



DANNY'S RIDE
A LIFT ON YOUR RECOVERY JOURNEY

Rider Experience Survey Report July 2025



Lehigh Valley Justice Institute
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Danny's Ride has been the rock that helped me to build a solid foundation in my recovery. I had a lot of severe medical issues and Danny's Ride has helped me get to all of my appointments. Also I have been able to focus on my recovery and alleviate the stress of how I will get to and from places. Danny's Ride has also been paramount in rebuilding the relationships with my daughter and family. I am just so thankful, I don't even have the words to truly express my gratitude for this program. THANK YOU!!!



Introduction

In the spirit of continuous improvement and community engagement, Danny's Ride conducts biannual surveys of our riders to gather insights into the impact of its 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.



Because of Danny's Ride I not only have built a relationship with my MAT Clinic but I have a substantial amount of clean time now because of it. I'm able to use the money that I would have used for Ubers[...]for groceries now to be able to feed myself. I can't thank this program enough.

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 December 1, 2024, and May 31, 2025, asking if Danny's Ride was helpful to them. If they responded YES, the rider was sent a positive feedback survey. If they responded NO, the rider was sent a negative feedback survey. All surveys were conducted in SurveyMonkey. Participants had the option to enter a drawing to win a \$10 digital Target gift card.

Through Zapier, an automation service, we sent periodic follow-ups to increase the response rate. Zapier waited 3 days before sending a follow-up text to riders who did not reply YES or NO. Additionally, Zapier reminded riders to take the survey if they had replied but had not completed their survey within 3 more days. People who responded with text other than YES or NO were followed-up with manually.

Table 1 contains a summary of the survey distribution.

Table 1		
Rider Population	1900	
Number of Text Replies	387	
Response Rate	20.4%	
Initial Text Date	June 13, 2025	
	Positive	Negative
Number of Surveys Sent	346	41
Number of Surveys Completed	89	7
Survey Completion Rate	25.7%	17.1%
Avg. Completion Time	6m 14s	3m 26s
Overall Survey Completion Rate	5.1%	

Questions

The Appendix contains the questions in each survey. Some questions allowed for multiple responses. Response frequencies were based on all checked responses, not all respondents. Blank responses were coded as 0.

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

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 county do you live in?" that response was recoded as Bucks County, Pennsylvania.

Negative Survey

Some individuals who took the negative survey responded with positive feedback. This indicates that the negative survey may have been sent to riders whose reply contained the word "no," and were thus sent the negative survey, but felt positively about Danny's Ride. Future waves will address this.

Negative feedback consisted of wanting more rides (1), not recalling using Danny's Ride (2), and confusion about the ride process (2).



I'm able to get to the appointments on time. Also able to get there without issues. But the best is being able to see the smile on my son's face.

Analysis

“ I felt safe.

Transportation is a common barrier to treatment enrollment and completion.^{1,2,3,4} It can even be a major factor in the decision to receive and continue treatment.⁵ On paper, Danny's Ride is strictly a transportation-providing service intended to support recovery by predominantly helping people access treatment.

Our survey found that this is an incredible help. Nine in ten respondents gave a 4 or 5 (with a maximum of 5) when asked how important Danny's Ride was in helping them get where they needed to go. True to its mission, respondents reported that Danny's Ride was most helpful for getting riders to treatment services. Over half (56.7%) of responses indicated that outpatient and MAT treatment, AA or other support group meetings, and other recovery programs were the top three most helpful destinations. In turn, this helps riders achieve and maintain their sobriety: 93% of respondents indicated that Danny's Ride was helpful or extremely helpful for this.

There is more to recovery than treatment alone. Peer-reviewed works confirm that issues with housing, employment, finances, social supports, and legal requirements can hinder recovery efforts.^{3,6,7,8,9}

We see this in the reasons why individuals used Danny's Ride. The top reasons included being unable to afford Uber or Lyft (19.7%), the distance being too far to bike or walk (15.0%), not having a driver's license (13.7%), and a lack of a support system (9.4%). These barriers can derail legal and substance use disorder recovery. Conversely, access to necessary resources can facilitate recovery. Danny's Ride understands this and offers transportation to other critical services beyond treatment.

Legally, rides helped some individuals comply with court requirements such as drug testing or probation meetings, qualify for treatment court or house arrest, and avoid incarceration and fines (11.9%). Rides helped some individuals get or keep jobs, which also helped them save or earn enough money for their own transportation (13.4%). Rides helped people keep their health on track by attending medical appointments and avoiding dangerous commutes (23.9%). Relying on professional drivers helped some avoid people or situations that could harm their recovery and instead reconnect them to family and friend support systems (11.9%).

Another major and often overlooked barrier to recovery is mental fortitude. Mental health issues and substance use are often comorbid¹⁰ and, as such, mental health is tied to recovery. Loneliness is a well-documented gateway into substance abuse, as many use to cope or to facilitate connection.¹¹ When recreation morphs into addiction, these connections evaporate to exacerbate loneliness.¹¹ Several studies have found that feelings of loneliness are stronger and more rampant in people experiencing addiction compared to control groups.^{12,13}

Support systems and prosocial networks have been shown to be effective at combating loneliness and prolonging recovery.^{11,12,14,15,16,17} Some researchers found that rebuilding relationships with family and friends was a key motivator for recovery.⁶

In the open-ended prompt of our last wave of surveys, 10% of respondents mentioned a personal touch or feeling forged by Danny's Ride. Inspired, we investigated this directly in the current survey by adding questions assessing the benefits of peace-of-mind and mental well-being.

What we found was astonishing: 92% of respondents stated that Danny's Ride was helpful or extremely helpful in providing peace of mind and improving mental well-being, second only to achieving and maintaining sobriety (93%). Similarly, 18.2% of respondents indicated that Danny's Ride helped them the most by reducing stress and reminding them that people care about their well-being, second only to helping them access treatment consistently (19.1%). We also saw this emerge as the second most popular theme in the open-ended prompt.

Our results echo research articles that detail the importance of feeling safe and supported in recovery. Safety includes meaningful social relationships, stable housing, employment, food security, and daily routines.^{18,19} Patients who feel safe have increased attendance at recovery programs and report feeling hope, connection, and empowerment to continue sobriety.^{18,20} Danny's Ride riders reported each of these facets of safety resulting from the program (we encourage you to see for yourself in the rider quotes sprinkled throughout this report!). By helping riders access and keep employment, avoid suffocating legal consequences, reconnect with supportive family and friends, forge new networks in recovery groups, Danny's Ride helped these individuals feel safe. Feeling safe can develop into a sense of future, a critical component of recovery.¹⁸

Furthermore, our results suggest that more research that quantifies this avenue for facilitating recovery should be conducted. Interventions that make recovery and all the moving pieces that come with it even a little bit easier to obtain are a very promising opportunity to curb this public health crisis.

