

2022 Transportation Survey Data

Presented to
Transportation Coalition
12/8/22



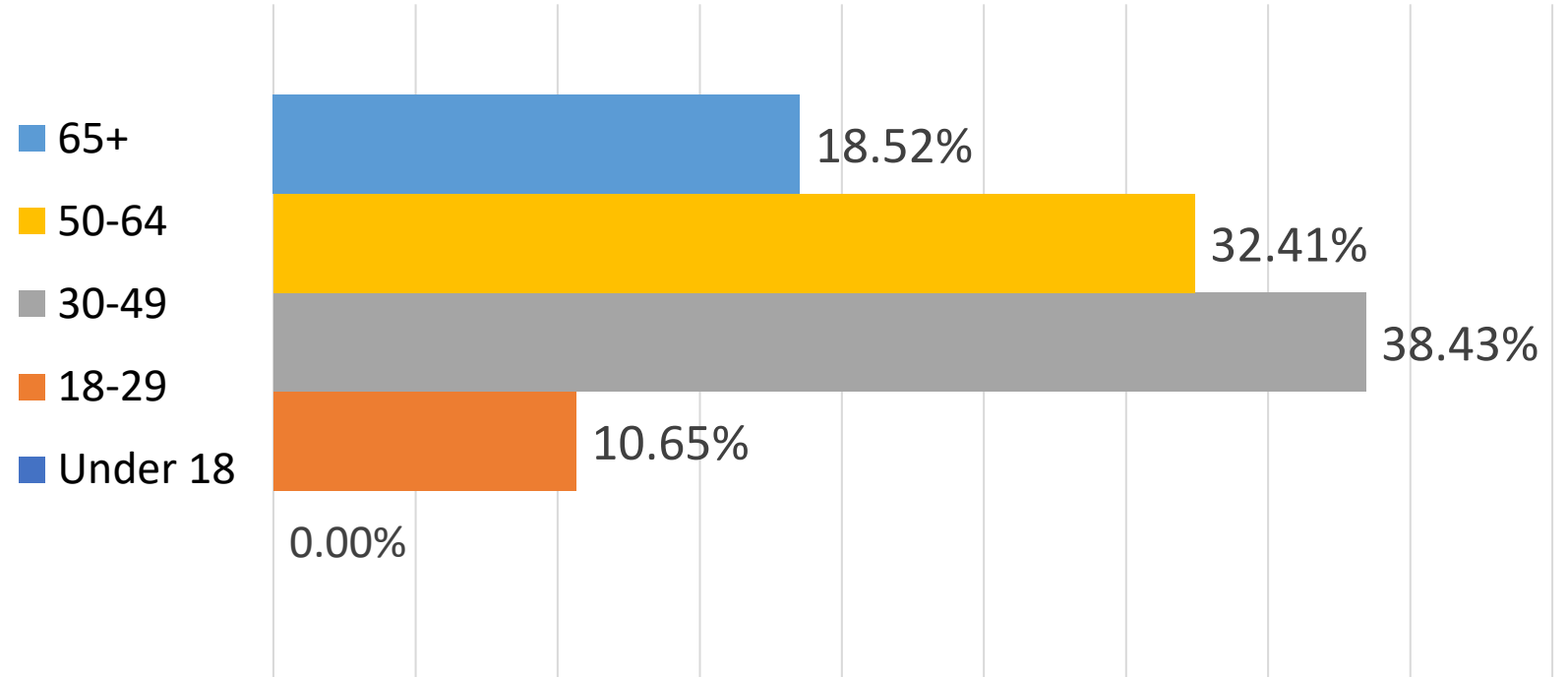
United Way of SOUTHEAST MISSOURI

Survey Notes & Limitations

- Survey distribution methods:
 - Online: 216
 - Print: 17
 - In-person: 43
 - Total: 276
- Print and online surveys had variations in wording and questions.
- Only a handful of coalition partners serving low-income population distributed/promoted surveys.
- Majority of recipients have personal vehicle.

What is your age?

