DELAWARE COUNTY TRANSIT

2024 Title VI Survey Results

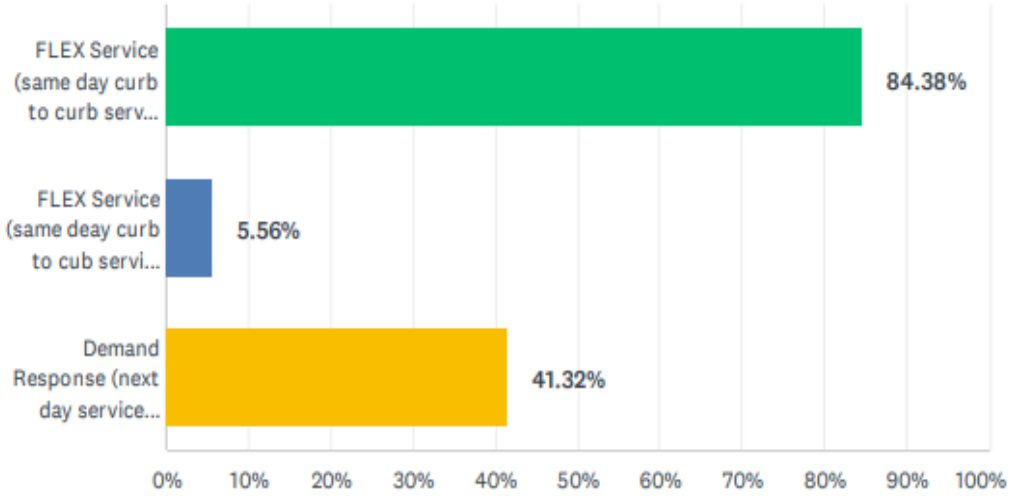
Background Information

- The 2024 Title VI Survey was sent out on November 10, 2024
- The Survey concluded on November 30, 2024
- Survey Invitations were sent to 2,068 emails of current passengers
- In addition, The Survey was promoted on:
  - DCT Facebook Page
  - DCT Website
  - DCT App
  - A paper Notice with QR Code was posted on all vehicles as well as instructions to request a written copy of the Survey.
- A Total of 297 Surveys were completed. 167 were a result of the email invitation, 130 responded to the link advertised through the App, Facebook page, website, and posting on vehicles.

DELAWARE COUNTY TRANSIT

Q1 Which Delaware County Transit service (s) do you use? Please check all that apply.

Answered: 288 Skipped: 9



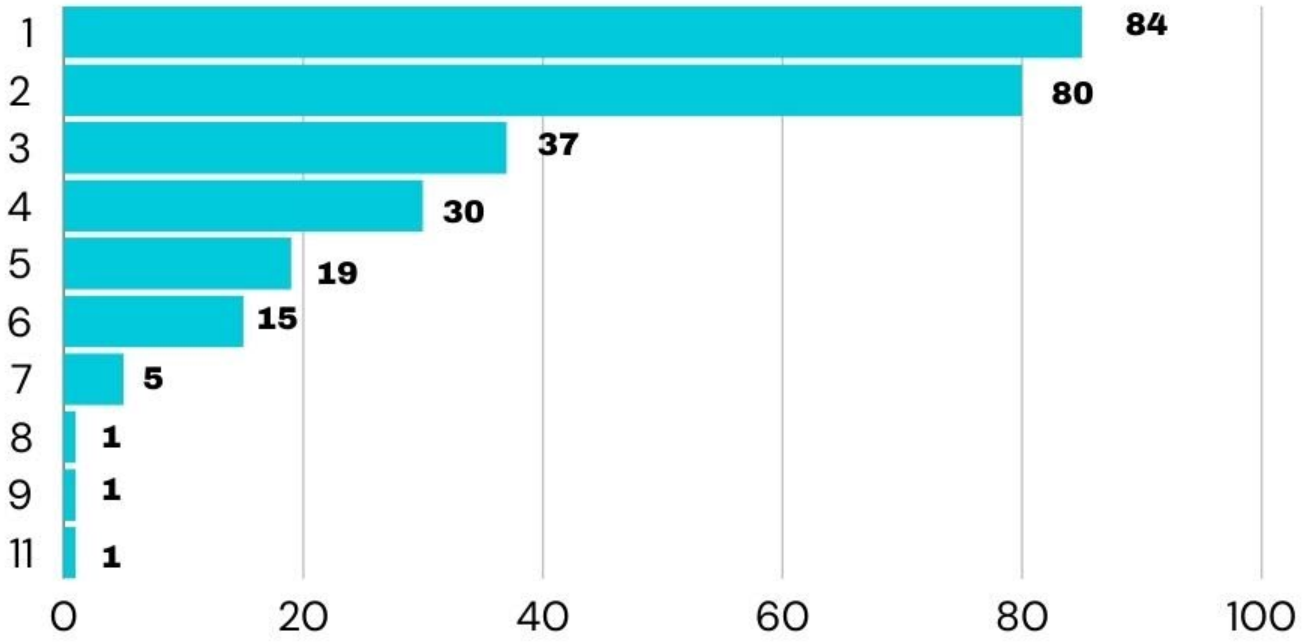
ANSWER CHOICES	RESPONSES	
FLEX Service (same day curb to curb service within Delaware City Only	84.38%	243
FLEX Service (same deay curb to cub service within Sunbury/Galena Only	5.56%	16
Demand Response (next day service that goes to anywhere within Delaware County	41.32%	119
Total Respondents: 288		

