

# **St. Clair County Transit District Transit Vision 2020 Online Public Engagement Survey Summary**

**November 11, 2019**

Submitted by



a sub-consultant to Transportation Management & Design, Inc.

## **1. Executive Summary**

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The St. Clair County Transit District is conducting a study, called Transit Vision 2020, of the current transit network in the St. Clair County area. SCCTD hired Transportation Management & Design, Inc. and its sub-consultant Vector Communications to create an interactive online survey to collect the public's thoughts on the existing transit system and how it can be improved in the future.

The survey consisted of five interactive screens that informed participants about the project and allowed them to provide feedback in both closed and open-ended question format. The survey was launched on July 24, 2019 and ran until October 7, 2019. More than 1,200 people participated in the survey and provided 22,000-plus data points and over 700 additional comments.

The first tab was informational and provided respondents with information on the current transit system including the townships currently served, SCCTD's service priorities, and the purpose of this study. The second tab asked attendees about their current travel habits, barriers to using the current transit system, and which groups are in need of better transit service. The survey's third tab asked respondents to decide how they would invest in transit in St. Clair County. The fourth tab asked respondents to show on a map where they conduct their activities including work, school, shopping, and medical centers. The final tab asked respondents to provide demographic information and their travel habits.

The survey respondents represented 80+ zip codes, were mostly African American, between the ages of 26 and 60, and fairly evenly split between male and female. When asked about the current travel habits, a vast majority of the respondents indicated that they primarily travel on the bus or MetroLink. Respondents indicated that they perform most of their day-to-day activities in the areas of Downtown St. Louis in Missouri and East St. Louis, Fairview Heights, Belleville, and O'Fallon/Shiloh in Illinois.

Based on responses to several questions and additional comments, respondents seemed to value safety/security, hours of service, and frequency of service. Respondents indicated that they would benefit most from expanded hours of service and more frequent service. Those respondents who do not currently use transit to travel indicated that increased safety and expanded hours of service could potentially lead them to riding transit in the future. Respondents also indicated that better connections to other services and/or expanding to new coverage areas would also lead them to utilize transit more.

The results of this online survey indicate that respondents value safety and security on transit and desire for more investment in frequency, adding new routes, and expanding hours of service. In addition, when asked which groups would benefit from more transit service in St. Clair County, respondents indicated that both commuters and seniors would benefit from more service; therefore, it will be important for SCCTD officials to further engage these populations as the project continues to better understand their needs.

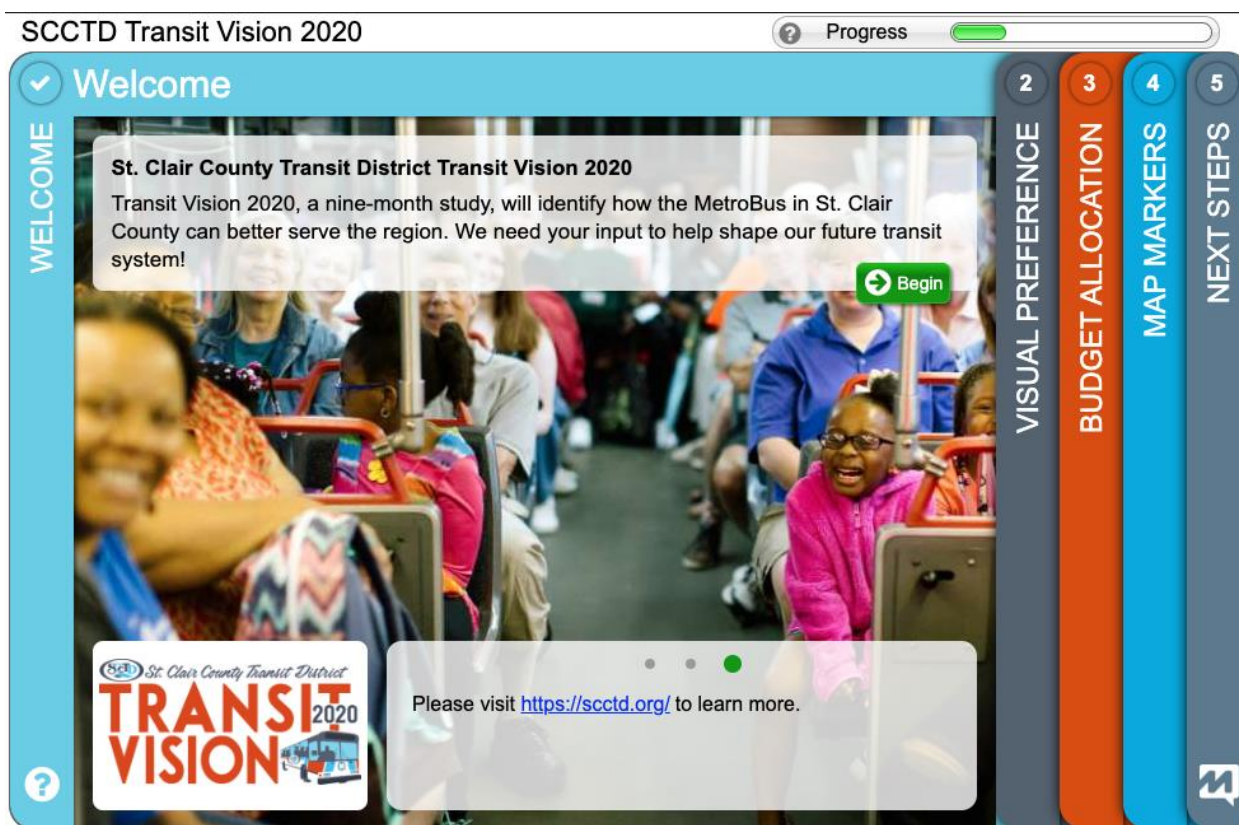
## 2. Overview

### Transit Vision 2020 Study

The St. Clair County Transit District (SCCTD), in cooperation with Bi-State Development, has embarked on an operational assessment of Metro Transit's existing St. Clair County, Illinois MetroBus system. This assessment will include recommendations for phased improvements to make service more attractive, productive, and efficient for Metro and its customers.

### Public Engagement Online Survey

A visual and interactive online public engagement survey was created to obtain feedback on the public's priorities and uses of the St. Clair County, Illinois MetroBus system. The online survey was conducted from July 24 – October 7, 2019 and was taken by 1,235 respondents, though not all participants answered every question. The respondents provided more than 22,000 data points and wrote more than 700 additional comments, which are summarized in the following sections.



The above image was the welcome screen, which introduced participants to the Transit Vision 2020 study. The survey was divided into five tabs or screens as follows:

- 1) Study Introduction – Provided study background and survey information
- 2) Visual Preferences – Gathered input on who and how respondents use transit in Illinois
- 3) Budget Allocation – Asked respondents how they would invest money in transit in Illinois
- 4) Map Markers – Asked respondents to identify where they spend their time
- 5) Wrap-up – Collected Illinois transit usage information and demographic information

On each page, the respondents were: 1) given instructions on “what to do,” 2) shown the options to be evaluated with descriptions of each, and 3) given the opportunity to provide comments. As they made selections and entered answers, the “Progress” bar at the top of the page would become more complete.

The remainder of this document outlines the results of the online public engagement survey.

### 3. Online Survey Results

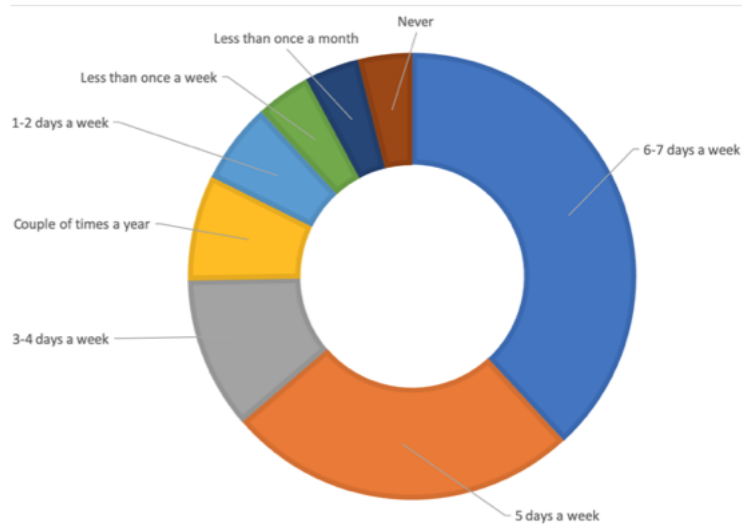
#### Respondent Demographics and Travel Habits

Although the following set of questions was asked on the final page of the survey, the data is at the top of this summary section to provide information about the respondents. Knowing the respondents’ travel habits and demographic information helps put their comments into context and shows representation across a range of Illinois transit users, including those with the most stake in the study.

The screenshot displays the 'SCCTD Transit Vision 2020' survey interface. At the top, a progress bar is labeled 'Progress' with a green indicator. Below the title bar, a vertical navigation menu on the left lists five steps: 1. WELCOME, 2. VISUAL PREFERENCE, 3. BUDGET ALLOCATION, 4. MAP MARKERS, and 5. NEXT STEPS. The 'NEXT STEPS' section is active, showing 'Final Questions (Optional)'. These questions include: 'How often do you ride transit?' (dropdown menu), 'What is your zip code?' (text input), 'What is your gender?' (dropdown menu), 'What is your age?' (dropdown menu), 'What is your ethnic background?' (dropdown menu), and 'What is your email address?' (text input). At the bottom of this section are two buttons: 'Submit Final Questions' (green) and 'Skip' (grey). To the right of the questions is a 'Thank you' message: 'Thank you for your input. If you'd like to share additional feedback or to find out about upcoming events, please visit <https://scctd.org/>, send us an email at [info@scctd.org](mailto:info@scctd.org), call (618) 628-8090 between 8:00 a.m. and 4:00 p.m. Monday - Friday, or connect with us on [Facebook](#).' Below the message is a logo for 'St. Clair County Transit District TRANSIT VISION 2020' featuring a bus icon.

