

## **Transportation Interviews**

Open Ended Responses

August 2007

### **Other Providers**

#### **Who provides transportation for you or your family to get to...**

##### **Work**

- personal care givers
- Special angels take me to and from work

##### **School**

- Dean Transportation - CBI ; Zeeland Public School
- Dean Transportation - Holland provides transportation to and from school
- teacher

##### **Medical appointments**

- personal care givers

##### **Shopping**

- personal care givers

##### **Social activities (including family events)**

- Special ministries of volunteers who provide bible stories, singing, and crafts to special needs kids and will provide transportation to Zeeland on Tuesday nights and bible study in the summer where transportation is not provided.

##### **Church/Religious events**

- personal care givers and family

#### **Are there any other places you or your family need transportation to?**

##### **Yes – Other Places:**

- Bowling league - at night Sept thru May each year. Volunteer work at Freedom Village if transportation was provided.
- Community mental health office on 12265 James St., Holland, MI 49424 Dept. of Human Services office on 12165 James St., Holland, MI 494242 and to Walgreens (James and Butternut)for prescriptions to be picked up twice a month and to family doctor Dr. Zarelange 285 James Street, Holland, MI 494242. Pathways - family counseling -412 Century Lane, Holland, MI 49423
- Library and to local parks and to visit other friends
- Nephew needs transportation from home to school Vanderland and then after school to home at 287 W 40th St. Apt B 106, Holland, MI 49423. Father needs transportation to medical appointment in Holland from 28 W 40th St., Apt. D 109, Holland, MI 49423.
- Outings to go to social activities in Holland and Zeeland areas. To go to Zeeland Twp. for example his work at McDonald's or to the bowling lanes in Zeeland Twp. or to the high school football games.
- Secondary family member get-togethers.
- Transportation from school to sports team and then home after event seasonally
- Women in Transition, Butternut Dr., Holland on Wed. and Thurs. every week. Community Mental Health, James St., Holland weekly and monthly, Lakeshore Club House, James and 136th daily.

## **What things do you like MOST about using [provider] for transportation?**

### **Self (drive)**

- Convenience and can go and come back as soon as possible.

### **Self (bike)**

- Exercise!

### **Self (walk)**

- Enjoy the outdoors!
- Good exercise and get a lot done by myself.
- Like to be independent.
- Nothing - too much walking to catch bus

### **Immediate family**

- Don't have to give them gas money every time they take me somewhere.
- Extremely flexible and willing to help.
- Holidays and family get-to-gathers
- Interaction with relatives.
- Know her and will willingly do it to get her out and about for her sake.
- Know him and dependable to get to appointments.
- knowing they understand my needs
- Knows my needs and knows my schedule.
- Less anxiety knowing that there will not be others to pick up or drop off like bus system
- No wait! Personal safety!
- Reliability and part of family.

### **Extended family**

- Be out a longer time and a longer distance like Zeeland area where the bus would not go.
- Get to see them more.
- It's part of family - know them.

### **Friends**

- Get to see people that you don't get to see all the time.
- Good people - help me a lot
- They are there for support.
- They will take me to where I have to go.

### **Neighbors**

- Good people and can take me to church
- Like to be able to call on them in an emergency

### **Church congregation**

- Convenience of being able to have transportation to church weekly on Sundays.
- Convenient for him and develops friendships with church family.
- Knowing that that I can be picked up and dropped off on Sundays for church when busses do not run.
- Opportunity to go to church functions when they pick her up.

### **J-N-R Taxi**

- Dependable and kind to him. An after hours phone number is answered by a person
- Quicker transportation.

## **MAX**

- Bus drivers are really nice and considerate to all.
- Call ahead and will show up on time and treats me well.
- Can take me to more places if needed.
- Drivers are very courteous, kind and understanding of his disability. Cost is reasonable.
- Get me where I need to go if I call ahead.
- Independence and fairly economical and frees up the parent for other family needs

## **MOKA**

- Can get me to most of the stores.
- Encourage independent living and provide transportation for the days they help him : grocery shopping, errands, eating out

## **Pioneer Resources Transportation**

- Drivers are all real nice to everyone.
- Get me to work.
- Reliable and drivers are kind and considerate.
- Reliable, continuity

## **Other providers:**

Dean Transportation - CBI

- Call on extended family - convenience and safety issue

Dean Transportation – Holland

- Comes with the school obligation

Personal care givers

- More flexible and personally know them.