It turns out that Danny's Ride's most indirect impact is perhaps its most powerful. Danny's Ride does not provide any counseling, motivational talks, or support groups. Yet, the ripples of a helping hand in a desperate hour have demonstrable effects on recovery. Mental barriers are just as real as physical ones. By providing rides, Danny's Ride communicates to riders – and helps them believe – that their lives and experiences are worth fighting for. It offers more than rides; it opens pathways for people to rebuild.

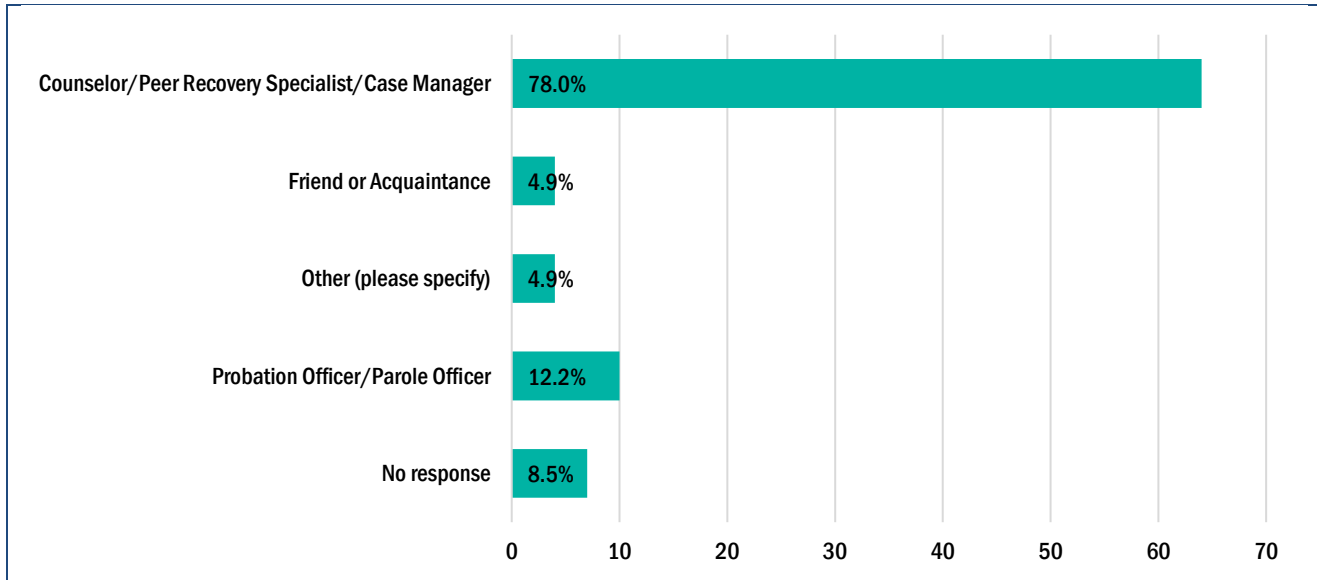


It helped me keep my job. Helped me save a lil money for my own commute to and from work. Helped get to me to my counselor and group session. Made me feel safe.

