

The University of South Carolina, Institute for Families in Society

2009
Non-Emergency
Medicaid Transportation
Services Survey
Final Report

Ana Lopez - De Fede, PhD
Kathy Mayfield Smith, MA, MBA

August 2009



This report was produced under contract with the SC Department of Health and Human Services by the USC Institute for Families in Society. We are indebted to the staff of the USC Institute for Public Service and Policy Research Survey Lab for their help in conducting the telephone interviews.

BACKGROUND

Title XIX of the Social Security Act mandates the provision of non-emergency transportation of Medicaid recipients to and from providers of medical services.¹ Federal regulations require the state Medicaid plan to specify the approach for transportation service delivery and a method to ensure proper and efficient operation of the service.^{2,3} South Carolina classifies non-emergency transportation as an optional medical service expense under the federal Medicaid assistance percentage (FMAP) share of a state's expenditures. To qualify as an optional medical service and for funding at the FMAP rate, non-emergency Medicaid transportation (NEMT) services must meet certain criteria, such as recipient freedom of choice in selecting providers, open participation by all providers who meet agency requirements, and provision of the same level of service across the state and to clients with similar needs.³

In 2007, the South Carolina Department of Health and Human Services (DHHS) entered into contracts with two private brokers to subcontract with independent transportation providers and to arrange trips for NEMT. This action converted NEMT services from a system administratively managed in-house to a contractual arrangement with two transportation brokers.⁴ As part of their quality improvement initiatives, DHHS contracted with the University of South Carolina, Institute for Families in Society (IFS) to conduct a telephone survey of transportation service recipients. Staff of the DHHS and IFS identified the issues from previous surveys, from which IFS developed a final questionnaire. A copy of the questionnaire is provided in Appendix A.

APPROACH

An eligible population of 51,345 recipients was identified by DHHS as having a claim with one or the other of the two transportation brokers, Medical Transportation Management (MTM) and LogistiCare (LGT). A stratified random sample of 2,125 records, representative of the identified population, was selected to be called. Table 1 provides a breakdown of the attempts made to reach this population. As the table shows, a large percentage of the eligible population sample could not be reached, excluding them from the overall sample of eligible

survey recipients. When these numbers are excluded, the cooperation rate for the survey, defined as the percent of all qualified respondents who agree to complete an interview, is 89 percent. The cooperation rate is impacted by length of interview, subject matter and type of person being interviewed.⁵ The formula used to calculate the cooperation rate is based on the following formula: Complete Interviews/(Complete Interviews + Terminated + Refusals).

Table 1

FINAL CALL DISPOSITION

Completed Interview	776
Refusals	43
Unable to Complete During Field Period	70
Consistent Answering Machines/Busy.....	160
Ill/Senile/Physically Unable.....	45
Language Barrier	4

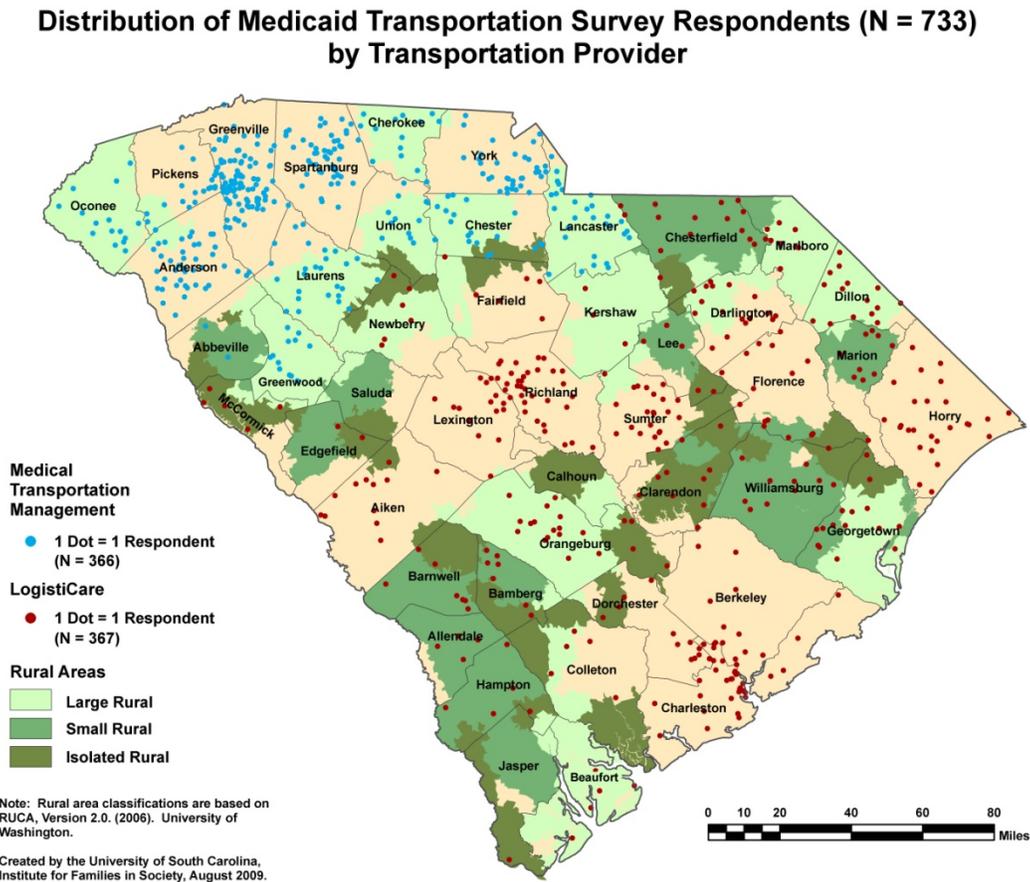
Non-Eligible Numbers

Disconnected/Not-in-Service	604
Non-residential Number	11
Ineligible – Respondent Not Known at Number	352
Ineligible – Respondent Does not Have Medicaid	24
Never Answered Numbers	41

The data collection was conducted by staff of the Institute for Public Service and Policy Research Survey Lab (IPSPR). Interviewers and supervisors received one day of training on the purpose of the survey, question-by-question review of the questionnaire, and practice interviews with an emphasis on problem solving. Calls were made from 9:00 AM to 9:30 PM Monday through Friday, from 10:00 AM to 4:00 PM on Saturday, and 3:00 PM to 8:00 PM on Sunday. A maximum of fifteen attempts were made to each telephone number at various times

of the day and week to ensure access to Medicaid recipients. A toll-free number was set up to allow recipients who had questions or concerns to have access to IFS staff. The survey field period was from January 15, 2009 to April 15, 2009. Final tabulations and analysis were completed in June 2009 by IFS staff. The summary findings of this report consist of the information from 776 completed interviews of a representative statewide sample, the details of which are provided in Appendix B. Figure 1 illustrates the geographical distribution of respondents who provided residence zip code information, which shows that recipients from all 46 counties completed interviews representing rural and urban zip code areas. Forty-three respondents did not provide accurate zip code information.

Figure 1



FINDINGS

Respondent Characteristics

Demographic characteristics, self-reported health status, and rating of health care services were collected in the survey. The summary statistics of those who completed interviews are shown in Table 2. The respondents who had used NEMT were more likely to be adult (77%), female (66%), African American (63%), have an educational attainment at or below the high school level (84%), immediate health care needs (58%), and be satisfied with the health care services (45%). Consistent with geographical distribution of the population, seventy percent of the respondents reside in urban zip code catchment areas with thirty percent residing in rural areas.

Use of Non-Emergency Medicaid Transportation Services (NEMT)

Interview questions explored the recipient's use of NEMT services, frequency, and the reasons for not using the service. In the past six months, fifty-eight percent (448) of the respondents indicated using NEMT services. Of those who used the services, sixty-eight percent reported a medical appointment as the reason for using NEMT services. Figure 2 illustrates the reasons for using NEMT indicated by the 448 respondents who had used the services.

Figure 2

In the past 6 months, did you use Non-Emergency Medicaid Transportation Services?

