

General Transit Survey Report

April 2019



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About

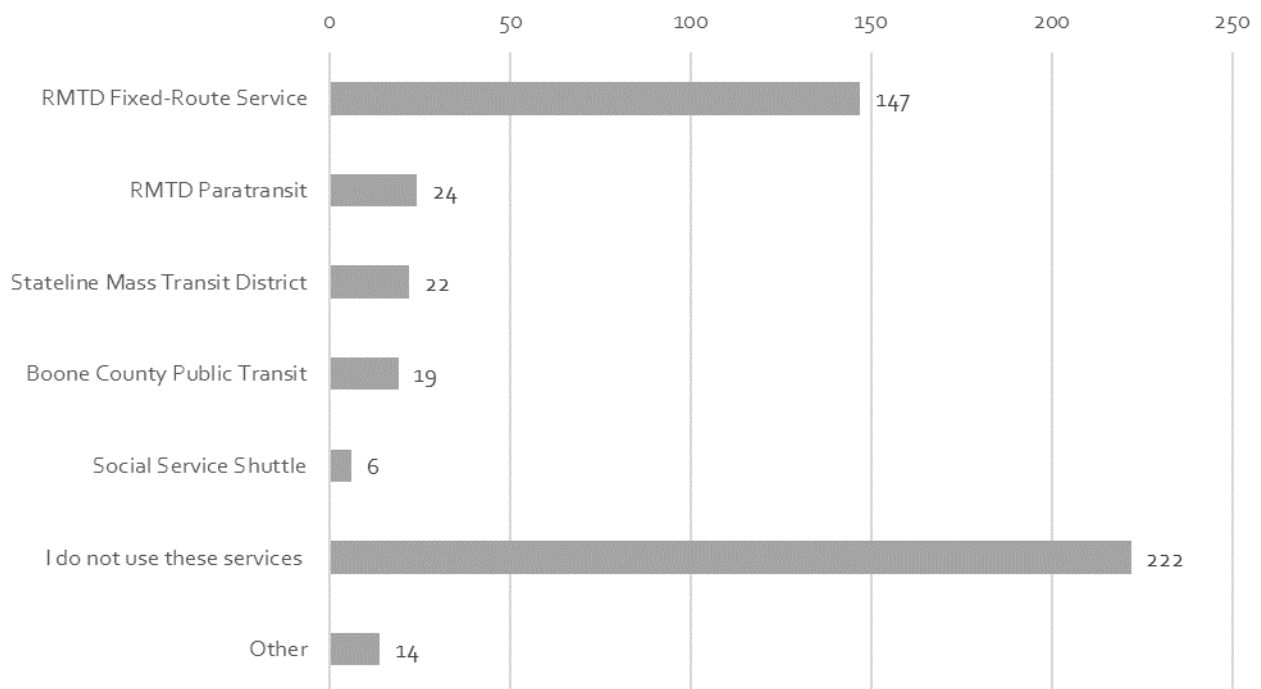
An integral part of Rockford Mass Transit District's (RMTD) Comprehensive Mobility Analysis, the General Transit Survey provided an anonymous outlet for individuals to give feedback on multiple aspects of public transportation services within the Rockford region. The survey was open from November 19th, 2018 until January 31st, 2019, and was directed towards anyone who lives or works within the two county region.

Once opened, the survey was distributed through both RMTD's and the Region 1 Planning Council's (R1PC) local stakeholder email lists, respective social media accounts, and links on their websites. Paper copies of the survey were made available at RMTD's Downtown Transfer Center and East Side Transfer Center, and were supplied to any stakeholder upon request. In response to a local request, Spanish translated versions of the survey were made available at each organization's website, and paper copies were made available at both of RMTD's facilities and the Boone County Health Department. Paper versions of the surveys were also provided at all three of RMTD's Rider Forums.

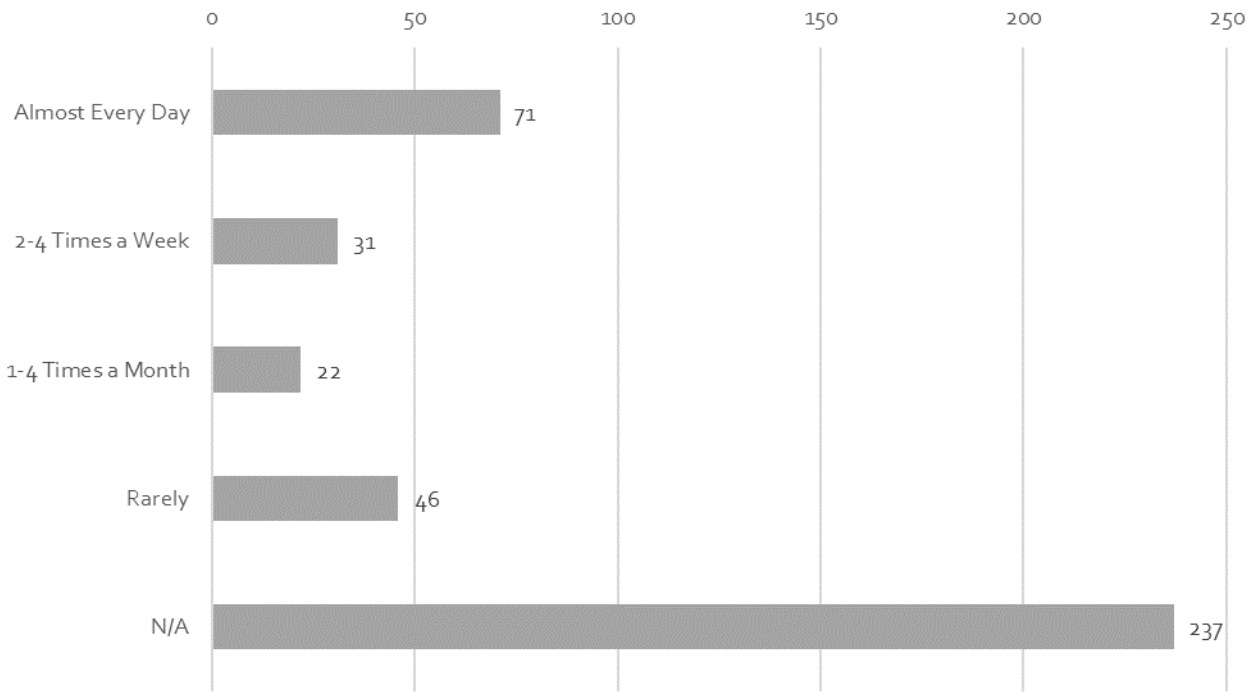
Upon closing, 407 survey responses were collected. This includes 349 fully completed surveys and 58 partially completed surveys. This report provides a basic overview of responses to each question. Any question that did not receive an answer was categorized as No Answer, or N/A. Any comments associated with an answer have been provided in the Appendix.

Results

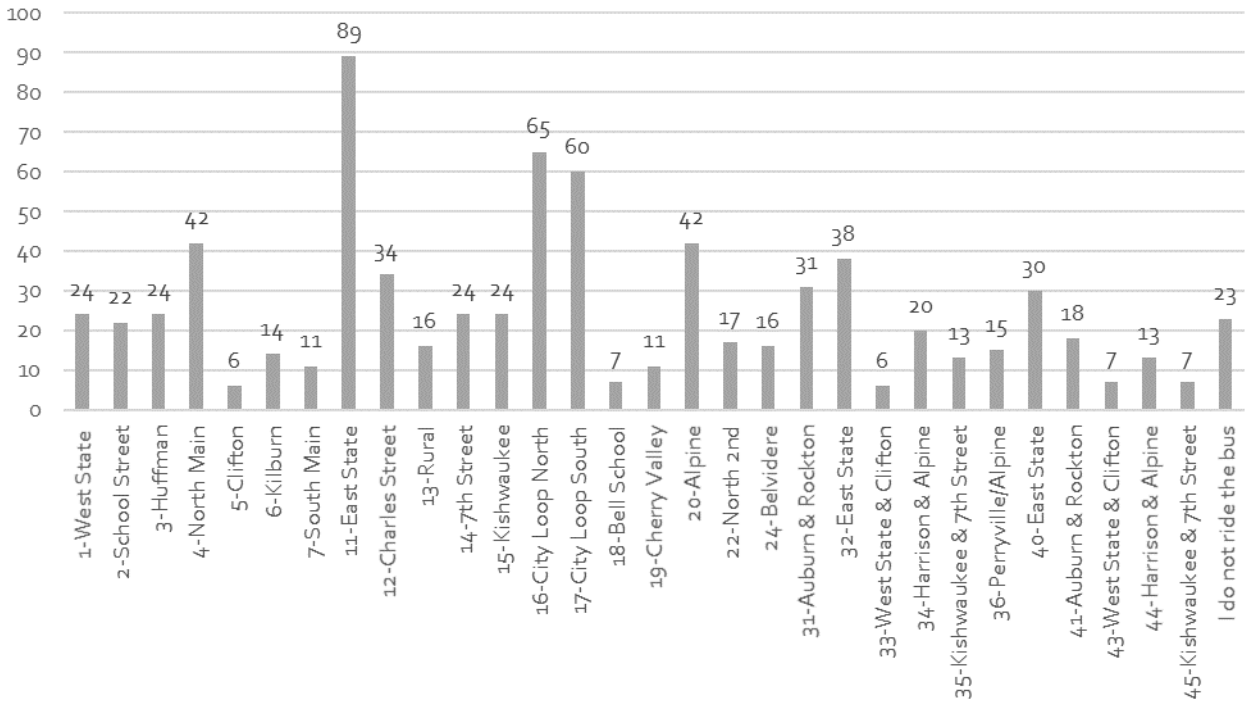
1. What public transportation services do you use in the Rockford Region?



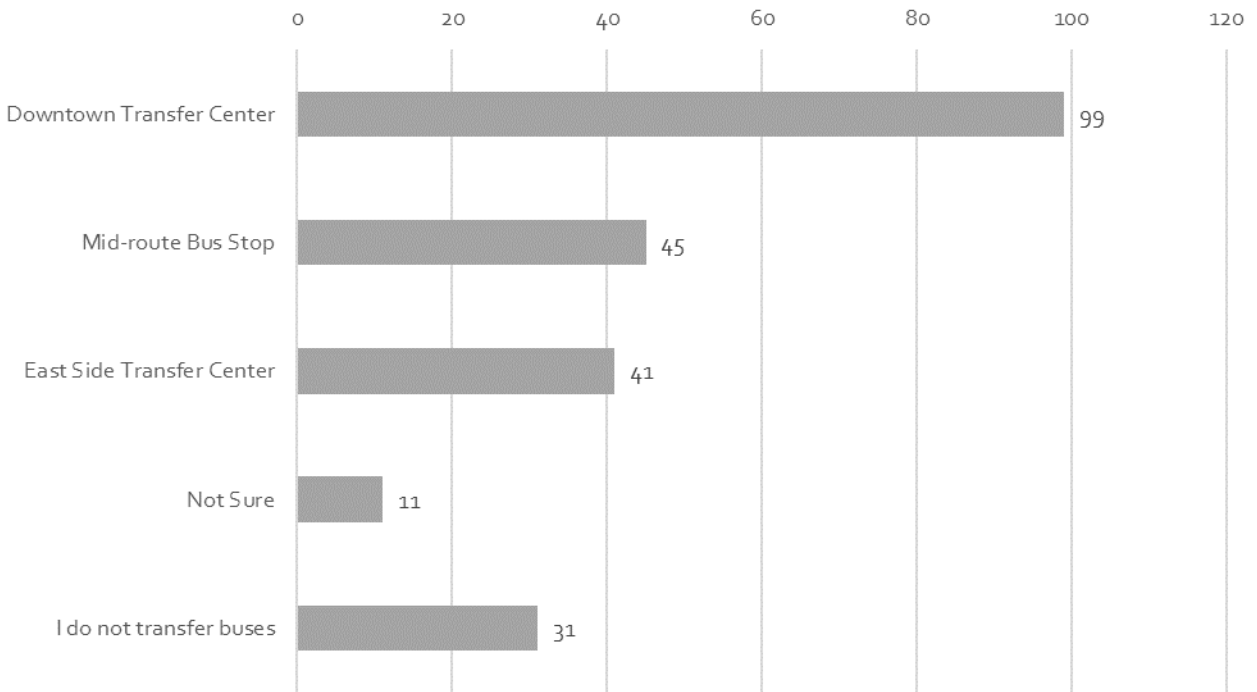
2. How often do you ride the bus?



