

UNDERSTANDING TRANSPORTATION NEEDS IN GREATER HOLLAND



THE “NEED A RIDE?” SURVEY

Prepared for:
TRANSIT RESEARCH PROJECT ACTION GROUP

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Executive Summary

The 2007 Transit Survey was created by the Transit Research Project Action Team and the Carl Frost Center for Social Science Research. The purpose of the survey was to develop an understanding of the unmet transportation needs of residents in the Greater Holland area. Unmet needs were defined as having “had ANY transportation problems in the past year that kept you from getting where you needed to go.” Surveys were administered in English and Spanish to individuals self-identifying as having experienced unmet transportation needs from mid-September to late October 2007 at various community agencies and local government offices. Surveys were also mailed to Community Mental Health clients and included in Manpower pay envelopes. A few people also heard about the project by radio or newspaper and requested surveys. Information was collected about the times and places transportation was needed, transit preferences, and transportation currently being used. More than 600 residents of Holland City, Zeeland City, Holland Township, Zeeland Township, Park Township, Laketown Township and Fillmore Township participated in this study. The following summary highlights key findings of this study.

Regarding survey respondent demographics...

- 58% were female,
- 30% were under 30 years of age, 43% were between the ages of 30 and 49,
- 56% live with at least one other adult who needs transportation,
- 33% have one or more children also in need of transportation services, and
- The majority of respondents came from the City of Holland (48%) or Holland Township (23%).

Many respondents had special needs impacting their transportation. Half (50%) required an accessible vehicle when traveling and 29% needed some personal assistance when they travel.

When asked where they needed to go but did not have rides to get there, the most frequently indicated destinations were...

- Work (39%),
- Medical appointments (38%), and
- Shopping/grocery (33%).

Most frequently identified locations respondents needed help reaching were in...

- Ottawa County (48%),
- Kent County (18%),
- Allegan County (18%), and
- Muskegon County (11%).

Findings related to transportation costs were that...

- A little over half (56%) said transportation would be affordable for them if a one-way ride in the Greater Holland area cost \$1 or \$.50, and
- Residents needing accessible vehicles or personal assistance were more likely than those who didn't to indicate that \$4-5 per ride was affordable.
- Respondents 40 to 59 years old were more likely to indicate that \$1 or less was affordable, while younger and older age groups were able to pay more.

Most respondents said they needed rides...

- Monday through Friday between 6 a.m. and 10 a.m. (33-35%) and
- Monday through Friday 2 p.m. to 6 p.m. (28-31%).

Two out of five respondents (41%) said lack of transportation had prevented them from looking for, getting, or keeping a job in the past year.

Asked if they had a choice of public transit options...

- Half (51%) preferred using Demand Response/Reserve a Max, while
- One-quarter (26%) preferred Fixed routes/Catch a Max.

The top 5 potential solutions to meet respondent transportation needs were identified as...

- Public transportation that goes where/when needed (61%),
- Gas money (50%),
- Money for bus passes, taxi rides, etc. (43%), and
- Car insurance (36%).

When asked how participants were currently resolving their unmet transportation needs...

- 50% use friends, family or neighbors as resources,
- 30% use the MAX /Allegan County Transportation, and
- 10% use Good Samaritan/Love Inc.
- One-quarter (25%) also said they make use of other options.

Based on these findings, the Transit Research Project Action Team might consider the following activities to better inform community-wide decisions on public transportation:

- Support increased awareness of current transportation options to those with unmet transportation needs,
- Consider creating a single source of information regarding available transportation services,
- Encourage a comprehensive approach that coordinates already existing services and organizations,
- Address transportation solutions that respond to multiple unmet transportation needs across individuals or families,
- Focus improvements to increase access to transportation in Ottawa County,
- Determine what populations have chronic rather than sporadic unmet transportation needs and prioritize advocacy for increased services to those with chronic needs, and
- Investigate current MAX/Allegan City Transit user rates to understand how this service can be better utilized.

Overall, the Action Team can use this research to structure a response to the problem of unmet transportation needs in a manner that prioritizes the voices of those closest to the issue and therefore benefits those most in need.

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Part One: Introduction

I. Survey Design and Data Collection

The 2007 Transit Survey was created by the Transit Research Project Action Team and the Carl Frost Center for Social Science Research. The purpose of the survey was to develop an understanding of the unmet transportation needs of residents in the Greater Holland area. Unmet needs were defined as having “had ANY transportation problems in the past year that kept you from getting where you needed to go.” Surveys were administered in English and Spanish to individuals self-identifying as having experienced unmet transportation needs from mid-September to late October 2007 at various community agencies and local government offices. Surveys were also mailed to Community Mental Health clients and included in Manpower pay envelopes. A few people also heard about the project by radio or newspaper, and requested surveys. Information was collected about the times and places transportation was needed, transit preferences, and transportation currently being used. More than 600 residents of Holland City, Zeeland City, Holland Township, Zeeland Township, Park Township, Laketown Township and Fillmore Township participated in this study. To encourage participation, respondents were told that completion of the survey would enter them into a random drawing for one of five \$100.00 gift cards. A table of agencies and office locations where the surveys were administered is included in Appendix B.

II. Data Analysis

Completed surveys were scanned with Remark OMR software and the resulting data set was saved in SPSS in order to facilitate data analysis. Frequency and percentage tables for all questions in the survey appear in the appendices. General findings concerning residents transit destinations, dates and times transit was needed, and transportation preferences are discussed in Part Two of this report. Findings that are specific to each township or city are discussed in Part Three. Copies of the English and Spanish versions of the survey appear in Appendix A. A complete list of open-ended responses to the “other” response to four questions is included in Appendix C.

III. Respondent Characteristics

A total of 610 surveys were collected, with 58.1% female and 41.9% male. About one-third (29.6%) of participants were under 30 years old, 33.6% were age 30 to 49, and 36.8% were 50 or older. Persons needing transportation filled out 425 surveys (79.7%), while caregivers of a person needing transportation filled out 108 surveys (20.3%); seventy-seven respondents did not answer this question. Half of the respondents (49.6%) indicated that they need an accessible vehicle when they travel, and close to one-third (29.1%) that they need personal assistance when they travel. More than half (56.2%) had at least one other adult in their home who also needed transportation and 32.7% had one or more children living with them who also needed transportation. The proportion of surveys completed by residents of each city or township appears in Figure 1.

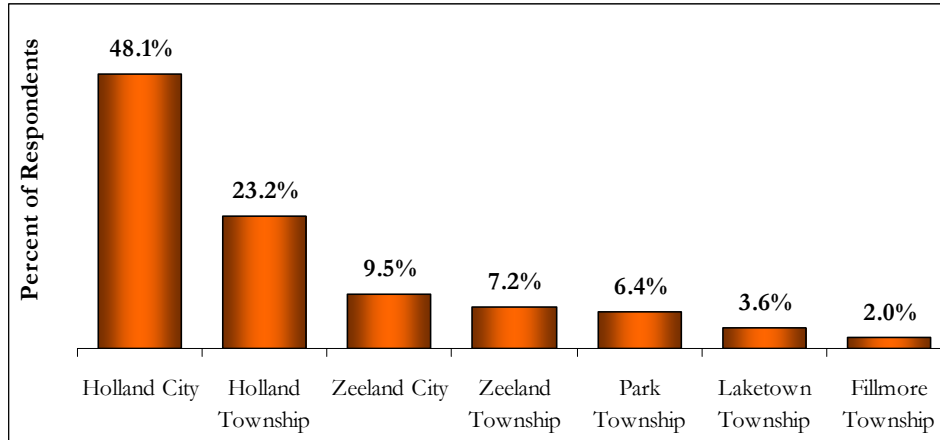


Figure 1. Total Completed Surveys, by Township/City

Part Two: Survey Results

Participants were asked to discuss their experiences with unmet transportation needs, specifically the destinations they were struggling to get to, dates and times transit was needed, transportation costs, impact on employability, and transportation preferences. To be noted, although 610 surveys were completed, not all respondents answered all questions. Therefore, the total number of responses varies slightly from question to question. In this section, percentages represent the proportion of respondents who answered a particular question.

I. Transit Destinations

A. Reason for Trip

Respondents were provided with a list of locations and asked to indicate where they needed to go but did not have a ride to get there. Work (38.9%), Medical appointments (38.4%) and Shopping/grocery (32.6%) were the most frequently cited destinations for which rides were needed. Visits to friends or family (27.4%), Church (23.4%), and Other locations (18.0%) were also indicated by a sizable proportion of respondents (Figure 2, next page).

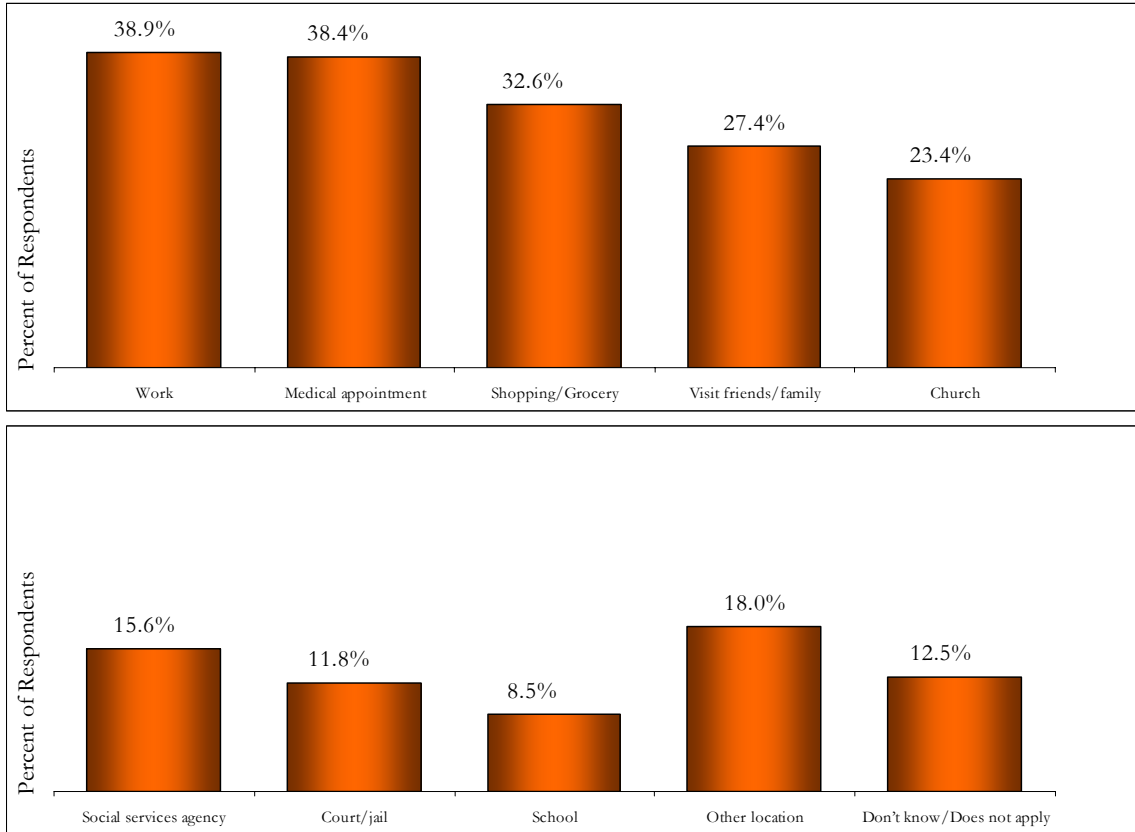


Figure 2. Transit Destination – Reason for Trip

Other location descriptions included Evergreen ADS, Probation meetings, daycare, volunteer work, and cultural or sporting events.

As shown in Figure 3 (next page), people of different age groups had different reasons for needing rides. Top destinations across groups were to work, to go shopping or get groceries, or attend medical appointments. To further investigate these responses, age responses were combined into four groups, under 30 (29.6% of sample), aged 30 to 39 (16.3%), aged 40 to 59 (31.6%), and aged 60 or over (22.4%). Most frequently cited destinations for participants under 30 years old were to go to work (54.5%), to visiting friends/family (37.1%), to go shopping or obtain groceries (29.8%), and attend medical appointments (28.1%). For those age 30-39, most frequently cited destinations were also work (59.2%), shopping or getting groceries (40.8%), attending medical appointments (40.8%), or attending church (36.7%). For those between 40 and 59 years of age, most needed to get to medical appointments (45.3%), to go shopping or get groceries (40.5%), or go to work (37.4%). For those age 60 or older, most needed to get to medical appointments (41.5%) or go to other locations (38.5%).

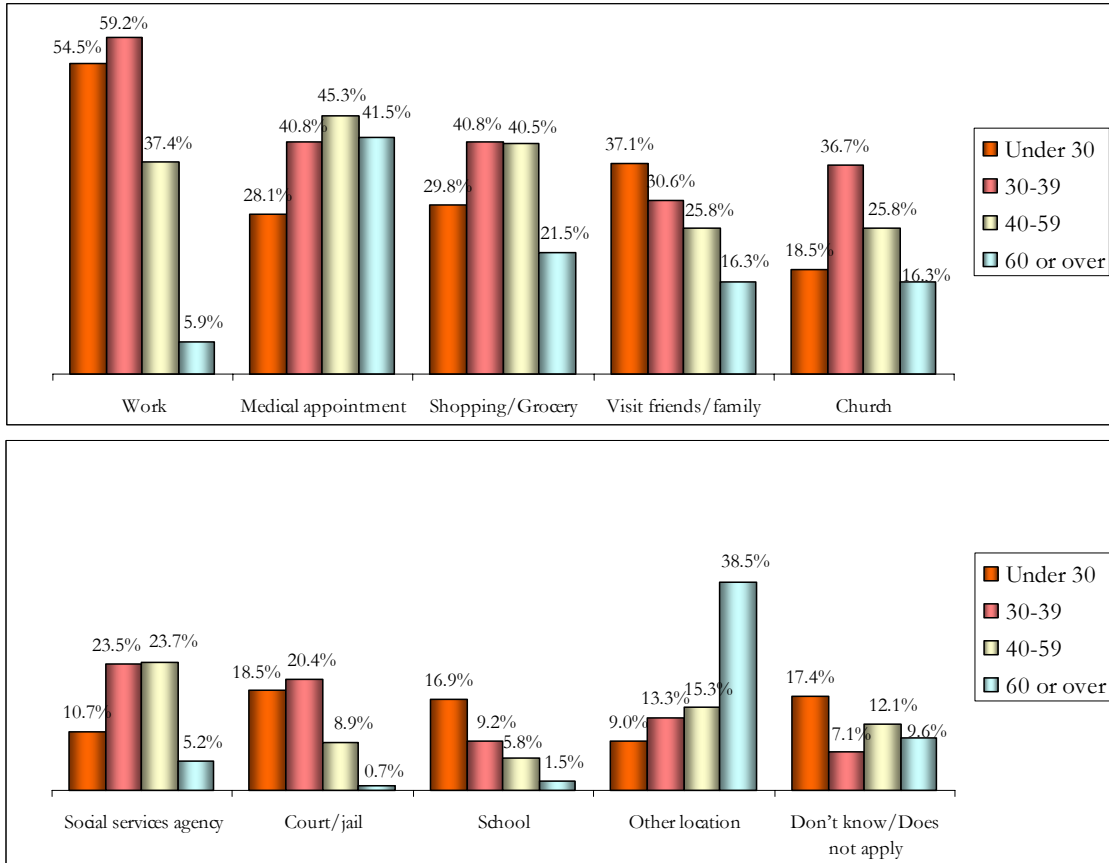


Figure 3. Transit Destination – Reason for Trip, by Age Group

B. Destination County

Ottawa County was named by 47.9% of respondents as the destination they needed to go to but did not have a ride to get there. Kent County (18.2%) and Allegan County (17.7%) were next, while Muskegon (10.8%) and Kalamazoo (4.3%) counties were indicated less often (Figure 4).

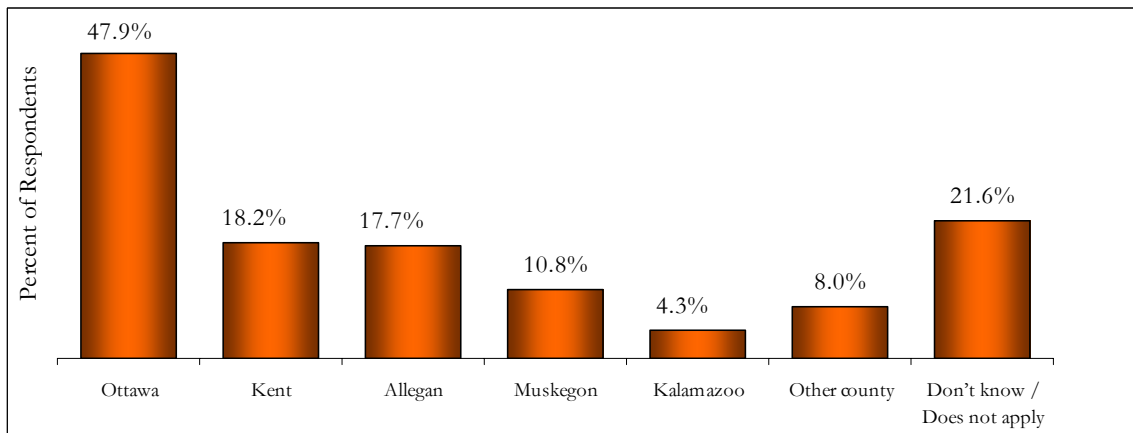


Figure 4. Transit Destination – County

II. Affordability

When asked what amount respondents consider affordable prices for rides, 55.7% said a one-way ride in the Greater Holland Area costing 50¢ (15.9%) or one dollar (39.8%) was considered affordable, while 7.8% said no price would be affordable (Figure 5).

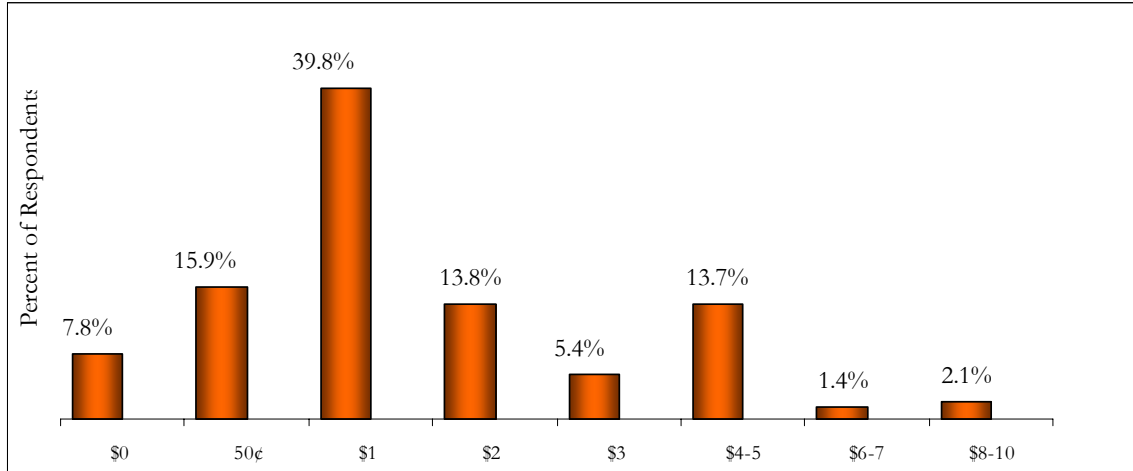


Figure 5. Affordable Cost for a One-way Ride in Greater Holland

A. Affordable Cost by Age

Respondents 40 to 59 years old more frequently indicated that affordable rides would cost \$1 or less, while younger and older age groups indicated more was affordable. Three-fourths (75.2%) of 40-59 year olds indicated \$1 or less was affordable, with 19.9% of this group indicating 50 cents and 10.5% indicating only free rides would be affordable. A substantial proportion (40.5%) aged 60 or older said one-way rides within Greater Holland would be affordable if they cost 4 or 5 dollars (Figure 6).

