

## Shape the future of Access Transportation

### Phase 1 Engagement – Tell us what’s working, what isn’t, and how Access could be improved Summary of what we heard

July 2016

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## Overview

Our primary goals for this phase of outreach were to engage Access customers, caregivers, organizations that serve people with disabilities and seniors, and people who care about them in helping us understand how we're doing with Access service, what's most important to customers, and ideas for improvements. This is an engagement process in which we seek to hear from and have conversation with anyone interested in providing feedback. It is not a market or customer research process that is designed to be statistically valid. Participants are a self-selected group of people.

This document summarizes our key activities for this outreach period and the results of the online and paper surveys we received, as well as the phone calls, emails, and letters we received.

## Notifications—how we let people know they could participate

- **Postcard**—12,000 active Access customers (~10,000) and some eligible customers who have not used the service (~2,000) received a postcard in English and Spanish inviting feedback and applications to serve on the community advisory group.
- **Poster on Access vans** — Approximately 200 posters were printed and distributed to van operators to be put up on Access vans.
- **Transit alert sent to Accessibility alert route subscribers**—Email or text messages were delivered to approximately 10,500 subscribers to invite them to provide feedback and/or apply to serve on the community advisory group. The message had an open rate of 20 percent and a click rate of 3 percent.
- **Social media promotion**—Metro tweeted and promoted the survey and community advisory group application via Twitter and Metro's Facebook page. The Metro Matters blog announced the engagement effort on June 22. The post was viewed 260 times.
- **Stakeholder notification**—Approximately 200 organizations that serve seniors and/or people with disabilities received an announcement at the start of outreach. The announcement included a flyer to download and post, as well as descriptions about the effort in English and Spanish that stakeholders were asked to forward to their networks.

## Feedback methods<sup>1</sup>—how people shared their opinions

- **Survey**—600 people completed the survey, this includes people who took the survey by phone or completed a paper survey that was mailed to them by request
- **Emails, phone calls, letters**—Approximately 200 phone calls, emails, and letters were received with comments on Access service

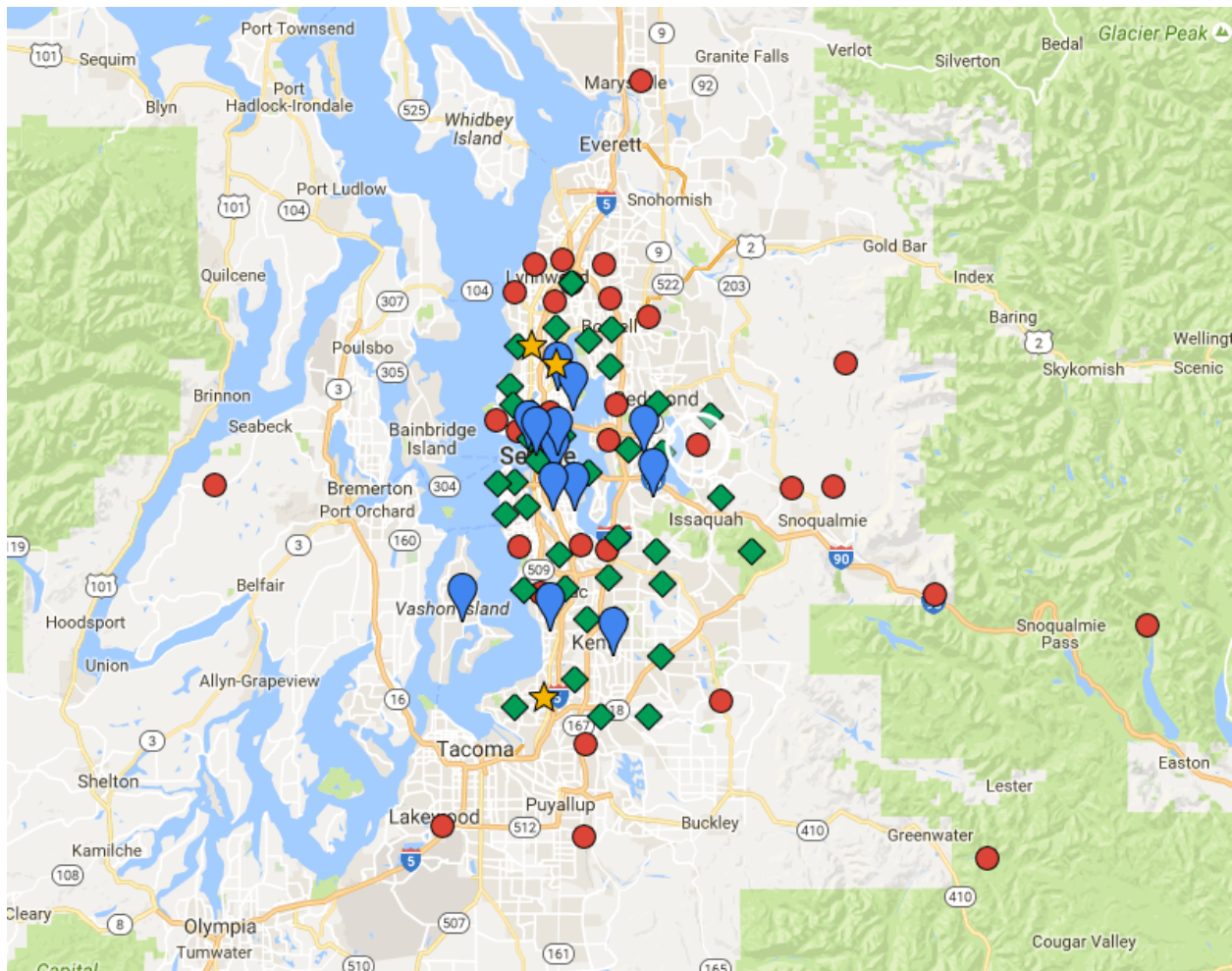
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<sup>1</sup> Please note: those who participated in this outreach are a self-selected group. Results are not statistically valid.

- **Stakeholder briefings**—Staff attended six briefings and have 2 more scheduled with the Transit Advisory Commission, county’s Mobility Coalitions, Puget Sound Regional Council’s Special Needs Committee, United Blind of Seattle, NW Kidney Centers, SeaMar, and ACRS

## Who we heard from in the online survey

We asked survey respondents to indicate in which ZIP code they live. The following map displays the ZIP code responses. (This Google map is available online: <https://drive.google.com/open?id=1P9RaxY8qgx-b6Hj6sbhMK-ORYbl&usp=sharing>)



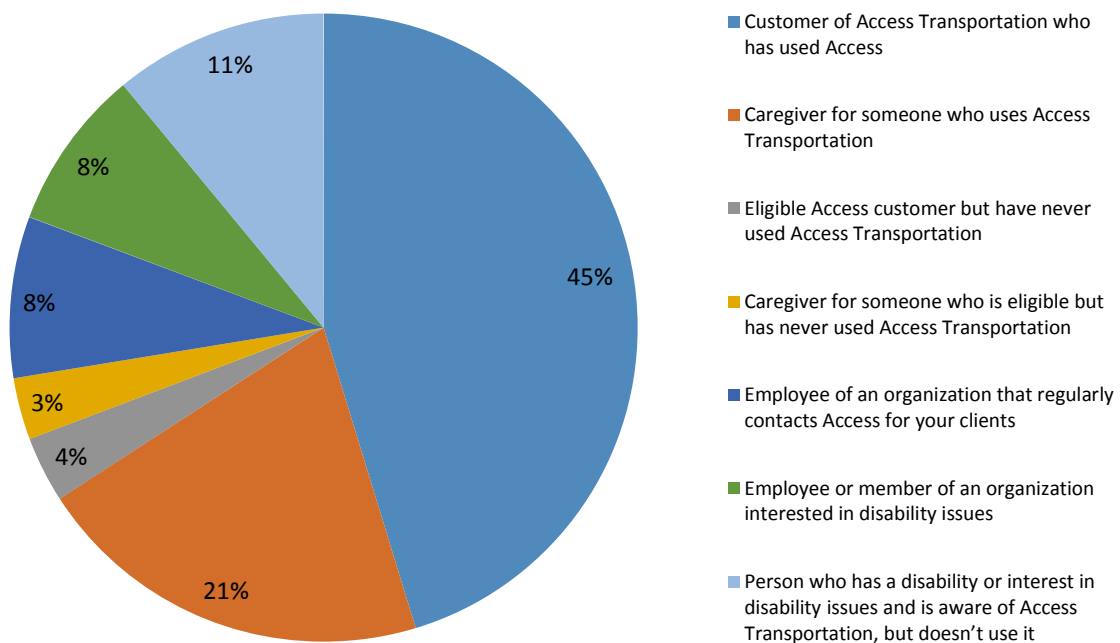
**Map legend:** Red circle = 1-4 survey responses; Green diamond = 5 – 10 survey responses; Blue pin = 11 – 20 survey responses; Gold star = 20 or more survey responses

We provided different tracks in the survey for Access customers, caregivers, organizations that have regular interaction with Access, organizations that serve or advocate on behalf of people who might be Access customers, and individuals who are or care about seniors and/or people with disabilities.

I am a/an:

Answer Options	Response Percent	Response Count
Customer of Access Transportation who has used Access	45.3%	268
Caregiver for someone who uses Access Transportation	20.6%	122
Eligible Access customer but have never used Access Transportation	3.4%	20
Caregiver for someone who is eligible but has never used Access Transportation	3.2%	19
Employee of an organization that regularly contacts Access for your clients	8.3%	49
Employee or member of an organization interested in disability issues	8.3%	49
Person who has a disability or interest in disability issues and is aware of Access Transportation, but doesn't use it	11.0%	65
<b>answered question</b>		<b>592</b>
<b>skipped question</b>		<b>0</b>

I am a/an:



We asked a series of optional demographic questions about each respondent's gender, age, race or ethnicity, primary language spoken at home, number of people in the household, annual household income, and disability (if any).

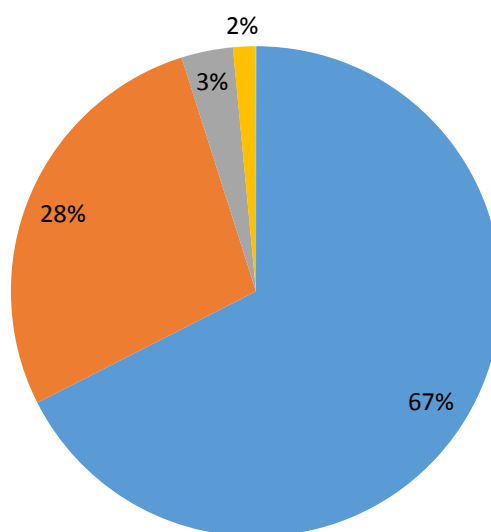
What is your gender identity?

Answer Options	Response Percent	Response Count
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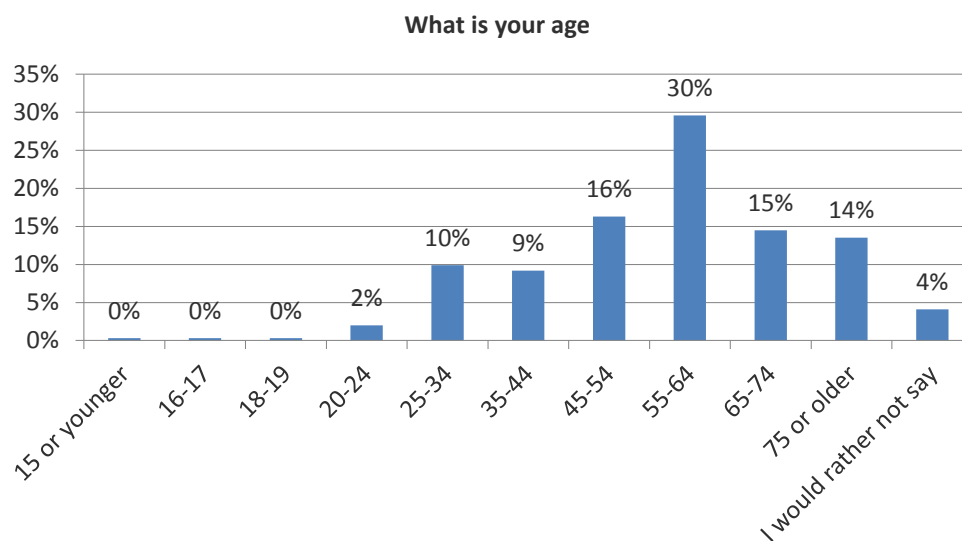
Female	67.5%	262
Male	27.6%	107
I would rather not say	3.4%	13
Other (please specify):	1.5%	6
<b>answered question</b>		<b>388</b>
<b>skipped question</b>		<b>204</b>

### What is your gender identity?

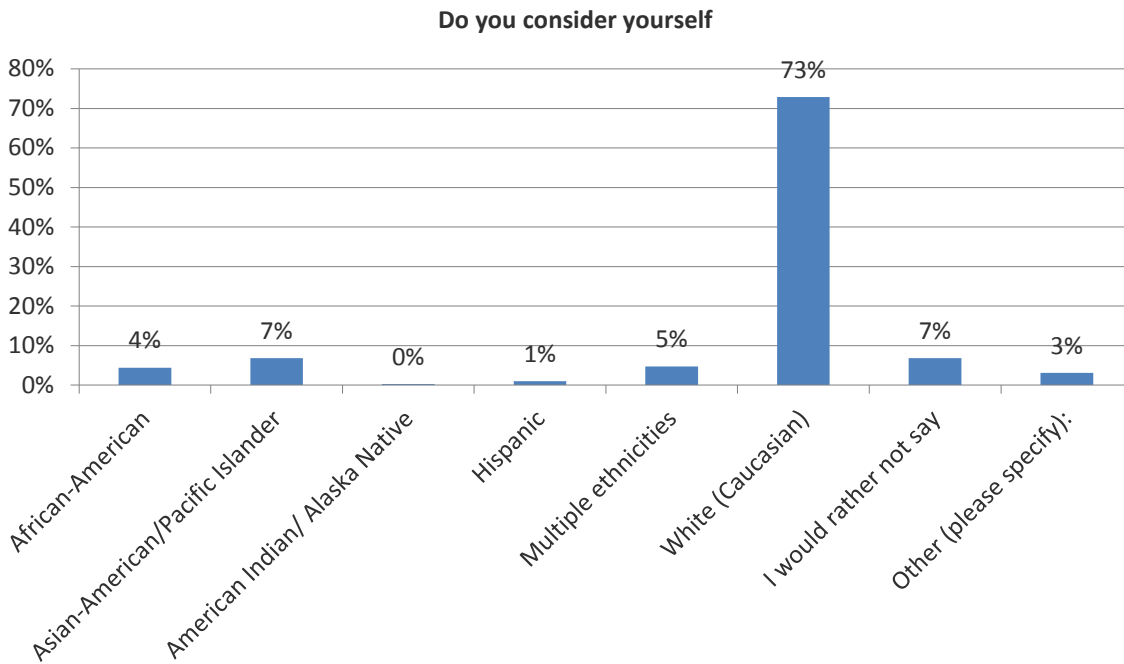
■ Female ■ Male ■ I would rather not say ■ Other (please specify):



What is your age?		
Answer Options	Response Percent	Response Count
15 or younger	0.3%	1
16-17	0.3%	1
18-19	0.3%	1
20-24	2.0%	8
25-34	9.9%	39
35-44	9.2%	36
45-54	16.3%	64
55-64	29.6%	116
65-74	14.5%	57
75 or older	13.5%	53
I would rather not say	4.1%	16
<b>answered question</b>		<b>392</b>
<b>skipped question</b>		<b>200</b>



Do you consider yourself...		
Answer Options	Response Percent	Response Count
African-American	4.4%	17
Asian-American / Pacific Islander	6.8%	26
American Indian / Alaska Native	0.3%	1
Hispanic (Mexican, Mexican American, Chicano or Latino)	1.0%	4
Multiple ethnicities	4.7%	18
White (Caucasian)	72.9%	280
I would rather not say	6.8%	26
Other (please specify):	3.1%	12
<b>answered question</b>		<b>384</b>
<b>skipped question</b>		<b>208</b>

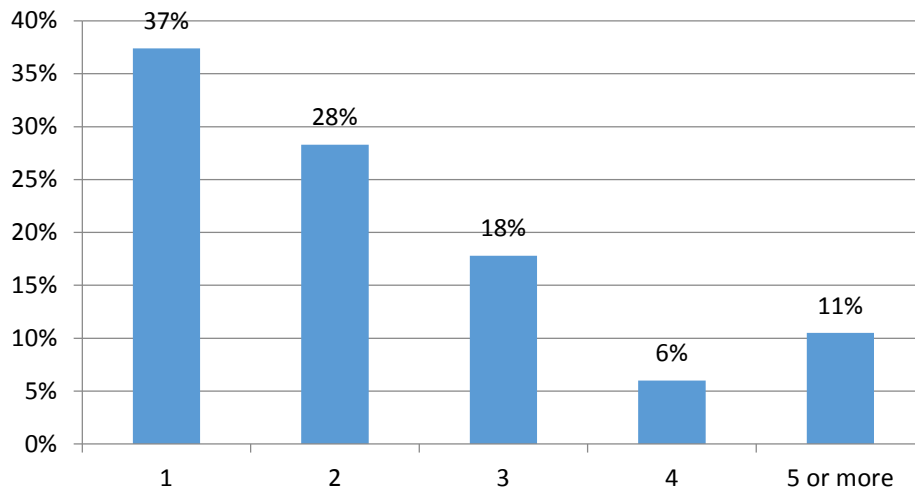


When asked about primary language spoken at home, the following languages were noted:

