



CORONA  
INSIGHTS

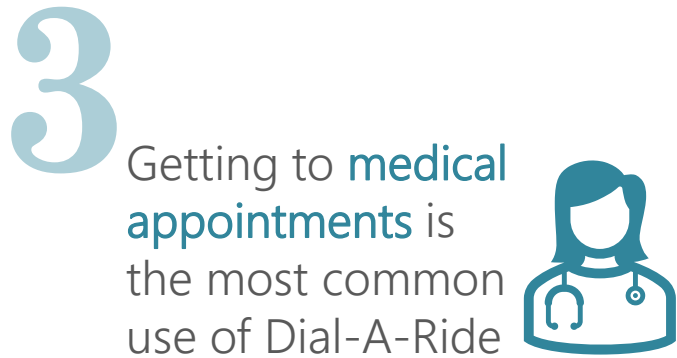
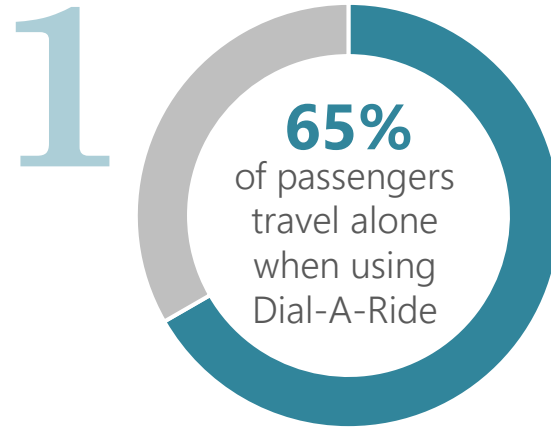
TRANSFORT

2021 PARATRANSIT SURVEY FINDINGS

<u>Summary</u>	3
Section 1	
<u>How Passengers Use Dial-A-Ride</u>	4
Section 2	
<u>Dial-A-Ride Service Satisfaction</u>	11
Section 3	
<u>Demographics</u>	14
Appendix	
<u>Methodology</u>	18

# Summary

A mail-back survey of 479 active Transfort paratransit (i.e., Dial-A-Ride and Dial-A-Taxi) passengers was conducted in the fall of 2021. The questionnaire was two-pages, and it was available in English and Spanish. One hundred sixty-seven useable responses were collected. This report summarizes the survey's top-line results.



