

**Dial-A-Ride Study
December 2002**

Prepared for:

Valley Metro

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Executive Summary

Valley Metro periodically conducts surveys with Dial-A-Ride passengers to gather information on rider satisfaction with transit services. Valley Metro and the Cities of Phoenix, Peoria, Scottsdale, Tempe, Mesa, Chandler and Gilbert commissioned WestGroup Research of Phoenix to conduct a telephone survey of System Dial-A-Ride passengers. This report presents the results of 1,276 interviews with current Dial-A-Ride passengers across the Valley.

The Dial-A-Ride Systems provided WestGroup Research with the names and phone numbers of current Dial-A-Ride passengers from each of the seven cities represented. Interviews were conducted during November and December 2002. At a 95% level of confidence, the margin of error for the total sample is ± 2.8 , the margin of error for the Phoenix sample is ± 5.8 , the margin of error for the Peoria sample is ± 9.6 and the margin of error for the East Valley (EV) sample is ± 3.4 .

Trip Characteristics

- Overall, riders rode Dial-a-Ride more often in 2002 than in 2000 as indicated by the decrease in the percentage riding less than once a week (32% down from 39%) and the slightly higher average number of trips among those making at least one trip per week (2.7 up from 2.2).
- As in 2000, System riders surveyed were most likely to say they used Dial-a-Ride services within the past two months (66%). Nearly three in ten (29%) riders surveyed say they made their most recent trip on Dial-a-Ride in the past week. However, one-third (33%) of all riders say it has been three months or longer since they made a trip on Dial-a-Ride.
- Riders are most likely to report using Dial-a-Ride to get to medical appointments (61%). Forty-two percent (42%) of riders say they make trips on Dial-a-Ride to go shopping and run errands. The third most popular destination is social or recreational events (24%).
- Riders were most likely to say that without Dial-a-Ride they would not have been able to make the trip (38%). The most frequently mentioned alternatives to using Dial-a-Ride were getting a ride from family or friends (32%), taking a taxi (13%), and/or taking a city bus (13%).
- A majority of System riders (74%) report they were picked up within the estimated time they were told (up from 70% in 2000).
- Fewer than one in four riders (23%) reported waiting 1.5 hours or longer to be picked up by Dial-a-Ride in the past six months. This represents a significant improvement over 2000 when 37% reported waiting at least 90 minutes. Three in ten (30%) riders say the longest they have waited to be picked up in the past six months was 45 minutes or less.

- Two-thirds (66%) of System riders feel 15 to 45 minutes is a reasonable time to wait to be picked up by Dial-a-Ride (up from 61% in 2000).
- Nearly one-half (49%) of System riders say they always arrive at their destinations by the time they expected (up three points from 2000). An additional 34% say they “sometimes” arrive by the time they expected. Thirteen percent (13%) of all System riders say they “rarely” or “never” arrive when they expect to.
- Seventy-eight percent (78%) of System riders say they are at least somewhat confident Dial-a-Ride will get them to their destination on time. Riders indicating they are “very confident” increased by five points in 2002 to 48% from 43% in 2000.

Arranging Transportation

- As in 2000, 22% of System riders say on average they wait less than one minute to speak to someone who arranges a ride for them. Nearly the same percentage of System riders (20%) say they normally wait more than five minutes.
- Overall, System riders are satisfied with the service they receive while arranging rides (81% to 91% positive ratings). A vast majority of riders are satisfied with the courteousness and helpfulness of those answering the phones (91% and 89%). Eighty-one percent (81%) of riders are satisfied with the time it takes to reach a person when they call in. These results are similar to the 2000 results.
- More than four in five (82%) East Valley riders indicate they are satisfied with the telephone menu system used by that system. Two-thirds (67%) of East Valley riders also are satisfied with the new advanced reservation system.

Satisfaction with Drivers and Vehicles

- As in 2000, a vast majority of System riders are satisfied with the driver’s ability to drive and the driver’s courtesy (95% and 96% were “very” or “somewhat” satisfied, respectively).
- A vast majority of System riders are satisfied with the cleanliness and comfort of Dial-a-Ride vehicles in 2002 (94% and 93% gave very or somewhat satisfied ratings; no change from 2000).
- Three in ten System riders feel the overall quality of Dial-a-Ride services is better than it was a year ago (31%, virtually the same as in 2000). Nearly one in ten feel it has gotten worse (9%).

Miscellaneous Issues

- Nine percent (9%) of System riders report they have made a transfer using Dial-a-Ride in the past three months. Nearly two-thirds (64%) of riders who have made a transfer in the past three months were satisfied with their experience. Those who were not satisfied (somewhat or very dissatisfied) with their transfer experience in the past three months most often say it is because they have to wait too long (68%).
- Seven in ten (70%) of all System riders have a disability (similar to 68% in 2000). Nearly three in five (59%) of those with a disability describe it as a mobility problem. Many riders with a disability report having a visual impairment (16%).
- One third (33%) of System riders say they use crutches, a walker, or a cane. Twenty-two percent (22%) say they use a wheelchair or scooter.
- System riders are most likely to be familiar with the alternatives of taking a taxi or regular city buses (9% and 7%). In 2002, riders were significantly less likely to be able to name any other transportation alternatives (71% don't know/none vs. 46% in 2000).
- One-half (50%) of all System riders say they have access to a fixed route local bus stop (compared to 53% in 2000). Twenty-four percent (24%) report taking the bus at least once a week. Slightly more than one-half of System riders (53%) with access to fixed route bus stops say they have never taken the city bus (up from 48% in 2000). They say they do not take the bus because it is too far to walk (22%), they do not know the routes or are afraid to ride (11%), they like Dial-a-Ride better (10%), or they have a car (9%).

Conclusions

1. Overall, Dial-a-Ride customers continue to be satisfied with the service they receive. There appears to be noticeable improvement in response times with significantly fewer riders reporting wait times longer than 90 minutes, as well as small improvements in the level of confidence they will arrive on time and will be picked up within the estimated time frame.
2. Riders also are using Dial-a-Ride with slightly more frequency than in 2000. This may be related to improved pick-up times. They are finding it more convenient, so their usage is more consistent.
3. One area that still receives comparatively low satisfaction ratings is transferring from one system to another. Riders feel they wait too long, and with the level of disability and average age of the riders, this may be a deterrent for some in using the system as regularly as they may want.
4. Riders continue to be reluctant to use the city bus, despite a high percentage with access to a local bus stop. Fear and uncertainty, as well as physical limitations, are the primary deterrents from bus usage.

I. Introduction

A. Background and Methodology

Valley Metro periodically conducts surveys with Dial-A-Ride passengers to gather information on rider satisfaction with transit services. Valley Metro and the Cities of Phoenix, Peoria, Scottsdale, Tempe, Mesa, Chandler and Gilbert commissioned WestGroup Research of Phoenix to conduct a telephone survey of System Dial-A-Ride passengers. This report presents the results of 1,276 interviews with current Dial-A-Ride passengers across the Valley.

The Dial-A-Ride Systems provided WestGroup Research with the names and phone numbers of current Dial-A-Ride passengers from each of the seven cities represented. Interviews were conducted during November and December 2002. At a 95% level of confidence, the margin of error for the total sample is ± 2.8 , the margin of error for the Phoenix sample is ± 5.8 , the margin of error for the Peoria sample is ± 9.6 and the margin of error for the East Valley (EV) sample is ± 3.4 . The sample size and associated margin of error are shown on the table below.

