

# Emmet County Transportation Coordination Plan

Emmet County, Michigan

**Prepared by:**

Community Access Transportation Team  
Emmet 20/20

**Assisted by:**

Northeast Michigan Council of Governments  
Michigan Department of Transportation

**Funded by:**

A grant from Michigan Department of Transportation with in kind support from Emmet 20/20, NEMCOG, Emmet County, Northern Michigan Hospital, Charlevoix and Emmet RSVP, and the Friendship Centers of Emmet County.

**Date Completed:**

September, 2005

Copies of the plan are posted on: [www.nemcog.org](http://www.nemcog.org).

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*Acknowledgements: Erik Larson, Emmet 20/20; Fred Simons, Michigan Department of Transportation; Sue Berkau and Lisa Hoig, Friendship Centers of Emmet County; and Richard Deuell, Northeast Michigan Council of Governments, who all played important roles in the development of this plan. Also, the many individuals that participated as CATT members and in other planning sessions, their guidance and insight were vital. A special thanks to the Friendship Centers of Emmet County in Petoskey for providing meeting facilities and refreshments for all CATT meetings.*

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## Chapter 1

### Introduction and Background

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The overall goal of this project was to develop a transportation coordination plan for the County of Emmet. The expected outcome was to develop a blueprint for improving transportation services within the Emmet County. The planning process was led by a local action team. Public input was solicited from surveys and meetings. The Northeast Michigan Council of Governments (NEMCOG) provided technical assistance, develop draft sections and, with committee and community input, compile the plan. Michigan Department of Transportation (MDOT) provided technical assistance and project oversight. The planning effort was funded by MDOT's State Planning and Research Grant Program.

A locally initiated community effort called Emmet 20/20 has been working to improve the quality of life in the County. The mission of Emmet 20/20 is: *"to provide a forum for the community to define it's vision of it's future and for working collaboratively to mobilize community resources toward turning those healthy visions into realities."* Beginning in the fall of 2000, Emmet 20/20 volunteers from all over Emmet County began a process to help create a proactive 20-year healthy vision for our area. (Community Dialogue Groups met from March to September of 2001 across the County.) The group hosted a two-day Countywide visioning conference on September 21 & 22, 2001. Emmet 20/20 created five Healthy Community Change Action Teams that were charged with advancing the visions of a healthy future for our communities.

One of those teams called the Community Access Transportation Team - (CATT) has created the following vision: *"Public transportation that effectively meets the needs of our community."* Early into the action team process, the group identified the need to complete a detailed study and develop a countywide coordination plan. Given the complexity and scope of such a project, the group sought assistance from MDOT and NEMCOG.

### Study Area

This Transportation Coordination Study covers all of Emmet County, including all of the following local units of Government: the Cities of Harbor Springs and Petoskey; the Villages of Alanson, Mackinaw City, and Pellston; as well as the Townships of Bear Creek, Bliss, Carp Lake, Center, Cross Village, Friendship, Littlefield, Little Traverse, Maple River, McKinley, Pleasantview, Readmond, Resort, Springvale, Wawatam, and West Traverse. Figure 1.1 depicts the study area covered by this report.

### Profile of a Changing Community

Population growth figures show that portions of Northern Michigan region are growing at a rapid rate. According to the U.S. Census Bureau, between 1990 and 2000, Emmet County was ranked the tenth fastest growing county in the State. The County grew by 25.5 percent, adding 6,397 people to the year round population. Given the increasing number of seasonal homes, the summer population is much higher than the 31,437 recorded in the 2000 Census.

Low-income families, persons with disabilities and elderly persons tend to have the highest need for public transportation. These groups are often referred to as transit dependent. Like other counties in northern Michigan, the number of retirees in Emmet County is increasing. The 1990 U.S. Census found 3,531 persons (14.1 percent of the County's population) were 65 years and older. In 2000, some 4,495 persons (14.3 percent of the County's population) were 65 years and older. Again, given the seasonal nature of the area, the elderly population increases during the summer months. In 1990, some 552 households in Emmet County had no vehicle available. According to the 2000 U.S. Census, the number increased over the next decade to 737 households with no vehicles available. All of the trends illustrate an increasing need for assisted transportation.

Public transportation tends to be used more by four primary groups: persons with low income, persons living in households with no or limited access to automobiles, seniors, and persons with certain disabilities. Several demographic characteristics from the U.S. Census are reflective of the above groups and include persons 65 years and older, persons living in group homes, persons with disabilities 21-64 years old, percent of persons with disabilities 21-64 years of age that are employed, per capita income, poverty level, households with no vehicle, and households with one vehicle. In order to gain a perspective of transportation needs within the County and possible geographic concentrations of those needs, above information was compiled by minor civil divisions and compared to the county average. This comparison within the County identifies areas with the greatest relative need for transportation assistance. Communities with the highest propensity for transit are Petoskey, Harbor Springs, Bear Creek Township, Littlefield Township, Little Traverse Township, and Resort Township.

## Summary of the Current Assisted Transportation System

Information on ridership was obtained from transportation service providers within Emmet County. Service providers included public providers, agency client based services, private non-profit organizations, and private for-profit providers. The estimated annual ridership is based on best available data and only from organizations that responded to the inventory of existing services survey. Since the inventory does not account for transportation provided by friends and family, along with information not available from all transportation providers, it is surmised this is an underestimate of annual trips made by transportation population in Emmet County. Using this data the total estimated annual ridership on existing systems is 87,097.

In addition, Mackinaw City, Pellston and Petoskey public schools provided information on student transport. Of these three schools, the estimated annual student ridership for three of the five public school systems is 355,860.

## Survey of Community Needs and Interest

The survey instrument developed for this study was based on successful transportation needs surveys used in several studies around the State. A sample of residents, geographically distributed throughout Emmet County, was compiled from the Emmet County voter registration database. Emmet County assisted by developing the mailing list and printing mailing labels.

- A total of 1,750 names were selected for the direct mailing.

- Printing of the survey booklets and envelopes was donated by the Northern Michigan Hospital Foundation. The Charlevoix-Emmet RSVP assisted with organizing the mailing.
- In addition, 160 booklets were dispersed to 20 agencies; each receiving eight booklets. Personnel at the agencies distributed the surveys to clients and in certain instances assisted their clients in completing the survey.
- A total of 694 booklets were returned with a 36 percent return rate.

To no surprise the survey showed automobiles are the main mode of transportation; however, between 12 and 15 percent of the households had someone that used another means of transportation. Other modes included: a neighbor, friend or family member drives, car pool, transit bus, bicycle, taxi, and walking. The responses show a high reliance on walking and neighbor or family member drives.

The transportation needs component of the survey clearly indicates a higher than expected need for assisted transportation. For example, over a one year period, eleven percent of the households had a member miss or delay a needed trip due to a lack of transportation. Furthermore, 146 or 21 percent of the households have someone that doesn't drive or limits the amount of their driving. Clearly, 'Don't drive in poor weather', and 'Don't drive at night' and 'Elderly' or 'Disability' were the most prevalent reasons. Most importantly, the community survey clearly shows a marked interest in having a public transportation system, such as a "dial-a-ride" bus. Some 22 percent of the households would likely ride public transit if it were available. In conclusion, the community survey has shown there is a need and interest to support a public transportation system such as a "dial-a-ride" in Emmet County.

## Coordination Options

A mixed bag of transportation options is available to County residents, which include agency, specialized service transit, inter-county transit, and taxis. The Community Access to Transportation Team (CATT) developed a transportation options brochure and distributed it around the community. However, it is recognized even with the wide variety of options, there is still considerable unmet need within the community. Clearly the limiting factors to achieving higher levels of services, such as expanded service hours, more buses, and more frequent service to out-of-town areas are operational and financial constraints.

There is currently a high level of coordination between transportation agencies in the County. Friendship Center coordinates with adjacent county systems and with the Straits Regional Ride. For example, if a person is transported into Petoskey by the Straits Regional, attempts are made to transport the person around town during midday. During discussions, it was apparent some agencies could better utilize existing services, since there is available seating capacity. However, a transportation system such as the Friendship Center Transit would continue to prioritize scheduling to seniors and persons with disabilities.

There does appear to be opportunities to increase ridership of the Straits Regional Ride. Marketing the service within the County, under the current operational constraints would likely increase ridership. If permission was granted by funding sources to operate the Emmet Route bus within the County during mid-day, a higher level of transportation service would be realized.

## **Scenario for an Enhanced Countywide Public Transportation Program**

- Expand public transportation in Emmet County by creating a countywide Dial-a-Ride system through funding from the Michigan Department of Transportation and local support.
- Building upon the efforts of Emmet 20/20's Community Access Transportation Team (CATT), form a work group, with representatives from local government, organizations, agencies and citizens, to spearhead implement the plan through the Emmet Transit Initiative.
- Place a countywide public transportation millage on the ballot. This will allow voters in the county to decide whether or not to support an enhanced countywide public transportation system.
- If millage is successful, form a Public Transportation Authority to operate a countywide public transit system. (Formation under the PA 196 of 1986)
- Apply to MDOT for operations and capital funding to expand existing systems and purchase additional buses and equipment.
- Fold the Friendship Centers' specialized services bus system and where appropriate consolidate other agency based transportation systems into the countywide transit system.
- Enter into an arrangement with the Friendship Center to use their new bus garage.

## **Transportation Coordination Steering Committee**

Emmet 20/20 created five Healthy Community Change Action Teams that were charged with advancing the visions of a healthy future for our communities. One of those teams called the Community Access Transportation Team - (CATT) had been working towards improving public transportation to meet the needs of the community. The Community Access Transportation Team (CATT) had representatives from local government, agencies, education, and businesses, as well as citizens at large. The project expanded the membership to include agencies that represent the transit dependent population. The steering committee met a number of times during the planning process to review draft sections and provide guidance on "next steps."



## Chapter 2 - Demographics and Transportation Profile

### Population and Age Distribution

The 2000 U.S. Census shows a population of 31,437 persons for Emmet County which was an increase of 25.5 percent (6,397 persons) since 1990. **Table 2.1** presents population trends for the County for each decade, beginning with 1930 to the most recent census count. As can be seen in the table, since 1960 the population of Emmet County has increased by 98 percent.

1930	1940	1950	1960	1970	1980	1990	2000
15,109	15,791	16,534	15,904	18,331	22,992	25,040	31,437

Source: U.S. Bureau of the Census

According to the 2000 Census, on a countywide basis, 50.8 percent of the population is female. The racial composition for the County is 94.3 percent White, 3.1 percent Native American, 0.4 percent Asian, and 0.5 percent Black.

The Census tally, taken on April first, does not count persons who winter elsewhere. A review of the 2000 Census housing characteristics shows that there are 5,039 (27 percent) seasonal, recreational, or occasional use housing units in Emmet County. The high rate of seasonal housing units contributes to a significant increase in the seasonal population. By multiplying the average household size (2.44) by the number by of seasonal housing units, it can be estimated that the County population increases by 12,000 persons during the summer months.

The majority of the Emmet County residents live in the southern portion the County and 61.3 percent of the County’s population lives in the communities that border Little Traverse Bay. Over one third of the County’s residents live in either the City of Petoskey (19.3 percent) or adjacent Bear Creek Township (16.8 percent). The residents that live in the Townships of West Traverse, Little Traverse, and Resort and the City of Harbor Springs make up 25.2 percent of the county population.

When identifying community service needs, it is important to analyze the age distribution of the community and to target services for specific age groups. **Table 2.2** shows a breakdown of Emmet County population by township and age group.

The median age of the population in Emmet County has been increasing over the past few decades, as it has regionally, statewide, and nationally. Over the last decade the median age in Emmet County increased 4.4 years from 34.5 to 38.9. The over 65 age group comprises 14.3 percent of the county population. The highest concentrations of seniors by percent of the population were in the cities of Harbor Springs (23.8 percent) and Petoskey (17.3 percent), the Village of Mackinaw City (19.6 percent), and the Township of Wawatam (29.7 percent). Communities with the largest number of seniors are the City of Petoskey (1,050) and Bear Creek Township (751).

<i>Governmental Unit</i>	<i>total pop.</i>	< 5	5-17	18-20	21-24	25-44	45-54	55-59	60-64	65 & over	<i>med age</i>
Alanson Village	785	60	151	27	53	260	96	34	19	85	32.8
Bear Creek Twp.	5,269	369	1,081	168	203	1,427	812	256	202	751	38.3
Bliss Twp.	572	33	103	20	23	165	92	42	33	61	39.4
Carp Lake Twp.	807	50	147	14	26	216	124	63	67	100	40.8
Center Twp.	499	43	101	9	16	132	101	19	18	60	37.2
Cross Village Twp.	294	5	41	6	8	85	48	23	27	51	45.5
Friendship Twp.	844	47	173	21	21	247	162	50	40	83	38.5
Harbor Springs City	1,567	75	245	29	43	358	247	103	94	373	46.6
Littlefield Twp*	1,998	139	368	76	85	593	308	95	95	239	37.8
Little Traverse Twp.	2,426	142	479	63	68	684	417	128	125	320	40.1
Mackinaw City	540	37	78	13	14	134	86	36	37	106	44.5
Maple River Twp**	1,062	92	203	36	44	303	172	54	37	121	35.6
McKinley Twp***	668	54	163	25	21	186	82	34	25	78	34.7
Pellston Village	771	66	191	26	27	251	85	33	23	69	31.2
Petoskey City	6,080	321	1,076	288	295	1,732	865	244	209	1,050	38.7
Pleasantview Twp.	943	65	160	29	40	375	117	27	33	97	35.0
Readmond Twp.	493	29	87	10	17	130	90	35	26	69	42.4
Resort Twp.	2,479	138	534	104	81	693	418	107	112	292	38.7
Springvale Twp.	1,727	114	371	52	60	524	277	94	66	169	36.8
Wawatam Twp****	165	5	24	5	1	35	28	12	6	49	49.8
West Traverse Twp.	1,448	60	249	34	24	300	299	101	109	272	47.0
Emmet County	31437	1944	6025	1055	1169	8830	4926	1590	1403	4495	38.9
*Excludes Village of Alanson residents											
**Excludes Village of Pellston residents located in Maple River Twp											
***Excludes Village of Pellston residents located in McKinley Twp.											
****Excludes Village of Mackinaw residents located in Wawatam Twp.											
Source: U.S. Bureau of the Census											

**Area Schools**

The study area is within the Charlevoix-Emmet Educational Services District. All or parts of the following school districts are located within the study area: Alanson-Littlefield, Harbor Springs, Mackinaw City, Pellston, and Petoskey area Schools. **Table 2.3** shows enrollment for the public schools located in Emmet County, There are three private schools in Emmet County and the 2002 enrollment is shown in **Table 2.4**.

