



# **Danny's Ride Rider Experience Survey Report 2024 Q4**

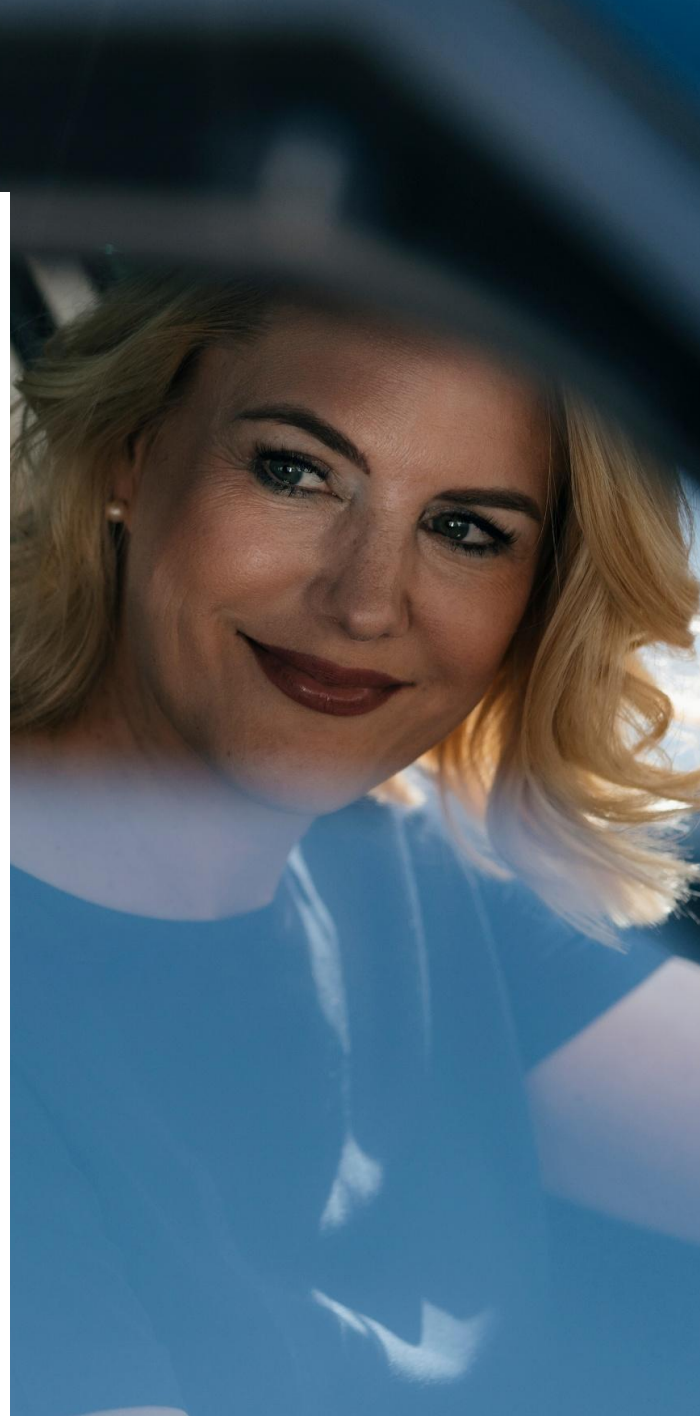
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**FEBRUARY 21, 2025**

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Lehigh Valley Justice Institute  
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“I was totally in bind, no car, no ride, too late for public transportation and no funds at the moment.... If it wasn’t for Danny’s Ride I would have missed the MAT clinic and risk losing my take homes for no compliance. Thank you so much, I think Danny’s Ride is an amazing opportunity and it is extremely helpful and valuable to people especially people in early recovery who may not have many resources. In early recovery it’s extremely hard to continue to recover when the obstacles are so vast and you feel you’re climbing a mountain but just keep sliding back down. Then you are about to miss the clinic and it’s just another one of those days but Danny’s Ride comes to the rescue!!! That’s a win in early recovery one that may not seem like much but is Giant to the person it helped!!!!”

# Introduction

In the spirit of continuous improvement and community engagement, Danny's Ride conducts roughly quarterly surveys of our riders to gather insights into the impact of our programs, identify areas for improvement, and better advocate for continued funding and collaboration.

Danny's Ride is dedicated to providing transportation for individuals in recovery with nowhere or no one else to turn to. Through these surveys, we sought feedback on the effectiveness of our services, the satisfaction levels of our riders, and potential areas where we can innovate and expand.

This report presents the survey results, highlighting community needs, rider experiences, and quotes taken from riders with their permission. We extend our sincere gratitude to all participants who took the time to share their thoughts and experiences. Your feedback is invaluable in guiding our mission to make a positive and lasting impact.

**“Danny's Ride was an absolute blessing to me, without it I would have been incarcerated for a very long time. I was ready to give up on everything, but my Danny's Ride not only changed my day, it changed my life!”**

## Method

Danny's Ride partnered with the Lehigh Valley Justice Institute, a 501(c)(3) nonprofit organization dedicated to data-driven research on social justice issues, to create, distribute, manage, and compile the survey results.

Through EZ Texting, we sent text messages to all riders who received service between April 1, 2024, and November 30, 2024, containing one of three surveys based on the institution through which they received their rides. One survey went to all riders who received service through the Treatment Court in Chester County, PA and Northampton County, PA. Another went to riders who received service through Pro-A, an organization that helps people in re-entry and recovery obtain employment. All the other riders received the General Survey. All surveys were conducted in SurveyMonkey. Participants had the option to enter a drawing to win a \$25 digital Target gift card.

We sent each survey in two waves that were two weeks apart. After the first wave, we removed bounced phone numbers and phone numbers that had already responded to the first wave. Altogether, the response rate was 8.6%. Table 1 contains a summary of the surveys and how they were distributed.

**“Rescued me by getting me to appointment and clinic on time and back home. Without this help I may have been put in compromising situations. My appreciation and gratitude for this service is very sincere. Thank you.”**

## Questions

Appendix A contains the questions in each survey. Some questions allowed for multiple responses, such as the Race and Ethnicity, Awareness, Ride Purpose, and Transit Alternative questions. Except for the Race and Ethnicity question, response frequencies were based on all checked responses, not all respondents. Due to the large number of possibilities, the Race and Ethnicity chart is the only chart in this report that only contains the given responses, not all possible answer combinations.

Experience questions asked participants to rate their satisfaction on a scale of 1 to 5, with 1 being the lowest and 5 being the highest. Not all survey questions are included in this report.

Some prompts were open-ended. We coded these responses manually into categories determined by the responses. Each response could have satisfied several categories.

Danny's Ride monitors the true number of rides taken by each rider and the purpose of each ride. We included these true statistics along with the results from the surveys to allow for comparison between who did and did not respond to the survey. The true statistics are in the charts with the striped bars titled “Number of Rides from All Riders” on page 7 and “Ride purpose from all Riders” on page 8.

## Cleaning

Manual sparse cleaning occurred for misspellings and when a write-in response matched other options provided. For example, if a participant wrote in “Levittown, PA” for the question “What state do you live in?” that response was recoded as Bucks County, Pennsylvania.

**“I am on a MAT plan and must take my medicine every day. My truck needed a part that I had to wait for and Danny's Ride saved me from a long walk in the freezing cold. What you do is invaluable. Thanks for everything.”**

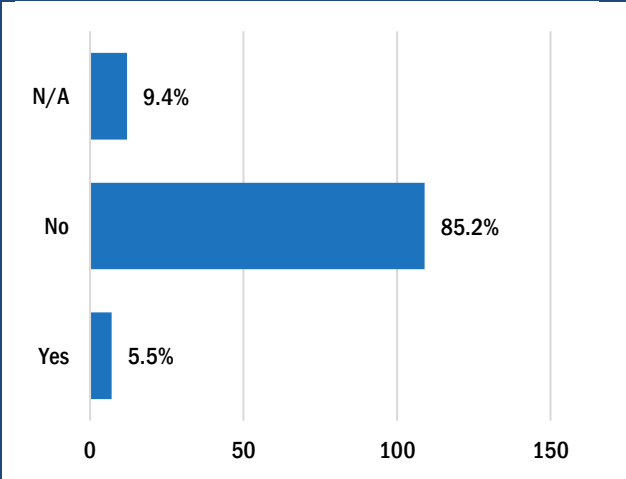
<b>Table 1</b>	<b>General Survey</b>	<b>Treatment Court Survey</b>	<b>Pro-A Survey</b>
<b>Rider Population</b>	All other riders	Riders who received rides through certain Problem-Solving Courts	Riders who received rides through Pro-A regarding employment
<b>Number of Questions</b>	22	21	24
<b>Avg. Completion Time</b>	4m:16s	2m:40s	2m:43s
<b>Wave 1 Date</b>	January 2, 2025	January 2, 2025	January 2, 2025
<b>Wave 1 Number Sent</b>	1,535	104	62
<b>Wave 1 Respondents</b>	86	11	4
<b>Wave 2 Date</b>	January 13, 2025	January 13, 2025	January 13, 2025
<b>Wave 2 Number Sent</b>	1,431	91	56
<b>Wave 2 Respondents</b>	42	1	2
<b>Total Respondents (%)</b>	128 (8.3%)	12 (11.5%)	6 (9.7%)

“Danny's rides have been such an amazing blessing to me. Reading Danny's story was so inspiring and being able to receive the rides has played a huge role in my recovery. In just a couple of days I will celebrate 8 months clean and sober. The rides have been used to get me to and from outpatient, therapy, many medical appts, physical therapy, meetings, job interviews, and has enabled me to see my daughter much more. I truly don't have the words to express my gratitude for Danny's rides. This is such a wonderful program and I pray that it continues to help others the way that it helps me. Thank you ever so much.”

