

# Survey Report

## Quarter 1 2024

544 Surveys texted three times, starting late February 2024.

Returned:

45 surveys regular

14 from treatment court

13 Pro-A Employment Program

Total: 72

Rate of return: 13%

### **Regular Survey Results:**

#### **Important findings:**

Danny's Ride is making a huge difference in the lives of those receiving rides through the program. 98% said that Danny's Ride helped them, and 89% rated Danny's Ride 5 out of 5 when asked to rate how helpful it was.

A full 86.5% would not have been able to get to their appointment without Danny's Ride, and only 20% of the respondents indicated that they had other options, which included walking or riding a bicycle.

The open-ended questions reveal that the impact on riders is extensive and broad. They mentioned not only "getting where they needed to go" when asked how Danny's Ride helped them, they also noted things like maintaining and regaining child custody, avoiding long walks in bad weather with accompanying health problems, not having to take small children on the bus, less stress, getting to work and job interviews, earning enough to buy a car, complying with court requirements and staying out of jail. This in addition to traditional 'recovery' services, such as outpatient and other programs.

Danny's Ride impacts people at the very core of their lives.

### **Survey Details:**

#### **Geographic representation:**

Represent 12 counties in 2 states:

40% Lehigh County

20% Northampton County

11% Bucks County

29% - 9 other counties

**Age:**

53% age 18 to 30

47% age 40 to 69

**Ethnicity and Race:**

7 ethnic/racial identities reported:

69% white

13% each black and Hispanic/Latino

18% - 4 other ethnic/racial identities: E. Asian, American Indian/Alaskan Native, Puerto Rican/White, Italian Ukrainian

**Gender:**

64% women

36% men

**Traveled with children?:**

87% no

13% yes

**How they heard about Danny's Ride (can choose more than 1):**

87% from counselor, peer support counselor, volunteer, other organizational staff

11% from parole/probation officer

9% friend or family

4% poster/brochure

**Number of rides taken:**

47% 1 to 3 rides

41% 4 to 10 rides

12% over 10 rides

**Ride Purpose (can choose more than 1):**

29% Outpatient and MAT

11.5% Work and interviews

10% Legal meetings

7% Housing related

7% Medical appointments

24% Other (AA meetings, Volunteer, drug testing, inpatient and other)

**On a scale of 1-5, how helpful was Danny's Ride (5 = very helpful):**

89%: rated 5

2%: rated 4

7%: rated 3

2%: rated 0

**Did Danny's Ride help you?**

98%: yes

2%: no

**How did Danny's Ride help you? (Open Ended Response):**

40%: Danny's Ride helped them get where they needed to go – general comments to that effect

60% mentioned a specific benefit(s). These include:

33%: jail/court: comply with court requirements, stay out of jail, meet with probation officers, attend court dates

25%: not having a drivers' license, or being able to get a one through the activities they were able to complete with the help of Danny's Ride

21%: children: comply with requirements to regain or maintain custody, being able to take child to medical appointment, being able to bring child with them on their Danny's Ride, avoiding long stressful bus trips with children in tow

17%: Intensive Outpatient and Outpatient appointments

17%: either don't have a car or can't afford car insurance. One said they were able to buy a car after obtaining employment with the help of Danny's Ride.

17%: employment, getting to job interviews, getting and/or keeping a job.

12.5%: money they saved by not having to secure a ride another way

12.5%: helped them avoid taking inaccessible buses – requiring long rides, difficult with children, enduring cold weather with medical conditions that make it difficult.

8%: medical appointments

**Did you have other transportation options besides Danny's Ride:**

80%: no

20%: yes

**What other options, if you had them?**

50%: bus

21.5%: ride from friend or family

21.5%: walk or bicycle

7%: uber on their own

**Would you have been able to get to your service(s) without getting a ride from Danny's Ride?**

86.5%: no

13.5%: yes

**Do you have suggestions for how Danny's Ride can be improved?**

87%: no

13%: yes

**If yes, please explain:**

5 comments:

2 – asking for more rides per person

1 – asking for contact information and phone numbers (unclear what is meant)

1 – more helpful drivers

1 – be more on time, respectful

**General Comments:**

Thank you (in one form or another): x9

It's an AWESOME!!! Program. VERY much NEEDED!!!

You took the stress off of me giving me the ride

Great service for us that have the allergy

It's more helpful to my life than you know.

## **Treatment Court Survey Results:**

### **Important findings:**

Danny's Ride is a valued resource by the people who received rides as part of their Treatment Court program. It's important to note that Treatment Court requirements are mandated, so even without reasonable transportation options, people still have to find a way to fulfill them. Some of the main benefits of Danny's Ride, to the riders, are illustrated in the question asking people to select the statements that most represent the ways Danny's Ride helped. Over 90% report that it helped people achieve and maintain sobriety. 71% are saving money desperately needed for day-to-day expenses for themselves and their families.

