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2022 Metro Connect Passenger Survey Report

Background

Metro Connect conducted a 2022 passenger survey to measure rider satisfaction with the service and assess areas for improvement or change. The Metro Connect contract is up for review for a two-year extension on January 1, 2023, and this survey will be part of the assessment of the contractor, Apple Bus Company. Surveys are used as part of the monitoring of compliance for contractors.

Metro Connect is Metro's shared ride origin-to-destination transit service. Metro Connect is open to all residents of Kalamazoo County with discounted fares available on the Demand/Response service to seniors 62 years or older and individuals with a disability. Individuals with a disability that prevents them from taking the fixed-route bus system some or all of the time are qualified for Metro Connect Access, Metro's Americans with Disabilities Act (ADA) complementary paratransit service that is mandated by the Department of Transportation.

The last Metro Connect passenger survey was conducted in 2018. There were 1,012 surveys mailed with 33 completed online at Survey Monkey and 162 returned by mail for a response rate of 16%. Seventeen (2%) were returned as not deliverable. Overall, 79% of respondents were either "very satisfied" or "satisfied" with different aspects of the service such as punctuality, driver friendliness, passenger safety and ride scheduling.

Response Rate

There were 843 surveys mailed between March 29, and April 6, 2022, to Metro Connect passengers who had ridden from January 1, 2022, and March 15, 2022. The survey was also posted online at Survey Monkey on March 22, 2022. There was no distinction made between ADA certified passengers, Demand/Response certified passengers or full fare passengers.

With almost 6,000 passengers in the database, compiling the list from recent riders cuts down on the number of surveys returned as non-deliverable or with no forwarding address and also ensures that the responses are current.

There were 23 surveys completed on Survey Monkey and 103 returned in the mail by April 25th for a response rate of 15%. Fourteen (1.6%) were returned as not deliverable.

Survey Results

The majority of Metro Connect passengers were satisfied with the service. Passengers felt safe riding and many expressed how satisfied they were with the Metro Connect drivers. Overall, 93% of the respondents were either “very satisfied” or “satisfied” with Metro Connect service, with 54% responding as “very satisfied.” The following are the results of each of the survey questions as answered by Metro Connect passengers. See the appendix for total numbers and percentages to questions and the written answers to questions.

1. How satisfied are you with the following Metro Connect services?

Passengers were asked if they were “very satisfied”, “satisfied”, “dissatisfied”, “very dissatisfied” or “don’t know” with 12 areas of Metro Connect service.

Services that had the highest satisfaction level (very satisfied) were:

- Driver Professionalism 63%
- Passenger Safety 58%
- Ease of Paying Fares 54%
- Vehicle Appearance 54%
- Certification Process 52%

Respondents were also satisfied with the Hours of Service, Vehicle Comfort and the Response to Covid-19.

Services that passengers were dissatisfied with were:

- Length of Phone Call 9%
- Scheduling Rides 9%
- Punctuality 5%

There were eight responses of “very dissatisfied” for scheduling rides (6%) and two each for Punctuality, Vehicle Comfort, Vehicle Appearance and Passenger Safety (2%).

2. Overall, how satisfied are you with Metro Connect service?

Fifty-four percent of respondents were “very satisfied” with the service as a whole and 31% said they were “satisfied.” Seven respondents (6%) were dissatisfied with the service. There were two responses of “very dissatisfied” (2%).

3. How do you rate the performance of the Metro Connect drivers?

This was the highest rated of the specific questions with 95% rating the drivers as “excellent” or “good.” 56% rated them as “excellent,” 39% as “good,” 6% as “fair,” and 1% as “poor.”

4. How often do you use Metro Connect in a typical month?

Metro Connect passengers rode:

- None 2%
- 1 – 3 times 40%
- 4 – 9 times 21%
- 10 or more 37%

5. Are you riding Metro Connect more or less than a year ago?

Seventy-four percent stated they are riding more than a year ago and 26% said they were riding less.

6. If you are riding less, why?

There were 30 passengers that were riding less and their reasons were:

- Less need 33%
- Other transportation 25%
- Trip times not available 21%
- Covid-19 pandemic 17%
- Cost 4%

7. How long have you been riding Metro Connect?

- Less than a year 17%
- 1 – 2 years 14%
- 4 – 9 years 19%
- 5 years or more 50%

8. What is your preferred way to schedule your rides?

- Telephone 85%
- Email 15%

9. What would make the scheduling process easier for you?

When asked what would make scheduling easier, 17 (18%) said scheduling was good as it is, 10 (11%) said there should be more staff and 10 (11%) commented about having to leave voicemail messages and waiting for a return call. Other suggestions included having more phone lines, a shorter scheduling period and be able to schedule online.

Some of the specific comments were:

- Quicker responses versus voicemail and callback.
- Satisfied with the current process.
- Being able to schedule rides online through the website.
- Keep doing what you're doing. You guys are doing an amazing job.

- When you call scheduling to get a person, not a machine.
- When scheduling, I'd prefer more times available on the days I need rides.

10. How would you suggest Metro Connect service could be improved for you?

When asked how the service could be improved, 12 (13%) who responded said that nothing needed improvement or that the service was very good, six (7%) said ride availability could be improved and five (6%) said that aspects of the scheduling process could be improved. The comments were varied and others included being paired with other riders, paying a round-trip fare with one check and the drivers being able to make change.

Some of the specific comments were:

- I am very pleased with the service.
- More availability for rides is #1! Better scheduling system for both people calling in and for drivers.
- No improvement. Everything is supersational! If only the face mask didn't have to be worn but it's Covid protection.
- More times and days available.
- Metro is an awesome service!!

11. What do you like best about Metro Connect?

When asked what passengers like best about Metro Connect, 27 (25%) said specifically how the drivers are kind and helpful. Nine (8%) commented on the fares, 8 (7%) on the availability of the service and 7 (6%) commented on the dependability and punctuality of Metro Connect.

Comments included:

- Freedom of the service, phone operators, drivers and schedulers have always been willing to give their best.
- They allow those of us with disabilities to go places.
- They're here when you need them.
- Metro allows me to have a life! Thank you!! so much. You are greatly appreciated.
- The independence it gives me.
- How low the prices are for rides.

12. Do you have any additional comments on Metro Connect service?

Twenty (23%) passengers commented on how much they appreciated and were thankful for the service. Ten (11%) said how much they liked the drivers and

office staff. Five (6%) commented that the scheduling process could be improved.

Passengers commented:

- Excellent customer service! Really appreciate what Metro Connect does and the self-sufficiency it provides. Thank you all!
- Thank you for the good work you all do.
- The whole experience is greatly appreciated.
- The appointment personnel and drivers are very courteous and friendly. Thank you for providing this service.

Optional Name and Address

Fifty-eight percent of survey respondents listed their name and address on the survey.

Survey Analysis

Overall, the majority of respondents were satisfied with Metro Connect service. Metro Connect drivers were praised throughout the survey and had the highest rating of “very satisfied” with passengers and their ability, friendliness, helpfulness and courtesy were written about in the open ended questions. Driver satisfaction is a good indicator of the level of service being provided since the drivers are the ones passengers interact with on a daily basis.

When the percentages of “very satisfied” and “satisfied” are combined the top five services are:

- Passenger Safety – 98%
- Hours of Service – 95%
- Vehicle Appearance – 95%
- Driver Professionalism – 94%
- Vehicle Comfort – 94%

Passenger safety listed as the highest satisfaction is noteworthy as passengers travelled on Metro Connect throughout the Covid-19 pandemic. Vehicles were cleaned twice daily, disinfected in between each passenger trip and were fogged with a spray that killed viruses for up to 30 days. Safety is the most important aspect of service because of the seniors and individuals with a disability that Metro Connect transports every day.

The level of least satisfaction for passengers who were “very dissatisfied” was scheduling rides at 6% of respondents. The top five services that were listed as “dissatisfied” and “very dissatisfied” were:

Scheduling Rides – 15%
Length of Phone Call – 10%
Punctuality – 10%
Response to Covid-19 – 7%
Vehicle Comfort – 6%

For Metro Connect service overall, the satisfaction of passengers was 93% (117 respondents) and the dissatisfaction was 8% (9 respondents).

The majority of passengers were riding more often than a year ago (74%) as the Covid-19 pandemic wanes. Thirty-seven percent of respondents take the service 10 or more times in a month so that there were many trips to draw their answers from in the survey.

While several respondents stated that the trip times they wanted were not available, there have been no denied trips in 2022. Under the ADA, passengers can be offered a trip time within an hour of the requested time. For example, if a person wants a 10:00 am pickup time, they can be offered a time between 9:00 am and 11:00 am. Many passengers do not want to schedule a ride if it is not the exact time they request.

Scheduling rides was the main area of concern documented in the survey. The length of the telephone call along with scheduling was the only part of the service that had a higher rate of dissatisfaction with both at 9%. Concerns regarding the length of time it took to schedule rides on the telephone, calls going to voicemail and the time it took for a return call were expressed by respondents. However, many passengers were happy with the scheduling process as well. Eighty-four percent were either “very satisfied” or “satisfied” with scheduling rides.

Punctuality was both praised and complained about by passengers. While punctuality has a satisfaction level of 90% in question #1, many passengers wrote that it could be improved when asked in the open ended questions. Metro Connect must maintain an on-time performance rate of 95% each month and has never fallen below this mark, but if certain passengers are consistently late it is an area of concern.

When compared to the results of the last survey conducted in 2018, overall satisfaction increased by 4%, satisfaction with passenger safety increased by 5% while the dissatisfaction level decreased by 4%, the driver rating increased by 2% and satisfaction with scheduling rides increased by 5% and the dissatisfaction remained the same at 15%.

Many of the written responses to questions were similar as well. The drivers were praised in both surveys, the service was appreciated, passengers voiced scheduling concerns and their overall satisfaction with Metro Connect service was high on both.

Recommendations

The scheduling and telephone issues will be addressed with Apple Bus Company to assess what can be done to alleviate problems with passengers trying to schedule rides. The Metro Connect contract is up for renewal beginning January 1, 2023, and can be amended to reflect the scheduling concerns. Possibilities include additional telephone lines, expanding scheduling times, adding additional personnel or assigning specific schedulers to monitor voicemail. Metro staff also monitors telephone statistics for call and hold times, missed calls, busy signals and voicemail on a monthly basis.

It would also be beneficial to contact similar sized transit services and discover what is working for them. Telephone services should be consulted as well. Metro Connect keeps statistics for the number of calls, length of calls, number of calls to voicemail and keeps a return call log that can be analyzed.

Appendix

Attached are the individual answers to each of the open ended questions as written by the respondent. A copy of the survey as sent and the numbers and percentages for each question is also attached.

Attachments

2022 Metro Connect Passenger Survey
2022 Written Answers
2022 Survey Bar Graphs
2022 Survey Tabulation
2018 Survey Tabulation



2022 PASSENGER SURVEY

1. How satisfied are you with the following Metro Connect services?

	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
• Certification Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Scheduling Rides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Length of Phone Call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Punctuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Driver Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Vehicle Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Vehicle Comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Passenger Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Ease of Paying Fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Hours of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Response to Covid-19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Overall, how satisfied are you with Metro Connect service?

- Very Satisfied
 Satisfied
 Dissatisfied
 Very Dissatisfied

3. How do you rate the performance of the Metro Connect drivers?

- Excellent
 Good
 Fair
 Poor

4. How often do you use Metro Connect in a typical month?

- None
 1—3 times
 4—9 times
 10 or more

5. Are you riding Metro Connect more or less than a year ago?

- More
 Less

6. If you are riding less, why? Trip times not available Other transportation

- Cost
 Less need
 Covid-19 pandemic
 Other _____

7. How long have you been riding Metro Connect?

- Less than a year
 1—2 years
 3—4 years
 5 years or more

PLEASE COMPLETE OTHER SIDE →

Q21 What would make the scheduling process easier for you?