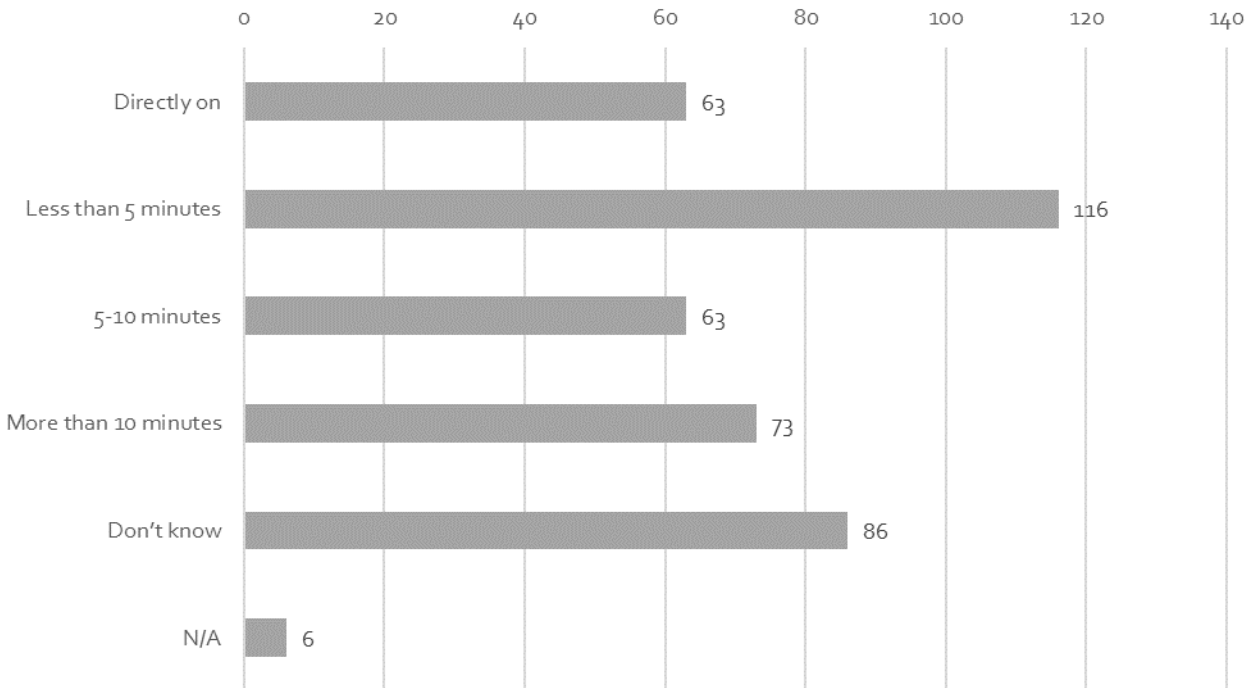
3. Which bus routes do you ride?



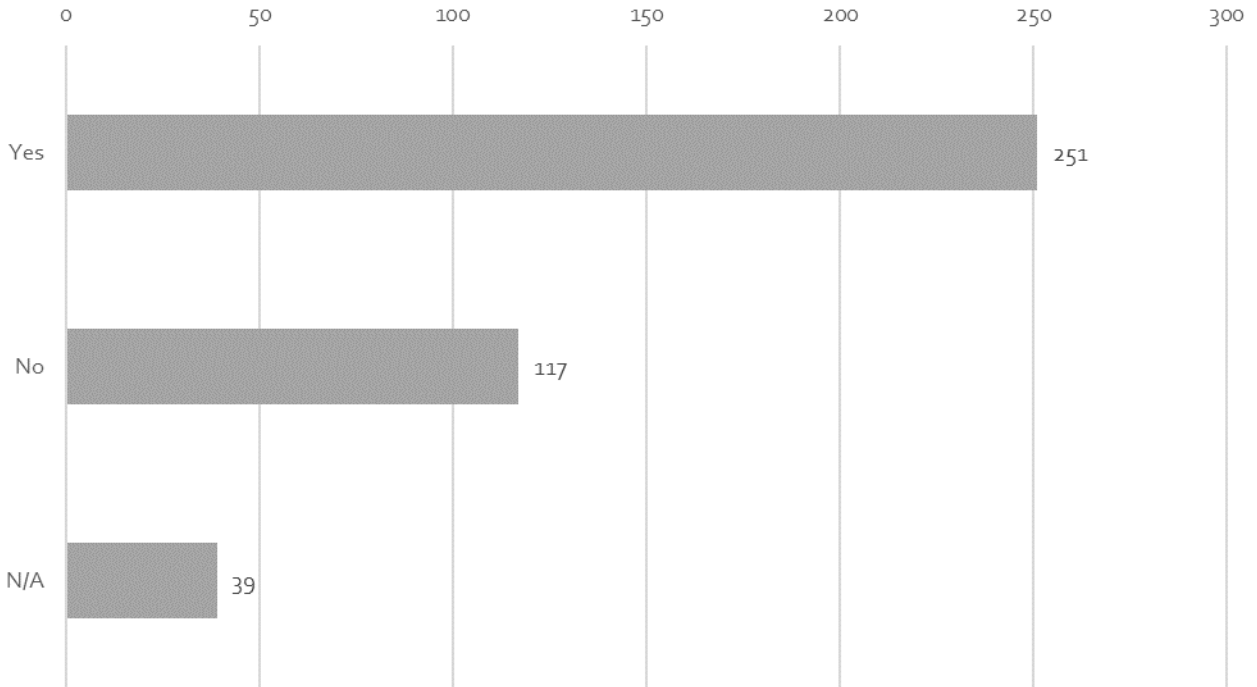
4. If necessary, where do you transfer buses?



5. How close do you live to a bus route?



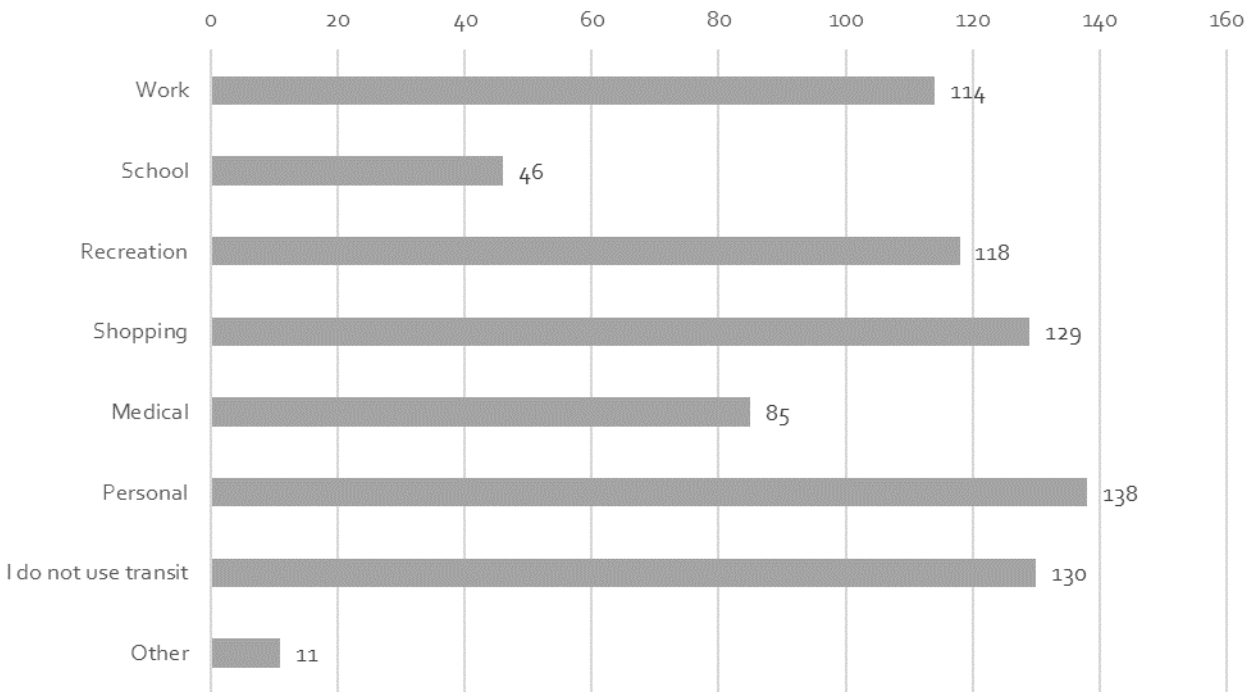
6. Have you ever used public transportation in places outside of the Rockford Region?



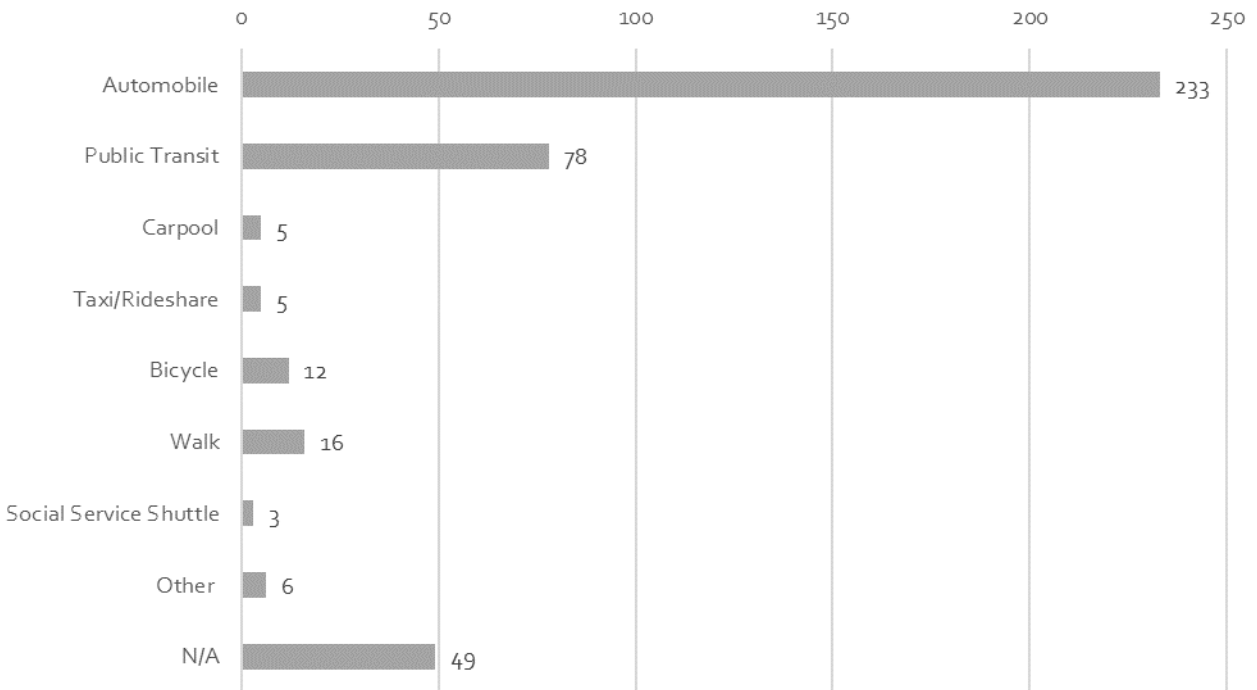
7. If so, where? (Optional)



