



Metro Management Audit Services

Access Services Non-User Survey Final Report

May 2014



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Executive Summary

The Board of Directors of the Los Angeles County Metropolitan Transportation Authority (Metro) directed Metro's Management Audit Services Department to conduct an independent survey of individual's eligible to use Access Services that had not used the service. The purpose of this survey was to determine the reasons for these eligible individuals not using the service.

Survey Methodology

The Access Services non-user survey questionnaire was developed to determine the reasons for eligible Access Services clients not using the service. A separate survey was conducted of Access Services customers that have used the service, and a separate report was issued for that survey. The Access Services non-user survey questionnaire is included as Appendix A of this report.

The target customer population was Access Services eligible clients that had not used the system in the six-month period from October 1, 2013 to March 31, 2014. Access Services provided a complete list of all eligible clients that had not used the system during this period. Members of the consultant team oversaw Access Services' process for providing this list to ensure it was complete and accurate.

A total sample size of 500 was selected to provide a valid and reliable sample. This sample size provides a confidence interval of 4.37 percentage points for the overall survey results (assuming 50/50 response proportions).

Summary of Survey Results

Since those surveyed had not taken a trip on Access Services for the past six months it was important to determine what forms of transportation they were using. The most common (61%) form of transportation was the fixed route public bus system. Just over half (51%) said they had a friend or family member that drove them where they needed to go. Just under half (47%) said they used Access Services, a Dial-A-Ride service, or some other paratransit service. A substantial number (38%) said they walk to where they need to go. Using the fixed route rail system was cited by nearly one-third (31%), and nearly as many (29%) said they used medical or private transportation services. Just under one-quarter (23%) said they take a taxi, and just over one-fifth (21%) said they drive themselves. Just under one-fifth (19%) said they use a flexible transportation shuttle.

The majority (93%) of Access Services eligible clients that had not used the service for the six-month period were aware of the service. A small percentage (7%) said they had not heard of Access services. Of those that had heard of Access Services, most (75%) had a favorable view of it. A small percentage (9%) had an unfavorable view, and some (16%) had no opinion. The majority (57%) of Access Services eligible clients that had



not used the service for the six-month period were aware of the Access Services Free Fare Program. The remainder (43%) said they had not heard of the Program.

Although all those surveyed were signed up and eligible to use Access Services, a small percentage (7%) responded no when asked if this was the case. Most Access Services eligible clients (93%) that had not used the service for the six-month period responded yes when asked if they were signed up and eligible for these services.

Since those surveyed had not taken a trip on Access Services for the past six months it was important to determine why they had originally signed up to use the service. The most frequent (50%) response was due to a disability, handicap, or medical issue. Just over one-third (36%) said they signed up for transportation, or to get around. Smaller percentages included that they don't drive (7%), to get the free bus fare (4%), for back up if the bus is not running (4%).

Since those surveyed had not taken a trip on Access Services for the past six months it was important to determine why were not using the service. The most frequent (30%) response was that they drove themselves or rode with others. Some (13%) said they did not take a trip with Access Services because they ride the bus or train. Others said they did not have a need (11%), their Access card was either too new or had expired (10%), or that they had been too busy or had no time (7%). A number (6%) said they had not taken a trip with Access Services because they were unhappy with the service provided. Smaller percentages included that they had been sick (5%), had no money for the fare (4%), or had used other services (2%) or been walking (2%).

We asked those surveyed to rate Access Services on four criteria using a scale of very good, good, poor, and very poor. A large majority rated the convenience of the system either good (41%) or very good (50%). Nine percent of customers rated it as poor (6%) or very poor (2%). A large majority also rated the helpfulness of service providers either good (45%) or very good (50%). Only five percent of customers rated it as poor (3%) or very poor (2%). Most rated the cost of the service either good (44%) or very good (49%). Only seven percent of customers rated it as poor (5%) or very poor (2%). The majority also rated the overall quality of the services as either good (42%) or very good (53%). Only five percent of customers rated it as poor (3%) or very poor (2%).



Survey Objectives and Methodology

The Board of Directors of the Los Angeles County Metropolitan Transportation Authority (Metro) directed Metro's Management Audit Services Department to conduct an independent survey of customers of Access Services that had not used the service. The purpose of this survey was to determine the reasons for these eligible individuals not using the service.

The target customer population was Access Services eligible clients that had not taken a trip with Access Services in the six-month period from October 1, 2013 to March 31, 2014. Access Services provided a complete list of all eligible clients that met this criteria. This list included the clients name, client number and telephone number. Members of the consultant team oversaw the process for providing this list to ensure it was complete and accurate. No other client information was provided.

To ensure the survey results were valid and not biased customers were selected in a completely random manner. The total target population included 90,992 Access Services customers that had not used taken a trip with Access services during the six-month period from October 1, 2013 to March 31, 2014. This target population was initially completely randomized to ensure each customer had the same chance of being selected to be surveyed as any other customer.

A sample of 7,000 customers was selected for calling. Each of these was called initially, with 3 additional call-backs. Once these customers had all been called at least 4 times with no contact, a second sample of 7,000 customers was selected for calling. This was repeated until 500 surveys were completed. A total of 20,232 telephone calls were made.

The telephone interviews were conducted between May 6th and May 18th, 2014. Access Services customers were requested and interviewed by name. Calls were made during a variety of days of the week and at a variety of times. Telephone interviews were conducted in English and Spanish. Telephone interviews lasted an average of 6 minutes and 20 seconds. The survey was completed without identifying that it was sponsored by Metro or related to Access Services to avoid biased responses due to concerns about Access eligibility.

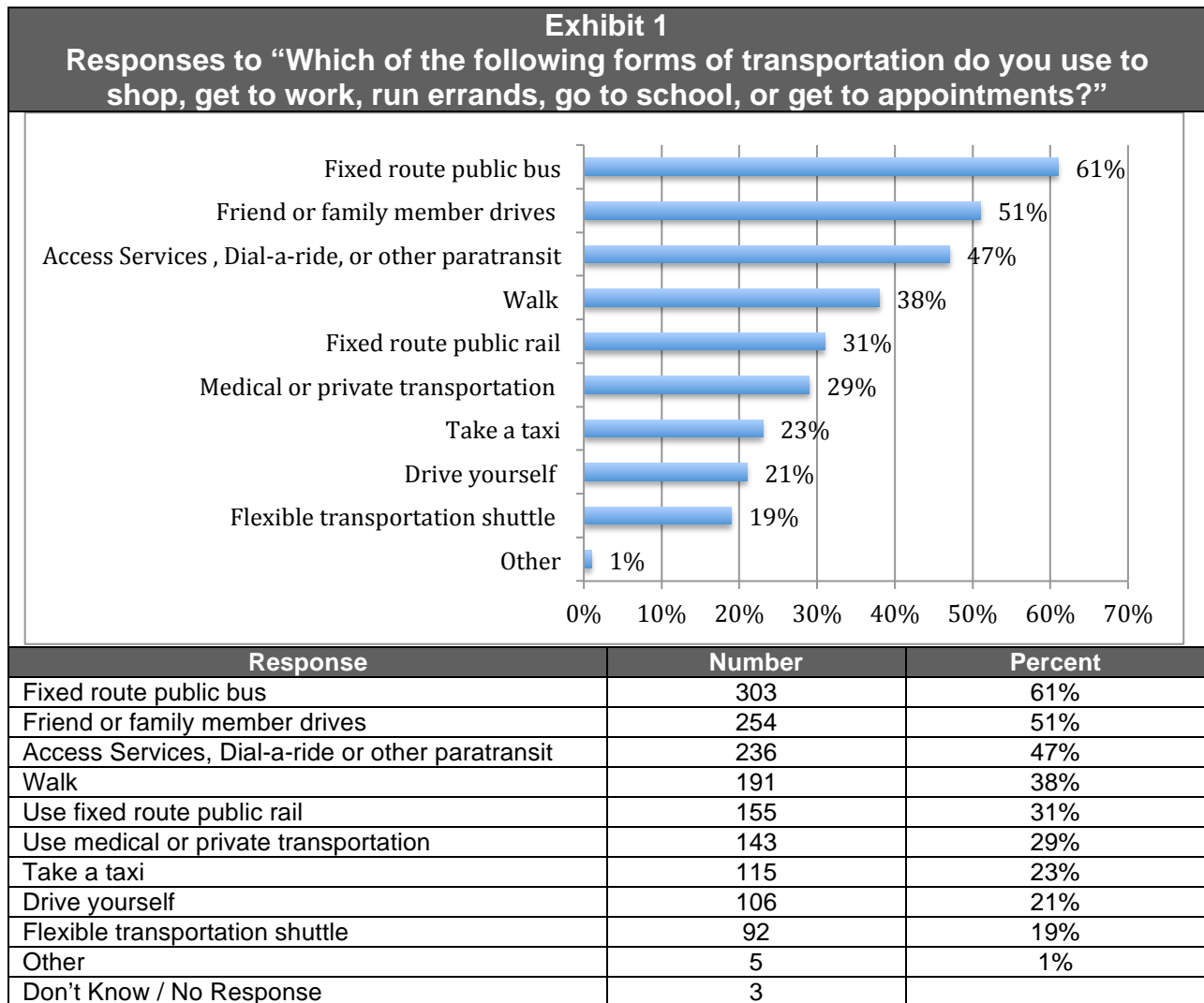
A total of 500 customer surveys were completed. This provides a confidence interval of 4.37 percentage points for the overall survey results (assuming 50/50 response proportions).



Forms of Transportation Used

Since those surveyed had not taken a trip on Access Services for the past six months it was important to determine what forms of transportation they were using. The most common (61%) form of transportation was the fixed route public bus system. Just over half (51%) said they had a friend or family member that drove them where they needed to go. Just under half (47%) said they used Access Services, a Dial-A-Ride service, or some other paratransit service.

A substantial number (38%) said they walk to where they need to go. Using the fixed route rail system was cited by nearly one-third (31%), and nearly as many (29%) said they used medical or private transportation services. Just under one-quarter (23%) said they take a taxi, and just over one-fifth (21%) said they drive themselves. Just under one-fifth (19%) said they use a flexible transportation shuttle.





