

APPENDIX E

Stakeholder and Survey Materials

COMPLETED STAKEHOLDER INTERVIEWS, PRESENTATIONS AND SURVEY SITES

Individual and Group Stakeholder Meetings

1. Lynn Gustafson, NOTA
2. Fred Barbreĳ, SMART
3. Madonna Van Fossen, SMART
4. Michaelene Pawla, WAVE
5. Deanna Donahoo, DDOT
6. Melissa Hightower, SMART
7. Martin Moore, Transdev
8. Roberta Habowski, AAA-1B
9. Yuliya Gaydayenko, Jewish Family Services
10. Donovan Snow, Oakland Community Health Network
11. Danny Whitehouse, SMART
12. Kim Viener, WOTA
13. Doug Anderson, People's Express
14. Megan Owens, Detroit Transportation Riders United (TRU)
15. Jeff White, RLEMS
16. Julia Roberts, AAATA
17. Robert Williams, AATA
18. Mikki Taylor-Hendrix, DDOT
19. Elias Fisher, DDOT
20. Warren Montague, Manager of Mobility Compliance DDOT
21. Christina Ignasiak, SEMCOG
22. John Waterman, Program to Educate all Cyclists (PEAC)
23. Lauren Baker, Disability Network Oakland and Macomb Counties
24. Kathleen Alessandro, Great Start Wayne County
25. Renard Monczunski, Detroit People's Platform
26. Oliver Lindsay, Detroit People Mover

Presentations to Regional Committees

1. SMART Advisory Committee
 - June 19, 2020
2. WATS Technical Coordinating Committee
 - 3/19/20
 - 4/17/20 (prioritization follow-up)
 - 9/17/20
 - 11/19/20
3. DDOT Local Advisory Committee
 - 11/19/19
 - 5/19/20
 - 11/17/20
4. AAATA Local Advisory Committee
 - 4/7/2020
5. RTA Citizens Advisory Council
 - 11/25/19

Survey Outreach Targeted Locations

1. TRU State of Transit Annual Meeting
2. Hannon House, Detroit
3. Bicentennial Tower, Detroit
4. Sheridan Place, Detroit
5. East Grand Boulevard Church of God in Christ, Detroit
6. Pablo Davis Senior Apartments, Detroit
7. Samaritan Baptist Church, Detroit
8. Greater Christ Baptist Church, Detroit
9. Wayne County Community College District, Detroit
10. Morton Manor, Detroit
11. Lexington Village, Detroit
12. Taylor School District Special Needs Students
13. Parkwood Meadows Apartments, Ann Arbor
14. Greenhouse Apartments, Detroit
15. Gratiot Wood Co-op Apartments



Survey Results and Analysis

May 2020

ONHAND SURVEY RESULTS AND ANALYSIS

Report Contents

- I. Executive Summary
- II. How Target Populations Travel in Southeast Michigan
- III. Traveler Satisfaction in Southeast Michigan
- IV. Transportation Challenges and Barriers
- V. Technology Access and Use
- VI. Demographic Characteristics
- VII. Appendix

EXECUTIVE SUMMARY

ONHAND SURVEY EXECUTIVE SUMMARY

Survey Goals

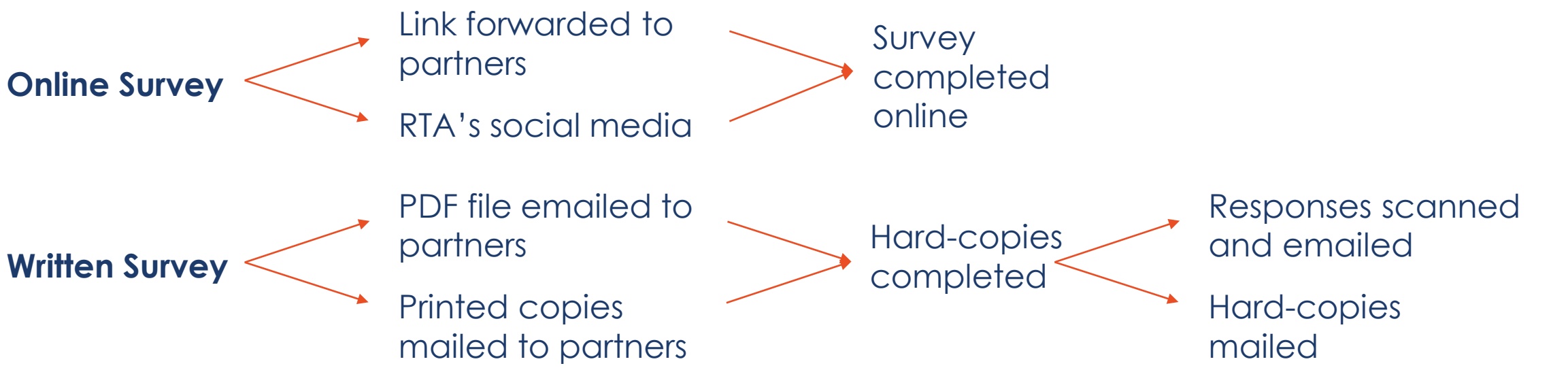
The OnHand User Survey aimed to understand:

- How well is the transit and human services transportation (HST) network serving people who rely on fixed route and demand response services in Southeast Michigan?
 - E.g. Travel patterns and behavior; travel challenges and needs; service quality and availability
- Does the effectiveness of the HST network vary for different groups?
 - E.g. age, ability, geography, income and/or employment status, computer literacy/access to computers and mobile phones

ONHAND SURVEY EXECUTIVE SUMMARY

Survey Schedule & Methodology

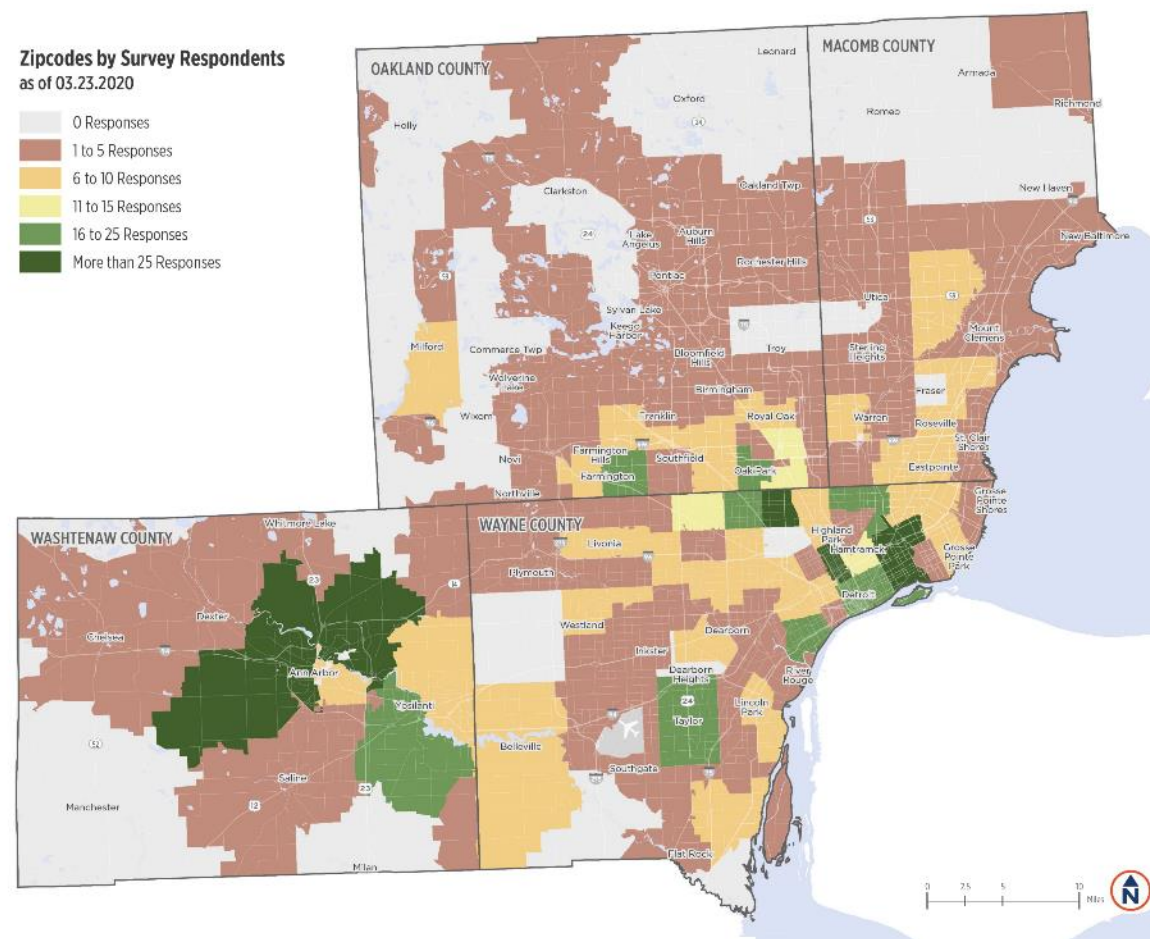
The survey was live for roughly three months and offered online, via PDF, and on paper.



ONHAND SURVEY EXECUTIVE SUMMARY

Who We Heard From

- Over 1,200 people completed surveys
 - 53% online
 - 47% paper
- Respondents represented 72% of OnHand region zip codes
- More than half (55%) of respondents were in Wayne County, and most of them from Detroit (43%)



ONHAND SURVEY EXECUTIVE SUMMARY

Definitions and Assumptions

○ Target Populations

- People above the age 65
- People who are unemployed*
- People with a disability

○ Sample Size Within All Target Groups (n=749)

- People above the age of 65
- People below the age of 65 who have a disability
- People below the age of 65 who are not disabled but unemployed

○ *Unemployed

- People who are unable to work due to a disability
- People who perform unpaid work at home (e.g., caregivers)
- People who are out of work and looking for work
- People who are retired

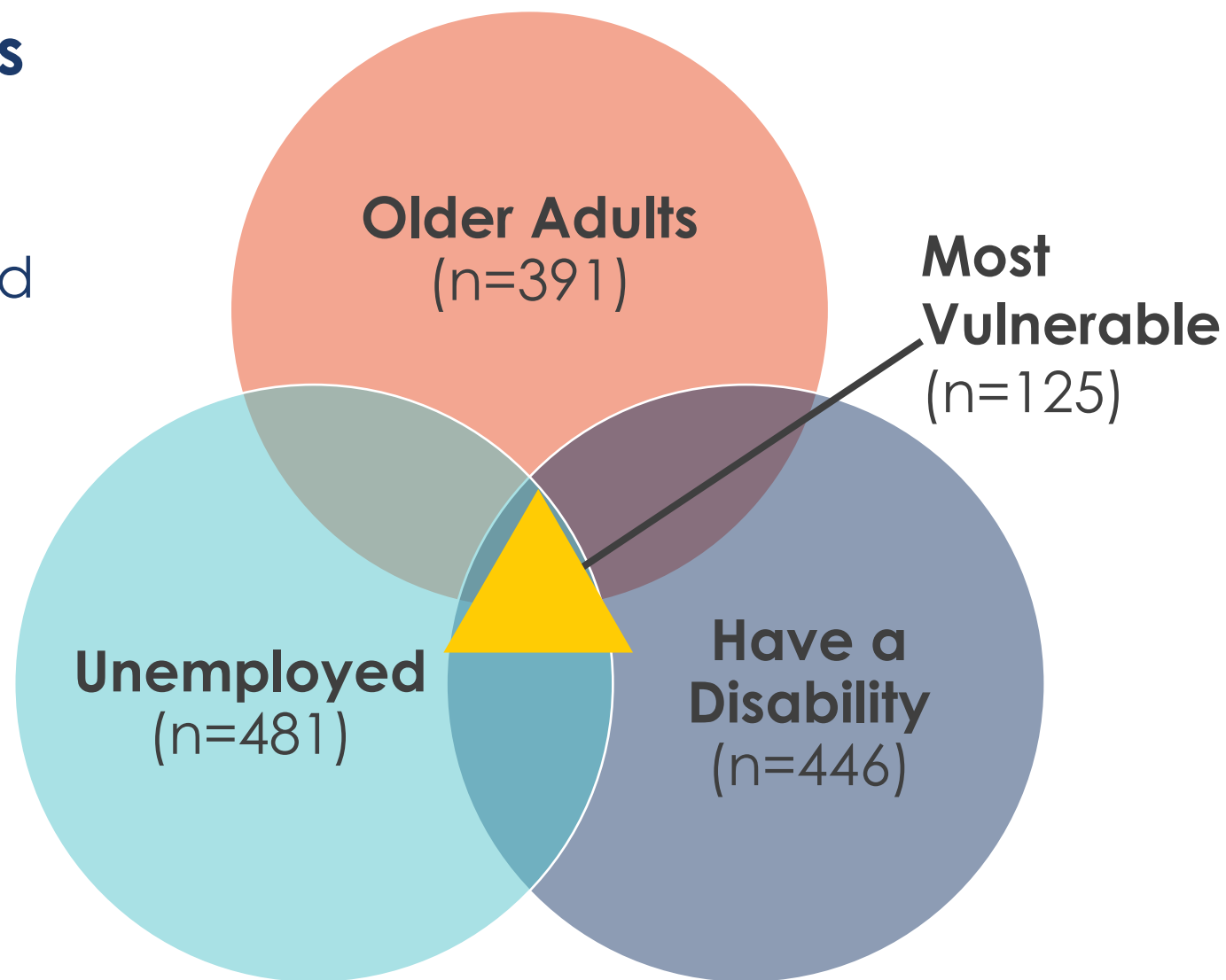
○ Most Vulnerable Population(n=125)

- People who meet all the target population criteria

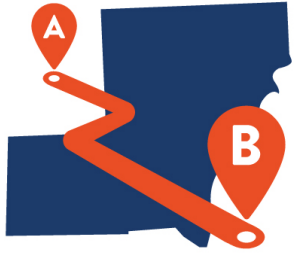
ONHAND SURVEY EXECUTIVE SUMMARY

OnHand Target Populations

- People above the age 65
- People who are unemployed
- People with a disability



ONHAND SURVEY EXECUTIVE SUMMARY



How Target Populations Travel in Southeast Michigan

- Target group respondents are primarily dependent upon *fixed route services* and *driving* (73%); remaining respondents use other services.
- After fixed route transit, target population respondents rely on lower cost options (e.g. friends/family) before opting for taxis, TNCs, or other private services—more than non-target group respondents.
- Target group respondents travel less often than the overall sample.

ONHAND SURVEY EXECUTIVE SUMMARY



Traveler Satisfaction in Southeast Michigan

- Most respondents are *pleased* or *somewhat pleased* with the transportation options available to them (76%).
- Among each target group and across all types of transportation services, Wayne County respondents are the least satisfied.
- People that travel more often experience lower levels of satisfaction with their transportation options.
- Respondents that rely on ADA paratransit services report the highest levels of satisfaction compared to all other transportation services.

ONHAND SURVEY EXECUTIVE SUMMARY



Transportation Challenges and Barriers

- More than half of respondents (56%) have difficulty with trips; two-thirds among target groups (66%) report difficulty
- *Finding rides on weekends and evenings* and *identifying available services* are the most common barriers among all respondents, including OnHand target populations.
- Medical and shopping trips represent the greatest need.
- Riders struggle with *walking to/from bus stops* and *calling and scheduling rides*, especially among the most vulnerable.

ONHAND SURVEY EXECUTIVE SUMMARY



Technology Access and Use

- Only half of target respondents have access to a vehicle, but more than three-quarters have access to a personal computer or mobile device (82%). Roughly half of all target respondents use a personal computer or mobile device to purchase goods and services (49%).
- Less than half of target respondents have reliable access to a personal vehicle. Respondents in Wayne County and Washtenaw have the lowest rates of vehicle access (only one-third).
- Among respondents without vehicles, use of technology for

ONHAND SURVEY EXECUTIVE SUMMARY

Potential Strategies to Address Identified Needs

- **Leverage technology and/or apps** to improve the rider experience in finding services, scheduling, and paying for service
- **Provide real-time information** and extended service hours to simplify services and schedules.
- **Expand eligibility** for certain trip types to accommodate more types of travel.
- **Travel training** could help with scheduling rides and increasing awareness about available services.

ONHAND SURVEY EXECUTIVE SUMMARY

Survey Limitations

- This data was not able to tell us what were the needs faced by low-income households.
- Detroit and Wayne County residents are overrepresented among survey responses.
- We are not able to draw conclusions about the type and frequency of trips that the respondents generally make using certain services.

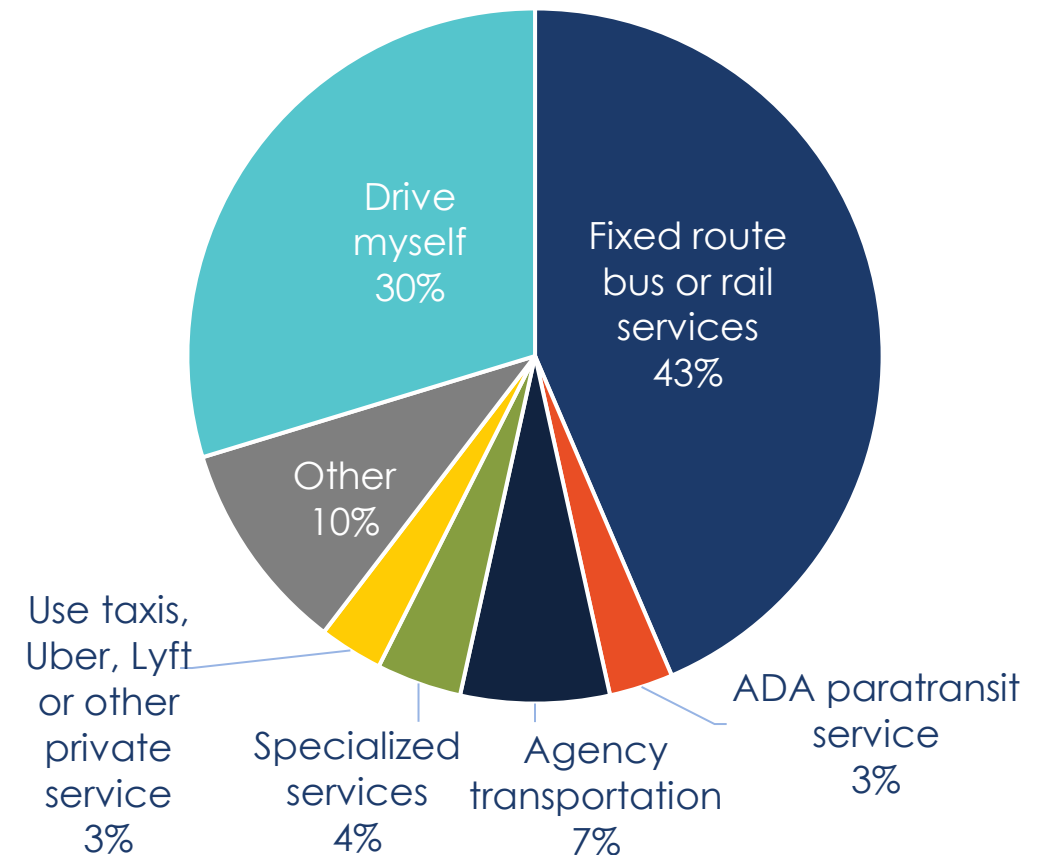
HOW TARGET POPULATIONS TRAVEL IN SOUTHEAST MICHIGAN

ONHAND SURVEY ANALYSIS

Primary Mode of Travel

- **Goal:** Understand how members of the target population travel in SE Michigan.
- Majority of target population respondents (74%) usually use either fixed route bus or rail services or drive themselves.

Primary mode of travel (n=735)



ONHAND SURVEY ANALYSIS

Top Travel Modes

- After fixed route transit, target population respondents rely on lower cost options (e.g. friends/family) before opting for taxis, TNCs, or other private services—more than the respondents outside the target groups.

Traveling Frequency

- Target groups respondents travel less often than the overall sample.
- Respondents with disabilities travel more than older adults or unemployed respondents; two-thirds take 5 or more trips per week.
- The most vulnerable respondents travel the least frequently—half take less than 5 trips per week (51%), and only 7% have more than 10 trips.

ONHAND SURVEY ANALYSIS – OVERALL SAMPLE

Primary Mode of Travel

- Most respondents rely on fixed route public transit

41%
(n=503)



Fixed Route Public Transit
and Complementary ADA
Paratransit

3%
(n=37)



Municipally/Locally
Coordinated Demand
Response Transportation

4%
(n=54)



Non-Profit Agencies

3%
(n=31)



Private For-Profit
Transportation

The remaining 49% of travel is people driving themselves or getting a ride from a family member or friend.

ONHAND SURVEY ANALYSIS – TARGET RESPONDENTS

Primary Mode of Travel

- Among all target populations, the top service used is fixed route public transit.

