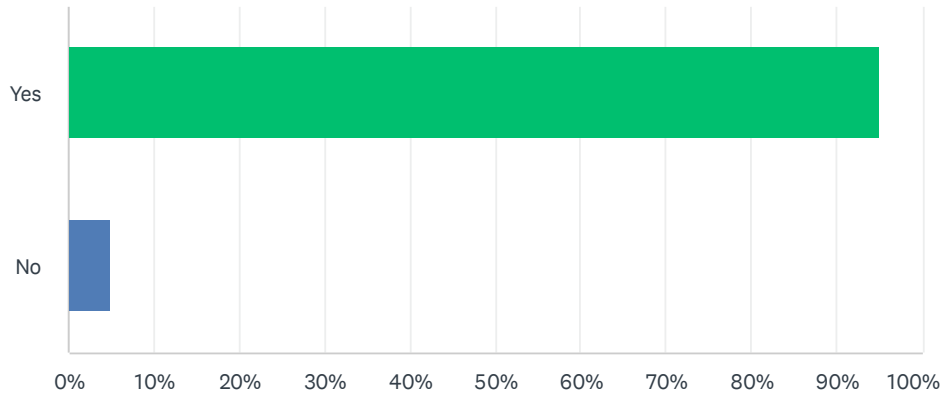


Q1 Did you receive Ride Now vouchers?

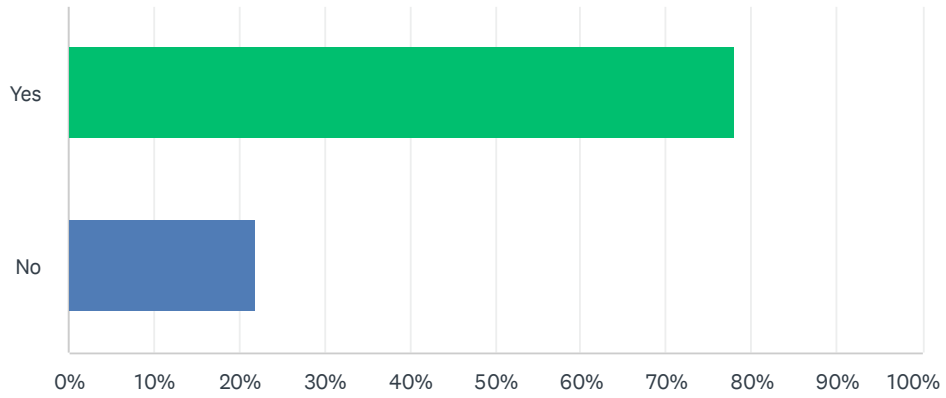
Answered: 184 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	95.11%	175
No	4.89%	9
TOTAL		184

Q2 Have you used any of your Ride Now vouchers?

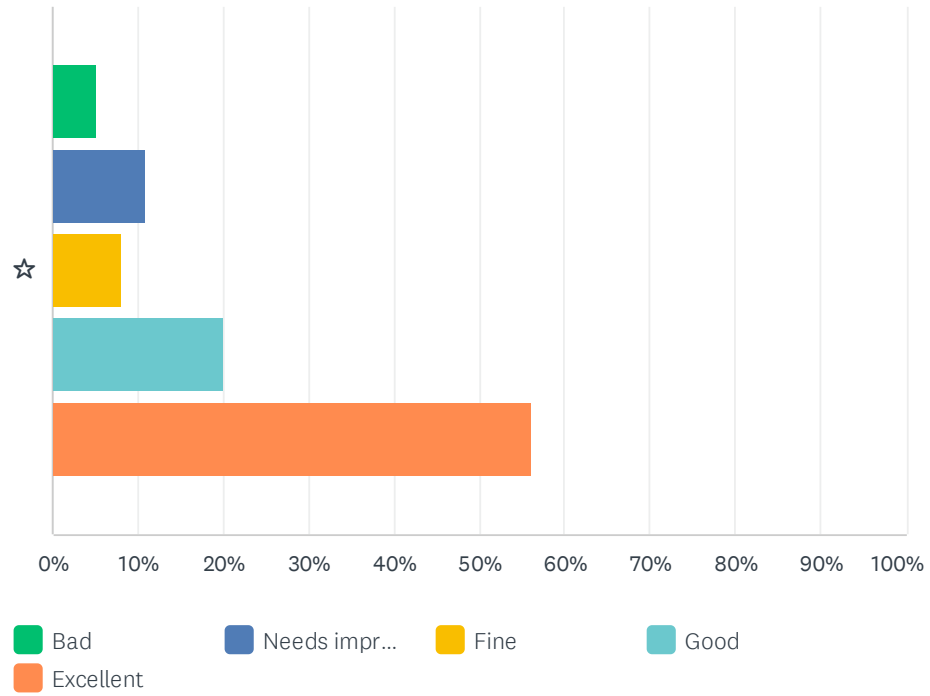
Answered: 183 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	78.14%	143
No	21.86%	40
TOTAL		183

Q3 How was your overall experience with Ride Now?

Answered: 175 Skipped: 11



	BAD	NEEDS IMPROVEMENT	FINE	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
☆	5.14% 9	10.86% 19	8.00% 14	20.00% 35	56.00% 98	175	4.11

Q4 Please tell us why you gave this rating

Answered: 90 Skipped: 8

Open-ended responses below from people who rated their experience 5 stars ("Excellent")

#	RESPONSES	DATE
1	The driver was very familiar with the program and accepted the vouchers readily. If I did texting, I would rate him highly.	7/28/2022 5:16 PM
2	For me it's a reliable service to get to my doctor. Appointments, since walking to a bus and riding one is too painful for me right now.	7/28/2022 5:01 PM
3	yellow cab is good ride I use for medical appointments help me financially	7/28/2022 4:56 PM
4	I am disable person and for me very good to use yellow cab	7/28/2022 4:47 PM
5	Vary nice person I am able get around Like to the storey	7/28/2022 4:26 PM
6	My caregiver said that it was a very nice ride & good conversation!	7/25/2022 4:05 PM
7	Although because of the current surge coupled with the dismantling of public health mandates fo masking, I have limited my outings in June for safety so I didn't use vouchers	7/25/2022 4:03 PM
8	Did not have to wait very long for a pick up or home ride	7/25/2022 3:38 PM
9	Easy to use - no money exchange - fee is consistent	7/25/2022 3:36 PM
10	The vouchers were seamlessly added to my Uber account and easy to use.	7/21/2022 9:35 AM
11	Uber drivers showed up quickly, were polite, the cars were clean and did not have any odors. Also, none of the drivers wore cologne.	7/20/2022 8:13 PM
12	Easy to utilize	7/18/2022 3:18 PM
13	It was easy to use. Actually my ride from Columbia City exceeded the voucher amount but that's not really a flaw.	7/18/2022 2:57 PM
14	Ride Now vouchers are very needed for older adults. Please make Ride Now a permanent service! Thank you!	7/18/2022 8:59 AM
15	Ride Now helped me alot to catch up with my doctors appointments in time, I usually use access Transpotion but they have very bad timing frame and they can make you late for your appointment I wish if the program can keep running and we can get more vouchers	7/17/2022 4:49 PM
16	It was very helpful to have these. I was able to pick up 100# of litter, and the driver even went out of his way to help me load it.	7/16/2022 12:07 PM
17	If you are seventy-four and suffer from immobility, degenerative spine disease, and cannot afford a car, then the vouchers are of needed importance.	7/16/2022 8:36 AM
18	After calling a car the speed is very fast, saving time and money, energy	7/15/2022 4:02 PM
19	So many reasons. I am using taxi script, no one wants to accept taxi script although they are contracted to do so; namely yellow cab. I was in tears and waited 3 hrs for a taxi at Safeway on 156th and Aurora, I had no money for anything else. I finally, in tears, took the cart all the way to 143rd and Aurora. These vouchers have changed my life! I don't think I need to say more. I have been using taxi script for years due to being disabled, that is not the only horror story I have so I can't thank you enough for this experience!	7/15/2022 2:34 PM
20	Really assisted me in doctor's appointments. I do not drive. I am disabled.	7/15/2022 12:02 PM
21	Not complaining; however my sha rent just went up \$26 a month, etc. I have only social security income so am very greatful for any and all transpoltation help as no longer have the strength to use Metro as I used to. Many thanks!	7/15/2022 7:29 AM
22	so so nice to have ride home from Dr appts after painful procedures and to train station with luggage and to bring heavy things home from the store. otherwise i have to pay much higher	7/15/2022 5:31 AM

Ride Now - Rider Feedback Form

prices online and my food stamps dont go as far. thanks for this program. I really hope it continues. i am senior and really appreciate the voucher.

23	Because I had the Ride Now vouchers, on the hottest day of the year so far, I was able to take a taxi home from a place that would have been two bus rides and a light rail jump away. I was beginning to succumb to heat exhaustion, so that ride may have kept me from ending up at the hospital! I could not have afforded the ride without the voucher. A potential life-saver!	7/14/2022 9:38 PM
24	Ease of use	7/14/2022 9:00 PM
25	it was simple and quick and trustworthy.	7/14/2022 7:28 PM
26	Easy to con next and get rides. Low cost and convenient	7/14/2022 7:18 PM
27	Rep was very kind and supportive	7/14/2022 5:44 PM
28	This was a wonderful program! As a disabled senior, on a tight budget knowing that there was paid-for transportation made me feel less stressed about getting around. Thank you!	7/14/2022 5:18 PM
29	This was a wonderful program! As a disabled senior, on a tight budget knowing that there was paid-for transportation made me feel less stressed about getting around. Thank you!	7/14/2022 5:17 PM
30	We would use vouchers in the future. Please do more vouchers--people with disabilities are often on a low fixed income and UBER is so expensive.	7/14/2022 5:09 PM
31	coordinated with my lift app very well and the voucher was very useful for timely arrivals and ability to use voucher in inclement weather ie- instead of waiting for the bus in the pouring rain . a 15 minute ride compared to 1 hr on the bus to arrive at dr appointment. thank you!	7/14/2022 4:50 PM
32	Significantly helped with necessities.	7/14/2022 4:23 PM
33	Easy to use and very helpful when needed transportation to physical therapy appointments.	7/14/2022 4:03 PM
34	It helped me get to extremely important appointments and was easy because the vouchers applied automatically	7/14/2022 3:37 PM
35	This was a rare and wonderful treat	7/14/2022 3:22 PM
36	It's so nice to be able to get a ride from the grocery store and go shopping without waiting for friends to have time to take me. I'm disabled and can't drive and the bus is difficult for me. I'm on SSDI so I can't afford this on my own.	7/14/2022 3:22 PM
37	Its an amazing program as it provides options for people with disabilities who cannot drive and reliant on access and public transit. I used the vouchers a lot for the stops that were crowded with constructions and i didn't feel safe as DeafBlind person to walk with constructions. And i used the vouchers for the areas that are dangerous and would be vulnerable to be attacked or harassed by people	7/14/2022 3:03 PM
38	Drivers were friendly and prompt and their cars were neat and clean and as an elder it helped me immensely to visit important family. All my family in Seattle use public transportation so this was an incredible treat. I felt so honored.	7/14/2022 3:01 PM
39	Worked perfectly. No hassles obtaining or using. 100% bug free experience end to end.	7/14/2022 2:51 PM
40	It helped me - I did not have to walk to the pharmacy when I was not feeling well. It also gave me the opportunity of meeting a family member without using public transportation which I am nervous using due to pandemic .	7/14/2022 2:42 PM
41	Always work	7/14/2022 2:41 PM
42	It was excellent. Very professional sufficient in timing . I used the vouchers to get toy doctor appointments. It's a great program for people like me with a disability as far as a faster and effective option other than a bus.	7/14/2022 2:28 PM
43	It was exactly as advertised	7/14/2022 2:25 PM
44	This program is great for people who cannot drive to help them get to appointments and places that aren't as transits accessible. I am blind and though I do use transit, sometimes the transit time to a destination is twice as long or more than the driving route. So sometimes in order to get somewhere im a reasonable tome frame I need to use ride share. This program is a great support for those who need it and I hope it continues.	7/14/2022 2:20 PM

Ride Now - Rider Feedback Form

45	This was a lifesaver for me helping me get to the hospital so I didn't have to walk as far to get to my appointments. I can't walk very far right now due to health issues and these really helped me so much.	7/14/2022 2:20 PM
46	This program is necessary, useful and transformative. I am a senior of limited means and having such good access to necessary transportation resources was so wonderful.	7/14/2022 2:17 PM
47	It really me with my Uber cost	7/14/2022 2:17 PM
48	Used the vouchers. Worked well	7/14/2022 2:17 PM
49	I could finally feel like I was able to run the important errands I really needed to get done. I am very tired all the time and cannot always take a bus.	7/14/2022 2:16 PM
50	I had a bit of a challenge in the begining when I first heard about the program in early May. Margo and RideNow staff were very helpful. I had a total hip replacement surgery May 18th and was able to get to the hospital and subsequent physical therapy and physician follow up appointments with the vouchers. I truly appreciated them, cannot say how much easier they made my life. I picked up groceries at Safeway next to Kaiser where I had my medical appointments and lyft picked me up there. (Lyfts had problems knowing where to pick people up at Kaiser I realized walking across the street to Safeway was a easier pick up location. Now it is hot out in Seattle 85 today where many of us Seniors have a real challenge being out in the heat waiting for buses. I have a couple afternoon appointments coming up with medical and dental and wish the voucher program was still in effect. Thank you for the pilot, before and after hip surgery I needed a walker all the time so having a reliable helpful ride was truly appreciated. Customer service was excellent too!	7/12/2022 3:50 PM
51	It only took a few minutes to get to my Dr appointments instead of taking about an hour on the bus or walking 25min to get there. I have knee & hip issues & walking is not always an option.	7/11/2022 4:13 PM
52	I got places I literally couldn't have otherwise.	7/6/2022 9:11 AM
53	The Uber vouchers helped me a lot I hope that you guys will do the Uber vouchers in the future	7/6/2022 9:00 AM
54	Very helpful when I had trouble walking	6/26/2022 7:39 PM
55	It was very easy to call Yellow Cab they came on time and were pleasant. They took me right to my destination which the bus would not get me to.	6/24/2022 12:03 PM
56	This program has helped me manage my errands much better, was very easy to sign up for, and was well integrated into the app.	6/17/2022 5:44 PM
57	Money saving when I needed it	6/16/2022 9:18 AM
58	It's very accessible and I am able to get to places without being dependent on people	6/13/2022 12:12 PM
59	ease with my lyft. friendly,responsive staff	6/11/2022 7:47 AM
60	It was so good to have the freedom to go places without worrying as much about cost, and without having to plan for 30 minute pick up windows. I work full time and 30 minute pick up windows don't work for me because my schedule is too tight, but navigating buses is a challenge (finding bus stops, figuring out where to get off) and the bus doesn't always go where I need to go. I only wish there were more vouchers ... or that the \$40 could be used on more than 2 rides. Wish this would stay forever!!!	6/6/2022 9:47 AM
61	This program is very helpful to seniors who are on a fixed income and have health problems. Thank you very much.	6/2/2022 2:07 PM
62	It help me to get to places conveniently!	6/2/2022 2:05 PM
63	Because	6/2/2022 9:38 AM
64	...because it was a nice treat & the driver was very kind.	6/1/2022 4:11 PM
65	It does what I need it to do. Takes me places that are too close for transportation but too far to walk.	6/1/2022 1:19 PM
66	It helps seniors to get out of their home.	6/1/2022 11:13 AM
67	Because it was easy and fast	6/1/2022 10:19 AM
68	it was so nice to be able to take uber to train station and dentist appt and home from stores	6/1/2022 7:48 AM

