



Date: March 21, 2024

To: Janet Harris, Ride in Kane Program Manager

From: Judith Bost

SUBJECT: 2023 Ride in Kane Survey Results

On October 25, 2023, through December 31, 2023, Pace Marketing Department distributed online and paper questionnaires to Ride in Kane customers. A grand total of fifty-one surveys were gathered throughout the autumn/winter season of 2023.

Pace has successfully achieved the following goals:

- o Evaluated customer satisfaction with service and features
- o Identified specific areas of concern and suggestions for potential improvement
- o Increased awareness of services available to community

### Survey Results

The status of the survey respondents revealed that 43% of them had registered. Twenty-four percent (24%) of respondents are eligible, but do not use the service, which shows opportunities to expand.

### SERVICE FEATURES SATISFACTION RATINGS

In this section, service-related questions rated feelings about customer satisfaction processes. The rating scale used was as follows:

- 1: 'Very Dissatisfied'
- 2: 'Dissatisfied'
- 3: 'Neutral'
- 4: 'Satisfied'
- 5: 'Very Satisfied'
- N/A: 'Does not apply'

### SERVICE FEATURES SATISFACTION RATINGS

Rate your satisfaction with the Ride in Kane service features (considering the last 60 days)

Service Features:	Very Dissatisfied		Dissatisfied		Neutral		Satisfied		Very Satisfied		Does Not Apply		
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Registration process	4	9%	1	2%	9	19%	17	36%	9	19%	7	15%	47
Phone reservation wait time	3	6%	5	11%	9	19%	15	32%	8	17%	7	15%	47
Booking agent courtesy	2	4%	3	6%	10	21%	11	23%	14	30%	7	15%	47
Reservation process	4	9%	1	2%	10	21%	16	34%	9	19%	7	15%	47
	13		10		38		59		40		28		

The majority of the forty-seven respondents rating the Ride in Kane service features showed that they were satisfied or very satisfied. The registration process revealed that 36% of the respondents were satisfied; phone reservation wait times were satisfactory to 32% of the respondents; booking agent courtesy was very satisfactory for 30%; and the reservation process was satisfactory to 34% of the respondents.

	Very Dissatisfied		Dissatisfied		Neutral		Satisfied		Very Satisfied		Does Not Apply		
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
<b>Trip Features:</b>													
Service operates to my destinations	1	2%	8	16%	6	12%	17	35%	12	24%	5	10%	49
Cancellation/change of request ease	1	2%	3	6%	10	21%	14	29%	8	17%	12	25%	48
Pick-up time within 30 minutes	8	17%	8	17%	6	13%	9	19%	11	23%	6	13%	48
Ease of trip payment	0	0%	3	6%	6	13%	17	36%	15	32%	6	13%	47
Picked up at correct location	1	2%	3	7%	10	23%	15	35%	8	19%	6	14%	43
Travel time	8	17%	8	17%	6	13%	9	19%	11	23%	6	13%	48
	19		33		44		81		65		41		

Forty-three to forty-nine customers rated their satisfaction with Ride in Kane trip features. Service operates to my destinations was satisfactory for 35% of forty-nine respondents; cancellation/change of request ease was satisfactory for 29% of forty-eight respondents; pick-up time within 30 minutes was very satisfactory for 23% of forty-eight respondents; ease of trip payment was satisfactory for 36% of forty-seven respondents; picked up at correct location was satisfactory for 35% of forty-three respondents; and travel time was very satisfactory for 23% of forty-eight respondents.

	Very Dissatisfied		Dissatisfied		Neutral		Satisfied		Very Satisfied		Does Not Apply		
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
<b>Vehicle Features:</b>													
Wheelchair securement in working order	0	0%	2	4%	6	13%	6	13%	7	15%	25	54%	46
Vehicle cleanliness	1	2%	1	2%	8	17%	17	35%	15	31%	6	13%	48
Vehicle comfort	0	0%	4	8%	8	17%	18	38%	12	25%	6	13%	48
	1		7		22		41		34		37		

Forty-six to forty-eight customers rated their satisfaction with Ride in Kane vehicle features. Wheelchair securement in working order was very satisfactory for 15% of forty-six respondents while the majority answering this question 54% showed this response did not apply to them; vehicle cleanliness was satisfactory for 35% of forty-eight respondents; and vehicle comfort was satisfactory for 38% of forty-eight respondents.