47%
(n=347)



Fixed Route Public Transit
and Complementary ADA
Paratransit

4%
(n=27)



Municipally/Locally
Coordinated Demand
Response Transportation

7%
(n=49)



Non-Profit Agencies

3%
(n=20)

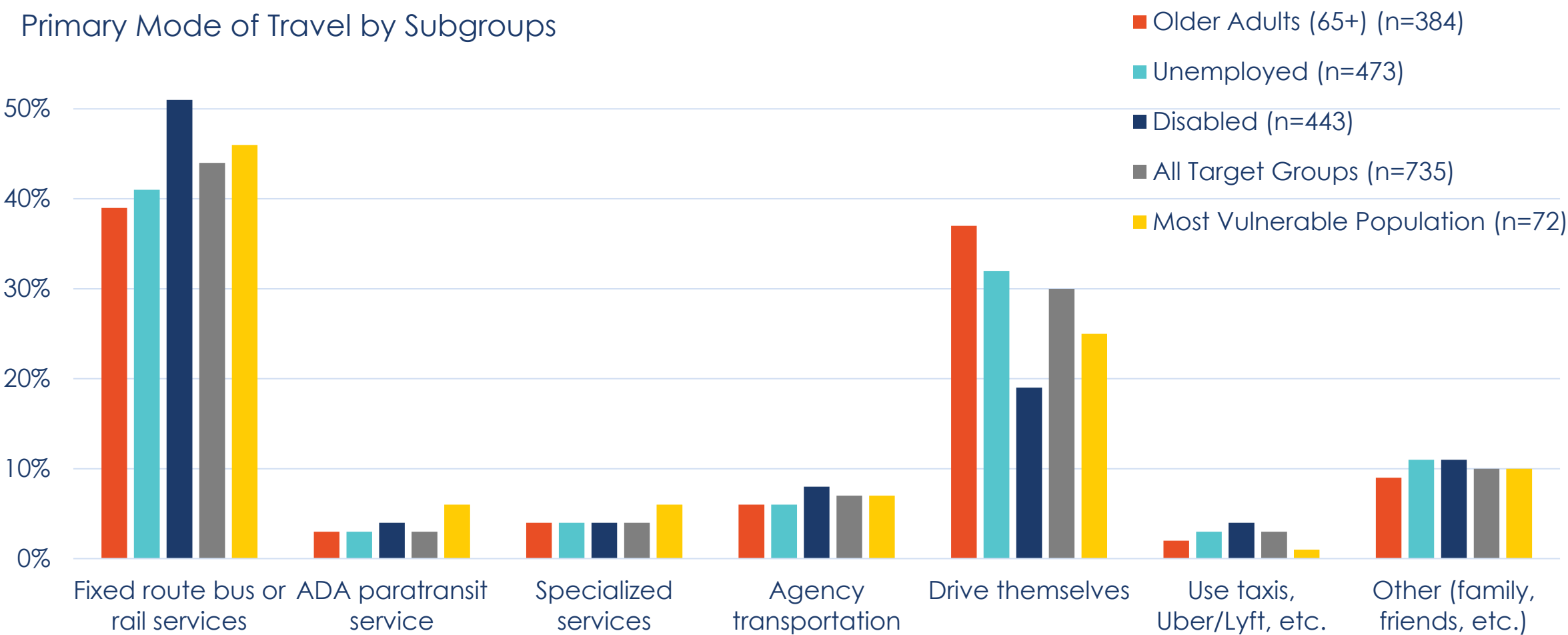


Private For-Profit
Transportation

ONHAND SURVEY ANALYSIS – BY SUBGROUPS

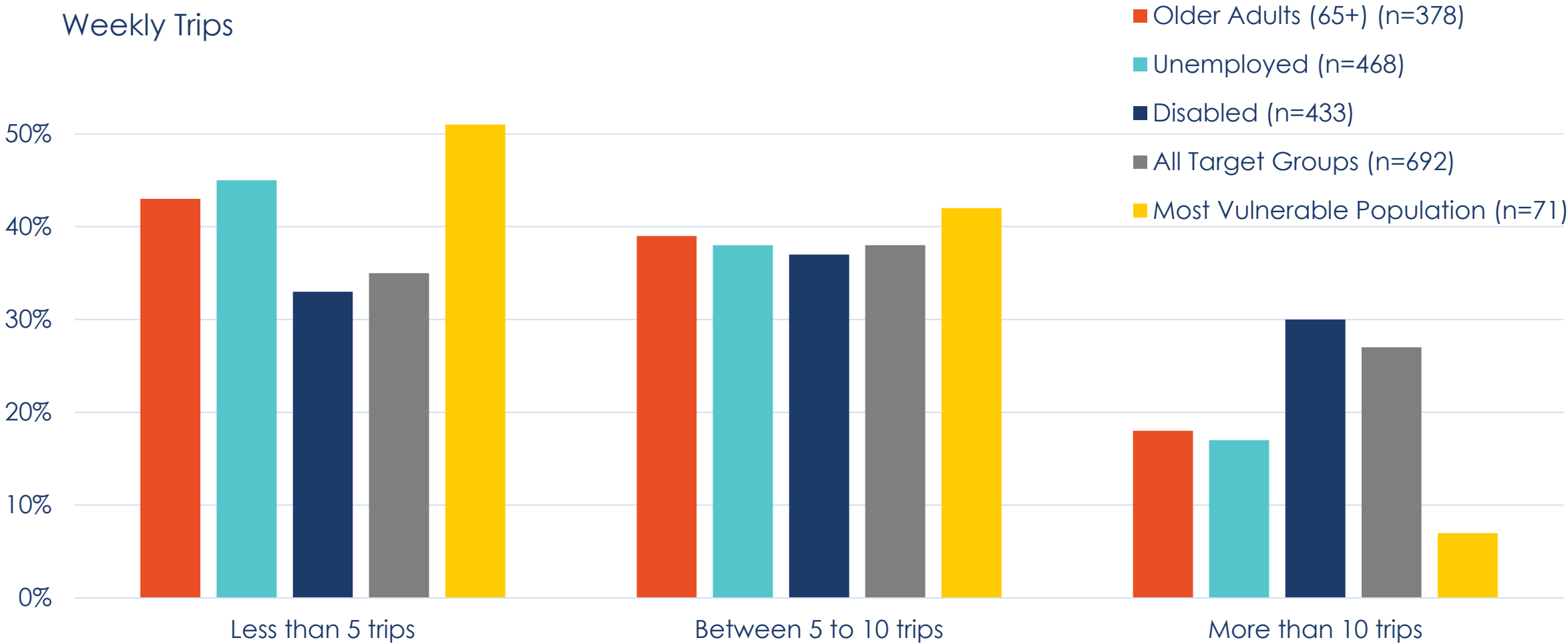
Primary Mode of Travel

Primary Mode of Travel by Subgroups



ONHAND SURVEY ANALYSIS – BY SUBGROUPS

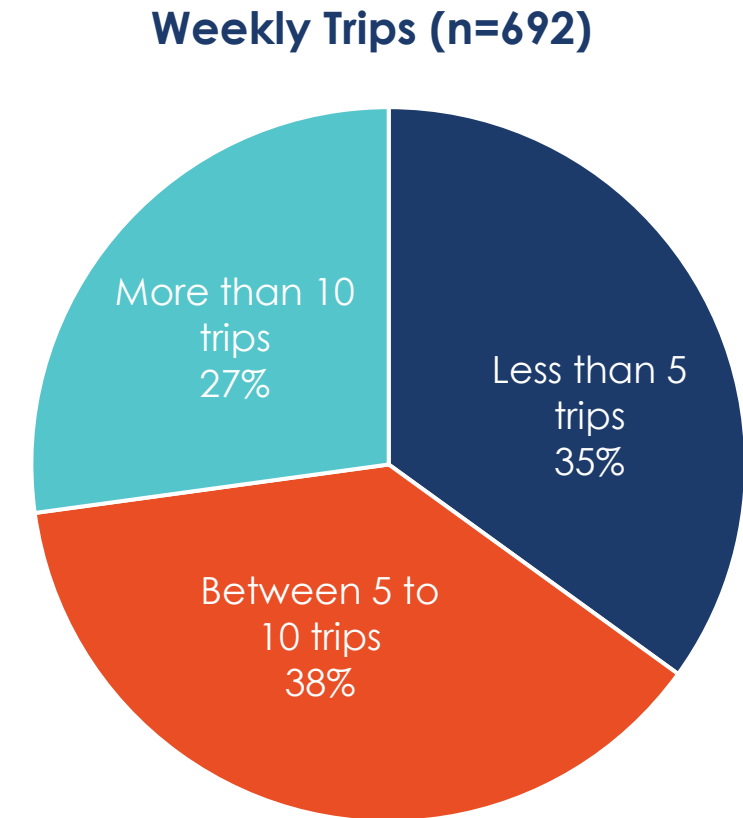
Travel Patterns



ONHAND SURVEY ANALYSIS

Travel Patterns

- **Goal:** Understand how frequently members of the target population travel in SE Michigan.
- About two-thirds (65%) of target group respondents take more than 5 trips per week.

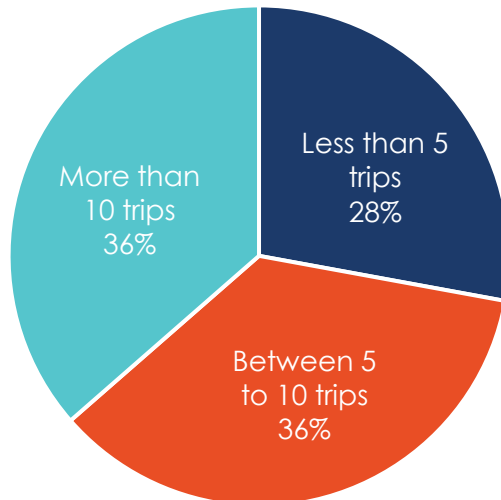


ONHAND SURVEY ANALYSIS

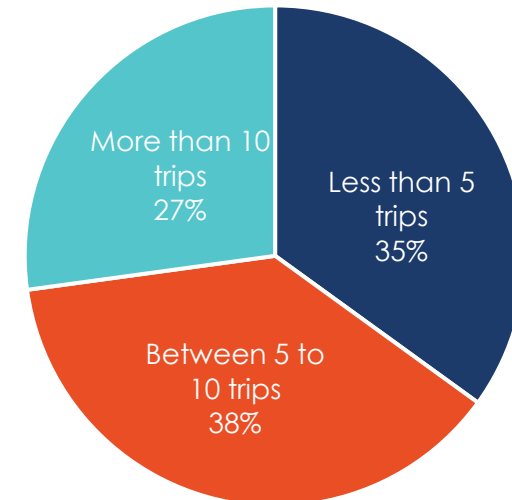
Travel Patterns

- Trip frequency is higher among the overall sample than target populations.
- Only 27% of target population respondents take more than 10 trips per week compared to 36% of the respondents in the overall sample.

Weekly Travel Patterns – Overall Sample (n=1,205)



Weekly Travel Patterns – All Target Groups (n=692)



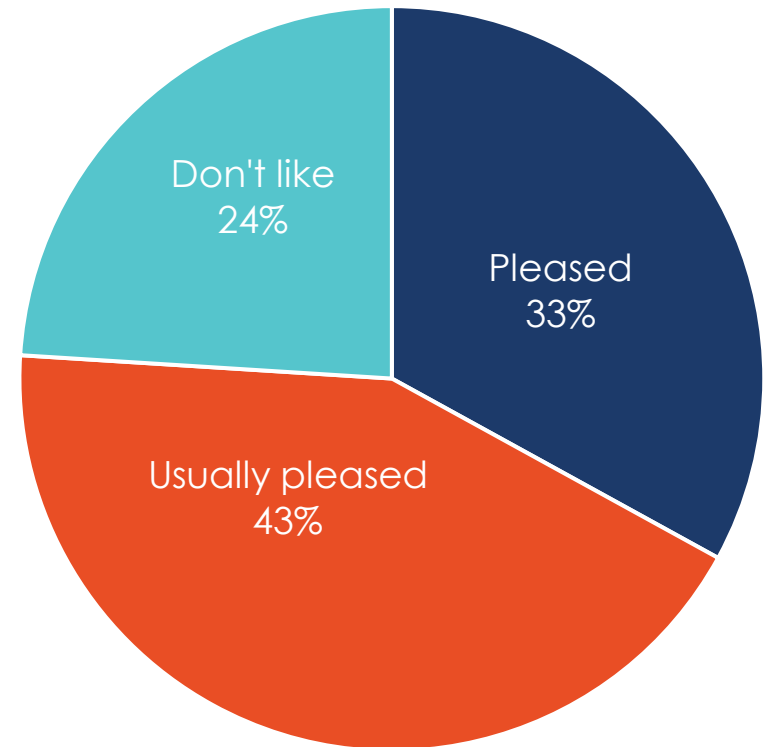
TRAVELER SATISFACTION IN SOUTHEAST MICHIGAN

ONHAND SURVEY ANALYSIS

Travel Experience

- **Goal:** Understand how satisfied target respondents are with the transportation options available to them.
- One in four respondents (24%) are not satisfied with the transportation options available to them.

Experience with transportation options (n=607)



ONHAND SURVEY ANALYSIS

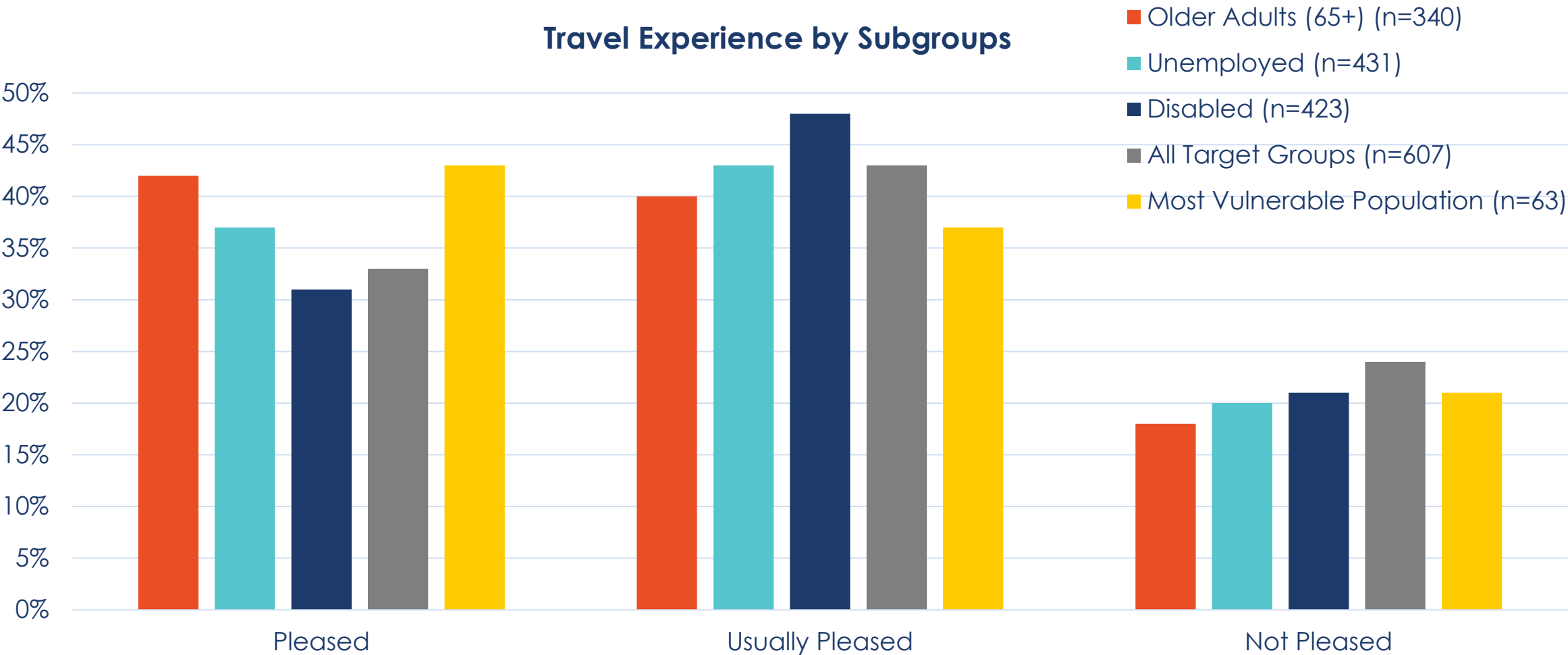
Travel Experience

- Satisfaction rates are highest among respondents who reported using ADA paratransit (38% are *pleased* and 57% are *usually pleased*)
- Respondents like driving by themselves the least among available travel options
- Most target group respondents (75-80%) are *pleased* or *usually pleased* with their transportation options

ONHAND SURVEY ANALYSIS – BY SUBGROUPS

Travel Experience

Travel Experience by Subgroups

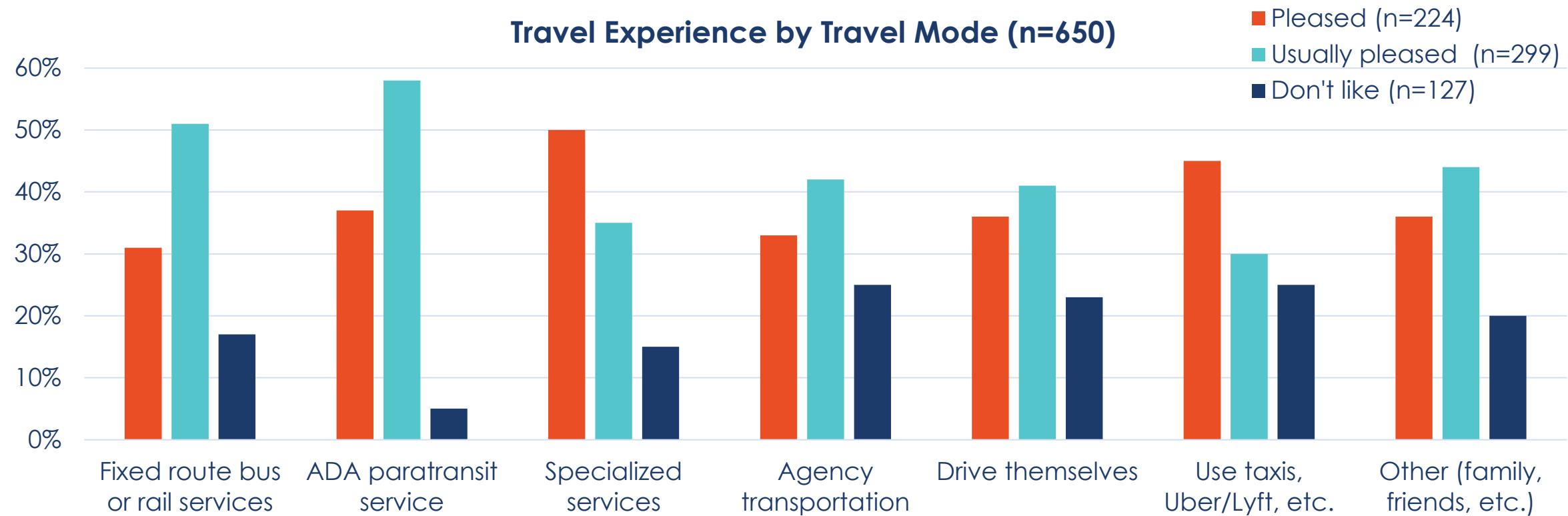


ONHAND SURVEY ANALYSIS

Travel Experience by Travel Mode

- Among target populations, most respondents are pleased or usually pleased

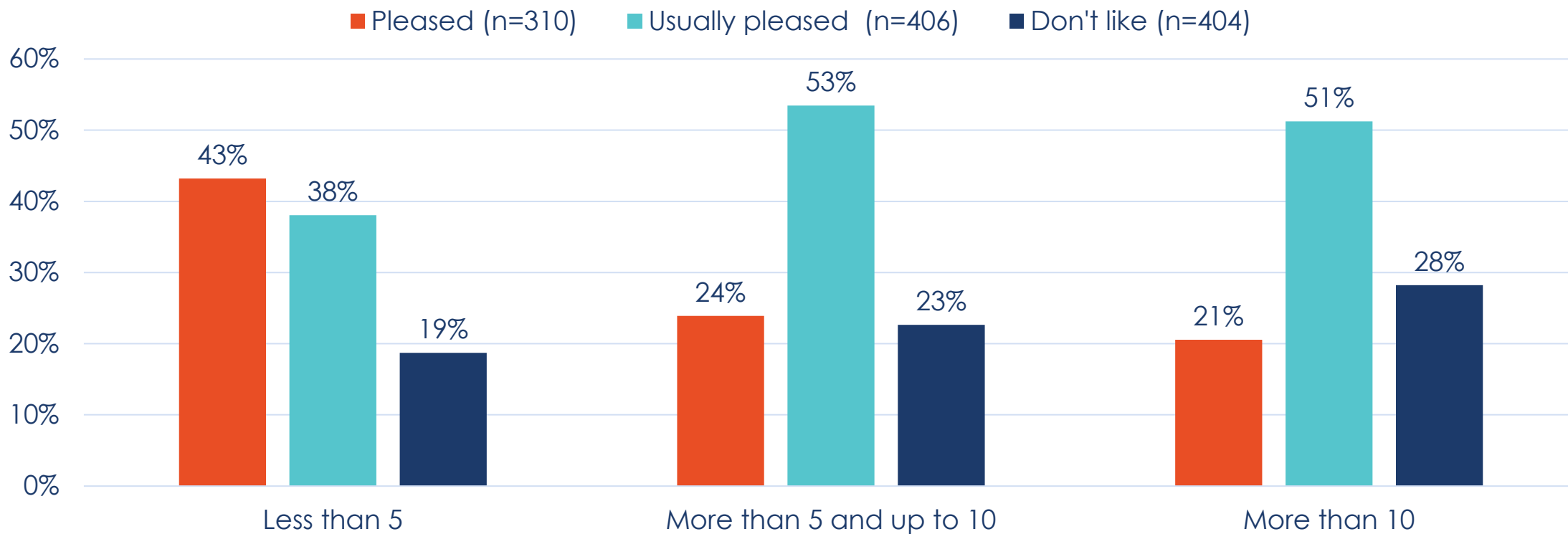
Travel Experience by Travel Mode (n=650)



ONHAND SURVEY ANALYSIS

Travel Experience by Travel Frequency

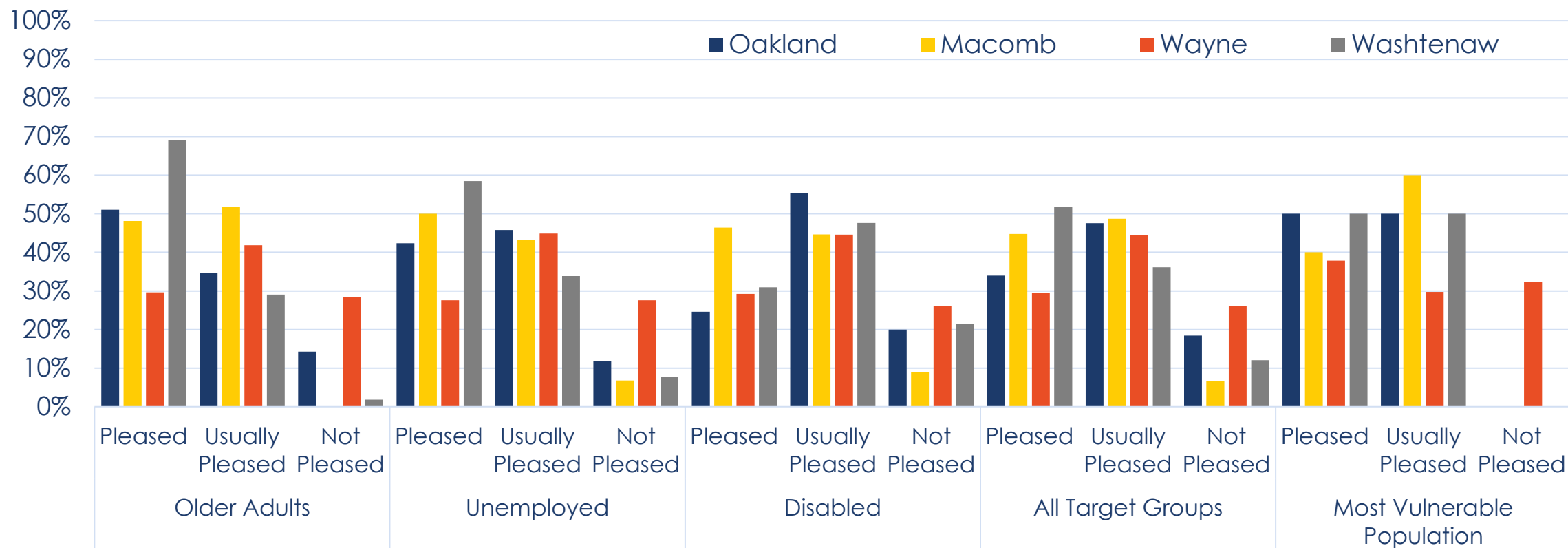
- Overall, respondents that travel more often tend to have lower satisfaction with their transportation options.



