

Fillmore Township

Age: 27

Female

Race: white

Number in household: 5

Annual household income: \$50,000

Current situation: permanent disability

Need special assistance in transportation – no

Valid driver's license – no

Own or have full-time access to reliable car or vehicle – no

Transportation provided to/by:

Work – Pioneer Resources

Medical appointments, shopping, social activities, church/religious events - immediate family

What do you like most about using ___ for transportation?

Pioneer Resources - Reliable, continuity

Immediate family - knowing they understand my needs

What do you like least about using ___ for transportation?

Pioneer Resources - cost and immediate medical attention if necessary besides calling 911

Immediate family - juggling of schedules and time involved for transportation

What changes in transportation situation would make life easier for him/her and family?

more options for transportation when needed

What would improve in his/her and family's life?

less stressful in knowing there are options; reliability is meant

Ideal solution?

More options , more reliable and affordable options

What is the most he or she is willing to pay for transportation?

Depends on the situation; \$4.50 per one way trip in the Holland/Zeeland area

Comment: Previous experiences with Dial - A - Ride was disastrous and daughter was put in a very dangerous and vulnerable position daily. Pioneer is a little pricey to depend on daily for her work schedule.

Can contact again

Fillmore Township

Age: 15

Female

Race: white

Number in household: 8

Annual household income: \$30,000

Current situation: permanent disability

Need special assistance in transportation – yes

Needs a wheel-chair accessible van , help with getting on & off vehicle and to the door where she is met by family. Has seizures so needs assistance in overcoming them.

Valid driver's license – no

Own or have full-time access to reliable car or vehicle – no

Transportation provided to/by:

School - Dean Transportation - Holland provides transportation to and from school

Medical appointments, shopping, social activities, church/religious events - immediate family

What do you like most about using ___ for transportation?

Dean Transportation - Comes with the school obligation

Immediate family - Know her and will willingly do it to get her out and about for her sake.

What do you like least about using ___ for transportation?

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

What changes in transportation situation would make life easier for him/her and family?

Availability of transportation when needed would make life easier

What would improve in his/her and family's life?

More freedom of time and energy; more reassurance that she would have her needs met

Ideal solution?

Wheel chair accessible van for her to use daily

What is the most he or she is willing to pay for transportation?

\$1.00/trip in Holland area, \$10/round trip to Grand Rapids, and \$20/round trip to Ann Arbor, MI.

Comment: Not an available back up plan if needed. So need help in getting a wheel-chair accessible van.

Can contact again

Holland City

Age: 37

Male

Race: Hispanic

Number in household: 48

Annual household income: \$0

Current situation: student

Need special assistance in transportation – no

Valid driver's license – no

Own or have full-time access to reliable car or vehicle – no

Transportation provided to/by:

School – JNR Taxi, Max, Pioneer Resources

Medical appts, shopping, social activities – Bike self; Social activities – Walk

Church/Religious Events – Church congregation

What do you like most about using ___ for transportation?

MAX and Pioneer Resources - Bus drivers are really nice and considerate to all.

J-N-R Taxi - Quicker transportation.

Self (bike and walk) – Exercise and Enjoy the outdoors

Church congregation - Convenience of being able to have transportation to church weekly on Sundays.

What do you like least about using ___ for transportation?

MAX - Bumpy ride

Pioneer Resources - Wearing safety belt in the back seat.

J-N-R Taxi - Always late!

Self (bike) - If raining, can't use it; inconvenience of locking up the bike.

Self (walk) - Slow process takes a while to get where I want to go

What changes in transportation situation would make life easier for him/her and family?

get a car; get my license back!

What would improve in his/her and family's life?

Get to see my kids in Fennville and Holland. It would open up the opportunity to be able to get employment further out in surrounding communities.

Ideal solution?

Get driver's license and paid for car

What is the most he or she is willing to pay for transportation?

\$1.00 round trip

Comment: Regret losing my driver's license and putting myself in this position. Appreciate the help given me at this time. Looking forward to being independent again and responsible.

Can contact again

Holland City

Age: 47

Female

Race: Hispanic

Number in household: 4

Annual household income: \$17,000

Current situation: employed full-time 6 am – 3 pm

Need special assistance in transportation – no

Valid driver's license – yes

Own or have full-time access to reliable car or vehicle – yes

Transportation provided to/by:

Work, medical appts, shopping, social activities, church – drive self

School – extended family

Other location or activity need transportation to: Nephew needs transportation from home to school Vanderland and then after school to home. Father needs transportation to medical appt. in Holland from W 40th St.