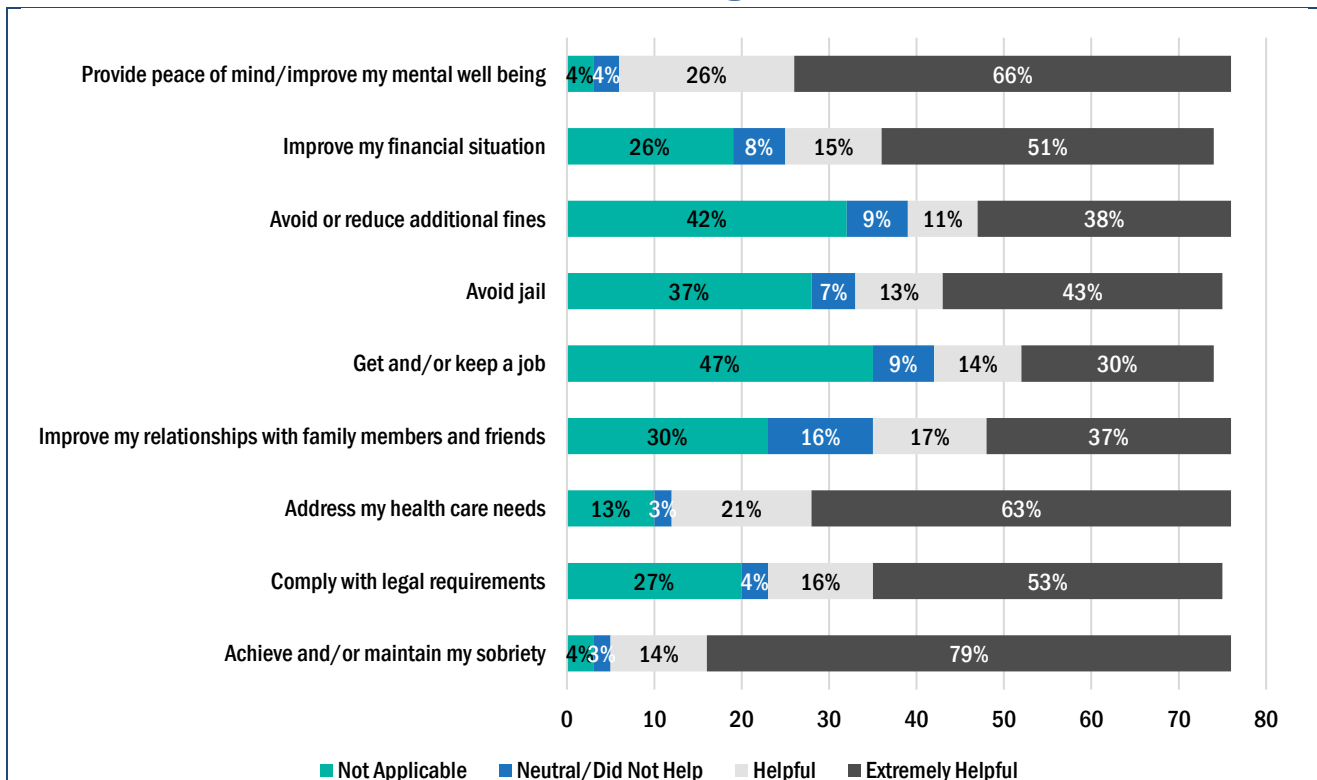


Results

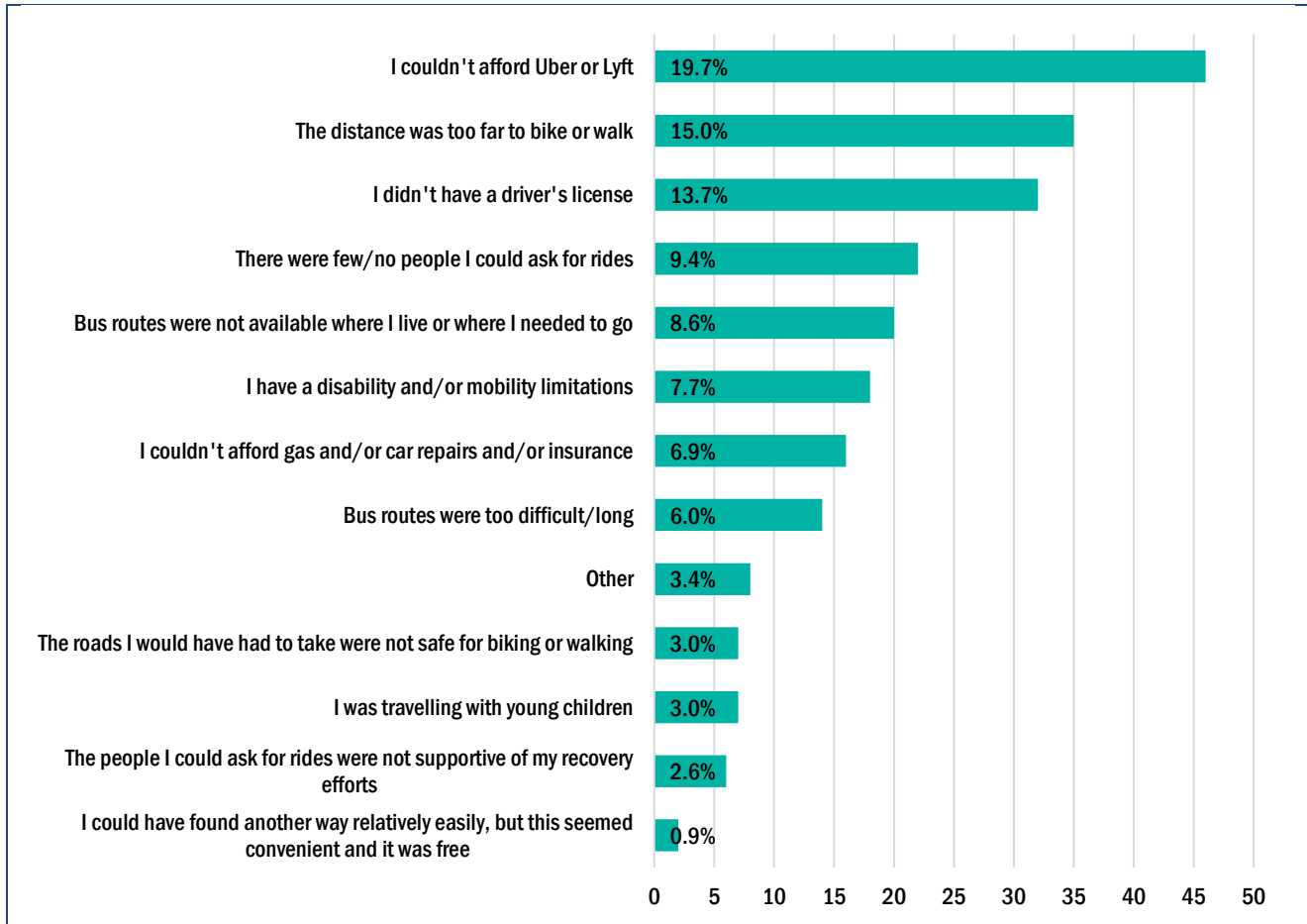
Q1: How did you learn about Danny's Ride?



Q2: Please rate how much Danny's Ride helped you with the following.

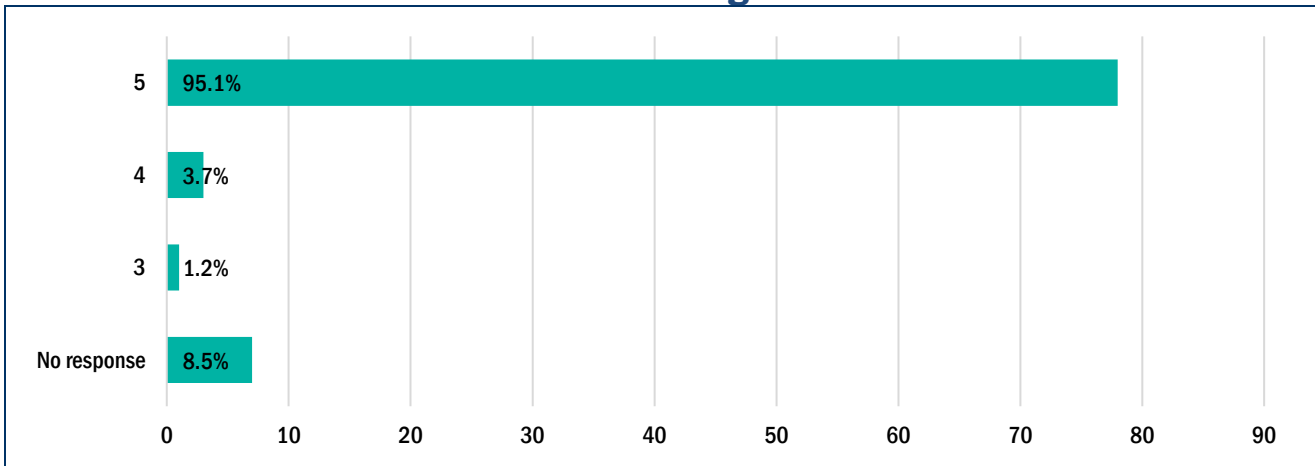


Q3: What were the most significant reasons you used Danny's Ride instead of other transportation options? [Select up to 5]