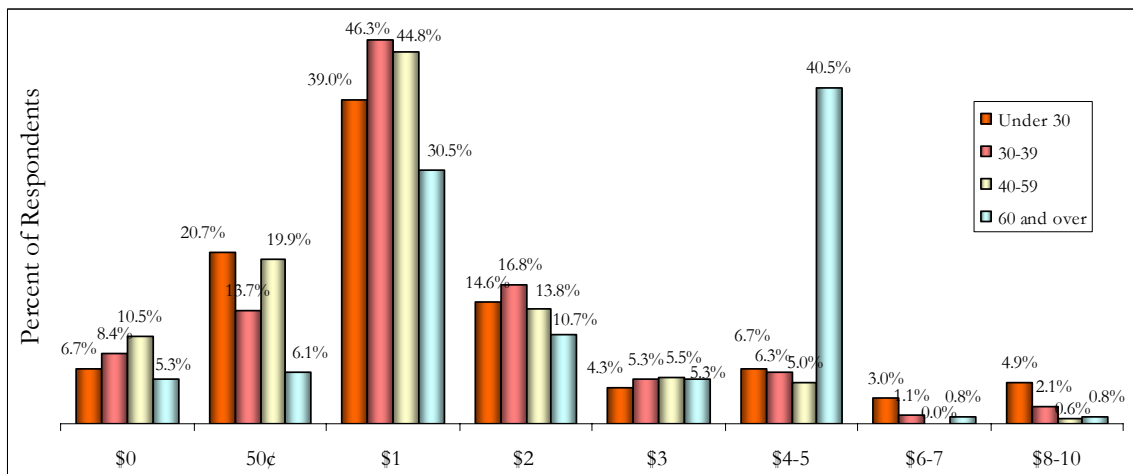


Figure 6. Affordable Cost for a One-way Ride in Greater Holland, by Age Group

B. Affordable Cost by Special Needs

Figure 7 shows a highly statistically significant difference ($p = .000$) on the issue of affordable cost between respondents needing an accessible vehicle and those who don't. More residents needing an accessible vehicle indicated that \$4-5 for a one-way ride would be affordable (23.6% vs. 4.5% of those not needing such a vehicle), while almost half (48.5%) of residents not needing an accessible vehicle felt that only \$1 would be affordable, compared to a third (33.0%) of those needing an accessible vehicle.

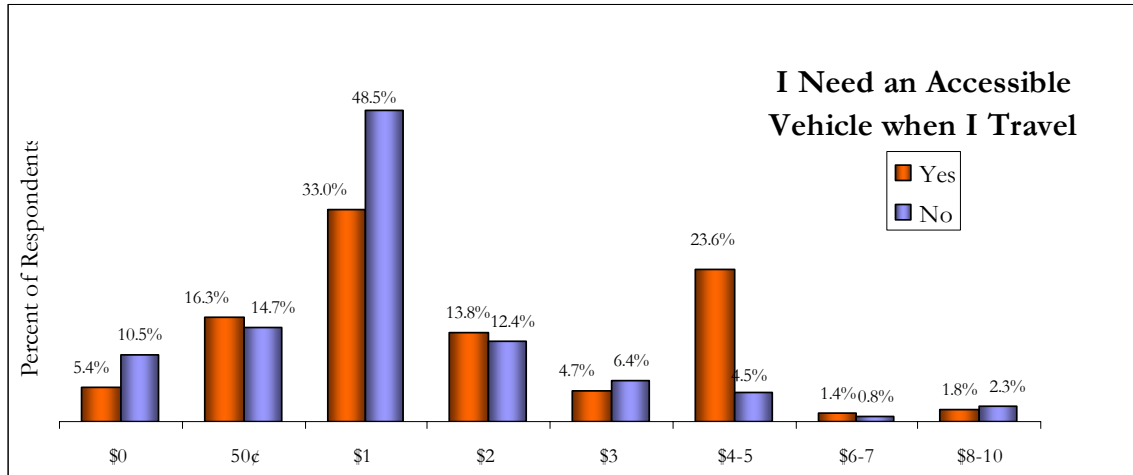


Figure 7. Affordable Cost by Need an Accessible Vehicle

Similar to Figure 7, a high statistical difference ($p = .000$) also exists on the issue of affordable rides based on whether the respondents needs personal assistance when they travel (Figure 8). Over a third of those needing assistance (37.3%) indicated that \$4-5 for a one-way ride was affordable, while close to half (45.7%) of those not needing assistance felt that only \$1 was affordable. Looking at age and needing personal assistance, two-thirds (66.9%) of respondents over 60 years old said they required some personal assistance when traveling, much higher than the 14.9% of respondents under 30, 16.9% of those aged 30 to 39 and 21.7% of respondents aged 40 to 59 (highly significant, $p = .000$).

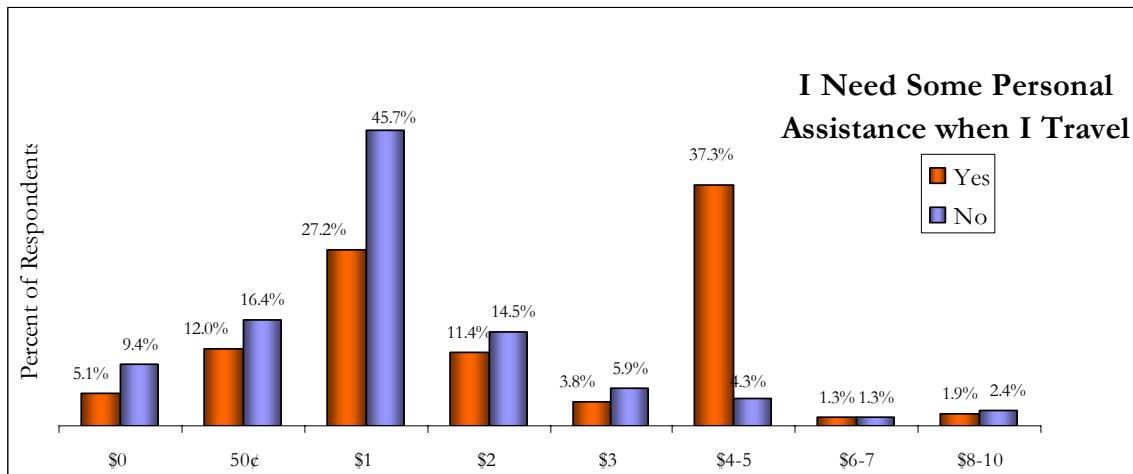


Figure 8. Affordable Cost by Need Some Personal Assistance

III. Times for Needed Transportation

Peak times when transportation was needed were during weekday business hours, specifically at the start and end of the day. After six p.m., travel needs on weekdays were similar to those of the weekend. The time the greatest proportion of respondents (35.2%) needed transportation was Tuesdays and Thursdays from 6 to 10 a.m. The period of least need was Sunday from 2 to 6 a.m., when just 8.4% of respondents required transportation. As work was the most often indicated destination among respondents under 30 (54.5%) and 30 to 39 years old (59.2%; Figure 3), it is not surprising that peak days and times of transit need corresponded to a first shift work schedule (Figure 9).

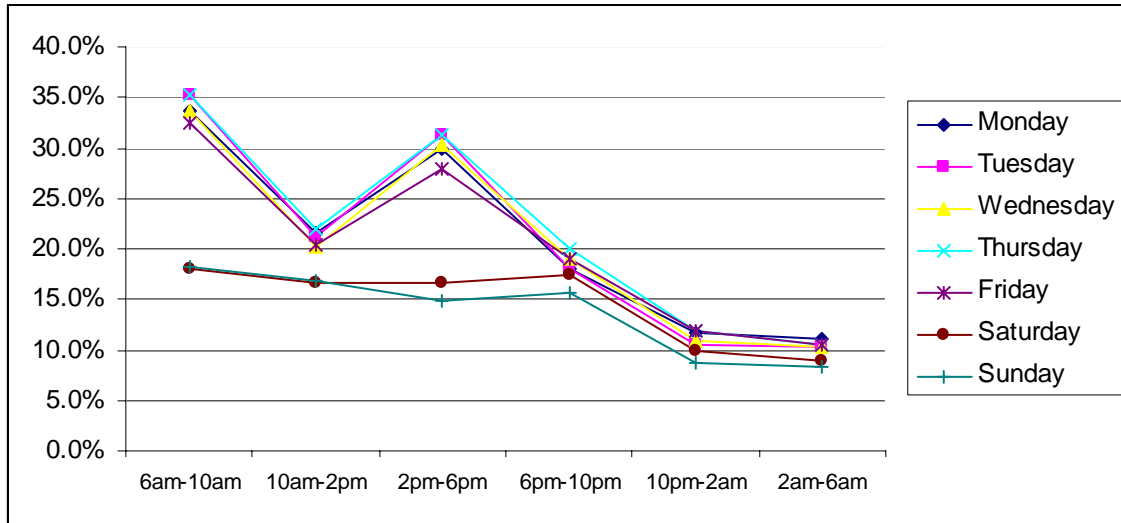


Figure 9. Days and Time Needed Transportation

IV. Employment Impact

Respondents were asked whether in the past year lack of transportation had prevented them from looking for, getting, or keeping a job. Two out of five respondents (40.9%) said lack of transportation had prevented this. Another 10.9% were unsure if lack of transportation had had this effect. As Table 1 below and Figure 10 on the next page display, certain geographic areas had greater or lesser proportions of respondents saying lack of transportation in the past year had impacted their employability. Residents of Zeeland City (20.8%) and Park Township (26.3%) were least apt to say lack of transport had negatively affected their employment, while Fillmore Township residents (54.5%) were most likely to say lack of transportation in the past year had affected their employment.

	Fillmore Twp	Holland City	Holland Twp	Laketown Twp	Park Twp	Zeeland City	Zeeland Twp
Yes	54.5%	45.1%	45.4%	42.1%	26.3%	20.8%	32.5%
No	36.4%	44.4%	45.4%	36.8%	63.2%	66.0%	47.5%
Unsure	9.1%	9.2%	9.2%	21.1%	10.5%	13.2%	20.0%

Table 1. Employment Impact by City/Township

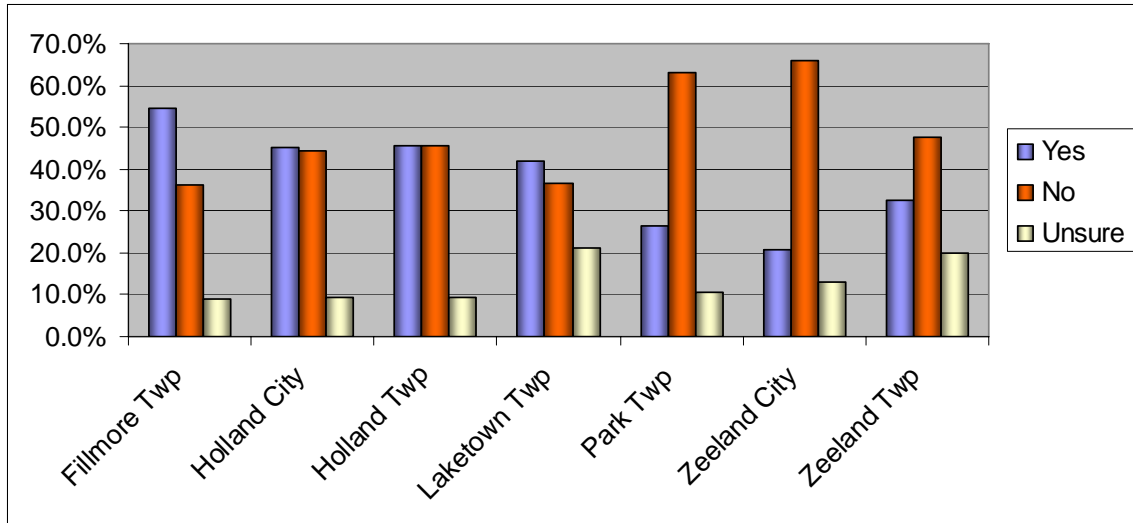


Figure 10. Impact on Employment, by Township/City

V. Transportation Preferences

A. Fixed Route or Demand Response

Respondents preferred demand response public transit over fixed routes two to one (51.4% v. 25.9% with 22.7% saying Don't Know.) The older respondents were, the more likely they were to have a preference, and the more apt they were to prefer demand response public transportation (Table 2). These differences by age are statistically significant ($p < .01$).

	Under 30	30-39	40-59	60 and over	Total
Fixed Route / Catch a MAX	27.5%	26.9%	31.2%	14.8%	25.9%
Demand Response / Reserve a MAX	46.2	48.4	47.6	67.2	51.4
Don't Know	26.3	24.7	21.2	18.0	22.7

Table 2. Fixed Route or Demand Response by Age Group

B. Ranked Solutions

Respondents were presented with a list of eight solutions as well as the opportunity to write in their own, and asked to rank up to five top solutions to their unmet transportation needs. *Public transportation that runs where and when respondents needed it was the most frequently cited first, second, and third choice, as well as the one that appeared among the top five choices more often than any other solution.* Other first choices were identified as gas money (18.4%), a reinstated driver's license (17.5%), getting a vehicle repaired (14.2%), getting personal assistance (13.8%), and money for bus passes, taxi rides, etc. (8.4%) (Figure 11, next page).

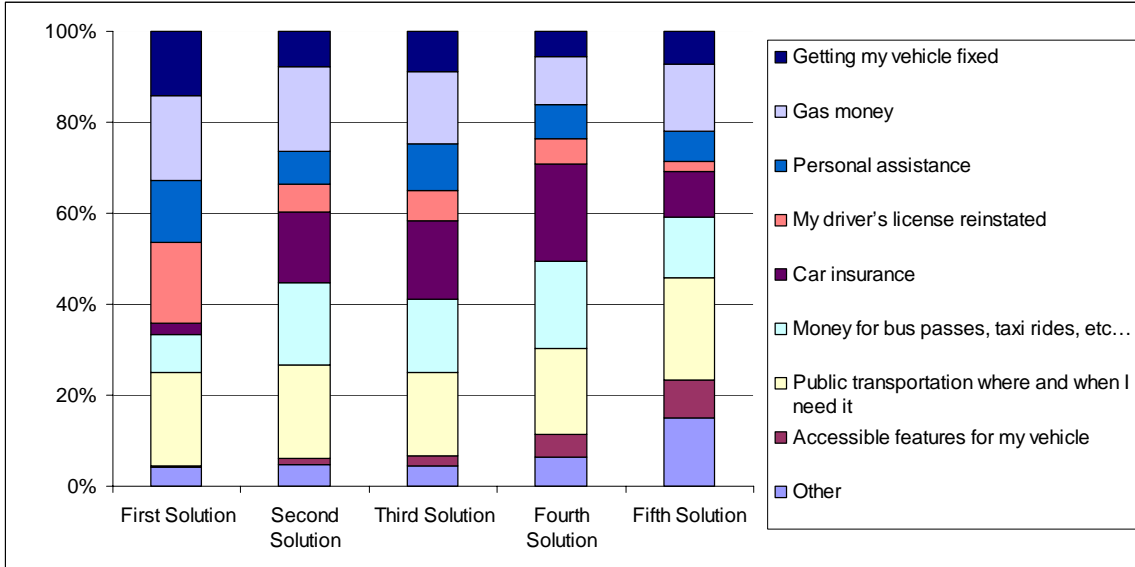


Figure 11. Rank Up to Five Top Solutions to Transportation Needs

Public transportation and monetary support were among the solutions most frequently mentioned in response to this question (Figure 12). The most commonly written in “Other” solutions were help getting a car and getting a driver’s license. See Appendix C for a complete list of other comments.

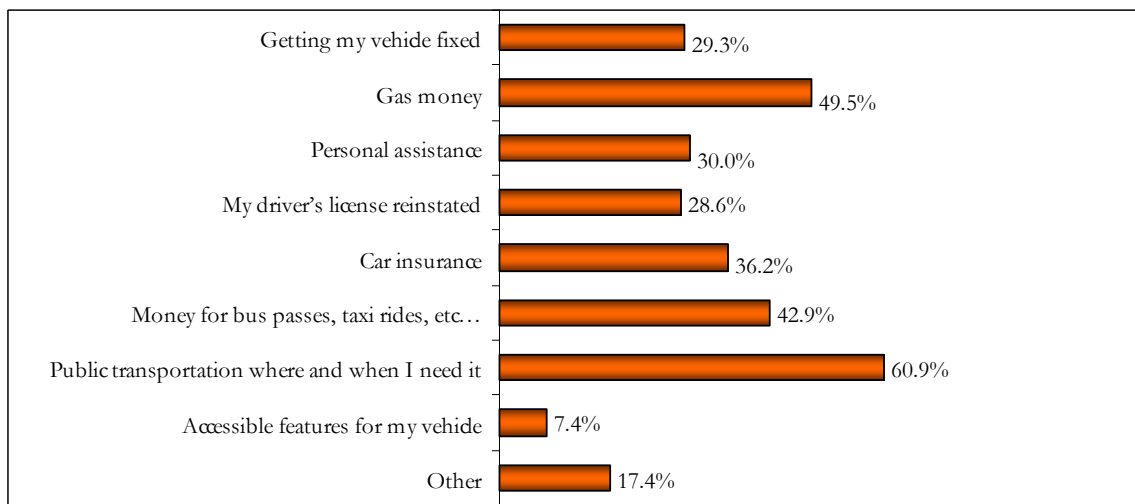


Figure 12. Top Solutions

C. Current Transport

When asked who they currently use to help them with transportation, half (49.5%) said they were using friends, family or neighbors to cover their transportation needs, while 30.7% used the MAX or Allegan County Transportation, 9.8% were using Good Samaritan or Love Inc., 6.4% were using taxis, 3.4% were using Pioneer Resources, and 25.4% were using some other source of transportation. The responses most often written in for “Other” transportation were the Evergreen bus, own car, and walking.

Part Three: Results by Townships/Cities

Survey results in this section are discussed separately for each of the seven cities/townships. Tables of responses for each residency area can be found in Appendix D, and a complete list of open-ended comments by residency area is in Appendix E.

I. Fillmore Township (12 surveys)

Surveys for this area were completed by caregivers in 22.2% of the cases. Two-thirds (66.7%) of respondents living in Fillmore Township were female; 33.3% were male. Eighteen to 29 years olds were the largest age group represented (41.7%) (Figure 13).

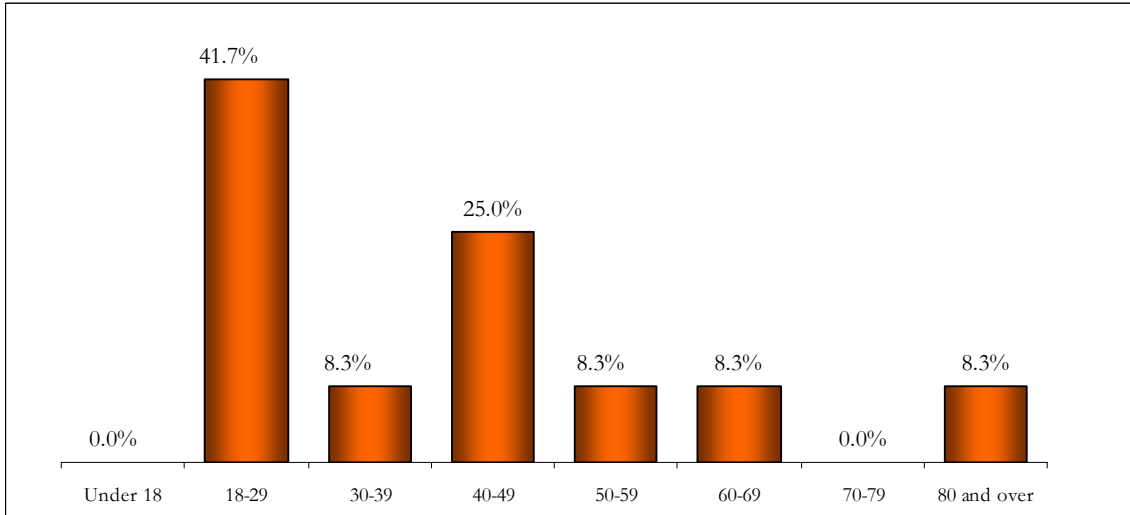


Figure 13. Age Distribution, Fillmore Township

An accessible vehicle was needed by 27.3% of respondents; the same proportion required personal assistance when traveling. Additionally, two-third (66.7%) of respondents from Fillmore Township lived with one or more other person requiring transportation (Figure 14).

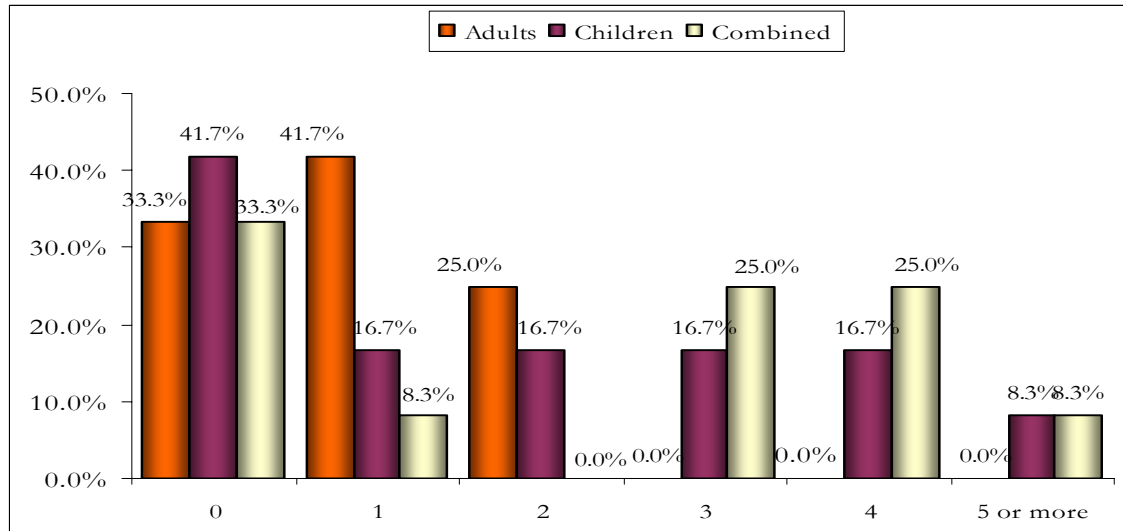


Figure 14. Others in Home Needing Transportation, Fillmore Township

Regarding transportation destinations, respondents most frequently said they did not have rides to get to Work (50%), Medical appointments (33.3%) and Shopping/groceries (25.0%). Half (50%) said they were not able to get a ride to a destination within Ottawa County. Allegan and Kent Counties were named by 25.0% as locations they were not able to get rides to reach.

