



2026 Spokane Transit Authority Paratransit Survey Report

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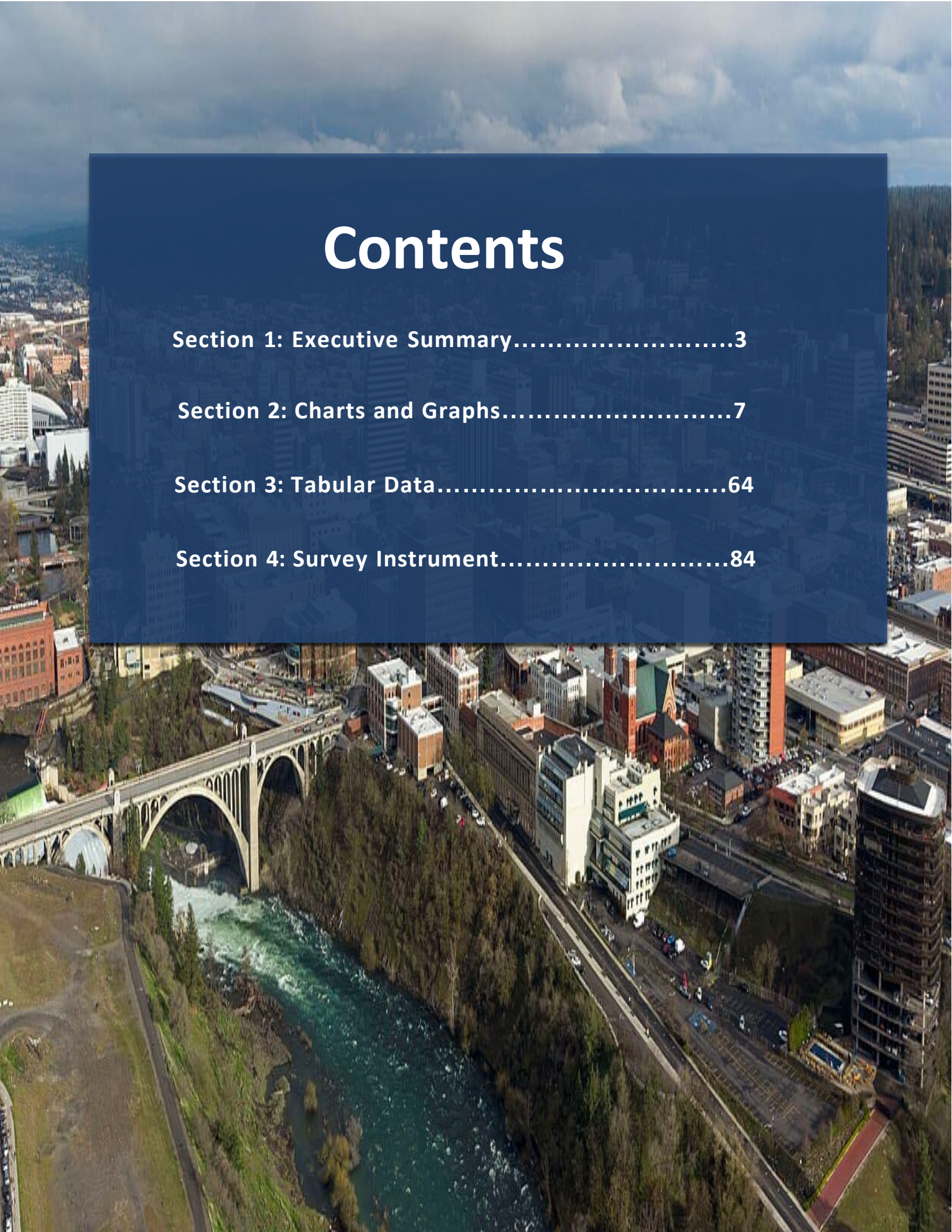
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2026 Spokane Transit Authority (STA) Paratransit Survey *Executive Summary*

Overview

During the Summer of 2026, Spokane Transit Authority, which operates fixed-route bus and paratransit van service in the cities of Spokane, Spokane Valley, Cheney, Liberty Lake, Airway Heights, Medical Lake, Millwood, and unincorporated parts of Spokane County, conducted a Paratransit Customer Satisfaction Survey to analyze customer opinions regarding all aspects of service. The cover letter explained that caregivers may fill out a survey on behalf of the customer, and if so, they were instructed to answer questions from the customer's perspective. The survey design satisfied multiple objectives, including measuring overall satisfaction and understanding rider behavior. The goal to collect a minimum of 400 completed surveys from paratransit customers was met, and the overall results for the sample of 425 respondents have a precision of at least +/- 4.8 at the 95% level of confidence. Of the 425 respondents, 81% indicated that they make Paratransit reservations for themselves compared to 19% having someone else make them. The main purpose of the survey was to identify transportation habits and opinions of STA Paratransit riders.

Methodology

The Paratransit Survey was administered by ETC Institute via mail. After receiving a list of contact information for STA Paratransit riders from the prior six months, ETC randomly selected riders to send mailings. Mailings included a paper survey and a cover letter signed by STA explaining the purpose and authenticity of the survey. The cover letter also included a link to the online version of the survey if customers preferred to complete it online. The mailings were sent in a postage-paid return envelope, so respondents could easily send their responses to ETC. Following initial mailings, ETC sent reminder text messages to those selected for participation.

The following pages of the report contain a summary of the major findings from the survey; the full Paratransit Survey Report includes the following:

- Charts and graphs depicting the results of the survey (Section 2)
- Tabular data of survey results (Section 3)
- A copy of the survey instrument (Section 4)

Note: Percentages within Executive Summary were calculated excluding "Don't Know" or "Not Provided" answers. Chart values in section 2 include "Don't Know" or "Not Provided" responses unless otherwise specified. All percentages were rounded to the nearest whole percentage.

Customer Characteristics

- **Mobility and PCA's.** Fifty-nine percent of respondents (59%) said that they use a wheelchair, scooter, or other mobility device. Thirty-eight percent of respondents (38%) travel with a personal care assistant (PCA) at least some of the time. Eighty-one percent of respondents (81%) make their own paratransit reservations, while nineteen percent (19%) have their reservations made by someone else.
- **Eligibility.** Ninety percent of respondents (90%) have full paratransit eligibility. Six percent of respondents (6%) have conditional eligibility, and five percent (5%) have temporary eligibility. Thirteen percent of respondents (13%) receive a paratransit pass from a social service provider (1-day pass, Connect Card, or Day Pass).

Customer Transportation Habits

- **Ridership.** Sixty-four percent of respondents (64%) make most of their trips in an STA Paratransit vehicle. Twenty-three percent (23%) make most of their trips in their own vehicle or their family's vehicle. Thirty-four percent of respondents (34%) ride STA Paratransit once or twice a month. Twenty-eight percent (28%) ride once or twice a week, and twenty percent (20%) ride three – five days a week. Ninety-one percent of respondents (91%) ride STA Paratransit on weekdays before 6pm. Fourteen percent (14%) ride Paratransit on weeknights (after 6pm), and twenty-eight percent (28%) ride on weekends.
- **Trip Information.** Eighty percent of respondents (80%) most often take healthcare-related trips. Fifty-four percent of respondents (54%) take trips to shop, and fifty-one percent (51%) take trips to leisure/social/recreation activities. Fifty-three percent of respondents (53%) use Connect Cards only to pay for their Paratransit trips. Twenty-eight percent (28%) use only cash, and fourteen percent (14%) use both cash and Connect Cards.
- **STA Bus Usage.** Ten percent of respondents (10%) take trips on the regular STA bus at least three days per week. Twelve percent of respondents (12%) take the bus once or twice a week, and sixteen percent (16%) take the bus once or twice a month. Sixty-three percent of respondents (63%) rarely or never take the regular STA bus. Of the respondents who do ride STA buses, Sixty-six percent (66%) do so to get to a destination. Of the respondents who do not ride STA buses, fifty-four percent (54%) said that they cannot due to a disability.

Customer Opinions

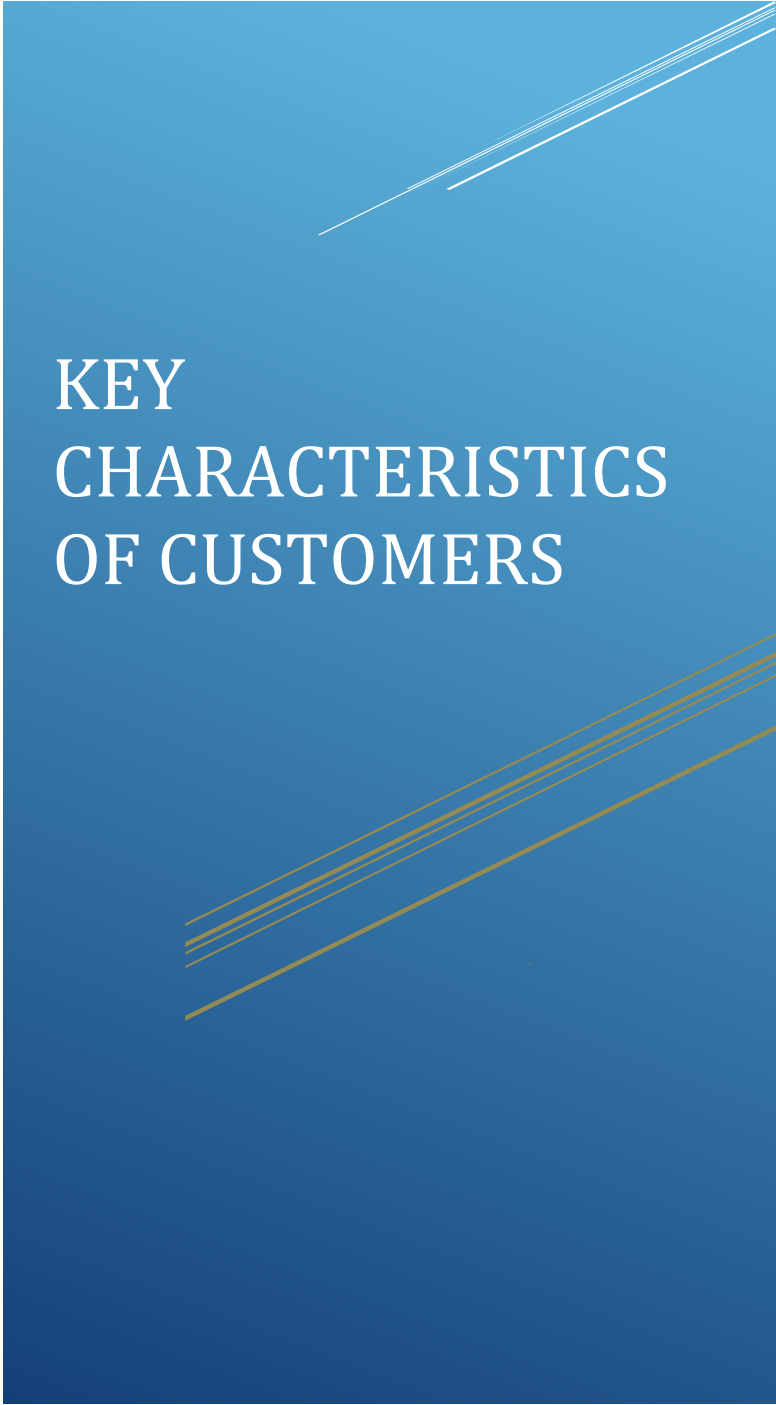
- **NPS and Overall Satisfaction.** Net Promoter Score poses the ultimate question, “On a scale of 0 to 10, with 10 being ‘very likely’ and 0 being ‘not likely at all,’ how likely would you be to recommend STA Paratransit to a friend or family member?” Those who answer 9-10 are considered “Promoters,” those who answer 7-8 are considered “Passives,” and those who answer 0-6 are considered “Detractors.” The score is then calculated by subtracting the number of Detractors from the number of Promoters. STA Paratransit’s Net Promoter Score is 81, which is outstanding. Similarly, Ninety-three percent of respondents (93%) are satisfied or very satisfied with the overall quality of STA Paratransit service.

- Trip Booking.** Respondents were asked to rank their overall experience of making trip reservations on a scale of one to five, with five being “Excellent” and one being “Very Poor.” Ninety-six percent of respondents (96%) gave a positive rating (Excellent or Good) to customer service provided by the reservationist. Ninety-seven percent (97%) gave a positive rating to the accuracy of booking a reservation, and ninety-seven percent (97%) gave a positive rating to the overall ease of scheduling a trip. Ninety-one percent (91%) gave a positive rating to the ability to schedule trips when needed, and lastly, eighty-eight percent (88%) gave a positive rating to the amount of time they spend on hold.
- Agreement Statements.** Respondents were asked to rate their agreement with several aspects of STA service on a scale of one to five, with five meaning “Strongly Agree” and one meaning “Strongly Disagree.” Ninety-six percent of respondents (96%) agree that they have personal safety on the van, and ninety-five percent (95%) agree that the drivers drive safely. Ninety-five percent of respondents (95%) agreed that drivers are courteous. Ninety-six percent of respondents (96%) agree that the interior of the vans are clean.
- I-S Analysis.** Importance-Satisfaction Analysis compares respondents’ rankings of importance with each statement to how satisfied they are with each statement. Statements are then categorized into four groups based on the findings. “Nice to Haves” are areas of lower importance to riders but were rated higher in satisfaction, while “Strengths to Maintain” are areas of high importance with high satisfaction ratings. “Lower Priority” are areas of lower importance to riders that rated lower in satisfaction, and “Areas of Opportunity” are areas of higher importance with lower satisfaction ratings. Four statements that STA Paratransit riders place high importance in while being delivered satisfying results are “Personal safety on vehicle”, “Operators driving vehicles safely”, “Operators being friendly & helpful”, and “Travel time”. The one statements, categorized as “Areas of Opportunity,” meaning they are important to riders but have comparatively lower satisfaction levels is listed below. It is important to note that, in this case, satisfaction is based on the mean rating of all issues, and this statement still had a rating of eighty-four percent (84%).
 - “Vehicles arrive within the scheduled pickup window”
- Excellent Customer Service.** Respondents were asked to rank four elements of customer service on a scale of one to five, with five meaning “Excellent,” and one meaning “Very Poor.” All four elements were rated 88% or higher (“Excellent” and “Good” answers). The four elements were “Customer service provided by Paratransit staff” (94%), “Your understanding of the level of Paratransit eligibility that you were assigned” (88%), “Overall application process to receive or renew Paratransit services” (91%), and “Length of time to complete the application process” (88%).

Past Survey Comparisons

- The survey was designed to maintain trend comparisons to survey efforts from previous years. Listed below are several key differences in the results of this year's survey.
- **Overall Satisfaction.** Overall Satisfaction has been steady in the 90's since 2024. This year, ninety-three percent of respondents (93%) indicated that they were satisfied ("Very satisfied" and "Satisfied" answers) with the overall quality of the STA Paratransit service. Previous years were rated as follows: 96% (2025), 92% (2024).
- **Reservation Customer Service.** Customer Service provided by the reservationist received a rating of ninety-six percent (96%) from respondents ("excellent" or "good" ratings). Previous years were rated as follows: 97% (2025), 97% (2024).
- **Van Arrival Time.** Vans arriving for pick-up on time, the most important item to respondents by seventeen percentage points (% selected as one of the top three most important), saw a slight rating decrease this year. Eighty-four percent of respondents (84%) rated it as excellent or good. The ratings for van arrival time over the previous survey efforts are as follows: 88% (2025), 87% (2024).
- **Application for Paratransit Eligibility.** The rating for overall application to receive or renew Paratransit services is holding steady across recent survey years with ninety-one percent (91%). The ratings over the last 2 survey efforts were as follows: 92% (2025), 92% (2024).
- **PASS Web.** Respondents who indicated that they use PASS Web were asked to rate its usefulness on a scale of one to five, with five being "Very useful," and one being "Not at all useful." In 2024, eighty-seven percent of respondents (87%) rated it as useful or very useful followed by ninety-three percent (93%) in 2025. This year, Ninety-one percent of respondents (91%) selected somewhat useful or very useful, with only one respondent selecting not at all useful.
- The following section lists the charts and graphs for each survey question broken down into three categories: Key Characteristics of Customers, Customer Transportation Characteristics, and Customer Opinions.

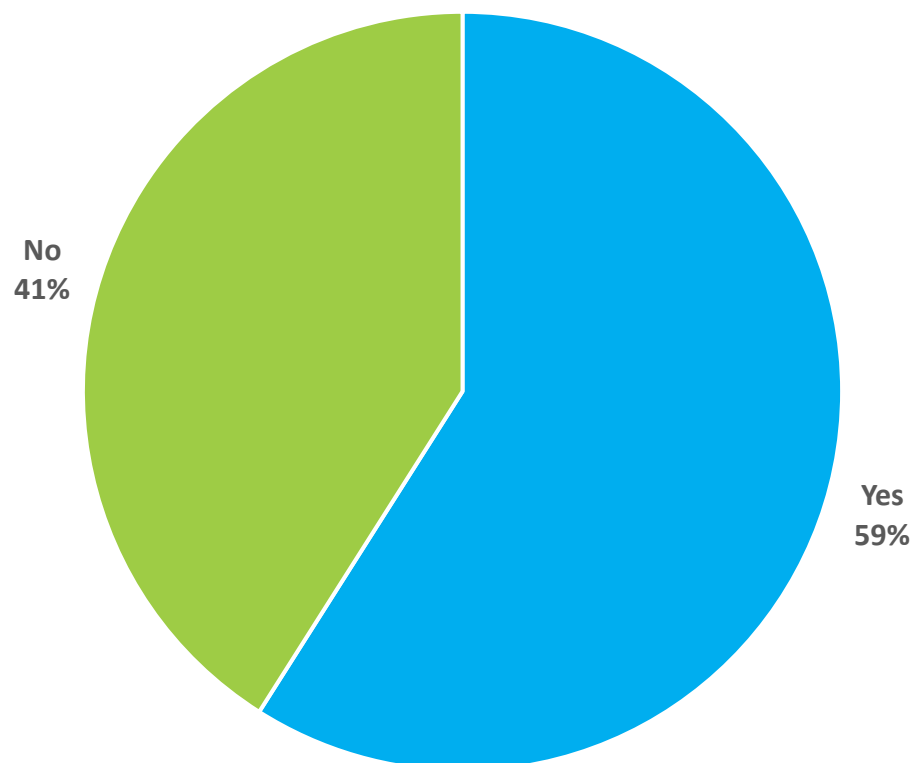
2 Charts & Graphs



KEY CHARACTERISTICS OF CUSTOMERS

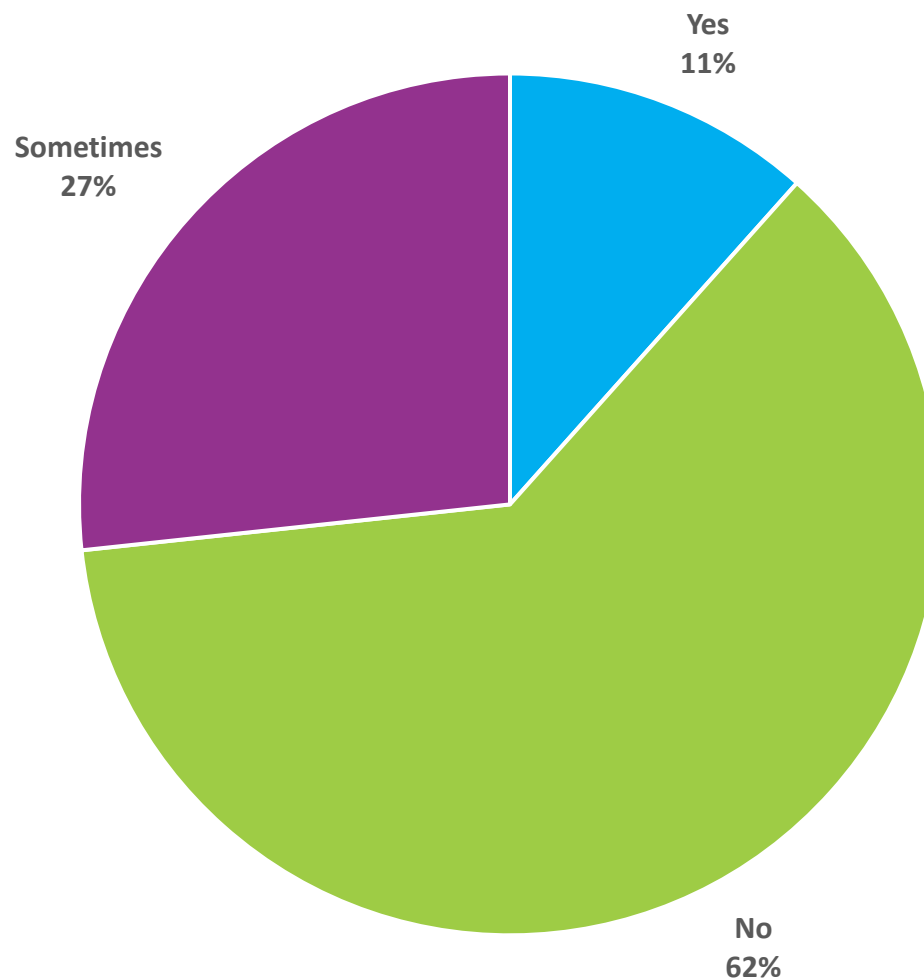
Do you have a wheelchair, scooter, or other mobility device? (Q15)

by percentage of respondents (excluding “not provided”)



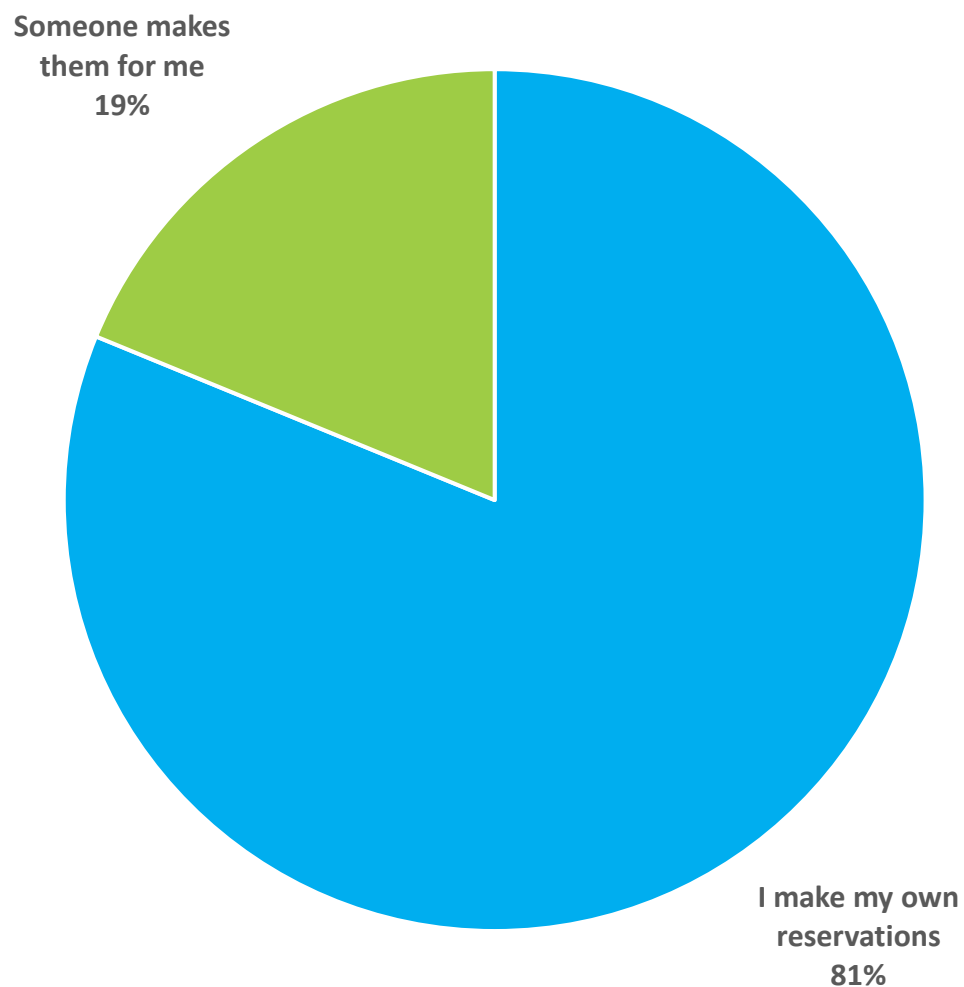
Do you require a Personal Care Assistant (PCA) to travel with you? (Q1)

by percentage of respondents (excluding “not provided”)



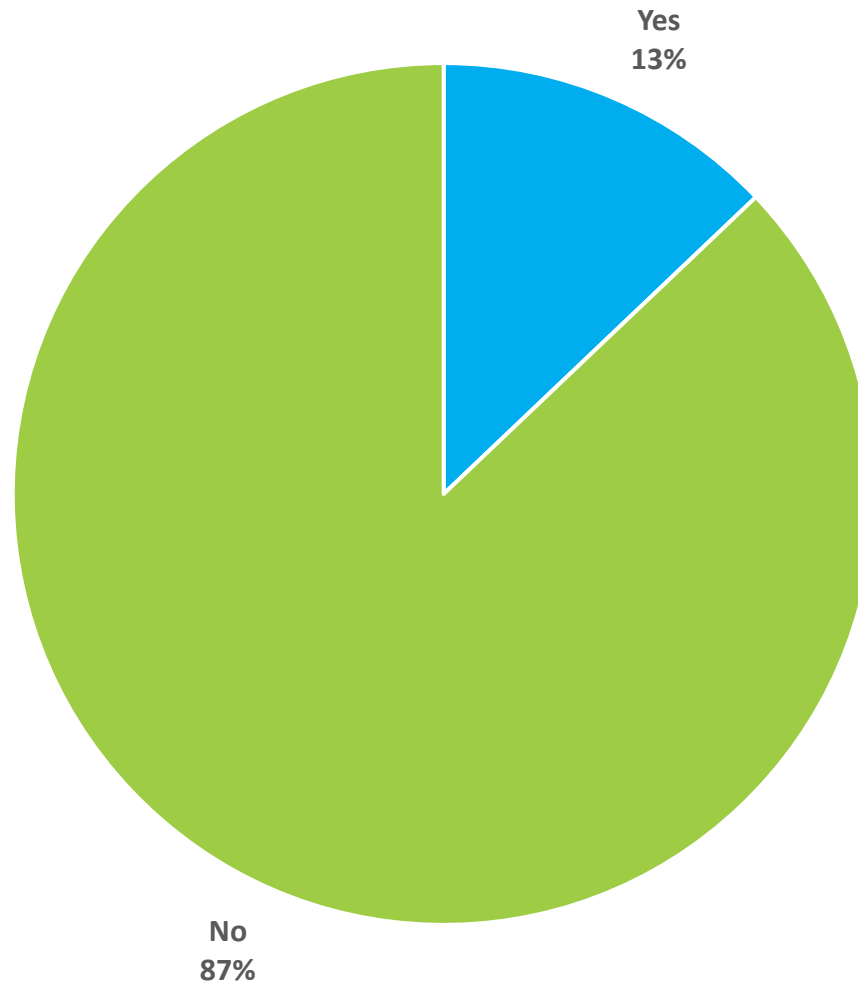
Do you make reservations yourself, or does someone make them for you? (Q6)

by percentage of respondents (excluding “not provided”)



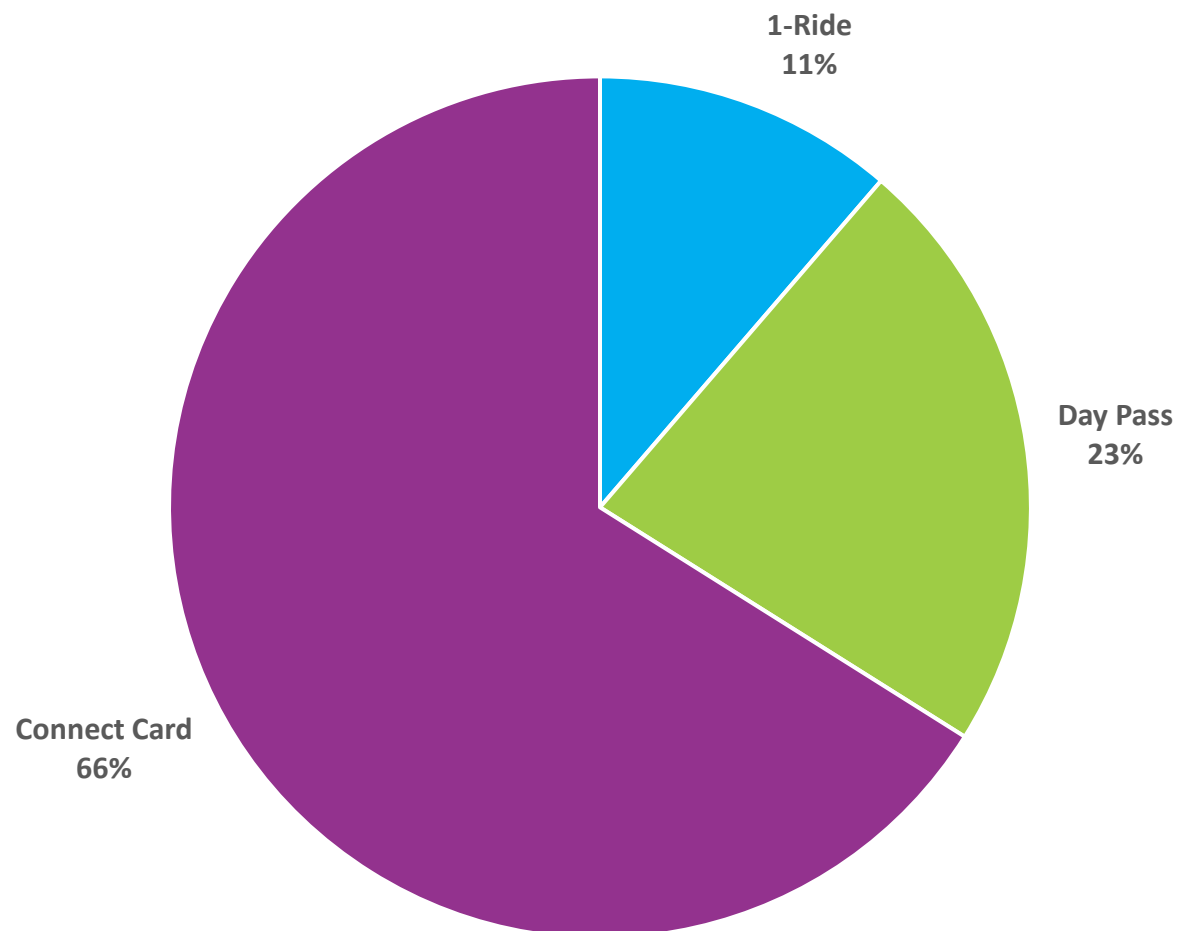
Do you receive a Paratransit pass from a social service provider (Arc, SMS, Providence)? (Q8)

by percentage of respondents (excluding “not provided”)



