

Access Will County Resident Survey

Is driving not an option? Does the bus not get you where you need to go? Do you use Will-Ride or another dial-a-ride transportation service? Will County wants to make it easier for you to get around.

Access Will County is a new initiative seeking to improve the experience of using dial-a-ride, paratransit, and demand response services. For this survey, all the above are called transportation services.

If you've used a transportation service recently or not, we'd love to hear from you!  
  
Thanks so much for your feedback. [see back for mailing/drop-off instructions]

Do you currently use a transportation service?  
*Transportation services mean dial-a-ride, paratransit, and demand response services*

* Yes
* No

If you selected No, GO TO PAGE 5 – Gaps in Service

If you selected Yes, GO TO NEXT PAGE

Provider Selection

1. Select all transportation services you currently use:  
   *Transportation services mean dial-a-ride, paratransit, and demand response services*

* AMITA St. Joseph Medical Center
* Beecher Manor Nursing and Rehab Center
* Braidwood Rides
* Catholic Charities (Diocese of Joliet)
* Central Will Dial-a-Ride
* Cornerstone Services
* DuPage Township Dial-a-Ride
* Frankfort Township Dial-a-Ride
* Guardian Angel Community Services
* Individual Advocacy Group
* Lockport Township Senior Shuttle
* New Lenox Township Dial-a-Ride
* New Star Services
* Pace ADA (operates on Central Will Dial-a-Ride platform)
* Pace On-Demand - West Joliet
* Plainfield Township Shuttle Bus
* Senior Services of Will County
* South Suburban Recreation Association
* SouthSTAR Services
* Southwest Will Dial-a-Ride
* Sunny Hill Nursing Home of Will County
* Trinity Services
* UCP of Will County
* Veterans Assistance Commission of Will County
* Village of Park Forest (Jolly Trolley)
* Village of Romeoville Ride-Around Town
* Washington Township Dial-a-Ride
* Wheatland Township (Ride DuPage)
* Will Ride
* Workforce Investment Board of Will County

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1. Which transportation service from above do you use most frequently?

The next few questions will be about this service.

Transportation service: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. How often do you use this transportation service?

* Less than once a week
* 1-2 times a week
* 2-4 times a week
* 5 or more times a week

1. Where do you go most often using this transportation service?

* Work / Volunteering
* School
* Medical Appointments
* Personal Errands
* Social Events / Gatherings
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. How did you become aware of this service?

* Family / Friend
* Employer
* Advertisement
* Calling 211
* Social service agency referral
* Non-profit referral
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_

1. How satisfied are you with the ride reservation/ booking process?

* Very satisfied
* Satisfied
* Neither satisfied nor dissatisfied
* Dissatisfied
* Very dissatisfied

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1. If you aren’t satisfied, why?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. How satisfied are you with the service hours of this transportation service?

* Very satisfied
* Satisfied
* Neither satisfied nor dissatisfied
* Dissatisfied
* Very dissatisfied

1. If you aren’t satisfied, why?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Drivers of this transportation service regularly...  
   *Select all that apply*

* Drive safely
* Communicate well with riders
* Provide assistance to riders
* None of the above

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Gaps in Service

#### Do any of the following limit or prevent your use of transportation services in Will County? Select all that apply

* I don’t know about it
* It doesn't run when I need it
* It doesn't reach me / where I need to go
* It takes too long
* I don't understand how to use it
* I don't think I am eligible
* None of the above
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Where do you wish you could go using a transportation service?

*Please be as specific as possible*

I wish I could go to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

From \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Anything else you would change about transportation services in Will County?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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A little more about you

Knowing a little about you helps us reach a representative group of Will County residents and better use your feedback to help you get around in the future.

1. What is your ZIP Code?

#### \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### Do you use, or want to use, transportation services due to any of the following?

#### Select all that apply

* Mobility Issue
* Sight Issue
* Hearing Issue
* Cognitive Challenges
* None of the above
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What is your age?

* 17 or younger
* 18-29
* 30-49
* 50-64
* 65-79
* 80 or older

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1. Gender: How do you identify?

* Man
* Woman
* Non-binary
* Prefer not to answer
* Prefer to self-describe \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What is your approximate annual household income?

* Under $15,000
* Between $15,000 and $25,000
* Between $25,000 and $50,000
* Between $50,000 and $75,000
* Between $75,000 and $100,00
* $100,000 or higher
* Prefer not to answer

#### Race and ethnicity: How do you identify? Select all that apply

* American Indian or Alaska Native
* Asian or Asian American
* Black or African American
* Hispanic or Latino
* Native Hawaiian or other Pacific Islander
* White or Caucasian
* Other
* Prefer not to answer

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#### What are your other primary transportation options? Select all that apply

* Family / friends
* Personal vehicle
* Ridehail, such as Uber / Lyft
* Taxi
* Bus
* Metra
* I do not have access

to other transportation

* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Thanks for your feedback!

Your responses will influence Will County’s next steps in improving transportation services. For more info about this study, go to www.willcountyillinois.org/access

Placeholder for completed survey mailing/ drop-off directions