



**DANNY'S RIDE**  
A LIFT ON YOUR RECOVERY JOURNEY

# Rider Experience Survey Report 2025

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When I got to rehab, I had nothing and no one to help me due to my poor choices. Danny's Ride helped me get to and from important places like my probation office and drug testing. If I did not have Danny's Ride, I would be in jail. It also helped me to get to and from job interviews, which I got a job thanks to Danny's Ride. Helps me get trust back from family and friends.

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Because of Danny's Ride, I was able to get a job, make it to and from work, get to court and go to meetings to help support my recovery. I'm now almost 1 year clean and sober all because of the compassion and care Danny's Ride provided me. Thank you so very much for being there to help me rebuild.



# Introduction

Danny's Ride is dedicated to providing transportation for individuals in recovery with nowhere or no one else to turn to. In the spirit of continuous enhancement and community engagement, Danny's Ride conducts periodic rider surveys to understand impact, identify areas for improvement, and advocate for funding and collaboration.

This report presents the combined results of both 2025 surveys for a year-end summary, 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. Feedback is invaluable in guiding our mission to make a positive and lasting impact.



Danny's Ride was awesome for my personal experience. They helped tremendously. I had lost my license and was walking everywhere then I got introduced to the rides and they were super beneficial. I appreciate the service of Danny Ride.

## Method

Danny's Ride partnered with the Lehigh Valley Justice Institute (LVJI), an initiative dedicated to data-driven research on social justice issues, to create, distribute, manage, and compile the survey results. In July 2025, LVJI merged with the United Way of the Greater Lehigh Valley.

The tables on Page 4 describe the survey process. Two survey waves targeted the 3,369 riders who received rides in 2025. Through EZ Texting, we sent text messages 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 built 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. Overall, 19.6% of contacted riders responded, and 4.6% completed a survey. Ninety percent of responses were YES.

## Questions

Some questions allowed for multiple responses. Response frequencies were based on respondents, meaning these questions have percentages summing to over 100%. We did this to show the prevalence of barriers and benefits among respondents. Blank responses were coded as No Response.

Survey Wave #1		
Ride Dates	December 1, 2024 – May 31, 2025	
Rider Population	1900	
Number of Text Replies	387	
Response Rate	20.4%	
Data Collection Period	June 13, 2025 – June 23, 2025	
	Positive	Negative
Number of Surveys Sent	346	41
Number of Surveys Completed	89	7
Survey Completion Rate	25.7%	17.1%
Overall Survey Completion Rate	5.1%	

Survey Wave #2		
Ride Dates	June 1, 2025 – October 31, 2025	
Rider Population	1469	
Number of Text Replies	272	
Response Rate	18.5%	
Data Collection Period	December 1, 2025 – December 5, 2025	
	Positive	Negative
Number of Surveys Sent	249	23
Number of Surveys Completed	57	1
Survey Completion Rate	22.9%	4.3%
Overall Survey Completion Rate	3.9%	

## Cleaning

Manual 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.

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

## Negative Survey

Some individuals who took the negative survey in June 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. The second wave addressed this. Negative feedback consisted of wanting more rides (1), not recalling using Danny’s Ride (3), and confusion about the ride process (2).

# Analysis



I felt safe getting to my appointments.

Transportation is a common barrier to treatment enrollment and completion.<sup>1,2,3,4</sup> It can even be a major factor in the decision to receive and continue treatment.<sup>5</sup> 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 (89%) 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. Three-quarters of respondents indicated that outpatient, MAT treatment, and other recovery services were their most important destinations. In turn, this helps riders achieve and maintain their sobriety: 90% 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.<sup>3,6,7,8,9</sup>

We see this in the reasons why individuals used Danny's Ride. The top reasons included being unable to afford Uber or Lyft, which affected half of all respondents (19% of reasons). Not having a driver's license (15% of reasons, 38% of respondents), distances being too far to bike or walk (14% of reasons, 37% of respondents), and lack of a support system (10% of reasons, 25% of respondents) were also common barriers.

One in three respondents listed one barrier, half listed two or more barriers, and one in five listed five barriers. This demonstrates that as little as one issue can seriously affect someone's ability to access treatment. However, these issues often accumulate, making success look daunting and unattainable. 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 (9% of responses, 23% of respondents). Rides helped some individuals get or keep jobs (7% of responses, 16% of respondents) and amass enough money for their own transportation (5% of responses, 12% of respondents). Rides helped people keep their health on track by attending medical appointments (17% of responses, 40% of respondents).

Over half of respondents indicated at least two ways that Danny's Ride most helped them, and nearly a quarter listed five ways, the maximum. Danny's Ride helped these individuals in many facets of their lives, which undoubtedly lessened those barriers and made success look less overwhelming.

This is the often overlooked but incredibly influential barrier to recovery: mental fortitude. Mental health issues and substance use are often comorbid<sup>10</sup> 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.<sup>11</sup> When recreation morphs into addiction, these connections evaporate to exacerbate loneliness.<sup>11</sup> Several studies have found that feelings of loneliness are stronger and more rampant in people experiencing addiction compared to control groups.<sup>12,13</sup>

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

Peace of mind came out as the top and most consistent value provided by Danny's Ride; 94% said that it was helpful or extremely helpful. This is above and beyond maintaining sobriety (90%), addressing healthcare needs (83%), and complying with legal requirements (70%). Over four in ten (43%) of respondents said that Danny's Ride most helped them reduce stress and remind them that there are people who care about their wellbeing; this signifies the potency of a mental burden and the importance of feeling supported.

In the open-ended prompt of our last wave of surveys, nearly a quarter of respondents who wrote in ways Danny's Ride helped them mentioned lowered stress and anxiety or improved peace of mind. One respondent simply wrote, "My sanity."

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.<sup>18,19</sup> Patients who feel safe have increased attendance at recovery programs and report feeling hope, connection, and empowerment to maintain sobriety.<sup>18,20</sup> 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, and 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.<sup>18</sup>

Furthermore, our results suggest that more research which 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.

