



CRITICAL DATA STRATEGIES, LLC

Spokane Transit Authority

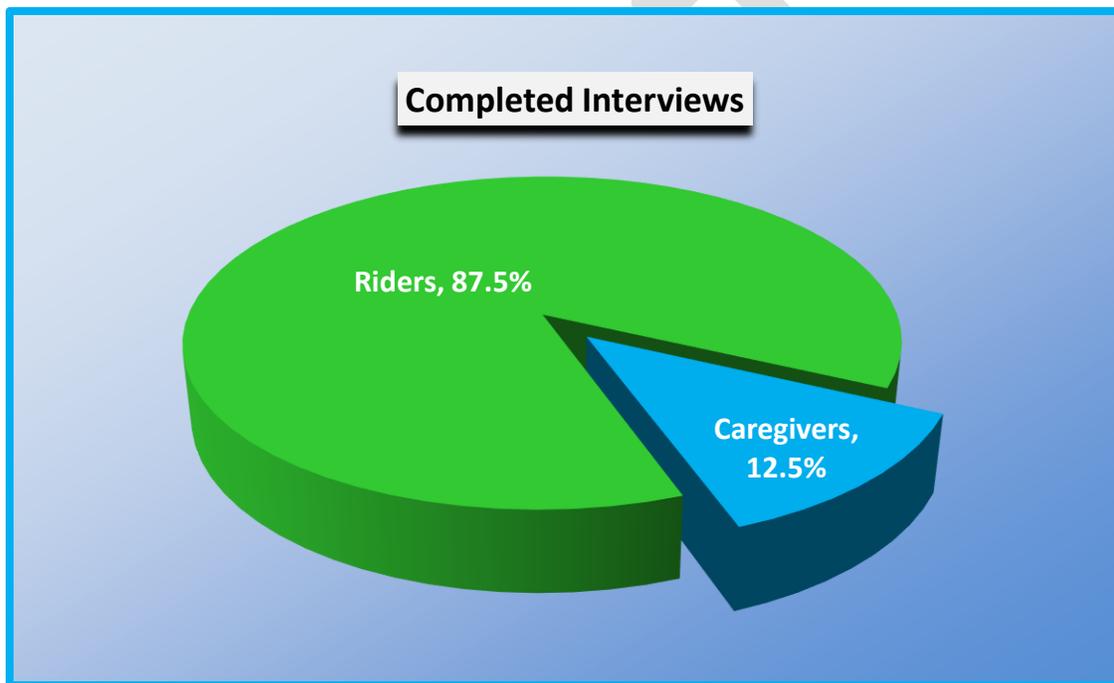
Paratransit Survey Findings

October – November 2021

SPOKANE TRANSIT AUTHORITY PARATRANSIT INTERVIEW FINDINGS

COMPLETED INTERVIEWS

CATEGORIES	NUMBER OF COMPLETED INTERVIEWS	PERCENTAGES
Riders	350	87.5%
Caregivers	50	12.5%
TOTAL	400	100%



Please note, some of the questions in this document allow for more than one response. The tables of percentages pertaining to these questions are based on the number of people who responded to the relative question, not the number of responses received.

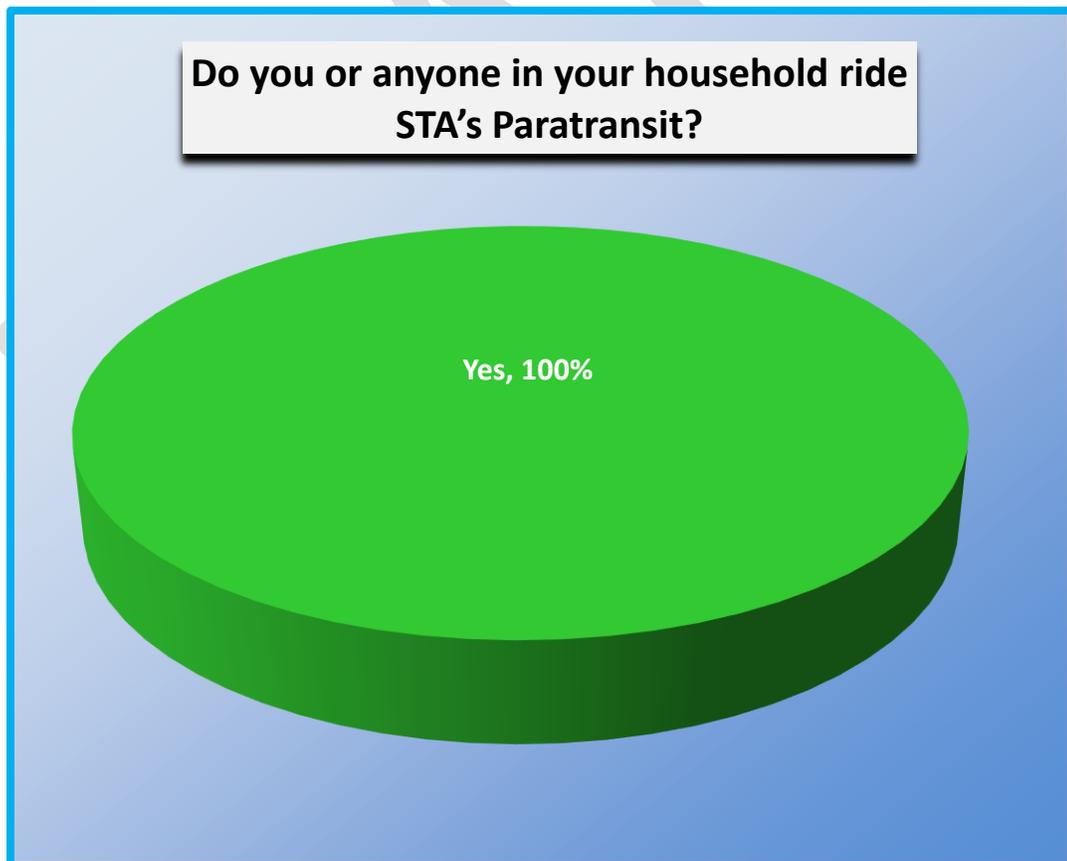
1). Do you or anyone in your household ride STA's Paratransit?

TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	350	50	400
No	0	0	0
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	100%	100%	100%
No	0.0%	0.0%	0.0%
TOTAL	100%	100%	100%



(Question 1 continued, "Do you or anyone in your household ride STA's Paratransit?")

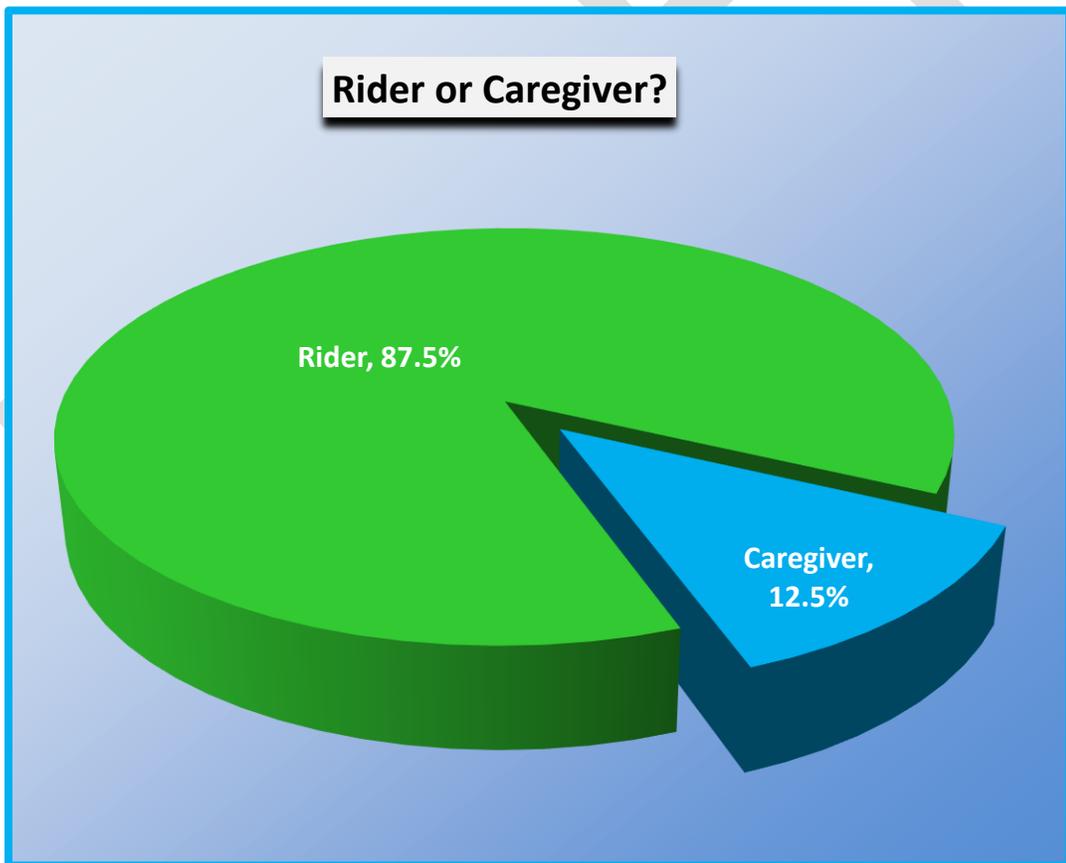
1a). If 'Yes,' I am a:

TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Rider	350	0	350
Caregiver	0	50	50
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Rider	100%	0.0%	87.5%
Caregiver	0.0%	100%	12.5%
TOTAL	100%	100%	100%



2). What do you use to pay for your paratransit trips?

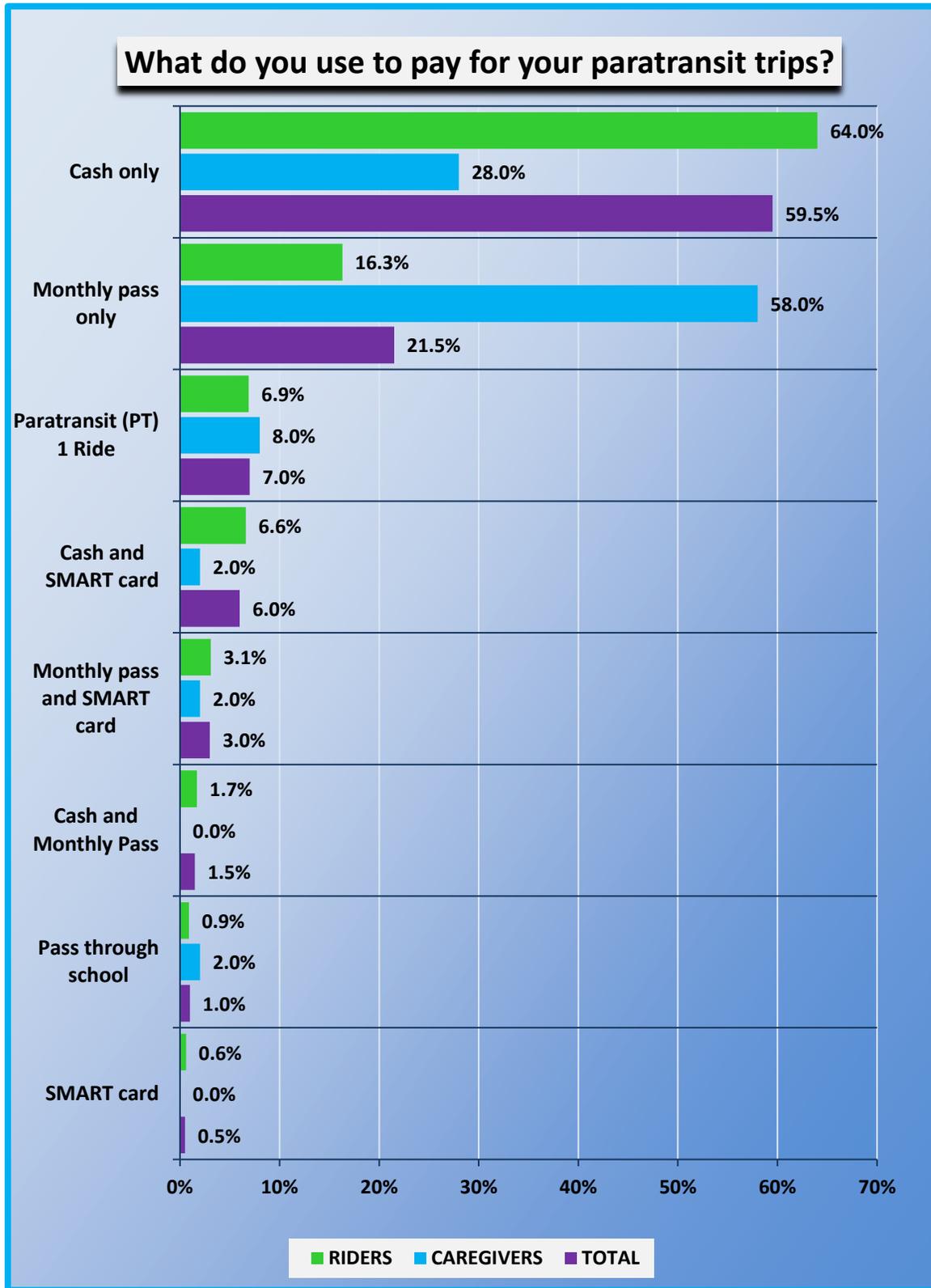
TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Cash only	224	14	238
Monthly pass only	57	29	86
Paratransit (PT) 1 Ride	24	4	28
Cash and SMART card	23	1	24
Monthly pass and SMART card	11	1	12
Cash and Monthly Pass	6	0	6
Pass through school	3	1	4
SMART card	2	0	2
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Cash only	64.0%	28.0%	59.5%
Monthly pass only	16.3%	58.0%	21.5%
Paratransit (PT) 1 Ride	6.9%	8.0%	7.0%
Cash and SMART card	6.6%	2.0%	6.0%
Monthly pass and SMART card	3.1%	2.0%	3.0%
Cash and Monthly Pass	1.7%	0.0%	1.5%
Pass through school	0.9%	2.0%	1.0%
SMART card	0.6%	0.0%	0.5%
TOTAL	100%	100%	100%

(Question 2 continued, "What do you use to pay for your paratransit trips?")



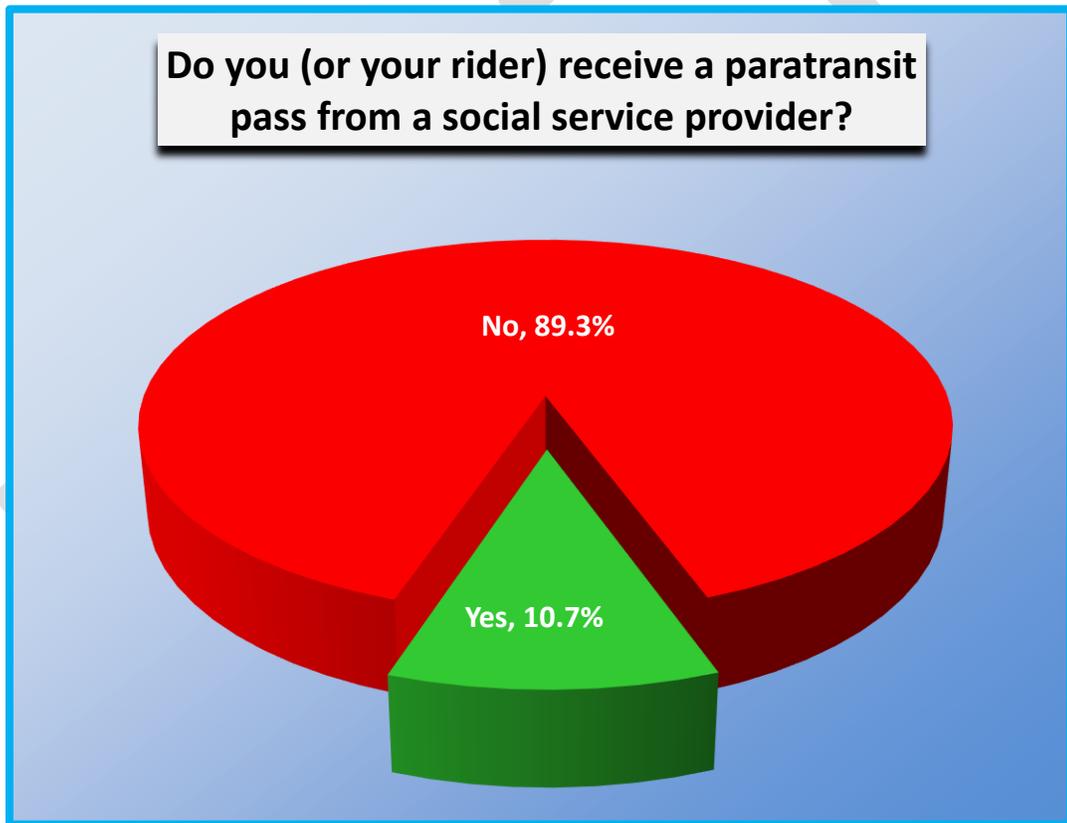
3). Do you (or your rider) receive a paratransit pass from a social service provider?

TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	33	10	43
No	317	40	357
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	9.4%	20.0%	10.7%
No	90.6%	80.0%	89.3%
TOTAL	100%	100%	100%



(Question 3 continued, "Do you (or your rider) receive a paratransit pass from a social service provider?")

3a). If 'Yes,' What kind of pass do you receive?

**TIMES MENTIONED*

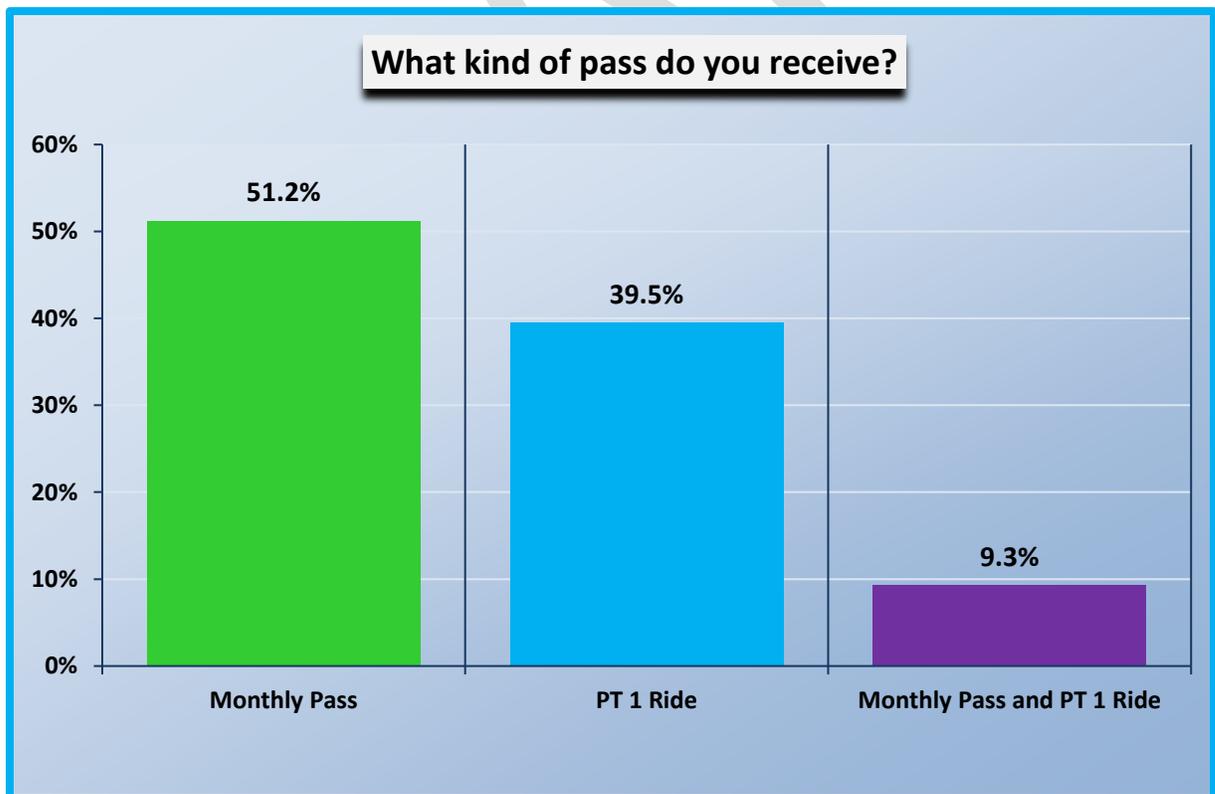
RESPONSE	RIDERS	CAREGIVERS	TOTAL
Monthly Pass	15	7	22
PT 1 Ride	14	3	17
Monthly Pass and PT 1 Ride	4	0	4
TOTAL	33	10	43

*43 responded to this question: 33-Riders and 10-Caregivers

**PERCENTAGES*

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Monthly Pass	45.5%	70.0%	51.2%
PT 1 Ride	42.4%	30.0%	39.5%
Monthly Pass and PT 1 Ride	12.1%	0.0%	9.3%
TOTAL	100%	100%	100%

*43 responded to this question: 33-Riders and 10-Caregivers
 Percentages based on number of respondents



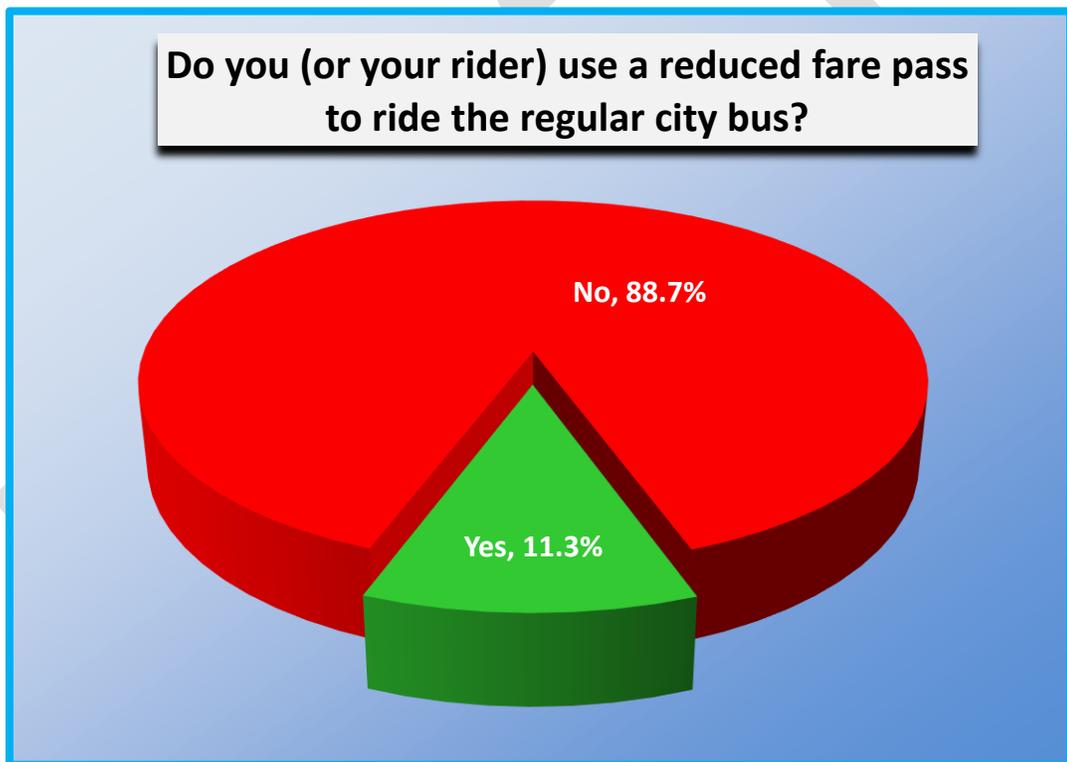
4). Do you (or your rider) use a reduced fare pass to ride the regular city bus?

TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	43	2	45
No	307	48	355
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	12.3%	4.0%	11.3%
No	87.7%	96.0%	88.7%
TOTAL	100%	100%	100%



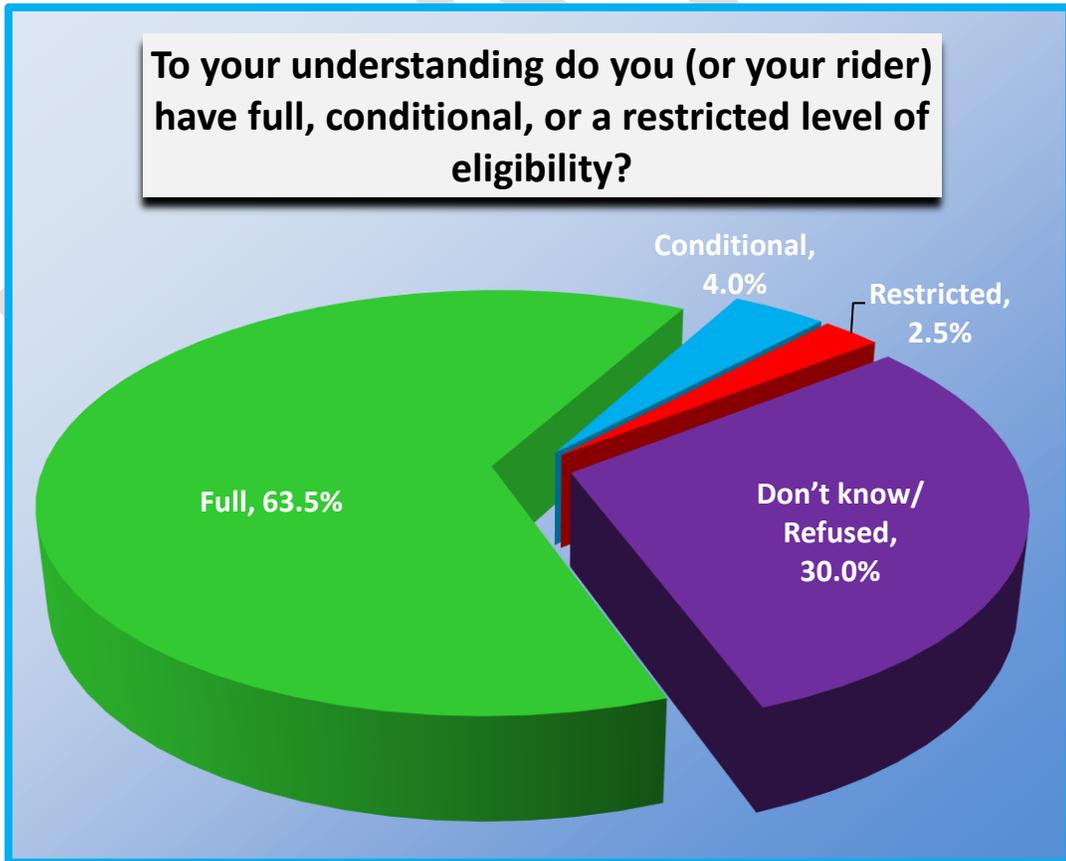
5). To your understanding do you (or your rider) have full, conditional, or a restricted level of eligibility?

TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Full	227	27	254
Conditional	15	1	16
Restricted	9	1	10
Don't know/Refused	99	21	120
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Full	64.9%	54.0%	63.5%
Conditional	4.3%	2.0%	4.0%
Restricted	2.6%	2.0%	2.5%
Don't know/Refused	28.3%	42.0%	30.0%
TOTAL	100%	100%	100%



(Question 5 continued, "To your understanding do you (or your rider) have full, conditional, or a restricted level of eligibility?")

5a). If 'Conditional,' Do you take some trips on the regular city bus?

**TIMES MENTIONED*

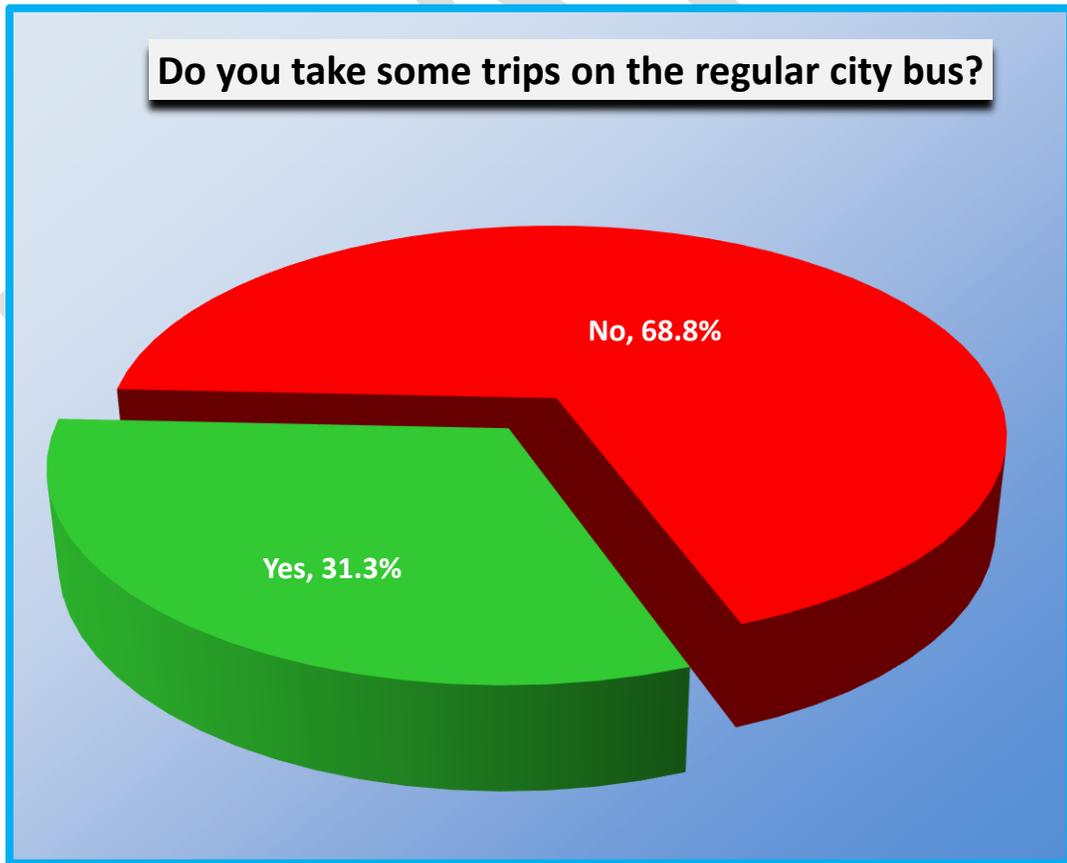
RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	5	0	5
No	10	1	11
TOTAL	15	1	16

*16 responded to this question: 15-Riders and 1-Caregivers

**PERCENTAGES*

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	33.3%	0.0%	31.3%
No	66.7%	100%	68.8%
TOTAL	100%	100%	100%

*16 responded to this question: 15-Riders and 1-Caregivers
 Percentages based on number of respondents



(Question 5 continued, "To your understanding do you (or your rider) have full, conditional, or a restricted level of eligibility?")

5a1). If 'Yes,' Why?

**TIMES MENTIONED*

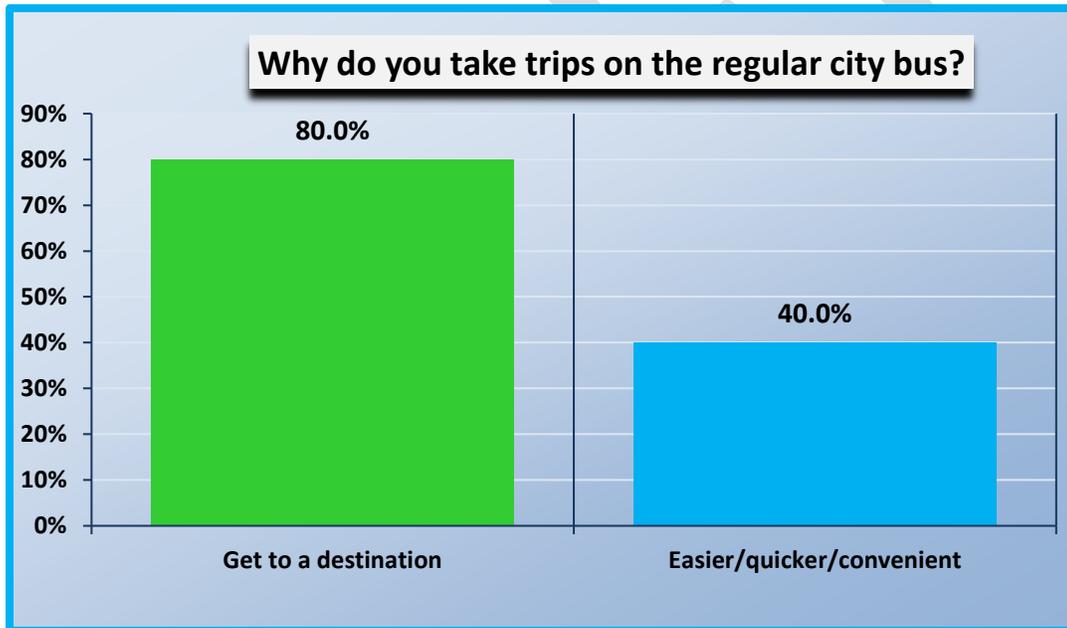
RESPONSE	RIDERS	CAREGIVERS	TOTAL
Get to a destination	4	---	4
Easier/quicker/convenient	2	---	2

**5 responded to this question: 5-Riders and 0-Caregivers*

**PERCENTAGES*

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Get to a destination	80.0%	---	80.0%
Easier/quicker/convenient	40.0%	---	40.0%

**5 responded to this question: 5-Riders and 0-Caregivers
Percentages based on number of respondents*



(Question 5 continued, "To your understanding do you (or your rider) have full, conditional, or a restricted level of eligibility?")

5a2). If 'No,' Why?

**TIMES MENTIONED*

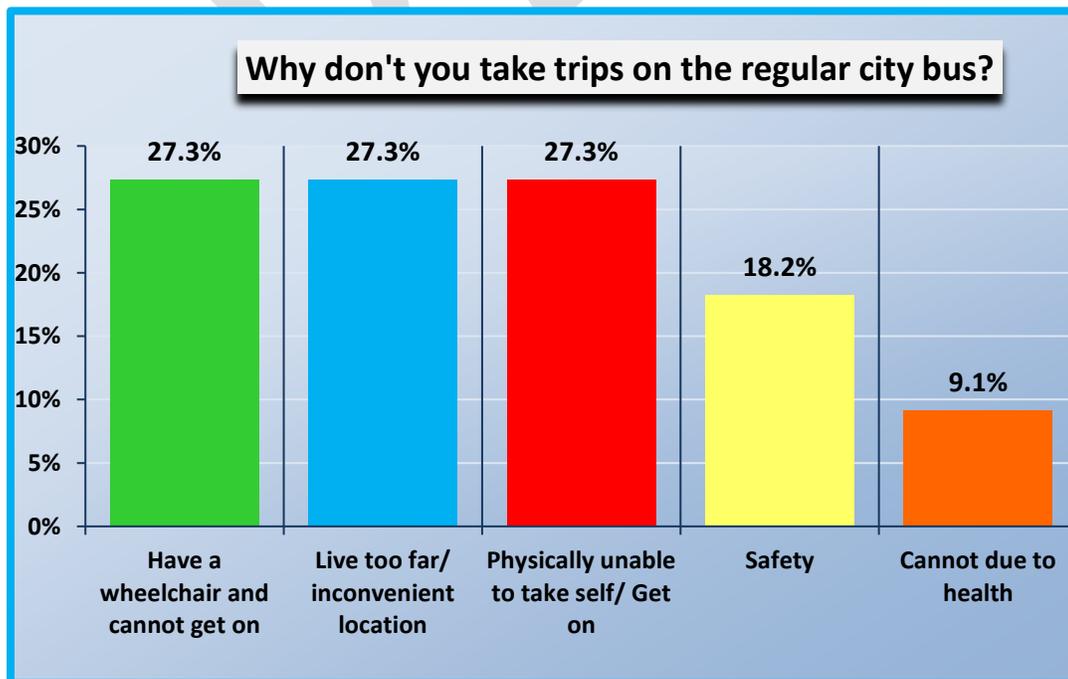
RESPONSE	RIDERS	CAREGIVERS	TOTAL
Have a wheelchair and cannot get on	3	0	3
Live too far/inconvenient location	3	0	3
Physically unable to take self/Get on	2	1	3
Safety	2	0	2
Cannot due to health	1	0	1

*11 responded to this question: 10-Riders and 1-Caregivers
Question allowed for more than one response

**PERCENTAGES*

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Have a wheelchair and cannot get on	30.0%	0.0%	27.3%
Live too far/inconvenient location	30.0%	0.0%	27.3%
Physically unable to take self/Get on	20.0%	100%	27.3%
Safety	20.0%	0.0%	18.2%
Cannot due to health	10.0%	0.0%	9.1%

*11 responded to this question: 10-Riders and 1-Caregivers
Question allowed for more than one response
Percentages based on number of respondents



(Question 5 continued, "To your understanding do you (or your rider) have full, conditional, or a restricted level of eligibility?")

ADDITIONAL COMMENTS

RIDER / CAREGIVER	COMMENTS
Rider	Before COVID. I could only take paratransit in the winter, but during other months it would have to be to unusual places where I don't go all the time. I can't go during the summer or go to the same place more than five times.
Rider	I don't have city service where I live.
Rider	I feel a lot safer with paratransit. I had a stroke last year and do not feel comfortable riding the regular bus yet.
Rider	I have a scooter that I would like to use with the regular bus.
Rider	I ride the city bus a lot because it's easier than the paratransit because of scheduling. Also, we live on a bus route and paratransit usually costs me two extra hours.
Rider	My guardian doesn't want me on the city bus. I don't know the reason. Probably in part for my safety and where I live right now.
Rider	Sometimes I use the regular bus for quick little trips or to the store, etc. I use paratransit mostly for doctor appointments, etc. and mostly on weekdays.
Rider	There are times when I haven't made a reservation in enough advance, then I take the bus. I don't take the city bus during the winter.
Rider	To go to different stores.

