ^{AD} | 67 |
| Somewhat satisfied | 26 | 29 ^B | 21 | 21 | 29 ^B | 21 | - | 23 |

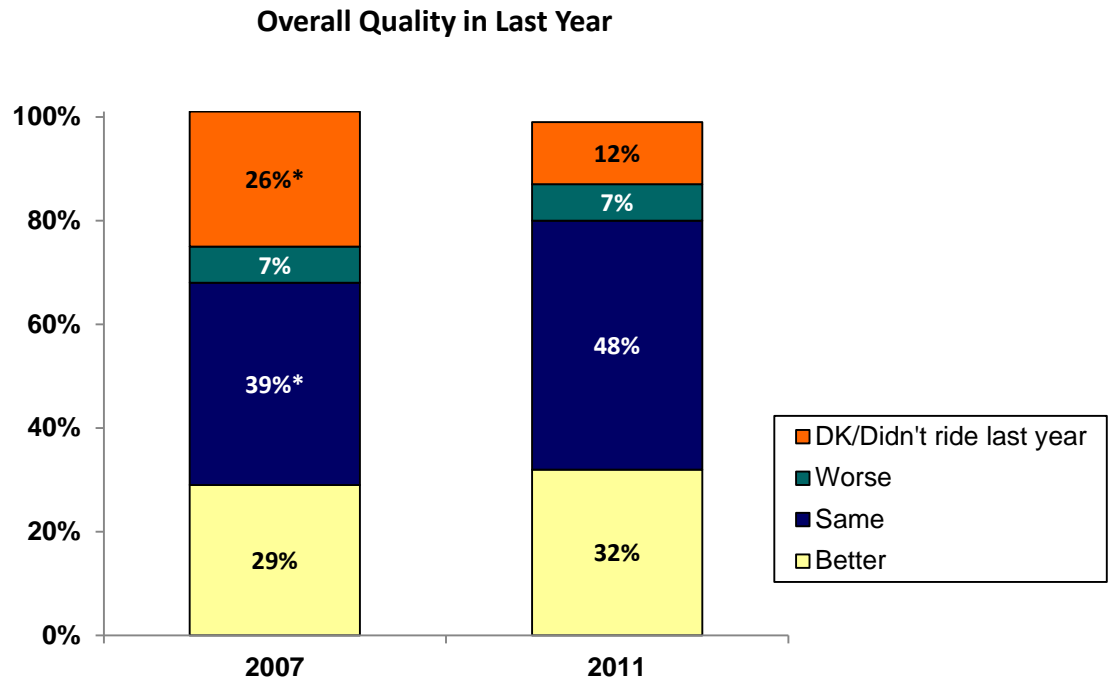
There were no differences among the East Valley cities for satisfaction with the vehicle *cleanliness* or *comfort*.

Table 12c: Satisfaction with Vehicle – EVDAR

| Response | EV Total (n=566) | Chndlr (n=89) (A) | Gilbert (n=51) (B) | Mesa (n=231) (C) | Scdl (n=111) (D) | Tempe (n=84) (E) |
|-------------------------------|---------------------|-------------------------|--------------------------|------------------------|------------------------|------------------------|
| Cleanliness of Vehicle | | | | | | |
| Very + Somewhat satisfied | 96% | 94% | 96% | 96% | 96% | 96% |
| Very satisfied | 79 | 77 | 76 | 80 | 78 | 77 |
| Somewhat satisfied | 17 | 17 | 20 | 16 | 18 | 19 |
| Comfort of Vehicle | | | | | | |
| Very + Somewhat satisfied | 88% | 86% | 92% | 87% | 87% | 90% |
| Very satisfied | 59 | 65 | 55 | 61 | 56 | 52 |
| Somewhat satisfied | 29 | 21 | 37 | 26 | 31 | 38 |

C. Overall Quality Compared to One Year Ago

One-third of DAR riders indicated that they view the overall quality of service was *better* than it was the previous year, comparable to 2007 results. Compared to previous years, more riders in 2011 rated overall quality the *same*, and fewer said they *didn't know/didn't ride the previous year*.



Total sample:2007: n=1811, 2011: n=1701

One-third of 2011 riders (35%) who took their most recent DAR ride in the past month thought overall quality was *better*, a higher percentage than those whose most recent ride was more than a month ago.

Table 13a: Overall Quality Compared to One Year Ago

| Response | 2000 Total (n=1117) | 2002 Total (n=1276) | 2007 Total (n=1811) | 2011 Total (n=1701) | 2011 Total Timing of Last Trip | |
|--|---------------------------|---------------------------|---------------------------|---------------------------|-----------------------------------|---------------------------------|
| | | | | | <1 mo. ago (n=1175) (A) | 1+ mo. ago (n=526) (B) |
| Better | 30% | 31% | 29% | 32% | 35% ^B | 28% |
| Worse | 7 | 9* | 7 | 7 | 8 | 6 |
| Same | 28* | 30* | 39* | 48 | 48 | 50 |
| Don't know/ Didn't ride a year ago | 34* | 3* | 26* | 12 | 10 | 16 ^A |

Q17: Overall, would you say the quality of DAR service is better, worse, or the same as the service you received a year ago?

East Valley riders were more likely than Phoenix riders to say that overall quality was *better* compared to a year ago (36% vs. 30%, respectively). Peoria (12%) and Phoenix (10%) had more riders who thought overall quality was *worse* than did the East Valley, Glendale (both 5%) and Surprise (3%) systems.

Table 13b: Overall Quality Compared to One Year Ago – By DAR Provider

| Response | Total (n=1701) | EV (n=566) (A) | Glen (n=333) (B) | Peoria (n=104) (C) | Phx (n=548) (D) | Surp (n=95) (E) | Tolleson Trans. (n=7) (F) | VM Mobility Services (n=48) (G) |
|--|-------------------|----------------------|------------------------|--------------------------|-----------------------|-----------------------|------------------------------------|---|
| Better | 32% | 36% ^D | 32% | 30% | 30% | 34% | 14% | 31% |
| Worse | 7 | 5 | 5 | 12 ^{ABE} | 10 ^{ABE} | 3 | - | 6 |
| The same | 48 | 53 ^{DEG} | 48 ^G | 44 ^G | 47 ^G | 40 | 57 | 27 |
| Don't know/ Didn't ride a year ago | 12 | 6 | 14 ^A | 14 ^A | 13 ^A | 23 ^{AD} | 29 | 35 ^{ABCD} |

Among East Valley DAR users, Gilbert riders were more likely than Chandler riders to indicate that overall quality has been *better* in the past year (49% vs. 29%).

