



# **Transit Development Plan**

**2006 - 2010  
January, 2006**

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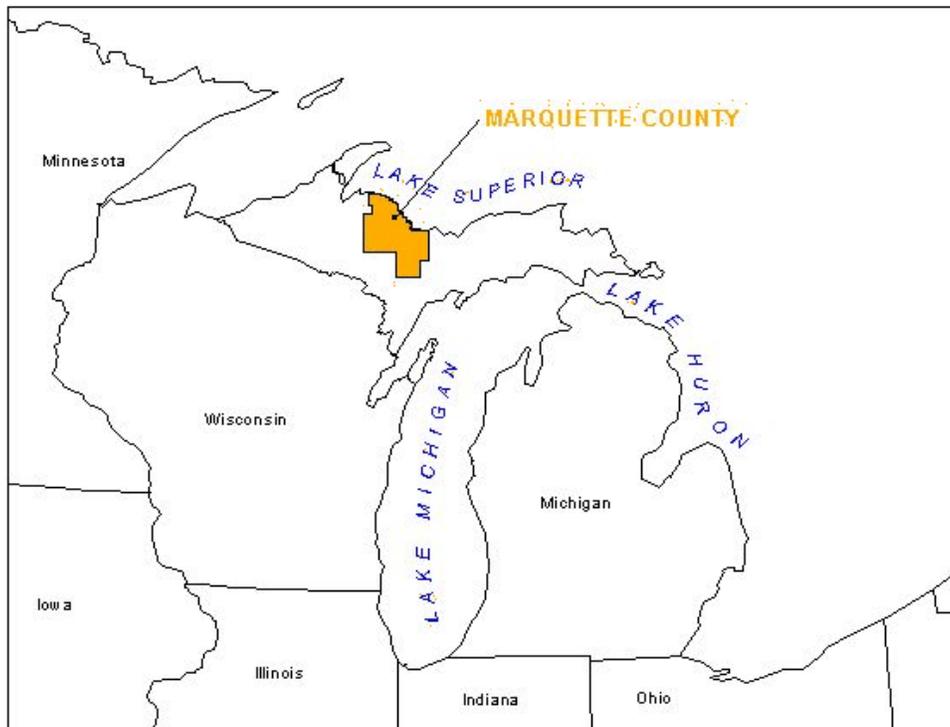
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**PURPOSE OF DOCUMENT:**

In January of 2005, the Marquette County Transit Authority (MARQ-TRAN) moved from a rented downtown location to a newly constructed facility in Marquette Township. The facility is located in a developing commercial district at 1325 Commerce Drive, a site that is more than three miles west of their previous location. MARQ-TRAN anticipates very little change in their current operations due to the relocation. However, an objective of this plan will be to address the need, anticipated by MARQ-TRAN officials, for a downtown transfer point. Many routes connect at the authority’s old facility and therefore, a series of alternatives will be developed to discover an optimal transfer station location. In addition, another objective of the Transit Development Plan will be to survey and analyze the users of MARQ-TRAN’s fixed route system. In addition the existing route system and services will be reviewed.

**STUDY AREA:**

MARQ-TRAN’s service area covers the county of Marquette. Marquette county is located in the central upper peninsula of Michigan, along the southern shore of Lake Superior. Totaling more than 1800 square miles of land, it is the largest county in Michigan. According to the Chamber of Commerce, there are 80 miles of Lake Superior shoreline, 30,000 acres of inland lakes, 1,900 miles of rivers and streams, and numerous recreation-related areas totaling 280,000 acres of land available for public use. Besides outdoor recreation, the county has several art galleries and museums as well as theaters and festivals.



## **DEMOGRAPHIC TRENDS**

This section examines the demographic characteristics of Marquette county. Such characteristics examined include: population, income, employment and commuting trends. All data has been derived from the 2000 US Census and local units of government.

### **Population Statistics**

Population characteristics relate directly to a community's needs and future economic development. From the 2000 census, the county is home to 64,643 residents. Nearly half, 47.8%, of the county's population reside within city limits. The city of Marquette has the greatest population of 19,661 followed by the cities of Ishpeming and Negaunee with populations of 6,686 and 4,576, respectively.

The population of the county has decreased in the past twenty years. The townships neighboring the city of Marquette are experiencing growth. This is most likely due to persons moving out of the cities and into outlying townships. See table below.

<b>Table 1-1 Population Statistics</b>									
Year Area	Population			Housing Units			Land Area sq mi	2000 Average per square mile	
	2000	1990	1980	2000	1990	1980		Population	Housing Units
Marquette County	64,634	70,887	74,101	32,877	31,049	30,530	1821.1	35.5	18.1
Chocolay Township	7,148	6,025	5,685	2,643	2,340	2,256	59.66	119.8	44.3
Marquette Township	3,286	2,757	2,669	1,506	1,131	1,048	54.73	60	27.5
Ishpeming City	6,686	7,200	7,538	3,210	3,224	3,298	8.69	769.8	369.6
Marquette City	19,661	21,977	23,288	8,429	8,216	8,259	11.41	1723.9	739.1
Negaunee City	4,576	4,741	5,189	2,088	2,067	2,154	13.78	332.1	151.5

### **Employment Trends**

Like much of Michigan's upper peninsula, Marquette county's economic history is rich in the mining and timber industries. Today, the service and retail sectors have become the largest employment sectors in the county, while manufacturing has diminished in relative importance. There are well more than 1,000 businesses, dispersed throughout the county some of which

employee hundreds of people. The following table shows the number of persons employed by industry type for Marquette county.

<b>Table 1-2 Employed Civilian Population 16 Years and Older by Industry</b>		
Industry	Number	Percent
Agriculture, forestry, fishing and hunting, and mining	1,612	5.3
Construction	1,737	5.7
Manufacturing	1,908	6.2
Wholesale trade	678	2.2
Retail trade	4,164	13.6
Transportation and warehousing, and utilities	1,585	5.2
Information	697	2.3
Finance, insurance, real estate, and rental and leasing	1,448	4.7
Professional, scientific, management, administrative, and waste management services	1,523	5.0
Educational, health and social services	8,486	27.7
Art, entertainment, recreation, accommodation and food services	3,274	10.7
Other services (except public administration)	1,647	5.4
Public administration	1,880	6.1
Total	30,639	100

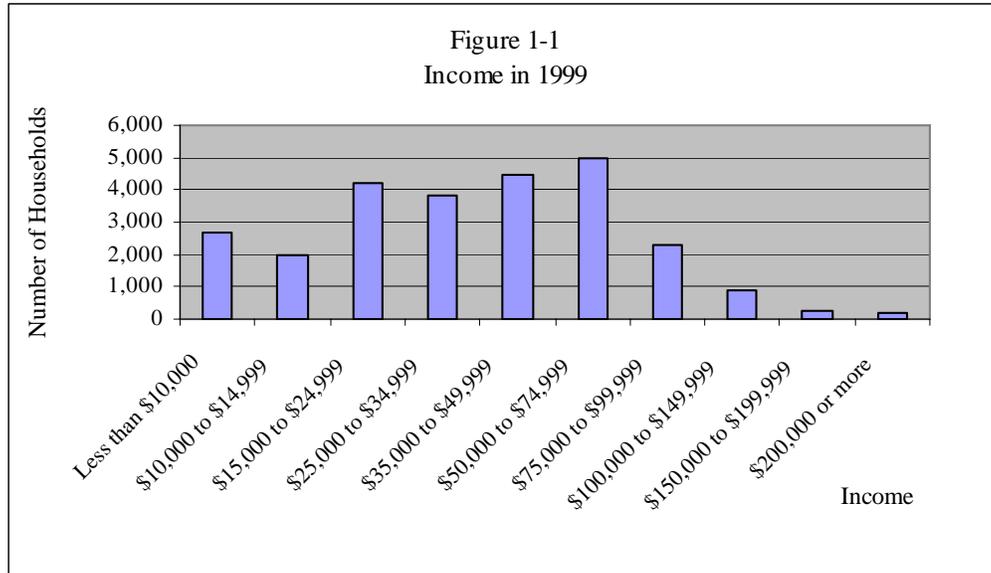
The city of Marquette serves as a hub for service and retail. The city is home to the regional hospital of the upper peninsula, Marquette General Health Systems (MGHS). MGHS has a long history, dating back to the late 1800s. Over the years, the hospital has changed names and expanded. According to a community information report for Marquette county by the Upper Peninsula Power Company, MGHS is the largest employer of the county employing 2,700. Northern Michigan University (NMU), located in the city of Marquette and is the second largest employer employing 1,151. Enrollment has seen a steady increase over the years. In the fall of 2004, enrollment was 9,425 and according to the President's report to the Board of Trustees on October 8, 2004, NMU's goal is to have enrollment reach 10,329 by the year 2007.

The mining industry still has one of the county's largest employers. In 2003, Cleveland Cliffs combined the Empire and Tilden mines into one operation called the Cliffs Michigan Mining Company with a workforce near 1,336. The public school system is also a major employer of the county with 8 school districts and approximately 10,000 students.

## Income

Examining income levels will provide information about the wealth that is available locally for expenditures on goods and services. The level of income can serve as an indicator on potential transit use. The lower the income level, the more likely one will utilize a transit service.

In 1999, of the 25,738 households in Marquette county, the median household income was \$35,548. This number is considerably less (\$9,119) than the state's median household income of \$44,667. The chart below shows the household income distribution for the county.



## Commuting Trends

In 2000, there were 30,045 workers 16 years and older in Marquette county. In regards to traveling to work the majority, 80.3%, reported to drive alone while only 0.6% of the workforce utilized public transportation. See table 1-3.

COMMUTING TO WORK	NUMBER OF PEOPLE	PERCENT (%)
Drove Alone- Car, truck or van	24,127	80.3
Carpooled- Car, truck or van	3,275	10.9
Public Transportation (including taxicab)	178	.6
Walked	1,515	5.0
Other Means	252	.8
Worked At Home	698	2.3

## **FACTORS AFFECTING RIDERSHIP**

The county, which has vast amounts of undeveloped land creates a need for residents in rural areas to depend on vehicles for travel to service, retail and work areas. In the urban areas of the county, the street network stays relatively uncongested, even in peak commuting times, creating an auto-friendly community.

Urban areas like the city of Marquette have non-motorized trail networks. Trail networks, coupled with short non-motorized travel time is a method of commuting that urban residents seem to be embracing. In addition, the city of Marquette implemented a Yellow Bike Program during the summer of 2005 which provides free bicycles for residents and visitors to utilize. Goals of the program include reducing noise, traffic congestion and pollution as well as increasing physical activity.

With elevation varying from 600 feet to 1800 feet above sea level and the neighboring largest fresh water lake, Marquette County faces challenging winters. With the help of lake-effect storms, 180 inches of snow fall on average each year. Some winters, snowfall exceeds 300 inches leaving many feet of snow in driveways and making the transit system more attractive.

## HISTORY

Marquette County's transit services dates back to 1970 with the incorporation of the privately owned and operated Marquette Bus service (MBS). MBS carried 186,000 passengers during its initial four years of service and operated two Marquette city routes and one route between Marquette, Negaunee and Ishpeming. See Table 2-1 below.

<b>Table 2-1 Passengers Carried Per Year - Marquette Bus Service</b>	
<b><u>YEAR</u></b>	<b><u>PASSENGERS CARRIED</u></b>
1970	30,957
1971	72,635
1972	35,538
1973	46,983

Suffering significant financial losses during the period of 1970-1973, the Marquette Bus Service was in jeopardy of closing down. In the likelihood that Marquette Bus Service would be unable to maintain unsubsidized service, the Marquette City Commission created the Marquette Transit Authority on June 25, 1973. MTA was organized to "provide, promote, and regulate bus service in and around the city of Marquette, Michigan for the benefit and welfare of its citizens." On September 24, 1973, the Marquette City Commission established the Marquette Transit Authority under Act 55, PA 1955 and appointed a seven member administrative board to oversee the operation of the transit authority. In 1975, the city of Ishpeming formed the Ishpeming Transit Authority (ITA). The ITA was operated for approximately 10 years (1975-1985) and consisted mainly of curb-to-curb service within the city of Ishpeming.

To improve transit service throughout Marquette County, the Marquette County Board received a grant from the Michigan Department of Transportation to start service in the out-county areas not served by either MTA or ITA. The grant was for three years and offered consecutively lower percentages of funding over a three year period. During this three year period, all operations and administrative functions relevant to the county-wide service were performed by the MTA. Also in 1982, the MTA moved into the Marquette Transportation Center, located at 145 W. Spring Street in downtown Marquette. The facility was, and still is, owned by the city of Marquette.

In 1984 the voters approved .3 mills for the support of a countywide transit system. In October 1985, the ITA, MTA and the out-county services were combined through an inter-local agreement to form the Marquette County Transit Authority (MARQ-TRAN). From 1985 to present, MARQ-TRAN has maintained operations and has continued to provided new and innovative services to the residences living in and around Marquette County. In the beginning of 2005, construction of a new facility was completed and MARQ-TRAN relocated to it's own facility.

## **EXISTING ROUTES AND SERVICES**

Both routes and services have varied greatly over the 20 years of MARQ-TRAN's existence. Most changes are directly related to the state of the local economy and funding for the transit authority. In most recent years alone, nearly all routes and services have been modified to some level of degree. Some routes to outlying areas, such as Big Bay and Michigamme, have been cut from the program all together. Other routes, such as KI Sawyer, have optimized service by utilizing a feeder route. All of the deviated routes have had their hours of operation reduced. As budgets continue to shrink, this trend will most likely continue.

MARQ-TRAN uses a combination of fixed routes, a feeder, small bus curb-to-curb service, special contract runs and specialized service runs. (See Appendix A for route maps). Fixed routes and small bus curb-to-curb service serves the urban area of Marquette County and includes the cities of Marquette, Ishpeming, Negaunee and the townships of Marquette, Ishpeming, Negaunee, Chocolay, Skandia, West Branch and Forsyth. Rural areas of Marquette County, not previously mentioned, are served on a weekly basis via deviated fixed routes, or less frequently, based on request. MARQ-TRAN also has specialized contracts and services which serve specific groups.

## **FIXED ROUTES**

MARQ-TRAN utilizes a total of eight fixed routes and one seasonal fixed route. All fixed routes run Monday through Friday and most, excluding the Negaunee Shuttle and the West Ishpeming Run, operate on Saturday. Through utilization of a transfer point, it is possible to connect to all fixed routes, allowing for transit users to travel throughout the service area.

### **1. North-South**

The North-South route consists of two loops, one in the northern portion and one loop through the southern portion of the city of Marquette. The north loop cycles every half hour, in conjunction with the North-Mall route, while the south loop cycles, for the most part, every hour. This route passes by many multi-family housing and residential areas, medical facilities and the Northern Michigan University campus. North-South route runs Monday through Friday from 6:30 A.M. to 6:35 P.M. and on Saturdays beginning at 8:30 A.M., with no service on Sundays. The following is a list of locations along the North-South route:

Departing the old MTC *North Loop- same as North-Mall north loop*  
Pine Ridge Apartments  
Lake Superior Village/Skill Center  
UP Medical Center  
NMU/MGH  
Arriving the old MTC  
Departing the old MTC *South Loop*  
Division and Hampton  
Pioneer and Altamont  
Bothwell School  
Vineyard and Norlite Nursing  
Econo Foods

Jacobetti Veterans Facility  
Arriving The old MTC

2. North-Mall

The North-Mall route consists of two loops, one in the northern portion of the city of Marquette (same as north loop of the North-South route) and one mall loop along Washington Street and the US-41/M-28 corridor. Cycling every hour, the north loop every half hour in conjunction with the North-South route, this route passes by many multi-family housing, medical facilities and the Northern Michigan University campus prior to arriving at the transfer point. From the transfer point, the bus departs for the mall loop passing two malls in the area and several retail stores. The North-Mall route runs Monday through Friday from 7:05 A.M. to 6:35 P.M. and on Saturday beginning at 9:05 A.M., with no service on Sunday. The following is a list of locations along the North-Mall route:

The old MTC *North Loop same as North-South north loop*  
Pine Ridge Apartments  
Lake Superior Village/Skill Center  
UP Medical Center  
NMU/MGH  
The old MTC *Mall Loop*  
Washington St. Westbound  
Shopko (back door)  
Westwood Mall (transfer point to Ishpeming)  
Marquette Mall  
Washington St. Eastbound  
The old MTC

3. Trowbridge Park

With the exception of the first two runs, the Trowbridge Park route, cycles every half hour. This route has recently been converted into two separate routes. Prior to the separation, the Trowbridge Park route was similar to the North-Mall route as it too passed by multi-family housing, medical facilities, the university and retail shops. The new route excludes multi-family housing. The Trowbridge Park route runs Monday through Friday from 6:55 A.M. to 6:00 P.M. and on Saturday from 9:00 A.M. to 5:00 P.M., with no service on Sunday. The following is a list of locations along the Trowbridge Park route:

Depart Upper Peninsula Medical Center  
Westwood Mall  
MARQ-TRAN  
Marquette Mall  
Econo Foods  
NMU / Marquette General Hospital  
Arrive Upper Peninsula Medical Center

4. Marquette Shopper's Shuttle

The Marquette Shopper's Shuttle route is a newly-formed route that cycles every half hour. Like the Ishpeming Shopper's Shuttle, the route passes by several retail shops in addition to many multi-family housing areas. It runs Monday through Friday from 8:45 A.M. to 4:10 P.M. and on Saturday beginning at 9:45 A.M., with no service on Sunday. The following is a list of locations along the Marquette Shopper's Shuttle route:

MARQ-TRAN  
Westwood Mall  
Super One  
Target  
Walmart/Good Will  
Lost Creek Village  
Whetstone Village  
Marquette Mall  
Tourville/Shopko

5. KI Sawyer

The KI Sawyer route connects the county's international airport and outlying community to the urban area. The route alternates between traversing south along M-553 and north along US-41 to north along M-553 and south along US-41 (please refer to route schedule). The first cycle takes two hours to complete. However, beginning with the second cycle, an additional bus is used to loop around the Gwinn and Sawyer Air Force Base area. This portion of the KI Sawyer route is known as the Forsyth Feeder (see Feeder Routes section) and connects with the KI Sawyer bus at the international airport. The KI Sawyer route runs Monday through Saturday from 5:45 A.M. to 7:05 P.M., with no service on Sunday. The following is a list of locations along the KI Sawyer route:

Departs the old MTC *via M-553*  
Pioneer Road  
Crossroads 76 Station  
M-553 Trailer Park  
Sawyer International Airport  
*Shoppette/Sawyer Housing \*becomes Forsyth Feeder after first run*  
*Kountry Korner*  
*Gwinn High School*  
*Kountry Korner*  
*Shoppette/Sawyer Housing*  
Sawyer International Airport *via US-41*  
Country Market  
Hyndman's General Store  
Harvey Area/Citgo Bus Shelter  
Arrives/Departs the old MTC

6. Ishpeming-Negaunee

The Ishpeming-Negaunee route connects the three largest cities in Marquette County together. This route cycles every hour. The first cycle of the day includes a loop through the northern portion of the city of Marquette. This additional loop gives passengers traveling to the university or hospital the opportunity to arrive at their destinations without transferring. The Ishpeming-Negaunee route runs Monday through Friday from 6:05 A.M. to 7:10 P.M. and on Saturday beginning at 9:00 A.M., with service on Sunday from 1:00 P.M. to 4:55 P.M.. The following is a list of locations along the Ishpeming-Negaunee route:

Depart Westwood Mall/Target (*west*)  
Midway Dr  
Negaunee Senior Center  
Arrive Ishpeming Senior Center  
Depart Ishpeming Senior Center (*east*)  
3rd St & US 41  
Lakeview Apartments  
(Health Department (service upon request only)  
Wal-Mart  
Arrive Westwood Mall  
UP Medical Center *early morning loop only*  
*Jacobetti Skill Center*  
*NMU/MGH*  
*The old MTC*

7. Shopper's Shuttle Ishpeming

Like the route name suggests, the Shopper's Shuttle Ishpeming route loops around the City of Ishpeming passing by several retail locations. The Shopper's Shuttle Ishpeming route runs Monday through Friday from 8:00 A.M. to 4:30 P.M. and on Saturdays from 9:00 A.M. to 6:30 P.M., with no service on Sunday. The following is a list of locations along the Shopper's Shuttle Ishpeming route:

Ishpeming Senior Center  
Valente Medical Facility  
Pioneer Bluff Apartments  
Jim's Food/Post Office  
Town Square Apartments  
(Impressions) service upon request only  
Pamida/Jubilee Foods  
Canda Manor Apartments/Josephs Super Value  
Downtown Ishpeming  
Ishpeming Senior Center

8. Negaunee Shuttle

The Negaunee Shuttle circulates around the City of Negaunee, passing multi-family housing, medical facilities and retail stores every hour. The Negaunee Shuttle route runs Monday through Friday from 9:55 A.M. to 3:50 P.M., with no service on Saturday and Sunday. The following is a list of locations along the Negaunee Shuttle route:

Ishpeming Senior Center  
Valente Medical Care Facility  
Pioneer Bluff Apartments  
Post Office/Jim's Foods  
Pamida/Country Village  
Teal Lake Medical Facility/Woodland  
Lakeview Apartments  
Eastwood Nursing Home  
Russo's/Jubilee/Snyders  
Queens Road  
Negaunee Senior Center  
FA Bell Memorial Hospital  
Ishpeming Senior Center

9. West Ishpeming Run

Due to budget constraints, the West Ishpeming Run route recently changed from operation hours of Monday through Friday from 10:25 A.M. to 5:20 P.M. to operating on Saturday only during the same hours. This is a seasonal route and only operates during the months of June, July and August. Cycling hourly, the route serves the following locations:

Departs Ishpeming Senior Center  
Sunny Side Estates  
North Lake Location  
Greenwood Location  
Westwood High School  
Sunny Side Estates  
Country Village  
Al Quaal Recreation Area  
Teal Lake Beach/Croix Street  
Downtown Negaunee  
Arrive Ishpeming Senior Center

**FEEDER ROUTES**

1. Forsyth Feeder

MARQ-TRAN utilizes one feeder route. This route is in the Gwinn-KI Sawyer Air Force Base area and is called the Forsyth Feeder. The Forsyth Feeder acts like a fixed route until it reaches the Gwinn High School. At this point, the Forsyth Feeder will act as a curb-to-curb service until it is

time to travel towards the airport. The following is a list of locations along the Forsyth Feeder route:

- Shoppette/Sawyer Housing
- Kountry Korner
- Gwinn High School (*acts as curb-to-curb*)
- Kountry Korner
- Shoppette/Sawyer Housing

**ROUTE DEVIATION ROUTES**

Route deviations are similar to fixed routes although they do not operate nearly as much. They create the ability to serve more customers by having the allowance to deviate from a scheduled route. MARQ-TRAN has two deviation routes. Deviation routes, despite having limited operating schedules, allow Marquette County residents in rural areas the ability to utilize public transportation.

