

SR 25-557 Item 2.D.

East Bay Paratransit 2025 Customer Survey Results

Survey Overview

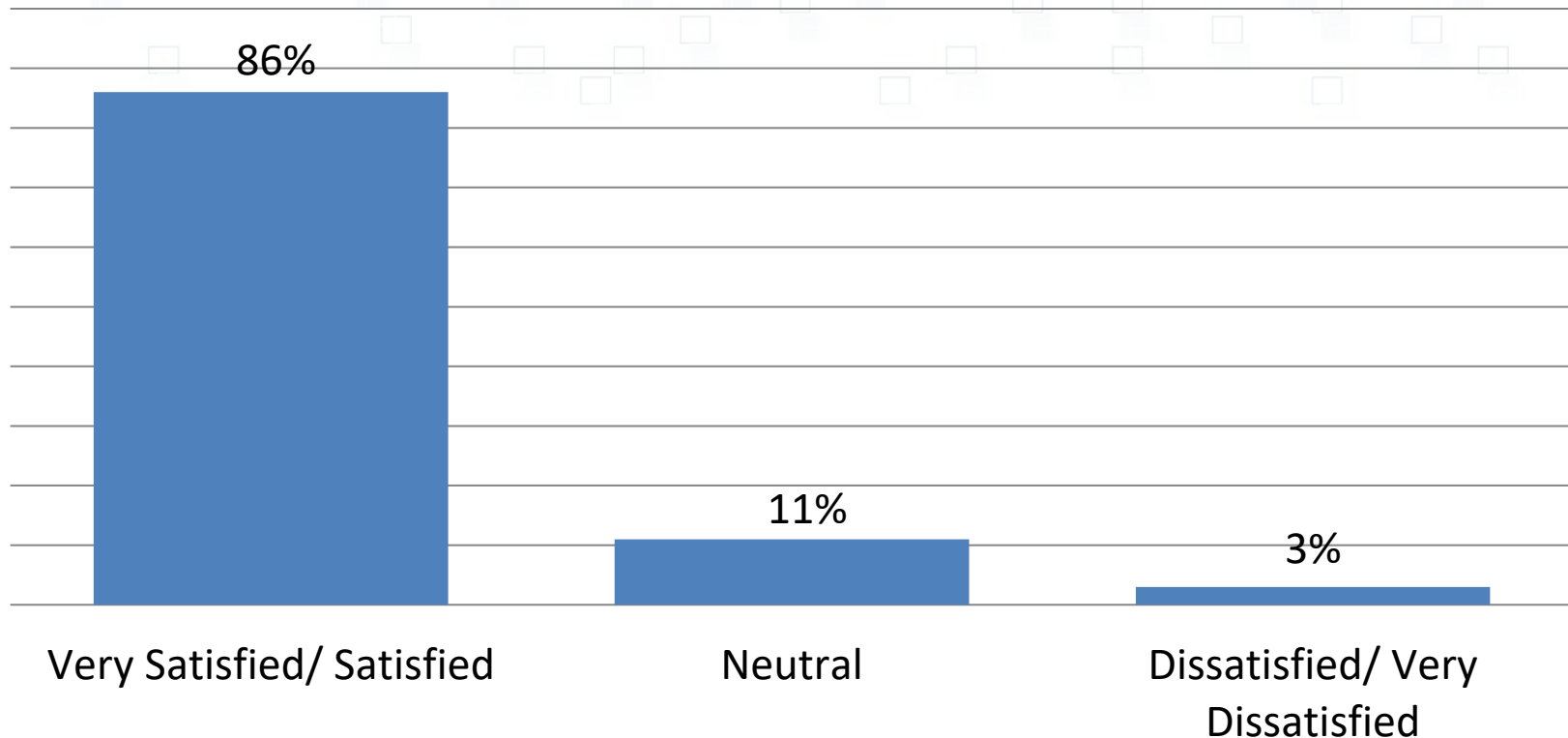
- Customer satisfaction survey
- Conducted annually
- Tracking questions to measure improvements and declines over time
- Dates of fieldwork: May to June 2025
- Sample size: 457
- Conducted by Corey, Canapary & Galanis Research in San Francisco