Answered: 95 Skipped: 31

#	RESPONSES	DATE
1	The ability to transition to the monthly subscription service has literally be life-changing for our special needs young adult son, allowing him to work regularly/maintain his independence. Prior to this option, the "lottery phone-in" for each individual ride the week before was unmanageable and a cause of significant stress.	4/25/2022 10:11 AM
2	I wish we could schedule a ride as soon as we call instead of having to wait for you to return our call. This is stressful if you can not be by your phone throughout the day.	4/22/2022 9:28 AM
3	Yes	4/22/2022 9:14 AM
4	Quick response	4/21/2022 10:01 AM
5	Have more office staff available to answer phone calls.	4/21/2022 9:04 AM
6	Remembering to schedule week in advance is hard to do	4/21/2022 9:01 AM
7	Nothing.	4/20/2022 10:46 AM
8	Not so many people on one vehicle.	4/20/2022 10:42 AM
9	Knowing that I can get a ride that at the times I need.	4/20/2022 10:36 AM
10	Quicker response versus voicemail and call-back.	4/20/2022 10:24 AM
11	More telephone lines.	4/20/2022 10:15 AM
12	Western Wellness for seniors set up the schedule.	4/19/2022 10:50 AM
13	Having sufficient staff to answer calls as they come in. Waiting for a call back isn't always convenient. If the call back is missed, I have to start over.	4/19/2022 10:44 AM
14	To allow a shorter scheduling in case of an appointment needed sooner.	4/19/2022 10:29 AM
15	Having more operators available to be able to get through to a person instead of leaving a message.	4/19/2022 10:27 AM
16	Email! Now I know and thank you!	4/19/2022 10:17 AM
17	Being able to actually talk to someone when you call. Not being on hold so long while they schedule your ride, especially when they tell you nothing is available after the long wait.	4/19/2022 10:07 AM
18	Drivers in the pm should be more punctual. Client on bus too long.	4/19/2022 10:02 AM
19	I'm happy with it.	4/19/2022 9:13 AM
20	Scheduling should be made easier for riders who use your service 5 days a week regularly. Especially when the riders has used your service for (7) years.	4/18/2022 11:28 AM
21	Satisfied with the current process.	4/18/2022 11:12 AM
22	NA	4/18/2022 11:07 AM
23	Make it so every time I schedule a ride I don't have to put in the address of where I work my jobs possibly?	4/18/2022 10:48 AM
24	A quicker on making rides.	4/18/2022 10:43 AM
25	If you could provide services on the day I was late when I supposed to schedule a trip seven days in advance as along us not time for pick-up is not taken.	4/18/2022 10:38 AM
26	To be able to schedule a ride earlier than 7 days.	4/18/2022 10:35 AM
27	Nothing	4/16/2022 11:13 AM

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28	If we could get the times that we ask for and if the times that we ask for aren't available, tell us what times are actually available and allow us to choose what time fits better for us, don't just pick a time for us.	4/15/2022 10:04 PM
29	Being able to schedule rides online threw the website.	4/14/2022 6:04 PM
30	Going by telephone is the only way I can go! And I admit Shannon and her crew does a very swell job 1 billion in full.	4/14/2022 12:14 PM
31	Can't think of any.	4/14/2022 12:08 PM
32	By schedule email about the need a ride.	4/14/2022 12:02 PM
33	Be calling earlier in the morning.	4/14/2022 11:54 AM
34	Come the right time.	4/14/2022 11:52 AM
35	I am satisfied.	4/14/2022 11:48 AM
36	The staff have been perfect. I appreciate them (rest is illegible).	4/14/2022 11:40 AM
37	If I could call up to a hour before pickup. Extend hours to 12 and be available 7 days a week.	4/14/2022 11:37 AM
38	Email is great I love Metro. Sometimes the return trip time is much later than I need but I know that it's hard to get great drivers and a lot of people rely on Metro.	4/14/2022 10:38 AM
39	Online	4/14/2022 10:26 AM
40	Put me first set home.	4/14/2022 10:19 AM
41	When scheduling, I'd prefer more times available on days I need rides.	4/14/2022 10:14 AM
42	Not waiting for a call back. Voice option to say 1 or 2-rider is blind.	4/14/2022 10:09 AM
43	Please schedule rides when I need a ride to church at night.	4/14/2022 10:04 AM
44	When you call scheduling to get a person, not a machine.	4/14/2022 9:40 AM
45	MRC scheduling rides.	4/14/2022 9:37 AM
46	It's good now.	4/14/2022 9:25 AM
47	If there were more times available. Unable to get my time on weekdays.	4/14/2022 9:22 AM
48	Most of Annie's rides are scheduled for us, but on occasion I have had to cancel and the service on the phone was excellent.	4/14/2022 9:14 AM
49	Answer the phones on the 1st or 3rd ring instead of making it go to voicemail at 8am or at any other time.	4/12/2022 1:41 PM
50	Workers answering the phones in person; listening to messages when left.	4/12/2022 1:37 PM
51	More schedulers early in morning 8-10 and if ride is same time for whole week schedule once for the whole week saving time for scheduling.	4/12/2022 1:34 PM
52	Have the van driver pick us (2 wheelchairs) up and not shove us off on a bus. I think it is because van drivers don't want to hook up 2 chairs. They are lazy.	4/12/2022 1:29 PM
53	To be able to schedule a ride 24 hours before a trip.	4/12/2022 1:26 PM
54	More employees to answer the phone.	4/12/2022 1:11 PM
55	It's fine as it is.	4/12/2022 1:07 PM
56	I am very satisfied with the process now.	4/12/2022 1:04 PM
57	There isn't any.	4/12/2022 1:00 PM
58	Nothing-I think your method is done well. The drivers are friendly and helpful.	4/12/2022 12:59 PM
59	Be able to schedule ride less than 7 days ahead.	4/12/2022 12:55 PM
60	Google or microsoft form for scheduling instead of email. That way it would just be fill out and form and no information would be forgotten.	4/11/2022 8:19 PM

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61	Hire more schedulers. They never listen to messages left.	4/11/2022 11:06 AM
62	nothing	4/11/2022 10:21 AM
63	Being able to book the same, reoccurring ride schedule, on a monthly basis versus weekly.	4/10/2022 12:21 PM
64	not sure	4/10/2022 10:02 AM
65	More people scheduling. Quicker return calls.	4/9/2022 3:57 PM
66	Idk	4/9/2022 3:22 PM
67	Confident they will come at time scheduled. And finding our address	4/9/2022 1:48 PM
68	To schedule by text.	4/9/2022 10:29 AM
69	Keep doing what you're doing. You guys are doing an amazing job.	4/8/2022 1:16 PM
70	Yes	4/8/2022 1:12 PM
71	Call back sooner, don't deep waiting an hour or more. Longer scheduling hours, pat 5 pm.	4/8/2022 1:09 PM
72	Nothing	4/8/2022 1:02 PM
73	No seven day notice for pick-up. Can the time be for scheduling a ride be shorter?	4/8/2022 1:00 PM
74	Availability.	4/8/2022 9:32 AM
75	Not to put you on hold for so long when you call them.	4/8/2022 9:28 AM
76	Not to keep you on hold for so long when you call them.	4/8/2022 9:24 AM
77	Find a way that I wouldn't need to call M, W, F to schedule dialysis rides. Have times fixed.	4/8/2022 9:18 AM
78	It's fairly easy.	4/8/2022 9:15 AM
79	Being able to schedule for times that coincide with doctor appointments.	4/7/2022 1:10 PM
80	More available hours in the morning and afternoon especially those with doctors/hospital appointments.	4/7/2022 10:11 AM
81	By telephone.	4/7/2022 10:07 AM
82	I like the scheduling process.	4/7/2022 10:00 AM
83	If we could schedule more than 1 day at a time, that way you don't have to call to schedule everyday.	4/7/2022 9:43 AM
84	Scheduling process was very easy.	4/7/2022 9:39 AM
85	More availability-more polite people on the phone when scheduling.	4/7/2022 9:36 AM
86	Don't know	4/7/2022 9:33 AM
87	Having more staff to help get rides set up for riders-it takes over 1 hr. to get a phone call returned to set up ride times. Why is time so long when you call at 8 am in the morning?	4/7/2022 9:32 AM
88	Increase funding so you can have more drivers and vans so we can schedule closer to the actual date and time of the ride.	4/7/2022 9:24 AM
89	More agents at critical call time.	4/6/2022 9:11 AM
90	Answer phone good, and respond my return call.	4/5/2022 11:02 AM
91	For Metro Connect-more drivers-more dispatch operators ease to schedule pickup at time requested (without the common excuses) just fit it so a person can get scheduled time requested-this is insane.	4/5/2022 10:58 AM
92	Didn't know that I could email. Thought we had to call	4/3/2022 2:22 PM
93	Scheduling rides hrs through telephone and email	4/3/2022 12:25 AM
94	I have subscription so I have no problem scheduling rides.	4/1/2022 7:59 PM
95	More people asking the phones	4/1/2022 2:41 PM

Q22 How would you suggest Metro Connect service could be improved for you?

Answered: 89 Skipped: 37

#	RESPONSES	DATE
1	Working very well over the past couple of weeks since we've been able to schedule in advance/paying the slightly higher fee is well worth it. Would love to see this type of scheduling available to more people.	4/25/2022 10:11 AM
2	Some way to allow us to use other denominations of money besides ones.	4/22/2022 9:28 AM
3	They're doing good	4/21/2022 10:01 AM
4	More vehicles to provide better service for Handicap.	4/21/2022 9:01 AM
5	Not all drivers are friendly at 6 AM. I understand that is early but if a client says good morning it would only be kind to respond back in order for the client to feel comfortable riding the bus.	4/20/2022 12:23 PM
6	Get me to work on time.	4/20/2022 10:42 AM
7	I am pleased to be able to get a ride.	4/20/2022 10:36 AM
8	Let me know if there are additional riders; sometimes causes a time-frame problem when I have a scheduled appointment or work related.	4/20/2022 10:24 AM
9	More vehicles and drivers-better scheduling of and rides arrive on time.	4/20/2022 10:13 AM
10	Make sure everyone wears their seatbelt?	4/19/2022 10:50 AM
11	Equalize price.	4/19/2022 10:47 AM
12	Update phone system to make scheduling easier. Add more busses (rides).	4/19/2022 10:44 AM
13	Offering the ability to schedule with short notice, make change with the drivers and be able to schedule multiple routes.	4/19/2022 10:27 AM
14	More availability for rides is #1! Better scheduling system for both people calling in and for drivers.	4/19/2022 10:07 AM
15	New pm drivers.	4/19/2022 10:02 AM
16	If I call in less than a week, there will be an opening.	4/19/2022 9:13 AM
17	A "Rider" who has the same schedule for a pick up and returned ride should have the opportunity to call every Monday morning to book rides for the entire week. Not call every day.	4/18/2022 11:28 AM
18	I am very pleased with the service.	4/18/2022 11:12 AM
19	Make sure the drivers that pick up my brother and drip him off, know he needs the lift. His legs are very weak and his back is bad.	4/18/2022 11:07 AM
20	When the schedulers office opens at 8am make it so not all the 8am time slots are eaten up so it send own email at 7:59am.	4/18/2022 10:48 AM
21	Remembering where I live and getting there more early.	4/18/2022 10:43 AM
22	Keep putting me on the list for pick-ups.	4/18/2022 10:38 AM
23	By allowing me to write one check for \$8.00 round trip rather than 2 checks of \$4.00 each to Applebus Company.	4/18/2022 10:35 AM
24	More hours	4/16/2022 11:13 AM
25	Listen to your riders.	4/15/2022 10:04 PM
26	Having the ride pairings make more sense.	4/14/2022 6:04 PM