1. **Republic**

The Republic route runs on Thursday. Arriving and departing from the Ishpeming Senior Center, passengers have the opportunity to transfer to all fixed routes. From the Ishpeming Senior Center, the bus will act like a curb-to-curb service dropping passengers off throughout the Ishpeming area. The service times are 9:30 A.M. to 11:05 A.M. and 4:45 P.M. to 6:20 P.M.. The following is a list of locations along the Republic route:

Ishpeming Senior Center	9:30 A.M., 4:45 P.M.
Ely Township Hall	9:45 A.M., 5:00 P.M.
Koski Korner	9:55 A.M., 5:10 P.M.
South Republic Senior Housing	10:15 A.M., 5:30 P.M.
North Republic Fire Hall	10:30 A.M., 5:45 P.M.
Koski Korner	10:45 A.M., 6:00 P.M.
Ely Township Hall	10:55 A.M., 6:10 P.M.
Ishpeming Senior Center	11:05 A.M., 6:20 P.M.

2. **Palmer Run**

Residents along the Palmer Run have the opportunity to utilize public transit into the urban area of Marquette. The Palmer route operates on Fridays only between the times of 8:20 A.M. to 10:20 A.M. and 1:45 P.M. to 3:45 P.M.. The following is a list of locations along the Palmer run:

Depart the old MTC	8:20 A.M., 1:45 P.M.
Crossroads	8:40 A.M., 3:25 P.M.
Sands	8:45 A.M., 3:20 P.M.
Kountry Korner	8:55 A.M., 3:10 P.M.
Gwinn High School	9:00 A.M., 3:05 P.M.
Midway Location	9:20 A.M., 2:45 P.M.
Suomi Location	9:25 A.M., 2:40 P.M.

Palmer	9:30 A.M., 2:35 P.M.
480 & M35	9:40 A.M., 2:25 P.M.
Eagle Mills	9:45 A.M., 2:20 P.M.
Westwood Mall	10:00 A.M., 2:05 P.M.
Marquette Mall	10:05 A.M., 2:00 P.M.
Shopko	10:10 A.M., 1:55 P.M.
Arrive the old MTC	10:20 A.M., 3:45 P.M.

### **SMALL BUS CURB-TO-CURB SERVICES**

Small bus curb-to-curb transport allows pre-qualified passengers to call up to seven days in advance for service. Currently, MARQ-TRAN allows up to seven days in advance for ADA-registered disabled persons, up to three days in advance for all persons for medical/dental appointments, up to two days in advance for seniors and non-ADA-registered disabled persons and one day in advance for all other passengers. All curb-to-curb buses are lift-equipped and are fully accessible. The cost of MARQ-TRAN's curb-to-curb service varies depending on distance traveled, i.e., the farther the distance, the higher the bus fare. Currently, the maximum curb-to-curb fare for a one way ride is \$5.60. This would be the cost for a member of the general public to ride from one end of the county to the other. A senior citizen would pay half that cost. Additionally, persons with disabilities who require an aide to assist them, may do so at no charge as long as the aide boards and disembarks at the same points as the fare paying passengers.

MARQ-TRAN also has a medical call-back program that allows a medical facility or passenger to call a MARQ-TRAN dispatcher for pick-up when the passenger has finished their appointment.

#### 1. Marquette Area

The Small Bus Curb-to-Curb service in the Marquette area runs Monday through Friday from 6:30 A.M. to 7:30 P.M., on Saturday beginning at 8:30 A.M. and Sunday from 9:30 A.M. until 5:30 P.M.

#### 2. Ishpeming-Negaunee Area

The Small Bus Curb-to-Curb service in the Ishpeming-Negaunee area runs Monday through Friday from 6:15 A.M. to 6:00 P.M., on Saturday from 9:30 A.M. to 4:30 P.M. and Sunday from 9:15 A.M. to 4:30 P.M..

#### 3. Forsyth Township Area

The Small Bus Curb-to-Curb service in the Forsyth area runs Monday through Friday from 5:30 A.M. to 7:00 P.M. and on Saturday from 5:30 A.M. to 6:30 P.M. with no service on Sunday.

### **SPECIAL CONTRACT RUNS**

#### 1. NMU Wildcat Shuttle

Two NMU Wildcat Shuttles runs Monday through Thursday, during the school year, from 8:30 A.M. to 3:15 P.M.. Both shuttles depart from central campus with one traveling to the Jacobetti Skills Center and the other to the Physical Education Instructional Facility (PEIF)/ Superior Dome. The two shuttles cycle continuously assuring students a waiting time of no longer than a few minutes. This is a year-to-year contract and, therefore, is subject to change.

2. Pathways Work Center

The Pathways Work Center run operates Monday through Friday for Pathways, a Community Mental Health Authority.

**SPECIALIZED SERVICE RUNS**

These runs can go on any day or time, as arranged, and meet the unmet transportation needs of Senior Citizens and People with Disabilities. The only charge for this service is a simple dollar fare.

**FARES**

Effective June 13, 2005 fares were increased due to the following reasons: increased fuel costs, other operating costs and declining state revenues. The following table displays the current fare rate.

<b>Table 3-1 Fare Schedule</b>		
<b>FIXED ROUTES:</b>	<b>Regular Fare</b>	<b>Half Fare*</b>
North/South	\$0.80	\$0.40
North/Mall	\$0.80	\$0.40
Ishpeming Shopper's Shuttle	\$0.80	\$0.40
Negaunee Shuttle	\$0.80	\$0.40
Trowbridge	\$0.80	\$0.40
Marquette Shopper's Shuttle	\$0.80	\$0.40
Ishpeming	\$1.60	\$0.80
KI Sawyer	\$1.60	\$0.80
<b>CURB TO CURB:</b>		
Zone 1	\$2.60	\$1.30
Zone 2	\$3.20	\$1.60
Zone 3	\$5.60	\$2.80
<b>ONE MONTH PASS:</b>	\$66.00	\$33.00
<b>THREE MONTH PASS:</b>	\$180.00	\$90.00

\*Students (K-college), Senior Citizens and Persons with Disabilities Always Pay Half Fare.

Pre-school children and personal care attendants ride free of charge with a paying passenger.

The existence of any transit authority depends greatly on sources of revenues and operations management. With the current trend of shrinking budgets and limited resources, it is essential to stretch each dollar as far as possible. The ability for transit authorities to remain in operation is related largely to funding. As federal monies are preauthorized through legislation, it is essential to understand how changes can affect funding for transit authorities. This chapter will focus on the organizational structure of MARQ-TRAN. It will look at historical expenditures, revenues and operational trends as well as explain the transit's current operational capacity.

## **LEGISLATION**

### **Federal**

The Safe, Accountable, Flexible, Efficient Transportation Equity Act- a Legacy for Users (SAFETEA-LU) was signed into law on August 10, 2005. This law authorizes federal transit and highway programs through fiscal year of 2009. SAFETEA-LU has two predecessors: the Intermodal Surface Transportation Efficiency Act (ISTEA) and the Transportation Equity Act of the 21<sup>st</sup> Century (TEA-21). Transit-related changes to the new bill include the following four items: an increase of 46% of transit investment from the previous bill, TEA-21; increased annual guaranteed transit funding (\$10.3 billion in FY 2009); retainment of annual funding guarantees ensuring long-term funding stability; and improved program delivery.

### **State**

Public Act 51, the major source of Michigan's transportation revenue, governs the distribution of registered motor vehicles and fuel-related taxes through the Michigan Transportation Fund. The Comprehensive Transportation Fund, created in Section 10b of the act, provides funding for operation, maintenance and capital improvements to transit systems. Funds from this program are distributed based on a formula that accounts for population, level of eligible operating expenses and type of service. With a state focus on balancing the general fund budget, since FY 2001, some CTF revenue has been redirected, reducing the actual CTF revenue.

## **ORGANIZATIONAL STRUCTURE**

The MARQ-TRAN Board of Directors is an eleven-member board representing the service area. There are four representatives from the city of Marquette, two from the city of Ishpeming, one from the city of Negaunee and four representatives of the townships in the county. The city commissions nominate individuals from the cities and the Marquette County Townships Association nominates the individuals representing the township. The county board appoints the board members whose terms are three years long and individuals can serve a maximum of two terms.

Members of the board serve on several committees. Such committees include the following: finance, personnel, building and maintenance, operations and negotiating/grievance. Committees tend to meet as needed. In addition, one board member also sits on the accident review board and the union management safety committee.

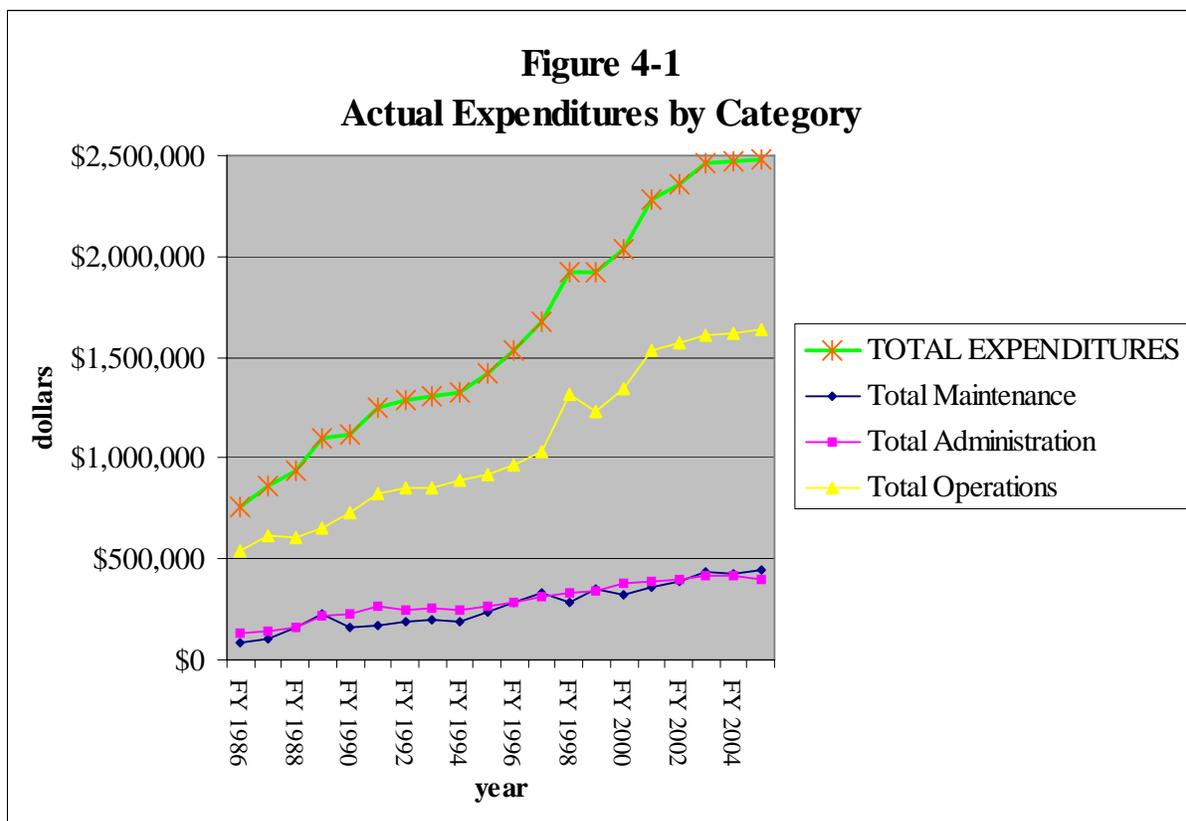
MARQ-TRAN has the following positions: executive director, finance manager, one full-time administration assistant and two operations supervisors. In addition, there is one full-time dispatcher, twelve full-time driver positions, one full-time custodian, one mechanic maintenance foreman, two mechanics and a three-quarters time parts clerk.

The Marquette County Transit Authority has an established Local Advisory Council with no less than 50% of its membership representing the public over the age of 60 and persons with disabilities in the service area. At least one member is approved jointly appointed by the area agency on aging.

**FINANCIAL DATA**

**Expenses**

Total expenditures for the authority have more than tripled since 1986. In 2004, the total expenditures increased at a rate of 0.3%, the lowest increase in twenty years with exception of 1999 when there was no increase in total expenditures. In 2004, both administrative and maintenance expenditures decreased 0.85% and 0.27%, respectively. Operations expenditures, however, increased 0.71%. See Figure 4-1 below.



The increasing costs of salaries and fringes have played a large role in total expenditures for the transit agency. This trend is expected to continue.

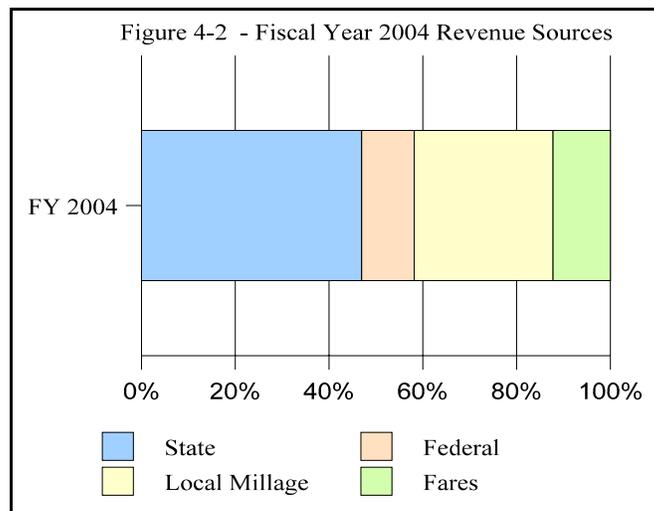
Fleet liability insurance expenditures, under operations, fluctuate. Since 1986, the overall trend is decreasing, but the agency has experienced highs and lows. In 1987, insurance expenditures spiked to \$181,805. The transit agency converted from commercial to a transit pool insurance after this year, drastically changing insurance expenses. Insurance expenditures now are as needed and it is possible to have no insurance costs, like in 2000 and 2001. (See Appendix B for historical expenditures).

With shrinking budgets for capital improvements, MARQ-TRAN has had to stretch the life of their aging fleet. It can be expected that as a vehicle is utilized beyond the replacement schedule, maintenance needs and expenses will increase.

**Revenue**

MARQ-TRAN’s revenue is broken down into the following categories: federal, state, local and farebox. Historically, federal monies have accounted anywhere from 10 to 14 percent of total revenue. State funding has always made up the bulk of the transit agency’s revenue. Generally, state monies have accounted for 40 to 50 percent of total revenue. However, state funding trends have been decreasing in recent years. In the late 1980s, more than 50% of MARQ-TRAN’s total revenue was from the state. Today, an average percentage of total revenue received from the state is in the low forties. With shrinking state resources, the transit agency has to look toward local and farebox revenue. Historically, local revenue, which is generated through a millage, has fluctuated from 20% of the total revenue to 35% in 1996. In 2004, revenue from the local source made up 29% of the total revenue. Total farebox revenues seem to be on a decreasing trend. In 1989 and 1990, farebox revenues accounted for 27% of total revenues. In 2004, only 12% of the total revenues came from fareboxes. See table and chart below. (See Appendix C for historical revenues).

<b>Table 4-1 Revenues &amp; Expenses, Regular Service Reconciled</b>									
Year	Total Eligible Expense	Revenue				Revenue/Eligible Expense			
		Federal	State	Local	Farebox	Federal	State	Local	Farebox
2004	2,360,977	260,699	1,019,818	680,391	274,244	11	43	29	12
1994	1,269,451	169,650	541,236	261,415	231,573	13	43	21	18



**FACILITIES**

In January of 2005, construction was completed for MARQ-TRAN’s new facility. It is a 66,000 square foot structure, funded entirely through state and federal grants earmarked specifically for that purpose.

MARQ-TRAN also has a small facility in Ishpeming which allows for bus storage and a small office space. The Ishpeming facility was funded through local funds.

The agency has received federal funding for the planning, development and construction of a new transfer facility in the amount \$300,000 a year for 2006 through 2009, for a total of \$1.2 million. The state of Michigan traditionally provides the requisite 20% local match which will result in a total of \$1.5 million state and federal funds for the project. The transfer facility will be located in the downtown area of Marquette. Visions for the facility include a canopy shelter, small office space, restrooms and possibly a coffee/snack bar.

**VEHICLE INVENTORY**

Currently, MARQ-TRAN has 35 vehicles. Twenty-six of the 35 are Demand Response vehicles. The remaining nine are Line Haul, all of which are lift equipped. Only twenty of the demand response vehicles are lift equipped. A large percentage of the vehicle fleet has exceeded the guidelines of the bus replacement schedule. It is expected that with an aging fleet, maintenance costs will continue to increase.

## SHELTERS/SIGNAGE

MARQ-TRAN has a limited number of shelters and signage. There are five shelters, most of which are located within the city of Marquette. Bus route and stop signs are limited to old signs that are weathered and in need of replacement. Budget constraints have not allowed for new shelters or signage.

## ADVERTISING/WEBSITE

In a limited capacity, MARQ-TRAN has utilized the radio and print advertising. MARQ-TRAN's website was developed four years ago. Technical updates are carried out by the firm that developed the website. All updates occur on an as needed basis.

## PERFORMANCE

Ridership has varied over the years and reflects changes in the service area's economy. For example, in 1995 the KI Sawyer Air Force Base officially closed. The closure eliminated thousands of jobs, reduced the county's population and decreased transit ridership on the KI route by 30%. In 1996, the International Finnish Festival took place in Marquette county. In five days, the transit authority experienced 21,000 riders.

Over the past five years, MARQ-TRAN has restructured its service to eliminate the most inefficient routes. Many modifications to existing routes have occurred. Such changes can be noticed when analyzing historical trends of total vehicle hours and the total vehicle miles. Since 2002, both have experienced a decreasing trend. Despite modifying service, MARQ-TRAN continues to operate its many routes and is in operation 365 days a year. See Figures 4-3, 4-4 & 4-5.