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

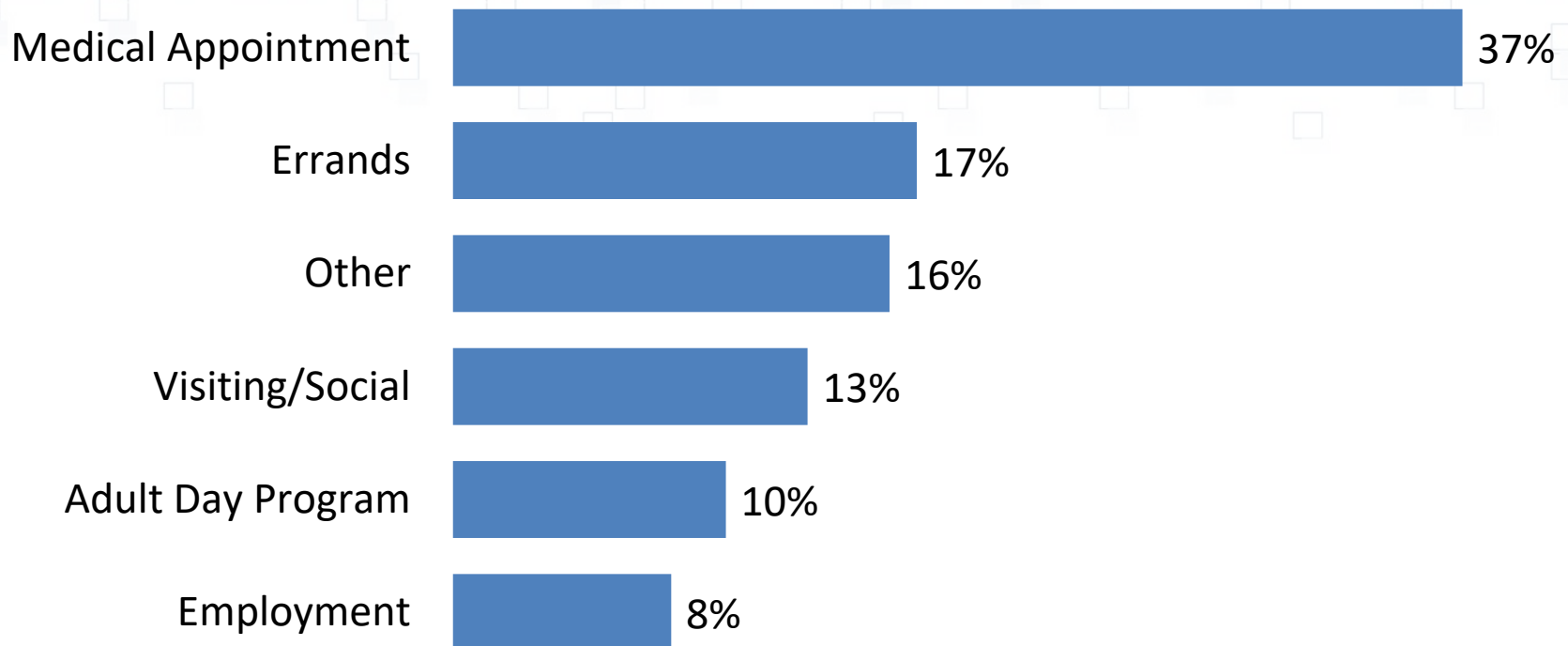
	2025	2024	2023	2022
Very Satisfied	42%	44%	35%	39%
Satisfied	44%	42%	44%	43%
Dissatisfied	2%	2%	3%	5%
Very Dissatisfied	1%	1%	2%	1%
Neutral	11%	11%	13%	12%