School District	Grades K-5	Grades 6-12
Alanson-Littlefield Public	250	190
Harbor Springs Public	234	851
Mackinaw City Public	130*	100**
Pellston Public	355	415
Petoskey Public	959	1773
Source: Michigan Education Directory 2002		
* Grades K-6, ** Grades 7-12		

<b>Table 2.4 Public School Student Enrollment 2002</b>		
<b>School District</b>	<b>Grades</b>	<b>Enrollment</b>
St. Francis Xavier Catholic School	P-8	269
Harbor Light Christian School	K-12	170
Petoskey Seventh Day Adventist School	1-8	8
Source: Michigan Education Directory 2002		

There is one college located in Emmet County. North Central Michigan College, located in the City of Petoskey, had 2,032 students enrolled for the fall semester in 2002.

### **Households, Housing Stock, and Property Values**

Another method used to identify community service needs is to analyze household make-up and disability status of residents. Household compositions are presented in **Table 2.5** for each of the townships, cities, villages, and for Emmet County as a whole. The majority of households are made up of families. Non-family households include unrelated persons living together or individuals living alone. Persons living in group quarters or institutions such as nursing home or prisons are also included in the table.

The average household size in Emmet County is 2.44 persons per household. At the last census count, 13 of the 21 governmental units in Emmet County (as noted in the table) reflected lower persons per household than for the State of Michigan average of 2.56 persons per household.

The 2000 Census reports 18,554 housing units in Emmet County, the majority of which are single-family homes. As mentioned in the discussion on population, Emmet County has many seasonal housing units with more than one in four of the houses in the County dedicated for seasonal use.

Over the past ten years, there was rapid growth in the construction of multiple family housing structures. In 1990 there were 90 multi-family housing units in structures with 20 or more units; in 2000 there were 402, an increase of 346.7 percent. Almost all of the 312 new structures were built in the City of Petoskey (133) and Bear Creek Township (171). Together these two municipalities accounted for 98 percent of the new 20 or more unit structures built in Emmet County. The construction of smaller multiple family units was not as fast paced but still had significant growth. In the County, the number of 3-4 unit structures increased by 57.9 percent and structures with 5-9 units increased by 98.2 percent.

It is interesting to note that the number of new structures with 10-19 units dropped by 7.6 percent for the County as a whole, but in the City of Harbor Springs, 53 new structures of this type were built, an increase of 1,060 percent for the City.

Median value of owner-occupied housing units in Emmet County is \$131,500, as compared to \$115,600 for the State. The highest housing values are found in West Traverse Township at \$228,000 and the lowest in McKinley Township at \$68,200. It should be noted that these statistics are not based on a 100 percent count; rather, they are based on a sample count where

homeowners are asked to state an opinion of how much do they estimate the home would sell for.

Governmental Unit	Total Households	Family Households	Non-family Households	Persons per Household	Persons in Group Quarters
Alanson Village	323	207	116	2.43	0
Bear Creek Twp.	2,001	1,417	584	2.57	128
Bliss Twp.	234	167	67	2.44	1
Carp Lake Twp.	339	226	113	2.38	0
Center Twp.	192	137	55	2.55	10
Cross Village Twp.	132	87	45	2.20	4
Friendship Twp.	333	240	93	2.53	2
Harbor Springs	683	384	299	2.14	106
Littlefield Twp.	793	585	208	2.52	0
Little Traverse Twp.	978	707	271	2.47	10
Mackinaw Village	255	156	99	2.11	1
Maple River Twp.	385	311	74	2.76	0
McKinley Twp.	248	172	76	2.69	0
Pellston Village	260	200	60	2.97	0
Petoskey City	2,700	1,448	1,252	2.14	308
Pleasantview Twp.	313	224	89	2.58	134
Readmond Twp.	198	149	49	2.49	0
Resort Twp.	894	722	172	2.77	0
Springvale Twp.	613	488	125	2.81	6
Wawatam Twp.	329	208	121	2.14	1
West Traverse Twp.	629	448	181	2.30	2
<b>Emmet County</b>	<b>12,577</b>	<b>8,527</b>	<b>4,050</b>	<b>2.44</b>	<b>712</b>
*Excludes Village of Alanson households					
**Excludes Village of Pellston households located in Maple River Twp					
***Excludes Village of Pellston households located in McKinley Twp.					
****Excludes Village of Mackinaw households located in Wawatam Twp.					
Source: Bureau of the Census					

**Land Area and Population Density**

In analyzing community service needs such as transportation, it is helpful to look at the land area to be served and particular areas where population is clustered. **Table 2.6** illustrates and compares the governmental units in Emmet County and the County as whole. As can be seen in the table, the Cities of Harbor Springs and Petoskey have the greatest population density with each slightly over 1,200 persons per square mile, followed by the Village of Alanson with 807 persons per square mile. Of the townships, Bear Creek, Littlefield, Little Traverse, and Resort are the most densely populated with densities ranging from 128 to 133 persons per square mile. Statistics for the villages are included in the numbers for the appropriate township. Additionally, census data does not show individual statistics for unincorporated places such as Carp Lake, Conway, Cross Village, Levering, and Brutus. Consequently land area and population density

for such areas are not separately available, but are included in the appropriate township figures. The lower population densities for Bliss, Carp Lake, Center, Cross Village, Friendship, Pleasantview, and Readmond Townships reflect the rural characteristic of these townships.

Governmental Unit	Population	Land Area in Sq. Mi.	Persons per Sq. Mi.
Alanson Village	785	1.0	807
Bear Creek Twp.	5,269	45.8	133
Bliss Twp.	572	46.2	13
Carp Lake Twp.	807	35.1	25
Center Twp.	499	35.3	15
Cross Village Twp.	294	10.2	29
Friendship Twp.	844	31.4	27
Harbor Springs City	1,567	1.3	1208
Littlefield Twp.	2,783	24.5	128
Little Traverse Twp.*	2,426	20.4	135
Mackinaw Village	859	6.3	194
Maple River Twp.**	1,232	35.5	35
McKinley Twp.**	1,269	.5.3	36
Pellston Village	771	1.9	403
Petoskey City	6,080	5.23	1211
Pleasantview Twp.	943	35.7	26
Readmond Twp.	493	31.0	16
Resort Twp.	2,479	21.5	130
Springvale Twp.	1,727	47.1	39
Wawatam Twp.	705	20.4	45
West Traverse Twp.***	1,448	13.4	109
Emmet County	31,437	461	68.2
Source: U.S. Bureau of the Census			
*Includes the village of Alanson			
**Includes a portion of the village of Pellston			
***Includes a portion of the village of Mackinaw City			

## Disability Status

As is shown by **Table 2.7**, the U.S. Bureau of the Census categorizes non-institutionalized persons with disabilities into three age categories; 5 to 20 years, 21 to 64, and those 65 years and over. In 2000, 15.7 percent of the population of the County had a disability. The 21-64 had the largest number of disabled persons (2,704), and the 65 and over age group had the largest percentage of disabled persons (40.1 percent).

Census data also identifies the number of 21-64 year olds that are employed. In Emmet County, over half of the disabled persons aged 21-64 are employed. Bear Creek Township and the City of Petoskey have the most employed disabled persons with approximately 250 and 300 persons respectively. Significant numbers of employed disabled persons also live in the City of Harbor Springs and the Townships of Little Traverse, Resort, and Springvale.

Governmental Unit	# Persons 5-20	# Persons 21-64	% Employed 21-64	# Persons Over 65
Alanson Village	15	70	52.9	80
Bear Creek Twp.	96	408	61.5	331
Bliss Twp.	2	61	47.5	29
Carp Lake Twp.	12	96	37.5	112
Center Twp.	7	41	36.6	31
Cross Village Twp.	11	25	52.0	43
Friendship Twp.	29	60	53.3	34
Harbor Springs City	18	142	63.4	131
Littlefield Twp.	69	295	54.2	112
Little Traverse Twp.	32	201	57.2	107
Mackinaw City	13	76	52.6	48
Maple River Twp.	20	73	63.0	54
McKinley Twp.	19	127	40.2	74
Pellston Village	10	65	41.5	38
Petoskey City	112	553	54.8	431
Pleasantview Twp.	12	58	63.8	13
Readmond Twp.	9	57	59.6	20
Resort Twp.	26	182	64.8	80
Springvale Twp.	44	177	60.5	60
Wawatam Twp.	11	66	57.6	48
West Traverse Twp.	21	82	73.2	57
Emmet County	550	2,704	56.8	1,675
Source: U.S. Bureau of the Census				

## Income, Education and Employment

**Table 2.8** presents income and poverty statistics, comparing each governmental unit within Emmet County to the County as a whole and to the State. As can be noted in the table, the average per capita income for the County as a whole is only slightly below the per capita income levels for the State of Michigan. McKinley Township and the Village of Pellston have the

lowest per capita income at \$13,907 and \$13,047 respectively; whereas, Cross Village and West Traverse Township have the highest per capita income at \$32,535 and \$31,136 respectively. Median household income ranges from \$32,961 in McKinley Township to \$64,167 in West Traverse Township, with the County average being \$40,222 and the State average being \$44,667.

Governmental Unit	Per Capita Income	Median Household Income	Poverty Status % of Population
Alanson Village	20,703	33,125	
Bear Creek Twp.	22,534	44,129	3.1
Bliss Twp.	17,094	36,339	1.8
Carp Lake Twp.	18,667	34,700	6.6
Center Twp.	16,201	38,333	2.9
Cross Village Twp.	32,535	46,364	14.3
Friendship Twp.	22,324	46,000	4.3
Harbor Springs City	21,876	35,341	5.3
Littlefield Twp.	18,737	37,694	2.3
Little Traverse Twp.	20,830	41,228	4.3
Mackinaw Village	18,725	37,031	7.5
Maple River Twp.	16,765	40,270	11.9
McKinley Twp.	13,907	32,961	5.1
Pellston Village	13,047	37,292	10.8
Petoskey City	20,259	33,657	6.6
Pleasantview Twp.	20,332	42,333	2.0
Readmond Twp.	20,270	40,114	3.5
Resort Twp.	25,080	52,772	1.8
Springvale Twp.	19,640	44,148	5.5
Wawatam Twp.	19,525	35,909	5.1
West Traverse Twp.	31,136	64,167	3.3
Emmet County	21,070	40,222	4.5
State	22,168	44,667	7.4

Source: U.S. Bureau of the Census

Generally speaking, educational levels for Emmet County are higher than the State with regard to high school education and higher education. The U.S. Census Bureau shows that 89.0 percent of County residents have at least a high school diploma, and 26.2 percent have a bachelor's degree or higher, compared to 83.4 percent and 21.8 percent for the State.

The Michigan Department of Labor and Economic Growth publishes monthly and annual employment data on the county level. Employment data on the civilian labor force for Emmet County is presented in **Table 2.9**, comparing annual averages of employment information for the State and the County for the years 1997 through 2001. The unemployment rate for Emmet County has traditionally been higher than that of the State. Over the five-year period, the

unemployment rate for the County ranged from 8.1 percent in 1997 to 6.6 percent in 2000 , whereas, the State unemployment rate ranged from 5.3 percent in 2001 to 3.6 percent in 2000.

	1997 Co.	1997 St.*	1998 Co.	1998 St.*	1999 Co.	1999 St *	2000 Co.	2000 St.*	2001 Co.	2001 St.*
Labor Force	17,125	4,961	17,450	5,031	18,325	5,144	18,625	5,201	18,575	5,175
Employment	15,750	4,752	16,150	4,837	17,050	4,990	17,375	5,016	17,250	4,901
Unemployment	1,375	209	1,300	194	1,300	194	1,225	185	1,300	274
Unemployment %	8.1%	4.2%	7.7%	3.9%	7.0%	3.8%	6.6%	3.6%	7.1%	5.3%
*In thousands										
Note: Numbers are rounded to the nearest 25										
Source: Michigan Department of Labor and Economic Growth										

### Vehicle Ownership

U.S. Census reports that 77.5 percent of County residents drive their own vehicles to work, 13.0 percent participate in car pools, 0.2 percent use public transportation, and 4.0 percent walked.

The 2000 Census contains information on household size and vehicle ownership. **Table 2.10** shows vehicle availability by households for each township and Emmet County as a whole. There are 737 or 5.9 percent of the households with no vehicles available, 4,215 or 33.5 percent of the households have one vehicle available, 5,445 or 43.3 percent of the households have two vehicles available, and 2,179 or 17.3 percent of the households have three or more vehicles available. The greatest concentrations of households without cars are found in the City of Petoskey and Bear Creek Township.

### Transportation Network

The Emmet County road network consists of portions of two United States Highways, US-31 and US-131, two State Highways, M-119 and M-68, four county primary paved roads, County Road 64, County Road 66, County Road 77, and County Road 81, and numerous county local paved and gravel roads.

US-31 and US-131 are the primary roadways in the County which serve to move local and through traffic north and south through the length of the County. US-31 runs northeast from Charlevoix County through the City of Petoskey and along the shoreline of Little Traverse Bay. North of Petoskey, US-31 intersects with M-119 and then continues northeast through the community of Conway and following the shoreline of Crooked Lake. At Oden, US-31 turns northward and connects the communities of Alanson, Brutus, Pellston, Levering, and Carp Lake and then intersects with I-75 at the north end of the county. The 2001 Annual Average 24 Hour Traffic volumes from the Michigan Department of Transportation shows that the average number of daily trips on US-31 range from 30,000 near the City of Petoskey, to 3,500 near Carp Lake. US-131 runs north and south on the east side of Walloon Lake through Bear Creek Township from Charlevoix County to its intersection with US-31 in the City of Petoskey.