Table 13c: Overall Quality Compared to One Year Ago – EVDAR

| Response | EV Total (n=566) | Chndlr (n=89) (A) | Gilbert (n=51) (B) | Mesa (n=231) (C) | Scdl (n=111) (D) | Tempe (n=84) (E) |
|--------------------------------------|---------------------|-------------------------|--------------------------|------------------------|------------------------|------------------------|
| Better | 36% | 29% | 49%^A | 36% | 37% | 36% |
| Worse | 5 | 4 | - | 5 | 4 | 7 |
| The same | 53 | 61 | 49 | 51 | 52 | 56 |
| Don't know/Didn't ride a year ago | 6% | 6% | 2% | 8% ^{BE} | 6% ^E | 1% |

V. Transfers

A. Frequency and Satisfaction

One in ten riders (11%) said they had made a transfer using DAR in the past three months, slightly higher than the 9% in 2007 who said they transferred. More than one in four (28%) who did not make a transfer indicated that concerns about the transfer process prevented use of the service with a transfer. This is higher than 2007 when 22% had concerns.

Among those who transferred, the percentage of riders who were *very satisfied* with the transfer increased substantially, from 41% in 2007 to 55% in 2011.

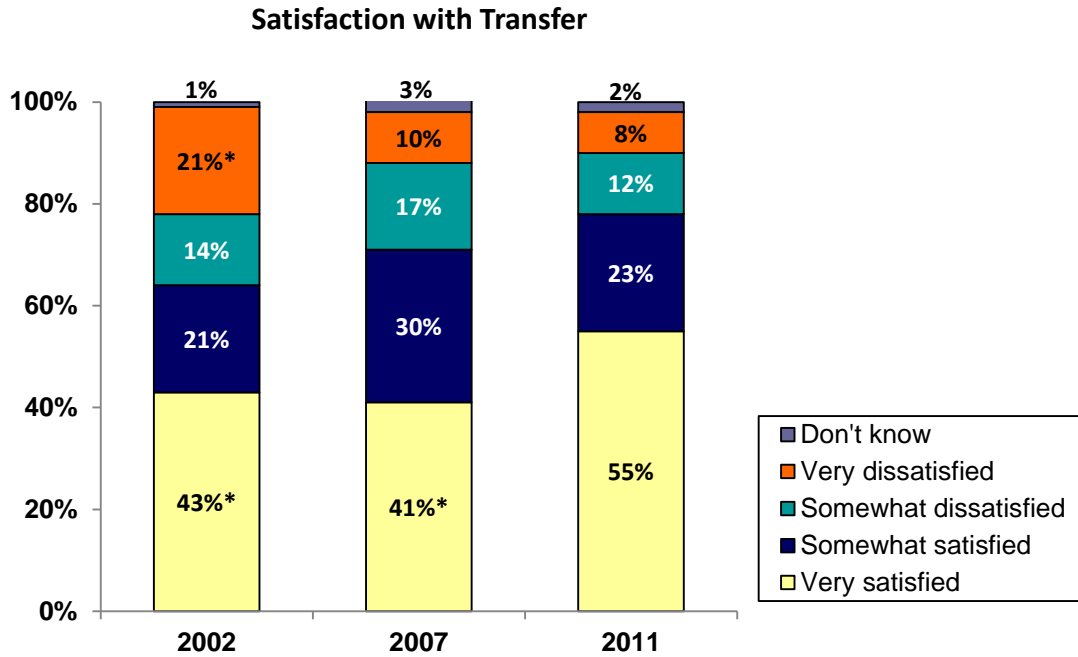
Table 14a: Transfer Experience

| Responses | 2011 (n=1701) (A) | 2007 (n=1811) (B) | 2002 (n=1276) (C) |
|--|-------------------------|-------------------------|-------------------------|
| Made a transfer past 3 months | 11% | 9%* | 9% |
| Concerns prevented use of service with transfer (n=1446) | | | |
| Yes | 28% | 22%* | NA |
| No | 63 | 70* | |
| Don't know | 9 | 8 | |
| Satisfaction with Transfer (n=188) | (n=188) | (n=155) | (n=114) |
| Very + somewhat satisfied | 78% | 71% | 64% |
| Very satisfied | 55 | 41* | 43 |
| Somewhat satisfied | 23 | 30 | 21 |
| Somewhat dissatisfied | 12 | 17 | 14 |
| Very dissatisfied | 8 | 10 | 21 |
| Don't know | 2 | 3 | 1 |

Q18a: "Have you made a transfer to another DAR system using dial a ride within the past three months?"

Q21: Do concerns about transferring from one system to another ever prevent you from using the service?"

Q19: How satisfied were you with the transfer? Were you...



Among those who have used transfer service (2002:n=114, 2007: n=155, 2011: n=188)

Riders from the East Valley (13%), Glendale (10%), and Phoenix (13%) were more likely than Surprise riders (4%) to report that they have taken a trip involving a transfer to another DAR system in the past three months.

While few Surprise riders made a transfer in the past three months, concerns about transfers was not a key reason. Among Surprise riders not making a transfer, only 14% said it was due to concerns about the transfer, less than East Valley, Glendale, Peoria, and Phoenix riders (ranging from 26% to 31%).

Among riders making a transfer, Peoria and Surprise riders were very satisfied with their experience, but the sample sizes are very small.