DRAFT



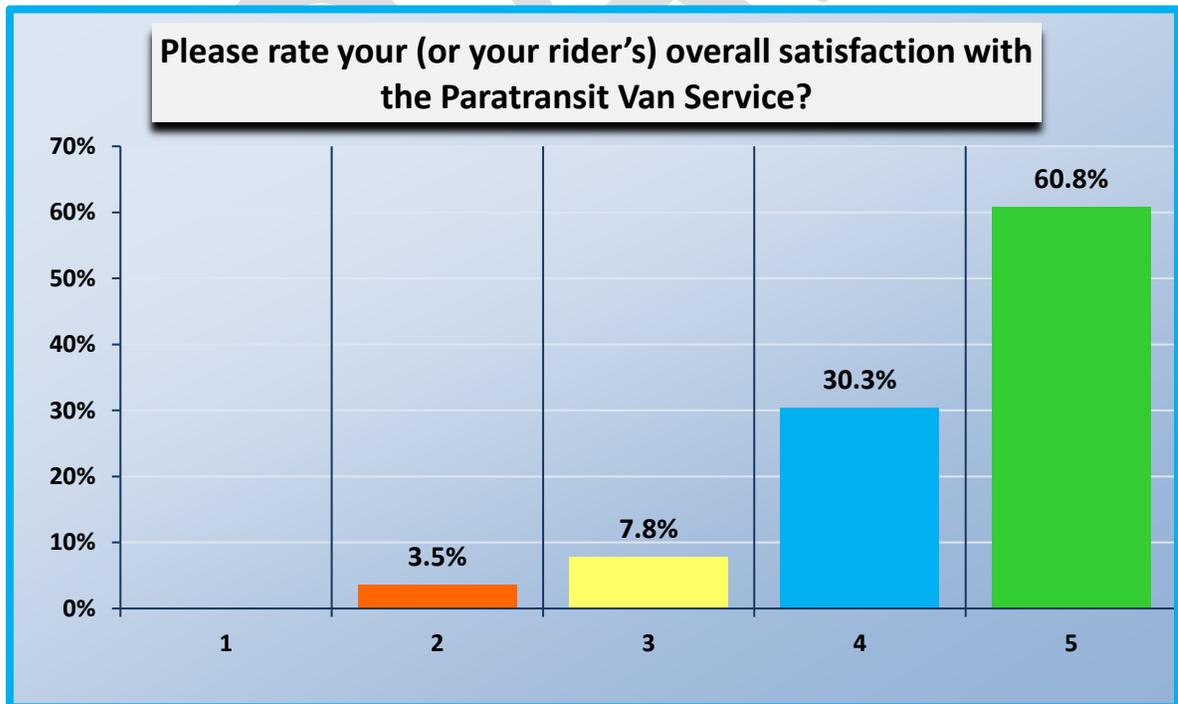
6). Please rate your (or your rider's) overall satisfaction with the Paratransit Van Service using the scale of one to five where one means poor and five means excellent?

TIMES MENTIONED

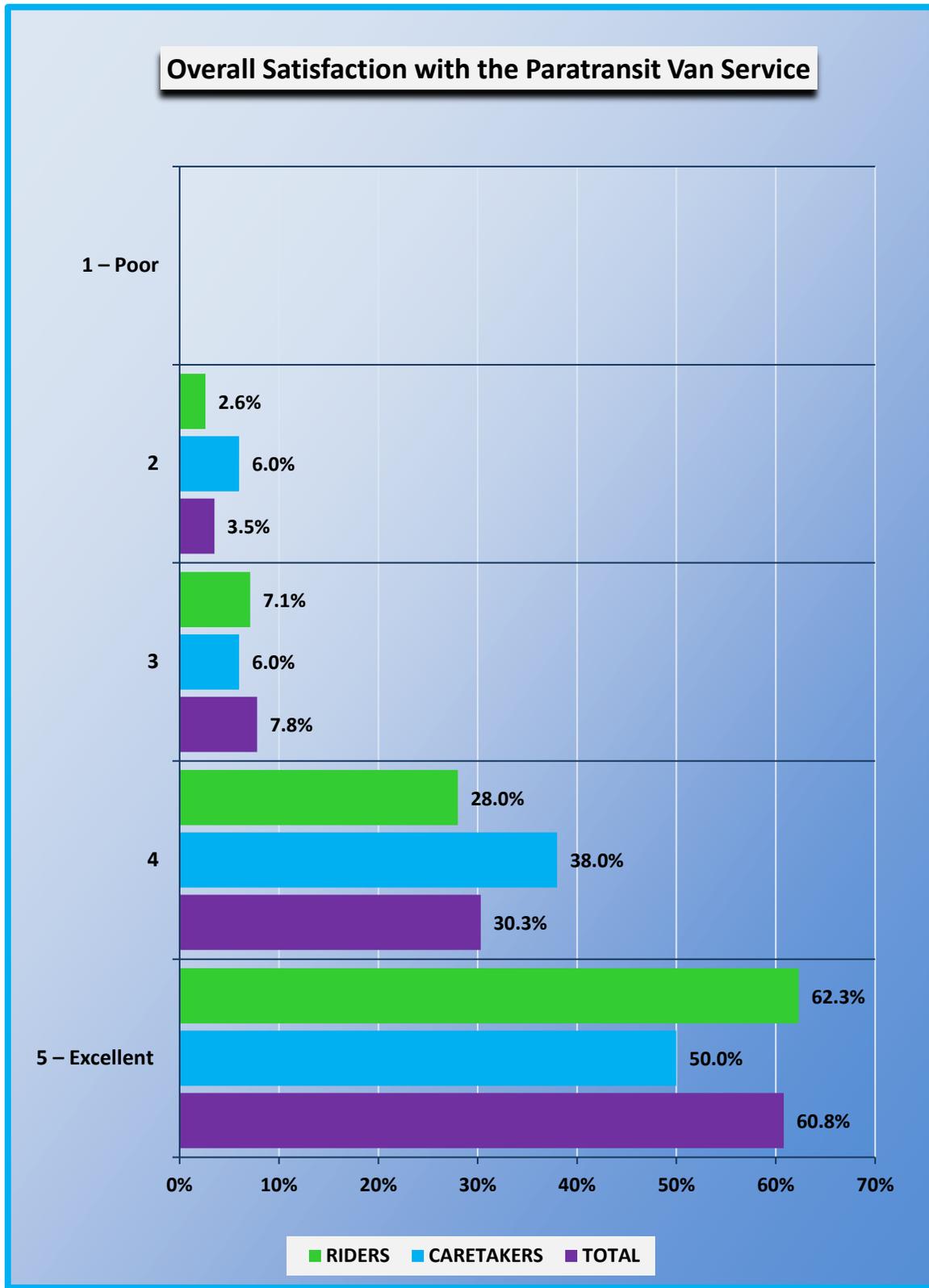
RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	0	0	0
2	9	3	14
3	25	3	31
4	98	19	121
5 – Excellent	218	25	243
AVERAGES	4.50	4.32	4.45
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	0.0%	0.0%	0.0%
2	2.6%	6.0%	3.5%
3	7.1%	6.0%	7.8%
4	28.0%	38.0%	30.3%
5 – Excellent	62.3%	50.0%	60.8%
TOTAL	100%	100%	100%



(Question 6 continued, "Please rate your (or your rider's) overall satisfaction with the Paratransit Van Service")



7). Which of the following describes how often you (or your rider) ride paratransit?

TIMES MENTIONED

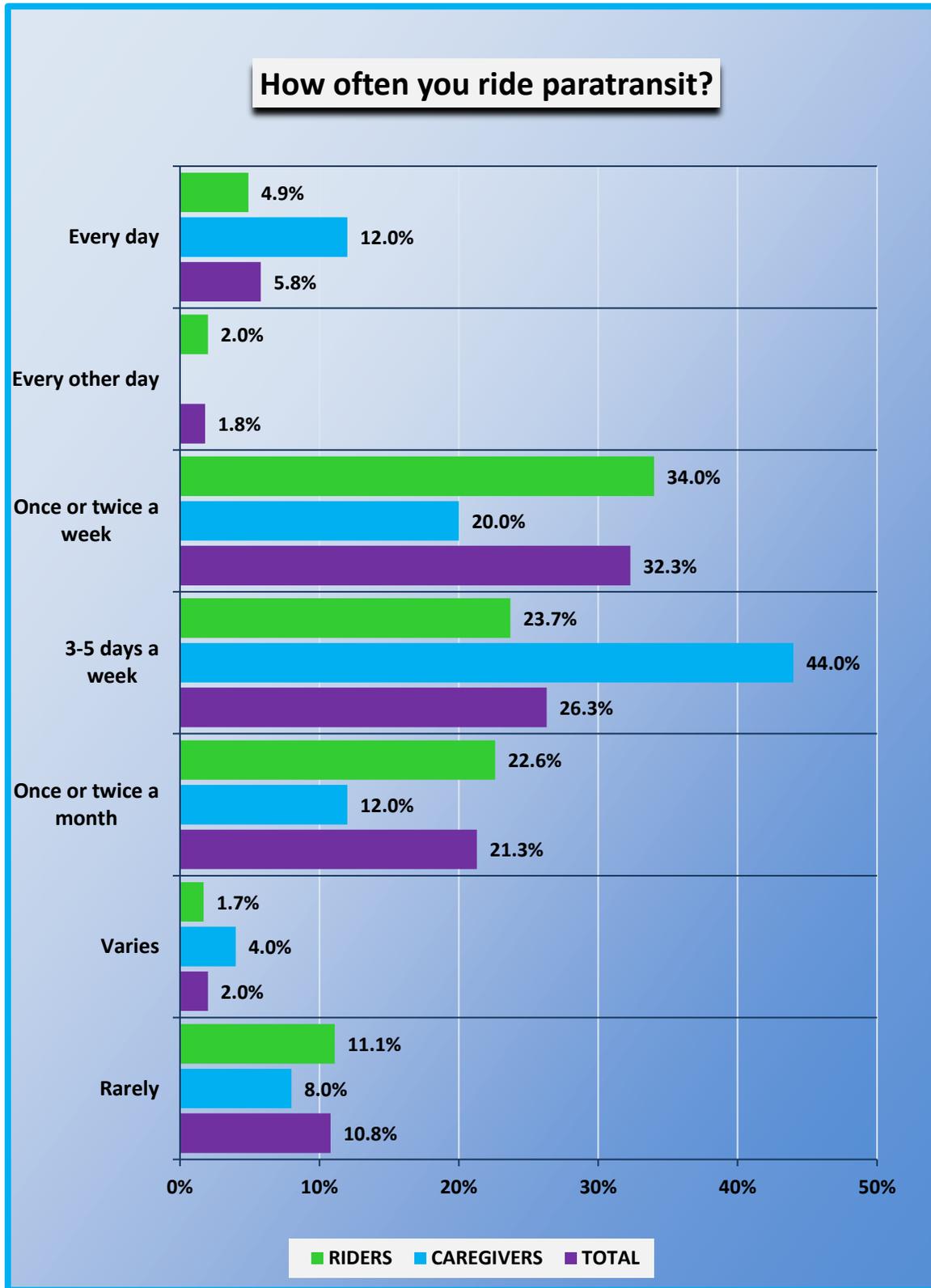
RESPONSE	RIDERS	CAREGIVERS	TOTAL
Every day	17	6	23
Every other day	7	0	7
Once or twice a week	119	10	129
3-5 days a week	83	22	105
Once or twice a month	79	6	85
Varies	6	2	8
Rarely	39	4	43
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Every day	4.9%	12.0%	5.8%
Every other day	2.0%	0.0%	1.8%
Once or twice a week	34.0%	20.0%	32.3%
3-5 days a week	23.7%	44.0%	26.3%
Once or twice a month	22.6%	12.0%	21.3%
Varies	1.7%	4.0%	2.0%
Rarely	11.1%	8.0%	10.8%
TOTAL	100%	100%	100%



(Question 7 continued, "How often do you (or your rider) ride paratransit?")



8). At which of the following times of the week do you (or your rider) use paratransit services?

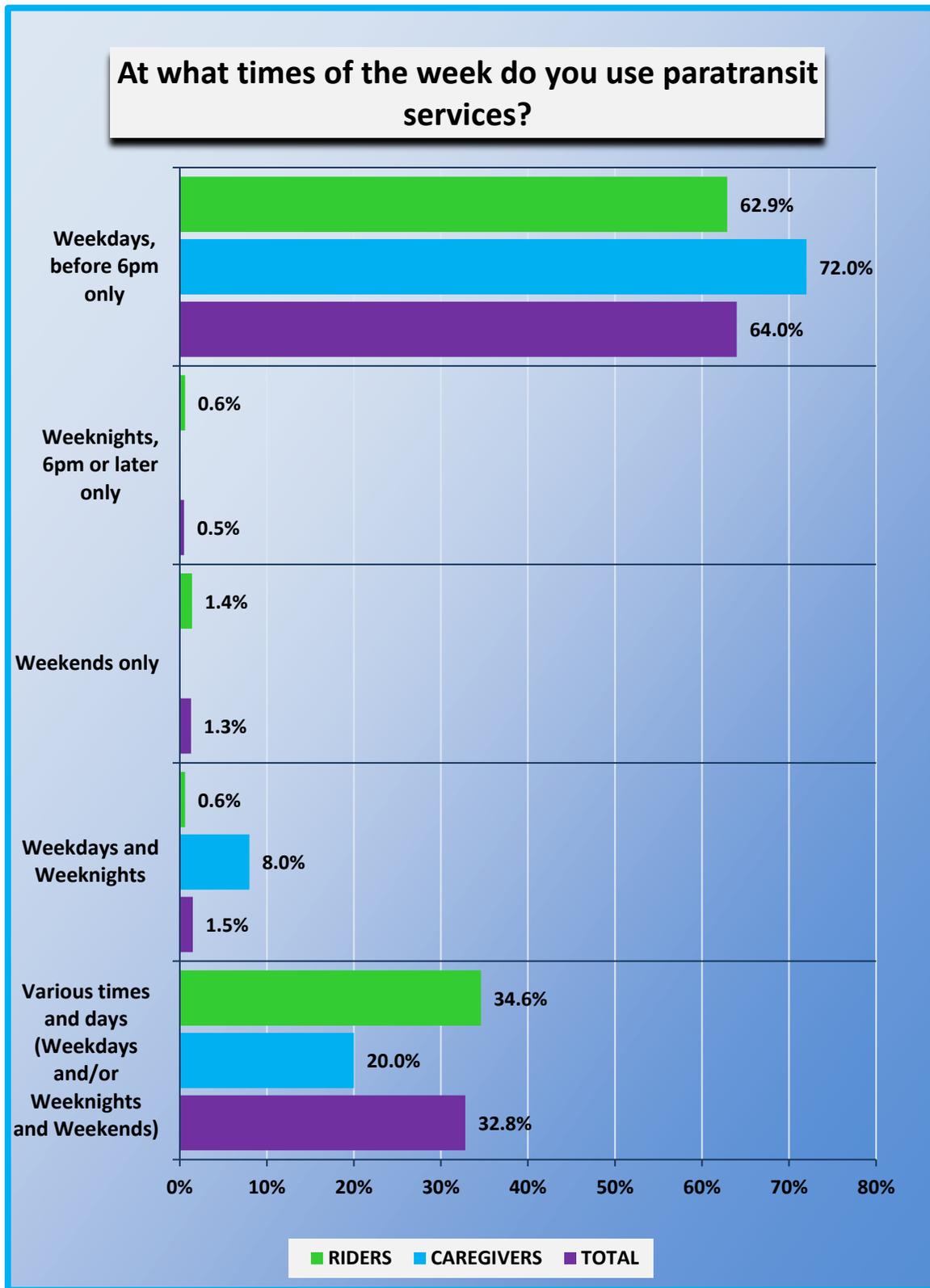
TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Weekdays, before 6pm only	220	36	256
Weeknights, 6pm or later only	2	0	2
Weekends only	5	0	5
Weekdays and Weeknights	2	4	6
Various times and days (Weekdays and/or Weeknights and Weekends)	121	10	131
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Weekdays, before 6pm only	62.9%	72.0%	64.0%
Weeknights, 6pm or later only	0.6%	0.0%	0.5%
Weekends only	1.4%	0.0%	1.3%
Weekdays and Weeknights	0.6%	8.0%	1.5%
Various times and days (Weekdays and/or Weeknights and Weekends)	34.6%	20.0%	32.8%
TOTAL	100%	100%	100%

(Question 8 continued, "At what times of the week do you use paratransit services?")



(Question 8 continued, "At what times of the week do you use paratransit services?")

8d1). If 'Weekdays and Weeknights,' Is the level of service received on weekdays better or worse than the service received on weeknights?

*TIMES MENTIONED

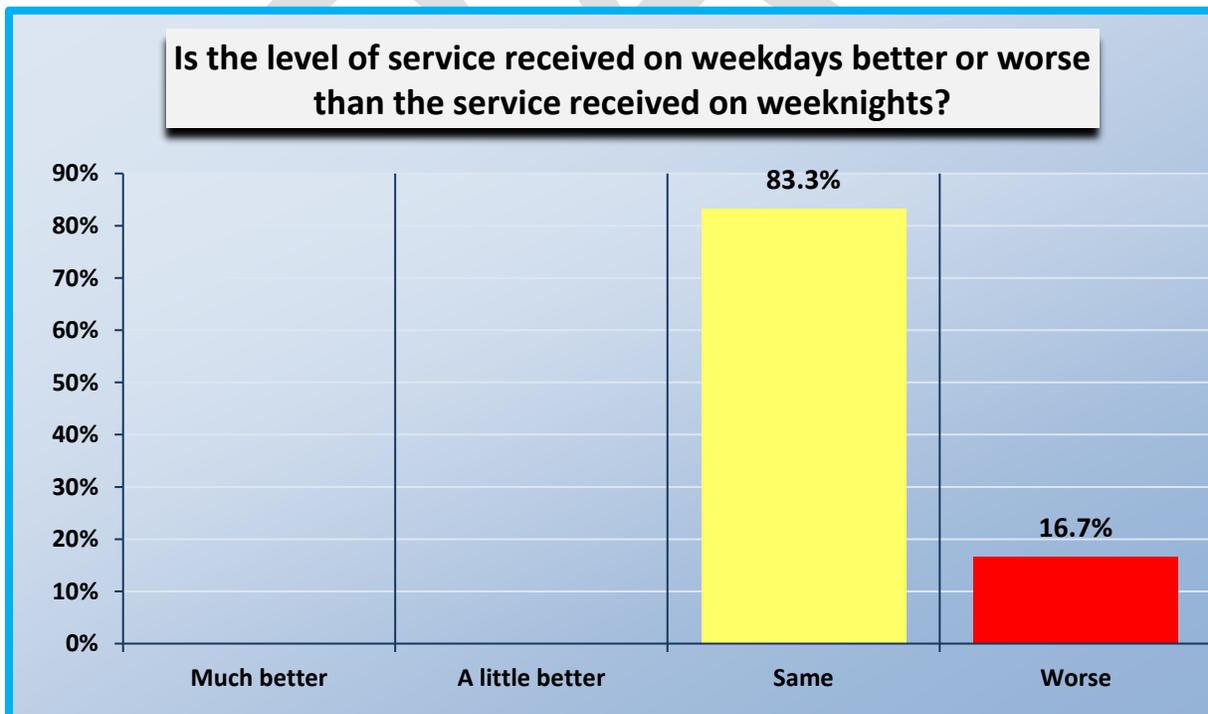
RESPONSE	RIDERS	CAREGIVERS	TOTAL
Much better	0	0	0
A little better	0	0	0
Same	2	3	5
Worse	0	1	1
TOTAL	2	4	6

*6 responded to this question: 2-Riders and 4-Caregivers

*PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Much better	0.0%	0.0%	0.0%
A little better	0.0%	0.0%	0.0%
Same	100%	75.0%	83.3%
Worse	0.0%	25.0%	16.7%
TOTAL	100%	100%	100%

*6 responded to this question: 2-Riders and 4-Caregivers
Percentages based on number of respondents



(Question 8 continued, "At what times of the week do you use paratransit services?")

8d1b). If 'Worse,' In what ways is the weekday service worse?

TYPE	RESPONSE
Caregiver	They can get running behind schedule and instead of a 30-minute pick up window, they might arrive 45 minutes to an hour later.

*1 responded to this question: 0-Riders and 1-Caregivers

DRAFT

(Question 8 continued, "At what times of the week do you use paratransit services?")

8e1). If 'Various days and times,' Is the level of service received on weekdays and/or weeknights better or worse than the service received on weekends?

**TIMES MENTIONED*

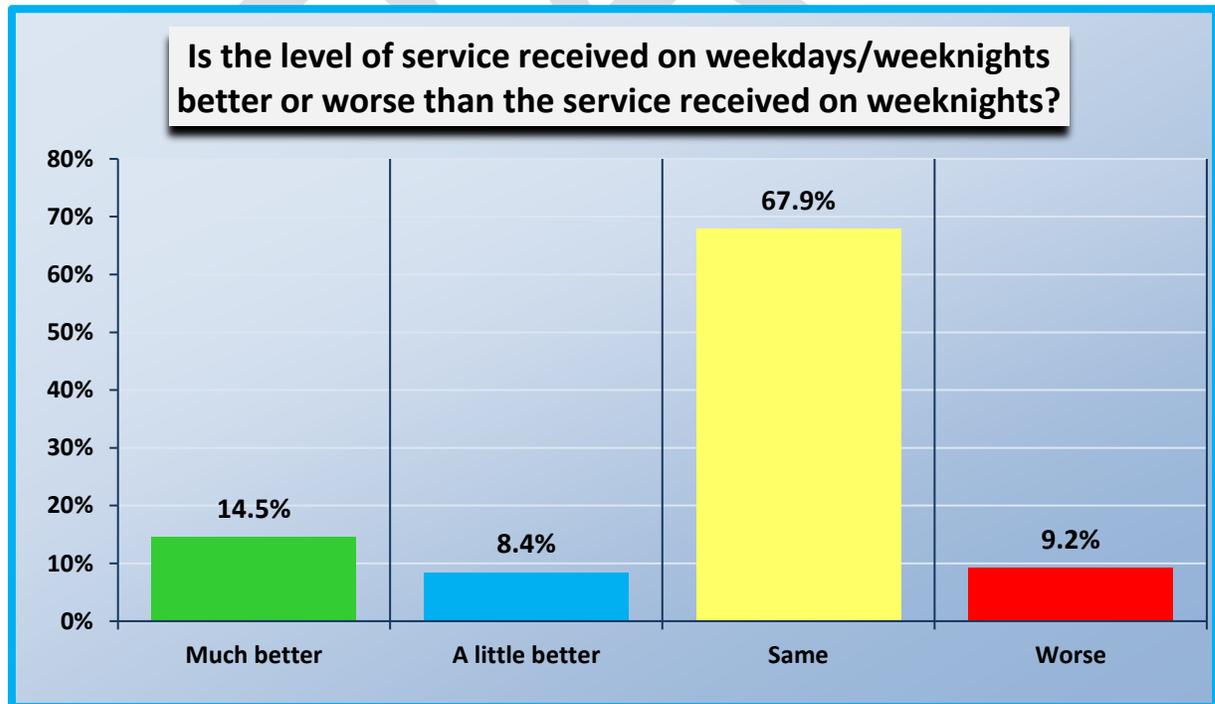
RESPONSE	RIDERS	CAREGIVERS	TOTAL
Much better	17	2	19
A little better	11	0	11
Same	82	7	89
Worse	11	1	12
TOTAL	121	10	131

*131 responded to this question: 121-Riders and 10-Caregivers

**PERCENTAGES*

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Much better	14.0%	20.0%	14.5%
A little better	9.1%	0.0%	8.4%
Same	67.8%	70.0%	67.9%
Worse	9.1%	10.0%	9.2%
TOTAL	100%	100%	100%

*131 responded to this question: 121-Riders and 10-Caregivers
Percentages based on number of respondents



(Question 8 continued, "At what times of the week do you use paratransit services?")



8e1a). If 'Much better,' or 'A little better,' In what ways is the weekday/weeknight service better?

**TIMES MENTIONED*

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Van on time	14	0	14
Better drivers	7	0	7
More personalized service	7	0	7
More vans available	5	1	6
More schedule times	4	1	5
Better service	3	1	4
Less time spent in the van/ better routing/ fewer stops	2	0	2

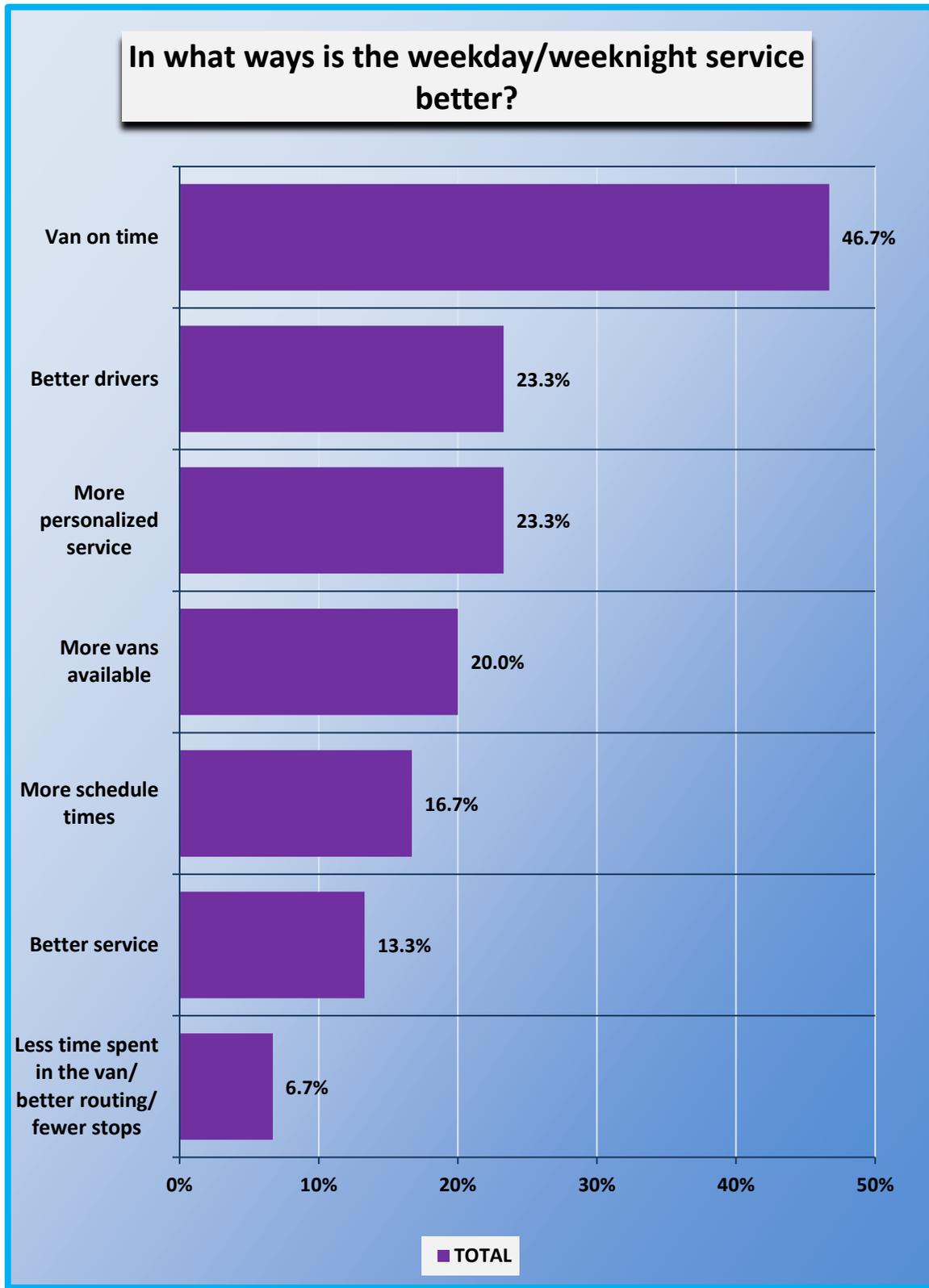
**30 responded to this question: 28-Riders and 2-Caregivers
Question allowed for more than one response*

**PERCENTAGES*

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Van on time	50.0%	0.0%	46.7%
Better drivers	25.0%	0.0%	23.3%
More personalized service	25.0%	0.0%	23.3%
More vans available	17.9%	50.0%	20.0%
More schedule times	14.3%	50.0%	16.7%
Better service	10.7%	50.0%	13.3%
Less time spent in the van/ better routing/ fewer stops	7.1%	0.0%	6.7%

**30 responded to this question: 28-Riders and 2-Caregivers
Question allowed for more than one response
Percentages based on number of respondents*

(Question 8e1a continued, "In what ways is the weekday/weeknight service better?")



(Question 8 continued, "At what times of the week do you use paratransit services?")

8e1b). If 'Worse,' In what ways is the weekday/weeknight service worse?

**TIMES MENTIONED*

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Less personalized service	4	0	4
More time spent in the van/ worse routing/ more stops	4	0	4
Van is late	2	1	3
Worse drivers	3	0	3
Less vans available	2	0	2
Less schedule times	1	0	1
Slower/ later pickup	1	0	1

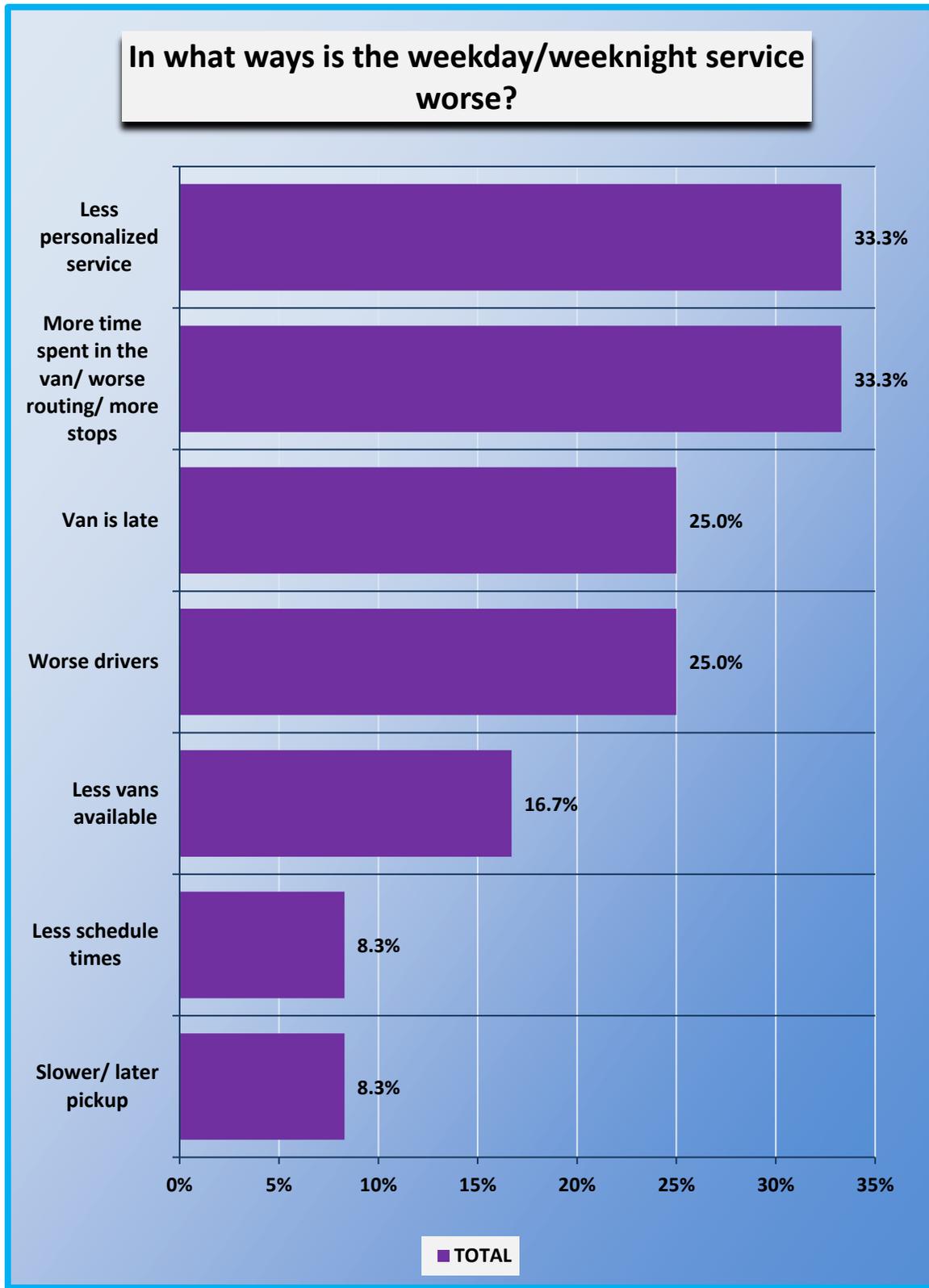
*12 responded to this question: 11-Riders and 1-Caregivers
Question allowed for more than one response

**PERCENTAGES*

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Less personalized service	36.4%	0.0%	33.3%
More time spent in the van/ worse routing/ more stops	36.4%	0.0%	33.3%
Van is late	18.2%	100%	25.0%
Worse drivers	27.3%	0.0%	25.0%
Less vans available	18.2%	0.0%	16.7%
Less schedule times	9.1%	0.0%	8.3%
Slower/ later pickup	9.1%	0.0%	8.3%

*12 responded to this question: 11-Riders and 1-Caregivers
Question allowed for more than one response
Percentages based on number of respondents

(Question 8e1a continued, "In what ways is the weekday/weeknight service worse?")



(Question 8e1a continued, "In what ways is the weekday/weeknight service worse?")

ADDITIONAL COMMENTS

RIDER / CAREGIVER	RESPONSE	COMMENTS
Caregiver	Much better	It's a better service for both overall.
Caregiver	Much better	More availability. Less negotiation on the weekday.
Caregiver	Worse	It just seems to get, more delayed. I'm speaking since COVID started, not as many riding the busses, so weekends were prompt and sometimes there earlier to take him than pick him up.
Caregiver	Worse	Just that they can get running behind schedule and instead of a 30-minute pick up window, they might arrive 45 minutes to an hour later.
Rider	A little better	A little more on-time usually.
Rider	A little better	I think it is mostly matching up schedules that make weekends harder. Fewer drivers?
Rider	A little better	It seems more organized. Like I remember a few years ago I had a few bad experiences that I reported, it only happened on the weekends or after 5 pm. Weekdays are better 9am to 5pm. It seems like when you contracted with new people on weeknights and weekends, it was better. My experience with STA is that weekdays are a little more organized.
Rider	A little better	It seems to be less friendly and more formal on the weekends.
Rider	A little better	It was harder to get scheduled on the weekends.
Rider	A little better	The drivers are usually a little more courteous on weekdays.
Rider	A little better	The night times are less comfortable. Not because of the bus, but just because it's nighttime.
Rider	A little better	Weekdays run closer to being on-time.
Rider	A little better	Weekends are busier and less rides. We were at Costco on a Sunday night, and they were 2-hours late picking us up. Costco had also closed by the time the bus picked us up.
Rider	A little better	Weekends have less buses that are on-time.
Rider	Much better	Because of more drivers than there are on the weekends.
Rider	Much better	Drivers are nice and sometimes vans are on time.
Rider	Much better	Drivers not as cranky. Sub drivers on the weekends and are not like the regulars
Rider	Much better	Friday, Saturday, and Sunday are much busier and are much more often late.
Rider	Much better	I don't usually have to wait as long for the van on weekdays.
Rider	Much better	I see there are many more drivers available on weekdays. I have waited more than an hour at dialysis to get picked up. I think there is a shortage of drivers?
Rider	Much better	I usually use the bus for doctor appointments which are days, so the day crew is very good and kind and friendly and helpful.
Rider	Much better	Just fun to get out of the house.

Table Continued



(Question 8e1a continued, "In what ways is the weekday/weeknight service worse?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Much better	My job requires me to use my chair. I know when driving on the evening and weekends as drivers are clearly not knowing what to.
Rider	Much better	On the weekends the operators seem less friendly and less familiar with their routes. The weekend operators are not as friendly.
Rider	Much better	Riders have to wait less.
Rider	Much better	The difference between days and nights is like two different worlds. It is much worse at night in every way, like two different worlds. I'm on the bus right now so I don't want to go into detail, but I think a lot of it is due to training with the sub-contractor.
Rider	Much better	The staff is a little bit more professional. And they're a little bit more. In the past I had some interesting drivers in the evening and had one driver that smelled bad. I've had things like that happen with the after hours, but I do think they are getting better after 6pm.
Rider	Much better	The weekend drivers are not as good about walking me to the van
Rider	Much better	The weekends, especially Sunday is bad. Usually, they are late by their standards, an hour to an hour and a half. If I am scheduled for pickup at 12pm, well maybe they arrive by 1:30pm or 2pm and it's bad because someone must remain with me at the church until the van arrives.
Rider	Much better	They get the rider to her destination sooner
Rider	Much better	They hustle during the day.
Rider	Much better	Well, there is not as much traffic during the afternoons, and people seem nicer.
Rider	Much better	You don't have to wait as long on weekdays.
Rider	Same	Drivers are just as friendly and helpful on weekends. And they are generally on-time both shifts.
Rider	Same	Every time is different, but the service is consistently good.
Rider	Same	I don't know and really, it's hard for me to compare because both are good rides.
Rider	Same	I only go on Friday to the VA Hospital, and it usually is a good ride.
Rider	Same	I only travel to and from work before dinner.
Rider	Same	I ride Wednesday through Saturday nights and there's no difference in service.
Rider	Same	It used to be different. Many more people were riding so it was much more crowded. I am glad that you have more buses, and less crowding.
Rider	Same	It's mostly time management. Sometimes convenience is the key aspect.
Rider	Same	No real differences. Just harder during rush hour times.

Table Continued



(Question 8e1a continued, "In what ways is the weekday/weeknight service worse?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Same	Not enough drivers for Mondays so would be there too early or too late.
Rider	Same	Very difficult to get a ride home from the Senior Center.
Rider	Worse	I work nights and sometimes I work Sunday nights regularly. My ride home is tricky because it's so late, 8pm or 8:30pm.
Rider	Worse	Slightly slower during the day on weekdays because the service is overburdened.
Rider	Worse	Some people are good, some others not so good.
Rider	Worse	Sometimes I have to wait a full 30-minutes.
Rider	Worse	The rides are much longer on weekdays.
Rider	Worse	The trips are more crowded and harder to get a reservation
Rider	Worse	The weekends are easier. There are less changes and mix-ups.
Rider	Worse	There is better service on the weekends. It's not quite so rushed.
Rider	Worse	There were contract drivers and STA drivers, and some contract drivers were less friendly and might drive poorly.
Rider	Worse	Weekends are not as busy, and you get to your destination a lot quicker. Also, the drivers are a lot nicer.
Rider	Worse	Weeknights and weekend worse because of contracted drivers outside of STA. I had a driver make me climb stairs, when I'm not able to, and he was conflictual with me.

9). Spokane Transit has directly responded to COVID-19 and has implemented a number of measures to ensure passenger health and safety. Some of these include:

- Masks required and provided on board
- Onboard signage
- Disinfectant between customers
- Adjusted ventilation control to maximize air exchange

With these measures, do you feel that STA Paratransit is doing everything it can to ensure passenger safety and health?