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27	No improvement. Everything is supersational! If only the face mask didn't have to be worn but its Covid protection.	4/14/2022 12:14 PM
28	I'm nearly 98-good enough for me.	4/14/2022 12:08 PM
29	To schedule a ride by telephone is someone is there in the morning. When I called there is no one there in the morning at all and trying again but no response.	4/14/2022 12:02 PM
30	No improvement needed.	4/14/2022 11:54 AM
31	As they stay there waiting for you.	4/14/2022 11:52 AM
32	See above	4/14/2022 11:48 AM
33	see above	4/14/2022 11:37 AM
34	Right now I use it for scheduled work only. Wish I could schedule a ride with less notice.	4/14/2022 10:38 AM
35	Could we please set it up for Kathleen to be picked up at the entrance on the east side of the building? Her building has 2 entrances.	4/14/2022 10:22 AM
36	Set the other people home last.	4/14/2022 10:19 AM
37	More times and days available.	4/14/2022 10:14 AM
38	Metro is a awesome service!! Scheduling drivers to close together-lots of stress for drivers.	4/14/2022 10:09 AM
39	Need a ride to grocery store (rest illegible).	4/14/2022 10:04 AM
40	Drivers are great but tell the drivers to maybe slow down a bit, they're driving a bus not being an Indy 500 driver!	4/14/2022 9:40 AM
41	If the route could be done in reverse order occasionally-it seems like my son is first to be picked up and last to be dropped off.	4/14/2022 9:28 AM
42	Nothing at this time.	4/14/2022 9:25 AM
43	Accommodate my time more often, but is understandable if cannot because of the number of drivers/vans.	4/14/2022 9:22 AM
44	N/A	4/14/2022 9:14 AM
45	Go back to your old phones and answer them on the 1st or 3rd ring. As explained on question 9.	4/12/2022 1:41 PM
46	Able to get more 10 minute stops.	4/12/2022 1:37 PM
47	Clients or passengers disabled and/or seniors or both may have trouble or compromised later in day for grocery run.	4/12/2022 1:34 PM
48	When calling in to find out where the bus is to tell the truth so that if they cannot be there in 15 minutes I can get on the city bus to get where I need to go.	4/12/2022 1:29 PM
49	Some drivers not all lack professionalism as well as some of your other staff.	4/12/2022 1:26 PM
50	Put shocks on more vans to ease the "bounce out of the seat" affect.	4/12/2022 1:17 PM
51	More drivers to help assist people who need to get into the van with assistance who have disabilities.	4/12/2022 1:11 PM
52	It's fine as it is.	4/12/2022 1:07 PM
53	I am satisfied with the service I am receiving now.	4/12/2022 1:04 PM
54	Cannot think of any.	4/12/2022 1:00 PM
55	Make it easier for riders with groceries. It is the only way I can get to the store.	4/12/2022 12:55 PM
56	Better scheduling. Some of us have specific times we need to be to work and sometimes the ride I get does not fit my needs.	4/11/2022 8:19 PM
57	Have schedulers relise you can't get from the west side of town to south side of town in 3 minutes.	4/11/2022 11:06 AM

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58	improve availability for pick up times. sometimes i have to be dropped off an hour or more before my appointment time, and wait an hour or more after my appointment is over to be picked up.	4/11/2022 10:21 AM
59	Streamlining the pick up and drops offs. Nothing is so frustrating as to be late for my job because the Driver opted to go the opposite direction to drop off someone carrying groceries. And, some days, I spend over 90 minutes getting home, without any weather or bus mechanically issues.	4/10/2022 12:21 PM
60	service is fine	4/10/2022 10:02 AM
61	More drivers to get passengers to appointments on time, pick up for return trips not having long wait times. Ability to make reservations within 3 days. Ability to use Metro card for payment/purchases of rides similar to bus passes or by tapping Metro Card.	4/9/2022 3:57 PM
62	If I ask not to have a certain driver, I really would appreciate it not having that driver.	4/9/2022 3:55 PM
63	Be more on time	4/9/2022 3:22 PM
64	Being able to speak to driver myself	4/9/2022 1:48 PM
65	No mask rules.	4/9/2022 10:29 AM
66	See above answer.	4/8/2022 1:16 PM
67	Let people back on Metro Connect that need it if not ride over 1 year. I need it badly.	4/8/2022 1:12 PM
68	Get rid of (?) foreign lady who answers phone, incompetent. Sometimes doesn't know what she is doing. Is not satisfactory.	4/8/2022 1:09 PM
69	I'm ok.	4/8/2022 1:02 PM
70	Scheduling days can improve.	4/8/2022 1:00 PM
71	Friendlier and more polite drivers.	4/8/2022 9:28 AM
72	More friendly and polite drivers.	4/8/2022 9:24 AM
73	I would like to know ahead of time if there are any other riders on the van.	4/8/2022 9:18 AM
74	It seems to get me where I need to go.	4/8/2022 9:15 AM
75	More availability	4/7/2022 1:10 PM
76	To lessen days of scheduling a ride. From seven (7) days to maybe five (5) days?	4/7/2022 10:11 AM
77	The drivers helping you.	4/7/2022 10:07 AM
78	I'm happy as is.	4/7/2022 10:00 AM
79	Continue door to door service, especially when I go grocery shopping.	4/7/2022 9:43 AM
80	Make 10 minute stop longer.	4/7/2022 9:36 AM
81	pay by card, pay in advance in blocks of rides	4/7/2022 9:33 AM
82	Lower cost	4/7/2022 9:26 AM
83	See above.	4/7/2022 9:24 AM
84	Better scheduling.	4/6/2022 9:11 AM
85	Be on time picking you up from home or work.	4/5/2022 11:02 AM
86	Buses (fixed-route) return to 30 minute routes, return to original route #14 (buses).	4/5/2022 10:58 AM
87	Scheduling process	4/3/2022 12:25 AM
88	I have subscription and it would be helpful if I could make my payment online or if metro could have online billing. I can never get the person I call to answer the phone.	4/1/2022 7:59 PM
89	More people asking the phones	4/1/2022 2:41 PM

Q23 What do you like best about Metro Connect?

Answered: 110 Skipped: 16

#	RESPONSES	DATE
1	Safety! We looked in to independent housing near the traditional bus lines, but the closest stop near his work required crossing 5-lane road near highway exit. Metro Connect curb to destination curb brings great piece of mind.	4/25/2022 10:11 AM
2	Your drivers are so very polite and helpful. They always help me on and off the bus as I have both artificial knees. They help me take pkgs. off the bus and some bring them to my apartment door. Always a greeting and a smile...awesome.	4/22/2022 9:28 AM
3	Good drivers-on time.	4/22/2022 9:14 AM
4	It's pick me up at my door step and drop me off in front of my work place	4/21/2022 10:01 AM
5	County wide service.	4/21/2022 9:04 AM
6	Availability sometime.	4/21/2022 9:01 AM
7	Convenience	4/20/2022 12:23 PM
8	Friendly.	4/20/2022 10:46 AM
9	The drivers.	4/20/2022 10:42 AM
10	The service all in all.	4/20/2022 10:39 AM
11	The kindness of the staff.	4/20/2022 10:36 AM
12	Other passengers.	4/20/2022 10:32 AM
13	Door-to-Door service. Courtesy of drivers and dispatch teams. Good price for the service. County-wide access. Great for out of the way appointments not on a bus line.	4/20/2022 10:24 AM
14	Drivers are great!	4/20/2022 10:13 AM
15	It's available.	4/20/2022 10:07 AM
16	It gets me where I want to go!	4/19/2022 10:50 AM
17	Freedom of service, phone operators, drivers and schedulers has always been willing to give their best.	4/19/2022 10:47 AM
18	Quality of drivers, mostly prompt.	4/19/2022 10:44 AM
19	To be able to get a ride for my appointments.	4/19/2022 10:29 AM
20	The friendly drivers.	4/19/2022 10:27 AM
21	Subscription service, confirmation calls day before are very helpful. Very reliable and dependable. Across the board friendliness.	4/19/2022 10:17 AM
22	I like the door-to-door service especially when you can't driver and options are limited.	4/19/2022 10:07 AM
23	AM pickup and courteous driver. He is great.	4/19/2022 10:02 AM
24	Get to where I'm going a lot faster.	4/19/2022 9:13 AM
25	I like the staff (schedulers, Management and Drivers). They are very polite, professional and friendly.	4/18/2022 11:28 AM
26	I could schedule a ride when I need one and not get any hassle.	4/18/2022 11:16 AM
27	Friendliness of both schedulers and drivers.	4/18/2022 11:12 AM
28	The drivers are very good and compationet with their clients.	4/18/2022 11:07 AM

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29	The fact that I have been riding for so long some of the drivers and dispatchers know me by first name.	4/18/2022 10:48 AM
30	It makes things better after you start learning to live on your own.	4/18/2022 10:43 AM
31	Easier to get around to places needed.	4/18/2022 10:38 AM
32	Their (the drivers) punctuality to pick me up and take me to the Dr's., dental, labs, podiatrist etc. on time and then take me back home.	4/18/2022 10:35 AM
33	Convenience	4/16/2022 11:13 AM
34	They allow those of us with disabilities to go places.	4/15/2022 10:04 PM
35	How friendly the drivers are.	4/14/2022 6:04 PM
36	Being able to pay \$4, go on Sundays instead of \$12.00. The transportation is 1 Billion% in full supersational.	4/14/2022 12:14 PM
37	Friendly drivers.	4/14/2022 12:08 PM
38	Everything is good!	4/14/2022 12:05 PM
39	The Metro Connect van get there on time.	4/14/2022 12:02 PM
40	They are cool.	4/14/2022 11:54 AM
41	Their here when you need them.	4/14/2022 11:52 AM
42	Availability	4/14/2022 11:48 AM
43	How nice the drivers are.	4/14/2022 11:45 AM
44	Gets me there safely and on time.	4/14/2022 11:42 AM
45	Price and hours.	4/14/2022 11:37 AM
46	Confidence	4/14/2022 11:35 AM
47	It gets me places and the drivers rock and the emails too.	4/14/2022 10:38 AM
48	I love the automated system that calls me and lets me know when Metro is coming the next day. I love the reliability.	4/14/2022 10:32 AM
49	(illegible word) they call to remind me of my ride the next day.	4/14/2022 10:29 AM
50	I do not need pay at often.	4/14/2022 10:19 AM
51	Friendly drivers-friendly dispatch-convenient-large service area.	4/14/2022 10:17 AM
52	Comfort of vehicle, helpful and courteous drivers.	4/14/2022 10:14 AM
53	Metro allows me to have a life!! Thank you!! so much. You are greatly appreciated.	4/14/2022 10:09 AM
54	It is very clean.	4/14/2022 10:04 AM
55	I like the drivers who are friendly and not grumpy butts. And they treat my 89 year old mom with courtesy and help her when needed.	4/14/2022 9:40 AM
56	Come to my door.	4/14/2022 9:37 AM
57	Convenience	4/14/2022 9:32 AM
58	I like the phone call reminder recording the night before of the scheduled ride.	4/14/2022 9:28 AM
59	On time, nice drivers.	4/14/2022 9:25 AM
60	Punctuality, friendliness of staff-phone and drivers.	4/14/2022 9:22 AM
61	Getting me to and from my appointments on time.	4/14/2022 9:20 AM
62	I love the consistent drivers, our morning driver-Kevin- is always on time and just so friendly. All my other drivers are friendly also-I just have connected with him.	4/14/2022 9:14 AM
63	That they can be 15 minutes early, on time.	4/12/2022 1:41 PM

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64	Price.	4/12/2022 1:37 PM
65	Excellent, great-all the workers, drivers and scheduling and dispatch just change rules.	4/12/2022 1:34 PM
66	Most drivers are polite and safe drivers.	4/12/2022 1:29 PM
67	The ability to access rides throughout the county.	4/12/2022 1:26 PM
68	Overall conducting of business.	4/12/2022 1:17 PM
69	It gets me to where I'm going and on time.	4/12/2022 1:14 PM
70	Very courteous and polite.	4/12/2022 1:11 PM
71	Punctuality.	4/12/2022 1:07 PM
72	It's availability and the kindness and friendliness of the drivers and phone staff.	4/12/2022 1:04 PM
73	I can go anywhere in the county.	4/12/2022 1:00 PM
74	That I have transportation to Doctors because I can't drive and live in assisted living. I try to make my appointments close to where I live.	4/12/2022 12:59 PM
75	That it exists and provides the service it does.	4/12/2022 12:55 PM
76	It helps make me mobile at an affordable price.	4/11/2022 8:19 PM
77	Even though they don't listen to messages they are professional.	4/11/2022 11:06 AM
78	It's easy	4/11/2022 10:21 AM
79	The price point is within my budget. The bus drivers are friendly and caring.	4/10/2022 12:21 PM
80	dependability	4/10/2022 10:02 AM
81	Unsure.	4/9/2022 3:57 PM
82	Idk	4/9/2022 3:22 PM
83	Price , Will pay double just to be sure a driver comes.	4/9/2022 1:48 PM
84	It brings me straight home.	4/9/2022 10:29 AM
85	That it gets me where I need to go mostly on time.	4/8/2022 1:16 PM
86	Being available for my medical appointments. Without this ride I wouldn't go to some appointments.	4/8/2022 1:09 PM
87	The drivers are concern about us!	4/8/2022 1:02 PM
88	Great for us Seniors.	4/8/2022 1:00 PM
89	Always there when you need them. Some drivers are polite and very friendly and very helpful.	4/8/2022 9:28 AM
90	Always there when you need them. Some of the drivers are polite and very friendly and very helpful.	4/8/2022 9:24 AM
91	Willingness to take me other places besides doctor appointments.	4/8/2022 9:18 AM
92	The independence it gives me.	4/8/2022 9:15 AM
93	Everything! A very good service.	4/7/2022 1:10 PM
94	The fact that they were on time going and coming.	4/7/2022 10:15 AM
95	Door pick-up and door drop-off of your clients	4/7/2022 10:11 AM
96	It can get to your area from your home to the place you want to go.	4/7/2022 10:07 AM
97	I like the convenience in bad weather not to worry about driving.	4/7/2022 10:00 AM
98	Having drivers that know me and know what I need help with.	4/7/2022 9:43 AM
99	Metro Connect helped me out when I was in a jam. All the folks I was in contact were helpful and friendly.	4/7/2022 9:39 AM

