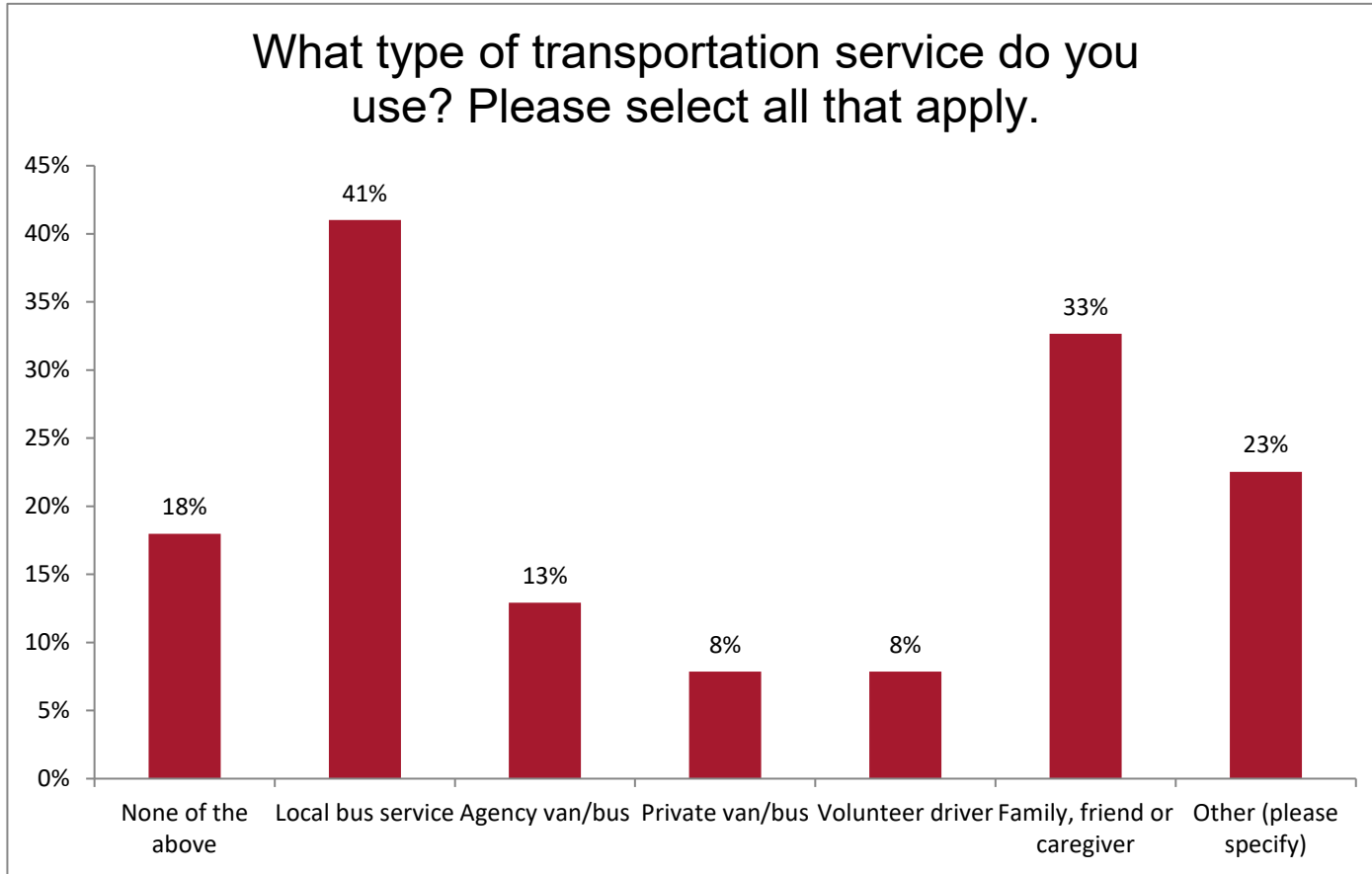


Appendix J - Rider Survey

Local Human Service Transit Plan: Human Service Client Survey

What type of transportation service do you use? Please select all that apply.

Answer Choices	Responses	
None of the above	18%	71
Local bus service	41%	162
Agency van/bus	13%	51
Private van/bus	8%	31
Volunteer driver	8%	31
Family, friend or caregiver	33%	129
Other (please specify)	23%	89
<b>Answered</b>		<b>395</b>
<b>Skipped</b>		<b>2</b>



Respondents	Response Date	Other (please specify)	Tags
1	Feb 13 2022 10:43 PM	Metro	
2	Feb 02 2022 12:09 PM	walk	
3	Feb 02 2022 12:06 PM	walk	
4	Feb 02 2022 09:25 AM	Taxi	
5	Jan 31 2022 02:27 PM	Drive my own vehicle	
6	Jan 29 2022 01:15 PM	Bus to train in Big Lake	
7	Jan 29 2022 09:40 AM	Walk	
8	Jan 28 2022 11:31 PM	Northstar	
9	Jan 27 2022 03:28 PM	Friend	
10	Jan 26 2022 08:24 PM	taxi	
11	Jan 26 2022 03:12 PM	Drive	
12	Jan 26 2022 10:36 AM	My own vehicle	
13	Jan 26 2022 10:19 AM	Car	
14	Jan 26 2022 06:55 AM	Please bring NorthStar to St. Cloud	
15	Jan 26 2022 06:06 AM	unable to use connex to V.A. its unable to make transfer on time	
16	Jan 25 2022 05:55 PM	Our own vehicle.	
17	Jan 25 2022 04:03 PM	Lyft or Uber	
18	Jan 25 2022 01:22 PM	My own vehicle	
19	Jan 25 2022 11:09 AM	Lyft	
20	Jan 25 2022 11:05 AM	Lyft, Uber	
21	Jan 24 2022 02:04 PM	Blue Ride	
22	Jan 21 2022 12:05 PM	Taxi	
23	Jan 19 2022 06:02 PM	Nortstar train	
24	Jan 19 2022 04:13 PM	Uber and Lyft and Christie Cab	
25	Jan 19 2022 03:39 PM	Taxi	
26	Jan 19 2022 03:30 PM	Taxi service	
27	Jan 18 2022 11:16 AM	School Van	
28	Jan 15 2022 12:01 AM	My own vehicle	
29	Jan 14 2022 12:31 PM	Drive myself	
30	Jan 13 2022 10:49 PM	Connection to the north star line or get me to Becker bus stop	
31	Jan 11 2022 09:01 AM	Cab service	
32	Jan 10 2022 06:23 PM	Patron Transportation	
33	Dec 28 2021 06:40 PM	Taxi	
34	Dec 27 2021 11:48 AM	CONEX	
35	Dec 27 2021 06:13 AM	Uber Lyft and Northstar	

**Appendix J - Rider Survey**

Respondents	Response Date	Other (please specify)	Tags
36	Dec 26 2021 08:01 AM	Bike	
37	Dec 26 2021 12:22 AM	Taxi	
38	Dec 25 2021 03:58 PM	Light rail	
39	Dec 25 2021 03:45 PM	Own car	
40	Dec 23 2021 07:23 PM	Northstar	
41	Dec 23 2021 07:00 PM	Personal car	
42	Dec 23 2021 06:43 PM	NMET MTM CONTRACTED COMPANIES	
43	Dec 23 2021 06:42 PM	NEMT	
44	Dec 23 2021 06:09 PM	Northstar	
45	Dec 23 2021 01:51 PM	Local van service	
46	Dec 23 2021 09:23 AM	I pay drivers because I'm blind.	
47	Dec 23 2021 07:42 AM	Trail Blazer	
48	Dec 22 2021 05:59 PM	Cab (Christie's cab)	
49	Dec 22 2021 05:21 PM	unable to use connex in sartell,because can't make appt on time(took 1hr&1/2 to go 2 miles to Dr.	
50	Dec 22 2021 12:02 PM	Trail Blazer is the only affordable transportation service available in our area.	
51	Dec 22 2021 10:48 AM	Train	
52	Dec 22 2021 10:47 AM	North Star	
53	Dec 21 2021 03:33 PM	taxi	
54	Dec 21 2021 07:39 AM	Drive myself	
55	Dec 20 2021 08:09 PM	Country Manor Caravan	
56	Dec 20 2021 04:11 PM	Northstar	
57	Dec 20 2021 03:05 AM	Northstar	
58	Dec 19 2021 11:57 PM	Lyft	
59	Dec 19 2021 07:52 PM	My own vehicle	
60	Dec 19 2021 01:56 PM	MTM	
61	Dec 18 2021 08:03 PM	North Star, North Star Link	
62	Dec 17 2021 08:58 PM	Nothing available in Buffalo	
63	Dec 17 2021 08:08 PM	Uber/Lyft	
64	Dec 17 2021 06:20 PM	Northstar	
65	Dec 17 2021 04:45 PM	Commuter Rail	
66	Dec 17 2021 02:16 PM	i would love something like the maplegrove bus thing that only costs 2-3\$	
67	Dec 17 2021 12:55 PM	Cabs	
68	Dec 17 2021 06:50 AM	unable to use connect to go to V.A.Hosp,unable to get me to transfer point on time;also to cold to stand out side for transfer(I live in Sartell)	
69	Dec 17 2021 06:11 AM	Light Rail	
70	Dec 17 2021 06:01 AM	Local bus to the NorthStar Train	
71	Dec 16 2021 04:20 PM	Lite Rail	
72	Dec 16 2021 03:46 PM	Northstar Train	
73	Dec 16 2021 06:28 AM	Northstar Train	
74	Dec 16 2021 12:03 AM	Northstar Train	
75	Dec 15 2021 09:35 PM	Northstar	
76	Dec 15 2021 06:33 PM	North Star train/light rail to TC	
77	Dec 15 2021 04:40 PM	Groome transportation	
78	Dec 15 2021 08:58 AM	my car stupid	
79	Dec 15 2021 07:46 AM	N/A	
80	Dec 14 2021 08:37 PM	Lyft	
81	Dec 14 2021 07:29 PM	Self	
82	Dec 14 2021 07:21 PM	Northstar	
83	Dec 14 2021 07:09 PM	I'm my own transportation service	
84	Dec 14 2021 03:02 PM	Taxi,	
85	Dec 14 2021 09:56 AM	Northstar	
86	Dec 14 2021 08:44 AM	Trailblazer	
87	Dec 13 2021 11:11 PM	Northstar Train	
88	Dec 10 2021 01:53 PM	public transit	
89	Nov 05 2021 10:13 AM	Personal Car	

Appendix J - Rider Survey

Local Human Service Transit Plan: Human Service Client Survey

Which transportation service(s) do you utilize? Please list service and/or agency names.

Answered	229
Skipped	168

Respondents	Response Date	Responses	Tags
1	Feb 13 2022 10:46 PM	1.) BCBS is through my county. <input type="checkbox"/> 2.) Metro in the city is through my BCBS (TO GO) CARD. <input type="checkbox"/> 3.) AND BCBS TRANSITION WHEN AVAILABLE	
2	Feb 10 2022 02:47 PM	Tri-CAP	
3	Feb 10 2022 02:33 PM	Tri-CAP	
4	Feb 08 2022 04:00 PM	Tri-CAP	
5	Feb 08 2022 03:59 PM	Tri-CAP	
6	Feb 08 2022 03:57 PM	Moortrans	
7	Feb 08 2022 03:55 PM	Tri-CAP	
8	Feb 08 2022 02:59 PM	Morrtrans	
9	Feb 08 2022 02:57 PM	Morrtran	
10	Feb 08 2022 02:55 PM	Morrtran	
11	Feb 08 2022 02:53 PM	Tri-CAP	
12	Feb 08 2022 02:52 PM	Tri-CAP	
13	Feb 08 2022 02:50 PM	Tri-CAP	
14	Feb 08 2022 02:49 PM	Tri-CAP	
15	Feb 08 2022 02:48 PM	Tri-CAP	
16	Feb 08 2022 02:46 PM	Tri-CAP	
17	Feb 08 2022 02:44 PM	Tri-CAP	
18	Feb 08 2022 02:42 PM	Tri-CAP	
19	Feb 08 2022 02:00 PM	Tri-CAP	
20	Feb 08 2022 01:57 PM	Tri-CAP	
21	Feb 08 2022 01:55 PM	Tri-CAP	
22	Feb 02 2022 12:09 PM	local bus	
23	Feb 02 2022 12:02 PM	City Bus	
24	Feb 02 2022 11:57 AM	Metrobus	
25	Feb 02 2022 11:55 AM	Metrobus, Northstar Link	
26	Feb 02 2022 09:26 AM	Fixed Route	
27	Feb 02 2022 09:22 AM	Local bus and family caregiver	
28	Feb 02 2022 09:17 AM	Bus & Company Van (River Crest)	
29	Jan 31 2022 05:35 PM	Family Auto	
30	Jan 31 2022 02:29 PM	I've used Northstar train and light rail in the twin cities but do not consider them local to Wright county	
31	Jan 30 2022 12:30 AM	Rose Center Paynesville	
32	Jan 29 2022 08:39 PM	Light rail Or bus	
33	Jan 29 2022 04:59 PM	Trailblazer Transit	
34	Jan 29 2022 01:20 PM	Bus from St Cloud to Big Lake then train and lite rail to VA at Snelling or to MSP	
35	Jan 28 2022 11:32 PM	Metro transit	
36	Jan 28 2022 06:14 PM	Trailblazer Transit	
37	Jan 28 2022 03:20 PM	trailblazer	
38	Jan 28 2022 12:13 PM	Family/friends <input type="checkbox"/> Trailblazer- local bus service	

Appendix J - Rider Survey

Respondents	Response Date	Responses	Tags
39	Jan 28 2022 08:34 AM	Metro Bus-Fixed Route <input type="checkbox"/> Metro Bus-Dial A Ride <input type="checkbox"/> Care Cabs <input type="checkbox"/> Taxis	
40	Jan 27 2022 10:36 PM	Metro bus, St. Cloud	
41	Jan 27 2022 06:11 PM	Trailblazer Transit	
42	Jan 27 2022 05:12 PM	M&m bus service <input type="checkbox"/> Family	
43	Jan 27 2022 03:56 AM	Public transit	
44	Jan 26 2022 05:05 PM	St cloud metro bus dial a ride	
45	Jan 26 2022 04:08 PM	Metro Bus Transit in Saint Cloud, Minnesota	
46	Jan 26 2022 03:13 PM	Metro Bus Fixed route	
47	Jan 26 2022 10:21 AM	Lyft, St. Cloud Metro, NorthStar Commuter Rail	
48	Jan 26 2022 10:03 AM	None	
49	Jan 26 2022 06:57 AM	Metro Bus "NorthStar Link"	
50	Jan 26 2022 06:08 AM	assumption community	
51	Jan 26 2022 12:58 AM	Metro Bus St. Cloud	
52	Jan 25 2022 05:25 PM	Metro Bus <input type="checkbox"/> Dial-A-Ride	
53	Jan 25 2022 04:04 PM	Lyft or Uber	
54	Jan 25 2022 02:57 PM	Dial-a-ride	
55	Jan 25 2022 01:12 PM	Northstar Link <input type="checkbox"/> Northstar train	
56	Jan 25 2022 12:19 PM	NA	
57	Jan 25 2022 11:10 AM	St. Cloud public bus, Lyft	
58	Jan 25 2022 11:06 AM	local bus services, st. cloud metro bus	
59	Jan 25 2022 10:58 AM	metro bus transit	
60	Jan 25 2022 10:51 AM	Bus	
61	Jan 24 2022 02:05 PM	Medicare blue ride	
62	Jan 23 2022 06:24 PM	I drive my own vehicle.	
63	Jan 23 2022 06:15 PM	N/A	
64	Jan 23 2022 06:01 PM	My own car	
65	Jan 21 2022 12:06 PM	Independent Lifestyles <input type="checkbox"/> City Cab	
66	Jan 20 2022 11:46 PM	Trail blazer	
67	Jan 20 2022 03:43 PM	Trailblazer Transit	
68	Jan 20 2022 08:17 AM	Trailblazer & family	
69	Jan 19 2022 11:09 PM	Saint Cloud Metro Bus	
70	Jan 19 2022 08:00 PM	Trailblazer	
71	Jan 19 2022 06:35 PM	Bus; taxi	
72	Jan 19 2022 06:03 PM	Northstar Train	
73	Jan 19 2022 05:01 PM	Trailblazer	
74	Jan 19 2022 04:14 PM	Uber, Lyft, and Christie Cab	
75	Jan 19 2022 03:52 PM	Trailblazer Transit	
76	Jan 19 2022 03:41 PM	House cleaner & Christi cab shu-trans	
77	Jan 19 2022 03:32 PM	Trailblazer transit, wide street taxi	
78	Jan 19 2022 03:30 PM	None	
79	Jan 19 2022 03:13 PM	Trailblazers transit	
80	Jan 18 2022 11:17 AM	School van and caregiver/parent transportation	
81	Jan 15 2022 12:01 AM	None	

