

Appendix D: Public and Stakeholder Engagement Summary

Process

The Smart Moves planning team developed an engagement process to inform the development of the plan and ensure it responds to the needs of the public and stakeholders. The planning team sought to engage the general public but also focus on several key stakeholder groups: transit riders, employers, and local governments. The engagement process was implemented in two phases. The first phase focused on uncovering challenges faced by current transit riders and those who wish to have better access to transit and mobility services, and desires for future transit and mobility in the region. The second phase focused on obtaining feedback on proposed solutions to the challenges and needs identified in Phase 1. Across both phases MARC and KCATA staff met with a variety of stakeholders, including local government staff, economic development commissions, and committees, to provide general education around transit issues, uncover specific challenges related to jobs access, and discuss and identify roles that stakeholders might have in the implementation of the final plan.

Below is a listing and summary of the activities that took place in each phase of the engagement process.

Phase 1: Discovery

- Pop-up Engagements
- Public Meetings
- Survey
- Committee Engagements
- Stakeholder Meetings

Phase 2: Solutions

- Public Meetings
- Committee Engagements
- Stakeholder Meetings

Advertisement of engagement activities

MARC used multiple channels to communicate about engagement activities.

- Newspaper ads in regional and local papers
- MARC website
- Partner websites
- Email blasts
- Flyers on buses
- Facebook events
- Promoted posts on Facebook and Twitter



Pop-up engagement at Independence Transit Center.

Pop-Up Engagements

June 7th - 29th, 2016

Total number of participants: 183

Over the period of 4 weeks, representatives from MARC and KCATA met with everyday riders of the regional transit system. Key locations of high ridership were strategically identified to capture the largest audience possible in order to begin a meaningful conversation about transportation issues facing residents throughout the Kansas City Region. Pop-ups produce very brief interactions which require staff to focus only on a couple of key questions as they engage with members of the community. These questions included: Are there areas of the region that you would like to get to that you currently cannot access by bus? and What is your vision for regional transit in the future? Transit riders and other passersby were able to pick up information handouts about the project and contacts information for sharing feedback.

The feedback gathered from pop-up engagements was shared with the Smart Moves planning team and was used to understand and/or validate where transit was needed most in the region.

Locations:

- Independence Transit Center
- 39th and Troost Transit Center
- 75th and Troost Transit Station
- Lucille Bluford Library
- 10th and Main Transit Center
- Plaza MAX Station
- Overland Park Farmers' Market
- 7th and Minnesota Transit Center
- Blue Ridge Crossing Transit Center

Public Meetings (Phase 1)

July 27th - August 18th, 2016

Total number of participants: 115

For three and half weeks, staff from MARC and KCATA partnered with communities throughout the region to host a series a public meetings. Staff presented an overview of the current Smart Moves plan, and provided an update on the progress and direction of the new plan. Meetings were held in an open house format, and attendees were encouraged to provide thoughts on how public transit should look in the Kansas City region. There were several methods for participants to provide feedback: drawing on maps, a dot exercise, sharing feedback through comment cards and surveys, and engaging in post-presentation discussions. People who were not able to attend public meetings were able to view presentation materials online and provide comments over the phone and through email.

The feedback gathered from public meetings was shared with the Smart Moves planning team and was used to understand and/or validate where transit was needed most in the region, how transit should

serve the region (i.e. serve as many people as possible or serve the people who need/want to use it most), and inform the development of a new regional transit system and location for mobility hubs.

Locations:

- Midtown Kansas City, Mo. (The Whole Person)
- Clay County (Northlands Neighborhoods)
- Overland Park (Matt Ross Community Center)
- Downtown Kansas City, Mo. (MARC)
- Unified Government (Midtown Transit Center)
- South Kansas City, Mo. (Hillcrest Community Center)
- Northeast Kansas City, Mo. (Kansas City University)
- Lee's Summit (Gamber Community Center)
- Leavenworth, Ks. (Riverfront Community Center)

Survey

July 20-August 31, 2016

Total number of responses: 269

Surveys were made available in two separate forms: one catering to the needs and observations of frequent transit riders, and one soliciting information from the “interested but concerned” population, or those with little to no experience with the public transit system in Kansas City. Surveys were distributed online, and at all pop-up engagements and public meetings.

The feedback gathered from survey was shared with the Smart Moves planning team and was used to understand and/or validate where transit was needed most in the region, how transit should serve the region (i.e. serve as many people as possible or serve the people who need/want to use it most), and inform the development of a new regional transit system and location for mobility hubs.

Public Meetings (Phase 2)

May 9-May 18, 2017

Total number of participants (in-person): 35

Total number of Facebook Live viewers: 454 (total reach: 1388)

Public meetings were held once the plan concepts were developed. Staff presented the concepts through a presentation and a gallery of boards in an open-house format. Facebook Live was also used to help communicate the information to members of the public who were not able to attend the meetings. Presentation materials were also posted on the project website.

Locations:

- Mission, Kansas (Sylvester Powell Community Center)
- Kansas City, Kansas (Kansas City, Kansas Community Center)
- Kansas City, Mo. (Plaza Library)
- Kansas City, Mo. (Northland) (Line Creek Community Center)

- Raytown, Mo. (Raytown Wellness Center)

The feedback gathered from public meetings was shared with the Smart Moves planning team and was used to validate or adjust the plan concepts.

Committee Engagements

MARC engaged a variety of stakeholders through standing committees a managed by MARC, KCARA, and Johnson County. Project staff shared information about the project and engaged the committees in discussion relevant to the committees’ area of interest and work plans. In many cases, the committees provided new perspectives and how transit could be used as a tool to impact other areas or needs.

- May 5, 2015 Regional Transit Coordinating Council
- July 14, 2015 Air Quality Forum
- September 1, 2015 Regional Transit Coordinating Council
- September 2, 2015 Regional Workforce Intelligence Network
- September 11, 2015 First Suburbs Coalition
- December 11, 2015 Managers’ Roundtable
- February 23, 2016 MARC Board of Directors
- April 15, 2016 Johnson County Transportation Council
- July 6, 2016 Regional Workforce Intelligence Network
- July 2016 Regional Transit Coordinating Council
- September 2016 Regional Transit Coordinating Council
- November 2016 Regional Transit Coordinating Council
- December 2016 Total Transportation Policy Committee
- December 2016 MARC Board of Directors
- January 10, 2017 Regional Transit Coordinating Council
- January 2017 Bicycle Pedestrian Advisory Committee
- March 2017 Sustainable Places Planning Committee
- March 10, 2017 Planners’ Roundtable
- March 7, 2017 Regional Transit Coordinating Council
- May 2017 Bicycle Pedestrian Advisory Committee
- May 12, 2017 Sustainable Places Planning Committee
- July 12, 2017 Regional Transit Coordinating Council

Stakeholder Engagements

Stakeholder engagements were held throughout the planning process. Discussions with stakeholders early in the process helped uncover specific challenges that were impacted by regional transit. Once plan concepts were developed, project staff sought feedback from stakeholders to refine the concepts and discuss how the plan would be implemented over time.

- October 7, 2017 Platte County EDC
- October 21, 2015 KU Medical Center

- October 29, 2015 Northeast Alliance Together
- November 24, 2015 Northpoint Development
- December 4, 2015 North Kansas City
- December 7, 2015 Unified Government
- December 9, 2015 Kansas City, Missouri
- December 15, 2015 Platte County EDC HR Roundtable
- January 28, 2016 Unified Government and Rosedale Development Association
- February 2, 2016 KU Medical Center and Rosedale Development Association
- February 4, 2016 Clay County EDC
- February 18-19, 2016 Overland Park Chamber of Commerce (3 separate employer groups)
- February 23, 2016 Overland Park, KS
- April 2016 Commissioner Bixby of Leavenworth County, KS
- August 2016 BikeWalk KC
- August 2016 Southtown Alliance
- August 2016 Kansas City Manufacturing Network
- August 2016 Lenexa, KS
- March 2017 Overland Park, KS
- April 12, 2017 Eastern Jackson County Cities
- April 17, 2017 Kansas City, MO
- April 25, 2017 Rock Island Rail Authority/ Jackson County
- May 4, 2017 QPS Employment
- May 11, 2017 Regional Equity Network
- May 2017 City of Gladstone
- May 2017 Lee's Summit Chamber of Commerce
- June 12, 2017 Gladstone City Council
- June 13, 2017 Leawood, KS
- June 15, 2017 Olathe, KS
- June 16, 2017 Parkville, MO
- June 16, 2017 Eastern Jackson County Betterment Council
- June 20, 2017 Shawnee, KS
- June 21, 2017 Northeast Johnson County Cities

Major Themes and Comments from Public Engagement

Pop-up Engagements

Better connectivity to and within Johnson County is very important for increasing access to job opportunities.

- Needs better services to Overland Park for work
- Need access to jobs near 95th and Quivira.
- Need more connections to Kansas
- West of State Line is hard to access
- More local routes in Johnson County

- Getting to JoCo is terrible, and that's where the jobs are at.
- Can't get to Olathe, Lenexa, OP – limits my job opportunities
- Better weekend service in WyCo, current service is debilitating
- Getting to Johnson County is tough – getting stuck
- Needs later service into Johnson County
- Better connections into Wyandotte County
- JO doesn't work unless you have a 9-5 desk job
- Would like to see more local routes in JoCo
- So many jobs you can't get to in JoCo
- Service stops too early on Saturday – people lose jobs because they can't get to work after hours on the weekends

Bus service hours and frequency are low in many places, especially Independence, Unified Government, Johnson County, and outlying portion of Kansas City, Mo. Improvements to weekend and evening service would help people with job access.