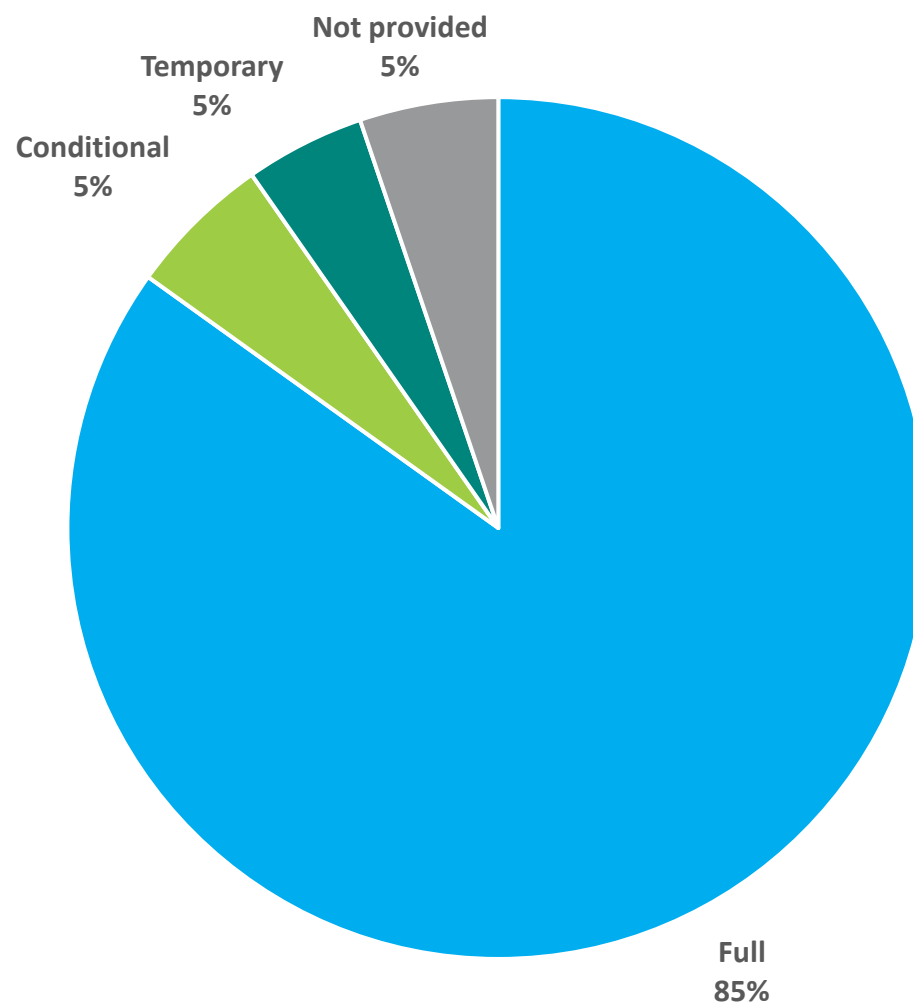
What kind of pass do you receive? (Q8a)

by percentage of respondents who receive a pass from a social service provider (excluding "not provided")



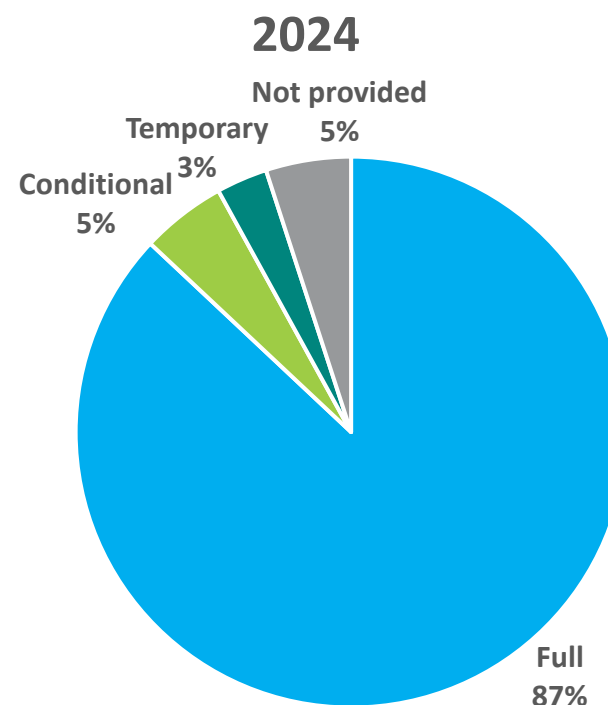
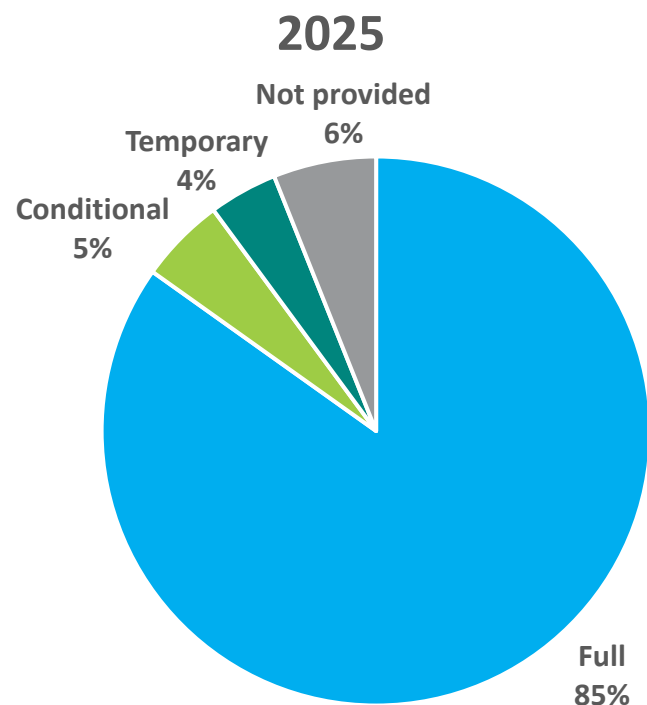
To your understanding, do you have full, conditional, or a temporary level of Paratransit eligibility? (Q9)

by percentage of respondents



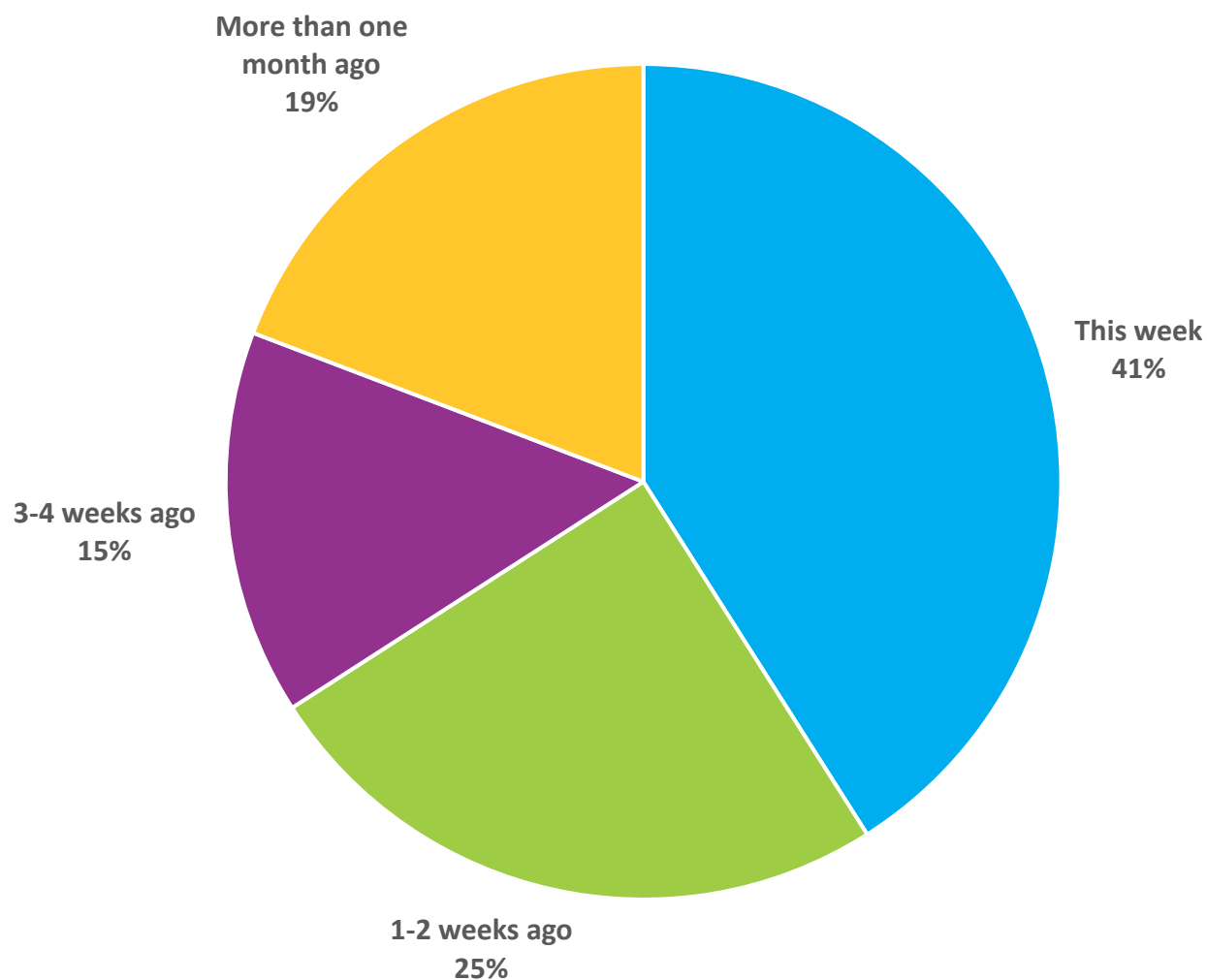
Trends: To your understanding, do you have full, conditional, or a temporary level of Paratransit eligibility? (Q9)

by percentage of respondents



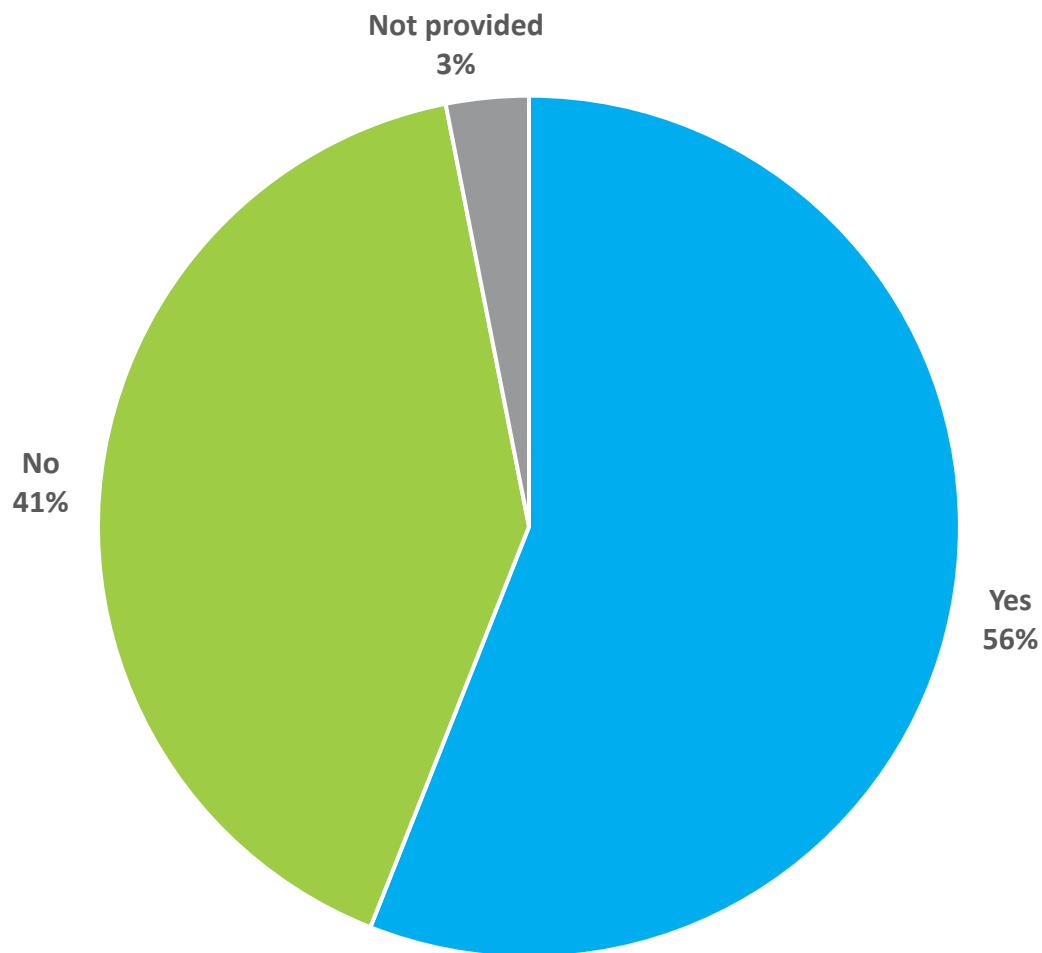
When was the last Paratransit ride you took? (Q18)

by percentage of respondents (excluding “not provided”)



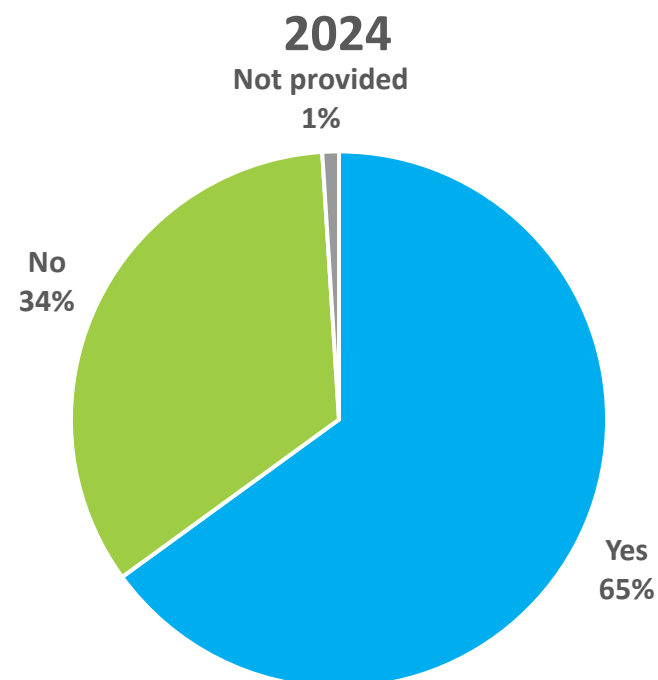
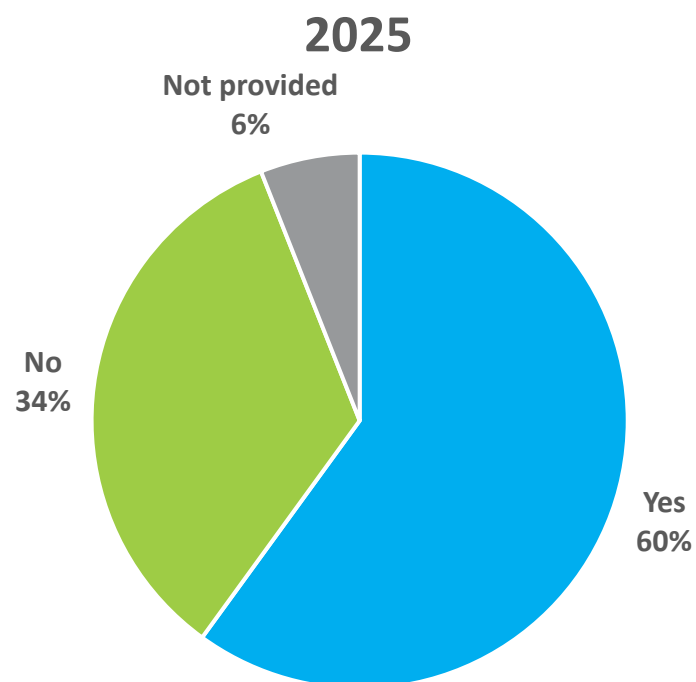
Do you have access to the internet using a computer? (Q25)

by percentage of respondents



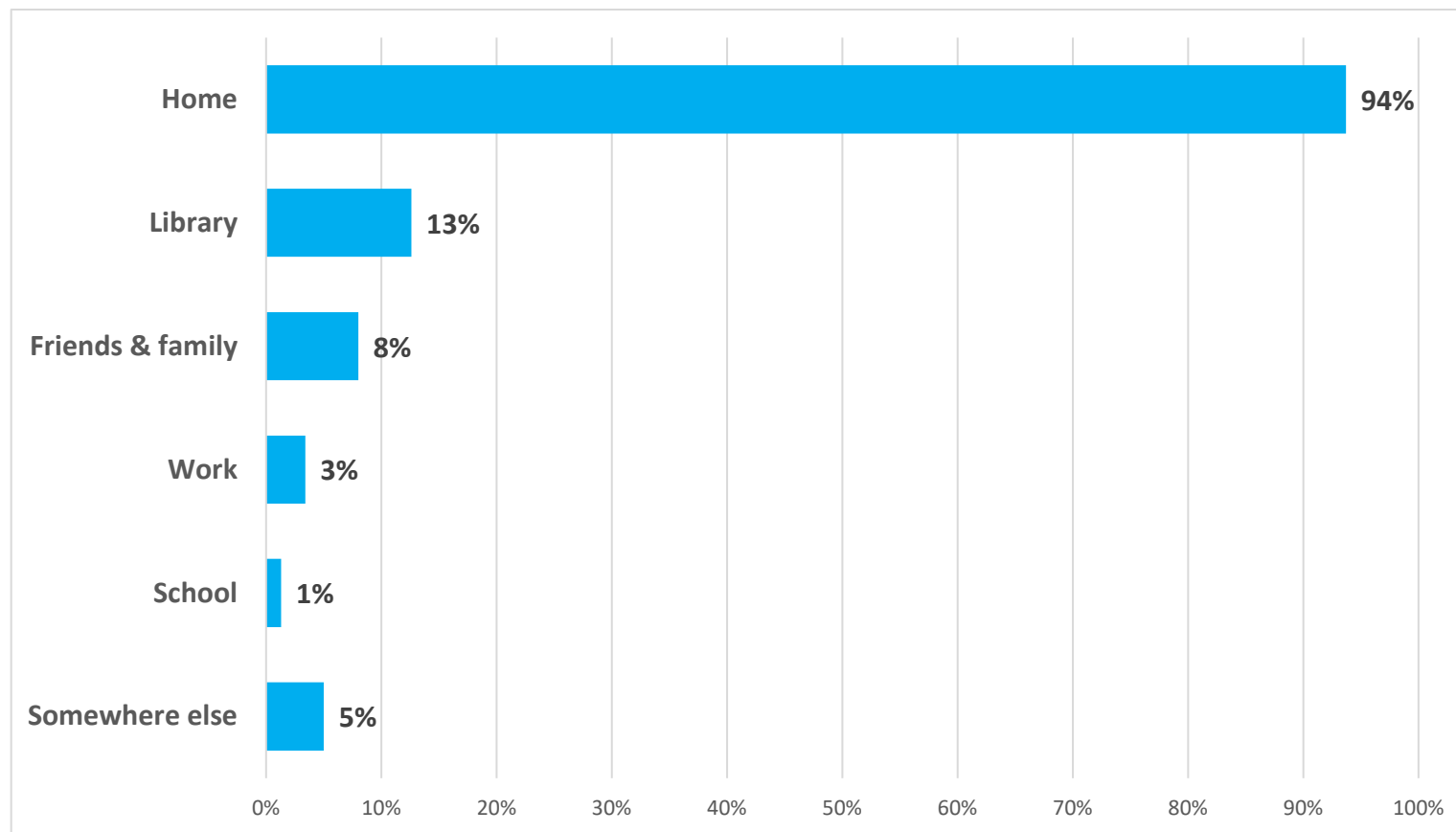
Trends: Do you have access to the internet using a computer? (Q25)

by percentage of respondents



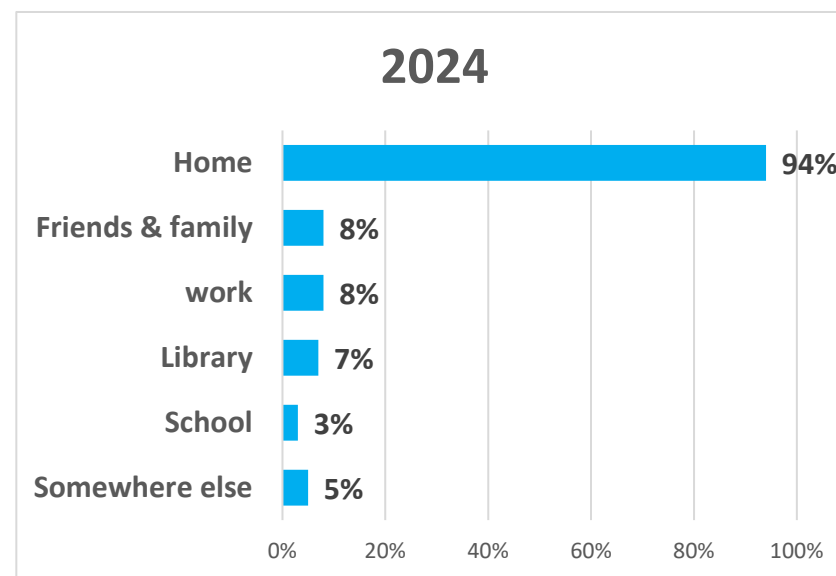
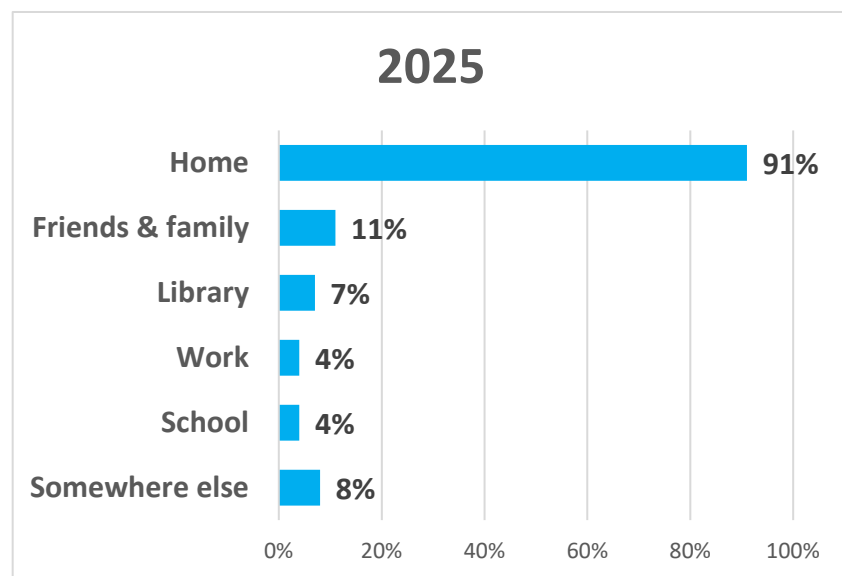
Where do you have internet access using a computer? (Q25a)

by percentage of respondents who indicated that they have internet access using a computer



Trends: Where do you have internet access using a computer? (Q25a)

by percentage of respondents who indicated that they have internet access using a computer

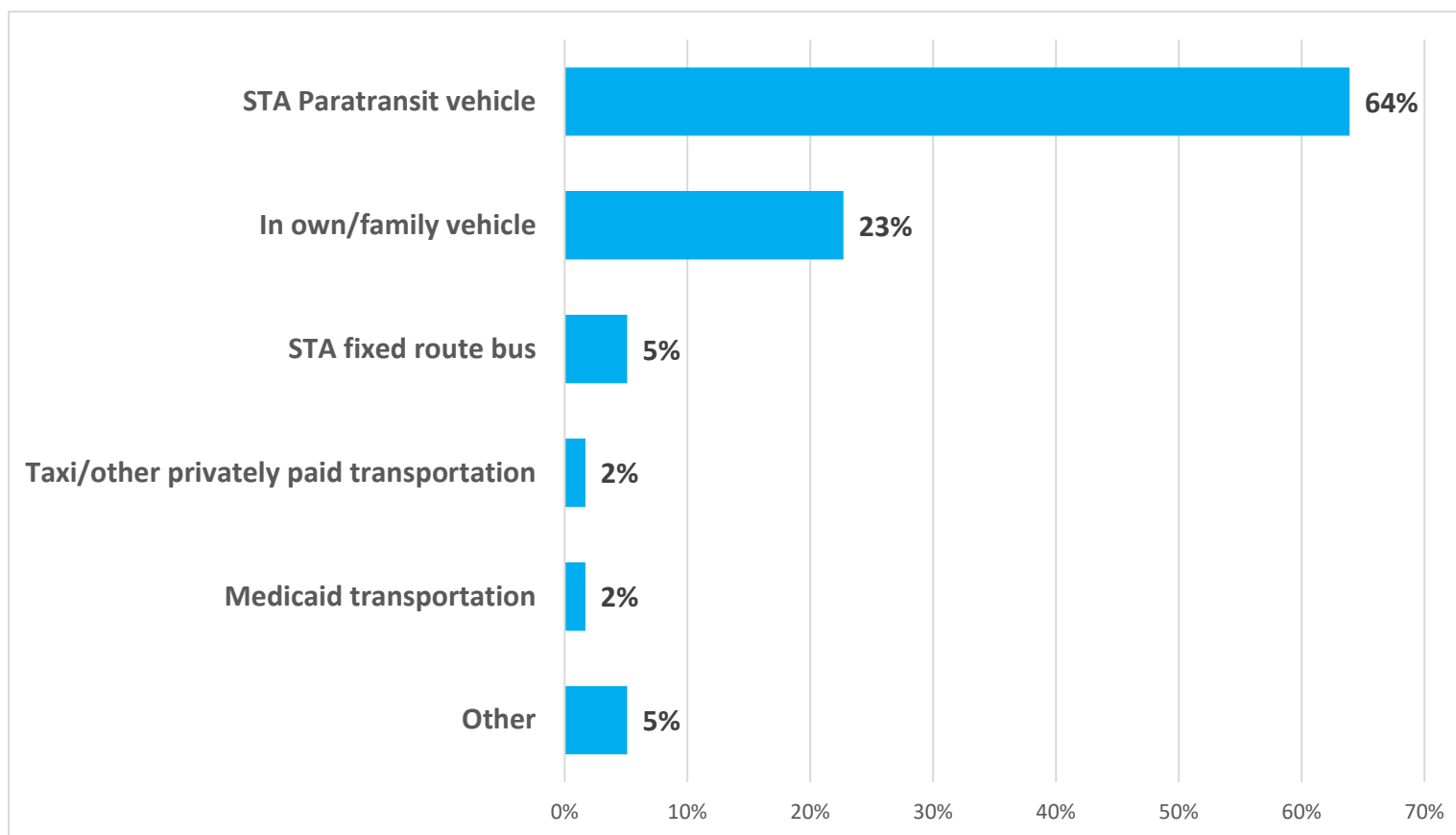




CUSTOMER TRANSPORTATION CHARACTERISTICS

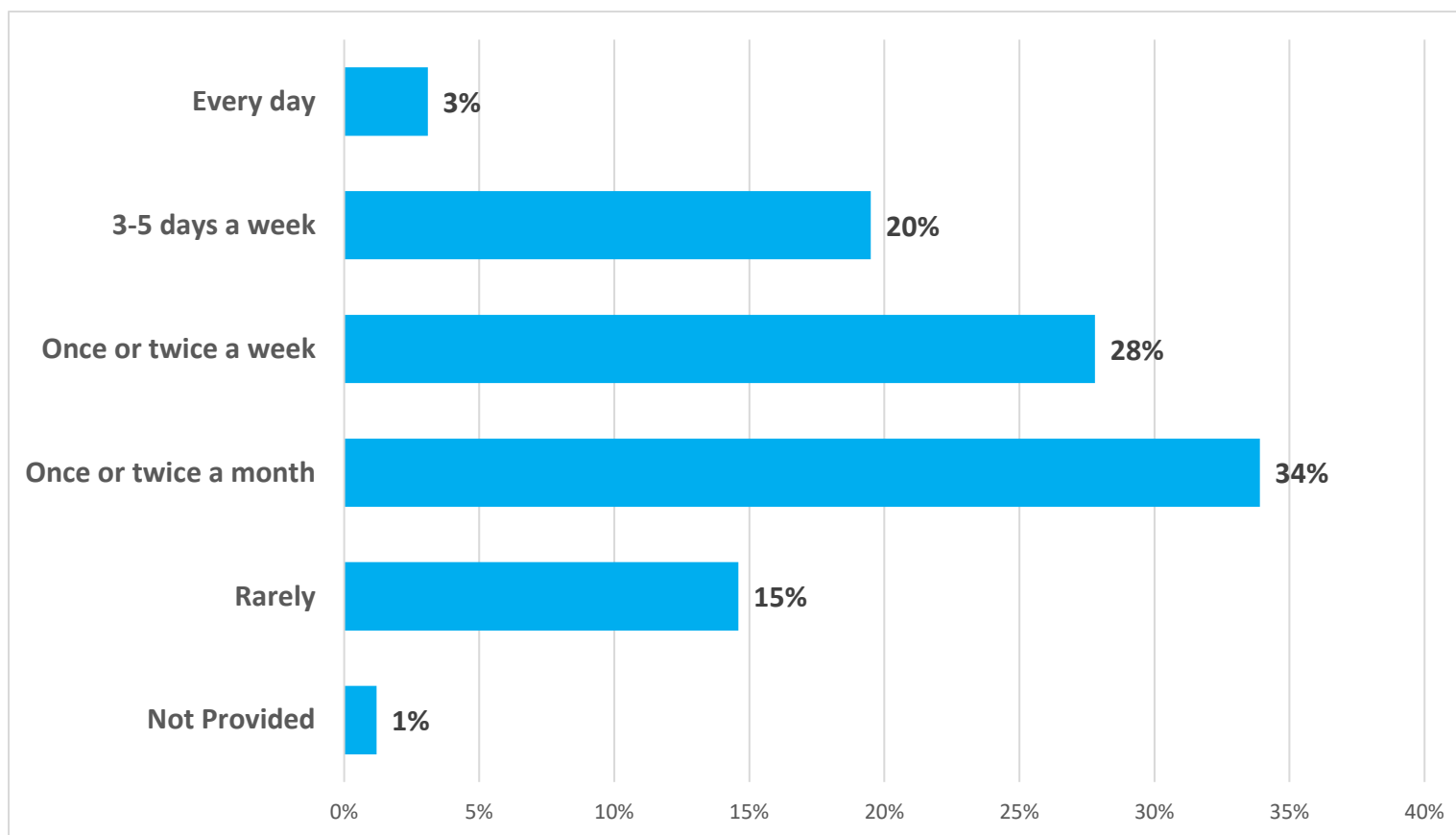
How do you take most of your trips? (Q19)

by percentage of respondents (excluding “not provided”)