ONHAND SURVEY ANALYSIS – BY COUNTY

Travel Experience

- Among target groups, respondents in Wayne County are the least satisfied with their transportation service options; respondents in Washtenaw County are the most satisfied



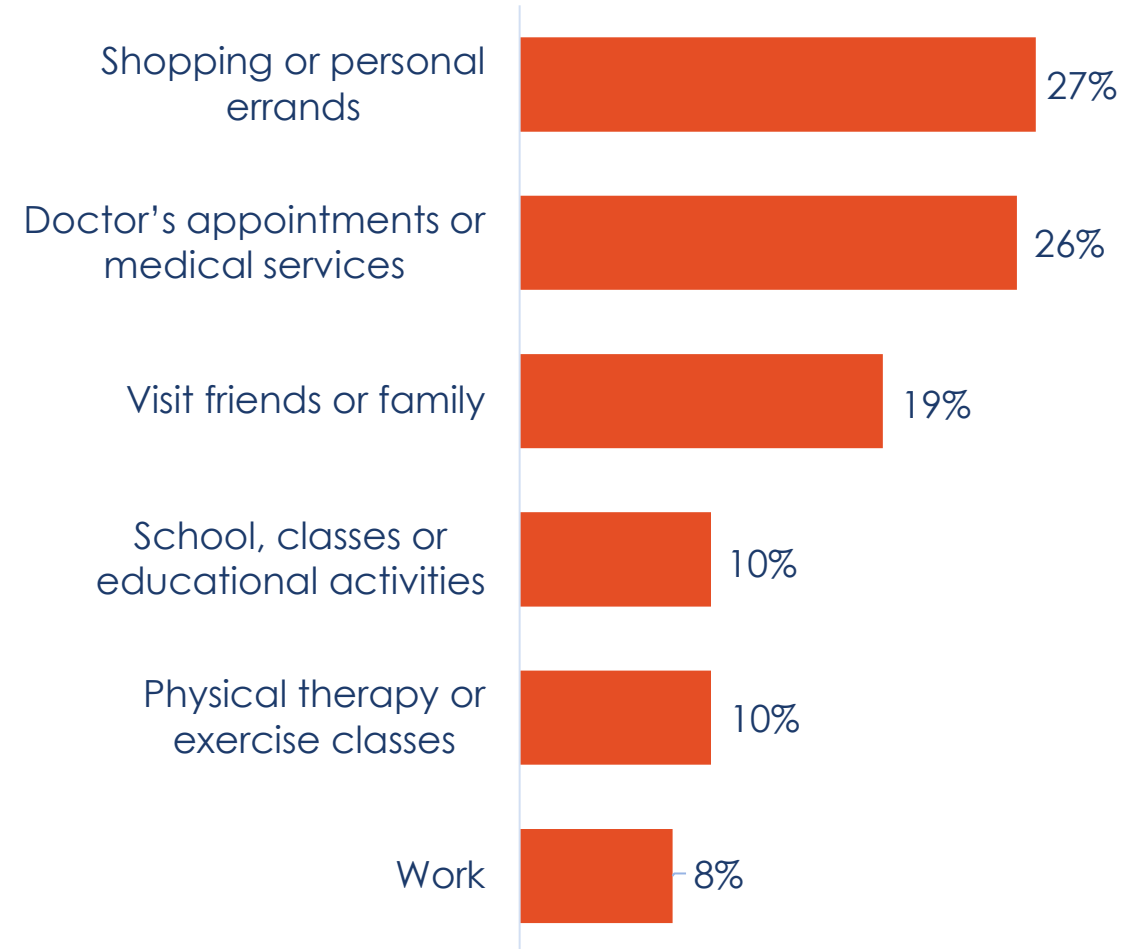
TRANSPORTATION CHALLENGES AND BARRIERS

ONHAND SURVEY ANALYSIS

Travel to Key Destinations

- **Goal:** Understand which trips are most difficult to make for the target population in SE Michigan in order to prioritize what is most important to improve.
- 442 respondents selected multiple issues - 882 responses
- More than half of all respondents (56%) reported having difficulty with trips—slightly more difficulties exist among target populations (66%).
- Shopping or personal errands and medical appointments/services are the most difficult trips.

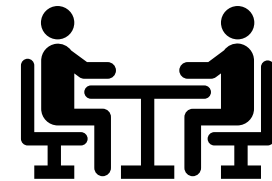
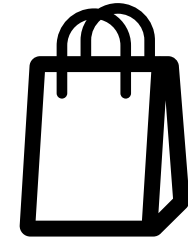
Most Difficult Trips Among All Target Groups (n=882)



ONHAND SURVEY ANALYSIS

Travel to Key Destinations

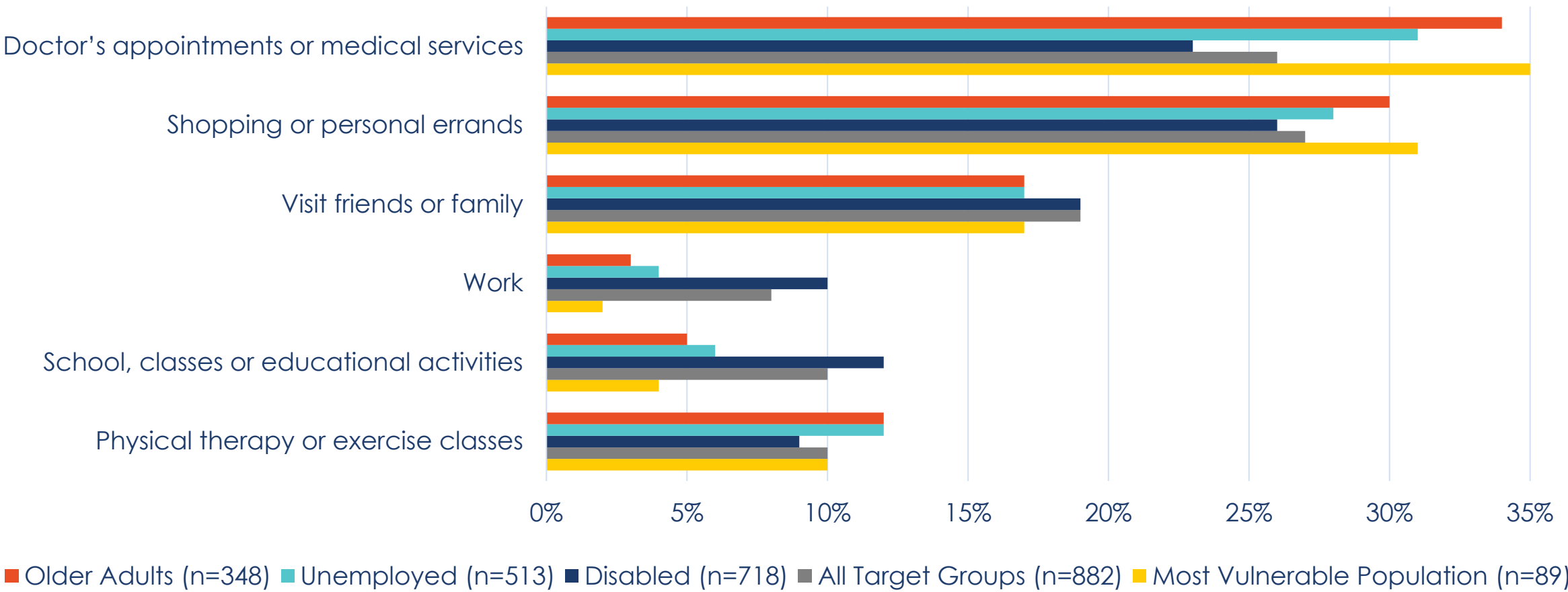
- Out of all the respondents who said 'Yes' to having faced trouble getting to certain places or making trips, most represent target groups (66%, or 444 respondents).
- The most common trips that are challenging across all respondent groups include medical appointments, shopping/errands, and visiting friends and family.
- Target group respondents report more challenges with medical trips relative to younger and more able-bodied respondents.



ONHAND SURVEY ANALYSIS – BY SUBGROUPS

Travel to Key Destinations

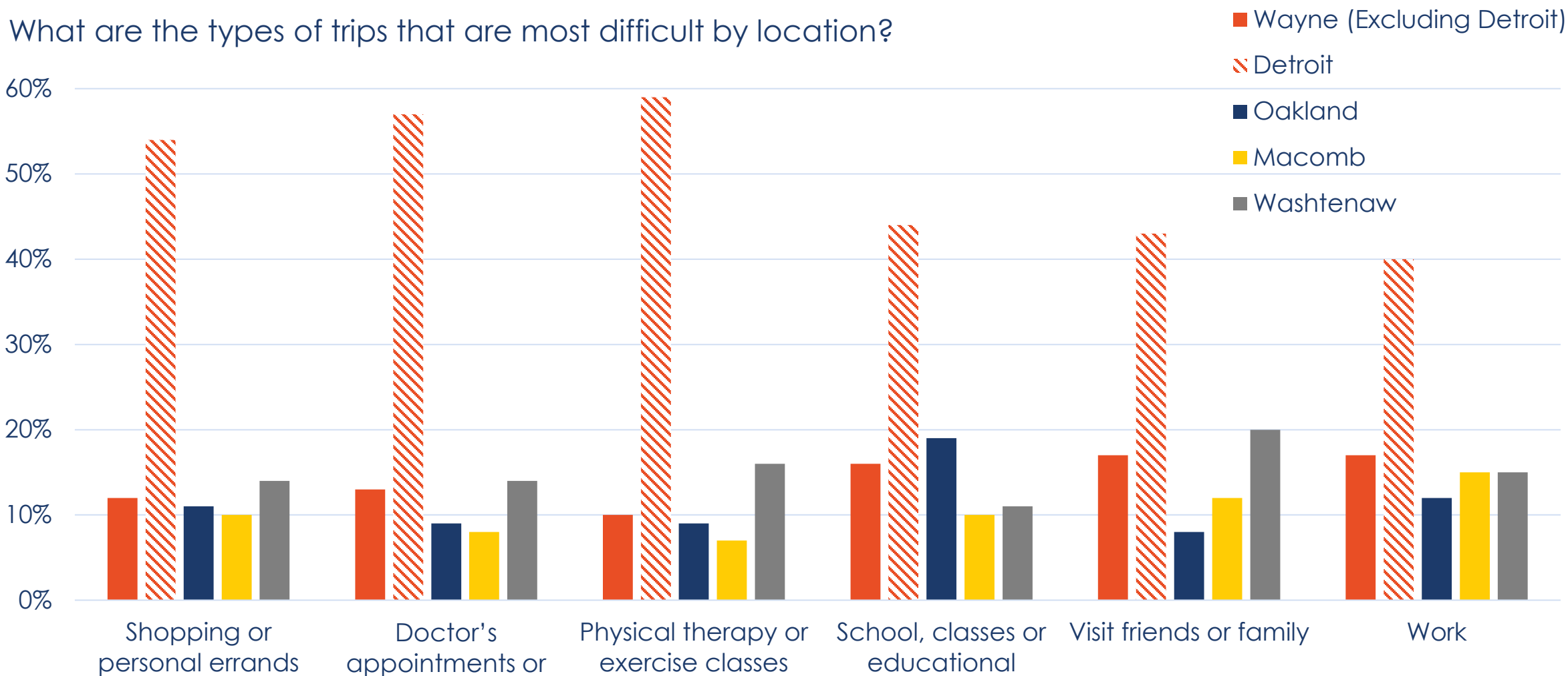
The most vulnerable populations have the greatest difficulty with medical-related travel.



ONHAND SURVEY ANALYSIS – BY COUNTY

Travel to Key Destinations

What are the types of trips that are most difficult by location?



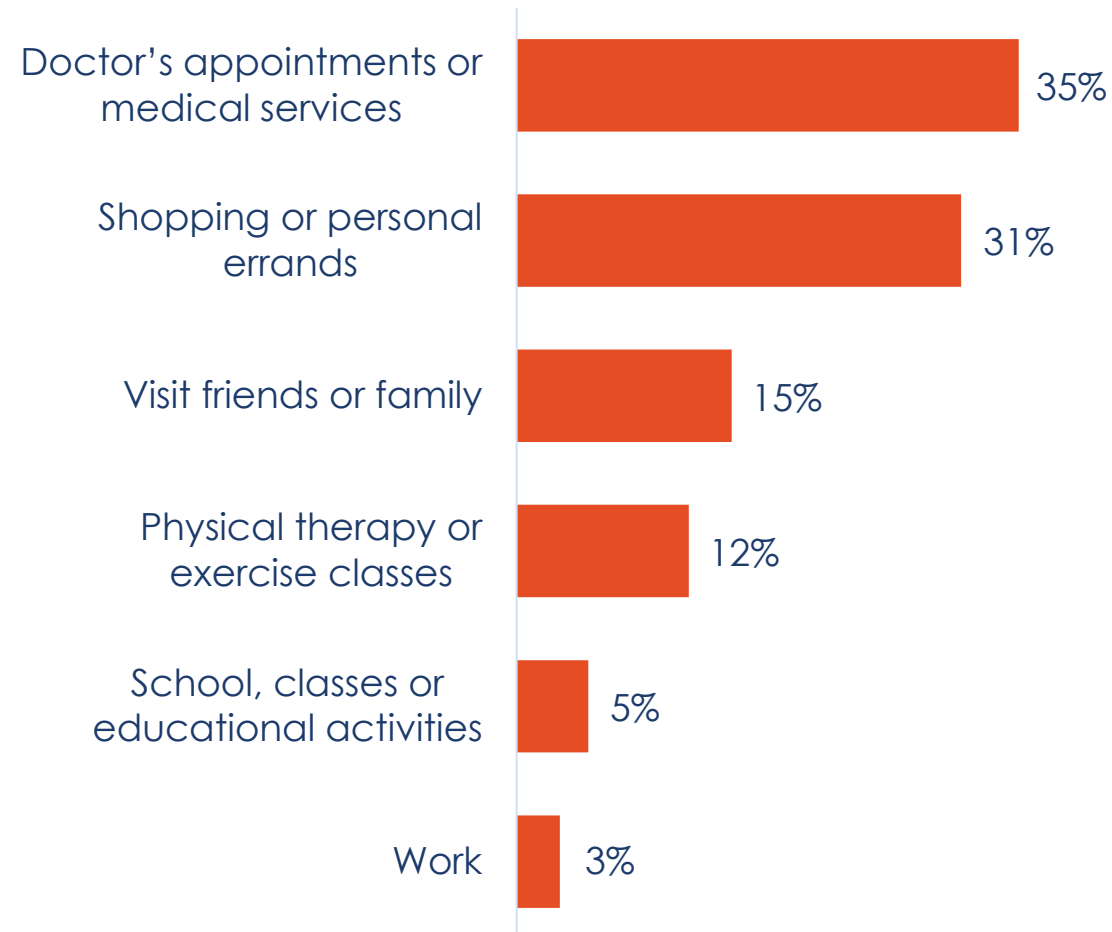
ONHAND SURVEY ANALYSIS – OLDER ADULTS

Travel to Key Destinations

The most difficult trips to make for older adults include:

- Doctor's appointments or medical services
- Shopping or personal errands
- Visiting friends or family

Most Difficult Trips Among Older Adults (n=348)



ONHAND SURVEY ANALYSIS – UNEMPLOYED

Travel to Key Destinations

The most difficult trips to make for unemployed respondents include:

- Doctor's appointments or medical services
- Shopping or personal errands
- Visiting friends or family

Most Difficult Trips Among Unemployed Population (n=513)

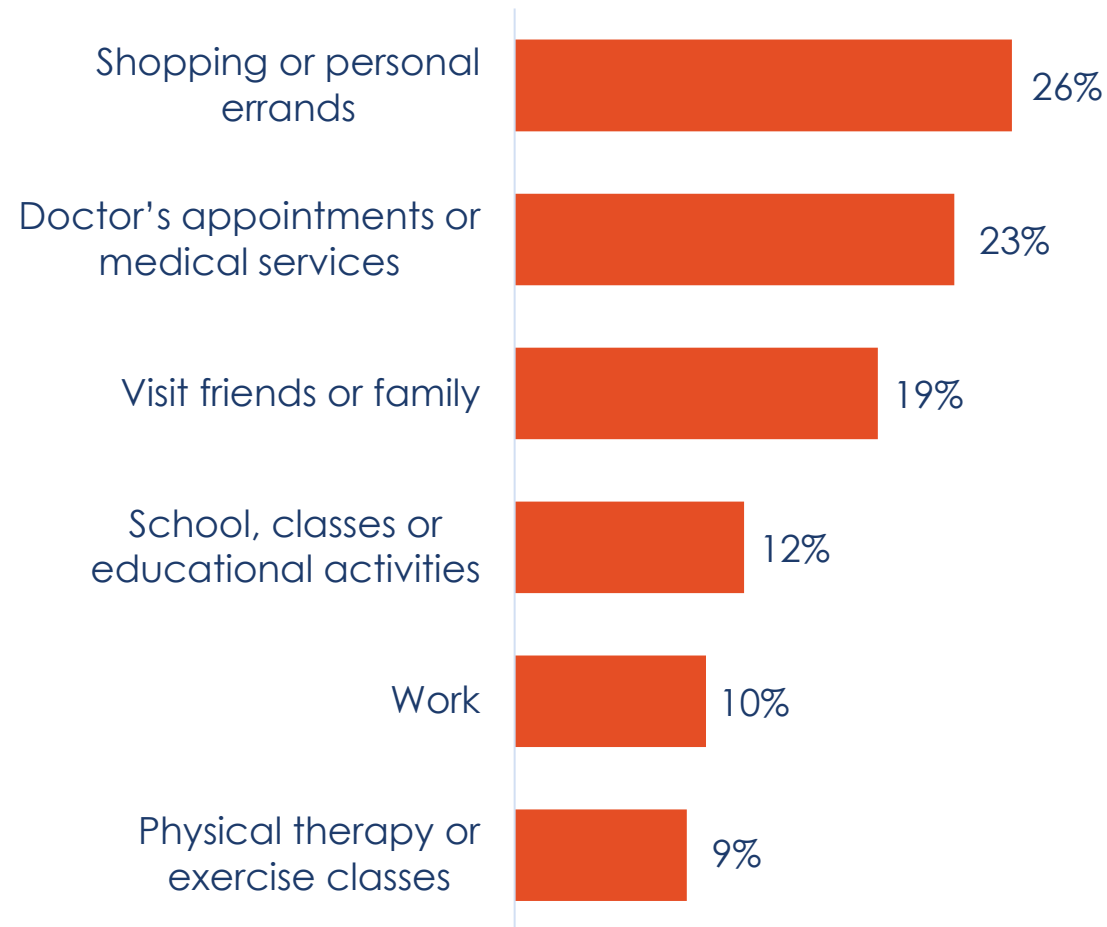


Travel to Key Destinations

The most difficult trips to make for people with disabilities include:

- Shopping or personal errands
- Doctor's appointments or medical services
- Visiting friends or family

Most Difficult Trips Among People with Disability (n=718)

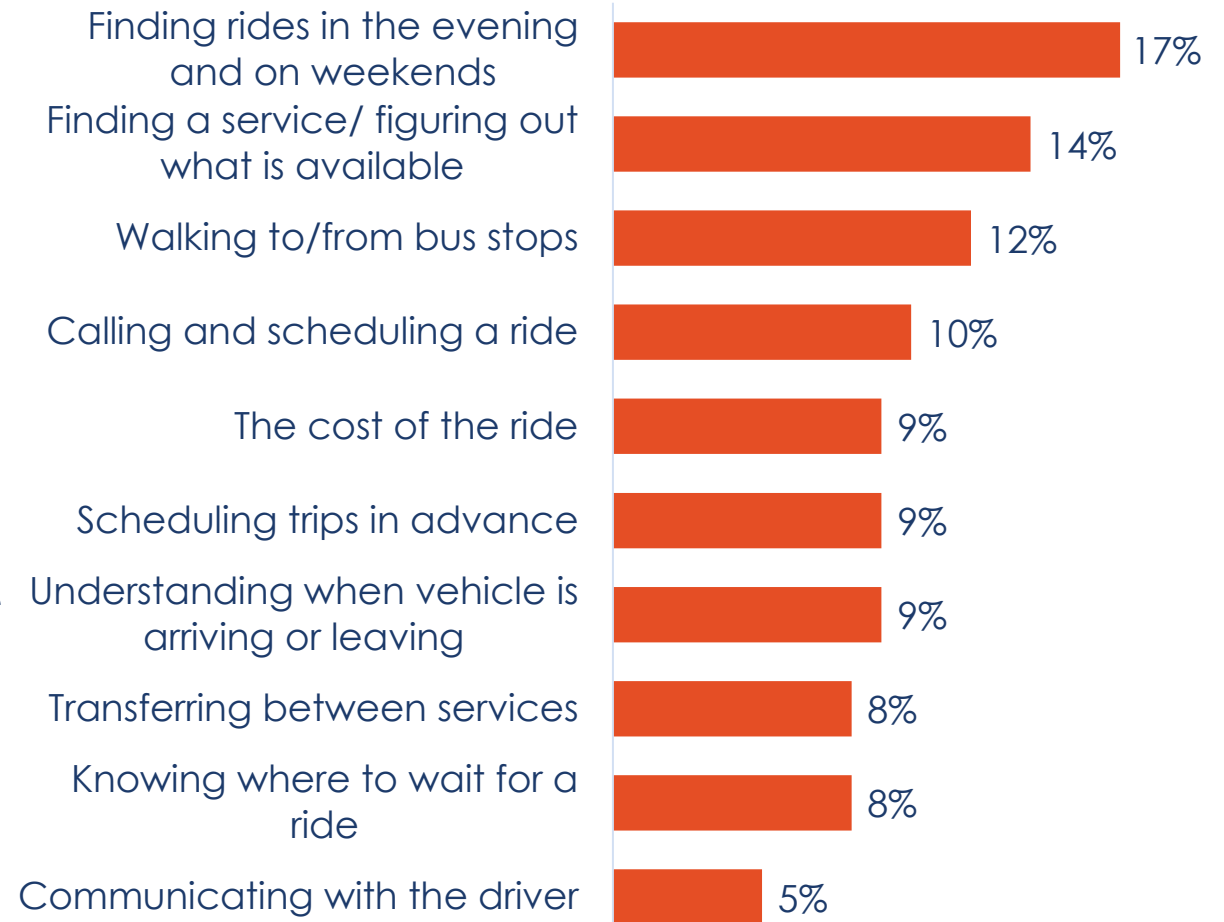


ONHAND SURVEY ANALYSIS

Barriers to Travel

- **Goal:** Understand what makes traveling difficult for target populations in SE Michigan
- 439 respondents selected multiple issues - **1,198 responses**
- Finding rides in the evening and on weekends (off-peak times) is the top issue (17%) that people face while traveling followed by finding a service and/or figuring out what is available (15%).

