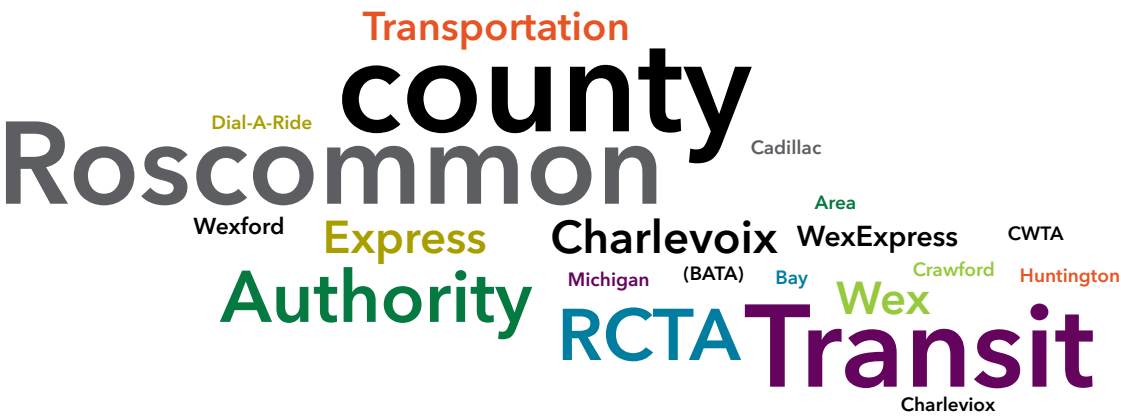


# MDOT Advancing Rural Mobility Program Rider Survey: Booking and Transit Usage - Copy

Name of the transit agencies you regularly use: \*

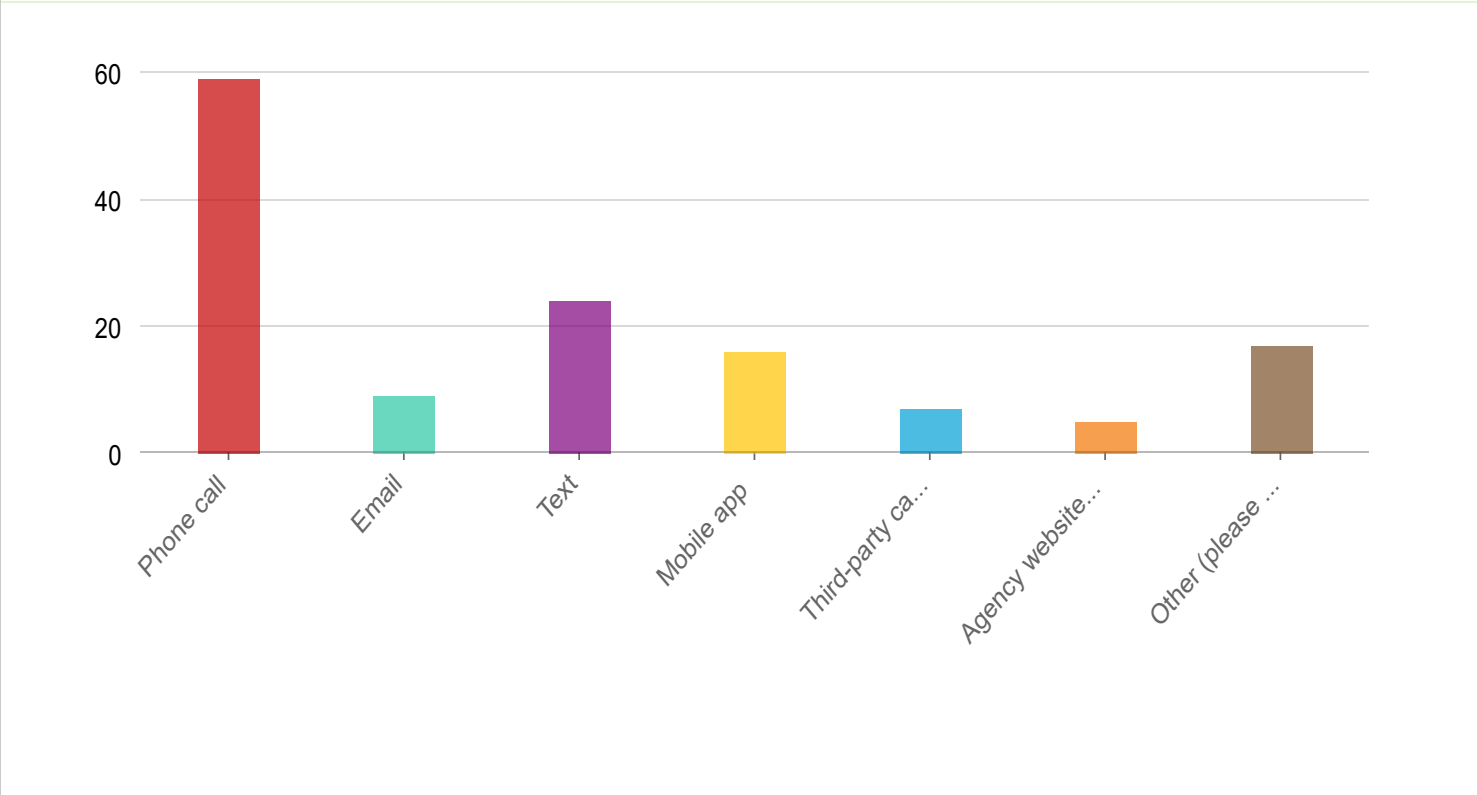


Response	Count
RCTA	11
Roscommon County transit authority	6
Charlevoix County Transit	5
Wex express	4
WexExpress	3
Roscommon Transit	3
Roscommon County Transportation Authority	3
roscommon	2
Wexford Transit Authority	1

