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Publication Date

2023-03-01

Data Availability

The data associated with this publication are within the manuscript.



ECOSYSTEM OF SHARED MOBILITY SERVICES IN THE SAN JOAQUIN VALLEY

Final Report – Agreement No. G-66662-A1



TECHNICAL REPORT DOCUMENTATION PAGE

1. Report No. G-66662-A1	2. Government Accession No. N/A	3. Recipient's Catalog No. N/A	
4. Title and Subtitle Ecosystem of Shared Mobility Services in the San Joaquin Valley		5. Report Date March 2023	
		6. Performing Organization Code N/A	
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9. Performing Organization Name and Address University of California, Davis Institute of Transportation Studies 1605 Tilia Street, Suite 100, Davis, CA 95616		10. Work Unit No. N/A	
		11. Contract or Grant No. CARB Agreement No. G-66662-A1 USDOT Grant 69A3551747114	
12. Sponsoring Agency Name and Address California Air Resources Board Research Division 1001 I Street, Sacramento, CA 95814 U.S. Department of Transportation Office of the Assistant Secretary for Research and Technology 1200 New Jersey Avenue, SE, Washington, DC 20590		13. Type of Report and Period Covered Final Report (May 2018 – March 2022)	
		14. Sponsoring Agency Code CARB USDOT OST-R	
15. Supplementary Notes N/A			
16. Abstract This report presents the results of the Ecosystem of Shared Mobility Services in the San Joaquin Valley (Ecosystem) pilot project. The project is part of California Climate Investments (CCI), a statewide initiative that puts billions of Cap-and-Trade dollars to work reducing greenhouse gas emissions, strengthening the economy, and improving public health and the environment — particularly in disadvantaged communities. As the grantee for this pilot project, the San Joaquin Valley Air Pollution Control District implemented the pilot program by partnering and/or subcontracting with several local entities including, but are limited to: Sigala Inc.; UC Davis, Institute of Transportation Studies; Shared-Use Mobility Center (SUMC); Self-Help Enterprises, and MOVE. Funding for the Ecosystem pilot project provided by a grant from the California Air Resources Board (CARB) through the Car Sharing and Mobility Option Pilot Project solicitation. Research for the project was also supported by funding through the University of California via the Public Transportation Account and the Road Repair and Accountability Act of 2017 (Senate Bill 1) and the National Center for Sustainable Transportation, supported by the U.S. Department of Transportation (USDOT) and the California Department of Transportation (Caltrans) through the University Transportation Centers program.			
17. Key Words Demand responsive transportation, Mode choice, Ridesharing, Rural areas, Shared mobility, Transportation disadvantaged persons, Travel behavior, Vehicle sharing			18. Distribution Statement No restrictions.
19. Security Classif. (of this report) Unclassified	20. Security Classif. (of this page) Unclassified	21. No. of Pages 135	22. Price N/A

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Preface

This report presents the results of the Ecosystem of Shared Mobility Services in the San Joaquin Valley (Ecosystem) pilot project. The project is part of California Climate Investments (CCI), a statewide initiative that puts billions of Cap-and-Trade dollars to work reducing greenhouse gas emissions, strengthening the economy, and improving public health and the environment — particularly in disadvantaged communities. As the grantee for this pilot project, the San Joaquin Valley Air Pollution Control District implemented the pilot program by partnering and/or subcontracting with several local entities including, but are limited to: Sigala Inc.; UC Davis, Institute of Transportation Studies; Shared-Use Mobility Center (SUMC); Self-Help Enterprises, and MOVE. Funding for the Ecosystem pilot project provided by a grant from the California Air Resources Board (CARB) through the Car Sharing and Mobility Option Pilot Project solicitation. Research for the project was also supported by funding through the University of California via the Public Transportation Account and the Road Repair and Accountability Act of 2017 (Senate Bill 1) and the National Center for Sustainable Transportation, supported by the U.S. Department of Transportation (USDOT) and the California Department of Transportation (Caltrans) through the University Transportation Centers program.

Regional Background

The San Joaquin Valley (Valley) is California's most productive agricultural region and one of the most in the U.S. However, the Valley also has some of the worst air quality in the nation and high rates of childhood asthma. California has classified most of the census tracts in the Valley as some of the most economically and environmentally disadvantaged in the State (Figure 1).



Figure 1. Disadvantaged and low-income communities in California.¹

California and other states in the U.S. implemented a cap-and-trade system as an alternative to a carbon tax to meet its greenhouse gas (GHG) reduction goals. This system caps companies' GHG emissions and trades their surpluses and deficits. California legislation (Senate Bill 535 and Assembly Bill 1550) requires that the state invests at least 25% of cap-and-trade revenues in projects within and benefitting disadvantaged communities and at least an additional ten percent for low-income households and communities. This legislation recognizes that the feasibility of shifting to more fuel-efficient vehicles and modes is significantly harder for disadvantaged communities.

¹ Source: <https://ww3.arb.ca.gov/cc/capandtrade/auctionproceeds/lowincomemapfull.htm>

Pilot Development

In 2014, the California Department of Transportation funded a study to examine new technology alternatives to transit in rural communities that might better meet mobility gaps and reduce emissions. A partnership of Caltrans, eight San Joaquin Valley MPOs, and University of California researchers identified shared-use alternatives in rural disadvantaged communities that might reduce transit costs, increase travel access, and reduce GHGs. These efforts resulted in the identification, development, and launch of three mobility pilot programs. The first pilot is an electric vehicle carsharing service known as Míocar, located in affordable housing complexes in eight rural communities in Tulare and Kern counties. The second is a volunteer ridesharing service, known as VOGO, which supplements existing transit services in transport-disadvantaged rural areas in San Joaquin and Stanislaus counties. The third is a Mobility-as-a-Service (MaaS) platform that allows planning and payment for fixed and demand-responsive transit services, including VOGO, in San Joaquin and Stanislaus counties. Together, these pilots comprise the Ecosystem of Shared Mobility project, which had a grant term of May 2018 through March 2022. The Ecosystem of Shared Mobility project received initial California Climate Investments funding of \$2,250,000.00 through fiscal year (FY) 2016-17 funds, followed by funding through an expansion grant for an additional \$869,000.00 for FY 2019-20.

This report summarizes each pilot, its operations and performance throughout the grant term, challenges and lessons learned, and recommendations for improvement of these and other similar projects.²

Míocar

Míocar is an EV carsharing pilot launched in August 2019 to explore the potential of a shared mobility service to offer a cost-effective mobility option for residents of rural disadvantaged communities and help reduce greenhouse gas emissions. Affordable housing complexes host the round-trip EV carsharing hubs in southern San Joaquin Valley (CA) communities with low intercity transit service and personal vehicles. (In round-trip EV carsharing, the user must return the car to the original pick-up point after using it). The project seeks to provide carsharing at a price point that is more affordable than owning a personal vehicle to price-sensitive populations with low transit access.

There are eight Míocar hubs in six Míocar communities in Tulare and Kern counties. The EV carsharing pilot includes 27 vehicles, including BMW i3s, Chevy Bolts, and three hybrid Pacifica minivans. Míocar purchased many of these vehicles used with less than 30,000 miles. These pure electric vehicles have suitable ranges for rural driving (140-200 miles per charge).

² Further information about these pilots, including the results of research evaluations conducted by UC Davis, can be found in the following reports, which contain portions of the content used in this final grant report:

Rodier, C., Harold, B., & Zhang, Y. (2022). A Before and After Evaluation of Shared Mobility Projects in the San Joaquin Valley. *UC Davis: National Center for Sustainable Transportation*. <http://dx.doi.org/10.7922/G2CZ35GV>

Rodier, C., Harold, B., & Zhang, Y. (2022). Retrospective User Survey for a Rural Electric Vehicle Carsharing Pilot in California's Central Valley. *UC Davis: National Center for Sustainable Transportation*. In Press.

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The pricing for Míocar includes a \$20 member processing fee, a \$4 hourly rental rate, a \$35 daily weekday rental rate, and a \$45-weekend daily rate. There is a 35 cent per mile fee after the vehicle travels 150 miles during one reservation. The price of the rental includes insurance, roadside assistance, and electricity. Residents apply or reserve vehicles by the smartphone app, website, or phone call. Members must have a clean driving record (i.e., no major violations, excessive speeding, reckless driving, multiple moving violations, or driving without a license) and be 21 years of age or older.

Although the full fleet was not always available to its members, due to the COVID-19 pandemic and vehicle recalls, Míocar made every effort to continue service throughout the project timeline and provided a valuable service to the communities in which it operated.

UC Davis researchers led an evaluation of the Míocar pilot to assess its implementation process and outcomes. Results of user surveys completed as part of the research evaluation suggest that most Míocar trips (63%) would not have been taken in the absence of the service. For the 20% of Míocar trips that would still have occurred in the absence of the service, respondents indicated that nearly all (98%) would have traveled by personal internal combustion engine (ICE) vehicles or other ICE vehicles.

Vamos

Vamos is a Mobility-as-a-Service (MaaS) platform that provides trip planning and payment capabilities for fixed transit lines and demand-responsive transit services. Users can search for routes using Vamos and have the option of purchasing transit tickets for a selected route within the MaaS application or purchasing their tickets for a specific transit line without conducting a route search.

As a MaaS application, Vamos seeks to provide users with efficient access to comprehensive local transit information and encourage the use of transit by offering a single purchase point for transit fares. Vamos first launched for testing in early 2019 and was fully operational in January 2020. Initially, Vamos included trip planning for transit and bike travel. Transit travel consists of the services of all transit agencies, including general use microtransit (Van Go!) and on-demand shuttles, in San Joaquin and Stanislaus counties. Vamos provides real-time arrival information for transit when it is available from a transit agency. In 2021, project partners expanded Vamos services to include mobile transit ticketing for San Joaquin County transit agencies.

The results of the UC Davis research evaluation for Vamos suggest that it contributes to an improved transportation experience for its active users. However, further data collection from long-term users may help determine the extent of Vamos' role in shifting modes or improving mobility access for its target populations.

VOGO

VOGO is a volunteer ridesharing service where volunteer drivers use their vehicles to provide rides to VOGO members within Stanislaus and San Joaquin counties. VOGO aims to provide a transportation alternative to individuals who may not have access to personal vehicles, are unable to drive, or have limited access to transit.

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VOGO and similar programs, generally categorized as Volunteer Driver Programs (VDPs), mainly focus on improving transportation equity by reducing transportation costs and barriers to travel for their participants.

MOVE Stanislaus (MOVE) administers VOGO with the Volunteer Transportation Center (VTC). MOVE is a non-profit volunteer service provider that recruits and enrolls volunteer drivers into the program. VTC is a high-volume volunteer transportation service responsible for scheduling, dispatching, and conducting other backend operations of VOGO.

UC Davis researchers administered monthly surveys to active VOGO users, and nearly all of these respondents indicated that VOGO had provided benefits including allowing travel to more destinations, saving money on transportation costs, and making it easier to travel during the study period.

Operations

This section presents the operational results of each of the Ecosystem project's three mobility pilots, including vehicle and user activity.

Míocar

Vehicles

The Ecosystem pilot project included a commitment to procure 27 battery electric and plug-in hybrid electric vehicles. The 27 Míocar vehicles consist of seven BMW i3s with range extenders, three Chrysler Pacifica hybrids, and seventeen Chevrolet Bolt EVs. All vehicles were acquired as used vehicles with the lease terms originally commencing on dates between March 2019 and December 2019, when they were purchased through CalVans. As of June 20, 2020, all vehicles are registered with the State of California and are leased and insured by SJVCSM. Refer to Table 16 at the end of this report for full vehicle details.

Electricity and fuel usage for the project vehicles can be found in Table 18 at the end of this report.

COVID-19 Míocar Vehicle Cleaning Protocols were produced and approved by the San Joaquin Valley Air Pollution Control District (Air District) and the California Air Resources Board (CARB). These protocols were implemented in the tenth quarter (Q10) and continue to be followed to the end of the project period. The protocols are included on the Míocar.org website and in previous quarterly reports, and are also included with the collection of outreach materials provided in Appendix B.

Vehicle Availability: The full fleet of 27 vehicles was available in February 2020 until March 24, 2020, when operations were halted due to COVID-19. Initially, 12 vehicles were deployed when Míocar relaunched in July 2020. In Q11, the fleet size increased to 16 vehicles and in Q12 it increased to 20 vehicles.

Unfortunately, the fleet was again impacted on Friday, July 23, 2021, when General Motors (GM) released a statement indicating that all 2017-2019 Model Year Chevrolet Bolts were under recall due to battery issues.

Based on this set of recommendations by GM, the Míocar team decided to remove the Chevrolet Bolts from the Míocar fleet until the issues could be resolved. Our determination was also consistent with the actions taken by the other major non-profit EV carshare services in development, and with feedback from project partners. As a result, all of the Bolts were unplugged from the Míocar charging stations and put offline, and Míocar issued a message to its members to inform them of the situation.

There were BMW i3's and Chrysler Pacifica's in the Míocar fleet that did not have any maintenance issues, were not part of the recall, and were able to remain online and in service. The remaining non-recall vehicles were taken to their respective dealerships and were put into service once they were functioning properly. This led to 8 vehicles being in service by October 2021.

On November 24th, 2021, the first of the Bolt fleet was taken into the dealership to receive a full battery replacement. Míocar continued to take Bolts into the dealership for the necessary battery

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replacements and continued to experience issues with some replaced batteries through the end of the project period. By March 31, 2022, 8 Bolts had received a replacement battery and were added back into the Míocar fleet, bringing the number of in-service vehicles to 16. Míocar continues to work with General Motors on battery replacements and potential buyback options.

Míocar continued to accept new member applications and the reduced fleet continued to be available 24/7 with a 24-hour emergency line open as per usual operations.

Staff Availability: Two Míocar staff members manage on-the-ground operations. Staff completed the maintenance repairs related to CalVans' storage of vehicles in 2020, and then managed the vehicle recall issues through the final quarters of the project period. Staff continues to monitor vehicle use at different locations and redistribute vehicles to locations to meet service demand. They also ensure that vehicles are clean and that member questions and concerns are addressed.

CARB-approved Benefits Calculations

The CARB Clean Mobility Options (CMO) Benefits Calculator estimates that through March of 2022, the Míocar pilot achieved net GHG emission reductions between 88 MTCO_{2e} and 132 MTCO_{2e}, depending on the calculator options selected. This estimate is based on inputs of average vehicle occupancy, number of vehicles associated with the service, average number of vehicle trips per vehicle, and the length of an average vehicle trip. For most of these inputs, the CARB calculation requests a value from the first year of service operation and a value from the final year of service operation, to compute the avoided passenger auto VMT over the entire service period. UC Davis researchers used Míocar utilization data to calculate each of these inputs. As Míocar paused operations in March 2020, researchers used data from July 2019 through March 2020 to calculate inputs for the first year of operations. Researchers used data from April 2021 through March 2022 to calculate inputs from the final year of operations. A summary of the values used in the CARB CMO Benefits Calculator is as follows:

- Average Vehicle Occupancy: 2.09 (Year 1), 2.26 (Final Year). This is based on the results of post-reservation surveys completed by Míocar members during these two periods.
- Number of Vehicles Associated with the Service: 24 (Year 1 and Final Year). While the Míocar fleet included 27 vehicles, not all vehicles were operational during the entire pilot period due to maintenance schedules and vehicle recalls. The value used for this input is based on the number of unique vehicles used for Míocar reservations during each of the two time periods.
- Average Number of Trips per Vehicle: 26 (Year 1), 43 (Final Year). This is an average calculated from the utilization data for all vehicles and reservations for each of the two periods.
- Length of Average Vehicle Trip: 65 miles (Year 1 and Final Year). This is an average calculated from the full utilization dataset; the CMO Benefits Calculator does not include separate trip length values for Year 1 and the Final Year.

The CARB CMO Benefits Calculator uses the CARB-approved Quantification Methodology (QM), which includes an Adjustment Factor to account for transit dependency and induced trips. The QM multiplies the Adjustment Factor by the product of the other calculator inputs to estimate the number of displaced passenger auto miles attributable to the service. The CARB QM uses a

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default Adjustment Factor of 0.50 for local passenger trips and 0.83 for long-distance passenger trips.³ Thus, the type of Adjustment Factor selected in the Benefits Calculator (Local Passenger Trip vs. Long-distance Passenger Trip in the calculator field “Primary Use of Service”) significantly affects the calculator results.

As Míocar is a rural and roundtrip carsharing service, average trip lengths are considerably longer than urban-based carshare services, though members also use the service for relatively short local trips. Per CARB guidance based on the average Míocar trip distance of 65 miles, the project team classified Míocar as a Long-distance Passenger Trip service. Using this classification, the outputs from the CARB CMO Benefits Calculator are shown in Table 1. The outputs include MTCO₂e, NO_x, PM_{2.5}, ROG, Passenger Auto VMT Reductions, and Fossil Fuel Use Reductions (GGE).

Table 1. CMO Benefits Calculator Output Summary

Metric	Calculator Output (Long-distance Passenger Trips Selected)
GHG Emission Reductions (MTCO ₂ e)	138
NO _x Reductions (lbs)	53
PM _{2.5} Reductions (lbs)	9
ROG Reductions (lbs)	12
Net Passenger Auto VMT Reductions	125,979
Net Fossil Fuel Use Reductions (GGE)	11,655

Given that carshare travel can be complex and involve a wide range of trip types, the options available within the CMO Benefits Calculator are limited in their ability to reflect the characteristics and results of programs like Míocar. Additionally, as these outputs are based on default Adjustment Factors, they do not incorporate data collected by UC Davis researchers related to Míocar members’ counterfactual travel decisions. Post-reservation survey data suggest that approximately 24% of miles traveled with Míocar would have been traveled using a conventional passenger vehicle in the absence of the service. Researchers suggest that future mobility program evaluations could be used to develop alternative estimates for GHG emissions reductions based on primary data, which could inform and refine the CARB-approved benefits calculations for individual programs.

Infrastructure

The electric vehicle supply equipment (EVSE) infrastructure consists of 17 dual port chargers located at eight different low-income housing complexes in Tulare and Kern counties. All chargers were manufactured by EVoCharge, Inc., and all were in service no later than October 31, 2019. Over the course of the project 51,416 kWh of electricity, equivalent to approximately 1,526 gallons of gasoline, was utilized by the chargers and there were 2,580 charge sessions conducted.

³ California Air Resources Board. (2020). Clean Mobility Options Quantification Methodology (page 9).

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Therefore, the average kWh per charge was approximately 20 kWh, equivalent to about 0.6 gallons of gasoline.⁴

There have been no accidents reported for the duration of this pilot project for the EVSE. Maintenance is only carried out following the detection of an anomaly and is aimed at restoring normal operating conditions. Refer to Table 19 at the end of this report for infrastructure details and usage information.

Member Usage

Over the course of the project, of the 2,658 total Míocar trips, 2,339 were made by paying members, 267 were made by Staff/Contractors, and 52 were made by Beta testers. Figure 2 shows the Míocar hubs and the relative number of users in different towns in the San Joaquin Valley, based on member home zip code.

⁴ 1 gallon of gasoline = 33.7 kWh of electricity.

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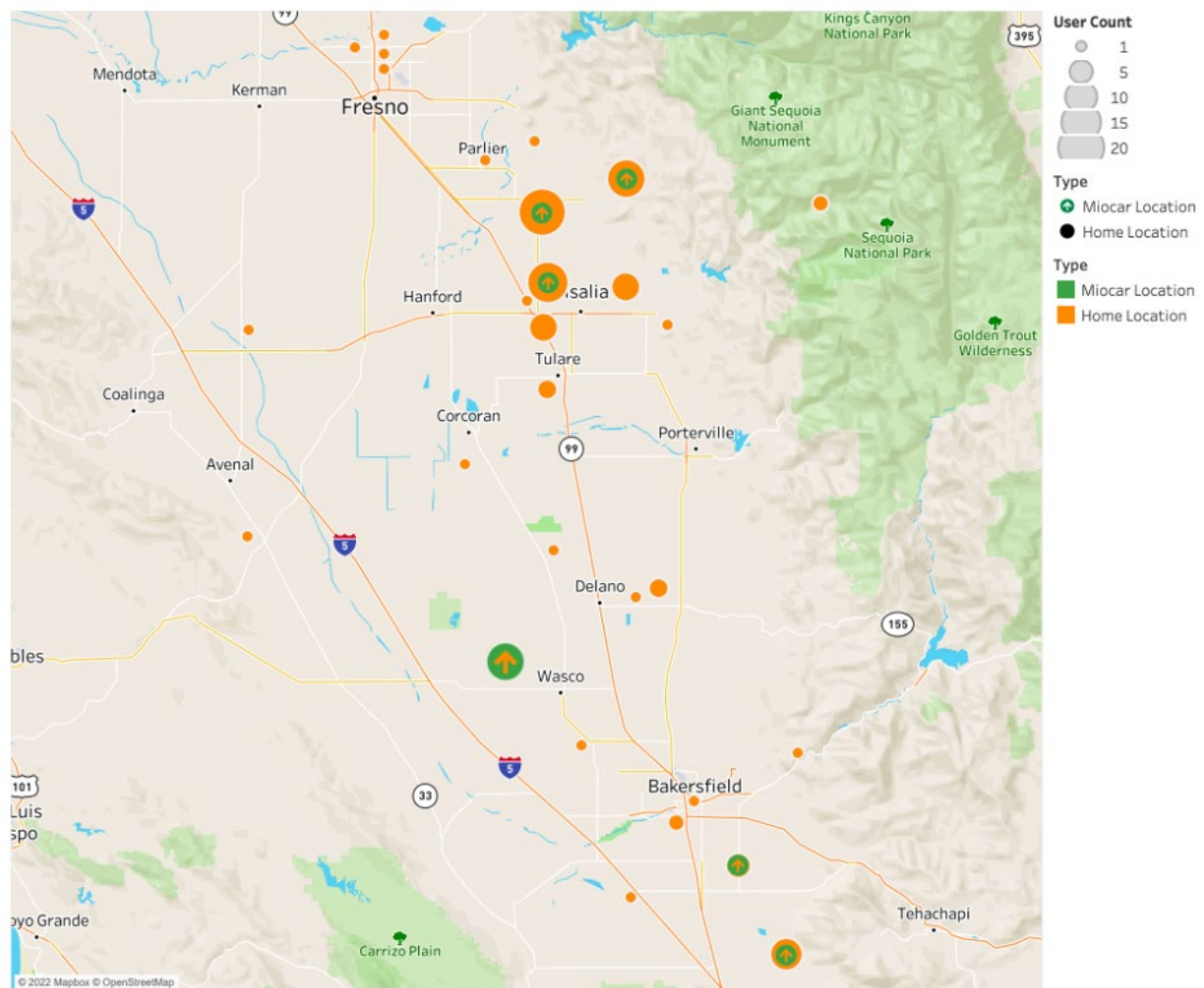


Figure 2. User members by home locations (Zip Codes)

There were 12 vehicles deployed at the end this pilot project. The total vehicle miles traveled (VMT) for the project period was 161,264, and the total VMT for members was 145,325. Therefore, the average vehicle miles traveled (VMT) per member trip was 62 miles and the average duration of member trips was 24.5 hours. Refer to Table 18 at the end of this report for additional details regarding vehicle usage.

By location, Rancho Lindo had the most utilization with 914 completed trips, while Highland Gardens continued to be a popular location with 797 completed trips. Overall, Highland Gardens and Rancho Lindo had the highest totals for all reporting quarters. Refer to Table 21 at the end of this report for more information.

Participation

Table 1 below shows the progression of Miocar membership and includes data throughout the project period (no data was reported for Q9 as the program was halted due to COVID-19).

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Although the project period is at an end, the Miocar service continues to operate, and the member enrollment process is ongoing. In total, 217 members were approved, 109 were pending as of the end of the project period, 26 were suspended, and 82 were denied. Denial or suspension for the program result from members who do not meet program eligibility requirement(s) or user guidelines. These requirements include being at least 21 years of age (if applicant is between 21 through 25 years of age, then they must have a clean driving record) and clearing a Motor Vehicle Record search. The Motor Vehicle Record search does not clear if the driver does not have a license, has DUI's, or has an active license. Miocar staff make efforts to ensure that all eligible members are able to enroll in the program.

Table 2. Miocar Member Counts by Status and Quarter**

	Q4	Q5	Q6	Q7	Q8	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Grand Total
Active	11	56	44	25	25	19	7	9	5	7	5	4	217
Pending		19	58	13	10								109
Suspended		23							2	1			26
Unqualified		9	27	33	1	6							82
Incomplete													405
Grand Total	11	107	129	71	36	25	7	9	7	8	5	4	839

** Q9 had no data

Based on anecdotal data from incomplete applications and comments from Miocar staff, some residents of the San Joaquin Valley indicated that they heard about the program from the local news or by word of mouth downloaded the app before realizing that the service did not have a vehicle nearby their neighborhood (i.e. Bakersfield, Hanford, etc.). This suggests that the geographic interest in the program extended beyond the initially limited geographic reach of the Miocar fleet. Incomplete applications are not tracked by quarter as they can stay open over more than one quarter.