- 93% - English
- 3% - Other (American Sign Language, Filipino, Fijian, Burmese, and Romanian were specified)
- 1% - Spanish (in addition, we received 2 completed online surveys in Spanish)
- 1% - Russian
- 1% - Chinese (Mandarin, Cantonese, etc.)
- 1% - Punjabi

How many people, including yourself, live in your household?		
Answer Options	Response Percent	Response Count
1	37.4%	143
2	28.3%	108
3	17.8%	68
4	6.0%	23
5 or more	10.5%	40
<b>answered question</b>		<b>382</b>
<b>skipped question</b>		<b>210</b>

**How many people, including yourself, live in your household?**

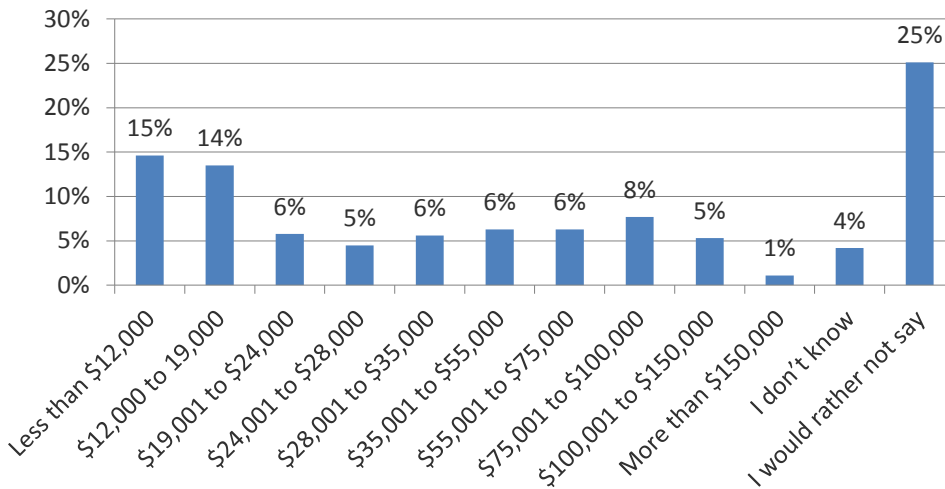


**What is your annual household income?**

Answer Options	Response Percent	Response Count
Less than \$12,000	14.6%	55
\$12,000 to 19,000	13.5%	51
\$19,001 to \$24,000	5.8%	22
\$24,001 to \$28,000	4.5%	17
\$28,001 to \$35,000	5.6%	21
\$35,001 to \$55,000	6.3%	24
\$55,001 to \$75,000	6.3%	24
\$75,001 to \$100,000	7.7%	29
\$100,001 to \$150,000	5.3%	20
More than \$150,000	1.1%	4
I don't know	4.2%	16
I would rather not say	25.1%	95
<b>answered question</b>		<b>378</b>
<b>skipped question</b>		<b>214</b>



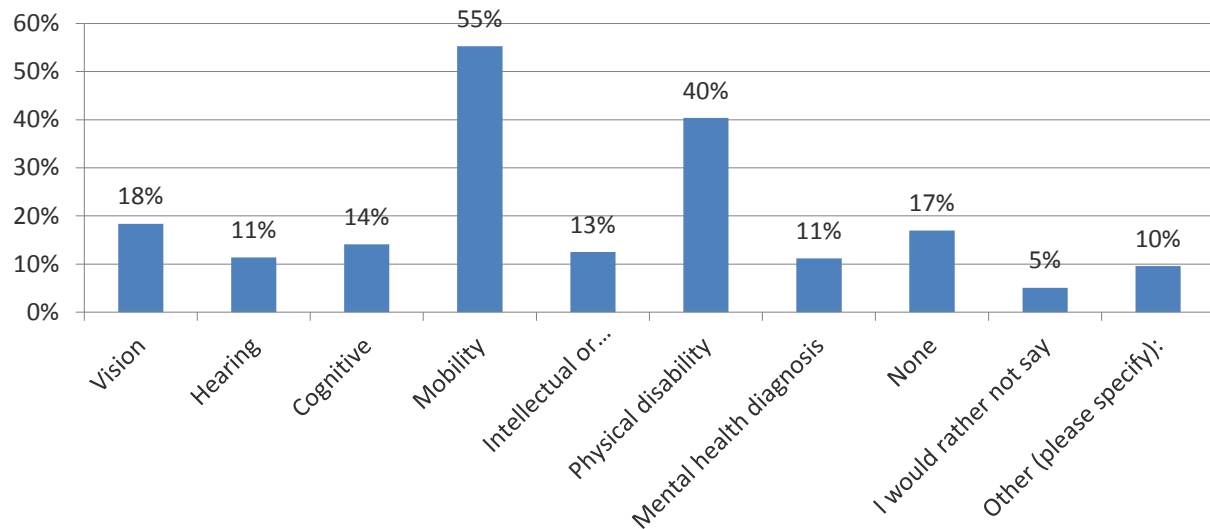
**What is your annual household income**



**If you have what you consider to be a disability, please indicate what kind. (check all that apply)**

Answer Options	Response Percent	Response Count
Vision	18.4%	69
Hearing	11.4%	43
Cognitive	14.1%	53
Mobility	55.3%	208
Intellectual or developmental disability	12.5%	47
Physical disability	40.4%	152
Mental health diagnosis	11.2%	42
None	17.0%	64
I would rather not say	5.1%	19
Other (please specify):	9.6%	36
<b>answered question</b>		<b>376</b>
<b>skipped question</b>		<b>216</b>

If you have what you consider to be a disability, please indicate what kind. (check all that apply)



We asked each respondent whether they had a cell phone and, if so, whether it was a smartphone. The following charts indicate answers from all categories of respondents.

Do you own or have the use of a cell phone?		
Answer Options	Response Percent	Response Count
Yes	92.3%	398
No	7.2%	31
Don't know	0.5%	2
<b>answered question</b>		<b>431</b>
<b>skipped question</b>		<b>161</b>

If yes, is your cell phone a smartphone?		
Answer Options	Response Percent	Response Count
Yes	66.3%	269
No	33.5%	136
Don't know	0.2%	1
<b>answered question</b>		<b>406</b>
<b>skipped question</b>		<b>186</b>

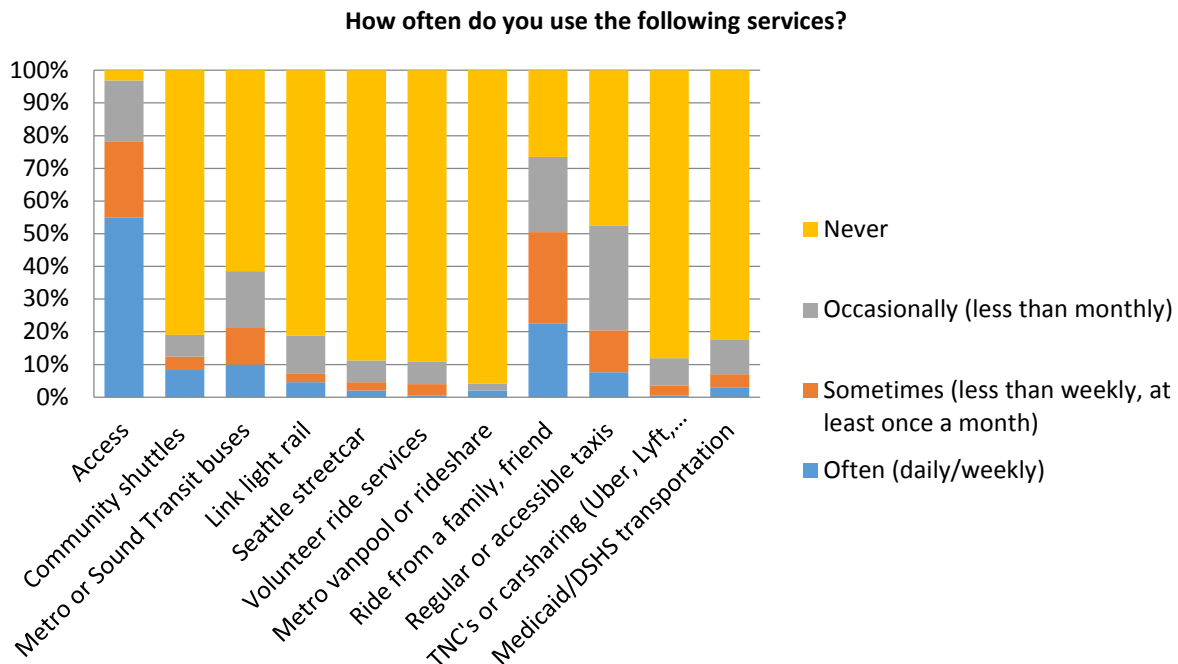
When filtered to show only the results of people who indicated they are customers of Access, eighty nine percent indicate they own or have use of a cell phone, ten percent do not. Of those who said they do own or have use of a cell phone, fifty three percent indicate they have a smartphone, forty six percent do not.

## What we heard from customers of Access

We asked customers to tell us what type of Access service they have:

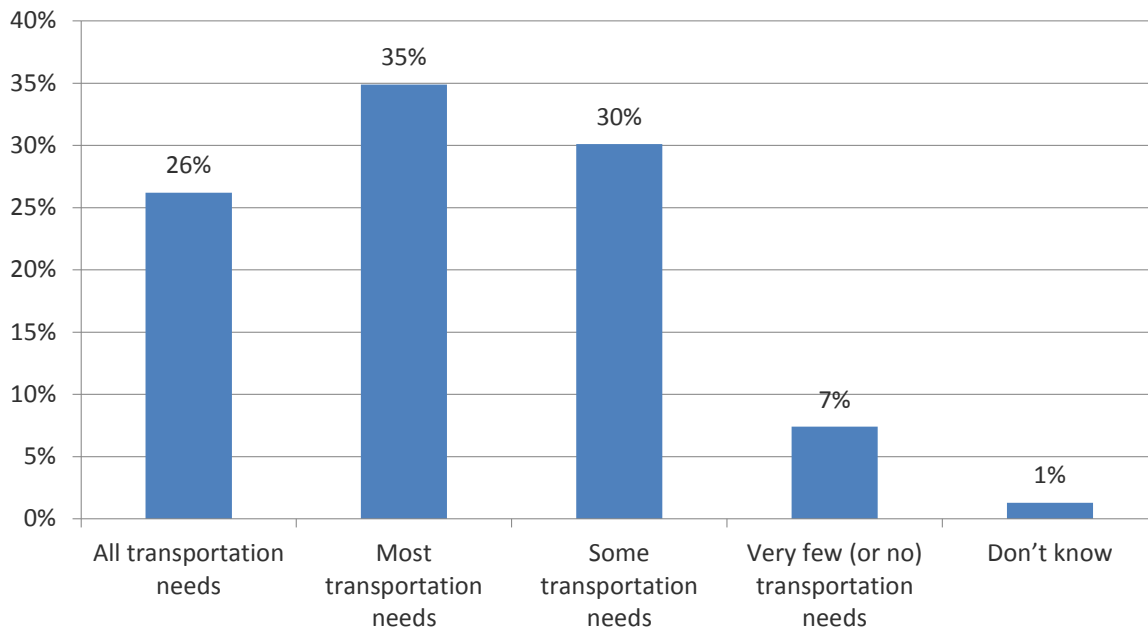
- 50% - have curb-to-curb
- 46% - have door-to-door
- 4% - have hand-to-hand

We asked how often respondents use various transportation options and for how many of their needs do respondents use Access.



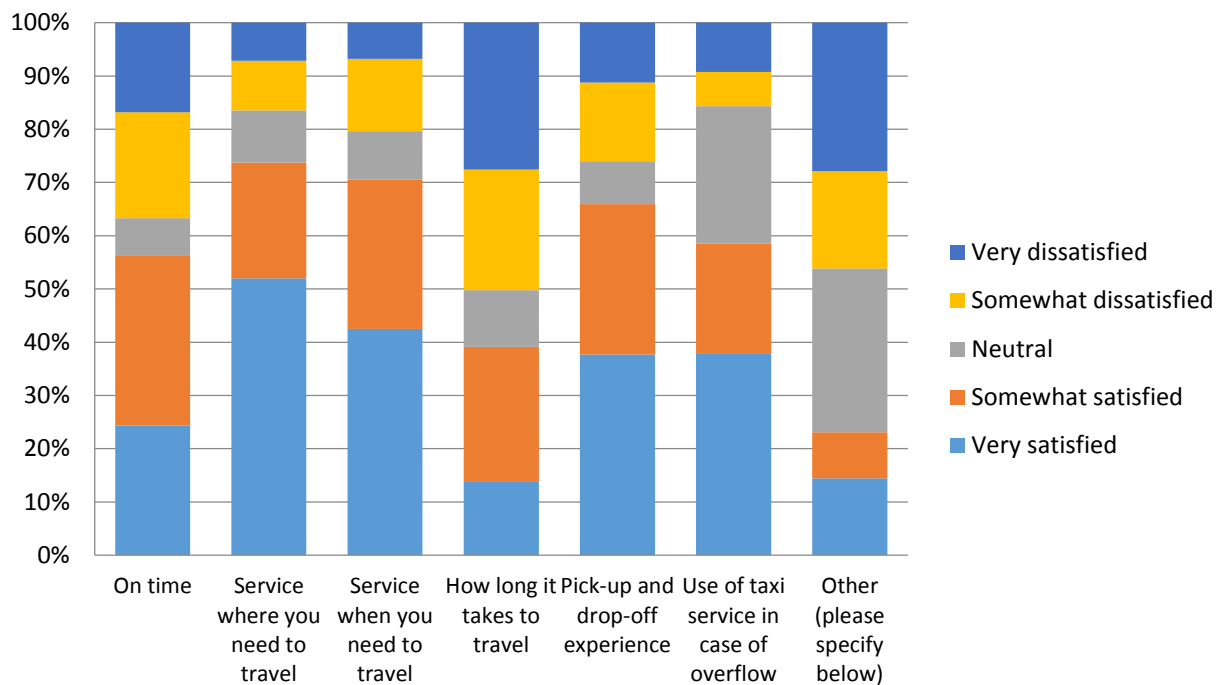
To what extent do you use Access Transportation to get around King County?		
Answer Options	Response Percent	Response Count
All transportation needs	26.2%	60
Most transportation needs	34.9%	80
Some transportation needs	30.1%	69
Very few (or no) transportation needs	7.4%	17
Don't know	1.3%	3
<b>answered question</b>		<b>229</b>
<b>skipped question</b>		<b>365</b>

**To what extent do you use Access Transportation to get around King County**



Then, we asked respondents about their satisfaction with aspects of Access Transportation: **Service Quality, Call center / customer service, Comfort / cleanliness of vehicles, Drivers, and Personal Safety.**

**Satisfaction with Service Quality**



Top 2 areas of satisfaction –

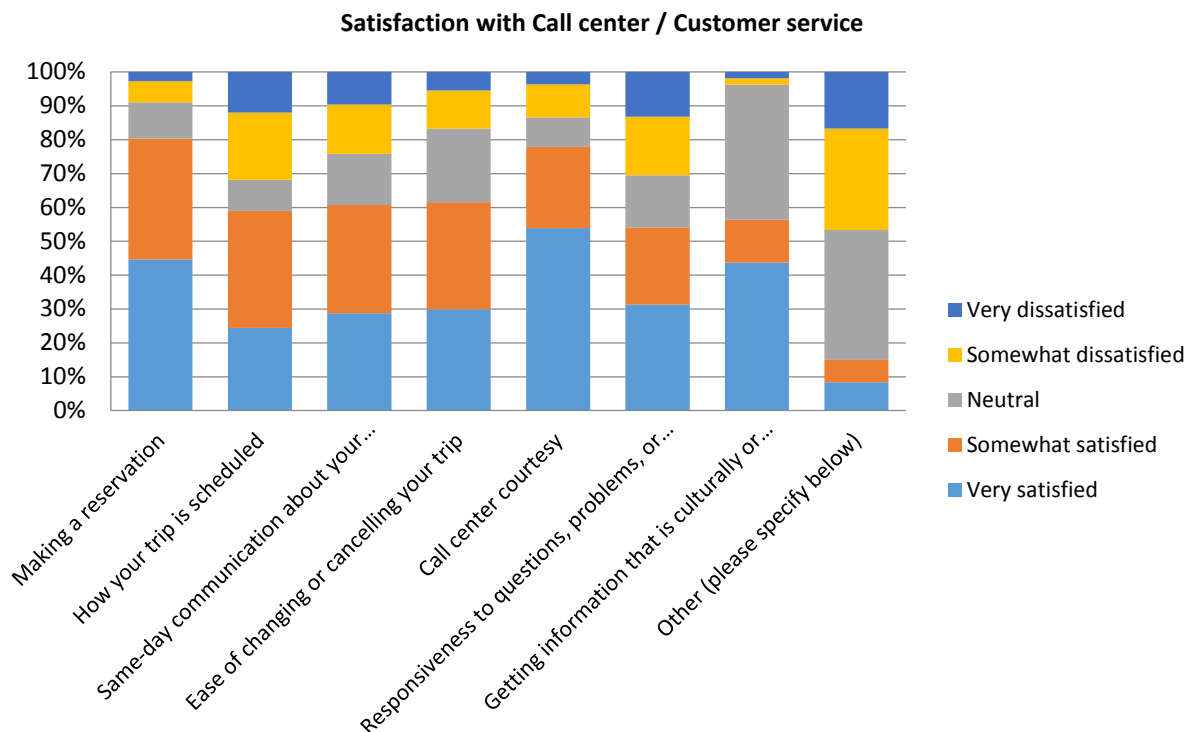
- 74% report being somewhat or very satisfied with service where they need to travel
- 71% report being somewhat or very satisfied with service when they need

Top 2 areas of dissatisfaction –

- 50% report being somewhat or very dissatisfied with how long it takes to travel
- 45% report being somewhat or very dissatisfied with “Other (please specify)”