City	Margin of Error
Total Sample (n=1276)	± 2.8
East Valley Sample (n=868)	± 3.4
Phoenix Sample (n=300)	± 5.8
Mesa (n=304)	± 5.7
Tempe (n=201)	± 7.0
Scottsdale (n=200)	± 7.1
Peoria (n=108)	± 9.6
Chandler (n=101)	± 9.9
Gilbert (n=62)	± 13.0

The following report summarizes the results of the cross tabulated results of the survey and focuses specifically on differences between Phoenix, Peoria and the East Valley. Comparisons to 2000 data are made when appropriate and meaningful. The cross tabulated results for this study are available under separate cover. The cross tabulation number and survey question is referenced at the bottom of the tables within the report.

B. Demographics

A wide variety of demographic measures were taken of the survey respondents. As expected, women outnumber men approximately four to one (78% vs. 22%). On average, System passengers are 67 years old. A vast majority is not employed (90%). Overall, passengers have an average annual household income of \$16,400, which is down slightly from 2000.

On average, Phoenix and Peoria respondents are slightly younger than those living in the East Valley (65 and 64 years vs. 69 years). Phoenix riders have lower household incomes (\$14,900 vs. \$17,000 for East Valley riders and \$16,200 for Peoria riders).

Table 1a: Respondent Demographics

Characteristic	2000 Total (n=1117)	2002 Total (n=1276)	2002		
			Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Gender					
Male	23%	22%	26%	21%	26%
Female	77	78	74	79	74
Age					
Under 25	3%	3%	3%	8%	2%
25 to 44	11	11	8	11	11
45 to 54	11	8	12	8	7
55 to 64	9	12	17	16	9
65+	66	64	58	51	66
65-74	22	22	25	15	22
75-84	30	29	24	25	30
85+	14	13	9	11	14
Average age	67.2	67.4	65.2	64.2	68.6
Employment Status					
Employed	12%	9%	7%	8%	9%
Not employed	88	90	93	88	90
Income					
Under \$10,000	26%	30%	39%	27%	28%
\$10K to \$14,999	14	15	15	20	14
\$15K to \$19,999	8	9	6	7	10
\$20K to \$39,999	9	8	10	4	8
\$40K+	7	6	5	7	7
DK/Refused	33	31	25	34	33
Average	\$17,600	\$16,400	\$14,900	\$16,200	\$17,000

Table 1b: Respondent Demographics – Sample Breakdown

	Total (1276)	Phoenix (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Gender								
Male	22%	26%	21%	15%	27%	19%	26%	19%
Female	78	74	79	85	73	82	74	81
Age								
18-24	3%	3%	8%	2%	3%	--	3%	6%
25-44	11	8	11	8	21	6%	12	11
45-54	8	12	8	6	8	6	8	5
55-64	12	17	16	8	10	7	13	18
65-74	22	25	15	22	19	17	32	26
75-84	29	24	25	33	21	41	30	15
85 or older	13	9	11	17	12	17	2	16
Household Income								
Under \$10,000	30%	39%	27%	33%	29%	27%	22%	13%
\$10,000-\$14,999	15	15	20	16	18	12	13	10
\$15,000-\$19,999	9	6	7	9	11	13	7	5
\$20,000-\$39,999	8	10	4	7	8	8	12	15
\$40,000 or over	6	5	7	5	4	7	8	19
Refused/Don't know	31	25	34	31	28	35	39	39
Employment Status								
Not employed	90%	93%	88%	93%	86%	91%	86%	84%
Employed at an organization outside of your home	7	6	7	5	11	5	11	13
Employed through your own home based business	1	1	1	--	2	3	3	0

II. Trip Characteristics

A. Trip Frequency and Purpose

1. Trip Frequency

Overall, riders rode Dial-a-Ride more often in 2002 than in 2000 as indicated by the decrease in the percentage riding less than once a week (32% down from 39%) and the slightly higher average number of trips among those making at least one trip per week (2.7 up from 2.2). While one-third (32%) of System riders say they make less than one trip per week on Dial-a-Ride, Peoria riders are significantly less likely to report such low usage (22%). Nearly one-third (31%) makes one or two one-way trips in a week (consistent for all major areas). An additional 12% report making more than five trips per week on Dial-a-Ride (this percentage is higher for Phoenix and Peoria riders at 16% and 18%, respectively).

Table 2a: Weekly One-Way Trips

	2000 Total (n=1117)	2002 Total N=1276)	Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Less than 1/week	39%	32%	30%	22%	34%
One	12	11	11	9	12
Two	15	20	20	23	19
Three to five	18	19	18	27	18
Six or more	12	12	16	18	10
Average (excluding less than 1/wk)	2.2	2.7	2.8	2.7	2.6
Don't know	4%	6%	5%	1%	7%

2-1: In a week, how many one-way trips do you typically make on the Dial-a-Ride?

Table 2b: Weekly One-way Trips – Sample Breakdown

	Total (1276)	Phoenix (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Less than 1/wk	32%	30%	22%	35%	30%	42%	27%	26%
1 trip	11	11	9	12	12	10	15	13
2 trips	20	20	23	21	22	15	15	19
3 trips	5	5	2	5	4	6	4	2
4 trips	12	11	23	7	12	9	15	18
5 trips	2	1	2	3	2	2	6	6
6 trips	6	9	6	5	5	7	3	6
7 trips	--	1	--	--	--	--	--	--
8 or more	6	6	11	3	5	4	8	6
Don't Know	6	5	1	9	6	7	8	3
Average (excluding less than 1/wk)	2.7	2.8	2.7	2.6	2.6	2.8	2.6	2.8

2. *Most Recent Trip*

As in 2000, System riders surveyed were most likely to say they used Dial-a-Ride services within the past two months (66%). Peoria and Phoenix riders are significantly more likely than East Valley riders to say they have ridden within the past two months (83% and 72% vs. 62%, respectively). Nearly three in ten (29%) riders surveyed say they made their most recent trip on Dial-a-Ride in the past week (50% for Peoria). However, one-third (33%) of all riders say it has been three months or longer since they made a trip on Dial-a-Ride. East Valley riders are significantly more likely than Peoria and Phoenix riders to say they have not ridden Dial-a-Ride in over six months (23% vs. 18% and 9%).

Older riders (65+) and those with higher incomes (\$20K+) are more likely than their comparative groups to say they have not ridden in over six months (23% vs. 16% of younger riders and 28% vs. 19% of those earning less).

Table 3a: Most Recent Trip

	2000 Total (n=1117)	2002 Total (n=1276)	Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Within past week	28%	29%	32%	50%	26%
1-2 weeks ago	14	15	15	10	15
3-4 weeks ago	9	6	7	6	6
1-2 months ago	14	16	18	17	15
3-6 months ago	14	12	9	6	13
More than 6 months	21	21	18	9	23

3-1: When was the last trip you made on the ____ (city) Dial-a-Ride?

