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).
   - ___ Paratransit (includes GCRTA, Provide A Ride, etc.)
   - ___ Fixed-route buses
   - ___ Other (write in)
   - ___ Ride from family or friends
   - ___ Uber/Lyft
   - ___ Van operated by senior services
   - ___ 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)
   - ☐ Church or spiritual activity
   - ☐ Healthcare
   - ☐ Shopping
   - ☐ Dialysis
   - ☐ Recreation
   - ☐ Social events
   - ☐ Employment
   - ☐ School
   - ☐ Other (write in) ___________

6. Rate your overall paratransit experience. (Circle one)
   1  2  3  4  5
   Poor  Fair  Average  Very Good  Excellent
7. The following statements relate specifically to your paratransit experience. Rate each 1-5.

<table>
<thead>
<tr>
<th>Poor</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>Fair</th>
<th>Average</th>
<th>Very Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. On-time pick-ups and drop-offs</td>
<td>_____</td>
<td>d. RTA communication with you</td>
<td>_____</td>
<td></td>
<td></td>
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<tr>
<td>b. Travel time for trip distance</td>
<td>_____</td>
<td>e. Vehicles designs</td>
<td>_____</td>
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<tr>
<td>c. Scheduling a ride with paratransit</td>
<td>_____</td>
<td>f. Overall experience with drivers</td>
<td>_____</td>
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</tr>
</tbody>
</table>

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
    - Hispanic
    - Native American
    - Prefer not to answer

    - Other (write in) ____________

11. What is your gender?
    - Female
    - Male
    - Transgender
    - Prefer not to answer

    - Other (write in) ____________

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

February 2020