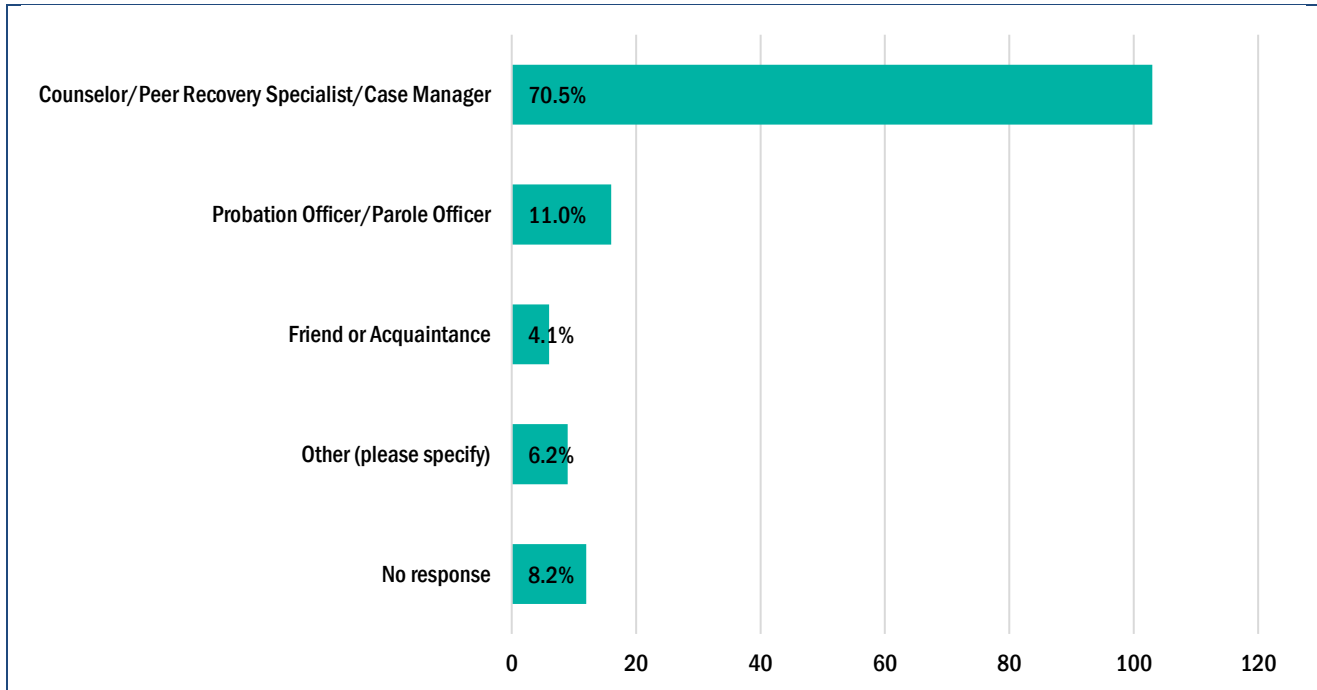
It turns out that Danny's Ride's most indirect impact is perhaps its most powerful. Danny's Ride does not provide any counseling, motivational talks, support groups, or therapy. Yet, the ripples of a helping hand in a desperate hour have demonstrable effects on recovery. Mental barriers are just as real 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.



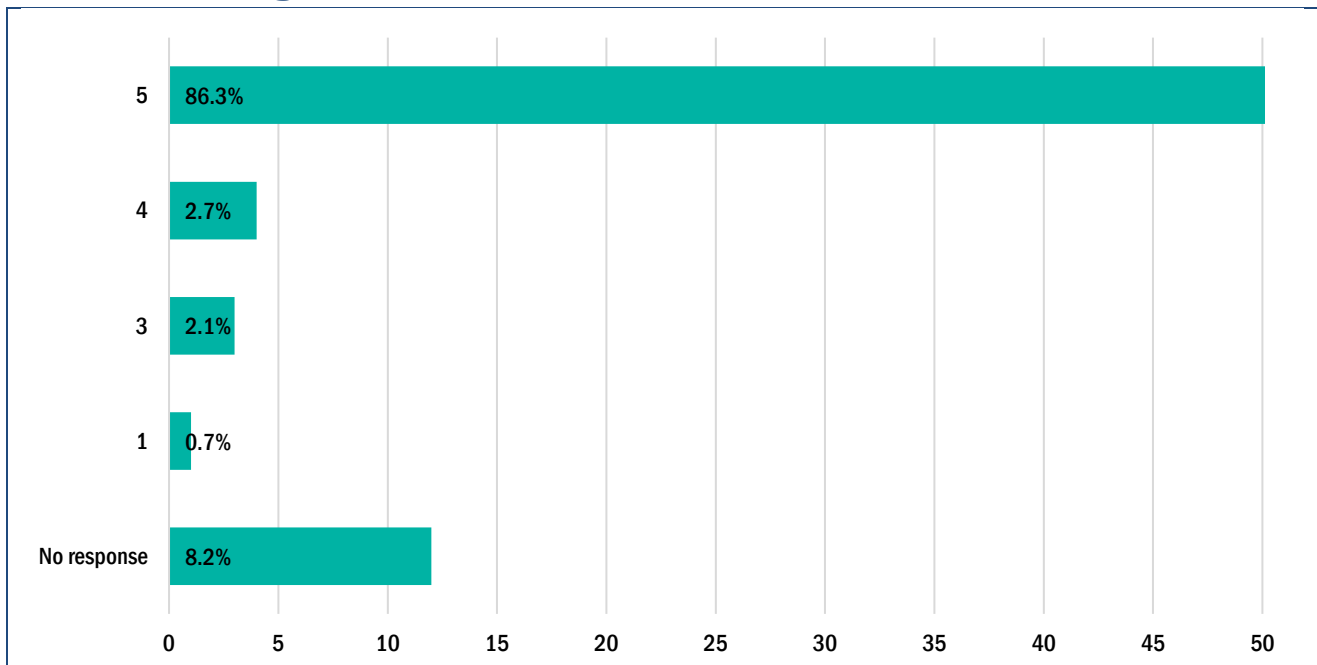
I'm able to get to the appointments on time. Also able to get there without issues. But the best is being able to see the smile on my son's face.