Table 3b: Most Recent Trip – Sample Breakdown

	Total (1276)	Phx (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Within past week	29%	32%	50%	22%	29%	21%	31%	39%
1-2 weeks ago	15	15	10	15	12	20	14	10
3-4 weeks ago	6	7	6	6	7	6	6	5
1-2 months ago	16	18	17	16	15	13	15	13
3-6 months ago	12	9	6	13	13	12	11	18
More than 6 months	21	18	9	26	21	25	22	15

3. Trip Purpose

Riders are most likely to report using Dial-a-Ride to get to medical appointments (61%). Forty-two percent (42%) of riders say they make trips on Dial-a-Ride to go shopping and run errands. The third most popular destination is social or recreational events (24% Total and EV, 27% for Phoenix and only 18% for Peoria riders). Peoria riders are significantly more likely than Phoenix riders to use Dial-a-Ride for shopping (53% vs. 37%).

**Table 4a: Trip Purpose
(Multiple Responses Allowed)**

	2000 Total (n=1117)	2002 Total (n=1276)	Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Medical appoint.	63%	61%	58%	54%	63%
Shopping/errands	42	42	37	53	43
Social/recreational	27	24	27	18	24
Work	7	6	4	7	6
School	3	3	3	7	3
Other	--	3	6	4	3
Refused/NA	1	2	2	2	2

4-1: Where do you go when you make trips using the Dial-a-Ride? Where else?

There are several significant differences among demographic groups in regard to trip purpose. As expected, employed riders are significantly more likely to report using Dial-a-Ride to get to work and those who are not employed more frequently report making trips to medical appointments and shopping. Whereas riders ages 45 and older are more likely to report taking trips to medical appointments and shopping, younger riders are more likely to make trips to work or school. Riders with annual household incomes of less than \$40K are significantly more likely than those earning more to take Dial-a-Ride to medical appointments and those earning less than \$20K are significantly more likely than those earning more to use it to go shopping. Whereas women are significantly more than men to report using Dial-a-Ride for shopping, men are more likely to say they take it to work. *See the following tables for details.*

**Table 4b: Trip Purpose–Demographic Breakdown
(Multiple Responses Allowed)**

Type of Trip	2002 Total (n=1276)	Age				Employed	
		<45 (n=159)	45-54 (n=102)	55-64 (n=148)	65+ (n=804)	Yes (n=109)	No (n=1152)
Medical appoint.	61%	32%	61%	60%	67%	36%	64%
Shopping/errands	42	35	47	43	44	28	44
Social/recreational	24	29	31	24	23	18	25
Work	6	25	10	6	2	51	2
School	3	12	5	4	1	3	3
Refused/NA	2	2	3	4	1	3	1

**Table 4c: Trip Purpose–Demographic Breakdown
(Multiple Responses Allowed)**

Type of Trip	Income					Gender	
	<\$10K (n=389)	\$10K- <\$15K (n=193)	\$15K- <\$20K (n=112)	\$20K <\$40 (n=107)	\$40K+ (n=80)	Male (n=276)	Female (n=1000)
Medical appoint.	58%	67%	68%	68%	50%	56%	62%
Shopping/errands	49	49	39	35	32	30	46
Social/recreational	30	23	24	20	24	23	25
Work	4	5	4	8	14	11	5
School	3	2	4	4	6	4	3
Refused/NA	2	1	3	4	1	4	2

Chandler riders are most likely to use Dial-a-Ride for transportation to medical appointments (72% vs. 54% to 63% for riders in other cities). Riders in Peoria, Mesa and Scottsdale are more likely than riders elsewhere in the Valley to use it for shopping and errands (53%, 50% and 48% vs. 26% to 38% for other cities). Tempe, Scottsdale and Phoenix riders are more likely to report taking Dial-a-Ride for social and recreational outings (32%, 30% and 27% vs. 18% to 19% elsewhere).

**Table 4d: Trip Purpose – Sample Breakdown
(Multiple Responses Allowed)**

	Total (1276)	Phoenix (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Medical appoint.	61%	58%	54%	62%	63%	60%	72%	63%
Shopping/errands	42	37	53	50	38	48	32	26
Social/recreational outing	24	27	18	19	32	30	18	18
Work	6	4	7	4	8	5	11	8
School	3	3	7	2	2	3	6	5
Other	4							
Refused/DK/NA	2	2	2	2	2	2	1	2

B. Alternative to Dial-a-Ride Service

Riders were most likely to say that without Dial-a-Ride they would not have been able to make the trip (38%), this was particularly true for those living in Peoria (52%). The most frequently mentioned alternatives to using Dial-a-Ride were getting a ride from family or friends (32%), taking a taxi (13%), and/or taking a city bus (13%). Family members were less of an alternative for Peoria riders (23%) than for those in the East Valley (34%) and Phoenix (31%). East Valley riders are significantly more likely to say they would use a taxi than those in Phoenix (15% vs. 9%). Phoenix riders are significantly more likely than East Valley and Peoria riders to say they would have taken a regular city bus if Dial-a-Ride was not available (20% vs. 12% and 2%).

Whereas female riders are significantly more likely than male riders to say they would not have been able to make the trip without Dial-a-Ride (40% vs. 33%), men are significantly more likely than women to say they would have taken a city bus (20% vs. 11%). Riders ages 65 and older are significantly more likely than younger riders to say they would have taken a taxi (16% vs. 5% to 10%), however riders under 65 are more likely to say they would take a city bus if they could not use Dial-a-Ride (16% to 26% vs. 9%).

**Table 5a: Alternative to Dial-a-Ride
(Multiple Responses Allowed)**

Alternative	2000 Total (n=1117)	2002 Total (n=2002)	Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Could not go	34%	38%	39%	52%	36%
Family member/friend	29	32	31	23	34
Taxi	16	13	9	13	15
City bus	12	13	20	2	12
Drive self	2	3	2	3	3
Walk	2	--	--	--	--
Staff member	1	--	--	--	--
Other	3	2	4	6	2
Don't know/NA	6%	5%	6%	3%	6%

5-1: Thinking about the last trip you made using the Dial-a-Ride, if you had not used Dial-a-Ride, how would you have traveled to your destination?

Whereas riders in Scottsdale were most likely to say they would have taken a taxi if they did not use Dial-a-Ride (25% vs. 13% overall), Tempe riders were most likely to say they would have taken a city bus to their destination (21% vs. 13% overall).

**Table 5b: Alternative to Dial-a-Ride – Sample Breakdown
(Multiple Responses Allowed)**

Total	Total (1276)	Phx (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Could not go	38%	39%	52%	34%	32%	37%	44%	47%
Family member/friend would take me	32	31	23	36	32	32	36	37
Taxi	13	9	13	14	11	25	9	6
City bus	13	20	2	13	21	8	9	--
Drive self	3	2	3	4	3	2	4	3
Other	2							
DK/NA	5	6	3	6	2	6	6	6

C. Pick-up Experiences and Expectations

1. Actual Experience

A majority of System riders (74%) report they were picked up within the estimated time they were told (up from 70% in 2000). Peoria riders were significantly more likely than Phoenix riders to report being picked up within the specified time frame (81% vs. 69%). Recent riders are significantly more likely to report being picked up on time (77% vs. 71% for those who have ridden one month or longer ago).

