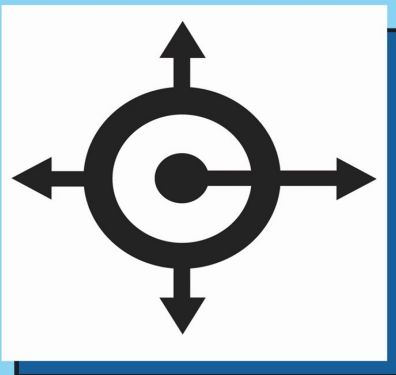
A map of Green Bay, Wisconsin, showing the city's layout with streets, parks, and the Green Bay Waterfront. The map is framed by a blue border. The title text is overlaid on the map.

# Transportation Needs of Low Income Residents in the Green Bay Metro Area August 2009



Bay Area Community Council  
& St. Norbert College



# **Transportation Needs of Low Income Residents in Green Bay Metro Area**

**By  
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**Bay Area Community Council & St. Norbert College  
2009**

## **Acknowledgements:**

We would like to thank the many individuals and organizations that supported and participated in making this project a reality. Given the fact that the project was undertaken and completed without a budget and depended solely on volunteers, without the help we received at every stage, we would not have been able complete the study. The task of undertaking a comprehensive survey and analysis of the transportation needs of low income residents required the support and trust of those whose lives are dedicated to serving the needs of low income residents. The Bay Area Community Council and St. Norbert College are grateful for their trust in allowing us to interview their clients.

From the beginning to the end we are thankful for the support and encouragement we received from Lisa Clark, Howard Endow, Stephanie Foley, and Sarah Inman from United Way of Brown County; Bobbie Lison from Catholic Charities; Steve Herro from St. Norbert Abbey; Judy Knudsen of Brown County UW Extension; and Sister Melanie Maczka of St. Willebrod Church. Jennifer Schmoke and Brian Covey of Forward Service Corporation shared their support and efforts in improving transportation for low income workers. Cathy Putman's contribution in working with church food pantries was invaluable. Eileen Littig helped at every stage and was particularly effective in convincing reluctant individuals to be interviewed -- persuading them that their views and experience with transportation would be heard and given a voice in the report.

We thank Mark Merrifield of the Nicolet Federated Library System for laminating multiple copies of the maps we fashioned of Green Bay. Sandy Duckett of NWTC and Tom Schumacher of Services Plus are to be thanked for printing copies of the questionnaire. Jim Rivett, Greg Schneider and Laura Baker of Arketype donated their professional services to produce the map illustrating place of residence and place of work. David Pamperin, President & CEO, Greater Green Bay Community Foundation, provided additional funding to assist in covering the costs of printing the final report.

More than two-hundred and sixteen hours of interviewing alone could not have been done without the support and cooperation of the many employees and volunteers of the agencies where the interviews were conducted. For their assistance and cooperation in conducting the interviews we wish to thank Mike Duschene and his staff at Aspiro; Rebecca Lesperance, Bree Decker, Caryn Forrest, staff and volunteers at the Salvation Army; DonElla Payne with Integrated Community Services; Chris Dunbar with Howe Family Resource Center; Jane Shatswell with Family and Childcare Resources of NEW; Craig Robbins with Paul's Pantry; Mary Marks with St. Vincent de Paul; Donna Kessler with St. Patrick Catholic Church Pantry; Bonnie Kuhr with NEW Community Center; Mike Fitzpatrick of AIDS Resource Center; Linda and Tim Hogenson of Manna Life Center; Meika Burnikel of Family Services; Mary Kelly of St. John the Evangelist Homeless Shelter; Brenda Merceir of Services Plus; Mae Kocha of De Pere Thrift Store; Jodi Nuthals-Mikulsky of Golden House; Bridget Blean of House of Hope; and Karen Galske of Freedom House.

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## Introduction

In 2007 the Bay Area Community Council published a comprehensive report on Poverty in Brown County. A major finding on transportation was a lack of reliable information on the transportation needs of low-income residents. Over the past year the BACC monitored transportation needs, as reported monthly by Brown County United Way's 2-1-1 online program. The area's unmet transportation needs soared near the top of basic needs.

Concerned by these and other indications that the transportation needs of low-income residents were not being met, and without any reliable data on the scope and nature of the problem, with the support of the BACC, Harry Maier and David Littig decided that working as volunteers they could successfully develop and administer a survey to better understand the needs and problems.

The Bay Area Community Council (BACC) & St. Norbert College (SNC) worked collaboratively on this study of the Transportation Needs for Low Income residents in the Green Bay Metro area. Harry Maier, Chair of the Green Bay Redevelopment Authority, and Dr. David Littig, who served as Chair of the Green Bay Transit Commission for several years, represented the BACC on the project team and Dr. David G. Wegge, Professor of Political Science and Director of the SNC Survey Center, and SNC Student Jenna Heinrichs represented SNC on the project team.