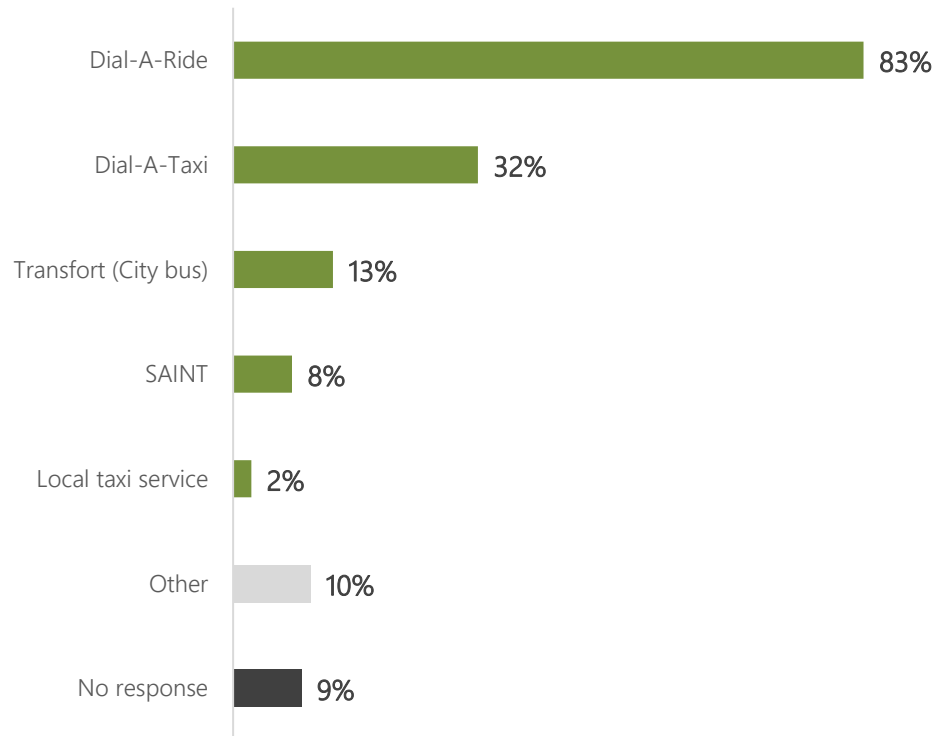
SECTION 1

# HOW PASSENGERS USE DIAL-A-RIDE

---

# Most respondents have used Dial-A-Ride in the past twelve months.

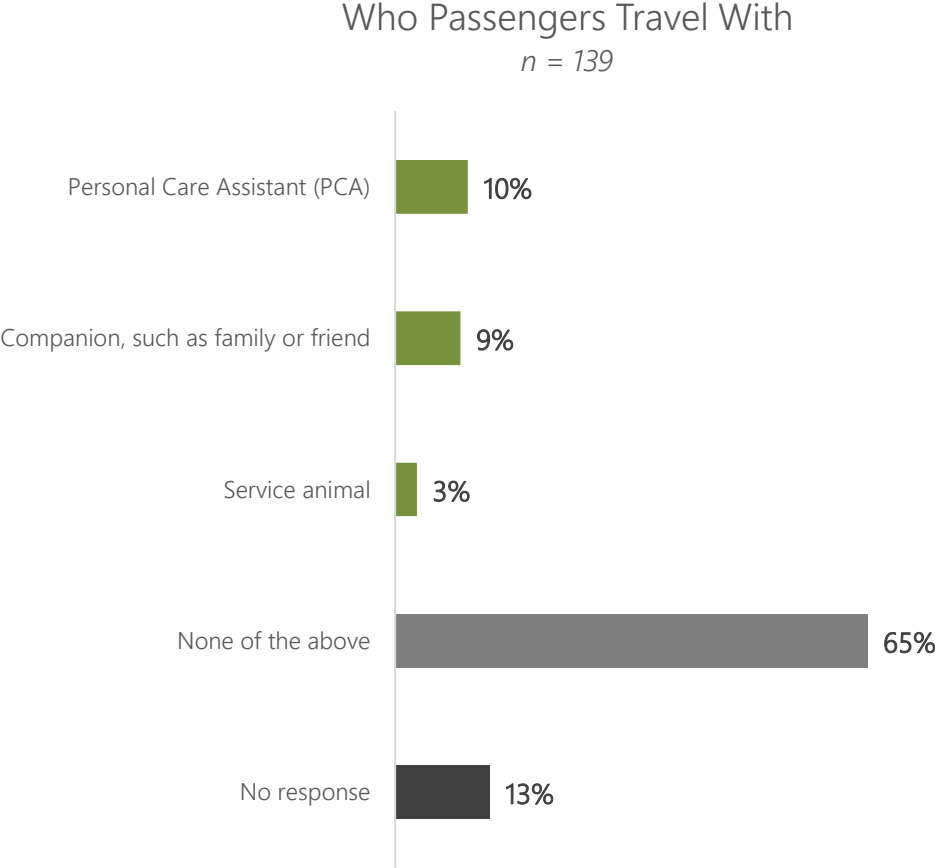
Services used in Fort Collins in the Past 12 Months  
n = 167



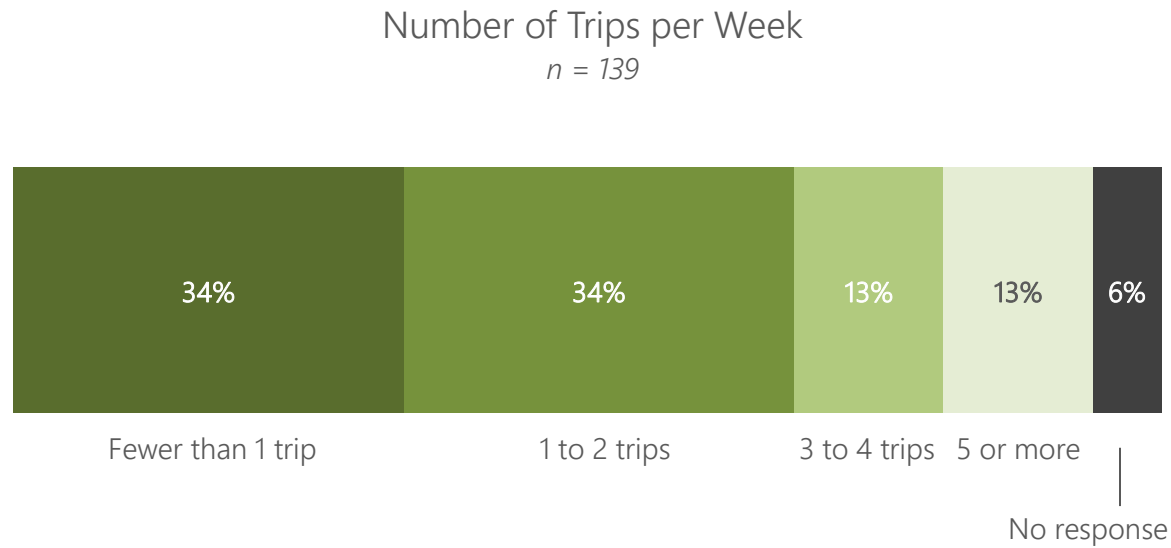
- > The majority of survey respondents reported having used Dial-A-Ride in the past twelve months (83%).
- > About one-third of respondents reported having used Dial-A-Taxi.
- > Transfort, SAINT, and the local taxi service were less commonly reported as services used.
- > Among respondents who said “other,” common write-in responses included Z-Trip and Heart & Soul. Some respondents used this space to say they have not used any services in the past twelve months due to the COVID-19 pandemic.