Table 14b: Transfer Experience – By DAR Provider

| Response | Total (n=1653) | EV (n=566) (A) | Glen (n=333) (B) | Peoria (n=104) (C) | Phx (n=548) (D) | Surp (n=95) (E) | Tolleson Trans. (n=7) (F) | VM Mobility Services (n=48) (G) |
|--|-------------------|----------------------|------------------------|--------------------------|-----------------------|-----------------------|------------------------------------|---|
| Made a transfer | 11% | 13% ^E | 10% ^E | 9% | 13% ^E | 4% | - | NA |
| Concerns prevented use of service with Transfer | (n=1446) | (n=483) | (n=298) | (n=95) | (n=473) | (n=90) | (n=7) | - |
| Yes | 28% | 29% ^E | 26% ^E | 31% ^E | 31% ^E | 14% | 29% | % |
| No | 63 | 64 | 65 | 62 | 60 | 70 | 71 | |
| Don't know | 9 | 8 | 8 | 7 | 9 | 16 | - | |
| Satisfaction with Transfer | (n=188) | (n=73) | (n=32) | (n=9) | (n=70) | (n=4) | - | NA |
| Very + somewhat | 78% | 71% | 75% | 89% | 83% | 100% ^{ABD} | - | |
| Very satisfied | 55 | 47 | 53 | 89 ^{ABD} | 57 | 100 ^{ABD} | - | |
| Somewhat satisfied | 23 | 25 | 22 | - | 26 | - | - | |
| Somewhat dissatisfied | 12 | 16 | 12 | 11 | 9 | - | - | |
| Very dissatisfied | 8 | 8 | 12 | - | 9 | - | - | |
| Don't know | 2 | 4 | - | - | - | - | - | |

The percentage of East Valley riders making a transfer in the past three months ranged from 10% to 18%. There were no statistical differences in transfer use by East Valley provider.

Satisfaction among those who transferred ranged from 60% to 80%. There were no statistical differences in satisfaction by East Valley provider.

Among those not using a transfer, one-fourth to one-third of them indicated they had concerns that prevented them from making a transfer. Once again, there were no significant differences by provider.

Table 14c: Transfer Experience – EVDAR

| Response | EV Total (n=566) | Chndlr (n=89) (A) | Gilbert (n=51) '(B) | Mesa (n=231) (C) | Scdl (n=111) (D) | Tempe (n=84) (E) |
|--|---------------------|-------------------------|---------------------------|------------------------|------------------------|------------------------|
| Made a transfer | 13% | 14% | 10% | 11% | 18% | 12% |
| Concerns prevented use of service with Transfer | (n=483) | (n=75) | (n=43) | (n=205) | (n=88) | (n=72) |
| Yes | 28% | 31% | 30% | 27% | 33% | 24% |
| No | 64 | 60 | 61 | 67 | 58 | 68 |
| Don't know | 8 | 9 | 9 | 6 | 9 | 8 |
| Satisfaction with Transfer | (n=73) | (n=12) | (n=5) | (n=26) | (n=20) | (n=10) |
| Very+ somewhat | 71% | 75% | 60% | 69% | 70% | 80% |
| Very satisfied | 46 | 58 | 40 | 46 | 40 | 50 |
| Somewhat satisfied | 25 | 17 | 20 | 23 | 30 | 30 |
| Somewhat dissatisfied | 16 | 25 | 20 | 15 | 15 | 10 |
| Very dissatisfied | 8 | - | 20 | 15 | 5 | - |
| Don't know | 4 | - | - | - | 10 | 10 |

B. Reasons for Dissatisfaction

As in previous years, *waiting too long for transfers was the primary reason riders were dissatisfied with the transfer process* (mentioned by 44% of those somewhat/very dissatisfied). The second most mentioned reason for dissatisfaction was DAR had *poor timing*, coming either too early or too late (28%), followed by it *took too long to get to their destination* (20%).

The small sample size prevents analysis by the individual providers.

Table 15a: Reasons NOT Satisfied with Transfer*
(Multiple Responses Allowed)

| Responses | 2011 Total (n=39) | 2007 Total (n=41) | 2002 Total (n=40) |
|--------------------------------------|-------------------------|-------------------------|-------------------------|
| Have to wait too long | 44% (17) | 54% (22) | 68%*(27) |
| Timing – too early/late | 28% (11) | 24% (10) | - |
| Takes too long to get to destination | 20% (8) | 7% (3) | 12% (5) |
| Never arrived/didn't pick me back up | 10% (4) | 7% (3) | 18% (8) |
| Doesn't take me to my destination | 10% (4) | - | - |
| Don't know | 3% (1) | 5% (2) | 2% (1) |

Q18c: What were the reasons you were not completely satisfied with your most recent transfer using DAR? (Among those somewhat or very dissatisfied).

*Percentage and frequency shown due to small sample sizes.

VI. Miscellaneous Issues

A. Other Types of Transportation Available

When asked what other types of transportation assistance they had used or were aware of in addition to DAR services, three in ten riders (29%) mentioned *taxi service*, a large jump since 2007 (4%). An additional 8% mentioned *voucher programs/taxi service*. One-fourth mentioned *city buses* (25%), more than in the previous surveys.

About one in four riders (27%) was unable to name any alternatives to DAR. This is very different from previous years; when a much larger number of riders responded *don't know* when asked about alternatives (46% to 72%).

Table 16a: Transportation Assistance Options Used/Aware Of
(Multiple Responses Allowed)

| Response | 2011 Total (n=1701) | 2007 Total (n=1811) | 2002 Total (n=1276) | 2000 Total (n=1117) |
|-------------------------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| Voucher programs/taxi (combined) | 37% | 14%* | 10%* | 22% ^{1*} |
| Taxi | 29 | 4* | - | - |
| Voucher programs/taxi | 8 | 10* | 10 | 22 ^{1*} |
| City buses | 25% | 5%* | 7%* | 12%* |
| Family member/friend | 8 | 2* | 3* | 9 |
| DAR | 5 | - | - | - |
| Light rail | 4 | - | - | - |
| None | 5% | 10%* | 4% | 4% |
| Don't know | 27 | 69* | 72* | 46* |

Q26: What other types of transportation assistance options have you used or are you aware of?

