

APPENDIX H

Provider Survey Instrument with Cover Letter

MICHIGAN STATE UNIVERSITY

March 2009

Dear Jackson County transportation service provider:

You are being asked to participate in this survey being conducted by Michigan State University as part of a research project funded by the Michigan Department of Transportation (MDOT). One of the objectives of the project, and the purpose of this survey, is to assess the actual availability and accessibility of transportation services in Jackson County. You may have already been contacted by phone about this survey in which case this letter and the attached questionnaire is a follow-up.



COLLEGE OF ENGINEERING

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Participation in this survey is extremely important to us in developing our final assessment. However, your participation is voluntary, you may choose to not answer any or all questions without any sort of penalty, and your responses will be held in confidence—we will not maintain any links between the completed survey and the mailing list used to contact you.

Your answers will be used in our research project and information that you provide may be a part of reports and/or published papers. However, your name and/or the name of the service provider that you represent will not be disclosed to anyone and your privacy will be protected to the maximum extent allowable by law. You indicate your voluntary agreement to participate by completing and returning this questionnaire in the stamped, addressed envelope.

Alternatively, you can complete this survey on the internet. Simply go to the web site and follow the instructions. Your anonymity is guaranteed if you use this site. (Please do not send back this copy of the questionnaire if you complete it on line.)

http://www.surveymonkey.com/s.aspx?sm=kEbr51xW_2byLEhAvfW_2b0Z5A_3d_3d

Although there are several pages, it should take you only about 10-15 minutes to complete. High participation improves the reliability of the assessment—your opinions and responses are important! Please return this entire packet—thanks!

If you have any questions about this survey, our project, or how your responses will be used, please contact me at the address, telephone numbers, or e-mail address shown at the left.

We need your response by Friday, 10 April 2009. Your participation in this project is quite important to us—thank you for your time!

Yours truly,

Richard W. Lyles
Principal Investigator

Assessment of Transportation Services in Jackson County, Michigan

Survey purpose and disclaimer.

This survey is being conducted by Michigan State University as part of a research project funded by the Michigan Department of Transportation (MDOT). One of the objectives of the project, and the purpose of this survey, is to assess the actual availability, quality, and accessibility of transportation services in Jackson County. Participation in this survey is extremely important to us in developing our final assessment. However, your participation is voluntary, you may choose to not answer any or all questions without any sort of penalty, and your responses will be held in confidence.

Your answers will be used in our research project and information that you provide may be a part of reports and/or published papers. Your name will not be disclosed to anyone nor will there be any reference to your agency/employer *per se* without your permission. Responses may, however, be aggregated and referred to by agency type. Your privacy will be protected to the maximum extent allowable by law. You indicate your voluntary agreement to participate by completing and submitting the questionnaire.

Although there are several pages, responding to this survey should only take 10-15 minutes. High participation improves the reliability of the assessment—the information and responses from your agency or firm are important!

1. Please indicate the types of riders for whom you provide transportation. (check all that apply)

- elderly (65 years and older)
- students
- persons with income less than \$40,000 for family of four
- persons with physical impairments who are using mobility aids (e.g., wheelchair, transfer board, seat assist)
- persons with mental impairments
- persons with developmental disabilities (sight, hearing, speech)
- persons making trips to/from work
- persons with temporary disabilities
- general public
- members of a specific group/congregation (applies to churches and similar groups)

2. Is your ridership limited to the riders identified in question 1? yes no (if no, skip to question 4)

3. What limits your service to only these riders? (check all that apply)

- nothing, these are just the people we choose to serve
- legal restraints
- profitability
- liability
- staff capabilities
- technological capabilities/limitations
- funding source(s)
- contractual limitations
- membership in our group/congregation (applies to churches and similar groups)
- other, please explain:

4. If there is an increased demand for service in the future, for which rider groups can you provide transportation? (check all that apply)

- elderly (65 years and older)
- students
- persons with income less than \$40,000 for family of four
- persons with physical impairments who are using mobility aids (e.g., wheelchair, transfer board, seat assist)
- persons with mental impairments
- persons with developmental disabilities (sight, hearing, speech)
- persons making trips to/from work
- persons with temporary disabilities
- general public
- members of a specific group/congregation (applies to churches and similar groups)