Table 6a: Pick up In Estimated Time

Response	2000 Total (n=1117)	2002 Total (n=1276)	Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Within estimated time	70%	74%	69%	81%	75%
Not in estimated time	25	22	25	17	22
Refused/NA	5%	4%	6%	3%	3%

13-1: In general, are you picked up within the estimated arrival time you are told?

Table 6b: Pick up In Estimated Time – Sample Breakdown

	Total (1276)	Phx (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Within estimated time	74%	69%	81%	74%	78%	72%	76%	79%
Not in estimated time	22	25	17	23	18	24	24	18
Refused/NA	4%	6%	3%	3%	4%	4%	--	3%

2. Longest Wait

Fewer than one in four riders (23%) reported waiting 1.5 hours or longer to be picked up by Dial-a-Ride in the past three months. This represents a significant improvement over 2000 when 37% reported waiting at least 90 minutes.

Three in ten (30%) riders say the longest they have waited to be picked up in the past three months was 45 minutes or less (an improvement over 2000 when 24% reported waiting 45 minutes or less). Peoria riders are significantly more likely to report waiting this relatively short amount of time (52% vs. 26% for Phoenix and 28% for EV). One in four waited 45 to 90 minutes for their ride (12% 45 to 60 minutes + 13% 60 to 90 minutes).

Although 14% of all System riders reported waiting more than two hours, this is a significant decrease from the 23% measured in 2000. Phoenix riders, however, were significantly more likely than East Valley and Peoria riders to report waiting more than two hours to be picked up (24% vs. 11% and 9%, respectively).

Please note the wording of the question was changed to refer to “the past three months” rather than “the last six months” as was the case in 2000.

Table 7a: Length of Longest Wait

Time	2000* Total (n=1117)	2002 Total (n=1276)	Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Less than 30 minutes	13%	16%	16%	32%	14%
30 to 45 minutes	11	14	10	20	14
45 minutes to 1 hour	10	12	7	11	13
1 hour to 1.5 hours	12	13	12	13	13
1.5 to 2 hours	14	9	12	5	9
More than 2 hours	23	14	24	9	11
Have not ridden in past 3 mo	11%	16%	12%	4%	19%
Refused/NA	5%	7%	7%	6%	10%

14-1: What is the longest time, in the past three months; you have waited to be picked up by the Dial-a-Ride?

**In 2000, the question referred to the past SIX months.*

Table 7b: Length of Longest Wait – Sample Breakdown

	Total (1276)	Phx (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Less than 30 min.	16%	16%	32%	15%	12%	15%	10%	21%
30-45 minutes	14	10	20	15	14	16	10	13
45 min. to 1 hr.	12	7	11	13	14	10	18	11
1 to 1 ½ hours	13	12	13	11	13	14	16	15
1 ½ hrs. to 2 hrs.	9	12	5	10	9	7	13	5
More than 2 hrs	14	24	9	10	15	11	9	13
Have not ridden in past 3 mo	16%	12%	4%	21%	16%	24%	16%	6%
Refused/NA	7%	7%	6%	6%	6%	5%	9%	16%

3. Reasonable Wait

Two-thirds (66%) of System riders feel 15 to 45 minutes is a reasonable time to wait to be picked up by Dial-a-Ride (up from 61% in 2000). Only 4% feel a wait of one hour or more is acceptable. Whereas East Valley riders are significantly more likely than Phoenix riders to feel a 30 to 45 minute wait is appropriate (17% vs. 12%), Phoenix riders are more likely to feel it is reasonable to wait one hour or longer (8% vs. 3% of East Valley riders and no Peoria riders). Employed riders are significantly more likely than non-employed riders to feel that a wait time of less than fifteen minutes is reasonable (27% vs. 13%).

Table 8a: Reasonable Time to Wait for Pick Up

Time	2000 Total (n=1117)	2002 Total (n=1276)	Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Less than 15 minutes	9%	14%	12%	25%	13%
15 to 30 minutes	38	51	47	54	51
30 to 45 minutes	23	15	12	12	17
46 minutes to 1 hour	17	8	14	3	7
1 hour to 1.5 hours	4	2	5	--	1
1.5 to 2 hours	2	1	3	--	1
More than 2 hours	-	1	--	--	1
Refused/NA	7%	9%	7%	6%	10%

15-1: What do you think is a reasonable amount of time to wait to be picked up by the Dial-a-Ride?

Table 8b: Reasonable Time to Wait for Pick Up – Sample Breakdown

	Total (1276)	Phx (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Less than 15 min.	14%	12%	25%	10%	13%	15%	14%	23%
15-30 min.	51	47	54	51	56	53	46	45
30-45 min.	15	12	12	19	13	17	16	18
45 min. to 1 hr.	8	14	3	5	9	6	10	6
1 to 1 ½ hrs.	2	5	--	2	--	1	1	--
1 ½ hours to 2 hrs.	1	3	--	--	--	1	1	--
More than 2 hrs.	1	--	--	1	--	1	--	--
DK/NA	9%	7%	6%	13%	7%	7%	13%	8%

D. Arrival Time Experiences and Expectations

1. Actual Experience

Nearly one-half (49%) of System riders say they always arrive at their destinations by the time they expected (up three points from 2000). An additional 34% say they “sometimes” arrive by the time they expected. Thirteen percent (13%) of all System riders say they “rarely” or “never” arrive when they expect to (slightly lower for Peoria at 10%). Recent System riders (last trip was less than one month ago) are significantly more likely to say they “always” or “sometimes” arrive on time (87% vs. 78% of those who have not ridden in more than one month). Chandler riders were significantly less likely than riders in other cities to say they “always” arrive on time (38% vs. 49% to 54%) and more likely to say they “rarely” arrive on time (17% vs. 7% to 9%).

Table 9a: Frequency of Arriving at Destination at Expected Time

Response	2000 Total (n=1117)	2002 Total (n=1276)	Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Always	46%	49%	51%	54%	48%
Sometimes	34	34	32	34	34
Rarely	10	9	8	8	9
Never	6	4	5	2	4
Don't know/NA	5%	4%	5%	2%	4%

6-1: When you use Dial-a-Ride, how often do you arrive at your destination by the time you expected?

Table 9b: Frequency of Arriving at Destination at Expected Time

	Total (1276)	Phx (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Always	49%	51%	54%	49%	51%	49%	38%	52%
Sometimes	34	32	34	34	32	38	36	31
Rarely	9	8	8	9	9	7	17	8
Never	4	5	2	4	5	4	4	5
Don't know/NA	4	5	2	4	2	4	6	5

2. Confidence in Arrival Time

Seventy-eight percent (78%) of System riders say they are at least somewhat confident Dial-a-Ride will get them to their destination on time. Riders indicating they are “very confident” increased by five points in 2002 to 48% from 43% in 2000. Recent System riders are significantly more likely to feel confident Dial-a-Ride will be on time (84% very + somewhat vs. 71% for those who have not ridden in one month or longer).