¹ Includes mentions of Cab Connection

Note: Data for 2000 and 2002 shows the combined mentions for *taxi* and *voucher programs*

East Valley riders (33%) were more likely to mention *taxi* as alternative transportation than Glendale (25%) or Peoria riders (23%). Glendale riders (34%) were more likely than riders in any other city to mention *city bus/Valley Metro* (ranging from 13% to 27%). East Valley riders (13%) were more likely than Glendale, Phoenix, and Surprise riders to mention *voucher programs/taxi* (3% to 9%).

In 2011, only VMMS riders had a high level of *don't know* responses (60%), compared with 25% to 30% for the other cities.

Table 16b: Transportation Assistance Options Used/Aware Of – By DAR Provider
(Multiple Responses Allowed)

| Response | Total (n=1701) | EV (n=566) (A) | Glen (n=333) (B) | Peoria (n=104) (C) | Phx (n=548) (D) | Surp (n=95) (E) | Tolleson Trans. (n=7) (F) | VM Mobility Services (n=48) (G) |
|--------------------------|-------------------|----------------------|------------------------|--------------------------|-----------------------|-----------------------|------------------------------------|---|
| Taxi | 29% | 33% ^{BC} | 25% | 23% | 29% | 28% | 14% | 21% |
| City bus/VM | 25 | 22 ^E | 34 ^{ACDEG} | 20 | 27 ^{EG} | 13 | 14 | 15 |
| Voucher programs/taxi | 8 | 13 ^{BDE} | 5 | - | 9 ^{BE} | 3 | - | - |
| Family member/ friend | 8 | 7 | 8 | 11 | 8 | 13 | - | 6 |
| DAR | 5 | 4 | 5 | 12 ^{AD} | 4 | 5 | - | - |
| Light rail | 4 | 4 | 3 | 3 | 6 | 2 | - | - |
| None | 5% | 5% | 4% | 9% | 3% | 10% ^{BD} | - | - |
| Don't know | 27 | 25 | 27 | 30 | 25 | 25 | 86 ^{ABCDE} | 60 ^{ABCDE} |

Riders in Scottsdale (40%) had a higher usage and awareness of *taxis* as an alternative to DAR service than riders from Mesa (29%). Fewer Gilbert riders (8%) mentioned *city bus/VM* than riders in other East Valley cities (19-31%).

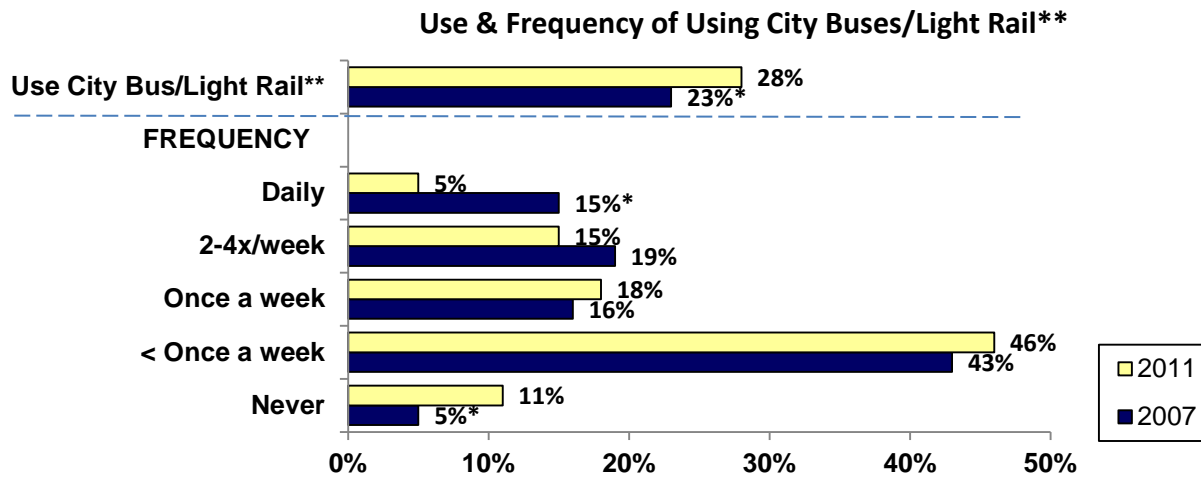
Table 16c: Transportation Assistance Options Aware Of – EVDAR
(Multiple Responses Allowed)

| Response | EV Total (n=566) | Chndlr (n=89) (A) | Gilbert (n=51) (B) | Mesa (n=231) (C) | Scdl (n=111) (D) | Tempe (n=84) (E) |
|-----------------------|---------------------|-------------------------|--------------------------|------------------------|------------------------|------------------------|
| Taxi | 33% | 35% | 29% | 29% | 40% ^C | 36% |
| City bus/VM | 22 | 24 ^B | 8 | 23 ^B | 19 ^B | 31 ^B |
| Voucher programs/taxi | 13 | 10 | 12 | 13 | 22 ^{ACE} | 7 |
| Family member/friend | 7 | 3 | 2 | 10 ^{AB} | 11 ^{AB} | 5 |
| DAR | 4 | 7 | 6 | 4 | 2 | 6 |
| Light rail | 4 | 6 | - | 4 ^D | 1 | 11 ^D |
| None | 5% | 3% | 14% ^{AD} | 6% | 3% | 4% |
| Don't know | 25 | 21 | 33 ^E | 28 ^E | 22 | 18 |

B. City Buses/Light Rail

1. Use of City Buses/Light Rail

More than one fourth (28%) of all riders said they use the Valley Metro city bus service/light rail (28%), an increase from 23% in 2007. There was a slight shift in frequency of ridership in 2011. DAR users were significantly less likely to report daily ridership than in 2007, from 15% down to 5%. One in ten DAR riders said they *never* ride city buses/light rail, double the 5% measured in 2007. The remaining frequency levels measured were unchanged in 2011 compared to 2007.