**Table 2.10  
Vehicle Ownership by Households in Emmet County in 2000**

Local Unit of Government	Total HH	No Vehicle	One Vehicle	Two Vehicles	Three or more Vehicles
Alanson Village	323	9	111	144	52
Bear Creek Twp.	2,001	111	552	931	375
Bliss Twp.	234	6	74	96	80
Carp Lake Twp.	339	11	124	142	65
Center Twp.	192	10	54	96	39
Cross Village Twp.	132	8	48	46	28
Friendship Twp.	333	17	80	151	81
Harbor Springs City	683	85	333	235	81
Littlefield Twp.	1,116	17	347	535	197
Little Traverse Twp.	978	28	361	443	160
Mackinaw Village	404	27	151	178	44
Maple River Twp.	434	10	95	239	102
McKinley Twp.	459	11	155	210	83
Pellston Village	260	4	74	133	46
Petoskey City	2,700	331	1230	939	240
Pleasantview Twp.	313	2	78	152	53
Readmond Twp.	198	3	62	94	41
Resort Twp.	894	22	217	425	226
Springvale Twp.	613	29	141	288	155
Wawatam Twp.	329	22	121	142	46
West Traverse Twp.	629	14	143	282	147
Emmet County	12,577	737	4,215	5,446	2,179
Source: US Census Bureau					

Only a small section of M-68 is located in Emmet County. M-68 intersects with US-31 in the Village of Alanson, and it serves as the one of the primary east-west routes providing a connections with Indian River, I-75, and M-27 in Cheboygan County. The other state highway in Emmet County, M-119, is located entirely within the County. M-119 runs from its intersection with US-31 just north of Petoskey along the shoreline of Lake Michigan to Cross Village. The location and scenic qualities of M-119 make it more of a destination than a route. Traffic is generally comprised of residents who live in the area and tourists traveling the route for the scenic views. In 1997 M-119 was designated a heritage route and in 2001 NWMCOG and local communities began working on a management plan for the roadway.

The four County primary paved roads provide access and transportation routes through the central portion of the County north of Little Traverse Bay. County Road 81 runs north-south from Cecil Bay to its intersection with M-119, east of Harbor Springs, providing access to Boyne Highlands and Nubs Nob and connecting the communities of Bliss, Heils Corners, and Pleasant View. County Road 77 is 6 miles to the west of County Road 81 and also runs north-south. County Road 77 runs from the City of Harbor Springs to its northern terminus at M-119 in Cross Village, connecting the communities of Patons Corners, Stutsmanville, Johnsons Corners, and Bechons Corners. The primary east-west routes are provided by County Roads 64 and 66. In Emmet County, County Road 66 connects M-119 with US-31 and continues on to intersect with I-75 in Cheboygan County. The roadway connects the communities of Cross Village, Cetus Corners, Websters Corners, Canby Corners, Heils Corners, and Levering. M-64 Runs from M-119 in Good Hart to Pellston and connects with I-75 in Cheboygan County.

## Trip Generators

Trip generators are considered activities or reasons that cause persons to leave their homes. These include work, education, shopping, recreation, and medical and dental appointments. Emmet County has several large employers that draw employees from great distances. In northern Michigan it is not unusual for commuters to travel an hour from work. **Table 2.11** lists the major employers in Emmet County.

<b>Table 2.11 Major Employers Emmet County</b>		
<b>FIRM</b>	<b>LOCATION</b>	<b>EMPLOYEES</b>
Northern Michigan Hospital	Petoskey	1,180
Burns Clinic Medical Center PC	Petoskey	515
Continental Structural Plastic	Petoskey	200
Glass Alternatives Corp	Petoskey	160
Mc Laughlin Co	Petoskey	150
Control Engineering Co	Harbor Springs	150
Manthei Inc	Petoskey	140
Northern Die Cast Corp	Harbor Springs	140
Circuit Controls Corp	Petoskey	137
Petoskey Plastics Inc	Petoskey	130
Boyne USA Inc.	Harbor Springs	125
Kmart Corporation	Petoskey	120
Glens Market Inc.	Petoskey	120
County of Emmet	Harbor Springs	118
Petoskey Geriatric Village	Petoskey	110
Emmet County Nursing Facility	Petoskey	100
First American Healthcare Inc.	Petoskey	100
Health Facilities Partnership	Petoskey	97
Petoskey News Review	Petoskey	75
Town & Country Cedar Homes	Petoskey	72
Michigan Maple Block Co	Petoskey	70
Ryan Engineering & Design Co	Pellston	60
American Spoon Foods Inc	Petoskey	52
Moeller Aerospace Tech Inc	Harbor Springs	50
Petoskey Manufacturing Co	Petoskey	50
H & D Inc	Petoskey	50

Source: Harris 1998 Industrial Directory and County Economic Development Contact

In addition to being the major employers in Emmet County, Northern Michigan Hospital attracts many patients from counties all over the region. Other health care and human service organizations that generate a large number of trips and are significant transit dependant facilities are the Emmet County Department of Human Services, Northwest Michigan Community Health Agency, Big Brothers and Big Sisters of Northwest Michigan, the Mary Margret House, the Nehemian Project Hospitality House, and the Women's Resource Center. The Burns Clinic no longer exists; however, the facility is occupied by groups of doctors that provide a wide range of medical services. Also, since 1998, the Little Traverse Bay Band of Odawa Indians (LTBBOI) has expanded programs and services for tribal members. These include Tribal Administration, Communications, Planning & Environmental Services, Tribal Court, Law Enforcement, Housing, Education & Enrollment, Natural Resources, and LTBBOI

Health Clinic. Combined with the Victories Casino and Hotel, LTBBOI is now the second largest employer in the County.

There are senior centers located in Petoskey, Harbor Springs, Mackinaw City, Pellston and Levering. These senior centers are significant trip generators. Reliable transportation to and from the centers is needed for daily congregate meals, social events and organized programs such as health screening clinics and nutrition programs.

The school transportation needs of the public schools are being met by the area school bus system. In addition to transporting children between home and school, significant trips are generated for school related functions such as athletic events, field trips, and other extra curricular activities. North Central Michigan College generates a significant number of trips from students and staff from Emmet , Antrim, Cheboygan, Charlevoix, Otsego, and Presque Isle Counties.

## 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					

## Chapter 4

# Emmet County Transportation Needs Survey

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### Introduction

Previous chapters estimated the expected need for assisted transportation based on the 2000 US Census and an inventory of existing services. In order to directly evaluate the transportation needs and preferences of residents of Emmet County a random mail-back survey was conducted.

### Survey Design, Sampling and Returns

The survey instrument developed for this study was based on successful transportation needs surveys used in several studies around the State. A sample of residents, geographically distributed throughout Emmet County, was compiled from the Emmet County voter registration database. Emmet County assisted by developing the mailing list and printing mailing labels. A total of 1,750 names were selected for the direct mailing.

Printing of the survey booklets and envelopes was donated by the Northern Michigan Hospital Foundation. The Emmet RSVP assisted with organizing the mailing. Survey booklets with a return address and postage on the back cover were mailed in specially designed envelopes under first class postage. The surveys were mailed with a requested two week response time. By using first class postage, booklets were returned if the person had moved and left no forwarding address. In this case, surveys were resent to the same address and addressed to current occupant.

In addition, 160 booklets were dispersed to 20 agencies; each receiving eight booklets. Personnel at the agencies distributed the surveys to clients and in certain instances assisted their clients in completing the survey.

A total of 694 booklets were returned with a 36 percent return rate. The mail-back survey responses and the agency distributed responses were entered into computer databases. The two databases were combined into one master database that was used for the analysis. Database program software was used to compile results and conduct a statistical analysis. The information will be presented by first showing the question and the combined responses to the questions, followed by a summary of the survey results.

### Transportation Needs

The first set of questions in the survey are designed to quantify the extent of transportation needs existing in the County. Questions #1 through #5 ascertained the means of transportation for traveling to work or seeking employment; school or training; shopping; medical or dental visits; and social or recreational trips. Respondents could check all categories that apply, thus the total number of responses will be greater than the number of surveys returned. The percent category indicates the proportion of surveys with that particular answer. For example, one percent of the survey respondents checked Transit Bus as the means of transportation normally used by householders for shopping. Percentage was calculated by dividing the number of responses by the number of surveys returned and multiplying by 100. Due to the possibility of multiple affirmative responses per question, these categories cannot be summed to equal the total percent of the survey population needing transportation services.

**1) Which means of transportation do you and others in your household normally use for traveling to work or for seeking employment? Please check all that apply.**

Transportation Type	Number of Responses	Percent of Surveys Returned
Own vehicle	539	78%
Car pool	9	1%
Transit Bus	7	1%
Taxi	15	2%
Bicycle	8	1%
Walk	32	5%
A neighbor, friend or family member drives	20	3%
<i>No one in this household is employed or seeking employment</i>	134	19%

*Comments: We use the Friendship bus  
Company vehicle  
Fly/Rental Car/ Super Shuttle*

Question # 1 looked at the means of transportation to work or to seek employment. Seventy-eight percent or 539 respondents use their own vehicle. One hundred and thirty-four respondents indicated they didn't work or weren't seeking work. Seventy-six (76) responses indicate that at times someone in the household use means of transportation other than their own car. The key groups likely to use a public transportation system would be those who selected "a neighbor, friend or family member drives", "walk", "bicycle", "transit bus", and "car pool". Those who selected "taxi" (15 persons) might use the transit depending upon the type of transit service offered and its schedule. Bicyclists and walkers might opt to not use the transit depending on the length of their trip and the weather on a particular day. But generally these are the potential users. Some of the comments associated with the choice "other" were, "use a rental car" or "use a company vehicle". Some of those persons could be potential riders for a transit system too.

**2) Which means of transportation do you and others in your household normally use to travel to school or training? (Do not include travel on the public school bus system)**

Transportation Type	Number of Responses	Percent of Surveys Returned
Own vehicle	410	59%
Car pool	17	2%
Transit Bus	7	1%
Taxi	3	< 1%
Bicycle	9	1%
Walk	26	4%
A neighbor, friend or family member drives	23	3%
<i>No one in this household is attending school</i>	263	38%

*Comments: We use the Friendship bus.  
The school bus won't stop to pick us up even though they go right by our house – we are school of choice.*

Four-hundred and ten (410) or 59 percent of respondents in Question #2 said they used their own vehicle. There were 59 (8 percent) responses indicating households have a family member that uses other means of transportation (not including walking). The key groups likely to use a public transportation system would be those who selected “a neighbor or friend drives”, “car pool”, and “transit bus”. Some, who bicycle, use a taxi, or who walk may be potential riders, depending on the bus service features, the season and weather, and the distance between their home and the school. Thirty eight percent answered N/A indicating no one in their household is attending school or training. There are two scenarios for this group of 263 households: 1) an older population responded to the survey and they are not attending school, or 2) persons without reliable transportation do not attempt to sign-up for classes. Some of the comments were "school bus won't stop to pick us up...."

**3) Which means of transportation do you and others in your household normally use for shopping?** Please check all that apply.

Transportation Type	Number of Responses	Percent of Surveys Returned
Own vehicle	666	96%
Car pool	6	< 1%
Transit Bus	7	1%
Taxi	7	1%
Bicycle	10	1%
Walk	42	6%
A neighbor, friend or family member drives	35	5%

*Comments: Sometimes relatives take us shopping and back.  
 We use the Friendship bus.  
 Hired help \$100.00 to go to Cheboygan for Doctor or shopping.  
 My granddaughter takes me.  
 Company vehicle.  
 Family.*

The results of this question indicated 96 percent of those surveyed primarily used their own vehicle for shopping trips. A total of 107 of the surveys indicated a member of the household used a different means of transportation. Two percent rely upon a bus or taxi, while six percent have a relative or friend drive, or they car pool . The key groups likely to use a public transportation system would be those who selected “ a neighbor, friend or family member drives”, “ransit Bus” or “car pool”. Some ridership might be gained from the “bicycle,” walk”, and “taxi” categories depending upon the variables already mentioned.

**4) Which means of transportation do you and others in your household normally use for medical or dental visits?** Please check all that apply.

Transportation Type	Number of Responses	Percent of Surveys Returned
Own vehicle	665	96%
Car pool	5	< 1%
Transit Bus	12	2%
Taxi	8	1%
Bicycle	7	1%
Walk	18	5%
A neighbor, friend or family member drives	35	5%

*Comments: Sometimes relative's take us shopping and back.  
 We use the Friendship bus.  
 Hired help \$100.00 to go to Cheboygan for Doctor or shopping.  
 My granddaughter takes me.  
 Company vehicle.  
 Family.*

For visits to the doctor or dentist, 665 households normally use their own vehicle. Forty-five responses revealed a member of the household uses a means other than their own vehicle to keep their appointments. Thirty-five (35) of the households rely on a neighbor or friend for transportation to the doctor or dentist. The key groups likely to use a public transportation system would be those who selected “a neighbor, friend or family member drives”, “Transit Bus”, and “car pool”. The other categories not using their own car might contribute to ridership depending on the variables like distance, weather, etc. that were noted earlier. For some types of trips even those who responded “own vehicle” might shift to transit if the service parameters are appealing.

**5) Which means of transportation do you and others in your household normally use for social and recreational trips?** Please check all that apply.

Transportation Type	Number of Responses	Percent of Surveys Returned
Own vehicle	663	96%
Car pool	30	4%
Transit Bus	8	1%
Taxi	9	1%
Bicycle	32	5%
Walk	48	7%
A neighbor, friend or family member drives	71	10%

*Comments: Sometimes relatives take us shopping and back.  
 By neighbor at cost \$100.00 to \$125.00.  
 Company vehicle.  
 Air Bear Bus Tours.  
 We use airplane & train.  
 We have also ridden on a tour bus.*

To accommodate social and recreational trips, 663 or 96 percent of the households normally use their own vehicle. There were 127 responses that indicate a member of the household will use other means of transportation for social and recreational activities. This higher number would be expected since people tend to ride together to social and recreational events. The key groups likely to use a public transportation system would be those who selected: “ the Transit Bus; “a neighbor, friend or family member drives”; and those who selected “car pool”. Recreation and leisure trips also occur outside the County so many of the comments refer to planes and other means not applicable to in-County travel.

**6) For each of the following items, during the past 12 months have you or anyone else in your household had to delay or cancel an appointment or errand because you didn't have transportation?**

Response	Number of Responses	Percent of Surveys Returned
Yes	74	11%
No	615	89%
No response	5	< 1%

**If yes**, please check all that apply.

Activity Delayed or Canceled	Number of Responses
Work	30
Medical/Dental appointment	48
School	13
Shopping	34
Social/Recreation	32

Other (specify) \_\_\_\_\_

*Comments: I have a \$40 card for swimming with no way to go.  
Hair Appointments*

Seventy-four or 11 percent of the households had a member miss or delay a needed trip due to a lack of transportation. When comparing the number of responses (74) with the total number of activities delayed or canceled (157), some households missed or delayed more than one category of appointments or errands. These respondents are good candidates for transit ridership depending upon their trip patterns.