Those most likely to feel “very confident” Dial-a-Ride will be on time include:

- Riders with annual household incomes under \$40K (51% vs. 33% earning more)
- Riders who do not work (49% vs. 37% of employed riders)
- Riders ages 65 and older (51% vs. 41% of those under 65)

Table 10a: Level of Confidence in On-time Arrival

Response	2000 Total (n=1117)	2002 Total (n=1276)	Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Very + Somewhat confident	73%	78%	78%	82%	76%
Very confident	43%	48%	49%	56%	46%
Somewhat confident	30	30	29	27	30
Not very confident	14	11	12	10	11
Not at all confident	10	8	6	4	9
Don't know/NA	3%	4%	4%	4%	4%

7-1: How confident are you that the Dial-a-Ride service will get you to your destination on time? Would you say you are...?

Table 10b: Level of Confidence in On-time Arrival

	Total (1276)	Phx (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Very + Somewhat confident	78%	78%	82%	77%	76%	81%	68%	79%
Very confident	48%	49%	56%	43%	47%	53%	43%	45%
Somewhat confident	30	29	27	34	29	28	26	34
Not very confident	11	12	10	8	12	10	18	13
Not at all confident	8	6	4	11	9	7	8	5
Don't know/NA	4	4	4	4	2	3	6	3

III. Arranging Transportation

A. Wait to Speak to a Person

As in 2000, 22% of System riders say on average they wait less than one minute to speak to someone who arranges a ride for them. A significantly higher percentage of Peoria riders say they wait this short time (58% vs. 20% EV and 15% for Phoenix). Nearly the same percentage of System riders (20%) say they normally wait more than five minutes (only 5% for Peoria vs. 26% for Phoenix and 20% for EV riders).

Table 11a: Length of Wait Before Speaking to a Person

Response	2000 Total (n=1117)	2002 Total (n=1276)	Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Less than one minute	22%	22%	15%	58%	20%
1 to 2 minutes	27	24	19	25	25
3 to 5 minutes	20	20	24	5	20
More than 5 minutes	20	20	26	5	20
Don't know	12%	14%	16%	7%	14%

8-1: On average, when you call Dial-a-Ride, how long does it take before you speak directly to the person who arranges your ride?

Table 11b: Length of Wait Before Speaking to a Person – Sample Breakdown

	Total (1276)	Phx (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Less than 1 minute	22%	15%	58%	22%	18%	19%	20%	21%
1-2 minutes	24	19	25	25	26	26	28	18
3-5 minutes	20	24	5	21	19	21	19	26
More than 5 minutes	20	26	5	21	22	21	19	13
DK/NA	14	16	7	11	15	14	15	23

B. Service Ratings

Overall, System riders are satisfied with the service they receive while arranging rides (81% to 91% positive ratings). A vast majority of riders are satisfied with the courteousness and helpfulness of those answering the phones (91% and 89%, respectively gave a rating of very or somewhat satisfied). Eighty-one percent (81%) of riders are satisfied with the time it takes to reach a person when they call in (51% very satisfied + 30% somewhat satisfied). These results are similar to the 2000 results. As demonstrated in Table 12b, Tempe riders are significantly less likely than Mesa and Scottsdale riders to report being satisfied with the helpfulness of the person who answers the phone (86% vs. 93% and 92%, respectively).

Table 12a: Satisfaction with Service while Arranging Ride

Response	2000 Total (n=1117)	2002 Total (n=1276)	Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Time to reach person					
Very + somewhat satisfied	82%	81%	74%	89%	83%
Very satisfied	48	51	42	71	52
Somewhat satisfied	34	30	32	18	31
Courtesy of People who Answer Phones					
Very + somewhat satisfied	90%	91%	88%	89%	93%
Very satisfied	67	71	64	82	72
Somewhat satisfied	23	20	24	7	21
Helpfulness of People who Answer Phones					
Very + somewhat satisfied	89%	89%	87%	86%	91%
Very satisfied	60	66	63	69	67
Somewhat satisfied	29	23	24	17	24

9,11,12: In general, how satisfied are you with...? Are you...?

Table 12b: Satisfaction with Service while Arranging Ride – Sample Breakdown

Response	Total (1276)	Phx (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Time to reach person								
Very + somewhat satisfied	81%	74%	89%	87%	81%	80%	82%	82%
Very satisfied	51	42	71	55	48	52	50	55
Somewhat satisfied	30	32	18	32	33	28	32	27
Courtesy of People who Answer Phones								
Very + somewhat satisfied	91%	89%	89%	93%	90%	94%	95%	89%
Very satisfied	71	64	81	73	69	77	65	68
Somewhat satisfied	20	24	7	20	20	17	30	21
Helpfulness of People who Answer Phones								
Very + somewhat satisfied	89%	87%	86%	93%	86%	92%	91%	90%
Very satisfied	66	63	69	70	60	72	63	66
Somewhat satisfied	23	24	17	23	26	20	28	24

More than four in five (82%) East Valley riders indicate they are satisfied with the telephone menu system used by that system (56% very satisfied + 26% somewhat satisfied). This is up from 74% in 2000. Tempe riders are somewhat less satisfied with it (74% vs. 82% to 86% for other East Valley cities).

Two-thirds (67%) of East Valley riders also are satisfied with the new advanced reservation system (44% very +23% somewhat). One in ten expressed dissatisfaction (5% very + 5% somewhat). Approximately one in four could not give an opinion (20% have not used + 3% don't know).

Recent East Valley riders (within past month) are significantly more likely to be "very satisfied" (53% vs. 37% of those who have not used Dial-a-Ride in more than one month).

Correspondingly, those who have not used the EV System recently are more likely to say they have not used the advanced reservation system yet (27% vs. 12% of recent riders).

Table 12c: Satisfaction with Service while Arranging Ride- East Valley Specific

Response	2000 Total (n=1117)	2002 EV (n=868)
Ease of Telephone Menu System		
Very + somewhat easy	74%	82%
Very easy	50	56
Somewhat easy	24	26
EV Dial-a-Ride Reservation System		
Very + somewhat satisfied	n/a	67%
Very satisfied	n/a	44
Somewhat satisfied	n/a	23
Somewhat dissatisfied	n/a	5
Very dissatisfied	n/a	5
Have not used the reservation system	n/a	20%
Don't know	n/a	3

10: How would you rate the overall ease of using the telephone menu system?

16: Overall how would you rate your level of satisfaction with the East Valley Dial-a-Ride reservation system that gives passengers the ability to make advanced reservations one, two, or three days in advance?

**Table 12d: Satisfaction with Service while Arranging Ride
East Valley Sample Breakdown**

Response	Total (868)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Ease of Telephone Menu System						
Very + somewhat easy	82%	85%	74%	86%	84%	82%
Very easy	56	61	48	57	50	58
Somewhat easy	26	24	25	28	34	24
EV Dial-a-Ride Reservation System						
Very + somewhat satisfied	67%	66%	69%	64%	67%	81%
Very satisfied	44	44	45	46	37	52
Somewhat satisfied	23	22	25	18	31	29
Somewhat dissatisfied	5	6	5	4	5	2
Very dissatisfied	5	5	7	4	7	2
Have not used the reservation system	20%	19%	16%	26%	20%	15%
Don't know	3	4	3	3	1	2

IV. Satisfaction with Drivers and Vehicles

A. Driver Ratings

As in 2000, a vast majority of System riders are satisfied with the driver's ability to drive safely and the driver's courtesy (95% and 96% were "very" or "somewhat" satisfied, respectively). Recent Dial-a-Ride users are significantly more likely to indicate satisfaction with drivers' courtesy (98% vs. 95% of those who have not ridden in more than one month). Tempe riders are significantly less likely than Scottsdale and Mesa riders to be satisfied with the driver's ability to drive safely (92% vs. 98% and 97%). Tempe riders also are significantly less likely than riders in Scottsdale, Mesa, Phoenix and Peoria to be satisfied with drivers' courtesy (92% vs. 97% to 98%).