Total sample: 2007 n=1811, 2011 n=1701 Frequency: 2007 n=421, 2011 n=482
 Sample for frequency of ridership: n=482

** In 2007, the question asked only about use/frequency of city buses.

Glendale riders (36%) reported the most use of city buses/light rail compared to other DAR providers (East Valley, Peoria, Phoenix, Surprise, and VMMS (7% to 29%). In general, frequency of riding city buses/light rail was similar across the various cities.

Table 17a: Use & Frequency of City Buses/Light Rail – By DAR Provider

| Response | Total (n=1701) | EV (n=566) (A) | Glen (n=333) (B) | Peoria (n=104) (C) | Phx (n=548) (D) | Surp (n=95) (E) | Tolleson Trans. (n=7) (F) | VM Mobility Services (n=48) (G) |
|-----------------------------------|-------------------|-------------------------|-----------------------------|--------------------------|-------------------------|-----------------------|------------------------------------|---|
| Use bus/light rail service | 28% | 28% ^E | 36% ^{ACDEG} | 23% ^E | 29% ^E | 7% | 14% | 19% |
| Frequency | (n=482) | (n=161) | (n=121) | (n=24) | (n=159) | (n=7) | (n=1) | (n=9) |
| Daily | 5% | 6% | 3% | 8% | 4% | 29% | - | - |
| 2-4 days a week | 15 | 17 | 11 | 12 | 18 | - | 100 ^{ABCDG} | 11% |
| Once a week | 18 | 13 | 20 | 29 | 21 | 29 | - | - |
| <1x per week | 46 | 48 ^E | 55 ^{CDE} | 33 | 41 | 14 | - | 44 |
| Never | 11 | 10 | 7 | 12 | 12 | 29 | - | 33 |
| DK/NA | 5 | 6 | 4 | 4 | 4 | - | - | 11 |

Q27-28: Do you use the large Valley Metro city buses or Metro light rail service (that is, the larger buses or light rail trains that travel on a set schedule)?

Tempe riders were more likely than Chandler, Gilbert, and Mesa riders to say they use bus/light rail service in addition to DAR services (44% vs. 16-28%). In addition, Tempe riders were more likely than Mesa riders to say they use bus service daily (16% vs. 2%).

Table 17b: Use & Frequency of City Buses/Light Rail – EVDAR

| Response | EV Total (n=566) | Chndlr (n=89) (A) | Gilbert (n=51) (B) | Mesa (n=231) (C) | Scdl (n=111) (D) | Tempe (n=84) (E) |
|-----------------------------------|---------------------|-------------------------|--------------------------|------------------------|-------------------------|---------------------------|
| Use bus/light rail service | 28% | 28% | 16% | 25% | 31% ^B | 44% ^{ABC} |
| Frequency | (n=161) | (n=25) | (n=8) | (n=57) | (n=34) | (n=37) |
| Daily | 6% | 8% | 12% | 2% | - | 16% ^C |
| 2-4 days a week | 17 | 12 | - | 14 | 26% | 19 |
| Once a week | 13 | 16 | 25 | 10 | 9 | 16 |
| <1x per week | 48 | 48 | 38 | 53 | 50 | 41 |
| Never | 10 | 16 | 12 | 14 ^E | 6 | 3 |
| DK/NA | 6 | - | 12 | 7 | 9 | 5 |

2. *Reasons for Not Riding the Bus/Light Rail*

The primary reasons DAR users gave for not using the bus/light rail were either because they use a wheelchair (22%) or because it is too far to walk to the bus/rail stop (21%). Additionally, one in six riders said there is not any bus service/light rail near their home (15%).

Differences between 2011 and 2007 for not riding the bus/light rail include:

- Being *too far to walk* (decreasing to 21% in 2011 from 28% in 2007)
- Because of *using a wheelchair* (increasing to 22% from 16% in 2007)
- Due to a *disability* (general comment) (increasing to 12% from 9% in 2007)
- *Can't get on/off bus without assistance* (increasing to 10% from 6% in 2007)
- Have alternative transportation from a *friend or family member* (increasing to 10% from 6% in 2007)

Table 18a: Reasons for Not Riding the Bus/Light Rail

| Reasons | 2011** Total (n=1190) | 2007** Total (n=1163) | 2002 Total (n=338) | 2000 Total (n=284) |
|---|-----------------------------|-----------------------------|--------------------------|--------------------------|
| Perception | | | | |
| Too far to walk | 21% | 28%* | 22% | 26% |
| No buses/light rail where I live | 15 | 16 | - | - |
| Don't know routes/afraid to ride | 9 | 9 | 11 | 7 |
| Don't want to wait at bus stop/too hot/cold | 5 | - | - | - |
| Takes too long/too many transfers/timing problems | 4 | - | - | - |
| Doesn't go where I need to go | 4 | 5 | 3 | 6 |
| Health Related | | | | |
| Use a wheelchair | 22% | 16%* | - | - |
| Because of disability (general) | 12 | 9* | 4 | - |
| Can't get on/off bus without assistance | 10 | 6* | 5 | 14 |
| Have visual impairment | 6 | 9* | 4 | - |
| Other Options | | | | |
| No need to/friend or family help | 10% | 6%* | 6% | 11% |
| Like DAR better | 10 | 6* | 10 | 6 |
| Don't know | 2 | 2 | 9 | 2 |

Q29: Why don't you ride the bus or Metro light rail? (Among those who indicated they do not ride the bus/light rail).

Note: Question was changed in 2007 and was asked of all riders who indicated they do not use the city bus. In past years the question was only asked of riders who had access to a city bus but said they had never ridden.

Note 2: Question in 2000-2007 referred only to buses; light rail was added in 2011.

**Due to the change in the base of respondents asked the question, significance testing was done only between 2011 and 2007.

Some of the differences among the DAR riders on why they do not ride the bus include:

- EV and Phoenix riders had a higher percentage of riders than Glendale, Peoria, and Surprise who said they didn't ride the bus because they *use a wheelchair* (24/30% vs. 9-15%, respectively.).
- About one in five Glendale and Peoria riders said it was because they *had no need/had friend or family to help*. This was higher than the percentage of East Valley, Phoenix, and Surprise riders giving that reason (4-9%).
- Peoria (23%) and Surprise (44%) riders were more likely than East Valley, Glendale, and Phoenix riders (8-13%) to report they do not ride the bus because there are *no buses or light rail where they live*.