5. Do you provide transportation services to other agencies by contract? yes no (if no, skip to question 7)

6. What days of the week and times of the day are your vehicles used for contract services?

specify days of the week (e.g., ALL, M-F):	
specify general time of day (e.g., normal work day, late night):	
varies as specified by contract:	

7. Do your riders pay a fare or other fee? yes no

If yes, what is the average or approximate fare? \$___ per mile OR \$___ per trip

If no, does any other agency pay a fare for the service provided to its client? yes no

Please provide the name of the agency, if applicable _____

8. Do you provide any discounted fares/monthly passes to riders making regular trips (for example, every day)? yes no

9. What are your standard hours of service each day?

Monday	from:		to:	
Tuesday	from:		to:	
Wednesday	from:		to:	
Thursday	from:		to:	
Friday	from:		to:	
Saturday	from:		to:	
Sunday	from:		to:	

10. Are the services you provide:

- year round
- seasonal; please provide service months:

both of the above (please explain):

11. If needed, can riders contact your agency to provide a ride outside your normal operating hours?

- yes no

12. Do you provide immediate or prearranged (by reservation) service?

- immediate (skip to question 14)
- prearranged (by reservation), please explain how clients make the reservation:

both

13. If your riders can make reservations, how far in advance do they have to make them?

- 30 minutes
- 30 minutes – 1 hour
- 1-2 hours
- 2-4 hours
- 4-8 hours
- 24 hours
- 2 days
- other; please explain:

14. If the riders have to call in advance to make the reservation, what are your standard hours for receiving reservation requests each day?

standard hours for reservations...

- | | | | |
|-----------|-------|-----|--|
| Monday | from: | to: | <input type="checkbox"/> check if not available this day |
| Tuesday | from: | to: | <input type="checkbox"/> check if not available this day |
| Wednesday | from: | to: | <input type="checkbox"/> check if not available this day |
| Thursday | from: | to: | <input type="checkbox"/> check if not available this day |
| Friday | from: | to: | <input type="checkbox"/> check if not available this day |
| Saturday | from: | to: | <input type="checkbox"/> check if not available this day |
| Sunday | from: | to: | <input type="checkbox"/> check if not available this day |

15. Do your hours for reservations vary during holidays? yes no

holiday hours for reservations..

Monday from: to: check if not available this day

Tuesday from: to: check if not available this day

Wednesday from: to: check if not available this day

Thursday from: to: check if not available this day

Friday from: to: check if not available this day

Saturday from: to: check if not available this day

Sunday from: to: check if not available this day

16. Which best describes the transportation service offered by your agency?

- one pick-up location – one drop-off location
- one pick-up location – many drop-off locations
- many pick-up locations – one drop-off location
- many pick-up locations – many drop-off locations
- other, please explain:

17. Please identify the areas within Jackson County where you provide service. (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> county-wide | <input type="checkbox"/> City of Jackson |
| <input type="checkbox"/> Springport | <input type="checkbox"/> Concord |
| <input type="checkbox"/> Tompkins | <input type="checkbox"/> Spring Arbor |
| <input type="checkbox"/> Rives Junction | <input type="checkbox"/> Summit |
| <input type="checkbox"/> Henrietta | <input type="checkbox"/> Napoleon |
| <input type="checkbox"/> Waterloo | <input type="checkbox"/> Pulaski |
| <input type="checkbox"/> Parma | <input type="checkbox"/> Hanover |
| <input type="checkbox"/> Sandstone | <input type="checkbox"/> Liberty |
| <input type="checkbox"/> Blackman | <input type="checkbox"/> Columbia |
| <input type="checkbox"/> Leoni | <input type="checkbox"/> Norvell |
| <input type="checkbox"/> Grass Lake | <input type="checkbox"/> other, please specify: |

18. Do you provide transportation service outside Jackson County? yes no

If yes, which areas?