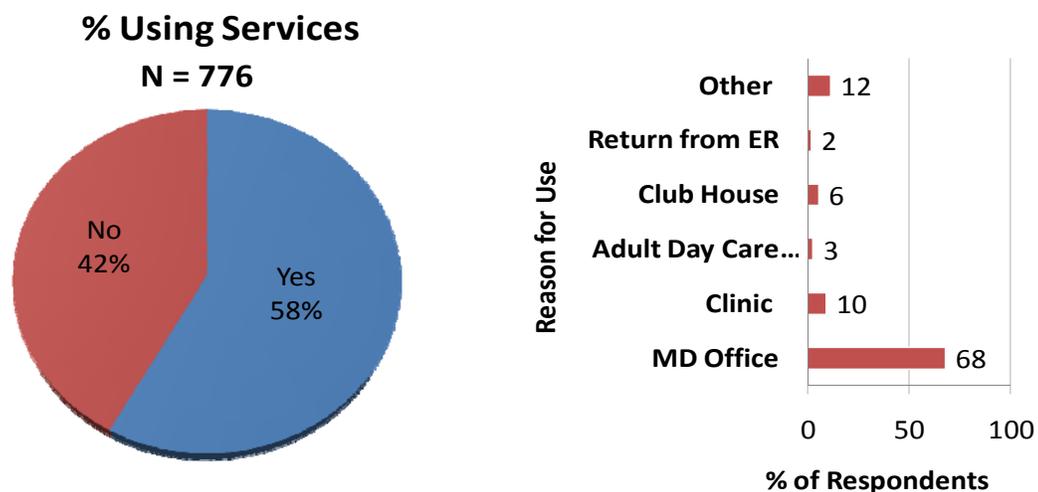


Table 2
RESPONDENT DEMOGRAPHIC PROFILE

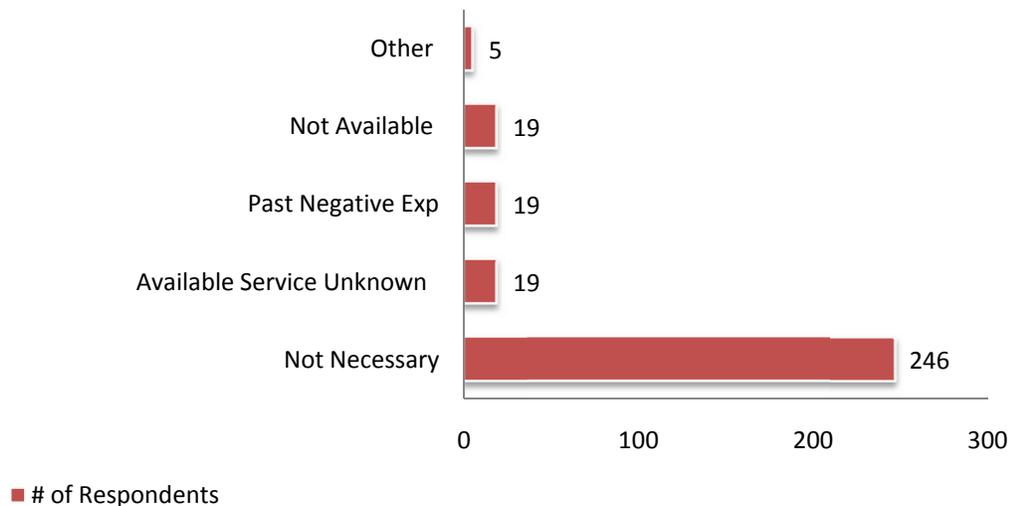
Characteristic	% of Respondents
<u>Age Group</u>	
Birth to 18 yrs	17.0
18 to 24 yrs	6.3
25 to 34 yrs	6.0
35 to 44 yrs	10.6
45 to 54 yrs	17.2
55 to 64 yrs	16.0
65 to 64 yrs	12.4
75 or older	13.1
DKN/Refused	2.0
<u>Gender</u>	
Male	33.6
Female	66.3
<u>Education</u>	
8th Grade or Less	33.0
Some HS	25.0
HS or GED	25.0
AA or some College	12.0
College	2.3
College +	0.6
Do Not Know	2.2
<u>Race /Ethnicity</u>	
White	32.0
Black	63.0
Hispanic	2.0
Other	1.0
<u>Health Status</u>	
Illness requiring Immediate Care	58.0
No Illness Requiring Immediate Care	42.0
<u>Ranking of Health Care</u>	
Worst Health Care	2.0
Average	6.0
Best Health Care	45.0
DKN/ Refused	4.5

Of the 448 who had used the services, 49 (11%) had used Medicaid transportation services once in the last six months; 190 (42%) had used these services between two and five days; 67 (15%) had used them from six to ten days; 40 (9%) had used them between 11 and 20 days; 80 (18%) had used them more than 20 days; and 22 (5%) could not remember how many

days they had used Medicaid transportation services within the six months. The number of respondents indicating use of the services was evenly divided between the two transportation brokers. Uniformly, respondents were not able to identify the transportation broker or local transportation provider. To effectively evaluate consumer satisfaction with local providers may require additional educational and information activities by the NETM brokers to help consumers identify and recall their service providers.

Forty-two percent of the respondents indicated that they had not used Medicaid transportation services in the last six months. Of the 323 respondents who had not used the service, the major reason was that the service “was not necessary,” citing the availability of alternative means of transportation. Figure 3 illustrates the reasons given for not using the service.

Figure 3
Reasons for Not Using Service
N = 323



Satisfaction with Transportation Services

In the past six months, seventy-one percent of users indicated that transportation services always met their needs. Conversely, only two percent of the users indicated the services never met their need. The data displayed in Figure 4 indicates that users are generally satisfied with the transportation services. Forty-five percent rated it as the “best transportation service possible.”

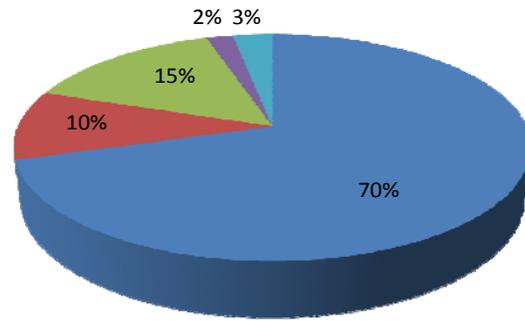
Figure 4

In the past six months, did the Medicaid Transportation Services meet your needs?

N = 448

% of Respondents

Always Usually Sometimes Never DNK



45% of those who used the service rated it as the "Best Transportation Service Possible."

University of South Carolina, Institute for Families in Society

In addition to determining the ability of the transportation to meet the needs of Medicaid recipients, this survey ascertained the satisfaction level with attributes of the transportation services. The attributes ranked the highest were the convenience of the service and ease of getting in and out of the vehicles. Users also ranked highly the direct route to services, mechanical reliability of the vehicle, comfort, and proximity to their home. Table 3 provides a breakdown of those transportation attributes with which users were "very satisfied."

Table 3

TRANSPORTATION SERVICE ATTRIBUTE

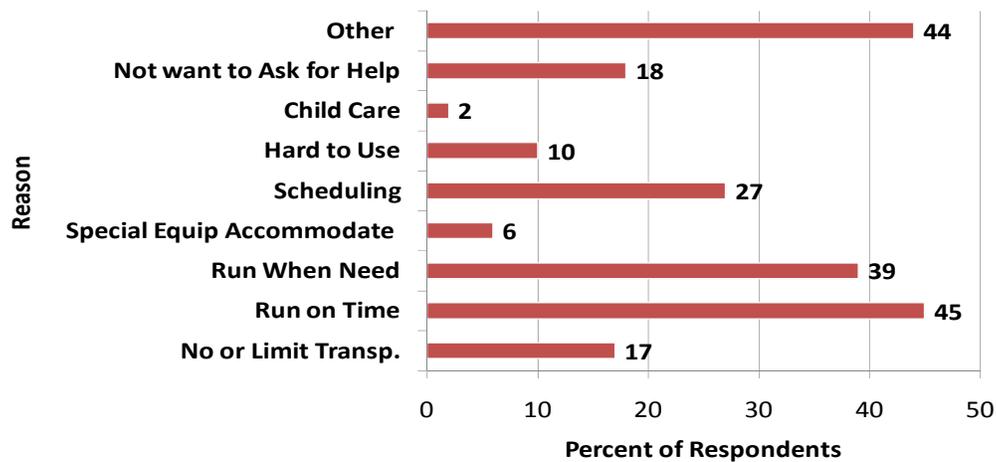
Transportation Attribute	% of Respondents "Very Satisfied"
Proximity	
Close to Home	66
Convenient	74
Comfort	
Easy to Get In and Out	77
Good Mechanical Repair	74
Reliable	71
Comfortable	72
Route	
Routes are Direct	73

Of those who used transportation services in the past six months, twenty-seven percent (122) indicated having experienced some type of difficulty with the service. Figure 5 highlights the reasons associated with experiencing difficulties with the service. The timeliness of the service associated with picking up, restrictions to medical appointment, and numbers of family members accompanying users are the main “other” reasons given for dissatisfaction with the service. Overall, time is the major source of dissatisfaction for users with the transportation services. Some of the concerns reflect issues with “scheduling” to accommodate “needed” medical appointments and the unpredictability of the service to “run on time.” On the other hand, twelve users indicated dissatisfaction with transportation services not being available to allow them to run errands within the geographical area of their medical appointments. This concern may reflect the need to educate users on the “medical necessity” associated with the use of these services.

While users of transportation services indicated dissatisfaction with the services, only twenty-eight percent (34) of those who experienced difficulty indicated having filed a complaint. Of those who filed a complaint, sixty-two percent (21) expressed satisfaction with the response given by the transportation provider. Eight users pointed out that their complaint was still unresolved or that they had not heard back from the provider.