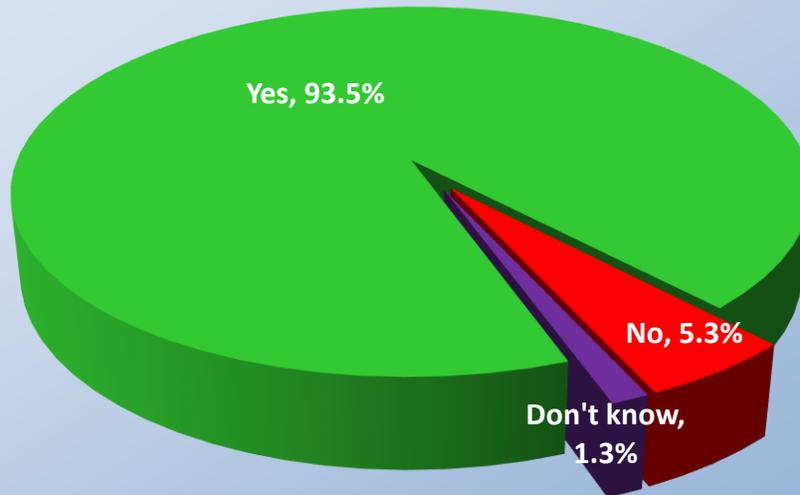
TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	326	48	374
No	20	1	21
Don't know/Refused	4	1	5
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	93.1%	96.0%	93.5%
No	5.7%	2.0%	5.3%
Don't know/Refused	1.1%	2.0%	1.3%
TOTAL	100%	100%	100%

Do you feel that STA Paratransit is doing everything it can to ensure passenger safety and health?



(Question 9 continued, "Do you feel that STA Paratransit is doing everything it can to ensure passenger safety and health?")

9a). If 'No,' What else could STA do?

TYPE	Q9 RESPONSE	RESPONSE
Caregiver	No	Multiple pickups make it hard to keep people separated. It was better when there was only one rider on the bus at a time.
Rider	No	Each time I've ridden the van, at least one person is not wearing a mask, but the driver always does, and has masks available if you don't have one.
Rider	No	I carry my own hand sanitizer because the vans are usually out of it.
Rider	No	I don't believe they are cleaning between passengers, disinfecting between passengers.
Rider	No	I have to get my own mask and sanitizer. I don't expect the driver to help with those things. only to help get on and off the paratransit.
Rider	No	I haven't been on the bus in a while, but I did not see anyone cleaning the bus, wiping the handles where people hold on, which is bad because the mentally challenged people do not use a tissue for their nose and they touch everything, and the driver should take the time to clean with disinfectant cloths to ensure the bus stays clean.
Rider	No	I think they could make sure that all the hand sanitizers are full because generally they are empty.
Rider	No	I've never seen them clean between passengers. They are not doing all. I've seen signs for masking and most people are masked. I've had to call and complain about some of the drivers not masking properly. And that wasn't the only reason why I called, but that was part of it.
Rider	No	Last time I rode, they were supposed to be implementing social distancing. Every seat had two passengers. I was not happy. They don't implement the six-foot distancing.
Rider	No	Make sure people wear the masks.
Rider	No	Make sure that the AC is working effectively in hot weather for better ventilation.
Rider	No	Need note to work harder at disinfecting after people. My son-in-law died of COVID in July, two more people got COVID, another family member died of COVID this morning. I'm antsy about touching anything anymore. The one who died this morning, his baby got COVID yesterday, from things not being as clean or not wearing masks.
Rider	No	Some of the drivers are not vaccinated and I'm concerned about that I could get something from the driver. Riders would like drivers to be vaccinated.
Rider	No	Some of the drivers are not wearing their masks correctly. They mask incorrectly. Sometimes they don't open the windows for ventilation. I have to ask them.
Rider	No	Some people don't wear masks or only cover their mouth. Sometimes we are sitting right next to each other.
Rider	No	Sometimes they don't adhere to the six feet apart.

Table Continued



(Question 9 continued, "Do you feel that STA Paratransit is doing everything it can to ensure passenger safety and health?")

TABLE CONTINUED

TYPE	Q9 RESPONSE	RESPONSE
Rider	No	Struggled when they started taking more passengers, in smaller vans, I can't get into my seat once I lock my walker at the back of the van, with another passenger in a wheelchair next to me. I don't like that. We should not be staring at someone who is disabled. It is insensitive. Things need to change with newer vans. They are not functional the way they are loaded. I don't like that change. It makes people seem rude when they are sitting so close to each other.
Rider	No	The masks don't do anything to keep the spread of COVID and most people are not wearing them properly. It's silly to continue wearing them and I feel sorry for the drivers who have to wear them all day long.
Rider	No	They stopped cleaning the seats and benches. One person who has sat there who has it could transmit to someone else who is sitting there after them.
Rider	No	Up to a point I would say yes. But I have seen customers get off with no disinfectant applied afterward. The newer vans don't have good ventilation unless you open a window. And some drivers don't wear their masks correctly.
Rider	No	Yes, excepting for one thing in particular. Disinfectant using on the busses is extremely hard on my lungs and throat.

*21 responded to this question: 20-Riders and 1-Caregivers

(Question 9 continued, "Do you feel that STA Paratransit is doing everything it can to ensure passenger safety and health?")

ADDITIONAL COMMENTS

TYPE	Q9 RESPONSE	RESPONSE
Rider	Don't know/ Refused	I never see them doing the cleaning so I can't comment on that. And, of course, the vans are small so social distancing is difficult. They do make sure we have our masks.
Rider	Don't know/ Refused	I'm blind so I cannot see if the van is clean or if everyone is wearing a mask. I can only assume so.
Rider	Don't know/ Refused	Some people don't wear their mask properly or they don't wear one at all and no one says anything.
Rider	Yes	At first when COVID started, they were only picking up one person at a time.
Rider	Yes	I am on full oxygen and sometimes the mask requirement is difficult for me. Cannot keep them both together. Sometimes the driver will require the mask, and sometimes they don't.
Rider	Yes	I appreciate that they do, in senior housing and not many wear masks, why they don't make an effort.
Rider	Yes	I basically stayed home during COVID but am more open to riding now.
Rider	Yes	I did have a problem with one lady, and I did report it. I didn't see her again. They've been very conscientious other than that one occasion.
Rider	Yes	I don't understand on paratransit is only take one passenger and the bus doesn't. It doesn't make any sense.
Rider	Yes	I really appreciate it, when I took paratransit before COVID it seemed we were on there forever, it seemed like a long ride. I think it's because there are fewer pick-ups, spacing everyone out.
Rider	Yes	I really do not like that some of the riders take off their masks on the regular buses and the drivers do not force them to put them back on. STA paratransit vans do not usually have this problem.
Rider	Yes	I've never felt uncomfortable on paratransit--there are few people.
Rider	Yes	I've observed how thoroughly they clean between passengers.
Rider	Yes	On a couple of my rides, I've noticed a passenger not wearing a mask and the driver hasn't said anything. Perhaps not aware, but that makes me nervous. One of them was a little while ago they were training new drivers. Conversation with driver, gather was a trainer/employee who was not wearing a mask during the ride. I have underlying health issues, so COVID would be a death sentence, even though I'm vaccinated. I've thought about calling and saying something when I got home. But I decided not to, as I didn't want to complain on record. It doesn't happen very often, but twice in the last few months. A lot better than flying on an airplane.
Rider	Yes	Some spray when people leave, some drivers just ignore it.
Rider	Yes	Sometimes passengers are without a mask and the driver doesn't say anything, and I thought it was mandatory. I was told they can't do anything about it, and I don't understand why.
Rider	Yes	The only thing I am concerned about is the folks that have medical exemptions to mask wearing.

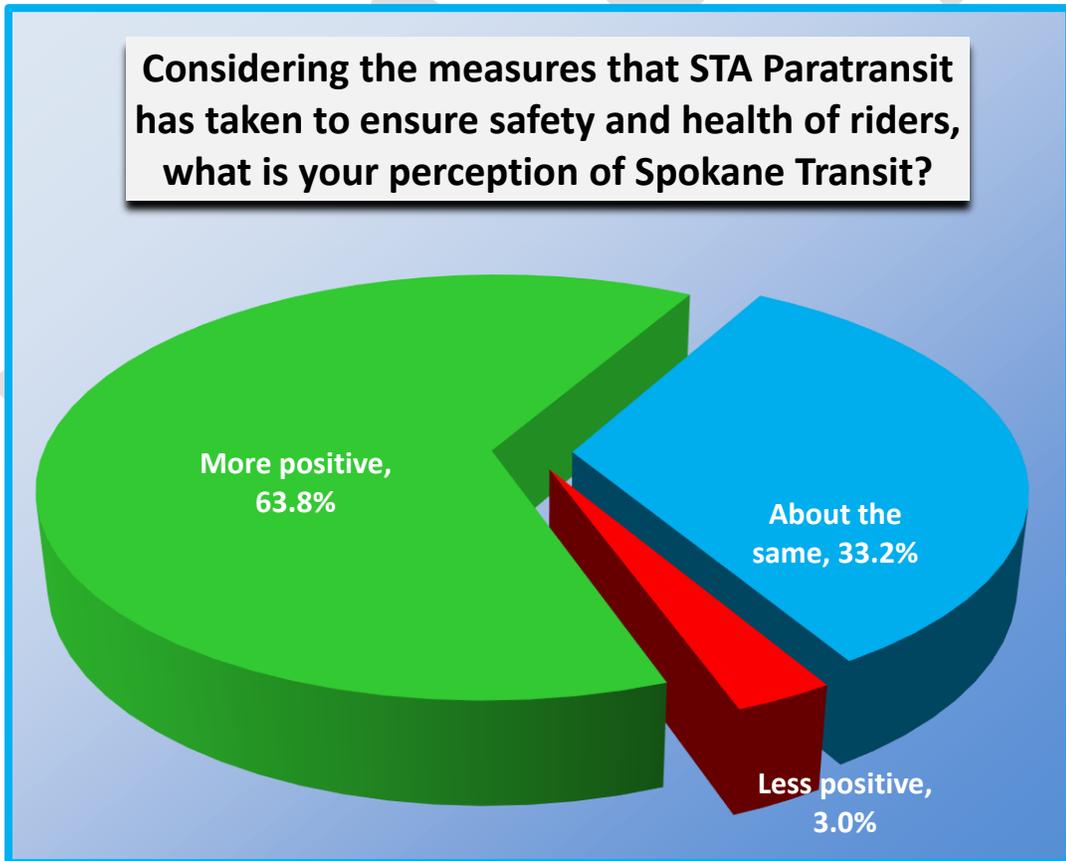
10). Considering the measures that STA Paratransit has taken to ensure safety and health of riders, what is your perception of Spokane Transit?

TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
More positive	225	30	255
About the same	113	20	133
Less positive	12	0	12
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
More positive	64.3%	60.0%	63.8%
About the same	32.3%	40.0%	33.2%
Less positive	3.4%	0.0%	3.0%
TOTAL	100%	100%	100%



(Question 10 continued, "Considering the measures that STA Paratransit has taken to ensure safety and health of riders, what is your perception of Spokane Transit?")

10a). If 'Less positive,' Why?

TYPE	Q10 RESPONSE	RESPONSE
Rider	Less positive	I am not a fan of mask wearing and it is required on the vans.
Rider	Less positive	I have had a couple times I had to wait an extra hour and have been late almost every time in being picked up at my destination to return home. It seems like something has changed in the last month that is negatively impacting the level of service in many ways.
Rider	Less positive	I would like all bus drivers to be vaccinated.
Rider	Less positive	I would prefer to not have to wear masks on the bus, but I comply. No need to fuss.
Rider	Less positive	It's fine if people follow it. Old men don't wear the masks. I'd hate someone getting sick for someone not taking the mask.
Rider	Less positive	Make sure people wear their masks.
Rider	Less positive	On Friday, I went to Costco, with a new van, had two bags and a backpack and a working dog in a new van, just the two of us. I put the bags down in front of the door, where you walk up, sideways. Brian went up and ran over me with the dog. I had an accident with the night shift van. Brian almost tripped over the bag and he and the dog couldn't go through. Brian couldn't get through. I saw that and told the driver. The driver realized he made a mistake and could cause an accident. I could not move it. The driver finally moved them out of the way. That could have been a disaster. Then there are old vans at night which have unruly seats. Which makes it hard to put in passengers. Seat going back and forth, rocking me. Put knee out to make sure not hurting back, caused knee and hip to hurt because making sure it not rocking. That hurt me. I had a heck of a time, as I was hurting once I got to Costco. I went to see if I can help me with my knee and back due to that. Dog leash in walkway, driver stopped and stuck in leash so I wouldn't trip over the leash. At times they are really caring. Had a Russian guy on there, had a wheelchair up front and had Brian sit there behind him with no room for the dog. All three on passenger side and driver side was just for wheelchair. Dog is 80 pounds and told driver, when stopped to let people off, stand up, make sure dog wasn't hurt. I was on the panel before. New vans make it hard for us to have our dog on there. I've been stepped on in the new vans.
Rider	Less positive	The lack of social distancing. Every seat had two people in it. The bus was completely full. Everyone was masked.
Rider	Less positive	There is less space and when you have one wheelchair in there it blocks the opening of the van.
Rider	Less positive	They are starting to increase the amount of people in van, so I think it's less safe.
Rider	Less positive	They make sure we can't sit too close to the driver because obviously they are important, but we are not. Sometimes riders are within inches of each other.
Rider	Less positive	They really need to clean with sanitizer after people leave the bus.

*12 responded to this question: 12-Riders and 0-Caregivers



(Question 10 continued, "Considering the measures that STA Paratransit has taken to ensure safety and health of riders, what is your perception of Spokane Transit?")

ADDITIONAL COMMENTS

TYPE	Q10 RESPONSE	RESPONSE
Caregiver	More positive	The changes in the last few months have been great. The COVID measures from this summer didn't work very well at all.
Rider	About the same	A family member is picking me up due to COVID and I can't leave the house. I've been doing appointments over the phone and my family has been buying food for me.
Rider	About the same	I've never done paratransit until this last year.
Rider	About the same	Sometimes they run late, sometimes they don't.
Rider	More positive	A little more disinfectant, very good at masks.
Rider	More positive	I could care less.
Rider	More positive	I generally see the seats and bus as clean, but I never see anyone do the cleaning itself.
Rider	More positive	Mixed due to other issues. Attempts to sanitize and protect. I'm pleased that they do that.
Rider	More positive	Not at night.

DRAFT



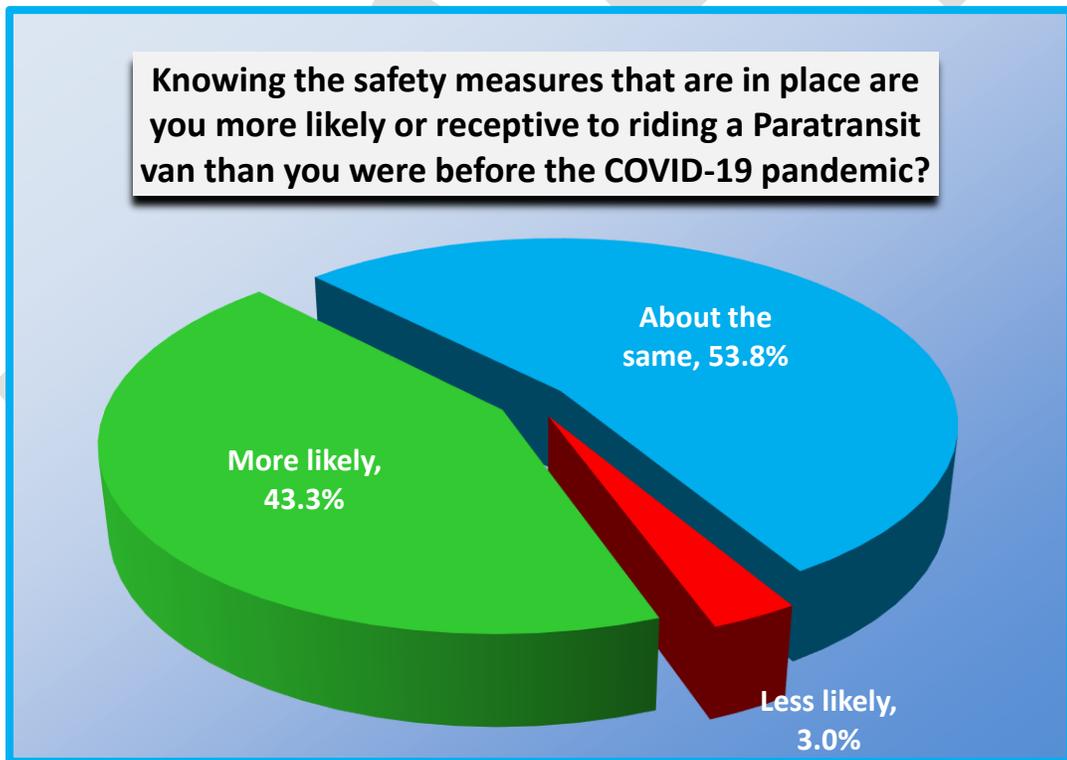
11). Knowing the safety measures that are in place are you more likely or receptive to riding a Paratransit van than you were before the COVID-19 pandemic?

TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
More likely	155	18	173
About the same	183	32	215
Less likely	12	0	12
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
More likely	44.3%	36.0%	43.3%
About the same	52.3%	64.0%	53.8%
Less likely	3.4%	0.0%	3.0%
TOTAL	100%	100%	100%



(Question 11 continued, “Knowing the safety measures that are in place are you more likely or receptive to riding a Paratransit van than you were before the COVID-19 pandemic?”)

ADDITIONAL COMMENTS

TYPE	Q11 RESPONSE	RESPONSE
Caregiver	More likely	I will not return to the van because we purchased our own wheelchair accessible van.
Rider	About the same	I feel comfortable on the paratransit van because they are usually very lightly filled.
Rider	About the same	They have made me feel safer than before. I plan to return more frequently. But the size of the vehicle needs to be addressed.
Rider	More likely	I moved to Kennewick and will ride there if they have the service.
Rider	More likely	I would like to say that if you raise the rate to \$75, I'm not sure how I will be able to afford it. There are three of us in our household which will be very difficult to afford the increase. This is our only means of transportation to work, and this will become difficult to afford to get to work, and without going to work, we won't be able to afford anything else, especially the transportation. Please consider this situation.
Rider	More likely	Riding rarely, might return, can't say.

DRAFT



(Question 11 continued, “Knowing the safety measures that are in place are you more likely or receptive to riding a Paratransit van than you were before the COVID-19 pandemic?”)

11a). If ‘Less likely,’ Do you feel you (or your rider) will return as a regular Paratransit rider?

**TIMES MENTIONED*

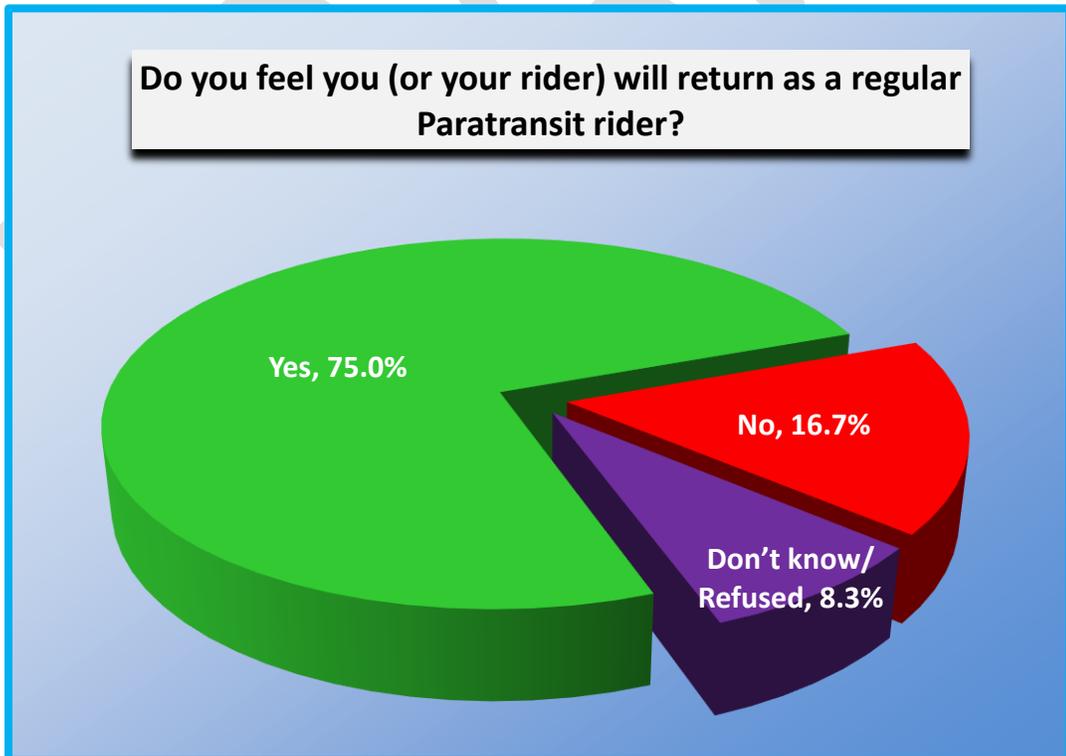
RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	9	---	9
No	2	---	2
Don't know/ Refused	1	---	1
TOTAL	12	---	12

*12 responded to this question: 12-Riders and 0-Caregivers

**PERCENTAGES*

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	75.0%	---	75.0%
No	16.7%	---	16.7%
Don't know/ Refused	8.3%	---	8.3%
TOTAL	100%	---	100%

*12 responded to this question: 12-Riders and 0-Caregivers
Percentages based on number of respondents



(Question 11 continued, “Knowing the safety measures that are in place are you more likely or receptive to riding a Paratransit van than you were before the COVID-19 pandemic?”)

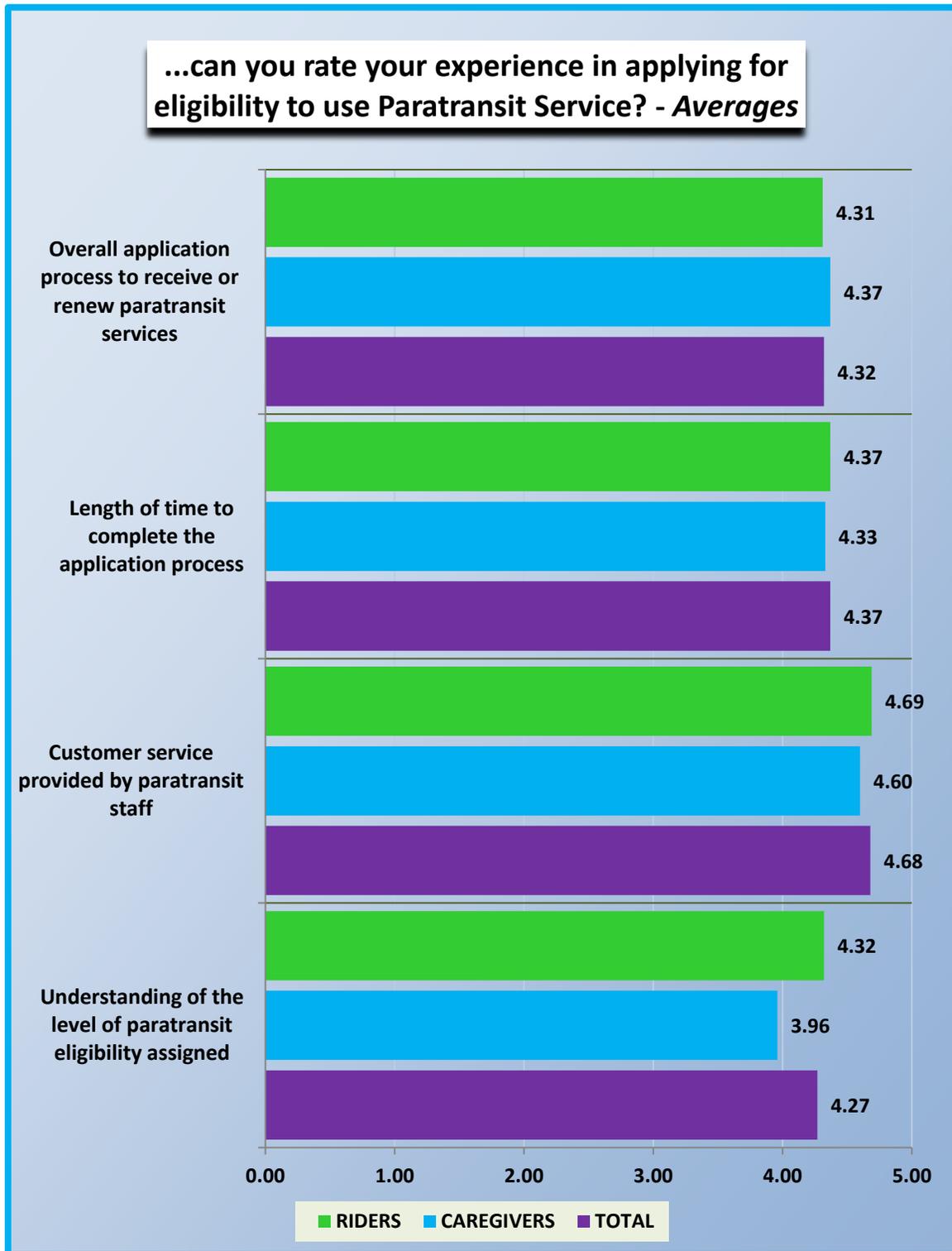
11a1). When might you return?

TYPE	Q11A RESPONSE	RESPONSE
Rider	Don't know/ Refused	I don't know. My card is going to expire, and I probably won't renew it because I just don't need the service anymore.
Rider	No	I won't return because my daughter takes me wherever I have to go.
Rider	No	My therapy is over, and I am able to drive again so I will not be using the van.
Rider	Yes	After COVID is done. You know as much about that as I do.
Rider	Yes	I prefer everyone to follow COVID protocols.
Rider	Yes	I will probably return in the next couple of months, depends on how COVID pans out during the winter.
Rider	Yes	I'm hoping not too long. I don't know.
Rider	Yes	Passengers not always wearing masks.
Rider	Yes	Probably in the next month.
Rider	Yes	Soon when it starts snowing.
Rider	Yes	When COVID as over I will use it more.
Rider	Yes	When the reservations are more accessible

*12 responded to this question: 12-Riders and 0-Caregivers



12). Please use a one to five scale, where one means poor and five means excellent to rate your (your rider's) experience in applying for eligibility to use Paratransit Service using the same one to five scale we used earlier where one means poor and five means excellent.



(Question 12 continued, "...can you rate your experience in applying for eligibility to use Paratransit Service?")

A) THE OVERALL APPLICATION PROCESS TO RECEIVE OR RENEW PARATRANSIT SERVICES

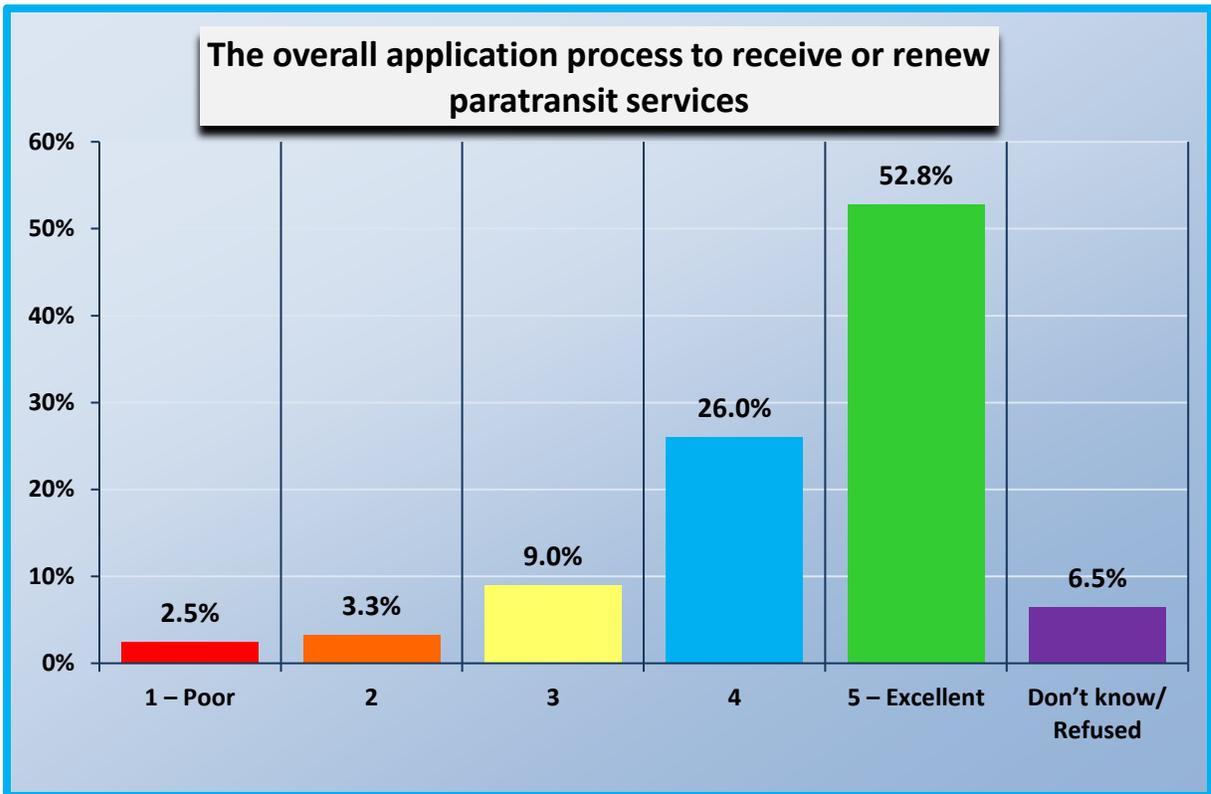
TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	10	0	10
2	11	2	13
3	32	4	36
4	89	15	104
5 – Excellent	186	25	211
Don't know/ Refused	22	4	26
AVERAGES	4.31	4.37	4.32
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	2.9%	0.0%	2.5%
2	3.1%	4.0%	3.3%
3	9.1%	8.0%	9.0%
4	25.4%	30.0%	26.0%
5 – Excellent	53.1%	50.0%	52.8%
Don't know/ Refused	6.3%	8.0%	6.5%
TOTAL	100%	100%	100%

(Question 12 continued, "...can you rate your experience in applying for eligibility to use Paratransit Service?")



(Question 12 continued, "...can you rate your experience in applying for eligibility to use Paratransit Service?")

B) THE LENGTH OF TIME TO COMPLETE THE APPLICATION PROCESS

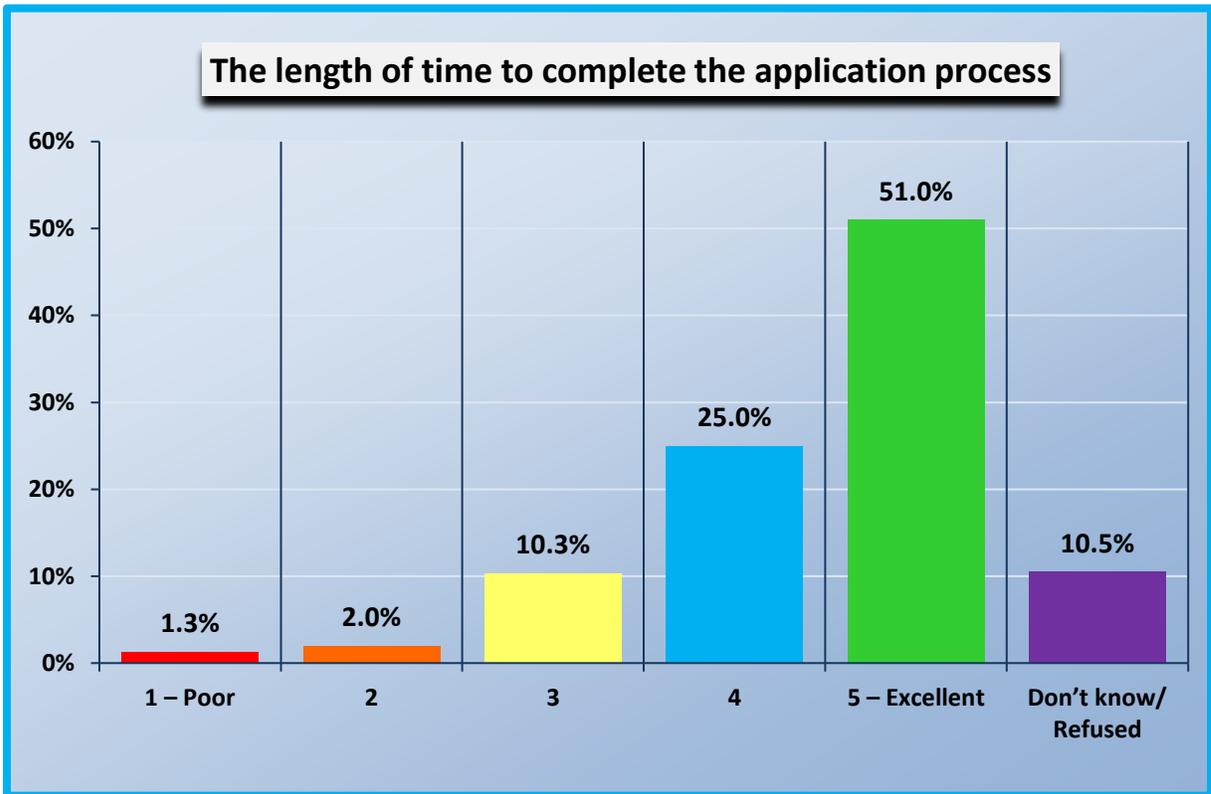
TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	5	0	5
2	6	2	8
3	35	6	41
4	89	11	100
5 – Excellent	180	24	204
Don't know/ Refused	35	7	42
AVERAGES	4.37	4.33	4.37
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	1.4%	0.0%	1.3%
2	1.7%	4.0%	2.0%
3	10.0%	12.0%	10.3%
4	25.4%	22.0%	25.0%
5 – Excellent	51.4%	48.0%	51.0%
Don't know/ Refused	10.0%	14.0%	10.5%
TOTAL	100%	100%	100%

(Question 12 continued, "...can you rate your experience in applying for eligibility to use Paratransit Service?")



(Question 12 continued, "...can you rate your experience in applying for eligibility to use Paratransit Service?")

C) THE CUSTOMER SERVICE PROVIDED BY PARATRANSIT STAFF

TIMES MENTIONED

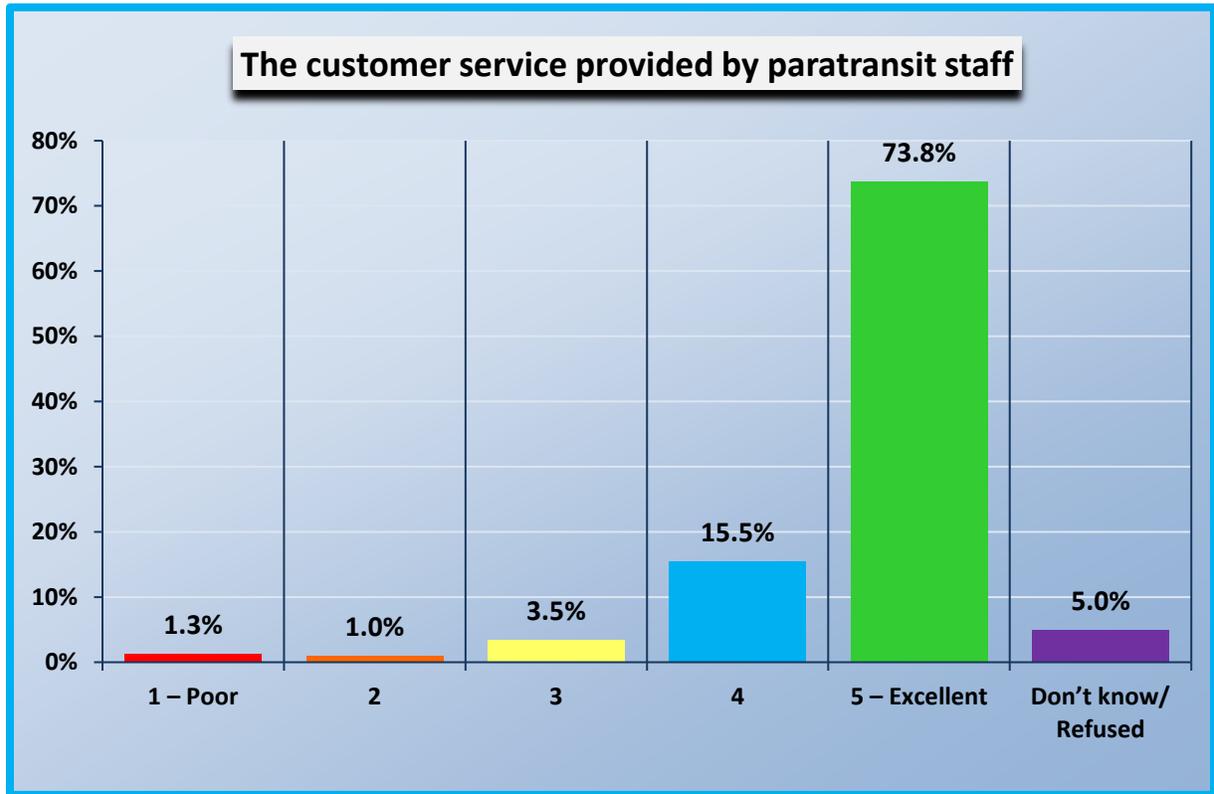
RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	5	0	5
2	3	1	4
3	11	3	14
4	52	10	62
5 – Excellent	261	34	295
Don't know/ Refused	18	2	20
AVERAGES	4.69	4.60	4.68
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	1.4%	0.0%	1.3%
2	0.9%	2.0%	1.0%
3	3.1%	6.0%	3.5%
4	14.9%	20.0%	15.5%
5 – Excellent	74.6%	68.0%	73.8%
Don't know/ Refused	5.1%	4.0%	5.0%
TOTAL	100%	100%	100%



(Question 12 continued, "...can you rate your experience in applying for eligibility to use Paratransit Service?")



(Question 12 continued, "...can you rate your experience in applying for eligibility to use Paratransit Service?")