Barrier to Travel Among Target Groups (n=1,198)



ONHAND SURVEY ANALYSIS

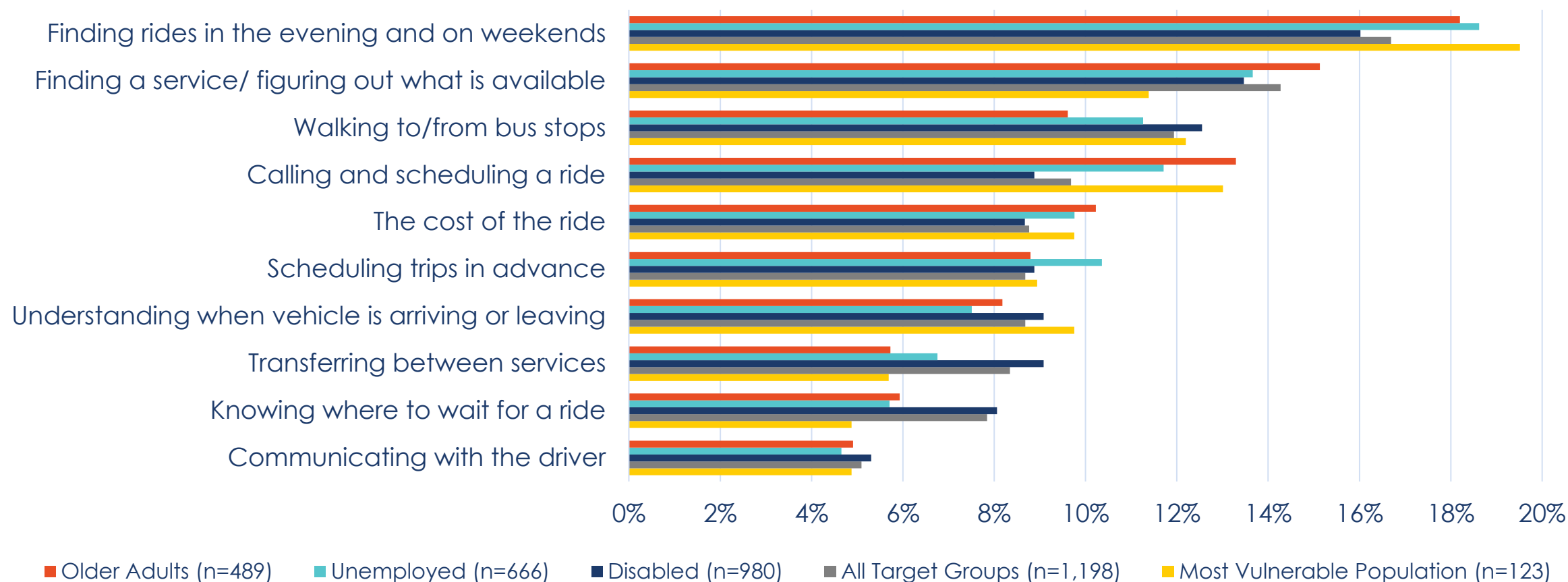
Barriers to Travel

- The top two barriers to travel are the same among all target groups:
 - Finding rides on evening and weekends;
 - Figuring out what service options are available.
- People with disabilities struggle more with first/last-mile connections.
- Calling and scheduling a ride is the next most challenging aspect.
- Cost, scheduling rides in advance, and real-time travel information or communication with operators are all recognized roughly equally as challenges but are not the primary barriers.

ONHAND SURVEY ANALYSIS – BY SUBGROUPS

Barriers to Travel

The most challenging barriers to travel are common across all subgroups.



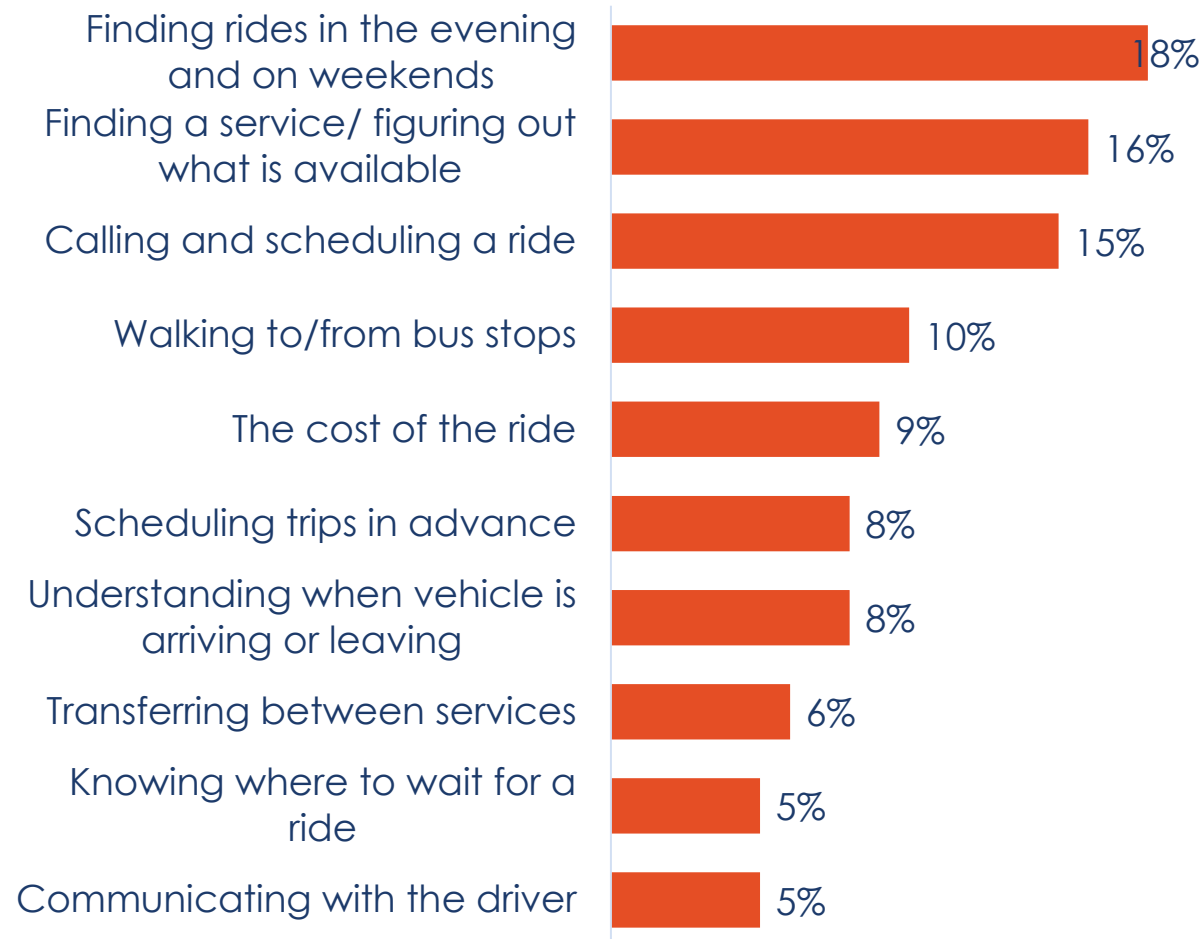
ONHAND SURVEY ANALYSIS – OLDER ADULTS

Barriers to Travel

Among older adults:

- Finding rides in the evening and on weekends (off-peak times)
- Finding a service and/or figuring out what is available
- Calling and scheduling a ride

Barrier to Travel Among Older Adults (n=489)



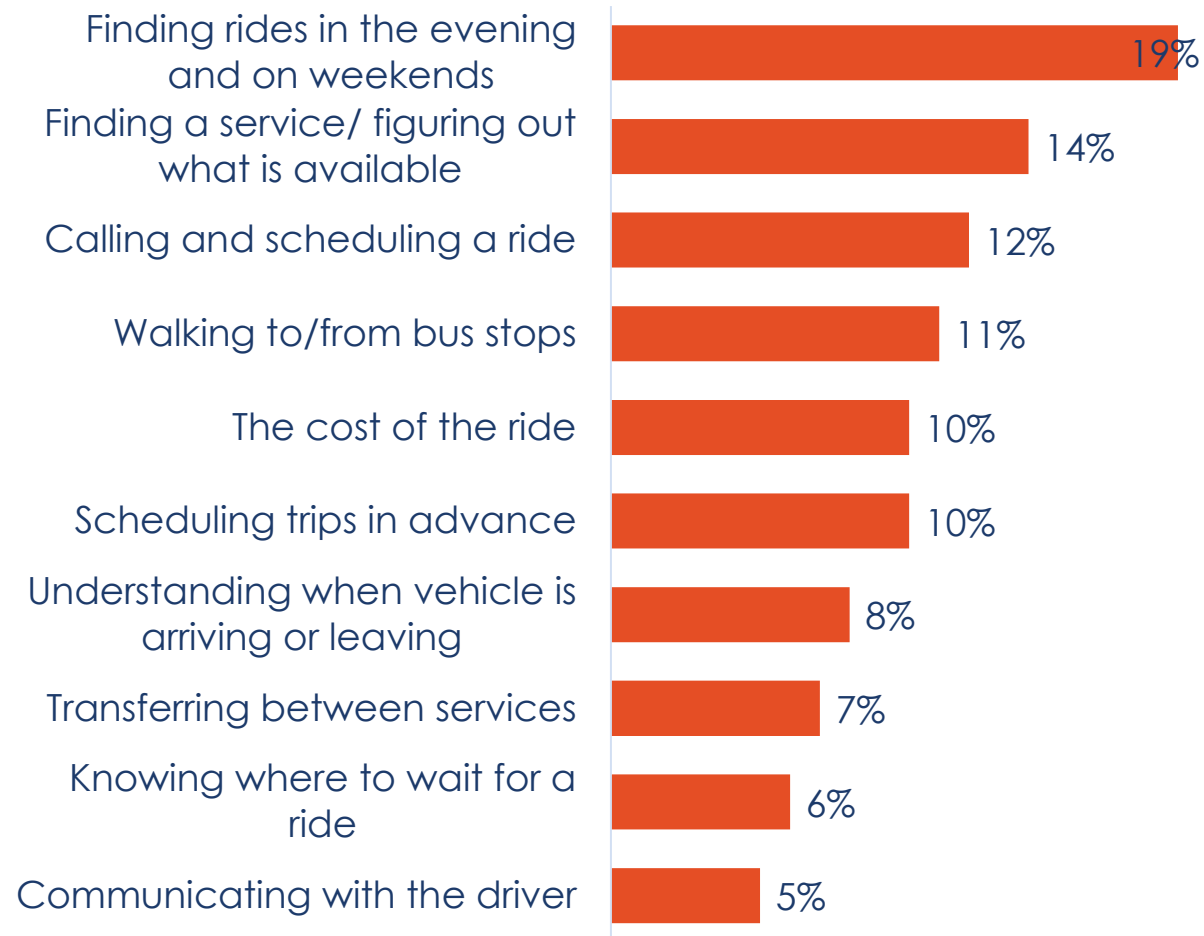
ONHAND SURVEY ANALYSIS – UNEMPLOYED

Barriers to Travel

Among unemployed people:

- Finding rides in the evening and on weekends (off-peak times)
- Finding a service and/or figuring out what is available
- Calling and scheduling a ride

Barrier to Travel Among Unemployed Population (n=666)



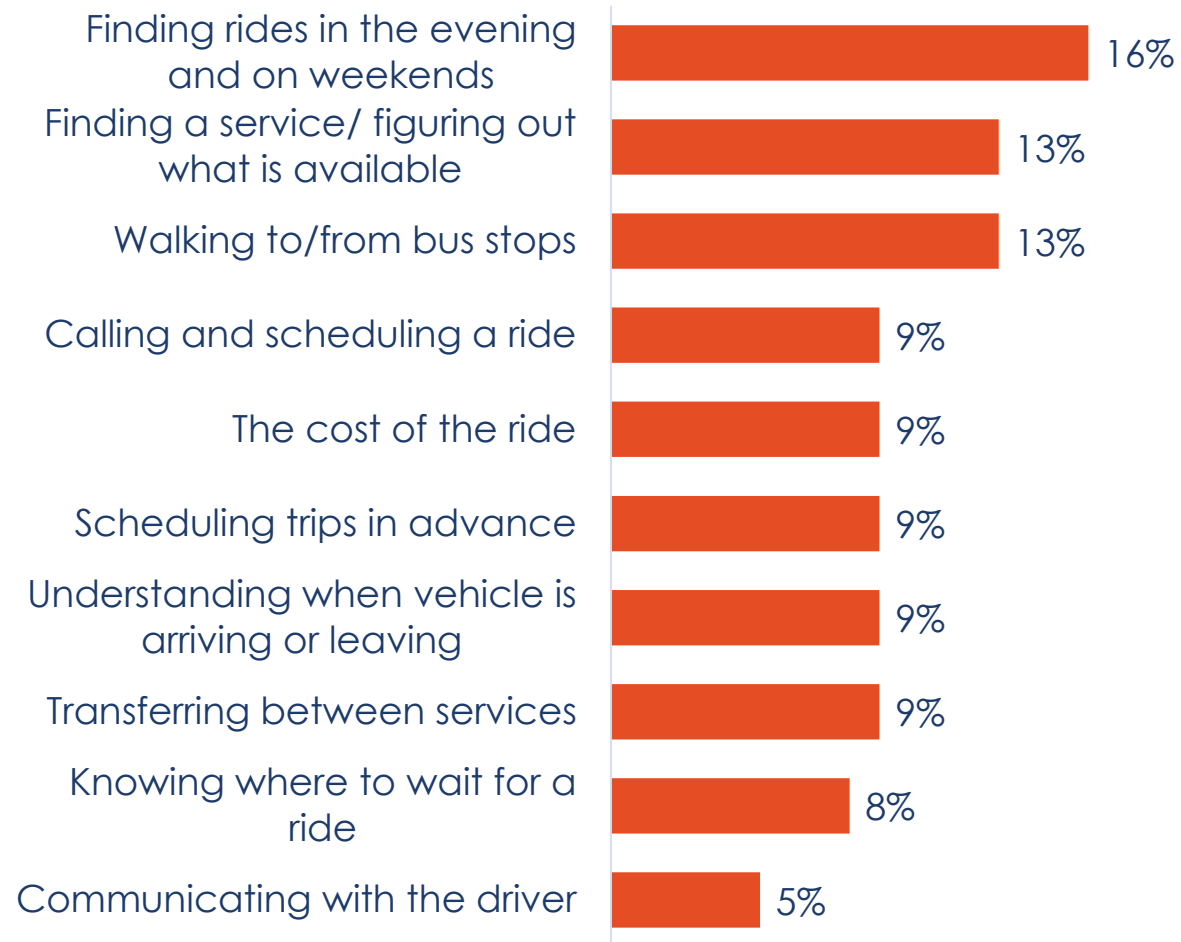
ONHAND SURVEY ANALYSIS – DISABILITY

Barriers to Travel

Among people with disabilities:

- Finding rides in the evening and on weekends (off-peak times)
- Finding a service and/or figuring out what is available
- Walking to/from bus stops (first/last-mile connection)

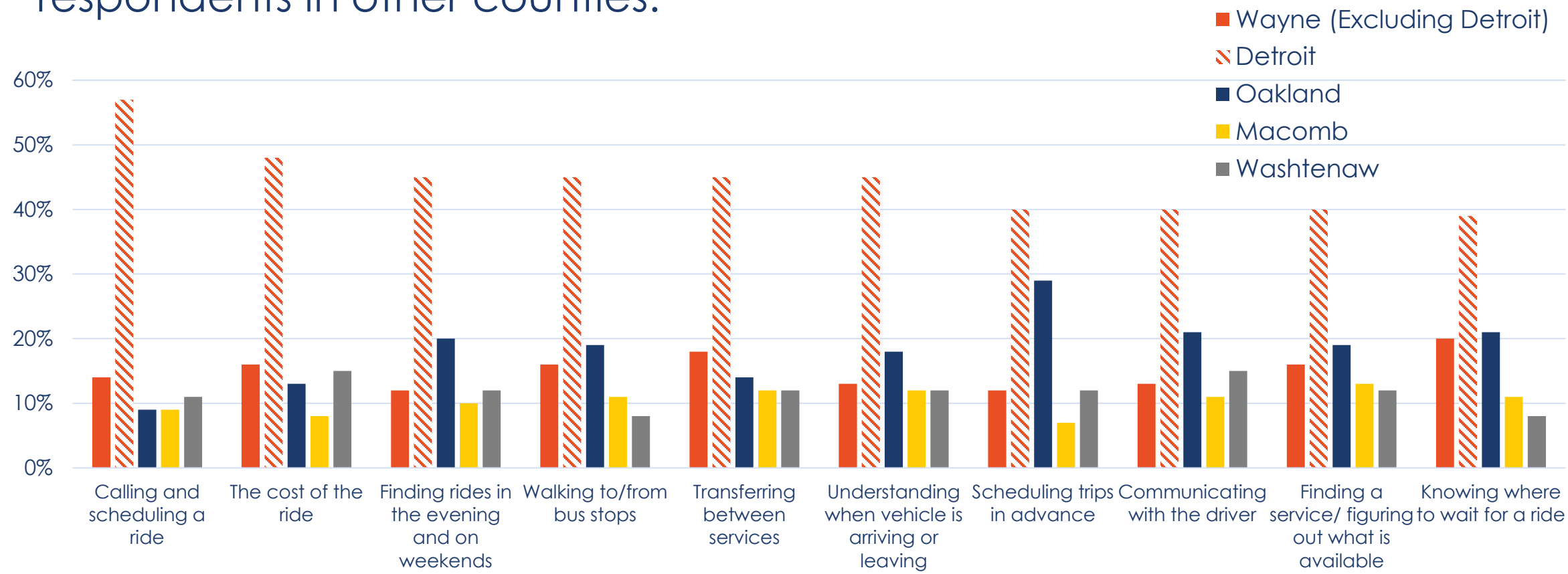
Barrier to Travel Among People with Disability (n=980)



ONHAND SURVEY ANALYSIS – BY COUNTY

Barriers to Travel

Respondents in Detroit experience the most barriers relative to respondents in other counties.



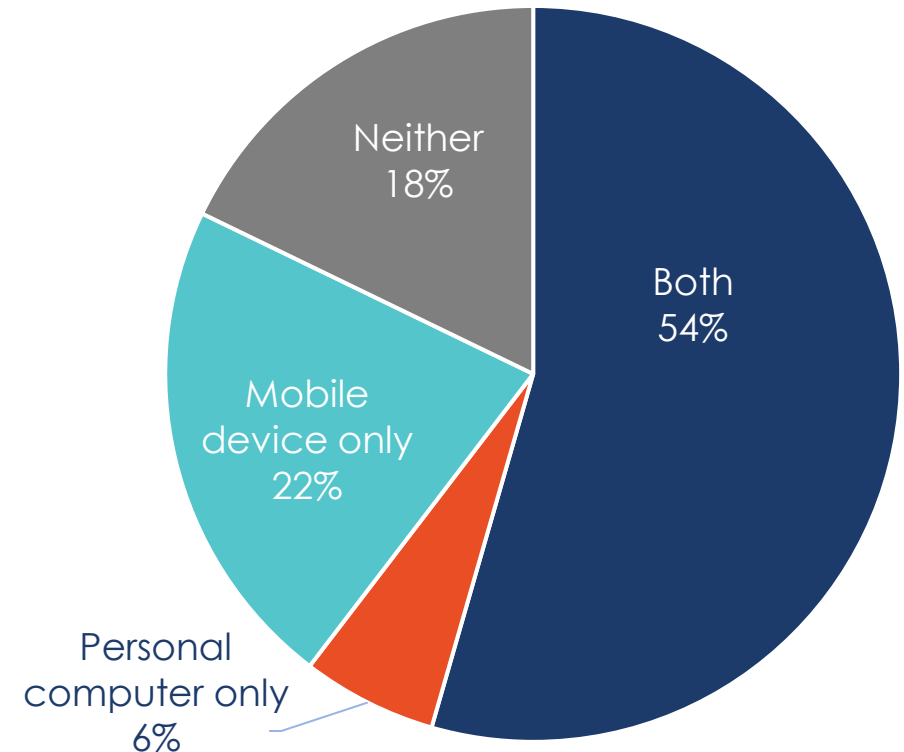
TECHNOLOGY ACCESS AND USE

ONHAND SURVEY ANALYSIS

Technology Access and Use

- **Goal:** Understand if target groups have access to computers and/or mobile devices, and if they use them to purchase goods or services
- Majority of respondents (82%) have access to a computer and/or a mobile phone.
- Respondents are more likely to have a mobile device.