Figure 5

**What type of difficulties have you experienced with Medicaid Transportation Services? Multiple Responses
N = 122**



SUMMARY

While users of non-emergency Medicaid transportation services indicated experiencing difficulties with these services, the overall results indicate satisfaction with the service. Compared to six months ago, more than half of the respondents indicate that services have improved, with thirty percent believing the services have gotten “much better,” fourteen percent “somewhat better,” and another forty-one percent indicated that they had stayed “about the same.” These results indicate a positive two-year trend with approximately fifty percent of users indicating that transportation services have improved over those previously received through the system administratively managed in-house. While challenges remain with the timeliness and scheduling of the services, eighty-one percent of users of the current broker-contracted transportation services express that they were either very satisfied or somewhat satisfied with these services.

References

- ¹ Fact Sheet: Medicaid Transportation Services, Manjusha. P. Kulkarni, National Health Law Program, June 2008.
- ² 42 CFR Ch. IV section 431.53
- ³ Section 1902(a)(4)(A) of the Social Security Act
- ⁴ A REVIEW OF THE NON-EMERGENCY MEDICAL TRANSPORTATION PROGRAM OF THE DEPARTMENT OF HEALTH AND HUMAN SERVICES, SC General Assembly Legislative Audit Council, March 2009
- ⁵ http://www.google.com/url?&q=http://www.mra-net.org/resources/glossary_terms

APPENDIX A

QUESTIONNAIRE

SC MEDICAID TRANSPORTATION SURVEY

Hello, my name is {INTERVIEWER'S NAME} and I'm calling for the SC Medicaid Program....

[Your household was chosen to answer some questions about its transportation use. The information you provide will let those responsible for providing transportation to eligible Medicaid recipients know what improvements are needed.]

1. Our records show that you are eligible for Medicaid. Is that right?

1. Yes **If Yes, Go to Question 2**

2. No If no, were you on Medicaid in the past 6 months? If yes, Go to Question 2 - If no, end interview

2. Are you currently enrolled with a Medicaid health care plan? What is the health plan? (Provide Options)

Transportation Services

TA. "First, have you used Medicaid transportation services in the past 6 months?"

1. YES: Go to Question T2a
2. No: Go to Question TAa

TAa. "What were the reasons you did not use Medicaid transportation services?"

1. Service not necessary – transportation is available
2. No knowledge that service was available
3. Service not available in my community
4. Previous negative experience with service (specify) _____
5. Other

T2a. "In the past 6 months, on how many days have you used this transportation service?"

1. ONE
2. 2 – 5
3. 6 – 10
4. 11 – 20
5. MORE THAN 20
6. DON'T KNOW (PROBE: "Just approximately ..."

T2b. "What was the name of the company/broker used most for the Medicaid transportation service? "

T1. Medicaid can provide help with transportation to doctors' offices or clinics.

In the last 6 months, did you seek or get help (from Medicaid) with transportation?

1. Yes
2. No

T2. In the last 6 months, when you phoned to get help with transportation, how often did you get it?

1. Never
2. Sometimes
3. Usually
4. Always

T3. In the last 6 months, how often did the help with transportation meet your needs?

1. Never
2. Sometimes
3. Usually
4. Always

T4. Using any number from 0 to 10, where 0 is the worst transportation service possible and 10 is the best transportation service possible, what number would you use to rate medical transportation services?

- 0 Worst transportation service possible
- 1
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
 - 9
- 10 Best transportation service possible

T5. Have you experienced any difficulties with medical transportation services? What kinds of difficulties?

[PROBE: Anything else?]

TRANSPORTATION RELATED:

NO/LIMITED MEDICAL TRANSPORTATION IN COMMUNITY 1
DOESN'T RUN ON TIME 2
DOESN'T RUN WHEN NEEDED..... 3
TRANSPORTATION DOES NOT ACCOMMODATE SPECIALEQUIPMENT
[E.G., WALKER, CANE, WHEELCHAIR] 4
DIFFICULT TO SCHEDULE 5

DISABILITY RELATED:

PHYSICAL/ OTHER DISABILITY MAKES TRANSPORTATION HARD TO USE 6

OTHER:

NEED ASSISTANCE WITH CHILD CARE 7
DON'T WANT TO ASK OTHERS FOR HELP/ INCONVENIENCE OTHERS 8

T6. How satisfied are you with Medicaid Transportation services? [READ CATEGORIES BELOW] Would you say that you are very dissatisfied, somewhat dissatisfied, neither satisfied nor dissatisfied, somewhat satisfied, or very satisfied?

- (a) Close to where you live
- (b) Convenient to get to from the home
- (c) Easy to get into and get out of
- (d) In good mechanical repair
- (e) Reliable
- (f) Comfortable
- (g) Able to get to (your/his/her) destination on a direct route and without too many stops

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

- 1. Yes
- 2. No

4. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

0 Worst health care possible

1

2

3

4

5

6

7

8

9

10 Best health care possible

ABOUT YOU

5. What is your age?

1. 18 to 24

2. 25 to 34

3. 35 to 44

4. 45 to 54

5. 55 to 64

6. 65 to 74

7. 75 or older

6. Are you male or female?

1. Male

2. Female

7. What is the highest grade or level of school that you have completed?

1. 8th grade or less

2. Some high school, but did not graduate

3. High school graduate or GED

4. Some college or 2-year degree

5. 4-year college graduate

6. More than 4-year college degree

8. Are you of Hispanic or Latino origin or descent?

1. Yes, Hispanic or Latino

2. No, Not Hispanic or Latino

9. What is your race? Please mark one or more.

- 1. White
- 2. Black or African-American
- 3. Asian
- 4. Native Hawaiian or other Pacific Islander
- 5. American Indian or Alaska Native
- 6. Other

10. What is your zip code? _____

11. "Is there anything else you'd like to tell us about the transportation services received through Medicaid?"

RECORD: _____

Note: This survey is based on questions from the CAHPS 4.0 Health Plan Survey 4.0 with supplemental questions to address transportation services and 2007 Medicaid Transportation Services.

APPENDIX B

SURVEY FREQUENCY TABLES

Frequency Tables

q1 ELIGIBLE FOR MEDICAID PAST 6 MOS

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 YES	776	100.0	100.0	100.0

q2 CURRENTLY ENROLLED WITH MEDICAID MANAGED CARE PLAN

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2 NOT ENROLLED	386	49.7	49.8	49.8
101 MEDICAID (MEDICAID HMO)	28	3.6	3.6	53.4
102 MEDICAID PART D	2	.3	.3	53.7
105 MEDICARE	1	.1	.1	53.8
107 MEDICARE BLUE CROSS BLUE SHIELD	1	.1	.1	53.9
110 AARP	4	.5	.5	54.5
112 AMERIGROUP (AMERICARE GROUP; AMERICAN GROUP)	11	1.4	1.4	55.9
121 BASIC HEALTH CARE PLAN	1	.1	.1	56.0
122 BLUE CHOICE	2	.3	.3	56.3
123 BLUE CROSS BLUE SHIELD	2	.3	.3	56.5
124 BLUE CROSS HEALTH PLAN	1	.1	.1	56.6
125 BLUE SHIELD	1	.1	.1	56.8
128 BLUE AND WHITE CARD - PARTS A AND B	1	.1	.1	56.9
131 CARE IMPROVEMENT PLUS (CARE PLUS; CARE IMPROVEMENT PLAN)	10	1.3	1.3	58.2
135 CAROLINA HEALTH CARE (CAROLINA HEALTH PLAN)	3	.4	.4	58.6
137 CENTRAL MEDICAL RX	1	.1	.1	58.7
139 CIGNA	2	.3	.3	59.0

141 COMMUNITY CARE	2	.3	.3	59.2
143 CRESCENT CARE (CAROLINA CRESS)	5	.6	.6	59.9
144 FEE FOR SERVICE PLAN	3	.4	.4	60.3
146 DISABILITY COMPENSATION	1	.1	.1	60.4
148 ENVISION	2	.3	.3	60.6
151 FIRST CARE	1	.1	.1	60.8
152 FIRST CHOICE	66	8.5	8.5	69.3
155 FIRST HEALTH MEDCO	1	.1	.1	69.4
157 FREEDOM ADVANTAGE	1	.1	.1	69.5
161 GREEN AND WHITE CARD/WHITE AND GREEN CARDS	1	.1	.1	69.7
165 HARKSTAR MEDICAL	1	.1	.1	69.8
167 HEALTH FIRST	1	.1	.1	69.9
171 HEALTH PLUS	1	.1	.1	70.1
173 HEALTH SPRING (HEALTH SPRINGS)	2	.3	.3	70.3
175 HEALTHY CHOICE (HEALTH CHOICE)	15	1.9	1.9	72.3
176 HEALTHY COMMUNICATION CHOICES	1	.1	.1	72.4
178 HEALTHY CONNECTIONS	52	6.7	6.7	79.1
181 HILL LINER	1	.1	.1	79.2
183 HOME HEALTH CARE	1	.1	.1	79.4
185 HUMANA	4	.5	.5	79.9
187 LCT	1	.1	.1	80.0
189 LOGISTIC CARE	1	.1	.1	80.1
191 LONG TERM COMMUNITY CARE	1	.1	.1	80.3
193 MORNING CARE	1	.1	.1	80.4
196 NORTH HILL	1	.1	.1	80.5
197 CARE PROVIDED AT THE PINES NURSING HOME	1	.1	.1	80.6
198 NEW CARE PLAN	1	.1	.1	80.8
201 PARTNERS CHOICE	1	.1	.1	80.9