# Most passengers do not travel with a Personal Care Assistant, companion, or a service animal when using Dial-A-Ride.

- > About two-thirds of passengers reported that they travel with “none of the above” (65%), thus indicating that they do not travel with a Personal Care Assistant, companion such a family member or friend, or a service animal when using Dial-A-Ride.
- > Among passengers who travel with someone on Dial-A-Ride, a Personal Care Assistant was the most common response (10%) followed by a companion such as a family member or friend (9%).
- > Thirteen percent of respondents who have used Dial-A-Ride in the past year did not answer this question.



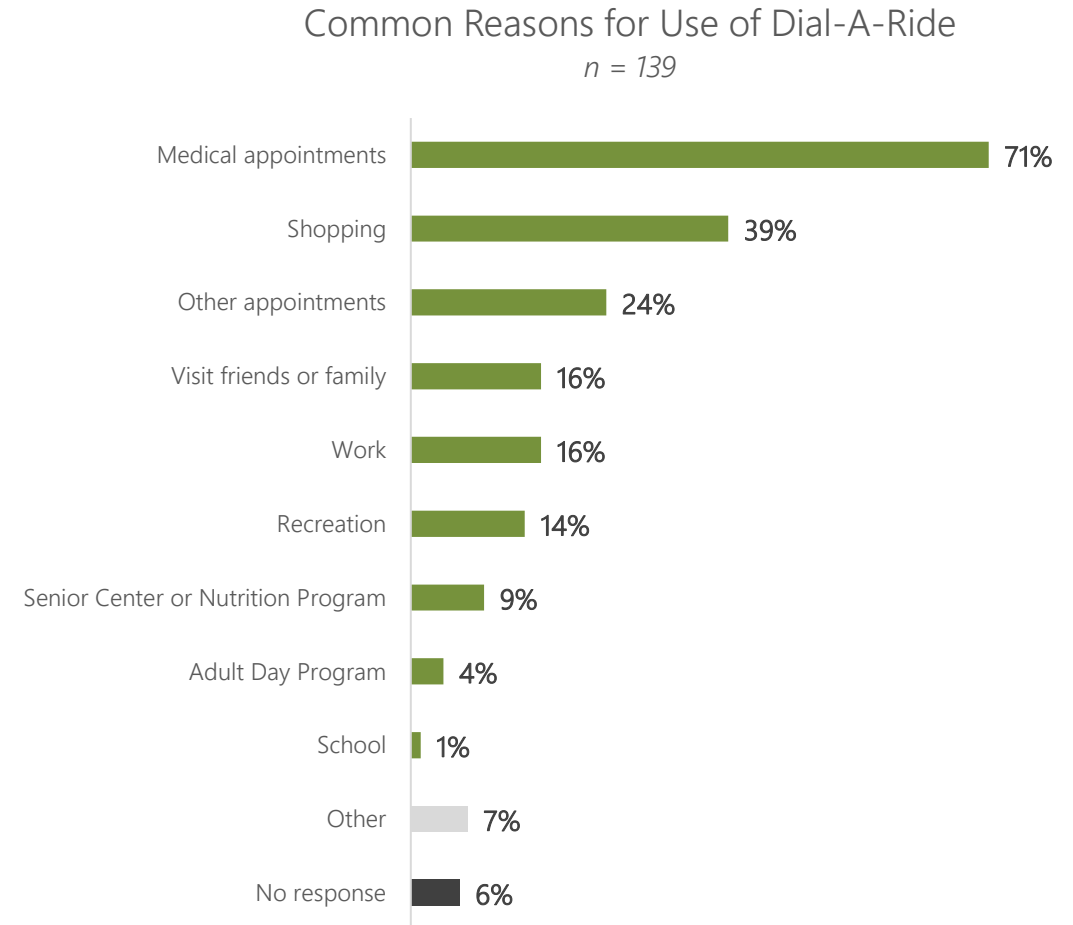
# Two-thirds of Dial-A-Ride passengers take two or fewer trips per week.



- > One-third reported taking fewer than one trip per week, and another third reported they take one to two trips per week.
- > More frequent trips per week was less common: 26% reported taking three or more trips per week.