**Question: “How often do you ride transit?”**

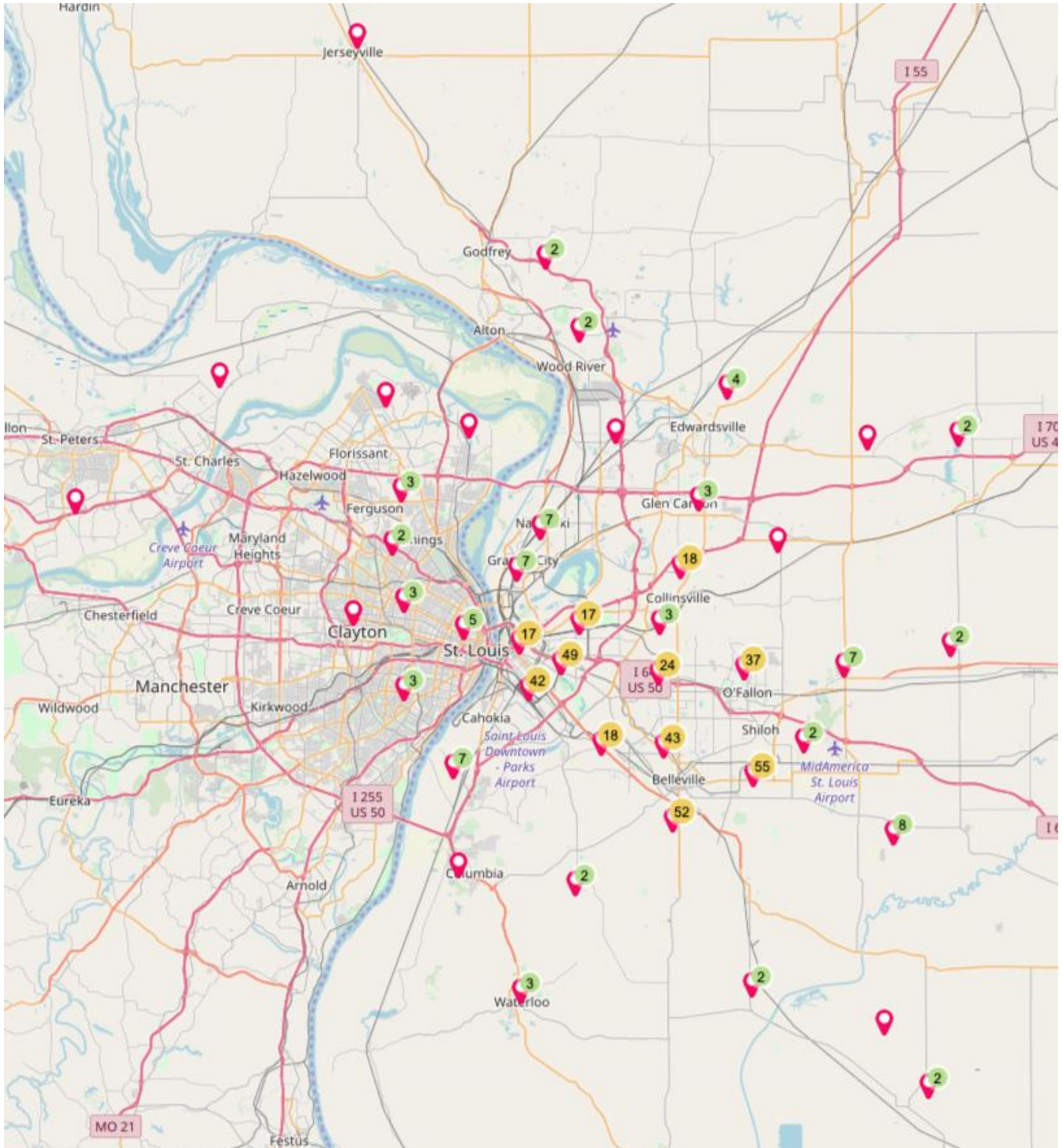
Answer	Count
6-7 days a week	391
5 days a week	262
3-4 days a week	113
Couple of times a year	78
1-2 days a week	60
Less than once a week	41
Less than once a month	40
Never	40



The majority of respondents (64% or 656) travel on Illinois transit five or more days per week, which indicates most respondents who use transit likely use it to travel to and from school and/or work.

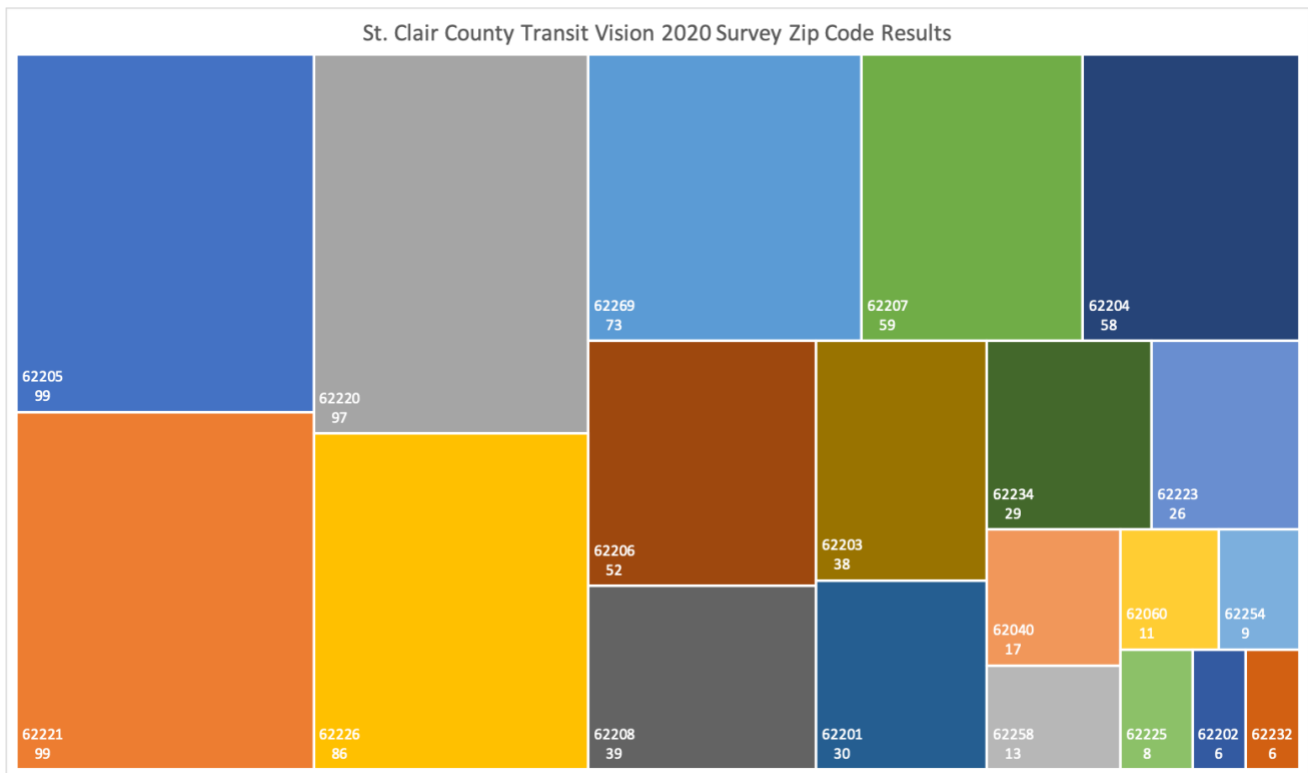


**Question: “What is your zip code?”**



Respondents represent 80+ zip codes. The zip codes with the most respondents are 62205 (99), the East St. Louis, Illinois area, 62221 (99), the Belleville, Illinois area and east of the city, 62220 (97), the area southwest of Belleville, 62226 (86), northwest of Belleville, and 62269 (73), the O'Fallon, Illinois area.

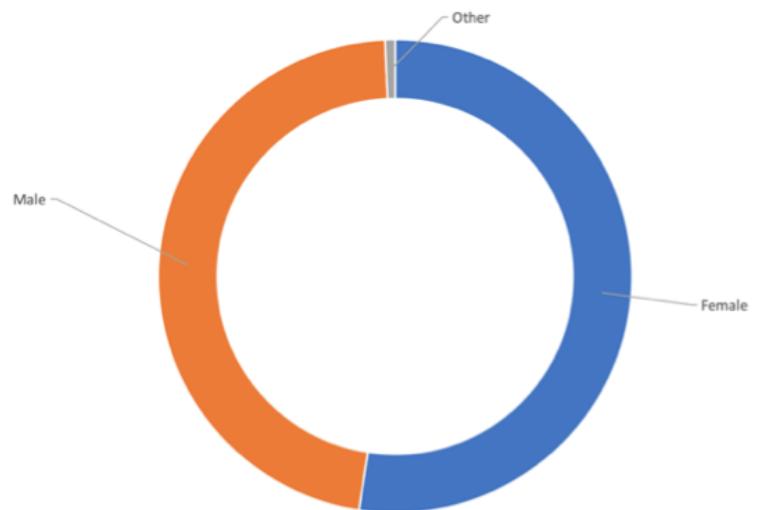
The chart on the next page shows the top 20 zip codes responses.



All zip code responses can be found in Appendix A.

**Question: “What is your gender?”**

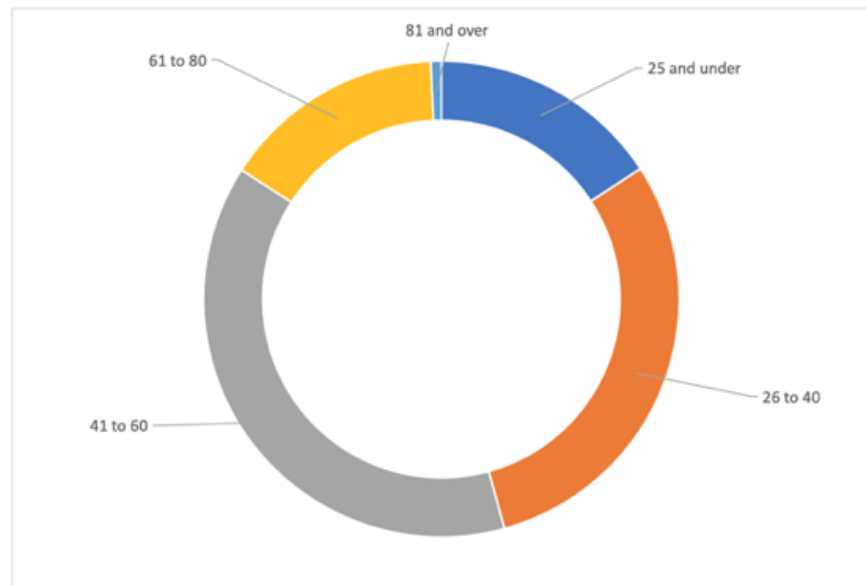
Answer	Count
Female	534
Male	477
Other	7



Respondents are fairly evenly split between female (52% or 534) and male (477).

**Question: “What is your age?”**

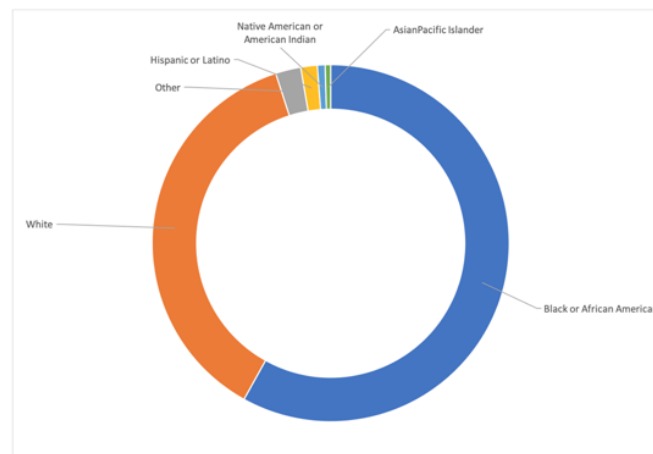
Answer	Count
41 to 60	382
26 to 40	298
25 and under	157
61 to 80	151
81 and over	7



The majority of respondents were between the ages of 26 and 60 (68% or 680 people).

**Question: “What is your ethnic background?”**

Answer	Count
Black or African American	583
White	371
Other	23
Hispanic or Latino	15
Native American or American Indian	7
Asian Pacific Islander	5



Most respondents identified themselves as Black or African American (58% or 583 people).

In summary, the respondents were mainly African American, female, 26 or older, live in or around Belleville and East St. Louis, Illinois and use St. Clair County Transit five or more times a week.



## Visual Preferences

On the Visual Preferences tab, respondents were asked to indicate their travel preferences and how they currently use transit in Illinois. They were asked the following multiple-choice questions, accompanied by pictures:

- 1) Which group is in need of more transit service in St. Clair County, IL?
  - a. Seniors
  - b. Need-based Residents
  - c. Youth/Students
  - d. Commuters
- 2) What is your preferred method of transportation?
  - a. Bus
  - b. Community Shuttles
  - c. Personal Vehicle
  - d. Taxi/Uber/Lyft
  - e. MetroLink
- 3) What prevents you from using transit?
  - a. Safety Concerns
  - b. Length of transit trip
  - c. Limited hours of service
  - d. Lack of access to transit
  - e. Too expensive
- 4) You would use transit more if...
  - a. Gas prices increased
  - b. More frequent service was offered
  - c. There were better connections to other services
  - d. Expanded hours of transit service was offered

### Visual Preferences: Key Groups

SCCTD Transit Vision 2020

Progress

2 Preferences

What to do Next Task

3 4 5

WELCOME VISUAL PREFERENCE BUDGET ALLOCATION MAP MARKERS NEXT STEPS

Key Groups

Key Groups

Which group is in need of more transit service in St. Clair County, IL?