D) YOUR/THEIR UNDERSTANDING OF THE LEVEL OF PARATRANSIT ELIGIBILITY THAT YOU/THEY WERE ASSIGNED

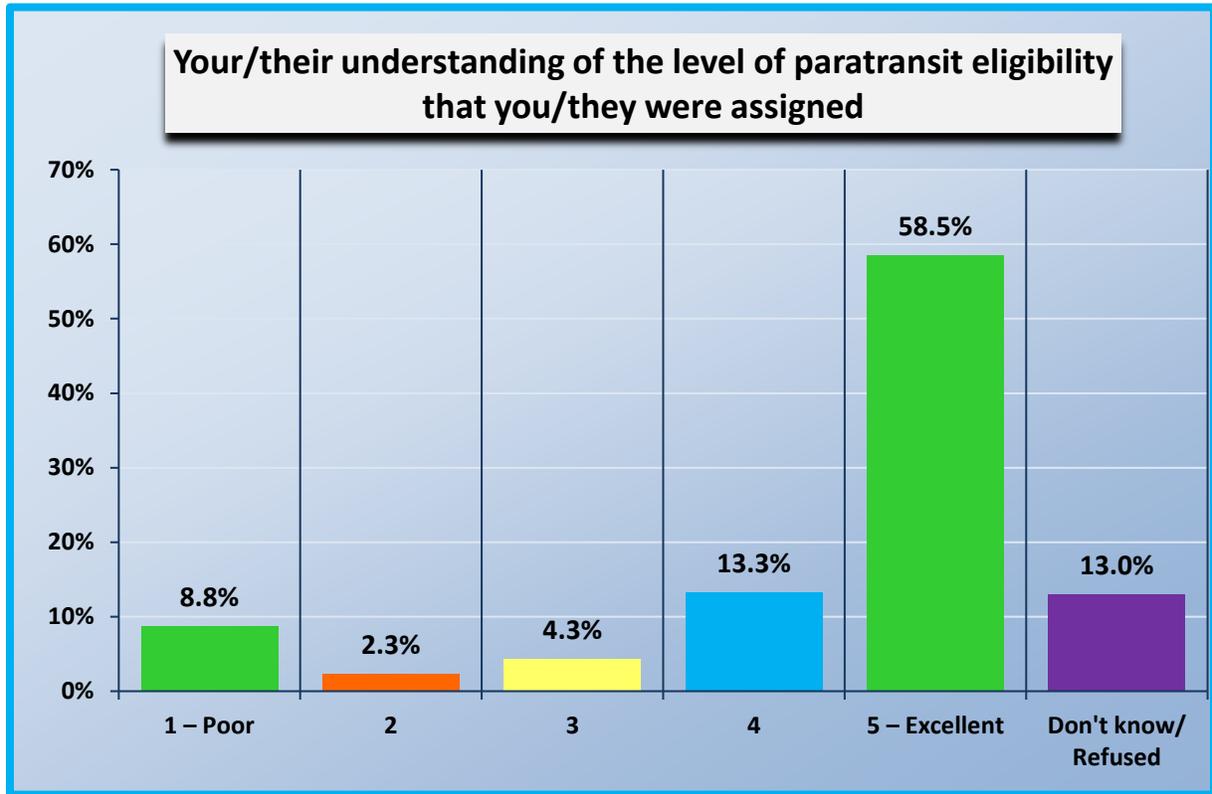
TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	28	7	35
2	8	1	9
3	11	6	17
4	49	4	53
5 – Excellent	207	27	234
Don't know/ Refused	47	5	52
AVERAGES	4.32	3.96	4.27
TOTAL	350	50	400

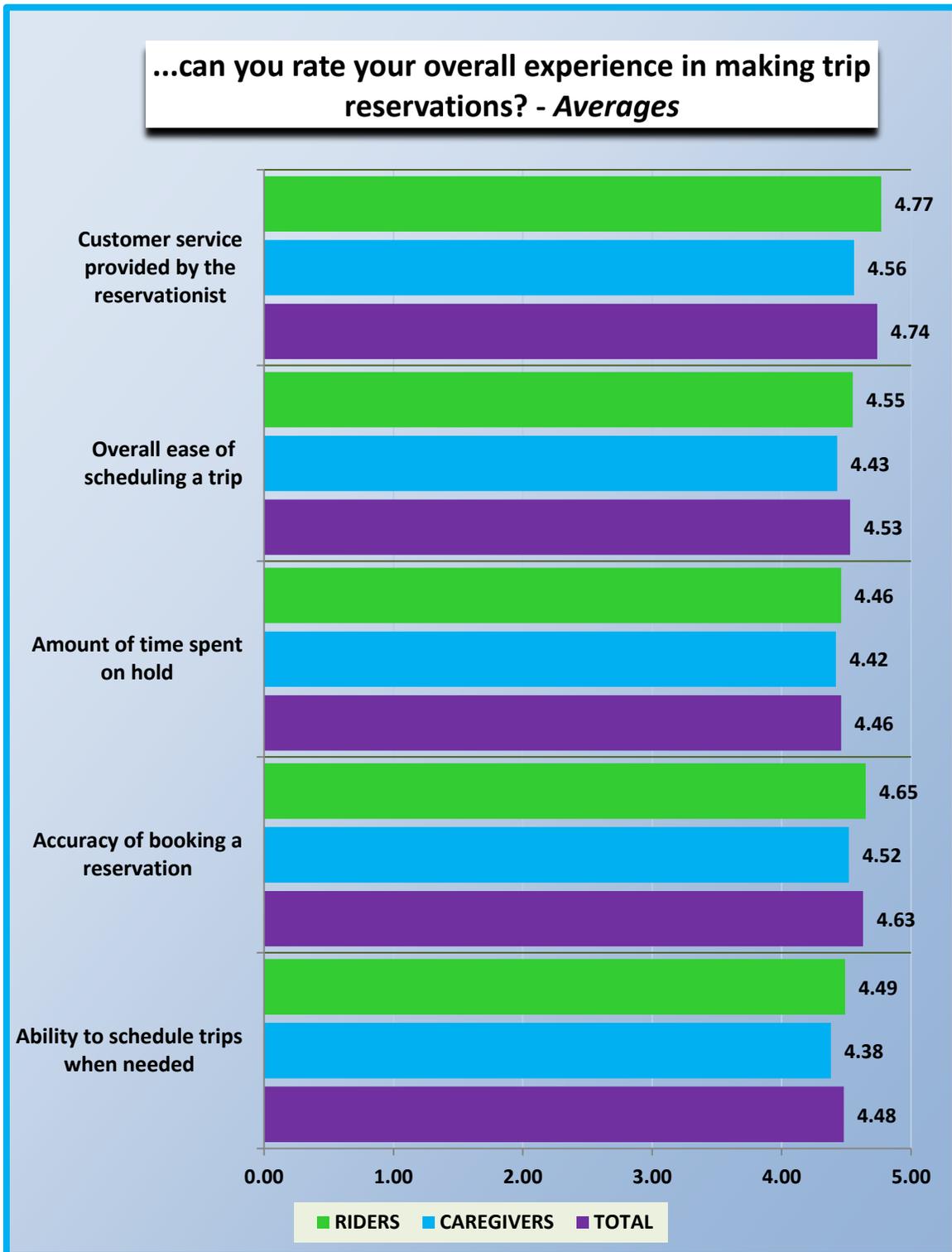
PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	8.0%	14.0%	8.8%
2	2.3%	2.0%	2.3%
3	3.1%	12.0%	4.3%
4	14.0%	8.0%	13.3%
5 – Excellent	59.1%	54.0%	58.5%
Don't know/ Refused	13.4%	10.0%	13.0%
TOTAL	100%	100%	100%

(Question 12 continued, "...can you rate your experience in applying for eligibility to use Paratransit Service?")



13). Please use the same scale, where one means poor and five means excellent to rate your/their overall experience in your/their history of making trip reservations, not a specific encounter?



(Question 13 continued, "...can you rate your/their overall experience in your/their history of making trip reservations, not a specific encounter?")

A) THE CUSTOMER SERVICE PROVIDED BY THE RESERVATIONIST

TIMES MENTIONED

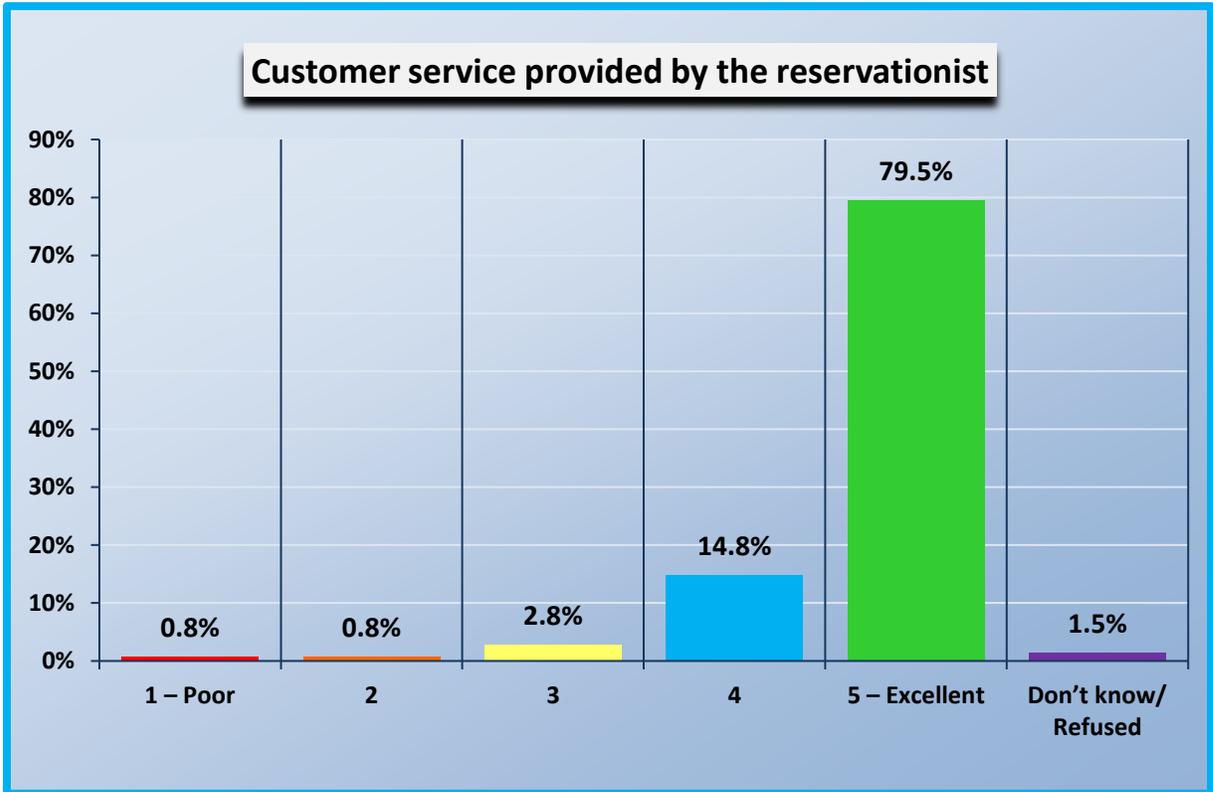
RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	2	1	3
2	1	2	3
3	9	2	11
4	52	7	59
5 – Excellent	282	36	318
Don't know/ Refused	4	2	6
AVERAGES	4.77	4.56	4.74
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	0.6%	2.0%	0.8%
2	0.3%	4.0%	0.8%
3	2.6%	4.0%	2.8%
4	14.9%	14.0%	14.8%
5 – Excellent	80.6%	72.0%	79.5%
Don't know/ Refused	1.1%	4.0%	1.5%
TOTAL	100%	100%	100%



(Question 13 continued, "...can you rate your/their overall experience in your/their history of making trip reservations, not a specific encounter?")



(Question 13 continued, "...can you rate your/their overall experience in your/their history of making trip reservations, not a specific encounter?")

B) THE OVERALL EASE OF SCHEDULING A TRIP

TIMES MENTIONED

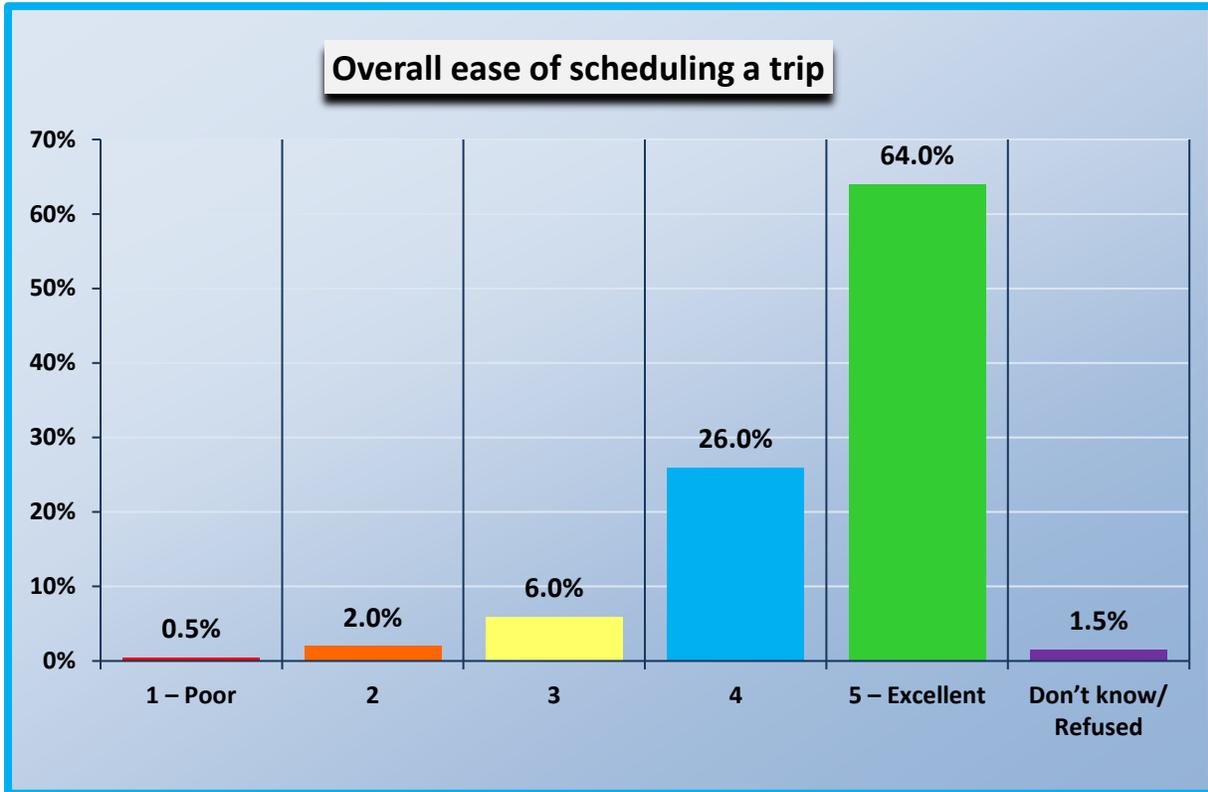
RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	1	1	2
2	5	3	8
3	20	4	24
4	97	7	104
5 – Excellent	222	34	256
Don't know/ Refused	5	1	6
AVERAGES	4.55	4.43	4.53
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	0.3%	2.0%	0.5%
2	1.4%	6.0%	2.0%
3	5.7%	8.0%	6.0%
4	27.7%	14.0%	26.0%
5 – Excellent	63.4%	68.0%	64.0%
Don't know/ Refused	1.4%	2.0%	1.5%
TOTAL	100%	100%	100%



(Question 13 continued, "...can you rate your/their overall experience in your/their history of making trip reservations, not a specific encounter?")



(Question 13 continued, "...can you rate your/their overall experience in your/their history of making trip reservations, not a specific encounter?")

C) THE AMOUNT OF TIME SPENT ON HOLD

TIMES MENTIONED

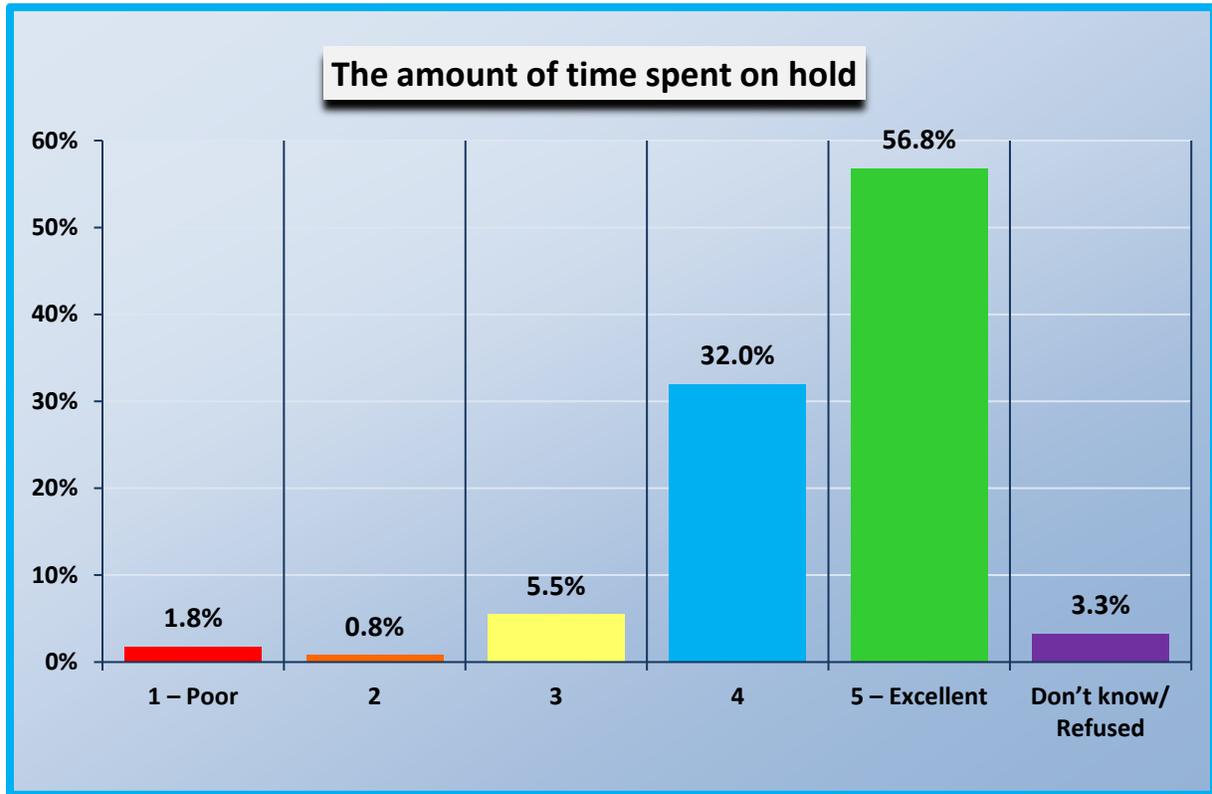
RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	5	2	7
2	2	1	3
3	21	1	22
4	115	13	128
5 – Excellent	199	28	227
Don't know/ Refused	8	5	13
AVERAGES	4.46	4.42	4.46
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	1.4%	4.0%	1.8%
2	0.6%	2.0%	0.8%
3	6.0%	2.0%	5.5%
4	32.9%	26.0%	32.0%
5 – Excellent	56.9%	56.0%	56.8%
Don't know/ Refused	2.3%	10.0%	3.3%
TOTAL	100%	100%	100%



(Question 13 continued, "...can you rate your/their overall experience in your/their history of making trip reservations, not a specific encounter?")



(Question 13 continued, "...can you rate your/their overall experience in your/their history of making trip reservations, not a specific encounter?")

D) THE ACCURACY OF BOOKING A RESERVATION

TIMES MENTIONED

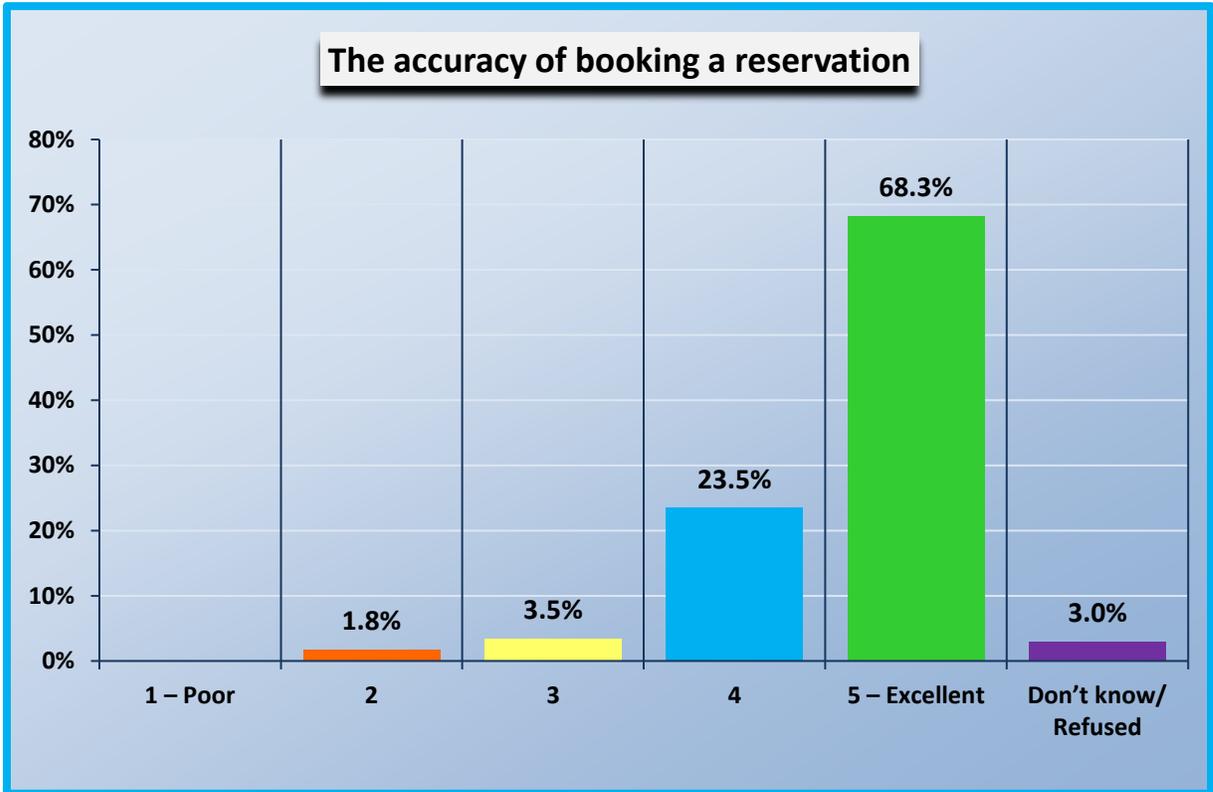
RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	0	0	0
2	5	2	7
3	10	4	14
4	86	8	94
5 – Excellent	241	32	273
Don't know/ Refused	8	4	12
AVERAGES	4.65	4.52	4.63
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	0.0%	0.0%	0.0%
2	1.4%	4.0%	1.8%
3	2.9%	8.0%	3.5%
4	24.6%	16.0%	23.5%
5 – Excellent	68.9%	64.0%	68.3%
Don't know/ Refused	2.3%	8.0%	3.0%
TOTAL	100%	100%	100%



(Question 13 continued, "...can you rate your/their overall experience in your/their history of making trip reservations, not a specific encounter?")



(Question 13 continued, "...can you rate your/their overall experience in your/their history of making trip reservations, not a specific encounter?")

E) THE ABILITY TO SCHEDULE TRIPS WHEN NEEDED

TIMES MENTIONED

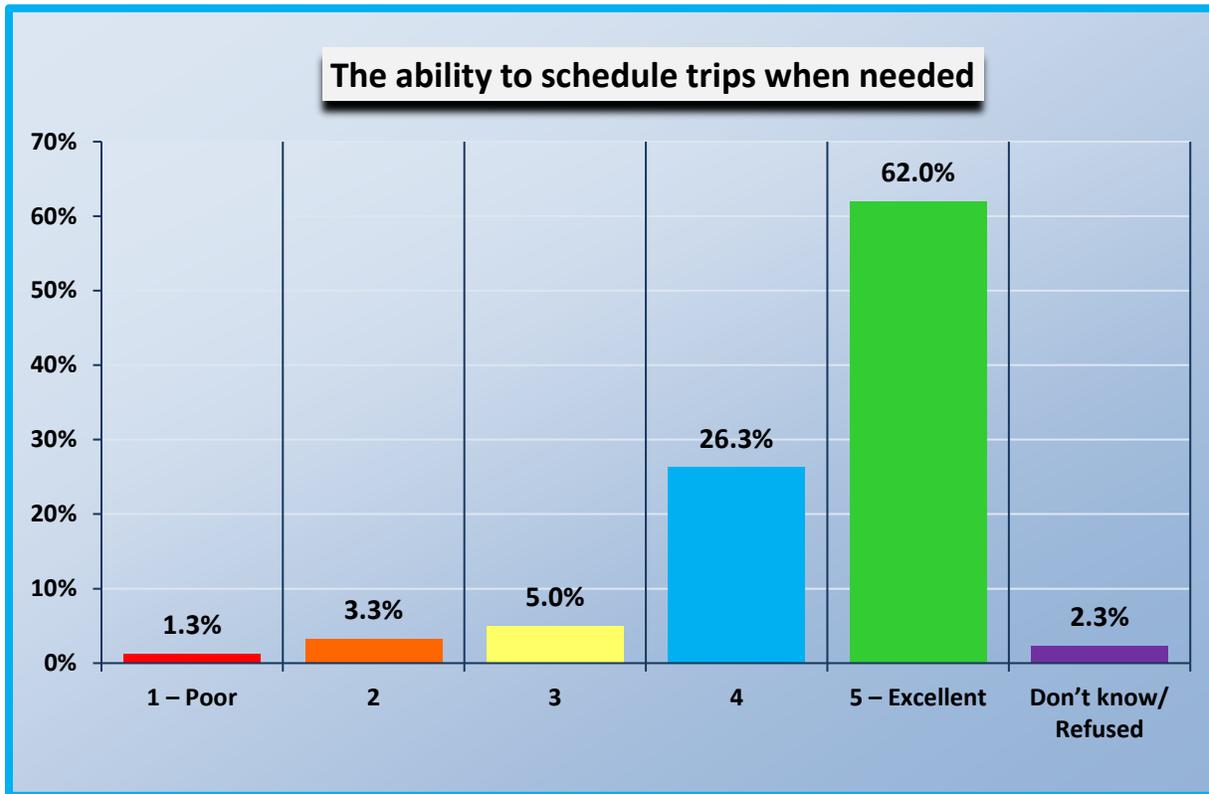
RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	3	2	5
2	11	2	13
3	17	3	20
4	96	9	105
5 – Excellent	217	31	248
Don't know/ Refused	6	3	9
AVERAGES	4.49	4.38	4.48
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	0.9%	4.0%	1.3%
2	3.1%	4.0%	3.3%
3	4.9%	6.0%	5.0%
4	27.4%	18.0%	26.3%
5 – Excellent	62.0%	62.0%	62.0%
Don't know/ Refused	1.7%	6.0%	2.3%
TOTAL	100%	100%	100%



(Question 13 continued, "...can you rate your/their overall experience in your/their history of making trip reservations, not a specific encounter?")



14). Scheduling a trip often includes a bit of negotiation of pick up times with the reservationists. Overall does that work you/them or not?

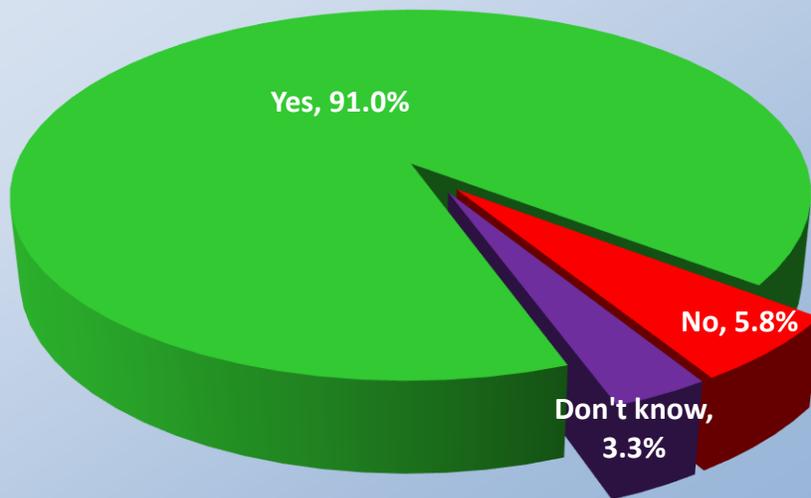
TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	321	43	364
No	19	4	23
Don't know/Refused	10	3	13
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	91.7%	86.0%	91.0%
No	5.4%	8.0%	5.8%
Don't know/Refused	2.9%	6.0%	3.3%
TOTAL	100%	100%	100%

Scheduling a trip often includes a bit of negotiation of pick up times with the reservationists. Overall does that work you/them or not?



15). When you have scheduled a trip, you/they generally have a clear understanding of when the van will arrive?

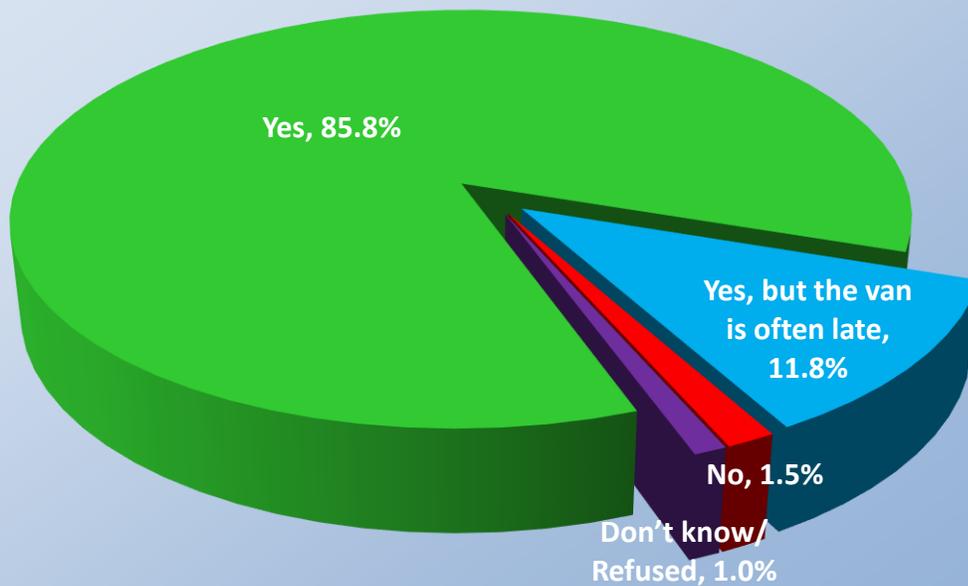
TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	302	41	343
Yes, but the van is often late	40	7	47
No	4	2	6
Don't know/Refused	4	0	4
TOTAL	350	50	400

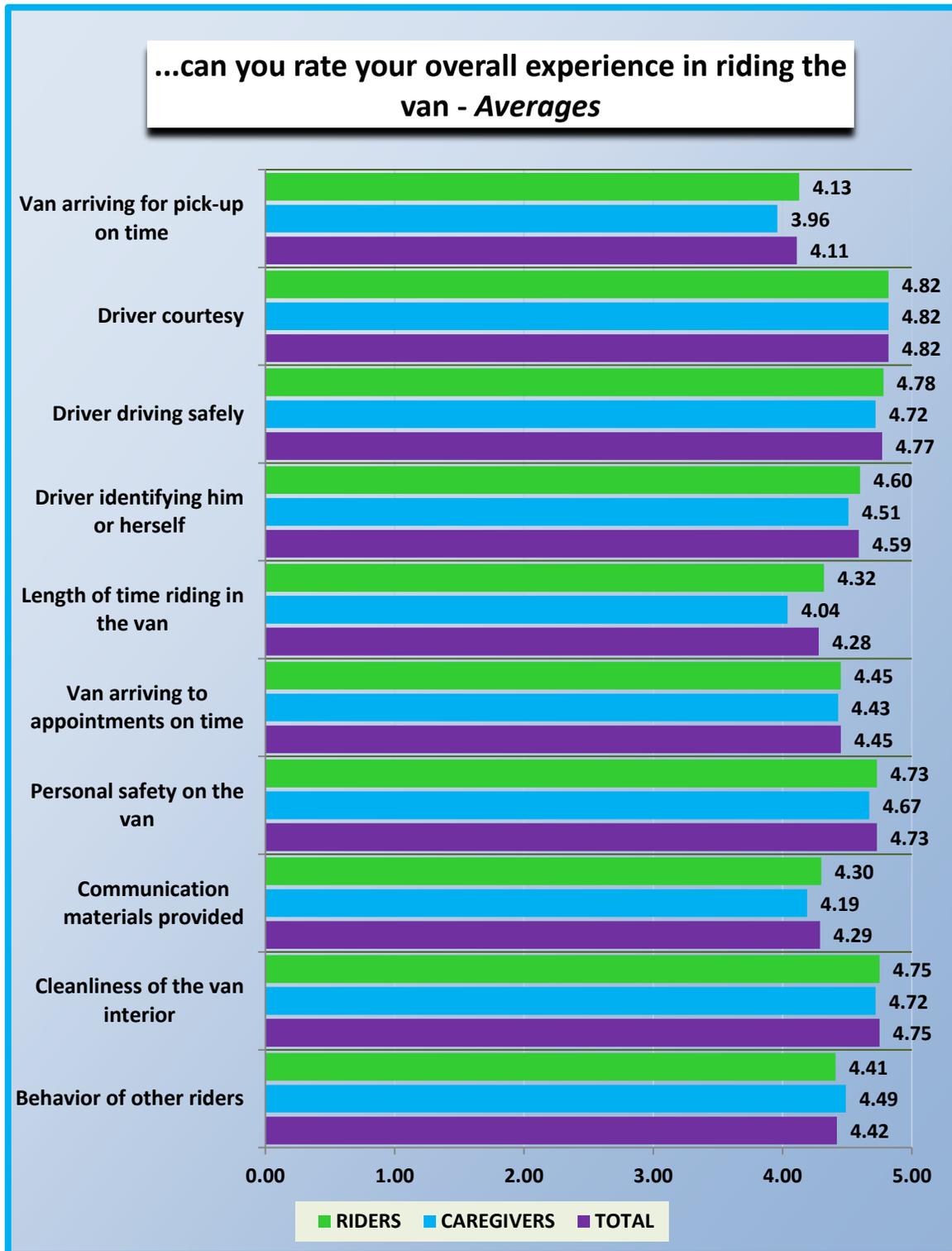
PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	86.3%	82.0%	85.8%
Yes, but the van is often late	11.4%	14.0%	11.8%
No	1.1%	4.0%	1.5%
Don't know/Refused	1.1%	0.0%	1.0%
TOTAL	100%	100%	100%

When you have scheduled a trip, you/they generally have a clear understanding of when the van will arrive?



16). Please use the same scale, where one means poor and five means excellent to rate your/their overall experience in riding the van. Please rate overall experience, not just the last trip.



(Question 16 continued, "...can you rate your overall experience in riding the van?")

A) THE VAN ARRIVING FOR PICK-UP ON TIME

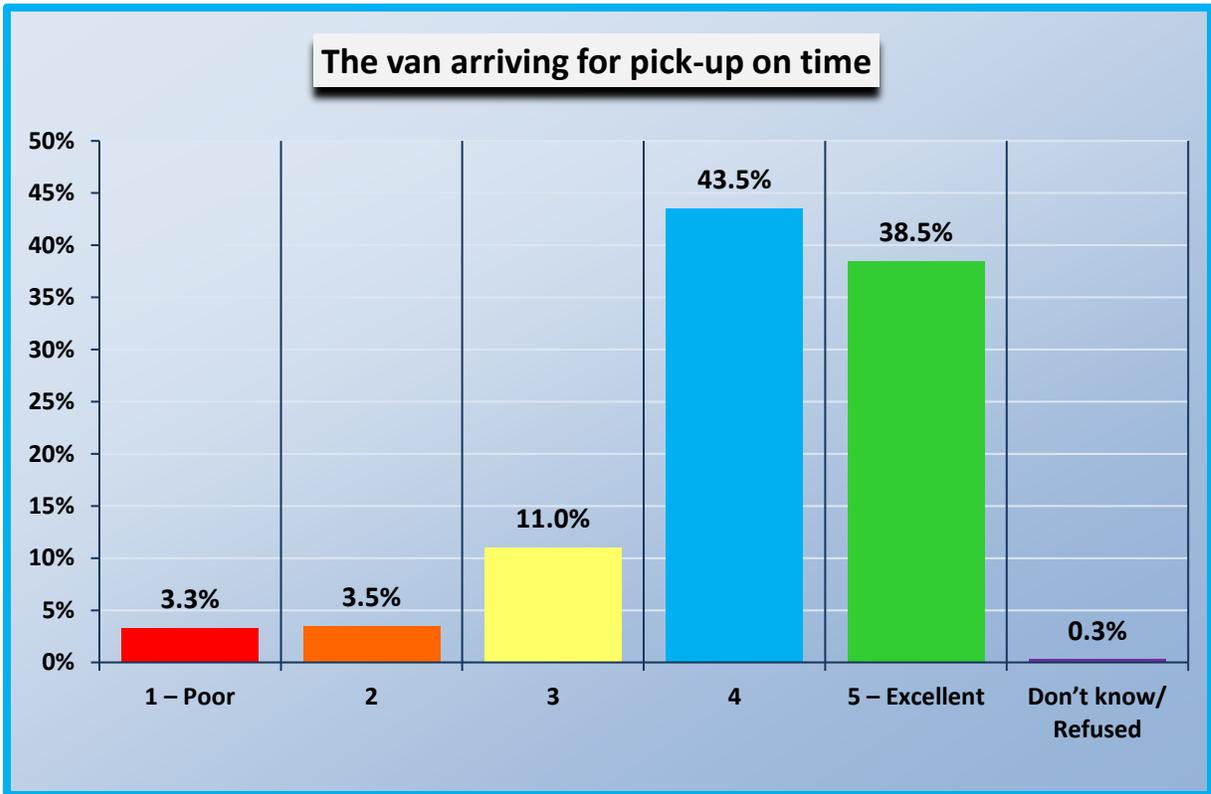
TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	11	2	13
2	12	2	14
3	35	9	44
4	154	20	174
5 – Excellent	137	17	154
Don't know/ Refused	1	0	1
AVERAGES	4.13	3.96	4.11
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	3.1%	4.0%	3.3%
2	3.4%	4.0%	3.5%
3	10.0%	18.0%	11.0%
4	44.0%	40.0%	43.5%
5 – Excellent	39.1%	34.0%	38.5%
Don't know/ Refused	0.3%	0.0%	0.3%
TOTAL	100%	100%	100%

(Question 16 continued, "...can you rate your overall experience in riding the van?")



(Question 16 continued, "...can you rate your overall experience in riding the van?")