Access to a personal laptop or mobile device (n=737)



ONHAND SURVEY ANALYSIS

Access to Technology

- Among all target group respondents (n=737), three-quarters (77%) have access to at least a mobile device—more than half (55%) also have access to a personal computer.
- About 1 in 5 (18%) target group respondents do not have access to either option. Moreover, about 1 in 4 most vulnerable respondents (25%) do not have access to either option.

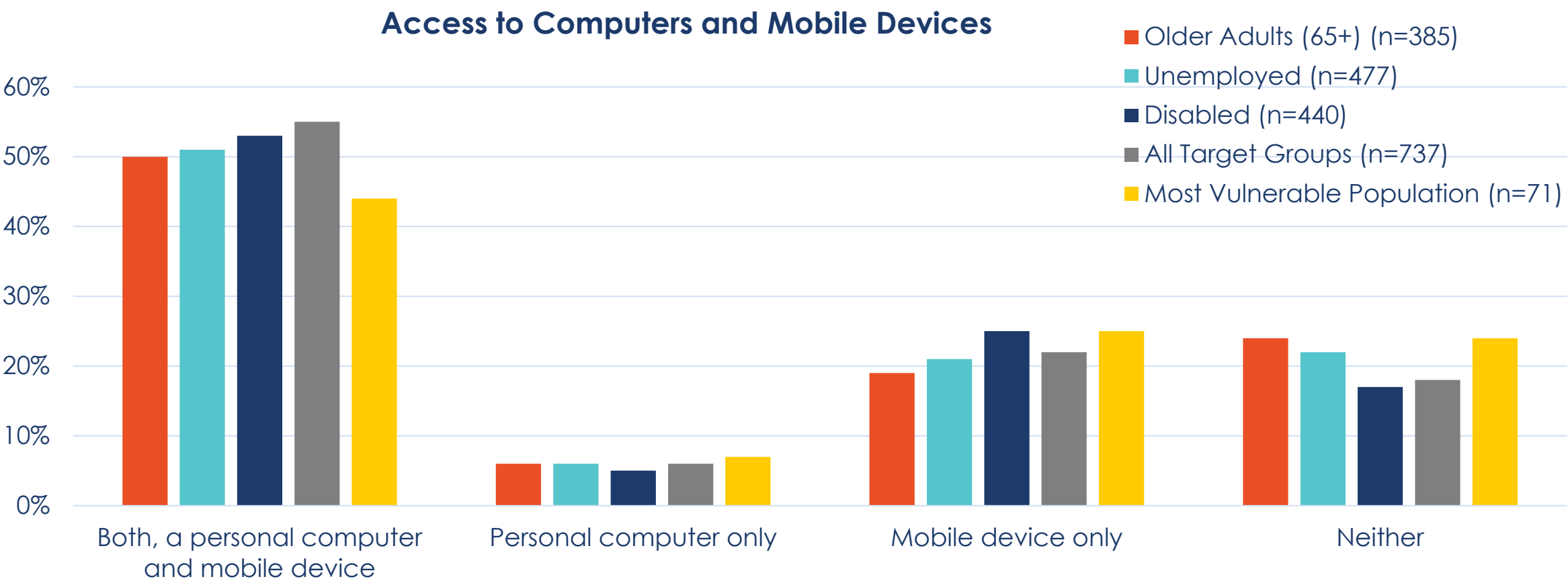
Technology Use

- Among all target group respondents with access to technology, roughly half (49%) use their personal computer or mobile device to purchase goods or services.
- People who are most vulnerable are slightly less likely to purchase goods or services with their technology (46%).

ONHAND SURVEY ANALYSIS – BY SUBGROUPS

Access to Technology

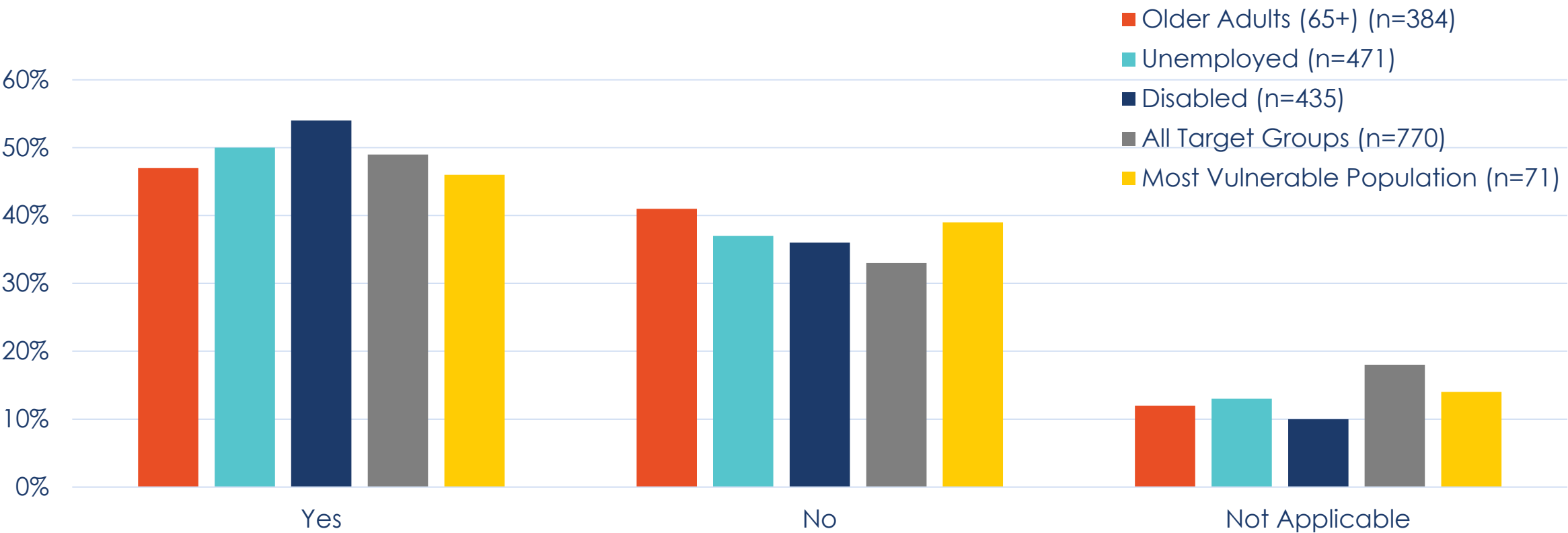
Most target group respondents have access to a mobile device.



ONHAND SURVEY ANALYSIS – BY SUBGROUPS

Technology Use

Nearly half of all target groups use personal computers or mobile devices to purchase goods or services.

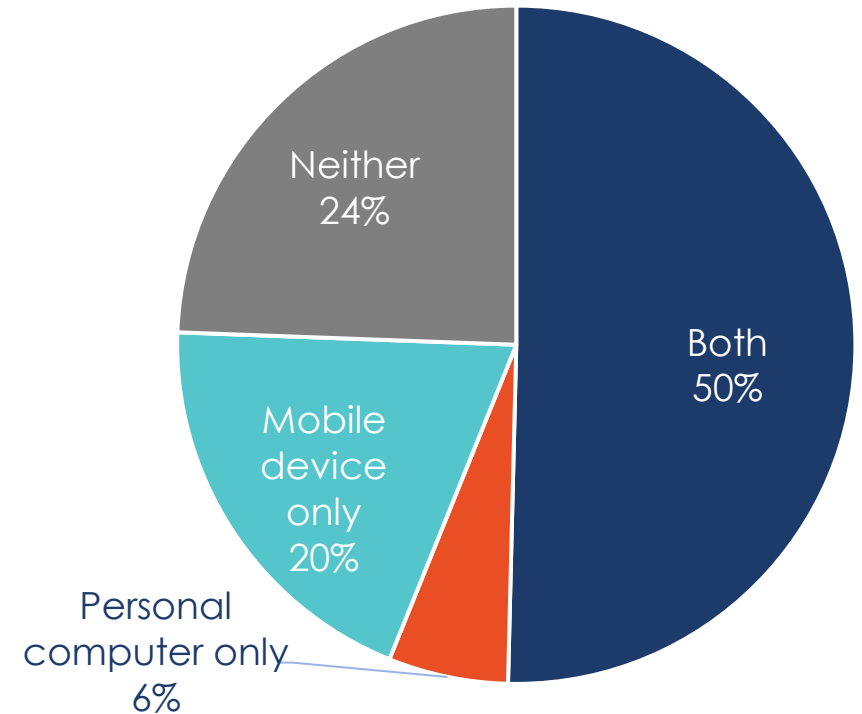


ONHAND SURVEY ANALYSIS

Access to Technology

- Among people over age 65, 70% of respondents have access to a mobile device.
- One in four respondents do not have access to a mobile device or personal computer.

Access to Technology among Older Adults (65+) (n=194)

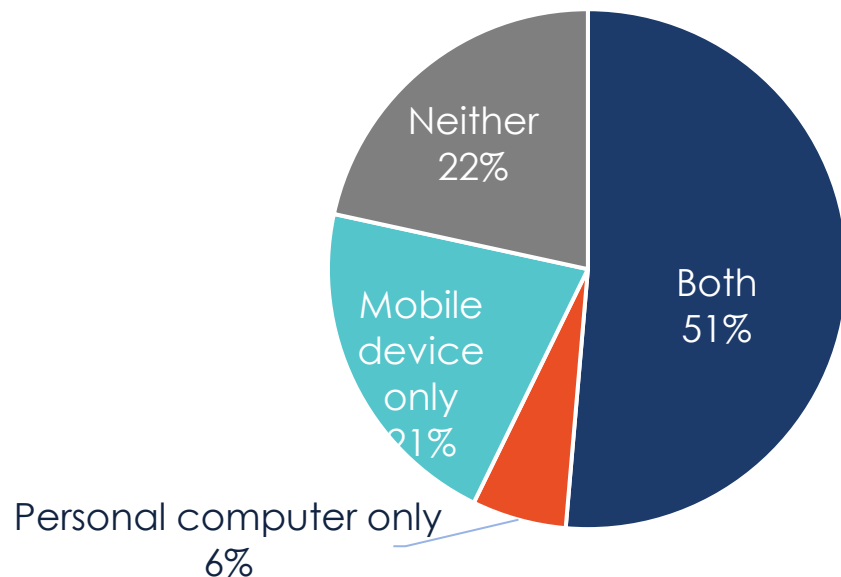


ONHAND SURVEY ANALYSIS

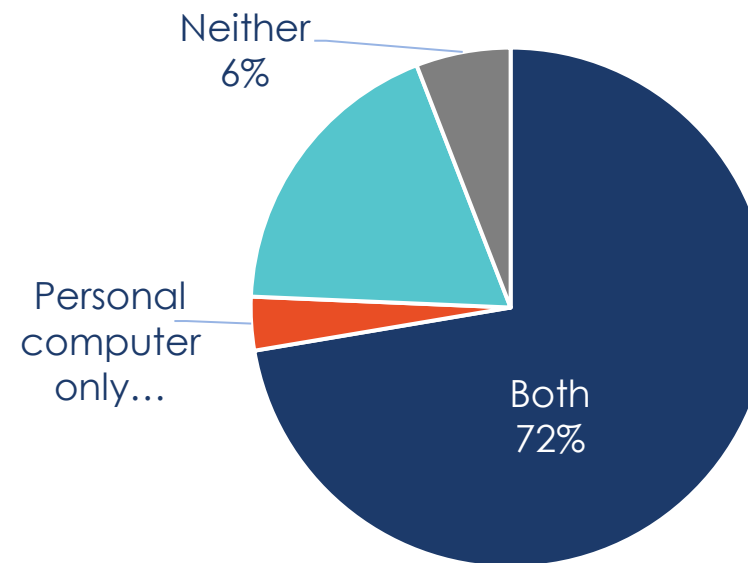
Access to Technology

- Unemployed respondents are much less likely to have access to any technological devices.

Unemployed Respondents (n=477)



Employed Respondents (n=781)

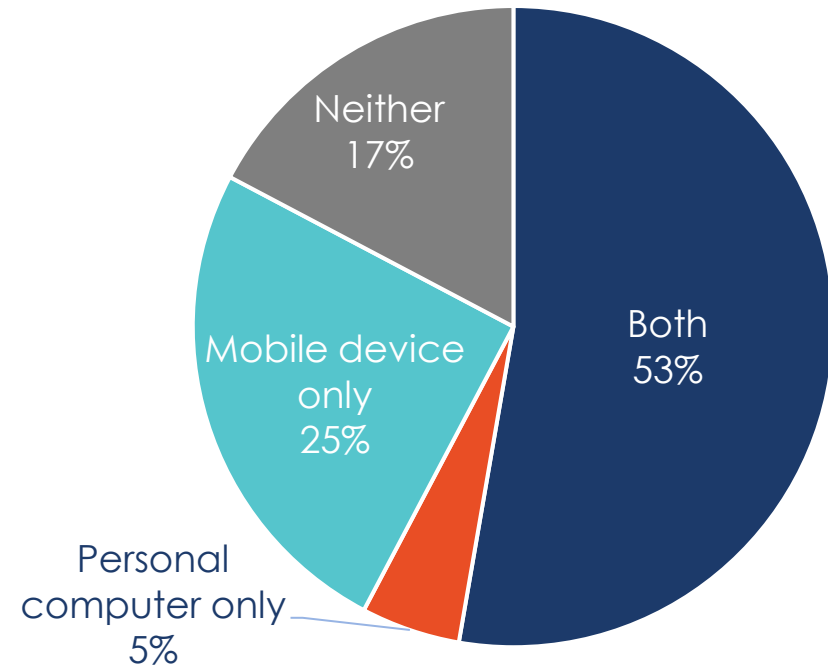


ONHAND SURVEY ANALYSIS

Access to Technology

- Among respondents with a disability, three-quarters of respondents (78%) have access to a mobile device
- 17% do not have access to a personal computer nor a mobile device

Access to Technology among Respondents with a Disability (n=440)

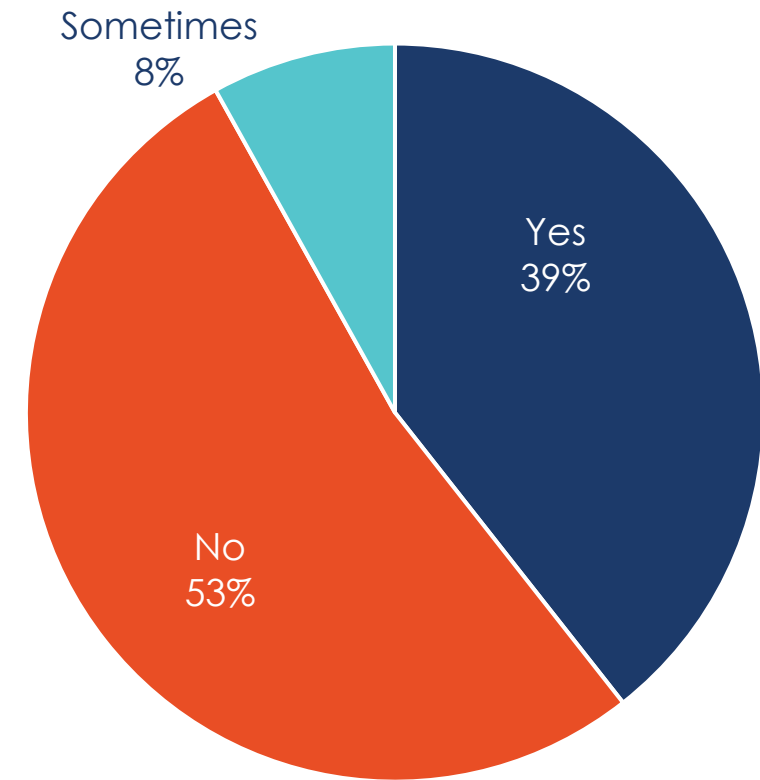


ONHAND SURVEY ANALYSIS

Access to Vehicles

- **Goal:** Understand if target populations have access to a vehicle, and if vehicle access and technology use are related.
- Less than half of target groups have access to a private vehicle (39%); another 8% sometimes have access.

Access to a Personal Vehicle (n=707)



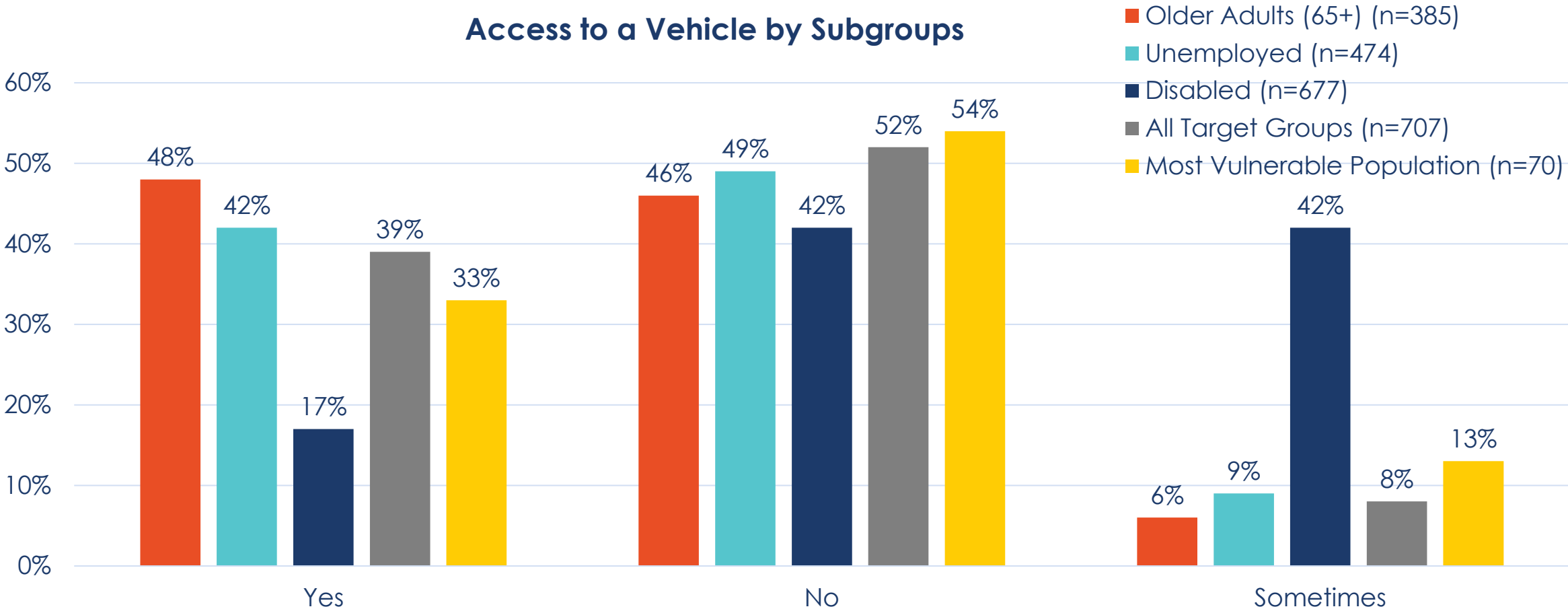
ONHAND SURVEY ANALYSIS

Access to Vehicles

- Target group respondents have a lower rate of vehicle access compared to the overall sample. Roughly half of all respondents have access (49%) versus just 39% of target respondents.
- Among most vulnerable respondents, 33% have access to a vehicle, and another 13% sometimes have access
- Among older adults without access to a vehicle, more than one-third (39%) have access to a personal computer or mobile device and use it for purchasing goods or service.

ONHAND SURVEY ANALYSIS

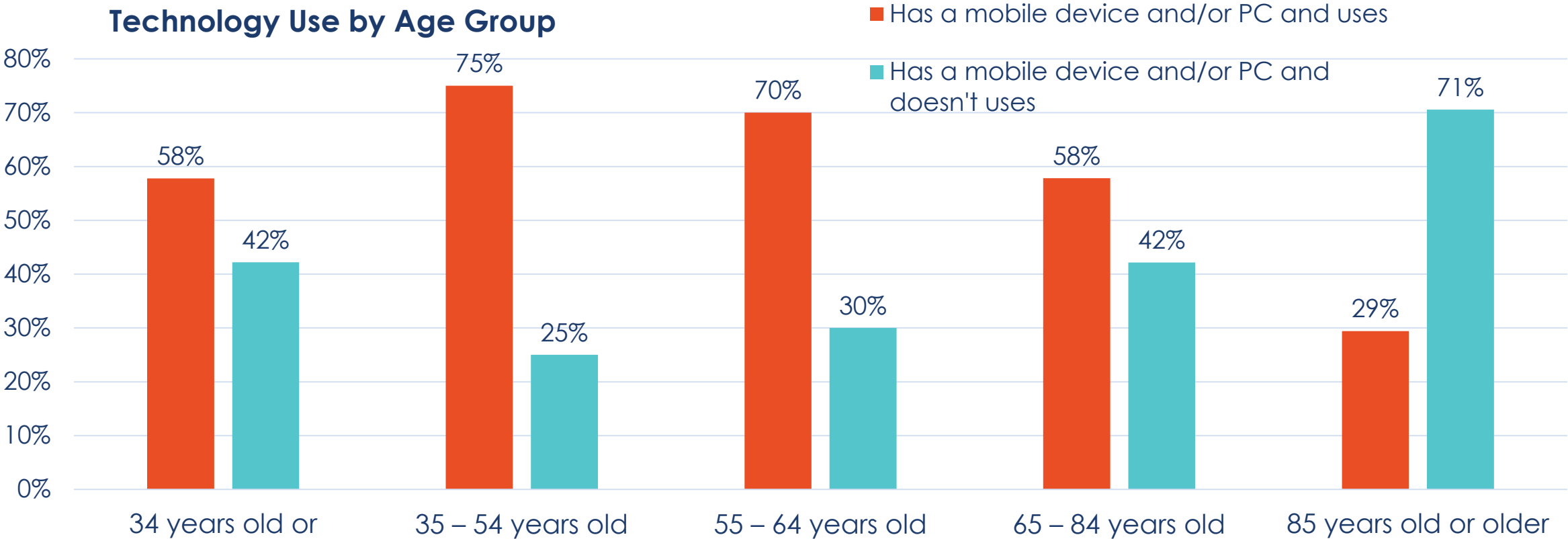
Access to Vehicles



ONHAND SURVEY ANALYSIS

Technology Use Among People without Vehicles

Among people without access to a vehicle (n=337), use of technology for purchases decreases with age.