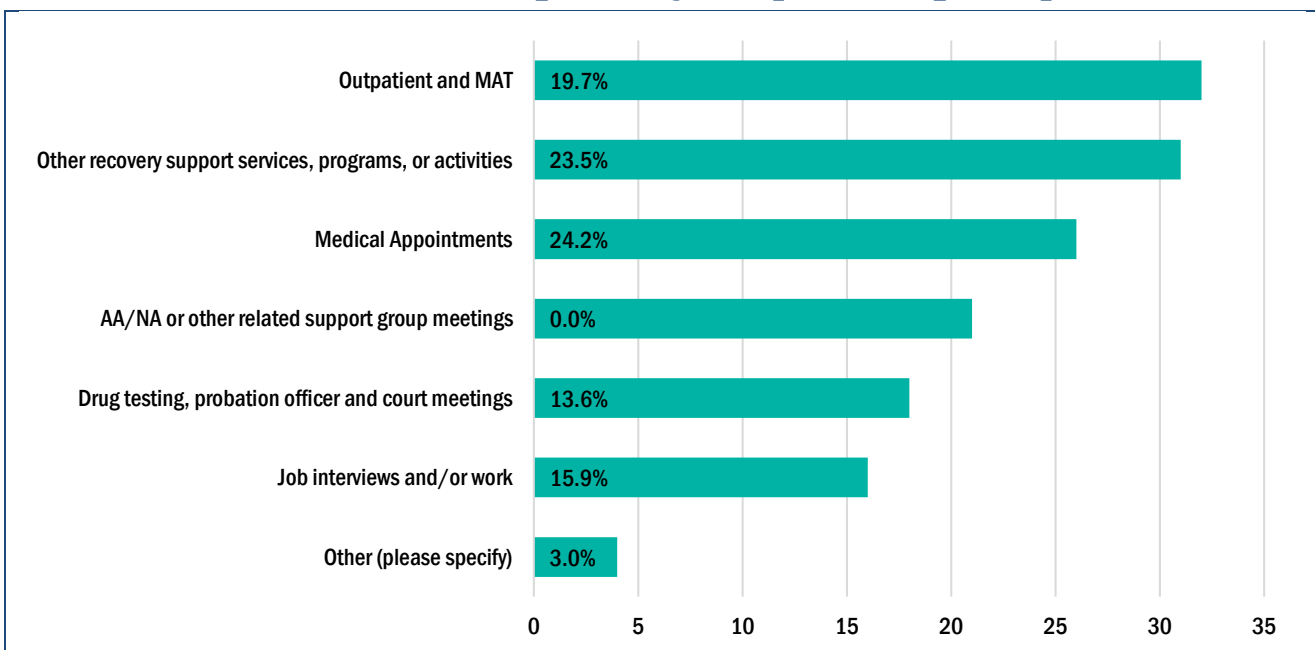
I struggled finding work because I had no way to make it to interviews. With the help of Danny's Ride, I was able to obtain work and get to and from work. Having help took the stress off me and didn't give me another reason to use.

Q4: How important was Danny's Ride in helping you get where you needed to go?

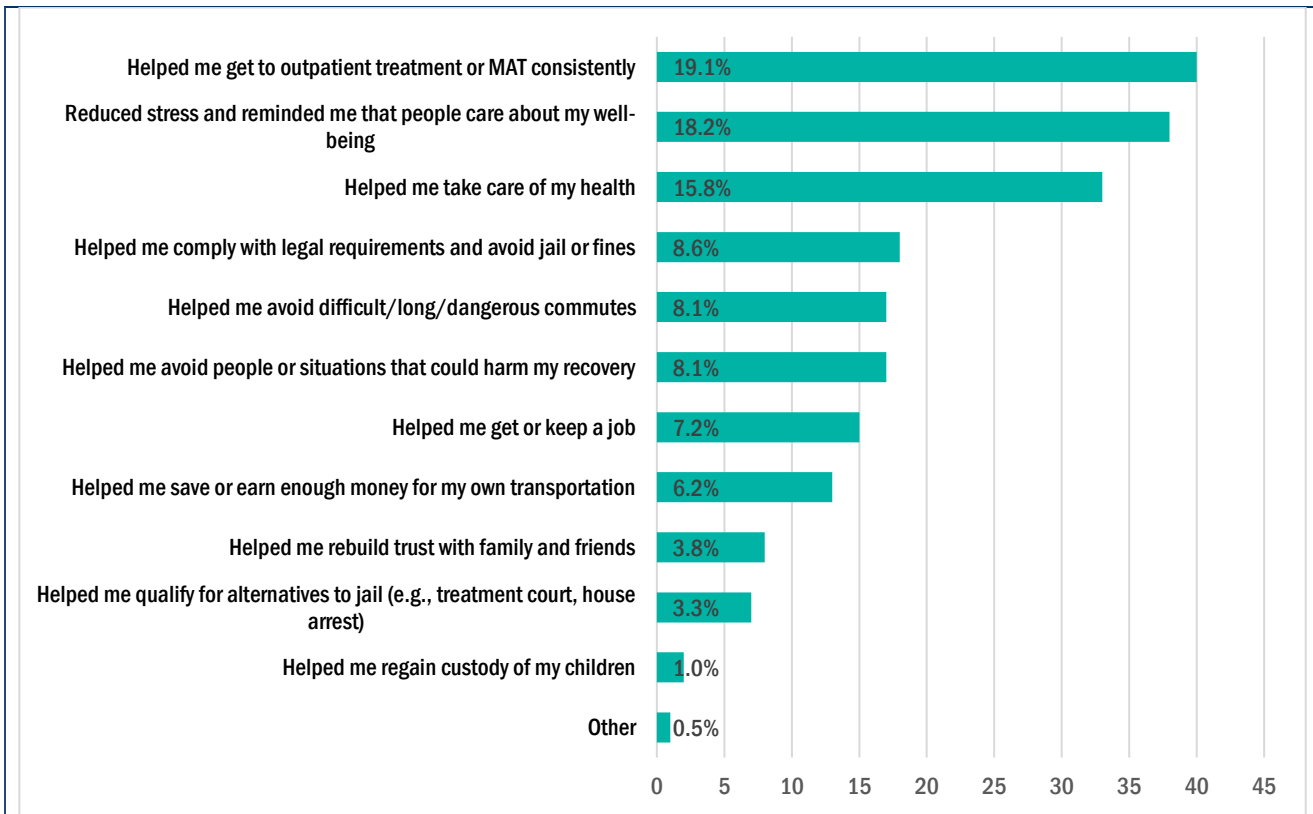


Makes me feel very independent.