Teacher

- Do not have to set appointment in advance.

Special ministry of volunteers - "Angels"

- If this transportation was not provided by these special "angels" then I could not go to work or to any outings!

## **What things do you like LEAST about using [provider] for transportation?**

### **Self (drive)**

- Can't take nephew to school and home after school because I'm working at that time. Also can't take father to appointments during the week when I'm working.

### **Self (bike)**

- If raining, can't use it. Inconvenience of locking up the bike.

### **Self (walk)**

- Chicago Drive - traffic is too heavy and no sidewalks, so crossing is too dangerous!
- Having to walk too far to catch the bus - feet swollen
- Nothing
- Slow process takes a while to get where I want to go!

### **Immediate Family**

- Dependency and being a nuisance to them
- Distance and cost of gas and time commitment for family.
- Do not want to be forced to rely on family who does so much weekly for me.

- Family won't take me to different places.
- Inconveniencing my parents and too time consuming when other family needs are important too.
- Juggling of schedules and time involved for transportation
- Not having room in car for kids, myself and groceries/other shopping
- nothing
- nothing
- Relying too heavily on them for all my transportation needs.
- Very difficult for family having one car and person with disabilities working second shift and father working first shift!

#### **Extended family**

- Can't always be available when the time is needed.
- Not liking to ask to inconvenience them for my needs
- Nothing

#### **Friends**

- A lot of drama to deal with.
- Friends will only help so much.
- Not very dependable
- Nothing

#### **Neighbors**

- Nothing

#### **Church congregations**

- None
- None
- Not reliable to come get her
- Waiting to go home after the service.

#### **J-N-R Taxi**

- Always late!
- Price! \$6.00 each way - - too high!

#### **MAX**

- Bumpy ride
- Must call ahead. Would like them to make regular stops instead.
- Not having the bus service available west of River Ave. on Ottawa Beach Road which is a very heavy traveled road by residents and visitors. There needs to have bus service on Ottawa Beach Road at least down as far as 168th Street for local residents to use !
- nothing
- One hour window of time to be ready to go - too long . Better if a 30 minute window of time for person with disabilities and their family!
- Scheduling way in advance for my transportation
- Wait time of a 30 minute window; sometimes not direct in straight route home; when calling on the phone to reserve a pick up time, the wait for an operator varies and can be very long.

#### **MOKA**

- Limited to where I can go.
- None

### **Pioneer Resources Transportation**

- Cost and immediate medical attention if necessary besides calling 911
- Cost is too high! Self-pay customers have had a large increase from \$2.00 to \$4.50 for one way! Starting last year, when the area school closes due to weather, then Pioneer won't run and I'm strained.
- Late and sometimes not show up and makes me mad and hot!
- Wearing safety belt in the back seat.

### **Other Providers:**

Dean Transportation – CBI

- Not always a direct route home so trip can be long

Dean Transportation - Holland

- Working on their schedule instead of yours. Not knowing the drivers at all, can be scary in case of any emergency.

Personal care givers

- Still need more reliability and dependability when needing to get home from work.

Teacher

- Cost of gas

Special ministry of volunteers - "Angels"

- Reliability

### **What changes in your transportation situation would make life easier for you and/or your family?**

- Assuring the safety and the convenience and the affordability for people with disabilities and elderly
- Availability of transportation when needed would make life easier.
- Driver's responsibility fee - \$400.00 and fines - \$380.00 paid in full before I can get my driver's license back
- Get my license back!
- Have a car. Do not have car now.
- If a companion would be able to go with me, I could go more places.
- Longer hours, Sunday morning and afternoon hours for the bus system. Implement a system to use for kid's that do not have a school i.d. so that they also can get a discount instead of full fare. (Ex. Academy Charter School, 633 Apple Ave., Holland, MI 49423)
- MAX hours to be extended weekly at night and have hours on Sundays also.
- More independence to take the bus to other places in the Zeeland area
- more options for transportation when needed
- Need MAX bus to expand service to my block which is one block from their current route so that I can get depend on being able to get to work
- Services were not available in Laketown Twp. for her use
- Transportation for nephew to and from school so that I would not have to worry about how he's going to get to school and back home this year.