Appendix J - Rider Survey

Respondents	Response Date	Responses	Tags
82	Jan 14 2022 12:32 PM	Groome	
83	Jan 14 2022 06:51 AM	Options, Inc. and whatever services Options may use.	
84	Jan 13 2022 10:50 PM	North Star	
85	Jan 13 2022 08:55 PM	Client van through comfort keepers	
86	Jan 13 2022 08:00 PM	N/A	
87	Jan 13 2022 04:10 PM	C.A.R.E	
88	Jan 13 2022 10:35 AM	Patron	
89	Jan 11 2022 07:40 PM	Options —tricap	
90	Jan 11 2022 03:11 PM	Patron Companies	
91	Jan 11 2022 09:06 AM	Transportation provided by group home	
92	Jan 11 2022 09:04 AM	blue button,	
93	Jan 11 2022 08:24 AM	OPTIONS Inc.	
94	Jan 10 2022 06:25 PM	Patron Transportation	
95	Jan 10 2022 04:04 PM	Options	
96	Jan 10 2022 03:15 PM	When Kevin was at Options in Big Lake he was transported to and from there using their buses. Since Covid 19 he has not used Options services. One of the reasons he has not returned is lack of transportation.	
97	Jan 10 2022 03:06 PM	TriCAP Mains'l	
98	Jan 09 2022 05:39 AM	Bmeu	
99	Jan 07 2022 01:41 PM	Metro Mobility, LH Transportation, Blue and White Taxi, Discover Ride	
100	Jan 06 2022 03:40 PM	Tri Cap and Patron	
101	Jan 03 2022 06:35 PM	mpls airport shuttle	
102	Dec 31 2021 03:54 PM	Trailblazer Transit	
103	Dec 28 2021 06:42 PM	Metro bus and taxi elite taxi cab because the bus dosent work well with me that's why I take taxi	
104	Dec 28 2021 02:27 PM	St. Cloud Metro Bus	
105	Dec 27 2021 11:50 AM	CONNEX	
106	Dec 27 2021 06:14 AM	Uber Lyft and Northstar	
107	Dec 27 2021 04:22 AM	Metro bus	
108	Dec 26 2021 10:39 PM	Groome Transportation	
109	Dec 26 2021 04:47 PM	Faith in action	
110	Dec 26 2021 02:19 PM	Metro bus	
111	Dec 26 2021 12:22 AM	Trailblazer transit, wide street taxi, lyft	
112	Dec 25 2021 06:51 PM	st. cloud metro bus	
113	Dec 25 2021 04:05 PM	I am a taxpayer that has to pay the bullshit bill for these free loaders....it needs to stop!!	
114	Dec 25 2021 03:59 PM	Light rail	
115	Dec 25 2021 08:13 AM	Only use our family handicap van with ramp for power chair	
116	Dec 25 2021 06:36 AM	St. Cloud	
117	Dec 24 2021 09:12 AM	Northstar Link	
118	Dec 24 2021 06:34 AM	Local buses	
119	Dec 23 2021 09:59 PM	My own car	
120	Dec 23 2021 07:24 PM	Northstar	
121	Dec 23 2021 06:46 PM	Joy transportation MTM	
122	Dec 23 2021 06:45 PM	Joy Transportation through MTM	
123	Dec 23 2021 06:09 PM	Northstar	
124	Dec 23 2021 05:54 PM	St Cloud Metro Bus	
125	Dec 23 2021 02:00 PM	Saint Cloud Dial-A-Ride Bus	
126	Dec 23 2021 01:55 PM	Sheu-Tran	
127	Dec 23 2021 09:37 AM	Taxi	
128	Dec 23 2021 09:29 AM	private pay	
129	Dec 23 2021 08:51 AM	Metro bus	

Appendix J - Rider Survey

Respondents	Response Date	Responses	Tags
130	Dec 23 2021 08:36 AM	Metro bus	
131	Dec 23 2021 07:51 AM	Trail Blazer	
132	Dec 23 2021 07:45 AM		
133	Dec 23 2021 05:55 AM	St, Cloud Metro Bus	
134	Dec 23 2021 04:00 AM	None	
135	Dec 22 2021 08:14 PM	There is no transportation services near me. Not ever Uber or Lyft. Its terrible!!!	
136	Dec 22 2021 07:57 PM	Amtrak local bus Uber taxi	
137	Dec 22 2021 07:46 PM	St cloud metro bus	
138	Dec 22 2021 07:40 PM	Metro Bus	
139	Dec 22 2021 07:33 PM	car	
140	Dec 22 2021 05:23 PM	Assumption Community Faith and Action	
141	Dec 22 2021 05:10 PM	Trailblazer	
142	Dec 22 2021 02:30 PM	Metro Bus	
143	Dec 22 2021 12:15 PM	Trailblazer Transit	
144	Dec 22 2021 12:05 PM	Trail Blazer,	
145	Dec 22 2021 11:47 AM	agency that utilizes public bus services	
146	Dec 22 2021 11:22 AM	Trail blazer, Options and Functional vans	
147	Dec 22 2021 10:49 AM	Metro Transit North Star	
148	Dec 22 2021 09:25 AM	We have been trying to find a service for our son to get to therapy at Minnesota Autism Center in Maple Grove, but we haven't had any luck	
149	Dec 21 2021 10:41 PM	Whichever service can provide wheelchair transportation. Private party because the Wright county transit could never provide busting both to and from appointments within the county.	
150	Dec 21 2021 06:35 PM	Cristy cab	
151	Dec 21 2021 06:20 PM	Metro, link	
152	Dec 21 2021 04:58 PM	My family (private)	
153	Dec 21 2021 03:34 PM	TrailBlazer	
154	Dec 21 2021 12:47 PM	Northstar	
155	Dec 21 2021 12:17 PM	Fixed route <input type="checkbox"/> Dial. A ride <input type="checkbox"/> Yellow cab once in a while	
156	Dec 21 2021 07:47 AM	Family	
157	Dec 21 2021 06:36 AM	Metro Bus	
158	Dec 20 2021 08:11 PM		
159	Dec 20 2021 04:13 PM	Northstar Train	
160	Dec 20 2021 06:33 AM	Assumption community drivers	
161	Dec 19 2021 11:59 PM	Metro transit/Lyft	
162	Dec 19 2021 09:23 PM	Metro Bus <input type="checkbox"/> Metro Transit	
163	Dec 19 2021 07:52 PM	North Star line	
164	Dec 19 2021 02:08 PM	Ourselves right now. But this is only because our employer is allowing our son to be at work with us for temporary for a short time. The reason is we can not get a driver to come out to Annandale in Wright Co. We have been working with MTM to try and find someone. There is no one. We were using Joy Transportation. There are currently merging with another company	
165	Dec 19 2021 08:02 AM	MetroTransit	
166	Dec 19 2021 07:48 AM	Blue button	
167	Dec 18 2021 09:47 PM	None.	
168	Dec 18 2021 06:55 PM	Metro bus	
169	Dec 18 2021 05:45 PM	St. Cloud Metro Bus	
170	Dec 18 2021 05:42 PM	Metro Bus in St.Cloud MN <input type="checkbox"/>	
171	Dec 18 2021 11:03 AM	Daughter	
172	Dec 18 2021 10:15 AM	Metro Bus, dial a ride	
173	Dec 18 2021 09:23 AM	Metro Bus	
174	Dec 17 2021 08:10 PM	Uber/Lyft	

Appendix J - Rider Survey

Respondents	Response Date	Responses	Tags
175	Dec 17 2021 06:23 PM	St Cloud Metro bus Northstar commuter rail	
176	Dec 17 2021 05:56 PM	St Cloud Metro Bus	
177	Dec 17 2021 04:47 PM	Northstar and Metro Transit light rail	
178	Dec 17 2021 02:17 PM	dial a ride and bus	
179	Dec 17 2021 12:57 PM	Metro bus. Lyft	
180	Dec 17 2021 10:18 AM	St Cloud Metro bus fixed route services	
181	Dec 17 2021 08:06 AM	St. Cloud Metro Bus	
182	Dec 17 2021 06:53 AM	Assumption Cummunity Faith band Action;D.A.V.	
183	Dec 17 2021 06:02 AM	Metro Bus NorthStar	
184	Dec 16 2021 09:37 PM	Metro transit, North Star train and maple grove transit	
185	Dec 16 2021 06:13 PM	metro bus. Northstar faith in action patron cab	
186	Dec 16 2021 05:28 PM	Saint Cloud Metro Bus	
187	Dec 16 2021 04:33 PM	Metro Mobility Uplift	
188	Dec 16 2021 04:21 PM	North Star	
189	Dec 16 2021 03:47 PM	St.Cloud Bus,Northstar train	
190	Dec 16 2021 02:30 PM	Metro Bus Saint Cloud	
191	Dec 16 2021 02:29 PM	Saint Cloud Metro Bus	
192	Dec 16 2021 01:37 PM	Metro bus	
193	Dec 16 2021 06:29 AM	Northstar Train	
194	Dec 16 2021 12:05 AM	Northstar Train and Green Line Light Rail Metro Transit	
195	Dec 15 2021 10:36 PM	Patron Transportation	
196	Dec 15 2021 09:36 PM	Northstar	
197	Dec 15 2021 06:35 PM	North Star train Twin Cities Light rail	
198	Dec 15 2021 06:09 PM	Trailblazer transit	
199	Dec 15 2021 04:42 PM	Metro bus Dial-a-Ride, yellow Cab, Groome transportation	
200	Dec 15 2021 02:35 PM	Patron Care cab	
201	Dec 15 2021 12:52 PM	None	
202	Dec 15 2021 10:08 AM	Tricap	
203	Dec 15 2021 09:16 AM	Dial a ride Fixed route bus Care cab Volunteer driver	
204	Dec 15 2021 08:59 AM	my car stupid	
205	Dec 15 2021 05:26 AM	None	
206	Dec 14 2021 09:25 PM	I would bus to downtown minneapolis to work but there is NO bus	
207	Dec 14 2021 08:38 PM	Lyft	
208	Dec 14 2021 08:06 PM	Metro	
209	Dec 14 2021 07:30 PM	Cabs	
210	Dec 14 2021 07:21 PM	Northstar	
211	Dec 14 2021 07:17 PM	Wacosa	
212	Dec 14 2021 07:09 PM	None	
213	Dec 14 2021 03:06 PM	Groome, executive express (when it was still operating)	
214	Dec 14 2021 02:52 PM	Trailblazer Transit	

**Appendix J - Rider Survey**

Respondents	Response Date	Responses	Tags
215	Dec 14 2021 02:05 PM	Dial a ride	
216	Dec 14 2021 01:02 PM	None	
217	Dec 14 2021 09:56 AM	Northstar, blue line.	
218	Dec 14 2021 08:45 AM	Trailblazer	
219	Dec 14 2021 08:45 AM	MetroBus	
220	Dec 14 2021 07:52 AM	Car, Mom + dad	
221	Dec 14 2021 07:19 AM	Family and friends	
222	Dec 14 2021 01:21 AM	Metro Bus, North Star Link, Dial-A-Ride	
223	Dec 13 2021 11:12 PM	Northstar Train	
224	Dec 10 2021 02:40 PM	Trailblazer Transit	
225	Dec 10 2021 02:32 PM	None	
226	Dec 10 2021 02:24 PM	None	
227	Dec 10 2021 02:13 PM	Trailblazer Transit	
228	Dec 10 2021 02:01 PM	trailblaser	
229	Nov 02 2021 11:22 AM	sss	

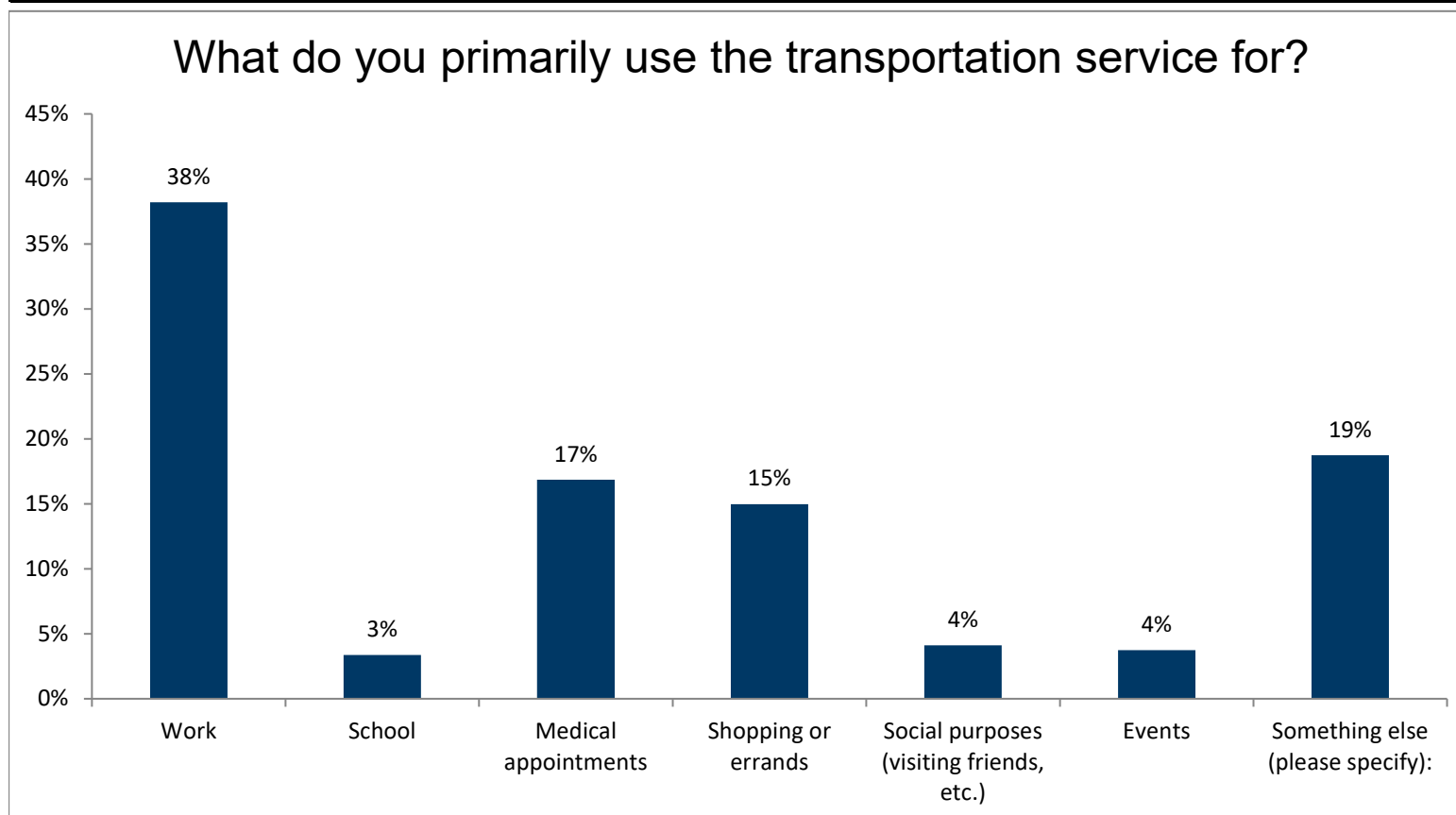


Appendix J - Rider Survey

Local Human Service Transit Plan: Human Service Client Survey

What do you primarily use the transportation service for?

