

**CALGARY TRANSIT**



## **Customer Satisfaction Survey 2013**

OCTOBER  
2013



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### APPENDICES



## **EXECUTIVE SUMMARY**

Calgary Transit periodically conducts a survey to assess customer satisfaction with Access Calgary services. The surveys are administered by telephone with a total of 400 respondents. In 2013, Access Calgary undertook another customer satisfaction survey. HarGroup Management Consultants was engaged to field the 2013 survey and report the results.

### **Findings of 2013 Survey**

- ***Customers have high regard for Access Calgary services*** – Most customers responded favourably to questions about Access Calgary services. Indeed, when queried about various aspects of service, a significant majority (at least 86%) agreed strongly or somewhat that the services were being successfully fulfilled. For instance, almost all respondents (at least 95%) agreed that booking agents are friendly, they feel safe getting on and off vehicles, they are able to get the trips they need and the service provided meets their needs. These results are similar to findings from previous surveys. As well, it is worth noting that for many of the aspects examined in the survey, respondents were more likely to give a rating of strongly agree over somewhat agree.
- ***Most customers are satisfied with the service provided by all transportation options offered through Access Calgary*** – All four transportation options examined in the survey (Calgary HandiBus, Shared-ride taxi, Accessible taxi, Southland Transportation vehicle) received high service ratings from respondents. At least nine in ten rated each option as excellent, good or okay. Among them, Calgary HandiBus was rated as excellent (vs. good or okay) more often than the other transportation options. In addition, the vast majority of respondents indicated that the level of service provided for each transportation option has been better or remained the same over the past year.
- ***Customers place most importance on punctuality, driver care and courtesy, safety and security, and door to door service*** – For Access Calgary services in general, as well as across all transportation options examined, on-time pick-ups and drop-offs, driver care and courtesy, providing for your safety and security, and door to door service were often cited as the most important aspects of service. It is also important to note punctuality (e.g. being on time for pick-ups and drop-offs) was most often cited as being an area for improvement for Access Calgary services. Further, when satisfaction ratings were given to aspects of Access Calgary services, being on time for pick-ups and drop-offs were typically rated lowest (e.g. respondents were less likely to state strongly agree compared to other aspects of services).
- ***Customers are satisfied with Access Calgary's customer service*** – The vast majority of respondents rated the overall service provided by booking agents as excellent, good or okay, which is generally consistent with previous surveys. Likewise, the Customer Service Line and Late Bus Inquiry/Dispatch Line also received high ratings from respondents. Additionally, it seems that use has increased for certain elements, particularly the ACROBAT system and Late Bus Inquiry/Dispatch Line.

- ***Perceptions of various aspects of the eligibility interview process are generally favourable*** – Almost all respondents (98%) were able to get an interview when they needed it. As well, a significant majority indicated they received helpful information about how the interview would work, the conditions of their eligibility were explained to them, the person conducting the interview understood their transportation needs, and they agreed with the final decision made about their eligibility.
- ***Customers receive a sufficient amount of information to use Access Calgary services successfully*** – The vast majority of respondents (95%) felt they had enough information to use the service successfully. About a third of respondents indicated they obtained this information from the Access Calgary Handbook, and during the eligibility interview.
- ***A significant majority of Access Calgary customers do not use Calgary Transit buses or CTrains*** – In 2013, about five in six respondents indicated they do not use Calgary Transit buses and CTrains on a regular basis, which is consistent with results from previous surveys. Further, the barrier cited most often to using Calgary Transit buses and CTrains was a personal condition that makes it impossible to use the services.

## **1.0 INTRODUCTION**

Access Calgary provides transportation services for approximately 15,000 Calgarians<sup>1</sup> who are not always able to use Calgary Transit buses and CTrains. Access Calgary offers a shared-ride, door-to-door service to areas within 1km of Calgary Transit fixed-route stops. Calgary Transit periodically conducts a telephone survey to assess customer satisfaction with Access Calgary services. In 2013, another customer satisfaction survey was initiated for Access Calgary. HarGroup Management Consultants Inc. was engaged to conduct the telephone survey.

The types of issues examined in the 2013 survey include:

- Use of Access Calgary services,
- Service expectation and performance ratings,
- Customer satisfaction with service, and
- Telephone service and performance ratings.

Similar surveys have been conducted by Calgary Transit for Access Calgary in 2002, 2003, 2004, 2005, 2008 and 2010. Initially, the survey was conducted with customers who used Calgary HandiBus; however, it has evolved to consider those customers who also use Shared-Ride Taxi Service, Accessible Taxi Service and Southland Transportation.

### **1.1 Survey Specifications**

The survey was conducted with customers (or their caregivers) by telephone; although potential respondents were initially sent an introduction letter, as well as a copy of the survey instrument by mail. This approach is intended to inform potential respondents about the survey while providing them with the opportunity to review the questions before responding. HarGroup Interviewers then contacted potential respondents by telephone to administer the survey. This approach has been employed since 2004.

A total of 400 interviews were conducted between October 8<sup>th</sup> and October 12<sup>th</sup>, 2013. A sample size of 400 for the population of Access Calgary customers results in an estimated margin of error of  $\pm 4.72\%$  for the survey (within a 95% confidence interval, or 19 times out of 20).

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<sup>1</sup> Source: Access Calgary.

The reader should note that there was a change in the process used to select potential respondents for the 2013 survey due to privacy protocols implemented by The City of Calgary. In previous survey years, Calgary Transit provided a database to HarGroup containing all Access Calgary customers, from which 1000 potential respondents were randomly drawn. However, for the 2013 survey, Calgary Transit provided a list of 1591 customers (1241 ambulatory and 350 non-ambulatory) that had previously expressed interest in participating in the survey. From this list, all 350 non-ambulatory customers were selected and 650 ambulatory customers were randomly drawn, for a total of 1000 potential respondents. Due to this change in methodology, historical comparisons should be observed with caution.

It should also be noted that quotas based on customer type (i.e. existing, new or transfer) were implemented for the 2002 and 2003 surveys, thus an equal number of interviews were conducted with each customer type. However, since the 2004 survey no such quotas have been in place. These distinctions in methodologies should be considered when reviewing the 2013 survey data and comparing to historical data presented in this report.

A questionnaire was developed by Calgary Transit for the 2013 survey. The instrument was similar to those employed in previous surveys with some modifications. A copy of the questionnaire is presented in Appendix A.

## **1.2 Respondent Profile**

Table 1.1 on the following page presents a profile of 2013 survey respondents, which reveals that respondents were primarily 65 years of age or older; and female. Data from previous surveys is also presented for comparative purposes<sup>2</sup>. As can be observed, respondent characteristics were generally consistent with previous surveys with exceptions worth noting. For instance, the proportion of Access Calgary customers participating in the survey (vs. caregivers, etc.) is higher than observed in previous years.

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<sup>2</sup> Accessible Taxi customers (who were transferred from the Special Needs Taxi service) were included in the 2003 sample frame, which was not the case in the 2002 survey. This explains the difference in use of Access Calgary services between these surveys.



<b>Table 1.1: Respondent Profile</b>								
<b>Characteristics</b>	<b>Categories</b>	<b>% of Respondents</b>						
		<b>2013 Survey</b>	<b>2010 Survey</b>	<b>2008 Survey</b>	<b>2005 Survey</b>	<b>2004 Survey</b>	<b>2003 Survey</b>	<b>2002 Survey</b>
Duration of Use	Less than one year	12						
	One to two years	15						
	Three to five years	28	n/a	n/a	n/a	n/a	n/a	n/a
	Six to nine years	14						
	More than nine years	30						
	Total	100						
Person Participating in the Interview	Access Calgary customer	89	71	73	69	70	69	62
	Other person (e.g. caregiver)	11	29	28	31	30	31	38
	Total	100	100	100	100	100	100	100
Age	Under 18	1	4	5	4	5	7	6
	18 to 24	3	4	5	7	4	5	5
	25 to 44	14	11	14	16	11	18	15
	45 to 54	15	11	11	13	11	11	12
	55 to 64	23	14	13	13	10	12	15
	65 or over	46	57	53	49	59	49	48
	Total	100	100	100	100	100	100	100
Gender	Male	33	30	37	38	31	28	37
	Female	67	60	63	62	69	72	64
	Total	100	100	100	100	100	100	100

### 1.3 Reporting

The remaining sections of this report present the results of the 2013 Access Calgary Customer Satisfaction Survey. Basic frequencies of survey question results are presented in this report. Various statistical procedures have been used within the analyses to assess significance of contrasting responses of respondents. These analyses provide additional insight into the data and allow for a greater degree of certainty in statements of inference. Tables and figures contained within the body of this report are presented with rounded percentages. As such, totals may not sum to 100%.

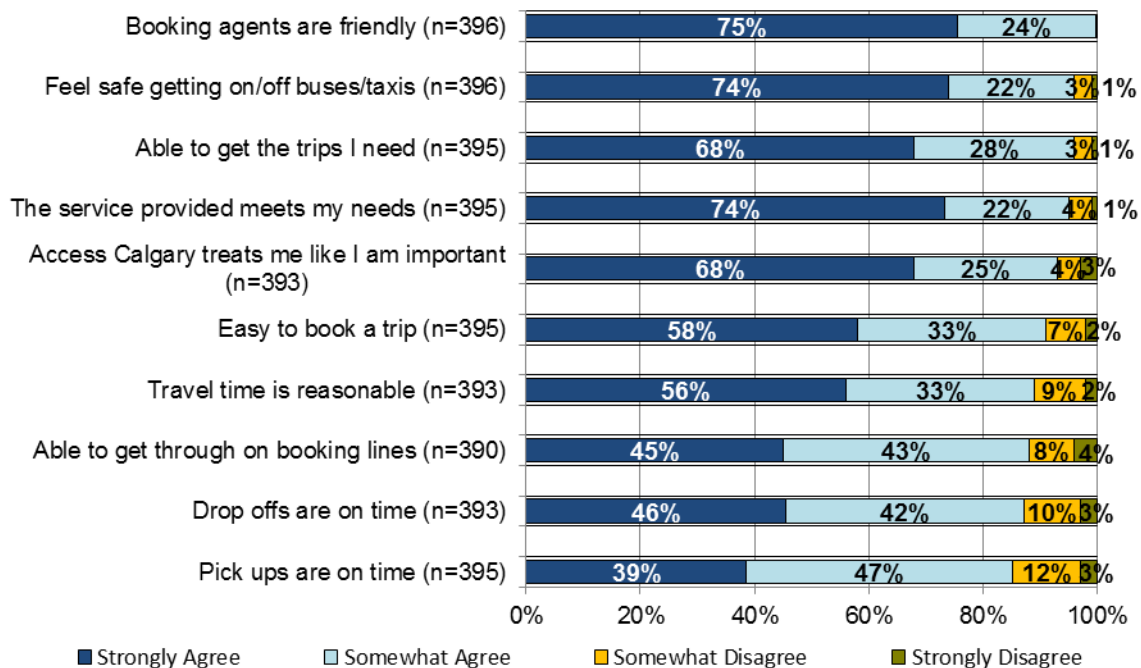
## 2.0 OVERALL PERCEPTIONS OF ACCESS CALGARY SERVICES

Over the years, the survey has examined customers' perceptions of a variety of service attributes associated with Access Calgary services. For the most part, customers have provided high ratings to all aspects of service measured. However, some aspects of Access Calgary's service tended to be rated lower than others, such as on-time pick-ups and drop-offs which, coincidentally, were the aspects most commonly identified as being areas for change or improvement by customers.

### 2.1 Perceptions of Access Calgary Services

Respondents were presented with a series of statements to gauge their perceptions about Access Calgary services. Figure 2.1 below shows that respondents have high regard for various aspects of Access Calgary services. For instance, the vast majority (at least 95%) agreed strongly or somewhat that booking agents were friendly, they felt safe, they were able to get the trips needed and the service provided meets their needs.

**Figure 2.1: Perceptions of Access Calgary Services**



Actually, Access Calgary customers have consistently expressed high levels of agreement (strongly and somewhat agree) with these issues through all the survey results presented in Table 2.1.

<b>Table 2.1: Perceptions of Access Calgary</b> (Strongly and Somewhat Agree)					
<b>Perceptions</b>	<b>% of Respondents</b>				
	<b>2013</b> (n=400)	<b>2010</b> (n=400)	<b>2008</b> (n=403)	<b>2005</b> (n=401)	<b>2004</b> (n=400)
Booking agents are friendly	99	98	98	98	98
Feel safe getting on/off buses/taxis	96	96	94	96	95
Able to get the trips I need	96	96	90	91	93
The service provided meets my needs	96	94	93	92	92
Access Calgary treats me like I am important	93	96	93	91	94
Easy to book a trip	91	92	88	88	87
Travel time is reasonable	89	87	90	87	n/a*
Able to get through on booking lines	88	91	83	85	80
Drop offs are on time	88	86	85	83	82
Pick-ups are on time	86	85	84	84	83
*The wording of this statement changed in 2005, as such comparisons can not be made with 2004.					

However, it is important to note that there are distinctions with respect to the degree of satisfaction among the various service aspects. Based on responses in the 2013 survey, some respondents indicated much higher satisfaction than others for certain attributes. For instance, respondents were most likely to strongly agree (vs. somewhat agree) that booking agents are friendly (75%) and they feel safe getting on/off buses/taxis (74%). Yet, a smaller proportion of respondents strongly agreed they are able to get through on booking lines (45%) or that drop-offs and pick-ups are on time (46% and 39%, respectively).

Upon further analysis, statistical differences were observed with respect to age and duration of use (Appendix B). A greater proportion of older respondents (65+ years) strongly agreed that Access Calgary treats them like they are important and that booking agents are friendly. Fewer respondents in the 25 to 44 year age bracket strongly agreed that the travel time is reasonable. Also, the proportion of respondents indicating strong agreement on the friendliness of booking agents and timeliness of pick-ups and drop-offs tended to decline as duration of use increased. In addition, customers that participated in the survey (vs. caregivers that participated) were more likely to strongly agree that booking agents are friendly and that pick-ups and drop-offs are on time.

When queried about the most important aspects of the Access Calgary service, respondents commonly cited on-time pick-ups and drop-offs and driver care and courtesy in the 2013 survey (Table 2.2). Historically, these service aspects have also been commonly mentioned. Other important issues have included door to door service and providing for safety and security.

<b>Table 2.2: Most Important Aspects of Access Calgary Service</b>					
<b>Aspects</b>	<b>% of Respondents</b>				
	<b>2013</b> (n=399)	<b>2010</b> (n=400)	<b>2008</b> (n=403)	<b>2005</b> (n=401)	<b>2004</b> (n=400)
On-time pick-ups and drop-offs	59	60	60	62	66
Driver care and courtesy	48	52	49	49	46
Door to door service	39	35	38	35	30
Providing for your safety and security	31	33	31	31	31
Trip availability	17	20	26	20	19
Convenience of booking a trip	15	13	13	12	13
Service provided by booking agent	15	7	6	7	5
Amount of time I'm on the vehicle	10	11	4	8	8
Driver training	6	6	5	8	5
Value for money	6	8	3	5	5
Comfort of ride	4	3	6	9	9
Allows customers to get out/go places/independence	3	2	4	1	-
Cleanliness of vehicles	2	6	3	4	2
Number of other customers sharing the trip	1	2	1	4	2
Hours of operation	1	2	2	1	1
Wheelchair/scooter accessible	1	-	1	2	2
Having the service available	1	1	3	<1	1
Other	-	4	5	4	5
Unsure	2	1	2	2	3

## 2.2 Suggested Changes and Improvements

When asked about potential changes or improvements for Access Calgary services, many respondents did not offer suggestions (about a third); however, the most common proposals related to punctuality (e.g. on-time pick-ups and drop-offs) and improved telephone access. These suggestions have been offered in previous surveys. .

**Table 2.3: Changes Proposed to Access Calgary Services**

Proposed Changes	% of Respondents				
	2013 (n=400)	2010 (n=400)	2008 (n=403)	2005 (n=401)	2004 (n=400)
Nothing	31	47	41	39	46
Punctuality (on time service)	30	18	25	25	17
Improved telephone access	23	10	16	12	9
On-board times/better scheduling	11	8	11	23	14
Trips prioritized according to needs	10	7	10	13	2
More standby trips	9	5	4	12	2
More casual trips	9	6	6	13	6
More better communication with dispatch/driver/customer	7	2	2	3	3
More helpful/friendly/patient drivers	3	3	4	2	1
More vehicles and drivers	3	2	1	3	10
More comfortable ride/smooth/warmer/music	3	2	1	-	-
Better coordination of pick-ups and drop-offs	2	3	1	2	2
Online booking system	2	-	-	-	-
Better training of drivers/no cell phone use	2	2	1	3	3
Greater flexibility/cancellations/changes/extend pickups	2	3	1	3	6
Limit # of trips for personal use	2	1	2	2	<1
Providing for your safety and security	2	-	-	-	-
Drivers know how to get around/better knowledge of city	2	1	2	-	-
Shorter travel time	1	2	2	1	9
Stricter dress code for drivers	1	2	<1	1	-
Vehicles safe/ in good condition	1	<1	1	2	1
Shorter wait times	1	2	1	1	1
Allow one week advanced booking of trips	1	-	-	-	-
Cleaner vehicles	1	1	1	-	-
Expand service area to city-wide/surrounding communities	1	-	-	-	-
Fewer passengers	1	2	1	2	1
Let us know if they are running late	1	1	1	-	-
Drivers need to know customers special needs	1	1	1	1	-
Other	5	11	16	11	27
Unsure	3	3	-	1	-

At the end of the telephone interviews, respondents were provided the opportunity to offer additional comments about Access Calgary. Although six in ten respondents indicated they were generally satisfied with services (16%) or had nothing to add (46%), some respondents mentioned the importance of having good communications with Access Calgary customer service, including friendly, helpful agents, easier telephone access etc. (Table 2.4). As well, some commented that there could be better scheduling or that vehicle services could be improved, such as being on time for pickups and drop offs, shorter trips, better vehicle maintenance, etc. Additional data for this question can be found in Appendix C.

**Table 2.4: Improving Access Calgary Services**

<b>Improvements</b>	<b>% of Respondents</b>				
	<b>2013</b> (n=396)	<b>2010</b> (n=400)	<b>2008</b> (n=403)	<b>2005</b> (n=401)	<b>2004</b> (n=400)
<b>Contact with Access</b> (Booking agents friendlier, helpful, polite, more agents, on hold too long, difficult to make bookings, more available bookings, rebook, short notice)	17	7	10	6	7
<b>Satisfied with Access Calgary</b>	16	33	29	32	13
<b>Scheduling</b> (Better scheduling, more options, flexibility, more trips, casual trips, easier to cancel or change bookings)	10	12	5	10	8
<b>Vehicle Services</b> (On time pickups/drop offs, shorter trips, access to vehicle, vehicle maintenances)	9	17	18	15	11
<b>Drivers</b> (Friendly, helpful, careful, know their passengers and routes, well trained)	8	14	14	12	10
<b>Administration</b> (Application process too long, interview every year, allow more people to use, restrict use, more drivers and vehicles needed)	4	5	11	7	5
<b>Fees and payment</b> (Too expensive, improve billing, inconsistent fees, passes)	2	1	2	2	6
<b>Other</b>	<1	-	-	-	1
<b>Nothing/No Comment</b>	46	30	27	31	51

## **3.0 PERCEPTIONS OF TRANSPORTATION OPTIONS**

This section examines customer use and perceptions of four Access Calgary transportation options:

- Calgary Hand-bus services,
- Share-ride Taxi services,
- Accessible Taxi Services, and
- Southland Transportation services.

For the most part, customers have high regard for each of the transportation options provided by Access Calgary, which is consistent with previous survey findings. Certain aspects of service were cited as being most important across all transportation options, including on-time pick-ups and drop-offs, driver care and courtesy, providing for your safety and security and door to door service

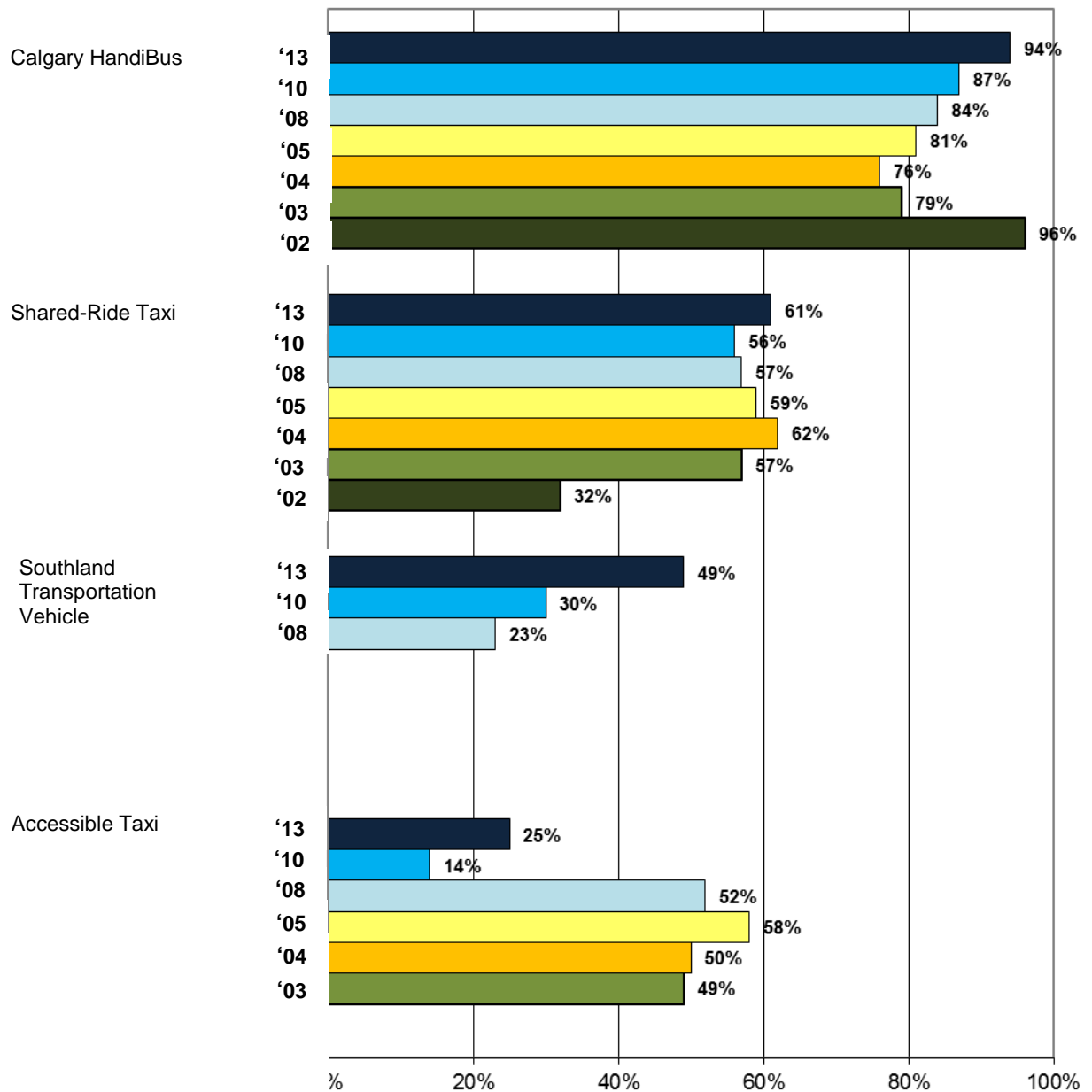
### **3.1 Use of Access Calgary Transportation Options**

Figure 3.1 on the following page shows that Access Calgary customers were most likely to have been provided Calgary HandiBus and shared ride sedan (or mini-van taxi) services, followed by Southland Transportation and accessible taxi services.<sup>3</sup> It may be worth noting that a higher proportion of respondents indicated using Southland Transportation services in 2013 as compared to previous surveys. Further, use of Calgary HandiBus services has been increasing steadily since 2003.

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<sup>3</sup> Note: These queries were presented separately to respondents as “yes/no” questions (e.g. four separate questions). Only affirmative (“yes”) responses are presented in Figure 3.1. As such, the percentages will not sum to 100% (e.g. the results represent multiple responses from respondents).

**Figure 3.1: Scheduled Provision of Access Calgary Transportation Options**  
(n=400)

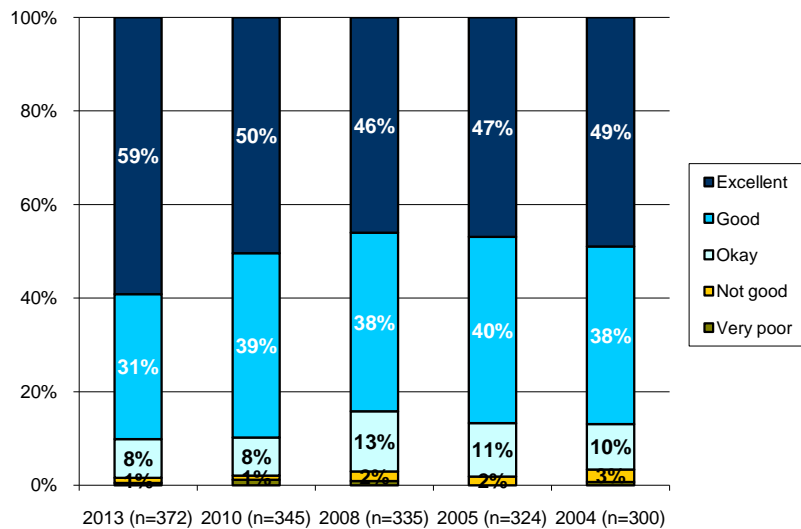




### 3.2 Calgary HandiBus Service

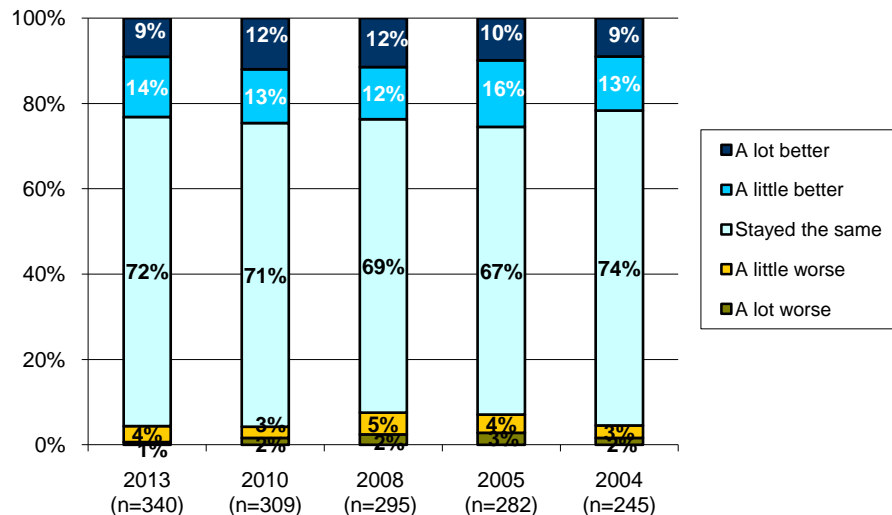
Generally, respondents expressed satisfaction with Calgary HandiBus services with nearly all rating the overall service as being excellent, good or okay in 2013. These ratings are similar to those of previous surveys. However, it should be noted that about six in ten rated the service as excellent in 2013, which is higher than observed in previous years.