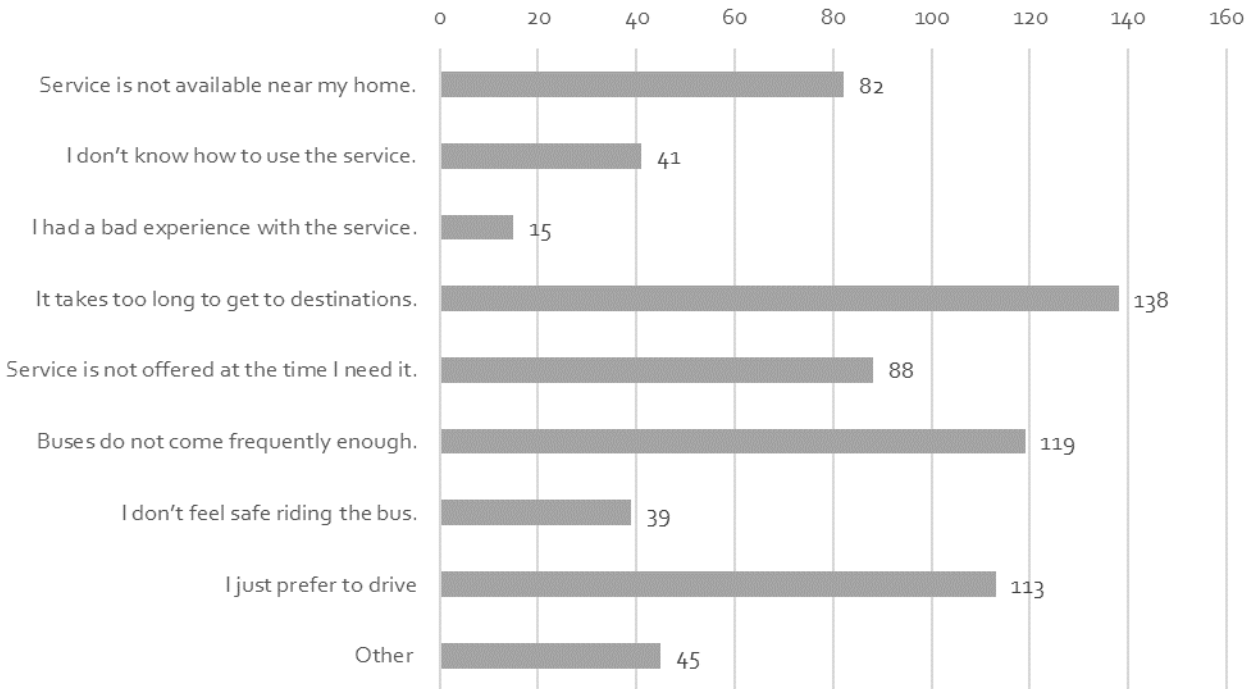
8. For which of the following purposes do you use public transportation?



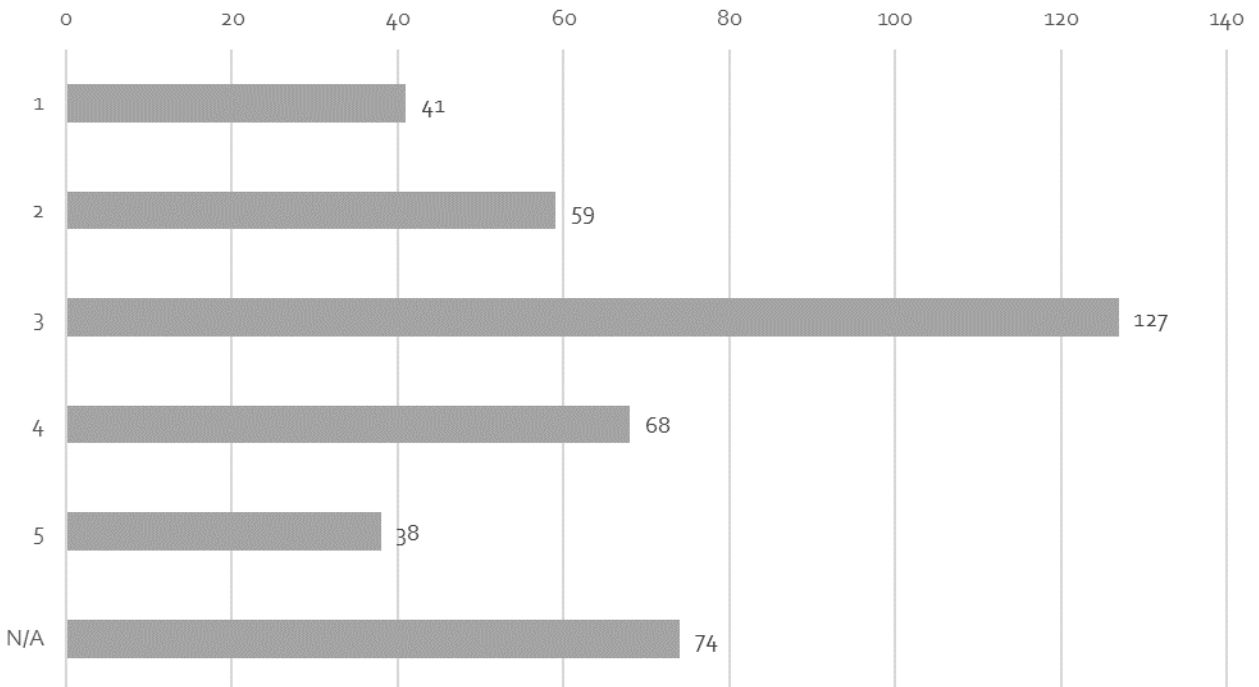
9. What is your preferred method of transportation?



10. What keeps you from using public transportation more often?



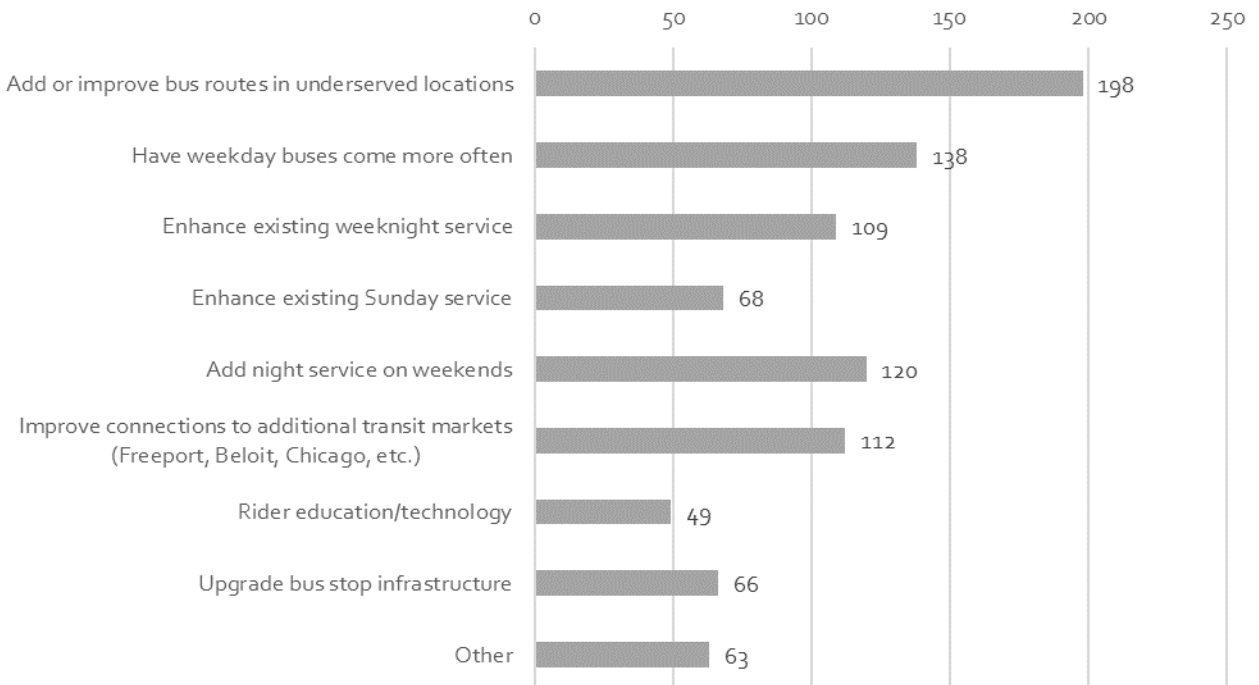
11. How would you rate public transportation services within the Rockford Region?



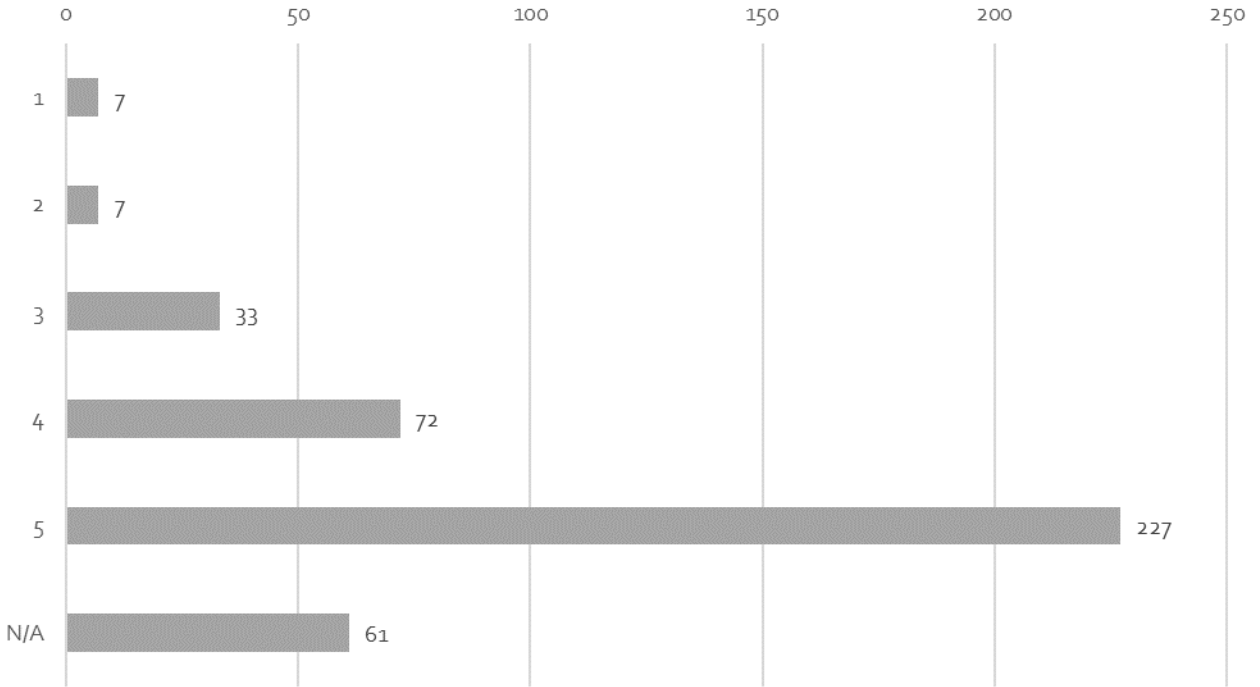
12. What is your preference for the following scenarios?

