



AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING

Thursday, March 14, 2019

9:30 a.m. – 11:30 a.m.

Access Services Headquarters, 3449 Santa Anita Avenue

Third Floor Council Chambers Room, El Monte CA, 91731

TPAC MISSION STATEMENT

Through our diversity and expertise in the transportation industry, the Transportation Professionals Advisory Committee provides the Access Board our perspective, advice, and advocacy with an understanding of the community, environment, and regulations. TPAC promotes innovative, cost effective and high quality specialized transportation solutions.

Time	Item	Item Description	Presenter	Disposition	Pages
	1.	Call to Order	Chair	Action	
	2.	Introductions	Chair	Information	
	3.	Approve January 10, 2019 Minutes	Chair	Action	3-5
	4.	General Public Comment	Chair/Public	Information	
	5.	Executive Director's Report	Andre Colaiace	Information	
	6.	Superior Service Award	David Foster	Presentation	
	7.	Transfer Trip Service	Mike Greenwood	Presentation	

8.	Brokerage Transportation Services	F Scott Jewell	Presentation	6-7
9.	Operations Report	Rogelio Gomez	Information	
10.	Customer Satisfaction Survey	Eric Haack	Information	8-21
11.	New Business Raised Subsequent to the Posting of the Agenda	Members	Possible Action	
12.	Adjournment		Action	

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services to facilitate communication. In determining the type of auxiliary aids and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: ASI board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementary prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue 3rd Floor, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to Board Members by staff or Board members at the meeting will simultaneously be made available to the public. Three opportunities are available for the public to address the board during a board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the Secretary to the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff will respond to all public comment in writing prior to the next board meeting.

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE
MEETING MINUTES FOR THURSDAY JANUARY 10, 2019

CALL TO ORDER

Chairperson Giovanna Gogreve called the meeting to order at 9:33 a.m.

INTRODUCTIONS

TPAC members and alternates in attendance: Jesse Valdez (East Los Angeles Regional Center), Giovanna Gogreve (Metro), Tracey Beidleman (Long Beach Transit), Luz Echavarria (LADOT), Eric Hoch (Santa Monica Big Blue Bus), Kevin Parks McDonald (Foothill Transit), Diane Amaya (City of Redondo Beach, Beach Cities Transit), Nicole Carranza (Pomona Valley Transportation Authority), Vinita Waskow (City of Redondo Beach, Beach Cities Transit), Frazier Watts (Gardena Bus), Trini Ramirez (City of Pasadena), Jose Medrano (Montebello Bus Lines), Norm Hickling (Antelope Valley Transportation Authority), Frances Jacobs (East Los Angeles Regional Center), and Silva Baghdanian (City of Glendale, Beeline).

TPAC Members absent: Gracie Davis (OCTA) and James Lee (Torrance Transit).

Access staff in attendance: Andre Colaiace, Onnika Payne, Mike Greenwood, F Scott Jewell, Alvina Narayan, Matthew Avancena, Rogelio Gomez, Eric Haack, and Kevin Andoaga.

Guests: Annette Arriola (Alta Resources), Luis Garcia (Global Paratransit), and Liliana Mariona (MTM).

Approve November 8, 2018 MEETING MINUTES

Motion: Chairperson Giovanna Gogreve entertained a motion to approve the November 8, 2018 minutes as printed.

First: Jesse Valdez made a motion to approve the minutes.

Second: Diane Amaya

Vote: Members were in favor to approve the minutes.

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace, Executive Director reported the biggest project for Access is the online reservations. Currently, there are between 10 to 15 riders from the West Central and Eastern Regions testing out the reservation platform, including some members of the Board, who have provided us with valuable feedback. We anticipate going live with a soft launch with online reservations in those regions in March 2019.

Mr. Colaiace concluded his report about Access would begin with a soft launch, and then go primetime with a bigger launch. The software packages used in each of the regions will determine this. The anticipated launch is in May/June 2019.