# Results

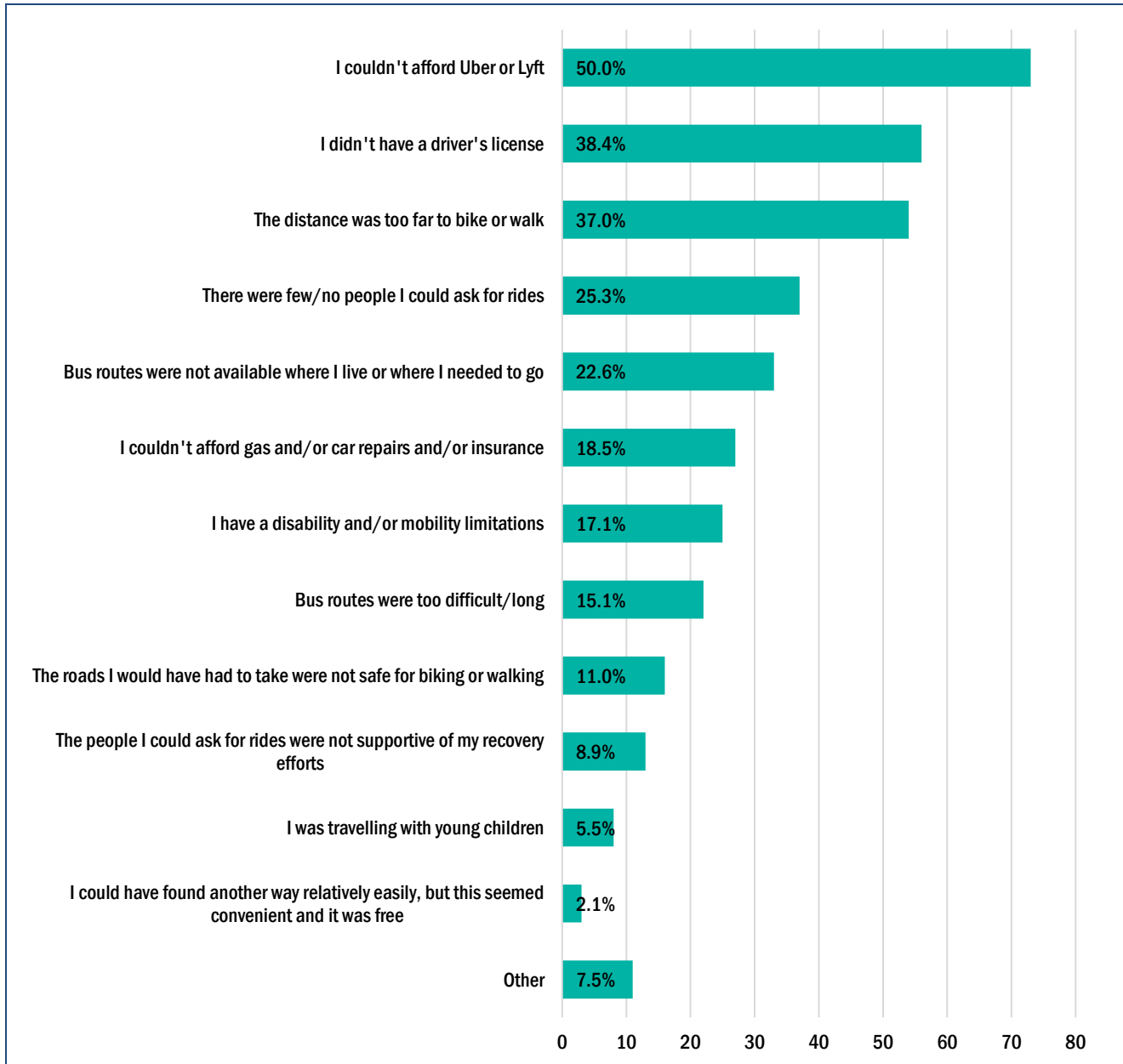
## Q1: How did you learn about Danny's Ride?



## Q2: How important was Danny's Ride in helping you get where you needed to go? [1 = not important, to 5 = extremely important]

