

# **Transportation Needs Survey**



**Survey Date: December 2004**

## **M.O.V.E Mobility Opportunities for Vital Employment**

**Conducted by:  
Napa County Transportation Planning Agency**

**Tabulated and Analyzed by:  
Go West Communications**

**Funded by:  
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## INTRODUCTION

This report details the findings of a survey administered in December 2004 to key personnel at social service agencies and businesses whose clients or employees are disabled. In total, 62 surveys were mailed out and 26 completed questionnaires were collected and tabulated.

Key objectives of the survey include:

- Identify which modes of transportation people with disabilities use most.
- Identify gaps in transportation service and transportation challenges for people with disabilities in Napa County.
- Solicit suggestions for improvement and identify positives about transportation service.
- Use the key findings from the research as the basis for improving service to meet the needs of people with disabilities.

This report includes an Executive Overview, which highlights the most salient results, followed by a Detailed Results section that provides data on each question asked in the survey.

## METHODOLOGY

The survey was conducted as a self-administered questionnaire distributed to key personal at social service agencies and businesses whose clients have disabilities. Surveys were mailed and distributed in December 2004 and returned to NCTPA offices for forwarding to Go West Communications office. Editing, coding and inputting were done by Go West once the questionnaires were returned. Questions regarding the tabulation of this report may be directed to Go West Communications at 408-842-9822.

This survey is “non-random” in nature. The findings will be considered directionally accurate and not statistically exact. The data should be used to look for trends rather than for statistically significant data. Please note that the percentages included in this report may not add to 100% due to statistical rounding.

# EXECUTIVE OVERVIEW

## Gaps/Challenges in Transportation Service

- The VINE received the most feedback with regard to gaps or challenges. The number one issue is the schedule (50%) and hours of operation (42%) is a close second. In third, was “route not close to destination” and bus frequency (38% each). This was consistent with the comments made. The respondents asked for additional service, especially evenings and Sundays. There were also suggestions for service to meet needs of Napa State Hospital/Veteran’s Home employees and college students. Overall, people wanted more frequency or better routes to decrease wait times.
- For VINE Go the biggest issues were scheduling (30%) and reliability (23%). This became even clearer in the comment section. Respondents didn’t seem to have a good impression of VINE Go because dependability and reliability were reoccurring themes. In addition, scheduling a ride seemed to be difficult or too time consuming. They asked for a better scheduling system to allow for cancellations and daily usage.
- The biggest issues for Taxi service are cost/fares (27%) and reliability (19%).
- A reoccurring suggestion for overall improvement was training – sensitivity and customer service training and language skills training (Spanish, sign language, use of universal pictures) for drivers.
- On a positive note, respondents were generally very appreciative of the friendly drivers and staff and NCTPA’s accommodating style.

## Profile Information

- The largest group of respondents represented social service providers (23%), with government agencies, day programs and living centers (each 15%) rounding out the majority. The overwhelming majority of respondents were from agencies in Napa (81%).
- The most significant answer to the “principal mode of transportation” question was the VINE bus. Twenty-three of the 26 respondents indicated that the VINE was one of the modes for their clients – 29% use the VINE, followed by car/van driven by the disabled client (25%). Surprisingly, walking (17%) ranked higher than VINE Go (14%), while Taxicab (7%) ranked last.

## Marketing Recommendations

- While this survey primarily dealt with operational issues that need to be addressed, the issues still have marketing ramifications. When progress is made in bridging any of the gaps it should be communicated to the public either via public relations tools (press releases, press conference, etc.) or advertising (newspaper campaign, interior bus cards, etc.). Transit's overall image in Napa Valley needs to be continually guided in a positive direction.
- Continue to provide written communications (maps, brochures, etc.) in Spanish when possible. If budget permits, develop simple flash cards to help drivers communicate in Spanish and with the hearing impaired.
- An overall transit message of connectivity should continue to be communicated. This overall message should educate the public about other services (VINE, Calistoga HandyVan, St. Helena VINE Shuttle, Yountville Shuttle, American Canyon Transit, the Trolley, VINE Go, Lake Transit and Santa Rosa service), connectivity to those services and improve the image of NCTPA.
- Transit Ambassadors and public outreach efforts should be used to help educate potential riders as well as people who work with potential riders about services, connectivity and transfers. For example, a respondent suggested providing weekly training sessions on how to ride the bus. This person obviously does not know about the Transit Ambassador program. Community outreach can improve the system's image with current riders as well as draw in new riders.