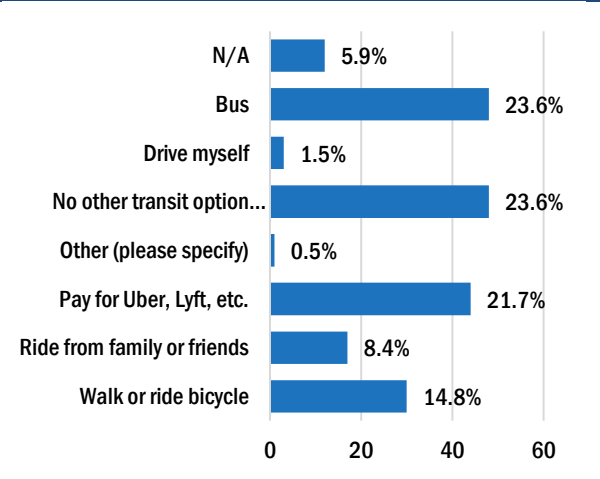
# Ride Details

General

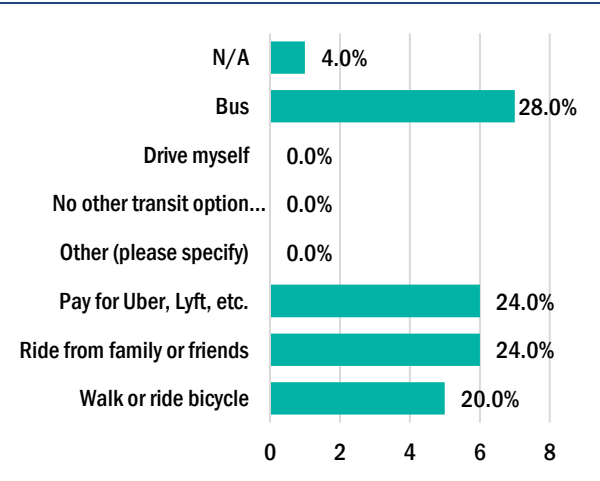
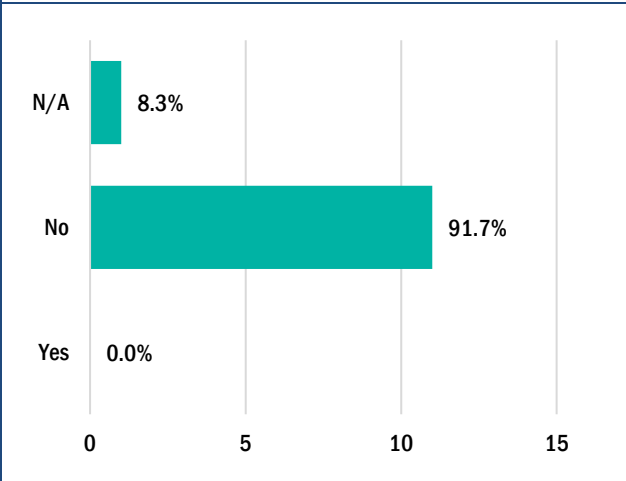
Children <16 on ride



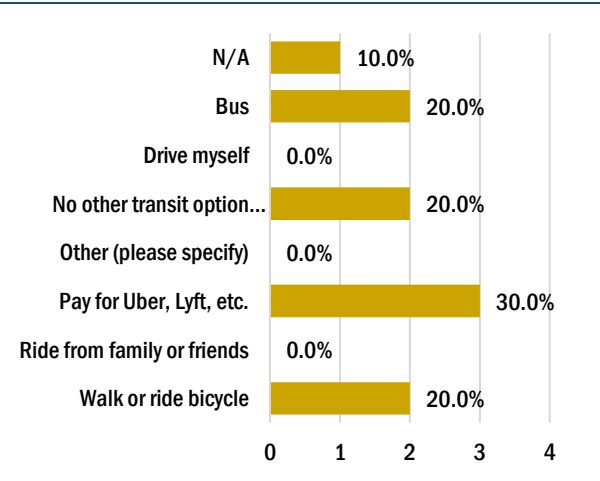
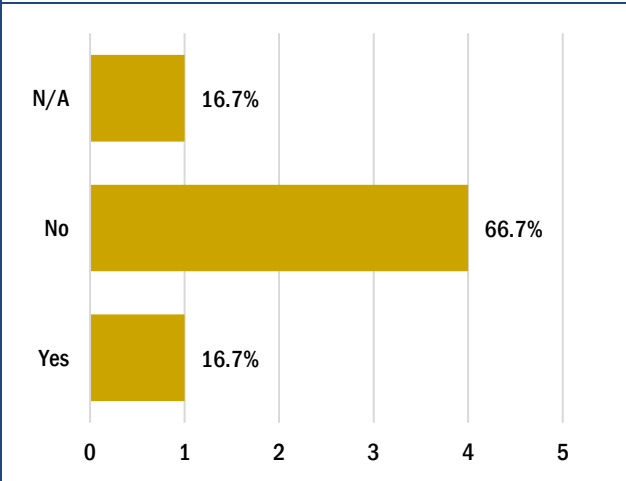
Potential transit alternatives