DEMOGRAPHIC CHARACTERISTICS

ONHAND SURVEY ANALYSIS

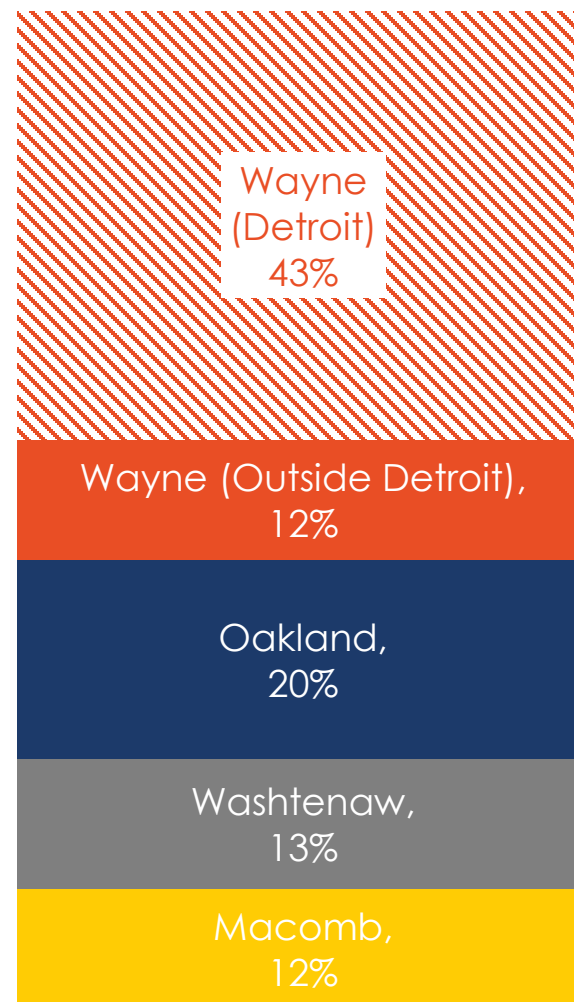
Demographic Characteristics

- **Goal:** Understand who completed the survey and if the survey sample is representative of the OnHand region in terms of the following criteria:
 - ✓ **County of Residence**
 - ✓ **Age**
 - ✓ **Gender**
 - ✓ **Ethnicity**
 - ✓ **Employment Status**
 - ✓ **Disability Status**

ONHAND SURVEY ANALYSIS – OVERALL SAMPLE

Geographic Representation

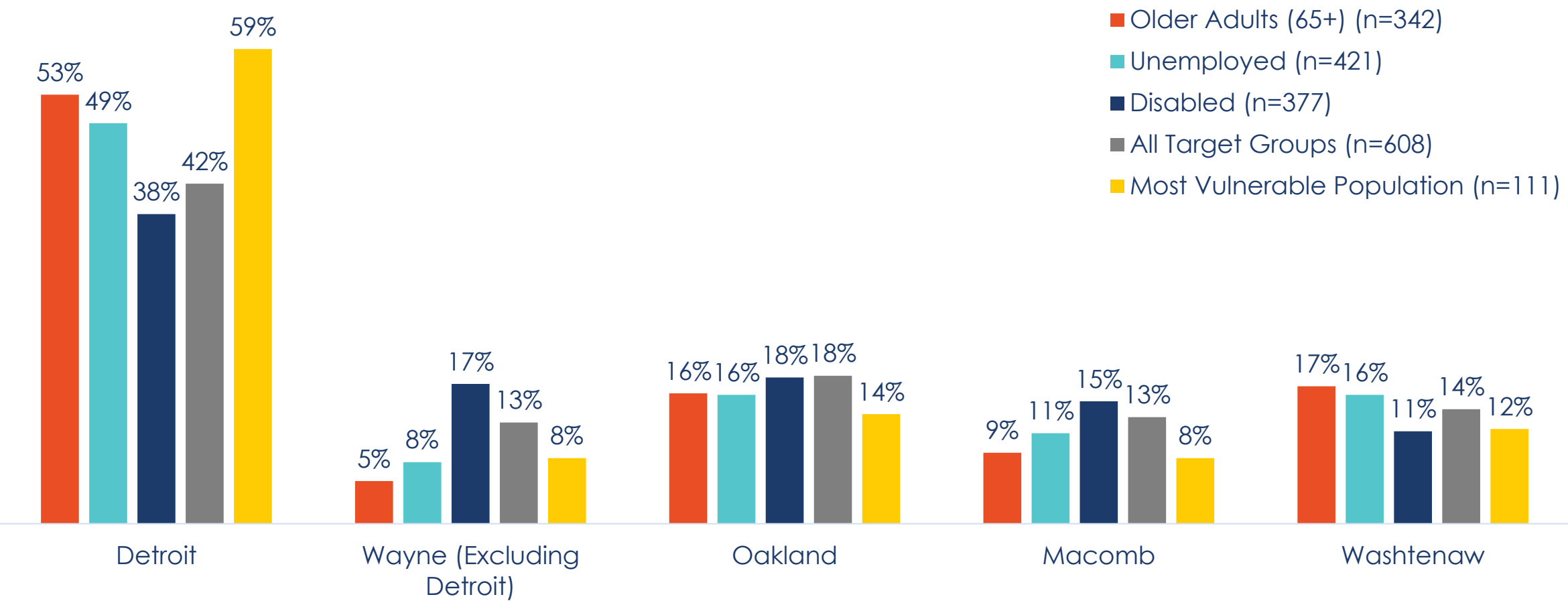
- We received a disproportionate response from people in Wayne County (including Detroit)
 - Wayne County – 55%
 - Detroit represents 78% of Wayne County responses (n=423, 43% of total)
 - Oakland County – 20%
 - Washtenaw County – 13%
 - Macomb County – 12%



ONHAND SURVEY ANALYSIS

Survey Responses & Geography by Subgroup

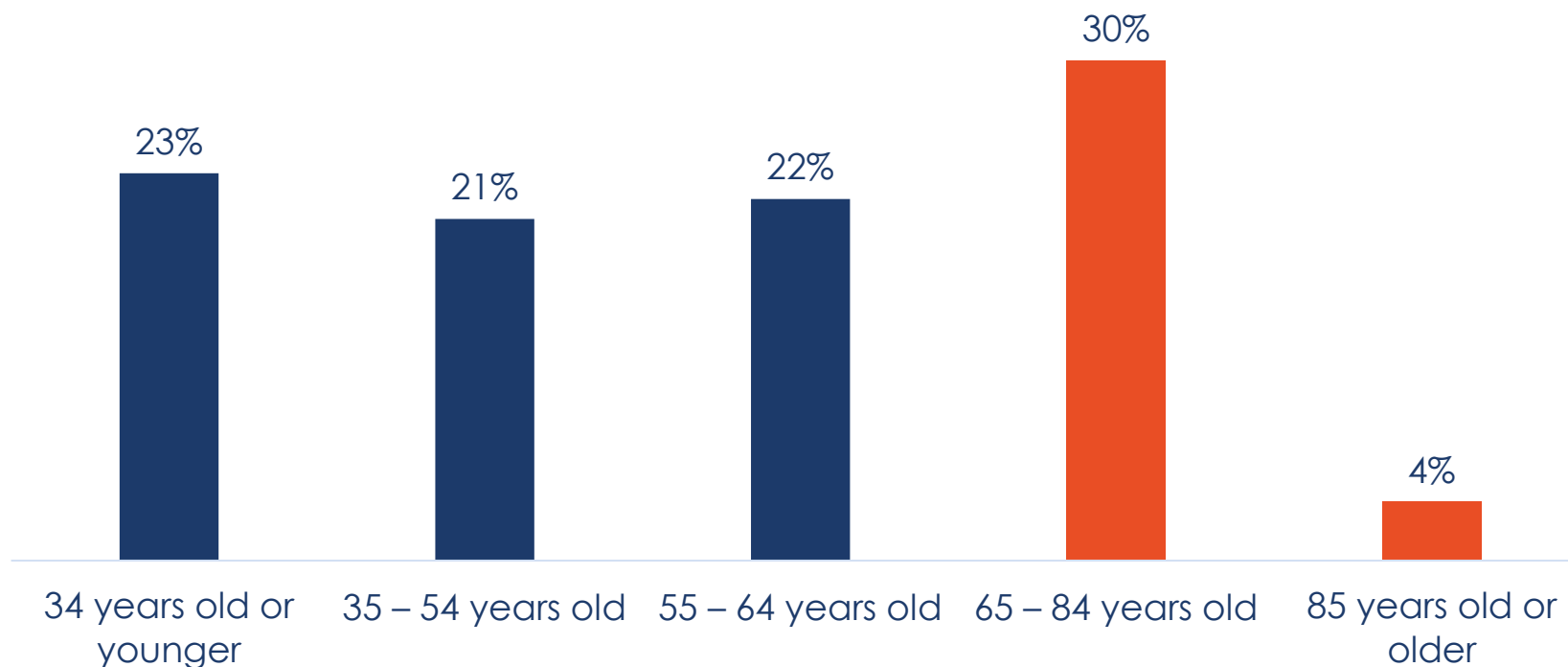
Most respondents representing target populations live in the City of Detroit.



ONHAND SURVEY ANALYSIS – OVERALL SAMPLE

Age

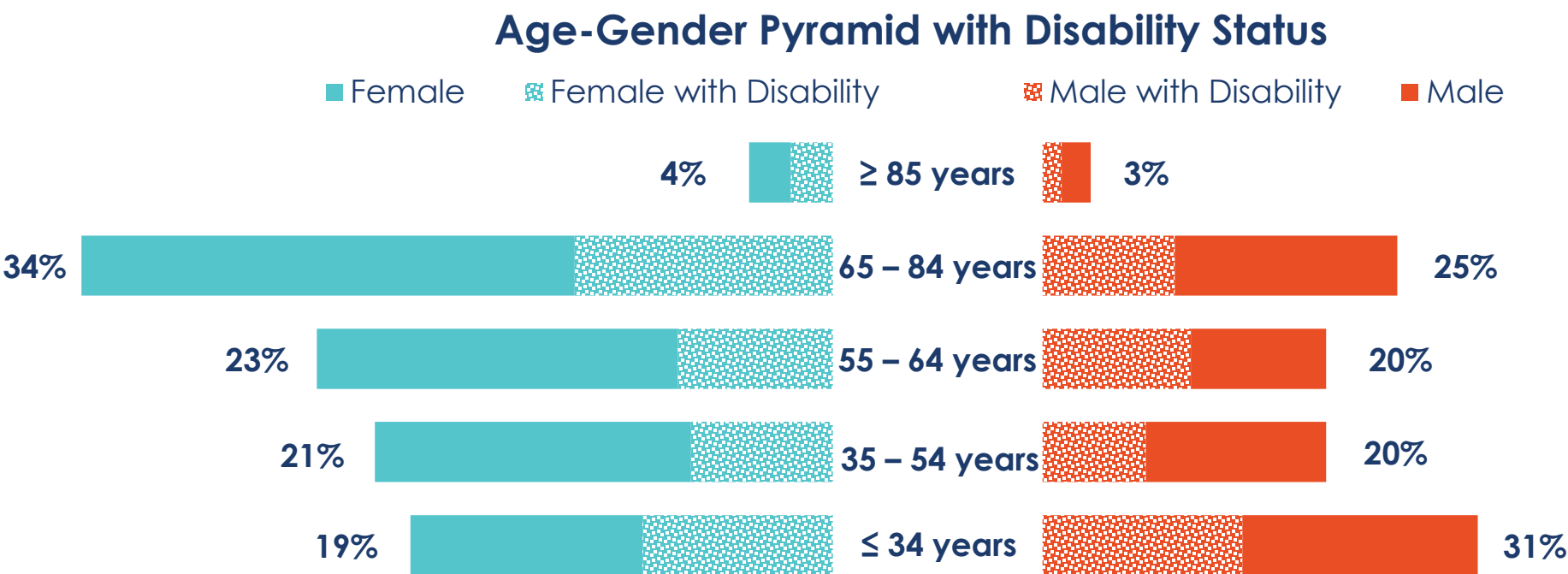
- One-third of respondents are 65 years of age or older (n=391)
- 4% are aged 85 or older



ONHAND SURVEY ANALYSIS – OVERALL SAMPLE

Age

- The largest gender and age group among respondents was women between 65-84 years

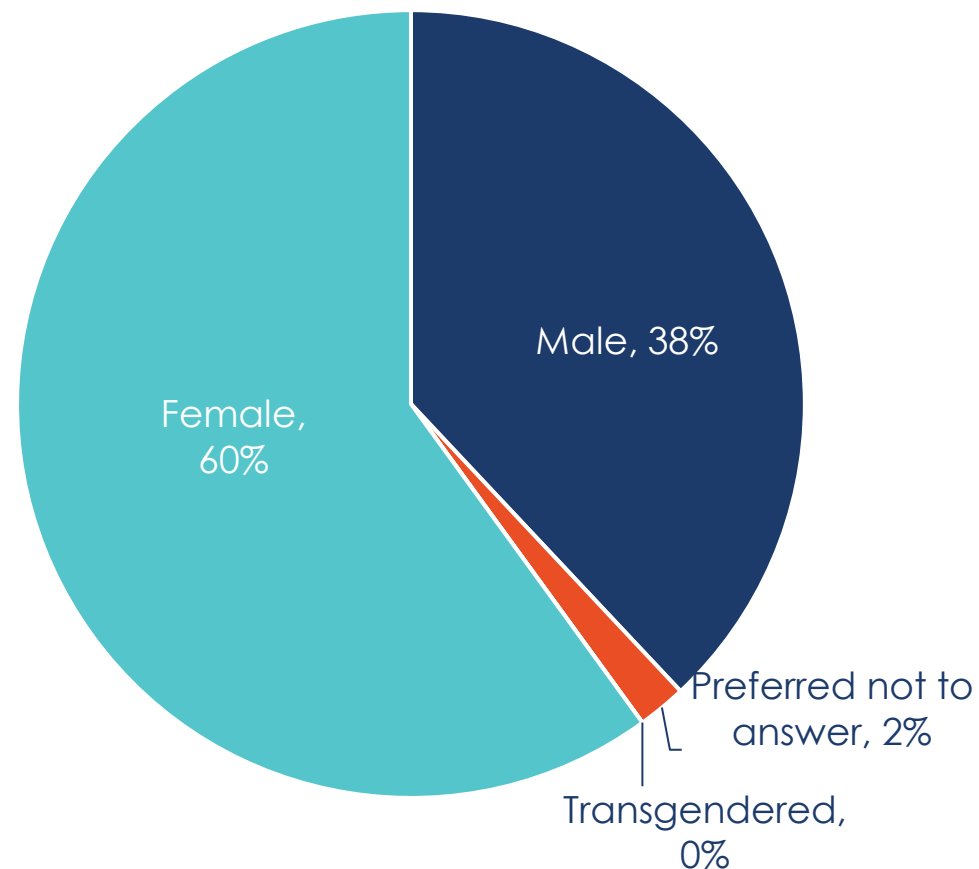


ONHAND SURVEY ANALYSIS – OVERALL SAMPLE

Gender

- Nearly two-thirds of respondents identified as female – a slight overrepresentation relative to the OnHand region, but typical for most surveys

Gender Distribution (n=1,159)

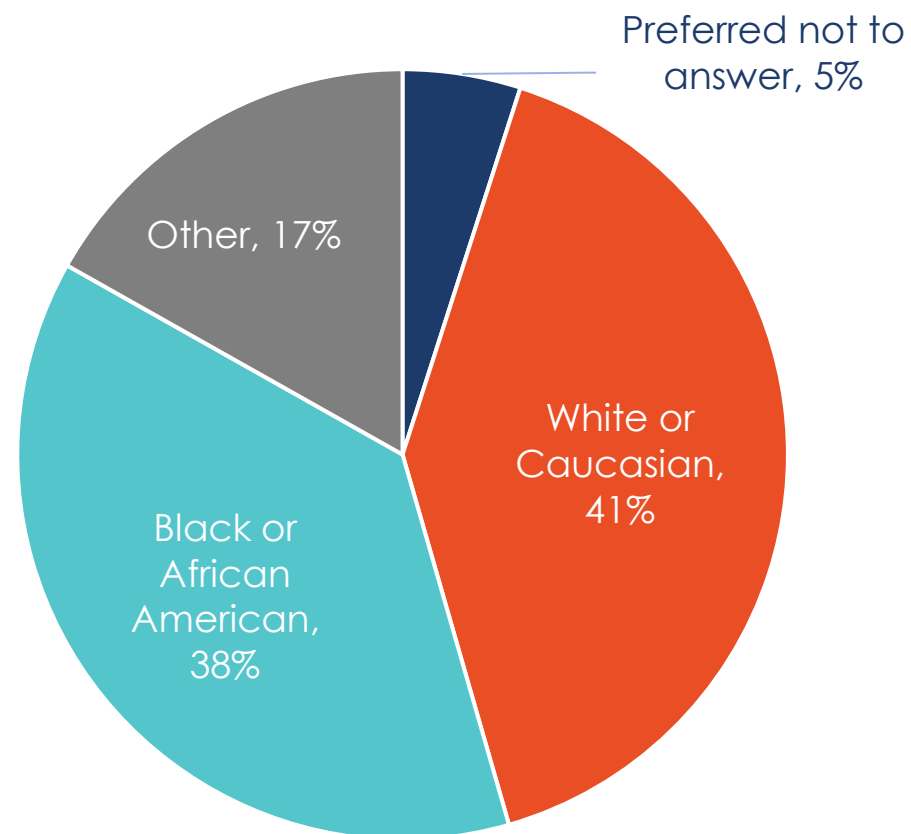


ONHAND SURVEY ANALYSIS – OVERALL SAMPLE

Ethnicity

- More than half of respondents identify as Black, African American or another minority (non-white population)
- 41% of respondents identify as White or Caucasian (the OnHand region overall is 38% white)
- Black or African American respondents are overrepresented in the survey sample (38% in sample versus 26% in the OnHand region)

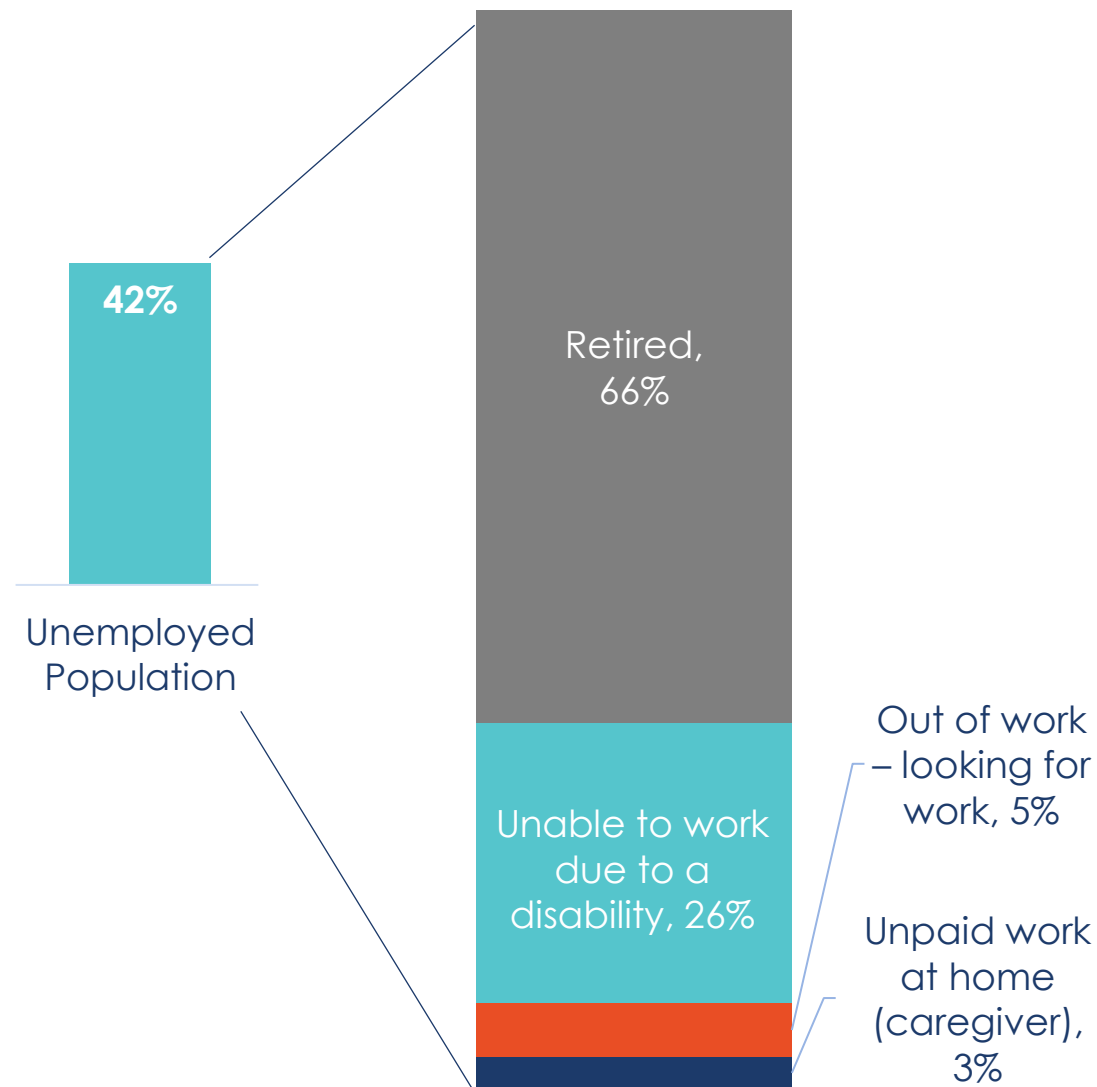
Ethnicity Distribution (n=1,203)