DELAWARE COUNTY TRANSIT

Q2

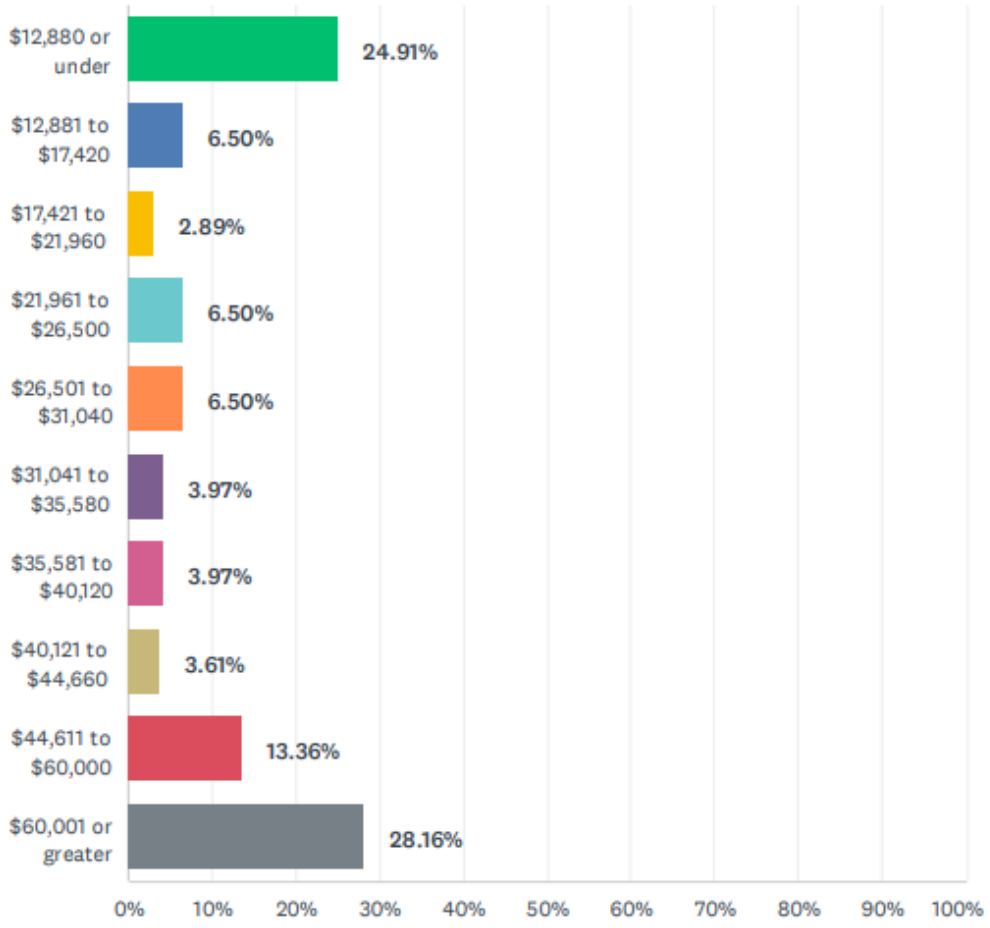
Including yourself, how many persons are in your household?

Answered 274
Skipped 23



Q3 Please check the appropriate range for your HOUSEHOLD INCOME:

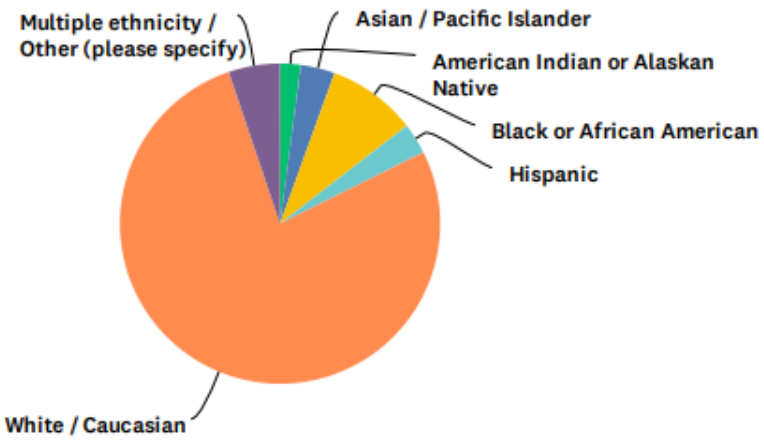
Answered: 277 Skipped: 20



ANSWER CHOICES	RESPONSES	
$12,880 or under	24.91%	69
$12,881 to $17,420	6.50%	18
$17,421 to $21,960	2.89%	8
$21,961 to $26,500	6.50%	18
$26,501 to $31,040	6.50%	18
$31,041 to $35,580	3.97%	11
$35,581 to $40,120	3.97%	11
$40,121 to $44,660	3.61%	10
$44,611 to $60,000	13.36%	37
$60,001 or greater	28.16%	78
Total Respondents: 277		

Q4 Which race/ethnicity best describes you? (Please choose only one.)