When asked what price would be affordable for a one-way ride in Greater Holland, (58.4%) preferred \$1 or less. Concerning times transportation was needed, weekday mornings, between 6 and 10 a.m. was a peak need time, identified by 50.0% of Fillmore Township respondents (Figure 15). Additionally, 54.5% of respondents said that lack of transportation had negatively affected their employment experiences.

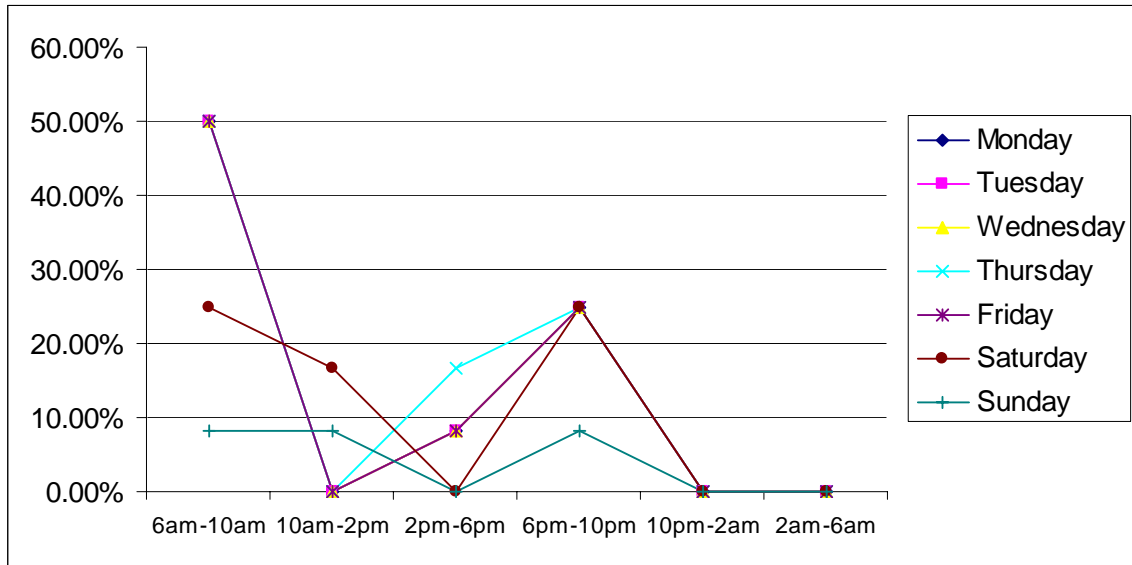


Figure 15. Days and Times Needed Transportation, Fillmore Township

Regarding transportation preferences, half (50.0%) were uncertain if they would prefer public transportation that traveled fixed routes or that operated under demand response. Demand response was preferred by 33.3%, while 16.7% would rather use a fixed route system.

When given a list of eight transportation solutions as well as the opportunity to write in their own and asked to rank the top five solutions that would best meet their transportation needs, solutions most often chosen first were: “My driver’s license reinstated” (25.0%), “Gas money” (25.0%), “Getting my vehicle fixed” (16.7%), and “Money for bus passes, taxi rides, etc.” (16.7%). More than half placed “Gas Money” and “Public transportation that goes to places I need to go and runs on the days and at the times I need to travel” among their top five solutions (58.3% each). Half (50.0%) put “Car insurance” and “Money for bus passes, taxi rides, etc.” in their top five choices. “Getting my vehicle fixed” was one of the top five solutions to 41.7% of respondents as well. The most frequently indicated source of transport currently being used by respondents was Friends/Family/Neighbors, used by 75.0% of respondents from Fillmore Township.

II. Holland City (293 surveys)

Females represented 57.5% of Holland City respondents, while males made up the other 42.5%. One-quarter (24.3%) of respondents from Holland City were aged 18 to 29. A fifth (19.8%) were aged 40-49; nearly as many (18.8%) Holland City respondents were 30-39 year olds (Figure 16).

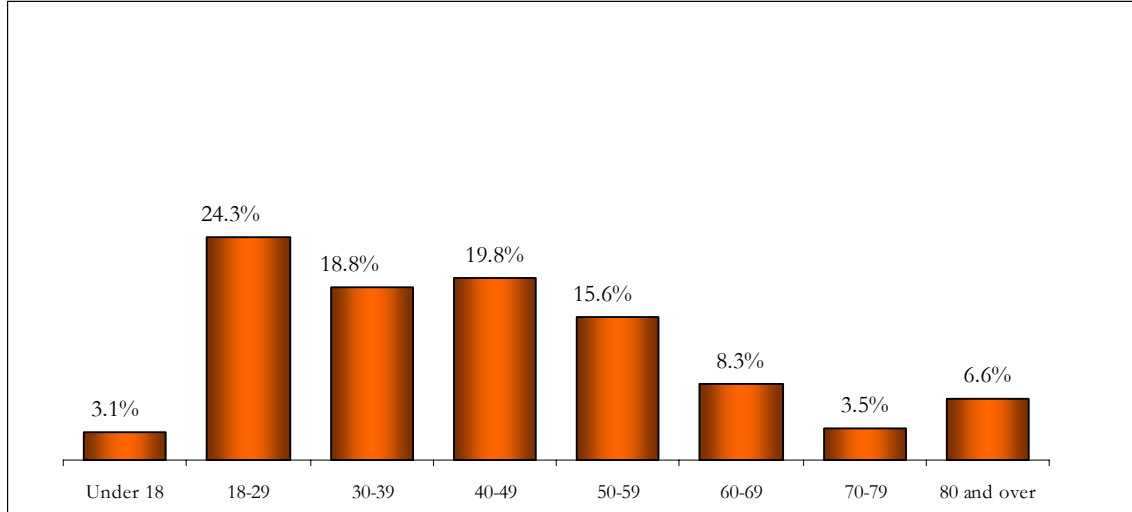


Figure 16. Age Distribution, Holland City

One-fifth (20.5%) of surveys were filled out by a caregiver on behalf of someone else. More than half (52.9%) of residents required an accessible vehicle. Personal assistance was required by 26.7% of residents. Additionally, in 71.2% of cases, respondents lived with one or more other adults or children who also needed transportation (Figure 17).

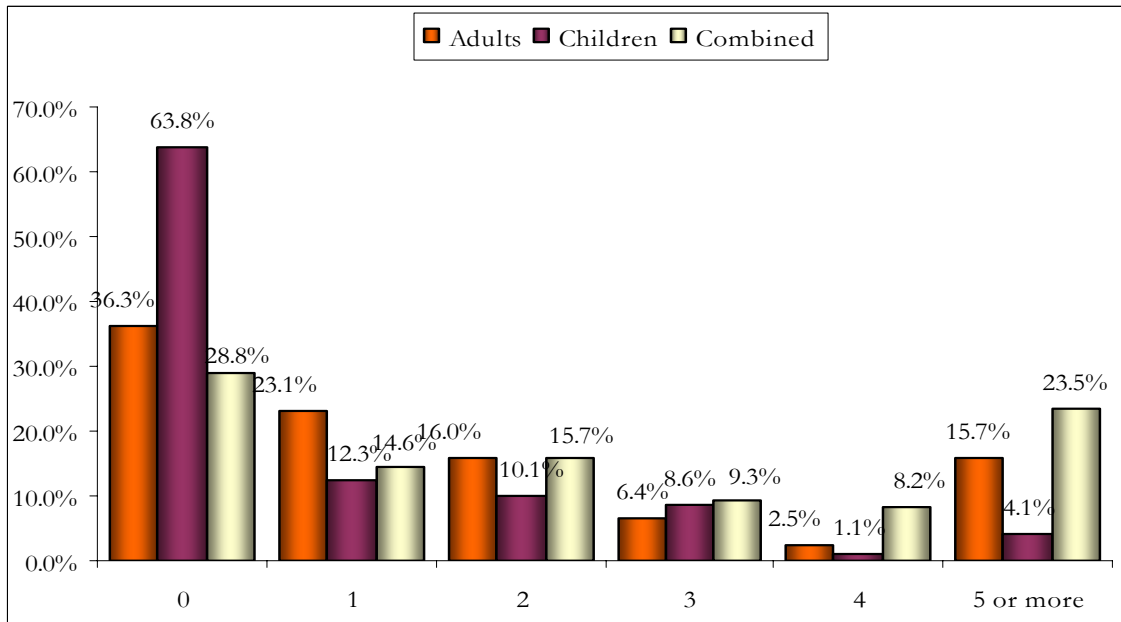


Figure 17. Others in Home Needing Transportation, Holland City

Regarding transit destinations, the most frequently mentioned destinations were to work, to attend medical appointments (38.9% each), or to go shopping/ get groceries (35.5%). Ottawa County was named by 47.1% of respondents as a location to which they were unable to get a ride, while fewer respondents identified Allegan County (19.1%) and Kent County (17.4%). The most commonly named figures for affordable transportation were \$1 or 50¢ (58.2%), while 13.5% said they thought \$4 to \$5 was affordable. Almost half of Fillmore Township respondents (45.1%) said that lack of transportation had negatively affected their employment. Respondents indicated weekday mornings 6-10 a.m. and evenings 2-6 p.m. as times they most often needed transportation (Figure 18).

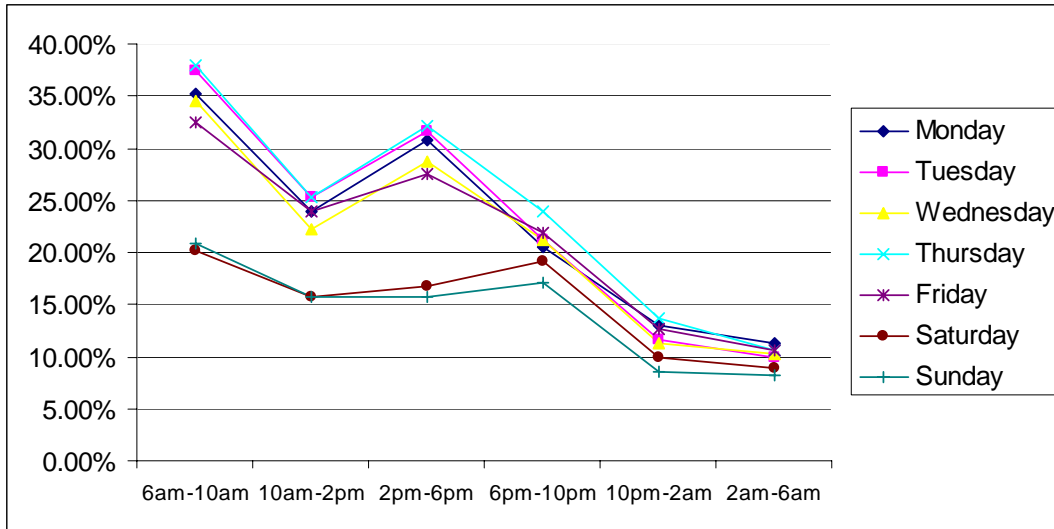


Figure 18. Days and Times Needed Transportation, Holland City

Regarding preferences for transportation options, half (50.7%) preferred demand response public transportation, while 29.6% chose fixed route transportation and the remaining 19.6% were undecided.

Solutions to unmet transportation needs most often chosen first were: public transportation that goes where and when needed (19.5%), “My driver’s license reinstated” (17.3%), “Gas money” (16.2%), “Getting my vehicle fixed” (15.8%), and “Personal assistance” (13.2%). Among their top five solutions, more than half of the respondents placed “Public transportation that goes to places I need to go and runs on the days and at the times I need to travel” (59.3%), “Gas money” (53.6%), and “Money for bus passes, taxi rides, etc.” (51.1%). The top sources of transport currently used by Holland City respondents were “Friends/Family/ Neighbors” (50.2%), “MAX/Allegan County Transportation” (36.5%), and “Other” (25.3%).

III. Holland Township (141 surveys)

Females accounted for 57.9% of surveys from Holland Township residents; males completed the other 42.1%. Caregivers completed surveys for 16.8% of these surveys. The largest age group of respondents was those aged 18-29 (36.2%) (Figure 19).

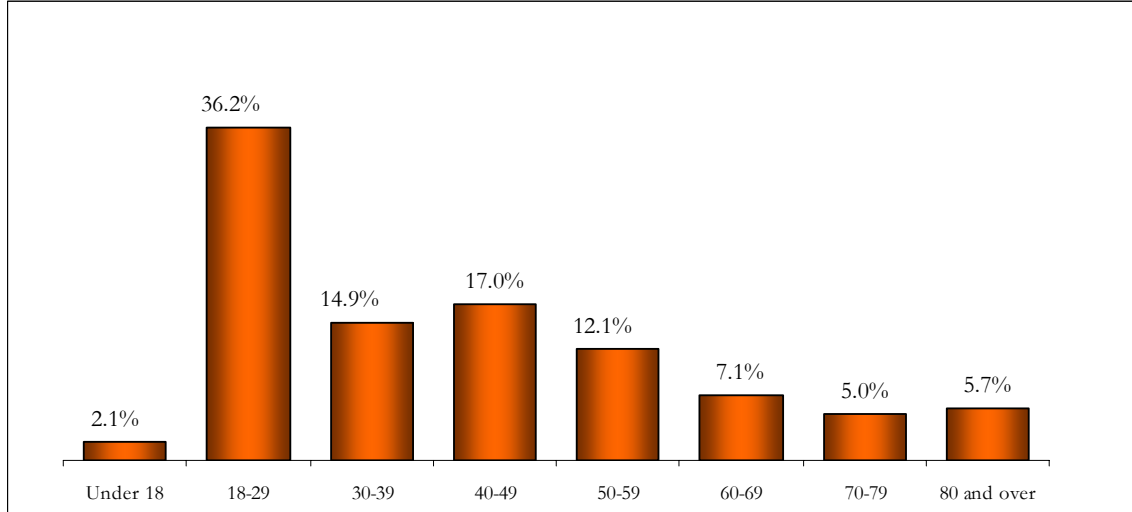


Figure 19. Age Distribution, Holland Township

Over half (51.5%) required an accessible vehicle while 26.9% needed personal assistance when traveling. Two-thirds (66.9%) lived with someone else who also needed transportation (Figure 20).

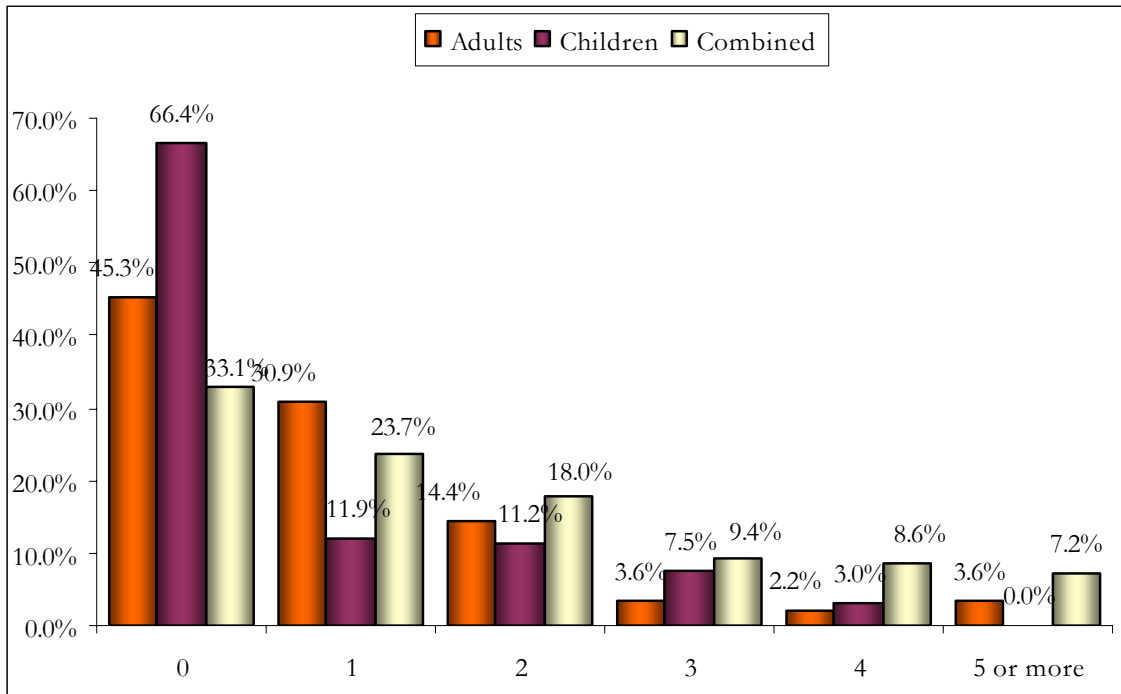


Figure 20. Others in Home Needing Transportation, Holland Township

The most frequently given destinations respondents were unable to reach were: work (42.6%), medical appointments (33.3%), shopping or groceries (31.2%), and visiting friends or family (30.5%). Most residents (44.0%) were trying to reach destinations in Ottawa County. Other locations residents were unable to reach were in Muskegon County (19.9%), Kent County (18.4%), and Allegan County (16.3%). When asked how much a one-way ride in the Greater Holland area could cost and still be affordable for them, 30.5% said \$1 and 23.7% said 50¢.

Holland Township residents most often needed transportation weekday mornings from 6-10 a.m., one of the peak periods of transportation needs for these respondents. A secondary peak in transits needs occurs weekdays between 2-6 p.m. (Figure 21). Lack of transportation had negatively affected employment in the past year for 45.4% of Holland Township respondents.

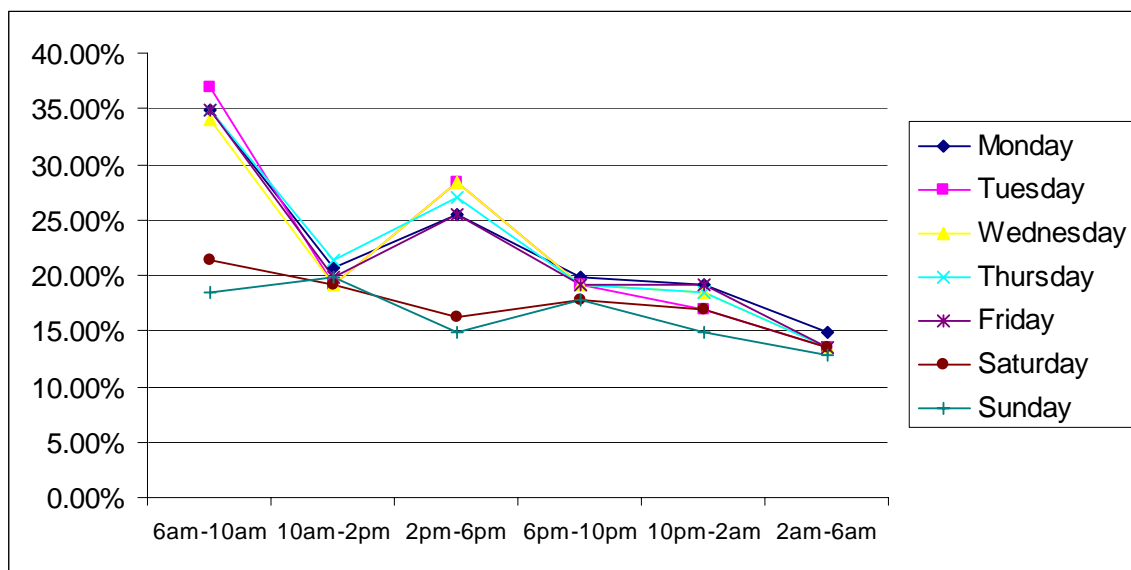


Figure 21. Days and Times Needed Transportation, Holland Township

Given a choice, more than half (53.1%) preferred a demand response form of public transportation, while 22.3% preferred a fixed route, and 24.6% did not know which type of system they would prefer.

Most frequently identified “first” solutions that would best meet transportation needs were: “Getting their driver’s license reinstated” (21.6%), “Gas money” (17.2%), “Personal assistance” (15.7%), and “Public transportation that goes to places I need to go and runs one the days and at the times I need to travel” (14.9%). Public transportation was among the top five solutions for 60.4% of respondents. Other common responses within the top five solutions were “Gas money” (44.0%), and “Money for bus passes, taxi rides, etc.” (41.8%). “Friends/Family/Neighbors” was the current source of transportation for 48.9% of respondents while 30.5% used the “MAX/Allegan County Transportation.”