86% 

3% 

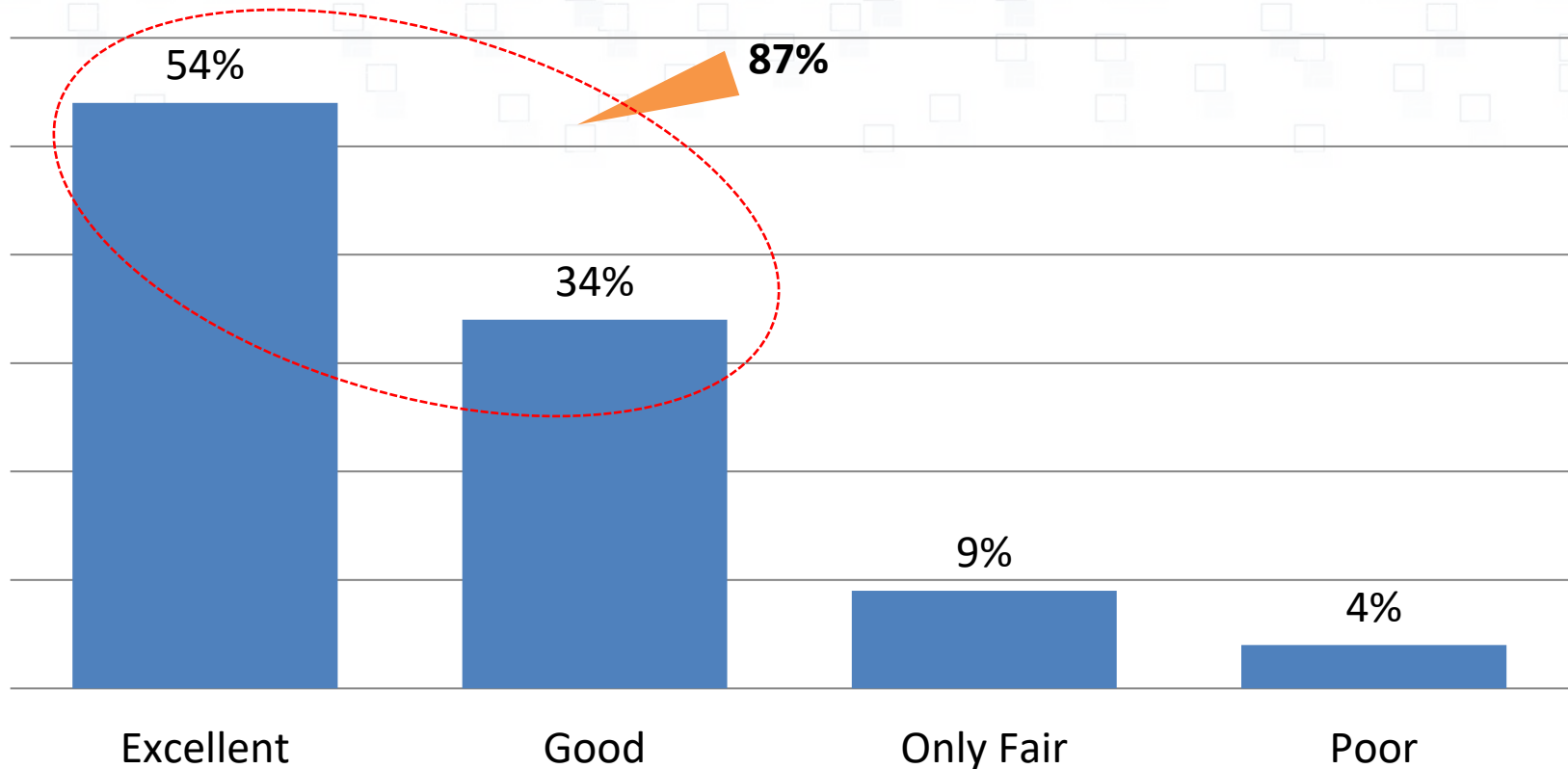
Trip Purpose

What was the main purpose of this trip ?