Table 18b: Reasons for Not Riding the Bus/Light Rail – By DAR Providers
(Among those with access, but have never ridden)
(Multiple Responses Allowed)

| Response | Total (n=1190) | EV (n=399) (A) | Glen (n=204) (B) | Peoria (n=78) (C) | Phx (n=379) (D) | Surp (n=85) (E) | Tolleson Trans. (n=6) (F) | VM Mobility Services (n=39) (G) |
|---|-------------------|----------------------|------------------------|-------------------------|-----------------------|-----------------------|------------------------------------|--|
| Perception | | | | | | | | |
| Too far to walk | 21% | 20% ^E | 18% | 17% | 25% ^{BE} | 11% | 17% | 28% |
| No buses/light rail where I live | 15 | 13 ^B | 8 | 23 ^{ABD} | 10 | 44 ^{ABCD} | 17 | 33 |
| Don't know routes/afraid to use | 9 | 10 ^G | 7 | 15 ^G | 7 | 15 ^G | - | 3 |
| Don't want to wait at bus stop/too hot/cold | 5 | 6 | 5 | 6 | 4 | 2 | 17 | - |
| Takes too long/too many transfers/timing problems | 4 | 4 | 5 | 8 | 4 | 5 | - | 3 |
| Doesn't go to my destination | 4 | 5 | 2 | 3 | 4 | - | - | 5 |
| Health Related | | | | | | | | |
| Use a wheelchair/walker | 22% | 24% ^{BCE} | 15% | 9% | 30% ^{BCE} | 11% | 17% | 20% |
| Because of disability (general) | 12 | 11 ^{CEG} | 10 ^{CEG} | 1 | 19 ^{ABCEG} | 4 | 17 | 3 |
| Can't get on/off bus without assistance | 10 | 11 ^E | 7 | 9 | 11 ^E | 5 | - | 13 |
| Have visual impairment | 6 | 8 ^C | 4 | 1 | 8 ^{BCE} | 4 | - | 5 |
| Other Options | | | | | | | | |
| No need/friend or family help | 10% | 9% ^D | 18% ^{ADE} | 22% ^{ADE} | 4% | 9% | 33% | 23% ^{AD} |
| Like DAR better | 10 | 10 | 14 ^{CD} | 5 | 8 | 14 ^C | - | - |
| Don't know | 2 | 2 | 2 | 3 | 3 | - | - | 3 |

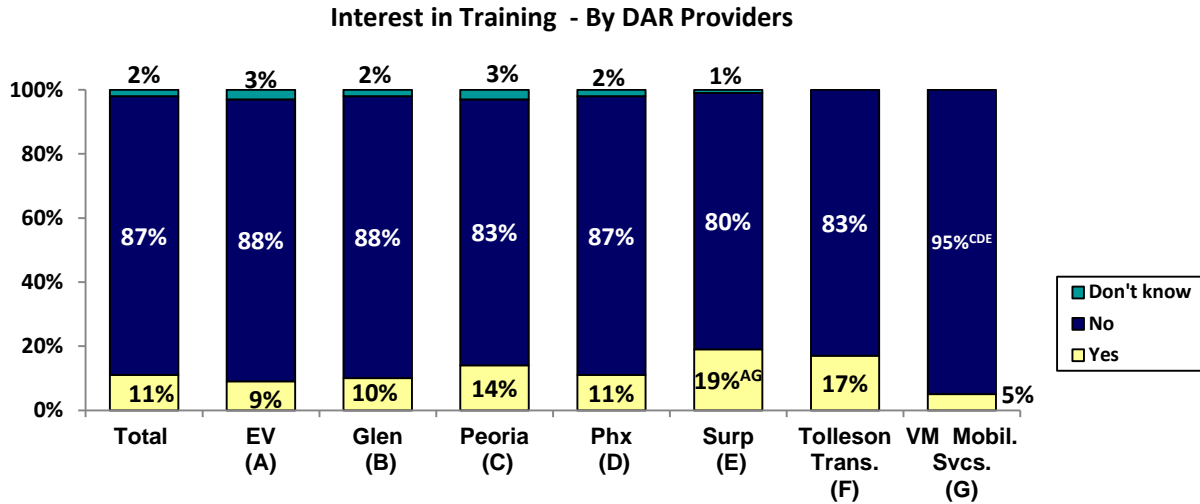
Scottsdale riders (28%) were more likely than Tempe riders (13%) to indicate the reason they do not ride the bus/light rail is because it is *too far to walk*. Chandler riders (20%) were more likely than Tempe riders (6%) to say the reason they do not ride the bus/light rail is because there *are not any buses/light rail where they live*.

**Table 18c: Reasons for Not Riding the Bus/Light Rail – EVDAR
(Multiple Responses Allowed)**

| Response | EV Total (n=399) | Chndlr (n=64) (A) | Gilbert (n=42) (B) | Mesa (n=171) (C) | Scdl (n=75) (D) | Tempe (n=47) (E) |
|---|---------------------|-------------------------|--------------------------|------------------------|-----------------------|------------------------|
| Perception | | | | | | |
| Too far to walk | 20% | 25% | 14% | 19% | 28% ^E | 13% |
| No buses/light rail where I live | 13 | 20 ^E | 19 | 11 | 12 | 6 |
| Don't know routes/afraid to use | 10 | 9 | 5 | 10 | 9 | 17 |
| Don't want to wait at bus stop/too hot/cold | 6 | 3 | 2 | 8 | 7 | 6 |
| Takes too long/too many transfers/timing problems | 4 | 6 | - | 4 | 3 | 8 |
| Doesn't go to my destination | 5 | 3 | 7 | 6 | 3 | 4 |
| Health Related | | | | | | |
| Use a wheelchair/walker | 24% | 22% | 29% | 25% | 17% | 28% |
| Because of disability (general) | 11 | 8 | 17 | 10 | 9 | 17 |
| Can't get on/off bus without assistance | 11 | 8 | 12 | 12 | 5 | 19 ^D |
| Have visual impairment | 8 | 5 | 7 | 10 ^D | 4 | 6 |
| Other Options | | | | | | |
| No need to/friend or family help | 9% | 8% | 7% | 11% | 9% | 6% |
| Like DAR better | 10 | 16 ^C | 12 | 6 | 17 ^C | 8 |
| Don't know | 2 | - | - | 1 | 4 | 4 |