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100	Drivers are nice.	4/7/2022 9:36 AM
101	Relative cheapness and ease of scheduling	4/7/2022 9:33 AM
102	You come to pick me up at my home address.	4/7/2022 9:32 AM
103	That it is available. Many counties do not have transit.	4/7/2022 9:24 AM
104	Fare.	4/6/2022 9:11 AM
105	I like riding the bus and meeting people.	4/5/2022 11:02 AM
106	Metro Connect (if I get a ride) has wonderful drivers-thank you.	4/5/2022 10:58 AM
107	Indy, Bethany and Piper are wonderful. Very friendly. So happy when I get to talk to Indy.	4/3/2022 2:22 PM
108	That I could cancel or change the time i want to be picked up	4/3/2022 12:25 AM
109	How low the prices are for rides.	4/1/2022 7:59 PM
110	the fare	4/1/2022 2:41 PM

Q24 Do you have any additional comments about Metro Connect service?

Answered: 87 Skipped: 39

#	RESPONSES	DATE
1	Continued to work for equitable access with emphasis on improving scheduling-the "phone in/call back/eventually finding out there are no rides available" is a broken system.	4/25/2022 10:11 AM
2	There are at least 4 van drivers that treat me with the upmost respect...Willie and Joseph are 2 of them. I feel like I'm an important guest on their ride. Their smile, their help...Wow!! Thank you!	4/22/2022 9:28 AM
3	No-maybe more busses.	4/22/2022 9:14 AM
4	None	4/21/2022 10:01 AM
5	No	4/21/2022 9:01 AM
6	We appreciate the service	4/20/2022 12:23 PM
7	No	4/20/2022 10:46 AM
8	No	4/20/2022 10:43 AM
9	Sometimes if I could pay less.	4/20/2022 10:36 AM
10	Supply pop.	4/20/2022 10:32 AM
11	No. Thank you.	4/20/2022 10:24 AM
12	Thank you and God bless.	4/20/2022 10:07 AM
13	Grateful to have this in our community!	4/19/2022 10:44 AM
14	Didn't realize I could email for scheduling. Probably would be preferred, but glad to have phone option. Excellent customer service! Really appreciate what Metro Connect does and the self sufficiency it provides. Thank you all!	4/19/2022 10:17 AM
15	Some of the questions where tricky because for both drivers and call-takers, there are some great ones and NOT so great ones. Anyone scheduling should have to spend a week or two riding routes to understand what that is like to be more effective.	4/19/2022 10:07 AM
16	The staff is very nice.	4/19/2022 9:13 AM
17	To reiterate riders who use your service daily should be able to schedule rides weekly not daily, and if you purchase a subscription it should not cost more money.	4/18/2022 11:28 AM
18	I am really glad I can call for a ride when I need one.	4/18/2022 11:16 AM
19	The service has been a blessing to me.	4/18/2022 11:12 AM
20	It needs to start showing up on it's pick up times more quickly.	4/18/2022 10:43 AM
21	No!	4/18/2022 10:38 AM
22	You have some checks written to Metro Connect that need to be replaced for others written to "Applebus Company." I didn't know that since I am a new rider.	4/18/2022 10:35 AM
23	Some times the ride pairings just don't make any sense to me like when I get picked up from Bronson Hospital and then we have to pick up the young adults from wmu and we drop them all off first and I have to ride on the bus for a hour I always thought the rule was who ever gets picked up first they get dropped off first if there's more than one person on the metro bus and the van	4/14/2022 6:04 PM
24	Shannon , I Ken Zabauski thinks of you with all Dear Heart 1 Billion% in full and you and your crew please keep up the good work. Thank you	4/14/2022 12:14 PM

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25	Keep up good work.	4/14/2022 12:08 PM
26	No	4/14/2022 12:05 PM
27	None	4/14/2022 12:02 PM
28	None	4/14/2022 11:54 AM
29	Just keep doing what your doing.	4/14/2022 11:52 AM
30	Please excuse my penmanship. I am 96 and have bad my eyesight.	4/14/2022 11:40 AM
31	Not learning when your time to be picked up. Allow for problems.	4/14/2022 11:35 AM
32	I will vote every time to keep Metro going same with my family, neighbors and everyone who depends on it.	4/14/2022 10:38 AM
33	My daughter rides through the YAP program so she doesn't schedule rides. Thank you for doing what you do.	4/14/2022 10:32 AM
34	Easy to resolve conflicts.	4/14/2022 10:29 AM
35	No	4/14/2022 10:19 AM
36	Love this service and drivers as well.	4/14/2022 10:09 AM
37	Need a ride to (rest illegible)	4/14/2022 10:04 AM
38	Thank you	4/14/2022 9:32 AM
39	Which leads to a long ride occasionally.	4/14/2022 9:28 AM
40	Thank you for doing what you do.	4/14/2022 9:25 AM
41	Thank you for the good work you all do.	4/14/2022 9:20 AM
42	N/A	4/14/2022 9:14 AM
43	Keep up the good work. You guys are a Godsend.	4/13/2022 10:05 PM
44	Please go back for rides to be free because covid-19 is still going around and it was saving me money.	4/12/2022 1:41 PM
45	I'm glad we have the service.	4/12/2022 1:37 PM
46	Get rid of the mask. Thank you! and all the workers including the mechanics.	4/12/2022 1:34 PM
47	Just keep trying to get good drivers and more in the office.	4/12/2022 1:29 PM
48	Reportedly, due to Metro Connects high turnover of drivers. This causes clients to miss appointments due to drivers not being on time. If true this problem should be addressed.	4/12/2022 1:26 PM
49	No.	4/12/2022 1:17 PM
50	I appreciate the employees and drivers. Driver to help people who have difficulty getting on the van.	4/12/2022 1:11 PM
51	The whole experience is greatly appreciated.	4/12/2022 1:07 PM
52	It's been difficult for me to get the paperwork back from my Dr. office. Could the paperwork for ADA riders be less voluminous?	4/12/2022 1:04 PM
53	No.	4/12/2022 1:00 PM
54	No, but "Thank you Dearly" for your service.	4/12/2022 12:59 PM
55	Keep up the good work!	4/12/2022 12:55 PM
56	My morning rides have been really consistent the last month or so. It makes me feel good fully anticipating when I get to work.	4/11/2022 8:19 PM
57	no	4/11/2022 10:21 AM
58	Yes, update your dispatch system. Call and confirm schedules instead of wasting fuel, bus assets, and driver's time if you question the rider's intentions. Enact a fair penalty system so	4/10/2022 12:21 PM

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patrons learn to use the timeliness of travel correctly. Metro Connect is known to be late and hard to schedule. Doctor's appointments, court dates, employment, they are not gracious about tardiness or rescheduling. My time is valuable too.

59	Make getting people to medical appointments in timely fashion and no charge if you're unable to do so. Payment for making a missed appointments seems absurd.	4/9/2022 3:57 PM
60	Be more on time	4/9/2022 3:22 PM
61	Yes, scheduled driver, never showed up. Waited outside for over an hour, in freezing cold. Still no show. Called scheduling they said driver was very close, but we could not call direct. Waited another 45 min. Still no driver. Finally a real driver found our place. He said they have had many problems with first driver. If I knew a week before, I would not have used MetroConnect if the look up address. They were very close, per scheduler. And luckily we still made appt. Only because Dr. was late. Too bad of experience. Never had this problem with Uber , or any other deliveries. And unable to speak to driver ourselves. Apparently he was very close, but never contacted office. Useless.	4/9/2022 1:48 PM
62	We are very appreciative of this service.	4/9/2022 10:29 AM
63	Are letting passage go to food shopping. I need it badly.	4/8/2022 1:12 PM
64	Foreign lady sometimes keeps customers on phone too long, screws up ride and is sometimes rude. Really don't like talking to her.	4/8/2022 1:09 PM
65	Works well for me.	4/8/2022 1:00 PM
66	First time using-I was never pick up at all. I called twice and left messages-never answered. Had to call neighbor to be picked up.	4/8/2022 9:32 AM
67	Lower your rates even if it is just a little. Most of us are on fixed incomes or social security and food stamp.	4/8/2022 9:28 AM
68	Lower your rates even if it is just a little. Most of us are on fixed incomes or social security and food stamps.	4/8/2022 9:24 AM
69	I'm glad that this service exists.	4/8/2022 9:18 AM
70	Maybe to allow me to use my bus pass to pay for rides.	4/8/2022 9:15 AM
71	The appointment personnel and drivers are very courteous and friendly. Thank you for providing this service.	4/7/2022 1:10 PM
72	I think its a wonderful service, sometimes family and friends are not able to take me to my appointments and if not I can always call Metro Connect.	4/7/2022 10:15 AM
73	Metro Connect service/ this service is so helpful to me and a lot of people too. Ease of paying fares, at least not more than a week to schedule a ride.	4/7/2022 10:11 AM
74	No.	4/7/2022 10:07 AM
75	All the drivers I have ridden with are very nice and professional and I have recommended Metro Connect to my friends.	4/7/2022 10:00 AM
76	On a whole I have very good service both scheduling my rides and riding. Drivers and schedulers are helpful and polite.	4/7/2022 9:43 AM
77	Feels safe with drivers.	4/7/2022 9:36 AM
78	Great service	4/7/2022 9:33 AM
79	Why do you not have some daily rides set aside so you can get a ride the same day you need one. You must ask 1 week before you can get a ride or rides to and from an appointment.	4/7/2022 9:32 AM
80	I think you do a great job with what you have!	4/7/2022 9:24 AM
81	Scheduling is TERRIBLE! Too long to contact scheduler. Call back sometimes doesn't happen, and if it does, times that I need are gone by the time callback is made. Inflexibility. If my requested time is not available, and I ask, "when is?" I get no help.	4/6/2022 9:11 AM
82	No not really but could do better with being on time.	4/5/2022 11:02 AM

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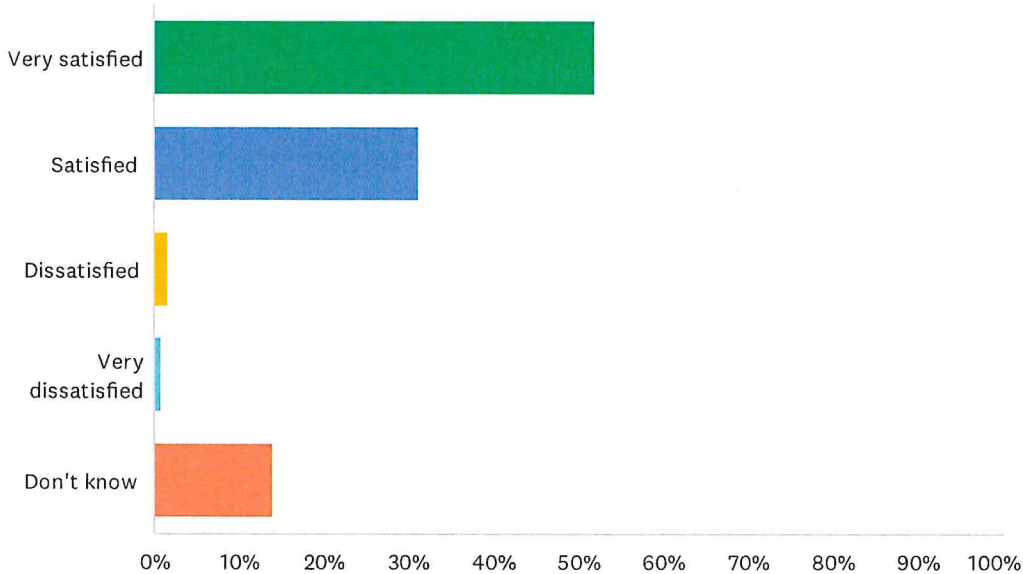
83	Buses-I've written Kathy Schultz before and her response was polite and professional but my issues were not addressed. Basically, I don't get "my way" and it feels immensely depressing. I took bus often a year ago. It's all changed for me and immensely depressing. It feels like a 1-2 yr. coma.	4/5/2022 10:58 AM
84	Only if I schedule a ride - they usually (not always) at least 20 minutes to a half hour late - but, if I am running late, I only get a 5-minute leeway.	4/3/2022 2:22 PM
85	No	4/3/2022 12:25 AM
86	Many of my drivers are very friendly and I enjoy Riding with them.	4/1/2022 7:59 PM
87	none	4/1/2022 2:41 PM

Q1 How satisfied are you with the following Metro Connect services?