Table 13a: Satisfaction with Driver

Time	2000 Total (n=1117)	2002 Total (n=1276)	Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Driver's Ability to Drive Safely					
Very + Somewhat satisfied	94%	95%	93%	95%	95%
Very satisfied	75	82	81	83	83
Somewhat satisfied	19	12	12	12	12
Drivers' Courtesy					
Very + Somewhat satisfied	96%	96%	97%	98%	96%
Very satisfied	81	84	82	90	85
Somewhat satisfied	15	12	15	8	11

20-1 and 21-1: In general, how satisfied are you with the driver's ability to drive safely? How satisfied are you with the driver's courtesy?

Table 13b: Satisfaction with Driver – Sample Breakdown

Response	Total (1276)	Phx (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Driver's Ability to Drive								
Very + Somewhat satisfied	95%	93%	95%	97%	92%	98%	92%	95%
Very satisfied	82	81	83	86	80	86	77	81
Somewhat satisfied	12	12	12	11	12	12	15	15
Drivers' Courtesy								
Very + Somewhat satisfied	96%	97%	98%	97%	92%	99%	96%	94%
Very satisfied	84	82	90	88	78	89	83	81
Somewhat satisfied	12	15	8	10	14	10	13	13

B. Vehicle Ratings

A vast majority of System riders are satisfied with the cleanliness and comfort of Dial-a-Ride vehicles in 2002 (94% and 93% gave very or somewhat satisfied ratings; no change from 2000). Peoria riders gave higher ratings than Phoenix and East Valley riders for the comfort of the vehicles (98% vs. 91% and 93%) and cleanliness of the vehicles (97% vs. 93% and 94%).

Table 14a: Satisfaction with Vehicle

Responses	2000 Total (n=1117)	2002 Total (n=1276)	Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Cleanliness of Vehicle					
Very + Somewhat satisfied	93%	94%	93%	97%	94%
Very satisfied	76	78	77	82	78
Somewhat satisfied	17	16	16	15	16
Comfort of Vehicle					
Very + Somewhat satisfied	92%	93%	91%	98%	93%
Very satisfied	67	73	71	80	72
Somewhat satisfied	25	20	20	18	21

22-1 and 23-1: 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.)?

Table 14b: Satisfaction with Vehicle – Sample Breakdown

Response	Total (1276)	Phx (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Cleanliness of Vehicle								
Very + Somewhat satisfied	94%	92%	97%	96%	92%	95%	95%	90%
Very satisfied	78	77	82	79	74	82	78	74
Somewhat satisfied	16	16	15	17	18	13	17	16
Comfort of Vehicle								
Very + Somewhat satisfied	93%	91%	97%	95%	92%	92%	93%	89%
Very satisfied	73	71	80	75	69	72	72	68
Somewhat satisfied	20	20	18	19	23	20	21	21

C. Overall Quality Compared to One Year Ago

Three in ten System riders feel the overall quality of Dial-a-Ride services is better than it was a year ago (31%, virtually the same as in 2000). Whereas nearly one in ten feel it has gotten worse (9%), most feel the quality is the same (30%) or don't know how to evaluate it (31% don't know/had not ridden).

Recent System riders are significantly more likely to feel the quality of Dial-a-Ride service is better than it was one year ago (41% say better vs. 20% of those who have not ridden in a month or longer; 41% vs. 22% for Phoenix riders and 44% vs. 19% for East Valley riders). In contrast, those who have not ridden in the past month are more likely to say they "don't know" (42% vs. 20% of recent riders; 37% vs. 18% for Phoenix and 44% vs. 21% for EV). This pattern does not hold true for Peoria riders. In fact, recent Peoria riders are significantly more likely to feel the System has gotten worse (16% vs. 3%).

Table 15a: Overall Quality Compared to One Year Ago

	2000 Total (n=1117)	2002 Total (n=1276)	2002 Total Timing of Last Trip	
			<1 mo. Ago (n=636)	1+ mos. Ago (n=610)
Better	30%	31%	41%	20%
Worse	7	9	9	9
Same	28	30	30	29
Don't know/ Didn't ride a year ago	34%	31%	20%	42%

24-1: Overall, would you say the quality of dial-a-ride service is better, worse, or the same as the service you received a year ago?

Table 15b: Overall Quality Compared to One Year Ago

	2002 Phoenix (n=300)	2002 Phoenix Timing of Last Trip		2002 Peoria (n=108)	2002 Peoria Timing of Last Trip		2002 East Valley (n=868)	2002 E.V. Timing of Last Trip	
		<1 mo. Ago (n=162)	1+ mos. Ago (n=134)		<1 mo. Ago (n=71)	1+ mos. Ago (n=35)		<1 mo. Ago (n=403)	1+ mos. Ago (n=441)
Better	32%	41%	22%	28%	25%	34%	30%	44%	19%
Worse	9	8	10	11	16	3	9	8	9
Same	32	32	31	38	41	31	28	27	28
Don't know/ Didn't ride a year ago	27%	18%	37%	23%	18%	31%	33%	21%	44%

24-1: Overall, would you say the quality of dial-a-ride service is better, worse, or the same as the service you received a year ago?

Table 15c: Overall Quality Compared to One Year Ago – Sample Breakdown

	Total (1276)	Phx (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Better	31%	32%	28%	30%	34%	30%	25%	32%
Worse	9	9	11	8	9	7	14	8
The same	30	32	38	29	29	29	27	24
Don't know / Didn't ride a year ago	31%	27%	23%	33%	28%	35%	35%	35%

V. Miscellaneous Issues

A. Transfers

Nine percent (9%) of System riders report they have made a transfer using Dial-a-Ride in the past three months. Riders under the age of 65 are significantly more likely than those who are older to report they have made a transfer in the past three months (15% vs. 6%).

Nearly two-thirds (64%) of riders who have made a transfer in the past three months were satisfied with their experience.

Table 16a: Transfer Experience

Responses	2002 Total (n=1276)	Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Made a transfer past 3 months	9%	8%	12%	9%
Satisfaction with Transfer	(n=114)	(n=24)	(n=13)	(n=77)
Very + Somewhat satisfied	64%	62%	69%	64%
Very satisfied	43	33	46	46
Somewhat satisfied	21	29	23	18
Somewhat dissatisfied	14	17	15	13
Very dissatisfied	21	21	15	22
Don't know	1%	--	--	1%

17-1 and 18-1: "Have you made a transfer to another dial-a-ride system using dial a ride within the past three months? How satisfied were you with the transfer? Were you..."

Data from 2000 is not shown because the time frame for making a transfer changed dramatically and a meaningful comparison is not possible (In 2000, riders who had "ever" made a transfer rated their satisfaction vs. only those who had made a transfer in "the past three months" for 2003.)