Answered: 289 Skipped: 8



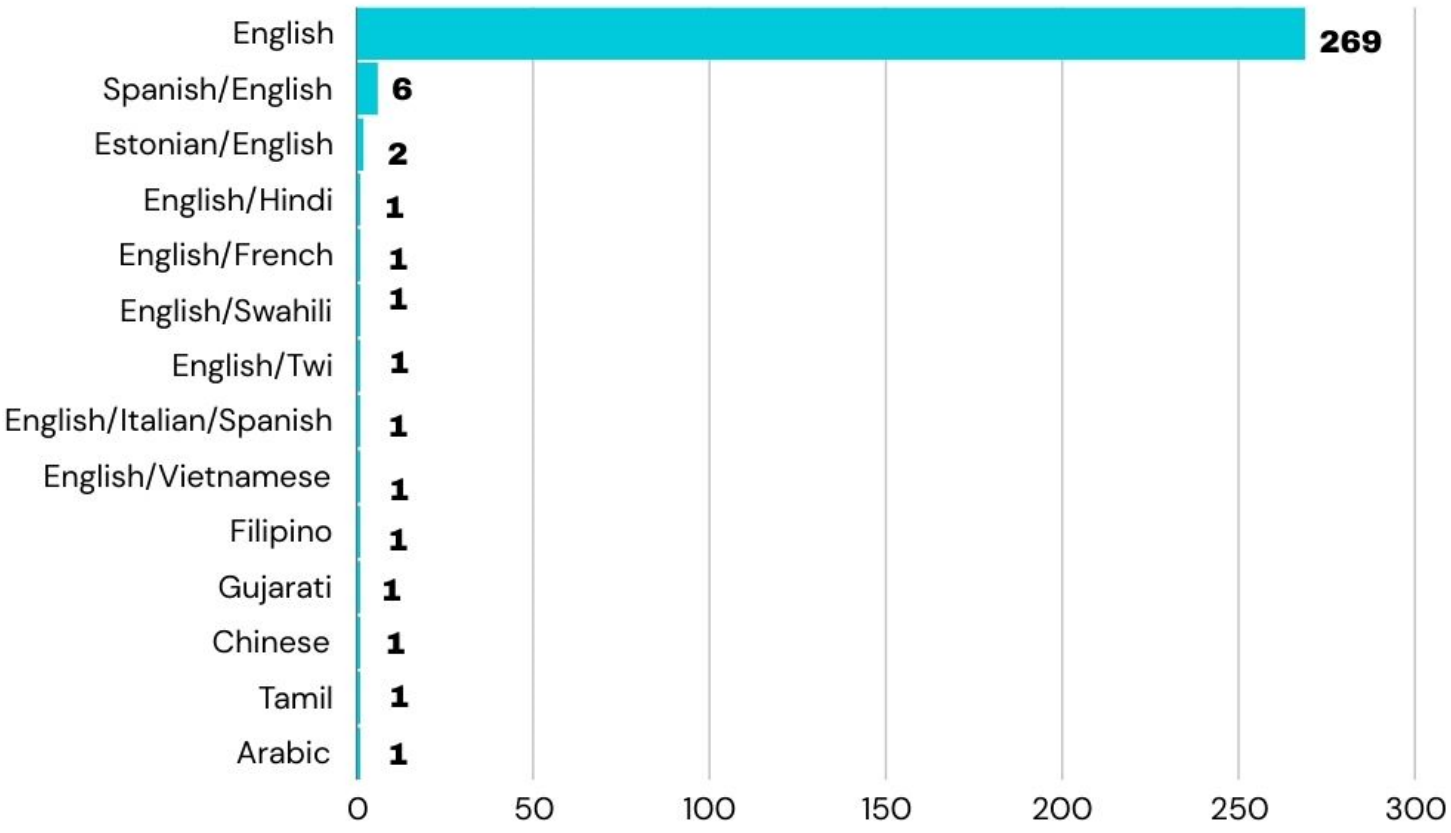
ANSWER CHOICES	RESPONSES	
American Indian or Alaskan Native	2.08%	6
Asian / Pacific Islander	3.46%	10
Black or African American	9.00%	26
Hispanic	3.11%	9
White / Caucasian	77.16%	223
Multiple ethnicity / Other (please specify)	5.19%	15
TOTAL		289

Q5

What Language do you speak at home?

