

HE
5633
.M5
E9
1977

MICHIGAN DEPARTMENT
OF
STATE HIGHWAYS AND TRANSPORTATION

AN EVALUATION OF THE FEDERAL
SECTION 147
EASTERN UPPER PENINSULA RURAL
TRANSPORTATION PROJECT

September 1977

By

Bureau of Urban and Public Transportation

Bus Transport Division

Bus Development Section

TRANSPORTATION LIBRARY
MICHIGAN DEPT. STATE HIGHWAYS &
TRANSPORTATION LANSING, MICH.

STATE HIGHWAY COMMISSION

Peter B. Fletcher
Chairman

Hannes Meyers, Jr.

Carl V. Pellonpaa
Vice Chairman

DIRECTOR

John P. Woodford

MICHIGAN DEPARTMENT
OF
STATE HIGHWAYS AND TRANSPORTATION

AN EVALUATION OF THE FEDERAL
SECTION 147
EASTERN UPPER PENINSULA RURAL
TRANSPORTATION PROJECT

September 1977

By

Bureau of Urban and Public Transportation

Bus Transport Division

Bus Development Section

TRANSPORTATION LIBRARY
MICHIGAN DEPT. STATE HIGHWAYS &
TRANSPORTATION LANSING, MICH.

STATE HIGHWAY COMMISSION

Peter B. Fletcher
Chairman

Hannes Meyers, Jr.

Carl V. Pellonpaa
Vice Chairman

DIRECTOR

John P. Woodford

EASTERN UPPER PENINSULA TRANSPORTATION
AUTHORITY: EVALUATION OF RURAL BUS
TRANSPORTATION SYSTEM

CONTENTS:

I.	Introduction	2
II.	System Characteristics	3
III.	Survey Methodology	5
IV.	Ridership Survey Results	7
V.	Evaluators' Observations and Operational Comments	24
VI.	Suggestions and Recommendations	25
Appendix I:	Quarterly Field Evaluation Checklist	ii
Appendix II:	Data Format Information and Sample Survey Forms	xiv
Appendix III:	Rider Comments	xviii

TRANSPORTATION LIBRARY
MICHIGAN DEPT. STATE HIGHWAYS &
TRANSPORTATION LANSING, MICH.

Acknowledgements

This evaluation report was prepared by the Bureau of Urban and Public Transportation, Bus Transport Division, Bus Development Section of Michigan Department of State Highways and Transportation. Generous assistance was provided by the Executive Director of Eastern Upper Peninsula Transportation Authority, Mr. Roger L. Fisher, and his operating staff.

Questions concerning this evaluation report should be addressed to:

Mr. Gordon E. Nartker or
Ms. Susan Conwell
Bureau of Urban and Public Transportation
State Highways Building
P.O. Box 30050
Lansing, Michigan 48909

I. Introduction

The Eastern Upper Peninsula Transportation Authority (EUPTA) is composed of the three counties at the eastern end of Michigan's Upper Peninsula. (Chippewa, Luce and Mackinac Counties). The area is bounded on the north by Lake Superior; on the east by the St. Mary's River; Lake Huron, Lake Michigan and the Straits of Mackinac on the south; and Alger and Schoolcraft Counties on the west. The Authority's area covers over 3,500 square miles and has a population of approximately 45,000 persons.

Sault Ste. Marie, a city of 16,000, located on the St. Mary's River in northeastern Chippewa County, is the main activity center for the entire region. The International Bridge, linking the City to Canada, and the Soo Locks, connecting Lake Superior to the lower Great Lakes, gives "The Soo" an important role in the economy of the Eastern Upper Peninsula. Administrative offices for EUPTA are located in "The Soo."

Sixty miles west of Sault Ste. Marie is the Village of Newberry with a population of 3,000. District offices for the Michigan Department of State Highways and Transportation, Department of Natural Resources and a large State Hospital are located here, giving the State of Michigan a large economic influence in the area.

The City of St. Ignace is located approximately fifty miles south of Sault Ste. Marie in southern Mackinac County. Due to the influx of tourists during the summer months, the population of St. Ignace rises from 3,000 to 8-10,000. St. Ignace is also located at the northern end of the Mackinac Bridge, the only link between Michigan's Upper and Lower Peninsulas.

Kincheloe Air Force Base, south of Sault Ste. Marie, is one of the area's major employers. A recent decision by the Federal Government to close down "Kinch", will greatly increase the area's already high unemployment rate, having an effect on the economy of the area as well as the operation of the transportation system.

Until the introduction of the Authority's bus system, the only other forms of public land transportation in the region were Dial-A-Ride and private taxi in the City of Sault Ste. Marie and limited Inter-city bus service by Greyhound and North Star lines.

The system carried 667 passengers in the first month of operation. One year later, in March 1977, 3,247 passengers were carried.

The Eastern Upper Peninsula Transportation Authority is involved in many phases of public transportation by air, land and water. This report only deals with the bus system operated by the Authority.

II. System Characteristics

A. Service Area

Chippewa County	1,590 square miles
Luce County	906 square miles
Mackinac County	1,014 square miles
TOTAL	<u>3,510 square miles</u>

(Approximately 50% is State or Federal land)

B. Population (July 1, 1975 estimate)

Chippewa County	36,000 (2/3 urban)
Luce County	7,300 (all rural)
Mackinac County	10,600 (1/3 urban)
TOTAL	<u>43,900</u>

Note: Information on A and B above, are from the 1976 edition of the Michigan Statistical Abstract.

C. Vehicles

6 - 16 passenger Mercedes-Benz 0309D diesel powered buses.

(One of these vehicles is presently owned by the State of Michigan and is on loan to EUPTA).

D. Employees (Direct Labor)

3	-	full time drivers
1	-	full time dispatcher
3	-	part time drivers
1	-	part time dispatcher
1	-	full time driver/manager
9	-	total employees

Note: Maintenance and administration are handled by employees of the Authority who are responsible for all of EUPTA's operations. (The bus system is only one part of EUPTA's total operations.)

**TRANSPORTATION LIBRARY
MICHIGAN DEPT. STATE HIGHWAYS &
TRANSPORTATION LANSING, MICH.**

E. System Operation

1. Newberry - One vehicle, citizen band radio dispatched, operating demand response (Dial-A-Ride), eight hours per day, Monday through Friday.
2. St. Ignace - One vehicle, citizen band radio dispatched, operating demand-response, five hours per day, Monday through Friday. (Note: This vehicle also operates linehaul starting in Sault Ste. Marie in the morning and returning there in the late afternoon.)
3. Newberry to Sault Ste. Marie - One bus stationed in Newberry operating one round trip per day to Sault Ste. Marie, Monday through Friday.
4. Detour to Sault Ste. Marie - One bus stationed in Detour operating one round trip per day to Sault Ste. Marie, Tuesday through Saturday. The driver of this bus serves as the system manager for day-to-day operations.
5. Sault Ste. Marie to Sugar Island - One round trip per day on Monday and Friday only.
6. Sault Ste. Marie to St. Ignace - One vehicle making one round trip per day Monday through Friday. This bus also takes work trippers to KAFB and serves as the St. Ignace Dial-A-Ride vehicle.
7. Sault Ste. Marie to Kincheloe Air Force Base - One vehicle making one round trip per day Monday through Friday. The primary purpose of this route is to carry civilian workers to and from the Air Force Base. (Note: Package delivery is available on all of EUPTA's buses and routes.)

III. Survey Methodology

The results presented subsequently incorporate data from two sources - a short quarterly system evaluation check¹ which deals with subjects such as record keeping, vehicle maintenance, marketing, etc. and a ridership survey administered over the course of three days (May 10-12, 1977). The quarterly check does not deal per se with the route portion of the EUPTA service, but rather with its vehicles, records, personnel and the like.

The survey forms used were adapted from a federal highway format and from a Michigan Department of State Highways and Transportation Planning Department survey.² Our form, however, is truncated and purposely written to be self-administered if need be. Two forms were used - a linehaul form and a dial-a-ride form; only two survey questions differ as each form is tailored to the form of the service. (See Appendix II for sample forms.)

We attempted to simultaneously survey rides as well as individuals. Thus we have two sample pools - riders as unique individuals and ridership (or individuals weighted by their bus usage). References to ridership or rider characteristics imply analysis of the latter.

Individuals are identified as a unique sample because respondents were asked upon the first surveyed ride to complete the total form, Questions one through ten. Each subsequent time they appear in the survey, (i.e. as additional rides) only Questions one through five are iterated.

Below is shown the sample breakdown of individuals, riders and form of service by route or city. This breakdown indicates composition of the rider sample as well as that of the individual sample.