SPECIAL TRANSPORTATION SERVICES

F Scott Jewell, Director of Administration presented information about the Transportation Services Brokerage concept. The broker arranges and monitors transportation services for individuals for a variety of reasons, including Non-Emergency Medical Transportation, Medi-Cal Trips, and Transportation Network Companies (Uber, Lyft).

The broker essentially will subcontract with some of the providers to ensure resources are available to riders who book trips through the brokerage. This creates a competitive marketplace to match the client's needs with the lowest cost and most appropriate resource. Access is suggesting two services for the brokerage concept: The Eligibility Interview Transportation, and Parents with Disabilities.

After receiving feedback from the Board of Directors, CAC, and TPAC members, the next steps will be to develop a scope of work, the procurement process, and implement the concept in spring 2020.

CTSA PROGRAM UPDATE

Alvina Narayan, Manager of Training and Compliance, and Onnika Payne, CTSA Analyst presented an overview of the CTSA Program. As the designated Consolidated Transportation Services Agency (CTSA) for Los Angeles County, Access has sought to fulfill the CTSA mandate by providing the best possible information and technical assistance to Los Angeles County's specialized transportation providers.

In January 2019, the CTSA Extension will introduce an Electronic Book (E-book), which will enable attendees to review all the trainings for the year, but other highlights of the CTSA Extension. Access Services will expand its coordination and collaborations efforts by introducing four areas under the CTSA Extension: Learning and Development Program, Community Connections Symposium, Awards and Scholarships, and Guest Speakers.

Ms. Payne concluded the presentation with stating the future goals of the CTSA Extension, including expanding networking between social services workers and health and human services professionals.

OPERATIONS REPORT

Rogelio Gomez, Operations Manager presented the Operations update for December 2018. Currently, we are meeting all the key performance indicators. Access is working with contractors to ensure we are meeting all key performance indicators, and each region is taking the necessary corrective actions.

Mr. Gomez reported the following key December highlights:

- Southern Region transitioned to a new scheduling software
- Access met with LADOT in the Northern Region to discuss Vision Zero project
- Access attended Rancho Los Amigos Patient Advisory Committee meeting
- Access met with LA Taxicab Commissioner to discuss new taxi regulations and the impact on Access Services

MEDI-CAL REIMBURSEMENT PROGRAM UPDATE

Matthew Avancena, Director of Planning and Coordination updated TPAC members and guests about the Medi-Cal Reimbursement Program. In 2018, Mr. Avancena reported about a new contract with the County of Los Angeles, where Access participated in the Medi-Cal Administrative Activities (MAA) Program. The MAA Program is a mechanism by which certain transit entities have the ability to bill for eligible non-emergency medical trips. After the passing of Assembly Bill 2394, the State Department of Health and Human Services decided to disallow the County of Los Angeles from billing for some Medi-Cal trips. As of July 1, 2018, the MAA Program, as previously existed for transit agencies is no longer in place.

Mr. Avancena concluded his update by stating Access is currently working with consultants and exploring alternative arrangements to receive reimbursement for Medi-Cal trips.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

ADJOURNMENT

Motion: Chairperson Gogreve requested a motion to adjourn
First: Frazier Watts
Second: Jose Medrano
Vote: Meeting adjourned at 11:24 a.m.

MARCH 14, 2019

TO: TPAC
FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
RE: BROKERAGE SERVICES SCOPE OF WORK

ISSUE:

Staff has identified certain Access transportation services that may be operated more effectively in terms of rider convenience and possible cost containment. This would be achieved by establishing a transportation brokerage contract that in turn could subcontract with a variety of transportation providers, including, but not limited to, non-emergency medical transportation providers, transportation network companies (e.g. Uber and Lyft), taxis and other related entities.

BACKGROUND:

The next-day ADA transportation services that Access has provided over the last twenty years have generally utilized a primary contract model in which a service provider is responsible for all aspects of the service in a region, including reservations, scheduling, dispatch, vehicle maintenance, employee hiring and subcontracting to certified taxi providers. While staff does not foresee a near-term change to this model, the impact of new technology and transportation network companies like Uber and Lyft represents an opportunity to expand the available resources for some of the transportation services Access provides, such as eligibility interview transportation (EIT) and the Parents with Disabilities (PWD) program.