203 PARTNERS FOR HEALTH	2	.3	.3	81.2
205 PAY FEES OUT	1	.1	.1	81.3
209 PLAN IMPROVEMENT	1	.1	.1	81.4
212 PREFERRED	1	.1	.1	81.5
213 RX AMERICA	3	.4	.4	81.9
215 SC HEALTH CONNECTIONS - WHITE AND BLUE CARD	3	.4	.4	82.3
218 SCHIP KIDS CONNECTION	1	.1	.1	82.5
219 CONNECTION	1	.1	.1	82.6
220 SENIOR SOLUTIONS	2	.3	.3	82.8
222 SC SOLUTIONS- WHITE AND GREEN CARD (SOLUTIONS)	12	1.5	1.5	84.4
224 SELECT HEALTH	3	.4	.4	84.8
226 SILVER SCRIPT (SILVER STRIP)	5	.6	.6	85.4
228 SOCIAL SERVICE	1	.1	.1	85.5
231 SOUTH CAROLINA HEALTH CARE	1	.1	.1	85.7
233 SOUTH CAROLINA HEALTHY SOLUTIONS	1	.1	.1	85.8
235 SOUTHEAST	3	.4	.4	86.2
237 SSI	1	.1	.1	86.3
241 TEFRA	2	.3	.3	86.6
243 TOTAL CAROLINA CARE (TOTAL CAROLINA)	4	.5	.5	87.1
245 TOTAL AMERICAN	1	.1	.1	87.2
246 TOTAL CARE	2	.3	.3	87.5
251 UNICARE	2	.3	.3	87.7
253 UNISON	16	2.1	2.1	89.8
255 UNITED HEALTH CARE	1	.1	.1	89.9
257 WELL CARE	5	.6	.6	90.6
259 WINSOR XTRA COMPREHENSIVE PLAN	1	.1	.1	90.7
301 HAS A WHITE CARD	1	.1	.1	90.8
998 DO NOT KNOW	71	9.1	9.2	100.0
Total	775	99.9	100.0	
Missing 3 REFUSED	1	.1		
Total	776	100.0		

q3 USED MEDICAID TRANSPORTATION SERVICES PAST 6 MOS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	448	57.7	58.1	58.1
	2 NO	323	41.6	41.9	100.0
	Total	771	99.4	100.0	
Missing	3 REFUSED	5	.6		
Total		776	100.0		

q4a NOT USED TRANSPORTATION - NOT NECESSARY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	246	31.7	75.0	75.0
	2 NO	76	9.8	23.2	98.2
	3 DO NOT KNOW	6	.8	1.8	100.0
	Total	328	42.3	100.0	
Missing	System	448	57.7		
Total		776	100.0		

q4b NOT USED TRANSPORTATION - NOT KNOW SERVICE AVAILABLE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	19	2.4	23.2	23.2
	2 NO	63	8.1	76.8	100.0
	Total	82	10.6	100.0	
Missing	System	694	89.4		
Total		776	100.0		

q4c NOT USED TRANSPORTATION - NOT AVAILABLE IN COMMUNITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	9	1.2	11.0	11.0
	2 NO	56	7.2	68.3	79.3
	3 DO NOT KNOW	17	2.2	20.7	100.0
	Total	82	10.6	100.0	
Missing	System	694	89.4		
Total		776	100.0		

q4d NOT USED TRANSPORTATION - PAST NEGATIVE EXPERIENCE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 NO	58	7.5	70.7	70.7
	3 DO NOT KNOW	5	.6	6.1	76.8
	9 RIDE AND RETURN WAIT TAKE TOO LONG	5	.6	6.1	82.9
	11 DOES NOT RESPOND TO REQUESTS FOR RIDE	2	.3	2.4	85.4
	13 TRANSPORT SERVICE DID NOT KEEP APPOINTMENT/UNRELIABLE	4	.5	4.9	90.2
	14 SERVICE NEVER ABLE TO FIND HOUSE FOR APPOINTMENT	1	.1	1.2	91.5
	16 SERVICE LATE	1	.1	1.2	92.7
	18 DIFFICULT TO GET ON BUS WITHOUT ASSISTANCE	1	.1	1.2	93.9
	21 CHANGED PROVIDERS TO VERY UNSATISFACTORY ONE	1	.1	1.2	95.1
	23 ROUGH RIDE-CARELESS DRIVER	1	.1	1.2	96.3
	25 SEXUALLY HARASSED BY DRIVER - COMPLAINT IGNORED	1	.1	1.2	97.6
	27 VAN DIRTY-POOR CONDITION	1	.1	1.2	98.8
	29 PATIENT OFTEN TOO SICK TO USE SERVICE	1	.1	1.2	100.0
	Total	82	10.6	100.0	
Missing	System	694	89.4		
Total		776	100.0		

q4e NOT USED TRANSPORTATION - OTHER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 NO	40	5.2	48.8	48.8
	3 DO NOT KNOW	1	.1	1.2	50.0
	41 RELATIVE PROVIDES TRANSPORTATION	2	.3	2.4	52.4
	45 DOES NOT KNOW IF SERVICE IS AVAILABLE/LACKS INFORMATION	1	.1	1.2	53.7
	46 NOBODY ASKED ABOUT IT	1	.1	1.2	54.9
	48 HAS BEEN DRIVING OWN CAR BUT NEEDS TRANSPORTATION	1	.1	1.2	56.1
	51 DID NOT KNOW HOW TO ARRANGE SERVICE	1	.1	1.2	57.3
	52 DID NOT KNOW WHERE TO CALL TO REQUEST TRANSPORTATION/DID NOT KNOW NUMBER	2	.3	2.4	59.8
	53 GOVERNMENT CHANGED-GAVE ANOTHER NUMBER TO CALL	1	.1	1.2	61.0
	56 RESPONDENT DID NOT COME THROUGH WITH REQUIRED INFORMATION	1	.1	1.2	62.2
	61 DID NOT PROVIDE TRANSPORTATION TO SUPPORT GROUP	1	.1	1.2	63.4
	63 POOR SERVICE	1	.1	1.2	64.6
	64 DID NOT SHOW UP FOR APPOINTMENT	3	.4	3.7	68.3
	65 DID NOT FIND THE HOUSE AND DID NOT CALL	1	.1	1.2	69.5
	67 HAS MISSED APPOINTMENTS BECAUSE TRANSPORTATION WAS LATE	1	.1	1.2	70.7
	69 MISSED THE BUS	1	.1	1.2	72.0
	71 HAD TO RESCHEDULE MEDICAL APPOINTMENT	1	.1	1.2	73.2

	73 TAKES TOO LONG FOR RETURN TRIP	1	.1	1.2	74.4
	75 PROVIDED TRANSPORTATION AND REIMBURSED BY MEDICAID	1	.1	1.2	75.6
	76 WAS TOLD MEDICAID DID NOT PAY FOR SERVICE/WOULD HAVE TO PAY OUT OF POCKET	2	.3	2.4	78.0
	78 CUT SERVICES FOR MEDICAID BACK	1	.1	1.2	79.3
	81 WAS TOLD SHE COULD NOT USE THE SERVICE	3	.4	3.7	82.9
	82 NEEDED DOCTOR REFERRAL	1	.1	1.2	84.1
	84 EMERGENCY SITUATION-UNABLE TO MAKE ADVANCE RESERVATION	1	.1	1.2	85.4
	85 DID NOT MAKE ADVANCE RESERVATION	1	.1	1.2	86.6
	86 NO APPOINTMENT IN TIME FRAME	1	.1	1.2	87.8
	88 DID NOT NEED SERVICE	6	.8	7.3	95.1
	89 LONG STAY IN HOSPITAL	1	.1	1.2	96.3
	91 PREFERS CAB BECAUSE OF SOME OTHER PEOPLE	1	.1	1.2	97.6
	93 ABLE TO BRING ONE YEAR OLD SON WITH HER	1	.1	1.2	98.8
	94 ONLY REASON SOME STRUGGLE TO GET ON BUS	1	.1	1.2	100.0
	Total	82	10.6	100.0	
Missing	System	694	89.4		
Total		776	100.0		

q5 TIMES USED TRANSPORTATION - PAST 6 MOS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 ONE	49	6.3	10.9	10.9
	2 2 - 5	190	24.5	42.4	53.3
	3 6 - 10	67	8.6	15.0	68.3
	4 11 - 20	40	5.2	8.9	77.2
	5 20 OR MORE	80	10.3	17.9	95.1
	6 DO NOT KNOW	22	2.8	4.9	100.0
	Total	448	57.7	100.0	
Missing	System	328	42.3		
Total		776	100.0		

q6 REASON USED TRANSPORTATION MOST - PAST 6 MOS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 DOCTORS OFFICE	304	39.2	67.9	67.9
	2 CLINIC, SUCH AS A DIALYSIS CLINIC	43	5.5	9.6	77.5
	3 ADULT DAY CARE CENTER	12	1.5	2.7	80.1
	4 CLUB HOUSE FOR MENTAL HEALTH SERVICES	25	3.2	5.6	85.7
	5 RETURN FROM EMERGENCY ROOM	9	1.2	2.0	87.7
	11 HOSPITAL/EMERGENCY ROOM	12	1.5	2.7	90.4
	13 CANCER CENTER	1	.1	.2	90.6
	14 CHEMOTHERAPY	2	.3	.4	91.1
	15 INFUSION CENTER	1	.1	.2	91.3
	23 EYE DOCTOR	2	.3	.4	91.7
	26 DENTIST	10	1.3	2.2	94.0
	28 MENTAL HEALTH COUNSELING/CLINIC	9	1.2	2.0	96.0
	31 REHABILITATION SERVICES	2	.3	.4	96.4
	33 THERAPY	2	.3	.4	96.9
	34 PHYSICAL THERAPY	4	.5	.9	97.8