Ride Now - Rider Feedback Form

with heavy groceries. thanks you so much

69	It was easy and incredibly helpful during these hard times due to my health.	6/1/2022 7:11 AM
70	This is a great program that helped me a lot. Using vouchers made the process seamless.	6/1/2022 1:49 AM
71	Vouchers have been helpful using them for medical appts rather than the bus ride and longer walks which take up quite a bit of time. We chose to give up having a car to reduce carbon footprint but do find occasionally really missing a personal car. Still we are committed to doing more walking and using public transport...and only when truly needed, using ride share and the like. TY.	6/1/2022 12:44 AM
72	These vouchers came in handy at the perfect time to be able to get to work and to get to an appointment I had. Not having a car in the city is not all that big of a deal however sometimes we need to get places in a quick way and can't always afford outrageous rideshare prices especially someone like myself who works for a non profit organization where my income is considered to me "extremely low" compared to others and I can barely afford and make a living here in this city. Your voucher program has helped me tremendously and I am thankful to have been able to be a part of it and also grateful for choosing me to be. I do hope this continues and I hope it continues to help and assist others just like myself in these times of need.	5/31/2022 9:45 PM
73	I felt empowered to make more trips. I did not avoid necessary tasks due to transportation costs.	5/31/2022 8:53 PM
74	I was able to use the vouchers for what would otherwise have been "challenging" trips using regular transportation services.	5/31/2022 8:08 PM
75	Safe Driver, saved money and got to appointment on time	5/31/2022 7:48 PM
76	The vouchers allowed us to get to the store and appointment which would have been impossible without these vouchers	5/31/2022 7:14 PM
77	I am SO happy to have the vouchers. There was a glitch with my Uber account so I didn't use the first ones, but definitely plan to use the others.	5/31/2022 6:45 PM
78	it really helped me pay for necessary rides and easily!	5/31/2022 6:31 PM
79	Easy to apply. Easy to get answers and very easy to use.	5/31/2022 6:23 PM
80	Timely rides,nice drivers,and I didn't have to walk with my old legs!	5/31/2022 6:16 PM
81	Very easy to use and helpful when I needed ride to medical appointment.	5/31/2022 6:16 PM
82	It don't own a car & the buses don't always go places where I need to go. I'm retired on a fixed income & it really helped not having to pay for my ride.	5/31/2022 6:11 PM
83	My vouchers were seamlessly added to my Uber account, making it much less expensive to get to medical appointments this month.	5/31/2022 5:48 PM
84	This has been a real gamechanger for me. I'm disabled and also take care of my mom who is homebound. I don't drive and having the option to take Ubers has cut down on my commute time when I need to get to appointments and also saves me the additional time I've always needed to factor in for riding the bus when I get someone to look after her when I need to go out.	5/31/2022 5:47 PM
85	My vouchers were seamlessly added to my Uber account, making it much less expensive to get to medical appointments this month.	5/31/2022 5:42 PM
86	Worked well	5/31/2022 5:32 PM
87	I was able to get home quickly when I felt really sick.	5/31/2022 5:32 PM
88	It was so kind and helpful of you to offer this. My rent went up more than 10% in the MFTE program and having this help has been so great!	5/31/2022 5:16 PM
89	Thank you for the Ride Now vouchers (4). I used them for a trip to a difficult bus ride due to construction on Madison St E. Timely service, driver was helpful loading my groceries, and understood where I lived without hassle. Great program. I am visually impaired, always ride Metro buses and light rail, but sometimes access to a site is difficult due to road construction, so the vouchers were much appreciated. I am 82.	5/29/2022 2:16 PM

Ride Now - Rider Feedback Form

90

This is an amazing service, asa blind person, i love having access to connect to places the bus doesn't go, or it would be hard to get to.

5/22/2022 9:38 PM

Q4 Please tell us why you gave this rating

Answered: 26 Skipped: 9

Open-ended responses below from people who rated their experience 4 stars ("Good")

#	RESPONSES	DATE
1	Did not know I had to reserve through operator and not driver.	7/28/2022 5:24 PM
2	The taxi company did not tell the driver it was a voucher pay and he was very upset.	7/28/2022 5:11 PM
3	Received \$20 in vouchers for use with yellow cab co. used them towards fare to a hospital.	7/28/2022 5:05 PM
4	Requires translation	7/25/2022 3:50 PM
5	Requires translation	7/25/2022 3:44 PM
6	Requires translation	7/25/2022 3:33 PM
7	My experience would have been excellent but one driver refused the vouchers as payment	7/25/2022 1:31 PM
8	It was a good program I hope you would set it back as soon as possible Thanks.	7/15/2022 9:20 PM
9	Because I cant speak english its a hassle to get a car (from google translate)	7/15/2022 4:34 PM
10	Help me to pay part of fee	7/15/2022 3:58 PM
11	Prompt courteous drivers. Clean vehicle	7/15/2022 3:53 PM
12	Having vouchers was incredible. Often, going places is stressful because I have to either deal with transferring multiple buses in unfamiliar routes (which is much harder to do as someone who is visually impaired), take an Uber that would cost a lot of money, or take paratransit, which for someone who works full time doesn't work very well because of the 30 minute waiting windows. The only change I would make is to optimise the program for longer trips. If an Uber trip is less than \$15, I can usually afford it. It's the longer trips (for example I missed a book club meeting because it was in Kirkland and I live in Seattle) that these vouchers could really help with. It takes only 21 minutes to get from South Lake Union to Kirkland in a car, but the bus requires 3 transfers. An Uber or taxi there, though, can get prohibitively expensive. These are the types of trips (not too too long, but not too short) where a program like this could really make a difference so I don't have to miss activities due to transportation issues.	7/14/2022 7:45 PM
13	It would have been 5 stars except we had one exceptionally rude Yellow Cab Taxi driver. We used most of the vouchers within the 1 month we had them.	7/14/2022 3:52 PM
14	I would have liked almost a voucher code to be able to be applied because I had to be mindful of whenever I used the app as it would automatically apply the voucher to the nearest trip	7/14/2022 3:45 PM
15	I had a little trouble getting the voucher set up with Uber, but really appreciate this service.	7/14/2022 2:44 PM
16	It's a great program for me. I have a mobility impairment so walking more than a block is very difficult. Using Ride Now vouchers is door to door so VERY helpful.	7/14/2022 2:41 PM
17	no problems	7/14/2022 2:30 PM
18	The vouchers allowed me to travel easily to and from home to Seattle Center. For that I am grateful. Unfortunately the ride one way cost more than the voucher. I would need to take one bus to reduce the cost.	7/14/2022 2:20 PM
19	It would have been an Excellent over a Good rating only because I rarely use Lyft. My list of errands requiring a car are few. Because I wasn't ready to go on these errands and the program is only temporary, I couldn't use all my vouchers.	6/20/2022 8:14 AM
20	While I appreciated the discount, the overall resulting price for a trip from my home to downtown was too expensive for anything except emergency use, namely, when driving my car was not available.	6/16/2022 11:43 PM
21	I rate Good because I can use voucher to visit doctor without pay parking fees	6/3/2022 10:26 PM

Ride Now - Rider Feedback Form

22	The driver was wonderful. I was picked up and brought directly to my destination. I appreciate the convenience and ease of taking an Uber However, I am stunned by the cost of the trip. For the return trip home, I walked a mile to get to the bus that I needed.	6/1/2022 5:13 PM
23	I almost would've preferred a voucher code because I had to be strategic about when I used the credit it wouldn't let me pick it specifically.	6/1/2022 10:37 AM
24	Vouchers were easy to use, but having the amt be per ride rather than a total to use as needed meant that despite having \$40 in vouchers, many times a ride would have been useful I couldn't afford it because it will only pay \$20 per ride	5/31/2022 6:37 PM
25	Easy to order rides. No issues with payment's	5/31/2022 6:25 PM
26	Awesome program! Super helpful for my mobility disability because it's door to door. I would have given an Excellent rating, but there was a major flaw on the Uber app that didn't make sense. It would not apply these vouchers to a reserved pick up time, only the "ride now" type of ride. So if I needed a ride at a specific time, I just had to hope there was a driver nearby, no guarantee there would be.	5/31/2022 5:38 PM

Q4 Please tell us why you gave this rating

Answered: 11 Skipped: 3

Open-ended responses below from people who rated their experience 3 stars ("Fine")

#	RESPONSES	DATE
1	Dont say we will send you 6 vouchers and have the person wait 2.5 months. My hopes were let down. Get more help processing, otherwise im grateful and thankyou. Would like more vouchers if available.	7/25/2022 3:59 PM
2	Requires translation	7/25/2022 3:48 PM
3	Requires translation	7/25/2022 3:42 PM
4	Two drivers were very professional and nice. Third driver (Yellow cab #1092) was late, rude, and a poor driver; very unprofessional!	7/25/2022 3:23 PM
5	Uber worked very well 5*; but yellow cab not well because they would not guarantee wheelchair lift vehicle availability	7/16/2022 8:52 PM
6	When I actually needed to use a voucher it was between periods when it was available. I tried to request an extension of a day or 2 but did not receive timely response and in the end it was not granted in time. I would have used it at other times if not for Covid but I am diligent about reducing my risk so riding with someone is mostly to be avoided.	7/15/2022 5:26 AM
7	The Uber app is not very clear. Sometimes I couldn't tell if the discount was being applied or not.	7/14/2022 3:43 PM
8	Hard to get a cab. One driver wouldn't take it.	7/14/2022 2:20 PM
9	I wasn't sure how to answer the question so I chose fine. I didn't find out about it until near the end. I ended up not using the taxi vouchers I got because I kept trying to figure out where I could go that didn't use up most of the \$40 one way.	7/5/2022 7:35 PM
10	Because	6/28/2022 10:42 AM
11	I thought that vouchers for only 6 trips in a month was NOT nearly enough.	5/31/2022 7:08 PM

Q4 Please tell us why you gave this rating

Answered: 17 Skipped: 2

Open-ended responses below from people who rated their experience 2 stars ("Needs Improvement")

#	RESPONSES	DATE
1	Requires translation	7/25/2022 3:55 PM
2	the vouchers came a little to late for me to use them sadly they came only days before the program was to expire not giving me enough time to plan and use them	7/18/2022 7:05 PM
3	I was mailed paper vouchers and the cabs have an online system for entering and using them, they wouldn't take the paper ones--it was difficult to figure out how to use them and pay for rides using them.	7/15/2022 10:15 PM
4	Waiting too long (from google translate)	7/15/2022 4:20 PM
5	To few vouchers	7/15/2022 4:04 PM
6	The timing of confirmation was at the end. Never certain I had them listed with Uber except the first two. Received vouchers? Overall coordination with Uber and me was poor.	7/15/2022 2:37 PM
7	JUST heard of this program thru another program of the city but upon checking the web, I find that the program is already OVER. Community outreach was not very good.	7/15/2022 1:40 PM
8	The program was great once set up. I gave all information requested yet it took almost a month to get set up. Thank you for trying but, SET UP, NEEDS WORK.	7/15/2022 9:46 AM
9	I had some confusion on using RideNow. I think some more specific info on using the vouchers would be helpful. I look forward to the chance to try it again!	7/14/2022 6:13 PM
10	Vouchers expired 10 days after received. Not enough time to use, calls were not answered. Would have been a nice program to try. But only 2 vouchers received & barely any time before expired. Such a waste of tax payers dollars for a poorly planned program, rushed to send out & complete, appts & planning to go anywhere is a nightmare if you live in West Seattle. It's the worst ever!!! Bridge closed over 2 years , costly drive around to get into or out of West Seattle. Emergency use of lower bridge & Fined \$\$\$ ticket if you dare to try. Who wins ? Consultants that give report laughing to the bank with tax payers money.	7/14/2022 5:44 PM
11	Because it's via yellow cab. Being disabled with a mobility device I can't fit in a standard yellow cab. I need the van. I have issues with yellow cab since 2018. Yellow cab is the only accessible cab in the city.	7/14/2022 2:36 PM
12	I dont think there should be any need for time restrictions to use the vouchers.	7/14/2022 2:33 PM
13	Lyft rides were all great. Two Yellow Cab rides were unsatisfactory.	7/14/2022 2:18 PM
14	I have rating cause I didn't get to use my voucher I'm in the tukwila area not Seattle	6/28/2022 10:58 AM
15	The vouchers sent to Lyft was fine but how Lyft credits account was deceiving. Lyft needs improvement	6/7/2022 11:03 AM
16	rides should be free.	6/4/2022 4:47 PM
17	It needs some improvements for long-term voucher no expiration date	6/1/2022 11:12 AM

Q4 Please tell us why you gave this rating

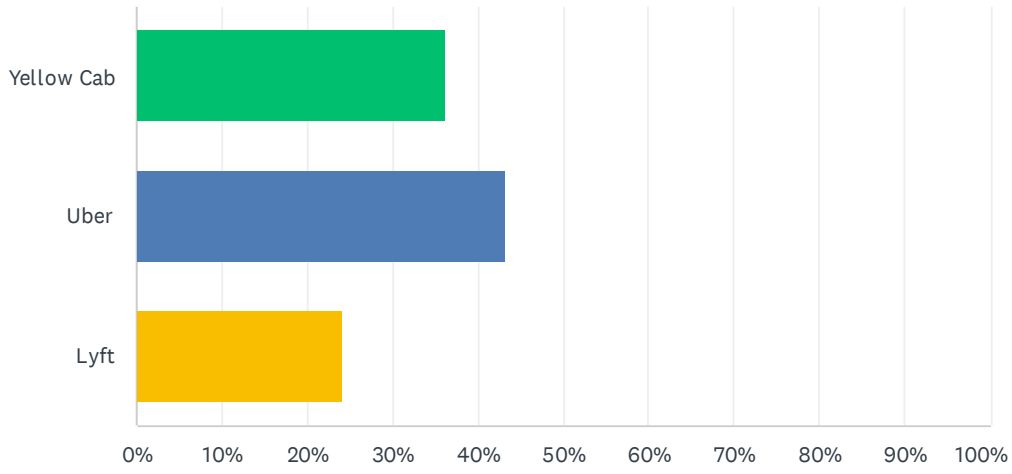
Answered: 8 Skipped: 1

Open-ended responses below from people who rated their experience 1 star ("Bad")

#	RESPONSES	DATE
1	The driver did call once saying he would be at my location in 15 mins. But he never arrived I then called to cancel my request. My location was 904 7th avenue (Polyclinic Madison) on June 16th. In the future I would like vouchers for Lyft or Uber.	7/15/2022 4:29 PM
2	I was told the vouchers were good through June 30th. A driver said they had expired and would not accept them. I had to put the cost on my credit card. \$19 plus tip. Thank you for the new vouchers. Thank you so much. Thank you	7/15/2022 4:14 PM
3	Either taxi cab didnt understand the rules. Or decide to make the rules as they go. I understood u can use multiple voucher per trip. But taxi cab said only 1 can be used at a time.	7/14/2022 3:09 PM
4	Never got any call back, tickets, nothing. Complete failure for me.	7/14/2022 2:45 PM
5	I had s lot of difficulty using the Taxi vouchers. The first time I called for a yellow cab using their app, it said it was searching for a driver for 20 mins before I gave up. This was a Sunday afternoon in Ballard. The second time, I called a Taxi from the airport cue line. They came quickly, but at the end of the ride they really really didn't want to accept the vouchers but also didn't want to call dispatch to confirm they were real. Finally, the accepted them with me sharing all of my personal info so they could contact me if something went wrong. I had to be very very insistent to get them to accept them.	7/6/2022 8:33 AM
6	I was about to use my vouchers to a yellow cab but the driver did not accept it so I was not able to use it.	6/14/2022 3:56 PM
7	UBER IS SIMPLYU PLAYING A BULLSHIT GAME BY "NOT" REPLYING TO THEIR 'WALLET' ISSUES. TAKING CASH FROM ACCOUNT, INSTEAD OF 'VOUCHER' BEING USED FIRST.	5/31/2022 9:17 PM
8	I have been waiting since last Wednesday for my vouchers having surgery today seeking a ride at 8:30 AM	5/18/2022 6:12 AM

Q5 Which provider(s) did you use?