- Would like service on Sundays and holidays, extend time for late workers
- Service cuts off too soon – especially the JO (need more hours).
- Hourly buses in Independence is a problem
- Troost should start earlier on Sundays – getting to work.
- Need 25/7 service for hospital workers, cashiers, service workers
- Need extended weekend hours
- Need more service on Sundays, every 15 minutes
- More service on Saturday – connections are harder on weekends
- More service to the North
 - Service to MO from KCK on weekend, and later in the evening
 - Transfers should last longer than 2 hours
 - Get more service to Leavenworth
 - We just need more transit in general
 - Need to get to KU Med on Sunday – route 107
 - Not enough service for kids in the summer time
 - Need more buses from KCMO to Metcalf in OP
 - Northland, Gladstone, Liberty buses more frequent

Reloadable fare cards would allow people to pay for bus service at their own pace and budget.

- RideKC needs a weekly pass option for those who can't afford monthly
- It is confusing and difficult to fill out disability/ADA card
- Need more time - 4 hour transfer pass?
- Need a reloadable fare card

- Day pass works well for sporadic riding.
- Would like to see more technology, like scans for boarding
- An app would be nice
- High school students don't get free transit – they need to get to jobs, too
- Bus passes need to be given at bus stops/kiosks
- Pricing is good
- Likes the monthly pass
- Likes the reduced fare days
- Would like a more durable bus pass (monthly/disability) and possibly reloadable
- Paying is hard, no body carries change
- Drivers need to be more flexible with fares, especially for homeless

Riders who primarily use the MAX or more frequent routes are generally more satisfied and would often say they had no complaints and that the service worked well for them.

- Loves all the people you get to meet, no problems with the buses.
- Rides Main St MAX: Crossroads – Westport transit works great
- Prospect MAX is a great project
- Good service – use bus as a back-up option
- Husband takes the bike and bus to work and loves it
- Feels like there are good options
- Uses bus every day to/from work- monthly pass works great
- Looking forward to Prospect MAX
- The MAX gets me where I need to go
- Very pleased with service – rides MAX to North KC
- MAX service is great!

Riders would like to see better connections to communities on the periphery of the region.

- Would like to get to Blue Springs from KCMO
- Hard to get to LS, Raytown and Independence from Midtown.
- Would like to get to Independence and JCCC
- Hard to get to NKC, Raytown, LS, Ford plant
- Blue Springs, Lee's Summit, OP, Shawnee require plans – you can't just go.
- Excelsior Springs jobs are hard to get to
- Places like Grandview used to have service
- Bus service should cover more of South Kansas City
- Argentine is isolated
- Need better access to the airport
- Getting to Grandview, Lee's Summit, Raytown and Blue Springs is very hard.
- You should be able to come in from BS, LS, and Grandview etc...
- Need more stops/local service in Independence

- Hard to get to Truman Corners
- Would like more service to Leavenworth

Riders would like to see improvements made regarding the quality and convenience of bus stops/shelters/transit centers

- Need more shelters and benches at stops
- Have to walk too far to get to the bus.
- Bus stops needs to be cleaned daily – especially far out ones
- Need more seating, shelters, and schedules at the bus stops.
- Lighting at bus stops needs to be improved
- Work is too far from bus stops
- Need no smoking signs at shelters
- Let’s maintain what we already have
- Sidewalk quality near bus stops is spotty
- Need benches at 63rd & Park and 67th & Blue Ridge

Riders were concerned with having to use multiple buses, and transferring between multiple systems

- Drivers should know more about the routes and streets
- There should be better communication between drivers
- Transfers make regional travel tricky
- Coordination between services is lacking
- Buses could meet up better for transfers.
- Bus drivers pull off too early - wait for folks to sit down
- Bus is late, and my transfer expires
- Transfer between Metro and IndeBus has bad timing
- Needs better integration with the streetcar

Some riders were concerned with the way recent changes affected their ability to use transit

- The silver route is missed (IndeBus)
- Jan 2016 consolidation was okay
- Ward Parkway - old line used to run good
- Recently removed service from 51 on Bannister, need to restore.
- UG service doesn’t go to Kansas Ave. anymore (route 115)
- Route 115 needs to come back (Kansas Ave.) Weekend service needed
- 24 bus alternate route – 24 hwy north, could still go to transit center

Many riders voiced concerns about their general experience riding transit in Kansas City

- Can get to most places, but can be cost-prohibitive
- Buses are too crowded – too many people standing.
- Need separate ADA bus service
- Need to be more responsive to complaints
- WiFi is great on the bus
- The system generally sucks
- Not fair that service is great for Plaza, people who don't need it
- Poor gas quality, ruins cars
- Feels like the service has regressed
- More precise directions from call service
- It is hard to figure out where to go
- New to the KC area, the system wasn't hard to learn

Public Meetings (Phase 1)

Meeting attendees were interested in potential partnerships between employers and transit providers. What are the opportunities for employers to provide transit service for employees?

- Transit access could make a difference to employment centers not only in terms of access to jobs, but also for employers being able to offer transit services for their employees (less employees driving = less need for parking lots)
- If employers can provide healthcare and childcare, why not transportation
 - Matty: Have you talked to new employers up North?
 - Shawn (KCATA): Yes, and we might need to move our Park n Ride, it's not a very good one already, we're trying to move it closer to Barry Rd
- How are businesses seeing this? Are they willing to help financially if they choose to move to areas with no transit?
- Have seen some employers show interest in vanpools?
 - Shawn (KCATA): Some employers have modified shift schedules so employees can better use transit
- Is there any way for KCATA to get employers to locate by transit?
 - Shawn (KCATA): that's really hard. It's a transit problem, but it's also a development problem too. We can only help job centers at the periphery so much. We know it has to be looked at. Working through zoning codes, incentives, education are all ways of working on it.

- Karen (MARC): We are going to have a variety of strategies beyond “hey put a bus here”. It will be very multifaceted to approach these economic development problems. They look at the value of land, which is why greenfield happens, but there are benefits associated with locating elsewhere
- We have Cerner coming in and we are looking at it from an economic development standpoint, and as you mentioned, the growth is expanding in the east and in the south, and we need that transportation.

Overlap between other transit providers/TNCs (Uber, Lyft, etc..) and expanded transit service in the region (Mobility Hub Concept)

- Whitney M – asks about the communication of RideKC efforts with Uber, Lyft, other TNCs and first/last mile options
 - David J – relying on TNCs may not be reliable, essentially they can just walk away at any moment
 - Focus on the underlying concept of TNCs, rather than the specific providers themselves
- Is there a possibility of Bridj or other taxi-voucher programs replacing para-transit services
 - Share a fare and dial a ride are federally mandated
 - RideKC Taxi – pilot program JOCO took \$\$ out of transportation budget
 - Independence, Raytown, sugar creek and bordering KC
 - Data will tell where the service is needed, so as soon as funding is figured out, we will be able to expand.

Reloadable fare cards, or off-board payment options would make the system run smoother.

- Off-board fare is really important
 - Shawn (KCATA): Fare study found that we need better fareboxes, but also offboard stuff, we’ve applied for enough STP to get started
 - KCATA is looking into it, because it looks and works well, and makes the bus faster too. The funding isn’t there yet
- David J – The payment method for transit is difficult and intimidating – transit providers do little to help potential customers figure it out
 - The “contactless” payment methods of Uber and Lyft should be used on transit
 - Makes transit easier for riders, and produces useful data
- Meeting Attendee: Does not use transit, because she likes trains. If people were able to pay before boarding, it would be easier for riders. Would be able to bring friends/family on transit trips, even if they are unfamiliar
- Meeting Attendee: I am against having people rely on smart phones, unless it’s a secondary option– LA and other have successfully used the tap-card technology. Having to rely on a smart phone might be a barrier

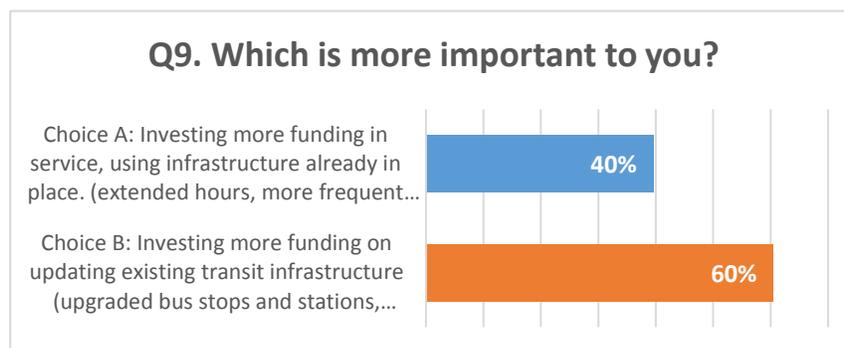
- Shawn – KCATA is currently exploring these options, and is looking at a combination of all these options