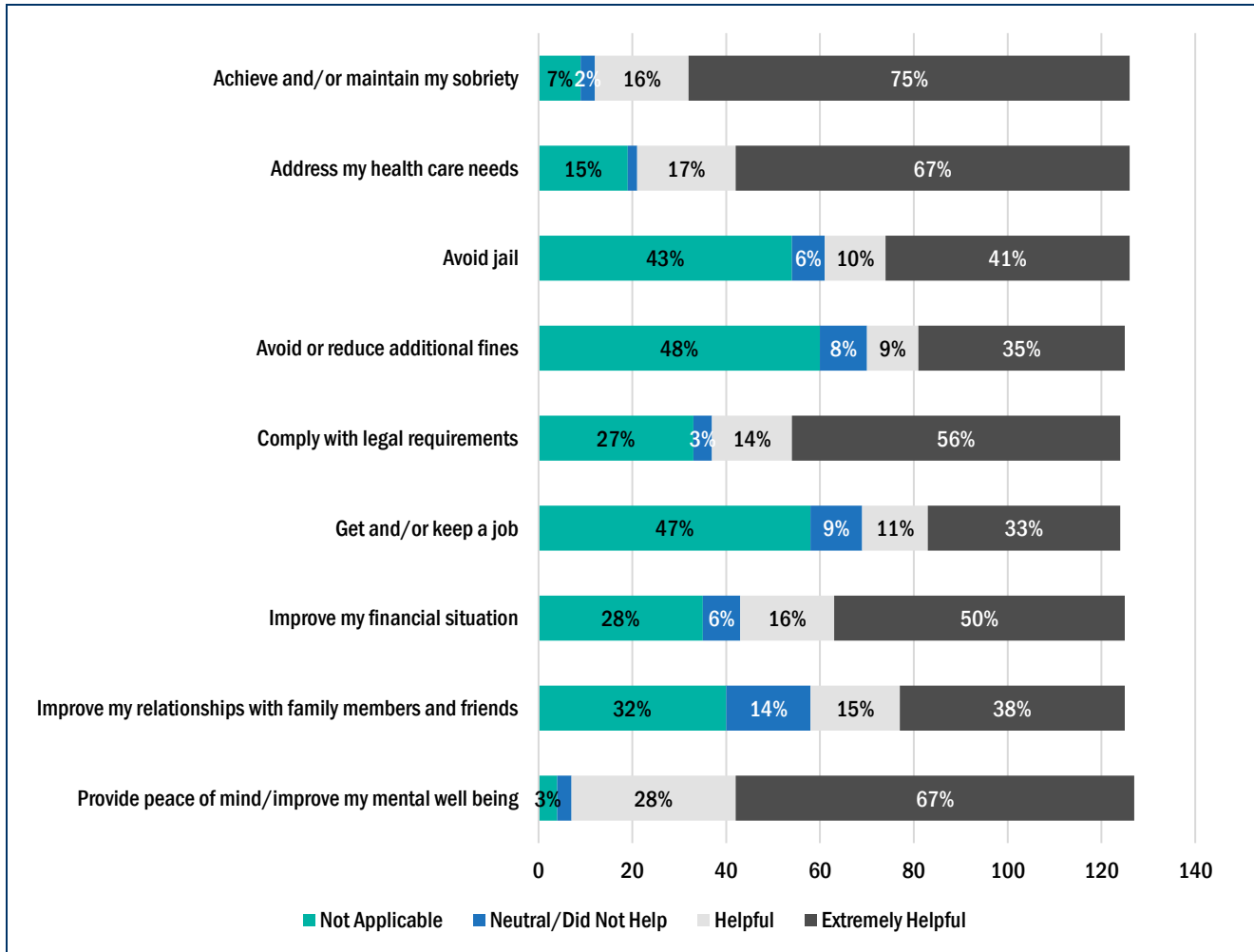


### Q3: What were the most significant reasons you used Danny's Ride instead of other transportation options? [Select up to 5]



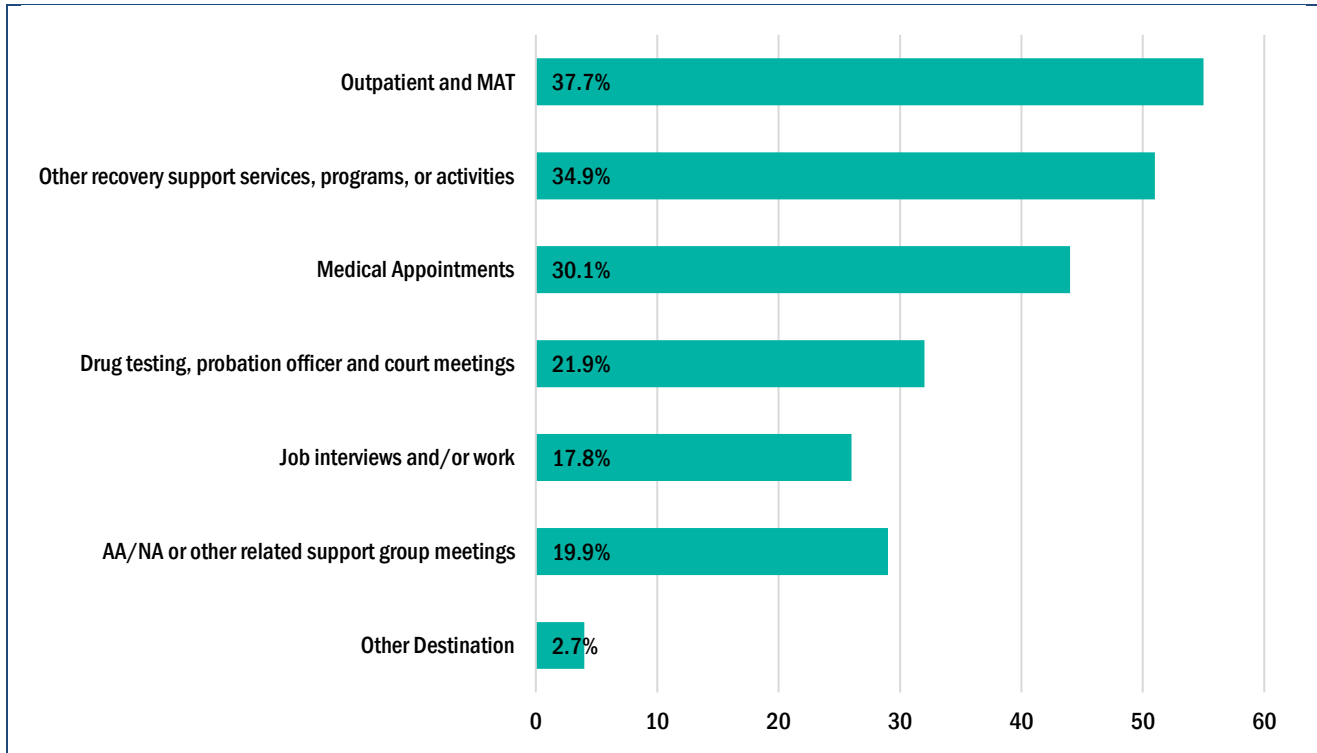
Makes me feel very independent.