Answer Choices	Responses	
Work	38%	102
School	3%	9
Medical appointments	17%	45
Shopping or errands	15%	40
Social purposes (visiting friends, etc.)	4%	11
Events	4%	10
Something else (please specify):	19%	50
	<b>Answered</b>	<b>267</b>
	<b>Skipped</b>	<b>130</b>



Respondents	Response Date	Something else (please specify):	Tags
1	Feb 08 2022 03:55 PM	Weekly hair appointment	
2	Jan 31 2022 05:35 PM	airport transportation	
3	Jan 31 2022 02:29 PM	Volunteer duties	
4	Jan 29 2022 01:20 PM	Airport connection	
5	Jan 26 2022 03:13 PM	As needed bases	
6	Jan 26 2022 10:37 AM	My own vehicle	
7	Jan 26 2022 10:03 AM	Don't use	
8	Jan 25 2022 11:06 AM	work, school, medical appointments, and shopping/errands	
9	Jan 25 2022 10:58 AM	work and shopping/errands	
10	Jan 25 2022 10:51 AM	work, school, medical appointments, and shopping/errands	
11	Jan 24 2022 07:56 AM	Drive myself	
12	Jan 19 2022 03:52 PM	Odd times when I can't drive my son to Buffalo from Maple Lake. He has used this service since he was approximately 12	
13	Jan 19 2022 03:41 PM	Pick up prescriptions	
14	Jan 15 2022 12:01 AM	None	
15	Jan 14 2022 12:32 PM	Entertainment	
16	Jan 14 2022 06:51 AM	daily to Options, Inc.	
17	Jan 13 2022 08:00 PM	Nothing	
18	Jan 13 2022 05:03 PM	Good fairly reliable.	
19	Jan 12 2022 09:45 AM	Adult day center	
20	Jan 11 2022 07:40 PM	Going to options day programs	
21	Jan 10 2022 06:25 PM	Church	
22	Jan 10 2022 03:15 PM	Day service programs	
23	Dec 28 2021 06:42 PM	Work shopping and medical appointments	
24	Dec 27 2021 04:22 AM	Church	
25	Dec 26 2021 09:40 PM	I drive my personal car	
26	Dec 25 2021 04:05 PM	to mess with the system...make an appointment, then don't be there!!!	
27	Dec 25 2021 08:13 AM	Use our van for everything	
28	Dec 23 2021 06:46 PM	Medical appointment	
29	Dec 23 2021 08:51 AM	Rides downtown for dinner and drinks.	
30	Dec 23 2021 08:19 AM	Adult Day Program	
31	Dec 22 2021 08:14 PM	I would use it for commuting to work in Plymouth, going to doctor appts, shopping, dining, etc	

**Appendix J - Rider Survey**

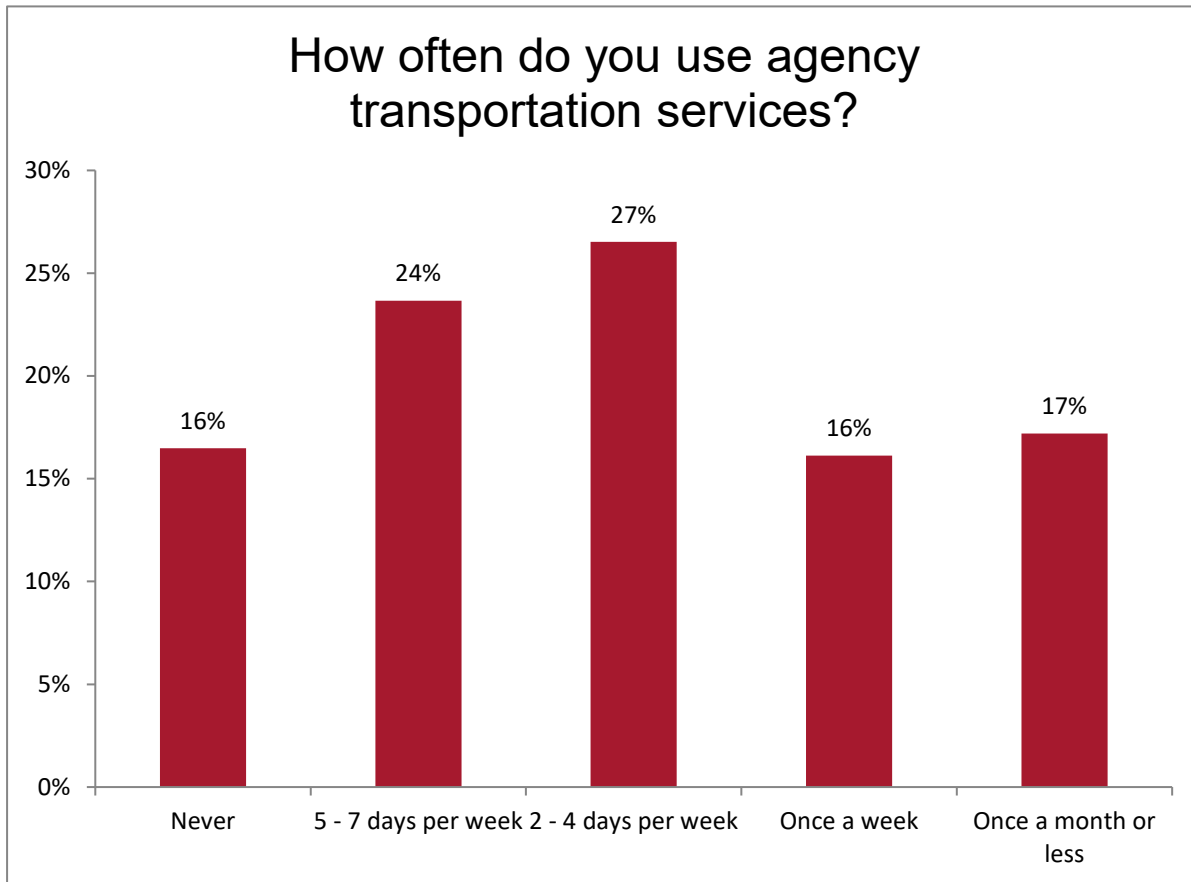
Respondents	Response Date	Something else (please specify):	Tags
32	Dec 22 2021 11:22 AM	there is no weekend service, so it has to be work and no evening stuff so not ability to use for social evens	
33	Dec 22 2021 09:25 AM	Therapy for our Autistic son	
34	Dec 21 2021 06:35 PM	Airport	
35	Dec 21 2021 12:47 PM	Trips to the state capital	
36	Dec 21 2021 12:17 PM	Church	
37	Dec 19 2021 02:08 PM	ABA Therapy	
38	Dec 18 2021 05:42 PM	Going to eat lunch or dinner	
39	Dec 17 2021 06:53 AM	V.A. appointments	
40	Dec 16 2021 02:29 PM	all of the above	
41	Dec 15 2021 10:36 PM	My 11 year-old uses it to go to his day program during the weekday Monday - Friday	
42	Dec 15 2021 06:35 PM	Volunteer work in Mpls	
43	Dec 15 2021 04:42 PM	Volunteering	
44	Dec 15 2021 12:52 PM	None	
45	Dec 15 2021 05:26 AM	Nothing	
46	Dec 14 2021 08:38 PM	Airport	
47	Dec 14 2021 01:02 PM	None	
48	Dec 10 2021 02:32 PM	I don't use.	
49	Dec 10 2021 02:24 PM	I don't use.	
50	Dec 10 2021 02:01 PM	medisine	

Appendix J - Rider Survey

Local Human Service Transit Plan: Human Service Client Survey

How often do you use agency transportation services?

Answer Choices	Responses	
Never	16%	46
5 - 7 days per week	24%	66
2 - 4 days per week	27%	74
Once a week	16%	45
Once a month or less	17%	48
<b>Answered</b>		<b>279</b>
<b>Skipped</b>		<b>118</b>



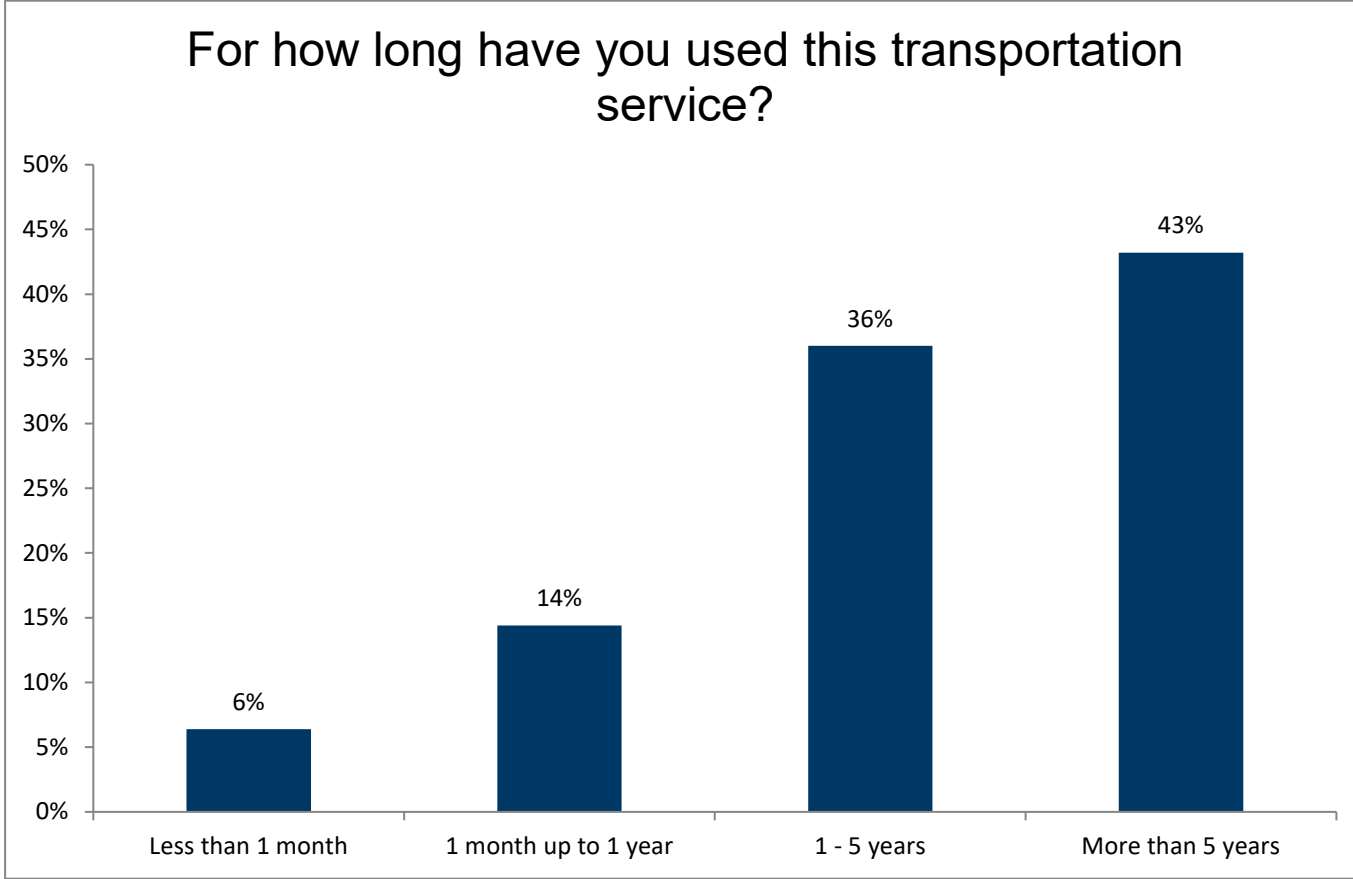
Appendix J - Rider Survey

Local Human Service Transit Plan: Human Service Client Survey

For how long have you used this transportation service?

Answer Choices	Responses	
Less than 1 month	6%	16
1 month up to 1 year	14%	36
1 - 5 years	36%	90
More than 5 years	43%	108

Answered 250  
Skipped 147



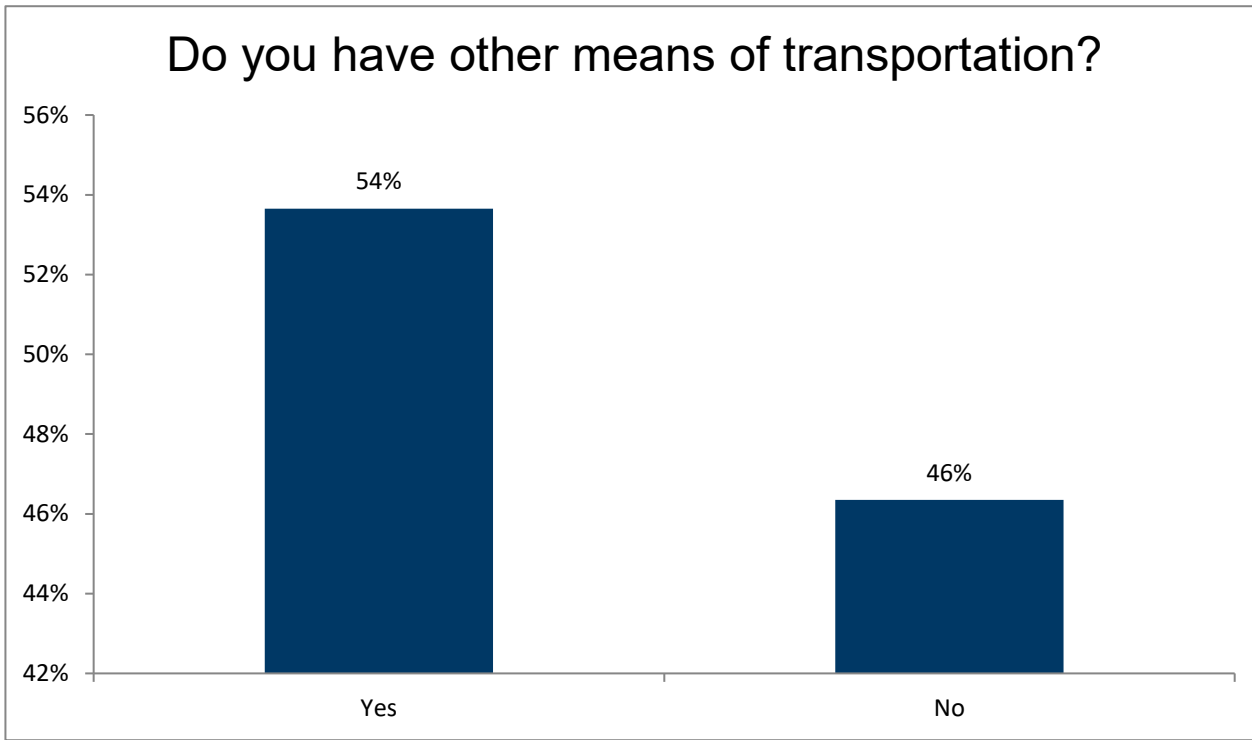
Appendix J - Rider Survey

Local Human Service Transit Plan: Human Service Client Survey

Do you have other means of transportation?