19. Does your service area vary by day of week (e.g., is your weekday service area different from what it is on weekends)? yes no

If yes, please explain:

20. Does your service area vary during holidays? yes no

If yes, please explain:

21. Is the transportation service that you provide operated on a fixed or a flexible route?

- fixed route (vehicles operate over a prescribed route according to a fixed schedule)
- flexible route (vehicles deviate from prescribed route depending on demand)
- no route actually defined
- other, please explain:

22. What are the purposes for which your riders can use your transportation services? (check all that apply)

- any/all purposes
- work
- grocery shopping
- other shopping (e.g., to the mall)
- school
- leisure activities (e.g., visiting friends, going to the movies)
- other, please explain:

23. Where do you pick up your riders? (check all that apply)

- home or right outside the pick-up location specified
- within a block of home or other origin
- within 1-5 blocks of home or other origin
- other location, please explain:

24. Where do you drop off your riders? Please check all that apply.

- home or right at other destination specified
- within a block of home or other destination
- within 1-5 blocks of home or other destination
- other location, please explain:

25. How many of your drivers are paid employees and how many are volunteers?

Driver type	Number of drivers
Employees:	
Volunteers:	

26. Are your **volunteers** compensated in any way? yes no

If yes, how are they compensated? (check all that apply)

- per mile; rate = (please provide pennies/mile)
- reimbursed for meals
- fixed rate for certain destinations
- gratuities/tips
- other, please explain:

27. How are your vehicles paid for? (check all that apply)

- no cash outlay, donated
- owned by drivers (drivers may get reimbursement)
- leased/rented
- state issued
- state funds
- federal funds
- other, please explain:

28. Do you publicize the transportation services provided by your agency (such as routes, schedules, and where to call to make reservations) to the public?

yes no

29. If the vehicle is going to be late to pick up your rider(s), do you call them? yes no

If yes, how late do you have to be running to make the call?

- 5-10 minutes
- 10-30 minutes
- 30-60 minutes
- more than one hour
- other, please explain:

30. How many stops for other passengers do you make before you get a rider to his/her destination?

- 0, we get each rider to their destination before serving other riders
- 1-2 typically (it depends on how busy we are)
- 3 or more (it depends on how busy we are)
- no real limit, we make as many stops as necessary
- other, please explain:

31. Please provide the following information for your vehicles used for transporting clients:

passenger capacity of vehicle	no. of vehicles with that capacity	provision for wheelchair <input type="checkbox"/> yes <input type="checkbox"/> no	wheelchair capacity*	lift or ramp equipped <input type="checkbox"/> yes <input type="checkbox"/> no
		<input type="checkbox"/> yes <input type="checkbox"/> no		<input type="checkbox"/> yes <input type="checkbox"/> no
		<input type="checkbox"/> yes <input type="checkbox"/> no		<input type="checkbox"/> yes <input type="checkbox"/> no
		<input type="checkbox"/> yes <input type="checkbox"/> no		<input type="checkbox"/> yes <input type="checkbox"/> no
		<input type="checkbox"/> yes <input type="checkbox"/> no		<input type="checkbox"/> yes <input type="checkbox"/> no
		<input type="checkbox"/> yes <input type="checkbox"/> no		<input type="checkbox"/> yes <input type="checkbox"/> no

* Please provide the number of wheelchairs that can be securely positioned

32. What are the three biggest problems encountered in providing transportation services to your riders, if any?

Personal information and provision of resources

33. Please provide your name and other contact information below if we can contact you (optional):

name and title:	
agency name:	
street address/PO:	
city:	
state:	
zip:	
e-mail:	
work phone with AC:	
FAX:	

34. In our report and/or other products, may we refer to you and/or your agency by name?

		perhaps with specific permission	
yes	no		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	refer to you by name and title (e.g., Mary Smith, senior operating officer indicated that...)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	refer to your agency by name (e.g., "Vanpools Inc." indicated that...)

**Please return the completed survey in the enclosed stamped and addressed envelope to:
Department of Civil and Environmental Engineering, Michigan State University, East Lansing,
Michigan 48824-1226**

Thank you for your time and effort in responding to this survey. Your responses will be used to help assess the quality of transportation services available to the citizens in the Jackson area.