Majority are
between 30-64

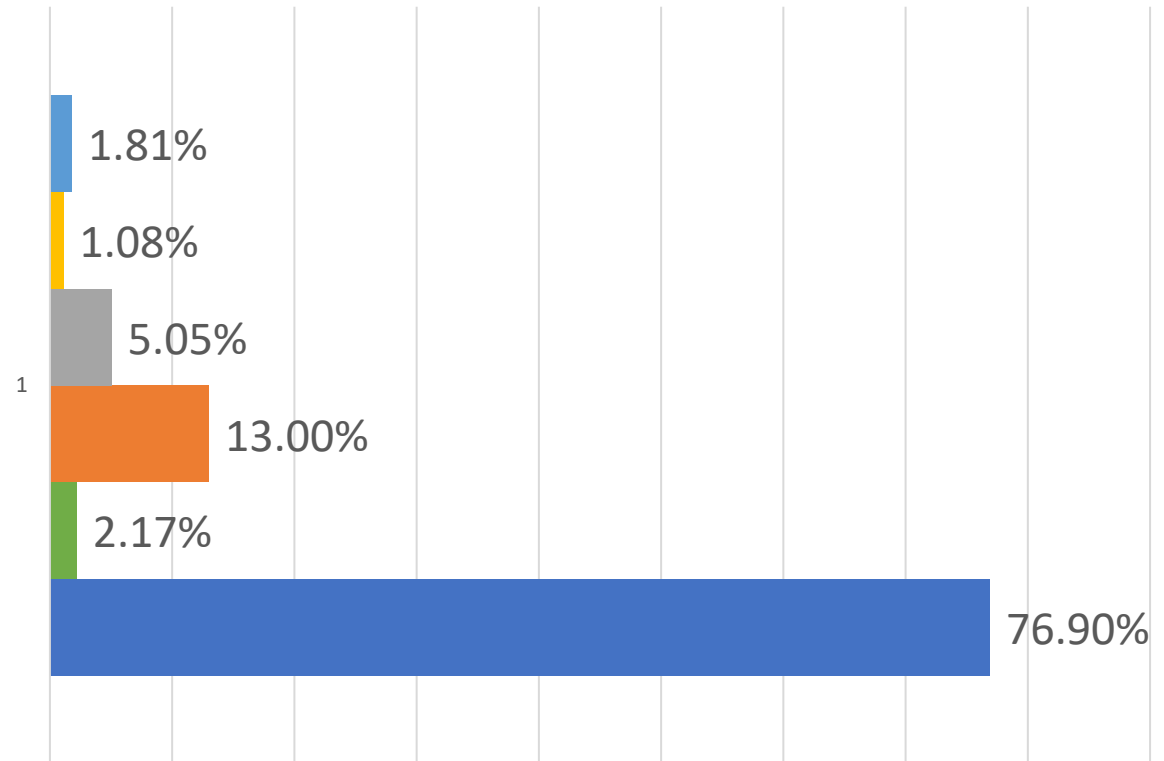


How often are you in Cape/Where do you live?

Other:

- Jackson
- Scott City
- Advance
- Hayti

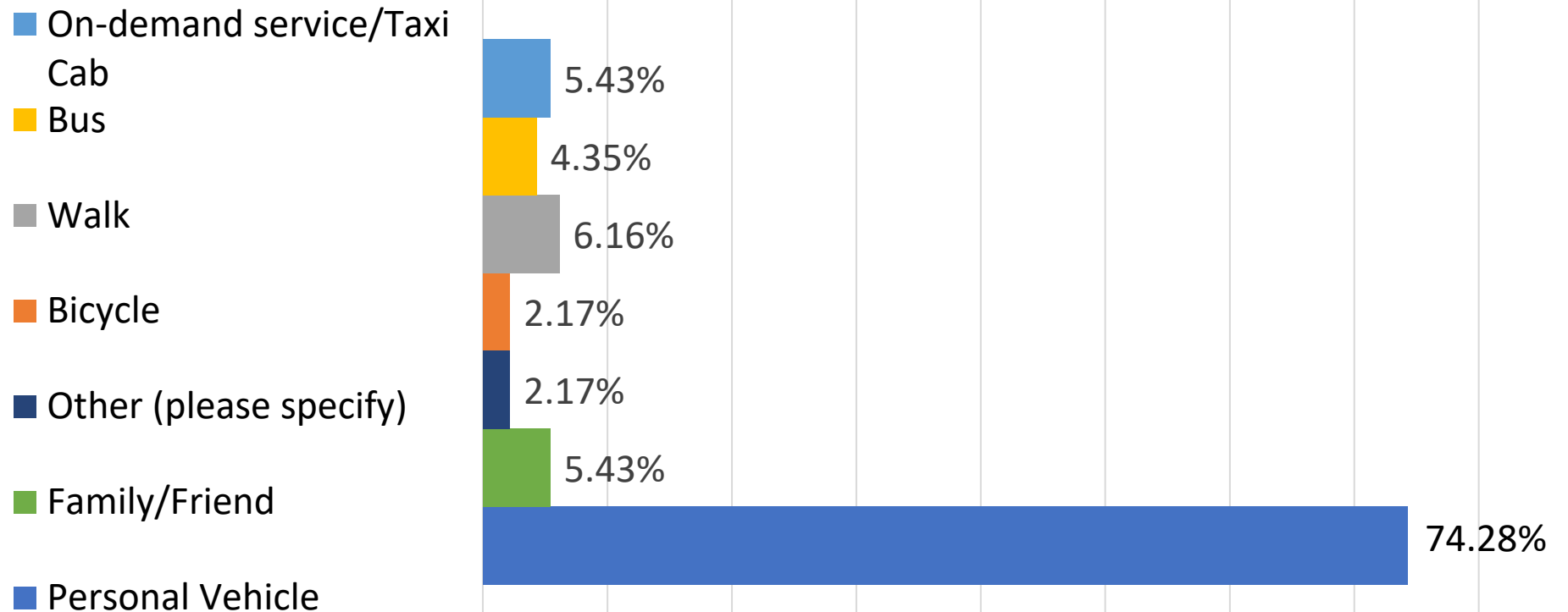
- Once a month
- Once a week
- A few times a week
- Almost daily
- Other (please specify)
- Cape resident