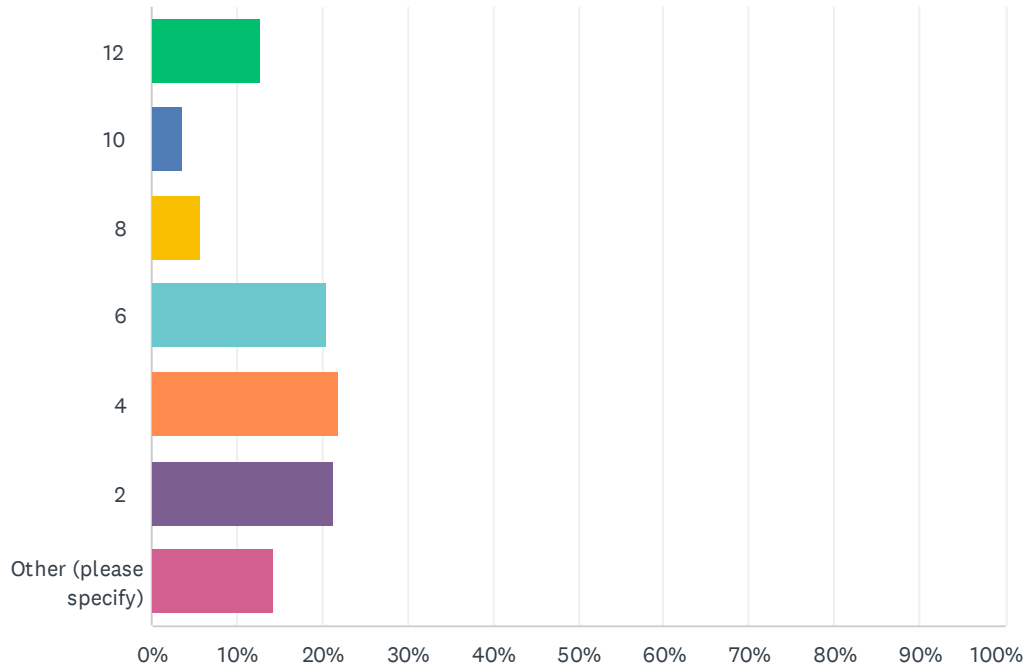
Answered: 141 Skipped: 45



ANSWER CHOICES	RESPONSES
Yellow Cab	36.17% 51
Uber	43.26% 61
Lyft	24.11% 34
Total Respondents: 141	

Q6 How many vouchers did you receive?

Answered: 141 Skipped: 45



ANSWER CHOICES	RESPONSES	
12	12.77%	18
10	3.55%	5
8	5.67%	8
6	20.57%	29
4	21.99%	31
2	21.28%	30
Other (please specify)	14.18%	20
TOTAL		141

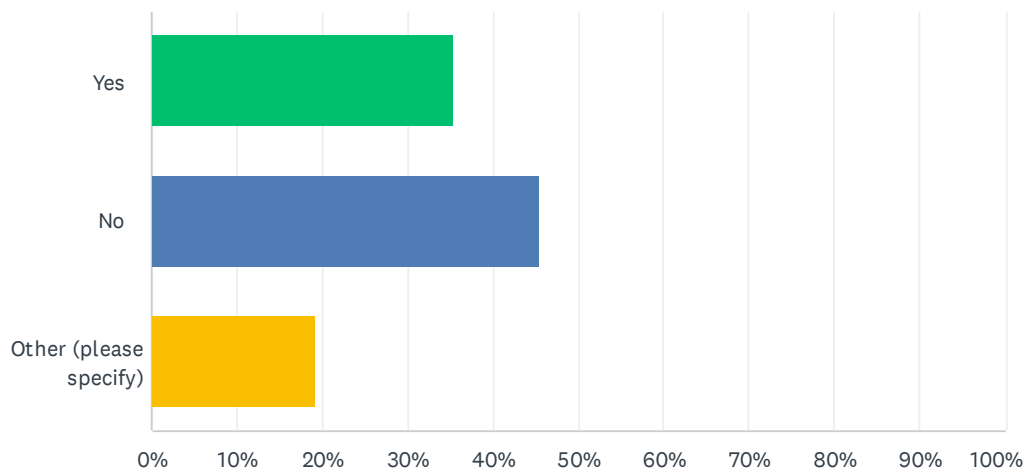
#	OTHER (PLEASE SPECIFY)	DATE
1	3	7/25/2022 11:24 PM
2	18	7/25/2022 3:42 PM
3	can't remember	7/25/2022 1:33 PM
4	9	7/20/2022 8:33 PM
5	not sure. at least 2	7/18/2022 2:59 PM
6	I'm responding for 2 people. One used Uber, the other had vouchers for yellow cab and could not use them.	7/16/2022 9:01 PM

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7	I have no idea if I received vouchers	7/15/2022 2:40 PM
8	i received 8 total. 6 the first month and 2 the second month	7/15/2022 5:35 AM
9	three	7/14/2022 2:25 PM
10	2 Lyft and 12 yellow Cab	7/14/2022 2:20 PM
11	I think 4-6? It's not easy to look back through the Lyft history to tell. I could have used more, for sure. I don't drive, and doctor's appointments are the main reason I need more. I asked for more, but didn't get them. 12 a month would be perfect.	7/6/2022 9:29 AM
12	3	6/7/2022 11:06 AM
13	3	6/5/2022 11:43 PM
14	3	6/3/2022 10:32 PM
15	3	6/2/2022 2:10 PM
16	one for May. I received two today for June	6/1/2022 5:21 PM
17	1	5/31/2022 9:19 PM
18	5	5/31/2022 6:30 PM
19	1	5/31/2022 6:18 PM
20	3	5/31/2022 5:35 PM

Q7 Did the number of vouchers you received feel like enough?

Answered: 141 Skipped: 45



ANSWER CHOICES	RESPONSES	
Yes	35.46%	50
No	45.39%	64
Other (please specify)	19.15%	27
TOTAL		141

#	OTHER (PLEASE SPECIFY)	DATE
1	Saved me \$20 on \$35	7/28/2022 5:26 PM
2	for this time its enough for the future planned things I would need more	7/28/2022 5:19 PM
3	Not sure varies month to month	7/28/2022 5:13 PM
4	Requires translation	7/25/2022 3:53 PM
5	N/A	7/15/2022 4:30 PM
6	nope	7/15/2022 2:40 PM
7	Not sure. Need to assess that more	7/15/2022 2:10 PM
8	for dr, 8 would be great	7/15/2022 7:34 AM
9	the first month 6 was good number. 2 second month didnt seem enough	7/15/2022 5:35 AM
10	well i can always use more. lengthy bus rides to get to dr appointment and grocery store is always a chore	7/14/2022 4:56 PM
11	Could use 4/month	7/14/2022 4:04 PM
12	One month i got 6 it was perfect. Next month i got 4, little limited, then last month i only got 2. That was wasn't great as 2 is very very limited	7/14/2022 3:07 PM
13	Was grateful for 2 in a month but would have been happy to have 4	7/14/2022 2:49 PM
14	I needed more honestly	7/14/2022 2:22 PM

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15	8 would be useful, one r/t per week	7/14/2022 2:21 PM
16	An even amount would be better so that it's round trip . I'm very grateful though.	7/14/2022 2:18 PM
17	I will be only getting 3 round trips per month. Honestly 3 isn't enough for what I need to do	6/13/2022 12:14 PM
18	3 a month for me would have been better	6/1/2022 10:39 AM
19	Once a month handles it for us.	6/1/2022 12:48 AM
20	I am thankful for what I received, any little it if help is more then no help at all. Could there be more to help? Absolutely so! Maybe a credit dollar amount rather than voucher as vouchers are good for one ride only and credits can extend well beyond one ride given the cost of the ride.	5/31/2022 9:49 PM
21	I hoarded them and then one ended up expiring because I was worried I wouldn't have one when I needed it	5/31/2022 6:38 PM
22	Need ed more	5/31/2022 6:18 PM
23	I could have used more for a few other medical appointments.	5/31/2022 6:18 PM
24	I am grateful to receive any assistance! That said, for vouchers would really make a difference.	5/31/2022 5:51 PM
25	4/week or more would give me a way to get to the YMCA pool to exercise and home again twice a week.	5/31/2022 5:50 PM
26	I'm grateful to receive any of these but 4 would be much appreciated.	5/31/2022 5:46 PM
27	It would also be great to have a dollar amount rather than a number.	5/31/2022 5:20 PM

Q8 How many vouchers did you use?

Answered: 133 Skipped: 53

#	RESPONSES	DATE
1	4	7/30/2022 11:34 AM
2	60.00	7/28/2022 5:37 PM
3	2	7/28/2022 5:26 PM
4	All	7/28/2022 5:22 PM
5	4	7/28/2022 5:19 PM
6	4	7/28/2022 5:13 PM
7	2	7/28/2022 5:09 PM
8	1	7/28/2022 5:03 PM
9	4	7/28/2022 4:57 PM
10	2	7/28/2022 4:50 PM
11	6	7/28/2022 4:42 PM
12	3	7/25/2022 11:24 PM
13	6	7/25/2022 4:06 PM
14	60	7/25/2022 4:02 PM
15	2	7/25/2022 4:00 PM
16	\$60	7/25/2022 3:53 PM
17	6	7/25/2022 3:44 PM
18	18	7/25/2022 3:42 PM
19	4	7/25/2022 3:37 PM
20	12	7/25/2022 3:35 PM
21	6	7/25/2022 3:34 PM
22	12	7/25/2022 3:32 PM
23	5	7/25/2022 3:26 PM
24	7	7/25/2022 3:24 PM
25	all provided	7/25/2022 1:33 PM
26	4	7/21/2022 9:37 AM
27	8	7/20/2022 8:33 PM
28	1	7/18/2022 3:20 PM
29	1	7/18/2022 2:59 PM
30	Eight	7/18/2022 9:01 AM
31	12	7/17/2022 6:27 PM
32	All on Uber; none on yellow cab	7/16/2022 9:01 PM
33	2	7/16/2022 12:12 PM

Ride Now - Rider Feedback Form

34	Two	7/16/2022 8:38 AM
35	8	7/15/2022 10:17 PM
36	1	7/15/2022 9:24 PM
37	0	7/15/2022 4:30 PM
38	4	7/15/2022 4:12 PM
39	2	7/15/2022 4:05 PM
40	4	7/15/2022 4:03 PM
41	2	7/15/2022 3:59 PM
42	2	7/15/2022 3:54 PM
43	2	7/15/2022 2:40 PM
44	8	7/15/2022 2:37 PM
45	2	7/15/2022 2:10 PM
46	All	7/15/2022 12:04 PM
47	One	7/15/2022 9:49 AM
48	all	7/15/2022 7:34 AM
49	8 total. all that i was given	7/15/2022 5:35 AM
50	All 4. Three on one day and the fourth on another (trip to doctor).	7/14/2022 9:42 PM
51	2	7/14/2022 9:02 PM
52	6	7/14/2022 7:20 PM
53	3 and i have 1 more to use this month	7/14/2022 4:56 PM
54	5	7/14/2022 4:27 PM
55	4	7/14/2022 4:04 PM
56	7	7/14/2022 3:57 PM
57	3	7/14/2022 3:47 PM
58	3	7/14/2022 3:43 PM
59	4	7/14/2022 3:41 PM
60	6	7/14/2022 3:25 PM
61	4	7/14/2022 3:20 PM
62	1	7/14/2022 3:11 PM
63	ALL of it.	7/14/2022 3:07 PM
64	6	7/14/2022 3:06 PM
65	All of them.	7/14/2022 2:53 PM
66	4	7/14/2022 2:49 PM
67	6 so far.	7/14/2022 2:49 PM
68	2	7/14/2022 2:45 PM
69	12	7/14/2022 2:41 PM
70	5	7/14/2022 2:35 PM
71	2	7/14/2022 2:33 PM

Ride Now - Rider Feedback Form

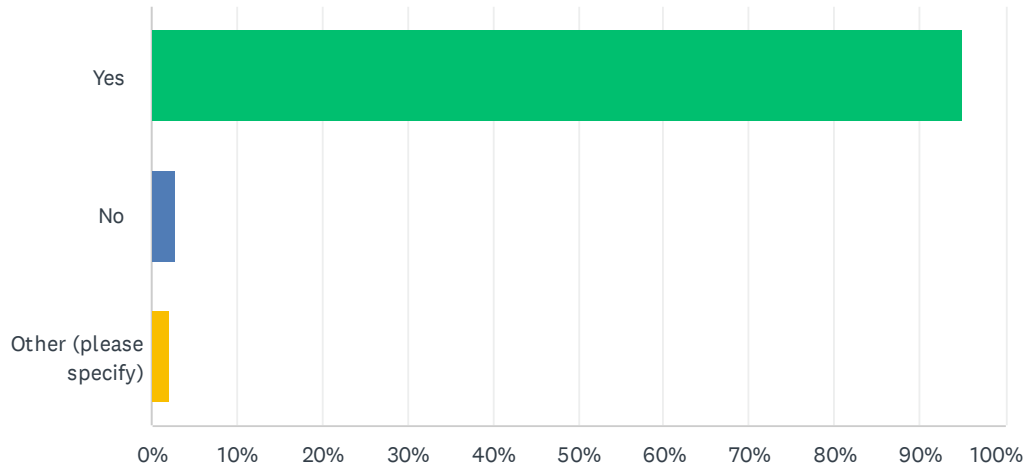
72	2	7/14/2022 2:30 PM
73	All	7/14/2022 2:27 PM
74	12	7/14/2022 2:26 PM
75	three	7/14/2022 2:25 PM
76	2	7/14/2022 2:23 PM
77	4	7/14/2022 2:22 PM
78	8	7/14/2022 2:21 PM
79	All	7/14/2022 2:20 PM
80	2	7/14/2022 2:18 PM
81	12	7/14/2022 2:18 PM
82	3	7/14/2022 2:18 PM
83	All of them though they showed up in my app in July though did not need to use until a couple days ago, they are gone now.	7/12/2022 3:54 PM
84	I think I used 2 each month	7/11/2022 4:20 PM
85	I think 4-6? It's not easy to look back through the Lyft history to tell. I could have used more, for sure. I don't drive, and doctor's appointments are the main reason I need more. I asked for more, but didn't get them. 12 a month would be perfect.	7/6/2022 9:29 AM
86	All	7/6/2022 9:02 AM
87	4	7/6/2022 8:34 AM
88	Only 1	6/26/2022 7:40 PM
89	I used two vouchers due to them not arriving until the middle of the month	6/24/2022 12:07 PM
90	1	6/20/2022 8:18 AM
91	2	6/17/2022 5:45 PM
92	1	6/16/2022 11:48 PM
93	10	6/16/2022 9:19 AM
94	All of them	6/13/2022 12:14 PM
95	2	6/11/2022 7:51 AM
96	2 so far	6/7/2022 11:06 AM
97	4	6/6/2022 9:50 AM
98	3	6/5/2022 11:43 PM
99	3	6/3/2022 10:32 PM
100	All three	6/2/2022 2:10 PM
101	6	6/2/2022 2:07 PM
102	2	6/2/2022 9:40 AM
103	One. The only one I received.	6/1/2022 5:21 PM
104	12	6/1/2022 1:21 PM
105	1	6/1/2022 11:16 AM
106	2	6/1/2022 11:15 AM
107	All	6/1/2022 10:39 AM
108	6	6/1/2022 7:52 AM