Seniors

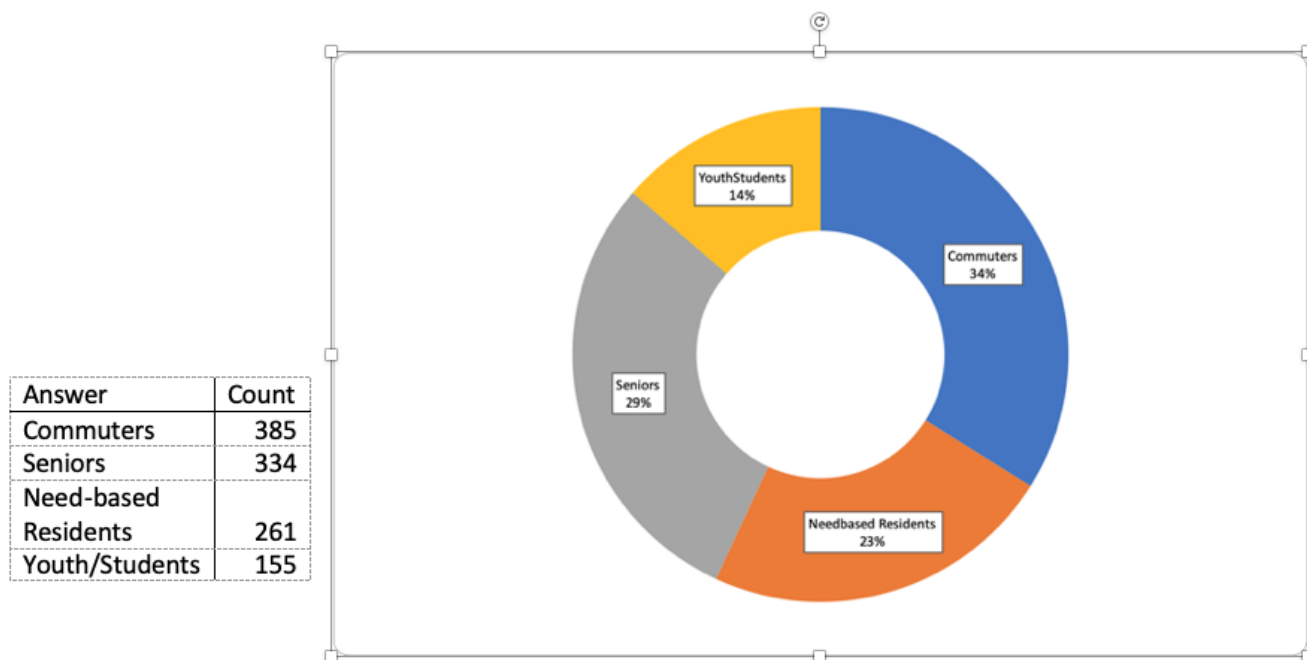
Need-based Residents

Youth/Students

Commuters

Previous Optional Comment Next Choice

Respondents indicated that both commuters (34% or 385 people) and seniors (29% or 334) would benefit most from more transit services in St. Clair County.

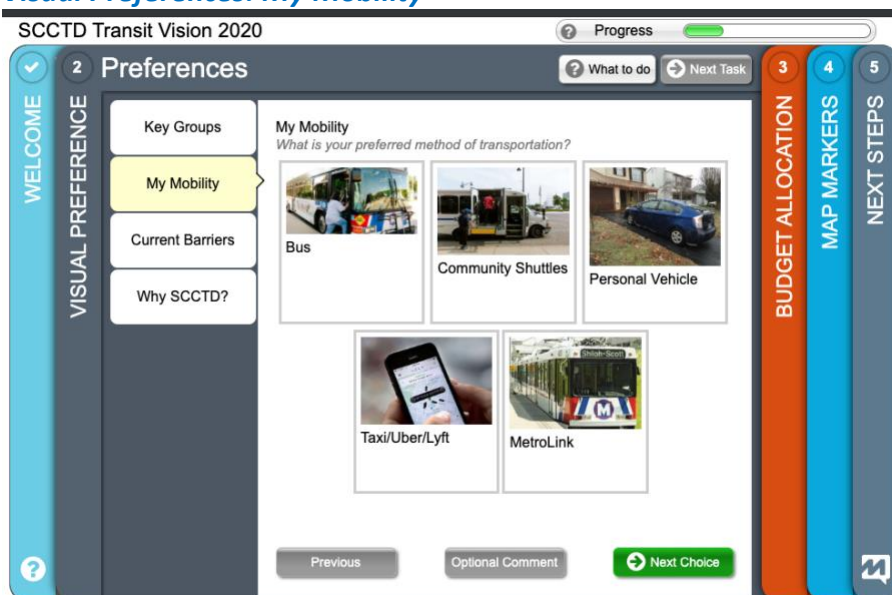


The 20 additional comments on this section were regarding:

- Multiple or all groups need more service (11);
- Youth/Students need more service (4)
- Seniors need more service (3);
- Commuters need more service (2);

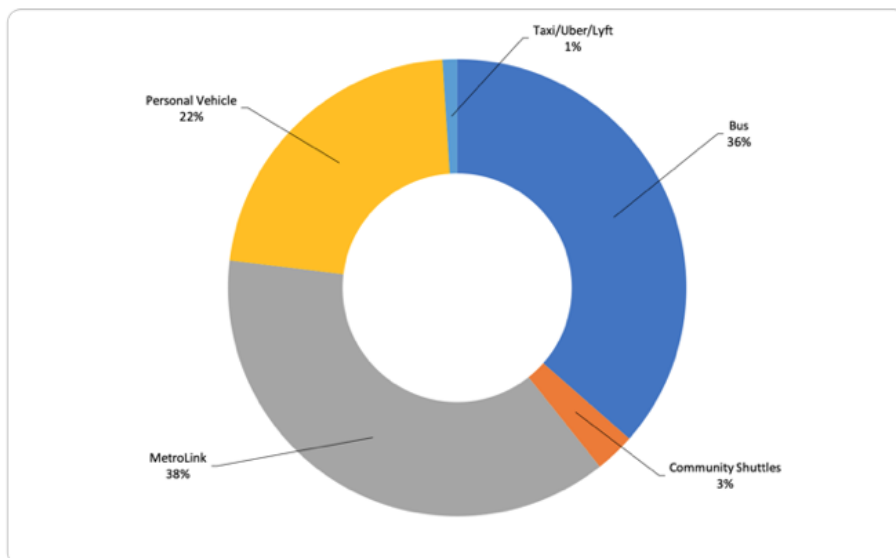
The verbatim additional Key Groups' comments can be found in Appendix B.

### Visual Preferences: My Mobility



The vast majority of respondents (74% or 863 people) prefer using MetroLink or the bus to travel.

Answer	Count
MetroLink	438
Bus	425
Personal Vehicle	257
Community Shuttles	33
Taxi/Uber/Lyft	12

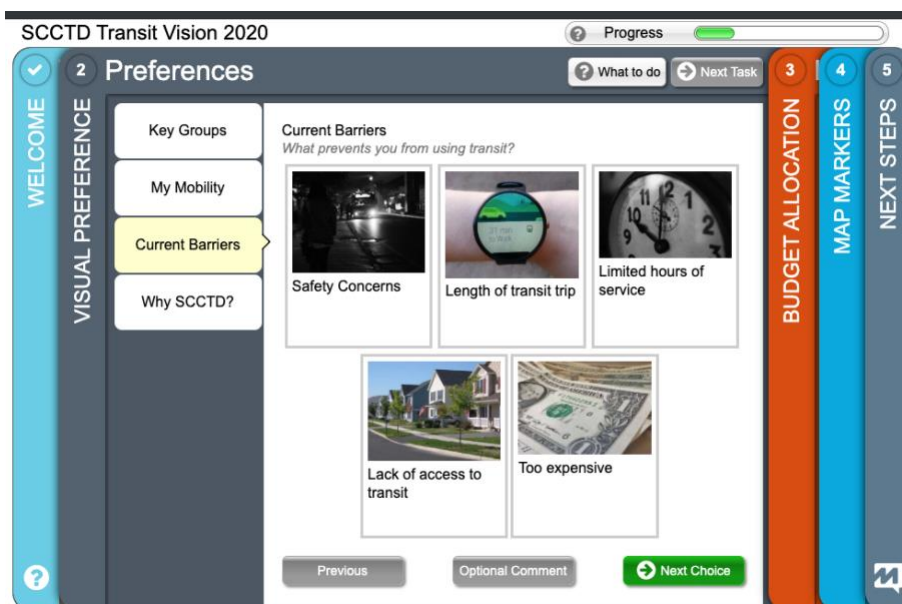


The 63 additional comments on this section were regarding:

- Traveling by bus (30);
- Traveling by all methods (12);
- Traveling by MetroLink (11);
- Traveling by car (8);
- Miscellaneous comments related to other topics (2);

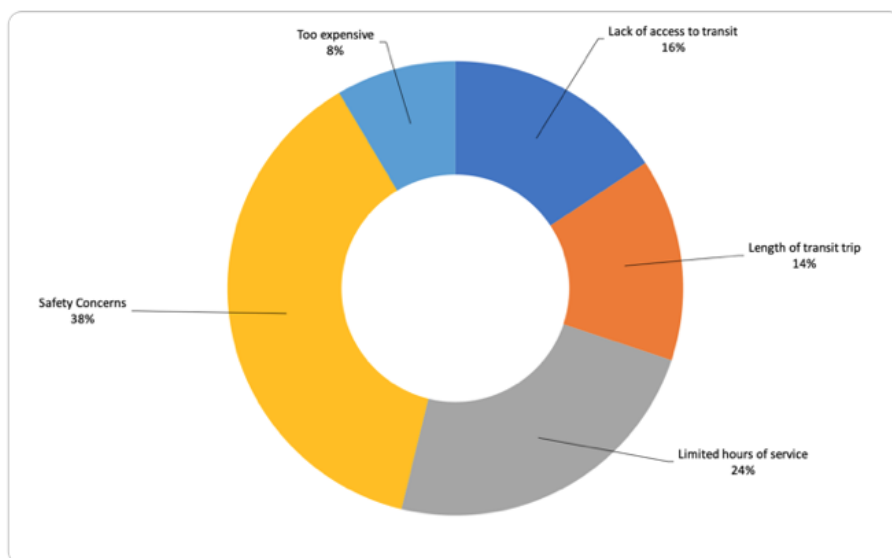
The verbatim additional My Mobility comments can be found in Appendix C.

### Visual Preferences: Current Barriers



Respondents cited safety concerns (38% or 415 people) and limited hours of service (24% or 261) as the main issues preventing them from using St. Clair County Transit.