	Very Dissatisfied		Dissatisfied		Neutral		Satisfied		Very Satisfied		Does Not Apply		
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
<b>Driver attributes:</b>													
Driver courtesy	2	4%	2	4%	7	15%	11	23%	20	42%	6	13%	48
Driver assistance entering/exiting vehicle	1	2%	3	6%	6	13%	13	27%	14	29%	11	23%	48
Driver route knowledge	0	0%	6	13%	8	17%	14	29%	13	27%	7	15%	48
	3		11		21		38		47		24		

Forty-eight customers evaluated driver attributes satisfaction with Ride in Kane services. Forty-two (42%) expressed high satisfaction with driver courtesy, while twenty-nine (29%) were very satisfied with driver assistance, and 29% were happy with driver route knowledge.

### OVERALL RIDE IN KANE SATISFACTION:

	Very Dissatisfied		Dissatisfied		Neutral		Satisfied		Very Satisfied		Does Not Apply		
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Ride in Kane Overall Satisfaction	2	4%	8	17%	6	13%	11	24%	14	30%	5	11%	46

Most participants (30%) expressed high levels of satisfaction with the Ride in Kane services provided.

Thirty-two suggestions for improvements are shown in Exhibit A.

**Likelihood of recommending Ride in Kane Service to family, friends, or colleagues:**

	Unlikely					Likely					
Responses:	1	2	3	4	5	6	7	8	9	10	
Count:	4	1	0	4	8	4	1	7	2	12	43
	9%	2%	0%	9%	19%	9%	2%	16%	5%	28%	100%

Thirty-three percent (33%) of Ride in Kane riders are advocates of the service, meaning they are willing to recommend it to others.

**How long have you used the Ride in Kane service?**

	Count	Percent
Less than 1 year	12	31%
1 to 2 years	12	31%
3 to 4 years	4	10%
5 years or more	11	28%
	39	100%

Sixty-two percent (62%) say they have used the Ride in Kane service for less than 1 year or 1 to 2 years.

**How often do you use the Ride in Kane service?**

	Count	Percent
Once a week	2	5%
2 to 4 days a week	13	33%
5 to 7 days a week	2	5%
Once a month	4	10%
Less than once a month	10	25%
Few times a month	9	23%
	40	100%

Out of forty respondents, thirty-three percent (33%) use the Ride in Kane service between 2 to 4 days per week.

**What days of the week do you take most of your Ride in Kane trips?**

	Count	Percent
Monday	9	10%
Tuesday	13	15%
Wednesday	9	10%
Thursday	13	15%
Friday	8	9%
Saturday	9	10%
Sunday	7	8%
<b>All weekdays Monday - Friday</b>	<b>21</b>	<b>24%</b>
	<b>89</b>	<b>100%</b>

Most participants (24%) use the Ride in Kane service all weekdays (Monday – Friday).

**Please select the areas in which you often travel:**

	Count	Percent
Aurora Township	9	10%
Batavia	3	3%
Batavia Township	2	2%
Big Rock Township	0	0%
Blackberry Township	0	0%
Campton Township	1	1%
Dundee Township	2	2%
<b>Elgin</b>	<b>20</b>	<b>22%</b>
Elgin Township	7	8%
Geneva	11	12%
Pingree Grove	1	1%
South Elgin	12	13%
St. Charles	11	12%
St. Charles Township	5	5%
Other	9	10%
	<b>93</b>	<b>100%</b>

Respondents often visit various areas, with Elgin being the most frequently traveled to at 22%. Other popular destinations include South Elgin at 13%, Geneva at 12%, and St. Charles at 12%.