61% said they would not have met mandated requirements, or at least, they were unsure how they would have done so. Of the 39% who thought they would have still met the requirements, none had easy access to alternatives. They would have had to ask anyone they could find for rides. Given that more than half of the respondents used over 20 rides, that represents a lot of favors to be called in. 57% report avoiding program extension for missing mandated requirements, and the same number report being able to avoid people unhealthy to their recovery, by not having to scrounge for a ride.

These rides are making a difference for the individuals who receive them, making treatment court success available to more people who strive to do so, but who otherwise lack transportation.

### **Geographic representation:**

Represent 2 counties

71% Northampton County

29% Chester County

### **Ride Purpose (can choose more than 1):**

64%: Drug Testing

57%: Court Meetings (probation and court appointments)

50%: AA or NA or other support meetings

29%: Medical appointments

21%: Job interview

14%: Community volunteering

### **How many rides:**

54%: more than 20

38%: 1 to 10

7%: 10 to 20

**How much would you say the rides helped? (Scale of 1-5; 5 = highest rating)**

100%: 5

**How would you have met the court requirements if the rides had not been available to you through Danny's Ride? (Open Ended)**

61%: Would not have met, or not sure how they would have done so

54%: Responded that they would have tried to get someone to drive them (indicated that available help was hard to get, spent money they don't have, walked, taken a bus). One person said they would have been able to but did not specify how.

**Receiving rides through Danny's Ride helped me succeed with the requirements of treatment court. (strongly agree = 5, scale of 1-5)**

92%: Rated 5

7%: Rated 4

**How has Danny's Ride helped you? (Select all that apply):**

93%: Achieve and maintain sobriety through access to (any or all of): AA/NA, Outpatient Treatment and Drug Testing

71%: Save money needed for other expenses such as rent, food, children by getting a free ride

57%: Avoid interacting with people who I might have gotten a ride from that are not good for my sobriety

57%: Avoid program extension for not meeting mandated requirements

43%: Avoid fines for not meeting mandated requirements

36%: Graduate the from program on time

**How likely are you to recommend Danny's Ride to a friend or family member? (Scale of 1-5, 5 is highest likelihood):**

100%: Rated 5

**What could have been done, if anything, to improve the experience of using Danny's Ride?**

More rides

Rides to work

Schedule the same day for a ride

## **Pro-A Employment Survey**

### **Important findings:**

The rides received by the Pro-A participants clearly helped them get to job interviews and to obtain jobs. 62% would not have been able to get to work without Danny's Ride.

That said, a third do not have a plan to continue getting to work without Danny's Ride. One individual said it would be helpful if the rides could continue through someone receiving his or her first paycheck. Given the lack of options available to these individuals in terms of alternative options, that might be a reasonable adjustment to the program going forward.

The people surveyed all had only a few months on the job. Most less than three months, with a few between three and six. It is not clear how they will fare in the long run, but all agree that getting a job was much more within reach thanks to the rides they received from Danny's Ride.

Being able to provide transportation to job interviews and work is clearly an important element for people who don't drive, and one that will result in more people working.

### **Geographic representation:**

6 counties:

31% each Dauphin and Lancaster

15% Berks

8% each Lehigh, Northampton and York

### **What did you receive rides to? Choose all that apply**

69% Job Interview

54% Employment

15% NA, AA meetings

15% Other

### **How many rides have you taken with Danny's Ride?**

53% 5 to 10 rides

31% more than 10

15% 1 to 4

### **How much would you say that the rides helped? (on a scale of 1-5, 5 = most helpful)**

100%: rated 5

### **What would you have done if the ride were not available?**

62%: had no alternative; would not have gotten to work/taken the job

23%: would have tried to find another ride, including the bus

15%: would have had to walk

**Receiving rides through Danny's Ride made getting and/or keeping a job easier for me (on a scale of 1-5, 5 = strongly agree)**

92%: rated 5

8%: rated 4

**Do you have a job now?**

77%: yes

23%: no

**(For those answering "yes"): How long have you had the job:**

91%: less than 3 months

9%: 3 to 6 months

**Do you have a plan to continue getting to work once you used up all the Danny's Rides?**

64%: Yes

36%: No

**If you answered yes, you have a plan, please explain your new transportation plan.**

Bus, uber, work close to home, walk

**If you answered no, you don't have a plan, how will that impact your continued employment at your current job?**

Will probably lose job (100%)

**How likely are you to recommend Danny's Ride to a friend or family member? (Scale of 1-5; 5 = definitely recommend)**

82%: rated 5

18%: rated 4

**What could have been done, if anything, to improve the experience of using Danny's Ride?**

An app or better system for setting up rides in advance

More of a head's up on when the ride is arriving

Provide rides until first paycheck

**Please provide any additional feedback for Danny's Ride:**



Thank you' s: 5

A few comments:

- Danny's ride is amazing. All the services provided are a great deal to my recovery and so much help
- The help came right when I needed it and I'm hopeful that once I have a little more money saved, hopefully I can donate to your company. They helped me when I needed it so it would only be right if I could give something back.
- Very helpful and I'm glad there's a program out here like y'all. Thank y'all so much.