<u>Service</u>	<u>Surveyed Individuals</u>		<u>Surveyed Rides</u>	
LINE HAUL ROUTES				
Sault Ste. Marie - St. Ignace	12	9%	29	12%
Sault Ste. Marie - Newberry	25	19%	27	11%
Sault Ste. Marie - Detour	7	6%	7	3%
Sault Ste. Marie - Kincheloe A.F.B.	11	9%	51	22%
Sault Ste. Marie - Sugar Island	3	3%	4	2%
DIAL-A-RIDES				
Newberry	44	34%	53	23%
St. Ignace	26	20%	63	27%
TOTALS	130	100%	254	100%

¹ See Appendix I, Narrative Evaluation, page ii.

² Passenger Survey Questionnaire, Rural Highway Public Transportation Demonstration Program, Evaluation Methodology, July 1976.

Results presenting general rider data uses the sample of rides (both linehaul and Dial-A-Ride.) Within the rider sample, the Dial-A-Ride/line populations are virtually equal. For the individual sample, Dial-A-Ride individuals outweigh linehaul somewhat. Data presentations dealing with linehaul versus Dial-A-Ride users are inserted where of possible interest. Additionally, fares paid for each individual's ride were derived and the distance of regular bus stop from the respondent's home was queried verbally.

Note: The presentation dealing with data from Questions six through ten will be based on the sample of individuals as respondents answered these questions only once. Our analytical program is instructed to eliminate missing data from processing and presentation; thus sample size will vary according to the presence of complete data for each variable.

IV. Ridership Survey Results

A. Questions 1 and 2: Origins, Destinations and Trip Purpose

Below³ is presented origin and destination patterns of surveyed linehaul rides. See also the following page for a visual representation of same.

<u>Origin</u>	<u>Destination</u>	<u>Number of Trips</u>	<u>% to All Line Haul</u>
Kincheloe A.F.B.	Sault Ste. Marie	39	32%
Sault Ste. Marie	Kincheloe A.F.B.	33	27%
Newberry	Sault Ste. Marie	10	8%
Sault Ste. Marie	Newberry	7	6%
Misc. Dispersed Patterns		34	27%
		<u>123</u>	<u>100%</u>

Trip purposes were collected for both Dial-A-Ride and line haul.

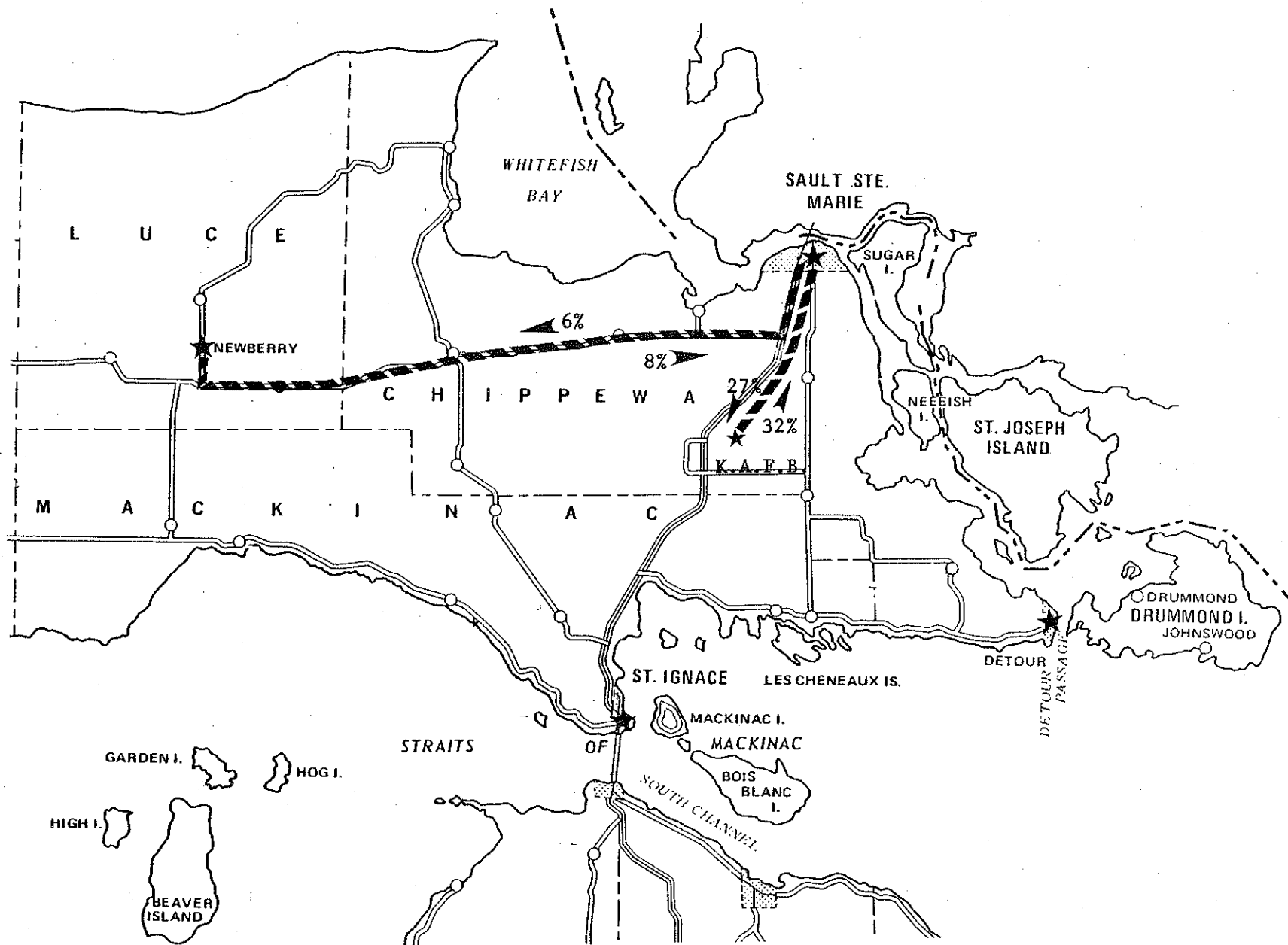
Dial-A-Ride trip purposes (rides)

<u>Purpose</u>	<u>Number of Rides</u>	<u>% to All Dial-A-Ride</u>
Human Service Agency*	48	42%
Personal Business	19	17%
Shopping	16	14%
Medical	11	10%
Soc-Recreational	9	8%
Work	9	8%
Other + School	1	1%
	<u>113</u>	<u>100%</u>

*Actually, these are non-demand responsive trips. St. Ignace Dial-A-Ride "shuts down" for 30-45 minutes in order to accommodate this subscription business.

³For the Dial-A-Rides, a origin or destion matrix would be meaningless due to the small size of the service area, thus no zones within the cities were constructed.

EUPTA USER TRAVEL PATTERNS



Line Haul Trip Purposes⁴ (rides)

<u>Purpose</u>	<u>Number of Rides</u>	<u>% to All Line</u>
Work	73	60%
Shopping	16	13%
College	9	7%
Human Service		
Agency	8	7%
Personal Business	6	5%
Medical	5	4%
Social-Recreational	5	4%
	<u>122</u>	<u>100%</u>

Quite striking is the unimportance of work-related trip purposes in the DART distribution (only nine rides of 113 were work related at origin or destination). Only the school-related purpose is less significant. This lack, however, is understandable given the Dial-A-Rides' system hours, i.e. Newberry DART 8 a.m. to 5 p.m. and St. Ignace DART 9:30 a.m. to 3:30 p.m.

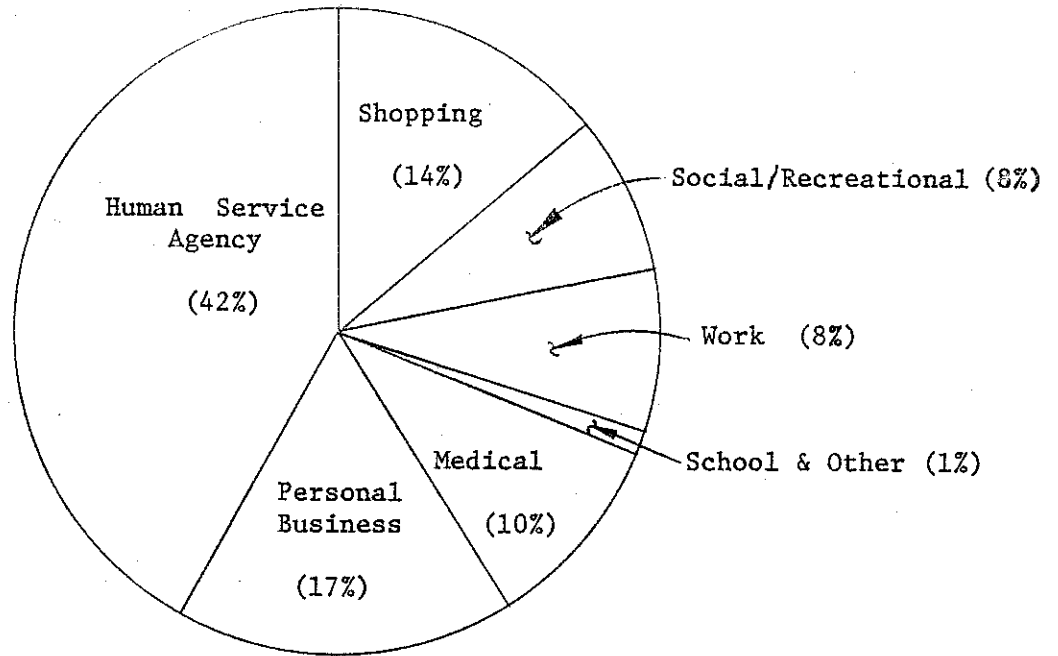
Both Dial-A-Ride and line trip purposes are shown graphically on the following page.