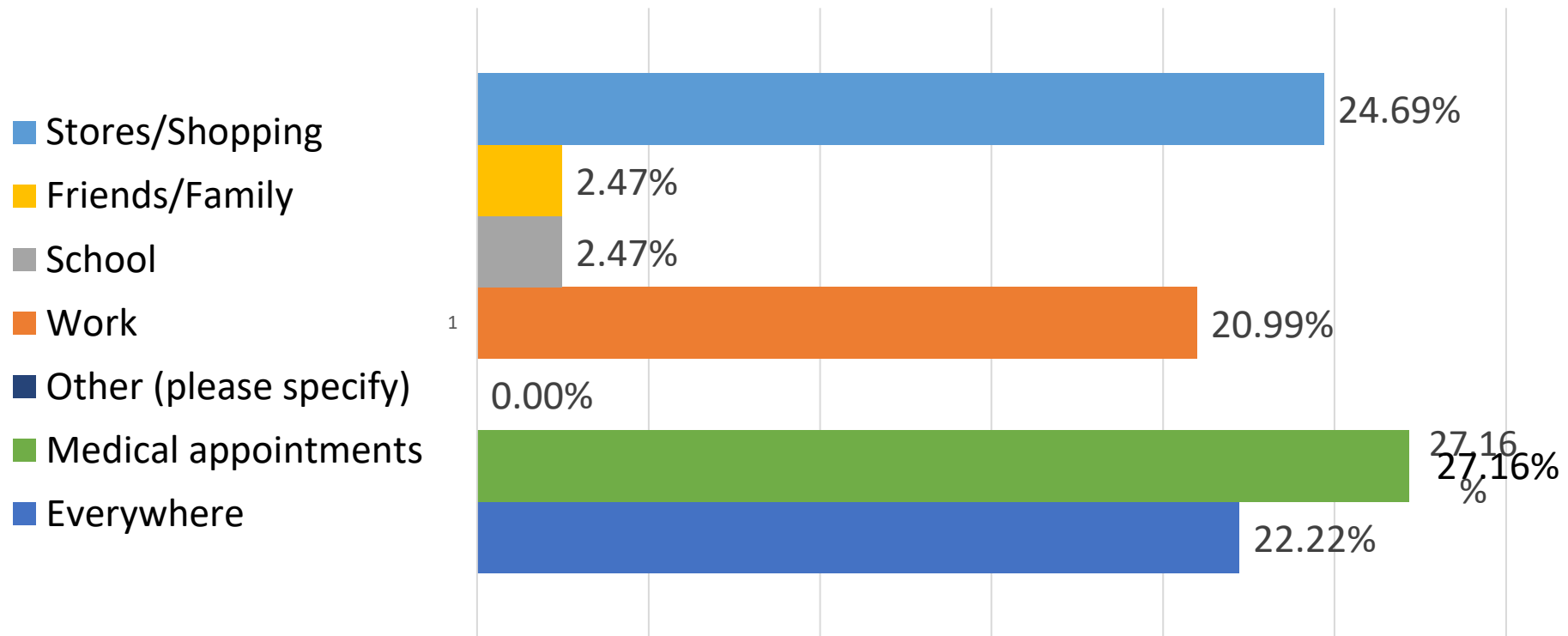
What form of transportation do you use the most?

Other:

- Motorcycle
- CTA



Public transportation includes any public method of getting from one place to another, including bike paths, sidewalks, buses, and on-demand services like taxis and Uber. When you use public transportation, where are you usually going? (Select all that apply)



What are things you can't or don't do because of transportation issues?