What do you like most about using ___ for transportation?

Self (drive) - Convenience and can go & come back as soon as possible.

Extended family - It's part of family - know them.

What do you like least about using ___ for transportation?

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

Extended family - Can't always be available when the time is needed.

What changes in transportation situation would make life easier for him/her and family?

Transportation for nephew to & from school so that I would not have to worry about how he's going to get to school and back home this year.

What would improve in his/her and family's life?

Less stress to worry about when all the transportation problems are resolved with father and nephew.

Ideal solution?

Father and mother would have transportation to their appts., to volunteer and to do errands.

What is the most he or she is willing to pay for transportation?

\$.50 and \$1.00 round trip for an adult.

Can contact again

Holland Township

Age: 35

Female

Race: Black

Number in household:3

Annual household income: \$6,000

Current situation: temporary disability

Need special assistance in transportation – no

Valid driver's license – yes

Own or have full-time access to reliable car or vehicle – no

Transportation provided to/by:

School - teacher

medical appts - Max

shopping – extended family

social activities – immediate family

church/religious events – church congregation

Other location or activity need transportation to: Community Mental Health office, Dept. of Human Services office, Walgreens (James & Butternut) for Rx twice a month, family doctor on James Street, and Pathways family counseling on Century Lane

What do you like most about using ___ for transportation?

Teacher - Do not have to set appointment in advance.

MAX - Be out a longer time and a longer distance like Zeeland area where the bus would not go.

Family - Less anxiety knowing that there will not be others to pick up or drop off like bus system

Church congregation - Knowing that that I can be picked up and dropped off on Sundays for church when busses do not run.

What do you like least about using ___ for transportation?

Teacher - Cost of gas

MAX - Scheduling way in advance for my transportation

Extended family - Not liking to ask to inconvenience them for my needs

Immediate family - Not having room in car for kids, myself and groceries/other shopping

Church congregation - Waiting to go home after the service.

What changes in transportation situation would make life easier for him/her and family?

expanded area covered by transit system

Longer hours, Sunday morning and afternoon hours for the bus system . Implement a system to use for kid's that do not have a school i.d. so that they also can get a discount instead full fair. (Ex. Academy Charter School

What would improve in his/her and family's life?

Easier for myself because of the anxiety disorder and easier for kids & family Would be able to go to church on Wednesday nights if bus system runs to 10PM.

Ideal solution?

I would be able to get to all my appointments on time and not have to reschedule and life would be easier.

What is the most he or she is willing to pay for transportation?

\$.50 one way; \$1.00 round trip for persons with disabilities.

Comment:

Can contact again

Holland Township

Age: 28

Female

Race: White

No. in household: 2

Annual household income: lower than poverty level

Current situation: permanent disability

Need special assistance in transportation – yes

Need help right now since on crutches after my fall.

Valid driver's license – no Own or have full-time access to reliable car or vehicle – no

Transportation provided to/by:

Medical appts, shopping – Max, MOKA

Social activities – Immediate family

Church - friends

Other location or activity need transportation to: Center for Women in Transition, Butternut Dr., on Wed. & Thurs. every week. Community Mental Health, James St., weekly & monthly, Lakeshore Club House, James & 136th daily.

What do you like most about using ___ for transportation?

MOKA - Can get me to most of the stores.

MAX - Get me where I need to go if I call ahead.

Immediate family - Holidays and family get-togethers

Friends - They are there for support.

What do you like least about using ___ for transportation?

MOKA - Limited to where I can go.

MAX - Must call ahead. Would like them to make regular stops instead.

Immediate family - Family won't take me to different places.

Friends - will only help so much.

What changes in transportation situation would make life easier for him/her and family?

get a car, expanded area covered by transit system, lower cost of rides from transit system, If a companion would be able to go with me, I could go more places.

What would improve in his/her and family's life?

Good , easier, less frustrating

Ideal solution?

Could have reliable transportation to get me to my appointments on time every time

What is the most he or she is willing to pay for transportation?

\$.50/trip in the Holland area and \$2.00/round trip outside of Holland area.

Comment: Use to have Life Services Systems to take me to work

Can contact again

Holland Township

Age: 25

Male

Race: White

Number in household: 3

Annual household income: \$60,000

Current situation: permanent disability

Need special assistance in transportation – no

Valid driver's license – no

Own or have full-time access to reliable car or vehicle – no

Transportation provided to/by:

Work, Social activities – immediate family, JNR taxi, Max

Medical appts, shopping, church/religious events – immediate family

Other location or activity need transportation to: Bowling league - at night Sept thru May each year. Volunteer work at Freedom Village if transportation was provided.