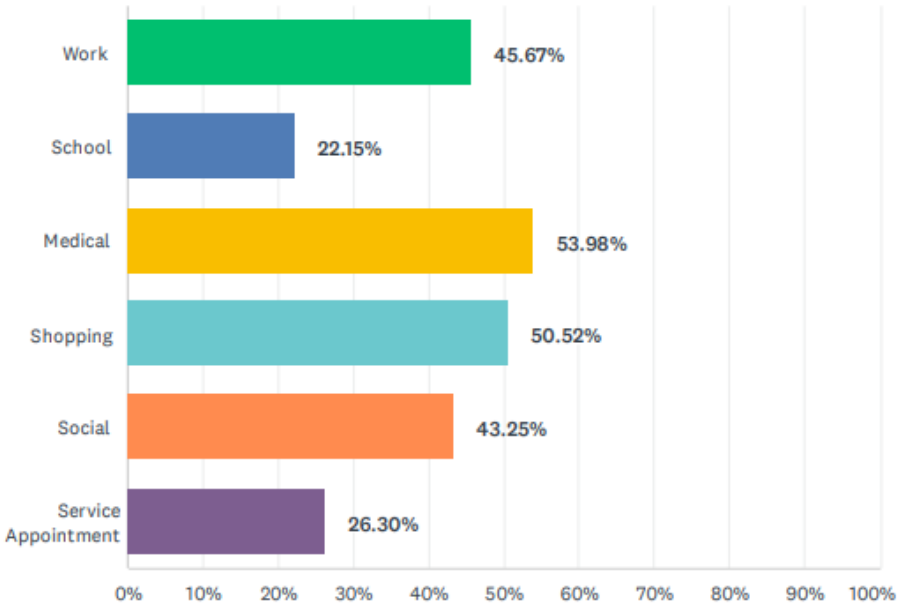
Answered 284

Skipped 13



Q6 Reasons for using public transportation (Check all that apply)

Answered: 289 Skipped: 8

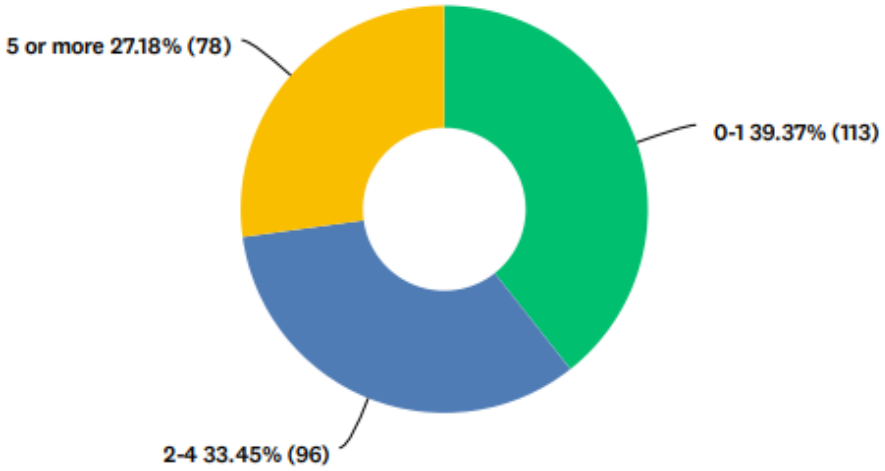


ANSWER CHOICES	RESPONSES	
Work	45.67%	132
School	22.15%	64
Medical	53.98%	156
Shopping	50.52%	146
Social	43.25%	125
Service Appointment	26.30%	76
Total Respondents: 289		

DELAWARE COUNTY TRANSIT

Q7 How many days a week do you use public transportation?

Answered: 287 Skipped: 10



ANSWER CHOICES	RESPONSES	
0-1	39.37%	113
2-4	33.45%	96
5 or more	27.18%	78
TOTAL		287

Q8 How can Delaware County Transit serve you better?

Answered: 191 Skipped: 106

#	RESPONSES	DATE
1	It would be great if service on Saturdays could extend to 7pm, and if the FLEX service could travel to the same places that the demand service does so that more of Delaware county is accessible	11/30/2024 7:36 PM
2	Pick up later	11/30/2024 7:26 PM
3	expand service area from deleware south	11/30/2024 3:57 PM
4	Extending their operations areas	11/30/2024 12:42 PM
5	None already great	11/30/2024 11:27 AM
6	Wonderful service for my mother when I can't take her!!!	11/30/2024 8:06 AM
7	Provide Demand Response on Saturday with Flex service.	11/29/2024 2:18 PM
8	I live in Orange township in Delaware county, I would like to have a cheaper option for on demand service or a regular service, especially to school for kids who can't drive. This will be quite helpful as the parents have to pick/drop them during their regular working hours.	11/28/2024 10:28 PM
9	My macular degeneration prohibits me from driving but with the bus service available to me I am not prohibited from livingo!! I will be taking advantage of this more often. The reminders, notice of arrival, drivers and all staff I've spoken with are outstanding, kind & helpful! So glad I live in Delaware county.	11/28/2024 8:20 PM
10	N/A	11/28/2024 3:22 PM
11	already doing a terrific job	11/28/2024 9:44 AM
12	everything is fine the way it is	11/28/2024 8:36 AM
13	The ability to request a certain type of bus. I own a personal cart, but I never use it because I'm not sure if the bus will be the type that would allow me to use it for shopping.	11/27/2024 11:52 PM
14	Very satisfied with the great service	11/27/2024 10:17 PM
15	The only problem I have had is some delays and such high demand that I've had to find an alternative solution for transportation.	11/27/2024 9:34 PM
16	Text or call when close by to pick up	11/27/2024 9:10 PM
17	Happy with service as it stands. Thank you!	11/27/2024 7:40 PM
18	Your doing a great job!!!	11/27/2024 7:28 PM
19	Nothing	11/27/2024 7:18 PM
20	We don't use transit.	11/27/2024 6:32 PM
21	Please keep providing Medicaid-paid Demand Response rides to/from medical appointments (especially for locations outside Flex zone). **Extremely helpful**	11/27/2024 6:30 PM
22	Use credit card for payment	11/27/2024 6:29 PM
23	Scheduling through the app	11/27/2024 6:26 PM
24	Same day FLEX transportation for all of Delaware County would be super nice if possible	11/27/2024 6:23 PM
25	They are doing an amazing job!	11/27/2024 6:22 PM
26	Service to cota	11/27/2024 6:16 PM
27	Make wait times better and get a confirmation code or something before getting off the phone.	11/24/2024 8:13 PM