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

	Count	Percent
Aurora Township	7	18%
Batavia	1	3%
Batavia Township	1	3%
Big Rock Township	0	0%
Blackberry Township	0	0%
Campton Township	1	3%
Dundee Township	2	5%
<b>Elgin</b>	10	<b>25%</b>
Elgin Township	1	3%
Geneva	2	5%
Pingree Grove	0	0%
South Elgin	3	8%
St. Charles	3	8%
St. Charles Township	0	0%
Kane County Veterans Affairs	0	0%
Kane County DOT	1	3%
The Association for Individual Development (AID)	0	0%
I do not know	8	20%
	40	100%

Elgin was the primary sponsor for most of the participants, accounting for 25% of the respondents, followed by Aurora Township at 18%. To ensure wider awareness of the service, additional advertising may be required, as 20% of the respondents were unaware of the sponsor.

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

	Count	Percent
Work	8	10%
Relative/Friend	4	5%
Shopping/Restaurant	15	18%
Medical/Dental	25	<b>30%</b>
Recreation	6	7%
Religious service	3	4%
Errands	10	12%
School	3	4%
Other	8	10%
	82	100%

Popular travel destinations accessible by public transportation include medical/dental appointments (30%), shopping/restaurant (18%), and running errands (12%).

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

	Count	Percent
<b>I do not use mobility aid(s)</b>	21	<b>40%</b>
I use a walker	10	19%
I use a power scooter or power wheelchair	3	6%
I use a manual wheelchair	7	13%
I use a standard cane	7	13%
I use a white cane	1	2%
I have a service animal	1	2%
Other	2	4%
	<b>52</b>	<b>100%</b>

Forty percent (40%) of participants rely on their own mobility without the use of aids to access public transportation.

### Do you travel with a Personal Care Attendant (PCA)?

	Count	Percent
Yes	8	19%
<b>No</b>	<b>33</b>	<b>77%</b>
Sometimes	2	5%
	<b>43</b>	<b>100%</b>

Seventy-seven percent (77%) of participants are not accompanied by a Personal Care Attendant (PCA) during their travels.

### What is your current transportation situation?

	Count	Percent
I am able to drive day or night	6	10%
I can drive only during the daytime	9	15%
<b>I rely on someone for transportation</b>	<b>23</b>	<b>39%</b>
I do not drive but have a reliable transportation option	4	7%
I do not drive and have trouble finding transportation	16	27%
Other	1	2%
	<b>59</b>	<b>100%</b>

A significant portion of the respondents (39%) depend on others for transportation, while 27% are unable to drive and face challenges in securing transportation. This presents a promising opportunity for future service expansion.

Twenty-eight Ride in Kane customers provided feedback (see Exhibit B for details). The top three comments/concerns were:

Thirty-six percent (36%) gave positive comments on the service, 18% mentioned excessive travel time, and 11% mentioned reservation issues.

## EXHIBIT A

**If you are dissatisfied with any of the features listed above, please provide suggestions for improvement in the space below:**

I just wish that the representatives on the phone would be a little more friendly. When you are a senior and you're trying to book travel, and you want to make sure you get to where you're going, they seem to get peeved. It would be nice if they would be, more thoughtful and helpful when dealing with people or senior citizens

When it comes to ADA riders being visually impaired, it's best for the driver to do their job perfectly when it says door to door and make that contact and things of that nature drivers need to get better at doing that I'm not catching attitudes with clients for no reason. They're driving cameras need to be turned on on all vehicles when clients have rude

Good Love The Service

Drivers do not look for passengers They quickly pull out.They do not wait one minute.

When making reservations for a specific time, why are they usually very very late. Sometimes 45 min., 1 hour

Thank you

There are times my am. subscription ride does not come at all or will get me to work late so I have to cancel it and get a different way to work.

Need to be retrain

They need to have the route 540 run on the weekends

Provide taxi service for long trips

Drivers overly scheduled to conflicting routes

To my knowledge, this service does not come to where I live - what some people call Campton Hills.