What do you like most about using ___ for transportation?

MAX - Drivers very courteous, kind and understanding of his disability. Cost is reasonable.

Immediate family - Know him and dependable to get to appointments.

J-N-R Taxi - Dependable and kind to him. An after hours phone number is answered by a person

What do you like least about using ___ for transportation?

MAX – One-hour window of time to be ready to go - too long. Better if a 30-minute window of time for person with disabilities and their family!

Immediate family - Very difficult for family having one car and person with disabilities working second shift and father working first shift!

J-N-R Taxi - Price! \$6.00 each way - - too high!

What changes in transportation situation would make life easier for him/her and family?

Max hours to be extended weekly at night and have hours on Sundays also.

What would improve in his/her and family's life?

Independence for person and a good sleep for the father. \$1176.00 per year expense would be dropped to just \$520 per year of transportation cost.

Ideal solution?

Person would be able to save \$700/ year and energy and time saved.

What is the most he or she is willing to pay for transportation?

\$1.00 each trip in the Holland area.

Comment: Pioneer Resources dropped a pickup scheduled on a 11PM night winter pickup. The after hours phone was not answered as required. Person was stranded! Family had to come to rescue by 11:30PM. They did not even apologize!

Laketown Township

Age: 73

Female

Race: White

No. in household: 1

Annual household income: below poverty level

Current situation: permanent disability

Need special assistance in transportation – yes

Needs lift chair on some vehicles.

Valid driver's license – no

Own or have full-time access to reliable car or vehicle – no

Transportation provided to/by:

Medical appts, shopping, social activities – immediate family

Church/Religious Events – Church congregation

Other location or activity need transportation to: Secondary family member get-togethers

What do you like most about using ___ for transportation?

Immediate family - Interaction with relatives.

Church congregation - Opportunity to go to church functions when they pick her up.

What do you like least about using ___ for transportation?

Immediate family - Dependency and being a nuisance to them

Church congregation - Not reliable to come get her

What changes in transportation situation would make life easier for him/her and family?

Services were not available in Laketown Twp. for her use

What would improve in his/her and family's life?

Less worry to get her to her appointments and her medical needs met

Ideal solution?

Free gas and more volunteers to help with her transportation needs

What is the most he or she is willing to pay for transportation?

Going rate - one way or round trip

Comment: Everything is okay now. If there had been other transportation available in her township, she would not have developed such a dependency on family for her total transportation needs.

Can contact again

Laketown Township

Age: 29

Female

Race: White

Number in household: 2

Annual household income: \$17,000

Current situation: employed part-time - 1:30pm - 5:30pm Monday through Friday throughout the year

Need special assistance in transportation – yes - Need a wheel-chair accessible vehicle and help to get on and off the vehicle and help to get transferred to another wheel-chair in home.

Valid driver's license – no

Own or have full-time access to reliable car or vehicle – yes

Transportation provided to/by:

Work – Pioneer Resources, personal care givers

Medical appts, shopping - personal care givers

Social activities – immediate family

Church/Religious events – immediate family, personal care givers

What do you like most about using ___ for transportation?

Pioneer Resources - Reliable and drivers are kind and considerate.

personal care givers - more flexible and personally know them.

Immediate family - Extremely flexible and willing to help.

What do you like least about using ___ for transportation?

Pioneer Resources - Cost is too high. Self-pay customers have had a large increase from \$2.00 to \$4.50 for one way. Starting last year, when the area school closes due to weather, then Pioneer won't run and I'm strained.

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

Immediate family - Do not want to be forced to rely on family who does so much weekly for me.

What changes in transportation situation would make life easier for him/her and family?

Expanded area covered by transit system. Lower cost of rides from transit provider. Need Max bus to expand service to my block which is one block from their current route so that I can get depend on being able to get to work

What would improve in his/her and family's life?

Eliminate financial stress and make more room in my budget to use for gas cost.

Ideal solution?

Pioneer to lower their rates for self-pay customers / Max transit to expand their route to include our condominium complex.

What is the most he or she is willing to pay for transportation?

\$3.00 / one-way trip or \$4.50 / round trip

Comment: Own personal wheel-chair accessible van is costly to run, to maintain and to have needed door & lift repairs completed.