Figure 4-3  
Total Passengers

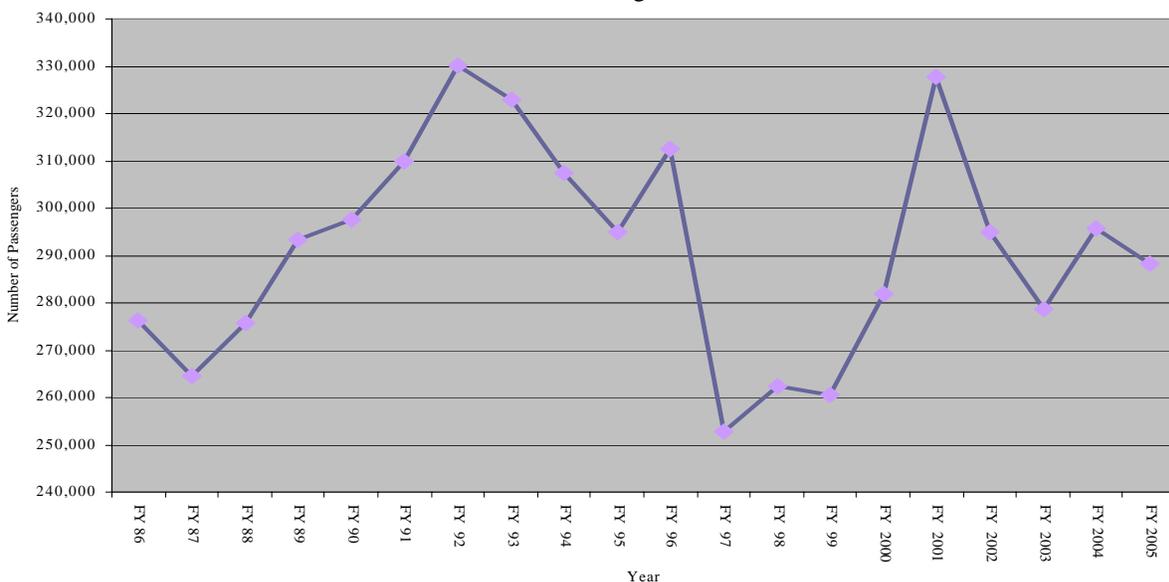


Figure 4-4  
Total Vehicle Miles

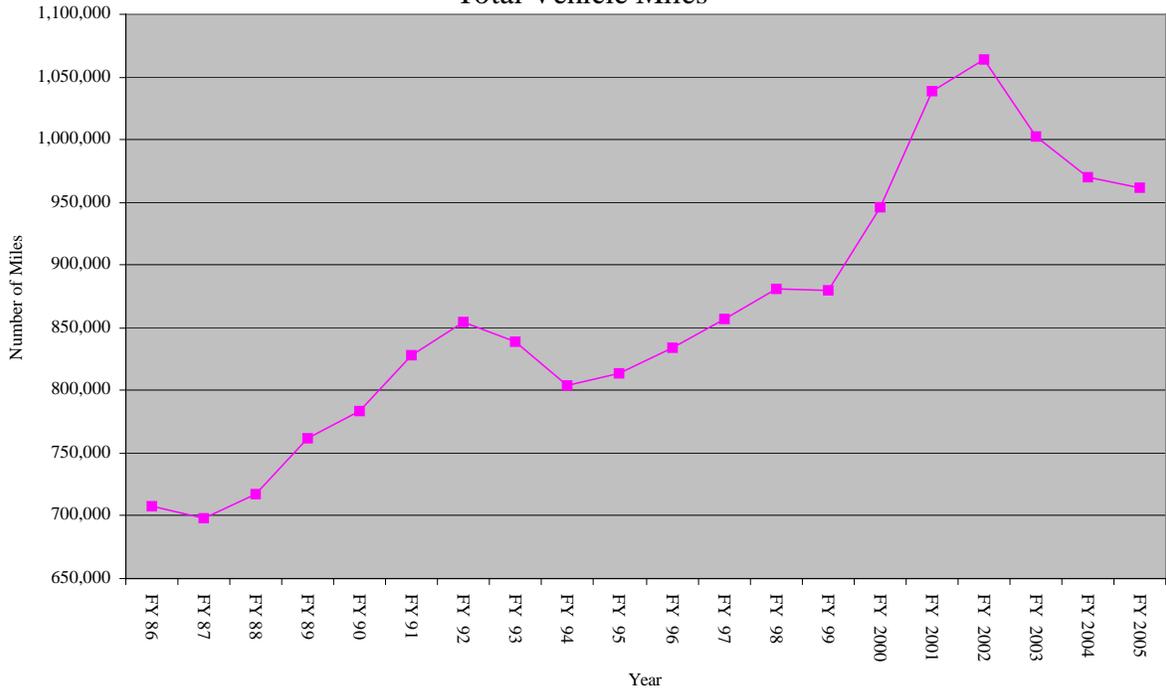
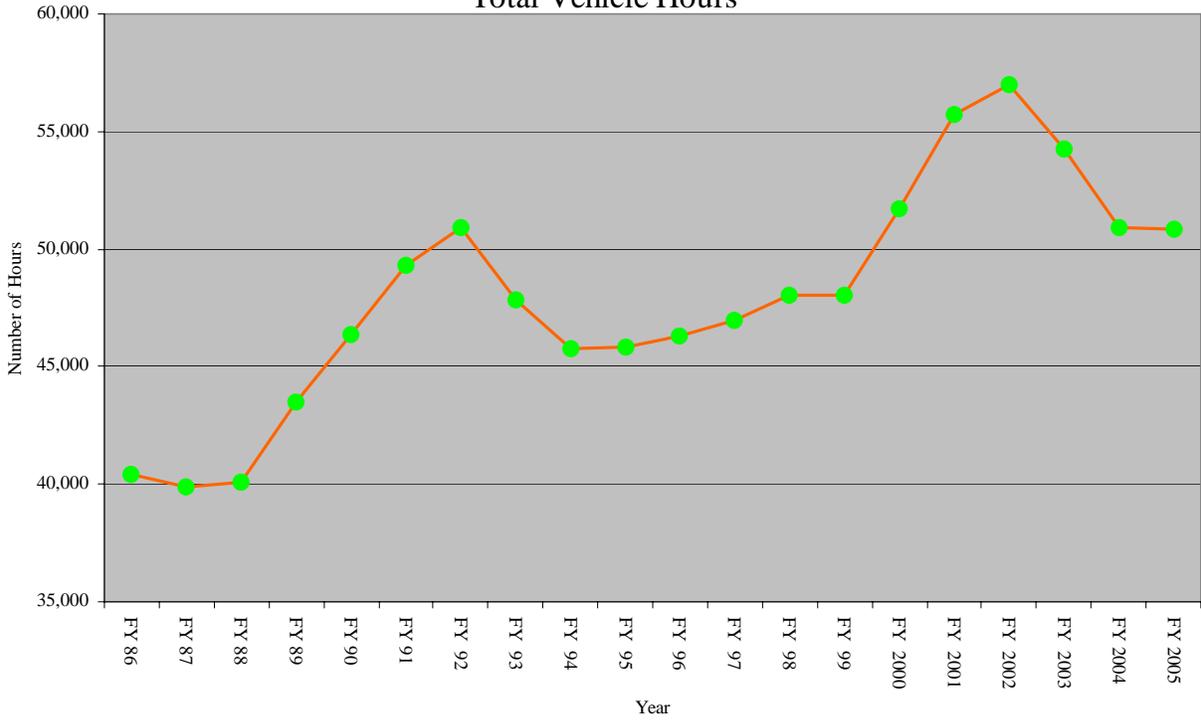
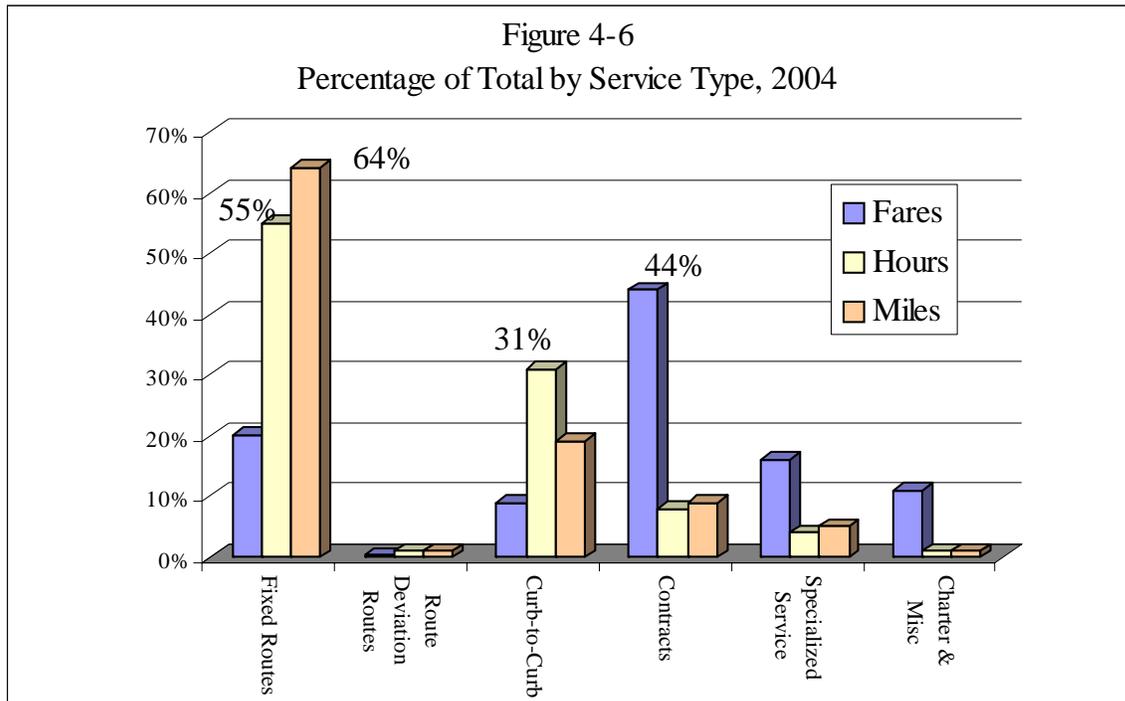


Figure 4-5  
Total Vehicle Hours



For the fiscal year 2004, the total fares, hours and miles have been broken down by service type. Contract runs generated more than \$143,000 and accounted for 44% of the total fares. The second largest fare generator was the fixed route service which was 20% of the total fares. Not surprisingly, the fixed routes service had the highest percentage of total hours and miles, 55% and 64% respectively. See Figure 4-6 below.



## **RIDER SURVEY ANALYSIS**

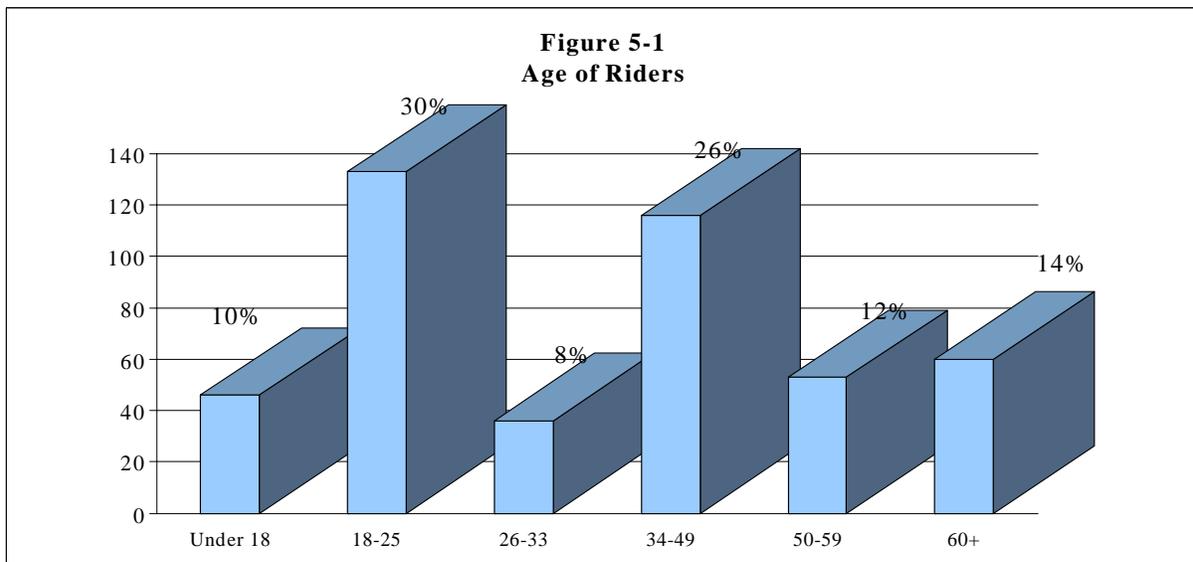
On October 4 and 6 of 2004, an on-board rider survey was administered on MARQ-TRAN's fixed routes (See Appendix D). A survey, used previously, was modified to include additional questions demographic in nature and to reduce the number of open-ended questions. A Northern Michigan University marketing class helped administer the surveys. Students were required to work four hours; those who worked additional hours, along with other hired surveyors, were compensated for their time. MARQ-TRAN drivers-in-training also assisted in administering the surveys.

Upon entering the bus, passengers were asked to fill out the survey in exchange for a free pass coupon. When appropriate, surveyors assisted the passengers in filling out the survey. Once complete, the surveys were tabulated and the data was analyzed. The results of the survey include demographic data of MARQ-TRAN riders.

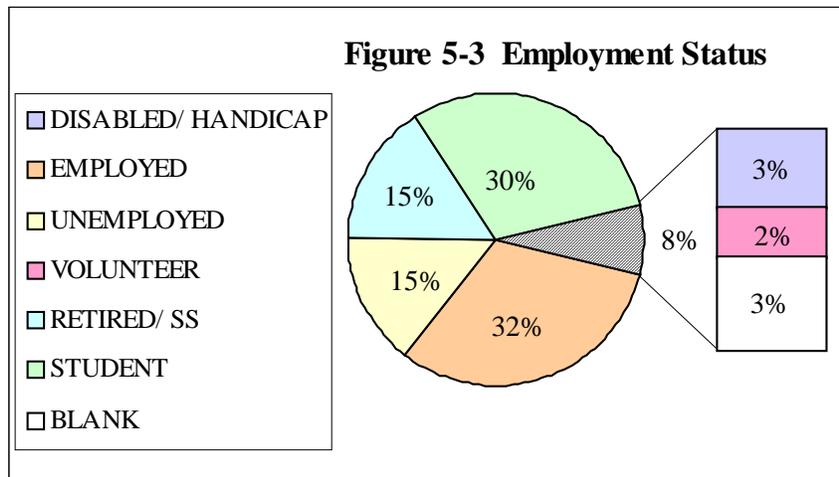
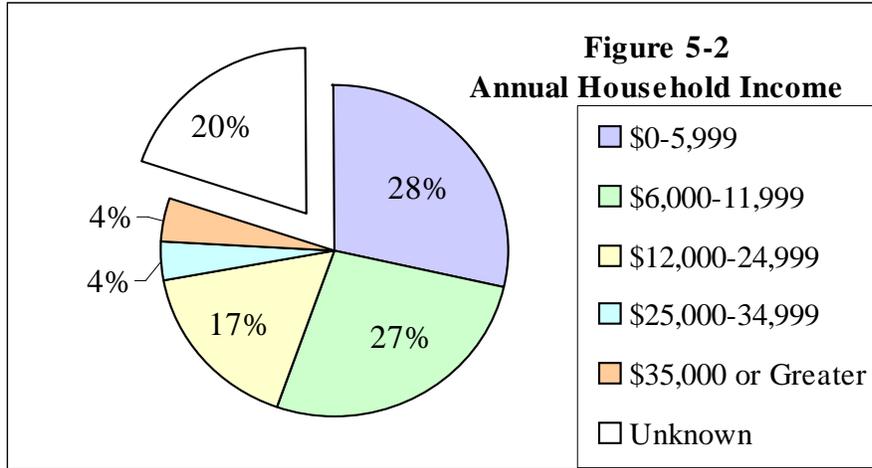
### **Demographics of Riders**

On Monday, October 4, 2004 253 surveys were completed and on Wednesday, October 6, 2004 an additional 204 surveys were collected, giving a total of 457 surveys. The survey results were split down the middle in terms of gender with 47% being female, 47% male and the remaining percentage being unanswered. An overwhelming 82% of riders were single. Married riders consisted of 10% and the remaining was a combination of widowed and unknown.

Nearly 30% of the riders were between the age of 18 and 25 years and 26% were above the age of 50. It was expected that the majority of riders would fall either at the beginning or end of the age spectrum. However, based upon the survey results, the age group of 34-49 represented 26% of the riders. Perceived as unusual to have had such a large percentage of the ridership, this age group will be examined in greater detail later in this chapter.

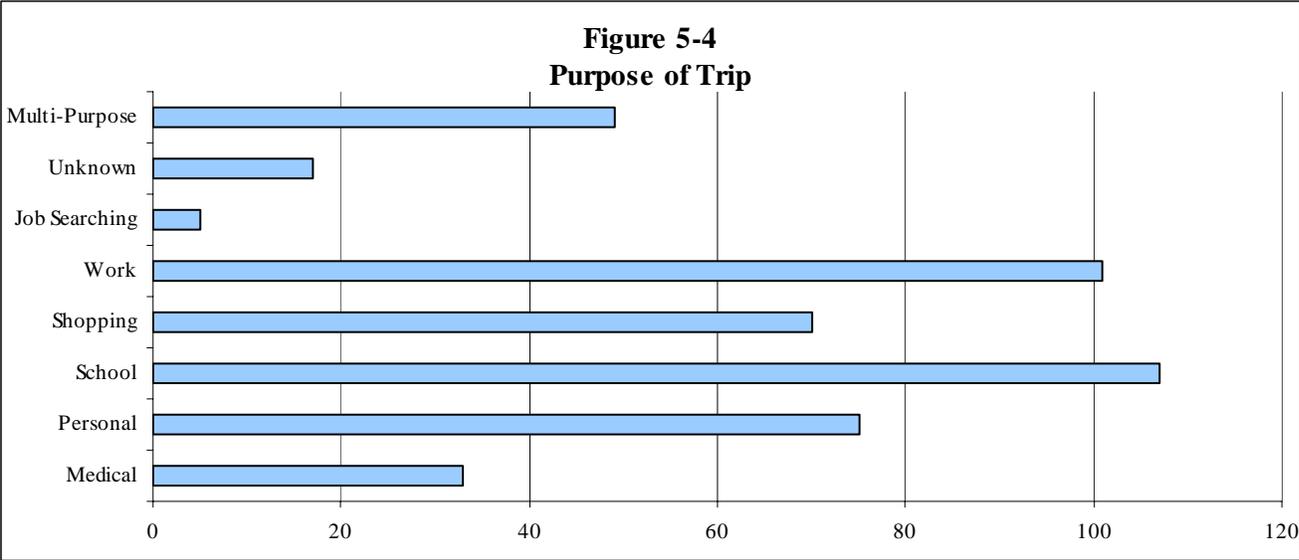


Based on the survey results, the majority of transit riders had an annual household income less than the 1999 median household income of Marquette county, that being \$35,548. This was not surprising as only 32% of the riders considered themselves employed. A large portion of ridership ( 30 % ) consisted of students while 15% were retired or receiving social security.



The results of the survey show that only

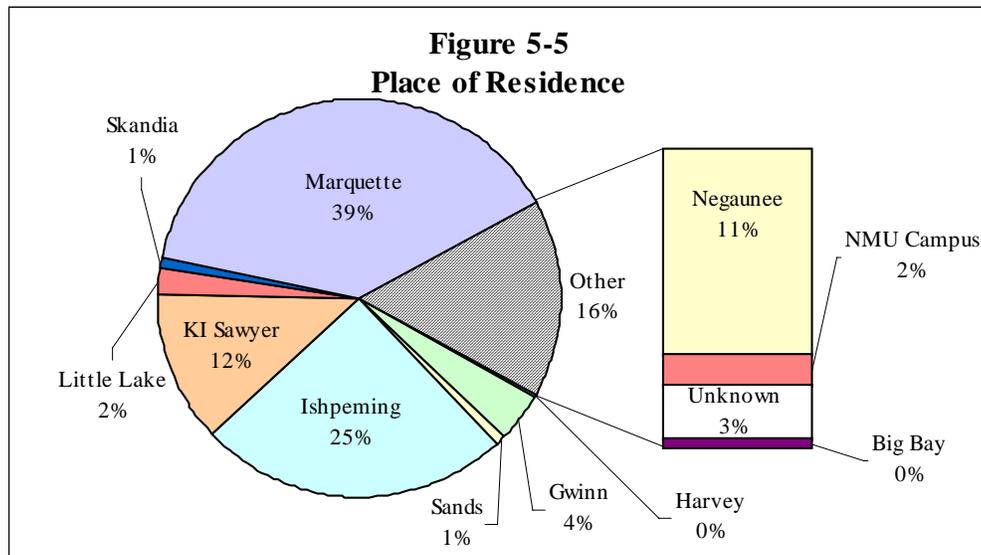
3% of the transit users were persons with disabilities. This percentage may be skewed as completing a survey may have proposed a challenge to members of this group.



There were several reasons why individuals venture out of their homes. Based on the survey, the two most prevalent reasons for utilizing MARQ-TRAN’s services were to get to/from school and work, 24% and 22%, respectively. Sixteen percent (16%) cited personal business as the purpose of the trip while 15% of the riders were shopping. MARQ-TRAN stop locations makes it easy to utilize transit for medical appointments. Seven percent (7%) were using transit solely for medical appointments. It was important to note that 11% of the riders were using the bus for a multiple purposes. Multiple purposes trips includes any combination of the following: work, school, shopping, medical or personal.

The majority of riders surveyed lived within the city of Marquette. However, several riders lived in the cities of Ishpeming (25%) and Negaunee (11%). Still, others commute from outlying communities and villages such as 12% from the KI Sawyer area.

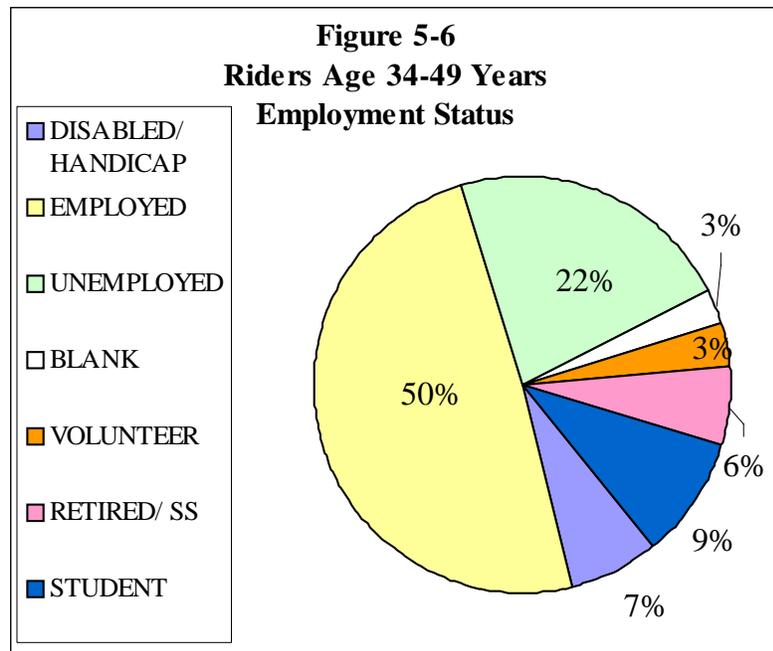
Forty-one percent (41%) rode the bus at least two times a day while 21% say they rode the bus daily and 28% rode between once and four times a week. When asked if there was a particular season you tend to ride the bus more, nearly half said no. However, 20% said they utilize MARQ-TRAN's services more during the winter months.



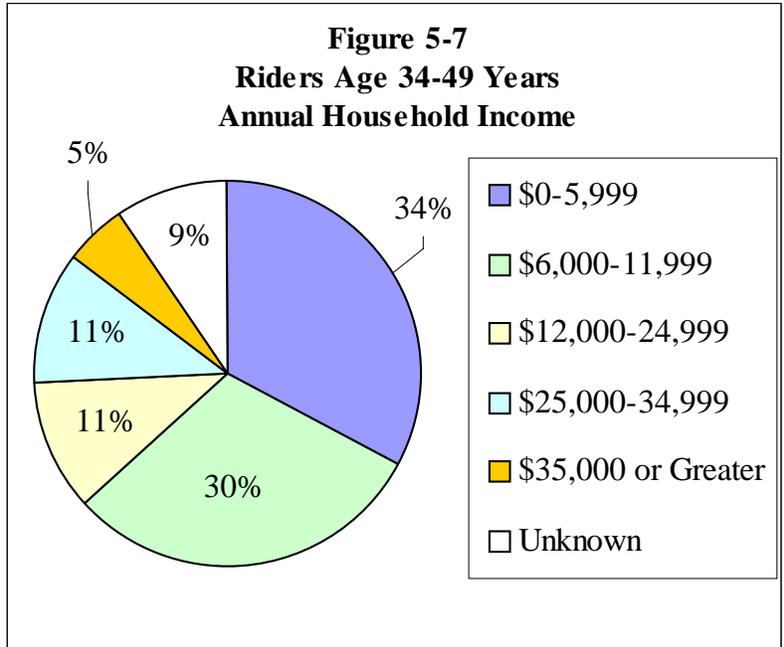
### Riders Age Group 34-49 Years

As stated previously, riders aging from 34-49 years accounted for 26% of the survey sample. Further survey analysis was conducted on this age group as the majority of transit riders usually fall on either end of the age spectrum. Of the 116 surveys, the majority (78%) of the riders were single. Like the entire survey population, gender was split down the middle with 50% being female and 50% being male. About half of the group had children; however, thirty-two riders left this question blank.

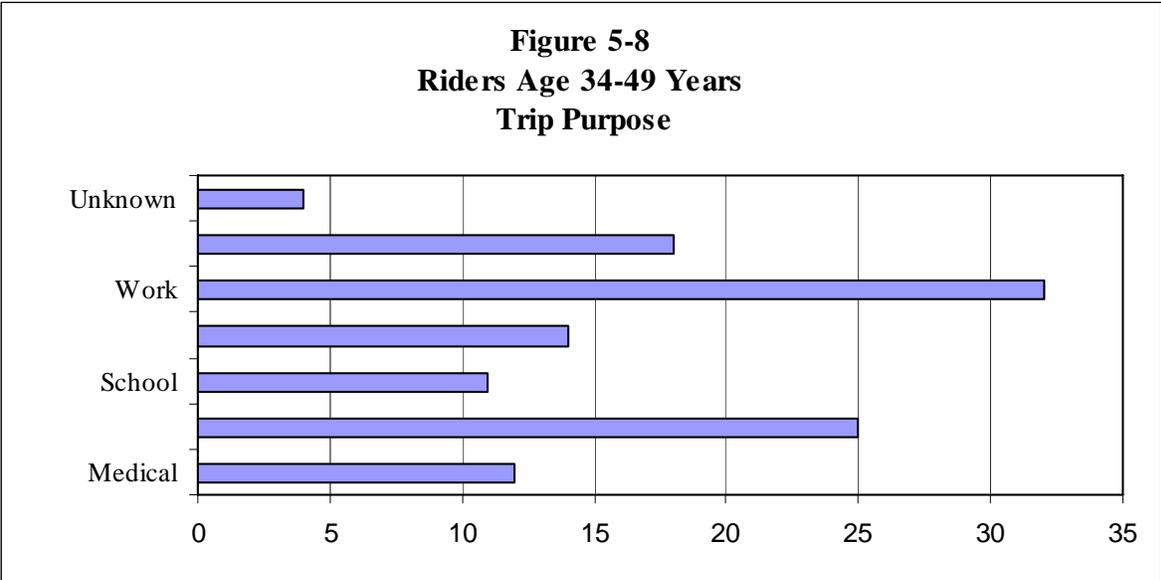
This age group makes up the majority of the employed transit riders. Fifty percent (50%) of this group were employed, compared to only 32% of the entire survey sample. However, 22% were unemployed while only 15% of the entire survey population was unemployed. The remaining riders in this age group consisted of students (9%), disabled/handicap individuals (7%), retired/social security (6%), volunteers (3%), and unknown (3%). *See chart.*



Based on responses from the survey, only about 5% of individuals in this age group had household incomes above Marquette county's 1999 median income of \$35,548. This percentage was similar to that of the entire survey population. Thirty-five percent (35%) had household incomes below \$6000 where as only 28% of the entire were below \$6000. Nine percent (9%) did not respond to this survey question. *See chart.*



With 50% of this age group employed, it was not surprising that the number one response to purpose of trip was work related. Twenty-eight percent (28%) cited the purpose of their trip was solely to get to/from work. The second and third most popular trip purposes were personal (25%) and multipurpose (18%), respectively. Similar to the entire survey population, many riders make the most of their bus trips by serving multiple purposes. Multipurpose accounts for any combination of work, school, medical, personal and shopping.