	35 SPEECH THERAPY	1	.1	.2	98.0
	41 WEIGHT CENTER	1	.1	.2	98.2
	42 WOUND CLINIC	1	.1	.2	98.4
	43 HEALTH CARE CENTER	2	.3	.4	98.9
	45 EDUCATIONAL PROGRAM	1	.1	.2	99.1
	46 SPECIAL ED SCHOOL	1	.1	.2	99.3
	98 DONT KNOW	3	.4	.7	100.0
	Total	448	57.7	100.0	
Missing	System	328	42.3		
Total		776	100.0		

q7 NAME OF TRANSPORTATION SERVICE USED MOST- PAST 6 MOS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	101 ACCESS	1	.1	.2	.2
	102 ADULT GOLD CARE	1	.1	.2	.4
	103 AIKEN (SOMETHING- UNCERTAIN)	1	.1	.2	.7
	104 ALANON	2	.3	.4	1.1
	105 ALLEN J TRANSPORTATION	2	.3	.4	1.6
	106 AMBUSTAR	3	.4	.7	2.2
	107 AJUSTA CARE	1	.1	.2	2.5
	108 A & J	1	.1	.2	2.7
	109 AMERICAN HERITAGE	1	.1	.2	2.9
	110 BAMBERG COUNTY COA	1	.1	.2	3.1
	115 CARTER TRANSPORTATION	3	.4	.7	3.8
	116 CEDAR CLINIC, SUMTER	1	.1	.2	4.0
	117 CHESTER CONNECTOR	8	1.0	1.8	5.8
	118 CLINTON	1	.1	.2	6.0
	119 CITY SOLUTIONS	1	.1	.2	6.3
	120 COACHMAN	1	.1	.2	6.5
	121 COUNCIL ON AGING (COUNTY COA)	10	1.3	2.2	8.7

123 CAROLINA MEDCARE	3	.4	.7	9.4
124 CHARLESTON MEDICAL TRANSPORT	1	.1	.2	9.6
125 DEPARTMENT OF SOCIAL SERVICES	1	.1	.2	9.8
126 DR ANGELA REEVES	1	.1	.2	10.0
127 EMMA STAR	1	.1	.2	10.3
130 FAIRFIELD COUNTY TRANSPORTATION SYSTEM (FAIRFIELD)	3	.4	.7	10.9
131 FAMILY PLANNING	2	.3	.4	11.4
132 FLAGSHIP	3	.4	.7	12.1
133 FLEXLINE	2	.3	.4	12.5
135 GREENVILLE TRANSPORTATION	1	.1	.2	12.7
140 HEALTHY CONNECTIONS	2	.3	.4	13.2
141 HOPE HEALTH	1	.1	.2	13.4
145 JUST TRANSPORTATION	1	.1	.2	13.6
150 LANCASTER COUNTY MEDICAID	2	.3	.4	14.1
151 LEFLEUR	6	.8	1.3	15.4
152 LEXINGTON COUNTY	1	.1	.2	15.6
153 LOCAL MOTION	3	.4	.7	16.3
154 LOGISTICARE (LOGISTIC)	36	4.6	8.0	24.3
155 LOGISTICARE-9 PEEDEE COUNTIES	2	.3	.4	24.8
156 LOGISTICARE - UPSTATE COUNTIES	4	.5	.9	25.7
157 LANCASTER COA	1	.1	.2	25.9
158 LIBERTY	1	.1	.2	26.1
160 MAGIC TRANSPORTATION	2	.3	.4	26.6
162 MEDSHORE	2	.3	.4	27.0
163 MED SOUTH	2	.3	.4	27.5
164 MEDSTAR	3	.4	.7	28.1
165 METROLINA	1	.1	.2	28.3
166 MEYERS CENTER TRANSPORTATION	1	.1	.2	28.6

167 M & S	1	.1	.2	28.8
168 MEDICAID	2	.3	.4	29.2
170 NEW EMERGENCY	1	.1	.2	29.5
171 NORTH HILL	1	.1	.2	29.7
172 NEED-A-RIDE	1	.1	.2	29.9
175 OWL	2	.3	.4	30.4
179 POWDERSVILLE EMS	1	.1	.2	30.6
180 PALMETTO	4	.5	.9	31.5
181 PDR CARE	1	.1	.2	31.7
182 PEEDEE RTA	13	1.7	2.9	34.6
183 PDRT	1	.1	.2	34.8
184 PERSONAL CARE	1	.1	.2	35.0
185 PTA	2	.3	.4	35.5
186 PTR	3	.4	.7	36.2
187 PIEDMONT	2	.3	.4	36.6
188 PIEDMONT ON AGING (COUNCIL ON AGING)	1	.1	.2	36.8
190 RTA BUS/RTA TRANSPORTATION	14	1.8	3.1	40.0
191 ROCK STAR	2	.3	.4	40.4
192 RESCUE SQUAD	1	.1	.2	40.6
195 SANTEE-WATEREE RTA	5	.6	1.1	41.7
196 SANITATION	1	.1	.2	42.0
197 SECOND TO NONE	1	.1	.2	42.2
198 SENIOR CITIZENS	5	.6	1.1	43.3
199 SENIOR OPTIONS	7	.9	1.6	44.9
200 SENIOR SERVICE	1	.1	.2	45.1
201 SENIOR SOLUTIONS	48	6.2	10.7	55.8
202 SENIORS UNLIMITED	3	.4	.7	56.5
203 SOUTHEASTERN MEDICAL	1	.1	.2	56.7
204 SPARTANBURG REGIONAL (HEALTH CARE) SERVICES	23	3.0	5.1	61.8
205 SENIOR ACTION	1	.1	.2	62.1
206 SMALL SMILES	1	.1	.2	62.3

210 TELERIDE	2	.3	.4	62.7
211 TRANSPORT SOMETHING	3	.4	.7	63.4
212 TRANSPORTATION IN CHERAW	1	.1	.2	63.6
213 TRI-COUNTY LINK	1	.1	.2	63.8
215 UNION CARE TRANSPORTATION	1	.1	.2	64.1
216 UPSTATE SENIORS	1	.1	.2	64.3
220 WILLIAMSBURG COUNTY TRANSIT	2	.3	.4	64.7
221 WILLIAMSTON EMS	1	.1	.2	65.0
222 WATEREE	1	.1	.2	65.2
225 YORK COUNTY ASSISTED VAN AND BUSES	2	.3	.4	65.6
226 YORK COUNTY COUNCIL ON AGING	4	.5	.9	66.5
500 BUS SERVICE LIMO	1	.1	.2	66.7
501 A NUMBER OF DIFFERENT VEHICLES	2	.3	.4	67.2
502 VAN PICKS HER UP	1	.1	.2	67.4
503 BURGUNDY VAN/WHITE VAN	1	.1	.2	67.6
601 COAST TRANSPORTATION	3	.4	.7	68.3
602 WHEELCHAIR UNIT FLORENCE	2	.3	.4	68.8
603 NEW GENERATION	1	.1	.2	69.0
604 TRANSMED	1	.1	.2	69.2
605 MTM	3	.4	.7	69.9
606 CAROLINA TRANSPORT	3	.4	.7	70.5
607 EDGEFIELD COUNTY	1	.1	.2	70.8
608 CHARLESTON MENTAL HEALTH	1	.1	.2	71.0
609 CARTA	1	.1	.2	71.2
998 DO NOT KNOW	129	16.6	28.8	100.0
Total	448	57.7	100.0	
Missing System	328	42.3		
Total	776	100.0		

q8 TRANSPORTATION MET NEEDS - PAST 6 MOS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 NEVER	8	1.0	1.8	1.8
	2 SOMETIMES	65	8.4	14.5	16.3
	3 USUALLY	46	5.9	10.3	26.6
	4 ALWAYS	318	41.0	71.0	97.5
	5 DO NOT KNOW	11	1.4	2.5	100.0
	Total	448	57.7	100.0	
Missing	System	328	42.3		
Total		776	100.0		