Answered: 14 Skipped: 112

Q2 Certification Process

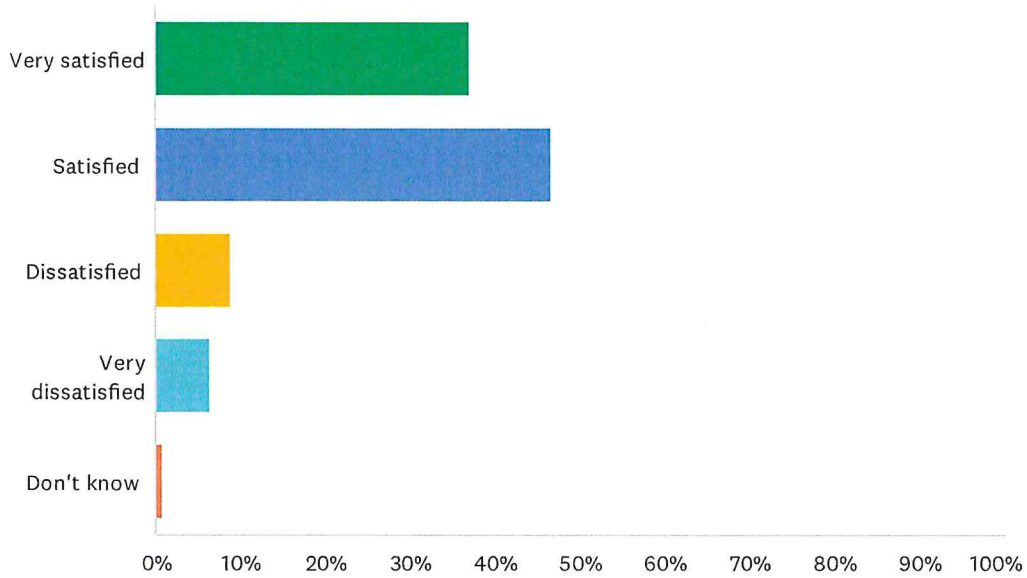
Answered: 121 Skipped: 5



ANSWER CHOICES	RESPONSES	
Very satisfied	52.07%	63
Satisfied	31.40%	38
Dissatisfied	1.65%	2
Very dissatisfied	0.83%	1
Don't know	14.05%	17
Total Respondents: 121		

Q3 Scheduling Rides

Answered: 124 Skipped: 2



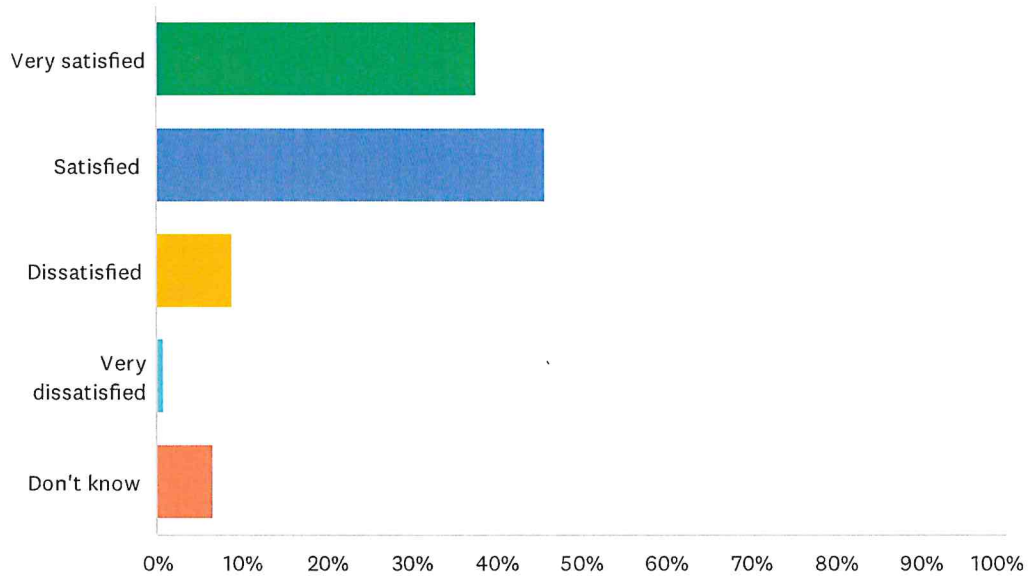
ANSWER CHOICES

RESPONSES

Very satisfied	37.10%	46
Satisfied	46.77%	58
Dissatisfied	8.87%	11
Very dissatisfied	6.45%	8
Don't know	0.81%	1
TOTAL		124

Q4 Length of Phone Call

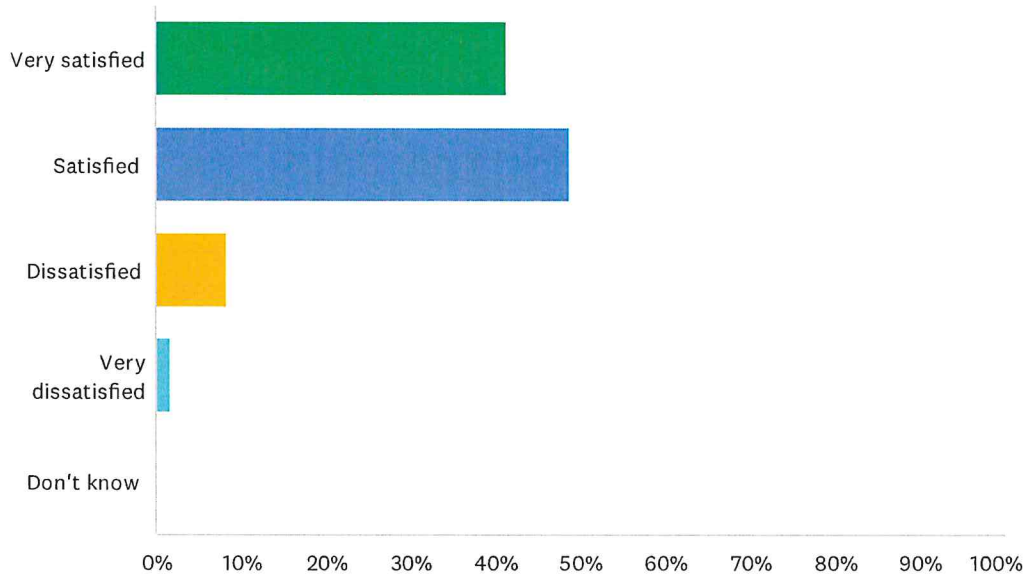
Answered: 122 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very satisfied	37.70%	46
Satisfied	45.90%	56
Dissatisfied	9.02%	11
Very dissatisfied	0.82%	1
Don't know	6.56%	8
TOTAL		122

Q5 Punctuality

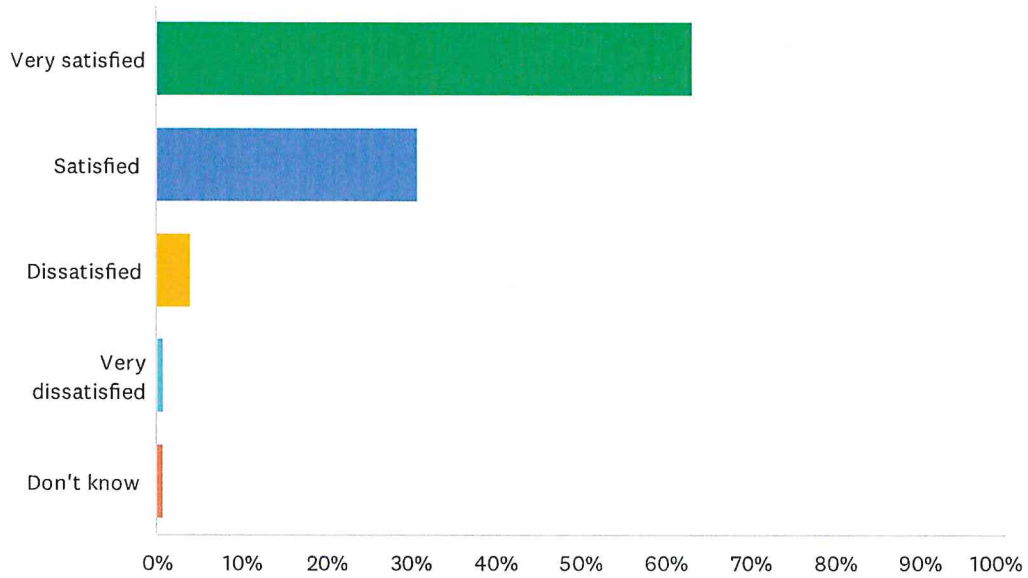
Answered: 121 Skipped: 5



ANSWER CHOICES	RESPONSES	
Very satisfied	41.32%	50
Satisfied	48.76%	59
Dissatisfied	8.26%	10
Very dissatisfied	1.65%	2
Don't know	0.00%	0
TOTAL		121

Q6 Driver Professionalism

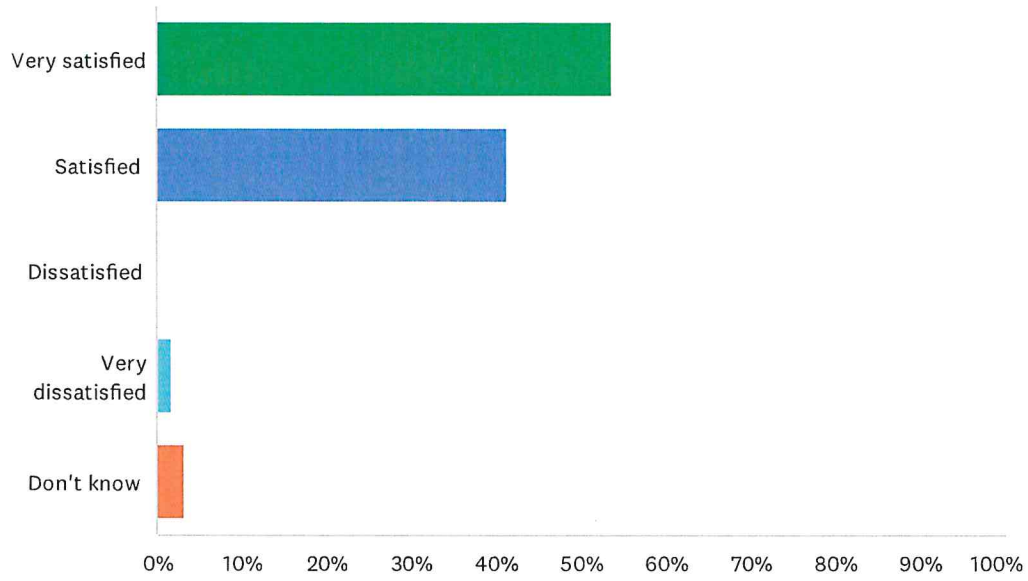
Answered: 123 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very satisfied	63.41%	78
Satisfied	30.89%	38
Dissatisfied	4.07%	5
Very dissatisfied	0.81%	1
Don't know	0.81%	1
TOTAL		123