# A majority of Dial-A-Ride passenger use the service to go to medical appointments.

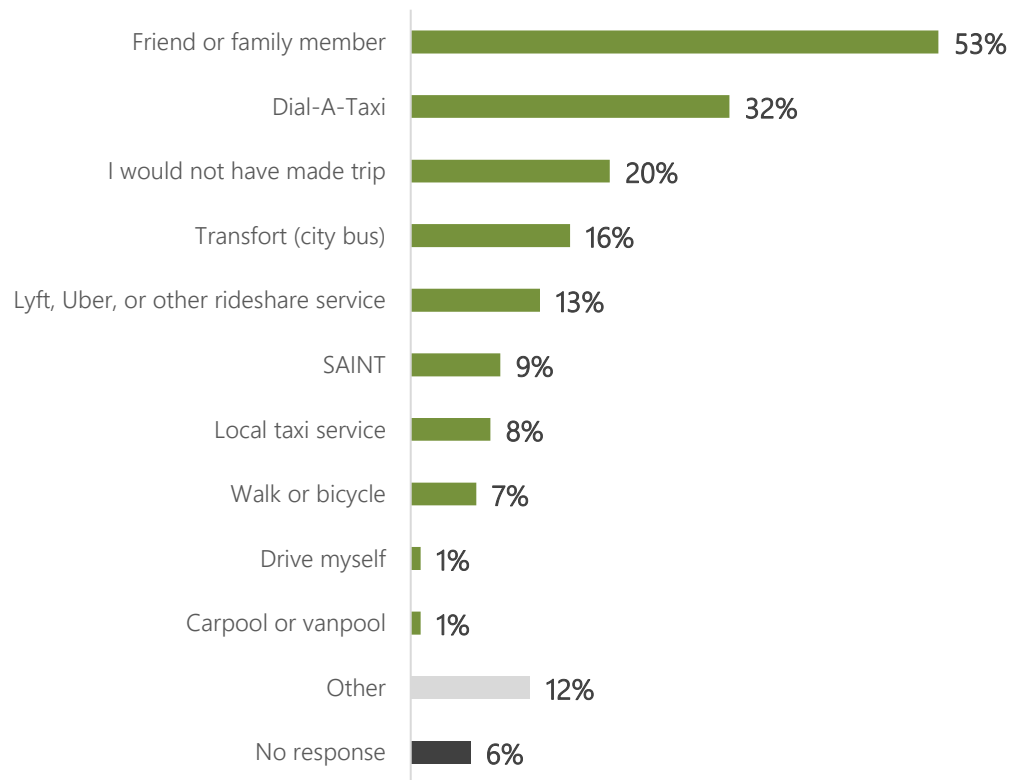
- > Nearly three-quarters of passengers (71%) reported that getting to medical appointments is one of the most common reasons they use Dial-A-Ride.
- > Over one-third of passengers (39%) reported shopping as a common reason they use Dial-A-Ride, and about one-quarter (24%) reported other appointments as a common reason for use.
- > Among passengers who selected "other," going to church was a common write-in response.





# About half of Dial-A-Ride passengers would rely on friends or family members to make a trip without Dial-A-Ride.

How Passengers Would Have Made Most Recent Trip if Dial-A-Ride was Not Available  
*n = 139*



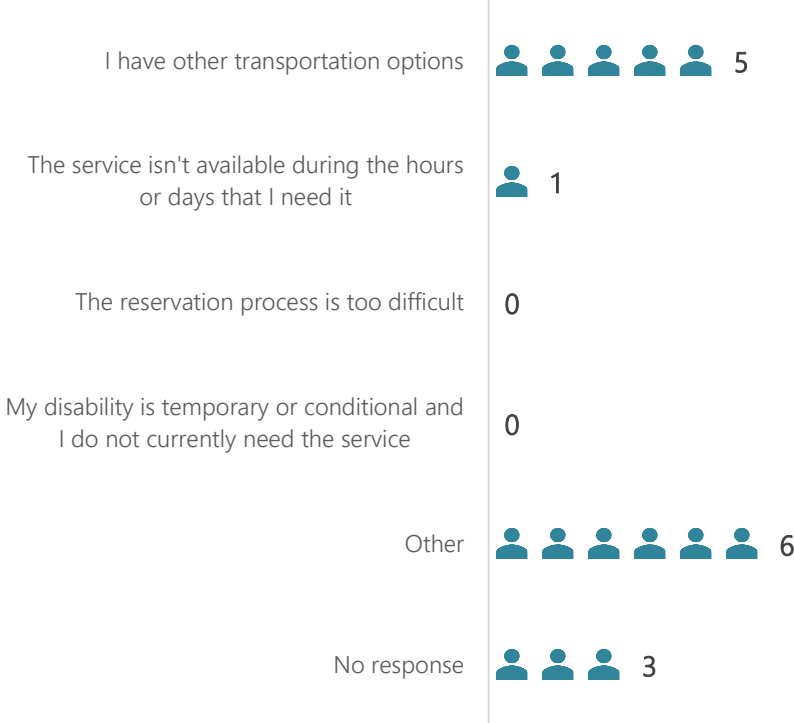
- > About half of passengers (53%) reported that they would rely on a friend or family member for their most recent trip if Dial-A-Ride was not available.
- > Dial-A-Taxi was the next most common response, with about one-third of passengers (32%) saying that they would opt for this service if needed.
- > One-fifth of passengers (20%) would not have made their most recent trip if Dial-A-Ride was unavailable.

# Having access to other transportation options was a common reason for not using Dial-A-Ride in recent months.

*Due to the small sample for this question (n=13), the number of responses are shown to the right, rather than percentages.*

- > Of those who have not used Dial-A-Ride in the past 12 months, five reported that they have other transportation options.
- > Just under half (n=6) of passengers who have not used the service in the past twelve months selected "other." Among these, limiting travel due to COVID-19 was a common response.