Answer Choices	Responses	
Yes	54%	147
No	46%	127

Answered 274  
Skipped 123



**Appendix J - Rider Survey**

Local Human Service Transit Plan: Human Service Client Survey

**In the past week, on average, what percentage of your transportation needs have been met by the agency? Please enter a whole number without the % sign below.**

<b>Answered</b>	<b>239</b>
<b>Skipped</b>	<b>158</b>

Respondents	Response Date		Tags	n	239
1	Feb 13 2022 10:46 PM	100		sum	10133
2	Feb 10 2022 02:47 PM	100		mean	42
3	Feb 10 2022 02:33 PM	100		median	30
4	Feb 08 2022 03:57 PM	80		mode	100
5	Feb 08 2022 03:55 PM	100			
6	Feb 08 2022 02:59 PM	100			
7	Feb 08 2022 02:57 PM	100			
8	Feb 08 2022 02:55 PM	100			
9	Feb 08 2022 02:53 PM	98			
10	Feb 08 2022 02:49 PM	70			
11	Feb 08 2022 02:48 PM	100			
12	Feb 08 2022 02:46 PM	100			
13	Feb 08 2022 02:44 PM	5			
14	Feb 08 2022 02:42 PM	50			
15	Feb 08 2022 02:00 PM	100			
16	Feb 08 2022 01:57 PM	90			
17	Feb 08 2022 01:55 PM	90			
18	Feb 02 2022 12:09 PM	100			
19	Feb 02 2022 12:07 PM	100			
20	Feb 02 2022 12:02 PM	0			
21	Feb 02 2022 11:57 AM	30			
22	Feb 02 2022 11:55 AM	100			
23	Feb 02 2022 11:52 AM	100			
24	Feb 02 2022 09:26 AM	35			
25	Feb 02 2022 09:22 AM	90			
26	Feb 02 2022 09:17 AM	50			
27	Jan 31 2022 05:35 PM	0			
28	Jan 31 2022 02:29 PM	0			
29	Jan 30 2022 12:30 AM	0			
30	Jan 29 2022 08:39 PM	0			
31	Jan 29 2022 04:59 PM	0			
32	Jan 29 2022 01:20 PM	0			
33	Jan 29 2022 09:42 AM	30			
34	Jan 28 2022 11:32 PM	10			
35	Jan 28 2022 06:14 PM	0			
36	Jan 28 2022 03:20 PM	0			
37	Jan 28 2022 12:13 PM	100			
38	Jan 28 2022 08:34 AM	90			
39	Jan 27 2022 10:36 PM	70			
40	Jan 27 2022 06:11 PM	50			
41	Jan 27 2022 05:12 PM	10			
42	Jan 27 2022 03:31 PM	5			
43	Jan 27 2022 08:23 AM	90			
44	Jan 27 2022 03:56 AM	40			
45	Jan 26 2022 10:19 PM	0			
46	Jan 26 2022 05:05 PM	75			
47	Jan 26 2022 04:08 PM	0			
48	Jan 26 2022 03:13 PM	1			
49	Jan 26 2022 10:37 AM	0			
50	Jan 26 2022 10:21 AM	15			
51	Jan 26 2022 10:03 AM	0			
52	Jan 26 2022 06:57 AM	10			
53	Jan 26 2022 06:08 AM	100			
54	Jan 26 2022 12:58 AM	75			
55	Jan 25 2022 05:25 PM	0			
56	Jan 25 2022 04:04 PM	100			
57	Jan 25 2022 02:57 PM	2			
58	Jan 25 2022 01:45 PM	0			
59	Jan 25 2022 01:12 PM	100			
60	Jan 25 2022 12:19 PM	0			
61	Jan 25 2022 11:10 AM	100			
62	Jan 25 2022 11:06 AM	80			
63	Jan 25 2022 10:58 AM	90			
64	Jan 25 2022 10:51 AM	3			
65	Jan 24 2022 02:05 PM	0			

Appendix J - Rider Survey

66	Jan 24 2022 07:56 AM	0
67	Jan 23 2022 06:01 PM	0
68	Jan 21 2022 12:06 PM	90
69	Jan 20 2022 11:46 PM	75
70	Jan 20 2022 03:43 PM	100
71	Jan 20 2022 08:17 AM	100
72	Jan 19 2022 11:09 PM	30
73	Jan 19 2022 08:00 PM	80
74	Jan 19 2022 06:35 PM	75
75	Jan 19 2022 06:03 PM	0
76	Jan 19 2022 05:01 PM	0
77	Jan 19 2022 03:52 PM	99
78	Jan 19 2022 03:41 PM	10
79	Jan 19 2022 03:32 PM	50
80	Jan 19 2022 03:30 PM	50
81	Jan 19 2022 03:13 PM	50
82	Jan 18 2022 11:17 AM	0
83	Jan 15 2022 12:01 AM	0
84	Jan 14 2022 06:51 AM	70
85	Jan 13 2022 10:50 PM	0
86	Jan 13 2022 08:55 PM	50
87	Jan 13 2022 08:00 PM	0
88	Jan 13 2022 05:03 PM	100
89	Jan 13 2022 04:10 PM	0
90	Jan 13 2022 10:35 AM	50
91	Jan 12 2022 09:45 AM	50
92	Jan 11 2022 07:40 PM	0
93	Jan 11 2022 03:11 PM	100
94	Jan 11 2022 12:50 PM	100
95	Jan 11 2022 09:06 AM	75
96	Jan 11 2022 09:04 AM	100
97	Jan 11 2022 08:24 AM	0
98	Jan 10 2022 08:03 PM	25
99	Jan 10 2022 06:25 PM	10
100	Jan 10 2022 04:04 PM	95
101	Jan 10 2022 03:15 PM	0
102	Jan 10 2022 03:06 PM	95
103	Jan 10 2022 03:06 PM	100
104	Jan 09 2022 05:39 AM	2
105	Jan 07 2022 01:41 PM	90
106	Jan 06 2022 03:40 PM	75
107	Jan 03 2022 06:35 PM	0
108	Dec 31 2021 03:54 PM	90
109	Dec 28 2021 06:42 PM	10
110	Dec 28 2021 02:27 PM	50
111	Dec 27 2021 11:50 AM	100
112	Dec 27 2021 06:14 AM	0
113	Dec 27 2021 04:22 AM	0
114	Dec 26 2021 10:39 PM	90
115	Dec 26 2021 09:40 PM	0
116	Dec 26 2021 02:19 PM	50
117	Dec 26 2021 12:22 AM	100
118	Dec 25 2021 04:05 PM	0
119	Dec 25 2021 03:59 PM	10
120	Dec 25 2021 06:36 AM	80
121	Dec 24 2021 07:06 PM	0
122	Dec 24 2021 09:12 AM	0
123	Dec 24 2021 06:34 AM	80
124	Dec 23 2021 07:24 PM	90
125	Dec 23 2021 06:46 PM	0
126	Dec 23 2021 06:45 PM	0
127	Dec 23 2021 06:09 PM	0
128	Dec 23 2021 05:54 PM	0
129	Dec 23 2021 02:00 PM	95
130	Dec 23 2021 01:55 PM	100
131	Dec 23 2021 09:37 AM	10
132	Dec 23 2021 09:29 AM	0
133	Dec 23 2021 08:51 AM	5
134	Dec 23 2021 08:36 AM	75
135	Dec 23 2021 08:19 AM	0
136	Dec 23 2021 07:51 AM	75
137	Dec 23 2021 07:45 AM	100
138	Dec 23 2021 05:55 AM	100
139	Dec 22 2021 08:14 PM	0

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140	Dec 22 2021 07:57 PM	1
141	Dec 22 2021 07:46 PM	60
142	Dec 22 2021 07:40 PM	0
143	Dec 22 2021 05:23 PM	2
144	Dec 22 2021 05:10 PM	50
145	Dec 22 2021 02:30 PM	0
146	Dec 22 2021 12:15 PM	95
147	Dec 22 2021 12:05 PM	50
148	Dec 22 2021 11:47 AM	75
149	Dec 22 2021 11:22 AM	90
150	Dec 22 2021 10:49 AM	5
151	Dec 22 2021 09:25 AM	0
152	Dec 21 2021 10:41 PM	100
153	Dec 21 2021 04:58 PM	100
154	Dec 21 2021 03:34 PM	1
155	Dec 21 2021 12:47 PM	0
156	Dec 21 2021 12:39 PM	0
157	Dec 21 2021 12:17 PM	90
158	Dec 21 2021 07:47 AM	10
159	Dec 21 2021 06:36 AM	45
160	Dec 20 2021 09:09 PM	0
161	Dec 20 2021 08:11 PM	100
162	Dec 20 2021 04:13 PM	10
163	Dec 20 2021 06:33 AM	2
164	Dec 19 2021 11:59 PM	70
165	Dec 19 2021 09:23 PM	0
166	Dec 19 2021 07:52 PM	0
167	Dec 19 2021 07:02 PM	0
168	Dec 19 2021 02:08 PM	0
169	Dec 19 2021 08:02 AM	1
170	Dec 19 2021 07:48 AM	1
171	Dec 18 2021 10:19 PM	0
172	Dec 18 2021 09:47 PM	0
173	Dec 18 2021 06:55 PM	50
174	Dec 18 2021 05:45 PM	0
175	Dec 18 2021 05:42 PM	0
176	Dec 18 2021 05:35 PM	0
177	Dec 18 2021 11:36 AM	70
178	Dec 18 2021 10:15 AM	3
179	Dec 18 2021 09:23 AM	80
180	Dec 18 2021 08:09 AM	0
181	Dec 17 2021 08:10 PM	0
182	Dec 17 2021 07:40 PM	100
183	Dec 17 2021 07:35 PM	0
184	Dec 17 2021 06:23 PM	0
185	Dec 17 2021 05:56 PM	100
186	Dec 17 2021 04:47 PM	0
187	Dec 17 2021 02:17 PM	0
188	Dec 17 2021 12:57 PM	85
189	Dec 17 2021 10:18 AM	100
190	Dec 17 2021 08:06 AM	100
191	Dec 17 2021 06:53 AM	3
192	Dec 17 2021 06:12 AM	5
193	Dec 17 2021 06:02 AM	60
194	Dec 16 2021 11:10 PM	0
195	Dec 16 2021 10:33 PM	75
196	Dec 16 2021 09:37 PM	20
197	Dec 16 2021 05:28 PM	65
198	Dec 16 2021 04:33 PM	40
199	Dec 16 2021 04:21 PM	100
200	Dec 16 2021 03:47 PM	50
201	Dec 16 2021 02:30 PM	10
202	Dec 16 2021 02:29 PM	99
203	Dec 16 2021 01:37 PM	85
204	Dec 16 2021 06:29 AM	80
205	Dec 16 2021 12:05 AM	50
206	Dec 15 2021 10:58 PM	5
207	Dec 15 2021 10:36 PM	100
208	Dec 15 2021 09:36 PM	100
209	Dec 15 2021 08:06 PM	0
210	Dec 15 2021 06:35 PM	10
211	Dec 15 2021 06:09 PM	100
212	Dec 15 2021 04:42 PM	95
213	Dec 15 2021 02:35 PM	0



**Appendix J - Rider Survey**

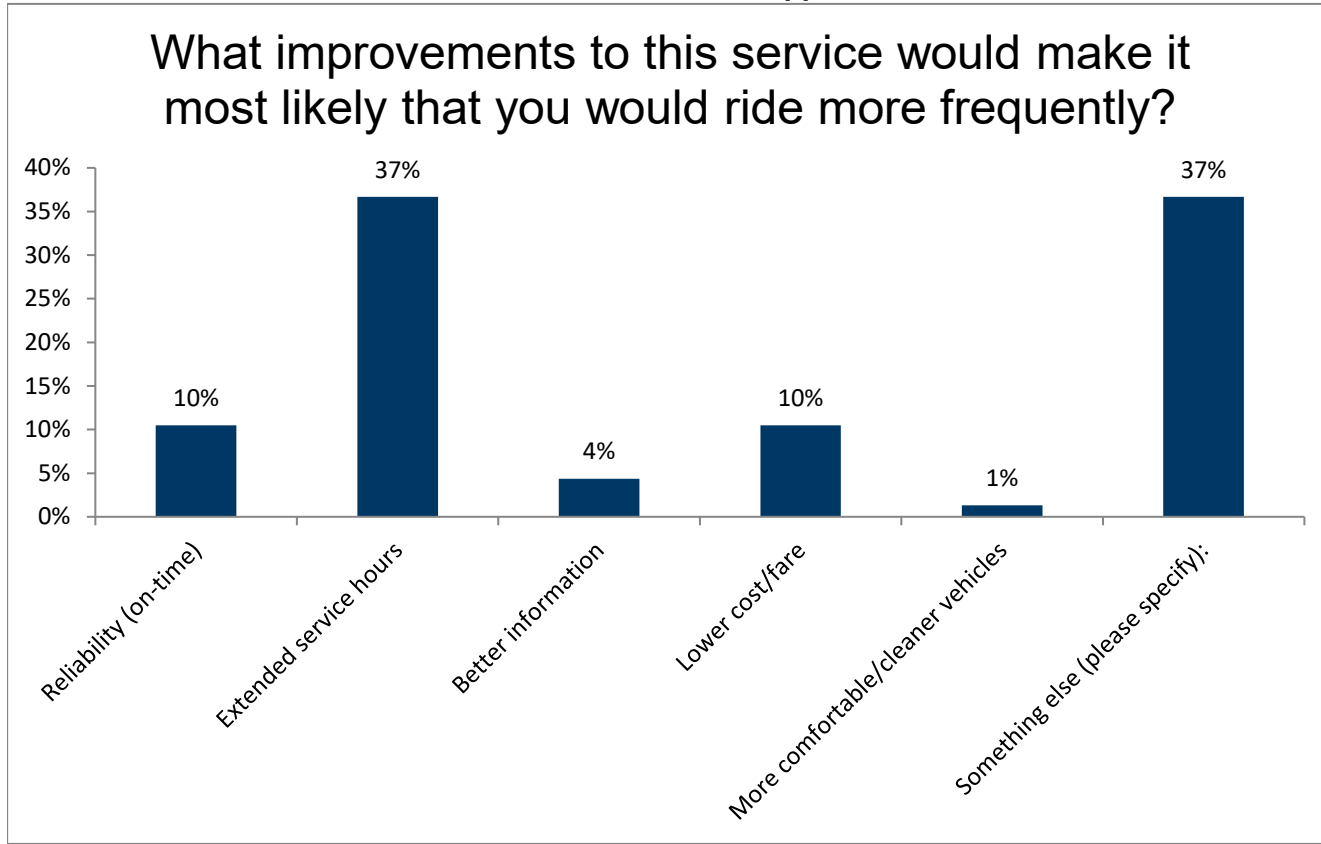
214	Dec 15 2021 12:52 PM	0	
215	Dec 15 2021 10:08 AM	0	
216	Dec 15 2021 09:16 AM	75	
217	Dec 15 2021 08:59 AM	0	
218	Dec 15 2021 05:26 AM	0	
219	Dec 14 2021 08:38 PM	0	
220	Dec 14 2021 08:06 PM	100	
221	Dec 14 2021 07:30 PM	0	
222	Dec 14 2021 07:17 PM	0	
223	Dec 14 2021 07:09 PM	0	
224	Dec 14 2021 03:06 PM	0	
225	Dec 14 2021 02:52 PM	45	
226	Dec 14 2021 02:28 PM	75	
227	Dec 14 2021 02:05 PM	0	
228	Dec 14 2021 01:02 PM	0	
229	Dec 14 2021 08:45 AM	20	
230	Dec 14 2021 08:45 AM	0	
231	Dec 14 2021 07:52 AM	90	
232	Dec 14 2021 01:21 AM	0	
233	Dec 13 2021 11:12 PM	65	
234	Dec 10 2021 02:40 PM	100	
235	Dec 10 2021 02:32 PM	0	
236	Dec 10 2021 02:24 PM	0	
237	Dec 10 2021 02:13 PM	100	
238	Dec 10 2021 02:01 PM	5	
239	Nov 02 2021 11:22 AM	20	

**Appendix J - Rider Survey**

Local Human Service Transit Plan: Human Service Client Survey

**What improvements to this service would make it most likely that you would ride more frequently?**

Answer Choices	Responses	
Reliability (on-time)	10%	24
Extended service hours	37%	84
Better information	4%	10
Lower cost/fare	10%	24
More comfortable/cleaner vehicles	1%	3
Something else (please specify):	37%	84
	<b>Answered</b>	<b>229</b>
	<b>Skipped</b>	<b>168</b>