**Figure 3.2: Overall Perceptions of Calgary HandiBus Services**



As well, the vast majority of respondents stated that Calgary HandiBus services remained the same or have been better over the past year. Again, these findings are fairly consistent with previous surveys.

**Figure 3.3: Perceived Change in HandiBus Service over Past Year**



As shown in Table 3.1, those respondents who perceived Calgary HandiBus services to have become better indicated that driver care and courtesy and on-time pick-ups and drop offs were the most noted improvements. These reasons have also been cited in previous surveys.

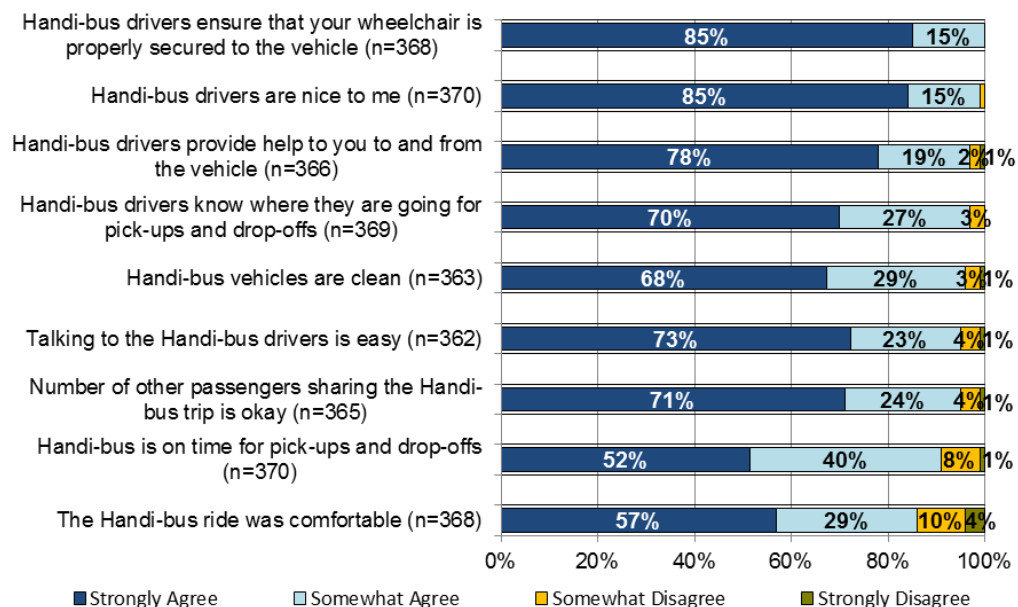
<b>Table 3.1: Reasons for Calgary HandiBus Services Perceived as Better</b>					
<b>Reasons</b>	<b>% of Respondents</b>				
	<b>2013 (n=79)</b>	<b>2010 (n=76)</b>	<b>2008 (n=67)</b>	<b>2005 (n=72)</b>	<b>2004 (n=53)</b>
Driver care and courtesy	49	36	33	38	53
On-time pick-ups and drop-offs	48	49	54	44	55
Providing for your safety and security	27	9	13	17	28
Door to door service	18	12	6	24	25
More consistent	18	7	10	18	4
Comfort of ride	11	7	3	11	-
Travel time	11	5	8	13	28
More buses	10	4	10	18	4
Better equipment	9	9	3	4	9
Cleanliness of vehicles	6	7	3	6	-
Good communication/easier to get through/phone easy to use	3	3	6	6	-
Generally better service	3	3	-	3	2
Trip availability	3	1	2	-	8
Drivers professional/well trained	1	1	2	-	-
Better scheduling	-	4	2	-	6
Drivers familiar/know customers' needs/better / communication	-	4	5	-	13
Booking agent more courteous	-	4	-	-	6
Driver know city better/routes better	-	-	2	-	-
Vehicle choice available	-	-	-	1	-
Passes available	-	-	-	1	-
Value for money	-	-	-	-	21
Convenience of booking a trip	-	-	-	-	15
Improved computer service	-	-	-	-	6
Hours of operation	-	-	-	-	8
Other	1	-	-	1	-
Unsure	4	3	-	3	-

When asked about aspects of service that had become worse, respondents most often cited drivers not being on time for pick-ups and drop-offs, being rushed or not as courteous, and not providing for safety and security (Table 3.2). It should be noted that cautions should be considered when observing these findings due to the small sample sizes.

<b>Table 3.2: Reasons for Calgary HandiBus Services Perceived as Worse</b>					
<b>Reasons</b>	<b>% of Respondents</b>				
	<b>2013 (n=15)</b>	<b>2010 (n=13)</b>	<b>2008 (n=21)</b>	<b>2005 (n=20)</b>	<b>2004 (n=11)</b>
Not on time for pick-ups and drop-offs	47	15	48	30	45
Driver rushed/ not as courteous	33	23	24	25	9
Not providing for safety and security	33	8	5	10	9
Travel time too long	20	39	10	15	27
Driver not professional/poorly trained	20	15	-	5	-
Uncomfortable ride	13	-	14	10	-
Cleanliness of vehicle	7	-	5	-	-
Can't get trips I want	7	-	5	15	46
Need better equipment	7	-	-	10	-
Poor service by booking agents	7	-	-	-	18
Phone lines hard to get through on/inconvenient booking	-	8	10	-	27
Poor communication	-	8	5	-	9
Generally poor service	-	8	10	5	-
Not enough vehicles	-	8	10	15	-
Not consistent	-	-	10	10	-
Poor scheduling	-	-	10	5	27
Other	-	-	-	5	-

When asked about various aspects of the Calgary HandiBus services, a significant majority of respondents (at least 86%) agreed strongly or somewhat that these service attributes are being fulfilled. Almost all respondents (at least 99%) agreed that drivers are nice to them and ensure that their wheelchair is properly secured to the vehicle.

**Figure 3.4: Perceptions of Calgary HandiBus Services**



Actually, respondents rated all of the aspects of Calgary HandiBus services highly in the 2013 survey, which is consistent with previous surveys.

<b>Table 3.3: Perceptions of Calgary HandiBus Services</b> (Strongly and Somewhat agree)					
<b>Perceptions</b>	<b>% of Respondents</b>				
	<b>2013</b> (n=374)	<b>2010</b> (n=348)	<b>2008</b> (n=337)	<b>2005</b> (n=326)	<b>2004</b> (n=303)
*HandiBus drivers ensure that your wheelchair is properly secured to the vehicle	100	96	n/a	n/a	n/a
HandiBus drivers are nice to me	99	98	97	99	99
HandiBus vehicles are clean	97	95	96	97	97
HandiBus drivers know where they are going for pick ups/drop offs	97	95	94	94	96
HandiBus drivers provide help to you to and from the vehicle	97	95	94	97	97
Talking to the HandiBus drivers is easy	95	95	94	95	96
Number of other passengers sharing the HandiBus trip is okay	95	95	95	95	96
HandiBus is on time for pick-ups/drop-offs	91	85	86	85	85
The HandiBus ride was comfortable	86	89	91	92	87
*New question added in 2010					

However, there were differences observed in the degree of satisfaction among the various service aspects in 2013. For instance, respondents were most likely to strongly agree (vs. somewhat agree) that HandiBus drivers ensure that their wheelchair is properly secured to the vehicle (85%) and are nice to them (85%). Yet, a smaller proportion strongly agreed that the HandiBus is on-time for pick-ups and drop-offs (52%) or that the ride was comfortable (57%).

Statistical differences were observed with respect to age and type of service used. A greater proportion of older respondents (65+ years) strongly agreed that HandiBus drivers ensure your wheelchair is properly secured to the vehicle, provide help to you to and from the vehicle and know where they are going for pick-ups and drop-offs. Further, respondents who had been in a Southland Transportation vehicle in the past six months were less likely to strongly agree that the HandiBus ride was comfortable or that the service is on time for pick-ups and drop-offs. As well, a smaller proportion of those who had been in an accessible taxi in the past six months strongly agreed that the number of passengers sharing the HandiBus trip is okay. In addition, a greater proportion of customers that participated in the survey (vs. caregivers that participated) disagreed (strongly or somewhat) that the Hand-bus ride was comfortable.

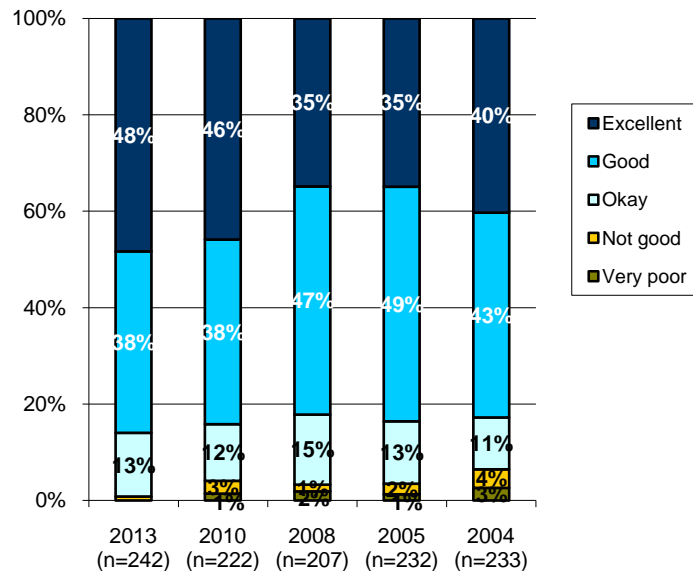
The most important aspects about Calgary HandiBus services cited in the 2013 survey were on-time pick ups and drop offs, driver care and courtesy, providing for your safety and security and door to door service. These service aspects have been similarly mentioned across previous surveys with slight fluctuations in order of importance.

<b>Table 3.4: Most important Aspects of Calgary HandiBus Services</b>					
<b>Aspects</b>	<b>% of Respondents</b>				
	<b>2013</b> (n=374)	<b>2010</b> (n=348)	<b>2008</b> (n=332)	<b>2005</b> (n=326)	<b>2004</b> (n=303)
On-time pick-ups and drop-offs	65	52	58	64	18
Driver care and courtesy	57	58	54	53	63
Providing for your safety and security	42	49	43	36	53
Door to door service	40	37	46	44	57
HandiBus driver communications with customers	15	10	9	13	10
Travel time	13	14	12	14	3
Driver training	9	10	6	11	10
Comfort of ride	8	7	11	10	17
Cleanliness of vehicles	5	9	6	3	5
Number of other customers sharing the trip	4	1	2	3	2
Allows customers to get out/go places/independence	2	2	5	-	-
Value for money/affordability	1	1	1	2	2
Trip availability	1	3	3	2	2
Convenience of service	1	-	-	-	-
Convenience of booking a trip	1	-	-	-	-
Other	1	6	9	11	8
Unsure	2	2	-	2	1

### 3.3 Shared-Ride Taxi Service

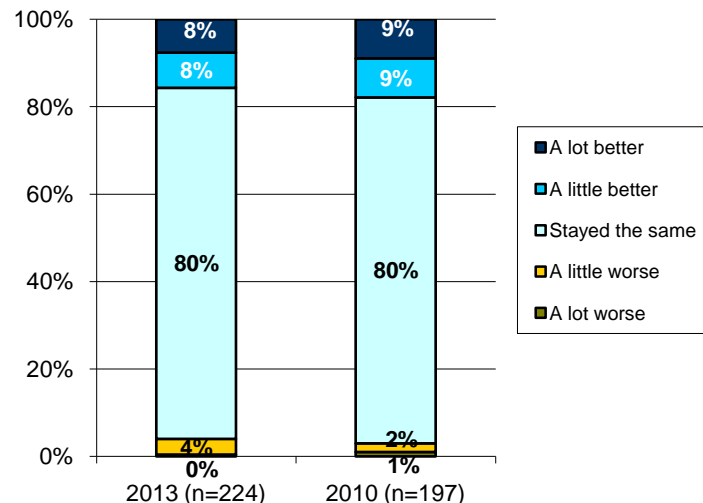
Customers seemed to be similarly satisfied with the shared-ride taxi service as nearly all (99%) customers rated the overall service as excellent, good or okay. This level of satisfaction has remained relatively consistent over customer surveys. However, it should be noted that about half of respondents rated the service excellent in 2013, which is higher than observed in previous years.

**Figure 3.5: Overall Perceptions of Shared-Ride Taxi Services**



Further, the vast majority of respondents stated that over the past year the shared ride taxi service became better or remained the same. This question was introduced in the 2010 survey.

**Figure 3.6: Perceived Change in Shared-Ride Taxi Service over Past Year**



Most respondents stated that the reason they thought shared-ride taxi services had become better was due to driver care and courtesy, followed by on-time pick-ups and drop-offs.

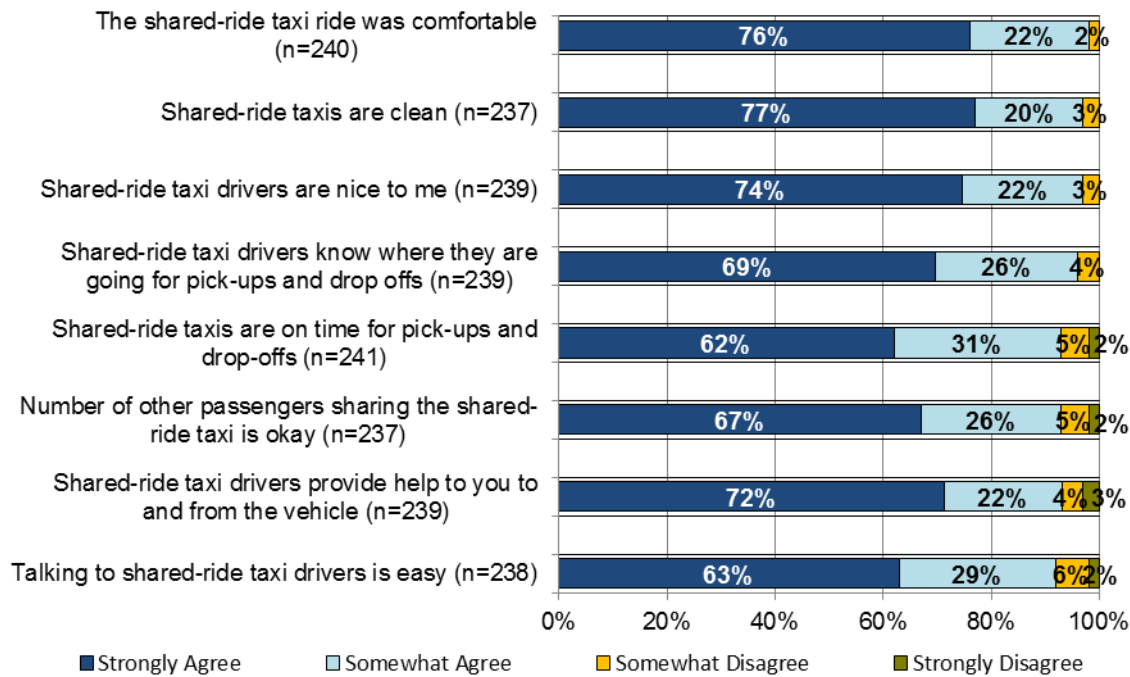
<b>Table 3.5: Reasons for Shared Ride Taxi Services Perceived as Better</b>		
<b>Reasons</b>	<b>% of Respondents</b>	
	<b>2013 (n=35)</b>	<b>2010 (n=35)</b>
Driver care and courtesy	46	54
On-time pick ups and drop offs	40	37
Providing for your safety and security	17	11
Comfort of ride	17	20
Travel time	14	11
Door to door service	11	11
Cleanliness of vehicles	11	9
More consistent	11	3
Better equipment	9	3
More vehicles	9	-
Shared-taxi driver communications	6	-
Number of customers sharing the trip	6	-
Driver training	3	-
Less crowded	-	9
Driver know city better/routes better	-	3
Unsure	11	6

Conversely, those who thought shared-ride taxi service had become worse were most likely to state drivers lacked care and were discourteous. Due to the small number of responses, caution should be used in observing these results.

<b>Table 3.6: Reasons for Shared-Ride Taxi Services Perceived as Worse</b>		
<b>Reasons</b>	<b>% of Respondents</b>	
	<b>2013 (n=9)</b>	<b>2010 (n=4)</b>
Driver care and courtesy	33	75
Not providing for safety and security	22	-
Shared-taxi driver communications	22	-
Driver training	22	-
Not on time for pick ups and drop offs	11	75
Travel time	11	50
Number of customers sharing the trip	11	-
Door to door service	-	50
Comfort of ride	-	50
Cleanliness of vehicle	-	25
Unsure	-	25

In rating various aspects of the shared-ride taxi services (Figure 3.7), the vast majority of respondents (at least 95%) agreed strongly or somewhat that shared-ride taxi rides were comfortable, the taxis were clean, the drivers were nice to them, and drivers knew where they were going for pick-ups and drop offs.

**Figure 3.7: Perceptions of Shared-Ride Services**



As Table 3.7 shows, these findings are generally similar across previous surveys with minor fluctuations.

Table 3.7: Perceptions of Shared-Ride Services (Strongly and Somewhat agree)					
Perceptions	% of Respondents				
	2013 (n=243)	2010 (n=223)	2008 (n=209)	2005 (n=236)	2004 (n=247)
The shared ride taxi ride was comfortable	98	95	95	97	94
Shared ride taxis are clean	97	97	96	97	96
Shared ride taxi drivers are nice to me	96	98	95	97	94
Shared ride taxi drivers know where they are going for pick ups/drop offs	95	97	92	92	94
Shared ride taxi drivers provide help to you to and from the vehicle	93	90	86	89	92
Number of other passengers sharing the shared ride taxi is okay	93	95	95	92	90
Shared ride taxis are on time for pick-ups/drop-offs	93	90	88	86	87
Talking to shared ride taxi drivers is easy	92	95	91	89	91



For the most part, the degree of satisfaction observed among the various aspects of service was similar in 2013, yet it should be noted that some were still more highly rated than others. For instance, more respondents strongly agreed (vs. somewhat agreed) that the shared-ride taxi was comfortable (76%) and that shared-ride taxis are clean (77%), yet fewer respondents strongly agreed that talking to shared-ride taxi drivers is easy (63%) or that shared-ride taxis are on time for pick-ups and drop-offs (62%).

A few statistical differences were observed with respect to duration of use, age and type of service used (Appendix B). Respondents who had used Access Calgary services for more than nine years were less likely to strongly agree that shared-taxi drivers know where they are going for pick-ups and drop-offs. Also respondents between the ages of 25 to 54, as well as those who had been in a Southland Transportation vehicle in the past six months were less likely to strongly agree that shared-ride taxi drivers provide help to you to and from the vehicle.

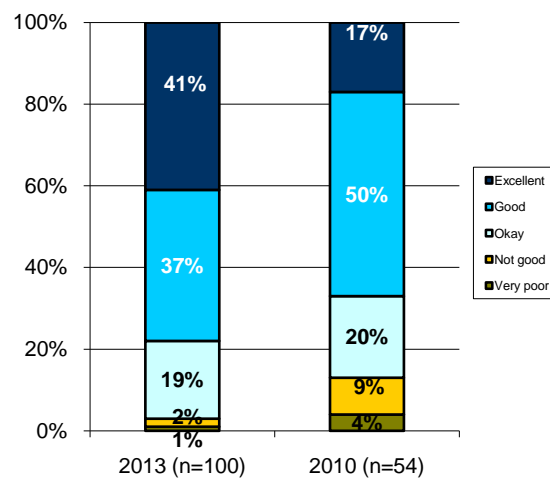
There were numerous aspects of services reported as being important about shared-ride taxi services, however the most commonly mentioned aspects were being on-time for pick ups and drop offs, driver care and courtesy, and door to door service (Table 3.8). These services aspects have also been highly rated in previous surveys. It may be worth noting that providing for passenger safety and security was mentioned less frequently in 2013 compared to previous surveys.

<b>Table 3.8: Most Important Aspects of Shared-Ride Taxi Service</b>					
<b>Aspects</b>	<b>% of Respondents</b>				
	<b>2013 (n=243)</b>	<b>2010 (n=223)</b>	<b>2008 (n=209)</b>	<b>2005 (n=236)</b>	<b>2004 (n=247)</b>
On-time pick-ups and drop-offs	62	61	50	62	76
Driver care and courtesy	47	53	52	49	55
Door to door service	38	31	40	42	<1
Providing for your safety and security	33	43	43	35	51
Comfort of ride	14	14	17	12	16
Travel time	12	11	10	17	18
Driver communications with customers	12	9	10	8	11
Driver training	7	7	6	10	-
Cleanliness of vehicles	7	12	6	6	5
Number of other customers sharing the trip	6	7	11	9	3
Driver personal hygiene	2	-	-	-	-
Service provided by booking agent	2	-	-	-	-
Allows customers to get out/go places/independence	1	<1	2	-	-
Value for money/affordability	1	1	1	1	1
Convenience of service	1	-	-	-	-
Vehicle is easier to board	1	-	-	-	-
Having the service available	1	2	3	1	-
Other	1	3	6	8	1
Unsure	4	3	4	3	4

### 3.4 Accessible Taxi Services

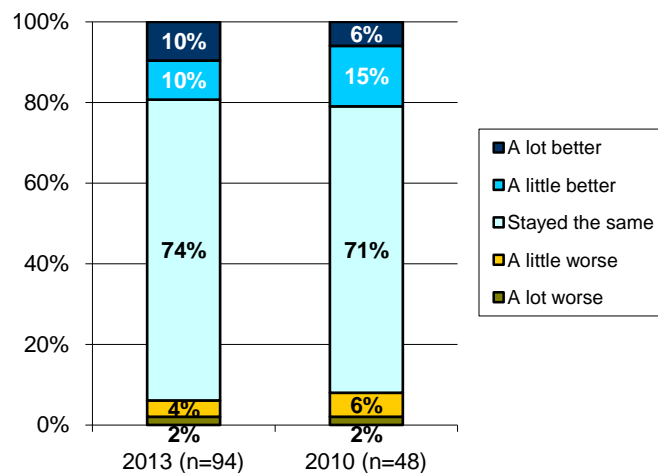
A significant majority of respondents rated accessible taxi services as excellent, good or okay.<sup>4</sup> In 2013, about four in ten respondents rated the accessible taxi service as “excellent”, which is higher than observed in the 2010 survey. Further analysis revealed that males were more likely than females to rate accessible taxi service as excellent (Appendix B). For instance, 54% of males rated the service as excellent as compared to 32% of females. Actually, females were more likely to rate the accessible taxi service as good (39%) rather than excellent.

**Figure 3.8: Overall Perceptions of Accessible Taxi Services**



Further, a significant majority of respondents stated that accessible taxi services were better or remained the same over the past year.

**Figure 3.9: Perceived Change in Accessible Taxi Service over Past Year**



<sup>4</sup> Note: In 2010, respondents were asked about accessible taxi service use, which clarified the number of respondents who use the service. Previous surveys had much higher numbers of responses and, as such, data among surveys is not comparable.

The most common reasons for why respondents stated accessible taxi services were perceived as better included driver care and courtesy and on-time pick-ups and drop-offs. Cautions should be used when observing these data due to small sample size.

