

# access



## WILL COUNTY

Paratransit Integration and Efficiency Study

### **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*

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

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

The next few questions will be about this service.

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

3. 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

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

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

5. How did you become aware of this service?

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

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

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

7. If you aren't satisfied, why?

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

- |   |  |
|---|--|
| <input type="checkbox"/> Very satisfied                     | <input type="checkbox"/> Dissatisfied      |
| <input type="checkbox"/> Satisfied                          | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied |  |

9. If you aren't satisfied, why?

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10. Drivers of this transportation service regularly...

*Select all that apply*

- |   |   |
|---|---|
| <input type="checkbox"/> Drive safely                 | <input type="checkbox"/> Provide assistance to riders |
| <input type="checkbox"/> Communicate well with riders | <input type="checkbox"/> None of the above            |

## Gaps in Service

1. Do any of the following limit or prevent your use of transportation services in Will County?

*Select all that apply*

- |   |   |
|---|---|
| <input type="checkbox"/> I don't know about it                    | <input type="checkbox"/> I don't understand how to use it |
| <input type="checkbox"/> It doesn't run when I need it            | <input type="checkbox"/> I don't think I am eligible      |
| <input type="checkbox"/> It doesn't reach me / where I need to go | <input type="checkbox"/> None of the above                |
| <input type="checkbox"/> It takes too long                        | <input type="checkbox"/> Other _____                      |

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

*Please be as specific as possible*

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

From \_\_\_\_\_

3. 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?

\_\_\_\_\_

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

*Select all that apply*

Mobility Issue

Cognitive Challenges

Sight Issue

None of the above

Hearing Issue

Other \_\_\_\_\_

3. What is your age?

17 or younger

50-64

18-29

65-79

30-49

80 or older

4. Gender: How do you identify?

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

5. 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

6. 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

7. What are your other primary transportation options?

*Select all that apply*

- |  |  |
|--|--|
| <input type="checkbox"/> Family / friends              | <input type="checkbox"/> Metra   |
| <input type="checkbox"/> Personal vehicle              | <input type="checkbox"/> I do not have access<br>to other transportation |
| <input type="checkbox"/> Ridehail, such as Uber / Lyft | <input type="checkbox"/> Other _____                                     |
| <input type="checkbox"/> Taxi                          |  |
| <input type="checkbox"/> Bus                           |  |

**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.willcountyllinois.org/access](http://www.willcountyllinois.org/access)

**Please mail this survey to // drop-off at:**  
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