B) DRIVER COURTESY

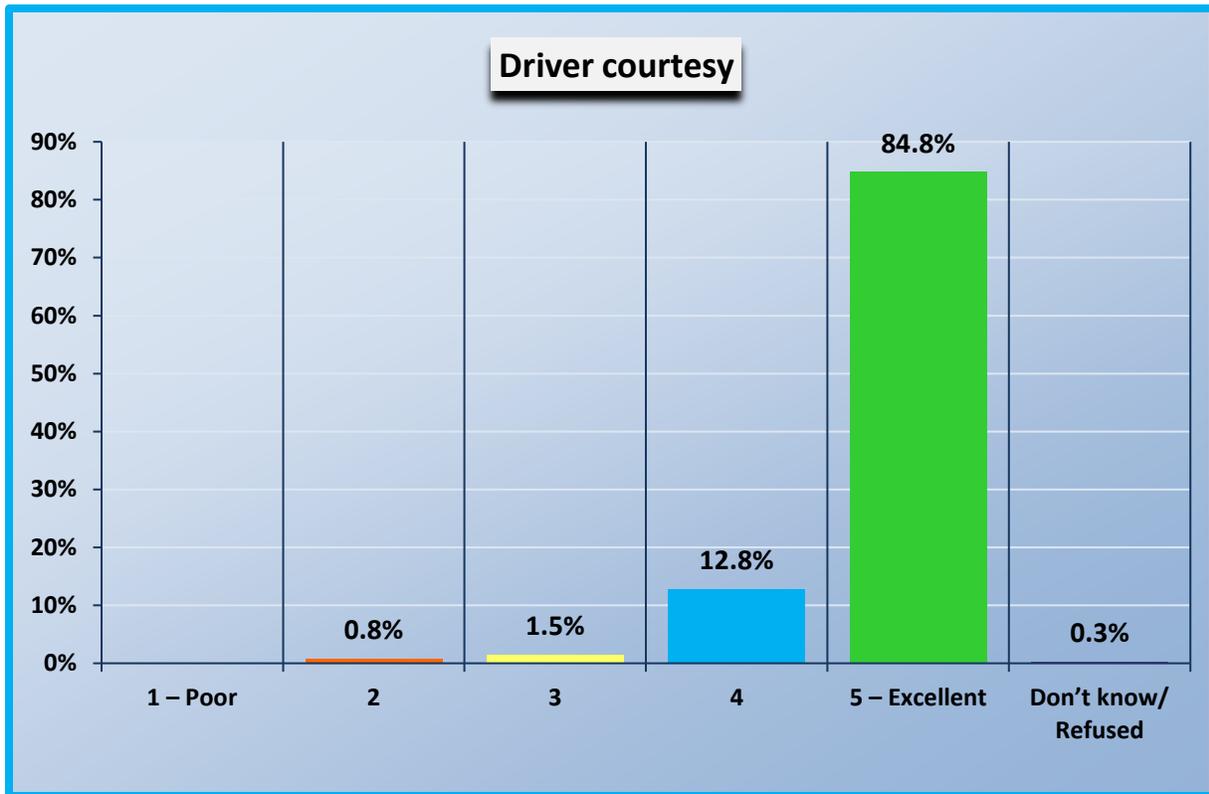
TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	0	0	0
2	3	0	3
3	6	0	6
4	42	9	51
5 – Excellent	298	41	339
Don't know/ Refused	1	0	1
AVERAGES	4.82	4.82	4.82
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	0.0%	0.0%	0.0%
2	0.9%	0.0%	0.8%
3	1.7%	0.0%	1.5%
4	12.0%	18.0%	12.8%
5 – Excellent	85.1%	82.0%	84.8%
Don't know/ Refused	0.3%	0.0%	0.3%
TOTAL	100%	100%	100%

(Question 16 continued, "...can you rate your overall experience in riding the van?")



(Question 16 continued, "...can you rate your overall experience in riding the van?")

C) THE DRIVER DRIVING SAFELY

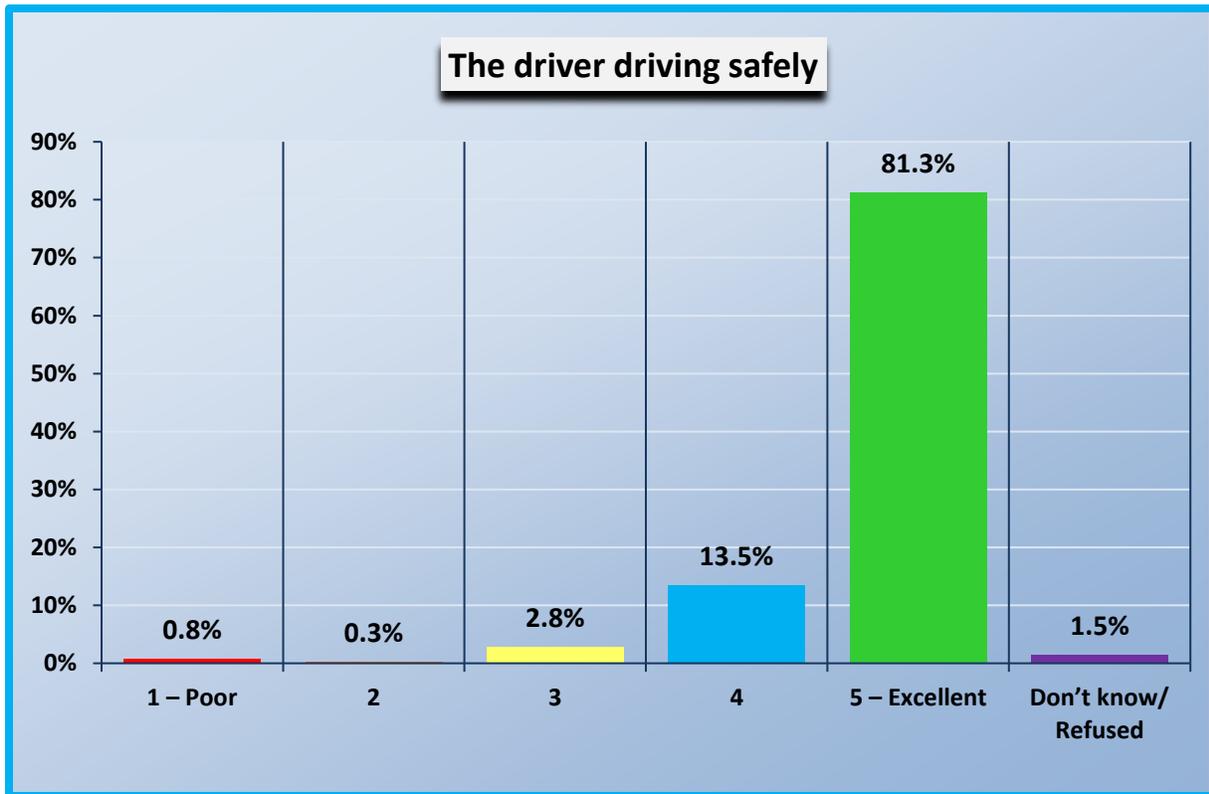
TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	2	1	3
2	1	0	1
3	9	2	11
4	49	5	54
5 – Excellent	287	38	325
Don't know/ Refused	2	4	6
AVERAGES	4.78	4.72	4.77
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	0.6%	2.0%	0.8%
2	0.3%	0.0%	0.3%
3	2.6%	4.0%	2.8%
4	14.0%	10.0%	13.5%
5 – Excellent	82.0%	76.0%	81.3%
Don't know/ Refused	0.6%	8.0%	1.5%
TOTAL	100%	100%	100%

(Question 16 continued, "...can you rate your overall experience in riding the van?")



(Question 16 continued, "...can you rate your overall experience in riding the van?")

D) THE DRIVER IDENTIFYING HIM OR HERSELF

TIMES MENTIONED

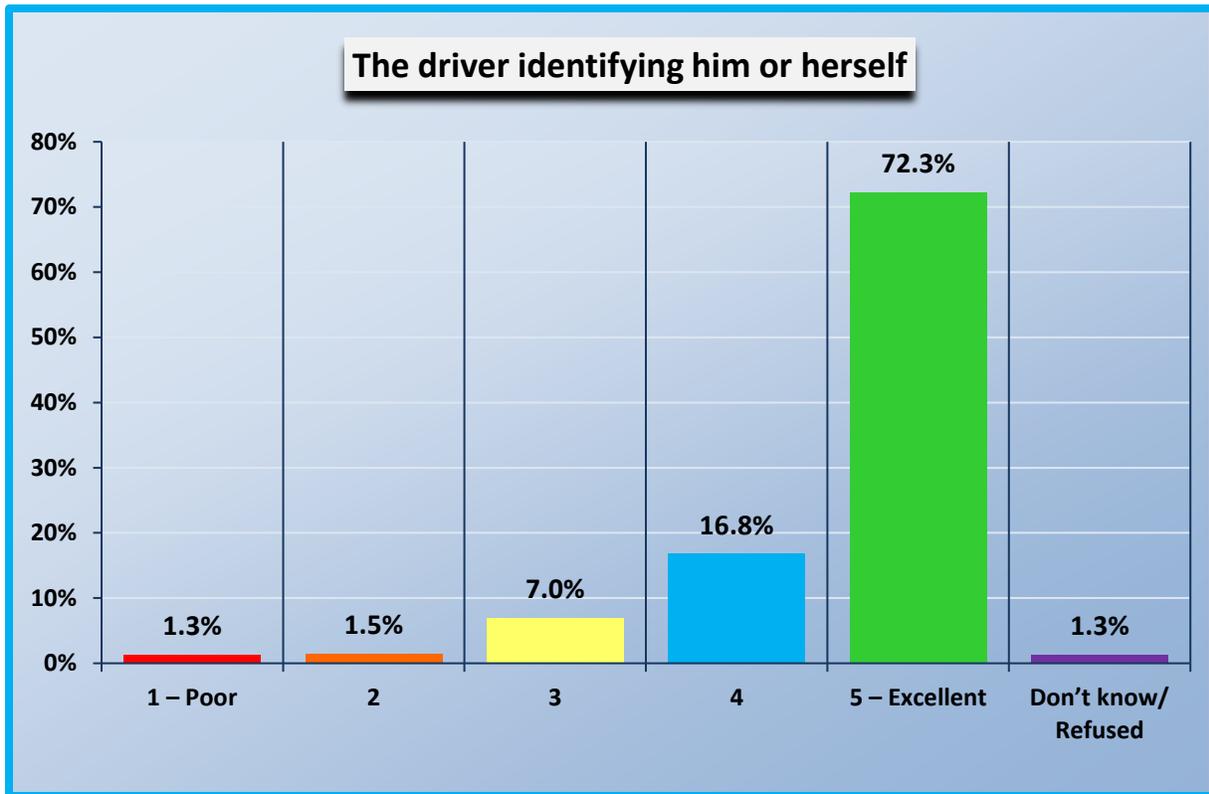
RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	3	2	5
2	6	0	6
3	25	3	28
4	58	9	67
5 – Excellent	256	33	289
Don't know/ Refused	2	3	5
AVERAGES	4.60	4.51	4.59
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	0.9%	4.0%	1.3%
2	1.7%	0.0%	1.5%
3	7.1%	6.0%	7.0%
4	16.6%	18.0%	16.8%
5 – Excellent	73.1%	66.0%	72.3%
Don't know/ Refused	0.6%	6.0%	1.3%
TOTAL	100%	100%	100%



(Question 16 continued, "...can you rate your overall experience in riding the van?")



(Question 16 continued, "...can you rate your overall experience in riding the van?")

E) THE LENGTH OF TIME RIDING IN THE VAN

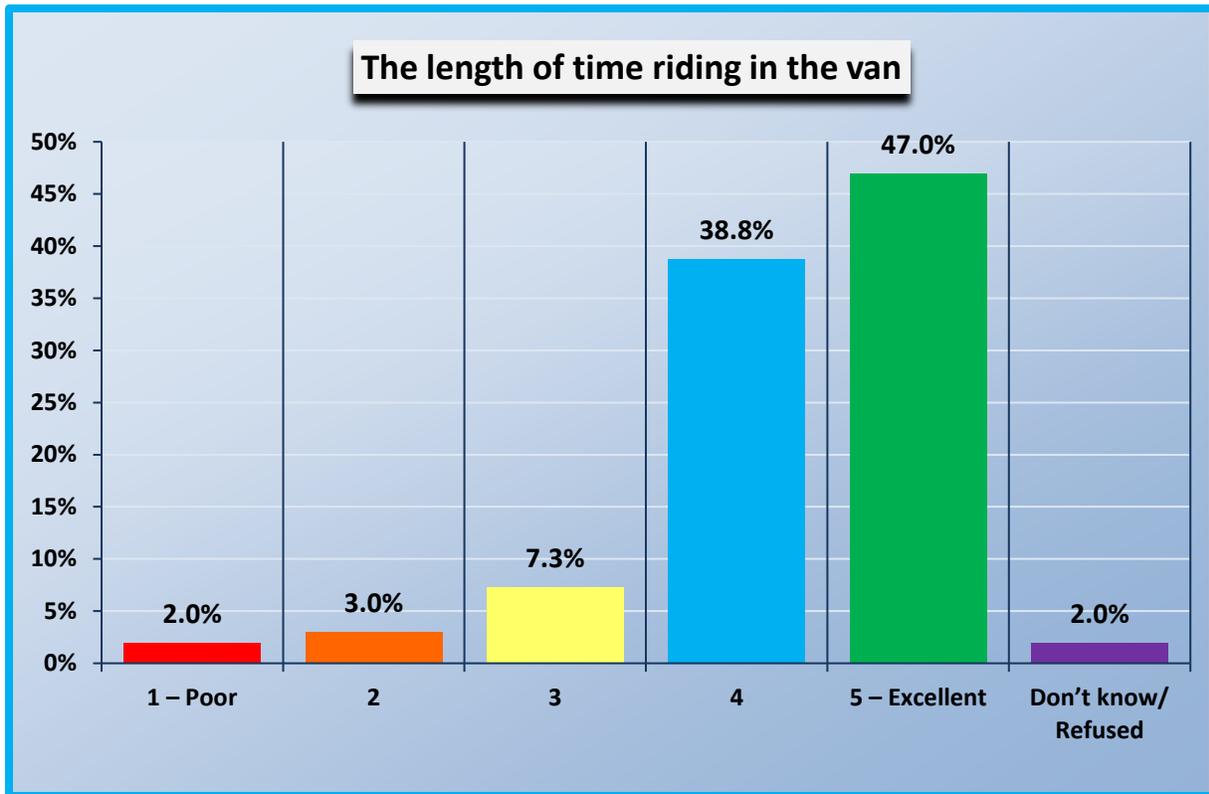
TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	5	3	8
2	10	2	12
3	23	6	29
4	141	14	155
5 – Excellent	167	21	188
Don't know/ Refused	4	4	8
AVERAGES	4.32	4.04	4.28
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	1.4%	6.0%	2.0%
2	2.9%	4.0%	3.0%
3	6.6%	12.0%	7.3%
4	40.3%	28.0%	38.8%
5 – Excellent	47.7%	42.0%	47.0%
Don't know/ Refused	1.1%	8.0%	2.0%
TOTAL	100%	100%	100%

(Question 16 continued, "...can you rate your overall experience in riding the van?")



(Question 16 continued, "...can you rate your overall experience in riding the van?")

F) THE VAN ARRIVING TO YOUR/THEIR APPOINTMENT ON TIME

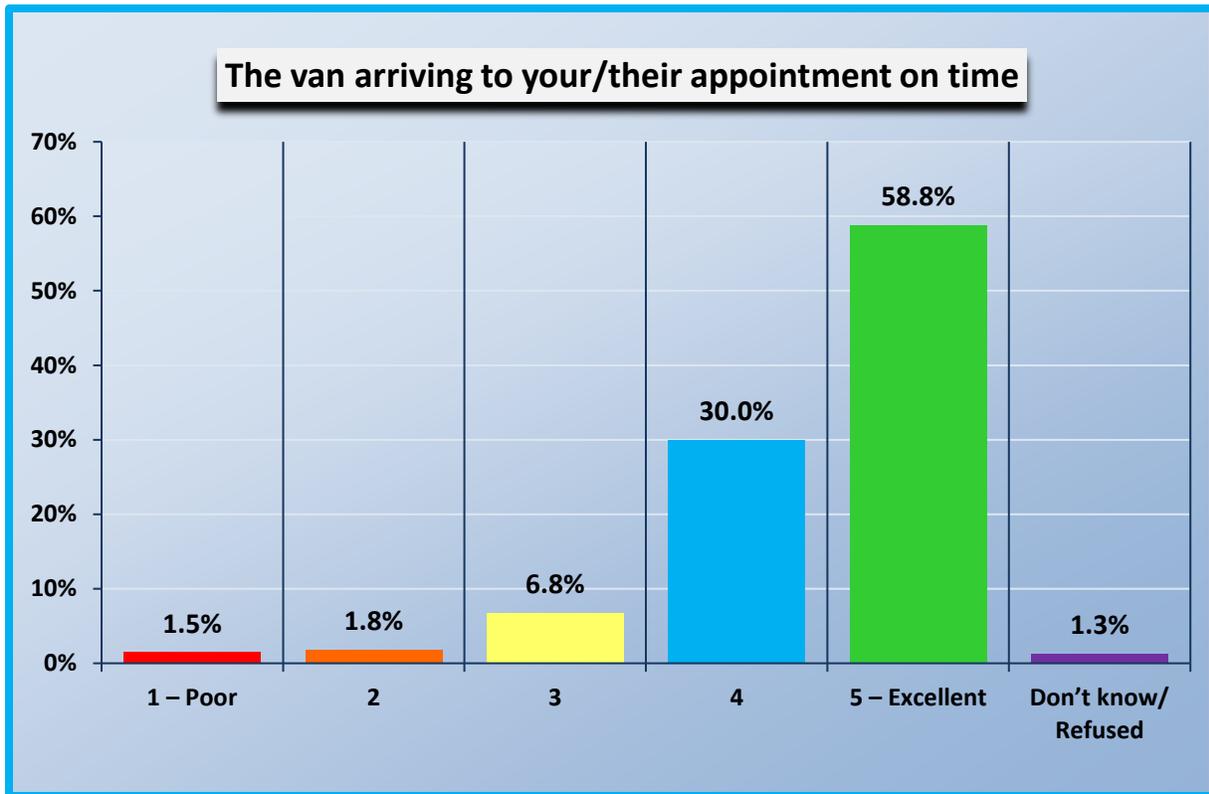
TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	5	1	6
2	5	2	7
3	26	1	27
4	105	15	120
5 – Excellent	207	28	235
Don't know/ Refused	2	3	5
AVERAGES	4.45	4.43	4.45
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	1.4%	2.0%	1.5%
2	1.4%	4.0%	1.8%
3	7.4%	2.0%	6.8%
4	30.0%	30.0%	30.0%
5 – Excellent	59.1%	56.0%	58.8%
Don't know/ Refused	0.6%	6.0%	1.3%
TOTAL	100%	100%	100%

(Question 16 continued, "...can you rate your overall experience in riding the van?")



(Question 16 continued, "...can you rate your overall experience in riding the van?")

G) PERSONAL SAFETY ON THE VAN

TIMES MENTIONED

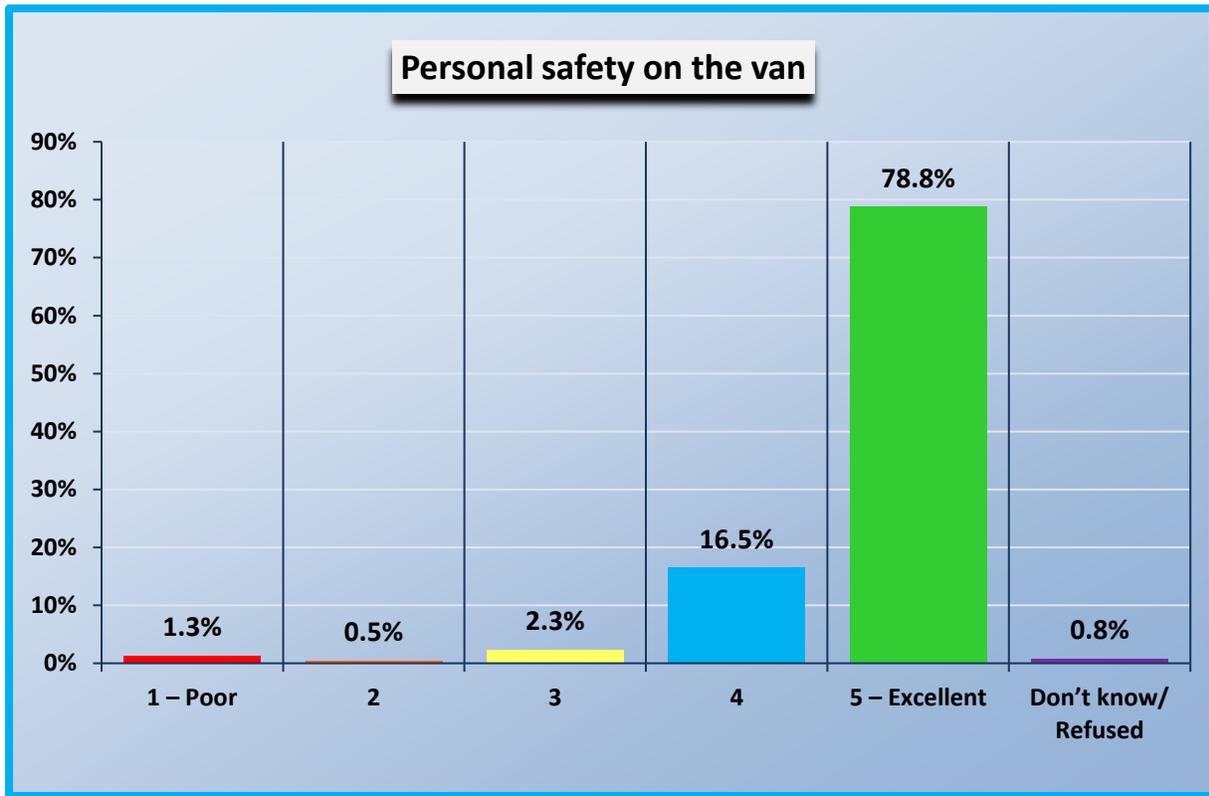
RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	4	1	5
2	2	0	2
3	9	0	9
4	54	12	66
5 – Excellent	280	35	315
Don't know/ Refused	1	2	3
AVERAGES	4.73	4.67	4.73
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	1.1%	2.0%	1.3%
2	0.6%	0.0%	0.5%
3	2.6%	0.0%	2.3%
4	15.4%	24.0%	16.5%
5 – Excellent	80.0%	70.0%	78.8%
Don't know/ Refused	0.3%	4.0%	0.8%
TOTAL	100%	100%	100%



(Question 16 continued, "...can you rate your overall experience in riding the van?")



(Question 16 continued, "...can you rate your overall experience in riding the van?")

H) THE COMMUNICATION MATERIALS PROVIDED

TIMES MENTIONED

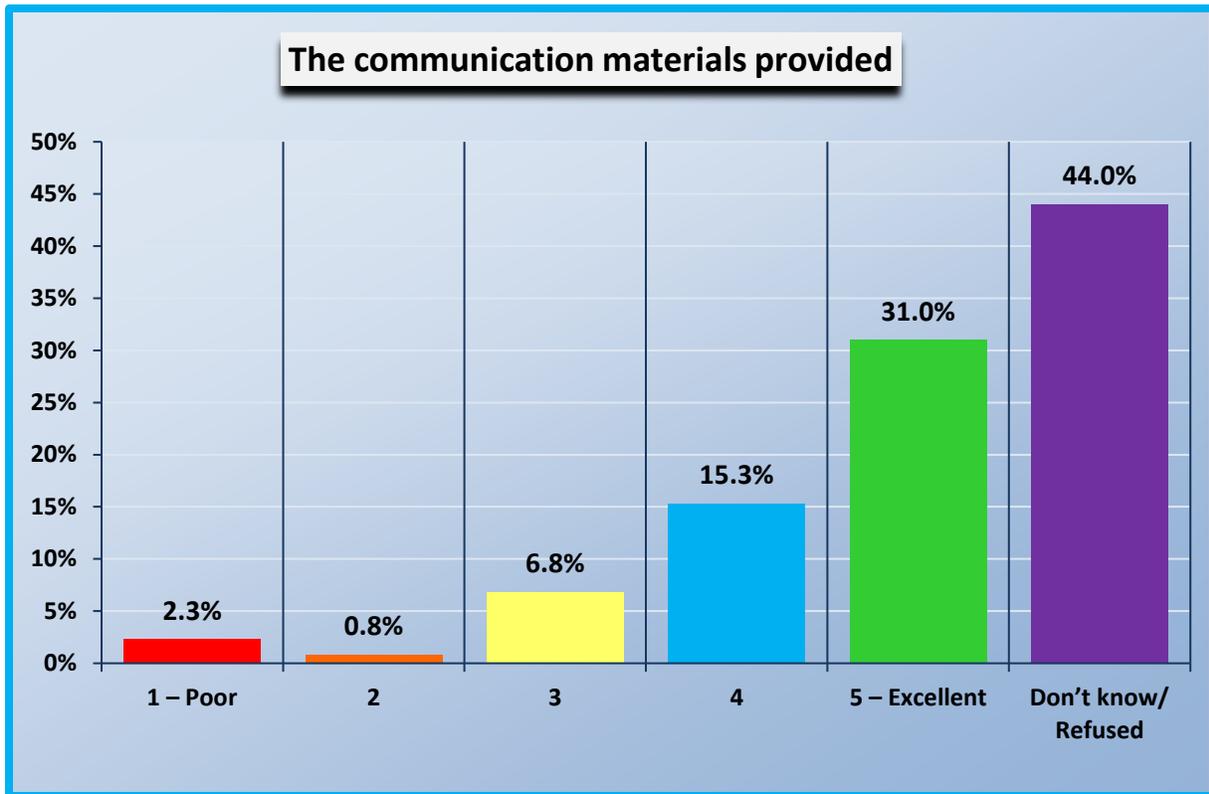
RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	7	2	9
2	3	0	3
3	25	2	27
4	52	9	61
5 – Excellent	111	13	124
Don't know/ Refused	152	24	176
AVERAGES	4.30	4.19	4.29
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	2.0%	4.0%	2.3%
2	0.9%	0.0%	0.8%
3	7.1%	4.0%	6.8%
4	14.9%	18.0%	15.3%
5 – Excellent	31.7%	26.0%	31.0%
Don't know/ Refused	43.4%	48.0%	44.0%
TOTAL	100%	100%	100%



(Question 16 continued, "...can you rate your overall experience in riding the van?")



(Question 16 continued, "...can you rate your overall experience in riding the van?")

I) THE CLEANLINESS OF THE VAN INTERIOR

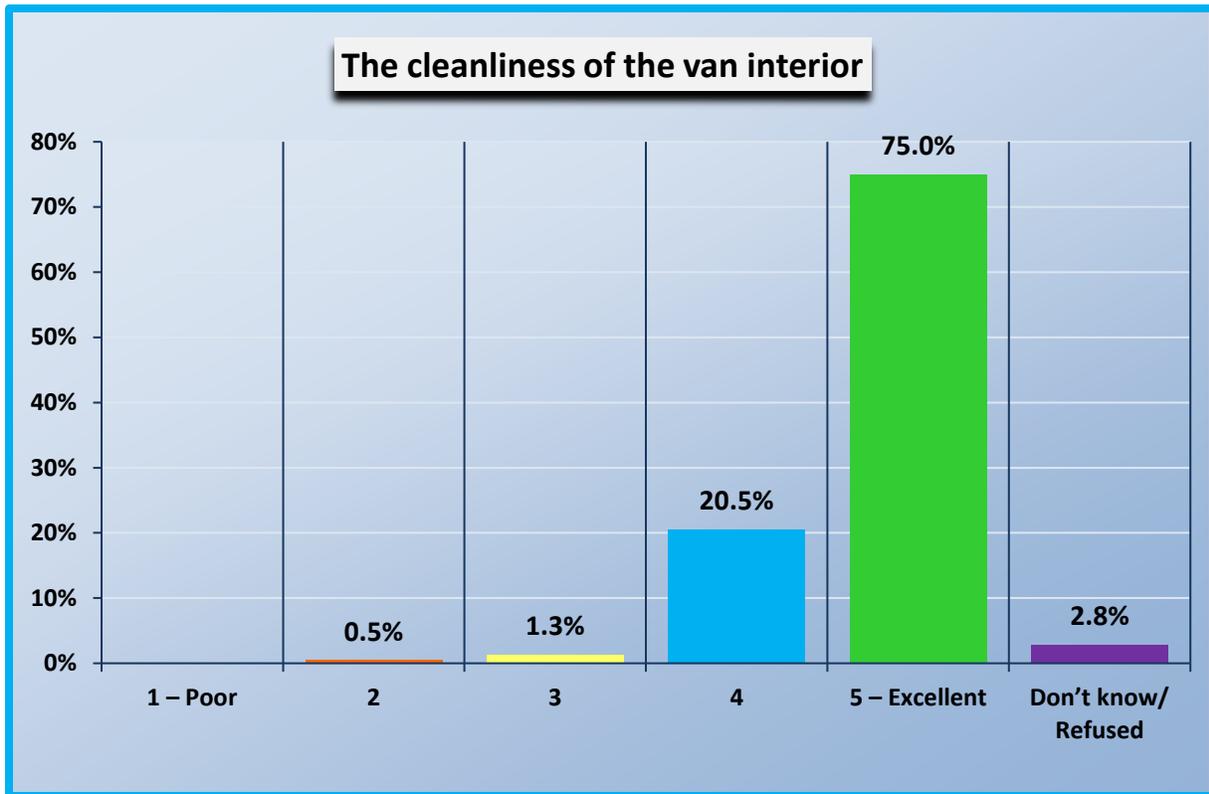
TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	0	0	0
2	2	0	2
3	4	1	5
4	72	10	82
5 – Excellent	268	32	300
Don't know/ Refused	4	7	11
AVERAGES	4.75	4.72	4.75
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	0.0%	0.0%	0.0%
2	0.6%	0.0%	0.5%
3	1.1%	2.0%	1.3%
4	20.6%	20.0%	20.5%
5 – Excellent	76.6%	64.0%	75.0%
Don't know/ Refused	1.1%	14.0%	2.8%
TOTAL	100%	100%	100%

(Question 16 continued, "...can you rate your overall experience in riding the van?")



(Question 16 continued, "...can you rate your overall experience in riding the van?")

J) THE BEHAVIOR OF OTHER RIDERS

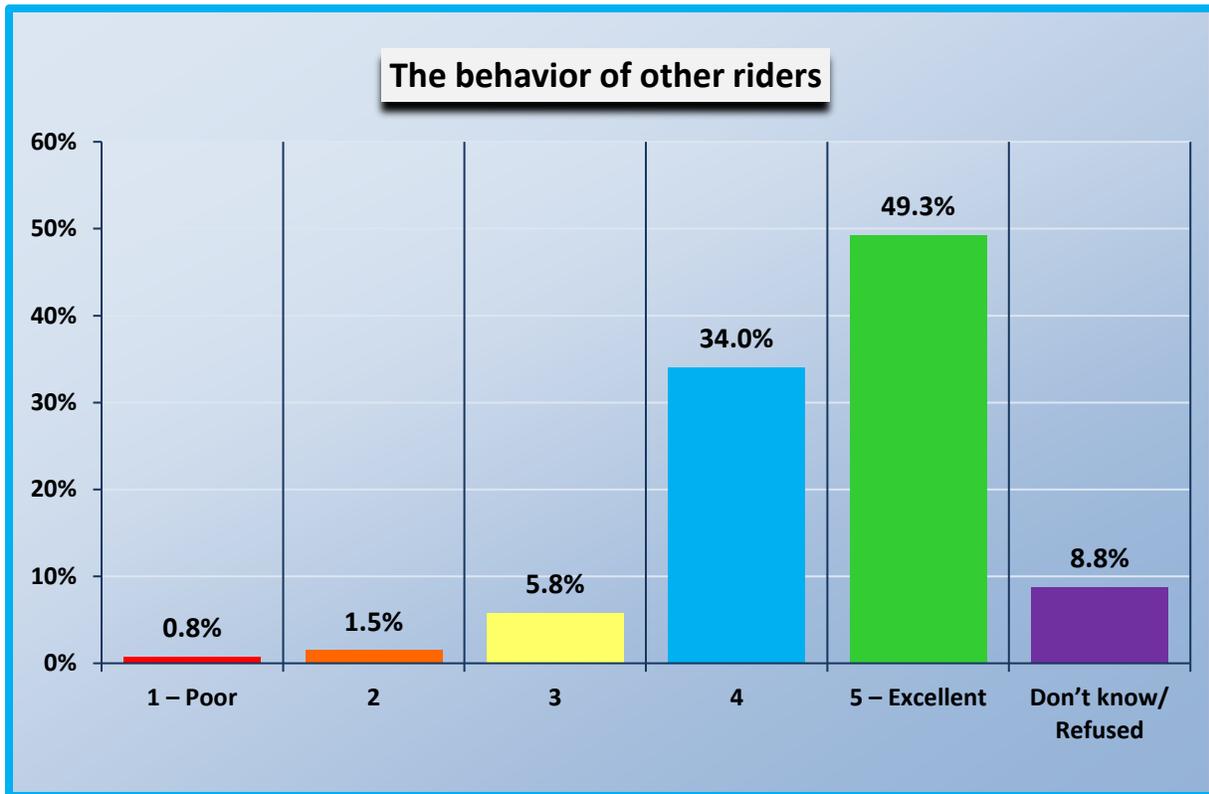
TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	3	0	3
2	6	0	6
3	22	1	23
4	118	18	136
5 – Excellent	177	20	197
Don't know/ Refused	24	11	35
AVERAGES	4.41	4.49	4.42
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Poor	0.9%	0.0%	0.8%
2	1.7%	0.0%	1.5%
3	6.3%	2.0%	5.8%
4	33.7%	36.0%	34.0%
5 – Excellent	50.6%	40.0%	49.3%
Don't know/ Refused	6.9%	22.0%	8.8%
TOTAL	100%	100%	100%

(Question 16 continued, "...can you rate your overall experience in riding the van?")



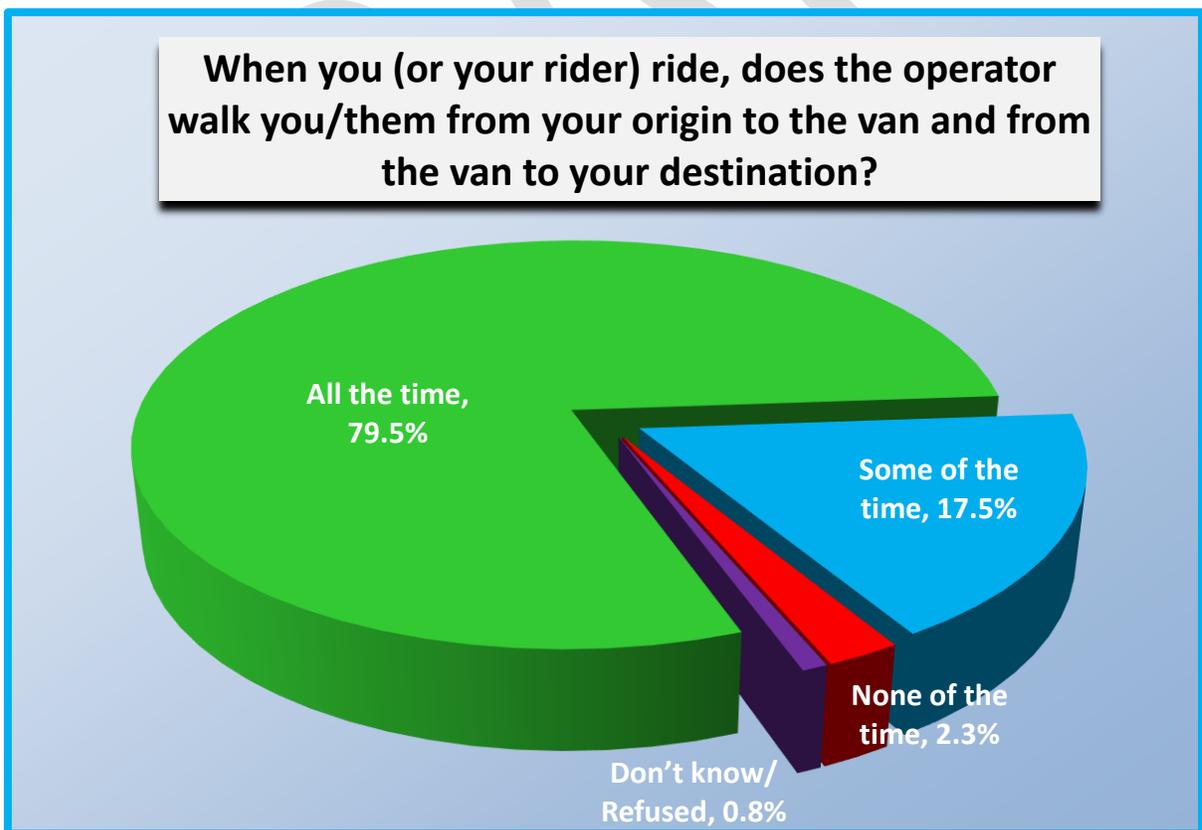
17). When you (or your rider) ride, does the operator walk you/them from your origin to the van and from the van to your destination:

TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
All the time	278	40	318
Some of the time	62	8	70
None of the time	7	2	9
Don't know/ Refused	3	0	3
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
All the time	79.4%	80.0%	79.5%
Some of the time	17.7%	16.0%	17.5%
None of the time	2.0%	4.0%	2.3%
Don't know/ Refused	0.9%	0.0%	0.8%
TOTAL	100%	100%	100%



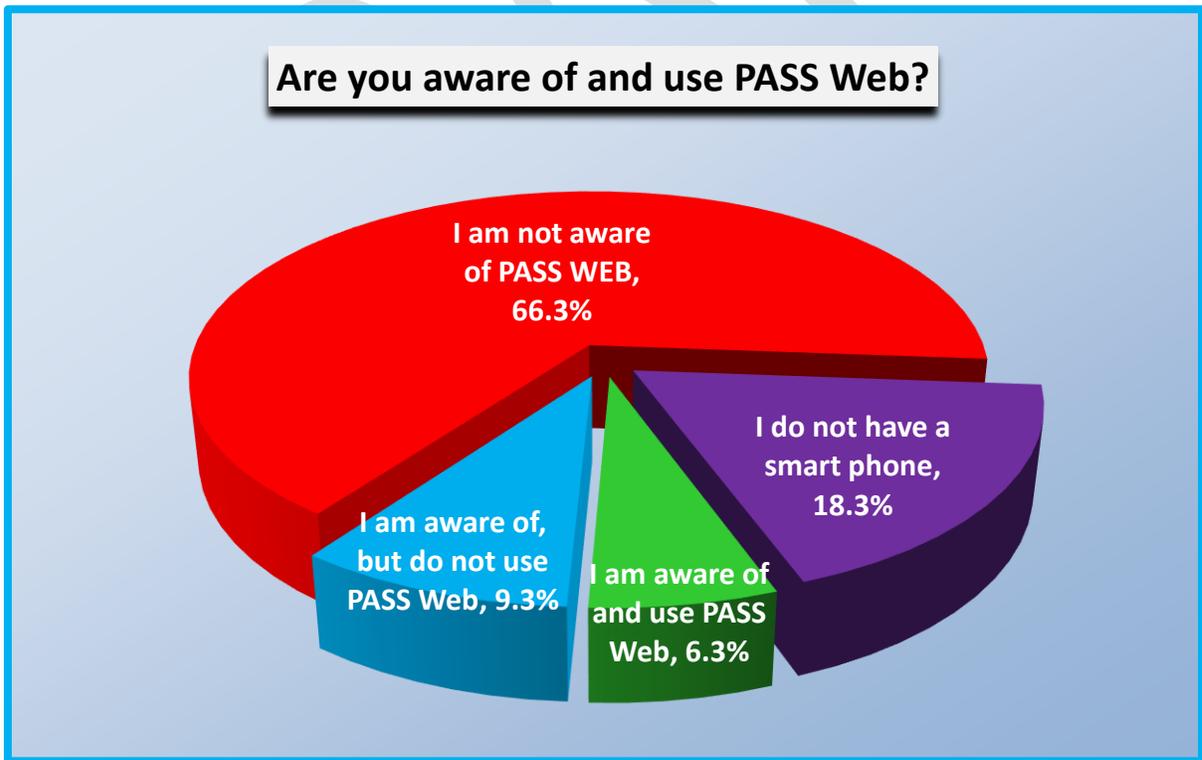
18). PASS Web allows customers/caregivers to access same day trip information and customer scheduled information. Would you say:

TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
I am aware of and use PASS Web	17	8	25
I am aware of, but do not use PASS Web	31	6	37
I am not aware of PASS WEB	232	33	265
I do not have a smart phone	70	3	73
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
I am aware of and use PASS Web	4.9%	16.0%	6.3%
I am aware of, but do not use PASS Web	8.9%	12.0%	9.3%
I am not aware of PASS WEB	66.3%	66.0%	66.3%
I do not have a smart phone	20.0%	6.0%	18.3%
TOTAL	100%	100%	100%



(Question 18 continued, "PASS Web allows customers/caregivers to access same day trip information and customer scheduled information. Would you say...")