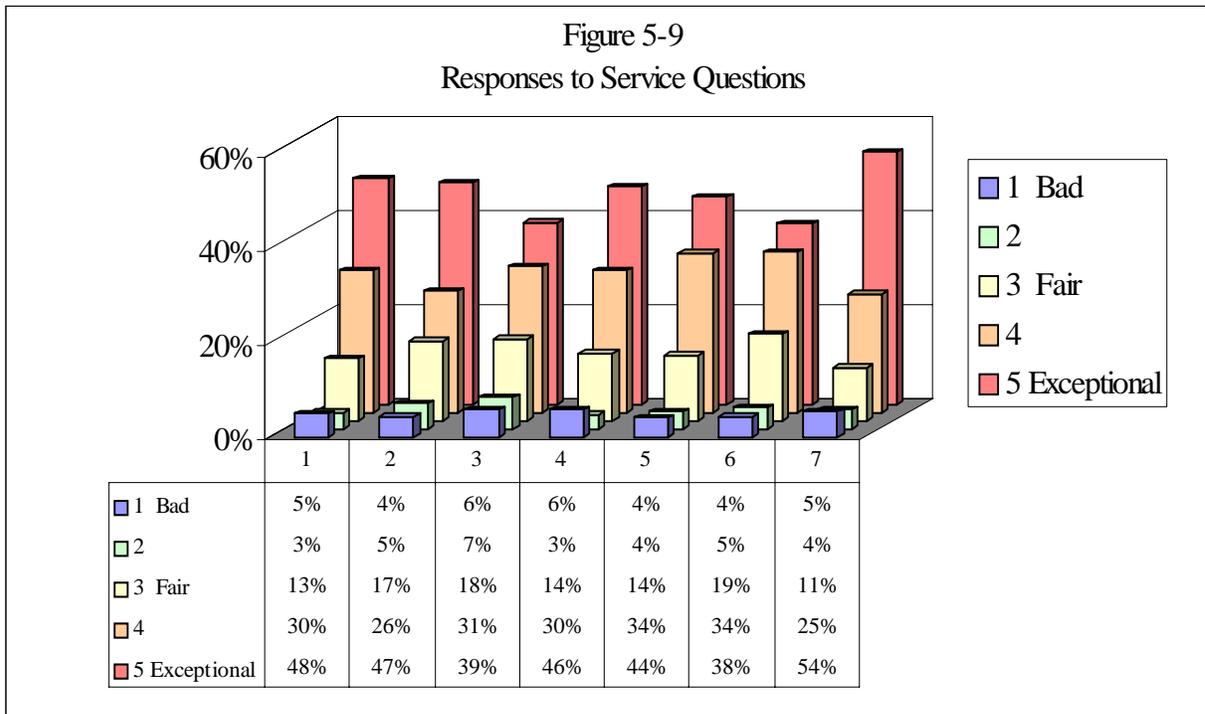


### Survey Service-Related Questions

Riders were also asked to rate several aspects of the MARQ-TRAN service using a scale of one through five, with one being bad and five being exceptional. Overall, it is apparent that MARQ-TRAN has an excellent approval rating among those who utilize the transit services. The *Responses to Service Questions Chart* displays the distribution of responses per question 1-7. Each column depicts one service-related item to rate; the following is a list of those service-related items:

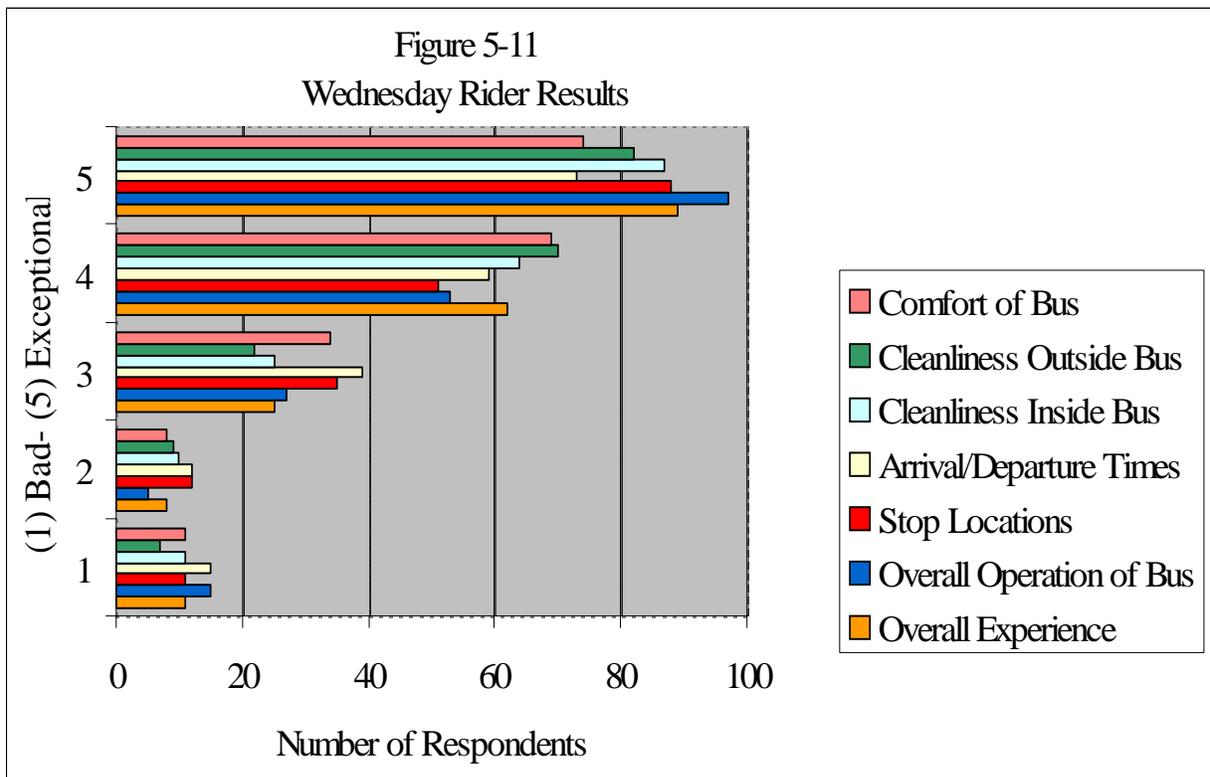
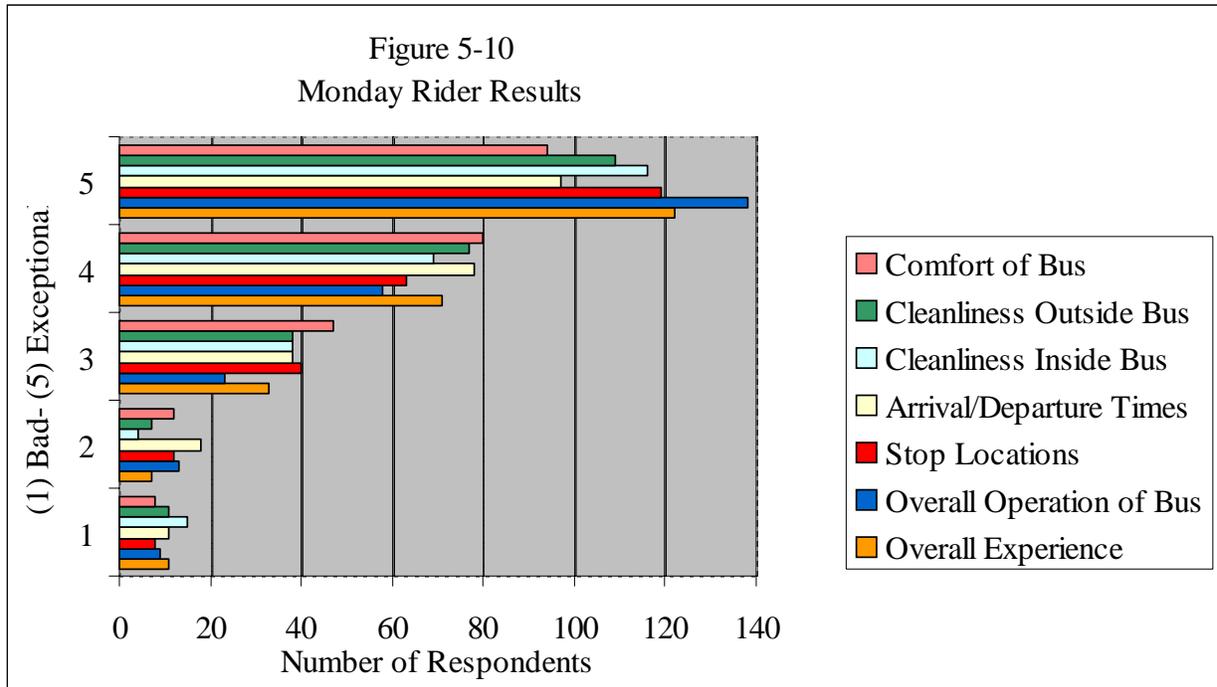
1. Overall MARQ-TRAN Experience.
2. Stop Locations.
3. Arrival/Departure Times.
4. Cleanliness Inside Bus.
5. Cleanliness Outside Bus.
6. Comfort of Bus.
7. Overall Operations.

Nearly half, (48%) of the transit users felt that their overall MARQ-TRAN experience was exceptional. Fifty-four percent (54%) of the users felt that the MARQ-TRAN operations, in general, were exceptional. More than 90% of the responses to every service-related question yielded ratings of fair or above with exception to question 3. Question 3, arrival/departure times, had the lowest rating of all service-related questions.



Those who utilize transit services are excellent sources for suggestions on improving the transit system. Riders were encouraged to include any additional comments prior to submitting the survey. As a result, the additional comments have been included in the appendix of this document. There are

many suggestions relating to all the aspects of MARQ-TRAN service from route modifications, to public notices and marketing strategies to simple words of appreciation. (See Appendix E).



## PEER COMPARISON

This chapter will compare the MARQ-TRAN system to a selected number of transit systems in the state of Michigan. The selected transit systems are comparable in size and characteristics. Both have similar operating environments to MARQ-TRAN. The peer transit systems that were evaluated are the Bay Area Transportation Authority (BATA) and the Isabella County Transportation Commission (ICTC). It is worth noting that although MARQ-TRAN and ICTC serve one county each, BATA serves the following two counties: Grand Traverse and Leelanau. The demographic data of both counties has been combined for comparison purposes.

## DEMOGRAPHIC CHARACTERISTICS

### **Population Statistics**

The table below compares the changes to population and the number of housing units over the past 20 years. Marquette county is the only county that has experience a negative growth rate. Despite this, the number of housing units has continued to increase. In terms of land area, Marquette is the largest county east of the Mississippi River. Therefore, the population and housing units per square mile are considerably less than other counties. See Table 6-1 below.

<b>Table 6-1 Population/Housing Statistics</b>									
Transit Area	Population Year			Housing Units Year			Land Area	2000 Average per square mile	
	2000	1990	1980	2000	1990	1980		2000	Population
Marquette County	64634	70887	74101	32877	31049	30530	1821.05	35.5	18.1
Isabella County	63351	54624	54110	24528	19950	18167	574.24	110.3	42.7
<i>Grand Traverse County</i>	<i>77654</i>	<i>64273</i>	<i>54899</i>	<i>34842</i>	<i>28740</i>	<i>23613</i>	<i>465.07</i>	<i>167.0</i>	<i>74.9</i>
<i>Leelanau County</i>	<i>21119</i>	<i>16527</i>	<i>14007</i>	<i>13297</i>	<i>11171</i>	<i>9073</i>	<i>348.47</i>	<i>60.6</i>	<i>38.2</i>
Grand Traverse & Leelanau Counties Combined	98773	80800	68906	48139	39911	32686	813.54	121.4	59.2

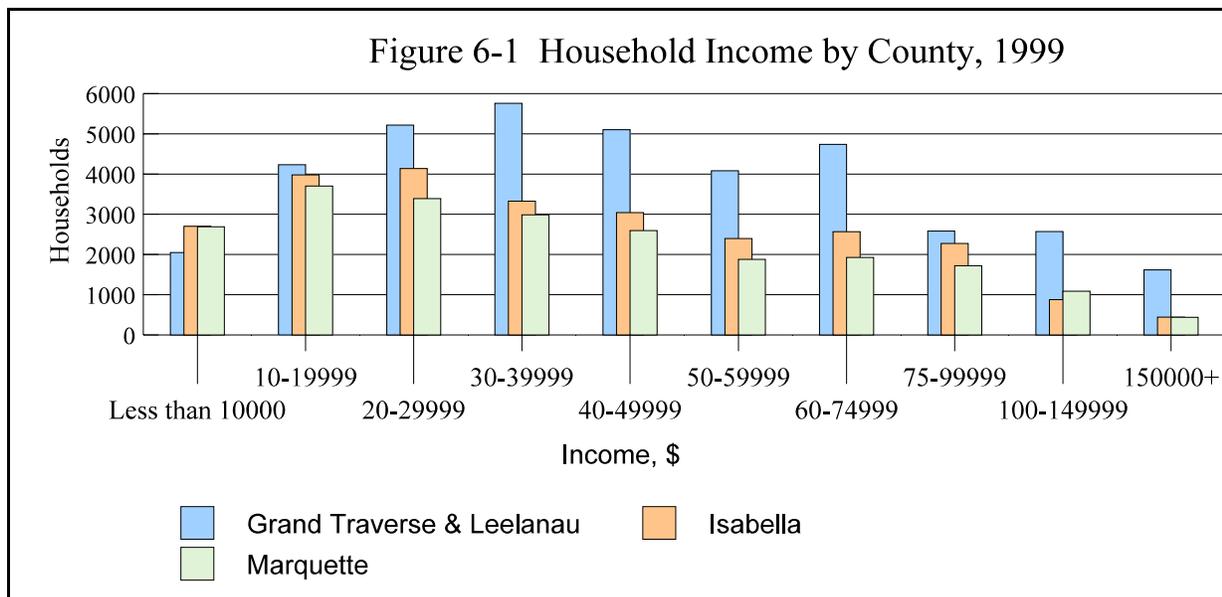
### **Income**

Based on the 1999 statistical data, households in Marquette county had the lowest median income when compared to the counties in the peer group. Households in Isabella county had only slightly

higher median income than Marquette county. However, Grand Traverse and Leelanau counties combined resulted in a median income of \$44244. See Table 6-2 below.

Table 6-2 Median Household Income			
County	Marquette	Isabella	Grand Traverse & Leelanau
1999 Median Household Income	\$34262	\$35548	\$44244

The chart below shows household income distribution within each peer transit service area. As can be expected, income levels for households in BATA’s service area tend to be higher than those in the service area of MARQ-TRAN or ICTC. Household income level distribution in Marquette and Isabella counties are similar. See Figure 6-1 below.



### Commuting Trends

Commuting characteristics of workers, age 16 and older, were examined. The commuting trends of the two study areas are very similar to those of Marquette county. Isabella county has more commuters choosing to walk (7.2%) than the other areas. At the same time, ICTC’s service area has the lowest percentage of commuters driving alone at 77.9 %. BATA’s area of service has a slightly higher percentage of people who work at home. See Table 6-3.

<b>Table 6-3 Commuting Trends</b>						
	Grand Traverse & Leelanau Counties		Isabella County		Marquette County	
Commuting to Work	Number of People	Percent (%)	Number of People	Percent (%)	Number of People	Percent (%)
Drove Alone- Car, truck or van	39844	81.3	23,970	77.9	24,127	80.3
Carpooled- Car, truck or van	4814	9.8	3,027	9.8	3,275	10.9
Public Transportation (including taxicab)	323	0.7	140	0.5	178	0.6
Walked	1119	2.3	2,215	7.2	1,515	5.0
Other Means	525	1.1	408	1.3	252	0.8
Worked At Home	2382	4.7	995	3.2	698	2.3

**SERVICES**

MARQ-TRAN provides a combination of fixed routes, a feeder, small bus curb-to-curb service, special contract runs and specialized service runs. Fixed routes and small bus curb-to-curb service serves the urban areas. Outlying areas of Marquette county are served on a weekly basis via deviated fixed routes, or less frequently, based on request. MARQ-TRAN also has specialized contracts and services which serve specific groups. BATA currently has six fixed routes. In addition to fixed routes, they also have city curb-to-curb as well as rural curb-to curb services and specialized services. Currently, ICTC does not have any fixed routes. Their services include city curb-to-curb, rural curb-to-curb and specialized services.

**PERFORMANCE INDICATORS**

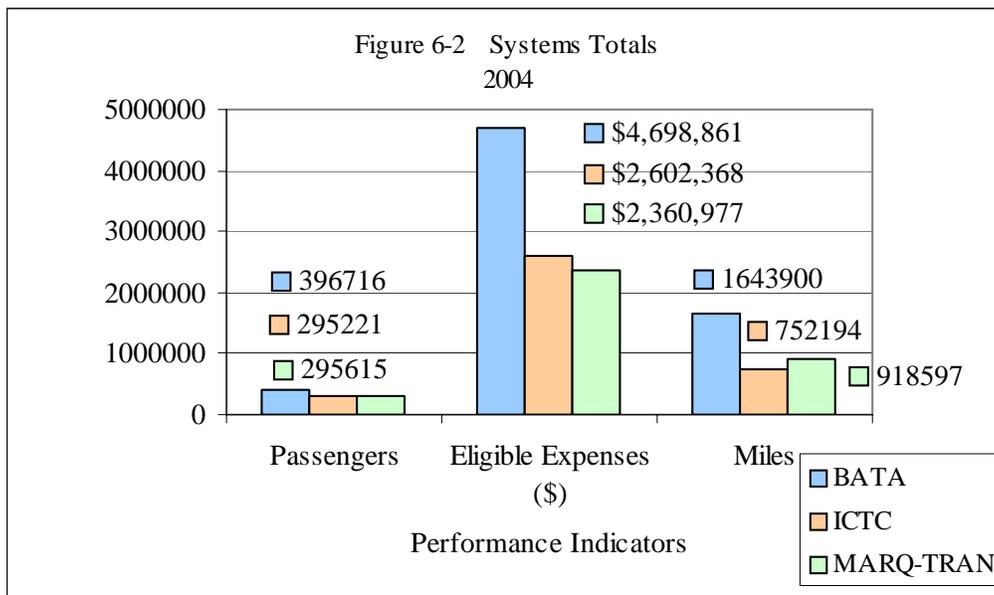
Data used in this part of the peer comparison was taken from the Michigan Department of Transportation’s Public Transportation Management System.

**Overview**

In terms of total passengers and total eligible expense, MARQ-TRAN and ICTC are similar. MARQ-TRAN drove over 150,000 miles more than ICTC, but had nearly 20,000 fewer total vehicle hours. When comparing to BATA, MARQ-TRAN served 100,000 fewer passengers, or 75% of BATA’s total passengers, with half of the total expenses BATA had. See Table 6-4 and Figure 6-2.

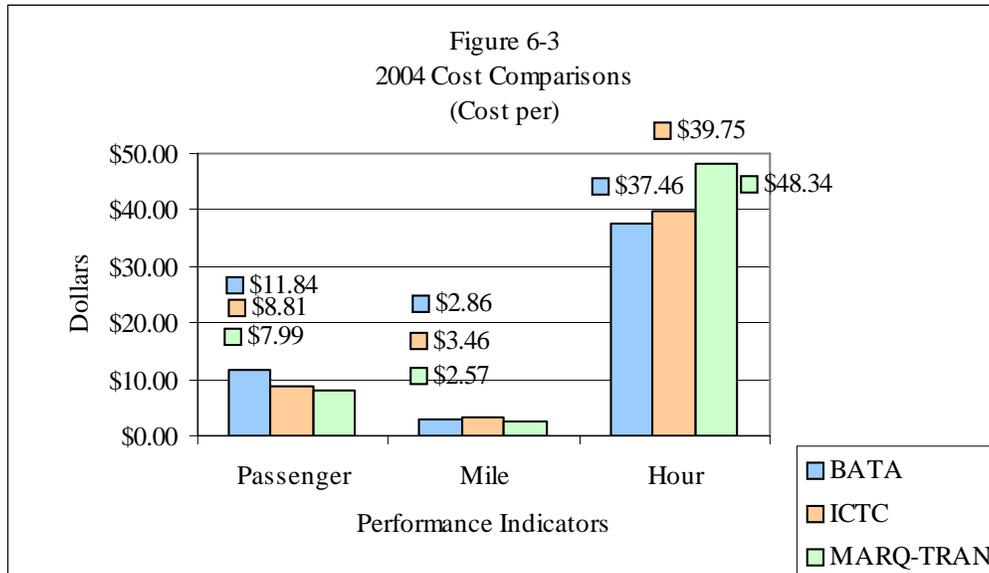
**Table 6-4  
Performance Indicators, Regular Service Reconciled**

Transit Agency	Year	Total Passengers	Total Eligible Expense	Total Miles	Total Vehicle Hours	Cost/Passenger	Cost/Mile	Cost/Hour	Passenger/Vehicle Hour	Passenger/Vehicle Mile	Passenger/Population
BATA	2004	396716	4698861	1643900	125425	11.84	2.86	37.46	3.16	.24	4.02
	1994	296125	1544688	1127178	57898	5.22	1.37	26.68	5.11	.26	3.00
ICTC	2004	295221	2602368	752194	65463	8.81	3.46	39.75	4.51	.39	4.93
	1994	270162	1582530	717441	45993	5.86	2.21	34.41	5.87	.38	4.51
MARQ-TRAN	2004	295615	2360977	918597	48842	7.99	2.57	48.34	6.05	.32	4.57
	1994	307382	1269451	781889	44886	4.13	1.62	28.28	6.85	.39	4.76



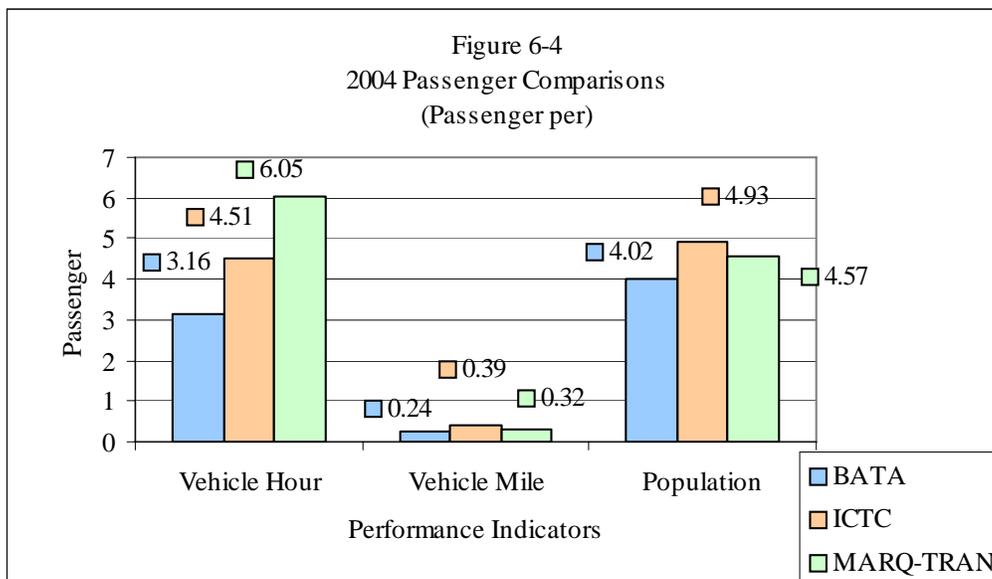
**Cost Comparison**

MARQ-TRAN had the lowest cost per passenger, \$7.99 compared to \$8.81 and \$11.84 for ICTC and BATA, respectively. MARQ-TRAN also had the lowest cost per vehicle mile that being \$2.57. However, MARQ-TRAN recorded the highest cost per vehicle hour which was \$48.34 compared to \$39.75 and \$39.46. Having the least total vehicle hours, it is expected that MARQ-TRAN would have the highest cost per vehicle hour. See Figure 6-3.