Derived Information : Fares Paid by Individuals

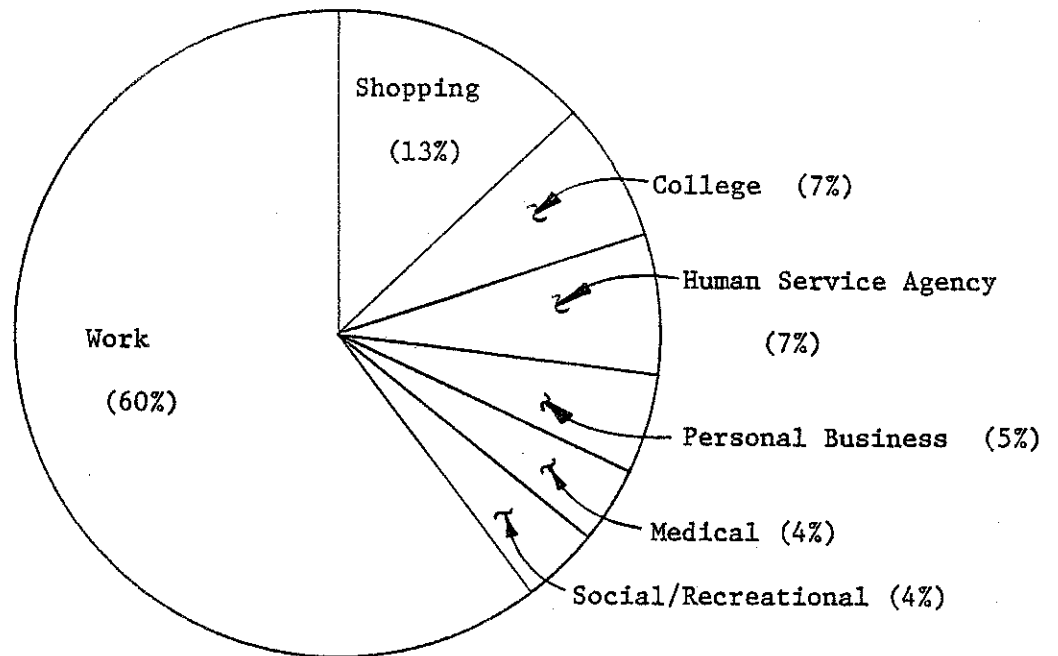
On page 11 is shown the fare distribution of surveyed rides.

⁴All but three responses indicate "home" as either an origin or destination point of the trip.

TRIP PURPOSES



D I A L - A - R I D E



L I N E H A U L

FARE DISTRIBUTION OF SURVEYED RIDES

<u>Full Fare</u>		<u>Line Haul Routes</u>	<u>St. Ignace DART</u>	<u>Newberry DART</u>	<u>% of All Fare-Paying Rides</u>
40¢	(Sugar Island)	4	0	0	2%
50¢	(Kincheloe)	70	12	36	50%
\$1.00-2.00	(Other Line)	37	0	0	16%
25¢	Half-Fare (Senior Citizens)	0	5	17	9%
Charter Rates		<u>10</u>	<u>44</u> ⁵	<u>0</u>	<u>23%</u>
		121 rides	61 rides	53 rides	100% (235 rides)

⁵Mackinac Activity Center Patrons subscription rate, \$250/month.

B. Question 3: General Frequency of Use

This question was asked in such a way that the respondent was supposed to calculate on a monthly or weekly basis. In addition, the respondent was supposed to compute his or her customary riding rate, counting round trips as two trips. Many did; some seemed to ignore this. Thus, frequency of use is probably understated to some degree, especially in the daily work-tripper group's responses.

On the following page is a table showing the total sample of riders, as well as line haul riders and DART riders, grouped by general frequency of use of EUPTA services.

<u>Monthly Riding Frequency</u>	<u>Line Riders</u>		<u>DART Riders</u>		<u>All Riders</u>	
	<u>#</u>	<u>% to all</u>	<u>#</u>	<u>% to all</u>	<u>#</u>	<u>% to all</u>
New Riders (1st or 2nd Ride)	2	2%	6	5%	8	3%
Relatively Infrequent Riders (1-10 rides per month)	28	23%	33	30%	61	27%
Weekly Riders (11-29 rides per month)	27	22%	28	25%	54	23%
Daily Riders (30 + rides per month)	<u>65</u>	<u>53%</u>	<u>44</u>	<u>40%</u>	<u>109</u>	<u>47%</u>
	121	100%	111	100%	232	100%

TRANSPORTATION LIBRARY
MICHIGAN DEPT. STATE HIGHWAYS &
TRANSPORTATION LANSING, MICH.

A more detailed breakdown obtained by cross tabulation of other variables with frequency of use is presented below. The reader should note, however, these relationships are suggested by the data rather than proved. The small sample size limits our ability to make any "solid" inference.

1. Three-quarters of all daily riders come from St. Ignace Dial-A-Ride (Activity Center subscription patrons) and the Sault Ste. Marie to Kincheloe AFB run (Kincheloe workers).
2. Almost one-half of all weekly riders come from Newberry Dial-A-Ride; the remainder are distributed evenly over all other runs and St. Ignace Dial-A-Ride.
3. Relatively infrequent riders are distributed fairly evenly throughout all runs and both Dial-A-Rides.
4. Frequency of use appears not related at all to occupational class for the Dial-A-Ride individual users; this would be expected from the dearth of work trips noted above. Neither is frequency of use clearly related to the riders' ability to drive; non-drivers as well as drivers fall equally into each class.
5. In the Dial-A-Ride systems, men ride on a daily basis in a larger proportion than they appear in the sample. Women ride on an infrequent basis in a larger portion than they appear in the sample.
6. For the line haul sample, work-tripping (namely, Kincheloe workers) is closely related to daily riding. Other runs show no clear relationship of trip purpose with respect to frequency of use.
7. Retired persons and homemakers tend to ride line haul on an infrequent basis; military and office-clerical help (Kincheloe again) ride predominantly daily. Other occupations tend to ride on a weekly or infrequent basis for the most part.

C. Question's 4 and 8: Alternate Method of Travel and Expected Method of Return

1. Alternatives to EUPTA Service

Below are the respondents' stated alternatives to EUPTA travel (for line haul individual users and Dial-A-Ride individual users).

Line Haul Individuals

<u>Alternate Modes</u>	<u>Number % to all</u>	
Drive Myself	24	42% (all are drivers)
Be "Chauffered"	16	28%
Wouldn't Go	15	26% (3/4's are drivers)
Walk/Hitchhike	3	5%
	<u>58</u>	<u>100%</u>

Bicycles, taxis or intercity bus lines were not indicated as an alternative mode by any rider.

Dial-A-Ride Individuals

<u>Alternate Mode</u>	<u>Number % to all</u>	
Be "Chauffered"	29	46% (vast majority are non-drivers)
Walk/Hitchhike	17	27% (2/3's are non-drivers)
Drive Myself	6	10%
Taxi	4	6%
Wouldn't Go	4	6%
Bicycle	3	5%
	<u>63</u>	<u>100%</u>

Intercity bus line use is not a real alternative for Dial-A-Ride users.

2. Return Leg Mode of Travel

Below is shown the distribution of responses of individuals as to their expected method of finishing the surveyed trip. Line haul and Dial-A-Ride are shown separately.

Line Haul Individuals

<u>Mode of Return</u>	<u>Number</u>	<u>% to All</u>
By EUPTA Bus	57	94%
Be "Chaufferred"	2	3%
Don't know	2	3%
	<u>61</u>	<u>100%</u>

One-way trip, driving themselves, walking, taxi and intercity bus line use were not selected by any individual.

Dial-A-Ride Individuals

<u>Mode of Return</u>	<u>Number</u>	<u>% to All</u>
By EUPTA	40	60%
Be "Chaufferred"	12	18%
One way trip only	9	13%
Taxi	2	3%
Don't know	2	3%
Drive Myself	1	2%
Walk	1	1%
	<u>67</u>	<u>100%</u>

Bicycling was not chosen as an alternative; again intercity bus use is not viable in a Dial-A-Ride.