Table 16b: Have Made a Transfer – Sample Breakdown

	Total (1276)	Phx (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Made a transfer	9%	8%	12%	6%	13%	11%	7%	8%
Satisfaction with Transfer								
Very satisfied	43%	33%	46%	59%	33%	48%	43%	60%
Somewhat satisfied	21	29	23	6	30	14	29	--
Somewhat dissatisfied	14	17	15	12	15	14	14	--
Very dissatisfied	21	21	15	24	22	24	14	20
Don't know	1	--	--	--	--	--	--	20

Those who were not satisfied (somewhat or very dissatisfied) with their transfer experience in the past three months most often say it is because they have to wait too long (68%).

Many also complained that Dial-a-Ride never arrived or didn't pick them back up (18%) and that it took too long to get to their destination (12%).

**Table 17: Reasons NOT Satisfied with Transfer*
(Multiple Responses Allowed)**

Responses	2002 Total (n=40)	Phoenix (n=9)	Peoria (n=4)	EV (n=27)
Have to wait too long	68% (27)	78% (7)	50% (2)	67% (18)
Never arrived/didn't pick me back up	18% (8)	22% (2)	25% (1)	15% (4)
Takes too long to get to destination	12% (5)	--	25% (1)	15% (4)
They have to pick up too many people	2% (1)	--	25% (1)	--
Never have gotten anywhere on time	2% (1)	--	--	4% (1)
Forgot me, had to call	2% (1)	--	--	4% (1)
Unable to provide ETA	2% (1)	--	--	4% (1)
Dropped me off at the wrong place	2% (1)	--	--	4% (1)
Difficult to get through when calling	2% (1)	11% (1)	--	--
They do not buckle you in	2% (1)	--	25% (1)	--
Made me walk too far	2% (1)	11% (1)	--	--
Didn't tell me to call if transfer wasn't there in 15 minutes	2% (1)	11% (1)	--	--
Too expensive	2% (1)	--	--	4% (1)
Dropped me and gave me third degree burns	2% (1)	--	--	4% (1)
Don't know	2% (1)	--	--	4% (1)

19: What were the reasons you were not completely satisfied with your most recent transfer using Dial-a-Ride? (Among those somewhat or very dissatisfied).

*Percentage and frequency shown due to small sample sizes.

B. Disability

1. Presence and Type of Disability

Seven in ten (70%) of all System riders have a disability (similar to 68% in 2000). Phoenix riders are significantly more likely than Peoria and East Valley riders to report having a disability (80% vs. 63% and 67%, respectively). Men and riders under 65 years old are significantly more likely than their comparative groups to report having a disability (82% vs. 66% of women and 95% vs. 59% of older riders). Scottsdale riders are the least likely to have a disability (59%).

Nearly three in five (59%) of those with a disability describe it as a mobility problem. Many riders with a disability report having a visual impairment (16%). Employed riders are significantly more likely than those who are not employed to report having a mobility disability (60% vs. 40%, respectively). In addition, those 45 and older are significantly more likely to have mobility difficulty (63% vs. 43% of younger disabled).

**Table 18a: Presence of and Type of Disability
(Multiple Responses Allowed)**

Responses	2000 Total (n=1117)	2002 Total (n=1276)	Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Have a Disability	68%	70%	80%	63%	67%
Description of Disability	(n=762)	(n=887)	(n=240)	(n=68)	(n=579)
Mobility (difficulty walking)	64%	59%	58%	59%	59%
Visual impairment	16	16	19	10	16
Mentally impaired*	4	8	8	12	8
Heart problems	--	4	5	1	4
Difficulty breathing	--	3	4	4	3
Hearing impairment	2	2	3	1	2
Diabetes*	2	2	3	3	1
Back problems	--	2	2	0	2
Dialysis*	1	1	1	1	1
Epilepsy*	1	--	--	--	--
Other/DK	11%	11%	9%	12%	11%

28-1 and 29-1: Do you have a disability? Which of the following categories best describes your disability?

*Response was volunteered by respondent, recorded as "other" and then coded in data processing.

**Table 18b: Presence of and Type of Disability – Sample Breakdown
(Multiple Responses Allowed)**

	Total (1276)	Phx (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Have a Disability	70%	80%	63%	65%	73%	59%	74%	65%
Description of Disability	(887)	(240)	(68)	(199)	(147)	(118)	(75)	(40)
Mobility (that is difficulty walking)	57%	58%	59%	59%	59%	61%	60%	48%
Visual impairment	16	19	10	13	14	14	23	25
Mentally impaired	8	8	12	4	12	7	8	15
Heart problems	4	5	1	3	5	6	4	3
Difficulty breathing	3	4	4	4	1	3	5	3
Hearing impairment	2	3	1	2	1	6	1	--
Diabetes	2	3	3	1	1	1	1	5
Back problems	2	2	--	2	1	3	--	3
Dialysis	1	1	1	1	1	--	--	3
Other impairment/DK	11	5	1	6	4	3	--	6

2. Disability Aids

One third (33%) of System riders say they use crutches, a walker, or a cane. Twenty-two percent (22%) say they use a wheelchair or scooter (27% Phoenix vs. 20% for the EV and 21% for Peoria). Riders who are 55 and older are significantly more likely to report using crutches, a walker or a cane (39% vs. 26% of younger riders). Riders under 55 are more likely than older riders to report having a personal care attendant (10% vs. 4%). Men are significantly more likely than women to report using a wheelchair or scooter (33% vs. 18%) and/or having a personal care attendant (10% vs. 5%).

**Table 19a: Disability Aids
(Multiple Responses Allowed)**

Disability Aids	2000 Total (n=1117)	2002 Total (n=1276)	Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Crutches/walker/cane	32%	33%	35%	29%	33%
Wheelchair/scooter	19	22	27	21	20
Personal care attendant	6	6	11	5	5
Service animal	1	1	1	1	1
Other	1	1	1	--	1
None mentioned	N/A**	37%	31%	38%	38%
Refused/No answer	51%	14	12%	18	14

30-1: Do you use any of the following?

**Data not available for 2000.

**Table 19b: Disability Aid – Sample Breakdown
(Multiple Responses Allowed)**

	Total (1276)	Phx (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Crutches/walker/cane	33%	35%	29%	32%	36%	38%	29%	21%
Wheelchair/scooter	22	27	21	20	28	12	20	15
Personal care attendant	6	11	5	3	9	3	6	5
Service animal	1	1	1	--	1	1	1	2
Refused/no answer	51	43	56	56	42	54	54	68

C. Other Types of Transportation Available

System riders are most likely to be familiar with the alternatives of taking a taxi or city buses (9% and 7%). Employed riders are significantly more likely than those who do not work to mention being aware of city buses (15% vs. 6%). In 2002, riders were significantly less likely to be able to name any other transportation alternatives (71% don't know/none vs. 46% in 2000). Peoria riders were particularly at a loss for options (81% don't know/none).