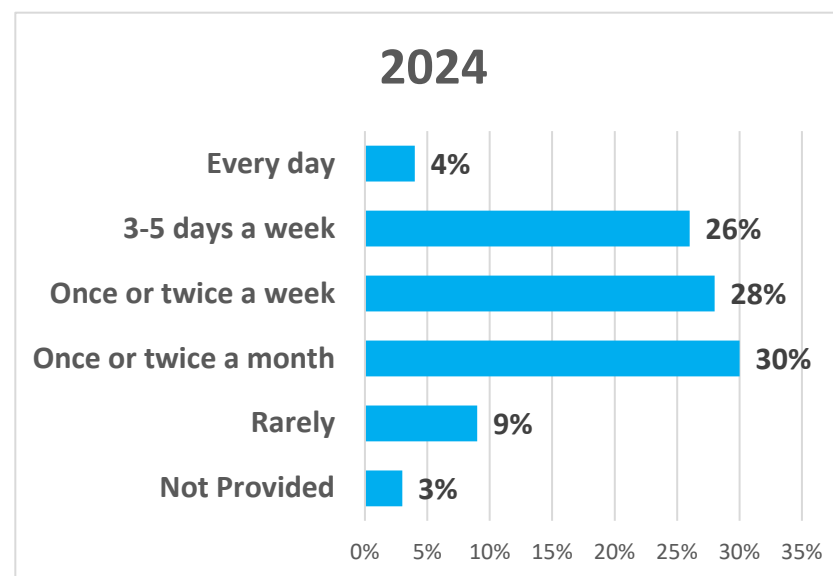
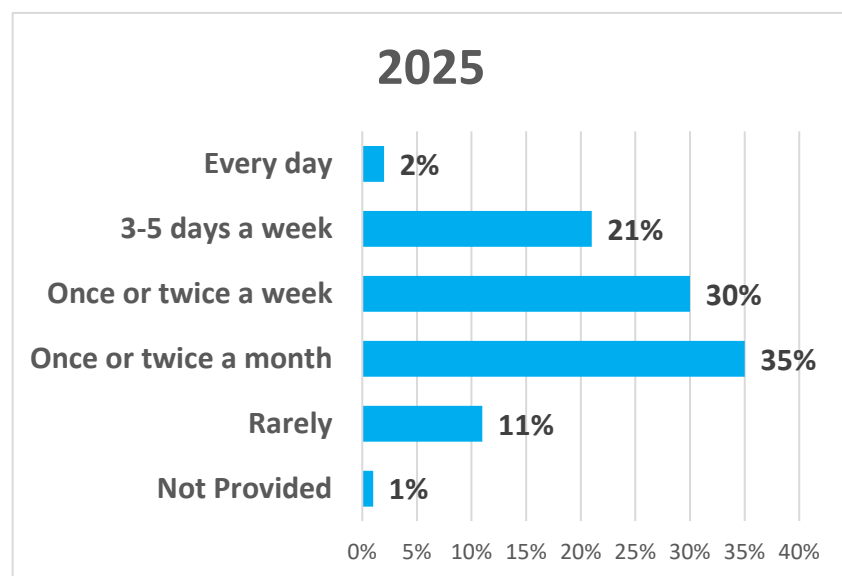
Which of the following describes how often you ride Paratransit? (Q11)

by percentage of respondents



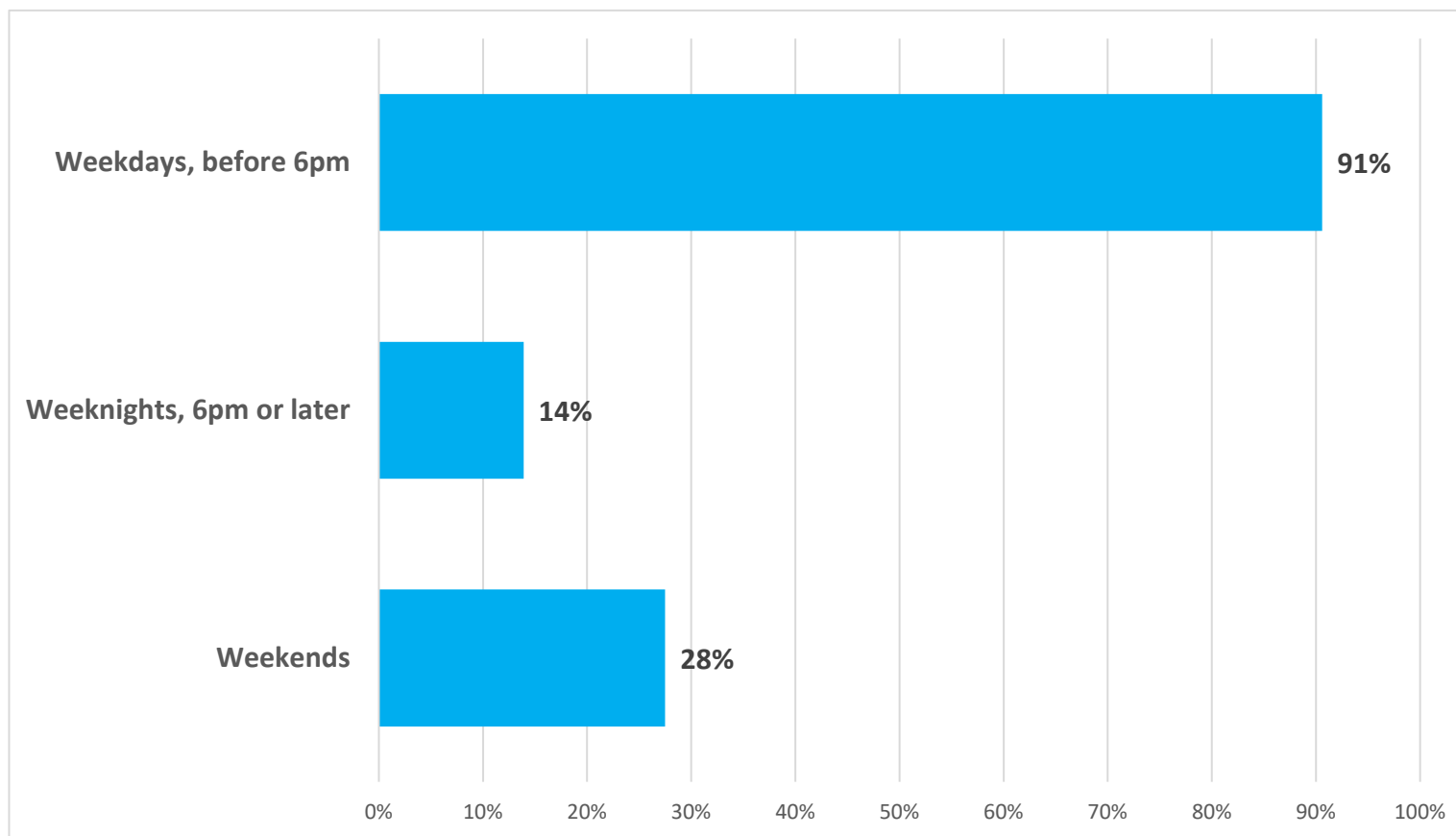
Trends: Which of the following describes how often you ride Paratransit? (Q11)

by percentage of respondents



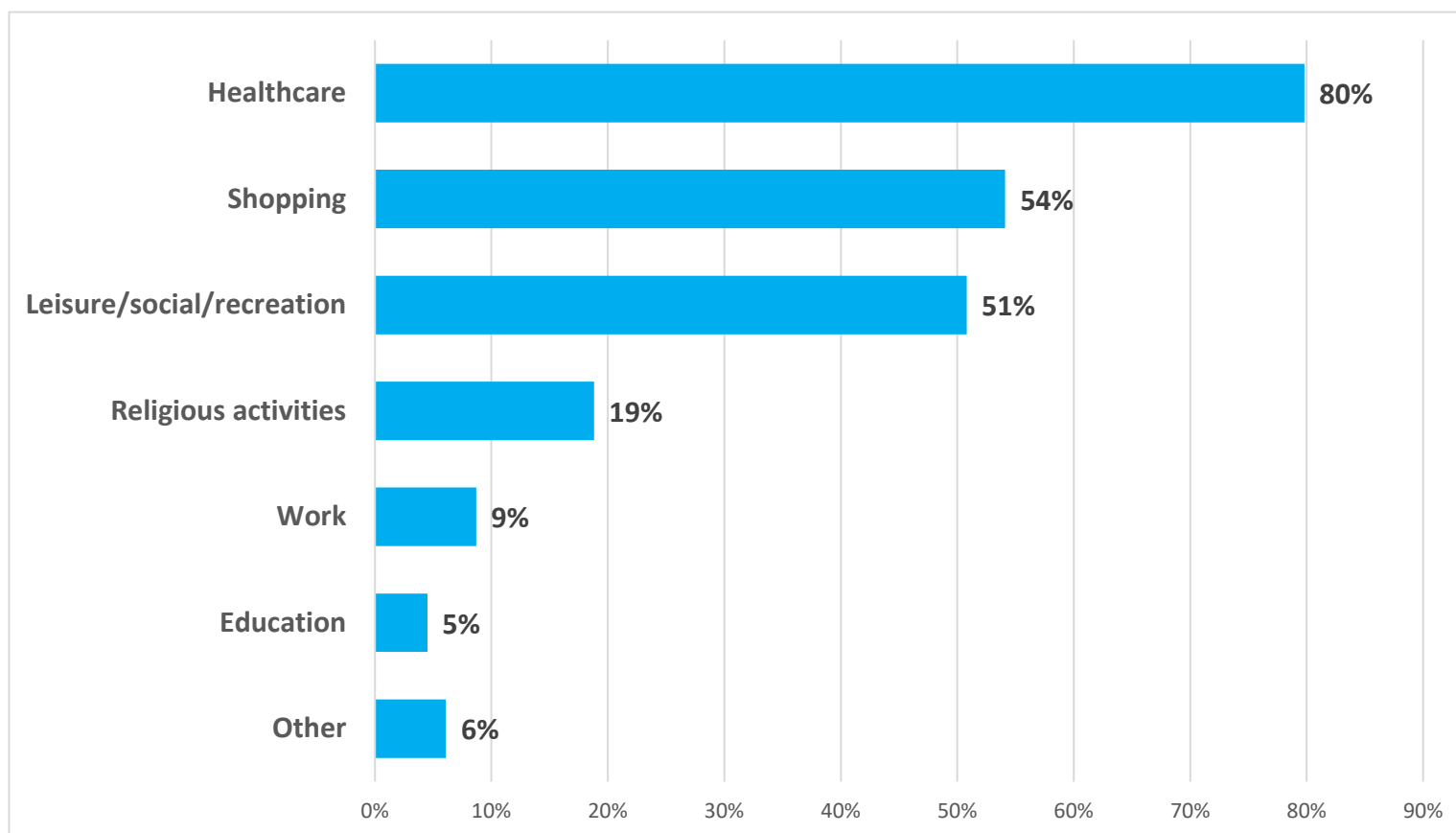
At which of the following times of the week do you (or your rider) use Paratransit services? (Q12)

by percentage of respondents



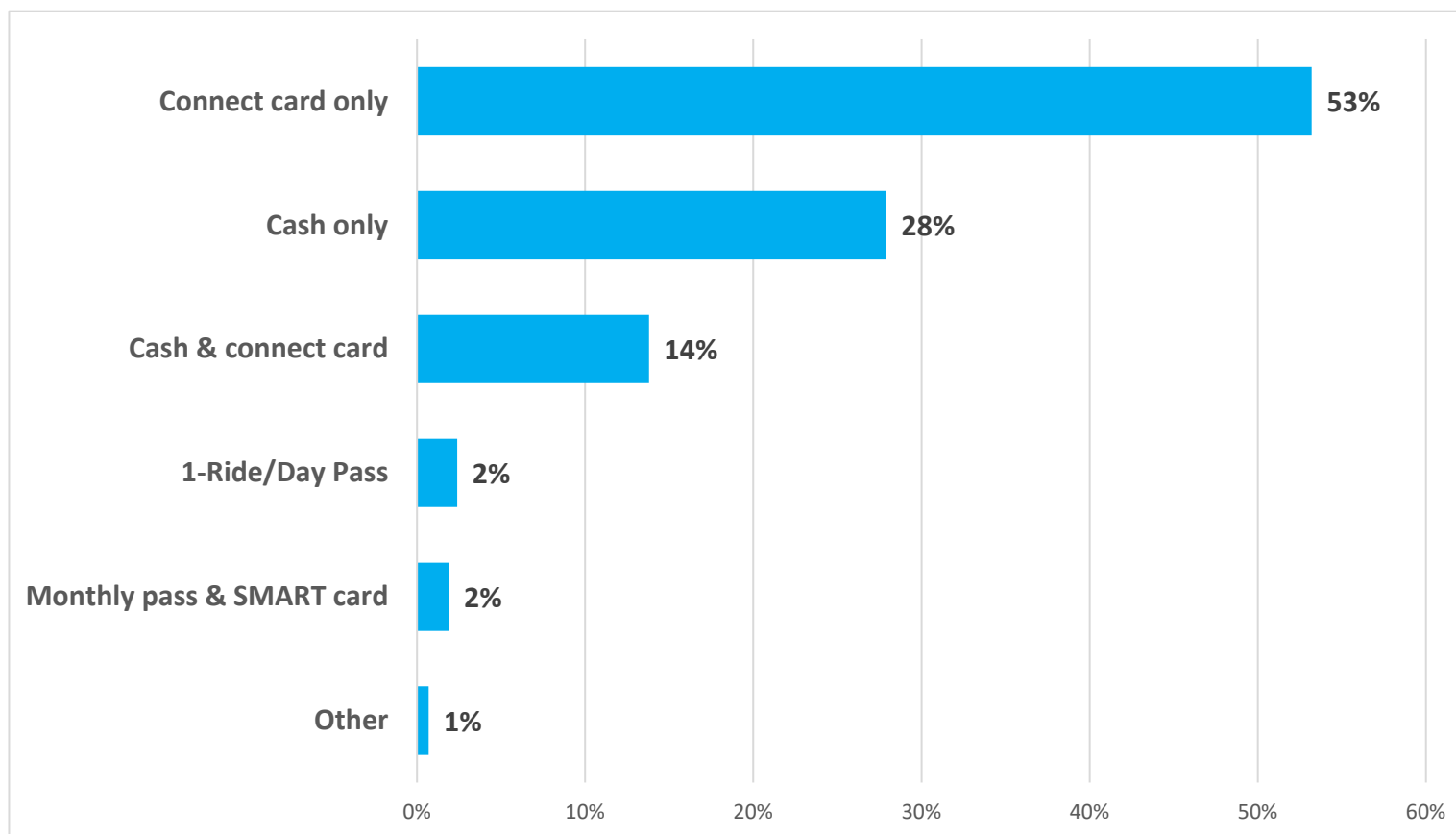
What type of trips do you take most often on STA Paratransit? (Q2)

by percentage of respondents



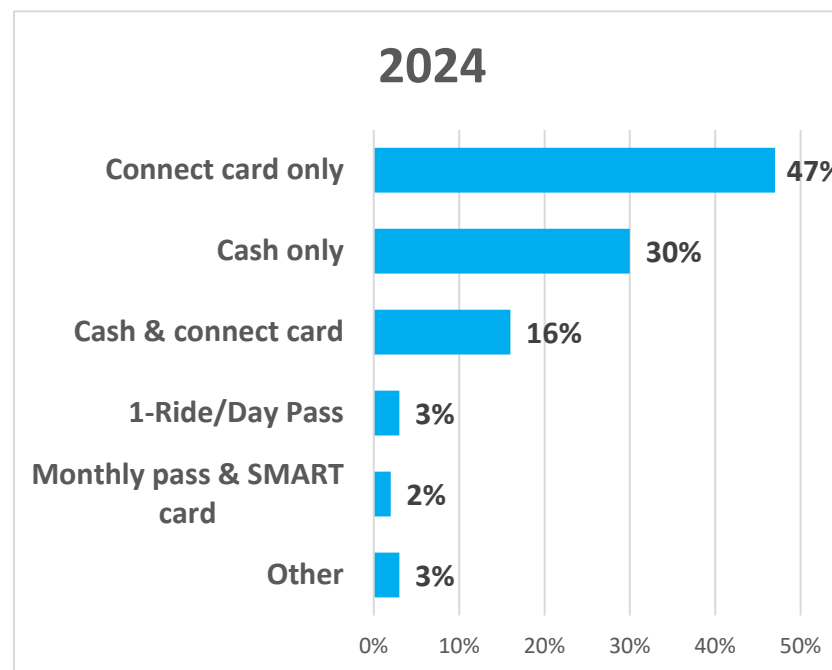
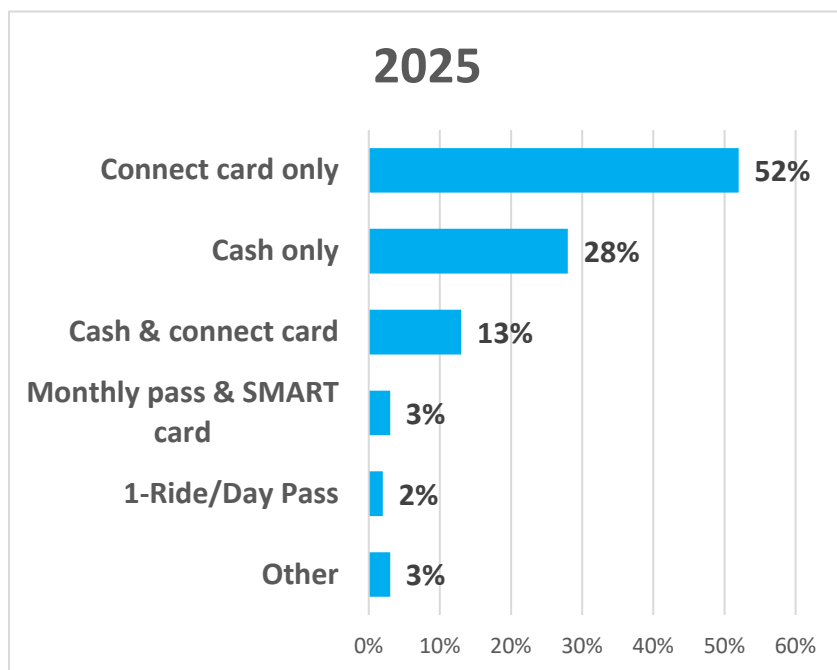
What do you use to pay for your Paratransit trips? (Q7)

by percentage of respondents (excluding “not provided”)



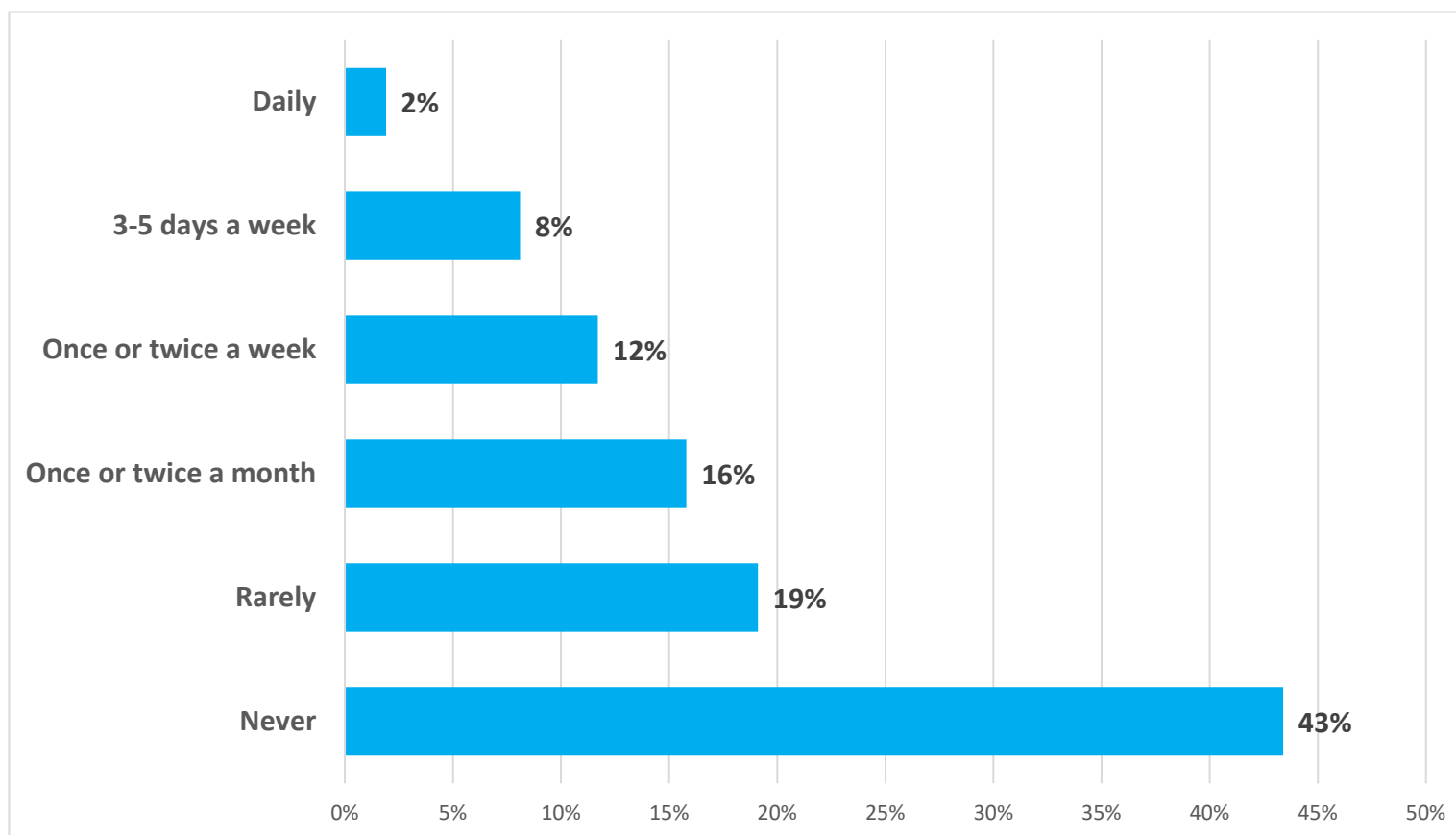
Trends: What do you use to pay for your Paratransit trips? (Q7)

by percentage of respondents (excluding “not provided”)



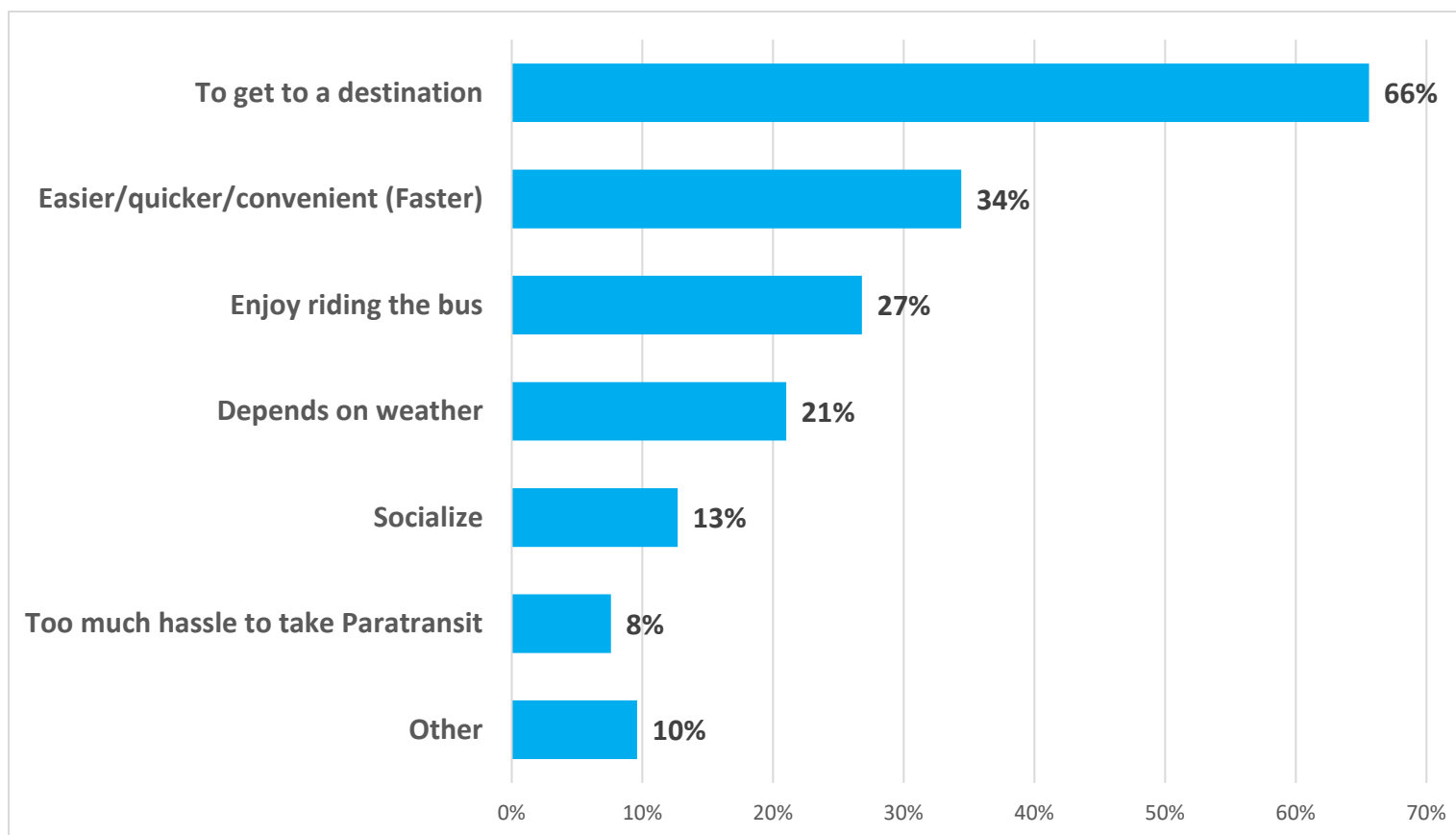
How often do you take trips on the regular STA bus? (Q10)

by percentage of respondents (excluding “not provided”)



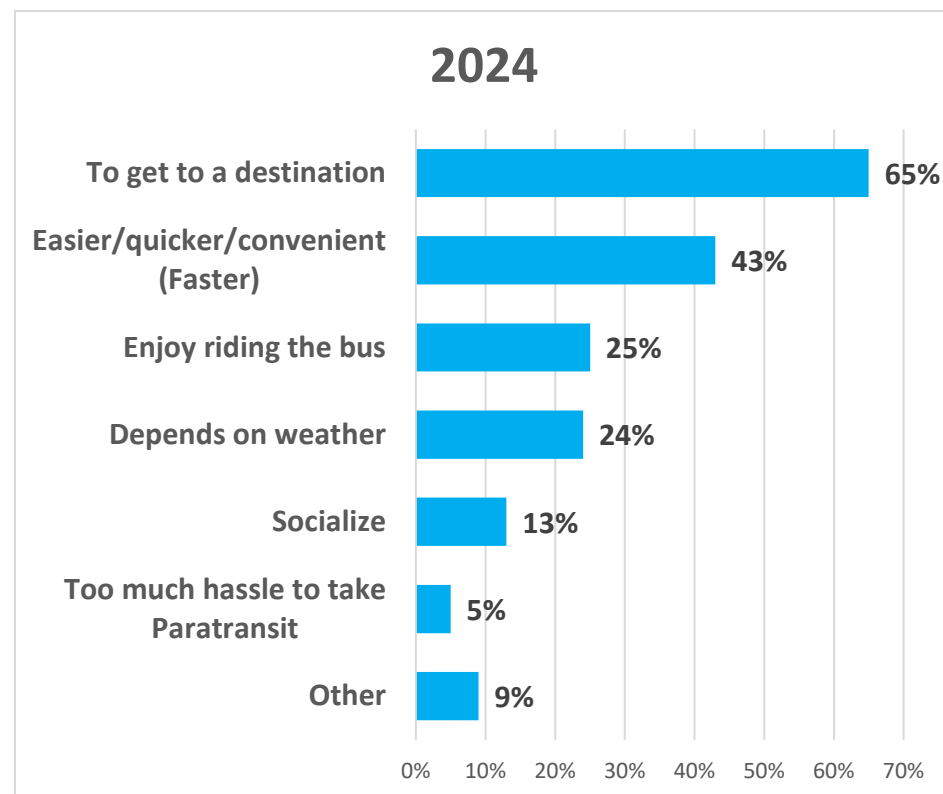
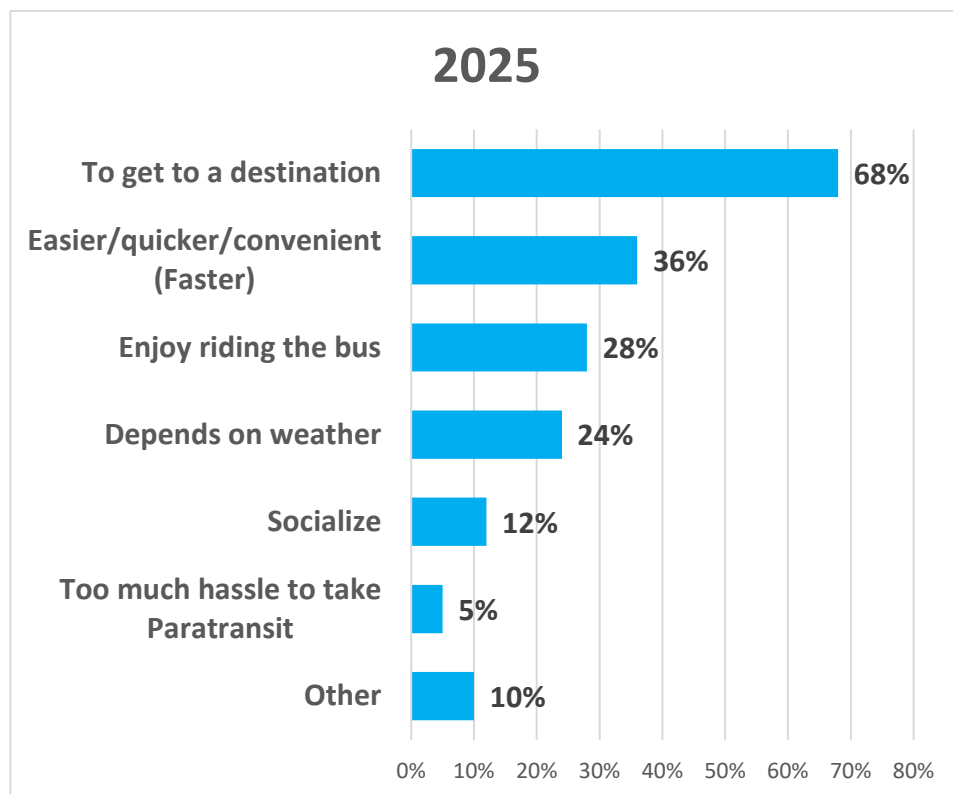
Why do you take trips on the regular STA bus OFTEN? (Q10a)

by percentage of respondents who indicated that they take the regular STA fixed route bus



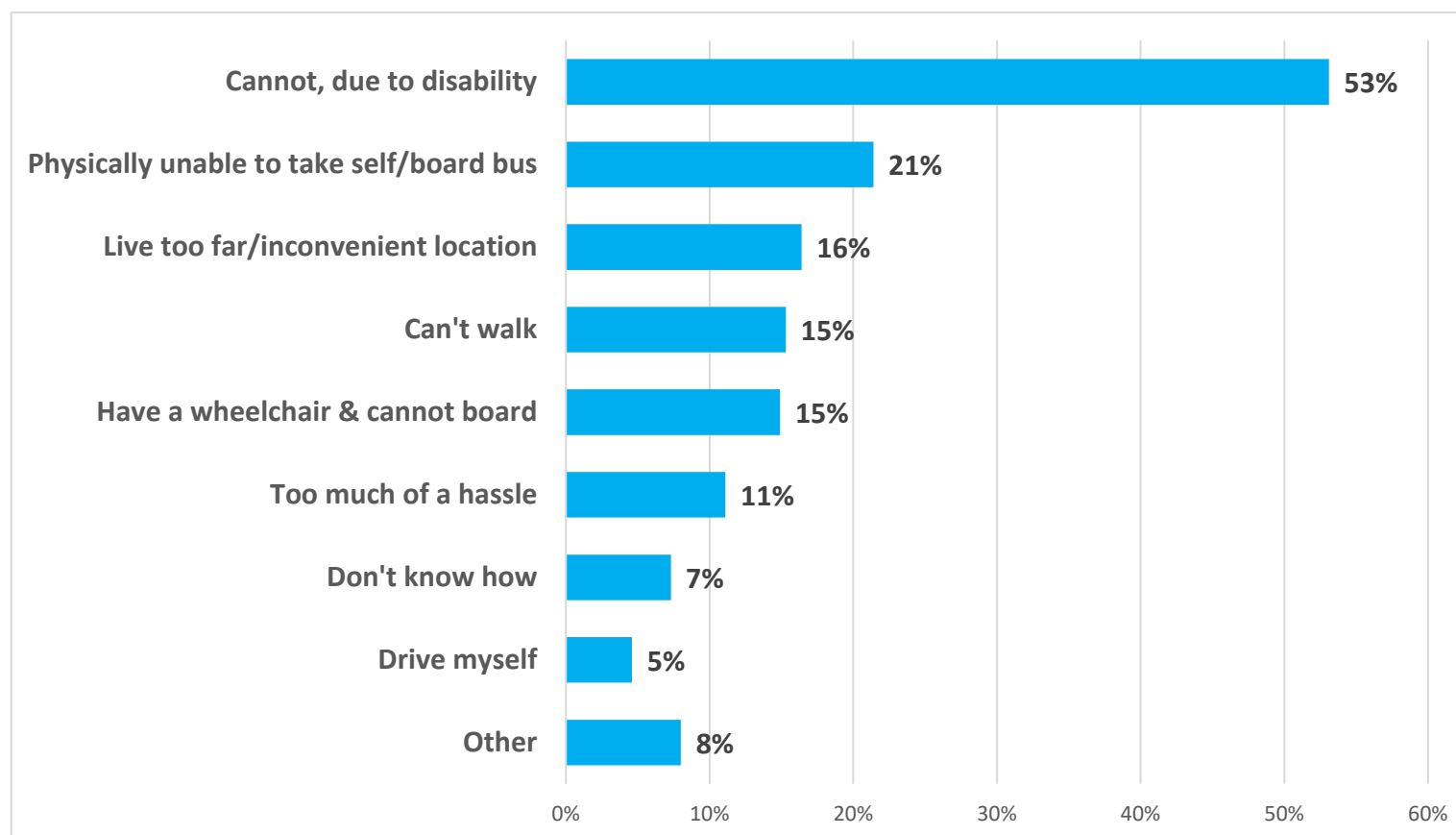
Trend: Why do you take trips on the regular STA bus OFTEN? (Q10a)

by percentage of respondents who indicated that they take the regular STA fixed route bus



