

**Orange County Transportation
Authority**



2011 ACCESS Customer Satisfaction Survey Report

**Rea & Parker Research
November, 2011**



Table of Contents

Key Survey Report Findings	ii
Introduction	1
Report Organization and Method of Data Analysis	1
Survey Findings	2
Demographic Statistics/Respondent Characteristics	2
Satisfaction with ACCESS Transportation Services	5
ACCESS Usage Characteristics	12
Use and Satisfaction with Taxicabs for Providing ACCESS Trips	17
Satisfaction with the In-Person Functional Assessments Provided to Determine ACCESS Eligibility	23
Awareness and Use of Fixed Route Service for ACCESS Customers	25
Appendix--Survey Frequencies and Open-Ended Responses	29

Key Report Findings

Satisfaction with ACCESS Transportation Service

- ACCESS customers exhibit a strong level of satisfaction with ACCESS transportation services. Specifically, 88 percent of ACCESS customers are either very satisfied or somewhat satisfied with ACCESS services overall. On a scale of 1 to 5, where 1 represents very satisfied and 5 represents very dissatisfied, the mean satisfaction score is 1.59. These ratings represent significant improvement over the already high satisfaction ratings reported in the 2008 ACCESS survey, where 85 percent were either very satisfied or somewhat satisfied with ACCESS service and the mean rating was 1.73.
- Supporting this high level of satisfaction is the finding that 37 percent of ACCESS customers feel that ACCESS service is better than it was 12 months ago while only 6 percent feel that it has gotten worse. A similar level of satisfaction regarding perceived improvement in ACCESS service was expressed in the 2008 ACCESS survey. Older customers are more inclined to view ACCESS service as having improved during the last 12 months.
- Consistent with their overall satisfaction, ACCESS customers are largely satisfied with individual service characteristics associated with ACCESS transportation service. These mean satisfaction levels range from 1.30 for cleanliness of the bus interior to 1.91 for 30 minute on-time pick-up window. It is noteworthy that the satisfaction level for each characteristic has increased since 2008 and reflects the overall (all service characteristics combined) improvement in satisfaction – from 1.81 in 2008 to 1.56 in 2011.
- Older ACCESS users, ACCESS customers who use the service less frequently, and riders who do not have a long tenure as an ACCESS customer tend to exhibit a particularly strong level of satisfaction toward ACCESS service features.
- Satisfaction with the characteristics associated with travel time and on-time performance are the most important considerations in predicting overall satisfaction toward ACCESS service. Efforts to improve overall satisfaction with ACCESS can be most effectively and powerfully addressed through improvements in these specific service characteristics.

ACCESS Usage Characteristics

- Current ACCESS customers use ACCESS service with some frequency. Specifically, nearly one-third (32 percent) of riders use ACCESS 1-3 days per week and 15 percent use the service 4-7 days per week. This is similar to the high usage found in the 2008 ACCESS survey.
- Current riders, as well as riders in the 2008 survey, have considerable tenure as ACCESS eligible riders in that nearly 50 percent of customers in both surveys have been using ACCESS for 4 years or more.
- Customers of ACCESS in the current survey largely use the service for health and doctor's appointments and other health-related trips (75 percent).

- Women are more likely than men to use ACCESS for shopping, social/recreational trips, and personal business trips.
- The work trip is most common among those in the primary working age group (25 -34 years of age; school is a major purpose for customers in the 18-34 age group; social/recreational trips and trips to the doctor or other health-related purposes represent a high percentage of ACCESS trips among ACCESS customers who are 18 years of age or younger; and personal business trips are major trips for those 35 years of age or older and under the age of 75.
- More than one-half of male customers use ACCESS at least once per week, whereas less than one-half of women use it that frequently. This finding is quite similar to the results of the 2008 survey.
- The main regular users of ACCESS are between the ages of 18 and 44 (44 percent using ACCESS 4 days per week or more). In 2008, the ACCESS users were also dominantly in the 18-44 age groups, with 56 percent using the service 4 or more days per week.
- Customers of ACCESS in the 35-64 age groups have the longest tenure in using ACCESS service.
- Over one-fourth of ACCESS survey respondents would book ACCESS reservations online if this service were available. Men and younger ACCESS customers are more likely to book reservations online.

Use and Satisfaction with Taxicabs for Providing ACCESS Trips

- Customers who have used taxicabs to make ACCESS trips are highly satisfied with various features of that service. Mean ratings range from 1.48 (travel time) to 1.60 (cleanliness of taxicab). The level of satisfaction for each characteristic has increased from the 2008 ACCESS survey.
- Stronger satisfaction levels for taxi trips are associated with older ACCESS users, those who use ACCESS service less frequently, and customers who primarily use Tagalog or one of the Indian languages.
- Customers are somewhat split in terms of their awareness of Same Day Taxi Service. However, there is an increase in the use of Same Day Taxi Service by ACCESS customers since the 2008 survey – from 23 percent to 32 percent. Among those who use Same Day Taxi Service, the frequency of use is not high with 53 percent using the service only a few times per year.
- There is considerable satisfaction with Same Day Taxi Service among those who have used this service, and this satisfaction has grown since 2008. In the current survey, 83 percent are either very satisfied or somewhat satisfied with Same Day Taxi Service while 70 percent were either very satisfied or somewhat satisfied in 2008.

- Among those who have not used Same Day Taxi Service, 57 percent are not aware that the service exists. Older residents are less likely to use Same Day Taxi Service and they are less aware that this service is available.

Satisfaction with the In-Person Functional Assessments Provided to Determine ACCESS Eligibility

- ACCESS customers are highly satisfied with various selected characteristics of the functional assessment process. Mean ratings range from 1.41 to 1.51 and represent an increase in satisfaction levels from the 2008 survey.
- Older ACCESS customers, those who use Tagalog and American Sign Language as primary languages, and those who use ACCESS frequently for social/recreational purposes portray stronger levels of satisfaction for in-person functional assessments.

Awareness and Use of Fixed Route Service for ACCESS Customers

- A substantial percentage (75 percent) of ACCESS customers is not aware of the reduced fare program that enables ACCESS customers to use fixed-route bus service for 25 cents. The most senior ACCESS customers are less aware of this program than are the other ACCESS customers. Those whose primary language is Spanish or English are also less aware of this program.
- One-fifth (20 percent) of ACCESS customers have used fixed-route bus service in addition to ACCESS service. Among the 80 percent of ACCESS customers who have not used fixed-route bus service, about two-thirds would not consider fixed route travel training even if such training could enable them to ride fixed-route buses at a reduced fare.
- Males and younger ACCESS customers are more likely to have used fixed route service in addition to ACCESS service. Also, males are more likely to consider participating in fixed route travel training.

Introduction

The Orange County Transportation Authority (Authority) provides specialized transportation services to those who are unable to use regular bus service because they have limitations as a result of a disability. These special services are provided through a program known as ACCESS, which is managed through the Authority's Community Transportation Services Department.

The Authority is interested in evaluating customer perceptions and opinions regarding ACCESS service in a continuing effort to understand the needs of customers with special needs. To this end, the Authority sponsored a Customer Satisfaction Survey that was distributed by mail to approximately 14,000 ACCESS eligible customers – one half of all registered ACCESS clients. ACCESS customers also had the opportunity to complete the survey online through the Survey Monkey website.

As consultant to the Orange County Transportation Authority, Rea & Parker Research was responsible for tabulating and analyzing the data that were returned on survey forms by ACCESS customers. The Authority returned 2,692 surveys to the offices of Rea & Parker Research for processing. . The Authority also provided 40 completed online surveys to Rea & Parker Research, and these additional surveys were integrated into the data file along with those returned by mail for a total of 2732 surveys.

Immediately upon receiving the completed survey forms from OCTA, Rea & Parker Research began the computerized entry of survey data. The Statistical Package for the Social Sciences (SPSS) is the statistical software used for this purpose. Most of the survey questions are associated with fixed categories, and as such, were entered into the data base using numeric codes. Other questions required written explanation and/or responses that were coded non-numerically. These responses were entered into the data base verbatim and were coded as "string" responses. Rea & Parker Research "cleaned" the information provided on the survey forms during data entry to ensure that irrelevant and extraneous responses did not become part of the data base.

Report Organization and Method of Data Analysis

The following summary of results is divided into six essential information components as follows:

- Demographic Statistics/Respondent Characteristics
- Satisfaction with ACCESS Transportation Services
- ACCESS Usage Characteristics
- Use of and Satisfaction with Taxicabs that Provide ACCESS Trips
- Satisfaction with the In-Person Functional Assessments Provided to Determine ACCESS Eligibility
- Awareness and Use of Fixed Route Service for ACCESS Customers

Each section of the report will begin with a very brief abstract or summary of highlights within the ensuing section in order to orient the reader to what is to follow in greater detail within that section. Charts have been prepared for each of these major components depicting the basic survey results. Subgroup analyses for different age groups, gender, primary language, frequency of ACCESS use, and tenure in the use of ACCESS service will be presented in succinct bulleted and/or tabular format when statistical significance and relevance warrant such treatment. Crosstabulations, analysis of variance (ANOVA) and correlations are used to determine the existence of relevant statistically significant relationships. Comparisons are made between the current 2011 ACCESS survey and the ACCESS survey conducted in 2008 where questions are comparable.

Lists of open-ended responses to survey questions are contained in the Appendix, along with all question frequencies.

Survey Findings

Demographic Statistics/Respondent Characteristics

Charts 1 through 5 present demographic characteristics of the ACCESS survey respondents. As shown in **Chart 1**, respondents in the current survey are predominantly female (69 percent). This characteristic is consistent with the respondents in the 2008 ACCESS survey where 70 percent were female. **Chart 2** shows that four-fifths (80 percent) of the ACCESS respondents report English as their primary language with only 7 percent indicating that Spanish is their primary language. Again, this is similar to the 2008 ACCESS survey where 85 percent indicated that English was their primary language and only 4 percent reported Spanish as primary. As expected, seniors are the major ACCESS customer base. The median age is 74 years with nearly one-fourth (23 percent) over the age of 85. Similarly, the median age of 2008 ACCESS customers was 75 (**Chart 3**).

As depicted in **Chart 4**, 15 percent of the respondents live in the following 5 zip codes: 92804 (4.1 percent), 92801 (3.2 percent), 92683 (2.9 percent), 92630 (2.4 percent), and 92870 (2.4 percent). As shown in **Chart 5**, over three-fourths (76 percent) completed this survey on their own and this is identical to the percentage of customers who completed the 2008 survey. In the current year, 14 percent of the surveys were completed by an ACCESS care giver and another 9 percent were completed by a facility representative of an ACCESS customer. In the 2008 ACCESS survey, a greater percentage (20 percent) of surveys was completed by caregivers and a smaller percentage (4 percent) was completed by a facility representative.

Chart 1 Respondent Gender

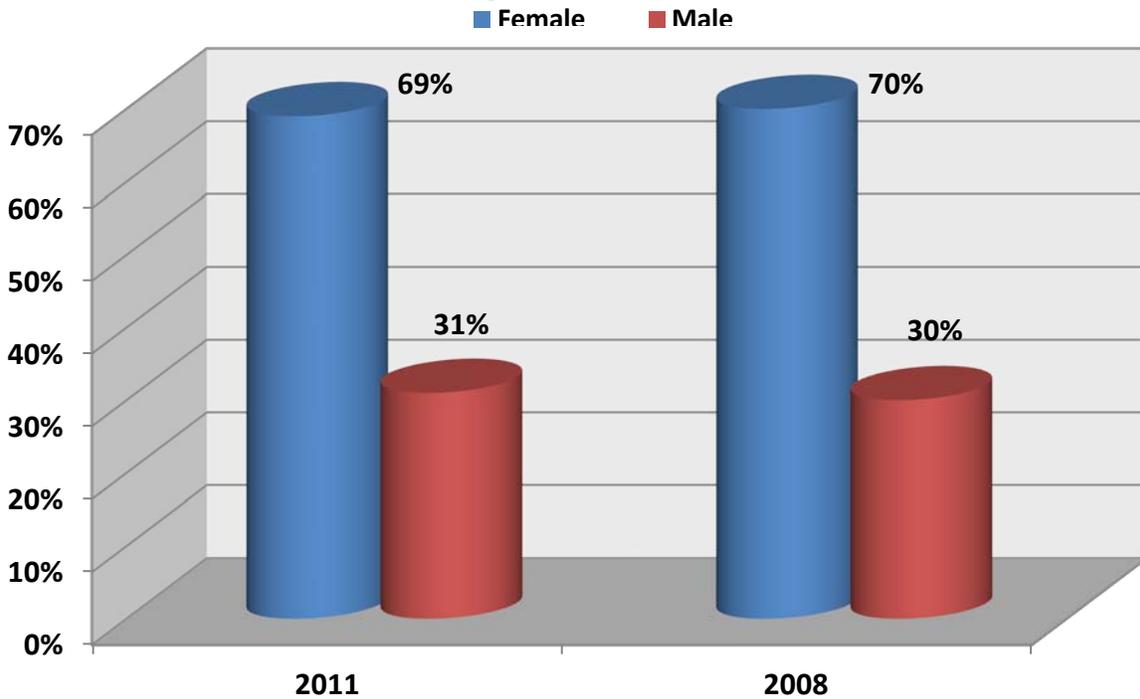


Chart 2 Primary Language

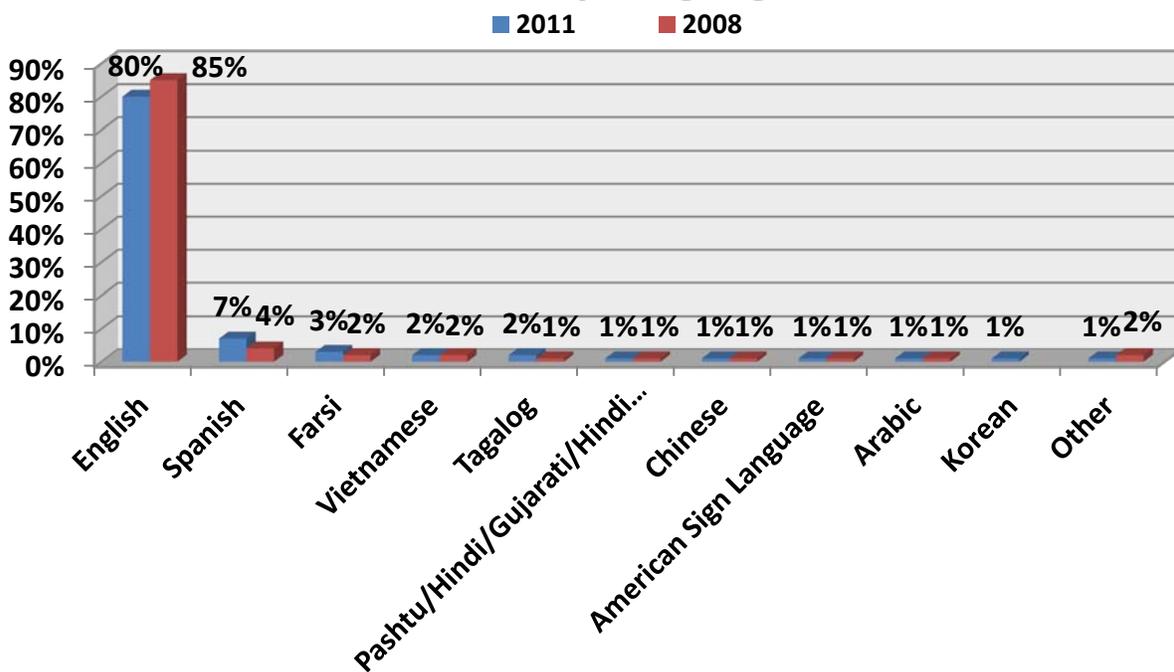


Chart 3 Respondents' Ages

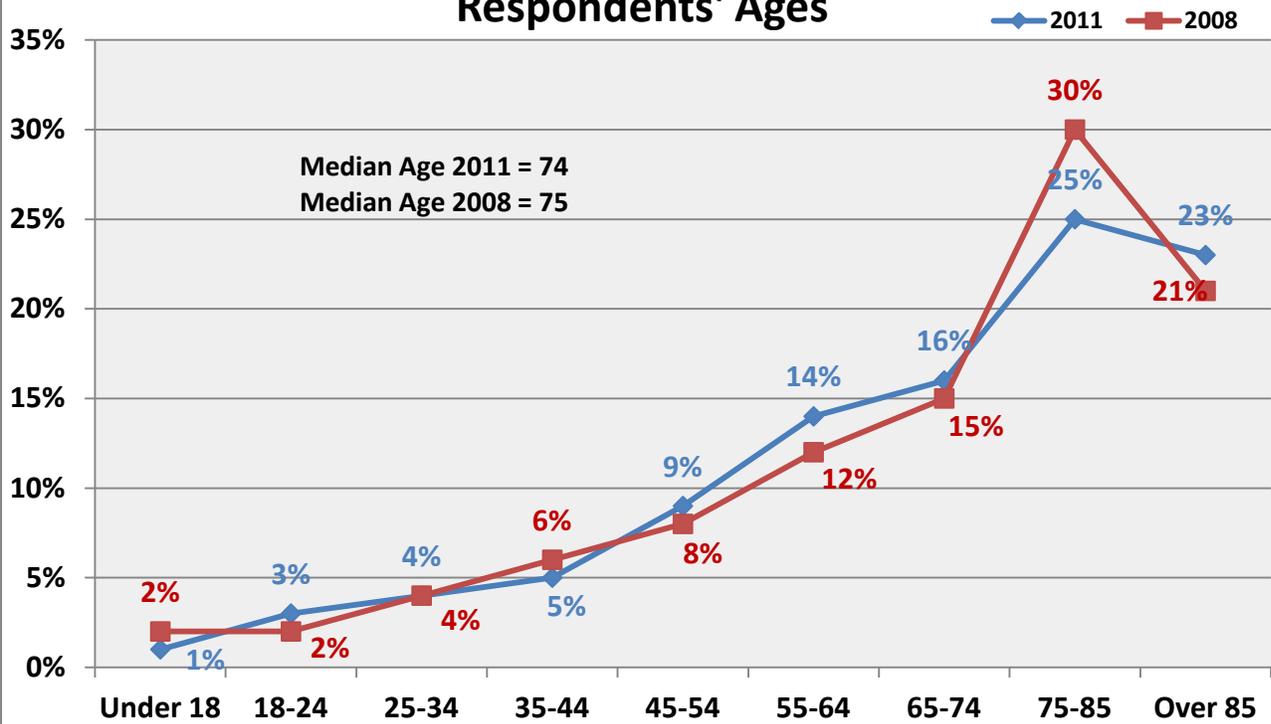
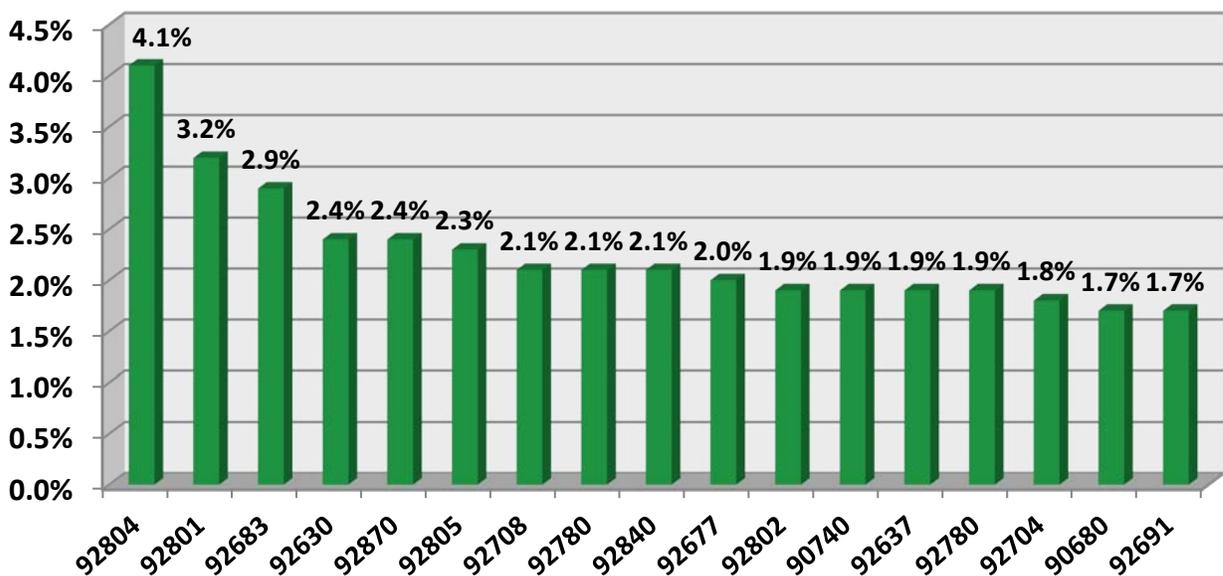
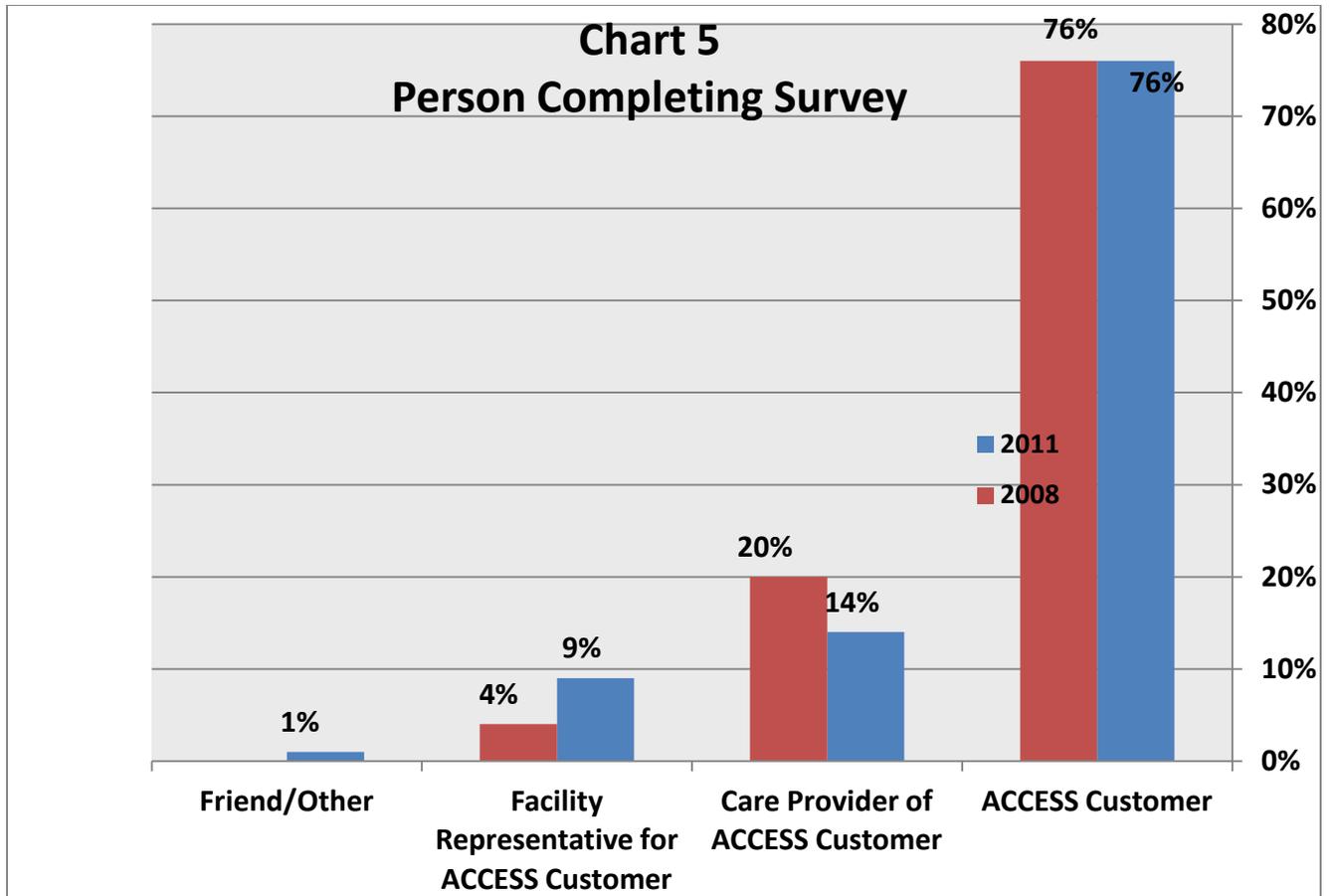


Chart 4 Major Residential Zip Codes for Survey Respondents





Satisfaction with ACCESS Transportation Service

SUMMARY: ACCESS customers exhibit a strong level of satisfaction with ACCESS transportation services. Specifically, 88 percent of ACCESS customers are either very satisfied or somewhat satisfied with ACCESS services overall. On a scale of 1 to 5, where 1 represents very satisfied and 5 represents very dissatisfied, the mean satisfaction score is 1.59. These ratings represent an increase over the already very high satisfaction ratings reported in the 2008 ACCESS survey, where 85 percent were either very satisfied or somewhat satisfied with ACCESS service and the mean rating was 1.73.

Supporting this high level of satisfaction is the finding that 37 percent of ACCESS customers feel that ACCESS service is better than it was 12 months ago while only 6 percent feel that it has gotten worse. A similar level of satisfaction regarding perceived improvement in ACCESS service was expressed in the 2008 ACCESS survey. Older customers are more inclined to view ACCESS service as having improved during the last 12 months.

Consistent with their overall satisfaction, ACCESS customers are largely satisfied with individual service characteristics associated with ACCESS transportation service. These mean

satisfaction levels range from 1.30 for cleanliness of the bus interior to 1.91 for 30 minute on-time pick-up window. It is noteworthy that the satisfaction level for each characteristic has increased since 2008 and reflects the overall (all service characteristics combined) improvement in satisfaction – from 1.81 in 2008 to 1.56 in 2011. Older ACCESS users, ACCESS customers who use the service less frequently, and riders who do not have a long tenure as an ACCESS customer tend to exhibit a particularly strong level of satisfaction toward ACCESS service features.

Finally, it is found that satisfaction with the characteristics associated with travel time and on-time performance are the most important considerations in predicting overall satisfaction toward ACCESS service. Efforts to improve overall satisfaction with ACCESS can be most effectively and powerfully addressed through improvements in these specific service characteristics.

Chart 6 shows that ACCESS customers demonstrate a high level of satisfaction with ACCESS transportation services. In fact, nearly 9 in 10 ACCESS survey respondents (88 percent) are either very satisfied (62 percent) or somewhat satisfied (26 percent). This level of satisfaction is higher than the already high level of satisfaction expressed in the 2008 survey. In the current survey, the mean satisfaction rating is 1.59 on a scale of 1 to 5, where 1 = very satisfied and 5 = very dissatisfied. In the 2008 survey, the mean satisfaction level was 1.73. Another indication that ACCESS survey respondents are highly satisfied with ACCESS service is shown in **Chart 7**, where it is demonstrated that nearly two-fifths (37 percent) of respondents feel that ACCESS transportation service is better than it was 12 months ago while only 6 percent feel it is worse. A similar level of satisfaction was expressed in the 2008 ACCESS survey, where a slightly greater percentage (41 percent) felt that the service was better than 12 months prior and a slightly higher percentage (10 percent) felt it was worse.

Chart 8 indicates that ACCESS survey respondents are quite satisfied with selected individual characteristics of ACCESS transportation services. Respondents rated each characteristic on a scale of 1 to 5, where 1 = very satisfied and 5 = very dissatisfied. The highest levels of satisfaction are expressed with regard to cleanliness of the bus interior (1.30), cleanliness of the bus exterior and safety on the bus – each with a rating of 1.31. The least amount of satisfaction is demonstrated with regard to travel time (1.81), on-time performance (1.86), and the 30-minute on-time pick-up window (1.91). It is noteworthy that the satisfaction level for each characteristic has increased since 2008 and reflects the overall improvement in satisfaction -- 1.81 in 2008 and 1.56 in 2011.

