

## Chapter 3

# Inventory of Existing Transportation Services

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### Introduction

There is a wide array of transportation service providers within Emmet County. The Friendship Centers of Emmet provide public transportation in Emmet County. While buses are open to general public usage, the primary focus of these systems is to service the elderly and disabled population of the County. The Friendship Center receives a specialized services grant from MDOT for administering and operating the system. Straits Regional Ride, a publicly funded four county transit system, provides transportation to locations within and outside the county.

A number of agencies provide client based transportation services. These services include mileage reimbursement, volunteer drivers, and agency vehicles. All of the public schools provide a high level of student transportation. There are several private taxi services in the County. In addition, private non-profit groups such as Living Room Adult Day Service and Allied EMS Systems, Inc. provide transportation to persons with medical needs or elderly and disabled.

There has been long standing interest among certain agencies to coordinate client based transportation, with the goals of providing better transportation services to clients and realizing an overall cost savings. In order to develop recommendations for coordinating services and to recommend transportation system improvements, it is necessary to conduct an inventory of existing services. To gather needed information for this study a questionnaire was sent to human service agencies and transportation service providers. A summary of existing agency based, private transportation providers and public transit services in the study area is presented in four tables at the end of this chapter.

**Table 3.1** is a listing of users, user cost, transportation type, and geography for transportation services. **Table 3.2** shows ridership, routes, and schedules. While not every organization providing transportation in Emmet County responded, the table shows a combined assisted transportation average annual ridership of 40,000. Nine agencies and schools reported they provide client based transportation. Ridership is calculated as one person, one way trip. One person taking a round trip would be counted as two. Client based agency transportation accounts for an average annual ridership of 3,430. The survey found private providers account for average annual ridership of around 17,500. The Friendship Center bus system reported an annual ridership of 20,000. Three reporting schools add another 356,000 to the assisted transportation annual ridership. Most providers operate Monday through Friday, during the daytime.

**Table 3.3** provides details on fleet information for transportation providers. Public schools have the largest fleet of vehicles; however, these buses are dedicated to transporting students. Friendship Center and Straits Regional Ride have six and 12 vehicles respectively. Most agencies that offer client based transportation services do not own vehicles. **Table 3.4** shows budgets and funding sources. Even though information was not obtained from all organizations that provide transportation, and several that responded to the survey didn't provide financial information, the amount of money spent on transporting people is still significant. One additional disclaimer would be some respondents service more than one county. The inventory found agencies and public transportation expend over \$794,000 each year. Three of the five school districts spend \$1,310,000 per year. If the transportation expenses from remaining school districts were included the amount would likely be well over 2 million dollars.

## **Public Transit**

### **Friendship Centers of Emmet County**

The Friendship Centers of Emmet County (FCEC) operate four buses and one van serving Emmet County residents. The Michigan Department of Transportation (MDOT) provides the vehicles and partial operating funds with additional funding coming from the Emmet County senior millage, bus advertising, bus fares, and donations. Vehicles are equipped with wheelchair lifts and space set aside to accommodate the wheelchairs. Seniors and persons with disabilities pay \$1.00 per one-way trip inside Petoskey's city limits and \$2.00 per one-way trip elsewhere in the County. General public pay \$2.00 and \$4.00 per one-way trip. While anyone can ride the buses, the primary focus of the system is to provide transportation to persons with disabilities and senior citizens. FCEC transportation is provided on a demand/response basis, but advance planning is advised. Vehicles are available to transport passengers to medical appointments, shopping, and personal errands in Petoskey Monday through Friday from 8:30 a.m. through 4:30 p.m. and to every part of the County at least one day per week. Vehicles also transport seniors to congregate meal sites for nutritious lunches.

### **Straits Regional Ride**

The Straits Regional Ride (SRR) is a four county regional transit system providing services to Cheboygan, Emmet, Otsego, and Presque Isle Counties. Cheboygan County, with the support of the other three counties, received a three year demonstration grant from the Michigan Department of Transportation. The grant provides 100 percent of approved capital costs such as buses and radios, and subsidizes operation expenses at 70-60-50 percent. The Straits Regional Ride executive committee, which consists of a county board representative from each county, provides administrative and policy oversight. The regional system is operated under a third party contract by the Otsego County Bus System. The regional ride commenced operations in June of 2001. Presently, the system operates eleven buses and one van. It operates Monday through Friday from 6 a.m. to 6 p.m.