Q5: Our riders use Danny's Ride for many purposes - which rides were most helpful to you? [Select up to 3]



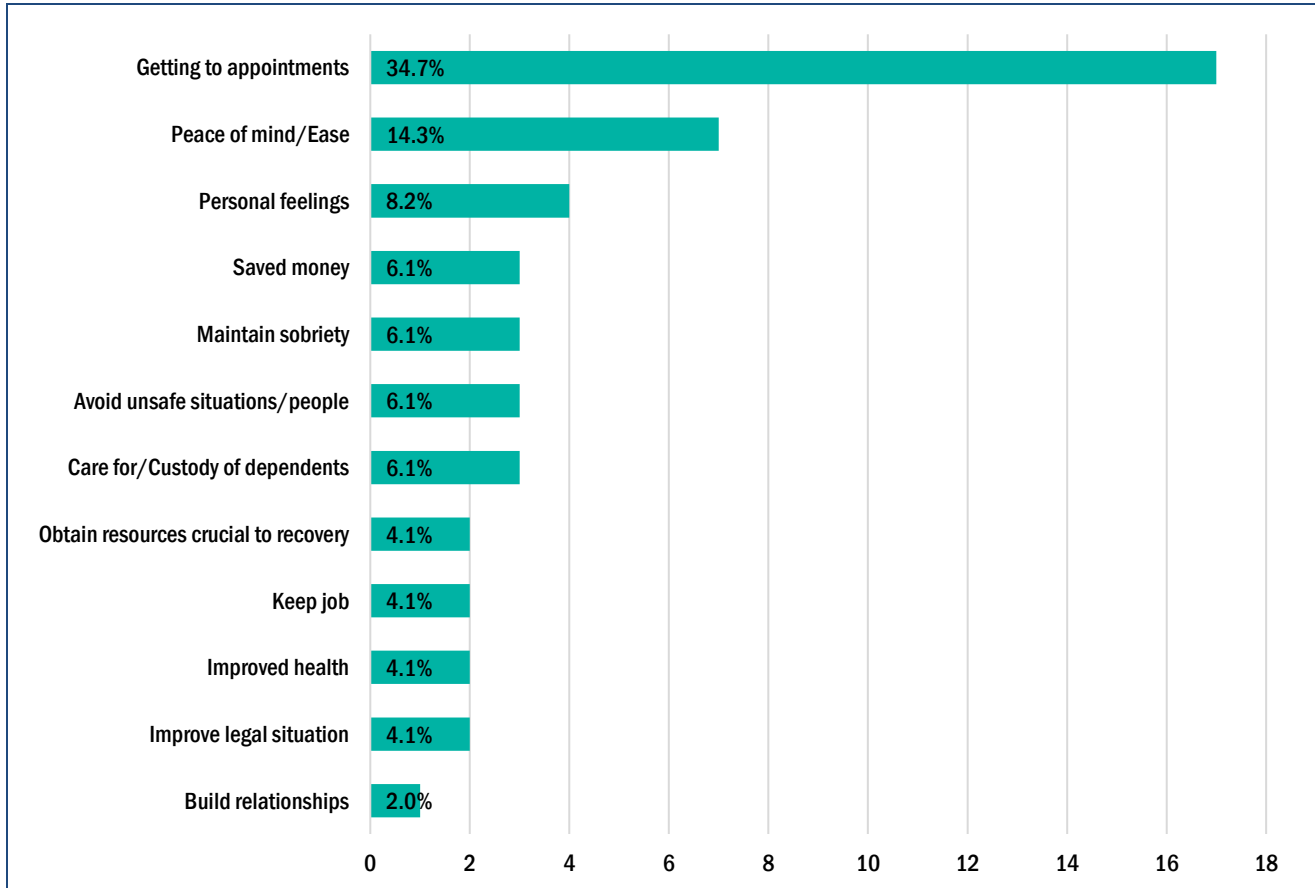
Q6: How did Danny's Ride most help you? [Select up to 5]



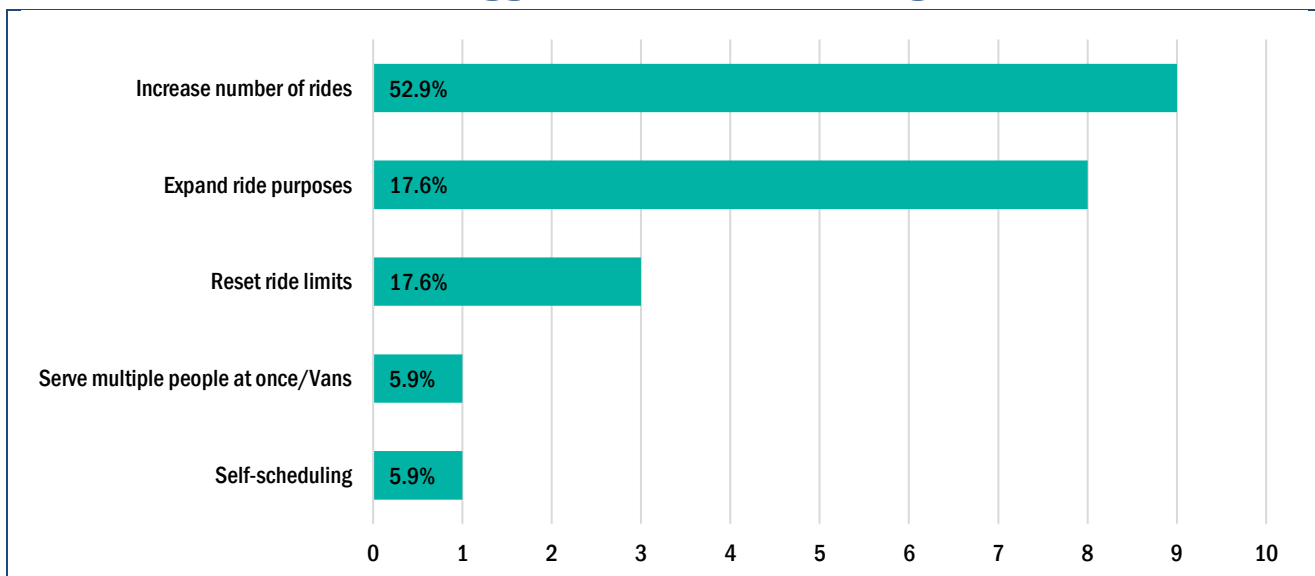
The drivers were all very friendly and [it] restores my faith in humanity knowing complete strangers seemed to matter to them and often gave some enlightenment into my life's situation. I thank you all and [may] God bless you all and your life's journeys.