It would be nice if they would go out of Kane County. Many of my doctor visits are out of the county and are in DuPage county still within the Aurora area. Not understanding why if I'm still on Aurora they can't go to one of the four other counties within Aurora. Also, it would be nice if the Phone staff were friendlier. They seem to be rush rush hurry up get it over with. I know they might be busy but when someone waits on the phone to talk to someone they would like to think that they have their undivided attention . Also, if they could speak up, because when you are hard hearing, you cannot understand, and when you tell them, you're hard of hearing, they just seem to get more upset and keep mumbling.

on several rides, i was taken for long rides when i was 10 minutes away from my destination. you need improved schedulers. on some rides we drive round in circles rather than to my destination which made me late for a doctors appointment. i complained to Pace on the phone and in writing.

Phone service especially on the weekend is poor in trying to make an appointment 3 days out.

I used to be so late and/or miss my Dr appts that I took to booking two hours ahead. Because I'm never sure how many others will come on board. I go 8 miles to Sherman Hospital 3x a week. It often takes 90 minutes or more to get home . EIGHT MILES.

It would be nice if the reservationist could tell you about drop offs before you make your reservation or as you make your reservation. I had a reservation recently to take me five minutes from home, but the driver had to pick up five people before he could take me to my destination. I got off the bus.

Last spring I was in desperate need for transportation to medical appointments. I made numerous calls to different places directed by Ride in Kane phone answerers. Not one person could tell me about registration nor how to set up rides to doctors or hospitals. It was extremely frustrating!! I eventually gave up & was forced to secure private transport as significant cost.

I've been a member of this service for 10 yrs now. While it started out great, it became increasingly unreliable due to a lack of drivers, appts not being observed, or no shows. But, the main and most consistent issue was a particular route that I was being overcharged for that forced me to find more reliable ways.

Need a regular Pace bus pickup on Bows Rd by DelWebb going to the terminal in DT Elgin. Residents here travel and the bus to Rosemont needs a stop at Bowes and DelWebb.  
Thank you.

I have quit using the service. My husband has Parkinson's Disease and has found the rides very uncomfortable. Also since you have to give a pick-up time---it is impossible to tell in advance since you do not know how many people will be riding and how many stops need to be made before getting to your destination. It would be simpler if we could give a destination and time of appointment and then be told when they will pick us up. Also one often does not know how long an appointment will take thus to give a return time and be finished in time can be problematic, either missing the time for the ride home or having to wait extended periods. I would recommend the service to someone who has no time constrictions.

Wow, by the time I read and finally understood the registration form questions I was totally confused as to whether or not I qualified. Just so confusing. Yes I completed college.  
I have no idea how to contact the Ride in Kane services.

When I was using a same time pick-up three times a week for therapy, the bus was often late. I wish they would have called to let me know so that I could alert the ATI.

The drivers were very pleasant.

Driver does not always have a friendly, helpful attitude.

My daughter who is disabled often has difficulty understanding the person on the phone making the reservation. This requires someone to assist her in making the call. This used to be much better. Would recommend that every reservationist use the same script for rides

Ride in Kane drivers often claim they showed up to location and rider is ""no show"" when rider is clearly there. Sometimes they are also running 3 hours behind even when the ride had been set up days before.

I don't know how to get my daughter registered. She currently receives 4 one way rides/week through the Village of Sugar Grove. I'd love to use Pace services!

scheduling is at times difficult, reliability of that the bus being on time for pickup is an ongoing issue, should be able to sign up/register for rides online.

I am very dissatisfied with the time of pickup and dropoff at both ends. I am tired of having to cancel my appts because of a late driver. I understand that it is not the driver's fault but the dispatchers. They add more people to the driver's list making everyone late. It needs to be revamped ASAP.



The only area I feel could use improvement is when booking rides the operators stick to their script so as to not miss anything when booking a ride (e. g. Reminder call). Also sometimes, the clarity of their speech interferes with my ability to understand what they are saying.