Riders need better access to larger employers/employment centers

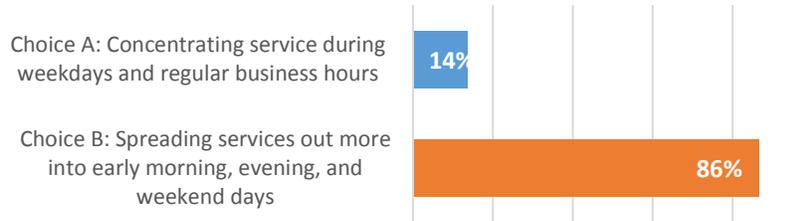
- Areas like Lackman Road, Quest, and Amazon are interested in hiring but can't get them out there.
- Need extended hours for folks working retail jobs
- Jobs on 210 Hwy to FedEx, UPS (warehouses)
- Also warehouses on 75th, 87th, 95th, Front Street
- Transit access could make a difference to employment centers not only in terms of access to jobs, but also for employers being able to offer transit services for their employees
- There are at least 3 employers close to Ameristar, but you can't get there by transit
 - Shawn (KCATA): We are aware, and we're trying to figure it out with vanpool right now. Fixed Route one day, but vanpools for now
- Working class need connections to jobs
- Public transit needs to connect residential neighborhoods to jobs
- Mystified by some of the routes, because you can't get to the jobs

Public Meeting Interactive Engagement – Dot Exercise

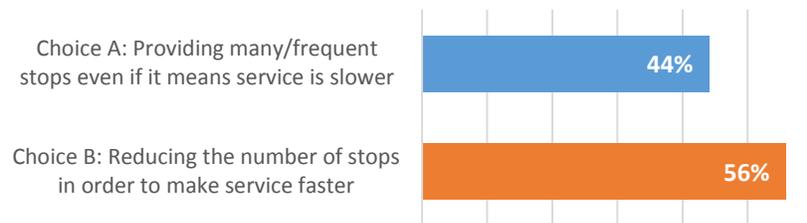
These questions represented a set of choices or tradeoffs that policymakers often think through when designing a transit system that will work best for the region. Meeting attendees were asked to place dots on the options that were most important to them.



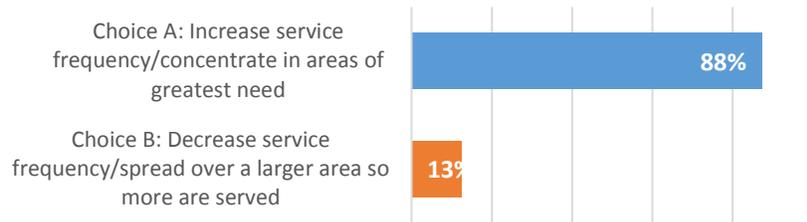
Q10. Which is more important to you?



Q11. Which is more important to you?

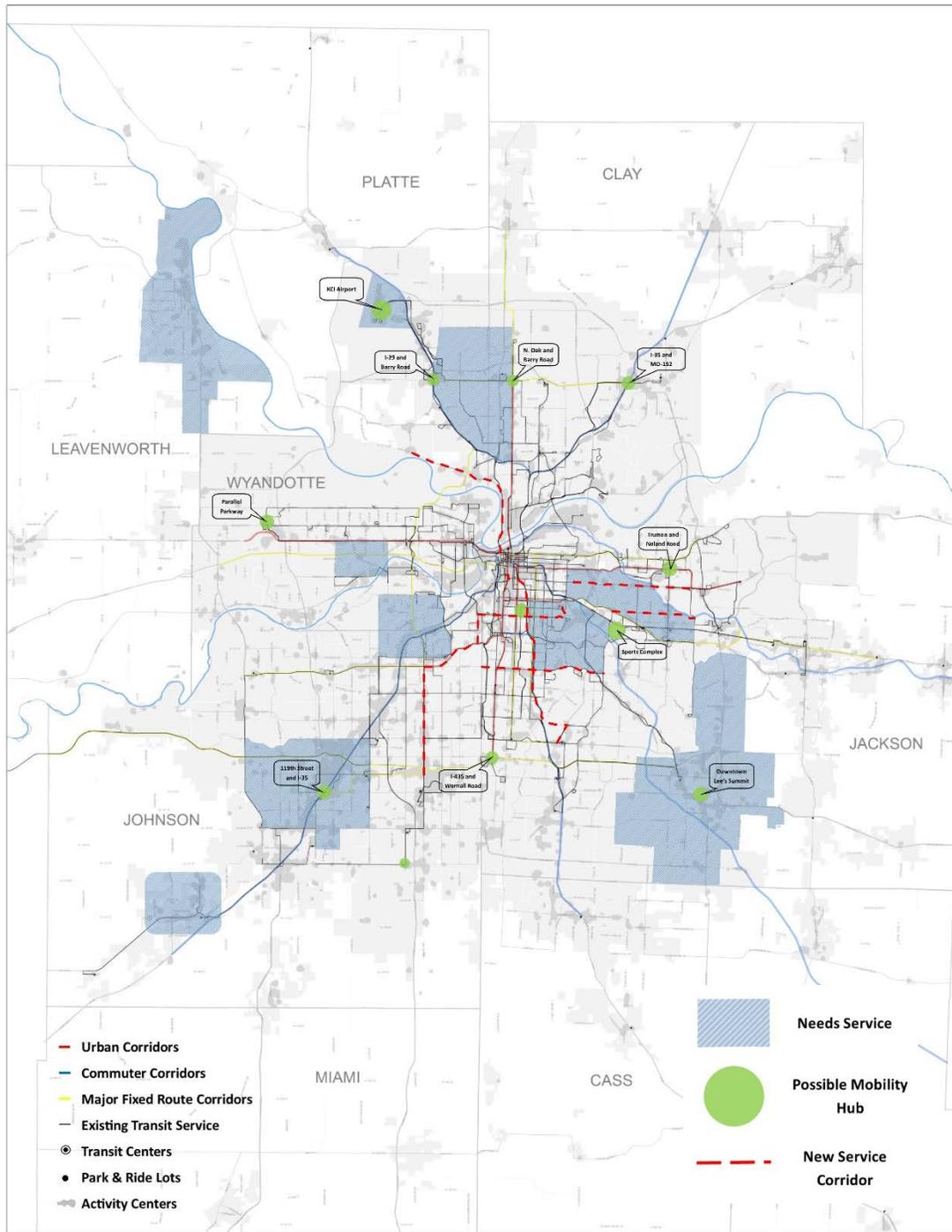


Q12. Which is more important to you?



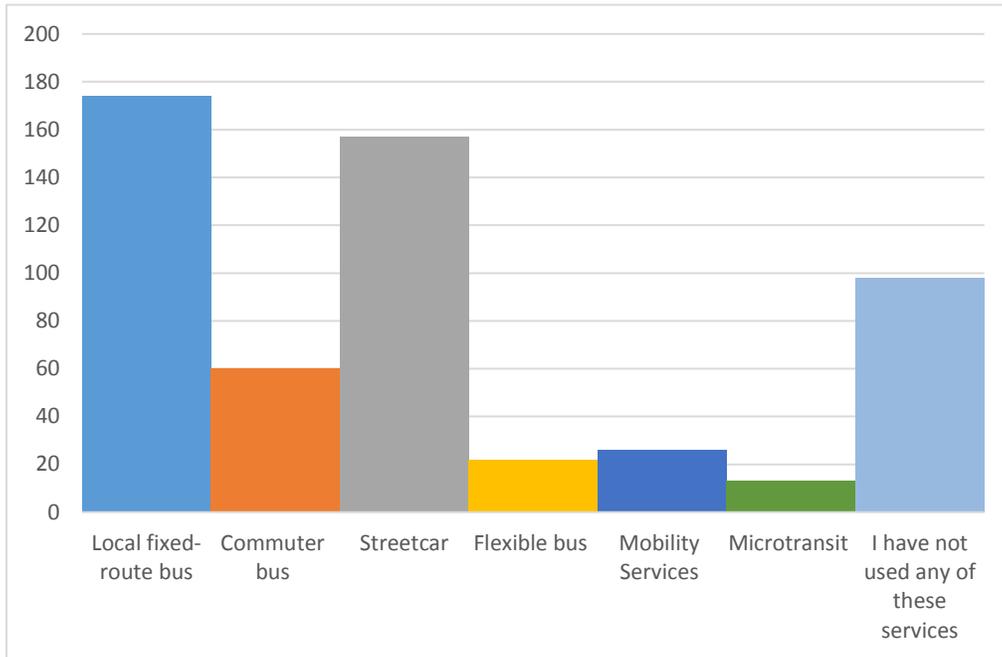
Public Meeting Interactive Engagement – Mapping Exercise

The image below represents a composite map of suggestions taken from meeting attendees as part of a public engagement exercise that sought feedback related to the expansion of public transit in the Kansas City Area. Participants were asked to identify areas that could benefit from new or expanded services, potential locations to deploy the Mobility Hub Concept, and corridors that should be considered as part of MARC’s Regional Corridors.