### Passenger Comparison

In comparing passengers per vehicle hour, MARQ-TRAN had nearly double the amount that BATA had, 6.05 versus 3.16. However, MARQ-TRAN's passenger per vehicle mile (0.32) was in between that of BATA and ICTC, which were 0.24 and 0.39, respectively. Similar to the passenger per vehicle mile rate, MARQ-TRAN's passenger per population (4.57) fell in the middle ground. ICTC had the highest (4.93) and BATA had the lowest passenger per population rate (4.02).



### Passenger Distribution

As previously stated, MARQ-TRAN and ICTC have close to the same number of passengers. However, when comparing the percentages of elderly and disabled passengers, the two agencies vary. Elderly passengers made up 20 and 18% of total ridership for BATA and ICTC, respectively. According to the table below, MARQ-TRAN's elderly users made up 3% of all riders. Only 10% of MARQ-TRAN's passengers were disabled while BATA and ICTC had percentages of 46% and 38%, respectively. See Table 6-5.

The above-mentioned statistics can be misleading. The total number of persons with disabilities and elderly passengers for BATA and MARQ-TRAN do not account for their fixed route systems. Neither transit agency has a method of identifying fixed route passengers. In actuality, the total number of elderly and persons with disabilities is much higher. Based on the results of the MARQ-TRAN user survey, administered in October 2004, (See Chapter 5; Survey Results and Analysis) 14% of the total group of fixed route users were 60 years of age or more. Persons with disabilities accounted for 3% of the survey population, although actual percentage may be higher.

		Passengers						Percent to Total Passengers		
Transit Agency	Year	Total Vehicles	Total Passengers	Elderly Passengers	Persons With Disabilities	Elderly With Disabilities	Total Elderly & Disabled	Elderly	Persons w/ Disabilities	Elderly w/ Disabilities
BATA	2004	65	396716	70646	180772	653	252071	18	46	0
	1994	25	296125	51846	116138	0	167984	18	39	0
ICTC	2004	36	295221	59643	91609	0	151252	20	31	0
	1994	29	270162	31315	102832	71150	205297	12	38	26
MARQ-TRAN	2004	35	295615	9313	30325	11520	51158	3	10	4
	1994	26	307382	22304	39068	2139	63511	7	13	1

### Revenue and Expense Comparison

Federal and state revenue percentages for the three agencies were the same in 2004. Local revenues varied considerably. ICTC had 57% of its total revenue come from local sources. According to ICTC staff, the high percentage of local revenue for 2004 was the result of receiving payment from the purchaser of their old building. Historically, 20 to 30% of the ICTC revenue was local, but this percentage is anticipated to increase as a result of an increase in property taxes. BATA had 37% of its total revenue from the local source where as 29% of MARQ-TRAN's total revenue came from local funds. BATA and MARQ-TRAN both reported that farebox revenue made up 12% of their total revenue, while ICTC reported 14%. See Table 6-6.

**Table 6-6  
Revenues & Expenses, Regular Service Reconciled**

Transit Agency	Year	Total Eligible Expense	Revenue				Revenue/Eligible Expense			
			Federal	State	Local	Farebox	Federal	State	Local	Farebox
BATA	2004	4,698,861	514,525	2,010,714	1,727,917	561,584	11	43	37	12
	1994	1,544,688	206,374	542,167	135,658	624,616	13	35	9	40
ICTC	2004	2,602,368	280,566	1,113,593	1,480,906	367,395	11	43	57	14
	1994	1,582,530	213,240	712,866	478,414	334,735	13	45	30	21
MARQ-TRAN	2004	2,360,977	260,699	1,019,818	680,391	274,244	11	43	29	12
	1994	1,269,451	169,650	541,236	261,415	231,573	13	43	21	18

## **ALTERNATIVES FOR A DOWNTOWN TRANSFER FACILITY**

In January of 2005, the Marquette County Transit Authority moved from a rented downtown location to a newly constructed facility in Marquette Township. The facility is located in a developing commercial district at 1325 Commerce Drive, a site that is over three miles west of their previous location. In order to ensure that existing routes are minimally affected by the relocation, a permanent transfer facility needs to be established in Marquette's downtown area.

As of January, MARQ-TRAN has been utilizing their old facility as a temporary transfer point. This location will work until the building is sold. When this event occurs, MARQ-TRAN will most likely have to utilize another temporary transfer point or establish a permanent transfer facility. In working with MARQ-TRAN and city officials, three additional temporary transfer point alternatives and five locations for a permanent transfer facility have been identified and developed.

In analyzing permanent transfer facility locations, the following variables were examined: aesthetics, access to downtown street system, amount of space, pedestrian traffic, availability of facility/property and the best land use for the location. A similar analysis was conducted on temporary point locations, however as an added variable, existing additional infrastructure needs were also considered. (See Appendix F for Transfer Facility Alternatives Map).

### **Temporary Transfer Point Alternatives**

As stated previously, MARQ-TRAN is currently utilizing their old facility as a temporary transfer point in the downtown area. However, it is necessary to identify additional temporary transfer point locations in the event that the building is sold. An ideal temporary facility would accommodate three buses at any given time, provide emergency shelter, and be located near the old facility.

#### **ALTERNATIVE 1**

In front of the community center, on Spring Street, is the location of choice for a temporary transfer point.

##### **Advantages:**

The City of Marquette prefers that MARQ-TRAN utilizes this location as a temporary transfer point. The community center is already a bus stop, so many riders are aware of the location.

##### **Disadvantages:**

Of the identified temporary transfer point alternatives, this location is the farthest from the old facility. Approximately two blocks away, some level of rider confusion is inevitable if this move was to occur. In time, this disadvantage would become obsolete.

Bus routes would be slightly affected as buses would have to transfer at a new location approximately two blocks west.

## **ALTERNATIVE 2**

The second location identified as a potential temporary transfer point, is along the south side of MARQ-TRAN's old facility, on the corner of Baraga Avenue and Third Street.

### **Advantages:**

This alternative is very near MARQ-TRAN's current temporary transfer point. In addition, MARQ-TRAN is familiar with this alternative, as it was used during the reconstruction of Spring Street. Extra wide sidewalks running along Baraga Avenue and Third Street also provide a larger than usual corner for passengers to safely occupy.

Utilizing this location as a temporary transfer point would have very little impact on MARQ-TRAN's current operations. However, access approaches will have to be examined and optimized to ensure bus routes and scheduling will not be affected.

### **Disadvantages:**

There is no existing shelter for passengers along the south side of the building. Existing parking spaces would temporarily have to be removed in order to accommodate three buses at a time. Also, any existing signage would have to be temporarily replaced with bus stop signage.

## **ALTERNATIVE 3**

The third location identified as a potential temporary transfer point is along the west side of MARQ-TRAN's old facility, on the corner of Third Street and Baraga Avenue.

### **Advantages:**

This alternative is very near MARQ-TRAN's current operations. The site offers emergency shelter in the form of a covered, wheel chair accessible, extended walkway that is used as an entrance into the west side of the old MTC building. Extra wide sidewalks running along Baraga Avenue and Third Street also provide a larger than usual corner for passengers to safely occupy. Currently, Third Street offers curb side parking for employees and delivery trucks that could be converted into temporary bus parking. The converted parking spaces would meet the required three bus minimum.

Utilizing this location as a temporary transfer point would have very little impact on MARQ-TRAN's current operations. However, access approaches will have to be examined and optimized to ensure bus routes and scheduling will not be affected.

### **Disadvantages:**

Existing signage would have to be temporarily replaced with bus stop signage. Employee and delivery truck parking spaces along the west side of the MTC building would be displaced for the duration MARQ-TRAN's occupancy.

## Permanent Downtown Transfer Station Alternatives

The permanent downtown transfer location is a long-term project when compared to establishing a temporary transfer point. Once erected, this facility will become a focal point for MARQ-TRAN's downtown operations. A vision of the facility includes a canopy shelter for bus pull-ins and transfers, a small office space, public restrooms, and a coffee shop/snack stand.

### *ALTERNATIVE 1 Main Street- Site of future Farmer's Market Pavilion (Commons Area)*



The City of Marquette is in the process of developing a downtown commons area, part of an effort for downtown revitalization. Some goals of Marquette's downtown revitalization efforts worth mentioning include: creating a central public gathering place, increasing the number of individuals who work and live downtown and to connecting the downtown to the City's non-motorized trail network. In 1998, the City began to collect and gather input from the community on what type of amenities they would like to see in a linear park. As a result, the Marquette Commons Project was born. Amenities include: 12,000 square foot, refrigerated outdoor ice rink; building with public restrooms, storage and vending/food service; farmers market/performance venue; bike path; public art; reconfigured parking; and facade improvements for commercial buildings and housing.

MARQ-TRAN would like to locate a permanent transfer facility at the easterly end of the linear park, the mid-block of Main Street, between Front and Third Streets. This location is very near the proposed farmer's market and pavilion.

#### **Advantages:**

As a gathering place, the commons area is expected to generate large amounts of pedestrian

traffic and will likely encourage the use of MARQ-TRAN's bus services. This central location will allow MARQ-TRAN to better serve Marquette residents who are interested in visiting the downtown. The linear park will lend itself to an aesthetically pleasing and convenient location for boarding/de-boarding passengers. This location will allow the transit services to aid in City's goal of connecting this area to the non-motorized trails throughout the city. Direct access to downtown shops is currently available through a back-door, stair case/elevator passageway located in the "Downtown Connector" parking lot, which is located within a couple hundred feet of the proposed transfer facility.

At only one block from MARQ-TRAN's current operations, Main Street location would also have little impact on the existing downtown bus routes. The site offers the same, if not better, access to Marquette's downtown street system and will provide for a relatively painless transition.

By integrating Marquette's transit system into a newly developed public gathering place, the City and citizens will establish a stronger awareness of public transportation. Inadvertently, this public awareness has the potential to increase MARQ-TRAN's ridership.

**Disadvantages:**

This location could potentially interfere with the "community park" theme desired by city officials by introducing transients and unwanted loiters. Also noise and exhaust from buses could potentially be considered nuisances. It is possible that a transit station may not fit into the long term plans of this area.

**ALTERNATIVE 2 - *Old Railroad Depot West side of South Fifth Street***



Located in Downtown Marquette, on the west side of South Fifth Street, is an old railroad depot dating back to the mid 1940s. Once utilized as a passenger depot, the South Shore Depot was built after the Main Street Depot

closed in 1948. The building dimensions are 30x77 feet with a large main room, men and women's lavatory and offices. MARQ-TRAN has targeted this depot as a potential location for a permanent transfer facility. This building is privately owned; however there is a



possibility that the owner may be interested in selling.

**Advantages:**

Currently, there is a sidewalk running along the side of South Fifth Street that has the potential to generate pedestrian traffic off of Washington Street and neighboring residential areas. The depot is also situated within walking distance of Snowberry Heights, a retirement facility, offering more opportunities for the elderly residents to utilize the transit system.

In addition to possessing ample space for parking and turning around buses, the site also offers infrastructure that will support a small office, restrooms, and a small snack shop. Given the likelihood that Marquette will continue to develop the downtown area into the future, the old depot may be the ideal location for a transit station.

**Disadvantages:**

Currently, the site is on the outskirts of town, south and westerly of downtown pedestrian traffic. It is privately owned and could be a costly alternative.



**ALTERNATIVE 3- *Southwest corner of Front Street and Baraga Avenue***

The proposed site is situated on the southwest corner of Front Street and Baraga Avenue, southeasterly of the MARQ-TRAN’s existing facility. A small business is also located at this site, set back from a 15 to 20 car parking lot. The parking lot is framed with a standard four foot wide sidewalk with a curb-cut entering the parking lot on both legs of the intersection.

**Advantages:**

This location presents direct access to the heart of downtown Marquette. Because of the easterly location one could also find their way to Marquette’s lower harbor park as well. The intersection is located within 1 block of the U.S.41/M-28 bypass creating efficient access to and from the downtown area. As an added bonus, the proposed location houses a historic building that would presumably be renovated as part of the transfer facility.

**Disadvantages:**

Approaching from the south, Front Street continues off of U.S.41 / M-28 and serves as the primary access corridor into downtown Marquette. Traffic volumes are high through this section of Front Street. Accessing this corridor hourly with buses will likely increase traffic congestion and accidents.

Space is also worth mentioning as a disadvantage. The small parking lot would have a hard time accommodating the type of operation MARQ-TRAN desires. If a shelter was constructed, it

would most likely have to be scaled back to meet the minimum setback requirements. Whether or not the building is available for sale or lease is unknown, but in either instance considerable renovation will need to occur if public restrooms and a snack/coffee stand are to be constructed.



**ALTERNATIVE 4- Northwest corner of Front Street and Baraga Avenue**

The proposed site is situated on the northwest corner of Front Street and Baraga Avenue, easterly of the MARQ-TRAN’s existing facility and directly across the street from Alternative 3.



The proposed site is currently vacant, however there are plans by a private developer to construct a new commercial building.

**Advantages:**

As in Alternative 3, the proposed site is pedestrian friendly with standard four foot sidewalks spanning the perimeter. The location is currently being developed providing a prime opportunity to work with the developer during the construction phase and possibly acquire space to construct a shared transfer station. As in the previous alternative downtown access and park access are readily available only a block or two away. This site also offers close proximity to MARQ-TRAN’s current operations.

**Disadvantages:**

An agreement would have to be struck with the private land owner in order to acquire or lease the land in question. Curb-cuts will have to be installed on Third Street in order to access the property. This combined with high traffic volumes make this alternative a poor choice when examining sound access management techniques.



#### **ALTERNATIVE 5- *West side of Fourth Street***

This proposed site is located on the west side of Fourth Street, approximately ½ of a block north of Spring Street. The site is currently situated at the end of an abandoned railroad spur, just down the line from Alternative 2. The city has plans to remove and level the remaining berm leaving a corridor for potential commercial development.

#### **Advantages:**

The property is city-owned giving MARQ-TRAN more options in terms of development and financial viability. The site is also located within two blocks of downtown Marquette and is located in a pedestrian friendly area.

#### **Disadvantages:**

Although there is ample space for the desired amenities, a lack of developed infrastructure makes this a costly alternative. The location is situated on the southerly end of a steep incline which may hinder buses when accelerating and decelerating. This factor also has the potential to increase bus maintenance costs in terms of brakes, transmission, and engine repairs.

## CONCLUSION

It is worth noting that throughout the process of creating this five-year transit development plan, the scope of the plan has shifted. During the time of development MARQ-TRAN's new facility was completed and the authority moved to its new location. More attention was paid to locating temporary and permanent transfer facilities in the downtown Marquette area. In addition, per MARQ-TRAN management, further analysis of the onboard user survey, administered in October of 2004, was conducted. As a result, the recommendations of this transit development plan have been broken down into the following two subjects: alternative transfer facility locations and operation-related.

### **Transfer Facility**

In January of 2005, the Marquette County Transit Authority moved from a rented downtown location to a newly constructed facility in Marquette Township. In order to ensure that existing routes are minimally affected by the relocation, both a temporary and a permanent transfer facility location need to be identified in Marquette's downtown area.

Luckily, since the move the authority has been able to utilize their old downtown location as a temporary transfer point pending sale. However, the Historical Museum and the city have reached an agreement of purchase but due to not having enough members on the city commission to sell city land per charter regulation, the sale of this building has been delayed. Despite the future sale, the Historical Museum has indicated that MARQ-TRAN can continue to utilize this location as a temporary transfer point until a permanent transfer facility is built.

In analyzing permanent transfer facility locations, the following variables were examined: aesthetics, access to downtown street system, amount of space, pedestrian traffic, availability of facility/property and the best land use for the location. It is recommended that MARQ-TRAN choose *Alternative 2*, from the previous chapter, as the location of their permanent transfer facility in downtown Marquette. This is the site of the old railroad depot and is located on the west side of South Fifth Street, along the linear park. The following is a list of reasons why this location is recommended for the permanent transfer facility.

- The building was constructed in the 1940s as a railroad depot. As a permanent transfer facility, the building's transportation-related heritage can continue.
- This site is located along the city's linear park, an old railroad spur which runs through the downtown and terminates at the lower harbor. Part of the phased city of Marquette Commons Project, the old railroad will be converted into a bicycle/walking path, generating such traffic and make the old railroad depot an ideal location for a transfer station.
- This location is two blocks west of the new commons building. Locating the permanent transfer station two blocks west of the new downtown development eliminates potential development constraints on the city and at the same time keeps the transfer station close

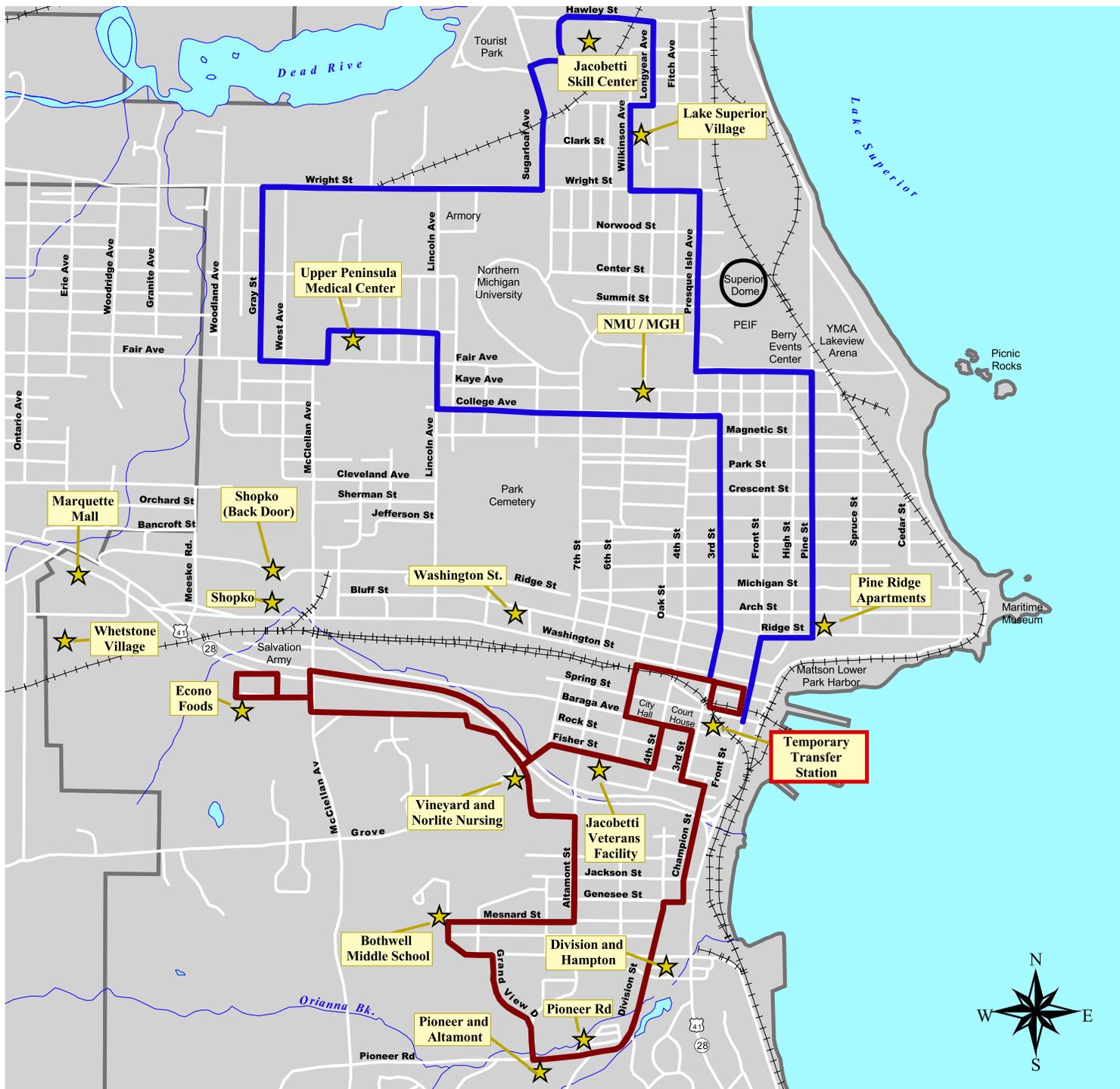
to the downtown.

- The sidewalk running along the side of South Fifth Street will allow pedestrian traffic to generate off of Washington Street (1/4 block north) and neighboring residential areas.
- The depot is also situated within walking distance to Snowberry Heights (1/3 block south), a retirement facility, offering more opportunities for the elderly residents to utilize the transit system.
- The site possesses ample space for parking and turning around buses.
- The site offers infrastructure that will support a small office, restrooms and a small snack shop.