## Profile Information

- The largest group of respondents represented social service providers (23%), with government agencies, day programs and living centers (each 15%) rounding out the majority. Respondents from rehabilitation/occupational centers totaled 12%, while for-profit business (8%) and school/training center (4%) were also represented. Non-profit agency (not specified) and family resource center (each 4%) were written into the “other” box to complete the respondent profile.
- The overwhelming majority of respondents were from agencies in Napa (81%). Only one respondent was recorded for each of the following: Yountville, St. Helena, Unincorporated Napa County and all locations (written in for “other”).
- The “Principal mode of transportation” question asked respondents to break down modes by percentages. As a result, the percentages were totaled for each mode and divided by the number of responses for that mode. The top mode – state vehicles driven by state employees – was 100% because only one respondent gave that answer and provided the percentage figure. The same is true for all the modes written in under “other.” On the other hand, the VINE bus had the most responses with 23 of the 26 respondents indicating that the VINE was one of the modes for their clients – 29% use the VINE, followed by car/van driven by disabled client (25%). Surprisingly, walking (17%) ranked higher than VINE Go (14%), while Taxicab (7%) ranked last.

<b>Agency Type</b>	
	Total % (base 26)
Social Service Provider	23
Government	15
Day Program	15
Living Center	15
Rehabilitation, Occupational Center	12
For-Profit Business	8
School, Training Center	4
<u>Other</u>	
Non-Profit Agency (not specified)	4
Family Resource Center	4

<b>Agency Location</b>	
	Total % (base 26)
Napa	81
Yountville	4
St. Helena	4
County Unincorporated	4
All Locations	4
No Answer	4
American Canyon	0
Calistoga	0
Out of Napa County	0

<b>Principal Mode of Clients</b>	
	Total % (base 26)
Other: State vehicles driven by state employees	100
Other: Commercial Can Provider	75
Other agency vehicle	37
Other: School District Bus	30
VINE Transit Bus (local)	29
Car/van driven by disabled client	25
Other: Vallejo Transit	25
Agency operated vehicle	24
Car/van driven by friend or family of disabled client	22
VINE Transit (regional)	21
Walk	17
VINE Go	14
Bike, scooter, or moped	9
Taxicab	7
<i>Note: "Other" answers only had one response each making the percentage applicable to one respondent.</i>	

## Gaps in Transit Service

- The VINE received the most feedback with regard to challenges. The number one issue is the schedule (50%) and hours of operation (42%) is a close second. In third, was “route not close to destination” and bus frequency (38% each).
- Respondents said scheduling VINE Go was most problematic (30%) and reliability (23%) was also a concern with this paratransit service.
- The biggest issues with Taxi service are cost/fares (27%) and reliability (19%).
- Few (2) commented on Trolley service – 4% said comfort and safety were the most significant gaps.
- While some respondents marked issues in the “other” category, only one identified the “other” transportation service. It was Angell’s Transportation and the one respondent said scheduling was the most significant challenge for this service.

<b>Gaps in Service - VINE</b>	
	Total % (base 26)
Schedule	50
Hours of operation	42
Route not close to destination	38
Bus Frequency	38
Routing	30
How to ride/use the system	30
Route not close to home	27
Accessible Bus Stops	19
Cleanliness	15
Driver Customer Service	12
Comfort	12
Safety	12
On Bus Environment	12
Cost/Fares	8
Reliability	8
Other: Capacity for Wheelchairs	4
Office Staff Customer Service	N/A
Bus Capacity	N/A
<i>Note: N/A = no answer</i>	

<b>Gaps in Service – VINE Go</b>	
	Total % (base 26)
Schedule	30
Reliability	23
Hours of operation	12
Bus Frequency	12
Route not close to destination	8
How to ride/use the system	8
Routing	4
Route not close to home	4
Driver Customer Service	4
Cost/Fares	4
Bus Capacity	4
Accessible Bus Stops	4
Other: Getting scheduled w/ service	4
Other: ADAs	4
Office Staff Customer Service	N/A
Comfort	N/A
Safety	N/A
Cleanliness	N/A
On Bus Environment	N/A
<i>Note: N/A = no answer</i>	

<b>Gaps in Service – Taxis</b>	
	Total % (base 26)
Cost/Fares	27
Reliability	19
Safety	8
Cleanliness	8
Schedule	4
Hours of operation	4
How to ride/use the system	4
Office Staff Customer Service	4
Frequency	N/A
Route not close to destination	N/A
Routing	N/A
Route not close to home	N/A
Driver Customer Service	N/A
Capacity	N/A
Accessible Stops	N/A
Comfort	N/A
In Cab Environment	N/A
<i>Note: N/A = no answer</i>	

<b>Gaps in Service – Other: Trolley</b>	
	Total % (base 26)
Comfort	4
Safety	4
Schedule	N/A
Reliability	N/A
Hours of operation	N/A
Bus Frequency	N/A
Route not close to destination	N/A
How to ride/use the system	N/A
Routing	N/A
Route not close to home	N/A
Driver Customer Service	N/A
Cost/Fares	N/A
Bus Capacity	N/A
Accessible Bus Stops	N/A
Office Staff Customer Service	N/A
Cleanliness	N/A
On Bus Environment	N/A
<i>Note: N/A = no answer</i>	