Have fewer routes with faster service	138	177	Have more routes with slower service
Expand service for weekday routes	140	183	Expand late PM and early AM service
More stops with slower service	151	154	Less stops with faster service
Walk a shorter distance to a slower bus service	197	121	Walk a longer distance to a faster bus service

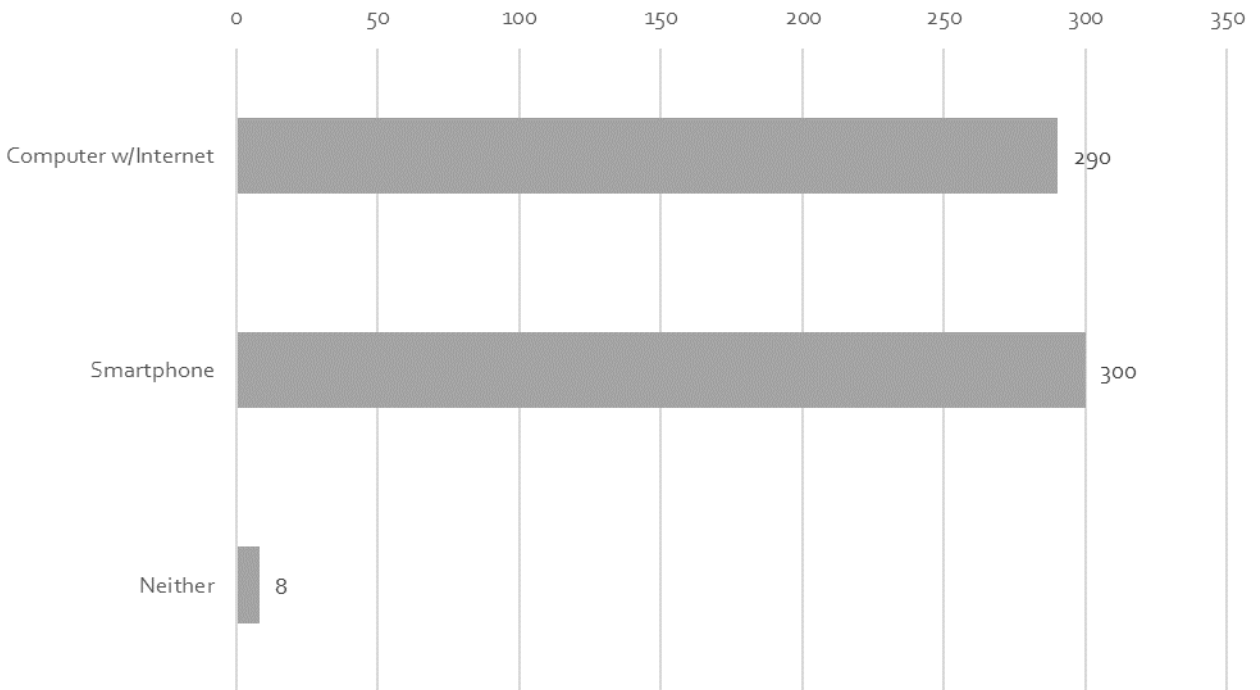
13. What should the top three (3) priorities be for public transportation in the Rockford Region?



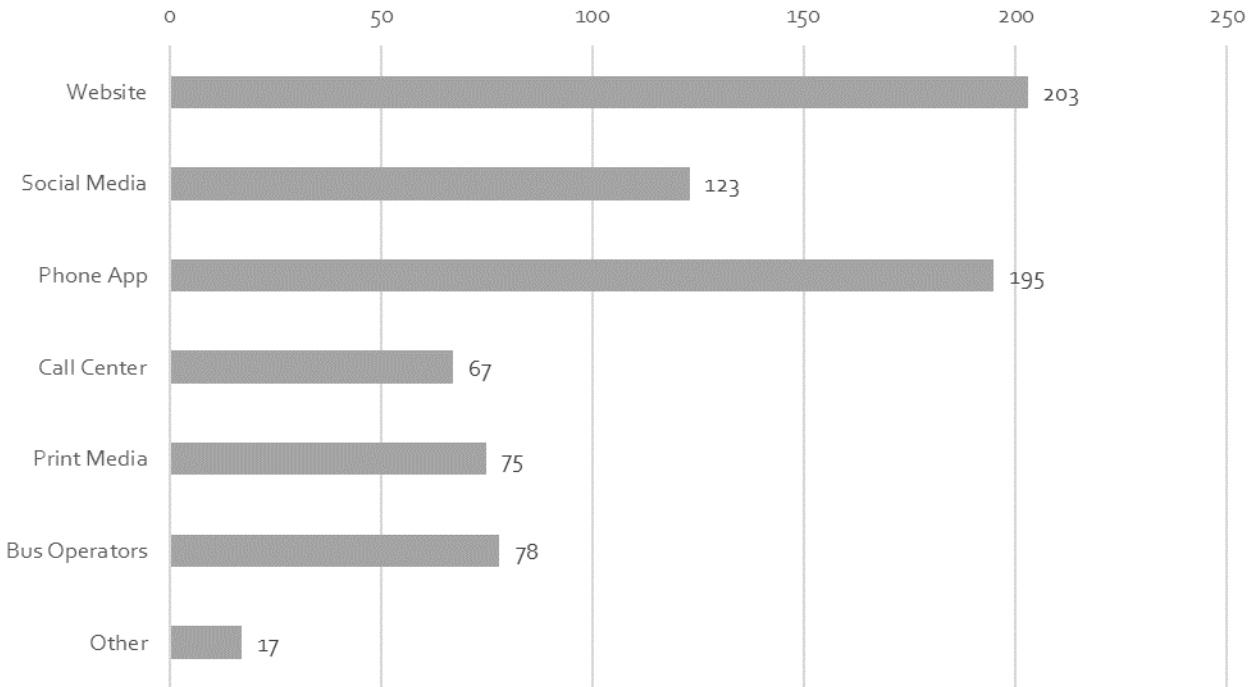
14. How important do you think it is for the Rockford Region to support and fund public transportation?



15. Do you have regular access to the following technologies?



16. How would you prefer to receive bus service, bus scheduling, and promotional updates from RMTD?



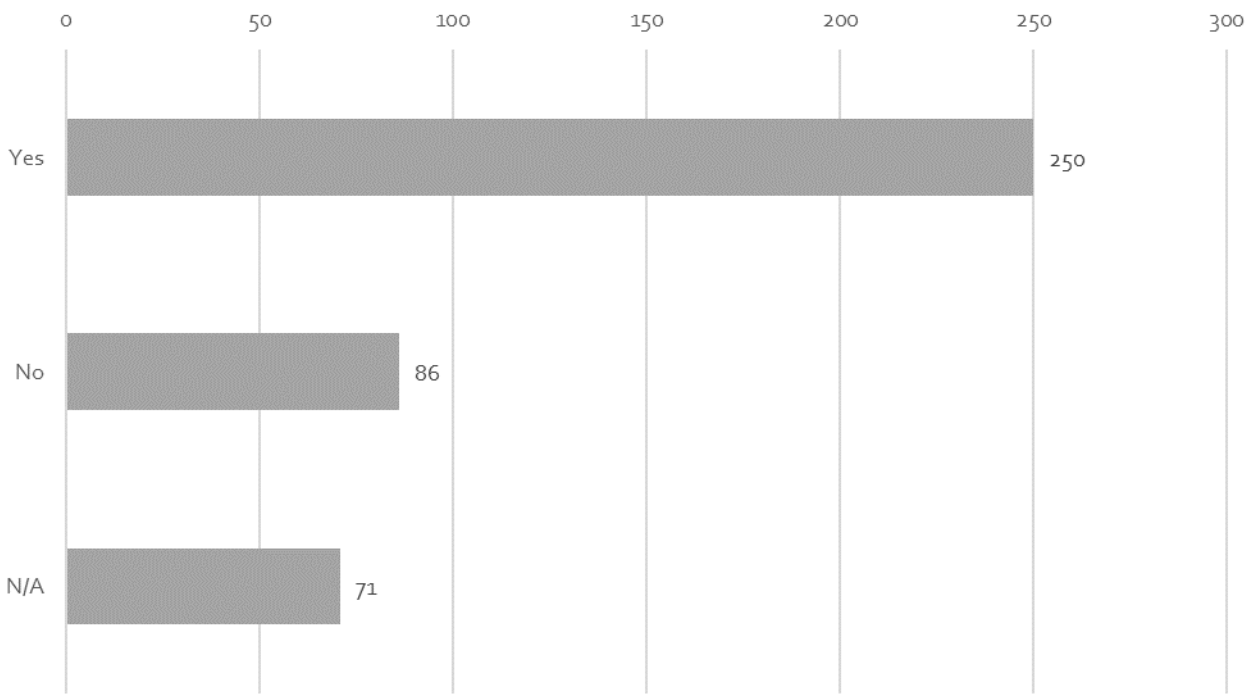
17. Are there any places in the Rockford Region that public transportation should serve?

See Appendix for answers

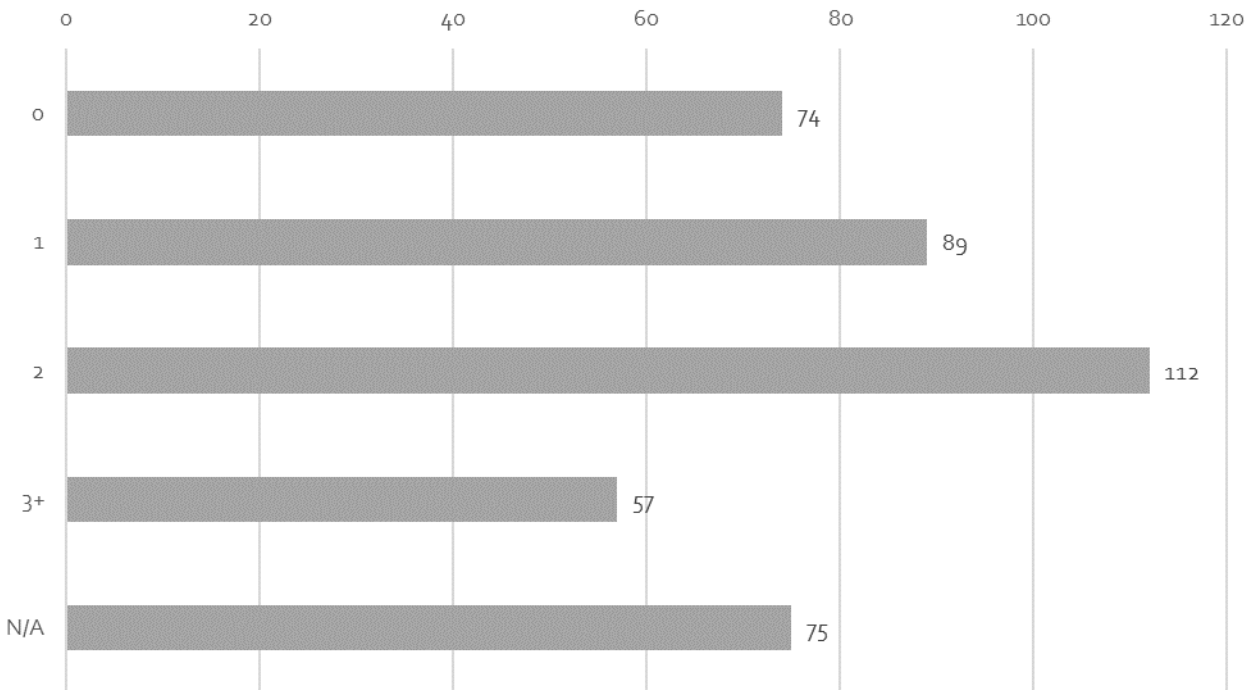
18. Are there any additional comments for suggestions you would like to make to improve public transportation in the Rockford Region?