**If those changes were (that change was) made, what would improve in your or your family's life?**

- Able to get to work on time and to do more things with people.
- Easier for myself because of the Anxiety Disorder and easier for kids and family  
Would be able to go to church on Wednesday night's if bus system runs to 10PM.
- Eliminate financial stress and make more room in my budget to use for gas cost.
- Get to see my kids in Fennville and Holland. It would open up the opportunity to be able to get employment further out in surrounding communities.
- Give independence to people with disabilities and freedom of time and money to their families.
- Good, easier, less frustrating!
- Independence for person and a good sleep for the father. \$1176.00 per year expense would be dropped to just \$520 per year of transportation cost.
- Less stress to worry about when all the transportation problems are resolved with father and nephew.
- less stressful in knowing there are options; reliability is meant
- Less worry to get her to her appointments and her medical needs met
- More freedom of time and energy; more reassurance that she would have her needs met
- More independence and for family would not have their life rely around his life
- My sense of independence and frees up more time my wife can use in other ways.
- Save more money and my life would be simple.
- Would be able to get to my medical appointments and other places on time and would have more freedom to come and go, now and later.

**What would an ideal solution to your/your family's transportation needs be?**

- Car so that I can have it to get me around on my own - independence!
- Could have reliable transportation to get me to my appointments on time every time!
- Father and mother would have transportation to their appointments, to volunteer and to do errands.
- Free gas and more volunteers to help with her transportation needs.
- Get driver's license and paid for car.
- I would be able to get to all my appointments on time and not have to reschedule and life would be easier!
- If I can drive to get to doctors appointments in Holland and in Grand Rapids.
- MAX transportation to cover the Zeeland Township area with regular daily stops.
- More options, more reliable and affordable options
- Person would be able to save \$700/ year and energy and time saved.
- Pioneer to lower their rates for self-pay customers / MAX transit to expand their route to include our condominium complex!
- Reliable, affordable and safe public transportation; a private chauffer.
- Someone to help pay for these fines so that I can then go out and get a job.
- To be able to have reliable transportation daily so that I know I can get there and back without relying on others who are already so busy.
- Wheel chair accessible van for her to use daily.

What changes in your transportation situation would make life easier for you and/or your family?	If those changes were (that change was) made, what would improve in your or your family's life?	What would an ideal solution be to your/your family's transportation needs be?
more options for transportation when needed	less stressful in knowing there are options; reliability is meant	More options, more reliable and affordable options
Assuring the safety and the convenience and the affordability for people with disabilities and elderly	Give independence to people with disabilities and freedom of time and money to their families.	Reliable, affordable and safe public transportation; a private chauffer.
Longer hours, Sunday morning and afternoon hours for the bus system. Implement a system to use for kid's that do not have a school i.d. so that they also can get a discount instead of full fare. (Ex. Academy Charter School, 633 Apple Ave., Holland, MI49423	Easier for myself because of the Anxiety Disorder and easier for kids and family Would be able to go to church on Wednesday night's if bus system runs to 10PM.	I would be able to get to all my appointments on time and not have to reschedule and life would be easier!
Transportation for nephew to and from school so that I would not have to worry about how he's going to get to school and back home this year.	Less stress to worry about when all the transportation problems are resolved with father and nephew.	Father and mother would have transportation to their appointments, to volunteer and to do errands.
Need MAX bus to expand service to my block which is one block from their current route so that I can get depend on being able to get to work	Eliminate financial stress and make more room in my budget to use for gas cost.	Pioneer to lower their rates for self-pay customers / MAX transit to expand their route to include our condominium complex!
	My sense of independence and frees up more time my wife can use in other ways.	If I can drive to get to doctors appointments in Holland and in Grand Rapids.
More independence to take the bus to other places in the Zeeland area	More independence and for family would not have their life rely around his life	MAX transportation to cover the Zeeland Township area with regular daily stops.
Get my license back!	Get to see my kids in Fennville and Holland. It would open up the opportunity to be able to get employment further out in surrounding communities.	Get driver's license and paid for car.
Services were not available in Laketown Twp. for her use	Less worry to get her to her appointments and her medical needs met	Free gas and more volunteers to help with her transportation needs.
Have a car. Do not have car now.	Able to get to work on time and to do more things with people.	Car so that I can have it to get me around on my own - independence!
MAX hours to be extended weekly at night and have hours on Sundays also.	Independence for person and a good sleep for the father. \$1176.00 per year expense would be dropped to just \$520 per year of transportation cost.	Person would be able to save \$700/ year and energy and time saved.
Availability of transportation when needed would make life easier.	More freedom of time and energy; more reassurance that she would have her needs met	Wheel chair accessible van for her to use daily.
If a companion would be able to go with me, I could go more places.	Good, easier, less frustrating!	Could have reliable transportation to get me to my appointments on time every time!
Driver's responsibility fee - \$400.00 and fines - \$380.00 paid in full before I can get my driver's license back	Save more money and my life would be simple.	Someone to help pay for these fines so that I can then go out and get a job.
	Would be able to get to my medical appointments and other places on time and would have more freedom to come and go, now and later.	To be able to have reliable transportation daily so that I know I can get there and back without relying on others who are already so busy.