Coded Open-Ended Responses

Q7: Please share other ways you were helped by Danny's Ride.

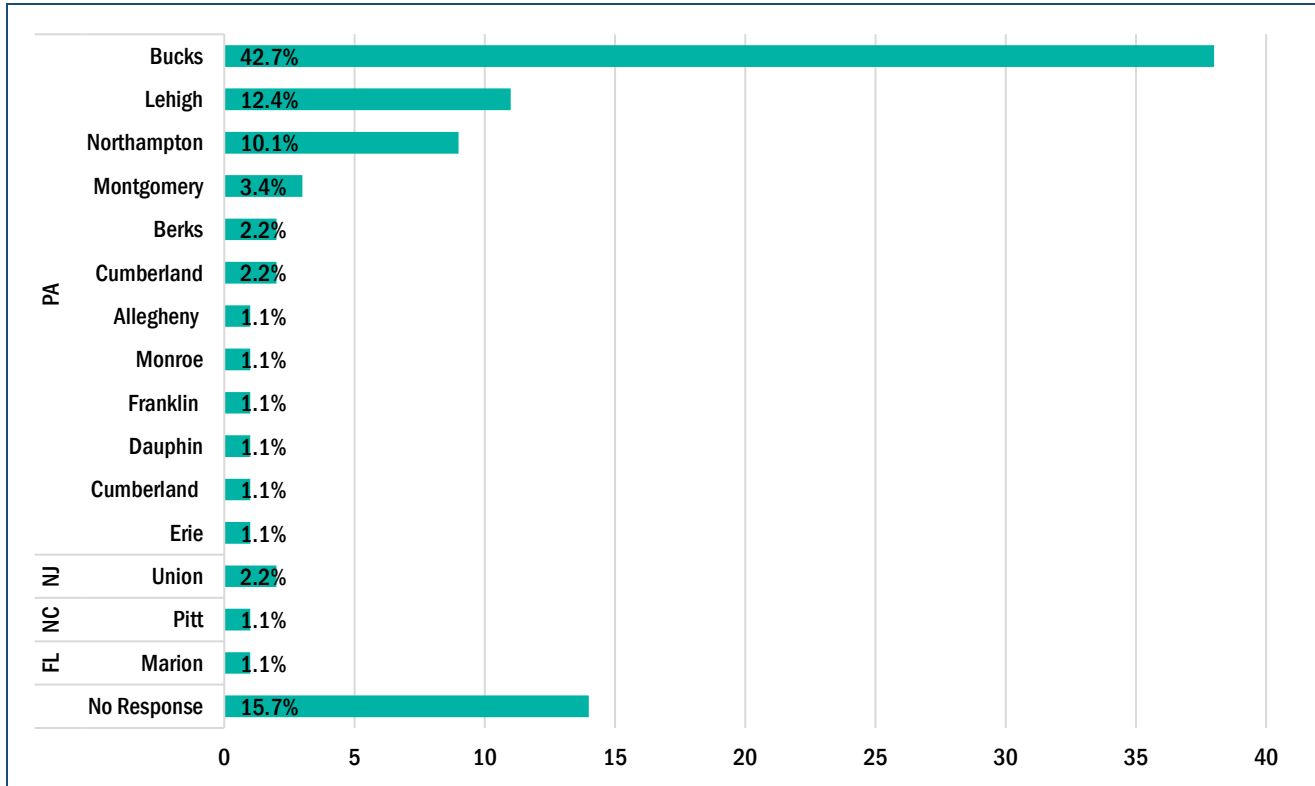


Q8: Do you have suggestions for improving Danny's Ride?



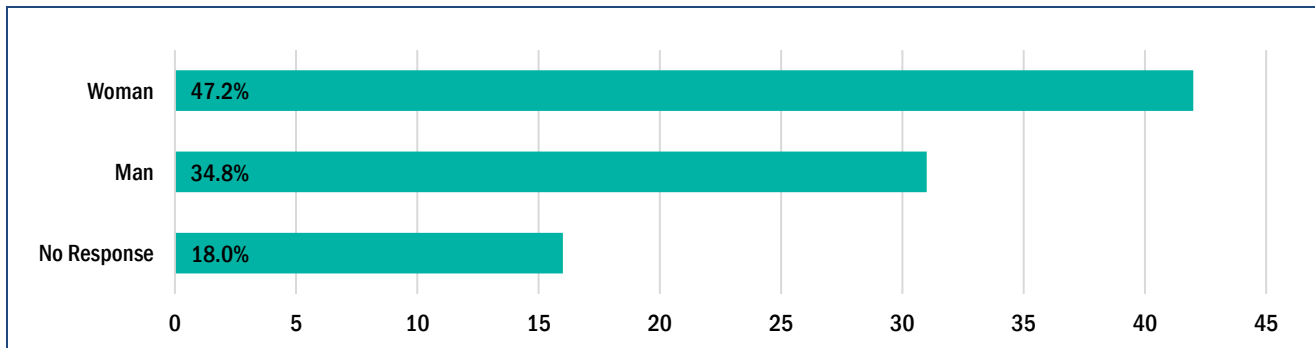
Demographics

Q9: What state and county do you live in?

