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).								
		nsit (includes GCRTA,	·	Fixed-route buse	es	Other (write i	n)		
		e A Ride, etc.)							
	Ride from	om family or friends		Uber/Lyft					
	Van op	erated by senior servic	es _	Taxi					
2.	Have you completed the application process for paratransit service?								
	☐ Yes	□ I	No						
	If 'No,' skip to	question #4.							
3.	If you responded 'Yes' to the previous question, please describe your experience <u>applying for paratransis</u> 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	1 🗆	No						
	If 'No,' skip to q	uestion #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			
	☐ Employ:	ment		School		Other (write in)			
6.	Rate your overall paratransit experience. (Circle one)								
	1	2		3	_	4	5		
	Poor	Fair		Average		Very Good	Excellent		

Poor Fair Average Very Good Exceller	7.	The following statements relate specifically to your paratransit experience. Rate each 1-5.									
a. On-time pick-ups and drop-offs		1 2		3	4	4					
b. Travel time for trip distance c. Scheduling a ride with paratransit f. Overall experience with drivers 3. 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 paratransis service should always be delivered. Examples of poor service show what improvements are needed. Following questions are to get a better idea of who is answering the survey.		Poor	Fair		Average	Very	Good	Exceller			
c. Scheduling a ride with paratransit		a.	On-time pick-ups and drop-	-offs	d.	RTA communication with you					
3. 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 paratransis service should always be delivered. Examples of poor service show what improvements are needed. Following questions are to get a better idea of who is answering the survey.				e.	Vehicles design	ns					
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following questions are to get a better idea of who is answering the survey. What is your age?	8.	Describe your experience <u>using paratransit</u> in detail. Provide any information or stories about any good									
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following questions are to get a better idea of who is answering the survey. 9. What is your age? Under 18 years old 26-40 years old Prefer not to answer 10. What is your ethnicity? (select all that apply) Asian/Pacific Islander Hispanic White Black/African Native American Prefer not to answer 10. What is your gender? Female Male Prefer not to answer 11. What is your gender? Female Male 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 \$25,001 - \$50,000/year More than \$100,000/year. \$12,001 - \$25,000/year \$50,001 - \$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: ne:											
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10. What is your ethnicity? (select all that apply) Asian/Pacific Islander			Under 18 years old		•		-				
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Other (write in)					-	_		cwer			
Transgender Male Prefer not to answer					Native American		Theref flot to and	5 W C1			
Female		Ц	Other (write in)								
☐ Transgender ☐ Other (write in)	11.	What is	s your gender?								
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 \$25,001 - \$50,000/year More than \$100,000/year \$12,001 - \$25,000/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: ne: City: any questions or comments, contact Brittney Madison at bmadison@organizeohio.org or (330) 571-3333			Female		Male		Prefer not to ans	swer			
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