

COMFORT, CONVENIENCE, AND QUALITY OF THE SERVICE**TRFRE05 - How often are the vehicles comfortable?**

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	ALWAYS	480	240,089	70.51	6.379
2	USUALLY	152	60,251	17.69	2.823
3	SOMETIMES	54	36,281	10.65	5.603
4	RARELY	4	2,685	0.79	0.632
5	NEVER	6	1,207	0.35	0.242
	Subtotal Valid Responses	696	340,512	100	
	DK	14	5,742		
	REFUSED	2	872		
	INAPPLICABLE	3	1,368		
	Total	715	348,494		

TRFRE06 - How often are the vehicles easy to get into and out of?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	ALWAYS	490	228,295	67.89	4.591
2	USUALLY	121	46,278	13.76	2.186
3	SOMETIMES	62	46,504	13.83	6.143
4	RARELY	5	10,308	3.07	1.94
5	NEVER	12	4,866	1.45	0.527
	Subtotal Valid Responses	690	336,250	100	
	DK	20	10,014		
	REFUSED	1	289		
	INAPPLICABLE	4	1,941		
	Total	715	348,494		

TRFRE07 - How often do you arrive at your destination on time?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	ALWAYS	493	221,162	64.82	4.419
2	USUALLY	139	80,979	23.73	4.186
3	SOMETIMES	53	34,526	10.12	1.986
4	RARELY	1	1,124	0.33	0.213
5	NEVER	5	3,426	1	0.535
	Subtotal Valid Responses	691	341,217	100	
	DK	17	3,608		
	REFUSED	2	1,753		
	INAPPLICABLE	5	1,916		
	Total	715	348,494		

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TRFRE08 - How often do the drivers pick you up when they are supposed to?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	ALWAYS	513	248,654	73.26	3.116
2	USUALLY	134	69,120	20.36	2.936
3	SOMETIMES	47	21,531	6.34	1.397
4	RARELY	1	116	0.03	0.033
	Subtotal Valid Responses	695	339,421	100	
	DK	10	3,467		
	REFUSED	2	1,563		
	INAPPLICABLE	8	4,043		
	Total	715	348,494		

TRFRE09 - How often does the service call you if your ride has been cancelled?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	ALWAYS	339	154,938	73.35	3.648
2	USUALLY	41	18,566	8.79	2.444
3	SOMETIMES	33	14,746	6.98	1.755
4	RARELY	11	3,931	1.86	1.182
5	NEVER	36	19,040	9.01	2.332
	Subtotal Valid Responses	460	211,220	100	
	DK	36	13,315		
	REFUSED	1	393		
	INAPPLICABLE	218	123,566		
	Total	715	348,494		

TRFRE10 - How often can you get to the places you want or need to go?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	ALWAYS	551	265,900	78.34	5.768
2	USUALLY	98	40,227	11.85	1.929
3	SOMETIMES	30	29,190	8.6	5.99
4	RARELY	1	1,478	0.44	0.481
5	NEVER	6	2,636	0.78	0.407
	Subtotal Valid Responses	686	339,430	100	
	DK	18	5,709		
	REFUSED	2	191		
	INAPPLICABLE	9	3,164		
	Total	715	348,494		

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TRFRE11 - How often do the trips take too long?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	ALWAYS	26	12,966	4.01	1.843
2	USUALLY	16	8,095	2.5	1.515
3	SOMETIMES	82	52,794	16.33	5.429
4	RARELY	137	56,354	17.44	3.221
5	NEVER	415	192,993	59.71	6.011
	Subtotal Valid Responses	676	323,202	100	
	DK	28	15,492		
	REFUSED	2	716		
	INAPPLICABLE	9	9,084		
	Total	715	348,494		

TRFRE12 - How often would you say the drivers are polite?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	ALWAYS	637	297,280	86.21	5.095
2	USUALLY	47	25,425	7.37	2.009
3	SOMETIMES	18	20,929	6.07	5.38
5	NEVER	1	1,200	0.35	0.336
	Subtotal Valid Responses	703	344,834	100	
	DK	10	2,453		
	INAPPLICABLE	2	1,207		
	Total	715	348,494		