## **Organizations Providing Transportation Service with Vehicles**

### **Living Room Adult Day Service**

The Living Room provides adult day services at their facility, which is located south of Petoskey in the Bear River Health Park. Elderly persons and persons with disabilities are transported to and from the facility Monday through Friday. Transportation is provided by a van or car with paid drivers or through mileage reimbursement. Users are charged a fare of \$2.00 per ride. Transportation is provided to parts of Charlevoix, Cheboygan, and Emmet Counties. Average daily ridership is six with an average annual ridership of 2,080. Funding sources include: Michigan Department of Transportation, senior millage, grants, and fares.

### **Pellston Public Schools**

Pellston Public Schools provide transportation services to their student population. Students are transported to and from public schools in Pellston, Monday through Friday from 6:00 to 8:00 a.m. and 3:00 to 5:00 p.m. September to June. Service area covers parts of Cheboygan and Emmet Counties. Transportation is provided by 12 school buses. Average daily ridership is 500 with an average annual ridership of 99,000. Funding sources include: school millage and state aid.

**Petoskey Public Schools**

Petoskey Public Schools provide transportation services to their student population. Students are transported to and from public schools in Petoskey, Monday through Friday from 6:00 a.m. to 5:00 p.m. from September through June. Service area covers parts of Emmet County. Transportation is provided by 24 school buses. Average daily ridership is 1,357 with an average annual ridership of 244,260. Funding sources include: school millage and state aid.

**Mackinaw City Public Schools**

Mackinaw City Public Schools provide transportation services to their student population. Students are transported to and from public schools in Mackinaw City, Monday through Friday from 7:15 to 8:15 a.m. and 3:30 to 4:45 p.m. from September through June. Service area covers parts of Emmet and Cheboygan Counties. Transportation is provided by three school buses. Average daily ridership is 70 with an average annual ridership of 12,600. Funding sources include: school millage and state aid.

**Organizations Providing Transportation Services Through Reimbursements****Department of Human Services (DHS)**

The DHS offices for Charlevoix and Emmet counties provide transportation services to (Medicaid eligible) children, adults, seniors, and disabled persons who are clients of the agency. Transportation services are provided through volunteer drivers, who use their own vehicles and receive mileage reimbursements, or public transportation such as the Charlevoix County Transportation buses. Trips for medical and dental appointments are the primary focus. Volunteer driver transportation is typically pre-arranged one or more days in advance and services are dependent upon availability of drivers. Average daily ridership is two to three persons with an average annual ridership of 800. Funding sources include Medicaid which is federal and Volunteer Services, a state program.

**Northwest Michigan Community Health Agency**

Northwest Michigan Community Health Agency provides transportation services through its maternal services, WIC, and immunizations programs. Medicaid eligible persons are transported to health department facilities and physician offices in Emmet County. Service area covers Emmet County. Transportation is provided by taxi or friends with mileage reimbursed. No fare is charged for the transportation service. Funding sources include: Medicaid.

**Petoskey Club**

The Petoskey Club provides psycho-socio rehabilitation services at the Clubhouse in Petoskey. Consumers are transported Monday through Friday and sometimes on Saturdays. Service area covers Charlevoix, Cheboygan, Emmet, and Otsego Counties. Transportation is provided by an agency owned van. No fare is charged for the transportation service. Average daily ridership is 30 with an average annual ridership of 2,700. Funding sources include: North Country Community Mental Health.

**Women's Resource Center of Northern Michigan**

Women's Resource Center provides transportation services through its domestic abuse and sexual assault services programs. Transportation services are provided to WRC clients with major destinations being the Safe House, schools, work, Family Independence Agency, medical, and court. Service area covers Charlevoix, Cheboygan, Emmet, and Otsego Counties. Transportation is provided by personal cars, on an as needed basis, 7 days a week, 24 hours per day. No fare is charged for the transportation service. Average daily ridership is two with an average annual ridership of 450.