If you have any questions about this research or the survey, please contact the principal investigator named below.

Please return this survey to:

Richard W. Lyles
Department of Civil and Environmental Engineering
Michigan State University
East Lansing, Michigan 48824-1226

daytime phone: 517-355-2250
FAX: 517-432-1827
e-mail: lyles@egr.msu.edu

APPENDIX I

List of Providers

Status		Service Provider	Contact Person	Service Clients	Service Type	Equipment	Service Hours	Service Areas
MAILED	1	Jackson Transportation Authority 2350, East High Street, Jackson, MI 49203-3490	Oliver Lindsay Adm Director Ph: 517 780 3780	General Public Students Elderly Work-relataed Health-related Disabled	City Bus		6:00am-6:00pm(M-F) 10:00am-6:00pm(Sa)	E. Mich Ave, W. Mich Av Francis St, Lansing Ave, SW Ave, Cooper St, W. Ganson St County to City
					Reserve-A-Ride	Mini vans 24 seat buses	6:00am-10:00pm(M-F) 10:00am-10:00pm(Sa) 7:00am-5:00pm(S) 8:00am-5:00pm(M-F) 8:00am-5:00pm(Sa)	Within the County
					PET		6:00am-10:00pm(M-S)	County to ??
					TTW & Prj Zero		24/7	
					Medical Shuttle		24/7	Jackson, Detroit, Lansg, Ann Arbor, Flint, Toledo, Chelsea, G. Rapds, Kalz Ypsilanti, Battle Creek
NO ANSWER CORRECT #	2	Jackson County Intermediate Schl Dstrct 6700 Browns Lake Road Jackson, MI 49201 Ph: 517 768 5200	Denise Beit Principal Ph: 517 768 5223	Students needing spl ed. classes	School Bus		School Hours	Tarrant Training Center Spl education classes
MAILED	3	Jackson Public Schools 1401 N. Brown Street. Jackson, MI 49202	Craig Frazier Ph: 517 841 2180	Students	JPS Transp Dpt	School Bus	School Hours	N. Brown St, Fleming Av Bennett St, Seymour Av Wildwood Av, Tomlinson E. Biddle St, Morrell St S. Wisner St, Fourth St Kibby Rd, Park Rd
CALL	4	LifeWays 1220, N. West Avenue, Jackson, MI 49202	Ph: 517 789 1209	Cognitive Impaired				
EMAIL?	5	Jackson Community Action Agency 1214 Greenwood Jackson, MI 49203 Ph: 517 784 4800	mdeluca@caajlh.org	Pre-schl children				To rural out-county areas (5 locations?!)
CALL	6	Jackson County Dept of Aging 1715, Lansing Avenue, Jackson, MI 49202 Ph: 517 788 4364		Senior citizens				
CALL	7	Jackson County Family Independence Agency	Ph: 517 780 7400					
NEEDS TO BE MAILED	8	Jackson Community College 2111 Emmons Road Jackson, MI 49201-8399 Ph: 517 787 0800		College students	JTA Buses		7:00am-9:30pm	Jackson, Hillsdale, Lenawee counties
CALL	9	disAbility Connections Foundation	409 Linden Ave Jackson, MI 49203 PH: 517 782 6054	Physically disabled				
NO ANSWER CORRECT #	10	Goodwill Industries	Sheldon Fawarski Dir of Human Res 269 382 0490-219	Disabled	Their work sites			
NO ANSWER CORRECT #	11	Concord Community Scis 405 South Main Street Concord, Michigan 49237	Anne Riddle Director Ph: 517 524 6722	Students				
NO ANSWER CORRECT #	12	Michigan Flyer 333 Albert Ave. E. Lansing, MI 48823	Diane Moore Manager Ph: 517 333 0400	General Public	To/From Detroit Metro Airport	Buses	4:30am-9:00pm(M-S)	Detroit, East Lansing, Lansing, Jackson
NO ANSWER CORRECT #	13	Jacksn Community Amb 429 Ingham Street Jackson, Michigan 49201 Ph: 517 841 4803		Elderly Phy. disabled	To clinics & hospitals	10 Vana with med. supplies		Jackson, Lenawee, Livingston, Washtenaw, W. Wayne, S. Lyon
MAILED	14	City Cab Company 706 Francis St, Jackson, MI 49203 Ph: 517 841 9630		General Public	Taxi cab service			
CALL	15	Central Cab 209 E Washington Ave Jackson, MI 49201 Ph: 517 778 2780		General Public	Out-of-town service, work drops/pick up		24/7	
	16							