**7) Do you, or others in your household, have problems meeting transportation needs?**

Response	Number of Responses	Percent of Surveys Returned
Yes	59	9%
No	629	91%
No response	6	< 1%

If **yes**, what do your transportation limitations keep you (or other household members) from doing? (Check all that apply).

Activity Delayed or Canceled	Number of Responses	Percent of Surveys Returned
Working or seeking employment	24	3%
Shopping	31	4%
Attending training or school	19	3%
Medical or dental visits	37	55
Social or recreational activities	40	6%

*Comments: Getting to a bus like Greyhound to get down state. It is too expensive to drive.*

Some 59 households (nine percent) responding to the survey have problems meeting their transportation needs. When asked to check items that the limitations kept persons from doing, there were 171 checked responses which means that some households were kept from doing more than one activity. The top three items checked were medical or dental visits, social or recreational activities, and shopping.

Question #8 was a follow-up to #7 and attempted to determine what transportation limitations exist. The numbers following each limitation type in the third table below indicates the number of times a particular item was listed.

**8) Are there any reasons why those in your household don't drive or limit the amount of their driving? (Adults only)**

Response	Number of Responses	Percent of Surveys Returned
Yes	146	21%
No	543	78%
No response	5	< 1%

If **yes**, please explain why (*check all that apply*)

Reasons for not driving or limiting driving	Number of Responses	Percent of Surveys Returned
Don't drive in poor weather	69	10%
Don't drive at night	44	6%
Don't own a vehicle	24	3%
Not licensed to drive	23	3%
Disability	37	5%
Elderly	35	5%

List type of disability that limits ability to drive

- Radical Head & Neck Cancer.
- Developmental Delay
- Parkinson's/Dementia
- Back Injury
- Bad legs – can't control feet
- Stroke
- The price of fuel is a disability!
- Leg braces, vertigo, night blindness
- No disability – just prefer to walk or ride bike
- Neuropathy
- Lack of money for gas is my disability.
- Mentally Impaired.
- ALS
- Expenses, gas, insurance, upkeep, price of vehicles are the disability.
- Mentally retarded
- Knee Problems
- Husband Blind
- Legally blind
- Blind and Disabled
- Mentally impaired
- Stroke and Arthritis
- Anxiety

One-hundred forty-six or 21 percent of the households have someone that doesn't drive or limits the amount of their driving. Clearly, 'Don't drive in poor weather', and 'Don't drive at night' and 'Elderly' or 'Disability' were the most prevalent reasons, accounting for over 80 percent of the reasons for not driving. There were 232 responses to reasons why household members don't drive or limit driving, which indicates some households may have more than one driver with limitations or a person with more than one limitation.

**9) Do you or members of your household use any of the following types of transportation?**  
(Check all that apply)

Type of Assisted Transportation	Number of Responses	Percent of Surveys Returned
Friendship Center Bus	29	4%
Straits Regional Ride	10	1%
Charlevoix Co. Transit Bus	6	< 1%
Taxi	36	5%
LTBB Bus	3	< 1%
Public Agency Van	11	2%
Other Assisted Transportation	13	2%

*Comments: Taxi not available in winter!*

This question simply tries to identify existing patterns of use of public and private transit systems that are already available. Taxis and the Friendship Center Bus have the greatest number of users with other transit being called upon less often. It may be possible to coordinate and supplement these services as a product of this study.

**10) How often do you or others in your household ride use these transportation services?**

Frequency of Assisted Transportation Use	Number of Responses	Percent of Surveys Returned
a few times per week	24	3%
a few times per month	18	3%
a few times per year	32	5%

**Transportation Preferences**

The next set of questions measured preferences for transportation types and possible usage of a County-wide system. Question #11 was a key question that measured desire for public transportation. This question was used to correlate responses to geographic locations, family size, and vehicle ownership.

**11) If public transportation, such as a "dial-a-ride" bus, was readily available would you or members of your household us it?**

Anticipated Use of "Readily Available" Public Transportation	Number of Responses	Percent of Surveys Returned
Definitely Yes	58	8.3%
Probably Yes	96	13.8%
Probably Not	251	36.2%
Definitely Not	142	20.5%
Unsure	131	18.9%

**Twenty-two Percent would likely ride public transit if it were available.**

*Comments: Would it be available for everyone? Not just handicapped and elderly?*

One-hundred fifty-four (154) or 22 percent of the households indicated there was an interest in a reasonably priced public transportation system. In addition, 131 surveys had the 'Unsure' item checked or 18.9 percent of the respondents might use public transit. Combining these gives a total of 285 responses, or 42 percent of the returned surveys, that were considering transit as a feasible alternative for in-county travel. Only 20.5 percent indicated that they would definitely not use a public transit system and another 36 percent indicated they would probably not use a public transportation system. Given the percentage of retired persons in the County, it could be concluded a bus system will become increasingly important in the future.

**12) If public transportation, such as a "dial-a-ride" bus, was readily available, where would you or members of your household typically travel? (Check all that apply)**

Anticipated Travel on "Readily Available" Public Transportation Trips	Number of Responses	Percent of Surveys Returned
Trips around town	164	24%
Trips within the county	136	20%
Trips to adjacent counties	57	8%
I am not sure	183	27%

The purpose of this question was to gain a general understanding of trip destinations. Most responses indicated an interest in trips to other communities both within the county and in adjacent counties. Adding all of the responses, including the 'I am not sure' response, there were 540 responses (some surveys had more than one response). There were 357 responses that showed an interest in public transportation. Some 193 or 28 percent of the responses indicated an interest in public transportation to other communities within and outside the county. This might call for coordination of any local transit with other available systems.

**13) If you (and/or other members of your household) would use public transportation, what days of the week and times of the day do you feel you would most use it? Please check the boxes below which approximate the times of day and days of the week your family would most likely use the service. (Check all that apply)**

	MON	TUE	WED	THURS	FRI	SAT	SUN	NOT SURE
Morning	82	83	81	84	79	46	41	130
Afternoon	71	73	72	76	76	55	43	118
Evening	47	49	50	70	59	48	34	108

No response 163

This question attempted to gain an understanding of what time of day and which days people would use a public transportation system. The survey asked people to simply check boxes that approximate the times of day and day of week family members would use a bus system. The numbers show the total number of times each box was checked. Responses were consistent for times of day and weekdays versus weekends. There was an average of 82 responses for weekday mornings, 69 for weekday afternoons, and 55 for weekday evenings. On weekends the anticipated usage dropped to 44 for mornings, 49 for afternoons, and 41 for evenings. By picking the highest response of 84 on Thursday morning and 83 on Tuesday mornings, 12 percent of the respondents indicated some interest in using a public transportation system. A maximum of 130 respondents or 19 percent were not sure of the times and days. It could be construed this group has an interest in public transit, but were not sure of when they would use the system.

**Household Characteristics**

**14) How many persons live in this household?**

Persons per household	Number of Responses	Percent of Surveys Returned
1	94	14%
2	349	50%
3	102	15%
4	92	13%
5	32	5%
6	9	1%
7	2	< 1%
8	4	< 1%
Average	2.52	

What are the ages of each: \_\_\_\_\_  
 \_\_\_\_\_

**15) How many operating passenger cars and/or trucks do you and other members of your household own?**

Vehicles per Household	Number of Responses	Percent of Surveys Returned
0	19	3%
1	137	20%
2	325	47%
3	143	21%
4	45	6%
5	11	2%
6	3	< 1%
7 Or More	4	< 1%
Average	2.21	

**16) How many licensed drivers live in this household?**

Licensed drivers per Household	Number of Responses	Percent of Surveys Returned
0	12	2%
1	114	16%
2	450	65%
3	80	12%
4	24	3%
5	4	< 1%
6	1	< 1%
Average	2.01	

**17) Do you own or rent your Emmet County residence?**

Residence	Number of Responses	Percent of Surveys Returned
Own	625	90.1%
Rent	63	9.1%

The household characteristics portion of the survey permits analysis of the respondents' living situations to determine if there is a relationship between those circumstances and the potential for transit use. A typical household for Emmet County might be described as having two persons living in an owner-occupied home and owning two vehicles with two licensed drivers. However, the balance of households surveyed have a wide range of characteristics that can't be simply plugged in to this typical category. For example 23 percent of households have only one or no vehicle which means these households are good candidates for transit use. Similarly, 18 percent of households have only one or no licensed drivers in the home meaning there are probably persons in those households who might use the transit services because they cannot use a vehicle.

**18) Where is your home located? (If you live outside the city or village limits, please circle the appropriate township)**

**If you live within the city or village limits circle the appropriate place**

City or Village	Number of Responses	Percent of Surveys Returned
Alanson	19	3%
Harbor Springs	40	6%
Petoskey	147	21%
Pellston	11	2%
Mackinaw City	14	2%

**If you live outside a city or village limits circle the appropriate Township**

Township	Number of Responses	Percent of Surveys Returned
Bay Harbor	2	< 1%
Bear Creek	113	16%
Bliss	19	3%
Carp Lake	20	3%
Center	9	2%
Cross Village	9	2%
Friendship	11	2%
Levering	1	< 1%
Littlefield	26	4%
Little Traverse	52	7%
Maple River	16	2%
McKinley	11	2%
Oden	1	< 1%
Pleasantview	19	3%
Readmond	15	2%
Resort	65	9%
Springvale	40	6%
Wawatam	4	< 1%
West Traverse	28	4%

Among the survey respondents one in five lives in the City of Petoskey and one in six lives in Bear Creek Township. Resort Township, Harbor Springs, and Springvale Township represent the next highest residency of respondents, ranging from six to nine percent each. The location of respondents can offer insight on potential service areas or where to focus trips and stops or greater frequency of services.

## 19) What is the Zip Code of your home address?

Zip Code of Residence	Number of Responses	Percent of Surveys Returned
49701	17	2%
49706	57	8%
49713	2	< 1%
49716	8	1%
49718	12	2%
49721	1	< 1%
49722	7	1%
49723	4	< 1%
49737	4	< 1%
49740	148	21%
49755	38	5%
49764	6	< 1%
49769	21	3%
49770	365	53%

Zip code information also provides a geographic indicator of respondents' locations. In this case 82 percent of the respondents are located within three zip code regions. This seems to indicate a concentration of interest in transit services in these areas that are often situated around Little Traverse Bay where the population and community services are concentrated.



## 20) In which city, village or township do you work?

Community of Employment	Number of Responses	Percent of Surveys Returned
Alanson	10	1%
Alpena	3	< 1%
Bay Harbor	3	< 1%
Bear Creek Twp.	31	4%
Bliss Twp.	4	< 1%
Boyne City	11	2%
Boyne Falls	3	< 1%
Boyne Highlands	1	< 1%
Carp Lake Twp.	1	< 1%
Center Twp.	1	< 1%
City of Cheboygan	10	1%
Charlevoix	7	1%
Cross Village Twp.	4	< 1%
East Jordan	3	< 1%
Flint	1	< 1%
Friendship Twp.	2	< 1%
Gaylord	8	1%
Goodhart	2	< 1%
Grand Rapids	1	< 1%
Harbor Springs	65	9%
Indian River	4	< 1%
Levering	3	< 1%
Littlefield Twp.	7	1%
Little Traverse Twp.	15	2%
Mackinaw City	13	2%
Maple River Twp.	3	< 1%
Melrose	1	< 1%
McKinley Twp.	4	< 1%
Oden	1	< 1%
Pellston	10	1%
Petoskey	271	39%
Pleasantview Twp.	6	< 1%
Readmond Twp.	2	< 1%
Resort Twp.	11	2%
St. Ignace	1	< 1%
Springvale Twp.	2	< 1%
Tuscarora Twp.	1	< 1%
Wawatam Twp.	0	0
West Traverse Twp.	6	< 1%
Wolverine	1	< 1%

Question #20 is important in identifying one of the most frequent destinations for householders, which is the place of work. It is also one of the more vital trips to serve for economic reasons. Approximately 50 percent of all trips to work according to respondents are trips to Petoskey and Harbor Springs. The balance of work trips are decentralized throughout the County, to smaller work centers. The concentration of work trips in the two cities again provides insight as to where services might be focused. However it also becomes apparent that another 50 percent of these trips are geographically decentralized where fixed transit routes would not offer service.

**21) How many months of the year do you live in Emmet County?**

Number of Months Living in Emmet County	Number of Responses	Percent of Surveys Returned
1		
2		
3	1	< 1%
4	1	< 1%
5	1	< 1%
6	17	2%
7	8	1%
8	12	2%
9	11	2%
10	6	< 1%
11	4	< 1%
12	630	90.8%

**22) If less than 12 months, please circle which months you normally live here.**

Circle all that apply:

Months Living in Emmet County	Number of Responses	Percent of Surveys Returned
APRIL - OCTOBER	4	< 1%
APRIL - FEBRUARY	2	< 1%
APRIL- JANUARY	2	< 1%
APRIL - DECEMBER	8	1%
APRIL - NOVEMBER	2	< 1%
APRIL – SEPTEMBER	1	< 1%
DECEMBER – OCTOBER	1	< 1%
FEB – NOVEMBER	1	< 1%
JANUARY – MARCH	1	< 1%
JANUARY – SEPTEMBER	2	< 1%
MARCH – DECEMBER	1	< 1%
MARCH - JANUARY	1	< 1%
MAY- AUGUST	1	< 1%
MAY - DECEMBER	8	1%
MAY - FEBRUARY	1	< 1%
MAY - JANUARY	1	< 1%
MAY - NOVEMBER	5	< 1%
MAY - OCTOBER	16	2%
MAY - SEPTEMBER	1	< 1%
MAY - SEPTEMBER + DECEMBER	1	< 1%
OCTOBER - MAY	1	< 1%
SEPTEMBER - JUNE	1	< 1%

Questions #21 and #22 attempt to identify the number of seasonal versus year-round residents who answered the survey. Ninety percent of the respondents are year-round residents while the remaining respondents live somewhere else part of the year. As might be expected, many of the respondents who are seasonal residents are not in Emmet County in the winter months from November to March. Seasonal fluctuations may indicate whether a transit system should be seasonally modified as to routes or frequency of service at different times of year.

## Summary

Like every community in northern Michigan, the primary means of transportation in Emmet County is the automobile. While the survey shows automobiles are the main mode of transportation, between 12 and 15 percent of the households had someone that used another means of transportation. Other modes included: a neighbor, friend or family member drives, car pool, transit bus, bicycle, taxi, and walking. The responses show a high reliance on walking and neighbor or family member drives.