Both EIT and PWD have unique characteristics that do not neatly fit into the current service model. The existing EIT service is part of the Eastern region provider's scope of work with a dedicated fleet and call center. Eligibility applicants are grouped based on geographical location and are transported to the evaluation site in Commerce for a scheduled 2 ½ hour evaluation. Due to this routing, return trips are similarly grouped, linked to the full scheduled evaluation time, to maximize vehicle productivity. This means applicants remain on site regardless of the actual length of their interview. It is projected that by having more non-dedicated resources brokered on the day of the evaluation, a more flexible approach can be used to meet an applicant's individual needs and potentially increase cost effectiveness.

The PWD program has been limited to the San Fernando region since its inception due to available grant funding. With the availability of Measure M funds, the program could be expanded into other service areas. However, based on its existing high cost per trip, and the uncertainty of actual demand in those areas, non-dedicated brokered

resources would minimize the capital expense of investing in vehicles that may not be fully utilized, and better manage peak service times.

Through establishing a brokered service delivery contract, multiple provider types with varying service levels could be utilized and could drive more competition in the areas of cost and quality. The broker would also be responsible for call center operations and program management for both EIT and PWD. In addition, the broker could be provided with ADA-accessible vehicles to ensure equivalent service is provided to customers in mobility devices.

However, there would be some existing Access policies, practices and initiatives that would not be fully compatible in utilizing non-dedicated brokered resources such as Uber and Lyft. However the use of these services would require informed consent of the rider before the trip was dispatched.

Other key changes -

- Broker call center operations would not be required to be within service area
- Broker would not have to directly operate vehicles
- Broker would not be tasked with emergency operations

It will be critical in the development of the scope of work for the brokerage that the process for vetting non-dedicated resources and holding them accountable for their performance, safety and customer service is defined to protect both the rider and the agency. The attached draft scope of work is provided for comment and feedback.

RECOMMENDATION:

Receive and file.

March 14, 2019

TO: TPAC

FROM: ERIC HAACK - STRATEGIC PLANNER
MATTHEW AVANCENA - DIRECTOR OF PLANNING AND
COORDINATION

SUBJECT: REVIEW OF TOPICS AND QUESTIONS FOR 2019 ACCESS CUSTOMER
SATISFACTION SURVEY

BACKGROUND

Access Services has conducted bi-annual, customer satisfaction surveys since 2013. Through telephone surveys of the past, Access has gathered valuable information on customer impressions of Access' service. In 2019, Access is seeking to conduct a new telephone customer satisfaction survey, seeking input from Access' customers.

Prior to conducting an approximately 1,200 participant, telephone survey of active paratransit customers throughout Access' service area, Access is seeking input from members of the Community Advisory Committee (CAC) as well as the Transportation Professionals Advisory Committee (TPAC).

In years past, the CAC and TPAC have offered suggestions on questions that can be asked on the surveys along with proposing themes or a series of questions to address a specific issue of Access's service. A copy of the questions used in 2017 is attached to this agenda item.

During Access' 2017 Customer Satisfaction Survey, the following were question areas included in the telephone survey:

- 1) Assessment of Rides on Access
- 2) Assessment of the Reservation Process and Calling Customer Service
- 3) Overall Perceptions of an Access Trip
- 4) Filing a Commendation or Complaint
- 5) Requesting a back-up trip through Access' Operations Monitoring Center
- 6) Assessment of Beyond the Curb Service
- 7) Experiences with Using Access with Service Animals
- 8) Internet and Smart Phone Availability for Customers
- 9) Overall Access Satisfaction
- 10) General Customer Demographic Information

Access, the CAC, and/or the TPAC may seek to introduce new questions or new sections of questions, into the 2019 survey, and for that reason Access staff is starting this discussion several months before the actual telephone surveys may be conducted.