Ride Now - Rider Feedback Form

109	2	6/1/2022 7:16 AM
110	2	6/1/2022 1:51 AM
111	2	6/1/2022 12:48 AM
112	2	5/31/2022 9:49 PM
113	1	5/31/2022 9:19 PM
114	12	5/31/2022 8:57 PM
115	6	5/31/2022 8:12 PM
116	1	5/31/2022 7:50 PM
117	5	5/31/2022 7:16 PM
118	All of them.	5/31/2022 7:10 PM
119	1	5/31/2022 6:38 PM
120	5	5/31/2022 6:30 PM
121	All 8. Six in May and two more coming up in June.	5/31/2022 6:26 PM
122	All	5/31/2022 6:18 PM
123	1	5/31/2022 6:18 PM
124	1 or 2. I don't remember if I used 1 in April or not.	5/31/2022 6:14 PM
125	All of them	5/31/2022 6:12 PM
126	2	5/31/2022 5:51 PM
127	4	5/31/2022 5:50 PM
128	6	5/31/2022 5:49 PM
129	2	5/31/2022 5:46 PM
130	6	5/31/2022 5:36 PM
131	3	5/31/2022 5:35 PM
132	4 in May, will use what's left over in June.	5/31/2022 5:20 PM
133	6	5/22/2022 9:40 PM

Q9 Were you able to request your ride(s) through your preferred method (e.g., mobile app, webpage, phone call)?

Answered: 140 Skipped: 46

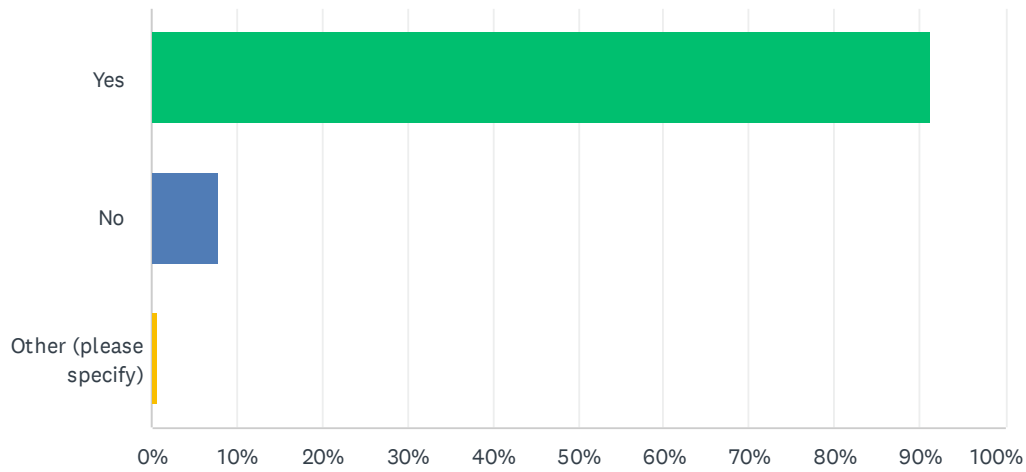


ANSWER CHOICES	RESPONSES
Yes	95.00% 133
No	2.86% 4
Other (please specify)	2.14% 3
TOTAL	140

#	OTHER (PLEASE SPECIFY)	DATE
1	Requires translation	7/25/2022 3:44 PM
2	one time	7/15/2022 2:40 PM
3	Phone and website	6/1/2022 11:16 AM

Q10 Were you able to request your ride(s) in your preferred language ?

Answered: 138 Skipped: 48

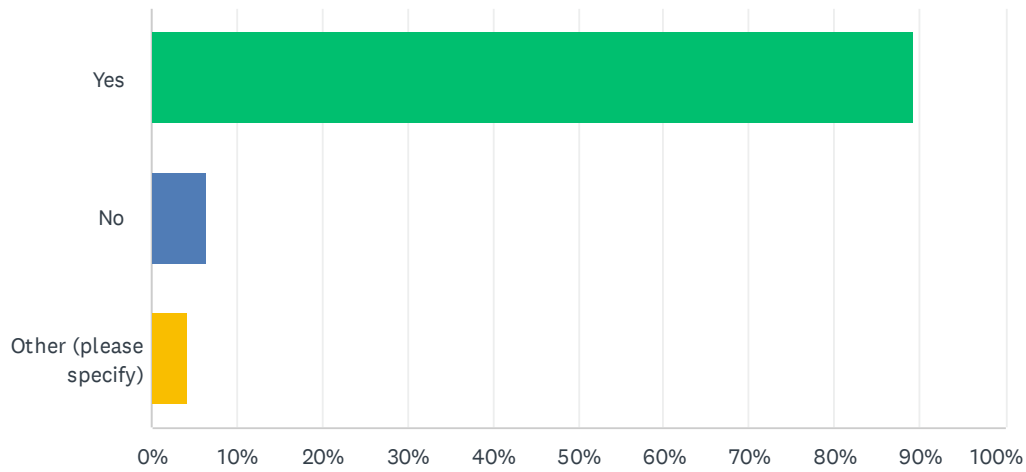


ANSWER CHOICES	RESPONSES
Yes	91.30% 126
No	7.97% 11
Other (please specify)	0.72% 1
TOTAL	138

#	OTHER (PLEASE SPECIFY)	DATE
1	if you call texting my language	7/15/2022 2:40 PM

Q11 Were you satisfied with the amount of time it took your ride to arrive?

Answered: 140 Skipped: 46

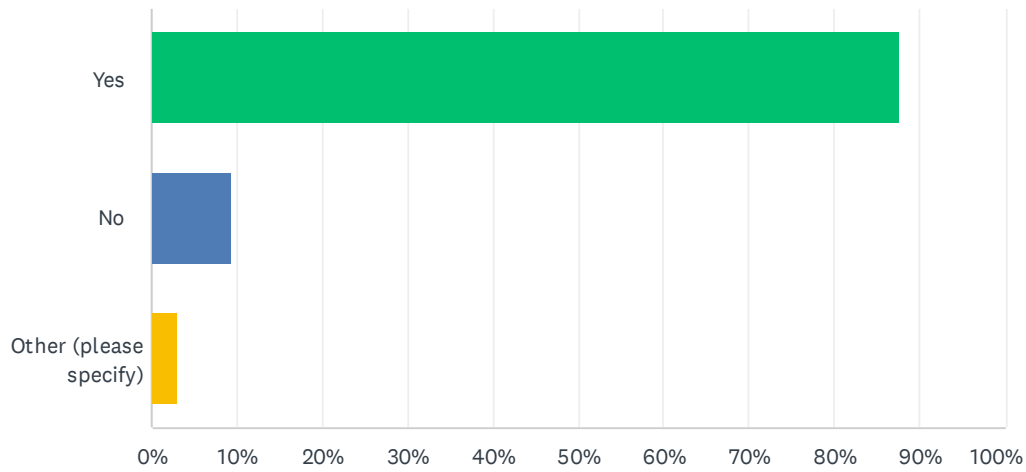


ANSWER CHOICES	RESPONSES
Yes	89.29% 125
No	6.43% 9
Other (please specify)	4.29% 6
TOTAL	140

#	OTHER (PLEASE SPECIFY)	DATE
1	Going to yes. Returning home waiting 40 minutes.	7/28/2022 5:22 PM
2	Twice yes, once no.	7/25/2022 3:24 PM
3	Wonderful!	7/15/2022 2:37 PM
4	A couple of the taxis were late; one VERY LATE!	7/14/2022 3:57 PM
5	Not always for Yellow Cab	7/14/2022 2:20 PM
6	Yes, it was perfect timing, yellow cab arrived within five minutes of requesting a ride	6/24/2022 12:07 PM

Q12 Were you able to communicate effectively with your driver?

Answered: 138 Skipped: 48



ANSWER CHOICES	RESPONSES
Yes	87.68% 121
No	9.42% 13
Other (please specify)	2.90% 4
TOTAL	138

#	OTHER (PLEASE SPECIFY)	DATE
1	Most of the time. Ride Now was easier	7/25/2022 3:37 PM
2	Understanding language issues when driver not native English speaker, and I am hard of hearing and masks make it even harder.	7/16/2022 9:01 PM
3	I don't remember, but it is routinely difficult to communicate with drivers	7/15/2022 2:40 PM
4	sometimes	7/14/2022 2:33 PM

Q13 Do you have anything to share about your driver(s) or dispatcher(s)?

Answered: 73 Skipped: 113

#	RESPONSES	DATE
1	Respectful, but sometimes hard to understand.	7/28/2022 5:22 PM
2	Great guy!	7/28/2022 5:19 PM
3	No	7/28/2022 5:13 PM
4	Yellow Drivers like to have cell numbers, I only have land-line	7/28/2022 5:09 PM
5	I have had a great experience very professional	7/28/2022 5:03 PM
6	Yellow dispatch didn't send cab on 6/6/22 said it would be 2 hours.	7/28/2022 4:42 PM
7	be on time	7/28/2022 4:33 PM
8	Dispatcher	7/25/2022 4:06 PM
9	He was nice and clean	7/25/2022 4:00 PM
10	Requires translation	7/25/2022 3:57 PM
11	Requires translation	7/25/2022 3:53 PM
12	Okay	7/25/2022 3:37 PM
13	No.	7/25/2022 3:24 PM
14	Clear communication via the app. Simple to follow instructions. I knew the name of the driver, had a photo, the make and color of the car and the license.	7/20/2022 8:33 PM
15	All were pleasant and drove safely.	7/16/2022 9:01 PM
16	both drivers were friendly. I'm deaf and can't communicate, they seemed fine with that.	7/16/2022 12:12 PM
17	No comments	7/15/2022 9:24 PM
18	Better have translation (from google translate)	7/15/2022 4:35 PM
19	Driver never arrived and left a short voice message on my phone. Dispatchers were pleasant enough.	7/15/2022 4:30 PM
20	N/A	7/15/2022 4:25 PM
21	Hablo solo espanol. Amables.	7/15/2022 4:12 PM
22	No	7/15/2022 4:05 PM
23	No	7/15/2022 4:03 PM
24	Need to direct the driver	7/15/2022 3:59 PM
25	No	7/15/2022 3:54 PM
26	They are just working	7/15/2022 2:40 PM
27	Great service compared to others!	7/15/2022 2:37 PM
28	N/A	7/15/2022 2:10 PM
29	very grateful they accepted them	7/15/2022 7:34 AM
30	all were nice	7/15/2022 5:35 AM
31	I was thrilled that the cab that showed up for me on that hot afternoon had air conditioning going! Driver was so nice.	7/14/2022 9:42 PM

Ride Now - Rider Feedback Form

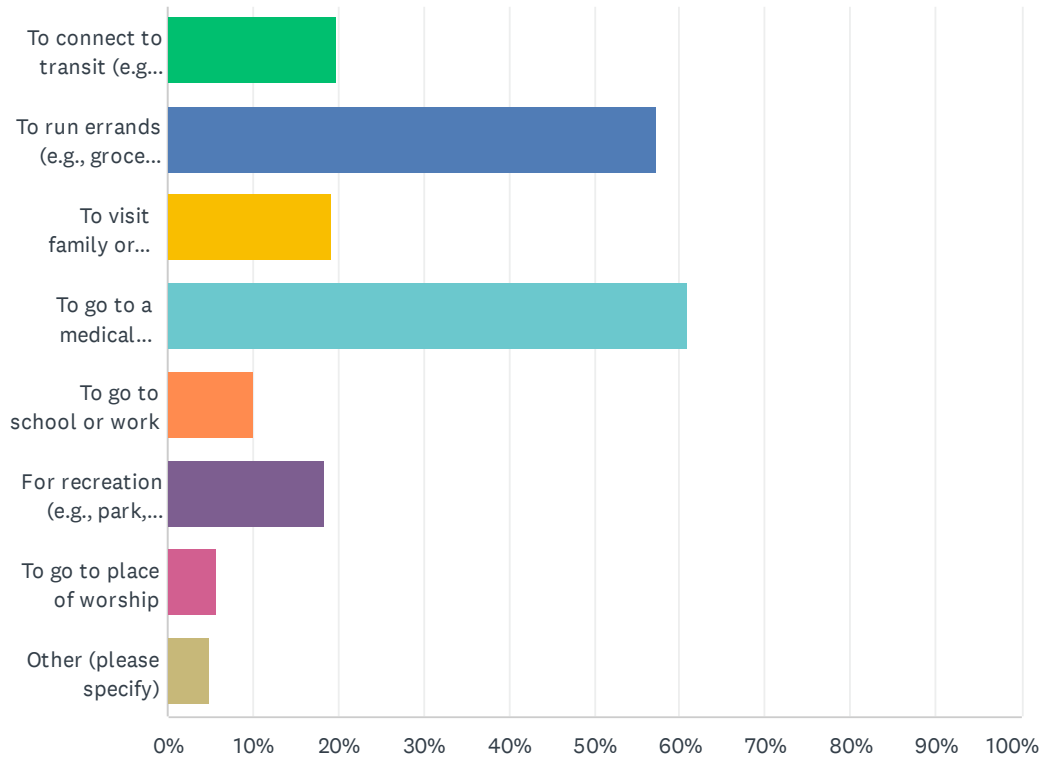
32	drivers arrived quickly	7/14/2022 4:56 PM
33	No	7/14/2022 4:27 PM
34	The last driver insisted I give him my vouchers before we were several blocks from my apartment. He was really rude to me and other drivers on the road.	7/14/2022 3:57 PM
35	All great	7/14/2022 3:43 PM
36	They were great	7/14/2022 3:41 PM
37	They were all courteous and professional with nice clean cars	7/14/2022 3:27 PM
38	No	7/14/2022 3:20 PM
39	Uber had no problem with it. It was easy to communicate with the dr as everything its already provided through the app.	7/14/2022 3:07 PM
40	All very nice and very professional	7/14/2022 3:06 PM
41	The drivers were very professional and their cars were very clean. Not all of them would use a mask even though I asked them to. I'm at high risk of dying if I get Covid, so I strongly prefer people I'm in close contact with to wear a mask.	7/14/2022 2:49 PM
42	sometimes drivers park on the opposite end of the block and they do not know it's difficult for me to walk to them	7/14/2022 2:35 PM
43	well yeah - LYFT doesn't require masked drivers. you cannot change your driver to request a specific one that wears a mask. if you cancel they wont give you a refund.	7/14/2022 2:33 PM
44	The drivers and dispatch were all very professional and on the with my rides. I liked this a lot better than the bus	7/14/2022 2:30 PM
45	No	7/14/2022 2:27 PM
46	no	7/14/2022 2:26 PM
47	Finding the pick-up for one location was challenging.	7/14/2022 2:25 PM
48	No	7/14/2022 2:23 PM
49	It was excellent	7/14/2022 2:22 PM
50	N/a	7/14/2022 2:21 PM
51	No	7/14/2022 2:20 PM
52	Some were very helpful with my walker and opening my door etc others were efficient just not as attentive. :)	7/12/2022 3:54 PM
53	Lyft is on point.	7/6/2022 9:29 AM
54	Excellent service	6/26/2022 7:40 PM
55	Everyone was very pleasant and easy to deal with	6/24/2022 12:07 PM
56	I found that for a Lyft driver to find you, you HAVE to type in your pickup address and NOT rely on geolocation. The app put me a block away and there were issues flagging down the driver.	6/20/2022 8:18 AM
57	Not really.	6/6/2022 9:50 AM
58	No	6/3/2022 10:32 PM
59	Wonderful driver. Calming environment	6/1/2022 5:21 PM
60	The lyft driver was rude	6/1/2022 11:16 AM
61	N/A	6/1/2022 11:15 AM
62	n/a	6/1/2022 10:39 AM
63	Excellent	6/1/2022 7:16 AM