The obvious need for (or dependence upon) a vehicle of some sort for much of Upper Peninsula travel shows itself in "chaufferred" and "round trip" for both questions.

D. Questions 5, and 7: Sex, Age, Household Information and Occupation

1. Sex and Age

Females and males in the ridership sample (230 persons) were quite evenly divided and their age composition also approximates a "normal" population. To interpret this, one should remember roughly one-half the composite sample is fairly heavily weighted by mid-aged male Kincheloe workers who are frequent riders. Reconstructing the sex ratio, for instance, using individuals only, men riders drop to 36% of combined line and Dial-A-Ride users. Yet the general demographic pattern is still atypical of small systems. On the following page is shown the age-sex composition for line and Dial-A-Ride rides separately.

Age and Sex Composition of Riders

EUPTA Dial-A-Ride Riders

EUPTA Line Riders

<u>Age</u>	<u>Sex</u>		<u>% to All</u>	
	<u>Female</u>	<u>Male</u>		
18	5	4	8%	
18-22	6	8	12%	
23-39	19	15	30%	
40-54	17	10	24%	
55-64	8	1	9%	
64+	16	3	17%	
	<u>63%</u>	<u>37%</u>	<u>113</u>	100%

<u>Age</u>	<u>Sex</u>		<u>% to All</u>	
	<u>Female</u>	<u>Male</u>		
18	1	0	1%	
18-22	9	8	15%	
23-39	8	19	23%	
40-54	10	22	27%	
55-65	12	11	20%	
64+	9	8	15%	
	<u>42%</u>	<u>59%</u>	<u>117</u>	100%

Part of the unusual nature of the Dial-A-Ride breakdown is explained by a generally higher rate of riding by Dial-A-Ride males (all but 15% or so are either weekly or daily riders); many are participants in the Mackinac Activity Center subscription run. However, the age distribution is also unusual in that persons 23-54 years old (regardless of sex) are well-represented.

2. Driver's License Possession

Excluding those who are 18 years old (in the combined sample), the bus riders are about equally likely to drive or not drive within each age grouping.

Non-drivers (individuals)	54	(44%)
Drivers (individuals)	68	(56%)
	<u>122</u>	

For Dial-A-Ride users alone, however, non-drivers are twice as numerous as drivers. The rather severe limitation of service hours might elicit use by those who have fewer alternatives for travel, namely non-drivers.

Again, roughly one-half of individuals using Dial-A-Ride indicate they would be "chauffered" by a driver or would walk to make their trip. By contrast, nearly one-half of line riders indicated they would drive themselves without EUPTA service.

3. Auto Possession, Household Size, Etc.

Of individuals using either line haul or Dial-A-Ride service, the following describes their households.

0 auto households	28	(25%)
1 auto households	57	(50%)
2+ auto households	29	(25%)
	<u>114</u>	

Crosstabulating household auto possession with household size gives an approximation of "captivity" or degree of dependence upon public transportation for travel. From the representation on the following page, about one-half of the individuals appear to be dependent on public transportation.

HOUSEHOLD SIZE AND AUTO OWNERSHIP OF
SURVEYED INDIVIDUALS

	<u>No Autos</u>	<u>One Auto</u>	<u>2-3 Autos</u>	<u>Totals</u>
1-2 person households	24	28	6	58 (50%)
3-5 person households	3	23	13	39 (34%)
6-10 person households	1	6	10	17 (16%)
	28 (25%)	57 (50%)	29 (25%)	114 (100%)

4. Occupations

The occupation distribution shown below is that of individuals for both linehaul and Dial-A-Ride service. Again the sample is too small to reliably generalize. So-called "occupational class" in respect to the most representative frequency of use by that occupation is shown below.

Occupations - Individual Riders' Characteristics

<u>Occupation</u>	<u>#</u>	<u>%</u>	<u>General Type of User</u>
Retired Persons	28	22%	Infrequent, weekly or daily
Unemployed Persons	20	16%	Daily
Homemakers	16	13%	Infrequent or weekly
Others, including Military	16	13%	Infrequent or daily
College or School Students	16	13%	Infrequent or daily
Sales & Service Workers	13	10%	Infrequent or weekly
Managerial Office & Clerical Workers	12	10%	Daily
Craftsmen	5	3%	Infrequent
	<u>126</u>	<u>100%</u>	

5. Customary Bus Stop Distance from Residence

The researchers presume the intent of the question was to assess the "goodness" of routes with respect to serving any population concentrations or, perhaps, susceptibility of rural residents to public transportation given distance from home to pickup point. Data gathered from the EUPTA system should not prove helpful to those interested in such questions for two reasons. Namely:

- a. The large number of individual users who were Dial-A-Ride patrons; obviously "bus stop distance" is zero in a door-to-door system. To include these users' responses could lead to erroneous or confusing results. Therefore, Dial-A-Ride users were not queried. 120 individuals were excluded because they were Dial-A-Ride users.
- b. Even the small amount of data which remains (43 cases) could be subject to misinterpretation if presented without explanatory comment. In most cases, EUPTA does not run strict line haul (i.e. departure directly from bus terminal) bus rather circulates around a residential area adjacent to the terminal (similar to route deviation) before proceeding on its route.

Below is shown the distribution of the 43 line haul individuals' responses to the query "How far is your usual bus stop from your home?"

- For 28, bus stop distance is under 1/4 mile.
- For 8, bus stop distance is 1/4 to 1/2 mile.
- For 5, bus stop distance is 1/2 to 1 mile.
- For 2, bus stop is 1 mile or greater.

To iterate, if EUPTA ran strict line haul, i.e., departure directly from bus terminal, most of these distances would clearly increase or the riders disappear.

E. Question 10: Initial Marketing Impacts

The responses of individuals to "How did you first learn about this service?" were as follows:

<u>Response</u>	<u>Number</u>	<u>% to All</u>
Friends/Neighbors	38	31%
Radio Advertising	34	27%
Newspapers	22	18%
Community Service Agency (primarily Mackinac Activity Center, St. Ignace)	22	18%
Other (e.g. saw bus, related to employee, etc.)	6	5%
Pamphlets	2	2%
	<u>124</u>	<u>100%</u>

Again, while the sample is too small to generalize, some interesting tendencies can be seen. Initial newspaper announcements seem to have most affected (or are remembered by) mid-aged to old persons (i.e. those 40 years old and over). Of all younger age groups, consistently one-half indicated friends and neighbors as their original source of information. In Michigan small town demand-response systems, the "friends and neighbors" source of information has been predictably the overwhelming source of information. Radio advertising ranks surprisingly high overall as a source; perhaps radio marketing is better suited for regional transportation marketing in terms of impact than newspapers. Those indicating a radio source of information were under 40 or over 64 years of age and generally female. There seems to be no relationship between customary frequency of use of the system with the manner in which the bus was first "marketed" to the rider. Again, a larger sample might either contradict the above or provide partial corroboration.

F. Question 9: and Rider Comments

Service ratings were elicited of individual riders. Dial-A-Ride and line haul categories are distinct. Below is shown the breakdown of responses and the categories for service rating.

Individuals' Service Ratings - Line Haul and Dial-A-Ride

Line Haul Category	Poor, Inadequate	Average, Acceptable	Excellent, Superior	# Responses	
Frequency of Service	0	15	42	57	100%
Convenient Schedule	1	18	38	57	100%
Bus Promptness	0	11	47	58	100%
Ease of Getting Information	1	11	46	58	100%
Condition of Bus	0	26	32	58	100%
Driver Courtesy	0	12	47	59	100%
Time Riding the Bus	9	19	30	58	100%
Fares	0	26	32	58	100%

Dial-A-Ride Category	Poor, Inadequate	Average, Acceptable	Excellent Superior	# Responses	
Hours of Service	9	31	13	53	100%
Ease of Phone Contact	1	19	35	55	100%
Driver Courtesy	0	16	39	55	100%
Condition of Buses	0	26	28	54	100%
Fares	1	28	25	54	100%
Time Waiting for Pickup	1	21	32	54	100%
Riding Time	0	25	28	53	100%
Ease in Getting Information	6	22	25	53	100%

The results of the ratings are predictable; very few "poor" ratings were encountered. Of those few found, the main line haul criticism was of "time riding too long". The Dial-A-Ride criticisms (or poor ratings) dealt with "information problems" and the "hours of service too limited."

Even these criticisms are not strikingly numerous; it is difficult to ascertain system weaknesses by asking those riding the bus because they are still pleased enough (or desperate enough) to use it. The write-in comments of individual riders follows in Appendix III. Comments are grouped by the line segment or Dial-A-Ride from which they came and are verbatim.