Treatment Court



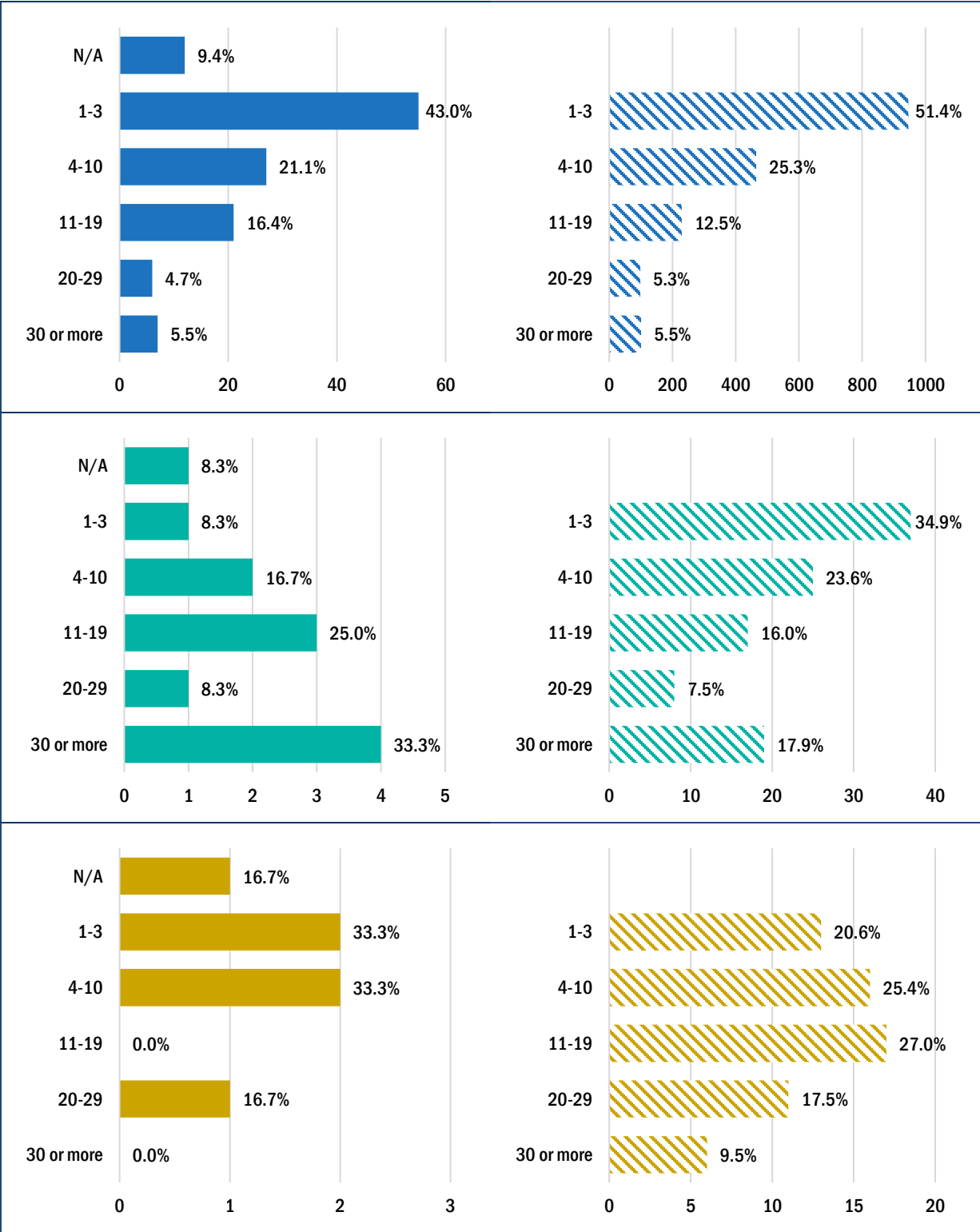
Pro-A



General

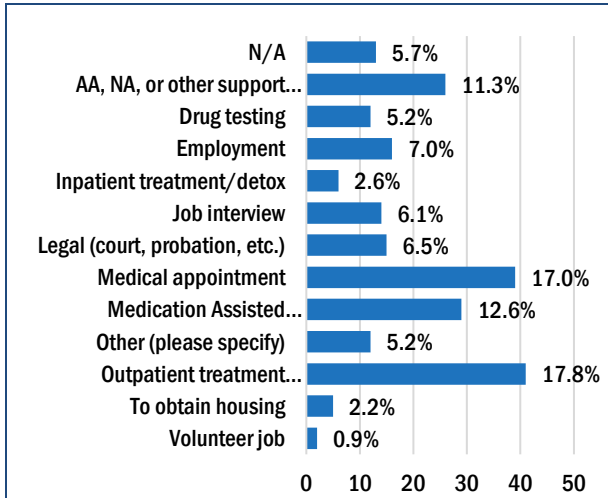
Number of rides

Number of rides from All Riders

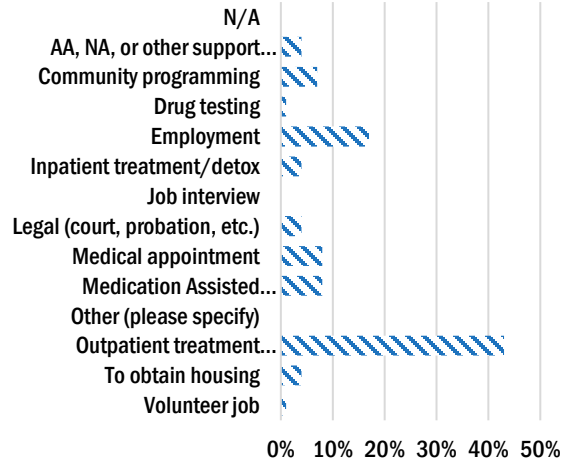


**General**

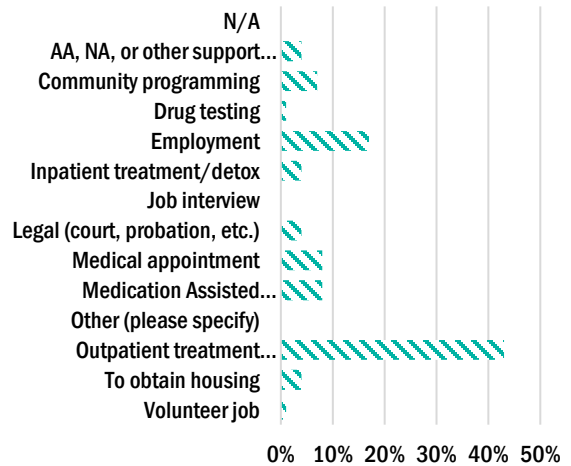
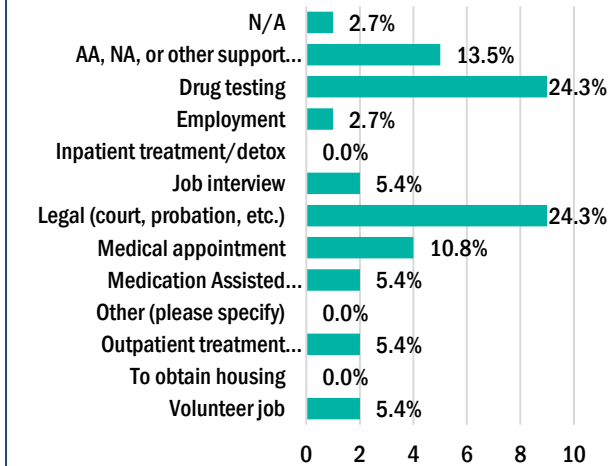
**Ride purpose**



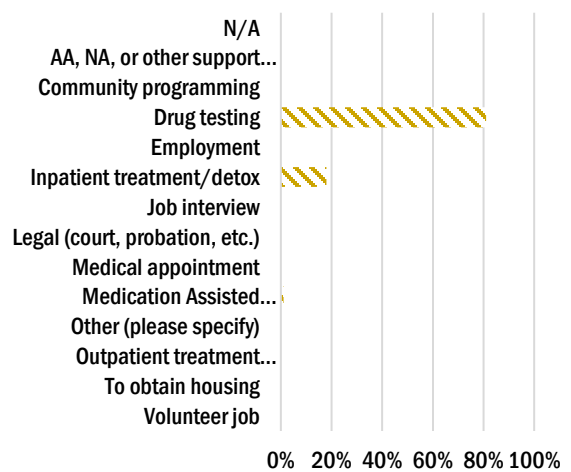
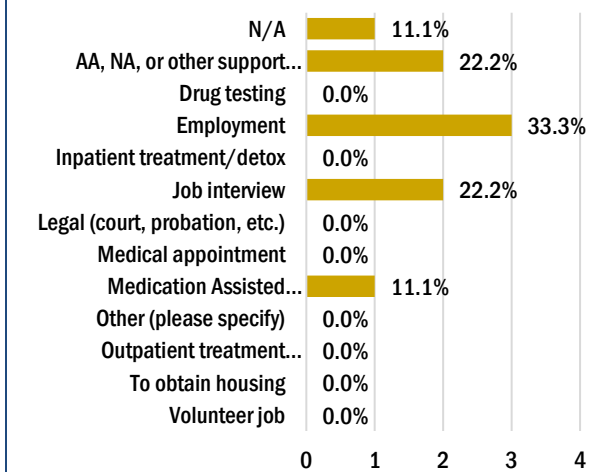
**Ride purpose from All Riders**



**Treatment Court**



**Pro-A**

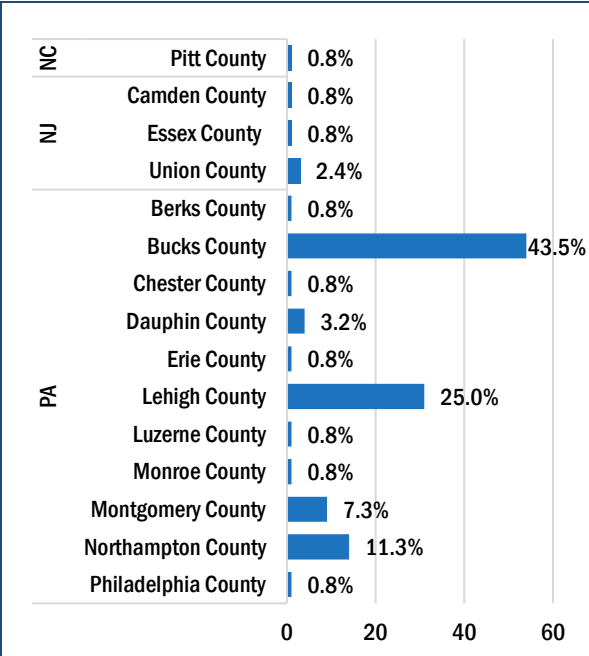




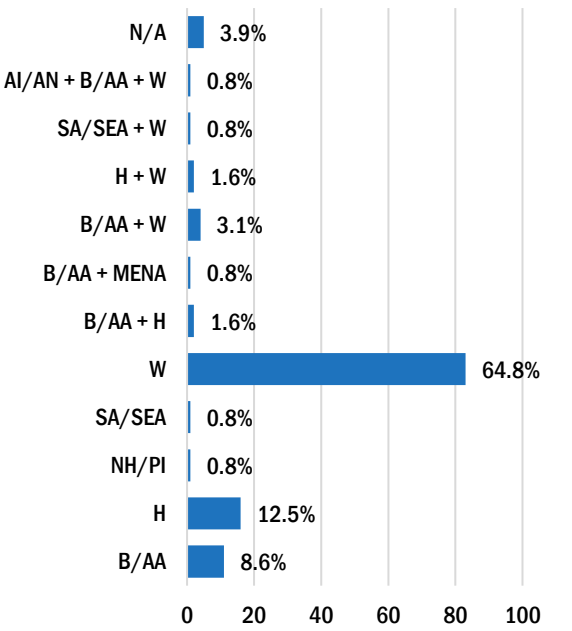
# Demographics

General

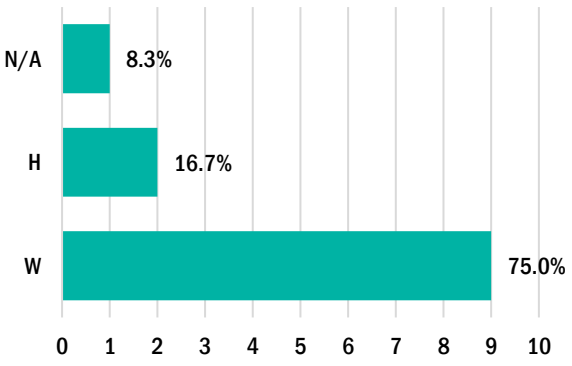
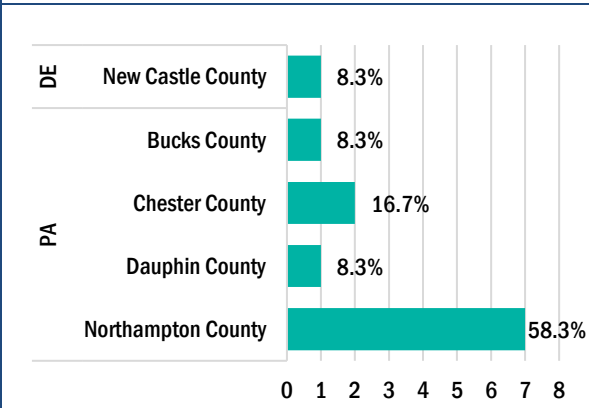
Location