IV. Laketown Township (22 surveys)

Of the surveys filled out by residents of Laketown Township, 59.1% were completed by women and 40.9% were by men. Surveys were filled out directly by 77.8% of respondents while 22.2% had the assistance of a caregiver. Residents aged 18-29 comprised 38.1% of the survey sample. The next largest age group represented was 60 to 69 year olds (19.0%) (Figure 22).

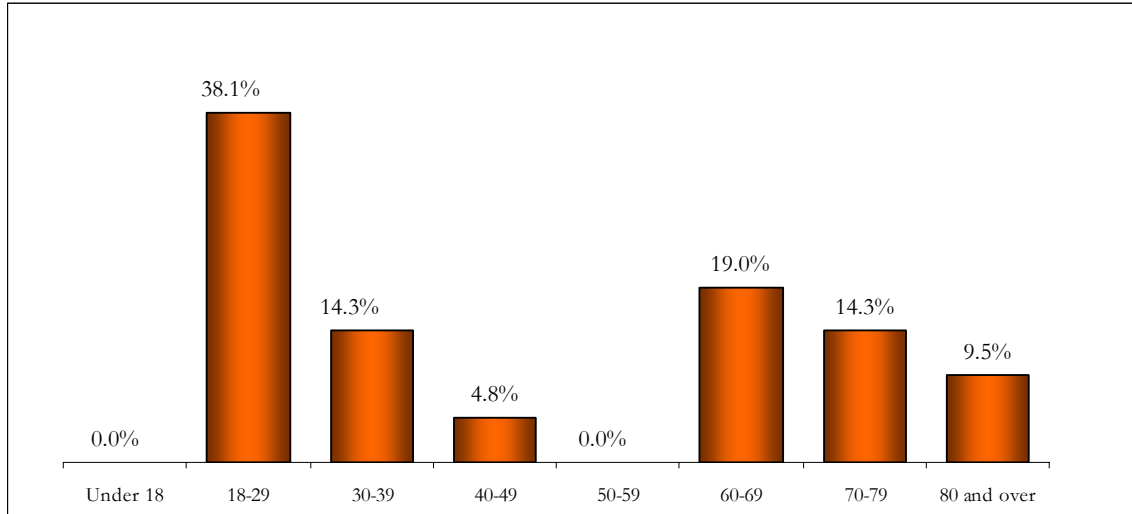


Figure 22. Age Distribution, Laketown Township

An accessible vehicle was needed by 30.0% of respondents, while 42.9% required personal assistance when traveling. Additionally, 50.0% of respondents had someone else living with them who also needs transportation (Figure 23).

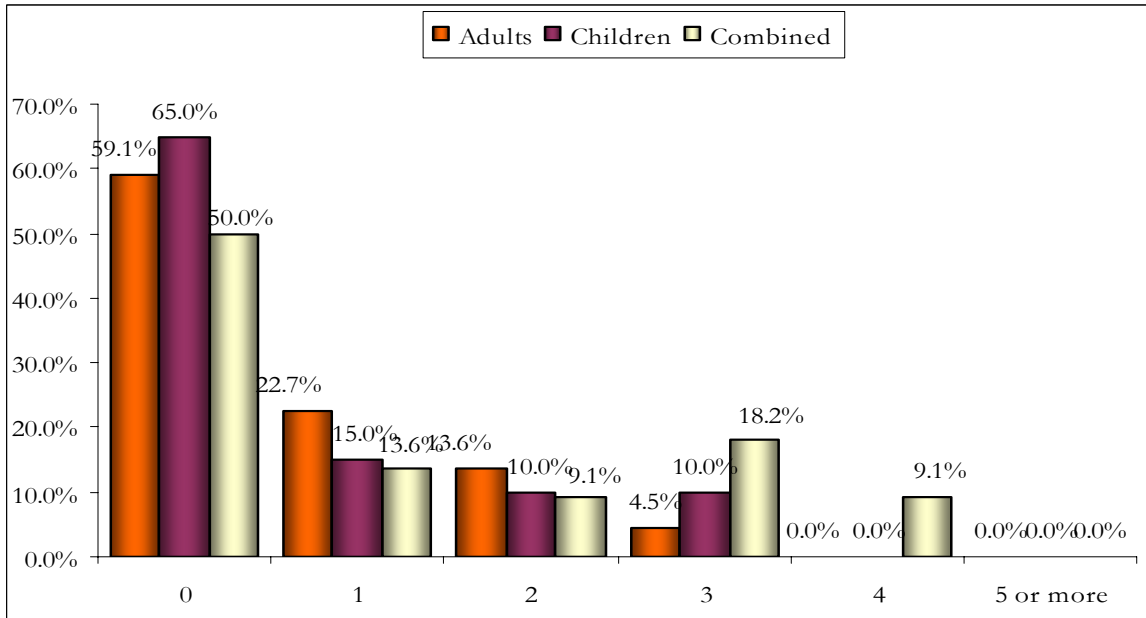


Figure 23. Others in Home Needing Transportation, Laketown Township

Regarding transit destinations, “Medical appointments” and “Work” (36.4% each) were the most frequently named destinations respondents were unable to reach within the past year. “Shopping/groceries,” “Visiting friends and family,” and “Other locations” were each indicated by 27.3% of respondents. Half (50.0%) said they needed to go to Ottawa County but did not have a ride to get there. Kent and Allegan Counties (22.7% each) were also frequently named destinations.

When asked what price a one-way ride in the Greater Holland area would be affordable for them, 38.1% said \$1, 19.0% said \$4 to \$5, and 14.3% said \$2. Lack of transportation had negatively affected employment for 42.1% of respondents in the past year. Transportation was most needed during weekday afternoons, from 2 to 6 p.m. (Figure 24).

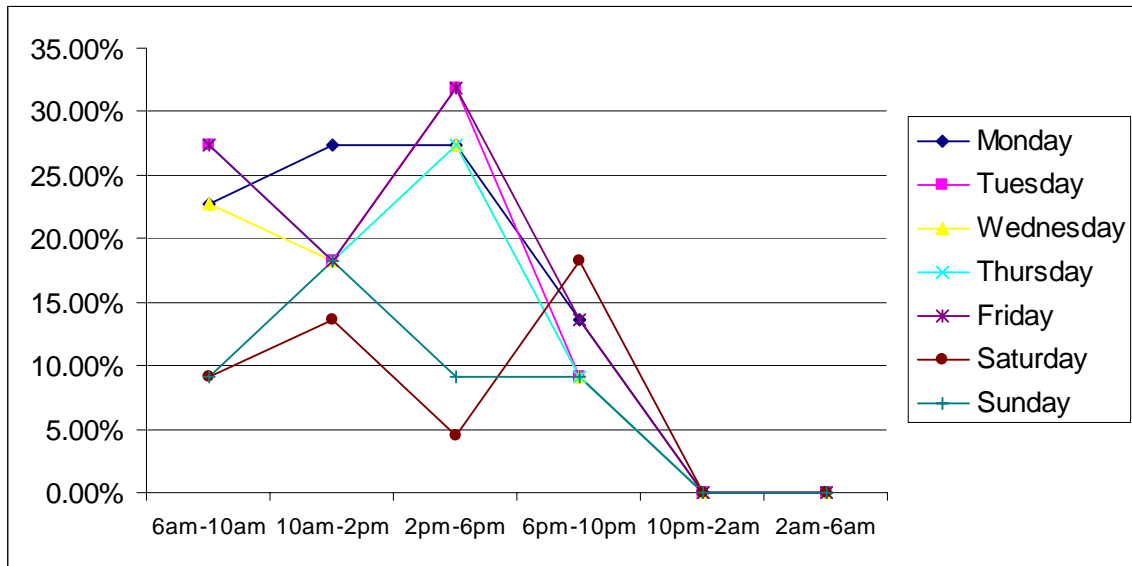


Figure 24. Days and Times Needed Transportation, Laketown Township

Regarding transportation preferences and top solutions to unmet transportation needs, 59.1% preferred a demand response form of public transportation, 13.6% preferred fixed routes, and 27.3% did not know which they would rather use. Top choices for first solution to meet transportation needs were: “Gas money” (22.7%), “Personal assistance” (22.7%), public transportation that goes where and when needed (18.2%), and “My driver’s license reinstated” (18.2%). “Public transportation that goes to places I need to go and runs of the days and at the times I need to travel” was ranked among the top five solutions by 68.2% of respondents, while “Gas money” (59.1%) and “Car insurance” (40.9%) were solutions next most often placed among the top five. Half (50.0%) currently use “Friends/Family/Neighbors” for transportation, 27.3% use the “MAX/Allegan County Transportation,” and 13.6% use “Good Samaritan Ministries/Love Inc.”

V. Park Township (39 surveys)

Females supplied 56.4% of the surveys completed by Park Township residents. The other 43.6% were answered by males. The age range with the strongest representation (23.1%) was the 60-69 year old group. Eighteen to 29 year olds and 50-59 year olds each accounted for 17.9% of the Park Township responses. See Figure 25 for the complete age distribution.

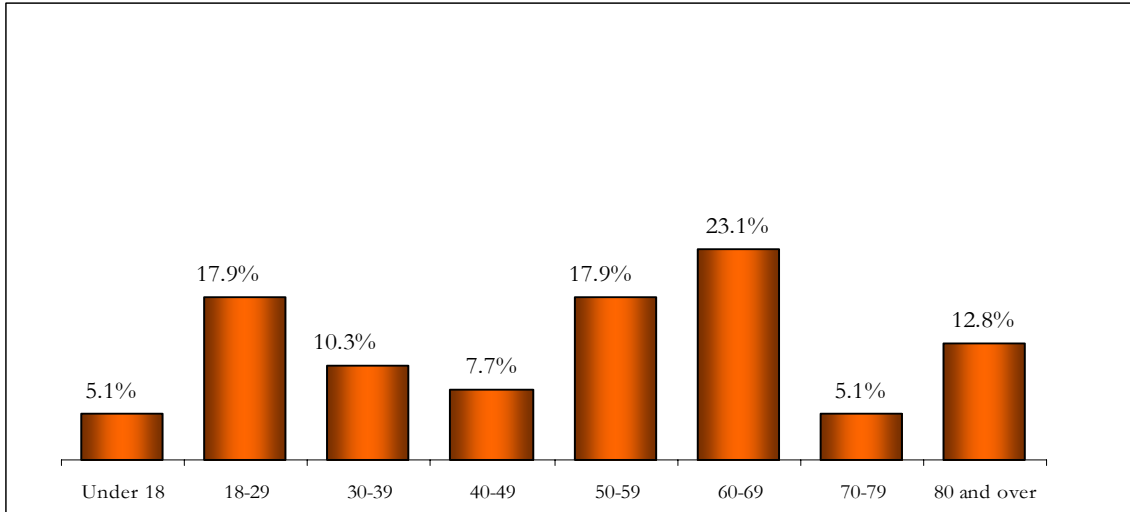


Figure 25. Age Distribution, Park Township

Caregivers helped Park Township residents fill out the survey in 36.4% of cases. Accessible vehicles were needed by 43.2% of respondents. Personal assistance when traveling was required by 35.1%. A majority of Park Township respondents (57.9%) had one of more other person living with them who also had transportation needs (Figure 26).

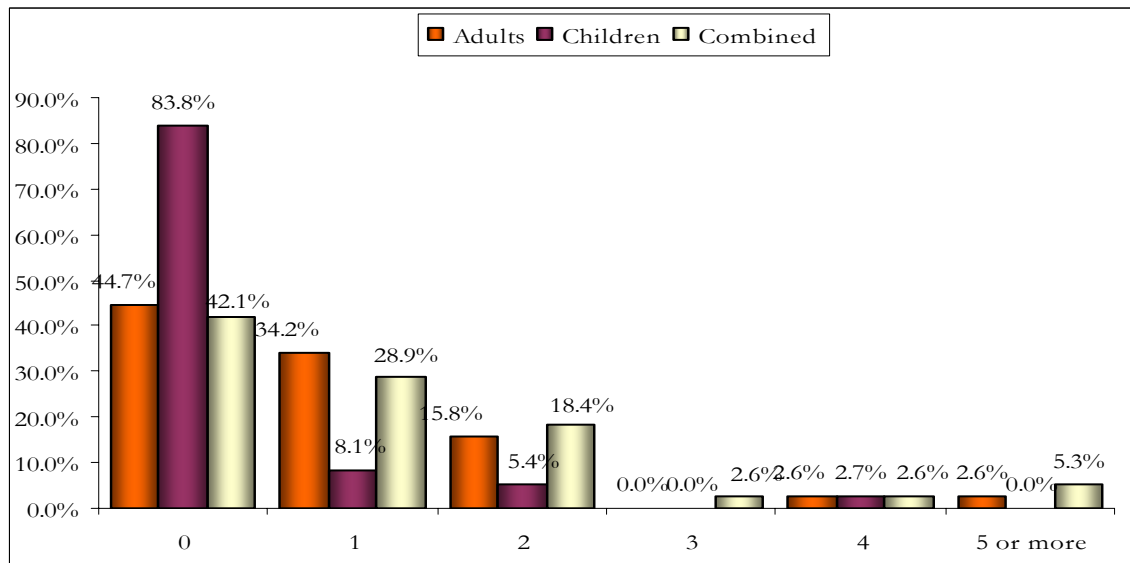


Figure 26. Others in Home Needing Transportation, Park Township

“Medical appointments” (43.6%) were the most frequently mentioned destination that Park Township respondents were unable to reach. Respondents were also unable to obtain rides to “Work” (25.6%) and “Shopping/grocery” (20.5%). Two-thirds (66.7%) were unable to obtain a ride to a destination in Ottawa County. Park Township respondents were also unable to reach Kent (15.4%) and Allegan (12.8%) Counties.

Almost two-thirds (65.8%) of Park Township residents named \$1 as the amount that would be affordable for them to pay for a one-way ride in the Greater Holland area. \$4-\$5 was

indicated by 10.5%, as was 50¢. Of Park Township respondents answering this question, 84.2% named an amount of \$1 or above. The days and times most cited by Park Township residents as when they need transportation were weekday afternoons, between 2 and 6 p.m., and weekday mornings from 6 to 10 a.m. (Figure 27).

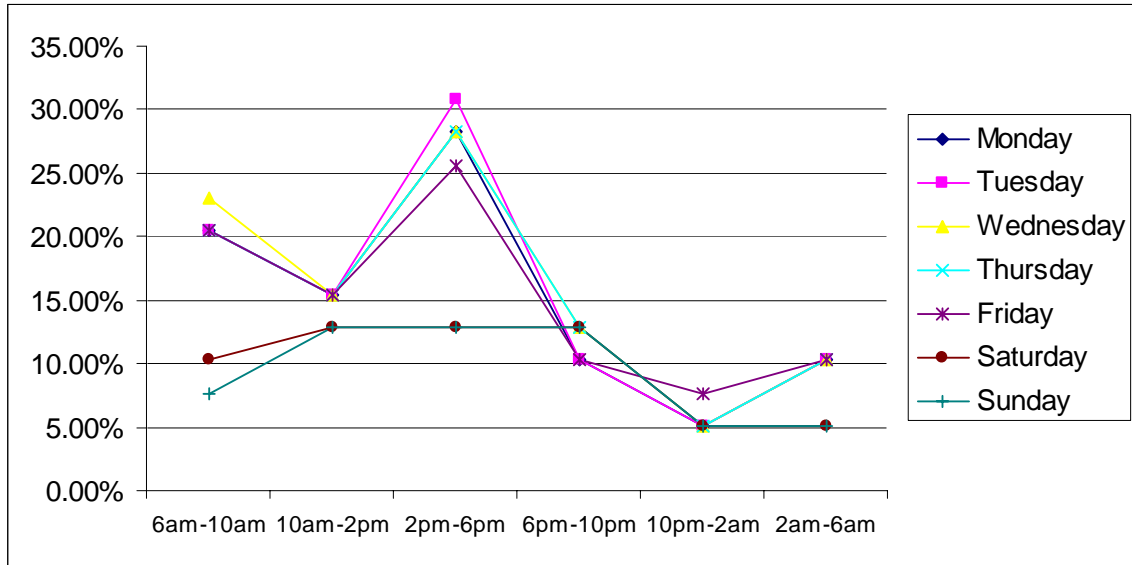


Figure 27. Days and Times Needed Transportation, Park Township

Lack of transportation negatively affected employment for 26.3% of Park Township respondents. When asked to express their preference for public transportation, demand response was preferred by 59.0% of Park Township respondents. Fixed routes were preferred by 23.1%. Seven respondents (17.9%) did not know which they would rather have.

Respondents were given a list of eight transportation solutions as well as the opportunity to write in their own. They were asked to rank the top five solutions that would best meet their transportation needs. Among Park Township respondents, the options most often indicated as first solution were public transportation that goes where and when needed, indicated by 28.9%, and “Gas Money”, named first by 18.4% of Park Township respondents answering this question. “Getting my vehicle fixed,” “Personal assistance”, and “My driver’s license reinstated” were each indicated by 15.8%. Over half (55.3%) the Park Township respondents who answered this question ranked Public transportation that runs where and when needed among their top five solutions. “Gas money” (42.1%), “Personal assistance (36.8%),” and “Car insurance” (31.6%) were also frequently ranked in the top five solutions of Park Township respondents.

“Friends/Family/Neighbors” were currently being used for transportation by 41.0% of Park Township respondents. “MAX/Allegan County Transportation” and “Good Samaritan Ministries/Love Inc.” were each being used by 33.3% of respondents.

VI. ZEELAND CITY (58 surveys)

Two-thirds (66.7%) of respondents from Zeeland City were female; 33.3% were male. The largest age range of Zeeland City respondents was the 80 and older group (21.4%). Next most numerous were 18 to 29 year olds (19.6%). Figure 28 shows the full age distribution of Zeeland City respondents.

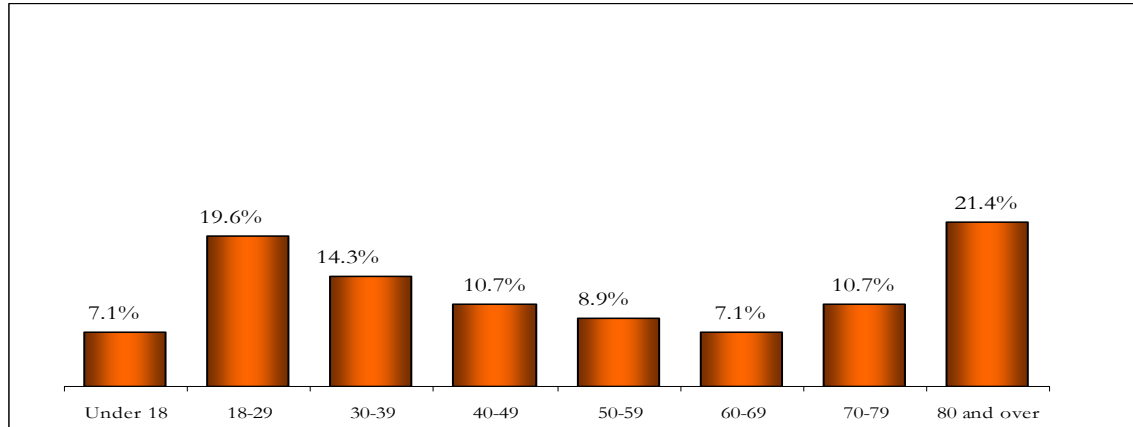


Figure 28. Age Distribution, Zeeland City

Caregivers completed 27.5% of the surveys from Zeeland City residents. Over half (52.8%) of Zeeland City respondents needed an accessible vehicle when they travel. Personal assistance was required by 43.1% of Zeeland City respondents. As can be deduced from Figure 29, 38.2% of Zeeland City respondents lived with at least one other person who also required transportation.