q9 RATE MEDICAID TRANSPORTATION SERVICES

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 WORST TRANSPORTATION SERVICE POSSIBLE	6	.8	1.4	1.4
	1	4	.5	.9	2.3
	2	5	.6	1.1	3.4
	3	3	.4	.7	4.1
	4	10	1.3	2.3	6.4
	5	26	3.4	6.0	12.4
	6	12	1.5	2.8	15.1
	7	16	2.1	3.7	18.8
	8	66	8.5	15.1	33.9
	9	60	7.7	13.8	47.7
	10 BEST TRANSPORTATION SERVICE POSSIBLE	228	29.4	52.3	100.0
Total		436	56.2	100.0	
Missing	11 DO NOT KNOW	11	1.4		
	12 REFUSED	1	.1		
	System	328	42.3		
	Total	340	43.8		
Total		776	100.0		

q10a EXPERIENCED DIFFICULTIES WITH MEDICAID TRANSPORTATION

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	122	15.7	27.2	27.2
	2 NO	320	41.2	71.4	98.7
	3 DO NOT KNOW	6	.8	1.3	100.0
	Total	448	57.7	100.0	
Missing	System	328	42.3		
Total		776	100.0		

q10b NO OR LIMITED TRANSPORTATION IN COMMUNITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	25	3.2	20.5	20.5
	2 NO	84	10.8	68.9	89.3
	3 DO NOT KNOW	13	1.7	10.7	100.0
	Total	122	15.7	100.0	
Missing	System	654	84.3		
Total		776	100.0		

q10c MEDICAID TRANSPORTATION - DOES NOT RUN ON TIME

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	67	8.6	54.9	54.9
	2 NO	53	6.8	43.4	98.4
	3 DO NOT KNOW	2	.3	1.6	100.0
	Total	122	15.7	100.0	
Missing	System	654	84.3		
Total		776	100.0		

q10d MEDICAID TRANSPORTATION - DOES NOT RUN WHEN NEEDED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	59	7.6	48.4	48.4
	2 NO	60	7.7	49.2	97.5
	3 DO NOT KNOW	3	.4	2.5	100.0
	Total	122	15.7	100.0	
Missing	System	654	84.3		
Total		776	100.0		

q10e MEDICAID TRANSPORTATION - DOES NOT ACCOMMODATE SPECIAL EQUIPMENT

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	10	1.3	8.2	8.2
	2 NO	102	13.1	83.6	91.8
	3 DO NOT KNOW	10	1.3	8.2	100.0
	Total	122	15.7	100.0	
Missing	System	654	84.3		
Total		776	100.0		

q10f MEDICAID TRANSPORTATION - DIFFICULT TO SCHEDULE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	40	5.2	32.8	32.8
	2 NO	82	10.6	67.2	100.0
	Total	122	15.7	100.0	
Missing	System	654	84.3		
Total		776	100.0		

q10g MEDICAID TRANSPORTATION - HARD TO USE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	15	1.9	12.3	12.3
	2 NO	102	13.1	83.6	95.9
	3 DO NOT KNOW	5	.6	4.1	100.0
	Total	122	15.7	100.0	
Missing	System	654	84.3		
Total		776	100.0		

q10h MEDICAID TRANSPORTATION - NEEDED CHILD CARE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	2	.3	1.6	1.6
	2 NO	118	15.2	96.7	98.4
	3 DO NOT KNOW	2	.3	1.6	100.0
	Total	122	15.7	100.0	
Missing	System	654	84.3		
Total		776	100.0		

q10i MEDICAID TRANSPORTATION - NOT WANT TO ASK FOR HELP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	26	3.4	21.3	21.3
	2 NO	90	11.6	73.8	95.1
	3 DO NOT KNOW	6	.8	4.9	100.0
	Total	122	15.7	100.0	
Missing	System	654	84.3		
Total		776	100.0		

q10j MEDICAID TRANSPORTATION–OTHER DIFFICULTY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 NO	57	7.3	47.1	47.1
	101 DID NOT SHOW UP ON TIME	18	2.3	14.9	62.0
	102 EMBARRASSING TO USE SERVICE	1	.1	.8	62.8
	103 DID NOT SHOW UP	9	1.2	7.4	70.2
	104 LONG WAITS	6	.8	5.0	75.2
	105 DIFFICULT TO USE SPECIAL EQUIPMENT	3	.4	2.5	77.7
	106 PHYSICAL ABUSE	1	.1	.8	78.5
	107 VERBAL ABUSE	5	.6	4.1	82.6
	108 DIFFICULTY FINDING ADDRESS	3	.4	2.5	85.1
	109 BUS/VAN UNCOMFORTABLE	3	.4	2.5	87.6
	110 ATTITUDE OF DRIVER	7	.9	5.8	93.4
	111 LACK OF FUNDING	1	.1	.8	94.2
	112 NEED FOR 3-5 DAY ADVANCE APPOINTMENT	4	.5	3.3	97.5
	113 DESTINATION NOT IN SERVICE AREA	1	.1	.8	98.3
	114 ONE TIME ISSUE THAT WAS RESOLVED IMMEDIATELY	2	.3	1.7	100.0
	Total	121	15.6	100.0	
Missing	4 REFUSED	1	.1		
	System	654	84.3		
	Total	655	84.4		
Total		776	100.0		

q11a SATISFIED TRANSPORTATION CLOSE TO WHERE YOU LIVE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 VERY DISSATISFIED	6	.8	1.3	1.3
	2 SOMEWHAT DISSATISFIED	16	2.1	3.6	4.9
	3 NEITHER SATISFIED NOR DISSATISFIED	15	1.9	3.4	8.3
	4 SOMEWHAT SATISFIED	95	12.2	21.3	29.6
	5 VERY SATISFIED	295	38.0	66.1	95.7
	6 DO NOT KNOW	19	2.4	4.3	100.0
	Total	446	57.5	100.0	
Missing	7 REFUSED	2	.3		
	System	328	42.3		
	Total	330	42.5		
Total	776	100.0			

q11b SATISFIED TRANSPORTATION CONVENIENT

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 VERY DISSATISFIED	11	1.4	2.5	2.5
	2 SOMEWHAT DISSATISFIED	8	1.0	1.8	4.3
	3 NEITHER SATISFIED NOR DISSATISFIED	8	1.0	1.8	6.1
	4 SOMEWHAT SATISFIED	74	9.5	16.6	22.6
	5 VERY SATISFIED	332	42.8	74.4	97.1
	6 DO NOT KNOW	13	1.7	2.9	100.0
	Total	446	57.5	100.0	
Missing	7 REFUSED	2	.3		
	System	328	42.3		
	Total	330	42.5		
Total	776	100.0			

q11c SATISFIED TRANSPORTATION EASY TO GET INTO AND OUT OF

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 VERY DISSATISFIED	10	1.3	2.2	2.2
	2 SOMEWHAT DISSATISFIED	12	1.5	2.7	4.9
	3 NEITHER SATISFIED NOR DISSATISFIED	5	.6	1.1	6.1
	4 SOMEWHAT SATISFIED	69	8.9	15.5	21.6
	5 VERY SATISFIED	343	44.2	77.1	98.7
	6 DO NOT KNOW	6	.8	1.3	100.0
	Total	445	57.3	100.0	
Missing	7 REFUSED	3	.4		
	System	328	42.3		
	Total	331	42.7		
Total	776	100.0			

q11d SATISFIED TRANSPORTATION IN GOOD MECHANICAL REPAIR

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 VERY DISSATISFIED	4	.5	.9	.9
	2 SOMEWHAT DISSATISFIED	13	1.7	2.9	3.8
	3 NEITHER SATISFIED NOR DISSATISFIED	10	1.3	2.2	6.1
	4 SOMEWHAT SATISFIED	76	9.8	17.1	23.1
	5 VERY SATISFIED	327	42.1	73.5	96.6
	6 DO NOT KNOW	15	1.9	3.4	100.0
	Total	445	57.3	100.0	
Missing	7 REFUSED	3	.4		
	System	328	42.3		
	Total	331	42.7		
Total	776	100.0			

q11e SATISFIED TRANSPORTATION SERVICES ARE RELIABLE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 VERY DISSATISFIED	16	2.1	3.6	3.6
	2 SOMEWHAT DISSATISFIED	20	2.6	4.5	8.1
	3 NEITHER SATISFIED NOR DISSATISFIED	3	.4	.7	8.8
	4 SOMEWHAT SATISFIED	85	11.0	19.1	27.9
	5 VERY SATISFIED	314	40.5	70.6	98.4
	6 DO NOT KNOW	7	.9	1.6	100.0
	Total	445	57.3	100.0	
Missing	7 REFUSED	3	.4		
	System	328	42.3		
	Total	331	42.7		
Total	776	100.0			

q11f SATISFIED TRANSPORTATION IS COMFORTABLE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 VERY DISSATISFIED	11	1.4	2.5	2.5
	2 SOMEWHAT DISSATISFIED	12	1.5	2.7	5.2
	3 NEITHER SATISFIED NOR DISSATISFIED	7	.9	1.6	6.7
	4 SOMEWHAT SATISFIED	82	10.6	18.4	25.2
	5 VERY SATISFIED	322	41.5	72.4	97.5
	6 DO NOT KNOW	11	1.4	2.5	100.0
	Total	445	57.3	100.0	
Missing	7 REFUSED	3	.4		
	System	328	42.3		
	Total	331	42.7		
Total	776	100.0			