Why don't you take trips on the regular STA bus OFTEN? (Q10b)

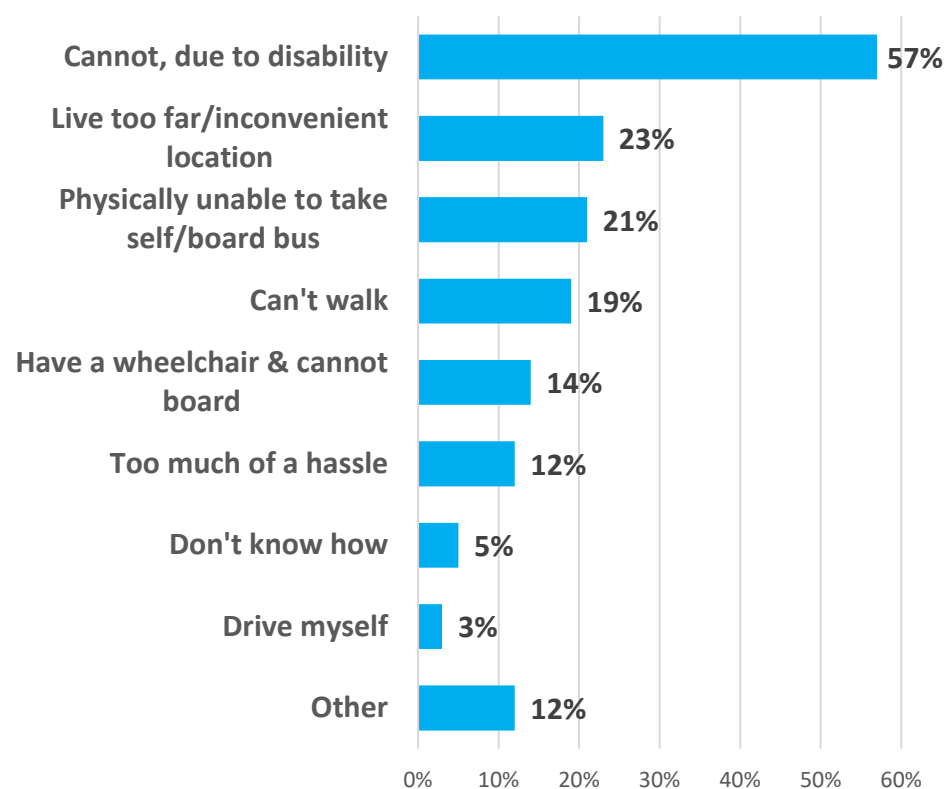
by percentage of respondents who indicated that they don't take the regular STA fixed route bus



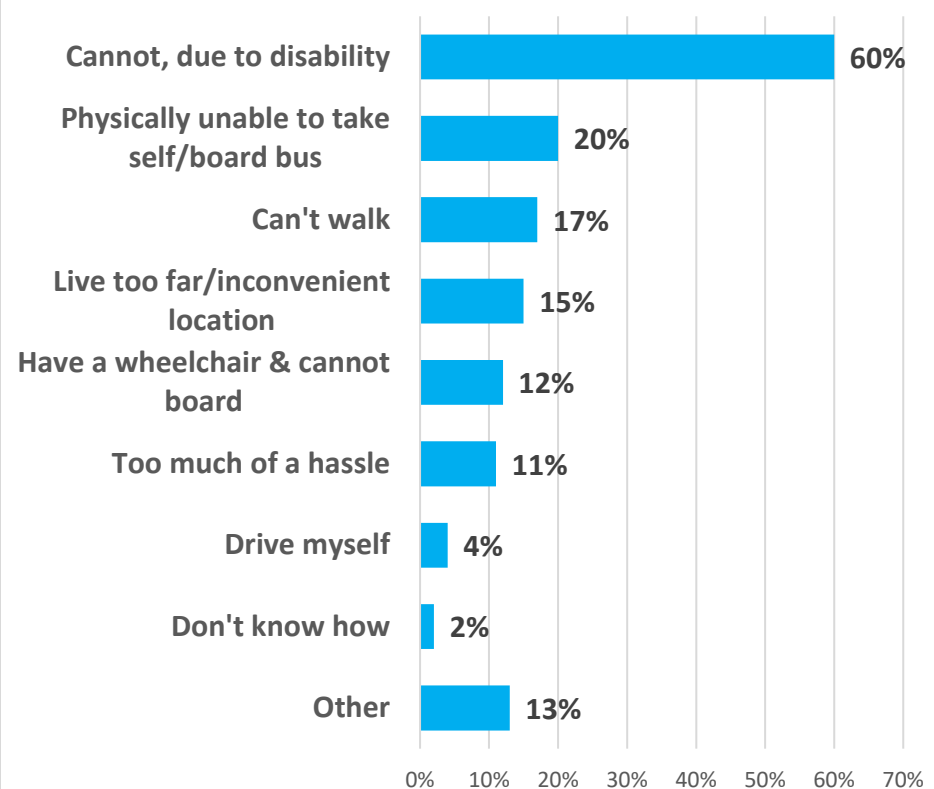
Trends: Why don't you take trips on the regular STA bus OFTEN? (Q10b)

by percentage of respondents who indicated that they don't take the regular STA fixed route bus

2025



2024

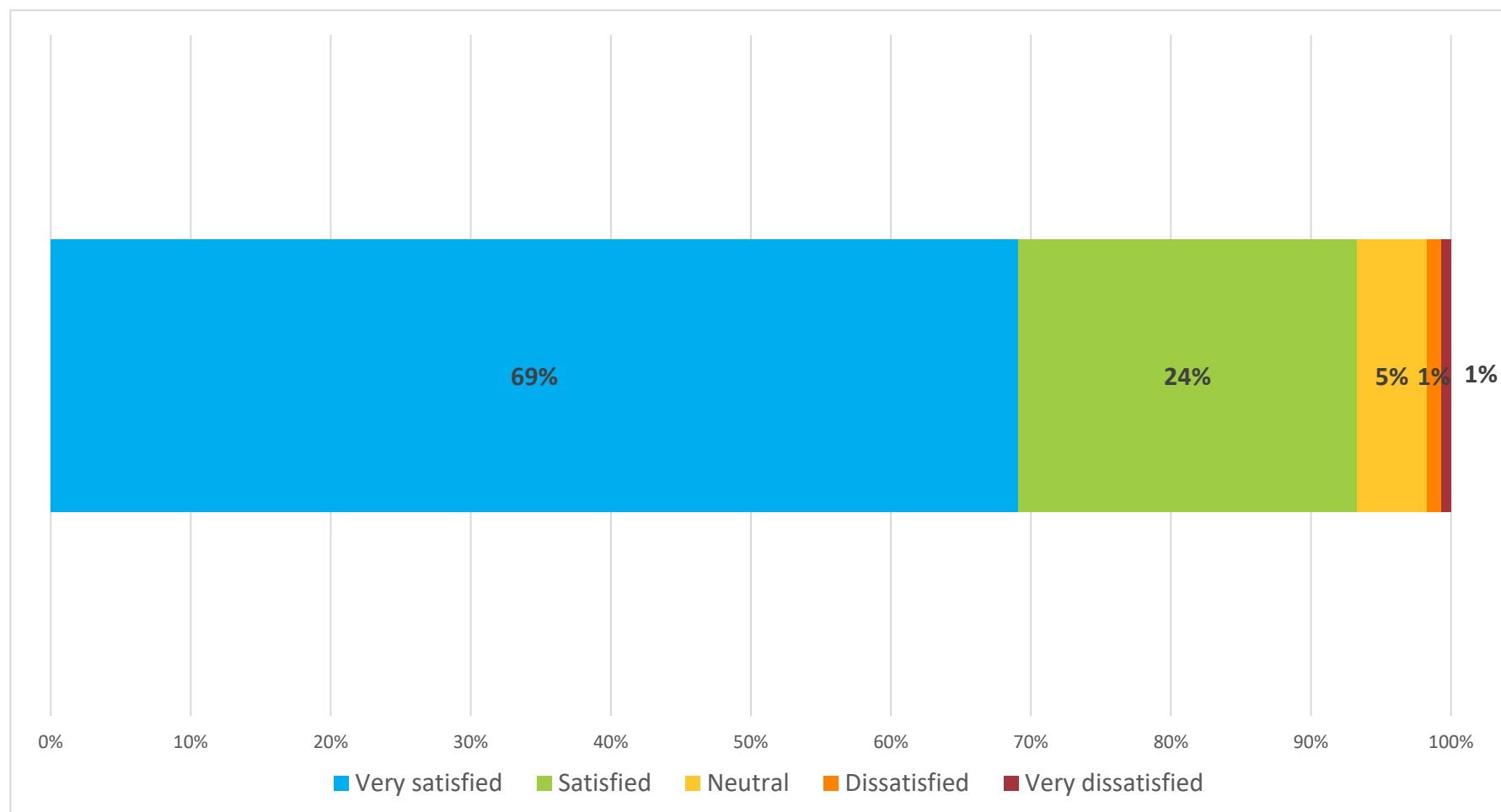




CUSTOMER OPINIONS

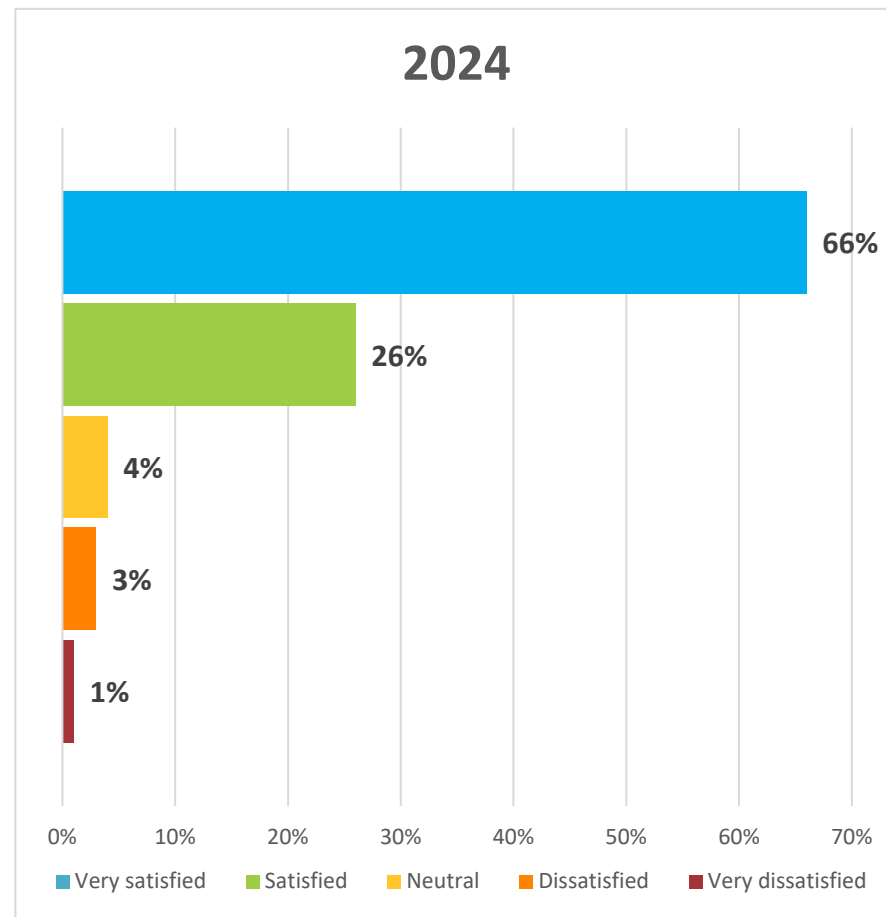
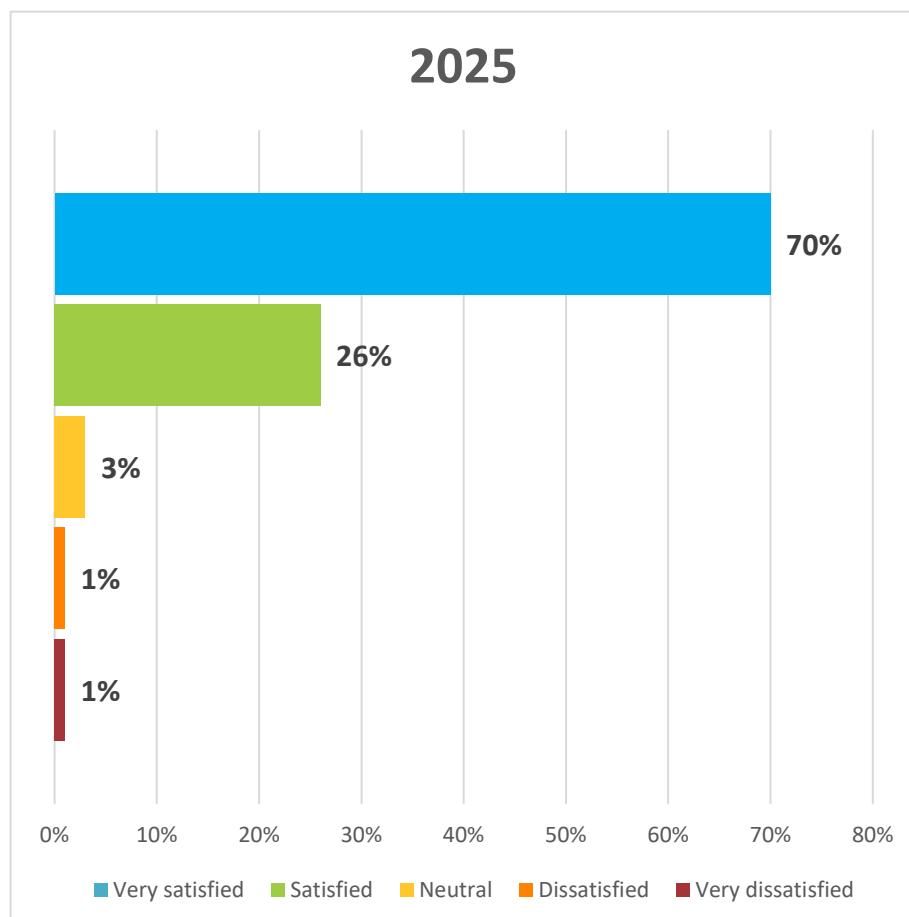
All things considered, on a scale of 1 to 5, where 5 means "Very satisfied," and 1 means "Very dissatisfied," how satisfied are you with the overall quality of the STA Paratransit service? (Q17)

by percentage of respondents (excluding "not provided")



Trends: All things considered, on a scale of 1 to 5, where 5 means "Very satisfied," and 1 means "Very dissatisfied," how satisfied are you with the overall quality of the STA Paratransit service? (Q17)

by percentage of respondents (excluding "not provided")



NET PROMOTER SCORE (Q3)

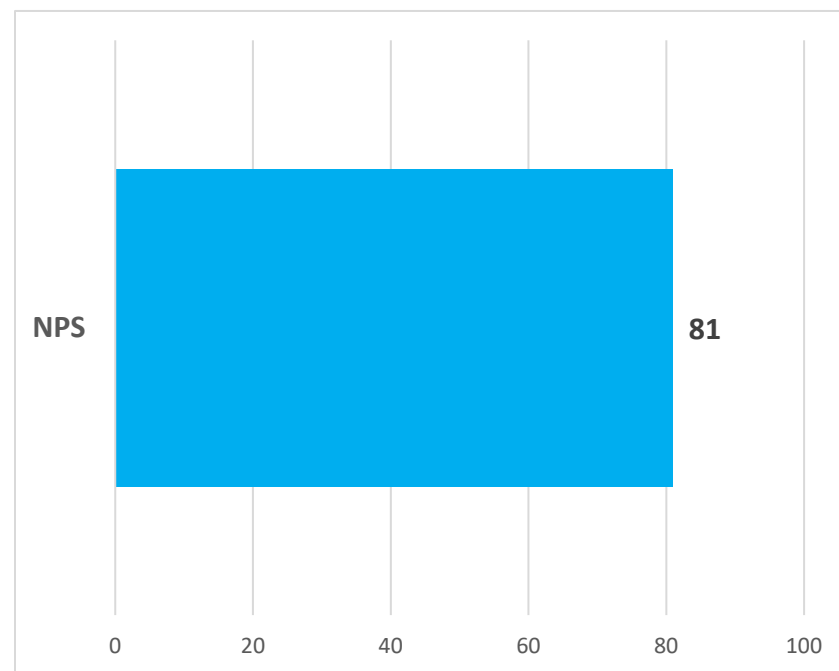
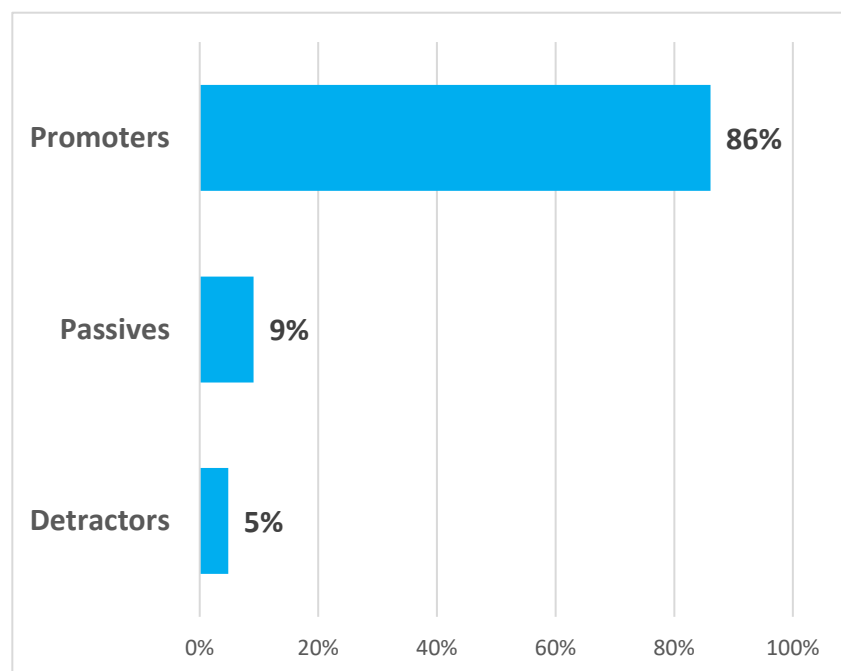
Using a 10-point scale, where 10 means “Very Likely,” and 0 means “Not Likely At All,” how likely would you be to recommend STA paratransit service to a friend, colleague, or family member?

“Promoter” = 10-9

“Passive” = 8-7

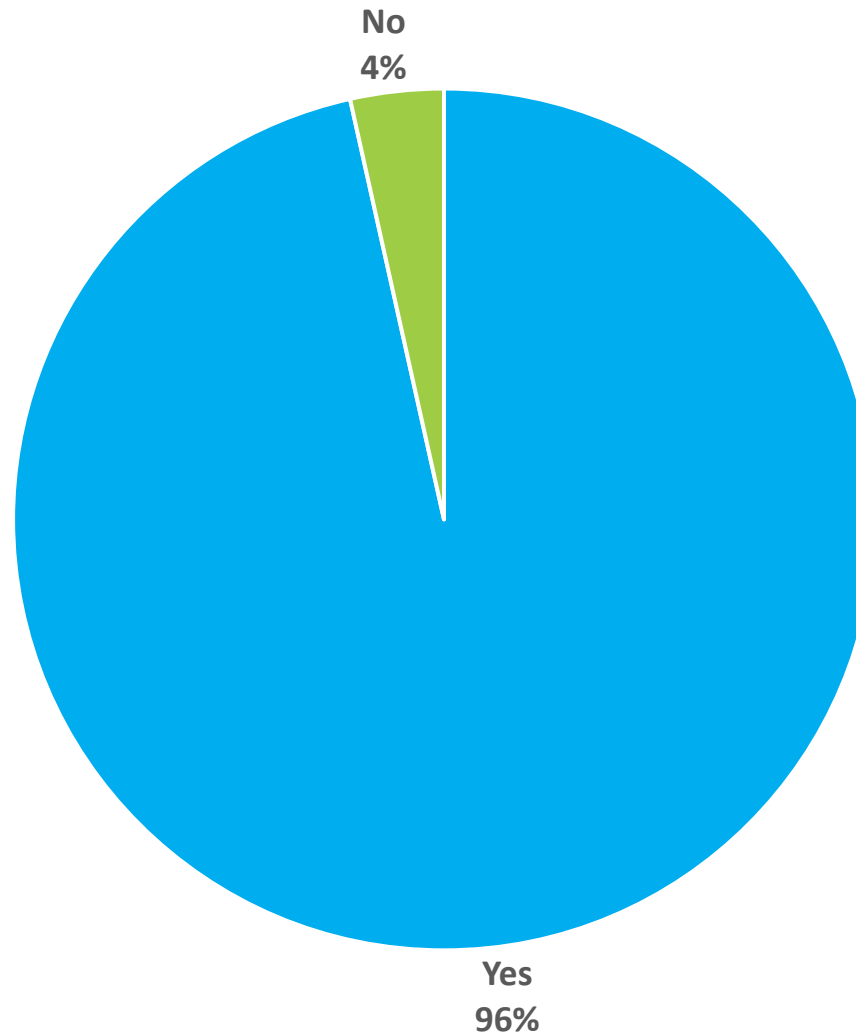
“Detractor” = 6-0

Net Promoter Score is the number of “Promoters” minus the number of “Detractors.”



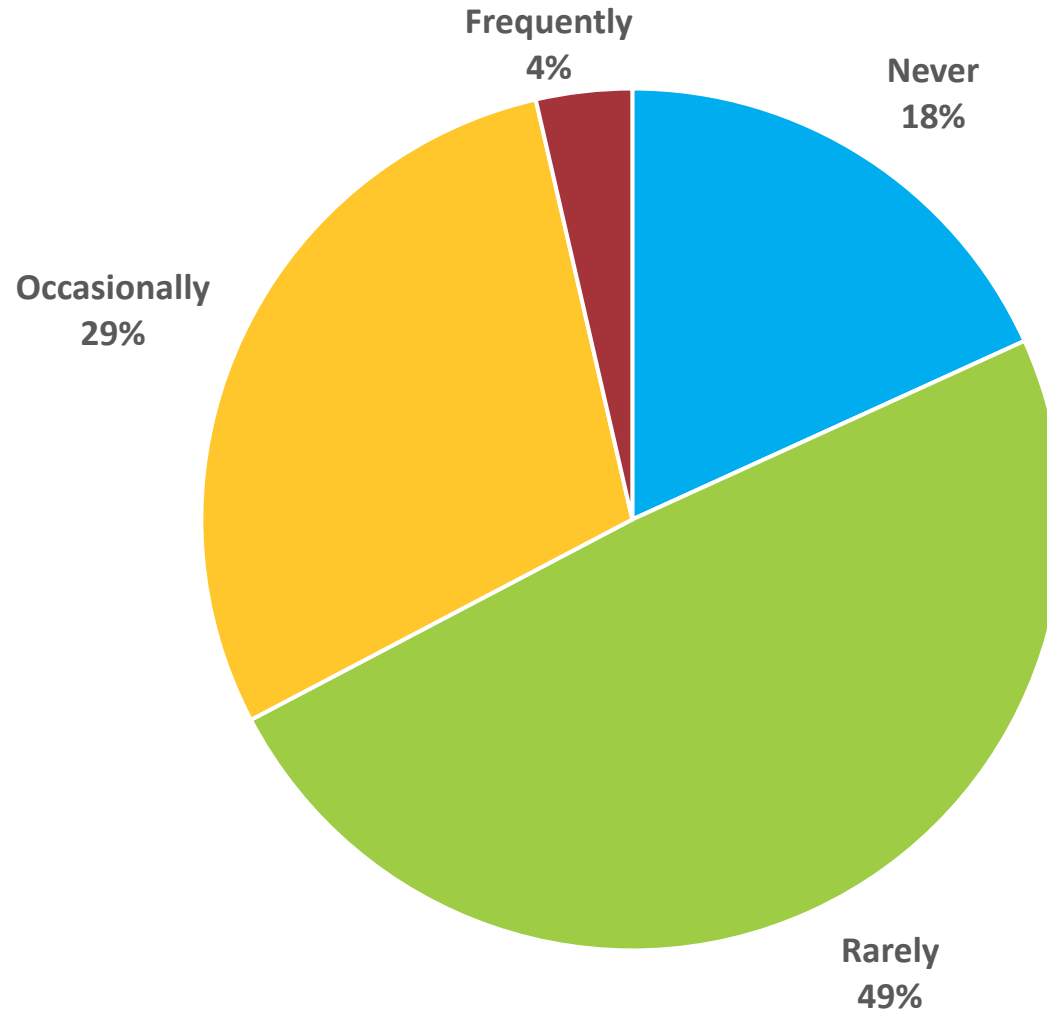
Are you aware that a van is considered to be on-time if it arrives within 30 minutes after the reservation time? (Q4)

by percentage of respondents (excluding “not provided”)



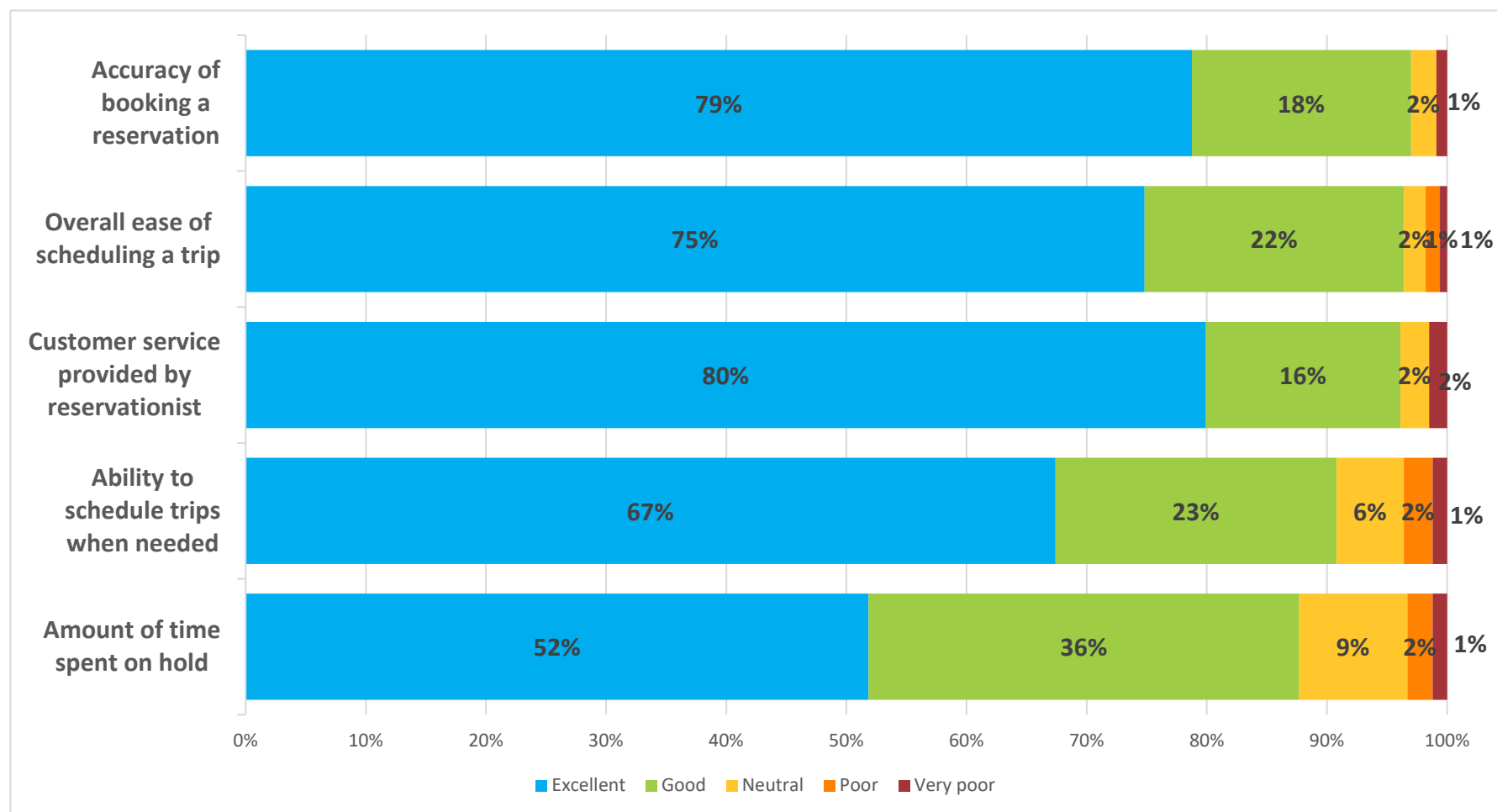
How often does the van arrive later than the 30-minute window of the reservation time? (Q5)

by percentage of respondents (excluding “not provided”)



Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience in your history of making trip reservations, not a specific encounter, for the following items. (Q6a)

by percentage of respondents (excluding "not provided")

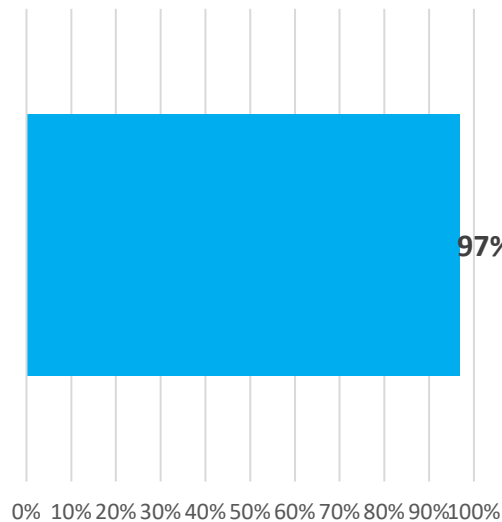


**Trends: Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience in your history of making trip reservations, not a specific encounter, for the following items.
(Q6a)**

(by mean of responses: i.e. 5=100%, 4=80%, etc.)