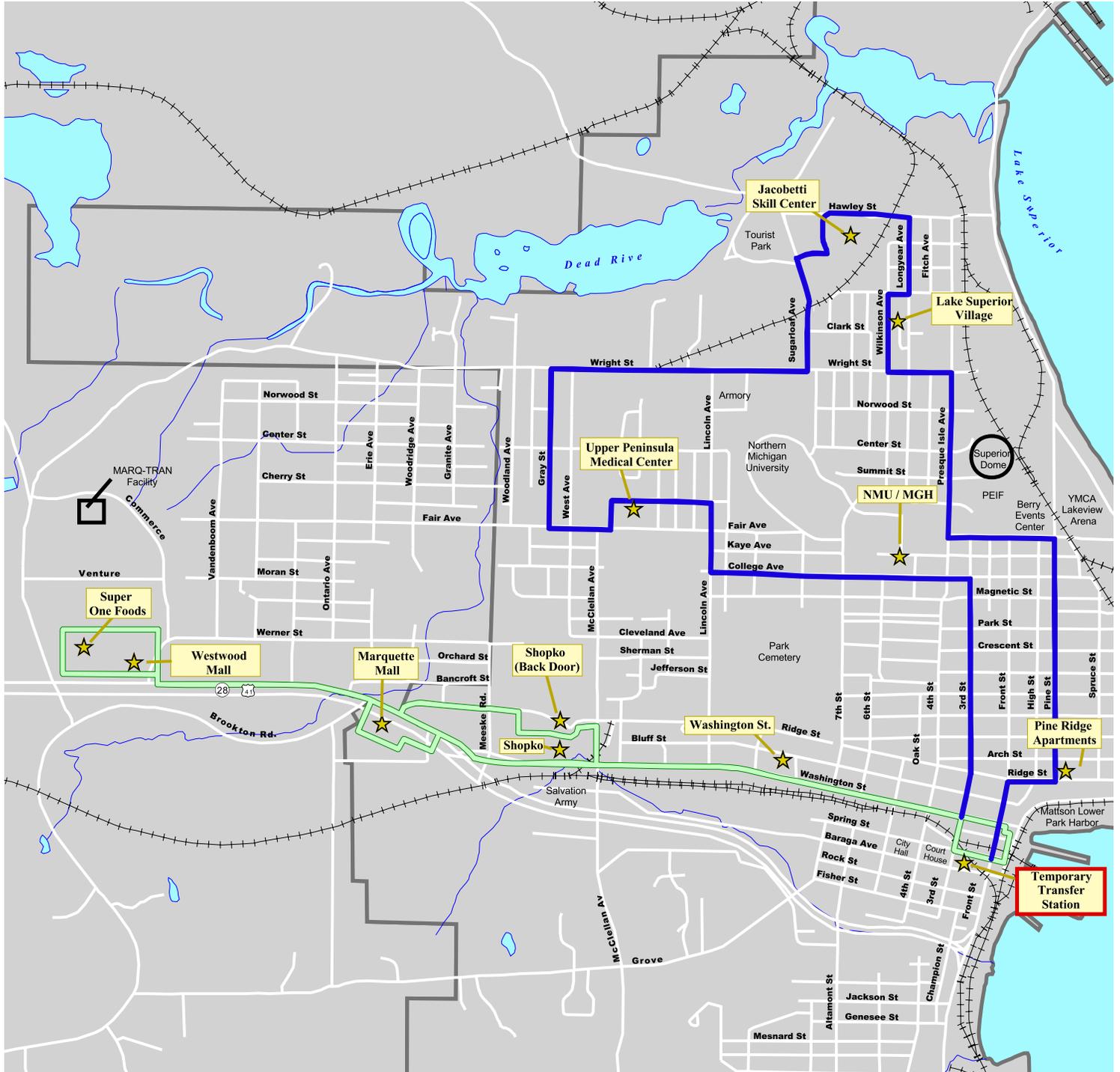
### **Operations and Service**

- It is recommended that MARQ-TRAN pursue funding to further study and analyze their services. Such a study should include, but not be limited to:
  - surveying nonusers and community representatives.
  - the evaluation of the safety of passengers both before and after utilizing service considering: stop locations, movement of riders before and after utilizing the service, pedestrian crosswalks, shelters, proper bus stop signs.
- Promote the transit concept in lieu of increased gasoline prices and an aging public.
- Utilize the website fully by updating more frequently, expanding to include history and more information, etc.
- Target specific groups, such as college students and elderly for advertising and promoting services. Distribute bus schedules to NMU and elderly care facilities.
- Examine the possibility of creating a more user-friendly bus schedule brochure. Perhaps seek assistance from an NMU marketing and graphic design classes.
- Consider properly signing fixed bus routes and adding shelters for riders.
- Consider adding bicycle racks to buses; take advantage of Marquette's "cool city" status and Yellow Bike Program, and make the service more recreation-friendly.
- When opportunities permit, modify appropriate fixed route schedules creating a stop at the new facility on Commerce Drive.
- Work with local units of government, agencies and advisory groups to incorporate common goals and long term plans related to transit, enhancement and aesthetics.

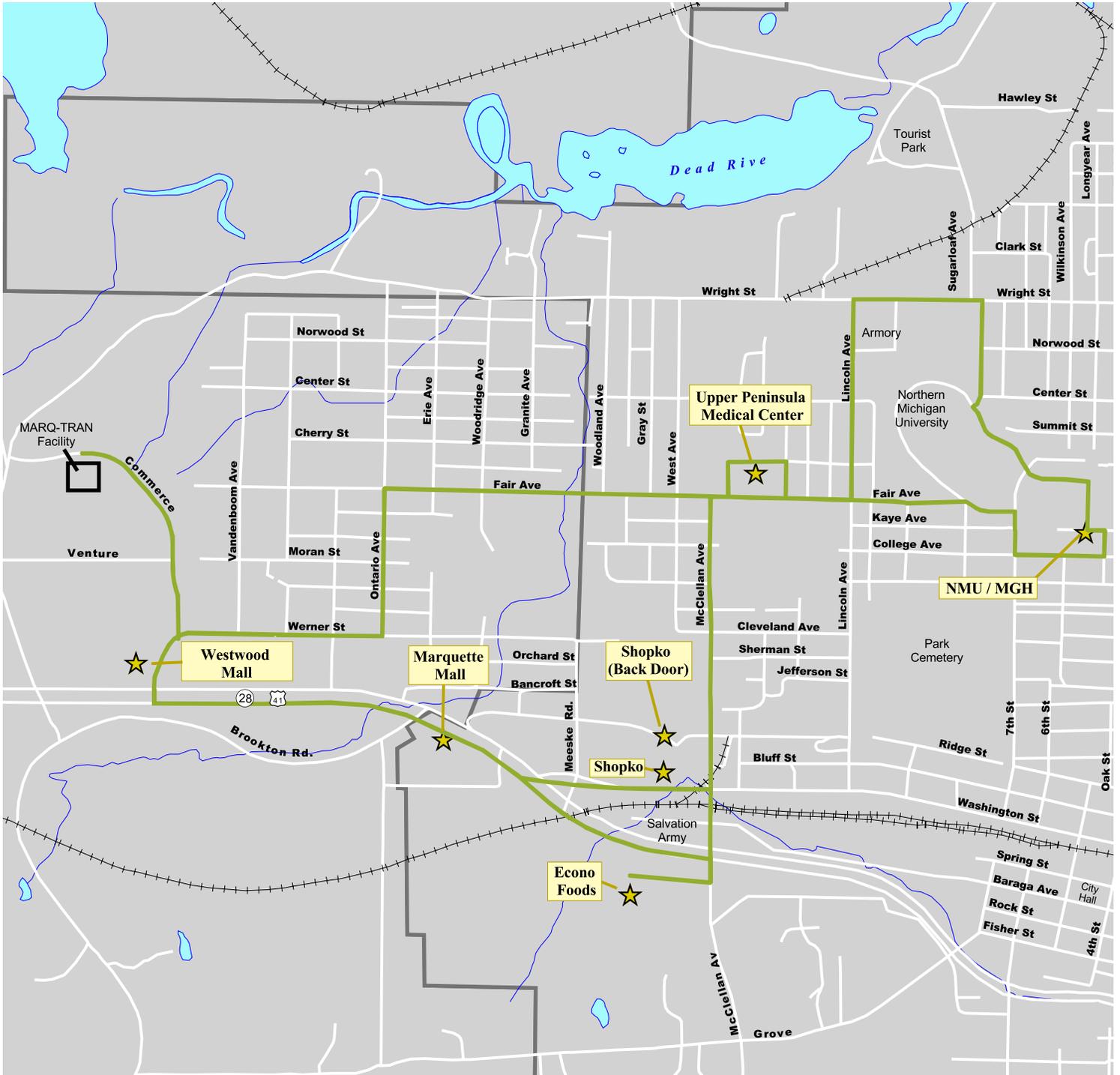
# Appendix A-1 North-South Route



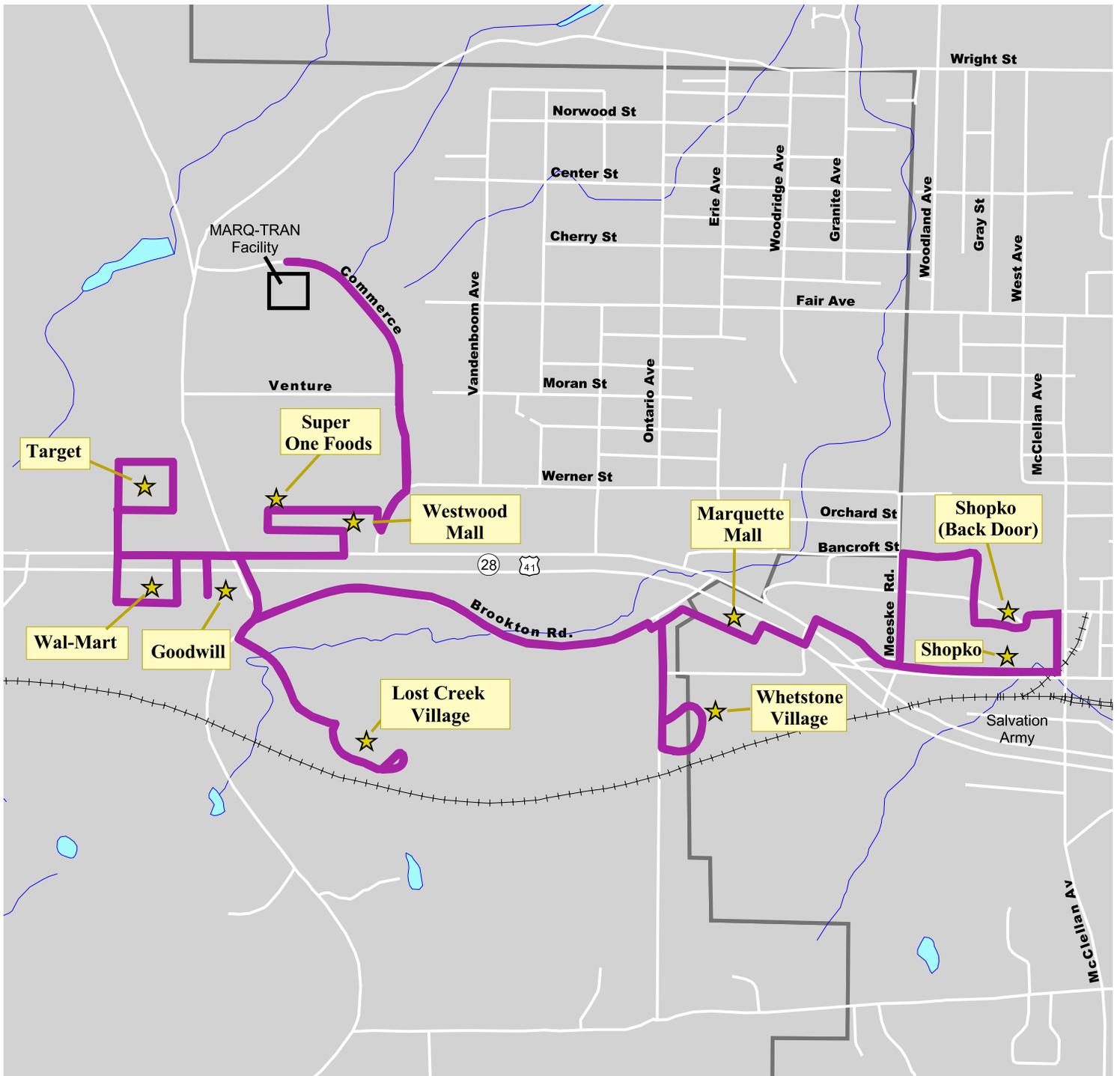
# Appendix A-2 North-Mall Route



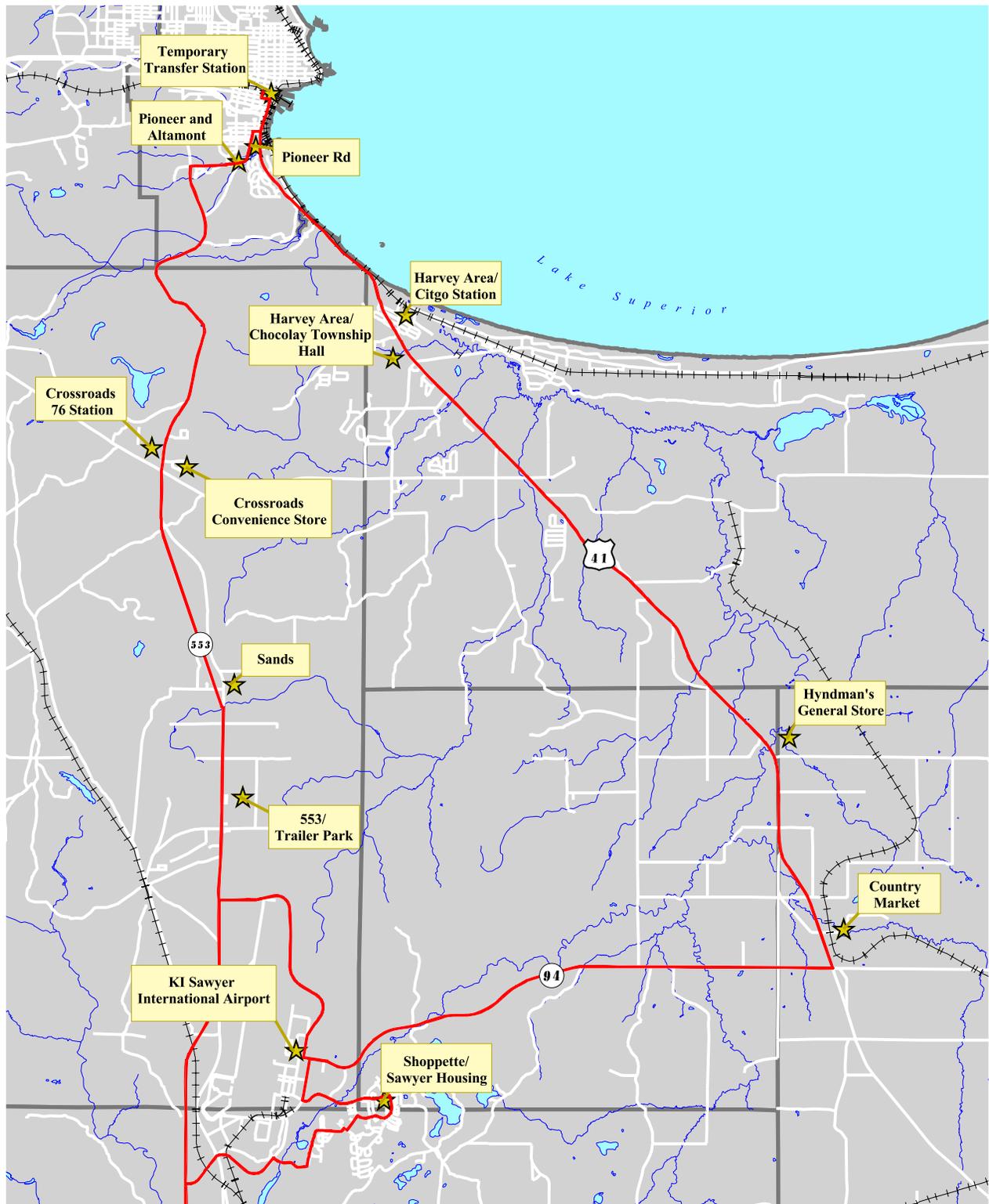
# Appendix A-3 Trowbridge Park Route



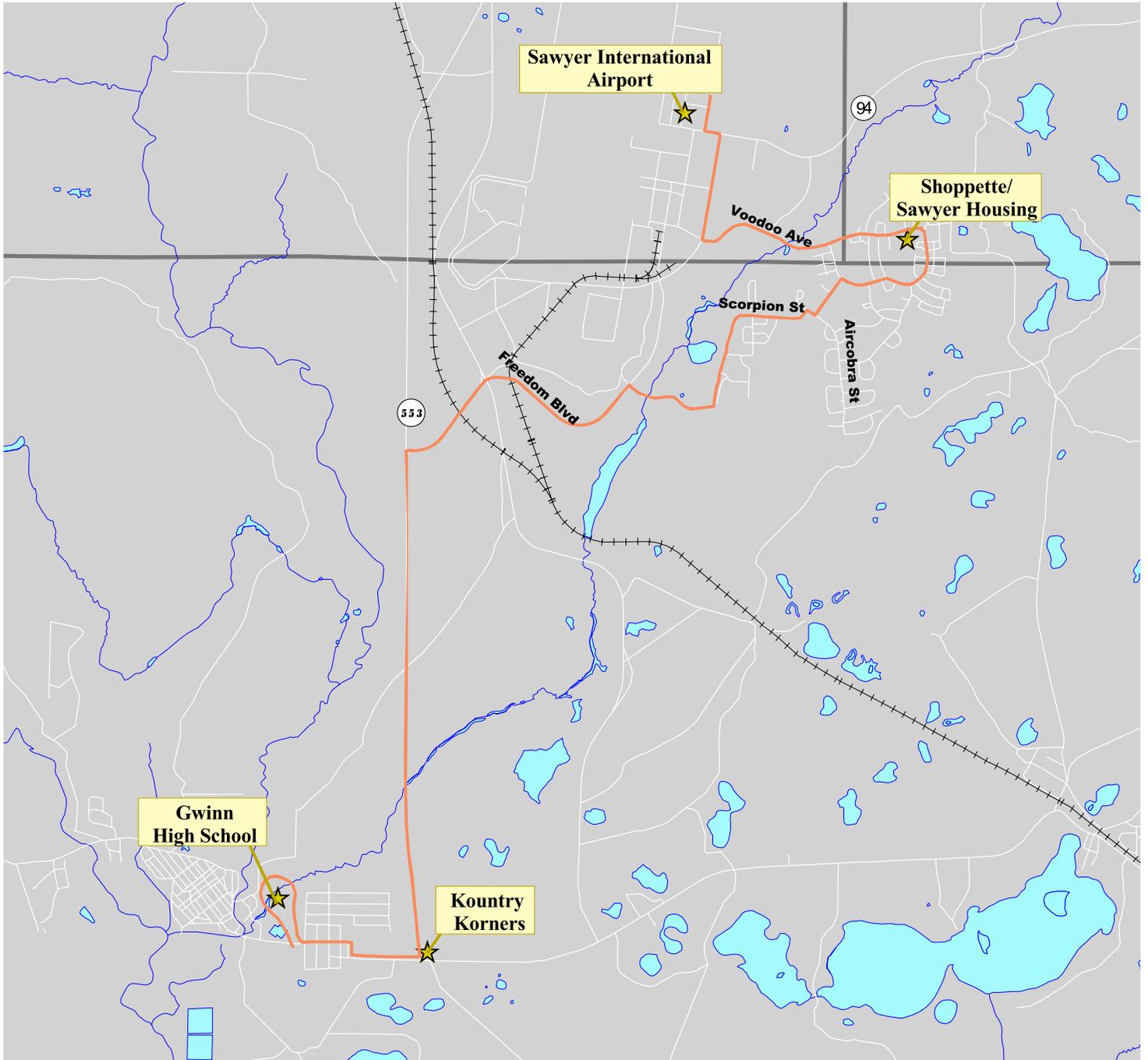
Appendix A-4  
Marquette Shopper's Shuttle Route



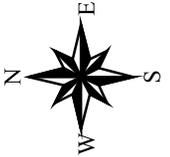
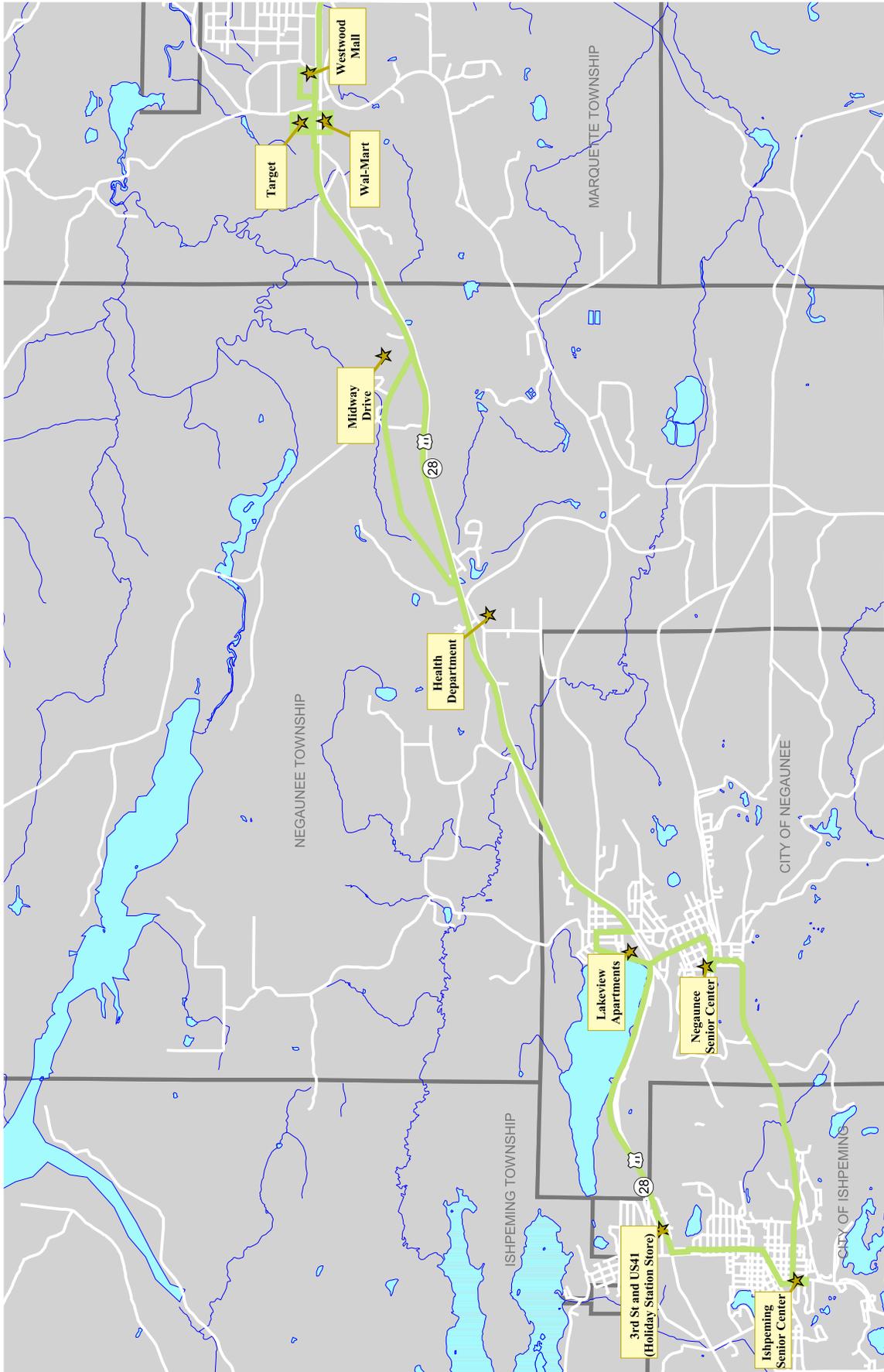
Appendix A-5  
KI Sawyer Route