Can contact again

Park Township

Age: 25

Female

Race: Black

Number in household: *

Annual household income: *

Current situation: Employed part-time 9 or 10 AM to 1 or 2PM

Need special assistance in transportation – no

Valid driver's license – *

Own or have full-time access to reliable car or vehicle – *

Transportation provided to/by:

Work, shopping, social activities - friends

Medical appts – walk, Max

Church – neighbors

Other location or activity need transportation to: Inner Care, James Street, Doctor's appts – pregnant, Monthly pick-up supplies at south side church

What do you like most about using ___ for transportation?

Friends - They will take me to where I have to go.

Self (walk) - nothing - too much walking to catch bus

MAX - Can take me to more places if needed.

Neighbors - Good people and can take me to church

What do you like least about using ___ for transportation?

Friends - Not very dependable

Self (walk) - Having to walk too far to catch the bus - feet swollen

MAX - Not having the bus service available west of River Ave. on Ottawa Beach Road which is a very heavy traveled road by residents and visitors. There needs to have bus service on Ottawa Beach Road at least down as far as 168th Street for local residents to use.

What changes in transportation situation would make life easier for him/her and family?

expanded area covered by transit system, lower cost of rides from transit system, driver's license renewal

What would improve in his/her and family's life?

Would be able to get to my medical appointments and other places on time and would have more freedom to come and go, now and later.

Ideal solution?

To be able to have reliable transportation daily so that I know I can get there and back without relying on others who are already so busy.

What is the most he or she is willing to pay for transportation?

\$1.00 one way trip on bus in the Holland area

Comment: Bus service is needed for residents on the north side of town west of River Ave. and Butternut; to include the west area to the lakeshore since many live in apartments and trailers on that side of town.

Can contact again

* Survey not completed despite repeated contact attempts – phone number was a friend's phone.

Park Township

Age: 61

Male

Race: Asian Pacific

Number in household: 2

Annual household income: \$60,000

Current situation: Permanent disability

Need special assistance in transportation – no

Valid driver's license – no

Own or have full-time access to reliable car or vehicle – yes

Transportation provided to/by:

Medical appts, shopping, social activities, church/religious events – immediate family

What do you like most about using ___ for transportation?

Immediate family - Knows my needs and knows my schedule.

What do you like least about using ___ for transportation?

Immediate family - Relying too heavily on them for all my transportation needs.

What changes in transportation situation would make life easier for him/her and family?

lower cost of gas for car

What would improve in his/her and family's life?

My sense of independence and frees up more time my wife can use in other ways.

Ideal solution?

If I can drive to get to doctors appointments in Holland and in Grand Rapids.

What is the most he or she is willing to pay for transportation?

Now not willing to pay for transportation since my wife schedules my appts. around her work schedule and provides my transportation for now.

Can contact again

Zeeland City

Age: 48

Female

Race: White

Number in household: 1

Annual household income: \$10,000

Current situation: Employed part-time 6 to 10 am Mon/Wed/Thurs/Fri.; 7 to 11 am Sat.; 10am to 2pm Sun.

Need special assistance in transportation – no

Valid driver's license – yes

Own or have full-time access to reliable car or vehicle – no

Transportation provided to/by:

Work – Max, Pioneer Resources

Medical appts – Max

Shopping – friends

Social activities – friends, Max

Church/Religious Events – walk, friends

What do you like most about using ___ for transportation?

Pioneer Resources - Get me to work

MAX - Call ahead and will show up on time and treats me well.

Friends - Good people - help me a lot

Self (walk) - Good exercise and get a lot done by myself.

What do you like least about using ___ for transportation?

Pioneer Resources - Late and sometimes not show up and makes me mad & hot!

MAX, friends, walking - nothing

What changes in transportation situation would make life easier for him/her and family?

Get a car. Do not have car now.

What would improve in his/her and family's life?

Able to get to work on time and to do more things with people

Ideal solution?

Car so that I can have it to get me around on my own - independence!

What is the most he or she is willing to pay for transportation?

\$1.00 - one way

Comment:

Can contact again

Zeeland City

Age: 48

Male

Race: White

Number in household: 1

Annual household income: \$12,000

Current situation: Permanent disability

Need special assistance in transportation – no

Valid driver's license – no

Own or have full-time access to reliable car or vehicle – no

Transportation provided to/by:

Work - Special angels take me to & from work

Medical appts – immediate family, MOKA

Shopping – Walk, immediate family, MOKA

Social activities – Immediate family, Special ministries of volunteers who provides Bible stories, singing, crafts to special needs kids and will provide transportation to Zeeland on Tuesday nights and Bible study in the summer where transportation is not provided.