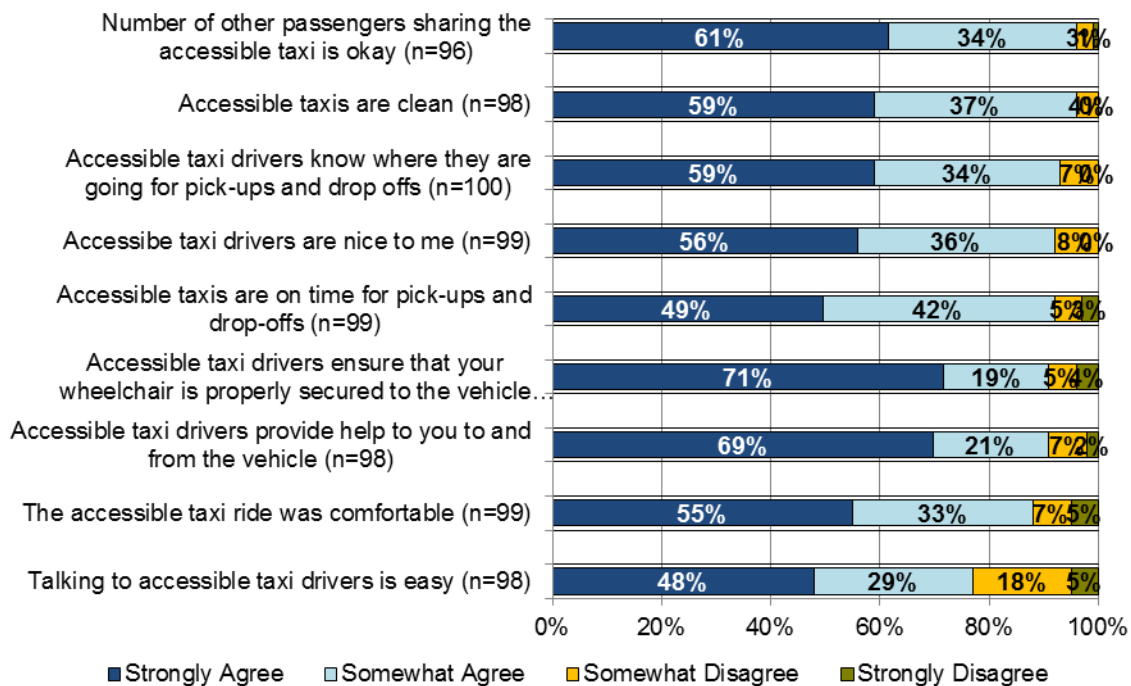
<b>Table 3.9: Reasons for Accessible Taxi Services Perceived as Better</b>		
<b>Reasons</b>	<b>% of Respondents</b>	
	<b>2013</b> (n=18)	<b>2010</b> (n=10)
Driver care and courtesy	56	30
On-time pick-ups and drop-offs	56	30
Providing for your safety and security	22	10
Travel time	22	10
More vehicles	22	-
Door to door service	17	10
More consistent	17	-
Better equipment	11	-
Cleanliness of vehicles	11	20
Good communication	6	10
Comfort of the ride	6	-
Driver training	6	-
Generally better service	-	10
Unsure	-	10

Respondents who thought accessible taxi service had become worse were most likely to cite poor communication and that drivers lacked care and were discourteous. Once again, due to the small number of responses caution should be used in observing these results.

<b>Table 3.10: Reasons for Accessible Taxi Services Perceived as Worse</b>		
<b>Reasons</b>	<b>% of Respondents</b>	
	<b>2013</b> (n=6)	<b>2010</b> (n=4)
Driver care and courtesy	50	25
Poor communication	50	25
Not on-time pick-ups and drop offs	33	25
Not providing for your safety and security	33	25
Poor equipment	17	-
Cleanliness of vehicle	17	-
Comfort of ride	17	25
Drivers not professional/poorly trained	17	25
Trip availability	17	-
Travel time	-	25
Generally poorer service	-	25
Unsure	-	25

The vast majority of respondents (at least 95%) agreed strongly or somewhat that the number of other passengers sharing the accessible taxi is okay and that accessible taxis are clean. However, in comparing the degree of satisfaction among various aspects of service, respondents were most likely to strongly agree (vs. somewhat agree) that accessible taxi drivers ensure that their wheelchair is properly secured to the vehicle (71%) or help them get to and from the vehicle (69%), as compared to being on time for pick-ups and drop offs (49%) or being easy to talk to (48%).

**Figure 3.10: Perceptions of Accessible Taxi Services**



As Table 3.11 shows, these findings were generally similar to 2010 results. One exception that may be worth noting is that a greater proportion in 2013 agreed that Accessible taxis are on time for pick-ups and drop-offs (92%) than observed in 2010 (75%).

<b>Table 3.11: Perceptions of Accessible Taxi Services</b> (Strongly and Somewhat agree)		
<b>Perceptions</b>	<b>% of Respondents</b>	
	<b>2013</b> (n=100)	<b>2010</b> (n=55)
Number of other passengers sharing the Accessible taxi is okay	96	98
Accessible taxis are clean	96	94
Accessible taxi drivers know where they are going for pick-ups/drop-offs	93	87
Accessible taxi drivers are nice to me	92	83
Accessible taxis are on time for pick-ups/drop-offs	92	75
*Accessible taxi drivers ensure that your wheelchair is properly secured to the vehicle	91	92
Accessible taxi drivers provide help to you to and from the vehicle	91	85
The Accessible taxi ride was comfortable	88	91
Talking to Accessible taxi drivers is easy	77	71

Statistical differences were observed in relation to gender for several aspects of the service (Appendix B). A greater proportion of males than females strongly agreed that accessible taxi drivers are nice to them, talking to drivers is easy, drivers know where they are going for pick-ups and drop-offs, and drivers provide help to you to and from the vehicle.

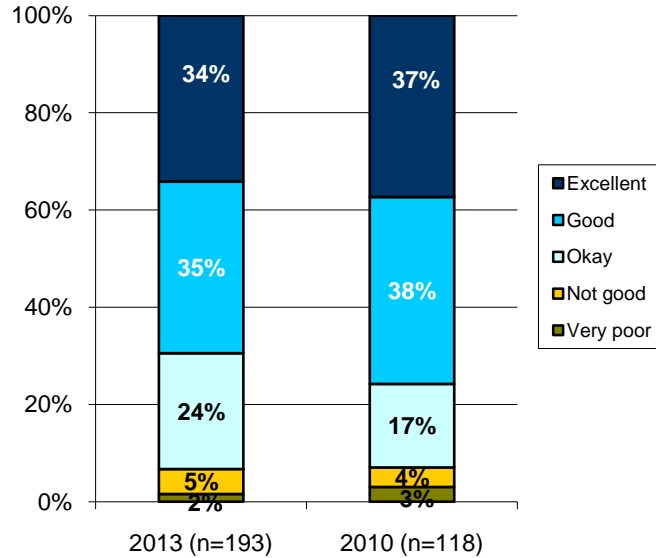
The most commonly mentioned aspects of accessible taxi services identified as important were on-time pick-ups and drop-offs, providing for safety and security, and driver care and courtesy.

<b>Table 3.12: Most Important Aspects of Accessible Taxi Service</b>		
<b>Aspects</b>	<b>% of Respondents</b>	
	<b>2013 (n=100)</b>	<b>2010 (n=55)</b>
On-time pick-ups and drop-offs	61	46
Providing for your safety and security	54	40
Driver care and courtesy	52	51
Door to door service	30	34
Travel time	24	22
Accessible taxi driver communications with customers	16	2
Comfort of ride	12	6
Driver training	10	9
Number of other customers sharing the trip	7	-
Cleanliness of vehicles	5	2
Wheelchair/scooter accessible	2	-
Vehicle is easier to board	2	-
Convenience of booking a trip	1	-
Trip availability	1	7
Value for money/affordability	1	-
Convenience of service	1	-
Allows customers to get out/go places/independence	1	2
Driver personal hygiene	1	-
Service provided by booking agent	1	-
Unsure	2	13
Other	-	2

### 3.5 Southland Transportation Services

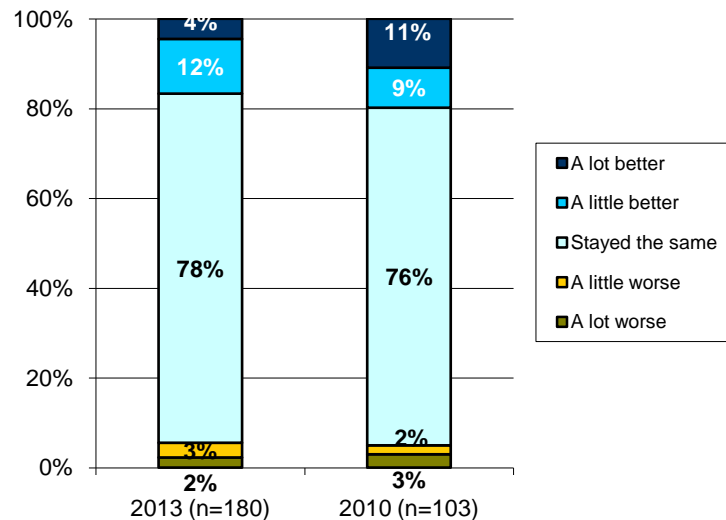
Southland Transportation services were also rated highly with a significant majority providing a rating of excellent, good or okay. In 2013, about a third rated the service as “excellent”, and another third as “good”, which is slightly lower than observed in 2010.

**Figure 3.11: Overall Perceptions of Southland Transportation Services**



In addition, the vast majority stated that Southland Transportation services were better or remained the same over the past year. However, it may be worth noting that a smaller proportion in 2013 rated the service as “a lot better” (vs. “a little better”) than observed in 2010.

**Figure 3.12: Perceived Change in Southland Transportation Service over Past Year**



On-time pick-ups and drop-offs and driver care and courtesy were most commonly cited for why respondents perceived Southland Transportation services to have been better over the past year. Caution should be observed with these data due to the small sample.

<b>Table 3.13: Reasons for Southland Transportation Services Perceived as Better</b>		
<b>Reasons</b>	<b>% of Respondents</b>	
	<b>2013 (n=30)</b>	<b>2010 (n=20)</b>
On-time pick-ups and drop-offs	57	45
Driver care and courtesy	50	55
Providing for your safety and security	33	10
Door to door service	27	15
More consistent	23	5
Cleanliness of vehicles	17	15
Travel time	13	5
More buses	10	5
Comfort of the ride	7	20
Better equipment	7	5
Driver training	7	-
Drivers familiar/know customers' needs/communication	-	10

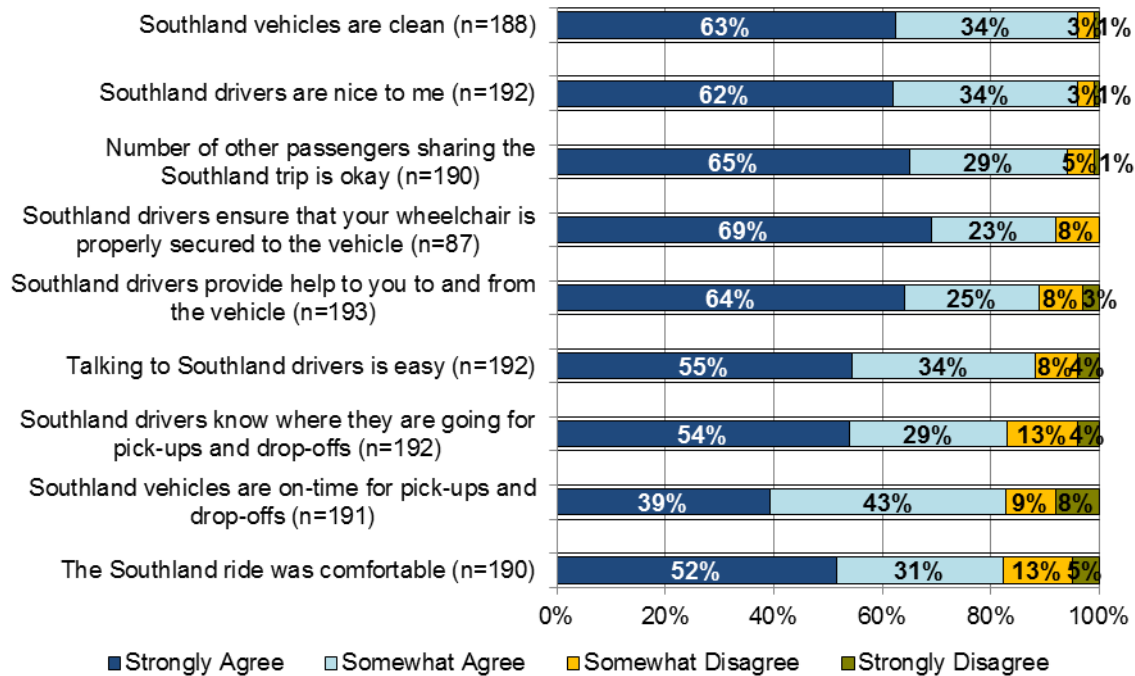
Respondents who indicated Southland Transportation had been worse over the past year most often stated it was due to drivers not being professional or properly trained. Once again, due to the small number of responses caution should be used in observing these results.

<b>Table 3.14: Reasons for Southland Transportation Services Perceived as Worse</b>		
<b>Reasons</b>	<b>% of Respondents</b>	
	<b>2013 (n=10)</b>	<b>2010 (n=4)</b>
Drivers not professional/poorly trained	60	60
No on-time pick-ups and drop-offs	30	20
Driver care and courtesy	30	-
Not providing for safety and security	30	-
Not consistent	20	-
Travel time	10	-
Comfort of the ride	10	-
Southland Transportation driver communication with customers	10	-
Drivers don't know city/routes	-	40



When rating various aspects of the Southland Transportation service, the vast majority of respondents (at least 96%) agreed strongly or somewhat that Southland Transportation vehicles are clean and that drivers are nice to them. Similarly, a high proportion of respondents agreed that the number of other passengers sharing trips was okay and drivers ensure that wheelchairs are properly secured to the vehicle.

**Figure 3.13: Perceptions of Southland Transportation Services**



As shown in Table 3.15, these findings are similar to 2010 results.

Table 3.15: Perceptions of Southland Transportation Services (Strongly and Somewhat agree)		
Perceptions	% of Respondents	
	2013 (n=196)	2010 (n=117)
Southland vehicles are clean	97	95
Southland drivers are nice to me	96	96
Number of other passengers sharing the Southland trip is okay	94	95
Southland drivers ensure that your wheelchair is properly secured to the vehicle	92	95
Southland drivers provide help to you to and from the vehicle	90	92
Talking to Southland drivers is easy	89	92
Southland drivers know where they are going for pick ups/drop offs	83	87
Southland vehicles are on time for pick ups/drop offs	82	86
The Southland ride was comfortable	82	84

In comparing the degree of satisfaction observed among the various aspects of service, respondents were most likely to strongly agree that Southland drivers ensure that their wheelchair is properly secured to the vehicle (69%) or that the number of other passengers sharing the trip is okay (65%). Yet, respondents were less likely to strongly agree that Southland vehicles are on time for pick-ups and drop-offs (39%).

Statistical differences were observed in relation to age and duration of use. More older respondents (65 or older) tended to strongly agree that Southland drivers are nice to them, ensure that their wheelchair is properly secured to the vehicle and provide help to them to and from the vehicle. Further, as duration of use increased, the proportion of respondents indicating that they strongly agree declined for a few aspects of Southland Transportation services, including Southland drivers are nice to me, drivers provide help to you to and from the vehicle and drivers know where they are going for pick-ups and drop-offs. In addition, a greater proportion of males strongly agreed that the Southland ride was comfortable.

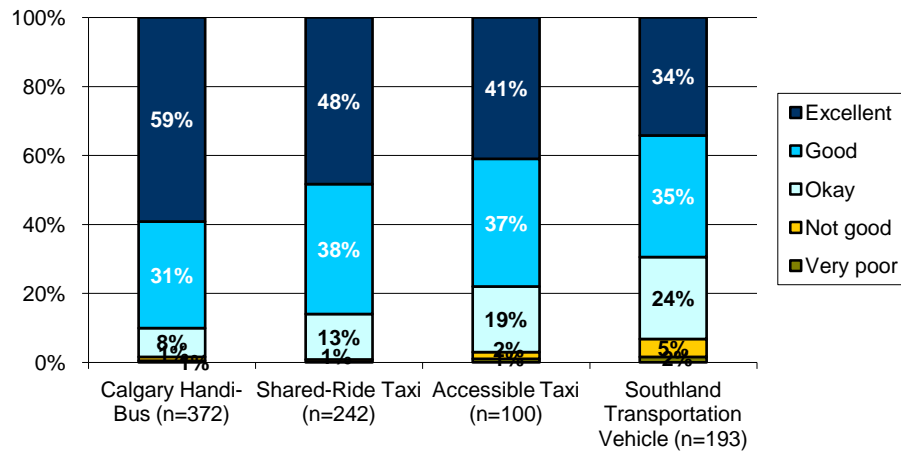
The most important aspects cited for Southland Transportation services were on-time pick-ups and drop-offs and driver care and courtesy.

<b>Table 3.16: Most Important Aspects of Southland Transportation Services</b>		
<b>Aspects</b>	<b>% of Respondents</b>	
	<b>2013</b> (n=196)	<b>2010</b> (n=121)
On-time pick-ups and drop-offs	63	42
Driver care and courtesy	53	49
Door to door service	39	34
Providing for your safety and security	38	50
Driver training	15	11
Southland driver communications with customers	14	4
Travel time	13	13
Comfort of ride	10	9
Cleanliness of vehicles	6	12
Number of other customers sharing the trip	5	2
Trip availability	2	3
Convenience of the service	1	-
Allows customers to get out/go places/independence	1	2
Wheelchair/scooter/walker accessible	1	-
Convenience of booking a trip	1	-
Vehicles are easier to board	1	-
Other	1	10
Unsure	5	7

### 3.6 Comparison of Transportation Options

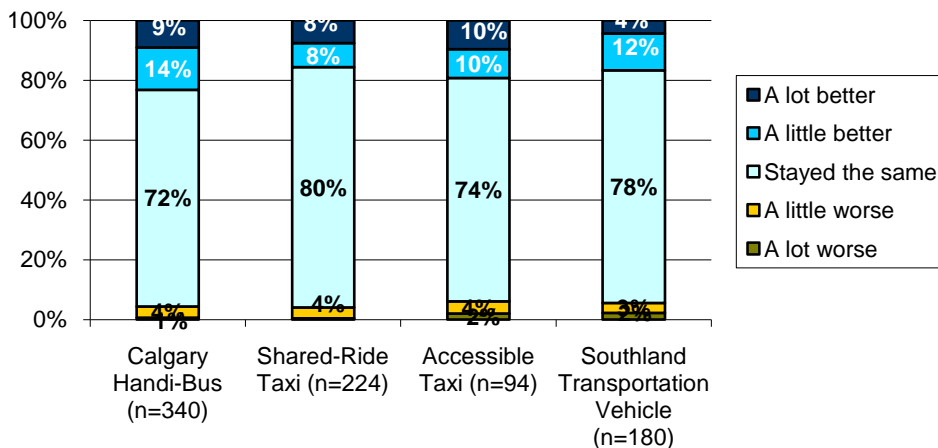
This sub-section offers a direct comparison of the customer perceptions previously identified for each of the Access Calgary transportation options. As shown below in Figure 3.14, all transportation options received high ratings from respondents. A greater proportion of respondents rated Calgary Hand-bus services as “excellent” as compared to the other options.

**Figure 3.14: Overall Perceptions of Transportation Options**  
 (2013 Survey Results)



As well, the vast majority of respondents stated that each of the transportation options have been better or remained the same over the past year. Even so, Calgary HandiBus services were more likely to be identified as being a lot or a little better than other services

**Figure 3.15: Perceived Change in Service over Past Year by Transportation Option**  
 (2013 Survey Results)



As shown in Table 3.17, driver care and courtesy and on-time pick-ups and drop offs were the most noted improvements cited for each of the transportation options by those who perceived that these services had become better in the past year. Caution should be observed with these data due to the small sample sizes.

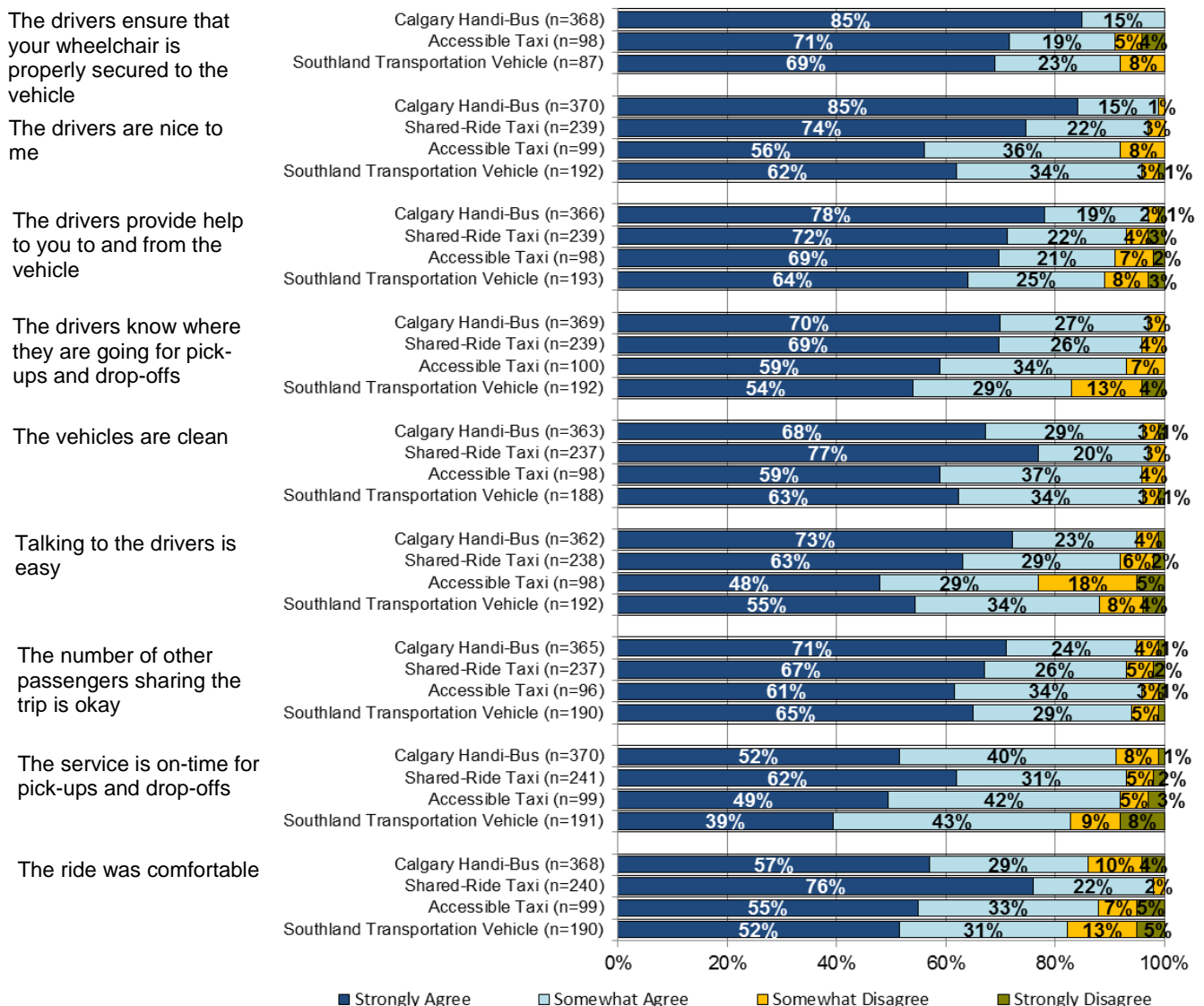
<b>Table 3.17: Reasons for Services Being Perceived as Better by Transportation Option</b> (2013 Survey Results)				
<b>Reasons</b>	<b>% of Respondents</b>			
	<b>Calgary HandiBus (n=79)</b>	<b>Shared-Ride Taxi (n=35)</b>	<b>Accessible Taxi (n=18)</b>	<b>Southland Transportation Vehicle (n=30)</b>
Driver care and courtesy	49	46	56	50
On-time pick-ups and drop-offs	48	40	56	57
Providing for your safety and security	27	17	22	33
Door to door service	18	11	17	27
More consistent	18	11	17	23
Comfort of ride	11	17	6	7
Travel time	11	14	22	13
More buses/vehicles	10	9	22	10
Better equipment	9	9	11	7
Cleanliness of vehicles	6	11	11	17
Good communication/easier to get through/phone easy to use	3	-	6	-
Generally better service	3	-	-	-
Trip availability	3	-	-	-
Drivers professional/well trained	1	3	6	7
Driver communications	-	6	-	-
Number of customers sharing the trip	-	6	-	-
Other	1	-	-	-
Unsure	4	11	-	-

With respect to the aspects of service identified as having become worse in the past year, drivers not being on time for pick-ups and drop-offs, being rushed or not as courteous, and not providing for safety and security were most often cited across all transportation options (Table 3.18). Drivers being unprofessional or poorly trained as well as poor driver communication were also commonly identified for multiple transportation options. Again, caution should be considered when observing these findings due to the small sample sizes.

<b>Table 3.18: Reasons for Services Being Perceived as Worse by Transportation Option</b> (2013 Survey Results)				
<b>Reasons</b>	<b>% of Respondents</b>			
	<b>Calgary HandiBus (n=15)</b>	<b>Shared-Ride Taxi (n=9)</b>	<b>Accessible Taxi (n=6)</b>	<b>Southland Transportation Vehicle (n=10)</b>
Not on time for pick-ups and drop-offs	47	11	33	30
Driver care and courtesy	33	33	50	30
Not providing for safety and security	33	22	33	30
Travel time too long	20	11	-	10
Driver not professional/poorly trained	20	22	17	60
Uncomfortable ride	13	-	17	10
Cleanliness of vehicle	7	-	17	-
Can't get trips I want	7	-	17	-
Need better equipment	7	-	17	-
Poor service by booking agents	7	-	-	-
Poor driver communication	-	22	50	10
Number of customers sharing the trip	-	11	-	-
Not consistent	-	-	-	20

The significant majority of respondents (at least 77%) agreed strongly or somewhat that each of the transportation options fulfilled the various aspects of service examined (Figure 3.16). In comparing perceptions of the different options, Calgary HandiBus received strong agreement most often for drivers ensuring your wheelchair is properly secured to the vehicle, being nice to customers, providing help to you to and from the vehicle, knowing where they are going for pick-ups and drop-offs, being easy to talk to, and having a reasonable number of passengers, especially when considering the strongly agree rating. Of the remaining service aspects – clean vehicle, comfortable ride and on-time service for pick-ups and drop-offs – a greater proportion strongly agreed that these were being provided by Shared-ride Taxi services.