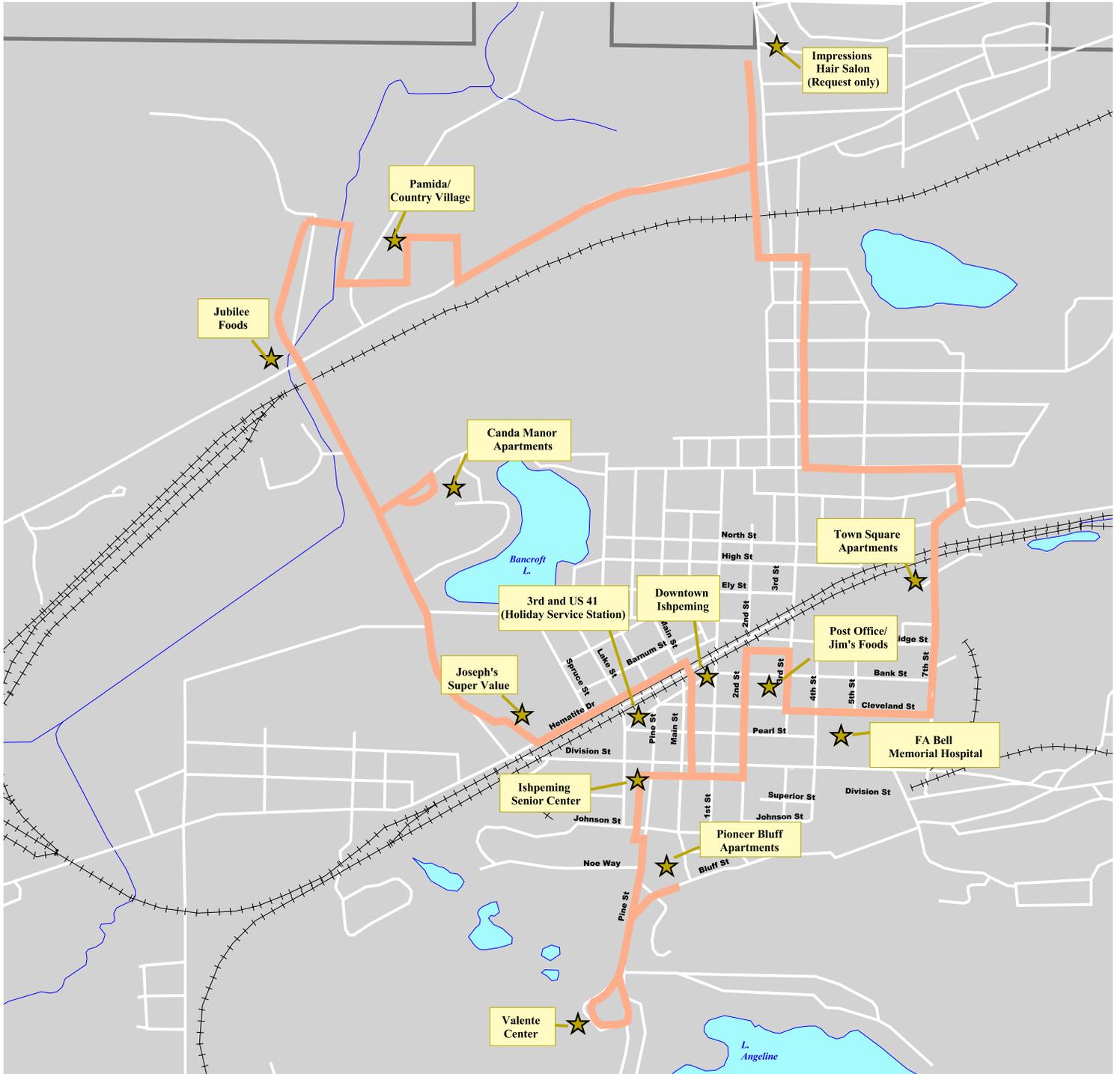
Appendix A-5a  
Forsyth Feeder Route



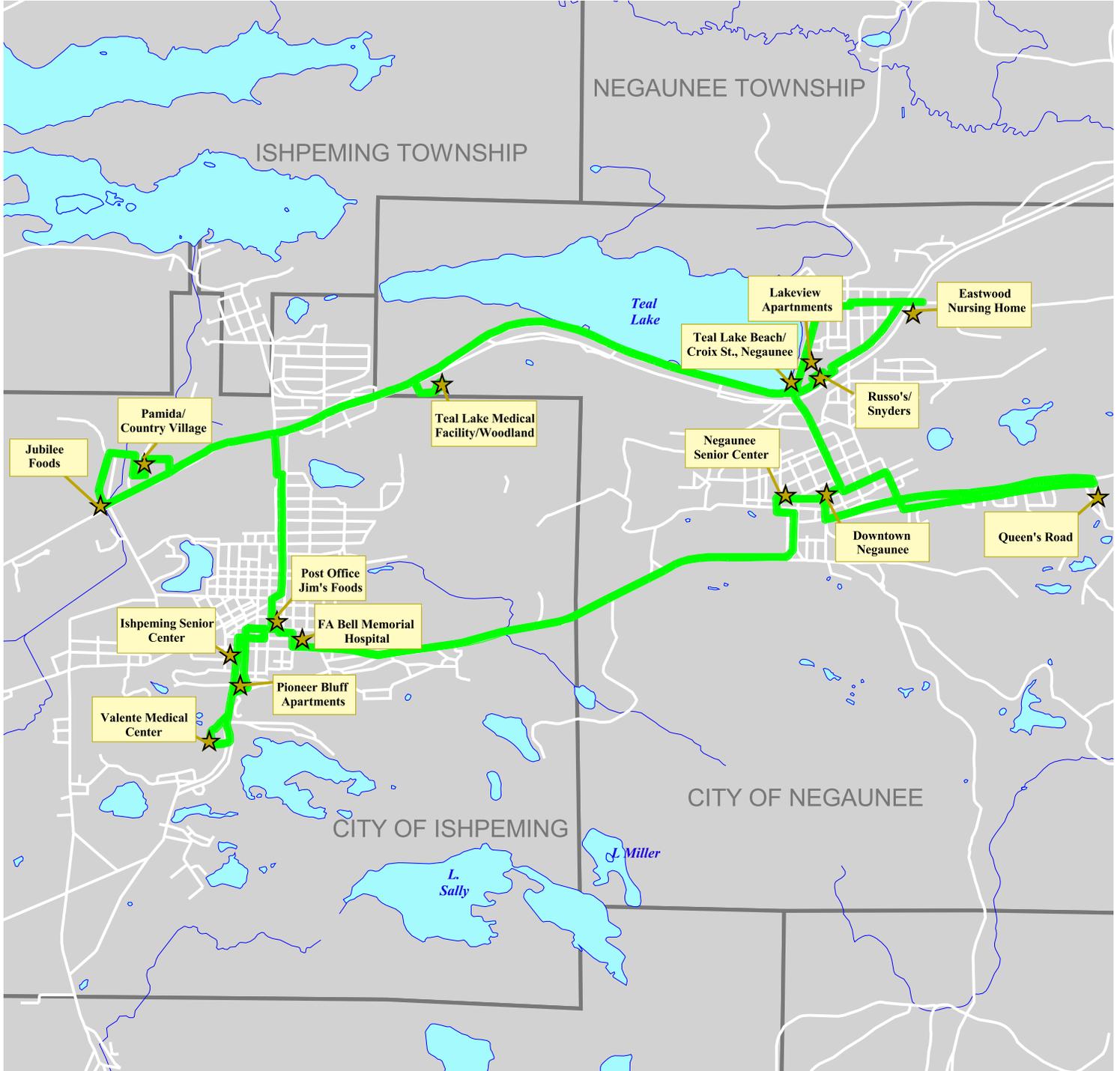
# Appendix A-6 Ishpeming-Negaunee Route



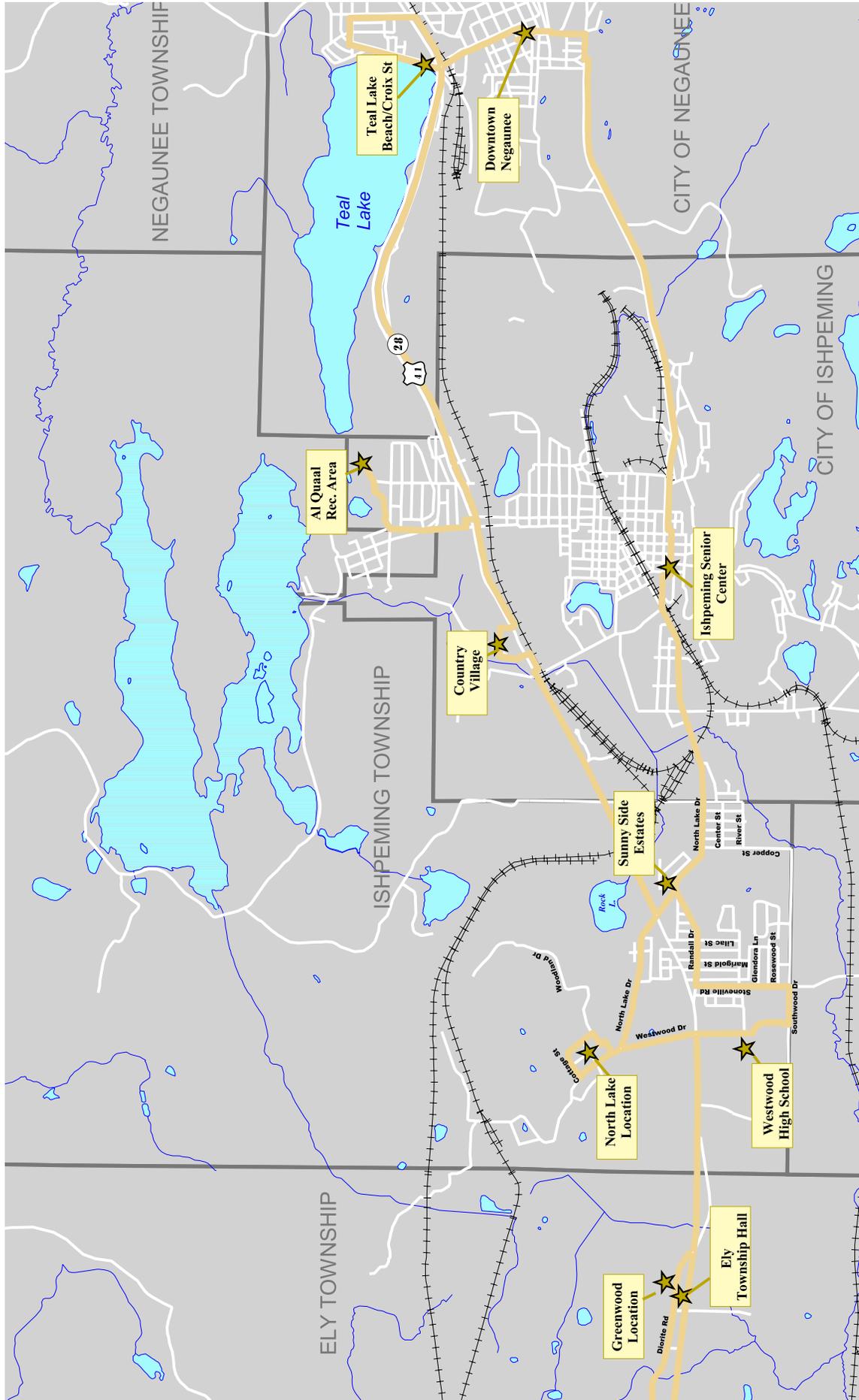
# Appendix A-7 Shopper's Shuttle Ishpeming Route



# Appendix A-8 Negaunee Shuttle Route



# Appendix A-9 West Ishpeming Route



Historical Data--Actual Expenditures FY 1986 to Present																					
	FY 1986	FY 1987	FY 1988	FY 1989	FY 1990	FY 1991	FY 1992	FY 1993	FY 1994	FY 1995	FY 1996	FY 1997	FY 1998	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005	Cumulative
	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Total
<b>GENERAL ADMINISTRATION</b>																					
Salaries	\$74,352	\$73,121	\$88,493	\$122,403	\$127,556	\$131,715	\$147,895	\$152,033	\$157,564	\$174,060	\$183,774	\$194,770	\$190,219	\$191,765	\$205,460	\$215,559	\$217,155	\$226,563	\$228,620	\$221,053	\$3,324,131
Fringe Benefits	\$17,477	\$20,927	\$17,441	\$22,695	\$27,884	\$41,373	\$38,554	\$39,352	\$37,100	\$38,912	\$40,749	\$49,653	\$61,317	\$69,821	\$93,282	\$92,786	\$100,722	\$117,114	\$116,675	\$113,517	\$1,157,350
Legal Services	\$284	\$4,900	\$3,057	\$1,885	\$1,433	\$1,417	\$380	\$1,380	\$301	\$660	\$0	\$8,518	\$3,199	\$650	\$1,102	\$550	\$600	\$0	\$0	\$0	\$30,315
Auditing Services	\$750	\$1,100	\$1,500	\$2,800	\$2,800	\$2,800	\$5,200	\$4,507	\$4,200	\$5,128	\$3,600	\$3,700	\$3,800	\$3,900	\$4,000	\$4,100	\$4,500	\$4,700	\$4,900	\$5,400	\$73,385
Mat & Supplies	\$5,375	\$4,448	\$8,769	\$9,044	\$9,202	\$10,383	\$9,608	\$10,013	\$10,118	\$9,713	\$11,483	\$8,309	\$20,230	\$11,053	\$13,361	\$12,601	\$12,021	\$12,195	\$13,542	\$8,505	\$209,972
Utilities	\$4,842	\$6,860	\$7,785	\$7,317	\$6,844	\$8,227	\$7,994	\$7,290	\$8,250	\$7,019	\$7,623	\$8,088	\$10,675	\$13,915	\$10,860	\$10,659	\$8,924	\$9,097	\$6,577	\$5,359	\$164,207
Other Corp Ins							\$1,314	\$2,409	\$1,950	\$2,868	\$3,510	\$3,683	\$4,128	\$3,838	\$2,805	\$2,923	\$4,378	\$6,216	\$5,167	\$4,335	\$49,522
Travel & Training	\$0	\$0	\$0	\$0	\$7,067	\$11,953	\$8,290	\$3,398	\$4,632	\$4,267	\$5,440	\$5,278	\$9,200	\$5,337	\$10,160	\$11,139	\$3,452	\$5,364	\$4,213	\$106,311	\$1,157,350
Adv't & Promo	\$15,931	\$18,713	\$18,353	\$20,647	\$23,900	\$29,157	\$12,538	\$14,969	\$11,613	\$9,309	\$13,092	\$11,706	\$10,367	\$13,229	\$18,297	\$13,835	\$17,143	\$11,223	\$12,416	\$5,995	\$302,432
Computer																	\$9,132	\$7,791	\$8,303	\$4,989	\$30,215
Per Diem	\$12,043	\$11,343	\$14,455	\$12,405	\$10,794	\$15,146	\$13,298	\$8,969	\$8,759	\$10,254	\$10,735	\$11,615	\$8,915	\$7,389	\$9,129	\$7,157	\$7,575	\$14,186	\$11,259	\$14,063	\$219,490
Miscellaneous	\$4,208	\$5,131	\$5,506	\$23,222	\$6,381	\$8,953	\$6,444	\$8,763	\$5,725	\$5,658	\$4,667	\$11,321	\$14,807	\$17,603	\$13,199	\$16,176	\$6,787	\$6,649	\$2,826	\$7,079	\$181,106
<b>Total Administration</b>	<b>\$135,262</b>	<b>\$146,543</b>	<b>\$165,359</b>	<b>\$222,417</b>	<b>\$223,861</b>	<b>\$261,124</b>	<b>\$250,347</b>	<b>\$257,976</b>	<b>\$248,977</b>	<b>\$268,215</b>	<b>\$283,500</b>	<b>\$316,802</b>	<b>\$332,935</b>	<b>\$342,364</b>	<b>\$376,833</b>	<b>\$386,504</b>	<b>\$400,075</b>	<b>\$419,186</b>	<b>\$415,649</b>	<b>\$394,509</b>	<b>\$5,848,438</b>
<b>Percent Change</b>		<b>8.34%</b>	<b>12.84%</b>	<b>34.51%</b>	<b>0.65%</b>	<b>16.65%</b>	<b>-4.13%</b>	<b>3.05%</b>	<b>-3.49%</b>	<b>7.73%</b>	<b>5.70%</b>	<b>11.75%</b>	<b>5.09%</b>	<b>2.83%</b>	<b>10.07%</b>	<b>2.57%</b>	<b>3.51%</b>	<b>4.78%</b>	<b>-0.84%</b>	<b>-5.09%</b>	
<b>MAINTENANCE</b>																					
Maint. Labor	\$30,587	\$29,856	\$51,203	\$64,063	\$68,846	\$73,706	\$81,492	\$78,739	\$80,749	\$93,847	\$91,948	\$103,539	\$103,023	\$116,989	\$137,881	\$144,842	\$149,349	\$159,857	\$163,016	\$151,827	\$1,975,360
Maint. Fringe	\$13,048	\$10,180	\$14,874	\$17,372	\$18,631	\$25,758	\$28,871	\$24,275	\$26,738	\$24,792	\$25,250	\$25,882	\$30,157	\$34,112	\$46,443	\$49,772	\$59,890	\$72,472	\$72,852	\$80,996	\$702,366
Repair Service	\$13,401	\$20,919	\$39,248	\$71,389	\$17,974	\$15,832	\$13,900	\$25,204	\$19,085	\$25,838	\$37,309	\$43,582	\$28,106	\$51,736	\$90,614	\$47,407	\$47,647	\$55,365	\$55,555	\$70,927	\$791,038
Maint. Supplies	\$3,376	\$3,536	\$7,809	\$9,147	\$8,364	\$9,069	\$9,798	\$7,295	\$9,700	\$9,751	\$13,065	\$12,295	\$14,415	\$13,132	\$8,838	\$7,869	\$9,240	\$7,075	\$5,236	\$7,767	\$176,777
Repair Parts	\$25,070	\$37,858	\$46,449	\$61,537	\$44,527	\$42,421	\$50,718	\$59,380	\$48,746	\$79,177	\$109,986	\$139,535	\$101,748	\$129,706	\$34,752	\$107,112	\$123,805	\$132,846	\$130,627	\$135,552	\$1,641,553
Electricity	\$0	\$808	\$1,234	\$541	\$697	\$661	\$1,893	\$1,664	\$2,304	\$2,565	\$3,340	\$2,953	\$2,850	\$3,112	\$928	\$1,089	\$2,010	\$3,424	\$2,575	\$1,010	\$35,657
<b>Total Maintenance</b>	<b>\$85,482</b>	<b>\$103,157</b>	<b>\$160,818</b>	<b>\$224,049</b>	<b>\$159,039</b>	<b>\$167,447</b>	<b>\$186,672</b>	<b>\$196,557</b>	<b>\$187,321</b>	<b>\$235,970</b>	<b>\$280,899</b>	<b>\$327,787</b>	<b>\$280,300</b>	<b>\$348,789</b>	<b>\$319,456</b>	<b>\$358,090</b>	<b>\$391,941</b>	<b>\$431,037</b>	<b>\$429,862</b>	<b>\$448,079</b>	<b>\$5,322,751</b>
<b>Percent Change</b>		<b>20.68%</b>	<b>55.90%</b>	<b>39.32%</b>	<b>-29.02%</b>	<b>5.29%</b>	<b>11.48%</b>	<b>5.30%</b>	<b>-4.70%</b>	<b>25.97%</b>	<b>19.04%</b>	<b>16.69%</b>	<b>-14.49%</b>	<b>24.43%</b>	<b>-8.41%</b>	<b>12.09%</b>	<b>9.45%</b>	<b>9.98%</b>	<b>-0.27%</b>	<b>4.2%</b>	
<b>OPERATIONS</b>																					
Driver's Wages	\$239,665	\$241,110	\$286,841	\$341,562	\$381,597	\$420,202	\$456,263	\$473,335	\$486,908	\$539,512	\$548,072	\$586,054	\$656,651	\$684,764	\$719,610	\$816,595	\$848,455	\$793,702	\$808,110	\$800,353	\$11,129,362
Driver's Fringe	\$72,589	\$80,119	\$95,293	\$84,168	\$109,929	\$144,982	\$148,599	\$149,210	\$147,925	\$150,536	\$157,960	\$162,998	\$190,274	\$194,654	\$212,508	\$245,633	\$272,513	\$291,728	\$311,613	\$321,073	\$3,544,303
Dispatch Labor	\$25,756	\$24,998	\$39,481	\$43,984	\$48,158	\$52,388	\$57,693	\$58,732	\$52,218	\$55,000	\$74,345	\$72,053	\$63,142	\$79,939	\$89,104	\$93,385	\$96,485	\$99,733	\$92,801	\$96,468	\$1,315,862
Bus Wash Wages	\$1,103	\$1,090	\$613	\$2,767	\$4,111	\$3,283	\$6,270	\$3,907	\$3,599	\$3,929	\$2,945	\$3,762	\$3,402	\$5,405	\$5,317	\$7,297	\$8,631	\$5,742	\$9,113	\$2,460	\$84,746
Radio System Fees																			\$13,500	\$12,410	\$25,910
Uniforms	\$0	\$5,003	\$5,169	\$2,095	\$4,798	\$6,778	\$5,796	\$4,669	\$4,668	\$6,084	\$6,894	\$6,289	\$7,886	\$6,985	\$9,077	\$10,607	\$10,943	\$12,527	\$7,793	\$6,460	\$130,520
Fuel	\$72,199	\$48,394	\$53,841	\$59,783	\$68,834	\$86,644	\$78,183	\$76,175	\$70,918	\$75,550	\$81,302	\$91,312	\$71,177	\$98,475	\$153,417	\$189,446	\$127,270	\$138,659	\$141,602	\$197,695	\$1,980,876
Tires & Tubes	\$9,853	\$9,513	\$9,282	\$14,619	\$10,540	\$14,374	\$12,821	\$15,904	\$14,749	\$11,825	\$16,739	\$18,830	\$30,435	\$23,964	\$15,217	\$18,725	\$21,987	\$18,456	\$22,642	\$22,790	\$333,266
Lubricants	\$3,251	\$5,156	\$6,013	\$6,811	\$7,036	\$4,134	\$4,245	\$5,229	\$11,891	\$12,854	\$13,919	\$9,078	\$5,954	\$14,398	\$9,292	\$16,980	\$12,512	\$6,767	\$12,329	\$7,767	\$175,617
Safety	\$0	\$0	\$0	\$0	\$2,056	\$2,071	\$5,392	\$2,286	\$2,285	\$3,122	\$4,541	\$6,044	\$5,685	\$6,290	\$4,402	\$5,717	\$8,152	\$5,233	\$6,432	\$3,922	\$73,630
Bldg & Gar Supp	\$2,837	\$3,338	\$7,957	\$5,257	\$3,365	\$3,475	\$2,326	\$4,230	\$3,558	\$3,539	\$6,023	\$8,612	\$23,992	\$5,552	\$14,283	\$11,459	\$7,920	\$10,480	\$8,473	\$2,053	\$138,728
Marquette Facility																				\$13,122	\$13,122
Ishpeming Facility														\$1,290	\$15,978	\$18,531	\$9,695	\$9,832	\$8,509	\$9,538	\$73,374
Insurance	\$94,198	\$181,805	\$85,795	\$57,150	\$61,243	\$43,025	\$29,315	\$18,511	\$46,479	\$13,074	\$4,783	\$13,723	\$198,027	\$38,922	\$0	\$0	\$51,862	\$116,490	\$84,555	\$101,039	\$1,239,995
Rent	\$14,099	\$15,402	\$18,018	\$30,992	\$30,296	\$39,015	\$44,584	\$43,949	\$43,656	\$43,827	\$47,994	\$50,843	\$55,380	\$55,098	\$80,412	\$83,955	\$78,689	\$84,265	\$81,994	\$25,327	\$967,795
Depec-Local															\$18,389	\$12,786	\$14,666	\$17,794	\$13,387	\$13,388	\$105,077
<b>Total Operations</b>	<b>\$535,550</b>	<b>\$615,928</b>	<b>\$608,304</b>	<b>\$649,188</b>	<b>\$731,963</b>	<b>\$820,372</b>	<b>\$851,487</b>	<b>\$856,137</b>	<b>\$888,854</b>	<b>\$918,852</b>	<b>\$965,515</b>	<b>\$1,029,596</b>	<b>\$1,312,005</b>	<b>\$1,234,124</b>	<b>\$1,341,404</b>	<b>\$1,532,996</b>	<b>\$1,569,782</b>	<b>\$1,611,407</b>	<b>\$1,622,853</b>	<b>\$1,635,867</b>	<b>\$21,332,184</b>
<b>Percent Change</b>		<b>15.01%</b>	<b>-1.25%</b>	<b>6.30%</b>	<b>11.31%</b>	<b>10.78%</b>	<b>3.65%</b>	<b>0.54%</b>	<b>3.68%</b>	<b>3.26%</b>	<b>4.83%</b>	<b>6.22%</b>	<b>21.52%</b>	<b>-6.31%</b>	<b>8.00%</b>	<b>12.50%</b>	<b>2.34%</b>	<b>2.58%</b>	<b>0.71%</b>	<b>0.80%</b>	
<b>TOTAL EXPENDITURES</b>	<b>\$756,294</b>	<b>\$865,627</b>	<b>\$934,480</b>	<b>\$1,095,654</b>	<b>\$1,114,863</b>	<b>\$1,248,942</b>	<b>\$1,288,506</b>	<b>\$1,310,670</b>	<b>\$1,325,153</b>	<b>\$1,423,037</b>	<b>\$1,529,914</b>	<b>\$1,674,185</b>	<b>\$1,925,240</b>	<b>\$1,925,277</b>	<b>\$2,037,693</b>	<b>\$2,277,590</b>	<b>\$2,361,797</b>	<b>\$2,461,630</b>	<b>\$2,468,365</b>	<b>\$2,478,455</b>	<b>\$32,503,373</b>
<b>Percent Change</b>		<b>14.5%</b>	<b>8.0%</b>	<b>17.2%</b>	<b>1.8%</b>	<b>12.0%</b>	<b>3.2%</b>	<b>1.7%</b>	<b>1.1%</b>	<b>7.4%</b>	<b>7.5%</b>	<b>9.4%</b>	<b>15.0%</b>	<b>0.0%</b>	<b>5.8%</b>	<b>11.8%</b>	<b>3.7%</b>	<b>4.2%</b>	<b>0.3%</b>	<b>0.4%</b>	