Chart 6 Overall Satisfaction with ACCESS Service

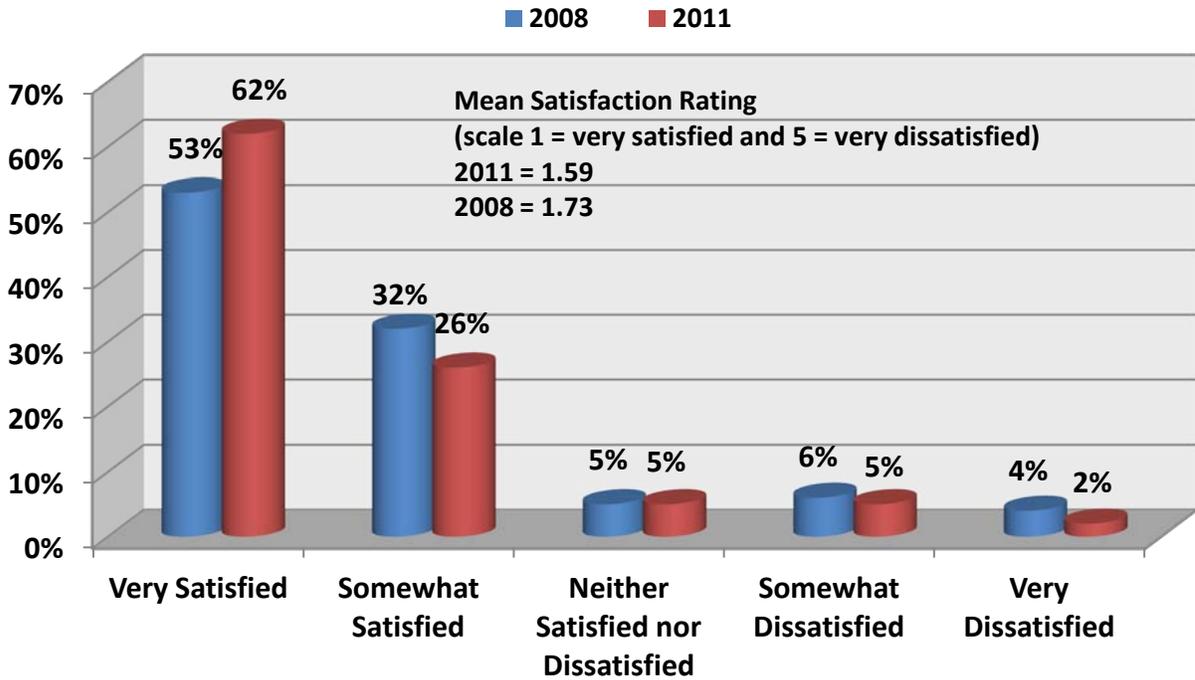
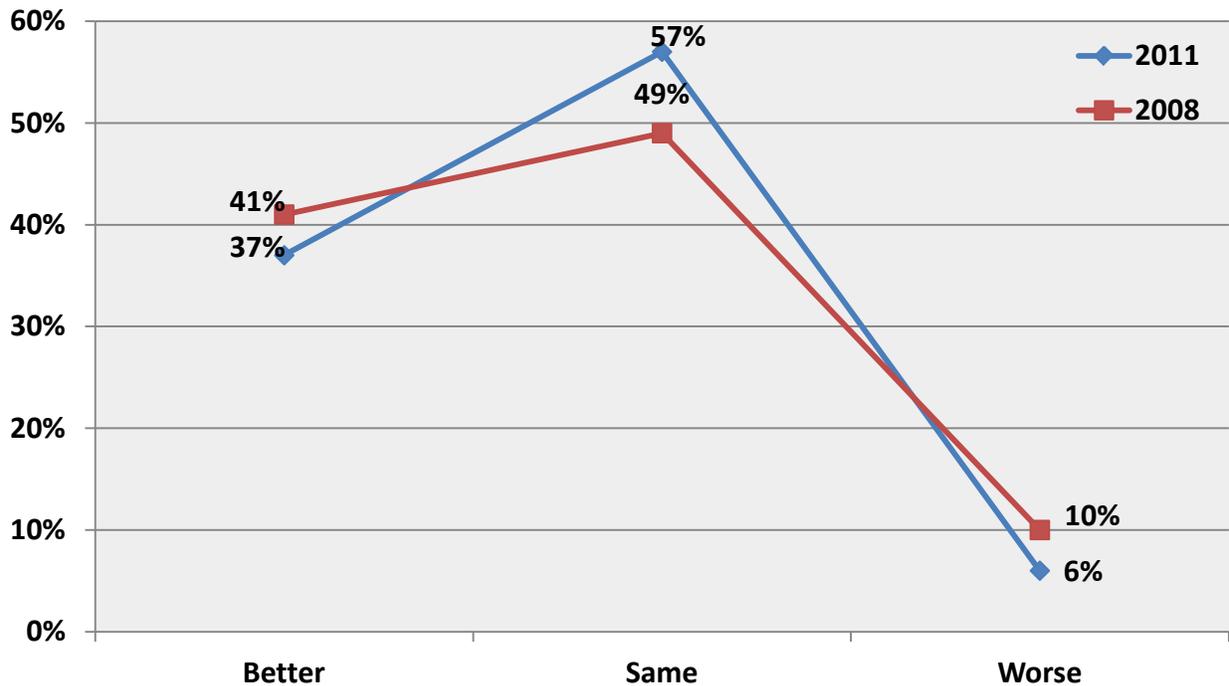
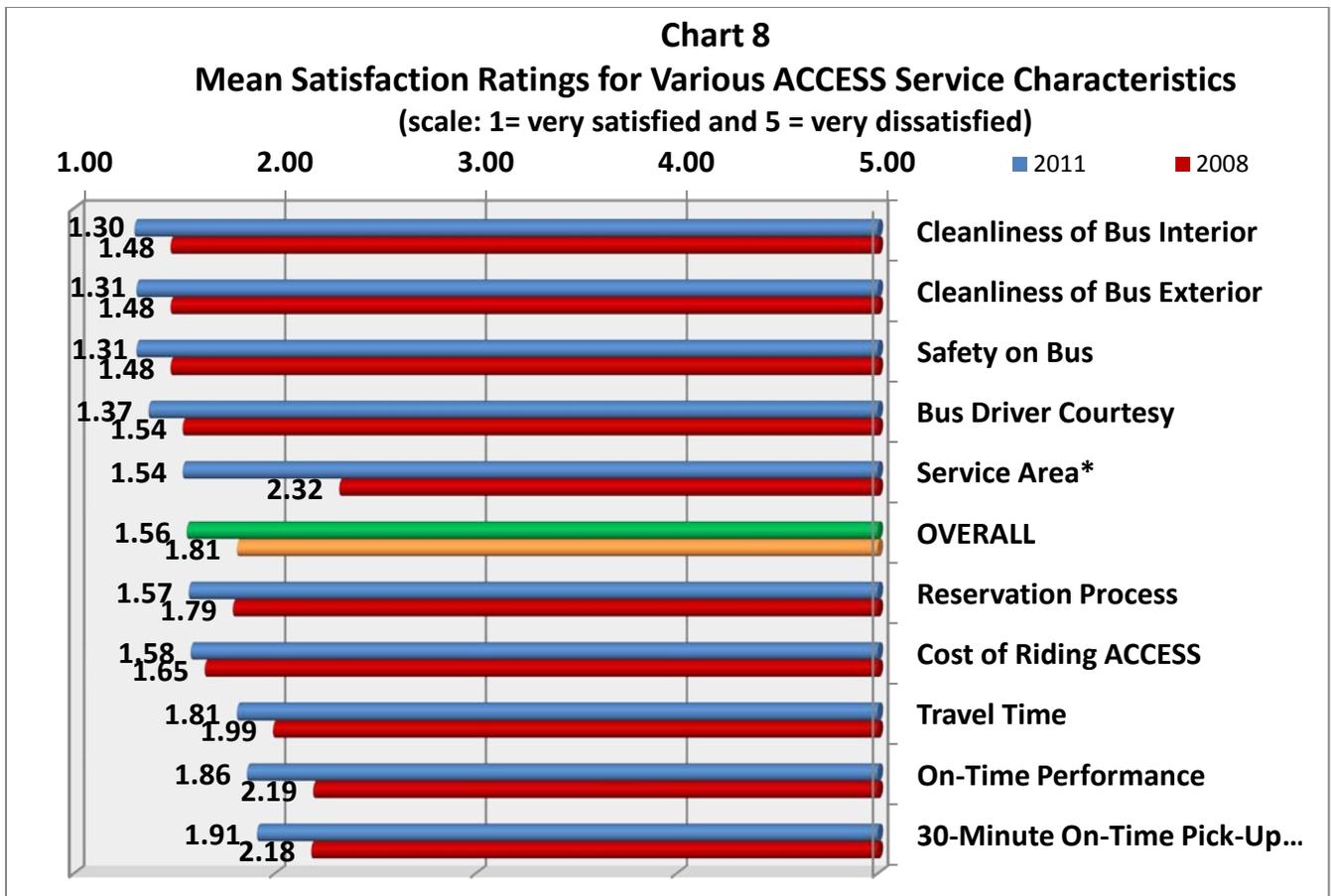


Chart 7 Change in ACCESS Service--Past 12 Months





* In 2008, survey question pertained to ¾ mile corridor restriction

Certain statistically significant relationships emerged with regard to how ACCESS customers perceive the change in service over the past 12 months.

- Older customers perceive that ACCESS service has improved during the past 12 months more so than do younger customers (55 years of age and over – 38 percent improved; 54 years of age and under – 32 percent).
- Those ACCESS customers whose primary language is Vietnamese (53 percent) and Farsi (52 percent) are more likely to perceive an improvement in ACCESS service over the past 12 months than are those whose primary language is English (35 percent), Chinese (26 percent), and Korean (24 percent).

Table 1 shows statistically significant differences in satisfaction for demographic and behavioral characteristics of ACCESS customers regarding selected ACCESS service features. Older ACCESS users, ACCESS customers who use the service less frequently, and riders who do not have a long tenure as an ACCESS customer tend to exhibit a stronger level of satisfaction regarding these individual ACCESS service features as do those riders whose primary language is Tagalog, one the Indian languages, or American Sign Language. Lower levels of satisfaction with ACCESS service features are

found among younger riders, customers who are frequent riders, and those whose primary language is Korean or Chinese.

Table 1 Differences in Satisfaction Regarding Various ACCESS Service Characteristics (Scale: 1=Very Satisfied—5=Very Dissatisfied)					
ACCESS Service Characteristic	Overall Mean Index	Statistically Significant Differences			
		Stronger Satisfaction		Weaker Satisfaction	
Overall Satisfaction	1.59	Vietnamese Language	1.37	Work 1-3 Days per Week	1.96
		Spanish Language	1.41	School a Few Times per Year	1.96
		Doctor Visits 4-7 Days per Week	1.46	Ages 18-34	1.92
		Shop 4-7 Days per Week	1.47	Korean Language	1.86
		Ages 75-84	1.47	Use Once per Month	1.82
Cleanliness of Bus Interior	1.30	Once per Month or Less for Work	1.18	Korean Language	1.64
		Once per Month	1.20	4-7 Days per Week Shop	1.59
		Vietnamese Language	1.21	4-7 Days per Week-Social/Rec	1.54
		Less than One Year Customer	1.21	1 or More Days per Week to Work	1.46
		Tagalog Language	1.23	Chinese Language	1.45
Safety on ACCESS Bus	1.31	Indian Languages	1.15	Korean Language	1.67
		Tagalog Language	1.20	Shop 4-7 Days per Week	1.61
		Few Times per Year to School	1.21	Use for School	1.53
		Use Once per Month or Less	1.22	Once per Month or More	1.53
		Age 75 and over	1.23	Use 4-7 Days for Social/Rec	1.51
				Use 4-7 Days for Pers .Business	1.49
Cleanliness of Bus Exterior	1.31	Indian Languages	1.23	4-7 Days per Week Shop	1.60
		Spanish Language	1.24	Korean Language	1.55
		Sign Language	1.24	4-7 Days per Week Personal	1.51
		Less than 3 Years Customer	1.25	Business	1.51
		Use Once per Month or Less	1.26	Chinese Language	1.51
				4-7 Days per Week	1.50

Table 1 (continued)
Differences in Satisfaction Regarding Various ACCESS Service Characteristics
(Scale: 1=Very Satisfied—5=Very Dissatisfied)

Bus Driver Courtesy	1.37	Indian Languages	1.24	Age Under 18	1.74
		Tagalog Language	1.25	4-7 Days Shop	1.73
		Age 75 and Over	1.28	Korean Language	1.73
		Once per Month or Less	1.30	4-7 Days to School	1.69
		Once per Month or Less to Work	1.30	4-7 Days Social/ Rec	1.68
Service Area	1.54	Sign Language	1.37	Indian Languages	1.96
		Once per Month	1.42	Under Age 24	1.94
		Age 75 and Over	1.44	3 Days per Week or Less to School	1.85
		Once per Month to Doctor	1.46	1-3 Days per Week to Work	1.85
		Less than 3 Years Customer	1.46	4-7 Days per Week Shop	1.72
Reservation Process	1.57	Tagalog Language	1.33	Age 18-24	2.12
		Spanish Language	1.42	4-7 Days per Week Shop	1.96
		Age 75 and Over	1.44	All School Frequencies	1.89
		Once per Month	1.48	4-7 Days Pers. Errands	1.85
		Once per Month to Doctor	1.49	Korean Language	1.81
Cost of Riding ACCESS	1.58	Sign Language	1.25	Age Under 18	2.06
		Few Times per Year to Work	1.46	Chinese Language	1.92
		Vietnamese Language	1.46	Age 25-54	1.78
		Age 75 and Over	1.47	1-3 Days per Week to Work	1.75
		Less than One Year Customer	1.50	3 days per week or Less to School	1.75
Travel Time	1.81	4-7 Days per Week to Doctor	1.62	Korean Language	2.55
		Ages 75 and Over	1.67	Ages Under 54	2.22
		Once per Month to Work	1.67	Chinese Language	2.18
		Once per Month	1.67	1-7 Days per Week School	2.16
		Customer Less than One Year	1.67	4-7 Days per Week to Work	2.08

Table 1 (continued) Differences in Satisfaction Regarding Various ACCESS Service Characteristics (Scale: 1=Very Satisfied—5=Very Dissatisfied)					
On-Time Performance	1.86	Sign Language	1.43	Once per Month or More to School	2.27
		Indian Languages	1.44		
		4-7 Days per Week to Doctor	1.68		
		Age 75 and Over	1.72		
		Use Once per Month or Less	1.72		
30-Minute Pick-Up Window	1.91	Sign Language	1.71	Korean Language	2.29
		Ages 75 and Over	1.77		
		Spanish Language	1.78		
		Customer for Less than One Year	1.80		
		Use Once per Month or Less	1.82		
		4-7 Days per Week	2.12		
All Frequencies to School	2.28				
Ages Under 54	2.22				
4-7 Days per Week Social/Rec	2.16				
4-7 Days per Week	2.12				

Table 2 depicts the correlations between overall satisfaction with ACCESS service generally and satisfaction with each individual service characteristic. While each of these correlations is statistically significant, higher correlations are associated with those service characteristics that have the most impact or influence on overall satisfaction. For example, satisfaction with the characteristics associated with on-time performance (.516) and travel time (.466) are the most important considerations in predicting overall satisfaction toward ACCESS service. These two characteristics are also among the lowest ranked in **Table 1** in terms of satisfaction, indicating that customers are less satisfied with ACCESS features that are most important in determining their overall satisfaction. Thus, improvements in these areas should be strongly considered.

Table 2 Correlation Ratios Between Overall Satisfaction and Individual ACCESS Service Characteristics	
ACCESS Service Characteristic	Pearson's r Correlations
On Time Performance	.516
Travel Time	.466
30 Minute Pick Up Window	.456
Reservation Process	.430
Service Area	.395
Bus Driver Courtesy	.377
Safety on ACCESS Bus	.377
Cost of Riding ACCESS	.332
Cleanliness of Bus Interior	.284
Cleanliness of Bus Exterior	.281

ACCESS customers were asked if they would like to share any other information with OCTA regarding ACCESS transportation services. A total of 1,084 open-ended comments were provided by ACCESS customers. The following is a summary of those responses.

The dominant comment provided by ACCESS customers is that ACCESS service is excellent and is absolutely essential to meet the transportation needs of those who are disabled. These ACCESS customers express tremendous appreciation for the service and wish to thank OCTA for providing it.

Other themes found in the open-ended comments are as follows:

- ACCESS customers largely portray drivers as caring, helpful, and accommodating. Further, customers comment that the drivers are kind and courteous and that they are patient and competent. Only a relatively small number of comments indicate that the drivers are rude and not courteous.
- ACCESS customers would like transportation services extended to areas beyond Orange County –locations in Long Beach and Los Angeles were mentioned. Some customers are also interested in the availability of ACCESS services on weekends (e.g. church on Sunday is a desired trip purpose).
- ACCESS customers would like to know more information about ACCESS taxi service.
- ACCESS customers register complaints about excessive waiting times for ACCESS vehicles. This occurs both at the pick-up location (home) as well as from the location upon return. Such delays have made customers late for their appointments. They would like OCTA to communicate to clients when the driver is running late. Other complaints focus on the idea that drivers are not entirely knowledgeable about where the ACCESS customers need to go and, as a consequence, the ride is longer than necessary. It is suggested that the vehicles should be equipped with navigation equipment.

ACCESS Usage Characteristics

SUMMARY: *Current ACCESS customers use ACCESS service with some frequency. Specifically, nearly one-third (32 percent) of riders use ACCESS 1-3 days per week and 15 percent use the service 4-7 days per week. This is similar to the high usage found in the 2008 ACCESS survey. Current riders as well as riders in the 2008 survey have considerable tenure as ACCESS eligible riders in that nearly 50 percent of customers in both surveys have been using ACCESS for 4 years or more. The percentage of relatively new users of ACCESS is greater in 2011 than it was in 2008 – 15 percent have been using the service for less than one year in 2011, while in 2008, 8 percent had been using the service for less than one year.*

Customers of ACCESS in the current survey largely use the service for health and doctor's appointments and other health-related trips (75 percent). Women are more likely than men to use ACCESS for shopping, social/recreational trips, and personal business trips. Among all age groups, the 25-34 age group has the highest percentage of work trip among all age

groups); school is a major purpose for customers in the 18-34 age group; social/recreational trips and trips to the doctor or other health-related purposes are frequent among ACCESS customers who are 18 years of age or younger; and personal business trips are major trips for those 35 years of age or older but under 75.

Over one-fourth (28 percent) of ACCESS survey respondents would book ACCESS reservations online if this service were available. Men and younger ACCESS customers are more likely to book reservations on-line.

Nearly one-half (47 percent) of ACCESS respondents use ACCESS at least 1 day per week while over one-fifth (22 percent) are relatively infrequent riders using the service a few times per year. This frequency of use is quite similar to the usage found in 2008. In the current survey, the mean frequency of ACCESS use is 1.8 days per week; in the 2008 survey, the mean was 1.6 days per week (**Chart 9**).

For both survey years, nearly one-half of the respondents have been using ACCESS service for 4 years or more (49 percent in 2011; 48 percent in 2008). In the current survey, over one-third (36 percent) of customers have been using ACCESS for 1 to 3 years – a lower percentage than in 2008 where 44 percent was using ACCESS for 1 to 3 years. The percentage of relatively new users of ACCESS is greater in 2011 than it was in 2008 – 15 percent have been using the service for less than one year, while in 2008, 8 percent were using the service for less than one year. On balance, the mean time that customers are ACCESS customers is similar in both survey periods – 4.2 years in 2011; 4.0 years in 2008) (**Chart 10**).

Chart 11 shows that ACCESS survey respondents use the service predominantly for health and doctor's appointments (75 percent), followed by recreational/social trips (37 percent), personal business/errands (36 percent), and shopping (34 percent). It should be noted that respondents were able to specify more than one trip purpose. Thus, percentages add to greater than 100 percent. It is also seen in **Chart 11** that work (3.0 trips per week) and school (2.4 trips per week) are the purposes for which customers use ACCESS most frequently. **Chart 12** shows that over one-fourth (28 percent) of ACCESS survey respondents would book ACCESS reservations online if this service were available. Another 24 percent are not sure if they would do so.

Mean Frequency
 2011 = 1.8 days per week
 2008 = 1.6 days per week

Chart 9
Frequency Using ACCESS Service

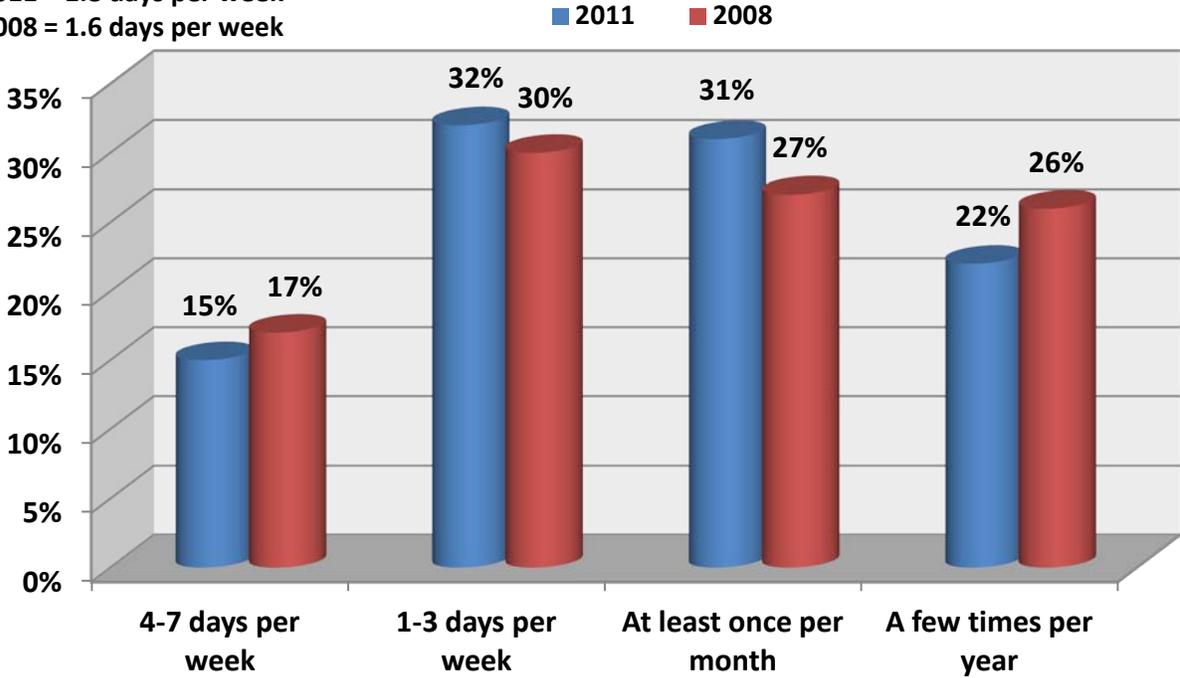


Chart 10
Length of Time as ACCESS Customer

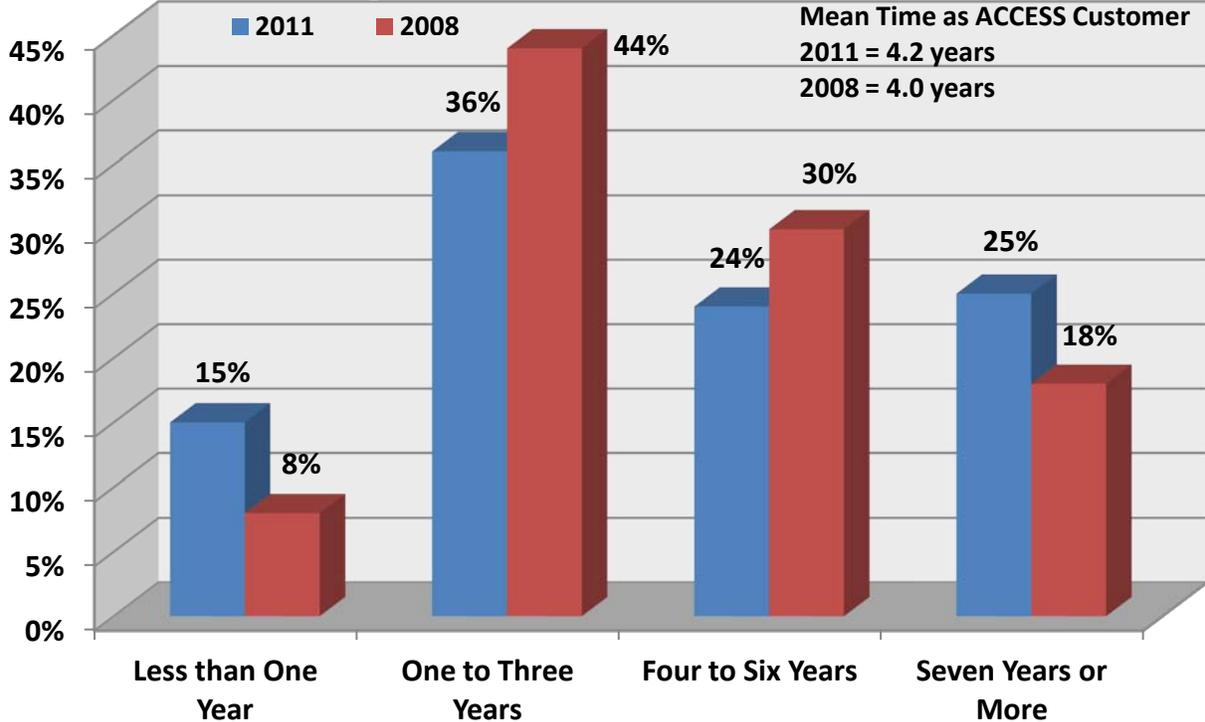


Chart 11
ACCESS Trip Purposes

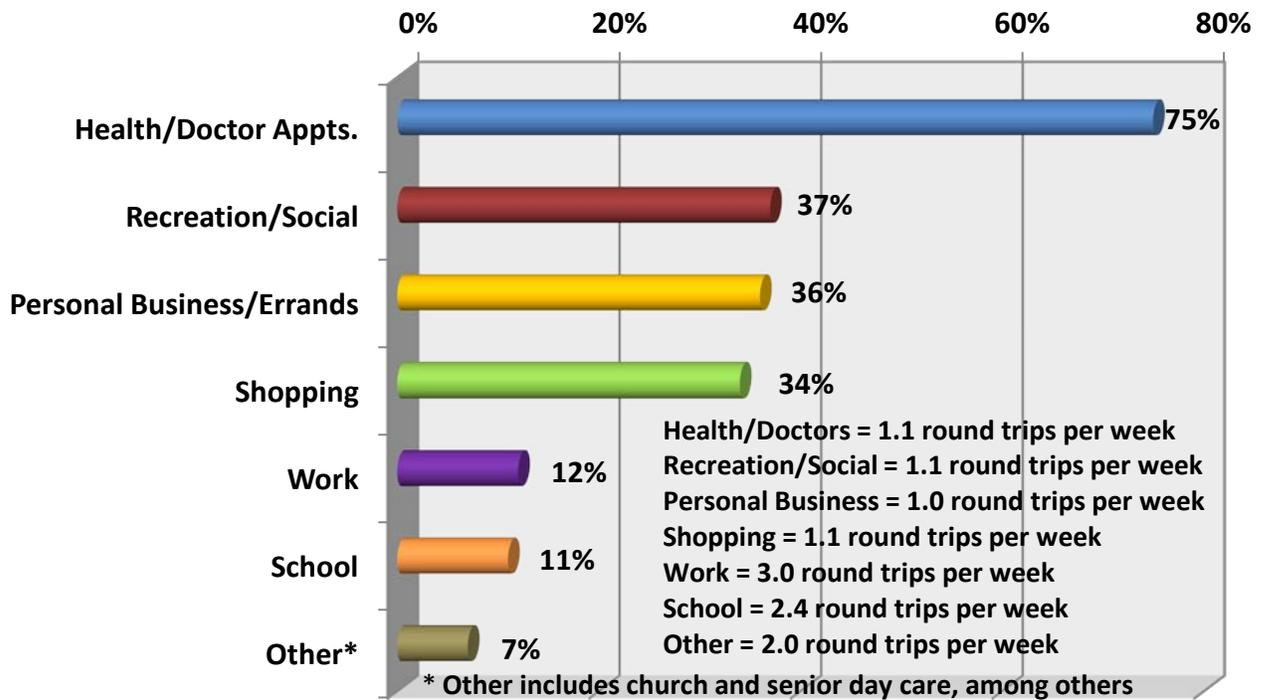
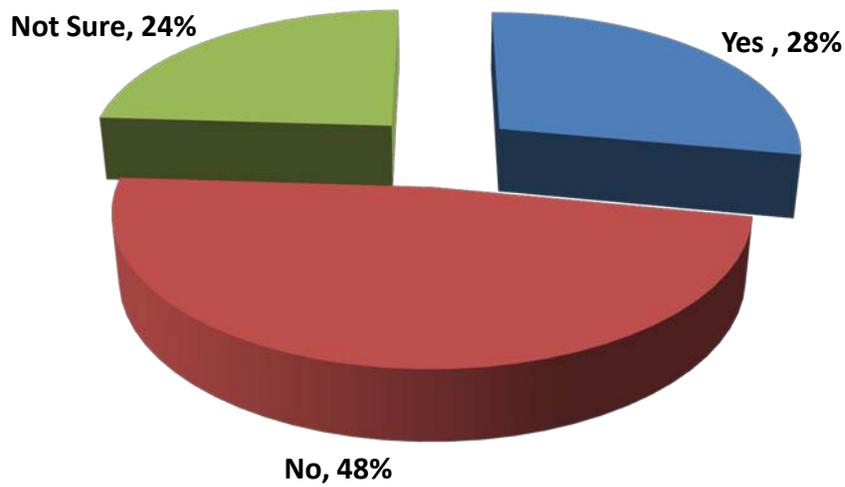


Chart 12
Would Make ACCESS Reservations Online, if available



Statistically significant patterns associated with the travel and behavioral characteristics of ACCESS customers are as follows:

Length of Time Using ACCESS

- Female customers are longer tenured ACCESS users than are male customers (ACCESS customers of 7 years or more include: females – 26 percent and males—22 percent).
- Customers in the 35-44 age group have used ACCESS service for the longest period of time, with 63 percent of the customers in this age group having used ACCESS for 4 years or more.

Frequency of ACCESS Use

- The main regular users of ACCESS are between the ages of 18 and 44 (44 percent using ACCESS 4-7 days per week). In contrast, only 16 percent of customers age 45 and older use the service 4-7 days per week.
- Men are more frequent customers of ACCESS than are women, with 53 percent of men using ACCESS at least one time per week versus 45 percent for women.
- Customers whose primary language is Vietnamese or Korean are more frequent users of ACCESS service than are customers whose primary language is English or Spanish (use of ACCESS 4-7 days per week: Vietnamese (26 percent) and Korean (24 percent) versus English (16 percent) and Spanish (15 percent)).