The transportation needs component of the survey clearly indicates a higher than expected need for assisted transportation. For example, over a one year period, 11 percent of the households had a member miss or delay a needed trip due to a lack of transportation. Nine percent of the households responding to the survey have problems meeting their transportation needs. The top three items that people had problems with transportation were medical or dental visits, social or recreational activities, and shopping. Furthermore, 146 or 21 percent of the households have someone that doesn't drive or limits the amount of their driving. Clearly, 'Don't drive in poor weather', and 'Don't drive at night' and 'Elderly' or 'Disability' were the most prevalent reasons, accounting for over 80 percent of the reasons for not driving.

Most importantly, the community survey clearly shows a marked interest in having a public transportation system, such as a "dial-a-ride" bus. Some 22 percent of the households would likely ride public transit if it were available. When asked where they would ride public transit, most responses indicated an interest in trips within their communities and trips to other communities both within the county. A smaller percentage indicated they would take trips to adjacent counties.

In conclusion, the community survey has shown there is a need and interest to support a public transportation system such as a "dial-a-ride" in Emmet County.

## Chapter 5

### Focus Groups

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#### Introduction

Three focus group sessions for the Emmet Countywide Transportation Coordination Study were conducted in July and August of 2004, by the Community Access Transportation Team of Emmet 20/20 (CATT). The purpose of the focus groups was to solicit information on the status of current assisted transportation systems, the transportation needs of residents of Emmet County, and options for improving assisted transportation services in the County.

Community leaders from government, business/industry and education, and human service sectors were invited to attend one of three focus group sessions held July 19, 2004, August 2, 2004, and August 9, 2004, respectively. Four community members attended the government focus group session, five attended the business and education session, and eight community members attended the human services session.

Common strategic and organizational enhancement data were generated at each public focus group meeting. Issues in various categories were discussed and then prioritized by a weighted voting procedure. Each focus group member was allowed to prioritize issues through the placement of a set of three votes per focus group category; though the importance of voted priorities was stressed, issues with 0 votes or 0 points were not disregarded since they were raised during focus group sessions.

The categories raised in each focus group session were: 1) *What's positive about current transportation systems?* 2) *What do you believe are the 2-3 most important characteristics of a viable rural public transportation program?* and 3) *What do you believe are the 2-3 most vital issues that must be addressed to improve the public transportation systems in Emmet County?* 4) *What do you believe is keeping our community from doing what needs to be done to improve its public transportation systems?* 5) *What public transportation system improvements would you support in order to better meet the public transportation needs for Emmet County residents?*

The highest priorities within each data category were ranked by each focus group, with the top three priority summaries of each focus group shown, as follows:

1. What's positive about current transportation systems?
  - Government
    - a. Employer-based transportation system.
    - b. Inter-county routes.
    - c. Growing fleets; more competition.
  - Human Services
    - a. Maintenance of service, even though difficult and expensive.
    - b. Personal ownership of vehicles.
    - c. Dependable transportation via Friendship Center.
  - Business/Industry/Education
    - a. Inter-county routes.
    - b. Dependable transportation via Friendship Center.
    - c. More competition.

2. What do you believe are the 2-3 most important characteristics of a viable rural public transportation program?
  - Government
    - a. Reliability.
    - b. Marketing; well-advertised.
    - c. Heavily subsidized; Responsiveness.
  - Human Services
    - a. Accessibility.
    - b. Financially viable; sustainable.
    - c. Marketing.
  - Business/Industry/Education
    - a. Consistency and reliability.
    - b. Extended schedule (nights and weekends).
    - c. Affordability.
  
3. What do you believe are the 2-3 most vital issues that must be addressed to improve the public transportation systems in Emmet County?
  - Government
    - a. Car-dependent mindset of residents.
    - b. Lack of education about future options.
    - c. Competition among destination routes.
  - Human Services
    - a. Unmet service needs by current non-profit systems.
    - b. Lack of funding.
    - c. Very limited or no services on nights/weekends.
  - Business/Industry/Education
    - a. Increasing remoteness of residents that need public transit the most.
    - b. Lack of reliable transportation for those seeking stable employment.
    - c. Correlation between student loss at NCMC and unresolved transportation issues.
  
4. What do you believe is keeping our community from doing what needs to be done to improve its public transportation systems?
  - Government
    - a. Car mentality of residents.
    - b. Cost of public transportation operations.
    - c. No history of local government funding of public transportation; no crisis.
  - Human Services
    - a. Lack of centralized community coordination of public transportation efforts.
    - b. Lack of funding.
    - c. Lack of political support at local government levels.

- Business/Industry/Education
    - a. Fear of increased taxes.
    - b. Lack of funding.
    - c. Not a priority for funding; not a priority within community “image.”
5. What public transportation system improvements would you support in order to better meet the public transportation needs for Emmet County residents?
- Government
    - a. Market and educate community about successful rural public transportation ventures.
    - b. Create a regional transportation authority.
    - c. Increase collaboration of current public transportation systems.
  - Human Services
    - a. Adopt a public transportation millage.
    - b. Create a regional transportation authority.
    - c. Create night/weekend operations.
  - Business/Industry/Education
    - a. Better public/private coordination.
    - b. Create a Dial-A-Ride system.
    - c. Create a water-taxi system.

## Summary

Focus groups’ comments provided the committee with guidance to plan for future improvements to assisted transportation in Emmet County. The results show support for existing systems and a strong interest in expanding availability of public transportation in Emmet County. Positive components of existing delivery systems include the Friendship Center and inter-county transportation. Private providers such as employer based transportation and taxis are key elements to the current system. Important characteristics of a viable rural assisted transportation system include: reliable service, accessible (geographically and for disabled persons), and financially sustainable. An on-going advertising/marketing program is important to build ridership and better serve the community. There is an increasing need for public transportation; however, the lack of funding and the mindset of car dependent rural community residents are issues that need to be addressed. Several obstacles to improving public transportation are concerns over costs, funding, and lack of community coordination. Suggestions to improve public transportation in the County include: form a community transportation authority, create a “dial-a-ride system, and seek a county transportation millage.

## Chapter 6

### Public Transportation Programs

#### Peer County Analysis

In order to gain a perspective of the potential usage and costs associated with operating a transit system within Emmet County, several transit systems were reviewed in the State. The first step to selecting transit systems for review was to identify counties with similar demographics to Emmet County. Seven demographic characteristics from the 2000 US Census were compared: population, population 65 years and older, households with person(s) 65 years and older, number of persons 16 and 64 years with disability, households with no vehicle, population below the poverty level, percent of population below the poverty level, and non institutionalized population living in group quarters. The selection band was established for each demographic characteristic by calculating plus and minus 25 percent of Emmet County's numeric value for that characteristic. For example, the population for Emmet County in the 2000 US Census was 31,437. If a county had a population between 23,580 and 39,300 it was noted. Counties with transit systems that met the criteria on four or more demographic characteristics were chosen.

Six counties were selected for comparison: Antrim County (Antrim County Transportation), Charlevoix County (Charlevoix County Public Transportation), Gladwin County (Gladwin City/County Transit), Huron County (Huron Transit Corporation), Manistee County (Manistee County Transportation, Inc.), and Wexford County (Cadillac/Wexford County Transit Authority). **Table 6.1** provides a tabulation of peer county demographics.

County	Population	Population 65 years and over	Households w/ persons 65 years and older	Persons in Group Quarters	Population below poverty level	16 - 64 yrs % w / Work Disability	Households with No Vehicle
Antrim	23,110	4,033	2,734	104	2,064	2,642	368
Charlevoix	26,010	3,894	2,720	125	2,064	2,546	476
Gladwin	26,051	4,768	3,282	104	3,544	3,274	679
Huron	36,057	7,006	4,827	365	3,645	3,334	848
Manistee	24,527	4,435	3,106	204	2,403	2,334	587
Wexford	34,484	4,278	2,945	150	3,096	3,316	828
Emmet	31,437	4,495	3,031	299	2,266	2,704	715

Source: 2000 U.S. Census Bureau

## Comparison of Public Transportation Programs

All of the counties have countywide demand response transit systems. The start dates for these systems ranged from 1975 to 1985. The Michigan Department of Transportation compiles operational data for all transit programs in the State. The information in **Table 6.2** covers a one year time frame for the fiscal year of October 2002 to September 2003.

The number of buses ranges from 15 for Antrim County Transportation to 30 for Huron Transit Corporation. Charlevoix, Huron, Gladwin, and Manistee all carried more than 100,000 passengers during the 2003 fiscal year. Manistee with 27 buses carried the greatest number of passengers at 201,723. Specialized populations carried by these transit systems are reported as passengers. Elderly and disabled ranged from 93,296 in Manistee County to 17,694 passengers in Antrim County. **Table 6.2** shows percent of total passengers that were elderly which ranged from 5 percent to 16 percent. In contrast, the percent total passengers with disabilities was much higher for all systems. In Wexford County over one half (52%) of the ridership were classified as having disabilities.

The Michigan Department of Transportation compiles performance indicators from annual reports submitted by state funded transit programs. **Table 6.3** displays performance indicators grouped by cost effectiveness, service effectiveness and resource efficiency. This information is provided for each of the six peer counties. The information summarized in this section will be used when developing a scenario for a countywide transit system and estimating system costs.

Fare boxes rarely cover the local match needed to operate a county transit program. The farebox revenue as a percent of cost per trip ranged from 11 percent to 26 percent with an average of 19 percent. Cost per passenger ranged from \$7.15 for Manistee County Transportation to \$13.28 for Cadillac/Wexford Transit Authority. The average cost per passenger for the six systems is \$10.63. Since efficiency of operation tends to be better with larger systems that move more passengers, a weighted average for cost per passenger was calculated to be \$9.36.

Service effectiveness examines passengers' usage on per vehicle mile and per vehicle basis. Passengers per vehicle hour ranged from 2.94 to 6.60 with 4.6 being the average. Passengers per vehicle mile ranged from 0.20 to 0.43 with an average of 0.27. Resource efficiency examines vehicle efficiency through costs per vehicle mile and vehicle hour. For the six peer counties cost per vehicle mile ranged from \$1.73 to \$3.44 per mile and averaged \$2.57 per mile. Finally, the cost per vehicle hour ranged from \$31.05 to \$64.71 per hour. The average for the six transit operations was \$44.73 per vehicle hour.



**Table 6.2  
2003 OPERATIONAL DATA - PASSENGER TRANSPORTATION PROGRAM - NON-URBAN TRANSIT AGENCIES**

Location Operator	Start of Service	Service Area Population	Total Vehicles	# Lift Vehicles	Total Passengers	Vehicle Hours	Vehicle Miles	Passengers Elderly and Disabled	% Elderly	% Persons with Disabilities	% Elderly with Disabilities	Passengers Per Vehicle Hour	Passengers Per Vehicle Mile	Passengers Per Population
Antrim Co.	01/17/77	19,324	15	14	66,770	10,678	327,869	17,694	10	17	0	6.25	0.20	3.46
Charlevoix Co..	04/21-80	24,073	17	14	104,185	25,338	400,249	58,635	11	22	23	4.11	0.26	4.33
Gladwin Co.	05/13/75	23,879	21	16	106,043	36,092	513,708	51,715	9	37	3	2.94	0.21	4.44
Huron Co.	09/28/81	35,150	30	30	179,851	43,590	782,310	93,038	5	44	2	4.13	0.23	5.12
Manistee Co.	03/03/75	22,164	27	27	201,723	30,580	472,277	93,296	11	33	3	6.60	0.43	9.10
Wexford Co.	09/01/82	28,779	19	19	91,019	24,718	351,221	67,609	16	52	6	3.68	0.26	3.16

Source: UPTRAN, Michigan Department of Transportation

**Table 6.3  
Transit Performance Indicators 2003**

System	Cost Effectiveness		Service Effectiveness		Resource Efficiency	
	Farebox as a % of Cost	Cost per Passenger	Passengers per Vehicle Hour	Passengers per Vehicle Mile	Cost per Vehicle Mile	Cost per Vehicle Hour
Antrim Co. Transportation	26%	10.35	6.25	0.20	2.11	64.71
Charlevoix Co. Public Transportation	11%	9.98	4.11	0.26	2.60	41.03
Gladwin City/County Transit	16%	12.10	2.94	0.21	2.50	35.56
Huron Transit Corporation	21%	7.52	4.13	0.23	1.73	31.05
Manistee Co. Transportation	22%	7.15	6.60	0.43	3.05	47.14
Cadillac/Wexford Transit Authority	18%	13.28	3.68	0.26	3.44	48.90
<b>Average</b>	<b>19%</b>	<b>10.63</b>	<b>4.6</b>	<b>0.27</b>	<b>2.57</b>	<b>44.73</b>
Source: UPTRAN, Michigan Department of Transportation						

## Public Transit Agency Millages

Four of the peer county systems are supported in part by millages. Millages range from 0.02 mills in Huron County to 0.5 mills in Gladwin County.

Antrim County Transportation	Current:	0 mill
	Renewal Period:	
	Beginning:	
	Ending:	
Cadillac/Wexford Transit Authority	Current:	0.4 mill
	Renewal Period:	4 years
	Beginning:	Jan. 2003
	Ending:	Dec. 2006
Charlevoix County Public Transit	Current:	0.25 mill
	Renewal Period:	4 years
	Beginning:	Jan. 2005
	Ending:	Dec. 2008
Gladwin City/County Transit	Current:	0.5 mill
	Renewal Period:	5 years
	Beginning:	2003
	Ending:	2007
Huron Transportation Corporation	Current:	0.2 mill
	Renewal Period:	5 years
	Beginning:	2002
	Ending:	2007
Manistee County Transportation	Current:	1/3 mill
	Renewal Period:	5 years
	Beginning:	2002
	Ending:	2007

## Chapter 7

### Estimate of the Overall Transportation Need

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Based on information gathered from various sources and presented in previous chapters, this chapter will attempt to estimate the overall transportation need in Emmet County. Information gathered during the Inventory of Existing Services will estimate the need based on current delivery systems. Next, there will be an analysis of county demographics that projects need based on transit dependent population characteristics. Another important source is the countywide transportation needs survey that was distributed early in 2004. A tabulation of responses will be used to project interest and need. Furthermore, participants of the Focus Groups, summarized in Chapter 5, clearly identified the need for coordination of existing services and a county-wide public transportation system.

#### Inventory Summary

Information on ridership was obtained from transportation service providers within Emmet County. Service providers included public providers, agency client based services, private non-profit organizations, and private for-profit providers. The estimated of annual ridership is based on best available data and only from organizations that responded to the inventory of existing services survey. Since the inventory does not account for transportation provided by friends and family, along with information not available from all transportation providers, it is surmised this is an underestimate of annual trips made by transportation population in Emmet County. Using this data the total estimated annual ridership on existing systems is 87,097.