	The amount of times I've scheduled a pickup then been stranded is horrific!	
28	I wanna reach columbus or there should be a cheaper way to get to columbus for students at Ohio Wesleyan. Or maybe polaris	11/23/2024 11:59 AM
29	Faster pick up times.	11/22/2024 8:26 PM
30	Thank you for adding Saturday! We'd love later service at night, plus later on Fri nights.	11/22/2024 3:11 PM
31	Almost always late and sometimes they say it's 7 minutes away and then changes to 30 minutes away. I have stood in the cold and rain waiting for the bus because they were very late. It's very frustrating. Especially when I schedule the bus almost 1 or 2 hours before the time I need to be picked up.	11/22/2024 1:52 PM
32	More accurate with pick up and drop off time, I've been late to work so many time, and also appointments	11/22/2024 7:02 AM
33	You do a great job including on Saturday helps. I don't always know when I need a ride to work by 11am .	11/22/2024 6:39 AM
34	Availability on weekends, and run later...I work 3rd at speedway, so I go in at 10	11/21/2024 7:28 PM
35	It's a great service! I hope it continues with even more drivers and buses.	11/21/2024 5:29 PM
36	Expand your time range for those who work late hours to also benefit from your service Thank you	11/21/2024 2:49 PM
37	More Transportations	11/21/2024 2:48 PM
38	Expand your time range	11/21/2024 2:44 PM
39	More weekend hours	11/21/2024 2:26 PM
40	They do a GREAT JOB!!	11/21/2024 1:17 PM
41	extended it to the old hours on saturday	11/21/2024 10:04 AM
42	Honestly, I don't know how it could be any better. It is my lifeline. I'd never experienced this type of service anywhere else. DCT should be a model for every community in the nation. I've seen the full age range of those served in Delaware Co. I met a 95 yr old and have seen infants on board. Drivers pleasantly secure those in wheelchairs. Isolation isn't good for anyone, but it is problematic as we age. DCT allows me (age 72) to do everything I need to do in the community. Now, if only they'd make my meals and clean my home!	11/21/2024 6:36 AM
43	.	11/20/2024 11:46 PM
44	Name tags on drivers	11/20/2024 6:06 PM
45	Be on time more often, have better estimates on the app	11/20/2024 4:35 PM
46	Improve the app accuracy. Fix the software glitch so that the system will actually text my husband's arrival time at home. Apparently, the DTS office shows that it sent the txt, however, it never is received by my android phone. However, I DO receive the txt that confirms next-day trip confirmations...	11/20/2024 3:25 PM
47	Faster wait times.	11/20/2024 3:04 PM
48	When on bus please stop taking "add ons " that are totally across the city from my destination and keeps me on bus an hour. Please shorten wait time for bus. My Ice cream melts after waiting for bus an hour or at least 45 minutes. Also the bus is ten minutes ahead of where it shows on the app. So the "add ons" are not anywhere near where the bus is. Always they say we are short staffed we need more drivers we need more buses. So when are we going to get more buses and drivers and should not have started sunbury when Delaware has so many problems. Also they should know the law about disabled persons. One driver said "hurry up". Also wheel chair is NOT an extra shopping cart. Disabled people have a right to have wheelchair and shopping cart. Check this out from ADA. Thank you.	11/20/2024 2:49 PM
49	i'm good	11/20/2024 1:26 PM
50	Very satisfied	11/20/2024 1:09 PM
51	Love what they do for now	11/20/2024 1:08 PM