Q7 Vehicle Appearance

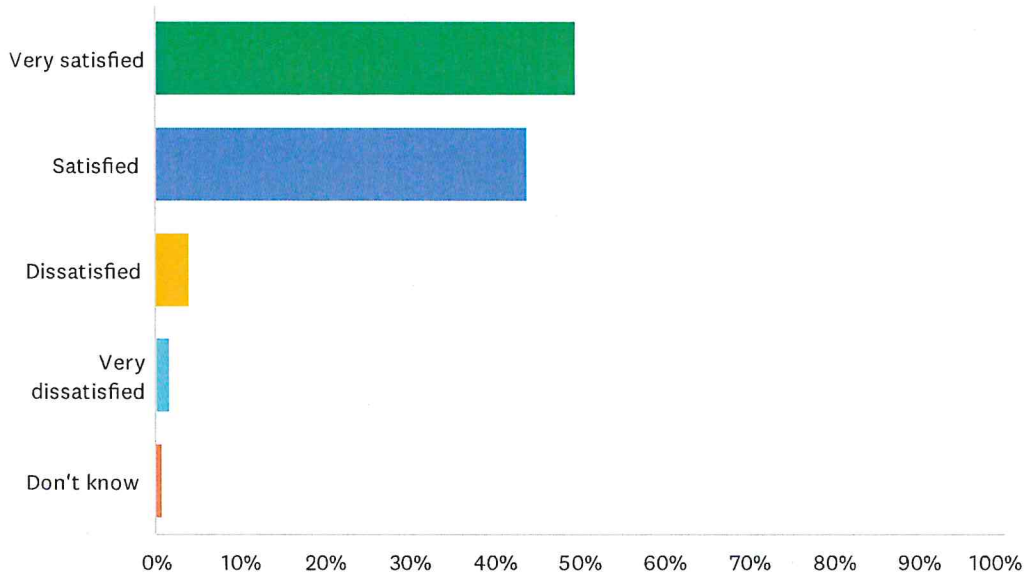
Answered: 123 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very satisfied	53.66%	66
Satisfied	41.46%	51
Dissatisfied	0.00%	0
Very dissatisfied	1.63%	2
Don't know	3.25%	4
TOTAL		123

Q8 Vehicle Comfort

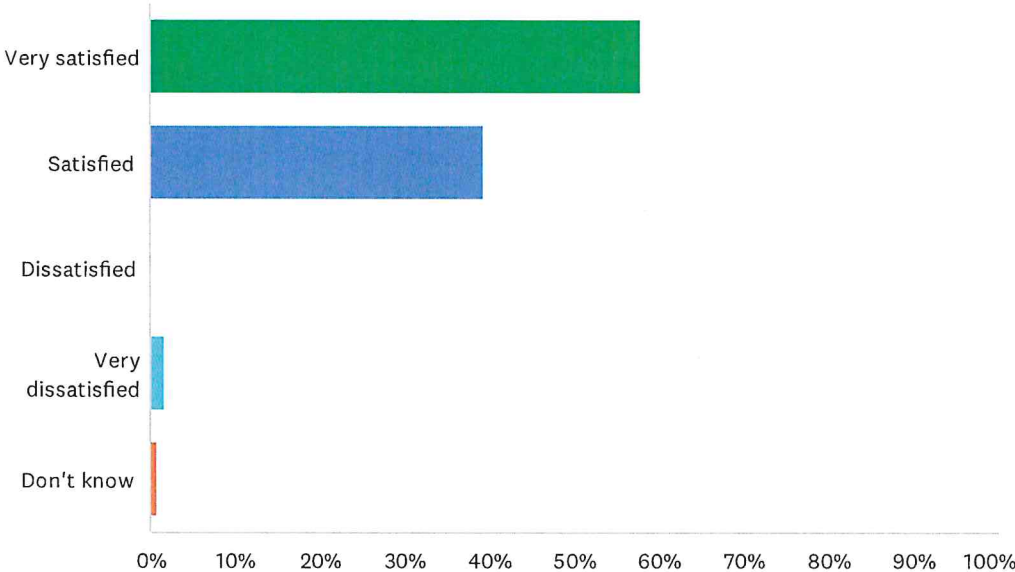
Answered: 123 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very satisfied	49.59%	61
Satisfied	43.90%	54
Dissatisfied	4.07%	5
Very dissatisfied	1.63%	2
Don't know	0.81%	1
TOTAL		123

Q9 Passenger Safety

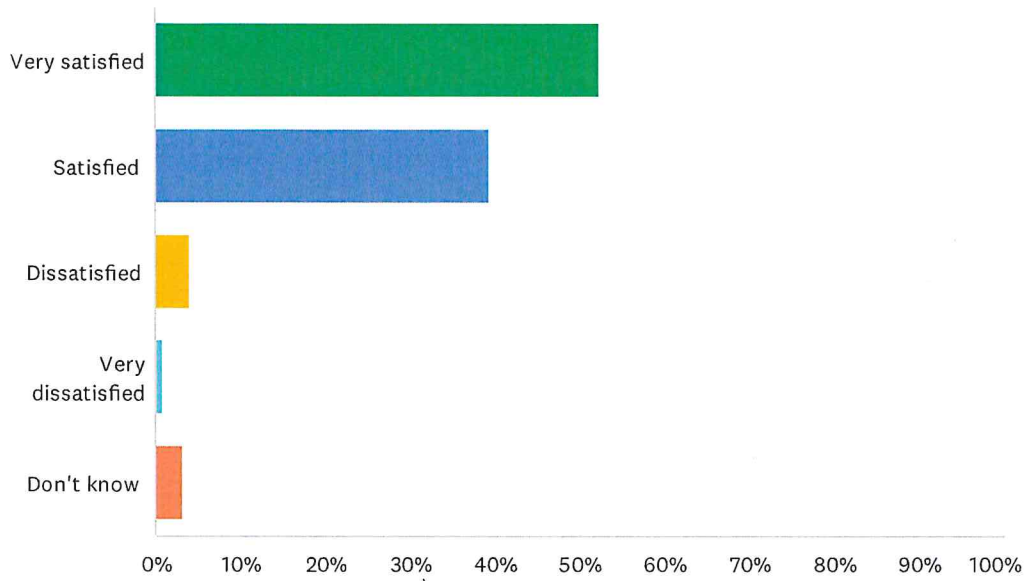
Answered: 124 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very satisfied	58.06%	72
Satisfied	39.52%	49
Dissatisfied	0.00%	0
Very dissatisfied	1.61%	2
Don't know	0.81%	1
TOTAL		124

Q10 Fares

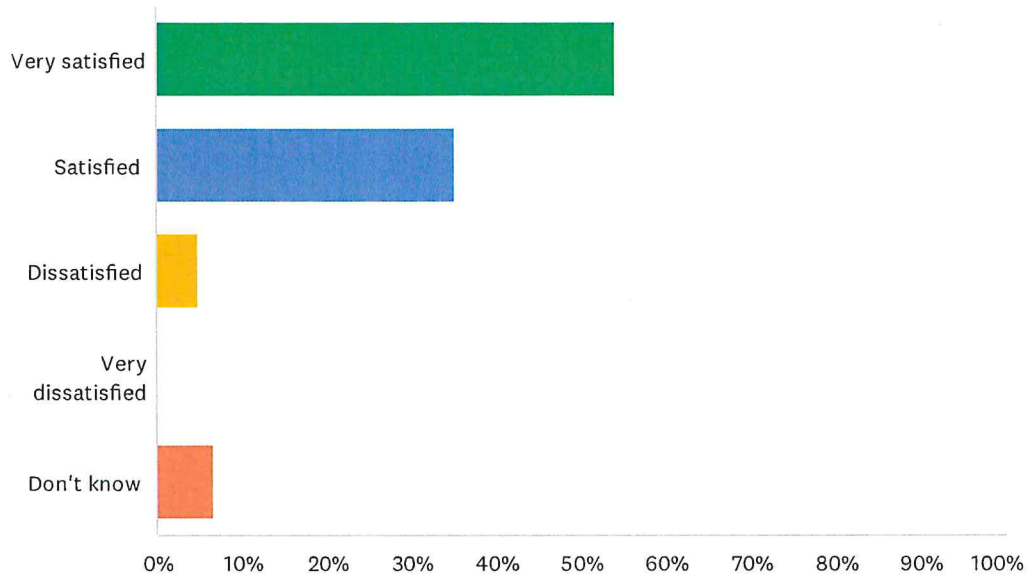
Answered: 122 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very satisfied	52.46%	64
Satisfied	39.34%	48
Dissatisfied	4.10%	5
Very dissatisfied	0.82%	1
Don't know	3.28%	4
TOTAL		122

Q11 Ease of Paying Fares

Answered: 122 Skipped: 4



ANSWER CHOICES

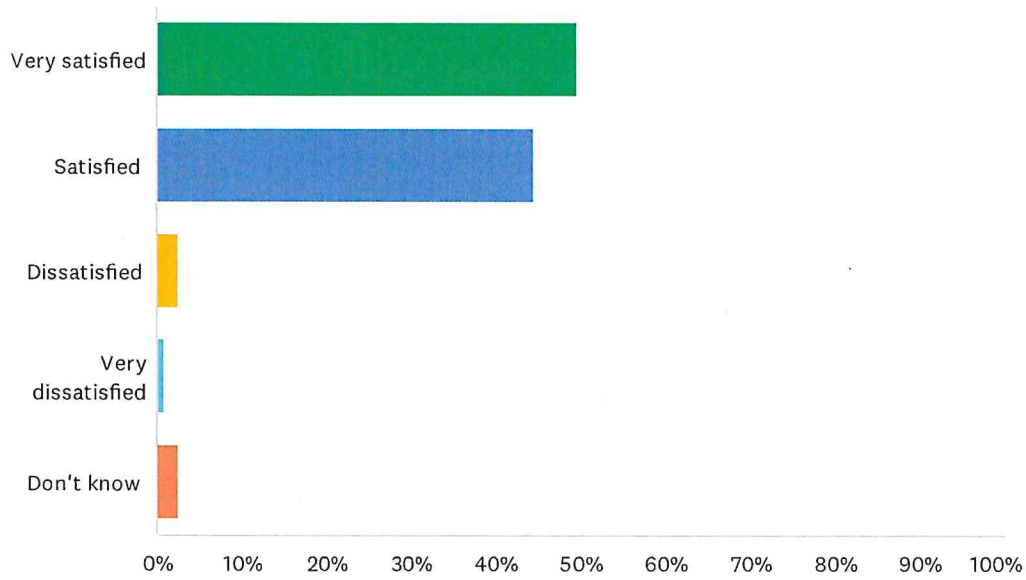
RESPONSES

Very satisfied	54.10%	66
Satisfied	35.25%	43
Dissatisfied	4.92%	6
Very dissatisfied	0.00%	0
Don't know	6.56%	8

Total Respondents: 122

Q12 Hours of Service

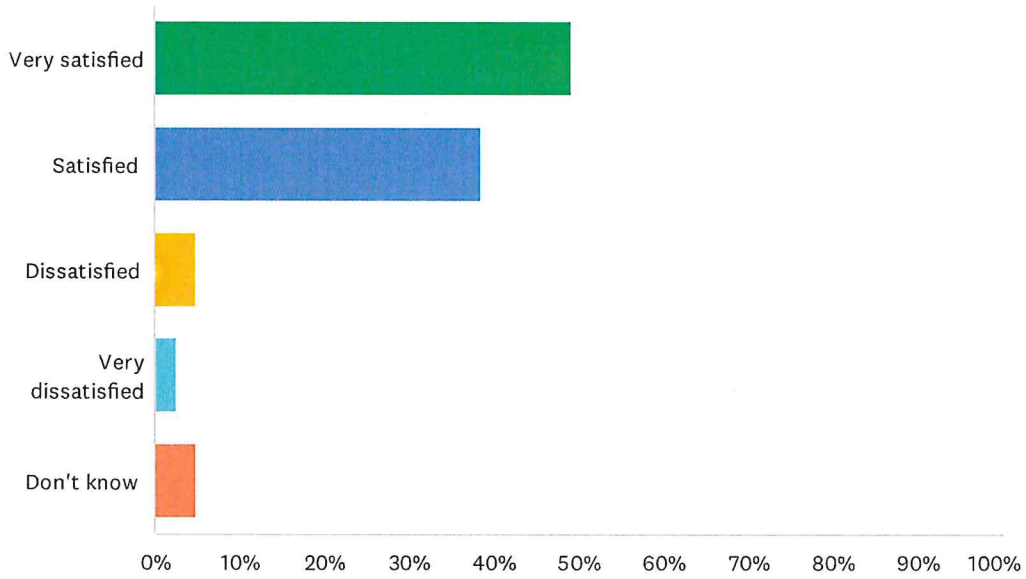
Answered: 121 Skipped: 5



ANSWER CHOICES	RESPONSES	
Very satisfied	49.59%	60
Satisfied	44.63%	54
Dissatisfied	2.48%	3
Very dissatisfied	0.83%	1
Don't know	2.48%	3
TOTAL		121