**What is the most you are willing to pay for transportation?**

- \$.50 and \$1.00 round trip for an adult.
- \$.50 one way; \$1.00 round trip for persons with disabilities.
- \$.50/trip in the Holland area and \$2.00/round trip outside of Holland area.
- \$1.00 - one way
- \$1.00 / each way in the Holland and Zeeland area. \$5.00 round trip to Allegan County.
- \$1.00 / trip in Holland area. \$10.00 / round trip to Grand Rapids, MI and \$20.00/round trip to Ann Arbor, MI.
- \$1.00 each trip in the Holland area.
- \$1.00 one way trip on bus in the Holland area.
- \$1.00 round trip .
- \$1.50 one way or \$2.00 round trip.
- \$3.00 / one-way trip or \$4.50 / round trip
- Depends on the situation; \$4.50 per one way trip in the Holland/Zeeland area
- Going rate - one way or round trip
- Now not willing to pay for transportation since my wife schedules my appointments around her work schedule and provides my transportation for now.
- Round trip \$4.00/ child

**Which shift do you normally work?****Other**

- 6 am. - 3 pm
- 6 am to 10 am Monday , Wednesday, Thurs.,and Fri. 7am to 11am Sat 10am to 2pm on Sundays weekly
- Between 3 a.m. and 6 a.m. deliver newspaper
- Mornings - 9 AM to 1 PM / 10 AM to 2PM or around those times.
- 1:30pm - 5:30pm Monday through Friday throughout the year

**Do you or someone in your family require special assistance or accessibility in regards to transportation?****If yes- Please explain your special need and what is required:**

- Need a wheel-chair accessible vehicle and help to get on and off the vehicle and help to get transferred to another wheel-chair in home.
- Need help right now since on crutches after my fall.
- Needs a wheel-chair accessible van, help with getting on and off vehicle and to the door where she is met by family. Has seizures so needs assistance in overcoming them.
- Needs lift chair on some vehicles.

**Address or nearest major cross streets**

- 10472 River Bluff Trail, Zeeland, MI 49464
- 11883 Waverly Harbor, Holland, MI 49424
- 1456 Ottawa Beach Road, Holland, MI 49424
- 166 South River Ave., Holland , MI.49423
- 287 W 40th St. Apt. B 106, Holland, MI 49423
- 3768 58th Street, Holland, MI 49423
- 38 1/2 South Pine Street, Zeeland, MI. 49464
- 38 West Washington, Zeeland, MI 49464
- 459 S. 168th Ave., Holland, MI 49424
- 4623 60th Street , Holland, MI 49423
- 4712 Heritage Meadow Drive, Holland, MI. 49423
- 571 Howard Avenue, Holland, MI. 49424
- 6591 147th Avenue, Holland, MI. 49423
- 90656 Westwind Drive , Zeeland Twp. Zeeland.MI 49464
- Felch Street and US-31, Holland, MI 49424