Access Services
Customer Satisfaction Survey
September 27, 2017
FINAL

PERSONAL/CONFIDENTIAL

A. Service Area Quotas (**FROM SAMPLE**)

1. Antelope Valley (Between 190 and 200)
 2. Eastern Region (Between 190 and 249)
 3. Northern Region (Between 190 and 231)
 4. Santa Clarita (Between 190 and 200)
 5. Southern Region (Between 190 and 264)
 6. West/Central Region (Between 190 and 226)
 7. Overlap (Up to=61)
-

B. May I please speak with [NAME ON SAMPLE]?

1. PERSON ON PHONE (**ASK Q.1**)
 2. OTHER THAN PERSON ON PHONE (**WAIT FOR PERSON NAMED IN SAMPLE, THEN ASK Q.1**)
 3. PERSON ON PHONE ASKS WHO'S CALLING, SAY: "I'm [NAME OF INTERVIEWER] of Fairfax Research, a national research firm." (**WAIT FOR PERSON NAMED IN SAMPLE, THEN ASK Q.1**)
 4. RESPONDENT NOT AVAILABLE, ASK: When could I call back to talk with (him/her)?
 5. RESPONDENT NOT ABLE TO COMPLETE SURVEY ON PHONE
 6. RESPONDENT NOT AT THIS LOCATION (**THANK AND TERMINATE**)
 7. NO (**THANK AND TERMINATE**)
-

INTRODUCTION:

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

C. Record interview language for all contacts.

1. English
 2. Spanish
 3. Other (**SPECIFY**)
-

1. Approximately how long have you been using Access Paratransit? (**READ CHOICES**)

1. Less than six months (**CONTINUE**)
 2. Six months to less than one year (**CONTINUE**)
 3. One year to less than two years (**CONTINUE**)
 4. Two years to less than three years (**CONTINUE**)
 5. Three years to less than five years (**CONTINUE**)
 6. Five years or more (**CONTINUE**)
 97. Don't use Access (**THANK AND TERMINATE**)
 99. Don't know/Don't Remember (**CONTINUE**)
-

2. Approximately how many one-way trips do you take each month using Access Paratransit? (**READ CHOICES**)

- | | |
|------------------|-------------------------------|
| 1. Less than one | 6. Five |
| 2. One | 7. Six to nine |
| 3. Two | 8. Ten or more |
| 4. Three | 99. Don't know/Don't Remember |
| 5. Four | |
-

Now I would like you to think about your **most recent** trip with Access Paratransit.

3. Compared to taking the bus, would you say the travel time for your **most recent** trip with Access was ...? (**READ CHOICES**)
1. Shorter than taking the bus
 2. About the same as taking the bus
 3. Longer than taking the bus
 99. Don't know/Don't Remember (**DO NOT READ**)
-

4. Did the driver arrive within 20 minutes of your scheduled pick up time; that is, the driver arrived no later than 20 minutes after your scheduled pick up time?
1. Yes (**SKIP TO Q.6**)
 2. No (**ASK Q.5**)

IF "NO" IN Q.4, ASK Q.5:

5. How many minutes after your scheduled pick-up time did the driver arrive? (**RECORD EXACT NUMBER. ENTER "99" IF DON'T KNOW OR DON'T REMEMBER. ENTER "98" IF THEY DRIVER NEVER ARRIVED FOR THE PICK UP.**)

Minutes

Let me just confirm that the driver arrived [**READ ANSWER**] minutes after your scheduled pick up? Is that correct?

ASK ALL RESPONDENTS

I am going to ask you to rate several aspects of your **most recent** trip with Access. First, I would like to ask you specifically about your experiences with your driver.