In addition, Mackinaw City, Pellston, and Petoskey public schools provided information on student transport. Of these three schools, the estimated annual student ridership for three of the five public school systems is 355,860.

#### Demographics Summary

The demographics of a community can be analyzed to estimate the need or propensity (an innate inclination; a tendency) for transit usage. It is important to note this does not represent an estimate of ridership. Public transportation tends to be used by four primary groups: persons with low income, persons living in households with no or limited access to automobiles, seniors, and persons with certain disabilities. Several demographic characteristics from the U.S. Census are reflective of the above groups and include: persons 65 years and older, persons living in group homes, persons with disabilities 21-64 years old, percent of persons with disabilities 21-64 years of age that are employed, per capita income, poverty level, households with no vehicle, and households with one vehicle. In order to gain a perspective of transportation needs within the County and possible geographic concentrations of those needs, above information was compiled by minor civil divisions and compared to the County average. This comparison within the County identifies areas with the greatest relative need for transportation assistance.

**Table 7.1** lists each municipality and the several population descriptors. If a given characteristic exceeds the county average or in the case of income is below the County average, a community's box is shaded. An estimate of propensity for transit usage can be obtained by adding the number of times a community's box is shaded. According to this analysis, the communities with the highest propensity for transit are Petoskey, Harbor Springs, Bear Creek Township Littlefield Township, Little Traverse Township, and Resort Township.

**Table 7.1  
Anticipated Relative Need  
Emmet County by Township, 2000**

Governmental Unit	Population	Ages 65 & over	Total Households	Persons in Group Quarters	# Persons with Disabilities Ages 21-64	Persons with Disabilities Ages 21-64 % Employed	# Persons Over 65 with Disabilities	Per Capita Income	Poverty Status % of Population	HH with no Vehicle	HH with one Vehicle	Total Score
Alanson Village	785	85	323	0	70	52.9	80	20,703		9	111	2
Bear Creek Twp.	5,269	751	2,001	128	408	61.5	331	22,534	3.1	111	552	9
Bliss Twp.	572	61	234	1	61	47.5	29	17,094	1.8	6	74	1
Carp Lake Twp.	807	100	339	0	96	37.5	112	18,667	6.6	11	124	3
Center Twp.	499	60	192	10	41	36.6	31	16,201	2.9	10	54	1
Cross Village Twp.	294	51	132	4	25	52.0	43	32,535	14.3	8	48	1
Friendship Twp.	844	83	333	2	60	53.3	34	22,324	4.3	17	80	0
Harbor Springs City	1,567	373	683	106	142	63.4	131	21,876	5.3	85	333	10
Littlefield Twp*	1,998	239	793	0	295	54.2	112	18,737	2.3	17	347	7
Little Traverse Twp.	2,426	320	978	10	201	57.2	107	20,830	4.3	28	361	7
Mackinaw City	540	106	255	1	76	52.6	48	18,726	7.5	27	151	2
Maple River Twp**	1,062	121	385	0	73	63.0	54	16,765	11.9	10	95	3
McKinley Twp***	668	78	248	0	127	40.2	74	13,907	5.1	11	155	2
Pellston Village	771	69	260	0	65	41.5	38	13,047	10.8	4	74	2
Petoskey City	6,080	1,050	2,700	308	553	54.8	431	20,259	6.6	331	1,230	9
Pleasantview Twp.	943	97	313	134	58	63.8	13	20,332	2.0	2	78	4
Readmond Twp.	493	69	198	0	57	59.6	20	20,270	3.5	3	62	2
Resort Twp.	2,479	292	894	0	182	64.8	80	25,080	1.8	22	217	7
Springvale Twp.	1,727	169	613	6	177	60.5	60	19,640	5.5	29	141	6
Wawatam Twp****	165	49	329	1	66	57.6	48	19,525	5.1	22	121	3
West Traverse Twp.	1,448	272	629	2	82	73.2	57	31,136	3.3	14	143	4
Emmet County	31437	4495	12,577	712	2,704	56.8	1,675	21,070	4.5	737	4,215	

\*Excludes Village of Alanson residents

\*\*Excludes Village of Pellston residents located in Maple River Twp

\*\*\*Excludes Village of Pellston residents located in McKinley Twp.

\*\*\*\*Excludes Village of Mackinaw residents located in Wawatam Twp.

Source: U.S. Bureau of the Census

## Transportation Needs Survey

A transportation needs survey was developed and distributed as part of this study. The Emmet County voter registration database was used to survey residents, geographically distributed throughout the County. A total of 1,750 names were selected for the direct mailing. In addition, 160 booklets were dispersed to 20 agencies, each receiving eight booklets. Personnel at the agencies distributed the surveys to consumers/clients. A total of 694 booklets were returned with a 36 percent return rate.

Two questions were designed to assess the interest in public transportation within Emmet County. The first question, **“If public transportation, such as a "dial-a-ride" bus, was readily available would you or members of your household us it?”** indicated possible usage of a readily available public transportation system. Twenty-two percent of the responses said a member of the household would definitely or probably use public transportation. Since survey instrument provides a statistically valid sample of the population, the percentage can be projected to the entire population. Using the 2000 US census data, there were 12,577 households in Emmet County. This figure tends to portray year round households, where families are living in the home during the month of April when the census is taken.

12,577 households X 22% = **2,780 households** may use a public transportation system.

If the number of housing units from the census, which accounts for year round and part time residents the number would be higher.

18,554 housing units X 22% = **4,100 households** that may use public transportation system.

Anticipated Use of “Readily Available” Public Transportation	Number of Responses	Percent of Returned Surveys
Definitely Yes	58	8.3%
Probably Yes	96	13.8%
Probably Not	251	36.2%
Definitely Not	142	20.5%
Unsure	131	18.9%

Another revealing question was designed to assess where people would want to go on a public transportation system. **“If public transportation, such as a "dial-a-ride" bus, was readily available, where would you or members of your household typically travel?”** Choices included trips around town, trips within the County, trips to adjacent counties and not sure. They had the option of checking all that apply.

Anticipated Travel on “Readily Available” Public Transportation Trips	Number of Responses	Percent of Returned Surveys
Trips around town	164	24%
Trips within the county	136	20%
Trips to adjacent counties	57	8%
I am not sure	183	27%

The purpose of this question was to gain a general understanding of desired trip destinations. Most responses indicated an interest in trips within their community and trips to other communities

within the County. There were 357 responses that showed an interest in public transportation. One hundred sixty-four (164) or 24 percent of the respondents indicated they would be interested in trips within their community. Again, projecting this across the entire population would indicate some 3,000 households have someone who would be interested in using public transportation for trips within. Some 193 or 28 percent of the responses indicated an interest in public transportation to other communities within the County and outside the County. This might call for coordination of any local transit with other available systems.

In conclusion, the above approaches show there is a high interest and need for assisted transportation in Emmet County. The survey results indicate there are unmet needs that are not currently being addressed by existing delivery systems. Better coordination of existing systems and possibly enhancement of existing systems would work towards addressing those unmet transportation needs within the county. Considering 76 percent of the counties in Michigan have either county-wide, urban or non-urban local agency transit systems, Emmet County has a overall transportation need comparable to many counties that have functioning and viable transit systems.

## Chapter 8

### Coordination Plan of Current Systems

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This chapter will present a coordination plan for existing assisted transportation systems in Emmet County. The underlying goal is to accomplish a higher level of service without any additional financial support from any government, institutional, or private entity. This would be accomplished by maximizing existing resources from the various agencies that presently provide transportation services to selected constituent groups or clients through a combination of internal budget allocations and some state agency funding. A complete inventory of these current services is provided in Chapter 3 of this plan.

#### Service Coordination Objectives

An operating scenario that involves coordination and resource-sharing among several agencies is based on the following objectives:

1. No significant reduction of level of service to any agency's current clients.
2. No significant increase in financial commitment from any agency's current budget.
3. An overall increase in the transportation capacity and utilization for Emmet County residents.

#### Coordination Constraints and Opportunities

In order to evaluate the potential for more coordination among the various transportation providers in Emmet County, this study examined organizational, institutional, and jurisdictional barriers that would prevent or impede such coordination. In some cases, these barriers are in place to assure program funding is spent on those clients which the particular organization has been chartered to serve. In other cases, the barriers are more general in nature, addressing the organization's political boundaries or jurisdictional limits.

Transportation providers identified in Chapter 3 of this report were evaluated by the committee and ranked according to the highest potential for coordinating services. The Friendship Center of Petoskey, Straits Regional Ride, and Living Room Adult Day Services were ranked highest. A sub-committee of agency transportation providers met several times to discuss coordination of current systems. The sub-committee had representatives from the Friendship Center of Petoskey, Straits Regional Ride, Petoskey Club, North Country Community Mental Health, and The Living Room.

*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. State funding sources are through Section 16(b)(2), considered specialized services. The system must operate on an "open-door" policy, which specifies that any person who qualifies for specialized transportation (i.e., a person with a disability or senior) must be served within the context of the service that is currently being provided. Transportation is also provided to the general public on a space available basis, with priority scheduling to seniors and persons with disabilities.*



Primary service area is the City of Petoskey and adjacent areas in Resort and Bear Creek Townships. Service for the Petoskey area is Monday through Friday, 8:30 a.m. through 4:30 p.m. One bus services other parts of the county at least one day per week. On Tuesday and Friday, morning and afternoon routes provide service to southeastern Emmet County (primarily Bear Creek and Springvale Townships). Service is provided to Harbor Springs on Wednesday. Morning and afternoon routes provide service to northern parts of the County on Monday and Thursday. The out county routes leave Petoskey at approximately 9:00 a.m. and a return by 10:00 am. and again leave Petoskey at around 2:00 p.m. and return by 4:00 p.m. This route bus provides trips around town during midday. Riders can access the Friendship Center buses during the day for trips around town before returning home on the afternoon loop.

The grant from MDOT is a fixed amount each year, as are other sources such as local millage. This enables the Center to operate the buses for a set number of hours each year. Beyond that the Friendship Center must cover operational costs entirely from its general fund. This differs from county demand response systems (Section 18 operating assistance) like Charlevoix County Transit that are reimbursed under a formula structure. Under Section 18, all eligible operating expenses such as administrative, operations, and maintenance costs are reimbursed on a formula or percentage basis. Essentially, for every hour the buses operate the grant reimburses a set percentage of the cost per vehicle hour, no matter how many hours the buses operate. Often the primary constraint with county demand response systems would be the local match, which is a millage.

In summary, the Friendship Center is constrained by operational and financial limitations. There was no blocks of time where buses have down time and would be available to provide additional service. However, available seating capacity on the buses during regular operating hours may present some opportunities for higher service levels to the transit dependent population.

*The Straits Regional Ride (SRR)* is a four county regional transit system providing services to Cheboygan, Emmet, Otsego, and Presque Isle Counties. The regional system is beginning its fifth year of operation. Current funding sources include a capital and operations grant from the State of Michigan, fare box, contracts, and local match from each county's general fund. The Straits Regional Ride provides morning and afternoon services into Petoskey and Harbor Springs Monday through Thursday. Since the buses function as an inter-county system, residents of Emmet County can ride the bus within the County provided they are located along the flexible inter-county routes. The system has available seating capacity on routes into and out of the County. One major constraint is the bus is not able to stay throughout the day and provide transportation within Petoskey and Harbor Springs.

*The Living Room* operates two express vans with a seating capacity of eight persons or four persons and two wheelchairs. Multiple funding sources include: State of Michigan, local millage, and fares. Along with their day to day responsibilities at the facility, staff also function as van drivers in the morning and afternoon to transport clients to and from the facility. The system is constrained in its hours of operation by lack of full time drivers and financial limitations. If liability concerns can be addressed, it would be possible to transport non-Living Room clients located along the routes that could fit the morning and afternoon route schedules.

*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 four agency owned, 15 passenger vans and one six passenger van. No fare is charged for the transportation service. Along with their day to day responsibilities at the Club, staff also function

as van drivers. The agency transportation system is constrained by operational, seating capacity, institutional/liability issues, and financial. The organization’s transportation services operate at capacity and some days are over capacity, requiring a van to make two trips along the route. Also, given funding sources and liability issues, non-Petoskey Club persons are not be allowed to ride in the vans. There does not appear to be any possibility for utilization of these vehicles for transportation of County residents other than these agency clients.

<b>Agency</b>	<b>Constraints</b>	<b>Opportunities</b>
Friendship Center	Operational limitations Financial limitations	Available seating capacity
Straits Regional Ride	Requirement for routes to be inter-county Local match	Available seating capacity Operational Capacity
Living Room Adult Day Services	Operational limitations Financial limitations	Available seating capacity
Petoskey Club	Operational limitations Financial limitations Seating Capacity limitations Institutional/liability issues	Funding to other transit systems

Other Providers

*Public School Districts* - The "Pupil Transportation Act", Act 187 of 1990 places certain restrictions on utilizing school buses to transport riders other than public school children. The local school district superintendent does have the authority to allow public school buses to be used for the transportation of "senior citizens or retired or disabled persons, or members of a non-profit organization" under certain conditions for a fee.

*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. Since no agency-owned vehicles are involved in these transportation services, no practical opportunities exist for coordination or expansion as part of a comprehensive county public transportation operation.

*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. Since no agency-owned vehicles are involved in these transportation services, no practical opportunities exist for coordination or expansion as part of a comprehensive county public transportation operation.

*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. Allied has presently discontinued non-emergency transportation for patients at Northern Michigan Hospital; therefore, no opportunities exist for coordination of services.

*Private Taxi Services* - Demand response transportation service is provided to the general public with cars and vans. Since these systems are privately funded, for profit operations, fares

are higher than public systems. Even with the higher fares, the taxis provide a high level of service for residents of the community. However, with the differential in fare structure and public non-profit/private for profit systems, coordination between systems does not appear feasible at this time.

## **Coordination Options**

A mixed bag of transportation options is available to County residents, which include agency, specialized service transit, inter-county transit, and taxis. The Community Access to Transportation Team (CATT) developed a transportation options brochure and distributed it around the community. However, it is recognized even with the wide variety of options, there is still considerable unmet need within the community. Clearly, the limiting factors to achieving higher levels of services, such as expanded service hours, more buses and more frequent service to out-of-town areas are operational and financial constraints.