## Research Objectives

The primary research objective is to assess the transportation needs of low income residents in the Green Bay Metro area. Then, utilizing the results of this study, the Bay Area Community Council will recommend ways in which the community can assist in meeting those needs. The specific objectives are to:

- Survey low income residents in the Green Bay Metro area and publish a report on the transportation needs of these groups in the Green Bay Metro area;
- The study will:
  - Determine the forms of transportation currently used;
  - Identify current transportation needs;
  - Assess concerns that low income residents have regarding transportation;
  - Identify barriers to meeting the current transportation needs;

## Methodology

The questionnaire was initially designed by BACC and then revised by Dr. Wegge. The data collection, through personal face-to-face interviewing, was undertaken by representatives of BACC. Dr. Wegge conducted the statistical analysis of the data and SNC student, Jenna Heinrichs, joined the project and worked on all phases of the project – from interviewing to coding and analyzing the data. St. Norbert College became full partners with the Bay Area Community Council on the transportation study. Cathy Putman of the United Way, who is also working on solutions for improving work trips for low income workers, devoted many hours administering the questionnaire.

A key decision involved sampling. Since we did not have the resources to draw a random sample, we needed to strengthen the reliability of our findings by administering the interviews at locations that were most likely to have large numbers of low-income people. We were extremely fortunate to be welcomed to interview in more than twenty-five such sites. These sites were Paul's Pantry, Salvation Army, St. Vincent de Paul, Services Plus, Manna for Life Ministries, AIDS Resource Center, St. Patrick Catholic Church, Resurrection Lutheran Church, Integrated Community Services, Job Center, De Pere Thrift Store, De Pere Christian Church, Family and Childcare Resources of NEW, Family Services, Freedom House Ministries, St. John the Evangelist Homeless Shelter, Howe Family Resource Center, NEW Community Center, Fort Howard Resource Center, House of Hope, Golden House, WIC East, WIC West, NEW Clinic at NWTC, and Aspiro. The largest numbers of respondents were people at food pantries. Interviews were conducted in both English and Spanish.

The survey was conducted from October 2008 to March 2009. When and where possible, the surveys were conducted by the BACC/SNC team with assistance from family and agency volunteers. Surveys were also self-administered. In total 1,357 were analyzed in the study.

## Sample Characteristics

The principal goal in selecting sites, such as food pantries, Salvation Army lunch program, and Integrated Community Services, for administering the survey was to obtain a substantial number of low income respondents. The 2009 federal poverty guidelines break down income by family size. A single person family with a gross yearly income of up to \$10,830 is classified as poor. As family size increases, the government also increases the income. Thus, a family of four is classified as poor with a gross yearly income of up to \$22,050.<sup>1</sup>

In our sample, 94 percent had annual household incomes of less than \$35,000. Sixty-five percent had estimated annual incomes of \$15,000 or less. Eighty-one percent had incomes of \$20,001 or less and 87 percent had households of one to four persons. Our purposive sampling technique of targeting low income respondents, working poor, in Green Bay was successful.

A majority of the respondents, 53 percent (716) indicated they were employed. Forty-five percent (601) were not currently employed. Only two percent (24) were retired. Other social characteristics of the sample include gender, age, and race/ethnicity. Over 65 percent of those interviewed were female. Ninety-four percent were under the age of 61 and over 72 percent were between 22 and 50 years old. Only 6 percent were over the age of sixty. With regard to race and ethnicity, 69 percent were white, 12 percent were Hispanic, 11 percent African American, 6 percent Native American, and 2 percent were Asian.

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<sup>1</sup> *Federal Register*, Vol. 74, No. 14, January 23, 2009, pp. 4199-4201.



**Table 1**  
**Sample Characteristics**

<b>Characteristics</b>	<b>Percent</b>
<b>Gender</b>	
Male	35%
Female	65%
<b>Race/Ethnicity</b>	
African-American	11%
Asian	2%
Hispanic	12%
White	69%
Native American	6%
<b>Age</b>	
15-21	9%
22-30	25%
31-40	26%
41-50	21%
51-60	13%
61 or over	6%
<b>Income</b>	
\$15,000 or Less	65%
\$15,001 to \$20,000	16%
\$20,001 to \$35,000	13%
\$35,001 to \$50,000	4%
\$50,001 to \$75,000	2%
\$75,001 or Above	>1%

**Table 2**  
**Month and Time of Day of Interview**

<b>Month</b>	<b>Percent</b>
October 2008	1%
November 2008	32%
December 2008	24%
January 2009	18%
February 2009	8%
March 2009	16%
<b>Time of Day</b>	
Morning	51%
Afternoon	41%
Evening	8%