Answer	Count
Safety Concerns	415
Limited hours of service	261
Lack of access to transit	173
Length of transit trip	159
Too expensive	94



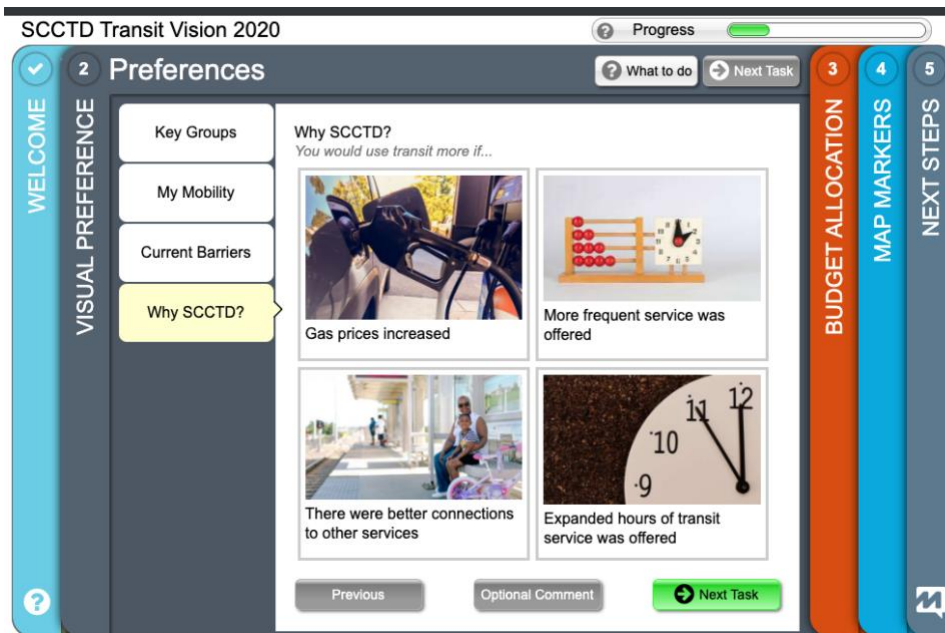
The 69 additional comments on this section were regarding:

- N/A (30);
- Safety/Security (7);
- No Current Barriers (7);
- Cost (5);
- Limited hours of service (5)
- Lack of rule enforcement (4)
- Lack of access (3);
- Lack of necessity (2);
- Miscellaneous comments related to other topics (2);
- Convenience (1);
- Cleanliness (1);
- Destination not served (1);
- Length of Transit Trip (1);

“Fares are not routinely checked before boarding trains. The same type of safety violations are not seen on the buses simply because non fare paying customers are not allowed on buses. There is no front line barrier to troublemakers and criminal elements that choose to board trains. There is also no regular security presence on the train platforms or the trains themselves to prevent any violations from occurring or stopping them as they are happening. Prevention would be the best solution.” – Respondent

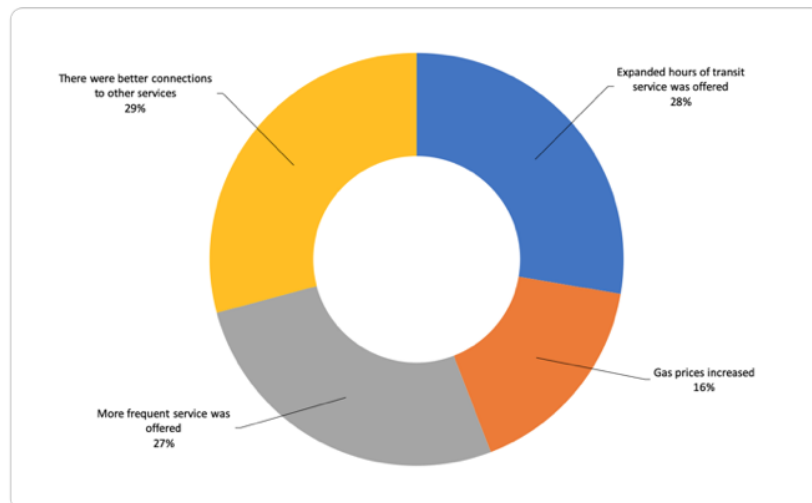
The verbatim additional Current Barriers comments can be found in Appendix D.

### Visual Preferences: Why SCCTD?



Respondents indicated that better connections to other services (29% or 315 people), expanded hours of service (28% or 299) and more frequent service (27% or 288) would lead them to utilize transit more.

Answer	Count
There were better connections to other services	315
Expanded hours of transit service was offered	299
More frequent service was offered	288
Gas prices increased	178



The 54 additional comments on this section were regarding:

- N/A (25);
- Safety/Security (14);
- More Frequent service (5)
- Nothing would increase usage (4);
- Gas prices (3)
- Cost of fares (2);
- Convenience (1)

“I would use transit more if it was SAFE!! The metro link has brought nothing but crime to our cities. Do NOT expand into other cities until you have the SECURITY issues fixed on the transit that is already running!” - Respondent

The verbatim additional Why SCCTD? comments can be found in Appendix E.

## Budget Allocation

SCCTD Transit Vision 2020

Progress

2 VISUAL PREFERENCE

3 How would you invest?

What to do Next Task

WELCOME

BUDGET ALLOCATION

MAP MARKERS

NEXT STEPS

How would you invest in transit in St. Clair County? You have 40 coins. Please decide how you would spend your 40 coins in the categories listed below. You can invest all of your coins in one category or distribute across the categories.

Drag coins to invest in the categories you prefer.

1 5

40

Key Bus Routes Run Every 15 Min <a href="#">Details</a>	30 Min. Service On Bus Routes <a href="#">Details</a>	Earlier or Later Hours of Service <a href="#">Details</a>	Weekend Transit Service <a href="#">Details</a>
0	0	0	0
Expand Bus Service to New Areas <a href="#">Details</a>	More Service to Employment Hubs <a href="#">Details</a>	First/Last Mile Services <a href="#">Details</a>	Investments in Bus Stop Amenities <a href="#">Details</a>
0	0	0	0

Help Privacy About MetroQuest

On the budget allocation page, respondents were asked to decide how they would invest in transit in St. Clair County by dividing coins among the following categories (with accompanying descriptions):

- 1) Key Bus Routes Run Every 15 Minutes – Key bus routes will run more frequently, every 15 minutes
- 2) 30-Minute Service on Bus Routes – 30-minute service on all routes would standardize the system, making it easier for riders to anticipate when their bus will arrive.
- 3) Earlier or Later Hours of Service – Bus Routes starting earlier or ending later
- 4) Weekend Transit Service – More bus routes operation on Saturday and Sunday or bus routes running longer hours on Saturday and Sunday
- 5) Expand Bus Service to New Areas – Expand coverage to new areas such as new destinations within St. Clair County, Madison County, Monroe County, Missouri Routes
- 6) More Service to Employment Hubs – More service to major employers and employment hubs such as: St. Elizabeth's Hospital, Memorial Hospital, and Belleville Boot
- 7) First/Last Mile Services – Partner with companies that provide first and last mile services (mobility on demand, bike, scooters, employer shuttles)
- 8) Investments in Bus Stop Amenities – Invest in bus stop amenities like shelters, benches, bike racks, Wi-Fi, etc.

Respondents were allowed to invest 40¢ total but could determine how this was distributed between 5¢ and 1¢ coins. Respondents were also allowed to choose whether to invest all of their coins in one category or divide them among several categories.



The chart below outlines the respondents' investment into each category with the highest being "Key Bus Routes Run Every 15 Minutes" receiving 7,745 coins or 19% of the total invested, and the lowest being "First/Last Mile Service" receiving 2,445 coins or 6% of the total invested.

Budget Spent	Total	Average of Total	Median of Total	%GT Total ▼
keyBus15Min	7,745.00	10.47	6.00	19.31%
expandNewArea	6,288.00	8.75	6.00	15.68%
weekendServ	5,574.00	7.96	5.00	13.90%
earlierLaterServ	5,513.00	7.79	5.00	13.75%
empHubs	4,774.00	7.18	5.00	11.90%
busAmen	3,966.00	6.04	3.00	9.89%
30minServ	3,801.00	5.87	3.00	9.48%
firstLastMile	2,445.00	4.02	2.00	6.10%
<b>Total</b>	<b>40,106.00</b>	<b>7.37</b>	<b>5.00</b>	<b>100.00%</b>


*No additional comments were allowed to be added on this screen.*

## Map Marker

The Map Marker screen asked participants to drop a pin on a map to show where they conduct the following activities in their life:

- Home
- School
- Work
- Shopping
- Medical Centers
- Other

SCCTD Transit Vision 2020


Progress 

WELCOME 2 VISUAL PREFERENCE BUDGET ALLOCATION MAP MARKERS NEXT STEPS 5

**Mobility Needs** ? What to do Next Task

Please drag and drop at least 3 markers on the map.

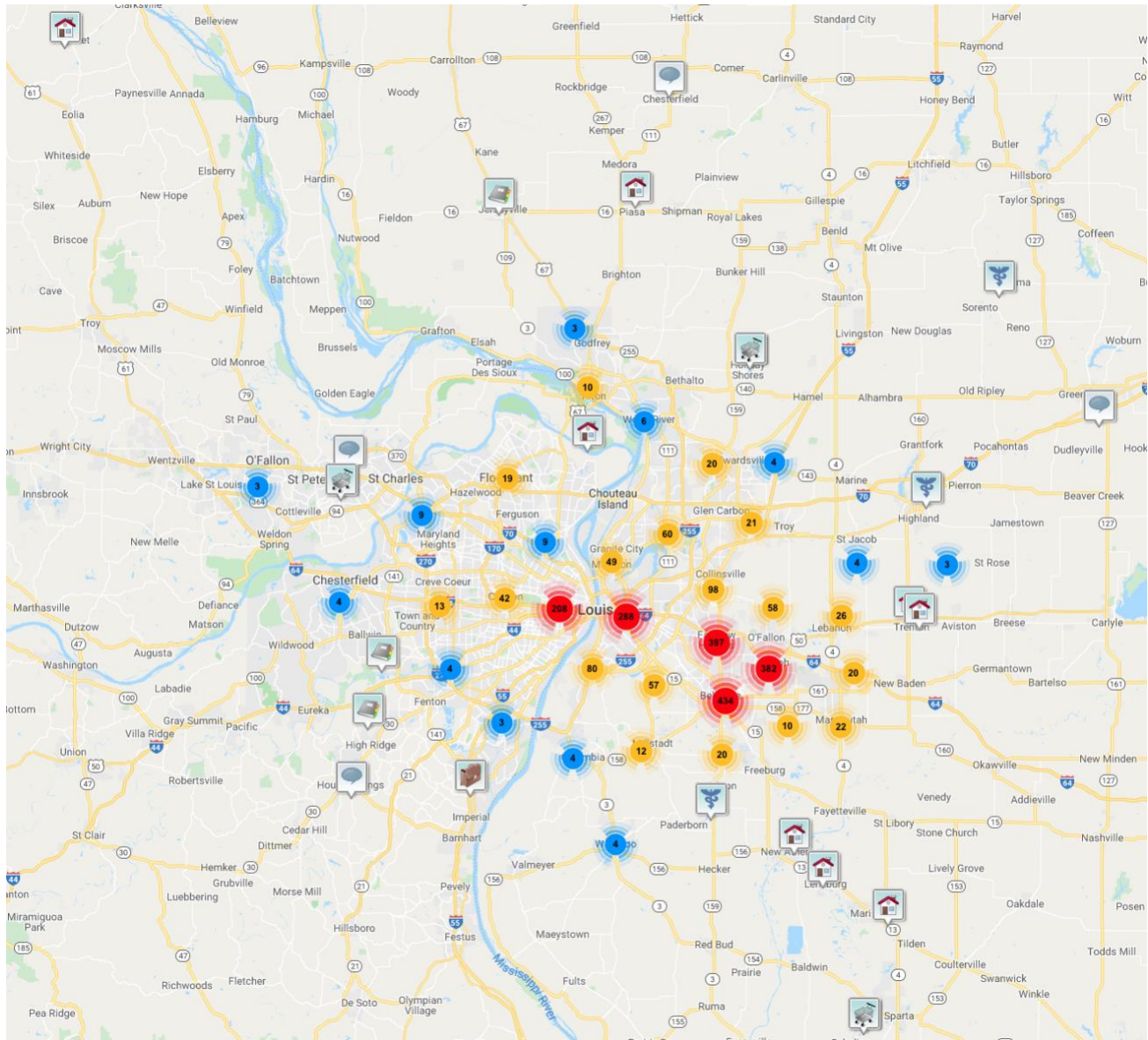
Home School Work Shopping Medical Centers Other