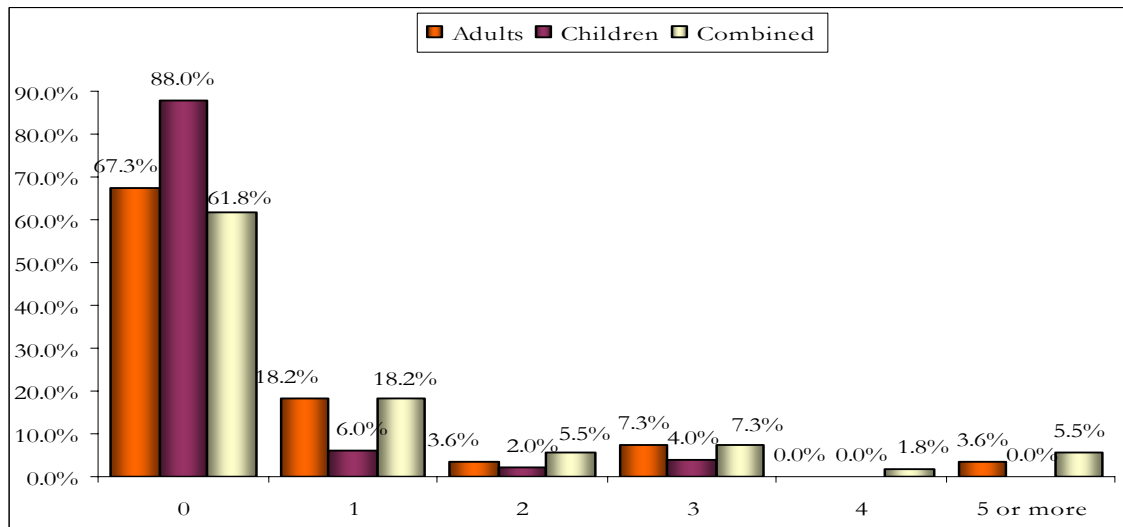


Figure 29. Others in Home Needing Transportation, Zeeland City

In the past year 44.8% of respondents from Zeeland City were unable to go to a “Medical appointment”. Respondents were also unable to get rides to “Work” (31.0%), “Church” (29.3%), “Shopping/groceries” (27.6%), and to “Visit friends/family” (24.1%). Ottawa County was named by 37.9% of Zeeland City respondents as a place they needed to go but

were unable to get a ride. Kent (20.7%) and Allegan (15.5%) Counties were next most frequently indicated. Asked what amount would be affordable for a one-way ride within the Greater Holland area, \$1 was the most frequently indicated price (31.6%) by Zeeland City respondents. Over a quarter (26.3%) indicated a one-way ride costing \$4-\$5 would be affordable. Weekday mornings (6 to 10 a.m.) and afternoons (2-6 p.m.) were the times most frequently indicated by Zeeland City residents as when they needed transportation. See Figure 30.

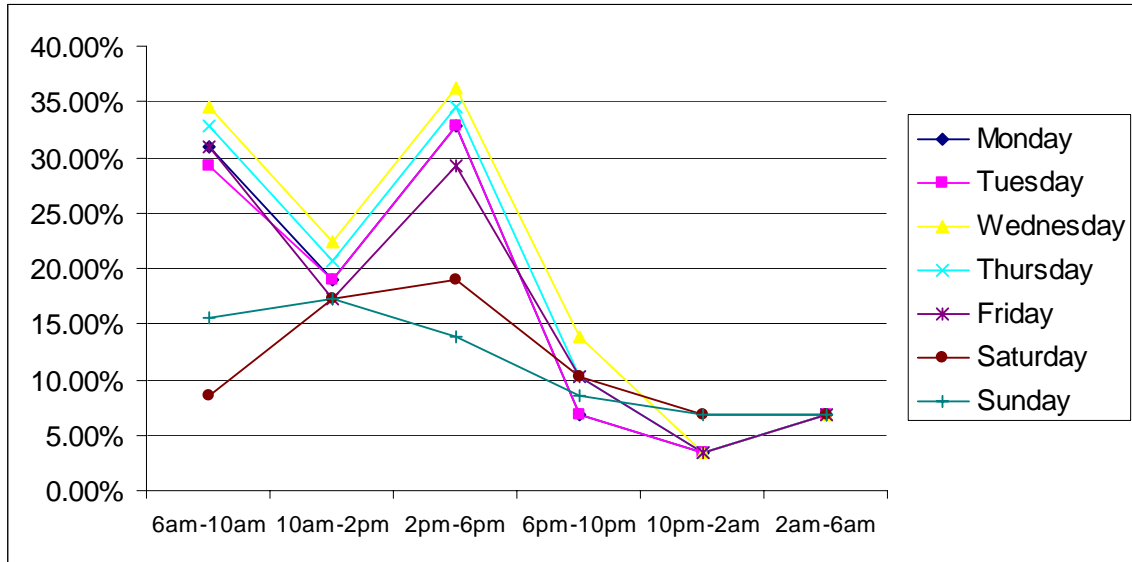


Figure 30. Days and Times Needed Transportation, Zeeland City

In the past year, 20.8% of Zeeland City respondent’s employment was negatively affected by lack of transportation. Most Zeeland City respondents (61.8%) would rather have a demand response form of public transportation. Fixed routes were preferred by 16.4%. The remaining 21.8% were unsure which system they would rather use.

Respondents were given a list of eight transportation solutions as well as the opportunity to write in their own. They were asked to rank the top five solutions that would best meet their transportation needs. Top choices for first solution were public transportation that goes where and when needed (28.8%), “Gas money” (21.2%), “Personal assistance” (17.3%), and “Getting my vehicle fixed” (13.5%). Among Zeeland City respondents who answered this question, 59.6% ranked public transportation that goes when and where needed among their top five choices. “Gas money” (38.5%), “Car insurance” (30.8%) and “Money for bus passes, taxi rides, etc.” (30.8%) were also solutions often ranked among the top five by Zeeland City respondents. “Friends/Family/Neighbors” were currently being used by 41.4% of Zeeland City respondents for transportation. “MAX/Allegan County Transportation” was being used by 22.4%.

VII. ZEELAND TOWNSHIP (44 surveys)

Responses from residents of Zeeland Township were evenly divided between males (50.0%) and females (50.0%). The ages ranges most strongly represented were 50 to 59 year olds (25.0%) and 40 to 49 year olds (22.7%). Figure 31 illustrates the age distribution of respondents residing in Zeeland Township.

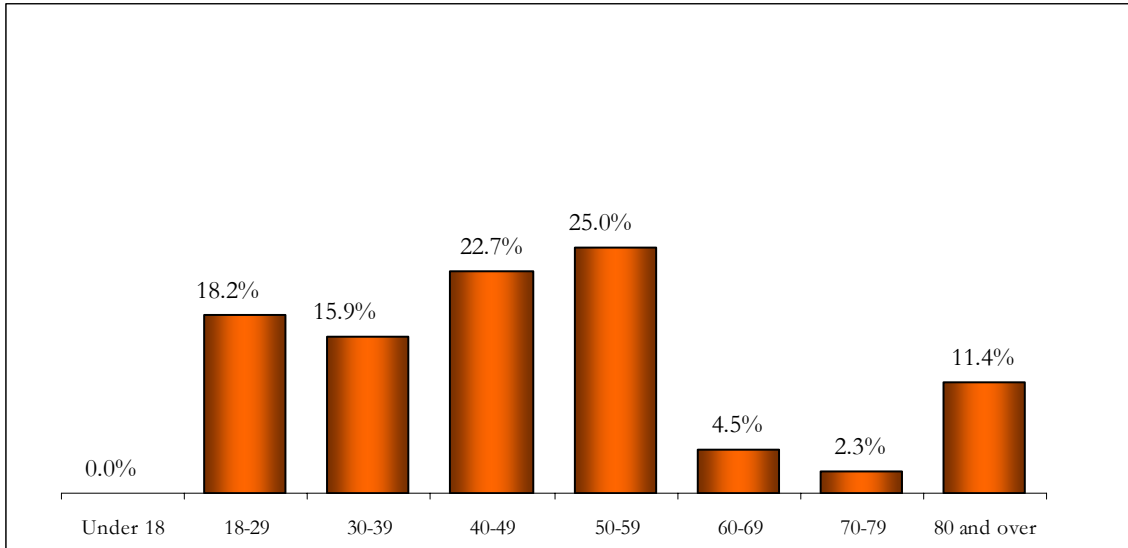


Figure 31. Age Distribution, Zeeland Township

Caregivers completed 10.8% of surveys from Zeeland Township. An accessible vehicle was required by 39.5% of Zeeland Township respondents. Personal assistance when traveling was needed by 22.0%. As shown by Figure 32, 63.9% of Zeeland Township respondents had one or more others in their home who also required transportation.

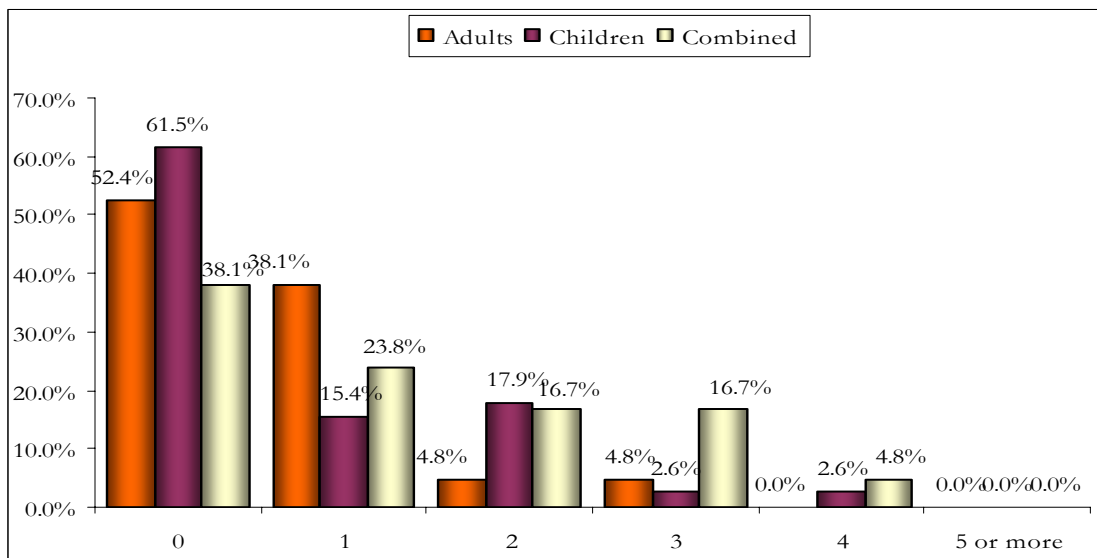


Figure 32. Others in Home Needing Transportation, Zeeland Township

In the past year, respondents from Zeeland Township were unable to get a ride to “Work” (47.7%), “Medical appointments” (40.9%) and “Shopping/groceries” (40.9%). A destination in Ottawa County was unreachable by 59.1% of respondents in Zeeland Township. Zeeland Township respondents were also unable to reach destinations in Kent (18.2%) and Allegan (15.9%) Counties.

Asked what price would be affordable for a one-way ride in the Greater Holland area, 44.2% of respondents from Zeeland Township said \$1. A third (32.6%) said \$2. A one-way ride in the Greater Holland area costing \$1 would be considered affordable by 93.0% of respondents from Zeeland Township.

As seen in Figure 33, the times transportation was most often needed by respondents from Zeeland Township were weekday afternoons from 2 to 6 p.m. and weekday mornings between 6 and 10 a.m. Lack of transportation negatively affected employment in the past year for 32.5% of Zeeland Township respondents.

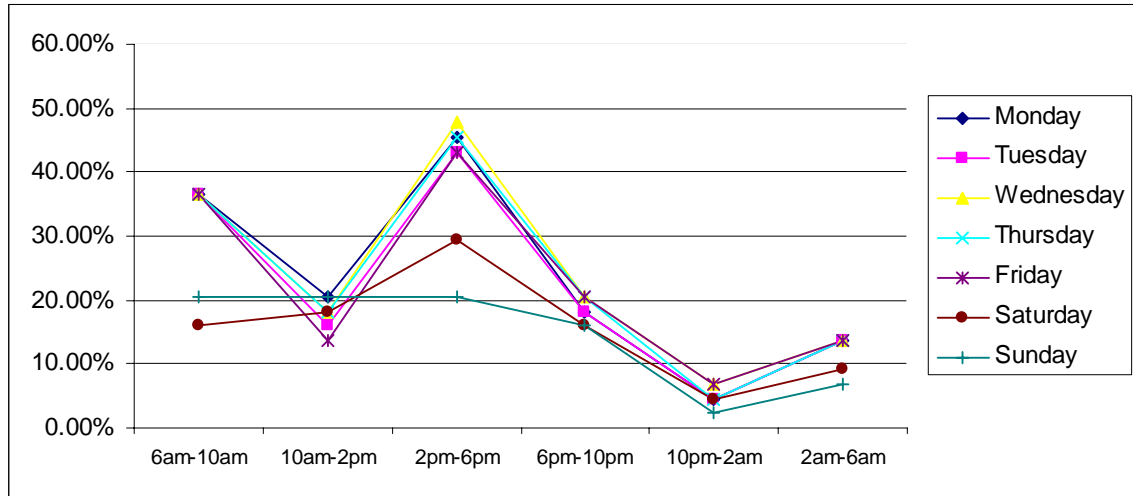


Figure 33. Days and Times Needed Transportation, Zeeland Township

Zeeland Township was the only geographic area in which fixed route public transportation (37.5%) was preferred over demand response (30.0%). About a third (32.5%) did not know which type of public transportation they would rather use.

Respondents were given a list of eight transportation solutions as well as the opportunity to write in their own. They were asked to rank the top five solutions that would best meet their transportation needs. The first solution of 31.7% of Zeeland Township respondents was “Public transportation that goes to places I need to go and runs on the days and at the times I need to travel.” “Gas money” was the first solution for 29.3% of Zeeland Township respondents; “My driver’s license reinstated” was chosen first by 17.1%, and “Getting my vehicle fixed” was the first solution for 14.6%. Public transportation that ran when and where needed was ranked in the top five solutions by 78.0% of Zeeland Township respondents who answered this question. “Gas money” was among the top five solutions of 53.7% of respondents, and “Car insurance” was ranked in the top five of 43.9% of Zeeland Township respondents.

Most Zeeland Township respondents (56.8%) said they were currently using “Friends/ Family/Neighbors” for transportation. An “Other” source of transportation was volunteered by 15.9% of Zeeland Township respondents.

Part Four: Summary and Conclusions

The results of this survey provide some valuable insights into the lives of people with unmet transportation needs in Holland and its surrounding areas. Overall, residents completing the survey needed transportation for basic life needs. Getting to work (38.9%), medical appointments (38.4%), or to areas for shopping or groceries (32.6%) were the most frequently cited destinations. In this way, having unmet transportation needs impacts multiple areas of people's lives, rather than just one component. Additionally, nearly half of the participants with unmet travel needs (47.9%) needed transportation within Ottawa County and the majority (64.7%) lived in homes where there are one or more people requiring transportation. Peak need times were weekdays at the beginning and end of the business day.

The majority of participants (76.3%) considered \$1 to be affordable for a one-way ride within the Greater Holland Area, while respondents 60 years and older as well as those needing personal assistance were willing to pay more for rides. Public transportation was considered a top solution to unmet transportation needs, as 60.9% ranked it among their top five transportation solutions -- more than any other option. Demand response public transit was preferred over fixed routes two to one. While public transportation was clearly identified as a top solution, the most common resources for rides were friends, family members or neighbors (49.5%). The MAX or Allegan County Transportation was only being used by 30.7% of respondents. ***Thus, while public transit, whether demand response or fixed route, has strong support among residents with unmet transit needs, many are not using already existing services.***

Based on these findings, the Transit Research Project Action Team might consider the following activities to better inform community-wide decisions on public transportation:

- Support increased awareness of current transportation options to those with unmet transportation needs,
- Consider creating a single source of information regarding available transportation services,
- Encourage a comprehensive approach that coordinates already existing services and organizations,
- Address transportation solutions that respond to multiple unmet transportation needs across individuals or families,
- Focus improvements to increase access to transportation in Ottawa County,
- Determine what populations have chronic rather than sporadic unmet transportation needs and prioritize advocacy for increased services to those with chronic needs, and
- Investigate current MAX/Allegan County Transportation user rates to understand how this service can be better utilized.

Overall, the Action Team can use this research to structure a response to the problem of unmet transportation needs in a manner that prioritizes the voices of those closest to the issue and therefore benefits those most in need.

Appendix A: Copies of Survey

Need a ride?

By answering every question on this survey and turning it in by October 14, you will be entered for a **chance to win**

1 of 5 \$100 cash cards!

Prizes will be mailed by October 31.

Please take this quick 3 minute survey if:

- You have had **ANY** transportation problems in the past year that have kept you from getting where you needed to go
AND
- You live in Holland City, Zeeland City, Holland Township, Zeeland Township, Park Township, Laketown Township or Fillmore Township

Your completed survey will be sent to the Frost Research Center at Hope College. Your name will NOT be linked to any answers you share. Disability Network and community partners will use the results to seek solutions.

1. In the past year, I needed to go to _____ but did not have a ride to get there. (Select all that apply)

- Work
- Church
- School
- Don't know/Does not apply
- Visit friends/family
- Court/Jail
- Medical appt.
- Social services agency
- Shopping/grocery
- Other _____

2. In the past year, I needed to go to _____ County, but did not have a ride to get there. (Select all that apply)

- Kalamazoo
- Muskegon
- Allegan
- Don't know/ Does not apply
- Ottawa
- Kent
- Other _____

3. Transportation would be affordable for me if a one-way ride in greater Holland did not cost more than...

- \$0
- 50¢
- \$1
- \$2
- \$3
- \$4-5
- \$6-7
- \$8-10

4. I could get where I need to go if I had transportation on these days and times: (Select all that apply)

- Does not apply
- 6 am - 10 am 10 am - 2 pm 2 pm - 6 pm 6 pm - 10 pm 10 pm - 2 am 2 am - 6 am
- Mon.**
- Tues.**
- Wed.**
- Thurs.**
- Fri.**
- Sat.**
- Sun.**

5. In the past year, lack of transportation has prevented me from looking for, getting, or keeping a job.

- Yes No Unsure/Don't know

6. If I had a choice of public transit options, I would rather use:

- Fixed routes/Catch a Max
- Don't know Demand response/Reserve a Max

7. I need an accessible vehicle when I travel.

- Yes No

8. I need some personal assistance when I travel.

- Yes No

9. In what city or township do you live?

- Fillmore Twp Laketown Twp Zeeland City
- Holland City Park Twp Zeeland Twp
- Holland Twp

10. Who completed this survey?

- Self - person who needs transportation
- Caregiver of person who needs transportation

Thank You!

11. Please rank up to five top solutions that would best meet your transportation needs.

- a) Getting my vehicle fixed
- b) Gas money
- c) Personal assistance
- d) My driver's license reinstated
- e) Car insurance
- f) Money for bus passes, taxi rides, etc...
- g) Public transportation that goes to places I need to go and runs on the days and at the times I need to travel
- h) Accessible features for my vehicle
- i) Other (please specify): _____

First solution

a b c d e f g h i

Second solution

a b c d e f g h i

Third solution

a b c d e f g h i

Fourth solution

a b c d e f g h i

Fifth solution

a b c d e f g h i

12. Are you currently using...

- MAX/Allegan Cty Trans.
- Pioneer Resources
- Good Sam./Love Inc.
- Taxi
- Friends/Family/Neighbors
- Other _____

Please tell us a little bit about yourself.

13. What is your age?

- Under 18 18-29 30-39 40-49
- 50-59 60-69 70-79 80 and over

14. Not including yourself, how many adults live in your home who also need transportation?

- 0 1 2 3 4 5 or more

How many children live in your home who also need transportation?

- 0 1 2 3 4 5 or more

15. What is your gender?

- Male Female

16. What is your name and where do you currently live? (You may skip this question, but you will not be entered in the prize drawing without a name and address.)

Name and address: _____

17. If we may contact you in the future, what is your phone number and/or email address?

¿Necesite un Paseo?

Contestando a cada pregunta sobre este examen y regresándolo antes de el 14 de Octubre, le inscribirán para que una ocasión gane

1 de 5 \$100 premios!

Los Premios serán enviados por el 31 Octubre

Por favor tome este breve examen de 3 minutos si:

1 Usted ha tenido cualquier problema del transporte en el ultimo ano que le haya guardado de conseguir donde usted necesito ir

Y

2 Usted viven en la Ciudad de Holland o Zeeland, o en los Municipales de Holland, Zeeland, Park, Laketown o Fillmore.

Su examen terminado será enviado al centro de investigación de Frost de la Universidad de Hope. Su nombre no será ligado a ninguna respuestas que usted comparte. Los respuestas será usados para buscar soluciones.

1. En el último ano, necesite ir al _____ pero no tenia un paseo a conseguir allí. (Seleccione todos que se apliquen).

- Trabajo Visitante Agencia de Servicio Social
 Iglesia Corte/Cárcel Tienda
 Escuela Cita Medical Otro _____
 No se Aplica/No Se

2. En el último ano, tuve que ir al _____ Condado, pero no tenia un paseo a conseguir allí. (Seleccione todos que se apliquen)

- Kalamazoo Muskegon Allegan No Se Aplica/No Se
 Ottawa Kent Otro _____

3. El transporte fuera mejor para mi si un paseo unidireccional en mayor Holanda no costo mas que...

- \$0 50¢ \$1 \$2 \$3 \$4-5 \$6-7 \$8-10

4. Podría conseguir donde necesito ir si tenia transporte estas días y tiempos: (Seleccione todos que se apliquen)

- No Se Aplica/No Se
 6 am - 10 am - 2 pm - 6 pm - 10 pm - 2 am -
 10 am 2 pm 6 pm 10 pm 2 am 6 am
- | | | | | | | |
|----------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Lunes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Martes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Mier. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Jueves | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Viernes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Sabado | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Dom. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

5. ¿En el último ano, la falta del transporte ha evitado que usted buscar, conseguir, o guarde un trabajo?