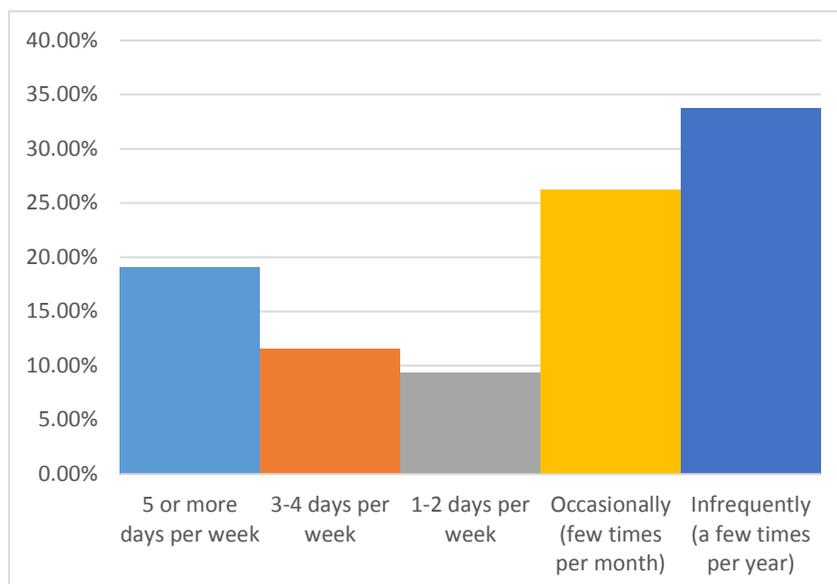


Surveys

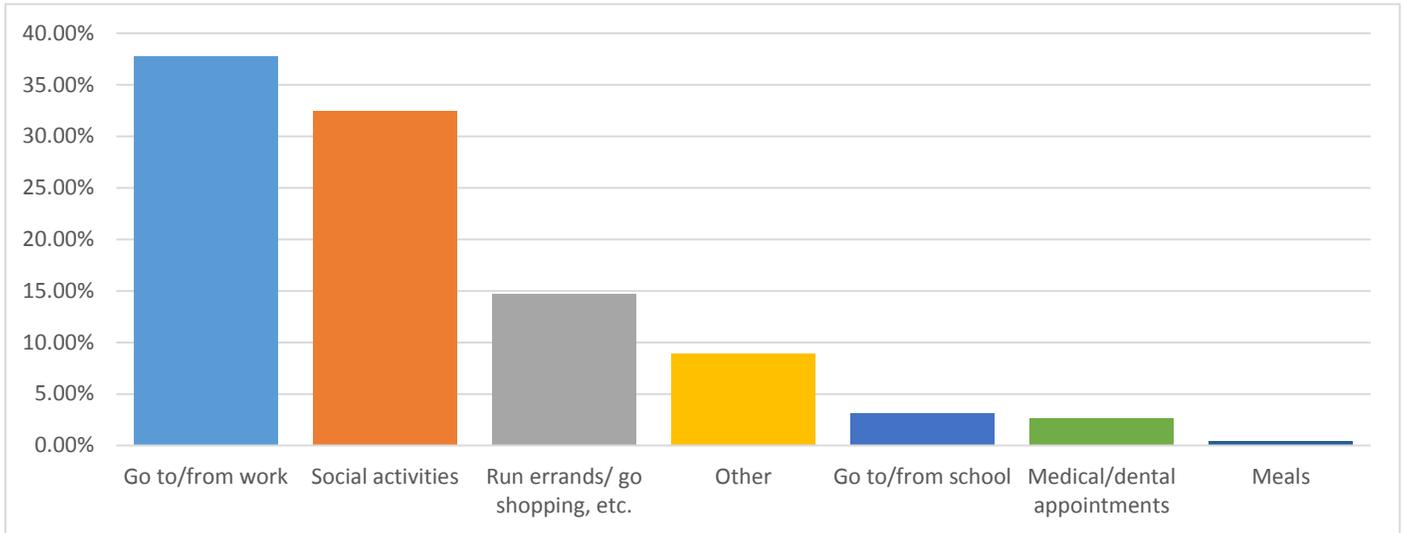
Q1. Do you currently use, or have you ever used, any of the following public transportation services in the Kansas City region? (Please select all services you have used)



Q2. How often do you use public transportation in the Kansas City region?



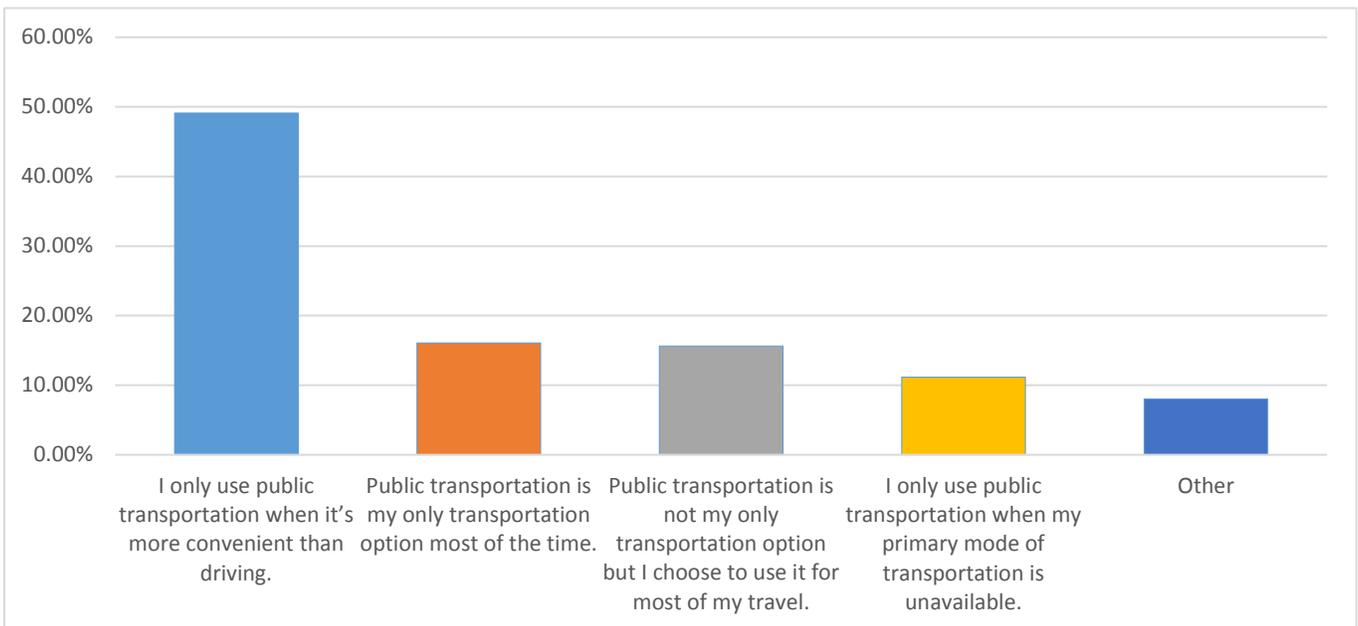
Q3. What is your primary reason for using public transportation?



Other Responses:

- To avoid driving downtown
- To avoid searching for parking
- To avoid paid parking for events

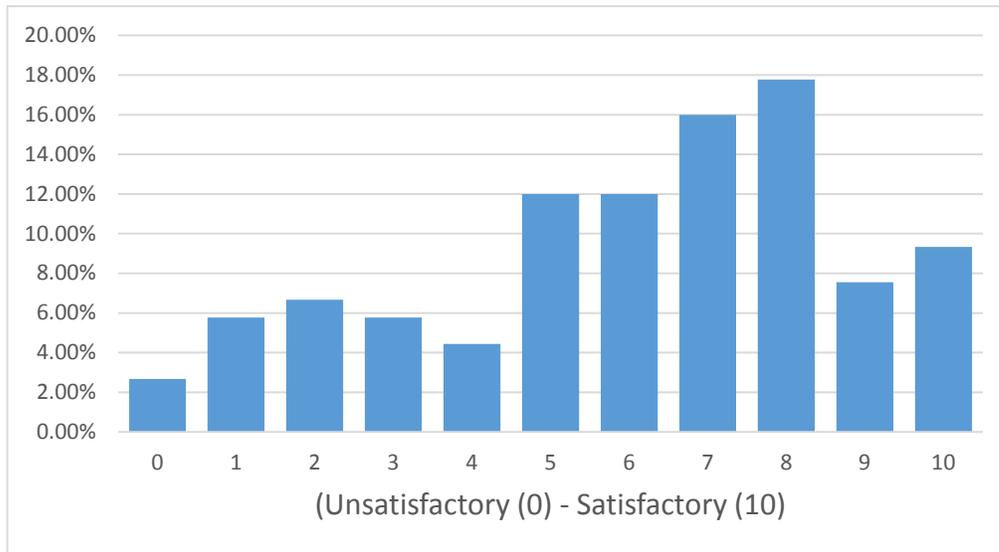
Q4. What best describes you and your use of public transportation?