St. Louis

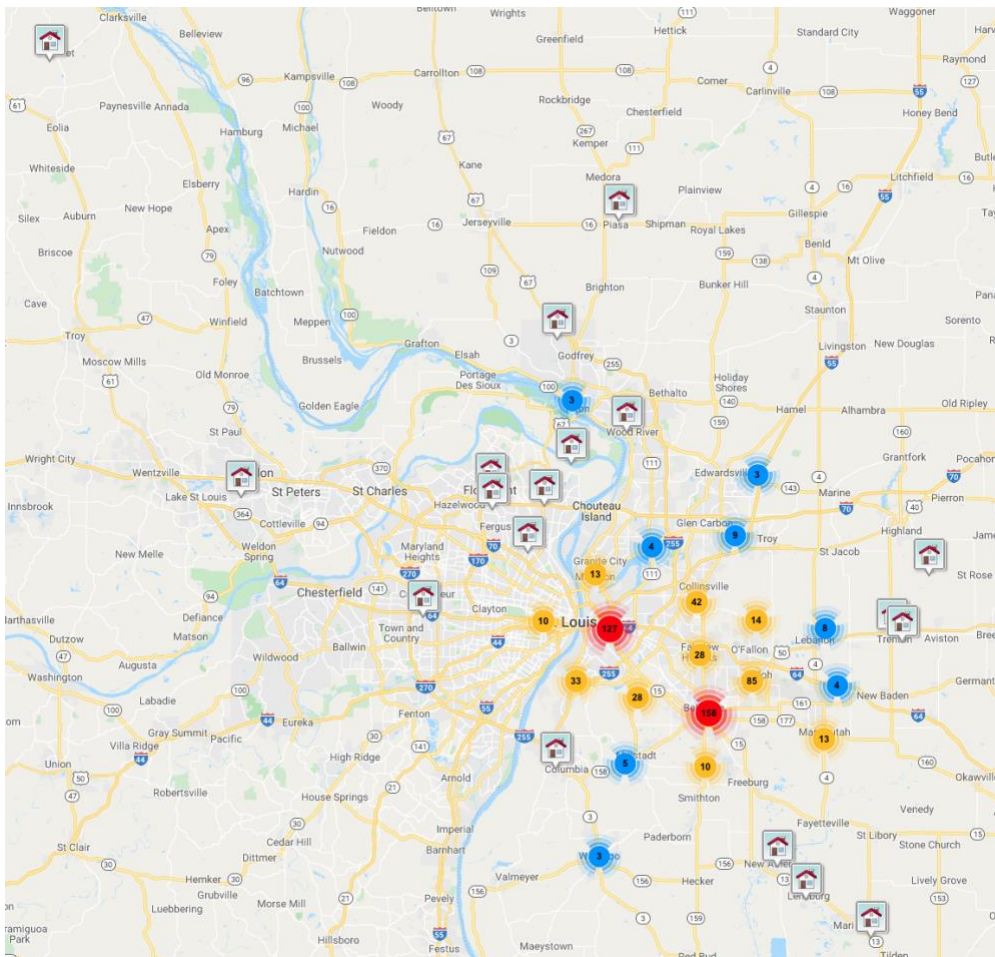
Map data ©2019 Terms of Use Report a map error

There were 2,435 total markers placed on the map, the majority of which were concentrated in the areas of Downtown St. Louis in Missouri and East St. Louis, Fairview Heights, Belleville, and O'Fallon/Shiloh in Illinois.



## Map Marker: Home

There were 619 home markers placed on the map.



A majority of respondents indicated that they live in the areas of Belleville, Swansea, East Saint Louis, Cahokia, and Washington Park in Illinois.

The 117 additional comments for this marker focused on:

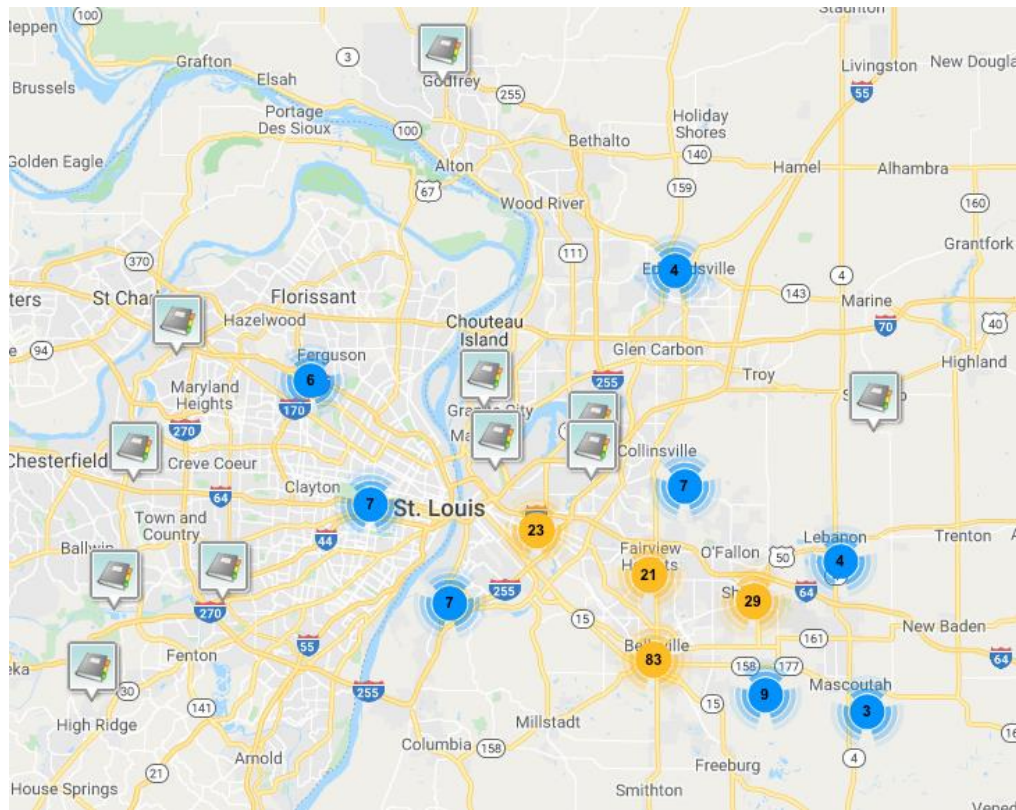
- Respondent's address or city (70);
- Type of residence (44);
- Transit Needs (3)

*The verbatim additional Home Map Marker comments can be found in Appendix F.*



### Map Marker: School

There were 217 school markers placed on the map.



A majority of respondents indicated that they attend school at Southwestern Illinois College or in the Belleville area.

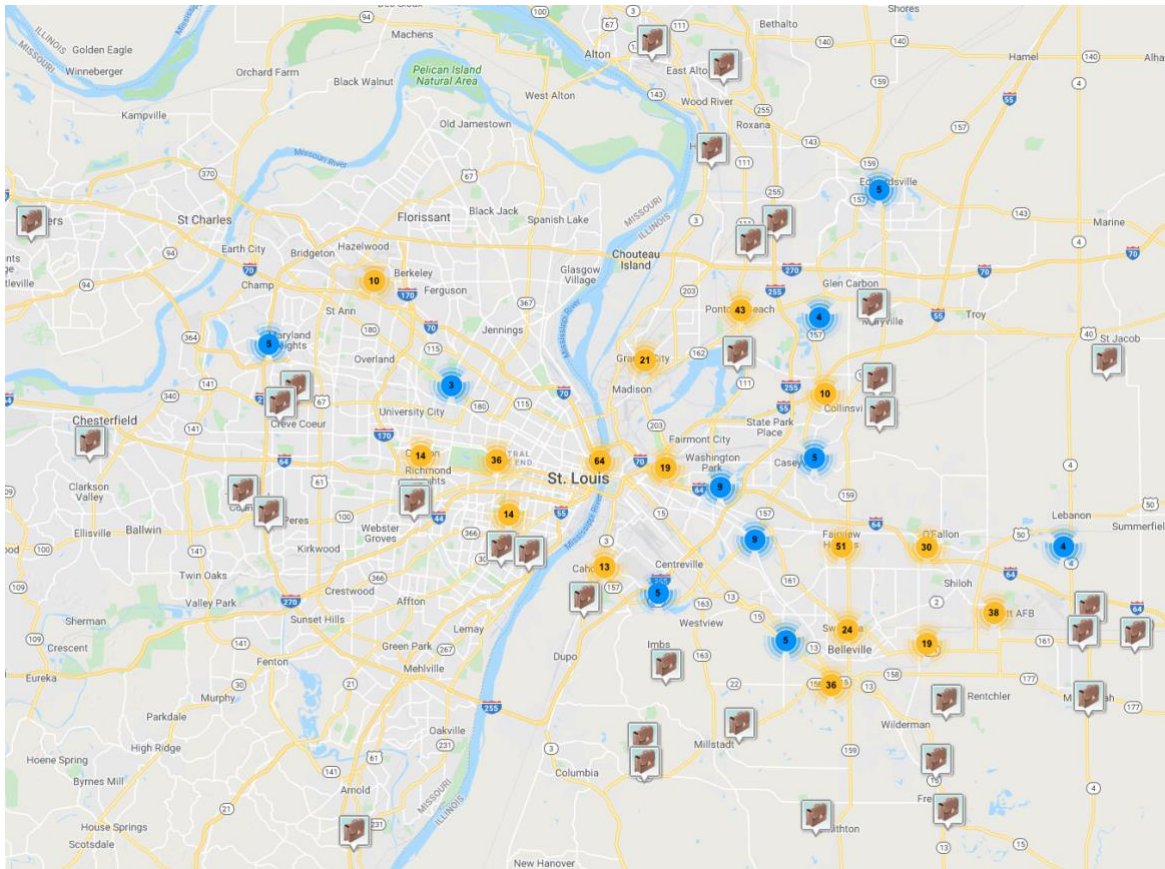
The 46 additional comments for this marker focused on:

- Name of School (37);
- Type of School (8);
- Location of School (1)

*The verbatim additional School Map Marker comments can be found in Appendix G.*

## Map Marker: Work

There were 530 work markers placed on the map.



Responses for work locations were fairly spread out across Illinois and Missouri counties with the most concentration being in the areas of Downtown St. Louis in Missouri, Fairview Heights, Belleville, O'Fallon, Scott Air Force Base, and Pontoon Beach in Illinois and the Central West End in Missouri.

The 81 additional comments for this marker focused on:

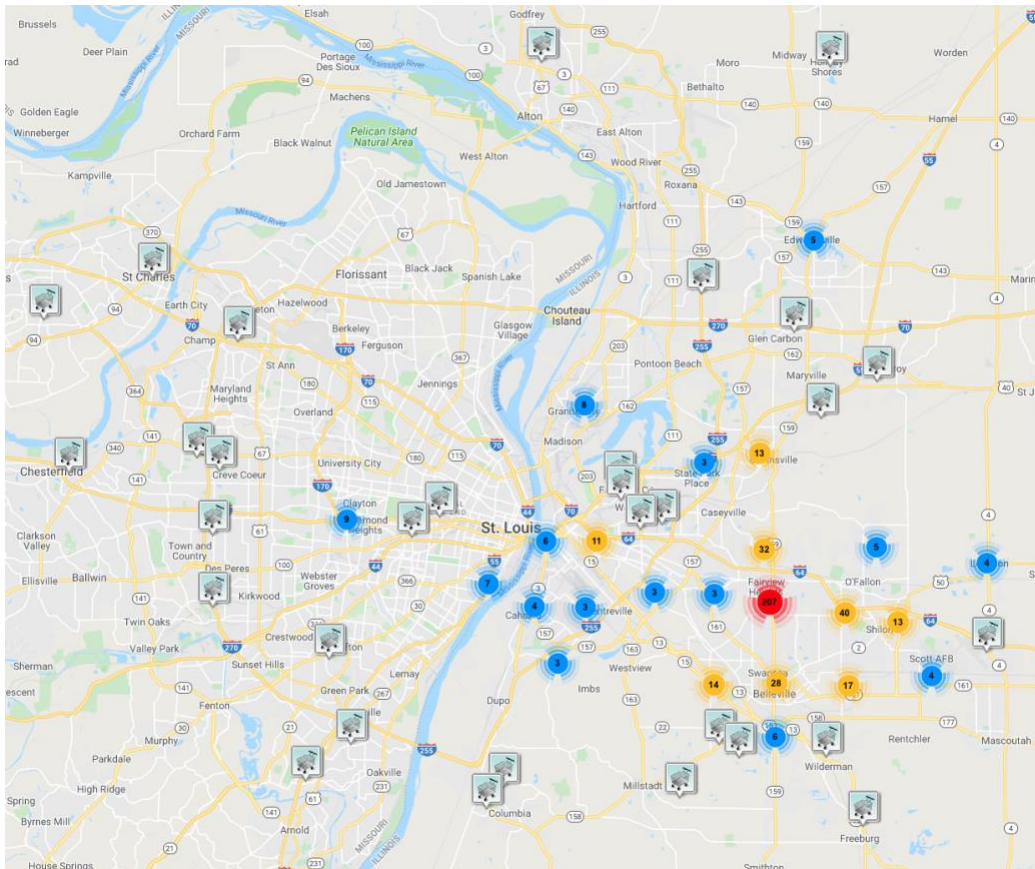
- Respondent's employer (40);
- Type of work (21);
- Work address or city (18);
- Transit Needs (2)

*The verbatim additional Work Map Marker comments can be found in Appendix H.*



## Map Marker: Shopping

There were 482 shopping markers placed on the map.