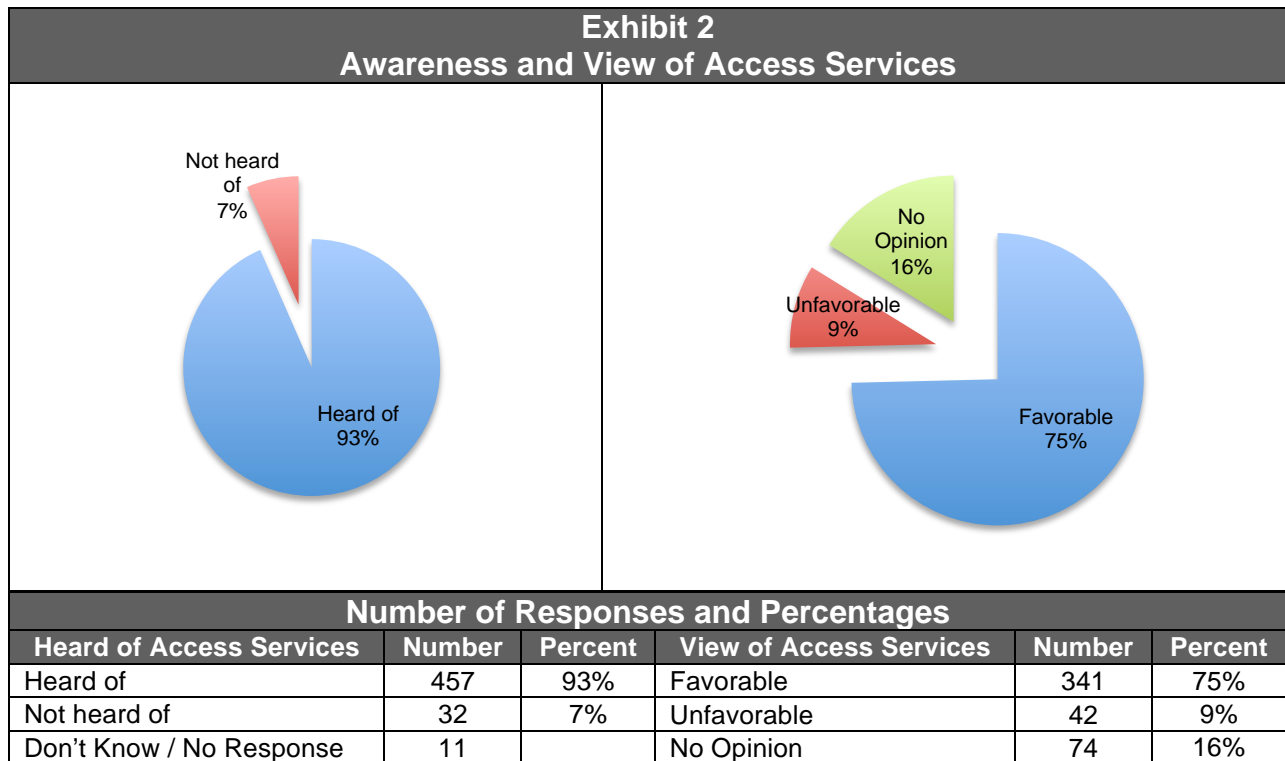
Awareness and View of Transportation Services

Access Services eligible clients that had not used the service for the six month period were asked if they were aware of Access Services, the MTA or Metro, and the Los Angeles Department of Transportation (LADOT). If they were aware of each of these they were also asked if their view of these services was favorable or unfavorable.

Awareness and View of Access Services

The majority (93%) of Access Services eligible clients that had not used the service for the six-month period were aware of the service. A small percentage (7%) said they had not heard of Access services.

Of those that had heard of Access Services, most (75%) had a favorable view of it. A small percentage (9%) had an unfavorable view, and some (16%) had no opinion.

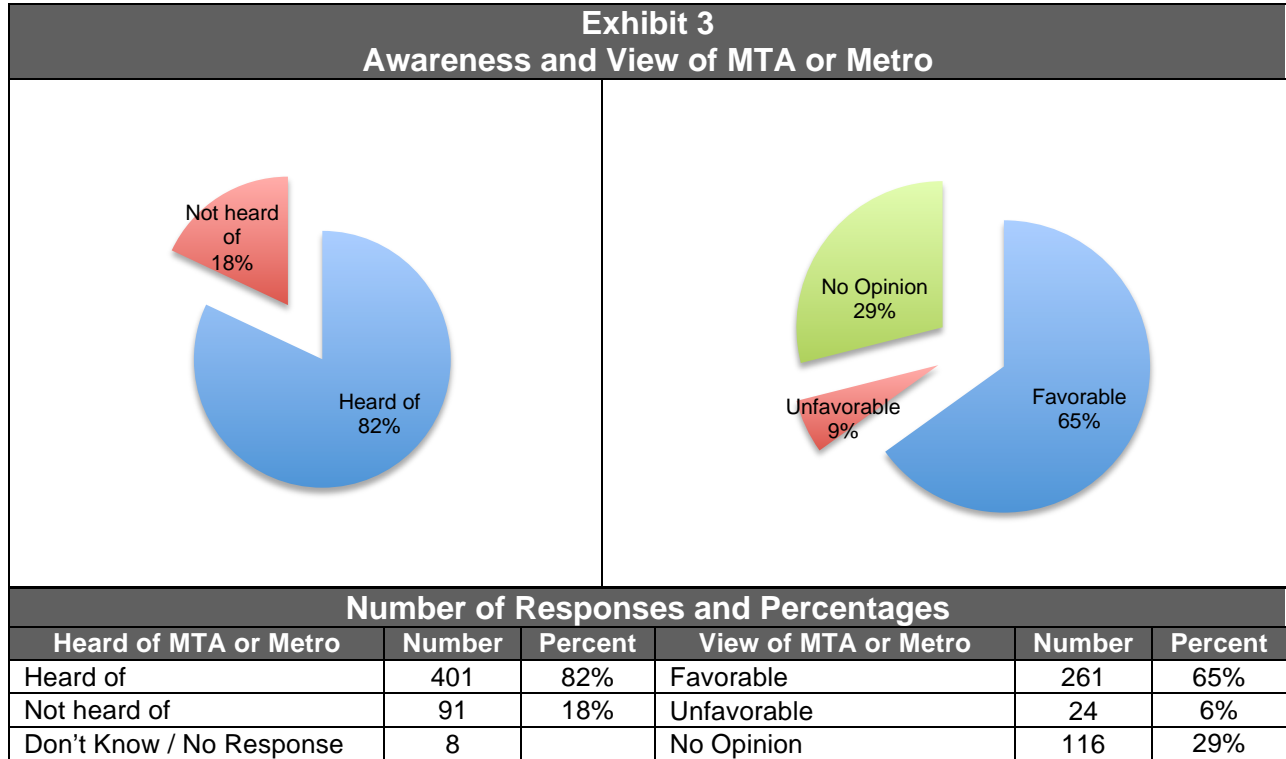




Awareness and View of MTA or Metro

The majority (82%) of Access Services eligible clients that had not used the service for the six-month period were aware of MTA or Metro. A small percentage (18%) said they had not heard of MTA or Metro.

Of those that had heard of MTA or Metro, most (65%) had a favorable view of it. A small percentage (9%) had an unfavorable view, and some (29%) had no opinion.

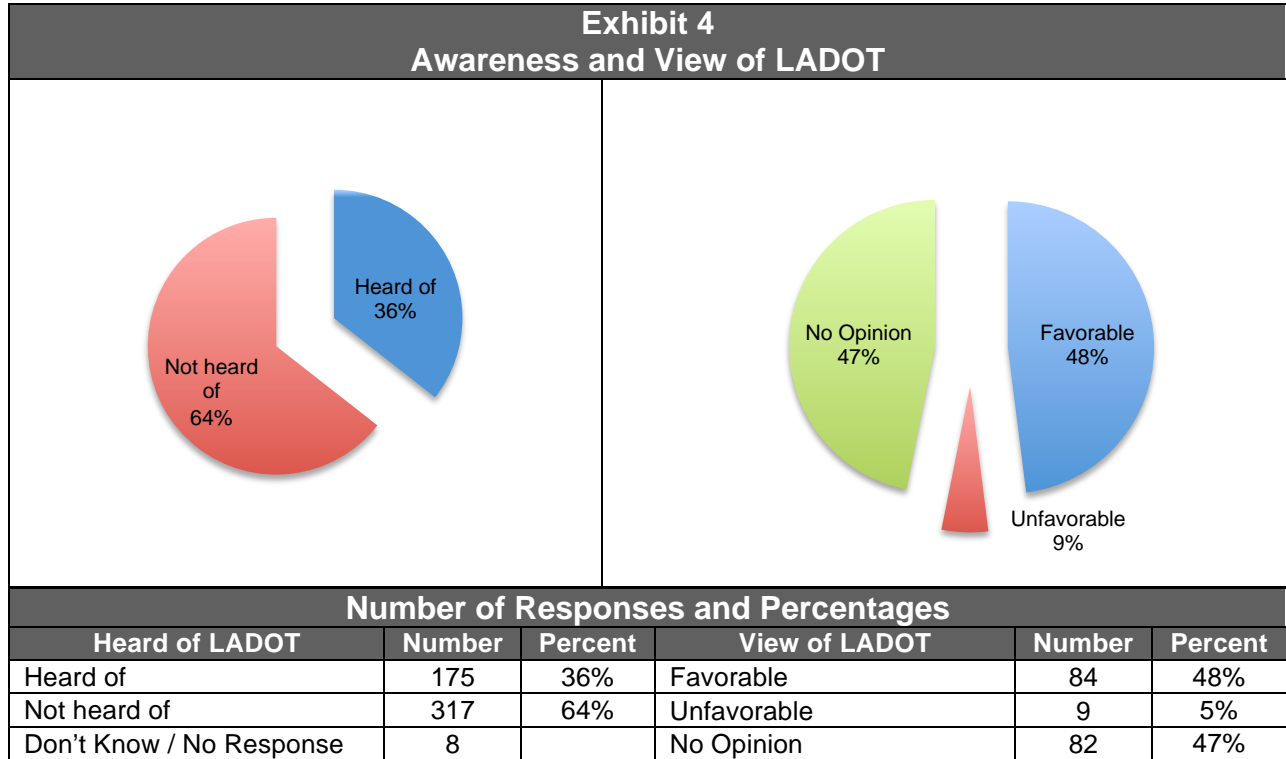




Awareness and View of LADOT

The majority (64%) of Access Services eligible clients that had not used the service for the six-month period were aware of the Los Angeles Department of Transportation or LADOT. Just over one-third (36%) said they had not heard of the LADOT.

Of those that had heard of LADOT, nearly half (48%) had a favorable view of it. A small percentage (9%) had an unfavorable view, and nearly half (47%) had no opinion.