- Si No No se

6. Si yo podría escoger sobre los opciones del transito público, prefiero:

- Rutas Fijas/Catch a Max
 No Se Respuesta de la Demanda/Reserve a Max

7. Necesito un caro accesible cuando manejo. Si No

8. ¿Usted necesita asistencia personal cuando usted viajo? Si No

9. ¿En que ciudad o municipal vive?

- Fillmore Twp Laketown Twp Zeeland City
 Holland City Park Twp Zeeland Twp
 Holland Twp

10. ¿Quién llano esta examen?

- Usted -la persona quien necesita transportación.
 La personal quien cuida una persona /quien necesita transportación.

11. Escoja en orden más importante, cinco soluciones del transporte que resolvería lo más mejor posible sus necesidades.

- a) Mi vehiculo fijo
 b) Dinero del gas
 c) Asistencia personal
 d) Mi licencia de conductor reinstalo
 e) Seguro de coche
 f) El dinero para el autobus pasa, los paseos del taxi...
 g) Transporte publico que va a los lugares que necesito ir y funcionamientos en los días y tiempos necesito viajar
 h) Características accesibles para mi vehiculo
 i) Otro (especifique por favor): _____

Primer solución

a b c d e f g h i

Secundo solución

a b c d e f g h i

Tercer solución

a b c d e f g h i

Cuarto solución

a b c d e f g h i

Quinto solución

a b c d e f g h i

12. Esta usted usando...

- MAX/Allegan Cty Trans. Taxi
 Pioneer Resources Amigos/familia/vecinos
 Good Sam./Love Inc. Otro _____

Por favor díganos un poco sobre usted.

13. ¿Qué es su edad?

- Menos de 18 18-29 30-39 40-49
 50-59 60-69 70-79 80 y mas

14. ¿Excluyendo usted, cuantas adultas en su casa necesita transportación?

- 0 1 2 3 4 sobre 5

¿Cuantos niños en su casa necesitan transportación?

- 0 1 2 3 4 sobre 5

15. Usted es (escoja) Hombre Mujer

16. ¿Donde vive?

Dirección _____

Ciudad/Municipal _____

“Gracias!

Appendix B: Additional Tables

Transit Survey 2007
N=610

Table A1

Where Was Survey Filled Out?		
	Frequency	Percent
Angel Food Ministries	29	4.8%
ARC	9	1.5
Association for the Blind and Visually Impaired	12	2.0
Buen	12	2.0
CAH/MRC/Community Kitchen	2	0.3
Child Development Services	4	0.7
Community Health	17	2.8
Department of Health and Human Services	3	0.5
Evergreen Commons	49	8.0
Families Victorious	12	2.0
First Reformed Church – Zeeland	1	0.2
Friendship House	5	0.8
Good Samaritan	58	9.5
Hardewyk – Neighbors Plus	6	1.0
Haven Huis	11	1.8
His Harvest Stand	21	3.4
Holland Rescue Mission	13	2.1
Holland Rescue Mission–Men’s Ministry Center	13	2.1
LAUP	7	1.1
Mailed In	90	14.8
MAX	55	9.0
MI Works – Kandu	25	4.1
Pioneer Resources	6	1.0
Probation Office	100	16.4
RAI Care Center	4	0.7
Shangri-La Mobile Home Park	3	0.5
WIC	22	0.5
Other	21	3.4

Table A2

In What City or Township Do You Live?		
	Frequency	Percent
Holland City	293	48.1%
Holland Township	141	23.2
Zeeland City	58	9.5
Zeeland Township	44	7.2
Park Township	39	6.4
Laketown Township	22	3.6
Fillmore Township	12	2.0

(1 did not answer)

Table A3

What Is Your Gender?		
	Frequency	Percent
Male	251	41.9%
Female	348	58.1

(11 did not answer)

Table A4

What Is Your Age?		
	Frequency	Percent
Under 18	18	3.0%
18-29	160	26.6
30-39	98	16.3
40-49	104	17.3
50-59	86	14.3
60-69	54	9.0
70-79	29	4.8
80 and over	52	8.7

(9 did not answer)

Table A5

Who Completed This Survey?		
	Frequency	Percent
Self – person who needs transportation	425	79.7%
Caregiver of person who needs transportation	108	20.3

(77 did not answer)

Table A6

I Need An Accessible Vehicle When I Travel		
	Frequency	Percent
Yes	283	49.6%
No	287	50.4

(40 did not answer)

Table A7

I Need Some Personal Assistance When I Travel		
	Frequency	Percent
Yes	162	29.1%
No	395	70.9

(53 did not answer)

Table A8

Not Including Yourself, How Many Adults Live In Your Home Who Also Need Transportation?		
	Frequency	Percent
0	258	43.8%
1	157	26.7
2	81	13.8
3	30	5.1
4	11	1.9
5 or more	52	8.8

(21 did not answer)

Table A9

How Many Children Live In Your Home Who Also Need Transportation?		
	Frequency	Percent
0	377	67.3%
1	66	11.8
2	56	10.0
3	40	7.1
4	10	1.8
5 or more	11	2.0

(50 did not answer)

Table A10

Total Other Adults And Children In Home Who Also Need Transportation		
	Frequency	Percent
0	208	35.3%
1	109	18.5
2	88	14.9
3	58	9.8
4	44	7.5
5 or more	82	13.9

(21 did not answer)

Table A11

In the Past Year, I Needed To Go To ___ But Did Not Have a Ride to Get There		
	Frequency	Percent*
Work	237	38.9%
Medical appointment	234	38.4
Shopping/Grocery	199	32.6
Visit friends/family	167	27.4
Church	143	23.4
Social services agency	95	15.6
Court/jail	72	11.8
School	52	8.5
Other location	110	18.0
Don't know/Does not apply	76	12.5

* Respondents could choose more than one answer so totals exceed 100.0%.

Table A12

In the Past Year, I Needed To Go To ___ County, But Did Not Have a Ride to Get There		
	Frequency	Percent*
Ottawa	292	47.9%
Kent	111	18.2
Allegan	108	17.7
Muskegon	66	10.8
Kalamazoo	26	4.3
Other county	49	8.0
Don't know/Does not apply	132	21.6

* Respondents could choose more than one answer so totals exceed 100.0%.

Table A13

Transportation Would Be Affordable For Me If a One-Way Ride In Greater Holland Did Not Cost More Than...		
	Frequency	Percent
\$0	45	7.8%
50¢	92	15.9
\$1	230	39.8
\$2	80	13.8
\$3	31	5.4
\$4-5	79	13.7
\$6-7	8	1.4
\$8-10	13	2.1

(32 did not answer)

Table A14

I Could Get Where I Need To Go If I Had Transportation On These Days and Times: (Frequency/Percent)*						
	6am-10am	10am-2pm	2pm-6pm	6pm-10pm	10pm-2am	2am-6am
Monday	205/33.6%	131/21.5%	183/30.0%	110/18.0%	71/11.6%	68/11.1%
Tuesday	215/35.2	129/21.1	191/31.3	110/18.0	64/10.5	62/10.2
Wednesday	205/33.6	123/20.2	184/30.2	116/19.0	66/10.8	63/10.3
Thursday	215/35.2	134/22.0	191/31.3	122/20.0	72/11.8	64/10.5
Friday	198/32.5	124/20.3	171/28.0	116/19.0	72/11.8	64/10.5
Saturday	110/18.0	101/16.6	102/16.7	106/17.4	61/10.0	55/9.0
Sunday	111/18.2	103/16.9	91/14.9	95/15.6	53/8.7	51/8.4
Don't know/Does not apply - 153/25.1						

* Respondents could choose more than one answer so totals exceed 100.0%.

Table A15

In The Past Year, Lack Of Transportation Has Prevented Me From Looking For, Getting, or Keeping a Job.		
	Frequency	Percent
Yes	241	40.9%
No	284	48.2
Unsure/Don't know	64	10.9

(21 did not answer)

Table A16

If I Had a Choice Of Public Transit Options, I Would Rather Use:		
	Frequency	Percent
Fixed routes/Catch a Max	147	25.9%
Demand response/Reserve a Max	292	51.4
Don't know	129	22.7

(42 did not answer)

Table A17

Please Rank Up To Five Top Solutions That Would Best Meet Your Transportation Needs (Frequency/Percent)							
	First Solution	Second Solution	Third Solution	Fourth Solution	Fifth Solution	Total*	Listed in Top Five*
Getting my vehicle fixed	81/14.2%	34/7.7%	28/8.9%	14/5.7%	14/7.3%	171	170/29.3%
Gas money	105/18.4	82/18.6	50/15.9	26/10.5	28/14.6	291	287/49.5
Personal assistance	79/13.8	32/7.3	32/10.2	18/7.3	13/6.8	174	174/30.0
My driver's license reinstated	100/17.5	27/6.1	21/6.7	14/5.7	4/2.1	166	166/28.6
Car insurance	15/2.6	69/15.6	54/17.2	53/21.5	19/9.9	210	210/36.2
Money for bus passes, taxi rides, etc...	48/8.4	80/18.1	51/16.2	47/19.0	26/13.5	252	249/42.9
Public transportation that goes to the places I need to go and runs on the days and at the times I need to travel	117/20.5	90/20.4	57/18.2	47/19.0	43/22.4	354	353/60.9
Accessible features for my vehicle	2/0.3	6/1.4	7/2.2	12/4.9	16/8.3	43	43/7.4
Other	25/4.4	21/4.8	14/4.5	16/6.5	29/15.1	105	101/17.4
Total	572	441	314	247	192	--	--

(580 respondents ranked at least one solution)

* Respondent may have indicated a particular solution more than once, which is reflected in the "Total" column. However, in the "Listed in Top Five" column, that solution is only counted once.

Table A18

Are You Currently Using...		
	Frequency	Percent
Friends/Family/Neighbors	302	49.5%
MAX/Allegan County Transportation	187	30.7
Good Samaritan/Love Inc.	60	9.8
Taxi	39	6.4
Pioneer Resources	21	3.4
Other	155	25.4

Appendix C: Open-Ended Responses

In the past year, I needed to go to _____ but did not have a ride to get there.

- Evergreen ADS (49)
- Probation (6)
- AA meetings (2)
- Angel Food and food drives (2)
- Dialysis (2)
- Families Victorious (2)
- FIA (Family Independence Agency)(2)
- His Harvest Stand – Zeeland (2)
- Pick up child/children (2)
- Art opening
- Bank, other stores
- Book Stores
- Boys & Girls Club
- Commons
- Day care
- Eating
- Evening or Sunday film or concert
- Everywhere
- Find a job
- Home
- Hospital
- Laundromat
- Many places
- Older son has medical problems
- Peer support group
- Post Office
- Programs, cultural events, other church events, HASP
- Roller Rink
- Sport event
- Toddlerville
- Treatment program
- V.A. (Veterans Administration)
- Volunteer work (Zeeland)
- Work - Only happens once in a great while

In the past year, I needed to go to _____ County, but did not have a ride to get there.

- Bay (Bay City)
- Genesee (Flint – funeral)
- Grand Haven (did not mark Ottawa County) (7)
- Grand Rapids (did not mark Kent County) (2)
- Lake
- Mason (Ludington)
- Newaygo (2)

- Oceana
- Saginaw
- Van Buren (5)
- Washtenaw (Ann Arbor) (2)
- Wayne (Detroit Children’s Hospital/Detroit) (2)
- Zeeland (did not mark Ottawa County) (2)
- Zeeland, Grand Haven (did not mark Ottawa County)

I could get where I need to go if I had transportation on these days and times:

Unsolicited write in comments

- Varies (5)
- (10 pm – 6 am) also would apply if I get 3rd shift job
- Days to collect food
- 7 AM to 3 PM
- I need it by 5:30 AM

In the past year, lack of transportation has prevented me from looking for, getting, or keeping a job. *Unsolicited write in comment*

- Better job

If I had choice of public transit options, I would rather use: *Unsolicited write in comments*

- Demand response – I live too close to bus stop.
- Demand response – If affordable

I need some personal assistance when I travel. *Unsolicited write in comment*

- Visual

Please rank up to five top solutions that would best meet your transportation needs.

- Getting a car/my own car (35)
- More busses/rides available for ride at 8 am and 3 pm (5)
- Cheap car (3)
- Get license (3)
- A ride/getting rides (2)
- Get a vehicle and license (2)
- Help with obtaining a vehicle (2)
- A car, mine broke down
- A job
- A vehicle after I get driver’s license reinstated
- Accessible van of my own
- Be on a bus line near me
- Because I have no car and transportation
- Bike
- Car needs to be in for service – 1 day
- Carpool/rideshare
- Dependable volunteers
- Enough money to pay for car payments, gas and insurance

- Everything
- Family
- Front door service
- Get a car I can afford
- Getting to work on time.
- Heater repaired
- Help with car insurance
- Help with vehicle maintenance
- I can't drive
- I want to move but the bus doesn't go that far
- If I could afford my own vehicle
- Lift (accessible)
- Money for car
- Money for license renewal
- My car is totaled
- Need license
- Not being suspended
- Pioneer Resources is \$9.00 a day
- Ride with her daughter
- Someone to call in emergency conditions, anytime – day or night
- Supervision
- Wheelchair bound

Are you currently using...

- Evergreen Bus (49)
- Own car/my car (17)
- Bike (13)
- Walking (10)
- Group Home (4)
- Bike (3)
- Caregivers (2)
- Mom (2)
- Asking friends
- Borrowed from family
- Broken bike
- Calvary Church
- Car
- Co. Employees
- Employee
- MAX doesn't go out to my house. I can't walk very far. I have medical problems (back).
- Medicaid
- MOKA
- Mom's car
- Own transportation
- Own/sometimes

- Private
- Walk a lot
- Walk or miss my appointments

Comments *Unsolicited write in comments*

- Called MAX –can't walk far – they won't take her up one street because they said the bus can't turn around, but they did it dozens of times before. She called Reserve a Max, and then got ill. She could not call to cancel and now is on the can't call list.
- During summer, I'm unable to attend church because there's not public transit on Sundays. In winter, a family member not here in summer takes me. I want to attend evening sporting events and other events, but public transportation ends at 7:00 pm. (needs accessible vehicle and some personal assistance when he travels)
- Someone to consult with, that what you need is critical, common or necessary and contact proper people at time, time of day or night. There are number of people unable to do so. Phil, a 85-year old male.

Appendix D: Tables by City or Township

Fillmore Township Tables

N=12

Table D1 – Fillmore Township

What Is Your Gender?		
	Frequency	Percent
Male	4	33.3%
Female	8	66.7

Table D2 – Fillmore Township

What Is Your Age?		
	Frequency	Percent
Under 18	0	0.0%
18-29	5	41.7
30-39	1	8.3
40-49	3	25.0
50-59	1	8.3
60-69	1	8.3
70-79	0	0.0
80 and over	1	8.3

Table D3 – Fillmore Township

Who Completed This Survey?		
	Frequency	Percent
Self – person who needs transportation	7	77.8%
Caregiver of person who needs transportation	2	22.2

(3 did not answer)

Table D4 – Fillmore Township

I Need An Accessible Vehicle When I Travel		
	Frequency	Percent
Yes	3	27.3%
No	8	72.7

(1 did not answer)

Table D5 – Fillmore Township

I Need Some Personal Assistance When I Travel		
	Frequency	Percent
Yes	3	27.3%
No	8	72.7

(1 did not answer)

Table D6 – Fillmore Township

Not Including Yourself, How Many Adults Live In Your Home Who Also Need Transportation?		
	Frequency	Percent
0	4	33.3%
1	5	41.7
2	3	25.0

Table D7 – Fillmore Township

How Many Children Live In Your Home Who Also Need Transportation?		
	Frequency	Percent
0	5	41.7%
1	2	16.7
2	2	16.7
3	2	16.7
4	1	8.3

Table D8 – Fillmore Township

In the Past Year, I Needed To Go To ___ But Did Not Have a Ride to Get There		
	Frequency	Percent*
Work	6	50.0%
Medical appointment	4	33.3
Shopping/Grocery	3	25.0
School	2	16.7
Court/jail	2	16.7
Visit friends/family	2	16.7
Social services agency	2	16.7
Other location	2	16.7
Church	0	0.0
Don't know/Does not apply	2	16.7

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D9 – Fillmore Township

In the Past Year, I Needed To Go To ___ County, But Did Not Have a Ride to Get There		
	Frequency	Percent*
Ottawa	6	50.0%
Allegan	3	25.0
Kent	3	25.0
Muskegon	1	8.3
Kalamazoo	0	0.0
Other county	2	16.7
Don't know/Does not apply	2	16.7

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D10 – Fillmore Township

Transportation Would Be Affordable For Me If a One-Way Ride In Greater Holland Did Not Cost More Than...		
	Frequency	Percent
\$0	0	0.0%
50¢	2	16.7
\$1	5	41.7
\$2	2	16.7
\$3	1	8.3
\$4-5	1	8.3
\$6-7	1	8.3
\$8-10	0	0.0

Table D11 – Fillmore Township

I Could Get Where I Need To Go If I Had Transportation On These Days and Times: (Frequency/Percent)						
	6am-10am	10am-2pm	2pm-6pm	6pm-10pm	10pm-2am	2am-6am
Monday	6/50.0%	0/0.0%	1/8.3%	3/25.0%	0/0.0%	0/0.0%
Tuesday	6/50.0	0/0.0	1/8.3	3/25.0	0/0.0	0/0.0
Wednesday	6/50.0	0/0.0	1/8.3	3/25.0	0/0.0	0/0.0
Thursday	6/50.0	0/0.0	2/16.7	3/25.0	0/0.0	0/0.0
Friday	6/50.0	0/0.0	1/8.3	3/25.0	0/0.0	0/0.0
Saturday	3/25.0	2/16.7	0/0.0	3/25.0	0/0.0	0/0.0
Sunday	1/8.3	1/8.3	0/0.0	1/8.3	0/0.0	0/0.0
Don't know/Does not apply - 4/33.3						

Table D12 – Fillmore Township

In The Past Year, Lack Of Transportation Has Prevented Me From Looking For, Getting, or Keeping a Job.		
	Frequency	Percent
Yes	6	54.5%
No	4	36.4
Unsure/Don't know	1	9.1

(1 did not answer)

Table D13 – Fillmore Township

If I Had a Choice Of Public Transit Options, I Would Rather Use:		
	Frequency	Percent
Fixed routes/Catch a Max	2	16.7%
Demand response/Reserve a Max	4	33.3
Don't know	6	50.0

Table D14 – Fillmore Township

Are You Currently Using...		
	Frequency	Percent
Friends/Family/Neighbors	9	75.0%
Good Samaritan Ministries/Love Inc.	1	8.3
MAX/Allegan County Transportation	1	8.3
Pioneer Resources	0	0.0
Taxi	0	0.0
Other	2	16.7

Table D15 – Fillmore Township

Please Rank Up To Five Top Solutions That Would Best Meet Your Transportation Needs (Frequency/Percent)							
	First Solution	Second Solution	Third Solution	Fourth Solution	Fifth Solution	Total	Listed in Top Five
Getting my vehicle fixed	2/16.7%	0/0.0%	0/0.0%	2/33.3%	1/16.7%	5	5/41.7%
Gas money	3/25.0	0/0.0	2/28.6	1/16.7	1/16.7	7	7/58.3
Personal assistance	1/8.3	1/10.0	1/14.3	0/0.0	0/0.0	3	3/25.0
My driver's license reinstated	3/25.0	0/0.0	2/28.6	0/0.0	0/0.0	5	5/41.7
Car insurance	0/0.0	5/50.0	0/0.0	0/0.0	1/16.7	6	6/50.0
Money for bus passes, taxi rides, etc...	2/16.7	1/10.0	0/0.0	3/50.0	0/0.0	6	6/50.0
Public transportation that goes to the places I need to go and runs on the days and at the times I need to travel	1/8.3	2/20.0	2/28.6	0/0.0	2/33.3	7	7/58.3
Accessible features for my vehicle	0/0.0	1/10.0	0/0.0	0/0.0	1/16.7	2	2/16.7
Other	0/0.0	0/0.0	0/0.0	0/0.0	0/0.0	0	0/0.0
Total	12	10	7	6	6	--	--

Holland City Tables

N=293

Table D16 – Holland City

What Is Your Gender?		
	Frequency	Percent
Male	121	42.5%
Female	164	57.5%

(8 Did not answer)

Table D17 – Holland City

What Is Your Age?		
	Frequency	Percent
Under 18	9	3.1%
18-29	70	24.3
30-39	54	18.8
40-49	57	19.8
50-59	45	15.6
60-69	24	8.3
70-79	10	3.5
80 and over	19	6.6

(5 did not answer)

Table D18 – Holland City

Who Completed This Survey?		
	Frequency	Percent
Self – person who needs transportation	210	79.5%
Caregiver of person who needs transportation	54	20.5

(29 did not answer)

Table D19 – Holland City

I Need An Accessible Vehicle When I Travel		
	Frequency	Percent
Yes	144	52.9%
No	128	47.1