Responses for shopping were also fairly spread out across IL and MO counties however a large portion of the responses (207) were in the Fairview Heights area.

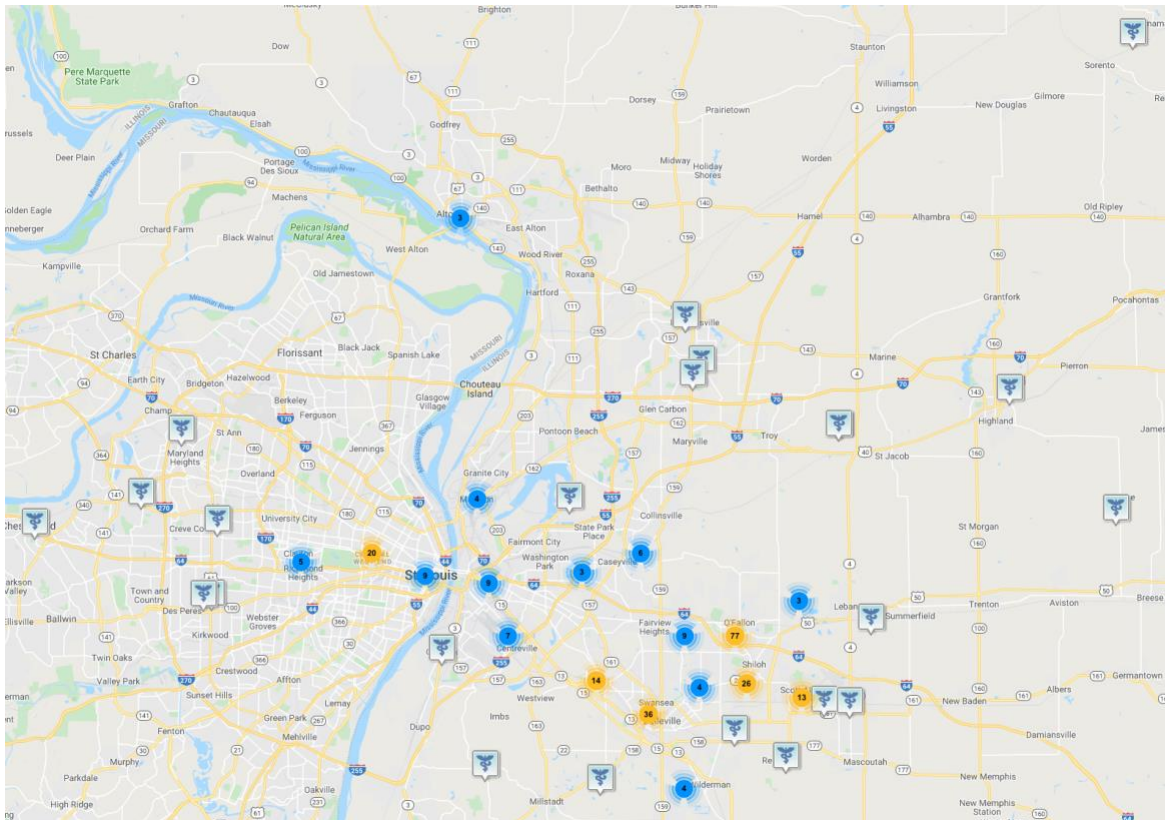
The 75 additional comments for this marker focused on:

- Name of mall or shopping center (26);
- Type of shopping (25);
- Location of shopping center (22);
- Transit Needs (2)

*The verbatim additional Shopping Map Marker comments can be found in Appendix I.*

## Map Marker: Medical Centers

There were 279 Medical Center markers placed on the map.



Respondents indicated that respondents mostly visit medical centers in the areas of O’Fallon, Swansea, Shiloh, Belleville, Scott AFB, and the Central West End.

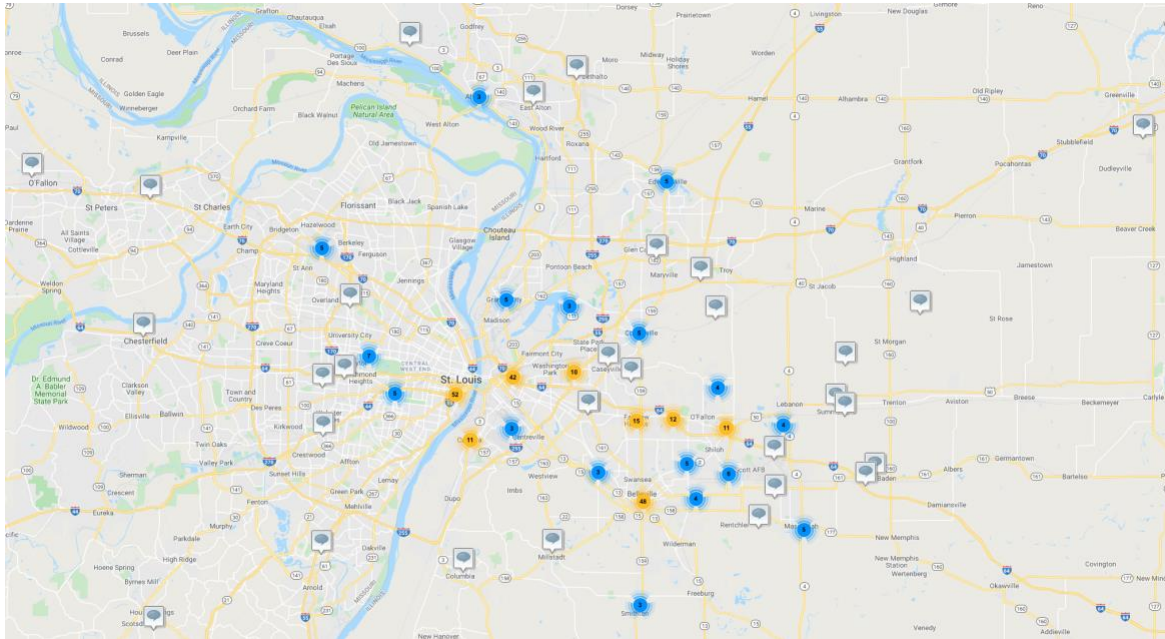
The 54 additional comments for this marker focused on:

- Name of medical center (28)
- Type of medical center (16)
- Location of medical center (9);
- Transit Needs (1)

*The verbatim additional Medical Center Map Marker comments can be found in Appendix J.*

## Map Marker: Other

There were 308 Other markers placed on the map.



Responses for other locations were primarily concentrated in the areas of Downtown St. Louis in Missouri and Fairview Heights, Belleville, O'Fallon, Washington Park, and Cahokia in Illinois.

The 58 additional comments for this marker focused on:

- Type of location (51)
- Transit needs or issues (6)
- Miscellaneous (1)

*The verbatim additional Other Map Marker comments can be found in Appendix K.*

## 4. Conclusion

On the final screen, respondents were asked to provide their email address for future communications and were provided with links to access more information or contact SCCTD.

The screenshot shows the 'Next Steps' screen of the SCCTD Transit Vision 2020 survey. The interface includes a progress bar at the top showing 100% completion. A vertical sidebar on the left contains five steps: 1. WELCOME, 2. VISUAL PREFERENCE, 3. BUDGET ALLOCATION, 4. MAP MARKERS, and 5. NEXT STEPS (highlighted). The main content area is titled 'Next Steps' and contains a section for 'Final Questions (Optional)'. These questions include: 'How often do you ride transit?' (dropdown), 'What is your zip code?' (text input), 'What is your gender?' (dropdown), 'What is your age?' (dropdown), 'What is your ethnic background?' (dropdown), and 'What is your email address?' (text input). Below the questions are two buttons: 'Submit Final Questions' (green) and 'Skip' (grey). To the right of the questions is a 'Thank you' message and a 'What to do' section. The 'Thank you' message says: 'Thank you for your input. If you'd like to share additional feedback or to find out about upcoming events, please visit <https://scctd.org/>, send us an email at [info@scctd.org](mailto:info@scctd.org), call (618) 628-8090 between 8:00 a.m. and 4:00 p.m. Monday - Friday, or connect with us on [Facebook](#).' The 'What to do' section features the SCCTD logo and the text 'TRANSIT VISION 2020' with a bus icon.

The online public engagement survey indicates what improvements respondents would like made to use the St. Clair County Transit District system and to use it more often. According to respondents, to attract new riders, transit district officials should improve safety and the system's hours of service. Additionally, to get current riders to use the system more often, officials should provide better connections to other services, expand hours of service and provide more frequent service. In fact, respondents indicated a desire for Transit District officials to invest in increasing service times on key bus routes and to add routes to new areas.

Respondents also indicated a need for transit to be more accessible and convenient for commuters (coming in and out of Illinois) and seniors. It will be important to engage further these populations in the future to ensure their needs are met.

