The City of Raleigh conducted a customer satisfaction survey for the GoRaleigh Access program in November 2019.

Most GoRaleigh Access customers have a high level of satisfaction with the service. 85%

The survey expanded the baseline created in the 2015 survey to provide a more detailed understanding of customers.

Who are GoRaleigh Access Customers?

73% Most are age 55 or older, 39% are age 65 or older

57% The main purpose of trips for most riders is medical appointments

17% Rely on GoRaleigh Access for all transportation

77% Use A Mobility Device

Trips Taken Per Week

39% 3-4 times
30% 5 times

Over half of riders have been using GoRaleigh Access services for more than 4 years.

Income <$25,000

for 63% of riders
34% are retired
16% are unemployed

83% Have no vehicle in household

SERVICE SNAPSHOT

- Curb-to-curb transportation for people with disabilities who qualify, in accordance with ADA guidelines
- Service available to those within a three-quarter mile area of existing GoRaleigh bus stops
- Mirrors fixed-route GoRaleigh service area coverage and hours of service
- Shared vans and local taxicabs are used to operate all GoRaleigh Access services
- Helps ensure an outstanding quality of life by enabling eligible persons to access public transportation

Most GoRaleigh Access customers have a high level of satisfaction with the service.

83%
Overall Customer Satisfaction

Areas for Further Improvement

Overall, most customers are satisfied with the cost of the fare and the eligibility application process, although these items have the lowest satisfaction ratings.

Technology and Payment

Most riders would like to have prepayment options. Those who would not like prepayment option cited digital payment concerns as the reason.

Taxi service is preferred over vans

58% of riders use Taxis
16% of riders use Vans
26% of riders use Both

87% Satisfied with Courtesy and Knowledge of Reservation Staff

Customer Suggestion:
Lower the recertification requirement from every two years to every five years

Would Use Prepayment 64%

https://raleighnc.gov/services/content/PWksTransit/Articles/AccessibleRaleighTransportation.html