### Q4: Please rate how much Danny's Ride helped you with the following.



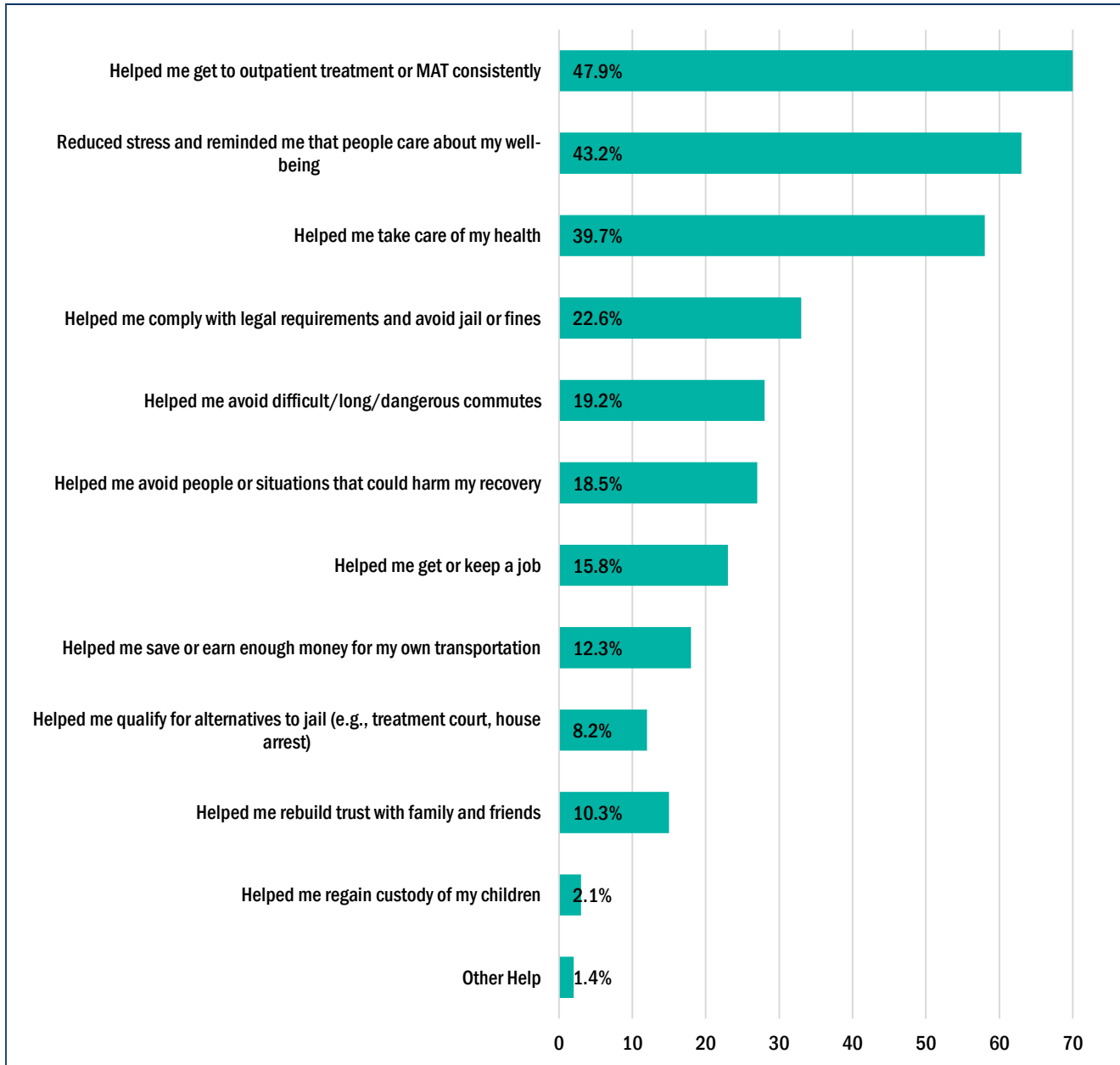
Before Danny's Ride I couldn't get to my program or clinic, so I kept relapsing. With Danny's Ride I could make my appointments so I wouldn't relapse. I also started going to groups which helped me make new friends that also wanted to be sober.

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



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!!!

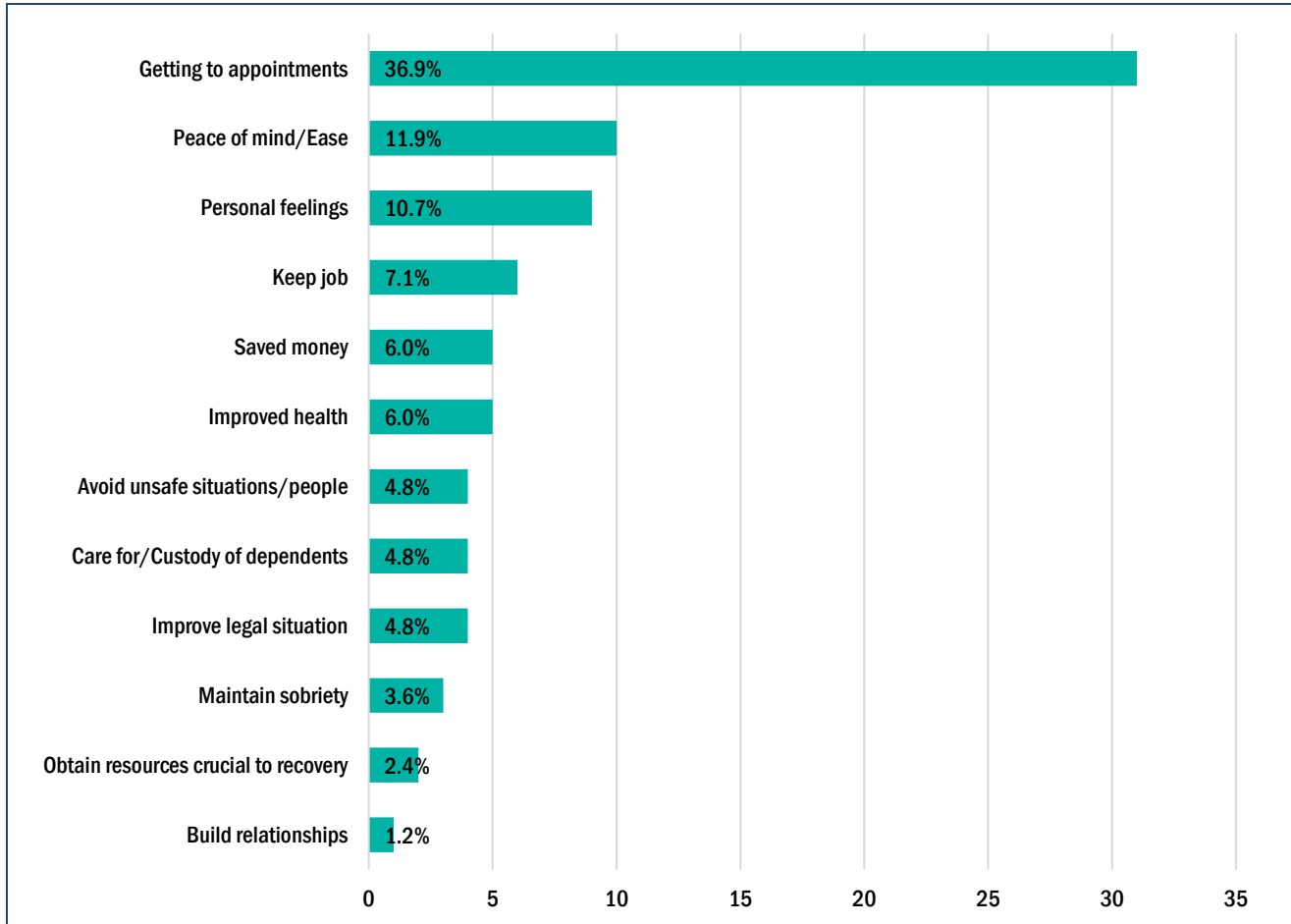
### Q6: How did Danny's Ride most help you? [Select up to 5]