**Figure 3.16: Perceptions of Transportation Options**  
(2013 Survey Results)



As Table 3.19 shows, the most important aspects of service cited across all transportation options were on-time pick-ups and drop-offs, driver care and courtesy, providing for your safety and security and door to door service.

<b>Table 3.19: Comparison of Most Important Aspects of Service</b> (2013 Survey Results)				
<b>Aspects</b>	<b>% of Respondents</b>			
	<b>Calgary HandiBus (n=374)</b>	<b>Shared- Ride Taxi (n=223)</b>	<b>Accessible Taxi (n=100)</b>	<b>Southland Transportation Vehicle (n=)</b>
On-time pick-ups and drop-offs	65	62	61	63
Driver care and courtesy	57	47	52	53
Providing for your safety and security	42	33	54	38
Door to door service	40	38	30	39
Driver communications with customers	15	12	16	14
Travel time	13	12	24	13
Driver training	9	7	10	15
Comfort of ride	8	14	12	10
Cleanliness of vehicles	5	7	5	6
Number of other customers sharing the trip	4	6	7	5
Allows customers to get out/go places/independence	2	1	1	1
Value for money/affordability	1	1	1	-
Trip availability	1	<1	1	2
Convenience of service	1	1	1	1
Convenience of booking a trip	1	-	1	1
Other	1	7	6	3
Unsure	2	4	2	5

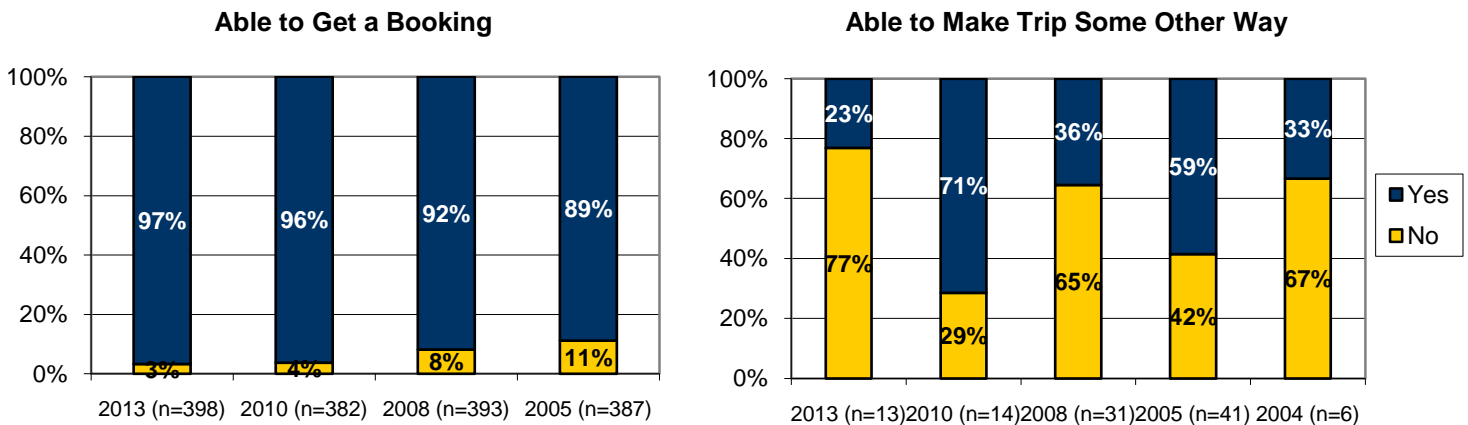
## 4.0 CUSTOMER SERVICE PERFORMANCE AND EXPECTATIONS

Respondents were queried on their experiences with Access Calgary's customer service, including such aspects as trip availability, service provided by booking agents, late bus inquiry/dispatch line, customer service line and ACROBAT system. For the most part, respondents were satisfied with the customer service provided by Access Calgary and it seems that use has increased for certain elements, particularly the ACROBAT system and late bus inquiry/dispatch line.

### 4.1 Trip Availability

The vast majority of respondents were able to get a booking at the time they wanted when they last needed Access Calgary services. Ability to make bookings seems to be improving based on the results of the past few surveys. Of those who could not, about one in four indicated they were able to make their trip in some other way. This result has fluctuated significantly over the years; although caution should be observed with these data due to small samples.

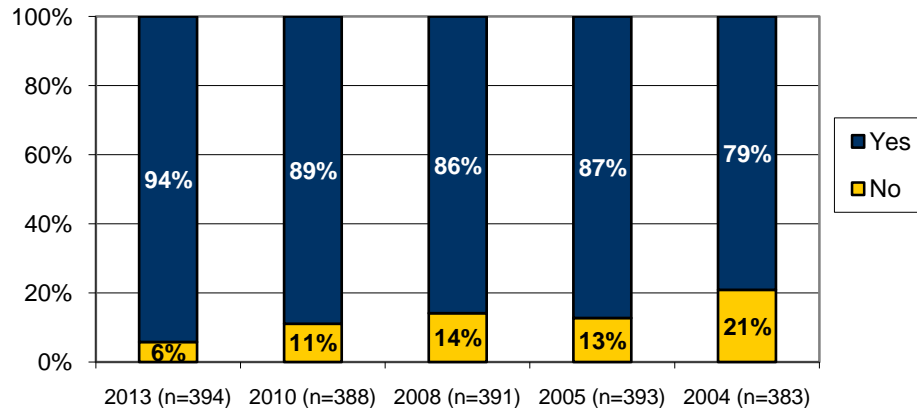
Figure 4.1: Ability to Get a Booking or Make Other Arrangements





The majority of respondents were aware that Access Calgary has a twenty-minute pick-up window.

**Figure 4.2: Awareness of 20 Minute Pick Up Window**



Those respondents who stated that they were aware of the 20 minute pick-up window were asked what it meant to them. The most popular responses were arrive 20 minutes before or 20 minutes after scheduled time and arrive 5 minutes before or 15 minutes after scheduled time. Actually, the correct response was arrive 20 minutes after the scheduled time, which means that most respondents were incorrect in their perceptions of the meaning of the 20 minute window.

**Table 4.1: Meaning of the 20 Minute Window**

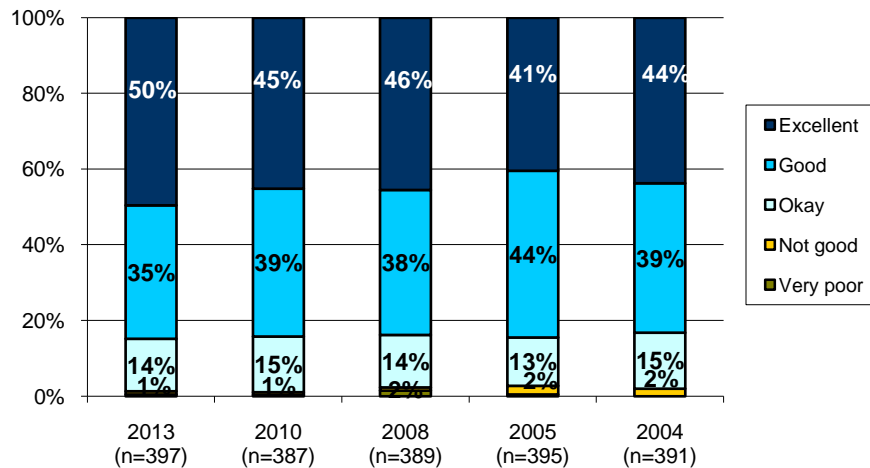
Meanings	% of Respondents				
	2013 (n=350)	2010 (n=345)	2008 (n=335)	2005 (n=343)	2004 (n=303)
Can arrive 20 minutes before or 20 minutes after scheduled time	28	26	16	26	28
Can arrive 5 minutes before or 15 minutes after scheduled time*	18	33	-	-	-
Gives me time to get ready/ wait	13	12	11	-	-
Can arrive 20 minutes after scheduled time	12	8	24	36	20
Can arrive 10 minutes before or 10 minutes after scheduled time	9	3	37	17	35
Can arrive 20 minutes before scheduled time	6	8	4	8	9
I must be ready on time/when they arrive	4	-	-	-	-
Can arrive within 20 minute window specified by dispatch	4	-	-	-	-
Can be late	3	-	-	-	-
Can arrive 20 minutes after booking time	3	1	-	-	-
Can call them back if more than 20 minutes late	1	-	-	-	-
Other	2	-	-	3	4
Don't Know	-	10	8	11	5

\* This option was added in 2010

## 4.2 Service Provided by Booking Agents

Nearly all respondents rated the overall service provided by booking agents as excellent, good or okay, which is generally consistent with all other surveys.

**Figure 4.3: Perceptions of Booking Agents Services**



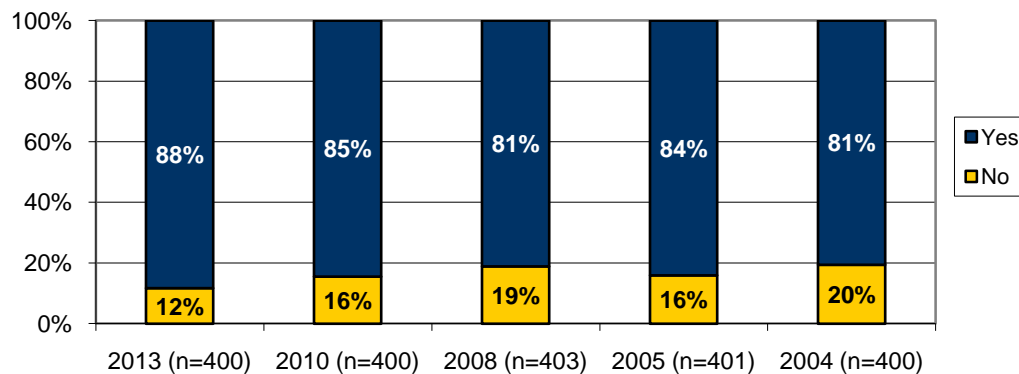
The few respondents who did not offer favourable impressions of booking agents indicated that they were on hold for too long or could not get through to a booking agent and booking agents were rude or unfriendly. These findings are not necessarily the same as previous years; however, sample sizes are so small that variances among surveys can be expected.

Table 4.2: Perceptions of Booking Agents					
Perceptions	% of Respondents				
	2013 (n=5)	2010 (n=4)	2008 (n=9)	2005 (n=15)	2004 (n=8)
On hold too long/can't get through	100	50	22	18	63
Booking agents rude/unfriendly	60	-	22	36	-
Booking agents not accommodating/helpful	40	-	44	-	-
Errors made in booking	40	50	22	-	-
Can't get trip that I want	-	-	22	-	-
Late pick up/drop off	-	-	-	27	25
Changes requested in booking didn't occur	-	-	-	27	-
Agents need better training	-	-	-	9	38
Need more booking agents	-	-	-	9	-
Change times without calling/not enough notice	-	-	-	-	13
Other	-	-	11	9	-

### 4.3 Late Bus Inquiry/Dispatch Line

Most respondents stated that they knew how to check what time a vehicle was coming to pick them up, which is consistent with previous surveys. It may be worth noting that this proportion has been gradually increasing since the 2008 survey. In addition, further analysis revealed that greater proportions of younger respondents (18 to 44 years) and those who had used the service for more than nine years indicated they knew how to check for their vehicle pick-up time (Appendix B).

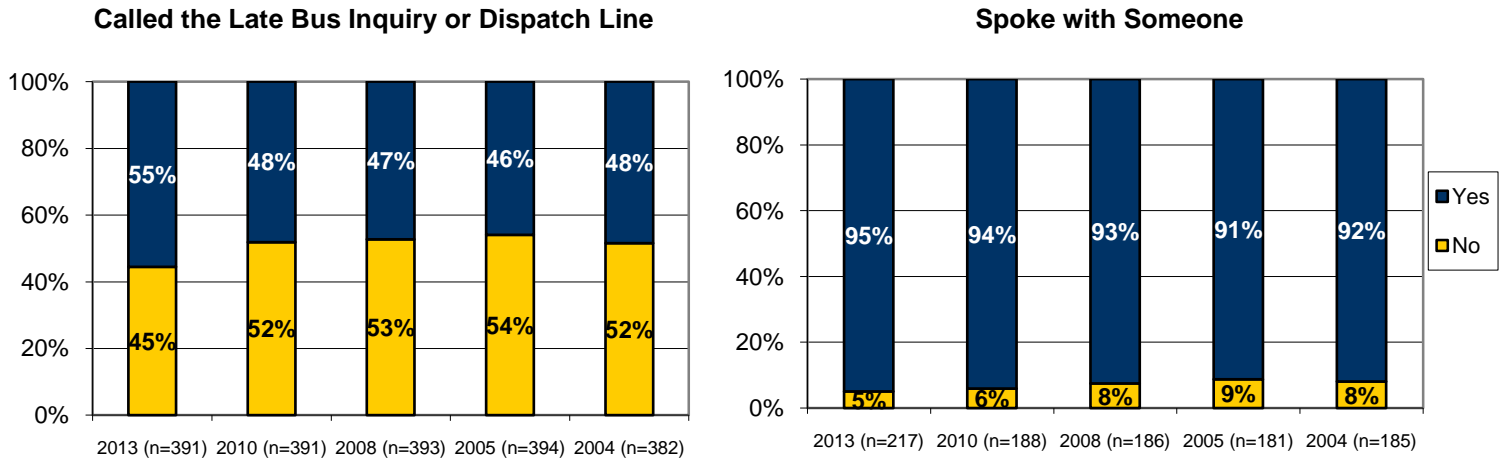
**Figure 4.4: Knowledge of How to Check for Times a Vehicle will Come for Pick Up**



As presented in Figure 4.5 on the following page, just over half (55%) of respondents called the Late Bus Inquiry/Dispatch line and, among these respondents, the vast majority spoke to someone. For the most part, both of these results are similar to previous surveys. However, it may be worth noting that a slightly larger proportion indicated they had called the Late Bus Inquiry/Dispatch line in 2013 than in previous years.

Significant differences were observed in relation to age and duration of use (Appendix B). Respondents 25 to 44 years represented the age group most likely to have called the late bus inquiry or dispatch line. The proportion of those who had indicated calling this service declined gradually among age groups 45 years and over. In addition, customers who had used Access Calgary services for three or more years represented the greatest proportion of respondents who had called the late bus inquiry or dispatch line.

**Figure 4.5: Late Bus Inquiry or Dispatch Line**

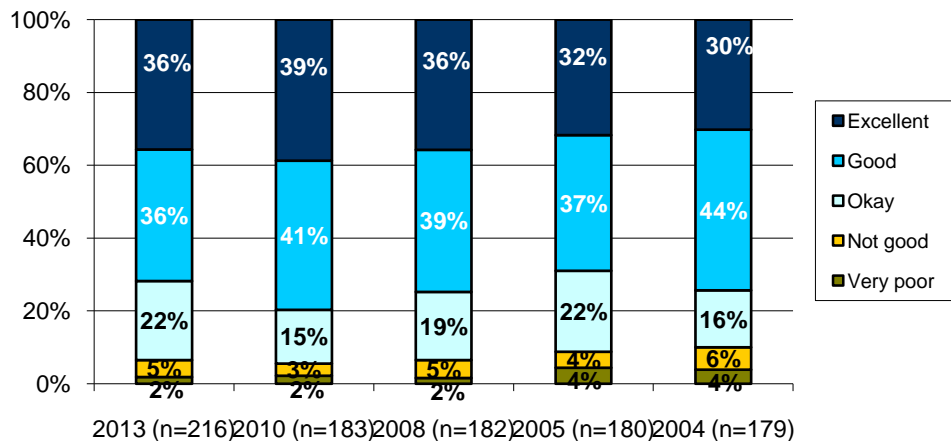


The average wait was 10 minutes for calls to be answered by the Late Bus Inquiry or Dispatch Line, which is consistent with previous surveys.

Table 4.3: Wait Times for Calls to be Answered by the Late Bus Inquiry or Dispatch Line					
Times	% of Respondents				
	2013 (n=205)	2010 (n=179)	2008 (n=169)	2005 (n=165)	2004 (n=174)
Less than 10 minutes	62	49	53	61	77
10 minutes to 15 minutes	22	30	28	26	6
More than 15 Minutes	16	22	19	13	17
Total	100	100	100	100	100
Mean	9.80	9.98	9.97	9.53	10.39

The vast majority of respondents who used the Late Bus Inquiry or Dispatch Line rated the overall service received when phoning as excellent, good or okay, which is consistent with previous surveys

**Figure 4.6: Perceptions of Late Bus Inquiry/Dispatch Line Services**



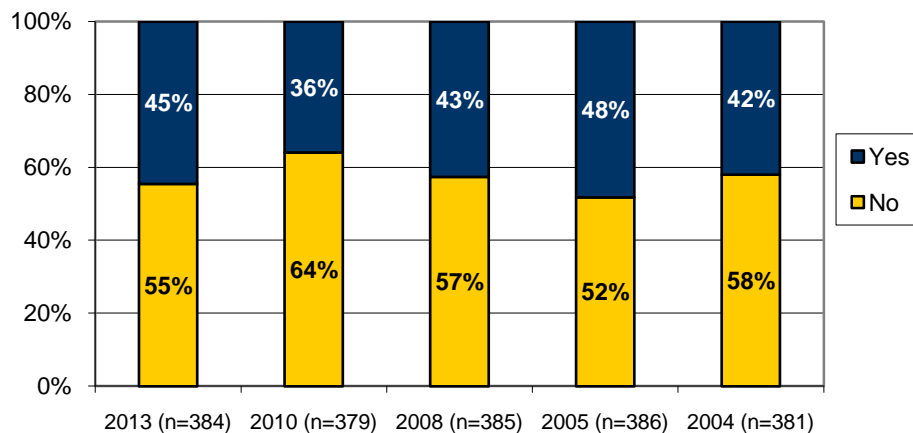
The few respondents who felt the Late Bus Inquiry/Dispatch Line was not good or very poor mainly stated that they were on hold too long or couldn't get through. Again, caution should be observed due to the small sample sizes.

<b>Table 4.4: Reasons for Stating Late Bus Inquiry/Dispatch Line was Not Good or Very Poor</b>					
<b>Reasons</b>	<b>% of Respondents</b>				
	<b>2013 (n=14)</b>	<b>2010 (n=10)</b>	<b>2008 (n=12)</b>	<b>2005 (n=16)</b>	<b>2004 (n=18)</b>
On hold too long	43	30	17	6	39
Can't get through	36	20	42	25	17
Booking agents not accommodating/helpful	21	10	-	-	11
Can't get trip times that I want	14	20	25	25	11
Booking agents rude	14	20	8	6	-
Errors made in booking	7	-	8	31	22
Other	-	-	-	6	-

#### 4.4 Customer Service Line

Just under half of respondents called the Customer Service line in the past 6 months. This proportion is higher than has been observed since the 2005 survey.

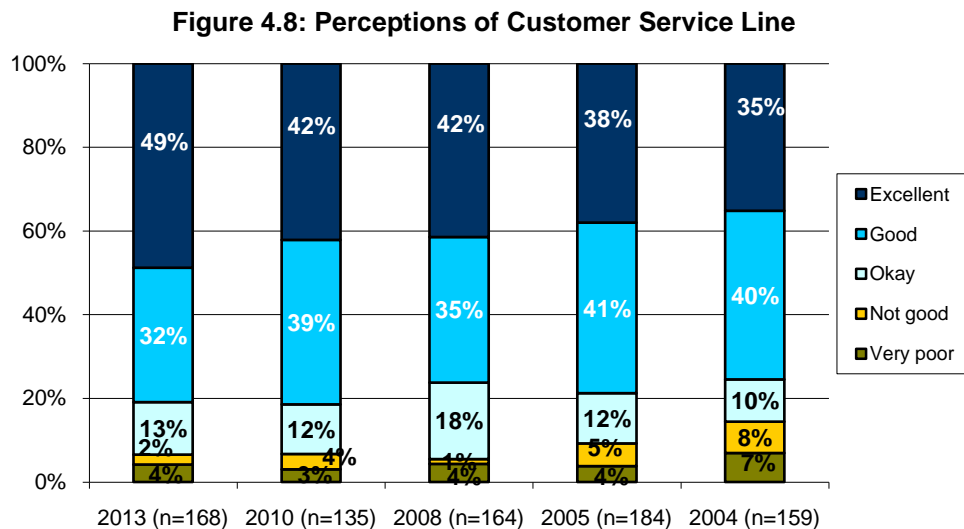
**Figure 4.7: Called the Customer Service Line**



The main reasons for contacting the Customer Service Line were to file a complaint, and to book or change a trip, which have also been among the most prominent reasons in previous surveys. It may be worth noting that a higher proportion of respondents cited check on service I received and compliment staff than observed in previous years. In contrast, the result for request information was lower in the 2013 survey.

<b>Table 4.5: Reasons for Calling the Customer Service Line</b>					
<b>Reasons</b>	<b>% of Respondents</b>				
	<b>2013</b> (n=169)	<b>2010</b> (n=136)	<b>2008</b> (n=164)	<b>2005</b> (n=186)	<b>2004</b> (n=160)
File a complaint	24	18	20	30	33
Book trip/change trip	24	29	43	35	34
Check on service I received	15	4	7	6	9
Compliment staff	11	4	2	2	3
Request Information	9	24	15	13	11
Attitude of driver	4	5	1	2	-
Make a suggestion about service	3	2	2	3	1
To correct my file	3				
Report/Inquire lost property	2	-	2	1	2
Report unsafe driving	2				
Problem with website	1				
Complain about early/late pick up/drop offs	-	8	2	3	3
Reschedule/cancel/confirm booking	-	5	1	-	3
Accident with a specialized vehicle	-	1	1	-	-
Couldn't remember dispatch number	-	-	1	1	1
Update customer number	-	-	1	2	1
Other	2	-	-	2	-
Can't recall	1	1	2	2	1

A significant majority of respondents stated that services provided by the Customer Service Line were excellent, good or okay, which is similar to the previous two surveys.

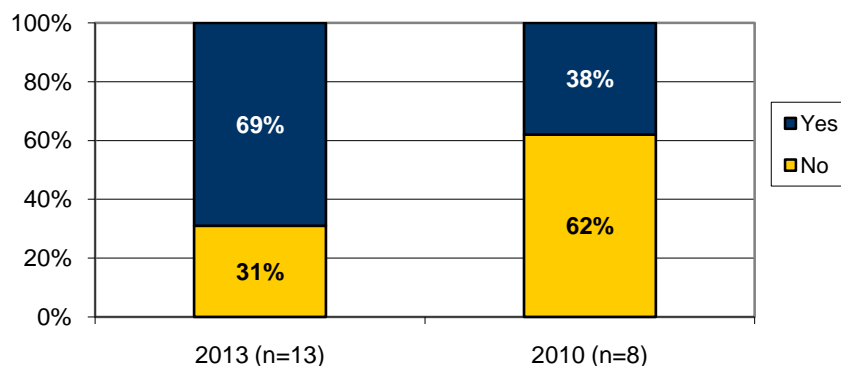


Those respondents who did not offer positive ratings for the Customer Service Line generally indicated that there was a lack of concern expressed about their problem or the concern was not resolved. There have been some variances noted when comparing previous survey results; however, caution should be observed with these data due to the small sample.

<b>Table 4.6: Reasons for Stating Customer Service Line as Not Good or Very Poor</b>					
<b>Reasons</b>	<b>% of Respondents</b>				
	<b>2013 (n=11)</b>	<b>2010 (n=17)</b>	<b>2008 (n=9)</b>	<b>2005 (n=9)</b>	<b>2004 (n=23)</b>
Lack of concern with problem	55	41	22	33	22
Concern not resolved (no action taken)	36	6	33	56	22
Took too long to respond	9	24	-	-	17
Was not called back	9	6	22	-	22
Want to talk to a person	-	12	-	-	-
Dispatcher was unhelpful/rude	-	6	11	-	-
Other	9	6	-	-	17
Can't recall	-	-	11	11	-

Among the few respondents who rated the Customer Service Line poorly, about seven in ten indicated that they did feel comfortable calling Customer Service about concerns with Access Calgary services. This proportion contrasts with 2010 survey results; however, caution should be observed with these data due to the small sample.

**Figure 4.9: Comfortable Using the Customer Service Line for Concerns about Access Calgary Services**

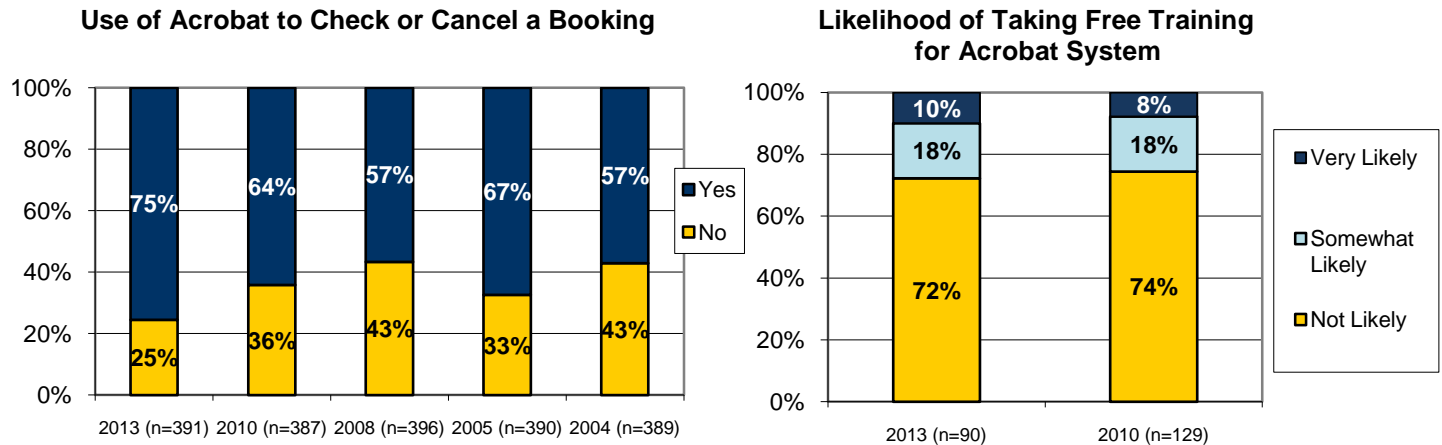


## 4.5 ACROBAT System

Approximately three-quarters of respondents have used the ACROBAT telephone system to check on or cancel a booking. This proportion is higher than observed in previous surveys (Figure 4.10). Further analysis revealed that respondents aged 65 years and over, as well as those who had used Access Calgary services for less than three years were less likely to use the ACROBAT telephone system (Appendix B).