V. Evaluators' Observations and Operational Comments

A. Marketing and Information

Neither the Newberry nor the St. Ignace dispatch center is identified as Dial-A-Ride, EUPTA or as "transportation center". In Newberry, the only sign presented is "Greyhound"; in St. Ignace the dispatch center is indicated by "Traveler's Hotel". (See Appendix I for photos.)

Until April, the bulk of marketing effort was confined to informal, word-of-mouth information and to periodic newspaper advertisements. The director has, however, recently hired a public relations person; radio and more frequent newspaper marketing effort appears to have "paid-off" as indicated from the May survey.

Day-to-day communication between the far-flung components of EUPTA bus service appears somewhat tenuous. The Newberry people, in particular, feel they have little or no input into system operation as a whole. Visits by representative of the "front office" would give the more isolated employees a greater sense of belonging and should provide management with up-to-date, pertinent information on the Dial-A-Rides. These visits, of course, could also provide public relations and marketing opportunities for the management representative.

B. Facilities, Maintenance, and Vehicles

The Newberry dispatcher indicated that no nearby parking spots had been earmarked for either Greyhound or EUPTA buses. The office is located on a side street approximately 1/2 block from the CBD. There are no parking meters in front of the office, but there is time-limited parking which is frequently occupied by autos. (See photos in Appendix I.) Despite a request for designation of two end spaces in front of the terminal, the City had not acted upon the request as of June 1. St. Ignace's dispatch center, however, does have one coach-sized bus stop immediately in front of the hotel.

The vehicles are in good condition, but there are occasional mechanical failures. If a bus in Newberry, St. Ignace, or "The Soo" has problems it must either be taken to the Detour garage or the mechanic must go to it. With no back-up vehicles for either St. Ignace or Newberry, either system (or the route associated with one part-time Dial-A-Ride vehicle) could be shut-down for some period of time. Newberry itself could utilize the backup vehicle otherwise, in a normal (with operation hours expanded) dial-a-ride operation.

The Detour garage is a two-bay operation with a work area to the side. Well-lit and heated, the garage also has a small storage area for spare parts. Delivery of metric parts (especially the larger sized parts) is a problem as they must come from Chicago.

C. Employee Attitudes

All of the EUPTA employees seem very interested in the system and appear interested in and helpful to their customers. This clearly has been important in the absence of heavy marketing effort (see rider comments in Appendix III).

VI. Suggestions and Recommendations

- A. All three of the EUPTA office and dispatch centers should be identified as such. Dispatch centers should be additionally identified as "Dial-A-Ride" and prominently display their phone numbers.
- B. Dial-A-Ride service hours, to be anything other than token public transportation, should accomodate work and school trip-making. This would necessitate: the acquisition of two additional vehicles (small vans would be sufficient) to serve as (1) the additional vehicle needed for St. Ignace in order to operate early mornings and late afternoons and (2) a backup and second vehicle for possible Newberry service expansion.

Newberry service hours should then be extended minimally to 7:30 am-5:30 pm. Similarly, in St. Ignace (whose population varies seasonally from 3,000 to about 9,000 persons) service hour expansion would allow ridership expansion by virtue of serving workers and school children (as well as the potential tourist market next summer).

- C. Active and inexpensive marketing schemes - such as, addressing senior groups, school boards, handicapper groups and the like - would also have a positive benefit. Particularly in St. Ignace and Newberry where the public transportation market has "discovered" the service by radio broadcast or discussions with neighbors, an active, personal, and official program could be beneficial.
- D. With the closing of Kincheloe Air Force base, one of the line haul vehicles could easily be transferred to mid-day line service to and from Sault Ste. Marie, Pickford, Hessel, and Cedarville, thereby creating new service in the three county area. One line haul vehicle should continue to serve Kincheloe in its new identity as a state prison.

Appendix I

QUARTERLY FIELD EVALUATION CHECK LIST

The Quarterly Field Evaluation Check List is completed each quarter on all systems which are still under their demonstration period. The Check List is completed by a member of the UPTRAN staff. The Check List has been included in this report for information purposes only.

EUPTA Bus System Evaluation: Comments on EUPTA Bus System

Newberry:

1. There is nothing on the dispatch center to identify it as either the EUPTA of Newberry Dial-A-Ride. The only sign is the Greyhound logo with the word "BUS". The dispatch center should be identified as something other than (or along with) Greyhound.
2. The dispatcher answers the telephone with "Greyhound". Again, I feel they should identify themselves as "Transportation Authority" or "Dial-A-Ride".
3. The dispatcher would like the hours to be extended in the morning and evening. I have to agree with this. The Newberry service hours are from 8:00 a.m. to 5:00 p.m., with one hour off for lunch. For all practical purposes, this has cut out all potential work trips. The dispatcher thinks the system could get a lot of business to and from the State hospital with extended hours. The recent survey in Crawford County shows that 29% of all trips were work trips. Of course, we can't say that the Newberry ridership will jump 29% if the hours were extended, but I do feel the potential is there.
4. The dispatcher complained of a lack of parking in front of the office for both the Greyhound and EUPTA buses. The office is located on a side street approximately 1/2 block from the Central Business District. There are no parking meters in front of the office, but there are parking spaces. These spaces are many times occupied by automobiles. The City has been asked to designate two end spaces in front of the bus station for buses only. As yet, no action has been taken. I would like to write letters to the Mayor (Father Joseph Kopera) and the Police Chief (Wesley Sutinen) requesting the reserved parking spaces.
5. Someone from the Sault Ste. Marie office should go to Newberry at least once every two or three weeks. The driver and dispatcher in Newberry are the only people who actually know what is going on in this system on a day-to-day basis, yet they have little or no input into the system operation. A visit by the "front office" will give the Newberry employees a sense of belonging and will let the Sault Ste. Marie office find out the problems. This visit would also be a good time for the Public Relations person to drop in at the local radio station (WNBX) and the local newspaper (Newberry News - circ. 2,423). The Transportation Authority will be advertising with both. I would suggest that the Public Relations person, Susan Bourque, be assigned to this project.
6. Although the Mercedes-Benz vehicles are in good condition, there are occasional mechanical failures. If a bus in Newberry has problems, it must be taken to Detour or the mechanic has to drive to Newberry. If the Newberry DART bus has minor problems, the system could be shut down for one or more days until the mechanic could get there. A back-up vehicle could be very useful in this system. The population of Newberry is approximately 2,400. If the Newberry hours were expanded, there is a potential two bus DART system.

St. Ignace:

1. Same as #1 - Newberry.
2. The dispatcher, Bob Barnes, said that he thought the hours should be expanded. The service hours are 9:00 a.m. to 3:00 p.m. Bob thought he could get some work trips if he had longer hours. St. Ignace service hours are so short that they can't get work trips or school trips. The Crawford County survey showed 29% work and 20% school trips. This is 49% of the ridership. Again, we can't say that St. Ignace ridership would go up 49% if the hours were expanded, but it should go up a considerable amount.
3. The St. Ignace DART bus starts out in the morning from Sault Ste. Marie and makes a line run to St. Ignace where it operates Dial-A-Ride until 3:00 p.m. It then returns to Sault Ste. Marie on a line-haul run. St. Ignace has a winter population of approximately 3,000 and a summer population of between 8,000 and 10,000 people. This city also has the potential to be an excellent Dial-A-Ride system. The dispatcher said he thought that a bus should be stationed permanently in St. Ignace along with the bus that comes down from Sault Ste. Marie (the bus is also out of service 1/2 to 3/4 of an hour twice a day for a charter). The service in St. Ignace is so limited that it is almost a waste of money.

Detour:

1. All maintenance is done at the garage in Detour. The garage has two large bays and a work area to the side. It is well lit and well heated. There is a small storage area to the rear of the garage where some spare parts are kept. The major problem is getting parts delivered. They have to come from Chicago. Metric nuts and bolts are even hard to get if they are over 10mm. in size. The Mercedes-Benz lift bus was in the garage with a bad transmission. Pictures were taken of the garage.
2. The Detour garage is a long way from Newberry, St. Ignace or Sault Ste. Marie. This does cause some maintenance problems.

Suggestions and Recommendations:

1. All three of the Eastern UP Transportation Authority offices and the garage, should be identified as such. (DART offices identified as Dial-A-Ride).
2. The service hours of both the Newberry and St. Ignace Dial-A-Ride systems should be extended to include work and school trips.
3. Back-up vehicles should be placed in Newberry and St. Ignace.
4. Although the Citizens Band radio system is working, it is a temporary system at best. If the DART system were ever expanded, permanent radio systems would have to be installed.

