

Transportation Stakeholder Online Survey
April 2007

Completed by 81 respondents, representing church or faith-based organizations (21), governments (11), senior or health care organizations (8), small (8) and large (4) employers, education (6), transit providers (5), organizations serving disabled/low income (4) and temporary employment agencies (3). Survey completed to represent transit needs of: individuals with low income (39.5%), seniors (38.3%), employees (37.0%), clients/consumers (33.3%), individuals with physical disabilities (33.3%), taxpayers (29.6%), individuals with developmental disabilities (27.2%), members/ parishioners (27.2%), individuals with severe mental illness (24.7%), and students (16.0%).

Organizations meeting people's transit needs by MAX (32.1%) and volunteers (27.2%). One-third (33.3%) do not provide or pay for transportation.

In fiscal year 2006, total spent reported by respondents = \$4,538,694 (remove largest two, then total is \$2,338,694). Total rides reported = 2,294,021 (remove largest two, then total is 294,021).

In past twelve months, # of people who had UNMET transportation needs = 4,890.

Affect on organization of unmet transit needs: inability to provided needed services (44.4%), decreased participation in programs (39.5%), lost jobs (18.5%), inability to employ (14.8%), decreased productivity (13.6%), and decreased pool of employees (12.3%).

Why are needs unmet: bus does not cover needed geography (48.1%), too costly to own and maintain vehicle (46.9%), no family/friends willing to drive (44.4%), don't have a license (40.7%), bus has insufficient hours (30.9%) and days (23.5%).

One-fifth of respondents indicated the people they work with would pay \$1 or less (19.2%) and almost one-fourth indicated \$1-\$2 (23.3%). Over 40% didn't know (43.8%).

When asked where people needed to go but couldn't reach due to lack of transportation, work was the destination with the most responses, followed by medical appointments. Other destinations with a number of responses included court-related, grocery stores, retail stores and schools

Seasonal trends – one-third of respondents (34.2%) noticed seasonal trends when transit needs are greatest. Three-fourths of those (76.9%) indicated that winter is when transit needs are greatest.

Of the seven cities/townships, rank top three areas with greatest unmet transit needs: The three with the most 1, 2, 3 rankings = Holland Township (27), Zeeland Township (27) and Park Township (22). The most "1" rankings: Holland Township (14), Holland City (11).

Rank factors according to which would have greatest impact on improving unmet needs:
Expand transit services to new areas – Ranked #1 by 59.3%.

Rank factors – greatest impact in existing public transit service area:
Expand geographic area covered – Ranked #1 by 48.1%, top three by 58 people
Increase hours of service – Ranked #1 by 25.9%, top three by 51 people

In the next three years, do you believe the need for Regional Transit will be:
Very Important – 69.7% - Somewhat Important – 30.3% - Not at all Important – 0.0%