52	A disability discount for people under 65, would be nice.	11/20/2024 12:23 PM
53	Have me where I'm going on time	11/20/2024 11:13 AM
54	Notifications when the driver arrives	11/20/2024 8:46 AM
55	DATA bus is a great service and is always helpful. Drivers are always kind.	11/20/2024 8:09 AM
56	At this point in time, I am quite satisfied with the Transit service.	11/19/2024 10:47 PM
57	Offering Sunday service. Other than that, I think DCT is a fabulous agency!	11/19/2024 7:53 PM
58	Shorter wait times	11/19/2024 4:59 PM
59	be on time	11/19/2024 4:17 PM
60	I'm happy with the service	11/19/2024 4:01 PM
61	it's good	11/19/2024 3:59 PM
62	Bring back the route to the Crosswoods park-and-ride	11/19/2024 3:39 PM
63	Less wait time for bus to p/up due to "add ons". Less time on bus taking so many others in all different directions!	11/19/2024 2:17 PM
64	For the same day pickup, being able to be picked up anywhere within delaware county	11/19/2024 1:19 PM
65	Nothing to add, appreciate the service	11/19/2024 11:35 AM
66	I'm not sure	11/19/2024 11:28 AM
67	Being better being on time which is always okay but just wish they weren't so busy sometimes!	11/19/2024 10:55 AM
68	You all are awesome!!	11/19/2024 10:10 AM
69	I don't know. It is a wonderful service and they are improving service all the time.	11/19/2024 9:27 AM
70	Nothing I can think of	11/19/2024 8:10 AM
71	run later into the night then 9pm	11/19/2024 6:42 AM
72	Getting on time because I be waiting outside for long time When I'm getting picked up by location and not my house. Sometimes the drivers just drive in circles and I can see that on my app and when they pick me up, there's nobody in the car so they're basically driving around the neighborhood for no reason but pretty much. I appreciate the flex bus but I Don't appreciate getting my time wasted by someone.	11/18/2024 6:12 PM
73	Sunday hours.	11/18/2024 5:01 PM
74	Make bs passes	11/18/2024 2:55 PM
75	Extending hours during the weekend	11/18/2024 1:59 PM
76	Extend service for the weekend	11/18/2024 1:47 PM
77	would love if the county was actually serviced....we live just outside your mapped area on Hanover. would love services for the weekend like the chocolate walk, first Fridays and the like	11/18/2024 1:18 PM
78	I am glad you added Saturday. It's a lot to ask, but Sunday would be great, too	11/18/2024 1:13 PM
79	Adding demand response scheduling to the app. This is a wonderful service that is great for the local economy. Thank you for what you do for the community.	11/18/2024 12:58 PM
80	It's been perfect	11/18/2024 12:56 PM
81	Good so far	11/18/2024 12:00 PM
82	Don't make me late to work everyday.	11/18/2024 11:32 AM
83	Shorter wait times would be nice, having to wait 40 minutes for a ride after the app said it'd be 10 to 15 minutes is not cool, more so in the two extremes of either hot weather or cold weather.	11/18/2024 11:12 AM

84	Nothing. No complaints. Have Sunday service too	11/18/2024 11:05 AM
85	Use drivers that can drive better.	11/18/2024 10:40 AM
86	Be on time and not late for people that had to be at work by a certain time	11/18/2024 10:00 AM
87	They can work on the call out system and the app being more Synced together	11/18/2024 9:54 AM
88	I have no complaints..Service has improved immensely over the years..The dispatchers,drivers and all staff are very easy to work with and very helpful and that gives for the drivers also..I have been using Data since the fixed route days and it is great!! The app is a big help. You just have to roll with a glitch now and then..Keep up the good work!	11/18/2024 9:46 AM
89	Allowing swipe/Tap to pay on the bus	11/18/2024 9:09 AM
90	They do a great job	11/18/2024 9:04 AM
91	I can afford $2/ ride but $8 each way, to go to the Y three times a week, gets pricey. Wish there was an alternative pricing for a regular ride.	11/18/2024 8:54 AM
92	Everything is great for me thank you so much for offering this service.	11/18/2024 8:17 AM
93	Idk	11/18/2024 8:00 AM
94	Make sure to actually get there on time when I need to be there at a certain time	11/18/2024 7:18 AM
95	It's great how it is 😁	11/18/2024 7:17 AM
96	I like the service the way it is	11/18/2024 7:00 AM
97	Having a 2-3 minute grace period for pick-up	11/18/2024 6:33 AM
98	Suggestions: can please have the drivers have their name tags so that we can address their names when we say thank you or say good morning to them. I would personally like to know their names. I've been riding a bus for 4 and more now. 😊	11/18/2024 1:17 AM
99	Better on timing. For example, I would set the time I need to arrive at my destination but I end up arriving up to 40 minutes early which causes me to stand or sit outside and wait.	11/18/2024 12:11 AM
100	none	11/17/2024 9:48 PM
101	all good	11/17/2024 9:45 PM
102	I don't know but its been okay	11/17/2024 6:19 PM
103	Sometimes timing is a bit of an issue but lately it's been a lot better.	11/17/2024 4:25 PM
104	Buy buses with lights so you can Maneuver mobility scooters! Also five buses with emergency exit your new buses have no exits in the back. You can't get through it through the seat those seats do not move. How is a handicap or a disabled person supposed to leave the bus in emergency without these doors?	11/17/2024 4:17 PM
105	They do a great job	11/17/2024 11:22 AM
106	They already do an extremely amazing job at servicing all of Delaware and Sunbury counties for everyone in need! Very grateful for all they do!	11/16/2024 8:16 AM
107	The service is amazing!	11/15/2024 1:19 PM
108	Everyone on the same page in Dispatch center More willing to help Issue with pay are noticed by employee just like they're noticed if the customer makes a mistake. Better equality.	11/15/2024 9:49 AM
109	Am very pleased Can't think of anything.	11/15/2024 4:48 AM
110	Delaware County Transit meets all my needs. No improvement necessary.	11/15/2024 4:46 AM
111	Make the service more reliable. It is always late. I am physically disabled and live in an apartment with stairs. I cannot wait outside for an hour and a half.	11/14/2024 9:11 PM
112	I have no recommendations. Being able to pay and schedule on the app is awesome!	11/14/2024 8:15 PM
113	Same day flex to COTA bus service	11/14/2024 8:06 PM
114	Run until midnight	11/14/2024 5:53 PM