**Appendix J - Rider Survey**

Respondents	Response Date	Something else (please specify):	Tags
1	Feb 13 2022 10:49 PM	All the above	
2	Feb 10 2022 02:33 PM	More buses and better times	
3	Feb 08 2022 03:58 PM	Never get a call back after giving info to make appointment	
4	Feb 08 2022 03:00 PM	Weekend services for work	
5	Feb 08 2022 02:56 PM	We have no complaints, so happy to have this service	
6	Feb 08 2022 02:42 PM	None of the above	
7	Feb 08 2022 01:58 PM	Better availability	
8	Feb 08 2022 01:56 PM	Additional service added	
9	Feb 02 2022 11:59 AM	cut back on the waiting time	
10	Feb 02 2022 11:56 AM	Service back on weekends for Northstar Link	
11	Feb 02 2022 09:28 AM	get back to 30 min route switch	
12	Feb 02 2022 09:19 AM	more run times	
13	Jan 31 2022 05:37 PM	airport transportation	
14	Jan 29 2022 08:51 PM	Location	
15	Jan 29 2022 01:21 PM	Most flights don't line up with train schedules	
16	Jan 28 2022 08:37 AM	Consistent use of ramps and accessibility on fixed route	
17	Jan 27 2022 05:13 PM	Multi choice would be better here	
18	Jan 27 2022 03:33 PM	None	
19	Jan 26 2022 05:10 PM	My daughter uses the dial a ride due to cognitive disability. She is picked up in a fairly large bus intended for physical disability. It seems wasteful. A multi passenger van seems like a beeter option	
20	Jan 26 2022 03:15 PM	Getting to the Metro Bus Operations Center	
21	Jan 26 2022 10:39 AM	Route closer to my home	
22	Jan 26 2022 07:06 AM	Please bring NorthStar to St. CLOUD	
23	Jan 26 2022 06:10 AM	able to use connex to the V.A.	
24	Jan 25 2022 05:27 PM	Higher area vaccination rates. Vax requirements. Post pandemic.	
25	Jan 25 2022 11:03 AM	reliability (on-time) and extended service hours	
26	Jan 25 2022 10:53 AM	reliability (on-time) and extended service hours	
27	Jan 24 2022 02:06 PM	na	
28	Jan 24 2022 07:56 AM	Drive myself	
29	Jan 23 2022 06:16 PM	N/A	
30	Jan 19 2022 05:03 PM	Bigger service are including Hennepin county	
31	Jan 19 2022 03:52 PM	I wish they can take a card payments or pay online	
32	Jan 18 2022 11:22 AM	We have not been able to access agency transportation to take our son to his behavior medical appointments Monday-Wed weekly. We have had to drive him both ways. Drop off at 10 and pick up at 3. Unavailabilty due to staffing. I spent 6 hours one day trying to line up services.	
33	Jan 13 2022 08:01 PM	NA	
34	Jan 13 2022 05:05 PM	Current system of " we'll call you back isn't working.	
35	Jan 11 2022 12:52 PM	work transportation is to/from Options by Options	
36	Jan 11 2022 08:27 AM	Additional staff to drive	
37	Jan 10 2022 04:05 PM	None	
38	Jan 10 2022 03:18 PM	transportation is not available so I cannot access the service I need.	
39	Jan 10 2022 03:09 PM	Better routes	
40	Jan 09 2022 05:41 AM	That's all	
41	Dec 31 2021 03:55 PM	More availability	
42	Dec 28 2021 02:30 PM	More waiting enclosures.	
43	Dec 26 2021 09:41 PM	Increased police presence in my community	
44	Dec 26 2021 02:20 PM	More frequent bus routes	
45	Dec 25 2021 04:07 PM	cancel this service and quit screwing over the taxpayers	
46	Dec 23 2021 06:51 PM	Need drivers out in rural area	
47	Dec 23 2021 06:51 PM	Need driver out in rural areas	
48	Dec 23 2021 02:04 PM	Same day schedule rides	
49	Dec 23 2021 09:32 AM	mn 55330	
50	Dec 23 2021 08:28 AM	Supervised Staff Assistant (Ride Along)	
51	Dec 23 2021 07:54 AM	There are times we are stuck on the bus for over a hour tring to get home. While they turn atound to go get someone for ex. from walmart and take them to the area they want to go first.	
52	Dec 23 2021 05:58 AM	return to every half hour frequency	
53	Dec 22 2021 08:16 PM	All of the above!	
54	Dec 22 2021 07:48 PM	Back to every half hour rides	
55	Dec 22 2021 05:19 PM	For it to not take 2 hours to get home from work	
56	Dec 22 2021 05:11 PM	more routes	
57	Dec 21 2021 10:42 PM	Handicapped accessible and availability	
58	Dec 19 2021 09:24 PM	Masks and vax.	
59	Dec 19 2021 07:03 PM	I won't use public transportation because it's not safe	
60	Dec 19 2021 08:04 AM	Not having each trip take so long.	
61	Dec 18 2021 06:57 PM	Friendliness of drivers	

**Appendix J - Rider Survey**

Respondents	Response Date	Something else (please specify):	Tags
62	Dec 18 2021 10:17 AM	Deal with psychos playing music and harassing other transit users. Major problems in this area.	
63	Dec 18 2021 08:10 AM	Discontinue it.	
64	Dec 17 2021 07:37 PM	Costs	
65	Dec 17 2021 05:58 PM	Route modifications	
66	Dec 17 2021 02:18 PM	low cost and extended times	
67	Dec 17 2021 06:57 AM	direct route to V.A. Hosp	
68	Dec 16 2021 06:17 PM	get the Northstar running before covid schedule	
69	Dec 16 2021 04:30 PM	More trips to and from cities	
70	Dec 16 2021 03:50 PM	If the Northstar would run later in the morning.	
71	Dec 16 2021 02:31 PM	All of the above	
72	Dec 16 2021 12:08 AM	Public Safety on trains and buses	
73	Dec 15 2021 10:59 PM	More accessibility	
74	Dec 15 2021 10:38 PM	N/A They do a great job.	
75	Dec 15 2021 04:44 PM	Later hours, so we can stay for the entire rox games, or lake George concerts	
76	Dec 15 2021 09:00 AM	add lanes on the road	
77	Dec 14 2021 09:26 PM	Offer bus services	
78	Dec 14 2021 08:08 PM	Better shelter. It's cold outside	
79	Dec 14 2021 01:03 PM	I likely would t use this service	
80	Dec 14 2021 08:47 AM	Be able to book a ride 7 days in advance with reasonable pick up time and return ride time	
81	Dec 14 2021 08:46 AM	More Frequent buses (15 minute routes to downtown St. Cloud)	
82	Dec 14 2021 01:23 AM	More vaccinated residents	
83	Dec 10 2021 02:34 PM	Expanded service area and hours	
84	Dec 10 2021 02:06 PM	bus is good	

Appendix J - Rider Survey

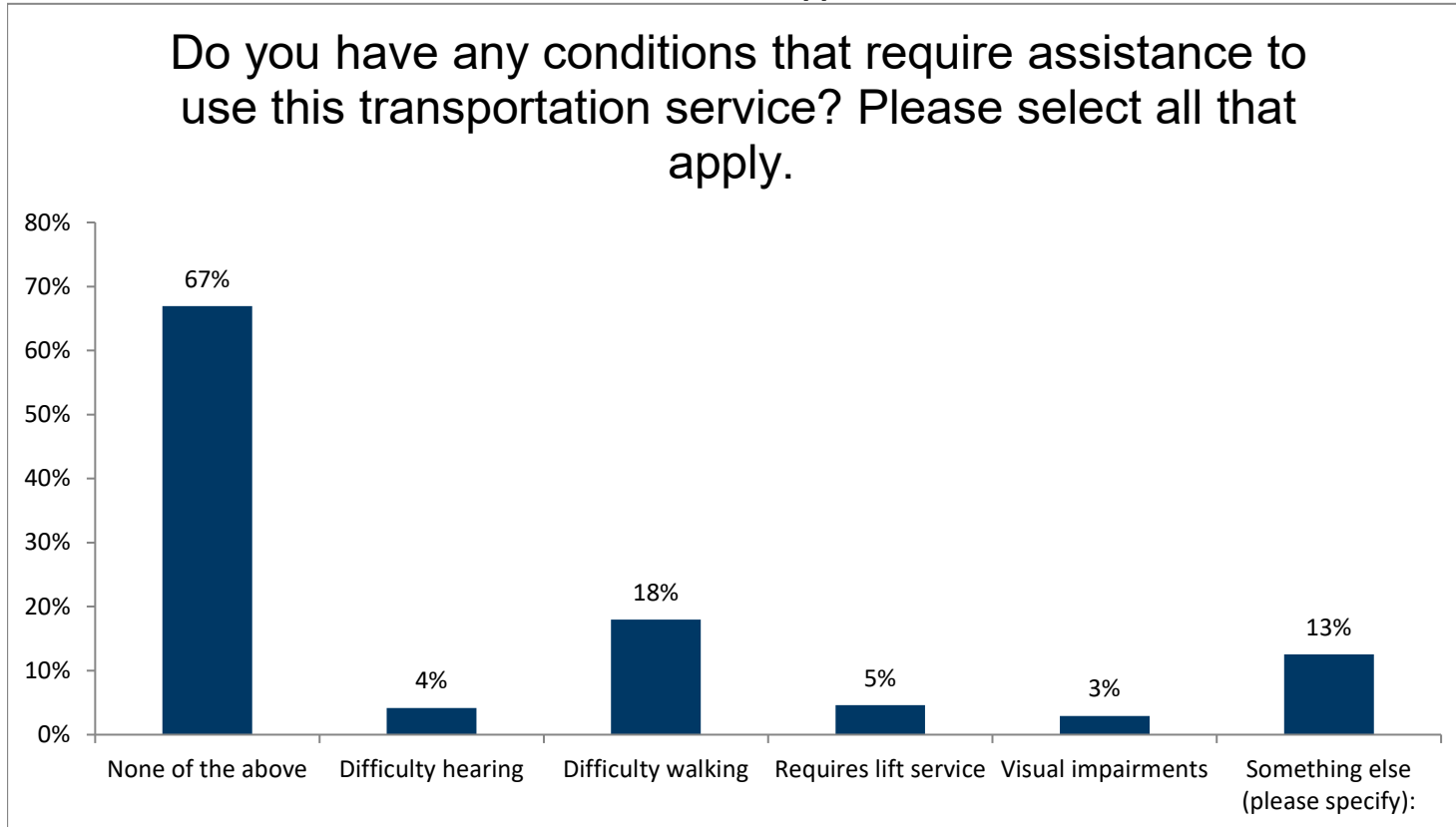
Local Human Service Transit Plan: Human Service Client Survey

Do you have any conditions that require assistance to use this transportation service? Please select all that apply.

Answer Choices	Responses	
None of the above	67%	160
Difficulty hearing	4%	10
Difficulty walking	18%	43
Requires lift service	5%	11
Visual impairments	3%	7
Something else (please specify):	13%	30

Answered 239

Skipped 158



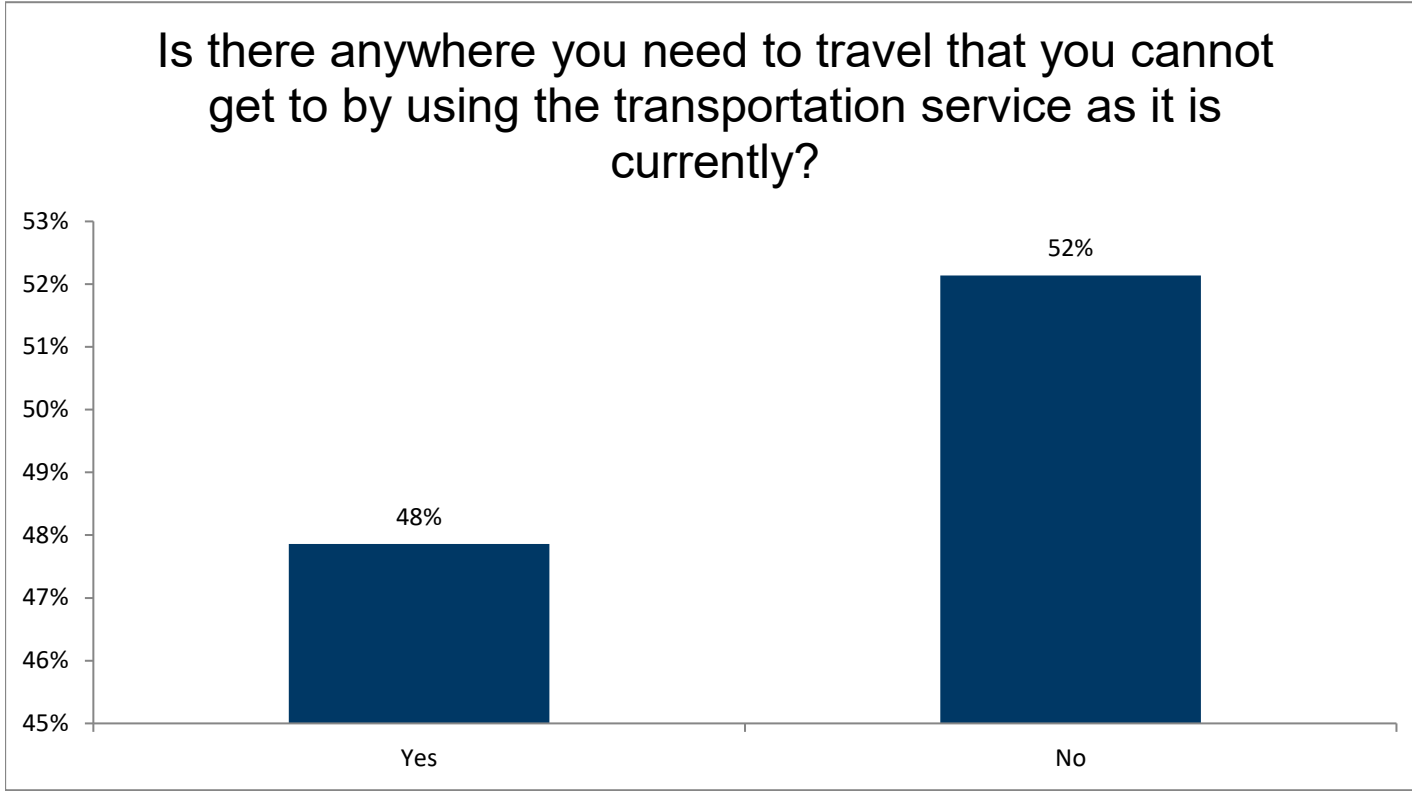
Respondents	Response Date	Something else (please specify):	Tags
1	Feb 13 2022 10:49 PM	Medical reasons	
2	Feb 08 2022 02:56 PM	Special need students and staff	
3	Feb 02 2022 09:24 AM	Brain Injury	
4	Jan 29 2022 01:21 PM	Heart failure	
5	Jan 27 2022 06:23 PM	Autism, can't drive	
6	Jan 26 2022 04:29 PM	Wheelchair	
7	Jan 26 2022 10:39 AM	Too far to walk to current service	
8	Jan 25 2022 11:07 AM	currently pregnant	
9	Jan 20 2022 08:20 AM	Autism	
10	Jan 19 2022 03:42 PM	No car	
11	Jan 14 2022 06:54 AM	cognitive disability	
12	Jan 13 2022 10:51 PM	I hate driving	
13	Jan 11 2022 03:11 PM	Williams Syndrome - mental disability	
14	Jan 10 2022 08:04 PM	Depth perception issues	
15	Jan 09 2022 05:41 AM	That's all	
16	Jan 06 2022 03:42 PM	Impaired Memory so need reminders and assistance where and when to get on off	
17	Dec 26 2021 02:20 PM	Autism	
18	Dec 23 2021 06:51 PM	Non verbal Autism	
19	Dec 23 2021 06:51 PM	Non verbal - autism	
20	Dec 23 2021 02:04 PM	Healthy problems	
21	Dec 23 2021 08:28 AM	Needs to be buckled (flight risk) and Non-verbal (needs interpreter)	
22	Dec 22 2021 05:26 PM	V>A. service connected disable	
23	Dec 22 2021 11:51 AM	some times the bus is hard to access by some people as it is not allowed to back up.	
24	Dec 22 2021 09:29 AM	patience, our son likes to rock back and forth in the car.	
25	Dec 18 2021 10:17 AM	Difficulty dealing with psychos on the busses	
26	Dec 17 2021 07:37 PM	I have copd. Trouble breathing	
27	Dec 16 2021 02:31 PM	Sometimes I can't climb over the snow to get on the bus and certain drivers in town think my bus stop is bad	
28	Dec 15 2021 10:38 PM	My son needs to be hand to hand drop off because he's vulnerable	
29	Dec 14 2021 07:19 PM	Mentally challenged	
30	Dec 14 2021 03:09 PM	Need to use auxiliary step to enter	

Appendix J - Rider Survey

Local Human Service Transit Plan: Human Service Client Survey

Is there anywhere you need to travel that you cannot get to by using the transportation service as it is currently?

Answer Choices	Responses	
Yes	48%	112
No	52%	122
<b>Answered</b>		<b>234</b>
<b>Skipped</b>		<b>163</b>



Appendix J - Rider Survey

Local Human Service Transit Plan: Human Service Client Survey

If additional service was added, where should it go?