There is currently a high level of coordination between transportation agencies in the county. Friendship Center coordinates with adjacent county systems and with the Straits Regional Ride. For example, if a person is transported into Petoskey by the Straits Regional, attempts are made to transport the person around town during midday.

During discussions, it was apparent some agencies could better utilize existing services, since there is available seating capacity. However, a transportation system such as the Friendship Center Transit would continue to prioritize scheduling to seniors and persons with disabilities.

There does appear to be opportunities to increase ridership of the Straits Regional Ride. Marketing the service within the County, under the current operational constraints would likely increase ridership. If permission was granted by funding sources to operate the Emmet Route bus within the County during mid-day, a higher level of transportation service would be realized.

Recommendations:

Communication:

Establish an e-mail user group communication network for agencies and transit providers. Communications should be 24 hours in advance.

## Chapter 9

### Scenario for an Enhanced Countywide Public Transportation System

Public transportation services are not able to meet current and projected needs in Emmet County. An analysis of 2000 US Census data quantified the number and geographic location of persons typically associated with transit dependence: low income, household with low auto ownership, elderly, and persons disabilities (physical or mental). A community-wide transportation needs survey further identified transportation preferences and needs of Emmet County residents. Furthermore, focus groups were used to gather information on the status of current assisted transportation systems, the transportation needs of Emmet County residents, and options for improving assisted transportation services in the County. Operational and financial constraints of current systems limit coordination options and abilities to achieve significantly higher levels of service. This chapter provides recommendations to improve public transportation services in Emmet County. The underlying objective is to provide service to the maximum number of potential riders at the lowest cost of operation. The operating scenario described in this chapter is presented in terms of its major elements: service operations; resource requirements; operating costs; and, organizational structure.

#### Service Operations Recommendations

The majority of the Emmet County residents live in the southern portion the County with 61.3 percent of the County’s population living in the communities that border Little Traverse Bay. Communities with highest levels of transit dependent populations (low income, low household auto ownership, elderly, and disabilities (physical or mental) include: Petoskey, Harbor Springs, Bear Creek Township, Littlefield Township, Little Traverse Township, Springvale Township, and Resort Township. While there are persons needing assisted transportation throughout the County, background studies and data clearly show the need to focus greater transportation resources into the areas with the highest needs. In support of this conclusion is the fact that human services, medical services, shopping, employment, recreation, senior housing, and multi-family housing are concentrated around the bay area communities.

The proposed enhanced system will include “around town” demand response (dial-a-ride) systems combined with scheduled out-county flexible routes. Recommendations should be considered a small scale start-up system, and it is anticipated the system will grow as ridership and opportunities increase. **Figure 9.1** is a graphic representation of the proposed service areas. Services are to be provided five days per week, from approximately 6:00 am to 6:00 p.m. The early morning and early evening hours concentrate on taking riders to and from work and educational/ training destinations (although any trip purpose is allowed). The midday hours focus on providing service to health care, shopping, social/recreational, and other destinations. This service operation will present opportunities for agency contracts and individual subscriptions for daily use.

#### Red Service: Bay Area Communities

Hours of Operation:	7:00 am - 6:00 pm (Mon - Fri)
No. of Vehicles:	6
Type of Service:	Demand Response/Subscriptions within Bay Area Communities: A demand response (dial-a-ride) system would provide service to Petoskey, Harbor Springs, Alanson, and adjacent townships.

Total Vehicle Hours/Day: 66

**Green Service:** Pellston/Mackinaw Corridor

Hours of Operation: 7:00 am - 6:00 pm (Mon - Fri)

No. of Vehicles: 1

Type of Service: Demand Response/Subscriptions: A demand response system would provide service to the communities of Mackinaw City and Pellston.

Total Vehicle Hours/Day: 11

**Yellow Service:** Rural Flex-Routes

Areas with dispersed low density population and few small population centers lend themselves to a system of flexible routes. The southeast and northern two-thirds portions of the County would be serviced by flexible routes.

Hours of Operation: 6:00 am - 6:00 pm (Mon - Fri)

No. of Vehicles: 2

Type of Service: Reservation/Subscriptions: Two flexible routes would service rural county areas. The north loop would provide service through Alanson, Pellston and northern communities with the focus of bringing persons into Petoskey/Harbor Springs for work, medical, shopping, and recreation. The southeast loop would serve residents in the southeastern part of the county, again bringing people into the Petoskey area for a variety of purposes. Initial service structure would be a morning loop, midday loop and late afternoon loop. Buses would only run if there are riders. Once regular ridership has been established, identified bus stops could be established at select locations along the flex-routes.

Total Vehicle Hours/Day: 12 - 24

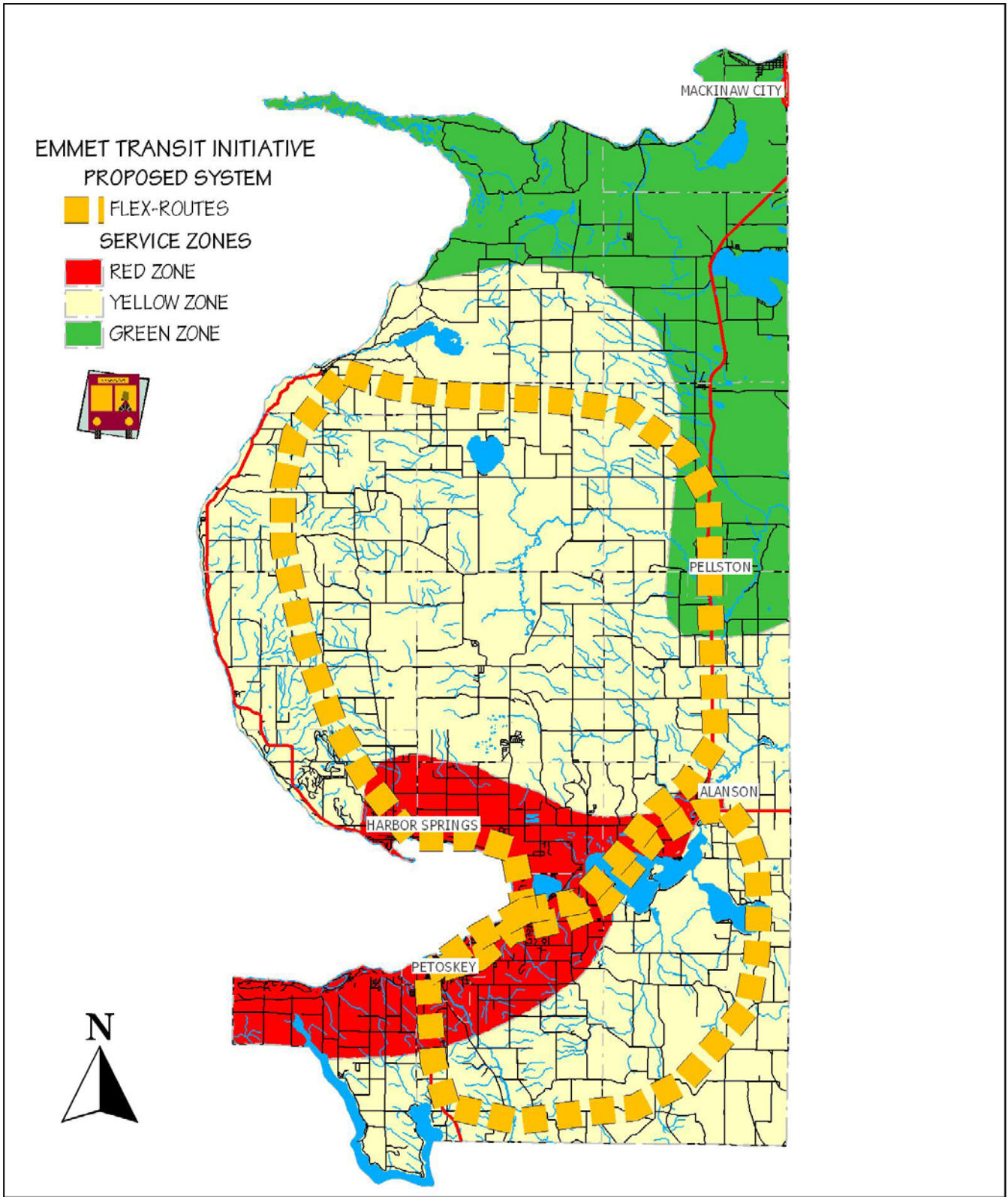
**Estimate for all Service Total Vehicle Hours/Day: 100**

**Total Annual Vehicle Hours(254 Days/Yr.) : 25,400 hours**

**Resource Requirements**

The resources required to operate the system described above includes personnel, vehicles, consumables, equipment, facilities, and management/administration services. Capital expenditures are typically purchased under federal and state grants, obtained through a variety of programs administered by the Federal Transit Administration of the U.S. Department of Transportation and the Passenger Transportation Division of the Michigan Department of

Figure 9.1 - Service Areas



Transportation. Federal and state budget issues may impact this long term grant program. However, for purposes of this study, it is assumed that capital grant programs will continue to exist in essentially the same character as historical levels.

An operation requiring nine buses should have a total fleet of twelve to fourteen to allow for vehicle maintenance. As is standard in Michigan for this type of service, the vehicles should accommodate nine to 12 passengers, with wheelchair accessibility and two-way mobile communications. Vehicles of this type are generally purchased through MDOT in conjunction with a large procurement shared among several transit agencies (to reduce unit costs), with each unit costing approximately \$85,000. The existing fleet of the Friendship Center, which totals six buses, could be folded into this system. This would require a purchase of five buses to expand the fleet to accommodate proposed enhancements.

### Estimated Capital Expenses

Purchase five buses:  $5 \times \$85,000 = \$425,000$

Other equipment such as radios, bike racks, computers & software, office equip.: \$40,000  
(Approved capital expenses reimbursed 100% from State and Federal Grants)

*Estimated Total for Capital: \$465,000*

For operations of this scale, it is often more cost-effective to contract out the servicing and maintenance to a local commercial operation for a fixed monthly fee. Attractive rates can be obtained through putting this service out for competitive bids. The Friendship Center has completed construction on a bus operations facility. The facility is located at the Friendship Center in Petoskey. The facility has three offices, storage areas, bus washing equipment and four bays for storing buses. The plan recommends entering into an agreement with the Friendship Center to use the bus garage.

Personnel needed to operate this service includes drivers and management/administrative personnel (no vehicle maintenance personnel are needed if these services are contracted out to a commercial operation). The staff of drivers would total 14 full/part time to allow for maintaining the schedule of a nine vehicle per day operation. The management/administrative staff would include one manager, one operations manager and two dispatchers. These management/administrative personnel would require office space along with standard office furnishings and equipment. During the start-up phase it is recommended to contract out for payroll or find agency that would do it as part of local match.

### Operating Costs

Transit operating data is collected by the Passenger Transport Division of MDOT. Much of this data includes actual cost of operating non-urban transit services in communities similar to Emmet County. Earlier in this report, a group of six "peer" county operations were used to estimate certain aspects of services envisioned for this study. Using this same database, estimates of operating costs can be calculated for the services described in this chapter.

Two important performance ratios are commonly used to describe operating costs of public transit operations: cost per vehicle mile and cost per vehicle hour. In this case, cost per vehicle hour is used since vehicle hours are easier to forecast than vehicle miles. The total number of annual vehicle hours from enhanced services described earlier in this chapter are 25,400 hours.

The average cost per vehicle hour of the six peer county operations is \$ 44.73. However, given increase in cost since 2003, the cost per vehicle hour used for this estimate is \$50.00. Therefore, the estimated annual cost of operating the services described earlier in this chapter is \$1,270,000.

If this service is provided under a fare structure similar to other Michigan non-urbanized systems, then it can be expected that fare box revenues will cover approximately 20% of this total cost of operations, or \$254,000. The balance, or \$1,016,000, would have to come from other revenue sources, typically a combination of federal and state operating subsidies and local funds. The percent of state and federal match has dropped over the last 15 years. In 2005 the State of Michigan match for approved operational expenses is 38 percent and the Federal match is 12 percent. At the 50 percent match, another \$635,000 of approved operational costs would be covered. This would leave a balance of \$381,000 to be covered by other funds such as contracts and millage. Best means to obtain local match would be through Local Transportation Millage. In 2005, the total taxable value in Emmet County is \$2,399,925,714. Therefore, .2 mills would generate approximately \$480,000 annually

Estimated Operational Expenses

Estimate for all Service Total Vehicle Hours/Day: 100 hours

Total Vehicles: 9

Total Annual Vehicle Hours (254 Days/Yr.): 25,400 hours

*Estimated annual operational cost based on \$50.00/ hour: \$1,270,000/year*

Funding Sources for Operations

State and Federal: \$635,000 (50%)

Farebox: \$254,000 (20%)

Contracts & Local Match: \$381,000 (30%)

**Organizational Structure**

The operation of a countywide transit system will require the establishment of an organizational structure to provide the legal framework within which federal and state financial assistance can be obtained. There are several options for creating the necessary organizational structure.

Option 1: In some communities such as Otsego County, public transit operations function as a department of the local government. A committee made up of appointed elected officials provide oversight and the system is operated by a manager.

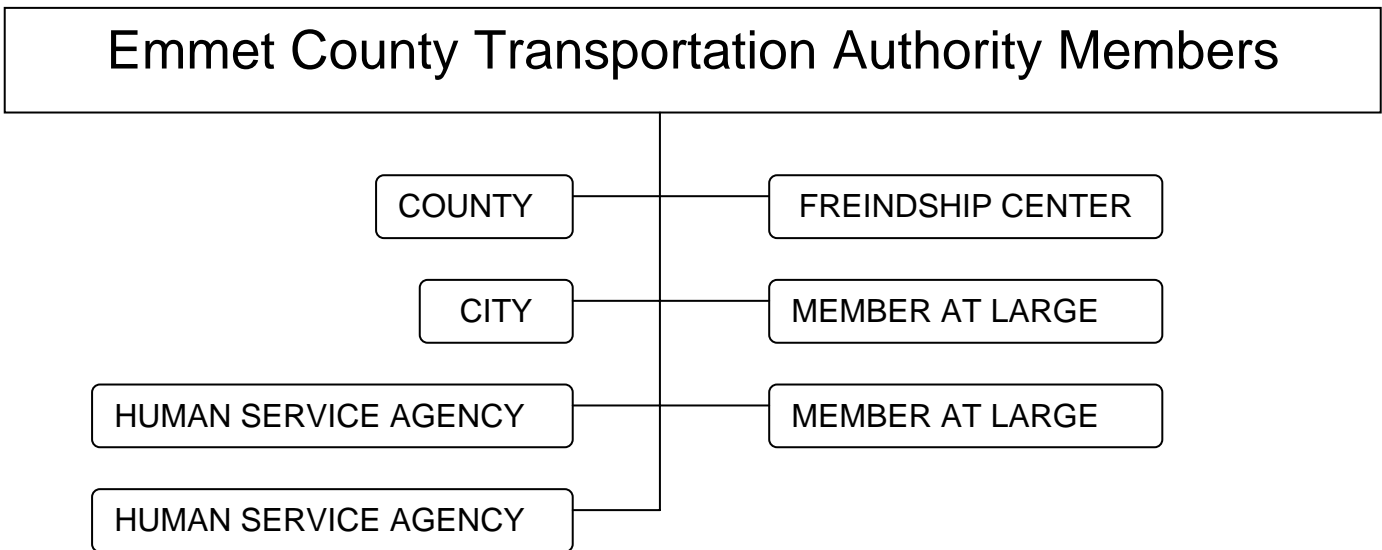
Option 2: Public transit systems can be organized as a private nonprofit corporation. The county or city acts as the fiduciary for federal and state grants and contracts with the nonprofit entity. Manistee County Transit system functions under this approach.