Q13 Response to Covid-19

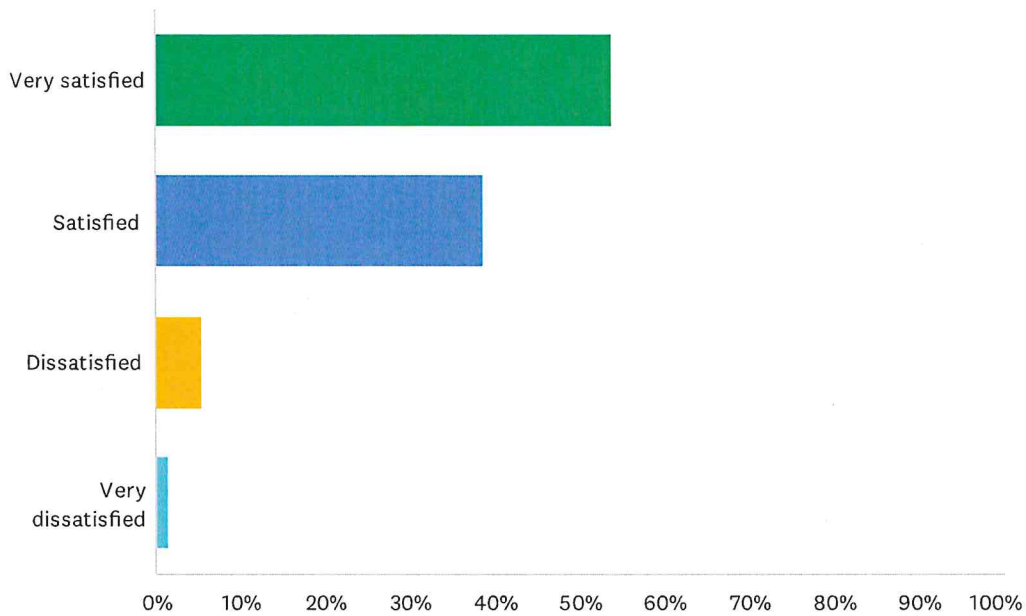
Answered: 122 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very satisfied	49.18%	60
Satisfied	38.52%	47
Dissatisfied	4.92%	6
Very dissatisfied	2.46%	3
Don't know	4.92%	6
TOTAL		122

Q14 Overall, how satisfied are you with Metro Connect service?

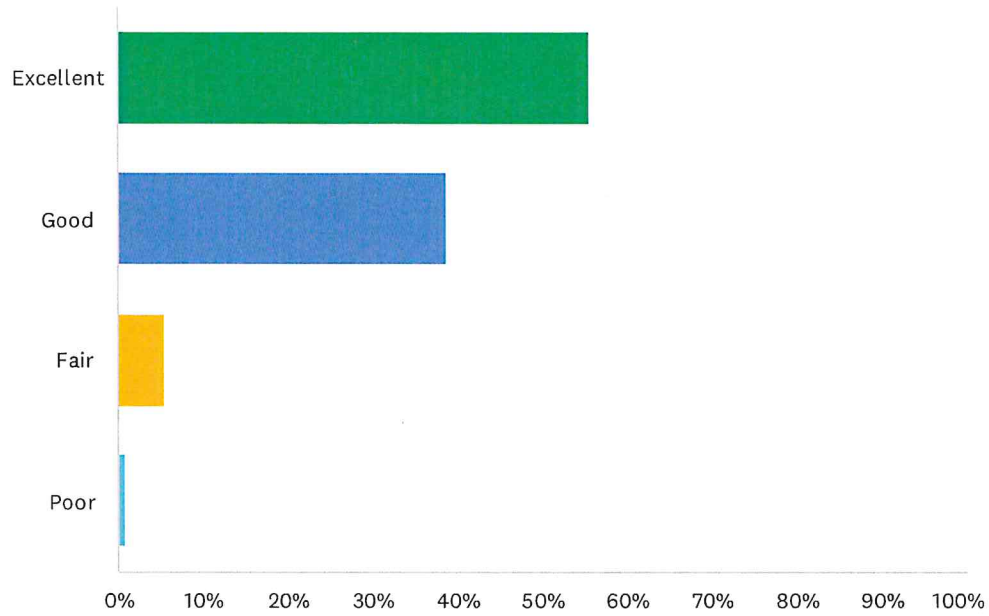
Answered: 126 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	53.97%	68
Satisfied	38.89%	49
Dissatisfied	5.56%	7
Very dissatisfied	1.59%	2
TOTAL		126

Q15 How do you rate the performance of the Metro Connect drivers?

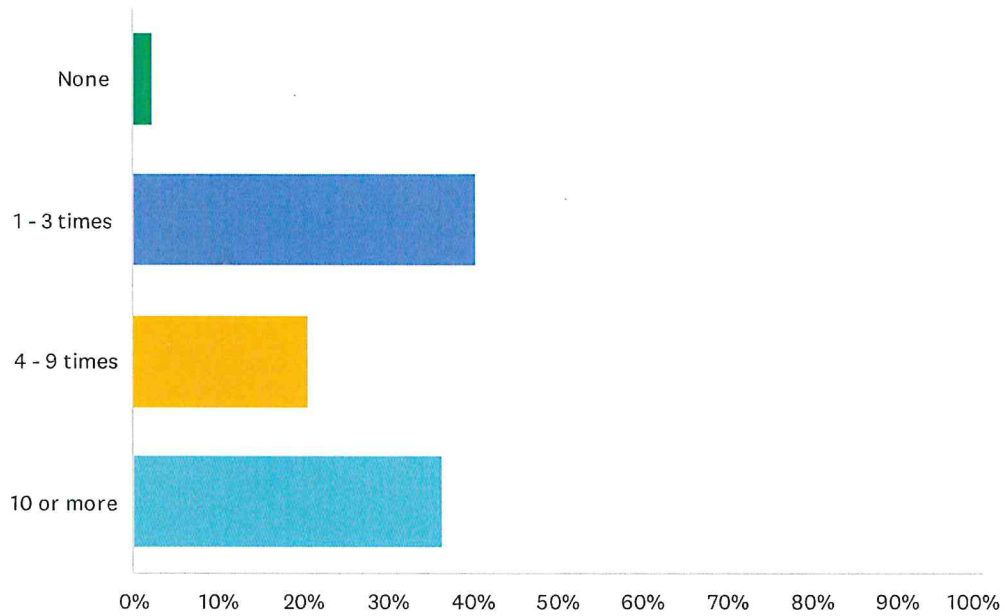
Answered: 126 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	55.56%	70
Good	38.89%	49
Fair	5.56%	7
Poor	0.79%	1
Total Respondents: 126		

Q16 How often do you use Metro Connect in a typical month?

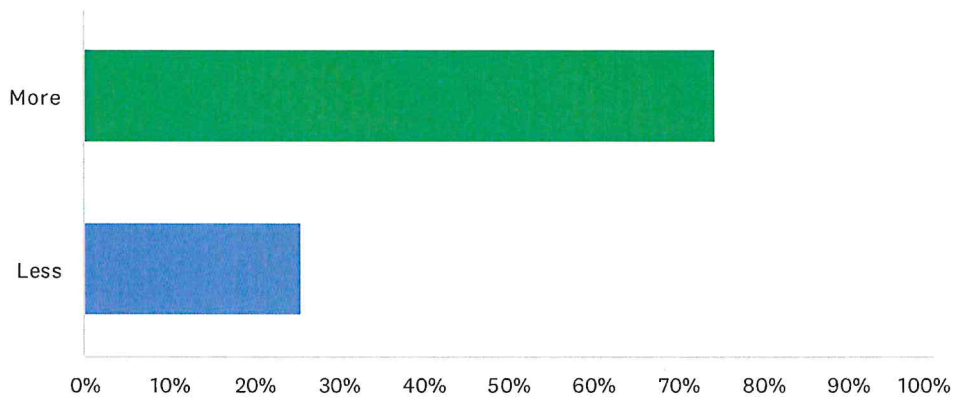
Answered: 126 Skipped: 0



ANSWER CHOICES	RESPONSES	
None	2.38%	3
1 - 3 times	40.48%	51
4 - 9 times	20.63%	26
10 or more	36.51%	46
TOTAL		126

Q17 Are you riding Metro Connect more or less than a year ago?

Answered: 117 Skipped: 9



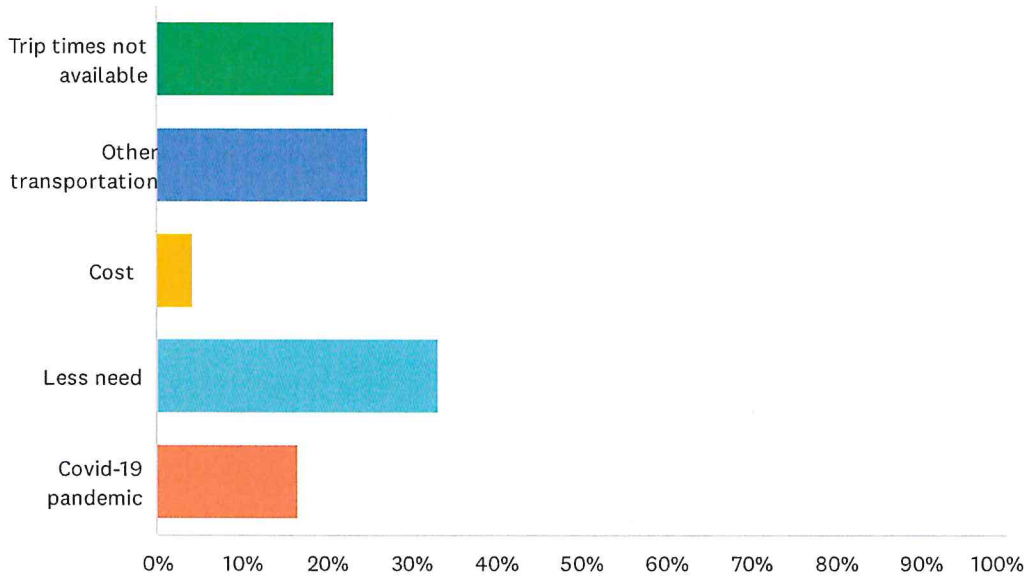
ANSWER CHOICES

RESPONSES

More	74.36%	87
Less	25.64%	30
TOTAL		117

Q18 If you are riding less, why?

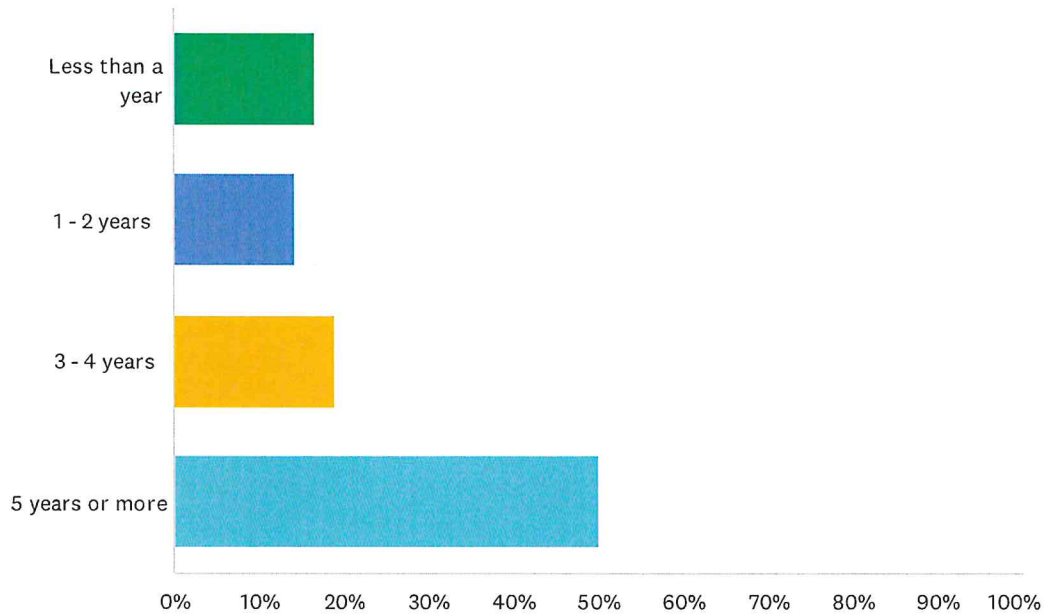
Answered: 24 Skipped: 102



ANSWER CHOICES	RESPONSES	
Trip times not available	20.83%	5
Other transportation	25.00%	6
Cost	4.17%	1
Less need	33.33%	8
Covid-19 pandemic	16.67%	4
TOTAL		24

Q19 How long have you been riding Metro Connect?