Other:

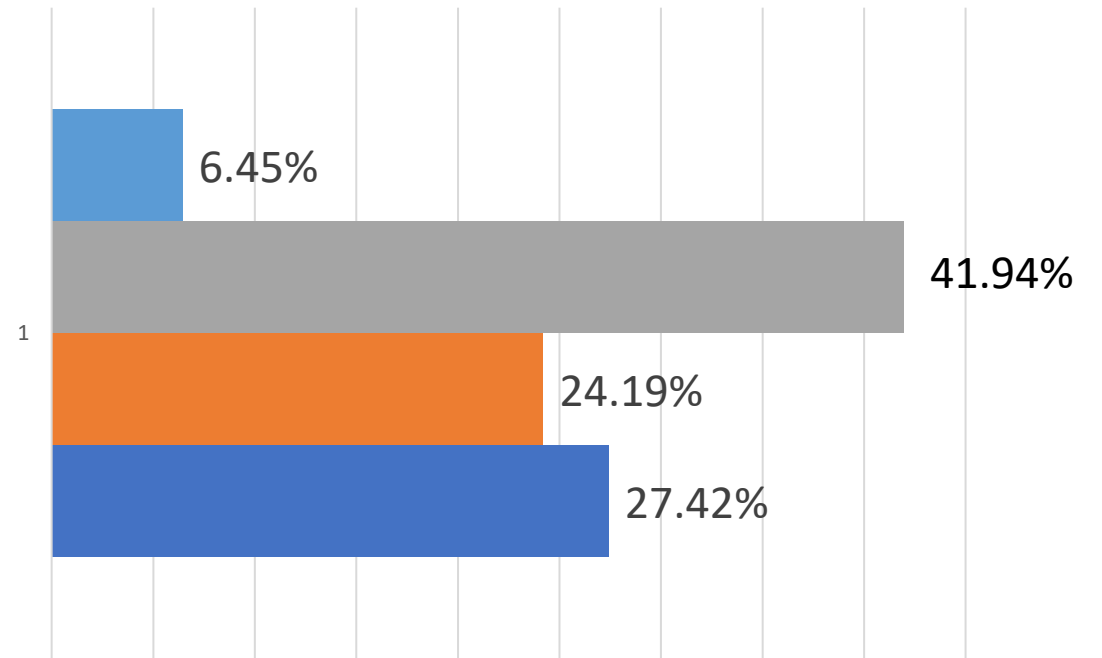
- Go to Walmart
- Get where I'm going on time, even when I call 2 hours prior
- No service Sunday evenings
- Hours too short

■ Other (please specify)

■ Visit friends/family /
Attend Social Activities

■ Obtain/maintain
employment

■ Attend public and
community events



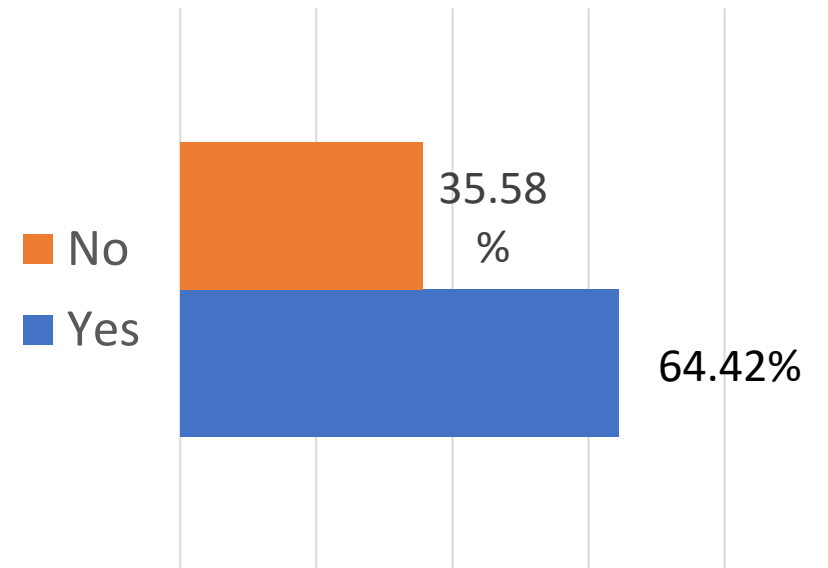
Would using public transportation be helpful to you?

Why it would:

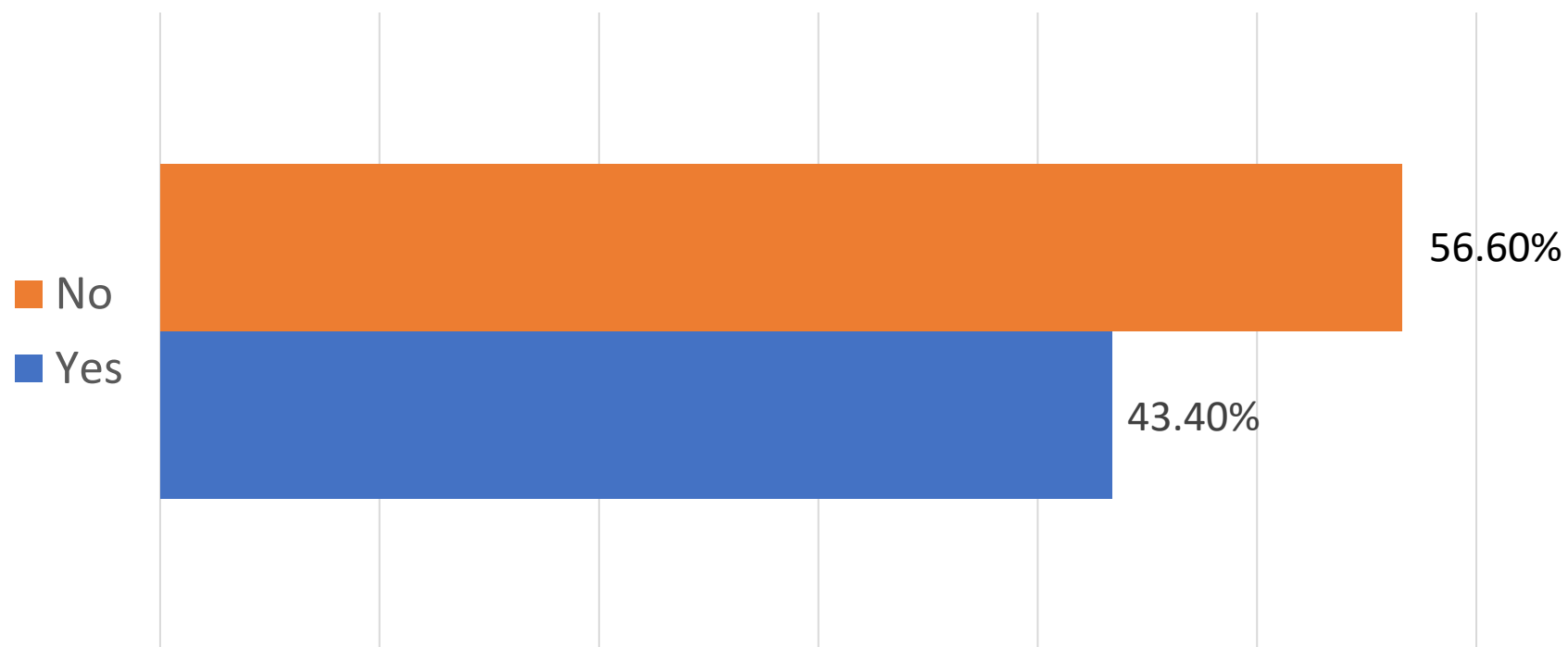
- Transport children/family to doctor
- For when I have car trouble
- Convenient
- I like being green; save on gas, more cost-efficient
- I am lower income, and my car frequently needs repairs. Having a reliable source would be a big help.
- I would love to see more transportation like a metro link.
- Helpful to CTC students and Central Academy
- To be safe after a night out.
- I don't like driving; traffic is awful in Cape.
- Reliable transportation would change everything here.
- Could be useful if stops had lighted shelter.

Why it would not:

- Never on time for my flexible schedule
- CTA is unreliable, undependable, take way too long
- Doesn't accommodate or help handicapped, "horrible for them."