C. Interest in Training on Use of Public Transit

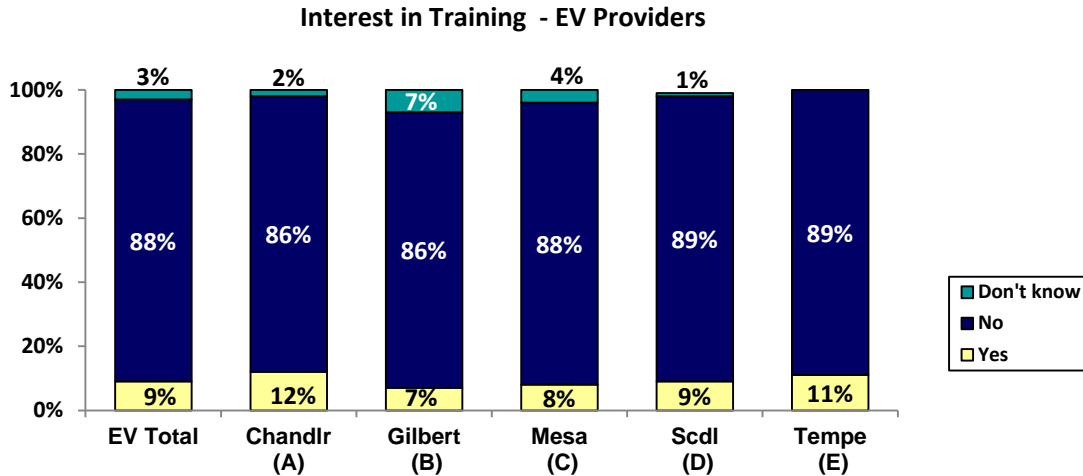
Overall, one in ten DAR users (11%) indicated they were interested in receiving training on how to use traditional public transit options. Surprise riders were more interested than East Valley or VMMS riders (19% vs. 9% and 5%, respectively).



Are you interested in receiving training from Valley Metro on how to use public transit?

Base: Don't use city buses or light rail. Total n=1190, EV: n=399, Glendale: n=204, Peoria: n=78, Phoenix: n=379, Surprise: n=85, Tolleson: n=6, VM Mobility Services: n=39

The level of interest in training was comparable among the EV cities.



Are you interested in receiving training from Valley Metro on how to use public transit?

Base: Don't use city buses or light rail. Total: n=399, Chandler: n=64, Gilbert: n=42, Mesa: n=171, Scottsdale: n=75, Tempe: n=47

Appendix A: Questionnaire

DRAFT 2011 DIAL-A-RIDE TELEPHONE SURVEY QUESTIONS

| | |
|--------------------------------|------------|
| Total Sample | 1,700 |
| East Valley DAR | <u>553</u> |
| Chandler | 84 |
| Gilbert | 51 |
| Mesa | 225 |
| Scottsdale | 111 |
| Tempe | 83 |
| Glendale | 330 |
| Peoria | 103 |
| Phoenix | 517 |
| Phoenix SW (Avondale, GY, TOL) | 20 |
| Surprise | 94 |
| Tolleson Transportation | 7 |
| Valley Metro Mobility Services | <u>75</u> |
| El Mirage | 4 |
| Sun City/Youngtown | 58 |
| Peoria | 4 |
| County (unincorporated) | 9 |

Good _____, this is _____ calling for WestGroup Research on behalf of Valley Metro. Could I please speak with _____? IF R NOT AVAILABLE ARRANGE TIME TO CALL BACK **OR** IF R IS PHYSICALLY UNABLE TO COMPLETE THE INTERVIEW, ASK THE CAREGIVER TO COMPLETE THE INTERVIEW. Valley Metro wants to identify potential improvements to dial-a-ride (BASED ON SAMPLE REPLACE DIAL-A-RIDE WITH VALLEY METRO MOBILITY SERVICES) and they have hired us to ask you a few questions about your dial-a-ride/Valley Metro ride share experiences. All information will be kept confidential and will only be used by Valley Metro. The operators and the drivers will not have any access to the information you provide us.

In thinking about your dial-a-ride/Valley Metro Ride share trips during the past six months...

1. In a week, how many one-way trips do you typically make on the ___ Dial-a-Ride/ Valley Metro Ride Share? (Using dial-a-ride/ride share to travel to and from a location equals two trips)
 1. Less than once a week
 2. 1 trip
 3. 2 trips
 4. 3 trips
 5. 4 trips
 6. 5 trips
 7. 6 trips
 8. 7 trips
 9. 8 or more trips
 10. Don't know



2. When was the last trip you made on ___ Dial-a-Ride/Valley Metro Ride Share? READ LIST
 1. Within the past week
 2. 1-2 weeks ago
 3. 3-4 weeks ago
 4. 1-2 months ago
 5. 3-6 months ago
 6. More than 6 months ago

3. Where do you go when you make trips using that service? DO NOT READ LIST (multiple responses allowed)
 1. Work
 2. Shopping
 3. Errands
 4. School
 5. Medical appointment
 6. Religious service
 7. Social/recreational outing
 8. Social security/veteran's affairs, etc.
 9. Other: SPECIFY
 10. Refused/DK/NA

11. Thinking about the last trip you made using ___Dial-a-Ride/Valley Metro Ride Share, if you had not used that service, how would you have traveled to your destination?
 1. Drive self
 2. Valley Metro bus/light rail
 3. Taxi – using voucher or coupon
 4. Taxi – NO voucher or coupon
 5. Family member/friend would take me
 6. Could not go
 7. Other SPECIFY _____
 8. DK/NA