5. The Sault Ste. Marie Dial-A-Ride system should be combined with the EUPTA. There seems to be some confusion in the Sault Ste. Marie area as to who operates what buses. I overheard one phone call to Greyhound wanting to know the schedule for the Bridge Bus. The Bridge Bus belongs to Sault Ste. Marie Dial-A-Ride.
6. There are three old Sault Ste. Marie DART buses (71-0010, 71-0058 and 71-0059) sitting in a parking lot in the Soo. These buses are not in operating condition at this time. George Harris said that these vehicles must be repaired in the Soo just to return them to Lansing. Two of these vehicles could be used for system expansion and leave one as a back-up vehicle for EUPTA. I'm sure that an agreement could be made with EUPTA where UPTRAN would supply the needed parts if the Transportation Authority would supply the labor. This would save labor costs for UPTRAN and allow the two EUPTA DART systems to expand.
7. EUPTA's public relations person (Susan) should visit the two DART systems occasionally to get comments and suggestions from the drivers and dspatchers.

The EUPTA has received a \$5,000.00 grant from the State for marketing purposes. More marketing will be done in the near future. They are beginning a newspaper and radio advertising campaign at this time. They will also have a display at the Sault Ste. Marie home show in May. A recent newspaper advertisement is attached.

Overall, the system is in good shape considering they are trying to cover over 3,500 square miles with five permanent vehicles and one loaner. All of Roger's employees (drivers, dispatchers, maintenance personnel and administrative) are very interested in the transportation system. We all know that the employees of the transit system must have a good attitude and take an interest in the system if they are going to sell it to the public. Roger's people are doing a fine job.

Quarterly Field Evaluation Check List

System: EUPTA-Newberry DART Date 20 Apr 77 Period Covered 20 Apr 77 Checked By [Signature]

E - Excellent S - Satisfactory F-Fair U-Unsatisfactory

	Rating	Remarks
<u>Administration</u>		
Revenues		Newberry DART also handles Greyhound revenues. Accounting records are kept in S.S.M.
Handling	S	
Accounting	S	
<u>Record Keeping</u>		
Ridership Records	S	Records are kept in Sault Ste. Marie
Financial Records	S	
Maintenance Records	S	Maint. records are kept in Detour garage with a copy in S.S.M.
Accident Records	S	
<u>Facilities - Adequate? Appearance?</u>		
Dispatch Center	S S	Dispatch center and Greyhound office are at the same bldg. Appearance is good inside and out. I have taken pictures of the bldg.
Rest Rooms	S S	
Public Waiting Area	S S	
Exterior	S S	
Maintenance Area	N/A	Maint. is done in Detour
<u>Marketing</u>		
Brochure Availability	F	There has been very little marketing up to now. Most of it was word of mouth. Roger has recently hired a Public Relations person. Her duties will include marketing & surveys. She has radio and newspaper advertising for Newberry out now. The marketing should become more intense in the near future.
Specific Program	F	
Advertising	F	

	Rating	Remarks
<u>Operations</u>		
Dispatch		Dispatcher (Don) has good attitude and seems very interested in the system. Don was on the phone with "Greenhouse". He did complain that the C.B. was getting crowded.
Dispatching Technique	F	
Customer Attitude	S	
Efficiency	S	
<u>Drivers</u>		
Operating Efficiency	F	Driver (Mary) also has very good attitude. Seems to like her job, handles bus very well. She is the type of driver needed in a small DART system
Customer Attitude	S	
Road Habits - Safe?	S	
Use of Equipment	S	
<u>Maintenance</u>		
Exterior		The bus in Newberry has over 45,000 miles on it and looks to be in very good shape. Maintenance is take care of in Detour.
Cleanliness	E	
Damage	E	
Tires	S	
Lights	S	
Wipers	S	
Oil		
Water		
<u>Interior</u>		
Cleanliness	E	For the number of miles, the interior is in excellent shape.
Damage	E	
Gauges	S	I understand that there has been some problems with the AC & heaters. AC is probably not needed in the U.P.
Heaters	F	
Air Conditioner	F	
Emergency Equipment	S	
Seats	E	Excellent shape for the number of miles
Floor	E	
Lift	N/A	

Quarterly Field Evaluation Check List

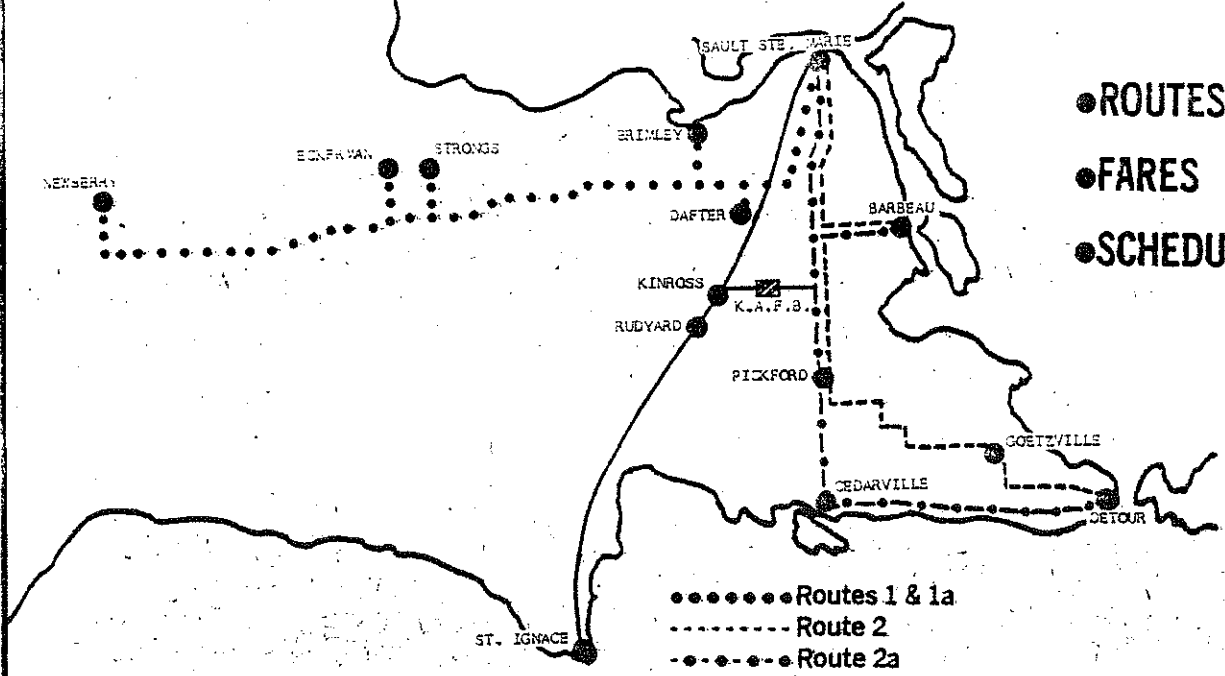
System: EURTA - St. Ignace DART Date 21 Apr 77
 Period Covered 21 Apr 77 Checked By [Signature]

E - Excellent S - Satisfactory F-Fair U-Unsatisfactory

	Rating	Remarks
<u>Administration</u>		
Revenues		Records are kept in Sault Ste. Marie
Handling	S	
Accounting	S	
Record Keeping		Records are kept in SSM Records are in Detour @ copy in S.S.M.
Ridership Records	S	
Financial Records	S	
Maintenance Records	S →	
Accident Records	S	
<u>Facilities - Adequate? Appearance?</u>		Dispatch center is centrally located in St. Ignace. It is in the lobby of a hotel. I have taken pictures of the bldg. Maint. is done in Detour
Dispatch Center	SS	
Rest Rooms	SS	
Public Waiting Area	SS	
Exterior	SS	
Maintenance Area	N/A	
<u>Marketing</u>		see Newberry evaluation
Brochure Availability		
Specific Program		
Advertising		

	Rating	Remarks
<p><u>Operations</u></p> <p>Dispatch</p> <p>Dispatching Technique</p> <p>Customer Attitude</p> <p>Efficiency</p>		<p>I was not able to observe the dispatching as the system was shut down by the time we arrived. Again the disp. (Bob Burns) was very interested in the system.</p>
<p>Drivers</p> <p>Operating Efficiency</p> <p>Customer Attitude</p> <p>Road Habits - Safe?</p> <p>Use of Equipment</p>		<p>Was not able to observe the driver. Dispatcher said that the driver did not always have enough patience with the passengers.</p>
<p><u>Maintenance</u></p> <p>Exterior</p> <p>Cleanliness</p> <p>Damage</p> <p>Tires</p> <p>Lights</p> <p>Wipers</p> <p>Oil</p> <p>Water</p>		<p>Was not able to see the bus. I could only judge the vehicle from other vehicles I had seen. Would have to say that the vehicle was in good shape.</p>
<p>Interior</p> <p>Cleanliness</p> <p>Damage</p> <p>Gauges</p> <p>Heaters</p> <p>Air Conditioner</p> <p>Emergency Equipment</p> <p>Seats</p> <p>Floor</p> <p>Lift</p>		<p>see above</p>

INTRA PENINSULA BUS SYSTEM



- ROUTES
- FARES
- SCHEDULES

••••• Routes 1 & 1a
 - - - - - Route 2
 - · - · - · Route 2a
 _____ Route 3

GENERAL FARE POLICY

• ANNUAL PASSES: Good for one year from date of purchase and good for all trips on Wolverine Stage Lines to Petoskey and Traverse City and points in between for no additional cost.