Surveyed Trip Satisfaction

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

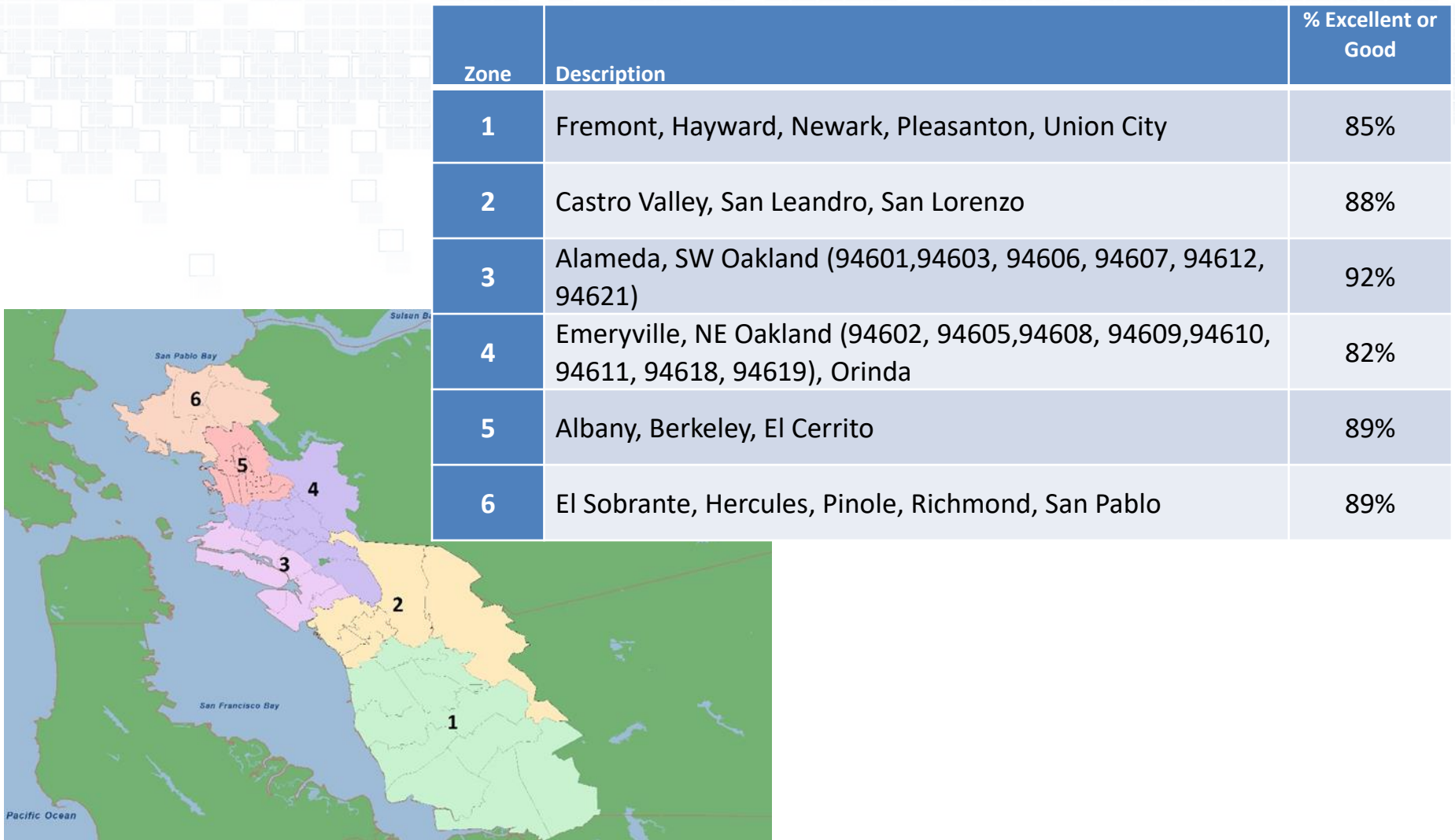


Surveyed Trip Satisfaction

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



Trip Satisfaction by Zone



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%

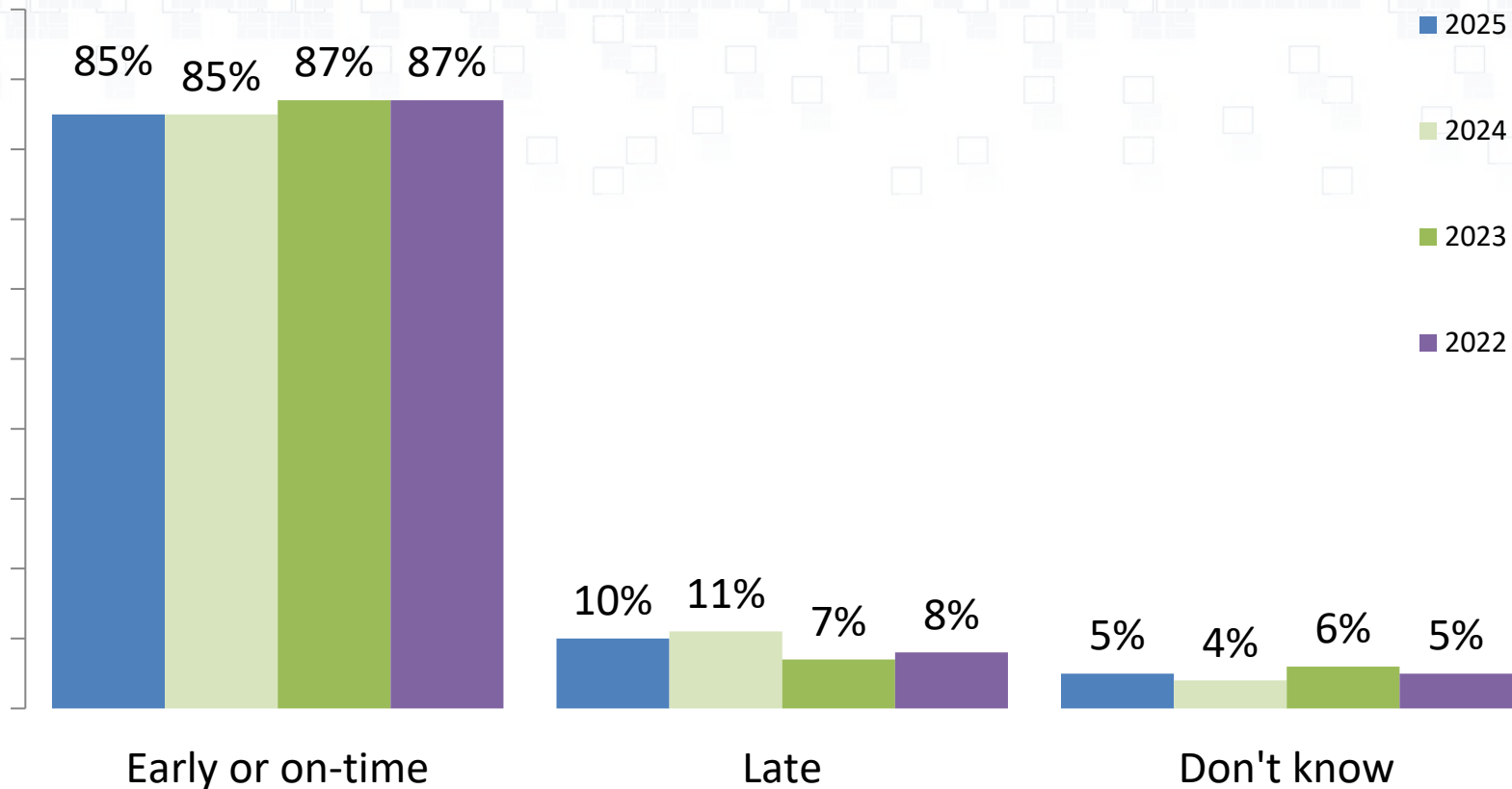
Rating of of Reservationists/Agents