**Is there anything else you would like to tell us about your current transportation situation or previous transportation experiences?**

- Everything in okay now. If there had been other transportation available in her township, she would not have developed such a dependency on family for her total transportation needs.
- Holland needs to provide bus service for there residents on the north side of town west of River Ave. and Butternut; to include the western area to the lakeshore since many live in apartments and trailers on that side of town.
- Need MAX transportation for the Zeeland Twp. to be available daily for regular bus stops.
- Not an available back up plan if needed. So need help in getting a wheel-chair accessible van.
- Own personal wheel-chair accessible van is costly to run, to maintain and to have needed door and lift repairs completed.
- Pioneer Resources dropped a pickup scheduled on an 11PM night winter pickup. The after hours phone was not answered as required. Person was stranded! Family had to come to rescue by 11:30PM. They did not even apologize!
- Previous experiences with Dial - A - Ride was disastrous and daughter was put in a very dangerous and vulnerable position daily. Pioneer is a little pricey to depend on daily for her work schedule.
- Regret losing my driver's license and putting myself in this position. Appreciate the help given me at this time. Looking forward to being independent again and responsible.
- Used to have Life Services Systems to take me to work

Table 1

<b>Gender</b>		
	<b>Frequency</b>	<b>Percent</b>
Male	4	26.7%
Female	11	73.3
Total	15	100.0

Table 2

<b>Age</b>		
	<b>Frequency</b>	<b>Percent</b>
25 and under	4	26.7%
26-30	4	26.7
31-40	2	13.3
41-50	3	20.0
51-60	0	0.0
61 and over	2	13.3
Total	15	100.0

Table 3

<b>Race/Ethnicity</b>		
	<b>Frequency</b>	<b>Percent</b>
White/Caucasian	10	66.7%
Black/African American	2	13.3
Hispanic/Latina-Latino	2	13.3
Asian/Pacific Islander	1	6.7
Total	15	100.0

Table 4

<b>Household Size, Including Self</b>		
	<b>Frequency</b>	<b>Percent</b>
1	3	20.0%
2	4	26.7
3	2	13.3
4	1	6.7
5 or more	5	33.3
Total	15	100.0

Table 5

<b>Annual Household Income</b>		
	<b>Frequency</b>	<b>Percent</b>
No income (zero)	1	6.7%
\$6,000	1	6.7
\$12,000	2	13.3
\$17,000	2	13.3
\$50,000	1	6.7
\$60,000	2	13.3
\$100,000	1	6.7
Don't know	4	26.7
Total	15	100.0

Table 6

<b>Poverty Level</b>		
	<b>Frequency</b>	<b>Percent</b>
Above Poverty Level	7	46.7%
At or below Poverty Level	7	46.7
Don't know	1	6.7
Total	15	100.0

Table 7

<b>Has a Valid Driver's License</b>		
	<b>Frequency</b>	<b>Percent</b>
Yes	3	20.0%
No	11	73.3
Don't know	1	6.7
Total	15	100.0

Table 8

<b>Own or Have Full-time Access to Reliable Car</b>		
	<b>Frequency</b>	<b>Percent</b>
Yes	4	26.7%
No	10	66.7
Don't know	1	6.7
Total	15	100.0

Table 9

<b>Have Valid License by Have Reliable Car (Frequency/Percent)</b>		
	Have Reliable Car	
	Yes	No
Have Valid Driver's License		
Yes	1/7.1%	2/14.3%
No	3/21.4	8/57.1

Table 10

<b>Current Employment Situation</b>		
	<b>Frequency</b>	<b>Percent</b>
Employed, Full-time	1	6.7%
Employed, Part-time	4	26.7
Student	1	6.7
Temporary Disability Leave	1	6.7
Permanent Disability	8	53.3
Total	15	100.0

Table 11

<b>Normal Work Shift*</b>		
	<b>Frequency</b>	<b>Percent</b>
3 AM—6 AM	1	20.0%
6 AM—3 PM	1	20.0
6AM-10AM MVThF, 7AM-11AM Sat, 10AM-2PM Sun	1	20.0
9AM-1PM or 10AM-2PM	1	20.0
1:30PM—5:30 PM	1	20.0
Total	5	100.0

\* Asked only of those who answered Employed on previous question.