**Table 20a: Transportation Assistance Options
(Multiple Responses Allowed)**

Response	2000 Total (n=1117)	2002 Total (n=1276)	Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Taxi	22%*	9%	8%	6%	9%
City buses	12	7	9	6	6
Family member/friend	9	3	3	2	4
Senior center vans	4	2	2	2	2
Reserve a ride	-	2	8	1	1
Maricopa Special Transp. Service	-	1	1	1	1
Voucher programs	-	1	1	--	2
Drive self	2	1	--	--	1
T.R.I.P	1	1	--	--	1
Safe Ride	2	--	--	--	--
Insurance company	-	1	1	--	1
Red Cross	--	1	1	4	1
Dialysis	1	1	1	--	1
Other	4%	4%	6%	4%	4%
Don't know/NA	46	10	13	10	9
None	N/A**	62	53	71	63

31-1: What other types of transportation assistance options have you used or are you aware of?

*Includes mentions of Cab Connection.

**Data not available for 2000.

**Table 20b: Transportation Assistance Options – Sample Breakdown
(Multiple Responses Allowed)**

Response	Total (1276)	Phx (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Taxi	9%	8%	6%	7%	12%	14%	6%	2%
City buses	7	9	6	6	8	5	5	6
Family member/friend	3	3	2	4	4	4	4	2
Reserve a ride	2	8	1	--	--	1	2	--
Senior center vans	2	2	2	3	2	2	2	--
Maricopa Special Transp. Svc.	1	1	1	1	1	1	3	--
Drive self	1	--	--	1	--	1	1	--
T.R.I.P (Travel Reimbursement and Information Program)	1	--	--	--	1	1	--	--
Voucher program	1	1	--	1	--	6	--	--
Dialysis	1	1	--	1	1	--	1	--
Insurance Company	1	1	--	--	2	1	2	2
Don't know	10%	13%	10%	10%	6%	11%	10%	6%
None	62%	53%	71%	64%	63%	60%	62%	76%

D. City Buses

1. Access and Frequency of Use

One-half (50%) of all System riders say they have access to a fixed route local bus stop (compared to 53% in 2000). This percentage is significantly lower for Peoria riders (23% vs. 55% Phoenix and 51% for East Valley riders). Access is significantly lower among riders 55 and older (48% vs. 61% of younger riders), non-employed riders (49% vs. 60% of employed riders), and among those who have ridden in the past month (46% vs. 54% of those who have not ridden in the past month). Tempe and Scottsdale riders are significantly more likely than riders in other East Valley cities to have access to a local bus stop (66% and 54% vs. 36% to 48%).

Slightly more than one-half of System riders (53%) with access to fixed route bus stops say they have never taken the city bus (up from 48% in 2000). Twenty-four percent (24%) of System riders report taking the bus at least once a week (somewhat higher for Phoenix at 31%).

Riders who are women, 55 or older, or have an annual household income of \$40K or more are most likely to say they have never ridden a city bus (57% vs. 41% of men, 60% vs. 34% of younger riders, and 70% vs. 48% earning less).

Table 21a: Access to and Use of City Buses

Time	2000 Total (n=1117)	2002 Total (n=1276)	Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Access to Bus Stop	53%	50%	55%	23%	51%
Frequency of Riding Bus	(n=596)	(n=635)	(n=165)	(n=25)	(n=445)
Daily	6%	7%	10%	--	6%
2 to 4 days/week	14	11	16	12%	9
Once a week	6	6	5	12	6
Less than once a week	24	22	19	28	23
Never	48	53	48	48	55
DK/NA	2%	1%	1%	--	1%

32-1 and 33-1: Do you have access to a fixed route local bus stop? How often do you ride the fixed-route bus?

Table 21b: Access to and Use of City Buses – Sample Breakdown

	Total (1276)	Phx (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Access to Bus Stop	50%	55%	23%	48%	66%	54%	36%	37%
Frequency of Riding Bus	(635)	(165)	(25)	(146)	(132)	(108)	(36)	(23)
Daily	7%	10%	--	3%	10%	3%	8%	9%
2-4 days a week	11	16	12%	8	11	9	11	--
Once a week	6	5	12	10	5	5	--	4
Less than once a week	22	19	28	23	27	20	17	22
Never	53	48	48	56	45	63	61	65
DK/NA	1	1	--	--	2	--	3	--

2. *Reasons for Not Riding the Bus*

System riders who have access to a city bus stop but never ride the bus are most likely to say they do not ride because it is too far to walk (22%), they do not know the routes or are afraid to ride (11%), they like Dial-a-Ride better (10%), or they have a car (9%). These responses are similar to those given in 2000, except this year fewer people mentioned having support of friends and family and needing assistance to use the bus.

Riders 45 and older are significantly more likely than younger riders to feel it is too far to walk to the bus stop (24% vs. 8%). Recent Dial-a-Ride users are more likely than those who have not used it in the past month to think the walk to the bus stop is too far (28% vs. 17%) and to just generally like Dial-a-Ride better (15% vs. 6%).

**Table 22a: Reasons for Not Riding the Bus
(Among those with access, but have never ridden)
(Multiple Responses Allowed)**

Reasons	2000 Total (n=284)	2002 Total (n=338)	Phoenix (n=300)	Peoria (n=108)	EV (n=868)
Too far to walk	26%	22%	21%	17%	22%
Don't know routes/afraid to ride	7	11	13	8	11
Like Dial-a-Ride better	6	10	8	25	10
I have a car	8	9	13	8	7
Takes too long/too many transfers	5	7	4	--	8
No need to/friend or family help	11	6	4	--	7
Can't get on/off bus without assistance	14	5	10	--	4
Have visual impairment	--	4	6	--	4
Because of disability	--	4	3	--	4
Doesn't go where they need to go	6	3	--	--	4
Can't use/mental impairment	--	3	1	--	4
Can't stand on bus/at bus stop	--	2	3	--	2
Use van/services provided	--	2	--	--	2
Don't want to wait/too hot/too cold	6	1	--	--	1
Don't like the bus	2	1	1	--	1
Other	10%	11%	11%	42%	9%
Don't know	2	9	6	8	10

34-1: Why don't you ride the bus? (Among those with access, but don't ride)

**Table 22b: Reasons for Not Riding the Bus – Sample Breakdown
(Among those with access, but have never ridden)
(Multiple Responses Allowed)**

Reasons	Total (1276)	Phx (300)	Peoria (108)	Mesa (304)	Tempe (201)	Scots (200)	Chndlr (101)	Gilbert (62)
Too far to walk to bus stop	22%	21%	17%	18%	29%	19%	32%	20%
Don't know routes/afraid to ride	11	13	8	15	5	12	5	13
Like Dial-A-Ride better	10	8	25	11	0	18	14	7
I have a car	9	13	8	7	3	12	5	7
Takes too long/too many stops/ transfers	7	4	--	9	8	12	--	--
No need have friends and family	6	4	--	9	3	6	9	13
Can't get on/or off bus without assistance	5	10	--	5	7	3	--	--
Have visual impairment	4	6	--	1	3	3	14	13
Because of disability	4	3	--	2	10	1	--	13
Can't use/mental impairment	3	1	--	2	5	6	5	--
Doesn't go where I need to	2	--	--	2	5	4	--	7
Can't stand on bus/at stop	2	3	--	4	2	3	--	--
Don't want to wait at bus stop/ too hot/ cold	1	--	--	1	--	1	5	--
Don't like the bus	1	1	--	1	2	--	--	--
Other	11	42	9	11	14	2	9	13
DK/ NA/ REF	9	6	8	11	5	12	14	7