Reasons Passengers Have Not Used Dial-A-Ride in the Past 12 Months  
n = 13



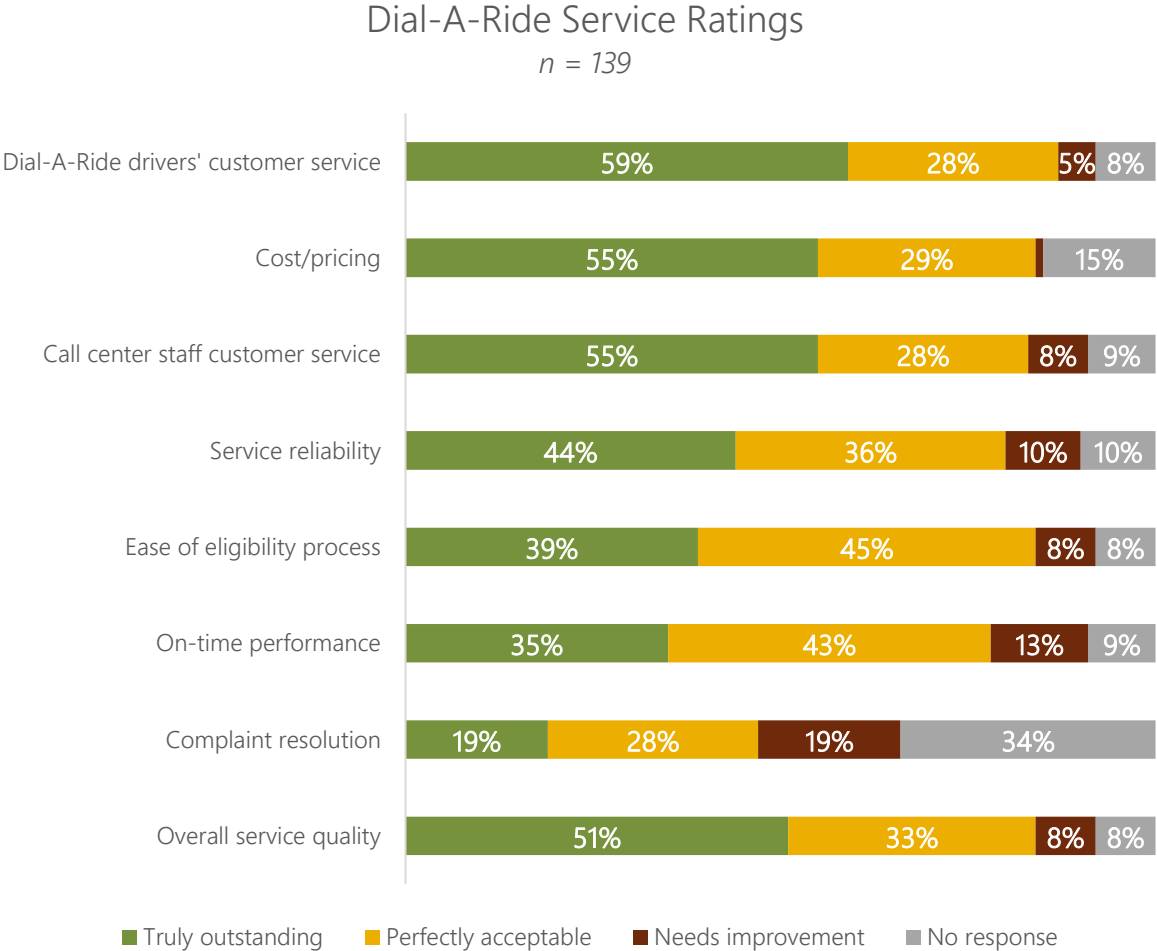
SECTION 4

# **DIAL-A-RIDE SERVICE SATISFACTION**

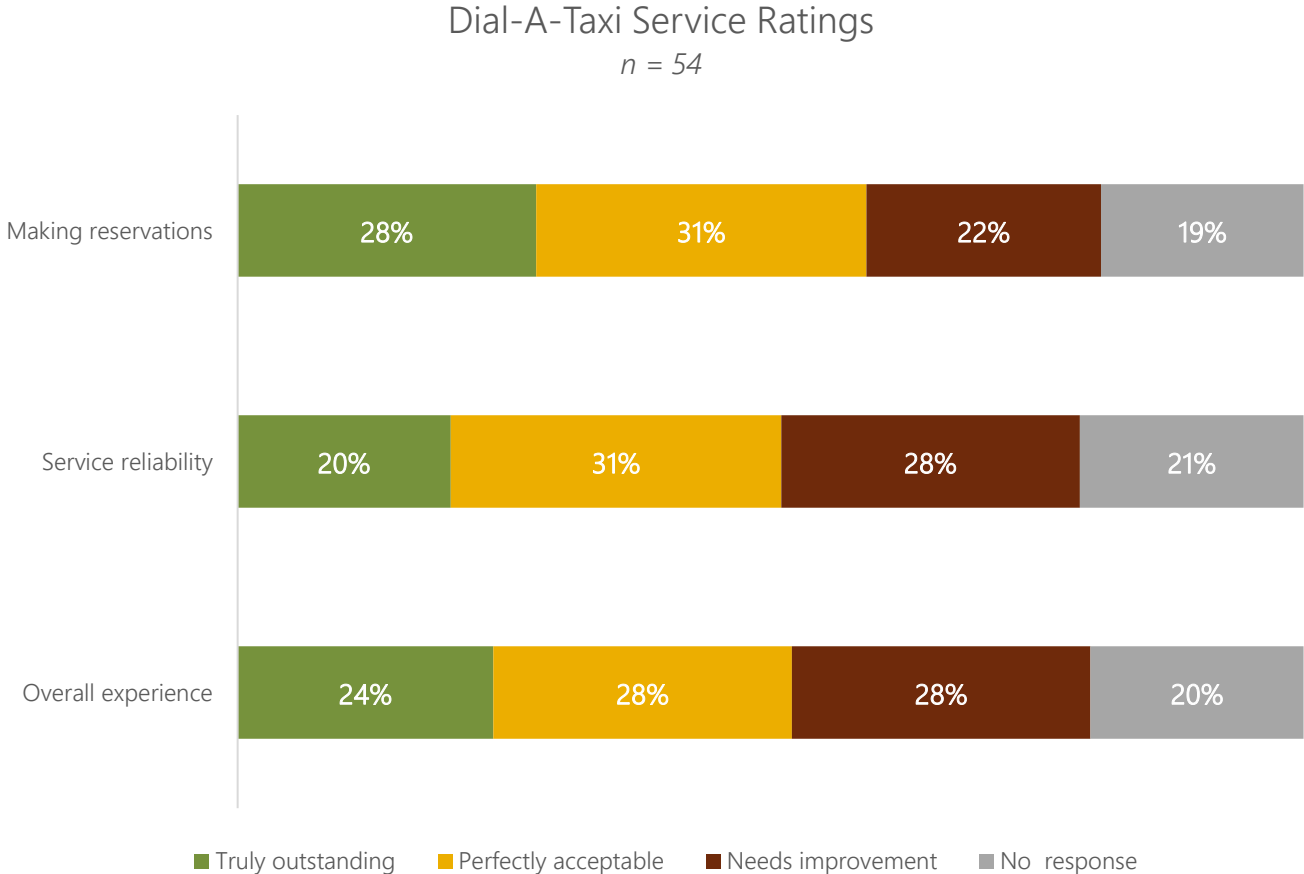
---

# More than half of passengers feel Dial-A-Ride drivers' customer service is outstanding.

- > More than half of passengers reported that they feel the drivers' customer service is "truly outstanding" (59%), while just over one-quarter feel their customer service is "perfectly acceptable" (28%).
- > Passengers were also largely satisfied with the cost of Dial-A-Ride and call center staff customer service, with 55% reporting them as outstanding.
- > On-time performance and ease of eligibility process were the areas with the fewest "Truly outstanding" responses, although still less than 10% of respondents marked "Needs improvement."
- > Just over one-third of passengers (34%) did not respond to "complaint resolution," possibly due to not having made a complaint before.