Answered	142
Skipped	255

Respondents	Response Date	Responses	Tags
1	Feb 13 2022 10:49 PM	Extend the distance on traveling to..	
2	Feb 08 2022 03:58 PM	Randall	
3	Feb 08 2022 02:58 PM	Brainerd	
4	Feb 08 2022 02:54 PM	Ramsey / Anoka	
5	Feb 08 2022 02:51 PM	Eagle Bend, MN	
6	Feb 08 2022 01:58 PM	Otsego / Target Area / Albertville	
7	Feb 08 2022 01:56 PM	Otsego	
8	Feb 02 2022 12:07 PM	7 1/2 increments	
9	Feb 02 2022 11:59 AM	bring back the #7 bus and routes every half an hour	
10	Feb 02 2022 11:56 AM	Northstar Link on weekends	
11	Feb 02 2022 11:53 AM	more opportunity on hours of openness	
12	Feb 02 2022 09:28 AM	the west side three should be broken up into two routes	
13	Feb 02 2022 09:24 AM	Medical appointments, grocery and errands	
14	Feb 02 2022 09:19 AM	St. Joseph	
15	Jan 31 2022 05:37 PM	airport transportation	
16	Jan 31 2022 02:30 PM	Maple Grove MN	
17	Jan 29 2022 08:51 PM	Mayo clinic	
18	Jan 29 2022 05:00 PM	Carver County	
19	Jan 29 2022 09:45 AM	Opportunity drive in St cloud	
20	Jan 28 2022 11:33 PM	St cloud	
21	Jan 28 2022 03:22 PM	Anoka County and Hennepin County	
22	Jan 28 2022 12:15 PM	-	
23	Jan 27 2022 10:39 PM	Bus from St Cloud to St Joseph. Bus from St Cloud to Sauk Rapids	
24	Jan 27 2022 05:13 PM	To out of district schools. Many from our town open enroll to a nearby, larger district, but it falls on the parents to transport the child there.	
25	Jan 27 2022 08:26 AM	Visiting	
26	Jan 27 2022 03:57 AM	To cities farther	
27	Jan 26 2022 05:10 PM	Ability to schedule more than a week at a time. More available for short notice appointments	
28	Jan 26 2022 04:29 PM	Saint Joseph	
29	Jan 26 2022 03:15 PM	To Westwood Area of St. Cloud between Waite park and Sartell	
30	Jan 26 2022 10:39 AM	Near my home	
31	Jan 26 2022 10:22 AM	NorthStar extended to St Cloud	
32	Jan 26 2022 07:06 AM	NorthStar from Big Lake to Sartell	
33	Jan 26 2022 06:10 AM	connex from Sartell to V.A.Hospital	
34	Jan 26 2022 12:59 AM	Further out into the suburbs of St. Cloud	
35	Jan 25 2022 05:27 PM	Winnipeg	
36	Jan 25 2022 11:11 AM	N/A	
37	Jan 25 2022 11:07 AM	N/A	
38	Jan 25 2022 10:53 AM	more hours for bus service	

**Appendix J - Rider Survey**

Respondents	Response Date	Responses	Tags
39	Jan 24 2022 02:06 PM	na	
40	Jan 20 2022 11:49 PM	Litchfield	
41	Jan 20 2022 03:44 PM	Get rid of limited service areas. Make it easier to get from Monticello to Big Lake or Elk River	
42	Jan 20 2022 08:20 AM	Maple grove	
43	Jan 19 2022 11:11 PM	Metro Bus will need increased service with ongoing development down south near the new Tech High. One going to Saint Joseph would be great too.	
44	Jan 19 2022 08:01 PM	Ability to travel more places	
45	Jan 19 2022 06:37 PM	Bus to and from minneapolis	
46	Jan 19 2022 06:04 PM	St. Paul	
47	Jan 19 2022 05:03 PM	Hennepin county	
48	Jan 19 2022 03:42 PM	Everywhere in Minnesota	
49	Jan 19 2022 03:34 PM	Edina	
50	Jan 19 2022 03:31 PM	Larger area	
51	Jan 18 2022 11:22 AM	To Elk River from Becker or Becker to Elk River	
52	Jan 13 2022 10:51 PM	Foley to st cloud foley to becker bus stop	
53	Jan 13 2022 08:56 PM	Clients most needed areas	
54	Jan 13 2022 08:01 PM	NA	
55	Jan 13 2022 10:36 AM	St. Paul	
56	Jan 11 2022 12:52 PM	shopping needs	
57	Jan 11 2022 09:24 AM	Coon rapids to dental office, it's ego for work as have to use blue button for work and expensive compared to tricap for clients - would utilize tricap for everything if had extended hours and other areas they can travel	
58	Jan 11 2022 08:27 AM	Church. Special Olympic activities, shopping and other sports activites	
59	Jan 10 2022 04:05 PM	None	
60	Jan 10 2022 03:18 PM	My day services program, Options in Big Lake	
61	Jan 10 2022 03:09 PM	More servicea to Zimmerman.	
62	Jan 10 2022 03:09 PM	Elk River	
63	Jan 09 2022 05:41 AM	ldk	
64	Jan 03 2022 06:36 PM	alexandria more frequently to make connections at airport easier. we live in stevens county and drive to st cloud to catch shuttle to airport in Mpls	
65	Dec 28 2021 06:44 PM	Simplicity health over by tech high school and should go there more often because 3 times a day makes me pay for cab ride more	
66	Dec 27 2021 06:15 AM	Into the metro area	
67	Dec 27 2021 04:27 AM	Somehow connect to smaller surrounding towns like the St. John's/St. Ben's bus does to St. Cloud.	
68	Dec 26 2021 02:20 PM	To Sartell and Monticello	
69	Dec 25 2021 04:07 PM	STOP THIS SERVICE.....stop screwing over the taxpayers from these freeloaders and drug addicts	
70	Dec 25 2021 04:00 PM	SCSU college	
71	Dec 24 2021 07:08 PM	St cloud	
72	Dec 24 2021 06:35 AM	Run more hours or different routes closer to the medical centers.	
73	Dec 23 2021 06:51 PM	Getting drivers/ company tio service rural area also Wright county	
74	Dec 23 2021 06:51 PM	Get drivers / companies to service rural areas. Wright county	
75	Dec 23 2021 02:04 PM	Non at this time	
76	Dec 23 2021 01:58 PM	n/a	
77	Dec 23 2021 09:32 AM	I'm blind and physically disabled so I can't driver. make it available to 23223 146th st nw elk river 55330	
78	Dec 23 2021 08:54 AM	Later service on Saturday	
79	Dec 23 2021 08:37 AM	Sartell	
80	Dec 23 2021 08:28 AM	Delano to/from Buffalo	



**Appendix J - Rider Survey**

Respondents	Response Date	Responses	Tags
81	Dec 22 2021 08:16 PM	Maple Grove Plymouth Coon RapidsSt. CloudRogersMonticello	
82	Dec 22 2021 07:48 PM	5 miles out of st cloud	
83	Dec 22 2021 05:26 PM	V.A. Hosp,&Med.Appt.It take to long on connex,you pick up to many people before dropping off first called	
84	Dec 22 2021 02:32 PM	Sartell and a 2nd Sauk Rapids route during the dsy.	
85	Dec 22 2021 12:09 PM	It would be of great service if Trail Blazer or another from of affordable transportation were available evenings and weekends for people on limited income. It would allow people to go to church, restaurant, movies, ect.	
86	Dec 22 2021 11:51 AM	hard to utilize as it doesn't go into Hennepin county or Sherburn county	
87	Dec 22 2021 11:24 AM	Outside of the county. all use is within the county because there is no transportation except for agency that will travel from County to county	
88	Dec 22 2021 10:50 AM	St. Louis park	
89	Dec 22 2021 09:29 AM	We live in Annandale, but our sons Therapy center is in Maple Grove. we can't find a service to take him there and back.	
90	Dec 21 2021 12:48 PM	Twin cities	
91	Dec 21 2021 06:38 AM	Additional routes from Sauk Rapids to the SCSU area. Or just any options where I don't have to wait 30 minutes to transfer downtown.	
92	Dec 20 2021 09:12 PM	More travel time option to Target Field and St. Cloud	
93	Dec 20 2021 08:13 PM	Medical. St. Cloud and Sartell	
94	Dec 20 2021 06:34 AM	service from sartell to V.A.Hosp	
95	Dec 19 2021 09:24 PM	Saint Joe, MN	
96	Dec 19 2021 07:54 PM	Saint Cloud	
97	Dec 19 2021 07:03 PM	None	
98	Dec 19 2021 08:22 AM	Buffalo train station from Monticello or Monticello to Minneapolis	
99	Dec 19 2021 08:04 AM	Saint Cloud to the Airport, more trips to the local schools- Sartell, Sauk Rapids etc.	
100	Dec 19 2021 07:49 AM	Maple grove or St. Cloud	
101	Dec 18 2021 08:04 PM	Sartell	
102	Dec 18 2021 06:57 PM	Sartell, st Joe	
103	Dec 18 2021 05:46 PM	Medical offices/clinics	
104	Dec 18 2021 11:37 AM	Cities	
105	Dec 18 2021 11:04 AM	Into Elk River	
106	Dec 18 2021 10:17 AM	East industrial park energy drive.	
107	Dec 18 2021 09:27 AM	Medical appointment not in current area	
108	Dec 17 2021 08:11 PM	St.joseph	
109	Dec 17 2021 06:26 PM	To St. Cloud	
110	Dec 17 2021 05:58 PM	Community services (eg schools and other agencies) that are coordinated with local walking routes (eg sidewalks and oaths to destinations after exiting the bus)	
111	Dec 17 2021 04:49 PM	St Paul	
112	Dec 17 2021 02:18 PM	rockford to metro state	
113	Dec 17 2021 01:00 PM	Grocery store	
114	Dec 17 2021 10:32 AM	Northern half of Lincoln Ave (service already runs the southern half, but to have access to businesses on northern half would be great), also service along the frontage road to Tri-County Humane Society and other businesses on the frontage road. All of these are in the St Cloud Metro area.	
115	Dec 17 2021 06:57 AM	Bus service from Sartell,to St.Cloud V.A.right now you wait 20min. at Walmart,itb would take ten mins to go to V.A. from there	
116	Dec 17 2021 06:04 AM	NorthStar Train, extended to Sartell (better yet, Rice)	
117	Dec 16 2021 06:17 PM	Northstar small town stops to cities	
118	Dec 16 2021 05:39 PM	Route coverage further to the northwest, filling the gap northwest of Westwood School area and CentraCare, and other growth areas such as improved service to the Tech High School area.	
119	Dec 16 2021 02:32 PM	neighboring communities	

**Appendix J - Rider Survey**

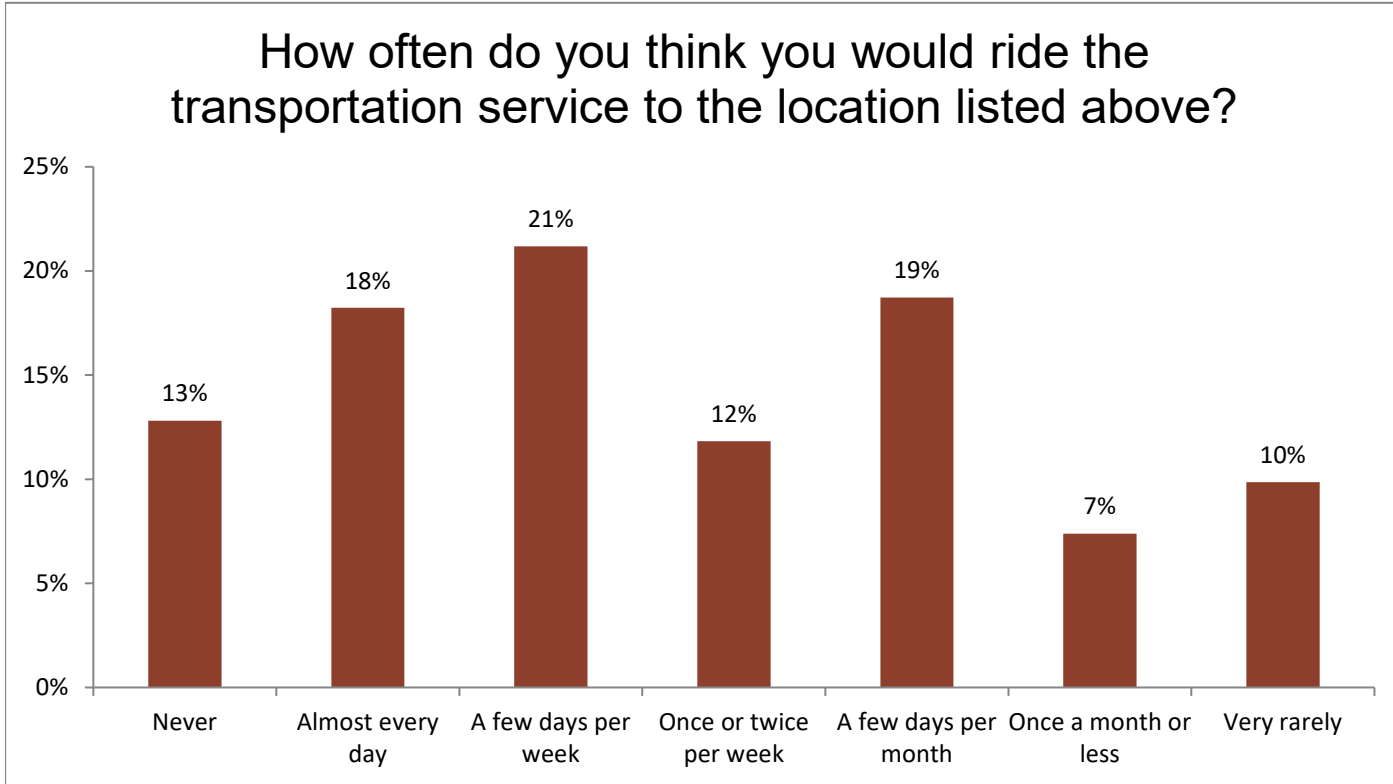
Respondents	Response Date	Responses	Tags
120	Dec 16 2021 02:31 PM	It would go to the grocery store directly by my house in a time frame that was less then a couple of hours. The bus goes where you need it to but not directly and it can be an all day event going to two stores	
121	Dec 16 2021 01:38 PM	Air port	
122	Dec 16 2021 06:31 AM	St. Cloud, MN	
123	Dec 15 2021 10:59 PM	Central Minnesota to Twin cities. Train please	
124	Dec 15 2021 10:38 PM	n/a	
125	Dec 15 2021 02:38 PM	Shopping areas	
126	Dec 15 2021 12:53 PM	The airport, st Joseph, etc	
127	Dec 15 2021 10:10 AM	Free transportation for low income families to public school. Our HUD apt complex is .5 from the school and there are no sidewalks and a very busy street.	
128	Dec 15 2021 09:00 AM	no where quit wasting money	
129	Dec 14 2021 09:26 PM	There are noOptions for commuting to downtown minneapolis	
130	Dec 14 2021 08:40 PM	Hopkins	
131	Dec 14 2021 08:08 PM	Coburns on Cooper. Carrying groceries from Coburns to 17 ave south is very hard. Need to make several trips	
132	Dec 14 2021 07:33 PM	VA MplsVA St Cloud	
133	Dec 14 2021 07:19 PM	Movie	
134	Dec 14 2021 02:53 PM	N/A	
135	Dec 14 2021 02:08 PM	St Joe	
136	Dec 14 2021 09:57 AM	Zimmerman MN	
137	Dec 14 2021 08:46 AM	St. Joseph	
138	Dec 14 2021 07:20 AM	Big Lake to Elk River	
139	Dec 14 2021 01:23 AM	Saint Joseph	
140	Dec 10 2021 02:34 PM	Stearns County, Minneapolis	
141	Dec 10 2021 02:14 PM	Sherburne County	
142	Dec 10 2021 02:06 PM	walmart	

Appendix J - Rider Survey

Local Human Service Transit Plan: Human Service Client Survey

How often do you think you would ride the transportation service to the location listed above?