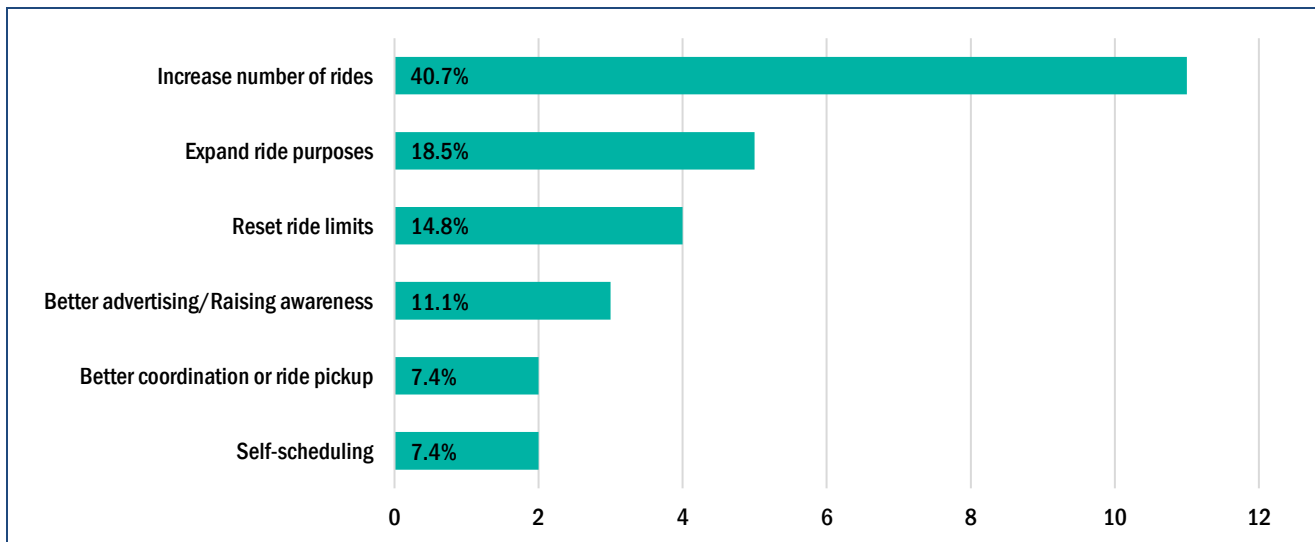
“ I felt safe.