6. Would you say your driver was ...? (**READ CHOICES**)
1. Very helpful
 2. Somewhat helpful
 3. Not very helpful
 99. (Don't know/Refused) (**DO NOT READ**)
-

7. Was your driver ...? (**READ CHOICES**)
1. Very courteous
 2. Somewhat courteous
 3. Neither courteous nor rude
 4. Somewhat rude
 5. Very rude
 99. (Don't know/Refused) (**DO NOT READ**)
-

8. Overall, how satisfied were you with the driver? Were you ...? (**READ CHOICES**)
1. Very satisfied
 2. Somewhat satisfied
 3. Neither satisfied nor dissatisfied
 4. Somewhat dissatisfied
 5. Very dissatisfied
 99. (Don't know/Refused) (**DO NOT READ**)
-

Now I would like to ask you specifically about your experiences making the reservation for your **most recent** trip with Access.

9. Was the reservation agent ...? (**READ CHOICES**)

- 1. Very courteous
 - 2. Somewhat courteous
 - 3. Neither courteous nor rude
 - 4. Somewhat rude
 - 5. Very rude
 - 99. (Don't know/Refused) (**DO NOT READ**)
-

10. Did the reservation agent make the reservation accurately?

- 1. Yes
 - 2. No
 - 99. Don't know/Don't Remember
-

11. Overall, how satisfied were you with the reservation agent? Were you ...? (**READ CHOICES**)

- 1. Very satisfied
 - 2. Somewhat satisfied
 - 3. Neither satisfied nor dissatisfied
 - 4. Somewhat dissatisfied
 - 5. Very dissatisfied
 - 99. (Don't know/Refused) (**DO NOT READ**)
-

ASK ALL RESPONDENTS

12. Still thinking about your **most recent** trip with Access, did you speak with a customer service representative about a trip issue or an ETA for your trip?

- 1. Yes (**ASK QS.13-14**)
- 2. No (**SKIP TO Q.15**)

IF "YES" IN Q.12, ASK QS.13-14:

13. Was the customer service representative ...? (**READ CHOICES**)

- 1. Very courteous
 - 2. Somewhat courteous
 - 3. Neither courteous nor rude
 - 4. Somewhat rude
 - 5. Very rude
 - 99. (Don't know/Refused) (**DO NOT READ**)
-

14. Overall, how satisfied were you with the customer service representative? Were you ...? (**READ CHOICES**)

- 1. Very satisfied
 - 2. Somewhat satisfied
 - 3. Neither satisfied nor dissatisfied
 - 4. Somewhat dissatisfied
 - 5. Very dissatisfied
 - 99. (Don't know/Refused) (**DO NOT READ**)
-

ASK ALL RESPONDENTS

Now I would like to ask you specifically about the vehicle you rode in during your **most recent** trip with Access. Please tell me whether you were ... very satisfied ... somewhat satisfied ... neither satisfied nor dissatisfied ... somewhat dissatisfied ... or very dissatisfied with ...? (**ROTATE AND READ QUESTIONS**)

	Very Sat	Smwht Sat	Neither	Smwht Dissat	Very Dissat	(D.K/ Ref)
15. The appearance of the vehicle	1	2	3	4	5	99
16. The comfort of the vehicle	1	2	3	4	5	99
17. The cleanliness of the vehicle	1	2	3	4	5	99

18. Did you have any difficulty or problems getting into or out of the vehicle?

1. Yes
2. No

Now I would like to ask you about two other aspects of your **most recent** trip with Access. For each one please tell me whether you were ... very satisfied ... somewhat satisfied ... neither satisfied nor dissatisfied ... somewhat dissatisfied ... or very dissatisfied. The first one is ...? (**DO NOT ROTATE. READ IN ORDER**)

	Very Sat	Smwht Sat	Neither	Smwht Dissat	Very Dissat	(D.K/ Ref)
19. The actual ride in the vehicle to your destination of your most recent trip with Access?	1	2	3	4	5	99
20. And thinking about everything you experienced on your most recent trip with Access, from making the reservation to arriving at your destination, how would you rate your total experience?	1	2	3	4	5	99

21. What did you **like most** about your **most recent** ride, that is, what did Access do particularly well or what did they do that you really liked? (**PROBE**) Can you tell me more about that?