Wexford transit	1
Wex Express in Cadillac Michigan	1
Wex Express and Bay Area Transportation Authority (BATA)	1
Roscommon	1
Roscommon County Transportation	1
Roscommon County Transit, Crawford County Dial-A-Ride	1
Roscommon County Transit	1
Roscommon county	1
Huntington county	1
CWTA	1
Charlevoix county	1
Charleviox county Transit	1

Answered: 50 Skipped: 15

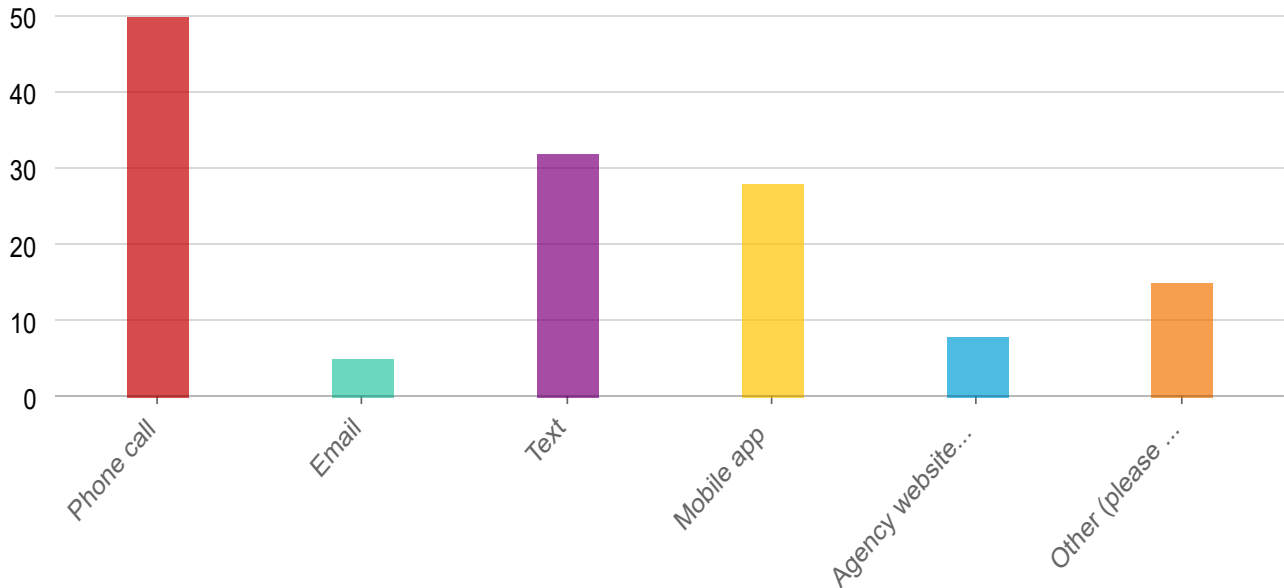
How do you currently book trips? Please check all that apply. \*



Answers	Count	Percentage
Phone call	59	90.77%
Email	9	13.85%
Text	24	36.92%
Mobile app	16	24.62%
Third-party caretaker books for me	7	10.77%
Agency website (accessed via phone or computer)	5	7.69%
Other (please specify):	17	26.15%

