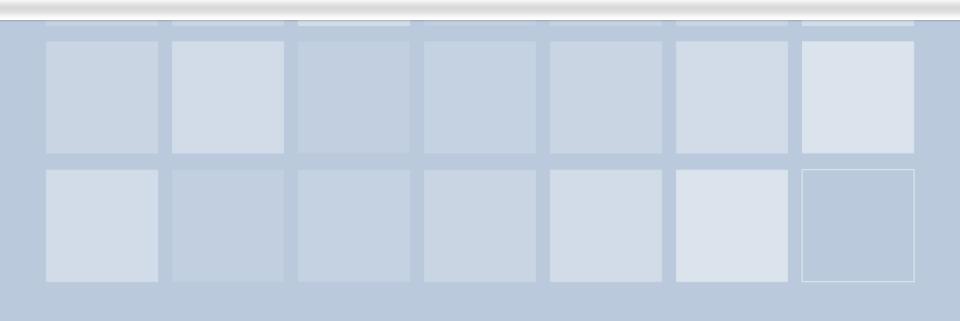
SR 25-557 Item 2.D.

### East Bay Paratransit 2025 Customer Survey Results



### Survey Overview

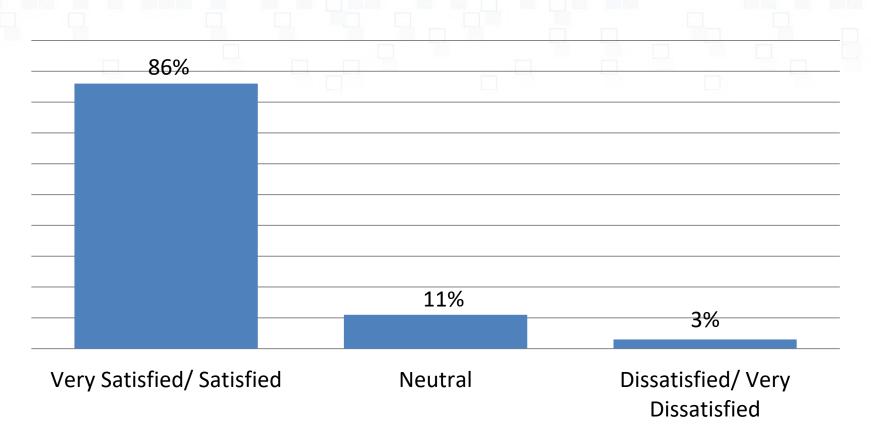
- Customer satisfaction survey
- Conducted annually
- Tracking questions to measure improvements and declines over time
- Dates of fieldwork: May to June 2025
- Sample size: 457
- Conducted by Corey, Canapary & Galanis Research in San Francisco

### Survey Methodology

- Telephone survey
- Conducted by professional interviewers
- Random selection of riders
- Riders asked about their most recent trip
- Efforts to be inclusive
  - Attendant assisted interviews
  - Interview family members, if needed

### Overall Satisfaction

Thinking about your experience with East Bay Paratransit during the last year, which of the following comes closest to describing your rating of the services provided to you?

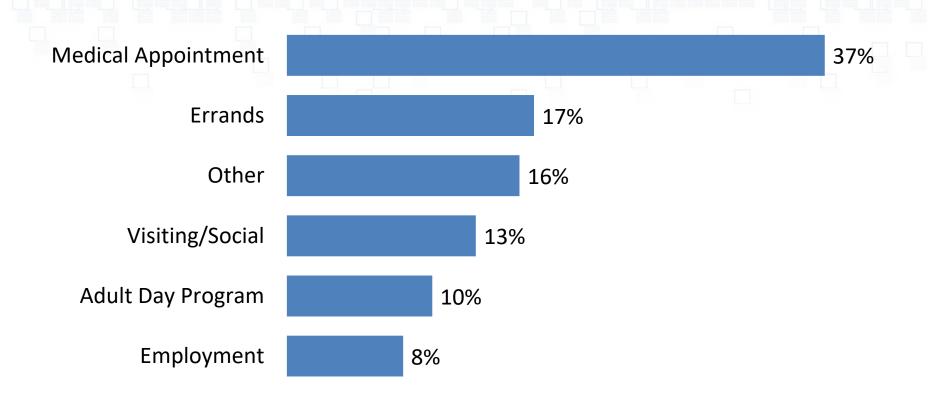


## Overall Satisfaction Comparison

	2025	2024	2023	2022
Very Satisfied 86%	42%	44%	35%	39%
Satisfied	44%	42%	44%	43%
Dissatisfied	2%	2%	3%	5%
Very Dissatisfied	1%	1%	2%	1%
Neutral	11%	11%	13%	12%

### Trip Purpose

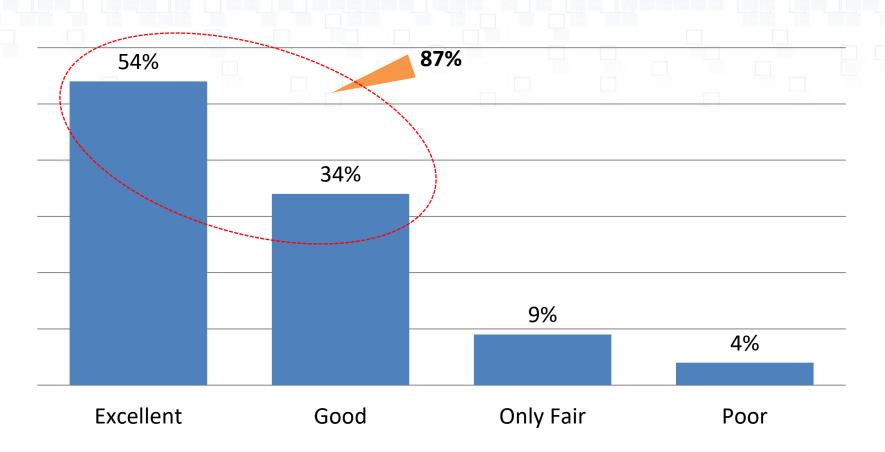
What was the main purpose of this trip?