Vamos

Table 2 below represents the summary of user types by each month, users who purchase only, those who searched and purchased and those who searched only. By the end of the project period, 90% of users had made at least one search and 34% of users had made at least one purchase through the Vamos app.

Both the number of members conducting route searches and the total number of route searches fluctuated significantly throughout the pilot period, which may be partially attributable to COVID-19 effects beginning in early 2020, and to promotional efforts conducted in 2021. Vamos coordinated with transit agencies in August 2021 to provide free transit fare credits to Vamos users, which corresponds to a substantial increase in route searches during that month and later months in 2021.

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Purchase activity increased more steadily than route search activity, with fewer downward fluctuations between October 2020 and November 2021. Users conducting route searches may have decreased reliance on the trip planning function for their daily trips over time, while users who purchase tickets through Vamos will continue to need transit tickets for as long as they travel by transit.

Table 23 in Appendix A summarizes the usage of the Vamos app, including the number of users who made searches and purchases through the Vamos app.

Table 3. Vamos Activity Types by Month

Month	Purchase Only	Search and Purchase	Search Only	Total User
January 2020	0	0	10	10
February 2020	0	0	15	15
March 2020	2	1	14	17
April 2020	2	1	16	19
May 2020	2	2	16	20
June 2020	2	2	19	23
July 2020	2	5	21	28
August 2020	2	5	24	31
September 2020	2	5	27	34
October 2020	6	9	23	38
November 2020	11	10	22	43
December 2020	11	13	39	63
January 2021	13	16	50	79
February 2021	13	19	59	91
March 2021	12	21	69	102
April 2021	12	21	69	102
May 2021	13	22	81	116
June 2021	15	27	85	127
July 2021	15	28	93	136
August 2021	21	46	127	194
September 2021	24	56	143	223
October 2021	23	57	175	255
November 2021	23	62	196	281
December 2021	25	69	206	300
January 2022	31	76	217	324
February 2022	34	84	226	344
March 2022	38	90	244	372

Table 4 below shows the number of searches (Search Count) by primary travel mode (Main Mode) involved in the route as well as the number of routes offered in the search results last selected by the user (Last Selected Count). The Selected Percentage column represents the total number of

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searches for a mode divided by the number of selections for that mode; in other words, how often a user selected a route associated with the main mode of their search. These results suggest that the OnDemand transit service and Public Transport were both the most likely to be selected by a user.

Table 4. Number of Vamos Searches by Primary Travel Mode

Main Mode	Search Count	Last Selected Count	Selected Percentage
Bicycle	2602	26	1.0%
OnDemand	83	24	28.9%
Public Transport	3562	1071	30.1%
Walk	123	4	3.3%

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VOGO

By the end of the project period, 58 members had used the VOGO service as riders, and there were 1,953 total VOGO reservations during the study period. The number of monthly reservations and riders first peaked in February 2020 before decreasing significantly with the onset of the COVID-19 pandemic. VOGO operations paused on March 20, 2020. Operations partially resumed during mid-2020, but VOGO was limited to providing essential rides only for most of 2020. The definition of essential rides initially included medical trips exclusively, but health mandates later expanded this definition to include grocery shopping and work-related of trips. VOGO operational productivity increased in early 2021 as riders and drivers could obtain vaccinations for COVID-19 and with the service being open to all types of trips. However, the issues presented by the pandemic are ongoing through the end of the project period, with direct effects on service operations and driver, rider, and trip counts.

Table 5. VOGO Trip Purposes by Quarter

Reason for VOGO trip	Quarter 7	Quarter 8	Quarter 9	Quarter 10	Quarter 11	Quarter 12	Quarter 13	Quarter 14	Quarter 15	Quarter 16	Grand Total
elder care	2										2
medical	18	78	54	51	57	76	72	90	80	42	618
nursing home visit	18	50									68
support group	1	2									3
Employment			58	64	134	127	132				515
Personal			5								5
grocery	9	10	9	12	58	16	21				135
Rx/Pharmacy			1								1
other	26	96		10	12	69	67	155	130	41	606
Grand Total	74	236	127	137	261	288	292	245	210	83	1953

Refer to Table 22 at the end of this report for additional details.

The future of VOGO looks promising. During the month of March 2022, managers of VOGO continued to explore funding sources in both Stanislaus and San Joaquin counties that would support the extension of the VOGO pilot program. The VOGO management team approved the VOGO flier for distribution to riders and volunteers on March 14, 2022. Additionally, meetings were held with Stanislaus Council of Government (StanCOG), San Joaquin Council of Governments (SJCOG), and transit managers to coordinate the temporary hold of VOGO services in April 2022. The VOGO Coordinator worked with each rider to create a back-up transportation plan during the VOGO service hold. These meeting with riders included but no limited to: exploration of family transportation support, knowledge of public transit in their area, access to on demand services such as Uber or Lyft, referral to Consolidated Transportation Services Agencies (CTSA) in their area with free transportation alternative services. VOGO looks forward to working with both StanCOG, SJCOG and transit managers to secure long term funding for the VOGO program. The goal is to transition VOGO from a pilot program to an expanded and sustainable program to serve the rural areas with transportation and cross county connection transportation.

Key Research Evaluation Findings

This section summarizes findings from research evaluations led by UC Davis for each of the Ecosystem project's three mobility pilots.⁵

Míocar

Before Surveys

UC Davis researchers administered surveys to Míocar members upon their enrollment in the service ("Before Surveys"). The survey response rate as of November 2021, calculated as the ratio of people who completed Before Surveys to the total number of members in the program, was 26% (101/394). User members completed 78 Before Surveys. There were 149 user members of Míocar during the study period, so the response rate in terms of user members was 52% (78/149). The results of the Before Survey provide insight into members' demographic attributes as compared to weighted averages of regional census data. Míocar members reported lower average household incomes than the county averages, and most respondents (68%) have a household income of less than \$50,000. Míocar members reported larger household sizes on average than the county population, with most respondents (62%) stating that their household has at least four residents. In terms of adults, most respondents indicated that they are either the only adult in the household or one other adult living in the home. Most respondents (72%) reported that they have one or two personal vehicles available to their households (compared to 67% at the county level), suggesting that member personal vehicle access is similar to the surrounding county population.

Of members who used the service, 29% were willing to travel more than five miles from their home to access Míocar hubs. The average distance from a member residence to the nearest Míocar hub is 7.4 miles, and the median is two miles. These results show that most user members do not have a hub within walking distance of their residence.

Post-Reservation Surveys

Researchers also administered surveys to members following each of their Míocar reservations ("Post-Reservation Surveys"). In total, researchers collected 881 responses to this survey from 72 unique Míocar users as of November 2021. The total number of Míocar reservations during the study period is 1,971, made by 149 individual users. Therefore, the response rate for all trips is 44.7% (881/1971), and the proportion of users who responded to the reservation survey is 48.3% (72/149).

⁵ The research evaluation findings presented in this document are drawn from the following reports:

Rodier, C., Harold, B., & Zhang, Y. (2022). A Before and After Evaluation of Shared Mobility Projects in the San Joaquin Valley. *UC Davis: National Center for Sustainable Transportation*. <http://dx.doi.org/10.7922/G2CZ35GV>

Rodier, C., Harold, B., & Zhang, Y. (2022). Retrospective User Survey for a Rural Electric Vehicle Carsharing Pilot in California's Central Valley. *UC Davis: National Center for Sustainable Transportation*. In Press.

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Most respondents to this survey (71%) reported using a personal vehicle to access Míocar at least once, while members most commonly accessed Míocar by walking (67% of all surveyed trips). This suggests that members who live close enough to walk to a hub are more likely to use the service. While many Míocar members were able to travel long distances to Míocar hubs using private vehicles or other modes, other individuals in their communities who do not have these transportation options may not be able to access Míocar. There may be an opportunity to explore the expansion of Míocar into additional communities, both to reduce reliance on personal vehicles for EV access and to meet the needs of current non-members and non-users.

The Post-Reservation Survey asked members whether and how they would have made specific trips if Míocar had not been available. Using the survey responses, Researchers developed a counterfactual travel score for each Míocar trip associated with a survey response using the survey responses. Researchers categorized the associated reservation for each post-reservation survey response as Increased Mobility Travel, Mode Shifted Travel, or Uncategorized Travel. Researchers defined these categories as follows:

- Increased Mobility Travel: A trip that would not have occurred at all in the absence of Míocar.
- Mode Shifted Travel: A trip that would have occurred using another mode in the absence of Míocar. This category includes two subcategories:
 - Avoided ICE Travel: A trip that would have occurred using an ICE vehicle in the absence of Míocar.
 - Avoided Non-ICE Travel: A trip that would have occurred using a mode other than an ICE vehicle in the absence of Míocar.
- Uncategorized Travel: A trip that may or may not have occurred in the absence of Míocar; a determination cannot be made due to lack of data.

To observe these travel types within the context of equity, researchers categorized survey respondents into income categories based on 2021 State Income Limits and as prescribed by the Department of Housing and Urban Development (HUD).

Figure 3 below shows the miles traveled by income category, as defined by 2021 State Income Limits, by the above travel types. This analysis shows that members in the lower-income groups account for most of the VMT associated with Increased Mobility Travel, or trips that would not have been taken in the absence of the service. In contrast, members in the higher-income groups account for most of the VMT associated with Mode Shifted Travel, or trips that would have still been taken but with other modes in the absence of the service.

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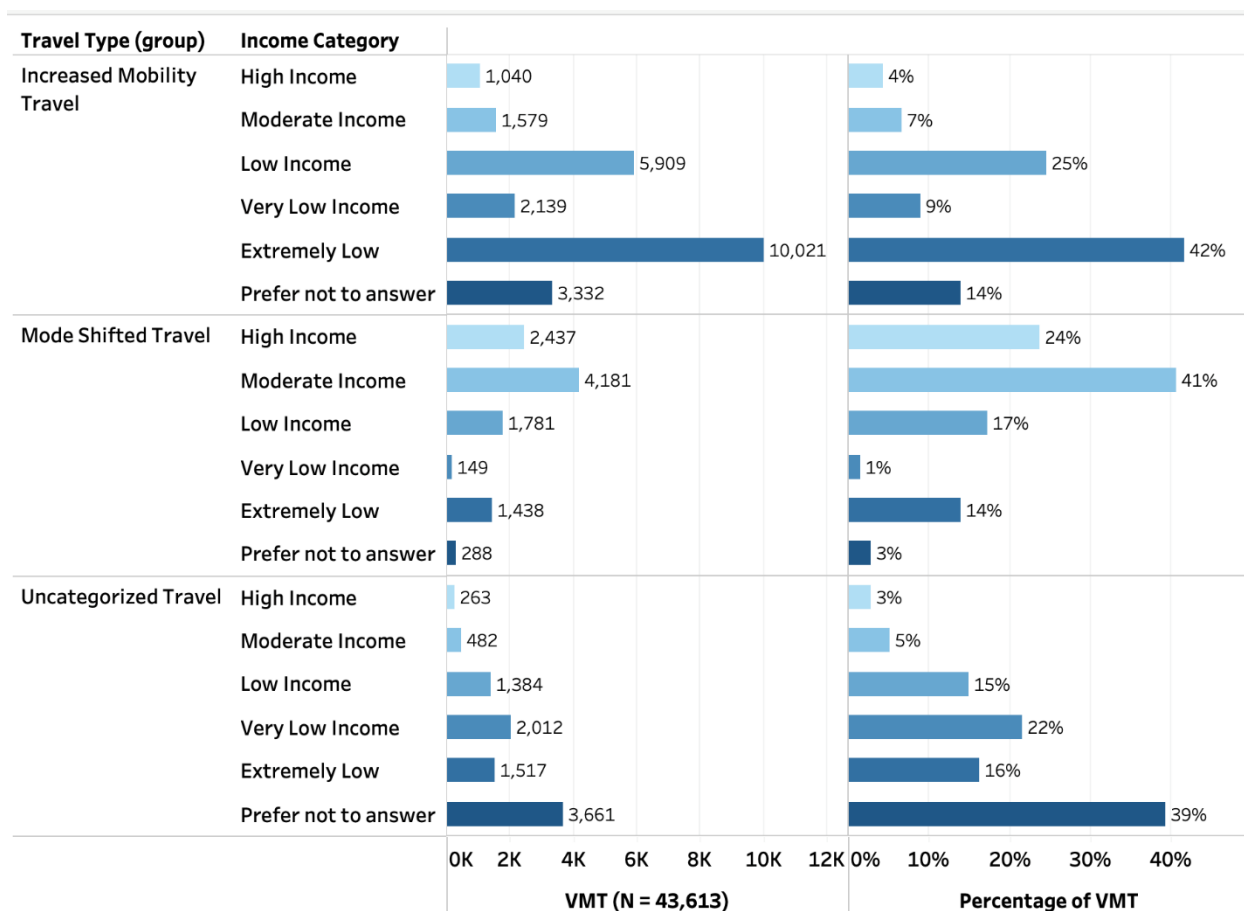


Figure 3. VMT Associated with Míocar Effects on Travel by Income Category

Overall, the Post-Reservation survey results suggest that most Míocar trips (63%) would not have been taken in the absence of the service. For the 20% of Míocar trips that would still have occurred in the absence of the service, respondents indicated that nearly all (98%) would have traveled by personal internal combustion engine (ICE) vehicles or other ICE vehicles.

After Surveys

Finally, researchers conducted a telephone survey (“After Surveys”) with 57 Míocar users in early 2022 to gather detailed information on household transportation needs and capabilities, and the role of Míocar as a transportation option for their households. The response rate, calculated as the ratio of people who completed the survey to the total number of users in the member list as of March 2022, is 39% (57/148).

When asked about the viability of other modes of transportation besides a personal vehicle, 35% of respondents to the After Survey stated that they would not be able to make any of their trips with transit. Most respondents (53%) reported that their household could make all of its trips with personal vehicles, but 49% of respondents also reported that they have less than one reliable vehicle per household adult. Additionally, about one-third of respondents from households that

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commute to work reported that they have less than one reliable vehicle per employed household resident.

Most respondents (65%) to the After Survey indicated that Míocar had caused their household to use its vehicles less, and no respondents indicated that it had led to increased personal vehicle use. Respondents in higher income categories were more likely to report that Míocar had decreased their household's personal vehicle use. Additionally, three respondents reported that they had shed a personal vehicle due to the availability of Míocar, and eight respondents had delayed the purchase of one or more vehicles due to the availability of Míocar.

Most respondents (65%) to the After Survey reported that Míocar had increased their household's total number of trips, with respondents in the lower income categories being more likely to report that Míocar had increased their total trips than respondents in the higher income categories. Users in the lower income categories may be more likely to use Míocar to travel to destinations that they would not have otherwise traveled to at all. Finally, 72% of respondents reported that they are now always able to travel to where they need to go, as compared to 26% when asked about the period before they joined Míocar.

Together, the Míocar member data and survey data suggest that Míocar is replacing ICE travel for higher-income households and providing improved mobility to lower-income households with fewer transportation alternatives. Additionally, the distances traveled during some reservations, and the counterfactual survey results, indicate that members use the service for inter-city and inter-county trips that cannot be accomplished by available transit service.

Member Testimonials

In addition to the information collected as part of the research evaluations, Míocar staff received frequent feedback from members, including testimonials regarding how the service had affected their transportation experience. Examples of member testimonials received for Míocar include:

- Example A: "I mostly use the service to go grocery shopping, doctors appointments or to go to Fresno. I use it almost every week. I like driving the Chevy Bolt because it's all electric and has a good range. It's a five seater which helps when I need to give my sister rides as well. The BMW is also nice for quick trips around town. Without Míocar I'd have to borrow my mom's car a lot more which isn't always possible because she is usually at work. I am very likely to recommend Míocar to anyone needing to rent low cost for a trip around town or even out of town."
- Example B: "I use the service almost every other day of the week. I use the service for Dr. Appointments, grocery shopping and trips to just even shop for clothes at Target. When I use the service I plan ahead to get all my trips done at once while heading into Bakersfield, since I live in Lamont. I even use the Míocar to take my daughter to her dance lessons in Bakersfield since the Míocar has air conditioning and it is very hot right now. I would not have been able to make my trips without Míocar, I currently do not have a car I share a care with my spouse and when he attends work I am left without a car."
- Example C: "It was a great privilege to be able to use the Míocar Chrysler Pacifica hybrid minivan over the weekend to take my wife, brother, niece, daughter and my daughter's two sisters to six flags hurricane harbor in Concord, CA. I don't even remember how I first

heard about the Míocar service, but ever since I joined it's been an invaluable service. I've used the service for many purposes including job interviews out of town, this family vacation, and a number of times just for fun around town."

Vamos

UC Davis researchers administered surveys to 91 enrolled users of the Vamos Mobility App ("Member Surveys") to collect member demographics, socioeconomic characteristics, and perspectives on the application and its effects on the transportation experience. Based on survey results, members tend to be between the ages of 25 and 44 years old (61% of respondents), have at least some college education (75% of respondents), and have roughly similar annual incomes and household sizes as the larger population of their surrounding counties. In contrast to the general population, 21% of user respondents reported that they do not have a personal vehicle compared to roughly 5% of the people in surrounding counties.

Most Member Survey respondents (74%) reported that they had not yet used Vamos or had used Vamos for less than one month. The survey asked these respondents whether they expected the application to affect their use of transit in the future (Figure 4). Most of these respondents expected to use transit more often due to the information and functionality provided by Vamos.

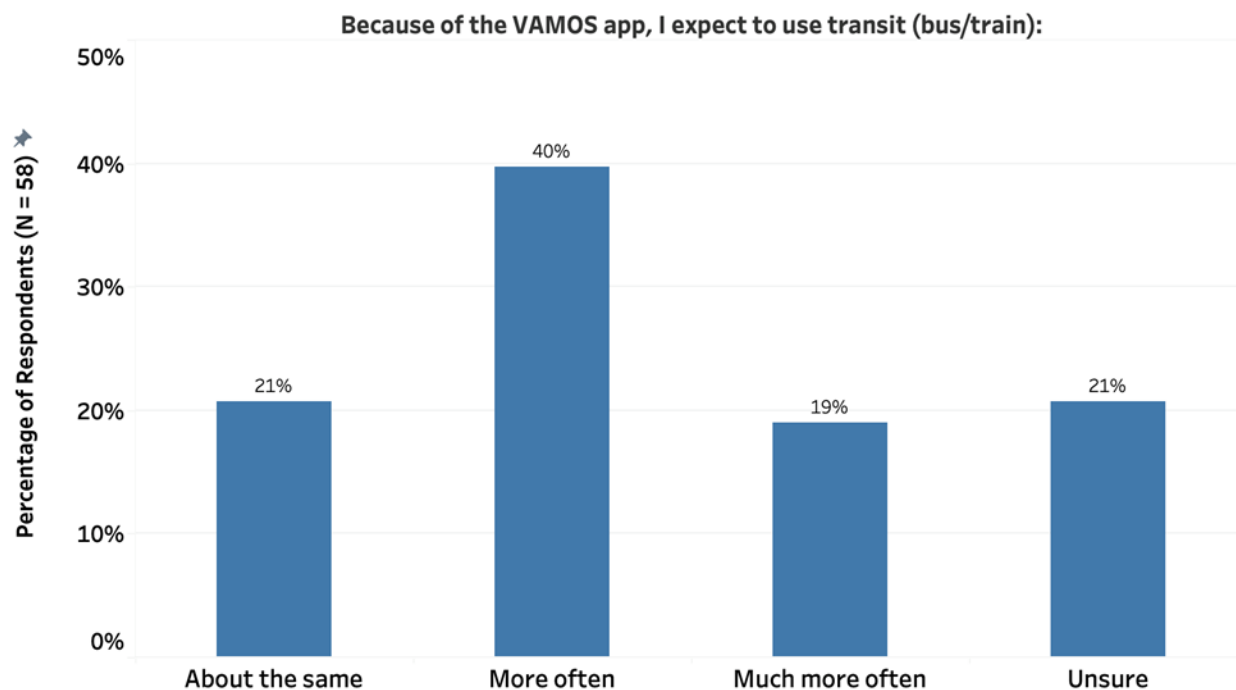


Figure 4. User Reported Expected Impacts of Vamos on Transit Use

Twelve Member Survey respondents indicated that they had used Vamos for more than one month, and the survey asked these respondents about the transportation benefits provided to them by Vamos during the study period. The results suggest that a primary benefit of Vamos is that it provides a more efficient method of payment for users who need to purchase transit tickets. The

data also suggest that Vamos has improved the user travel experience for a few users by providing the information or ability to travel to new transit destinations and/or by reducing transit travel times. However, the responses to these questions represent a limited sample size of eight to twelve respondents, and these results cannot be extrapolated to the user population.

Overall, the evaluation results suggest that Vamos users view the application as an effective transit fare payment tool and that contributes to an improved transportation experience. However, further data collection from long-term users may help determine the extent of Vamos' role in shifting modes or improving mobility access for its target populations. The number of long-term users may grow as a result of increased user engagement as the application recruits a more extensive user base or expands its service area.

VOGO

UC Davis researchers administered surveys to VOGO members upon their enrollment in the service ("Before Surveys"), as they used the service each month ("Monthly Trip Surveys"), and at the end of the study period ("After Surveys"). Based on the results of the After Survey, VOGO members represent an older age group on average than the overall regional population. Nearly two-thirds of respondents were 70 years of age or older (64%), and none of the VOGO survey respondents were less than 50 years of age. VOGO members reported substantially lower income levels than regional averages, with 90% of respondents stating that their household income was less than \$25,000 per year. A majority of VOGO members stated that they live alone (70% of respondents). The results suggest that VOGO members tend to be older, lower-income individuals who typically live alone or with one other person. Additionally, most respondents indicated that they have access to zero personal vehicles (20/25 respondents), and few riders who have a vehicle reported being comfortable driving them.

The Before Survey asked respondents whether they expected that VOGO would allow them to take more trips than they had previously. All but one Before Survey respondent (35 of 36) indicated that they did expect VOGO to enable them to take more trips. For comparison purposes, the After Survey administered in December 2021 asked respondents whether VOGO had allowed them to take more trips than they could before they joined the service. As shown in Table 6, approximately three-quarters of respondents (76%) confirmed that VOGO had allowed them to take more trips.

Table 6. Expected and realized increases in trips attributable to VOGO

Increases in Trips	Before Survey: Will VOGO allow your household to take more trips? (N = 36)	After Survey: Has VOGO allowed you to take more trips than you could before you joined the service? (N = 25)
<i>No</i>	3%	16%
<i>Unsure</i>	0%	8%
<i>Yes</i>	97%	76%
<i>Grand Total</i>	100%	100%

In both Before and After Surveys, researchers asked respondents who reported that their household would complete more trips because of VOGO what types of additional trips they expected to complete. As shown in Table 7, most of these respondents (80% and 79%, respectively) reported that they could take more medical trips because of VOGO. Additionally, many respondents to the After Survey stated that VOGO had allowed them to take more shopping trips (53%). Improving access to medical appointments and care is a primary objective of VOGO. One of its proposed use cases was to provide transportation to individuals who could not operate a personal vehicle due to a medical difficulty. Additionally, medical trips accounted for most or all trips during some portions of the study period due to operational limitations presented by COVID-19 health mandates.

Table 7. Expected increased trips vs. realized increased trips by trip purpose⁶

Trip Types	Before Survey: For these new trips that VOGO will allow you to make, where will you go? (N = 35)	After Survey: For these new trips that VOGO allowed you to make, where have you gone? (N = 19)
<i>Work</i>	6%	1%
<i>Medical</i>	80%	79%
<i>Shopping</i>	29%	53%
<i>Family/Personal</i>	20%	32%
<i>Social/Recreational</i>	31%	21%
<i>Other</i>	9%	1%

The Monthly Trip Survey asked respondents to consider all of their trips with VOGO during the past month, and whether they still would have made these trips if VOGO were not available during that month. This provided insight into members' counterfactual travel decisions in the hypothetical absence of VOGO. As shown in Figure 2, respondents most commonly reported that they would not have made any of these trips in the absence of the VOGO service (58% of responses and 62% of members throughout the study period). Members who indicated that they would have made trips in the absence of VOGO predominantly reported that they would have ridden in a friend or family member's car to make these trips if VOGO were not available.