“Other (please specify)” comment themes in the order of number of times mentioned:

- Trip length/inefficient routing – how long people are in the vehicle; drivers being stuck to a manifest and/or outdated GPS technology and unable to adapt to current traffic conditions; stories of driving past a drop off to pick someone else up or going way out of direction between pick up and drop off
- Late or early pick ups and drop offs – missing appointments, lack of ability to adapt personal schedules and appointments because of lateness of the service; getting dropped off too early at locations when they aren’t open; lack of reliability of service
- Overflow concerns – poor communication with customers when a taxi is picking them up; vehicles feel less safe; drivers talk on their phones and are not sensitive to people with disabilities



### Top 2 areas of satisfaction

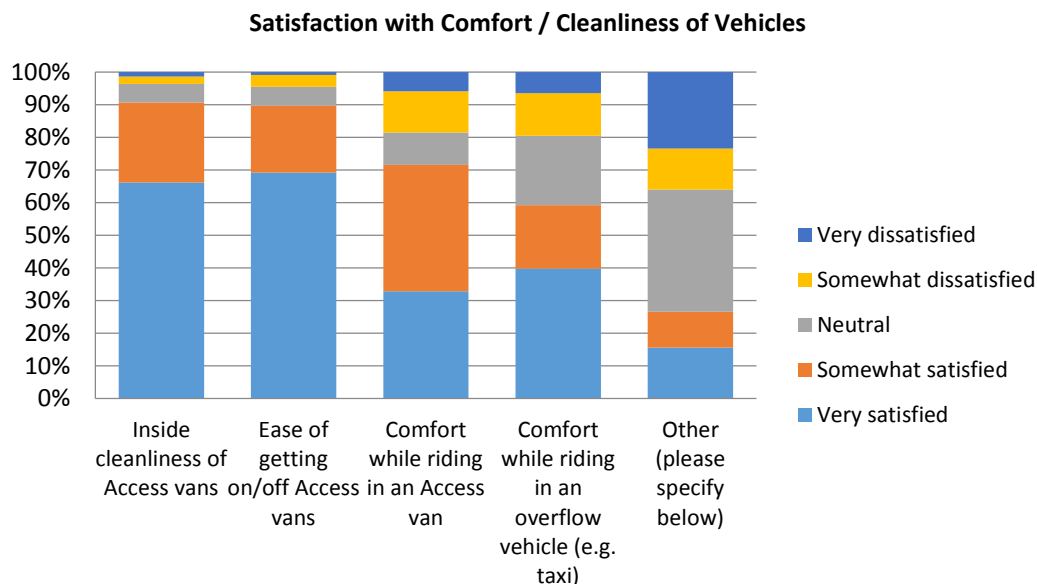
- 78% report being somewhat or very satisfied with call center courtesy
- 61% report being somewhat or very satisfied with making a reservation

### Top 2 areas of dissatisfaction

- 37% report being somewhat or very dissatisfied with “Other (please specify)”
- 31% report being somewhat or very dissatisfied with responsiveness to questions, problems, or complaints and how their trip is schedule

### “Other (please specify)” comment themes in order of number of times mentioned

- Addressing complaints or following up beyond a perfunctory letter
- Difficulty with the cancellation and/or “no show” policies – customers find this system inflexible; it’s okay for Access to be late, but customer has no options for adjusting his/her schedule to accommodate this
- Need to figure out how to coordinate trips better – see trip length/inefficient routing comments above
- Some call takers are condescending and rude; most are courteous, kind, and professional
- Lack of or poor same-day communication – call center going to voice mail or being left on hold for long periods when people have been in urgent situations; lack of or poor notification about arrival time



### Top 2 areas of satisfaction

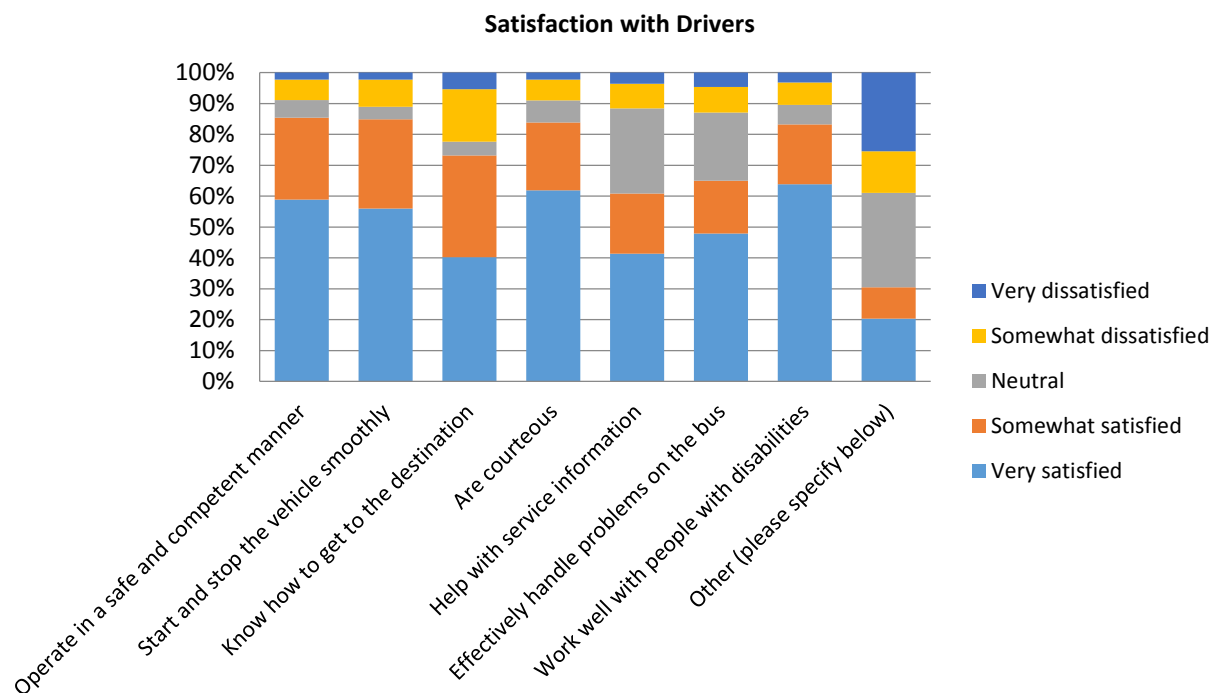
- 90% report being somewhat or very satisfied with the inside cleanliness of Access vans
- 90% report being somewhat or very satisfied with the ease of getting on/of Access vans

### Top 2 areas of dissatisfaction

- 19% report being somewhat or very dissatisfied with their comfort while riding in an overflow vehicle
- 18% report being somewhat or very dissatisfied with their comfort while riding in an Access van

### “Other (please specify)” comment themes in order of number of times mentioned

- Going over bumps is hard for people with chronic pain or back injuries
- Wheelchair issues – size of chair, proper strapping in of chairs, need for extra strap or bar to hold on to during the ride would be helpful
- When starting or stopping abruptly – slipping off the seats, lack of something to hold onto
- Cleanliness – would be nice to have wipes on board to wipe down seats that are sticky or smell



### Top 2 areas of satisfaction

- 86% report being somewhat or very satisfied with drivers operating the vehicle in a safe and competent manner
- 85% report being somewhat or very satisfied with drivers ability to start and stop the vehicle smoothly

Close to a third of people marked the following topics neutral – drivers help with service information and drivers effectively handle problems on the bus

## Top 2 areas of dissatisfaction

- 38% are somewhat or very dissatisfied with “Other (please specify)”
- 25% are somewhat or very dissatisfied with drivers knowledge of how to get to/from a destination

## “Other (please specify)” comment themes in order of number of times mentioned

- Inexperienced drivers – speeding, taking turns too hard; difficult with equipment
- Difficulty understanding drivers who are English Language Learners – lack of sensitivity to people with disabilities and guide dogs which is appropriated by customers to cultural differences
- Trips taking too long – appropriated to poor driving decisions by drivers or lack of knowledge about an area; then not listening to customers who might know the area better
- Lack of respect/rudeness – for the most part people commended experienced drivers, but those bad experiences they have with a few drivers really stand out; identified in stories of being treated like children, lack of sensitivity or knowledge about how to work with people who are blind or deaf/blind in particular
- Need for better training
- Discomfort with drivers on Access and in overflow taxis using computers or cell phones while driving



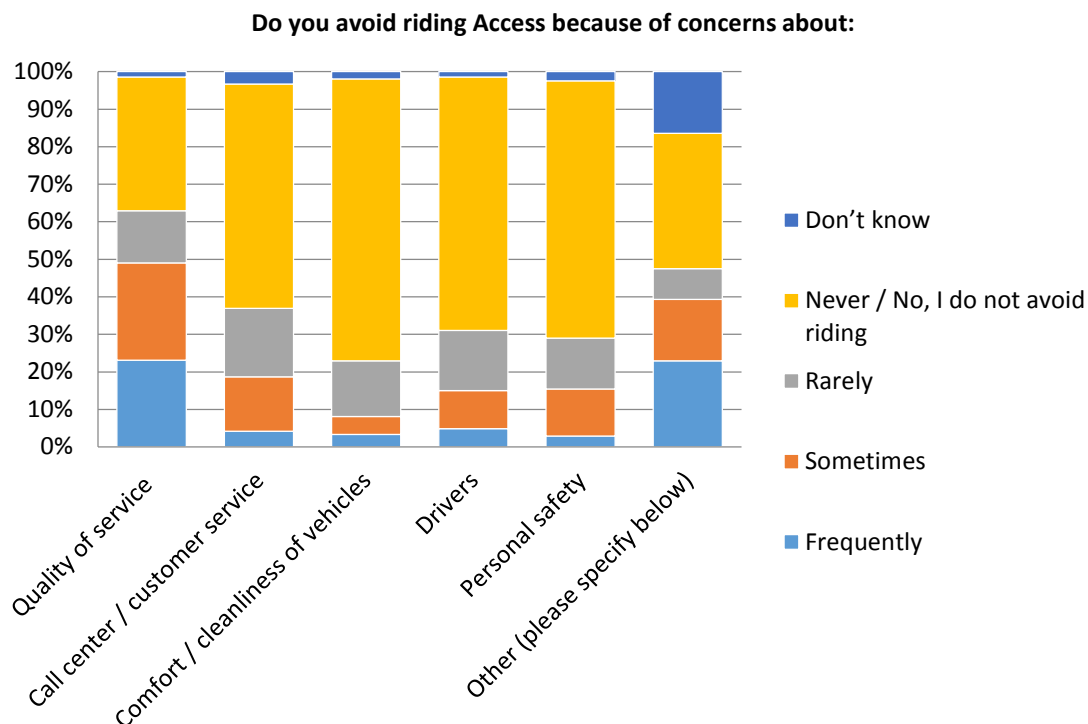
A strong majority of customers are either somewhat or very satisfied with the aspects of personal safety about which we asked. The highest levels of dissatisfaction are noted in “Other (please specify).” Those comment themes in order of number of times mentioned are:



- It makes people feel safer if the driver explains if a destination takes longer than usual to get to and what they might expect when they arrive
- Safety waiting outside – especially when dropped off too early and a location is closed, or waiting for a pickup that is running late
- Lack of feeling safe on overflow vehicles
- Lack of protection from fellow contagious passengers

### Avoid riding Access

We asked customers whether they avoid riding Access do to any reason.



We asked customers some open-ended questions about what Access does well, what could be improved, and ideas for improvement. These comments were themed and are listed in order of number of times mentioned.

### What does Access do well and should keep doing?

- This service is very needed and appreciated by those using it. Keep it up. It is needed. As one person wrote, "Continue to provide service for people with disabilities and seniors in a professional manner with courtesy, skilled drivers, and call takers."
- Access gives freedom – the ability to get to places I wouldn't otherwise be able to get to
- Training and hiring compassionate drivers – they are top notch
- The Call Center

- Door-to-door service

#### **What does Access not do so well and should be changed?**

- The scheduling/routing of rides
- Concern about being on the vans too long
- Lack of reliability of service, not arriving on time
- Arriving too early or too late
- Long waits
- Poor or lack of communication about arrival time or at pick up – especially stressful when dispatch can't be reached and there is a problem
- Drivers depending on poorly functioning GPS and not empowered to make sensible adjustments in real time to respond to traffic
- Need for more coverage and/or span – e.g. Redmond Ridge, Duvall, Vashon
- Vehicles (see “other” themes from “Satisfaction with Comfort / cleanliness of vehicles” section)
- Cancellation policy issues, inflexibility for riders and drivers
- Inconsistency of driver quality, call center – inconsistency between providers, more training needed, more ways to value staff and reward positive performance
- Driver cross-cultural communication
- Call center is too noisy
- Want the automated call system back
- Fares are too high
- Transfers
- Treat customers with more respect

#### **Ideas for improvement**

- Online reservation system would be great
- Ability to make reservations using different technology and communicate more effectively in real time about trips – e.g. “text/app confirmations of pick up or drop off times, tracking each van, providing driver with pictures of passengers s/he is picking up”
- More flexibility and adaptability of drivers to respond to real time travel needs of passengers
- Different scheduling and routing technology is needed
- Better consistency around standing rides
- More flexibility in scheduling and changing trips is needed – would be nice to make reservations more in advance
- Better follow up on complaints and questions – have a separate entity handle complaints; better system is needed so people don't get passed around different places and have to re-tell their story
- Would like different forms of payment – to use ORCA and be able to have fare deducted from the ORCA card; to pay with credit card or have a fee that doesn't involve change

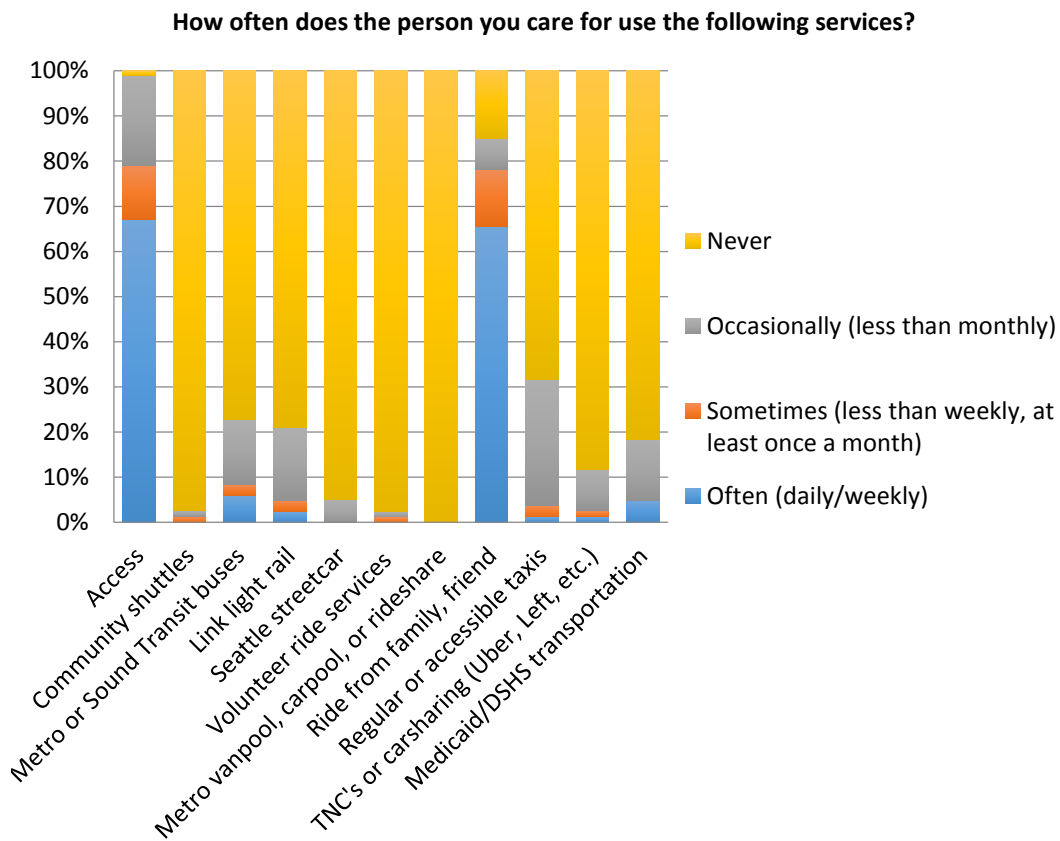
- More opportunities for customer input

## What we heard from caregivers of Access customers

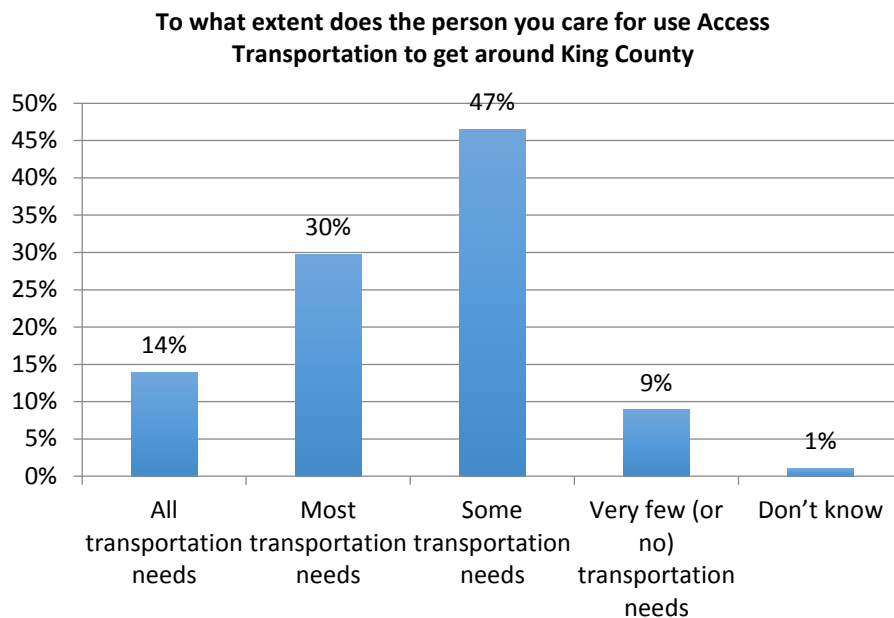
We asked caregivers to tell us what type of Access service the person they care for has:

- 27% - have curb-to-curb
- 41% - have door-to-door
- 32% - have hand-to-hand

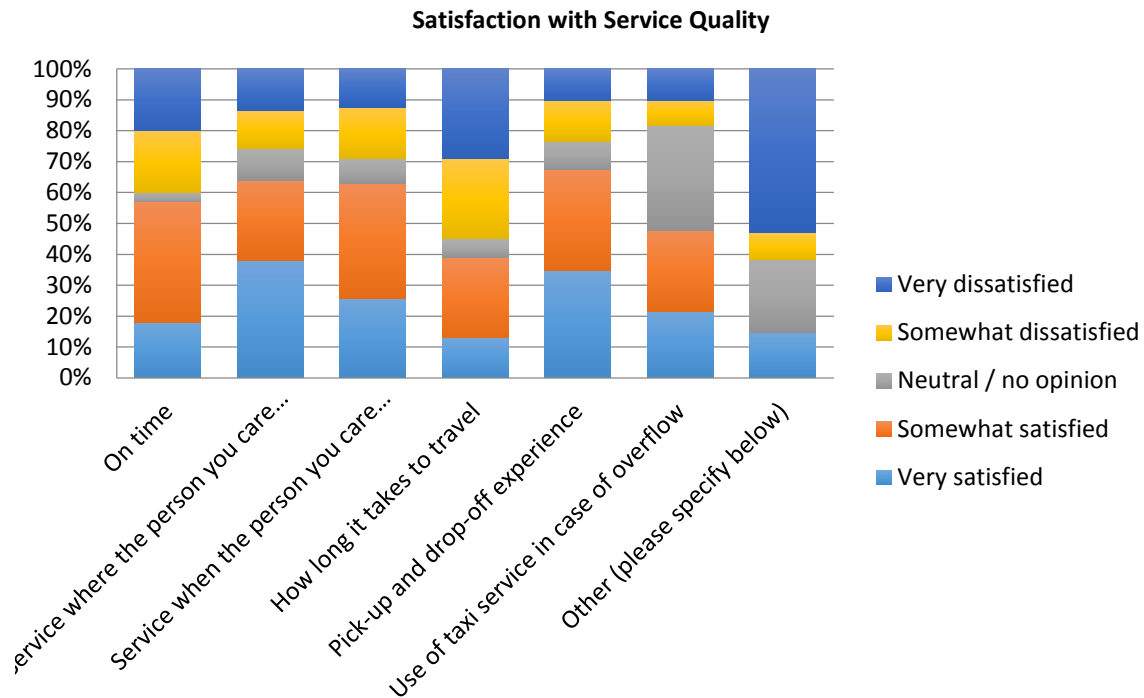
We asked how often respondents use various transportation options and for how many of their needs do respondents use Access.



To what extent does the person you care for use Access Transportation to get around King County?		
Answer Options	Response Percent	Response Count
All transportation needs	13.9%	14
Most transportation needs	29.7%	30
Some transportation needs	46.5%	47
Very few (or no) transportation needs	8.9%	9
Don't know	1.0%	1
<i>answered question</i>		<b>101</b>
<i>skipped question</i>		<b>491</b>



Then, we asked caregivers about their satisfaction with aspects of Access Transportation: **Service Quality, Call center / customer service, Comfort / cleanliness of vehicles, Drivers, and Personal Safety.**



**Top 2 areas of satisfaction:**

- 67% are very or somewhat satisfied with the pick up and drop off experience
- 64% are very or somewhat satisfied with the service where the person they care for needs to travel

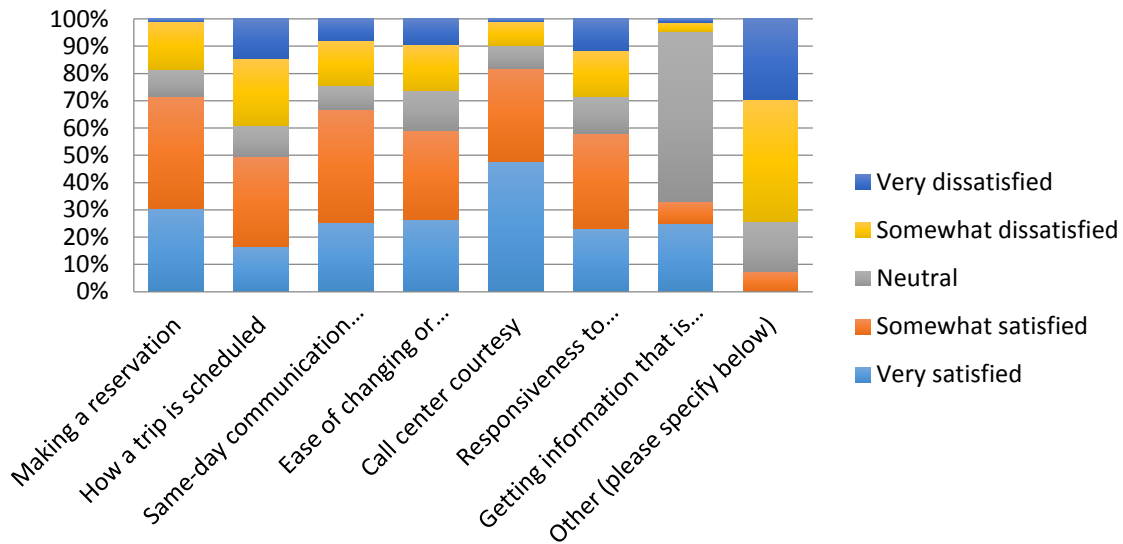
**Top 2 areas of dissatisfaction:**

- 54% are very or somewhat dissatisfied with how long it takes to travel
- 52% are very or somewhat dissatisfied with "Other (please specify)"

**"Other (please specify)" comment themes in order of number of times mentioned**

- Having to wait for pick ups
- Being on the bus too long
- Lack of reliability – especially with standing rides
- General appreciation for staff, including call center and drivers
- Drivers –being rude, disrespectful, or unprepared for dealing with people with disabilities
- Concerns about use of taxi service
- Lack of span or coverage in particular areas of the county

### Satisfaction with Call Center / Customer Service



#### Top 2 areas of satisfaction:

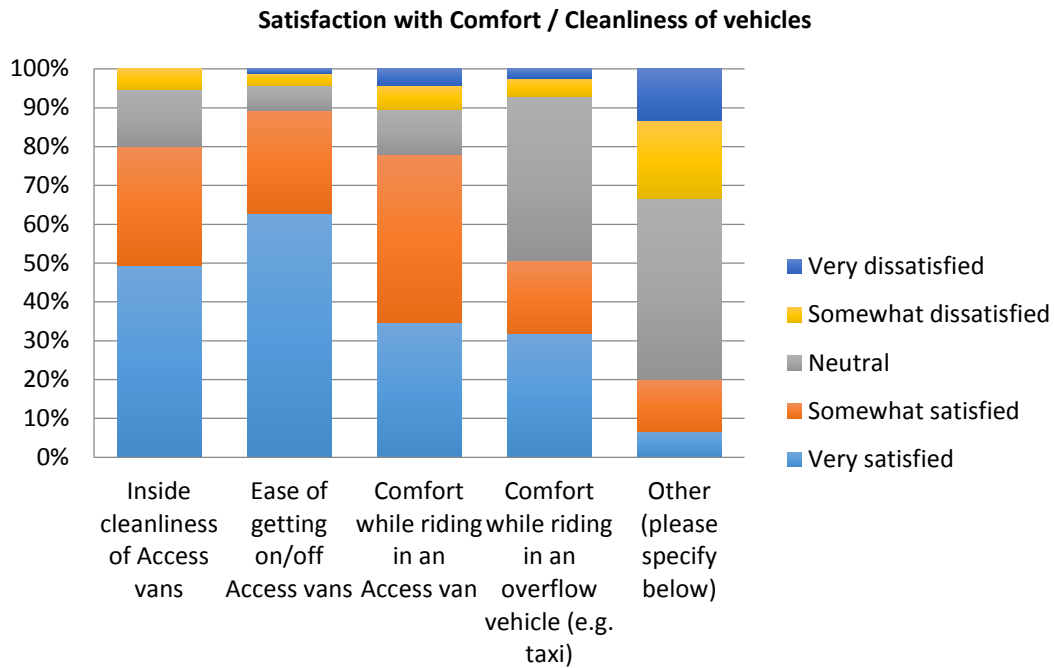
- 81% are very or somewhat satisfied with call center courtesy
- 71% are very or somewhat satisfied with making a reservation

#### Top 2 areas of dissatisfaction:

- 73% are very or somewhat dissatisfied with "Other (please specify)"
- 39% are very or somewhat dissatisfied with how a trip is scheduled

#### "Other (please specify)" comment themes in order of number of times mentioned

- Desire to have more automated system for making and changing reservations – especially online
- Scheduling restrictions – not open late enough to make a reservation, windows, etc.
- Unreliable service
- Unreliable call center service – some call takers great, some horrible – it's a systemic problem
- Inability to meet individual needs – e.g. drivers or schedulers not paying attention to or noting specific needs such as where to pick someone up



Overall, a strong majority of caregivers express satisfaction with the comfort and cleanliness of Access vehicles.

Top 2 areas of satisfaction:

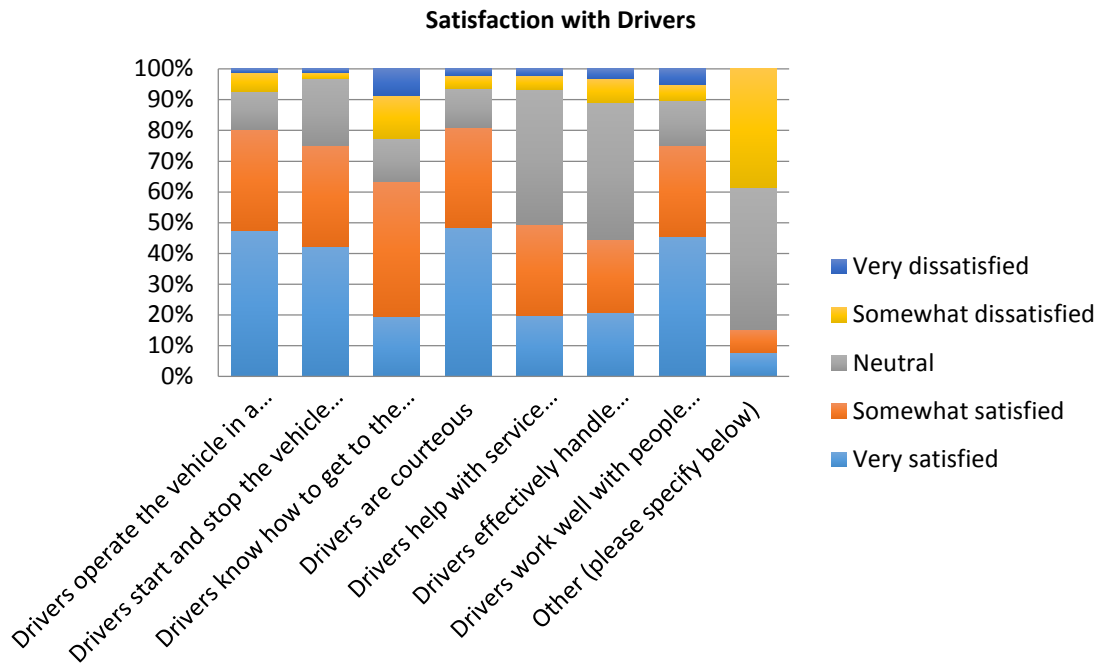
- 89% are very or somewhat satisfied with the ease of getting on/off Access vans
- 80% are very or somewhat satisfied with the inside cleanliness of Access vans

Top 2 areas of dissatisfaction:

- 33% are very or somewhat dissatisfied with “Other (please specify)”
- 10% are very or somewhat dissatisfied with comfort while riding in an Access van

“Other (please specify)” comment themes in order of number of times mentioned

- Need for more frequent cleaning inside the vehicles
- Bumpy or uncomfortable rides
- Loud noise or rattling sounds on board the vans



**Top 2 areas of satisfaction:**

- 81% are very or somewhat satisfied with driver courtesy
- 80% are very or somewhat satisfied with drivers operating the vehicles in a safe and competent manner

**Top 2 areas of dissatisfaction:**

- 38% are very or somewhat dissatisfied with “Other (please specify)”
- 23% are very or somewhat dissatisfied with drivers knowing how to get to destinations

**“Other (please specify)” comment themes in order of number of times mentioned**

- Don’t know because I’m not on the van
- Drivers – lack of sensitivity to people with disabilities, disrespectful to customers, not understanding specific customer needs
- Drivers not knowing how to get to the destination
- Some drivers are great, others are horrible





**Top 2 areas of satisfaction:**

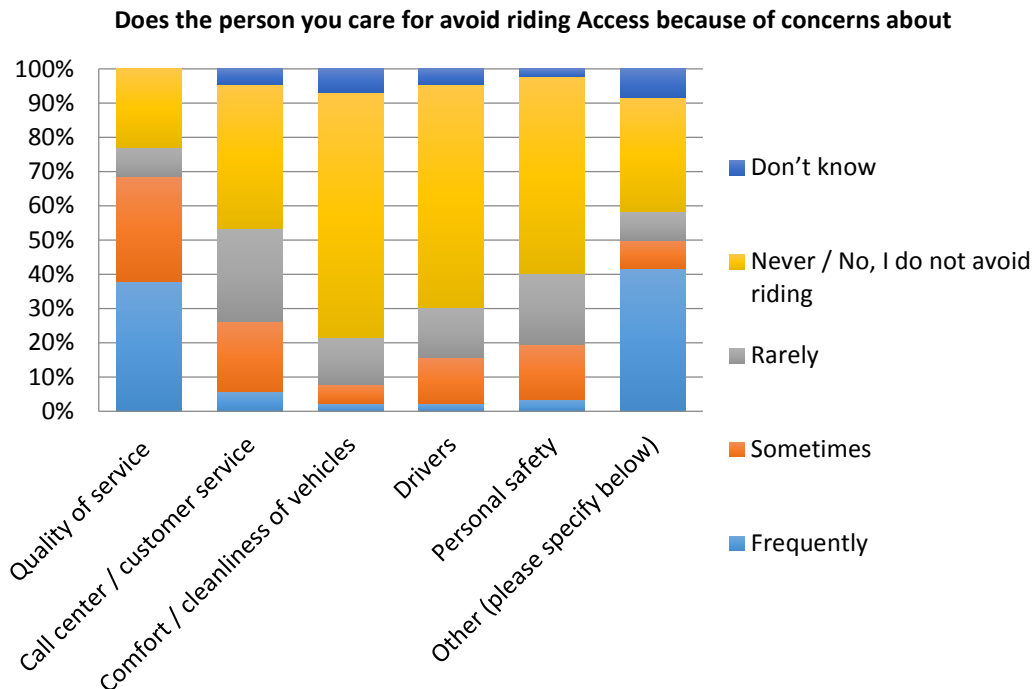
- 81% are very or somewhat satisfied with driver assistance escorting the person they care for to/from the vehicle
- 74% are very or somewhat satisfied with how safe the person they care for feels around other passengers

**Top 2 areas of dissatisfaction:**

- 50% are very or somewhat dissatisfied with “Other (please specify)”
- 19% are very or somewhat dissatisfied with how safe the person you care for feels while waiting for a vehicle

**“Other (please specify)” comment themes in order of number of times mentioned**

- Concerns about customers who are hand-to-hand
- Having to transfer or wait in unsafe locations
- Be more reliable in calling if the pick up will be late



#### What does Access do well and should keep doing?

- Keep providing this much-needed service. As several people put it, “We wouldn’t know where we’d be without it.”
- Keep friendly, courteous, competent, and patient drivers
- Communication about where the van/client is – when the van is arriving, where the client is, and letting caregivers know if there is an incident on the bus
- The Call Center
- Door-to-door, curb-to-curb services
- Providing the coverage Access has in King County – getting people where they need to go
- Being on time
- Being affordable
- Not much – system needs an overhaul
- Standing rides
- Ease of scheduling
- Clean vehicles
- Providing direct routes, not being on the van for a long time
- Allowing caregiver to come along, for free
- Treating customers with respect