Ride Now - Rider Feedback Form

64	None	5/31/2022 9:49 PM
65	The drivers actually seemed to arrive more faster than previous Uber rides.	5/31/2022 8:12 PM
66	Very nice!	5/31/2022 7:50 PM
67	No.	5/31/2022 7:10 PM
68	Done not wearing masks	5/31/2022 6:30 PM
69	Very friendly.	5/31/2022 6:18 PM
70	No	5/31/2022 6:14 PM
71	My Uber drivers were great and the cars were spotlessly clean.	5/31/2022 5:50 PM
72	No I dont	5/31/2022 5:36 PM
73	They were nice.	5/31/2022 5:35 PM

Q14 What kind of trip(s) did you take with your vouchers? (Please select all that apply)

Answered: 141 Skipped: 45



ANSWER CHOICES	RESPONSES	
To connect to transit (e.g., light rail, bus, streetcar, etc.)	19.86%	28
To run errands (e.g., grocery store, post office, shopping, bank)	57.45%	81
To visit family or friends	19.15%	27
To go to a medical appointment or pharmacy	60.99%	86
To go to school or work	9.93%	14
For recreation (e.g., park, sporting event, bar, restaurant)	18.44%	26
To go to place of worship	5.67%	8
Other (please specify)	4.96%	7
Total Respondents: 141		

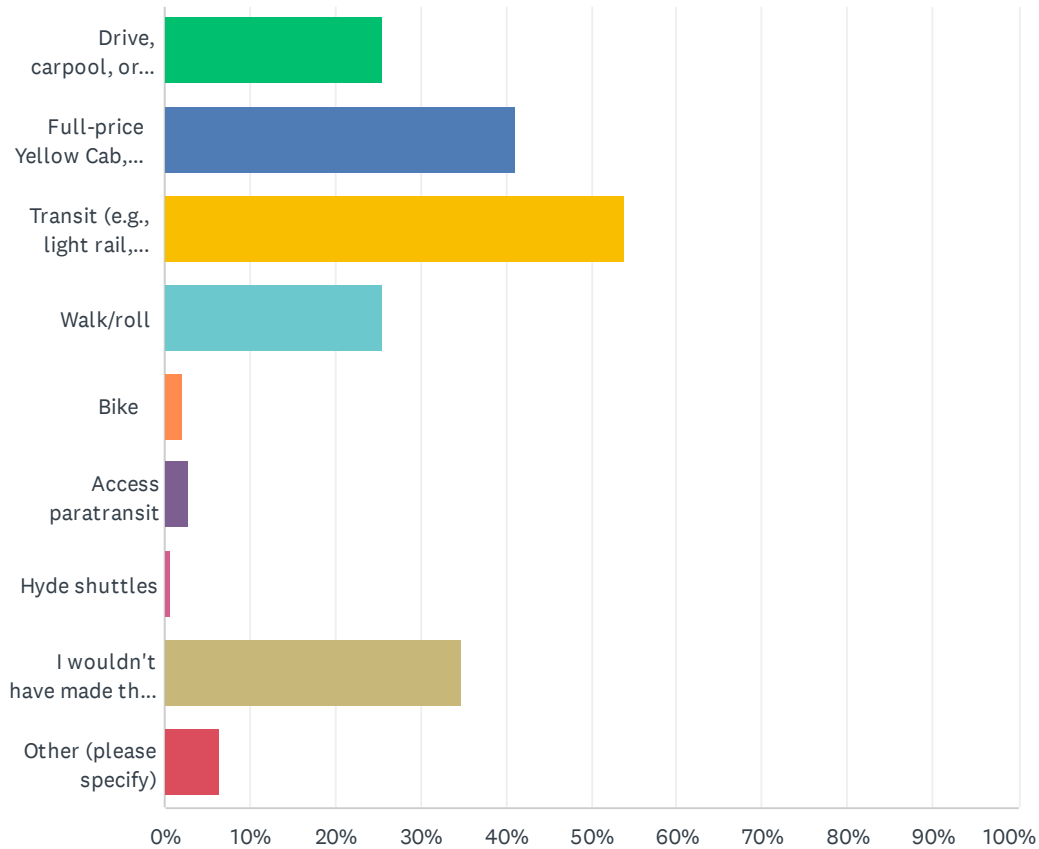
#	OTHER (PLEASE SPECIFY)	DATE
1	AI community center senior program	7/15/2022 4:12 PM
2	Museum	7/15/2022 2:40 PM
3	Home to community center	7/14/2022 3:11 PM

Ride Now - Rider Feedback Form

4	Volunteer work at Aquarium downtown.	7/14/2022 2:53 PM
5	for an important downtown evening meeting when I was running late and the trip was important.	6/16/2022 11:48 PM
6	business appointments	5/31/2022 8:12 PM
7	Volunteer work	5/31/2022 6:26 PM

Q15 Without the Ride Now vouchers, how would you have made your trip(s)? (Please select all that apply)

Answered: 141 Skipped: 45



ANSWER CHOICES	RESPONSES	
Drive, carpool, or have someone drive me	25.53%	36
Full-price Yellow Cab, Uber, or Lyft	41.13%	58
Transit (e.g., light rail, bus, streetcar, etc.)	53.90%	76
Walk/roll	25.53%	36
Bike	2.13%	3
Access paratransit	2.84%	4
Hyde shuttles	0.71%	1
I wouldn't have made the trip	34.75%	49
Other (please specify)	6.38%	9
Total Respondents: 141		

#	OTHER (PLEASE SPECIFY)	DATE
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Ride Now - Rider Feedback Form

1	Taxi scrips from King County Metro	7/20/2022 8:33 PM
2	Metro Access Transportation	7/17/2022 6:27 PM
3	Access bus vendor like WAT or Seattle Express	7/16/2022 9:01 PM
4	Access	7/15/2022 4:12 PM
5	Taxi script with yellow cab	7/15/2022 2:37 PM
6	taxi script	7/15/2022 7:34 AM
7	I couldn't have made the trip. Might have had to call 911.	7/14/2022 9:42 PM
8	Taxi Scripts	7/14/2022 2:23 PM
9	bus	6/5/2022 11:43 PM

Q16 Did you save time, money, or effort by using Ride Now vouchers? Please describe their impact.

Answered: 126 Skipped: 60

#	RESPONSES	DATE
1	Yes. I am low income, (actually no income at this time) These were so helpful to get to places, I really needed to go to. Thank you.	7/30/2022 11:34 AM
2	Saved time over bus trip. Saved money over full time payment.	7/28/2022 5:26 PM
3	Yes. Saved money.	7/28/2022 5:22 PM
4	I could not have made the trip with as little cost and energy expenditure; thank you!	7/28/2022 5:19 PM
5	yes!!	7/28/2022 5:13 PM
6	Yes, Indeed. I saved \$20 in costs which I cannot normally afford. Grateful!	7/28/2022 5:09 PM
7	I saved money definitely I am low-income with a disability, and this helped me a lot.	7/28/2022 5:03 PM
8	Yes	7/28/2022 4:50 PM
9	gave me access to safe transport	7/28/2022 4:42 PM
10	sometime	7/28/2022 4:33 PM
11	Yes, vouchers save my money.	7/25/2022 11:24 PM
12	Yes. Trying to take home big bags of groceries by bus is just a pain	7/25/2022 4:06 PM
13	Requires translation	7/25/2022 4:02 PM
14	It helped a lot.	7/25/2022 4:00 PM
15	Requires translation	7/25/2022 3:57 PM
16	Requires translation	7/25/2022 3:44 PM
17	Requires translation	7/25/2022 3:42 PM
18	Did save a good amount of money	7/25/2022 3:39 PM
19	Saved all 3, especially money. Destination input automatically saved effort when communication a problem.	7/25/2022 3:37 PM
20	* Requires translation	7/25/2022 3:26 PM
21	It saved time, plus did not have to transfer to other buses.	7/25/2022 3:24 PM
22	Yes! Rideshare has gotten so expensive and the vouchers made a big difference. Thank you!	7/21/2022 9:37 AM
23	Having the opportunity to use Ride Now Uber vouchers was like having a huge weight lifted off of my shoulders. I have been able to utilize Lyft a few times previously, so I had an idea of what to expect with Uber. Uber turned out to have a much more useful app than Lyft. It provided a lot of helpful information and safety features including a way to let people know which car you were in and where you were going. The best parts of using Uber were that I did not have to speak with anyone at a dispatch center, I knew how long it would be until the ride arrived and the driver did not know I was using a voucher (from what I could tell.) When I use Yellow, I never know when a driver is coming for sure. I may get a confirming text from Yellow but then the driver can decide not to come after I have waited 10 - 30 minutes for a ride. Also, the drivers often give me a hard time about using the taxi scrips, even when I let them know when I call dispatch or as soon as I get in the taxi. The drivers often ask for cash instead and have an awful attitude about it when I say I don't have any. I know they turn in the scrips for cash so it shouldn't make a difference anyway. Drivers also tell me they get 3% taken out of the scrips, so that is another reason they don't want to accept them. I don't believe this is true.	7/20/2022 8:33 PM

Ride Now - Rider Feedback Form

It is extremely frustrating to be shamed and harrassed about the way I pay for something. Another thing I noticed was that there was no odor in the Uber vehicles. Often taxis smell bad from the driver eating the car, smoking before picking me up, urine from passengers or other unpleasant odors.

24	This helped to get from Light Rail to TMobile Park. Didn't have to walk up steep winding pathway and I have a bad knee.	7/18/2022 3:20 PM
25	Took the train going but later at night it wasn't tempting so the coupon was good.	7/18/2022 2:59 PM
26	Yes, I saved time, money, and anxiety by using Ride Now vouchers.	7/18/2022 9:01 AM
27	Yes , time and money	7/17/2022 6:27 PM
28	Saved money as they were free, but biggest advantage was in convenience of not having to book ride day before and being able to call for return ride when ready (Like when medical appointment was over. Hard on Access since ride has to be booked ahead.)	7/16/2022 9:01 PM
29	Being disabled, fetching cat litter is a giant pain in the ass to get. Having it delivered isn't in my budget. Very happy that I could stockpile enough for several months, and not walking 25lb boxes home. Definitely saved time and effort.	7/16/2022 12:12 PM
30	Yes	7/16/2022 8:38 AM
31	I saved money--I was able to pay for rides to places that would've taken a while to travel to via public transit, so they also saved me a lot of time and energy that using public transit requires.	7/15/2022 10:17 PM
32	Yes I save time and money I am looking forward to hear from you again	7/15/2022 9:24 PM
33	Because it saves time and money (from google translate)	7/15/2022 4:35 PM
34	Never arrived.	7/15/2022 4:30 PM
35	Yes, I dont have to drive w poor vision	7/15/2022 4:25 PM
36	Tiempo, no hubiera podido pagar un taxi (translation: time, I couldnt have paid for a taxi)	7/15/2022 4:12 PM
37	Saved money!	7/15/2022 4:05 PM
38	Yes. I save time, money, and effort	7/15/2022 4:03 PM
39	Save time compared with bus	7/15/2022 3:59 PM
40	Was able to do things for myself without dependence on other making time for me	7/15/2022 3:54 PM
41	I believe my trip was more than the voucher from Madison Valley to Ballard and back.	7/15/2022 2:40 PM
42	Please see previous statement. Thank you.	7/15/2022 2:37 PM
43	Saved time and money	7/15/2022 2:10 PM
44	One hundred dollars total is extremely helpful on a fixed income.	7/15/2022 12:04 PM
45	Yes, I wouldn't have made the trip to the pharmacy. My voucher used was under \$10. That's money not in my limited budget.	7/15/2022 9:49 AM
46	as strength and mobility disability problems rise as well as possible loss soon of food subsidy and rise in food costs, i was extremely grateful to receive these.	7/15/2022 7:34 AM
47	i save all those things. money and effort for sure	7/15/2022 5:35 AM
48	See previous answer. It saved all three of these things for me, and made a cool and safe journey home possible.	7/14/2022 9:42 PM
49	Saved both time and money	7/14/2022 9:02 PM
50	I saved time (using transit as a visually impaired person is difficult unless it is on specific routes where you can get mobility training). I also saved so much money because often if I have to go somewhere, full price Uber gets expensive and there's only so much money I can spend -- especially because I like going to different places and being active outside of work.	7/14/2022 7:47 PM
51	I was overjoyed to use the vouchers, saving money for rides.	7/14/2022 7:20 PM