⁶ Respondents were able to select multiple responses to these questions. The percentages shown are percentages of responses rather than percentages of respondents. The sum of percentages therefore exceeds 100%.

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If the VOGO service was not available during this past month, are there any other forms of transportation that you would have used for the trips that you needed to make?

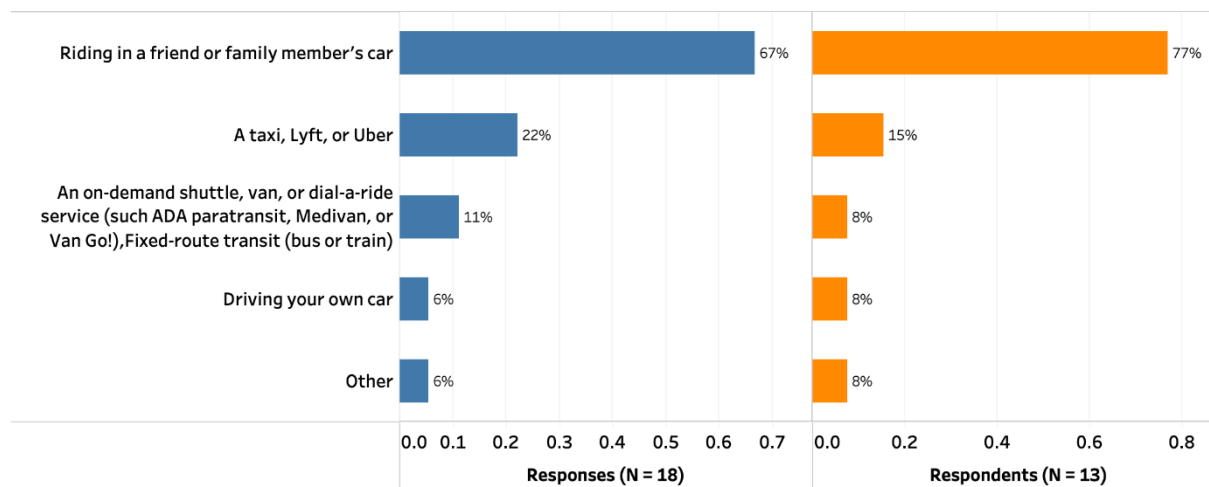


Figure 5. Counterfactual Travel Decisions in the Absence of VOGO (Monthly Trip Survey)

Nearly all respondents to the Monthly Trip Survey indicated that VOGO had provided benefits including allowing travel to more destinations, saving money on transportation costs, and making it easier to travel during the study period. No respondents strongly disagreed that VOGO had provided these benefits to them. These results suggest that VOGO improves members' access to more destinations, saves them money, and makes it easier to travel.

Overall, the evaluation demonstrates the functionality of VOGO and its role in filling transportation gaps for its target populations, and suggests that VOGO provides a valuable transportation alternative to access essential destinations that riders may have difficulty accessing by other modes.

Challenges and Lessons Learned

The section below details the challenges encountered by the vendors to start and operate the pilot projects, what was done to overcome the challenges, and the lessons subsequently learned that may assist future pilot programs with similar scopes and funding sources.

Delays in Payment. Reimbursement payment from the Grantor has taken up to 9 months. This delay has caused additional staff time to manage invoices and vendors that have not been paid and has put an enormous strain on the partners. Vendors have threatened legal action and the overall morale of the team has been negatively affected. In general, outstanding funds averaged \$190,000. This is an unsustainable model for vendors and subcontractors and brings to question the equitability of reimbursement contracts for community-based organizations, small businesses and non-profits. The lesson learned was that applicants should be aware of the challenges in provided payment before they are reimbursed and assuring that they have sufficient funds to cover costs or a plan to secure loans or funding to do so.

Gap in Funding. The grantee began to pursue additional funding in fall of 2019 through CARB Expansion Funds FY 2019/20 to allow for work to continue out for an additional year. The original grant FY 2016/17 was set to expire on March 31, 2020, and the hope was that the new funding would extend the project work from March 31, 2020 to March 31, 2021 with no gaps in funding. Unfortunately, the Expansion Funds process was lengthy, and funding was not available to the grantee until December 10, 2021, a full nine months past the original anticipated grant end date. Many of the vendors had run out of funds, but they kept working on the projects in good faith. Their time and expenditures were not considered reimbursable in the Expansion Grant as that work had occurred before the Expansion Grant was executed. This was a large financial strain on the grantee and vendors and although their time was captured in the cash match for the original grant, the lesson learned was that anticipated funding may not come in a timely and sequential manner and expectations should be set that there may be long periods of financial hardship.

Local Organization Implementation. The local stakeholders who supported and helped to organize the pilot projects, including Metropolitan Planning Organizations (MPOs) and local governments, wanted to test new technology solutions and shared-used business models with the significant involvement of trusted local organizations. Stakeholders expressed that in their experience in the Valley, new programs like the ones to be piloted in this project often failed without significant local involvement in their design and implementation. On the other hand, local-level organizations often have restricted resources, a host of competing demands, and limited technical expertise in the highly specialized areas of technology and shared mobility. As a result, outside expertise from Mobility Development Partners, the Volunteer Transportation Center, and UC Davis was required to educate, manage implementation, and/or train staff at CalVans and Self-Help Enterprises for Míocar, MOVE for VOGO, and San Joaquin and Stanislaus MPOs and transit agencies for Vamos. Also, local organizations had to hire new staff, which takes time. Initially, these activities may have been more costly, but in the end, our partners believed that this produced services that addressed unmet community needs, were trusted by the community, and had the best chance of long-term sustainability.

MOVE has experience with very small-scale volunteer transportation projects. The volunteer ride-hailing program implemented in the VOGO pilot is larger in scale, and it is also completely

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different from the previous models they have implemented. When the project started, MOVE had just transitioned its organization to a new non-profit. The project required two new staff people who were not hired until the spring of 2019 because of the demands of this transition. The decision was made to outsource the operations to the Volunteer Transportation Center for the first year to speed implementation and allow MOVE to focus on local volunteer driver recruitment and enrollment. The goal was to equip MOVE to carry out high volume transportation. By the end of the pilot, they continued to utilize VTC. MOVE is currently pursuing additional funding to continue the VOGO operations.

Fleet Insurance Requirements. For CalVans, the requirements for managing a fleet for carsharing was very different from managing a fleet for vanpooling. For example, the ability to acquire proper insurance was very challenging as only a few carriers in the country are available for this service, and the cost of obtaining car insurance to meet contracting requirements was substantial. It is very expensive to bind insurance for a carsharing fleet under a vanpool entity with a Symbol 1 requirement, as that requires their entire fleet to be considered. Insurance quotes obtained by CalVans for beyond March 2020 were \$250,000/year for the 27 vehicle fleet, or over \$9,000/vehicle per year. This is significantly higher than the estimate originally used for the grant and in CalVans' first year contract of \$50,000 annually for insurance. Ultimately, with the transition of the fleet to San Joaquin Valley Community Shared Mobility Inc., the fleet insurance was procured at \$81,080/year. There were also delays in receiving registration cards from the DMV and proof of insurance from CalVans' insurance broker that had postponed some vehicles from being put into service. The lesson learned was that carsharing insurance was higher than expected and should be included in the budgets of new projects.

Fleet Management. CalVans experienced a leadership transition during the original launch period of Míocar. During and after this transition, our indication of projected costs to support the Míocar program and CalVans' interest in doing so has varied widely, and this resulted in significant additional time spent by other project partners to adjust to these changing conditions. The maintenance and emergency service requirements for the carsharing fleet did not appear to be compatible with CalVans vanpooling systems, and thus an additional local Míocar staff member was brought on to assume these services. On February 28, 2020, CalVans advised the project partners that as of March 31, 2020, CalVans would no longer be part of the project team because of the costs associated with the insurance requirements. They agreed to continue paying the leases and insurance for the vehicles to assist in transition, although the vehicles have been non-operational since the cease of operations due to COVID-19 on March 24, 2020.

Most of the vehicles purchased for Míocar were used and driven for less than 30,000 miles to save money on the capital cost of the service. However, we found that if the vehicles came in from out of state, registration and delivery times were long. As Míocar expands in the near future, staff plan to buy new vehicles in bulk to obtain a lower cost.

The partners were already working on developing the eventual long-term home of Míocar and had filed for Articles of Incorporation for the new non-profit 501 (c)(3), San Joaquin Valley Community Shared Mobility Inc. (SJVCSM) in early December 2019. SJVCSM worked to procure the vehicle fleet leases from Merchants Leasing (the leaseholder of the vehicles through CalVans) and did so on May 1, 2020. SJCSM also obtained appropriate insurance on July 1, 2020. On July 10, 2020, SJVCSM took possession of the Míocar fleet, and was able to relaunch a portion of the Míocar fleet on July 28, 2020, with COVID-19 protocol in place.

Fleet Deferred Maintenance. During the time CalVans stored the fleet (March 24 to July 10), no repairs or maintenance was done to the vehicles. After taking possession of the Míocar fleet, many of the vehicles required deferred maintenance and repairs. A summary log of maintenance activities appears in Table 18.

Three Fleet Recalls. In mid-August 2020, Chrysler issued a recall on the Chrysler Pacifica Hybrid. Míocar has three Pacificas in the fleet and all three were subject to the recall. Míocar staff took the Pacificas to the dealerships to fix the 12-volt battery connection that could potentially cause a fire. Dealership delays in receiving appropriate parts and scheduling delays grounded the Pacificas until late September 2020.

On November 13, 2020, Chevrolet announced the first recall on the Bolt and Míocar immediately grounded all of its Bolts (17 vehicles) due to the recall. The Míocar staff worked diligently with the dealership to have all Bolts back in service by December 1st, 2020.

In July 2021 General Motors (GM) released a statement indicating that all 2017-2019 Chevrolet Bolts were under recall due to battery issues. This reduced the fleet to the remaining 8 non-recalled vehicles. This recall expanded to all Bolts (2017-2022) in August 2021. This recall was soon determined to require the replacement of the all lithium-ion battery packs in every BEV manufactured by the automaker (nearly 150,000 vehicles). The scale of this recall has been unprecedented, and GM was repeatedly unable to meet self-imposed deadlines for the manufacturing and replacement of these battery packs. This had two major impacts on the service:

1. Based on GM's timetables and rapidly evolving guidance from GM and NHTSA, Míocar chose to ground these Bolts (two-thirds of the fleet) pending battery replacement. This resulted in a downsizing of the fleet for a period of six months.
2. This third recall led GM to begin complying with California's "Lemon Law," meaning that the company was required to offer just compensation for these vehicles. An initial "buy-back" offer of approximately \$24,000 (made in September 2021) per vehicle was reneged on by GM several months later (late January 2022), and replaced with an offer of approximately \$14,000 per vehicle. This, of course, led Míocar to reject the buyback offer, instead redeploying these vehicles as a part of the City of Richmond's community carshare project with funds from CEC as a part of the Contra Costa Charge Up project.

The lesson learned from the recalls was to diversify the fleet with different vehicle makes.

Survey Data. UC Davis researchers and Míocar staff coordinated to recruit survey participants and collect Míocar survey data. During the initial Míocar ramp-up period through late 2019, survey outreach was limited due to the finalization of survey instruments and limitations in Míocar staff availability to send out survey invitations. In order to improve the survey response, researchers coordinated with Míocar staff to send out survey reminders and communicate to new members that they would be invited to complete surveys as part of their Míocar membership. We worked with Míocar staff to improve timing of implementation (24 hours after trip was made rather than sending out one survey at the same time each week) and providing 3 reminder messages. Also, the General Manager of Míocar, a known Míocar staff member among users, sent out the emails. Once this staff member gained a better understanding of the process and utility of the surveys, she was better able to introduce the surveys during client orientations. By early 2020, Míocar staff were regularly sending out invitations for the initial Míocar member survey and the post-reservation survey that collected trip (i.e. reason for trip, number of participants, number of passengers, etc.).

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A lesson learned from this experience is that it is useful to establish a reliable process for survey administration, including reserving sufficient resources for survey outreach, prior to the launch of a mobility pilot. However, as with any pilot evaluation that involves coordination among several organizations, some level of staff acclimation to data collection processes and potential adjustments to improve the efficiency and reliability of data collection is expected.

Vamos App. Concerns were raised by transit agencies due to the limited knowledge of how Vamos and other transit applications work. Project partners had ongoing discussions regarding the branding of Vamos within the context of other available trip planning and transit applications, and made efforts to clearly communicate the role and particular features of Vamos to prospective users. Extensive work by UC Davis and Vamos vendors was required to educate and customize the program to the needs of the agencies involved. We learned that we needed to educate through various media including a video showing what a fully developed Vamos platform would look like. These efforts have taken considerable time and effort, and resources for these activities should be included in project plans and budgets for similar pilots in the future.

Outreach and Events

Throughout the project, Míocar staff continuously made themselves available at the request of partners such as Self Help Enterprises (SHE), Tulare Council of Governments, City of Arvin, City of Dinuba to present the details of the program and to provide demonstrations of the vehicles and application to residents. Through this process, Míocar was able to establish positive working relationships with Míocar members. When responding to an in-depth retrospective survey about their experience with Míocar, more than 80% of respondents reported that they were very satisfied with the overall service and several of these members provided open-ended commentary complimenting the high level of customer service provided by Míocar staff. Before the pandemic, SHE and Míocar had been planning a large gathering in Delano for the Kern and Tulare Míocar advisory committees as well as a member appreciation event. This was a culmination event to reflect the membership milestones and significant number of trips taken as of January 2020 (about 8 months of deployment). This event as well as many of the in-person campaigns were postponed due to the COVID restrictions that went into effect.

Since then, Míocar outreach and marketing has relied on social media-based marketing due to the restrictions and safety measures in place because of the pandemic. The campaign continues demographic and other market targeting and paid boosts to reach desired prospective members. Míocar regularly sends correspondence and Newsletters to its membership base. Míocar has been working regularly with Fresno State Office of Community and Economic Development on social media posts, updates to the brochure and various website updates.

With the many vehicle recalls occurring mid-COVID and reducing the fleet size, Míocar took a deliberate strategy of not pursuing publicity for the program, given that a downsized vehicle fleet would not be well positioned to address the scale of demand that occurred during the project launch period in mid-2020. As the program works through the Bolt recalls and approaches the launch of new service in Richmond and Stockton, Spring and Summer 2022 offer a key opportunity to reboot this outreach.

VOGO outreach has centered on the recruitment of volunteers and training riders on how to use the VAMOS app to reserve VOGO. All outreach had been word of mouth, digital or by referrals. Now outreach is beginning to occur in person. MOVE staff has also worked on updating its website to include VOGO and the link to VAMOS website. VOGO volunteer recruitment was the most important marketing priority for MOVE staff, as VOGO sought to prepare to be at a level of service commensurate with the demand of VAMOS users and respond to the COVID-19 pandemic challenges.

The Office of Community and Economic Development at Fresno State (OCED) produced “media kits” for Míocar, VOGO and VAMOS for all project partners to use in marketing and outreach for the respective programs. These media kits are hosted by Fresno State OCED on their shared “Box” account which allows easy access to over 20 outreach partners including COGs, Community Based Organizations, Consolidated Transportation Services Agencies and vendors. These media kits are compilations of CARB approved collateral and templates that partners can easily locate and download for requisite outreach purpose/activities and continue to be used. Examples of marketing and outreach materials for the pilot projects can be found in Appendix B.

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Table 8. Marketing and Outreach Material Timeline

Materials Developed		
Description of Material Developed	Date Developed	Approved by CARB*
Vamos Brochure (English)	July 2019	7/29/2019
Vamos Brochure (Spanish)	July 2019	7/29/2019
Míocar Poster	August 2019	September 2019
Míocar Brochure	August 2019	8/9/2019
Míocar Brochure	August 2020	August 2020
VOGO Rack Cards	November 2019	November 2019
VOGO Business Cards	November 2019	November 2019
VOGO Tear Off Sheet	November 2019	November 2019
*Air District to confirm if materials were approved by CARB.		

Project Funding, Partnerships and Accounting Reports

The following section includes tables that show the grant funding which was comprised of the original grant FY16/17 and the expansion grant FY 19/20. These tables show total funding by sources, expenditures by milestone and contractor and in-kind commitments made and received.

Table 9 shows the Grant Partner total contracts and the cash match commitments for each grant allocation. Tulare Council of Governments, Kern Council of Governments, San Joaquin Council of Governments, Stanislaus Council of Governments, University of California at Davis, City of Escalon and Sigala Inc. (through the Charge Up Rebates for the electric chargers) all supported the Ecosystem project through cash match.

Table 9. Project Funding Summary

ORIGINAL GRANT FY2016-17				
GRANT PARTNER	GRANT	CASH MATCH	CONTRACT TOTAL	CASH MATCH PARTNER
Valley Air	\$ 100,000.00		\$ 100,000.00	
Sigala (Admin)	\$ 125,000.00		\$ 125,000.00	
Sigala (Project)	\$ 158,583.88		\$ 158,583.88	
MDP (GO)	\$ 101,590.00		\$ 101,590.00	
MDP (FLEX)	\$ 77,800.00		\$ 77,800.00	
Driver Reimbursements	\$ 17,428.02		\$ 17,428.02	
SUMC	\$ 79,160.52		\$ 79,160.52	
UC Davis	\$ 370,000.00	\$ 50,000.00	\$ 420,000.00	UC Davis
SHE	\$ 111,000.00	\$ 9,000.00	\$ 120,000.00	Kern Council of Governments
MOVE	\$ 44,000.00	\$ 56,000.00	\$ 100,000.00	StanCOG
OCED	\$ 11,800.60		\$ 11,800.60	
EV Connect	\$ 184,733.57		\$ 184,733.57	
Performance Electric	\$ 170,000.00		\$ 170,000.00	
EV Striping	\$ 2,999.93		\$ 2,999.93	
MDO	\$ 162,189.98	\$ 53,822.00	\$ 216,011.98	\$20,000 TCAG; \$33,822 in rebates charge up (Sigala Inc)
Calvans Vehicle Expenses	\$ 450,568.50	\$ 148,178.00	\$ 598,746.50	\$80,000 TCAG; \$68,178 in rebates charge up (Sigala Inc)
DemandTrans	\$ 59,109.58	\$ 61,000.00	\$ 120,109.58	\$5000 City of Escalon & SJCOG \$56000
Legal	\$ 15,759.50		\$ 15,759.50	
Javi (Spanish Translator)	\$ 185.50		\$ 185.50	
Discover Fresno	\$ 3,000.00		\$ 3,000.00	
Trillium	\$ 5,000.00		\$ 5,000.00	
Shipping Expenses	\$ 90.42		\$ 90.42	
Total	\$ 2,250,000.00	\$ 378,000.00	\$ 2,628,000.00	

Table 10 and Table 11 below show the expenditures for the Original Grant Funds (FY2016-17) and the expenditures for the Expansion Grant Funds (FY2019-20) by Milestone and Contractor to Disbursement D31, which was the latest disbursement submitted for payment on August 24, 2022. Two remaining disbursements are anticipated to be sent within the next few months.

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Table 10. Original Grant Fund Expenditures (FY 2016-17)

ORIGINAL GRANT FY2016-2017 (ao 9/8/22)					
Milestone #	Total Disbursement	Contractor	Budget	Billed to Date	Remaining
1	\$ -				
2	\$ 100,950.00	SUMC	\$ 40,000.00	\$ 40,000.00	\$ -
		MDP (GO)	\$ 21,050.00	\$ 21,050.00	\$ -
		UC Davis	\$ 39,900.00	\$ 39,900.00	\$ -
			<u>\$ 100,950.00</u>	<u>\$ 100,950.00</u>	<u>\$ -</u>
			\$ -	\$ -	\$ -
3	\$ 489,408.00	Sigala (Project)	\$ 113,400.00	\$ 113,400.00	\$ -
		EV Connect	\$ 184,733.57	\$ 184,733.57	\$ -
		Performance Electric	\$ 170,000.00	\$ 170,000.00	\$ -
		Legal	\$ 15,759.50	\$ 15,759.50	\$ -
		MDO	\$ 2,515.00	\$ 2,515.00	\$ -
		EV Striping	\$ 2,999.93	\$ -	\$ 2,999.93
			<u>\$ 489,408.00</u>	<u>\$ 486,408.07</u>	<u>\$ 2,999.93</u>
			\$ -	\$ -	\$ -
4	\$ 571,037.00	MDO	\$ 84,862.00	\$ 84,861.00	\$ 1.00
		CalVans	\$ 450,568.50	\$ 449,109.87	\$ 1,458.63
		UC Davis	\$ 7,235.50	\$ 7,235.50	\$ -
		MDP (GO)	\$ 28,371.00	\$ 28,371.00	\$ -
			<u>\$ 571,037.00</u>	<u>\$ 569,577.37</u>	<u>\$ 1,459.63</u>
			\$ -	\$ -	\$ -
5	\$ 120,050.00	SUMC	\$ 29,090.00	\$ 29,090.00	\$ -
		MDP (FLEX)	\$ 50,050.00	\$ 50,050.00	\$ -
		DemandTrans	\$ 39,000.00	\$ 39,000.00	\$ -
		Sigala (Project)	\$ 1,910.00	\$ 1,910.00	\$ -
			<u>\$ 120,050.00</u>	<u>\$ 120,050.00</u>	<u>\$ -</u>
			\$ -	\$ -	\$ -
6	\$ 17,480.00	MDP (GO)	\$ 10,830.00	\$ 10,805.00	\$ 25.00
		SUMC	\$ 4,890.00	\$ 4,890.00	\$ -
		DemandTrans	\$ 1,760.00	\$ 1,760.00	\$ -
			<u>\$ 17,480.00</u>	<u>\$ 17,455.00</u>	<u>\$ 25.00</u>
			\$ -	\$ -	\$ -
7	\$ -				
8	\$ 299,570.00	SUMC	\$ 4,245.52	\$ 4,170.21	\$ 75.31
		MDP (GO)	\$ 27,581.50	\$ 27,606.67	\$ (25.17)
		Sigala (Project)	\$ 35,684.48	\$ 35,671.25	\$ 13.23
		UC Davis	\$ 61,910.00	\$ 61,910.00	\$ -
		MOVE	\$ 44,000.00	\$ 44,000.00	\$ 0.00
		MDO	\$ 57,530.48	\$ 57,530.48	\$ -
		MDP (FLEX)	\$ 27,750.00	\$ 27,531.67	\$ 218.33
		DemandTrans	\$ 18,349.58	\$ 18,349.58	\$ -
		Trillium	\$ 5,000.00	\$ 5,000.00	\$ -
		Shipping Expenses	\$ 90.42	\$ 90.42	\$ -
		Driver Reimbursements	\$ 17,428.02	\$ 17,427.59	\$ 0.43
			<u>\$ 299,570.00</u>	<u>\$ 299,287.87</u>	<u>\$ 282.13</u>
			\$ -	\$ -	\$ -
9	\$ 42,300.00	SHE	\$ 42,300.00	\$ 42,300.00	\$ -
			<u>\$ 42,300.00</u>	<u>\$ 42,300.00</u>	<u>\$ -</u>
			\$ -	\$ -	\$ -
10	\$ 148,805.00	OCED	\$ 11,800.60	\$ 7,590.15	\$ 4,210.45
		SHE	\$ 68,700.00	\$ 68,700.00	\$ -
		MDP (GO)	\$ 13,757.50	\$ 13,757.50	\$ -
		Sigala (Project)	\$ 7,589.40	\$ 7,571.38	\$ 18.02
		UC Davis	\$ 25,910.00	\$ 25,910.00	\$ -
		MDO	\$ 17,282.50	\$ 17,282.50	\$ -
		Discover Fresno	\$ 3,000.00	\$ 3,000.00	\$ -
		SUMC	\$ 765.00	\$ 765.00	\$ -
			<u>\$ 148,805.00</u>	<u>\$ 144,576.53</u>	<u>\$ 4,228.47</u>
			\$ -	\$ -	\$ -
11	\$ 235,400.00	UC Davis	\$ 235,044.50	\$ 231,793.03	\$ 3,251.47
		Javi (Spanish Translator)	\$ 185.50	\$ 185.50	\$ -
		SUMC	\$ 170.00	\$ 170.00	\$ -
			<u>\$ 235,400.00</u>	<u>\$ 232,148.53</u>	<u>\$ 3,251.47</u>
			\$ -	\$ -	\$ -
12	\$ 225,000.00	Sigala (Admin)	\$ 125,000.00	\$ 124,994.56	\$ 5.44
		Valley Air	\$ 100,000.00	not tracking	not tracking
			<u>\$ 225,000.00</u>	<u>\$ 224,994.56</u>	<u>\$ 5.44</u>
			\$ -	\$ -	\$ -
13	\$ -	Sigala (Admin)	\$ -	\$ -	\$ -
			<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
			\$ -	\$ -	\$ -
Total	\$ 2,250,000.00		\$ 2,250,000.00	\$ 2,137,747.92	\$ 12,252.08

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Table 11. Expansion Grant Fund Expenditures (FY 2019-20)

EXPANSION GRANT FY 2019/2020 (ao 9/8/22)					
Milestone #	Total Disbursement	Contractor	Budget	Billed to Date	Remaining
8	\$ 689,768.00	Sigala (Project)	\$ 56,250.00	\$ 56,250.00	\$ -
		SJVCSM Miocar	\$ 268,100.00	\$ 275,305.20	\$ (7,205.20)
		MDP (GO)	\$ 30,000.00	\$ 30,000.00	\$ -
		MDP (FLEX)	\$ 52,500.00	\$ 53,937.89	\$ (1,437.89)
		MOVE	\$ 22,600.00	\$ 22,600.00	\$ -
		MDO	\$ 94,000.00	\$ 94,000.00	\$ -
		DemandTrans	\$ 108,318.00	\$ 108,318.00	\$ -
		UC Davis	\$ 20,000.00	\$ 20,000.00	\$ -
		Driver Reimbursements	\$ 38,000.00	\$ 27,229.29	\$ 10,770.71
			\$ 689,768.00	\$ 687,640.38	\$ 2,127.62
9				\$ -	
		\$ -	\$ -	\$ -	
10	\$ 30,000.00	SJVCSM Miocar	\$ 30,000.00	\$ 25,559.00	\$ 4,441.00
			\$ 30,000.00	\$ 25,559.00	\$ 4,441.00
11	\$ 20,000.00	UC Davis	\$ 20,000.00	\$ 16,438.29	\$ 3,561.71
			\$ 20,000.00	\$ 16,438.29	\$ 3,561.71
12	\$ 104,232.00	Sigala (Admin) Valley Air	\$ 30,000.00	\$ 30,000.00	\$ -
			\$ 74,232.00		
			\$ 104,232.00	\$ 104,232.00	\$ -
13	\$ 25,000.00	Sigala (Admin)	\$ 25,000.00	\$ -	\$ 25,000.00
			\$ 25,000.00	\$ -	\$ 25,000.00
Total	\$ 869,000.00		\$ 869,000.00	\$ 833,869.67	\$ 35,130.33

Table 12 and Table 13 track the in-kind commitments and total in-kind reported to date for both the Original Grant FY 2016-17 and the Expansion Grant FY 2019-20. It should be noted that originally the total in-kind commitment as \$1,180,426 but was reduced to the \$715,826 in Amendment #1. This was due to an original commitment of Kern Regional Transit to provide complementary transportation in compliance with ADA and Title VI, trip reservation assistance, and data collection with a value of \$800,000.

