

## **Transportation Summit – South Haven – October 30, 2008**

*What transportation services are perceived to be available to Van Buren County residents?*

Van Buren County Public Transit (Demand-Response) (wheel chair)

Van Buren County Public Transit (South Haven Loop)

Ride Easy (So. Haven Area Senior Services)

Van (So. Haven Area Senior Services)

Neighbors

Family

Church

Taxi

Care-A-Van (w/c)

VBEMS (w/c)

*What would help residents know more about their transportation options?*

It was the consensus of the group that the problem is more pronounced in rural areas and that one doesn't really know or realize what is available (or not) until it is needed.

Radio Utility Bill Stuffer

RAM/Cable Word of Mouth

Direct Mail Flyers

Coupon – Ph. Book Posters

Print Media

*What are the barriers to using Van Buren Public Transit?*

Early morning appointments

Late afternoon appointments

Flyer description (limited)

Weekends

Evenings

Not a full understanding of what is permissible

Need to train VBPT on concept of public service from a vision standpoint

Loop bus not always on schedule

City needs to provide signed bus stops and shelters

*What are the barriers to using Ride Easy?*

Dependent on volunteers

Need for more volunteers

No short notice

No coordination between destinations such as doctors offices

Awareness in rural areas

Marketing

Limited to low income for medical trips

*What do you think are some ways to get seniors to take advantage of transportation services?*

Marketing

Reduce cost/free (for some)

Driver assistance (offered)

Educate seniors to ask for help

Test escort service (not sure if it would help)

Buddy system

*How should we fund the cost of transportation?*

Self pay

Fundraising

Millage

Fares

Federal Government

State Government

Local Government

Store subsidy

Whatever it takes to “make it free” (use a card system)