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

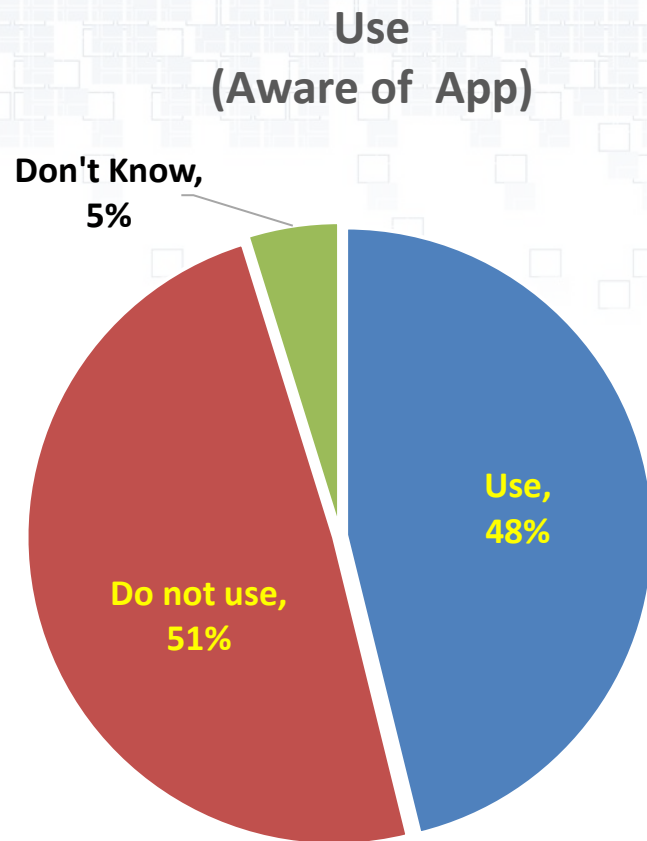
Did the driver arrive on time or were you picked up before or after this time period?
(Note: partial question wording)



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

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

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.

Thank you...