Further, just over one quarter of respondents who had not used the Acrobat systems stated they would be very or somewhat likely to take free training for the Acrobat system, which is consistent with 2010 survey data.

**Figure 4.10: Acrobat System**





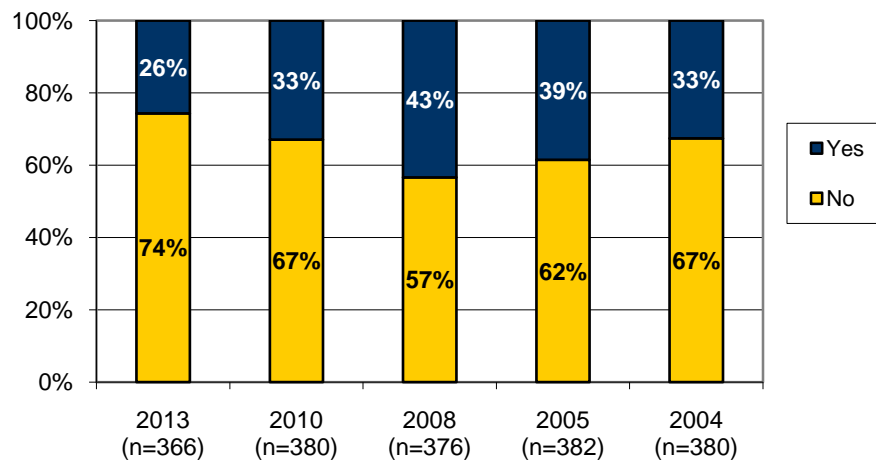
## 5.0 INTERVIEW PROCESS AND INFORMATION SERVICES

A few questions in the survey examined respondents' experiences with Access Calgary's eligibility interview process and information services. For the most part, respondents were satisfied with various aspects of the eligibility interview process. Also, most felt they had received or had access to sufficient information to allow them to use Access Calgary services successfully.

### 5.1 Eligibility Interview Process

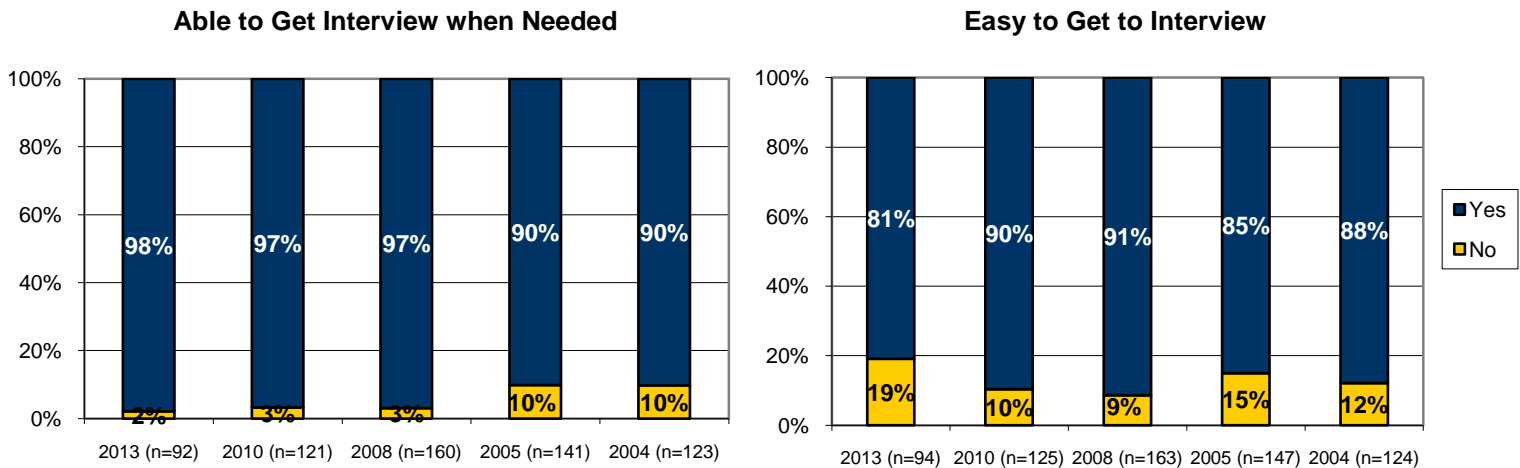
Approximately a quarter of respondents indicated they had an interview for Access Calgary services in the past year. This proportion is lower than observed in previous surveys. Further analysis revealed that the proportion of respondents indicating they had an interview in the past year gradually decreased as duration of use increased (Appendix B).

**Figure 5.1: Had an Interview for Access Calgary Services in Past Year**



Almost all respondents (98%) were able to get an interview when they needed it, which is consistent with past survey results. A significant majority indicated it was easy to get to the interview. However, this proportion is lower than observed in previous years/

**Figure 5.2: Access to an Interview**

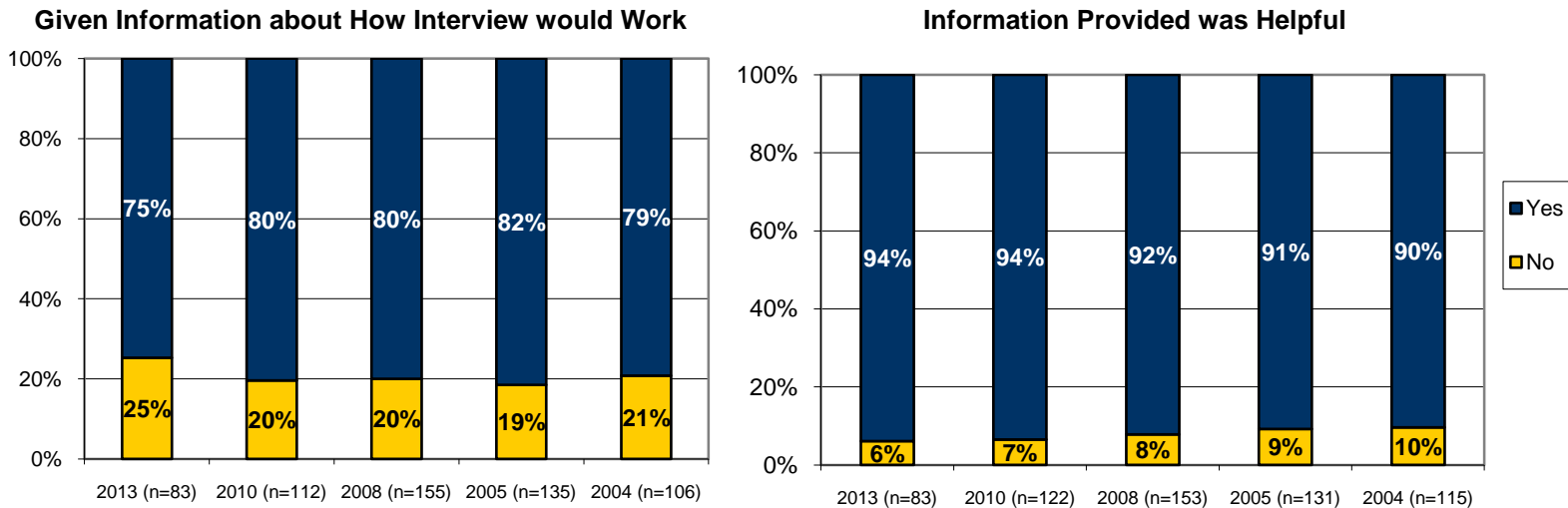


Among those respondents who indicated they did not find it easy to get to the interview, the primary reasons mentioned were that they had no transportation and couldn't find the location. A lower proportion cited not accessible in 2013 compared to previous surveys. Again, caution should be observed with these data due to the small sample.

Table 5.1: Reasons Why it was not Easy to Get to Interview Location					
Reasons	% of Respondents				
	2013 (n=18)	2010 (n=13)	2008 (n=14)	2005 (n=22)	2004 (n=15)
No transportation	39	39	50	18	20
Couldn't find location	28	15	7	32	47
Too far to get there	17	-	-	9	13
Not accessible	6	46	29	36	20
Inconvenient interview time	6	-	-	-	-
Health/mobility problems/ need assistance	-	-	7	5	-
Can't take time off work	-	-	7	-	-
Unsure	6	-	-	-	-

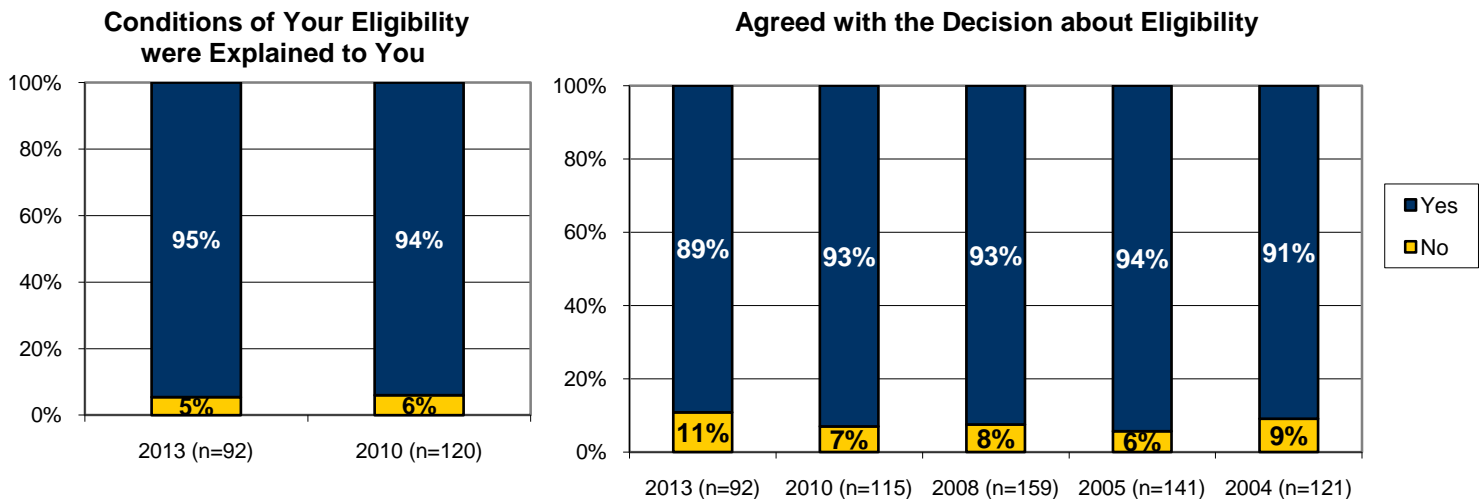
Approximately three in four respondents indicated that they received information about how the interview would work. This proportion is slightly lower than observed in previous surveys. As well, a significant majority of respondents felt that the information they received about the interview was helpful, which is consistent with previous surveys.

**Figure 5.3: Information about Interview**



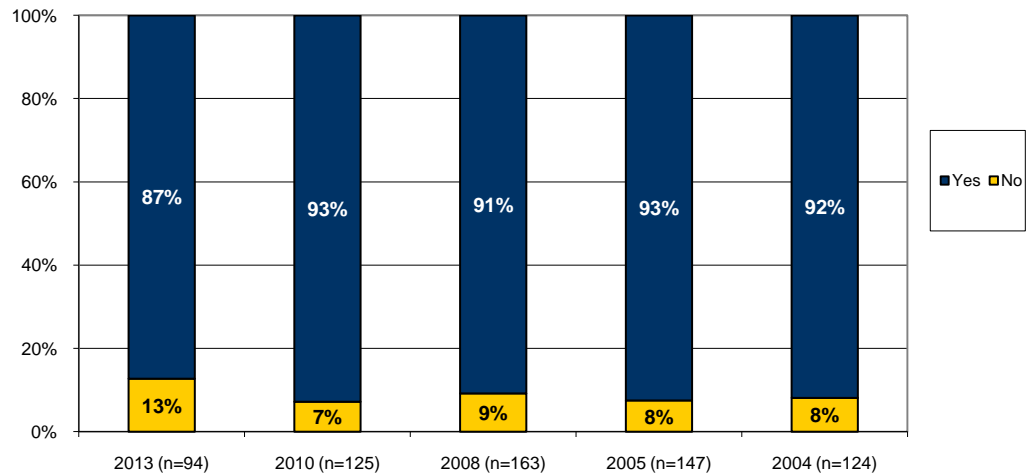
A significant majority of respondents indicated that the conditions of their eligibility were explained to them, which is similar to 2010 survey findings. As well, about nine in ten agreed with the decision about eligibility. This proportion is slightly lower than observed in previous surveys.

**Figure 5.4: Eligibility**



A significant majority of respondents (87%) believed that the person they spoke to in their interview understood their transportation needs. Again, this proportion is slightly lower than observed in previous surveys.

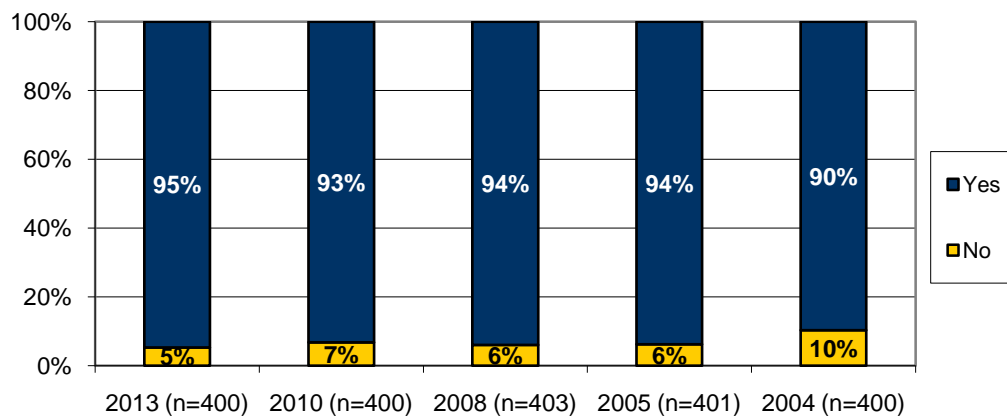
**Figure 5.5: Person Spoken with Understood Transportation Needs**



## 5.2 Information Services

When respondents started using the Access Calgary service, the vast majority felt they had enough information to use the service successfully. This finding is similar to previous survey results.

**Figure 5.6: Received Enough Information to Use Access Calgary Successfully**



A third of respondents indicated that they obtained the information on how to use the service successfully from the Access Calgary Handbook. The eligible interview and facility/care centre/hospital staff were also commonly cited as sources of information on how to use the service. This question was new to the 2013 survey.

<b>Table 5.2: Additional Information Needed to Use Access Calgary Services</b>	
<b>Information Source</b>	<b>% of Respondents (n=379)</b>
Access Calgary Handbook	33
Eligibility Interview	30
Facility/Care Centre/Hospital Staff	22
By calling in and speaking to Access Calgary staff	15
Family/Friend	9
Website	2
Access Calgary letter/direct mail	1
Fellow residents in my building/care facility	1
Used similar service in another provinces	<1
Employer	<1
HandiBus driver	<1
Unsure	9

As presented in Table 5.3 on the following page, of those respondents who indicated they had not received enough information to use Access Calgary services successfully, the most common types of information they needed to know more about were restrictions of service, booking procedures, Acrobat, cancelling trips/cancelling procedures and ticket/fare information.

<b>Table 5.3: Additional Information Needed to Use Access Calgary Services</b>				
<b>Information</b>	<b>% of Respondents</b>			
	<b>2013 (n=21)</b>	<b>2010 (n=27)</b>	<b>2008 (n=24)</b>	<b>2005 (n=25)</b>
Restrictions of service	38	33	17	20
Booking procedures	24	26	29	24
ACROBAT system	14	7	17	-
Cancelling trips/cancelling procedures	14	-	-	-
Ticket/fare information	10	-	17	16
Latest news about Access Calgary	5	-	-	-
All services provided by Access Calgary	-	15	4	-
Information in different formats (braille, audio etc.)	-	-	8	-
What are the service boundaries	-	-	4	-
20 minute window	-	-	-	12
Stair policy	-	-	-	8
Eligibility requirements	-	-	-	8
Information numbers to call	-	-	-	4
Filing complaints	-	-	-	4
Travel time	-	-	-	4
How to confirm a booking/use phone lines	-	-	-	4
How to request a specific seat	-	-	-	4
Don't need to know more about anything	38	37	46	12
Unsure	10	-	-	12
Other	5	-	-	8

When asked about how they would get the information about Access Calgary, most stated they would call customer service (Table 5.4). It is important to note that this question was asked of all respondents in the 2013 survey, as compared to previous surveys in which it was only asked to those who indicated they had not received enough information to successfully use Access Calgary services.

<b>Table 5.4: How to Get Information about Access Calgary</b>				
<b>Methods</b>	<b>% of Respondents</b>			
	<b>2013 (n=399)</b>	<b>2010 (n=27)</b>	<b>2008 (n=24)</b>	<b>2005 (n=25)</b>
Call Customer Service	83	63	75	72
Access Calgary website directly	5	4	-	-
Family/Friends	2	-	-	-
Check in the Access Calgary handbook	2	-	-	-
Go to Calgary Transit customer service centre	1	-	4	-
Don't need more information	1	-	-	-
Access Calgary flyer/direct mail	1	-	-	-
Access Calgary website through Calgary Transit	<1	-	-	-
Talk to Access Calgary driver	<1	-	-	-
Talk to caregiver	<1	-	-	-
Talk to city councillor	<1	-	-	-
Through my residence/lodge	-	-	4	-
Call 311	-	-	4	-
Other	-	-	-	8
Unsure	5	33	13	20

A new question added to the 2013 survey asked respondents how they first learned about Access Calgary services. As Table 5.5 shows, most respondents first heard about Access Calgary services from facility/care centre/hospital staff and family/friends.

<b>Table 5.5: First Learned about Access Calgary</b>	
<b>Information Source</b>	<b>% of Respondents (n=)</b>
Family/Care centre/Hospital staff	47
Family/Friends	31
HandiBus	3
Taxi company	2
Fellow residents in my building/care facility	1
Employer	1
Used similar service in another province	1
Internet (general)	1
Have seen Access Calgary vehicles on road	1
Calgary Transit website	<1
Legal representative	<1
Access Calgary direct mail	<1
Access Calgary website	<1
Other	1
Unsure	14

## 6.0 ADDITIONAL FINDINGS

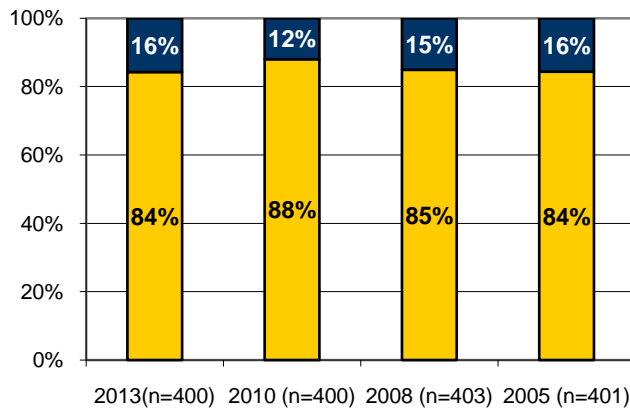
This section summarizes additional findings gathered from the telephone interviews, including use of Calgary Transit buses or CTrains, use of technology (e.g. computer, internet etc.). Methods of payment used for Access Calgary services are included in this section as well.

### 6.1 Use of Calgary Transit

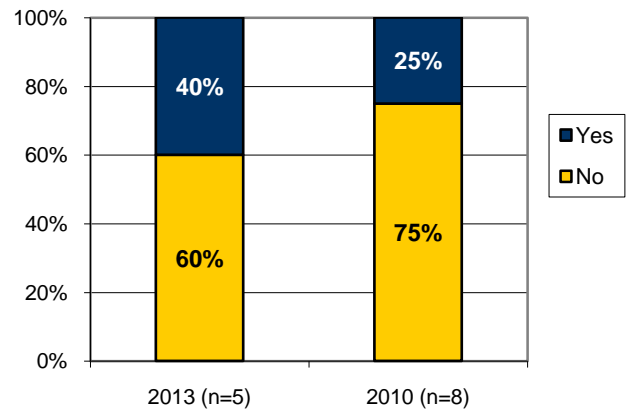
The majority of respondents do not use Calgary Transit buses or CTrains on a regular basis (e.g. more than once a week), which is consistent with previous surveys. Four in ten of those respondents who were not sure how to use Calgary Transit stated interest in getting more information about orientation services. This proportion has increased since the 2010 survey.

**Figure 6.1: Regular Calgary Transit Buses and CTrains**

**Regular Use of Calgary Transit Buses or CTrains**



**Would Like More Information about Orientation Services**





The most commonly cited barrier to using Calgary Transit was a personal condition that makes it impossible to use the services, which is consistent with previous surveys. As well, there were increases in the proportions of respondents indicating that Calgary Transit bus stops are too far from their home or destination, as well as those citing the weather as a barrier to use.

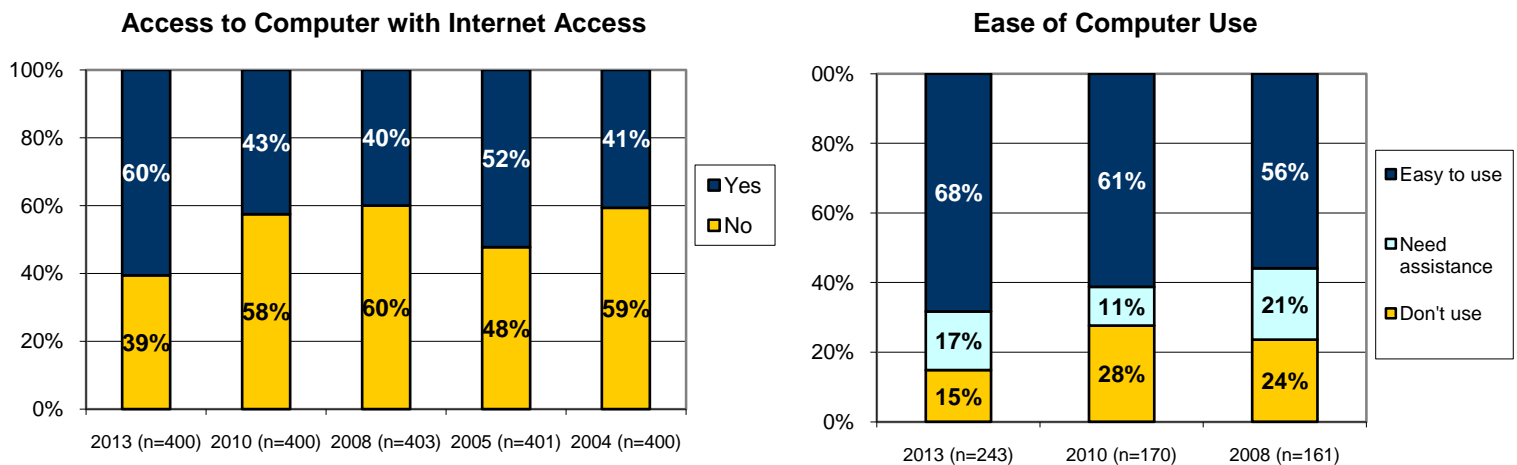
<b>Table 6.1: Barriers to Use of Calgary Transit Buses or CTrains</b>				
<b>Barriers</b>	<b>% of Respondents</b>			
	<b>2013 (n=400)</b>	<b>2010 (n=400)</b>	<b>2008 (n=403)</b>	<b>2005 (n=401)</b>
Personal condition makes it impossible to use Calgary Transit	64	74	80	81
Calgary Transit bus stops are too far from my home	18	7	6	9
Calgary Transit bus stops are too far from my destination	12	3	4	6
The weather	12	7	4	1
Don't feel safe on transit	8	7	3	1
Assistance from the driver (transit operator)	6	-	-	-
Trouble walking/difficulty getting on/off bus/steps	6	5	-	-
The bus stop near my destination is not accessible	5	2	3	4
The bus stop near my home is not accessible	4	2	3	5
Have a wheelchair/walker/scooter	4	3	1	-
There are not enough accessible vehicles	4	1	3	8
Personal preference/ other means of travel	3	4	2	-
Need an attendant	3	1	-	-
Not sure how to use Calgary Transit	2	3	<1	1
None- I take transit	2	2	-	4
Lack of accessible space on vehicle	2	-	-	-
Too crowded	2	1	-	-
CTrain ramps difficult to use	1	-	-	-
Less convenient than Access Calgary service	1	-	-	-
May not get a seat	<1	1	-	1
Wait times/travel times too long	-	-	1	1
Limited service where I live	-	-	1	1
Other	<1	<1	1	1
Unsure	2	1	-	-

## 6.2 Use of Technology

Approximately six out of ten respondents stated that they or their caregiver had access to a computer that was connected to the Internet, which is higher than observed in previous surveys. Most of these respondents indicated that it was easy to use a computer. Caution should be observed with historical observations these data due to the changes in how respondents were recruited for the 2013 survey.

Further analysis revealed that respondents 65 years and older are least likely to have access to a computer with Internet service. Further, a greater proportion of older respondents (55 and older) tend to need assistance when using a computer. In addition, customers that participated in the survey (vs. caregivers that participated) were more likely to state that computers are easy to use (Appendix B).