# Passengers report varied experiences with Dial-A-Taxi.

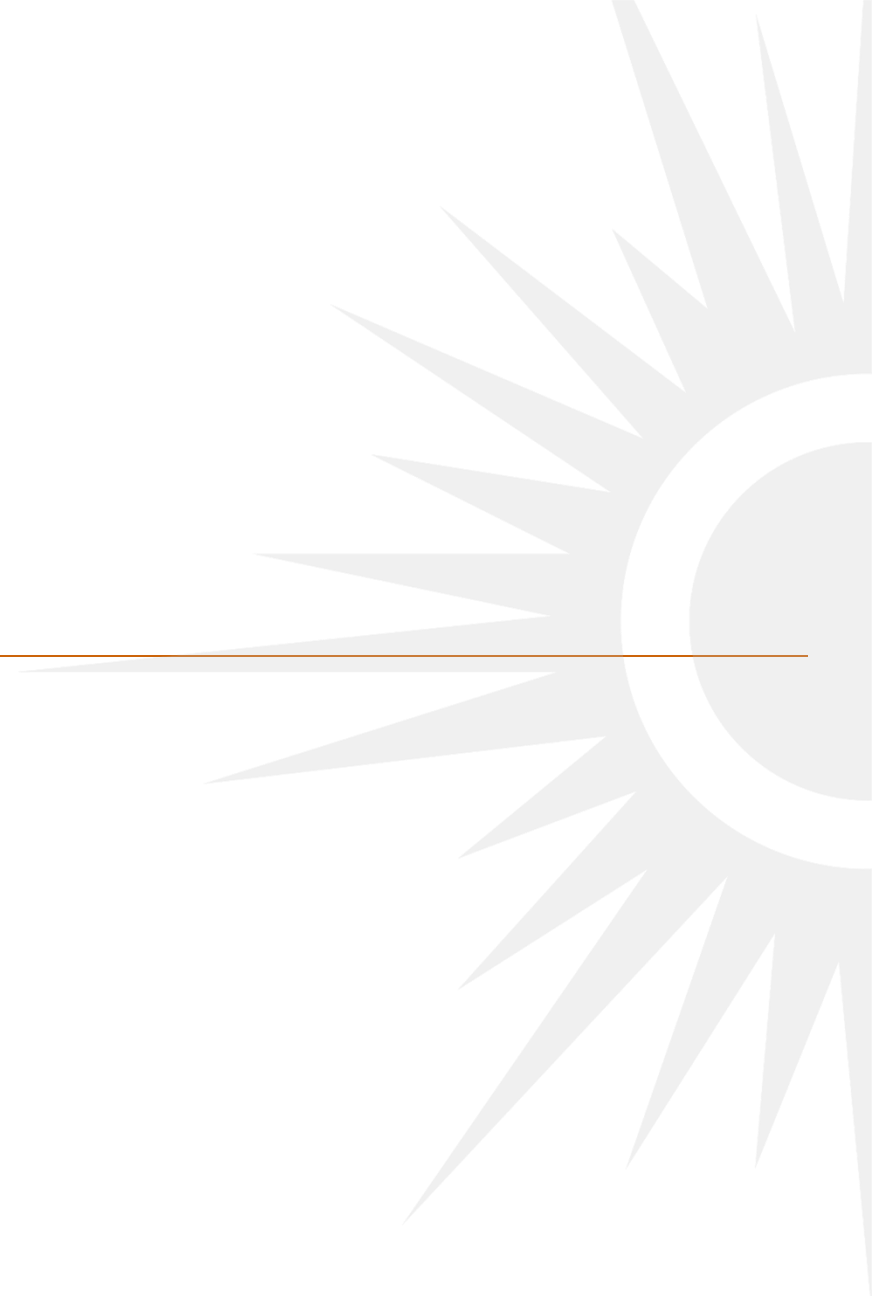


54 Dial-A-Taxi users responded to the survey, and 11 of respondents did not rate Dial-A-Taxi's service.

- > Dial-A-Taxi passengers were largely divided in their ratings of Dial-A-Taxi, particularly for their overall experience.
- > While approximately one-quarter of passengers reported that their overall experience with Dial-A-Taxi was outstanding, 28% felt it was acceptable and another 28% felt it needed improvement. This pattern was consistent across all three dimensions tested.

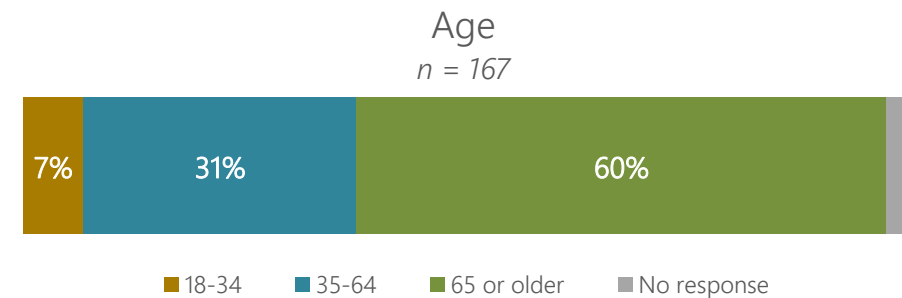
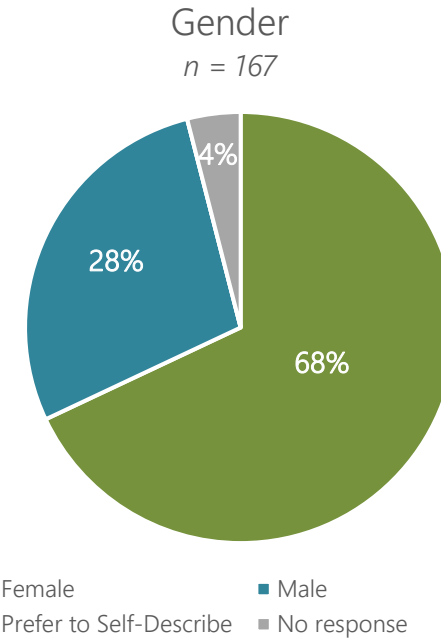
SECTION 5  
**DEMOGRAPHICS**