Trip Purpose

- Women are more likely than men to use ACCESS for shopping, social/recreational trips, and personal business trips. Among trips made at least one day per week, the frequency of use is as follows: shopping: 49 percent women/36 percent men; social recreational trips: 49 percent women/43 percent men; personal business trips: 22 percent women/18 percent men).
- The work trip is most common among those in the primary working age group (25-34 years of age – 52 percent of this age group rides ACCESS for their work trip 4 or more days per week).
- School is a major trip purpose for customers in the 18-34 age group (1 or more days per week – 50 percent).
- Social/recreational trips and trips to the doctor or other health related purposes are frequent among ACCESS customers who are under 18 years of age (social recreational trips: 36 percent one or more days per week; doctor/health related: 53 percent one or more days per week).
- Personal business trips are major trips for those age 35 to 74 as opposed to those who are 34 years of age and under and those who are 75 years of age and older (35-74: 26 percent at least one day per week; 34 and under: 16 percent at least one day per week; 75 and older: 17 percent at least one day per week).

ACCESS Reservations Online

- Men (38 percent) are more likely than women (24 percent) to make ACCESS reservations online if that service were available.
- Younger ACCESS customers are more likely than older customers to make ACCESS reservations online if that service were available (44 years of age and younger – 51 percent versus 45 years of age and older – 25 percent).

Use and Satisfaction with Taxicabs for Providing ACCESS Trips

SUMMARY: *Customers who have used a taxicab to make ACCESS trips are highly satisfied with various features of that service. Mean ratings (on a scale of 1= very satisfied and 5 = very dissatisfied) range from 1.48 (travel time) to 1.60 (cleanliness of taxicab). As with ACCESS service generally and by individual service characteristic, the level of satisfaction for each characteristic of the taxi trip has increased from the 2008 ACCESS survey.*

Stronger satisfaction levels are associated with older ACCESS users, those who use ACCESS service less frequently, and customers who primarily use the Indian languages.

Customers are somewhat split in terms of their awareness of Same Day Taxi Service; however, there is an increase in the use of Same Day Taxi Service by ACCESS customers since the 2008 survey – from 23 percent to 32 percent. Among those who use Same Day Taxi Service, the frequency of use is not high with 53 percent using the service only a few times per year.

There is considerable satisfaction with Same Day Taxi Service among those who use this service and this satisfaction has grown since 2008. In the current survey, 83 percent are either very satisfied or somewhat satisfied with Same Day Taxi Service while 70 percent were either very satisfied or somewhat satisfied in 2008. Older ACCESS customers are less likely to use Same Day Taxi Service and they are less aware that this service is available.

Respondents who have used taxicab service for ACCESS service are highly satisfied with various features of that service. Mean ratings (on a scale of 1 to 5, where 1 represents very satisfied and 5 represents very dissatisfied) narrowly range from 1.48 (travel time) to 1.60 (cleanliness of taxicab). The level of satisfaction for each characteristic has increased from the 2008 ACCESS survey, where the mean ratings were also high and ranged from 1.68 (travel time) to 1.91 (on- time performance) (**Chart 13**).

Table 3 depicts statistically significant differences in satisfaction for demographic and behavioral characteristics of ACCESS customers regarding taxicab service used to make ACCESS trips. It is clear that stronger satisfaction levels are associated with older ACCESS users, those who use all ACCESS services less frequently and customers who primarily use the Indian languages or Tagalog. Conversely, weaker levels of satisfaction are associated with younger ACCESS users and those who use all ACCESS services more frequently.

Chart 13
Mean Satisfaction Ratings for
Taxicab Service Characteristics
 (among 71% who indicated use of taxi service)
 scale: 1 = Very Satisfied and 5 = Very Dissatisfied

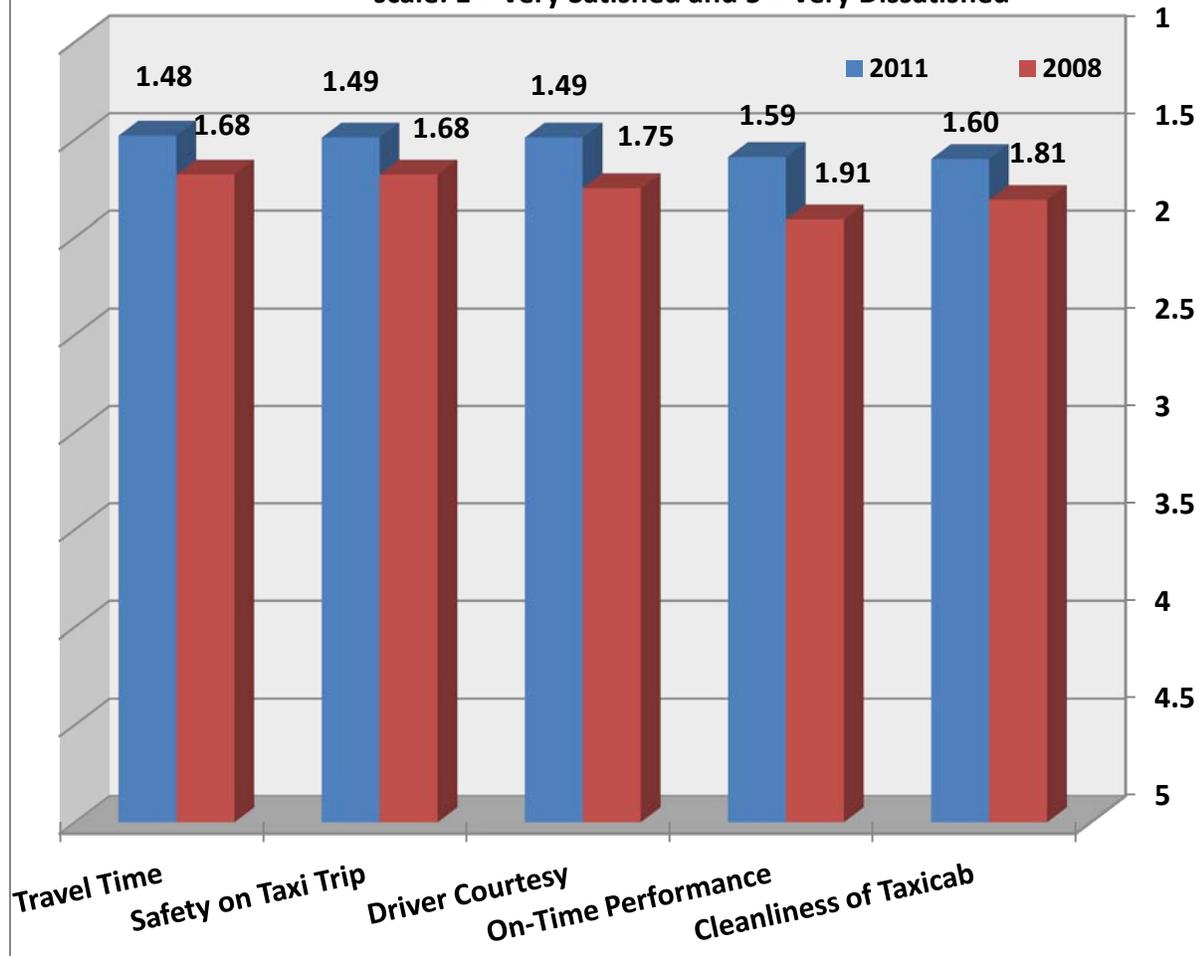


Table 3 Differences in Satisfaction Regarding Taxi Service Used to Make ACCESS Trip (Scale: 1=Very Satisfied—5=Very Dissatisfied)					
Taxicab Service Characteristic	Overall Mean Index	Statistically Significant Differences			
		Stronger Satisfaction		Weaker Satisfaction	
Travel Time	1.48	Once per Month to Work	1.29	Age Under 18	2.08
		Tagalog Language	1.32	4-7 Days per Week-Shop	1.80
		Ages 75 and Over	1.34	Ages 25-34	1.78
		Customer Less than One Year	1.38	1-7 Days per week to School	1.72
		Indian Languages	1.39	4-7 Days per Week-Pers. Business	1.71

Table 3 (continued) Differences in Satisfaction Regarding Taxi Service Used to Make ACCESS Trip (Scale: 1=Very Satisfied—5=Very Dissatisfied)					
Safety on Taxi Trip	1.49	Indian Languages	1.17	Age Under 18	1.96
		Ages 75 and Over	1.32	4-7 Days per Week-	
		Tagalog Language	1.32	Pers. Business	1.90
		Farsi Language	1.35	4-7 Days per Week-	
		Once per Month or Less to Work	1.35	Shop	1.87
				4-7 Days per Week-	1.82
				School	
				4-7 Days per Week to Work	1.78
Driver Courtesy	1.49	Indian Languages	1.11	Age Under 18	2.08
		Once per Month to Work	1.31	1-7 Days per Week-	
		Ages 75 and Over	1.32	Shop	1.82
		Farsi Language	1.33	1-7 Days per Week-	
		Few Times per Year to Doctor	1.38	Pers. Business	1.77
				4-7 Days per Week-	1.76
				Social/Rec	
				Ages 25-34	1.75
On-Time Performance	1.59	Indian Languages	1.22	4-7 Days per Week	
		Tagalog Language	1.36	to School	2.22
		Sign Language	1.36	4-7 Days per week-	
		Ages 75 and Over	1.44	Shop	2.13
		Use Once per Month	1.46	4-7 Days per week to Work	2.10
				Age Under 18	1.96
				4-7 Days per Week-	
				Social/Rec	1.92
Cleanliness of Taxicab	1.60	Indian Languages	1.28	1-7 Days per Week-	
		Ages 75 and Over	1.43	Shop	1.88
		Once per Month to Work	1.46	Korean Language	1.88
		Once per Month-Shop	1.50	Ages Under 54	1.87
		Customer Less than 3 Years	1.52	1-7 Days per Week to School	1.83
				Use 4-7 Days per Week	1.81
Same Day Taxi Service	1.75	Farsi Language	1.25	Chinese Language	2.00
		Use Same Day 4-7 Days per Week	1.28	4-7 Days per Week--	
		Indian Languages	1.33	Overall Access Use	1.91
		Spanish Language	1.41	Use Same Day Taxi a	
		Vietnamese language	1.43	Few Times per Year	1.84
				English Language	1.82
				Ages 25-64	1.82

Chart 14 shows that customers are somewhat split in terms of their awareness of Same Day Taxi Service – 46 percent are aware; 54 percent are not aware. **Chart 15** indicates that there is an increase in the use of Same Day Taxi Service since 2008. In the current survey, nearly one-third (32 percent) have used

Same Day Taxi service while in 2008, less than one-fourth had used this service (23 percent). Among the 32 percent who have used Same Day Taxi service, the frequency of use is not high. Specifically, just over one-half (53 percent) use Same Day Taxi service a few times per year and another 27 percent use the service approximately once per month (**Chart 16**).

Chart 17 shows that there is considerable satisfaction with Same Day Taxi Service among those who have used this service and this satisfaction has grown since 2008. In the current survey, more than four-fifths (83 percent) are either very satisfied (56 percent) or somewhat satisfied (27 percent) with Same Day Taxi Service while 70 percent were either very satisfied or somewhat satisfied in 2008. Among those who have not used Same Day Taxi Service, nearly three-fifths (57 percent) are not aware of the service (**Chart 18**). Other customers felt that they have no need for the service (17 percent) and that it is too expensive (16 percent).

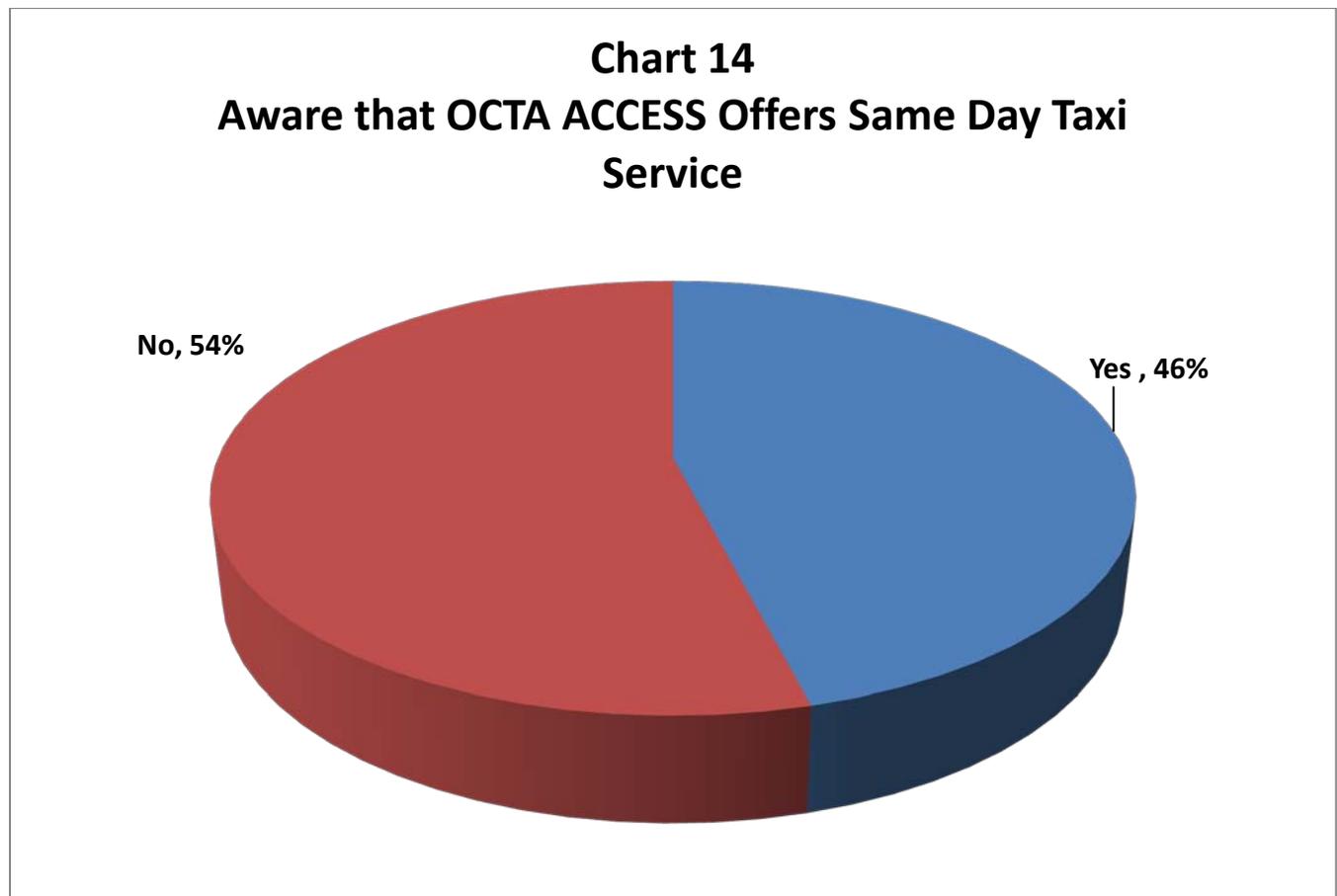


Chart 15
Ever Used OCTA ACCESS Same Day Taxi Service

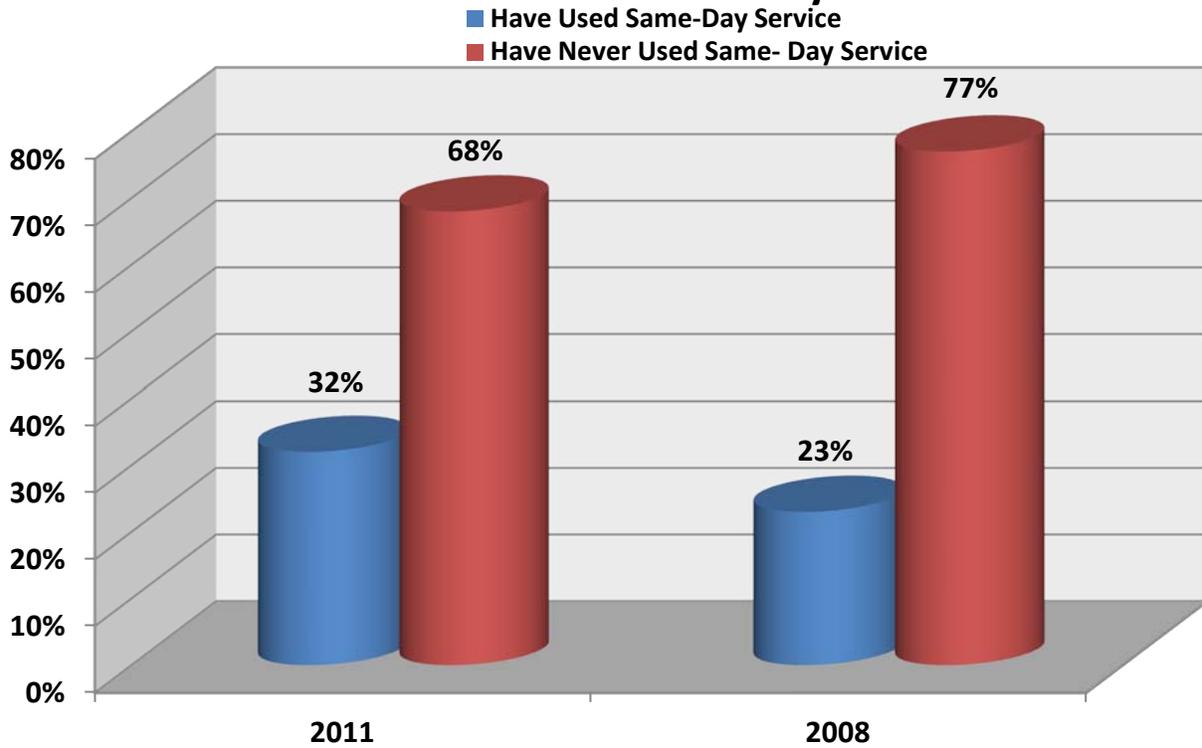


Chart 16
Frequency Using ACCESS Same Day Taxi Service
 (among 32% who have used ACCESS Same-Day Taxi Service)

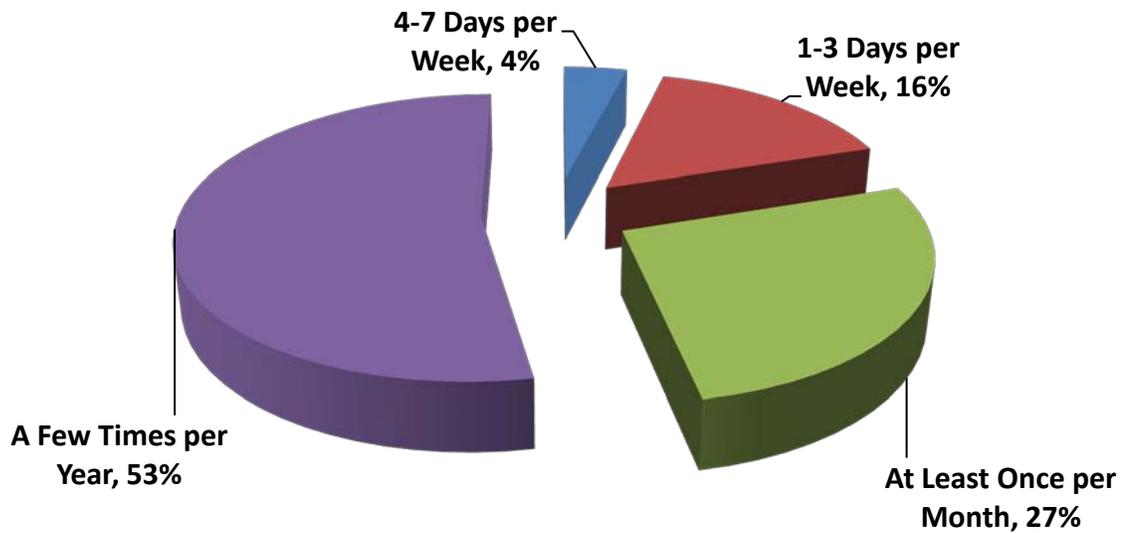


Chart 17 Satisfaction with ACCESS Same Day Taxi Service

(among 32% who have used ACCESS Same-Day Taxi Service)

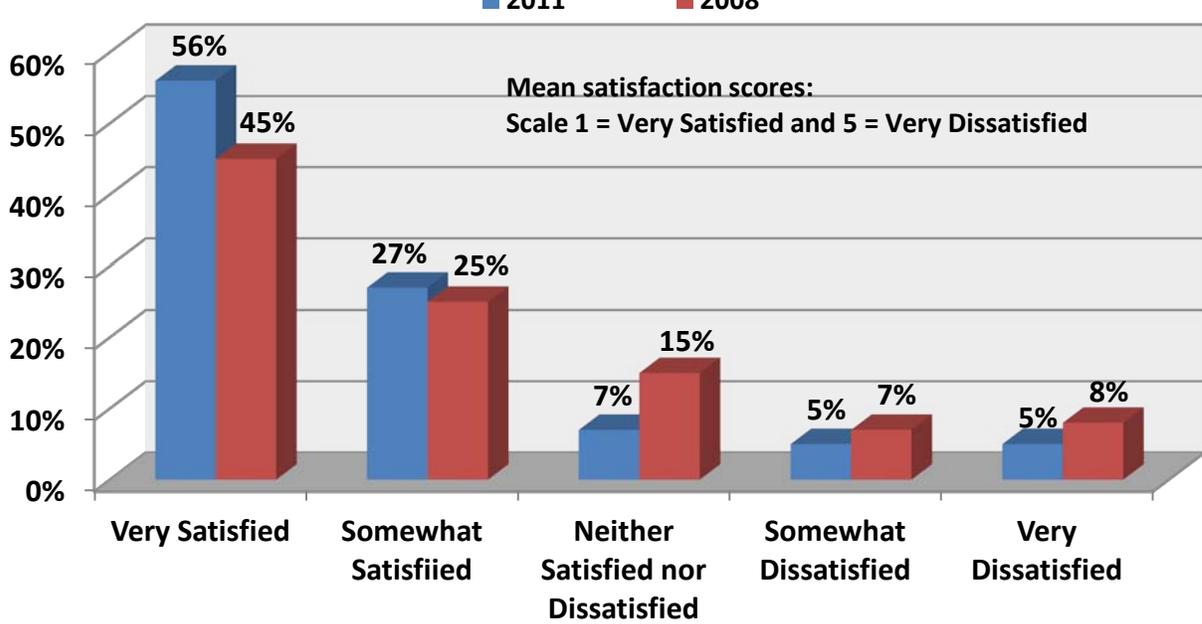
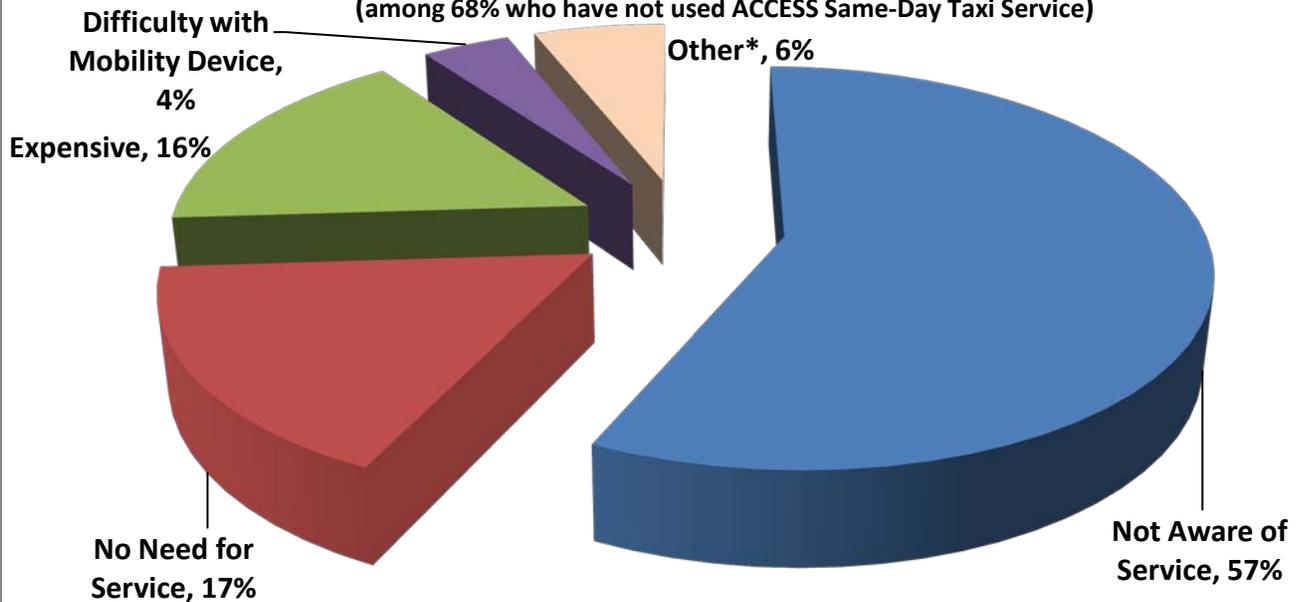


Chart 18 Primary Reason for NOT Using ACCESS Same Day Taxi Service

(among 68% who have not used ACCESS Same-Day Taxi Service)



* Other category includes 1) Do not know how to use it, 2) It is not dependable, 3) Waits are long,

The following significant relationships emerge regarding the Use of Same Day Taxi Service by ACCESS customers.

- Older customers are less likely to use Same Day Taxi service than are middle age customers (65 and over – 70 percent never used the service; 35-64 – 63 percent never used the service).
- ACCESS customers whose primary language is English or Spanish are less likely to use Same Day Taxi service than are those whose primary language is Korean or Vietnamese (English and Spanish – each 69 percent – never used Same Day Taxi service; Korean (58 percent) and Vietnamese (50 percent) -- never used Same Day Taxi service).
- Older customers, who do not use Same Day Taxi Service to the extent that younger customers do, are less aware that the service exists (35 years of age and over – 57 percent are not aware; under 35 years of age – 42 are not aware).

Satisfaction with the In-Person Functional Assessments Provided to Determine ACCESS Eligibility

SUMMARY: ACCESS customers are highly satisfied with the functional assessment process. Mean ratings of its various characteristics range from 1.41 to 1.51 and represent an increase in satisfaction levels from the 2008 survey. Older ACCESS customers, those who use Tagalog and American Sign Language as primary languages, and those who use ACCESS frequently for social/recreational purposes portray stronger levels of satisfaction for in-person functional assessments.

Chart 19 shows that ACCESS customers provide high satisfaction ratings for selected characteristics associated with the functional assessment process. These mean ratings (on a scale of 1 to 5, where 1 represents very satisfied and 5 represents very dissatisfied) depict a narrow range from 1.41 (for both OCTA Eligibility Staff and In-person Assessment Staff) to 1.51 (In-person Assessment Facility). The level of satisfaction for each characteristic of the eligibility process has increased from the 2008 ACCESS survey, where the mean ratings ranged from 1.58 (OCTA Eligibility Staff) to 1.63 (for both In-person Evaluation Tests and In-person Assessment Facility).

Chart 19 Mean Satisfaction Ratings Eligibility Process

scale: 1 = Very Satisfied and 5 = Very Dissatisfied

■ 2011 ■ 2008



Table 4 shows significant differences in satisfaction for demographic and behavioral characteristics of ACCESS customers regarding in-person functional assessments. The dominant finding is that older ACCESS customers, those who use Tagalog and Sign Language as primary languages, and those who use ACCESS frequently for social/recreational purposes portray stronger levels of satisfaction for individual functional assessment characteristics. On the other hand, weaker levels of satisfaction are associated with customers whose primary language is Chinese, younger ACCESS customers, and customers who use ACCESS frequently for school and work.

Table 4 Differences in Satisfaction In-Person Functional Assessment (Scale: 1=Very Satisfied—5=Very Dissatisfied)					
Functional Assessment Characteristic	Overall Mean Index	Statistically Significant Differences			
		Stronger Satisfaction		Weaker Satisfaction	
OCTA Eligibility Staff	1.41	Sign Language	1.23	Age 24 and Under	1.83
		Indian Languages	1.30	School-All	
		Ages 75 and Over	1.32	Frequencies	1.68
		4-7 Days per Week- Social/Rec	1.32	Korean Language	1.67
		Few Times per Yea to Doctor	1.32	Chinese Language	1.64
		Few Times per Year to Work	1.32	4-7 Days per Week —Pers. Business	1.63
In-Person Assessment Staff	1.41	Indian Languages	1.24	Ages Under 44	1.76
		Tagalog Language	1.28	Chinese Language	1.69
		Sign Language	1.29	School—All	
		Age 75 and Over	1.34	Frequencies	1.69
		Once per Month or Less to Doctor	1.35	Arabic Language	1.60
				1-7 Days per Week to Work	1.57
In-Person Assessment Evaluation Tests	1.46	Tagalog Language	1.28	Ages 18-44	1.76
		4-7 Days per Week to Doctor	1.30	School—All	
		4-7 Days per Week— Social/Rec	1.30	Frequencies	1.75
		Sign Language	1.33	1-7 Days per Week to Work	1.71
		Use Once per Month	1.33	Chinese Language	1.69
				Arabic Language	1.67
In-Person Assessment Facility	1.51	Tagalog Language	1.28	Ages 18-34	1.82
		Sign Language	1.33	School-All	
		4-7 Days per Week to Doctor	1.43	Frequencies	1.78
		Ages 75 and Over	1.43	Chinese Language	1.78
		4-7 Days per Week— Social/Rec	1.43	1-7 Days per Week to Work	1.68
				Korean Language	1.65

Awareness and Use of Fixed Route Service for ACCESS Customers

SUMMARY: A substantial percentage (75 percent) of ACCESS customers is not aware of the reduced fare program that enables ACCESS customers to use fixed-route bus service at a substantial cost savings. The most senior ACCESS customers are less aware of this program than are the other ACCESS customers. Those whose primary language is Spanish or English are also less aware of this program.

Two-fifths (20 percent) of ACCESS customers have used fixed-route bus service in addition to ACCESS service. Among the 80 percent of customers who have not used fixed-route bus service, 66 percent would not consider travel training even if such training could enable them to ride fixed-route buses at a reduced fare. Males and younger ACCESS customers are more likely to have used fixed route service in addition to ACCESS service. Also, males are more likely to consider participating in fixed route travel training.