Table 12

<b>Require Special Assistance or Accessibility</b>		
	<b>Frequency</b>	<b>Percent</b>
No	11	73.3%
Yes—Need a wheel-chair accessible vehicle and help to get on and off the vehicle and help to get transferred to another wheel-chair in home.	1	6.7
Yes—Need lift chair on some vehicles	1	6.7
Yes—Need help right now since on crutches after my fall	1	6.7
Yes—Needs a wheel-chair accessible van , help with getting on & off vehicle and to the door where she is met by family. Has seizures so needs assistance in overcoming them.	1	6.7
<b>Total</b>	<b>15</b>	<b>100.0</b>

Table 13

<b>Currently Has Consistent, Reliable Transportation to Get to... (Frequency/Percent)</b>		
	<b>Yes</b>	<b>No/NA</b>
Work	10/66.7%	5/33.3%
School	5/33.3	10/66.7
Medical appointments	15/100.0	0/0.0
Shopping	10/66.7	5/33.3
Social activities	11/73.3	4/26.7
Church/Religious events	13/86.7	2/13.3

Table 14a

<b>Who Provides Transportation for You or Your family to Get to...*</b> (Frequency/Percent)			
<b>Work</b>		<b>Medical appointments</b>	
Self (drive)	1/6.7%	Self (drive)	1/6.7%
Immediate family	2/13.3	Self (bike)	1/6.7
Friends	2/13.3	Self (walk)	1/6.7
Neighbors	1/6.7	Immediate family	8/53.3
JNR Taxi	1/6.7	Friends	1/6.7
MAX	2/13.3	MAX	4/26.7
Pioneer Resources Trans.	3/20.0	MOKA	2/13.3
Other	2/13.3	Other	1/6.7
Not Applicable	6/40.0	<b>Shopping</b>	
<b>School</b>			
Extended family	1/6.7%	Self (drive)	1/6.7%
J-N-R Taxi	1/6.7	Self (bike)	1/6.7
MAX	2/13.3	Self (walk)	1/6.7
Pioneer Resources Trans.	1/6.7	Immediate family	8/53.3
Other	3/20.0	Extended family	1/6.7
Not Applicable	10/66.7	Friends	3/20.0
		MAX	1/6.7
		MOKA	2/13.3
		Other	1/6.7

\* Respondents can have more than one transportation provider under each location/event so percents will not total 100%.

Table 14b

**Who Provides Transportation for You or Your family to Get to...\***  
(Frequency/Percent)

<i><b>Social activities</b></i>		<i><b>Church/Religious events</b></i>	
Self (drive)	1/6.7%	Self (drive)	1-6.7%
Self (bike)	1/6.7	Self (walk)	1/6.7
Self (walk)	1/6.7	Immediate family	7/46.7
Immediate family	11/73.3	Friends	2/13.3
Extended family	1/6.7	Neighbors	1-6.7
Friends	2/13.3	Church congregation	4/26.7
JNR Taxi	1/6.7	Other	1-6.7
MAX	2/13.3		
Other	1/6.7		

\* Respondents can have more than one transportation provider under each location/event so percents will not total 100%.

Table 15

<b>Are There Other Places Your Family Needs Transportation to?</b>		
	<b>Frequency</b>	<b>Percent</b>
Yes	9	60.0%
No	6	40.0
Total	15	100.0

Table 16

<b>What Changes in Your Transportation Situation Would Make Life Easier for You and/or Your Family?</b>		
	<b>Frequency</b>	<b>Percent</b>
Get a car	2	13.3%
Expanded area covered by transit system	6	40.0
Lower cost of rides from transit provider	3	20.0
Driver's license renewal cheaper, easier	3	20.0
Lower cost of gas for car	1	6.7
Lower cost of vehicle insurance	1	6.7
Other	13	86.7
None/Cannot think of any change	1	6.7

\* Respondents can have more than one answer so percents exceeds 100%.

Table 17

<b>May we contact you in the future if we need more information?</b>		
	<b>Frequency</b>	<b>Percent</b>
Yes	15	100.0%
No	0	0.0
Total	15	100.0