

S T A F F R E P O R T

SUBJECT: Dial-A-Ride Passenger Satisfaction Survey

FROM: Kadri Klm, Paratransit Planner

DATE: November 3, 2021

Action Requested

None – Information only.

Background

LAVTA performs Dial-A-Ride passenger surveys to assess passenger satisfaction in order to continually improve service. The goal for the upcoming survey is to measure rider satisfaction of the “Wheels Dial-A-Ride” ADA paratransit service, since the onboarding of a new ADA paratransit service provider as of April 1, 2021.

Discussion

The survey will be conducted by a third party company and is expected to include both email (online) and phone survey. The format and questions will be very similar to the previous surveys. The survey is expected to be completed by the end of the year.

The overall aspects of the service to be surveyed include:

- Ride reservation process
- Ride pick-up
- Ride experience
- Drop-off
- Overall satisfaction

Next Steps

Staff will shortly release the Request for Proposals for this project and will be bringing the survey results to the TAAC in early 2022.

Action Requested

None – Information only.