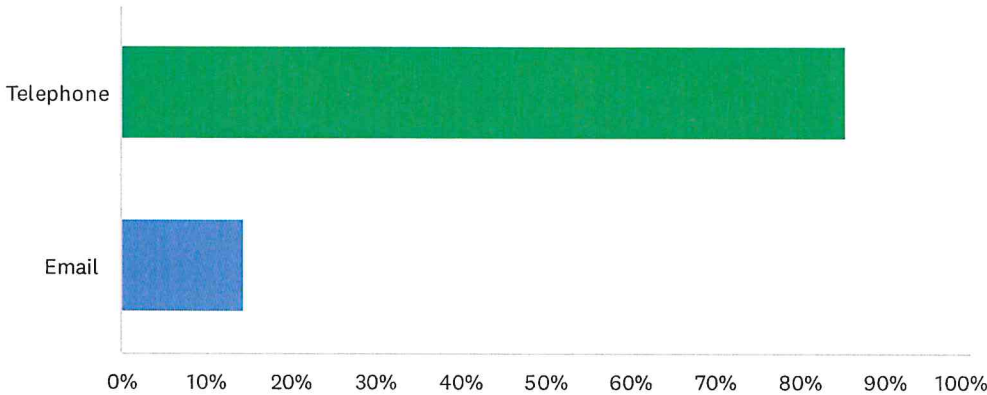
Answered: 126 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than a year	16.67%	21
1 - 2 years	14.29%	18
3 - 4 years	19.05%	24
5 years or more	50.00%	63
TOTAL		126

Q20 What is your preferred way to schedule your rides?

Answered: 117 Skipped: 9



ANSWER CHOICES	RESPONSES	
Telephone	85.47%	100
Email	14.53%	17
TOTAL		117

2022 METRO CONNECT SURVEY

Responses by Percentage

1. How satisfied are you with the following Metro Connect services?

	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>	<u>No Response</u>
• Certification Process	52%	31%	2%	1%	14%	4%
• Scheduling Rides	37%	47%	9%	6%	1%	2%
• Length of Phone Call	38%	46%	9%	1%	7%	3%
• Punctuality	41%	49%	8%	2%	0%	4%
• Driver Professionalism	63%	31%	4%	1%	1%	2%
• Vehicle Appearance	54%	41%	0%	2%	3%	2%
• Vehicle Comfort	50%	44%	4%	2%	1%	2%
• Passenger Safety	58%	40%	0%	2%	1%	2%
• Fares	52%	39%	4%	1%	3%	3%
• Ease of Paying Fares	54%	35%	5%	0%	7%	3%
• Hours of Service	50%	45%	2%	1%	2%	4%
• Response to Covid-19	49%	39%	5%	2%	5%	3%

2. Overall, how satisfied are you with Metro Connect service?

Very Satisfied	=	54%
Satisfied	=	39%
Dissatisfied	=	6%
Very Dissatisfied	=	2%
No response	=	0%

3. How do you rate the performance of Metro Connect drivers?

Excellent	=	56%
Good	=	39%
Fair	=	6%
Poor	=	1%
No response	=	0%

4. How often do you use Metro Connect in a typical month?

None	=	2%
1 – 3 times	=	40%
4 – 9 times	=	21%
10 or more	=	37%
No response	=	0%

5. Are you riding Metro Connect more or less than a year ago?

More	=	74%
Less	=	26%
No response	=	7%

6. If you are riding less, why?

Trip times not available	=	21%
Other transportation	=	25%
Cost	=	4%
Less need	=	33%
Covid-19 pandemic	=	17%
Other	=	5%
No Response	=	81%

7. How long have you been riding Metro Connect?

Less than a year	=	17%
1 – 2 years	=	14%
3 – 4 years	=	19%
5 years or more	=	50%
No response	=	0%

8. What is your preferred way to schedule your rides?

Telephone	=	85%
Email	=	15%
No response	=	7%

9. What would make the scheduling process easier for you?

Total responses	=	75%	*See appendix for responses
No response	=	25%	

10. How would you suggest Metro County Connect service could be improved for you?

Total responses	=	71%	*See appendix for responses
No response	=	29%	

11. What do you like best about Metro County Connect?

Total responses	=	87%	*See appendix for responses
No response	=	13%	

12. Do you have any additional comments on Metro Connect service?

Total responses	=	69%	*See appendix for responses
No response	=	29%	

13. Optional Name and Address:

Total responses	=	58%
No response	=	31%

2022 METRO CONNECT SURVEY

Responses by Numbers

1. How satisfied are you with the following Metro County Connect services?

	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>	<u>No Response</u>
• Certification Process	63	38	2	1	17	5
• Scheduling Rides	46	58	11	8	1	2
• Length of Phone Call	46	56	11	1	8	4
• Punctuality	50	59	10	2	0	5
• Driver Professionalism	78	38	5	1	1	3
• Vehicle Appearance	66	51	0	2	4	3
• Vehicle Comfort	61	54	5	2	1	3
• Passenger Safety	72	49	0	2	1	2
• Fares	64	48	5	1	4	4
• Ease of Paying Fares	66	43	6	0	8	4
• Hours of Service	60	54	3	1	3	5
• Response to Covid-19	60	47	6	3	6	4

2. Overall, how satisfied are you with Metro Connect service?

Very Satisfied	=	68
Satisfied	=	49
Dissatisfied	=	7
Very Dissatisfied	=	2
No response	=	0

3. How do you rate the performance of Metro Connect drivers?

Excellent	=	70
Good	=	49
Fair	=	7
Poor	=	1
No response	=	0

4. How often do you use Metro Connect in a typical month?

None	=	3
1 – 3 times	=	51
4 – 9 times	=	26
10 or more	=	46
No response	=	0

5. Are you riding Metro Connect more or less than a year ago?

More	=	87
Less	=	30
No response	=	9

6. If you are riding less, why?

Trip times not available	=	5
Other transportation	=	6
Cost	=	1
Less need	=	8
Covid-19 pandemic	=	4
Other	=	6
No Response	=	102

7. How long have you been riding Metro Connect?

Less than a year	=	21
1 – 2 years	=	18
3 – 4 years	=	24
5 years or more	=	63
No response	=	0

8. What is your preferred way to schedule your rides?

Telephone	=	85
Email	=	15
No response	=	9

9. What would make the scheduling process easier for you?

Total responses	=	95	*See appendix for responses
No response	=	31	

10. How would you suggest Metro County Connect service could be improved for you?

Total responses	=	89	*See appendix for responses
No response	=	37	

11. What do you like best about Metro County Connect?

Total responses	=	110	*See appendix for responses
No response	=	16	

12. Do you have any additional comments on Metro Connect service?

Total responses	=	87	*See appendix for responses
No response	=	39	

13. Optional Name and Address:

Total responses	=	68
No response	=	58

2018 METRO CONNECT SURVEY

Responses by Percentage

1. Overall, how satisfied are you with Metro Connect service?

Very Satisfied	=	49%
Satisfied	=	40%
Dissatisfied	=	5%
Very Dissatisfied	=	3%
No response	=	3%

2. What are you most satisfied with?

Total responses	=	91%	*See appendix for responses
No response	=	9%	

3. What are you least satisfied with?

Total responses	=	81%	*See appendix for responses
No response	=	19%	

4. When you call to make a reservation, how often do you talk directly to a scheduler?

Every time	=	39%
Most of the time	=	41%
Sometimes	=	16%
Never	=	1%
No response	=	3%

5. Do you leave a message if you get the voicemail?

Every time	=	28%
Most of the time	=	17%
Sometimes	=	26%
Never	=	21%
No response	=	8%

6. When you leave a voicemail message, how long before you receive a call back?

30 minutes or less	=	13%
1 hour	=	13%
Same day	=	29%
Next day	=	3%
Never	=	14%
No response	=	28%

7. How satisfied are you with scheduling Metro Connect rides?

Very Satisfied	=	34%
Satisfied	=	45%
Dissatisfied	=	9%
Very Dissatisfied	=	6%
No response	=	6%

8. Do you have any suggestions to improve the scheduling process?

Total responses	=	72%	*See appendix for responses
No response	=	8%	

9. How do you rate the performance of the Metro Connect drivers?

Excellent	=	58%
Good	=	34%
Fair	=	4%
Poor	=	1%
No response	=	3%

10. How do you rate passenger safety on Metro Connect service?

Excellent	=	56%
Good	=	37%
Fair	=	5%
Poor	=	1%
No response	=	1%

11. Would you use a smart phone to pay your Metro Connect fare if an app was available?

Yes	=	22%
No	=	49%
Maybe	=	21%
No response	=	8%

12. Do you know about the Metro Connect name change and new look of the Metro Connect vehicles?

Yes	=	70%
No	=	28%
No response	=	2%

13. How often do you use Metro County Connect in a typical month?

None	=	1%
1—3 times	=	42%
4—9 times	=	30%
10 or more	=	24%
No response	=	3%

14. Do you have any additional comments about Metro Connect service?

Total responses	=	71%	*See appendix for responses
No response	=	29%	

12. Optional Name and Address:

Total responses	=	73%
No response	=	27%

2018 METRO CONNECT SURVEY

Responses by Numbers

1. Overall, how satisfied are you with Metro Connect service?

Very Satisfied	=	79
Satisfied	=	65
Dissatisfied	=	8
Very Dissatisfied	=	5
No response	=	5

2. What are you most satisfied with?

Total responses	=	148	*See appendix for responses
No response	=	14	

3. What are you least satisfied with?

Total responses	=	131	*See appendix for responses
No response	=	31	

4. When you call to make a reservation, how often do you talk directly to a scheduler?

Every time	=	63
Most of the time	=	67
Sometimes	=	26
Never	=	2
No response	=	4

5. Do you leave a message if you get the voicemail?

Every time	=	45
Most of the time	=	28
Sometimes	=	42
Never	=	34
No response	=	13

6. When you leave a voicemail message, how long before you receive a call back?

30 minutes or less	=	21
1 hour	=	21
Same day	=	47
Next day	=	5
Never	=	22
No response	=	46

7. How satisfied are you with scheduling Metro Connect rides?

Very Satisfied	=	55
Satisfied	=	73
Dissatisfied	=	15
Very Dissatisfied	=	9
No response	=	10

8. Do you have any suggestions to improve the scheduling process?

Total responses	=	116	*See appendix for responses
No response	=	46	

9. How do you rate the performance of the Metro Connect drivers?

Excellent	=	94
Good	=	55
Fair	=	7
Poor	=	1
No response	=	5

10. How do you rate passenger safety on Metro Connect service?

Excellent	=	90
Good	=	60
Fair	=	8
Poor	=	1
No response	=	3

11. Would you use a smart phone to pay your Metro Connect fare if an app was available?

Yes	=	36
No	=	80
Maybe	=	33
No response	=	13

12. Do you know about the Metro Connect name change and new look of the Metro Connect vehicles?

Yes	=	113
No	=	46
No response	=	3

13. How often do you use Metro County Connect in a typical month?

None	=	2
1—3 times	=	68
4—9 times	=	48
10 or more	=	39
No response	=	5

14. Do you have any additional comments about Metro Connect service?

Total responses = 115
No response = 47

*See appendix for responses

12. Optional Name and Address:

Total responses = 118
No response = 44