Ride Now - Rider Feedback Form

52	the vouchers saved money if using lyft. I did tip drivers so my cost was more than if i took the bus (senior\$1 rate) but the convenience was well worth it. usually the lyft was great if I had a package or luggage that would have made the bus trip clumsy and a hassel	7/14/2022 4:56 PM
53	Very convenient they come right to me, as I'm differently-abled.	7/14/2022 4:27 PM
54	Saved both time and money and did not have to try and find parking.	7/14/2022 4:04 PM
55	I definitely saved money! My husband and I are on a very limited income.	7/14/2022 3:57 PM
56	Incredibly helpful made getting to appointment to so much easier I'm surprised more clinics don't just automatically give vouchers they seem to lose more money by missing appointments than by providing this	7/14/2022 3:47 PM
57	Both	7/14/2022 3:43 PM
58	Yes they made it possible to take rides that would either have been really difficult or expensive	7/14/2022 3:41 PM
59	These vouchers had a great impact on the quality of my life. I walk because it is cheap and healthy but I do not walk or use public transportation at night or dusk because many women like me in my residence have been mugged and injured in criminal attacks. This was a safe way to visit family in the evening like my first grandchild at 80 years.	7/14/2022 3:27 PM
60	Yes it was very helpful. I'm on SSDI and can't afford it on my own. I'm disabled and the bus is difficult for me. I wish I could have the two trips to the store paid for every month	7/14/2022 3:25 PM
61	Yes saved time, money & stress	7/14/2022 3:20 PM
62	If i was able to yes.	7/14/2022 3:11 PM
63	I did save money and time as it helped me to get to places without living in fear for my access. Often times I would get confused by the construction or in some areas were unsafe, but with vouchers I feel comfortable and safe and I was able to take some control back into my life.	7/14/2022 3:07 PM
64	Yes I saved money and these vouchers meant more to me than saving money. They allowed me for a short while to dream bigger than my budget allows. I travelled at night because of them which I would never done since I walk or take public transit and have found it unsafe as a wiman	7/14/2022 3:06 PM
65	Much effort as I am mobility limited. Walking and standing is a literal pain at times. Money saved over full cost of Uber is important as I am retired on fixed income.	7/14/2022 2:53 PM
66	Yes - I am retired with a low income so unable to afford using Lyft very often	7/14/2022 2:49 PM
67	Yes I saved all three; time, money, and effort. I was able to leave my apartment rather than be stuck at home. I could travel on my schedule instead of finding a convenient time for a friend to drive me to where I needed to go.	7/14/2022 2:49 PM
68	Saved money. Much appreciated	7/14/2022 2:45 PM
69	i saved money, however i wasn't able to use all my vouchers. also I received an email that the program was extended for four more vouchers but i never received them over email	7/14/2022 2:35 PM
70	omg yes!!!! that bus i normally take would have taken an hour to get to dental appt, with LYFT i saved 2 hours out of my day!	7/14/2022 2:33 PM
71	I saved a lot of time and money as well as painful walks to and from bus stops	7/14/2022 2:30 PM
72	Time and money. Perfect for errands that are too close for transit but too far to justify an Uber or walk	7/14/2022 2:27 PM
73	The program helped me spend less to get to places I need to go that aren't easy to get to via transit or that I needed to get to quickly. Disabled people have consistent appointments for medical needs and often can't drive so it can be a struggle to make it to important medical visits and to get other necessities. But having to worry less about cost of transportation makes it much easier.	7/14/2022 2:26 PM
74	Yes. I attended an event I might not attended. It made traveling easier. Did not have to spend time waiting for the transfer bus.	7/14/2022 2:25 PM
75	No	7/14/2022 2:23 PM

Ride Now - Rider Feedback Form

76	It was huge for me due to financial strain and health conditions requiring me to get to the hospital for appointments.	7/14/2022 2:22 PM
77	They were great, so easy to get to the doctor and necessary errands.	7/14/2022 2:21 PM
78	Yes saved time.	7/14/2022 2:20 PM
79	All three	7/14/2022 2:18 PM
80	Absolutely. This made huge positive impact in my life.	7/14/2022 2:18 PM
81	Yes this was so helpful,I do not have \$12- \$15 to travel to my medical or dental clinic each way. I had a friend take me to two of my appointments though this was alot to ask of them. Vouchers covered the rest of my medical appointments	7/12/2022 3:54 PM
82	All of the above. Even to go the short distance to my Dr, Uber costs approx \$10 one way. Even tho I have an ORCA discount card, it takes 2 buses to get there & I have to get out in the weather if it's wet or hot outside which is bad for my health issues. I wish this program would continue.	7/11/2022 4:20 PM
83	These vouchers saved my life! What a freeing program! I got to appointments I would have missed entirely, because there was a problem with the bus. I got to enjoy my life and see friends I wouldn't otherwise. I got nutritious food on days when walking or transit to the grocery store felt just too much. As someone with a disability and chronic pain I was elated to have this help!!	7/6/2022 9:29 AM
84	Yes	7/6/2022 9:02 AM
85	I got home more quickly from the airport a night.	7/6/2022 8:34 AM
86	Yes it helped a lot getting to T mobile for a game. The walk from light rail is very hard for my knees	6/26/2022 7:40 PM
87	Yes	6/24/2022 12:07 PM
88	Well, saving money of course being on a fixed income.	6/20/2022 8:18 AM
89	I saved time. The trip was a little quicker than driving and finding parking. I went home on the bus, which takes way longer than driving home from downtown. I was motivated on a similar trip the next day to drive and pay for parking, which was way quicker for the two-way trip, and less expensive than using Lyft one-way, with the discount, and taking the bus to return home.	6/16/2022 11:48 PM
90	Saved money when I need to	6/16/2022 9:19 AM
91	Yes I saved money and I don't earn as much. So I need a way for me to get to my work. My work is on top of the hill on 18th and it's challenging for me to get there as I am DeafBlind with lousy balance. It helped a lot	6/13/2022 12:14 PM
92	time saver. ease traveling. I did tip, actual lyft cost was over \$20, so with that actual cost to me was~\$5. if i did not tip , my cost would have been ~same as bus fare. with ease and time, well worth it	6/11/2022 7:51 AM
93	Yes, I have a tough time financially living in Seattle due to high rents and food/services.	6/7/2022 11:06 AM
94	Yes! So much time! And money! I sometimes don't do things I would like to do because paratransit takes too long, there is no easy bus service, and Lyft trips get really expensive. It was so nice not to worry about that as much!!	6/6/2022 9:50 AM
95	I saved time because I did not need to wait metro bus which needed to use over one hour to arrive home	6/3/2022 10:32 PM
96	Sixty dollars in one month's time was so helpful living on limited funds during inflation.	6/2/2022 2:10 PM
97	Save time and money and no more waiting for family members to help me to go to places I want.	6/2/2022 2:07 PM
98	Yes	6/2/2022 9:40 AM
99	Going I saved time, money and effort. Returning home, I walked a distance to access public transportation. Fortunately there was only a light drizzle and it was daylight. It was a challenge but I kept saying walking is good exercise.	6/1/2022 5:21 PM

Ride Now - Rider Feedback Form

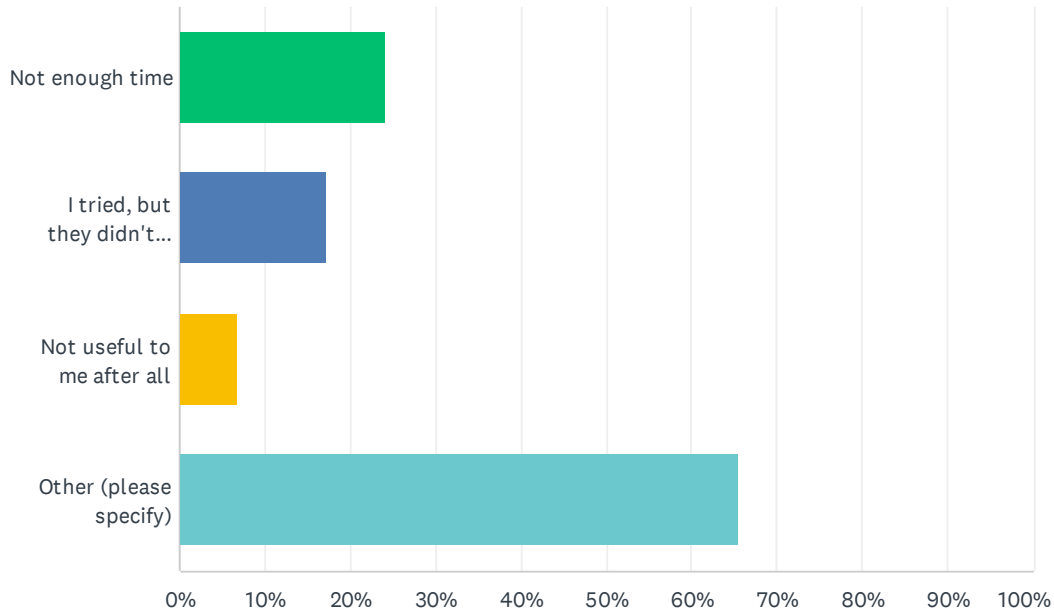
100	All three. I've only ever used it for places I want to go but are too close for transit. It was a legitimately great service	6/1/2022 1:21 PM
101	Yes I saved some money	6/1/2022 11:16 AM
102	It saves me time and hassle. I am able to get ride and carry heavy grocery.	6/1/2022 11:15 AM
103	Yes. Helped me get more food for each mouth. Was able to carry more home and have fewer trips to Grocery store.	6/1/2022 10:39 AM
104	saved being in pain and tired taking suitcase to train to help my sister during cataract surgery and carrying heavy things from the store. i am a senior.	6/1/2022 7:52 AM
105	Yes. I have a few chronic health problems which were made worse by Covid, which I am recovering from, but I wouldn't have been able to make it to my doctor's appointment if I had been required to walk even to the bus stop connecting me to my doctor's office, so it really saved me. The lab work they were able to complete informed them I actually require IV infusions at the hospital, which I will use these next vouchers to do. It was a real lifeline for me right now.	6/1/2022 7:16 AM
106	Yes subsidized some needed rides. I'm supportive of tax dollars going to encourage no car ownership. So, toward that goal, I feel that should this program continue it should go to those without private personal motor vehicles.	6/1/2022 12:48 AM
107	Yes I did very much so. My commute to work is a 45 min walk 5 days a week, not to mention the walk home. By having the voucher I was able to squeeze in an appointment in the morning and still make it to work in time.	5/31/2022 9:49 PM
108	ZERO IMPACT - TRYING TO CONTACT/DEAL WITH 'UBER ISSUES' NOT WORTH IT.	5/31/2022 9:19 PM
109	I saved time and money. I was able to make additional trips places and i did not need to depend on anyone for a ride.	5/31/2022 8:57 PM
110	Since I use a walker I saved a significant amount of effort (and discomfort).	5/31/2022 8:12 PM
111	My budget was low and this voucher helped me tremendously!!	5/31/2022 7:50 PM
112	Allowed us to get to medical appointment	5/31/2022 7:16 PM
113	Very much so. I just wish I'd had more.	5/31/2022 7:10 PM
114	Was able to leave house later for direct trips to medical appointment s verses having to take two buses and leaving over an hour early	5/31/2022 6:30 PM
115	Saved money which is greatly appreciated.	5/31/2022 6:26 PM
116	They are wonderful	5/31/2022 6:18 PM
117	Yes, saved money.	5/31/2022 6:18 PM
118	Yes, I saved money. Every little bit helps when you're retired & on a fixed income	5/31/2022 6:14 PM
119	Yes! My disabilities make it impossible for me to drive, and I have lots of medical appointments. Though my household income looks high on paper, much of that money goes toward debt and medical bills. These vouchers really help me as someone who falls through some cracks in disability services.	5/31/2022 5:51 PM
120	I'm low income disabled. I only have the smallest SSI check to live on, so spending money on Uber rides is cost prohibitive. I'm stuck at home usually because it's too much walking to use regular transit. I need door to door transportation. These were perfect for my transportation needs. I cried, thankful.	5/31/2022 5:50 PM
121	It made a huge difference in how much time I saved vs riding the bus. And because of my disability, sometimes long bus rides can be difficult, so the vouchers have given me more freedom.	5/31/2022 5:49 PM
122	Yes! I'm on disability and I can't drive. I have lots of medical appointments and sometimes I have to spend hundreds of dollars to get to them. These vouchers really help me financially.	5/31/2022 5:46 PM
123	Easy to use. Saved money	5/31/2022 5:36 PM

Ride Now - Rider Feedback Form

124	Absolutely. It was such a relief knowing that if I didn't feel well, I could get the important trips done. Thank you so much!	5/31/2022 5:35 PM
125	I saved money, which is my scarce resource.	5/31/2022 5:20 PM
126	Yes i did, this was so amazing, keep providing this wonderful service	5/22/2022 9:40 PM

Q17 If you haven't used your vouchers yet, why not? (Please select all that apply)

Answered: 29 Skipped: 157



ANSWER CHOICES	RESPONSES	
Not enough time	24.14%	7
I tried, but they didn't work	17.24%	5
Not useful to me after all	6.90%	2
Other (please specify)	65.52%	19
Total Respondents: 29		

#	OTHER (PLEASE SPECIFY)	DATE
1	I just received it recently.	7/28/2022 5:29 PM
2	Left this space blank.	7/28/2022 4:27 PM
3	COVID surge in King County	7/25/2022 4:04 PM
4	I dont go to Seattle anymore and live in downtown Bellevue	7/25/2022 3:46 PM
5	they came just days before they were due to expire	7/18/2022 7:07 PM
6	Like to use but waiting time is too long (google translate)	7/15/2022 4:21 PM
7	Have not needed them yet	7/15/2022 4:07 PM
8	Will use before the expiration date. Thank you	7/15/2022 4:01 PM
9	Does not apply	7/15/2022 3:56 PM
10	Covid increases	7/15/2022 5:27 AM

Ride Now - Rider Feedback Form

11	just another thing to fiddle with. annoying	7/14/2022 7:30 PM
12	No answer when called	7/14/2022 5:46 PM
13	Rides I needed to take were too expensive	7/14/2022 5:45 PM
14	I "saved" them because I didn't know when I'd need th	7/14/2022 5:21 PM
15	As indicated in the first question, the places I wanted to would use up the \$40 one. I take Access and it was challenging to figure timing to combine the two.	7/5/2022 7:41 PM
16	W1	6/28/2022 10:43 AM
17	They did not accept it.	6/14/2022 3:57 PM
18	Uber site had major problems when I tried.	5/31/2022 6:45 PM
19	Not required my city coverage	5/31/2022 5:44 PM

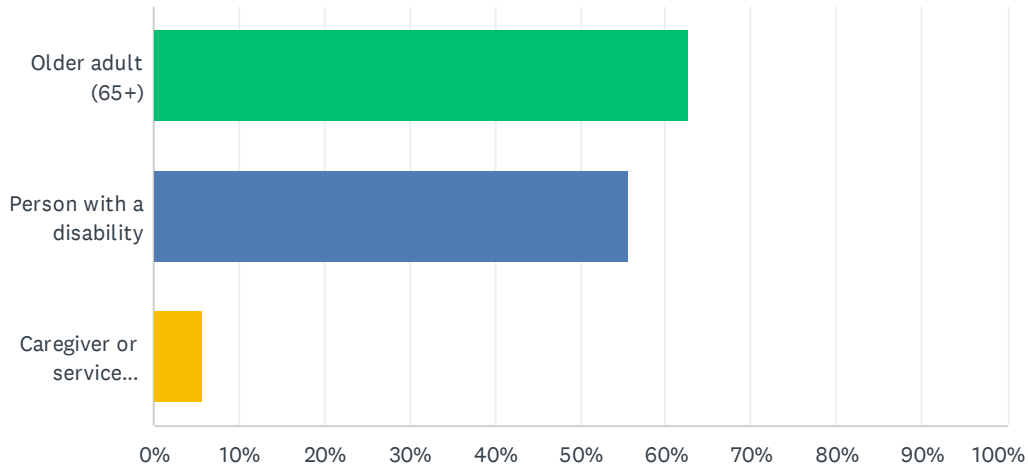
Q18 Please share more about your answer to the previous question