q11g SATISFIED TRANSPORTATION ROUTES ARE DIRECT

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 VERY DISSATISFIED	20	2.6	4.5	4.5
	2 SOMEWHAT DISSATISFIED	14	1.8	3.2	7.7
	3 NEITHER SATISFIED NOR DISSATISFIED	7	.9	1.6	9.2
	4 SOMEWHAT SATISFIED	72	9.3	16.2	25.5
	5 VERY SATISFIED	322	41.5	72.5	98.0
	6 DO NOT KNOW	9	1.2	2.0	100.0
	Total	444	57.2	100.0	
Missing	7 REFUSED	4	.5		
	System	328	42.3		
	Total	332	42.8		
Total	776	100.0			

q12 FILED TRANSPORTATION COMPLAINT PAST SIX MONTHS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	34	4.4	7.6	7.6
	2 NO/DO NOT KNOW	411	53.0	92.4	100.0
	Total	445	57.3	100.0	
Missing	3 REFUSED	3	.4		
	System	328	42.3		
	Total	331	42.7		
Total	776	100.0			

q13 HOW WAS COMPLAINT HANDLED BY PROVIDER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 PROVIDER RESPONDED AND CORRECTED SITUATION	17	2.2	53.1	53.1
	2 PROVIDER RESPONDED AND INDICATED REASON CAN NOT BE CORRECTED	7	.9	21.9	75.0
	3 PROVIDER DID NOT RESPOND	1	.1	3.1	78.1
	4 COMPLAINT STILL NOT SOLVED	7	.9	21.9	100.0
	Total	32	4.1	100.0	
Missing	5 DO NOT KNOW	2	.3		
	6 REFUSED	3	.4		
	System	739	95.2		
	Total	744	95.9		
	Total	776	100.0		

q14 SATISFIED WITH RESPONSE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	21	2.7	61.8	61.8
	101 PUBLIC PERCEPTION OF THOSE WHO USE THE SERVICE	1	.1	2.9	64.7
	102 NO CHOICE OF PROVIDER	1	.1	2.9	67.6
	103 NOT YET RESOLVED	2	.3	5.9	73.5
	104 DID NOT RESPOND TO COMPLAINT	5	.6	14.7	88.2
	105 LATE ARRIVALS AND PICKUPS CONTINUE	2	.3	5.9	94.1
	106 HAD TO RESCHEDULE APPOINTMENT	1	.1	2.9	97.1
	107 INJURED	1	.1	2.9	100.0
	Total	34	4.4	100.0	
	Missing	4 REFUSED	3	.4	
System		739	95.2		
Total		742	95.6		
	Total	776	100.0		

q15 TRANSPORTATION SERVICES COMPARED TO SIX MONTHS AGO

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 MUCH WORSE	5	.6	1.1	1.1
	2 SOMEWHAT WORSE	14	1.8	3.1	4.3
	3 ABOUT THE SAME	182	23.5	40.9	45.2
	4 SOMEWHAT BETTER	60	7.7	13.5	58.7
	5 MUCH BETTER	164	21.1	36.9	95.5
	6 DO NOT KNOW	20	2.6	4.5	100.0
	Total	445	57.3	100.0	
Missing	7 REFUSED	3	.4		
	System	328	42.3		
	Total	331	42.7		
Total		776	100.0		

q16 HAVE AN ILLNESS NEEDING IMMEDIATE CARE PAST SIX MONTHS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES	321	41.4	41.7	41.7
	2 NO/DO NOT KNOW	449	57.9	58.3	100.0
	Total	770	99.2	100.0	
Missing	3 REFUSED	6	.8		
Total		776	100.0		

q17 RATE HEALTH CARE PAST SIX MONTHS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 WORSE HEALTH CARE POSSIBLE	16	2.1	2.2	2.2
	1	4	.5	.5	2.7
	2	2	.3	.3	3.0
	3	5	.6	.7	3.7
	4	7	.9	1.0	4.7
	5	49	6.3	6.7	11.4
	6	29	3.7	4.0	15.4
	7	48	6.2	6.6	21.9
	8	140	18.0	19.2	41.2
	9	104	13.4	14.3	55.4
	10 BEST HEALTH CARE POSSIBLE	325	41.9	44.6	100.0
	Total	729	93.9	100.0	
Missing	11 DO NOT KNOW	40	5.2		
	12 REFUSED	7	.9		
	Total	47	6.1		
Total		776	100.0		

q18 AGE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 LESS THAN 18 YEARS OLD	135	17.4	17.4	17.4
	1 18 TO 24	50	6.4	6.4	23.8
	2 25 TO 34	49	6.3	6.3	30.2
	3 35 TO 44	86	11.1	11.1	41.2
	4 45 TO 54	133	17.1	17.1	58.4
	5 55 TO 64	121	15.6	15.6	74.0
	6 65 TO 74	90	11.6	11.6	85.6
	7 75 OR OLDER	99	12.8	12.8	98.3
	8 REFUSED	13	1.7	1.7	100.0
	Total	776	100.0	100.0	

q19 SEX

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 MALE	266	34.3	34.3	34.3
	2 FEMALE	510	65.7	65.7	100.0
	Total	776	100.0	100.0	

q20 EDUCATION

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 8TH GRADE OR LESS	258	33.2	33.6	33.6
	2 SOME HIGH SCHOOL, BUT DID NOT GRADUATE	189	24.4	24.6	58.3
	3 HIGH SCHOOL GRADUATE OR GED	195	25.1	25.4	83.7
	4 SOME COLLEGE OR TWO-YEAR DEGREE	87	11.2	11.3	95.0
	5 FOUR-YEAR COLLEGE GRADUATE	16	2.1	2.1	97.1
	6 MORE THAN FOUR-YEAR COLLEGE DEGREE	6	.8	.8	97.9
	7 DO NOT KNOW	16	2.1	2.1	100.0
	Total	767	98.8	100.0	
Missing	8 REFUSED	9	1.2		
Total		776	100.0		

q21 HISPANIC OR LATINO ORIGIN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 YES, HISPANIC OR LATINO	18	2.3	2.3	2.3
	2 NO, NOT HISPANIC OR LATINO	665	85.7	85.7	88.0
	3 DO NOT KNOW/REFUSED	93	12.0	12.0	100.0
	Total	776	100.0	100.0	

q22_1 RACE - WHITE

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0 NO	520	67.0	67.0	67.0
1 YES	256	33.0	33.0	100.0
Total	776	100.0	100.0	

q22_2 RACE - BLACK/AFRICAN AMERICAN

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0 NO	281	36.2	36.2	36.2
1 YES	495	63.8	63.8	100.0
Total	776	100.0	100.0	

q22_3 RACE - ASIAN

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0 NO	774	99.7	99.7	99.7
1 YES	2	.3	.3	100.0
Total	776	100.0	100.0	

q22_4 RACE - NATIVE HAWAIIAN

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0 NO	774	99.7	99.7	99.7
1 YES	2	.3	.3	100.0
Total	776	100.0	100.0	

q22_5 RACE - NATIVE AMERICAN

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0 NO	764	98.5	98.5	98.5
1 YES	12	1.5	1.5	100.0
Total	776	100.0	100.0	

q22_6 RACE - OTHER

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0 NO	774	99.7	99.9	99.9
998 DONT KNOW	1	.1	.1	100.0
Total	775	99.9	100.0	
Missing System	1	.1		
Total	776	100.0		

q22_7 RACE - REFUSED

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 YES	776	100.0	100.0	100.0

q23 ZIP CODE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	29001	1	.1	.1	.1
	29010	3	.4	.4	.5
	29014	2	.3	.3	.8
	29015	1	.1	.1	.9
	29018	2	.3	.3	1.2
	29020	3	.4	.4	1.5
	29033	1	.1	.1	1.7
	29038	1	.1	.1	1.8
	29039	2	.3	.3	2.1
	29040	1	.1	.1	2.2
	29042	5	.6	.6	2.8
	29052	3	.4	.4	3.2
	29053	1	.1	.1	3.4
	29054	1	.1	.1	3.5
	29055	3	.4	.4	3.9
	29056	1	.1	.1	4.0
	29058	4	.5	.5	4.5
	29059	2	.3	.3	4.8
	29061	4	.5	.5	5.3
	29067	5	.6	.6	5.9
	29069	1	.1	.1	6.1
	29072	2	.3	.3	6.3
	29073	3	.4	.4	6.7
	29080	2	.3	.3	7.0
	29081	2	.3	.3	7.2
	29101	1	.1	.1	7.4
	29102	7	.9	.9	8.3
	29108	4	.5	.5	8.8
	29112	1	.1	.1	8.9
	29114	1	.1	.1	9.0
	29115	7	.9	.9	9.9
	29116	1	.1	.1	10.1
	29118	2	.3	.3	10.3

