

Customer
Satisfaction
Survey &
COVID Study

Access-A-Ride
Paratransit
Survey Results

November 2021

Fall 2021

Customers Count

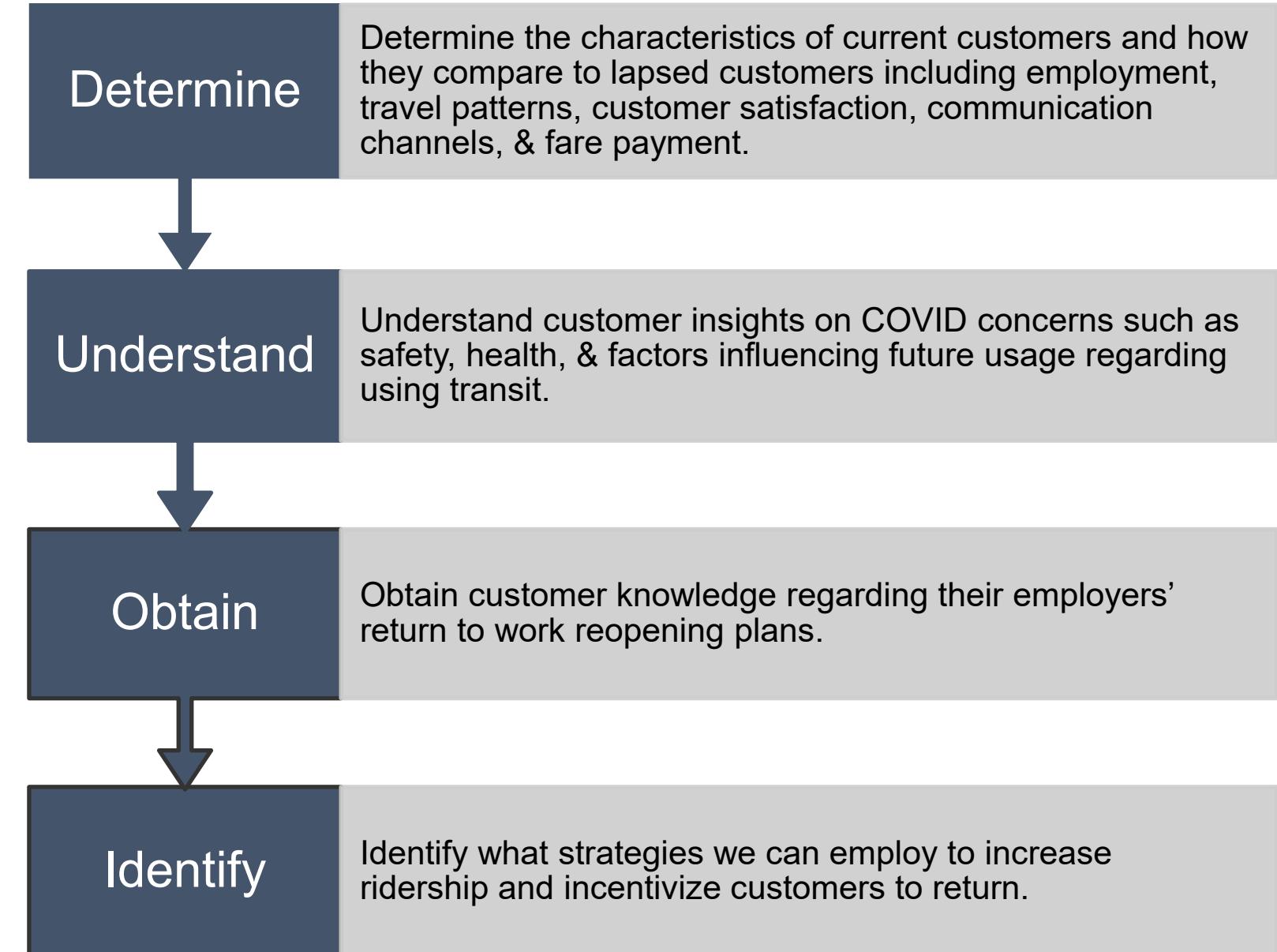


Customers Count Executive Summary

- When considering their most frequent trip purpose, 66% of customers cited a trip to a medical or mental health clinic, office, or facility. Work as a primary purpose was reported by 15% of customers.
- More than three-quarters (78%) of customers book their trips by telephone. 13% use the MYmta app, and 9% use the AAR website.
- 73% of AAR customers reported they used an alternative mode instead of AAR for trips they made by AAR before COVID. Among customers who used alternative modes, 33% used for hire vehicles, 22% used local buses, 19% were passengers in a personal vehicle, and 17% used the subway.