Answered: 23 Skipped: 163

#	RESPONSES	DATE
1	I applied in May and received the vouchers recently.	7/28/2022 5:29 PM
2	Left this space blank.	7/28/2022 4:27 PM
3	With the ending of mask mandate Ive had to limit my in person participation in organizational meetings and such	7/25/2022 4:04 PM
4	I am afraid to ride bus to Seattle due to hate crimes in Seattle areas	7/25/2022 3:46 PM
5	They never arrived even after 3 calls.	7/25/2022 3:41 PM
6	*Translate from Vietnamese	7/25/2022 3:21 PM
7	mail is slow around here and some days we dont even get our mail so the vouchers came a little to late for me not giving me time to use them and the weather was rainy so it just didnt work out	7/18/2022 7:07 PM
8	Vouchers have an expiration date - the day after they expired, my Drs appt cost me over \$50 on my credit card	7/15/2022 4:15 PM
9	Expired too soon	7/15/2022 4:08 PM
10	Please send me more vouchers! I like to have them on hand in case I need them (sometimes I have to go into the hospital in the middle of the night)	7/15/2022 4:07 PM
11	I am 80 years of age and will take me some time. Thank you!	7/15/2022 4:01 PM
12	Did not use	7/15/2022 3:56 PM
13	As an elder I have to be extra careful about covid risk and rates have not gone down enough yet.	7/15/2022 5:27 AM
14	life is complicated enough as is. another thing to track is a pin in the butt. just give me some orca dollars. keep it simple.	7/14/2022 7:30 PM
15	See previous response!	7/14/2022 6:13 PM
16	Same comments as before	7/14/2022 5:46 PM
17	I ended up not going to location as cab ride was too costly.	7/14/2022 5:45 PM
18	We would use the vouchers if they were given again. My client doesn't go out as much in the hot weather.	7/14/2022 5:10 PM
19	Due to COVID still being active I did not want to chance public transit for now so was trying to figure out combing Access and taxi to go and return.	7/5/2022 7:41 PM
20	The driver said that the voucher is no good, no use.	6/14/2022 3:57 PM
21	I believe	6/4/2022 4:49 PM
22	The site just hung up and didn't allow me to schedule. I was out of town after that.	5/31/2022 6:45 PM
23	It would be absolutely understanding reading and before filling out the form that would specify that the voucher was only Seattle converge to use the Lyft ride voucher	5/31/2022 5:44 PM

Q19 How are you eligible for the Ride Now pilot? (Please select all that apply)

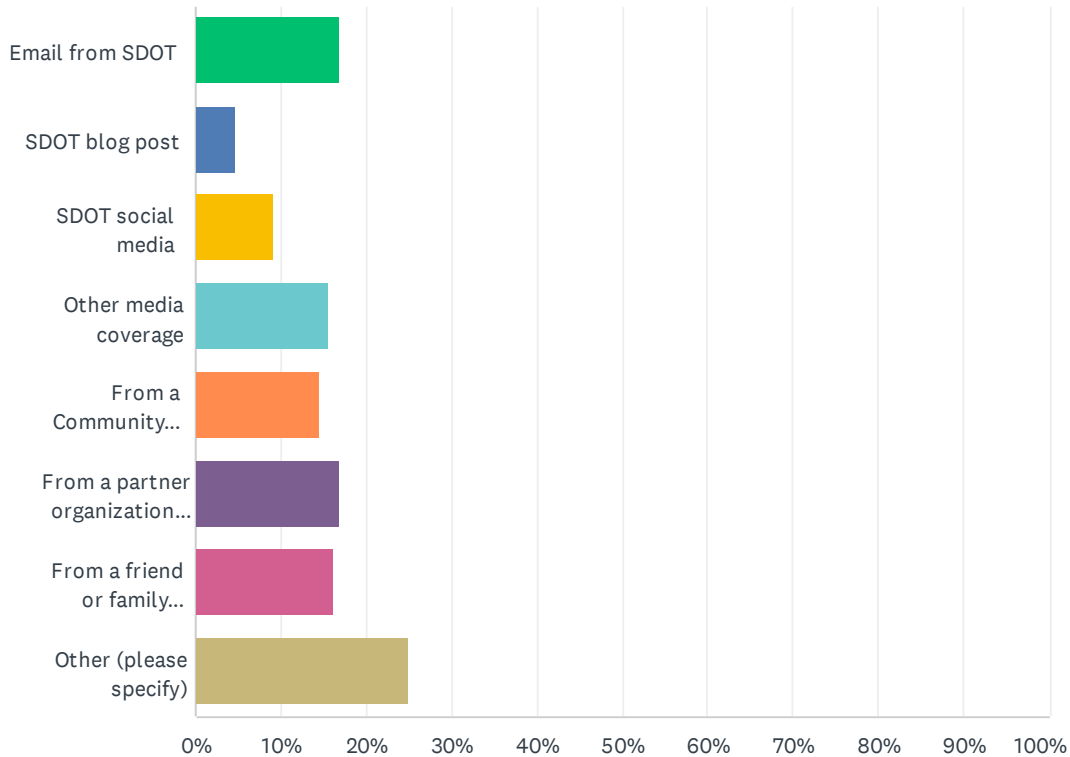
Answered: 174 Skipped: 12



ANSWER CHOICES	RESPONSES	
Older adult (65+)	62.64%	109
Person with a disability	55.75%	97
Caregiver or service provider to an older adult (65+) or person with a disability	5.75%	10
Total Respondents: 174		

Q20 How did you hear about the Ride Now pilot? (Please select all that apply)

Answered: 173 Skipped: 13



ANSWER CHOICES	RESPONSES
Email from SDOT	16.76% 29
SDOT blog post	4.62% 8
SDOT social media	9.25% 16
Other media coverage	15.61% 27
From a Community Liaison	14.45% 25
From a partner organization (e.g., Bellwether Housing, Northaven Senior Living, Lake City Seniors, Hopelink, etc.)	16.76% 29
From a friend or family member	16.18% 28
Other (please specify)	24.86% 43
Total Respondents: 173	

#	OTHER (PLEASE SPECIFY)	DATE
1	C1SC	7/28/2022 5:39 PM
2	Service coordinator	7/28/2022 5:31 PM
3	email from metro	7/28/2022 5:27 PM

Ride Now - Rider Feedback Form

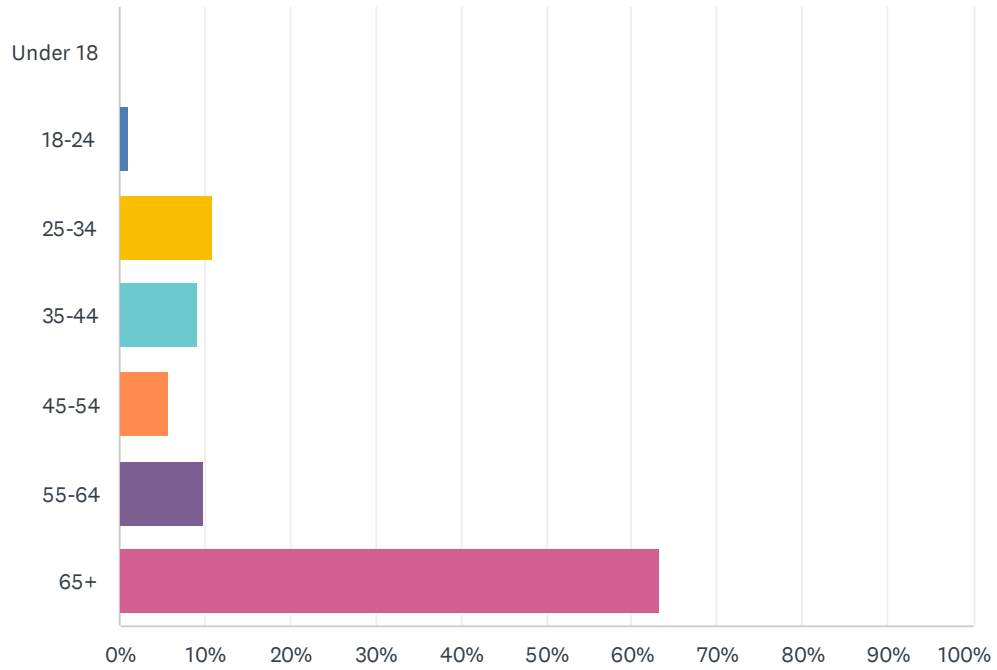
4	Seattle Housing Authority for seniors	7/25/2022 4:00 PM
5	Requires translation	7/25/2022 3:54 PM
6	Requires translation	7/25/2022 3:31 PM
7	*Requires translation	7/25/2022 3:29 PM
8	Facebook and community bulletin board.	7/25/2022 3:24 PM
9	Transit Riders Union	7/21/2022 9:38 AM
10	Someone on Nextdoor involved with the program. I am soooo happy and thankful that I learned about it. I only wish I knew about it sooner.	7/20/2022 8:35 PM
11	Can't remember	7/16/2022 9:08 PM
12	From a caretaker receiving this. I didn't know about it, and only got in for the last month.	7/16/2022 12:16 PM
13	Seattle Housing Authority	7/15/2022 4:16 PM
14	From a flyer on our bulletin board @ University House (SHA)	7/15/2022 4:08 PM
15	From CISC	7/15/2022 4:04 PM
16	This letter	7/15/2022 3:57 PM
17	Seattle Times	7/15/2022 2:39 PM
18	Flip my Ride Program	7/15/2022 1:47 PM
19	our service coordinator at Counsel House (low income housing) put notice in elevator	7/15/2022 7:36 AM
20	National Federation of the Blind member	7/14/2022 7:48 PM
21	Cedar Parks Apt Facebook page	7/14/2022 4:00 PM
22	Flyer in hud housing	7/14/2022 3:43 PM
23	Poster in elevator	7/14/2022 3:27 PM
24	DeafBlind Service Center.	7/14/2022 3:07 PM
25	Age Friendly Seattle facebook page	7/14/2022 2:51 PM
26	honestly don't remember	7/14/2022 2:34 PM
27	Work	7/14/2022 2:28 PM
28	Komo News	7/14/2022 2:25 PM
29	Transit Riders Union	7/6/2022 9:31 AM
30	I happened to pass by a flyer in my building at the very last moment.	7/5/2022 7:45 PM
31	Friend	6/28/2022 10:55 AM
32	Newspaper	6/24/2022 12:12 PM
33	DeafBlind Service Center	6/13/2022 12:16 PM
34	Seattle NFB	6/6/2022 9:51 AM
35	newspaper	6/5/2022 11:45 PM
36	Workplace	6/1/2022 1:22 PM
37	Seattle Housing Authority	6/1/2022 11:19 AM
38	My landlord	6/1/2022 7:17 AM
39	LinkedIn post	6/1/2022 1:52 AM
40	Flyer in my building	5/31/2022 7:51 PM
41	Age Friendly Seattle facebook page	5/31/2022 5:53 PM

Ride Now - Rider Feedback Form

42	Transit riders union announcement	5/31/2022 5:52 PM
43	211	5/31/2022 5:46 PM

Q21 What is your age?

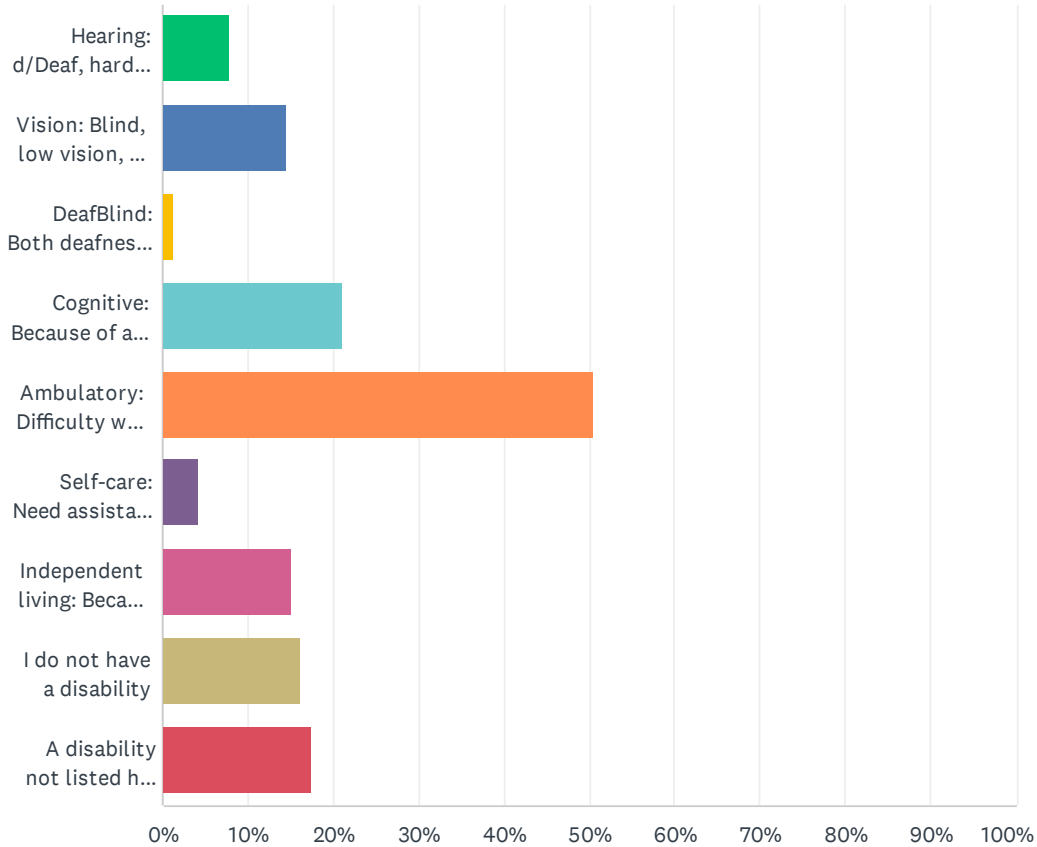
Answered: 175 Skipped: 11



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	1.14%	2
25-34	10.86%	19
35-44	9.14%	16
45-54	5.71%	10
55-64	9.71%	17
65+	63.43%	111
TOTAL		175

Q22 If you have a disability, what type of disability do you have? (Please select all that apply)