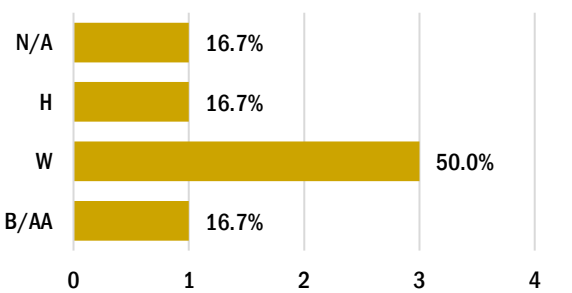
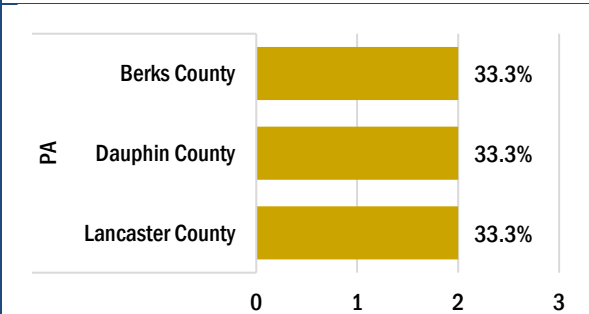
Race and Ethnicity (See Appendix A)



Treatment Court

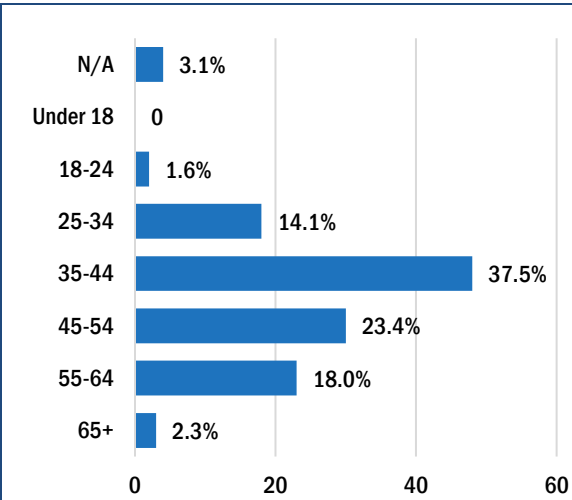


Pro-A

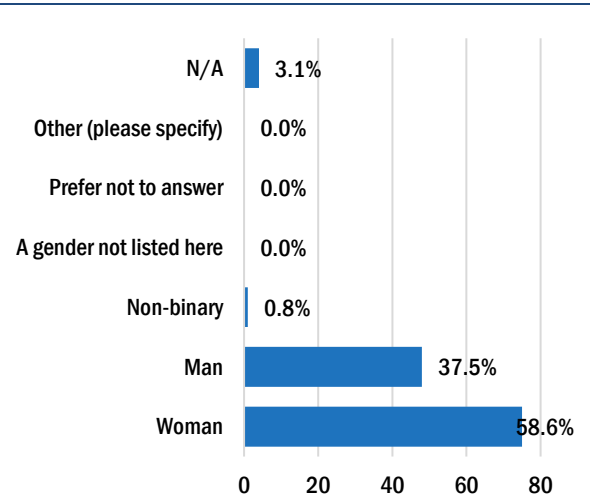


General

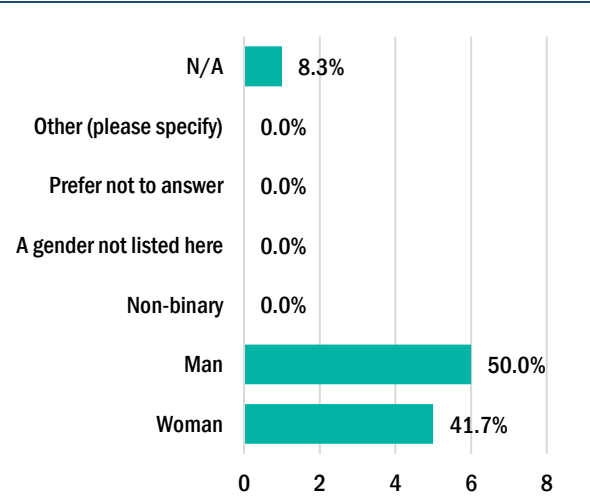
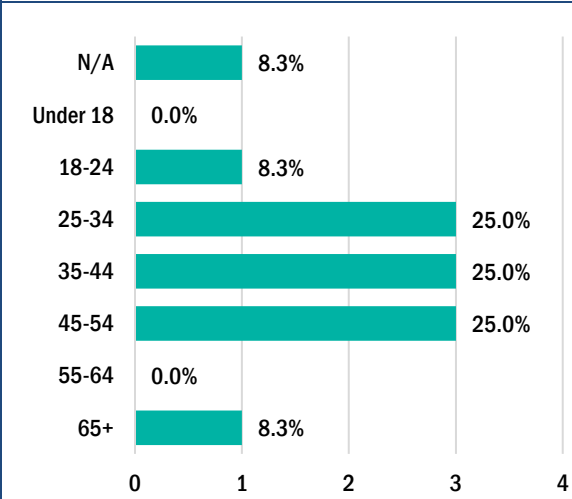
Age



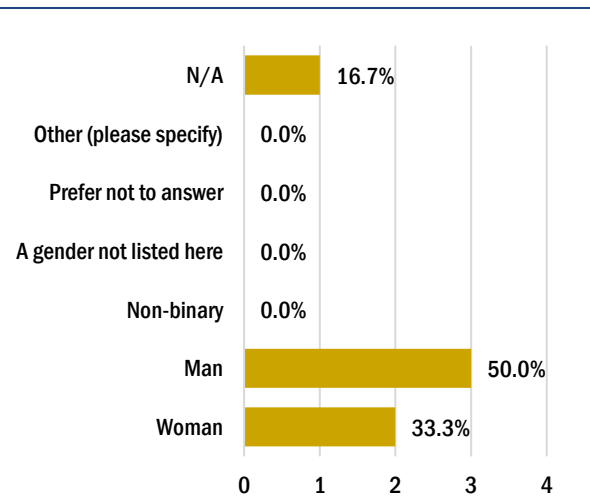
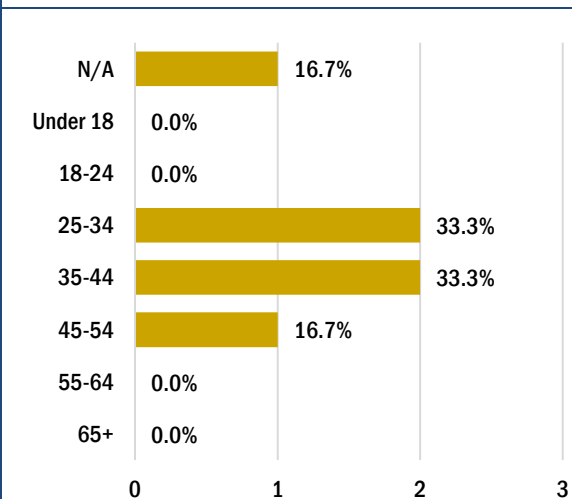
Gender