CALL	17	Clemons Transportation 1313 Leroy Street, Jackson, MI 49202 Ph: 517 782 4069	General Public				
MAILED	18	Colonial Cab Jackson, MI 49201 Ph: 517 782 7700	General Public	Corporate & Passenger Service		24/7	
MAILED	19	D & M Cab Co Jackson, MI 49202 Ph: 517 764 3234	General Public	Airport transpo. Out-of-town service		24/7	
CALL	20	Extreme Entertainment 500 Speedway Drive, Jackson, MI 49203 Ph: 517 787 6100	General Public				
	21						
CALL	22	Norris Limo Service 615 North Pleasant Street, Jackson, MI 49202 Ph: 517 788 9679	General Public				
CALL	23	Royal's Limo Service 3371 Hoyer Road, Jackson, MI 49201 Ph: 517 764 4267	General Public				
CALL	24	Transportation Professionals 6480 Ellen Lane, Jackson, MI 49201 Ph: 517 764 0620	General Public				
CALL	25	Jackson Hillsdale Ride Share 2350 E High st, Jackson MI 49203 Ph: 517 788 7844	General Public				
CALL	26	Midwest Direct Logistics 5495 Ann Arbor Rd, Jackson, MI 49201 Ph: 517 764 5960	General Public				
DO NOT CALL	27	Mich Centr School Dist 400, South State Street, Michigan Center, MI 49254 Ph: 517 764 5778	Dave McCave Custodial Serv & Transp. Director	Students	School Bus Service		Jackson, Detroit, Lansing, Ann Arbor, Ypsilanti
DO NOT CALL	28	Napolean Community Schools 200 West Street, Napolean MI 49261 Ph: 517 536 8667		Students	School Bus Service		
DO NOT CALL	29	Stockbridge Community Schools 305 W Elizabeth St Stockbridge, MI 49285	Mrs. Tracey Moore Transp. Director Ph: 517 851 8452	Students	School Bus Service		
DO NOT CALL	30	Hanover-Horton Sci Dist		Students	School Bus Service		
DO NOT CALL	31	Western Schools 1400, S. Dearing Rd, Parna, MI 49269 Ph: 517 841 8800		Students	School Bus Service		
DO NOT CALL	32	Columbia School District		Students	School Bus Service		
DO NOT CALL	33	East Jackson Community Schools		Students	School Bus Service		
DO NOT CALL	34	Vandercook Lake Public Schools		Students	School Bus		
DO NOT CALL	35	Grass Lake Pub Schools		Students	School Bus		

DO NOT CALL	36	Springport Pub Schools		Students	School Bus			
DO NOT CALL	37	Northwest Schi District		Students	School Bus			
CALL	38	Jackson Limousine Ser. 6600 Clinton Road Jackson, MI 49201 Ph: 517 789 5699						
CALL	39	Jackson Trippers Inc. 500 W Prospect Jackson, MI 49203 Ph: 517 784 8908						
CALL	40	Starlite Cab Co. 1703 E Michigan Ave Jackson, MI 49202 Ph: 517 782 0222						
CALL	41	Airpot Limousine Ser. 3770 Sargent Rd Jackson, MI 49201 Ph: 517 784 7412						
CALL	42	Stylish Limousine Ser. 725 Lansing Ave Jackson, MI 49202 Ph: 517 788 9220						

APPENDIX J

Provider Survey Comprehensive Results

List and description of providers

<u>Provider</u>	<u>Description</u>
JTA	Jackson Transportation Authority: traditional public transportation agency providing both line-haul and door-to-door service for residents of Jackson County
Michigan Flyer	Michigan Flyer: private company providing services from East Lansing, Jackson and Ann Arbor to Detroit Metro Airport
Jackson County DHS	Jackson County Department of Human Services: providing transportation services to elderly and people with special needs
Colonial Transportation	Colonial Transportation: privately-owned transportation company (basically a taxi service) providing door-to-door service for residents of Jackson County