**APPENDIX A – Wrap Up: Zip code**

Zip Code	Count
62205	99
62221	99
62220	97
62226	86
62269	73
62207	59
62204	58
62206	52
62208	39
62203	38
62201	30
62234	29
62223	26
62040	17
62258	13
62060	11
62254	9
62225	8
62202	6
62232	6
62025	5
62002	4
62239	4
62240	4
63104	4
62059	3
62062	3
62249	3
62257	3
62260	3
62298	3
63106	3
63112	3
63115	3
63121	3
63138	3
62024	2
62090	2
62209	2
62222	2

62227	2
62229	2
62264	2
62293	2
63033	2
63102	2
63103	2
63110	2
63116	2
63133	2
63135	2
63136	2
62007	1
62034	1
62052	1
62061	1
62084	1
62095	1
62099	1
62200	1
62228	1
62230	1
62236	1
62243	1
62255	1
62268	1
62294	1
62304	1
62358	1
63034	1
63074	1
63101	1
63105	1
63107	1
63108	1
63109	1
63120	1
63147	1
63203	1
63301	1
63303	1
63304	1



63635	1
64124	1

## APPENDIX B – Visual Preferences: Key Groups

Comments on Key Group Transit Needs	Key Groups CODES
commuters	Commuters
Commuters	Commuters
All of the groups shown.	Multiple or all groups
Everyone. Not just one specific group. Also need based doesn't need to be represented by apartments, which I suppose is "poor"?	Multiple or all groups
so are the other groups!	Multiple or all groups
I feel like all of these groups are served.	Multiple or all groups
Resident based folks as well as commuters	Multiple or all groups
youth/students	Multiple or all groups
Commuters	Multiple or all groups
need-based residents	Multiple or all groups
youth	Multiple or all groups
All of the above	Multiple or all groups
Commuters	Multiple or all groups
Youth	Multiple or all groups
I believe youth and senior would also benefit from this service	Multiple or all groups
seniors	Multiple or all groups
youth	Multiple or all groups
Seniors	Seniors
Senior	Seniors
Seniors	Seniors
youth	Youth/Students
Youth	Youth/Students
youth	Youth/Students
Youth	Youth/Students

## APPENDIX C – Visual Preferences: My Mobility

Comments on Preferred Method of Transportation	My Mobility CODES
Bus	Bus
Bus	Bus
Bus	Bus
Bus	Bus
Bus	Bus
Bus	Bus
Bus	Bus
Bus	Bus
bus	Bus
BUS	Bus
bus	Bus
bus	Bus
bus	Bus
bus	Bus
bus	Bus
bus	Bus
bus	Bus
bus	Bus
bus	Bus
Bus	Bus
Bus	Bus
bus	Bus
Bus	Bus
Bus	Bus
Bus	Bus
Bus	Bus
Bus	Bus
Bus	Bus
Bus	Bus
Bus	Bus
Bus	Bus
I prefer mass transit for work daily.	Bus
Car	Car
Car	Car
car	Car
Car	Car
Car	Car
Car	Car
car	Car
car	Car
Metrolink	MetroLink
MetroLink	MetroLink

metrolink	MetroLink
metrolink	MetroLink
metrolink	MetroLink
metrolink	MetroLink
metroLink	MetroLink
metrolink	MetroLink
MetroLink	MetroLink
metrolink	MetroLink
Metro link train	MetroLink
Needed in my area	Misc.
The lack of safety to take my family on mass transit is concerning to me	Misc.
Car Bus	Multiple Methods
car bus	Multiple Methods
I think with this it is a little of all of these things except taxi/uber	Multiple Methods
bus car	Multiple Methods
bus car	Multiple Methods
Bus Car	Multiple Methods
car metrolink	Multiple Methods
car metrolink	Multiple Methods
car metrolink	Multiple Methods
To work-metro train, my vehicle everywhere else	Multiple Methods
I am retired and I am able to afford a car. I ride Metrolink and Metrobus through the Ten Toes program and occasionally to the ball game and BJC campus.	Multiple Methods
Bus and LRT	Multiple Methods

## APPENDIX D – Visual Preferences: Current Barriers

Comments on Current Barriers to Transit Usage	Current Barriers CODES
Not actually something that prevents me using transit, but I'd feel much more comfortable if cleanliness of the trains and buses was a higher priority	Cleanliness
convenience	Convenience
Crime cannot be erased by propaganda. Also the cost should be much lower. Truly make it commuter friendly.	Cost
You can't fix crime with propaganda. Make it cheaper, like dirt cheap. Make it commuter friendly.	Cost
Too expensive	Cost
Too expensive	Cost
too expensive	Cost
Driver- #17 should go to Target on HWY 15 in Belleville	Destination not served
Lack of access as well!	Lack of access
Lack of access to transit	Lack of access
lack of access to Transit	Lack of access
No need for this service. It's easier to load my personal vehicle	Lack of necessity
lack of necessity	Lack of necessity
The people creating the safety policy and procedures have clearly never used Metrolink for an extended period of time.  Additionally, the metro conductors selectively enforce which rules apply when riding the train. I've seen and heard all of the prohibited items mentioned on the overhead announcements.	Lack of rule enforcement
Fares are not routinely or effectively checked, which then doesn't prevent non paying, non value added customers from disrupting fare paying customers from having a safe commute.	Lack of rule enforcement
Fares are not routinely checked before boarding trains. The same type of safety violations are not seen on the buses simply because non fare paying customers are not allowed on buses. There is no front line barrier to troublemakers and criminal elements that choose to board trains. There is also no regular security presence on the train platforms or the trains themselves to prevent any violations from occurring or stopping them as they are happening. Prevention would be the best solution.	Lack of rule enforcement
people smoking on transit	Lack of rule enforcement
Can metro have a bus run from collinsville to 5th and Missouri. The 16 takes way too long.	Length of Transit Trip
Presently there is no service on Sundays and Holidays. This is inconvenient as I do not drive.	Limited Hours of Service



I don't have any barriers. My preferred method of transport is my car but I gladly use Metro to get to work in Clayton. And downtown for games.	No current barriers
No barriers. My car works for local needs but I gladly use Metro to get to work in Clayton and games downtown.	No current barriers
I already use MetroLink	No current barriers
None	No current barriers
I don't have a current barrier at this time because I rely on my own personal vehicle and metrolink to and from work.	No current barriers
Nothings	No current barriers
Right now I am going to school. I work in st Louis. I drive to Metrolink because time is valuable to me I can't wait for the bus do to homework.	No current barriers
Another assault on the CWE platform this evening. It's getting far to dangerous to ride the train.	Safety/Security
Crime on the metro is outrageous. Bus stops are frequently littered with trash. Belleville would be better without transit	Safety/Security
There is little to no real security presence on the trains. Nothing to prevent non fare paying riders from harassing or making the commute unpleasant. Loud music, blatant drug deals, panhandling are only a few of the issues.	Safety/Security
Safety	Safety/Security
Safety Concerns	Safety/Security
Safety Conncers	Safety/Security
Safety	Safety/Security



## APPENDIX E – Visual Preferences: Why SCCTD?

Comments on Why SCCTD?	Why SCCTD? CODES
Convenient	Convenience
I feel that you should not increase transit prices until everyone that rides the system is actually paying for their ticket. If prices go up, I will have to reevaluate my continued use of the system.	Cost
Has always used transit	Currently Uses Transit
Gas goes up	Gas Prices
Gas price	Gas Prices
My reason is simple, gas Prices aside, public transit is cheaper	Gas Prices
more frequent service was offered	More Frequent Service
More frequent service was offered	More Frequent Service
more frequent service was offer	More Frequent Service
Need both more frequent service and expanded hrs of service	More Frequent Service
I use MetroLink and MetroBus to commute to work. Bus to Mascoutah-Lebanon runs to infrequent to use so I must drive to Scott Station or College Station to board train.	More Frequent Service
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A

N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
N/a	N/A
was my absolute last option	Nothing would increase usage
I think the transit district is a waste of tax dollars. Busses are empty, stops are litter ridden with a collection of pirated shopping carts. Big buses ambling down the street are unsightly. Dissolution of the transit district should be considered	Nothing would increase usage
I wouldn't. My car works for local needs but I gladly use Metro to get to work in Clayton and games downtown.	Nothing would increase usage
There's really nothing that would encourage me to use it more. My car works for local needs and Metro gets me to work (Clayton) and to games (downtown).	Nothing would increase usage
I would use transit more if security were better.	Safety/Security
More Safety	Safety/Security
Safety were increased. Certain times and routes are a free for all.	Safety/Security
I would use transit more if it was SAFE!! The metro link has brought nothing but crime to our cities. Do NOT expand into other cities until you have the SECURITY issues fixed on the transit that is already running!	Safety/Security
I would ride more if security was better	Safety/Security
no it's too scary	Safety/Security
and it would be safe to travel without being harassed. As of now there is no easy way for us to use it (have to drive to get a connection)	Safety/Security
You need better security. Keep the free loaders off the trains.	Safety/Security
If it was safer. I call it Murder Link.	Safety/Security
Safety and security was truly a valid service, especially from the afternoon to evening.	Safety/Security
Security or police were actually present on trains	Safety/Security
You would need to guarantee safety from crime. Keep the thugs off the machines.	Safety/Security
Safety were guaranteed, not just mechanical but safety from the thugs that transit on these things.	Safety/Security
More security and safety.	Safety/Security

## APPENDIX F – Map Marker: Home Additional Comments

Comments on Home Map Markers	Home Map Marker CODES
Bermuda Ave, Caseyville	Address or City
64 West haven meadows dr	Address or City
1421 n 39th st..	Address or City
1019Genevieve pl	Address or City
224 skyline	Address or City
31 south 59th street	Address or City
Alerting il	Address or City
3316 Dovershire dr Belleville; 62221	Address or City
62 circle creek	Address or City
mobile home Anna st, Swansea	Address or City
Deppe Lane	Address or City
14 Country Club Acres	Address or City
Linwood Dr.	Address or City
1308	Address or City
Cahokia	Address or City
549 Streamstone Lane Mascoutah, IL 62258	Address or City
311 West Van Buren	Address or City
3200 block of Lincoln Avenue	Address or City
2624 Cheyenne wells drive	Address or City
1229 North 17th Street	Address or City
1750 Naughton Way	Address or City
I live close to the Memorial station	Address or City
Centerville	Address or City
34 York port no drive	Address or City
Edwardsville	Address or City
Lilac drive	Address or City
121 Carlyle East	Address or City
John deshields homes	Address or City
62220	Address or City
505 windrift dr	Address or City
24 st Lambert	Address or City
534 St James dr	Address or City
62220	Address or City
1412 Praire Ave	Address or City
Route 159 FVH	Address or City
1629 foster	Address or City
62208	Address or City

101 W South St Lenzburg IL	Address or City
belleville	Address or City
515 N. Bess ave	Address or City
1217 Caseville Ave Swansea IL	Address or City
29 Drexel drive	Address or City
Venice	Address or City
2903 Waverly	Address or City
2245Washington Ave Granite City	Address or City
Emerson park	Address or City
Franklin	Address or City
Belleville	Address or City
1205 n 7th st	Address or City
apartment 538 Monroe	Address or City
62298	Address or City
4900 pearl ave	Address or City
West Main Street Belleville IL	Address or City
1621 Eleanor dr	Address or City
5911 Clarita ave	Address or City
My Home (8012 W. Main St., Belleville, IL 62223)	Address or City
Mckendree	Address or City
704 S Lincoln Ave	Address or City
Columbia ave	Address or City
Caseyville	Address or City
Millstadt	Address or City
East Belleville area	Address or City
Breckenridge Dr	Address or City
5910 Mitchell	Address or City
Granite city	Address or City
912 South Church Street Belleville, Illinois 62220	Address or City
Cahokia	Address or City
2919 market ave	Address or City
East ST.louis	Address or City
Madison Ave	Address or City
Bus service from homes to transit stations, shopping and medical facilities.	Transit Needs
Need better access to transit from this area of Swansea, and quicker access from busses to closest metrolink stop.	Transit Needs
BUS	Transit Needs
Private home	Type of residence
residence	Type of residence
Single Family	Type of residence

home	Type of residence
single-family home	Type of residence
Where I live in a sub-division	Type of residence
Home	Type of residence
home	Type of residence
Private Residence	Type of residence
Home	Type of residence
Home	Type of residence
Home	Type of residence
Home	Type of residence
Home	Type of residence
Home	Type of residence
Home	Type of residence
My Home	Type of residence
Residence	Type of residence
Home	Type of residence
Apartment	Type of residence
Own	Type of residence
Home	Type of residence
Home	Type of residence
Single family home	Type of residence
House	Type of residence
Home	Type of residence
Home	Type of residence
My home	Type of residence
Home	Type of residence
my home	Type of residence
Home	Type of residence
home	Type of residence
second home	Type of residence
ghrandma's home	Type of residence
home	Type of residence
Home	Type of residence
Home	Type of residence
Condo	Type of residence
home	Type of residence
Home	Type of residence
home	Type of residence
Home	Type of residence
resdient	Type of residence
this is where i live	Type of residence