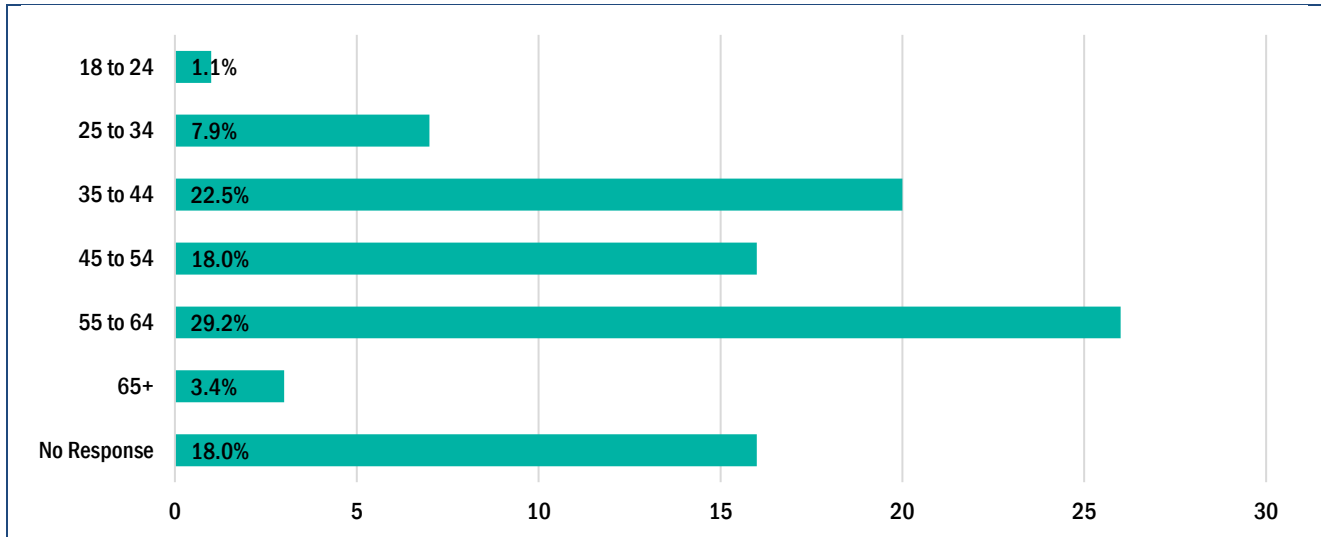


When needed a person to talk to they helped.

Q10: What is your gender?

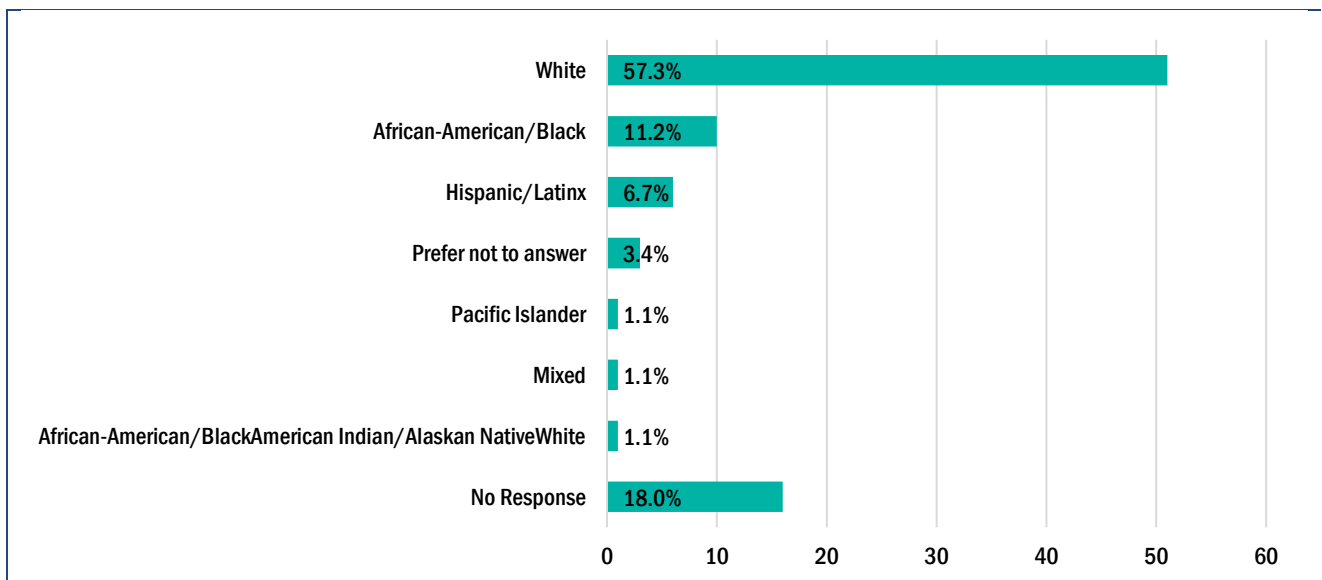


Q11: What is your age?

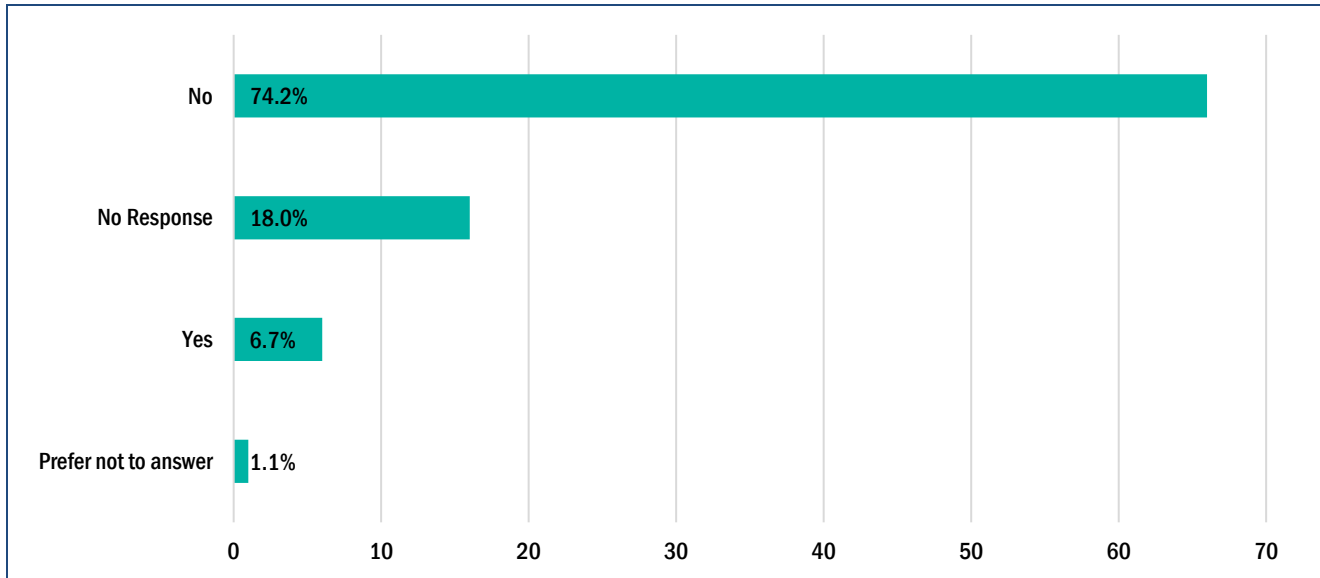


Conversations with the drivers inspired me to continue doing the recovery path I was on and helped find other paths.

Q12: What is your racial or ethnic identity? (Select all that apply.) This question can help us identify if gaps in service exist across communities.



Q13: Are you a veteran?