## Private Transportation Providers

### Allied EMS Systems Inc.

Allied EMS Systems, Inc., a non-profit corporation, provides non-emergency medical transportation to persons with medical needs or confined to a wheelchair. Services are available Monday through Friday from 8:00 a.m. through 5:00 p.m., unless arranged ahead of time. Service area covers Antrim, Emmet, Charlevoix, Mackinac, and Cheboygan Counties. Users are charged a fare of \$30.00 per ride plus \$1.00 per mile per loaded mile. Total annual trips are 460 non-emergency medical and 360 wheelchair transports. Funding sources include: county, users, and membership.

### Indian Trails, Incorporated

Indian Trails provides statewide public transportation services on a daily basis. The bus route follows US-131 and US-31 from Boyne City through Petoskey and onto Mackinaw City with St. Ignace as the final destination. Buses operate seven days a week, with a southbound run in the morning and northbound run in the afternoon. The company operates 44-passenger buses on this route. Buses are wheelchair lift equipped and have space set aside to accommodate wheelchairs. MDOT subsidizes this transportation service for areas in northern Michigan. This system functions as a daily link between select cities within the study area and allows people to travel outside the area to other parts of the state and country.

### Petoskey Shuttle and Taxi Service

Demand response transportation service is provided to the general public with cars and vans. Service is available 7 days a week, by reservation. Service area covers Emmet and Charlevoix counties with major destinations in Petoskey, Charlevoix, Harbor Springs, and Boyne City. Transportation is also provided to the Pellston Airport and Cherry Capital Airport. Users are charged a fare of \$5.00 per ride within Petoskey and \$1.80 per mile out of town. Average annual trips are 1,200 to 1,500. This is a private for profit operation funded by fares.

### R & S Taxi Service

Demand response transportation service is provided to the general public with cars and vans. Service is available Monday through Saturday from 7:00 a.m. to 9:00 p.m. Service area is multi-county with major destinations to airports, medical appointments, parks, marinas, and Indian Trails bus terminals. Users are charged a fare of \$5.00 per ride within Petoskey and \$1.50 per mile out of town. Average daily ridership is 35 and average annual ridership is 10,000. This is a private for profit operation funded by fares.

### Sun Cab Service, Inc.

Demand response transportation service is provided to the general public with cars and vans. Service is available Monday through Friday 8:00 a.m. to 5:00 p.m. other times and days by reservation. Service area is multi-county with major destinations to airports, parks, marinas, and Indian Trails bus terminals. Users are charged a fare of \$4.00 per ride within Petoskey and \$1.20 per mile out of town. Average daily ridership is 20 and average annual ridership is 5,200. This is a private for profit operation funded by fares.

**Table 3.1: Existing Transportation Services - Users, User Cost, Transportation Type, Geography**

Organization	Program	Eligibility	Transportation Type	Fares	Service Area	Major Destinations
Allied EMS Systems, Inc.	Ambulance & Wheelchair Services	Medical Need & Wheelchair Confined	Ambulance & Van With Paid Staff	Van - \$30 + \$1.00 per Loaded Mile	Emmet, Cheb. Antrim, Charlevoix & Mackinac Co.	Health Care Facilities
Family Independence Agency		Medicaid Eligible	Bus, Car w/Volunteer Drivers, Mileage Reimbur.	No	Charlevoix & Emmet Counties	Health Care Facilities w/in Service Area & Outside Service Area as Needed
Friendship Centers of Emmet Co.	Senior Services	Age, Disability	Bus, Van	\$1.00 to \$4.00	Emmet County	Petoskey, Pellston, Harbor Springs
Indian Trails, Inc.	Intercity Service Development	General Public	Intercity Style Coaches	Yes	Multi-county	Major Cities, Connecting with National Transportation networks.
The Living Room Adult Day Service	Adult Day Services	Age, Disability	Private Van & Car, Paid Drivers, Mileage Reimbur.	\$2.00 / Ride	Parts of Emmet, Charlevoix & Cheboygan Counties	Petoskey, Harbor Springs
Mackinaw City Public Schools	Public Education	Student	School Bus	No	Part of Cheboygan & Emmet Counties	Mackinaw City Schools
Michigan Rehabilitation Services	Vocational Rehabilitation	Disability	Public Transportation & Private Transportation with Mileage Reimbur.	No	Emmet County	
NW MI Community Health Agency	Maternal Support Services, WIC, Immunizations	Age, Income, (Medicaid Eligibility)	Taxi, Friends with Mileage Reimbursed	No	Emmet County	Health Department & Physician Offices
Pellston Public Schools	Public Education	Student	School Bus	No	Part of Cheboygan & Emmet Counties	Home/School
Petoskey Club North Country CMH	Psycho-social Rehabilitation	Disability	Van	No	Charlevoix, Emmet, Otsego & Cheboygan Counties	Petoskey Clubhouse
Petoskey Shuttle and Taxi Service	Private Taxi	General Public	Van, Taxi	\$5.00 w/in Petoskey + 1.80 / mi. out of town	Emmet County & Traverse City Airport	Petoskey, Bay Harbor, Harbor Springs, Charlevoix, Boyne City.
Petoskey Public Schools	Public Education	Student	School Bus	No	Emmet County	Petoskey District Schools
R & S Taxi Service	Private Taxi	General Public	Van, Taxi, Car with Paid Drivers	\$5.00 w/in Petoskey + 1.50 / mi. out of town	Multi County	Air Parks, Marinas, Bus Term.
Straits Regional Ride	Inter-county Public Transportation	General public	Bus, Van	\$2.50 to 3.00	Multi County	Petoskey & Cheboygan
Sun Cab Service, Inc.	Private Taxi	General public	Taxi, Van With Gas % Reimbursed	\$3.50-4.00 w/in Petoskey \$1.20 / mi. out of town	Anywhere in North American	Airports, Stores, Doctors – Etc.
Women's Resource Center of Northern Michigan	Domestic Abuse & Sexual Assault Services	Domestic Abuse & Sexual Assault Services Clients	Personal Cars	No	Emmet, Cheboygan, Otsego, Charlevoix, Antrim Counties	Safe House, Schools, Work, FIA, Court, etc.

