

City of Nevada  
Fare Share Public Transportation  
Survey Results  
May 21, 2019

The Fare Share Public Transportation currently operates Monday thru Friday from 8:30am until 4:30pm and is closed on holidays and during inclement weather. One full-time driver and one part-time driver operate two cars and an ADA accessible van. The fare is \$3.75 for a one-way trip inside city limits. Fares may be paid in cash or with a coupon. Coupons are available for purchase at City Hall and the Nevada Housing Authority.

A survey was conducted from March 15 through April 30, 2019. The purpose was to gather public comments and concerns for the Fare Share Public Transportation program. Surveys were available in the transportation vehicles, City Hall and online. The following agencies were contacted by mail or email:

- Nevada Housing Authority
- On My Own Inc.
- Joe Clark Residential Care
- Council on Families in Crisis
- Medicalodge
- Nevada Regional Medical Center
- Nevada Medical Clinic
- Preferred Family Healthcare
- Compass Health Network
- Moore-Few Care Center
- Neal Senior Center
- Chamber of Commerce
- Cottey College
- Crowder College
- Quality Products
- Skills Unlimited
- West Central Community Action Agency
- Workforce Development
- Vernon Co Public Administrator

234 responses were received: 65 paper, 12 online and 157 college students. On some of the questions, the total responses exceed the number of respondents because they could choose all that apply. On some of the questions, the total responses are less than the number of respondents because they chose not to answer the question.

FARE SHARE PUBLIC TRANSPORTATION SURVEY  
3/15-4/30/2019

	Total	%
<b>1. WHAT DO YOU THINK ABOUT PUBLIC TRANSPORTATION IN NEVADA?</b>		
Don't use, Not aware there was public transportation in Nevada	116	41%
Fares too expensive	75	27%
Safety is a concern	44	16%
Cleanliness is a concern	24	9%
Hours of operation (not useful), Not enough cars available for quicker service.	11	4%
I had a good experience, Good company	8	3%
OATS bus reasonable	2	1%
Sometimes tone of voice is rude, but others are nice	1	0%
City coverage is fine, County opportunities are a problem	1	0%
TOTAL RESPONSES	282	100%
<b>2. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION?</b>		
Only when I have no other option, Not often, Never	200	83%
Weekly	17	7%
Once a month, Several times a month	13	5%
Daily	10	4%
TOTAL RESPONSES	240	100%
<b>4. WHAT ARE YOUR TOP THREE DESTINATIONS WHEN YOU TAKE PUBLIC TRANSPORTATION</b>		
Work, Unemployment, Community Assistance Agencies	99	50%
Store, Bank, Pay Bills, Laundry Mat	48	24%
Medical services, Vet services	21	11%
Entertainment, Library, Restaurant	13	7%
Home	13	7%
Church, School	3	2%
Other-not specified	1	1%
TOTAL RESPONSES	198	100%

<b>5. I AM A:</b>		
Other-Student	107	46%
Concerned Citizen	71	30%
Senior, Disabled Citizen, Veteran	53	23%
Other-Community Service Agency	2	1%
TOTAL RESPONSES	233	100%

<b>6. WHAT HOURS OF OPERATION BEST FIT YOUR TRANSPORTATION NEEDS?</b>		
Monday thru Friday 7:00am - 6:00pm	97	43%
Nights and Weekends (students)	68	30%
Monday thru Friday 8:00am - 5:00pm	26	11%
Monday thru Friday 8:30am - 4:30pm	23	10%
After 10:00pm, Midnight shift, 24 hour transportation	6	3%
5:00am - 9:00pm	2	1%
6:00am - 10:00pm	1	0%
8:00am - 9:00pm	1	0%
I do not think they come out to my address (Deerfield)	1	0%
I'm at work during those hours	1	0%
Only when needed	1	0%
TOTAL RESPONSES	227	100%

<b>7. HAVE YOU EXPERIENCED ANY PROBLEMS USING THE FARE SHARE PROGRAM?</b>		
Not applicable (students)	138	64%
No	68	32%
Hours and wait time on cabs for some days	3	1%
Yes	1	0%
Too expensive	1	0%
We have one consumer who has used the cab and was spoken to in a rude manner	1	0%
Don't always answer the phone	1	0%
Not at any fault of the drivers, they were understanding and patient	1	0%
Not able to use it	1	0%
TOTAL RESPONSES	215	100%

<b>8. ON A SCALE OF 1-10, HOW WOULD YOU RATE THE SERVICES OF THE FARE SHARE PROGRAM?</b>		
Ratings 6-10	45	76%
Ratings 1-5	14	24%
TOTAL RESPONSES	59	100%

9. ARE THERE ANY SPECIAL ACCOMODATIONS THAT YOU FEEL SHOULD BE ADDRESSED?

No, for the most part very grateful to have the Fare Share Transportation Program available	24	45%
Hours of operation, More vehicles	11	21%
Price too high, One rate all passengers round trip, Lower fare when riding weekly	8	15%
ADA accessible	4	8%
PT1 back seat is broken, he won't put back seat up	1	2%
Give time Fare Share will be at pick up	1	2%
Have a place online where you can get info to relieve drivers of need to explain during ride	1	2%
Drivers should escort elderly to door, help carry in groceries, etc.	1	2%
You're running the cabs who work around the clock out of business. You get the easy calls in the daytime but don't run at night. It doesn't seem fair to those trying to run a business.	1	2%
Consideration with car seats	1	2%
TOTAL RESPONSES	53	100%

Surveys:

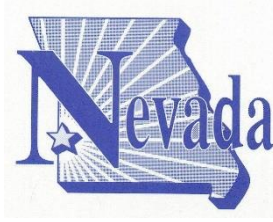
Paper 65

Online 12

Cottey 157

Total 234

CITY OF



110 SOUTH ASH  
NEVADA, MISSOURI 64772  
[www.nevadamo.gov](http://www.nevadamo.gov)

## FARE SHARE PUBLIC TRANSPORTATION SURVEY

The purpose of this survey is to improve public transportation services.

1. What do you think about public transportation in Nevada?

- Fares too expensive
- Safety is a concern
- Cleanliness is a concern
- Other (please specify)

---

2. How often do you use public transportation?

- Daily
- Weekly
- Several times a month
- Only when I have no other option
- Other (please specify)

---

4. What are your top three destinations when you take public transportation?

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

5. I am a:

- Senior
- Person with Disability
- Veteran
- Concerned Citizen
- Other (please specify) \_\_\_\_\_

6. What hours of operation best fit your transportation needs?

- Monday thru Friday 8:30am – 4:30pm
  - Monday thru Friday 8:00am – 5:00pm
  - Monday thru Friday 7:00am – 6:00pm
  - Other (please specify)
- 

7. Have you experienced any problems using the Fare Share Program? \_\_\_\_\_

---

8. On a scale of 1-10, how would you rate the services of the Fare Share Program?

poor 1... 2... 3... 4... 5... 6... 7... 8... 9... 10 excellent

fair

9. Are there any special accommodations that you feel should be addressed? \_\_\_\_\_

---

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_

**Completed surveys can be returned to:**

- **Fare Share Transportation drivers**
- **City Hall, 110 South Ash Street**
- **Email: [kmodlin@nevadamo.gov](mailto:kmodlin@nevadamo.gov)**

**Surveys are due by April 30<sup>th</sup>, 2019.**

Thank-you for your participation!