

Harry Kim
Mayor



Brenda Carreira
Administrator

County of Hawai'i
Mass Transit Agency

25 Aupuni Street • Hilo, Hawai'i 96720 • (808) 961-8343 • Fax (808) 961-8745

September 21, 2020

To: Shared Ride Taxi Program Rider
From: Tiffany Kai, Program Manager
Subject: Shared Ride Taxi Consumer Satisfaction Survey

Aloha;

Enclosed for your review and completion is the Hele-On Shared Ride Taxi Consumer Satisfaction Survey. Mass Transit would like to gain your feedback on the services that is provided to you as we continue to monitor the program.

The survey is an important facet of the program to ensure services are delivered in a friendly, safe, and efficient manner. Also included in the survey are demographic informational questions. This will help us improve services and make any necessary changes to the program.

We ask that you take the time to complete the survey. Your name will not be tied to the survey you submit and individual responses will not be made public. Mass Transit will compile the results of the survey and share the information with you and the general public.

You may mail, email, fax or drop off your survey (information provided on the survey). Please submit your survey by 10/15/2020. Should you have any questions, please contact me at 961-8744.

Mahalo.

Enclosures: Shared Ride Taxi Consumer Satisfaction Survey

County of Hawaii
Mass Transit Agency
Shared Ride Taxi Consumer Satisfaction Survey

Please complete by answering each question in the space provided or circle your answer.

1. What is your zip code?

2. How often do you use the Shared Ride Taxi service?

Daily or almost daily 4 or more times per week 1 – 3 times per week
4 or more times per month 1 – 3 times per month
once or twice during the last 3 months

3. What is your PRIMARY reason for using the Shared Ride Taxi service?

Work School Medical Leisure/Recreation Shopping

4. What is your age?

55 & above 45 – 54 years old 35 – 44 years old
25 – 34 years old 18 - 24 years old Less than 18 years old

5. Race?

Asian Pacific Islander/Hawaiian Hispanic/Latino/Spanish
White/Caucasian African American/Black American Indian/Alaska Native
Two or more races

6. Gender?

Male Female

7. Are you a person who does not speak English well?

Yes No

8. What is your primary language spoken at home?

English Spanish Ilocano/Tagalog Pohnpei/chuukese
Japanese Chinese Korean

9. Including you, how many people live in this household?

1 – 2 person 3 – 5 persons 6 or more

10. Approximately what is your total annual family income before taxes?

Less than \$10,000 \$10,000 to less than \$20,000 \$20,000 to less than \$30,000
\$30,000 to less than \$40,000 \$40,000 or more Rather not say

11. Do you use a mobility device (wheelchair, walkers, canes, etc.)?

Yes No

12. Do you require the use of an ADA vehicle?

Yes No

13. Do you require a service animal?

Yes No

14. Do you require the use of a Personal Care Attendant?

Yes No Sometimes

15. Are you aware that rider pick-ups should be completed within one-half (1/2) hour of requested pick up time

Yes No

16. The Shared Ride vehicles pick me up within the scheduled pick up window.

Strongly disagree Somewhat disagree Neither agree or disagree
Somewhat agree Strongly agree

17. The Shared Ride Taxi can take me to the places I need to go.

Strongly disagree Somewhat disagree Neither disagree or agree
Somewhat agree Strongly agree

18. I can schedule a trip for the time I need to travel.

Strongly disagree Somewhat disagree Neither disagree or agree
Somewhat agree Strongly agree

19. Scheduling a trip is easy and convenient.

Strongly disagree Somewhat disagree Neither disagree or agree
Somewhat agree Strongly agree

20. The reservation agents are courteous.

Extremely courteous Somewhat courteous Neither courteous nor rude
Somewhat rude Extremely rude.

21. The reservationist takes the reservation(s) accurately.

All the time Most of the time Sometimes Almost never Never

22. I feel safe when boarding and riding the Shared Ride Taxi vehicles.

Strongly disagree Somewhat disagree Neither disagree or agree
Somewhat agree Strongly agree

23. Shared Ride Taxi vehicles are clean and in proper working order, including it's components.

Strongly disagree Somewhat disagree Neither disagree or agree
Somewhat agree Strongly agree

24. The drivers are friendly and helpful.

Strongly disagree Somewhat disagree Neither disagree or agree
Somewhat agree Strongly agree

25. If you use a mobility device, does the taxi driver secure your mobility device?

Yes No

26. Drivers operate the vehicles or drive safely.

Strongly disagree Somewhat disagree Neither disagree or agree
Somewhat agree Strongly agree

27. Have you called the Mass Transit Agency in the last 6 months to file a complaint?

Yes No

28. If yes, how was the service and was the issue resolved?

Extremely satisfied Somewhat satisfied Neither satisfied nor dissatisfied
Somewhat dissatisfied Extremely dissatisfied.

29. How satisfied are you with the overall performance of the Shared Ride Taxi program?

Extremely satisfied Somewhat satisfied Neither satisfied nor dissatisfied
Somewhat dissatisfied Extremely dissatisfied.

30. How do you obtain your Shared Ride Taxi Coupons?

Mail Mo'ohau Bus Terminal

31. What shared ride taxi company do you use and why? Circle all that apply

Ace One

Daniel's

Kwiki

Marhysa's

32. What method works best for you in receiving information regarding updates and changes to the program?

Website

Hard Copies disbursed from Mo'oheau Bus Terminal

Mail w/coupon order

33. Please let us know how our services can be improved

34. Is there anything else you would like to comment on or share with any of our Shared Ride Taxi team?

Drivers: _____

Call Center: _____

Mass Transit Program Manager: _____

Thank you for your time. If you have any questions while completing this survey, please contact Tiffany Kai at 808-961-8744.

Please complete only one survey and return by 10/15/2020 to:

Mail: Mass Transit Agency
Program Manager
25 Aupuni Street
Hilo, HI 96720

Drop Off: Mo'oheau Bus Terminal
Email: tiffany.kai@hawaiicounty.gov
Fax: (808) 961-8343