<u>Provider</u>	<u>Contact Information</u>
Jackson County DHS¹	Jackson County DHS 301 E. Louis Glick Hwy. Jackson, MI 49201 517-780-7400 (Phone) 517-780-7160 (Fax)
Colonial Transportation²	Caron Wootten Colonial Transportation, LLC 500 N Francis St. Jackson, MI 49201 517-937-3347 colonialcab@sbcglobal.net

1. Provider states that his/her name and name of agency can not be used in final report

2. Provider states that his/her name and name of agency can be used in final report with specific permission.

Question 1: Please indicate the types of riders for whom you provide transportation

Response	JTA ¹	Michigan Flyer	Jackson County DHS	Colonial Transportation
Elderly (65 years and older)	✓	✓	✓	✓
Students	✓	✓		✓
Persons with income less than \$40,000 for family of four	✓	✓	✓	✓
Persons with physical impairments who are using mobility aids (e.g., wheelchair, transferboard, seat assist)	✓	✓		✓
Persons with mental impairments	✓	✓	✓	✓
Persons with developmental disabilities (sight, hearing, speech)	✓	✓	✓	✓
Persons making trips to/from work	✓	✓		✓
Persons with temporary disabilities	✓	✓	✓	✓
General public	✓	✓		✓
Members of a specific group/congregation (applies to churches and similar groups)	✓	✓		✓

1: Jackson Transportation Authority

Question 2: Is your ridership limited to the riders identified in question 1?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Yes			✓	✓
No	✓	✓		

Questions 3: What limits your service to only these riders? (check all that apply)

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Nothing, these are just the people we choose to serve			✓	
Legal restraints				
Profitability				✓
Liability				
Staff capabilities			✓	
Technological capabilities/limitations				
Funding source(s)				✓
Contractual limitations				
Membership in our group/congregation (applies to churches and similar groups)				
Other, please explain:			Clients receiving benefits from the Dept. of Human Services	

Question 4: If there is an increased demand for service in the future, for which rider groups can you provide transportation?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Elderly (65 years and older)	✓	✓		
Students	✓	✓		✓
Persons with income less than \$40,000 for family of four	✓	✓		✓
Persons with physical impairments who are using mobility aids (e.g., wheelchair, transferboard, seat assist)	✓	✓		✓
Persons with mental impairments	✓	✓		✓
Persons with developmental disabilities (sight, hearing, speech)	✓	✓		
Persons making trips to/from work	✓	✓		✓
Persons with temporary disabilities	✓	✓		
General public	✓	✓		✓
Members of a specific group/congregation (applies to churches and similar groups)	✓	✓	✓	

Question 5: Do you provide transportation services to other agencies by contract?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Yes				✓
No	✓	✓	✓	

Question 6: What days of the week and times of the day are your vehicles used for contract services?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Specify days of the week (e.g., ALL, M-F)	N/A	N/A	N/A	ALL
Specify general time of day (e.g., normal work day, late night)				24/7
Varies as specified by contract				Service personalized by contract

Question 7: Do your riders pay a fare or other fee?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Yes	✓	✓		✓
No			✓	

If yes, what is the average or approximate fare?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Fare	N/A	\$30.0 per trip	N/A	\$2.75 per mile

If no, does any other agency pay a fare for the service provided to its client?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Yes				
No	✓	✓	✓	✓

Question 8: Do you provide any discounted fares/monthly passes to riders making regular trips?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Yes	✓	✓		✓
No			✓	

Question 9: What are your standard hours of service each day?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Monday	6 am to 9 pm	Eastbound: 3 am to 7:30 pm Westbound: 6:15 am to 12:55 pm	N/A	24/7
Tuesday	7 am to 10 pm			
Wednesday	8 am to 10 pm			
Thursday	9 am to 10 pm			
Friday	10 am to 10 pm			
Saturday	10 am to 10 pm			
Sunday	7 am to 4 pm			