Appendix B. Historical Actual Expenditures

Actual Revenues FY 1986 to Present																					
REVENUES	#REF!	#REF!	#REF!	#REF!	FY 1990	FY 1991	FY 1992	FY 1993	FY 1994	FY 1995	FY 1996	Actual	FY 1998	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005	Cumulative
	#REF!	#REF!	#REF!	#REF!	Actual	FY 1997	Actual	Total													
Marquette Rts	\$50,727	\$44,490	\$39,740	\$39,047	\$36,732	\$32,718	\$31,526	\$33,568	\$35,621	\$34,982	\$33,345	\$30,127	\$30,148	\$25,323	\$25,243	\$27,103	\$25,888	\$27,211	\$26,644	\$27,835	\$658,018
Ishpening Rt	\$24,486	\$21,519	\$21,066	\$22,672	\$22,181	\$22,625	\$22,277	\$21,008	\$21,568	\$20,953	\$21,855	\$28,874	\$28,399	\$28,161	\$29,974	\$26,967	\$29,979	\$28,374	\$27,798	\$33,057	\$503,795
K I Sawyer Rt	\$15,327	\$11,636	\$11,627	\$11,423	\$12,936	\$12,565	\$17,219	\$12,813	\$10,756	\$9,251	\$7,892	\$8,859	\$6,690	\$6,871	\$7,643	\$10,976	\$13,607	\$14,765	\$17,796	\$18,776	\$239,427
Mqt Shopper Shuttle																					\$805
Trowbridge Rt	\$3,859	\$4,385	\$5,775	\$6,787	\$7,268	\$8,665	\$9,564	\$10,422	\$10,551	\$8,181	\$8,324	\$7,265	\$7,902	\$7,816	\$5,715	\$4,755	\$6,479	\$7,922	\$8,115	\$7,894	\$147,645
Shopper's Shuttle						\$3,151	\$3,877	\$3,615	\$3,419	\$4,098	\$4,624	\$3,099	\$3,088	\$2,816	\$3,152	\$3,136	\$4,155	\$3,957	\$4,250	\$3,909	\$54,347
Negaunee Shuttle											\$0	\$376	\$352	\$410	\$616	\$856	\$1,138	\$1,083	\$1,108	\$1,208	\$7,148
Trolley Fares						\$883	\$598	\$848	\$505	\$67	\$459	\$288	\$635	\$179	\$1,017	\$718	\$258	\$799	\$727	\$0	\$7,981
Mqt City Sm Bus	\$11,598	\$11,113	\$12,787	\$11,818	\$11,458	\$12,574	\$12,232	\$11,290	\$10,832	\$18,840	\$18,108	\$18,963	\$18,331	\$17,782	\$16,694	\$16,228	\$16,957	\$18,195	\$20,675	\$18,445	\$304,920
Ish Sm Bus	\$12,514	\$10,237	\$12,277	\$15,283	\$16,931	\$12,984	\$11,222	\$11,679	\$9,435	\$9,813	\$9,573	\$9,074	\$9,518	\$8,957	\$10,018	\$10,393	\$11,053	\$8,996	\$10,375	\$10,236	\$220,569
Out-Co Sm Bus	\$33,413	\$30,040	\$32,760	\$40,691	\$45,923	\$17,957	\$21,134	\$18,648	\$19,088	\$12,636	\$27,101	\$27,326	\$28,018	\$27,437	\$27,172	\$23,265	\$34,811	\$36,320	\$30,591	\$45,280	\$579,613
Spec Service Fares					\$840	\$877	\$843	\$1,025	\$749	\$1,058	\$869	\$1,378	\$985	\$1,108	\$3,381	\$2,553	\$2,605	\$1,393	\$3,119	\$3,272	\$26,056
Spec Cont Fares	\$65,098	\$88,874	\$92,442	\$104,564	\$100,363	\$95,892	\$93,407	\$84,803	\$92,769	\$97,063	\$108,316	\$105,336	\$96,430	\$87,025	\$106,905						\$2,135,043
Youth Van Fares																\$850	\$693	\$0	\$0	\$0	\$1,543
RTRAN Contract													\$27,190	\$31,232	\$0	\$0	\$0	\$0	\$0	\$0	\$58,422
MGH Contract	\$0	\$0	\$0	\$14,140	\$16,826	\$18,095	\$20,583	\$9,462	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$79,106
Freight	\$1,506	\$1,072	\$1,148	\$1,127	\$1,127	\$1,105	\$1,064	\$1,233	\$1,167	\$1,135	\$1,156	\$1,189	\$1,160	\$919	\$752	\$852	\$1,058	\$1,000	\$915	\$780	\$21,464
Charter	\$4,940	\$4,994	\$5,752	\$8,030	\$14,233	\$10,390	\$5,805	\$6,923	\$6,476	\$4,730	\$7,222	\$14,771	\$11,609	\$20,672	\$31,545	\$24,688	\$22,762	\$15,538	\$24,076	\$7,598	\$252,752
Advertising	\$10,920	\$12,600	\$12,810	\$12,775	\$12,775	\$12,957	\$3,220	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$300	\$1,900	\$805	\$25	\$2,400	\$0	\$83,487
MTC Adm Fee	\$3,272	\$3,438	\$3,587	\$3,768	\$3,655	\$3,813	\$3,997	\$4,089	\$4,137	\$4,239	\$4,811	\$4,947	\$5,294	\$5,374	\$5,159	\$5,891	\$6,081	\$6,364	\$6,163	\$1,710	\$89,788
Miscellaneous	\$336	\$460	\$1,709	\$426	\$174	\$171	\$1,171	\$216	\$334	\$2,570	\$997	\$857	\$576	\$601	\$16,217	\$27,197	\$14,980	\$1,265	\$1,265	\$3,636	\$75,156
Intercity Tkt Commissions									\$0	\$5,126	\$20,544	\$5,705	\$6,030	\$12,619	\$18,165	\$24,285	\$18,996	\$19,383	\$17,597	\$16,445	\$164,893
Vending Commissions																				\$246	\$246
GLI Bus Storage																				\$2,163	\$2,163
Ad Valorem Tax	\$197,121	\$216,239	\$189,962	\$199,031	\$202,182	\$207,799	\$217,915	\$225,553	\$240,394	\$433,304	\$446,601	\$464,200	\$484,055	\$506,649	\$522,449	\$540,623	\$571,591	\$596,938	\$626,892	\$825,979	\$7,915,481
State Form Oper	\$273,220	\$293,917	\$476,293	\$447,464	\$487,467	\$486,902	\$487,356	\$487,356	\$522,446	\$522,446	\$561,785	\$765,520	\$1,033,904	\$917,174	\$905,493	\$942,433	\$1,018,779	\$1,022,395	\$1,009,765	\$950,149	\$13,612,263
State Bonus Program				\$17,080	\$17,349	\$17,452	\$15,426	\$14,256	\$0	\$0	\$9,951	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$91,514
State Sp Serv Grant				\$10,416	\$23,040	\$30,214	\$32,163	\$28,485	\$31,312	\$38,897	\$37,441	\$45,152	\$48,488	\$50,389	\$50,389	\$52,480	\$54,579	\$50,545	\$50,879	\$48,299	\$683,168
State RTAP Grant				\$1,927	\$1,496	\$4,539	\$4,291	\$7,710	\$3,532	\$3,665	\$4,693	\$4,595	\$3,429	\$3,128	\$2,286	\$3,500	\$3,500	\$1,333	\$2,172	\$1,525	\$57,321
Bus Rehab-State	\$0	\$2,000	\$9,754	\$39,802	\$0	\$0	\$0	\$0	\$0	\$20,028	\$8,500	\$16,878	\$0	\$0	\$9,649	\$0	\$0	\$17,408	\$9,520	\$0	\$133,539
Mich Health Initiative				\$1,224	\$36	\$0	\$358	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,618
State Marketing Grant		\$2,000	\$0	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$0	\$0	\$0	\$0	\$0	\$47,000
Project Zero Grant																\$19,026	\$0	\$0	\$0	\$0	\$19,026
Capital Grant- Administration																\$2,299	\$1,193	\$0	\$0	\$0	\$3,492
Federal Oper	\$110,813	\$114,233	\$108,785	\$111,607	\$113,785	\$118,928	\$160,278	\$123,893	\$166,080	\$178,866	\$149,358	\$170,099	\$193,654	\$193,859	\$199,942	\$235,333	\$243,295	\$255,361	\$258,674	\$310,087	\$3,516,929
Transfer From Prior Yr Fund Bal						\$2,600						\$0									\$2,600
Interest Earnings	\$9,616	\$12,535	\$24,723	\$42,410	\$50,437	\$48,740	\$23,195	\$16,866	\$10,074	\$11,290	\$13,396	\$11,000	\$17,382	\$20,984	\$21,060	\$17,606	\$5,639	\$2,458	\$2,643	\$6,080	\$368,136
<b>TOTAL REVENUES</b>	\$828,766	\$885,782	\$1,062,999	\$1,163,512	\$1,204,214	\$1,189,597	\$1,205,721	\$1,140,760	\$1,206,246	\$1,448,239	\$1,511,921	\$1,750,876	\$2,068,267	\$1,977,486	\$2,020,937	\$2,223,566	\$2,261,481	\$2,250,661	\$2,286,290	\$2,479,151	\$32,166,471
Rev over Expenses	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!
Cumulative Surplus	#REF!	#REF!	\$522,659	\$599,385	\$704,616	\$635,369	\$567,716	\$396,103	\$296,185	\$301,794	\$272,055	\$340,842	#REF!								
Percent increase in Revenue		6.9%	20.0%	9.5%	3.5%	-1.2%	1.4%	-5.4%	5.7%	20.1%	4.4%	15.8%	18.1%	-4.4%	2.2%	10.0%	1.7%	-0.5%	1.6%	8.4%	
Total Revenue from Operations	\$223,468	\$228,360	\$235,376	\$285,997	\$309,858	\$280,695	\$283,514	\$255,821	\$254,249	\$261,705	\$286,285	\$302,075	\$318,943	\$317,098	\$320,218	\$424,797	\$356,490	\$326,539	\$349,200	\$361,133	\$5,981,820

Appendix C - Historical Actual Revenues

Appendix D



**ON-BOARD RIDER SURVEY**  
Please circle the appropriate answer.

- 1. Age: \_\_\_\_ 2. Sex: M F 3. Marital Status: Single Married How Many Children? \_\_\_\_
- 4. Are you: Employed Unemployed Student Retired Other: \_\_\_\_\_  
If employed: what is your occupation? \_\_\_\_\_ Employed By: \_\_\_\_\_
- 5. Residence: Marquette Ishpeming Negaunee KI Sawyer NMU Campus Other: \_\_\_\_\_
- 6. How long have you lived in Marquette County? Less than 1yr 2-5 yr 6-10 yr More than 10 yr
- 7. Household Income per year: \$0-5,999 \$6,000-11,999 \$12,000-24,999 \$25,000-34,999 Greater Than \$35,000
- 8. Do you own your own car? Yes No No, but have one available for use.
- 9. How often do you ride the bus? Once/day Twice/day Once/week Twice/week Once/month  
Less than Once/month
- 10. How did you pay for this ride? Cash Tickets Monthly Pass
- 11. What is the purpose of this bus ride? Shopping Church Work Medical School Personal Other \_\_\_\_\_
- 12. Which stop did you get on the bus? \_\_\_\_\_  
Which stop will you get off the bus? \_\_\_\_\_
- 13. What additional routes will you connect to? North-South North-Mall Trowbridge 1 Trowbridge 2 Ishpeming  
KI Sawyer Forsyth Feeder Shopper's Shuttle Negaunee Shuttle None
- 14. How far did you travel to get to the bus stop? Under 1/4 mi. 1/4-1/2 mi. 1/2-1 mi. 1-2 mi. 2-5 mi. >5 mi.
- 15. On a scale of 1-5; 1 being the bad and 5 exceptional, how would you rate:
 

Your overall MARQ-TRAN experience	1	2	3	4	5
Convenience of bus stop locations	1	2	3	4	5
Convenience of arrival/departure times	1	2	3	4	5
Cleanliness of bus inside	1	2	3	4	5
Cleanliness outside of bus	1	2	3	4	5
Comfort of bus	1	2	3	4	5
Operation of bus in a safe, smooth manner	1	2	3	4	5
- 16. Is there a certain time of year you are more likely to ride the bus? Yes No If yes: SPRING SUMMER FALL  
WINTER OTHER \_\_\_\_\_

HOW CAN WE IMPROVE YOUR EXPERIENCE? PLEASE PROVIDE ADDITIONAL COMMENTS ON BACK.  
THANK YOU FOR YOUR TIME.

FOR OFFICE USE ONLY

Surveyor: \_\_\_\_\_ Time: \_\_\_\_\_ Date: \_\_\_\_\_  
Route: North-South North-Mall Trowbridge 1 Trowbridge 2 Ishpeming KI Sawyer Forsyth Feeder Shopper's Shuttle Negaunee Shuttle

## Appendix E-Survey Additional Comments

- Drive by Propylon in Marquette. Can't walk 2 blocks to Lincoln or Fair especially in the winter; fix roads on route
- More bus stop signs.
- All new drivers should be trained in on Trowbridge & *other non-fixed routes*
- Stay in business.
- Good, courteous drivers. Safety conscious. Concerned about the safety of customers as they get on/off the bus.
- The bus gives me some place to go- different stores each day of the week.
- The bus is very dependable and fun to go out for shopping and getting where you have to go.
- There is no way (to improve service).
- I'm pleased at this time with your operation.
- It would really help that when you call the bus station everyone knows the correct arrival/departure times. We (my husband and myself) have been terribly inconvenienced because of being told the wrong times. Thank you.
- Promote more to NMU- make bus schedules easier to use. When I lived in Kalamazoo to attend WMU freshmen were not allowed to have cars and rode buses everywhere.
- I would like to see if you can have a system that deals with the attitude of some bus drivers. They forget that this is a service to the public and is not a favor. What is hospitality. Thank you.
- During the winter months for the early route only, if the bus is cancelled or delayed because of weather, this should be noted on tv6 and a designated radio station. Also, the dispatcher should pick up the phone when it rings at 6 am to answer questions. Currently, this system does not exist. People can't stand in the cold for an hour waiting and trying to find out if the bus is running or not.
- More routes around KI Sawyer housing; specifically, all of Stratfort
- Can't improve.

- make KI Sawyer route cheaper. Make door-to-door more available for the Gwinn/Sawyer area.
- No improvements needed.
- Add additional routes and more frequent stops.
- Have some music inside the bus & if there is a newly hired driver give him/her a certain time to learn routines. That time is not during the regular hours because the bus gets late sometimes.
- Earlier bus times.
- I've been riding the bus since I was 11. The drivers are wonderful and you are on time almost always.
- Treat the drivers better.
- New buses.
- Liked it better when you came down Fitch Ave.
- Run the buses one hour later at night and 7:00 am to Ishpeming. A closer stop on the corner of 3rd and Hematite in Ishpeming.
- Later bus runs.
- Really all in all it is good. Just the insides need to be cleaned up more
- Drive by Propylon on Norway. Get the bus route roads fixed. Patty is a very good bus driver.
- Lower the bus fare.
- Increase hours on the weekend.
- I would like to see more bus stop signs.
- Perhaps the seats can be made a little more comforting, like in other chartered buses by making them adjustable. Also, it is good to be on time or a little late, but try to avoid being too early or excessively late unless there's a reason to.
- Be on time!

- Friday night service returned, more hours on Sundays.
- I really would like the bus to run on extended evening hours so I can spend more time utilizing campus facilities.
- Go to far routes.
- Tell marqtran to be on time.
- Drive by Propylon on Norway, drive to YMCA door, get city to fix roads especially Ontario & County Road 492. Have bus hub at the Westwood Mall stop. Pull into Orianna Ridge.
- Very friendly drivers; good service.
- I am so glad that they pass for the bus. I voted yes to keep this transportation. A lot of people depend on the bus (me, seniors, disabled, students). I use it all the time, it sure beats having a car. To fix the roads would be nice. Have a great day.
- It would be nice if there was a shorter route to get across the highway. It takes an hour or more to get from one side of US-41 to the other.
- Be a little more relaxed on the last run to ensure passengers are not missed.
- Times on Friday and Saturday should be increased. I don't like the idea that the last run for Ishpeming is 6pm Monday-Saturday. If the times on the weekend were increased you could increase the number of passengers, especially for NMU.
- It would be nice if the bus would come to a complete stop at the Skill Center instead of running right through. I've missed the bus from being inside trying to stay warm during the fall/winter months.
- Free rides.
- Need late night service.
- Drivers are rude.
- A regular stop in early am in West Ishpeming area with a return sometime during the day in West Ishpeming at least once a week.
- The bus drivers are awesome.
- Very friendly drivers.

- Run later hours so I can utilize campus facilities.
- The only route that is a problem for me is the Ishpeming shopper's shuttle. On it's first run in the morning it doesn't go south and so I have a problem catching the first Marquette bus at 8:20. Also, it doesn't run late enough during the week. It would be nice if it could run just as late during the week as it does on Saturday. Other than that keep up the good work. The drivers are great.
- Just smile. We love you guys and girls.
- Don't run early. Go to Menards. Run late on Friday.
- Very pleased; thanks.
- New buses.
- I wish you would go back to Fitch Ave. I hate standing on Union in the winter and Presque Isle is way too busy and inconvenient.
- Have not drove in 23 years because of my eye disease and I really appreciate having the bus service.
- Run late one evening, go to Menards, run downtown on Sunday.
- It is very good.
- You guys should have 24 hour bus service.
- I think you don't need to improve. It's great anyways.
- Overall, it seems fine to me. I am not sure what more marqtran can really do.
- Need early buses to Ishpeming.
- Get new bus drivers; they are all, well not all of them but most of them, are rude and not cheerful (respectful). The driver with the red hair is the coolest and nicest. But otherwise marqtran is a wonderful business. Without it I would not be able to make appointments.
- Timeliness is a main concern, knowing whether or not I will catch the bus on time will reflect my continuation of riding the marqtran. The buses have always been reasonably comfortable, and a reasonable way of transportation. I always called it an inconvenient convenience. Thanks.

- More reasonable hours, last bus at 6pm is bad for those who get off work at 6pm. Later hours for Fridays. Saturday a bus at 8am for those who work at 9am in Marquette. Sunday earlier buses for those who work until 6pm (regular schedule so we can go into town and actually do something before we are stranded). Website needs to be updated with current schedule (Ishpeming says Friday until 8pm - I got stranded at the Westwood Mall waiting for a bus that wasn't coming and had to pay a taxi \$15). Drivers are great - the best part of the service!
- Is like I say again, some bus drivers don't have sympathy for people they think own a favor. They forget we pay for this service. They didn't recognize we are people with problems and frustrations too. I personally think that if the bus drivers have a little respect for the community I think this is the most beautiful ride that I have in the world. I hope the bus drivers get some manners for the public. Thank you.
- Keep up the good work.
- Currently, there is a 5:45 am and 8:05 am bus from the transfer facility to KI Sawyer. In the past there was a 7:05 am. The 7:05 had more people riding to Gwinn than did the 5:45 and 8:05 combined. The 7:05 bus was important for getting to work by 8:00 am. I am pleased that marqtran operates in our area. Hopefully more people will utilize this service in the future.
- I would, like to see the public transportation used by more people and then more routes and times would be available. I am amazed at how small the ratio of commuters to bus users are from Gwinn. Maybe an express route straight to Marquette with 4 key stops at mall, hospital, NMU and downtown. Also one evening run for second shift workers going home.
- Better pick up in Gwinn.
- If it were not for marq-tran, I would not be here right now writing this. I don't have a car, so being able to take the bus where I need to go is a blessing. Your drivers (for the most part), are friendly and warm and always willing to go that extra mile for their passengers. My only suggestion would be to have the buses run later into the evening. Overall, thank you for all your hard work and dedication; it is much appreciated. Good job marq-tran!!
- Have been riding buses for years; my only transportation.
- Please put in more comfortable seating and entertainment.
- Please have a stop downtown when you move.
- The safety of passengers getting on and off the buses is a concern.

- This bus is the only way I can get to work and other buses in Marquette to go shopping.
- I would like additional service for the Ishpeming shopper's shuttle.
- The bus doesn't come south early enough to catch the 8:20 bus to Marquette. Also, the shopper shuttle doesn't run late enough during the afternoon. It would be nice if it could at least meet the 4:20 Ishpeming bus and go south - 5:20 would be even better.
- Would like to see buses run later in Ishpeming.
- Would love to go to the senior center.
- You should run 24 hours.
- The drivers are very friendly.
- A later fixed route schedule.
- I like the way the buses are now; not much I would change.

Appendix F  
Transfer Facility Alternatives

IDENTIFIED TRANSFER FACILITY LOCATIONS IN DOWNTOWN MARQUETTE, MICHIGAN