Unfortunately, Kern Transit was not able to fulfill their original commitment nor were they able to completely fulfill their revised commitment of \$327,600. Kern Transit has been working diligently and below is an explanation of what issues they encountered and the work that they have done.

National Express was no longer able to provide Ecolane Software for free. In July 2021, Kern Transit entered into a 5 year agreement with Ecolane. This is a \$255,000 expenditure that includes a reservation module that can be used by riders to book their own rides. It has not been launched for a few reasons:

1. Kern Transit realized that many of their riders were not proficient in using their mobile devices. Kern Transit therefore had to start planning for outreach and education.

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2. However, COVID-19 hit and they moved on to implementing service reductions and COVID-19 protocols.
3. Another factor affecting the use of the app is that many of Kern Transit rider's phones have limited data and bandwidth. This makes the process very slow or not possible. They would still have the option to call our dispatch office to set up the reservation.

Kern Transit also felt that creating a call center would be better to have staff trained to handle only customer service or reservations only. Their current building did not have the capacity for this. Kern Transit purchased an office trailer (\$63,858.63) to allow for Kern Transit to move out the Safety Department and into the new trailer. The space left unoccupied in the Safety Department would then be used for the call center. Again, COVID-19 caused delays and the trailer was not delivered until March 2021. They then waited for the electricity to be set up on the trailer. The contractor awarded the contract has just completed the work on 2/18/2022 (\$24,297).

We have asked for back up for the aforementioned work in order to count it as In-Kind but have not received documentation to date.

The vendors contracted in the projects have all fulfilled and many have greatly exceeded their in kind commitment. This was due to the fact that much of the team had exhausted the original grant funds by March 2020 yet continued to work until the Expansion Grant funds were approved in December 2020 see Challenges and Lessons Learned section of this report.

Sigala Inc. has been in contact with all of the agencies that had committed in kind funds but have not met their commitments. Most will not be able to do so and cite that COVID-19 impacted their ability to provide outreach and support for projects.

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Table 12. Original Grant In-Kind Contributions (FY2016-17)

Original Grant FY 2016-17			
Total In-Kind Staffing Contributions for the Ecosystem of Shared Mobility Services in the San Joaquin Valley Project "Valley GO" & "Valley FLEX"			
Reporting Period	July 2018 through March 2022		
Organization	Total Reported to Date	Remaining Balance	Total In-Kind Budget
San Joaquin Valley Air Pollution Control District	\$ 230,695.78	\$ (204,037.78)	\$ 8,100.00
Mobility Development Partners	\$ 45,509.56	\$ (3,509.56)	\$ 42,000.00
Self-Help Enterprises	\$ 62,286.83	\$ (103.83)	\$ 62,183.00
Sigala Inc	\$ 100,225.00	\$ (69,725.00)	\$ 30,500.00
MOVE Stanislaus	\$ 32,148.08	\$ (3,938.08)	\$ 28,210.00
Office of Community and Economic Development	\$ 2,847.40	\$ (347.40)	\$ 2,500.00
San Joaquin Council of Governments	\$ 33,756.02	\$ 1,243.98	\$ 35,000.00
Stanislaus Council of Governments	\$ 50,000.00	\$ (0.00)	\$ 50,000.00
Tulare County Association of Governments	\$ 12,680.50	\$ 2,319.50	\$ 15,000.00
Kern Council of Governments	\$ 73,280.02	\$ (27,280.02)	\$ 46,000.00
San Joaquin Regional Transit District	\$ -	\$ 20,000.00	\$ 20,000.00
City of Escalon	\$ 987.50	\$ 4,012.50	\$ 5,000.00
Stanislaus County Regional Transit	\$ 4,190.40	\$ 11,742.60	\$ 15,933.00
Tulare County Resource Management Agency	\$ -	\$ 20,000.00	\$ 20,000.00
Kern Regional Transit	\$ 30,052.00	\$ 297,548.00	\$ 327,600.00
DemandTrans	\$ 7,800.00	\$ -	\$ 7,800.00
Total	\$ 686,459.08	\$ 29,366.92	\$ 715,826.00

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Table 13. Expansion Grant In-Kind Contributions (FY 2019-20)

Expansion Grant FY 2019-20			
Total In-Kind Staffing Contributions for the			
Ecosystem of Shared Mobility Services in the San Joaquin Valley Project			
"Valley GO" & "Valley FLEX"			

Reporting Period	December 2020 through March 2022
------------------	----------------------------------

Organization	Total Reported to Date	Remaining Balance	Total In-Kind Budget
San Joaquin Valley Air Pollution Control District	\$ 18,558.00	\$ -	\$ 18,558.00
Mobility Development Operations	\$ 31,038.00	\$ (4,038.00)	\$ 27,000.00
Miocar Fleet Expenses	\$ -	\$ 115,800.00	\$ 115,800.00
Miocar Vehicle Telematics	\$ -	\$ 43,200.00	\$ 43,200.00
Miocar Operations (DOE Funding)	\$ -	\$ 12,700.00	\$ 12,700.00
Total	\$ 49,596.00	\$ 167,662.00	\$ 217,258.00

The table below details some average costs incurred by the project that may be relevant for future pilot programs. These are only approximate costs and it should be noted that many of these costs would be much higher in today's market.

Table 14. Average Costs Incurred for Key Project Activities⁷

AVERAGE ESTIMATED COSTS		
	Approximate Cost	Notes
Miocar		
Monthly cost to lease a new Chevy Bolt (2023). Assumes 48-month financing term	\$ 800.00	New vehicle supply is constrained. High markup
Monthly cost to lease a used Chevy Bolt (2020). Assuming 48-month financing term	\$ 675.00	Used vehicle prices have increased from 2020
Cost of depreciation at current fleet size and age (equivalent of used 2020 Bolt)	\$ 375.00	Average fleet vehicle: 4 years old, 40k miles
Cost of maintenance at current fleet size and age (per car)	\$ 125.00	Economies of scale are TBD. Best to assume constant.
Average monthly cost of insurance per vehicle Miocar (non-profit)	\$ 285.00	
Monthly cost for staffing for Miocar (per vehicle @ 27 vehicles) - July 2022	\$ 400.00	Assumes Ecosystem-scale alone - \$10,800/mo total
Monthly cost for other Miocar expenses (software/telematics/call center/office)	\$ 175.00	Economies of scale are TBD. Best to assume constant.
Infrastructure cost for one (1) dual port on private property (2019)	\$ 25,000.00	Prices have increased significantly from 2019
Infrastructure cost for two (1) dual port on private property (2019)	\$ 39,000.00	Prices have increased significantly from 2019
Evaluations		
Average Cost to conduct pilot evaluation	\$100,00-200,000	Per Pilot
VOGO		
Monthly cost for staffing/operating VOGO (MOVE only)	\$ 3,500.00	Based off Jan & Feb 2020 (pre-COVID-19)

⁷ Funds allocated to evaluation activities for the Ecosystem project were used towards developing a research design, developing and administering participant surveys, coordinating with pilot administrators to organize and collect service usage data, collecting and analyzing relevant literature to provide context for research findings, and analyzing all collected data sets (e.g. tabulating survey results, linking and analyzing survey data with usage data, and conducting statistical analysis of findings). Program evaluation costs can vary widely depending on the evaluation activities conducted, the organization or individuals conducting the work, and the characteristics of the program being evaluated. Based on the experience evaluating the pilot programs within the Ecosystem of Shared Mobility project, UC Davis researchers expect that the approximate cost to evaluate similar mobility pilot programs may range from five to ten percent of the total program implementation cost. Variability in the complexity of the pilot, availability of data, and level of rigor associated with the evaluation may significantly affect the cost of the evaluation relative to the implementation cost. Additionally, evaluation costs for a given program type can potentially decrease over time through the development and adoption of best practices that can be replicated or modified for future iterations or expansions of a program.

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Expenditure Reports

The numbers in both tables below reflect current amounts in approved and submitted disbursement requests.

Table 15. Original Grant Expenditure Report (FY 2016-17)

Expenditure Report - Original Grant				
Milestone #	Disbursement Amount	Total Expended*	% Expended	Remaining
1	\$ -	\$ -	0.00%	\$ -
2	\$ 100,950.00	\$ 100,950.00	100.00%	\$ -
3	\$ 489,408.00	\$ 486,408.07	99.39%	\$ 2,999.93
4	\$ 571,037.00	\$ 569,577.20	99.74%	\$ 1,459.80
5	\$ 120,050.00	\$ 120,050.00	100.00%	\$ -
6	\$ 17,480.00	\$ 17,455.00	99.86%	\$ 25.00
7	\$ -	\$ -	0.00%	\$ -
8	\$ 299,570.00	\$ 299,287.87	99.91%	\$ 282.13
9	\$ 42,300.00	\$ 42,300.00	100.00%	\$ -
10	\$ 148,805.00	\$ 144,576.53	97.16%	\$ 4,228.47
11	\$ 235,400.00	\$ 232,148.53	98.62%	\$ 3,251.47
12	\$ 225,000.00	\$ 124,994.56	55.55%	\$ 100,005.44
13	\$ -	\$ -	0.00%	\$ -
Total	\$ 2,250,000.00	\$ 2,137,747.76	95.01%	\$ 112,252.24

Table 16. Expansion Grant Expenditure Report (FY 2019-20)

Expenditure Report - Expansion Grant				
Milestone #	Disbursement Amount	Total Expended**	% Expended	Remaining
1	\$ -	\$ -	0.00%	\$ -
2	\$ -	\$ -	0.00%	\$ -
3	\$ -	\$ -	0.00%	\$ -
4	\$ -	\$ -	0.00%	\$ -
5	\$ -	\$ -	0.00%	\$ -
6	\$ -	\$ -	0.00%	\$ -
7	\$ -	\$ -	0.00%	\$ -
8	\$ 689,768.00	\$ 687,640.38	99.69%	\$ 2,127.62
9	\$ -	\$ -	0.00%	\$ -
10	\$ 30,000.00	\$ 25,559.00	85.20%	\$ 4,441.00
11	\$ 20,000.00	\$ 16,438.29	82.19%	\$ 3,561.71
12	\$ 104,232.00	\$ 30,000.00	28.78%	\$ 74,232.00
13	\$ 25,000.00	\$ -	0.00%	\$ 25,000.00
Total	\$ 869,000.00	\$ 759,637.67	87.42%	\$ 109,362.33

Recommendations for Project Improvement

The following section details recommendations for project improvement that may assist future pilot programs.

Reimbursement Contracts: All aspects of the project would have benefitted by more timely and consistent payment of disbursements. An undue burden was placed on Sigala Incorporated, a State of California Certified SBE & DBE small minority owned business to fund the project. Sigala Inc. waited at times over 9 months for payments on submitted disbursements. At this time \$192,000 of Sigala Inc. funds have been used to pay subcontractors. Sigala Inc. pursued loans and was only able to obtain a \$20,000 credit card for this project. Knowing the situation, most subcontractors have been gracious in waiting for payment but Sigala Inc. has been threatened by some with legal recourse for overdue invoices. Our project partners of the San Joaquin Valley Air Pollution Control District and CARB were continuously apprised of our situation and were not able to offer any workable solutions. Our recommendation would be to front load the grantee with funds with clear requirements for documentation to show usage of the funds. If reimbursement contracts must be adhered to, funding community banks with loans that the grantees would have guaranteed access to would also help.

Assistance with Automakers: CARB holds a key role and relationship with every major automaker in the U.S. and given General Motors' prominent position in advancing electric vehicles, it is unfortunate that the original equipment manufacturer is directly responsible for crippling this publicly-funded program that is focused on marginalized communities. As these programs grow, it will be critical for CARB to use the agency's negotiating power to advocate for these programs.

Moving from Pilot to Program: Míocar continues to grow significantly and evolve towards a social service provider that aims to reach throughout the San Joaquin Valley and beyond. The fiscal health of the organization has improved significantly throughout the pandemic and will continue to in the coming years as a result of a patchwork of complex grant funding sources, most of which originate from the State of California Air Resources Board (Sustainable Transportation Equity Program, Clean Mobility Options, Etc.) As such, this is the first organization of its kind in California, expected to be serving several new communities, including Richmond, Stockton, and Bakersfield with over 100 vehicles in total by 2023. The same can be said for the Vamos app (except that as a software program, it does not reside as part of a service / non-profit entity). Perhaps CARB and CEC's support mechanism for Míocar and Vamos should be reconsidered as the program moves onward past the pilot stage, and the state should develop new mechanisms to support the growth of the program and facilitate interest in expansion at very low cost to smaller communities (especially rural communities in the San Joaquin Valley).

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Appendix A: Supplemental Tables

Table 17. Míocar Vehicle Details

Vehicle #	Make	Model	Lease Start Date	Terms (months from 5/1/20)	Capitalized Cost
1	Chevrolet	Bolt EV	5/1/20	16	\$ 12,714.07
2	BMW	i3 REx	5/1/20	16	\$ 11,205.37
3	BMW	i3 REx	5/1/20	18	\$ 10,776.87
4	BMW	i3 REx	5/1/20	18	\$ 10,834.22
5	BMW	i3 REx	5/1/20	18	\$ 12,844.00
6	Chevrolet	Bolt EV	5/1/20	18	\$ 14,988.59
7	BMW	i3 REx	5/1/20	19	\$ 11,454.65
8	BMW	i3 REx	5/1/20	19	\$ 13,395.56
9	BMW	i3 REx	5/1/20	20	\$ 13,234.25
10	Chevrolet	Bolt EV	5/1/20	21	\$ 14,792.80
11	Chevrolet	Bolt EV	5/1/20	21	\$ 14,792.80
12	Chevrolet	Bolt EV	5/1/20	21	\$ 14,805.32
13	Chevrolet	Bolt EV	5/1/20	21	\$ 15,291.86
14	Chevrolet	Bolt EV	5/1/20	21	\$ 14,805.14
15	Chevrolet	Bolt EV	5/1/20	23	\$ 17,232.87
16	Chevrolet	Bolt EV	5/1/20	23	\$ 17,232.87
17	Chevrolet	Bolt EV	5/1/20	23	\$ 17,312.97
18	Chevrolet	Bolt EV	5/1/20	23	\$ 17,273.21
19	Chevrolet	Bolt EV	5/1/20	23	\$ 15,792.13
20	Chevrolet	Bolt EV	5/1/20	23	\$ 17,273.21
21	Chevrolet	Bolt EV	5/1/20	23	\$ 16,936.01
22	Chevrolet	Bolt EV	5/1/20	23	\$ 17,492.70
23	Chevrolet	Bolt EV	5/1/20	23	\$ 17,492.70
24	Chevrolet	Bolt EV	5/1/20	23	\$ 17,492.70
25	Chrysler	Pacifica Hybrid	5/1/20	23	\$ 22,619.73
26	Chrysler	Pacifica Hybrid	5/1/20	23	\$ 20,959.83
27	Chrysler	Pacifica Hybrid	5/1/20	24	\$ 25,540.95

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Table 18. Míocar Vehicle Maintenance Details

Vehicle number	Make	Model	Downtime date (all vehicles back in service within 1-5 days)	Service Details
3	BMW	i3 Rex	1/18/20	Broken driver door handle; SOS system malfunction
19	Chevy	Bolt EV	10/28/20	Dead 12 volt battery; 12 volt Battery replaced
27	Chrysler	Pacifica	11/16/20	Check engine light on
1	Chevy	Bolt EV	11/17/20	Bolt recall module 2 reprogramming
20	Chevy	Bolt EV	11/17/20	Bolt recall module 2 reprogramming
21	Chevy	Bolt EV	11/17/20	Bolt recall module 2 reprogramming
22	Chevy	Bolt EV	11/17/20	Bolt recall module 2 reprogramming
26	Chrysler	Pacifica	11/17/20	Driver rear seat mechanical issue
10	Chevy	Bolt EV	11/18/20	Bolt recall module 2 reprogramming
17	Chevy	Bolt EV	11/19/20	Bolt recall module 2 reprogramming
12	Chevy	Bolt EV	11/20/20	Bolt recall module 2 reprogramming
14	Chevy	Bolt EV	11/20/20	Bolt recall module 2 reprogramming
15	Chevy	Bolt EV	11/20/20	Bolt recall module 2 reprogramming
18	Chevy	Bolt EV	11/20/20	Bolt recall module 2 reprogramming
19	Chevy	Bolt EV	11/20/20	Bolt recall module 2 reprogramming
24	Chevy	Bolt EV	11/20/20	Bolt recall module 2 reprogramming
13	Chevy	Bolt EV	11/23/20	Bolt recall module 2 reprogramming
16	Chevy	Bolt EV	11/23/20	Bolt recall module 2 reprogramming
23	Chevy	Bolt EV	11/23/20	Bolt recall module 2 reprogramming
6	Chevy	Bolt EV	11/24/20	Bolt recall module 2 reprogramming
11	Chevy	Bolt EV	11/25/20	Bolt recall module 2 reprogramming
11	Chevy	Bolt EV	12/2/20	Rear passenger window replaced
26	Chrysler	Pacifica	12/3/20	Check engine light on; new 12 volt battery installed
26	Chrysler	Pacifica	2/22/21	Bottom condenser damaged/freon leaking; new ac line gasket installed
3	BMW	i3 Rex	3/2/21	Oil change + flush brake system
5	BMW	i3 Rex	3/1/21	Check engine light on
12	Chevy	Bolt EV	7/7/21	Recall initial fix from 11/20 recall
16	Chevy	Bolt EV	7/7/21	Recall initial fix from 11/20 recall
7	BMW	i3 Rex	7/9/21	Battery died on member; member left and vehicle towed to BMW of Bakersfield

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Vehicle number	Make	Model	Downtime date (all vehicles back in service within 1-5 days)	Service Details
17	Chevy	Bolt EV	7/15/21	Recall initial fix from 11/20 recall
18	Chevy	Bolt EV	7/15/21	Recall initial fix from 11/20 recall
15	Chevy	Bolt EV	7/22/21	Recall initial fix from 11/20 recall
19	Chevy	Bolt EV	7/22/21	Recall initial fix from 11/20 recall
1	Chevy	Bolt EV	7/23/21	GM 2nd Recall; Grounded fleet
6	Chevy	Bolt EV	7/23/21	GM 2nd Recall; Grounded fleet
10	Chevy	Bolt EV	7/23/21	GM 2nd Recall; Grounded fleet
11	Chevy	Bolt EV	7/23/21	GM 2nd Recall; Grounded fleet
12	Chevy	Bolt EV	7/23/21	GM 2nd Recall; Grounded fleet
13	Chevy	Bolt EV	7/23/21	GM 2nd Recall; Grounded fleet
14	Chevy	Bolt EV	7/23/21	GM 2nd Recall; Grounded fleet
15	Chevy	Bolt EV	7/23/21	GM 2nd Recall; Grounded fleet
16	Chevy	Bolt EV	7/23/21	GM 2nd Recall; Grounded fleet
17	Chevy	Bolt EV	7/23/21	GM 2nd Recall; Grounded fleet
18	Chevy	Bolt EV	7/23/21	GM 2nd Recall; Grounded fleet
19	Chevy	Bolt EV	7/23/21	GM 2nd Recall; Grounded fleet
20	Chevy	Bolt EV	7/23/21	GM 2nd Recall; Grounded fleet
21	Chevy	Bolt EV	7/23/21	GM 2nd Recall; Grounded fleet
22	Chevy	Bolt EV	7/23/21	GM 2nd Recall; Grounded fleet
23	Chevy	Bolt EV	7/23/21	GM 2nd Recall; Grounded fleet
24	Chevy	Bolt EV	7/23/21	GM 2nd Recall; Grounded fleet
4	BMW	i3 Rex	7/26/21	Dead battery
9	BMW	i3 Rex	7/26/21	Dead battery
26	Chrysler	Pacifica	7/26/21	Dead battery
21	Chevy	Bolt EV	8/3/21	Recall initial fix from 11/20 recall
23	Chevy	Bolt EV	8/4/21	Recall initial fix from 11/20 recall
13	Chevy	Bolt EV	8/4/21	Recall initial fix from 11/20 recall
10	Chevy	Bolt EV	8/4/21	Recall initial fix from 11/20 recall
24	Chevy	Bolt EV	8/11/21	Recall initial fix from 11/20 recall
22	Chevy	Bolt EV	8/13/21	Recall initial fix from 11/20 recall
24	Chevy	Bolt EV	8/13/21	New rear passenger side tire
6	Chevy	Bolt EV	8/18/21	Bolt recall module 2 reprogramming
7	BMW	i3 Rex	8/26/21	New battery, oil change, brake flush

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Vehicle number	Make	Model	Downtime date (all vehicles back in service within 1-5 days)	Service Details
8	BMW	i3 Rex	9/3/21	Invers telematics issues; taken to installer to troubleshoot + reprogram
9	BMW	i3 Rex	9/8/21	Oil change
26	Chrysler	Pacifica	9/8/21	New 12 volt battery
8	BMW	i3 Rex	9/15/21	New rear driver side tire
5	BMW	i3 Rex	9/16/21	New front driver side tire
9	BMW	i3 Rex	11/10/21	Valet key cap missing; ordered new one
24	Chevy	Bolt EV	11/24/21	Full battery replacement due to recall
17	Chevy	Bolt EV	11/30/21	Full battery replacement due to recall
18	Chevy	Bolt EV	11/30/21	Full battery replacement due to recall
24	Chevy	Bolt EV	11/30/21	Bolt dropped off for faulty new battery replacement
27	Chrysler	Pacifica	11/30/21	New 12 volt battery
16	Chevy	Bolt EV	12/6/21	Full battery replacement due to recall
7	BMW	i3 Rex	12/6/21	Check engine light came on; vehicle dropped off at dealership
27	Chrysler	Pacifica	12/7/21	Oil change; oil filter
15	Chevy	Bolt EV	12/9/21	Full battery replacement due to recall
16	Chevy	Bolt EV	12/10/21	Full battery replacement due to recall
20	Chevy	Bolt EV	12/15/21	Full battery replacement due to recall
3	BMW	i3 Rex	12/15/21	Dropped off for broken driver door handle; dead battery; sensors
23	Chevy	Bolt EV	12/16/21	Full battery replacement due to recall
16	Chevy	Bolt EV	12/20/21	Battery replacement code not set to charge EV; dropped off at dealership
17	Chevy	Bolt EV	12/23/21	Bolt not charging at charging station/isolation test failed; taken to dealership
11	Chevy	Bolt EV	2/4/22	Dead 12 volt battery; purchased new 12 volt battery
10	Chevy	Bolt EV	2/4/22	Dead 12 volt battery; purchased new 12 volt battery
12	Chevy	Bolt EV	2/4/22	Dead 12 volt battery; purchased new 12 volt battery
1	Chevy	Bolt EV	2/11/22	Full battery replacement due to recall
12	Chevy	Bolt EV	2/11/22	Full battery replacement due to recall
14	Chevy	Bolt EV	2/11/22	Full battery replacement due to recall
11	Chevy	Bolt EV	2/14/22	Full battery replacement due to recall
21	Chevy	Bolt EV	2/14/22	Full battery replacement due to recall
13	Chevy	Bolt EV	2/14/22	Full battery replacement due to recall
10	Chevy	Bolt EV	2/14/22	Full battery replacement due to recall
24	Chevy	Bolt EV	2/24/22	2nd full battery replacement due to recall