Answered: 65 Skipped: 0

How do you prefer to book trips? Please select up to two. \*

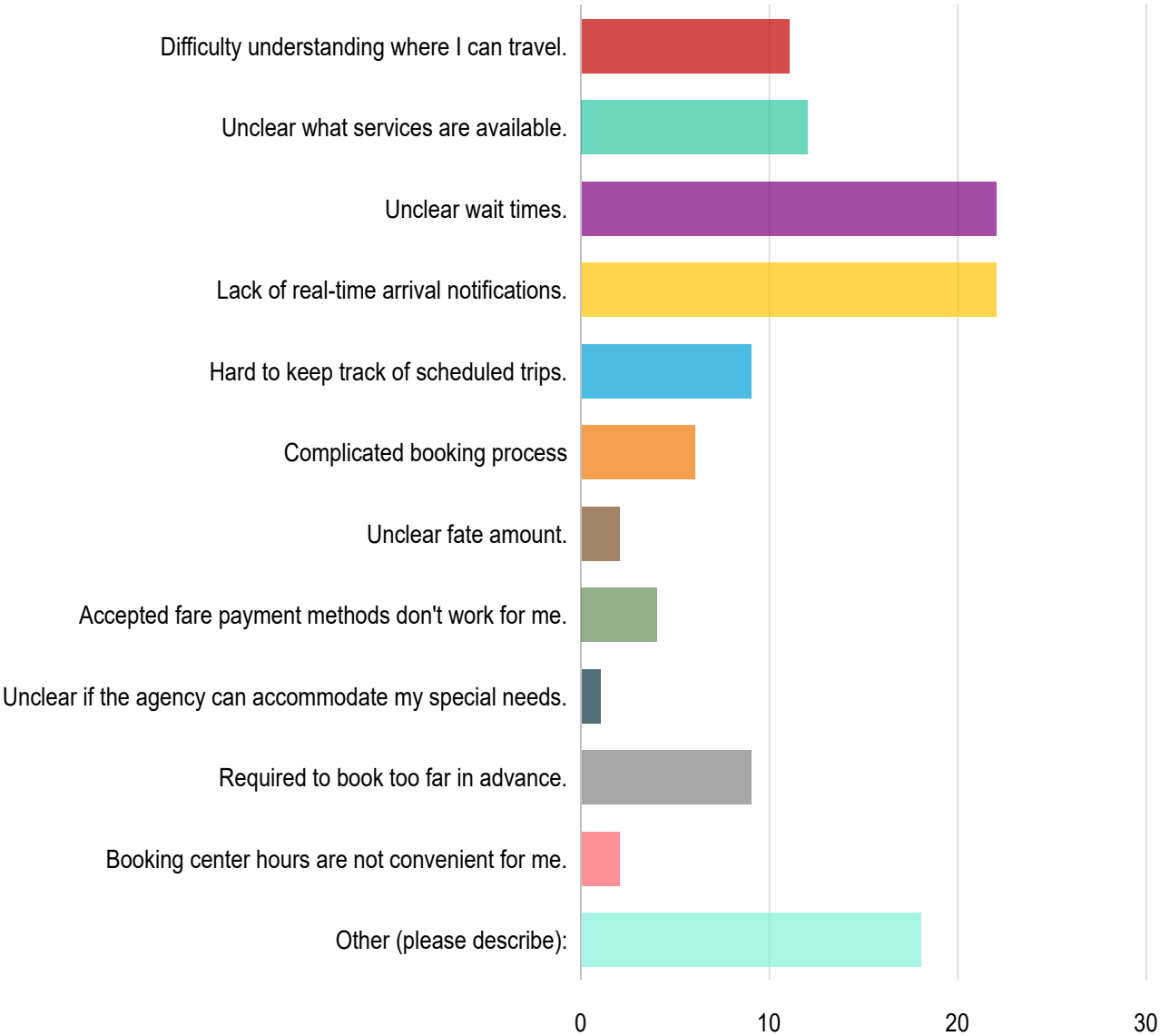


Answers	Count	Percentage
Phone call	50	76.92%
Email	5	7.69%
Text	32	49.23%

Mobile app	28	43.08%
Agency website (accessed via phone or computer)	8	12.31%
Other (please specify):	15	23.08%

Answered: 65 Skipped: 0

What pain points do you experience with booking trips? Please check all that apply. \*

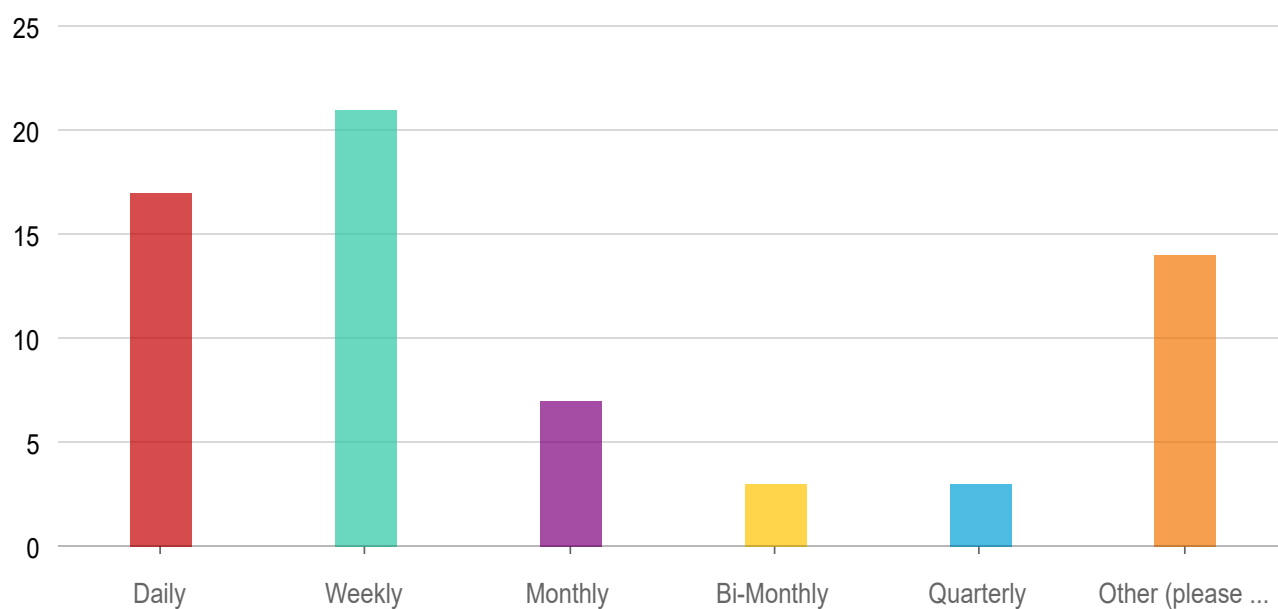


Answers	Count	Percentage
Difficulty understanding where I can travel.	11	16.92%

Unclear what services are available.	12	18.46%
Unclear wait times.	22	33.85%
Lack of real-time arrival notifications.	22	33.85%
Hard to keep track of scheduled trips.	9	13.85%
Complicated booking process	6	9.23%
Unclear fare amount.	2	3.08%
Accepted fare payment methods don't work for me.	4	6.15%
Unclear if the agency can accommodate my special needs.	1	1.54%
Required to book too far in advance.	9	13.85%
Booking center hours are not convenient for me.	2	3.08%
Other (please describe):	18	27.69%