Question 10: Are the services you provide?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
year round	✓	✓	✓	✓
seasonal				
both				

Question 11: If needed, can riders contact your agency to provide a ride outside your normal operation hours?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Yes			✓	24/7
No	✓	✓		

Question 12: Do you provide immediate or prearranged (by reservation) service?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
immediate				
prearranged (by reservation)			✓	
both	✓	✓		✓

Question 13: If your riders can make reservations, how far in advance do they have to make them?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
30 minutes				
30 minutes - 1 hour				
1-2 hours				
2-4 hours				
4-8 hours				
24 hours	✓			
2 days				
other: please explain			3-4 days, but special arragnments can be made	15 minutes in city

Question 14: If the riders have to call in advance to make the reservation, what are your standard hours for receiving reservation requests each day?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Monday	8 am to 9 pm	6 am to 9 pm	7:30 am to 5 pm	N/A
Tuesday	9 am to 10 pm	7 am to 9 pm	7:30 am to 5 pm	
Wednesday	10 am to 10 pm	8 am to 9 pm	leave message	
Thursday	11 am to 10 pm	9 am to 9 pm	7:30 am to 5 pm	
Friday	12 pm to 10 pm	10 am to 9 pm	7:30 am to 5 pm	
Saturday	None	11 am to 9 pm	leave message	
Sunday	None	12 pm to 9 pm	leave message	

Question 15: Do your hours for reservations vary during holidays?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Yes	✓		✓	N/A
No		✓		N/A

If yes, what are the holiday hours for reservations?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Monday	None	N/A	None	N/A
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				
comments	only six primary holidays		we are closed on holidays - would need to leave a message and would be handled on the next business day	

Question 16: Which best describes the transportation service offered by your agency?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
one pick-up location - one drop-off location				
one pick-up location - many drop-off locations				
many pick-up locations - one drop-off location				
many pick-up locations - many drop-off locations	✓	✓	✓	✓
other, please explain:				

Question 17: Please identify the areas within Jackson County where you provide service?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
county-wide	✓			✓
Springport				✓
Tompkins				✓
Rives Junction				✓
Henrietta				✓
Waterloo				✓
Parma				✓
Sandstone				✓
Blackman				✓
Leoni				✓
Grass Lake				✓
City of Jackson				✓
Concord				✓
Spring Arbor				✓
Summit				✓
Napoleon				✓
Pulaski				✓
Hanover				✓
Liberty				✓
Columbia				✓
Norvell				✓
other, please explain:	limited availability outside city (M-W-F only)	Jackson Hotel Conference Center- 2000 Holiday Inn Drive Jackson, MI 49202	pick up people anywhere in Jackson County, but usually transport them to a location outside of the county	

Question 18: Do you provide transportation service outside Jackson County?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Yes		✓	✓	✓
No	✓			
comments		Ann Arbor (Washtenaw County) to Detroit Metro Airport (Wayne County) ²	Typically, Ann Arbor. Have gone to Lansing, Detroit, Ypsilanti, Madison Heights, Hillsdale	Statewide for pickups in Jackson county

2. Michigan Flyer is primarily a shuttle from the cities of East Lansing, Jackson and Ann Arbor to Detroit Metro Airport; however, passengers may take shuttle between cities

Question 19: Does your service area vary by day of week (e.g., is your weekday service area different from what it is on weekends)?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Yes				
No	✓	✓	✓	✓

Questions 20: Does your service area vary during holidays?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Yes				
No	no service	no service	no service	no service

Question 21: Is the transportation service that you provide operated on a fixed or a flexible route?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
fixed route	✓			
flexible route				
no route actually defined		✓	✓	✓
other, please explain	demand response			

Question 22: What are the purposes for which your riders can use your transportation services?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
any/all purposes	✓			✓
work		✓		✓
grocery shopping			✓	✓
other shopping				✓
school		✓		✓
leisure activities		✓		✓
other, please explain		transportation to/from Detroit Metro Airport	medical appointments	night life