TRFRE13 - How often do the drivers offer to help passengers onto and off of the van when they need it?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	ALWAYS	582	280,828	82.78	5.493
2	USUALLY	59	24,114	7.11	1.513
3	SOMETIMES	31	30,584	9.02	5.319
4	RARELY	5	560	0.17	0.074
5	NEVER	7	3,146	0.93	0.458
	Subtotal Valid Responses	684	339,233	100	
	DK	15	4,545		
	REFUSED	1	669		
	INAPPLICABLE	15	4,047		
	Total	715	348,494		

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TRFRE14 - How often do the drivers help passengers into and out of their homes when they need it?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	ALWAYS	407	181,689	78.04	3.58
2	USUALLY	52	20,666	8.88	2.948
3	SOMETIMES	32	12,614	5.42	1.828
4	RARELY	5	2,332	1	0.754
5	NEVER	30	15,528	6.67	2.028
	Subtotal Valid Responses	526	232,828	100	
	DK	83	55,435		
	INAPPLICABLE	106	60,231		
	Total	715	348,494		

TRFRE15 - Do you get the number of rides you need from this service?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	ALWAYS	560	283,706	83.32	2.307
2	USUALLY	76	30,245	8.88	1.691
3	SOMETIMES	34	21,088	6.19	1.342
4	RARELY	7	1,645	0.48	0.221
5	NEVER	9	3,800	1.12	0.704
	Subtotal Valid Responses	686	340,484	100	
	DK	16	3,281		
	REFUSED	1	47		
	INAPPLICABLE	12	4,682		
	Total	715	348,494		

TRFRE16 - Do you get rides at the times and on the days you need them?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	ALWAYS	560	275,785	80.97	2.733
2	USUALLY	95	45,289	13.3	2.139
3	SOMETIMES	28	13,777	4.04	1.169
4	RARELY	8	3,837	1.13	0.561
5	NEVER	3	1,919	0.56	0.382
	Subtotal Valid Responses	694	340,606	100	
	DK	10	3,327		
	REFUSED	1	479		
	INAPPLICABLE	10	4,082		
	Total	715	348,494		

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TRFRE17 - Do you have the information you need to schedule and take your local trips?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	ALWAYS	566	269,098	86.05	2.271
2	USUALLY	56	26,233	8.39	2.045
3	SOMETIMES	18	12,330	3.94	1.121
4	RARELY	6	2,230	0.71	0.35
5	NEVER	9	2,849	0.91	0.523
	Subtotal Valid Responses	655	312,739	100	
	DK	27	14,169		
	INAPPLICABLE	33	21,586		
	Total	715	348,494		

TREXP18 - Do you get around more than you did before you had this service?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	YES, DEFINITELY	320	140,167	44.64	3.777
2	YES, I THINK SO	156	71,845	22.88	3.153
3	I'M NOT SURE	48	27,787	8.85	2.495
4	NO, I DON'T THINK SO	57	42,698	13.6	5.274
5	NO, DEFINITELY NOT	60	31,527	10.04	1.793
	Subtotal Valid Responses	641	314,024	100	
	DK	41	22,204		
	REFUSED	1	152		
	INAPPLICABLE	32	12,114		
	Total	715	348,494		

TREXP19 - Would you recommend this transportation service to a friend?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	592	279,543	81.96	6.304
2	Yes, I think so	87	49,525	14.52	5.894
3	I'm not sure	13	6,167	1.81	0.681
4	No, I don't think so	5	833	0.24	0.137
5	No, definitely not	5	5,006	1.47	1.125
	Subtotal Valid Responses	702	341,081	100	
	Don't Know	13	7,410		
	Total	715	348,494		

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TRRATE - How would you rate the transportation service that you received?					
Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Excellent	347	154,058	44.48	4.772
2	Very good	253	131,910	38.09	5.313
3	Good	91	46,032	13.29	2.393
4	Fair	19	14,206	4.1	1.189
5	Poor	1	139	0.04	0.034
	Subtotal Valid Responses	711	346,352	100	
	Don't Know	4	2,139		
	Total	715	348,494		

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