Chart 20 indicates that three-fourths (75 percent) of ACCESS survey respondents are not aware of a reduced fare program that enables ACCESS customers to use fixed-route buses for a substantially reduced fare of 25 cents. This is an area where a market campaign to inform ACCESS customers about this reduced fare program should be enhanced. One-fifth (20 percent) of ACCESS survey respondents have used fixed route bus service in addition to ACCESS service (**Chart 21**).

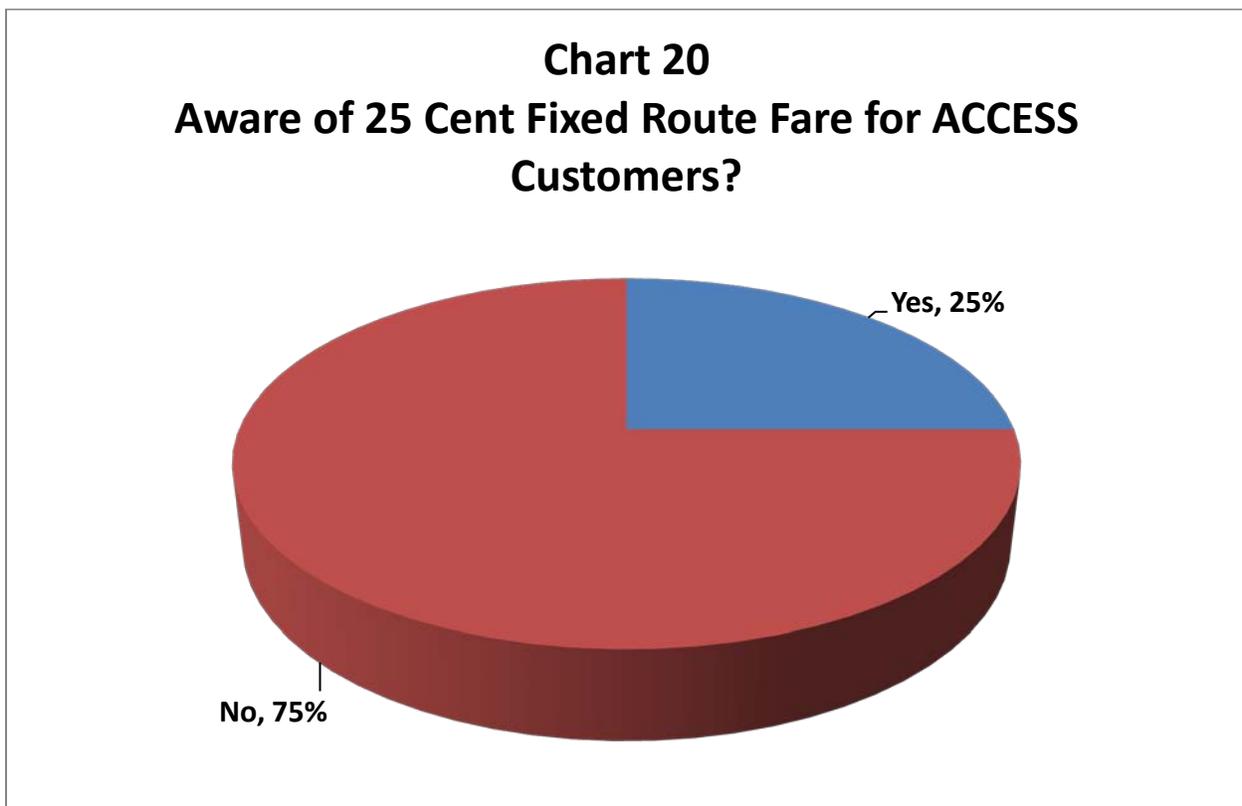


Chart 21
Have Used Fixed Route Service in Addition to
ACCESS

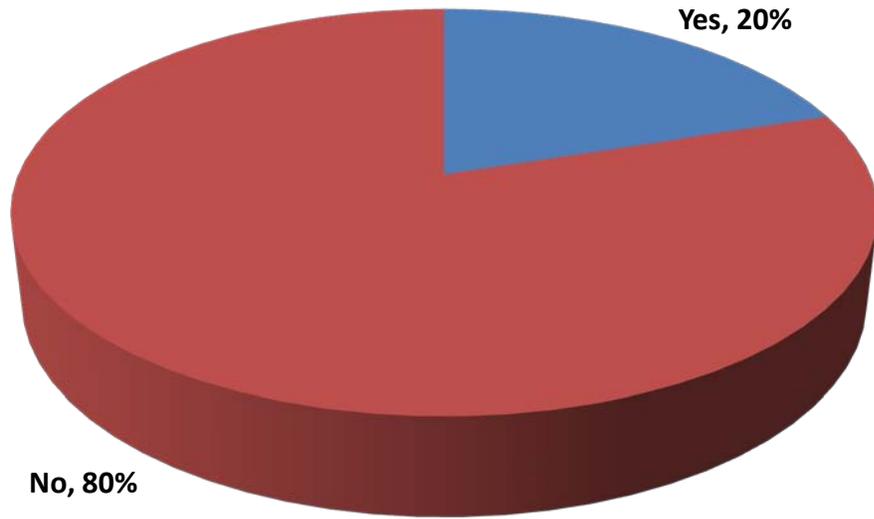
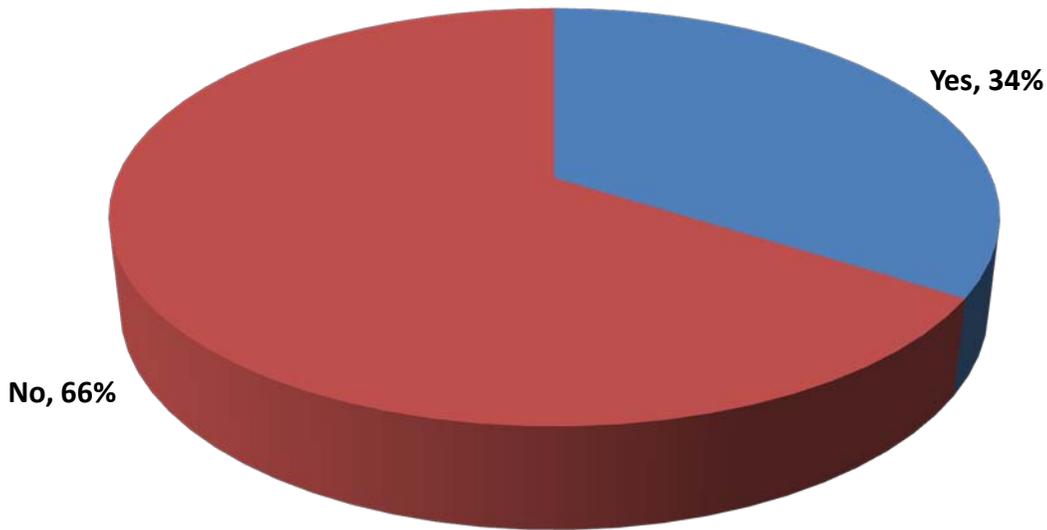


Chart 22
Would Consider Fixed Route Training
(among 80% who have not used fixed route buses in addition to ACCESS)



Among the 80 percent of customers who have not used fixed-route bus service, about two-thirds (66 percent) would not consider participating in travel training even if such training could enable them to ride the regular, fixed-route bus at a discounted fare of 25 cents per trip (**Chart 22**). Further exploration of this issue may be necessary to determine if other incentives could motive ACCESS customers to consider fixed-route bus service.

The following significant relationships regarding the use of fixed route bus service by ACCESS customers were detected.

Aware of 25 cent reduced fare program

- The most senior ACCESS customers are less aware of the reduced fare program available for using fixed route bus service than are younger ACCESS customers (75 years of age and over – 20 percent are aware versus 74 years of age and under – 30 percent are aware).
- Those ACCESS customers whose primary language is Chinese (43 percent) or Vietnamese (40 percent) are more likely to be aware of the reduced fare program for using fixed route bus service than are those whose primary language is Spanish (27 percent) or English (24 percent).

Use of Fixed Route Service in addition to ACCESS

- Males (23 percent) are more likely to have used fixed route bus service in addition to ACCESS service than are females (18 percent).
- Younger ACCESS customers are more likely to have used fixed route bus service in addition to ACCESS service than are older ACCESS customers (24 years of age and under – 32 percent versus 25 years of age and over – 19 percent).

Consider Travel Training if fixed route bus were available at reduced fare

- Males (37 percent) are more likely to consider fixed route travel training than are females (32 percent).
- ACCESS customers whose primary language is Korean (53 percent) or Spanish (47 percent) are more likely to consider fixed route travel training than are those customers whose primary language is Vietnamese (33percent), English (32 percent), or Chinese (31 percent).

APPENDIX

Survey Frequencies and Open-Ended Responses

Frequency Table

Length of time--ACCESS customer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	7 or more years	656	24.0	24.8	24.8
	4-6 years	628	23.0	23.7	48.5
	1-3 years	972	35.6	36.7	85.2
	less than 1 year	392	14.3	14.8	100.0
	Total	2648	96.9	100.0	
Missing	System	84	3.1		
Total		2732	100.0		

Frequency riding ACCESS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4-7 days per week	409	15.0	15.5	15.5
	1-3 days per week	831	30.4	31.6	47.1
	At least once per month	805	29.5	30.6	77.7
	A few times per year	587	21.5	22.3	100.0
	Total	2632	96.3	100.0	
Missing	System	100	3.7		
Total		2732	100.0		

Frequency ACCESS for work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4-7 days per week	166	6.1	15.2	15.2
	1-3 days per week	72	2.6	6.6	21.8

	At least once per month	46	1.7	4.2	26.0
	A few times per year	50	1.8	4.6	30.6
	Never	758	27.7	69.4	100.0
	Total	1092	40.0	100.0	
Missing	System	1640	60.0		
Total		2732	100.0		

Frequency ACCESS for shopping

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4-7 days per week	64	2.3	4.7	4.7
	1-3 days per week	232	8.5	17.0	21.7
	At least once per month	329	12.0	24.1	45.9
	A few times per year	302	11.1	22.2	68.0
	Never	436	16.0	32.0	100.0
	Total	1363	49.9	100.0	
Missing	System	1369	50.1		
Total		2732	100.0		

Frequency ACCESS for school

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4-7 days per week	97	3.6	9.2	9.2
	1-3 days per week	112	4.1	10.6	19.8
	At least once per month	56	2.0	5.3	25.0
	A few times per year	48	1.8	4.5	29.6
	Never	745	27.3	70.4	100.0
	Total	1058	38.7	100.0	
Missing	System	1674	61.3		
Total		2732	100.0		

Frequency ACCESS for recreation/social visits

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4-7 days per week	67	2.5	4.8	4.8
	1-3 days per week	268	9.8	19.2	24.0
	At least once per month	323	11.8	23.2	47.2
	A few times per year	355	13.0	25.4	72.6
	Never	382	14.0	27.4	100.0
	Total	1395	51.1	100.0	
Missing	System	1337	48.9		
Total		2732	100.0		

Frequency ACCESS for personal business/errands

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4-7 days per week	60	2.2	4.5	4.5
	1-3 days per week	226	8.3	17.1	21.6
	At least once per month	331	12.1	25.0	46.6
	A few times per year	334	12.2	25.2	71.8
	Never	374	13.7	28.2	100.0
	Total	1325	48.5	100.0	
Missing	System	1407	51.5		
Total		2732	100.0		

Frequency ACCESS for doctor/health

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4-7 days per week	157	5.7	7.1	7.1
	1-3 days per week	471	17.2	21.3	28.4
	At least once per month	754	27.6	34.1	62.5
	A few times per year	672	24.6	30.4	92.9
	Never	156	5.7	7.1	100.0
	Total	2210	80.9	100.0	
Missing	System	522	19.1		
Total		2732	100.0		

Frequency ACCESS for other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4-7 days per week	23	.8	6.6	6.6
	1-3 days per week	30	1.1	8.6	15.3
	At least once per month	21	.8	6.1	21.3
	A few times per year	21	.8	6.1	27.4
	Never	252	9.2	72.6	100.0
	Total	347	12.7	100.0	
Missing	System	2385	87.3		
Total		2732	100.0		

Frequency ACCESS for church

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4-7 days per week	7	.3	9.9	9.9
	1-3 days per week	38	1.4	53.5	63.4
	At least once per month	14	.5	19.7	83.1
	A few times per year	12	.4	16.9	100.0
	Total	71	2.6	100.0	
Missing	System	2661	97.4		
Total		2732	100.0		

Frequency ACCESS for adult day care

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4-7 days per week	5	.2	62.5	62.5
	1-3 days per week	2	.1	25.0	87.5
	A few times per year	1	.0	12.5	100.0
	Total	8	.3	100.0	
Missing	System	2724	99.7		
Total		2732	100.0		

Frequency ACCESS for meetings, support groups, special classes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4-7 days per week	4	.1	26.7	26.7
	1-3 days per week	7	.3	46.7	73.3
	At least once per month	4	.1	26.7	100.0
	Total	15	.5	100.0	
Missing	System	2717	99.5		
Total		2732	100.0		

Frequency ACCESS for senior center

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4-7 days per week	2	.1	28.6	28.6
	1-3 days per week	1	.0	14.3	42.9
	At least once per month	2	.1	28.6	71.4
	A few times per year	2	.1	28.6	100.0
	Total	7	.3	100.0	
Missing	System	2725	99.7		
Total		2732	100.0		

Overall satisfaction with current ACCESS transportation services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1623	59.4	62.0	62.0
	Somewhat satisfied	683	25.0	26.1	88.1
	Neither satisfied nor dissatisfied	126	4.6	4.8	92.9
	Somewhat dissatisfied	135	4.9	5.2	98.1
	Very dissatisfied	51	1.9	1.9	100.0
	Total	2618	95.8	100.0	
Missing	System	114	4.2		

Overall satisfaction with current ACCESS transportation services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1623	59.4	62.0	62.0
	Somewhat satisfied	683	25.0	26.1	88.1
	Neither satisfied nor dissatisfied	126	4.6	4.8	92.9
	Somewhat dissatisfied	135	4.9	5.2	98.1
	Very dissatisfied	51	1.9	1.9	100.0
	Total	2618	95.8	100.0	
Missing	System	114	4.2		
Total		2732	100.0		

ACCESS compared to 12 months ago

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Better	883	32.3	36.5	36.5
	Same	1390	50.9	57.5	94.0
	Worse	146	5.3	6.0	100.0
	Total	2419	88.5	100.0	
Missing	System	313	11.5		
Total		2732	100.0		

Satisfaction--Cost of riding ACCESS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1646	60.2	64.2	64.2
	Somewhat satisfied	564	20.6	22.0	86.2
	Neither satisfied nor dissatisfied	194	7.1	7.6	93.8
	Somewhat dissatisfied	92	3.4	3.6	97.4
	Very dissatisfied	67	2.5	2.6	100.0
	Total	2563	93.8	100.0	
Missing	System	169	6.2		

Satisfaction--Cost of riding ACCESS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1646	60.2	64.2	64.2
	Somewhat satisfied	564	20.6	22.0	86.2
	Neither satisfied nor dissatisfied	194	7.1	7.6	93.8
	Somewhat dissatisfied	92	3.4	3.6	97.4
	Very dissatisfied	67	2.5	2.6	100.0
	Total	2563	93.8	100.0	
Missing	System	169	6.2		
Total		2732	100.0		

Satisfaction--On-time performance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1230	45.0	48.8	48.8
	Somewhat satisfied	793	29.0	31.5	80.3
	Neither satisfied nor dissatisfied	204	7.5	8.1	88.4
	Somewhat dissatisfied	191	7.0	7.6	96.0
	Very dissatisfied	101	3.7	4.0	100.0
	Total	2519	92.2	100.0	
Missing	System	213	7.8		
Total		2732	100.0		

Satisfaction--Travel time of your trip

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1295	47.4	51.5	51.5
	Somewhat satisfied	740	27.1	29.4	80.9
	Neither satisfied nor dissatisfied	228	8.3	9.1	89.9
	Somewhat dissatisfied	171	6.3	6.8	96.7

	Very dissatisfied	82	3.0	3.3	100.0
	Total	2516	92.1	100.0	
Missing	System	216	7.9		
Total		2732	100.0		

Satisfaction--30-minute pick-up window

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1192	43.6	48.2	48.2
	Somewhat satisfied	723	26.5	29.2	77.4
	Neither satisfied nor dissatisfied	253	9.3	10.2	87.7
	Somewhat dissatisfied	196	7.2	7.9	95.6
	Very dissatisfied	109	4.0	4.4	100.0
	Total	2473	90.5	100.0	
Missing	System	259	9.5		
Total		2732	100.0		

Satisfaction--Reservation process

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1645	60.2	65.5	65.5
	Somewhat satisfied	547	20.0	21.8	87.3
	Neither satisfied nor dissatisfied	145	5.3	5.8	93.0
	Somewhat dissatisfied	107	3.9	4.3	97.3
	Very dissatisfied	68	2.5	2.7	100.0
	Total	2512	91.9	100.0	
Missing	System	220	8.1		
Total		2732	100.0		

Satisfaction--Bus Driver courtesy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1957	71.6	75.7	75.7
	Somewhat satisfied	432	15.8	16.7	92.4
	Neither satisfied nor dissatisfied	100	3.7	3.9	96.3
	Somewhat dissatisfied	48	1.8	1.9	98.1
	Very dissatisfied	48	1.8	1.9	100.0
	Total	2585	94.6	100.0	
Missing	System	147	5.4		
Total		2732	100.0		

Satisfaction--Service Area

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1617	59.2	67.1	67.1
	Somewhat satisfied	491	18.0	20.4	87.4
	Neither satisfied nor dissatisfied	165	6.0	6.8	94.3
	Somewhat dissatisfied	68	2.5	2.8	97.1
	Very dissatisfied	70	2.6	2.9	100.0
	Total	2411	88.3	100.0	
Missing	System	321	11.7		
Total		2732	100.0		

Satisfaction--Safety on the bus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	2019	73.9	79.2	79.2
	Somewhat satisfied	378	13.8	14.8	94.0
	Neither satisfied nor dissatisfied	77	2.8	3.0	97.0
	Somewhat dissatisfied	36	1.3	1.4	98.4

	Very dissatisfied	40	1.5	1.6	100.0
	Total	2550	93.3	100.0	
Missing	System	182	6.7		
Total		2732	100.0		

Satisfaction--Cleanliness of the interior of the bus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	2033	74.4	79.2	79.2
	Somewhat satisfied	389	14.2	15.2	94.4
	Neither satisfied nor dissatisfied	86	3.1	3.4	97.7
	Somewhat dissatisfied	26	1.0	1.0	98.8
	Very dissatisfied	32	1.2	1.2	100.0
	Total	2566	93.9	100.0	
Missing	System	166	6.1		
Total		2732	100.0		

Satisfaction--Cleanliness of the exterior of the bus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1992	72.9	78.4	78.4
	Somewhat satisfied	395	14.5	15.5	93.9
	Neither satisfied nor dissatisfied	104	3.8	4.1	98.0
	Somewhat dissatisfied	17	.6	.7	98.7
	Very dissatisfied	33	1.2	1.3	100.0
	Total	2541	93.0	100.0	
Missing	System	191	7.0		
Total		2732	100.0		

Satisfaction--OCTA Eligibility Staff (phone staff)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1833	67.1	72.2	72.2
	Somewhat satisfied	484	17.7	19.1	91.2
	Neither satisfied nor dissatisfied	138	5.1	5.4	96.7
	Somewhat dissatisfied	53	1.9	2.1	98.7
	Very dissatisfied	32	1.2	1.3	100.0
	Total	2540	93.0	100.0	
Missing	System	192	7.0		
Total		2732	100.0		

Satisfaction--In-person assessment staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1725	63.1	72.9	72.9
	Somewhat satisfied	396	14.5	16.7	89.6
	Neither satisfied nor dissatisfied	186	6.8	7.9	97.5
	Somewhat dissatisfied	31	1.1	1.3	98.8
	Very dissatisfied	29	1.1	1.2	100.0
	Total	2367	86.6	100.0	
Missing	System	365	13.4		
Total		2732	100.0		

Satisfaction--In-person assessment evaluation tests

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1627	59.6	70.0	70.0
	Somewhat satisfied	422	15.4	18.2	88.2
	Neither satisfied nor dissatisfied	202	7.4	8.7	96.9
	Somewhat dissatisfied	41	1.5	1.8	98.6

	Very dissatisfied	32	1.2	1.4	100.0
	Total	2324	85.1	100.0	
Missing	System	408	14.9		
Total		2732	100.0		

Satisfaction--In-person assessment facility

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1568	57.4	67.3	67.3
	Somewhat satisfied	460	16.8	19.8	87.1
	Neither satisfied nor dissatisfied	218	8.0	9.4	96.4
	Somewhat dissatisfied	51	1.9	2.2	98.6
	Very dissatisfied	32	1.2	1.4	100.0
	Total	2329	85.2	100.0	
Missing	System	403	14.8		
Total		2732	100.0		

Satisfaction--Taxi--On-time performance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1254	45.9	64.6	64.6
	Somewhat satisfied	438	16.0	22.6	87.2
	Neither satisfied nor dissatisfied	106	3.9	5.5	92.6
	Somewhat dissatisfied	79	2.9	4.1	96.7
	Very dissatisfied	64	2.3	3.3	100.0
	Total	1941	71.0	100.0	
Missing	System	791	29.0		
Total		2732	100.0		

Satisfaction--Taxi--Travel time of your trip

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1325	48.5	69.4	69.4
	Somewhat satisfied	383	14.0	20.1	89.5
	Neither satisfied nor dissatisfied	119	4.4	6.2	95.7
	Somewhat dissatisfied	40	1.5	2.1	97.8
	Very dissatisfied	42	1.5	2.2	100.0
	Total	1909	69.9	100.0	
Missing	System	823	30.1		
Total		2732	100.0		

Satisfaction--Taxi--Driver courtesy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1366	50.0	71.2	71.2
	Somewhat satisfied	329	12.0	17.2	88.4
	Neither satisfied nor dissatisfied	117	4.3	6.1	94.5
	Somewhat dissatisfied	50	1.8	2.6	97.1
	Very dissatisfied	56	2.0	2.9	100.0
	Total	1918	70.2	100.0	
Missing	System	814	29.8		
Total		2732	100.0		

Satisfaction--Taxi--Safety in the taxicab

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1358	49.7	71.6	71.6
	Somewhat satisfied	315	11.5	16.6	88.2
	Neither satisfied nor dissatisfied	119	4.4	6.3	94.5
	Somewhat dissatisfied	48	1.8	2.5	97.0

	Very dissatisfied	57	2.1	3.0	100.0
	Total	1897	69.4	100.0	
Missing	System	835	30.6		
Total		2732	100.0		

Satisfaction--Taxi--Cleanliness of the taxicab

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1221	44.7	64.4	64.4
	Somewhat satisfied	396	14.5	20.9	85.2
	Neither satisfied nor dissatisfied	155	5.7	8.2	93.4
	Somewhat dissatisfied	71	2.6	3.7	97.2
	Very dissatisfied	54	2.0	2.8	100.0
	Total	1897	69.4	100.0	
Missing	System	835	30.6		
Total		2732	100.0		

Aware of Same-Day Taxi service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1150	42.1	45.6	45.6
	No	1371	50.2	54.4	100.0
	Total	2521	92.3	100.0	
Missing	System	211	7.7		
Total		2732	100.0		

Frequency using Same-Day Taxi service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4-7 days per week	29	1.1	1.2	1.2
	1-3 days per week	123	4.5	5.2	6.4
	At least once per month	209	7.7	8.8	15.2

	A few times per year	410	15.0	17.3	32.5
	N/A - I've never used Same-Day Taxi service	1604	58.7	67.5	100.0
	Total	2375	86.9	100.0	
Missing	System	357	13.1		
Total		2732	100.0		

Satisfaction--Same Day Taxi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	452	16.5	56.6	56.6
	Somewhat satisfied	211	7.7	26.4	83.0
	Neither satisfied nor dissatisfied	59	2.2	7.4	90.4
	Somewhat dissatisfied	41	1.5	5.1	95.5
	Very dissatisfied	36	1.3	4.5	100.0
	Total	799	29.2	100.0	
Missing	N/A - I've never used Same-Day Taxi service	1480	54.2		
	System	453	16.6		
	Total	1933	70.8		
Total		2732	100.0		

Reason not used Same Day Taxi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I wasn't aware the service existed	1170	42.8	56.7	56.7
	I assumed this service is expensive	339	12.4	16.4	73.1
	I am concerned that my mobility device will not fit in the the taxi	85	3.1	4.1	77.2
	I have no need for Same-Day Taxi service	351	12.8	17.0	94.2

	Do not know how to use it	18	.7	.9	95.1
	Told by telephone staff that it was not available	11	.4	.5	95.6
	Not dependable-wait for long time	19	.7	.9	96.5
	other reason	72	2.6	3.5	100.0
	Total	2065	75.6	100.0	
Missing	System	667	24.4		
Total		2732	100.0		

Aware of 25 cent reduced fare

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	652	23.9	24.9	24.9
	No	1966	72.0	75.1	100.0
	Total	2618	95.8	100.0	
Missing	System	114	4.2		
Total		2732	100.0		

Used fixed route buses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	517	18.9	19.8	19.8
	No	2092	76.6	80.2	100.0
	Total	2609	95.5	100.0	
Missing	System	123	4.5		
Total		2732	100.0		

Would participate in fixed route travel training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	729	26.7	33.7	33.7
	No	1434	52.5	66.3	100.0

Total	2163	79.2	100.0
Missing System	569	20.8	
Total	2732	100.0	

Would reserve online

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	725	26.5	28.2	28.2
No	1225	44.8	47.7	75.9
Unsure	619	22.7	24.1	100.0
Total	2569	94.0	100.0	
Missing System	163	6.0		
Total	2732	100.0		

Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Male	812	29.7	30.8	30.8
Female	1824	66.8	69.2	100.0
Total	2636	96.5	100.0	
Missing System	96	3.5		
Total	2732	100.0		

Age

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Under 18	33	1.2	1.2	1.2
18-24	73	2.7	2.7	3.9
25-34	116	4.2	4.3	8.2
35-44	127	4.6	4.7	12.9
45-54	232	8.5	8.6	21.6
55-64	390	14.3	14.5	36.0
65-74	446	16.3	16.5	52.6

	75-84	671	24.6	24.9	77.5
	85+	607	22.2	22.5	100.0
	Total	2695	98.6	100.0	
Missing	System	37	1.4		
Total		2732	100.0		

Primary language

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	2159	79.0	80.2	80.2
	Spanish	186	6.8	6.9	87.1
	Vietnamese	61	2.2	2.3	89.3
	Chinese	41	1.5	1.5	90.9
	Korean	22	.8	.8	91.7
	Farsi	74	2.7	2.7	94.4
	American Sign Language	22	.8	.8	95.2
	Tagalog	44	1.6	1.6	96.9
	Indian Languages (Punjabi, Hindi, Urdu, etc.)	26	1.0	1.0	97.8
	Arabic	15	.5	.6	98.4
	Other	43	1.6	1.6	100.0
	Total	2693	98.6	100.0	
Missing	System	39	1.4		
Total		2732	100.0		

Person completing survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	ACCESS customer	2030	74.3	76.0	76.0
	Care provider of ACCESS customer	377	13.8	14.1	90.1
	Facility representative of an ACCESS customer	226	8.3	8.5	98.6
	Friend	21	.8	.8	99.4

Other	16	.6	.6	100.0
Total	2670	97.7	100.0	
Missing System	62	2.3		
Total	2732	100.0		

Zip Code

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	59	2.2	2.2	2.2
02808	1	.0	.0	2.2
12151	1	.0	.0	2.2
33872	1	.0	.0	2.3
34842	1	.0	.0	2.3
44035	1	.0	.0	2.3
72807	1	.0	.0	2.4
81653	1	.0	.0	2.4
81886	1	.0	.0	2.5
82708	1	.0	.0	2.5
82841	1	.0	.0	2.5
82870	1	.0	.0	2.6
90042	1	.0	.0	2.6
90080	1	.0	.0	2.6
90094	1	.0	.0	2.7
90240	2	.1	.1	2.7
90249	1	.0	.0	2.8
90270	1	.0	.0	2.8
90275	1	.0	.0	2.9
90292	1	.0	.0	2.9
90301	1	.0	.0	2.9
90403	1	.0	.0	3.0
90601	1	.0	.0	3.0
90603	1	.0	.0	3.0
90604	1	.0	.0	3.1
90605	1	.0	.0	3.1
90620	43	1.6	1.6	4.7

90621	27	1.0	1.0	5.7
90623	16	.6	.6	6.3
90630	43	1.6	1.6	7.8
90631	41	1.5	1.5	9.3
90637	1	.0	.0	9.4
90638	7	.3	.3	9.6
90680	46	1.7	1.7	11.3
90680-3812	1	.0	.0	11.3
90703	8	.3	.3	11.6
90706	2	.1	.1	11.7
90715	2	.1	.1	11.8
90717	1	.0	.0	11.8
90720	13	.5	.5	12.3
90740	52	1.9	1.9	14.2
90802	2	.1	.1	14.3
90803	2	.1	.1	14.3
90804	1	.0	.0	14.4
90806	1	.0	.0	14.4
90807	1	.0	.0	14.5
90808	2	.1	.1	14.5
90810	2	.1	.1	14.6
90813	1	.0	.0	14.6
90814	3	.1	.1	14.8
90815	5	.2	.2	14.9
90860	1	.0	.0	15.0
90940	1	.0	.0	15.0
91001	1	.0	.0	15.0
91030	1	.0	.0	15.1
91103	1	.0	.0	15.1
91344	1	.0	.0	15.2
91405	1	.0	.0	15.2
91702	1	.0	.0	15.2
91706	1	.0	.0	15.3
91740	1	.0	.0	15.3
91764	1	.0	.0	15.3