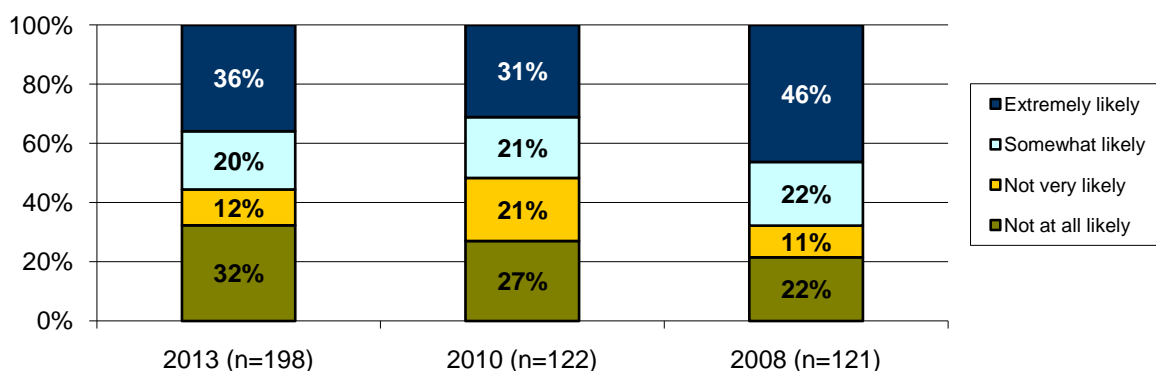
**Figure 6.2: Access and Use of Computer**



Among those who use a computer (either themselves or with assistance), a little more than half indicated that they would be extremely or somewhat likely to use a website to book their Access Calgary trips. This proportion is slightly higher than the previous survey.

Males were more likely than females (extremely or somewhat) to use an Internet website to book their Access Calgary trips, as were those who had been using Access Calgary services for six or more years (Appendix B).

**Figure 6.3: Likelihood of Using Website to Book Access Calgary Trips**



### 6.3 Method of Payment

Respondents were asked to identify the method of payment they use for Access Calgary. The majority of respondents use an Adult Book of 10 Tickets, similar to 2010 results. Also, a higher proportion of respondents indicated using Low Income Transit passes in the 2013 survey.

Table 8.1: Method of Payment for Access Calgary		
Method	% of Respondents (n=400)	
	2013 (n=400)	2010 (n=400)
Book of 10 Tickets – adult	59	71
Low Income Transit Pass	20	5
Monthly Adult Pass	17	13
Adult single ride tickets	1	7
Monthly Youth Pass	1	<1
Book of 10 Tickets - youth	1	1
U Pass	1	-
Youth single ride tickets	<1	-
Cash	-	1
Paid by a program/special account	-	1
Unsure	1	1

## **7.0 CONCLUDING REMARKS**

Since 2002, Calgary Transit has periodically conducted a survey to assess customer satisfaction with Access Calgary services. These surveys have revealed that most Access Calgary customers are satisfied with the various aspects of service provided by Access Calgary and feel that the level of service provided has been better or remained the same over the years.


On-time pick-ups and drop-offs, driver care and courtesy, safety and security, and door to door service were aspects of service commonly cited as being most important for Access Calgary service in general as well as across the four transportation options that were examined (Calgary HandiBus, Shared-ride taxi, Accessible Taxi, Southland Transportation vehicle). When asked about potential changes or improvements for Access Calgary services generally, punctuality (e.g. being on time for pick-ups and drop-offs) was the most commonly cited among respondents.

Customers are largely satisfied with the customer service provided by Access Calgary, including the service provided by booking agents, the customer service line, and late bus inquiry/dispatch line. Further, it seems that use has increased for certain elements, particularly the ACROBAT system and late bus inquiry/dispatch line.

As well, customers are generally favourable towards the eligibility interview process and feel they receive enough information from Access Calgary to use its services successfully.

APPENDIX A  
SURVEY  
INSTRUMENT

Dear Access Calgary Customer,



Thank you for your time to participate in this very important survey for Access Calgary.

Please read through the questions and have your answers ready for when a researcher from HarGroup calls to ask you the questions.

You can expect a call from HarGroup starting the week of SEPTEMBER 30th, 2013. You do not have to send this questionnaire to us. You will be contacted by telephone to complete the survey.

PLEASE NOTE : BESIDE SOME OF THE ANSWERS YOU WILL CHOOSE, THERE ARE INSTRUCTIONS THAT WILL GUIDE YOU THROUGH THE QUESTIONNAIRE.  
For example: if you choose "1. Excellent →SKIP TO Q5", it means the next question you answer is Q5.

Q1. Last time you needed Access Calgary services, were you able to get a booking for the date and time you wanted?

1. Yes → if yes: SKIP TO Q2a
2. No → if no: SKIP TO Q1b
3. Unsure →SKIP TO Q2a
4. Not applicable →SKIP TO Q2a

Q1b. Were you able to make your trip some other way?

1. Yes
2. No/unable to find other means of travel for trip
3. Unsure
4. Not applicable

Q2a. Are you aware that Access Calgary has a twenty minute pick-up window?

1. Yes →ANSWER Q2b
2. No →SKIP TO Q3
3. Unsure →SKIP TO Q3
4. Not applicable →SKIP TO Q3

Q2b. What does the twenty minute window mean to you?

Q3. I'd like to ask you how strongly you agree or disagree with a few statements about Access Calgary. Based on your most recent experiences, please tell me if you: strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements:

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Unsure	Did Not Use
a) Access Calgary booking agents are friendly	1	2	3	4	5	6
b) I feel safe when getting on and off the buses or taxis	1	2	3	4	5	6
c) Access Calgary treats me like I am important	1	2	3	4	5	6
d) The service provided by Access Calgary meets my needs	1	2	3	4	5	6
e) I am able to get through on booking lines	1	2	3	4	5	6
f) It is easy to book a trip	1	2	3	4	5	6
g) I am able to get the trips I need	1	2	3	4	5	6
h) My pick-ups are on time	1	2	3	4	5	6
i) My drop offs are on time	1	2	3	4	5	6
j) My travel time on the trip is reasonable	1	2	3	4	5	6

Q4a. How would you rate the overall service provided by the booking agents? Would you say the service they provide is:

1. Excellent →SKIP TO Q5
2. Good →SKIP TO Q5
3. Okay →SKIP TO Q5
4. Not good →GO TO Q4b
5. Very poor →GO TO Q4b
6. Unsure →SKIP TO Q5
7. Not applicable →SKIP TO Q5

Q4b. Why do you feel this way? Anything else?

Q5. Do you know how to check what time a vehicle is coming to pick you up?

1. Yes
2. No

- Q6a.** In the past month, have you called the Late Bus Inquiry or Dispatch Line which is 537-7777 Option 3?
- 1. Yes**→ANSWER QUESTIONS Q6b to Q6d  
**3. Unsure** →SKIPTO Q7a

**2. No** →SKIPTO Q7a  
**4. Not applicable** →SKIPTO Q7a
- Q6b.** Did you get to talk to someone?
- 1. Yes**

**2. No**
- Q6c.** How long did you have to wait for your call to be answered?
- # of minutes: \_\_\_\_\_
- Q6d.** How would you rate the overall service that you receive when you phone the Late Bus Inquiry / Dispatch Line? Would you say...
- 1. Excellent** →SKIP TO Q7a  
**3. Okay** →SKIP TO Q7a  
**5. Very poor** →GO TO Q6e  
**7. Not applicable** →SKIP TO Q7a

**2. Good** →SKIP TO Q7a  
**4. Not good** →GO TO Q6e  
**6. Unsure** →SKIP TO Q7a
- Q6e.** Why do you feel this way?
- \_\_\_\_\_
- Q7a.** In the past six months, have you called the Customer Service line at Access Calgary? (537-7997 or 537-7777 Option 4)
- 1. Yes**→ANSWER QUESTIONS Q7b to Q7c  
**3. Unsure** →SKIP TO Q8a

**2. No** →SKIP TO Q8a  
**4. Not applicable** →SKIP TO Q8a
- Q7b.** Why did you call the Customer Service Line? (SELECT ONE ONLY)
- 1. File a complaint**  
**3. Compliment staff**  
**5. Book trip/change a trip**  
**7. Check on service I received**  
**9. Attitude of driver**  
**11. Update customer number**

**2. Request information**  
**4. Make a suggestion about service**  
**6. Report/enquire lost property**  
**8. Accident with a specialized vehicle**  
**10. Couldn't remember dispatch number**  
**12. Other (specify):**\_\_\_\_\_
- Q7c.** How would you rate the service that you received the last time you phoned? Would you say it was...
- 1. Excellent** →SKIP TO Q8a  
**3. Okay** →SKIP TO Q8a  
**5. Very poor** →GO TO Q7d

**2. Good** →SKIP TO Q8a  
**4. Not good** →GO TO Q7d  
**6. Unsure** →SKIP TO Q7e
- Q7d.** Why do you feel this way?
- \_\_\_\_\_
- Q7e.** Do you feel comfortable calling Customer Service to tell someone about a concern you have about Access Calgary services?
- 1. Yes**

**2. No**

**3. Unsure**
- Access Calgary has a telephone system called ACROBAT. Customers can call ACROBAT to check on their trips or to cancel a booking.
- Q8a.** Have you used "Acrobat" to check on or cancel a booking? (537-7777)
- 1. Yes** →SKIP TO Q9  
**3. Unsure** →SKIP TO Q8b

**2. No** →GO TO Q8b  
**4. Not applicable** →SKIP TO Q9
- Q8b.** How likely would you be to take training if Access Calgary were to offer free training for Acrobat? Would you be...
- 1. Very likely**  
**3. Not likely**

**2. Somewhat likely**  
**4. Don't know**
- Q9.** What are the three most important things about Access Calgary service to you?
- (Make sure that 1 represents most important, 2 second most important, and 3 third most important)**
- ☐ On-time pick-ups and drop-offs  
☐ Driver training  
☐ Driver care and courtesy  
☐ Providing for your safety and security  
☐ Trip availability  
☐ Door-to-door service  
☐ Convenience of booking a trip  
☐ Amount of time I'm on the vehicle

☐ Service provided by booking agents  
☐ Value for money  
☐ Cleanliness of vehicles  
☐ Comfort of the ride  
☐ Number of other customers sharing the trip  
☐ Hours of operation  
☐ Other (specify):\_\_\_\_\_
- Q10a.** In the past six months have you been in a Calgary HandiBus vehicle?
- 1. Yes**

**2. No**

**Q10b.** In the past six months have you been in an accessible taxi that takes wheelchairs?

1. Yes                      2. No

**Q10c.** In the past six months have you been in a Southland Transportation vehicle?

1. Yes                      2. No                      3. Don't know

**Q11a. (IF YOU ANSWERED YES TO Q10a THEN COMPLETE THIS QUESTION, IF NO TO Q10a THEN SKIP TO Q12a)**  
Now we would like to ask you about the HandiBus service you received. Below is a list of different parts of HandiBus service. Please think about your most recent trip and indicate if you: strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following.

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Unsure
<b>a)</b> Drivers are nice to me	1	2	3	4	5
<b>b)</b> Drivers know where they are going for pick-ups and drop-offs	1	2	3	4	5
<b>c)</b> Drivers provide help to you to and from the vehicle	1	2	3	4	5
<b>d)</b> Talking to the drivers is easy	1	2	3	4	5
<b>e)</b> Vehicles are clean	1	2	3	4	5
<b>f)</b> Number of other passengers sharing the trip is okay	1	2	3	4	5
<b>g)</b> On-time for pick-ups and drop-offs	1	2	3	4	5
<b>h)</b> The ride was comfortable	1	2	3	4	5
<b>i)</b> Drivers ensure that your wheelchair is properly secured to the vehicle	1	2	3	4	5

**Q11b. (IF YOU ANSWERED YES TO Q10a THEN COMPLETE THIS QUESTION, IF NO TO Q10a THEN SKIP TO Q12a)**  
Based on your recent experience, how would you rate the service provided by HandiBus. Do you think it was:

1. Excellent                      2. Good  
3. Okay                          4. Not good  
5. Very poor                      6. Unsure

**Q11c. (IF YOU ANSWERED YES TO Q10a THEN COMPLETE THIS QUESTION, IF NO TO Q10a THEN SKIP TO Q12a)**  
Over the last year, is HandiBus service now better, worse, or stayed the same?

1. A lot better                      2. A little better  
3. Stayed the same →**SKIPTO Q11e**                      4. A little worse  
5. A lot worse                      6. Unsure →**SKIPTO Q11e**  
7. Not applicable →**SKIPTO Q11e**

**Q11d. (IF YOU ANSWERED YES TO Q10a THEN COMPLETE THIS QUESTION, IF NO TO Q10a THEN SKIP TO Q12a)**  
What, about HandiBus service, makes you feel the service has gotten **(better/worse)**? Anything else?

- (SELECT ALL THAT APPLY)**
- |  |  |
|--|--|
| <input type="checkbox"/> Providing for safety & security | <input type="checkbox"/> Cleanliness of vehicles |
| <input type="checkbox"/> On-time pick-ups and drop-offs  | <input type="checkbox"/> More vehicles           |
| <input type="checkbox"/> Driver care and courtesy        | <input type="checkbox"/> More consistent         |
| <input type="checkbox"/> Travel time (positive)          | <input type="checkbox"/> Comfort of the ride     |
| <input type="checkbox"/> Door to door service            | <input type="checkbox"/> Other (specify): _____  |
| <input type="checkbox"/> Better equipment                |  |

**Q11e. (IF YOU ANSWERED YES TO Q10a THEN COMPLETE THIS QUESTION, IF NO TO Q10a THEN SKIP TO Q12a)**  
What are the three most important things about HandiBus service to you?

**(Make sure that 1 represents most important, 2 second most important, and 3 third most important) (1 by most important, a 2 by second most important, and a 3 by third most important)**

- |   |  |
|---|--|
| <input type="checkbox"/> Driver training                        | <input type="checkbox"/> HandiBus driver communications with customers |
| <input type="checkbox"/> Driver care and courtesy               | <input type="checkbox"/> Cleanliness of vehicles                       |
| <input type="checkbox"/> Providing for your safety and security | <input type="checkbox"/> Comfort of the ride                           |
| <input type="checkbox"/> Door-to-door service                   | <input type="checkbox"/> Number of other customers sharing the trip    |
| <input type="checkbox"/> On time pick-ups and drop-offs         | <input type="checkbox"/> Other (specify): _____                        |
| <input type="checkbox"/> Travel time                            |  |

**Q12a. (IF YOU ANSWERED YES TO Q10b THEN COMPLETE THIS QUESTION, IF NO TO Q10b THEN SKIP TO Q13a)**  
Now I would like to ask you about accessible taxi services that take wheelchairs. I am going to mention various aspects about this service. For each one, based on your most recent experiences, I would like you to tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following:

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Unsure
<b>a)</b> Drivers are nice to me	1	2	3	4	5
<b>b)</b> Drivers know where they are going for pick-ups and drop-offs	1	2	3	4	5
<b>c)</b> Drivers provide help to you to and from the vehicle	1	2	3	4	5
<b>d)</b> Talking to the drivers is easy	1	2	3	4	5
<b>e)</b> Vehicles are clean	1	2	3	4	5
<b>f)</b> Number of other passengers sharing the trip is okay	1	2	3	4	5
<b>g)</b> On-time for pick-ups and drop-offs	1	2	3	4	5
<b>h)</b> The ride was comfortable	1	2	3	4	5
<b>i)</b> Drivers ensure that your wheelchair is properly secured to the vehicle	1	2	3	4	5

**Q12b. IF YOU ANSWERED YES TO Q10b THEN COMPLETE THIS QUESTION, IF NO TO Q10b THEN SKIP TO Q13a)**  
Based on your recent experience, how would you rate the overall service provided by accessible taxis. Do you think it was:

1. Excellent  
3. Okay  
5. Very poor
2. Good  
4. Not good  
6. Unsure

**Q12c. (IF YOU ANSWERED YES TO Q10b THEN COMPLETE THIS QUESTION, IF NO TO Q10b THEN SKIP TO Q13a)**  
Over the last year, is accessible taxi service now better, worse, or stayed the same?

1. A lot better  
2. A little better  
3. Stayed the same →SKIPTO Q12e  
4. A little worse  
5. A lot worse  
6. Unsure →SKIPTO Q12e  
7. Not applicable →SKIPTO Q12e

**Q12d. (IF YOU ANSWERED YES TO Q10b THEN COMPLETE THIS QUESTION, IF NO TO Q10b THEN SKIP TO Q13a)**  
What, about the accessible taxi service, makes you feel the service has gotten (better/worse)? Anything else?

**(SELECT ALL THAT APPLY)**

- |  |  |
|--|--|
| <input type="checkbox"/> Providing for safety & security | <input type="checkbox"/> Cleanliness of vehicles |
| <input type="checkbox"/> On-time pick-ups and drop-offs  | <input type="checkbox"/> More vehicles           |
| <input type="checkbox"/> Driver care and courtesy        | <input type="checkbox"/> More consistent         |
| <input type="checkbox"/> Travel time (positive)          | <input type="checkbox"/> Comfort of the ride     |
| <input type="checkbox"/> Door to door service            | <input type="checkbox"/> Other (specify): _____  |
| <input type="checkbox"/> Better equipment                |  |

**Q12e. (IF YOU ANSWERED YES TO Q10b THEN COMPLETE THIS QUESTION, IF NO TO Q10b THEN SKIP TO Q13a)**  
What are the three most important things about the accessible taxi service to you?

(1 by most important, a 2 by second most important, and a 3 by third most important)

- |   |   |
|---|---|
| <input type="checkbox"/> Driver training                        | <input type="checkbox"/> Accessible taxi driver communications with customers |
| <input type="checkbox"/> Driver care and courtesy               | <input type="checkbox"/> Cleanliness of vehicles                              |
| <input type="checkbox"/> Providing for your safety and security | <input type="checkbox"/> Comfort of the ride                                  |
| <input type="checkbox"/> Door-to-door service                   | <input type="checkbox"/> Number of other customers sharing the trip           |
| <input type="checkbox"/> On time pick-ups and drop-offs         | <input type="checkbox"/> Other (specify): _____                               |
| <input type="checkbox"/> Travel time                            |   |

**Q13a. (IF YOU ANSWERED YES TO Q10c THEN COMPLETE THIS QUESTION, IF NO TO Q10c THEN SKIP TO Q14)**  
Now I would like to ask you about Southland Transportation service. I am going to mention various aspects about this service. Based on your most recent experiences, I would like you to tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Unsure
a) Drivers are nice to me	1	2	3	4	5
b) Drivers know where they are going for pick-ups and drop-offs	1	2	3	4	5
c) Drivers provide help to you to and from the vehicle	1	2	3	4	5
d) Talking to the drivers is easy	1	2	3	4	5
e) Vehicles are clean	1	2	3	4	5
f) Number of other passengers sharing the trip is okay	1	2	3	4	5
g) On-time for pick-ups and drop-offs	1	2	3	4	5
h) The ride was comfortable	1	2	3	4	5
i) Drivers ensure that your wheelchair is properly secured to the vehicle	1	2	3	4	5

**Q13b. (IF YOU ANSWERED YES TO Q10c THEN COMPLETE THIS QUESTION, IF NO TO Q10c THEN SKIP TO Q14)**  
Based on your recent experience, how would you rate the service provided by Southland Transportation. Do you think it was:

1. Excellent  
3. Okay  
5. Very poor
2. Good  
4. Not good  
6. Unsure

**Q13c. (IF YOU ANSWERED YES TO Q10c THEN COMPLETE THIS QUESTION, IF NO TO Q10c THEN SKIP TO Q14)**  
Over the last year, is Southland Transportation service now better, worse, or stayed the same?

1. A lot better  
3. Stayed the same →SKIPTO Q13e  
5. A lot worse  
7. Not applicable →SKIPTO Q13e
2. A little better  
4. A little worse  
6. Unsure →SKIPTO Q13e

**Q13d. (IF YOU ANSWERED YES TO Q10c THEN COMPLETE THIS QUESTION, IF NO TO Q10c THEN SKIP TO Q14)**  
What, about the Southland Transportation service, makes you feel the service has gotten **(better/worse)**? Anything else?

**(SELECT ALL THAT APPLY)**

- |  |  |
|--|--|
| <input type="checkbox"/> Providing for safety & security | <input type="checkbox"/> Cleanliness of vehicles |
| <input type="checkbox"/> On-time pick-ups and drop-offs  | <input type="checkbox"/> More vehicles           |
| <input type="checkbox"/> Driver care and courtesy        | <input type="checkbox"/> More consistent         |
| <input type="checkbox"/> Travel time (positive)          | <input type="checkbox"/> Comfort of the ride     |
| <input type="checkbox"/> Door to door service            | <input type="checkbox"/> Other (specify): _____  |
| <input type="checkbox"/> Better equipment                |  |



**Q13e. (IF YOU ANSWERED YES TO Q10c THEN COMPLETE THIS QUESTION, IF NO TO Q10c THEN SKIP TO Q14)**

What are the three most important things about the Southland Transportation service to you?

**(Make sure that 1 represents most important, 2 second most important, and 3 third most important)**

- |   |  |
|---|--|
| <input type="checkbox"/> Driver training                        | <input type="checkbox"/> Southland Transportation driver communications with customers |
| <input type="checkbox"/> Driver care and courtesy               | <input type="checkbox"/> Cleanliness of vehicles                                       |
| <input type="checkbox"/> Providing for your safety and security | <input type="checkbox"/> Comfort of the ride   |
| <input type="checkbox"/> Door-to-door service                   | <input type="checkbox"/> Number of other customers sharing the trip                    |
| <input type="checkbox"/> On time pick-ups and drop-offs         | <input type="checkbox"/> Other (specify): _____  |
| <input type="checkbox"/> Travel time                            |  |

**Q14.** The next question is about Access Calgary services generally. If you had a choice, what THREE changes would you make to the service provided by Access Calgary?

**(Make sure that 1 represents most important, 2 second most important, and 3 third most important) (1 by most important, a 2 by second most important, and a 3 by third most important)**

- |  |   |
|--|---|
| <input type="checkbox"/> Nothing                       | <input type="checkbox"/> Trips prioritised according to needs   |
| <input type="checkbox"/> On-board times                | <input type="checkbox"/> Stricter dress code for drivers        |
| <input type="checkbox"/> Punctuality (on time service) | <input type="checkbox"/> Limit number of trips for personal use |
| <input type="checkbox"/> More casual trips             | <input type="checkbox"/> Other (specify): _____                 |
| <input type="checkbox"/> More standby trips            |   |
| <input type="checkbox"/> Improved telephone access     |   |

**Q15a.** Do you or your caregiver have access to a computer that is connected to the Internet at home, work or elsewhere?

1. Yes                      2. No → **GO TO Q16a**

**Q15b.** Would you say that a computer is ...

1. Easy for you to use                      2. You need assistance from someone to use,  
3. You do not use → **GO TO Q16a**

**Q15c.** How likely would it be that you would use a website on the Internet to book your Access Calgary trips?

1. Extremely likely                      2. Somewhat likely  
3. Not very likely                      4. Not at all likely  
5. Unsure

**Q16a.** When you started using Access Calgary, did you receive enough information to use the service successfully?

1. Yes                      2. No → **GO TO Q16e**

**Q16b.** From where or whom did you receive the information on how to use the service successfully? **(SELECT ALL THAT APPLY)**

- |   |  |
|---|--|
| <input type="checkbox"/> Eligible interview                           | <input type="checkbox"/> Facility/Care Centre/Hospital Staff |
| <input type="checkbox"/> Website                                      | <input type="checkbox"/> Family/Friend                       |
| <input type="checkbox"/> Access Calgary Hanbook                       | <input type="checkbox"/> Other (specify): _____              |
| <input type="checkbox"/> By calling in and speaking to Access Calgary |  |

**AFTER ANSWERING Q16b, GO TO Q16d**

**Q16c.** What do you need to know more about?

- |  |   |
|--|---|
| <input type="checkbox"/> Booking procedures      | <input type="checkbox"/> Acrobat                                |
| <input type="checkbox"/> Restrictions of service | <input type="checkbox"/> Don't need to know more about anything |
| <input type="checkbox"/> Ticket/fare information | <input type="checkbox"/> Cancelling trips/cancelling procedures |
|  | <input type="checkbox"/> Other (specify): _____                 |

**Q16d.** If you need more information about Access Calgary, how would you get it? **(SELECT ALL THAT APPLY)**

- |   |   |
|---|---|
| <input type="checkbox"/> Call Customer Service  | <input type="checkbox"/> Access Calgary website through Calgary Transit                                 |
| <input type="checkbox"/> Go to Calgary Transit Customer Service Centre  | <input type="checkbox"/> ( <a href="http://www.calgarytransit.com">www.calgarytransit.com</a> ) website |
| <input type="checkbox"/> Access Calgary website ( <a href="http://www.accesscalgary.ca">www.accesscalgary.ca</a> ) directly | <input type="checkbox"/> Not Sure   |
|   | <input type="checkbox"/> Other (specify): _____   |

**Q16e.** How did you first learn about Access Calgary services?

\_\_\_\_\_

**Q17.** Access Calgary now requires in-person interviews for most people applying for service. In the past twelve months, did you have an interview for Access Calgary service?