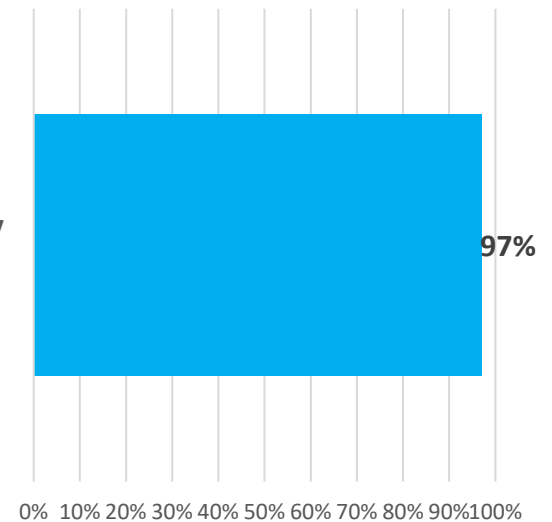
2025

Customer service provided by
reservationist

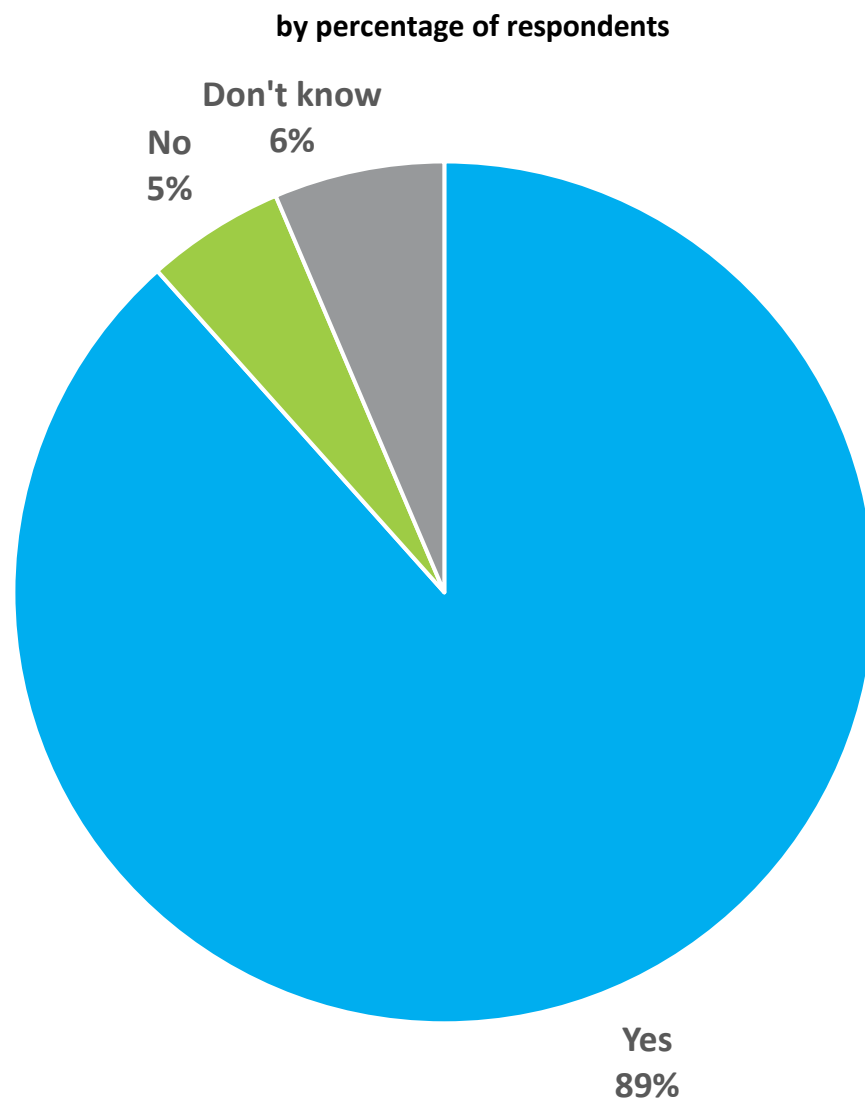


2024

Customer service provided by
reservationist

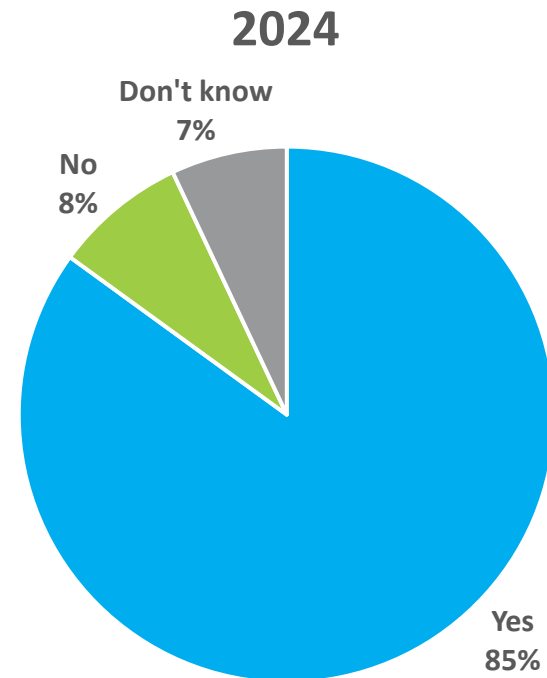
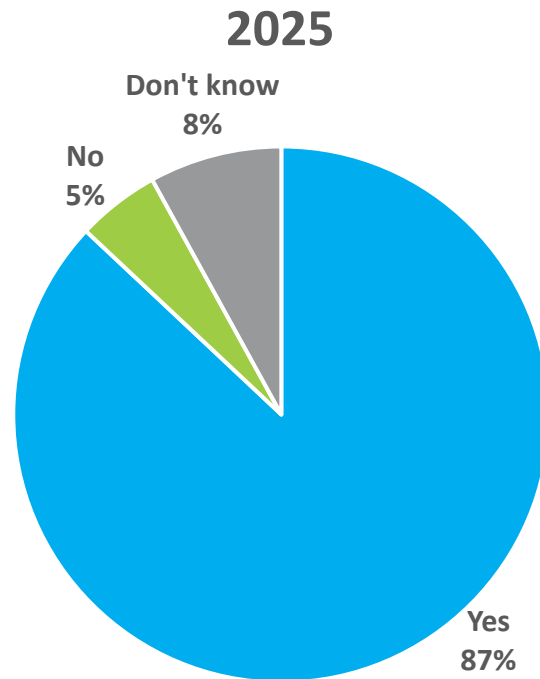


Scheduling a trip often includes a bit of negotiation of pickup times with the reservationists. Overall, does that work for you or not? (Q6b)



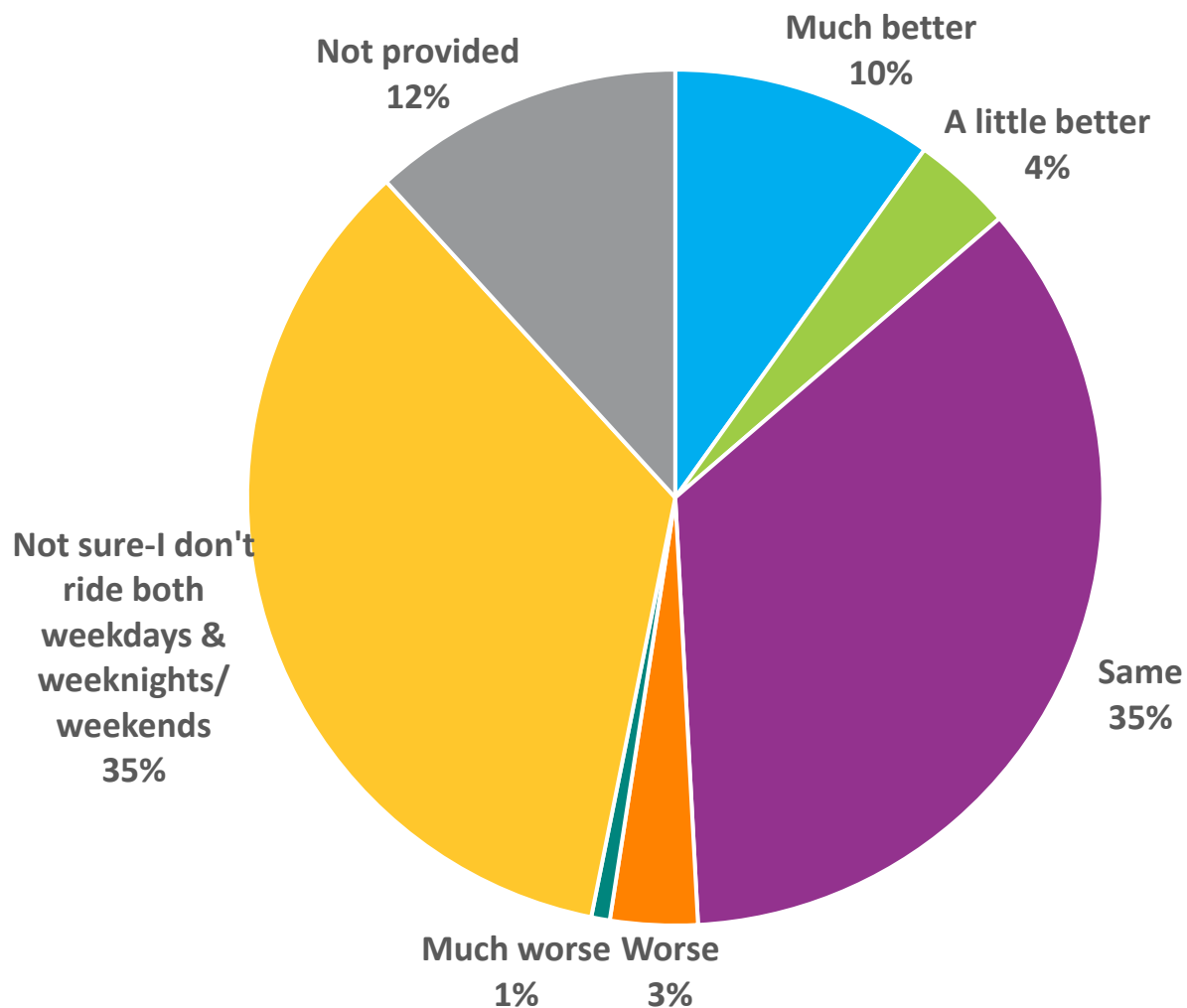
Trends: Scheduling a trip often includes a bit of negotiation of pickup times with the reservationists. Overall, does that work for you or not? (Q6b)

by percentage of respondents



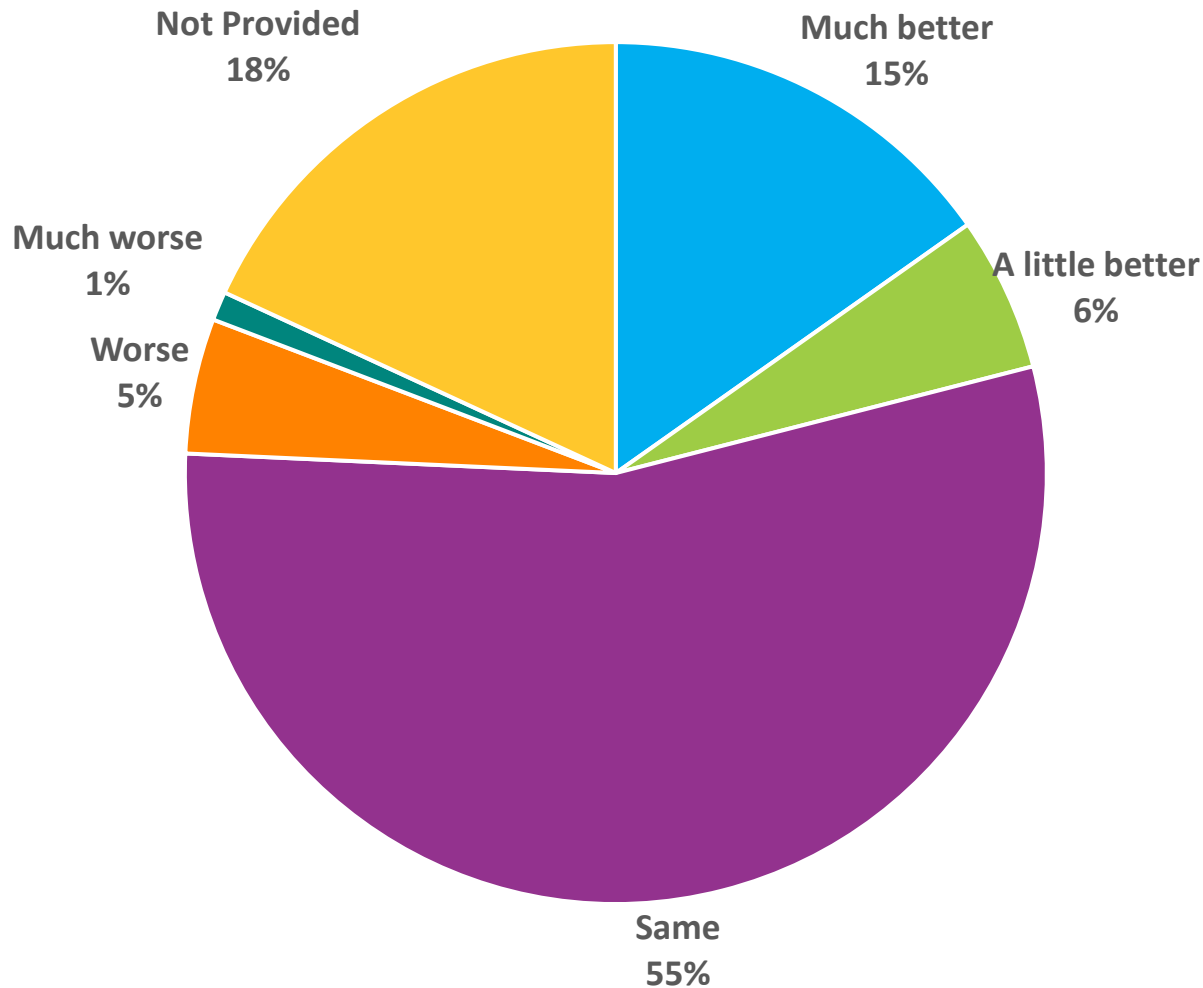
Please rate the level of service received from the contracted staff compared to the service received from STA during weekdays. (Q13)

by percentage of respondents



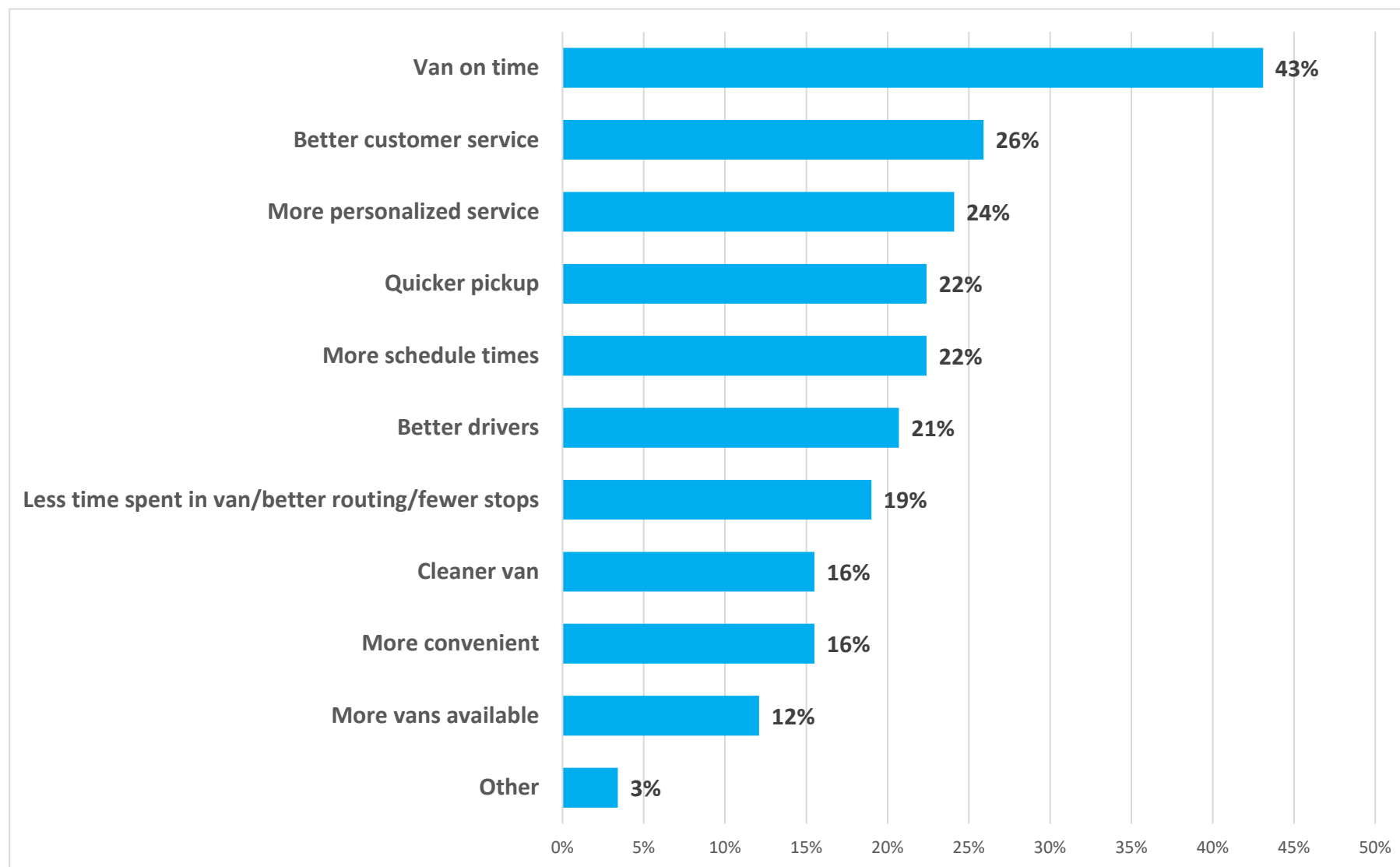
Please rate the level of service received from the contracted staff compared to the service received from STA during weekdays. (Q13)

by percentage of respondents (Excluding “Not sure - I don’t ride both weekdays & weeknights/weekends”)



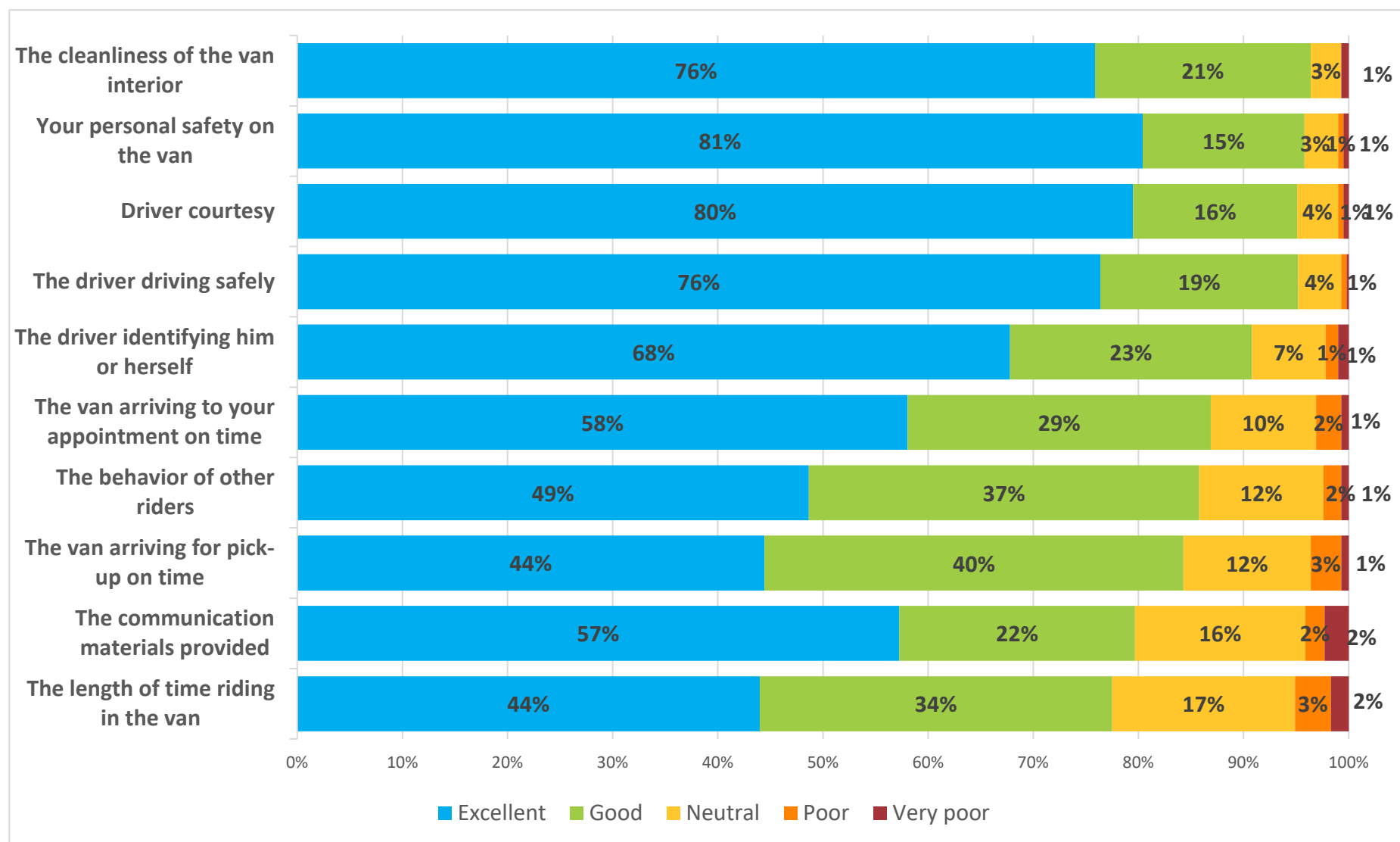
If you answered 1 or 2 for Question 13, in what ways is the night/weekend service better? (Q13a)

by percentage of respondents



Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience riding the van, not just your latest trip, for the following items. (Q14)

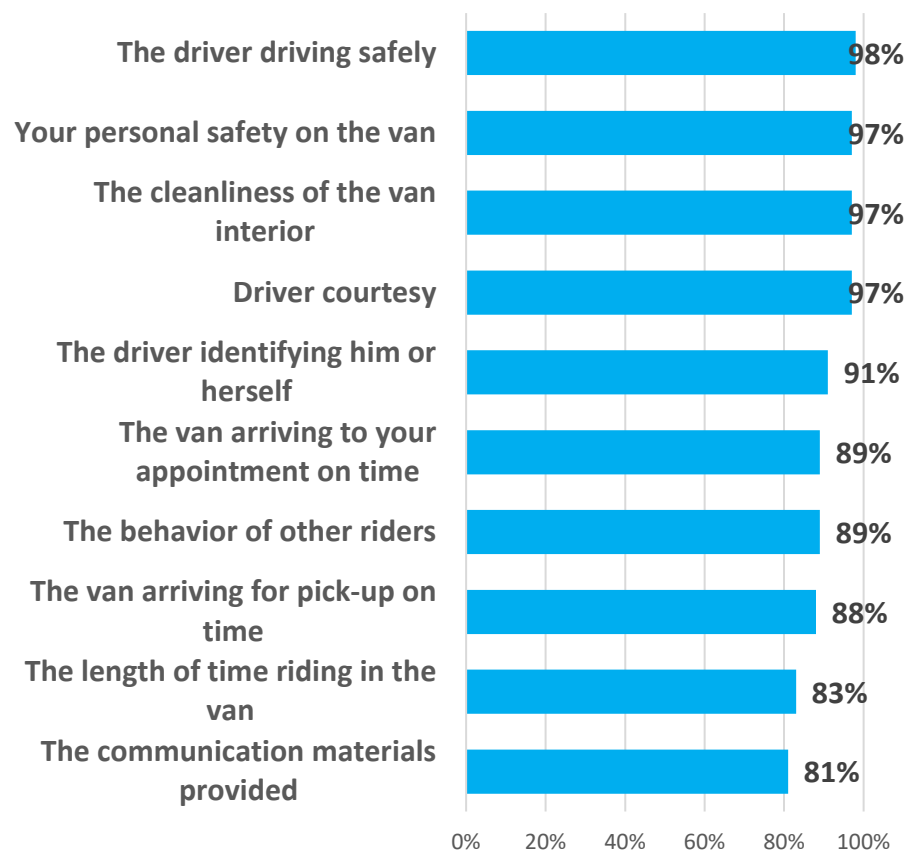
by percentage of respondents (excluding "not provided")



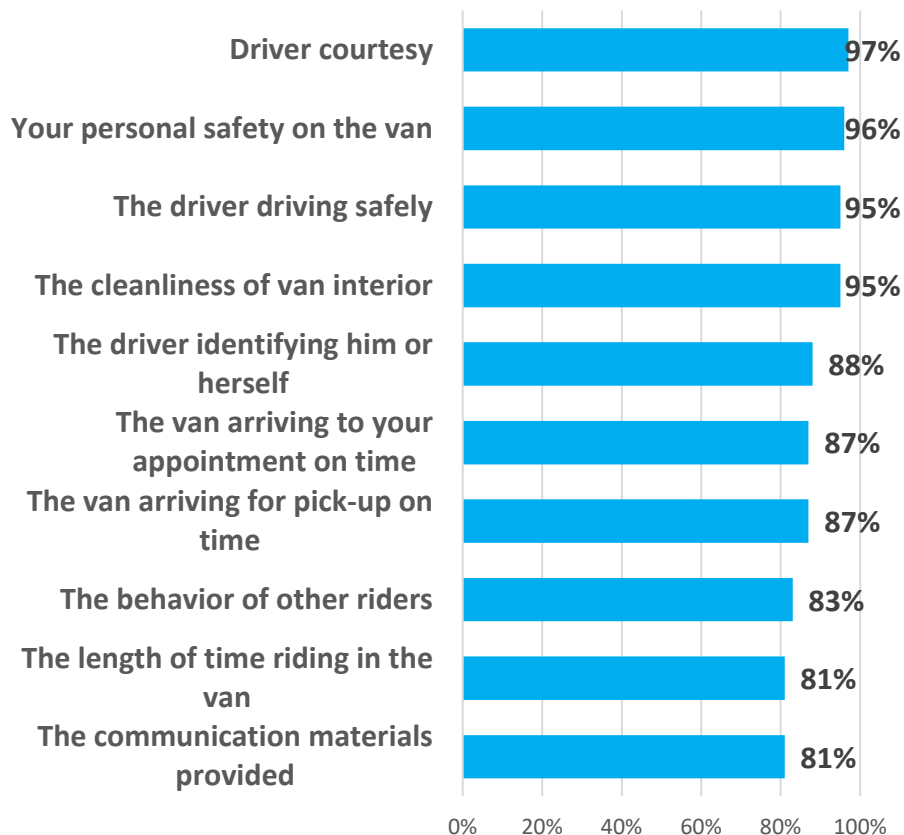
Trends: Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience riding the van, not just your latest trip, for the following items. (Q14)

by percentage of respondents (excluding "not provided")

2025

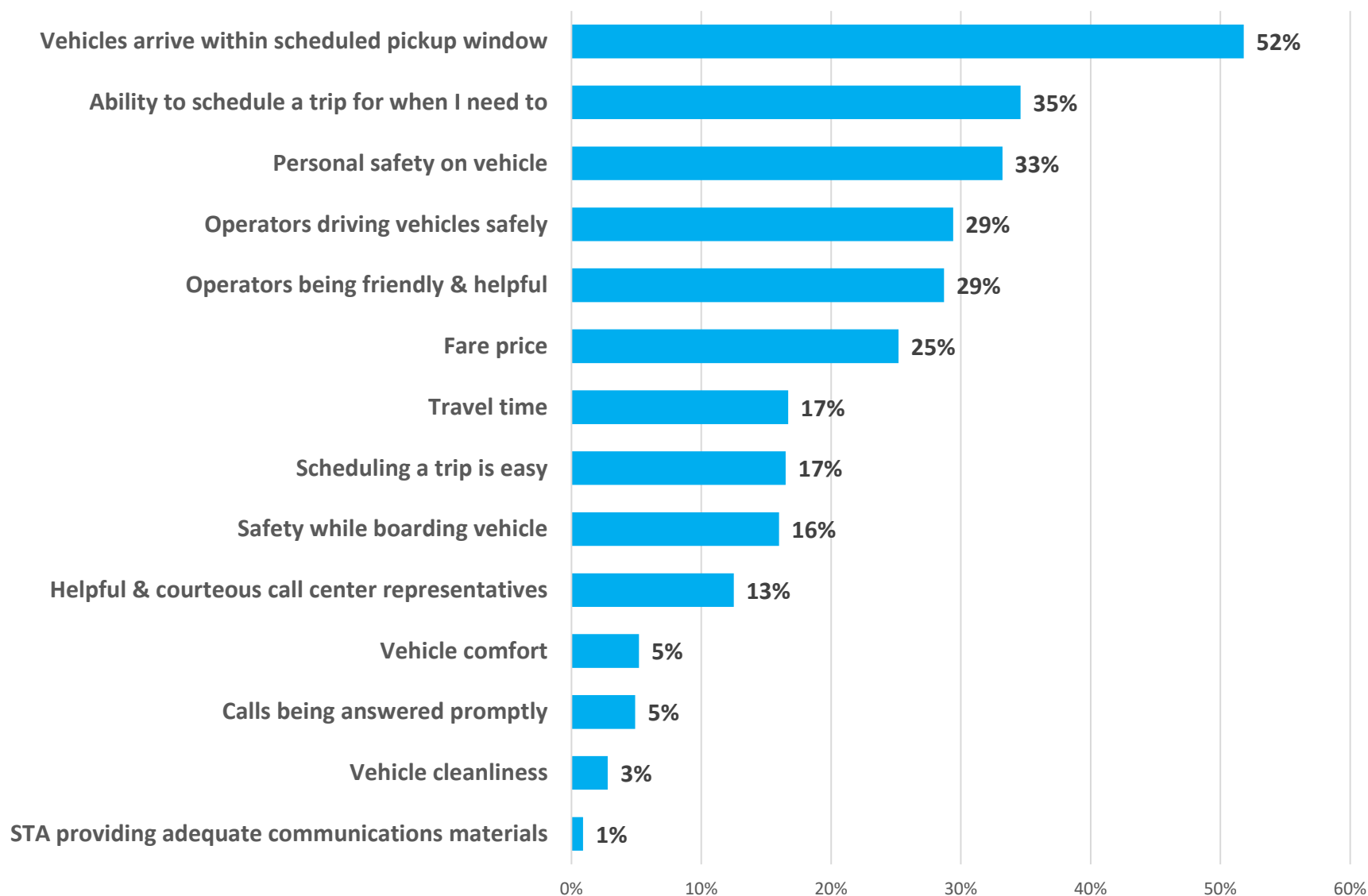


2024



What are the top 3 most important areas of service for you as a STA Paratransit customer? (Q16)

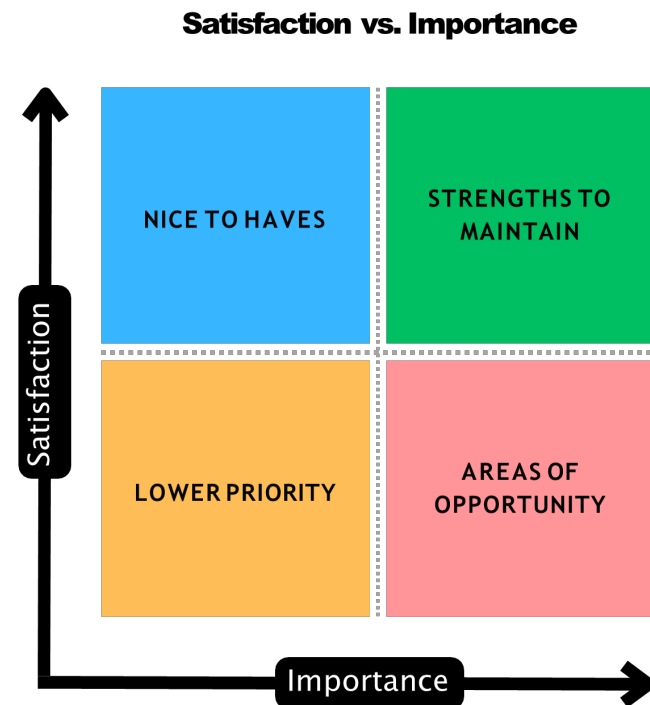
by percentage of respondents who selected each area as one of the top three most important