91776	1	.0	.0	15.4
91789	1	.0	.0	15.4
91790	1	.0	.0	15.4
91832	1	.0	.0	15.5
92054	1	.0	.0	15.5
92080	1	.0	.0	15.6
92126	2	.1	.1	15.6
92147	1	.0	.0	15.7
92191	1	.0	.0	15.7
92211	1	.0	.0	15.7
92408	1	.0	.0	15.8
92423	1	.0	.0	15.8
92530	1	.0	.0	15.8
92545	1	.0	.0	15.9
92572	1	.0	.0	15.9
92574	1	.0	.0	16.0
92575	1	.0	.0	16.0
92602	10	.4	.4	16.4
92603	4	.1	.1	16.5
92604	27	1.0	1.0	17.5
92606	14	.5	.5	18.0
92609	2	.1	.1	18.1
92610	5	.2	.2	18.3
92612	34	1.2	1.2	19.5
92614	27	1.0	1.0	20.5
92618	8	.3	.3	20.8
92619	2	.1	.1	20.9
92620	21	.8	.8	21.6
92624	6	.2	.2	21.9
92625	8	.3	.3	22.1
92626	45	1.6	1.6	23.8
92627	42	1.5	1.5	25.3
92629	14	.5	.5	25.8
92630	64	2.3	2.3	28.2
92630-5501	1	.0	.0	28.2

92633	1	.0	.0	28.3
92637	51	1.9	1.9	30.1
92637-2773	1	.0	.0	30.2
92642	1	.0	.0	30.2
92646	40	1.5	1.5	31.7
92647	42	1.5	1.5	33.2
92648	33	1.2	1.2	34.4
92648-4270	1	.0	.0	34.4
92649	19	.7	.7	35.1
92651	19	.7	.7	35.8
92652	1	.0	.0	35.9
92653	39	1.4	1.4	37.3
92655	7	.3	.3	37.6
92656	24	.9	.9	38.4
92657	2	.1	.1	38.5
92660	17	.6	.6	39.1
92661	2	.1	.1	39.2
92663	7	.3	.3	39.5
92665	2	.1	.1	39.5
92667	1	.0	.0	39.6
92669	1	.0	.0	39.6
92672	26	1.0	1.0	40.6
92673	12	.4	.4	41.0
92674	2	.1	.1	41.1
92674-1942	1	.0	.0	41.1
92675	43	1.6	1.6	42.7
92677	55	2.0	2.0	44.7
92678	1	.0	.0	44.7
92679	4	.1	.1	44.9
92680	1	.0	.0	44.9
92683	76	2.8	2.8	47.7
92686	1	.0	.0	47.7
92687	1	.0	.0	47.8
92688	29	1.1	1.1	48.8
92690	2	.1	.1	48.9

92691	46	1.7	1.7	50.6
92692	44	1.6	1.6	52.2
92694	3	.1	.1	52.3
92701	26	1.0	1.0	53.3
92703	29	1.1	1.1	54.3
92704	49	1.8	1.8	56.1
92705	31	1.1	1.1	57.2
92706	38	1.4	1.4	58.6
92707	27	1.0	1.0	59.6
92708	57	2.1	2.1	61.7
92740	1	.0	.0	61.7
92748	1	.0	.0	61.8
92780	58	2.1	2.1	63.9
92780-7413	1	.0	.0	63.9
92781	1	.0	.0	64.0
92782	10	.4	.4	64.3
92801	85	3.1	3.1	67.5
92802	52	1.9	1.9	69.4
92803	1	.0	.0	69.4
92804	109	4.0	4.0	73.4
92804-2501	1	.0	.0	73.4
92804-3102	1	.0	.0	73.5
92804-4198	1	.0	.0	73.5
92805	58	2.1	2.1	75.6
92805-2218	1	.0	.0	75.7
92805-4467	1	.0	.0	75.7
92806	37	1.4	1.4	77.0
92807	27	1.0	1.0	78.0
92808	13	.5	.5	78.5
92809	2	.1	.1	78.6
92814	1	.0	.0	78.6
92821	39	1.4	1.4	80.1
92821-6404	1	.0	.0	80.1
92823	4	.1	.1	80.2
92831	36	1.3	1.3	81.6

92832	22	.8	.8	82.4
92833	32	1.2	1.2	83.5
92833-5028	1	.0	.0	83.6
92835	30	1.1	1.1	84.7
92840	58	2.1	2.1	86.8
92841	35	1.3	1.3	88.1
92841-1118	1	.0	.0	88.1
92843	28	1.0	1.0	89.1
92843-1804	1	.0	.0	89.2
92844	12	.4	.4	89.6
92845	13	.5	.5	90.1
92861	2	.1	.1	90.2
92863	3	.1	.1	90.3
92864	2	.1	.1	90.3
92865	29	1.1	1.1	91.4
92866	33	1.2	1.2	92.6
92867	21	.8	.8	93.4
92868	19	.7	.7	94.1
92869	31	1.1	1.1	95.2
92870	63	2.3	2.3	97.5
92871	1	.0	.0	97.5
92886	38	1.4	1.4	98.9
92887	16	.6	.6	99.5
92890	1	.0	.0	99.6
92891	1	.0	.0	99.6
92921	1	.0	.0	99.6
92982	1	.0	.0	99.7
92984	1	.0	.0	99.7
93551	1	.0	.0	99.7
96230	1	.0	.0	99.8
96280	1	.0	.0	99.8
96291	1	.0	.0	99.9
97841	1	.0	.0	99.9
98707	1	.0	.0	99.9
98840	1	.0	.0	100.0

99703	1	.0	.0	100.0
Total	2732	100.0	100.0	

Notes

Output Created		16-Nov-2011 10:21:18
Comments		
Input	Data	C:\Users\Richard\Documents\OCTA-ACCESS-2011-combined--11-10-11.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data	2732
	File	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data.
Syntax		FREQUENCIES VARIABLES=other_uses_q3h other_reason_not_same_q12a other_lang_q19a other_info_q23 /ORDER=ANALYSIS.
Resources	Processor Time	00:00:00.609
	Elapsed Time	00:00:00.617

Other uses of ACCESS

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2472	90.5	90.5	90.5
24 hour fitness and church	1	.0	.0	90.5
ADHC	5	.2	.2	90.7
adult day care	6	.2	.2	90.9

Adult day care center	1	.0	.0	91.0
Adult Day Care Center	1	.0	.0	91.0
Adult Day Health Care	1	.0	.0	91.0
Adult Daycare	1	.0	.0	91.1
airport	2	.1	.1	91.1
Airport	2	.1	.1	91.2
Alzheimer Family Services	1	.0	.0	91.3
alzheimer family services center	1	.0	.0	91.3
Alzheimers Family Service Center	1	.0	.0	91.3
Aquatic Center in Newport Beach	1	.0	.0	91.4
As new needs come up.	1	.0	.0	91.4
Attend Irvine Senior Center 3 days per week	1	.0	.0	91.4
attending a computer class	1	.0	.0	91.5
baby sitting	1	.0	.0	91.5
babysitting for granddaughters	1	.0	.0	91.5
Bank	2	.1	.1	91.6
bank, library	1	.0	.0	91.7
Baseball games and beauty salons.	1	.0	.0	91.7
beauty shop	2	.1	.1	91.8
Beauty shop	2	.1	.1	91.8
Beauty Shop	1	.0	.0	91.9
Bingo - Elks Club	1	.0	.0	91.9
Braille	1	.0	.0	91.9
braille class	1	.0	.0	92.0
Braille Insitute	1	.0	.0	92.0
Braille Institute	1	.0	.0	92.1
cemetery	2	.1	.1	92.1
Chuch/bible study	1	.0	.0	92.2
church	30	1.1	1.1	93.3
Church	30	1.1	1.1	94.4

Church - I need to go to the doctor and dentist on OCTA. I'm almost 92 and my daughter takes me to the doctor's now!	1	.0	.0	94.4
church and bible study every Sunday	1	.0	.0	94.4
Church Meetings	1	.0	.0	94.5
church on Sundays	1	.0	.0	94.5
Church Sundays	1	.0	.0	94.5
dates/social	1	.0	.0	94.6
Daughter's home twice per month	2	.1	.1	94.7
day program	3	.1	.1	94.8
Day program	1	.0	.0	94.8
Day program at RIO TAP	1	.0	.0	94.8
Daycare Center	1	.0	.0	94.9
Dec flood stayed in Motel for 8 days	1	.0	.0	94.9
dialysis	1	.0	.0	94.9
Dialysis	4	.1	.1	95.1
dialysis 3 days a week.	1	.0	.0	95.1
Dialysis 3X a week	1	.0	.0	95.2
Doctors, Church	1	.0	.0	95.2
Easter seals program in brea	1	.0	.0	95.2
Eating at restaurants	1	.0	.0	95.3
English conversion class	1	.0	.0	95.3
exercise class	1	.0	.0	95.4
Family visit	1	.0	.0	95.4

For 8 months I had to be with my ill husband, using OCTA to drive me to some 8 hospitals until he finally died May 24 and I am indebted to OCTA for helping me to keep up with my promise to be with him until he died.	1	.0	.0	95.4
For Dialysis Tues and Thurs	1	.0	.0	95.5
For disable and the elderly people should ride free to grocery stores	1	.0	.0	95.5
foreplay	1	.0	.0	95.5
Go to a prayers	1	.0	.0	95.6
Go to Alzheimer's Center	1	.0	.0	95.6
Go to daughters house to stay with children	1	.0	.0	95.6
Go to therapy at Cortoun Building. 2767 Imperial. 838 Euclid	1	.0	.0	95.7
going to be using it for work	1	.0	.0	95.7
Going to Church	1	.0	.0	95.8
going to Kingdom Hall	1	.0	.0	95.8
going to the senior center	1	.0	.0	95.8
goodwill fitness center	1	.0	.0	95.9
gym	1	.0	.0	95.9
hair	2	.1	.1	96.0
hair appointment	1	.0	.0	96.0
Hair Appointments - Church	1	.0	.0	96.0
Hair appointments once a week	1	.0	.0	96.1
hair appt	1	.0	.0	96.1
Hair care	1	.0	.0	96.2
Hair cut	1	.0	.0	96.2
hair dresser	2	.1	.1	96.3
Hair dresser	1	.0	.0	96.3
hair salon	2	.1	.1	96.4

hairdresser	1	.0	.0	96.4
health/ fitness	1	.0	.0	96.4
high hopes head injury proram	1	.0	.0	96.5
Holiday Lunch	1	.0	.0	96.5
Home visits	1	.0	.0	96.6
Hopefully I can resume an exercrise class (3 times per week)	1	.0	.0	96.6
Hospital and library	1	.0	.0	96.6
I go to 24 hr Fitness for swimming for my heart.	1	.0	.0	96.7
I go to my daughters house.	1	.0	.0	96.7
I have been very ill, but I go many times otherwise	1	.0	.0	96.7
I live on Elder Ave, you do not service my area on the times the doctors and health people give me an appointment!!	1	.0	.0	96.8
I use this ACCESS as a back up hen family is not available	1	.0	.0	96.8
I visit my mother in a retirement home.	1	.0	.0	96.9
integrity house	1	.0	.0	96.9
Irvine Adult Day Health Care	1	.0	.0	96.9
Job Interviews	1	.0	.0	97.0
job searching	1	.0	.0	97.0
Just to go to RIO - Senior Center	1	.0	.0	97.0
Lab work	1	.0	.0	97.1
library	1	.0	.0	97.1
Lions Club	1	.0	.0	97.1
Low vision class	1	.0	.0	97.2
Meeting friends, going to the bank, buy food	1	.0	.0	97.2

Meetings - Will be using ACCESS more.	1	.0	.0	97.3
Mom and dad's	1	.0	.0	97.3
Mostly medical visits and church	1	.0	.0	97.3
Mostly reg buses don't run on same street 4 times a month.	1	.0	.0	97.4
movies, mall, daughters hous	1	.0	.0	97.4
nursing home visits	1	.0	.0	97.4
OCARC program	1	.0	.0	97.5
Only dialysis transportation	1	.0	.0	97.5
personal family business	1	.0	.0	97.5
physical therapy	2	.1	.1	97.6
Physical therapy	1	.0	.0	97.7
Physical Therapy	1	.0	.0	97.7
Pick up medicine doctor have to wait 1 hr.	1	.0	.0	97.7
plays, movies	1	.0	.0	97.8
R10	1	.0	.0	97.8
Recreational	1	.0	.0	97.8
rehab	1	.0	.0	97.9
rehab center	1	.0	.0	97.9
Rehab Intitute of Southern Calif	1	.0	.0	98.0
Retired, wife still drives	1	.0	.0	98.0
return from shopping	1	.0	.0	98.0
Right now I am able to drive, but this may end soon.	1	.0	.0	98.1
RIO Programme	1	.0	.0	98.1
RIO- Fullerton rehab center	1	.0	.0	98.1
Rio-Rehab Orange	1	.0	.0	98.2
S.C. Day Care	1	.0	.0	98.2
See family members at their home	1	.0	.0	98.2

See mother in hospital	1	.0	.0	98.3
Senior Center	4	.1	.1	98.4
Shopping	1	.0	.0	98.5
Social dates	1	.0	.0	98.5
social services, OCTA transit	1	.0	.0	98.5
Social skills group in Anaheim	1	.0	.0	98.6
Social, education, church	1	.0	.0	98.6
Sometimes I go with Mr Olumi who lives in the same building.	1	.0	.0	98.6
Sometimes I sit a long time while other patrons are brought around. One time, it took me 3 hours to get home. I'd like a schedule of when the busiest times are. The bus service is great as well as the staff. However, it is very noisy riding in the back of the bus and it's very bumpy in the back. I am very sore and have lots of pain after bracing myself during the ride.	1	.0	.0	98.7
South County Adult Day Service	1	.0	.0	98.7
spa	1	.0	.0	98.8
SPA - physical therapy	1	.0	.0	98.8
Sr Center Note: New from New York - adjusting to CA	1	.0	.0	98.8
Starting	1	.0	.0	98.9
Stay with 2 granddaughters until parents come home, pick them up at school 4 days a week	1	.0	.0	98.9
Support group	1	.0	.0	98.9

The only time I use ACCESS is to Kaiser Attn	1	.0	.0	99.0
To a connecting transportation center for Amtrak/Metrolink/Trips outside OC	1	.0	.0	99.0
to and from braille	1	.0	.0	99.0
To and from Church	1	.0	.0	99.1
To and from Nursing home	1	.0	.0	99.1
to beach and ball game	1	.0	.0	99.2
To go to Rehab Center	1	.0	.0	99.2
To go to rehabilitation R10	1	.0	.0	99.2
to visit girlfriend	1	.0	.0	99.3
Training program which includes above.	1	.0	.0	99.3
Use this when it is between 9pm-6am	1	.0	.0	99.3
VAMC Long Beach	1	.0	.0	99.4
Visit daughter	1	.0	.0	99.4
Visit Daughter	1	.0	.0	99.5
Visit husband at a care home	1	.0	.0	99.5
Visit mom	1	.0	.0	99.5
Visit my family	1	.0	.0	99.6
Visit my family.	1	.0	.0	99.6
Visit Sister	1	.0	.0	99.6
Visiting my husband at the extended care hospital.	1	.0	.0	99.7
visiting my husband in his nursing home.	1	.0	.0	99.7
visiting nursing home	1	.0	.0	99.7
vocational visions	1	.0	.0	99.8
Volunteer	1	.0	.0	99.8
Volunteer @ Retired Military Organization	1	.0	.0	99.9
Volunteer job 2x weekly	1	.0	.0	99.9

Volunteer meetings and hair appts	1	.0	.0	99.9
volunteer work	1	.0	.0	100.0
when my children can't take me	1	.0	.0	100.0
Total	2732	100.0	100.0	

Other Reason not use Same Day Taxi

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2517	92.1	92.1	92.1
(cannot read comment)	1	.0	.0	92.2
(Clerks Note: Respondent chose options 1 & 2)	2	.1	.1	92.2
(Staff Note: Respondent Chose options 1 & 2)	1	.0	.0	92.3
(Staff Notes: Respondent chose options 1 & 2)	1	.0	.0	92.3
(Staff Notes: Respondent chose options 1 & 3)	1	.0	.0	92.3
(Staff Notes: Respondent chose options 1, 2, & 3)	1	.0	.0	92.4
\$17 for a 5 mile trip	1	.0	.0	92.4
A taxi was only sent when bus not available	1	.0	.0	92.5
Access service was always available	1	.0	.0	92.5
All of the above	1	.0	.0	92.5
All of the above.	1	.0	.0	92.6
Also assumed te service is expensive.	1	.0	.0	92.6
Also concerned mobility device will not fit in taxi	1	.0	.0	92.6
Also concerned that mobility device will not fit in the taxi, need it on occasion	1	.0	.0	92.7

Also concerned that my mobility device will not fit in the taxi	1	.0	.0	92.7
Always make appointment 2-3 days before.	2	.1	.1	92.8
Always very late have had to cancel everytime	1	.0	.0	92.8
assumed expensive and have no need	1	.0	.0	92.9
assumed its for seniors and those with health issues only	1	.0	.0	92.9
Aware of service just don't yet know "how" it works.	1	.0	.0	92.9
bad experiences prior	1	.0	.0	93.0
Bad price communication, the driver wants to charge more. ACCESS (illegible word) can not inform on price.	1	.0	.0	93.0
Being disable, much easier to travel.	1	.0	.0	93.0
Bus is primarily used for transportation to Long Beach veterans hospital, from: Mission Viejo For: medical appointments (84 year old disabled veteran) - hearing and Parkinsons, unable to drive on freeway	1	.0	.0	93.1
Caling, waiting etc not sure	1	.0	.0	93.1
cannot get service is power chair is used	1	.0	.0	93.2
cant return home after 5 pm	1	.0	.0	93.2
Careful planning of my activities allows me to make use of the cheaper alternative.	1	.0	.0	93.2
concerned about cost	1	.0	.0	93.3

Concerned about cost over 5 miles.	1	.0	.0	93.3
cost	1	.0	.0	93.3
Cost	1	.0	.0	93.4
cost too much	1	.0	.0	93.4
coverage area	1	.0	.0	93.4
Depends on bus service	1	.0	.0	93.5
depends on cost	1	.0	.0	93.5
depends on what they send	1	.0	.0	93.6
Did not know how to use it	1	.0	.0	93.6
Didnt know about it	1	.0	.0	93.6
didnt think the system works well	1	.0	.0	93.7
Do not speak English	1	.0	.0	93.7
do not understand	1	.0	.0	93.7
Do not understand how it works. Would like to use it as, primary doctor, is not available - bus does not go in hills.	1	.0	.0	93.8
don't know about it.	1	.0	.0	93.8
Don't know enough about the services	1	.0	.0	93.9
Don't quite understand how to use it. Would like to take it for short trips to store for perhaps milk, etc.	1	.0	.0	93.9
Dont have a cell phone to call for return trip	1	.0	.0	93.9
dont need	1	.0	.0	94.0
expensive	1	.0	.0	94.0
First time taxi did not show up	1	.0	.0	94.0
forgot to book any before	1	.0	.0	94.1
Glad to know that this service can be had on short notice.	1	.0	.0	94.1

Good for any ride on	1	.0	.0	94.1
hard to get into	1	.0	.0	94.2
has not needed yet	1	.0	.0	94.2
Have a lot of trouble with it.	1	.0	.0	94.3
Have a mobility car	1	.0	.0	94.3
Have not had an occasion to use it yet.	1	.0	.0	94.3
have not needed it yet	1	.0	.0	94.4
have tried to use many times but been told it is not available	1	.0	.0	94.4
Haven't needed to use it yet.	1	.0	.0	94.4
havent needed it	1	.0	.0	94.5
Havent needed it	1	.0	.0	94.5
havent needed it yet	1	.0	.0	94.5
I always make my reservations in advance	1	.0	.0	94.6
I am glad it is now available, I will use it.	1	.0	.0	94.6
I cannot afford it	1	.0	.0	94.7
I didn't assume. It is simply too expensive.	1	.0	.0	94.7
I didn't know it existed.	1	.0	.0	94.7
i didnt know I qualafied	1	.0	.0	94.8
I do not know how. I would like to use if I knew how.	1	.0	.0	94.8
i do not like taxi service	1	.0	.0	94.8
I do not use taxi service	1	.0	.0	94.9
I don't know if I'm eligible.	1	.0	.0	94.9

I don't want to get into disputes as to what constitutes 3 miles or less. It depends on routes taken. Also taxi's have a habit of picking up multiple people with multiple drop-offs. A few weeks back, a taxi picked me up at Stater Brothers 2.9miles from my home. Enroute, he picked up/dropped off 4 people traveling nearly 20 miles North before returning to drop me off. What should have been a 5 minute trip lasted 2 hours & 43 minutes.	1	.0	.0	94.9
I dont always have cash for taxi	1	.0	.0	95.0
i dont have money to pay them	1	.0	.0	95.0
i dont like taxi cabs	1	.0	.0	95.1
I go with a group	1	.0	.0	95.1
I had inquired about this and was told that there was no same day service.	1	.0	.0	95.1
I have alaways had taxi service	1	.0	.0	95.2
I have NEEDED this but didn't know it was available!!	1	.0	.0	95.2
I have never used the same day service.	1	.0	.0	95.2
I have used some day taxi service	1	.0	.0	95.3

I have used taxi-service because the Access bus is not available but I did not know that I can request sameday taxi service. I've been told that I have to reserve beforehand.	1	.0	.0	95.3
I havent needed to use it yet.	1	.0	.0	95.4
I hope to use more often under for doctor care time of appointment change and this works for me. Thanks.	1	.0	.0	95.4
I inadvertantly scheduled this service not realizing it was very expensive. It was offered to meby a scheduler but without mention of the fare.	1	.0	.0	95.4
I just found out.	1	.0	.0	95.5
I keep forgetting I have that option in emergency	1	.0	.0	95.5
I like the bus	1	.0	.0	95.5
I like to know more about this service	1	.0	.0	95.6
I need a better explanation of service.	1	.0	.0	95.6
I need taxi	1	.0	.0	95.6
I plan ahead	1	.0	.0	95.7
I prefer the OCTA bus.	1	.0	.0	95.7
I ride the ACCESS bus.	1	.0	.0	95.8
I think I used it once years ago and the waiting time was excessive.	1	.0	.0	95.8
i think same day taxi is good	1	.0	.0	95.8
I thought it was cancelled	1	.0	.0	95.9
I use it	1	.0	.0	95.9
i use it when i neede it	1	.0	.0	95.9

I use taxi service when OCTA ride is not available.	1	.0	.0	96.0
I used it once because I forgot to schedule pick up the day before.	1	.0	.0	96.0
I used same-day taxi	1	.0	.0	96.0
I used to request service one day ahead.	1	.0	.0	96.1
I was informed it was too expensive	1	.0	.0	96.1
I was not aware of this.	1	.0	.0	96.2
I was not aware that there was same day service.	1	.0	.0	96.2
I was told I always has to make reservations the day before.	1	.0	.0	96.2
i was told its not \$2.70 price of regular taxi cab price	1	.0	.0	96.3
I will use now that I know it is available.	1	.0	.0	96.3
I would have to wait too long	1	.0	.0	96.3
I would like information on same day taxi service.	1	.0	.0	96.4
I would like it. Never knew of it.	1	.0	.0	96.4
I'm always surprised when one picks me up!	1	.0	.0	96.4
I'm interested, please explain	1	.0	.0	96.5
I've had very bad experiences with the regular taxi for Access trips. I will never use same day and I pray I never get a taxi for Access trips.	1	.0	.0	96.5
If over 3 miles I have to pay more	1	.0	.0	96.6
IF the need be, I will use it.	1	.0	.0	96.6

If there is a little reduction with tax fare I would love it.	1	.0	.0	96.6
If you would offer same day taxis at night & on weekends, I would use them.	1	.0	.0	96.7
inconvenient	1	.0	.0	96.7
Is too expensive to order a taxicab for the same day.	1	.0	.0	96.7
Ive injured myself entering the cab	1	.0	.0	96.8
Long comment (doesnt like wating 2 hours for texti pickup)	1	.0	.0	96.8
mostly use bus	1	.0	.0	96.9
n/a	1	.0	.0	96.9
Need a wheelchair van	1	.0	.0	96.9
Need to plan round trip	1	.0	.0	97.0
need to transport wheelchair	1	.0	.0	97.0
Never been picked up in a taxi	1	.0	.0	97.0
never called	1	.0	.0	97.1
Never offered.	1	.0	.0	97.1
never on time	1	.0	.0	97.1
Never on time	1	.0	.0	97.2
Never used due to the fact I need assurance that I will meet my scheduled appt, etc., would use more often if could schedule in advance. I plan ahead of time and need guarantee that I have a ride both ways. thx	1	.0	.0	97.2
Never used one	1	.0	.0	97.3
new rules make it harder for me to use same day taxi	1	.0	.0	97.3
No need	2	.1	.1	97.4
No need yet.	1	.0	.0	97.4

Not sure if dependable, too expensive.	1	.0	.0	97.4
Not sure it can accomodate my service dog	1	.0	.0	97.5
Not sure of same day service	1	.0	.0	97.5
not used yet	1	.0	.0	97.5
OCTA eligibility says one thing and personal staff says another. This is a service for disabled and they should have ramps for all cabs!	1	.0	.0	97.6
offer more free miles	1	.0	.0	97.6
On using same day service once pick up was not by "same day service" but a more expensive cab co. I blame drs office by not calling correct phone # given.	1	.0	.0	97.7
one mile fee plus additional fee per mile is too much	1	.0	.0	97.7
Only goes three miles from home	1	.0	.0	97.7
Only recently found out about this service	1	.0	.0	97.8
Only used as emergency	1	.0	.0	97.8
Only used once.	1	.0	.0	97.8
only used when dispatcher sends it	1	.0	.0	97.9
Other than OCTA	1	.0	.0	97.9
plan to use it in the future	1	.0	.0	98.0
plan to use soon	1	.0	.0	98.0
Please give me more info on this service, as well as the cost. I need to use it-it's very important for me to use it. thank you	1	.0	.0	98.0

Please let me know how it works.	1	.0	.0	98.1
Please make the rules and regulations available.	1	.0	.0	98.1
Please send info	1	.0	.0	98.1
Rate should be stated over phone, so no argument at time of pickup.	1	.0	.0	98.2
Rather have the bus	1	.0	.0	98.2
really dont understant service, fare, etc	1	.0	.0	98.2
Right now I have no use of the taxi - but - if or when I do need it I know its there for m to use.	1	.0	.0	98.3
Same Day (illegible words)	1	.0	.0	98.3
Same service as bus schedule	1	.0	.0	98.4
Schedule 3 days in advance.	1	.0	.0	98.4
seldom use it	1	.0	.0	98.4
sick	1	.0	.0	98.5
So far I have no need for one	1	.0	.0	98.5
So far I have not needed it	1	.0	.0	98.5
some taxi drivers smoke	1	.0	.0	98.6
Sometimes a taxi has picked me up, I never asked for one but a van was not available.	1	.0	.0	98.6
Taxi drivers take the longest route to maximise profits	1	.0	.0	98.6
Taxi is not available for wheelchairs	1	.0	.0	98.7
The same day taxi is a good option. When you call for a new ride-you are usually on hold for 20 minutes!	1	.0	.0	98.7
The service is too expensive	1	.0	.0	98.8

the single request I made required \$25, it was equal to calling the cab company.	1	.0	.0	98.8
the time is a challenge	1	.0	.0	98.8
They may not show up	1	.0	.0	98.9
They never come	1	.0	.0	98.9
Thought it was when the bus was not available.	1	.0	.0	98.9
Time I had encountered the taxi didn't come one time.	1	.0	.0	99.0
I'm scared to do it on Sunday				
To date no need	1	.0	.0	99.0
too expensive and too hard to make a reservation	1	.0	.0	99.0
too expensive, cannot afford it.	1	.0	.0	99.1
too hard to get into	1	.0	.0	99.1
Too many rules and incompetent	1	.0	.0	99.2
tried several times but they are never available	1	.0	.0	99.2
Unable to schedule this correctly. People on phone do not want to help me with this.	1	.0	.0	99.2
undependable for certain trips	1	.0	.0	99.3
w/c not unaccessible	1	.0	.0	99.3
Want to plan ahead	1	.0	.0	99.3
Was told "Can only have one service - not 2". I have Access - would be glad to use Taxi also.	1	.0	.0	99.4
Was told by customer service that same day service was NOT AVAILABLE!!!	1	.0	.0	99.4

Was told by customer service that same day service was not available.	3	.1	.1	99.5
Was told by customer service that same day was unavailable	2	.1	.1	99.6
Was told by reservation staff that same-day service does not exist!!!	1	.0	.0	99.6
Was told that same day service does NOT exist!!!	1	.0	.0	99.7
what is same day service?	1	.0	.0	99.7
What's it all about?	1	.0	.0	99.7
Wheel chair lift needed	1	.0	.0	99.8
Wheelchair is impossible for same day service in a taxi!	1	.0	.0	99.8
Wheelchair Taxi vans are usually already reserved or in use.	1	.0	.0	99.9
Will try soon	1	.0	.0	99.9
will use now	1	.0	.0	99.9
Worry that the taxi will come too late for my appointments.	1	.0	.0	100.0
wouldnt know when to request it	1	.0	.0	100.0
Total	2732	100.0	100.0	

Other language

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2593	94.9	94.9	94.9
(Staff Notes: Respondent chose options 1 & 2)	1	.0	.0	94.9
also Chinese	1	.0	.0	95.0
arabic	7	.3	.3	95.2