Answered: 65 Skipped: 0

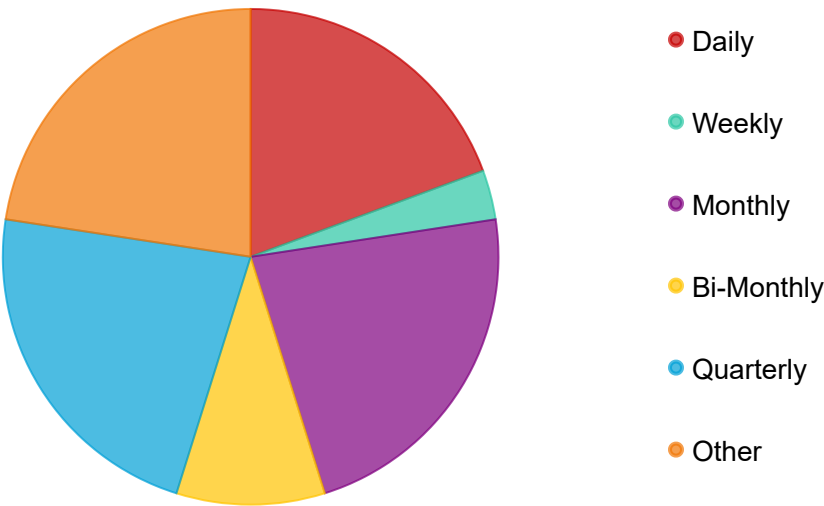
### How often do you use public transportation? \*



Answers	Count	Percentage
Daily	17	26.15%
Weekly	21	32.31%
Monthly	7	10.77%
Bi-Monthly	3	4.62%
Quarterly	3	4.62%
Other (please describe):	14	21.54%

Answered: 65 Skipped: 0

How often do you use transit for out-of-country trips? \*

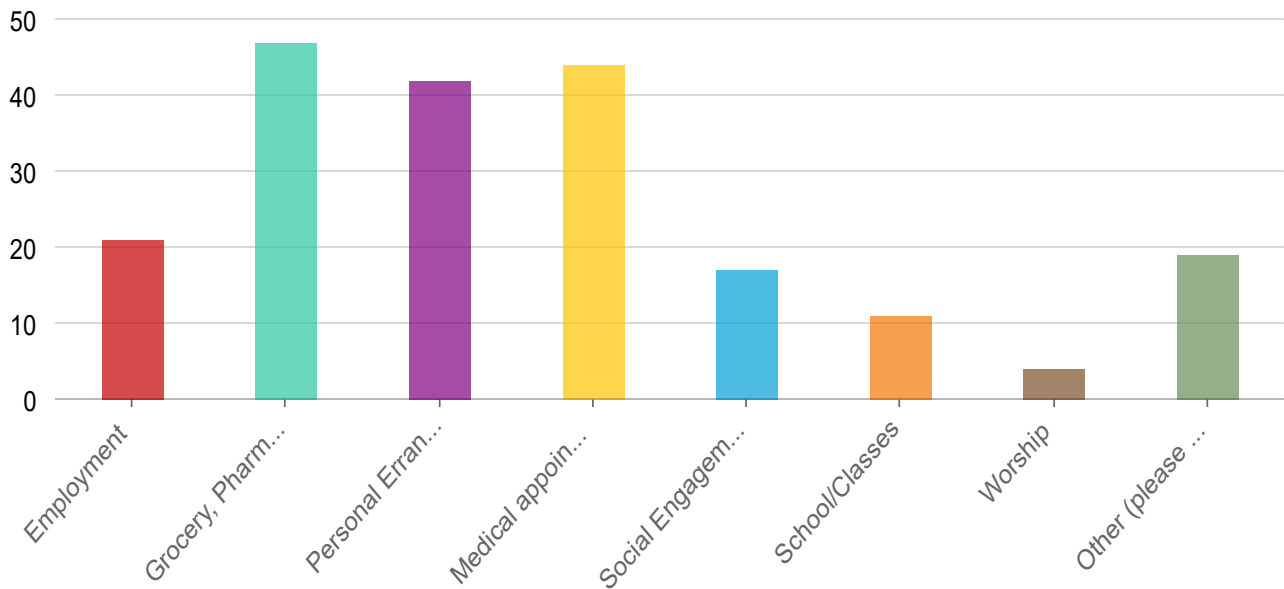


Answers	Count	Percentage
Daily	6	9.23%
Weekly	1	1.54%
Monthly	7	10.77%
Bi-Monthly	3	4.62%