See Appendix for answers

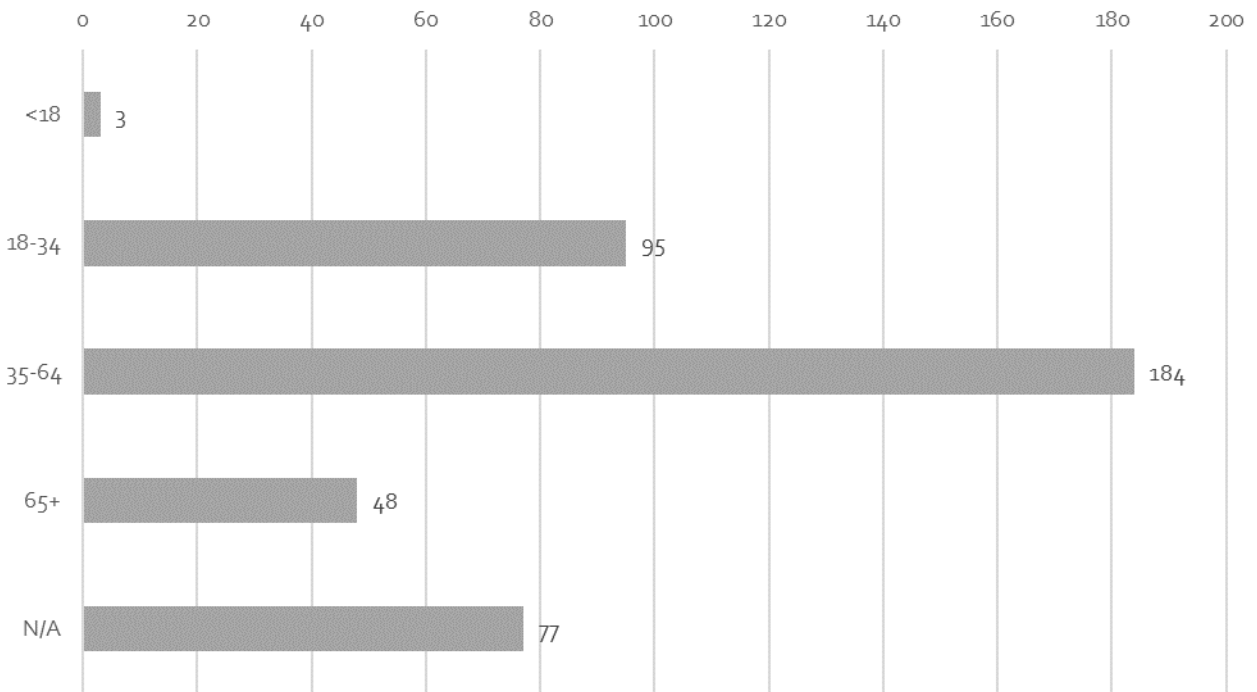
19. Do you have a valid driver's license?



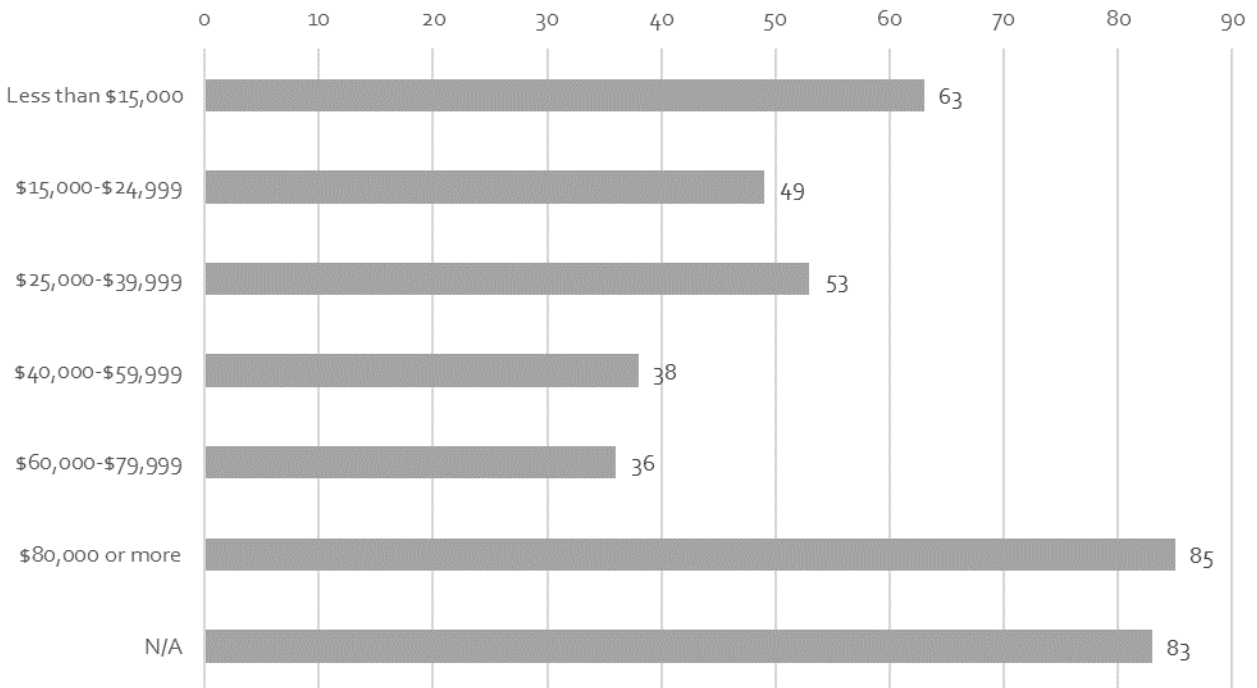
20. How many operating vehicles do you have in your household?



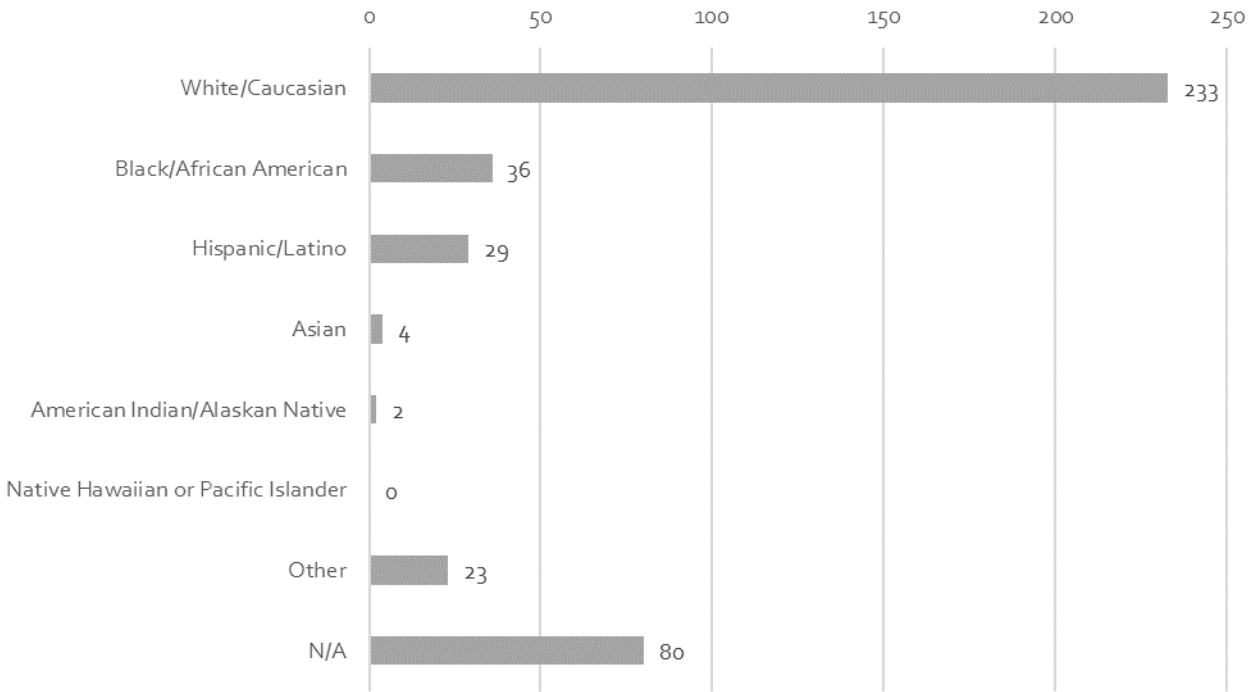
21. What is your age group?



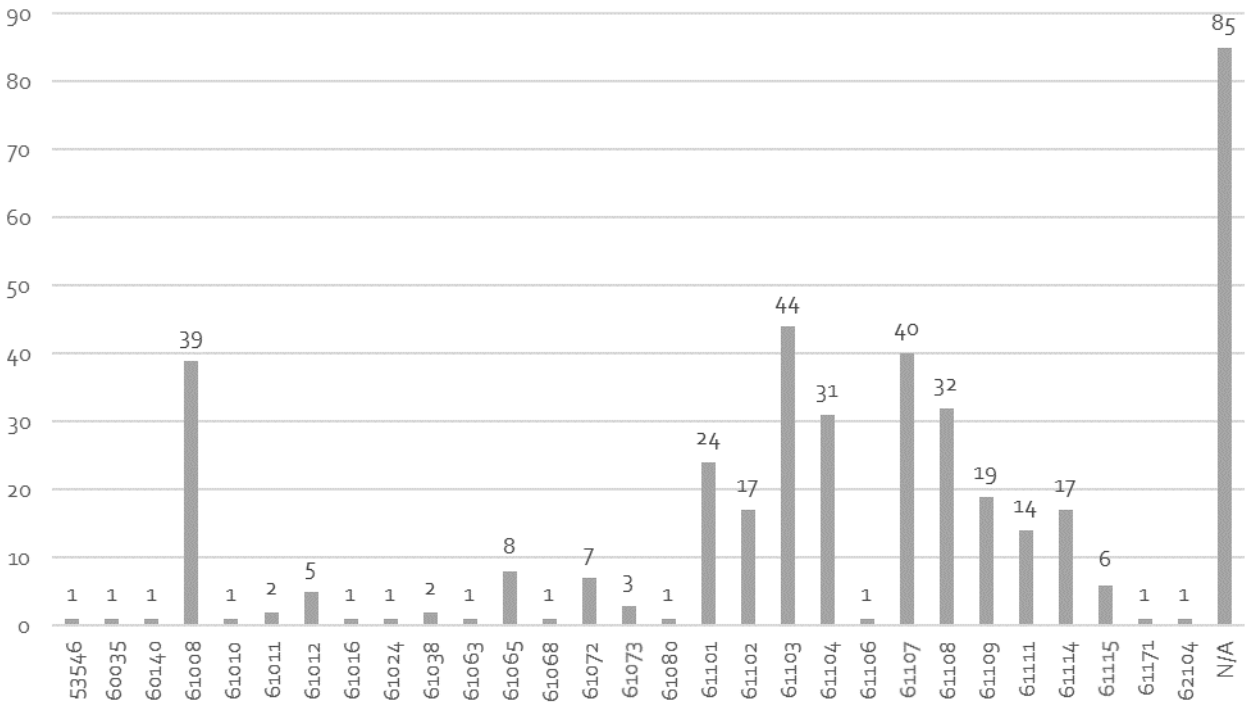
22. What is your annual household income?



23. What best describes your racial or ethnic background?



24. What is your five-digit zip code?



Appendix-Comments

A1. What public transportation services do you use in the Rockford Region?