Arabic	7	.3	.3	95.5
Assyrian	1	.0	.0	95.5
cambodian	1	.0	.0	95.6
czech	1	.0	.0	95.6
Czech	1	.0	.0	95.6
dari	1	.0	.0	95.7
does not speak	1	.0	.0	95.7
dutch	1	.0	.0	95.8
filipino	6	.2	.2	96.0
Filipino	7	.3	.3	96.2
Filipino - Tagalog	1	.0	.0	96.3
Filipino-Tagalog	1	.0	.0	96.3
French	1	.0	.0	96.3
german	3	.1	.1	96.4
German	1	.0	.0	96.5
Gujarati - Indian language	1	.0	.0	96.5
Gujurati	1	.0	.0	96.6
hindi	9	.3	.3	96.9
Hindi	4	.1	.1	97.0
Hungarian	2	.1	.1	97.1
Hungerian	1	.0	.0	97.1
Ilongo	2	.1	.1	97.2
Indian	1	.0	.0	97.3
Indian (Gujasati)	1	.0	.0	97.3
Indian (Hindi & Bengali)	2	.1	.1	97.4
Indian (Hindi & Bngali)	1	.0	.0	97.4
Indian language	1	.0	.0	97.4
Indian Language	1	.0	.0	97.5
indonesian	1	.0	.0	97.5
italian	1	.0	.0	97.5
Italian	3	.1	.1	97.7
japanese	2	.1	.1	97.7
Japanese	5	.2	.2	97.9
Lip Reading	1	.0	.0	98.0
non verbal	8	.3	.3	98.2

Non Verbal	1	.0	.0	98.3
non-verbal	2	.1	.1	98.4
other dialect	1	.0	.0	98.4
Persian	1	.0	.0	98.4
Philipino	1	.0	.0	98.5
Polish	1	.0	.0	98.5
Portuguese	1	.0	.0	98.5
punjabi	1	.0	.0	98.6
Russian	3	.1	.1	98.7
tagalog	11	.4	.4	99.1
Tagalog	14	.5	.5	99.6
Tagalog - Philipino	1	.0	.0	99.6
Tagalog Filipino	1	.0	.0	99.7
Tagalog or Filipino	1	.0	.0	99.7
Tagalog/Filipino	1	.0	.0	99.7
thai	2	.1	.1	99.8
Thai	2	.1	.1	99.9
Urdo (Indian)	1	.0	.0	99.9
urdu	2	.1	.1	100.0
Total	2732	100.0	100.0	

Other information respondent wishes to share

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1626	59.5	59.5	59.5
"Eileen" the reservtation person is nasty everytime. Busses always late.	1	.0	.0	59.6
(cannot read comment)	15	.5	.5	60.1
(cannot reada comment)	1	.0	.0	60.1
(cant read comment)	1	.0	.0	60.2
(letter attached)	1	.0	.0	60.2
(letter attched)	2	.1	.1	60.3

# 15 I am 92 and physically unable to ride fixd rate buses. I would like to receive information on same day taxi. I could not survive without ACCESS - Thank you.	1	.0	.0	60.3
1 day bus notice info service. 1 day taxis service later than 5:00. To be able to go see a movie or other activity.	1	.0	.0	60.4
1. Some drivers make you go backwards on the ramp, why? 2. Some drivers go fast over dips & bumps or around the courners, why? 3. Most drivers are good!!!	1	.0	.0	60.4
1313 South harbor Blvd (Disneyland transit station) needs a cover to protect from the elements	1	.0	.0	60.4
2 hours is too long to wait for an old lady like me, but I am grateful for the serice	1	.0	.0	60.5
3 dollar bills would be easier than \$2.70	1	.0	.0	60.5
3 mile taxi reduced fare should go to 5 miles	1	.0	.0	60.5
30 minute pickup window is too long	1	.0	.0	60.6
30 minute pickup window needs to be inproved	1	.0	.0	60.6
30 minute wait too long, make better routes to expidite road time	1	.0	.0	60.7
30 minute window is too long, especially in bad weather	1	.0	.0	60.7

50% of the seat belts are no in the right position	1	.0	.0	60.7
800 #	1	.0	.0	60.8
95% of the drivers have been helpful	1	.0	.0	60.8
99% of drivers are very good	1	.0	.0	60.8
A fabulous service - I have many medical appts & ACCESS is only means of transportation	1	.0	.0	60.9
A female black driver was very rude today, acting tough way on 6-8-11, pick us at 2:04 Wednesday, bus 6813	1	.0	.0	60.9
A few times the drivers could not find my place so 1 of them left & I was late for an important meeting & the other went into an apt complex down the street so I ran after it so it wouldnt leave without me. Very bad.	1	.0	.0	60.9
A great service - it has improved in the past year. Thank you	1	.0	.0	61.0
A lady bus driver named Bonita was stubborn looking for the way to my destination, although I try to help her to my family home.	1	.0	.0	61.0
A much needed service, moreso in the future	1	.0	.0	61.1
A one month suspension for my daughter vomiting from being nervous is too much	1	.0	.0	61.1

About 50% of all fricers do not kno the current pick-up location at Cerritos mall (Westfild Shopping). Dispatchers nee to communicate with them. It is at the food cout.	1	.0	.0	61.1
Access allows me to stay on the board of a credit union.	1	.0	.0	61.2
Access is an exceptional program and OCTA is exceptional				
Access bus shakes too much. 4 shocks in front and back of the bus would be good.	1	.0	.0	61.2
Access does a great job, thank you	1	.0	.0	61.2
Access driver needs to know where to take you	1	.0	.0	61.3
Access drivers are extremely courteous and helpful	1	.0	.0	61.3
access fare is too expensive for me	1	.0	.0	61.3
Access gives an oppportunity for her to keep active	1	.0	.0	61.4
Access has an excellent program	1	.0	.0	61.4
Access has caused rider to be late for doctors appointments	1	.0	.0	61.5
Access is a blessing	1	.0	.0	61.5
Access is a blessing for all of us who are seniors and disabled. Great - thanks!	1	.0	.0	61.5
Access is a blessing to me	1	.0	.0	61.6

access is a wonderful service	1	.0	.0	61.6
access is an excellent & good service	1	.0	.0	61.6
access is doing a great job...	1	.0	.0	61.7
Access is good for a disabled person, fare is good too	1	.0	.0	61.7
Access is my #1 transportation. The people are helpful and courteous	1	.0	.0	61.7
ACCESS is not available here. I hav to go to Vons and spend approx \$11.00, even to go on mile and Hows to deserve and wait.	1	.0	.0	61.8
Access is the best for elderly to visit doctors	1	.0	.0	61.8
Access is very important to me - allows me to keep my independence and travel anywhere in Orange County.	1	.0	.0	61.9
access is wonderful	1	.0	.0	61.9
Access is wonderful for us	1	.0	.0	61.9
Access needs to go to Long Beach to the veterans hospital	1	.0	.0	62.0
Access should pick me up right at school and not an alternate location	1	.0	.0	62.0
Access was the reason we got kicked out of our program. The wait period was too long	1	.0	.0	62.0
Activity director and activity assistant makes reservation for me, years ago I did this myself	1	.0	.0	62.1

afraid of falling	1	.0	.0	62.1
agent fails to leave name, day, and time of scheduled ride. Cab drivers use cell phones while driving.	1	.0	.0	62.2
All Access drivers are helpful and courteous	1	.0	.0	62.2
All drivers are very courteous	1	.0	.0	62.2
All drivers are very helpful and pleasant except had an attitude on my most recent trip.	1	.0	.0	62.3
All drivers need to approach visually or blind passengers when picking up	1	.0	.0	62.3
All drivers should speak and understand English. it would be nice if they didnt treat us like mentally challenged.	1	.0	.0	62.3
All of my drivers are nnice and helpful	1	.0	.0	62.4
All the drivers are so helpful and helped me willing as I use a walker.	1	.0	.0	62.4
all vans need a blue strap to secire my scooter	1	.0	.0	62.4
Allow for same day booking after 5 PM	1	.0	.0	62.5
Allow to make reservations after 5 PM	1	.0	.0	62.5
Almost excellent overall	1	.0	.0	62.6
Always late!	1	.0	.0	62.6
Am i elegible for 25 cent fare?	1	.0	.0	62.6
An eligibility van was 1 1/2 hours late picking me up to take me home!	1	.0	.0	62.7

Anna doesnt like being on the bus for over 90 minutes or forgot to be picked up	1	.0	.0	62.7
Appreciate the service	2	.1	.1	62.8
Appreciate the service and kind drivers	1	.0	.0	62.8
Appreciates having the same drivers	1	.0	.0	62.8
Appreciates the service	1	.0	.0	62.9
Appreciates the services	1	.0	.0	62.9
Arrival to destinations 30 - 60 minutes before appointments is a waste of time	1	.0	.0	63.0
Art gaul is one of the best drivers. Seems they try to make most rides not work so I try to cancel.	1	.0	.0	63.0
As I become more comfortable with the service I will be using it more. There have been days when travel time has been excessive	1	.0	.0	63.0
At times delivery home from shopping, etc. wait has been over 2 hours or more. could I be informed if this will happen?	1	.0	.0	63.1
Automated answering service is down too often. Persons on the phone are so very nice.	1	.0	.0	63.1
Automated phone often does not work. would love on-line.	1	.0	.0	63.1
backing onto a wheelchair ramp is dangerous and can damage tired	1	.0	.0	63.2

Bad experiences with drivers	1	.0	.0	63.2
bad experiences with taxi drivers	1	.0	.0	63.3
Bad experiences with taxi drivers	1	.0	.0	63.3
bad experiences/ being late	1	.0	.0	63.3
Be able to book return trips on same day cabs.	1	.0	.0	63.4
be ideal to make online reservations	1	.0	.0	63.4
be on time?	1	.0	.0	63.4
because i use orange County doctors and LA doctors do i need an OCTA access card too?	1	.0	.0	63.5
being on time is the most important part	1	.0	.0	63.5
best way for me to get around	1	.0	.0	63.5
Better communicate when drivers is more than 30 min late.	1	.0	.0	63.6
Better scheduling.	1	.0	.0	63.6
better service for hearing impaired	1	.0	.0	63.7
Better than "LA Access"	1	.0	.0	63.7
bgiggest problem is with the dispatchers not listening	1	.0	.0	63.7
Bless you for providing this great service!	1	.0	.0	63.8
brother being on the bus for 2 hours is too long for him	1	.0	.0	63.8
bus and taxi drivers should get out and assist in and out of vehicle	1	.0	.0	63.8
bus does not give me enough time to shop	1	.0	.0	63.9

Bus driver should wait longer if rider isnt at stop yet	1	.0	.0	63.9
bus drivers and kind and helpful	1	.0	.0	63.9
bus drivers are great	1	.0	.0	64.0
Bus drivers need better listening skills.	1	.0	.0	64.0
bus drivers need more training with developmentally disabled people	2	.1	.1	64.1
Bus drivers should be more helpful especially after I request, when walking to my appointment, that they get my husband from door to curb and vice versa because sometimes they refuse to do this.	1	.0	.0	64.1
Bus should be more punctual & on time, they are always late	1	.0	.0	64.2
bus stops need shade	1	.0	.0	64.2
Bus will go to Irvine first before taking my mom to Fullerton	1	.0	.0	64.2
buses lack shock absorbers. Some drivers have different pick up and return times	1	.0	.0	64.3
Cab overcharged me (\$9.00)	1	.0	.0	64.3
Call client when in route to pick up	1	.0	.0	64.3
Calling a taxi is a hassle	1	.0	.0	64.4
can he take Access to and from doctors/ how?	1	.0	.0	64.4
Can I use a taxi if I have a walker?	1	.0	.0	64.5

Can I use Access service for any kind of trip?	1	.0	.0	64.5
can I use this to go to a restaurant or go shopping?	1	.0	.0	64.5
Can I use your service for going to LA once in a while to see my family? and how?	1	.0	.0	64.6
Can the client recieve a phone call when Access ride is on the way to pick up client?	1	.0	.0	64.6
Can the fare be reduced from \$2.10?	1	.0	.0	64.6
Cannot get to my primary doctor with Access (506 S. Anaheim Hills Road Anaheim Hills, CA 92807)	1	.0	.0	64.7
Check travel times for better accuracy	1	.0	.0	64.7
Communicat to customer's cell phon when driver is later than 30 min grace period. The customer can then find better shelter and sit while waiting for the late bus for over 45 minutes in the cold wind.	1	.0	.0	64.8
concerned client has been on the bus for over 2 hours at a time on return trips.	1	.0	.0	64.8
cost too much	2	.1	.1	64.9
Could you please sen me info on item 13, 25 fixed rate and the taxi service. Thank You	1	.0	.0	64.9
Courtesy & pleasantness of reservation clerks is outstanding & appreciated	1	.0	.0	64.9

Dave says the bus is very late picking him up from his day program.	1	.0	.0	65.0
dissatisfied with direct trip, shared always arrive late, pickup and drop off block from where i wanna be	1	.0	.0	65.0
Do not send taxi with another wheelchair rider already in it. Not enough room.	1	.0	.0	65.0
Does not like waiting for 2 hours	1	.0	.0	65.1
Doesnt like being dropped off 2 hours ahead of time	1	.0	.0	65.1
doesnt like the half hour window	1	.0	.0	65.2
Doesnt understand fixed route buses	1	.0	.0	65.2
Doing a great job!	1	.0	.0	65.2
Dont charge no show when the bus goes to the wrong address	1	.0	.0	65.3
dont liek to wait 2 hours for pickup	1	.0	.0	65.3
Drafty areas - not good for arthritis people. All in all - great drivers - only had 1 bad one in these trips.	1	.0	.0	65.3
Driver courtesy and language barrier. Why when two parties live near eachother going to the same place cant be scheduled on the same bus?	1	.0	.0	65.4

Driver Juan #1576 and several Access drivers are very nice and provide great service. Great drivers include John Rock #146/6603 and Bertha Gomez	1	.0	.0	65.4
Driver late, did not know how to get to airport, did not know how to use GPS	1	.0	.0	65.4
Driver makes mistakes picking up and dropping off	1	.0	.0	65.5
Driver needs to notice if rider is seeking shelter from sun or rain. If uses a cane or walker and cannot walk fast enough but is in view and waving.	1	.0	.0	65.5
Driver needs to wait longer	1	.0	.0	65.6
Driver stands me up 1 in 4 trips	1	.0	.0	65.6
Driver went to wrong address and Maalawana was left in rain three hours! She is blind and in wheelchair.	1	.0	.0	65.6
Drivers are always courteous	1	.0	.0	65.7
Drivers are courteous and pleasant	1	.0	.0	65.7
Drivers are excellent	1	.0	.0	65.7
Drivers are gracious and helpful	1	.0	.0	65.8
Drivers are great.	1	.0	.0	65.8

Drivers are not always careful to make the vehicle visible and leave too quickly. If the vehicle isn't the bus, don't know if they are picking me up.	1	.0	.0	65.8
drivers are super caring, I always feel so special	1	.0	.0	65.9
Drivers are usually polite and friendly.	1	.0	.0	65.9
Drivers are very accommodating and helpful.	1	.0	.0	66.0
Drivers are very caring and careful	1	.0	.0	66.0
drivers are very courteous	1	.0	.0	66.0
Drivers are very patient and competent	1	.0	.0	66.1
drivers are warm and helpful	1	.0	.0	66.1
drivers complain about poor routing and having to be 2 places at the same time	1	.0	.0	66.1
Drivers don't have proper training and abuse my wheelchair	1	.0	.0	66.2
Drivers drive recklessly	1	.0	.0	66.2
Drivers drive too fast on freeways	1	.0	.0	66.3
Drivers go to the wrong place to pick me up.	1	.0	.0	66.3
Drivers go too fast around corners	1	.0	.0	66.3
drivers has been to Frank	1	.0	.0	66.4

Drivers have always been curious.. Pick up time NOT accurate. Long wait in cold w/ handicapped person. Long bus ride home for handicapped person plus wait on my end.	1	.0	.0	66.4
drivers helpful and patient	1	.0	.0	66.4
drivers must understand directions to my residence	1	.0	.0	66.5
Drivers need better directions to my house	1	.0	.0	66.5
Drivers need to be more helpful	1	.0	.0	66.5
Drivers need to be trained in patience and courtesy	1	.0	.0	66.6
Drivers need to enforce siabled seating arrangements	1	.0	.0	66.6
Drivers need to know where they are going	1	.0	.0	66.7
Drivers need to make sure all passengers are fastened in with seat belt	1	.0	.0	66.7
Drivers need to reduce speed, this is not an Indy 500 race	1	.0	.0	66.7
Drivers on the #173 route are very rude	1	.0	.0	66.8
Drivers sometimes miss passengers they need to pick up	1	.0	.0	66.8
Drop off time on way home sometimes is too long.	1	.0	.0	66.8
Drop off too early	1	.0	.0	66.9

Due to route cuts the client cannot attend YMCA because there are no more evening routes	1	.0	.0	66.9
Edwin Steward is deceased	1	.0	.0	66.9
Elizabeth and Barbara are great on the phone	1	.0	.0	67.0
employees appearance doesnt look pressed/ washed	1	.0	.0	67.0
employees are very polite and effective, some are very entertaining	1	.0	.0	67.1
enjoy the service	1	.0	.0	67.1
Every bus should have a GPS system. those that do get where they are going much faster.	1	.0	.0	67.1
Every driver has been extremely nice! It's really hard on me to spend a long time on the bus dropping others off. I'd like to know the busiest times to avoid them.	1	.0	.0	67.2
everything is good	1	.0	.0	67.2
excellent	2	.1	.1	67.3
Excellent	1	.0	.0	67.3
excellent drivers	1	.0	.0	67.3
excellent service	2	.1	.1	67.4
Excellent service	2	.1	.1	67.5
Excellent service for those unable to use fixed route bus service	1	.0	.0	67.5
Excellent service, Provide precise time of pickup for return home	1	.0	.0	67.6

Excessive waiting time at eligibility eval.	1	.0	.0	67.6
Expand OC service from North Zipcodes going to South please.	1	.0	.0	67.6
Explain curb to curb, door to door.	1	.0	.0	67.7
Feels it is a very needed service & was pleased when needed to be able to use it. Thank you.	1	.0	.0	67.7
few time when bus arrived more than 2 hours late	1	.0	.0	67.8
Fibromalge prevents my ability to wait for bus for more than a half an hour	1	.0	.0	67.8
For saftey purposes all drivers should exit the bus & stand behind the purpose entering the bus. These are adults w/ challenges.	1	.0	.0	67.8
Frequently, the pickup to delivery time is very lengthy - sometimes as much as 2 hours.	1	.0	.0	67.9
From my experiencemost drivers have been excellent and caring. Your taxi service has improved.	1	.0	.0	67.9
From time to time I've phoned to tell ACCESS how appreciative I am.	1	.0	.0	67.9
Generally works pretty well with school and work	1	.0	.0	68.0
Gerd Brottbom cancel please. He is death Dec. 2010.	1	.0	.0	68.0
get busses running on time	1	.0	.0	68.0

get rid of the taxi cabs on Sunday	1	.0	.0	68.1
going into the van backwards in dangerous	1	.0	.0	68.1
good job	1	.0	.0	68.2
Good job!	1	.0	.0	68.2
Good public services	1	.0	.0	68.2
good service	1	.0	.0	68.3
Good service	1	.0	.0	68.3
Good service and I'm very satisfied.	1	.0	.0	68.3
Gratefull for "Access", concerened about losing service	1	.0	.0	68.4
great service	2	.1	.1	68.4
Great service	1	.0	.0	68.5
great service, didnt know about taxi	1	.0	.0	68.5
Great service, I love it. I feel very independent.	1	.0	.0	68.6
Great service! Thank you.	1	.0	.0	68.6
Great service.	1	.0	.0	68.6
handhold for wheelchair rider.	1	.0	.0	68.7
happy to have the serice	1	.0	.0	68.7
Hard for elderly and disabled to wait so long for a ride	1	.0	.0	68.7
Has trouble getting home	1	.0	.0	68.8
Have been stranded 3 times in last 6 months	1	.0	.0	68.8
have called for pickup the next day and driver arrives wrong day	1	.0	.0	68.9
Have more busses for people who ride them all over the area.	1	.0	.0	68.9
Have school pick up please	1	.0	.0	68.9

Have to go to VA Hospital then to s.m., better if it was 2 hrs instead of 4.	1	.0	.0	69.0
have to to to the other zone then that of my residence and we get the reply on reservation list "we don't go in that zone - so in such case, what we have to do? Kindly explain on or below. email baanddadadood@yahoo.com THANKS Please explain all our inquiries.	1	.0	.0	69.0
have to wait too long, does not have a place to sit while waiting	1	.0	.0	69.0
Having problems with taxis charging them normal fees and not Access fees	1	.0	.0	69.1
Having to wait outside in all the weather with no place to sit is hard for a handicapped person	1	.0	.0	69.1
hire more people that speak, read, write, and understand American English.	1	.0	.0	69.1
honesty of driver, return things found in and left in the bus	1	.0	.0	69.2
Hope to hear from you again.	1	.0	.0	69.2
how can I buy a bus pass by going to the store?	1	.0	.0	69.3
How do I get coupons?	1	.0	.0	69.3
how do i get long distance services like to LA county	1	.0	.0	69.3

I always expect a bus to pick me up. The few times you sent a taxi I missed it because I wasn't looking for a cab. Better communication when there is a change.	1	.0	.0	69.4
i am 385 pounds, i was turned down my ATS because my wheel chair is too big	1	.0	.0	69.4
I am 91 years old and hard of hearing - when the bus comes to take me back home, if the driver look for me an ask someone I always sit in one spot, but sometimes the driver leaves without me.	1	.0	.0	69.4
I am a handicapped widow. My only income is \$688. a month from SSA. I cannot afford to be in a nursing home so I live with my daughter. Access cannot pick me up there-please help. 949-725-0754	1	.0	.0	69.5
i am always pleased with the service	1	.0	.0	69.5
I am appreciateve of the service, fee is good price, drivers well trained	1	.0	.0	69.5
I am blind and the evening service is dangerous	1	.0	.0	69.6
I am extremely grateful I can use this ervice	1	.0	.0	69.6
I am glad to know 1-day service is available	1	.0	.0	69.7
I am grateful ACCESS is available to me.	1	.0	.0	69.7

I am grateful this service is available to seniors. I wish there could be notification when the ride is going to be late.	1	.0	.0	69.7
I am happy I can use this service. I don not drive. I am alone. My family is in Denmark.	1	.0	.0	69.8
i am happy to use Access	1	.0	.0	69.8
I am happy with the service	1	.0	.0	69.8
I am happy with the service.	1	.0	.0	69.9
I am happy you are here to help me be more independent. Thank you.	1	.0	.0	69.9
I am most grateful for your services. You do good job overall. A BIG Thank you!	1	.0	.0	69.9
I am not happy with the same day taxi because the drivers aren't polite and sometime take up to an hour to pick up.	1	.0	.0	70.0
i am not happy with this service	1	.0	.0	70.0
I am satified with the service at this time	1	.0	.0	70.1
I am satisfied with the service	1	.0	.0	70.1
i am so glad I signed up for access	1	.0	.0	70.1
i am so grateful for this service	1	.0	.0	70.2
I am so grateful for this service	1	.0	.0	70.2

I am so thanful for this service and I try not to take advantage of it...using it when I absolutely need to.	1	.0	.0	70.2
I am so thankful for this service	1	.0	.0	70.3
I am terrified to ride on lift facing forward (after being required to enter the lift backwards!!) all the drivers are fantastic! Would love to go to LA convention center. I dearly want to go to the Aquarium Long Beach.	1	.0	.0	70.3
I am thankful for access	1	.0	.0	70.4
I am very dissatisfied with the Access bus driver's abilities to take direction. I feel that I, the customer, have not been accomodated.	1	.0	.0	70.4
I am very grateful	1	.0	.0	70.4
I am very grateful for Access - they explain to me what I need to do and how to get what I need.	1	.0	.0	70.5
I am very grateful for ACCESS and respect evryone who helped me.	1	.0	.0	70.5
I am very grateful for this service and even more so as I gro older.	1	.0	.0	70.5
I am very grateful for this service. Thank you!!!! Wish could take me to my residence in Long Beach	1	.0	.0	70.6
i am very happy I have access and the drivers are great.	1	.0	.0	70.6

I am very happy with the service. I am legally blind.	1	.0	.0	70.6
I am very pleased with ACCESS service. Your drivers are (illegible word) able and considerate.	1	.0	.0	70.7
I am very pleased with the service and drivers.	1	.0	.0	70.7
I am very satisfied	1	.0	.0	70.8
I am very satisfied and grateful to have this service. Drivers are excellent & very courteous.	1	.0	.0	70.8
i am very satisfied from access	1	.0	.0	70.8
I am very satisfied in all manner of operation, beginning with the staff!	1	.0	.0	70.9
I am very satisfied with the service	1	.0	.0	70.9
I am very satisfied with the service. Thank you all you guys. god bless you all!	1	.0	.0	70.9
I am very satisfied with this service	1	.0	.0	71.0
I am very satisfied with what offers in transportation	1	.0	.0	71.0
I am very thankful for Access services	1	.0	.0	71.0
I appreciate the service you provide to get me to the VA	1	.0	.0	71.1

I appreciate the service. I am unable to transfer from my scooter. Some drivers are fine with this, others call a supervisor to check the tie downs which makes me late for appointments. I ride the access 3 times a week. Please help drivers to know that some scooter riders are fine with staying on.	1	.0	.0	71.1
I appreciate this service greatly!	1	.0	.0	71.2
i appreciate this service very much	1	.0	.0	71.2
I appreciate this service when I need it. I use the fixed route bus on a more regular basis.	1	.0	.0	71.2
I appreciate your service.	1	.0	.0	71.3
I appreciate your service. Thank you for doing what you do.	1	.0	.0	71.3
I can only let you know when you (illegible)	1	.0	.0	71.3
I can't imagine doing without this service, drove for 80 years, lost my license.	1	.0	.0	71.4
I cancelled once and the driver showed up anyways, another time driver never showed up	1	.0	.0	71.4
I cannot get on the bus without the help of a lift.	1	.0	.0	71.4
I cannot walk to a bus stop!	1	.0	.0	71.5

i cant use access to go to Wilshire campus. They dont send any doctor stuff to sign papers	1	.0	.0	71.5
I completely rely on Access or my doctor appointments and am grateful this service exists!	1	.0	.0	71.6
I couldnt see my husband without this service	1	.0	.0	71.6
i depend on access for medical appointments	1	.0	.0	71.6
I did not have to wait so long I would use it more often	1	.0	.0	71.7
I do not understand why if I request to be at a location at a certain time why must I get there an hour before the time I requested.	1	.0	.0	71.7
I do not use a computer. Using the phone I can make my own reservations.	1	.0	.0	71.7
I don't have a cell phone. I have the store call for the same day taxi. If the taxi doesn't pick me up, I can go inside the store to call again because if taxi comes, I will miss the cab.	1	.0	.0	71.8
I don't like taxi Sundays worried about taxi safety.	1	.0	.0	71.8
I don't like the hour wait when I'm picking up medicine from doctors. Same day taxi's-there's a long wait over 30 min for pickup I've waited 1 hr + more.	1	.0	.0	71.9

I dont know if I meet the requirements for the fixed routes program	1	.0	.0	71.9
I dont like getting to my doctors appointment an hour early	1	.0	.0	71.9
I enjoy taking Access, it makes thing much easier	1	.0	.0	72.0
I feel a 5 min wait time is very short especially on a pick up from the doctor.	1	.0	.0	72.0
I feel safe with Access	1	.0	.0	72.0
i feel safer in a bus than a taxi	1	.0	.0	72.1
I feel stuck at home on Sundays	1	.0	.0	72.1
I feel very fortunate to have this	1	.0	.0	72.1
I find the buses themselves to be rough riding. They make me motion sick if I ride any distance. This is NOT the drivers fault-it's the buses.	1	.0	.0	72.2
I get to my appointments way too early & have to wait a long time to be picked up. I understand it is a shared-ride program so dont tell me thats the reason.	1	.0	.0	72.2
I get very upset when I have plans to go to work or dinner and the bus is over an hour late. Please Help.	1	.0	.0	72.3

<p>I give two hours when I go to the doctor for you to pick me up. But some time I get out of the doctor ofice in a half hour and I have to wait 1 1/2 hours to be pick up.</p>	1	.0	.0	72.3
<p>I had 2 sad experience, one I am supposed to be picked up at Anaheim Memorial Hosp at La Palma at 11 am, but it showed up at 1:10 pm. Second, I am to be picked up 11:30 am at my home, it does not come, I called the phone staff said in 10 min it will come. But until 1:30 pm it does not show up. So I went back to my room at 2:00 pm. A driver called, he said he was at Buena mall waiting for me. I told him I am to be picked up at my home, going to Buena Park Mall.</p>	1	.0	.0	72.3
<p>I had a 9 am drs. appt: The bus was to pick me up at 6 am. I had to get up at 3 am to be on the street corner by 5:30 am in case bus was early. I was worn out by the time I got to drs. office by 9.</p>	1	.0	.0	72.4
<p>I had the pleasure of having excellent and courteous drivers.</p>	1	.0	.0	72.4
<p>I have a perminent subscription on Sundays to church and sometimes they get me there late.</p>	1	.0	.0	72.4

I have been forgotten about, waited up to 3 hours	1	.0	.0	72.5
I have been thrilled with entire ACCESS program. Everyone has been very helpful & friendly. Many many thanks!!	1	.0	.0	72.5
I have had to make several complaints in the last few weeks. Please check them & handle them properly.	1	.0	.0	72.5
I have interesting and disgusting experiences regarding my day to day travel using either \$2.70 or \$3.00 for taxi/van. In short, however, kudos to Access services for their support services to the public.	1	.0	.0	72.6
I have met people who ask about access and I give them the phone number.	1	.0	.0	72.6
I have only had two bad experiences but all was well before I got home!	1	.0	.0	72.7
I have only tried the Access 3 times. I was very pleased, but it is hard to get used to the waiting on both ends comin and going, but I'm sure I'll become more confident as time goes on.	1	.0	.0	72.7
I have some very good and helpful drivers	1	.0	.0	72.7