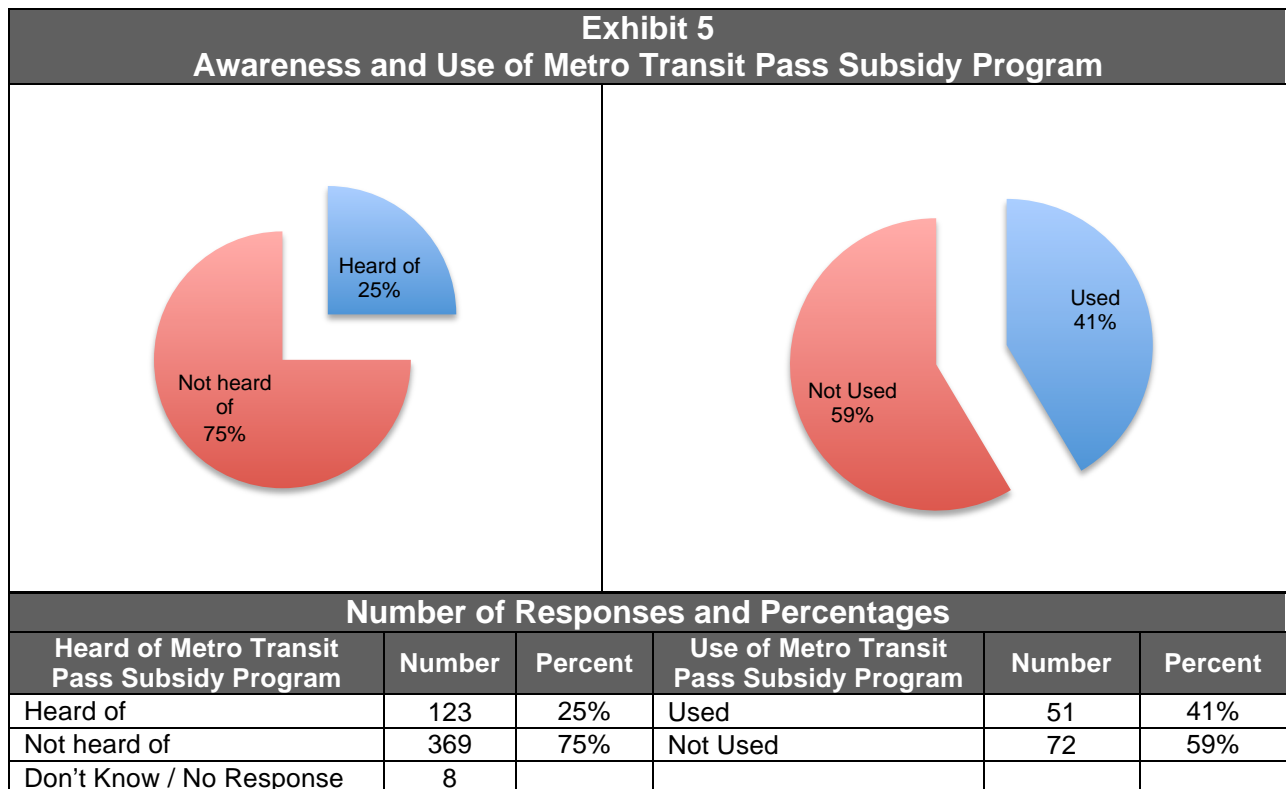
Awareness and View of Transit Subsidy Programs

Access Services eligible clients that had not used the service for the six month period were asked if they were aware of several transit subsidy programs, including the Metro Transit Pass Subsidy Program, the Access Free Fare Program, and the Metro Reduced Fare Program.

Metro Transit Pass Subsidy Program

The majority (75%) of Access Services eligible clients that had not used the service for the six-month period were not aware of the Metro Transit Pass Subsidy Program. Only one-quarter (25%) said they had heard of the Program.

Of those that had heard of Subsidy Program, over half (59%) had not used the Program, with the remainder (41%) saying they had used the Program.

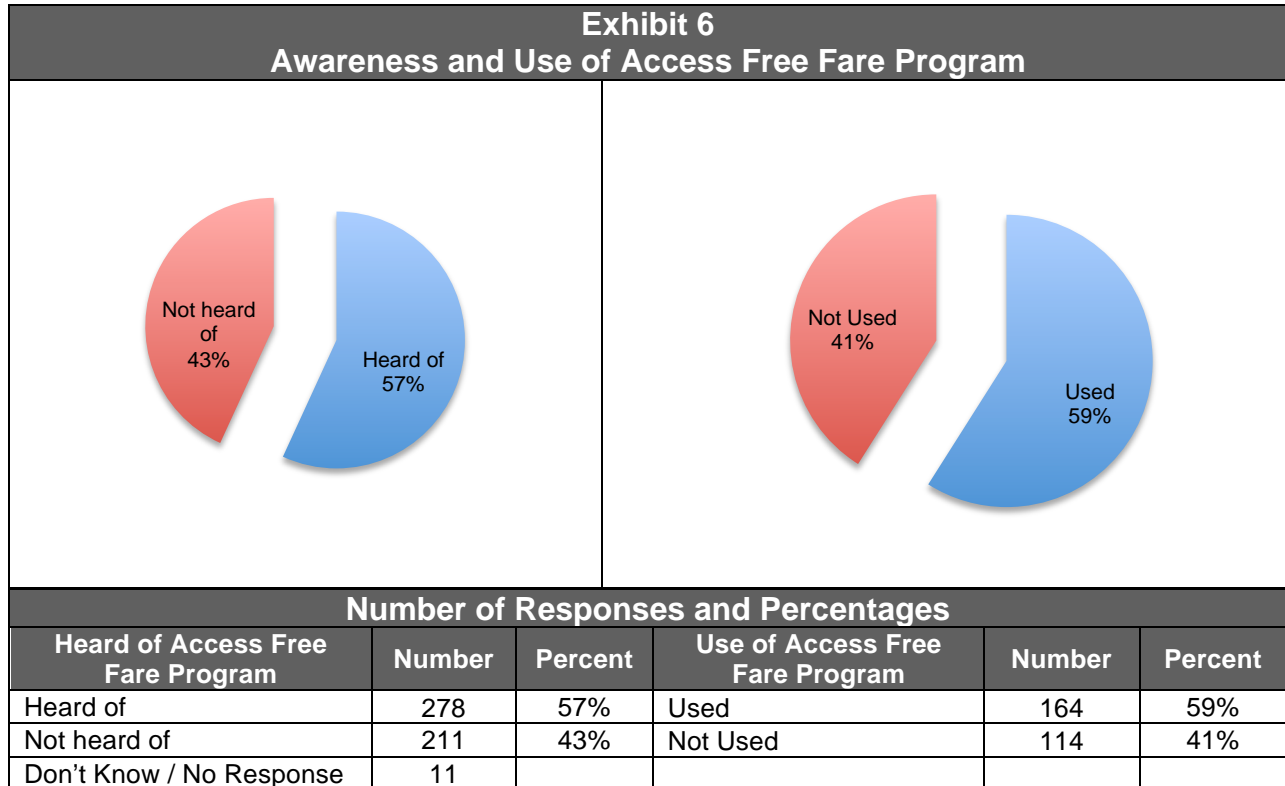




Access Services Free Fare Program

The majority (57%) of Access Services eligible clients that had not used the service for the six-month period were aware of the Access Services Free Fare Program. The remainder (43%) said they had not heard of the Program.

Of those that had heard of Free Fare Program, over half (59%) had used the Program, with the remainder (41%) saying they had not used the Program.

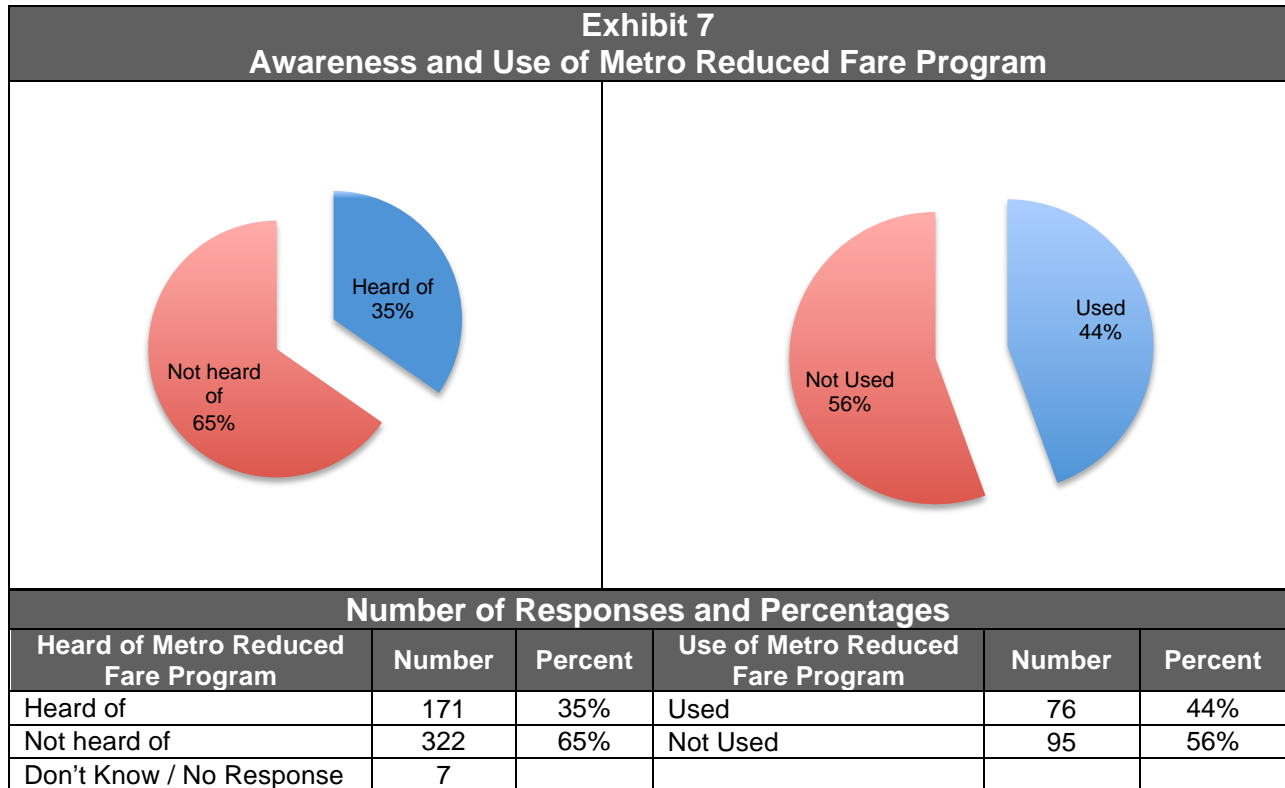




Metro Reduced Fare Program

The majority (65%) of Access Services eligible clients that had not used the service for the six-month period were not aware of the Metro Reduced Fare Program. The remainder (35%) said they had heard of the Program.

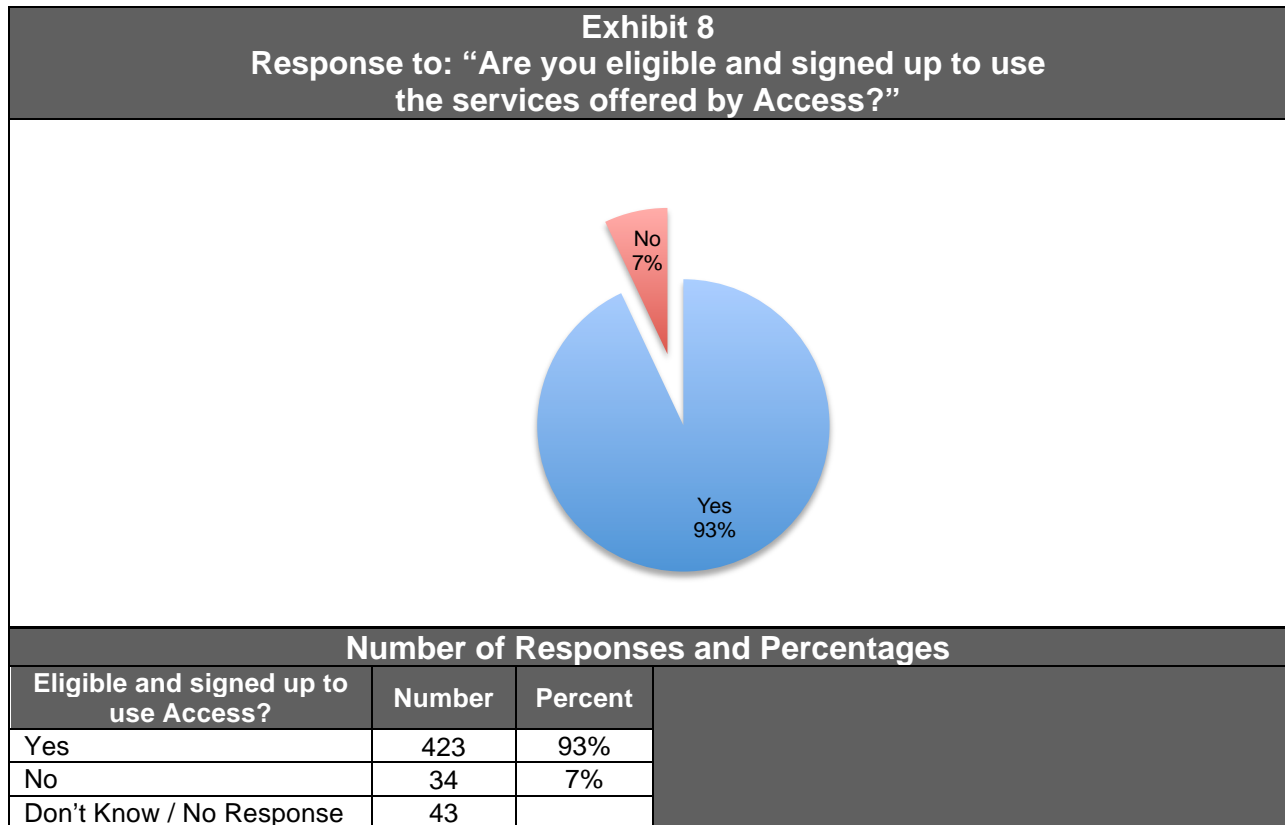
Of those that had heard of Metro Reduced Fare Program, over half (56%) had not used the Program, with the remainder (44%) saying they had used the Program.