### **What does Access not do so well and should be changed? / Ideas for improvement**

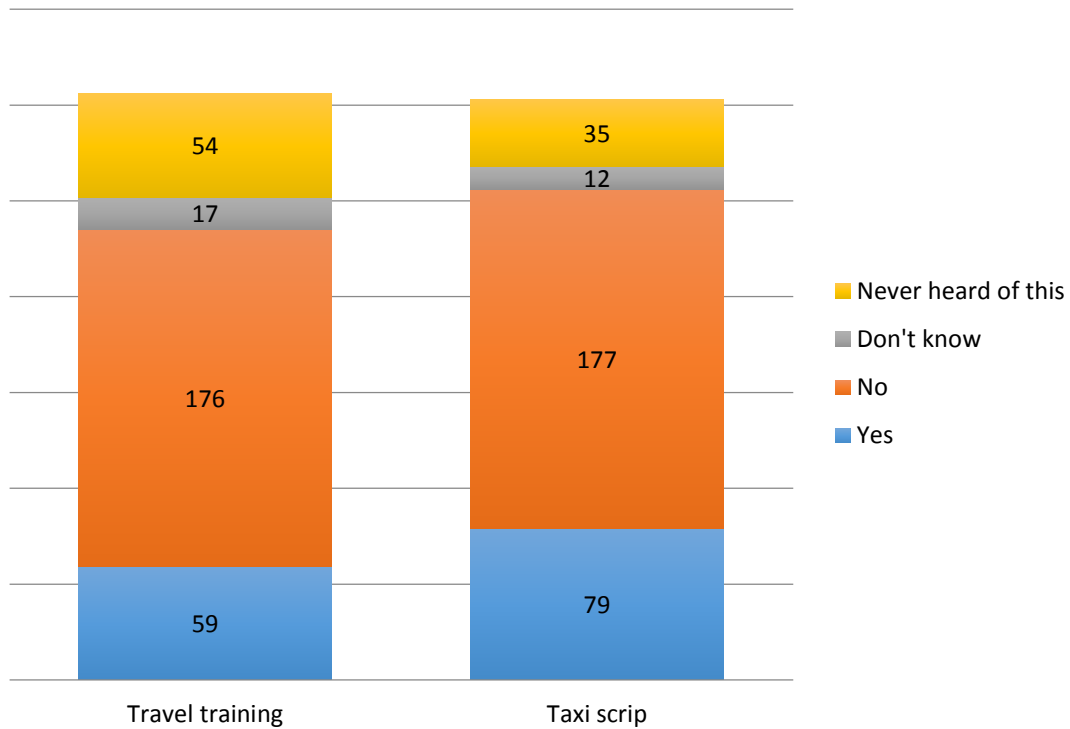
- Improve on-time performance – concerns about being too early or too late, waiting a long time for pick up, and the service being too unreliable for getting to/from time sensitive activities like medical appointments and work
- Need to coordinate the routing of trips better – drivers need different GPS technology, training in how to read maps; better scheduling
- Concerns about being too long in the vans/trips taking too long – need to allow riders to eat/drink and use restroom if needed when on the van for over an hour
- Create an online reservation system – be able to make reservations, change trips, check on the status of a trip, and make a complaint/commendation at any time of day and not have to call during business hours; concerns about calls taking a long time
- Allow for more scheduling flexibility – smaller windows (e.g. 15 minutes); being able to make reservations more in advance; and same-day reservations
- Provide more payment options – ORCA readers on board; ability to pay with RRFP
- Provide more training to drivers in working sensitively with people with disabilities
- Improve serving customers with more personalized care – e.g. paying attention to the notes in someone's record about where to pick up them at a location
- Provide more options for letting customers know about arrival time of the van or if another mode is being used – e.g. texting, bring back the automated phone system
- Concerns about transfers between vans and long wait times
- Provide customers with options – e.g. use of Uber instead of Access
- Concern about lack of fairness – if a rider is late, there are penalties; if Access is late, no one is accountable
- Cost is too expensive

### **What we heard from customers and caregivers about programs, fares, and reservations**

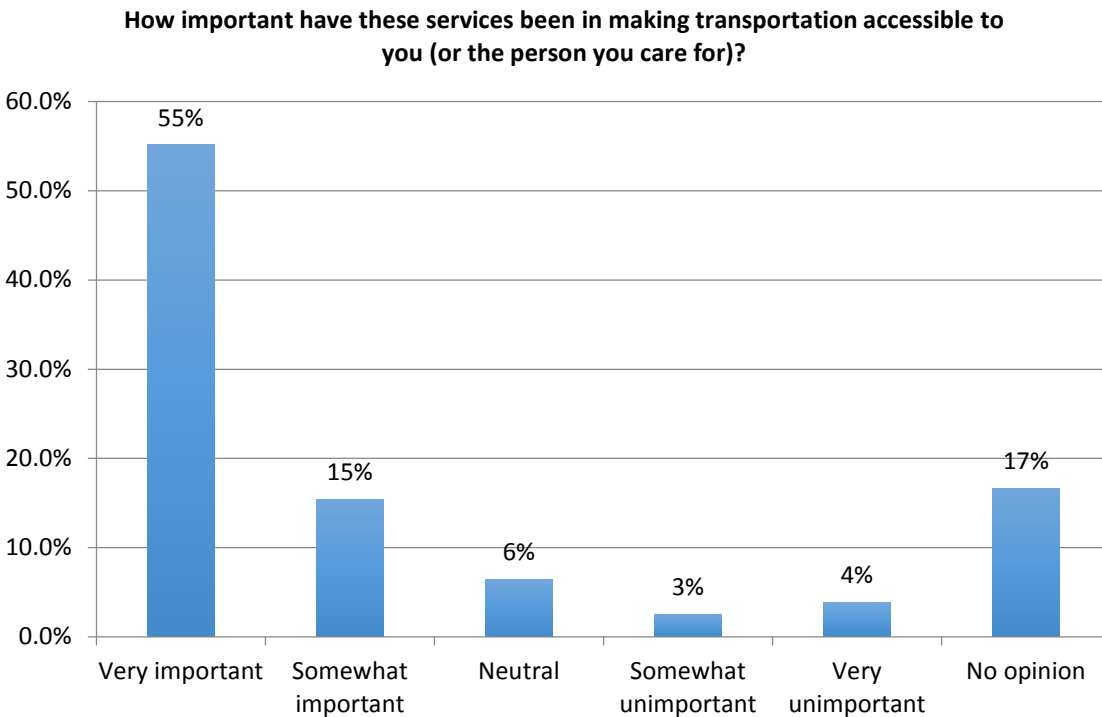
#### **Taxi Scrip and Travel Training**

We asked about customers' use of Metro's Travel Training and Taxi Scrip programs.

**Have you (or the person you care for) ever used these other Metro services for people with disabilities?**



If responders answered “yes,” we asked how important these services have been in making transportation accessible to the responder.



We asked if responders if they had anything they'd like to tell us about these services. Of the more than sixty comments, a majority focused on the Taxi Scrip program. Commenters said being able to use taxi service for certain trips or when Access is unreliable is a great help. There are concerns about still not being able to afford taxi service even with the use of taxi scrip; not qualifying because they don't meet the income requirement, but thinking they should; administration of the program; and being refused service when using taxi scrip either because drivers prioritize cash paying customers or because the vehicle that arrives is not accessible. People who had not heard of these programs expressed desire to learn more.

### Fare payment

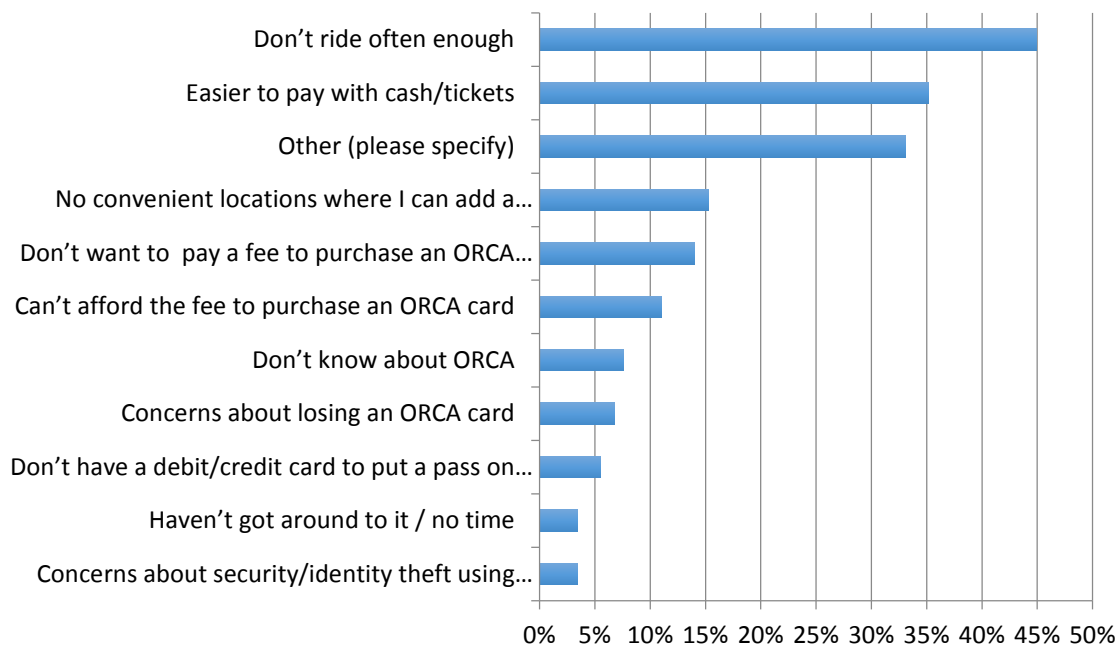
We asked about how customers pay their fares, barriers to using ORCA, how satisfied they are with fare payment, and how fare payment could be improved.

How do you (or the person you care for) usually pay your Access fare?		
Answer Options	Response Percent	Response Count
Cash	67.5%	216
Access pass on ORCA card	16.6%	53
A Regional Reduced Fare Permit (RRFP) ORCA card	6.9%	22
A U-Pass	0.0%	0
School district card or pass from school	0.3%	1
Other (please specify):	8.8%	28

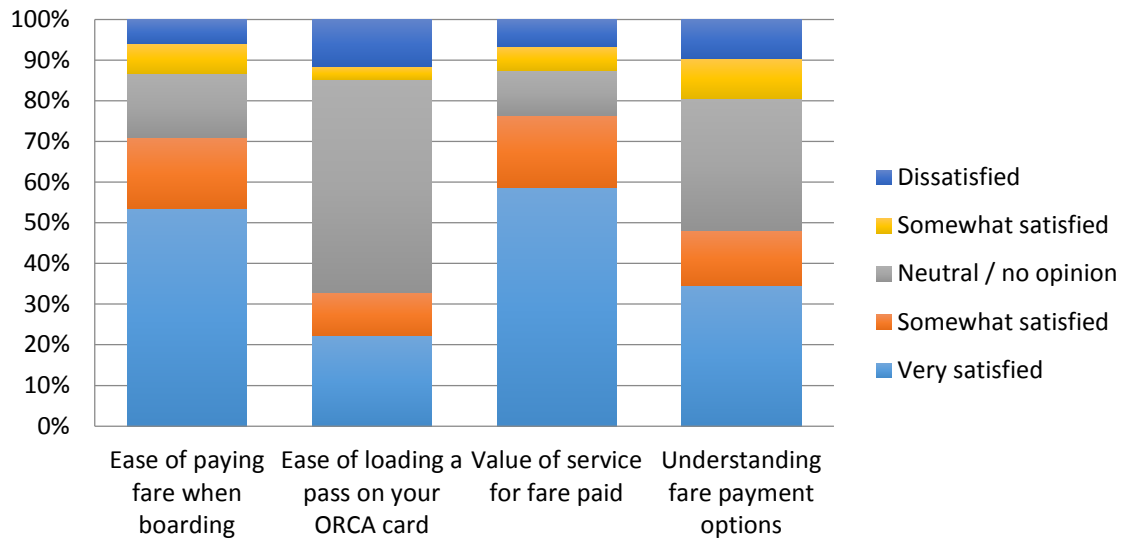
For those who checked “Other (please specify),” comments can be categorized into the following themes:

- The Access monthly pass is too expensive
- Concerns about privacy
- Vans do not have ORCA readers
- Confusion about what would be most cost-effective and/or which product is the best fit
- Some indicate their disability creates a barrier for them to use ORCA

**If you (or the person you care for) pay with cash instead of putting the fare on an ORCA card, tell us why: (check all that apply)**



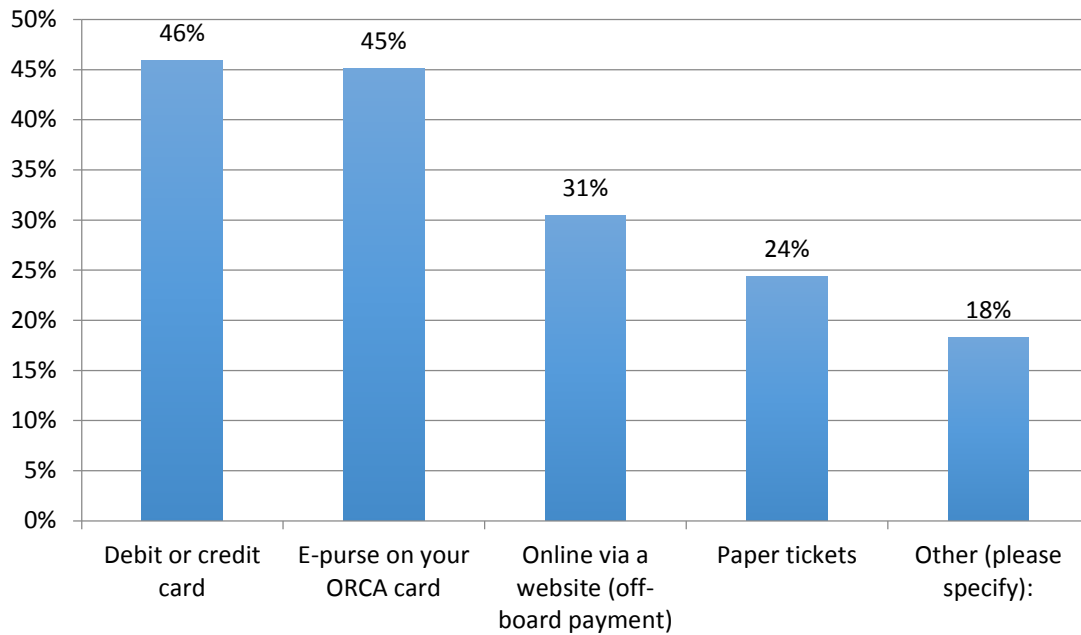
**How satisfied are you (or the person you care for) with the following aspects of paying your fare?**



**Would you (or the person you care for) be interested in paying your fare in any of the following ways? (check all that apply)**

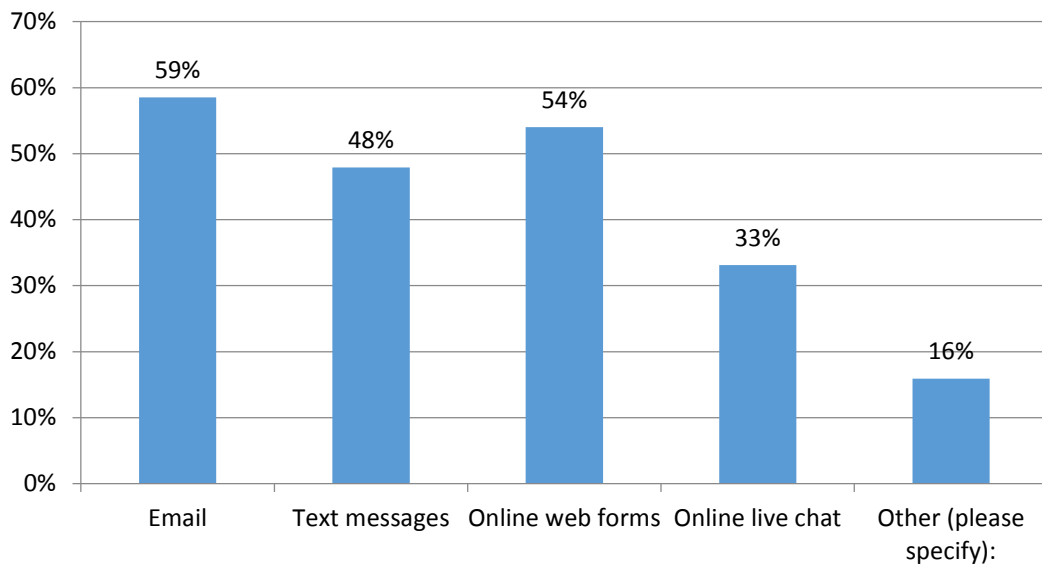
Answer Options	Response Percent	Response Count
Debit or credit card	45.9%	113
E-purse on your ORCA card	45.1%	111
Online via a website (off-board payment)	30.5%	75
Paper tickets	24.4%	60
Other (please specify):	18.3%	45
<b>answered question</b>		<b>246</b>
<b>skipped question</b>		<b>346</b>

**Would you (or the person you care for) be interested in paying your fare in any of the following ways? (check all that apply)**



## Reservations

**Right now you can plan Access trips by phone. What other forms of communication would you be interested in?**



Responders who selected “Other (please specify)” shared the following thoughts:

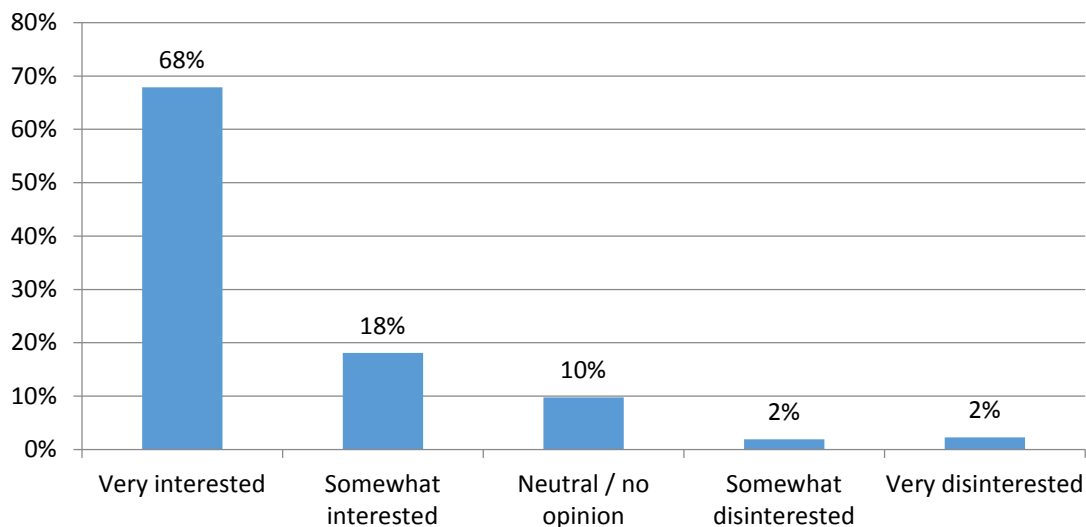


- Smartphone App
- Preference for phone
- Desire for an online system and/or app that would also track trips, their status, and allow for changes to reservations

**Currently, Access trips must be reserved before 5 p.m. the day before the trip is needed. How interested would you be in making same-day reservations?**

Answer Options	Response Percent	Response Count
Very interested	67.9%	292
Somewhat interested	18.1%	78
Neutral / no opinion	9.8%	42
Somewhat disinterested	1.9%	8
Very disinterested	2.3%	10
<b>answered question</b>		<b>430</b>
<b>skipped question</b>		<b>171</b>

**Currently, Access trips must be reserved before 5 p.m. the day before the trip is needed. How interested would you be in making same-day reservations?**

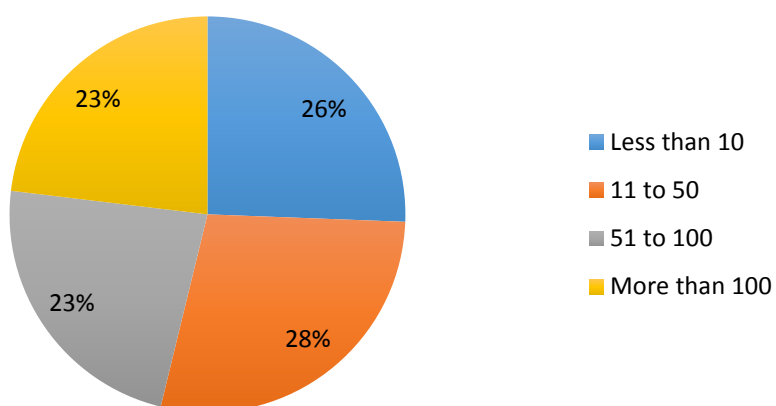


## What we heard from employees of organizations that have regular contact with Access

We heard from forty nine employees who work for organizations that have regular contact with Access on behalf of their clients. We asked respondents to share some basic information about their organization and how many people they serve.