Quarterly	7	10.77%
Other	7	10.77%

Answered: 65 Skipped: 0

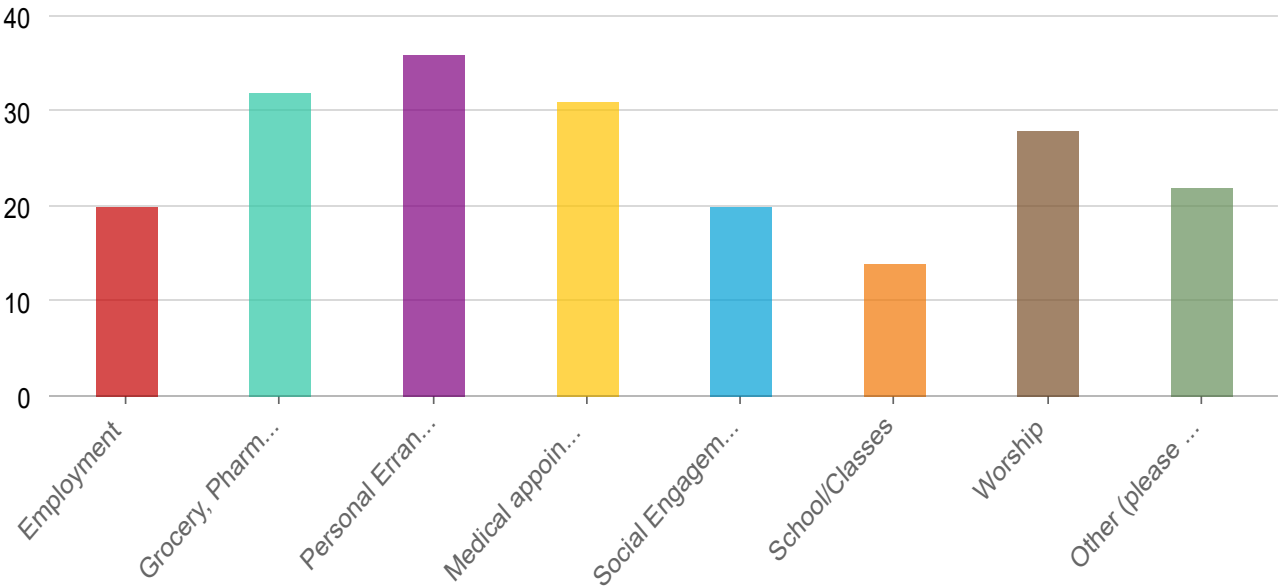
What are the three most common destinations? Please select up to three. \*



Answers	Count	Percentage
Employment	21	32.31%
Grocery, Pharmacy, Essential Services	47	72.31%
Personal Errands	42	64.62%
Medical appointments	44	67.69%
Social Engagements	17	26.15%
School/Classes	11	16.92%
Worship	4	6.15%
Other (please describe):	19	29.23%

Answered: 65 Skipped: 0

Where are you most often unable to go because of not having a way there? Please sel... \*

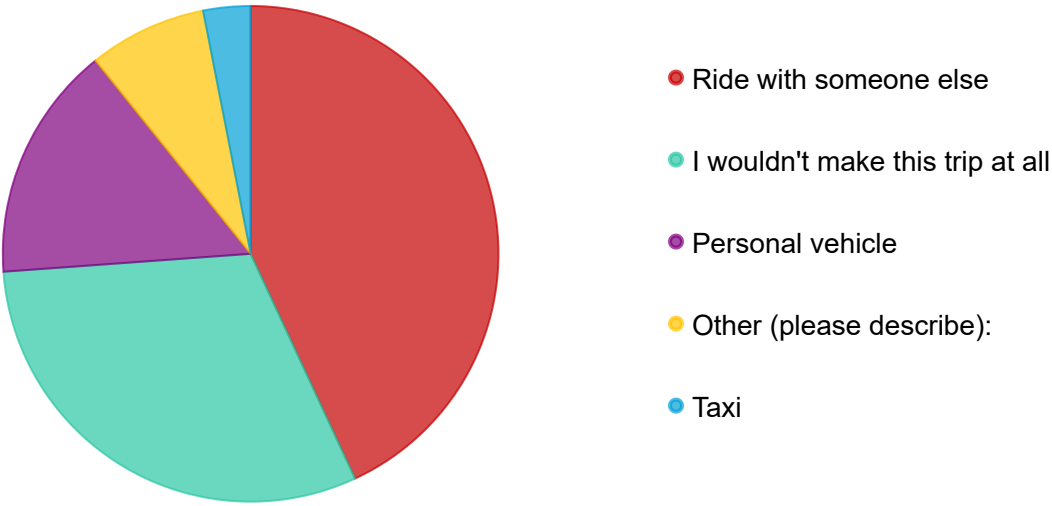


Answers	Count	Percentage
Employment	20	30.77%
Grocery, Pharmacy, Essential Services	32	49.23%
Personal Errands	36	55.38%
Medical appointments	31	47.69%
Social Engagements	20	30.77%
School/Classes	14	21.54%
Worship	28	43.08%
Other (please describe):	22	33.85%

Answered: 65 Skipped: 0

Without transit, how would you make this trip? \*

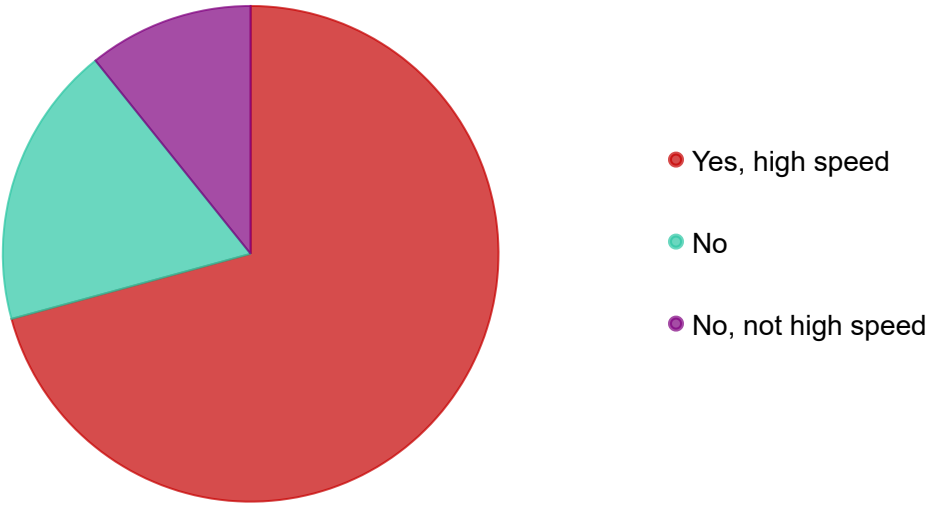




Answers	Count	Percentage
Ride with someone else	28	43.08%
I wouldn't make this trip at all	20	30.77%
Personal vehicle	10	15.38%
Other (please describe):	5	7.69%
Taxi	2	3.08%