Signed Up to Use Access Services

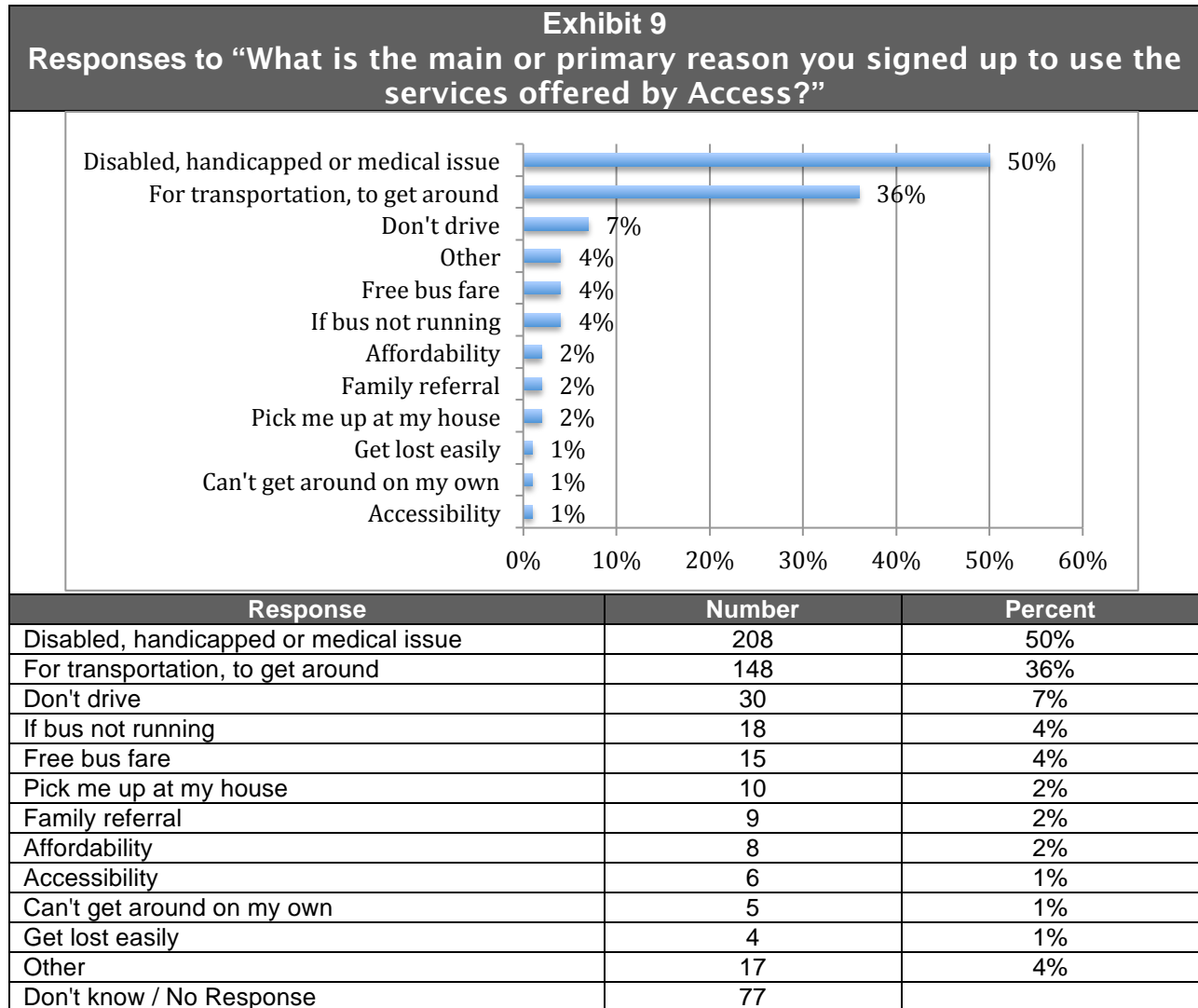
Although all those surveyed were signed up and eligible to use Access Services, a small percentage (7%) responded no when asked if this was the case. Most Access Services eligible clients (93%) that had not used the service for the six-month period responded yes when asked if they were signed up and eligible for these services.





Reason for Signing Up to Use Access Services

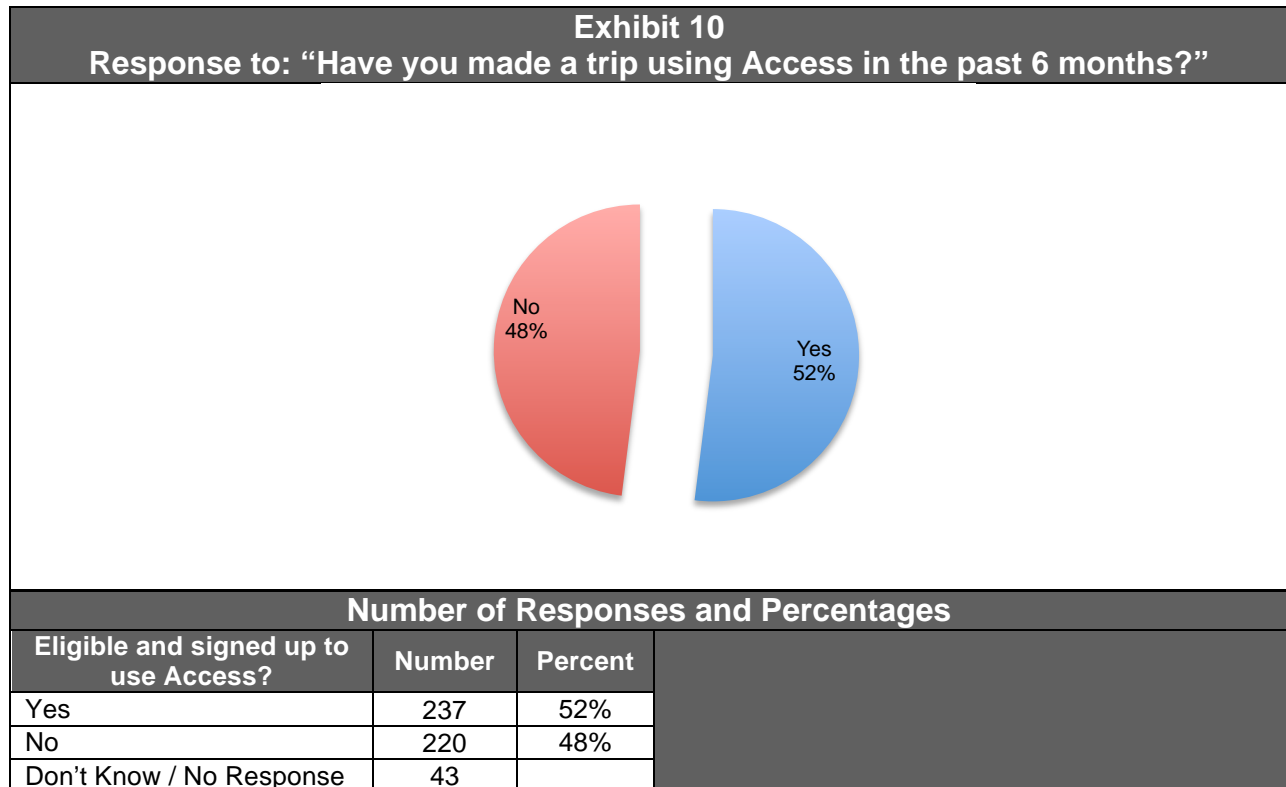
Since those surveyed had not taken a trip on Access Services for the past six months it was important to determine why they had originally signed up to use the service. The most frequent (50%) response was due to a disability, handicap, or medical issue. Just over one-third (36%) said they signed up for transportation, or to get around. Smaller percentages included that they don't drive (7%), to get the free bus fare (4%), and for back up if the bus is not running (4%). Additional reasons are shown in the following exhibit.





Made a Trip on Access

According to Access Services records, all those surveyed had not taken a trip during the six months preceding the survey. Nonetheless, a majority (52%) responded that they had taken a trip on Access Services within the past six months. The remainder (48%) stated they had not taken a trip with Access Services within the past six months.





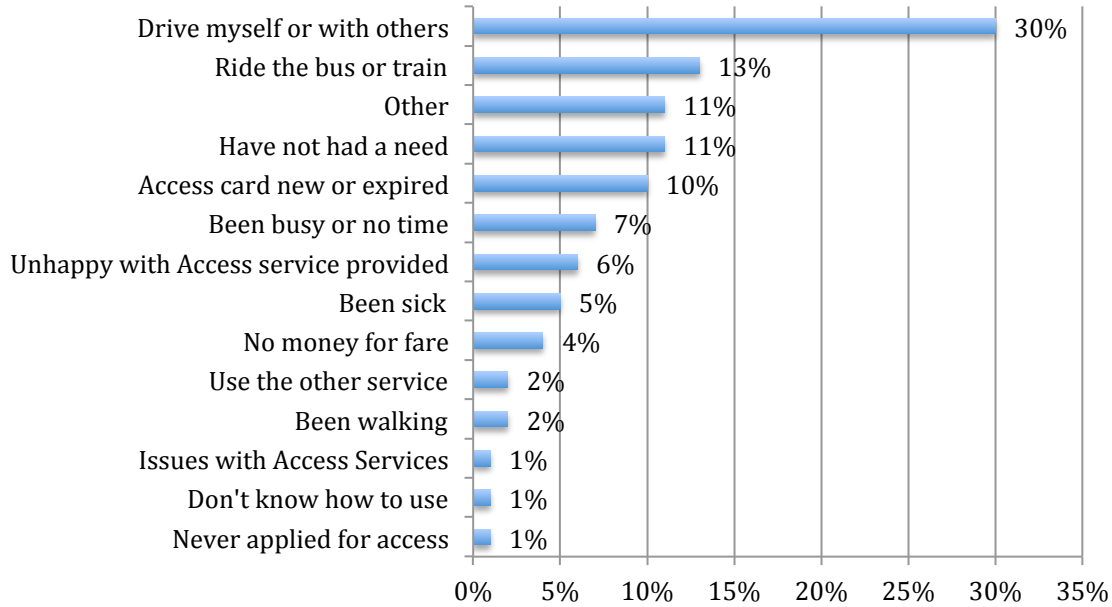
Reasons for Not Making a Trip with Access Services

Since those surveyed had not taken a trip on Access Services for the past six months it was important to determine why were not using the service. The most frequent (30%) response was that they drove themselves or rode with others. Some (13%) said they did not take a trip with Access Services because the ride the bus or train.

