

Cuyahoga County Paratransit Survey 2020



The purpose of this survey is to better understand your paratransit experience with the Greater Cleveland Regional Transit Authority (GCRTA). NOBLE and LEAP advocate for paratransit riders to receive the quality transportation service they deserve. Survey results will be used to inform actions GCRTA can take to improve specific aspects of paratransit service and for state budget recommendations in the future.

1. Rank which form of transportation you use most frequently (1) to least frequently (7).
- | | | |
|---|--|---|
| <input type="checkbox"/> Paratransit (includes GCRTA, Provide A Ride, etc.) | <input type="checkbox"/> Fixed-route buses | <input type="checkbox"/> Other (write in) _____ |
| <input type="checkbox"/> Ride from family or friends | <input type="checkbox"/> Uber/Lyft | _____ |
| <input type="checkbox"/> Van operated by senior services | <input type="checkbox"/> Taxi | |

2. Have you completed the application process for paratransit service?
 Yes No

If 'No,' skip to question #4.

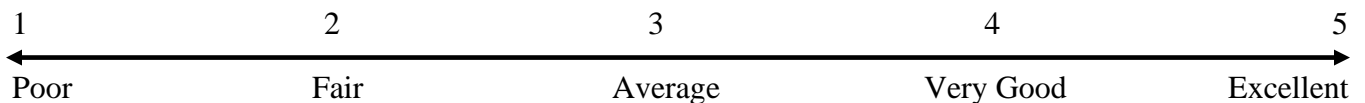
3. If you responded 'Yes' to the previous question, please describe your experience applying for paratransit service in detail. Provide any information or stories about any highlights or challenges when applying for paratransit. Your experiences will help show how the application process for paratransit should always be for riders. Examples of challenges show what improvements are needed.

4. Have you ever used RTA paratransit services?
 Yes No

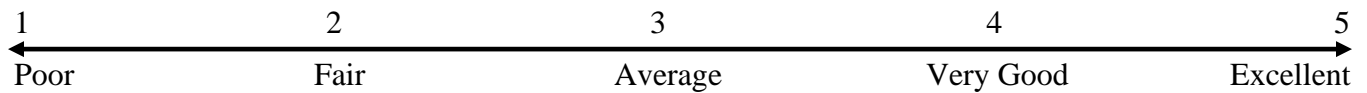
If 'No,' skip to question #8.

5. What are the main reasons that you need to use RTA's paratransit service? (select all that apply)
- | | | |
|---|-------------------------------------|---|
| <input type="checkbox"/> Church or spiritual activity | <input type="checkbox"/> Healthcare | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Dialysis | <input type="checkbox"/> Recreation | <input type="checkbox"/> Social events |
| <input type="checkbox"/> Employment | <input type="checkbox"/> School | <input type="checkbox"/> Other (write in) _____ |

6. Rate your overall paratransit experience. (Circle one)



7. The following statements relate specifically to your paratransit experience. Rate each 1-5.



- a. On-time pick-ups and drop-offs _____
- b. Travel time for trip distance _____
- c. Scheduling a ride with paratransit _____
- d. RTA communication with you _____
- e. Vehicles designs _____
- f. Overall experience with drivers _____

8. Describe your experience using paratransit in detail. Provide any information or stories about any good service or poor service when traveling with paratransit. Examples of good service show how paratransit service should always be delivered. Examples of poor service show what improvements are needed.

The following questions are to get a better idea of who is answering the survey.

9. What is your age?

- Under 18 years old
- 18-25 years old
- 26-40 years old
- 41-65 years old
- Over 65 years old
- Prefer not to answer

10. What is your ethnicity? (select all that apply)

- Asian/Pacific Islander
- Black/African
- Other (write in) _____
- Hispanic
- Native American
- White
- Prefer not to answer

11. What is your gender?

- Female
- Transgender
- Male
- Other (write in) _____
- Prefer not to answer

12. What is your total annual household income? Include yourself and all family members in your home.

Example: You earn \$12,000/year and your spouse earns \$11,000/year. Your total is \$23,000 and you would mark the “\$12,000 - \$25,000/year.”

- Less than \$12,000/year
- \$12,001 - \$25,000/year
- \$25,001 - \$50,000/year
- \$50,001 - \$100,000/year
- More than \$100,000/year
- Prefer not to answer



Thank you for taking the time to complete this survey! If there is more you want to share in order to improve paratransit, please fill out your contact information below:

Name: _____ City: _____

Phone: (____) _____ - _____ Email: _____

For any questions or comments, contact Brittney Madison at bmadison@organizeohio.org or (330) 571-3333.

Please return surveys to: NOBLE, 3500 Lorain Avenue Suite, 501C, Cleveland OH 44113