<b>Gaps in Service – Other: Angell's Transportation</b>	
	Total % (base 26)
Schedule	4
Comfort	N/A
Safety	N/A
Reliability	N/A
Hours of operation	N/A
Bus Frequency	N/A
Route not close to destination	N/A
How to ride/use the system	N/A
Routing	N/A
Route not close to home	N/A
Driver Customer Service	N/A
Cost/Fares	N/A
Bus Capacity	N/A
Accessible Bus Stops	N/A
Office Staff Customer Service	N/A
Cleanliness	N/A
On Bus Environment	N/A
<i>Note: N/A = no answer</i>	

## Volunteered Comments/Suggestions for Gaps in Service

- A reoccurring suggestion for improvement was training – sensitivity and customer service training and language training (Spanish, sign language, use of universal pictures) for drivers.
- The respondents also asked for additional service, especially evenings and Sundays. There were also suggestions for service to meet needs of Napa State Hospital/Veteran’s Home employees and college students. Overall, people wanted more frequency or better routes to decrease wait times.
- Respondents don’t seem to have a good impression of VINE Go. Dependability/reliability is an issue for VINE Go that didn’t show up for other services. In addition, scheduling rides seemed to be difficult or too time consuming. They asked for a better scheduling system to allow for cancellations and daily service.
- There were other suggestions made but weren’t repeated much by other respondents. They included:
  - Capacity is an issue in general for VINE Go and especially for wheelchairs on the VINE.
  - Fire extinguishers should be easily accessible and free of clutter.
  - Seat belts should be available for everyone.
  - Driver retention.
  - Better bus stop locations for Vine Village and North Bay Regional Center.
  - Participation in the RTC Card program
- On a positive note, respondents were generally very appreciative of the friendly drivers and staff and NCTPA’s accommodating style.

*See tables, on the following page, for specific comments. Also included is a table of contact information provided by respondents.*

**Are there improvements or suggestions to the Napa Valley transportation service(s) that you would like to make?**

*Training for drivers in disability awareness, incident diffusion techniques, simple sign language or use of universal pictures for communication with customers. If a group were to be formed, like the Universal Access Workgroup that the Disability Navigator has attempted to do, the group could do a mystery shopper event and then bring that information back to the NV Transportation services for consideration and planning. The group might act as an ad hoc advisory group. This process may already be in place and this person may not have that knowledge.*

*Getting rides scheduled on VINE Go and getting ADAs notification. Capacity for VINE Go to meet needs for demand at peak times. Communication regarding cancellations.*

*Drivers are friendly and ready to help. However, there are problems assisting non-English speaking families with their routes.*

*For a one-hour appointment, by bus, it takes time to get there and back. It becomes a 3 to 4 hour [trip]. VINE Go too expensive and not reliable. Taxicab only if they have Taxi Scrip.*

*Buses running in the evening.*

*For the individuals we serve it is difficult for them to keep calling for a regular-prescript trip on the paratransit system. They need the ride on-going five days per week but having to call in is difficult. If possible it would be nice to have a bus stop at our Jamison Canon location (North Bay Regional Center).*

*Most buses can only take two wheelchairs. I have been aboard a bus when someone had to be left as there were already two chairs aboard. I would like the buses to be cleaner. Some of the staff could use some customer services skills. There should be more staff that speaks Spanish.*

- 1. Buses should be cleaned by vacuum instead of sweeping. Dust all over.*
- 2. Fire extinguishes should not be in a cabinet with things piled in front of it. Safety issue.*
- 3. Seat belts should be available to all passengers.*
- 4. Pay the drivers a good living wage. This is not nor should be a training program for drivers and then go somewhere else for a job.*

*Need VINE to fit needs of employees at Napa State Hospital/ Veterans Home. Large number ... use public transit. SEIU Local 1000 willing to run poll to find how many but need to arrive @ shift changes.*

*The bus stop situation is not convenient for our residents as to where they are picked up and dropped off. The schedule for some (most) of our residents means long wait times. (Vine Village Inc.)*

*Expand hours to all services. More accessibility to wheelchairs.*

*It would be nice for the bus system to run later into the evening. No one can work or take classes at the college after the hours. The routes could be better. It takes too long to take the bus from one end of town to the other.*

*In the past, I've heard that bus drivers are not always friendly or helpful. Clients often feel made fun of due to their paranoia and especially when riding with teenagers. Running buses later, so clients can take classes at the college.*

- 1. A Vine Go system that clients can depend on to get to work on time.*
- 2. Sunday and after hours VINE service*

3. *Better route coverage.*
4. *A faster system when multiple transfers are required*
5. *Shorter notice to schedule VINE Go*