I am a survivor of sex trafficking and gun violence, with the help of Danny's Ride I have been able to start to gain back my independence, attend important doctors appointments and life changing events. I gave birth to my daughter and with the help of Danny's Ride was able to bring her to her first doctor's appointments without stress or anxiety thinking about how I would be able to get there. I was able to be the responsible single mother I have prayed about being. Danny's Ride has assisted me in getting my life back on track and feeling like doing the right thing in my recovery doesn't have to be difficult. Danny's Ride is assisting me in making the "normal" life peaceful[,] stress-free and possible. I couldn't have been the stable mother and survivor I am today without Danny's Ride.

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Appendix

Positive Feedback Survey

To ensure we don't send follow-up texts to those who have already completed the survey, please provide your phone number. Your number will only be used for this purpose and will not be shared with anyone outside the Danny's Ride team.	Phone number
How did you learn about Danny's Ride?	Counselor/Peer Recovery Specialist/Case Manager Probation Officer/Parole Officer Friend or Acquaintance Other (please specify)
How important was Danny's Ride in helping you get where you needed to go?	Scale from 1 to 5, with 5 being the most helpful
What were the most significant reasons you used Danny's Ride instead of other transportation options? [Select up to 5]	I was travelling with young children Bus routes were not available where I live or where I needed to go Bus routes were too difficult/long I have a disability and/or mobility limitations The roads I would have had to take were not safe for biking or walking The distance was too far to bike or walk I didn't have a driver's license I couldn't afford gas and/or car repairs and/or insurance I couldn't afford Uber or Lyft There were few/no people I could ask for rides The people I could ask for rides were not supportive of my recovery efforts I could have found another way relatively easily, but this seemed convenient and it was free Other (please specify)
Please rate how much Danny's Ride helped you with the following.	Achieve and/or maintain my sobriety Comply with legal requirements Address my health care needs Improve my relationships with family members and friends Get and/or keep a job Avoid jail Avoid or reduce additional fines

	Improve my financial situation
	Provide peace of mind/improve my mental well being
	Other (please specify)
Our riders use Danny's Ride for many purposes - which rides were most helpful to you? [Select up to 3]	Danny's Ride was not helpful to me.
	Outpatient and MAT
	AA/NA or other related support group meetings
	Other recovery support services, programs, or activities
	Job interviews and/or work
	Drug testing, probation officer and court meetings
	Medical Appointments
	Other (please specify)
How did Danny's Ride most help you? [select up to 5]	Helped me get to outpatient treatment or MAT consistently
	Helped me qualify for alternatives to jail (e.g., treatment court, house arrest)
	Helped me comply with legal requirements and avoid jail or fines
	Helped me get or keep a job
	Helped me save or earn enough money for my own transportation
	Helped me regain custody of my children
	Helped me rebuild trust with family and friends
	Helped me avoid people or situations that could harm my recovery
	Helped me take care of my health
	Helped me avoid difficult/long/dangerous commutes
	Reduced stress and reminded me that people care about my well-being
	Other (please specify)
Please share any other ways that you were helped by Danny's Ride	Open-Ended Response
Do you have suggestions for improving Danny's Ride?	Open-Ended Response
Your story matters to Danny's Ride! Would you be willing to write 3-5 sentences about how your life has changed as a result of getting rides through Danny's Ride?	Open-Ended Response
If you are willing to have Danny's Ride share your story to raise awareness, please provide your contact information (email and/or cell) so that someone from Danny's Ride can reach out to you.	Name

Your name does not have to be included in the story.	
	Cell Number
	Email
What state do you live in?	Pennsylvania
	New Jersey
	North Carolina
	Other (please specify State and County)
What Pennsylvania county do you live in?	Berks
	Bucks
	Carbon
	Chester
	Dauphin
	Erie
	Lackawanna
	Lehigh
	Luzerne
	Monroe
	Montgomery
	Northampton
	Philadelphia
	York
	Other (please specify)
What New Jersey county do you live in?	Burlington
	Camden
	Cumberland
	Essex
	Hunterdon
	Union
	Other (please specify)
What North Carolina county do you live in?	Beaufort
	Pitt
	Other (please specify)
What is your gender identity?	Woman
	Man
	Genderqueer or non-binary
	Agender
	Prefer not to answer

	Not specified above, please specify
What is your age?	18-24
	25-34
	35-44
	45-54
	55-64
	65+
	Prefer not to answer
What is your racial or ethnic identity? (Select all that apply.) This question can help us identify if gaps in service exist across communities.	African-American/Black
	East Asian
	Hispanic/Latinx
	Middle Eastern
	American Indian/Alaskan Native
	Pacific Islander
	South Asian
	Southeast Asian
	White
	Prefer not to answer
	Other (please specify)
	RACE
Are you a veteran?	Yes
	No
	Prefer not to answer

Negative Feedback Survey

To ensure we don't send follow-up texts to those who have already completed the survey, please provide your phone number. Your number will only be used for this purpose and will not be shared with anyone outside the Danny's Ride team.	Phone number
I answered NO because:	I don't recall getting a ride with Danny's Ride
	The driver never showed up
	I missed my ride
	The driver was rude or unhelpful
	I wanted more rides than I was able to get
	Other (please specify)
Do you have any thoughts or suggestions for how we could improve Danny's Ride?	Open-Ended Response
What state do you live in?	Pennsylvania
	New Jersey
	North Carolina
	Other (please specify State and County)
What Pennsylvania county do you live in?	Berks
	Bucks
	Carbon
	Chester
	Dauphin
	Erie
	Lackawanna
	Lehigh
	Luzerne
	Monroe
	Montgomery
	Northampton
	Philadelphia
	York
	Other (please specify)
What New Jersey county do you live in?	Burlington
	Camden
	Cumberland
	Essex
	Hunterdon
	Union

	Other (please specify)
What North Carolina county do you live in?	Beaufort
	Pitt
	Other (please specify)
What is your gender identity?	Woman
	Man
	Genderqueer or non-binary
	Agender
	Prefer not to answer
	Not specified above, please specify
What is your age?	18-24
	25-34
	35-44
	45-54
	55-64
	65+
	Prefer not to answer
What is your racial or ethnic identity? (Select all that apply.) This question can help us identify if gaps in service exist across communities.	African-American/Black
	East Asian
	Hispanic/Latinx
	Middle Eastern
	American Indian/Alaskan Native
	Pacific Islander
	South Asian
	Southeast Asian
	White
	Prefer not to answer
	Other (please specify)
Are you a veteran?	Yes
	No
	Prefer not to answer