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Vehicle number	Make	Model	Downtime date (all vehicles back in service within 1-5 days)	Service Details
7	BMW	i3 Rex	2/24/22	New 12 volt battery; fuel pressure sensor working now
3	BMW	i3 Rex	2/24/22	New 12 volt battery (to fix door handle internally)
1	Chevy	Bolt EV	2/25/22	New Invers unit installed as previous one was defective
12	Chevy	Bolt EV	2/27/22	New Invers unit installed as previous one was defective
14	Chevy	Bolt EV	3/2/22	New Invers unit installed as previous one was defective
10	Chevy	Bolt EV	3/16/22	New Invers unit installed as previous one was defective

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Table 19. Detailed Míocar Vehicle Usage

Vehicle #	Odometer Reading (at time of purchase)	Odometer Reading to Date (as of last day of this reporting period)	Fuel Economy (kWh/100 miles)*	Grams Of CO2e Per Mile**	Vehicle Miles Traveled (VMT) in Total
1	6,699	15,295	28	78	8596
2	16,246	19,127	30	109	3033
3	22,198	26,712	30	109	4514
4	18,251	27,039	30	109	10116
5	18,088	25,800	30	109	7712
6	12,216	15,168	28	78	2952
7	14,164	17,018	30	109	2854
8	13,934	29,325	30	109	15391
9	23,884	28,921	30	109	5037
10	31,756	37,497	28	78	5741
11	30,114	33,401	28	78	3287
12	27,481	30,388	28	78	2907
13	32,459	35,921	28	78	3462
14	29,456	32,891	28	78	3435
15	22,119	31,437	28	78	10469
16	27,184	32,955	28	78	6017
17	26,975	33,066	28	78	6556
18	27,818	33,742	28	78	7652
19	32,556	32,937	28	78	381
20	34,264	43,918	28	78	10539
21	33,924	35,061	28	78	1137
22	23,874	28,874	28	78	5000
23	31,755	36,820	28	78	5239
24	32,114	33,926	28	78	1812
25	8751	27,993	41	358	19242
26	3413	7,542	41	358	6254
27	9,093	11,022	41	358	1929
TOTAL					161264

* Fuel Economy (kWh/100 miles) comes from: <https://www.fueleconomy.gov/feg/Find.do?action=sbs&id=38187&id=39786&id=40520&id=38229>

** Grams OF CO2e Per Mile comes from: https://evtool.ucsusa.org/?_ga=2.87195676.506546266.1576528892-197318297.1576528892#z/93618/2019/Chrysler/Pacifica%20Plug-in%20Hybrid

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Table 20. Míocar EVSE Usage

		Electric Vehicle Charging Equipment		Electricity Delivered (kWh)	Number of Charges	Average kWh/charge
County	Community	Station ID	Date of Operation	In Total	In Total	In Total
Tulare	Sierra Village	EVX0080	3/26/19	3907	104	37.563
Tulare	Sierra Village	EVX0081	3/26/19	1322	50	26.439
Tulare	Sandcreek	EVX0082	3/26/19	924	41	22.526
Tulare	Sandcreek	EVX0083	3/26/19	2207	73	30.236
Tulare	Sandcreek	EVX0084	3/26/19	2096	46	45.570
Tulare	Sandcreek	EVX0085	3/26/19	3593	68	52.842
Kern	Sunrise Villa	EVX0086	3/26/19	244	25	9.758
Kern	Sunrise Villa	EVX0087	3/26/19	215	26	8.255
Kern	Sunrise Villa	EVX0088	3/26/19	449	27	16.619
Kern	Sunrise Villa	EVX0089	3/26/19	396	30	13.205
Kern	Caliente Creek	EVX0090	3/26/19	1334	60	22.226
Kern	Caliente Creek	EVX0091	3/26/19	2620	84	31.189
Kern	Caliente Creek	EVX0092	3/26/19	403	41	9.836
Kern	Caliente Creek	EVX0093	3/26/19	914	51	17.928
Kern	Rosaleda Village	EVX0094	3/26/19	342	39	8.763
Kern	Rosaleda Village	EVX0095	3/26/19	1353	55	24.600
Tulare	Highland Gardens	EVX0096	3/26/19	4562	230	19.834
Tulare	Highland Gardens	EVX0097	3/26/19	4323	220	19.651
Tulare	Highland Gardens	EVX0098	3/26/19	4681	187	25.032
Tulare	Highland Gardens	EVX0099	3/26/19	2941	159	18.498
Kern	Rosaleda Village	EVX0167	10/31/19	131	18	7.287
Kern	Rosaleda Village	EVX0168	10/31/19	44	8	5.485
Kern	Caliente Creek	EVX0169	10/31/19	30	0	0.000
Kern	Caliente Creek	EVX0170	10/31/19	263	18	14.639
Kern	Rosaleda Village	EVX0171	10/31/19	44	2	22.144
Kern	Rosaleda Village	EVX0172	10/31/19	32	1	32.324
Kern	Rosaleda Village	EVX0173	10/31/19	0	0	0.000
Kern	Rosaleda Village	EVX0174	10/31/19	0	1	0.000
Kern	Rancho Lindo	EVX0175	10/31/19	2613	170	15.373
Kern	Rancho Lindo	EVX0176	10/31/19	3809	308	12.366

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		Electric Vehicle Charging Equipment		Electricity Delivered (kWh)	Number of Charges	Average kWh/charge
County	Community	Station ID	Date of Operation	In Total	In Total	In Total
Kern	Villa Hermosa	EVX0177	10/31/19	496	14	35.452
Kern	Villa Hermosa	EVX0178	10/31/19	421	34	12.374
Kern	Rancho Lindo	EVX0179	10/31/19	2184	186	11.742
Kern	Rancho Lindo	EVX0180	10/31/19	2523	204	12.368
Total				51416	2580	20

[1] General Note - all chargers are EVoCharge

* There have been no accidents reported in this reporting period and in total and maintenance is only carried out following detection of an anomaly and aimed at restoring normal operating conditions.

Table 21. Míocar Vehicle Activity Summary

Vehicle #	Staff/Contractor	Members	Member Cancellations	Trip Duration (Hrs)	Vehicle Miles Travelled
1	43	75	0	0.0	0.0
2	15	89	3	18.1	152.0
3	19	46	47	0.0	0.0
4	21	112	22	134.3	1348.0
5	18	189	6	0.0	0.0
6	34	31	78	0.0	0.0
7	6	58	0	0.0	0.0
8	23	185	9	0.0	0.0
9	12	62	8	0.0	0.0
10	15	35	5	0.0	0.0
11	13	42	7	0.0	0.0
12	7	124	2	0.0	0.0
13	0	37	2	0.0	0.0
14	1	88	1	0.0	0.0

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Vehicle #	Staff/Contractor	Members	Member Cancellations	Trip Duration (Hrs)	Vehicle Miles Travelled
15	5	179	13	216.1	1350.0
16	6	116	1	19.4	292.0
17	2	175	14	27.3	465.0
18	4	191	6	155.2	2134.0
19	1	4	0	0.0	0.0
20	8	80	13	306.0	959.0
21	2	13	1	0.0	0.0
22	2	82	4	0.0	0.0
23	2	105	10	81.9	339.0
24	1	33	0	0.0	0.0
25	2	132	2	12.3	241.0
26	3	44	0	184.9	2125.0
27	2	12	2	0.0	0.0
Totals	267	2339	256	1155.6	9405.0

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Table 22. Míocar Vehicle Usage by Location

Locations	Completed Trips	Trip durations (hours)	Vehicle Miles Travelled
Caliente Creek Apartments	260	2143.5	13159
Highland Gardens Apartments	797	13395.1	74667
Rancho Lindo	914	3124.3	26085
Rosaleda Village	67	1119.0	7241
Sand Creek Apartments	216	2562.3	15314
Sierra Village Apartments	271	5148.3	19509
Sunrise Villas Apartments	51	485.5	2625
Villa Hermosa Apartments	37	223.4	1952
	2613	28,773.63	161,264

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Table 23. VOGO Activity by Rider

Participants (Anonymized ID)	Total Miles Total	Total # of Trips	Average Trip length Total
1	358	16	22.4
2	9188	439	20.9
3	151	10	15.1
4	61	4	15.3
5	6673	268	24.9
6	19	2	9.5
7	107	7	15.3
8	15	1	15.0
9	1883	76	24.8
10	44	2	22.0
11	97	6	16.2
12	268	22	12.2
13	71	4	17.8
14	14	1	14.0
15	366	8	45.8
16	59	3	19.7
17	16	1	16.0
18	1558	70	22.3
19	814	60	13.6
20	13	2	6.5
21	149	10	14.9
22	498	12	41.5
23	85	7	12.1
24	841	21	40.0
25	93	10	9.3
26	29	2	14.5
27	140	8	17.5
28	121	4	30.3
29	83	2	41.5
30	147	8	18.4

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Participants (Anonymized ID)	Total Miles Total	Total # of Trips	Average Trip length Total
31	479	22	21.8
32	370	10	37.0
33	105	6	17.5
34	1746	111	15.7
35	243	16	15.2
36	472	15	31.5
37	410	10	41.0
38	287	12	23.9
39	157	7	22.4
40	167	9	18.6
41	50	2	25.0
42	226	13	17.4
43	12	2	6.0
44	469	20	23.5
45	245	22	11.1
46	3255	203	16.0
47	187	8	23.4
48	175	6	29.2
49	119	8	14.9
50	1507	32	47.1
51	941	49	19.2
52	104	4	26.0
53	834	34	24.5
54	86	5	17.2
55	116	4	29.0
56	1182	95	12.4
57	3112	138	22.6
58	126	4	31.5
Total	41,143	1953	21

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Table 23 displays the number of Vamos users conducting route searches (“Number of users conducting a search”) and making transit ticket purchases (“Number of users making a purchase”) by month, as well as the total number of route searches (“Total searches”), ticket purchases (“Total purchases”), and revenue by month (“Revenue (\$)”) during the study period.

Table 24. Vamos Monthly Activity Summary by User Type

Month	Number of users conducting a search	Total searches	Number of users making a purchase	Total purchases	Revenue (\$)
January 2020	10	31	0	0	0
February 2020	5	35	0	0	0
March 2020	0	0	3	5	0
April 2020	2	25	0	0	0
May 2020	1	49	1	1	0
June 2020	3	12	0	0	0
July 2020	7	306	3	11	0
August 2020	6	79	1	5	0
September 2020	6	33	1	2	0
October 2020	0	0	8	18	30.85
November 2020	0	0	9	22	28.1
December 2020	20	140	4	15	49.25

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Month	Number of users conducting a search	Total searches	Number of users making a purchase	Total purchases	Revenue (\$)
January 2021	19	115	10	29	156.75
February 2021	16	96	10	40	198.2
March 2021	14	75	10	49	215.25
April 2021	16	84	9	44	136
May 2021	14	157	12	68	344
June 2021	17	65	10	53	199.5
July 2021	21	86	13	34	102.25
August 2021	42	430	29	78	387.45
September 2021	37	219	18	44	181.5
October 2021	42	356	0	0	0
November 2021	47	300	13	29	114.05
December 2021	29	170	14	27	56.25
January 2022	35	250	23	49	128.65
February 2022	27	347	20	38	149.35
March 2022	42	263	22	41	104.6
Total	403	2754	197	606	2,328.05

Appendix B: Marketing and Outreach Materials

Míocar Print Brochure:



The brochure is divided into two main sections. The top section, on a green background, features a five-step process for using the Míocar service, each with an icon and text in both English and Spanish. The steps are: 1. JOIN / ÚNASE (person icon), 2. RESERVE / RESERVE (phone icon), 3. UNLOCK CAR / DESBLOQUEE EL AUTO (car with open lock icon), 4. DRIVE! / ¡CONDUZCA! (car icon), and 5. RETURN & PLUG IN TO CHARGE / DEVUELVA Y CONÉCTE EL AUTO AL CARGADOR (house with plug icon). Below these steps are QR codes for downloading the app from the App Store and Google Play.

The bottom section, on a white background, provides additional information. It includes the text: "Download the Míocar mobile app and start driving within a week." and "Descargue la aplicación móvil de Míocar y empiece a conducir dentro de una semana." It also provides contact information: "For more information you can go to www.míocar.org, or call 559-205-9730." and "Para mas información puede ir a www.míocar.org, o llame al 559-205-9730." A paragraph explains that Míocar is part of California Climate Investments, a statewide initiative that puts billions of Cap-and-Trade dollars to work reducing greenhouse gas emissions, strengthening the economy, and improving public health and the environment — particularly in disadvantaged communities. It also mentions that Míocar is part of the California Climate Investments, a statewide initiative that puts billions of Cap-and-Trade dollars to work reducing greenhouse gas emissions, strengthening the economy, and improving public health and the environment — particularly in disadvantaged communities. The California Climate Investments logo is shown, along with the text "Cap and Trade Dollars at Work".

The bottom of the brochure features the large "míocar" logo in green, with four car icons (two green, two blue) below it. The text "the San Joaquin Valley's carshare" is written vertically on the left side of the car icons.

Who We Are

Miocar is a revolutionary 100% electric vehicle (EV) carsharing service available in the San Joaquin Valley. Carsharing gives you the freedom to choose your vehicle when you need it for errands, appointments and much more. Carsharing also helps reduce air pollution. As a Miocar member you will have access to a network of shared electric vehicles in designated locations 24-hours a day, 7 days a week. Insurance and Car Maintenance is included.

Quienes Somos

Miocar es un servicio revolucionario de auto compartidos 100% eléctricos disponible en el Valle de San Joaquin como parte de una estrategia regional de movilidad. El uso del auto compartido le da la libertad de escoger un vehículo cuando lo necesite para hacer mandados, ir a citas médicas y mucho más. El uso del auto compartido también ayuda a reducir la contaminación del aire. Los miembros tendrán acceso a una red de vehículos eléctricos compartidos en ubicaciones designadas las 24 horas al día, 7 días a la semana. El seguro y mantenimiento del coche está incluido.

Pricing

\$20 one-time membership fee
\$4 per hour
\$35 per day weekday
\$45 per day weekend
(Starting Friday at 6pm and concluding on Sunday at 12am)
\$0.35 per mile after 150 miles

Tarifas

\$20 tarifa única de membresía
\$4 por hora
\$35 por día entre semana
\$45 por día fin de semana
(Comenzando el viernes de 6pm y terminando el domingo a las 12am)
\$0.35 por milla después de 150 millas

Our Cars

Nuestros Coches



CHEVY BOLT



BMW i3



Chrysler Hybrid Pacifica

Miocar Locations

Lugares

Dinuba
Oroshi
Visalia
Wasco
Arvin
More to come!
¡Más por venir!

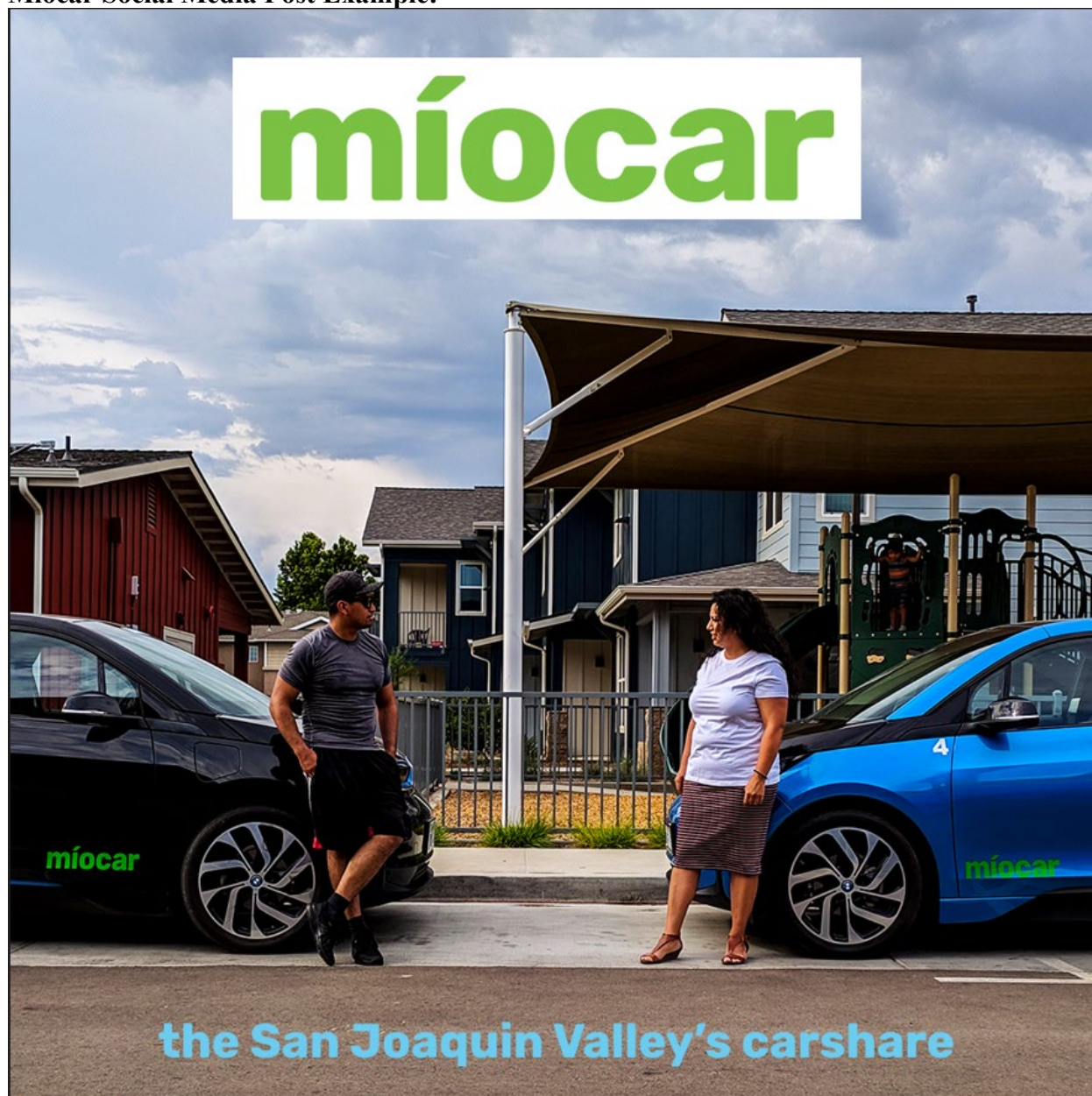
Applying is quick and easy:

- ✓ You must be 21 or over
- ✓ Have a relatively good driving record
- ✓ Have a credit/debit/prepaid card
- ✓ A valid driver license

Registrarse es rápido y fácil:

- ✓ Debe tener 21 años o más
- ✓ Debe tener buenos antecedentes de conducción
- ✓ Debe tener un tarjeta de crédito/débito/prepago
- ✓ Una licencia de conducir válida

Míocar Social Media Post Example:



Míocar Social Media Post Text Example:

Going somewhere? Choose to #DriveElectric using the Míocar app. Rates as low as \$4/hour! The Míocar app allows you to rent an #ElectricCar for only \$35/day. Where will you go? Use Míocar the next time you need to run your errands. With rates as low as \$4/hour, you can drive a brand-new #ElectricCar wherever you need to go! Download the app today.
#Míocar #DriveGreen #Electriccar

Míocar Website Post with COVID-19 Protocols:

Dear Míocar Member,

We are pleased to announce that Míocar will be back in service this month! These past few months have been challenging for everyone and we want to thank you for your patience throughout this time. As we mentioned in our previous communication, we are asking members to adhere to California's phased reopening guidelines - making trips for mainly essential services and work-related travel. We are being cautious and want to take a safe approach in our relaunch to insure that our vehicles are available to all of our members for essential trips. We are closely monitoring the COVID-19 recommendations that are being made for the counties that we serve and will be relaunching cautiously in phases.

We also want you to know that during this down time we have transitioned Míocar into a local non-profit organization, which will ensure that Míocar has a long-term home. The good news is that we are still Míocar and we are here to stay! We will continue to operate electric vehicles at the same affordable housing complexes up and down the San Joaquin Valley. Along with our new organizational structure will come the following changes:

- An updated member terms and conditions agreement.
- Better member protection under our new insurance policy.

As a reminder, Míocar will be reopening in phases:

- The following locations will have Míocar vehicles in the first phase:
 - Dinuba- Sierra Village Apartments
 - Lamont- Rancho Lindo Apartments
 - Orosi- Sand Creek Apartments
 - Visalia- Highland Garden Apartments

Once this phase is complete, we will send out a follow up communication with more updated information on vehicle availability at other Míocar locations. As always, you will be able to reach us anytime on our 24-hour emergency line.

We will try our best to clean our vehicles after each trip, but we cannot guarantee that this will always be the case. We are taking the following steps to protect you:

- We will place CDC recommended cleaning supplies in each vehicle for you to use at the beginning and end of your trip.

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- We strongly urge that you wear Personal Protective Equipment (PPE) while using a Míocar and encourage you to bring your own cleaning supplies in case our supplies run out so that you can do a light cleaning of the vehicle at the start and end of your trip.
 - We will provide driving credit to any member that assists in a vehicle cleaning on a case-by-case basis (must be pre-approved by Míocar staff). When necessary, we will take vehicles out of service to ensure adequate cleaning/sanitation between reservations.
- The following is a list of high touch surface areas in the vehicles that according to industry guidelines should be cleaned at the end of each trip:
 - Door handles
 - Door Buttons
 - Inside door buttons
 - Steering wheel
 - Seat adjustments
 - Rear view mirror
 - Seat belts
 - Turn signals
 - Gear shifters
 - Touchscreens
 - Knobs
 - Glove compartment
 - Charge cards + gas cards
 - Charging station + cord

Below, please find a link to more information on CDC recommended cleaning supplies that can be used to properly clean your vehicle:

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

We are committed to providing you with a vital transportation service that will facilitate your essential trips to grocery stores, doctor appointments and other essential destinations. If you do have any questions regarding these changes or timing of availability of service, please feel free to contact us by email at [adming](#) or by phone at 559.205.9730.

VOGO Print Brochure (contact information omitted):



The brochure is a two-page spread. The left page has a green background with a row of car icons at the top and bottom. The right page features a photograph of a person driving a car, with the VOGO logo and text overlaid.

**MAKE A DIFFERENCE
BECOME A VOLUNTEER
DRIVER**

Volunteer drivers provide transportation to those in the local area who have no other means of transportation. Each day our volunteers use their own vehicles to take neighbors to critical appointments, grocery stores, social gatherings---a neighbor helping neighbor campaign.

As a volunteer driver you:

- ✓ Receive mileage reimbursement
- ✓ Have flexible hours
- ✓ Make a huge difference in the lives of many

VOGO
Volunteers on the Go

For more information please contact

Volunteers on the Go is part of California Climate Investments, a statewide program that puts billions of Cap-and-Trade dollars to work reducing greenhouse gas emissions, strengthening the economy, and improving public health and the environment — particularly in disadvantaged communities.