ONHAND SURVEY ANALYSIS – OVERALL SAMPLE

Employment Status

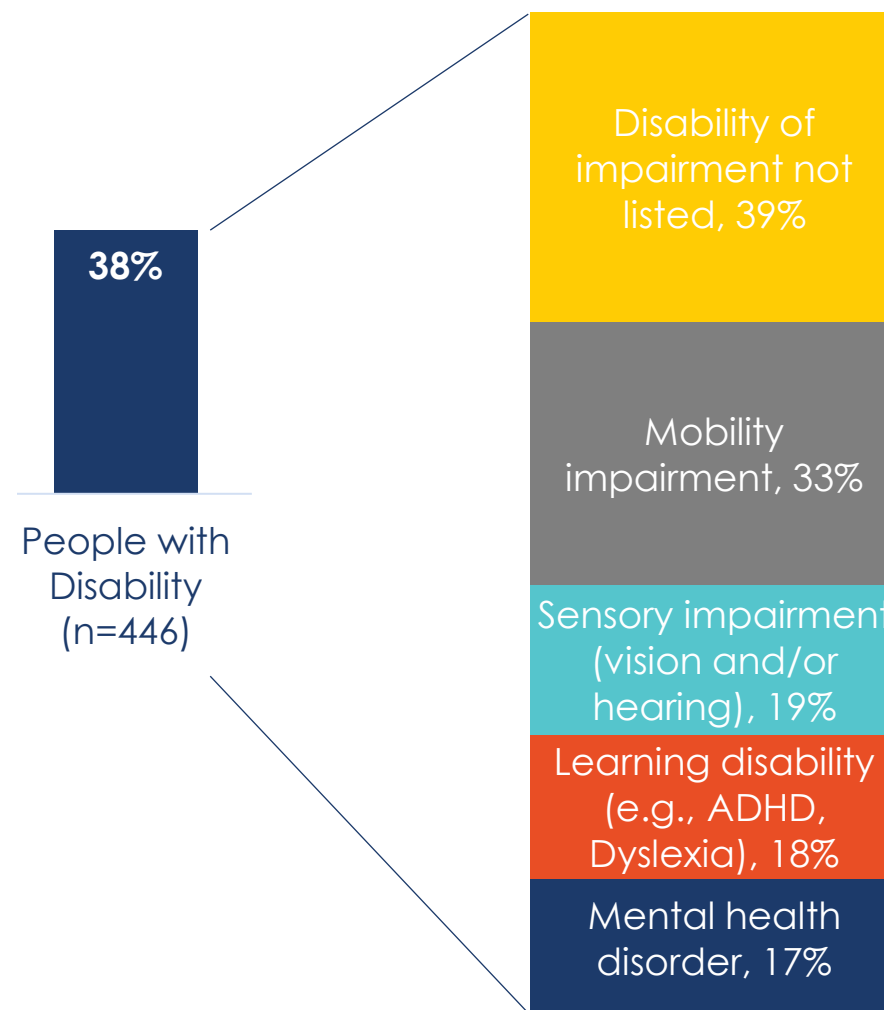
- Almost half (42%) of respondents are unemployed (n=481)
- More than half (56%) are in school or working part-time or full-time (n=637)



ONHAND SURVEY ANALYSIS – OVERALL SAMPLE

Disability Status

- More than one-third of respondents have at least one disability (n=446)
- Mobility impairments are most common – 33% of diagnosed disabilities
- One in five respondents with a disability experience more than one disability (n=96)

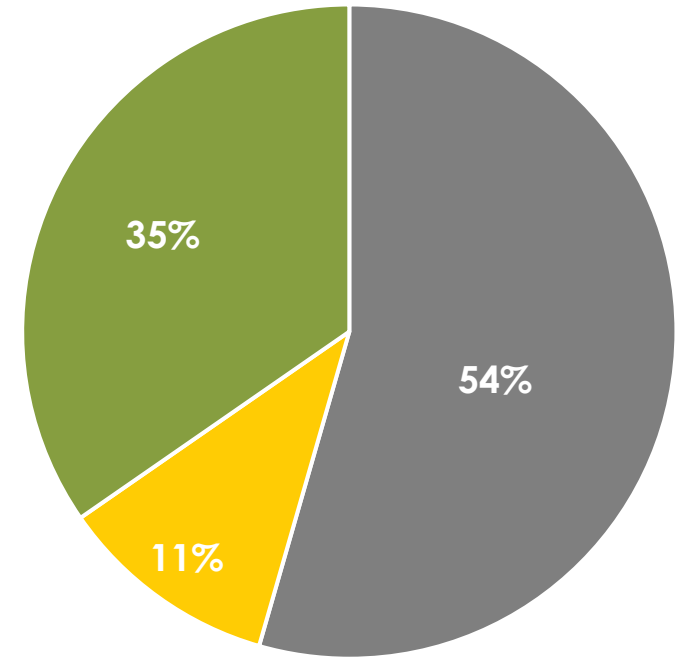


ONHAND SURVEY ANALYSIS

OnHand Target Populations

- Two-thirds of respondents are older adults, people with one or more disabilities, or are unemployed (65%)
- One in 10 respondents meet all three target population criteria: older adult with a disability, and unemployed (n=125)

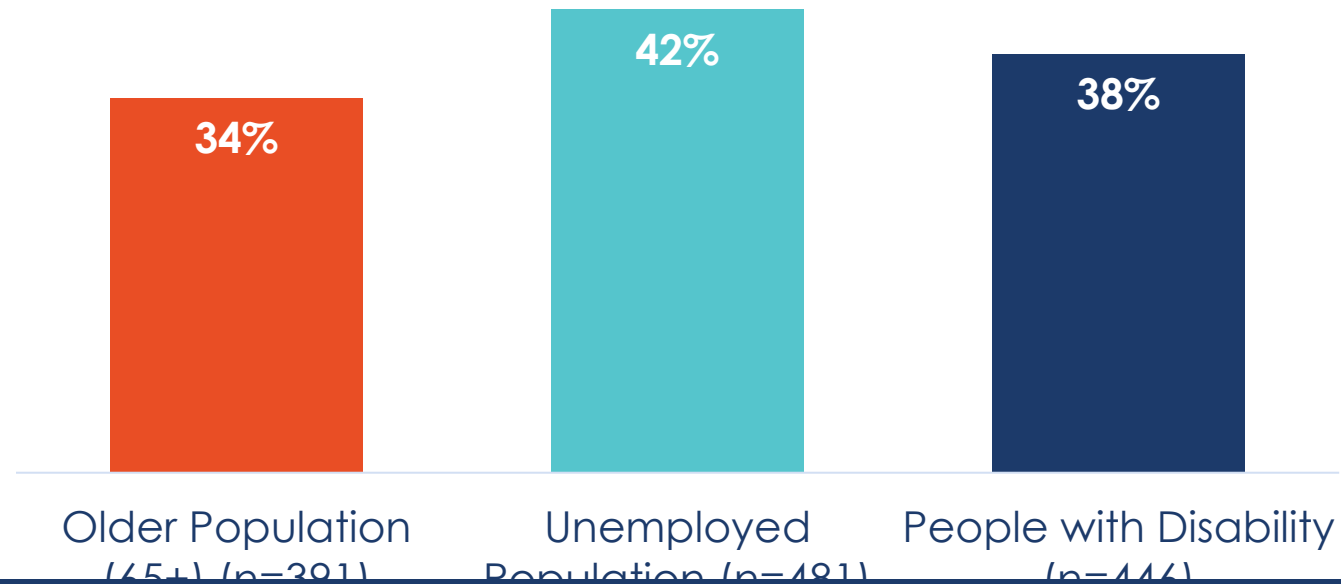
- Target Populations (n=624)
- Most Vulnerable Population (n=125)
- Young, employed, and able-bodied respondents (n=397)



ONHAND SURVEY ANALYSIS

OnHand Target Populations

- Roughly one-third of respondents are older adults
- 42% are unemployed
- More than one-third have a disability



THANK YOU!



Bethany Whitaker

857.305.8003

bwhitaker@nelsonnygaard.com



ONHAND

Expanding Transportation Access
Across Southeast Michigan

Survey Appendix

May 2020

ONHAND SURVEY RESULTS

Appendix Organization


- I. Survey Tool
- II. Response Rate
- III. Frequencies and Cross-Tabs

ONHAND SURVEY RESULTS

Survey Tool

The OnHand Survey included 15 questions about how people in Southeast Michigan travel, their experience with various fixed route and demand response services, and optional demographic information.

The OnHand hard
copy survey



Reference #

Thank you for helping with our survey!
We are looking for information about how you travel, what services you use and your experiences using them. Any information provided here will not be shared outside of the project team. If you have questions, or need help filling out the survey, please call 1-857-305-8002. To fill this survey out online, please visit www.surveymonkey.com/fr/SEMMichiganRiderSurvey

Current Travel Patterns

1. What is the main way you travel in Southeast Michigan?
(Please mark the service you use most)

☐ Fixed route bus services offered by The Ride, SMART or DDOT

☐ ADA paratransit service

☐ Specialized services (e.g., SMART Connector Service, SMART Community Partnership Program, or the Ride Gold Service, etc.)

☐ Agency transportation (i.e. service provided by nonprofit organization or other agency)

☐ Drive myself

☐ Use taxis, Uber, Lyft or other private service

☐ Other (family, friends, etc.) _____

2. What other services to you use?
(Select all that apply)

☐ Fixed route bus services offered by The Ride, SMART or DDOT

☐ ADA paratransit service

☐ Specialized services (e.g., SMART Connector Service, SMART Community Partnership Program, or the Ride Gold Service, etc.)

☐ Agency transportation (i.e. service provided by nonprofit organization or other agency)

☐ Drive myself

☐ Use taxis, Uber, Lyft or other private service

☐ Other (family, friends, etc.) _____

3. About how many trips do you take per week (on all services used)?

☐ Less than 5

☐ More than 5 and up to 10

☐ More than 10

4. How would you describe your experience with your transportation options?

☐ I'm pleased with the transportation service.

☐ I'm usually pleased with the transportation service.

☐ I don't like using the transportation services available to me.

5. Do you have trouble getting to certain places or making trips?

☐ Yes ☐ No *(If No – skip to Question 8)*

6. If yes, which types of trips are difficult to make?

☐ School, classes or educational activities

☐ Work

☐ Shopping or personal errands

☐ Doctor's appointments or medical services

☐ Physical therapy or exercise classes

☐ Visit friends or family

☐ Other: _____

7. What makes traveling difficult?
(Select all that apply)

☐ Finding a service/figuring out what is available

☐ Calling and scheduling a ride

☐ Finding rides in the evening and on weekends

☐ The cost of the ride

☐ Scheduling trips in advance

☐ Understanding when the vehicle is arriving or leaving

☐ Walking to/from bus stops

☐ Knowing where to wait for a ride

☐ Communicating with the driver

☐ Transferring between services

☐ Other: _____

OVER 

ONHAND SURVEY RESULTS

Survey Response Rate

- 1,233 surveys were collected
 - 655 online
 - 578 paper
- 96% of all surveys collected had responses to at least 9 questions

Survey data is shown in tables with total responses shown as “n” and percentages of the whole shown in shaded cells.

ONHAND SURVEY RESULTS

Q1. What is the main way you travel in Southeast Michigan? (Please mark the service you use most)

Overall sample:

Response	Number	Percent
Fixed route bus or rail services offered by TheRide, SMART, DDOT, the Detroit People Mover or Qline	482	39%
ADA paratransit service	21	2%
Specialized services (e.g., SMART Connector Service, SMART Community Partnership Program, or the Ride Gold Service, etc.)	37	3%
Agency transportation (i.e. service provided by nonprofit organization or other agency)	54	4%
Drive myself	501	41%
Use taxis, Uber, Lyft or other private service	31	3%
Other (family, friends, etc.)	96	8%
Total	1,222	100%

Note: Several respondents who indicated “Other” then wrote in a fixed route service they used or a for-hire service, etc. We reassigned those responses to the appropriate category.

ONHAND SURVEY RESULTS

Q1. What is the main way you travel in Southeast Michigan? (Please mark the service you use most)

Among target populations:

	Fixed route bus or rail services offered by TheRide, SMART, DDOT, the Detroit People Mover or Qline	ADA paratransit service	Specialized services (e.g., SMART Connector Service, SMART Community Partnership Program, or the Ride Gold Service, etc.)	Agency transportation (i.e. service provided by nonprofit organization or other agency)	Drive myself	Use taxis, Uber, Lyft or other private service	Other (family, friends, etc.)	Total (n)
Older Adults (65+)	149	10	16	24	141	8	36	384
Unemployed	193	16	18	30	151	13	52	473
Disabled	227	18	17	34	84	16	47	443
All Target Groups	326	21	27	49	219	20	73	735
Most Vulnerable Population	33	4	4	5	18	1	7	72
Older Adults (65+)	39%	3%	4%	6%	37%	2%	9%	100%
Unemployed	41%	3%	4%	6%	32%	3%	11%	100%
Disabled	51%	4%	4%	8%	19%	4%	11%	100%
All Target Groups	44%	3%	4%	7%	30%	3%	10%	100%
Most Vulnerable Population	46%	6%	6%	7%	25%	1%	10%	100%

ONHAND SURVEY RESULTS

**Q1. What is the main way you travel in Southeast Michigan?
(Please mark the service you use most)**

Q2. What other services to you use? (Select all that apply)

Top three modes among overall sample:

Main way to travel	Number	Percent	Secondary ways to travel	Number	Percent
Drive myself	501	41%	Use taxis, Uber, Lyft or other private service	395	24%
Fixed route bus or rail services offered by TheRide, SMART, DDOT, the Detroit People Mover or Qline	482	39%	Fixed route bus or rail services offered by TheRide, SMART, DDOT, the Detroit People Mover or Qline	366	22%
Other (family, friends, etc.)	96	8%	Family or friends	345	21%

ONHAND SURVEY RESULTS

**Q1. What is the main way you travel in Southeast Michigan?
(Please mark the service you use most)**

Q2. What other services to you use? (Select all that apply)

Top three modes among all target groups:

Main way to travel	Number	Percent	Secondary ways to travel	Number	Percent
Fixed route bus or rail services offered by TheRide, SMART, DDOT, the Detroit People Mover or Qline	326	44%	Family or friends	194	22%
Drive myself	219	30%	Fixed route bus or rail services offered by TheRide, SMART, DDOT, the Detroit People Mover or Qline	170	20%
Other (family, friends, etc.)	73	10%	Use taxis, Uber, Lyft or other private service	153	18%

ONHAND SURVEY RESULTS

**Q1. What is the main way you travel in Southeast Michigan?
(Please mark the service you use most)**

Q2. What other services to you use? (Select all that apply)

Overall sample:

Main way to travel	Number	Percent	Secondary ways to travel	Number	Percent
Fixed route bus or rail services offered by TheRide, SMART, DDOT, the Detroit People Mover or Qline	482	39%	Fixed route bus or rail services offered by TheRide, SMART, DDOT, the Detroit People Mover or Qline	366	22%
ADA paratransit service	21	2%	ADA paratransit service	53	3%
Specialized services (e.g., SMART Connector Service, SMART Community Partnership Program, or the Ride Gold Service, etc.)	37	3%	Specialized services (e.g., SMART Connector Service, SMART Community Partnership Program, or the Ride Gold Service, etc.)	87	5%
Agency transportation (i.e. service provided by nonprofit organization or other agency)	54	4%	Agency transportation (i.e. service provided by nonprofit organization or other agency)	113	7%
Drive myself	501	41%	Drive myself	211	13%
Use taxis, Uber, Lyft or other private service	31	3%	Use taxis, Uber, Lyft or other private service	395	24%
Other (family, friends, etc.)	96	8%	Family or friends	345	21%
			Other	100	6%
Total	1,222	100%	Total	1,670	100%

ONHAND SURVEY RESULTS

Q3. About how many trips do you take per week (on all services used)?

Overall sample:

Trips per week	Number	Percent
Less than 5	336	28%
More than 5 and up to 10	430	36%
More than 10	439	36%
Total	1,205	100%

Among all target groups:

Trips per week	Number	Percent
Less than 5	242	35%
More than 5 and up to 10	262	38%
More than 10	188	27%
Total	692	100%

ONHAND SURVEY RESULTS

Q3. About how many trips do you take per week (on all services used)?

By subgroup:

	Less than 5	More than 5 and up to 10	More than 10	Total (n)	Less than 5	More than 5 and up to 10	More than 10
Older Adults (65+)	163	147	68	378	43%	39%	18%
Unemployed	209	180	79	468	45%	38%	17%
Disabled	143	159	131	433	33%	37%	30%
All Target Groups	242	262	188	692	35%	38%	27%
Most Vulnerable Population	36	30	5	71	51%	42%	7%

ONHAND SURVEY RESULTS

Q4. How would you describe your experience with your transportation options?

Overall sample:

	Number	Percent
Pleased	322	28%
Usually pleased	547	48%
Don't like	266	23%
Total (n)	1,135	100%

ONHAND SURVEY RESULTS

Q4. How would you describe your experience with your transportation options?

Among target populations, by service type:

	Pleased	Usually pleased	Don't like	Total (n)	Pleased	Usually pleased	Don't like
Fixed route bus or rail services offered by TheRide, SMART, DDOT, the Detroit People Mover or Qline	95	155	53	303	31%	51%	17%
ADA paratransit service	7	11	1	19	37%	58%	5%
Specialized services (e.g., SMART Connector Service, SMART Community Partnership Program, or the Ride Gold Service, etc.)	13	9	4	26	50%	35%	15%
Agency transportation (i.e. service provided by nonprofit organization or other agency)	16	20	12	48	33%	42%	25%
Drive myself	62	71	40	173	36%	41%	23%
Use taxis, Uber, Lyft or other private service	9	6	5	20	45%	30%	25%
Other (family, friends, etc.)	22	27	12	61	36%	44%	20%
Total	224	299	127	650	34%	46%	20%

ONHAND SURVEY RESULTS

Q4. How would you describe your experience with your transportation options?

Among overall sample by trip frequency:

Trips per week	Pleased	Usually Pleased	Not Pleased	Total (n)	Pleased	Usually Pleased	Not Pleased
Less than 5	134	118	58	310	43%	38%	19%
More than 5 and up to 10	97	217	92	406	24%	53%	23%
More than 10	83	207	114	404	21%	51%	28%

ONHAND SURVEY RESULTS

Q4. How would you describe your experience with your transportation options?

Among target groups:

	Pleased	Usually pleased	Don't like	Total (n)	Pleased	Usually pleased	Don't like
Older Adults (65+)	142	136	62	340	42%	40%	18%
Unemployed	159	186	86	431	37%	43%	20%
Disabled	133	203	87	423	31%	48%	21%
All Target Groups	200	262	145	607	33%	43%	24%
Most Vulnerable Population	27	23	13	63	43%	37%	21%

ONHAND SURVEY RESULTS

Q4. How would you describe your experience with your transportation options?

By county:

	Older Adults			Unemployed			Disabled			All Target Groups			Most Vulnerable Population		
	Pleased	Usually Pleased	Not Pleased	Pleased	Usually Pleased	Not Pleased	Pleased	Usually Pleased	Not Pleased	Pleased	Usually Pleased	Not Pleased	Pleased	Usually Pleased	Not Pleased
Oakland	25	17	7	25	27	7	16	36	13	35	49	19	5	5	0
Macomb	13	14	0	22	19	3	26	25	5	34	37	5	2	3	0
Wayne	51	72	49	59	96	59	57	87	51	88	133	78	14	11	12
Washtenaw	38	16	1	38	22	5	13	20	9	43	30	10	3	3	0
Total (n)	127	119	57	144	164	74	112	168	78	200	249	112	24	22	12
Oakland	20%	14%	12%	17%	16%	9%	14%	21%	17%	18%	20%	17%	21%	23%	0%
Macomb	10%	12%	0%	15%	12%	4%	23%	15%	6%	17%	15%	4%	8%	14%	0%
Wayne	40%	61%	86%	41%	59%	80%	51%	52%	65%	44%	53%	70%	58%	50%	100%
Washtenaw	30%	13%	2%	26%	13%	7%	12%	12%	12%	22%	12%	9%	13%	14%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

ONHAND SURVEY RESULTS

Q4. How would you describe your experience with your transportation options?

By county:

	Older Adults				Unemployed				Disabled				All Target Groups				Most Vulnerable Population			
	Please d	Usually Please d	Not Please d	Total (n)	Please d	Usually Please d	Not Please d	Total (n)	Please d	Usually Please d	Not Please d	Total (n)	Please d	Usually Please d	Not Please d	Total (n)	Please d	Usually Please d	Not Please d	Total (n)
Oakland	25	17	7	49	25	27	7	59	16	36	13	65	35	49	19	103	5	5	0	10
Macomb	13	14	0	27	22	19	3	44	26	25	5	56	34	37	5	76	2	3	0	5
Wayne	51	72	49	172	59	96	59	214	57	87	51	195	88	133	78	299	14	11	12	37
Washtenaw	38	16	1	55	38	22	5	65	13	20	9	42	43	30	10	83	3	3	0	6
Oakland	51%	35%	14%	100%	42%	46%	12%	100%	25%	55%	20%	100%	34%	48%	18%	100%	50%	50%	0%	100%
Macomb	48%	52%	0%	100%	50%	43%	7%	100%	46%	45%	9%	100%	45%	49%	7%	100%	40%	60%	0%	100%
Wayne	30%	42%	28%	100%	28%	45%	28%	100%	29%	45%	26%	100%	29%	44%	26%	100%	38%	30%	32%	100%
Washtenaw	69%	29%	2%	100%	58%	34%	8%	100%	31%	48%	21%	100%	52%	36%	12%	100%	50%	50%	0%	100%

ONHAND SURVEY RESULTS

Q5. Do you have trouble getting to certain places or making trips?

Overall sample:

	Number	Percent
Yes	673	56%
No	520	44%

By subgroup:

	Yes	No	Total (n)	Yes	No
Older Adults (65+)	199	182	381	52%	48%
Unemployed	255	214	469	54%	46%
Disabled	318	124	442	72%	28%
All Target Groups	421	282	703	60%	40%
Most Vulnerable Population	46	25	71	65%	35%

ONHAND SURVEY RESULTS

Q6. If yes, which types of trips are difficult to make?