[RECORD VERBATIM RESPONSE]

22. And what did you **like least** about your **most recent** ride, that is, what did Access not do particularly well or what did they do that you did not like? (**PROBE**) Can you tell me more about that?

[RECORD VERBATIM RESPONSE]

23. Thinking about your experiences with Access over the past couple of years, would you say the quality of the service has ...? (**READ CHOICES**)
1. Improved a lot (**ASK Q.24**)
 2. Improved a little (**ASK Q.24**)
 3. Not noticeably changed (**SKIP TO Q.25**)
 4. Gotten a little worse (**SKIP TO Q.25**)
 5. Gotten a lot worse (**SKIP TO Q.25**)
 99. (Don't know/Refused) (**DO NOT READ**) (**SKIP TO Q.25**)

IF IMPROVED "A LOT" OR "A LITTLE" IN Q.23, ASK Q.24:

24. How has the quality of service improved? (**PROBE. ACCEPT MULTIPLE RESPONSES. DO NOT READ CHOICES.**) What else?
1. Nicer vehicles/Vehicles are cleaner/More comfortable
 2. Vehicles easier to enter/Exit
 3. Drivers friendlier/More courteous
 4. Drivers more helpful
 5. Drivers Better/More Careful
 6. Easier to make reservations/Reservation process easier/Better
 7. Reservations agents friendlier/More helpful
 8. Reservation agents more knowledgeable
 9. More punctual/On time/Arrive when promised
 10. Better information/Information about services easier to understand.
 11. More responsive to my needs
 12. Offers more services/More programs/Better programs
 98. Other (**SPECIFY**)
 99. Don't know/Refused

ASK ALL RESPONDENTS

25. What do you feel Access should do to improve your overall experience using their services? (**PROBE**) What else?

[RECORD VERBATIM RESPONSE]

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

26. Have you contacted Access Customer Service in the past six months to file a complaint?
1. Yes (**ASK TO Q.27**)
 2. No (**SKIP TO Q.31**)

IF "YES" IN Q.26, ASK Q.27:

27. Did you request customer service to provide a response to your complaint?
1. Yes (**ASK Q.28**)
 2. No (**SKIP TO Q.30**)

IF "YES" IN Q.27, ASK Q.28:

28. Did you receive a response to your complaint?
1. Yes (**ASK Q.29**)
 2. No (**SKIP TO Q.30**)

IF "YES" IN Q.28, ASK Q.29:

29. Did you feel that the issues that led to your complaint were resolved?

1. Yes (**ASK Q.30**)
2. No (**ASK Q.30**)

IF "YES" IN Q.26, ASK Q.30:

30. Overall, how satisfied are you with the way Access responds to your concerns? Are you ...
(**READ CHOICES**)

1. Very satisfied
2. Somewhat satisfied
3. Neither satisfied nor dissatisfied
4. Somewhat dissatisfied
5. Very dissatisfied
99. (Don't know/Refused) (**DO NOT READ**)

ASK ALL RESPONDENTS

31. Have you contacted Access Customer Service in the past six months to file a commendation?

1. Yes (**ASK TO Q.32**)
2. No (**SKIP TO Q.33**)

IF "YES" IN Q.31, ASK Q.32:

32. Could you please tell me about the type or nature of the commendation? (**PROBE**) Anything else?

[**RECORD VERBATIM RESPONSE**]

ASK ALL RESPONDENTS

33. Have you ever called Access Operations Monitoring Center (OMC) because of a missed trip or to reschedule a trip?

1. Yes (**ASK Q.34**)
2. No (**SKIP TO Q.37**)

IF "YES" IN Q.33, ASK Q.34:

34. Did Access OMC send you a backup trip?

1. Yes (**ASK Q.35**)
2. No (**SKIP TO Q.36**)

IF "YES" IN Q.34, Q.35:

35. How long did you wait for the driver to arrive, was it ...? (**READ CHOICES**)

1. Less than one hour (**ASK Q.36**)
2. One hour to less than two hours (**ASK Q.36**)
3. More than two hours (**ASK Q.36**)
99. (Don't know/Don't remember) (**DO NOT READ**) (**ASK Q.36**)

IF "YES" IN Q.33, ASK Q.36:

36. Overall, how satisfied are you with your experience calling Access OMC because of a missed trip or rescheduling a trip? Are you ...? **(READ CHOICES)**
1. Very satisfied
 2. Somewhat satisfied
 3. Neither satisfied nor dissatisfied
 4. Somewhat dissatisfied
 5. Very dissatisfied
 99. (Don't know/Refused) **(DO NOT READ)**
-

ASK ALL RESPONDENTS

37. While riding in an Access vehicle have you ever asked the driver to assist you to the door of your residence without arranging the request in advance?
1. Yes **(ASK Q.38)**
 2. No **(SKIP TO Q.40)**

IF "YES" IN Q.37, ASK QS.38-39:

38. When you asked for the driver's help without making the request in advance, how often did he or she assist you to your door? Was it ... **(READ CHOICES)**
1. Always
 2. Often
 3. Sometimes
 4. Rarely
 5. Never
 99. (Don't know/Don't remember) **(DO NOT READ)**
-
39. How satisfied are you with the way the driver responded to your request to assist you to your door? Are you ...? **(READ CHOICES)**
1. Very satisfied
 2. Somewhat satisfied
 3. Neither satisfied nor dissatisfied
 4. Somewhat dissatisfied
 5. Very dissatisfied
 99. (Don't know/Refused) **(DO NOT READ)**
-

ASK ALL RESPONDENTS

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

1. Yes (**ASK Q.41**)
2. No (**SKIP TO Q.43**)

IF "YES" IN Q.40, ASK QS.41-42:

41. When you requested beyond the curb service, how often was the service provided? Was it ... (**READ CHOICES**)

1. Always
2. Often
3. Sometimes
4. Rarely
5. Never
99. (Don't know/Don't remember) (**DO NOT READ**)

42. How satisfied are you with the way Access has handled your requests for beyond the curb service? Are you ...? (**READ CHOICES**)

1. Very satisfied
2. Somewhat satisfied
3. Neither satisfied nor dissatisfied
4. Somewhat dissatisfied
5. Very dissatisfied
99. (Don't know/Refused) (**DO NOT READ**)

ASK ALL RESPONDENTS

43. When riding with Access do you travel with a service animal?

1. Yes (**ASK Q.44**)
2. No (**SKIP TO Q.47**)

IF "YES" IN Q.43, ASK Q.44:

44. Have you experienced difficulties or had problems traveling with your service animal?

1. Yes (**ASK Q.45**)
2. No (**SKIP TO Q.47**)

IF "YES" IN Q.44, ASK Q.45:

45. Does this happen ... (**READ CHOICES**)

1. Always (**ASK Q.46**)
2. Often (**ASK Q.46**)
3. Sometimes (**ASK Q.46**)
4. Rarely (**ASK Q.46**)
99. (Don't know/Don't remember) (**DO NOT READ**) (**SKIP TO Q.47**)

IF "ALWAYS, OFTEN, SOMETIMES OR RARELY", IN Q.45, ASK Q.46:

46. What types of difficulties or problems have you experienced traveling with your service animal? (**PROBE FOR SPECIFICS**) What else?

[RECORD VERBATIM RESPONSE]

ASK ALL RESPONDENTS

47. Please tell me if you have **NOT** made a trip with Access in the last year for any of the following reasons? (**READ IN RANDOM ORDER. ACCEPT MORE THAN ONE RESPONSE.**)

1. Could not schedule the pickup time you requested
 2. Long rides
 3. Shared rides
 4. Late pickup
 5. Missed pickup
 6. Difficulty traveling with service animal
 7. Difficulty traveling with oversized mobility device
 98. Or some other reason (**SPECIFY**)
 99. Don't know/Don't Remember (**DO NOT READ**)
-