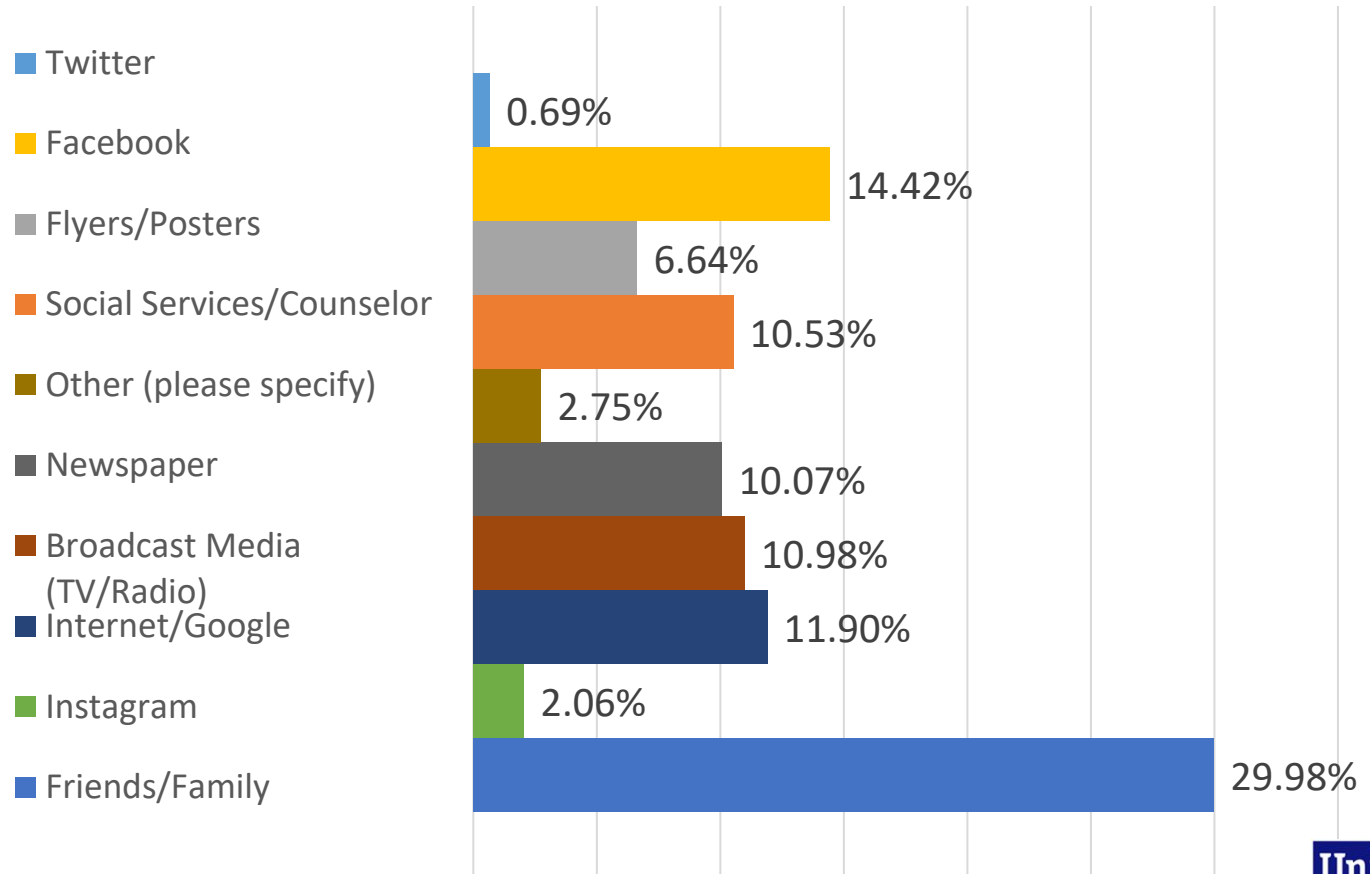
Are you aware of any on-demand service in Cape Girardeau that is like a taxi service?



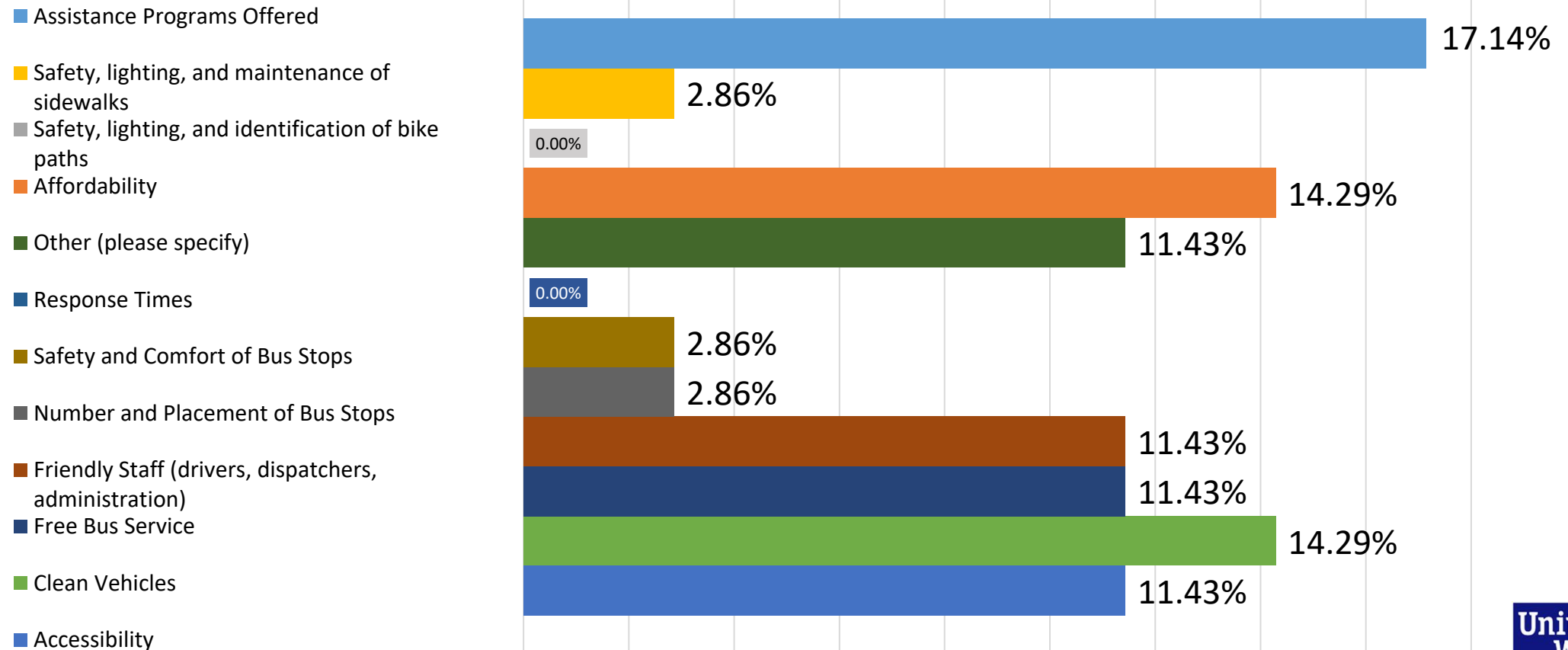
How do you usually learn about services that can help you? (Select all that apply.)