Answered: 65 Skipped: 0

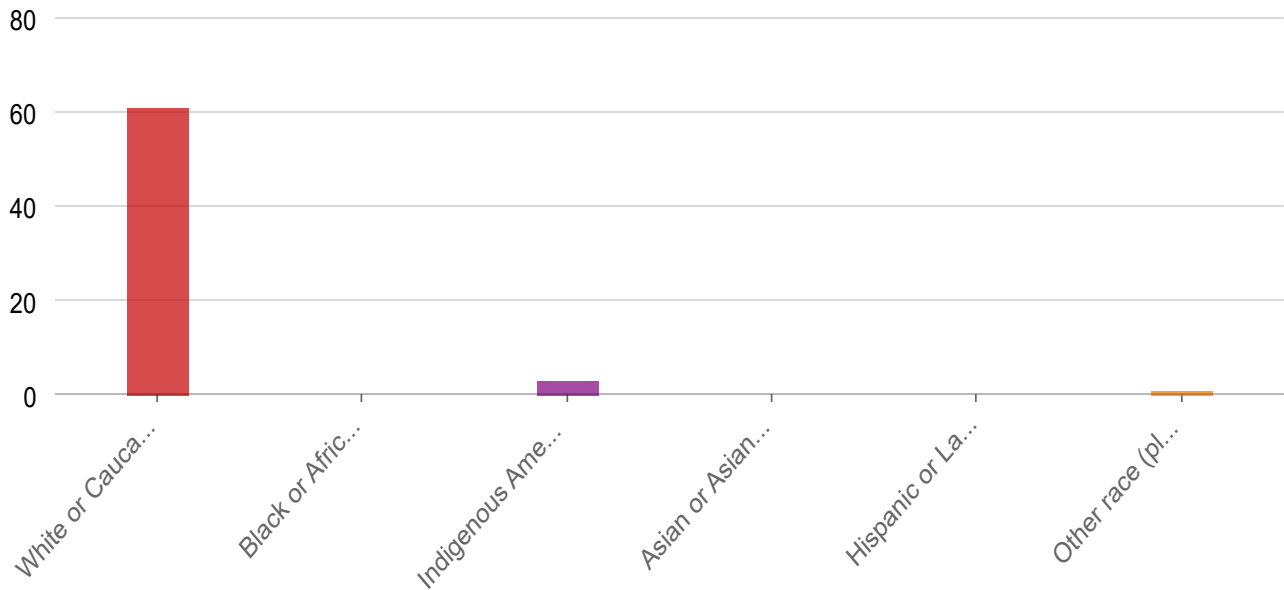
Do you have regular access to the internet, either at home or on a mobile... \*



Answers	Count	Percentage
Yes, high speed	46	70.77%
No	12	18.46%
No, not high speed	7	10.77%

Answered: 65 Skipped: 0

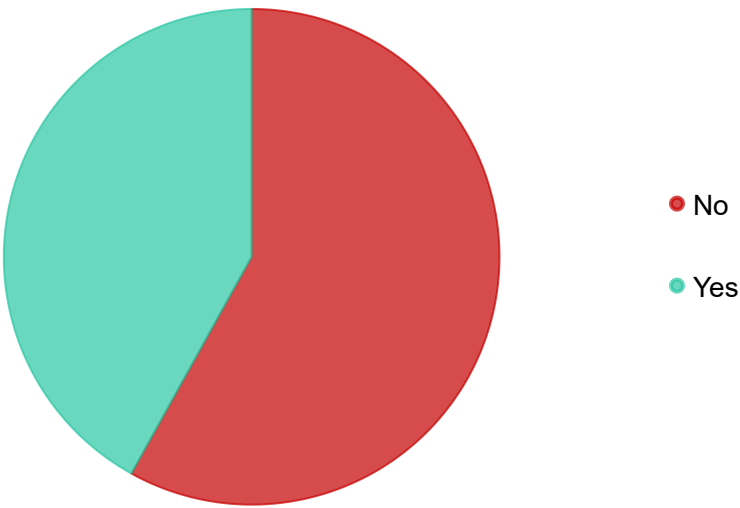
How do you identify? (Select all races/ethnicities that apply)



Answers	Count	Percentage
White or Caucasian	61	93.85%
Black or African American	0	0%
Indigenous American, American Indian, or Alaska Native	3	4.62%
Asian or Asian American	0	0%
Hispanic or Latino	0	0%
Other race (please specify):	1	1.54%