1. Yes → **ANSWER QUESTIONS Q18a to Q18h**                      2. No → **SKIP TO Q19**  
3. Unsure → **SKIP TO Q19**                      4. Not applicable → **SKIP TO Q19**

**Q18a.** Was it easy to get to the interview location?

1. Yes → **SKIP TO Q18c**                      2. No

**Q18b.** Why wasn't it easy to get to the interview location? **(SELECT ONE ONLY)**

- |                           |                           |
|---------------------------|---------------------------|
| 1. Not accessible         | 2. No transportation      |
| 3. Couldn't find location | 4. Other (specify): _____ |

- Q18c.** Were you able to get an interview when you needed it?
1. Yes                      2. No                      3. Unsure
- Q18d.** Were you given information about how the interview would work?
1. Yes                      2. No                      3. Unsure
- Q18e.** Was the information provided helpful?
1. Yes                      3. Unsure  
2. No                      4. Not Applicable
- Q18f.** Were the conditions of your eligibility for service through Access Calgary explained to you?
1. Yes                      2. No                      3. Unsure
- Q18g.** Did you agree with the decision about your eligibility for service?
1. Yes                      2. No                      3. Unsure
- Q18h.** Did you feel that the person who talked to you understood your transportation needs?
1. Yes                      2. No
- Q19.** Is there anything else you would like to say about Access Calgary that could help us to make the service better?
- \_\_\_\_\_

- Q20.** In addition to Access Calgary, do you regularly (more than once a week) use Calgary Transit buses and or CTrains?
1. Yes                      2. No
- Q21a.** What barriers do you face that prevent you from taking Calgary Transit buses or CTrains more? **(SELECT ALL THAT APPLY)**
- |   |   |
|---|---|
| 1. Calgary Transit bus stops are too far from my home | 2. <b>Calgary Transit bus stops are too far from my destination</b> |
| 3. There are not enough accessible vehicles           | 4. <b>The bus stop near my home is not accessible</b>               |
| 5. The bus stop near my destination is not accessible | 6. A personal condition makes it impossible to use Calgary Transit  |
| 7. The weather  | 8. Don't feel safe on Transit                                       |
| 9. Assistance from the driver (transit operator)      | 10. Not sure how to use Calgary Transit -> <b>Go to Q21b</b>        |
| 11. Other (specify):_____                             | 11. Refused   |

**(IF YOU DID NOT ANSWER #9 FOR Q21a SKIP THIS QUESTION AND GO TO Q22)**

- Q21b.** Calgary Transit provides an orientation service that helps Access Calgary users with using buses and CTrains. Would you like to get more information about this service that helps Access Calgary users?
1. Yes                      2. No
- Q22.** How do you usually pay for your Access Calgary rides? **(SELECT ONE RESPONSE ONLY)**
- |                                     |   |
|-------------------------------------|---|
| 1. <b>Low Income Transit Pass</b>   | 2. <b>Monthly Adult Pass (clarify type of pass)</b> |
| 3. <b>Monthly Youth Pass</b>        | 4. Book of 10 Tickets (Adult Ticket book)           |
| 5. <b>Book of 10 Tickets</b>        | 6. Adult Single Ride Tickets                        |
| 7. <b>Youth Single Ride Tickets</b> | 8. Other (specify):_____                            |

**DEMO.** The last questions are being asked so that we may group your answers with those provided by the other people who answered this survey. No information will be shared with anyone else.

- D1.** How long have you been an Access Calgary customer? **SELECT ONE**
1. Less than one year  
2. One to two years  
3. Three to five years  
4. Six to nine years  
5. More than nine years  
6. Don't know
- D2.** How old are you? **(SELECT ONE)**
1. Under 18  
2. 18 to 24  
3. 25 to 44  
4. 45 to 54  
5. 55 to 64  
6. 65 or over  
7. Refuse

- D3. Gender:
- 1. Male
  - 2. Female

Thank you for your participation. That's all the questions we have. Have a nice day.

## APPENDIX B

### Crosstabs

**Associated with Table 2.0: Perceptions of Access Calgary**

**Crosstab**

			How old are you? READ						Total
			Under 18	18 to 24	25 to 44	45 to 54	55 to 64	65 or over	
Access Calgary booking agents are friendly	Strongly agree	Count	2	7	37	35	66	151	298
		% within How old are you? READ	100.0%	70.0%	68.5%	60.3%	71.7%	84.4%	75.4%
		% of Total	.5%	1.8%	9.4%	8.9%	16.7%	38.2%	75.4%
	Somewhat agree	Count		3	17	23	26	27	96
		% within How old are you? READ		30.0%	31.5%	39.7%	28.3%	15.1%	24.3%
		% of Total		.8%	4.3%	5.8%	6.6%	6.8%	24.3%
	Strongly disagree	Count						1	1
		% within How old are you? READ						.6%	.3%
		% of Total						.3%	.3%
Total	Count	2	10	54	58	92	179	395	
	% within How old are you? READ	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	.5%	2.5%	13.7%	14.7%	23.3%	45.3%	100.0%	

**Crosstab**

			How old are you? READ						Total
			Under 18	18 to 24	25 to 44	45 to 54	55 to 64	65 or over	
Access Calgary treats me like I am important	Strongly agree	Count	2	6	33	29	59	137	266
		% within How old are you? READ	100.0%	60.0%	61.1%	52.7%	64.8%	76.1%	67.9%
		% of Total	.5%	1.5%	8.4%	7.4%	15.1%	34.9%	67.9%
	Somewhat agree	Count		3	18	20	20	38	99
		% within How old are you? READ		30.0%	33.3%	36.4%	22.0%	21.1%	25.3%
		% of Total		.8%	4.6%	5.1%	5.1%	9.7%	25.3%
	Somewhat disagree	Count		1	2	2	9	3	17
		% within How old are you? READ		10.0%	3.7%	3.6%	9.9%	1.7%	4.3%
		% of Total		.3%	.5%	.5%	2.3%	.8%	4.3%
	Strongly disagree	Count			1	4	3	2	10
		% within How old are you? READ			1.9%	7.3%	3.3%	1.1%	2.6%
		% of Total			.3%	1.0%	.8%	.5%	2.6%
Total	Count	2	10	54	55	91	180	392	
	% within How old are you? READ	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	.5%	2.6%	13.8%	14.0%	23.2%	45.9%	100.0%	

**Calgary Transit**  
**2013 Access Calgary Customer Satisfaction Survey**

**Crosstab**

			How old are you? READ						Total
			Under 18	18 to 24	25 to 44	45 to 54	55 to 64	65 or over	
My travel time on the trip is reasonable	Strongly agree	Count	2	6	22	28	49	115	222
		% within How old are you? READ	100.0%	60.0%	42.3%	50.0%	53.8%	63.5%	56.6%
		% of Total	.5%	1.5%	5.6%	7.1%	12.5%	29.3%	56.6%
	Somewhat agree	Count		2	19	20	30	57	128
		% within How old are you? READ		20.0%	36.5%	35.7%	33.0%	31.5%	32.7%
		% of Total		.5%	4.8%	5.1%	7.7%	14.5%	32.7%
	Somewhat disagree	Count		2	10	6	7	9	34
		% within How old are you? READ		20.0%	19.2%	10.7%	7.7%	5.0%	8.7%
		% of Total		.5%	2.6%	1.5%	1.8%	2.3%	8.7%
	Strongly disagree	Count			1	2	5		8
		% within How old are you? READ			1.9%	3.6%	5.5%		2.0%
		% of Total			.3%	.5%	1.3%		2.0%
Total		Count	2	10	52	56	91	181	392
		% within How old are you? READ	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		% of Total	.5%	2.6%	13.3%	14.3%	23.2%	46.2%	100.0%

**Crosstab**

			My last questions are being asked so that we may group your answers with those provided by the other people who answered					Total
			Less than one year	One to two years	Three to five years	Six to nine years	More than nine years	
Access Calgary booking agents are friendly	Strongly agree	Count	40	46	87	41	75	289
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	83.3%	80.7%	80.6%	74.5%	64.7%	75.3%
		% of Total	10.4%	12.0%	22.7%	10.7%	19.5%	75.3%
	Somewhat agree	Count	7	11	21	14	41	94
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	14.6%	19.3%	19.4%	25.5%	35.3%	24.5%
		% of Total	1.8%	2.9%	5.5%	3.6%	10.7%	24.5%
	Strongly disagree	Count	1					1
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	2.1%					.3%
		% of Total	.3%					.3%
Total	Count	48	57	108	55	116	384	
	% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	12.5%	14.8%	28.1%	14.3%	30.2%	100.0%	

**Calgary Transit**  
**2013 Access Calgary Customer Satisfaction Survey**

**Crosstab**

			My last questions are being asked so that we may group your answers with those provided by the other people who answered					Total
			Less than one year	One to two years	Three to five years	Six to nine years	More than nine years	
My pick ups are on time	Strongly agree	Count	25	36	43	17	30	151
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	52.1%	62.1%	39.8%	30.9%	26.3%	39.4%
		% of Total	6.5%	9.4%	11.2%	4.4%	7.8%	39.4%
	Somewhat agree	Count	22	16	41	28	69	176
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	45.8%	27.6%	38.0%	50.9%	60.5%	46.0%
		% of Total	5.7%	4.2%	10.7%	7.3%	18.0%	46.0%
	Somewhat disagree	Count	1	4	20	9	12	46
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	2.1%	6.9%	18.5%	16.4%	10.5%	12.0%
		% of Total	.3%	1.0%	5.2%	2.3%	3.1%	12.0%
	Strongly disagree	Count		2	4	1	3	10
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered		3.4%	3.7%	1.8%	2.6%	2.6%
		% of Total		.5%	1.0%	.3%	.8%	2.6%
Total	Count		48	58	108	55	114	383
	% within My last questions are being asked so that we may group your answers with those provided by the other people who answered		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	% of Total		12.5%	15.1%	28.2%	14.4%	29.8%	100.0%

**Calgary Transit**  
**2013 Access Calgary Customer Satisfaction Survey**

**Crosstab**

			My last questions are being asked so that we may group your answers with those provided by the other people who answered					Total
			Less than one year	One to two years	Three to five years	Six to nine years	More than nine years	
My drop offs are on time	Strongly agree	Count	24	39	52	16	43	174
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	51.1%	67.2%	49.1%	29.1%	37.4%	45.7%
		% of Total	6.3%	10.2%	13.6%	4.2%	11.3%	45.7%
	Somewhat agree	Count	22	14	36	30	56	158
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	46.8%	24.1%	34.0%	54.5%	48.7%	41.5%
		% of Total	5.8%	3.7%	9.4%	7.9%	14.7%	41.5%
	Somewhat disagree	Count	1	2	15	7	13	38
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	2.1%	3.4%	14.2%	12.7%	11.3%	10.0%
		% of Total	.3%	.5%	3.9%	1.8%	3.4%	10.0%
	Strongly disagree	Count		3	3	2	3	11
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered		5.2%	2.8%	3.6%	2.6%	2.9%
		% of Total		.8%	.8%	.5%	.8%	2.9%
Total	Count		47	58	106	55	115	381
	% within My last questions are being asked so that we may group your answers with those provided by the other people who answered		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	% of Total		12.3%	15.2%	27.8%	14.4%	30.2%	100.0%

**Crosstab**

			Questions answered by:		Total
			An Access Calgary customer/ client	Other person (caregiver)	
Access Calgary booking agents are friendly	Strongly agree	Count	269	29	298
		% within DO NOT READ Questions answered by:	76.4%	65.9%	75.3%
		% of Total	67.9%	7.3%	75.3%
	Somewhat agree	Count	83	14	97
		% within DO NOT READ Questions answered by:	23.6%	31.8%	24.5%
		% of Total	21.0%	3.5%	24.5%
	Strongly disagree	Count		1	1
		% within DO NOT READ Questions answered by:		2.3%	.3%
		% of Total		.3%	.3%
Total	Count	352	44	396	
	% within DO NOT READ Questions answered by:	100.0%	100.0%	100.0%	
	% of Total	88.9%	11.1%	100.0%	

**Crosstab**

			Questions answered by:		Total
			An Access Calgary customer/ client	Other person (caregiver)	
My pickups are on time	Strongly agree	Count	140	14	154
		% within DO NOT READ Questions answered by:	40.0%	31.1%	39.0%
		% of Total	35.4%	3.5%	39.0%
	Somewhat agree	Count	154	30	184
		% within DO NOT READ Questions answered by:	44.0%	66.7%	46.6%
		% of Total	39.0%	7.6%	46.6%
	Somewhat disagree	Count	46	1	47
		% within DO NOT READ Questions answered by:	13.1%	2.2%	11.9%
		% of Total	11.6%	.3%	11.9%
	Strongly disagree	Count	10		10
		% within DO NOT READ Questions answered by:	2.9%		2.5%
		% of Total	2.5%		2.5%
Total	Count	350	45	395	
	% within DO NOT READ Questions answered by:	100.0%	100.0%	100.0%	
	% of Total	88.6%	11.4%	100.0%	



**Crosstab**

			Questions answered by:		
			An Access Calgary customer/ client	Other person (caregiver)	
			Total		
My drop offs are on time	Strongly agree	Count	166	13	179
		% within DO NOT READ	47.7%	28.9%	45.5%
		Questions answered by:			
	Somewhat agree	% of Total	42.2%	3.3%	45.5%
		Count	134	30	164
		% within DO NOT READ	38.5%	66.7%	41.7%
	Somewhat disagree	Questions answered by:			
		% of Total	34.1%	7.6%	41.7%
		Count	38	1	39
	Strongly disagree	% within DO NOT READ	10.9%	2.2%	9.9%
		Questions answered by:			
		% of Total	9.7%	.3%	9.9%
Total		Count	10	1	11
		% within DO NOT READ	2.9%	2.2%	2.8%
		Questions answered by:			
		% of Total	2.5%	.3%	2.8%
		Count	348	45	393
		% within DO NOT READ	100.0%	100.0%	100.0%
		Questions answered by:			
		% of Total	88.5%	11.5%	100.0%

**Associated with Figure 3.4: Perceptions of HandiBus Services**

**Crosstab**

			How old are you? READ					Total
			18 to 24	25 to 44	45 to 54	55 to 64	65 or over	
Handi-bus drivers ensure that your wheelchair is properly secured to the vehicle	Strongly agree	Count	2	19	16	22	45	104
		% within How old are you? READ	50.0%	86.4%	88.9%	68.8%	95.7%	84.6%
		% of Total	1.6%	15.4%	13.0%	17.9%	36.6%	84.6%
	Somewhat agree	Count	2	3	2	10	2	19
		% within How old are you? READ	50.0%	13.6%	11.1%	31.3%	4.3%	15.4%
		% of Total	1.6%	2.4%	1.6%	8.1%	1.6%	15.4%
Total	Count	4	22	18	32	47	123	
	% within How old are you? READ	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	3.3%	17.9%	14.6%	26.0%	38.2%	100.0%	

**Crosstab**

			How old are you? READ						Total
			Under 18	18 to 24	25 to 44	45 to 54	55 to 64	65 or over	
Handi-bus drivers provide help to you to and from the vehicle	Strongly agree	Count	1	6	38	34	65	141	285
		% within How old are you? READ	50.0%	60.0%	74.5%	66.7%	74.7%	86.0%	78.1%
		% of Total	.3%	1.6%	10.4%	9.3%	17.8%	38.6%	78.1%
	Somewhat agree	Count	1	4	12	11	21	20	69
		% within How old are you? READ	50.0%	40.0%	23.5%	21.6%	24.1%	12.2%	18.9%
		% of Total	.3%	1.1%	3.3%	3.0%	5.8%	5.5%	18.9%
	Somewhat disagree	Count			1	5	1	2	9
		% within How old are you? READ			2.0%	9.8%	1.1%	1.2%	2.5%
		% of Total			.3%	1.4%	.3%	.5%	2.5%
	Strongly disagree	Count				1		1	2
		% within How old are you? READ				2.0%		.6%	.5%
		% of Total				.3%		.3%	.5%
Total	Count	2	10	51	51	87	164	365	
	% within How old are you? READ	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	5%	2.7%	14.0%	14.0%	23.8%	44.9%	100.0%	

**Calgary Transit**  
**2013 Access Calgary Customer Satisfaction Survey**

**Crosstab**

			How old are you? READ						Total
			Under 18	18 to 24	25 to 44	45 to 54	55 to 64	65 or over	
Handi-bus drivers know where they are going for pick-ups and drop-offs	Strongly agree	Count	1	5	36	32	52	130	256
		% within How old are you? READ	50.0%	50.0%	69.2%	62.7%	59.8%	78.3%	69.6%
		% of Total	.3%	1.4%	9.8%	8.7%	14.1%	35.3%	69.6%
	Somewhat agree	Count	1	4	15	14	34	32	100
		% within How old are you? READ	50.0%	40.0%	28.8%	27.5%	39.1%	19.3%	27.2%
		% of Total	.3%	1.1%	4.1%	3.8%	9.2%	8.7%	27.2%
	Somewhat disagree	Count		1	1	4	1	4	11
		% within How old are you? READ		10.0%	1.9%	7.8%	1.1%	2.4%	3.0%
		% of Total		.3%	.3%	1.1%	.3%	1.1%	3.0%
	Strongly disagree	Count				1			1
		% within How old are you? READ				2.0%			.3%
		% of Total				.3%			.3%
Total	Count	2	10	52	51	87	166	368	
	% within How old are you? READ	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	.5%	2.7%	14.1%	13.9%	23.6%	45.1%	100.0%	

**Crosstab**

			Q10c. In the past six months have you been in a Southland Transportation Vehicle?			Total
			Yes	No	Don't know	
The Handi-bus ride was comfortable	Strongly agree	Count	99	101	11	211
		% within Q10c. In the past six months have you been in a Southland Transportation Vehicle?	52.1%	66.0%	44.0%	57.3%
		% of Total	26.9%	27.4%	3.0%	57.3%
	Somewhat agree	Count	62	32	11	105
		% within Q10c. In the past six months have you been in a Southland Transportation Vehicle?	32.6%	20.9%	44.0%	28.5%
		% of Total	16.8%	8.7%	3.0%	28.5%
	Somewhat disagree	Count	24	13		37
		% within Q10c. In the past six months have you been in a Southland Transportation Vehicle?	12.6%	8.5%		10.1%
		% of Total	6.5%	3.5%		10.1%
	Strongly disagree	Count	5	7	3	15
		% within Q10c. In the past six months have you been in a Southland Transportation Vehicle?	2.6%	4.6%	12.0%	4.1%
		% of Total	1.4%	1.9%	.8%	4.1%
Total	Count	190	153	25	368	
	% within Q10c. In the past six months have you been in a Southland Transportation Vehicle?	100.0%	100.0%	100.0%	100.0%	
	% of Total	51.6%	41.6%	6.8%	100.0%	

**Crosstab**

			Q10c. In the past six months have you been in a Southland Transportation Vehicle?			Total
			Yes	No	Don't know	
Handi-bus is on time for pick-ups and drop-offs	Strongly agree	Count	84	90	17	191
		% within Q10c. In the past six months have you been in a Southland Transportation Vehicle?	44.2%	58.8%	63.0%	51.6%
		% of Total	22.7%	24.3%	4.6%	51.6%
	Somewhat agree	Count	84	55	8	147
		% within Q10c. In the past six months have you been in a Southland Transportation Vehicle?	44.2%	35.9%	29.6%	39.7%
		% of Total	22.7%	14.9%	2.2%	39.7%
	Somewhat disagree	Count	22	7	1	30
		% within Q10c. In the past six months have you been in a Southland Transportation Vehicle?	11.6%	4.6%	3.7%	8.1%
		% of Total	5.9%	1.9%	.3%	8.1%
	Strongly disagree	Count		1	1	2
		% within Q10c. In the past six months have you been in a Southland Transportation Vehicle?		.7%	3.7%	.5%
		% of Total		.3%	.3%	.5%
Total	Count		190	153	27	370
	% within Q10c. In the past six months have you been in a Southland Transportation Vehicle?		100.0%	100.0%	100.0%	100.0%
	% of Total		51.4%	41.4%	7.3%	100.0%

**Crosstab**

			Q10bi. In the past six months have you been in an accessible taxi that takes wheelchairs?		Total
			Yes	No	
Number of other passengers sharing the Handi-bus trip is okay	Strongly agree	Count	53	25	78
		% within Q10bi. In the past six months have you been in an accessible taxi that takes wheelchairs?	57.0%	83.3%	63.4%
		% of Total	43.1%	20.3%	63.4%
	Somewhat agree	Count	35	4	39
		% within Q10bi. In the past six months have you been in an accessible taxi that takes wheelchairs?	37.6%	13.3%	31.7%
		% of Total	28.5%	3.3%	31.7%
	Somewhat disagree	Count	5	1	6
		% within Q10bi. In the past six months have you been in an accessible taxi that takes wheelchairs?	5.4%	3.3%	4.9%
		% of Total	4.1%	.8%	4.9%
	Total	Count	93	30	123
		% within Q10bi. In the past six months have you been in an accessible taxi that takes wheelchairs?	100.0%	100.0%	100.0%
		% of Total	75.6%	24.4%	100.0%

**Crosstab**

			Questions answered by:		Total
			An Access Calgary customer/ client	Other person (caregiver)	
The Handi-bus ride was comfortable	Strongly agree	Count	191	20	211
		% within DO NOT READ Questions answered by:	57.9%	52.6%	57.3%
		% of Total	51.9%	5.4%	57.3%
	Somewhat agree	Count	88	17	105
		% within DO NOT READ Questions answered by:	26.7%	44.7%	28.5%
		% of Total	23.9%	4.6%	28.5%
	Somewhat disagree	Count	36	1	37
		% within DO NOT READ Questions answered by:	10.9%	2.6%	10.1%
		% of Total	9.8%	.3%	10.1%
	Strongly disagree	Count	15		15
		% within DO NOT READ Questions answered by:	4.5%		4.1%
		% of Total	4.1%		4.1%
Total	Count	330	38	368	
	% within DO NOT READ Questions answered by:	100.0%	100.0%	100.0%	
	% of Total	89.7%	10.3%	100.0%	

**Associated with Figure 3.7: Perceptions of Shared-ride Taxi Services**

Crosstab

			My last questions are being asked so that we may group your answers with those provided by the other people who answered					Total	
			Less than one year	One to two years	Three to five years	Six to nine years	More than nine years		
Shared-ride taxi drivers know where they are going for pick-ups and drop offs	Strongly agree	Count	25	33	58	22	22	160	
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	75.8%	70.2%	77.3%	73.3%	50.0%	69.9%	
		% of Total	10.9%	14.4%	25.3%	9.6%	9.6%	69.9%	
	Somewhat agree	Count	8	13	14	5	18	58	
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	24.2%	27.7%	18.7%	16.7%	40.9%	25.3%	
		% of Total	3.5%	5.7%	6.1%	2.2%	7.9%	25.3%	
	Somewhat disagree	Count			3	3	4	10	
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered			4.0%	10.0%	9.1%	4.4%	
		% of Total			1.3%	1.3%	1.7%	4.4%	
	Strongly disagree	Count		1				1	
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered		2.1%				.4%	
		% of Total		.4%				.4%	
	Total		Count	33	47	75	30	44	229
			% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
			% of Total	14.4%	20.5%	32.8%	13.1%	19.2%	100.0%

Crosstab

			How old are you? READ						Total
			Under 18	18 to 24	25 to 44	45 to 54	55 to 64	65 or over	
Shared-ride taxi drivers provide help to you to and from the vehicle	Strongly agree	Count	2	3	14	18	40	94	171
		% within How old are you? READ	100.0%	75.0%	53.8%	58.1%	70.2%	79.0%	71.5%
		% of Total	.8%	1.3%	5.9%	7.5%	16.7%	39.3%	71.5%
	Somewhat agree	Count		1	9	6	14	22	52
		% within How old are you? READ		25.0%	34.6%	19.4%	24.6%	18.5%	21.8%
		% of Total		.4%	3.8%	2.5%	5.9%	9.2%	21.8%
	Somewhat disagree	Count			2	3	3	2	10
		% within How old are you? READ			7.7%	9.7%	5.3%	1.7%	4.2%
		% of Total			.8%	1.3%	1.3%	.8%	4.2%
	Strongly disagree	Count			1	4		1	6
		% within How old are you? READ			3.8%	12.9%		.8%	2.5%
		% of Total			.4%	1.7%		.4%	2.5%
	Total	Count	2	4	26	31	57	119	239
		% within How old are you? READ	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		% of Total	.8%	1.7%	10.9%	13.0%	23.8%	49.8%	100.0%

**Calgary Transit**  
**2013 Access Calgary Customer Satisfaction Survey**

**Crosstab**

			Q10c. In the past six months have you been in a Southland Transportation Vehicle?			
			Yes	No	Don't know	Total
Shared-ride taxi drivers provide help to you to and from the vehicle	Strongly agree	Count	65	93	13	171
		% within Q10c. In the past six months have you been in a Southland Transportation Vehicle?	64.4%	80.2%	59.1%	71.5%
		% of Total	27.2%	38.9%	5.4%	71.5%
	Somewhat agree	Count	25	19	8	52
		% within Q10c. In the past six months have you been in a Southland Transportation Vehicle?	24.8%	16.4%	36.4%	21.8%
		% of Total	10.5%	7.9%	3.3%	21.8%
	Somewhat disagree	Count	8	1	1	10
		% within Q10c. In the past six months have you been in a Southland Transportation Vehicle?	7.9%	.9%	4.5%	4.2%
		% of Total	3.3%	.4%	.4%	4.2%
	Strongly disagree	Count	3	3		6
		% within Q10c. In the past six months have you been in a Southland Transportation Vehicle?	3.0%	2.6%		2.5%
		% of Total	1.3%	1.3%		2.5%
Total		Count	101	116	22	239
		% within Q10c. In the past six months have you been in a Southland Transportation Vehicle?	100.0%	100.0%	100.0%	100.0%
		% of Total	42.3%	48.5%	9.2%	100.0%