By subgroup:

	Older Adults (65+)	Unemployed	Disabled	All Target Groups	Most Vulnerable Population	Older Adults (65+)	Unemployed	Disabled	All Target Groups	Most Vulnerable Population
Shopping or personal errands	104	145	189	241	28	30%	28%	26%	27%	31%
Doctor's appointments or medical services	117	160	168	225	31	34%	31%	23%	26%	35%
Visit friends or family	58	89	139	167	15	17%	17%	19%	19%	17%
Work	10	23	70	73	2	3%	4%	10%	8%	2%
School, classes or educational activities	16	32	84	90	4	5%	6%	12%	10%	4%
Physical therapy or exercise classes	43	64	68	86	9	12%	12%	9%	10%	10%
Total	348	513	718	882	89	100%	100%	100%	100%	100%

ONHAND SURVEY RESULTS

Q6. If yes, which types of trips are difficult to make?

By county:

	Wayne	Detroit	Oakland	Macomb	Washtenaw	Total (n)	Wayne	Detroit	Oakland	Macomb	Washtenaw
Shopping or personal errands	32	149	29	27	37	274	12%	54%	11%	10%	14%
Doctor's appointments or medical services	32	140	21	19	34	246	13%	57%	9%	8%	14%
Visit friends or family	33	81	15	22	38	189	17%	43%	8%	12%	20%
Work	20	47	14	18	18	117	17%	40%	12%	15%	15%
School, classes or educational activities	17	48	21	11	12	109	16%	44%	19%	10%	11%
Physical therapy or exercise classes	8	48	7	6	13	82	10%	59%	9%	7%	16%

ONHAND SURVEY RESULTS

Q7. What makes traveling difficult?

Overall sample:

	Number	Percent
Finding rides in the evening and on weekends	309	17%
Finding a service/ figuring out what is available	270	15%
Walking to/from bus stops	217	12%
Transferring between services	174	10%
Understanding when vehicle is arriving or leaving	159	9%
Scheduling trips in advance	144	8%
The cost of the ride	153	8%
Knowing where to wait for a ride	136	8%
Calling and scheduling a ride	153	8%
Communicating with the driver	86	5%
Total	1,801	100%

ONHAND SURVEY RESULTS

Q7. What makes traveling difficult?

By subgroups:

	Older Adults (65+)	Unemployed	Disabled	All Target Groups	Most Vulnerable Population	Older Adults (65+)	Unemployed	Disabled	All Target Groups	Most Vulnerable Population
Finding rides in the evening and on weekends	89	124	157	200	24	18%	19%	16%	17%	20%
Finding a service/ figuring out what is available	74	91	132	171	14	15%	14%	13%	14%	11%
Walking to/from bus stops	47	75	123	143	15	10%	11%	13%	12%	12%
Transferring between services	28	45	89	100	7	6%	7%	9%	8%	6%
Understanding when vehicle is arriving or leaving	40	50	89	104	12	8%	8%	9%	9%	10%
Scheduling trips in advance	43	69	87	104	11	9%	10%	9%	9%	9%
The cost of the ride	50	65	85	105	12	10%	10%	9%	9%	10%
Knowing where to wait for a ride	29	38	79	94	6	6%	6%	8%	8%	5%
Calling and scheduling a ride	65	78	87	116	16	13%	12%	9%	10%	13%
Communicating with the driver	24	31	52	61	6	5%	5%	5%	5%	5%

ONHAND SURVEY RESULTS

Q7. What makes traveling difficult?

By county among people who rely on ADA paratransit, Specialized Services, or agency transportation:

	Wayne	Detroit	Oakland	Macomb	Washtenaw	Total (n)	Wayne	Detroit	Oakland	Macomb	Washtenaw
Finding rides in the evening and on weekends	31	118	53	27	32	261	12%	45%	20%	10%	12%
Finding a service/ figuring out what is available	36	90	43	28	26	223	16%	40%	19%	13%	12%
Walking to/from bus stops	29	81	34	20	15	179	16%	45%	19%	11%	8%
Transferring between services	25	62	19	16	16	138	18%	45%	14%	12%	12%
Understanding when vehicle is arriving or leaving	16	56	22	15	15	124	13%	45%	18%	12%	12%
Scheduling trips in advance	15	49	35	8	14	121	12%	40%	29%	7%	12%
The cost of the ride	19	57	16	10	18	120	16%	48%	13%	8%	15%
Knowing where to wait for a ride	22	42	23	12	9	108	20%	39%	21%	11%	8%
Calling and scheduling a ride	18	75	12	12	14	131	14%	57%	9%	9%	11%
Communicating with the driver	9	29	15	8	11	72	13%	40%	21%	11%	15%

ONHAND SURVEY RESULTS

Q7. What makes traveling difficult?

For older adults:

	Number	Percent
Finding rides in the evening and on weekends	89	18%
Finding a service/ figuring out what is available	74	15%
Walking to/from bus stops	47	10%
Transferring between services	28	6%
Understanding when vehicle is arriving or leaving	40	8%
Scheduling trips in advance	43	9%
The cost of the ride	50	10%
Knowing where to wait for a ride	29	6%
Calling and scheduling a ride	65	13%
Communicating with the driver	24	5%
Total	489	100%

ONHAND SURVEY RESULTS

Q7. What makes traveling difficult?

For unemployed population:

	Number	Percent
Finding rides in the evening and on weekends	124	19%
Finding a service/ figuring out what is available	91	14%
Walking to/from bus stops	75	11%
Transferring between services	45	7%
Understanding when vehicle is arriving or leaving	50	8%
Scheduling trips in advance	69	10%
The cost of the ride	65	10%
Knowing where to wait for a ride	38	6%
Calling and scheduling a ride	78	12%
Communicating with the driver	31	5%
Total	666	100%

ONHAND SURVEY RESULTS

Q7. What makes traveling difficult?

For people with disabilities:

	Number	Percent
Finding rides in the evening and on weekends	157	16%
Finding a service/ figuring out what is available	132	13%
Walking to/from bus stops	123	13%
Transferring between services	89	9%
Understanding when vehicle is arriving or leaving	89	9%
Scheduling trips in advance	87	9%
The cost of the ride	85	9%
Knowing where to wait for a ride	79	8%
Calling and scheduling a ride	87	9%
Communicating with the driver	52	5%
Total	980	100%

ONHAND SURVEY RESULTS

Q8. Do you have access to a vehicle?

Overall sample:

	Number	Percent
Yes	578	49%
No	470	40%
Sometimes	121	10%
Total	1,169	100%

By subgroups:

	Yes	No	Sometimes	Yes	No	Sometimes
Older Adults (65+)	183	177	25	48%	46%	6%
Unemployed	199	232	43	42%	49%	9%
Disabled	115	281	281	17%	42%	42%
All Target Groups	276	371	60	39%	52%	8%
Most Vulnerable Population	23	38	9	33%	54%	13%

ONHAND SURVEY RESULTS

Q8. Do you have access to a vehicle?

Among subgroups, by county:

	Detroit			Wayne (excluding Detroit)			Oakland			Macomb			Washtenaw			Total			Total Respondents
	Yes	No	Sometimes	Yes	No	Sometimes	Yes	No	Sometimes	Yes	No	Sometimes	Yes	No	Sometimes	Yes	No	Sometimes	
Older Adults (65+)	67	96	14	12	5	1	36	16	2	19	9	2	16	37	5	150	163	24	337
Unemployed	67	117	20	16	11	5	40	23	3	22	21	4	21	40	6	166	212	38	416
Disabled	30	95	95	13	47	47	21	41	41	18	34	34	14	22	22	96	239	239	574
All Target Groups	86	139	26	22	48	6	54	50	5	35	39	6	29	47	10	226	323	53	602
Most Vulnerable Population	9	22	9	3	3	0	5	4	9	3	2	9	0	5	9	20	36	36	92
Older Adults (65+)	38%	54%	8%	67%	28%	6%	67%	30%	4%	63%	30%	7%	28%	64%	9%	45%	48%	7%	100%
Unemployed	33%	57%	10%	50%	34%	16%	61%	35%	5%	47%	45%	9%	31%	60%	9%	40%	51%	9%	100%
Disabled	14%	43%	43%	12%	44%	44%	20%	40%	40%	21%	40%	40%	24%	38%	38%	17%	42%	42%	100%
All Target Groups	34%	55%	10%	29%	63%	8%	50%	46%	5%	44%	49%	8%	34%	55%	12%	38%	54%	9%	100%
Most Vulnerable Population	23%	55%	23%	50%	50%	0%	28%	22%	50%	21%	14%	64%	0%	36%	64%	22%	39%	39%	100%

ONHAND SURVEY RESULTS

Q9. Do you have a personal computer or mobile device?

Overall sample:

	Number	Percent
Yes – both a personal computer and mobile device	762	65%
Yes – personal computer only	44	4%
Yes – mobile device only	216	19%
No	145	12%
Total	1,167	100%

By subgroups:

	Yes – Both	Yes – PC only	Yes – mobile only	No	Total (n)	Yes – Both	Yes – PC only	Yes – mobile only	No
Older Adults (65+)	194	22	75	94	385	50%	6%	19%	24%
Unemployed	245	28	101	103	477	51%	6%	21%	22%
Disabled	232	22	110	76	440	53%	5%	25%	17%
All Target Groups	404	41	161	131	737	55%	6%	22%	18%
Most Vulnerable Population	31	5	18	17	71	44%	7%	25%	24%

ONHAND SURVEY RESULTS

Q9. Do you have a personal computer or mobile device?

By age:

Age Group	Access to Mobile	No Access to Mobile	Total (n)	Access to Mobile	No Access to Mobile
34 years old or younger	244	25	269	91%	9%
35 – 54 years old	233	6	239	97%	3%
55 – 64 years old	219	33	252	87%	13%
65 – 84 years old	245	99	344	71%	29%
85 years old or older	24	17	41	59%	41%

Age Group	Yes – Both	Yes – PC only	Yes – mobile only	No	Total (n)	Yes – Both	Yes – PC only	Yes – mobile only	No
34 years old or younger	192	10	52	15	269	71%	4%	19%	6%
35 – 54 years old	191	3	42	3	239	80%	1%	18%	1%
55 – 64 years old	175	9	44	24	252	69%	4%	17%	10%
65 – 84 years old	176	18	69	81	344	51%	5%	20%	24%
85 years old or older	18	4	6	13	41	44%	10%	15%	32%
Total Older Adults	194	22	75	94	385	50%	6%	20%	24%

ONHAND SURVEY RESULTS

Q9. Do you have a personal computer or mobile device?

By employment status:

	Employment Type	Yes – Both	Yes – PC only	Yes – mobile only	No	Yes – Both	Yes – PC only	Yes – mobile only	No
Employed	Student – full-time	66	10	37	15	5%	1%	3%	1%
	Student – part-time	18	0	3	2	1%	0%	0%	0%
	Employed – full-time	327	3	43	4	26%	0%	3%	0%
	Employed – part-time	81	2	18	5	6%	0%	1%	0%
	Out of work – currently not looking for work	7	1	6	5	1%	0%	0%	0%
	Military	66	10	37	15	5%	1%	3%	1%
	Total for Employed	565	26	144	46	44%	2%	10%	2%
Unemployed	Out of work – looking for work	21	0	5	0	2%	0%	0%	0%
	Unable to work due to a disability	54	3	35	33	4%	0%	3%	3%
	Unpaid work at home (caregiver)	7	1	3	3	1%	0%	0%	0%
	Retired	163	24	58	67	13%	2%	5%	5%
	Total for Unemployed	245	28	101	103	20%	2%	8%	8%
	Total for all	810	54	245	149	64%	4%	19%	12%

ONHAND SURVEY RESULTS

Q9. Do you have a personal computer or mobile device?

By disability status:

	Yes – both a personal computer and mobile device	Yes – personal computer only	Yes – mobile device only	No	Yes – both a personal computer and mobile device	Yes – personal computer only	Yes – mobile device only	No
With diagnosed disability	232	22	110	76	10%	1%	5%	3%
Without diagnosed disability	490	20	92	54	21%	1%	4%	2%
Prefer not to answer	31	2	10	14	1%	0%	0%	1%
Total	753	44	212	144	33%	2%	9%	6%

ONHAND SURVEY RESULTS

Q9. Do you have a personal computer or mobile device?

Among people without access to vehicle, by county:

	Detroit		Wayne (excluding Detroit)		Oakland		Macomb		Washtenaw		Total		Total Respondents
	Has Access	No Access	Has Access	No Access	Has Access	No Access	Has Access	No Access	Has Access	No Access	Has Access	No Access	
Older Adults (65+)	24	44	1	0	5	3	3	2	4	9	37	58	95
Unemployed	68	45	11	2	19	4	18	3	32	8	148	62	210
Disabled	60	34	40	6	39	2	31	3	18	3	188	48	236
All Target Groups	39	52	4	6	13	4	12	5	9	9	77	76	153
Most Vulnerable Population	6	10	1	0	2	0	1	0	1	1	11	11	22
Older Adults (65+)	35%	65%	100%	0%	63%	38%	60%	40%	31%	69%	39%	61%	100%
Unemployed	60%	40%	85%	15%	83%	17%	86%	14%	80%	20%	70%	30%	100%
Disabled	64%	36%	87%	13%	95%	5%	91%	9%	86%	14%	80%	20%	100%
All Target Groups	43%	57%	40%	60%	76%	24%	71%	29%	50%	50%	50%	50%	100%
Most Vulnerable Population	38%	63%	100%	0%	100%	0%	100%	0%	50%	50%	50%	50%	100%

ONHAND SURVEY RESULTS

Q10. Do you use your personal computer or mobile device to purchase goods or services?

By subgroups:

Technology Use	Yes	No	N/A	Yes	No	N/A
Older Adults (65+)	180	157	47	47%	41%	12%
Unemployed	237	174	60	50%	37%	13%
Disabled	235	158	42	54%	36%	10%
All Target Groups	378	251	141	49%	33%	18%
Most Vulnerable Population	33	28	10	46%	39%	14%

ONHAND SURVEY RESULTS

Q10. Do you use your personal computer or mobile device to purchase goods or services?

Among people without a vehicle, by age-group:

Technology use among people without a vehicle	Uses technology for purchases				Does <u>NOT</u> use technology for purchases				Total (n)
	Has a computer	Has a mobile device	Has both	Has neither	Has a computer	Has a mobile device	Has both	Has neither	
34 years old or younger	2	15	46	2	6	21	19	1	112
35 – 54 years old	3	12	36	0	0	10	7	1	69
55 – 64 years old	0	6	36	0	3	10	5	9	69
65 – 84 years old	2	14	32	0	3	19	13	31	114
85 years old or older	0	0	5	0	2	4	6	4	21
34 years old or younger	2%	13%	41%	2%	5%	19%	17%	1%	100%
35 – 54 years old	4%	17%	52%	0%	0%	14%	10%	1%	100%
55 – 64 years old	0%	9%	52%	0%	4%	14%	7%	13%	100%
65 – 84 years old	2%	12%	28%	0%	3%	17%	11%	27%	100%
85 years old or older	0%	0%	24%	0%	10%	19%	29%	19%	100%
65 years or older	2	14	37	0	5	23	19	35	135

ONHAND SURVEY RESULTS

Q10. Do you use your personal computer or mobile device to purchase goods or services?

Among people without a vehicle and with access to technology, by county:

	Detroit		Wayne (excluding Detroit)		Oakland		Macomb		Washtenaw		Total		Total Respondents
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	
Older Adults (65+)	12	11	0	1	0	5	1	0	0	4	13	21	34
Unemployed	36	22	7	2	9	9	5	6	8	23	65	62	127
Disabled	40	19	22	16	21	14	14	15	6	12	103	76	179
All Target Groups	22	15	0	4	4	8	5	5	3	6	34	38	72
Most Vulnerable Population	3	3	0	1	0	2	0	0	0	1	3	7	10
Older Adults (65+)	52%	48%	0%	100%	0%	100%	100%	0%	0%	100%	38%	62%	100%
Unemployed	62%	38%	78%	22%	50%	50%	45%	55%	26%	74%	51%	49%	100%
Disabled	68%	32%	58%	42%	60%	40%	48%	52%	33%	67%	58%	42%	100%
All Target Groups	59%	41%	0%	100%	33%	67%	50%	50%	33%	67%	47%	53%	100%
Most Vulnerable Population	50%	50%	0%	100%	0%	100%	-	-	0%	100%	30%	70%	100%

ONHAND SURVEY RESULTS

Q11. What is your home zip code?

Among subgroups, by county:

	Total			Wayne (including Detroit)		Detroit		Oakland		Macomb		Washtenaw		County
	Number	Percent	Total (n)	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Total (n)
Older Adults (65+)	391	34%	1,154	199	58%	181	53%	55	16%	30	9%	58	17%	342
Unemployed	481	42%	1,141	240	57%	208	49%	67	16%	47	11%	67	16%	421
Disabled	446	40%	1,161	209	55%	144	38%	68	18%	57	15%	43	11%	377
All Target Groups	749	65%	1,146	331	54%	255	42%	111	18%	80	13%	86	14%	608
Most Vulnerable Population	125	11%	1,129	74	67%	65	59%	15	14%	9	8%	13	12%	111
People who are young, employed, and able-bodied	397	35%	1,146	182	56%	143	44%	78	24%	36	11%	31	9%	327

ONHAND SURVEY RESULTS

Q11. What is your home zip code?

Overall sample:

	Number	Percent
Detroit	423	43%
Oakland	196	20%
Washtenaw	122	13%
Wayne (Outside Detroit)	120	12%
Macomb	120	12%
Total	981	100%

152 of 211 zip codes represented (72%)

ONHAND SURVEY RESULTS

Q12. Do you identify as...?

Overall sample:

	Number	Percent
Female	694	60%
Male	441	38%
Transgendered	0	0%
Other/prefer not to answer	24	2%
Total	1,159	100%

Regional comparison:

	Number	Percent	4-County Region	Wayne	Macomb	Oakland	Washtenaw
Male	441	39%	49%	48%	49%	49%	50%
Female	694	61%	51%	52%	51%	51%	50%
Total	1,135	100%	100%	100%	100%	100%	100%

Source: 2018 ACS 1-Year Estimates

ONHAND SURVEY RESULTS

Q13. What is your age?

Overall sample:

	Number	Percent
34 years old or younger	271	23%
35 – 54 years old	239	21%
55 – 64 years old	253	22%
65 – 84 years old	350	30%
85 years old or older	41	4%
Total	1,154	100%

ONHAND SURVEY RESULTS

Q14. Are you currently...?

Overall sample:

	Number	Percent
Student – full-time	130	11%
Student – part-time	23	2%
Employed – full-time	378	33%
Employed – part-time	106	9%
Out of work – looking for work	26	2%
Out of work – currently not looking for work	19	2%
Unable to work due to a disability	125	11%
Unpaid work at home (caregiver)	14	1%
Military	4	0%
Retired	316	28%
Total	1,141	100%

Unemployed Respondents	Number	Percent
Unable to work due to a disability	125	26%
Unpaid work at home (caregiver)	14	3%
Retired	316	66%
Out of work – looking for work	26	5%
Total	481	100%

For the purpose of this analysis, 42% of all respondents are considered *unemployed* (n=481).

ONHAND SURVEY RESULTS

Q15. Have you been diagnosed with any disability or impairment?

Overall sample:

	Number	Percent
With diagnosed disability	446	38%
Without diagnosed disability	658	57%
Prefer not to answer	57	5%
Total	1,161	100%

Type of Disability	Number	% out of 446
Sensory impairment (vision and/or hearing)	85	19%
Mobility impairment	146	33%
Learning disability (e.g., ADHD, Dyslexia)	81	18%
Mental health disorder	77	17%
Disability or impairment not listed	173	39%
Total	562	100%

Regional comparison:

2017 People with Disability	Region	Percent	Number	Percent
Macomb	60,256	20%	57	15%
Oakland	69,627	23%	68	18%
Washtenaw	15,601	5%	43	11%
Wayne	159,478	52%	209	55%
Total	304,962	100%	377	100%

Source: 2017 ACS 5-Year Estimates

ONHAND SURVEY RESULTS

Q17. How do you identify your ethnicity? (Please select all that apply)

Survey sample as compared with underlying regional population:

	Survey		RTA Region	Oakland	Wayne	Macomb	Washtenaw
White or Caucasian	492	41%	38%	32%	53%	81%	14%
Black or African American	453	38%	26%	9%	39%	11%	47%
Other minorities (non-white population)	199	16%	36%	58%	8%	7%	39%
Prefer not to answer	59	5%	-	-	-	-	-
Total	1,203	100%	100%	100%	100%	100%	100%

Source: 2018 ACS 1-Year Estimates

ONHAND SURVEY RESULTS

Q17. How do you identify your ethnicity? (Please select all that apply)

Overall sample:

	Survey		RTA Region (4 counties)	Oakland	Wayne	Macomb	Washtenaw
American Indian or Alaska Native	31	3%	2%	2%	3%	2%	2%
Asian	75	6%	7%	2%	4%	1%	37%
Black or African American	453	38%	38%	30%	52%	18%	7%
Hispanic, Latino or Spanish Origin	43	4%	4%	1%	5%	3%	0%
Middle Eastern or North African	21	2%	2%	1%	2%	1%	2%
Native Hawaiian or other Pacific Islander	3	0%	0%	0%	0%	0%	1%
White or Caucasian	492	41%	41%	58%	26%	72%	47%
Other	26	2%	2%	1%	3%	1%	0%
Prefer not to answer	59	5%	5%	4%	5%	3%	5%
Total	1,203	100%	100%	100%	100%	100%	100%

ONHAND SURVEY RESULTS

Target Populations

Overall sample:

Subgroup	Total	Percent	n
Older Adults (65+)	391	34%	1,154
Unemployed	481	42%	1,141
Disabled	446	38%	1,161
All Target Groups	749	65%	1,146
Most Vulnerable Population	125	11%	1,129
People who are young, employed, and able-bodied	397	35%	1,146

THANK YOU!



Bethany Whitaker

857.305.8003

bwhitaker@nelsonnygaard.com