Research Objectives



Research Methodology

- Conducted an online survey of current and lapsed customers that launched on September 20, 2021 and remained open through October 4, 2021.
- Obtained an excellent response rate with 3,704 valid responses, of which 3,548 responses were current, and 156 were lapsed.
- Data was weighted to represent the race, ethnicity and annual household incomes of our customers.
- The margin of error for the total sample is about 2% at the 95% confidence level.

Employer Plans to Reopen Work Location

Employer reopening?	Current Customers
Yes, plans on opening work locations	5%
No, but plans on reopening at another location in NY Metropolitan area	2%
No, but plans on reopening outside NY Metropolitan area	1%
No, does not plan on reopening/business closed	2%
My business never closed/is currently opened	89%
Don't know	1%



Telecommuting Among Current Customers

How often do you work from home?	Pre-COVID	Present
All the time	12%	22%
Usually	5%	12%
Sometimes	15%	18%
Rarely	12%	9%
Never	57%	40%

Trip Purpose

Trip purpose	Current Customers
Medical or mental health clinic, office, or facility	66%
Work	15%
Home of friend or relative	7%
Other	5%
Store, retail establishment, shopping center, restaurant, café, bar, or club	5%
Religious institution, community center, or senior center	3%
School	1%
Entertainment venue, cultural institution, or library	1%
Park, outdoor space, gym, or recreation facility	1%



Time of Day Usage

What time does your trip start?	Current Customers
6:30am to 9:30am	44%
9:30am to 3:30pm	45%
3:30pm to 8:00pm	2%
8:00pm to 12:00am	1%
12:00am to 6:30am	7%



Vehicle Type and Booking/Managing Trips

What type of vehicle have you ridden in?*	Current Customers
A blue-and-white Access-A-Ride van or MV-1	46%
A yellow or green taxi booked through AAR advance reservations or EBS	52%
A For-Hire-Vehicle booked through AAR advance reservations or EBS	53%

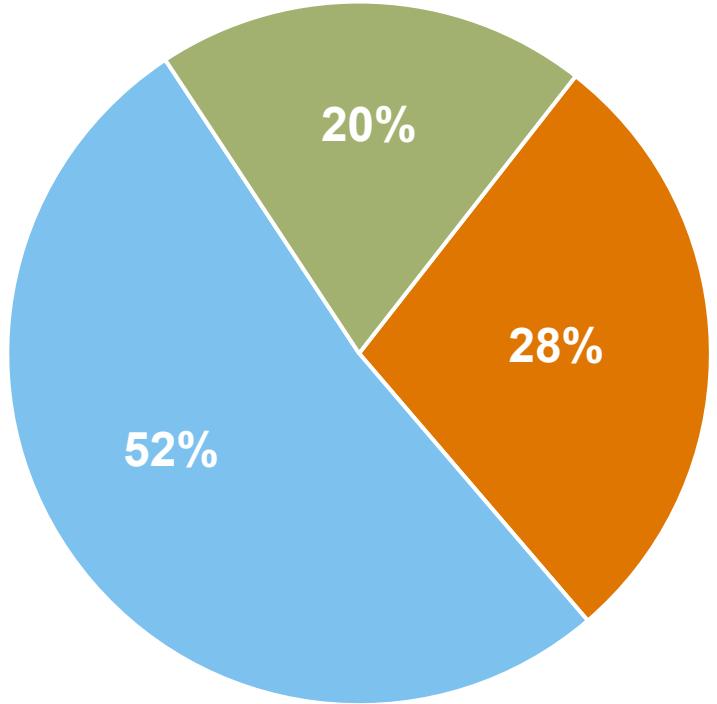
How do you usually book or manage your trips?	Current Customers
Telephone	78%
MYmta app	13%
AAR website	9%

*Multiple responses allowed so may add up to more than 100%.