Others said they did not have a need (11%), their Access card was either too new or had expired (10%), or that they had been too busy or had no time (7%). A number (6%) said they had not taken a trip with Access Services because they were unhappy with the service provided. Smaller percentages included that they had been sick (5%), had no money for the fare (4%), or had used other services (2%) or been walking (2%). Additional reasons are shown in the following exhibit.



Exhibit 11
Responses to “What are the reasons you have not made a trip using Access in the past 6 months?”



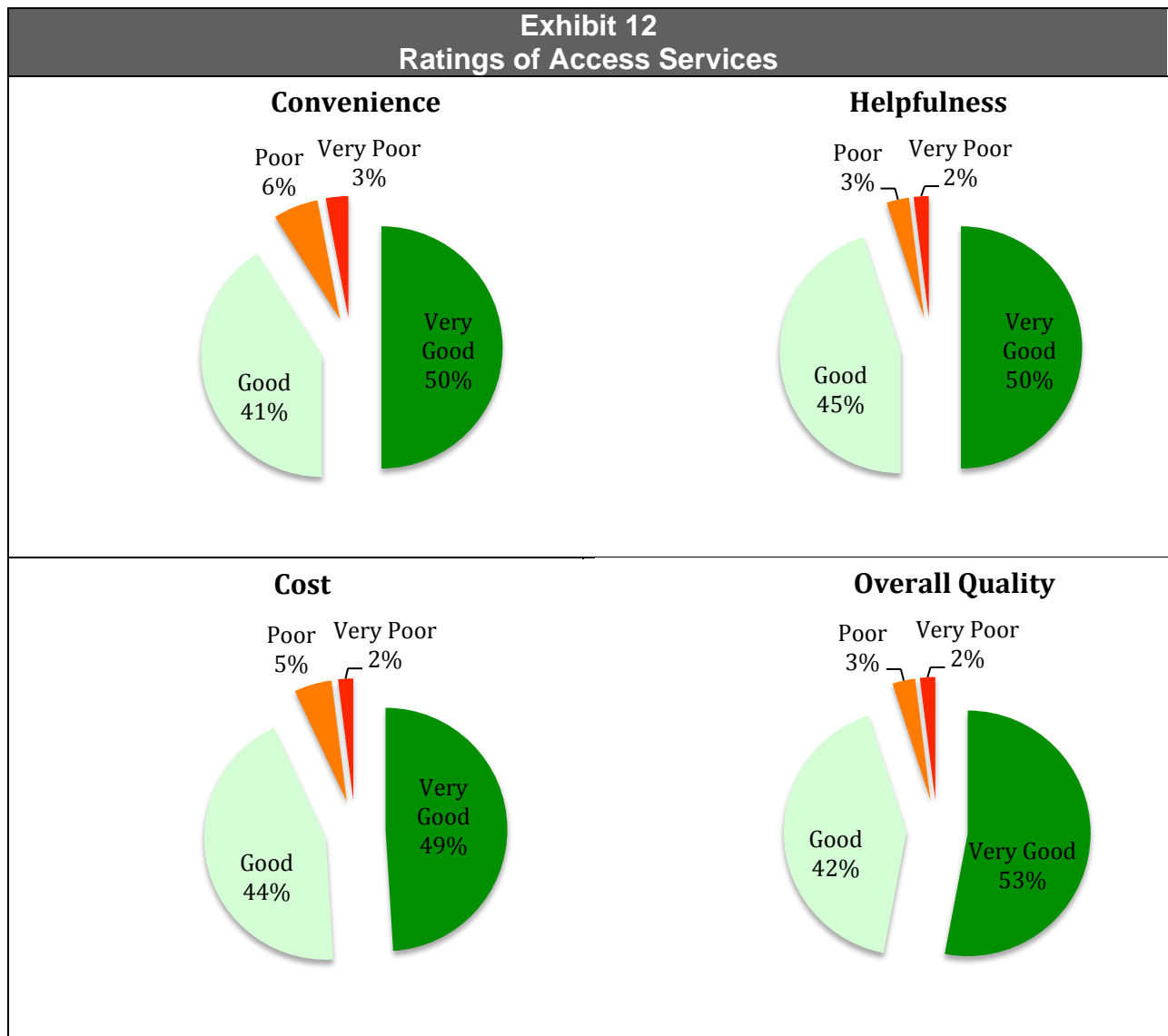
Response	Number	Percent
Drive myself or with others	62	30%
Ride the bus or train	27	13%
Have not had a need	23	11%
Other	23	11%
Access card new or expired	21	10%
Been busy or no time	15	7%
Unhappy with Access service provided	13	6%
Been sick	10	5%
No money for fare	8	4%
Been walking	5	2%
Use the other service	5	2%
Never applied for access	3	1%
Don't know how to use	2	1%
Issues with Access Services	2	1%
Don't know / No Response	12	



Ratings of Access Services

We asked those who were aware of Access Services to rate it on four criteria using a scale of very good, good, poor, and very poor. A large majority rated the convenience of the system either good (41%) or very good (50%). Nine percent of customers rated it as poor (6%) or very poor (2%). A large majority also rated the helpfulness of service providers either good (45%) or very good (50%). Only five percent of customers rated it as poor (3%) or very poor (2%).

Most rated the cost of the service either good (44%) or very good (49%). Only seven percent of customers rated it as poor (5%) or very poor (2%). The majority also rated the overall quality of the services as either good (42%) or very good (53%). Only five percent of customers rated it as poor (3%) or very poor (2%).





Number of Responses and Percentage								
	Convenience		Helpfulness		Cost		Overall Quality	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Very Good	202	50%	201	50%	197	50%	214	53%
Good	167	41%	180	45%	175	44%	170	42%
Poor	23	6%	13	3%	20	5%	14	3%
Very Poor	14	3%	7	2%	6	1%	9	2%
No Response / Don't Know	94		99		102		93	



Appendix A:

Non-User Survey Questionnaire



Access Services Non-User Survey

- A. May I please speak with [NAME IN SAMPLE]?
 - 1. PERSON ON PHONE (GO TO INTRODUCTION)
 - 2. OTHER THAN PERSON ON PHONE (WAIT FOR PERSON NAMED IN SAMPLE, THEN GO TO INTRODUCTION)
 - 3. PERSON ON PHONE ASKS WHO'S CALLING, SAY: "I'm [NAME OF INTERVIEWER] of [Name of Survey Research Call Center]." (WAIT FOR PERSON NAMED IN SAMPLE, THEN GO TO INTRODUCTION)
 - 4. RESPONDENT NOT AVAILABLE, ASK: When could I call back to talk with (him/her)?
 - 5. RESPONDENT NOT ABLE TO COMPLETE SURVEY ON PHONE (THANK AND TERMINATE)
 - 6. RESPONDENT NOT AT THIS LOCATION (THANK AND TERMINATE)
 - 7. NO (THANK AND TERMINATE)

INTRODUCTION:

Hello, my name is [NAME OF INTERVIEWER] with [Name of Survey Research Call Center]. We're conducting a brief survey today with people in your area about the types of transportation they use. You have been randomly selected to participate in this survey. Your individual responses will be kept strictly confidential.

- 1. Which of the following forms of transportation do you use to shop, get to work, run errands, go to school, or get to appointments? Do you ... (**ROTATE AND READ LIST. ACCEPT MORE THAN ONE RESPONSE**)
 - 1. Drive yourself in a car, truck or van
 - 2. Have a friend or family member drive you in a car, truck or van
 - 3. Use fixed route public bus
 - 4. Use fixed route public rail
 - 5. Use medical or other private transportation provided by your destination or appointment
 - 6. Use a flexible transportation shuttle that does not follow fixed routes or schedules
 - 7. Take a taxi
 - 8. Use dial-a-ride or other paratransit services
 - 9. Walk
 - 98. (Other) (**SPECIFY**) (**DO NOT READ**)
 - 99. (Refused) (**DO NOT READ**)

Now I'd like to read you the names of several organizations that provide transportation. For each one I read you, please tell me whether you have ever heard of that organization, or not. The first one is ... (**ROTATE AND READ QUESTIONS**) (**FOR EACH ONE AWARE OF, ASK:**) Do you have a favorable or unfavorable impression of (**INSERT NAME OF ORGANIZATION**)

	<u>Heard/ Favorable</u>	<u>Heard/ Unfavorable</u>	<u>Heard No Opinion</u>	<u>Not Heard</u>	<u>D.K.</u>
2. Access Services	1	2	3	4	9
3. Metro or MTA	1	2	3	4	9
4. LADOT (L-A-dot)	1	2	3	4	9

Next I'd like to read you the names of several transportation subsidy programs and have you tell me whether you have ever heard of that program, or not. The first one is ... (**ROTATE AND READ QUESTIONS**) (**FOR EACH ONE AWARE OF, ASK:**) Have you used the (**INSERT NAME OF ORGANIZATION**) in the past 6 months?

	<u>Heard/ Used</u>	<u>Heard/ Not Used</u>	<u>Not Heard of</u>	<u>D.K.</u>
5. Metro Transit Pass Subsidy Program	1	2	3	9
6. Access Free Fare Program	1	2	3	9
7. Metro Reduced Fare Program	1	2	3	9



IF "HEARD OF" ACCESS SERVICES" (RESPONSE 1, 2 OR 3) IN Q.3, ASK Q.9-16:

8. You mentioned that you have heard of (INSERT NAMES OF TRANSIT PROVIDERS MENTIONED IN QS.2-4). Today I'd like to ask you about Access Services. Are you eligible and signed up to use the services offered by Access?
1. Yes (**ASK Q.9**)
 2. No (**SKIP TO Q.10**)

IF "YES" IN Q.9, ASK Q.10:

9. What is the main or primary reason you signed up to use the services offered by Access? (**PROBE FOR DETAILS**)
(Record response verbatim)
10. Have you made a trip using Access in the past 6 months?
1. Yes (**SKIP TO Q.12**)
 2. No (**SKIP TO Q.11**)

IF "YES" IN Q.11, ASK Q.12:

11. What are the reasons you have not made a trip using Access in the past 6 months? (**PROBE FOR DETAILS**)
(Record response verbatim)

Thinking about your overall experience with the services offered by Access, please tell me if you would rate each of the following as ... very good ... good ... poor ... very poor ... or ... don't know. The first one is ... (**READ IN RANDOM ORDER.**)

	Very Good	Good	Poor	Very Poor	D.K.
12. The convenience of the services	4	3	2	1	9
13. The helpfulness of the service providers	4	3	2	1	9
14. The cost of the services	4	3	2	1	9
15. The overall quality of the services	4	3	2	1	9

Those are all of my questions. May I verify that I have spoken with [**RESPONDENT NAME**]? Is this correct?