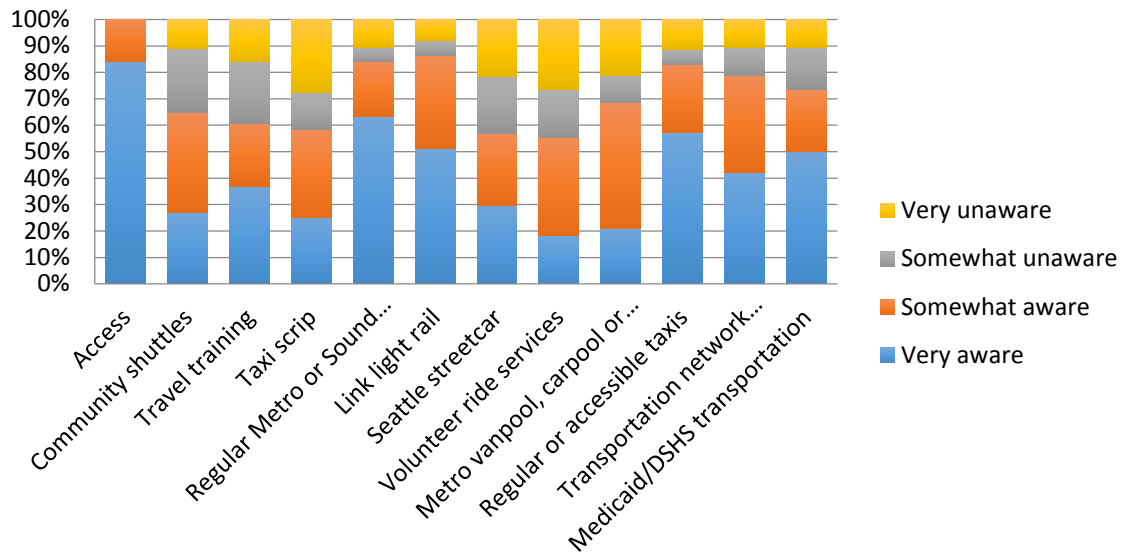
How many people with disabilities do you serve each day?		
Answer Options	Response Percent	Response Count
Less than 10	26%	10
11 to 50	28%	11
51 to 100	23%	9
More than 100	23%	9
<b>answered question</b>		<b>39</b>
<b>skipped question</b>		<b>553</b>

How many people with disabilities do you serve each day?



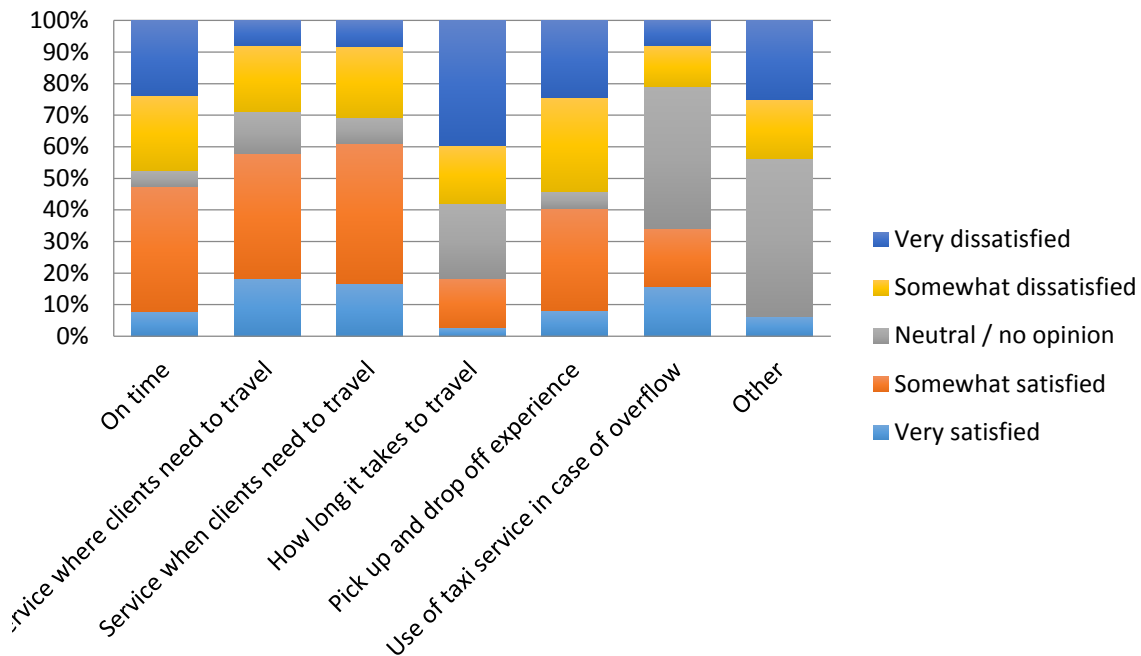
We asked employee respondents how aware they are of the following services:

**How aware are you of the following transportation services for people with disabilities?**



Then, we asked employee respondents about their satisfaction with aspects of Access Transportation: **Service Quality, Call center / customer service, Comfort / cleanliness of vehicles, Drivers, and Personal Safety.**

**Organization Satisfaction with Service Quality**



#### Top 2 areas of satisfaction:

- 61% are very or somewhat satisfied with service when clients need to travel
- 57% are very or somewhat satisfied with service where clients need to travel

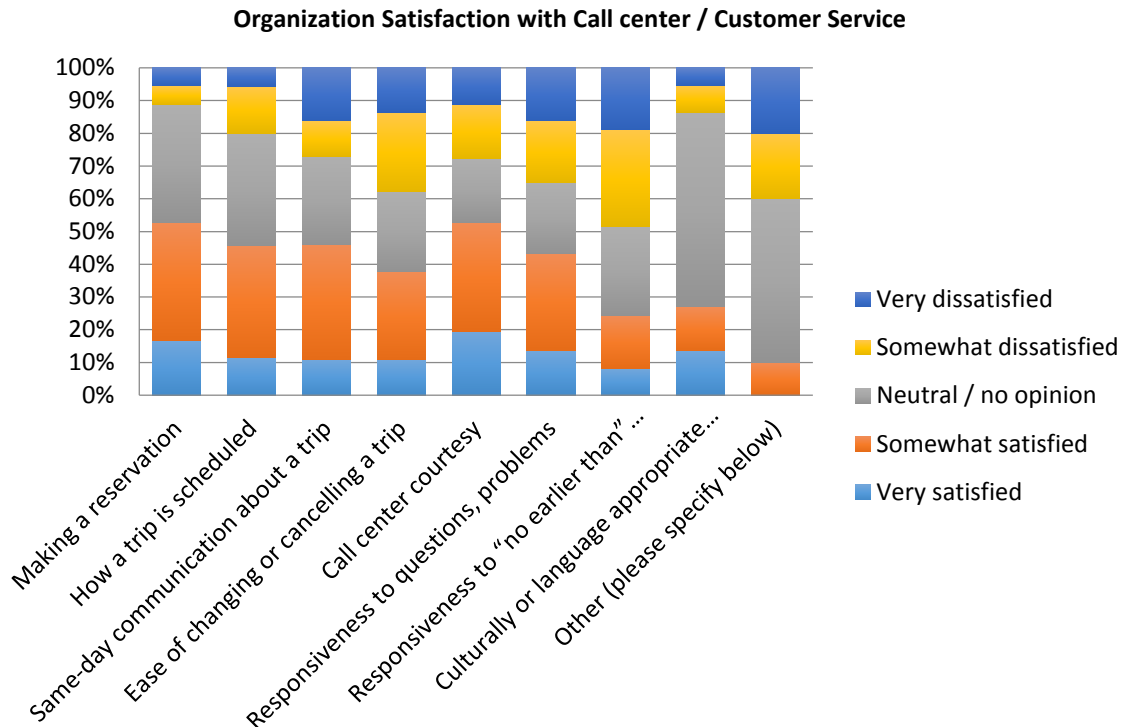
#### Top 2 areas of dissatisfaction

- 57% are very or somewhat dissatisfied with how long it takes to travel
- 53% are very or somewhat dissatisfied with the pick up and drop off experience

Responders with either satisfied or dissatisfied with Access' on time performance with 47% being very or somewhat satisfied and 48% being very or somewhat dissatisfied.

For those who checked "Other (please specify)," comments can be categorized into the following themes:

- Clients being too long on the vehicles
- Clients not arriving on time or having to wait a long time for pick up
- Client difficulties with overflow trips – taking too long, being refused service because they use a guide dog
- Price of a monthly pass exceeds personal needs allowance



#### Top 2 areas of satisfaction:

- 53% are very or somewhat satisfied with making a reservation
- 52% are very or somewhat satisfied with call center courtesy

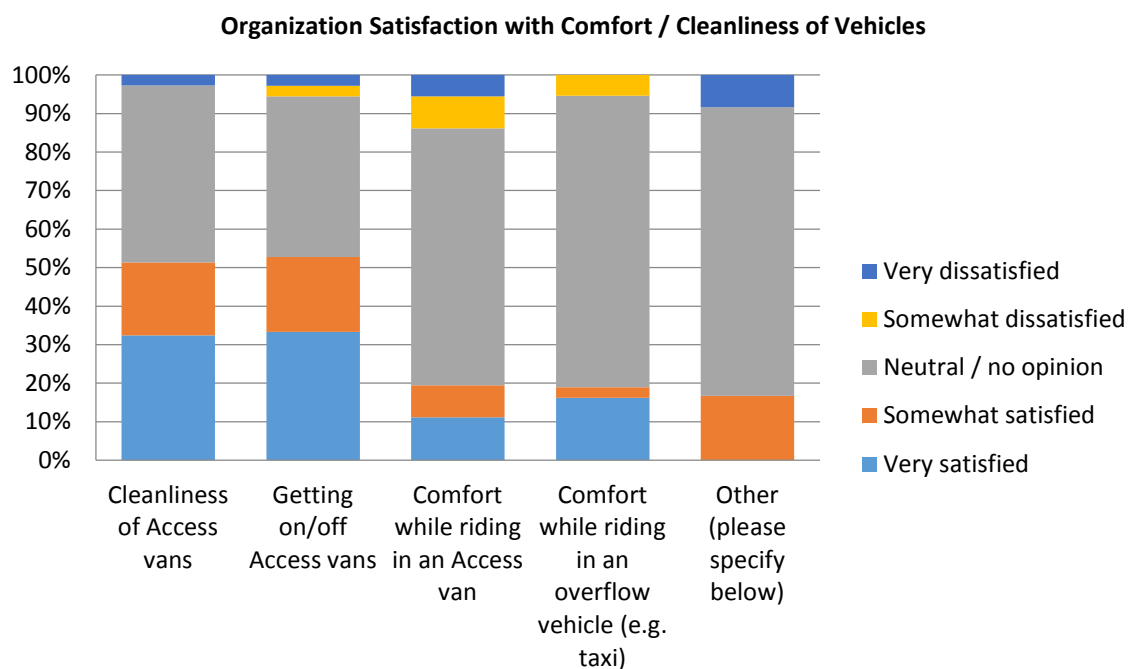
#### Top 2 areas of dissatisfaction:

- 49% are very or somewhat dissatisfied with responsiveness to organization's needs regarding "no earlier than" and "no later than" appointments
- 40% are very or somewhat dissatisfied with other (please specify)

Of note, each aspect of the call center/customer service for which we asked employees to rate their satisfaction had a fair number of "neutral/no opinion" responses. This is indicative of the fact that organizations with regular contact with Access are not making reservations or changes to trips on behalf of their clients.

For those who checked "Other (please specify)," comments can be categorized into the following themes:

- Difficulty with same-day communication with clients and organizations
- Lack of flexibility of the system to respond to changing needs of clients
- Disconnect between schedulers, dispatch, and the call center
- Not taking responsibility for mistakes – blaming others within the system when there is a problem
- Hearing complaints from clients about poor customer service



Of note, there are no clear aspects of vehicle comfort or cleanliness that rise to the top for responders – with a near majority in all aspects selecting “neutral/no opinion.” The few answers that were written in refer to second hand reports of clients being on the van for too long and not having wheelchairs secured properly.



**Top 2 areas of satisfaction:**

- 61% are very or somewhat satisfied with driver respectfulness while on their organization’s premises
- 52% are very or somewhat satisfied with driver familiarity with their organization’s protocols for pick up and drop off of customers

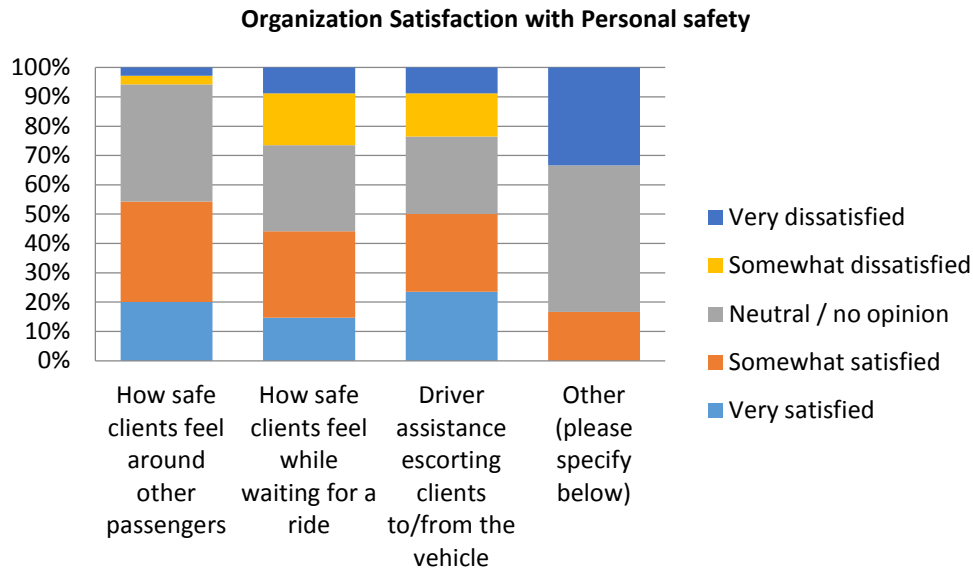
**Top 2 areas of dissatisfaction:**

- 55% are very or somewhat dissatisfied with “other (please specify)”
- 39% are very or somewhat dissatisfied with drivers’ ability to work well with people with disabilities

For those who checked “Other (please specify),” comments can be categorized into the following themes:

- Driver rudeness – rushing clients, acting or speaking inappropriately with clients

- Being late for pick up and unapologetic – especially difficult for employers and stressful for clients
- Lack of knowledge about clients – either not providing hand-to-hand service when it’s what the client has or lack of sensitivity to clients’ special needs



**Top 2 areas of satisfaction:**

- 54% are very or somewhat satisfied with how safe clients feel around other passengers
- 51% are very or somewhat satisfied with driver assistance escorting clients to/from the vehicle

**Top 2 areas of dissatisfaction:**

- 33% are very or somewhat dissatisfied with “other (please specify)”
- 27% how safe clients feel while waiting for a ride

For those who checked “Other (please specify),” comments can be categorized into the following themes:

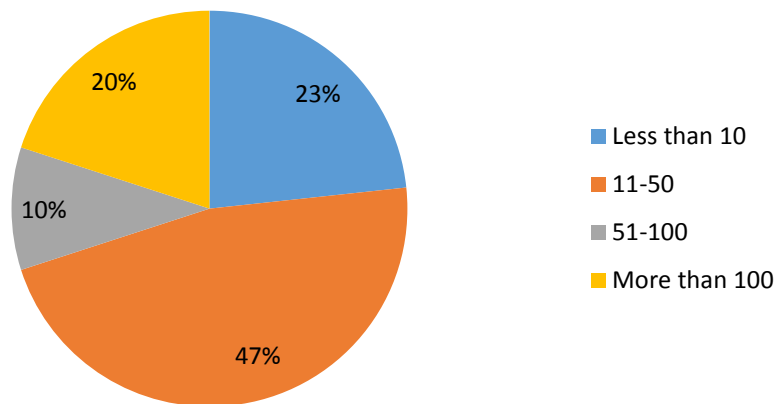
- Leaving clients at drop off without making sure they know where they are going or in unsafe locations
- Waiting for pick ups with clients

## What we heard from employees of organizations who work seniors and/or people with disabilities

We heard from forty nine employees who work for organizations that work with or advocate on behalf of people who are senior or have disabilities. We asked respondents to share some basic information about their organization and how many people they serve.