Other:

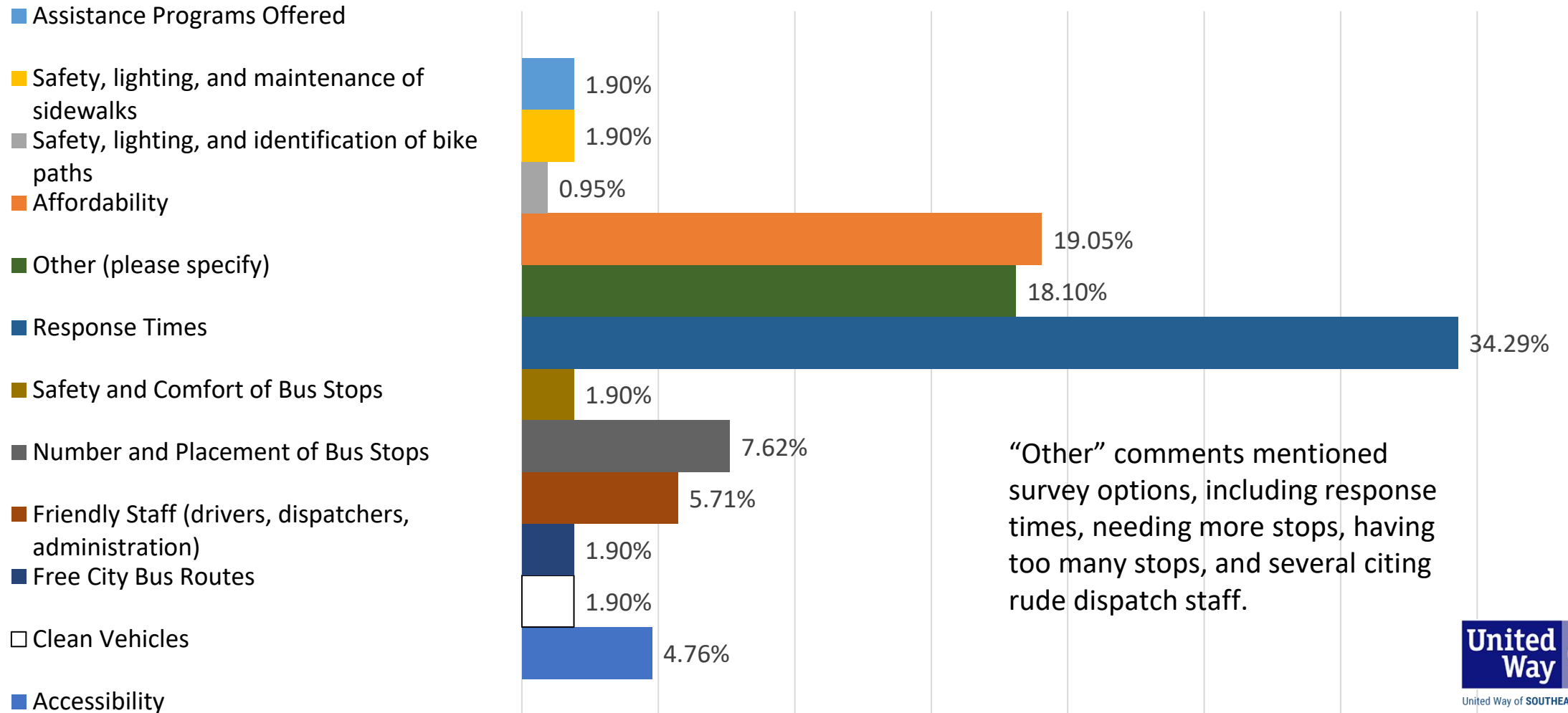
- Aging Matters
- Doctor's office
- United Health Insurance
- Chamber of Commerce & Community Agencies
- Emails



What do you like about public transportation in Cape Girardeau? (Select all that apply.)