Answered: 166 Skipped: 20



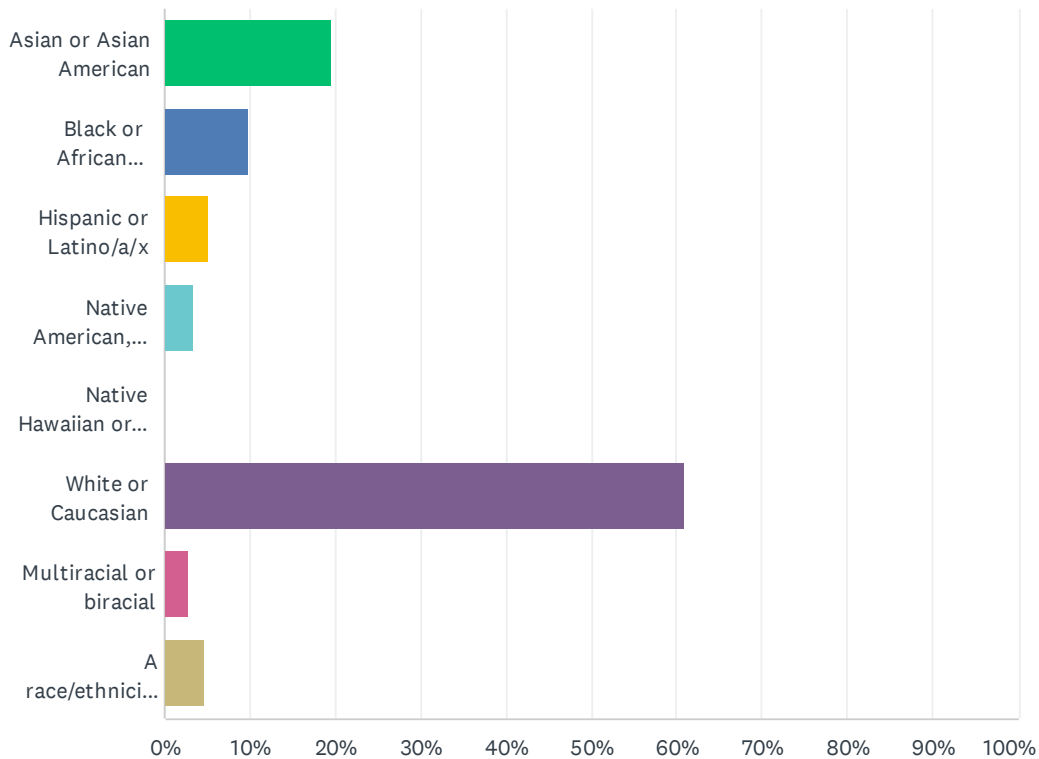
ANSWER CHOICES	RESPONSES	
Hearing: d/Deaf, hard of hearing, or needing accommodation to hear or process sound.	7.83%	13
Vision: Blind, low vision, or needing accommodation to see, even when wearing glasses.	14.46%	24
DeafBlind: Both deafness and blindness present.	1.20%	2
Cognitive: Because of a physical, mental, or emotional condition, have a hard time remembering, concentrating, or making decisions.	21.08%	35
Ambulatory: Difficulty with balance, walking, or climbing stairs.	50.60%	84
Self-care: Need assistance with activities of daily living such as bathing or dressing.	4.22%	7
Independent living: Because of a physical, mental, or emotional condition, have difficulty doing errands alone such as visiting a doctor's office or shopping.	15.06%	25
I do not have a disability	16.27%	27
A disability not listed here (please specify)	17.47%	29
Total Respondents: 166		

Ride Now - Rider Feedback Form

#	A DISABILITY NOT LISTED HERE (PLEASE SPECIFY)	DATE
1	cancer	7/28/2022 5:13 PM
2	Limited ability to walk distances	7/28/2022 5:10 PM
3	Requires translation	7/25/2022 4:02 PM
4	Requires translation	7/25/2022 3:54 PM
5	Requires translation	7/25/2022 3:31 PM
6	I have mobility and am 65+; I am guardian of daughter with developmental disability (FAS)	7/16/2022 9:08 PM
7	Not blind, but have only 1 eye and my balance nerves are damaged. Its not safe for me to be walking at night.	7/16/2022 12:16 PM
8	degenerative spine	7/16/2022 8:42 AM
9	Mental health	7/15/2022 9:27 PM
10	slow movement and responses and easily frustrated	7/15/2022 2:42 PM
11	amputee	7/15/2022 2:11 PM
12	decreasing muscle strength	7/15/2022 7:36 AM
13	Why is this for metrics???	7/14/2022 5:52 PM
14	PTSD related to Military Service	7/14/2022 5:46 PM
15	Husband is a leg amputee	7/14/2022 4:00 PM
16	Psychological problems with daily functioning	7/14/2022 3:43 PM
17	2 Traumatic Brain Injuries	7/14/2022 2:55 PM
18	Chronic back pain	7/14/2022 2:50 PM
19	Severe chronic pain	7/6/2022 9:31 AM
20	I have chronic condition that sometimes limits my mobility	7/5/2022 7:45 PM
21	Diabetes neuropathy	6/28/2022 10:59 AM
22	Ssid	6/28/2022 10:55 AM
23	Diabetic, can't drive after eye exam	6/3/2022 10:36 PM
24	Mental health	6/1/2022 11:19 AM
25	Autonomic Dysfunction (nervous system failing)	6/1/2022 7:17 AM
26	recovering from a serious ankle injury; also suffer from migraines.	6/1/2022 12:50 AM
27	HIP INJURY	5/31/2022 9:20 PM
28	Back pain, carpel tunnel and anxiety	5/31/2022 7:51 PM
29	Painful arthritis	5/31/2022 6:20 PM

Q23 What is your race/ethnicity? (Please select all that apply)

Answered: 174 Skipped: 12



ANSWER CHOICES	RESPONSES	
Asian or Asian American	19.54%	34
Black or African American	9.77%	17
Hispanic or Latino/a/x	5.17%	9
Native American, American Indian, or Alaska Native	3.45%	6
Native Hawaiian or other Pacific Islander	0.00%	0
White or Caucasian	60.92%	106
Multiracial or biracial	2.87%	5
A race/ethnicity not listed here (please specify)	4.60%	8
Total Respondents: 174		

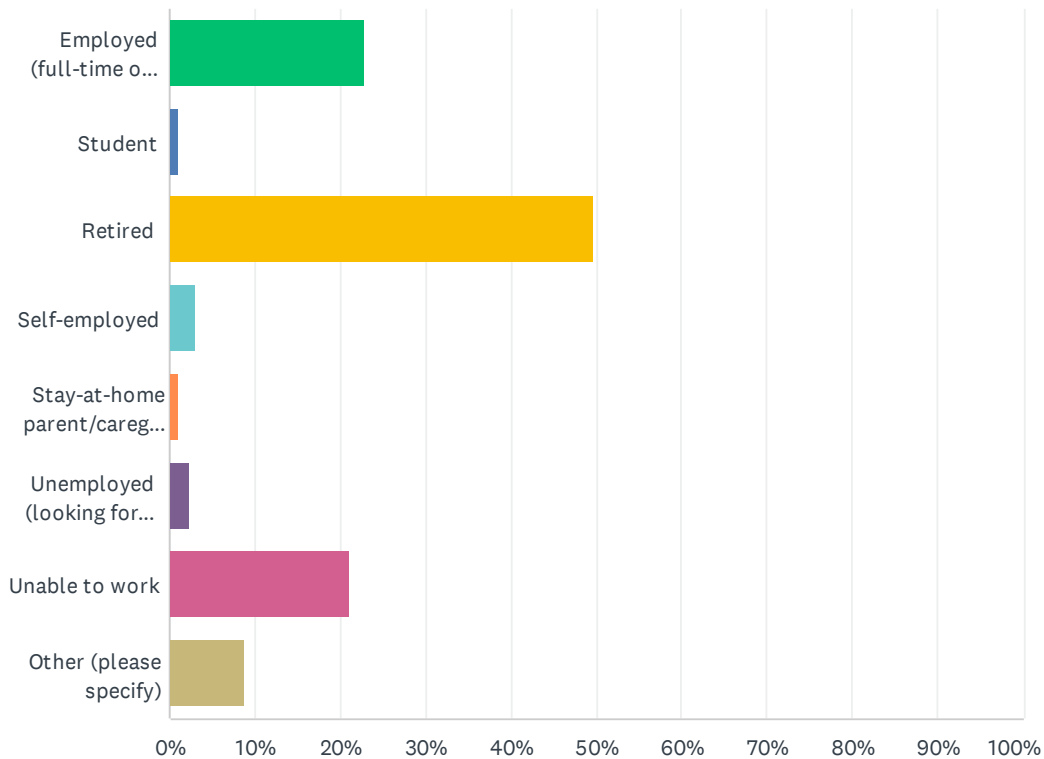
#	A RACE/ETHNICITY NOT LISTED HERE (PLEASE SPECIFY)	DATE
1	Daughter is adopted.	7/16/2022 9:08 PM
2	Sp.creole	7/16/2022 8:42 AM
3	P.R.	7/15/2022 4:12 PM
4	Creole	7/15/2022 4:05 PM

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5	Why ask. We are all people.	7/14/2022 5:52 PM
6	Jewish	7/14/2022 3:27 PM
7	Black	6/28/2022 10:55 AM
8	White/roma	5/31/2022 7:17 PM

Q24 What is your employment status? (Please select all that apply)

Answered: 171 Skipped: 15



ANSWER CHOICES	RESPONSES	
Employed (full-time or part-time)	22.81%	39
Student	1.17%	2
Retired	49.71%	85
Self-employed	2.92%	5
Stay-at-home parent/caregiver	1.17%	2
Unemployed (looking for work or not looking for work)	2.34%	4
Unable to work	21.05%	36
Other (please specify)	8.77%	15
Total Respondents: 171		

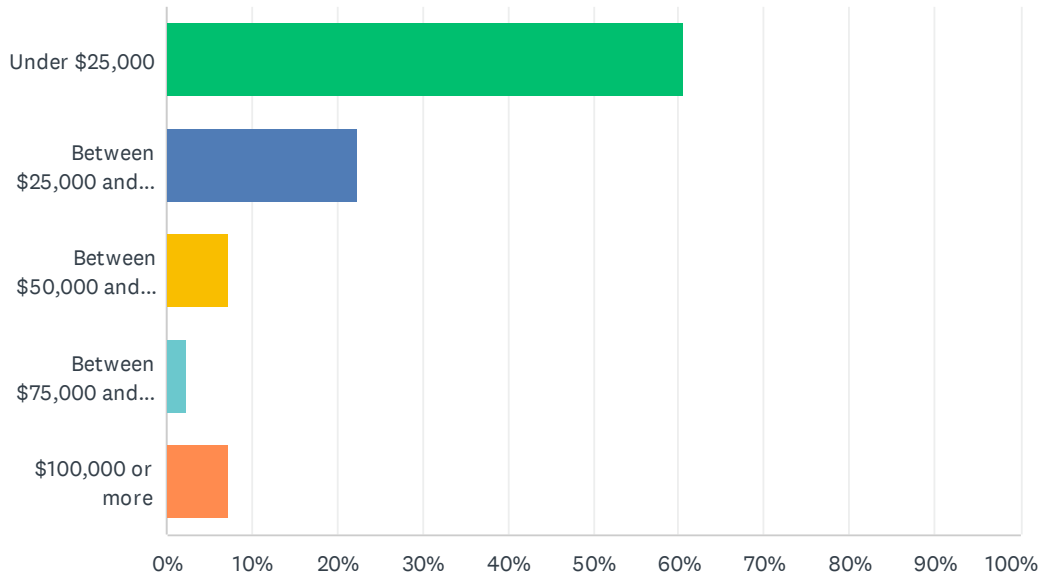
#	OTHER (PLEASE SPECIFY)	DATE
1	Requires translation	7/25/2022 4:02 PM
2	disabled	7/18/2022 7:09 PM
3	Daughter works about 7-8 hours week	7/16/2022 9:08 PM
4	Disable	7/15/2022 9:27 PM

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5	Disable	7/15/2022 3:57 PM
6	Retired and Employed PT seasonally	7/15/2022 1:47 PM
7	Part time when able to work	7/15/2022 12:06 PM
8	Caregiver - working 24/7	7/14/2022 5:52 PM
9	Disabled	7/14/2022 2:25 PM
10	2 hours a week during school year	7/14/2022 2:19 PM
11	On SSDI, with occasional under-the-table gigs	7/6/2022 9:31 AM
12	on disability	7/5/2022 7:45 PM
13	Ssi	6/28/2022 10:55 AM
14	Disabled	5/31/2022 6:20 PM
15	Crossing guard	5/31/2022 5:36 PM

Q25 How much does your household earn annually?

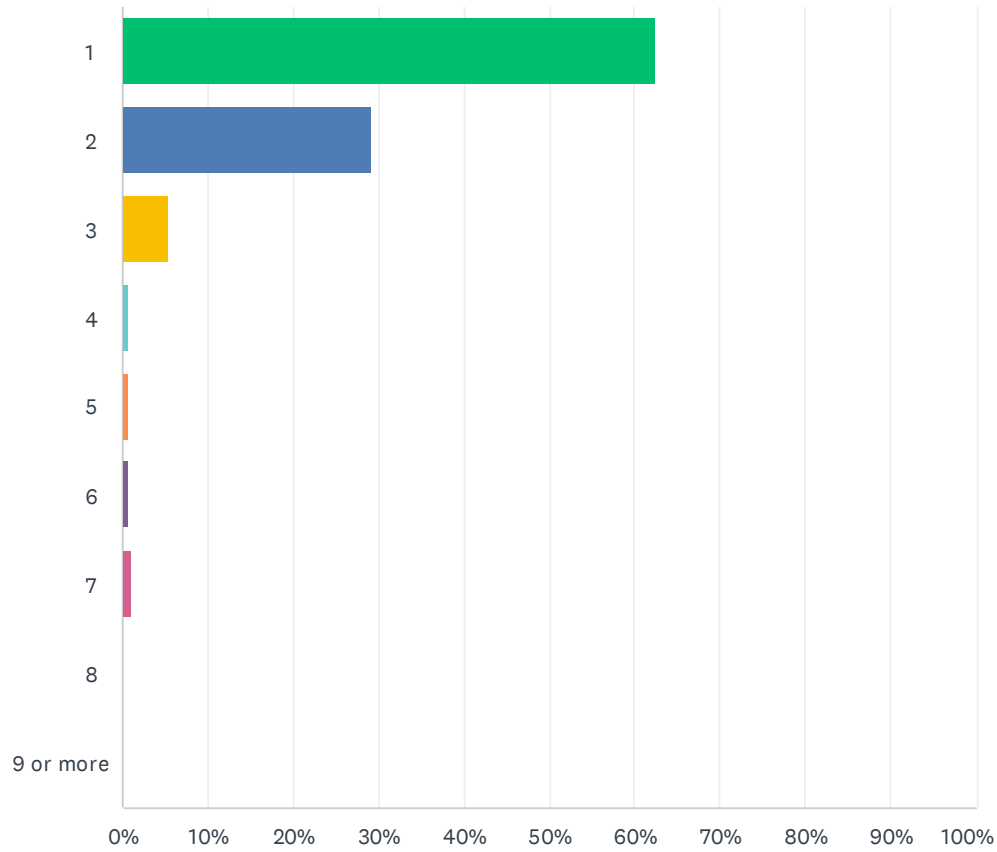
Answered: 165 Skipped: 21



ANSWER CHOICES	RESPONSES	
Under \$25,000	60.61%	100
Between \$25,000 and \$49,999	22.42%	37
Between \$50,000 and \$74,999	7.27%	12
Between \$75,000 and \$99,999	2.42%	4
\$100,000 or more	7.27%	12
TOTAL		165

Q26 How many people are in your household?

Answered: 171 Skipped: 15



ANSWER CHOICES	RESPONSES	
1	62.57%	107
2	29.24%	50
3	5.26%	9
4	0.58%	1
5	0.58%	1
6	0.58%	1
7	1.17%	2
8	0.00%	0
9 or more	0.00%	0
TOTAL		171