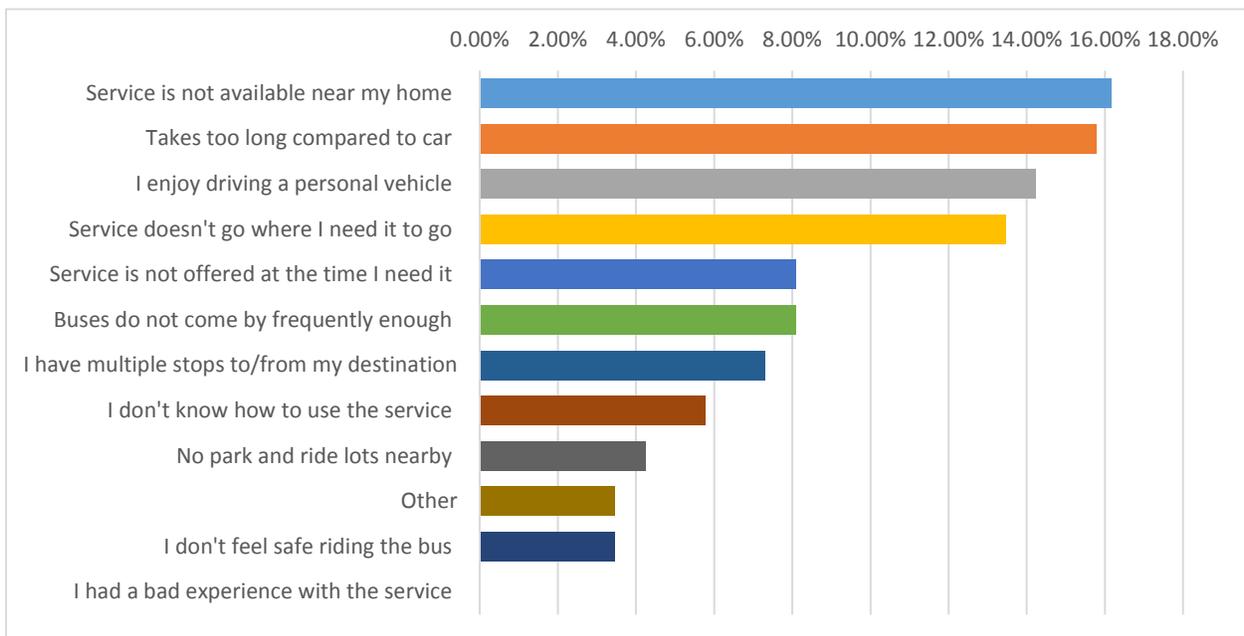
Other Responses:

- I wanted to try it out
- I use it only when time is not a factor
- I use the streetcar for the fun and for the novelty of it when I am downtown.

Q5. How would you describe your overall experience using public transportation in the Kansas City region?



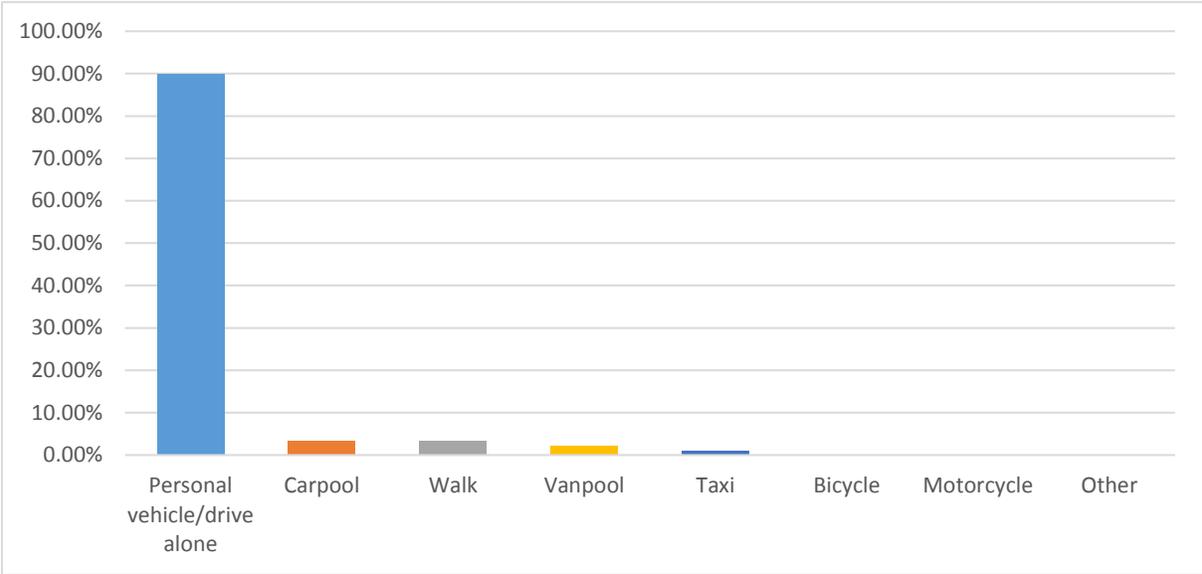
Q6. You said you don't use public transportation. Which of the following are reasons you do not use public transportation in the Kansas City region? (Select all that apply.)



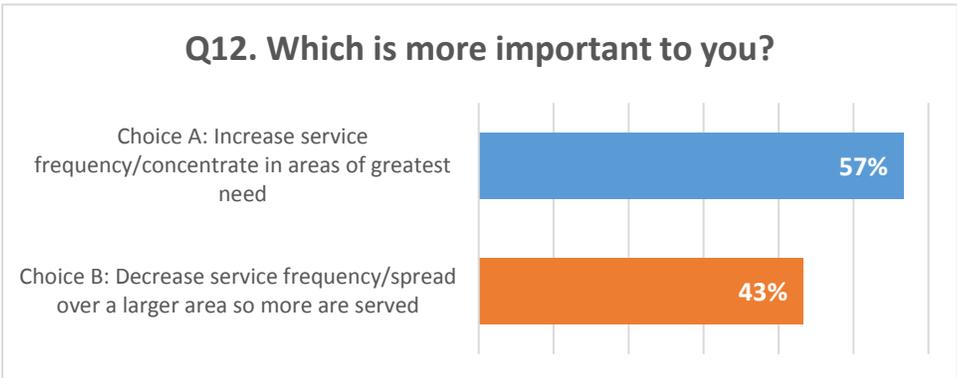
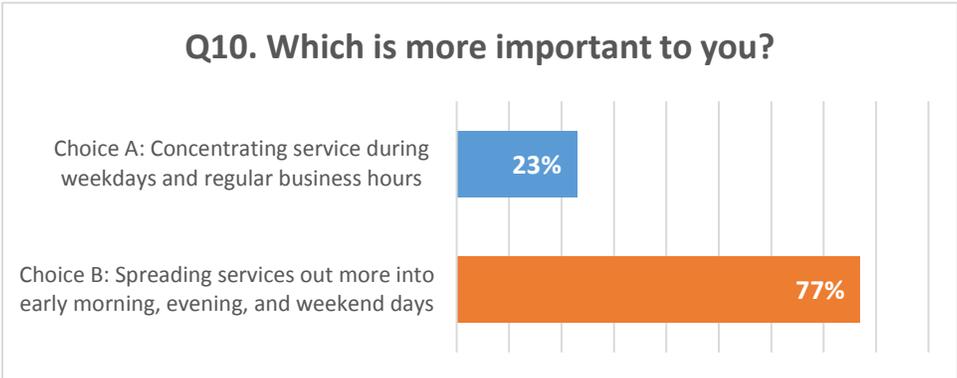
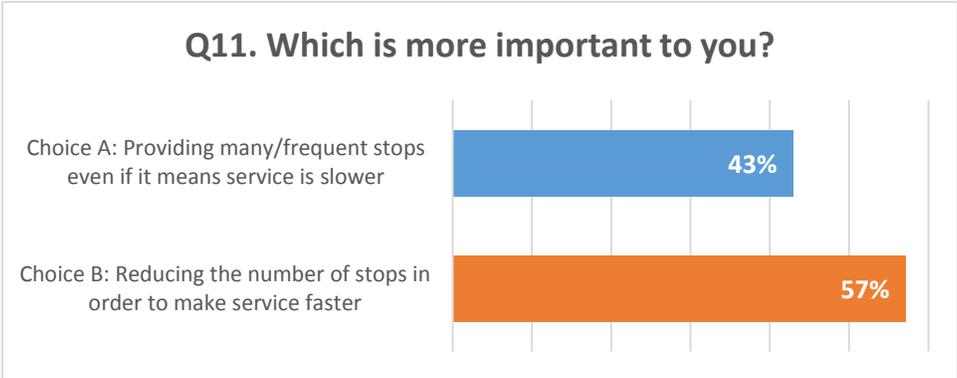
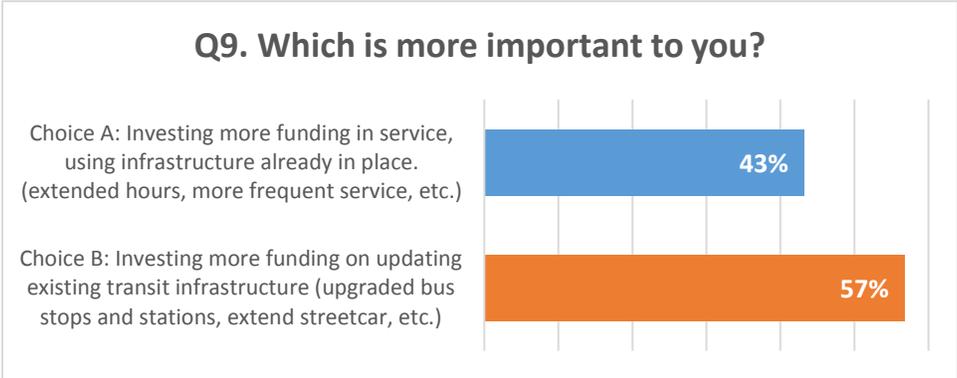
Other Responses:

- It is not easy with two small children that need to be in car seats
- I am required to use my car for work
- I walk to/from work

Q7. What method of transportation do you normally use to go to work, school, or your most frequent destination?



These questions represented a set of choices or tradeoffs that policymakers often think through when designing a transit system that will work best for the region. Meeting attendees were asked to rank the options that were most important to them.