18a). If 'I am aware and use PASS Web,' How useful is PASS Web for you/them on a scale of one to five where one means not at all useful and five means very useful?

**TIMES MENTIONED*

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Not at all useful	1	0	1
2	5	2	7
3	4	1	5
4	1	1	2
5 – Very useful	6	4	10
AVERAGES	3.35	3.88	3.52
TOTAL	17	8	25

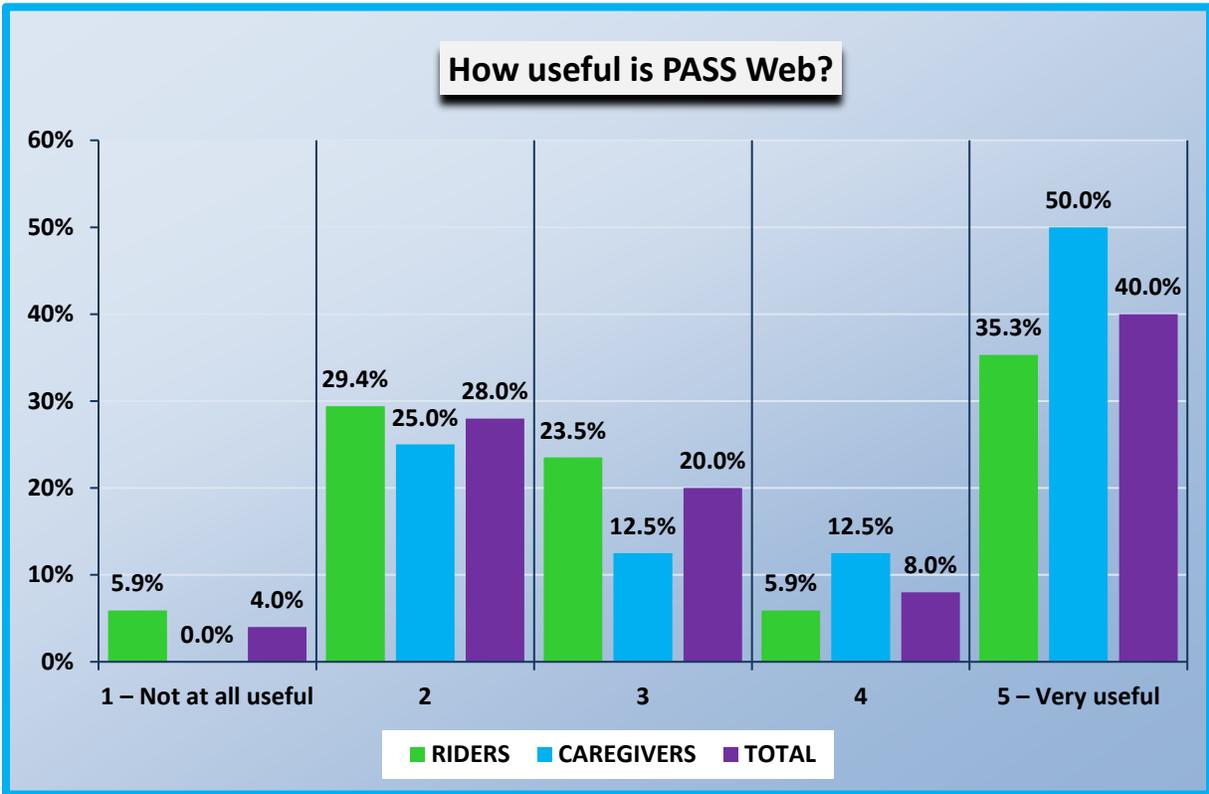
*25 responded to this question: 17-Riders and 8-Caregivers

**PERCENTAGES*

RESPONSE	RIDERS	CAREGIVERS	TOTAL
1 – Not at all useful	5.9%	0.0%	4.0%
2	29.4%	25.0%	28.0%
3	23.5%	12.5%	20.0%
4	5.9%	12.5%	8.0%
5 – Very useful	35.3%	50.0%	40.0%
TOTAL	100%	100%	100%

*25 responded to this question: 17-Riders and 8-Caregivers
 Percentages based on number of respondents

(Question 18 continued, "PASS Web allows customers/caregivers to access same day trip information and customer scheduled information. Would you say...")



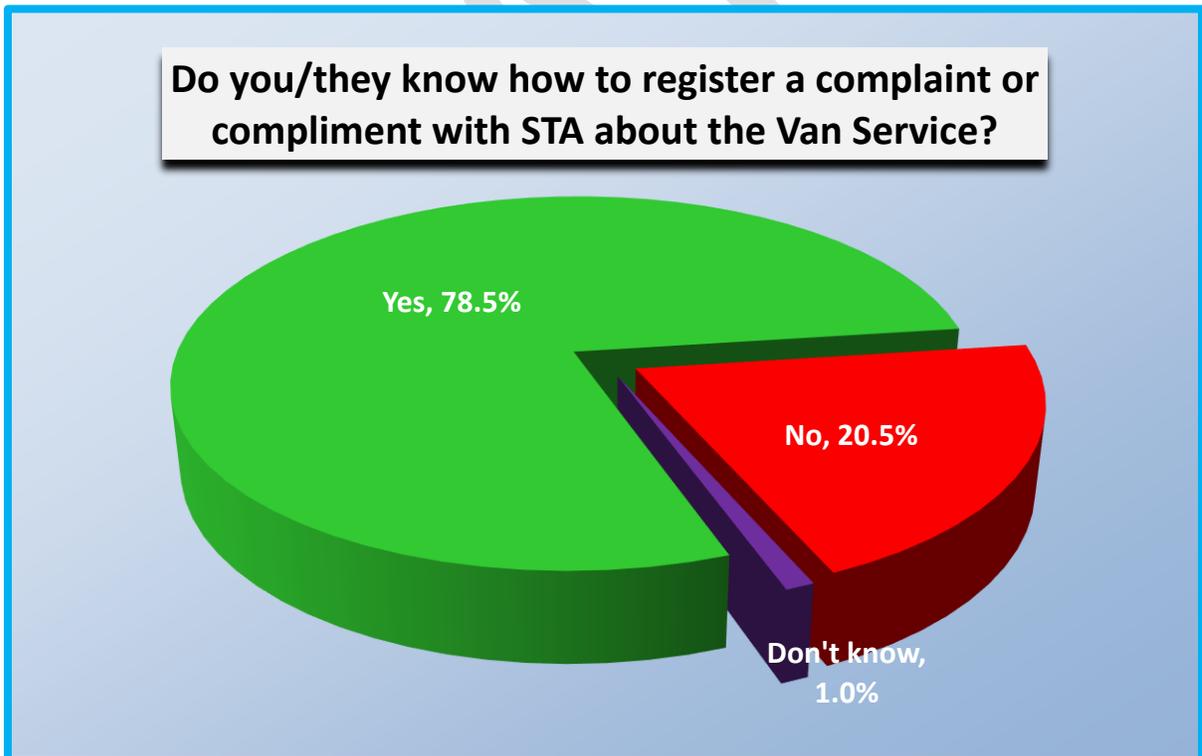
19). Do you/they know how to register a complaint or compliment with STA about the Paratransit Service?

TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	273	41	314
No	73	9	82
Don't know/Refused	4	0	4
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	78.0%	82.0%	78.5%
No	20.9%	18.0%	20.5%
Don't know/Refused	1.1%	0.0%	1.0%
TOTAL	100%	100%	100%



20). If you had the opportunity to use an automated telephone attendant with a recorded voice that gives you a list of options and numbers to enter to get the information, would you/they prefer to use the automated attendant, or would you/they prefer to wait to speak with a live reservationist?

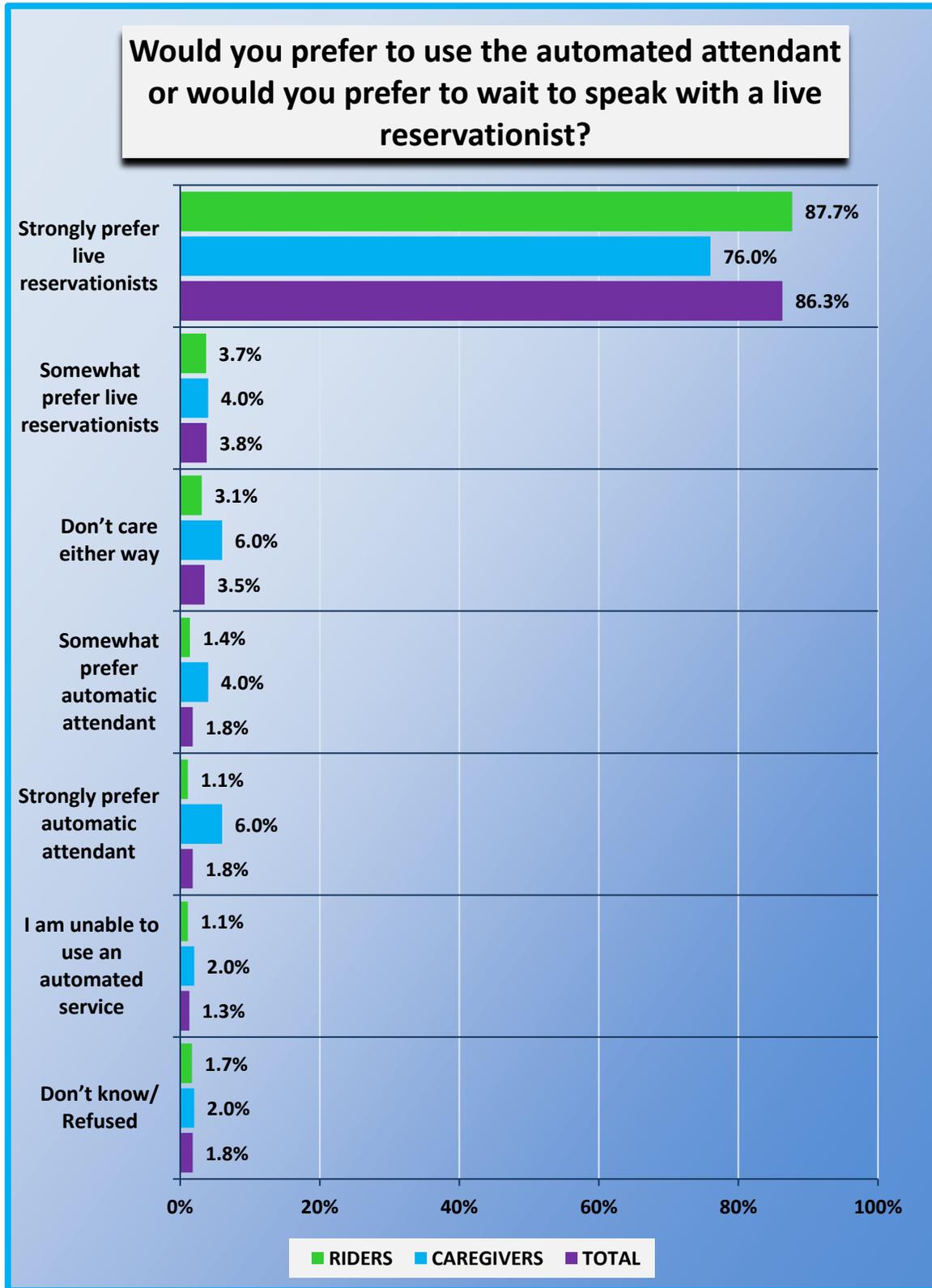
TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Strongly prefer live reservationists	307	38	345
Somewhat prefer live reservationists	13	2	15
Don't care either way	11	3	14
Somewhat prefer automatic attendant	5	2	7
Strongly prefer automatic attendant	4	3	7
I am unable to use an automated service	4	1	5
Don't know/Refused	6	1	7
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Strongly prefer live reservationists	87.7%	76.0%	86.3%
Somewhat prefer live reservationists	3.7%	4.0%	3.8%
Don't care either way	3.1%	6.0%	3.5%
Somewhat prefer automatic attendant	1.4%	4.0%	1.8%
Strongly prefer automatic attendant	1.1%	6.0%	1.8%
I am unable to use an automated service	1.1%	2.0%	1.3%
Don't know/Refused	1.7%	2.0%	1.8%
TOTAL	100%	100%	100%

(Question 20 continued, "Would you prefer to use the automated attendant or would you prefer to wait to speak with a live reservationist?")



21). If you could choose one thing to improve STA's Paratransit service, what would it be?

TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Nothing, I'm satisfied with the service	159	24	183
Be on time	31	7	38
Less time spent on van/ better routing/ more efficient routes	27	4	31
More scheduling flexibility	27	1	28
Improve van	19	0	19
Improve rider notifications, communication, and mobile app	12	5	17
More vans/ drivers	14	2	16
Drivers more friendly/ better skills/ more helpful	13	0	13
Improvements in reservations	9	3	12
Expanded service hours	8	1	9
COVID-19 issues	7	0	7
Improve application/ renewal process	5	1	6
Pick-up/ drop-off improvements	5	0	5
Improve rider safety	3	1	4
Improve pass procurement process	3	0	3
Smoother rides	3	0	3
Issues between other passengers	1	1	2
Treat your employees right/ better	2	0	2
Expand service area	1	0	1
Price concerns	1	0	1
TOTAL	350	50	400

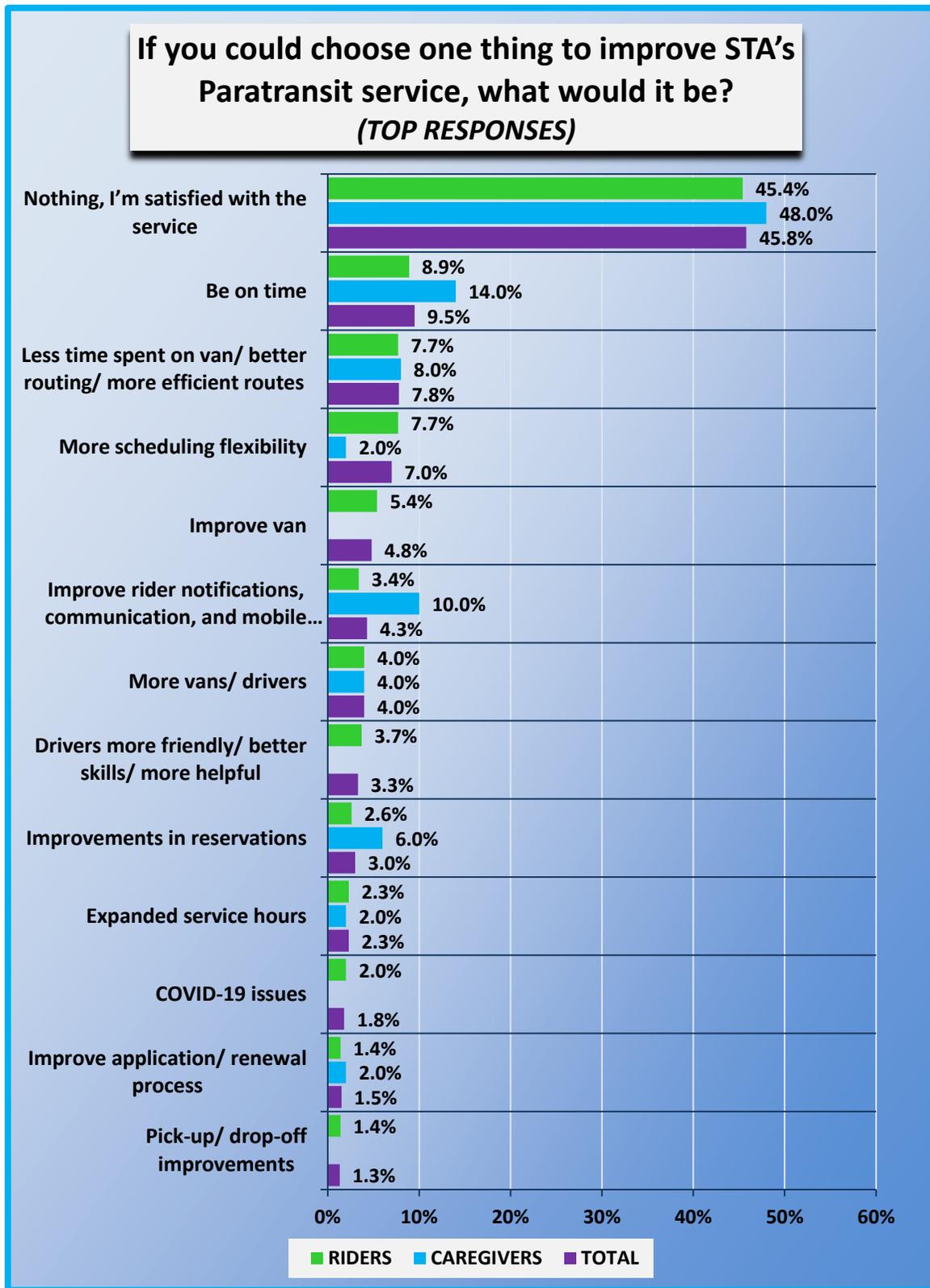
(Question 21 continued, “If you could choose one thing to improve STA’s Paratransit service, what would it be?”)

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Nothing, I’m satisfied with the service	45.4%	48.0%	45.8%
Be on time	8.9%	14.0%	9.5%
Less time spent on van/ better routing/ more efficient routes	7.7%	8.0%	7.8%
More scheduling flexibility	7.7%	2.0%	7.0%
Improve van	5.4%	0.0%	4.8%
Improve rider notifications, communication, and mobile app	3.4%	10.0%	4.3%
More vans/ drivers	4.0%	4.0%	4.0%
Drivers more friendly/ better skills/ more helpful	3.7%	0.0%	3.3%
Improvements in reservations	2.6%	6.0%	3.0%
Expanded service hours	2.3%	2.0%	2.3%
COVID-19 issues	2.0%	0.0%	1.8%
Improve application/ renewal process	1.4%	2.0%	1.5%
Pick-up/ drop-off improvements	1.4%	0.0%	1.3%
Improve rider safety	0.9%	2.0%	1.0%
Improve pass procurement process	0.9%	0.0%	0.8%
Smoother rides	0.9%	0.0%	0.8%
Issues between other passengers	0.3%	2.0%	0.5%
Treat your employees right/ better	0.6%	0.0%	0.5%
Expand service area	0.3%	0.0%	0.3%
Price concerns	0.3%	0.0%	0.3%
TOTAL	100%	100%	100%



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

ADDITIONAL COMMENTS

RIDER / CAREGIVER	RESPONSE	COMMENTS
Caregiver	Be on time	Accuracy of scheduling, arriving, picking up and dropping off
Caregiver	Be on time	My folks would really like to have a shorter waiting time. A half hour is often too long. We have four residents at this home that ride paratransit. Each one only rides one to two times a week. Three make their own reservations and I do it for the fourth person. They are generally happy with the service except for the wait time. The other complaint was sometimes the driver will drive too fast and one person said that the driver sometimes has music playing too loudly. Otherwise, they are very glad for paratransit and, they do nothing on the computer and only want live people to talk to.
Caregiver	Be on time	My rider was left sitting in a wheelchair waiting for pick up for well over three hours and that is not good.
Caregiver	Be on time	The van doesn't always come within the 30-minute window.
Caregiver	Be on time	We have had a few instances where my son's van was so late that we had to call for a different ride. He was going to be late for his job otherwise. He also has had the vans be late where it wasn't so critical, but it is still frustrating to not have them arrive within the 30-minute window. My son and I appreciate the paratransit service so much and we think they do an awesome job. This is the first year I have done this survey where I have not given you folks a '5' across the board and that was entirely due to numerous late vans.
Caregiver	Expanded service hours	We always have a great experience with the reservationists and the dispatch folks are great too. I can't give them enough kudos. We do have to make sure we schedule up to 45-minutes ahead of our appointment time, so they won't be late. Extra, extra time to make sure we have enough time, because the regular van time frames are often not enough to get them there without being late. The drivers really go out of their way also to help our clients, often calling or texting when they have timing issues. They offer super service.
Caregiver	Improve application/renewal process	Save payment information on website for auto renewal.
Caregiver	Improve rider notifications, communication, and mobile app	Better communication. A driver let one of our patients walk himself back to the residence and he got inside and died right there, in front of all the other residents. He should have called one of us out and we could have got him help. They are almost never on time and if we need same day service, they never seem to have a van. Some reservationists are very rude.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Caregiver	Improve rider notifications, communication, and mobile app	I would like to have ability to see real-time van drop-off times. A "10-minutes away text" would be great.
Caregiver	Improve rider notifications, communication, and mobile app	Please fix the PASS Web. I try to use the PASS Web, but it does not work anymore, and I really miss it. Also, could you add more features because we do live in a computer world. Also, could you train your new reservationists a little more.
Caregiver	Improve rider notifications, communication, and mobile app	The PASS Web app, the guardian and rider should both be able to use the app and track the time. It would be really great if it didn't take so long to get to a reservationist. Understandable with COVID-19, calling every week sit and listen, don't listen, wait until reservationist, usually all the same. Tell me about the mask, not trying to complain, just have to listen and wait to talk to a reservationist, only wish to choose that option to hear the COVID-19 measures. Everybody does a great job, Toby is the best reservationist, helpful and cheerful and the greatest.
Caregiver	Improve rider notifications, communication, and mobile app	We really love PASS Web. We can find out the bus time and when they will get there. I appreciate that I can see the times, estimated times, and if something is a problem. I do not like the STA website. It's confusing and difficult. I really think an automated reservation system would fail with the folks who ride paratransit, people with disabilities often have poor speech and hearing, an automated attendant would be enormously frustrating for them. Same thing for many seniors. I have found that STA is famous for making changes for economic reasons, rather than feedback from consumers. I hope the board will really listen to the feedback and not just blow it off. They say they are going to change but then change only in ways that is economics driven.
Caregiver	Improve rider safety	Sometimes the driver uses the back stairs instead of the lift, and the left is safer.
Caregiver	Improvements in reservations	My mother-in-law goes to dialysis three times a week. I am her daughter-in-law and used to make her reservations. Now we don't have to do that. Someone mentioned that we could do a standing ride and that's what we do now. We have a ride to dialysis with paratransit and then one of the family goes to pick her up after dialysis. It's better for her that way. I am really glad the COVID message on the phone is much shorter now. It was annoying after hearing it every week. I would also like to make reservations more than a week in advance. Perhaps a month in advance. I really appreciate the paratransit service.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Caregiver	Improvements in reservations	The only thing I don't like is they changed the way we schedule. My son goes to the same place, work, every day of the week at the same time. We had it set that it would be automatic and the only time we had to call was to cancel. Now they changed it, and I have to call every week and sometimes I forget and then we have to hurry and set up a pick-up. Why can't we go back to the old way?
Caregiver	Improvements in reservations	Women answering the phones wouldn't be rude
Caregiver	Issues between other passengers	Problems that exist in paratransit are due to the population of Spokane, not paratransit. They do great with what they have. Put passes and smart cards available around town so the caregiver doesn't have to go all the way downtown. Like locations at the bus stops. As a caregiver getting downtown with a huge van to take clients in, parallel park for five-minutes and leave again, I have to pay \$2.00 in parking.
Caregiver	Less time spent on van/ better routing/ more efficient routes	Bathroom issues happen when the ride is too long.
Caregiver	Less time spent on van/ better routing/ more efficient routes	It seems like she is often later than I expect when she is returning home.
Caregiver	Less time spent on van/ better routing/ more efficient routes	It would be good if riders did not have to spend a long time on the van.
Caregiver	Less time spent on van/ better routing/ more efficient routes	My daughter and I are both very familiar with paratransit. My mother also rode for a year about three years ago. The main problem we have with paratransit is the rides are just too long. You can be on the bus for two-hours each way. My daughter is not getting a job because it is too long on the bus. More time on the bus than at work. I work at Project ID and schedule rides for my daughter. I work with people at Wolf Den, calling the reservationists to make sure about their rides. I used to work with the system where you track the riders and that was a good system. Now, with having to log into the computer and use a person's ID and their email address (which many of them do not know because of their intellectual disabilities) it is very difficult and complicated to get the information we need. I would really prefer the old system going back in place. We have been mostly pleased with paratransit, the drivers are great, the reservationists are super helpful, and generally everything is good.
Caregiver	More vans/ drivers	We have been using the service for years and we are happy with the service.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Caregiver	Nothing, I'm satisfied with the service	I think they are doing the best they can, and if something odd or different happens, it's usually not the norm and stuff happens. I think they are even a little better than before COVID.
Caregiver	Nothing, I'm satisfied with the service	I think you do an excellent job.
Caregiver	Nothing, I'm satisfied with the service	I will say that my father was very pleased with the service, but it became difficult for us as his caregiver, so we got together as a family and purchased our own van which has been easier on us.
Caregiver	Nothing, I'm satisfied with the service	It is very difficult for my father to speak because of the stroke he suffered, and he is basically bedbound, and we move him via hoist into a wheelchair which is when you guys take over, and everyone is so very kind and gentle with him. We are truly grateful.
Caregiver	Nothing, I'm satisfied with the service	My rider is very vocal and if she had any problem at all, she would certainly tell someone about it. She is very grateful for the van.
Caregiver	Nothing, I'm satisfied with the service	They need to reach out to me (her brother) as she gets flustered when they call her. She doesn't know how to answer the questions.
Caregiver	Nothing, I'm satisfied with the service	We are very grateful for the service.
Caregiver	Nothing, I'm satisfied with the service	You are doing a great job.
Rider	Be on time	30-minute time window.
Rider	Be on time	Always being on time for appointments. I have arrived at appointments late.
Rider	Be on time	At one time, the van was over an hour and half late picking me up for my dialysis appointment. Van had broken down. There have been other times, as well, when it was 45 minutes late. And, I had missed my 5-minute time by a few minutes once and the driver left, and it took me 45-minutes to get another ride. It's very hard to function after dialysis because I'm very tired.
Rider	Be on time	Getting to destinations on time so you don't have to wait outside because you are so early.
Rider	Be on time	I am either an hour and a half early or an hour and a half late for dialysis. I cannot count on them to be on time ever, and when I'm late, everyone after me has to wait for me and then that puts me home at midnight. I am wiped out from the dialysis treatment and then having to get home so late is really draining. If I could find another way I would.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Be on time	I don't think it's right to punish us for being late when you're often late. The driver was 45-minutes late and so I went back to my apartment for personal reasons, and I was told that I was being punished for not being at the curb when the driver got there. It is not fair that I'm punished for being 5-minutes late, but the driver can be 45 minutes late and nothing happens about that.
Rider	Be on time	I have had some problems being somewhere too early. The business or center is not open, so I have to wait outside. In the summer, that's okay, but not with wintertime coming on.
Rider	Be on time	I love everything about paratransit except the fact that they are often late. And, when I am at a store, I do not know for sure what door to wait nearby. I have been late to one doctor appointment. It is the going home is almost always late. I have waited at the doctor's office for 45-minutes for the van. It is very hard to estimate especially if it is a new doctor how long your appointment will be. I would like a text message or some other way to find out when the van is coming, and how long. Not a computer notice, but a phone text. I have not had any bad drivers but sometimes I have had better than average drivers, and I have called STA to compliment an excellent job. This was Mark, and I have really appreciated him.
Rider	Be on time	I really wish the buses on weekends were much better about being on time. We go to Special Olympics, and we cannot be late to our meetings because we won't get credit for being there. The drivers will sometimes call other buses when we have been late and see when they will come. My hearing issues makes it hard for me to connect with people. I am mostly deaf. The drivers will really go out of their way to help. I so appreciate them. I have just come from Bellingham and used the buses there. My caregiver makes the reservations for me because I can't hear well enough.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Be on time	I rode all the time before the pandemic. I'm doing the answers based on the pandemic, because most people didn't take the busses during the pandemic. I was able to be more flexible. I'm taking advantage of few riders on the bus. I am forced back to old way, starting last week. It really caught me off guard. Now all these people on the bus, delays, and 4-hours on the bus. I need paratransit because I have many needs. Worth the long trips. I keep my mouth shut and enjoy the ride. You get to know riders and drivers that are like family. I can't say enough nice about it. When I call for a ride, the reservationist can sometimes be rude, but some of them are very helpful. The pandemic spoiled me so now it's an adjustment period. Up to two riders now and you now have to call three days in advance, and I haven't had to do that over a year, so I have to train myself again.
Rider	Be on time	I usually have to wait an hour and a half, even though they say there is a 30-minute window, that never happens. I don't like having to wait so long and would hope they could get closer to the 30-minute window.
Rider	Be on time	I wish they would come to get me on time.
Rider	Be on time	I would just like to say I don't know what they would do without them. They would like us to ride the regular busses. We have some problems, including mental. We need this service. I would not be able to go anywhere. I have faith that I will be on time. They are great.
Rider	Be on time	I would like to see a 15-minute range rather than the 30-minute range. They have never been late within 30-minutes, but I would prefer to not have to wait that long. I have enjoyed the service and have no complaints. I have never been late and the drivers are wonderful.
Rider	Be on time	I've had trouble getting to my appointments on-time. The route whoever sets up the route, it was way out from where I'm going. A couple of times the bus went back to the same area they were just in to deliver someone to the same place. Whoever is planning the routes isn't very good. The main thing is I'm not making appointments at the doctor at the VA. Quite a few times been late and gotten in trouble with the VA. I know they can be there past the time by 30-minutes but several times I've had to plan trips 60-minutes ahead of time because I'm not making it to my doctor's appointments on-time.
Rider	Be on time	Keep a tighter schedule. I have a very long driveway, and I like to meet the driver at least halfway because I don't want them to have to walk all the way up. The drivers are very nice, and I want to treat them as nice as I can and I want to be able to walk up to the bus to help them.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Be on time	Less time waiting for the van, especially outside in the cold
Rider	Be on time	Love paratransit to come and get me, but not like afterhours services. There was a time when I had my eyes dilated. I have problems when the STA uses contracted drivers after hours, who are not responsive to my problems. They have been a real problem. I'm not taking paratransit until after COVID. They never seem to pick up in a proper time for the appointments, takes one and a half hours to get you because you've been lost in the system. They've always had an excuse. I appreciate the drivers from the STA, but not the others, they care less about their people and don't follow the authoritative rules.
Rider	Be on time	Many times, I am 20 to 30-minutes late to my doctor appointment and the doctor will not see me and I'm told to come back another time. Then I have to just sit and wait for the van to come back to take me home.
Rider	Be on time	More accurate pick-up times
Rider	Be on time	Most of the time they are great. It's the only way I can get around anywhere.
Rider	Be on time	The vans used to be on time, and lately they are getting there later and way past the half hour window. It was becoming 40-45 minutes for dropping off at my son's. This is only recently. Perhaps more folks are riding now? I go to my son's business twice a week with him and get the paratransit van from there to Providence. It works out very well, and we have never had a problem. The drivers are great, and the reservationists are wonderful. Keep up the good work.
Rider	Be on time	Times when it's one-hour after my scheduled time. It's been quite a number of times.
Rider	Be on time	When they return, it is too long. When they pick me up, the scheduling is okay, but when leaving, it would be 30-60 minutes, which is ridiculous.
Rider	COVID-19 issues	Cleaning after their clients.
Rider	COVID-19 issues	Do a better job wearing masks.
Rider	COVID-19 issues	Have passengers sit further apart and make sure riders wear masks appropriately.
Rider	COVID-19 issues	Lift the restrictions so we can have more people on the vans and busses. I'm homebound and I enjoy the interactions with other riders.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	COVID-19 issues	Limit number of people, trips are too long, that improved with COVID not having so many people on board, with having such a long trip, keeps us arriving on time. Getting home seemed to be a long trip but not with COVID.
Rider	COVID-19 issues	Make sure that the drivers masks are on right.
Rider	COVID-19 issues	That all bus drivers would be vaccinated.
Rider	Drivers more friendly/ better skills/ more helpful	Driver's identifying themselves. STA has some excellent drivers. And I really appreciate their reservationists. They do a good job. The waiting times between the automated system answering a phone and getting to a reservationist is long. You have to do that to inform everybody what is going on at STA, if there was a way to bypass that for people who call in often, that would be great. I appreciate the STA greatly.
Rider	Drivers more friendly/ better skills/ more helpful	During the day hours everything is very good, but not so in the evening. They need a lot more training.
Rider	Drivers more friendly/ better skills/ more helpful	Get rid of First Transit drivers. The First Transit drivers have gotten lost getting me home, backed out into heavy traffic in front of the traffic, have arrived early to pick me up and then left even before my scheduled pick-up time arrived. They don't know how to secure my wheelchair once I am in the van, and I don't need to be rolling around in the van.
Rider	Drivers more friendly/ better skills/ more helpful	Grumpy and crabby operators need to stay home.
Rider	Drivers more friendly/ better skills/ more helpful	I have had three bad experiences. One was the driver made me get off at a wrong address. I had to call a friend to pick me up from the wrong place. And I had a fall getting off the paratransit bus and they had parked near some snow, and I tripped and fell. The driver did not see me fall because they had gone already. And I had to call a friend again. The main problem in winter is the rule that says you have stand outside waiting for the bus. It is often in Spokane way too cold for that. My driver said they could not come in to get me. I have a good thing to say, too. I carry heavy batteries for my oxygen tanks and most of the time the drivers are very helpful in carrying them. I would also suggest that the schedule could be tighter so you're not waiting at doctor appointments for a half hour or more. I would suggest that they would have better real-time ideas of when the drivers will get there.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Drivers more friendly/ better skills/ more helpful	I think they are doing a good job, but I have limited eyesight and sometimes when they drop me off and are telling me where the door is they point, but because of my limited eyesight, I don't always know where they are pointing. Turning me in the right direction would be very helpful.
Rider	Drivers more friendly/ better skills/ more helpful	I would like the drivers to come up to the door more often.
Rider	Drivers more friendly/ better skills/ more helpful	It was very difficult for me to rate the drivers because some of them are very nice and friendly, but some of them are not. It's a crap shoot. You never know who you will get and how long you will have to wait because of the 30-minute window, which I understand. Some of the drivers are very helpful with the mentally handicapped people and help them, but then there are the others who won't go even an inch out of their way too much and sometimes are very mean and snotty. I think the attitude of some of those drivers should be addressed. Also, I do not know how to file a complaint and would like to know.
Rider	Drivers more friendly/ better skills/ more helpful	Make sure all drivers are more knowledgeable about the wheelchairs and how they are supposed to be tied down.
Rider	Drivers more friendly/ better skills/ more helpful	More drivers and expanded hours too. I have had the driver leave me at the doctor's office because I was late getting out. It only happened once, but I was stuck. Overall, paratransit does a great job and have wonderful people working for them. Good job.
Rider	Drivers more friendly/ better skills/ more helpful	Sometimes the drivers are not very nice, and they are not nice to me.
Rider	Drivers more friendly/ better skills/ more helpful	Streets are bad, drivers drive in some way that hit potholes, hurt the passengers, go down other streets because some streets have more potholes than necessary. Drivers do not listen, driver got lost and not listen to get unlost. I would appreciate staff who are not doctors making assessments for the service.
Rider	Drivers more friendly/ better skills/ more helpful	When it snows overnight, the drivers won't walk up to the doorway. I was left at the door because the driver left without me.
Rider	Expanded service hours	I am in a group home and the staff makes my reservations. When I did them myself, it was fairly easy. But it is better to have the staff do it now. I go to the Wolf Den Center in the evenings and would appreciate having some more nighttime van service. Sometimes I get home late and miss my regular med times. It would helpful if they had more vans at night, so we are not riding so long.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Expanded service hours	I wish I could book same day pickup, because sometimes I forget to call for a ride.
Rider	Expanded service hours	I would like to see more vans and drivers available so we do not have to take the regular city bus.
Rider	Expanded service hours	Improve holiday travel. The drivers are cut down to a skeleton crew which I understand, trying to give as many off as possible, but there are a ton of people traveling, and the last holiday I rode the van, I was on the bus for well over two hours one way, and it was grueling. It was a couple of years ago, so I don't know if it improved, but if not, please try to improve it.
Rider	Expanded service hours	Improve the service on Sundays. I wish for better Sundays. For some reason, there is almost always a long wait time to get picked up from church, which presents a problem, because someone has to stay behind, with me, until the van comes.
Rider	Expanded service hours	It has been wonderful with the limited amount of people on the vans because the rides go more quickly. My only problem with rides is when I have a doctor appointment and I have to get there way too early. I have not gotten there before they were open, but I am usually there 45-minutes or earlier.
Rider	Expanded service hours	My mom helped me with the application. I only ride paratransit and not the regular city bus. I would really like paratransit to have expanded hours in the evenings and especially on Sundays. I work during that time.
Rider	Expanded service hours	We have had a few odd drivers who are not friendly and drive badly. We only saw that one person driving badly once and maybe he was a sub that day? I prefer larger vans for my scooter. It is easier to move around in.
Rider	Improve application/renewal process	Have free service for the first ride to show how easy it is to use and promote more folks signing up. I really appreciate the reservationists that counsel me on scheduling and make sure we have enough time, adding in extra to my appointments so I am not rushing, pay attention to weather, etc. I also have had a neighbor go with me on the van to get a feel for it, and promoting using the service.