CALIFORNIA CLIMATE INVESTMENTS
Cap and Trade Dollars at Work

VOGO Print Tear Sheet (contact information omitted):



Volunteer Drivers NEEDED

GET REIMBURSED FOR MILES DRIVEN



CALL



Call or email to become a Volunteer Driver	
Call or email to become a Volunteer Driver	
Call or email to become a Volunteer Driver	
Call or email to become a Volunteer Driver	
Call or email to become a Volunteer Driver	
Call or email to become a Volunteer Driver	
Call or email to become a Volunteer Driver	
Call or email to become a Volunteer Driver	
Call or email to become a Volunteer Driver	

VOGO Business Card (contact information omitted):



Vamos Print Brochure:

VAMOS MOBILITY

Taking transit is a great way to save money and improve the environment. Vamos Mobility is a free smartphone app that makes it easy to find the best transit option for all your travel needs in and around San Joaquin and Stanislaus counties.

Just enter the trip's starting and ending location and arrival time and the app will list your best transit options, including the total travel time to your destination and, when possible, fares. And if you like to bike, Vamos also recommends bike routes.

Why should I use the Vamos App?

The Vamos Mobility app is the source for comprehensive transit information in San Joaquin and Stanislaus counties.

The Vamos Mobility app includes:

- All regularly scheduled bus and rail routes and flexibly scheduled deviated bus, general public dial-a-ride, and Van Go! services in San Joaquin and Stanislaus counties.
- Information about where and when general dial-a-ride, Van Go!, and VOGO volunteer ride services, especially in rural areas, can help get you to the closest bus stop, rail station, or final destination.
- Real-time alerts that warn Modesto Area Express (MAX) and San Joaquin Regional Transit District (SJRTD) passengers about delays in bus arrival and departure times.

Vamos provides transit information from the following agencies:

• San Joaquin Regional Transit District (SJRTD)	• City of Lodi - Grape Line
• Amtrak San Joaquins	• City of Tracy – TRACER
• Altamont Corridor Express (ACE)	• Stanislaus Regional Transit (StarT)
• City of Escalon - eTrans	• Modesto Area Express (MAX)
• Manteca Transit	• MOVE/VOGO
• City of Ripon - Blossom Express	

Download the app now for iOS and Android devices.






Vamos Mobility is a California Air Resources Board project funded by the California Climate Investments (CCI) program, and contributions by San Joaquin Council of Governments (SJCOC), San Joaquin Regional Transit District (SJRTD), Stanislaus Council of Governments (StanCOG), Stanislaus Regional Transit (StarT), the City of Escalon, and MOVE.








VAMOS MOBILITY:
CONNECTING TRANSIT OPTIONS IN SAN JOAQUIN AND STANISLAUS COUNTIES






Vamos Social Media Post Example:



Vamos Social Media Post Text Example:

Planning a trip is as easy as installing an app! The Vamos app is your one-stop-shop for transportation options in San Joaquin and Stanislaus Counties.

The VAMOS app provides information and plans routes across all transit agencies in San Joaquin and Stanislaus counties, including trips across multiple agencies and services, covering both fixed-route transit trips and connections to dial-a-ride services.

Use the VAMOS Mobility app to discover all your transportation options in San Joaquin and Stanislaus counties.

What are you waiting for? Plan your next trip with the VAMOS Mobility app to access route information across all transit agencies in San Joaquin and Stanislaus counties.

#Vamos #PublicTransportation #LetsRide

Appendix C: User Survey Instruments

Míocar Survey Instruments

Míocar New Member Survey

Q1 Dear New Míocar Member,

We would like to ask you some questions about you and your use of Míocar, so that we can improve and expand the service. Any information you provide is strictly confidential. Your individual information will not be shared with any other agencies or groups. Once you answer the questions, you will receive **5 free Míocar hours of driving credit** on your next reservation. It should only take 5 to 10 minutes of your time. If you have any questions, please contact [Staff member contact information].

Thank you for your participation!

The Míocar Team

End of Block: Introduction

Start of Block: Household

Q2 To start off, we have some questions about your household (the people you live with in your current residence). Including yourself, how many people live in your household?

- ☐ 1 (1)
 - ☐ 2 (2)
 - ☐ 3 (3)
 - ☐ 4 (4)
 - ☐ 5 (5)
 - ☐ 6 or more (6)
-

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Q3 How many people 18 years or older live in your household?

☐ 1 (1)

Display This Choice:

If To start off, we have some questions about your household (the people you live with in your curre... != 1

☐ 2 (2)

Display This Choice:

If To start off, we have some questions about your household (the people you live with in your curre... != 1

And To start off, we have some questions about your household (the people you live with in your curre... != 2

☐ 3 (3)

Display This Choice:

If To start off, we have some questions about your household (the people you live with in your curre... != 1

And To start off, we have some questions about your household (the people you live with in your curre... != 2

And To start off, we have some questions about your household (the people you live with in your curre... != 3

☐ 4 (4)

Display This Choice:

If To start off, we have some questions about your household (the people you live with in your curre... = 5

Or To start off, we have some questions about your household (the people you live with in your curre... = 6 or more

☐ 5 (5)

Display This Choice:

If To start off, we have some questions about your household (the people you live with in your curre... = 6 or more

☐ 6 or more (6)

Display This Question:

If To start off, we have some questions about your household (the people you live with in your curre... != 1

Q4 Who are the other people in your household (check all that apply)?

☐ Parents (1)

☐ Relatives (e.g. siblings, etc.) (2)

☐ Housemates/Roommates (3)

☐ Spouse/Partner/Significant Other (4)

☐ Children (5)

☐ Other: (6) _____

End of Block: Household

Start of Block: Number of Vehicles

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Q5 How many vehicles are available (owned, leased, or regularly borrow) for use by any driver in your household?

- ☐ 0 (15)
- ☐ 1 (9)
- ☐ 2 (10)
- ☐ 3 (11)
- ☐ 4 (12)
- ☐ 5 (13)
- ☐ 6 or more (14)

Display This Question:

If How many vehicles are available (owned, leased, or regularly borrow) for use by your household? = 1

Q6 Please list the following information (to the best of your knowledge) for the vehicle available to your household.

- ☐ Make (e.g. Honda) (1) _____
- ☐ Model (e.g. Civic) (2) _____
- ☐ Year (e.g. 2013) (3) _____

Display This Question:

If How many vehicles are available (owned, leased, or regularly borrow) for use by your household? = 1

Q7 Have you had access to this vehicle for a year or more?

- ☐ Yes (1)
- ☐ No (2)

Display This Question:

If Have you had access to this vehicle for a year or more? = Yes

And How many vehicles are available (owned, leased, or regularly borrow) for use by your household? = 1

Q8 About how many miles has this vehicle been driven over the past 12 months?

Display This Question:

If How many vehicles are available (owned, leased, or regularly borrow) for use by your household? != 1

And How many vehicles are available (owned, leased, or regularly borrow) for use by your household? != 0

Q9 Do you use 1 of the $\{Q5/ChoiceGroup/SelectedChoices\}$ vehicles available to your household more than the other(s)?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Unsure (4)

End of Block: Number of Vehicles

Start of Block: Ranked Vehicles

Display This Question:

If How many vehicles are available (owned, leased, or regularly borrow) for use by your household? != 1
And How many vehicles are available (owned, leased, or regularly borrow) for use by your household? != 0
And Do you use 1 of the \${q://QID19/ChoiceGroup/SelectedChoices} vehicles available to your household... =
Yes

Q10 Please list the following information (to the best of your knowledge) for the vehicle available to your household that you use **\${Im://Field/2}** most frequently.

- ☐ Make (e.g. Honda) (1) _____
- ☐ Model (e.g. Civic) (2) _____
- ☐ Year (e.g. 2013) (3) _____

Display This Question:

If Do you use 1 of the \${q://QID19/ChoiceGroup/SelectedChoices} vehicles available to your household... =
Yes
And How many vehicles are available (owned, leased, or regularly borrow) for use by your household? != 1
And How many vehicles are available (owned, leased, or regularly borrow) for use by your household? != 0

Q11 Have you had access to this vehicle for a year or more?

- ☐ Yes (1)
- ☐ No (2)

Display This Question:

If Do you use 1 of the \${q://QID19/ChoiceGroup/SelectedChoices} vehicles available to your household... =
Yes
And Loop current: Have you had access to this vehicle for a year or more? = Yes
And How many vehicles are available (owned, leased, or regularly borrow) for use by your household? != 1
And How many vehicles are available (owned, leased, or regularly borrow) for use by your household? != 0

Q12 For the vehicle that you use **\${Im://Field/2}** most frequently, about how many miles has this vehicle been driven over the past 12 months?

End of Block: Ranked Vehicles

Start of Block: Non-Ranked Vehicles

Display This Question:

If Do you use 1 of the \${q://QID19/ChoiceGroup/SelectedChoices} vehicles available to your household... !=
Yes
And How many vehicles are available (owned, leased, or regularly borrow) for use by your household? != 1
And How many vehicles are available (owned, leased, or regularly borrow) for use by your household? != 0

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Q13 Please list the following information (to the best of your knowledge) for $\{lm://Field/2\}$ vehicles available to your household.

- ☐ Make (e.g. Honda) (1) _____
- ☐ Model (e.g. Civic) (2) _____
- ☐ Year (e.g. 2013) (3) _____

Display This Question:

If Do you use 1 of the $\{q://QID19/ChoiceGroup/SelectedChoices\}$ vehicles available to your household... != Yes

And How many vehicles are available (owned, leased, or regularly borrow) for use by your household? != 1

And How many vehicles are available (owned, leased, or regularly borrow) for use by your household? != 0

Q14 Have you had access to this vehicle for a year or more?

- ☐ Yes (1)
- ☐ No (2)

Display This Question:

If Loop current: Have you had access to this vehicle for a year or more? = Yes

And Do you use 1 of the $\{q://QID19/ChoiceGroup/SelectedChoices\}$ vehicles available to your household... != Yes

And How many vehicles are available (owned, leased, or regularly borrow) for use by your household? != 1

And How many vehicles are available (owned, leased, or regularly borrow) for use by your household? != 0

Q15 About how many miles has this vehicle been driven over the past 12 months?

End of Block: Non-Ranked Vehicles

Start of Block: Electric Vehicle

Q16 Have you considered purchasing or leasing an electric vehicle? Please choose the statement that best describes you.

- ☐ I have not and would not consider buying or leasing an electric vehicle. (1)
- ☐ I have not considered it, but maybe someday I will. (2)
- ☐ I am interested but have not taken any steps to get one. (3)
- ☐ I have started to gather information but have not gotten serious yet. (4)
- ☐ I have shopped for one, including a visit to a dealership for a test drive. (5)
- ☐ I would like to purchase or lease an electric vehicle, but they are too expensive. (8)
- ☐ I have purchased or leased an electric vehicle. (6)
- ☐ I am unsure. (7)

End of Block: Electric Vehicle

Start of Block: Míocar Operations

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Q17 Which of the following best describes the reason that you joined Míocar?

- ☐ As a back-up, in case my car breaks down (1)
 - ☐ I don't always have access to a car when I need it (2)
 - ☐ Save money on gas (3)
 - ☐ Reduce the number of miles I put on my car (4)
 - ☐ Interested in driving an electric vehicle (5)
 - ☐ Other (6) _____
-

Q18 Will Míocar increase the number of trips your household makes?

- ☐ Yes (1)
 - ☐ No (2)
 - ☐ I am unsure (3)
-

Display This Question:

If Will Míocar increase the number of trips your household makes? = Yes

Q19 For these new trips that Míocar allows you to make, where will you go? (Select all that apply)

- ☐ Work (1)
 - ☐ School (2)
 - ☐ Family/Personal (3)
 - ☐ Medical (4)
 - ☐ Shopping (5)
 - ☐ Social/Recreational (6)
 - ☐ Other (7)
-

Display This Question:

If Will Míocar increase the number of trips your household makes? = Yes

Q20 How do you think you will most frequently travel to pick up Míocar?

- ☐ Walk (1)
 - ☐ Private Vehicle (car or truck) (2)
 - ☐ Public Transit Bus (3)
 - ☐ Bicycle (4)
 - ☐ Taxi, Uber, or Lyft (5)
 - ☐ Scooter or skate board (6)
 - ☐ Motorcycle (7)
 - ☐ Unsure (8)
 - ☐ Other (9) _____
-

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Q21 How did you find out about Míocar? (Select all that apply)

- ☐ Self-Help Enterprises (1)
- ☐ CalVans (2)
- ☐ School (3)
- ☐ Medical Clinic (4)
- ☐ News (5)
- ☐ Internet/Social Media (6)
- ☐ Radio/TV Advertisement (7)
- ☐ Print Advertisement (e.g., flyer/poster) (8)
- ☐ Family/Friend (9)
- ☐ Other (10) _____

End of Block: Míocar Operations

Start of Block: Demographics

Q22 What is your level of education?

- ☐ No schooling completed (1)
- ☐ Less than high school (9)
- ☐ High school graduate (high school diploma or equivalent including GED) (2)
- ☐ Trade or vocational (10)
- ☐ Some college but no degree (3)
- ☐ Associate degree in college (2-year) (4)
- ☐ Bachelor's degree in college (4-year) (5)
- ☐ Master's degree (6)
- ☐ Above Master's degree (7)
- ☐ Prefer not to answer (11)

Page Break

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Q23 What is your household's income-level?

- ☐ Less than \$10,000 (1)
 - ☐ \$10,000 to \$24,999 (2)
 - ☐ \$25,000 to \$49,999 (13)
 - ☐ \$50,000 to \$99,999 (14)
 - ☐ \$100,000 to \$199,999 (15)
 - ☐ More than \$200,000 (16)
 - ☐ Prefer not to answer (12)
-

Q29 Are you of Hispanic, Latino, or Spanish origin?

- ☐ No, not of Hispanic, Latino, or Spanish origin (1)
 - ☐ Yes, Mexican, Mexican American, Chicano (2)
 - ☐ Yes, Puerto Rican (3)
 - ☐ Yes, Cuban (4)
 - ☐ Yes, another Hispanic, Latino, or Spanish origin (5)
 - ☐ Prefer not to answer (6)
-

Q30 Which of the following best describes you?

- ☐ White (1)
- ☐ Black or African American (2)
- ☐ American Indian or Alaska Native (3)
- ☐ Chinese (4)
- ☐ Filipino (5)
- ☐ Asian Indian (6)
- ☐ Vietnamese (7)
- ☐ Korean (8)
- ☐ Japanese (9)
- ☐ Native Hawaiian (10)
- ☐ Samoan (11)
- ☐ Chamorro (12)
- ☐ Other (13) _____
- ☐ Prefer not to answer (14)

End of Block: Demographics

CONCLUSION/SUBMIT: Thank you for your response!

Míocar Post-Reservation Survey

Q1 Dear Míocar Member,

We would like to ask you a few questions about your most recent Míocar reservation. Your responses to these questions are extremely important to helping us continue the service. Any information you provide is strictly confidential. Your individual information will not be shared with any other agencies or groups. As a token of our appreciation, you will receive a free hour of Míocar use on your next reservation. If you have any questions, please contact [Staff member contact information].

Thank you for your participation!

The Míocar Team

End of Block: Welcome

Start of Block: Block 1

Q12 For the questions in this survey, please think about your most recent Míocar reservation (i.e. the last time that you used a Míocar vehicle).

Q13 For your last reservation, on what day of the week did you **pick-up** the Míocar vehicle?

- ☐ Monday (1)
 - ☐ Tuesday (2)
 - ☐ Wednesday (3)
 - ☐ Thursday (4)
 - ☐ Friday (5)
 - ☐ Saturday (6)
 - ☐ Sunday (7)
-

Q14 For your last reservation, during which time of day did you **pick up** the Míocar vehicle?

- ☐ Morning (Midnight - Noon) (1)
 - ☐ Afternoon (Noon - 6pm) (2)
 - ☐ Evening (6pm - Midnight) (3)
-

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Q9 How did you travel to pick up the Míocar?

- ☐ Walk (1)
 - ☐ Private Vehicle (car or truck) (2)
 - ☐ Public Transit Bus (3)
 - ☐ Bicycle (4)
 - ☐ Taxi, Uber, or Lyft (5)
 - ☐ Scooter or skate board (6)
 - ☐ Motorcycle (7)
 - ☐ Other (8) _____
-

Q16 Please select how you used Míocar during this most recent reservation. (select all that apply)

- ☐ To drive myself to where I needed to go (1)
 - ☐ To give someone else a ride to where they needed to go (2)
-

Display This Question:

If Please select how you used Míocar during this most recent reservation. (select all that apply) = To give someone else a ride to where they needed to go

Q17 During this most recent reservation, what types of destinations did you give someone else a ride to? (select all that apply)

- ☐ Work-related (1)
 - ☐ School (2)
 - ☐ Shopping (3)
 - ☐ Medical (for example, doctor's appointment) (4)
 - ☐ Family/personal errands (for example, banking, post office) (5)
 - ☐ Social/recreational (for example, church, social gatherings, restaurants) (6)
 - ☐ Other (7) _____
-

Q2 What was the primary destination for your last Míocar reservation? (choose one)

- ☐ Work-related (1)
 - ☐ School (2)
 - ☐ Shopping (5)
 - ☐ Medical (for example, doctor's appointment) (4)
 - ☐ Family/personal errands (for example, banking, post office) (3)
 - ☐ Social/recreational (for example, church, social gatherings, restaurants) (6)
 - ☐ Other (7) _____
-

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Display This Question:

If Please select how you used Míocar during this most recent reservation. (select all that apply) = To give someone else a ride to where they needed to go AND To drive myself where I needed to go

Q18 Did you drive to this primary destination for yourself, or did you give someone else a ride to this primary destination?

- ☐ I drove to this primary destination for myself (1)
- ☐ I gave someone else a ride to this primary destination (2)
- ☐ Both; I needed to go to this primary destination for myself, and also gave someone else a ride to this primary destination (4)

Display This Question:

If Did you drive to this primary destination for yourself, or did you give someone else a ride to this primary destination?

... = I drove to this primary destination for myself OR Both; I needed to go to this primary destination for myself, and also gave someone else a ride to this primary destination

Q3 If Míocar was not available, would you have been able to travel to the primary destination of your last reservation?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Unsure (3)

End of Block: Block 1

Start of Block: Block 2

Display This Question:

If If Míocar was not available, would you have been able to travel to the primary destination of you... = Yes

Q4 How would you have made this trip without Míocar? (Select all that apply)

- ☐ I would have used a different mode of travel (for example, my own car or bus) (1)
- ☐ I would have gone to a different location. (2)
- ☐ I am unsure. (3)

Display This Question:

If How would you have made this trip without Míocar? (Select all that apply) = I would have used a different mode of travel (for example, my own car or bus)

Or How would you have made this trip without Míocar? (Select all that apply) = I would have gone to a different location.

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Q5 What mode of travel would you have used?

- ☐ Driven my own car. (1)
- ☐ Borrowed someone else's car. (2)
- ☐ Got a ride from someone. (3)
- ☐ Rented a car (for example, Enterprise) (4)
- ☐ Walked (5)
- ☐ Biked (6)
- ☐ Taken a bus (7)
- ☐ Taken a train (8)
- ☐ Taken a taxi, uber, or lyft (9)
- ☐ Unsure (10)
- ☐ Other (11) _____

Q8 Including yourself, how many passengers were in the vehicle during your reservation?

▼ 1 (14) ... 6 (25)

End of Block: Block 2

Start of Block: Block 3

Q6 Please rate the cleanliness of the Míocar vehicle used on your last reservation from 1 (very dirty) to 5 (very clean)?

- ☐ 1 (2)
- ☐ 2 (3)
- ☐ 3 (4)
- ☐ 4 (5)
- ☐ 5 (6)

Q7 Additional comments or suggestions to improve the service.

End of Block: Block 3

CONCLUSION/SUBMIT: Thank you for your response!

Míocar Retrospective Telephone Survey

Q1 Telephone Intro Q1

"Hello, may I please speak with [Member Name]?" (Do not read response options. If needed, read "This is [Caller First Name] on behalf of the Míocar carsharing service.")

- Yes
 - Not Available (Ask to schedule a time to call back, if possible: "Is there a better time that I could call back to speak with [Member Name]?")
-

Q208 Telephone Intro Q2

"Hello, this is [Caller First Name] on behalf of the Míocar carsharing service. We are calling to ask Míocar members to complete a one-time in-depth research survey about their experience with the service and their use of transportation. This survey may take up to 30 minutes to complete, and once you complete the survey, we will send you a \$50 Walmart gift card and you will receive a credit for one free hour of Míocar use. May I continue with some more information about the research survey?" (Do not read response options)

- Yes
 - Not at this time (Ask to schedule a time to call back, if possible: "Is there a better time that would work for you?")
 - No (Ask to confirm, "Is there a better time that would work for you?")
-

Q244 "This survey is part of a research study being conducted by University of California researchers. This survey goes into more detail than previous Míocar surveys you may have completed. Your participation in this research is completely voluntary but is important in helping to understand how to improve and expand the Míocar service. Your personal information will not be shared with anyone outside of the research team, and the results of the survey will be linked to your Míocar service use in a way that does not personally identify you or your travel. If you have any questions, I can provide you with the contact information for the lead researcher, [Contact Information]").

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Do you agree to participate in this research survey? If so, please say "Yes, I agree" and I will begin the survey." (Do not read response options)

- ☐ Yes
- ☐ Not at this time (Ask to schedule a time to call back, if possible: "Is there a better time that would work for you?")
- ☐ No

Q209 [Administrative notes regarding the call or call-back time]

- ☐ [SELECT THIS OPTION TO END THE SURVEY] Administrative Notes:

End of Block: Introduction

Start of Block: Introduction 2

Q31 "Thank you for agreeing to participate in this research survey. I'll note that some of the questions in this survey are similar to questions you may have answered during a previous Míocar survey. This is intentional, and helps us understand Míocar member characteristics and transportation use over time."

End of Block: Introduction 2

Start of Block: Household

Q32 "First, I would like to ask you about your family and household. By household, I mean the people living with you in your current residence."

Q282 "Including yourself, how many people live in your household?" (Do not read response options)

- ☐ 1
 - ☐ 2
 - ☐ 3
 - ☐ 4
 - ☐ 5
 - ☐ 6 or more
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

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Q2 "This next set of questions is about who you live with in your household." (Read each response option. Respondent may select multiple responses.)

- ☐ "Do you live with a spouse, partner, or significant other?"

- ☐ "Do you live with children or grandchildren?" (If yes, "How many children or grandchildren do you live with?")

- ☐ "Do you live with parents?" (If yes, "How many parents do you live with?")

- ☐ "Do you live with grandparents?" (If yes, "How many grandparents do you live with?")

- ☐ "Do you live with another type of relative?" (If yes, "What other type of relatives do you live with, and how many?") _____
- ☐ "Do you live with roommates or friends?" (If yes, "How many roommates or friends do you live with?") _____
- ☐ "Do you live with anyone else?" (If yes, "Can you please describe how many other people you live with, and who they are?")

- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q283 "Are you employed?" (Do not read response options)

- ☐ Yes
- ☐ No
- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q284 "Which of the following best describes how you access your place of work most of the time? I will read two options. Do you **usually**..." (Read response options)

- ☐ Travel to work,
 - ☐ Or work from home?
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

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Q285 Are you a student in school?" (Do not read response options)

- ☐ Yes
 - ☐ No
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

Q286 "Which of the following best describes how you attend school most of the time? I will read two options. Do you **usually**..." (Read response options)

- ☐ Travel to school,
 - ☐ Or Attend school from home?
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

Q277 "How many people in your household, if any, are employed?" (Do not read response options)

- ☐ Number _____
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

Q278 "Which of the following best describes how people in your household access their places of work most of the time? I will read two options. Do people in your household **usually**..." (Read response options)

- ☐ Travel to work,
- ☐ Or Work from home?
- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q279 "How many people in your household, if any, are students in school?" (Do not read response options)

- ☐ Number _____
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

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Q280 "Which of the following best describes how people in your household attend school most of the time? I will read two options. Do people in your household **usually...**" (Read response options)

- ☐ Travel to school,
- ☐ Or Attend school from home?
- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q287 "Next, I would like to ask about the age ranges for individuals in your household."

Q186 "How many people in your household, if any, are under 21 years old?"

Q296 "What are the ages of the individuals in your household who are under 21 years old?" (Do not read response options unless necessary. Add appropriate numeric values based on response)

- ☐ 19 to 20 (Number of individuals):
- ☐ 13 to 18 (Number of individuals):
- ☐ 5 to 12 (Number of individuals):
- ☐ Under 5 years old (Number of individuals)
- ☐ [Prefer not to answer/No Response]

End of Block: Household

Start of Block: Number of Vehicles

Q83 "Next, I have some questions about the personal vehicles available to your household. By personal vehicles, I mean cars or trucks that your household owns, leases, or that you regularly borrow from friends or family."

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Q5 "How many personal vehicles are available for use by your household?" (Do not read response options)

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6 or more
- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q7 "How long have you had access to this vehicle?" (Do not read response options unless requested. Select the best response.)