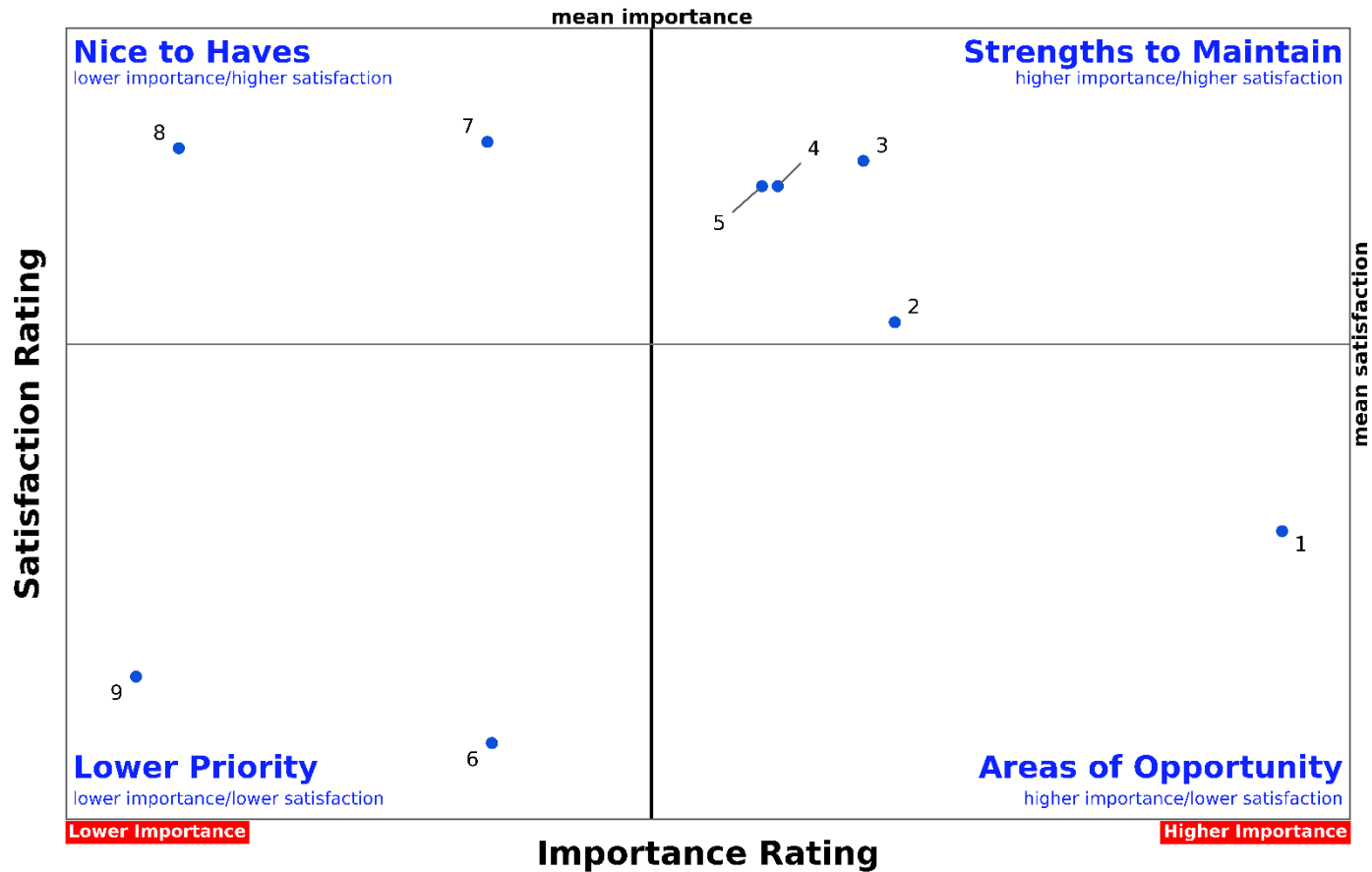
Importance-Satisfaction (I-S) Analysis

The Key Driver Analysis takes each area of service and compares its customer importance ranking against its customer satisfaction level. The graph is divided into four actional quadrants:

1. **Lower Priority** - This quadrant contains areas of service that have lower importance rankings and lower satisfaction levels. Although these have lower satisfaction levels, they are less important to customers and will have a smaller impact on overall customer satisfaction.
2. **Nice to Haves** - This quadrant contains areas of service that have lower importance rankings and higher satisfaction levels. Although customers are highly satisfied in these areas, these areas are less important to customers and will have a smaller impact on overall customer satisfaction.
3. **Areas of Opportunity** - This quadrant contains areas of service that have higher importance rankings and lower satisfaction levels. These areas are ranked as highly important to customers and will have a larger impact on overall customer satisfaction as the service is improved and satisfaction is raised.
4. **Strengths to Maintain** - This quadrant contains areas of service that have higher importance rankings and higher satisfaction levels. Customers find these areas of high importance and are highly satisfied with the level of service. These satisfaction levels should be maintained in order to continue positive overall customer satisfaction.



Importance-Satisfaction (I-S) Analysis

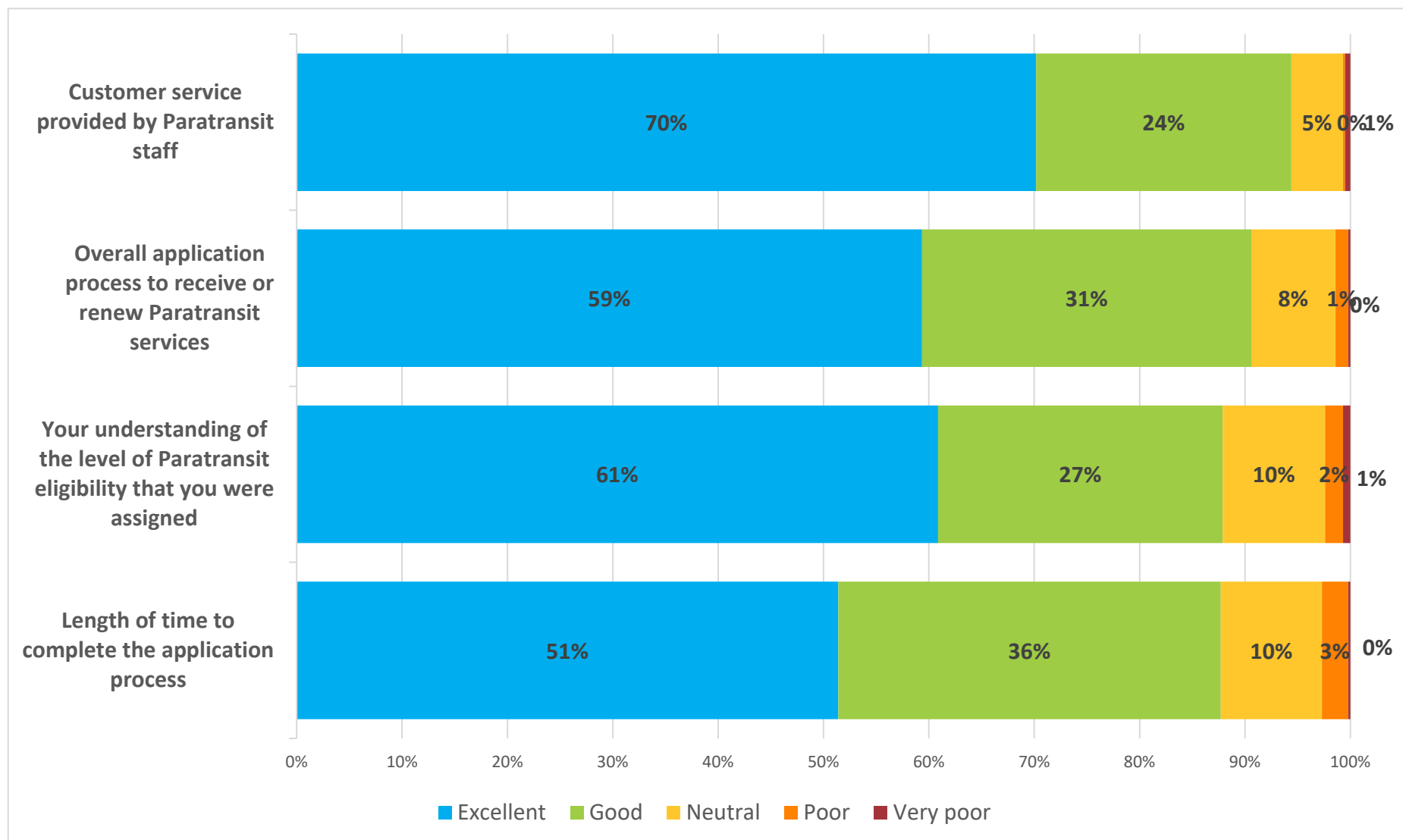


1. Vehicles arrive within scheduled pickup window
2. Ability to schedule a trip for when I need to
3. Personal safety on vehicle
4. Operators driving vehicles safely
5. Operators being friendly & helpful
6. Travel time
7. Scheduling a trip is easy
8. Vehicle cleanliness
9. STA providing adequate communications materials

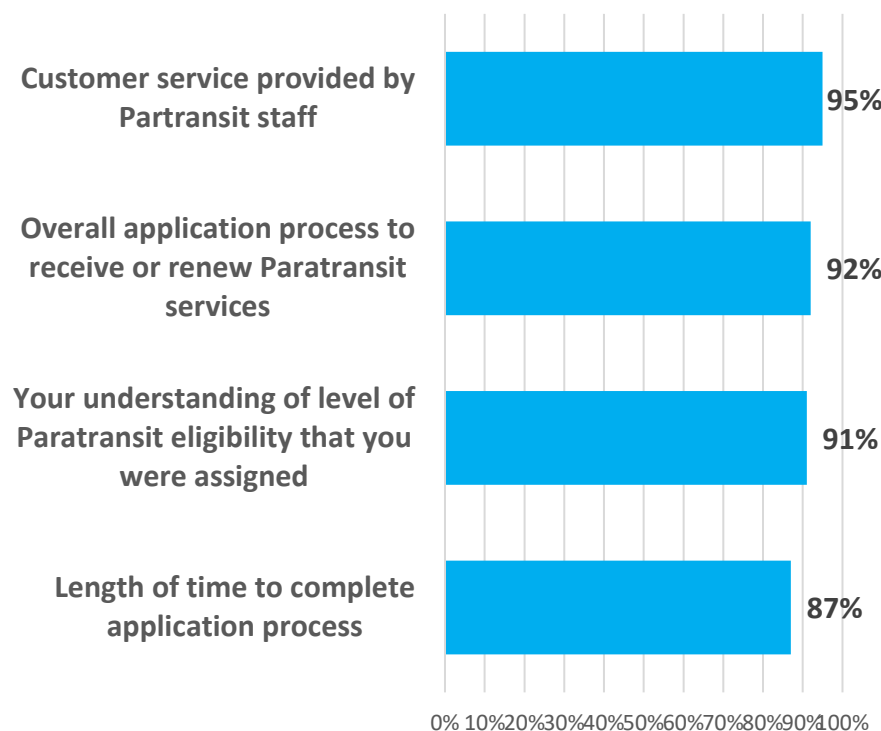
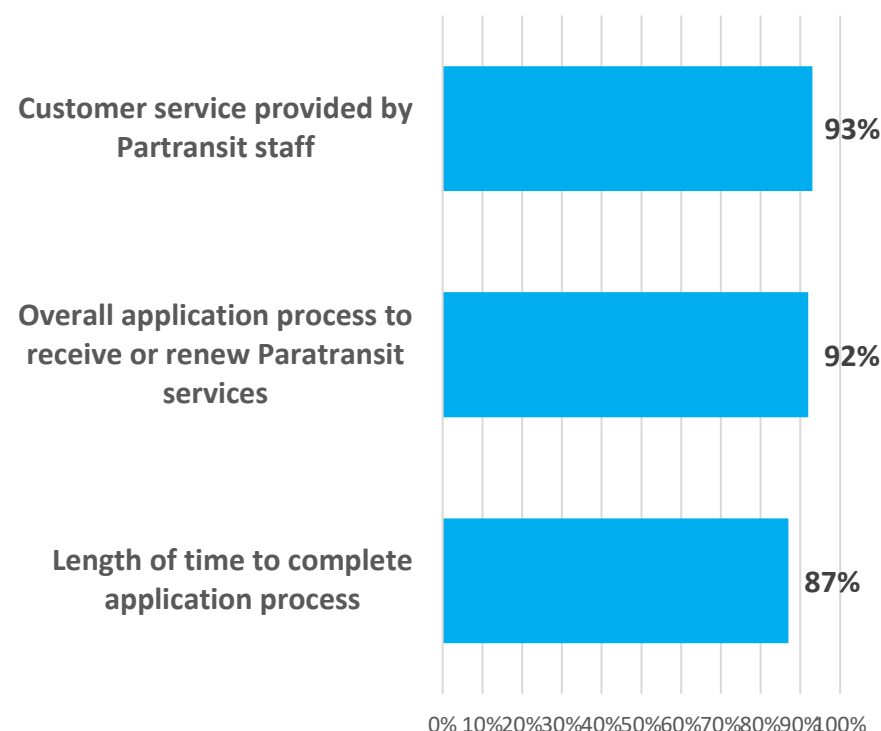
Source: ETC Institute (2026)

Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your experience in APPLYING for eligibility to use Paratransit service. (Q20)

by percentage of respondents (excluding "not provided")

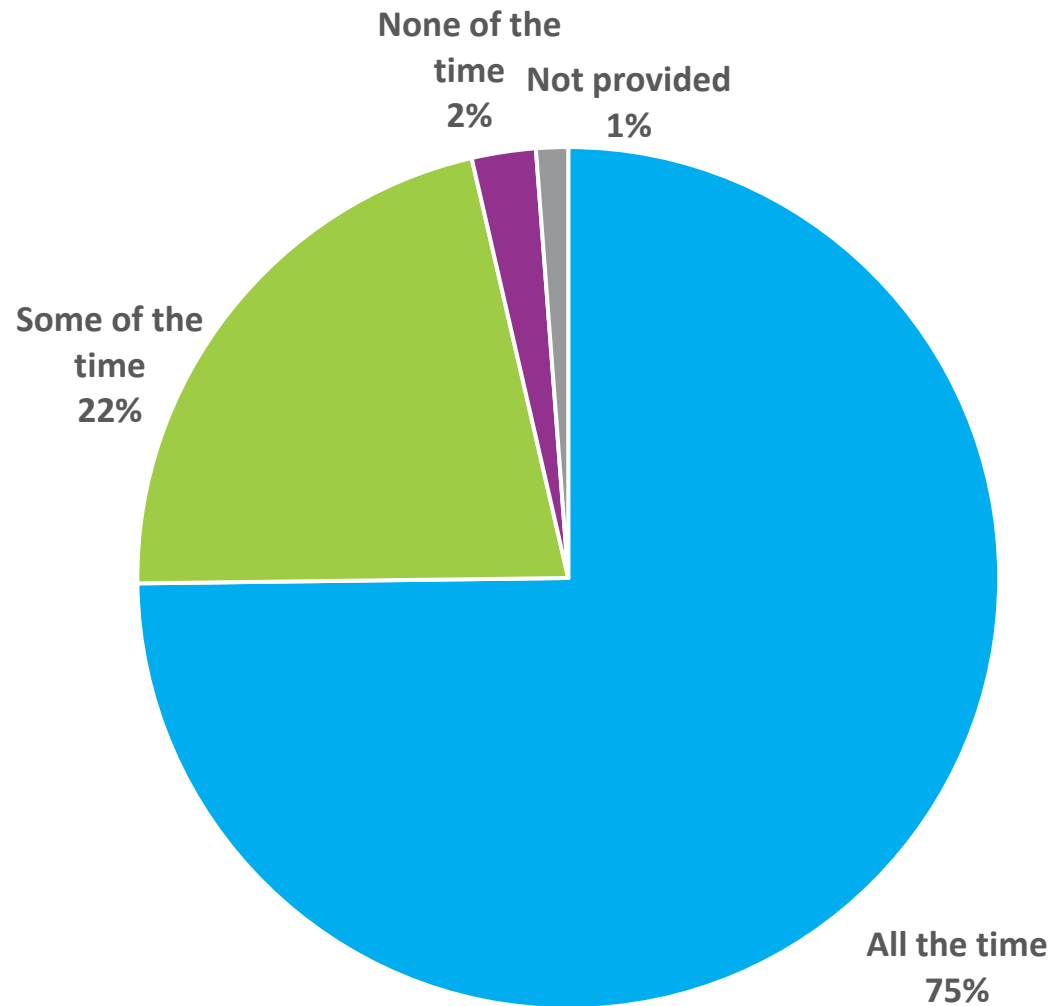


Trends: Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your experience in APPLYING for eligibility to use Paratransit service. (Q20)
by percentage of respondents (excluding "not provided")

2025**2024**

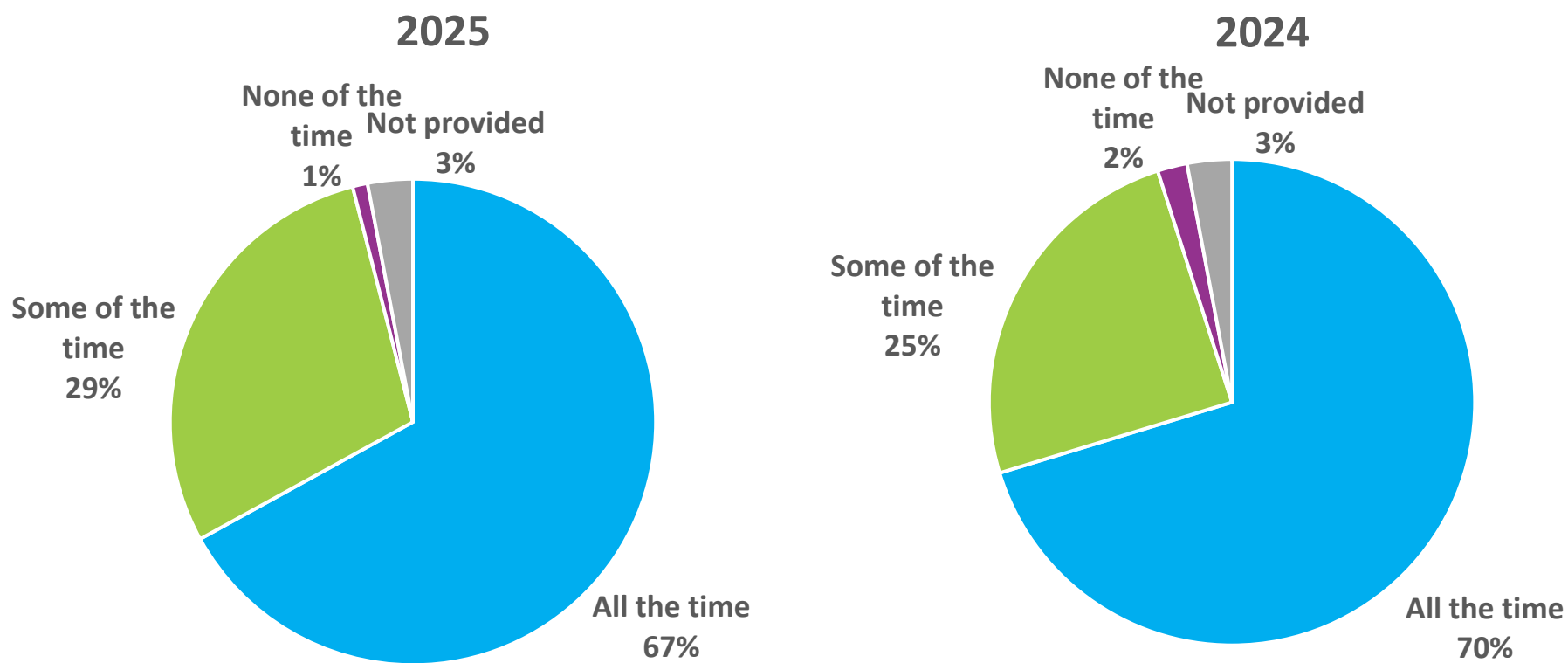
When you ride, does the operator walk you to and from the van? (Q21)

by percentage of respondents



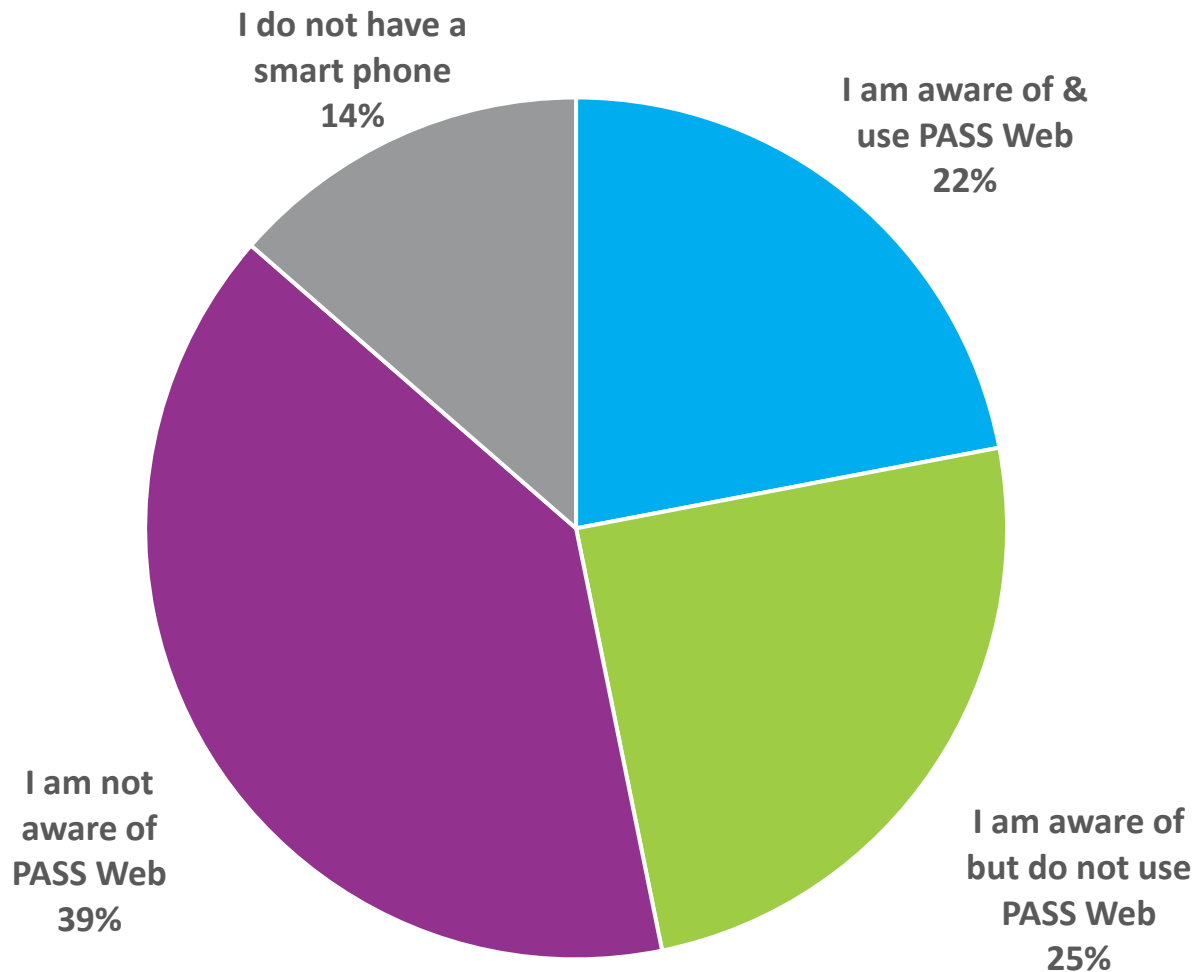
Trends: When you ride, does the operator walk you to and from the van? (Q21)

by percentage of respondents



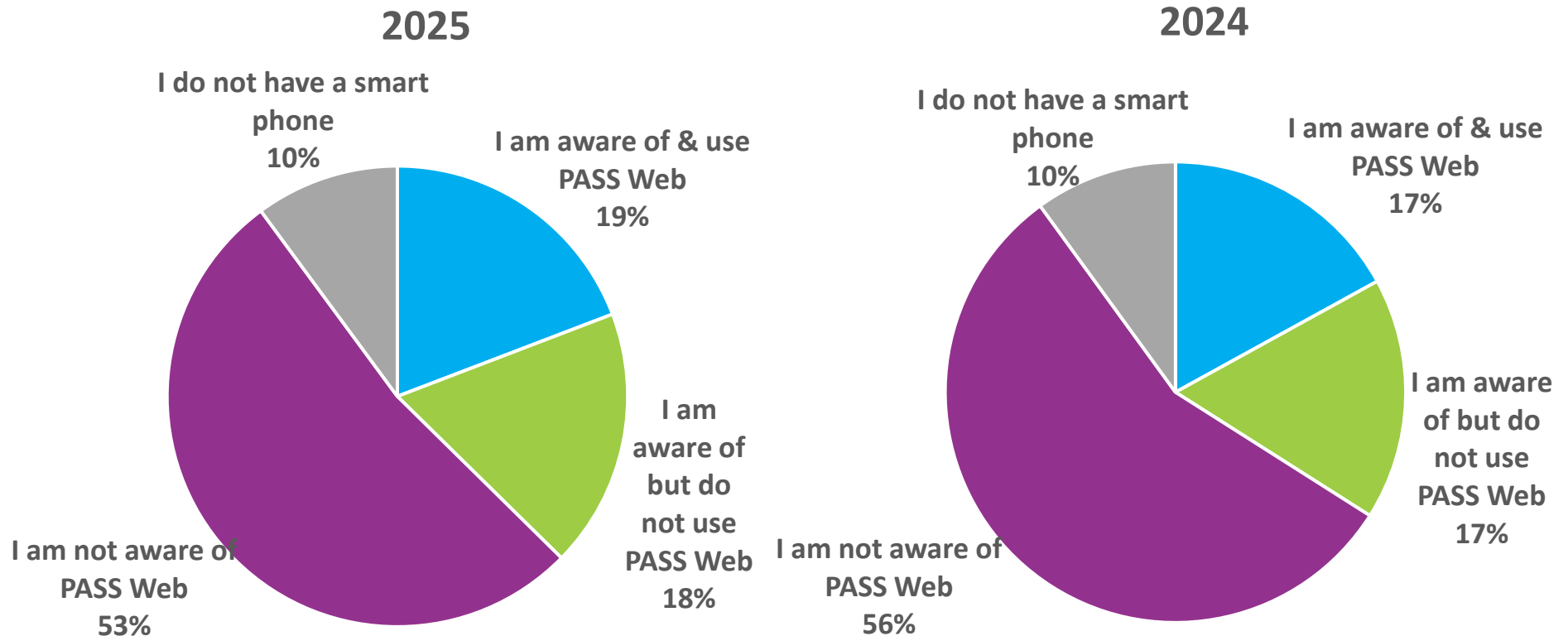
PASS Web allows customers/caregivers to access same day trip information and customer scheduled information. Would you say: (Q22)

by percentage of respondents (excluding "not provided")



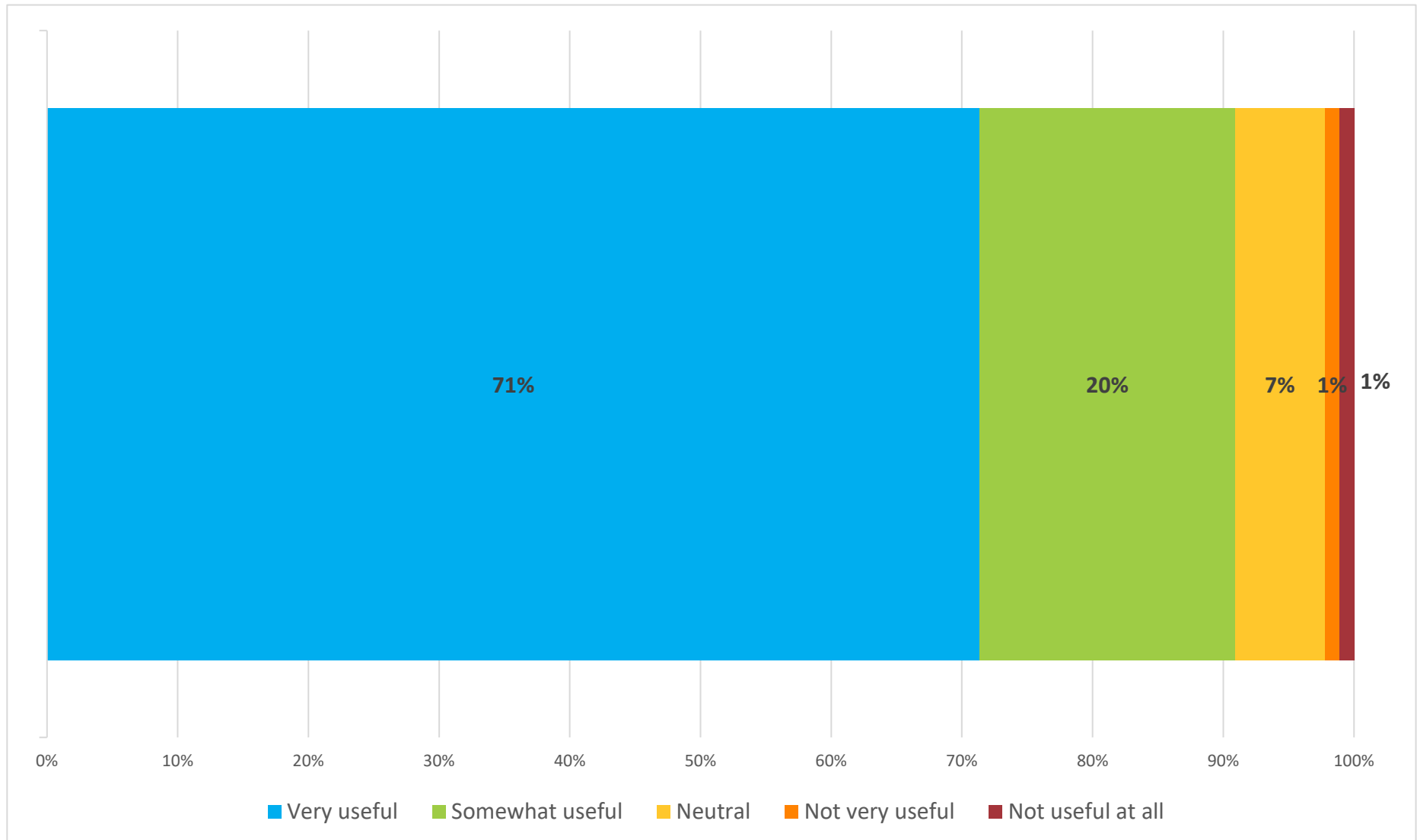
Trends: PASS Web allows customers/caregivers to access same day trip information and customer scheduled information. Would you say: (Q22)

by percentage of respondents (excluding "not provided")