Answer Choices	Responses	
Never	13%	26
Almost every day	18%	37
A few days per week	21%	43
Once or twice per week	12%	24
A few days per month	19%	38
Once a month or less	7%	15
Very rarely	10%	20
<b>Answered</b>	<b>203</b>	
<b>Skipped</b>	<b>194</b>	

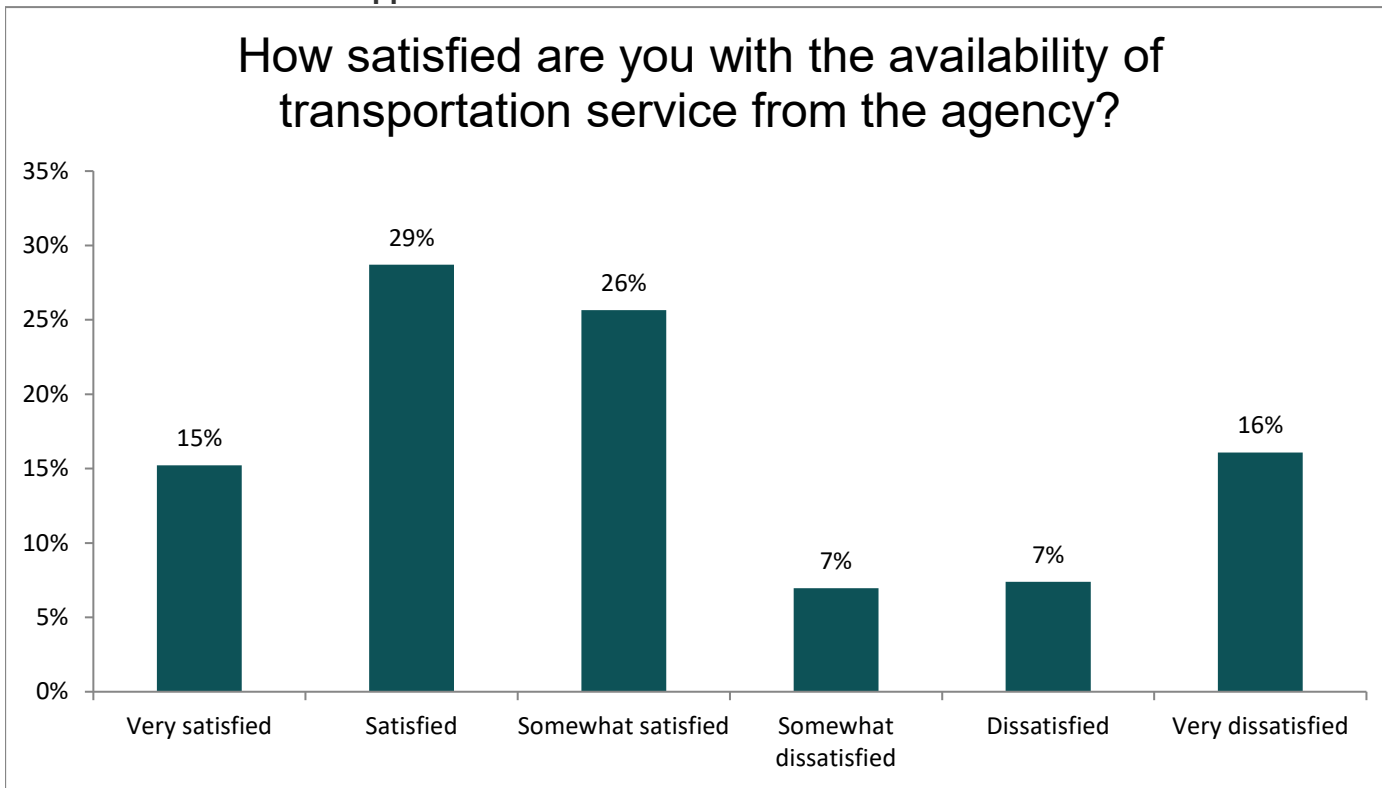


**Appendix J - Rider Survey**

Local Human Service Transit Plan: Human Service Client Survey

**How satisfied are you with the availability of transportation service from the agency?**

Answer Choices	Responses	
Very satisfied	15%	35
Satisfied	29%	66
Somewhat satisfied	26%	59
Somewhat dissatisfied	7%	16
Dissatisfied	7%	17
Very dissatisfied	16%	37
<b>Answered</b>	<b>230</b>	
<b>Skipped</b>	<b>167</b>	



**Appendix J - Rider Survey**

Local Human Service Transit Plan: Human Service Client Survey

What is your zip code?	
Answered	237
Skipped	160

Respondents	Response Date	Responses	Tags
1	Feb 13 2022 10:50 PM	56304	
2	Feb 10 2022 02:48 PM	56378	
3	Feb 10 2022 02:34 PM	56345	
4	Feb 08 2022 03:59 PM	56345	
5	Feb 08 2022 03:58 PM	56345	
6	Feb 08 2022 03:56 PM	56345	
7	Feb 08 2022 03:00 PM	55345	
8	Feb 08 2022 02:58 PM	56345	
9	Feb 08 2022 02:57 PM	56345	
10	Feb 08 2022 02:54 PM	55330	
11	Feb 08 2022 02:53 PM	55371	
12	Feb 08 2022 02:51 PM	55371	
13	Feb 08 2022 02:50 PM	56353	
14	Feb 08 2022 02:48 PM	55330	
15	Feb 08 2022 02:47 PM	55330	
16	Feb 08 2022 02:43 PM	55395	
17	Feb 08 2022 02:00 PM	55398	
18	Feb 08 2022 01:59 PM	55330	
19	Feb 08 2022 01:56 PM	55330	
20	Feb 02 2022 12:16 PM	56304	
21	Feb 02 2022 12:08 PM	56304	
22	Feb 02 2022 12:05 PM	56304	
23	Feb 02 2022 11:59 AM	56304	
24	Feb 02 2022 11:56 AM	56304	
25	Feb 02 2022 09:28 AM	56379	
26	Feb 02 2022 09:25 AM	56303	
27	Feb 02 2022 09:19 AM	56304	
28	Jan 31 2022 05:38 PM	55302	
29	Jan 31 2022 02:31 PM	55362	
30	Jan 30 2022 12:32 AM	56362	
31	Jan 29 2022 08:55 PM	55371	
32	Jan 29 2022 05:01 PM	55349	
33	Jan 29 2022 01:22 PM	56310	
34	Jan 29 2022 09:46 AM	56301	
35	Jan 28 2022 11:34 PM	55309	
36	Jan 28 2022 03:23 PM	55313	
37	Jan 28 2022 12:16 PM	55313	
38	Jan 28 2022 08:38 AM	56303	
39	Jan 27 2022 10:40 PM	56303	
40	Jan 27 2022 06:24 PM	55313	
41	Jan 27 2022 05:14 PM	55303	
42	Jan 27 2022 03:35 PM	56378	
43	Jan 27 2022 08:27 AM	55358	
44	Jan 27 2022 03:58 AM	56304	
45	Jan 26 2022 10:20 PM	55303	
46	Jan 26 2022 09:15 PM	55309	
47	Jan 26 2022 05:10 PM	56301	
48	Jan 26 2022 04:30 PM	56301	
49	Jan 26 2022 03:25 PM	56303	
50	Jan 26 2022 10:39 AM	56303	
51	Jan 26 2022 10:22 AM	56301	
52	Jan 26 2022 07:09 AM	56367	
53	Jan 26 2022 06:11 AM	56377	
54	Jan 26 2022 01:00 AM	56303	
55	Jan 25 2022 05:28 PM	56303	
56	Jan 25 2022 02:59 PM	56379	
57	Jan 25 2022 01:46 PM	56304	
58	Jan 25 2022 01:13 PM	56301	
59	Jan 25 2022 11:13 AM	56303	
60	Jan 25 2022 11:08 AM	56303	
61	Jan 25 2022 11:04 AM	56302	
62	Jan 25 2022 10:54 AM	56302	
63	Jan 24 2022 02:07 PM	55309	
64	Jan 24 2022 07:57 AM	55309	
65	Jan 23 2022 06:17 PM	55309	
66	Jan 23 2022 06:03 PM	55309	
67	Jan 20 2022 03:45 PM	55313	

**Appendix J - Rider Survey**

Respondents	Response Date	Responses	Tags
68	Jan 20 2022 08:21 AM	55362	
69	Jan 19 2022 11:12 PM	56301	
70	Jan 19 2022 08:02 PM	55358	
71	Jan 19 2022 06:37 PM	55330	
72	Jan 19 2022 06:05 PM	55330	
73	Jan 19 2022 05:03 PM	55376	
74	Jan 19 2022 03:52 PM	55358	
75	Jan 19 2022 03:43 PM	55313	
76	Jan 19 2022 03:34 PM	55313	
77	Jan 19 2022 03:32 PM	55313	
78	Jan 19 2022 03:15 PM	55313	
79	Jan 18 2022 11:22 AM	55308	
80	Jan 14 2022 06:55 AM	55330	
81	Jan 13 2022 10:51 PM	56329	
82	Jan 13 2022 08:58 PM	55355	
83	Jan 13 2022 08:03 PM	56329	
84	Jan 13 2022 05:06 PM	56e45	
85	Jan 13 2022 10:37 AM	56303	
86	Jan 12 2022 09:48 AM	56468	
87	Jan 11 2022 07:43 PM	55398	
88	Jan 11 2022 03:12 PM	55308	
89	Jan 11 2022 12:53 PM	55330	
90	Jan 11 2022 09:25 AM	55330	
91	Jan 11 2022 09:07 AM	55309	
92	Jan 11 2022 08:28 AM	55330	
93	Jan 10 2022 08:04 PM	56304	
94	Jan 10 2022 06:27 PM	56379	
95	Jan 10 2022 04:05 PM	55330	
96	Jan 10 2022 03:18 PM	55319	
97	Jan 10 2022 03:10 PM	55398	
98	Jan 10 2022 03:10 PM	55309	
99	Jan 10 2022 03:08 PM	55308	
100	Jan 09 2022 05:42 AM	14206	
101	Jan 07 2022 02:08 PM	55429	
102	Jan 06 2022 03:43 PM	55330	
103	Jan 03 2022 06:36 PM	56267	
104	Dec 31 2021 03:56 PM	55302	
105	Dec 28 2021 06:44 PM	56379	
106	Dec 28 2021 02:30 PM	56379	
107	Dec 27 2021 11:53 AM	56377	
108	Dec 27 2021 06:16 AM	55330	
109	Dec 27 2021 04:28 AM	56379	
110	Dec 26 2021 10:40 PM	55376	
111	Dec 26 2021 04:49 PM	56301	
112	Dec 26 2021 02:21 PM	56301	
113	Dec 26 2021 12:23 AM	55313	
114	Dec 25 2021 06:53 PM	56301	
115	Dec 25 2021 04:08 PM	56303	
116	Dec 25 2021 04:00 PM	55398	
117	Dec 25 2021 08:15 AM	55358	
118	Dec 25 2021 06:39 AM	56303	
119	Dec 24 2021 07:08 PM	55308	
120	Dec 24 2021 06:36 AM	57303	
121	Dec 24 2021 12:42 AM	55309	
122	Dec 23 2021 10:00 PM	55313	
123	Dec 23 2021 07:25 PM	55309	
124	Dec 23 2021 06:52 PM	55302	
125	Dec 23 2021 06:51 PM	55302	
126	Dec 23 2021 06:11 PM	55371	
127	Dec 23 2021 05:56 PM	56303	
128	Dec 23 2021 02:06 PM	56379	
129	Dec 23 2021 01:59 PM	55308	
130	Dec 23 2021 09:39 AM	56303	
131	Dec 23 2021 09:35 AM	55330	
132	Dec 23 2021 08:54 AM	56304	
133	Dec 23 2021 08:38 AM	56379	
134	Dec 23 2021 08:28 AM	55328	
135	Dec 23 2021 07:54 AM	55302	
136	Dec 23 2021 07:46 AM	55302	
137	Dec 23 2021 05:59 AM	56304	
138	Dec 22 2021 08:16 PM	55330	
139	Dec 22 2021 07:48 PM	56301	
140	Dec 22 2021 07:41 PM	56303	

**Appendix J - Rider Survey**

Respondents	Response Date	Responses	Tags
141	Dec 22 2021 05:27 PM	56377	
142	Dec 22 2021 05:12 PM	55302	
143	Dec 22 2021 04:02 PM	56387	
144	Dec 22 2021 03:21 PM	55301	
145	Dec 22 2021 02:33 PM	56379	
146	Dec 22 2021 12:17 PM	55321	
147	Dec 22 2021 12:10 PM	55363	
148	Dec 22 2021 11:51 AM	55313	
149	Dec 22 2021 11:25 AM	55362	
150	Dec 22 2021 10:51 AM	55330	
151	Dec 22 2021 09:30 AM	55302	
152	Dec 21 2021 10:43 PM	55330	
153	Dec 21 2021 03:36 PM	55313	
154	Dec 21 2021 12:51 PM	56301	
155	Dec 21 2021 12:42 PM	56367	
156	Dec 21 2021 12:40 PM	55328	
157	Dec 21 2021 12:19 PM	56304	
158	Dec 21 2021 06:39 AM	56301	
159	Dec 20 2021 09:13 PM	55362	
160	Dec 20 2021 08:15 PM	56377	
161	Dec 20 2021 04:15 PM	55309	
162	Dec 20 2021 06:36 AM	56377	
163	Dec 20 2021 12:04 AM	56303	
164	Dec 19 2021 09:25 PM	56303	
165	Dec 19 2021 07:54 PM	55309	
166	Dec 19 2021 07:05 PM	55363	
167	Dec 19 2021 08:22 AM	55362	
168	Dec 19 2021 08:04 AM	56304	
169	Dec 19 2021 07:50 AM	55362	
170	Dec 18 2021 10:21 PM	55376	
171	Dec 18 2021 09:49 PM	56377	
172	Dec 18 2021 08:05 PM	56377	
173	Dec 18 2021 06:57 PM	56387	
174	Dec 18 2021 05:47 PM	56303	
175	Dec 18 2021 05:44 PM	56303	
176	Dec 18 2021 11:38 AM	55376	
177	Dec 18 2021 11:05 AM	55330	
178	Dec 18 2021 10:18 AM	56303	
179	Dec 18 2021 09:27 AM	56303	
180	Dec 18 2021 08:11 AM	55319	
181	Dec 17 2021 08:11 PM	56374	
182	Dec 17 2021 07:41 PM	56387	
183	Dec 17 2021 07:39 PM	56310	
184	Dec 17 2021 06:27 PM	56303	
185	Dec 17 2021 05:58 PM	56303	
186	Dec 17 2021 04:50 PM	55313	
187	Dec 17 2021 02:18 PM	55373	
188	Dec 17 2021 01:01 PM	56303	
189	Dec 17 2021 10:32 AM	56303	
190	Dec 17 2021 08:09 AM	56303	
191	Dec 17 2021 06:58 AM	56377	
192	Dec 17 2021 06:14 AM	56303	
193	Dec 17 2021 06:04 AM	56367	
194	Dec 16 2021 10:37 PM	56377	
195	Dec 16 2021 09:38 PM	55330	
196	Dec 16 2021 06:32 PM	56301	
197	Dec 16 2021 06:19 PM	56303	
198	Dec 16 2021 05:40 PM	56303	
199	Dec 16 2021 04:31 PM	55313	
200	Dec 16 2021 03:50 PM	56379	
201	Dec 16 2021 02:33 PM	56303	
202	Dec 16 2021 02:32 PM	56303	
203	Dec 16 2021 01:39 PM	56301	
204	Dec 16 2021 06:31 AM	55309	
205	Dec 16 2021 12:09 AM	55301	
206	Dec 15 2021 10:59 PM	56401	
207	Dec 15 2021 10:39 PM	55382	
208	Dec 15 2021 09:37 PM	55300	
209	Dec 15 2021 08:08 PM	56362	
210	Dec 15 2021 06:37 PM	55362	
211	Dec 15 2021 06:11 PM	55313	
212	Dec 15 2021 04:45 PM	56304	
213	Dec 15 2021 02:39 PM	56303	

**Appendix J - Rider Survey**

Respondents	Response Date	Responses	Tags
214	Dec 15 2021 12:53 PM	56379	
215	Dec 15 2021 10:11 AM	56378	
216	Dec 15 2021 09:17 AM	56304	
217	Dec 15 2021 09:01 AM	55362	
218	Dec 14 2021 09:26 PM	55349	
219	Dec 14 2021 08:40 PM	55398	
220	Dec 14 2021 08:09 PM	56301	
221	Dec 14 2021 07:35 PM	55363	
222	Dec 14 2021 07:20 PM	56379	
223	Dec 14 2021 03:10 PM	56301	
224	Dec 14 2021 02:53 PM	55313	
225	Dec 14 2021 02:30 PM	56301	
226	Dec 14 2021 02:09 PM	56301	
227	Dec 14 2021 01:04 PM	56379	
228	Dec 14 2021 09:57 AM	55398	
229	Dec 14 2021 08:48 AM	55313	
230	Dec 14 2021 08:46 AM	56304	
231	Dec 14 2021 07:20 AM	55309	
232	Dec 14 2021 01:24 AM	56303	
233	Dec 13 2021 11:13 PM	55398	
234	Dec 10 2021 02:43 PM	55313	
235	Dec 10 2021 02:34 PM	55313	
236	Dec 10 2021 02:27 PM	55313	
237	Dec 10 2021 02:14 PM	55313	