Uber
Uber
Uber
Uber
Know of those that take RMTD Fixed-Route
Just for shuttle bus service for special events downtown
I do not use the service, but work with people that do
My kids get picked up from school and taken to the SB boys and girls club
car
Van Galder
Pace Vanpool
Lime, Uber, Lyft

A8. For which of the following purposes do you use public transportation?

Only when I'm travelling and in a place with good public transit
Find options for work or school.
When car is being repaired
I would like to donate public transportation to person that needs it!
When vehicle not running
When car is in repair shop

A9. What is your preferred method of transportation?

Depends where I am...would love to use public transit more if it was more convenient/faster than driving
Car
Passenger rail
Para Transit (if I ever get a reply)
Prefer public, but must use a car due to deficient Rockford service
Depends on where and when I'm going someplace

A10. What keeps you from using public transportation more often?

N/A
Nothing keeps me from using the bus
Unemployed and can't afford bus fare
Needs to run later for my shift that I work
There should be a bus that goes sandy hollow to alpine and or Mulford and THERE SHOULD BE SERVICE ON HOLIDAYS ...THERE ARE PEOPLE THAT WORK HOLIDAYS AND NO WAY TO GET THERE. BRING BACK LATE NIGHT ROUTES 24 HOUR SERVICE
Service does not go to Showplace 16
Driving too fast!!! Inconvenient routes. Drop off too far from business doors when trying to carry groceries, etc...
The bus stops are sometimes hard to reach when you need to go home. Specifically the inability to cross E State Street.
Work destination conflict
Doesn't match my destinations or convenience I desire
I do not have my own vehicle at this time.+
Most of my travel is within biking distance
Although it RMTD claims accessibility on its routes in all reality it is Impractical for any person with disability to use it unless they are going to very specific places and live very close to a clearly marked bus stop
The bus doesn't come according to schedule
I use public transportation
Service stop too early or start too late
Don't have money
Flexibility to do other activities at the last minute
Service is near my home but doesn't go in the direction I need to go for work
I am fortunate to have my own transportation (car)
Long wait for Paratransit
Unsafe
Rude downtown terminal workers
None of the above
Routes don't make sense
Quicker, easier to drive
I need assistance in getting a bus transit pass to be able to ride the bus more often

Getting to and from work would take hours
Cost
No sidewalk to get to bus stop
I have a 75 mile commute to work
Does not go to movie theater.
Service does not go where I need it to go.
Weather and necessity
You turn off of state street, which makes no sense. The side trips need to be worked into another route. You should have a strictly state street only route that travels east & west, DIRECT, with no turn offs. You are missing a portion of the street that people need to be serviced near. Not everyone is able to walk great distances to the nearest stop and they shouldn't be expected to on the main thoroughfare in the city. People need to get to work on state street and your current route does not get them near a lot of businesses.
I prefer it to driving.
It don't go to some destinations
Bus stops have no shelter
Prefer to drive but will use public transportation if cost is kept low
I take the bus whenever I need to travel anywhere.
Bicycle keeps me healthy
I'll go with family or friends

A13. What should the top three (3) priorities be for public transportation in the Rockford Region?

Increasing the mode share of transit riders, which requires a region-wide strategic plan with a number of objectives including 1) a reduction in the amount of single-occupancy vehicle trips and 2) how to make transit more convenient and connected for choice riders. Census data show auto as the mode choice for approx. 97% of commuters, with nearly 90% of those in single-occupancy vehicles. This is unacceptable and is simply not becoming of an urban area.
Have paratransit buses for wheelchairs and fat individuals only
Direct quick routes to RVC
Routes to small towns to downtown/shopping center
All of the above!
Faster routes
Switch to smaller buses add more routes.
More buses during AM and PM peak times for commuters

Buses dedicated to main streets
More routes
PUT BACK THE PICK UP AT FITCH ROAD AND KISHWAUKEE ST and bring back the bus stop shelter in that area I will not walk down to the one at Orton Keys project
Better access to RVC; better neighborhood access to downtown through Rural/Guilford
Connect with Metra Harvard and or Pace Randall I 90 park n ride.
Slow down! Drive safe!
Coordinated service with alternative transportation services like taxi, uber, or lyft type systems
Not qualified to answer.
Do a study similar to Dubuque to learn where people are traveling and set up routes accordingly
Video on the route structure and headways
Improve bus routes to airport and other major employers
School Routes only
More accessibility
Add stops to pass by middle schools and high schools at release time for students that do not qualify for RPS busing
More understandable bus routes
Make the website more intuitive as it is hard to figure out what route goes where and when
Straight routes
Have routes match working peoples shifts and locations
Replace buses that continually break down
Treat riders better.
Have smaller buses be used on routes. Too often see the current buses during the day with little or No persons on the bus
Passenger train connecting us to Chicago
Make routes that are giant circles. Takes well more than an hour to get to Rock Valley from the west side because of giant circles
Let people know about Para-transit after they apply
Senior service to get to bus
Educate what bus and stop to use
EASIER MAPS
Expanded service in Boone County
Train to Elgin and Chicago!!!

Continue service to showplace 16
Have ALL service days' buses come more often, 24/7/365
Bus shuttles to downtown Rockford from Rockton and Roscoe
Add stop at new Mercy Hospital into existing routes N & S loop
Understand "potential" ridership needs to encourage better use of public transit - In NYC or Chicago - no matter the borough or neighborhood there are few areas where one lacks public transit
Uber/Lyft-type service
Reduce outside wait time w/route shout working properly
Train from Rockford to Chicago.
Keep costs down to attract more ridership
The RMTD website should be easier to use. Not everyone can open .pdf files.
Service to Pecatonica
Funding. 1) Inform council members and city staff regularly. City's budget for transit should increase, and should not be on the chopping block year after year, especially with federal matching dollars on the table. 2) Capture 'flex funds' from federal programs.
Point to point options
Faster service with more stops, especially in underserved areas. The choices for question 9 are ridiculous. Do it right or cancel the service.
A technological way to let buses know where people are waiting to be picked up so that they don't go to places where there is no people and don't waste time or gas
Increase number of express routes within the region
Closer drop to grocery doors. You try walking carrying groceries clear across parking lots without falling on snow/ice, freezing, burning up, dropping things, getting mugged and so on.
Better bike Lanes, etc
Run the busiest routes more often
A written schedule at each bus stop that identifies the hours of operation and expected bus stop times
Have an app for phone's
Add a route to a Metra (train) service to Chicago (maybe same as #6 above)
Demand-activated door to door service
Train to Milwaukee

A16. How would you prefer to receive bus service, bus scheduling, and promotional updates from RMTD?

Email
None
Radio
Don't know
Website is not accurate
Anything that is easier
Play music and make announcements at terminal.
TV/radio
None
Email
Brochures/maps (not "print media," but "printed items")
Posts in buses
Online radios - YouTube channels
Radio in Spanish
Google maps
Uomismo

A17. Are there places in the Rockford Region that public transportation should service?

Don't know
Holidays
Apartment Complexes on Linden Rd
There needs to be bus service between Rockford and Loves Park along hwy 251 with a stop at the Nicholas Conservatory & Gardens.
WINNEBAGO County Fairgrounds during fair season.
Rock Cut State Park, Van Galder Bus Station (7559 Walton Street)
Trolley Service on Friday and Saturday nights for people who live in The River District
Belvidere-Chrysler plants
More places around the city
To Beloit Wi and back and Meijer
Direct access to CTA

Durand/Winnebago
Everywhere in Rockford rather than just the main arteries. Suburbs in addition to the Parks.
Areas near schools, medical facilities, downtown, grocery and major shopping areas
Everywhere!
More Belvidere
Freeport, Chicago, Beloit, South Beloit
More neighborhood routes; Along Alpine
Whole region - especially main roads/intersections
Grocery stores, gyms, churches, organizations, library, etc
A loop that served downtown that ran during the day
Huffman
Sunday's to Walmart on Northridge Walmart. a lot of us work there that take the bus
RVC & Guilford Rd
Belvidere. Poplar Grove. If the bus ran to Janesville it would connect with busses running to Milwaukee.
Boone county needs fixed routes. As above a connecting to Metra Harvard and Pace on Randall and I 90.
Better serve Beacon Hill/Great Oaks on Linden, as well as Belvidere
Movie theater drop-off/pick-up
Main streets with no routes.
Maybe shuttles to DeKalb
See below
Low-income areas to large employment centers
Colleges & universities
Spring Creek and Alpine Stops; Forest Hills
New Mercy Hospital, VA, Any major service agency
N/A
New Mercy Hospital
Any Where Jobs are present
I do not know.
South and West Rockford needs increased services to the east side so people have better access to jobs, etc.
Machesney Park, Cherry Vale Mall, NE side, major employers

Downtown, Rock Valley College, and major commercial areas
More in Boone County please!
Chrysler plant and other large industries
Airport and Belvidere
East side
The smaller outlying villages, i.e. Winnebago, Roscoe, Rockton
More service to Boone County
Wherever there are concentrations of low wage jobs
Just have more bus route coverage on both east and west of the Rock River. Currently there are only 3-4 routes that do.
Downtown or high traffic areas
Need to hit all the major employers
Connection to downtown/Chicago
Yes, there are no bus stops down alpine between Charles & East State
Everywhere
Extended
Clifton should go past Forsythia Dr every hour, movies theatre, cinema, past the Highway
Need more time on Kilburn
Kilburn & Gilbert in the evenings
Out Town
Suburbs
Machesney Park
Harrison should have service, I also suggest that Sunday service should be longer than what is offered, along with regular service instead of night service, also we should resolve the issues with Mac and Loves Pks to allow service after 6.
Recreational facilities
Outside downtown regions in Winnebago and Boone counties
Rosecrance.
Rockton, Roscoe, Winnebago, Stillman
Downtown to Spring creek road
Everyone
To all locations for substance abuse treatment, parole offices and other major social services locations

No
Schools, hospitals, public institutions, large workplaces
I am not exceptionally knowledgeable but it seems that there should be easier to get from Loves Park and Machesney Park to Rockford locations and vice versa. I also agree with transfer services to outlying cities/services.
Cherry Valley
The Arc
Loves Park
No
All of them
Industrial parks. Lowe's distribution center. Chrysler suppliers.
New Mercy hospital
Forest Hills Road near Mondelez and Woodward Governor
Educational facilities, medical facilities, grocers, airport, large employers
New Hospital on Riverside
Hotels, schools after hours, parks, and City Hall.
Beloit, WI and Rockton/Roscoe area of IL.
Southern Belvidere
Poplar Grove
Boone County
Belvidere
Hotels and movie theaters
All Over
In more residential areas (Cherry Valley)
Night and weekend service in Belvidere would be great.
O'Hare bus terminals & airport.
Belvidere
Poplar Grove, Squaw Prairie, Belvidere
All
West side
Hospitals, Courthouse, Walmart, Rock Valley, Library

?????
I don't know
More rural
CherryVale mall
All
Every town.
Additional places in Boone County
Yes, past North Town
JANESVILLE, BELOIT, AND ROCKTON
Train service from the downtown area, with bus transportation to the station (bus pickup from auburn and either route 2 or 2nd street)
Showplace 16
Beloit
Definitely-where should I start??
Westside by the schools
Yes, by adding a stop at the new Mercy Hospital to both the N. & S. Loop Routes.
Everywhere
YES
Cannot think of any
Southern Belvidere
The new Mercy Hospital, Rosecrance Mildred Berry Center
Strip mall where Valli produce is on East State.
Downtown circulator during the week
Rosecrance Berry Center
Other stores in Rockford Illinois
Cherry Valley
South Rockford
Better access to N 2nd St
Roscoe
Belvidere
Overall needs more buses going out. Shouldn't take me three hours to get somewhere twenty minutes away.