- ☐ Less than one year
- ☐ Between 1 and 2 years
- ☐ 2 years or more
- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q8 "About how many miles has this vehicle been driven over the past 12 months?"

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Q173 "Do you currently use this vehicle MORE, LESS, or ABOUT THE SAME as you did before the COVID-19 pandemic?" (Do not read response options)

- ☐ More
 - ☐ Less
 - ☐ About the same
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

Q38 "How would you rate the reliability of this vehicle on a scale of 1 to 5, where 1 is "Very unreliable" and 5 is "Very reliable"?" (Do not read response options)

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q9 "Do you use 1 of the [\\${Q5/ChoiceGroup/SelectedChoices}](#) vehicles available to your household more than the other(s)?" (Do not read response options)

- ☐ Yes
- ☐ No
- ☐ Unsure
- ☐ [Prefer not to answer/No response] (DO NOT READ)

End of Block: Number of Vehicles

Start of Block: Ranked Vehicles

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Q11 "For the vehicle that you use **#{lm://Field/2} most frequently**, how long have you had access to this vehicle?" (Do not read response options unless requested. Select the best response.)

- ☐ Less than 1 year
- ☐ Between 1 and 2 years
- ☐ 2 years or more
- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q12 "For the vehicle that you use **#{lm://Field/2} most frequently**, about how many miles has this vehicle been driven over the past 12 months?"

Q174 "For the vehicle that you use **#{lm://Field/2} most frequently**, do you currently use this vehicle MORE, LESS, or ABOUT THE SAME as you did before the COVID-19 pandemic?" (Do not read response options)

- ☐ More
- ☐ Less
- ☐ About the same
- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q34 "For the vehicle that you use **#{lm://Field/2} most frequently**, how would you rate the reliability of this vehicle on a scale of 1 to 5, where 1 is "Very unreliable" and 5 is "Very reliable"?" (Do not read response options)

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ [Prefer not to answer/No response] (DO NOT READ)

End of Block: Ranked Vehicles

Start of Block: Randomly Used Vehicles

Q14 "Please choose one of the **Field/2** vehicles available to your household. How long have you had access to this vehicle?" (Do not read response options unless requested. Select the best response.)

- ☐ Less than 1 year
- ☐ Between 1 and 2 years
- ☐ 2 years or more
- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q15 "About how many miles has this vehicle been driven over the past 12 months?"

Q175 "Do you currently use this vehicle MORE, LESS, or ABOUT THE SAME as you did before the COVID-19 pandemic?" (Do not read response options)

- ☐ More
 - ☐ Less
 - ☐ About the same
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

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Q35 "How would you rate the reliability of this vehicle on a scale of 1 to 5, where 1 is "Very unreliable" and 5 is "Very reliable"?" (Do not read response options)

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ [Prefer not to answer/No response] (DO NOT READ)

End of Block: Randomly Used Vehicles

Start of Block: Míocar Effects on Vehicle Acquisition/Shed

Q260 "Has your household gotten rid of any personal vehicles since you joined Míocar? By "gotten rid of", I mean vehicles that you have sold, scrapped, or stopped the lease on." (Do not read response options)

- ☐ Yes
- ☐ No
- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q261 "Has your household gotten rid of any personal vehicles **because** of the availability of Míocar as a transportation option?" (Do not read response options)

- ☐ Yes
 - ☐ No
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

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Q188 "How many vehicles has your household gotten rid of, at least in part, due to Míocar?" (Do not read response options)

- ☐ 1
 - ☐ 2
 - ☐ 3
 - ☐ 4
 - ☐ 5
 - ☐ 6
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

Q262 "What is the make, model, and year, to the best of your knowledge, of the vehicle your household has gotten rid of due to Míocar?" (Do not read categories. Read examples if needed.)

- ☐ Make (IF NEEDED: "An example would be Honda")

- ☐ Model (IF NEEDED: "An example would be Civic")

- ☐ Year (IF NEEDED: "An example would be 2012")

Q264 "If Míocar were not available, would your household still have gotten rid of this vehicle?" (Do not read response options)

- ☐ Yes
 - ☐ No
 - ☐ [Prefer not to answer/No Response] (DO NOT READ)
-

[REPEAT Q262 and Q264 for each additional vehicle based on quantity indicated in Q188]

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Q272 "Does your household plan to buy or start a lease on a motor vehicle within the next two years?" (Do not read response options)

- ☐ Yes
 - ☐ No
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

Q271 "Before you joined Míocar, did your household already have plans to buy or start the lease on a motor vehicle?" (Do not read response options)

- ☐ Yes
- ☐ No
- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q274 "Is your household considering buying or leasing an electric vehicle in the next two years?" (Do not read response options)

- ☐ Yes
 - ☐ No
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

Q273 "If you had not joined Míocar, do you think your household would have bought or started the lease on a motor vehicle?" (Do not read response options)

- ☐ Yes
- ☐ No
- ☐ [Prefer not to answer/No response] (DO NOT READ)

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Q275 "How many vehicles do you think you would have bought or started the lease on?" (Do not read response options)

- ☐ 1
 - ☐ 2
 - ☐ 3
 - ☐ 4
 - ☐ 5
 - ☐ 6
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

Q276 "If Míocar were no longer available to you, do you think you would have to buy or start the lease on a new or used vehicle?" (Do not read response options)

- ☐ Yes
- ☐ No
- ☐ [Prefer not to answer/No response] (DO NOT READ)

End of Block: Míocar Effects on Vehicle Acquisition/Shed

Start of Block: Míocar Operations

Q230 "This next section of the survey is about how, if at all, Míocar has affected your transportation decisions and ability to travel."

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Q18 "Has Míocar increased the number of trips your household makes?" (Do not read response options)

- ☐ Yes
 - ☐ No
 - ☐ Unsure
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

Q130 "Has Míocar affected how much your household uses your personal vehicles? I will read a list of options, please select one." (Read response options)

- ☐ No, Míocar has not affected how much we use our personal vehicles
- ☐ Yes, we use our personal vehicles LESS because of Míocar
- ☐ Yes, we use our personal vehicles MORE because of Míocar
- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q187 "To make sure I understand, it sounds like Míocar has caused you to use your household's personal vehicles MORE often. Is that correct?" (Do not read response options)

- ☐ Yes ("Can you please explain how Míocar has caused you to use your household's personal vehicles more?") _____
 - ☐ No
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

Q241 "For this next set of questions, we are interested in how, if at all, you have used Míocar to drive **other people** to where they need to go. For each of the following options, please respond

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with Yes or No. Have you used Míocar to drive **other people** so they could complete..." (Read each response option)

	(Check if YES)
School-related trips?	☐
Medical-related trips?	☐
Shopping trips?	☐
Trips to or from their place of work?	☐
Social or Recreational trips?	☐
Other Family or Personal Errands?	☐
Any other types of trips? (If Yes, "What other types of trips?")	☐
[Prefer not to answer/No response] (DO NOT READ)	☐

Q71 "We would also like to know about the types of trips you have taken **for yourself** using Míocar. For each of the following options, please respond with Yes or No. Have you used Míocar to complete..." (Read each response option)

	(Check if YES)
Work activities, such as delivering food or giving rides to paying customers?	☐
Trips to or from your place of work?	☐
School-related trips for yourself?	☐
Medical-related trips for yourself?	☐
Your Shopping trips?	☐
Your Social or Recreational trips?	☐
Your Other Family or Personal errands?	☐
Any other types of trips for yourself?	☐
[Prefer not to answer/No response] (DO NOT READ)	☐

Q149 "Thinking about the work-related trips you have made with Míocar, how, if at all, were these trips made before you joined Míocar?"

Q150 "Thinking about the school-related trips you have made with Míocar, how, if at all, were these trips made before you joined Míocar?"

Q151 "Thinking about the medical-related trips you have made with Míocar, how, if at all, were these trips made before you joined Míocar?"

Q152 "Which of the following describes how you typically use Míocar during a single reservation? I will read two options, please select the response that matches how you use Míocar most of the time." (Read response options)

- ☐ Traveling to a single destination and then returning the vehicle
- ☐ Traveling to multiple destinations before returning the vehicle
- ☐ [Prefer not to answer/No response] (DO NOT READ)

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Q20 "When picking up a Míocar vehicle, what form of transportation do you usually use to get to Míocar pick-up locations?" (Do not read response options. Respondent may select multiple responses.)

- ☐ Walk
- ☐ **Drive** a private vehicle (car or truck)
- ☐ **Get dropped off** in a private vehicle (car or truck)
- ☐ Public transit bus
- ☐ Bicycle
- ☐ Taxi, Uber, or Lyft
- ☐ Scooter or skateboard
- ☐ Motorcycle
- ☐ Unsure
- ☐ Other _____
- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q56 "Next, we would like to understand how you use other forms of transportation and how well these other forms of transportation meet your travel needs."

End of Block: Míocar Operations

Start of Block: Alternative Transportation Options

Q255 "I'd like to ask about the other forms of transportation your household might be able to use to complete certain types of trips."

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Q247 "The first form of transportation is personal vehicles. If necessary, would your household be able to use personal vehicles to make ALL, SOME, or NONE of the trips you need to make?"
(Do not read response options)

- ☐ All
 - ☐ Some
 - ☐ None
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

Q248 "In your own words, what types of trips would you have trouble making using your personal vehicles?"

Q249 "The next form of transportation is public transit such as bus, shuttle, or train. If necessary, would your household be able to use public transit to make ALL, SOME, or NONE of the trips you need to make?" (Do not read response options)

- ☐ All
 - ☐ Some
 - ☐ None
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

Q250 "In your own words, what types of trips would you have trouble making using public transit?"

Q297 "The next form of transportation is bicycles, scooters, or skateboards. Does your household have access to at least one bicycle, scooter, or skateboard (either personally owned or shared)?" (Do not read response options)

- ☐ Yes
 - ☐ No
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

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Q251 "If necessary, would your household be able to use bicycles, scooters, or skateboards to make ALL, SOME, or NONE of the trips you need to make?" (Do not read response options)

- ☐ All
 - ☐ Some
 - ☐ None
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

Q252 "In your own words, what types of trips would you have trouble making using bicycles, scooters, or skateboards?"

Q253 "The last form of transportation is walking. If necessary, would your household be able to walk to make ALL, SOME, or NONE of the trips you need to make?" (Do not read response options)

- ☐ All
 - ☐ Some
 - ☐ None
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

Q254 "In your own words, what types of trips would you have trouble making by walking?"

End of Block: Alternative Transportation Options

Start of Block: General Mobility

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Q62 "How often were you able to travel to where you needed to go before joining Míocar? I will read a list of options." (Read response options)

- ☐ Always
 - ☐ Usually
 - ☐ Sometimes
 - ☐ Rarely
 - ☐ Never
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

Q63 "How often are you able to travel to where you need to go since joining Míocar? I will read the same list of options." (Read response options)

- ☐ Always
- ☐ Usually
- ☐ Sometimes
- ☐ Rarely
- ☐ Never
- ☐ [Prefer not to answer/No response] (DO NOT READ)

End of Block: General Mobility

Start of Block: Satisfaction

Q132 "The next set of questions relates to your satisfaction with the Míocar service."

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Q180 "On a scale of 1 to 5, where 1 is "very difficult" and 5 is "very easy", how difficult or easy was it for you to recharge your vehicle during your Míocar trips?" (Do not read response options)

- ☐ 1 (Very difficult)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (Very easy)
- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q181 "Can you please tell me more about why you chose that rating?"

Q182 "Did this difficulty with the charging stations cause you to use Míocar less often?" (Do not read response options)

- ☐ No
- ☐ Yes
- ☐ Unsure
- ☐ [Prefer not to answer/No response] (DO NOT READ)

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Q137 "On a scale of 1 to 5, where 1 is "very difficult" and 5 is "very easy", how difficult or easy was it for you to use the vehicle charging stations when you returned the Míocar vehicle?" (Do not read response options)

- ☐ 1 (Very difficult)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (Very easy)
- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q138 "Can you please tell me more about why you chose that rating?"

Q139 "Did this difficulty with the charging stations cause you to use Míocar less often?" (Do not read response options)

- ☐ No
- ☐ Yes
- ☐ Unsure
- ☐ [Prefer not to answer/No response] (DO NOT READ)

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Q133 "On a scale of 1 to 5, where 1 is "very dissatisfied" and 5 is "very satisfied", how satisfied are you with the cost of the Míocar service?" (Do not read response options)

- ☐ 1 (Very dissatisfied)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (Very satisfied)
- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q134 "Can you please tell me more about why you chose that rating?"

Q184 "On a scale of 1 to 5, where 1 is "very dissatisfied" and 5 is "very satisfied", how satisfied are you with the distance that you need to travel to access Míocar vehicles?" (Do not read response options)

- ☐ 1 (Very dissatisfied)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (Very satisfied)
- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q185 "Can you please tell me more about why you chose that rating?"

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Q135 "On a scale of 1 to 5, where 1 is "very dissatisfied" and 5 is "very satisfied", how satisfied are you with the Míocar service overall?" (Do not read response options)

- ☐ 1 (Very dissatisfied)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (Very satisfied)
- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q136 "Can you please tell me more about why you chose that rating?"

Q140 "Do you have any suggestions for improving the Míocar service?"

End of Block: Satisfaction

Start of Block: Demographics

Q227 "Finally, I would like to ask a few questions about you to help categorize our responses to this survey."

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Q22 "What is your highest level of education?" (Do not read options, select closest response. Offer to read options if respondent is unsure.)

- ☐ No schooling completed
 - ☐ Less than high school
 - ☐ High school graduate
 - ☐ Trade or vocational
 - ☐ Some college but no degree
 - ☐ Associate degree in college
 - ☐ Bachelor's degree in college
 - ☐ Master's degree
 - ☐ Above Master's degree
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

Q23 "This question is about your household's approximate annual income level. I'll read a list of options. Please tell me when I reach your household's annual income level." (Begin reading response options)

- ☐ Less than \$10,000
 - ☐ Less than \$25,000
 - ☐ Less than \$50,000
 - ☐ Less than \$100,000
 - ☐ Less than \$150,000
 - ☐ Less than \$200,000
 - ☐ At least \$200,001
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

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Q190 "This next question is about health-related difficulties and helps us understand the transportation needs of individuals and families who are using Míocar. I will list and describe several types of health-related difficulties. For each one, please tell me if any individuals in your household have the health-related difficulty." (Read response options)

- ☐ Hearing difficulty, meaning people who are deaf or have serious difficulty hearing (if yes, how many individuals) _____
- ☐ Vision difficulty, meaning people who are blind or have serious difficulty seeing, even when wearing glasses (if yes, how many individuals)

- ☐ Cognitive difficulty, meaning people who have difficulty remembering, concentrating, or making decisions because of a physical, mental, or emotional challenge (if yes, how many individuals) _____
- ☐ Ambulatory difficulty, meaning people who have serious difficulty walking or climbing stairs (if yes, how many individuals)

- ☐ Self-care difficulty, meaning people who have difficulty bathing or dressing (if yes, how many individuals) _____
- ☐ Independent living difficulty, meaning people who have difficulty doing errands alone such as visiting a doctor's office or shopping because of a physical, mental, or emotional challenge (if yes, how many individuals)

- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q259 "What is your age?"

Q29 "Are you of Hispanic, Latino, or Spanish origin?" (Do not read response options)

- ☐ Yes
 - ☐ No
 - ☐ [Prefer not to answer/No response] (DO NOT READ)
-

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Q30 "Which of the following best describes you? I will read a list of options, and you may select multiple responses." (Read response options)

- ☐ American Indian or Alaska Native
- ☐ Asian
- ☐ Black or African American
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Other _____
- ☐ [Prefer not to answer/No response] (DO NOT READ)

Q191 "To thank you for completing this survey, we will send you a \$50 Walmart gift card by email and you will receive a credit for one free hour of Míocar use. Would you like this card to be sent to the email address that is associated with your Míocar account, or to a different email address?" (Do not read response options)

- ☐ Míocar account email address
- ☐ Different email address: _____
- ☐ I do not wish to receive a gift card
- ☐ [Prefer not to answer/No response] (DO NOT READ)

End of Block: Demographics

Start of Block: Survey End

Q228 "This completes the in-depth Míocar survey. Thank you so much for taking the time to share this information and for being a part of Míocar. You will receive your \$50 gift card by email within the next two weeks."

End of Block: Survey End

Vamos Survey Instruments

Vamos Before Survey

INTRODUCTION: To improve the VAMOS app, University of California researchers invite you to take a short survey (about 10 minutes). After you complete the survey, we will email you a \$20 Walmart gift card.

Participation in this survey is completely optional. You can skip questions that you do not want to answer or stop at any time. Your responses will be confidentially linked to VAMOS service use in a way that does not personally identify you or your travel. If you have any questions, please contact the lead researcher, [Contact information].

If you agree to take part in the research, then click the “Accept” button below.

1. About how long have you been using the VAMOS app?
 - I have not used the VAMOS app yet (SKIP to STATEMENT_3)
 - I have used the VAMOS app for a month or less (SKIP to STATEMENT_3)
 - I have used the VAMOS app for more than a month

STATEMENT_1: We have some questions about how you have used VAMOS since you first downloaded the app.

2. How have you used the VAMOS app since you first downloaded it? (Select all that apply)
 - Planning a transit (bus/train) trip
 - Purchasing a transit (bus/train) ticket
 - Reserving a VOGO trip
 - Planning a bicycle trip
 - Other: _____

(IF neither “Planning a transit (bus/train) trip” nor “Purchasing a transit (bus/train) ticket” selected for Q2, SKIP to STATEMENT_2)

3. (SHOW if “Purchasing a transit (bus/train) ticket” to Q2) “Because of the transit (bus/train) ticket purchasing feature in VAMOS, I have used transit (bus/train)”:
 - About the same
 - More often
 - Much more often
 - Unsure
 - Other: _____
4. (SHOW if “Planning a transit (bus/train) trip” to Q2) “Because of the trip planning feature in VAMOS, I have used transit (bus/train)”:
 - About the same
 - More often
 - Much more often
 - Unsure

- Other: _____
5. (SHOW if “Planning a transit (bus/train) trip” to Q2) When planning a trip in VAMOS, how often have you used one of the suggested routes?
- Every time
 - Most of the time
 - About half of the time
 - Sometimes
 - Rarely
 - Never (SKIP to STATEMENT_2)
 - Unsure (SKIP to STATEMENT_2)
6. Which of the following types of trips have you made with the help of VAMOS? (Select all that apply)
- Work-related
 - School-related
 - Medical (for example, doctor’s appointment)
 - Shopping
 - Social/recreational
 - Other family/personal errands
 - Prefer not to answer
 - Other: _____
7. What is the most common type of trip you have made with the help of VAMOS?
- Work-related
 - School-related
 - Medical (for example, doctor’s appointment)
 - Shopping
 - Social/recreational
 - Other family/personal errands
 - Prefer not to answer
 - Other: _____

STATEMENT_2: This next section relates to how, if at all, VAMOS has affected your travel experience. Please respond on a 5-point scale where 1 is "strongly disagree" and 5 is "strongly agree" to each of the statements that will be displayed when you press Continue.

8. “Because of VAMOS, I have discovered that I can use transit (bus/train) for more destinations.”
- 1 – Strongly Disagree
 - 2
 - 3
 - 4
 - 5 – Strongly Agree

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9. “Because of VAMOS, it has been easier to pay for a transit (bus/train) trip.”
- 1 – Strongly Disagree
 - 2
 - 3
 - 4
 - 5 – Strongly Agree
10. “Because of VAMOS, it has taken me less time to travel by transit (bus/train).”
- 1 – Strongly Disagree
 - 2
 - 3
 - 4
 - 5 – Strongly Agree
11. “Because of VAMOS, I have used my personal vehicle(s) less.”
- 1 – Strongly Disagree
 - 2
 - 3
 - 4
 - 5 – Strongly Agree
12. “Because of VAMOS, I have biked and/or walked more.”
- 1 – Strongly Disagree
 - 2
 - 3
 - 4
 - 5 – Strongly Agree

(IF “I have used the VAMOS app for more than a month” selected for Q1, SKIP to Q14)

STATEMENT_3: Next, we have some questions about why and how you will use Vamos in the future.

13. “Because of the VAMOS app, I expect to use transit (bus/train)”:
- About the same
 - More often
 - Much more often
 - Unsure
 - Other: _____
14. (SHOW if “Purchasing a transit (bus/train) ticket” is NOT selected for Q2) Are you aware of the ticket purchasing feature in the VAMOS app that allows you to directly purchase tickets from transit agencies (bus/train) in San Joaquin County?
- Yes
 - No (SKIP to Q16)
 - Unsure (SKIP to Q16)

15. How important was the ticket purchasing feature in your decision to download the VAMOS app?

- Not important at all
- Only slightly important
- Somewhat important
- Very important
- Unsure

(IF “I have not used the VAMOS app yet” selected for Q1, SKIP to Q22)

16. Which trip planner do you use most often to plan your travel?

- Google Maps
- Waze
- Apple Maps
- Bing Maps
- Mapquest
- Dibs
- Transit agency transit (bus/train) trip planner
- VAMOS
- I don’t use a trip planner (SKIP to Q22)
- Unsure (SKIP to Q22)
- Other: _____

17. How would you compare the VAMOS app to the trip planner you use most often?

- The VAMOS app is much better
- The VAMOS app is somewhat better
- The VAMOS app is about the same (SKIP to Q22)
- The VAMOS app is somewhat worse (SKIP to Q20)
- The VAMOS app is much worse (SKIP to Q20)
- Unsure (SKIP to Q22)

18. What about the VAMOS app made it more useful? (Select all that apply)

- Appearance
- Format and display of information
- Quality of travel options presented
- Ease of use
- Ability to purchase transit (bus/train) tickets
- Including demand responsive transportation options (e.g. Van Go!, Dial-A-Ride and VOGO)

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- Prefer not to answer
- Other: _____

19. To help us improve VAMOS, can you please tell us a little more about why you think VAMOS is more useful than other trip planning applications?

_____ (SKIP to Q22)

20. What about the VAMOS app made it less useful? (Select all that apply)

- Appearance
- Format and display of information
- Quality of travel options presented
- Ease of use
- Prefer not to answer
- Other: _____

21. To help us improve VAMOS, can you please tell us a little more about why you think VAMOS is less useful than other trip planning applications?

22. How did you find out about VAMOS?

- School
- Medical Clinic
- News
- Internet/Social Media
- Radio/TV Advertisement
- Print Advertisement (for example, flyer, poster)
- Family/Friend
- MOVE
- Transit agencies
- Unsure
- Other: _____

STATEMENT_3: Next, to understand factors that may affect your use of VAMOS, we have some questions about your household's access to personal vehicles.

23. Including yourself, how many people are in your household (people who live in your residence and with whom you share household expenses)?

- 1
- 2

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- 3
- 4
- 5
- 6 or more
- Prefer not to answer

24. How many vehicles are available (owned, leased, or regularly borrowed) for your household to drive?

- 0 (SKIP to STATEMENT_4)
- 1
- 2
- 3
- 4
- 5
- 6 or more
- Prefer not to answer

25. Including yourself, how many people in your household drive one or more of these vehicles?

26. Please list the year, make, and model for the vehicle you use most frequently. (For example: Honda, Civic, 2013)

27. Have you had access to this vehicle for a year or more?

- Yes
- No (SKIP to STATEMENT_4)
- Prefer not to answer (SKIP to STATEMENT_4)

28. About how many miles has this vehicle been driven in the past 12 months?

STATEMENT_4: Finally, we have a few questions that will help us categorize your responses to this survey.

29. What is your education level?

- No schooling completed
- Less than high school

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- High school (high school diploma or equivalent including GED)
- Trade or vocational
- Some college but no degree
- Associate degree in college (2-year)
- Bachelor's degree in college (4-year)
- Master's degree
- Above master's degree
- Prefer not to answer

30. What is your age group?

- 20-24
- 25-34
- 35-44
- 45-54
- 55-59
- 60-64
- 65-74
- 75-84
- >85
- Prefer not to answer

31. What is your household's income level?

- Under \$10,000
- \$10,000 - \$24,999
- \$25,000 - \$49,999
- \$50,000 - \$99,999
- \$100,000 - \$199,999
- More than \$200,000
- Prefer not to answer

32. Are you of Hispanic, Latino, or Spanish origin?

- No, not of Hispanic, Latino, or Spanish origin
- Yes, Mexican, Mexican American, Chicano
- Yes, Puerto Rican
- Yes, Cuban
- Yes, another Hispanic, Latino, or Spanish origin
- Prefer not to answer

33. Which of the following best describes you?

- White
- Black or African American

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- American Indian or Alaska Native
- Chinese
- Filipino
- Asian Indian
- Vietnamese
- Korean
- Japanese
- Native Hawaiian
- Samoan
- Chamorro
- Prefer not to answer
- Other: _____

34. What is your zip code?

35. Please tell us the name of the street on which your home is located (e.g. Palm Avenue).

36. Please tell us the name of a cross-street close to your home (e.g. CA-46).

37. To thank you for completing this survey, would you like to receive a \$20 Walmart gift card?

- Yes
- No (SKIP to CONCLUSION/SUBMIT)

38. Your \$20 Walmart gift card will be emailed to you within 4 weeks. Please tell us what email address we should use to send you the gift card.