Option 3: Public transit systems such as the Cadillac-Wexford Transit Authority were formed under an inter-local agreement pursuant to the urban cooperation act of 1967, Act No. 7 of the Public Acts of the Extra Session of 1967, for the purpose of providing public transportation service.

Option 4: Public transit systems can be organized as a Public Transportation Authority under Public Transportation Authority Act 196 of 1986. Systems such as BATA in Grand Traverse and Leelanau Counties and the Thunder Bay Regional Transit Authority in Northeastern Michigan are formed under this act. Several transit systems in the state are working towards reorganizing under this act. Under PA 196

*This plan recommends Option 4, which is to establish a Public Transportation Authority under Public Transportation Authority Act 196 of 1986. There are several reasons for organizing under Act 196: 1) designed specifically for Public Transportation, 2) funding flexibility, 3) ability to place transportation millage on the ballot, 4) can create harmonious relationships with local governments and agencies, 5) reduces liability for local governments, and 6) transit authority board may consist of county, city, and agency, schools, and members at large.*



**Other Considerations**

Partnerships: Critical to both the establishment of a countywide transit system and long term sustainability will be the formation of partnerships. During the development of this plan a number of partners were identified and include: Michigan Department of Transportation, Friendship Centers of Emmet County, FIA/Department of Human Services, Community Mental Health, Northern Michigan Hospital, Red Cross, North Central Michigan Community College, MI Works, Probate Court, Petoskey Club, Bay Bluffs, The Living Room, Little Traverse Band of Odawa Indians, Emmet County, Petoskey, Harbor Springs, Pellston, Alanson, and Mackinaw City.

Service Delivery: Present systems such as the Friendship Center and The Living Room provide door-to-door transportation services. Efficient operation of the recommended nine bus

countywide system could not accommodate such one-on-one service. However, given there is a small segment of the transit dependent population that requires such type of service, one bus should be dedicated to this specialized service level. Furthermore, partnering agencies could provide staff to assist in getting riders to and from the curb. This plan recommends the system operate as a “curb to curb” transit system with special exceptions as stated above.

Marketing: Another key element to the start-up of the recommended countywide transit system will be the establishment of a targeted marketing program. General marketing components would be as follows:

Distribution of Brochures

- Major department stores and grocery stores
- Senior Centers
- Human Service Agencies
- Apartment Complexes, especially low income housing and senior housing
- Doctor offices, clinics, hospitals
- Chamber of Commerce
- Schools and Colleges
- Employment Agencies

Targeted Presentations

- Senior Centers at luncheons
- County Human Services Collaborative Councils
- Department of Human Services (formerly FIA) Offices
- Workforce Development
- College
- Schools
- Chamber of Commerce
- Major employers
- Hospitals and major clinics
- Community Mental Health
- Michigan Works!

Newspaper

- Press releases/news articles
- Advertisements

Radio

- Press releases/news articles
- Advertisements
- Interviews

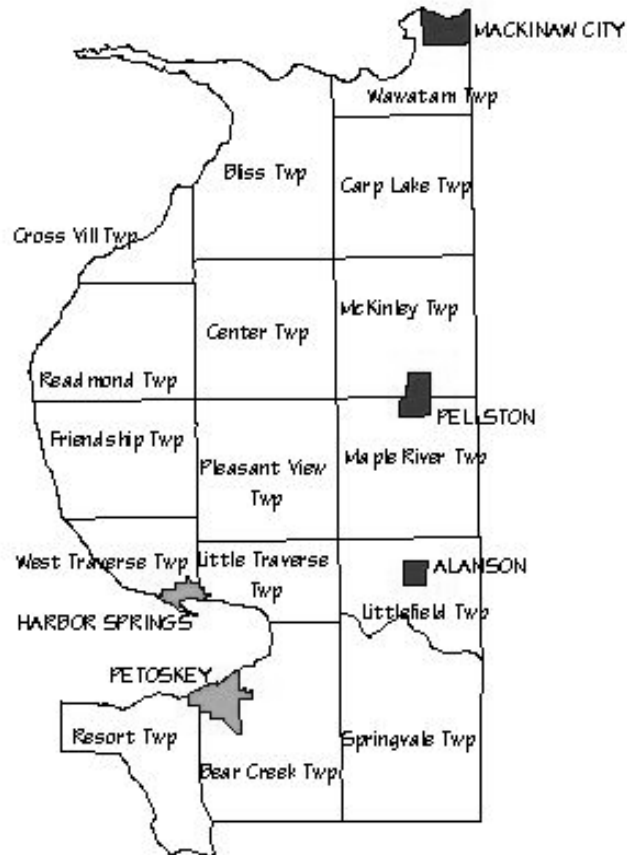
Television

- Press releases/news articles

## Summary of Recommendations

- Expand public transportation in Emmet County by creating a countywide Dial-a-Ride system through funding from the Michigan Department of Transportation and local support.
- Building upon the efforts of Emmet 20/20's Community Access Transportation Team (CATT), form a work group, with representatives from local government, organizations, agencies and citizens, to spearhead implement the plan through the Emmet Transit Initiative.
- Place a countywide public transportation millage on the ballot. This will allow voters in the county to decide whether or not to support an enhanced countywide public transportation system.
- If millage is successful, form a Public Transportation Authority to operate a countywide public transit system. (Formation under the PA 196 of 1986)
- Apply to MDOT for operations and capital funding to expand existing systems and purchase additional buses and equipment.
- Fold the Friendship Centers' specialized services bus system and where appropriate consolidate other agency based transportation systems into the countywide transit system.
- Enter into an arrangement with the Friendship Center to use their new bus garage.

# Emmet County Transportation Needs Survey WEB SITE



**Conducted by**

EMMET 20/20



***Funded by***

**A grant from the Passenger Transportation Division  
of the Michigan Department of Transportation**

# Emmet County Transportation Needs Survey WEB SITE

1) **Which means of transportation do you and others in your household normally use for *traveling to work or for seeking employment*?** Please check all that apply.

Own vehicle     Car pool     Transit Bus  
 Taxi     Bicycle     Walk  
 A neighbor or friend drives

Other (specify) \_\_\_\_\_  
*No one in this household is employed or seeking employment* \_\_\_\_\_

2) **Which means of transportation do you and others in your household normally use to travel to *school or training*?** (Do not include travel on the public school bus system)

Please check all that apply.

Own vehicle     Car pool     Transit Bus  
 Taxi     Bicycle     Walk  
 A neighbor or friend drives

Other (specify) \_\_\_\_\_  
*No one in this household is attending school* \_\_\_\_\_

3) **Which means of transportation do you and others in your household normally use for *shopping*?** Please check all that apply.

Own vehicle     Car pool     Transit Bus  
 Taxi     Bicycle     Walk  
 A neighbor or friend drives

Other (specify) \_\_\_\_\_

4) **Which means of transportation do you and others in your household normally use for *medical or dental visits*?** Please check all that apply.

Own vehicle     Car pool     Transit Bus  
 Taxi     Bicycle     Walk  
 A neighbor or friend drives

Other (specify) \_\_\_\_\_

5) **Which means of transportation do you and others in your household normally use for *social and recreational trips*?**

Please check all that apply.

Own vehicle     Car pool     Transit Bus  
 Taxi     Bicycle     Walk  
 A neighbor or friend drives

Other (specify) \_\_\_\_\_



11) If public transportation, such as a "dial-a-ride" bus, was readily available would you or members of your household use it?

Definitely Yes \_\_\_\_\_ Probably Yes \_\_\_\_\_  
 Probably Not \_\_\_\_\_ Definitely Not \_\_\_\_\_ Unsure \_\_\_\_\_

12) If public transportation, such as a "dial-a-ride" bus, was readily available, where would you or members of your household typically travel? (check all that apply)

\_\_\_ Trips around town                      \_\_\_ Trips within the county  
 \_\_\_ Trips to adjacent counties

Other(explain) \_\_\_\_\_

I am not sure \_\_\_\_\_

13) If you (and/or other members of your household) would use public transportation, what days of the week and times of the day do you feel you would most use it? Please check the boxes below which approximate the times of day and days of the week your family would most likely use the service. (check all that apply)

	MON	TUE	WED	THURS	FRI	SAT	SUN	NOT SURE
Morning								
Afternoon								
Evening								

14) How many persons live in this household? \_\_\_\_\_

What are the ages of each: \_\_\_\_\_  
 \_\_\_\_\_

15) How many operating passenger cars and/or trucks do you and other members of your household own? \_\_\_\_\_

16) How many licensed drivers live in this household? \_\_\_\_\_

17) Do you own or rent your Emmet County residence?

Own \_\_\_\_\_ Rent \_\_\_\_\_

18) **Where is your home located? (If you live outside the city or village limits, please circle the appropriate township)**

**If you live within the city or village limits circle the appropriate place**

Alanson \* Harbor Springs \* Petoskey  
Pellston \* Mackinaw City

**If you live outside a city or village limits circle the appropriate Township**

Bear Creek	Bliss	Carp Lake	Center
Cross Village	Friendship	Littlefield	Little Traverse
Maple River	McKinley	Pleasantview	Readmond
Resort	Springvale	Wawatam	West Traverse

21) **What is the Zip Code of your home address?** \_\_\_\_\_

22) **In which city, village or township do you work?**  
\_\_\_\_\_

23) **How many months of the year do you live in Emmet County?** \_\_\_\_\_ months

24) **If less than 12 months**, please circle which months you normally live here.  
Circle all that apply:

JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC

**THANK YOU FOR YOUR ASSISTANCE  
EMMET COUNTYWIDE TRANSPORTATION NEEDS SURVEY**

**PLEASE RETURN THIS SURVEY BY DECEMBER 15**

**Return to: Emmet Survey  
c/o NEMCOG  
P.O. Box 457  
Gaylord, MI 49734**

**Fax: 989-732-5578**



To complete this form, please circle the appropriate answer

**1. How many trips will you take today?**

1    2    3    More than three

**2. How often do you use this transportation service in a typical week?**

1    2    3    4    5    More than five

**3. In a typical week, what days and times of the day do you use this transportation service.** (check all that apply)

	MON	TUE	WED	THURS	FRI
Morning					
Afternoon					

**4. What is the purpose of your trip today?**

Work            Bank            Shopping        School  
Social           Pay Bills        Medical        Recreation

**5. Where did you start your trip today?**

(Please circle the correct city, village or township)

Alanson \* Harbor Springs \* Petoskey

Pellston \* Mackinaw City

**Townships**

Bear Creek    Bliss            Carp Lake    Center  
Cross Village   Friendship    Littlefield    Little Traverse  
Maple River    McKinley      Pleasantview   Readmond  
Resort           Springvale    Wawatam    West Traverse

**Other** \_\_\_\_\_

**6. What is the primary destination of your trip today?**

(Please circle the correct city, village or township)

Alanson \* Harbor Springs \* Petoskey

Pellston \* Mackinaw City

**Townships**

Bear Creek    Bliss            Carp Lake    Center  
Cross Village   Friendship    Littlefield    Little Traverse  
Maple River    McKinley      Pleasantview   Readmond  
Resort           Springvale    Wawatam    West Traverse

**Other** \_\_\_\_\_

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

**8. What is your gender?**            Male            Female

**9. How do you rate your satisfaction with this service?**

(Please circle the appropriate item below)

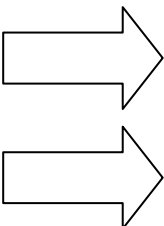
very satisfied            satisfied            not satisfied

Explain: \_\_\_\_\_  
\_\_\_\_\_

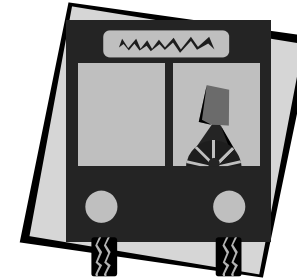
**10. Would you support expanded service hours?**

yes                            no                            not sure

**Please turn over and complete the questions on the back side**



# On-Board Passenger Survey



**Conducted by**  
Emmet 20/20

**Funded by**  
A grant from the Passenger Transportation Division of  
the Michigan Department of Transportation

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	SAT	SUN	NOT SURE
Evening								

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			
Afternoon			
Evening			

**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY.**

**PLEASE GIVE THE COMPLETED SURVEY TO THE DRIVER**

*Please take the time to complete this survey. The information will be used in developing recommendations to improve transportation services in Emmet County. Simply complete the survey form and give it to the driver. To maintain your privacy, please do not write your name on any part of the survey booklet. Also, please do not complete the survey more than once. Thank you for your assistance.*

## 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.

## **Appendix D**

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### **Demographic Maps of Emmet County**

The following is a series of maps depicting 2000 US Census information for Emmet County. Map data focuses on transit dependent population characteristics, such as number of households with no vehicle, female head of household with children and families below poverty level. The information has been tabulated at the township and city level.

#### **Emmet County Maps**

Year Round Population in 2000

Population 65 Years and Older

Households

Median Household Income

Head of Household 65 Years and Older

Female Head of Household with Children

Households with No Vehicle Available

Households with One Vehicle Available

Families Below the Poverty Level

Individuals Below the Poverty Level

Disabled Persons Between 21 and 64 Years of Age

Disabled Persons 65 Years and Older