Near all major factories in our city & to under-served neighborhoods
Mildred berry center,
Different routes to same places
Locations where there are employment opportunities, shopping,
N/A
All of Sandy Hollow between Alpine and 11th or Kishwaukee
Special event locations like the theater
All colleges, connections to the greater Rockford region
Roscoe
I live in Forest Hills Village on Perryville end and to get a bus, I'd have to walk up and down hills to Forest Hills Road and walk with a cane and walker son it's Impossible to walk this route
Roscoe/Rockton
I don't know
Connect Belvidere and Freeport
More west side routes
Shopping, large employers
There should be a bus stop in front of the entrance at the East State Wal-Mart
Cherry Valley
Pecatonica, Winnebago County
Harlem rd.

A18. Are there any additional comments or suggestions you would like to make to improve public transportation in the Rockford Region?

Public transportation should be a bigger priority in an area like Rockford where many residents are lower income and in need of reliable public transportation, but it is not currently a viable option for many people since the length of time it would take to get around the city varies so greatly and the service is not consistently offered.
Run some busses on holidays
Increase efficiency of routes by prioritizing stops with the most traffic
Boone and Winnebago Counties need to have a referendum on the ballot in the next election with the goal of forming a local Regional Transportation Authority so there can be a dedicated source of funding for RMTD and a potential commuter rail service to Chicago. This would allow for increased frequencies and routes for RMTD bus service as well as making a commuter rail service from Rockford to Chicago possible.

Given budget constraints RMTD does a great job servicing the community.
Higher Speed with last mile connectivity, Safety, Security and Reliability should be the focus. Crosswalk/Sidewalks/Lighting should be improved.
Public transportation is horrible in Rockford.
Mayor McNamara, The RMTD is as vital a service as The Police or The Fire Department. They do not receive the same consideration as The Police or The Fire Department. Please make it priority to include The RMTD in your plans to make Rockford a World Class City by 2025 with the help of Transform Rockford.
What is the feasibility/will for identifying select routes for BRT testing? Features such as signal prioritization and dedicated lanes can improve service efficiency.
Individuals in really big electronic wheelchairs, and very overweight individuals take up too much space and take too long to get on and off the normal buses. Some of us have places to be at certain times like work. I've almost been late to work four times because of wheel chairs
Add more steps to the SMTD service around Rockford
Smaller bus, when I see buses there are few people on it. The region needs busing. Phase out the bigger bus, this possibly could save on fuel, maintenance etc...
No
Think boldly!
Bus use is for those who are desperate, without better alternatives, and those who have unlimited time on their hands and are on a lark, or being experiential. I tried to get my kids to take the bus when they were teens and they refused. My daughter was terrified of her perceived marginal-types of riders, which is clearly ridiculous, and my son would rather ride his bike and control his time better. We live two blocks from a bus stop. I took the bus from Brooke Road and Kishwaukee Street to Rock Valley College for years when the only bus ran 8am arrival and 5pm departure so I know public transportation is critical to all facets of our city. I say go big or go home. Offer free trolleys throughout downtown, Midtown, Museum district and South Main to Colman complex. Just jump on anywhere with a stop at a large parking deck so you can leave your car without using street parking. Chicago does it and I can go to the Art Institute and later take the trolley to Navy Pier...for free. Great tourist attraction. It shouldn't take an hour to get from one side town to the other. Think out of the box! Solar buses. Kids ride school buses all the time. Use that familiarity to grow a bus-riding base. Arghhh! You people need to hire me!
Just making sure we keep safety front of mind with everything. Safety for people riding public transportation and those around the area near public transit stops and routes.
Within the transit and on the buses if there could be tutorials playing of real RMTD bus routes and instances previewing how to ride a bus and utilize transfers. Even on the website if there was a real live tutorial that taught people how to catch each route and showed them beforehand what the experience looks like, I think it may alleviate a lot of anxiety that comes with learning how to ride the bus.
Please make night services more available, as well expand service, try to be a leader in infrastructure with our transit system, I am new to the area and like what you guys are doing!
Get technology involved so that people can be picked up faster and dropped off at their destination quicker. Especially during the winter months. Have an app where you can pay for services when you use the bus. Another option from cash.

Great big buses carrying one or two people most of the day seems like a huge waste of money and pollutes the air.
Just need more frequent buses at the stops so people aren't waiting hours.
I understand crosswalks are not always convenient to bus stops.
Yes the friendliness of the bus drivers!
It goes places I do not go, from places I cannot reach. Useless to me, as is.
On high volume routes have a local and express. Express from outer transfer stations to the main transfer downtown. Not every hour but maybe three times a day?
There needs to be faster routes. My commute to work from central Rockford to the southeast side would be 2 hours.
Overall, better connections both north and south, so I can have more flexibility when it comes to hours at work.
Maybe swing by the theatre before dropping off final route at Lyford station.
Follow a system more like CTA, where routes go up and down main streets, rather than weaving in and out of neighborhoods.
I do enjoy the shuttles to downtown big events. It is so convenient to drive to a parking lot that is familiar. It is so hard to find parking in downtown areas. I never go downtown because of parking issues. All the drivers are so helpful. The Chicago drivers seem to hate anyone that asks them any question. ALL Rockford drivers have always been helpful and courteous to riders who are unfamiliar with buses and routes
You need to serve State Street from downtown to Lyford as a straight shot. Cutting off to the side roads takes away from a busy main artery where people need to get to places without walking miles. Hit the side roads with another route, it makes more sense than cutting off of a business district road. Straight shot, both directions!
Promote connectivity between low-income areas to large employment centers, and prioritize service based on demand
Electric buses
More Local Investment in RMTD!
Have but travel every half an hour instead of an hour
The graphs printed in this year book do not show major transfer points nor times.
I've never understood the hub and spoke system. Unless someone lives on the exact route they always need, the system requires them to travel downtown to get anywhere. Dubuque did a study where they tracked several hundred riders and non-riders to determine where people actually traveled, then redesigned their routes to better meet needs. It resulted in a significant increase in transit usage. While I could take the bus to the grocery store and some other places, the rarity of busses coming by means the timing has to be perfect or there's a long wait for the next bus. That makes the bus too inconvenient to use.
I appreciate you all taking the time to reach out and offer this survey to the community. This shows commitment. I have many ideas on how to improve public transit in this region and I also recognize the funding and logistical difficulties that go into the planning and implementation of this. I would like to be included on any public meetings or coalition meetings discussing this topic. I work in local public health and can be reached at [REDACTED] or [REDACTED] Thank you! [REDACTED]

Working with participants that must use the bus to get to work, it is difficult to get back and forth to UPS, Pinnacle and other airport shipping companies. It is very difficult on Sundays and the middle of the night shifts. There is also a need to get workers to Chrysler and the feeder companies in Belvidere.
I don't feel safe at all
Provide benches to sit at bus stops. Maybe have smaller buses running and twice as many for better times to catch and drop off.
Post Bus Route and Stops placard in each bus showing where it goes and where it stops.
Major revamp needs to happen with paratransit. Paratransit needs its own survey
Having more transfer points for bus routes, have buses meet at the same times for easy transferring, expand am and pm services-or make it a 24-hour service, add shuttle buses during the day that get people to their farthest destinations faster, Westside-Eastside, and Northside-Southside. it would be nice if the City of Rockford would work with RMTD to improve neighborhood streets so that RMTD buses can add more neighborhood stops. Rockford is growing but it is still a smaller city, it's going on 2019 Rockford can have a full-coverage, full-service public transportation system if we want it bad enough.
My daughter has used the bus service in the past but as we live on the NE side by Edgebrook, it is a long walk to get to the bus stops. Although, I would totally like to see more bus opportunities to areas where people do not have cars, I think more could be added off of Alpine, Mulford and State. Need to run later at night for those working second and third shift and on the weekends for this same purpose. Why did you build on Bell School Road where the majority of people drive in that area, seems like quite the waste of tax payer's money, could have been better served by having a station around Alpine and State or Alpine and Harrison or at the Mall. There are many jobs in the Rockford area that go unfilled because potential employees do not have access to their own vehicle and must rely on bus service that doesn't meet their needs. Also, what is the deal with every bus needing to go downtown to make transfers? If you hadn't built the bus station way out on the East side where no one is using it for service around the city, you could have served the public much better.
I looked into taking the bus from my home in Roscoe and couldn't figure out a way to get from there to my work downtown that was timely. I thought it should have been simpler to find the route on the website
Make it more accessible. An app that is readily available and easy to use for scheduling is great. I live right next to a stop and have often wondered if I should take it to work, but I am unsure of times and where the bus goes!
Service and drivers are great, just more bus stops and buses should come more often than every hour
How do you expect us to use the porta-johns in winter, 2 restrooms inside for 2 RMTD personnel and 3 guard (Max)
Extended
Overall very good
Have bus stop (RMTD) booths everywhere at any bus stop sign
The public that's waiting on the bus should not get put out of the sitting place to keep warm if they are waiting on the bus
We need more hours on Kilburn on weekend & weekday night
25 cent to go to the mall really and you can't even use a bus pass come on

Have 2 east state buses at the same time in the morning cause it be so packed
More buses on routes
For most part I'm good
In winter shovel the shelters so we can get to them
Bus cleanliness is another deterring factor. Many times it makes it hard to want to ride buses. There really needs to be more buses for existing routes like the City Loop and Alpine, which take a long time to complete
Put night buses as in the afternoon I use it often
I believe RMTD should have more routes, longer service on weekends with that includes regular schedule services on Sunday instead of night service and longer service instead of ending service in the afternoon.
Just making it more available to those who are in need but don't have it
Moved here from Peoria. Took public transportation to school, mall, and swimming facilities. Busses came all the time and when needed. Moved to Rockford and routes seem very limited for many needs.
All weather bus stops solar powered and with heat, walkways and sidewalks surrounding especially down busy roads where folks have to walk in the street because of snow and ice on walkways.
Serve a larger portion of the county.
Late night transit to make it safer for people working late to be able to affordably get across town.
I no longer take the bus. But when I did I was at a point when it was super important because it allowed me to find a job and be at that job. If we have the infrastructure in place to help people travel it will give more people the opportunity to find jobs or go to school or job training classes. It is an integral part in helping people who are poor become not poor. I now own 8 different businesses and it was the bus which helped me get my start. Feel free to contact me if you need any further help in regards to this or any other help needed to help more people escape poverty.
The city should work to improve punctual service. I've seen people waiting at bus stops well beyond the scheduled time and feel so sorry for them. Increased and improved transit services allow residents to access needed services, find and maintain employment and generally remain positively engaged in the community. Places that lack good transit services leave community members isolated which is a major factor for recidivism, poverty and disengagement.
RMTD is doing a very good job already. Keep up the good work.
If rail service comes to the area there should be good transportation connections to this.
there seems to be a lot of residential area with long walks to bus stops, to get from one side of town to another multiple transfers....
Would be nice to have high school kids be able to get to school on City Bus
All bus stops need to have enclosures and a bench.
No
The city is not that big. There should be bus access to all areas of the city