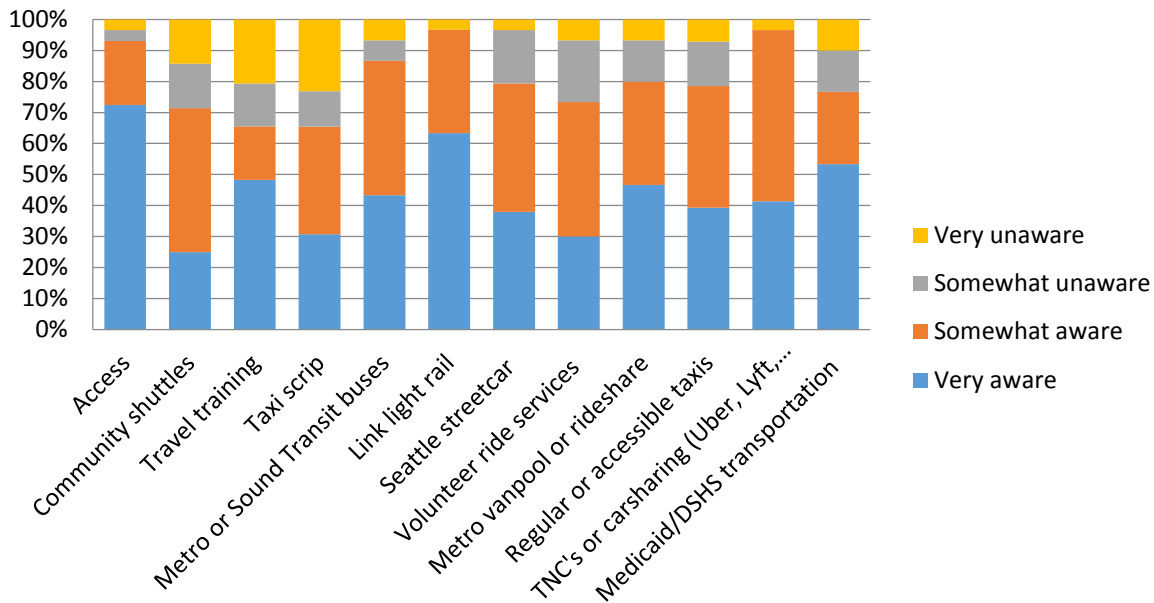
How many people with disabilities do you serve each day?		
Answer Options	Response Percent	Response Count
Less than 10	23%	7
11-50	47%	14
51-100	10%	3
More than 100	20%	6
<i>answered question</i>		<b>30</b>
<i>skipped question</i>		<b>562</b>

How many people with disabilities do you serve each day?





**How aware are you of the following transportation services for people with disabilities?**

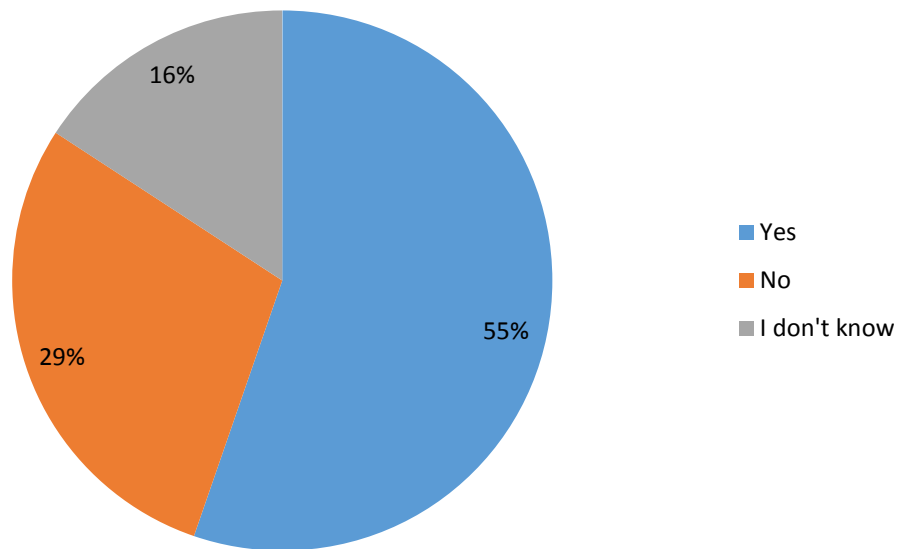


## What we heard about relationships with organizations

We asked all employees – whether they work for an organization with regular contact with Access or not – about their opinions on how Access and organizations can work together to meet the needs of seniors and/or people with disabilities.

Does your organization or program currently work with Metro in any way?		
Answer Options	Response Percent	Response Count
Yes	55.3%	39
No	28.9%	19
I don't know	15.8%	10
<b>answered question</b>		<b>38</b>
<b>skipped question</b>		<b>554</b>

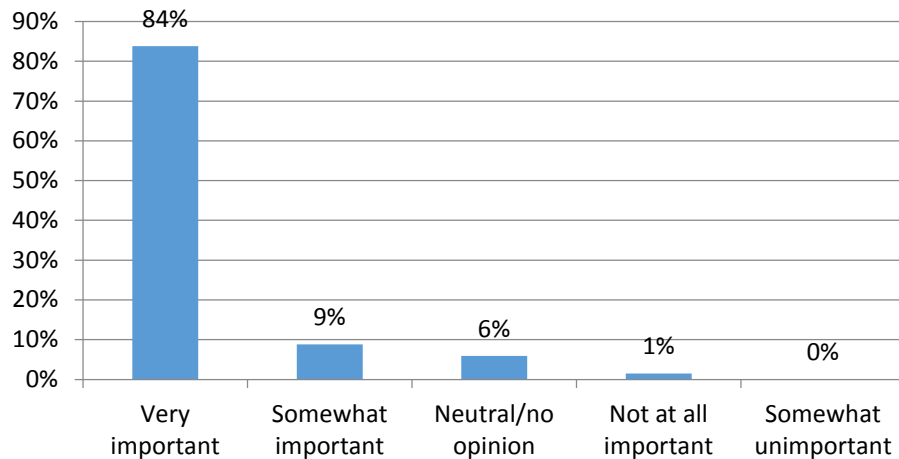
**Does your organization or program currently work with Metro in any way?**



If the employee answered “yes,” we asked the respondent to indicate how their organization currently works with Metro. Here is a summary of the responses:

- Access is the primary transportation for clients served
- Provide clients with training, referrals, or other assistance to use Metro, Access, or other forms of transportation
- Use Metro’s travel training program
- Hire employees who use Access to get to work
- Host ORCA To Go outreach on site
- Provide a Metro comfort station
- Contractor provider of service – DART or other
- Provide passes for clients to use Metro

**In your opinion, how important are relationships between Metro and community-based organizations serving people with disabilities**



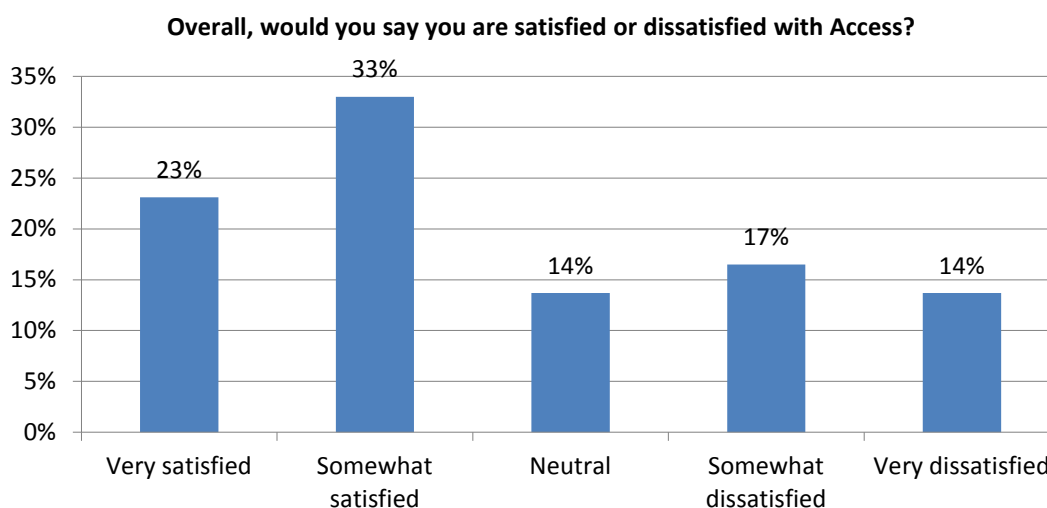
**Ideas for improving public transportation for people with disabilities**

- Provide more options, access – more buses, vans, Hyde Shuttle service, and new providers at more times of day and more places throughout the county; more flexible options with use of taxis or transportation network companies (Uber, Lyft); improve access to fixed route (e.g. more disabled parking spots at transit centers, easier transfers between east-west and north-south bus services – make sure these options are affordable (or free) and serve those “off the beaten path”
- Improve on-time performance of Access, make the service more reliable – so people aren’t waiting a long time and can use Access for time-sensitive activities like medical appointments
- Decrease the amount of time passengers are spending on a ride; improve routing of the service (e.g. “upgrade the software system so people have access to faster more predictable ride”)
- Provide better training to drivers and call center representatives in how to work with people with disabilities
- Provide more flexibility and understanding for families and customers
- Improve the vehicles – add padding, use of AC
- Offer online reservation system

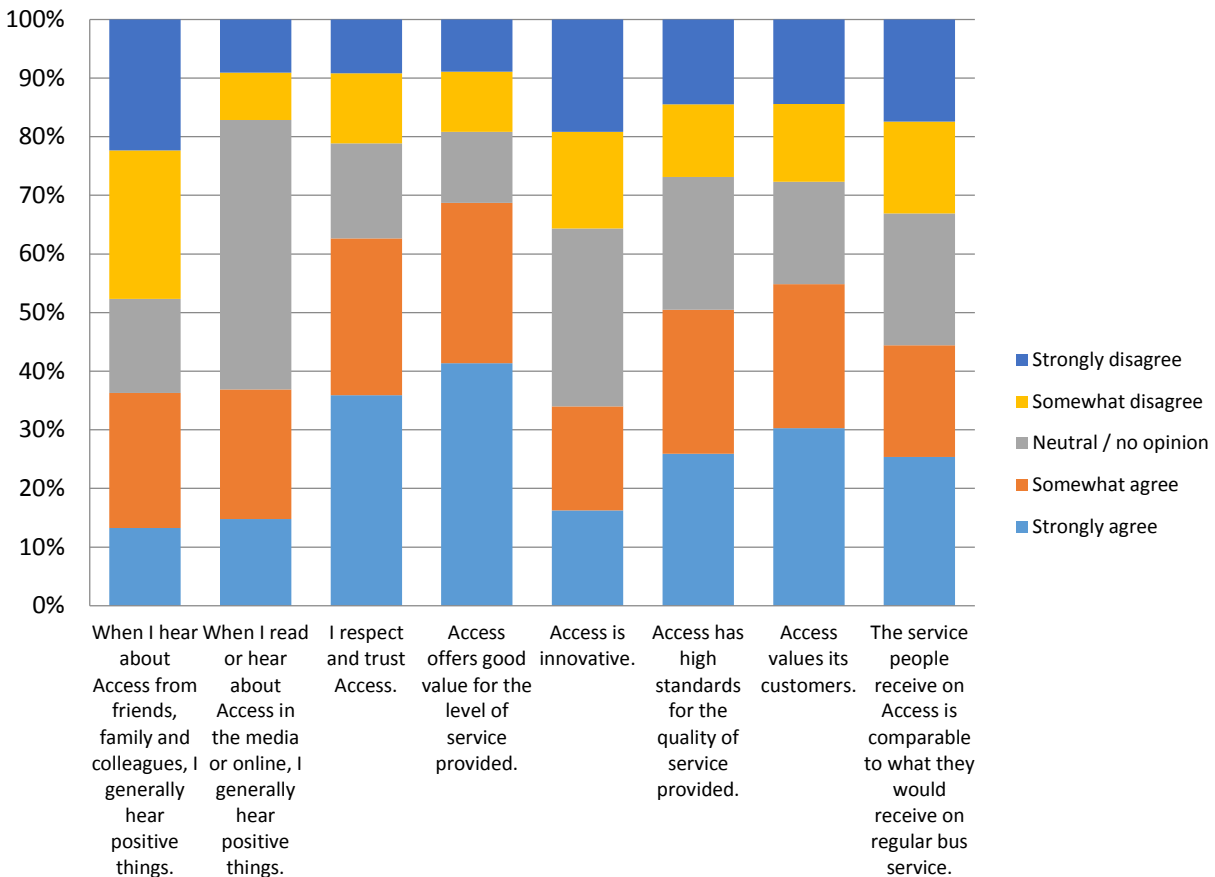
**What we heard about people’s overall impressions of Access**

We asked all survey responders, regardless of how they identified themselves, a series of questions about their overall impressions of Access.

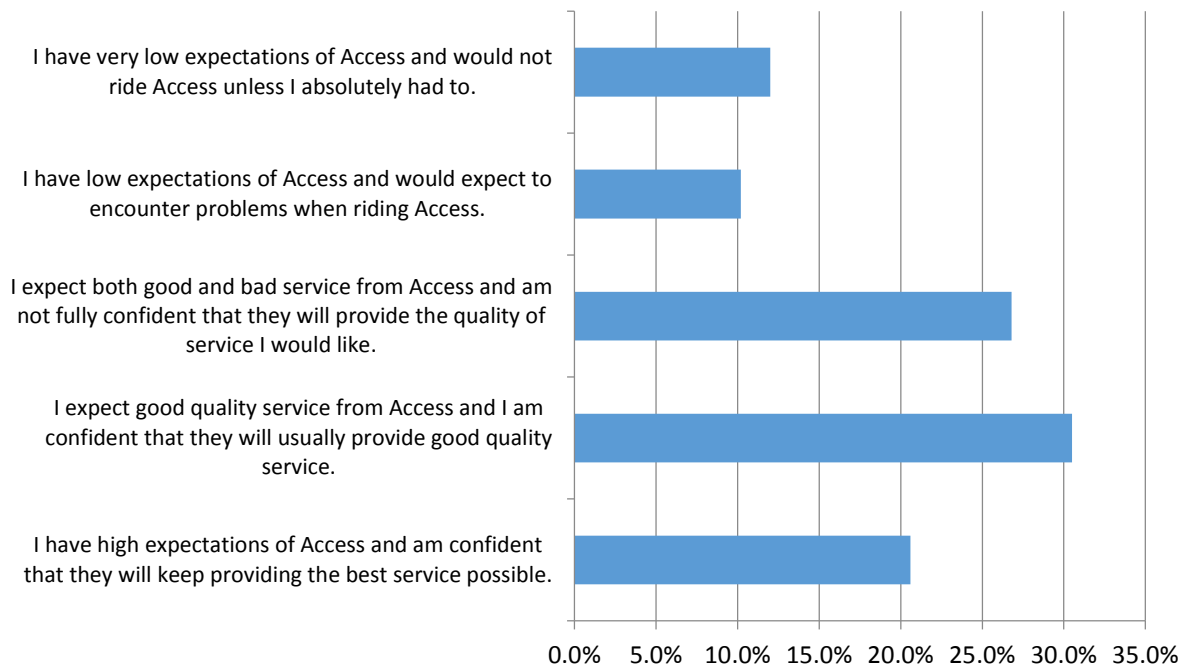
Overall, would you say you are satisfied or dissatisfied with Access?		
Answer Options	Response Percent	Response Count
Very satisfied	23.1%	101
Somewhat satisfied	33.0%	144
Neutral	13.7%	60
Somewhat dissatisfied	16.5%	72
Very dissatisfied	13.7%	60
<b>answered question</b>		<b>437</b>
<b>skipped question</b>		<b>155</b>



Based on anything you have seen, heard, or experienced, tell us if you agree or disagree with the following statements.