[Internet/Smart Phone Usage]

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

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

1. Yes
 2. No
-

49. Do you have a cell phone?

1. Yes (**ASK Q.50**)
2. No (**SKIP TO Q.52**)

IF "YES" IN Q.49, ASK Q.50:

50. Is it a smart phone?

1. Yes (**ASK QS.51**)
2. No (**SKIP TO Q.52**)

IF "YES" IN Q.50, ASK Q.51:

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

1. Yes
 2. No
-
-
-

ASK ALL RESPONDENTS

52. Do you use a mobility device like a wheelchair or scooter?

1. Yes (**ASK Q.53**)
2. No (**SKIP TO Q.57**)

IF "YES" IN Q.52, ASK Q.53:

53. Is this mobility device an oversized wheelchair or scooter?

1. Yes (**ASK Q.54**)
2. No (**SKIP TO Q.57**)

IF "YES" IN Q.53, ASK Q.54:

54. Have you ever experienced difficulties or had problems with your oversized mobility device when riding with Access?

1. Yes (**ASK Q.55**)
2. No (**SKIP TO Q.57**)

IF "YES", IN Q.54, ASK Q.55:

55. Does this happen ... (**READ CHOICES**)

1. Always (**ASK Q.56**)
2. Often (**ASK Q.56**)
3. Sometimes (**ASK Q.56**)
4. Rarely (**ASK Q.56**)
99. (Don't know/Don't remember) (**DO NOT READ**) (**SKIP TO Q.57**)

IF "ALWAYS, OFTEN, SOMETIMES OR RARELY", IN Q.55, ASK Q.56:

56. What types of difficulties or problems have you experienced riding with Access with your oversized mobility device? (**PROBE FOR SPECIFICS**)
What else?

[RECORD VERBATIM RESPONSE]

ASK ALL RESPONDENTS

57. How satisfied are you overall with Access? Are you ...? (**READ CHOICES**)

1. Very satisfied
2. Somewhat satisfied
3. Neither satisfied nor dissatisfied
4. Somewhat dissatisfied
5. Very dissatisfied
99. (Don't know/Refused) (**DO NOT READ**)

[Demographics]

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

Question 58:

Please make sure the interviewers emphasize the number includes the respondent. Record the exact number. Please confirm their answer to question 58. This is done to eliminate interviewer errors when entering the response. Probe to get an answer. However, please enter "99" if the respondent refuses to answer the question.

58 Including you, how many people live in this household? (**RECORD EXACT NUMBER. ENTER 99 FOR REFUSED OR DON'T KNOW**)

--	--

Let me just confirm that, including yourself, you have **[READ ANSWER]** (person/people) living in this household?

59. What is your age, please? (**READ CHOICES**)

1. Less than 18 years old
 2. 18 to 24 years old
 3. 25 to 34 years old
 4. 35 to 44 years old
 5. 45 to 54 years old
 6. 55 to 64 years old
 7. 65 or older
 99. (Refused) (**DO NOT READ**)
-

60. What is the highest level of schooling you have completed? (**READ CHOICES**)

1. Less than high school
 2. High school graduate
 3. Some college/Community college/Vocational school
 4. College graduate
 5. Post-graduate degree
 99. (Refused) (**DO NOT READ**)
-

61. Which of the following best describes your current employment status? Are you ... (**READ CHOICES**)

1. Working part-time, less than 30 hours a week
 2. Working full-time, 30 or more hours a week
 3. Unemployed/Laid off
 4. Retired
 5. Permanently disabled
 6. Homemaker
 7. Student and not-working
 8. Student and working
 - 98 (Other) (**SPECIFY**) (**DO NOT READ**)
 99. (Refused) (**DO NOT READ**)
-

62. Are you of Hispanic, Latino, or Spanish origin? (**IF NO, ASK:**) What is your main ethnic or racial heritage? (**READ CHOICES**)

1. Hispanic/Latino/Spanish (**DO NOT READ**)
2. Asian American/Pacific Islander
3. Black/African American