Treatment Court

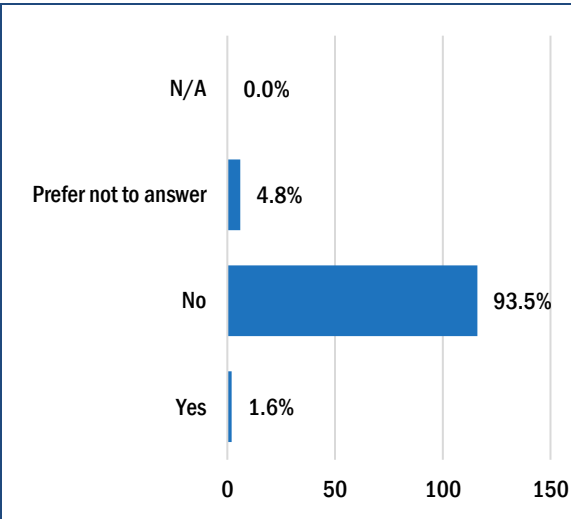


Pro-A

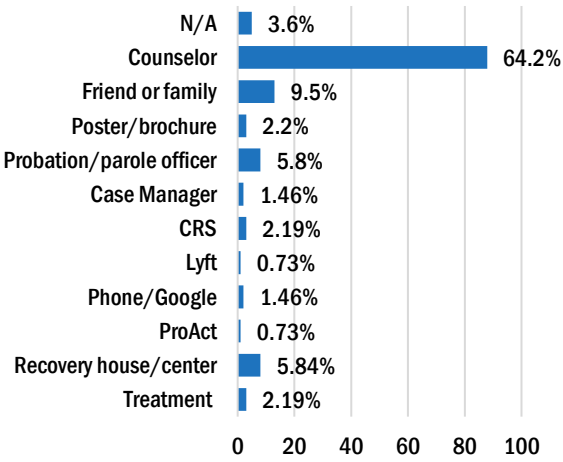


General

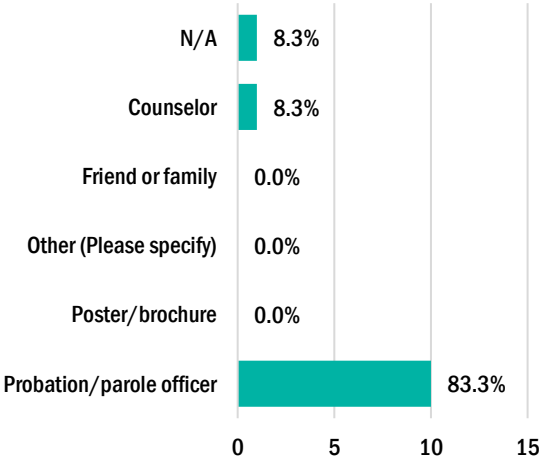
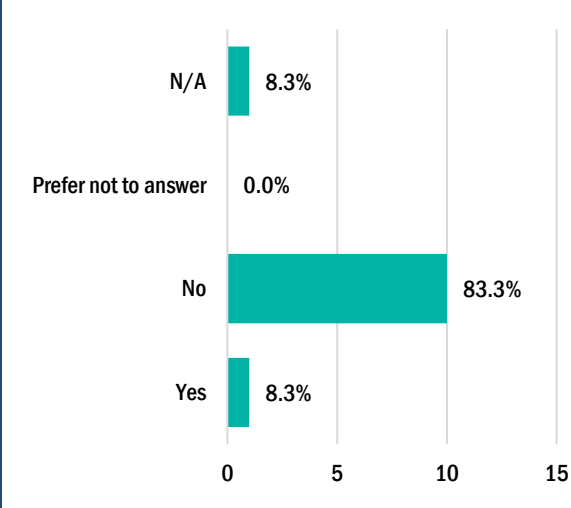
Veteran status



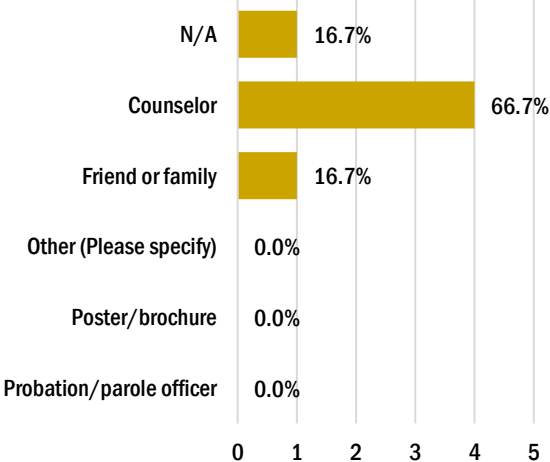
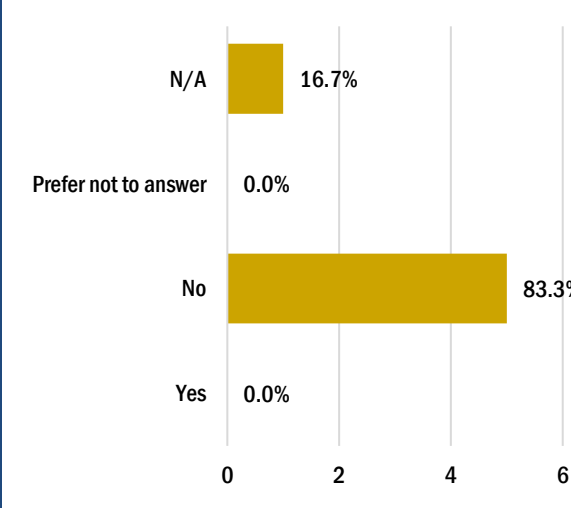
Riders learned of DR from