29125	1	.1	.1	10.5
29128	3	.4	.4	10.8
29129	1	.1	.1	11.0
29130	1	.1	.1	11.1
29142	2	.3	.3	11.4
29150	7	.9	.9	12.3
29151	1	.1	.1	12.4
29153	6	.8	.8	13.2
29154	4	.5	.5	13.7
29160	1	.1	.1	13.8
29161	2	.3	.3	14.1
29162	1	.1	.1	14.2
29164	1	.1	.1	14.3
29168	1	.1	.1	14.5
29169	3	.4	.4	14.8
29170	1	.1	.1	15.0
29178	2	.3	.3	15.2
29180	4	.5	.5	15.7
29203	9	1.2	1.2	16.9
29204	2	.3	.3	17.2
29205	2	.3	.3	17.4
29206	2	.3	.3	17.7
29207	1	.1	.1	17.8
29209	3	.4	.4	18.2
29210	2	.3	.3	18.5
29212	3	.4	.4	18.8
29223	1	.1	.1	19.0
29227	1	.1	.1	19.1
29229	3	.4	.4	19.5
29245	1	.1	.1	19.6
29246	1	.1	.1	19.7
29301	7	.9	.9	20.6
29302	2	.3	.3	20.9
29303	12	1.5	1.5	22.5
29306	8	1.0	1.0	23.5
29316	1	.1	.1	23.6

29323	3	.4	.4	24.0
29325	9	1.2	1.2	25.2
29330	3	.4	.4	25.5
29340	6	.8	.8	26.3
29341	4	.5	.5	26.8
29349	6	.8	.8	27.6
29353	1	.1	.1	27.7
29360	10	1.3	1.3	29.0
29364	1	.1	.1	29.2
29374	1	.1	.1	29.3
29376	1	.1	.1	29.4
29378	1	.1	.1	29.5
29379	11	1.4	1.4	31.0
29384	2	.3	.3	31.2
29385	1	.1	.1	31.4
29388	2	.3	.3	31.6
29401	1	.1	.1	31.7
29403	5	.6	.6	32.4
29405	8	1.0	1.0	33.4
29406	4	.5	.5	33.9
29407	1	.1	.1	34.1
29410	1	.1	.1	34.2
29412	2	.3	.3	34.5
29414	1	.1	.1	34.6
29418	2	.3	.3	34.8
29420	2	.3	.3	35.1
29426	1	.1	.1	35.2
29429	2	.3	.3	35.5
29436	1	.1	.1	35.6
29438	1	.1	.1	35.7
29440	7	.9	.9	36.6
29445	4	.5	.5	37.2
29448	1	.1	.1	37.3
29449	1	.1	.1	37.4
29455	2	.3	.3	37.7
29456	2	.3	.3	37.9

29458	1	.1	.1	38.1
29461	3	.4	.4	38.5
29466	1	.1	.1	38.6
29475	1	.1	.1	38.7
29477	3	.4	.4	39.1
29479	1	.1	.1	39.2
29483	3	.4	.4	39.6
29485	2	.3	.3	39.9
29488	3	.4	.4	40.3
29492	1	.1	.1	40.4
29501	4	.5	.5	40.9
29505	2	.3	.3	41.2
29510	6	.8	.8	41.9
29511	1	.1	.1	42.1
29512	8	1.0	1.0	43.1
29520	8	1.0	1.0	44.1
29526	7	.9	.9	45.0
29527	6	.8	.8	45.8
29532	7	.9	.9	46.7
29536	7	.9	.9	47.6
29540	1	.1	.1	47.7
29543	1	.1	.1	47.9
29544	1	.1	.1	48.0
29547	1	.1	.1	48.1
29550	8	1.0	1.0	49.2
29554	2	.3	.3	49.4
29555	2	.3	.3	49.7
29556	3	.4	.4	50.1
29560	5	.6	.6	50.7
29563	1	.1	.1	50.8
29564	1	.1	.1	51.0
29565	3	.4	.4	51.4
29566	2	.3	.3	51.6
29567	1	.1	.1	51.7
29568	1	.1	.1	51.9
29569	3	.4	.4	52.3

29571	4	.5	.5	52.8
29574	5	.6	.6	53.4
29576	1	.1	.1	53.5
29579	1	.1	.1	53.7
29580	3	.4	.4	54.1
29581	2	.3	.3	54.3
29588	1	.1	.1	54.5
29590	2	.3	.3	54.7
29591	1	.1	.1	54.8
29592	1	.1	.1	55.0
29601	6	.8	.8	55.7
29604	1	.1	.1	55.9
29605	7	.9	.9	56.8
29606	1	.1	.1	56.9
29607	9	1.2	1.2	58.1
29608	1	.1	.1	58.2
29609	8	1.0	1.0	59.2
29610	1	.1	.1	59.4
29611	17	2.2	2.2	61.5
29615	2	.3	.3	61.8
29617	4	.5	.5	62.3
29620	2	.3	.3	62.6
29621	9	1.2	1.2	63.7
29622	1	.1	.1	63.9
29624	3	.4	.4	64.3
29625	6	.8	.8	65.0
29626	7	.9	.9	65.9
29627	3	.4	.4	66.3
29630	1	.1	.1	66.5
29631	1	.1	.1	66.6
29634	1	.1	.1	66.7
29640	8	1.0	1.0	67.7
29641	1	.1	.1	67.9
29642	4	.5	.5	68.4
29644	3	.4	.4	68.8
29645	2	.3	.3	69.0

29646	7	.9	.9	69.9
29648	1	.1	.1	70.1
29649	4	.5	.5	70.6
29650	4	.5	.5	71.1
29651	3	.4	.4	71.5
29654	3	.4	.4	71.9
29655	1	.1	.1	72.0
29656	1	.1	.1	72.1
29657	2	.3	.3	72.4
29661	2	.3	.3	72.6
29662	4	.5	.5	73.2
29664	1	.1	.1	73.3
29667	1	.1	.1	73.4
29669	2	.3	.3	73.7
29671	1	.1	.1	73.8
29673	7	.9	.9	74.7
29676	1	.1	.1	74.8
29678	7	.9	.9	75.7
29680	1	.1	.1	75.9
29681	4	.5	.5	76.4
29683	1	.1	.1	76.5
29684	2	.3	.3	76.8
29687	4	.5	.5	77.3
29690	6	.8	.8	78.1
29691	2	.3	.3	78.3
29693	4	.5	.5	78.8
29697	3	.4	.4	79.2
29702	4	.5	.5	79.7
29703	1	.1	.1	79.9
29704	1	.1	.1	80.0
29706	13	1.7	1.7	81.7
29707	1	.1	.1	81.8
29709	2	.3	.3	82.1
29710	1	.1	.1	82.2
29715	2	.3	.3	82.5
29718	1	.1	.1	82.6

29720	19	2.4	2.5	85.0
29728	4	.5	.5	85.5
29730	21	2.7	2.7	88.3
29731	1	.1	.1	88.4
29732	2	.3	.3	88.6
29745	6	.8	.8	89.4
29801	3	.4	.4	89.8
29803	2	.3	.3	90.1
29805	1	.1	.1	90.2
29809	1	.1	.1	90.3
29810	2	.3	.3	90.6
29812	5	.6	.6	91.2
29827	2	.3	.3	91.5
29829	1	.1	.1	91.6
29832	2	.3	.3	91.9
29835	2	.3	.3	92.1
29840	2	.3	.3	92.4
29841	2	.3	.3	92.6
29848	1	.1	.1	92.8
29853	2	.3	.3	93.0
29864	1	.1	.1	93.2
29902	4	.5	.5	93.7
29906	1	.1	.1	93.8
29911	1	.1	.1	93.9
29916	1	.1	.1	94.1
29918	2	.3	.3	94.3
29920	1	.1	.1	94.5
29926	1	.1	.1	94.6
29927	1	.1	.1	94.7
29929	1	.1	.1	94.8
29944	1	.1	.1	95.0
99997 DO NOT KNOW	24	3.1	3.1	98.1
99998 REFUSED	15	1.9	1.9	100.0
Total	775	99.9	100.0	
Missing 99999	1	.1		
Total	776	100.0		

provider

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 LGTC	386	49.7	49.7	49.7
2 MTM	390	50.3	50.3	100.0
Total	776	100.0	100.0	

DATE OF INTERVIEW

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 20090212	69	8.9	8.9	8.9
20090213	67	8.6	8.6	17.5
20090214	98	12.6	12.6	30.2
20090216	95	12.2	12.2	42.4
20090217	53	6.8	6.8	49.2
20090218	16	2.1	2.1	51.3
20090219	32	4.1	4.1	55.4
20090220	22	2.8	2.8	58.2
20090221	20	2.6	2.6	60.8
20090223	23	3.0	3.0	63.8
20090224	9	1.2	1.2	64.9
20090225	12	1.5	1.5	66.5
20090226	78	10.1	10.1	76.5
20090227	42	5.4	5.4	82.0
20090228	44	5.7	5.7	87.6
20090302	28	3.6	3.6	91.2
20090303	13	1.7	1.7	92.9
20090304	17	2.2	2.2	95.1
20090305	7	.9	.9	96.0
20090306	5	.6	.6	96.6

20090307	5	.6	.6	97.3
20090308	2	.3	.3	97.6
20090309	13	1.7	1.7	99.2
20090310	6	.8	.8	100.0
Total	776	100.0	100.0	