



THE TRANSIT Connection



2nd Quarter • 2015 Edition

Useful information for ACCESS customers

ACCESS Customer Satisfaction Survey Highlights

• Who are the respondents?

66% of the survey respondents were female which reflects our overall ACCESS population. Over half of the respondents had been using ACCESS for over four years and use the service 1-7 days per week.

• Where are ACCESS customers going?

Customers use ACCESS for a variety of trips; however, trips for health/medical purposes were most frequently reported by survey respondents. Please see chart below for more information.

• Are ACCESS customers satisfied with the service?

88% of the survey respondents described their experiences using ACCESS transportation as excellent or good! 92% of respondents said they were either very or somewhat satisfied with the current ACCESS transportation services offered by OCTA. Safety on the bus, cleanliness of the bus interior, cleanliness of the bus exterior and bus driver courtesy were the highest rated service aspects. On time performance, cost of riding, travel time and the 30 minute pick-up window were the lowest rated service aspects.

• How do customers rate the ACCESS eligibility process?

Approximately 90% of respondents said they were satisfied with each aspect of the eligibility assessment process.

• Rating of ACCESS Taxicab Service

The use of taxicabs for some ACCESS trips is very popular! 92% of respondents were most satisfied with the travel time of their trip. 89% with safety in the taxicab, 89% with on-time performance, 88% driver courtesy and 87% with the cleanliness of the taxicab.

• Rating of Same Day Taxi Service

38% of ACCESS customers surveyed had used the Same Day Taxi service in 2013 or 2014. 85% of respondents who used Same Day Taxi service were either very or somewhat satisfied.

• Were You Aware of the Fixed Route Reduced Fare Program?

Over half of the respondents were aware OCTA offers a 25 cent fare to ACCESS customers when they use the fixed route bus system. 51% of ACCESS customers stated that they had previously ridden OCTA's fixed route bus system. 16% of customers who had not ridden the fixed route system would be interested in participating in travel training so they would be able to ride the bus at the discounted fare.

• Technology and Reservations

While many respondents indicated they had access to a cell phone, computer or tablet, 90% of customers indicated they preferred to make reservations by telephone.