**Associated with Figure 3.8: Overall Perceptions of Accessible Taxi Services**

**Crosstab**

			Gender:		Total
			Male	Female	
Q12bi. Based on your recent experience, how would you rate the overall service provided by accessible taxis.	Excellent	Count	23	18	41
		% within Gender:	53.5%	31.6%	41.0%
		% of Total	23.0%	18.0%	41.0%
	Good	Count	15	22	37
		% within Gender:	34.9%	38.6%	37.0%
		% of Total	15.0%	22.0%	37.0%
	Okay	Count	3	16	19
		% within Gender:	7.0%	28.1%	19.0%
		% of Total	3.0%	16.0%	19.0%
	Not good	Count	1	1	2
		% within Gender:	2.3%	1.8%	2.0%
		% of Total	1.0%	1.0%	2.0%
	Very poor	Count	1		1
		% within Gender:	2.3%		1.0%
		% of Total	1.0%		1.0%
Total	Count	43	57	100	
	% within Gender:	100.0%	100.0%	100.0%	
	% of Total	43.0%	57.0%	100.0%	

**Associated with Figure 3.10: Perceptions of Accessible Taxi Services**

**Crosstab**

			Gender:		Total
			Male	Female	
Accessibe taxi drivers are nice to me	Strongly agree	Count	31	24	55
		% within Gender:	72.1%	42.9%	55.6%
		% of Total	31.3%	24.2%	55.6%
	Somewhat agree	Count	9	27	36
		% within Gender:	20.9%	48.2%	36.4%
		% of Total	9.1%	27.3%	36.4%
	Somewhat disagree	Count	3	5	8
		% within Gender:	7.0%	8.9%	8.1%
		% of Total	3.0%	5.1%	8.1%
Total	Count	43	56	99	
	% within Gender:	100.0%	100.0%	100.0%	
	% of Total	43.4%	56.6%	100.0%	

**Crosstab**

			Gender:		Total
			Male	Female	
Accessible taxi drivers know where they are going for pick-ups and drop offs	Strongly agree	Count	35	24	59
		% within Gender:	81.4%	42.1%	59.0%
		% of Total	35.0%	24.0%	59.0%
	Somewhat agree	Count	6	28	34
		% within Gender:	14.0%	49.1%	34.0%
		% of Total	6.0%	28.0%	34.0%
	Somewhat disagree	Count	2	5	7
		% within Gender:	4.7%	8.8%	7.0%
		% of Total	2.0%	5.0%	7.0%
Total	Count	43	57	100	
	% within Gender:	100.0%	100.0%	100.0%	
	% of Total	43.0%	57.0%	100.0%	

**Crosstab**

			Gender:		Total
			Male	Female	
Accessible axi drivers provide help to you to and from the vehicle	Strongly agree	Count	36	32	68
		% within Gender:	83.7%	58.2%	69.4%
		% of Total	36.7%	32.7%	69.4%
	Somewhat agree	Count	4	17	21
		% within Gender:	9.3%	30.9%	21.4%
		% of Total	4.1%	17.3%	21.4%
	Somewhat disagree	Count	3	4	7
		% within Gender:	7.0%	7.3%	7.1%
		% of Total	3.1%	4.1%	7.1%
	Strongly disagree	Count		2	2
		% within Gender:		3.6%	2.0%
		% of Total		2.0%	2.0%
Total	Count	43	55	98	
	% within Gender:	100.0%	100.0%	100.0%	
	% of Total	43.9%	56.1%	100.0%	

**Crosstab**

			Gender:		Total
			Male	Female	
Talking to accessible taxi drivers is easy	Strongly agree	Count	27	20	47
		% within Gender:	62.8%	36.4%	48.0%
		% of Total	27.6%	20.4%	48.0%
	Somewhat agree	Count	11	17	28
		% within Gender:	25.6%	30.9%	28.6%
		% of Total	11.2%	17.3%	28.6%
	Somewhat disagree	Count	3	15	18
		% within Gender:	7.0%	27.3%	18.4%
		% of Total	3.1%	15.3%	18.4%
	Strongly disagree	Count	2	3	5
		% within Gender:	4.7%	5.5%	5.1%
		% of Total	2.0%	3.1%	5.1%
Total	Count	43	55	98	
	% within Gender:	100.0%	100.0%	100.0%	
	% of Total	43.9%	56.1%	100.0%	

**Associated with Figure 3.13: Perceptions of Southland Transportation Services**

**Crosstab**

			How old are you? READ						Total
			Under 18	18 to 24	25 to 44	45 to 54	55 to 64	65 or over	
Southland drivers are nice to me	Strongly agree	Count	1	1	19	12	28	58	119
		% within How old are you? READ	100.0%	20.0%	50.0%	48.0%	52.8%	84.1%	62.3%
		% of Total	.5%	.5%	9.9%	6.3%	14.7%	30.4%	62.3%
	Somewhat agree	Count		3	18	10	23	11	65
		% within How old are you? READ		60.0%	47.4%	40.0%	43.4%	15.9%	34.0%
		% of Total		1.6%	9.4%	5.2%	12.0%	5.8%	34.0%
	Somewhat disagree	Count		1	1	2	1		5
		% within How old are you? READ		20.0%	2.6%	8.0%	1.9%		2.6%
		% of Total		.5%	.5%	1.0%	.5%		2.6%
	Strongly disagree	Count				1	1		2
		% within How old are you? READ				4.0%	1.9%		1.0%
		% of Total				.5%	.5%		1.0%
Total	Count	1	5	38	25	53	69	191	
	% within How old are you? READ	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	.5%	2.6%	19.9%	13.1%	27.7%	36.1%	100.0%	

**Calgary Transit**  
**2013 Access Calgary Customer Satisfaction Survey**

**Crosstab**

			How old are you? READ						Total
			Under 18	18 to 24	25 to 44	45 to 54	55 to 64	65 or over	
Southland drivers provide help to you to and from the vehicle	Strongly agree	Count	1	3	22	8	30	59	123
		% within How old are you? READ	100.0%	60.0%	57.9%	32.0%	56.6%	84.3%	64.1%
		% of Total	.5%	1.6%	11.5%	4.2%	15.6%	30.7%	64.1%
	Somewhat agree	Count		2	15	10	14	8	49
		% within How old are you? READ		40.0%	39.5%	40.0%	26.4%	11.4%	25.5%
		% of Total		1.0%	7.8%	5.2%	7.3%	4.2%	25.5%
	Somewhat disagree	Count				5	8	2	15
		% within How old are you? READ				20.0%	15.1%	2.9%	7.8%
		% of Total				2.6%	4.2%	1.0%	7.8%
	Strongly disagree	Count			1	2	1	1	5
		% within How old are you? READ			2.6%	8.0%	1.9%	1.4%	2.6%
		% of Total			.5%	1.0%	.5%	.5%	2.6%
Total	Count	1	5	38	25	53	70	192	
	% within How old are you? READ	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	5%	2.6%	19.8%	13.0%	27.6%	36.5%	100.0%	

**Crosstab**

			How old are you? READ					Total
			18 to 24	25 to 44	45 to 54	55 to 64	65 or over	
Southland drivers ensure that your wheelchair is properly secured to the vehicle	Strongly agree	Count	1	9	6	15	28	59
		% within How old are you? READ	33.3%	52.9%	60.0%	60.0%	90.3%	68.6%
		% of Total	1.2%	10.5%	7.0%	17.4%	32.6%	68.6%
	Somewhat agree	Count	2	5	2	8	3	20
		% within How old are you? READ	66.7%	29.4%	20.0%	32.0%	9.7%	23.3%
		% of Total	2.3%	5.8%	2.3%	9.3%	3.5%	23.3%
	Somewhat disagree	Count		3	2	2		7
		% within How old are you? READ		17.6%	20.0%	8.0%		8.1%
		% of Total		3.5%	2.3%	2.3%		8.1%
Total	Count	3	17	10	25	31	86	
	% within How old are you? READ	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	3.5%	19.8%	11.6%	29.1%	36.0%	100.0%	

**Calgary Transit**  
**2013 Access Calgary Customer Satisfaction Survey**

Crosstab

			My last questions are being asked so that we may group your answers with those provided by the other people who answered					Total
			Less than one year	One to two years	Three to five years	Six to nine years	More than nine years	
Southland drivers are nice to me	Strongly agree	Count	15	20	30	19	34	118
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	93.8%	87.0%	65.2%	63.3%	47.2%	63.1%
		% of Total	8.0%	10.7%	16.0%	10.2%	18.2%	63.1%
	Somewhat agree	Count	1	3	15	10	33	62
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	6.3%	13.0%	32.6%	33.3%	45.8%	33.2%
		% of Total	.5%	1.6%	8.0%	5.3%	17.6%	33.2%
	Somewhat disagree	Count			1	1	3	5
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered			2.2%	3.3%	4.2%	2.7%
		% of Total			.5%	.5%	1.6%	2.7%
	Strongly disagree	Count					2	2
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered					2.8%	1.1%
		% of Total					1.1%	1.1%
Total	Count	16	23	46	30	72	187	
	% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	8.6%	12.3%	24.6%	16.0%	38.5%	100.0%	

**Calgary Transit**  
**2013 Access Calgary Customer Satisfaction Survey**

Crosstab

			My last questions are being asked so that we may group your answers with those provided by the other people who answered					Total
			Less than one year	One to two years	Three to five years	Six to nine years	More than nine years	
Southland drivers know where they are going for pick-ups and drop-offs	Strongly agree	Count	10	18	28	17	29	102
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	62.5%	81.8%	60.9%	56.7%	39.7%	54.5%
		% of Total	5.3%	9.6%	15.0%	9.1%	15.5%	54.5%
	Somewhat agree	Count	5	3	14	5	25	52
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	31.3%	13.6%	30.4%	16.7%	34.2%	27.8%
		% of Total	2.7%	1.6%	7.5%	2.7%	13.4%	27.8%
	Somewhat disagree	Count	1	1	4	4	15	25
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	6.3%	4.5%	8.7%	13.3%	20.5%	13.4%
		% of Total	.5%	.5%	2.1%	2.1%	8.0%	13.4%
	Strongly disagree	Count				4	4	8
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered				13.3%	5.5%	4.3%
		% of Total				2.1%	2.1%	4.3%
Total	Count	16	22	46	30	73	187	
	% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	8.6%	11.8%	24.6%	16.0%	39.0%	100.0%	

**Calgary Transit**  
**2013 Access Calgary Customer Satisfaction Survey**

**Crosstab**

			My last questions are being asked so that we may group your answers with those provided by the other people who answered					
			Less than one year	One to two years	Three to five years	Six to nine years	More than nine years	Total
Southland drivers provide help to you to and from the vehicle	Strongly agree	Count	14	20	32	18	40	124
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	87.5%	87.0%	69.6%	60.0%	54.8%	66.0%
		% of Total	7.4%	10.6%	17.0%	9.6%	21.3%	66.0%
	Somewhat agree	Count	2	1	12	7	22	44
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	12.5%	4.3%	26.1%	23.3%	30.1%	23.4%
		% of Total	1.1%	.5%	6.4%	3.7%	11.7%	23.4%
	Somewhat disagree	Count		2	2	5	6	15
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered		8.7%	4.3%	16.7%	8.2%	8.0%
		% of Total		1.1%	1.1%	2.7%	3.2%	8.0%
	Strongly disagree	Count					5	5
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered					6.8%	2.7%
		% of Total					2.7%	2.7%
Total	Count	16	23	46	30	73	188	
	% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	8.5%	12.2%	24.5%	16.0%	38.8%	100.0%	

**Crosstab**

			Gender:		Total
			Male	Female	
The Southland ride was comfortable	Strongly agree	Count	42	56	98
		% within Gender:	60.9%	46.3%	51.6%
		% of Total	22.1%	29.5%	51.6%
	Somewhat agree	Count	22	36	58
		% within Gender:	31.9%	29.8%	30.5%
		% of Total	11.6%	18.9%	30.5%
	Somewhat disagree	Count	4	21	25
		% within Gender:	5.8%	17.4%	13.2%
		% of Total	2.1%	11.1%	13.2%
	Strongly disagree	Count	1	8	9
		% within Gender:	1.4%	6.6%	4.7%
		% of Total	.5%	4.2%	4.7%
Total	Count	69	121	190	
	% within Gender:	100.0%	100.0%	100.0%	
	% of Total	36.3%	63.7%	100.0%	



**Associated with Figure 4.4: Knowledge of How to Check for Times a Vehicle will Come for Pick Up**

**Crosstab**

			How old are you? READ						Total
			Under 18	18 to 24	25 to 44	45 to 54	55 to 64	65 or over	
Q5. Do you know how to check what time a vehicle is coming to pick you up?	Yes	Count		10	52	53	84	153	352
		% within How old are you? READ		100.0%	96.3%	89.8%	91.3%	84.1%	88.2%
		% of Total		2.5%	13.0%	13.3%	21.1%	38.3%	88.2%
	No	Count	2		2	6	8	29	47
		% within How old are you? READ	100.0%		3.7%	10.2%	8.7%	15.9%	11.8%
		% of Total	.5%		.5%	1.5%	2.0%	7.3%	11.8%
Total		Count	2	10	54	59	92	182	399
		% within How old are you? READ	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		% of Total	.5%	2.5%	13.5%	14.8%	23.1%	45.6%	100.0%

**Crosstab**

			My last questions are being asked so that we may group your answers with those provided by the other people who answered					Total
			Less than one year	One to two years	Three to five years	Six to nine years	More than nine years	
Q5. Do you know how to check what time a vehicle is coming to pick you up?	Yes	Count	37	46	96	49	114	342
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	77.1%	79.3%	88.9%	87.5%	96.6%	88.1%
		% of Total	9.5%	11.9%	24.7%	12.6%	29.4%	88.1%
	No	Count	11	12	12	7	4	46
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	22.9%	20.7%	11.1%	12.5%	3.4%	11.9%
		% of Total	2.8%	3.1%	3.1%	1.8%	1.0%	11.9%
Total		Count	48	58	108	56	118	388
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		% of Total	12.4%	14.9%	27.8%	14.4%	30.4%	100.0%

**Associated with Figure 4.5: Late Bus Inquiry or Dispatch Line**

**Crosstab**

			How old are you? READ						Total
			Under 18	18 to 24	25 to 44	45 to 54	55 to 64	65 or over	
Q6a. In the past month, have you called the late bus inquiry or Dispatch Line which is 537-7777 Option 3?	Yes	Count		6	38	36	52	84	216
		% within How old are you? READ		60.0%	71.7%	63.2%	56.5%	47.7%	55.4%
		% of Total		1.5%	9.7%	9.2%	13.3%	21.5%	55.4%
	No	Count	2	4	15	21	40	92	174
		% within How old are you? READ	100.0%	40.0%	28.3%	36.8%	43.5%	52.3%	44.6%
		% of Total	.5%	1.0%	3.8%	5.4%	10.3%	23.6%	44.6%
Total		Count	2	10	53	57	92	176	390
		% within How old are you? READ	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		% of Total	.5%	2.6%	13.6%	14.6%	23.6%	45.1%	100.0%

**Crosstab**

			My last questions are being asked so that we may group your answers with those provided by the other people who answered					Total
			Less than one year	One to two years	Three to five years	Six to nine years	More than nine years	
Q6a. In the past month, have you called the late bus Inquiry or Dispatch Line which is 537-7777 Option 3?	Yes	Count	18	21	66	33	73	211
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	40.0%	36.8%	61.7%	60.0%	63.5%	55.7%
		% of Total	4.7%	5.5%	17.4%	8.7%	19.3%	55.7%
	No	Count	27	36	41	22	42	168
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	60.0%	63.2%	38.3%	40.0%	36.5%	44.3%
		% of Total	7.1%	9.5%	10.8%	5.8%	11.1%	44.3%
Total	Count	45	57	107	55	115	379	
	% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	11.9%	15.0%	28.2%	14.5%	30.3%	100.0%	

**Associated with Figure 4.10: Acrobat System**

**Crosstab**

			How old are you? READ						Total
			Under 18	18 to 24	25 to 44	45 to 54	55 to 64	65 or over	
Q8a. Access Calgary has a telephone system called ACROBAT. Customers can call ACROBAT to check on their trips or to cancel	Yes	Count	2	9	48	53	77	105	294
		% within How old are you? READ	100.0%	90.0%	88.9%	89.8%	83.7%	60.7%	75.4%
		% of Total	.5%	2.3%	12.3%	13.6%	19.7%	26.9%	75.4%
	No	Count		1	6	6	15	68	96
		% within How old are you? READ		10.0%	11.1%	10.2%	16.3%	39.3%	24.6%
		% of Total		.3%	1.5%	1.5%	3.8%	17.4%	24.6%
Total		Count	2	10	54	59	92	173	390
		% within How old are you? READ	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		% of Total	.5%	2.6%	13.8%	15.1%	23.6%	44.4%	100.0%

**Crosstab**

			My last questions are being asked so that we may group your answers with those provided by the other people who answered					Total
			Less than one year	One to two years	Three to five years	Six to nine years	More than nine years	
Q8a. Access Calgary has a telephone system called ACROBAT. Customers can call ACROBAT to check on their trips or to cancel	Yes	Count	22	33	83	48	102	288
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	48.9%	56.9%	77.6%	87.3%	88.7%	75.8%
		% of Total	5.8%	8.7%	21.8%	12.6%	26.8%	75.8%
	No	Count	23	25	24	7	13	92
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	51.1%	43.1%	22.4%	12.7%	11.3%	24.2%
		% of Total	6.1%	6.6%	6.3%	1.8%	3.4%	24.2%
Total	Count	45	58	107	55	115	380	
	% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	11.8%	15.3%	28.2%	14.5%	30.3%	100.0%	

**Associated with Figure 5.1: Had an Interview for Access Calgary Services in Past Year**

**Crosstab**

			My last questions are being asked so that we may group your answers with those provided by the other people who answered					Total
			Less than one year	One to two years	Three to five years	Six to nine years	More than nine years	
Q17. Access Calgary now requires in-person interviews for most people applying for service. In the past 12 months, did y	Yes	Count	22	17	27	10	16	92
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	50.0%	30.4%	26.5%	19.6%	15.2%	25.7%
		% of Total	6.1%	4.7%	7.5%	2.8%	4.5%	25.7%
	No	Count	22	39	75	41	89	266
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	50.0%	69.6%	73.5%	80.4%	84.8%	74.3%
		% of Total	6.1%	10.9%	20.9%	11.5%	24.9%	74.3%
Total	Count		44	56	102	51	105	358
	% within My last questions are being asked so that we may group your answers with those provided by the other people who answered		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	% of Total		12.3%	15.6%	28.5%	14.2%	29.3%	100.0%

**Associated with Figure 6.2: Access and Use of Computer**

**Crosstab**

			How old are you? READ						Total
			Under 18	18 to 24	25 to 44	45 to 54	55 to 64	65 or over	
Q15a. Do you or your caregiver have access to a computer that is connected to the Internet at home, work or elsewhere?	Yes	Count		10	45	47	68	73	243
		% within How old are you? READ		100.0%	83.3%	79.7%	73.9%	40.1%	60.9%
		% of Total		2.5%	11.3%	11.8%	17.0%	18.3%	60.9%
	No	Count	2		9	12	24	109	156
		% within How old are you? READ	100.0%		16.7%	20.3%	26.1%	59.9%	39.1%
		% of Total	.5%		2.3%	3.0%	6.0%	27.3%	39.1%
Total	Count		2	10	54	59	92	182	399
	% within How old are you? READ		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	% of Total		.5%	2.5%	13.5%	14.8%	23.1%	45.6%	100.0%

**Crosstab**

			How old are you? READ					Total
			18 to 24	25 to 44	45 to 54	55 to 64	65 or over	
Q15b. Would you say that a computer is...	Easy to Use	Count	9	37	33	46	41	166
		% within How old are you? READ	90.0%	82.2%	70.2%	67.6%	56.2%	68.3%
		% of Total	3.7%	15.2%	13.6%	18.9%	16.9%	68.3%
	Need Assistance	Count	1	2	3	15	20	41
		% within How old are you? READ	10.0%	4.4%	6.4%	22.1%	27.4%	16.9%
		% of Total	.4%	.8%	1.2%	6.2%	8.2%	16.9%
	Do Not Use	Count		6	11	7	12	36
		% within How old are you? READ		13.3%	23.4%	10.3%	16.4%	14.8%
		% of Total		2.5%	4.5%	2.9%	4.9%	14.8%
Total	Count		10	45	47	68	73	243
	% within How old are you? READ		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	% of Total		4.1%	18.5%	19.3%	28.0%	30.0%	100.0%

**Associated with Figure 6.3: Likelihood of Using Website to Book Access Calgary Trips**

**Crosstab**

			Gender:		Total
			Male	Female	
Q15c. How likely would it be that you would use a website on the Internet to book your Access Calgary trips?	Extremely Likely	Count	32	39	71
		% within Gender:	45.7%	30.5%	35.9%
		% of Total	16.2%	19.7%	35.9%
	Somewhat Likely	Count	18	21	39
		% within Gender:	25.7%	16.4%	19.7%
		% of Total	9.1%	10.6%	19.7%
	Not Very Likely	Count	4	20	24
		% within Gender:	5.7%	15.6%	12.1%
		% of Total	2.0%	10.1%	12.1%
	Not at all Likely	Count	16	48	64
		% within Gender:	22.9%	37.5%	32.3%
		% of Total	8.1%	24.2%	32.3%
Total	Count		70	128	198
	% within Gender:		100.0%	100.0%	100.0%
	% of Total		35.4%	64.6%	100.0%

**Crosstab**

			Questions answered by:		Total
			An Access Calgary customer/ client	Other person (caregiver)	
Q15b. Would you say that a computer is...	Easy to Use	Count	155	11	166
		% within DO NOT READ Questions answered by:	72.1%	39.3%	68.3%
		% of Total	63.8%	4.5%	68.3%
	Need Assistance	Count	31	10	41
		% within DO NOT READ Questions answered by:	14.4%	35.7%	16.9%
		% of Total	12.8%	4.1%	16.9%
	Do Not Use	Count	29	7	36
		% within DO NOT READ Questions answered by:	13.5%	25.0%	14.8%
		% of Total	11.9%	2.9%	14.8%
Total	Count	215	28	243	
	% within DO NOT READ Questions answered by:	100.0%	100.0%	100.0%	
	% of Total	88.5%	11.5%	100.0%	

**Calgary Transit**  
**2013 Access Calgary Customer Satisfaction Survey**

Crosstab

			My last questions are being asked so that we may group your answers with those provided by the other people who answered					Total
			Less than one year	One to two years	Three to five years	Six to nine years	More than nine years	
Q15c. How likely would it be that you would use a website on the Internet to book your Access Calgary trips?	Extremely Likely	Count	10	4	12	14	31	71
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	43.5%	14.8%	22.2%	48.3%	50.0%	36.4%
		% of Total	5.1%	2.1%	6.2%	7.2%	15.9%	36.4%
	Somewhat Likely	Count	2	10	13	4	10	39
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	8.7%	37.0%	24.1%	13.8%	16.1%	20.0%
		% of Total	1.0%	5.1%	6.7%	2.1%	5.1%	20.0%
	Not Very Likely	Count	1	3	8	4	8	24
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	4.3%	11.1%	14.8%	13.8%	12.9%	12.3%
		% of Total	.5%	1.5%	4.1%	2.1%	4.1%	12.3%
	Not at all Likely	Count	10	10	21	7	13	61
		% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	43.5%	37.0%	38.9%	24.1%	21.0%	31.3%
		% of Total	5.1%	5.1%	10.8%	3.6%	6.7%	31.3%
Total	Count	23	27	54	29	62	195	
	% within My last questions are being asked so that we may group your answers with those provided by the other people who answered	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	11.8%	13.8%	27.7%	14.9%	31.8%	100.0%	

## APPENDIX C

### ADDITIONAL DATA

**Associated with Table 2.4: Improving Access Calgary Services**

		Cases	Col Response %
Q19	No additional comments	178	44.9%
	Satisfied with Access Calgary	64	16.2%
	Easier telephone access; more agents available	26	6.6%
	Better communication with dispatch/drivers/customers	15	3.8%
	Better coordination of trips/keep in same area	14	3.5%
	On-time for pick ups and drop offs	12	3.0%
	Drivers show care and concern for passengers	11	2.8%
	Booking agents friendlier, helpful, more respectful	9	2.3%
	Drivers better trained on how to assist passengers	9	2.3%
	Online/mobile booking system	7	1.8%
	Better scheduling	6	1.5%
	Shorter wait times	6	1.5%
	More comfortable ride/smooth/better temperature control	6	1.5%
	Need to improve driver training	5	1.3%
	More location options for eligibility interview	4	1.0%
	Allow more casual trips	4	1.0%
	Greater flexibility for trip requests/cancellations	4	1.0%
	Improve vehicle accessibility; easier to board	4	1.0%
	Drivers need to know how to get around/read maps	4	1.0%
	More buses/drivers available	4	1.0%
	Better understanding of customers/listen to feedback	3	.8%
	Lower rates/offer lower income tickets	3	.8%
	Cleaner vehicles	3	.8%
	Extend hours available for bookings	3	.8%
	Automatic renewal for passengers with chronic conditions	3	.8%
	Ability to book more trips in advance	3	.8%
	GPS tracking of vehicles	3	.8%
	Unsure	3	.8%
	Emphasize that passengers must be ready on time	2	.5%
	Provide guidelines for eligibility interview	2	.5%
	Equal treatment for passengers	2	.5%
	ACROBAT needs to be modified/requires too much information	2	.5%
	Approve service for anyone referred by their doctor	2	.5%
	Shorter travel times	2	.5%
	Fewer passengers	1	.3%
	Restrict use to people who truly need service	1	.3%
	Work trips should have higher priority	1	.3%
	Should offer seniors passes	1	.3%
	Prefer taxi service or handi-bus	1	.3%
	No need for trip reminder call	1	.3%
	Do not charge caregivers who are also Access Calgary users	1	.3%
	Should allow companions on bus if space is available	1	.3%
	Extend hours of operation for trips	1	.3%
	Drivers need to speak English well	1	.3%
	Faster correction of errors on file	1	.3%
	Offer annual passes for disabled	1	.3%
	Offer emergency services	1	.3%
	<b>Total</b>	<b>396</b>	<b>111.4%</b>