115	Begin Sunday Services	11/14/2024 5:30 PM
116	they provide excellent service	11/14/2024 4:50 PM
117	Allowing me to book a ride through the app with living in Powell. Every one in awhile I have an emergency where I need to get somewhere and I'm unable to book	11/14/2024 3:49 PM
118	I used it when I couldn't drive for 4 months due to an injury. It's haven't had a need to use it since then as I am able to drive.	11/14/2024 2:57 PM
119	It's a great service as is.	11/14/2024 2:35 PM
120	Allow Dogs to travel	11/14/2024 1:47 PM
121	Doing great	11/14/2024 12:08 PM
122	I live in lewis center belonging delaware but i have to walk 40 minutes from my apartment (on shanahan Rd) to reach the flex spot at DELAWARE AREA CAREER CENTER	11/14/2024 11:40 AM
123	Weekend hours longer	11/14/2024 11:32 AM
124	I am very happy w DATa bus service. It is great	11/14/2024 10:44 AM
125	you do a great job thanks	11/14/2024 9:59 AM
126	Keep Doing what you are doing	11/14/2024 9:44 AM
127	We have never used because we are un Ostrander. My son has a disability and does not drive. We haven't used it yet but hope to once he gets a job but will depend on times he works versus times the curb to curb runs. Times seem limited and we only have access to demand response services.	11/14/2024 9:28 AM
128	Keep up the good work! We appreciate your service.	11/14/2024 8:53 AM
129	They are the best. Just what Delaware need.	11/14/2024 8:52 AM
130	Just keep rolling! The app has glitches but I'd very useful and manageable..Very pleasant and helpful office staff and drivers..It is so much better than when we had the fixed routes!! I can manage the convenience of it very well.Great service!!	11/14/2024 8:33 AM
131	I am very satisfied with the service.	11/14/2024 7:59 AM
132	Difficult to juggle schedules for pickups. You do a great job given the challenges. Sometimes it's hard to contact in time for changing a schedule	11/14/2024 7:55 AM
133	Do all doctor s appt anywhere and lower the cost to go out of town for doctor s and back	11/14/2024 7:41 AM
134	Offer transportation between Sunbury and Polaris Shopping Center.	11/14/2024 6:21 AM
135	I'm very happy with the service I have received thus far.	11/14/2024 6:01 AM
136	Hire me to work in the office and working with the phenomenal team of people who are steady in the call center and the front line of service and represent the entire Delco County Transit as a whole with their beautiful and friendly staff and the smile on their faces as they are talking to the people on the other end of the line. They rock and I would love to be part of this aspect of the company, although the drivers are always a pleasure and have their own special personalities and qualities that brings joy to their community and the customers who are building relationships with each and every trip!!	11/14/2024 3:48 AM
137	faster pickup service with little wait time. in the past i have waited as long as 1 hour & the longest time was 3 hours but the 3 hr wait was years ago. also if i could use my dog stroller to roll my Chihuahua with me instead of lugging round a softcrate along with backpack & keys would be helpful. im soon to be 70 yrs old, am at risk for stroke/heart attack & lugging the softcrate is hard, i have fatique, also I am now legally blind. Its super tiring riding the bus. i get stress headaches easily. My ESA is very quiet on the bus, trained & very well behaved. He actually is my Service Dog but i still need another valuable task that he needs trained to do & I havnt got him trained to do thst task yet. im so tired	11/14/2024 1:15 AM
138	Getting to address when they say they will be here. Not 30 minutes early or 30 minutes late	11/14/2024 12:47 AM
139	Can't imagine! Efficient, customer service excellent, cool buses…all good!	11/13/2024 10:02 PM

