



Please take a few minutes to fill out this survey by rating your satisfaction to help Pace understand how the Ride in Kane Dial-a-Ride service meets your transportation needs.

All individual responses are confidential and will remain completely anonymous.

Please identify your current Ride in Kane status:

- I am registered as a Ride in Kane rider
- I use both Ride in Kane and ADA Paratransit services
- I am a certified ADA Paratransit rider
- I am eligible but not registered for any transportation services

Thinking about the last 60 days, please rate your satisfaction with the Ride in Kane service features listed below:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Does Not Apply
Registration process	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> NA
Phone reservation wait time	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> NA
Booking agent courtesy	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> NA
Reservation process	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> NA
Service operates to my destinations	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> NA
Cancellation/change of request ease	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> NA
Pick-up on time within 30 minutes	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> NA
Ease of trip payment	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> NA
Picked up at correct location	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> NA
Travel time	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> NA
Wheelchair securement in working order	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> NA
Vehicle cleanliness	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> NA
Vehicle comfort	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> NA
Driver courtesy	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> NA
Driver assistance entering/exiting vehicle	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> NA
Driver route knowledge	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> NA
Ride in Kane overall satisfaction	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> NA

If you are dissatisfied with any of the features listed above, please provide suggestions for improvement here:

Please indicate the likelihood of recommending Ride in Kane service to family, friends, or colleagues:

Note: 1=Not at all likely to recommend and 10 = Extremely likely to recommend

- Not at all Likely to Recommend 1 2 3 4 5 6 7 8 9 10 Extremely Likely to Recommend

How long have you used the Ride in Kane service?

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

How often do you use the Ride in Kane service?

- 2 to 4 days a week
- 5 to 7 days a week
- Once a week
- Few times a month
- Once a month
- Less than once a month

What days of the week do you take most of your Ride in Kane trips? (select all weekdays OR all individual days that apply)

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday
- All weekdays Monday - Friday

Please select the areas in which you often travel: (select all that apply)

- | | | | | |
|--|---|---------------------------------------|-------------------------------------|--|
| <input type="radio"/> Aurora Township | <input type="radio"/> Big Rock Township | <input type="radio"/> Dundee Township | <input type="radio"/> Geneva | <input type="radio"/> St. Charles |
| <input type="radio"/> Batavia | <input type="radio"/> Blackberry Township | <input type="radio"/> Elgin | <input type="radio"/> Pingree Grove | <input type="radio"/> St. Charles Township |
| <input type="radio"/> Batavia Township | <input type="radio"/> Campton Township | <input type="radio"/> Elgin Township | <input type="radio"/> South Elgin | |
| | | | <input type="radio"/> Other: | _____ |

Who is your sponsor (for the Ride in Kane service you use)?

- | | | | | |
|--|---|---------------------------------------|-------------------------------------|--|
| <input type="radio"/> Aurora Township | <input type="radio"/> Big Rock Township | <input type="radio"/> Dundee Township | <input type="radio"/> Geneva | <input type="radio"/> St. Charles |
| <input type="radio"/> Batavia | <input type="radio"/> Blackberry Township | <input type="radio"/> Elgin | <input type="radio"/> Pingree Grove | <input type="radio"/> St. Charles Township |
| <input type="radio"/> Batavia Township | <input type="radio"/> Campton Township | <input type="radio"/> Elgin Township | <input type="radio"/> South Elgin | <input type="radio"/> Kane County Veterans Affairs |
| <input type="radio"/> Kane County DOT | <input type="radio"/> I do not know | | | |

What destinations do you travel to, using public transportation? (select all that apply)

- | | | | | |
|-------------------------------|--|---|--------------------------------------|----------------------------------|
| <input type="radio"/> Work | <input type="radio"/> Relative/Friend | <input type="radio"/> Shopping/Restaurant | <input type="radio"/> Medical/Dental | <input type="radio"/> Recreation |
| <input type="radio"/> Errands | <input type="radio"/> Religious Services | <input type="radio"/> School | <input type="radio"/> Other: | _____ |

Do you have any mobility aid(s) that you use to assist you with public transportation? (select all that apply)

- | | |
|---|---|
| <input type="radio"/> I do not use mobility aid(s) | <input type="radio"/> I use a standard cane |
| <input type="radio"/> I use a walker | <input type="radio"/> I use a white cane |
| <input type="radio"/> I use a power scooter or power wheelchair | <input type="radio"/> I have a service animal |
| <input type="radio"/> I use a manual wheelchair | <input type="radio"/> Other: _____ |

Do you have any safety or mobility concerns while traveling on the Ride in Kane service?

Do you travel with a Personal Care Attendant (PCA)? Yes No Sometimes

Besides Ride in Kane, what other transportation options do you use?

What is your current transportation situation? (select all that apply)

- | | |
|--|--|
| <input type="radio"/> I am able to drive day or night | <input type="radio"/> I do not drive but have a reliable transportation option |
| <input type="radio"/> I can drive only during the daytime | <input type="radio"/> I do not drive and have trouble finding transportation |
| <input type="radio"/> I rely on someone for transportation | <input type="radio"/> Other: _____ |

I would like to receive information on public transportation options.

Please enter an email address: _____

What is your current home zip code: _____

Closest intersection: _____ and _____

City/Town: _____

Please provide any additional comments, suggestions, or concerns regarding Pace's Ride in Kane services below:

Thank you to the Ride in Kane sponsors: The Association for Individual Development, Aurora Township, Batavia Township, Big Rock Township, Blackberry Township, Campton Township, Dundee Township, City of Batavia, City of Elgin, City of Geneva, City of St. Charles, Elgin Township, Kane County Division of Transportation, Village of Pingree Grove, Senior Services Association, St. Charles Township, and Village of South Elgin.

REPORTS DEVELOPED FROM THE DATA IN THIS SURVEY WILL BE PRESENTED IN A MANNER THAT PROTECTS THE PRIVACY OF ANY AND ALL RESPONDENTS

THANK YOU FOR PARTICIPATING!