Table Continued



(Question 21 continued, “If you could choose one thing to improve STA’s Paratransit service, what would it be?”)

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Improve application/renewal process	I had a difficult time with my application. Originally, they had me walk over two blocks and that was very difficult with my physical limitations. I also never got told what level of eligibility I have. I had an experience where the driver left because I was a few minutes late getting out from an appointment. It would a great idea if they had the phone number of the doctor you were seeing and then could call to see if you are done or the actual client's phone number to check to see where they are. Perhaps even a few minutes would make the difference for a ride. Especially in the tall medical buildings where it takes a while to get back down to the front door. I would prefer live reservationists because a computer can make a mistake with a reservation whereas a person will catch it. I also suggest that staff suggest to the riders to make sure they have water, a snack or a lunch with them. It would be so helpful if you are late, because those little bits of time add up and being hungry or tired or dehydrated or don't have your medications can create a big problem.
Rider	Improve application/renewal process	I moved here from Seattle area and when I tried to get the information about paratransit and none of the doctor offices or hospitals had information or phone numbers. It would be a very good idea the health care folks have the information available. I think it would be a great idea to have a booklet/flyer to hand out. I was in tears, just finished up with heart surgery, and could not find anyone for transport and the process was enormously frustrating. I would be willing to work with STA to put together a booklet, etc.
Rider	Improve application/renewal process	I wish we did not have to go to the Plaza for our renewal. I was already robbed there, and it is very dangerous. Would you please try to find a different way for renewal? Also, change supervisors I would rate a '2.'
Rider	Improve application/renewal process	The application process was terrible. I ride and my wife sometimes rides but has not applied. The application gal was rude, condescending and acted as though I was faking my disability. My wife is not even going to apply if this woman is still there. Hopefully, that woman is gone because this was two years ago. And the lady never told me my eligibility level. I missed my five-minute time from my dialysis appointment, and we got written up and told I might get kicked off. I cannot leave in the middle of dialysis. It would be very helpful to have a way for the driver to call if we are detained. The drivers are truly wonderful. For reservationists, they are great, and Toby especially deserves two thumbs up.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Improve pass procurement process	Call in your smart card and take care of adding money to it over the phone
Rider	Improve pass procurement process	I have had a very difficult time getting my monthly pass due to my retirement home. I will call to see if I can make better arrangements for myself. I ride very often, up to ten rides a week, and out of ten rides, the van is late three times. I do call in and find out where the van is. I had an awful time getting my application through due to a very unhelpful customer service person. But every other person has been wonderful.
Rider	Improve pass procurement process	Take credit cards or debit on the van instead of buying a ticket. There should be a way to make the point of payment directly on the van.
Rider	Improve rider notifications, communication, and mobile app	A way to receive a text that tells you when they are coming or if they are going to be very late. I have been very satisfied with paratransit. I just need to know if they are late in coming. Other than that, I think they do an excellent job.
Rider	Improve rider notifications, communication, and mobile app	Accuracy of PASS Web is questionable. Post times and schedules. Sometimes the information is off on the busses telling you when it's going to go. It's supposed to show the busses, but that never shows up on mine, ever. If I have to call off hours, like before 8am, and it tells you what numbers to push, it never tells you how to get a live person. I had to figure it out, tried 0 first, finally figured out to press 0. I've had to tell other people to do that. Please change that on the auto system to press 0 to talk to a live person. I rarely have a problem. Only thing is wait time for several hours from time to time.
Rider	Improve rider notifications, communication, and mobile app	Advising riders of new policies and changes and information about getting passes. They used to tell me when I got on the van if they were picking up other people. It's concerning to me that I'm driving around and not know where I am. I want to complain but I'm afraid that they will cancel my pass, or I will get poor service. I sometimes have to wait four hours for a ride if her doctor runs late and I miss my bus.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Improve rider notifications, communication, and mobile app	Be honest. I don't like every time I ask, once in a while I'll call for an estimate for an arrival and get some poor response. They tell me they'll be there in a few minutes, and it'll be ten-minutes. Tell me they'll be there at 4pm and they arrive at 4:15pm. Trying to make it work for me. I don't know how it is to pick up people on a schedule. I'd ask for more accuracy than what I've been told. I understand the 30-minute window, but at least if I know that would be helpful. A little more accuracy out the time of arrival would be helpful. Is there a limit in terms of how long a passenger can be on the bus? I live in Liberty Lake and get picked up from North Spokane. I wonder if its two to three hours. It really kills me. The seats are uncomfortable. I try to be flexible and understand your mission to help disabled people but wonder if there should be a limited time of how long people should ride the bus.
Rider	Improve rider notifications, communication, and mobile app	Communication from STA could be more kind. I try the best to be on-time for my rides.
Rider	Improve rider notifications, communication, and mobile app	For more drivers, on-time and mobile app versus a webpage.
Rider	Improve rider notifications, communication, and mobile app	I used DART in Seattle, and they would make a phone call if you weren't waiting for the bus. I would like it if I didn't have to put so much on the pass at one time.
Rider	Improve rider notifications, communication, and mobile app	Letting people know about the penalties in advance. A couple of times I've gone to the Rockwood Clinic, waited and took the city bus home. I guess if you cancel like that, they put a black mark on my record, with a letter stating a no show, only a certain number before not allowing you to use it anymore. I didn't realize that. I spoke to a driver, there is a certain time to cancel, you can't just cancel it, but if you cancel it, they can reschedule. It was confusing to me. I'm very careful about being there to be picked up and I don't cancel anymore. I think it's important when you are going through the process to be approved that you do not get penalized. Everything is wonderful. The people are wonderful. My service dog is afraid of people and afraid of Walmart, but she feels safe on the van.
Rider	Improve rider notifications, communication, and mobile app	My friend has it hooked up on phone to know when they come to get her. I want to know how to do that. I just love you guys because it takes me where I need to go because I don't drive. I'm thankful for you guys all the time.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Improve rider notifications, communication, and mobile app	Need app to show times ride show up and time expected to drop off at destination.
Rider	Improve rider notifications, communication, and mobile app	Never got a rule book and I want one.
Rider	Improve rider notifications, communication, and mobile app	PASS Web needs help. It works half the time. You need to work with the drivers. Sometimes they are going by what they've been assigned and go by our stop because they were told that was what to do.
Rider	Improve rider safety	Enhance safety for dogs and for diabetic's feet. Seats need to be fixed. I almost fell down the stairs, which put up my blood pressure, when I was applying. Rugs at the door at the plaza are dangerous for blind people. Driver saw me and helped make sure I didn't trip. Lucas is not so nice. Toby and Michelle are good. I wish on Sundays they would run until 9pm because sometimes we miss out. there are somethings out after 8pm, like games, concerts, church. If they could pick us up by 10pm, that would be nice. Some of the guys get upset, you know who we are, we've had you several times. I'm sorry when there are so many people. Being blind, I can't recognize them. I can only recognize voice, and not name. If you don't recognize them, they get upset. A lot of the drivers are really nice. When I'm going someplace, it would be nice to know what streets, and colors of bushes to see trees changing color. I was noticing that this morning. Look at the turkeys on the left-hand side. New vans, no room for grocery and shopping bags that is a safe place. Maybe where wheel tires are, need a bench to put stuff, or straps, so someplace to put groceries and shopping stuff. and to be on time. A lot of times they are not on time. If they are over a half hour, we should get a free ride.
Rider	Improve rider safety	More safety, more space to sit.
Rider	Improve rider safety	Seats shouldn't face into the ear of someone in a wheelchair. One driver was so mad all the way home, I was concerned with my safety. Personnel oversight, need to be aware of fatigue, burnout, spent, not need to be telling STA that drivers exhausted or burned out. Drivers should be sure they are picking up the right person, I was 40-minutes behind schedule because of that.
Rider	Improve van	Better shock absorbers for the vans.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Improve van	Better ventilation. I'm worried about how long I will have to wear a mask. One driver was frustrated. I had less packages and I had four or five packages, carrying one. She threw her sunglasses across, landing in my direction, because she said they broke. I said what is the matter, then she complained about how much stuff people bring on the bus. I just threw my glasses because they broke. I made a complaint about when the driver couldn't find the maternity ward at Sacred Heart for my daughter-in-law and I had to find it myself, which ended up that day, I went home and didn't wait to be delivered. I was so upset. My ex-husband mentioned the ward. That preempted an awkward situation, it made me paranoid.
Rider	Improve van	Don't like the new van, sitting sideways does not feel comfortable.
Rider	Improve van	Get rid of the new busses. New busses hard to sit in on rough roads. Hard for people with physical limitations. Over the years, I have been really impressed with the drivers and the efforts they make to keep things at a positive level in their busses. There have only been a few who have not been kind or respectful. It is heartening. I think the service is phenomenal and I've been fortunate to have it. The drivers are well trained. Is it true if I take paratransit on the weeknights or after hours that it is a contract driving? I've not had to do that very often, but when I have there's been a difference. They don't seem to be as well trained, or well-practiced as the regular drivers. Most of the drivers I've had over the years have been satisfied with their jobs and working environment with STA, positive and reflects in their ability to drive and perform the duties as they need to.
Rider	Improve van	Get rid of the new vans, because the isles are so narrow it's very difficult to navigate with the dog. They have 30 of them and they should have asked us. I think some of us who ride the vans should be on the board to represent various disabilities. Also, my disability will never change, I will be blind for the rest of my life, so why do they have me fill out an application to renew when they know my situation will never change until I die. I have to get someone to fill out the paperwork which is exactly the same as the ones prior. Why can't they just renew since my condition will never change.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Improve van	I don't like the new buses with they are designed with the seats facing each other. That does not seem safe to me at all. I have heard from other riders that STA got those buses to save money and I believe that our safety is much more important. I hope that they will consider going back to the other style of bus seating. I want also to say that the bus drivers have the hardest job, and they are doing a great job.
Rider	Improve van	I don't like the new vans and I don't think the drivers like them either. You can't put as many people in the van, and it's not easy to fold the seat for the wheelchair.
Rider	Improve van	I have now got to take oxygen and have to schedule my trips according to how much time I have on the oxygen tanks. I also like paratransit because I don't have to bring a caregiver with me. Paratransit can pick me up and drop me off. My one complaint is the ride itself. Struts are very bouncy, and I am a small man, and it gets very uncomfortable on long rides. Maybe get better shock absorbers.
Rider	Improve van	I have phobias of the van.
Rider	Improve van	I wish we could open the windows a little, on occasion. I've only had one ill experience on paratransit. When I went to sign up for my paperwork. It was a new driver. Other than that, I've had great experience with paratransit.
Rider	Improve van	I would prefer if STA went back to the old style of vans. They were much more comfortable on my back, and you get tossed around when you are sitting sideways. My back is often sore after a ride. I also don't like the seats that face each other. I have nothing but wonderful things to say about the drivers. They are kind, positive, happy to see us, and always have a nice thing to say. they also will turn on the radio for us if we ask, and chat and visit with us. Very nice. My care facility makes the reservations so I don't do any of those.
Rider	Improve van	I would prefer the new vans where you are facing the person. I have anxiety issues and get nervous with people staring at me.
Rider	Improve van	Improve the cleanliness of the vehicle.
Rider	Improve van	Like the old buses better.
Rider	Improve van	Make sure vans are kept cool in the hot weather. People with impaired respiratory systems have trouble breathing when it is too hot.
Rider	Improve van	More comfortable seats in the newer buses
Rider	Improve van	The newer buses that make you sit sideways are not as good for riders. The older ones are better.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Improve van	The vans are very noisy, and I would like it to be quieter.
Rider	Improvements in reservations	I did not know that you had to call three days ahead to schedule a trip which caused me to miss my doctor appointment. Twice I tried to schedule a ride to the doctor, but I guess I misunderstood and now I know that you have to call three days ahead, but actually it's four because you can't count the day of the ride. Very confusing.
Rider	Improvements in reservations	I had a very easy process getting my eligibility. I didn't even talk to customer service. I have had many problems with making reservations that are accurate. My building has a back entrance and that's where I need to be picked up. About 50% of the time the drivers go to the wrong door and have left without picking me up. This is a problem between the reservationists and the drivers. The other problem I have had is that the reservation folks do not save our addresses from our rides, especially if we go to the same address often. The software to save addresses is easily available. I work with software programs all day long and used to repair and teach about computers. It is not difficult at all to create a program where you will save customer's common destinations. As I have talked with other passengers, they have frequently complained about this as well. I also have had issues with scheduling. Too early of pickups (two or more hours) and too late (two to three hours) of return rides. An hour appointment turns into six-hours, which will be ideally two hours long. I have really enjoyed the drivers. They are all super courteous and friendly. I would suggest that more vans and more drivers would make the scheduling much easier for timely pick-ups and drop offs.
Rider	Improvements in reservations	I have had my bus not come to pick me up twice. They didn't even arrive and, I am not sure what happened. It was definitely a problem on the side of the reservation folks. I also have been not picked up at the right door at a grocery store. I waited over two hours just sitting at the wrong door. They never asked which door. I waited at the door I was dropped off at. They came to the wrong door and then left when I was not there. That was not my fault. I also do not know how I got signed up for paratransit. I think the folks at my care facility did it for me.
Rider	Improvements in reservations	I would like to see the reservation times narrowed so there is not so much time wasted before and after an appointment. Several times I felt much more comfortable when there was only one person in the van, but I'm still riding the van and thankful for the service.
Rider	Improvements in reservations	Improve automated reservations, speak to a live person, sometimes not catch what automated says.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Improvements in reservations	Make reservations further in advance.
Rider	Improvements in reservations	My wife usually does the reservation, but the one time I tried, I found it very difficult, but once I finally got through, everything was very good.
Rider	Improvements in reservations	Online scheduling. I think it would be wonderful if we could book our own trips online.
Rider	Improvements in reservations	Recording takes too long so you want to hang up.
Rider	Issues between other passengers	Restrict people who are not nice to the drivers.
Rider	Less time spent on van/ better routing/ more efficient routes	Closer, more efficient routes would help.
Rider	Less time spent on van/ better routing/ more efficient routes	I sometimes ride paratransit and am frustrated by the wait for the ride to go home. I often am sitting waiting for 45 or more minutes. When my rides are late, I often have had to rush to get to my next ride. I do very much appreciate the paratransit service. I have walking issues and appreciate not having to walk more than I have to. I also have seating issues when I have to sit sideways and especially on pothole roads, I often feel beat up terribly. It is extremely uncomfortable. When you sit sideways to the direction of the motion of the van, it is very hard for me. I also would suggest that the drivers do not do quick stops and starts. This is very uncomfortable for many of us. These issues happen on the regular buses, too. I have tried to install PASS Web and I had the site, and it would not finish loading. It would not work for me, so I gave up in frustration. I also see a need to streamline the routing better. Not backtrack so much.
Rider	Less time spent on van/ better routing/ more efficient routes	I use both paratransit and regular buses. If I have a long wait after my appointment, then I call paratransit to cancel my pick-up and take a regular bus instead. Sometimes I do get to my appointment too early. I often get Fred as my reservationist and really appreciate him.
Rider	Less time spent on van/ better routing/ more efficient routes	I would definitely call for many more rides if same day service was offered. That would be great. Also, I would be thrilled if you had a system that would let the vans know when you are done with your doctor appointment and are ready for the return ride. It would be great because I always factor extra time in for every appointment because I have no idea when I would be finished. It's almost always an hour. Or, if we could call in and let the reservation folks know we are done and ready to go. Or let them know by texting. Something to make it timelier.

Table Continued



(Question 21 continued, “If you could choose one thing to improve STA’s Paratransit service, what would it be?”)

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Less time spent on van/ better routing/ more efficient routes	It is hard to sit outside in the winter and wait because of the van scheduling. I can freeze to death if I get dropped off too early before the doors are open.
Rider	Less time spent on van/ better routing/ more efficient routes	Making sure that the van rides are no longer than it would take to use the city bus on the trip. More drivers are needed. Winter will make the trips even longer and bathroom issues become a problem. I have had trips take three-hours to get home from downtown.
Rider	Less time spent on van/ better routing/ more efficient routes	Not to sit on the van for an hour after doctor's appointment and making my knee stiff before heading to physical therapy. I understand you have to have riders to pay for the service. If I go downtown to go shopping. I ride the bus, if not for COVID, I'd ride the bus. If I couldn't drive, I'd ride the bus to the grocery store with my grocery cart.
Rider	Less time spent on van/ better routing/ more efficient routes	Return home, wish it would be shorter. When appointments are longer, van left.
Rider	Less time spent on van/ better routing/ more efficient routes	Riders have to be willing to wait up to 30-minutes, but they only give the five-minutes to get to the van. I had to wait two hours because he didn't get out of his doctor appointment in time.
Rider	Less time spent on van/ better routing/ more efficient routes	Shorten wait times for the return trips.
Rider	Less time spent on van/ better routing/ more efficient routes	Some of my clients have spent up to two-hours on the van at times. Other than that, paratransit has been great.
Rider	Less time spent on van/ better routing/ more efficient routes	Sometimes schedule is crazy, running everywhere, jagged. I just enjoy riding with them. It is a pleasant experience. I'm fine with the rides being the length they are unless it's a doctor's appointment.
Rider	Less time spent on van/ better routing/ more efficient routes	The only thing I didn't like about the van was driving all over the place on the route home which I totally understand because of dropping off all the other people. Also, I did not like the fact that you could watch yourself being recorded. It felt intrusive and intimidating. Maybe spend some of that recording money on the homeless.
Rider	Less time spent on van/ better routing/ more efficient routes	The only thing that I can say to improve it is schedule passengers going to the same area. I know that when I've been picked up a few times, they go to a totally different area to pick people up. One time, we sat in the van because the driver arrived early for an appointment, made two of us wait for the time for the pick-up.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Less time spent on van/ better routing/ more efficient routes	The van makes too many stops, and it seems like it takes forever to get to my destination.
Rider	Less time spent on van/ better routing/ more efficient routes	Value the client's time. Try to schedule pick-ups and returns so that the client is not left waiting for a long time, like 45-minutes, before or after their appointment time.
Rider	More scheduling flexibility	At first, they didn't tell me about the 30-minute flex time, so I wasn't happy when they were always late. Now I usually schedule giving myself the extra half hour, but still, more flexibility would be nice.
Rider	More scheduling flexibility	Better software. Have the service be more efficient with pick-up and drop offs. And, hopefully, that would allow us to offer same-day service as well. I signed up for paratransit years ago and I remember that I had to do some extra things to get it. They had to change it later, as well. Reservations has been a challenge at times. I had a new guy the other day and it took a half hour to schedule one ride. I also believe the software is out of date. I would really like to reserve online, on the website. I also am frustrated with the five-minute window for riders and 30-minute window for buses. If you are out there six minutes late, they leave. I know PASS Web, and I have not had a good experience with it. Logging on every time and putting passwords each time. I would like it to save my login information. It would be nice to also have the paratransit service on the website to bypass the reservationists entirely, automated or live. I get annoyed with the endless messages on the phone when you first call, they often go for five-minutes before I even get to talk to someone. I do hit '5' each time to bypass the messages and often I am still waiting on hold.
Rider	More scheduling flexibility	Earlier return trips from appointments with less waiting.
Rider	More scheduling flexibility	Get it back to when you are late, or when you are here, call our phone. I miss that. Please don't buy anymore of the new busses, period.
Rider	More scheduling flexibility	I am frustrated by the five-minute limits. If the bus is already late, I have run to the bathroom, come back and the bus has come and gone. Also, when does the five-minutes start? From the time the van pulls up, or when they were supposed to be there? Or when the driver gets out of the van and asks at the desk? I would prefer a system where they could call you or text you and check on you and let you know they are there.

Table Continued



(Question 21 continued, “If you could choose one thing to improve STA’s Paratransit service, what would it be?”)

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	More scheduling flexibility	I am generally pleased with paratransit and am very happy to be able to use the service. I want to share the good and the bad both. I do not like the requirement that it has to be at least an hour and a half ride. I have many times gone to the store just to pick up a prescription, and then have to wait for all the rest of the time. I have also had the experience of missing my ride home because of being in the elevator just when the bus arrived. I called the reservationists and they said they would send someone to pick me up as soon as they could. I waited for four-hours. There has got to be a better way to do that. I also have my daughter riding as my caregiver, and she has not gotten on the computer system even though it has been over a month. She is approved, but it is not in the system, and she is still having to pay for her rides. I never received the paperwork sending her permission card. It should have gotten to us in just a few days. And, with my daughter, the van driver doesn't need to walk me to my door anymore. We are always saying that we would love to have same-day service. We all hope you can make that work out.
Rider	More scheduling flexibility	I have a lot of comments about special mobility. It would be easier if paratransit dealt with sending out passes, rather than special mobility. Most of the drivers are super polite and good.
Rider	More scheduling flexibility	I have to have a full calendar week for scheduling and sometimes that it is difficulty.
Rider	More scheduling flexibility	I rode paratransit today and made a mistake with my appointment. It was at 8:45am and the driver told me to make sure I said I need to be there earlier, either 15 or 30 minutes. And I was at the same time as all the ARC kids, who were rarely ready to go on time. I just barely made it to my appointment with one minute to spare. Also, I renewed my eligibility recently and the girl who helped me said I needed to tell the reservationists every time that I use a walker 95% of the time. She said it would not be in the computer and that I have to tell them each time. My drivers have been wonderful and extra helpful.
Rider	More scheduling flexibility	I wish I could schedule a ride for the next day instead of having to call two days in advance. Also, when you call for a reservation, there is a short statement, and you hear it every time. Is there a way to opt out of hearing that statement?
Rider	More scheduling flexibility	I would like to see the van service available longer hours during the day.
Rider	More scheduling flexibility	I would really like same day service. Call within four to six hours or so to get a same day ride.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	More scheduling flexibility	I'd like to suggest they have individual cars, not the van, for a quick pick-up if a person gets left and can't wait for an hour or two for the next van availability.
Rider	More scheduling flexibility	If you have to schedule pick-up a long time before an appointment it is hard when you get there really early, and the hospital and doctor's office won't let you wait inside because of COVID.
Rider	More scheduling flexibility	It just seems that if you want a ride in the afternoon to shop or to a doctor, you have to call days in advance and even then, it is difficult to get a ride set up. Maybe you need more vans and drivers to deal with the demand.
Rider	More scheduling flexibility	On Sunday, the church is 15-minutes from my house but because of the way I have to schedule the van, I'm taken to the church 45-minutes ahead of time. I understand things are not perfect, I'm not complaining exactly, but maybe this could be something the company could work on.
Rider	More scheduling flexibility	Same day service.
Rider	More scheduling flexibility	Scheduling for drivers to go in the same area. I work, there are four of us who live in the same area, but they only take one and then another one picks a couple up. better to pick-up the people in the same area and then drop them off in the same area.
Rider	More scheduling flexibility	Seattle has 24-hour service. I waited two-hours at a hospital just waiting to be taken back home, and then another time I got stuck in an elevator and was just minutes late to get to the bus, and the bus left. I'm in a wheelchair, so I can't take the stairs. We are at the mercy of the paratransit, and sometimes it just seems like the management doesn't really care about people and the struggles we have to go through to get from one place to another. Paratransit is all we have, and although we are very grateful for it, we don't want to feel that we are less of a person. We would like to feel that you actually care, because we are at your mercy.
Rider	More scheduling flexibility	Since COVID, the staff seems to have a warmth about them that wasn't there before. There is one person in the application office that is so bitter and mean that it makes the process very uncomfortable.
Rider	More scheduling flexibility	The required one hour wait between being dropped off and getting picked up for the return trip makes it difficult when you only need a short time at the destination. It can be hard to find a place to wait somewhere like a grocery store.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	More scheduling flexibility	There are times I've had to wait for an hour and a half, when they are up to 30-minutes late. They should give us a free ride if they are late.
Rider	More scheduling flexibility	There have been a few times that I've had to wait for two hours to be picked up from where I was taken. Normally when the driver picks me up for my appointment, they are pretty much on time, but when it comes time to pick me up again, especially in the evening, like around 7pm, they are very late. I think they need more drivers.
Rider	More scheduling flexibility	They are not taking same-day reservations anymore and sometimes that makes it very difficult for me.
Rider	More scheduling flexibility	Three-day policy for booking.
Rider	More vans/ drivers	Hire more bus drivers and add more buses. I'm blind and that will never change, and I don't understand why I have to fill out a new application each year. It's a pain in the butt because I get it in the mail, and I have to wait for someone to fill it out for me. Since my condition will never change, why can't I get a permanent pass.
Rider	More vans/ drivers	I am really happy with this service. I don't really have any complaints. More drivers and vans would be good.
Rider	More vans/ drivers	I believe STA is a wonderful operation. I am thankful that they have it.
Rider	More vans/ drivers	I get frustrated when I have to do the automated thing. I want to talk to a real person. We need more drivers. I am very thankful. I want them to know what I would do without the service. I need paratransit. I prefer paratransit to the regular bus. All of it is great. We have a great system here. Thank you to everybody.
Rider	More vans/ drivers	I had a terrible experience. I was the first one to get picked up and four people got on after me. They all got dropped off first, and by the time I was dropped off, I was in so much pain that I couldn't stand it. The drivers may not realize the clients need to be off the bus sooner. I have also had problems with getting into my home with my wheelchair with the drivers. I am very thankful for the van and buses, but STA needs to make sure they hire people who are physically healthy and strong and young.
Rider	More vans/ drivers	I think more vans would make it easier to get to appointments and other places on time.
Rider	More vans/ drivers	I think they are wonderful. I would die without them.

Table Continued

(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	More vans/ drivers	I would like to see you hire more drivers in general, and especially on the weekends. Just make it easier for everyone that way. I have nothing but positive things to say about the drivers. Very thoughtful and helpful and even carry bags of groceries. They are kind and generous. They help me after dialysis when I am very tired. Kudos to drivers always. The reservationists are also wonderful. I always plan way ahead of time for rides. They are great about making big efforts to accommodate me and my rides. And most of the time no problems with timing, but every now and then, I get picked up or dropped off late. I try to not get the late afternoon rides.
Rider	More vans/ drivers	I'm sorry you guys can't get more drivers. I wish you could because it would make things easier.
Rider	More vans/ drivers	It will be much easier to schedule a ride with more vans and more drivers, and I hear you are down drivers.
Rider	More vans/ drivers	More van and drivers would make it so that we don't have to do rides so much ahead of our appt schedules. I am riding with the free rides for COVID times for seniors. I really appreciate paratransit and the service they offer. Thank you.
Rider	More vans/ drivers	Overall, the reservationist staff is very good, and they train the new ones very good, and I thank them for their service.
Rider	More vans/ drivers	They really need more buses and more drivers. The drivers are so swamped and driving all over the place. Routes could be better served if a driver is assigned to specific areas of town.
Rider	More vans/ drivers	They tell you all you have to do is call a day ahead for a ride, but that's not true because they are usually booked, or they only have a very late hour left. Then they say, it would be better if you call two or three days ahead.
Rider	Nothing, I'm satisfied with the service	A food bar would be nice. The service is generally really good. The reason I like paratransit so much is that they go out of their way to make sure everybody gets the help they need. Thank you.
Rider	Nothing, I'm satisfied with the service	About the safety of the drivers. The STA drivers I always feel safe. The contract drivers I'm sometimes not real comfortable with.
Rider	Nothing, I'm satisfied with the service	All the people are very kind and friendly and bubbly, very helpful and I always tell them they are doing a great job because they are.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Nothing, I'm satisfied with the service	Before COVID, I rode four to five times a year. I also have my daughter who gives me rides. During my application process, I was picked up by the driver, but I was in an office with a lot of homeless folks. I was uncomfortable with that. But the driver walked me right to the office, and that made me feel more comfortable. I have had to pad my reservations for extra time, otherwise I might be late. That is something that can be worked on. I do understand and make allowances for unforeseen issues. I also so appreciate your dependability. It is so good to know that paratransit is available to us that need it, Thank you.
Rider	Nothing, I'm satisfied with the service	Both my husband and I ride paratransit. He rides once a week, and I ride occasionally. We are big fans of paratransit and have not had any problems with it.
Rider	Nothing, I'm satisfied with the service	Don't cancel it. Don't go out of business. I want to be secure int he knowledge that the service will have funding to continue. It's a life saver and a mental health saver. I don't know how I would live without it.
Rider	Nothing, I'm satisfied with the service	Even during this pandemic, it's crazy what they have to go through I would hate to be a scheduler. I can't think of anything. They are very good about getting me places. Sometimes I have to ride the bus for one hour before getting to my destination but getting to visit a different part of the city than I have seen before.
Rider	Nothing, I'm satisfied with the service	Everyone is very kind, caring and sympathetic, and willing to help schedule all the rides. I just had a stroke and I'm grateful for all the help the staff gives me.
Rider	Nothing, I'm satisfied with the service	Everyone is very kind, patient and helpful, and the drivers are excellent and so eager to be helpful.
Rider	Nothing, I'm satisfied with the service	Get rid of the new vans, there's no room in them. Today we had two walkers, impossible to get the two people in.
Rider	Nothing, I'm satisfied with the service	Good drivers and paid well for their service. I like the idea of the PASS Web, but I am often frustrated with using it. I will log on and it will show me a past trip, not today's trip. I used both my Chromebook and my regular PC to access the PASS Web and it was difficult on both systems. It needs some bugs worked out of this system.
Rider	Nothing, I'm satisfied with the service	I am 100 years old, and everyone is very helpful and friendly and just wonderful.
Rider	Nothing, I'm satisfied with the service	I am extremely happy with paratransit, and I have absolutely no complaints at all.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Nothing, I'm satisfied with the service	I am getting a job at Amazon, and I want to know if I can use paratransit for regular, daily rides. The application process took a little extra time. I lost the application, and it took a while to get a new one from the customer service. I haven't ever used an automated system so I don't know if I would like that better. I do have speech issues and it might make it harder for me.
Rider	Nothing, I'm satisfied with the service	I am in awe, \$2.00 per ride, amazing. I am very grateful for the paratransit van.
Rider	Nothing, I'm satisfied with the service	I am very grateful and very blessed to have the paratransit because without it I could not get to my doctor or even to Walmart to shop for clothing and food.
Rider	Nothing, I'm satisfied with the service	I am very grateful for the service. Everyone is very respectful and kind.
Rider	Nothing, I'm satisfied with the service	I am very much pleased with the service of paratransit.
Rider	Nothing, I'm satisfied with the service	I can't complain about anything with paratransit. You have a really happy customer.
Rider	Nothing, I'm satisfied with the service	I did have one bad experience. I was at elder services, and they forgot me. I was there for two-hours and when the driver picked me up, she took me right home first. I have had good experiences throughout. The drivers are excellent, very kind, and helpful. My son usually rides with me and pushes my wheelchair for me, which is why the driver never takes me to the door.
Rider	Nothing, I'm satisfied with the service	I do prefer the older vans and buses. I don't prefer the vans with facing seats.
Rider	Nothing, I'm satisfied with the service	I do remember one event where the van broke down on the freeway, and it was really full. I was impressed because main office sent a new van, it goes there quickly with additional staff to help with wheelchairs on freeway. I was impressed. So far, every driver I've met has been pleasant, sometimes chatty, sometimes quiet, but always pleasant no matter what.
Rider	Nothing, I'm satisfied with the service	I don't ride the van very often, and I don't have a pass, but I do have a number.
Rider	Nothing, I'm satisfied with the service	I don't see any deficits. They do a wonderful job.
Rider	Nothing, I'm satisfied with the service	I don't think there is anything they could improve.

Table Continued



(Question 21 continued, “If you could choose one thing to improve STA’s Paratransit service, what would it be?”)

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Nothing, I’m satisfied with the service	I enjoy riding the paratransit van. We do a lot of talking and laughing and joking. I was on the van when the driver got into an accident. I was perfectly fine, safe. And the driver got written up, but I told them that it was a pure accident. I have friends that I have encouraged to sign up. I so appreciate the freedom to go anywhere I need to go.
Rider	Nothing, I’m satisfied with the service	I generally take paratransit to church on Sunday. I am often the only one on the van and have not had any real problems with the service.
Rider	Nothing, I’m satisfied with the service	I have had one accident on the van. The driver hadn’t clamped down the braces and my wheelchair went flying backwards. This was settled by insurance. I was okay but get headaches now. I still use paratransit, though, because it was clearly just a mistake. I have been on paratransit for three years, and only three times have they been late. I couldn’t ask for anything better with the paratransit service. I couldn’t get around without it because I have no other transportation options. I have no suggestions to make it better. It’s already great.
Rider	Nothing, I’m satisfied with the service	I have nothing but the highest respect and appreciate the service.
Rider	Nothing, I’m satisfied with the service	I have only had very excellent service and can’t think of anything to improve.
Rider	Nothing, I’m satisfied with the service	I haven’t had any problems, so I guess I have nothing to complain about.
Rider	Nothing, I’m satisfied with the service	I just loved the drivers. They were so nice and friendly and very careful not to hurt me when they were helping me. They were amazing and I just loved them. The rest of the people I talked to were excellent as well. I had to move to Kennewick, and I just hope I can get the same service here. The van was wonderful and was my life saver.
Rider	Nothing, I’m satisfied with the service	I just started the service and tomorrow will be my second time. I’m happy so far.
Rider	Nothing, I’m satisfied with the service	I just started using the service about two months ago, but so far, it’s been good.
Rider	Nothing, I’m satisfied with the service	I just think they’ve been really helpful, and I thank them for that.
Rider	Nothing, I’m satisfied with the service	I love paratransit. I can’t say anything wrong with the service. Sometimes they are late. I don’t want to lose it.
Rider	Nothing, I’m satisfied with the service	I need the van service so I can get my groceries and get to the doctor.
Rider	Nothing, I’m satisfied with the service	I really like it when I can be the only person on the van but that’s not reasonable.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Nothing, I'm satisfied with the service	I sometimes don't feel safe when the driver comes to a stop too quickly and my wheelchair moves.
Rider	Nothing, I'm satisfied with the service	I think they are doing a good job.
Rider	Nothing, I'm satisfied with the service	I think they do the best they can, and without them I would not be mobile.
Rider	Nothing, I'm satisfied with the service	I think you guys are all wonderful and I appreciate the help you guys give us too.
Rider	Nothing, I'm satisfied with the service	I want to know how much money I have on my SMART Card.
Rider	Nothing, I'm satisfied with the service	I was very impressed with the service, and so was my caregiver.
Rider	Nothing, I'm satisfied with the service	I'm blind and I feel very safe with the drivers, and they are very friendly and super courteous. I sometimes bring a cart for my groceries to Walmart, and they even make sure they take care of it for it.
Rider	Nothing, I'm satisfied with the service	I'm blind and they are really nice to my dog.
Rider	Nothing, I'm satisfied with the service	I'm blind so I can't see if the van is clean or if the driver is driving safely, but the van smells clean and the driver is not swerving everywhere, just bouncing through all the potholes that the city has not fixed.
Rider	Nothing, I'm satisfied with the service	I'm just grateful for the service which allows me to be independent and to get to my doctor appointments.
Rider	Nothing, I'm satisfied with the service	I'm just so appreciative of the service. Oh, my goodness. I've accused drivers of waiting until the proper time to come, as they are on time. They might have circled the block, as they are so prompt.
Rider	Nothing, I'm satisfied with the service	I'm very impressed with the service.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Nothing, I'm satisfied with the service	In my experience, not being able to drive, because of blindness on top of others heart and lung issues. It's been a blessing in my life. I feel fortunate to have this service available for me to be able to, that piece of my life. I feel blessed to have it. I don't know how I'd be able to get through this crisis mode. It's been a God send in many ways. The only thing that I hope will happen again about having more options, flexibility with payment options and passes, that would be the only recommendation for people who are in between, like a debit pass that could roll over the funds, in that respect as I know I would use it. I'm in that cusp, in the middle, so every few weeks I go to credit union pull out \$100, but it sometimes, with my sight and being able to see \$1 bills, with my sight it's tricky to see between a \$20 and a \$5 bill because of my diminishing sight.
Rider	Nothing, I'm satisfied with the service	Keep up the good work.
Rider	Nothing, I'm satisfied with the service	Make the riders appreciate it more. They do an excellent job and get very little credit. I have freedom and mobility with paratransit, and it's a nice part of my day to get out of the house and travel somewhere.
Rider	Nothing, I'm satisfied with the service	Most of the people I talk to are really happy with the paratransit services.
Rider	Nothing, I'm satisfied with the service	My husband and I both ride paratransit. I have ridden for a long time, and he has recently signed up for it too after his stroke. I think paratransit is a great service.
Rider	Nothing, I'm satisfied with the service	My services have always been good.
Rider	Nothing, I'm satisfied with the service	Sparkling apple cider would be nice.
Rider	Nothing, I'm satisfied with the service	The drivers are all so gracious and pleasant and very nice. You can't beat the price. I have no complaints about the service at all. 100% satisfied to have paratransit available.
Rider	Nothing, I'm satisfied with the service	The entire staff is amazing, helping in every way possible.
Rider	Nothing, I'm satisfied with the service	There were some difficult times from the beginning, but now things are running smoothly.
Rider	Nothing, I'm satisfied with the service	They are doing a good job. I appreciate their service very much.
Rider	Nothing, I'm satisfied with the service	They are doing a great job. You have fine young people who are caring. It's nice to know someone will take the effort that you will be okay.

Table Continued



(Question 21 continued, “If you could choose one thing to improve STA’s Paratransit service, what would it be?”)

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Nothing, I’m satisfied with the service	They are nice. I’ve been on for four and a half years. The drivers are always nice and good, professional. I’ve had a few and had to complain, but very few. I appreciate having you. They are great. I don’t have a lot of complaints other than the time on hold. I would prefer a live person to do the reservation.
Rider	Nothing, I’m satisfied with the service	They are the answer to all my needs. A gift from God. They take me where I have to be. I don’t have any thoughts on that.
Rider	Nothing, I’m satisfied with the service	They could always bring me coffee and a donut. Just kidding.
Rider	Nothing, I’m satisfied with the service	They could improve the website. The PASS Web app should be improved in terms of the accuracy of information it gives us because it gives inaccurate information a lot. Regarding PASS Web, sometimes it reports that the due time for my ride is 15 hours in the future for a ride that happened last week. That is inaccurate information. Drivers and staff at STA do a wonderful job, and I’m happy with their service. I’m a happy rider.
Rider	Nothing, I’m satisfied with the service	They have always been a good service and good to me.
Rider	Nothing, I’m satisfied with the service	This is the greatest service in the world.
Rider	Nothing, I’m satisfied with the service	Truly happy and appreciative of the service. No problems whatsoever. I really appreciate the drivers and their kindness and patience. Their help has helped me with my healing and having good appointments.
Rider	Nothing, I’m satisfied with the service	Why do the free fares only apply to seniors, and they still charge the folks that have signed up for PT the regular prices? Seems like everyone should be free during that promotion. I go to North Carolina regularly and they have all their buses for free there. My husband used to ride paratransit too. He really appreciated the service as well. He passed away this year. I really appreciate the service. It has been very good for me. I am many blocks away from the bus stop, and I can’t walk there very well.
Rider	Nothing, I’m satisfied with the service	You are a superior service. Thank God you are there. Keep up the good work.
Rider	Nothing, I’m satisfied with the service	You are doing a really good job. I appreciate the COVID bus. Above and beyond the call of duty.