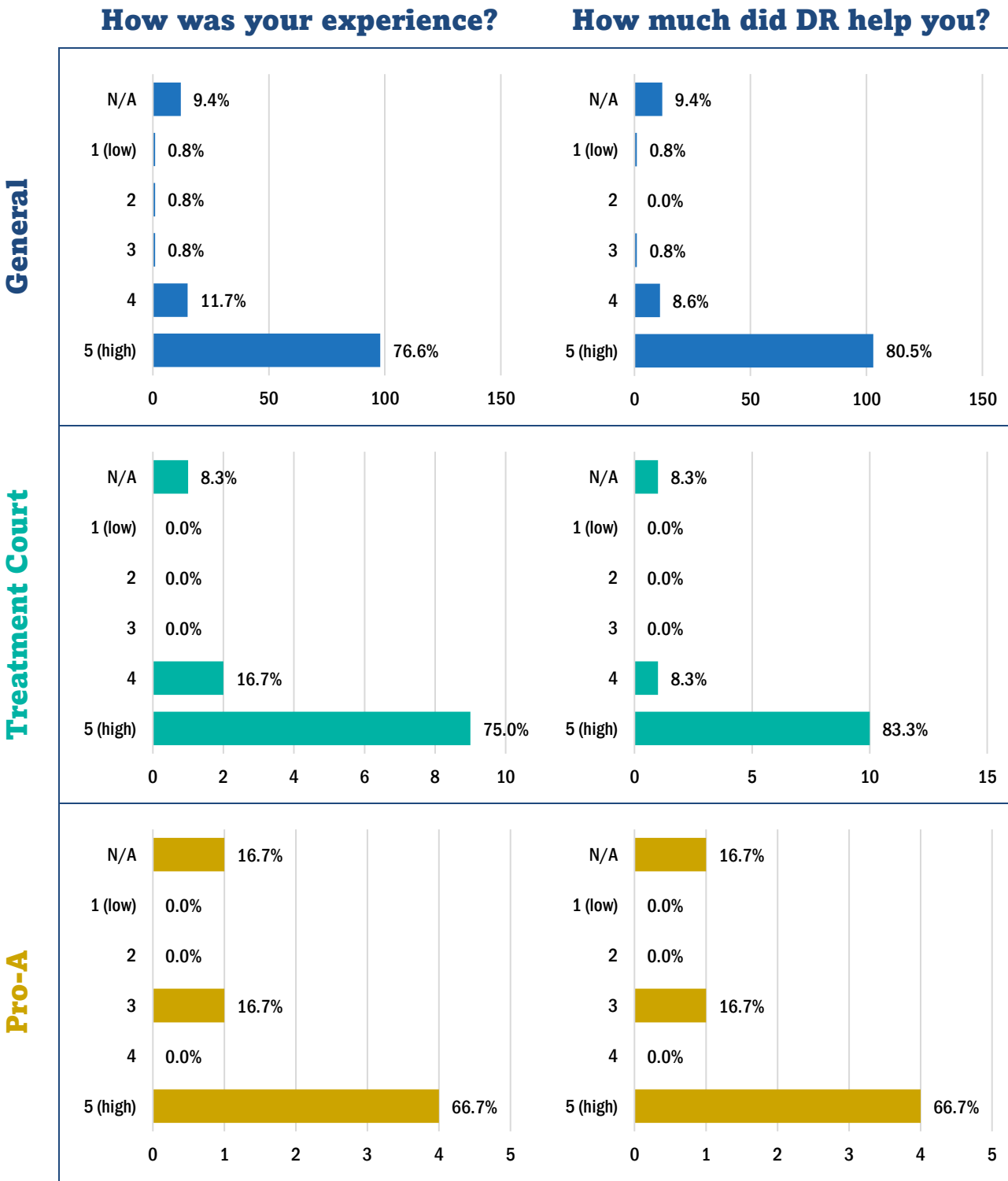
Treatment Court



Pro-A

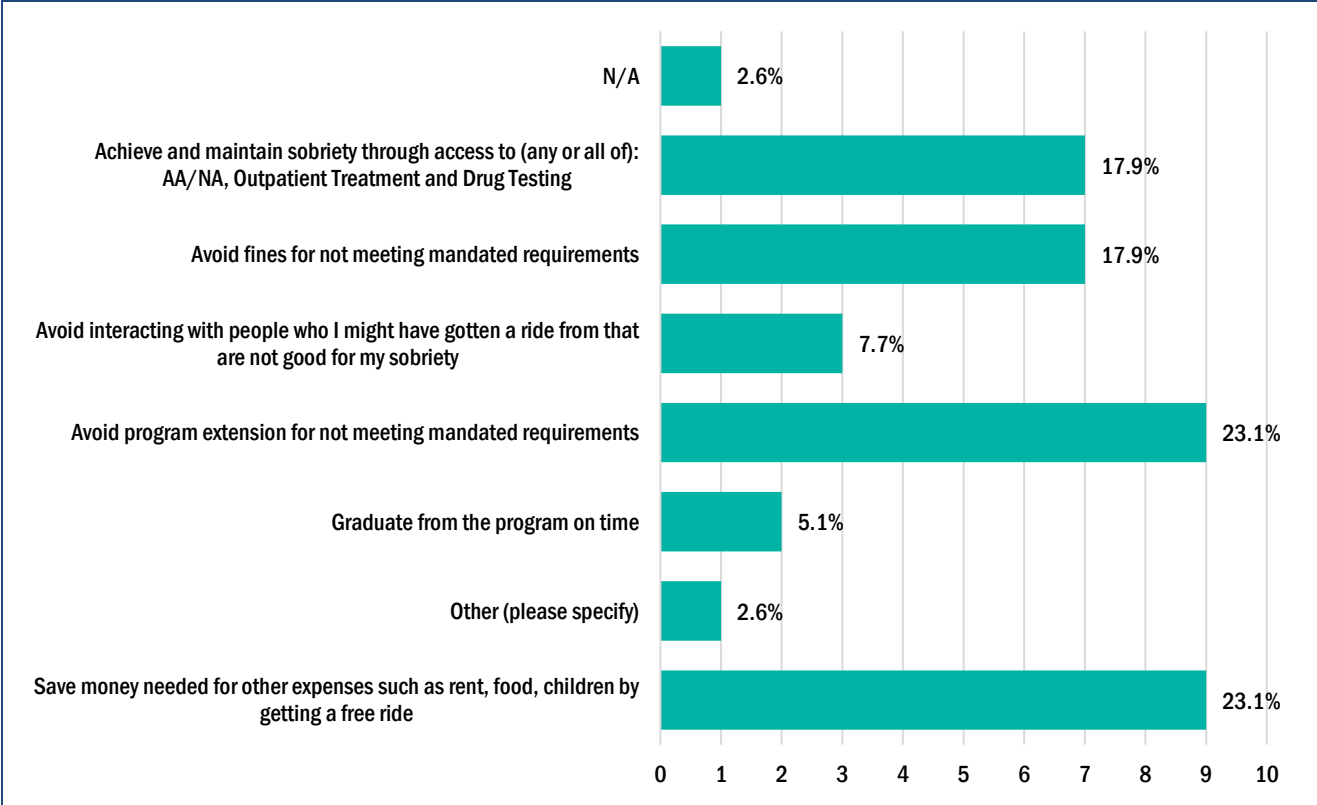


# Ride Experience



# Treatment Court-Specific Questions

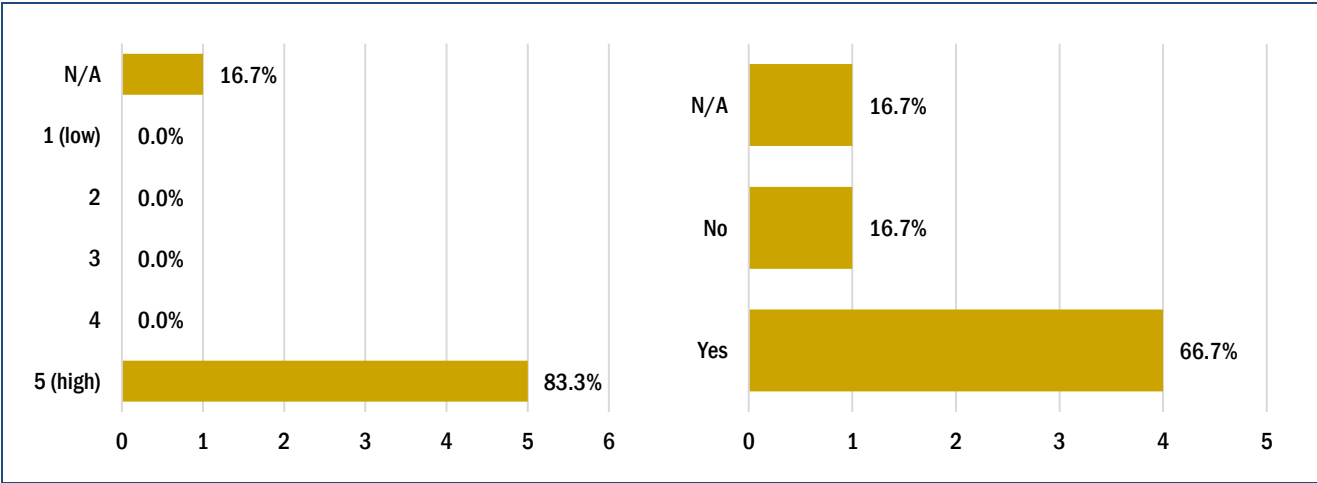
## How did Danny's Ride help you?



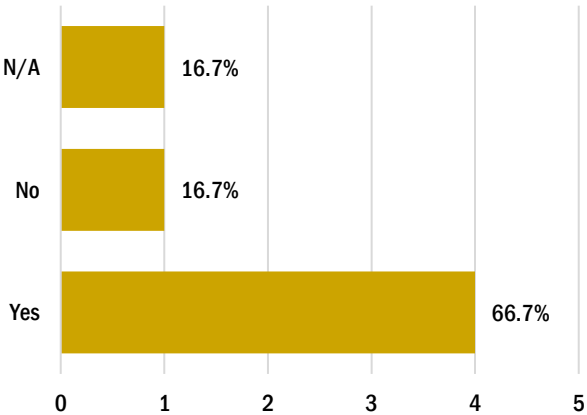
“Was able to get where I needed to go to obtain my identification needs, so I could apply, Interview, and obtain a job to be able to earn money and get back on my feet, without rides I would have had no chance to get where I needed to go... and likely given up and returned to where I came from, and recovery from substance abuse would not have been able to occur.”

# Pro-A-Specific Questions

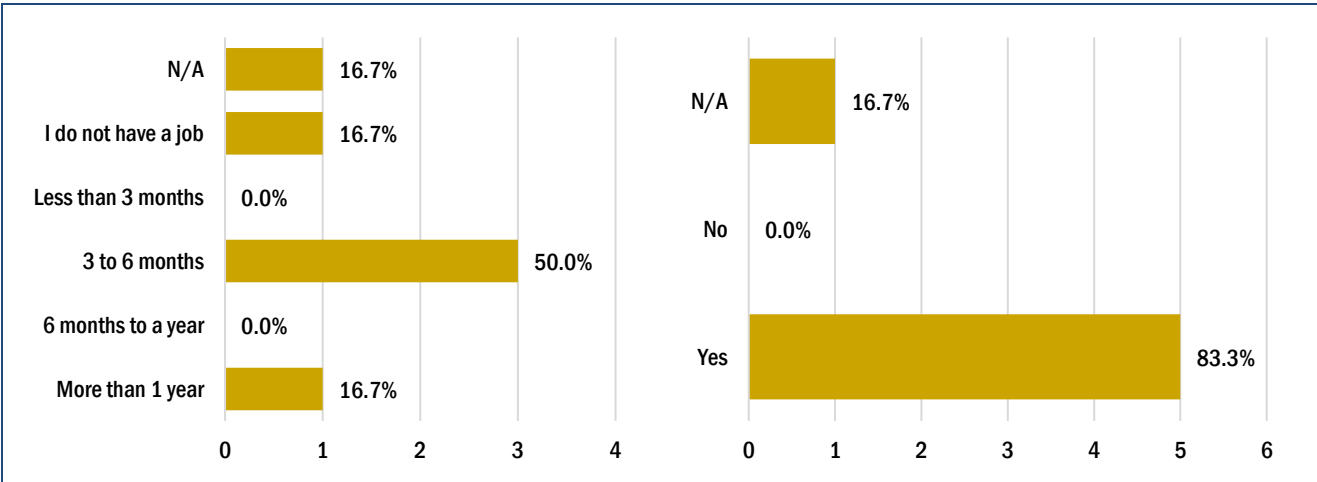
Danny’s Ride made getting and keeping a job easier



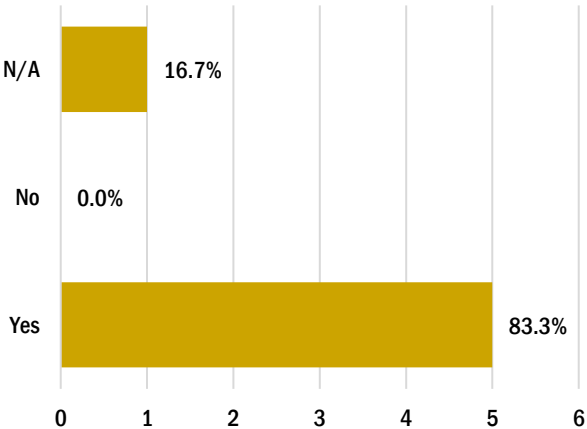
Do you have a job now?