140	I like how the service is but it would be nice if the bus went to grace baptist church on Wednesday evening	11/13/2024 9:59 PM
141	They do a great job.	11/13/2024 9:58 PM
142	You are all top-notch!	11/13/2024 9:47 PM
143	Evening and weekend service hours	11/13/2024 9:33 PM
144	Run more hours / every day so that I do not have to rely on my own transportation for work, no matter what happens	11/13/2024 9:30 PM
145	Expand services beyond Delaware City	11/13/2024 9:22 PM
146	Your service is fantastic!	11/13/2024 9:20 PM
147	Bathrooms	11/13/2024 9:18 PM
148	By being on time	11/13/2024 9:13 PM
149	Doing just fine	11/13/2024 9:01 PM
150	Keep times closer to the requested one.	11/13/2024 8:49 PM
151	Come out further on Cheshire toward Africa Rd.	11/13/2024 8:46 PM
152	I didn't know Delaware County even had a transit service. Where are they hiding?	11/13/2024 8:42 PM
153	If the bus took you to Polaris, maybe even more than just delaware	11/13/2024 8:33 PM
154	I am very pleased with the service. Very nice, helpful people work for your transit service. I do not ride as often as I used to (due to health issues), but I know your service is just a call away. I like the extended hours.	11/13/2024 8:30 PM
155	Evening and weekend DCT hours would be very appreciated!	11/13/2024 8:08 PM
156	Let us schedule further out than 2 weeks. My mother uses service every mon, weds, Fri. Every week, every month.	11/13/2024 8:08 PM
157	Priority service when taking students to and from school/Career Center. Some days student arrives late to school or sports practice.	11/13/2024 8:08 PM
158	They are understaffed, they need a few more employees to handle the demands of transportation lately.	11/13/2024 8:04 PM
159	Delaware transit served me well ..when I had broken my arm.I no longer need as I can drive..but know many in my community do use ..as they are older than I ..and do not drive their own car .	11/13/2024 7:44 PM
160	Don't take the curves so fast	11/13/2024 7:39 PM
161	We use it when we have to get a car to the service shop (we are a one-car family by choice) or have conflicting appointments. So we are not regular users. I am always pleased with service: on time, buses are clean, drivers are sensitive to all their riders, their regulars and the occasional ones like me.	11/13/2024 7:33 PM
162	If there was a Demand Response on Saturdays	11/13/2024 7:23 PM
163	Broader flex service on Warrensburg rd	11/13/2024 7:19 PM
164	Picking me up on the time I set	11/13/2024 7:10 PM
165	I love Delaware county transit just the way it is, they are always nice and always on time, I make sure I schedule bus earlier than I need because they can get busy but have never had an issue	11/13/2024 7:07 PM
166	I wish their demand response ran on weekends. I spend a lot on transportation with y'all and with Uber and Lyft on the weekends. I have seizures and have to rely on these services. Also if I could ever be picked up earlier it would be nice. I use to be picked up before 6am and now I get picked up later and I usually get to work late now a days. It really unfortunate because the service is actually pretty cool and the drivers are wonderful. Especially kim.	11/13/2024 7:06 PM
167	Does its job well.	11/13/2024 7:06 PM

168	Less wait time and longer hours on weekends	11/13/2024 6:59 PM
169	Have a 3 minute grace period. When they arrive to pick up, give the passenger 3 minutes to come out.	11/13/2024 6:59 PM
170	I can't think of any.	11/13/2024 6:54 PM
171	Please start service on Sunday too	11/13/2024 6:54 PM
172	Offer regular or semi-regular service to Columbus that does not require demand response booking to make the connection to cota.	11/13/2024 6:51 PM
173	actually be on time for once you people are always so slow it takes over 2 hours for a bus to pick me up	11/13/2024 6:49 PM
174	Unsure	11/13/2024 6:49 PM
175	Faster response time	11/13/2024 6:46 PM
176	More connections to Columbus	11/13/2024 6:44 PM
177	NA	11/13/2024 6:39 PM
178	Could not ask for better service	11/13/2024 6:28 PM
179	By not getting more of the really small busses. Also by making a driver's class for hooking up wheelchairs, how to use brakes, and not to turn corners like they were on two wheels.	11/13/2024 6:28 PM
180	They were great. I needed them to get back and forth for physical therapy and it worked great.	11/13/2024 6:28 PM
181	I don't know, I've had really great experiences with this service so far!!	11/13/2024 6:28 PM
182	Acess to the powell /zoo area	11/13/2024 6:27 PM
183	Sometimes call outs aren't made and the bus just shows and I have to kinda scramble to get out there so I don't miss them. But other than that everything has been perfect.	11/13/2024 6:27 PM
184	Downtown needs to be mapped out better for drivers some times i would wanna be picked up at ravens cauldron and the bus would show up at amatos and I've been stranded a couple times because of it 🙃	11/13/2024 6:26 PM
185	I enjoyed every trip with the Delaware County Transit!	11/13/2024 6:24 PM
186	Keep expanding the service Wishing there was an option to get Downtown Columbus from Delaware	11/13/2024 6:24 PM
187	extend Flex service to Lewis Center	11/13/2024 6:21 PM
188	We need to make it where you can transport put to the lewis center area. Over my lewis center road some of us delawsre county residents work at friendship gas station,etc over there and it's out of your area even though it's delaware county.	11/13/2024 6:21 PM
189	Nothing to add, we had a good experience	11/13/2024 6:20 PM
190	Fix your website so that it will take debit cards and I can actually use the service. You left my family of six stranded while we called an Uber.	11/13/2024 6:20 PM
191	Nothing to add at this time. Thank you!	11/11/2024 12:55 PM

DELAWARE COUNTY TRANSIT

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