# APPENDIX G – Map Marker: Home Additional Comments

Comments on School Map Markers	School Map Marker CODES
62220	Location of school
Belleville East	Name of School
Cahokia high school	Name of School
Collinsville High School	Name of School
Flo valley	Name of School
Fulton Jr High - My kids sometimes need rides from activities	Name of School
Governor French	Name of School
Governor French Academy	Name of School
Hinchcliffe Elementary	Name of School
Katie Wright	Name of School
Lewis and Clark Community College	Name of School
Signal hill	Name of School
Signal school	Name of School
SIU-E	Name of School
Southwestern Illinois College (SWIC)	Name of School
SWIC	Name of School
SWIC	Name of School
SWIC	Name of School
SWIC	Name of School
SWIC	Name of School
SWIC	Name of School
SWIC	Name of School
SWIC	Name of School
SWIC	Name of School
SWIC	Name of School
SWIC	Name of School
SWIC	Name of School
SWIC	Name of School
SWIC	Name of School
SWIC	Name of School
SWIC	Name of School
SWIC college	Name of School
UMSL	Name of School
UMSL	Name of School
College	Type of School
College edu.	Type of School



Education	Type of School
elementary	Type of School
Graduate	Type of School
My school	Type of School
School	Type of School
University	Type of School

**APPENDIX H – Map Marker: Work Additional Comments**

Comments on Work Map Markers	Work Map Marker CODES
801 N 47th St	Address of Employer
Willow creek	Address of Employer
Page/Lindberg	Address of Employer
1 S. Memorial Dr.	Address of Employer
211broadway	Address of Employer
10 Public Sq	Address of Employer
Lindell	Address of Employer
Washington & Broadways	Address of Employer
61130	Address of Employer
1100 central industrial dr	Address of Employer
Stifel 501 N. Broadway	Address of Employer
63102	Address of Employer
My work (120 S. Central Ave., Clayton, MO 63105)	Address of Employer
South central ave	Address of Employer
Belleville	Address of Employer
Downtown STL area	Address of Employer
Hanley	Address of Employer
PontoonBeach	Address of Employer
Casino queen	Name of Employer
SLPS	Name of Employer
Bel nor ele	Name of Employer
Ameren 1901 Chouteau	Name of Employer
Washington University SOM	Name of Employer

Saint Louis County Department of Public Health 6121 North Hanley Road Berkeley, MO 63134	Name of Employer
Scott AFB	Name of Employer
Hallmark	Name of Employer
Hilton	Name of Employer
Washington university	Name of Employer
Bernard Long School	Name of Employer
America center	Name of Employer
Deans	Name of Employer
Scott AFB Eastbase	Name of Employer
Marriott	Name of Employer
Dennys	Name of Employer
SWIC	Name of Employer
Belleville School Services	Name of Employer
Amazon	Name of Employer
BJC	Name of Employer
Hershey	Name of Employer
FedEx	Name of Employer
Bistate	Name of Employer
Busch Stadium	Name of Employer
Busch Stadium	Name of Employer
Washington university	Name of Employer
Weekends only	Name of Employer
East St. Louis district	Name of Employer
Busch stadium	Name of Employer
Colonnade senior living	Name of Employer
US Bank, Downtown St Louis	Name of Employer
Belleville boot	Name of Employer
BJC	Name of Employer
Wood Bakery	Name of Employer
Mcdonalds	Name of Employer
St. Clair Mall	Name of Employer
Taco bell	Name of Employer
Galleria	Name of Employer
Popeyes	Name of Employer
Walgreen Warehouse	Name of Employer
Need more attention to the areas of employment to get people to work.	Transit Needs
Commute to WORK	Transit Needs
Social Services	Type of Employer
Office	Type of Employer

Medical	Type of Employer
Fed Employee	Type of Employer
Call center	Type of Employer
Engineering Firm	Type of Employer
Post office	Type of Employer
Restaurant	Type of Employer
Forklift	Type of Employer
Airport	Type of Employer
Standard Laboratory	Type of Employer
Airport	Type of Employer
Cook	Type of Employer
MetroLink	Type of Employer
Workshop	Type of Employer
Sales	Type of Employer
home heathy care	Type of Employer
Contracting	Type of Employer
Engineer	Type of Employer
warehouses	Type of Employer
cleaning	Type of Employer

# APPENDIX I – Map Marker: Shopping Additional Comments

Comments on Shopping Map Markers	Shopping Map Marker CODES
Walmart, Collinsville Crossing	Location of shopping
Fairview Heights N IL St	Location of shopping
fairv	Location of shopping
Fairview Heights	Location of shopping
scott AFB	Location of shopping
St. Louis	Location of shopping
Edwardsville	Location of shopping
St Clair Square	Location of shopping
62208	Location of shopping
62220	Location of shopping
Walmart in belleville	Location of shopping
Green Mount Crossing	Location of shopping
Granite city	Location of shopping
St Clair square	Location of shopping
Granite Walmart	Location of shopping
Walmart collinsville	Location of shopping
Specialty shopping and window browsing in Downtown Belleville.	Location of shopping
Fairview	Location of shopping
159 corridor, Lincoln trail, Shiloh area	Location of shopping
Granite City Walmart	Location of shopping
White Castle Lincoln Trail	Location of shopping

I shop at st clair square	Location of shopping
South county mall	Name of shopping center or store
Schnucks	Name of shopping center or store
Walmart, Schnucks, Home Depot	Name of shopping center or store
Target	Name of shopping center or store
aldi's	Name of shopping center or store
St. Clair Square (mall)	Name of shopping center or store
Ikea	Name of shopping center or store
St Clair square	Name of shopping center or store
St Clair square	Name of shopping center or store
Target	Name of shopping center or store
St. Clair Square Mall	Name of shopping center or store
Super Walmart	Name of shopping center or store
Dollar General	Name of shopping center or store
Walmart	Name of shopping center or store
Aldis	Name of shopping center or store
Walmart	Name of shopping center or store
Sams. Club O'Fallon	Name of shopping center or store
Lowe's/Walmart, etc.	Name of shopping center or store
Target	Name of shopping center or store
Schnucks	Name of shopping center or store
Walgree	Name of shopping center or store



Walmart and Aldi	Name of shopping center or store
St. Clair Mall	Name of shopping center or store
Ruler foods	Name of shopping center or store
Galleria	Name of shopping center or store
I buy food from the mcdonalds store	Name of shopping center or store
We need food shopping available and transportation	Transit Needs
Closer door to door	Transit Needs
All except groceries.	Type of shopping
Lunch food and errands	Type of shopping
Lunch food and errands	Type of shopping
malls	Type of shopping
shopping	Type of shopping
Mall	Type of shopping
Grocery	Type of shopping
Store	Type of shopping
Mall	Type of shopping
Mall	Type of shopping
Shopping	Type of shopping
Mall	Type of shopping
Mall etc	Type of shopping
Mall shopping	Type of shopping
Shopping	Type of shopping
Mall	Type of shopping
nearest mall	Type of shopping
stores & restautants	Type of shopping
fast food	Type of shopping
clothing store	Type of shopping
Shopping for everyday needs.	Type of shopping
Shopping for everyday needs.	Type of shopping
Mall	Type of shopping
More shopping	Type of shopping
grocery	Type of shopping

**APPENDIX J – Map Marker: Medical Centers Additional Comments**

Comments on Medical Centers Map Markers	Medical Centers Map Marker CODES
Doctor, Route 159 Collinsville.	Location of Medical Center
Salem Place	Location of Medical Center
7210w main	Location of Medical Center
Ofallon	Location of Medical Center
St. Louis	Location of Medical Center
Central West End station	Location of Medical Center
89th State	Location of Medical Center
63110	Location of Medical Center
hwy 50, O'Fallon - Shiloh area for hospitals and care facilities	Location of Medical Center
HealthPointe Medical Center	Name of Medical Center
Memorial and St Elizabeth Hospitals and E. Centers	Name of Medical Center
Windsor medical center	Name of Medical Center
St. Francis Hospital	Name of Medical Center
Memorial Hospital	Name of Medical Center
Prairie Cardiovascular St. Elizabeth's Hospital	Name of Medical Center
BMH East	Name of Medical Center
St E's	Name of Medical Center
BMH	Name of Medical Center
Hospitals	Name of Medical Center
Memorial hospital	Name of Medical Center
Memorial	Name of Medical Center

SIHF	Name of Medical Center
Barnes Hospital	Name of Medical Center
Memorial East hospital	Name of Medical Center
Memorial hospital	Name of Medical Center
Centerville center	Name of Medical Center
Barns	Name of Medical Center
HSBS Medical Center	Name of Medical Center
ESSE Heath	Name of Medical Center
Slum hospital	Name of Medical Center
Centerville hospital	Name of Medical Center
Memorial Hospital	Name of Medical Center
St mary hospital	Name of Medical Center
St elizabeth hospital	Name of Medical Center
hshs Medical Center	Name of Medical Center
Gateway Regional Medical Center	Name of Medical Center
I go to Touchette regional hospital	Name of Medical Center
BUS	Transit Needs
Hosp/Doc	Type of Medical Center
dr offices	Type of Medical Center
Dental, vision, etc.	Type of Medical Center
Hospitals	Type of Medical Center
hospital	Type of Medical Center

Doctor	Type of Medical Center
Hospital	Type of Medical Center
Hospital	Type of Medical Center
Medica	Type of Medical Center
Mother Child	Type of Medical Center
Dentist	Type of Medical Center
Hospital	Type of Medical Center
My primary care physician.	Type of Medical Center
My eye doctor.	Type of Medical Center
hospital	Type of Medical Center
doctor and hospital	Type of Medical Center

## APPENDIX K – Map Marker: Other Additional Comments

Comments on Other Map Markers	Other Map Marker CODES
We need a restaurant on this side or shopping that provides hot food	Misc.
Connecting with MCT	Transit Needs
Connecting with MCT	Transit Needs
Redbird Express to Cardinals Games	Transit Needs
Catch the Metro to Cardinals and Blues games sometimes. Not very convenient to the house, though.	Transit Needs
Nearest Metrolink	Transit Needs
Final stop late at night before shuttle some shuttle drivers screw around and won't let you ride. And some metro management wont contact to make a serious fix of it.	Transit Needs
Movie	Type of Location
Dining/ entertainment	Type of Location
Ball games	Type of Location
miscellaneous business	Type of Location
miscellaneous business	Type of Location
Youth basketball	Type of Location
Church	Type of Location
Downtown YMCA	Type of Location
pontoon beach warehouses	Type of Location
main street.	Type of Location
botanical garden	Type of Location
Mom's house	Type of Location
Busch Stadium	Type of Location
enterprise Center	Type of Location
Recreation	Type of Location
Lambert airport	Type of Location
Cardinals stadium	Type of Location
St. Louis Arch	Type of Location
Coachlight lane	Type of Location
Airport	Type of Location
Airport	Type of Location
entertainment	Type of Location
Churches and worship centers don't have much transit access	Type of Location
Zoo	Type of Location
Lessie bates neighborhood job training	Type of Location
New life church 20th and state street	Type of Location
Personal interest	Type of Location
Art museum	Type of Location
Ruler Food NB West	Type of Location

Special events	Type of Location
St. Louis Cardinal Games.	Type of Location
Shopping.	Type of Location
My Pharmacy	Type of Location
Forest Park	Type of Location
Church	Type of Location
church	Type of Location
Horseshoe Lake Park (one of my favorite places to walk and exercise)	Type of Location
South Grand & Tower Grove Park (one of my favorite areas to go out and one of my favorite areas to walk/exercise in the park).	Type of Location
Forest Park Southeast (one of my favorite places to go out).	Type of Location
Balance Coffee & Tea. My go-to coffeeshop to get things done when I need to get out of the house.	Type of Location
Downtown Alton. Favorite place to meet up with family from West Central Illinois.	Type of Location
Photography work	Type of Location
entertainment	Type of Location
Downtown East St Louis area, SSN office, government building	Type of Location
Downtown Belleville	Type of Location
West Boulv. and Lindbergh	Type of Location
Church	Type of Location
Work	Type of Location
Grandchildren and Great Grandchildren's Home	Type of Location
Family	Type of Location
Visit elderly mother	Type of Location