

## Appendix C

### Summary of Friendship Center’s On-Board Passenger Survey

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In the spring of 2005, survey booklets were distributed to passengers of the Emmet Friendship Center’s transit buses. The survey was designed to assess passenger usage patterns, passenger satisfaction and interests in expanded services.

#### Usage Profile

The first set of questions assessed frequency of usage, time and day of usage, trip purpose, passenger demographics, and trip location.

#### How many trips will you take today?

25 passengers or 89 percent indicated they would make one round trip that day.

#### How often do you use this transportation service in a typical week?

The usage was evenly distributed within the categories ranging between 1, 2, 3, 4 and 5 trips per week.

#### In a typical week, what days and times of the day do you use this transportation service?

There tended to be a slightly higher usage in the morning. There was no conclusive difference in usage by days of week.

#### What is the purpose of your trip today?

Riders were given the choices of work, bank, shopping, school, social, pay bills, medical and recreation for purposes of the trip. Several respondents marked more than one purpose for the day’s trip on the transit bus. Twelve marked medical as the purpose, nine selected shopping, six selected social and six selected work. Of the six that selected work as the purpose, four were 65 years and older.

#### Where did you start your trip today?

Due to the higher level of concentration of services around Petoskey, most of the rider’s trips were in Petoskey. Below is a list of number of riders and location trip starts and destinations.

<u>Number of Riders</u>	<u>Trip Start Location</u>
14	Petoskey
6	Bear Creek Township
3	Resort Township
1	Springvale Township
1	Little Traverse
3	Not answered

#### What is the primary destination of your trip today?

<u>Number of Riders</u>	<u>Trip Destination</u>
15	Petoskey
6	Bear Creek Township
2	Resort Township
1	Harbor Springs
1	Little Traverse

2

Not answered

**How old are you? \_\_\_\_\_**

As would be expected the ridership is primarily elderly with 22 of the 28 passengers 65 years and older. Seven of a passengers were in the 70's, ten were in their 80's and three of the passengers were in their 90's. The youngest passenger was 46 years old.

**What is your gender?**

Twenty-four of the passengers were female.

**Passenger Satisfaction**

The on-board passenger survey showed a very level of user satisfaction. All respondents said they were very satisfied (19) or satisfied (9). None selected the not satisfied option.

**Expanded Services**

Passengers were asked if they would support expanded services and if they were interested in evening, Saturday and Sunday service.

**Would you support expanded service hours?**

The survey found a high level of interest in expanding service hours.

Yes – 19

No – 2

Not Sure – 7

**If it was possible to expand service hours to evenings, what days of the week would you use the service? (check all that apply)**

	MON	TUE	WED	THURS	FRI	NOT SURE
Evening	5	5	6	6	5	15

**If it was possible to expand service to weekends, what times and days would you use the service? (check all that apply)**

	SAT	SUN	NOT SURE
Morning	6	11	12
Afternoon	9	6	9
Evening	5	3	11

## Comments from Survey Booklets

Need more busses and service on Sundays.

Helpful drivers.

Like today I had to wait over an hour to be picked up.

Usually dependable, courteous, friendly, helpful drivers.

Everyone tries to be helpful and courteous.

Usually on time for appointments.

The lady driver offers help all the time. The men, maybe but not often.

A little late at times.

I would have to take the taxi. I missed Mass – no ride.

Some drivers are very helpful.

I'm just getting used to it. I sold my car 4 months ago – I've got my independence!

Ron is a very helpful driver. Carla is the best – very helpful also. I do not know what I'd do without this service.