Answered: 65 Skipped: 0

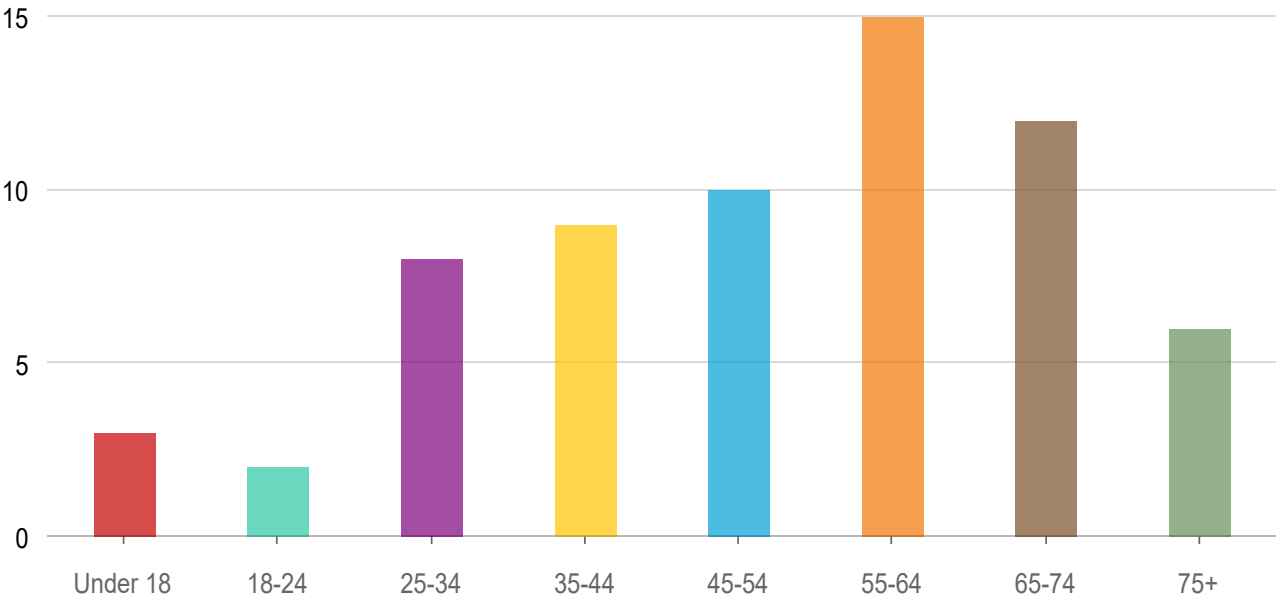
Do you have a disability?



Answers	Count	Percentage
No	36	55.38%
Yes	26	40%

Answered: 62 Skipped: 3

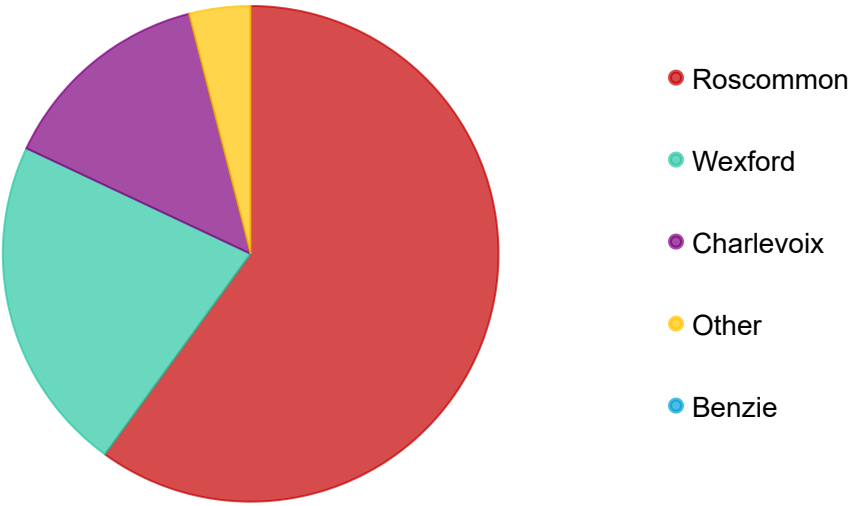
How old are you?



Answers	Count	Percentage
Under 18	3	4.62%
18-24	2	3.08%
25-34	8	12.31%
35-44	9	13.85%
45-54	10	15.38%
55-64	15	23.08%
65-74	12	18.46%
75+	6	9.23%

Answered: 65 Skipped: 0

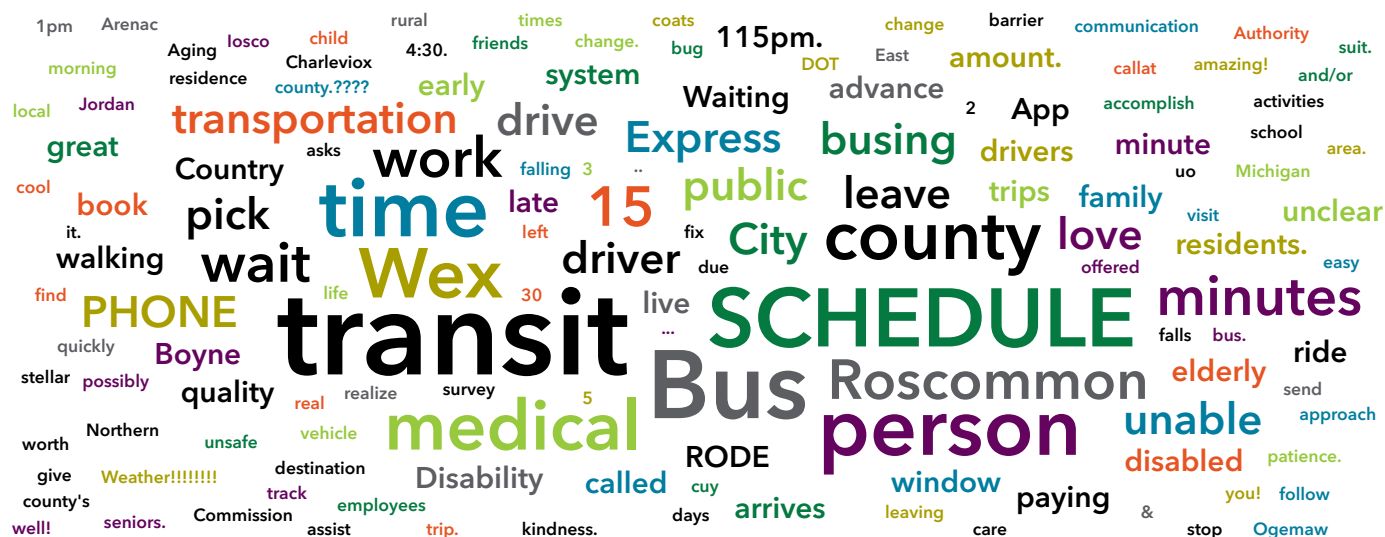
County name:



Answers	Count	Percentage
Roscommon	30	46.15%
Wexford	11	16.92%
Charlevoix	7	10.77%
Other	2	3.08%
Benzie	0	0%

Answered: 50 Skipped: 15

Share anything else you'd like us to know about your experience booking and using...



Response	Count
Your survey asks about out of the Country trips, I didn't realize that you offered out of the Country Let alone out of the county.???? The drivers do not allow a elderly person enough time to accomplish walking from their residence to the waiting Transit vehicle before leaving, so the person who is trying to get on the Transit is left and unable to get to their destination by Charlevoix county Transit after walking as quickly as that person possibly can, without falling or being unsafe in Northern Michigan Weather!!!!!!!	1
You have us call at least 3 days in advance to go to Boyne city, Boyne falls and East Jordan and we don't know that far in advance if we want to visit friends and family	1
We need the bus to work beyond 4:30. We have been unable to use the bus since that change. I had to change my work schedule to pick up my child from after school activities when I use to send him on the public bus.	1
We appreciate you and your employees and your kindness. Your patience. Thank you!	1
Waiting to schedule on phone	1
Wait time to schedule trip. I work for the Commission on Aging & schedule for seniors.	1
They need a better communication system as well as the bug fix for the app	1
They can never get me where I need to go to and from even if it's early in the morning	1
There amazing!	1

Roscommon Transit Authority is a stellar transit for their county's residents. I work with Arenac, Iosco, Ogemaw, and Roscommon transits scheduling medical transportation for elderly and/or disabled individuals. The people I assist have limited transportation options, sometimes none, and are frequently unable to go to medical appointments outside of their local area. This is a real barrier to accessing quality medical care for rural residents. Roscommon is the only transit that does out of county medical transport, and they do it amazingly well! I appreciate them greatly and wish the others would follow suit. I know it is expensive for the average person but worth it when considering a person's quality of life related to their medical/health problems.	1
Only rode twice out of county	1
Maybe you ought to get Easton coats to operate your system then you won't have this headache	1
It would be cool if they implemented a bus stop in Roscommon County with buses running 15 minutes apart OR had a live GPS Mobile App to get live notifications on ETA or place them in line.	1
If you give us a 15 minute window for pickup and the driver arrives early they should not be able to leave until the end of the 15 minute window. For example, pickup time is 1pm to 115pm. bus arrives at 1pm. the driver should not be able to leave until 115pm. If we need to wait 15 minutes for the driver then the driver should have enough respect for the passenger that is depending on them to wait until the open window time closes; not leave in 5 minutes at 105p. Thank you. PS: You have a typo: Unclear fare amount. Should be unclear FARE amount.	1
I'd love to be able to book trips and pay via an app. It'd be so much more convenient than keeping track of cash. It's been easy to book by phone but paying via cash is difficult.	1
I really don't like how when you schedule a ride sometimes you have to wait cuz you gotta get other calls, I think who you should still pick up that person and drop that person off at that time ,	1
I only used the service a couple of times for out of county medical appts when I broke my leg.	1
I have disability and I've been paying a dollar since everything has changed and now it says I'm 2 dollars and want to figure out why	1
I don't appreciate being late to my drop off location. Thanks to you guys being late I missed a birthday party for a family member. The bus was 30 minutes late. I tried calling to see what's going on with my ride but no answer. I even called ahead of time to set up a ride.	1

I am a disabled person who relies on public transit and the kindness of others to go \*anywhere\*. There is no public transit at all in Missaukee, so I have to ask someone to drive me to Cadillac to take the Wex Express buses. All of my connections and support systems are in Traverse City, including my church, but it takes me 3hrs of busing to get there, and there is no busing on Sundays, so I cannot worship with my church. I can also only use transit if someone is available to drive me to, and pick me up from, Wex Express. I am in Lake City, but in Reeder Twp, just a few miles outside of Wex Express' range. So much of the world would be opened up to me if I only had busing from my home. I've spoken to every agency I can think of (BATA, WexExpress, DOT, Disability Network, CMH...) and cannot find any solutions. I am severely isolated due only to lack of transportation, and that's cruel.

HAVEN'T RODE YET, BUT I WOULD ONLY SCHEDULE ON THE PHONE

1

Great job, keep up the great work.

1

Daughter and I have grown to love using the bus when we do. Pretty much all drivers have been extremely kind and helpful.

1

Affectionately called the Pickle Bus and I love it. Such a treasure for our county.

1

A big thank you to all dispatch's and all the drivers and staff for making the Wex Express what it is today .. I enjoy the Wex Express very much ... Thank. You

1

Answered: 25 Skipped: 40