Adult Pass	\$208.00
Student (of any education level)	\$104.00
Senior Citizens and Handicapped	\$ 52.00

• One way and round trip transfers to Lower Peninsula on Wolverine Stages will be available.

• Economy priced books of weekly and monthly passes will be available.

• Group rates for charters will be available.

• Annual passes good for all routes and Dial-A-Ride systems operated by the Eastern Upper Peninsula Transportation Authority.

Name _____

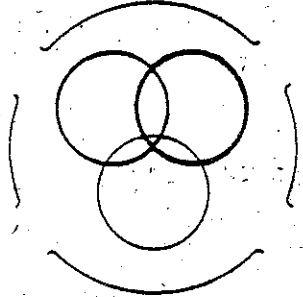
Address _____

City _____ Zip _____

Check Routes You Desire More Information On:
 1 1a 2 2a 3

Mail To: **E.U.P. Transportation Authority**
 322 Court St.
 Sault Ste. Marie, MI 49783

MULTI-MODAL

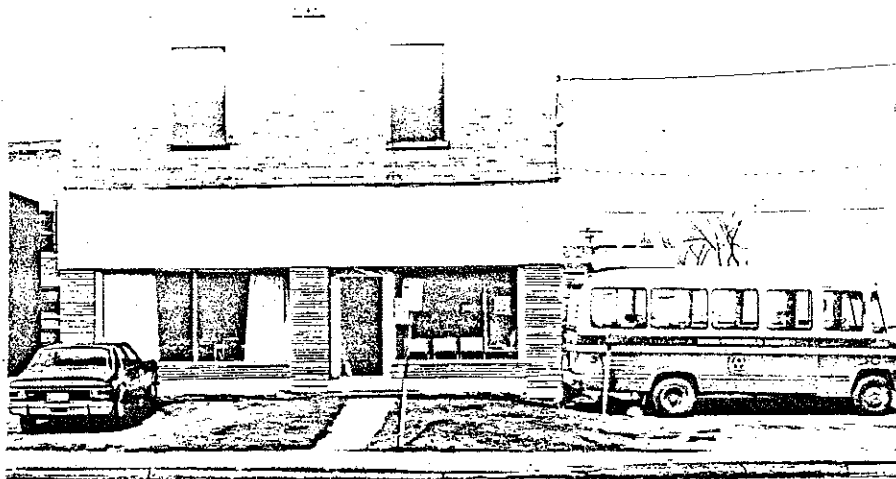


TRANSPORTATION

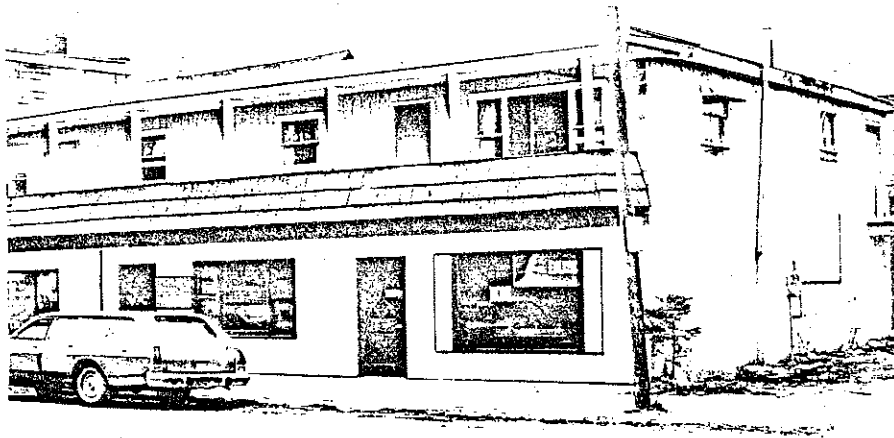
EASTERN U.P. TRANSPORTATION AUTHORITY

*"We're more than just transportation,
 ... we're people working for people!"*

Administrative Offices of EUPTA; facility doubles as terminal for Greyhound and North Star intercity lines



Newberry Dial-A-Ride dispatch center, terminal for EUPTA Intra-Peninsula bus to Sault Ste. Marie, and terminal for Greyhound intercity lines



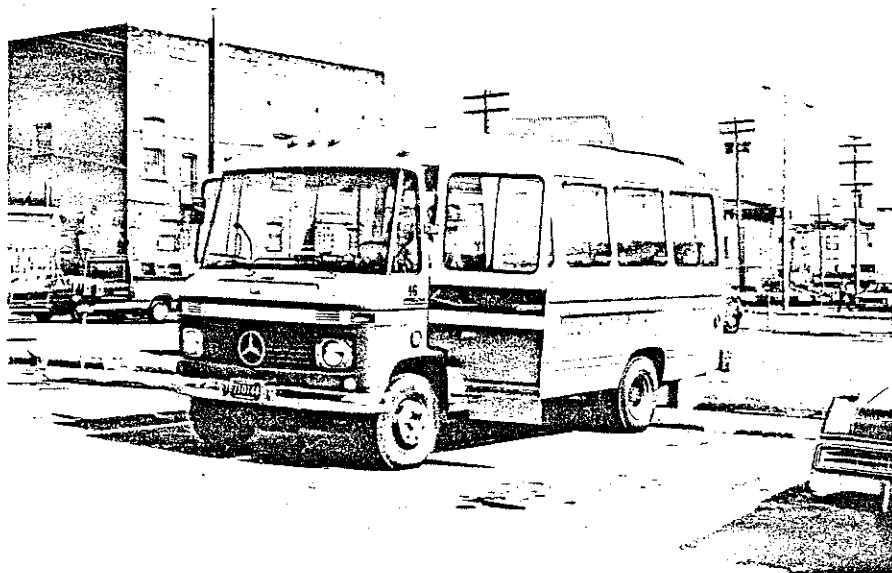
St. Ignace Dial-A-Ride dispatch center, terminal for EUPTA line service to Sault Ste. Marie, and Greyhound terminal



Exterior of D etour maintenance garage for EUPTA vehicles



Example of EUPTA vehicles; bus shown is 0309 D Mercedes-Benz diesel loaned to EUPTA by the State of Michigan. Rest of fleet is identical but of lower mileage (bus shown has approximately 85,000 miles on odometer)



Appendix II

DATA FORMAT INFORMATION

NOTATION - Fixed Format, Integer Value where A = location of variable and b = field width. All missing data are blanks. Form (A,b)

<u>NOTATION</u>	<u>VARIABLE</u>	
(1,1)	<u>Internal identifier</u>	VALUES - All 2
(2,1)	<u>Day of Survey Administration</u>	VALUES 1 - Tuesday, May 10 2 - Wednesday, May 11 3 - Thursday, May 12
(3,1)	<u>Form of Survey</u>	VALUES 1 - Line Haul service 2 - Dial-A-Ride service
(4,1)	<u>Number of times individual was surveyed</u>	VALUES 1 - First interview 2 - Second and subsequent interviews
(5,1)	<u>Bus Number</u> Identifies route/type of service	VALUES 1 - Sault Ste. Marie to/from St. Ignace (line haul) 2 - Sault Ste. Marie to/from Newberry (line haul) 3 - Sault Ste. Marie to/from Detour (line haul) 4 - Newberry Dial-A-Ride 5 - St. Ignace Dial-A-Ride 6 - Sault Ste. Marie to Kincheloe AFB (line haul) 7 - Sault Ste. Marie to Sugar Island (line haul)
(6,1)	<u>Distance of R's home from bus stop</u>	VALUES 0 - door-to-door, i.e., demand response 1 - 0 - ¼ mile 2 - ¼ - ½ mile 3 - ½ - 1 mile 4 - Greater than 1 mile

(7,1) Fare

- VALUES
- 1 - 50¢
 - 2 - 25¢
 - 3 - Charter
 - 4 - Line Haul (see fare structure)
 - 5 - Sugar Island line 40¢

(8,2) Location/Purpose corresponding to origin point

- VALUES
- | | |
|---------------|-------------------------------|
| 01 - Home | 06 - Medical Visit |
| 02 - Work | 07 - Personal Business |
| 03 - Shopping | 08 - Human Service Agency |
| 04 - College | 09 - Social/Recreational Trip |
| 05 - School | 10 - Other |