Q13. We'd like to know the relative importance of each of the following factors that might influence you to use transit or use transit more often. Please read each option carefully and then CHOOSE 5 FACTORS THAT ARE MOST IMPORTANT to you.



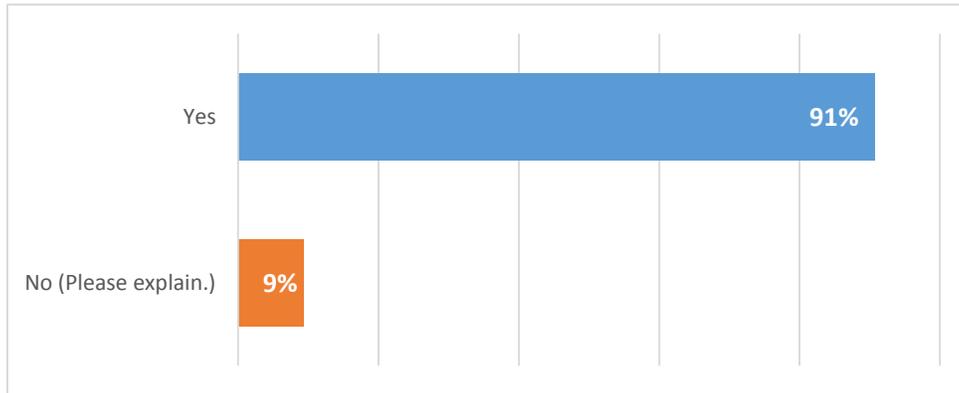
Q15. Are there areas that you would like to get to by public transportation that aren't served or served well? If yes, please tell us which areas in the space below.

- Kansas City, Ks
- North of Englewood Road, and west of 169. Need a MetroFlex or Bridj to serve this area!
- Direct connections to other cities (Johnson Co or Lee's summit) without having to go downtown to connect
- Grandview to Lenexa
- All areas of the region especially Saturday and Sunday and Night and Midday service to all jobs and shopping centers.
- KU Medical Center, Northern Johnson County (weekends)
- Truman Sports Complex
- Coleman Highlands (Karnes Blvd)
- East-West routes linking Westside, Crossroads, Jazz District, West Bottoms
- Airport (more frequent, express service).
- A direct, frequent link between Union Station and the airport
- The northland, express service from north to job centers (i.e. Northland to plaza that uses 71 with no stops in between)
- To downtown KC/Crown Center/Zoo/Legends from Olathe/JoCo.
- Johnson County Community College or Longview CC for school
- Oak Park Mall for jobs and shopping.
- Most of Johnson County and Eastern Jackson County.
- I would like to see expanded service (more routes, more stops, more frequent service throughout the day) for the outer suburbs, particularly in areas north of the river like Liberty, Gladstone and Platte County, as well as Independence, Lee's Summit, Eastern Jackson County, South Kansas City, Western Wyandotte County and Johnson County -- including routes that wouldn't require traveling downtown to transfer.
- Parkville, MO....we have no bus stops
- Ward Pkwy shopping center (very limited runs)
- Overland Park Kansas, New Century Air Center
- Northland to downtown, midtown, stadiums
- 95th & Metcalf to downtown throughout the workday and night (not just at rush hour)
- The 87th St Corridor in Lenexa.
- Public libraries
- Johnson County, Northland, KCI Airport
- KU Med, primarily for employee and staff.
- In general, all major employment centers
- Parkville and Zona Rosa
- Lee's Summit to KC, other than Amtrak
- Grandview (Truman Corners), Lee's Summit, Overland Park
- Edwardsville, Kansas
- Kansas Avenue Corridor
- 210 Highway – west of Ameristar Casino

Q16. The RideKC Plan is looking ahead 25 years into the future. How should public transportation service change to best serve you, your family, and your community in the years ahead?

- More frequent and extended service hours.
- Integrated into development plans & projects with stops and rider accommodations.
- Partner with KC Bike Share to help bridge transit gaps between transit centers & neighborhoods.
- There is a great need for park & ride stations with restrooms & security. I think that this is the way of the future.
- Develop a reliable network that allows me to depend on transit for the whole day, multiple meeting sites, to make my car nonessential
- All major cities in the metro [should be] connected 7 days a week. If someone in Olathe wanted to see a friend in Lee's Summit on a Saturday, the network could make that happen.
- Real-time route info at stops (especially GPS tracking for buses so you can monitor progress).
- More seamless/intuitive transfers between express buses to/from suburbs and local lines with frequent stops/service areas.
- Interactive terminals at bus stops that could aid in route planning, show transfers, etc would be hugely beneficial to those new to our city (or our city's public transit)
- We should develop commuter rail on existing railroad tracks.
- The transit options need to spread out, become more frequent and reliable.
- Add bus stops at all public libraries
- Provide a fuller, regional transportation system connecting all communities using a variety of transportation options that work to reduce the over-dependence on car ownership.
- More service from the outer reaches of the metro area into key places of interest like libraries, sporting venues, performance venues, hospitals and the like would be wonderful!
- We are an aging population of baby-boomers who 10 years from now will begin to give up drivers' licenses and then the need for transit services will grow substantially.
- More ways to prepay fare so I don't have to deal with it when I'm getting on and off the bus.
- Public transportation should be as easy, predictable and convenient as driving a private vehicle.
- Combine all the transit service so it is seamless to use. Make it easy to purchase fare on phone. Make it easy to find out where the next bus is and when it should arrive. Offer more frequent service.
- Provide high-frequency service (10-15 minute) in priority corridors. Make sure routings are direct and simple.
- Work with municipalities to provide adequate pedestrian infrastructure at stop locations.
- Be careful about expending resources on areas in the Metro that do not leverage transit investment by being pedestrian- and bicycle-friendly.
- An emphasis should be placed on public transportation and maintaining what is currently in place, rather than expanding highways and other public roads that are used so inefficiently.
- Make it central to new development patterns. Work to make it part of the culture in KC
- Think regionally to provide service. One common fare system
- Get me where I need to go with confidence I'll get there on time.

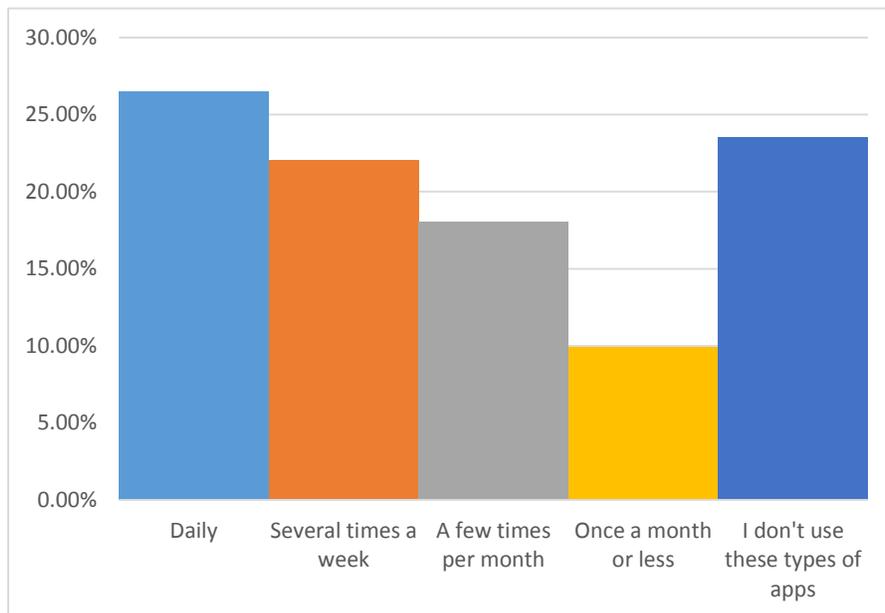
Q17. Do you own a smart phone?



Explanation for those who answered NO:

- Cost is too high
- Too much distraction
- Do not want to be so connected
- Do not have one yet but plan to get one

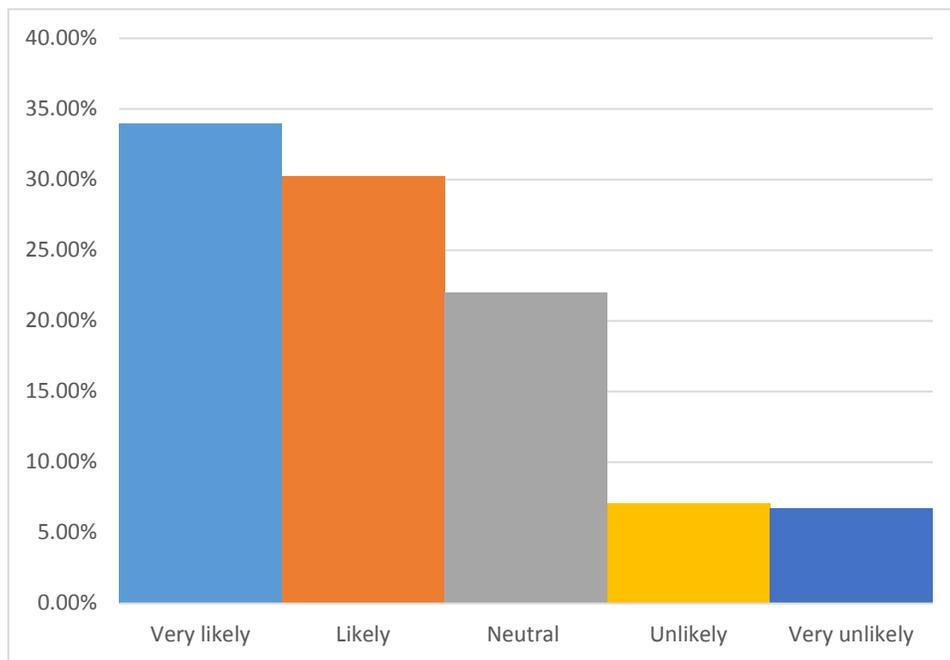
Q18. How often do you use smart phone apps for transportation information, trip planning, and/or way-finding?