Based on anything you have seen, heard, or experienced, which of the following statements best describes how you feel about Access:



**Q62 If you could describe Access in one word, how would you describe it?**

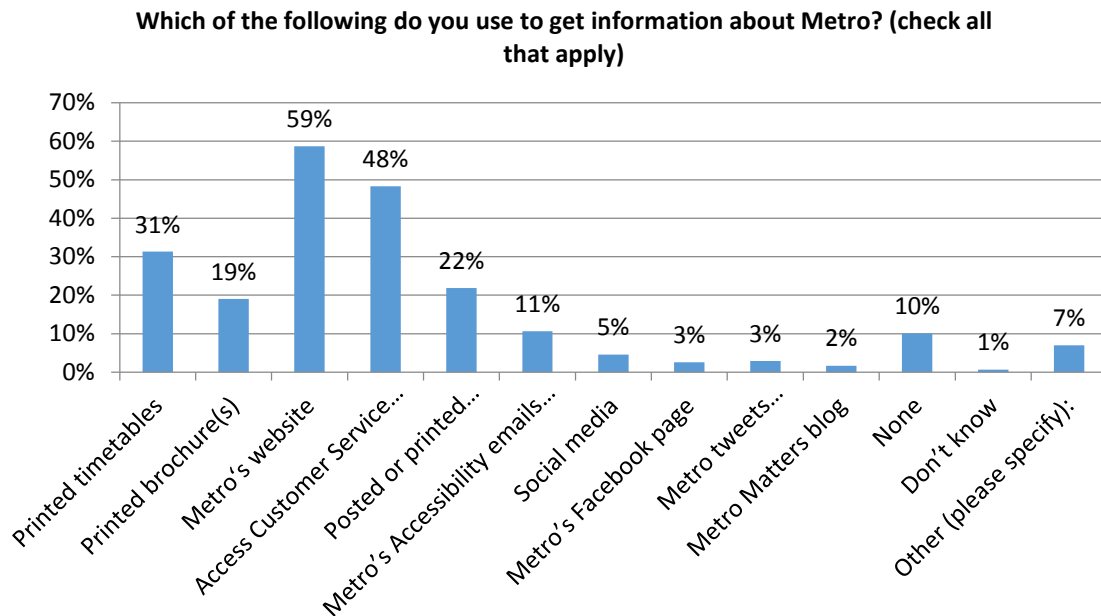
Answered: 365 Skipped: 229

Horrible Necessity Access Option Essential Inadequate  
 Wonderful Useful Needed Slow  
 Convenient Late Necessary  
 Blessing Unreliable Lifesaver  
 Frustrating Transportation Inconsistent  
 Important Service Adequate Dependable Valuable  
 Excellent Reliable Terrible

## What we heard about how to keep in touch

We asked all survey responders about how they currently get information about Metro and disability issues, how satisfied they are with their ability to get information about Access, and how they'd like to get this information from us in the future.

Which of the following do you use to get information about Metro? (check all that apply)		
Answer Options	Response Percent	Response Count
Printed timetables	31.3%	130
Printed brochure(s)	19.0%	79
Metro's website	58.7%	244
Access Customer Service Call Center	48.3%	201
Posted or printed information at stops	21.9%	91
Metro's Accessibility emails or text alerts	10.6%	44
Social media	4.6%	19
Metro's Facebook page	2.6%	11
Metro tweets (@KCMetroBus) / Twitter	2.9%	12
Metro Matters blog	1.7%	7
None	10.1%	42
Don't know	0.7%	3
Other (please specify):	7.0%	29
<b>answered question</b>		<b>416</b>
<b>skipped question</b>		<b>176</b>

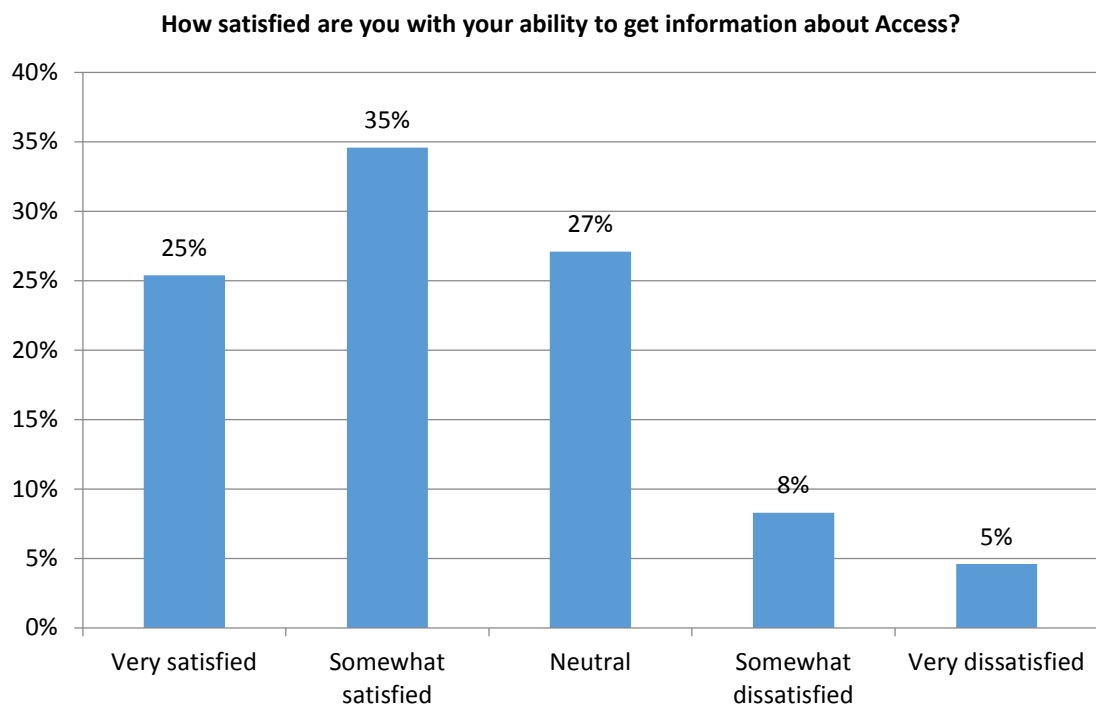


Responders who marked "Other (please specify)" shared the following:

- By mail on important issues

- By calling on the phone
- Relying on friends or family
- Through Facebook friends who are operators or connected to Metro in some other way

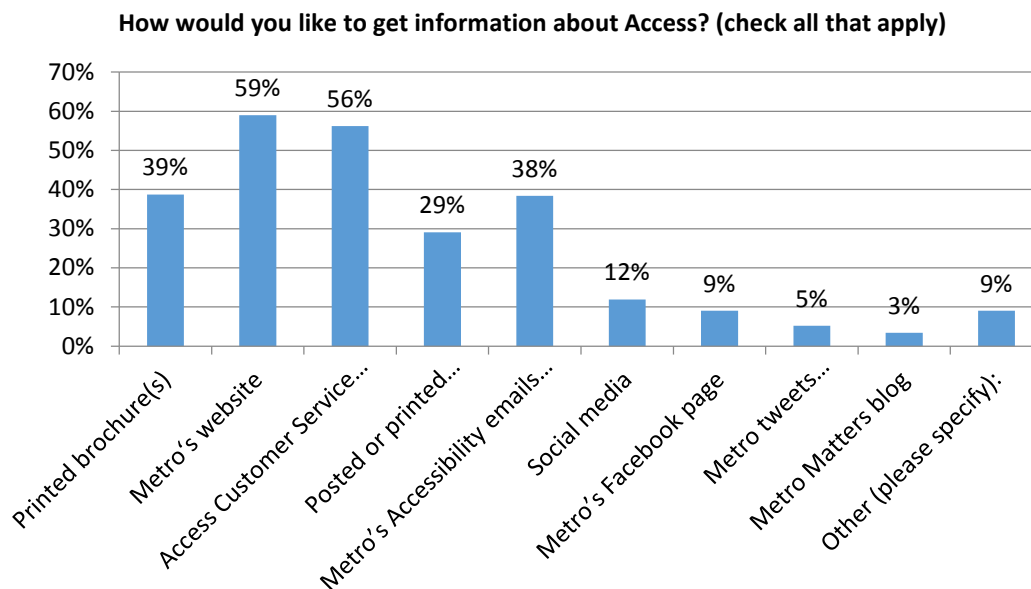
How satisfied are you with your ability to get information about Access?		
Answer Options	Response Percent	Response Count
Very satisfied	25.4%	104
Somewhat satisfied	34.6%	142
Neutral	27.1%	111
Somewhat dissatisfied	8.3%	34
Very dissatisfied	4.6%	19
<b>answered question</b>		<b>410</b>
<b>skipped question</b>		<b>182</b>



How would you like to get information about Access? (check all that apply)		
Answer Options	Response Percent	Response Count
Printed brochure(s)	38.7%	150
Metro's website	59.0%	229
Access Customer Service Call Center	56.2%	218
Posted or printed information at stops or on board Access vehicles	29.1%	113
Metro's Accessibility emails or text alerts	38.4%	149
Social media	11.9%	46



Metro's Facebook page	9.0%	35
Metro tweets (@KCMetroBus) / Twitter	5.2%	20
Metro Matters blog	3.4%	13
Other (please specify):	9.0%	35
<b>answered question</b>		<b>388</b>
<b>skipped question</b>		<b>204</b>



Responders who marked "Other (please specify)" shared:

- By mail
- The call center
- Good to learn about all the options listed in the question – will start using those resources now

We asked the twenty-five percent of responders who indicated they are involved in an organization that gives them information about transportation and accessibility which organizations they are involved with:

- King County Chapter for the Blind
- Alliance of People with Disabilities
- Hopelink
- American Association of People with Disabilities
- Association of People Supporting Employment First
- Disabled World
- The Northwest Women's Wheelers Network
- West Seattle Senior Center
- AtWork!
- Elder and Adult Day Services
- Provail
- CIEP
- Parks and Recreation programs – Seattle, Kent, Burien
- Down Syndrome Community
- The Arc
- Highline College ACHIEVE program
- King County Parent Coalition
- Full Life Care
- SKCAC Industries
- Sound Generations
- Alzheimers Association
- Group Health Senior Caucus

- YASS
- Bellevue's Highland Center
- Northwest Art's Center
- Bothell Senior Center
- Vantage Point Apartments – King County Housing
- Northshore Wranglers special recreation program
- Transit Riders Union
- Department of Services for the Blind
- Lighthouse for the Blind
- Providence ElderPlace
- North King County Mobility Coalition
- Seattle Brain Works
- Harborview Medical Center
- Autism Society
- Washington State Division of Vocational Rehabilitation
- Crisis Clinic
- Vashon Senior Center
- Seeds
- Sound Mental Health
- Washington Council of the Blind
- American Council of the Blind
- MS support groups, other MS organizations
- Open Doors for Multicultural Families
- Wash-CAP
- HLA-WA
- Rosehedge
- NW AIDS

We'll make sure these groups are included in our next round of outreach.

In addition to newsletters from or listservs of the organizations mentioned above, the seventeen percent of survey responders who subscribe to publications such as newsletters, magazines, email newsletters or listservs that give them information about accessibility topics also named the following:

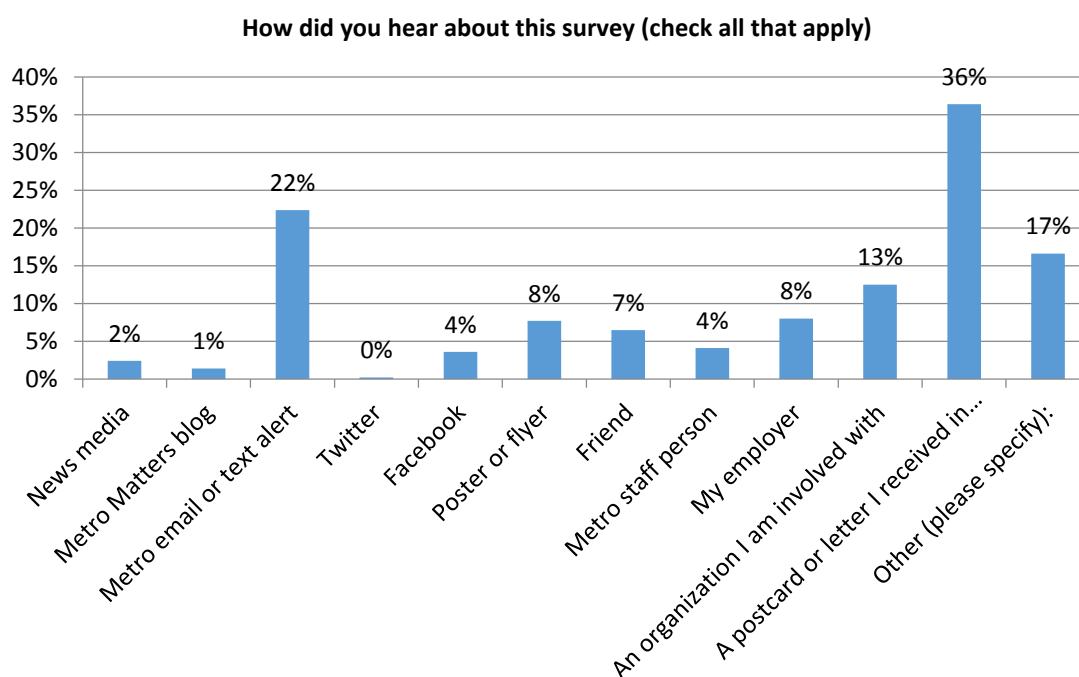
- Neurology Now
- New Mobility
- AARP
- Disabled American Veterans magazine
- The Mighty - online newsletter
- JAN: Job Accommodation Network: <http://askjan.org/>
- US Dept. of Labor – Office of Disability Employment Policy (ODEP): <https://www.dol.gov/odep/>
- PEAT: Partnership on Employment & Accessible Technology: <http://www.peatworks.org/>
- American Diabetes Association
- NEST newsletter
- Disability Rights of Washington

## What we heard about our outreach process

We asked responders about the outreach process itself so we can track how well our outreach meets its goals of being inclusive, welcoming, informative, and meaningful to those who participate. We use this feedback to shape future phases of outreach (e.g. see what's working, what isn't, and how we can improve) and measure our public engagement performance over time.

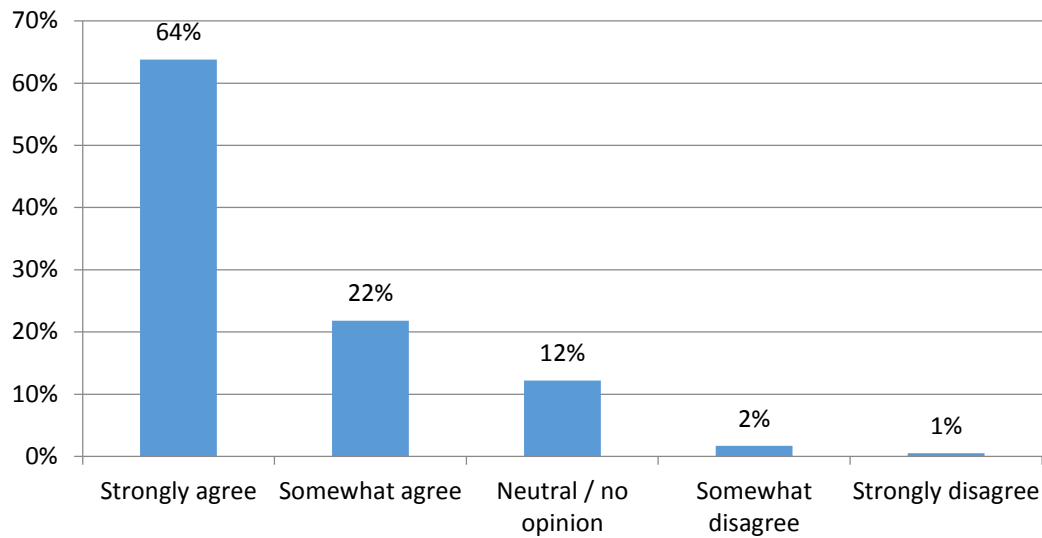
How did you hear about this survey (check all that apply)		
Answer Options	Response Percent	Response Count

News media	2.4%	10
Metro Matters blog	1.4%	6
Metro email or text alert	22.4%	93
Twitter	0.2%	1
Facebook	3.6%	15
Poster or flyer	7.7%	32
Friend	6.5%	27
Metro staff person	4.1%	17
My employer	8.0%	33
An organization I am involved with	12.5%	52
A postcard or letter I received in the mail	36.4%	151
Other (please specify):	16.6%	69
<b>answered question</b>		<b>415</b>
<b>skipped question</b>		<b>177</b>



The notice to learn more and share your thoughts was clear and welcoming.		
Answer Options	Response Percent	Response Count
Strongly agree	63.8%	257
Somewhat agree	21.8%	88
Neutral / no opinion	12.2%	49
Somewhat disagree	1.7%	7
Strongly disagree	0.5%	2
<b>answered question</b>		<b>403</b>
<b>skipped question</b>		<b>189</b>

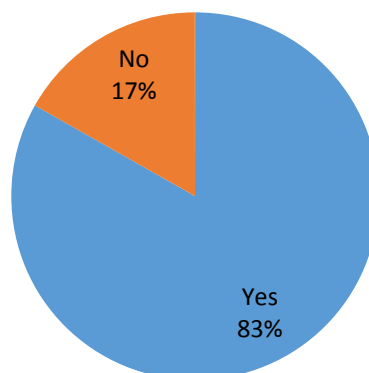
**The notice to learn more and share your thoughts was clear and welcoming**



**Do you feel you were notified in time to provide meaningful feedback in Metro's decision-making process?**

Answer Options	Response Percent	Response Count
Yes	83.2%	317
No	16.8%	64
<b>answered question</b>		<b>381</b>
<b>skipped question</b>		<b>211</b>

**Do you feel you were notified in time to provide meaningful feedback in Metro's decision-making process?**



The following themes summarize the comments responders shared in response to the question, "Anything else you'd like to share about our outreach process?" They are noted in the order of the number of times mentioned.

- Appreciation that we asked for feedback
- Concern about the time provided to give feedback – the postcard arrived late for some and didn't give them much time to respond; we changed the due date for comments and this was helpful, but also confusing
- A strong desire to see change and action – sooner than 2018 would be great, too!

#### Suggestions for change

- Email customers – several Access riders indicated that Access has their email address and wished we'd emailed them directly
- Find more ways to reach people – concerns were expressed about those without online access and reaching out more thoroughly to customers to invite input
- Provide more clarity about who we are looking to receive feedback from – customers only?

These suggestions will be taken into consideration during our next phase of outreach.