(10,2) Origin Zone

- VALUES
- | | |
|-----------------------|--|
| 01 - Sault Ste. Marie | 06 - Newberry |
| 02 - Kincheloe AFB | 07 - Dafter, Brimley, Strongs, or Eckerman |
| 03 - Rudyard, Kinross | 08 - Goetzville, Pickford, or Barbeau |
| 04 - St. Ignace | 09 - Sugar Island |
| 05 - Detour | |

(12,2) Location/Purpose corresponding to destination point

Values same as (8,2)

(14,2) Destination Zone

Values same as (10,2)

(16,2) Normal Frequency of Riding
(Converted to Monthly)

99 = first or second ride (no established habit). Otherwise value of answer 01 through 98

(18,1) Alternative Method of making this trip

- VALUES
- 1 - Drive myself
 - 2 - Have someone drive me
 - 3 - Walk or hitchhike
 - 4 - Bicycle
 - 5 - Taxi
 - 6 - Commercial Vehicle (Greyhound)
 - 7 - Wouldn't make trip

(19,1) Sex of Rider

- VALUES
1 - female
2 - male

(20,1) Age of Rider

- VALUES
1 - Under 18 years
2 - 18 - 22 years
3 - 23 - 39 years
4 - 40 - 54 years
5 - 55 - 64 years
6 - Over 64 years

(21,2) Total Persons in Household of Respondent

Value of 01 - 99

(23,2) Total Drivers in Household of Respondent

Value of 00 - 99

(25,1) Respondent is licensed driver?

- VALUES
1 - no
2 - yes

(26,2) Licensed Autos in household of Respondent

Value of 00 - 99

(28,2) Occupation of Respondent

- VALUES
- | | |
|---------------------|--------------------------|
| 01 - Sales | 07 - Office/Clerical |
| 02 - Service Worker | 08 - Unemployed |
| 03 - Craftsman | 09 - College Student |
| 04 - Retired | 10 - K-12 School Student |
| 05 - Managerial | 11 - Other |
| 06 - Homemaker | 12 - Military |

(30,1) Probable Mode of Return Trip

- 1 - This bus
- 2 - One way trip only
- 3 - Drive myself
- 4 - Walk
- 5 - Driven by another person
- 6 - Taxi
- 7 - Commercial Vehicle (Greyhound)
- 8 - Don't know

SERVICE RATING SECTION:

NOTE: Criteria and variables are distinct depending on whether Form 1 (line haul) or Form 2 (dial-a-ride) was administered.

<u>Dial-A-Ride</u>		<u>Line Haul</u>	
<u>Variables</u>		<u>Variables</u>	
(31,1)	Hours of Service	(31,1)	Frequency of Service
(32,1)	Ease of phone contact	(32,1)	Convenient schedule
(33,1)	Driver courtesy	(33,1)	Bus promptness
(34,1)	Condition of buses	(34,1)	Ease of getting information
(35,1)	Fares (too high is poor)	(35,1)	Condition of buses
(36,1)	Time waiting for pickup (too long is poor)	(36,1)	Driver courtesy
(37,1)	Riding time (too long is poor)	(37,1)	Time riding bus (too long is poor)
(38,1)	Ease in getting information	(38,1)	Fare (too high is poor)

All variables assume either

- 1 - poor, inadequate conditions
- 2 - average, acceptable conditions
- 3 - excellent, superior conditions

(39,1) How Rider first learned of service

- 1 - Friends/Neighbors
- 2 - Newspapers
- 3 - Pamphlets
- 4 - Community Service Agency
- 5 - Radio
- 6 - Other

(40,1) Comments

- No comment 0
- Comment 1

Any further questions about format should be addressed to:

S.M. Conwell
 Bus Division
 Bureau of Urban and Public Transportation
 Michigan Department of State Highways and
 Transportation
 Drawer K
 Lansing, Michigan
 (517) 374-9183

Appendix III
Rider Comments
From May Survey

RIDER COMMENTS
NEWBERRY DART

"I like riding the bus."

"It should run on weekends, at least noon to 6."

"The telephone number should be on the bus."

"Excellent service."

"I wish it would run on weekends."

"Would like the bus to run later at night."

"I don't know what I'd do without it. It's a blessing to us old folks."

"Should have service on weekends also."

"I'm glad to have it. My daughter uses Dial-A-Ride once every week."

"I'm satisfied. I hope it continues; I depend on it."

"You couldn't drive for what it costs to take the bus. I'm very glad Newberry is getting ahead."

"I would like the bus to run on Sundays to go to church."

"The bus should run later at night" (female - S.C.)

"This is the best woman driver I have ever ridden with."

"It's the best thing that's ever happened to Newberry, it has helped a lot of people."

"I have to use a cane and couldn't make it without the bus."

"Keep it up please and at present rates for senior citizens; thanks."

"This bus is the best thing that ever happened to Newberry." (Female S.C.)

"Without the bus, I'd have to stay home in the winter."

"Please continue the service for the senior citizens at the present rates, please." (Female S.C.)

"It's good to have someone to depend on so you don't have to cancel appointments or just if you want to go."

"The best idea you could have come up with."

"Sure beats walking at 90 years old." (Male S.C.)

"Snow tires for winter were a big help; air conditioning needs to be hooked up."

ST. IGNACE DART

"The driver helps me on and off the bus." (Young adult at adult activity center).

"Hours are too limited."

"Should have discount passes or tickets for frequent riders."

"There is often conflicting information about time of operation."

"I cannot see why we can't at least have a decently scheduled hearing to re-evaluate Mackinac County's position with regard to the County Commissioners rescinding their position not to participate financially in the program so that we could have the same benefits the other two counties do for longer hours and improved service."

"I am a booster of the bus system." (Female S.C.)

"Please extend the service in the afternoon."

SOO TO KINCHELOE A.F.B.

"Riding this bus has saved me very much money and wear and tear on my own car. Both drivers of this bus are excellent drivers. They have made it through on days I would have stayed home. On days they couldn't get out, they called me to let me know. One time when the bus wouldn't run, they drove us out in their own car. To me, that's service!"

"The bus provides excellent service to and from the base and does so at a very reasonable fare. The service is prompt and very friendly."

"I am very pleased with the courteous service and convenient schedule. The driver is exceptionally courteous and obliging."

"Good service, we need this." (Male S.C.)

"Wonderful service; keep it going." (Male S.C.)

"Riding the bus has been both economical and pleasant. The driver has consistently gone out of her way to ensure the comfort, safety and promptness of her passengers. Her driving skills are appreciated (especially in the winter)."

"I think you have good drivers. I have heard it said that we are all going to ride buses and only the millionaires are going to be driving on the roads. That is a prediction to come from California."

"Brenda has been an excellent, most courteous driver. Not only does she do her job well, but she does things that are not expected of her. Her kindness and thoughtfulness are recognized by our regular passengers. It's a joy to ride on "her" bus. I thank your agency for giving such great support for this service. I encourage you highly to continue this program as it is a concern of the President to save energy. This program is surely supporting the issue."

"Keep the bus going as long as this agency can, thank you."

"Good service."

"Keep running this bus, it's great."

"An excellent service that is much appreciated."

NEWBERRY TO SAULT STE. MARIE

"I will ride the bus whenever I travel and will encourage my friends to do the same." (Female S.C.)

"I appreciate the service and the friendly people."

"If it wasn't for this bus, I wouldn't be able to go anywhere." (Female - 81 years)

"I am happy that now we have bus service as it is very convenient for people that have to depend on others to get places."

"The service is very good. If it wasn't for this bus, I wouldn't have been able to attend college."

"I think that the buses could be kept a little cleaner on the outside."

"If it wasn't for the bus, I wouldn't be able to afford to go see my wife." (Male S.C.)

"I would like to see the bus every day."

"The bus service is very commendable; however, too many people disregard the "No Smoking" signs. This has become very irritating."

"I like the service whenever I have the chance to take the bus." (Male S.C.)

SAULT STE. MARIE TO ST. IGNACE

"I think it's the best way to go to work. It beats driving by myself."

"Everything is satisfactory, good service. The driver is courteous and helpful."

"A very big help to civilian personnel at Kincheloe A.F.B."

DETOUR TO SAULT STE. MARIE

"Its very handy for people in my situation. Prices are very good for fixed income people. It's very dependable." (Female S.C.)

"The bus will drop me off anywhere I ask, which is real handy."

"I appreciate this bus for I have plenty of time for shopping and any appointments. It's much cheaper than driving and saves time and parking. We have a very courteous and helpful driver." (Female S.C.)

"Our driver is careful and courteous." (Female S.C.)

"I hope they keep this bus running. It is good not to have someone drive you in." (Female S.C.)

"My sister and I have ridden in Ronald Woods' bus since April 1976 and its' a life saver for us, convenient, inexpensive, and very comfortable. I'm glad to give it widespread publicity to my friends and associates."

"Enjoy bus - excellent service - would like it to leave DeTour at 9 a.m. to make the day shorter in the Soo."