I have spoken to you supervisors many times about problems with same day taxi services they do absolutely nothing and never follow up complaints with yellow cab.	1	.0	.0	72.8
I have to wait a long time after I saw the dr for ACTA to pick me up.	1	.0	.0	72.8
I have to walk a block to get the Access service because my house is not in the service area. So I have to walk to the nearest grocery stores (Ralphs) that is just a block away. My house is NOT in Access service database and this becomes a major inconvenience	1	.0	.0	72.8
I have trouble with stairs sometimes. Drivers most are helpful & polite.	1	.0	.0	72.9
I have used it, because my family have take to Doctor. Love close thing need Access too. Need your need ACCESS more often.	1	.0	.0	72.9
I have used the taxi service which is a much smoother ride that the bus which bounces and hurts my spine and tires me more than the cab.	1	.0	.0	73.0
I have waited up to three hours for a ride. For the past year Access has hardly ever picked me up on time.	1	.0	.0	73.0

I havent used this service for a while, but when I did, the service was excellent.	2	.1	.1	73.1
I hope and pray you keep your help, they are great	1	.0	.0	73.1
I hope on time performance will improve	1	.0	.0	73.1
I hope service will not be stopped due to budget cuts	1	.0	.0	73.2
I hpoe the windows are closed when driving, I am allergic from the drafts	1	.0	.0	73.2
I like Access	1	.0	.0	73.2
I like Access transportation and taxi service. I am disabled, broke my hip 2007.	1	.0	.0	73.3
i like it when the drivers call me to tell me they have arrived	1	.0	.0	73.3
I like it. They are on time and very helpful.	1	.0	.0	73.4
I like to know if I'm eligible for same day taxi service	1	.0	.0	73.4
I like when the driver advises the number of pickups & dropoffs to expect	1	.0	.0	73.4
I like you	1	.0	.0	73.5
i love access	1	.0	.0	73.5
I love access and the bus drivers, not so fond of the taxi drivers	1	.0	.0	73.5
i love access!	1	.0	.0	73.6
I love the service. It kept me from loosing my job when I lost my driving priveleges due to eyesight.	1	.0	.0	73.6
i love this service and the taxi	1	.0	.0	73.6

i love your service	1	.0	.0	73.7
I love your services	1	.0	.0	73.7
I may need more access service in the future.	1	.0	.0	73.8
I moved recently to Apt D-3 @ 2856, West Lincoln Ave., Anaheim, CA 92801	1	.0	.0	73.8
I need night service	1	.0	.0	73.8
I need some new tickets send and let me know how much.	1	.0	.0	73.9
I need someone to call me, Yes, between 11am and 1pm. 714-839-7801. It's very important. Thank you.	1	.0	.0	73.9
I need to go to SPA daily, I just can't afford it. On disability not enough money I'm out of money by 15 of months, I either eat or go to SPA.	1	.0	.0	73.9
I need to have better direction for my location - part with my information.	1	.0	.0	74.0
I never experienced a more efficient, courteous, and satisfying service than the OCTA access service	1	.0	.0	74.0
I often do not get to my appts on time. Too much time on the bus. 2 hrs is too long.	1	.0	.0	74.0
I only use Access if I go outside Newport Beach	1	.0	.0	74.1
i plan to use access more often	1	.0	.0	74.1
I prefer a Filipino driver for easy communication. thanks	1	.0	.0	74.2

I prefer busses to taxis, I feel safer for some reason. Thank you very much for providing ACCESS service!	1	.0	.0	74.2
I prefer dial a ride taxi service	1	.0	.0	74.2
i prefer to speak to a live representative	1	.0	.0	74.3
I really appreciate access. I don't know how I would even keep doctor appointments without it. It is wonderful. THANK YOU	1	.0	.0	74.3
I really like having the service available	1	.0	.0	74.3
I really like to learn to use the access bus. to learn all the bus route in orange county	1	.0	.0	74.4
I suggest you ask questions about scheduling	1	.0	.0	74.4
I take ACCESS only to my daughter's hous in Mission Viejo. ACCESS no longer serves that destination except on Saturdays. I cannot use ACCESS on holidays for family gatherings.	1	.0	.0	74.5
I take minimum benefit from this service, taxi cab service did not respond properly	1	.0	.0	74.5
I take the regular bus when I can so I can make room for more disabled and elderely than me. I take Access when I need it.	1	.0	.0	74.5
I thank God for the bus and for the drivers who are so kind.	1	.0	.0	74.6

I think it is very good for us to have ACCESS Transportation services. I really appreciate and enjoy it very much.	1	.0	.0	74.6
I think it's wonderful we have this service.	1	.0	.0	74.6
i think its a great service	1	.0	.0	74.7
i think its great	1	.0	.0	74.7
I think you should be penalized the same as us for being early and late, example, no cost!	1	.0	.0	74.7
I think you're great	1	.0	.0	74.8
I tried to use it once and was told that not all same day were w/c accessible	1	.0	.0	74.8
i truly love access it is a blessing	1	.0	.0	74.9
I use a walking cane or wheelchair	1	.0	.0	74.9
I use sometimes ACCESS and I am very satisfied.	1	.0	.0	74.9
I usually have to limit the groceries I need to fit in my walker. Having to shop twice a week to get all I need costs me \$5.40 a week.	1	.0	.0	75.0
i waited over an hour for same day taxi, very dissatisfied with service	1	.0	.0	75.0
I was late for the class by 1 1/2 hours, due to the driver going around to drop people. When I got to the class, class was over. It was terrible!	1	.0	.0	75.0

I will not be using much because I walk 100 feet with walker or crutch	1	.0	.0	75.1
I will use Access more if my health plan changes	1	.0	.0	75.1
I wish LA Access would be more like OCTA Access	1	.0	.0	75.1
I wish O.C.T.A Access used a call out number to alert us when bus is arriving. Bigger discounts to use Metrolink?	1	.0	.0	75.2
I wish the drivers were the same for the week.	1	.0	.0	75.2
I wish the service was more dependable. It feels like no one cares if the bus is over an hour and a half late.	1	.0	.0	75.3
I would be lost without this service - thank you so much for caring.	1	.0	.0	75.3
i would like for them to pick me up on Sunday	1	.0	.0	75.3
I would like info on reduced fare.	1	.0	.0	75.4
I would like more information on the same day taxi service ie availability and cost.	1	.0	.0	75.4
Thanks.				
I would like more Spanish speaking drivers.	1	.0	.0	75.4
I would like the bus driver to talk to me during time I'm riding.	1	.0	.0	75.5
I would like the phone reps to be better trained some of them don't know how to do their job.	1	.0	.0	75.5

I would like to be able to use ACCESS on Saturdays & Sundays - not available in my neighborhood now.	1	.0	.0	75.5
I would like to be informed when you are going to be late.	1	.0	.0	75.6
i would like to be picked up closer to my desired time	1	.0	.0	75.6
I would like to go to my daughters house in brea from mine in La habra	1	.0	.0	75.7
I would like to have a yellow Access ID pass so I could ride to regular bus for \$0.25.	1	.0	.0	75.7
I would like to have logo signs at my apartment complex it's too big so that Access stops here.	1	.0	.0	75.7
I would like to have service go farder to the Long Beach destination.	1	.0	.0	75.8
I would like to know if ACCESS go to Los Angeles? And ho much if sometimes I do need to go to my family.	1	.0	.0	75.8
I would like to know if there is any service that goes out to Palm Springs	1	.0	.0	75.8
i would like to picked up on time after the doctors	1	.0	.0	75.9
I would like to see the minivan drivers have better knowledge on how to help with the seat belts.	1	.0	.0	75.9

I would like to tell you how much that I can use this bus, I can't get on a regular bus. Disabled!	1	.0	.0	76.0
I would like to thank everyone for helping me with the transportation, I really appreciate your service. Best regards.	1	.0	.0	76.0
I'm dependent, pleased and appreciate your service very much.	1	.0	.0	76.0
I'm glad of your service as due to my walking I can have bus pick me up at my apartment door.	1	.0	.0	76.1
I'm grateful you're there, even though I don't use the service often.	1	.0	.0	76.1
I'm grateful for this wonderful service and drivers	1	.0	.0	76.1
I'm so appreciative of this service; so are my family members.	1	.0	.0	76.2
I'm so grateful to have ACCESS - Thank you so much!	1	.0	.0	76.2
I'm very happy and satisfied each time I used Access transportation service.	1	.0	.0	76.2
I'm very happy with Access	1	.0	.0	76.3
I'm very satisfied with the Access bus but not taxi service.	1	.0	.0	76.3
I'm very thankful having you guys as my drivers. Thank you very much!	1	.0	.0	76.4

I've always been satisfied and content - until March 27, 2011 when I had this very rude driver.	1	.0	.0	76.4
I've had good services with my drivers.	1	.0	.0	76.4
if I can get a discount?	1	.0	.0	76.5
If I had more money I would use it more	1	.0	.0	76.5
If im not in the lobby please ask person at the desk to call me	1	.0	.0	76.5
if more than 30 minutes late please call the rider	1	.0	.0	76.6
If not for Access shopping & drs., etc., would be more difficult. Thank you for the help.	1	.0	.0	76.6
if possible for short distance taxi service	1	.0	.0	76.6
If taxi travel with Access customer please let them know what they are to charge us. If we know by phone.	1	.0	.0	76.7
If the Access bus goes to other city's for drs. appt	1	.0	.0	76.7
If we are eligible for same day taxi service (my husband is wheelchair bound). Times of service (hours).	1	.0	.0	76.8
If you could make it \$1.70 a trip instead of \$2.70 it would make it much more usable for me. Thank you.	1	.0	.0	76.8
ill use more when Im unable to drive	1	.0	.0	76.8

Im glad to be able to use it.	1	.0	.0	76.9
Improved timing coordination	1	.0	.0	76.9
interested in learning more about same day services	1	.0	.0	76.9
Is any way to reduce the fair?	1	.0	.0	77.0
Is it possible to allow 4 shopping bags instead of just 2 and charge extra coupon for the other 2 bags?	1	.0	.0	77.0
Sometimes I have a 9 roll of bathroom tissue & 2 boxes of kleenex which takes 2 bags, it only leaves me (bag to carry orange juice, milk, eggs, bread, meat, produce, canned goods, and other misc., which isn't enough room. Think about it and thank you for your decision.				
Is it possible to book transportation on the same day that I need it??	1	.0	.0	77.0
Is it possible to expand the same day access taxi to longer hours (til 7/8pm). Distance/ 5 miles @ 2.70 rather than 3 miles.	1	.0	.0	77.1
is ok	1	.0	.0	77.1
Is there a limit to amount of bags you can take on board?	1	.0	.0	77.2
It feels safe to be picked up at your home, then to walk to a bus stop.	1	.0	.0	77.2
It has been a great help to us. Thank ACCESS for the service.	1	.0	.0	77.2

it is a good program for the people do not drive and has problems in walking or getting around	1	.0	.0	77.3
It is a great service	1	.0	.0	77.3
It is a great service and very vital to many diabled consumers.	1	.0	.0	77.3
It is a wonderful service to help persons who are in need.	1	.0	.0	77.4
It is a wonderful service. Every single driver without exception is friendly, courteous, kind, and helpful.	1	.0	.0	77.4
It is a great pleasure for me to be able to use it and it would be very difficult to manage without it. I am very grateful.	1	.0	.0	77.4
It is an excellent service. Thank you	1	.0	.0	77.5
It is frustrating when dispatchers don't allow "easy" changes (5 min) to pick up or discharge under unforeseen circumstances.	1	.0	.0	77.5
It would be better if your service included the Los Angeles area or linked together with L.A. area.	1	.0	.0	77.5
It would be helpful if drivers could notify riders of arrival as some can't see street from residence	1	.0	.0	77.6
it would be much less stressful if we could be notified is later than scheduled	1	.0	.0	77.6

It's a terrific service	1	.0	.0	77.6
It's great. I am comfortable knowing my dad is in good hands. A bit more flexibility using system is desired & the senior center used to give my dad tickets, now he has to pay, but overall it is worth it. THANK YOU!	1	.0	.0	77.7
its a blessing	1	.0	.0	77.7
Its a fantastic service and I am grateful. The drivers are pleasant and courteous.	1	.0	.0	77.7
its a godsent...	1	.0	.0	77.8
Its a great service thank you	1	.0	.0	77.8
Its a wonderful service	1	.0	.0	77.9
Its the bargain of the century	1	.0	.0	77.9
its wonderful	1	.0	.0	77.9
Jack Wolkoys is deceased. Thank you for your service during his needed service. God Bless You. Jack was very happy with your service.	1	.0	.0	78.0
Keep Access Service on Sunday.	1	.0	.0	78.0
Kind of hard to negotiate times when on request, the American Leg. vans need to be inspected regularly for safety & cleanliness	1	.0	.0	78.0
Last two reservations - no one showed up.	1	.0	.0	78.1
Late pick up caused to miss appointments	1	.0	.0	78.1
late pick up causes me to miss appointments	1	.0	.0	78.1

Late to appointments, drivers drive very rough, wait too long to go home	1	.0	.0	78.2
Like a faster return trip home	1	.0	.0	78.2
Like to be picked up at the time I request	1	.0	.0	78.3
Like to be picked up same place I was dropped off	1	.0	.0	78.3
likes the buses	1	.0	.0	78.3
Likes the drivers for their patience and smiles	1	.0	.0	78.4

<p>Living near the farthest point of South County, I am usually the first picked up and last dropped off. I truly appreciate Access as it is a godsend for me. I have NO other transportation options. I can use the \$.25 ride for short trips (with no transfer - getting up/down steps is a major problem for me). My greatest problem with Access involves scheduling. I normally arrive 1-2 1/2 hours before scheduled appointment ... even when taking an Access taxi. If I go to a doctor, I'm often seen early due to my early arrival ... forced by Access. Yet, I have the one hour from appointment time to deal with & when you call Access to inquire if an earlier ride is available, the answer is always NO. Example: Last month I took Access to a doctor's appointment (approximately 6 miles from my home). I had a mid-day appointment (I think 1PM). Access dropped me off before 11AM (again a 6 mile ride). The doctor had a cancellation & saw me within 15 minutes. I called Access but was told no earlier return was available. My scheduled time was something like 2:30-3PM. Access picked me up at 4:43PM. Now, this extreme is not typical but getting me to appointments 1-2 hours early is typical.</p>	1	.0	.0	78.4
--	---	----	----	------

Love the services, vans always clean, drivers respectful	1	.0	.0	78.4
lower rates	1	.0	.0	78.5
Lower waiting time to 15 minutes.	1	.0	.0	78.5
make pickup withdrawal time 10 minutes	1	.0	.0	78.6
Make shorter routes	1	.0	.0	78.6
many of the drivers do not speak and understand English. Jump seats very uncomfortable. Steps too high and narrow.	1	.0	.0	78.6
many times busses come too early	1	.0	.0	78.7
Many times I have to reschedule because I arrive too early and is unsafe for me to wait without my aide	1	.0	.0	78.7
Maybe a monthly flyer for customer updates by mail	1	.0	.0	78.7
Mesa Verde Convalescent has not had bus service since Jan.	1	.0	.0	78.8
more direct route	1	.0	.0	78.8
more info on 25 cent fares	1	.0	.0	78.8
more info on same day service	1	.0	.0	78.9
more info on same day taxi	1	.0	.0	78.9
more information on 25 cent fare	1	.0	.0	79.0
more information on taxi services	1	.0	.0	79.0
More professional ethics from Access providers, background checks on white vans drivers.	1	.0	.0	79.0

More reasonable timing. Schedule and pick up are terrible.	1	.0	.0	79.1
More territory travel past the VA hospital	1	.0	.0	79.1
More than on stop on same trip for same price. Thank you.	1	.0	.0	79.1
Most ACCESS drivers are very courteous & helpful.	1	.0	.0	79.2
Most drivers are courteous, some are very disrespectful	1	.0	.0	79.2
most drivers are ehlpful	1	.0	.0	79.2
Most drivers are nice some are not nice; they seem to be more concerned with staying on schedule.	1	.0	.0	79.3
most of the dirvers are very pleasent but there it always on ebad apple	1	.0	.0	79.3
most of the drivers are friendly and helpful	1	.0	.0	79.4
Most of the drivers are friendly and on time.	1	.0	.0	79.4
Sometimes we have very late pick-ups that result in longer bus rides greater than 90 mins., longest 125 min. When p/u times are changed -NO notification is given				
Most of the male drivers do not get up to assist getting on and off the bus	1	.0	.0	79.4
Most of the time I am invited to my relatives, but no ride during the evening so I cannot go.	1	.0	.0	79.5

Most of your drivers are very kind, courteous, and helpful.	1	.0	.0	79.5
Most phone staffs are nice, but some of them are rude and unprofessional. Also I strongly would like to have online reservation system.	1	.0	.0	79.5
Most recent return trip window (11-1130) was late (1145). Then after driver took a round-about route, arrived home at 12:45.	1	.0	.0	79.6
Most taxi drivers are rude and smelly	1	.0	.0	79.6
Most taxis are to low for me, no hand room	1	.0	.0	79.6
moving to Riverside, need info on Dial A Ride	1	.0	.0	79.7
My daughter has used Access for 19 years, I am very impressed with it.	1	.0	.0	79.7
My doctors tell me I will not be able to drive my automobile, I will need this great service	1	.0	.0	79.8
My first use of a taxi, the had me fill out a form to collect from OCTA. At the end of my trip; the driver collected the meter fare also.	1	.0	.0	79.8
My grateful appreciation for this service.	1	.0	.0	79.8
My husband and I are both Access customers and we are happy of your transportation services for we are both disabled.	1	.0	.0	79.9

My husband won't be using Access anymore because he is unable to go anywhere without caregivers everyday.	1	.0	.0	79.9
My only complaint is the drivers sometimes are 45 min to 1 hour late outside the window.	1	.0	.0	79.9
My only complaint was the time I waited after a night church service when I called for earlier pickup because the lecture ended early. The Church closed, dark, heavy rain.	1	.0	.0	80.0
My record should read Ma. Isabel Villa not "Maria" Villa.	1	.0	.0	80.0
my regular driver is very good	1	.0	.0	80.1
My return ride is always late.	1	.0	.0	80.1
My use is intermittant - depending on doctor appointments, etc.	1	.0	.0	80.1
my very limited experience has been satisfactory	1	.0	.0	80.2
My wife and I are both Access customers and we are thankful that your transportation services have helped a lot of disabled customers. We are both disabled.	1	.0	.0	80.2
My wife is disabled	1	.0	.0	80.2
N/A	1	.0	.0	80.3
Need a card (plastic) or I.D. or phone number if possible (sometimes forget number).	1	.0	.0	80.3

Need assistance to door of beauty school	1	.0	.0	80.3
need info on 25 cent fares	1	.0	.0	80.4
need info on same day taxi	3	.1	.1	80.5
need more bus services for church	1	.0	.0	80.5
Need more info for taxi service and same day service	1	.0	.0	80.6
need more info on services	1	.0	.0	80.6
Need more phone representatives. Sometimes I wait 5 minutes for my call to be answered. All your busses need new shocks.	1	.0	.0	80.6
need the lift with a walker	1	.0	.0	80.7
need the lost and found number	1	.0	.0	80.7
need to be on time within the window	1	.0	.0	80.7
Need to improve cst. dest. verification not improve response time for pickups & need to have supervisor follow up in timely manner	1	.0	.0	80.8
Needs better service to Westminster mall	1	.0	.0	80.8
Needs improvement on pick-up time	1	.0	.0	80.9
Needs info if he can ride to church on Sundays to lake Forest, wants info (310) 598-9585	1	.0	.0	80.9
needs more info	1	.0	.0	80.9
Needs service on saturday and sunday from palmdale to olive view hospital	1	.0	.0	81.0

Never gets a late call.	1	.0	.0	81.0
Return home is always 2 hours late. Other delays				
no	2	.1	.1	81.1
No	11	.4	.4	81.5
No comment	1	.0	.0	81.5
No keep up the good services. Good job. Thank you.	1	.0	.0	81.6
No not right now.	1	.0	.0	81.6
no problem being picked up, but i have problems with my return trip	1	.0	.0	81.6
No problem with service, drivers very friendly! :)	1	.0	.0	81.7
No thanks	1	.0	.0	81.7
No, but thank you for your services	1	.0	.0	81.7
No, I'm very satisfied.	1	.0	.0	81.8
No, over all very good.	1	.0	.0	81.8
NO!!!	1	.0	.0	81.8
No.	6	.2	.2	82.1
No. Everything is great, service, etc. I can't drive so I really appreciate your service.	1	.0	.0	82.1
No. Not at this time.	1	.0	.0	82.1
none	1	.0	.0	82.2
None	4	.1	.1	82.3
None at this time	1	.0	.0	82.4
None- satisfied with the service	1	.0	.0	82.4
None.	3	.1	.1	82.5
Not at this time	1	.0	.0	82.5
Not at this time.	1	.0	.0	82.6
not available on the weekends to Aliso Viejo	1	.0	.0	82.6

Not to happy with places and service thank you.	1	.0	.0	82.7
Not too much complaints - sometime they drive too fast on freeways!	1	.0	.0	82.7
note attached*	1	.0	.0	82.7
notify customers when drivers are late. Why customers must get on backwards not frowards.	1	.0	.0	82.8
Object to changing pickup time last minute	1	.0	.0	82.8
Observed juan being placed on the ramp without brakes until he made his way around the lower lift.	1	.0	.0	82.8
OCTA is very convenient	1	.0	.0	82.9
OCTA provides great service	1	.0	.0	82.9
Often late, driver should call and inform when running late	1	.0	.0	82.9
On for May 24 to ride with {illegible word} to show her how...COMPLAINT ABOUT DRIVER	1	.0	.0	83.0
once my driver talked in Arabic the entire ride on the phone. Another time a provate van was filthy and stinky	1	.0	.0	83.0
One bad driver 4 months ago.	1	.0	.0	83.1
One day a taxi acted like he was not from Access, wanted to charge me a higher rate	1	.0	.0	83.1

one of the riders yells and screams on the bus alot.	1	.0	.0	83.1
One time did not get picked up for the appt. 2nd time did not get picked up from dr. NOT fun to be waiting and waiting.	1	.0	.0	83.2
One time I saw my Access bus leaving and I couldn't walk fast enough down Orange Ave. I called and the same driver came back to pick me up. I was still considered a "no show."	1	.0	.0	83.2
One time one way - taxi smelled! Driver kept all windows open! Like a hurricane in taxi, bad trip, 301 Bastenshury to home W. Coolidge	1	.0	.0	83.2
One very badly trained First Day Driver was "lost" for over 2 hours with my son on the vehicle!	1	.0	.0	83.3
Online reservations are so needed! Also, people should have 3 same day cabs a year which cost only \$2.70 for the trip. Things happen, shouldn't have to waste a fortune when they do!	1	.0	.0	83.3
online reservations would be great! it is difficult to remeber to call during office hours	1	.0	.0	83.3
Online reservations would be very helpful	1	.0	.0	83.4
only thanks	1	.0	.0	83.4

Only transit I have to see my relatives	1	.0	.0	83.5
Only use the service 2-3 weeks.	1	.0	.0	83.5
overall Access is good	1	.0	.0	83.5
Overall experience is A+ - really like idea of online booking.	1	.0	.0	83.6
Overall we are very satisfied with the Access service.	1	.0	.0	83.6
Only once returning from the John Wayne Airport with a guest, our return trip seemed unusually long. We did not arrive home until 9:45 pm.				
Overall, ACCESS service is very good. I think it would be impossible to be perfect.	1	.0	.0	83.6
Overall, I'm satisfied with the service. Thank you.	1	.0	.0	83.7
patients are very tired after appointments, and are forced to wait for bus	1	.0	.0	83.7
Paying regular cab fares	1	.0	.0	83.7
people eat onthe bus, leave a mess	1	.0	.0	83.8
phone people are helpful	1	.0	.0	83.8
Pick me up way too early	1	.0	.0	83.9
Pick up and begining of the half hour and not end	1	.0	.0	83.9
pick up and return wait times should be adheared to	1	.0	.0	83.9
pick up is too early	1	.0	.0	84.0
Pick up is usually on time, the afternoon usually arrives at the end of the window	1	.0	.0	84.0

Pick up time - too early. Back home - very late.	1	.0	.0	84.0
Pick up times 45 minutes to an hour after i want to be picked up	1	.0	.0	84.1
pick up times have been very late	1	.0	.0	84.1
Pick up too early, drop off too late	1	.0	.0	84.2
Pick up trip is late, not leaving enough time beforemy pick up time	1	.0	.0	84.2
picks me up too early	1	.0	.0	84.2
Picks up too early	1	.0	.0	84.3
Plan to use more often	1	.0	.0	84.3
Please add more phone line.	1	.0	.0	84.3
please adress me by my full name	1	.0	.0	84.4
Please advise when pick up time changes	1	.0	.0	84.4
Please ask the drivers to NOT put their things on the seat behind them!! That seat is for your customers, not a shelf for the drivers!!!!	1	.0	.0	84.4
Please be advised that line 29 on Berch blvd gets crowded in the afternoon	1	.0	.0	84.5
please call if will not meet the 30 minute window	1	.0	.0	84.5
Please call me - you have my phone #.	1	.0	.0	84.6
Please contact customers when bus is near the pick up point to shorten waiting times outside	1	.0	.0	84.6
Please contact if later than the 30 minute window	1	.0	.0	84.6

Please do not eliminate Access	1	.0	.0	84.7
please dont change drivers routes	1	.0	.0	84.7
please get ride of taxis, never have had a good experience	1	.0	.0	84.7
please give details on same day taxi	1	.0	.0	84.8
Please inform the drivers that when riding in the back of the bus in a wheelchair the driver needs to slow down over bumps, dips, railroad etc. Bumps are more excessive in the rear.	1	.0	.0	84.8
Please let me know when driver will be late	1	.0	.0	84.8
please make service more efficient	1	.0	.0	84.9
Please not come too early of the time I book and please wait for 5 minutes. Thank you very much for your kind consideration. May God bless you.	1	.0	.0	84.9
Please pick up at front of building and not the back	1	.0	.0	85.0
please provide literature and training in Spanish	1	.0	.0	85.0
please provide more info on same day service	1	.0	.0	85.0
PLEASE SEE ATTACHED NOTE ON SURVEY	1	.0	.0	85.1
PLEASE SEE ATTACHEMENT TO SURVEY	1	.0	.0	85.1

Please send info for .25 cent fixed route offer	1	.0	.0	85.1
please send more info on same day taxi service	1	.0	.0	85.2
Please send my mail to PO box 4106, Irvine, CA 92616	1	.0	.0	85.2
Please shorten the 6 mile route, takes 1.5 to 2 hours sometimes	1	.0	.0	85.2
please tell drivers not to arrive 30 minutes early and come to the door	1	.0	.0	85.3
Please train drivers to operate van while reading a map	1	.0	.0	85.3
Positive experience. Good drivers and clean vehicles.	1	.0	.0	85.4
prefer bus over taxi	1	.0	.0	85.4
Prefers buses to cabs	1	.0	.0	85.4
Prefers same bus drivers, consistent pick up and drop off times	1	.0	.0	85.5
Problem with pick up location	1	.0	.0	85.5
provide proper training to operate the GPS	1	.0	.0	85.5
Provide us Access for other counties and night services.	1	.0	.0	85.6
Re: Question #6: AM trips are always on time, PM pick ups are very erratic.	1	.0	.0	85.6
really appreciate the wonderful service	1	.0	.0	85.7
Recently a pick up waited 30 mins for a customer. Some taxis do not use or have seat belt, scooter does not fit taxi.	1	.0	.0	85.7
Recomends to others	1	.0	.0	85.7

registration staff is not satisfactory, they screwed up all but 2 of my trips	1	.0	.0	85.8
REGULAR BUSSES NEED IMPROVED LOADING & RAMPS [MORE ROOM] TOO STEEP LOADING EXPECIALLY IN LAGUNA CANYON..I WAS DUMPED OFF OF A STEEP RAMP UPSIDE DOWN ON MY HEAD BY THE 89BUS AND TAKEN TO THE HOSPITAL WITH INJURIES [I HAVE RECORDS] & POLICE & EMERGENCY CREW WINESSES	1	.0	.0	85.8
Regular OCTA: lack of trash containers and benches at certain stops	1	.0	.0	85.9
Regularly late, night travel is dangerous	1	.0	.0	85.9
remove James Tamburro from your list, he died 3-9-11 # 76533	1	.0	.0	85.9
Request a phone call when bus is early or late. 5 minute wait time is too short!!!	1	.0	.0	86.0
Resolves the telephone wait time at reservation. Minimize 30 minute window. Increase dependability.	1	.0	.0	86.0
restore Saturday service	1	.0	.0	86.1
Return service takes too long	1	.0	.0	86.1
return trip should not last more than a hour	1	.0	.0	86.1
Return trips are problematic	1	.0	.0	86.1

riders on seats for elderly or disabled are reluctant to give them up	1	.0	.0	86.2
Riding big OCTA buses requires allot of walking between stops and ACCESS facilities/procedures really help if I can know & plan ahead for my trips!	1	.0	.0	86.2
Round trip time is terrible	1	.0	.0	86.2
Routing on some trips has meant I am sometimes on the bus for over 1 1/2 hours. this is too long on a trip that other times will take less than 1/2 hour.	1	.0	.0	86.3
routing should be updated to save time	1	.0	.0	86.3
Run cabs between 1-4	1	.0	.0	86.3
Sam day taxi fare over 2 miles is very expensive	1	.0	.0	86.4
Same as Patsy Chang.	1	.0	.0	86.4
same day not for wheelchair and scooter should be common knowledge	1	.0	.0	86.5
same day servide is needed for emergency trips	1	.0	.0	86.5
Same day taxi costs too much, is it limited to Dr.'s or grocery shopping?	1	.0	.0	86.5
Same day taxi should be available into the evening 7 or 8 pm	1	.0	.0	86.6
Same day taxi takes too long	1	.0	.0	86.6
same day taxi vehicles are too small, safety concerns should an accident occur.	1	.0	.0	86.6

satisfactory	1	.0	.0	86.7
Satisfactory	1	.0	.0	86.7
satisfied except wait on pick up times	1	.0	.0	86.7
satisfied with big access bus, not satisfied with mini van	1	.0	.0	86.8
Scheduler booking rides for passengers going in opposite directions should be completely eliminated. Standing rides should never be changed.	1	.0	.0	86.8
schedulers speak too fast	1	.0	.0	86.9
Scheduling format is antiquated, amount of time on hold is too long.	1	.0	.0	86.9
scheduling still not efficient	1	.0	.0	86.9
Scheduling will make it faster and save you money	1	.0	.0	87.0
Seats and any hand handles on vehicles should be disinfected with anitbacterial at the end of or beginning new shifts.	1	.0	.0	87.0
seems there should be more efficient scheduling	1	.0	.0	87.0
send info on same day service	1	.0	.0	87.1
send info on same day taxi	1	.0	.0	87.1
Service depends on who the driver and dispatcher is	1	.0	.0	87.2
Service does seem better the last 12 months. Thank you, appreciate it!	1	.0	.0	87.2
Service greatly appreciated.	1	.0	.0	87.2
Service improved	1	.0	.0	87.3