---

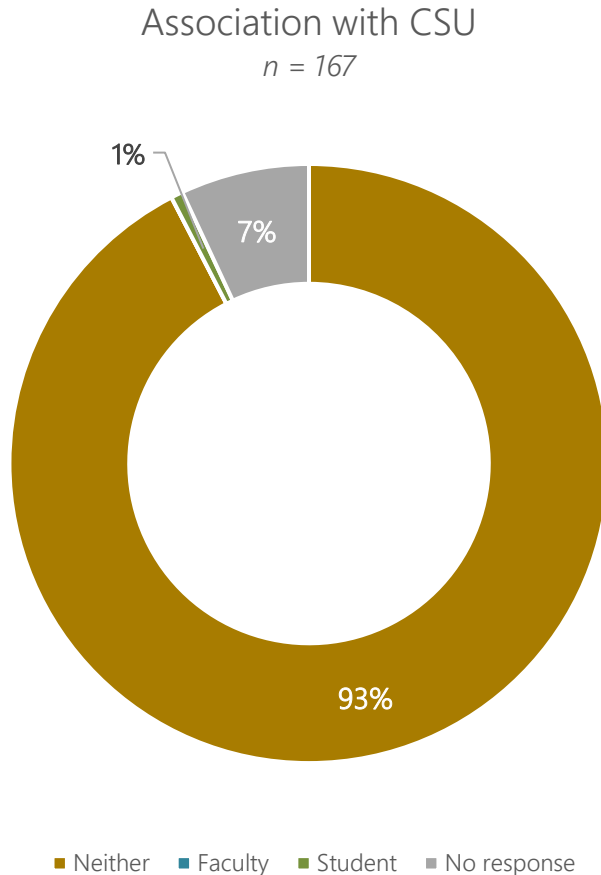


# Around two-thirds of survey respondents are female and ages 65 or older.

- > Just over two-thirds of Dial-a-Ride passengers who responded to the survey were female (68%), and about one-quarter were male (28%). There were no “prefer to self-describe” respondents.
- > While the Fort Collins population as a whole is approximately 11% ages 65 or older, the majority of Dial-a-Ride passengers who responded to the survey fall within this age group (60%).



# Very few Dial-A-Ride passengers who responded to the survey are associated with Colorado State University.



- > The majority of respondents reported having no association with CSU, with 93% selecting that they are neither a student nor faculty member.
- > 1% of survey respondents reported that they are a student at CSU, and no respondents indicated that they are faculty.



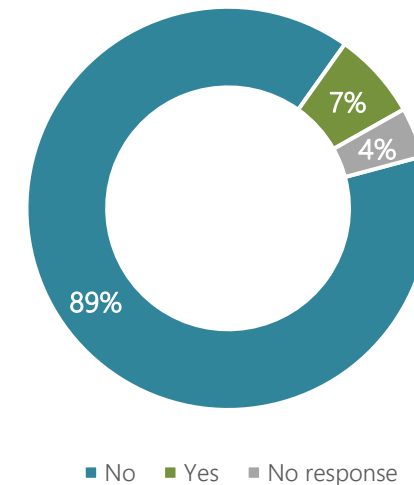
# Most respondents do not have a valid driver's license or a car to get around town.

- > Just over two-thirds of Dial-A-Ride passengers who responded to the survey reported that they do not have a valid driver's license (68%), while nearly one-quarter (28%) reported having a valid license.
- > Most survey respondents do not have a car they can use to get around town (89%).

Valid Driver's License  
*n = 167*



Car to Get Around Town  
*n = 167*



APPENDIX  
**METHODOLOGY**

---



## Questionnaire Design

Corona Insights and key staff members from Transfort collaboratively designed the survey's questionnaire to be engaging, relevant, easy to understand, and easy to complete. A questionnaire from a prior survey iteration was used as a first draft. New questions were added, and some former questions were removed. Font size and white space were increased to make reading the survey questions easier for people with disabilities. Additionally, a call-out instruction box was added that informed recipients that if they were unable to mark their answers on the paper copy, they could answer the questions over the phone by calling Corona Insights staff during business hours.

The questionnaire was translated into Spanish by Corona Insights staff. If needed, Spanish speakers who were unable to mark their answers on the paper survey could answer the questions over the phone by calling a Spanish-speaking Corona Insights staff member.

## Survey Execution

Survey packets were printed and mailed to a mailing list of 479 active paratransit users in September 2021. Each survey invitation packet included an English and a Spanish-language questionnaire and a pre-addressed and stamped return envelope. About 10 days after the survey invitations were mailed, a reminder postcard was delivered to all addresses, thanking those who did respond and encouraging others to do so. Survey invitation recipients were provided five weeks to return their questionnaires.

We received 167 useable responses during the data collection period, including four residents who called Corona Insights staff to complete the survey by phone. Following data capture of all responses, data were cleaned and standardized. Analysis included calculating percentages and reviewing open-ended responses.

# Additional Files

Two separate files that provide additional detail and context supplement this report.

## Analysis Tables

Tabulation analysis tables for each question and verbatim responses to open-ended questions (Excel format)

## Questionnaire Documents

Questionnaire in English and Spanish (PDF format)

# CORONA INSIGHTS

1401 Lawrence Street

Suite 1600

Denver, CO 80202

303.894.8246

[CoronaInsights.com](http://CoronaInsights.com)