RESPONDENT NAME: _____

And may I verify that I reached you at [**PHONE NUMBER**]? Is this correct?

TELEPHONE: () _____
 AREA NUMBER

Thank you very much for completing this survey. Have a great day!



Appendix B:

Non-User Survey Open Ended Questions Verbatim Responses



What is the Main or Primary Reason You Signed Up To Use the Services Offered by Access?

- I'm disabled / The advantage of getting around.
- To take me to my appointments. But I was very disappointed because they take too long and were behind.
- Because I am handicapped.
- I don't feel comfortable saying.
- Well because I don't drive and my husband doesn't drive anymore and we're both senior citizens.
- Because I'm disabled.
- Because I need to go to the grocery store./I don't know how to call. I don't know how to make an appointment which is why I don't use it.
- Because I can't walk far and I use a cane; my legs give out on me.
- Well because some of us seniors need to prepare ourselves, so we have it and can do it.
- I have a problem walking.
- Tired of walking./ Because I have problems walking long distances.
- Because Access...I cannot walk good and I have to use my cane.
- I'm disabled.
- Because I can barely walk and they pick me up and drop me off where I need to go. They pick me up where I am and drop me off at my house.
- Because I have bad feet. I have a hole in my back, so I can't stand too long or walk long distances.
- I have seizures.
- My leg don't work.
- Because I have a medical issue and sometimes I need someone to go with me. Access has that.
- Because I can't walk that far. I have a bad knee and a bad back.
- Transportation to the doctor.
- Just going to the doctor. That's about it.
- It's hard to get to and from buses sometimes.
- I have neuropathy in my leg and I'm a cancer patient.
- Because of my ability; it's hard to get around.
- To get back and forth to the doctor.
- I have COPD.
- Because I have a disability.
- Because I have leg and back problems and dermatitis. I can't stand or walk for too long of a period.
- For doctors appointments and school.
- So I get transferred when I have doctor appointments and interviews or anything.
- I have mental frustration with traffic and seizures.
- Because I have to go a long ways and couldn't afford a cab and then I used it to go visit my friend.
- I don't know how to get around by myself.
- Because I walk with two canes and they are Canadian canes./To get to my appointments, the doctors.
- Because part of the Access we can ride the...its not Amtrak it's called... I'm trying to think it goes from here to LA...Metro, Metrolink.
- I was semi-homeless.
- I'm disabled.
- Doctor's appointments mostly. It's more convenient and they're on time.



- Because sometimes I don't have kids available to take me wherever.
- One day I needed to go to the doctor and I didn't have a way.
- I can't carry things and I wanted it just in case.
- Right. Because I use metro. I ride with them for free.
- Because I have problems with walking and my back gives me problems.
- I go different places, like shopping.
- Okay, when I have to go to see the doctor or go to the hospital.
- My legal blindness and not being able to walk because of my knee.
- They issue you cards that you can ride on buses and the fare is free.
- I just heard about it. The reason is a service to help disabled people.
- Because I can't see.
- For transportation.
- Basically I was having problems breathing./ Trouble with walking./ Problems with memory.
- I can't walk Downtown and I'm having breathing problems.
- To go back and forth to the doctor.
- Refused to comment.
- To get somewhere, anywhere.
- Because I don't drive./ I don't see well.
- I can't get around on my own.
- I'm paralyzed on the left side.
- Broken bone. / One eye.
- Because I'm mentally disabled.
- Because I don't need it now. My neighbor gives me rides.
- I am disabled.
- I was disabled.
- Um... use it to get around; I'm disabled, on a walking cane.
- Because I have a problem with walking and I need someone to come to the house and pick me up because I have a problem with my knees./No, that's the only thing I need them for.
- I've been apart of it for 4 years. I use it to go to the VA.
- Because sometimes I cannot drive.
- Because I can't get around. I have arthritis in my right knee and my vision is very poor. I have a hard time seeing bus numbers.
- I use it for doctor's appointments. They pick me up from my house and take me to the doctor's, then they pick me up from the doctor and bring me to my house.
- I use it for medical appointments.
- Nobody else went there, where I wanted to go and they do that.
- Because it's difficult for me to get around. I need a knee replacement.
- They pick you up and take you where you've got to go. I don't have to stand up, waiting on a bus. I can only stand a little on my feet. I can't stand for too long.
- Doctor's appointments.
- To get to my appointments.
- Because I have a handicap.
- Well, first, I'm going blind. Second, I've got knee problems. It's a medical thing.
- Mostly to get back and forth to the doctor's.
- For my doctor's appointments./ To get to a lot of appointments.
- Because I'm disabled. I have a right foot amputation below the knee and several other medical problems.
- I have a mental health disability.
- I didn't want to drive to downtown LA.
- Well sometimes my back hurts me and my knee goes out. And just to get to my doctor's appointments and dentist.



- For a doctor's appointment that I don't like to drive my car that far for.
- To go to and from places and to improve the quality of my life because I'm in a wheelchair.
- Because my legs hurt when I walk and my back.
- Before I had a car.
- It's because I have a rare blood disease which causes me to get exhausted really fast, so it was just kind of hard for me to go to school by walking. Occasionally it transports me there.
- Because I had a hip replacement surgery 3 years ago and walking still bothers me.
- Medical reasons.
- Because I can't travel by myself because I'm disabled. I can hardly walk.
- To get around where I can't go.
- Because I have doctor's appointments.
- I walk with a cane.
- To be able to take the bus without having to pay a lot of money. I'm on a fixed income.
- To go to the doctor and other things.
- Because I'm disabled. I use Access because I'm disabled, for my lack of mobility.
- I need to go shopping.
- I don't need it right now; everyday I am home. I use it usually when I go to the store.
- For healthcare.
- Basically I signed up because I feel better./ I had a heart attack and I didn't have the money.
- Because I don't drive.
- For the doctor.
- Whenever I'm going to the doctor's office. I don't want to ride a bus and can't walk several blocks.
- Accessibility, safety, affordability and stops car congestion and pollution.
- A few years...I don't understand the question. Four or five years.
- To go to doctor's appointments.
- Because I cannot walk.
- I'm disabled.
- Because I couldn't count change and I would get lost really easy. In a bus because I get disoriented.
- I'm disabled.
- So I could go to the doctor.
- I can't walk.
- I'm legally blind.
- Because my husband was disabled and needed someone to take him to the doctor's, so I applied too.
- Because of the medication I'm under. Also, from where the bus stop is and how far it is from my house and to get to where I need to go to.
- To go to doctor's appointments and to go to people I know out of town.
- Because I can't get around. So I can get where I need to go.
- So I can get to my destinations and I thought that it was reliable to get there, but that is not the case.
- I've had several surgeries and I can't do that much walking.
- I'm legally blind. That's it.
- Because Access will come to get me and take me where I need to go and take me back home, at the time I want to go; and they have a van that you can harness your wheelchair to.
- Because I'm disabled.
- I take medications, so I have to be careful when I drive.
- Because I don't drive. My vision is not very good.
- Because I am disabled.
- To go to the doctor's.
- Because my husband and I don't drive.



- To get to the doctor and any type of appointment I need to go to.
- For a medical reason.
- To catch the bus, transportation.
- I'm disabled./It's free.
- Well the reason is because we are very old and also because we don't have a family that can take us to places.
- My car broke down and it's the only way I could get around.
- I'm handicapped, so to get to my doctor's.
- To get me to doctor's appointments and other places.
- Because I have a slipped disc in my back and bad arthritis in my knees and ankles.
- To pick up my medication, go to doctor's appointments and school.
- Usually to go to doctor's appointments or go to church.
- To get to doctor's appointments.
- For public transportation./ That's all.
- Because I have to go some place in an emergency.
- To find a vehicle that I needed one time.
- Someone in my family wanted to use it.
- Because I was in an accident and hurt my back so I couldn't walk.
- Um, I have appointments in Loma Linda, but I also have appointments in Mont Clear and sometimes its hard to get there. Sometimes I have to take a taxi and a bus to get there.
- For medical reasons.
- Because of my disability.
- I am handicapped.
- For transportation. I can't walk very well.
- To get where I am going and back, when I am not going to the doctor's.
- If there's somewhere I cannot drive I will take it. I signed up because everyone told me I could.
- I had cancer and I needed to get to and from my destination.
- Because I'm in a electrical wheelchair.
- I have arthritis in my knee and I go to doctor's appointments and I go to chemo.
- I used to drive, but because of my leg I can't drive.
- I'm disabled.
- For transportation, to exercise and to get to appointments.
- I am disabled. I had a heart transplant, a new heart and a hydronitus infection in groin area.
- Mobility for disability./ I cannot tell you more./ That is all.
- For my transportation need because it's necessary sometimes./ I'm unable to walk so I take Metro or Access.
- I was incapacitated and needed transportation.
- To go to the doctor's and going to see my mom.
- For my disability.
- Because I have to go places, where I have to go and I have to walk a few blocks to use the bus.
- Because I couldn't afford to go back and forth to the doctor like I wanted to. Access was my main way to get around. They do have a taxi and I haven't used it yet. It's a good service, especially to get around to the store, especially for seniors like me.
- Because I am disabled. I don't have a car and I don't have anyone to come pick me up and I like my cane so I have to go purchase another cane.
- Because I can't get about well by myself.
- I have no other transportation to the hospital.
- Because I am a quadriplegic, double amputee.
- To ride the Metro. I used to use it, but I don't use it any more.
- To get to and from my doctor's appointments.
- Because I have a disability.