Q19. Which apps do you use for transportation purposes?



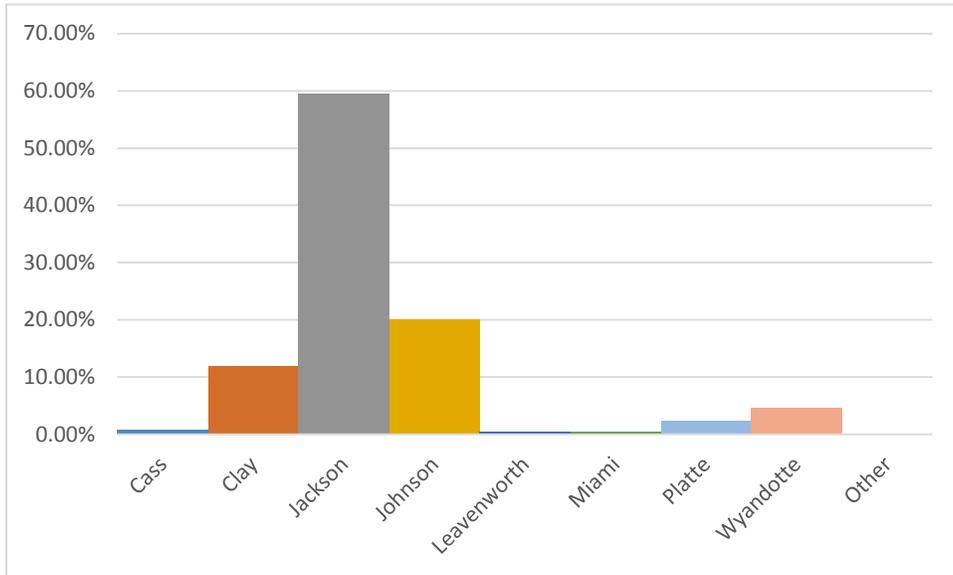
Q20. If smart kiosks were available on the street where you could access transportation information, pay for transit fares, locate bike maps, etc. How likely would you be to use them?



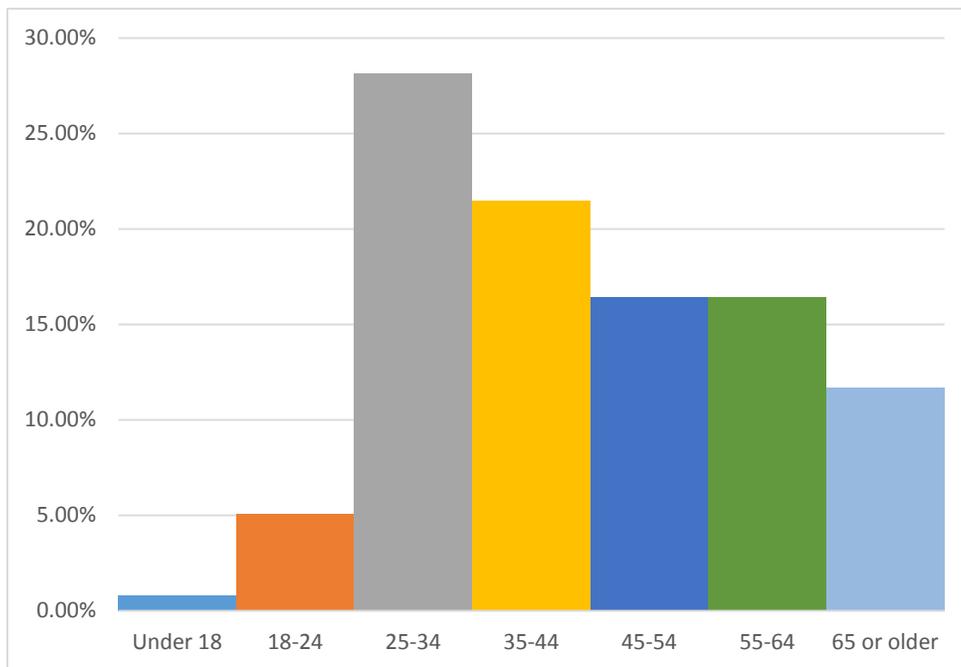
Q21. What would you like the RideKC Planning Team to consider as they develop the new transit plan for the Kansas City region?

- Make public transportation THE MOST Convenient option for transportation.
- More transit centers
- provide a coordinated plan that actually covers the entire metro area rather than the disjointed bits and pieces that currently exist
- The aging population
- Connecting all parts of Kansas City (Plaza, Waldo, OP, Downtown, Airport) in a way that's fast and safe..
- Almost everyone I talk to has almost no understanding of how transit works. No one considers the bus. They all want trains. I think as plans are developed, consider the learning curve for a metro that hasn't had comprehensive transit in decades.
- Need to come out further south in Cass County area.
- Policy makers and local governments need to stop marginalizing public transit and start retrofitting infrastructure to prioritize transit, bikes, pedestrians, and ADA.
- Unite our city. Let each existing neighborhood serve as a hub that connects with at least 2 or 3 other hubs.
- How to accommodate users without credit cards or bank accounts
- Making all libraries bus stops!
- Plan Kansas City as ONE SERVICE AREA, ignore state lines and county lines.
- Please consider the person who does not currently use public transportation and devise ways they could entice them to switch modes.
- Transportation for all areas not just the metro area, think about major employers and lack of transportation to get to jobs, increasing flexible transportation for tourists.
- Organize downtown routes. They're all kind of a garbled mess right now. Dedicate routes to streets.
- Not everyone has a smart phone.
- Safety and affordability first.
- Reduced Fare for seniors, disabilities, Veterans to get to jobs
- Looking at the advantages of ride-share programs like Uber and Lyft that cut down on the number of vehicles needed.
- I think reliability is number one.
- Push for land use to be more efficient - we must disincentivize car use for transit to be more efficient
- Connectivity other than bus, rail, etc. i.e. sidewalks, trails, pathways, shared use paths etc...
- Take the idea of mobility hubs further and tie to land use planning, and help make the case about transit to the development community.
- Make economic case for BRT and even local bus. Move ahead with more MAX style service, but also push for true BRT (not convinced that's what MAX is yet).
- Off-board fare payment - can't think of a single thing that would improve existing service/on time performance more.
- Work with paratransit service providers to strengthen medical transport options for Kansas
- Working with employers to fund more access to suburbs
- Look at other cities/states and see how they function. Don't have to reinvent the wheel
- Consider the needs of ALL citizens, especially the economically oppressed who are reliant on public transportation.

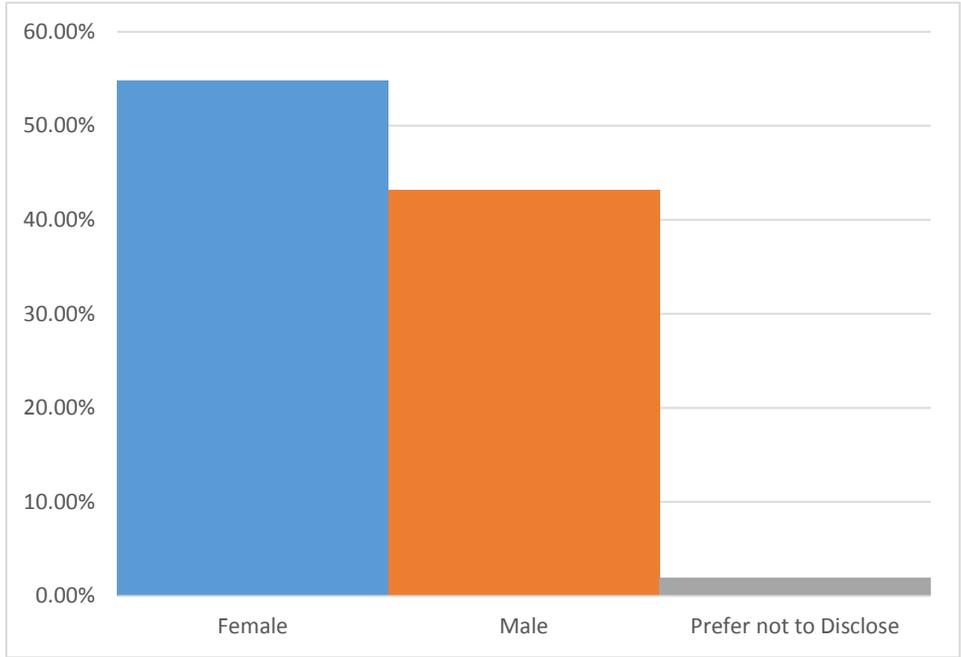
Survey Demographics - Q22. In which county do you live?