Question 23: Where do you pick up your riders?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
home or right outside the pick-up location specified	✓		✓	✓
within a block of home or other origin	✓			
within 1-5 blocks of home or other origin	✓			
other locations, please explain		E. Lansing Marriot, Jackson Hotel and Conference Center, Ann Arbor Four Points ny Sheraton, Detroit Metro Airport		

Question 24: Where do you drop off your riders?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
home or right at other destination specified	✓		✓	✓
within a block of home or other destination	✓			
within 1-5 blocks of home or other destination	✓			
other location, please explain		E. Lansing Marriot, Jackson Hotel and Conference Center, Ann Arbor Four Points by Sheraton, Detroit Metro Airport		

Question 25: How many of your drivers are paid employees and how many are volunteers?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Employees	35	7	0	12
Volunteers	1	0	5	0

Questions 26: Are your volunteers compensated in any way?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Yes	✓	N/A	✓	N/A
No				

If yes, how are they compensated?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
per mile		N/A	\$0.505 per mile	N/A
reimbursed for meals				
fixed rate for certain destinations	✓			
gratuities/tips				
other, please explain				

Question 27: How are your vehicles paid for?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
no cash outlay, donated				
owned by drivers (drivers may get reimbursement)			✓	
leased / rented				
state issued				
state funds	✓			
federal funds	✓			
other, please explain		buses are owned and operated by Indian Trails, Inc. of Owosso, Michigan		company owned, drivers may lease vehicles

Question 28: Do you publicize the transportation services provided by your agency to the public?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Yes	✓	✓		✓
No			✓	

Question 29: If the vehicle is going to be late to pick up your rider(s), do you call them?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
Yes	✓	✓	✓	✓
No				

If yes, how late do you have to be running to make the call?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
5-10 minutes				✓
10-30 minutes		✓		
30-60 minutes	✓			
more than one hour				
other, please explain			no designated time frame, left to volunteer's discretion	

Question 30: How many stops for other passengers do you make before you get a rider to his/her destination?

Response	JTA	Michigan Flyer	Jackson County DHS	Colonial Transportation
0, we get each rider to their destination before serving other riders				✓
1-2 typically (it depends on how busy we are)	✓			
3 or more (it depends on how busy we are)				
no real limit, we make as many stops as necessary				
other, please explain		We are a scheduled service. We stop at each of our pick up/drop off locations as specified	Typically 1 rider is driven to their location. Occasionally if 2 riders are headed to the same location, with similar appointment times, we have 1 driver take 2 riders at the same time, so there would be 1 extra stop.	

Question 31: Please provide the following information for your vehicles used for transporting clients.

JTA	passenger capacity of vehicle	number of vehicles with that capacity	provision for wheel chair	wheelchair capacity	lift or ramp equipped
vehicle set 1	21	16	yes	2	yes
vehicle set 2	31	7	yes	2	yes
vehicle set 3	3	20	yes	1	yes
vehicle set 4	3	24	yes	2	yes
vehicle set 5	32	4	yes	2	yes

Michigan Flyer	passenger capacity of vehicle	number of vehicles with that capacity	provision for wheel chair	wheelchair capacity	lift or ramp equipped
vehicle set 1	54	4	yes	2	yes

Jackson County DHS	passenger capacity of vehicle	number of vehicles with that capacity	provision for wheel chair	wheelchair capacity	lift or ramp equipped
vehicle set 1	4	3	no	N/A	no
vehicle set 2	5	2	no	N/A	no

Colonial Transportation	passenger capacity of vehicle	number of vehicles with that capacity	provision for wheel chair	wheelchair capacity	lift or ramp equipped
vehicle set 1	4	3	no	N/A	N/A
vehicle set 2	2	2	no	N/A	N/A

Question 32: What are the three biggest problems encountered in providing transportation services to your riders, if any?

Response	Problem
JTA	1. lack of local funding 2. public perception of public transit
Michigan Flyer	1. airline on-time status 2. road work or accident delays on the highway
Jackson County DHS	1. maintaining dependable, flexible, volunteers
Colonial Transportation	1. Ability to provide a wheelchair capability 2. Unfair competition, we are the only public company that pays legal wages, and withholds and pays employee taxes.