**Table 3.2: Existing Transportation Services - Ridership, Routes, Schedules**

Organization	Transportation Type	Total Annual Trips	Average Daily Ridership	Average Annual Ridership	Usage Varies	Regular Routes & Schedules	Days of Operation	Hours of Operation	On-call Service
Allied EMS Systems, Inc.	Ambulance & Van	Emerg. 2,668 Non-Emerg. 460 Wheelchair 360	N/A	N/A	Seasonally, Population influx	No	7 days/week	Emergent 24 hours, Wheelchair; 8 – 5 unless arranged ahead of time	No
Family Independence Agency	Public Bus, Car		2-3	800	Monthly	No	M – F	Varies depending on client need	Yes, per request
Friendship Centers of Emmet County	Bus, Van	20,000	70-90	20,000	No	Yes & No	M – F	8:30 – 5:00	Yes & No
Indian Trails, Inc.	Intercity Style Coaches	730	55	20,047	Varies, Weekends & Summer heavier	Yes	7 days/week	North arrive Walloon Lake 8:45 pm; South arrive Pellston 7:45 am	Intercity Style Coaches
The Living Room Adult Day Service	Private Van & Car	1036 -1554	6	2,080	Yes	No	M – F	8:30 a.m. – 4:00 p.m.	No
Mackinaw City Public Schools	School Bus	720	70	12,600	No	Yes	M – F	7:15: - 8:15 a.m. 3:30 – 4:45 p.m.	No
Michigan Rehabilitation Services	Public Transportation & Private Transportation	N/A	N/A	N/A	N/A	N/A	N/A		
NW MI Community Health Agency	Taxi, Friends	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No
Pellston Public Schools	School Bus	3,600	500	99,000	No	Yes	M – F	6 – 8 a.m. 3 – 5 p.m.	No
Petoskey Club North Country CMH	Van	2,700	30	100	Varies Daily	No	M – F, Some Saturdays	7 – 9 a.m. 4 –6:30 p.m.	No
Petoskey Shuttle and Taxi Service	Van, Taxi	1200-1500			Yes	No	7 Days/Week	By Reservation	Yes
Petoskey Public Schools	School Bus	7,200	1,357	244,260	Sept. – June	Yes	M – F	6:00 a.m. – 5:00 p.m.	No
R & S Taxi Service	Taxicab	10,800	35	10,000	Yes, Seasonally	No	M – Sat.	7:00 a.m. – 9:00 p.m.	Yes
Straits Regional Ride	Bus, van	4,500 Emmet County Only	150	37,000	Daily and During Summer	No	M – F	6:00 a.m. – 6:00 p.m.	Yes
Sun Cab Service, Inc.	Taxi, Van	5,000 – 6,000	20	5,200	Always different	No	M – F Other By Appointment	8:00 a.m. – 5:00 p.m.	Yes
Women's Resource Center of Northern Michigan	Personal Cars	450	2	450	Varies Daily	No	7 days/week	24 hours/day	Yes