- I don't have any other transportation. Plus I don't drive because of seizures.
- I'm disabled.
- I used it to go to church and shop.
- Well, when I first went I had surgery on my leg, so I needed something like that.
- I am at the age that I don't drive anymore. So, just in case the bus wasn't running and for other places that I want go sometimes.
- Because I've lost my eyesight and can't drive any more.
- I'm disabled, so I use it. Sometimes if I have to go far I call them. I'm a vet, so I call them.
- To go to the doctor's.
- I am disabled.
- I don't know.
- I got great reports from my sister and friends from my church.
- I have seizures, I have diabetes, and my feet swell up.
- I would like to keep that to myself.
- Because my doctor recommended it.
- Because I had a stroke.
- When I don't have gas money is when I use it.
- So I can get around without bus fees. Sometimes I am not able to ride the bus, so I will have to call them to have them pick me up at my house.
- Because I am almost blind and almost deaf and I'm disabled.
- Just so I can get places at night.
- To get back and forth to my medical facilities.
- At the time I was in a wheelchair and couldn't walk.
- I see a lot of disabled people that get around like that.
- Because of my disability.
- To go to medical appointments.
- Sometimes I can get a free ride.
- For physical reasons.
- Because I am disabled.
- Because there are times when my daughter can't take me so I signed up with them.
- Because I have problems with my leg.
- Because I have health issues. I don't like to be around people.
- Because I don't drive anymore and I only use either city ride or Access or City Ride for my shopping and doctors appointments.
- Because I have to go to the doctor and take my granddaughter to the doctor.
- Because I take three kinds of medication and I'm schizophrenic and I forget things. And my knee.
- To get to my appointments, I'm disabled. No.
- I don't know. I go to LA company.
- I signed because many years ago I went to a day treatment and they had transportation going through Access.
- Because I can't walk a long period of time, I have knee issues. I'm disabled
- In case we needed it, they came up here where nobody else does. No other service except taxis come up here except Access.
- Because the doctors didn't want me using public transportation. They're afraid I'll bump into something and not be able to control my bleeding.
- To get to support group meetings.
- My eyesight. I don't see that well, and every once in a while my leg gives out.
- Because Access was offered to me in one of the apartments I live. I live in a place that belongs to LA county.
- I got surgery to my spinal cord because I got in a car accident and it snapped my back. Then, I had a lot of surgery



- A disability.
- I am blind.
- Basically to go to doctor's appointments.
- The bus rides and just in case I need to go somewhere far or surgery in a hospital I use that service.
- Because I am disabled.
- Uh, to go to the doctor to go to the hospital I'm a veteran.
- They come to the house to pick you up. I can't walk too far. I lost my balance.
- To get where I need to go.
- Because of my health condition.
- Going to doctors appointments because I am disabled and I can't drive.
- I'm disabled.
- The disgrading.
- Because I use a walker and I faint a lot, so if don't to be by myself walking down the street. It's safer for me for people to help me.
- Because I don't drive.
- I'm a disabled senior and heart and kidney patient.
- Because I have a bad back and knee
- Because I can hardly get around I need transportation I don't have a car
- Because it's convenient.
- I just needed a ride to take me somewhere. Well sometimes it's just easier to get to those people and sometimes they don't get to your area.
- I have several disabilities. No.
- To get to the doctor. To go the market is my main reasons.
- Uh, I needed transportation.
- A friend a mine told me about Access.
- Because I don't have anyone that I can have drive me around, I am in a wheelchair.
- Because I'm disabled, and so I can get to my doctors appointments./ To get where I need to go.
- Because It's convenient for me to walk out my door and they're sitting there waiting for me. I mean not sitting but waiting.
- I have a brain tumor and I have epilepsy.
- I am a disabled person.
- I use Access and I go to the doctor and travel.
- I can't walk and I can't drive. Sometimes I don't have a ride to a doctors appointments and then I call Access.
- Because I am blind.
- I've never had to use them. I have a bus pass.
- Cause of my Crohn's Disease and my bad leg and my hip I can't get around at all so I'm a man with issues.
- I don't drive and I use a wheel chair and don't ride buses. My daughter drives me.
- Getting to the doctors and stuff.
- I can't drive. I'm disabled.
- Because I have arthritis. Because I need it I cant hardly catch the bus.
- Um I don't know, I just really need it. Because I have to go many places.
- I needed to go the doctor's.
- I signed up because I have a disability and I was in the process of going to school and work and I can't drive far places, so that was something that worked for me because it's door to door.
- The buses take too long. Good service. I have a bad back.
- They take you where you want to go. Because I don't drive anymore. I got problems with my head.
- That's the only means of transportation that I care to take.
- I have diabetes and Fibromyalgia and I can't walk so I need the services.



- For transportation purposes. Well because I have a problem getting around on my own so that's helpful to me.
- I have a disability.
- Because I get lost traveling by myself.
- I can't walk.
- I didn't use my own car for transportation.
- Because I needed it, I tried it but the thing is they have a certain schedule and sometimes they just leave you there. What are you going to do when you are stuck someplace because you didn't get down in time to use the thing. All you can do is call a taxi then.
- Oh to get um.. to um.. I was going to school. Just to go shopping and stuff like that.
- For doctor visits. Just going to the doctor, if I have an appointment that's the only way I have to get to it cause dial a ride only takes me in my area.
- Very disabled. I haven't used it as an emergency in case I can no longer drive. Because it's reliable and it's low cost.
- I'm disabled.
- I'm disabled, and second of all I use them to get to places that I'm unable to get to without using Metro.
- Because I'm vision impaired.
- I was in a wheelchair and now I have a hard time walking.
- I use the card on the bus, on all the buses and trains not just metro buses.
- Because sometimes it depends sometimes I don't see good so I need Access.
- I have had a congested heart failure and sephylitus.
- I can't walk very far and I need someone to travel with me in case I fall.
- Easy access to get around.
- Because I can't remember where to get off at my stop and where to change at
- Well what is the main reason. Well can I say they help me get a bus pass that people cant that have medical issue that's why we use that Access.
- Because sometimes I don't have transportation for my son
- I'm disabled
- The doctors appointments/if need transportation.
- I'm disabled.
- I'm disabled/its private, move on
- I'm disabled.
- I used them as transportation.
- Because uhmm I need it to uh uhmm to go to the doctor for my baby and stuff for my shots.
- I'm disabled: Heart condition, back problems, and lung problems.
- Yes.
- Occasionally. Occasionally.
- Because I am hard to walk, my legs are hard.
- Because I go on dialysis.
- Because I have a disability
- To get to work and to the doctor.
- Because I'm blind.
- Because I have problems obviously with my health because you don't get it unless you have problems.
- Due to my physical condition. Medical reasons.
- It's alright they just don't bring you back.
- I have a bad back I can't stand very long or walk very far.
- I don't remember.
- I use them for quick transportation.
- The offer rides, because I am disabled and can't get around very well.
- My neighbors, the three of us signed up together.



- Injury. I was seriously injured by an unlicensed driver.
- English. No.
- Because I have trouble walking and moving and a lot of pain and all that.
- For doctor purposes.
- So that I can go to appointments and go to the store, the pharmacy, and shopping centers.
- I'm on disability, I have a bad back
- that is being taking care of, if I want to go out anywhere or if I want go to my doctor that's why I signed up for it, in case of emergencies.
- Because I am in a wheelchair.
- I think it was for an Access card for bus fare.
- The main reason I um... another mode of transportation. I'm disabled.
- Ummm well to help me with transportation.
- Well uh to go to the senior center, or go shopping, or uh whatever need I have.
- Because of various health problems.
- For medical purposes.
- To go to the store or the doctors. It's hard to walk to a bus stop.
- I was referred to it.
- I have injuries that prevent me from grabbing on to the rails on the bus, and I am limited in how far that I can walk.
- Uhm it's hard for me to get around. Hard time standing and walking.
- For transportation.
- To get around. Why else would I use it?
- Because I went for the evaluation and did not pass.
- Because I'm disabled.
- Mostly to get around to the doctor and to church.
- Because I'm blind, I can't drive.
- To get to doctor's appointments.
- Because dial-a-ride does not take me to the eye doctor and can't drive to the city of El Monte, and doesn't take me to Arcadia. Access takes me LA when I have need of it.
- I don't remember, it's free.
- If I go out of Glendale. I signed up in case I needed it.
- I do not know. It's only, it's, a it's for me to go to the grocery or go to my doctor.
- I thought that I would use it but I was told by other people that they were late a lot and that they didn't pick them up to take them home.
- I'm disabled.
- I am disabled and it is easier for me to get around. I don't use it all the time because my parents have a car with a ramp to taker me places.
- Because I'm disabled.
- To be able to go to my uh doctor's appointments.
- Because I can't walk.
- Transport to the VA hospital. No, not unless I would need them, the main one is for transportation to the VA.
- To go to the airport.
- Because I am in wheelchair.
- Because I'm unable to get up and down the stairs. I'm disabled and have bad ankles.
- Porque yo soy una de las trabajadoras.
- For transportation./ Picks you up from your door and takes you places drop you off.
- Now I can't drive myself because I am 86.
- To take me where I have to go - doctor's offices and hospital visits.
- To go to school.
- A ride.



- I'm old, 75. I'm a senior. / Yes and disability.
- Because I am elderly, I am 80 years old.
- Disabled, I need it and I can't do it myself.
- Because I have epilepsy.
- Difficult for me to get around because of my disability.
- For transportation any appointments such as doctor's.
- Medical.
- I need to get to doctors appointment.
- Because I have a bad back. / My walk is bad.
- The disability./ I have limited vision.
- Because I have asthma and I use a cane.
- Because I'm afraid of taking the bus and driving, so I only drive a few blocks away from my house or a mile anything else I take Access or the bus.
- Medical reasons.
- Go to my doctors appointment and for shopping.
- If I can't drive myself to my doctor's appointments. / Mainly because my car doesn't work.
- Because of the rides I need someone to take me places.
- Doctor's appointments.
- Because I can't drive because I'm legally blind.
- I am disabled.
- Partially blind. I have osteoporosis and arthritis, I cannot walk well.
- Because I am sick.
- I have a lower lumbar damage in my spine and an amputated foot.
- Because I have a problem in my right leg.
- My disability to get around properly.
- So I can have access to the bus service the mta services.
- I need to be more mobile.
- I need it to get to the bus.
- I have a moving disability and it's hard for me to get around on things.
- Transportation. / Transportation. / No.
- I'm disabled.
- Uhm getting to the hospital.
- Disabled.
- To get me around and stuff. I'm disabled because replaced knees.
- I broke my hand.
- They are very helpful because it's very safe. I can have my personal assistant come with me and it's all for free.
- I'm disabled. / I've had two spine surgeries, shoulder repair, replaced hip, and two artificial knees. So I'm almost bionic.
- I don't go out very much.
- Uhm coping skills./ Accessibility./ Reliability.
- I'm getting old and it comes in handy. I had a stroke in march of last year so I quit driving.
- They called and it takes a long time for them to pick you up.
- To get to places that are far away and doctor appointment.
- Because sometimes I am unable to use any other transportation, because of a disability. It's disability, so sometimes I hurt and can't walk to the bus stop. So that's Access.
- To take my to the doctor and the therapy, but they don't take me to therapy. I need to go to the therapy, but they didn't go there so I took a different service.
- Because my sister recommended to me.
- Convenience.



- Because I could no longer drive and it was very convenient to get me places, for people with limited vision Access is a godsend.
- I'm visually impaired.
- Uhm because I have medical problems./ No./ I am diabetic. /Problems with my eyes and back.
- Cause I'm disabled./ They allow you a ride where you want and pick you up. They are dependable.
- I'm disabled.
- I go to my doctors appointments and I travel from my house all the way to downtown to the doctor two to three times a month.
- I am an old lady and I do not drive and it is very difficult for me to call in for other rides.
- I don't know.
- Bad legs, can't walk.
- I use the Access to go places.
- It gets me where I want to go.
- Uhm I have problem with my back./ I can't walk great distances.
- I'm disabled and I got a lot of medical problems and trouble walking.
- Disability.
- So I could get to place, but I sure as hell don't expect them to get me back.
- Because I have my own bus pass, ma'am.
- I am disabled. I have scoliosis in my back.
- I have a disability. I used to go visit my grandson, but I'm not going no more because they don't leave me from my daughter's house. They said it's no more, um... they have a limit.
- Because I am disabled.
- Transportation and buses are too expensive.
- To get to the store and other places.
- Because I'm handicapped. / That, and... well, the services are pretty good. Even if I wasn't handicapped, I'd try to get them.
- I have a broken neck.
- Well, because I don't drive, and I heard from other people that they are satisfied with them. They can get around with them. I went with them three times - I go dancing - and they were either way early or way late, and one time I missed the dance completely! But I think I'll try them again.
- I'm disabled.
- I went to the office in Los Angeles to get the card. / Because sometimes I need to go farther, and the taxi is only around here in Pico Rivera. Not from, you know, if I want to go to Montebello; I can't go because they don't take me unless I'm going to the hospital or something.
- I'm legally blind and I'm diabetic.
- Because of my health.
- Eye sight, I have had surgery done.