I work for a staffing agency. The buses do not have routes near our clients and if they do they don't match the shifts people are working. You need routes that allow people to have employment and make riding affordable.
The service needs to be practical. My commute, from the symbol to the clocktower, takes over 2 hours one way on RMTD. Not feasible
Give a desk job to drivers like [REDACTED] and [REDACTED] who can't stay on schedule and who make passengers arrive late and miss our connections
I would like buses to run just north and south and east and west. North/South buses would be Central, Pierpont, Main, North 2nd Street, Forest Hills Road, Alpine, Mulford, Perryville and Lyford. East/West would be State Street, Harrison, Montegue, Jefferson, Huffman, Riverside, Harlem. Newburg, Broadway, Charles. There's too much going in and out of shopping centers and side streets.
Shake up some of your employees. Get them to give service with a smile. No one likes a sour apple.
I am very happy with the existing service and happy you want me to take this survey. Thanks.
Teach drivers how to properly drive around cyclist.
The current bus fleet is TOO big in size. Recommend smaller buses as I see most of the time the buses are running empty or near empty.
We need passenger rail
Need the train stations to the Chicago in the Rockford Region.
The North Loop and South loop serve too great of an area to be efficient. If it was split into four routes or greater it'd be faster and more convenient for those who would like to take it. As of right now I can't afford to Uber and am dreading having to take public transportation because of how in-efficient it is
You should schedule route 24 at least every hour how is it possible that i have to wait so long to ride the bus i can't ride it whenever you want but whenever i need to. How is it possible that the route 24 is not available on the weekends is a poor service people need to go to places and i have to pay ridiculous money for uber or staying home is a terrible service. I also want to complain that the bus driver let in a crazy woman on the bus making passengers feel unsafe and uncomfortable. Also you need to update your schedule cause apparently google map doesn't get the memo that there are no buses on the weekends
Stop playing politics & pandering to freeloaders that clearly have no intention of contributing to taxes or bettering both public transportation as well as this area.
Be a little cleaner, transfer center inside and out, buses.
Make it mandatory for drivers to force able bodied people from the handicap seating, instead of just sitting there not caring. Also drivers should have to lower bus for those who use canes and walkers, some of your drivers are very disrespectful to the handicapped.
No not really
More residential support. Should look into more info (library stops, emergency care centers, etc)
Infrastructure Improvements to the stops. At many stops there is not even a bench to sit on.
I might be in the minority but it is very difficult for me to figure out bus routes
There was a time when I was younger and lived in Pittsburgh, PA, that is was the best way to travel...bus & trolley. Parking was expensive and limited. It was "ok" to take the bus. I lived an hour from the city and that was the best form of transportation.

Yes, I sent in an application for Para-Transit over two months ago and haven't heard word one from you folks also go back to courtesy pick-ups. It doesn't hurt the route time any.
Nope
Create bus stops near major bike paths; work closely with Lime bike
I am a senior and but am ok walking but, I am between two bus stops. and there are no sidewalks either way. I am probably half a mile or a mile away from each. Terrain is a little too rough for me to feel safe walking.
No
We have master's degrees and can't figure out your confusing route map. It's ridiculous. We take buses elsewhere and internationally and can't even use our hometown bus because of the poor tools provided. Plus, your public relations staff [REDACTED] has been rude to us. Not happy at all with RMTD!
Possibly serve every town. Maybe schedule with residents that would like to use public transportation a time every day it'd be best available
In Boone County there is a lack of extended hours that bars individuals from going place to place. Additionally, there is a lack of knowledge in all of the transportation services offered in Boone County, who can use utilize them, routes, costs, etc.
YES, drivers that are not rude to the riders and who know how to come to a bus stop on time. And to not speed and slam on their brakes causing the riders to get hurt
I feel so strongly that the economy and the livability of Rockford would be dramatically improved if there was train service to Elgin (and it's connection to Chicago)
I'm new to Rockford coming from major city in California. The transit system here seems outdated and not user friendly for working individuals. This state doesn't really support pollution control as far as less cars on the road and better transit. If I could ride the bus more I would but it's such a hassle. The best thing is the bus system to the airports I'm not sure if you are a part of it but that's a great idea.
Make transfer stations safer and more room on buses
For at night riding. Have lights in bus stops and shelters.
Busses should run 24/7 people need to go to work at all times, I'm tired of my good employees having to leave early, maybe have push buttons at the bus stops so the driver knows of someone is there or not maybe turns light on, on outside of structure, have some sort of button for driver to turn light off At stop, will speed up routes, maybe have a express bus for the most popular routes that do not stop and wait, no set schedule, just do the route as many times as possible in the day with no waiting at transfer spots either they are ready or not. If you want more ideas you can call me [REDACTED]
Run later on Saturday's and more routes on Sunday
More frequent buses operating 24/7/365 to ALL parts of your service region should be a HIGH priority-15 minutes is too long to wait for a bus at ANY time of day on EVERY day of the week.
Sell the need of busses and how they will help get our Westside students to jobs and school.
I really feel that the buses should run all night bc it's hard to find rides home from work if we get off work late or we if we get off work before buses run. We all need jobs!! And all night thru weekends bc like my job i mostly work weekends late at night.

Yes, adding trips to the Metra station (to access Chicago) in Harvard, IL and or McHenry, IL For example three-four trips per day 6am, 9am, noon and 4pm at least two to three days a week for example Wednesdays and Fridays or Tuesday and Saturdays. Advertising of this service to access Chicago should pay for itself.
State Street DIRECT east & west. No turn offs. Find another way to do the turn offs. You need to cover the ENTIRE stretch of State Street.
Rockford
The system is currently not accessible -- Boone County does not get service after 5pm last time I checked. It is not accessible in the sense that in some places you need to walk over 1 mile to reach a bus in Boone County. It can't be used to visit City Market or the downtown for night life. If you needed to do something during business hours that would take a very short time, you could maybe use the bus from Boone County. As for getting around BC -- the central part of town is walkable and bikeable, and this is where the bus runs, so someone in my demographic -- which you failed to ask about in this survey, would not use it for anything where I can walk, ride or drive a car with little traffic and ample parking. Not a transit expert, but I am a market researcher with specialization in methodology -- survey fails to ask a lot of things and poor design will yield poor results in this attempt to gather information -- though I understand the limitations of public funds ---data is a great tool if you have it and can trust it. What is being done with this survey right now is qualitative in the dark. You know nothing about the people responding and unless you are tagging IPs and certain that it's not more than one person using the same IP, this survey can be taken by the same person multiple times. -- there is no quality control on this -- so don't report this data or use it to guide business decisions -- it is just to "get an idea" As a market researcher -- this is brief guide on how to do the consumer research right -- 1) Qualitative -- recruit a "representative sample" of riders and non-riders to discuss why they do and don't ride -- what they like, what they don't, what they wish could be different or could change if they could. Gather all other data and information known about ridership -- from actual rider data, other research, etc. Do not put riders in the same group as non-riders -- put similar groups together -- those who commute on bus vs. those who use for recreation -- create discussion guides and use moderator techniques and be sure to listen, record everything for later transcription. Video and audio ideal. 2) Quantitative -- design survey for the public using qualitative findings and agency needs. do not release online to just anyone --- control who gets survey and who responds -- by random, rep design. this needs to go to riders and non-riders, who are in all incomes -- rep of the consumer population that is RMTD's potential customer -- Done right you get quantifiable, statistically valid and actionable data. This is how RMTD will really understand what is needed. Please don't use this survey as anything more than a tool to develop a proper qualitative discussion guide for focus groups and a random, rep quantitative survey.
Thanks for doing a great job on the new downtown hub, keep security up and riders will continue to flock there
Just maybe make day and evening services longer to help persons get to and from work or able to get places needed for groceries or other necessities.
Ever since Belvidere lost their Kmart store there isn't a bus stop on the south side of us-20. It get dangerous crossing the highway to get to the bus.
Want the downtown station done and open.
My son, (8 years old), never rides the bus without being in his wheelchair. Yet there is not a disabled pass to cover his rides. We use your service to get to all of his medical appointments and every shopping trip we make. When on a fixed income that costs quite a bit. How about a child's disability ID and/or half fare companion rate? When it takes all day to make the round to appointment and back home. Then do that 3 or 4 times

a week, running up to \$13 a day. A fixed income is gone. You choose between getting to that appointment or paying a necessary utility. You cover adults with disabilities but what about the families with disabled children?
At times on the east state route the bus is overcrowded. They should have two buses running at the busy times of the day.
Safer bus stops. Higher security
Increase ridership among college students and major healthcare systems. Create a U-Loop that connects RVC, RU, UIC, public library, etc.
I do not have other transportations that why I used the RMTD
Saturday night and more Sunday
The system with transfers after you pay should change. I end up paying \$10 or more
Rockford need longer hours and weekend bus routes.
Most important to me is to get a phone app to see where buses are to reduce outdoor waiting times in the cold and rainy weather.
It takes way too long to take a bus here. It wastes your entire day and I have to sit at school for six hours just because it takes so long to get home. I have to walk for miles on end and with taxis getting cheaper you need to do something.
Instead of doing loop style maybe more of a grid style
Make it timely, make it convenient, show the public features and benefits, offer day passes for people who want to go from one attraction to the next on the weekend, on their day off, or during their visit to Rockford, offer a summer bus route that connects the main attractions to hotels and points of entry for out of town transit services. Transit service should be available to the work force for all shifts every day of the week. People should also be able to access the grocery store, friends and relatives, immediate care, entertainment, parades, fireworks, festivals, etc... even if these events are on a holiday or on a weekend after 5:00 PM
N/A
To me, the main focus should be increasing routes, and frequency of stops. It is not convenient at all when I have to walk 1 1/2 miles to the nearest bus stop.
Upgrade the buses and PLEASE have them cleaned thoroughly weekly.
Enhancing the bus line helps people work in the evening, weekends, and surrounding cities.
Drivers need to have more security. Bulletproof glass is as essential in Rockford as it is in Chicago. There is a real increasing sense that it is becoming potentially dangerous to ride the busses in Rockford.
My doctor is on Riverside and Perryville, would be nice to catch a bus to shopping, like Riverside, Harlem, or West Lane, to doctors
Change bus stop back to Pierpont and Preston
Rockford should think outside the box and really make their city walker, biker friendly. This can be done by incentivizing using the bus more often
No thank you
The bus system to and from Belvidere does not have hours that would provide individuals to get to and from work. The hours are too short.

I would love to see a train service that connects Rockford to Chicago and a train service that connects Rockford to Milwaukee. Trains can serve two purposes, they can bring people in to work in the Rockford region, and/or allow for people to get more access to jobs. Rockford has expanded to be a medical and engineering hub, and a train service can bring people to work in these industries. Furthermore, a train service can allow people to find jobs outside Rockford, in the suburbs or Chicago area. This can greatly decrease unemployment in Rockford, and it help the economy by bringing in people with money to spend in Rockford. I've met many people who drive every day from Chicago to Rockford to work, as well as people who drive to Chicago to work. They tell me the commute is awful, and many times it is unreliable with the traffic. A train service can bring relatable cheap transportation. All major cities and suburbs have train services, and its time Rockford gets one too.
Do not allow unsafe passengers to travel on busses. Run busses later into the evening. Hire friendlier drivers, almost every driver I have ever had has been rude and disrespectful.
If the pickup time on the web site says 25 after, then the buses should wait until said time to depart. I've missed a few buses because it came early. I have to wait in whatever type of weather if they're running late.
Have buses go from Rockford to Beloit
I ride the bus numerous times a day and there are a few drivers that can be rude and seem to have power trip issues. Also I ride the E. State bus every morning, Monday through Saturday, and the E State bus (the 6:15am bus) is almost always the last bus to show up at the downtown transfer center. The only time I really feel there is an issue with this is when it's extremely cold outside. If this could be addressed, myself along with many other bus riders would really appreciate this. Thank you for your time!
The 2018 Warming Centers are only visible to people who have the technology to download .pdf documents. While some computers and smartphones will do this easily, it seems as though this information should be easier to read for everyone to ensure the information is available quickly to those who may need it.
Bus to Belvidere online every 2 or 3 hours. I have to go to work 2 hours early
I have noticed on some night routes that the driver is distracted talking and joking with passengers who are apparently their friends and sometimes even eating while driving
What happens more
Not everything
I would not know how to qualify because I do not use it

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