Changes to the call center. Very bad and not helpful at all. When you file a complaint, you have retaliation from doing so from the call center.

## EXHIBIT B

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

My issue is that when I cannot use my car because I'm especially tired, dizzy, having COVID issues, etc. I need a ride that will help me down my driveway (too slanted) and into the door of the doctor/medical facility I need to go to. Uber and cab people will NOT even help you out of their vehicle and I can ONLY get into a standard SUV, not those huge trucks where I can't even lift my knee high enuf to get in. Sedans are tough but a Tesla SUV is perfect but beggars can't be choosers so I can't demand a person with a normal SUV. Can't get out of a sedan very easily unless a person helps me lift my knee in order to twist around and face the door. Advice to you: Don't get old and our challenges are as varied as our personalities. Thanks for this opportunity to share.

It would be nice if when traveling further than 10 miles the cost would be a little lower. It starts out at five dollars. For the first 10 miles but after that, it's \$1.50 for every mile. If I had to pay that every time I rode the bus, the pace bus, I would be broke along with everyone else. I would think starting out at five dollars for the first 10 miles is great, but after that, make it \$.50 for every mile after that. I once had to travel 22 miles to get to an appointment and that's breaking the bank. It was like \$25. I could probably get an Uber for the same amount of money.

I have been told a couple of times that I can travel using the ADA bus, 20-25 miles and other times they told me I couldn't travel 11 miles to my dental appointment. I don't understand why. The difference.

Long trips provide taxi service.

Dispatching would improve with MapQuest.

more training for schedulers, they don't know the streets.

Often people are left waiting for their ride and/or taken out of their way.

Please get the excessive waits figured out. It is very hard on a senior to have to cancel appts because the bus is very late. I give 90 minutes early for my appt with the doctor.

It would be nice if they would go to more than just places in Kane County. Since some of my doctors or other travel are outside the Kane County area.

I'm gravely saddened to say I'm dissatisfied about the, "Service operates to my destination" because it doesn't albeit it did early on. The particular route that became a problem is in the ten mile stretch and yet, I was charged based on a route and area I do live in. Even after calling with my concerns it was to no avail. For that reason alone, I had to come up with a back-up plan that forced me to use the Ride-in-Kane service less and less... (☹)

I would like to use service but need to understand how it works. Especially wait times and routes

I am very interested, especially for rides after dark.

No

Not at this time

Good Service

The Pace Ride in Kane service is good and a God-send! Thank you!

I rely completely on this service and would be homebound without it. Thank you for the excellent service!

All answers pertained to my brother who was a regular rider. He has passed away and I, as his sister and caregiver, who made the appts for him, want to thank you for this excellent service that got him to and from dialysis 3 times a week. YOU GUYS ARE GREAT! Thank you.

Ride in Kane is a Wonderful service!!

My mother used this service and we were so thankful that this service was available. It was difficult to get her in and out of the car so this service was greatly appreciated.

The drivers are all courteous and helpful.

"Drivers are so nice. But it's so obvious they are frustrated. You really need to talk to them.

I'm willing to believe they'd have some good suggestions "

The cost and being able to board and how far distance wise I am able to utilize the service when needed.

Thank you for this service! It has been great for when family and friends are working/already scheduled and I need to have medical procedure done. Would be nice if we could schedule less than 24 hrs d/t hospitals not calling to let you know times until the evening before procedure. Drivers very friendly, helpful.

Please wait for the elderly.

Very very poor communication & service in Elgin. Frustrating & disappointing.

I had an issue several months ago with being picked up at a new apartment complex In Geneva. It was not yet in the map system, so my ride was going to a similar address of mine in Aurora. I filed a complaint and the matter was handled quickly and efficiently, and I appreciate that as I use right In Kane for work purposes. Since then scheduling my ride has been much easier as they can see the address in the computer and my ride has been consistently arriving at the correct address.

Kane County needs it's own call center!!