(21 did not answer)

Table D20 – Holland City

I Need Some Personal Assistance When I Travel		
	Frequency	Percent
Yes	71	26.7%
No	195	73.3

(27 did not answer)

Table D21 – Holland City

Not Including Yourself, How Many Adults Live In Your Home Who Also Need Transportation?		
	Frequency	Percent
0	102	36.3%
1	65	23.1
2	45	16.0
3	18	6.4
4	7	2.5
5 or more	44	15.7

(12 did not answer)

Table D22 – Holland City

How Many Children Live In Your Home Who Also Need Transportation?		
	Frequency	Percent
0	171	63.8%
1	33	12.3
2	27	10.1
3	23	8.6
4	3	1.1
5 or more	11	4.1

(25 did not answer)

Table D23 – Holland City

In the Past Year, I Needed To Go To ___ But Did Not Have a Ride to Get There		
	Frequency	Percent*
Medical appointment	114	38.9%
Work	114	38.9
Shopping/Grocery	104	35.5
Visit friends/family	84	28.7
Church	73	24.9
Social services agency	55	18.8
Other location	53	18.1
Court/jail	33	11.3
School	28	9.6
Don't know/Does not apply	33	11.3

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D24 – Holland City

In the Past Year, I Needed To Go To ___ County, But Did Not Have a Ride to Get There		
	Frequency	Percent*
Ottawa	138	47.1%
Allegan	56	19.1
Kent	51	17.4
Muskegon	25	8.5
Kalamazoo	13	4.4
Other county	33	11.3
Don't know/Does not apply	53	18.1

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D25 – Holland City

Transportation Would Be Affordable For Me If a One-Way Ride In Greater Holland Did Not Cost More Than...		
	Frequency	Percent
\$0	21	7.6%
50¢	45	16.4
\$1	115	41.8
\$2	32	11.6
\$3	17	6.2
\$4-5	37	13.5
\$6-7	3	1.1
\$8-10	5	1.8

(18 did not answer)

Table D26 – Holland City

I Could Get Where I Need To Go If I Had Transportation On These Days and Times: (Frequency/Percent)*						
	6am-10am	10am-2pm	2pm-6pm	6pm-10pm	10pm-2am	2am-6am
Monday	103/35.2%	70/23.9%	90/30.7%	60/20.5%	38/13.0%	33/11.3%
Tuesday	110/37.5	74/25.3	93/31.7	62/21.2	34/11.6	29/9.9
Wednesday	101/34.5	65/22.2	84/28.7	62/21.2	33/11.3	30/10.2
Thursday	111/37.9	74/25.3	94/32.1	70/23.9	40/13.7	31/10.6
Friday	95/32.4	70/23.9	81/27.6	64/21.8	37/12.6	31/10.6
Saturday	59/20.1	46/15.7	49/16.7	56/19.1	29/9.9	26/8.9
Sunday	61/20.8	46/15.7	46/15.7	50/17.1	25/8.5	24/8.2
Don't know/Does not apply - 62/21.2						

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D27 – Holland City

In The Past Year, Lack Of Transportation Has Prevented Me From Looking For, Getting, or Keeping a Job.		
	Frequency	Percent
Yes	129	45.1%
No	130	45.5
Unsure/Don't know	27	9.4

(7 did not answer)

Table D28 – Holland City

If I Had a Choice Of Public Transit Options, I Would Rather Use:		
	Frequency	Percent
Fixed routes/Catch a Max	80	29.6%
Demand response/Reserve a Max	137	50.7
Don't know	53	19.6

(23 did not answer)

Table D29 – Holland City

Are You Currently Using...		
	Frequency	Percent*
Friends/Family/Neighbors	147	50.2%
MAX/Allegan County Transportation	107	36.5
Other	74	25.3
Good Samaritan Ministries/Love Inc.	28	9.6
Taxi	20	6.8
Pioneer Resources	8	2.7

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D30 – Holland City

Please Rank Up To Five Top Solutions That Would Best Meet Your Transportation Needs (Frequency/Percent)							
	First Solution	Second Solution	Third Solution	Fourth Solution	Fifth Solution	Total	Listed in Top Five
Getting my vehicle fixed	43/15.8%	16/7.2%	14/8.3%	6/4.3%	8/7.8%	87	86/30.7%
Gas money	44/16.2	49/22.2	25/14.9	17/12.1	19/18.4	154	150/53.6
Personal assistance	36/13.2	12/5.4	16/9.5	14/10.0	7/6.8	85	85/30.4
My driver's license reinstated	47/17.3	11/5.0	13/7.7	10/7.1	4/3.9	85	85/30.4
Car insurance	8/2.9	31/14.0	28/16.7	27/19.3	10/9.7	104	104/37.1
Money for bus passes, taxi rides, etc...	26/9.6	46/20.8	33/19.6	26/18.6	15/14.6	146	143/51.1
Public transportation that goes to the places I need to go and runs on the days and at the times I need to travel	53/19.5	38/17.2	29/17.3	26/18.6	20/19.4	166	166/59.3
Accessible features for my vehicle	1/0.4	3/1.4	3/1.8	5/3.6	7/6.8	19	19/6.8
Other	14/5.1	15/6.8	7/4.2	9/6.4	13/12.6	58	55/19.6
Total	272	221	168	140	103	--	--

Holland Township Tables

N=141

Table D31 – Holland Township

What Is Your Gender?		
	Frequency	Percent
Male	59	42.1%
Female	81	57.9

(1 did not answer)

Table D32 – Holland Township

What Is Your Age?		
	Frequency	Percent
Under 18	3	2.1%
18-29	51	36.2
30-39	21	14.9
40-49	24	17.0
50-59	17	12.1
60-69	10	7.1
70-79	7	5.0
80 and over	8	5.7

Table D33 – Holland Township

Who Completed This Survey?		
	Frequency	Percent
Self – person who needs transportation	109	83.2%
Caregiver of person who needs transportation	22	16.8

(10 did not answer)

Table D34 – Holland Township

I Need An Accessible Vehicle When I Travel		
	Frequency	Percent
Yes	69	51.5%
No	65	48.5

(7 did not answer)

Table D35 – Holland Township

I Need Some Personal Assistance When I Travel		
	Frequency	Percent
Yes	35	26.9%
No	95	73.1

(11 did not answer)

Table D36 – Holland Township

Not Including Yourself, How Many Adults Live In Your Home Who Also Need Transportation?		
	Frequency	Percent
0	63	45.3%
1	43	30.9
2	20	14.4
3	5	3.6
4	3	2.2
5 or more	5	3.6

(2 did not answer)

Table D37 – Holland Township

How Many Children Live In Your Home Who Also Need Transportation?		
	Frequency	Percent
0	89	66.4%
1	16	11.9
2	15	11.2
3	10	7.5
4	4	3.0
5 or more	0	0.0

(7 did not answer)

Table D38 – Holland Township

In the Past Year, I Needed To Go To ___ But Did Not Have a Ride to Get There*		
	Frequency	Percent
Work	60	42.6%
Medical appointment	47	33.3
Shopping/Grocery	44	31.2
Visit friends/family	43	30.5
Church	32	22.7
Court/jail	26	18.4
Social services agency	21	14.9
School	12	8.5
Other location	27	19.1
Don't know/Does not apply	17	12.1

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D39 – Holland Township

In the Past Year, I Needed To Go To ___ County, But Did Not Have a Ride to Get There*		
	Frequency	Percent
Ottawa	62	44.0%
Muskegon	28	19.9
Kent	26	18.4
Allegan	23	16.3
Kalamazoo	6	4.3
Other	6	4.3
Don't know/Does not apply	34	24.1

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D40 – Holland Township

Transportation Would Be Affordable For Me If a One-Way Ride In Greater Holland Did Not Cost More Than...		
	Frequency	Percent
\$0	16	12.2%
50¢	31	23.7
\$1	40	30.5
\$2	16	12.2
\$3	4	3.1
\$4-5	16	12.2
\$6-7	1	0.8
\$8-10	7	5.3

(10 did not answer)

Table D41 – Holland Township

I Could Get Where I Need To Go If I Had Transportation On These Days and Times: (Frequency/Percent)*						
	6am-10am	10am-2pm	2pm-6pm	6pm-10pm	10pm-2am	2am-6am
Monday	49/34.8%	29/20.6%	36/25.5%	28/19.9%	27/19.1%	21/14.9%
Tuesday	52/36.9	27/19.1	40/28.4	27/19.1	24/17.0	19/13.5
Wednesday	48/34.0	27/19.1	40/28.4	27/19.1	26/18.4	19/13.5
Thursday	49/34.8	30/21.3	38/27.0	27/19.1	26/18.4	19/13.5
Friday	49/34.8	28/19.9	36/25.5	27/19.1	27/19.1	19/13.5
Saturday	30/21.3	27/19.1	23/16.3	25/17.7	24/17.0	19/13.5
Sunday	26/18.4	28/19.9	21/14.9	25/17.7	21/14.9	18/12.8
Don't know/Does not apply - 33/23.4						

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D42 – Holland Township

In The Past Year, Lack Of Transportation Has Prevented Me From Looking For, Getting, or Keeping a Job.		
	Frequency	Percent
Yes	64	45.4%
No	64	45.4
Unsure/Don't know	13	9.2

Table D43 – Holland Township

If I Had a Choice Of Public Transit Options, I Would Rather Use:		
	Frequency	Percent
Fixed routes/Catch a Max	29	22.3%
Demand response/Reserve a Max	69	53.1
Don't know	32	24.6

(11 did not answer)

Table D44 – Holland Township

Are You Currently Using...		
	Frequency	Percent*
Friends/Family/Neighbors	69	48.9%
MAX/Allegan County Transportation	43	30.5
Good Samaritan Ministries/Love Inc.	9	6.4
Taxi	6	4.3
Pioneer Resources	5	3.5
Other	39	27.7

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D45 – Holland Township

Please Rank Up To Five Top Solutions That Would Best Meet Your Transportation Needs (Frequency/Percent)*							
	First Solution	Second Solution	Third Solution	Fourth Solution	Fifth Solution	Total	Listed in Top Five
Getting my vehicle fixed	15/11.2%	10/10.3%	6/8.7%	2/3.8%	2/4.3%	35	35/26.1%
Gas money	23/17.2	14/14.4	14/20.3	3/5.8	5/10.9	59	59/44.0
Personal assistance	21/15.7	5/5.2	7/10.1	1/1.9	2/4.3	36	36/26.9
My driver's license reinstated	29/21.6	10/10.3	4/5.8	2/3.8	0/0.0	45	45/33.6
Car insurance	3/2.2	13/13.4	12/17.4	15/28.8	1/2.2	44	44/32.8
Money for bus passes, taxi rides, etc...	15/11.2	16/16.5	9/13.0	10/19.2	6/13.0	56	56/41.8
Public transportation that goes to the places I need to go and runs on the days and at the times I need to travel	20/14.9	26/26.8	13/18.8	11/21.2	12/26.1	82	81/60.4
Accessible features for my vehicle	0/0.0	0/0.0	2/2.9	4/7.7	6/13.0	12	12/9.0
Other	8/6.0	3/3.1	2/2.9	4/7.7	12/26.1	29	28/20.9
Total	134	97	69	52	46	--	--

* Respondents could choose more than one answer so totals exceed 100.0%.

Laketown Township Tables

N=22

Table D46 – Laketown Township

What Is Your Gender?		
	Frequency	Percent
Male	9	40.9%
Female	13	59.1

Table D47 – Laketown Township

What Is Your Age?		
	Frequency	Percent
Under 18	0	0.0%
18-29	8	38.1
30-39	3	14.3
40-49	1	4.8
50-59	0	0.0
60-69	4	19.0
70-79	3	14.3
80 and over	2	9.5

(1 did not answer)

Table D48 – Laketown Township

Who Completed This Survey?		
	Frequency	Percent
Self – person who needs transportation	14	77.8%
Caregiver of person who needs transportation	4	22.2

(4 did not answer)

Table D49 – Laketown Township

I Need An Accessible Vehicle When I Travel		
	Frequency	Percent
Yes	6	30.0%
No	14	70.0

(2 did not answer)

Table D50 – Laketown Township

I Need Some Personal Assistance When I Travel		
	Frequency	Percent
Yes	9	42.9%
No	12	57.1

(1 did not answer)

Table D51 – Laketown Township

Not Including Yourself, How Many Adults Live In Your Home Who Also Need Transportation?		
	Frequency	Percent
0	13	59.1%
1	5	22.7
2	3	13.6
3	1	4.5
4	0	0.0
5 or more	0	0.0

Table D52 – Laketown Township

How Many Children Live In Your Home Who Also Need Transportation?		
	Frequency	Percent
0	13	65.0%
1	3	15.0
2	2	10.0
3	2	10.0
4	0	0.0
5 or more	0	0.0

(2 did not answer)

Table D53 – Laketown Township

In the Past Year, I Needed To Go To ___ But Did Not Have a Ride to Get There		
	Frequency	Percent*
Medical appointment	8	36.4%
Work	8	36.4
Church	6	27.3
Shopping/Grocery	6	27.3
Visit friends/family	6	27.3
Court/jail	3	13.6
School	2	9.1
Social services agency	2	9.1
Other location	6	27.3
Don't know/Does not apply	3	13.6

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D54 – Laketown Township

In the Past Year, I Needed To Go To ___ County, But Did Not Have a Ride to Get There		
	Frequency	Percent*
Ottawa	11	50.0%
Allegan	5	22.7
Kent	5	22.7
Muskegon	3	13.6
Kalamazoo	0	0.0
Other county	2	9.1
Don't know/Does not apply	3	13.6

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D55 – Laketown Township

Transportation Would Be Affordable For Me If a One-Way Ride In Greater Holland Did Not Cost More Than...		
	Frequency	Percent
\$0	1	4.8%
50¢	2	9.5
\$1	8	38.1
\$2	3	14.3
\$3	2	9.5
\$4-5	4	19.0
\$6-7	1	4.8
\$8-10	0	0.0

(1 did not answer)

Table D56 – Laketown Township

I Could Get Where I Need To Go If I Had Transportation On These Days and Times: (Frequency/Percent)*						
	6am-10am	10am-2pm	2pm-6pm	6pm-10pm	10pm-2am	2am-6am
Monday	5/22.7%	6/27.3%	6/27.3%	3/13.6%	0/0.0%	0/0.0%
Tuesday	6/27.3	4/18.2	7/31.8	2/9.1	0/0.0	0/0.0
Wednesday	5/22.7	4/18.2	6/27.3	2/9.1	0/0.0	0/0.0
Thursday	6/27.3	4/18.2	6/27.3	2/9.1	0/0.0	0/0.0
Friday	6/27.3	4/18.2	7/31.8	3/13.6	0/0.0	0/0.0
Saturday	2/9.1	3/13.6	1/4.5	4/18.2	0/0.0	0/0.0
Sunday	2/9.1	4/18.2	2/9.1	2/9.1	0/0.0	0/0.0
Don't know/Does not apply - 7/31.8						

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D57 – Laketown Township

In The Past Year, Lack Of Transportation Has Prevented Me From Looking For, Getting, or Keeping a Job.		
	Frequency	Percent
Yes	8	42.1%
No	7	36.8
Unsure/Don't know	4	21.1

(3 did not answer)

Table D58 – Laketown Township

If I Had a Choice Of Public Transit Options, I Would Rather Use:		
	Frequency	Percent
Fixed routes/Catch a Max	3	13.6%
Demand response/Reserve a Max	13	59.1
Don't know	6	27.3

Table D59 – Laketown Township

Are You Currently Using...		
	Frequency	Percent*
Friends/Family/Neighbors	11	50.0%
MAX/Allegan County Transportation	6	27.3
Good Samaritan Ministries/Love Inc.	3	13.6
Pioneer Resources	2	9.1
Taxi	1	4.5
Other	7	31.8

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D60 – Laketown Township

Please Rank Up To Five Top Solutions That Would Best Meet Your Transportation Needs (Frequency/Percent)							
	First Solution	Second Solution	Third Solution	Fourth Solution	Fifth Solution	Total	Listed in Top Five
Getting my vehicle fixed	2/9.1%	2/11.8%	0/0.0%	0/0.0%	0/0.0%	4	4/18.2%
Gas money	5/22.7	4/23.5	1/10.0	2/33.3	1/16.7	13	13/59.1
Personal assistance	5/22.7	0/0.0	1/10.0	0/0.0	0/0.0	6	6/27.3
My driver's license reinstated	4/18.2	2/11.8	0/0.0	0/0.0	0/0.0	6	6/27.3
Car insurance	1/4.5	1/5.9	4/40.0	1/16.7	2/33.3	9	9/40.9
Money for bus passes, taxi rides, etc...	1/4.5	1/5.9	1/10.0	1/16.7	0/0.0	4	4/18.2
Public transportation that goes to the places I need to go and runs on the days and at the times I need to travel	4/18.2	6/35.3	1/10.0	1/16.7	3/50.0	15	15/68.2
Accessible features for my vehicle	0/0.0	0/0.0	0/0.0	0/0.0	0/0.0	0	0/0.0
Other	0/0.0	1/5.9	2/20.0	1/16.7	0/0.0	4	4/18.2
Total	22	17	10	6	6	--	--

Park Township

N=39

Table D61 – Park Township

What Is Your Gender?		
	Frequency	Percent
Male	17	43.6%
Female	22	56.4

Table D62 – Park Township

What Is Your Age?		
	Frequency	Percent
Under 18	2	5.1%
18-29	7	17.9
30-39	4	10.3
40-49	3	7.7
50-59	7	17.9
60-69	9	23.1
70-79	2	5.1
80 and over	5	12.8

Table D63 – Park Township

Who Completed This Survey?		
	Frequency	Percent
Self – person who needs transportation	14	63.6%
Caregiver of person who needs transportation	8	36.4

(17 did not answer)

Table D64 – Park Township

I Need An Accessible Vehicle When I Travel		
	Frequency	Percent
Yes	16	43.2%
No	21	56.8

(2 did not answer)

Table D65 – Park Township

I Need Some Personal Assistance When I Travel		
	Frequency	Percent
Yes	13	35.1%
No	24	64.9

(2 did not answer)

Table D66 – Park Township

Not Including Yourself, How Many Adults Live In Your Home Who Also Need Transportation?		
	Frequency	Percent
0	17	44.7%
1	13	34.2
2	6	15.8
3	0	0.0
4	1	2.6
5 or more	1	2.6

(1 did not answer)

Table D67 – Park Township

How Many Children Live In Your Home Who Also Need Transportation?		
	Frequency	Percent
0	31	83.8%
1	3	8.1
2	2	5.4
3	0	0.0
4	1	2.7
5 or more	0	0.0

(2 did not answer)

Table D68 – Park Township

In the Past Year, I Needed To Go To ___ But Did Not Have a Ride to Get There		
	Frequency	Percent*
Medical appointment	17	43.6%
Work	10	25.6
Shopping/Grocery	8	20.5
Visit friends/family	6	15.4
Social services agency	4	10.3
Church	3	7.7
Court/jail	2	5.1
School	2	5.1
Other	6	15.4
Don't know/Does not apply	6	15.4

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D69 – Park Township

In the Past Year, I Needed To Go To ___ County, But Did Not Have a Ride to Get There		
	Frequency	Percent*
Ottawa	26	66.7%
Kent	6	15.4
Allegan	5	12.8
Muskegon	3	7.7
Kalamazoo	2	5.1
Other	2	5.1
Don't know/Does not apply	9	23.1

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D70 – Park Township

Transportation Would Be Affordable For Me If a One-Way Ride In Greater Holland Did Not Cost More Than...		
	Frequency	Percent
\$0	2	5.3%
50¢	4	10.5
\$1	25	65.8
\$2	2	5.3
\$3	1	2.6
\$4-5	4	10.5
\$6-7	0	0.0
\$8-10	0	0.0

(1 did not answer)

Table D71 – Park Township

I Could Get Where I Need To Go If I Had Transportation On These Days and Times: (Frequency/Percent)*						
	6am-10am	10am-2pm	2pm-6pm	6pm-10pm	10pm-2am	2am-6am
Monday	8/20.5%	6/15.4%	11/28.2%	4/10.3%	2/5.1	4/10.3
Tuesday	8/20.5	6/15.4	12/30.8	4/10.3	2/5.1	4/10.3
Wednesday	9/23.1	6/15.4	11/28.2	5/12.8	2/5.1	4/10.3
Thursday	8/20.5	6/15.4	11/28.2	5/12.8	2/5.1	4/10.3
Friday	8/20.5	6/15.4	10/25.6	4/10.3	3/7.7	4/10.3
Saturday	4/10.3	5/12.8	5/12.8	5/12.8	2/5.1	2/5.1
Sunday	3/7.7	5/12.8	5/12.8	5/12.8	2/5.1	2/5.1
Don't know/Does not apply - 18/46.2						

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D72 – Park Township

In The Past Year, Lack Of Transportation Has Prevented Me From Looking For, Getting, or Keeping a Job.		
	Frequency	Percent
Yes	10	26.3%
No	24	63.2
Unsure/Don't know	4	10.5