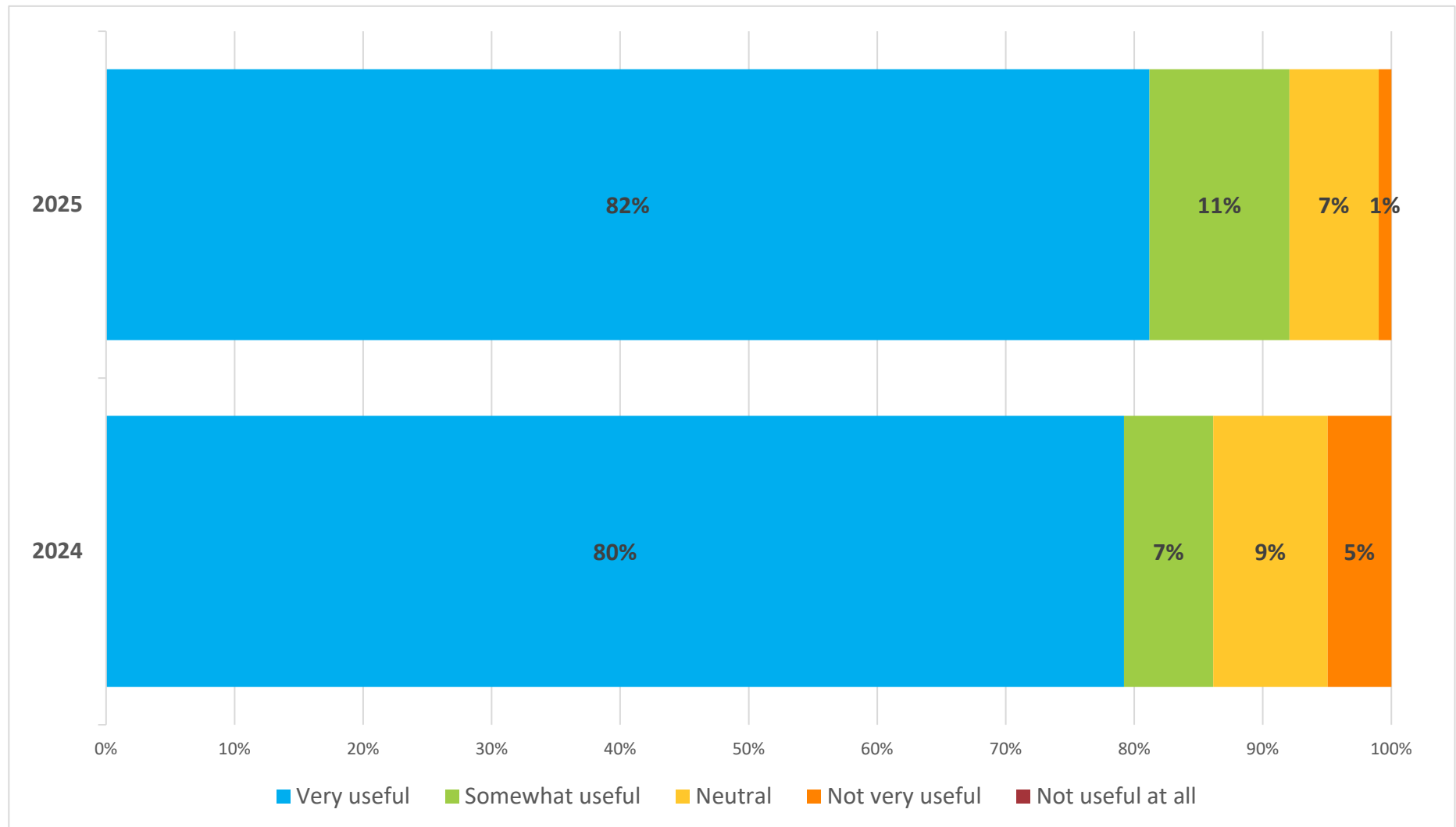
If you answered 1 for Question 23, how useful is PASS Web for you on a scale of 1 to 5, where 5 means "Very useful" and 1 means "Not useful at all."? (Q22a)

by percentage of respondents who indicated that they use PASS Web (excluding "not provided")



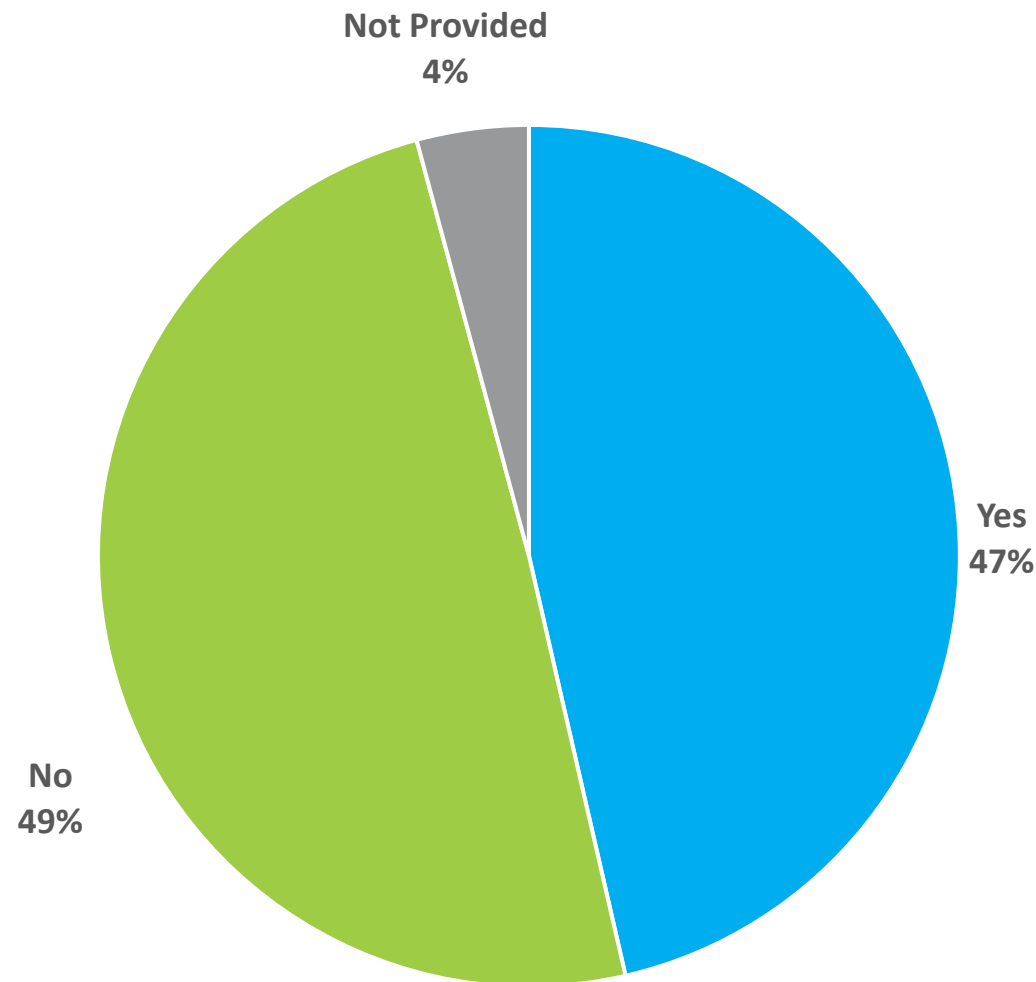
Trends: If you answered 1 for Question 23, how useful is PASS Web for you on a scale of 1 to 5, where 5 means "Very useful" and 1 means "Not useful at all."? (Q22a)

by percentage of respondents who indicated that they use PASS Web (excluding "not provided")



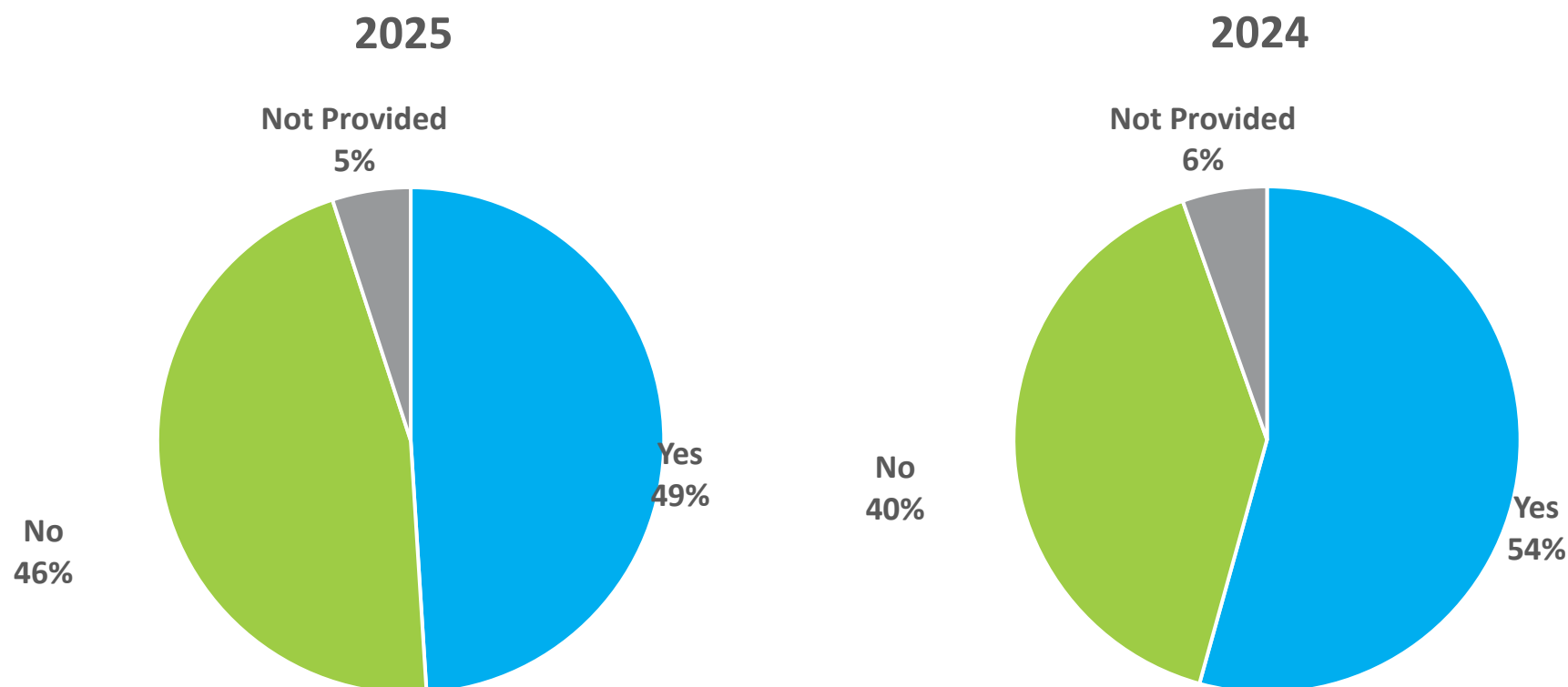
Do you know how to register a complaint or compliment with STA about the Paratransit service? (Q23)

by percentage of respondents



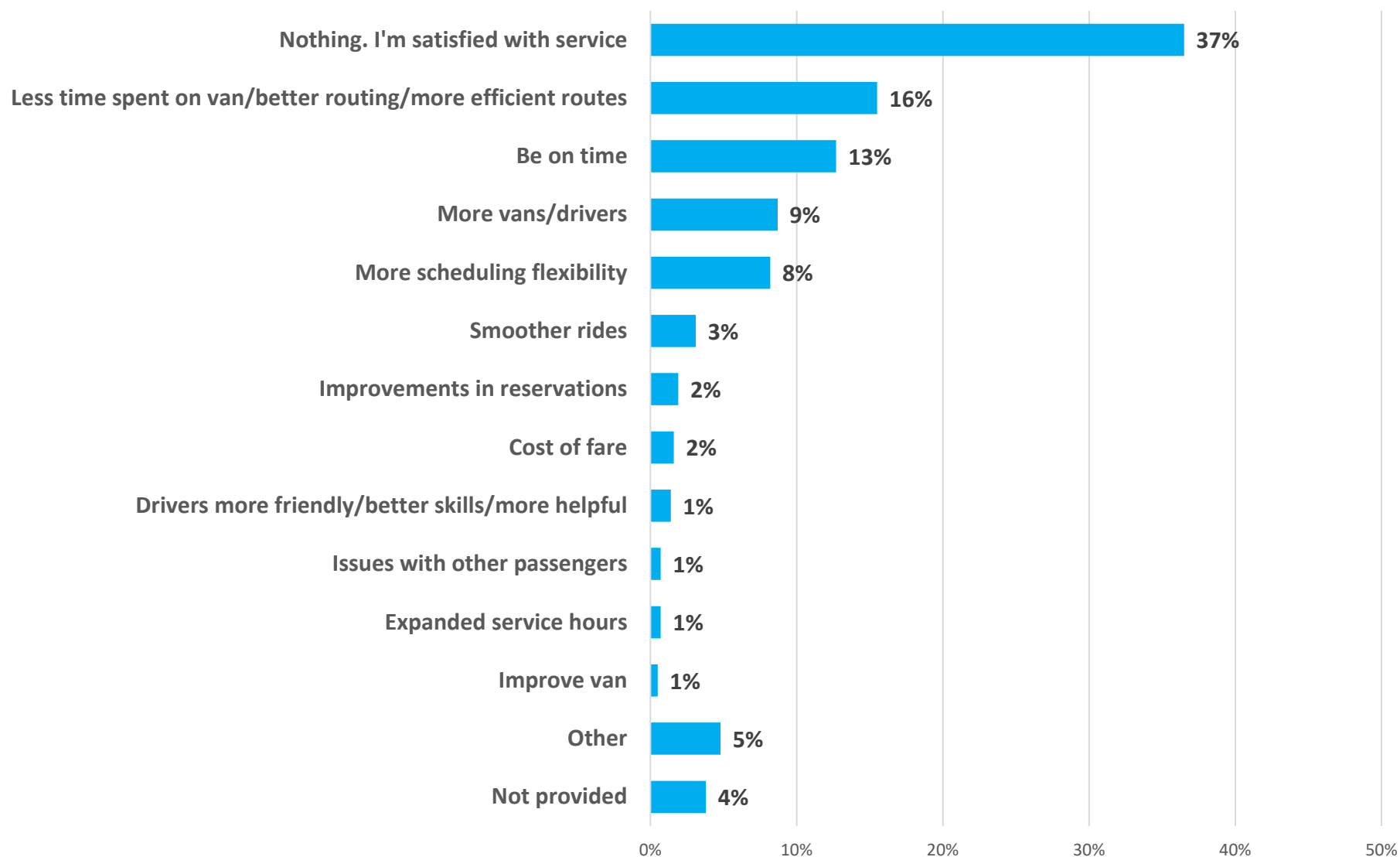
Trends: Do you know how to register a complaint or compliment with STA about the Paratransit service? (Q23)

by percentage of respondents



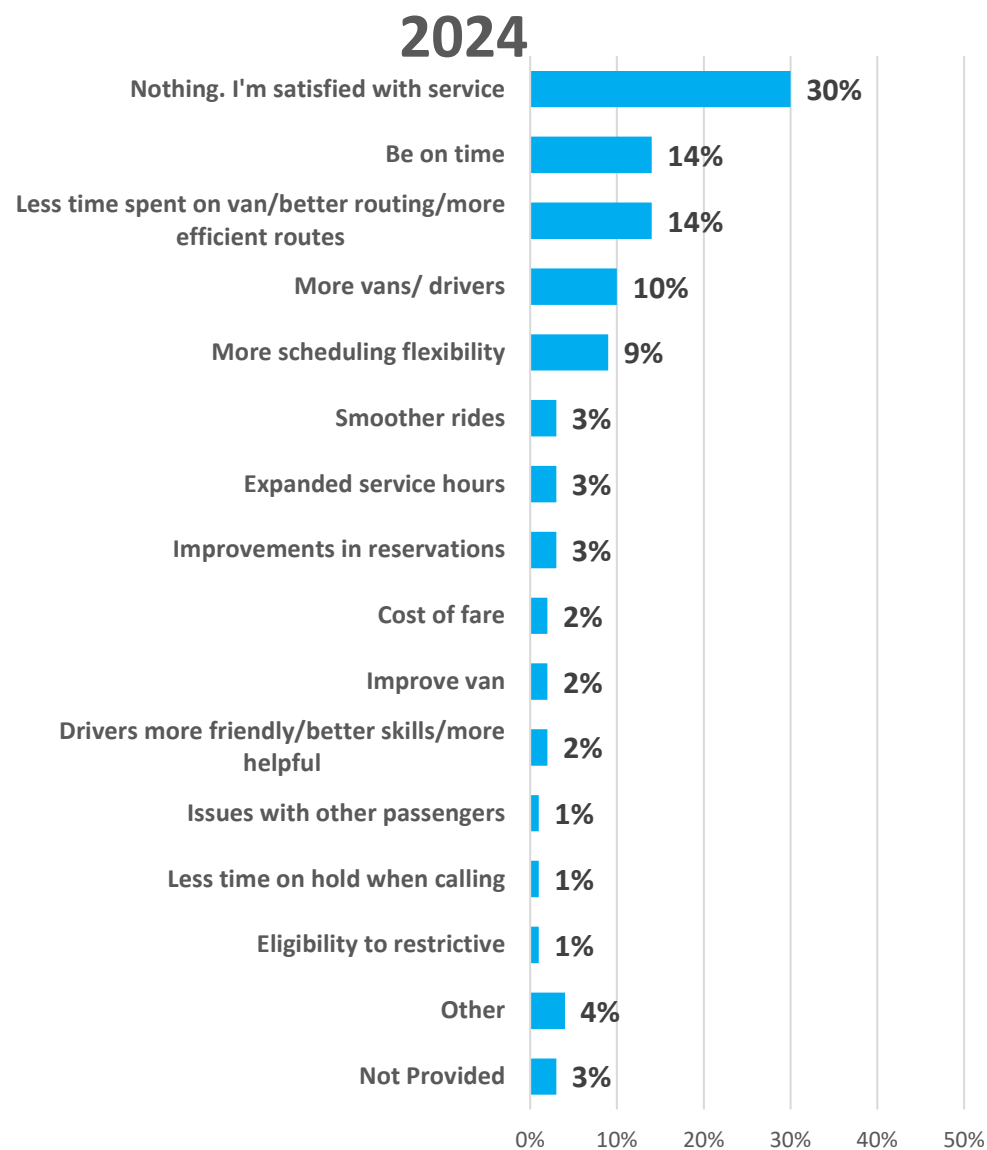
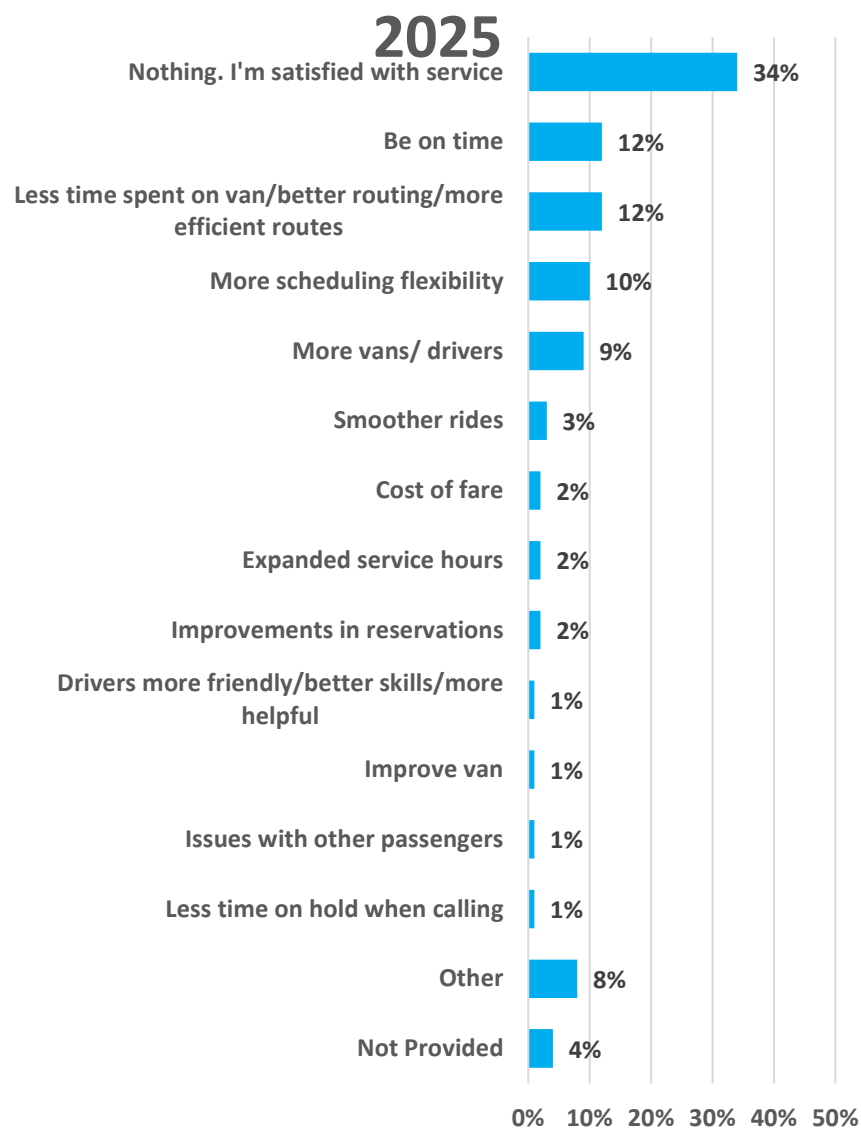
If you could choose ONE thing to improve STA's Paratransit service, what would it be? (Q24)

by percentage of respondents



Trends: If you could choose ONE thing to improve STA's Paratransit service, what would it be? (Q24)

by percentage of respondents



3

Tabular Data

Q1. Do you require a Personal Care Assistant (PCA) to travel with you?

Q1. Do you require a PCA to travel with you	Number	Percent
Yes	49	11.5 %
No	261	61.4 %
Sometimes	113	26.6 %
Not provided	2	0.5 %
Total	425	100.0 %

WITHOUT NOT PROVIDED**Q1. Do you require a Personal Care Assistant (PCA) to travel with you? (without "not provided")**

Q1. Do you require a PCA to travel with you	Number	Percent
Yes	49	11.6 %
No	261	61.7 %
Sometimes	113	26.7 %
Total	423	100.0 %

Q2. What type of trips do you take most often on STA Paratransit?

Q2. Trip types you take most often on STA Paratransit	Number	Percent
Work	37	8.7 %
Education	19	4.5 %
Healthcare	339	79.8 %
Leisure/social/recreation	216	50.8 %
Shopping	230	54.1 %
Religious activities	80	18.8 %
Other	26	6.1 %
Total	947	

Q2-7. Other:

Q2-7. Other	Number	Percent
Family	4	15.4 %
Library	2	7.7 %
Project ID	2	7.7 %
Hair appt	2	7.7 %
Needing full transit pick up and drop off at my place of residence	1	3.8 %
Credit union	1	3.8 %
Health related	1	3.8 %
Legal	1	3.8 %
Business	1	3.8 %
Hair salon	1	3.8 %
Casino	1	3.8 %
Quilting	1	3.8 %
Visiting	1	3.8 %
Home care service	1	3.8 %
Adult home day care	1	3.8 %
All	1	3.8 %
Fairchild AFB Comm	1	3.8 %
To friend's house	1	3.8 %
Volunteering	1	3.8 %
Variety of places and to pay bills	1	3.8 %
Total	26	100.0 %

Q3. All things considered, how likely would you be to recommend riding STA Paratransit to a friend or neighbor?

(N=425)

	Very likely	9	8	7	6	5	4	3	1	Not at all likely	Not provided
Q3. All things considered, how likely would you be to recommend riding STA Paratransit to a friend or neighbor	67.1%	8.5%	4.9%	3.1%	0.7%	1.4%	0.2%	0.2%	0.5%	1.2%	12.2%

WITHOUT NOT PROVIDED**Q3. All things considered, how likely would you be to recommend riding STA Paratransit to a friend or neighbor? (without "not provided")**

(N=425)

	Very likely	9	8	7	6	5	4	3	1	Not at all likely
Q3. All things considered, how likely would you be to recommend riding STA Paratransit to a friend or neighbor	76.4%	9.7%	5.6%	3.5%	0.8%	1.6%	0.3%	0.3%	0.5%	1.3%

Q4. Are you aware that a van is considered to be on time if it arrives within 30 minutes after the reservation time?

Q4. Are you aware that a van is considered to be on time if it arrives within 30 minutes after reservation time	Number	Percent
Yes	409	96.2 %
No	15	3.5 %
Not provided	1	0.2 %
Total	425	100.0 %

WITHOUT NOT PROVIDED**Q4. Are you aware that a van is considered to be on time if it arrives within 30 minutes after the reservation time? (without "not provided")**

Q4. Are you aware that a van is considered to be on time if it arrives within 30 minutes after reservation time	Number	Percent
Yes	409	96.5 %
No	15	3.5 %
Total	424	100.0 %

Q5. How often does the van arrive later than the 30-minute window of the reservation time?

Q5. How often does the van arrive later than 30-minute window of reservation time	Number	Percent
Never	77	18.1 %
Rarely	207	48.7 %
Occasionally	123	28.9 %
Frequently	15	3.5 %
Not provided	3	0.7 %
Total	425	100.0 %

WITHOUT NOT PROVIDED**Q5. How often does the van arrive later than the 30-minute window of the reservation time? (without "not provided")**

Q5. How often does the van arrive later than 30-minute window of reservation time	Number	Percent
Never	77	18.2 %
Rarely	207	49.1 %
Occasionally	123	29.1 %
Frequently	15	3.6 %
Total	422	100.0 %

Q6. Do you make reservations yourself, or does someone make them for you?

Q6. Do you make reservations yourself, or does someone make them for you	Number	Percent
I make my own reservations	345	81.2 %
Someone makes them for me	80	18.8 %
Total	425	100.0 %

Q6a. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience in your history of making trip reservations, not a specific encounter, for the following items.

(N=345)

	Excellent	Good	Neutral	Poor	Very poor	Not provided
Q6a-1. Customer service provided by reservationist	78.8%	15.9%	2.3%	0.0%	1.4%	1.4%
Q6a-2. Overall ease of scheduling a trip	73.3%	21.2%	1.7%	1.2%	0.6%	2.0%
Q6a-3. Amount of time spent on hold	49.9%	34.5%	8.7%	2.0%	1.2%	3.8%
Q6a-4. Accuracy of booking a reservation	76.5%	17.7%	2.0%	0.3%	0.9%	2.6%
Q6a-5. Ability to schedule trips when needed	65.8%	22.9%	5.5%	2.3%	1.2%	2.3%

WITHOUT NOT PROVIDED

Q6a. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience in your history of making trip reservations, not a specific encounter, for the following items. (without "not provided")

(N=345)

	Excellent	Good	Neutral	Poor	Very poor
Q6a-1. Customer service provided by reservationist	80.0%	16.2%	2.4%	0.0%	1.5%
Q6a-2. Overall ease of scheduling a trip	74.9%	21.6%	1.8%	1.2%	0.6%
Q6a-3. Amount of time spent on hold	51.8%	35.8%	9.0%	2.1%	1.2%
Q6a-4. Accuracy of booking a reservation	78.6%	18.2%	2.1%	0.3%	0.9%
Q6a-5. Ability to schedule trips when needed	67.4%	23.4%	5.6%	2.4%	1.2%

Q6b. Scheduling a trip often includes a bit of negotiation of pickup times with the reservationists. Overall, does that work for you or not?

Q6b. Does trip scheduling work for you or not	Number	Percent
Yes	305	88.4 %
No	18	5.2 %
Don't know	22	6.4 %
Total	345	100.0 %

WITHOUT DON'T KNOW

Q6b. Scheduling a trip often includes a bit of negotiation of pickup times with the reservationists. Overall, does that work for you or not? (without "don't know")

Q6b. Does trip scheduling work for you or not	Number	Percent
Yes	305	94.4 %
No	18	5.6 %
Total	323	100.0 %

Q7. What do you use to pay for your Paratransit trips?

Q7. What do you use to pay for your paratransit trips	Number	Percent
Cash only	117	27.5 %
Connect card only	223	52.5 %
Cash & connect card	58	13.6 %
Monthly pass & SMART card	8	1.9 %
1-Ride/Day Pass	10	2.4 %
Other	3	0.7 %
Not provided	6	1.4 %
Total	425	100.0 %

WITHOUT NOT PROVIDED**Q7. What do you use to pay for your Paratransit trips? (without "not provided")**

Q7. What do you use to pay for your paratransit trips	Number	Percent
Cash only	117	27.9 %
Connect card only	223	53.2 %
Cash & connect card	58	13.8 %
Monthly pass & SMART card	8	1.9 %
1-Ride/Day Pass	10	2.4 %
Other	3	0.7 %
Total	419	100.0 %

Q7-6. Other:

Q7-6. Other	Number	Percent
Included in respite care	1	33.3 %
Connect card and day pass	1	33.3 %
Covered by SPS	1	33.3 %
Total	3	100.0 %

Q8. Do you receive a Paratransit Pass from a social service provider (Arc, SMS, Providence)?

Q8. Do you receive a Paratransit Pass from a social service provider	Number	Percent
Yes	55	12.9 %
No	370	87.1 %
Total	425	100.0 %

Q8a. What kind of pass do you receive?

Q8a. What kind of pass do you receive	Number	Percent
1-Ride	6	10.9 %
Day Pass	12	21.8 %
Connect Card	35	63.6 %
Not provided	2	3.6 %
Total	55	100.0 %

WITHOUT NOT PROVIDED**Q8a. What kind of pass do you receive? (without "not provided")**

Q8a. What kind of pass do you receive	Number	Percent
1-Ride	6	11.3 %
Day Pass	12	22.6 %
Connect Card	35	66.0 %
Total	53	100.0 %

Q9. To your understanding, do you have full, conditional, or a temporary level of Paratransit eligibility?

Q9. Do you have full, conditional, or a temporary level of Paratransit eligibility	Number	Percent
Full	361	84.9 %
Conditional	23	5.4 %
Temporary	19	4.5 %
Not provided	22	5.2 %
Total	425	100.0 %

WITHOUT NOT PROVIDED**Q9. To your understanding, do you have full, conditional, or a temporary level of Paratransit eligibility? (without "not provided")**

Q9. Do you have full, conditional, or a temporary level of Paratransit eligibility	Number	Percent
Full	361	89.6 %
Conditional	23	5.7 %
Temporary	19	4.7 %
Total	403	100.0 %

Q10. How often do you take trips on the regular STA bus?

Q10. How often do you take trips on regular STA bus	Number	Percent
Daily	8	1.9 %
3-5 days a week	34	8.0 %
Once or twice a week	49	11.5 %
Once or twice a month	66	15.5 %
Rarely	80	18.8 %
Never	182	42.8 %
Not provided	6	1.4 %
Total	425	100.0 %

WITHOUT NOT PROVIDED**Q10. How often do you take trips on the regular STA bus? (without "not provided")**

Q10. How often do you take trips on regular STA bus	Number	Percent
Daily	8	1.9 %
3-5 days a week	34	8.1 %
Once or twice a week	49	11.7 %
Once or twice a month	66	15.8 %
Rarely	80	19.1 %
Never	182	43.4 %
Total	419	100.0 %

Q10a. Why do you take trips on the regular STA bus OFTEN?