What are the Reasons you Have Not Made a Trip With Access in the Past 6 Months

- Because I haven't had the need to use it.
- They left me behind and they are not dependable.
- I usually ride the bus or train.
- I am not used to it. I guess I only used to ride the bus. It's easy to ride the bus instead of using Access./I don't know how to call. I don't know how to make an appointment which is why I don't use them.
- Because I have to call in advance and then my schedule will be all messed up.
- Because I drive.
- I have never applied for Access.
- I'm not working.
- I only use Access for bad weather.
- My Access card expired. I have to renew it.
- I don't use them. I don't go anywhere.
- I've been driving a car.
- Because Metro is free and I use it to go to the store and other things.
- I just barely got Access card and have not used it yet.
- I have no need for it right now.
- I don't know.
- Because I have a car so I drive myself.
- Because we have been busy taking care of my mother and she passed away.
- I just got my pass 3 weeks ago.
- Because I get a ride with my friend.
- Because my son can drive.
- It was my first time.
- Because they told me I can use the bus system.
- I haven't had any reason to go to LA yet. Do you know where I live? I live in northern LA county in Antelope Valley. It is several hours to LA.
- I have my own car.
- I have my insurance company, who got a van to take us.
- I have limited access. I can use buses instead.
- I switched to public transportation.
- I had no need for it.
- I'm not a senior and I'm not disabled.
- I have access to a car.
- Because I have been walking and taking the bus.
- I've been sick.
- Mainly because I find it difficult getting to the people. They don't speak English.
- Because I haven't needed it.
- As I told you, I applied, but I was denied.
- My neighbor has driven me.
- It's not convenient. The experience took three hours.
- I just got the card.
- I don't know.
- I have my own transportation now.
- Because right now I am able to drive.
- I've been just fair health wise; I can't get around very well.
- I've just been taking the bus.



- I've been catching the bus.
- Because I use the other service. I think it's called city ride.
- Because my driver takes me to my doctor's and dentist appointments.
- They won't transport my power chair.
- Because I have a car.
- The appointments are local, and I take the MTA.
- Access is just for emergency situations. I usually have a family member that takes me to my doctor's appointments. Access is just...I joined it just for emergency situations, for if I don't have a ride or if family members are unable to take me. I can always use Access to take me to the doctor's or wherever I need to go.
- Because my grandchildren are available.
- I have other forms of transportation.
- I've been getting rides from family. My daughter picks me up sometimes.
- My husband can drive and we just go to the market and my daughter can take me to the stores.
- Just because I have not had my ID and my daughter moved up north.
- Because myself or my wife would drive me to the appointments.
- I have an application, but have not filled it out and signed up yet.
- I'm afraid to walk around in public, so I don't like going out in public.
- I have my card, but I have not used the service yet.
- Because my husband is ill and in a hospital bed here at home and we haven't had time to do anything.
- Because I was waiting on my ID card.
- Because I take the bus.
- Because I just got my card.
- I have someone to pick up my medication.
- Because a person figured out that I am not eligible to pay the wealth by myself. I say that I am and they say that I am not. I feel like I can, but they say I can't. They are overprotective.
- There's not any particular reason.
- Because I just got my card.
- Because I have an Access card, but I don't use them.
- I was isolating myself; I didn't want to go out.
- I don't know.
- I have other available transport.
- I don't need it. I am retired and I can walk to the gym or any places close to my home.
- My son has been able to take me.
- I don't have the money to pay for it.
- I moved to Long Beach. There are too many passengers in the car and it took too long to get to my appointments.
- Because Metro is more convenient. The Metro bus system is faster and more convenient.
- I'm driving myself.
- I don't know.
- They make me show my birth certificate for my daughter.
- Because I have my own car that I drive.
- I just don't have any reason to go anywhere.
- I have someone to pick me up.
- Because I just signed up with the service.
- Because they won't come pick me up at home, but on the street.
- Somebody has been driving me.
- Because I have been sick in the hospital.
- Because I didn't have enough money.
- It costs too much. They charge you too much.



- I just haven't.
- I'm not going anywhere at night.
- It is too hard to use.
- I couldn't afford the fare.
- Because where I live, it's right by a bus that I can just get on.
- We don't get out much.
- My care provider takes me to the doctor's and other appointments.
- There's a lot of time involved. Sometimes you have to make an appointment sometimes an hour before you need to. It just takes more time than you really have.
- I've been waiting on my card for almost two months now. I went to my apartment, and they're supposed to be sending it in the mail; it should be coming any day.
- I just signed up for it 3 months ago.
- Because I have been sick and I have been sick a lot in the past six months.
- I don't use them that service, I don't get around much anymore.
- We haven't needed it. Someone is here to help me with a car. My husband has lost use of his legs and can't use his electric chair with Access.
- I had no place to go, I used Metro.
- Don't wanna try.
- I didn't qualify for it, for the purpose that I just mentioned.
- I send the money order and they didn't send the card at all. I'm mad about it because I use that to go places
- I use it for, it's my bus pass. I use it to get on the bus.
- I only get the service at night free. I don't need to get any where too fast. I can just walk. The phones are too hard to use. They are just way too hard to use.
- My medical plan provides transportation.
- They won't give me membership because they said you have to be really sick and be after 65.
- I, you know I hardly ever use it so I don't think about them.
- I couldn't because I couldn't be far away with the problem I have and I need someone with me.
- Umm because it costs money they and I don't have it.
- Because I choose not to. I'm not favorable toward the curb to curb service.
- Because I have got a ride because my daughter takes me to my doctor's.
- I just registered for me and for my husband.
- I haven't gone far, I use dial-a-ride.
- None.
- I haven't had the need.
- I just haven't been going to the doctor.
- I have been catching the bus. I just got Access this month and I don't have a doctor appointment until next month.
- Uh, because uh, my friend was picking me up and dropping me off.
- Because I've been walking riding riding the bus or taking my bike.
- I've been in the hospital off and on.
- Just cause I have moved to San Diego nine months ago.
- Because the bus takes me where I wanna go.
- My folks take me around usually.
- My daughter takes me.
- I don't know.
- Because I never need to go anywhere.
- I was in the hospital.
- They didn't provide door to door service at the place I was at that particular time, location service area.
- You got to pay when you call them to come get you.



- I haven't needed them. I have an errand person that shops for me and a friend that takes me to and from doctors, and when my son's down he does anything I need.
- Because I have no need to go anywhere far away nor do I have any money.
- Because I use medical transport I've been ill.
- I haven't needed to.
- I have no where to go.
- The only reason is because I now have the use of my own car more convenient I have a caregiver she takes me where I need to go.
- Well, I just call my agency and I get a driver that way. I get a driver through the agency I deal with.
- I haven't had any doctors appointments outside of my vicinity.
- I drove the car instead.
- Because they are not reliable, lousy stinking service.
- I don't know.
- Well my doctor is right up the street so I just get my access pass and go.
- Because all the doctor's appointments are Access are Metro are close to my home doctors or take the Metro least to transport me to my doctor.
- I have used the bus and the red line with my Access pass. Because I didn't get any information from them to take me to the doctors office and to the grocery store, I have not received that. The only thing I have used it is for taking the bus and the red line/They haven't sent me anything for me to qualify for it. I used it one time, I asked if they could take me to the airport, one lady said yes but then got into trouble and almost lost my pass because they said the pass is only for the bus or the red line.
- I never used Access.
- I've had a counselor who takes me to locations.
- I've been using the insurance company. LA Care takes me to the hospital.
- No.
- No.
- I don't understand.
- Because they take me back and forth in the van with Access services.
- Because I live in Phoenix Arizona.
- Because I found another way to go I either use dial a ride or use a bus or pay a friend to drive me.
- Because they haven't brought me back.
- Because I can't walk.
- I just take the metro bus.
- Because I've been driving in my car.
- I was in the hospital all last year pretty much.
- I am told I am eligible but not looked into it.
- I'm going to start using it next week because my neighbors take it all the time.
- I use the bus, I'm close to the bus stop and I have a friend that goes with me.
- Because there was no reason for me to go anywhere, because I don't go about. I don't go to the mall I don't go anywhere, I only go to the eye doctor and the nurse sends a car to take me and if I want to go to the family doctor my son he takes me, so I don't go about much.
- I'm a student at the school I don't use it I just have someone take me.
- Uh... I drove.
- Well I haven't needed a lot.
- Because I've only had the card for a week.
- Because you have to call the day before and I don't it. No.
- Because I don't have a reason to.
- Because a family member gave me the ride when I needed it.



- Because I have a car, and I use it for grocery shopping, that's mostly all I need. I take dial-a-ride because it gets me to church, sometimes I walk but one of my legs is shorter than the other.
- I signed up and then I fell and broke my hip and I wasn't in my home for several months.
- I have more convenient forms of travel.
- My friends are helping me and another reason is my immune system is compromised so I have to be very careful. If anyone has a cold or leaving germs I get sick, I've been hospitalized 14 times last year. I pick up everything so public transportation is not very good for me. My autoimmune system is compromised.
- I drive my own car.
- Somebody in the assisted living will drive me.
- I got transportation, my son takes me.
- Because it's not necessary.
- Because I just signed up.
- I never had nowhere to go.
- I finished school.
- Because I was able to walk that is for wheelchair I don't have one.
- No.
- Homebound.
- I'm in a union pass down LA.
- Because I have a care provider.
- My wife drives me or I drive me.
- I don't think Access comes around here. I'm not sure.
- Because I haven't had to go to my doctor's appointments yet.
- Because at the moment I have someone else that takes.
- I've been real busy around here.
- I just didn't need to use it.
- I have the bus, only the bus. Because I am close to the doctor, close to the market, close to church. So I use only the bus, not the Access bus.
- Because I was in bed so I didn't go places.
- I'm not eligible.
- Because I use the public service.
- I don't know.
- Because they only let me use it if I'm going further than so many miles.
- I'm waiting to be approved.
- Uh I didn't have an auto at the time./ No. /That's it for me.
- I have trouble standing and waiting for the ride to come. I can only stand or wait for the most at 15 minutes.
- I don't go too far.
- Because I got a car.
- I have to make an appointment first and plan to do that.
- Because I just got it.
- Because I have a new company that takes me to the therapy and the doctor my social security pays for it.
- My husband has been willing to drive everywhere I need to go I have people and friends who drive me.
- The fare is cheaper to use the bus.
- I take the bus.
- Convenience.
- I have been getting rides.
- They're a bunch of idiots, they don't take you back, they drop you off and leave you there and don't get you back, they don't hire people who know where they are.



- Because I'm in a program that they provide me transportation to go. I have a primary doctor in one place, but when I need a specialist, they provide me transportation.
- I just got my card with my picture on it for this year.
- Friends or family members take me sometimes.
- Well, like I said, I'm going to try it again. It just seems like - well, I've been busy and haven't had time to check them out.
- Because I have a keeper, someone who comes and takes me in her car wherever I want to go. Like on Saturday and Sunday, I don't have nobody, so I will go on the bus or in the taxi.
- I don't know, because I have a caregiver that takes me where I need to go.