Church/religious events – Church congregation

Other location or activity need transportation to: Outings to go to social activities in Holland/Zeeland area. To go to Zeeland Twp. for example his work @ McDonalds or to the bowling lanes in Zeeland Twp. or to the high school football games.

What do you like most about using ___ for transportation?

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

MOKA - Encourage independent living and provide transportation for the days they help him : grocery shopping, errands, eating out

Immediate family - Reliability and part of family.

Self (walk) - Likes to be independent.

Church congregation - Convenient for him and develops friendships with church family.

What do you like least about using ___ for transportation?

Special ministry of volunteers - "Angels" - Reliability

MOKA, Church congregation - none

Immediate family - Distance and cost of gas and time commitment for family.

Self (walk) - Chicago Drive - traffic is too heavy and no sidewalks, so crossing is too dangerous

What changes in transportation situation would make life easier for him/her and family?

expanded area covered by transit system, more independence to take the bus to other places in the Zeeland area

What would improve in his/her and family's life?

More independence and for family would not have their life rely around his life

Ideal solution?

Max transportation to cover the Zeeland Township area with regular daily stops.

What is the most he or she is willing to pay for transportation?

\$1.50 one way or \$2.00 round trip.

Comment: Need Max transportation for the Zeeland Twp. to be available daily for regular bus stops.

Can contact again

Zeeland Township

Age: 28

Female

Race: White

No. in household: 2

Annual household income: Below poverty level

Current situation: employed part time 3 to 6 a.m. deliver newspaper

Need special assistance in transportation – no

Valid driver's license – no

Own or have full-time access to reliable car or vehicle – yes

Transportation provided to/by:

Work – friends, neighbors

Medical appts, shopping – immediate family, friends

Social activities – immediate family, extended family

Church – immediate family

Other location or activity need transportation to: Library and to local parks and to visit other friends

What do you like most about using ___ for transportation?

Friends - Get to see people that you don't get to see all the time.

Neighbors - Like to be able to call on them in an emergency

Immediate family - Don't have to give them gas \$ every time they take me somewhere.

Extended family - Get to see them more.

What do you like least about using ___ for transportation?

Friends - a lot of drama to deal with

Neighbors, Immediate family, Extended family - nothing

What changes in transportation situation would make life easier for him/her and family?

driver's license renewal, lower cost of vehicle insurance, Driver's responsibility fee - \$400.00 and fines - \$380.00 paid in full before I can get my driver's license back

What would improve in his/her and family's life?

Save more money and my life would be simple.

Ideal solution?

Someone to help pay for these fines so that I can then go out and get a job.

What is the most he or she is willing to pay for transportation?

\$1.00 / each way in the Holland & Zeeland area. \$5.00 round trip to Allegan County.

Can contact again

Zeeland Township

Age: 19

Female

Race: White

Number in household: 6

Annual household income: \$100,000

Current situation: Permanent disability

Need special assistance in transportation – no

Valid driver's license – no

Own or have full-time access to reliable car or vehicle – no

Transportation provided to/by:

School – Max, Dean Transportation - CBI ; Zeeland Public School

Work Medical appt, Shopping, Social activities, Church/religious events – immediate family

Other location or activity need transportation to: Transportation from school to sports team and then home after event seasonally

What do you like most about using ___ for transportation?

Immediate family - No waiting. Personal safety.

MAX - Independence and fairly economical and frees up the parent for other family needs

Dean Transportation - CBI ; Zeeland Public School - Call on extended family - convenience and safety issue

What do you like least about using ___ for transportation?

Immediate family - Inconveniencing my parents and too time consuming when other family needs are important too.

MAX - Wait time of a 30 minute window ; sometimes not direct in straight route home; when calling on the phone to reserve a pick up time, the wait for an operator varies and can be very long.

Dean Transportation - CBI ; Zeeland Public School - Not always a direct route home so trip can be long

What changes in transportation situation would make life easier for him/her and family?

Expanded area covered by transit system, Assuring the safety and the convenience and the affordability for people with disabilities and elderly

What would improve in his/her and family's life?

Give independence to people with disabilities and freedom of time and money to their families.

Ideal solution?

Reliable, affordable and safe public transportation ; a private chauffer

What is the most he or she is willing to pay for transportation?

Round trip \$4.00/ child

Can contact again