How long have you had the job?

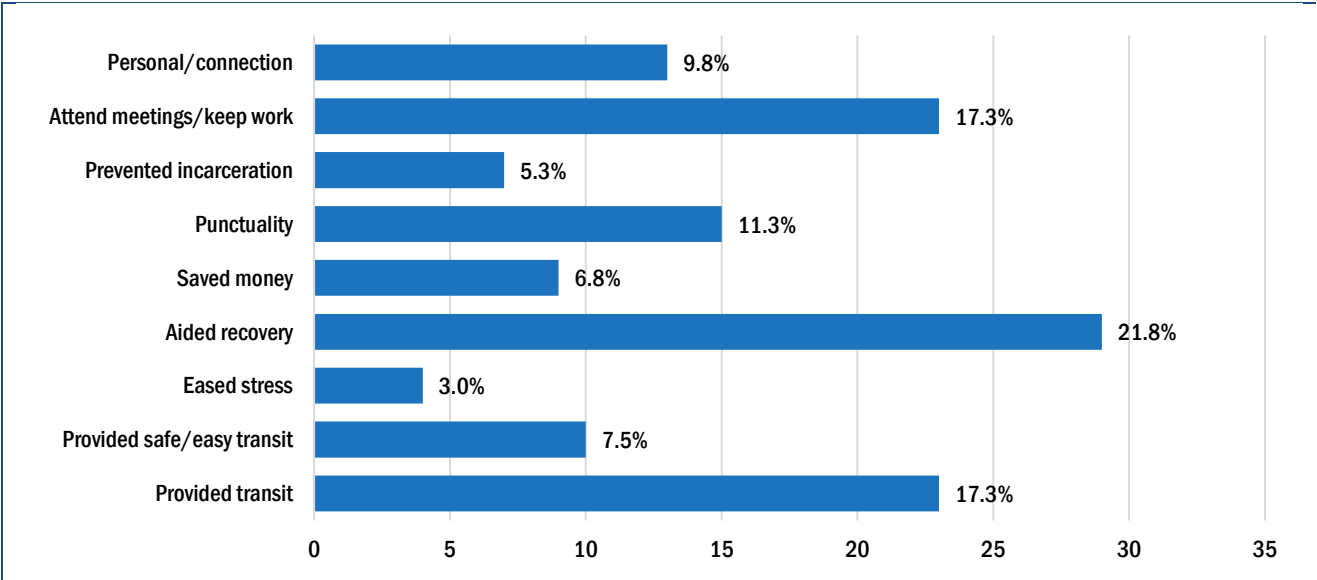


Do you have a plan to continue getting to work?

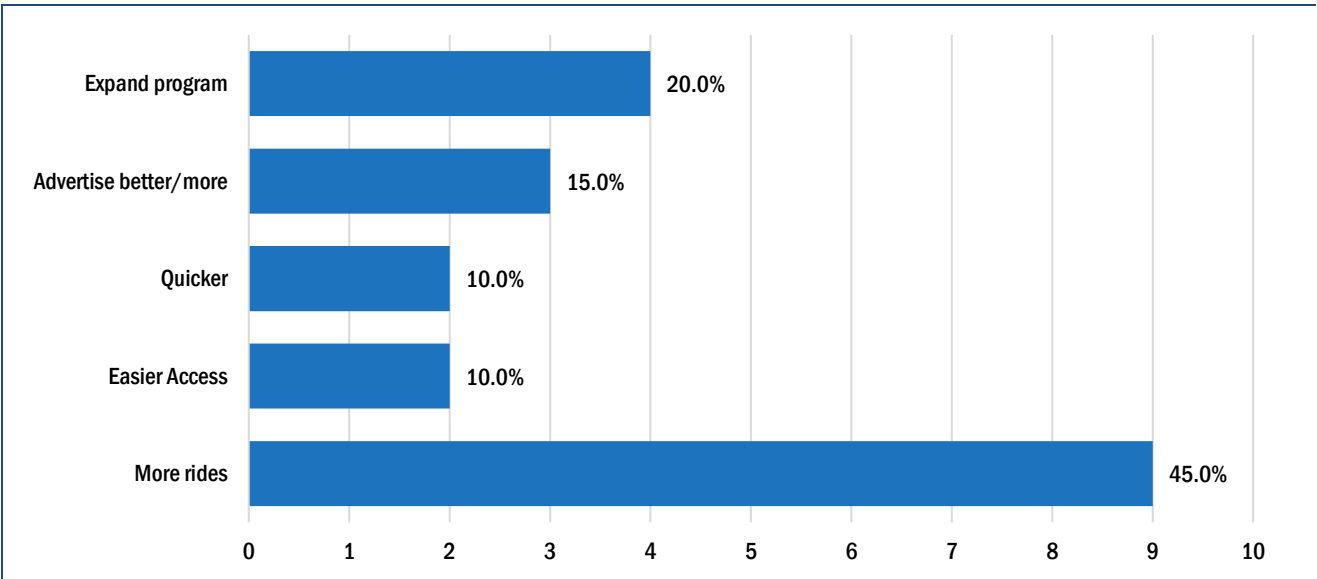


# Coded Open-Ended Responses

Please describe how Danny's Ride helped you.



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



## Discussion and Conclusion

The survey results are testimony to the mission and impact of Danny's Ride. The organization's main purpose is to provide free transportation to help individuals access appointments and services vital to the success of their recovery, and the outcomes show that Danny's Ride continues to achieve this goal. The top four location types that respondents traveled to were related outpatient services, medical appointments, medication assisted treatment (MAT), and support group meetings. Danny's Ride understands the importance of stability in recovery, and provided rides to legal meetings, employment, job interviews, and housing. Based on the true statistics, a greater share of riders from Treatment Courts used 30 or more rides than riders from the General survey, potentially indicating where individuals with higher needs may be located.

The overwhelming majority (88%) gave their experience with Danny's Ride a 4 or 5 out of a maximum of 5. Similarly, 96% of respondents responded with 4s or 5s when asked how much Danny's Ride helped them. Respondents expanded on this with open-ended answers and specific questions in the two specialized surveys. Unsurprisingly, most replies discussed how Danny's Ride aided their recovery by providing transportation to treatment, therapy, interviews, and jobs. Riders were also able to avoid interacting with individuals who may not have been a good influence on their sobriety and were able to attend required legal meetings and appointments. This helped them avoid legal fees, program extensions, and even incarceration. Participants reported being able to spend the money saved on transit for other necessary expenses. Five out of six Pro-A respondents said that Danny's Ride greatly helped them get or keep a job, and they all had a transit plan for work; this demonstrates independence now that they're back on their feet, thanks to a handful of free rides when they needed them most.

It was quite interesting that, for the prompt, "Please describe how Danny's Ride helped you," around 10% of respondents mentioned a personal touch or feeling forged by Danny's Ride. Some replies mentioned courteous and professional drivers, meeting new people, and connecting with others, while some were as simple and powerful as, "Greatly." Essentially, these connections were more powerful than any of the other tangible benefits of Danny's Ride. That speaks volumes about the impact of support – even a small lift can be an incredible gift to people experiencing such physical, mental, financial, and emotional hardship.

Twenty individuals had suggestions for improvement. Among those, two-thirds mentioned increasing the number of rides a person can receive or expanding the program to include rides to other services – another testament to Danny's Ride's usefulness. Interestingly, several individuals suggested better advertising, noting that the first time they heard or saw the words "Danny's Ride" was in the survey. While the survey represents a fraction of Danny's Ride riders, it may be worth reexamining advertising or branding strategies.

The resounding message is that recipients of Danny's Ride services were not only satisfied, but also immensely grateful. Appreciation radiated from the lists of THANK YOU's, so grateful's, blessing's, and more in the comments. It is clear that Danny's Ride is more than successful at helping individuals through their recovery. For many riders, Danny's Ride was and continues to be a beacon of hope when all the odds were stacked against them. It's more than just providing rides – they help people reclaim their lives.