## Coded Open-Ended Responses

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

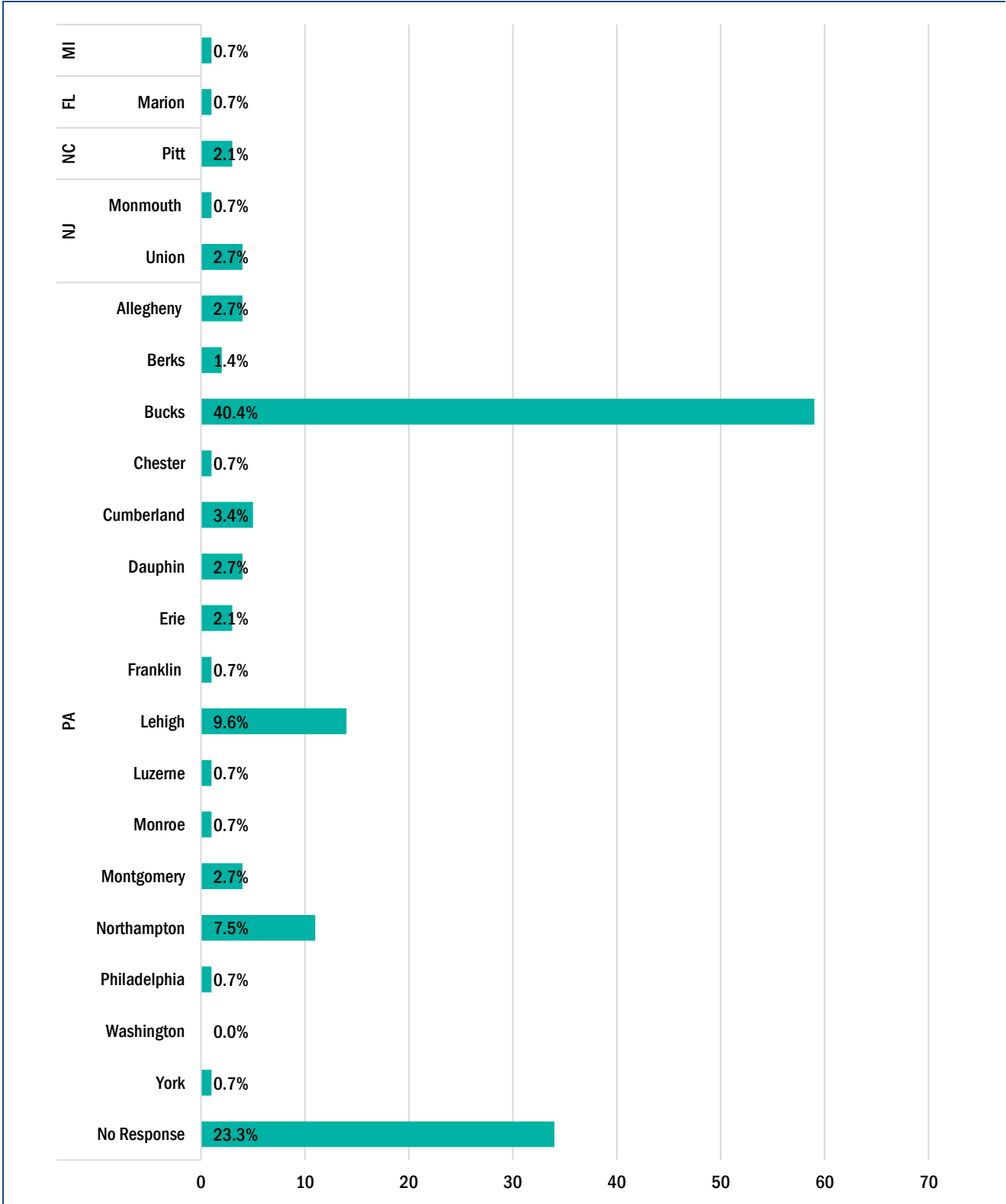


### Q8: Do you have suggestions for improving Danny's Ride?

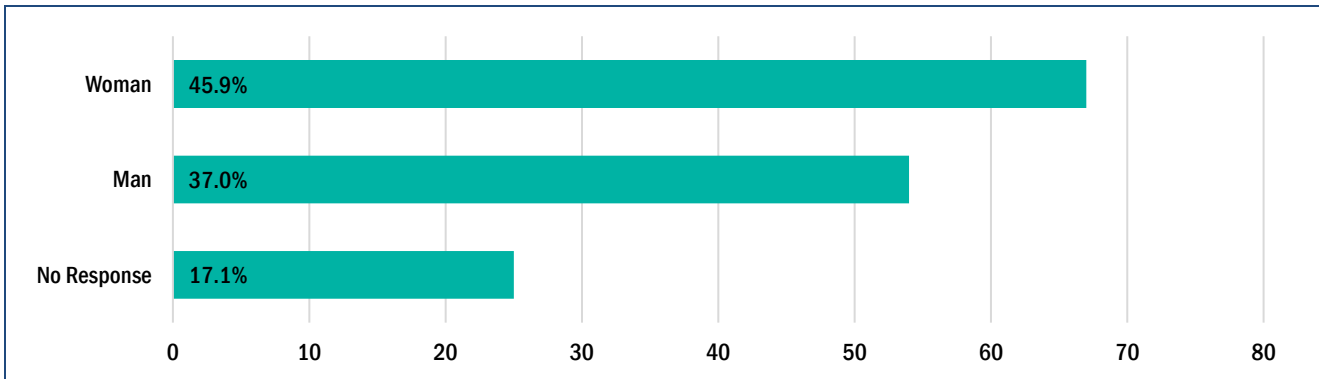


# Demographics

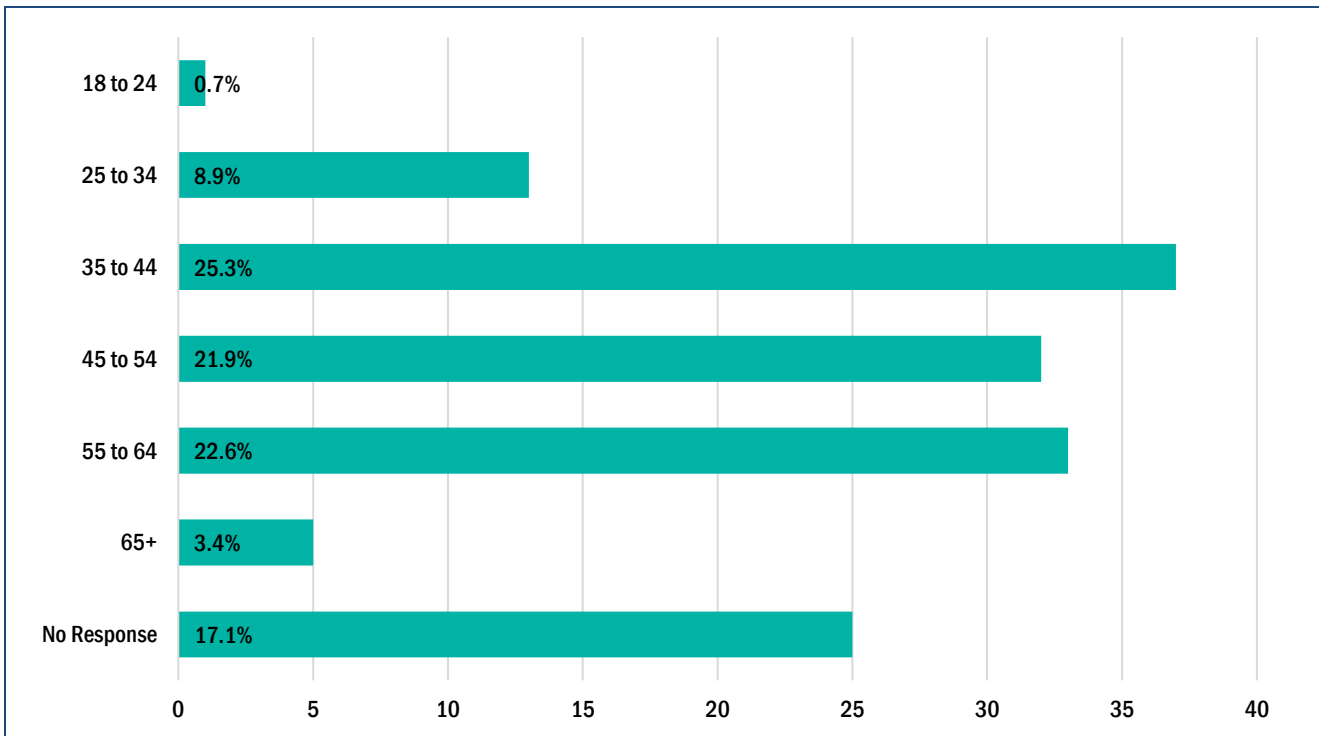
## Q9: What state and county do you live in?