Current Customers: Reasons for Using AAR Less

- Riding less than before COVID
- Riding the same as before COVID
- Riding more than before COVID



Reasons for riding less*	Current Customers
Change in my health	30%
Working from home	21%
Retired	19%
Lifestyle change	16%
Non-work destinations are closed	12%
Using a different mode	9%
Unemployed	7%
Moved to a different residence	2%
Furloughed	1%
Different work location	1%
Change of jobs	1%
Other	26%

*Multiple responses allowed so may add up to more than 100%.

Reasons for Using a Different Mode Among those Using AAR Less

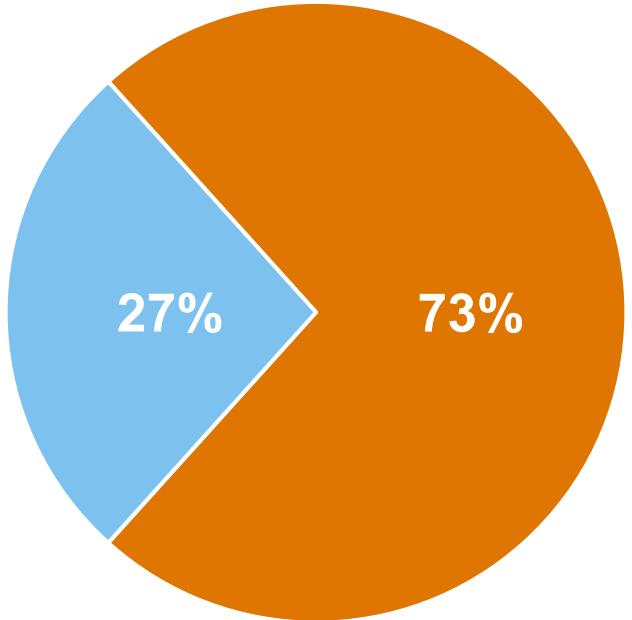
Why are you using a different mode?*	Current Customers
Concerns about COVID	53%
Access-A-Ride Paratransit takes longer	53%
Access-A-Ride Paratransit is not reliable	50%
Unable to social distance using Access-A-Ride Paratransit	43%
Access-A-Ride Paratransit vehicles are not clean	18%
I do not feel safe from crime and harassment when using Access-A-Ride Paratransit	14%
Access-A-Ride Paratransit is more expensive	4%

*Multiple responses allowed so may add up to more than 100%.



Alternative Modes Used for Trips Made by AAR before COVID

- Have used alternative modes(s)
- Have not used alternative modes(s)



*Multiple responses allowed so may add up to more than 100%.

Which mode(s) have you been using?*	Current Customers
For hire vehicle	33%
Local, limited, or SBS bus	22%
Passenger in personal vehicle	19%
Subway	17%
Walk	12%
Personal vehicle as driver	11%
Other	7%
Express bus	6%
Other bus or jitney	4%
Long Island Rail Road	3%
Ferry	2%
Metro-North Railroad	2%
Driver of rented/borrowed personal vehicle	1%
Bicycle or scooter	1%
Staten Island Railway	1%
Other train or light-rail	1%
Tramway	<1%

Access-A-Ride Customer Key Drivers



Key Take-aways

- A large majority of employed customers work in locations that never closed or have already reopened (89%).
- Before COVID, only 17% of customers teleworked all or most of the time. In Fall 2021, twice as many (34%) reported teleworking all or most of the time.
- When considering their most frequent trip purpose, 66% of customers cited a trip to a medical or mental health clinic, office, or facility. Work as a primary purpose was reported by 15% of customers.
- More than three-quarters (78%) of customers book their trips by telephone. 13% use the MYmta app, and 9% use the AAR website.
- 28% used AAR less often than before COVID. Of those, 30% indicated a change in health, 21% indicated working from home, and 9% indicated they used an alternative mode as reasons. Among customers using alternative modes, 53% indicated concerns about COVID, 53% indicated that AAR takes longer, and 50% indicated AAR was not reliable as reasons.

Key Take-aways

- 73% of AAR customers reported they used an alternative mode instead of AAR for trips they made by AAR before COVID. Among customers who used alternative modes, 33% used for hire vehicles, 22% used local buses, 19% were passengers in a personal vehicle, and 17% used the subway.