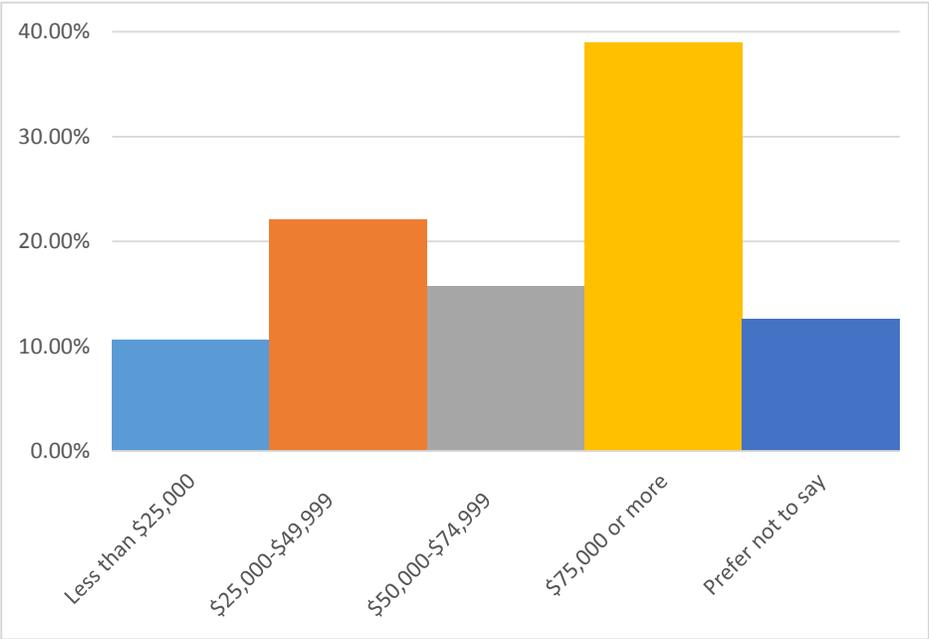
Q23. What is your age?



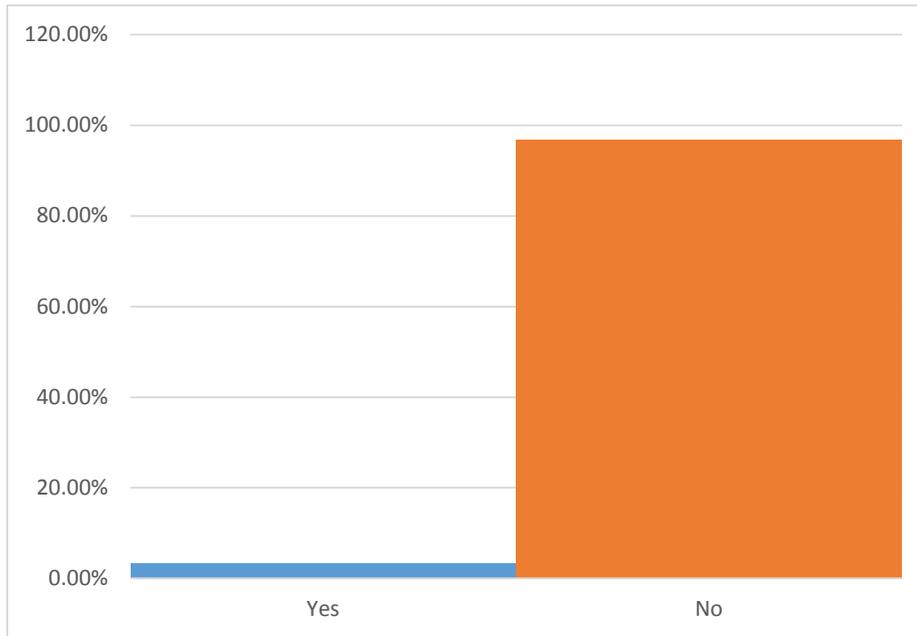
Q24. What is your gender?



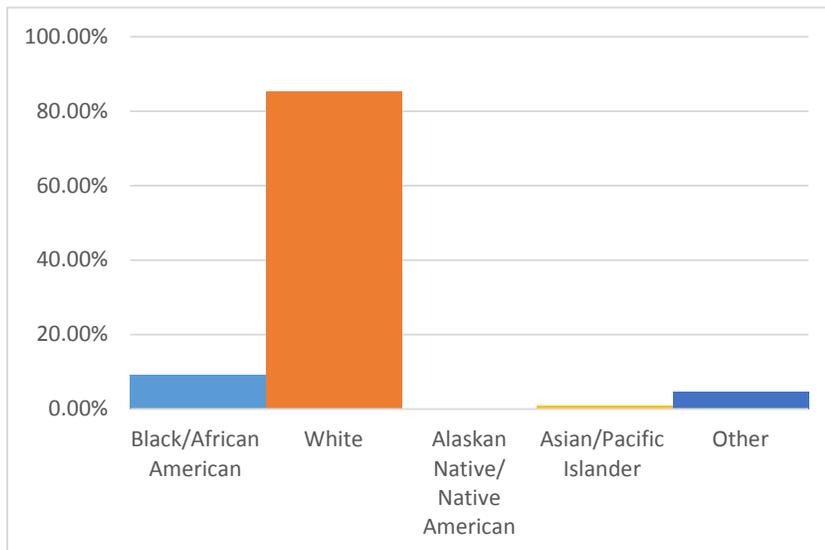
Q25. What is your annual household income?



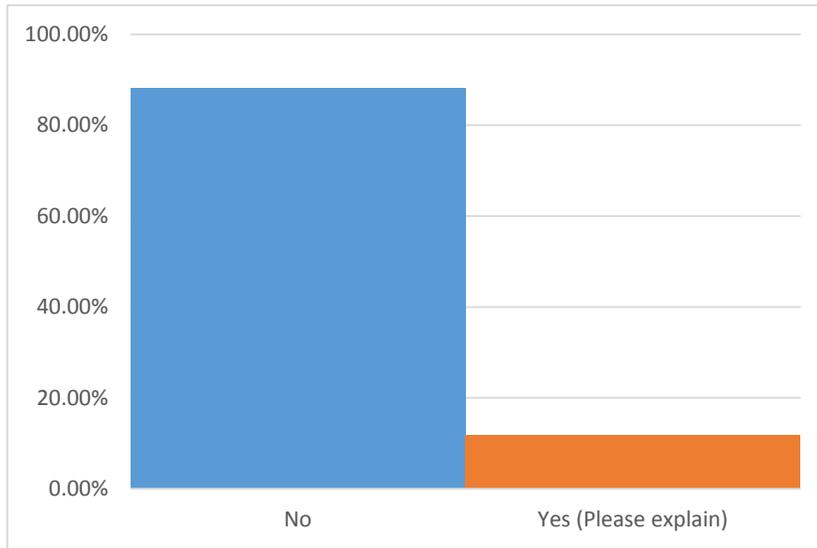
Q26. Do you consider yourself Hispanic or Latino/Latina?



Q27. What is your race?



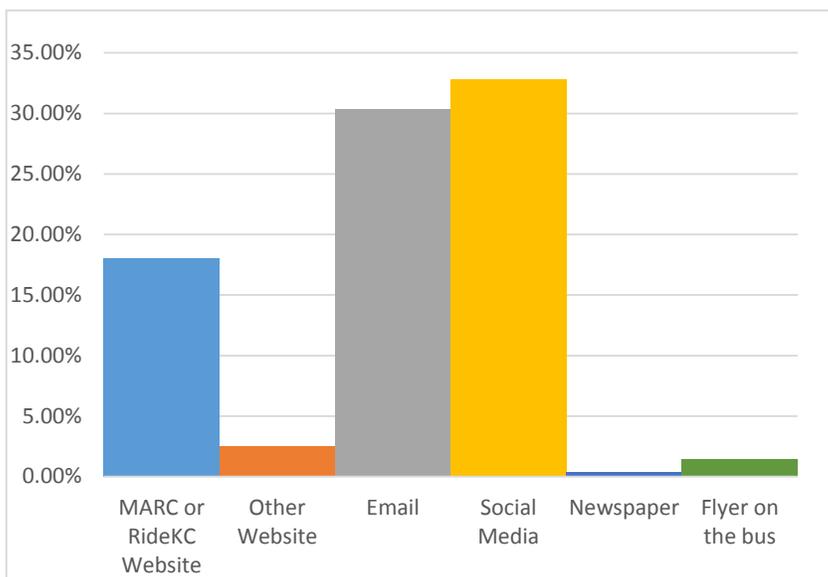
Q28. Do you have a disability (mental and/or physical)?



Explanations of those who selected yes:

- Learning disability
- Blind/limited vision
- Deaf/Hearing impairment
- Wheelchair user.
- Autism
- Deformed spine, unable to stand for more than 3 min.
- Limited Mobility – have to use a cane or walker

Q31. How did you hear about this survey or meeting?



Other responses:

- Through a friend/co-worker
- At another meeting
- Through another program
- Neighborhood Group

Public Meetings (Phase 2)

- Participants are concerned about job access and are pleased that this issue is being addressed.
- Including innovation in mobility in the plan, specifically the use of automated vehicles, is important.
- Better customer information and education is important in order to grow the system.
- Funding is going to a challenge.
- Several participants were concerned about employers who choose to locate in hard-to-reach areas of the region, have limited access by transit, and do not pay living wages.
- Participants favored the mobility hub concept and how transit could link to other mobility services.
- Development around transit is important for the vision but participants were unsure how feasible this was in suburban locations.