- The email address associated with my VAMOS account
- Other: _____

CONCLUSION/SUBMIT: This completes the survey. Please press “Submit” below to submit your responses.

Vamos Quarterly Usage Survey

INTRODUCTION: To improve the VAMOS app, University of California researchers invite you to take a short survey (about 5 minutes) about how you used VAMOS in the last three months.

After you complete the survey, we will email you a \$20 Walmart gift card.

Your participation is optional, and you can skip questions or stop the survey at any time. Your responses will be confidentially linked to VAMOS service use in a way that does not personally identify you or your travel. If you have any questions, please contact the lead researcher [Contact information].

If you agree to take part in the research, then click the “Accept” button below.

39. During the past three months, did you purchase a transit (bus/train) ticket through the VAMOS app?

- Yes
- No (SKIP to Q4)

STATEMENT_1: Next, we have a few questions about how you used VAMOS to purchase transit (bus/train) tickets during the last three months.

40. How did you purchase transit (bus/train) tickets within VAMOS in the last three months?

- Through a VAMOS search
- Using the VAMOS EZHub ticket button
- I am unsure

41. When taking trips with transit tickets purchased through VAMOS during the last three months, which of the following types of trips did you make?

- Work-related
- School
- Medical (for example, doctor’s appointment)
- Shopping
- Social/recreational
- Other family/personal errands
- Prefer not to answer

42. During the past three months, did you use the VAMOS app to search for one or more travel routes?

- Yes
- No (SKIP to Q8)

(IF “No” to both Q1 and Q4, SKIP to Q17)

STATEMENT_2: Next, we have a few questions about how you used the VAMOS route search feature during the last three months.

43. When using the VAMOS app to search for routes, did you take at least one of the suggested routes at any point in the last three months?

- Yes (SKIP to Q7)
- No
- Unsure (SKIP to STATEMENT_3)

44. Why didn't you use any of the travel options presented by VAMOS in the last three months?

- There were no option(s) available to get me to my destination (SKIP to Q8)
- There were no option(s) available to get me back from my destination (SKIP to Q8)
- The option(s) took too long to get to my destination (SKIP to Q8)
- The option(s) were too expensive (SKIP to Q8)
- The app was too hard to use (SKIP to Q8)
- The travel options seemed incorrect (SKIP to Q8)
- Unsure (SKIP to Q8)

45. When taking trips with the help of the VAMOS route search feature during the last three months, which of the following types of trips did you make?

- Work-related
- School
- Medical (for example, doctor's appointment)
- Shopping
- Social/recreational
- Other family/personal errands
- Prefer not to answer

46. Please check all of the services or forms of travel that you used with the help of VAMOS (either by purchasing transit tickets or as a result of a route search) during the last three months:

- Amtrak
- Altamont Corridor Express
- City of Tracy - Tracer
- Ceres Dial-A-Ride
- eTrans
- Lodi Grape Line
- Manteca Transit
- Modesto Area Express (MAX)
- Ripon Blossom Express
- San Joaquin RTD
- StaRT
- Turlock Transit
- Van Go!
- VOGO
- Bike
- Unsure

STATEMENT_3: Next, you will be presented with a series of statements related to how, if at all, VAMOS may have affected your travel experience during the last three months.

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For each statement, please respond on a 5-point scale where 1 is "strongly disagree" and 5 is "strongly agree".

47. "I traveled by transit (bus/train) more in the last three months than I did before I started using VAMOS."

- 1 – Strongly Disagree
- 2
- 3
- 4
- 5 – Strongly Agree

48. (SHOW IF "Yes" to Q1) "During the last three months, the VAMOS ticket purchasing feature improved my transit travel experience."

- 1 – Strongly Disagree
- 2
- 3
- 4
- 5 – Strongly Agree

49. (SHOW IF >3 to Q9 and >3 to Q10) "During the last three months, I traveled by transit (bus/train) more because VAMOS made it easier for me to purchase transit tickets."

- 1 – Strongly Disagree
- 2
- 3
- 4
- 5 – Strongly Agree

50. (SHOW IF "Yes" to Q4) "During the last three months, the route information provided by VAMOS made it easier for me to plan my trips."

- 1 – Strongly Disagree
- 2
- 3
- 4
- 5 – Strongly Agree

51. (SHOW IF >3 to Q9 and >3 to Q12) "During the last three months, I traveled by transit (bus/train) more because of the route information provided by VAMOS."

- 1 – Strongly Disagree
- 2
- 3
- 4
- 5 – Strongly Agree

52. "During the last three months, VAMOS allowed me to travel to more destinations than I would otherwise be able to travel to."

- 1 – Strongly Disagree

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- 2
- 3
- 4
- 5 – Strongly Agree

53. “During the last three months, VAMOS made it easier for me to travel to where I need to go.”

- 1 – Strongly Disagree
- 2
- 3
- 4
- 5 – Strongly Agree

54. “During the last three months, VAMOS helped me save money on transportation costs.”

- 1 – Strongly Disagree
- 2
- 3
- 4
- 5 – Strongly Agree

55. Please rate your satisfaction with VAMOS overall during the past three months from 1 (very dissatisfied) to 5 (very satisfied).

- 1 – Very Dissatisfied
- 2
- 3
- 4
- 5 – Very Satisfied

56. Do you have any additional comments or suggestions for improving VAMOS?

57. To thank you for completing this survey, would you like to receive a \$20 Walmart gift card?

- Yes
- No

58. Your \$20 Walmart gift card will be emailed to you within 4 weeks. Please tell us what email address we should use to send you the gift card.

- Email address associated with my VAMOS account
- Use this email address instead: _____

CONCLUSION/SUBMIT: This completes the survey. Please press ‘Submit’ below to submit your responses.

VOGO Survey Instruments

VOGO New Member Telephone Survey

Q1 Telephone Intro Q1

"Hello, may I please speak with [Member Name]?"

- ☐ Yes (4)
- ☐ No (5)
- ☐ [Refused/No response] (6)

Skip To: End of Block If Telephone Intro Q1 "Hello, may I please speak with [Member Name]?" != Yes

Q2 Telephone Intro Q2

"Hello, this is [Caller First Name] with VOGO, the volunteer ride service. We are conducting a survey of VOGO users and would like to ask you some questions about you and your use of VOGO. For completing the survey we will send you a \$10 Walmart gift card. The survey is optional but it is very important that we collect your responses so that we can continue to offer the service. This should take about 10 minutes to complete. If you have any questions, I am happy to provide you with the contact information for the lead researcher [If requested, provide contact information].

May I begin the survey?"

- ☐ Yes (1)
- ☐ No [Attempt to schedule a time to call back, if possible] (2)
- ☐ [Refused/No response] (3)

End of Block: TELEPHONE INTRO

Start of Block: Administrative Notes

Q22 [Administrative Notes]

End of Block: Administrative Notes

Start of Block: SECTION 1

Q3 First, we have some questions about your access to vehicles and driving preferences.

Q4

How many vehicles are available in your household? This includes vehicles you own, lease, or regularly borrow.

- ☐ 0 (1)
- ☐ 1 (2)
- ☐ 2 (3)
- ☐ 3 (4)
- ☐ 4 (5)
- ☐ 5 (6)
- ☐ 6 or more (7)
- ☐ [Refused/No response] (8)

Skip To: End of Block If How many vehicles are available in your household? This includes vehicles you own, lease, or regu... = 0

Skip To: End of Block If How many vehicles are available in your household? This includes vehicles you own, lease, or regu... = [Refused/No response]

Q5 Which of the following statements best describes how comfortable you are with driving the vehicle(s) available to your household?

- ☐ I am completely comfortable driving the vehicle(s) (1)
- ☐ I am comfortable driving the vehicle(s) in some situations (2)
- ☐ I am not comfortable driving the vehicle(s) (3)
- ☐ [Refused/No response] (4)

Skip To: End of Block If Which of the following statements best describes how comfortable you are with driving the vehicle... = I am completely comfortable driving the vehicle(s)

Skip To: End of Block If Which of the following statements best describes how comfortable you are with driving the vehicle... = [Refused/No response]

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Q6 I will read a list of reasons why people may not be comfortable to drive. For each one, please tell me whether it is a reason that you may not be comfortable to drive [Select all that apply]:

- ☐ Do not enjoy driving (1)
- ☐ Unable to drive because of an injury or physical challenge (2)
- ☐ Unable to drive because of a visual challenge (3)
- ☐ A doctor recommended to give up driving (4)
- ☐ A family member recommended to give up driving (5)
- ☐ Had a traffic accident (6)
- ☐ Other: (7) _____
- ☐ [Refused/No response] (8)

End of Block: SECTION 1

Start of Block: SECTION 2

Q7 We also have some questions about how and why you will use VOGO.

Q8 Which of the following best describes the reason(s) that you decided to start using VOGO?
[Select all that apply]

- ☐ To save money (1)
 - ☐ I can't take a bus or train to get to places that I need to go (2)
 - ☐ There isn't a bus stop or train station close enough to my home (3)
 - ☐ Taxis, Uber, and Lyft are not available where I live (4)
 - ☐ I am not comfortable driving a car (5)
 - ☐ I do not have access to a car (6)
 - ☐ Other: (7) _____
 - ☐ [Refused/No response] (8)
-

Display This Question:

If Which of the following best describes the reason(s) that you decided to start using VOGO?
[Select... = To save money

Q9 You mentioned that you started using VOGO in order to save money. Which of the following is a specific reason that you wanted to save money with VOGO? [Select all that apply]

- ☐ The bus or train is too expensive (1)
- ☐ Taxis, Uber, and Lyft are too expensive (2)
- ☐ Gas is too expensive (3)
- ☐ Owning a car is too expensive (4)
- ☐ Other: (5) _____
- ☐ [Refused/No response] (6)

Display This Question:

If Which of the following best describes the reason(s) that you decided to start using VOGO?
[Select... = I am not comfortable driving a car

And If

How many vehicles are available in your household? This includes vehicles you own, lease, or regu... = 0

Or How many vehicles are available in your household? This includes vehicles you own, lease, or regu... = [Refused/No response]

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Q10 You mentioned that you are not comfortable driving a car. I will read a list of reasons why people may not be comfortable to drive. For each one, please tell me whether it is a reason that you may not be comfortable to drive [Select all that apply]:

- ☐ Do not enjoy driving (1)
 - ☐ Unable to drive because of an injury or physical challenge (2)
 - ☐ Unable to drive because of a visual challenge (3)
 - ☐ A doctor recommended to give up driving (4)
 - ☐ A family member recommended to give up driving (5)
 - ☐ Had a traffic accident (6)
 - ☐ Other: (7) _____
 - ☐ [Refused/No response] (8)
-

Q11 Will VOGO allow your household to take more trips?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Unsure (3)
- ☐ [Refused/No response] (4)

Skip To: Q13 If Will VOGO allow your household to take more trips? != Yes

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Q12 For these new trips that VOGO will allow you to make, where will you go? [Select all that apply]

- ☐ Work (1)
 - ☐ School (4)
 - ☐ Family/Personal (5)
 - ☐ Medical (6)
 - ☐ Shopping (7)
 - ☐ Social/Recreational (8)
 - ☐ Other (9)
 - ☐ [Refused/No response] (10)
-

Q13 How did you first learn about VOGO? [Do not read response options. Select closest response from the list below]

- ☐ School (1)
 - ☐ Medical Clinic (4)
 - ☐ News (5)
 - ☐ Internet/Social Media (6)
 - ☐ Radio/TV Advertisement (7)
 - ☐ Print Advertisement [for example, flyer, poster] (8)
 - ☐ Family/Friend (9)
 - ☐ MOVE (10)
 - ☐ Transit agencies (11)
 - ☐ Housing manager or staff at my residence (12)
 - ☐ Other: (13) _____
 - ☐ [Refused/No response] (14)
-

Page Break

Q41 Do you have any additional comments or suggestions to improve the VOGO service?

End of Block: SECTION 2

Start of Block: SECTION 3

Q14 Finally, we have a few questions that will help us categorize your responses to this survey.

Q15 Which of the following best describes your current residence?

- ☐ Single-family detached home (1)
- ☐ Duplex (4)
- ☐ Row house or townhouse (5)
- ☐ Apartment building (6)
- ☐ Manufactured home (7)
- ☐ Residential housing, such as a group home (11)
- ☐ Mobile home (8)
- ☐ Other: (9) _____
- ☐ [Refused/No response] (10)

Skip To: Q19 If Which of the following best describes your current residence? = Residential housing, such as a group home

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Q16 Including yourself, how many people live in your household (the people you live with in your current residence)? [Do not read response options]

- ☐ 1 (1)
- ☐ 2 (4)
- ☐ 3 (5)
- ☐ 4 (6)
- ☐ 5 (7)
- ☐ 6 or more (8)
- ☐ [Refused/No response] (9)

Skip To: Q17 If Including yourself, how many people live in your household (the people you live with in your curr... = 1

Q17 How many people 18 years or older live in your household? [Do not read response options]

- ☐ 1 (1)
 - ☐ 2 (4)
 - ☐ 3 (5)
 - ☐ 4 (6)
 - ☐ 5 (7)
 - ☐ 6 or more (8)
 - ☐ [Refused/No response] (9)
-

Q18 Who are the other people in your household? [Select all that apply]

- ☐ Parents (1)
- ☐ Relatives (for example, siblings) (4)
- ☐ Housemate/Roommates (5)
- ☐ Spouse/Partner/Significant Other (6)
- ☐ Children (7)
- ☐ Other: (8) _____
- ☐ [Refused/No response] (9)

Q19 What is your age?

- ☐ Age: (1) _____
 - ☐ [Refused/No response] (4)
-

Q20 What is your household's income-level? [Do not read response options]

- ☐ Under \$10,000 (1)
 - ☐ \$10,000 - \$24,999 (4)
 - ☐ \$25,000 - \$49,999 (5)
 - ☐ \$50,000 - \$99,999 (6)
 - ☐ \$100,000 - \$199,999 (7)
 - ☐ More than \$200,000 (8)
 - ☐ [Refused/No response] (9)
-

Q35 Are you of Hispanic, Latino, or Spanish origin?

- ☐ Yes (2)
 - ☐ No (1)
 - ☐ [Refused/No response] (6)
-

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Q36 Which of the following best describes you? You may select multiple options.

- ☐ American Indian or Alaska Native (3)
 - ☐ Asian (6)
 - ☐ Black or African American (2)
 - ☐ Native Hawaiian or Other Pacific Islander (10)
 - ☐ White (1)
 - ☐ Other (13) _____
 - ☐ [Refused/No response] (14)
-

Q21 Would you like your \$10 Walmart gift card to be emailed to you, or sent to your physical address? The gift card will be sent to you within 2 weeks.

- ☐ Email address: (1) _____
- ☐ Physical address: (12) _____
 - ☐ [Refused/No response] (4)

VOGO Monthly Usage Telephone Survey

Q1 Telephone Intro Q1. "Hello, may I please speak with [Member Name]?"

- ☐ Yes (11)
- ☐ No (12)
- ☐ Refused (13)

Skip To: End of Block If Telephone Intro Q1. "Hello, may I please speak with [Member Name]?" != Yes

Q2 Telephone Intro Q2.

"Hello, this is [Caller First Name] with the University of California on behalf of VOGO, the volunteer ride service. To improve the VOGO service, University of California researchers are conducting monthly surveys with VOGO users to ask questions about how you used VOGO during the this past month. The survey should take about 5 minutes to complete and after you complete the survey, we will send you a \$5 Walmart gift card. May I continue by providing you with some additional information about the survey?"

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Your participation is optional and you can skip any questions or stop the survey at any time. Your responses will be confidentially linked to VOGO service use in a way that does not personally identify you or your travel. If you have any questions, I am happy to provide you with the contact information for the lead researcher [If requested, provide contact information].

Do you agree to participate in this research survey? If so, please say "Yes, I agree" and I will begin the survey."

- ☐ Yes (1)
- ☐ Not at this time [Attempt to reschedule a time to call back, if appropriate] (2)
- ☐ No, refused to take survey (4)
- ☐ [Refused/No response] (3)

End of Block: TELEPHONE INTRO

Start of Block: Trip Survey

Q3 First, I have a few questions about your use of VOGO during the this past month.

When using VOGO during the this past month, which of the following types of trips did you make? I will read a list of trip types. For each one, please tell me if you used VOGO for that type of trip during the this past month.

- ☐ Work-related (1)
 - ☐ School (2)
 - ☐ Medical (for example, doctor's appointment) (3)
 - ☐ Shopping (4)
 - ☐ Social/recreational (5)
 - ☐ Other family/personal errands (6)
 - ☐ Other (8) _____
 - ☐ [Refused/No response] (7)
-

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Q4

If the VOGO service was not available during the this past month, would you still have made these trips?

- ☐ I would have made all of these trips (1)
- ☐ I would have made some of these trips but not others (4)
- ☐ I would not have made any of these trips (5)
- ☐ Unsure (6)
- ☐ [Refused/No response] (7)

Display This Question:

If the VOGO service was not available during the this past month, would you still have made these... = I would have made some of these trips but not others

Carry Forward All Choices - Displayed & Hidden from "First, I have a few questions about your use of VOGO during the this past month. When using VOGO during the this past month, which of the following types of trips did you make? I will read a list of trip types. For each one, please tell me if you used VOGO for that type of trip during the this past month."

Q5 Are there any specific types of trips that you would not have been able to make without VOGO during the this past month? [Do not read response options. Multiple responses allowed.]

- ☐ No specific types of trips (1)
 - ☐ Work-related (2)
 - ☐ School (3)
 - ☐ Medical (for example, doctor's appointment) (4)
 - ☐ Shopping (5)
 - ☐ Social/recreational (6)
 - ☐ Other family/personal errands (7)
 - ☐ Other (8) _____
 - ☐ [Refused/No response] (9)
-

Display This Question:

If the VOGO service was not available during the this past month, would you still have made these... = I would have made all of these trips

Or If the VOGO service was not available during the this past month, would you still have made these... = I would have made some of these trips but not others

Q6 If the VOGO service was not available during the this past month, what primary form of transportation would you have used for the trips that you needed to make? [Do not read response options. Select closest response from the list]

- ☐ Driving your own car (1)
- ☐ Borrowing someone else's car (46)
- ☐ Riding in a friend or family member's car (42)
- ☐ An on-demand shuttle, van, or dial-a-ride service (such as ADA paratransit, Medivan, or Van Go!) (45)
- ☐ Fixed-route transit (bus or train) (43)
- ☐ A taxi, Lyft, or Uber (44)
- ☐ Walking (30)
- ☐ Biking (31)
- ☐ Other: (38) _____
- ☐ Unsure (39)

Display This Question:

If the VOGO service was not available during the this past month, would you still have made these... = I would have made all of these trips

Or If the VOGO service was not available during the this past month, would you still have made these... = I would have made some of these trips but not others

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Q7 If the VOGO service was not available during the this past month, are there any other forms of transportation that you would have used for the trips that you needed to make? [Do not read response options. Select closest response from the list]

- ☐ Driving your own car (1)
 - ☐ Borrowing someone else's car (46)
 - ☐ Riding in a friend or family member's car (42)
 - ☐ An on-demand shuttle, van, or dial-a-ride service (such ADA paratransit, Medivan, or Van Go!) (45)
 - ☐ Fixed-route transit (bus or train) (43)
 - ☐ A taxi, Lyft, or Uber (44)
 - ☐ Walking (30)
 - ☐ Biking (31)
 - ☐ Other: (38) _____
 - ☐ Unsure (39)
-

Q8 Next I will read a series of statements related to how, if at all, VOGO may have affected your travel experience during the this past month. For each statement, please respond on a 5-point scale where 1 is "strongly disagree" and 5 is "strongly agree".

Q9 During the this past month, VOGO allowed me to travel to more destinations than I would otherwise be able to travel to.

- ☐ 1 (Strongly Disagree) (1)
 - ☐ 2 (2)
 - ☐ 3 (3)
 - ☐ 4 (4)
 - ☐ 5 (Strongly Agree) (5)
 - ☐ [Refused/No response] (6)
-

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Q10 During the this past month, VOGO made it easier for me to travel to where I need to go.

- ☐ 1 (Strongly Disagree) (1)
 - ☐ 2 (2)
 - ☐ 3 (3)
 - ☐ 4 (4)
 - ☐ 5 (Strongly Agree) (5)
 - ☐ [Refused/No response] (7)
-

Q11 During the this past month, VOGO helped me save money on transportation costs.

- ☐ 1 (Strongly Disagree) (1)
 - ☐ 2 (2)
 - ☐ 3 (3)
 - ☐ 4 (4)
 - ☐ 5 (Strongly Agree) (5)
 - ☐ [Refused/No response] (6)
-

Q12 Did you use the VAMOS app to schedule your VOGO trips during the this past month, or did someone else schedule the trips for you? [Do not read response options. Multiple responses allowed.]

- ☐ I scheduled the trip myself (1)
- ☐ Someone else scheduled the trip for me (4)
- ☐ Unsure (5)
- ☐ [Refused/No response] (6)

Skip To: Q15 If Did you use the VAMOS app to schedule your VOGO trips during the this past month, or did someone... = Someone else scheduled the trip for me

Skip To: Q15 If Did you use the VAMOS app to schedule your VOGO trips during the this past month, or did someone... = Unsure

Skip To: Q15 If Did you use the VAMOS app to schedule your VOGO trips during the this past month, or did someone... = [Refused/No response]

Q13 Please rate how easy it was to use the VAMOS app to schedule your VOGO trips during the this past month from 1 (very difficult) to 5 (very easy).

- ☐ 1 (1)
- ☐ 2 (6)
- ☐ 3 (7)
- ☐ 4 (8)
- ☐ 5 (9)
- ☐ [Refused/No response] (11)

Display This Question:

If Please rate how easy it was to use the VAMOS app to schedule your VOGO trips during the this past... = 1

Or Please rate how easy it was to use the VAMOS app to schedule your VOGO trips during the this past... = 2

Q14 Can you please tell us why you chose this rating?

Q15 Please rate your satisfaction with VOGO overall during the this past month from 1 (very dissatisfied) to 5 (very satisfied).

- ☐ 1 (1)
 - ☐ 2 (6)
 - ☐ 3 (7)
 - ☐ 4 (8)
 - ☐ 5 (9)
 - ☐ [Refused/No response] (11)
-

Display This Question:

If Please rate your satisfaction with VOGO overall during the this past month from 1 (very dissatisf... = 1

Or Please rate your satisfaction with VOGO overall during the this past month from 1 (very dissatisf... = 2

Q16 Can you please tell us why you chose this rating?

Q17 Do you have any additional comments or suggestions to improve the VOGO service?

Display This Question:

If Ethnicity Questions Flag? = Yes

Q38 Finally, we have two questions to help us categorize your responses to this survey.

First, are you of Hispanic, Latino, or Spanish origin?

- ☐ No, not of Hispanic, Latino, or Spanish origin (1)
- ☐ Yes, Mexican, Mexican American, Chicano (2)
- ☐ Yes, Puerto Rican (3)
- ☐ Yes, Cuban (4)
- ☐ Yes, another Hispanic, Latino, or Spanish origin (5)
- ☐ [Refused/No response] (6)

Display This Question:

If Ethnicity Questions Flag? = Yes

Q39 Next, which of the following best describes you?

- ☐ White (1)
 - ☐ Black or African American (2)
 - ☐ American Indian or Alaska Native (3)
 - ☐ Chinese (4)
 - ☐ Filipino (5)
 - ☐ Asian Indian (6)
 - ☐ Vietnamese (7)
 - ☐ Korean (8)
 - ☐ Japanese (9)
 - ☐ Native Hawaiian (10)
 - ☐ Samoan (11)
 - ☐ Chamorro (12)
 - ☐ Other (13) _____
 - ☐ [Refused/No response] (14)
-

Q18 Would you like us to send you your \$5 Walmart gift card by email or physical mail? The gift card will arrive within 4 weeks by physical mail or within 2 weeks by email.

- ☐ Email address: (1) _____
- ☐ Physical mailing address: (5) _____
- ☐ [Refused/No response] (4)