12. On average, when you call how long does it take before you speak directly to the person who arranges your ride? READ LIST
 - a. Less than 1 minute
 - b. 1-2 minutes
 - c. 3-5 minutes
 - d. More than 5 minutes
 - e. Do not call, as I have set pickup scheduled / subscription / standing trips – SKIP TO Q7
 - f. Don't know

13. In general, how satisfied are you with the length of time it takes to reach the person who arranges your ride? (Read list)
- Very satisfied
 - Somewhat satisfied
 - Somewhat dissatisfied
 - Very dissatisfied
 - DO NOT READ – Don't know
7. When you use ___ Dial-a-Ride/Valley Metro Ride Share, how often are you picked up on time?
READ LIST
- Always (Go to Q.10)
 - Most of the Time
 - Sometimes
 - Rarely
 - Never
 - DO NOT READ: Don't know
8. IF b-f in Q7: If you call to find out about a late ride, how long does it take to get that information? READ LIST
- Less than 1 minute
 - 1-2 minutes
 - 3-5 minutes
 - More than 5 minutes
 - Don't know
 - I don't call (Go to Q.11)
9. IF a-e in Q8: In general, how satisfied are you with the explanation and information when you call about your late ride? READ LIST
- Very satisfied
 - Somewhat satisfied
 - Somewhat dissatisfied
 - Very dissatisfied
 - DO NOT READ: Don't know
10. In general, how satisfied are you with the helpfulness of the people who answer the ___ Dial-a-Ride phones? READ LIST
- Very satisfied
 - Somewhat satisfied
 - Somewhat dissatisfied
 - Very dissatisfied
 - DO NOT READ: Don't know

11. When you use ___Dial-a-Ride, how often do you arrive at your destination by the time you expected? READ LIST

- a. Always
- b. Most of the Time
- c. Sometimes
- d. Rarely
- e. Never
- f. DO NOT READ: Don't know

13. In general, how satisfied are you with the driver's ability to drive safely? READ LIST

- a. Very satisfied
- b. Somewhat satisfied
- c. Somewhat dissatisfied
- d. Very dissatisfied
- e. DO NOT READ: Don't know

14. In general, how satisfied are you with the driver's courtesy? READ LIST

- a. Very satisfied
- b. Somewhat satisfied
- c. Somewhat dissatisfied
- d. Very dissatisfied
- e. DO NOT READ: Don't know

15. In general, how satisfied are you with the cleanliness of the vehicle? READ LIST

- a. Very satisfied
- b. Somewhat satisfied
- c. Somewhat dissatisfied
- d. Very dissatisfied
- e. DO NOT READ: Don't know

16. In general, how satisfied are you with the comfort of the vehicle (temperature, seating, etc.)? READ LIST

- a. Very satisfied
- b. Somewhat satisfied
- c. Somewhat dissatisfied
- d. Very dissatisfied
- e. DO NOT READ: Don't know

17. Overall, would you say the quality of _____ Dial-a-Ride is better, worse, or the same as the service you received a year ago? DO NOT READ LIST

- a. Better
- b. Worse
- c. The same
- d. Don't know/didn't ride a year ago

IF VALLEY METRO MOBILITY SERVICES, SKIP TO Q22.

18. ONLY DAR RIDERS NOT VALLEY METRO MOBILITY SERVICES: Have you made a transfer to another Dial-a-Ride system using the ___ Dial-a-Ride in the past three months?

- a. Yes
- b. No (Go to Q.21)

19. (Of those who said yes in Q18) How satisfied were you with the transfer? Were you... READ LIST

- a. Very satisfied
- b. Somewhat satisfied
- c. Somewhat dissatisfied
- d. Very dissatisfied
- e. DO NOT READ: Don't know

20. (Of those who said somewhat or very dissatisfied in Q19) What were the reasons you were not completely satisfied with your most recent transfer using ___ Dial-a-Ride?

21. (Only asked of those who said 'no' in Q18) Do concerns about transferring from one system to another prevent you from using the service?

- a. Yes
- b. No
- c. Don't know

22. Which best describes your employment status? READ LIST

- a. Employed (full time or part time) at an organization outside of your home
- b. Employed (full time or part time) through your own home based business
- c. Not employed
- d. Retired
- e. Student
- f. House spouse
- g. DO NOT READ: Don't know / Refused

23. What is the combined annual income of all members of your household?
- Less than \$10,000
 - \$10,000-\$14,999
 - \$15,000-\$19,999
 - \$20,000-\$39,999
 - \$40,000-\$60,000
 - Over \$60,000
 - DO NOT READ: Don't know/Refused
24. DO NOT ASK IF: PHOENIX DAR, MESA EVDR or GILBERT EVDR, Do you have a disability? (Question will not be asked for dial-a-rides that limit service to those with ADA certification.)
- Yes
 - No
 - Don't know
25. What other types of transportation services have you used or are you aware of? DO NOT READ. MULTIPLE RESPONSES ALLOWED
- Voucher programs/taxi
 - Senior Center Vans
 - Community or Neighborhood Van
 - Volunteer (through a specific nonprofit group such as About Care, Neighbors who Care)
 - Taxi
 - Mesa Mileage Reimbursement Program
 - Other SPECIFY _____
 - Don't know
26. Do you use the large Valley Metro city buses or Metro light rail service (that is, the larger buses or light rail trains that travels on a set schedule)?
- Yes
 - No
 - Don't know
27. IF YES IN Q26: How often do you ride the larger buses or Metro light rail?
- Daily
 - 2-4 days/week
 - Once a week
 - Less than once a week
 - Never
 - DK/NA
28. IF NO IN Q26: What are the reasons you do not ride the large buses or Metro light rail?

29. IF NO IN Q26 Are you interested in receiving training from Valley Metro on how to use public transit?

- a. Yes
- b. No
- c. Don't Know

30. IF YES in Q29: Would it be okay for Valley Metro to contact you about this training?

- a. Yes
- b. No

IF YES: Could I please provide your contact information:

NAME: _____ Phone: _____