(1 did not answer)

Table D73 – Park Township

If I Had a Choice Of Public Transit Options, I Would Rather Use:		
	Frequency	Percent
Fixed routes/Catch a Max	9	23.1%
Demand response/Reserve a Max	23	59.0
Don't know	7	17.9

Table D74 – Park Township

Are You Currently Using...		
	Frequency	Percent*
Friends/Family/Neighbors	16	41.0%
MAX/Allegan County Transportation	13	33.3
Good Samaritan Ministries/Love Inc.	13	33.3
Taxi	5	12.8
Pioneer Resources	1	2.6
Other	6	15.4

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D75 – Park Township

Please Rank Up To Five Top Solutions That Would Best Meet Your Transportation Needs (Frequency/Percent)							
	First Solution	Second Solution	Third Solution	Fourth Solution	Fifth Solution	Total	Listed in Top Five
Getting my vehicle fixed	6/15.8%	2/7.1%	1/8.3%	2/22.2%	0/0.0%	11	11/28.9%
Gas money	7/18.4	4/14.3	3/25.0	2/22.2	0/0.0	16	16/42.1
Personal assistance	6/15.8	5/17.9	2/16.7	0/0.0	1/16.7	14	14/36.8
My driver's license reinstated	6/15.8	1/3.6	0/0.0	0/0.0	0/0.0	7	7/18.4
Car insurance	0/0.0	7/25.0	3/25.0	1/11.1	1/16.7	12	12/31.6
Money for bus passes, taxi rides, etc...	1/2.6	3/10.7	2/16.7	1/11.1	1/16.7	8	8/21.1
Public transportation that goes to the places I need to go and runs on the days and at the times I need to travel	11/28.9	5/17.9	1/8.3	2/22.2	2/33.3	21	21/55.3
Accessible features for my vehicle	1/2.6	1/3.6	0/0.0	1/11.1	0/0.0	3	3/7.9
Other	0/0.0	0/0.0	0/0.0	0/0.0	1/16.7	1	1/2.6
Total	38	28	12	9	6	--	--

Zeeland City

N=58

Table D76 – Zeeland City

What Is Your Gender?		
	Frequency	Percent
Male	19	33.3%
Female	38	66.7

(1 did not answer)

Table D77 – Zeeland City

What Is Your Age?		
	Frequency	Percent
Under 18	4	7.1%
18-29	11	19.6
30-39	8	14.3
40-49	6	10.7
50-59	5	8.9
60-69	4	7.1
70-79	6	10.7
80 and over	12	21.4

(2 did not answer)

Table D78 – Zeeland City

Who Completed This Survey?		
	Frequency	Percent
Self – person who needs transportation	37	72.5%
Caregiver of person who needs transportation	14	27.5

(7 did not answer)

Table D79 – Zeeland City

I Need An Accessible Vehicle When I Travel		
	Frequency	Percent
Yes	28	52.8%
No	25	47.2

(5 did not answer)

Table D80 – Zeeland City

I Need Some Personal Assistance When I Travel		
	Frequency	Percent
Yes	22	43.1%
No	29	56.9

(7 did not answer)

Table D81 – Zeeland City

Not Including Yourself, How Many Adults Live In Your Home Who Also Need Transportation?		
	Frequency	Percent
0	37	67.3%
1	10	18.2
2	2	3.6
3	4	7.3
4	0	0.0
5 or more	2	3.6

(3 did not answer)

Table D82 – Zeeland City

How Many Children Live In Your Home Who Also Need Transportation?		
	Frequency	Percent
0	44	88.0%
1	3	6.0
2	1	2.0
3	2	4.0
4	0	0.0
5 or more	0	0.0

(8 did not answer)

Table D83 – Zeeland City

In the Past Year, I Needed To Go To ___ But Did Not Have a Ride to Get There		
	Frequency	Percent*
Medical appointment	26	44.8%
Work	18	31.0
Church	17	29.3
Shopping/Grocery	16	27.6
Visit friends/family	14	24.1
Court/jail	4	6.9
Social services agency	4	6.9
School	2	3.4
Other location	12	20.7
Don't know/Does not apply	8	13.8

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D84 – Zeeland City

In the Past Year, I Needed To Go To ___ County, But Did Not Have a Ride to Get There		
	Frequency	Percent*
Ottawa	22	37.9%
Kent	12	20.7
Allegan	9	15.5
Kalamazoo	3	5.2
Muskegon	3	5.2
Other county	2	3.4
Don't know/Does not apply	18	31.0

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D85 – Zeeland City

Transportation Would Be Affordable For Me If a One-Way Ride In Greater Holland Did Not Cost More Than...		
	Frequency	Percent
\$0	4	7.0%
50¢	6	10.5
\$1	18	31.6
\$2	11	19.3
\$3	2	3.5
\$4-5	15	26.3
\$6-7	0	0.0
\$8-10	1	1.8

(1 did not answer)

Table D86 – Zeeland City

I Could Get Where I Need To Go If I Had Transportation On These Days and Times: (Frequency/Percent)*						
	6am-10am	10am-2pm	2pm-6pm	6pm-10pm	10pm-2am	2am-6am
Monday	18/31.0%	11/19.0%	19/32.8%	4/6.9%	2/3.4%	4/6.9
Tuesday	17/29.3	11/19.0	19/32.8	4/6.9	2/3.4	4/6.9
Wednesday	20/34.5	13/22.4	21/36.2	8/13.8	2/3.4	4/6.9
Thursday	19/32.8	12/20.7	20/34.5	6/10.3	2/3.4	4/6.9
Friday	18/31.0	10/17.2	17/29.3	6/10.3	2/3.4	4/6.9
Saturday	5/8.6	10/17.2	11/19.0	6/10.3	4/6.9	4/6.9
Sunday	9/15.5	10/17.2	8/13.8	5/8.6	4/6.9	4/6.9
Don't know/Does not apply						14/24.1

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D87 – Zeeland City

In The Past Year, Lack Of Transportation Has Prevented Me From Looking For, Getting, or Keeping a Job.		
	Frequency	Percent
Yes	11	20.8%
No	35	66.0
Unsure/Don't know	7	13.2

(5 did not answer)

Table D88 – Zeeland City

If I Had a Choice Of Public Transit Options, I Would Rather Use:		
	Frequency	Percent
Fixed routes/Catch a Max	9	16.4%
Demand response/Reserve a Max	34	61.8
Don't know	12	21.8

(3 did not answer)

Table D89 – Zeeland City

Are You Currently Using...		
	Frequency	Percent*
Friends/Family/Neighbors	24	41.4%
MAX/Allegan County Transportation	13	22.4
Good Samaritan Ministries/Love Inc.	4	6.9
Taxi	3	5.2
Pioneer Resources	2	3.4
Other	19	32.8

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D90 – Zeeland City

Please Rank Up To Five Top Solutions That Would Best Meet Your Transportation Needs (Frequency/Percent)							
	First Solution	Second Solution	Third Solution	Fourth Solution	Fifth Solution	Total	Listed in Top Five
Getting my vehicle fixed	7/13.5%	2/5.6%	2/9.1%	1/7.7%	1/12.5%	13	13/25.0%
Gas money	11/21.2	7/19.4	2/9.1	0/0.0	0/0.0	20	20/38.5
Personal assistance	9/17.3	4/11.1	1/4.5	2/15.4	1/12.5	17	17/32.7
My driver's license reinstated	4/7.7	2/5.6	2/9.1	0/0.0	0/0.0	8	8/15.4
Car insurance	2/3.8	6/16.7	2/9.1	4/30.8	2/25.0	16	16/30.8
Money for bus passes, taxi rides, etc...	2/3.8	8/22.2	3/13.6	3/23.1	0/0.0	16	16/30.8
Public transportation that goes to the places I need to go and runs on the days and at the times I need to travel	15/28.8	6/16.7	7/31.8	1/7.7	2/25.0	31	31/59.6
Accessible features for my vehicle	0/0.0	0/0.0	2/9.1	1/7.7	0/0.0	3	3/5.8
Other	2/3.8	1/2.8	1/4.5	1/7.7	2/25.0	7	7/13.5
Total	52	36	22	13	8	--	--

Zeeland Township

N=44

Table D91 – Zeeland Township

What Is Your Gender?		
	Frequency	Percent
Male	22	50.0%
Female	22	50.0

Table D92 – Zeeland Township

What Is Your Age?		
	Frequency	Percent
Under 18	0	0.0%
18-29	8	18.2
30-39	7	15.9
40-49	10	22.7
50-59	11	25.0
60-69	2	4.5
70-79	1	2.3
80 and over	5	11.4

Table D93 – Zeeland Township

Who Completed This Survey?		
	Frequency	Percent
Self – person who needs transportation	33	89.2%
Caregiver of person who needs transportation	4	10.8

(7 did not answer)

Table D94 – Zeeland Township

I Need An Accessible Vehicle When I Travel		
	Frequency	Percent
Yes	17	39.5%
No	26	60.5%

(1 did not answer)

Table D95 – Zeeland Township

I Need Some Personal Assistance When I Travel		
	Frequency	Percent
Yes	9	22.0%
No	32	78.0

(3 did not answer)

Table D96 – Zeeland Township

Not Including Yourself, How Many Adults Live In Your Home Who Also Need Transportation?		
	Frequency	Percent
0	22	52.4%
1	16	38.1
2	2	4.8
3	2	4.8
4	0	0.0
5 or more	0	0.0

(2 did not answer)

Table D97 – Zeeland Township

How Many Children Live In Your Home Who Also Need Transportation?		
	Frequency	Percent
0	24	61.5%
1	6	15.4
2	7	17.9
3	1	2.6
4	1	2.6
5 or more	0	0.0

(5 did not answer)

Table D98 – Zeeland Township

In the Past Year, I Needed To Go To ___ But Did Not Have a Ride to Get There		
	Frequency	Percent*
Work	21	47.7%
Medical appointment	18	40.9
Shopping/Grocery	18	40.9
Visit friends/family	12	27.3
Church	11	25.0
Social services agency	7	15.9
School	4	9.1
Court/jail	2	4.5
Other location	4	9.1
Don't know/Does not apply	7	15.9

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D99 – Zeeland Township

In the Past Year, I Needed To Go To ___ County, But Did Not Have a Ride to Get There		
	Frequency	Percent*
Ottawa	26	59.1%
Kent	8	18.2
Allegan	7	15.9
Muskegon	3	6.8
Kalamazoo	2	4.5
Other county	2	4.5
Don't know/Does not apply	13	29.5

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D100 – Zeeland Township

Transportation Would Be Affordable For Me If a One-Way Ride In Greater Holland Did Not Cost More Than...		
	Frequency	Percent
\$0	1	2.3%
50¢	2	4.7
\$1	19	44.2
\$2	14	32.6
\$3	4	9.3
\$4-5	2	4.7
\$6-7	1	2.3
\$8-10	0	0.0

(1 did not answer)

Table D101 – Zeeland Township

I Could Get Where I Need To Go If I Had Transportation On These Days and Times: (Frequency/Percent)*						
	6am-10am	10am-2pm	2pm-6pm	6pm-10pm	10pm-2am	2am-6am
Monday	16/36.4%	9/20.5%	20/45.5%	8/18.2%	2/4.5%	6/13.6%
Tuesday	16/36.4	7/15.9	19/43.2	8/18.2	2/4.5	6/13.6
Wednesday	16/36.4	8/18.2	21/47.7	9/20.5	3/6.8	6/13.6
Thursday	16/36.4	8/18.2	20/45.5	9/20.5	2/4.5	6/13.6
Friday	16/36.4	6/13.6	19/43.2	9/20.5	3/6.8	6/13.6
Saturday	7/15.9	8/18.2	13/29.5	7/15.9	2/4.5	4/9.1
Sunday	9/20.5	9/20.5	9/20.5	7/15.9	1/2.3	3/6.8
Don't know/Does not apply						15/34.1

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D102 – Zeeland Township

In The Past Year, Lack Of Transportation Has Prevented Me From Looking For, Getting, or Keeping a Job.		
	Frequency	Percent
Yes	13	32.5%
No	19	47.5
Unsure/Don't know	8	20.0

(4 did not answer)

Table D103 – Zeeland Township

If I Had a Choice Of Public Transit Options, I Would Rather Use:		
	Frequency	Percent
Fixed routes/Catch a Max	15	37.5%
Demand response/Reserve a Max	12	30.0
Don't know	13	32.5

(4 did not answer)

Table D104 – Zeeland Township

Are You Currently Using...		
	Frequency	Percent*
Friends/Family/Neighbors	25	56.8%
MAX/Allegan County Transportation	4	9.1
Pioneer Resources	3	6.8
Taxi	3	6.8
Good Samaritan Ministries/Love Inc.	2	4.5
Other	7	15.9

* Respondents could choose more than one answer so totals exceed 100.0%.

Table D105 – Zeeland Township

Please Rank Up To Five Top Solutions That Would Best Meet Your Transportation Needs (Frequency/Percent)							
	First Solution	Second Solution	Third Solution	Fourth Solution	Fifth Solution	Total	Listed in Top Five
Getting my vehicle fixed	6/14.6%	2/6.3%	5/19.2%	1/4.8%	2/11.8%	16	16/39.0%
Gas money	12/29.3	4/12.5	3/11.5	1/4.8	2/11.8	22	22/53.7
Personal assistance	1/2.4	5/15.6	4/15.4	1/4.8	2/11.8	13	13/31.7
My driver's license reinstated	7/17.1	1/3.1	0/0.0	2/9.5	0/0.0	10	10/24.4
Car insurance	0/0.0	6/18.8	5/19.2	5/23.8	2/11.8	18	18/43.9
Money for bus passes, taxi rides, etc...	1/2.4	5/15.6	3/11.5	3/14.3	4/23.5	16	16/39.0
Public transportation that goes to the places I need to go and runs on the days and at the times I need to travel	13/31.7	7/21.9	4/15.4	6/28.6	2/11.8	32	32/78.0
Accessible features for my vehicle	0/0.0	1/3.1	0/0.0	1/4.8	2/11.8	4	4/9.8
Other	1/2.4	1/3.1	2/7.7	1/4.8	1/5.9	6	6/14.6
Total	41	32	26	21	17	--	--

Appendix E: Open-Ended Responses by City/Township

Fillmore Township (12 surveys)

In the past year, I needed to go to ____ but did not have a ride to get there.

- Angel Food and food drives
- Evergreen ADS

In the past year, I needed to go to ____ County, but did not have a ride to get there.

- Grand Haven (did not mark Ottawa County) (2)

Are you currently using...

- Evergreen Bus

Holland City (293 surveys)

In the past year, I needed to go to _____ but did not have a ride to get there.

- Evergreen ADS (23)
- Dialysis (2)
- Families Victorious (2)
- FIA (Family Independence Agency)(2)
- His Harvest Stand – Zeeland (2)
- Probation (2)
- Bank, other stores
- Boys & Girls
- Day care
- Eating
- Everywhere
- Find a job
- Hospital
- Older son has medical problems
- Pick up child
- Post Office
- V.A. (Veterans Administration)

In the past year, I needed to go to _____ County, but did not have a ride to get there.

- Grand Haven (did not mark Ottawa County) (5)
- Van Buren (3)
- Grand Rapids (did not mark Kent County) (2)
- Newaygo (2)
- Zeeland (did not mark Ottawa County) (2)
- Genesee (Flint – funeral)
- Lake
- Mason (Ludington)
- Saginaw
- Wayne (Detroit Children’s Hospital/Detroit)

I could get where I need to go if I had transportation on these days and times:

Unsolicited write in comments

- Varies (3)
- (10 pm – 6 am) also would apply if I get 3rd shift job

In the past year, lack of transportation has prevented me from looking for, getting, or keeping a job. *Unsolicited write in comment*

- Better job

If I had a choice of public transit options, I would rather use: *Unsolicited write in comment*

- Demand response – I live too close to bus stop.

Please rank up to five top solutions that would best meet your transportation needs.

- Getting a car/my own car (21)
- Help with obtaining a vehicle (2)
- Get a vehicle and license (2)
- If I could afford my own vehicle
- A car, mine broke down
- Accessible van of my own
- Be on a bus line near me
- Because I have no car and transportation
- Carpool/rideshare
- Enough money to pay for car payments, gas and insurance
- Everything
- Family
- Get a car (cheap)
- Getting rides
- Heater repaired
- Help with vehicle maintenance
- I want to move but the bus doesn't go that far
- Lift (accessible)
- Money for car
- Money for license renewal
- More busses/rides available for ride at 8 am and 3 pm (5)
- Need license
- Ride with her daughter

Are you currently using...

- Evergreen Bus (23)
- Bike (13)
- Own car (9)
- Group Home (4)
- Walking (3)
- Caregivers (2)
- Car
- Medicaid
- Mom
- Own/sometimes
- Walk a lot
- Walk or miss my appointments

Holland Township (141 surveys)

In the past year, I needed to go to ____ but did not have a ride to get there.

- Evergreen ADS (13)
- Probation (2)
- Book Stores
- Commons
- Home
- I need a ride to Angel Food Ministries for food.
- Many places
- Sport event
- Toddlerville
- Treatment program

In the past year, I needed to go to ____ County, but did not have a ride to get there.

- Van Buren (2)
- Oceana
- Zeeland, Grand Haven (did not mark Ottawa County)

I could get where I need to go if I had transportation on these days and times:

Unsolicited write in comments

- Days to collect food
- Varies

If I had a choice of public transit options, I would rather use: *Unsolicited write in comment*

- Demand response – If affordable

Please rank up to five top solutions that would best meet your transportation needs.

- My own vehicle (10)
- A job
- A ride
- A vehicle after I get driver's license reinstated
- Driver's license
- Front door service
- Get a car I can afford
- Getting a cheap car
- I can't drive
- My car is totaled
- Not being suspended

Are you currently using...

- Evergreen Bus (13)
- Walking (6)
- Own car (5)
- Bike (3)
- Calvary Church

- MAX doesn't go out to my house. I can't walk very far. I have medical problems (back).
- MOKA
- Own transportation

Comment *Unsolicited write in comment*

- During summer, I'm unable to attend church because there's not public transit on Sundays. In winter, a family member not here in summer takes me. I want to attend evening sporting events and other events, but public transportation ends at 7:00 pm. (needs accessible vehicle and some personal assistance when he travels)

Laketown Township (22 surveys)

In the past year, I needed to go to ____ but did not have a ride to get there.

- Evergreen ADS (2)
- Evening or Sunday film or concert
- Peer support group
- Programs, cultural events, other church events, HASP

In the past year, I needed to go to ____ County, but did not have a ride to get there.

- Washtenaw (Ann Arbor)

I could get where I need to go if I had transportation on these days and times:

Unsolicited write in comment

- Varies

I need some personal assistance when I travel. *Unsolicited write in comment*

- Visual

Please rank up to five top solutions that would best meet your transportation needs.

- Dependable volunteers

Are you currently using...

- Evergreen Bus (2)
- Borrowed from family

Comment *Unsolicited write in comment*

- Called MAX –can't walk far – they won't take her up one street because they said the bus can't turn around, but they did it dozens of times before. She called Reserve a Max, and then got ill. She could not call to cancel and now is on the can't call list.

Park Township (39 surveys)

In the past year, I needed to go to ____ but did not have a ride to get there.

- Evergreen ADS (3)
- AA

In the past year, I needed to go to ____ County, but did not have a ride to get there.

- Bay (Bay City)
- Washtenaw (Ann Arbor)
- Wayne (Detroit)

Please rank up to five top solutions that would best meet your transportation needs.

- Cheap car
- Supervision

Are you currently using...

- Evergreen Bus (3)
- Employee
- Walking

Zeeland City (58 surveys)

In the past year, I needed to go to _____ but did not have a ride to get there.

- Evergreen ADS (7)
- AA meetings
- Art opening
- Laundromat
- Probation
- Roller Rink

Please rank up to five top solutions that would best meet your transportation needs.

- A car (2)
- Get license (2)
- Bike
- Help with car insurance

Are you currently using...

- Evergreen Bus (7)
- My car (3)
- Asking friends
- Broken bike
- Co. Employees
- Mom
- Mom's car

Zeeland Township (44 surveys)

In the past year, I needed to go to _____ but did not have a ride to get there.

- (work) Only happens once in a great while
- Pick up children
- Probation
- Volunteer work (Zeeland)

I could get where I need to go if I had transportation on these days and times:

- 7 AM to 3 PM
- I need it by 5:30 AM

Please rank up to five top solutions that would best meet your transportation needs.

- Owning a Car (2)
- Car needs to be in for service – 1 day
- Getting to work on time.
- Pioneer Resources is \$9.00 a day
- Someone to call in emergency conditions, anytime – day or night
- Wheelchair bound

Are you currently using...

- Private

Comment *Unsolicited write in comment*

- Someone to consult with, that what you need is critical, common or necessary and contact proper people at time, time of day or night. There are number of people unable to do so. Phil, a 85-year old male.

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