Q10a. Why do you take trips on regular STA bus often	Number	Percent
Easier/quicker/convenient (Faster)	54	34.4 %
Depends on weather	33	21.0 %
Enjoy riding the bus	42	26.8 %
To get to a destination	103	65.6 %
Too much hassle to take Paratransit	12	7.6 %
Socialize	20	12.7 %
Other	15	9.6 %
Total	279	

Q10a-7. Other:

Q10a-7. Other	Number	Percent
I have to go 2 miles in my wheelchair to get a ride	1	6.7 %
When I don't have an appointment	1	6.7 %
Many need this service available all the time	1	6.7 %
Appt	1	6.7 %
To work	1	6.7 %
OFTEN LATE	1	6.7 %
Wheelchair	1	6.7 %
With other people	1	6.7 %
EMERGENCY TRIP	1	6.7 %
When I can't schedule a ride through STA paratransit	1	6.7 %
Can't schedule same day	1	6.7 %
Work	1	6.7 %
I take it so I dont get lost	1	6.7 %
Healthcare	1	6.7 %
I depend on paratransit for doctor appointments	1	6.7 %
Total	15	100.0 %

Q10b. Why don't you take trips on the regular STA bus OFTEN?

Q10b. Why don't you take trips on regular STA bus often	Number	Percent
Cannot, due to disability	139	53.1 %
Live too far/inconvenient location	43	16.4 %
Physically unable to take self/board bus	56	21.4 %
Have a wheelchair & cannot board	39	14.9 %
Can't walk	40	15.3 %
Too much of a hassle	29	11.1 %
Drive myself	12	4.6 %
Don't know how	19	7.3 %
Other	21	8.0 %
Total	398	

Q11. Which of the following describes how often you ride Paratransit?

Q11. How often do you ride Paratransit	Number	Percent
Every day	13	3.1 %
3-5 days a week	83	19.5 %
Once or twice a week	118	27.8 %
Once or twice a month	144	33.9 %
Rarely	62	14.6 %
Not provided	5	1.2 %
Total	425	100.0 %

WITHOUT NOT PROVIDED**Q11. Which of the following describes how often you ride Paratransit? (without "not provided")**

Q11. How often do you ride Paratransit	Number	Percent
Every day	13	3.1 %
3-5 days a week	83	19.8 %
Once or twice a week	118	28.1 %
Once or twice a month	144	34.3 %
Rarely	62	14.8 %
Total	420	100.0 %

Q12. At which of the following times of the week do you (or your rider) use Paratransit services?

Q12. Times of the week you or your rider uses Paratransit services	Number	Percent
Weekdays, before 6pm	385	90.6 %
Weeknights, 6pm or later	59	13.9 %
Weekends	117	27.5 %
Total	561	

Q13. As you may be aware, STA contracts for service on nights and weekends. Please rate the level of service received from the contracted staff compared to the service received from STA during weekdays.

Q13. Level of service received from contracted staff compared to service received from STA during weekdays	Number	Percent
Much better	42	9.9 %
A little better	16	3.8 %
Same	151	35.5 %
Worse	14	3.3 %
Much worse	3	0.7 %
Not sure-I don't ride both weekdays & weeknights	149	35.1 %
Not provided	50	11.8 %
Total	425	100.0 %

WITHOUT NOT PROVIDED

Q13. As you may be aware, STA contracts for service on nights and weekends. Please rate the level of service received from the contracted staff compared to the service received from STA during weekdays. (without "not provided")

Q13. Level of service received from contracted staff
compared to service received from STA during
weekdays

	Number	Percent
Much better	42	11.2 %
A little better	16	4.3 %
Same	151	40.3 %
Worse	14	3.7 %
Much worse	3	0.8 %
Not sure-I don't ride both weekdays & weeknights	149	39.7 %
Total	375	100.0 %

Q13a. If you answered 1 or 2 for Question 13, in what ways is the night/weekend service better?

Q13a. In what ways is the night/weekend service better	Number	Percent
Van on time	25	43.1 %
Better drivers	12	20.7 %
More schedule times	13	22.4 %
Better customer service	15	25.9 %
More personalized service	14	24.1 %
Quicker pickup	13	22.4 %
More convenient	9	15.5 %
Cleaner van	9	15.5 %
More vans available	7	12.1 %
Less time spent in van/better routing/fewer stops	11	19.0 %
Other	2	3.4 %
Total	130	

Q13a-11. Other:

Q13a-11. Other	Number	Percent
I have the same experience on the weekends	1	50.0 %
All is good-weekends and weekdays	1	50.0 %
Total	2	100.0 %

Q14. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience riding the van, not just your latest trip, for the following items.

(N=425)

	Excellent	Good	Neutral	Poor	Very poor	Not provided
Q14-1. The van arriving for pick-up on time	43.1%	38.6%	11.8%	2.8%	0.7%	3.1%
Q14-2. Driver courtesy	76.7%	15.1%	3.8%	0.5%	0.5%	3.5%
Q14-3. The driver driving safely	73.6%	18.1%	4.0%	0.5%	0.2%	3.5%
Q14-4. The driver identifying him or herself	65.9%	22.4%	6.8%	1.2%	0.9%	2.8%
Q14-5. The length of time riding in the van	42.4%	32.2%	16.7%	3.3%	1.6%	3.8%
Q14-6. The van arriving to your appointment on time	56.0%	27.8%	9.6%	2.4%	0.7%	3.5%
Q14-7. Your personal safety on the van	77.6%	14.8%	3.1%	0.5%	0.5%	3.5%
Q14-8. The communication materials provided	52.2%	20.5%	14.8%	1.6%	2.1%	8.7%
Q14-9. The cleanliness of the van interior	72.9%	19.8%	2.8%	0.0%	0.7%	3.8%
Q14-10. The behavior of other riders	46.6%	35.5%	11.3%	1.6%	0.7%	4.2%

WITHOUT NOT PROVIDED

Q14. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience riding the van, not just your latest trip, for the following items. (without "not provided")

(N=425)

	Excellent	Good	Neutral	Poor	Very poor
Q14-1. The van arriving for pick-up on time	44.4%	39.8%	12.1%	2.9%	0.7%
Q14-2. Driver courtesy	79.5%	15.6%	3.9%	0.5%	0.5%
Q14-3. The driver driving safely	76.3%	18.8%	4.1%	0.5%	0.2%
Q14-4. The driver identifying him or herself	67.8%	23.0%	7.0%	1.2%	1.0%
Q14-5. The length of time riding in the van	44.0%	33.5%	17.4%	3.4%	1.7%
Q14-6. The van arriving to your appointment on time	58.0%	28.8%	10.0%	2.4%	0.7%
Q14-7. Your personal safety on the van	80.5%	15.4%	3.2%	0.5%	0.5%
Q14-8. The communication materials provided	57.2%	22.4%	16.2%	1.8%	2.3%
Q14-9. The cleanliness of the van interior	75.8%	20.5%	2.9%	0.0%	0.7%
Q14-10. The behavior of other riders	48.6%	37.1%	11.8%	1.7%	0.7%

Q15. Do you have a wheelchair, scooter, or other mobility device?

Q15. Do you have a wheelchair, scooter, or other mobility device

	Number	Percent
Yes	246	57.9 %
No	171	40.2 %
Not provided	8	1.9 %
Total	425	100.0 %

WITHOUT NOT PROVIDED

Q15. Do you have a wheelchair, scooter, or other mobility device? (without "not provided")

Q15. Do you have a wheelchair, scooter, or other mobility device

	Number	Percent
Yes	246	59.0 %
No	171	41.0 %
Total	417	100.0 %

Q16. What are the top 3 most important areas of service for you as a STA Paratransit customer?

Q16. Top choice	Number	Percent
Personal safety on vehicle	108	25.4 %
Safety while boarding vehicle	21	4.9 %
Vehicles arrive within scheduled pickup window	99	23.3 %
Fare price	42	9.9 %
Travel time	8	1.9 %
Operators being friendly & helpful	23	5.4 %
Vehicle comfort	3	0.7 %
Helpful & courteous call center representatives	8	1.9 %
Scheduling a trip is easy	13	3.1 %
Ability to schedule a trip for when I need to	37	8.7 %
Calls being answered promptly	4	0.9 %
STA providing adequate communications materials	1	0.2 %
Operators driving vehicles safely	36	8.5 %
None chosen	22	5.2 %
Total	425	100.0 %

Q16. What are the top 3 most important areas of service for you as a STA Paratransit customer?

Q16. 2nd choice	Number	Percent
Personal safety on vehicle	18	4.2 %
Safety while boarding vehicle	39	9.2 %
Vehicles arrive within scheduled pickup window	77	18.1 %
Fare price	40	9.4 %
Travel time	31	7.3 %
Operators being friendly & helpful	59	13.9 %
Vehicle cleanliness	4	0.9 %
Vehicle comfort	8	1.9 %
Helpful & courteous call center representatives	16	3.8 %
Scheduling a trip is easy	23	5.4 %
Ability to schedule a trip for when I need to	47	11.1 %
Calls being answered promptly	5	1.2 %
Operators driving vehicles safely	26	6.1 %
None chosen	32	7.5 %
Total	425	100.0 %

Q16. What are the top 3 most important areas of service for you as a STA Paratransit customer?

Q16. 3rd choice	Number	Percent
Personal safety on vehicle	15	3.5 %
Safety while boarding vehicle	8	1.9 %
Vehicles arrive within scheduled pickup window	44	10.4 %
Fare price	25	5.9 %
Travel time	32	7.5 %
Operators being friendly & helpful	40	9.4 %
Vehicle cleanliness	8	1.9 %
Vehicle comfort	11	2.6 %
Helpful & courteous call center representatives	29	6.8 %
Scheduling a trip is easy	34	8.0 %
Ability to schedule a trip for when I need to	63	14.8 %
Calls being answered promptly	12	2.8 %
STA providing adequate communications materials	3	0.7 %
Operators driving vehicles safely	63	14.8 %
None chosen	38	8.9 %
Total	425	100.0 %

SUM OF TOP THREE**Q16. What are the top 3 most important areas of service for you as a STA Paratransit customer? (top 3)**

Q16. Top choice	Number	Percent
Personal safety on vehicle	141	33.2 %
Safety while boarding vehicle	68	16.0 %
Vehicles arrive within scheduled pickup window	220	51.8 %
Fare price	107	25.2 %
Travel time	71	16.7 %
Operators being friendly & helpful	122	28.7 %
Vehicle cleanliness	12	2.8 %
Vehicle comfort	22	5.2 %
Helpful & courteous call center representatives	53	12.5 %
Scheduling a trip is easy	70	16.5 %
Ability to schedule a trip for when I need to	147	34.6 %
Calls being answered promptly	21	4.9 %
STA providing adequate communications materials	4	0.9 %
Operators driving vehicles safely	125	29.4 %
None chosen	22	5.2 %
Total	1205	

Q17. All things considered, on a scale of 1 to 5, where 5 means "Very satisfied," and 1 means "Very dissatisfied," how satisfied are you with the overall quality of the STA Paratransit service?

Q17. All things considered, how satisfied are you with the overall quality of STA Paratransit service?	Number	Percent
Very satisfied	289	68.0 %
Satisfied	101	23.8 %
Neutral	21	4.9 %
Dissatisfied	4	0.9 %
Very dissatisfied	3	0.7 %
Not provided	7	1.6 %
Total	425	100.0 %

WITHOUT NOT PROVIDED**Q17. All things considered, on a scale of 1 to 5, where 5 means "Very satisfied," and 1 means "Very dissatisfied," how satisfied are you with the overall quality of the STA Paratransit service? (without "not provided")**

Q17. All things considered, how satisfied are you with the overall quality of STA Paratransit service?	Number	Percent
Very satisfied	289	69.1 %
Satisfied	101	24.2 %
Neutral	21	5.0 %
Dissatisfied	4	1.0 %
Very dissatisfied	3	0.7 %
Total	418	100.0 %

Q18. When was the last Paratransit ride you took?

Q18. When was the last Paratransit ride you took	Number	Percent
This week	171	40.2 %
1-2 weeks ago	104	24.5 %
3-4 weeks ago	62	14.6 %
More than one month ago	80	18.8 %
Not provided	8	1.9 %
Total	425	100.0 %

WITHOUT NOT PROVIDED**Q18. When was the last Paratransit ride you took? (without "not provided")**

Q18. When was the last Paratransit ride you took	Number	Percent
This week	171	41.0 %
1-2 weeks ago	104	24.9 %
3-4 weeks ago	62	14.9 %
More than one month ago	80	19.2 %
Total	417	100.0 %

Q19. How do you take most of your trips?

Q19. How do you take most of your trips	Number	Percent
In own/family vehicle	94	22.1 %
STA Paratransit vehicle	265	62.4 %
STA fixed route bus	21	4.9 %
Medicaid transportation	7	1.6 %
Taxi/other privately paid transportation	7	1.6 %
Other	21	4.9 %
Not provided	10	2.4 %
Total	425	100.0 %

WITHOUT NOT PROVIDED**Q19. How do you take most of your trips? (without "not provided")**

Q19. How do you take most of your trips	Number	Percent
In own/family vehicle	94	22.7 %
STA Paratransit vehicle	265	63.9 %
STA fixed route bus	21	5.1 %
Medicaid transportation	7	1.7 %
Taxi/other privately paid transportation	7	1.7 %
Other	21	5.1 %
Total	415	100.0 %

Q20. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your experience in APPLYING for eligibility to use Paratransit service.

(N=425)

	Excellent	Good	Neutral	Poor	Very poor	Not provided
Q20-1. Overall application process to receive or renew Paratransit services	57.2%	30.1%	7.8%	1.2%	0.2%	3.5%
Q20-2. Length of time to complete the application process	48.9%	34.6%	9.2%	2.4%	0.2%	4.7%
Q20-3. Customer service provided by Paratransit staff	66.8%	23.1%	4.7%	0.2%	0.5%	4.7%
Q20-4. Your understanding of the level of Paratransit eligibility that you were assigned	57.6%	25.6%	9.2%	1.6%	0.7%	5.2%

WITHOUT NOT PROVIDED

Q20. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your experience in APPLYING for eligibility to use Paratransit service. (without "not provided")

(N=425)

	Excellent	Good	Neutral	Poor	Very poor
Q20-1. Overall application process to receive or renew Paratransit services	59.3%	31.2%	8.0%	1.2%	0.2%
Q20-2. Length of time to complete the application process	51.4%	36.3%	9.6%	2.5%	0.2%
Q20-3. Customer service provided by Paratransit staff	70.1%	24.2%	4.9%	0.2%	0.5%
Q20-4. Your understanding of the level of Paratransit eligibility that you were assigned	60.8%	27.0%	9.7%	1.7%	0.7%

Q21. When you ride, does the operator walk you to and from the van?

Q21. Does the operator walk you to & from the van	Number	Percent
All the time	318	74.8 %
Some of the time	92	21.6 %
None of the time	10	2.4 %
Not provided	5	1.2 %
Total	425	100.0 %

WITHOUT NOT PROVIDED**Q21. When you ride, does the operator walk you to and from the van? (without "not provided")**

Q21. Does the operator walk you to & from the van	Number	Percent
All the time	318	75.7 %
Some of the time	92	21.9 %
None of the time	10	2.4 %
Total	420	100.0 %

Q22. PASS Web allows customers/caregivers to access same day trip information and customer scheduled information.**Would you say:**

Q22. Are you aware of PASS Web	Number	Percent
I am aware of & use PASS Web	89	20.9 %
I am aware of but do not use PASS Web	100	23.5 %
I am not aware of PASS Web	160	37.6 %
I do not have a smart phone	55	12.9 %
Not provided	21	4.9 %
Total	425	100.0 %

WITHOUT NOT PROVIDED**Q22. PASS Web allows customers/caregivers to access same day trip information and customer scheduled information.****Would you say: (without "not provided")**

Q22. Are you aware of PASS Web	Number	Percent
I am aware of & use PASS Web	89	22.0 %
I am aware of but do not use PASS Web	100	24.8 %
I am not aware of PASS Web	160	39.6 %
I do not have a smart phone	55	13.6 %
Total	404	100.0 %

Q22a. If you answered 1 for Question 23, how useful is PASS Web for you on a scale of 1 to 5, where 5 means "Very useful" and 1 means "Not useful at all."

Q22a. How useful is PASS Web for you	Number	Percent
Very useful	62	69.7 %
Somewhat useful	17	19.1 %
Neutral	6	6.7 %
Not very useful	1	1.1 %
Not useful at all	1	1.1 %
Not provided	2	2.2 %
Total	89	100.0 %

WITHOUT NOT PROVIDED

Q22a. If you answered 1 for Question 23, how useful is PASS Web for you on a scale of 1 to 5, where 5 means "Very useful" and 1 means "Not useful at all." (without "not provided")

Q22a. How useful is PASS Web for you	Number	Percent
Very useful	62	71.3 %
Somewhat useful	17	19.5 %
Neutral	6	6.9 %
Not very useful	1	1.1 %
Not useful at all	1	1.1 %
Total	87	100.0 %

Q23. Do you know how to register a complaint or compliment with STA about the Paratransit service?

Q23. Do you know how to register a complaint or compliment with STA about Paratransit service	Number	Percent
Yes	197	46.4 %
No	210	49.4 %
Not provided	18	4.2 %
Total	425	100.0 %

WITHOUT NOT PROVIDED

Q23. Do you know how to register a complaint or compliment with STA about the Paratransit service? (without "not provided")

Q23. Do you know how to register a complaint or compliment with STA about Paratransit service	Number	Percent
Yes	197	48.4 %
No	210	51.6 %
Total	407	100.0 %

Q24. If you could choose ONE thing to improve STA's Paratransit service, what would it be?

Q24. One thing to improve STA's Paratransit service	Number	Percent
Nothing. I'm satisfied with service	155	36.5 %
Be on time	54	12.7 %
Less time spent on van/better routing/more efficient routes	66	15.5 %
More scheduling flexibility	35	8.2 %
Improvements in reservations	8	1.9 %
Improve van	2	0.5 %
More vans/drivers	37	8.7 %
Drivers more friendly/better skills/more helpful	6	1.4 %
Expanded service hours	3	0.7 %
Cost of fare	7	1.6 %
Issues with other passengers	3	0.7 %
Smoother rides	13	3.1 %
Less time on hold when calling	1	0.2 %
Other	19	4.5 %
Not provided	16	3.8 %
Total	425	100.0 %

WITHOUT NOT PROVIDED**Q24. If you could choose ONE thing to improve STA's Paratransit service, what would it be? (without "not provided")**

Q24. One thing to improve STA's Paratransit service	Number	Percent
Nothing. I'm satisfied with service	155	37.9 %
Be on time	54	13.2 %
Less time spent on van/better routing/more efficient routes	66	16.1 %
More scheduling flexibility	35	8.6 %
Improvements in reservations	8	2.0 %
Improve van	2	0.5 %
More vans/drivers	37	9.0 %
Drivers more friendly/better skills/more helpful	6	1.5 %
Expanded service hours	3	0.7 %
Cost of fare	7	1.7 %
Issues with other passengers	3	0.7 %
Smoother rides	13	3.2 %
Less time on hold when calling	1	0.2 %
Other	19	4.6 %
Total	409	100.0 %

Q25. Do you have access to the internet using a computer?

Q25. Do you have access to internet using a computer	Number	Percent
Yes	238	56.0 %
No	174	40.9 %
Not provided	13	3.1 %
Total	425	100.0 %

WITHOUT NOT PROVIDED**Q25. Do you have access to the internet using a computer? (without "not provided")**

Q25. Do you have access to internet using a computer	Number	Percent
Yes	238	57.8 %
No	174	42.2 %
Total	412	100.0 %

Q25a. Where do you have internet access using a computer?

Q25a. Where do you have internet access using a computer	Number	Percent
Home	223	93.7 %
Work	8	3.4 %
School	3	1.3 %
Library	30	12.6 %
Friends & family	19	8.0 %
Somewhere else	12	5.0 %
Total	295	

Q25a-6. Other:Q25a-6. Where else do you have internet access using a
computer

	Number	Percent
PHONE	9	69.2 %
Facility	1	7.7 %
Maplewood Gardens Assisted Living facility	1	7.7 %
DR'S OFFICE	1	7.7 %
Recovery cafe	1	7.7 %
Total	13	100.0 %

Q26. What is your zip code?

Q25. Your zip code	Number	Percent
99208	55	12.9 %
99202	41	9.6 %
99216	38	8.9 %
99205	37	8.7 %
99201	34	8.0 %
99223	32	7.5 %
99206	29	6.8 %
99207	23	5.4 %
99203	23	5.4 %
99217	18	4.2 %
99004	14	3.3 %
99224	12	2.8 %
99016	11	2.6 %
99218	10	2.4 %
99019	8	1.9 %
99212	8	1.9 %
99204	7	1.6 %
99037	7	1.6 %
99001	6	1.4 %
99022	5	1.2 %
99021	2	0.5 %
99025	1	0.2 %
99180	1	0.2 %
99027	1	0.2 %
99210	1	0.2 %
99148	1	0.2 %
Total	425	100.0 %

4 **Survey Instrument**



August 2026

Dear Spokane Transit Authority Paratransit Customer:

On behalf of the Spokane Transit Authority (STA), thank you for using STA's Paratransit service. As a valued rider, your opinions are important to us.

We hope you will help us by taking a few minutes to respond to the enclosed customer satisfaction survey about STA's Paratransit service. Your answers are important so we can make sure STA meets the needs of its riders. If you are a caregiver filling out the survey on behalf of a customer, please answer the questions as appropriate from the customer's perspective.

ETC Institute is helping STA to conduct this survey; they will compile the data received and present the results to STA. The report will not identify anyone who responds to the survey.

Please complete and return the survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. If you have any questions about the administration of the survey, please email henry.danneberg@etcinstitute.com.

If you prefer, you can complete the survey online at STAParatransitsurvey.org.

If you need assistance completing the survey, or if you would prefer to complete it by phone, please call 888-801-5368.

At the end of the survey, as a way to say thank you for fully completing your survey, you will have an opportunity to opt-in for a chance to win one (1) of two (2) \$250 Visa gift cards. Gift cards are sent via email and limited to one per household.

Thank you in advance for your help. We genuinely appreciate your willingness to participate and contribute to this important survey.

Sincerely,

A handwritten signature in black ink, appearing to read 'Carly Cortright', with a long horizontal line extending to the right.

Carly Cortright
Chief Communications and Customer Service Officer

2026 STA Paratransit Survey

1. Do you require a Personal Care Assistant (PCA) to travel with you?

____(1)Yes ____ (2)No ____ (3)Sometimes

2. What type of trips do you take most often on STA Paratransit? [Please check your top three.]

____(1) Work ____ (4) Leisure/Social/Recreation ____ (7) Other: _____
 ____ (2) Education ____ (5) Shopping
 ____ (3) Healthcare ____ (6) Religious Activities

3. All things considered, how likely would you be to recommend riding STA Paratransit to a friend or neighbor? [Please circle your answer with 10 being "Very Likely" and 00 being "Not at All Likely."]	10	09	08	07	06	05	04	03	02	01	00
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4. Are you aware that a van is considered to be on time if it arrives within 30 minutes after the reservation time?

____(1) Yes ____ (2) No

5. How often does the van arrive later than the 30-minute window of the reservation time?

____(1) Never ____ (2) Rarely ____ (3) Occasionally ____ (4) Frequently

6. Do you make reservations yourself, or does someone make them for you? [If someone makes them for you, please skip to Question 7.]

____(1) I make my own reservations [Answer questions 6a-b.] ____ (2) Someone makes them for me

6a. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience in your history of making trip reservations, not a specific encounter, for the following items.

		Excellent	Good	Neutral	Poor	Very Poor
1.	The customer service provided by the reservationist	5	4	3	2	1
2.	The overall ease of scheduling a trip	5	4	3	2	1
3.	The amount of time spent on hold	5	4	3	2	1
4.	The accuracy of booking a reservation	5	4	3	2	1
5.	The ability to schedule trips when needed	5	4	3	2	1

6b. Scheduling a trip often includes a bit of negotiation of pick-up times with the reservationists. Overall, does that work for you or not?

____(1) Yes ____ (2) No ____ (3) Don't know

7. What do you use to pay for your paratransit trips? [Check only one.]

____(1) Cash only ____ (4) Monthly pass and SMART card
 ____ (2) Connect card only ____ (5) 1-Ride/Day Pass
 ____ (3) Cash and Connect card ____ (6) Other: _____

8. Do you receive a paratransit pass from a social service provider (Arc, SMS, Providence)?

____(1) Yes [Answer question 8a.] ____ (2) No [Skip to question 9.]

8a. What kind of pass do you receive?

____(1) 1-Ride ____ (2) Day Pass ____ (3) Connect Card

9. To your understanding do you have full, conditional, or a temporary level of Paratransit eligibility?

____(1) Full ____ (2) Conditional ____ (3) Temporary

10. How often do you take trips on the regular STA bus?

____(1) Daily [Answer Q10a.] ____ (4) Once or twice a month [Answer Q10a.]
____(2) 3-5 days a week [Answer Q10a.] ____ (5) Rarely [Answer Q10b.]
____(3) Once or twice a week [Answer Q10a.] ____ (6) Never [Answer Q10b.]

10a. Why? [Check all that apply.]

____(1) Easier/quicker/convenient (Faster) ____ (5) Too much hassle to take Paratransit
____(2) Depends on weather ____ (6) Socialize
____(3) Enjoy riding the bus ____ (7) Other (Please specify): _____
____(4) To get to a destination

10b. Why Not? [Check all that apply.]

____(1) Cannot, due to disability ____ (6) Too much of a hassle
____(2) Live too far/inconvenient location ____ (7) Drive myself
____(3) Physically unable to take self/board bus ____ (8) Don't know how
____(4) Have a wheelchair and cannot board ____ (9) Other (Please specify): _____
____(5) Can't walk

11. Which of the following describes how often you ride paratransit?

____(1) Every day ____ (3) Once or twice a week ____ (5) Rarely
____(2) 3-5 days a week ____ (4) Once or twice a month

12. At which of the following times of the week do you (or your rider) use paratransit services? [Check all that apply.]

____(1) Weekdays, before 6pm ____ (2) Weeknights, 6pm or later ____ (3) Weekends

13. As you may be aware, STA contracts for service on nights and weekends. Please rate the level of service received from the contracted staff compared to the service received from STA during weekdays.

____(1) Much better [Answer Q13a.] ____ (4) Worse [Answer Q13b.]
____(2) A little better [Answer Q13a.] ____ (5) Much worse [Answer Q13b.]
____(3) Same [Skip to Q14.] ____ (6) Not sure [Skip to Q14.]

13a. If you answered 1 or 2 for Question 13, in what ways is the night/weekend service better?

____(01) Van on time ____ (07) More convenient
____(02) Better drivers ____ (08) Cleaner van
____(03) More schedule times ____ (09) More vans available
____(04) Better customer service ____ (10) Less time spent in the van/better routing/fewer stops
____(05) More personalized service ____ (11) Other (Please specify): _____
____(06) Quicker pick-up

13b. If you answered 4 or 5 for Question 13, in what ways is the night/weekend service worse?

14. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate your OVERALL experience riding the van, not just your latest trip, for the following items.

		Excellent	Good	Neutral	Poor	Very Poor
01.	The van arriving for pick-up on time	5	4	3	2	1
02.	Driver courtesy	5	4	3	2	1
03.	The driver driving safely	5	4	3	2	1
04.	The driver identifying him or herself	5	4	3	2	1
05.	The length of time riding in the van	5	4	3	2	1
06.	The van arriving to your appointment on time	5	4	3	2	1
07.	Your personal safety on the van	5	4	3	2	1
08.	The communication materials provided	5	4	3	2	1
09.	The cleanliness of the van interior	5	4	3	2	1
10.	The behavior of other riders	5	4	3	2	1

15. Do you have a wheelchair, scooter, or other mobility device?

____(1) Yes ____ (2) No

16. What are the top 3 most important areas of service for you as a STA Paratransit customer? [Write your answers below in order of importance using the numbers from the list below. For example, if "Fare price" is most important, write "4" in the space next to "1st:" below.]

- | | |
|---|---|
| 01. Personal safety on the vehicle | 08. Vehicle comfort |
| 02. Safety while boarding the vehicle | 09. Helpful and courteous call center representatives |
| 03. Vehicles arrive within scheduled pick-up window | 10. Scheduling a trip is easy |
| 04. Fare price | 11. Ability to schedule a trip for when I need to |
| 05. Travel time | 12. Calls being answered promptly |
| 06. Operators being friendly and helpful | 13. STA providing adequate communications materials |
| 07. Vehicle cleanliness | 14. Operators driving the vehicles safely |

1st: ____ 2nd: ____ 3rd: ____

17. All things considered, on a scale of 1 to 5, where 5 means "Very satisfied," and 1 means "Very dissatisfied," how satisfied are you with the overall quality of the STA Paratransit service?

____(5) Very satisfied ____ (3) Neutral ____ (1) Very dissatisfied
____ (4) Satisfied ____ (2) Dissatisfied

18. When was the last Paratransit ride you took?

____ (1) This week ____ (2) 1-2 weeks ago ____ (3) 3-4 weeks ago ____ (4) More than one month ago

19. How do you take most of your trips? [Check only one.]

____ (1) In own/family vehicle	____ (4) Medicaid transportation
____ (2) STA Paratransit vehicle	____ (5) Taxi/Other privately paid transportation
____ (3) STA fixed route bus	____ (6) Other: _____

20. Using a scale of 1 to 5 scale, where 5 means "Excellent" and 1 means "Very Poor," please rate your experience in APPLYING for eligibility to use Paratransit Service.

		Excellent	Good	Neutral	Poor	Very Poor
1.	The overall application process to receive or renew paratransit services	5	4	3	2	1
2.	The length of time to complete the application process	5	4	3	2	1
3.	The customer service provided by paratransit staff	5	4	3	2	1
4.	Your understanding of the level of paratransit eligibility that you were assigned	5	4	3	2	1

21. When you ride, does the operator walk you to and from the van?

____(1) All the time ____ (2) Some of the time ____ (3) None of the time

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

____(1) I am aware of and use PASS Web [Answer Q22a.] ____ (3) I am not aware of PASS Web [Skip to Q23.]
 ____ (2) I am aware of but do not use PASS Web [Skip to Q23.] ____ (4) I do not have a smart phone [Skip to Q23.]

22a. If you answered 1 for Question 22, how useful is PASS Web for you on a scale of 1 to 5, where 5 means "Very useful" and 1 means "Not useful at all."

____(5) Very useful ____ (3) Neutral ____ (1) Not useful at all
 ____ (4) Somewhat useful ____ (2) Not very useful

23. Do you know how to register a complaint or compliment with STA about the Paratransit Service?

____(1) Yes ____ (2) No

24. If you could choose ONE thing to improve STA's Paratransit service, what would it be?

____(01) Nothing, I'm satisfied with the service ____ (08) Drivers more friendly/better skills/more helpful
 ____ (02) Be on time ____ (09) Expanded service hours
 ____ (03) Less time spent on van/better routing/more efficient routes ____ (10) Cost of fare
 ____ (04) More scheduling flexibility ____ (11) Issues with other passengers
 ____ (05) Improvements in reservations ____ (12) Smoother rides
 ____ (06) Improve van ____ (13) Less time on hold when calling
 ____ (07) More vans/drivers ____ (14) Eligibility too restrictive
 ____ (15) Other (Please explain): _____

25. Do you have access to the Internet using a computer?

____(1) Yes [Answer Q25a.] ____ (2) No [Skip to Q26.]

25a. Where do you have Internet access using a computer? [Check all that apply.]

____(1) Home ____ (4) Library
____(2) Work ____ (5) Friends and family
____(3) School ____ (6) Somewhere else (Please specify): _____

26. What is your zip code? _____

27. As a thank you for fully completing the survey, you can enter your contact information below to be entered into a drawing for one (1) of two (2) \$250 Visa gift cards. Gift cards are sent out via email and limited to one per household. Would you like to be entered into the drawing?

____(1) Yes [Please answer Q29.] ____ (2) No

28. Can we invite you to participate in occasional STA surveys?

____(1) Yes [Please answer Q29.] ____ (2) No

29. Please provide your contact information.

First Name: _____

Mobile Phone Number: _____

Email Address: _____

We really appreciate your comments and input. Thank you so much!
Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The address information to the right will ONLY be used to help identify areas with special interests. Thank you.