**"You were there when I needed you the most. Thank you."**



# Appendix A

## General Survey

Please enter your phone number. Your phone number will not be shared with anyone outside of the Danny's Ride team.	
What state do you live in?	Pennsylvania
	New Jersey
	North Carolina
	Other (please specify state and county)
Please select which Pennsylvania county you live in.	Berks County
	Bucks County
	Carbon County
	Chester County
	Dauphin County
	Erie County
	Lackawanna County
	Lehigh County
	Luzerne County
	Monroe County
	Northampton County
	York County
	Other (please specify)
Please select which New Jersey county you live in.	Burlington County
	Hunterdon County
	Cumberland County
	Other (please specify)
Please select which North Carolina county you live in.	Pitt County
	Beaufort County
	Other (please specify)
What is your age?	Under 18
	18-24
	25-34
	35-44
	45-54
	55-64
	65+

What is your racial or ethnic identity? [Select all that apply.]	White (W)
	Black or African American (B/AA)
	Hispanic or Latino (H)
	East Asian or Asian American (EA/AA)
	American Indian or Alaska Native (AI/AN)
	South Asian or Southeast Asian (SA/SEA)
	Native Hawaiian or Pacific Islander (NH/PI)
	Middle Eastern or North African (MENA)
	Other (Please specify)
Which of the following most closely aligns with your gender? [Select all that apply.]	Woman
	Man
	Non-binary
	A gender not listed here
	Prefer not to answer
	Other (please specify)
Are you a veteran?	Yes
	No
	Prefer not to answer
How did you find out about Danny's Ride? [Select all that apply.]	Counselor
	Probation/parole officer
	Poster/brochure
	Friend or family
	Other (Please specify)
	N/A
Did any children under 16 years of age accompany you on your ride(s)?	Yes
	No
How many (one-way) rides have you taken with Danny's Ride?	1-3
	4-10
	11-19
	20-29
	30 or more
Where did you go with Danny's Ride? [Select all that apply.]	AA, NA, or other support meetings
	Volunteer job
	Drug testing
	Job interview

	Employment
	To obtain housing
	Outpatient treatment (Including IOP)
	Medication Assisted Treatment (MAT)
	Inpatient treatment/detox
	Medical appointment
	Legal (court, probation, etc.)
	Other (please specify)
How was your experience using Danny's Ride?	1(Poor) - 3(Average) - 5(Great)
How much did Danny's Ride help you?	1(Not helpful at all) - 3(Somewhat helpful) - 5(Very helpful)
What were the other transportation options available to you? [Select all that apply]	Bus
	Ride from family or friends
	Drive myself
	Pay for Uber, Lyft, etc.
	Walk or ride bicycle
	No other transit option available - would not have made it to service(s)
	Other (please specify)
Please describe how Danny's Ride helped you.	Open-Ended Response
How likely are you to recommend Danny's Ride to a friend or family member?	1(Not likely at all) - 5(Very likely)
Do you have suggestions for how Danny's Ride can be improved?	Open-Ended Response
Danny's Ride shares rider stories (with rider approval) to raise awareness and serve more people. If you would be willing to share your story of how Danny's Ride helped you, please provide your email address so that someone from Danny's Ride can reach out to you. Your identity doesn't get shared unless you choose to. Stories can be told without names.	
If you would like to be entered into a drawing to win a \$25 digital Target gift card, which can be used online or in-store, please enter your email address.	
Is there anything else that you would like to share with Danny's Ride?	Open-Ended Response

## Treatment Court Survey

Please enter your phone number. Your phone number will not be shared with anyone outside of the Danny's Ride team.	
What state do you live in?	Pennsylvania
	New Jersey
	Other (please specify state and county)
Please select which Pennsylvania county you live in.	Berks County
	Bucks County
	Carbon County
	Chester County
	Dauphin County
	Erie County
	Lackawanna County
	Lehigh County
	Luzerne County
	Monroe County
	Northampton County
	York County
	Other (please specify)
Please select which New Jersey county you live in.	Burlington County
	Hunterdon County
	Cumberland County
	Other (please specify)
What is your age?	Under 18
	18-24
	25-34
	35-44
	45-54
	55-64
	65+
What is your racial or ethnic identity? [Select all that apply.]	American Indian or Alaska Native (AI/AN)
	East Asian or Asian American (EA/AA)
	Black or African American (B/AA)
	Hispanic or Latino (H)
	Middle Eastern or North African (MENA)
	Native Hawaiian or Pacific Islander (NH/PI)
	White (W)
	South Asian or Southeast Asian (SA/SEA)
	Other (please specify)

Which of the following most closely aligns with your gender? [Select all that apply.]	Woman
	Man
	Non-binary
	A gender not listed here
	Prefer not to answer
	Other (please specify)
Are you a veteran?	Yes
	No
How did you find out about Danny's Ride? [Select all that apply.]	Counselor
	Probation/parole officer
	Poster/brochure
	Friend or family
	Other (please specify)
Did any children under 16 years of age accompany you on your ride(s)?	Yes
	No
How many (one-way) rides have you taken with Danny's Ride?	1-3
	4-10
	11-19
	20-29
	30 or more
Where did you go with Danny's Ride? [Select all that apply.]	Legal (court, probation, etc.)
	Drug testing
	Volunteer job
	Outpatient Treatment (including IOP)
	Medication Assisted Treatment (MAT)
	AA, NA, or other support meetings
	Job interview
	Employment
	Medical appointment
	To obtain housing
	Other (please specify)
How was your experience using Danny's Ride?	Open-Ended Response
How much did Danny's Ride help you succeed with the requirements of treatment court?	Open-Ended Response

How has Danny's Ride helped you? [Select all that apply.]	Graduate from the program on time
	Avoid fines for not meeting mandated requirements
	Avoid program extension for not meeting mandated requirements
	Achieve and maintain sobriety through access to (any or all of): AA/NA, Outpatient Treatment and Drug Testing
	Save money needed for other expenses such as rent, food, children by getting a free ride
	Avoid interacting with people who I might have gotten a ride from that are not good for my sobriety
	Other (please specify)
What were the other transportation options available to you? [Select all that apply.]	Bus
	Ride from family or friends
	Drive myself
	Pay for Uber, Lyft, etc.
	Walk or ride bicycle
	No other transit option available
	Other (please specify)
How likely are you to recommend Danny's Ride to a friend or family member?	Open-Ended Response
Do you have any suggestions for how Danny's Ride can be improved?	Open-Ended Response
Dany's Ride shares rider stories (with rider approval) to raise awareness and serve more people. If you would be willing to share your story of how Danny's Ride helped you, please provide your email address so that someone from Danny's Ride can reach out to you. Your identity doesn't get shared unless you choose to. Stories can be told without names.	
If you would like to be entered into a drawing to win a \$25 digital Target gift card, which can be used online or in-store, please enter your email address.	
Is there anything else that you would like to share with Danny's Ride?	Open-Ended Response

## Pro-A Survey

Please enter your phone number. Your phone number will not be shared with anyone outside of the Danny's Ride team.	
Please select which Pennsylvania county you live in.	Adams County
	Berks County
	Bucks County
	Carbon County
	Chester County
	Cumberland County
	Dauphin County
	Erie County
	Lackawanna County
	Lehigh County
	Luzerne County
	Monroe County
	Northampton County
	Schuylkill County
	York County
	Perry County
	Juniata County
	Lancaster County
	Lebanon County
	Franklin County
What is your age?	1-3
	4-10
	11-19
	20-29
	30 or more
What is your racial or ethnic identity? [Select all that apply.]	American Indian or Alaska Native (AI/AN)
	East Asian or Asian American (EA/AA)
	Black or African American (B/AA)
	Hispanic or Latino (H)
	Middle Eastern or North African (MENA)
	Native Hawaiian or other Pacific Islander (NH/PI)
	White (W)
	South Asian or Southeast Asian (SA/SEA)
	Other (please specify)

Which of the following most closely aligns with your gender? [Select all that apply.]	Woman
	Man
	Non-binary
	A gender not listed here
	Prefer not to answer
	Other (please specify)
Are you a veteran?	Yes
	No
How did you find out about Danny's Ride?	Counselor
	Probation/Parole officer
	Poster/brochure
	Friend or family
	Other (please specify)
Did any children under 16 years of age accompany you on your ride(s)?	Yes
	No
How many (one-way) rides have you taken with Danny's Ride?	Response
Where did you go with Danny's Ride? [Select all that apply.]	Job interview
	Employment
	Volunteer job
	Drug testing
	Outpatient Treatment (including IOP)
	Medication Assisted Treatment (MAT)
	Legal (court, probation, etc.)
	Medical Appointment
	AA, NA, or other support meetings
	To obtain housing
	Other (please specify)
How much did Danny's Ride help you?	Open-Ended Response
How was your experience using Danny's Ride?	Open-Ended Response
What were the other transportation options available to you? [Select all that apply.]	Bus
	Ride from family or friends
	Drive myself



	Pay for Uber, Lyft, etc.
	Walk or ride bicycle
	No other transit option available - would not have made it to appointment(s) or service(s)
Receiving rides through Danny's Ride made getting and/or keeping a job easier for me.	Open-Ended Response
Do you have a job now?	Response
How long have you had the job?	Response
Do you have a plan to continue getting to work once you used up all the Danny's Rides?	Response
If you answered yes, you have a plan, please explain your new transportation plan.	Open-Ended Response
If you answered no, you don't have a plan, how will that impact your continued employment at your current job?	Open-Ended Response
How likely are you to recommend Danny's Ride to a friend or family member?	Open-Ended Response
What could have been done, if anything, to improve the experience of using Danny's Ride?	Open-Ended Response
Danny's Ride shares rider stories (with rider approval) to raise awareness and swerve more people. If you would be willing to share your story of how Danny's Ride helped you, please provide your email address so that someone from Danny's Ride can reach out to you. Your identity doesn't get shared unless you choose to. Stories can be told without names.	
If you would like to be entered into a drawing to win a \$25 digital Target gift card, which can be used online or in-store, please enter your email address.	
Is there anything else that you would like to share with Danny's Ride?	Open-Ended Response