Table Continued



(Question 21 continued, "If you could choose one thing to improve STA's Paratransit service, what would it be?")

TABLE CONTINUED

RIDER / CAREGIVER	RESPONSE	COMMENTS
Rider	Pick-up/ drop-off improvements	I will ask the driver to go around the building instead of stopping in front. I will be volunteering at the Center, and the driver stops at the front door, but it's a long walk to the front door. It will be dangerous in the winter, so I would like to ask them to driver around the long path and stop at the back door which is a very short walk to the door and will be a lot safer in the winter.
Rider	Pick-up/ drop-off improvements	I would change and offer more grace when we miss our time to be picked up.
Rider	Pick-up/ drop-off improvements	Put groceries inside my door rather than leave them on the porch. Some of the drivers leave the groceries on the porch instead of just leaning inside to put them inside the door. This is especially difficult if they leave the water bottles outside. We have homeless people around and I have to take the bottles inside a few at a time because I'm in a wheelchair and can't drag the case inside.
Rider	Pick-up/ drop-off improvements	See the same driver more than once a week or once a month. I object to going downtown for the application process as I was accosted by a teenager. That, as far as qualifying, that was my biggest gripe that I had to go downtown, and I'm never downtown. I had to move into the street as I was bring attacked by a teenage on drugs.
Rider	Pick-up/ drop-off improvements	When they come to pick you up, sometimes you don't hear the door. Maybe they could call you when they leave.
Rider	Price concerns	I have to ride the bus every day and I'm paying \$80.00 which is the price of a tank of gas and it's too much for me, so I'm going to ask for a discount.
Rider	Smoother rides	Face forward instead of sideways because it gets a little bumpy. Sitting sideways is more difficult to keep your balance and I wish we could face forward. I don't understand what the purpose of sitting sideways is.
Rider	Smoother rides	Sometimes it's very bumpy
Rider	Smoother rides	The level of noise in the van, way too much clanging and rattle.
Rider	Treat your employees right/ better	I think it is not right that the drivers only get a very short break. I see the drivers at the station, and it appears that they only get a very short few minutes break, if only to use the restroom, and I think that is not right. The drivers are wonderful, and most times go over and above what they are supposed to do, and I think they should have at least a 20 minute break to just relax and stretch for a minute.
Rider	Treat your employees right/ better	Management should be nicer to the drivers. Also, it would be nice if the drivers would wear their name tags so I could wish them a nice day and call them by name. I want to show courtesy.

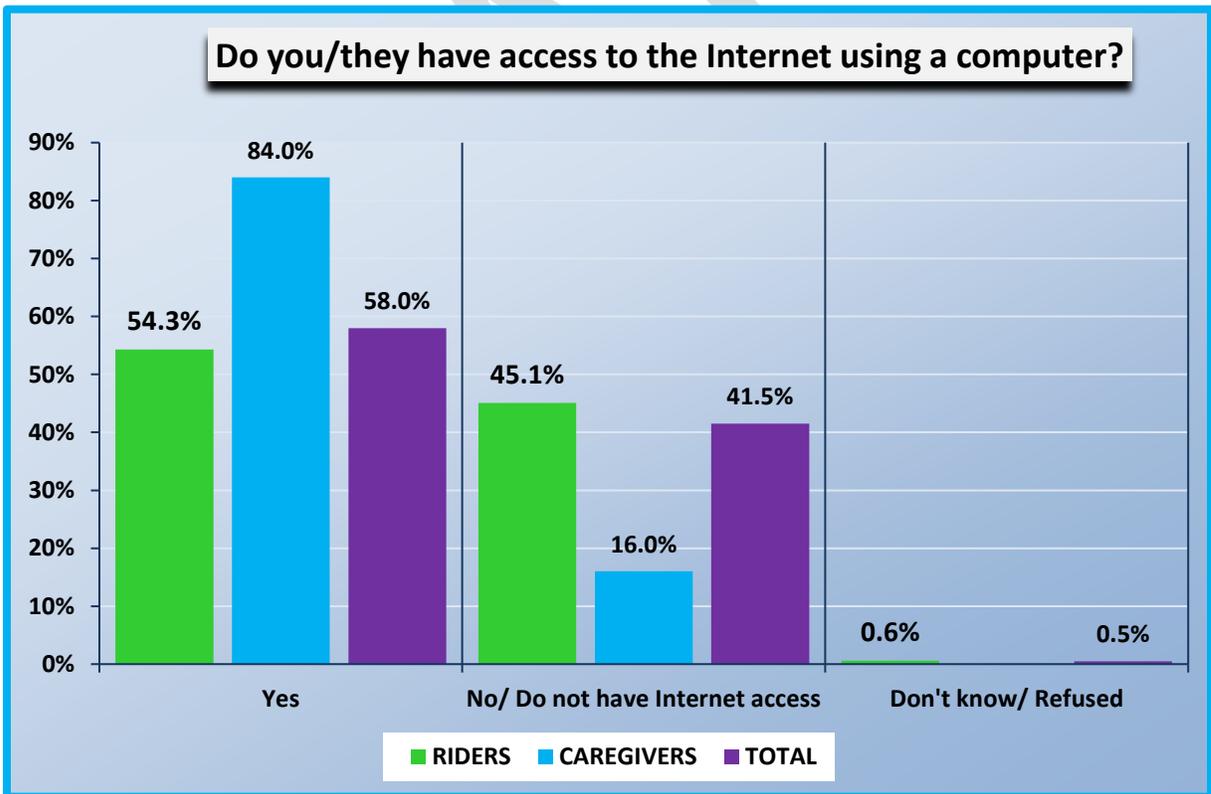
22). Do you/they have access to the Internet using a computer?

TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	190	42	232
No/Do not have Internet access	158	8	166
Don't know/Refused	2	0	2
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	54.3%	84.0%	58.0%
No/Do not have Internet access	45.1%	16.0%	41.5%
Don't know/Refused	0.6%	0.0%	0.5%
TOTAL	100%	100%	100%



(Question 22 continued, “Do you/they have access to the Internet using a computer?”)

22a). If ‘Yes,’ Where all do you have Internet access using a computer?

**TIMES MENTIONED*

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Home	175	38	213
Work	10	12	22
Smart phone/ Tablet	15	5	20
Friends and family	5	3	8
School	3	4	7
Library	4	2	6
Assisted living/ Nursing facility	1	1	2
Art center	0	1	1
Hospital	1	0	1

**232 responded to this question: 190-Riders and 42-Caregivers
Question allowed for more than one response*

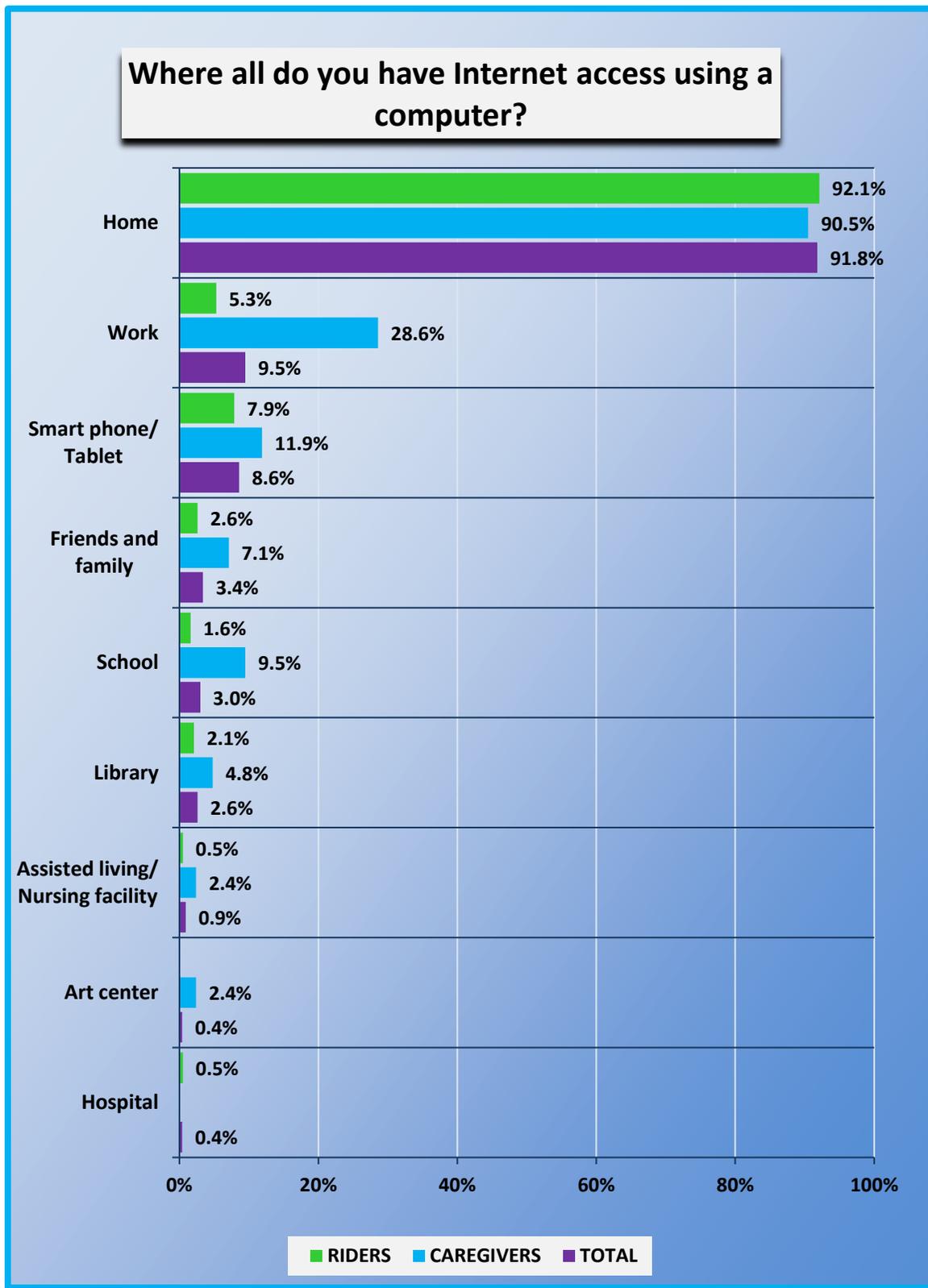
**PERCENTAGES*

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Home	92.1%	90.5%	91.8%
Work	5.3%	28.6%	9.5%
Smart phone/ Tablet	7.9%	11.9%	8.6%
Friends and family	2.6%	7.1%	3.4%
School	1.6%	9.5%	3.0%
Library	2.1%	4.8%	2.6%
Assisted living/ Nursing facility	0.5%	2.4%	0.9%
Art center	0.0%	2.4%	0.4%
Hospital	0.5%	0.0%	0.4%

**232 responded to this question: 190-Riders and 42-Caregivers
Question allowed for more than one response
Percentages based on number of respondents*



(Question 22 continued, "Do you/they have access to the Internet using a computer?")



(Question 22 continued, "Do you/they have access to the Internet using a computer?")

22b). If 'Yes,' Do you/they use the STA website for getting information?

**TIMES MENTIONED*

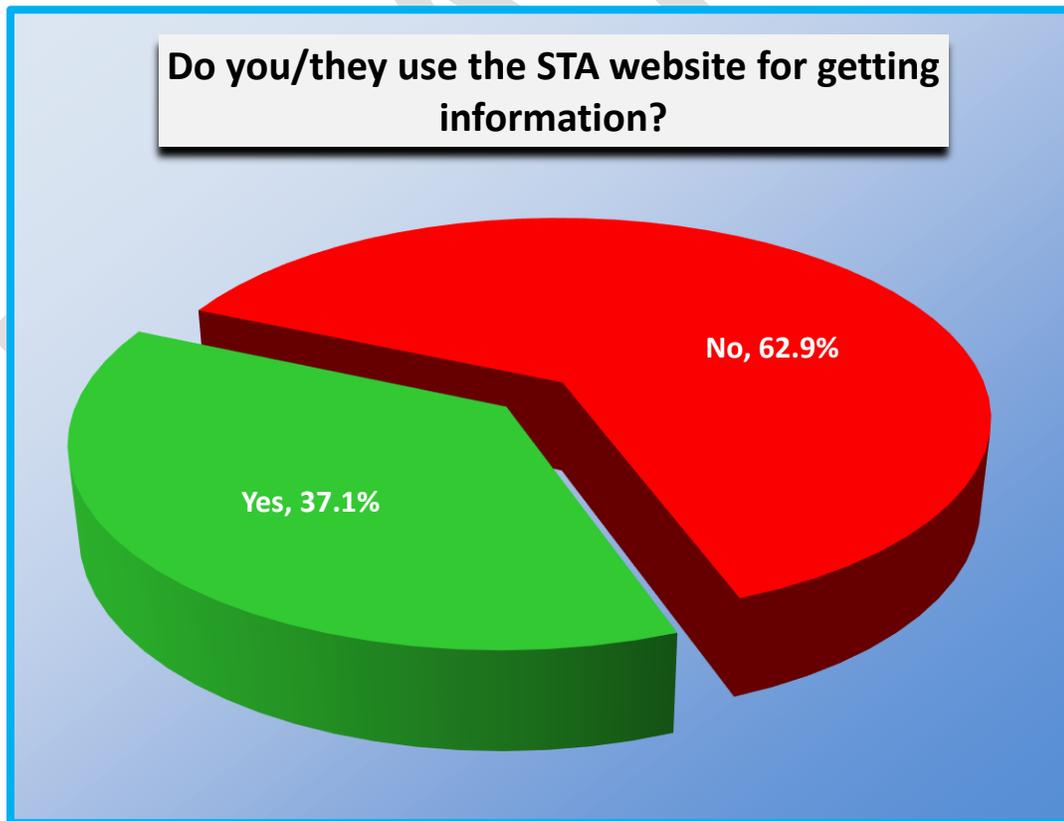
RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	69	17	86
No	121	25	146
TOTAL	190	42	232

*232 responded to this question: 190-Riders and 42-Caregivers

**PERCENTAGES*

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Yes	36.3%	40.5%	37.1%
No	63.7%	59.5%	62.9%
TOTAL	100%	100%	100%

*232 responded to this question: 190-Riders and 42-Caregivers
 Percentages based on number of respondents



(Question 22b continued, "Do you/they use the STA website for getting information?")

22b1). If 'Yes,' What information were you/they looking for?

**TIMES MENTIONED*

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Bus routes and scheduling information	40	4	44
Bus pass information/ purchase	16	6	22
Spokane Transit general information/ contact information	8	7	15
Paratransit rules and regulations	3	0	3
Don't know/ Refused	2	0	2
TOTAL	69	17	86

*86 responded to this question: 69-Riders and 17-Caregivers

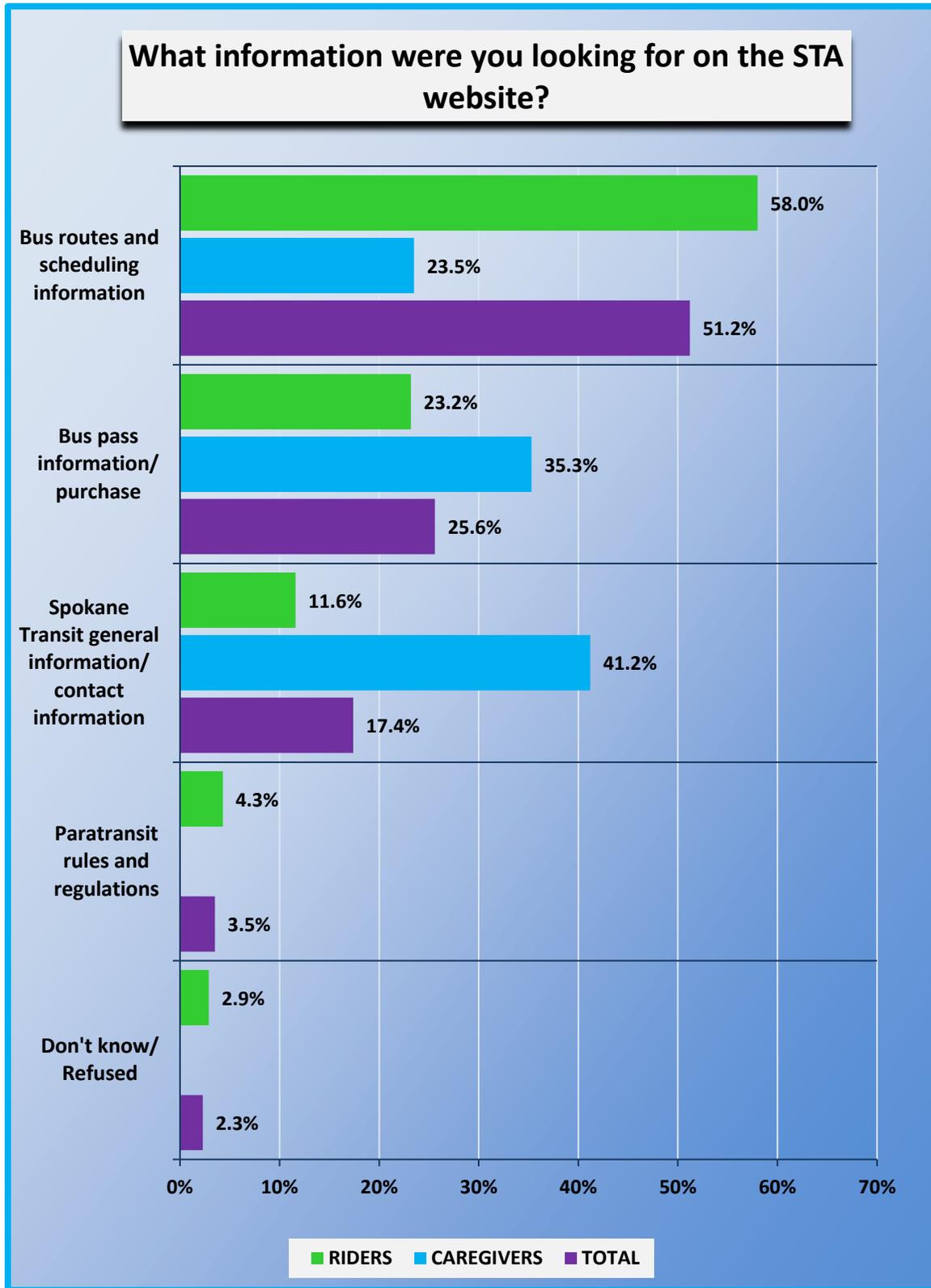
**PERCENTAGES*

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Bus routes and scheduling information	58.0%	23.5%	51.2%
Bus pass information/ purchase	23.2%	35.3%	25.6%
Spokane Transit general information/ contact information	11.6%	41.2%	17.4%
Paratransit rules and regulations	4.3%	0.0%	3.5%
Don't know/ Refused	2.9%	0.0%	2.3%
TOTAL	100%	100%	100%

*86 responded to this question: 69-Riders and 17-Caregivers
 Percentages based on number of respondents



(Question 22b1 continued, "What information were you/they looking for on the STA website?")



(Question 22b1 continued, "What information were you/they looking for on the STA website?")

ADDITIONAL COMMENTS

RIDER / CAREGIVER	COMMENTS
Caregiver	I am looking for phone numbers to call STA.
Caregiver	I buy her pass on the website.
Caregiver	I call to check on schedules for the regular city bus for myself.
Caregiver	I do not like the STA website. It is difficult to navigate and confusing to find what I need. Not a very user-friendly site. It has the information there that I need, but I do not like the site itself.
Caregiver	I look up various things.
Caregiver	I looked for the COVID restrictions and information on there. I look at when services are being offered, change in holiday hours and that kind of stuff. I'm still trying to figure out how to do the PASS Web with both devices.
Caregiver	I use it every month to buy Eric's pass.
Caregiver	I use it to buy passes every month.
Caregiver	I usually buy the bus passes for my people.
Caregiver	It varies and my daughter is usually the one helping to check things on the STA website.
Caregiver	Route times for my clients. My clients are young adults so, I'm constantly looking for times to make sure they are on time for where they are going.
Caregiver	We looked up frequently asked questions and information about signing up for the service when we had a new resident who needed to sign up.
Rider	I am always looking up bus times for the regular bus, when I need to use them.
Rider	I am checking the ETA of my ride or just checking the route maps or improvements that may have been made in transportation services.
Rider	I am usually looking at scheduling information or buying the passes.
Rider	I buy my pass online.
Rider	I check about my rides and buy bus passes on the website.
Rider	I check bus schedules.
Rider	I check the regular bus schedule and I've tried to add to my smart card, but it's not working yet.
Rider	I did when I signed up and printed my application.
Rider	I don't really look for information. I buy my passes on the website.
Rider	I don't remember what I was looking for, but I think I found it.
Rider	I go there for updates on scheduling, especially on holidays.
Rider	I have tried again, and it does not save my password. I am visually impaired, and it is very difficult to log in each time.
Rider	I look to see how bus routes are working.
Rider	I look up routes and times for regular buses.
Rider	I look up routes and times. I purchase my passes online.
Rider	I look up the regular bus times, when we can't use paratransit.
Rider	I look up updates on routes, etc. Mostly I call the phone line instead.

Table Continued



(Question 22b1 continued, "What information were you/they looking for on the STA website?")

TABLE CONTINUED

RIDER / CAREGIVER	COMMENTS
Rider	I looked for details for signing up and who to call to get information. I also checked on the status of my pass.
Rider	I looked up COVID information.
Rider	I mostly purchase my monthly passes online.
Rider	I order my pass that way.
Rider	I rarely have questions and usually just ask the receptionist.
Rider	I use it especially in winter, from March on, to order my pass.
Rider	I use it to email for scheduled changes.
Rider	I use it to find out about bus routes.
Rider	I use the paratransit website to see when my ride is coming. Sometimes I call, too.
Rider	I was checking the price of fare and the regular bus schedule.
Rider	I was looking at the scheduling.
Rider	I was looking for the price of tickets and buying tickets as well as checking the bus schedules.
Rider	I went into the website to see what it was all about.
Rider	It's very confusing.
Rider	I've tried to. It's not always clear what to do. Sometimes it's easier to call someone to find out the bus number to get me where I'm going.
Rider	When I was taking the regular bus, I'd go there all the time, but I've not gone on for paratransit. I might have someone walk me through that sometime.
Rider	With COVID I generally don't check it now. The vans are a lot less busy these days.



(Question 22b continued, "Do you/they use the STA website for getting information?")

22b2). How often do you/they use the STA website?

**TIMES MENTIONED*

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Every day	3	2	5
A few times a week	6	1	7
Once a week	2	2	4
A few times a month	25	3	28
A few times a year	12	7	19
Hardly ever	19	2	21
Don't know/Refused	2	0	2
TOTAL	69	17	86

*86 responded to this question: 69-Riders and 17-Caregivers

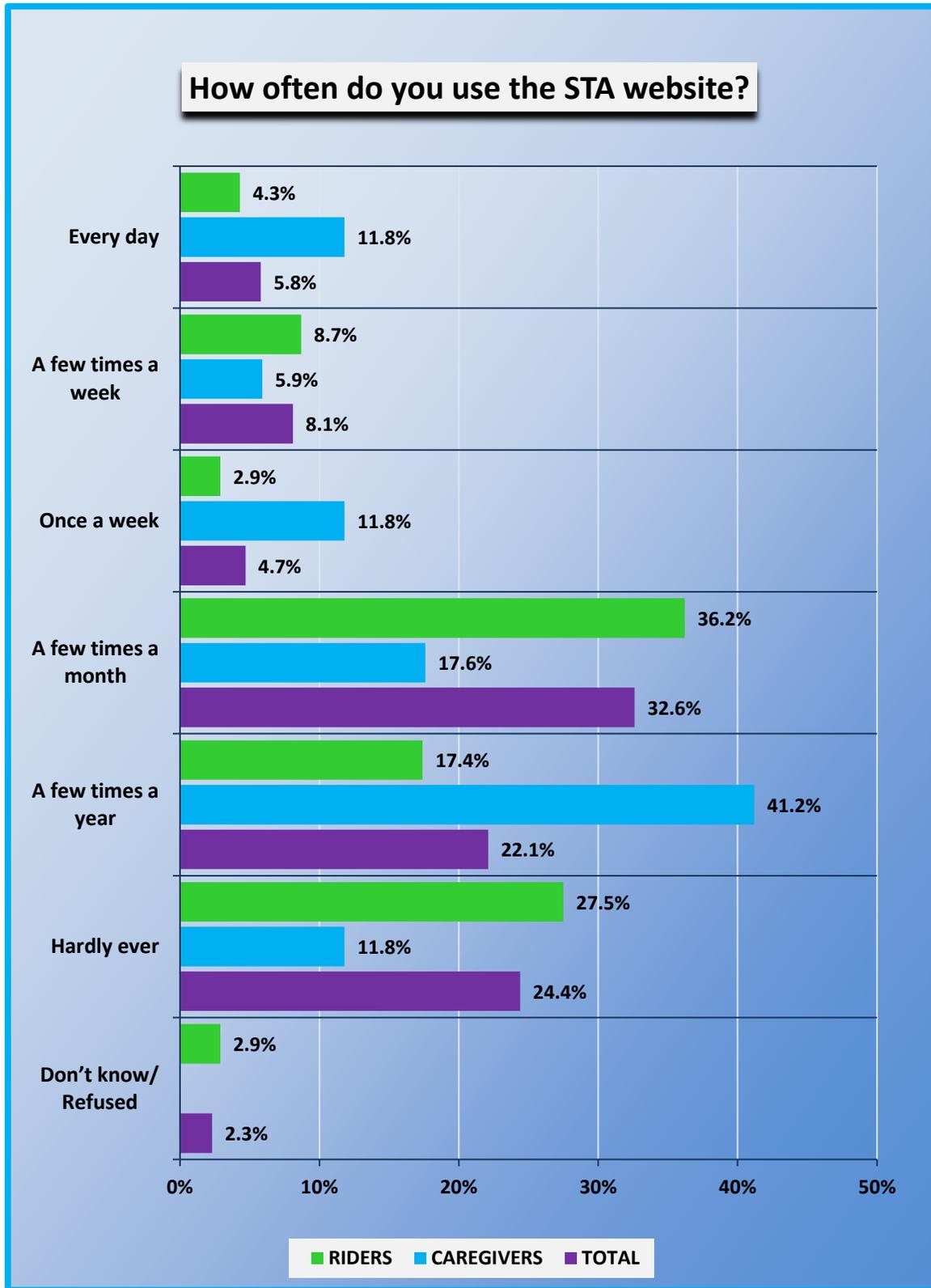
**PERCENTAGES*

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Every day	4.3%	11.8%	5.8%
A few times a week	8.7%	5.9%	8.1%
Once a week	2.9%	11.8%	4.7%
A few times a month	36.2%	17.6%	32.6%
A few times a year	17.4%	41.2%	22.1%
Hardly ever	27.5%	11.8%	24.4%
Don't know/Refused	2.9%	0.0%	2.3%
TOTAL	100%	100%	100%

*86 responded to this question: 69-Riders and 17-Caregivers
 Percentages based on number of respondents



(Question 22b2 continued, "How often do you/they use the STA website?")



23). What is your/their age?

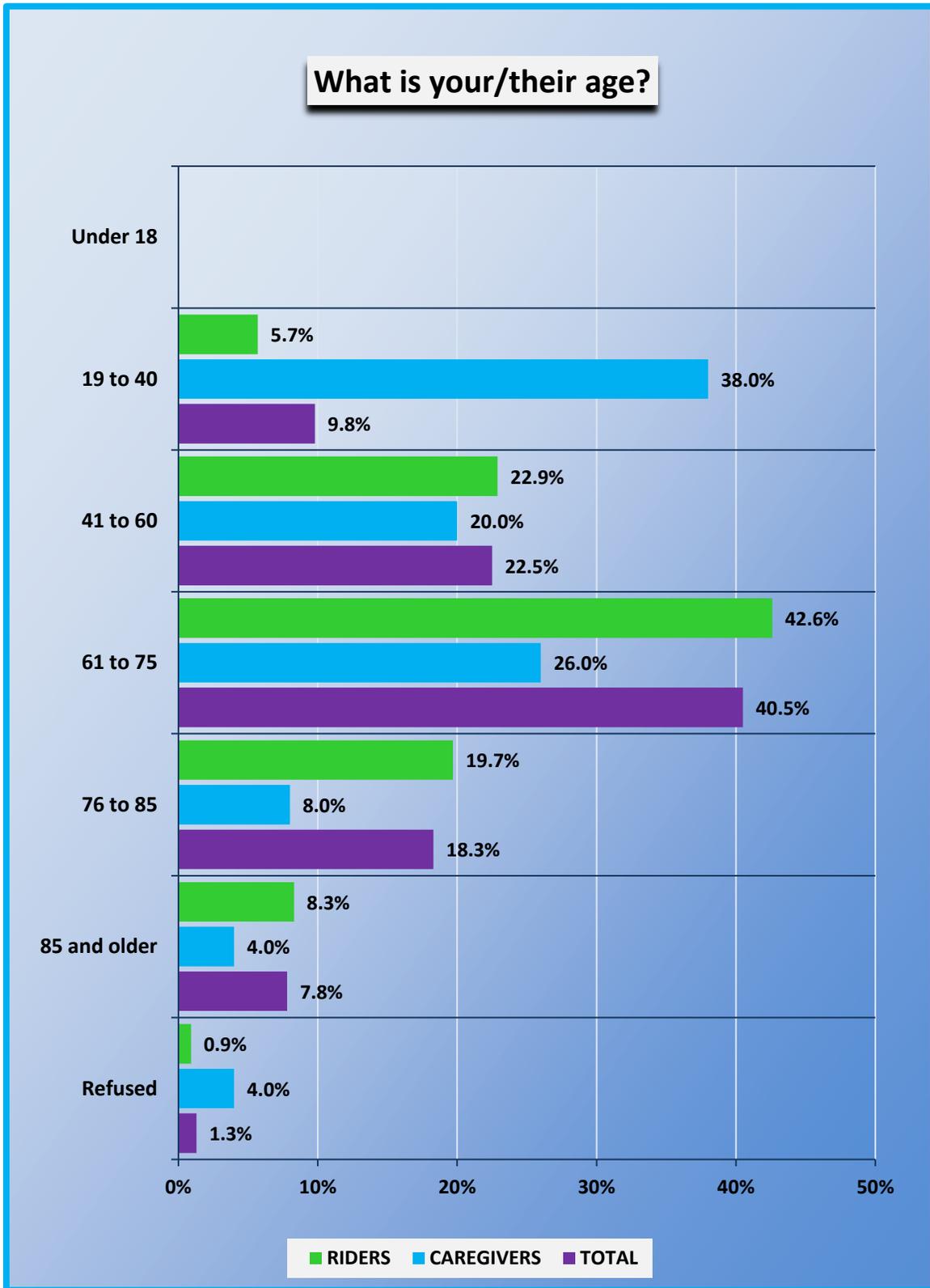
TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Under 18	0	0	0
19 to 40	20	19	39
41 to 60	80	10	90
61 to 75	149	13	162
76 to 85	69	4	73
85 and older	29	2	31
Refused	3	2	5
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Under 18	0.0%	0.0%	0.0%
19 to 40	5.7%	38.0%	9.8%
41 to 60	22.9%	20.0%	22.5%
61 to 75	42.6%	26.0%	40.5%
76 to 85	19.7%	8.0%	18.3%
85 and older	8.3%	4.0%	7.8%
Refused	0.9%	4.0%	1.3%
TOTAL	100%	100%	100%

(Question 23 continued, "What is your/their age?")



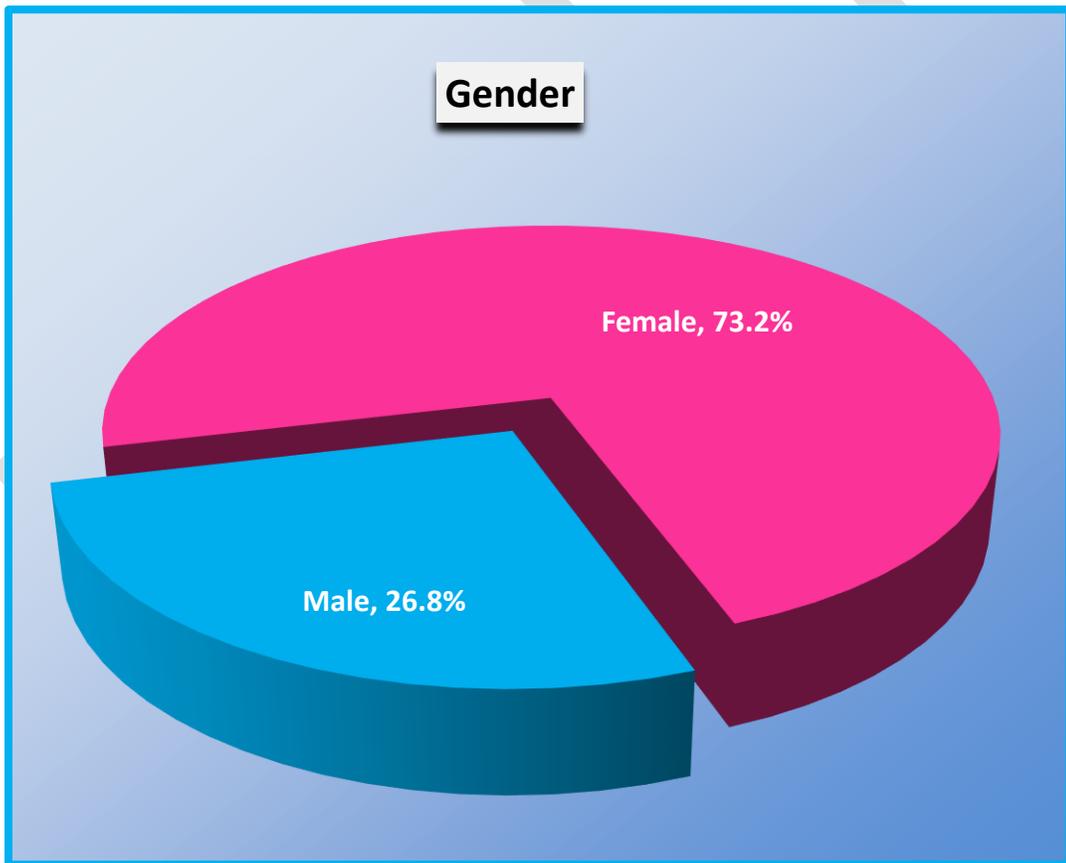
24). Gender

TIMES MENTIONED

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Male	90	17	107
Female	260	33	293
TOTAL	350	50	400

PERCENTAGES

RESPONSE	RIDERS	CAREGIVERS	TOTAL
Male	25.7%	34.0%	26.8%
Female	74.3%	66.0%	73.2%
TOTAL	100%	100%	100%



FINAL COMMENTS

RIDER / CAREGIVER	COMMENTS
Caregiver	It's better now than before COVID. I appreciate the effort. I have only one complaint and that is my rider was about a 12-minute distance from home and the driver took another person to his destination first which was an hour round-trip. Perhaps more review of the routes.
Caregiver	My rider is very satisfied with paratransit. I have never heard a complaint about the paratransit service.
Caregiver	PASS Web is often down. I like when it is available, but it seems to be down a lot.
Caregiver	Right now, we are using Neighbors on Call to get me to my appointments, and they are free. Also, my daughter has the veterans service to take her to her appointments because she served in Afghanistan.
Caregiver	The client is semi-conscious and does not talk or react to anything except pain. He is happy when he is looking outside, or he is sleeping.
Caregiver	The paratransit service has been awesome, and every driver has been great.
Rider	I am very grateful for the STA paratransit van.
Rider	I don't have any kind of a pass. I just use the van to get to my doctor and I pay cash through my assisted living facility.
Rider	I have been riding for over 30 years, first as a caregiver and most recently as a rider.
Rider	I have dialysis three times a week and would like to have a standing order for those rides. I have memory issues and can't remember to call every Friday. I also do not read or write and could really use help to get that put in place. Could someone please call me and help set this up?
Rider	I have not signed any papers for renewal for years, so do I have to or are they going to send me papers to fill out? I don't know what to do or who to talk to.
Rider	I just want to say that I am very grateful for the paratransit van.
Rider	I just want to say that I feel sorry for the drivers who have to come for me because the complex where I live, the driveway is so small that the driver has a very hard time trying to get close to get us.
Rider	I just want to say that I really appreciate the paratransit van. Thank you.
Rider	I rode on the van only twice because of a promotion. I normally ride the regular city bus many times during the week but would ride the paratransit van if there was another promotion.
Rider	I so appreciate the paratransit services and know I would be much more housebound if the service was not available.
Rider	I think the service is wonderful.
Rider	I understand that things happen with traffic or weather, and it will start snowing soon and the drivers will be later than 30-minutes. I understand that, but I feel that paratransit should be a little more understanding also with the passengers.
Rider	I wish they would think about the logistics when scheduling the rides, so the drivers don't have to be so stressed when trying to get us to our appointments on-time. I hate being late for anything and when I'm late 30-minutes and have to miss that appointment, I've not only missed the appointment, but wasted the entire day.

Table Continued

TABLE CONTINUED

RIDER / CAREGIVER	COMMENTS
Rider	I've only been on four rides and I'm just finding my way around, but so far it's very good.
Rider	Most of the time they are within their window, but the times they are not in their window, makes me late.
Rider	My friends and I know the paratransit system very well and use it a lot for multiple trips every week.
Rider	The application process took a month because I had to keep going back to my orthopedic doctor for more information. That was difficult.
Rider	The beginning process of application was a nightmare, and it took time to get it squared away, but once we did, then it went nice and smooth. I'm grateful for paratransit and you are all a bunch of nice people and I thank you for your service.
Rider	The staff keeps telling me I don't have to pay for my pass because I'm 85 years old and blind in one eye but then they tell me I need to pay for my pass. Which is it? If I'm to get a free pass, why don't I have it?
Rider	The very first ride I had was with a driver that was amazing. I cannot remember his name, but there was only one other person on the van, and he was mentally challenged, and the driver was so kind and respectful to the man. I think the man traveled on the same van to work and knew the driver because he kept asking the driver if he was his friend and the driver continued to assure the man and keep him calm. The level of care and concern was just a joy to witness. I just wanted someone to know that.
Rider	They are not reliable, and I have to schedule my pickup two and a half hours before my appointment time. If I'm lucky, I get there about two-minutes to spare, or I'm two and a half hours late, if the van is late. I can't count on them. I truly wish they could help me and fix this problem.
Rider	We will apply for a pass for my wife this month because she is in dementia, and I can't drive anymore because of eye degeneration. I'm very impressed with the staff and especially the drivers. You have a wonderful service.