6

## Surveyed Trip Satisfaction

Overall, would you say the quality of service on this surveyed trip was Excellent, Good, Only Fair, or Poor?



### Surveyed Trip Satisfaction

Overall, would you say the quality of service on this surveyed trip was Excellent, Good, Only Fair, or Poor?



## Trip Satisfaction by Zone

			% Excellent or Good
	Zone	Description	Good
	1	Fremont, Hayward, Newark, Pleasanton, Union City	85%
	2	Castro Valley, San Leandro, San Lorenzo	88%
	3	Alameda, SW Oakland (94601,94603, 94606, 94607, 94612, 94621)	92%
San Pablo Bay	4	Emeryville, NE Oakland (94602, 94605,94608, 94609,94610, 94611, 94618, 94619), Orinda	82%
6	5	Albany, Berkeley, El Cerrito	89%
4	6	El Sobrante, Hercules, Pinole, Richmond, San Pablo	89%
2			

Pacific Ocean

### Rating of Aspects of Surveyed Trip

#### Percentage Excellent or Good:

Aspect	2025	2024	2023	2022
Courtesy of the driver	97%	94%	92%	91%
Driving skill of the driver	95%	95%	93%	92%
Driver's skill in finding their way	94%	95%	93%	89%
Overall condition of the vehicle	92%	91%	92%	88%
Condition and ease of use of seatbelts	91%	91%	90%	89%
Comfort of the ride	85%	85%	86%	83%

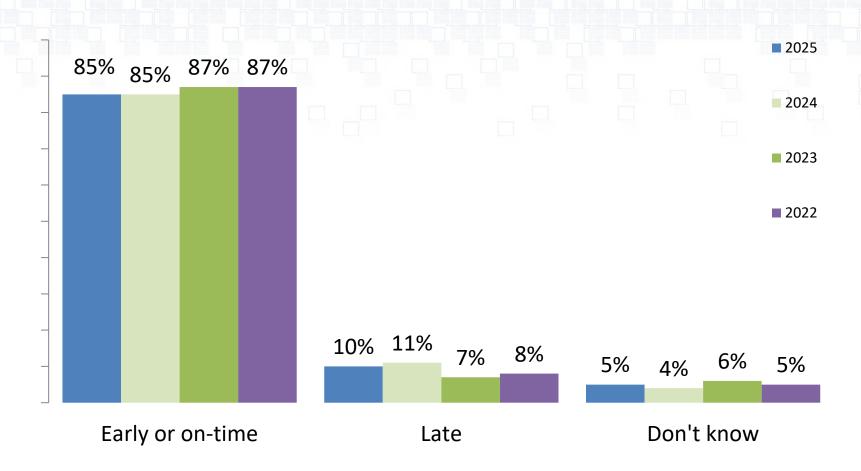
### Rating of of Reservationists/Agents

### Percentage Excellent or Good:

Aspect	2025	2024	2023	2022
Courtesy of phone reservationists	92%	93%	91%	90%
Skill of the reservationist	90%	92%	91%	88%
Courtesy of customer service agent	88%	86%	89%	80%
Skill of the customer service agent	83%	82%	83%	75%

### On Time Performance

Did the driver arrive on time or were you picked up before or after this time period? (Note: partial question wording)



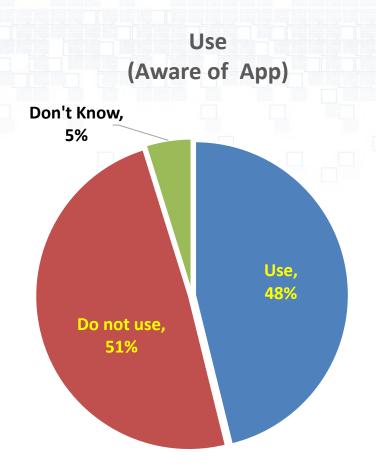
COREY, CANAPARY & GALANIS

### Usage and Demographics

- On average, riders use Paratransit about 5 times per week
- One-third (33%) have been using East Bay
   Paratransit for less than 2 years
- Most (88%) customers own a cell phone. Of those who have a cell phone, over three-quarters (83%) own a smart phone.
- Half (52%) of respondents have access to a computer. Two thirds of respondents (63%) use email and nearly the same share of respondents (60%) access the internet for other purposes.
- Nearly half (46%) are under 65 years of age

EY, CANAPARY & GALANIS

### Fare Payment App



#### **Barriers to Use**

Too Complicated/Unsure How to Set Up/Use App/Not Computer Savvy

Prefer Cash/Tickets

Visual Impairment

Security/Privacy Concerns

Don't Like/Can't Afford Minimum Required Balance/Deposit

Don't Have Smart Phone/Computer

COREY, CANAPARY & GALANIS

### In Summary...

Despite some softening, level of satisfaction with service remains high.

- 86% are very or somewhat satisfied overall
- Satisfaction on surveyed trip also rates highly (87% Excellent/Good)
- Some factors that contribute to trip satisfaction improvement include slightly higher ratings for drivers and reservationists.

15

# Thank you...



COREY, CANAPARY & GALANIS