Service is a blessing, very satisfied	1	.0	.0	87.3
service is a life saver	1	.0	.0	87.3
service is first class	1	.0	.0	87.4
service is great as long as they are on time	1	.0	.0	87.4
Service is great! Don't use it very much, but having it gives me some peace of mind. thank you!	1	.0	.0	87.4
Service is ok.	1	.0	.0	87.5
Service is perfect	1	.0	.0	87.5
service is very good	1	.0	.0	87.6
Service not as good as before	1	.0	.0	87.6
Several time the bus was late or didn't come. It takes forever to be connected to costumer service.	1	.0	.0	87.6
Several very nice ACCESS drivers including Juan #1576, John Rock #146/6603, & Bertha Gomez	1	.0	.0	87.7
shorten return times	1	.0	.0	87.7
Shorten the waiting time	1	.0	.0	87.7
Should have 24 hour booking.	1	.0	.0	87.8
shoulder belts are dirty, gets shirt dirty	1	.0	.0	87.8
Since I am on my own Access has been a miracle and a blessing to my life and forever will blesshoo!!!	1	.0	.0	87.8
Since taxis run 24/7, you should allow service by same day taxi to go til past the dinner hour till 8 pm would be wonderful!	1	.0	.0	87.9

So far quite satisfy with the service.	1	.0	.0	87.9
So very grateful!	1	.0	.0	88.0
Some Access bus drivers are not such good drivers. A very few drive fast just to get me to my destination. A few need to have GPS/ navigator!	1	.0	.0	88.0
some cab drivers take advantage of the blind, sexually harass	1	.0	.0	88.0
some drivers are rude and do not know how to handle my wheelchair	1	.0	.0	88.1
Some drivers are rude and dont take time to their passengers that have disabilities.	1	.0	.0	88.1
Some drivers confuse my address when picking me up and I wait outside of my driveway worrying that they will not see me.	1	.0	.0	88.1
some drivers don't understant my disability, would be nice to have consitency among drivers.	1	.0	.0	88.2
some drivers have a bad attitude	1	.0	.0	88.2
Some drivers have difficulty locating apartment complexes-even the entry driveways are marked with apt numbers & numbers. They rather see buildings with large letters.	1	.0	.0	88.3

Some male drivers are very rude. Bus drivers with GPS cant find destination	1	.0	.0	88.3
Some of my drivers are so nice I would like to have that same driver pick me up.	1	.0	.0	88.3
Some of the assessment evaluation questions are ridiculous, e.g. asking if you can recognize a picture of Mcdonalds. Even a toddler can do that. Recognizing McDonalds should not be a criteria for disqualification.	1	.0	.0	88.4
Some of the older busses rattle alot and make lots of noise.	1	.0	.0	88.4
Some of the plub & drop of spots @ CSULB ned better explanation for drivers. All kno where the Fountain & Pyramid are, not so much the Fine Arts locals.	1	.0	.0	88.4
Some of use need lights inside the vans off at night.	1	.0	.0	88.5
Some of your taxis are difficult to get into and not all drivers will assist you. And some dont ask if you need help.	1	.0	.0	88.5
Some regular buses dont run often after 3pm.	1	.0	.0	88.5
some taxi drivers refuse to take coupons	1	.0	.0	88.6
some taxis talk on cell phone while driving	1	.0	.0	88.6
sometime she has to wait up to an hour and half for pick up	1	.0	.0	88.7

Sometimes come very late, sometimes if they come early they couldnt wait less than 5 minutes	1	.0	.0	88.7
sometimes driver wont come to my door but still charge door fees	1	.0	.0	88.7
sometimes drivers are rude and way too early	1	.0	.0	88.8
Sometimes drivers will leave and mark you a no show if you are waiting at a different entrance.	1	.0	.0	88.8
sometimes I am not picked up at my designated spot	1	.0	.0	88.8
sometimes I am one and a half hours late	1	.0	.0	88.9
sometimes I am picked up an hour early	1	.0	.0	88.9
Sometimes I don't know the exact address of where I need to go and Access won't help me find it in the computer and that very unsatisfactory.	1	.0	.0	88.9
Sometimes I get a bus or van driver who drives unsafe	1	.0	.0	89.0
Sometimes is a long wait.	1	.0	.0	89.0
Sometimes my reservations are in conflict with the time I get them, and I had to cancel my trip because I could not get to my destination on time.	1	.0	.0	89.1

Sometimes some of the guests using the Access bus are loud, disruptive and rude. They should be warned to be respectful or lose their right to ride.	1	.0	.0	89.1
Sometimes the driver does not come to pick me up at night or call	1	.0	.0	89.1
Sometimes they hae gone to the wrong address to bring me home.	1	.0	.0	89.2
Sometimes they leave without waiting 5 minutes.	1	.0	.0	89.2
Sometimes they are nice and patient				
sometimes to the wait for Access to pick me up is too long	1	.0	.0	89.2
Sometimes when being picked up from Kaiser Alton Sand Canyon Medical Office building 1 or 2, the driver goes to the front of the opposite building where the passenger was delivered.	1	.0	.0	89.3
Sometimes while waiting to be picked up I have no where to sit.	1	.0	.0	89.3
Somtimes they are late by an hour	1	.0	.0	89.3
Staff is usually pleasant and helpful	1	.0	.0	89.4
Staff needs to give right info. I was 15 minutes late to an appointment	1	.0	.0	89.4
stop mixing working passengers with non working passengers	1	.0	.0	89.5

Suggest you allow a person to visit a shop and return him in 15 mins for same price. Very good drivers, not always on time.	1	.0	.0	89.5
Suggesting OCTA/Access credit/debit card opportunity to pay for rides	1	.0	.0	89.5
Sunday service is horrible.	1	.0	.0	89.6
Sunday-sometimes taxi didn't come at all. Visitors are waiting for me in the meeting place.	1	.0	.0	89.6
takes too long for subscription request to be put in computer. Not satisfied with registration closing at 5 pm, online registration would fix this. Unsatisfied with 3 day limit to reserve.	1	.0	.0	89.6
Taxi driver makes you get out in the middle of the street. I am blind & cannot see traffic.	1	.0	.0	89.7
Taxis and minivans are always a problem.	1	.0	.0	89.7
Taxis-drivers are not safe, many talk on cell phones while driving - do not know how to deal with handicapped passengers	1	.0	.0	89.8
Telephone service slow. Bus schedule undependable.	1	.0	.0	89.8
Tell reservations to book trips more promptly	1	.0	.0	89.8
Thank all of you at Access	1	.0	.0	89.9
Thank for this opportunity	1	.0	.0	89.9

Thank God for Access, I donnot know what I would do.	1	.0	.0	89.9
thank you	3	.1	.1	90.0
Thank you	2	.1	.1	90.1
Thank you all work together offering such nice services	1	.0	.0	90.2
Thank you for a grat service!	1	.0	.0	90.2
Thank you for adding the Taxi for the late night travel w/ low fares. God bless you now I can go to church and other outings.	1	.0	.0	90.2
thank you for everything	1	.0	.0	90.3
Thank you for help by giving me a ride to and back from work. God bless you. Pete Mata.	1	.0	.0	90.3
thank you for making this service available	1	.0	.0	90.3
Thank you for providing services for seniors disabled	1	.0	.0	90.4
thank you for the excellent service	1	.0	.0	90.4
thank you for the service	1	.0	.0	90.4
Thank you for the service	2	.1	.1	90.5
Thank you for the service!	1	.0	.0	90.6
Thank you for the services.	1	.0	.0	90.6
thank you for this much needed service	1	.0	.0	90.6
thank you for wonderful service	1	.0	.0	90.7
Thank you for your good service	1	.0	.0	90.7
thank you for your help	1	.0	.0	90.7

thank you for your loving concern for us. My family thank you too.	1	.0	.0	90.8
thank you for your service	1	.0	.0	90.8
Thank you for your service	1	.0	.0	90.8
Thank you for your service - we need it.	1	.0	.0	90.9
Thank you for your service it offers me fredom that otherwise I wouldnt have. Thank you.	1	.0	.0	90.9
Thank you for your service.	1	.0	.0	91.0
Thank you for your services	1	.0	.0	91.0
thank you for your work	1	.0	.0	91.0
Thank you so much	1	.0	.0	91.1
Thank you so much!	1	.0	.0	91.1
Thank you very much	1	.0	.0	91.1
Thank you very much for all your ACCESS services.	1	.0	.0	91.2
Thank you very much for it!	1	.0	.0	91.2
Thank you, I appreciate your services	1	.0	.0	91.3
thank you, we plan to use 3 times a week soon	1	.0	.0	91.3
Thank you!	1	.0	.0	91.3
Thankful and appreciative for this service	1	.0	.0	91.4
thanks for Access Service	1	.0	.0	91.4
thanks for all you do	1	.0	.0	91.4
Thanks for everything. God Bless all of you for caring.	1	.0	.0	91.5
thanks for the wonderful services	1	.0	.0	91.5
thanks for your hard work	1	.0	.0	91.5

That lack of receiving an am pick up time. For the last two month receiving an AM pick up time is unheard of even when you book three days in advance; matter affact whern ever you book a ride you never receive a time for a morning pick up.	1	.0	.0	91.6
The Best	1	.0	.0	91.6
The bus drivers (some are great) others can be very rude and could benefit from traing with persons with disabilities!	1	.0	.0	91.7
the bus drivers cannot understand me and are not patient with me. My regular bus driver is good.	1	.0	.0	91.7
The bus drivers drive too fast	1	.0	.0	91.7
the bus has left her waiting 45 minutes to a hour and a half	1	.0	.0	91.8
The bus let me off on Newport BL and didnt even pull into the driveway	1	.0	.0	91.8
The bus routing/dispatching software is much less efficient than free products like google or bing, particularly in south OC, fails to take account of natural barriers and circuitous routes, and needs upgrading. Some (not many) drivers' map training could be improved and/or monitored better.	1	.0	.0	91.8

The bus service is very helpful and kind to me	1	.0	.0	91.9
The busses bang too much.	1	.0	.0	91.9
the busses seem to lack any shock absorbers	1	.0	.0	91.9
The cab/taxi service is better than the buses. A lot of times, the cab/taxi service are within the 30 minute window or are on time.	1	.0	.0	92.0
The Crystal Cathedral has two entrances	1	.0	.0	92.0
The day will come whn I will nee to use ACCESS service for Doctor's appointment.	1	.0	.0	92.1
The driver should at least ring the bell of the patients door. Sometime the bus comes too early and the patient is not aware the bus is present.	1	.0	.0	92.1
The driver sometimes came late for pick-up	2	.1	.1	92.2
The drivers are always polite	1	.0	.0	92.2
The drivers are really nice and helpful	1	.0	.0	92.2
The drivers are very courteous. having this service has helped alot.	1	.0	.0	92.3
The drivers are very nice and caring all the time. I call and tell when they are always.	1	.0	.0	92.3
The drivers get good directions while driving.	1	.0	.0	92.3
The drivers have been so nice and professional. I am thankful for the service!!	1	.0	.0	92.4

The eligibility has not been updated. Theowner took the phone #'s and changed. The old staff is still being called. Also, Herbert was d/o at wrong house and is non verbal!!	1	.0	.0	92.4
The fare is too high. I am dependent on public transit and I am on a fixed income	1	.0	.0	92.5
the fare would be good if it was 2.25	1	.0	.0	92.5
The last time I used it in late 2011, your office mixed up the pickup time and I was stuck but a very kind person gave me a ride. I made a formal complaint, but no one ever got back to me.	1	.0	.0	92.5
The one problem is not being able to be certain of pickup/arrival & return times to ensure appts. aren't missed or late.	1	.0	.0	92.6
the pick up wait time is too long. Sometimes I wait for 2 hours	1	.0	.0	92.6
The pickup for us is 0.5 miles away from our house. Have to walk with prosthetic leg.	1	.0	.0	92.6
The reason I answered no to #16 is because no fixed route is near me.	1	.0	.0	92.7

The reason I have not used ACCESS in a while is due to health problems. So far the bus has always been early Then I have to wait for Dr 1/2 to 45 min. If one is going locally, the proce of ride is high. If one is going a distance the price is ok.	1	.0	.0	92.7
The reservation people are great and so arae the drivers. I will avoid taxi Access trips dut to their lack of conduct at all costs.	1	.0	.0	92.8
The return trips from Braille institute are over 90 minutes.	1	.0	.0	92.8
The service has been good, only didnt get picked up by bus 1 time.	1	.0	.0	92.8
The service is coming too soon for pick up and too late for come back at least 2 hours	1	.0	.0	92.9
The service is great. All of the drivers are very helpful and courteous.	1	.0	.0	92.9
the sevrice is good...	1	.0	.0	92.9
The Sunday van is awfully small for my power chair.	1	.0	.0	93.0
The taxi doesnt get my space number and gets lost	1	.0	.0	93.0
The taxi drivers for same day service- a few of the are rude and have stated that they don't like to pick up Access customers due to low fare rates.	1	.0	.0	93.0
The taxi is wonderful	1	.0	.0	93.1

The times I used Access were great.	1	.0	.0	93.1
the transport on Access is very rough	1	.0	.0	93.2
The very difficult thing for me is to tell OCTA when to pick me up after a surgery from hospital. Often the hospital tells me is the estimate not the exact time.	1	.0	.0	93.2
the wait on return is too long	1	.0	.0	93.2
There are several reservationists whom have a comprehension problem. they are terrible. Need to charge PCA's and kids.	1	.0	.0	93.3
There are times that I get pick up 2 hours late and dont get notification.	1	.0	.0	93.3
there are two Margorie Wilson's in OC. Our paths cross often but we have never met.	1	.0	.0	93.3
There has been numerous times where the bus didn't wait 5 min and left as a no show. Other times when I go out early, bus is 20 min late.	1	.0	.0	93.4
there is no bench on the first floor of doctors office, can driver come and get me on the second floor?	1	.0	.0	93.4
There is no specified spot at the Amtrak station in San Juan Capistrano - I've gotten no shows because of this.	1	.0	.0	93.4
They are so valuable to me. I do appreciate the service	1	.0	.0	93.5

They call me a no show however they (bus) doesn't go to correct address I have missed many appointments due to this incompetence.	1	.0	.0	93.5
they dont come to proper pickup location	1	.0	.0	93.6
They have discontinued service to my apartment	1	.0	.0	93.6
They have good service	1	.0	.0	93.6
They have no shocks and you feel every bump on the streets.	1	.0	.0	93.7
they pick me up hours before ahead of time even if the ride is only 10 minutes long	1	.0	.0	93.7
They take the longest routes home. They do not wait for you for 5 minutes upon arrival. Drivers take off seatbelts too early.	1	.0	.0	93.7
Think the service is great for people with disabilities	1	.0	.0	93.8
this has helped me greatly during disabled times	1	.0	.0	93.8
this is a god given service	1	.0	.0	93.9
This is a good service and has hlped me I needed it - Thank you very much.	1	.0	.0	93.9
This is a wonderful and important service for people unable to drive	1	.0	.0	93.9
this is an excellent life saving service	1	.0	.0	94.0
This is truly a wonderful service	1	.0	.0	94.0

This program works very well for me and I am grateful for it.	1	.0	.0	94.0
This service is a life saver. makes it possible to continue normal activities and schedules.	1	.0	.0	94.1
This service is a perfect fit for my condition	1	.0	.0	94.1
This service is important in my well-being as an older person.	1	.0	.0	94.1
this service makes me feel safe	1	.0	.0	94.2
this survey is a waste of time and money	1	.0	.0	94.2
This transportation service is a blessing to me and my son. He does not have to worry about me.	1	.0	.0	94.3
Timing on trips is not drivers fault, they do their best.	1	.0	.0	94.3

To OCTA: Gee, I looked at that questionnaire and needed to write you the answer. Now, at age 96 1/2, I could do a lot of gallivanting. When I call 560-5888, that nive man keeps telling me to do. I get the nicest people to take my reservataions mostly ladies. Now an occasional male. They are all so very polite. I can say absolutely the same for the drivers, that give me a very happy ride to wherever. Mostly to Huntington Beach. I go to my daughter's home, she likes me to come down every Thursday! My other daughter gets me on the bus. I have found Huntington Beach to be much larger than just a few blocks - all because of the drivers directions and some other passengers. He usually goes to a hospital, clinic, or "old folks home," I am so lucky, I am not senile - I am just ancient and that's what I always wanted to be 100 years. Thank you for your wonderful accomodations.	1	.0	.0	94.3
Too expensive	1	.0	.0	94.4
Too expensive. Take too long to get to places	1	.0	.0	94.4
Too long a wait for pick ups.	1	.0	.0	94.4

Too often bus picks up 2 hours early	1	.0	.0	94.5
Training is needed for drivers on how to work with persons with developmental disabilities	1	.0	.0	94.5
travel with too many passengers	1	.0	.0	94.5
treatment so bad worthy of discrimination lawsuit. I have no info on other services other than bus.	1	.0	.0	94.6
Reservation service is difficult for a deaf person.				
Trip time should not be longer than the time must be. Not passing my house to drop off other riders further away & be stuck in the van/bus for over one hour & a half. It happened several times with me	1	.0	.0	94.6
Trouble with schedule time pickup to return home	1	.0	.0	94.7
Twice the bus has not come (illegible)	1	.0	.0	94.7
Two hour window too much routing to drivers terrible. Once we were 2 blocks from destination & took us 7 miles beyond & had to go back because of his routing instructions.	1	.0	.0	94.7
Two times the drivers didnt know the destinations	1	.0	.0	94.8
Unable to attend religious services due to make a transfer to Westminster.	1	.0	.0	94.8

unable to fit wheelchair in Access. They do not service Toledo Way in irvine	1	.0	.0	94.8
Unhappy OCTA is enforcing ADA guidelines, which limits sized of wheelchairs and scooters	1	.0	.0	94.9
Unhappy when a scheduled ride changes	1	.0	.0	94.9
Unknown.	1	.0	.0	94.9
Used ABLE - Ride in NY - low vision. Like to be independent.	1	.0	.0	95.0
Using a van for transportation is very stressful for me in a wheelchair I much prefer the bus for any and all safety concerns.	1	.0	.0	95.0
Usually a long wait for the bus.	1	.0	.0	95.1
Vargas Taxicabs have been the best so far	1	.0	.0	95.1
Very frustrating when your ride is changed	1	.0	.0	95.1
Very glad to have this service	1	.0	.0	95.2
Very good and helpful	1	.0	.0	95.2
Very good service	1	.0	.0	95.2
very good service for seniors and handicapped	1	.0	.0	95.3
Very grateful for service wish we had Sunday back.	1	.0	.0	95.3
Very grateful for the service	1	.0	.0	95.4
very grateful for this service.	1	.0	.0	95.4
Employees who schedule need to stop double booking drivers.				

very grateful, more than happy with service	1	.0	.0	95.4
very happy and grateful for access	1	.0	.0	95.5
Very happy to have this service!	1	.0	.0	95.5
very happy with OCTA	1	.0	.0	95.5
Very happy with the service and drivers courtesy	1	.0	.0	95.6
very happy with the van, need the lift for wheelchair	1	.0	.0	95.6
very helpful	1	.0	.0	95.6
very helpful, its a blessing	1	.0	.0	95.7
Very necessary, so does good job in fulfilling a need	1	.0	.0	95.7
very pleased	1	.0	.0	95.8
Very pleased this service is available to me.	1	.0	.0	95.8
very pleased with service	1	.0	.0	95.8
Very pleased with staff, good job	1	.0	.0	95.9
very pleased with the service	1	.0	.0	95.9
very prompt, usually early	1	.0	.0	95.9
very satisfactory	1	.0	.0	96.0
very satisfied	1	.0	.0	96.0
Very satisfied	2	.1	.1	96.1
very satisfied and happy	1	.0	.0	96.1
Very satisfied with service	1	.0	.0	96.2
very satisfied you guys are great	1	.0	.0	96.2
very thankfull I can use this service	1	.0	.0	96.2
wait for pick up is long	1	.0	.0	96.3
wait longer than 5 minutes than 5 minutes when picking up	1	.0	.0	96.3

wait time for drivers should be 10 minutes not 5	1	.0	.0	96.3
Wait time is too long	1	.0	.0	96.4
Wait time too long	1	.0	.0	96.4
wait time window should be less	1	.0	.0	96.4
waiting to go home	1	.0	.0	96.5
Wants to be be able to call after 5 pm to schedule.	1	.0	.0	96.5
We are blessed to have the service, it is a great help to us	1	.0	.0	96.6
We are so grateful for this service and dont know what we would do with out it, thanks!	1	.0	.0	96.6
We are very satisfied	1	.0	.0	96.6
we are very satisfied with Access and want to express our thanks.	1	.0	.0	96.7
We could not have done without it when my husband was ill before his passing. We/I am grateful & would us again if needed.	1	.0	.0	96.7
We greatly appreciate your wonderful service	1	.0	.0	96.7
we have appreciated having the same bus drivers. Consistency puts the riders at ease and facilitates pick ups and drop offs.	1	.0	.0	96.8
We need service on Sunday's.	1	.0	.0	96.8

We thank you for this wonderful service as our children live far off. They help us when they can. We pile up on food when they come.	1	.0	.0	96.9
we thought that doctor visits were all that you provided!	1	.0	.0	96.9
we would use access more if we could get door to door	1	.0	.0	96.9
we've been very satisfied with the service	1	.0	.0	97.0
what a wonderful and family saving service. Life would be very difficult without it	1	.0	.0	97.0
What's the current fee?	1	.0	.0	97.0
Wheel chair ramp is very loud when traveling	1	.0	.0	97.1
When a customer has a 5 day a week route it should not be changed when someone decides to call at the last min. and screws up the route. I know you aare public transportation but people need to get to their therapy on time. That is why we have it set up for 5 days a week and at the same time. You should not change the drivers so much because this causes a problem too they don't know where the hell they aare suppose to pick up their ride. If I could use some one else I would sure do it because you aare not a very dependable ride for my son to get to his site.	1	.0	.0	97.1

When a taxi comes instead of a bus, the drivers do not make sure your seat belt is on. They take off before you can get it on. I have to ask them to stop!	1	.0	.0	97.1
When are you going to have transportation on Sundays to my church?	1	.0	.0	97.2
When I know I will be listed as a no show please give me a chance to explain	1	.0	.0	97.2
When I took rides the same day I tell the Access agents not to make errs	1	.0	.0	97.3
when kpick up or arrival times are excessively late, response from Access is to provide a previously unknow schedule time.	1	.0	.0	97.3
When the Access bus is late to pick me up I get too nervous.	1	.0	.0	97.3
where do I find info for same day taxi and 25 cent fare?	1	.0	.0	97.4
where to get tickets?	1	.0	.0	97.4
why cant access bring back door pick up	1	.0	.0	97.4
why cant taxis do a return trip if the wait is 15 minutes or less	1	.0	.0	97.5
why do you refuse to take me to 5 federation Way in Irvine. Can I take my walker into a taxi?	1	.0	.0	97.5
Why does nus not go to Serran & Canyon Rim in Anaheim Hills	1	.0	.0	97.5

why does the taxi cost so much?	1	.0	.0	97.6
Why is there a half hour leeway for bus drivers?	1	.0	.0	97.6
why not provide only for medical transport needs	1	.0	.0	97.7
Wife is a leading user of Access	1	.0	.0	97.7
wife was charged \$7.00 to use the taxi	1	.0	.0	97.7
Wish I didnt have to spend one and a half hours to get home at night	1	.0	.0	97.8
Wish the drivers can assist me more a few more steps	1	.0	.0	97.8
wish they would change "no show" rules	1	.0	.0	97.8
Womderful service that kept my father busy and healthy.	1	.0	.0	97.9
wonderful service	1	.0	.0	97.9
Wonderful service	2	.1	.1	98.0
Wonderful service - thank you.	1	.0	.0	98.0
would be helpful to have exception to 3 day resevrations	1	.0	.0	98.1
would be lost without this (legally blind)	1	.0	.0	98.1
would help if I could make reservations online.	1	.0	.0	98.1
would like a new card and information on 25 cent fares	1	.0	.0	98.2
would like a notification if pick up is later or earlier	1	.0	.0	98.2
would like if busses have shoulder and lap belts	1	.0	.0	98.2
would like info on 25 cent fares	1	.0	.0	98.3

Would like more info on same day service	1	.0	.0	98.3
Would like more info on same day taxi	1	.0	.0	98.4
would like return trips at 10:30 PM	1	.0	.0	98.4
Would like the bus to come earlier for return trips	1	.0	.0	98.4
would like to go to LA sometimes	1	.0	.0	98.5
Would like to schedule 5 days in advance	1	.0	.0	98.5
Would like to schedule more than 3 days in advance. Establish regular scheduled pick up.	1	.0	.0	98.5
Would like to see 3 day advance on reservations	1	.0	.0	98.6
Would like to see more buses than taxis. Drivers should be more punctual. Would like for drivers to call when they are at the pick up address.	1	.0	.0	98.6
Would like to try it for shopping (Target or Walmart) & groceries. Nice to have Access as relative lives too far & has Parkinson's	1	.0	.0	98.6
Would like to use Access more but cannot afford it	1	.0	.0	98.7
Would like to use it more often, but cost is becoming an issue	1	.0	.0	98.7
would use more id I could travel to mid LA county	1	.0	.0	98.8

Would use more often if was cheaper	1	.0	.0	98.8
Would use taxi service if I could book a return trip at the same time	1	.0	.0	98.8
Would you offer Access to go to church on Sundays?	1	.0	.0	98.9
yellow cab drivers and others vary in polociies. Most are polite. yellow cabs more than others.	1	.0	.0	98.9
Yen is very nice on the phone. I like young men drivers.	1	.0	.0	98.9
Yes - For months now I have been trying to get from my home (OC) to my friend's home in Corona = cant connect Access = Corona Dial a ride without Metrolink = although drivers say its possible - I get nowhere when I call.	1	.0	.0	99.0
Yes, get taxis with ramps otherwise this service is useless for handicaped.	1	.0	.0	99.0
Yes, hoping to make appointment the sam eday, not just day before or 2 days before. Send to us taxi cab for same price 2.70	1	.0	.0	99.0

Yes, I am grateful for your services! The bus is my favorite ride. Since one of my "limitations" is a totally fused knee, in a taxi I am only able to fit in front. It makes me worry over availability of that seatingwhen traveling	1	.0	.0	99.1
Yes, pick up & drop off time restrictions	1	.0	.0	99.1
Yes, please information. AFTA offers 25 cent fized route fare for access.	1	.0	.0	99.2
Yes, that I don't have restriction	1	.0	.0	99.2
Yes. I will like to be pick up at 9am after dialysis to bring me home. Thanks.	1	.0	.0	99.2
you are a blessing to me	1	.0	.0	99.3
you are all doing a great job	1	.0	.0	99.3
You are all doing great jobs, keep going, thanks!	1	.0	.0	99.3
You are great!	2	.1	.1	99.4
You can not go grocery shopping every other day it is to expensive and the drivers are not very nice and they want to allow only 2 packages you can not spend in transportation.	1	.0	.0	99.5
You have been a godsend to me. Thank you.	1	.0	.0	99.5
You have been there when I needed you - thanks for that!!	1	.0	.0	99.5
you have good service	1	.0	.0	99.6

You have one bad egg! I call him a stubborn "German". He has to read his map book to cross the street. Lived in Rossmoor since '64. I tell him to go right and he goes left.	1	.0	.0	99.6
you need to hire more drivers, the wait time is getting too long	1	.0	.0	99.6
you take very good care of me	1	.0	.0	99.7
you're unreliable	1	.0	.0	99.7
You're wonderful and saved me a lot of worry. I didnt need to call in. Thank you.	1	.0	.0	99.7
Your a God send. I am very grateful for this service.	1	.0	.0	99.8
Your drivers are always pleasant and friendly and helpful.	1	.0	.0	99.8
Your drivers are patient and kind	1	.0	.0	99.9
your drivers are wonderful	1	.0	.0	99.9
Your people are the best.	1	.0	.0	99.9
Thank God you are there for us disabled in our time of need!				
Your service is excellent from time I call til destination.	1	.0	.0	100.0
Your service is very good or should I say excellent.	1	.0	.0	100.0
Total	2732	100.0	100.0	