*The Trolley has extremely hard seats and the bus jumps around a lot.  
Napa should join the RTC (Regional Transit Card) card program. Additional stops.  
Benches with canopy. Advertising local events. Advertisements changed weekly. Bus  
drivers with sensitivity training. Training workshops on riding the bus offered weekly.*

*What is the best way to handle a cancellation on VINE Go – phone, fax or email?*

*Notes: Multiples answers accepted.*

*Answers in italics were volunteered as comments.*

### **Is there anything about Napa Valley transportation service(s) that you especially like?**

*Willingness to support and provide for customers with challenges; willingness to listen and seek alternatives to improve services within the means they have at their disposal. Willingness to bring people together to discuss needs and try to fill those needs with out-of-the-box solutions.*

*Drivers! Office Staff!*

*VINE Transit reroutes a bus each week day morning to accommodate PSI's work schedule.*

*Routes cover the county.*

*Families have good things to say about your services. Thanks for all our good work.*

*I'm glad it is available even if most of my population doesn't need.*

*Our disabled employees have very few problems with transportation.*

*I have heard many times about how clean the buses are and friendly drivers.*

*The transit services have always been very accommodating to the individuals we serve. The training of proper bus etiquette was well received by one of the local agencies.*

*Bus service to Vallejo and Calistoga.*

*The VINE bus drivers are very nice and friendly.*

*We feel the attitude and enthusiasm of this consultant is most unusual these days. We appreciate assistance from NCTPA with potential grant program. It was done in a most helpful way. (Dr. D.M. Saloifa)*

*The helpfulness of VINE drivers, especially Rodney Gooch. He assists with route planning for students and makes suggestions for more effective use of the route system. NCTPA has made great strides in improvement of the valley transportation services. Keep up the good work!*

*The bus ambassadors have been very helpful. Bus pass system is invaluable for our low-income folks, as are taxi scripts.*

*Ambassador system.*

*The Trolley is beautiful!*

### **Contact Information**

<b>Name</b>	<b>Agency/Program</b>	<b>Phone</b>	<b>Email</b>
Kathy Beemer	CRI	258-0270	<a href="mailto:kbeemer@sonic.net">kbeemer@sonic.net</a>
George Blackstock		696-5706	
Chris Burns	N/A	253-2620	<a href="mailto:Chris@vallergas.com">Chris@vallergas.com</a>
Stephanie Cabral	Goodwill Industries of the Redwood Empire	258-8208	<a href="mailto:scabral@gire.org">scabral@gire.org</a>
K Calloway	Inclusion Grant @ Napa County H&HS	259-8317	<a href="mailto:kcallowa@co.napa.ca.us">kcallowa@co.napa.ca.us</a>
Robert Gapford*	DLC 281 SEIU Local 1000	227-5377	
Raeann Gooch	Specialized Vocational Services	253-3848	<a href="mailto:rgooch@nvusd.k12.ca.us">rgooch@nvusd.k12.ca.us</a>
Roberta Hagar	Job Connection – TEC	253-4291	<a href="mailto:rhagar@co.napa.ca.us">rhagar@co.napa.ca.us</a>
Margaret Lee	Private Psychotherapy Office	224-8661	<a href="mailto:themalee@aol.com">themalee@aol.com</a>
Kim Massen	North Bay Regional Center	569-2034	
Catherine Mahler	Matrix Parent Network	253-4750	<a href="mailto:cmahler@co.napa.ca.us">cmahler@co.napa.ca.us</a>
Carole McLain	TEC- Disability	253-6158	<a href="mailto:cmclain@co.napa.ca.us">cmclain@co.napa.ca.us</a>
Sue Morton	Napa Valley PSI	255-0177	
Sue Nahass	NUCH	251-1064	<a href="mailto:snahass@nuch.org">snahass@nuch.org</a>
Tina Newsome	Vine Village Inc.	255-4006	<a href="mailto:jollinews@aol.com">jollinews@aol.com</a>
Jim Pettis M.Ed.	Napa Calworks HHS	253-4648	
Wendi Piscia	Moving Forward	251-8603	<a href="mailto:wendip@moving-forward.org">wendip@moving-forward.org</a>
Celine Regalia	ADSNV	258-9087	<a href="mailto:cregales@hospiceofnapa.org">cregales@hospiceofnapa.org</a>
Dr. D.M. Salopez	Veterans Home	944-4933	<a href="mailto:Allied.council@cdva.ca.gov">Allied.council@cdva.ca.gov</a>
Katy Vanzant	Napa Valley Support Services	253-7466	<a href="mailto:kvanzant@sbcglobal.net">kvanzant@sbcglobal.net</a>
Lorrie Weeks	Progress Foundation	255-3711	
Doug Weir	Consumer	967-9636	
James R. Yankey	Napa State Hospital	253-5118	

*\*spelling uncertain*