### Q10: What is your gender identity?

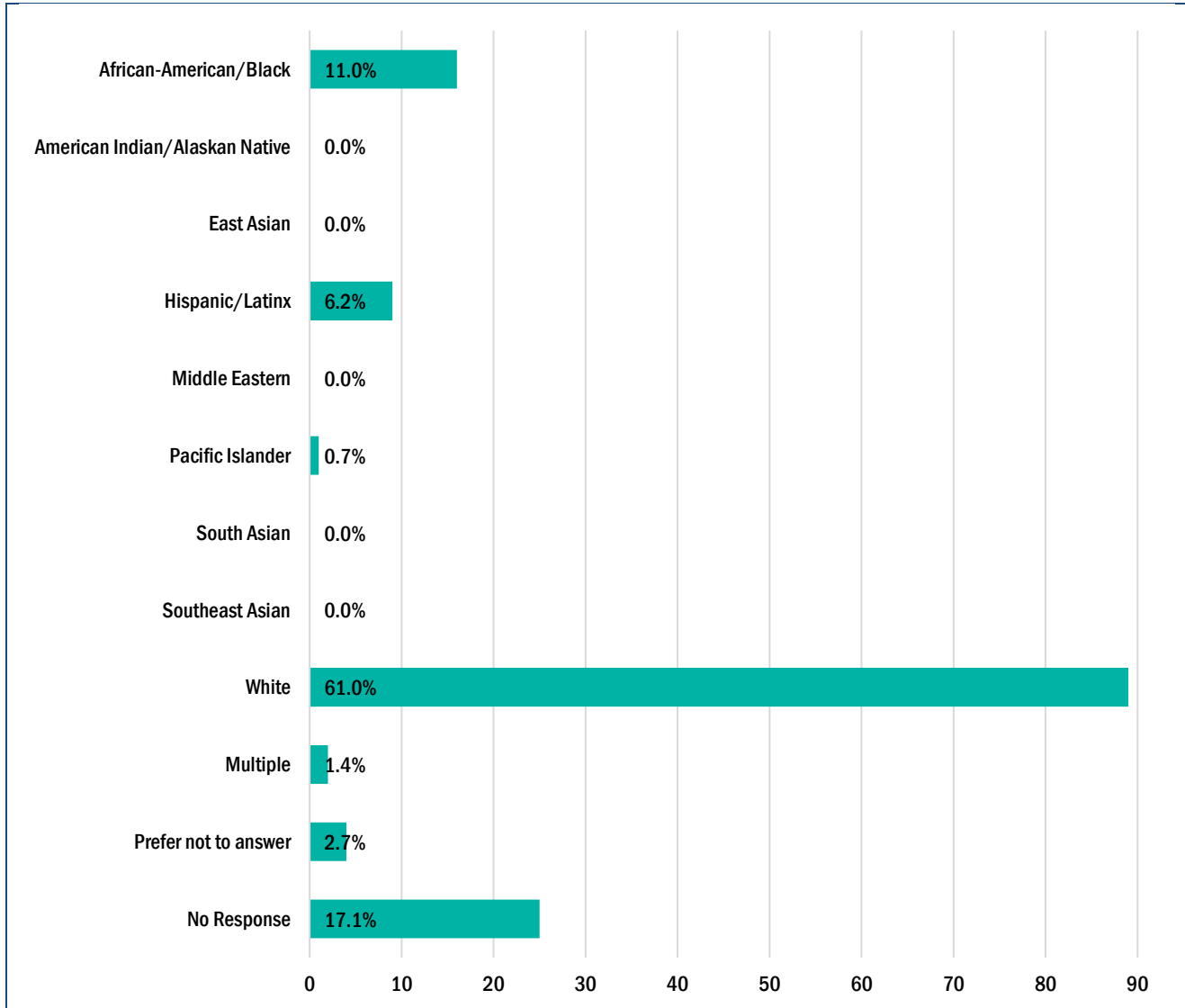


### Q11: What is your age?



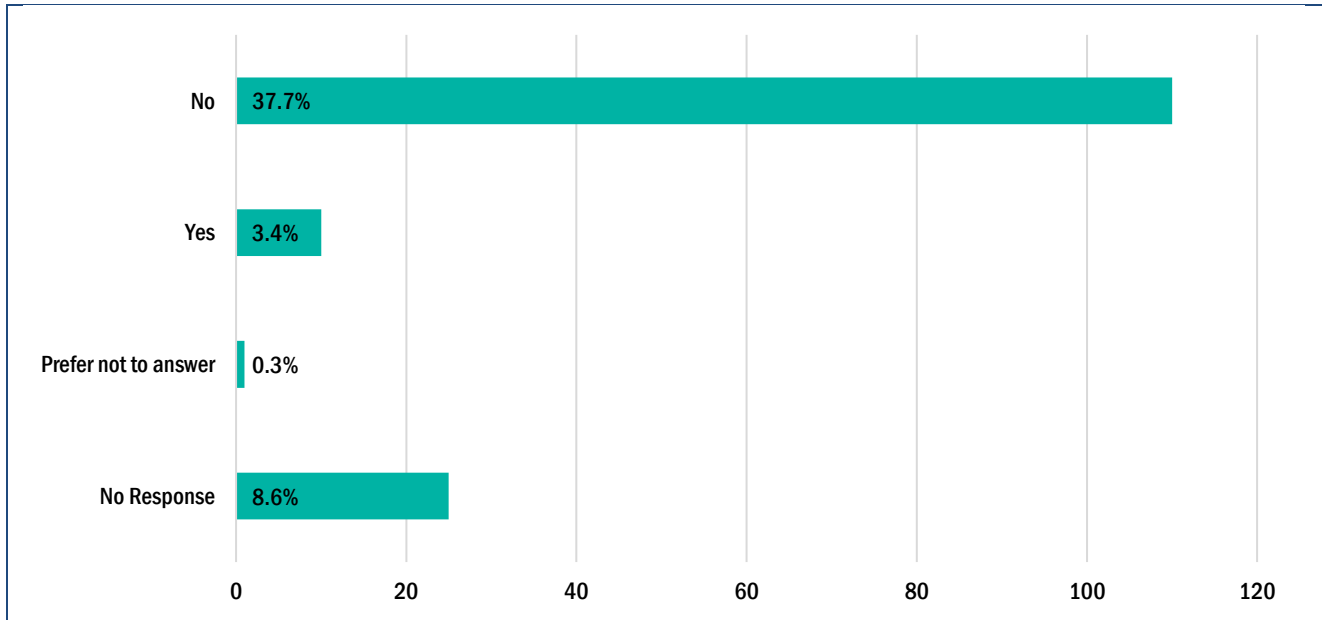
By getting rides through Danny's Ride, I am able to complete the recommended therapy that I need and it takes a big load off my shoulders. You're helping more than you know. I am truly grateful for your support!!

**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.**



I was at a Woman’s Shelter and had absolutely nothing. I got to an interview and doctor appointments :)

### 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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