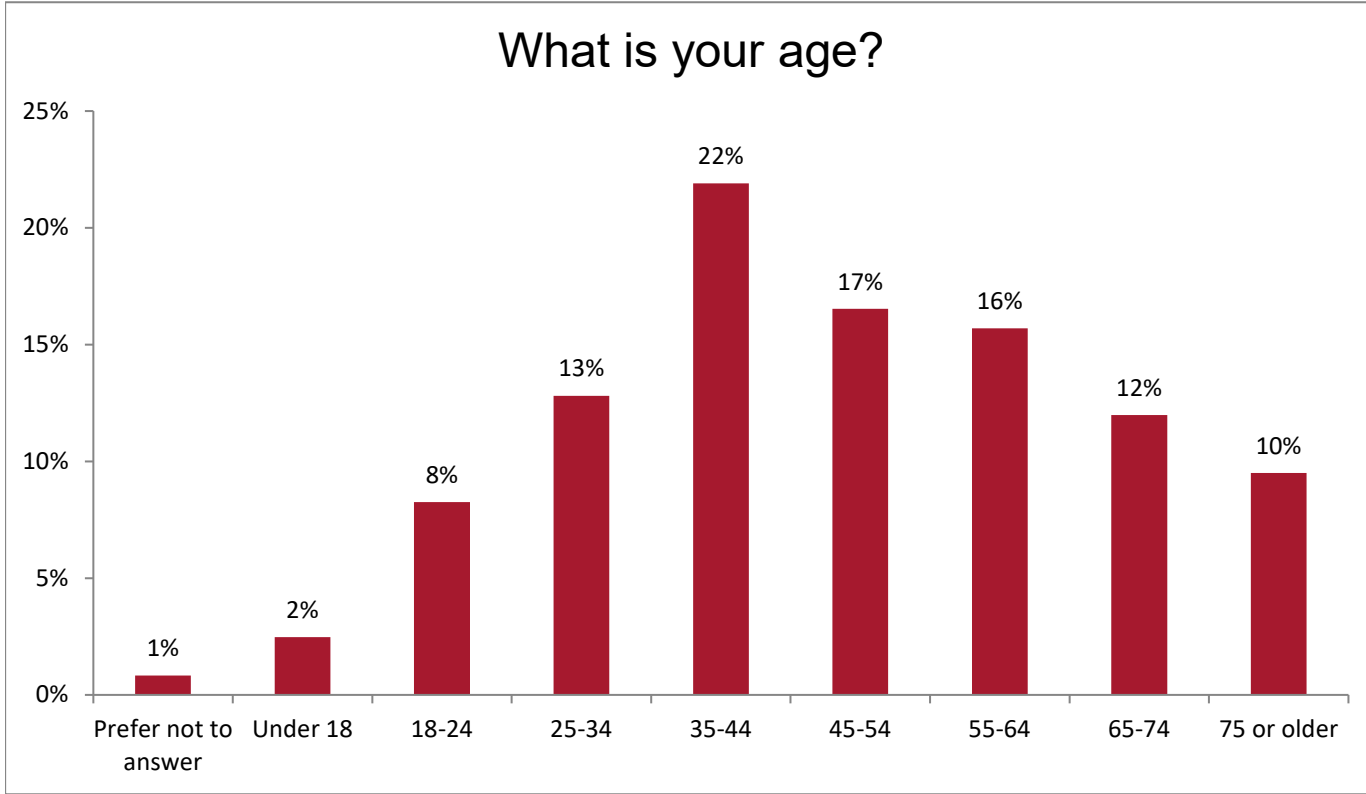
Appendix J - Rider Survey

Local Human Service Transit Plan: Human Service Client Survey

What is your age?

Answer Choices	Responses	
Prefer not to answer	1%	2
Under 18	2%	6
18-24	8%	20
25-34	13%	31
35-44	22%	53
45-54	17%	40
55-64	16%	38
65-74	12%	29
75 or older	10%	23

Answered 242  
Skipped 155

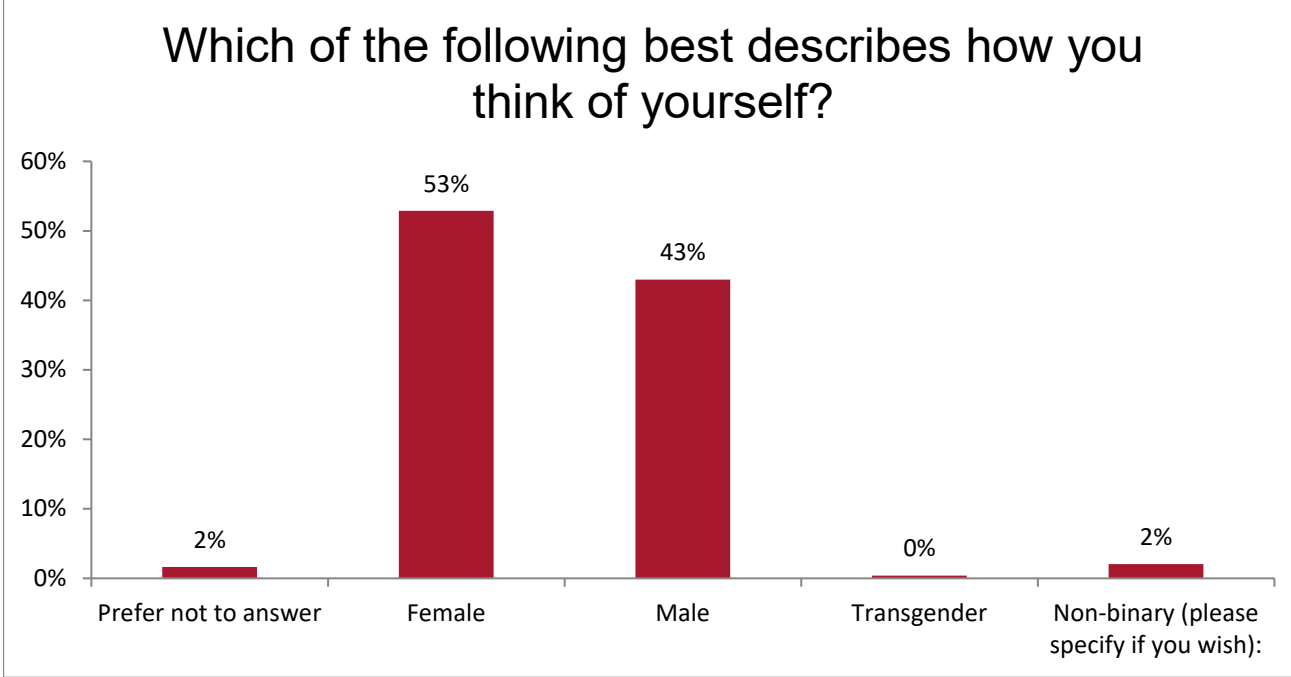


Appendix J - Rider Survey

Local Human Service Transit Plan: Human Service Client Survey

Which of the following best describes how you think of yourself?

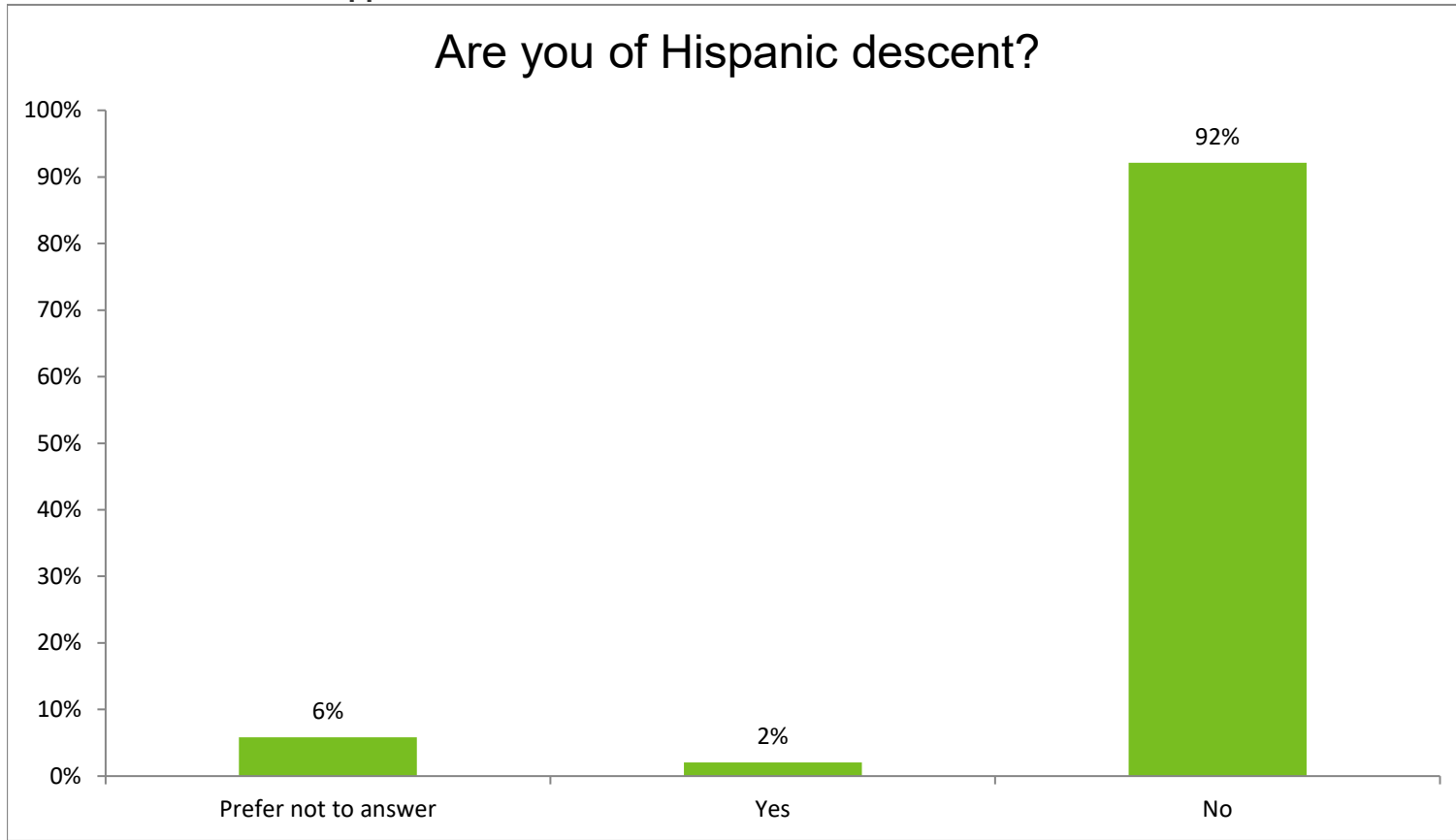
Answer Choices	Responses	
Prefer not to answer	2%	4
Female	53%	128
Male	43%	104
Transgender	0%	1
Non-binary (please specify if you wish):	2%	5
	<b>Answered</b>	<b>242</b>
	<b>Skipped</b>	<b>155</b>



Appendix J - Rider Survey

Local Human Service Transit Plan: Human Service Client Survey

Are you of Hispanic descent?		
Answer Choices	Responses	
Prefer not to answer	6%	14
Yes	2%	5
No	92%	222
<b>Answered</b>		<b>241</b>
<b>Skipped</b>		<b>156</b>

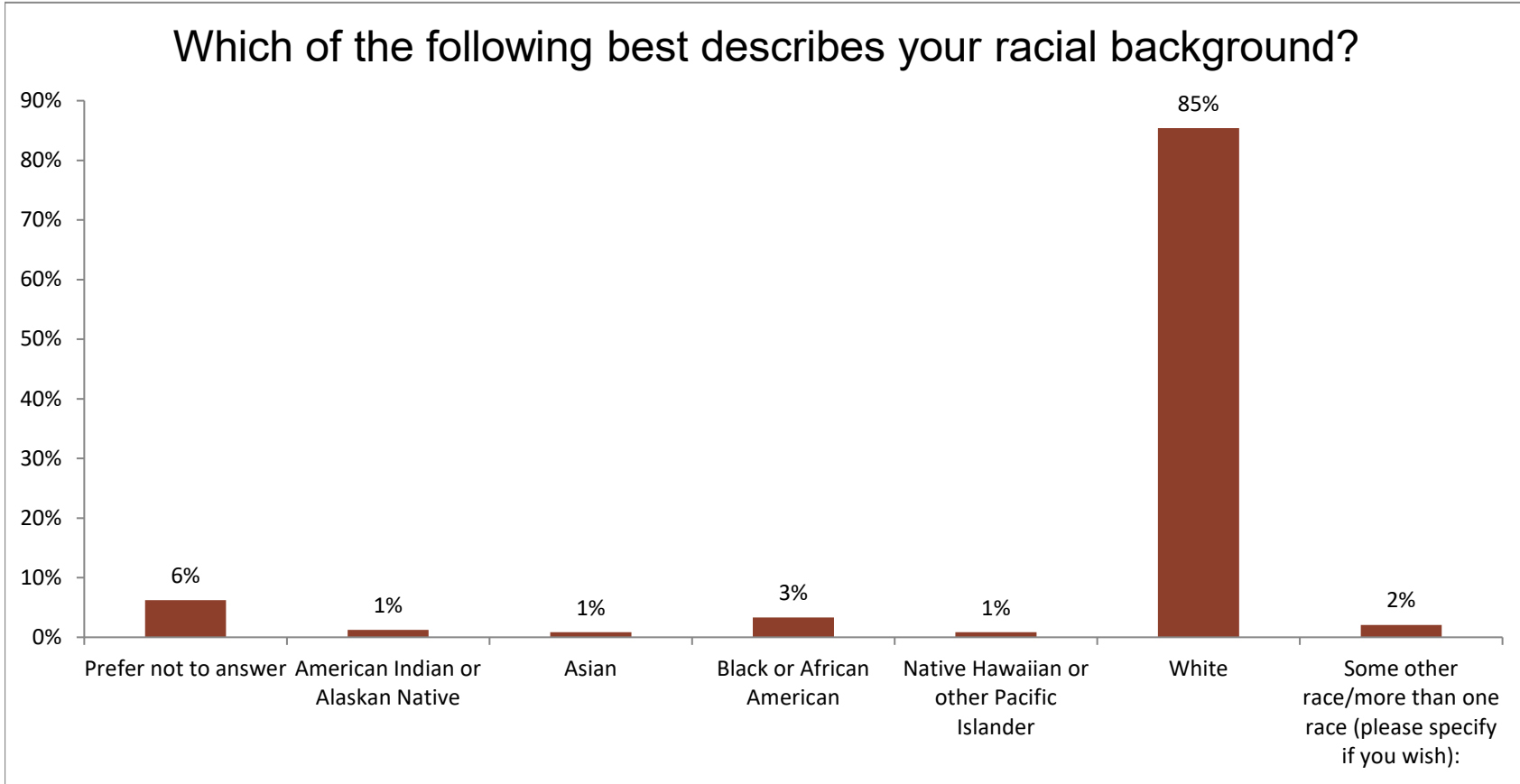


**Appendix J - Rider Survey**

Local Human Service Transit Plan: Human Service Client Survey

**Which of the following best describes your racial background?**

Answer Choices	Responses	
Prefer not to answer	6%	15
American Indian or Alaskan Native	1%	3
Asian	1%	2
Black or African American	3%	8
Native Hawaiian or other Pacific Islander	1%	2
White	85%	205
Some other race/more than one race (please specify if you wish):	2%	5
	<b>Answered</b>	<b>240</b>
	<b>Skipped</b>	<b>157</b>



Appendix J - Rider Survey

Local Human Service Transit Plan: Human Service Client Survey

Do you have a long-lasting or chronic condition (physical, visual, auditory, cognitive or mental, emotional, or other) that substantially limits one or more of your major life activities (your ability to see, hear, or speak; to learn, remember, or concentrate)?

Answer Choices	Responses	
Prefer not to answer	10%	24
Yes	38%	92
No	52%	124

Answered 240  
Skipped 157