What do you NOT like about public transportation in Cape?



Comments Summary

Likes

- Availability of service
 - Helps with getting children around, doctor appointments, shopping, when having car trouble, etc.
- Assistance Programs
- Fuel savings, cost-efficient, ecofriendly
- Reduces traffic on the road/downtown
- Good walking paths (could be better utilized)
- Affordable with assistance

Dislikes

- Timeliness
 - "I waited 90 minutes. I just missed court." "Waited 2 hours to get to work." "I would like to be able to schedule ahead."
- Location and number of bus stops
 - Suggestions include DFS, Food Stamp Office, & Walmart
- Friendliness of staff, specifically dispatch (drivers to lesser extent)
- Hours
- Pricing: CTA, Uber, Lyft all costly
- Condition/availability of streets, sidewalks, bike paths

Please share anything else you would like us to know about transportation in Cape Girardeau, especially ideas you have or transportation resources you have seen in communities of similar size that could improve our transportation resources.

- Having the option to use a bank/credit card to pay for rides as apposed to only cash, or even offering a way to get change from up to a \$20 bill would help a lot of people. I've known of someone being kicked off the CTA bus because she didn't have exact change but had no way to get that change without a ride.
- Community auto-repair program
- If there are free busses to get you point a to point b it needs to be put out there more for people to see; use print media, internet, and mailers.
- Bring back BART or St. Louis-Cape option
- Commuter bus from other towns like Jackson
- Better identification of pick-up/drop-off points
- Repair the streets. Throwing asphalt in a pothole doesn't work.

- Cape has tried so many transit systems that have failed in the past many years. We have the Cape County system presently. We have spent millions on an airport the last few years and are being asked for more. We have a 90 million water system that need to be replaced. The city takes the monthly money from the casino and wastes it on many unneeded projects. Why not save that money for hard times. We refurbished the old Court House costing millions after spending millions on the City Hall on Independence Street. Building a new Police Station at the current location the city had to spend more money and they were given the property by the Federal Government.
- I live on a line with a bus stop. The bus may or may not stop at all there or even drive past it on any given day. If you have a route, it should be driven.
- CTA is good; I wish they would stop raising prices. Keep the CTA!

- Why can't the cab wait a few minutes? I shouldn't have to wait an hour after a 5-minute task.
- Transport has a very bad reputation, for good reason. It is extremely slow, with poor coverage of most of the areas that need it badly. Integration of small-scale taxi size services, even smaller than the vans if necessary or additional vans would greatly assist in this. Additional incentives should be provided for hiring good drivers that will stay on.
- We have a great bike path, would benefit from bike sharing like Nashville, Louisville
- While things like renting scooters and/or bicycles sounds good on paper, I don't think it would be a safe option for Cape Girardeau. Heavy traffic downtown, some narrow roads, street parking and large hills can make things like that dangerous.

Please share ideas you have or have seen in communities of similar size that could improve transportation resources in Cape Girardeau.

- Continuous bus route, more routes & drivers
- Make 24/7; increase during high traffic/need times
- Have direct routes/shuttles to frequently visited, such as Walmart, doctors, airport
- Add sidewalks and trees for shade
- Travel vouchers and frequent rider discounts; \$120/week is hard, and some people may be better off staying home and drawing unemployment.
- Make sure it is promoted and better known
- Ridesharing, especially for downtown parking lots
- More bike-friendly streets with safer pavement, dedicated & barricaded bike lanes with storage

- Safe, reliable ride service like Lyft or Uber
- Partner with university to expand downtown service
- Look at Columbia: large public system with stops at convenient, well-lit locations and benches, very commonly used method with an app
- Bike share program, app-driven scooters or bikes
- Make bus stops more visible and obvious with benches, trash cans
- Use school buses to big employers
- The roads need to be repaired before worrying about additional transportation. Mainly all of Cape Rock, the rest of Sprigg, and the Eastern end of Lexington.
- I think Cape would be better served by doing regional commuting- bringing people from adjacent towns into Cape for appointments or shopping.
- Look at Jeffco Express in Jefferson County.

Next Steps for Coalition: Subcommittees

- Adding benches/shelters
- Rental scooters or bikes (Louisville, Nashville)
- Ride share with SEMO, renting school buses, church buses
- Small-scale options, such as Lyft, Uber, former CarGo technology
- Outreach to Jefferson County and Columbia, possibly Springfield
- Logistics of changing routes and adding point-to-point routes
- Improved options for handicapped
- Road repair, sidewalks, bike lanes
- Marketing/promotion of current services and assistance
- Funding and Grant\$