**Table 3.3  
Fleet Information  
Public and Private Transportation Providers**

<b>Organization</b>	<b>Vehicle Type</b>	<b>Seating Capacity</b>	<b>Wheelchair accessible</b>	<b># of Vehicles</b>	<b>Age of Vehicles</b>
Allied EMS Systems, Inc	Ambulance, Van	Van 9 (2 wheelchairs)	Vans Yes	6 Ambulance 2 Vans	2-9 Years
Family Independence Agency	Volunteers drive personal vehicle	Varies	No	NA	Varies
Friendship Centers of Emmet County	Bus, Van	15	Yes	6	2-8 Years
Indian Trails, Inc.	Intercity Style Coaches	55	Yes	9	2-3 Years
The Living Room Adult Day Service	Express Van	8	Yes	3	2-4 Years
Mackinaw City Public Schools	Bus	65	No	3	New-7 Years
NW MI Community Health Agency	N/A	N/A	N/A	N/A	N/A
Pellston Public Schools	Bus	66	Yes	12	2-5+ years
Petoskey Club North Country CMH					
Petoskey Shuttle and Taxi Service	Van, Taxi	6	No	1	4 Years
Petoskey Public Schools	Bus	68	Yes	24	1 – 8 Years
R & S Taxi Service	Van, Taxi, Car	7 - 9	No	3	8 – 11 Years
Straits Regional Ride	Bus, Van	11 - 27	Yes	12	2 - 4 Years
Sun Cab Service, Inc.	Taxi, Van	6	No	1	11 Years
Women's Resource Center of Northern MI	Personal Cars	N/A	N/A	N/A	N/A

**Table 3.4: Existing Transportation Services - Budgets, Funding Sources**

Organization	Program	Clientele	Funds				Funding Sources
			Federal	State	Local	Other	
Allied EMS Systems, Inc.	Ambulance & Wheelchair Services	Residents of Emmet County			\$50,000	\$2,025,000	County, User, Membership
Family Independence Agency	General Services	Medicaid Recipients & Others in Certain Circumstances		Varies			State Agency
Friendship Centers of Emmet County	Senior Services	Seniors & Other w/ Disabilities		\$73,558	\$48,923	\$18,000	MDOT, Senior Millage, Grants, Fares
Indian Trails, Inc.	Intercity Service Development	Public Transportation		Varies			Comprehensive Transportation Fund 50%; FTA Section 5311(f) 50%
The Living Room Adult Day Service	Adult Day Services	Adult Day Center Attendees		\$12,500	\$27,000	\$10,000	MDOT, Senior Millage, Grants, Fares
Mackinaw City Public Schools	Public Education	Students			\$70,000		School Millage
Michigan Rehabilitation Services	Vocational Rehabilitation	Customers With Disabilities					N/A
NW MI Community Health Agency	Maternal Support Services, WIC, Immunizations	Pregnant Women & Families with Children Ages 0-5					
Pellston Public Schools	Public Education	K-12 Students BeFour Students		\$340,000			State Aid
Petoskey Club North Country CMH	Psychosocial Rehabilitation – Clubhouse	Clients of CMH Who Choose To Participate				\$32,200 + Vehicle Replacement Every 3 yrs.	North Country Community Mental Health
Petoskey Shuttle and Taxi Service	Taxi Service	General Public					N/A
Petoskey Public Schools	Public Education	Students				\$900,000	Petoskey Public Schools
R & S Taxi Service	Taxicab	General Public				\$50,000	By Owner
Straits Regional Ride	Four county Regional Transit System	General Public	\$440,000	\$110,000	\$20,000	Contracts and Farebox	State/Federal Funds
Sun Cab Service, Inc.	Taxi Service	General Public					N/A
Women's Resource Center of Northern MI	Domestic Abuse & Sexual Assault Services	Domestic Abuse & Sexual Assault Services Clients					