**Table 3**  
**Location of Survey Administration**

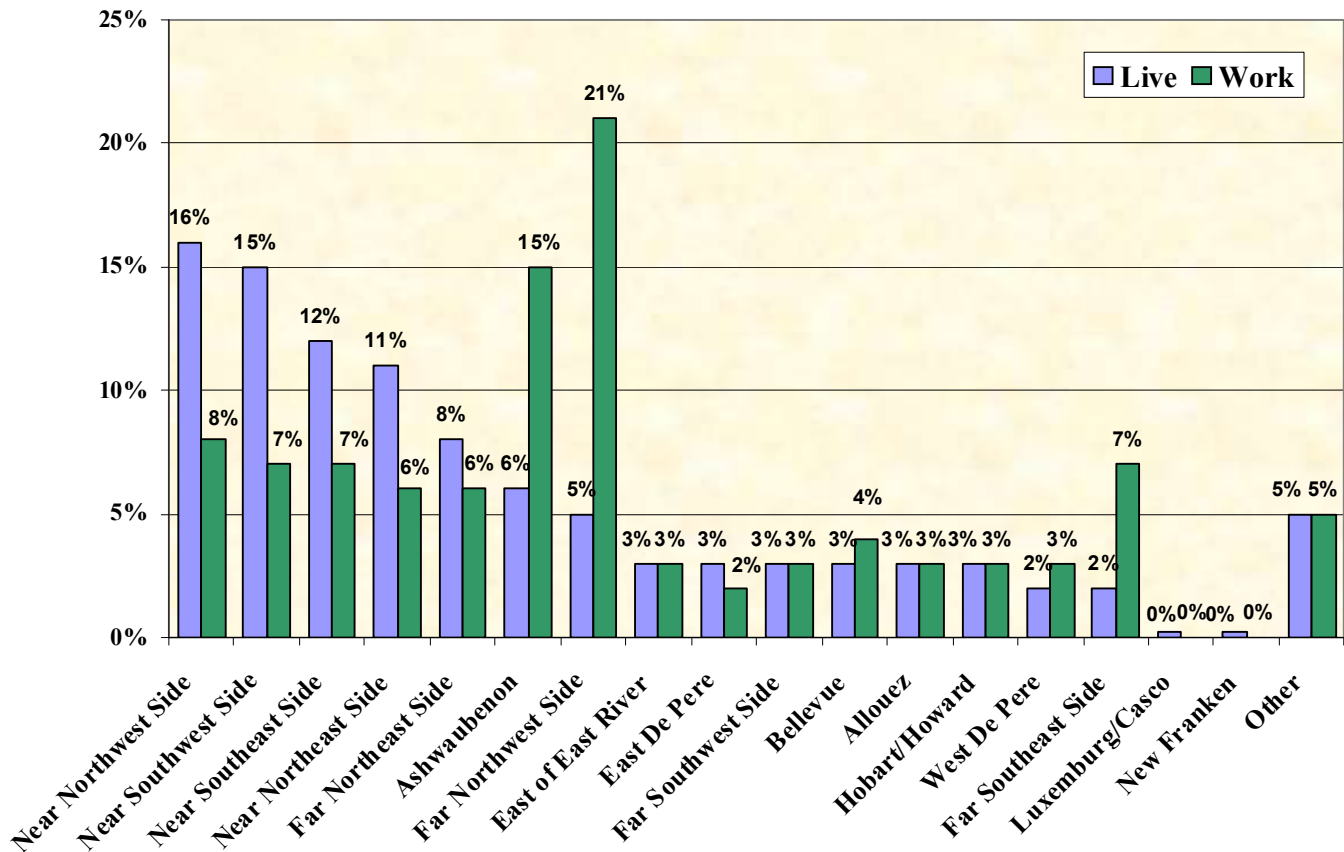
<b>Location</b>	<b>Number Administered</b>
Integrated Community Services	243
Aspiro	227
Salvation Army	144
Howe Family Resource Center	111
WIC East	98
Fort Howard Resource Center	58
Paul's Pantry	58
St. Vincent de Paul	57
St. Patrick Catholic Church Pantry	56
New Community Center	52
Family and Childcare Resources of N.E.W	40
AIDS Resource Center	34
Manna Life Ministries	34
Job Center	23
WIC West	19
Resurrection Lutheran Church	18
Family Services	17
St. John the Evangelist Homeless Shelter	17
Services Plus	11
De Pere Thrift Store	10
Ecumenical Partnership for Housing Inc.	10
Golden House	10
House of Hope	9
NEW Clinic at NWTC	8

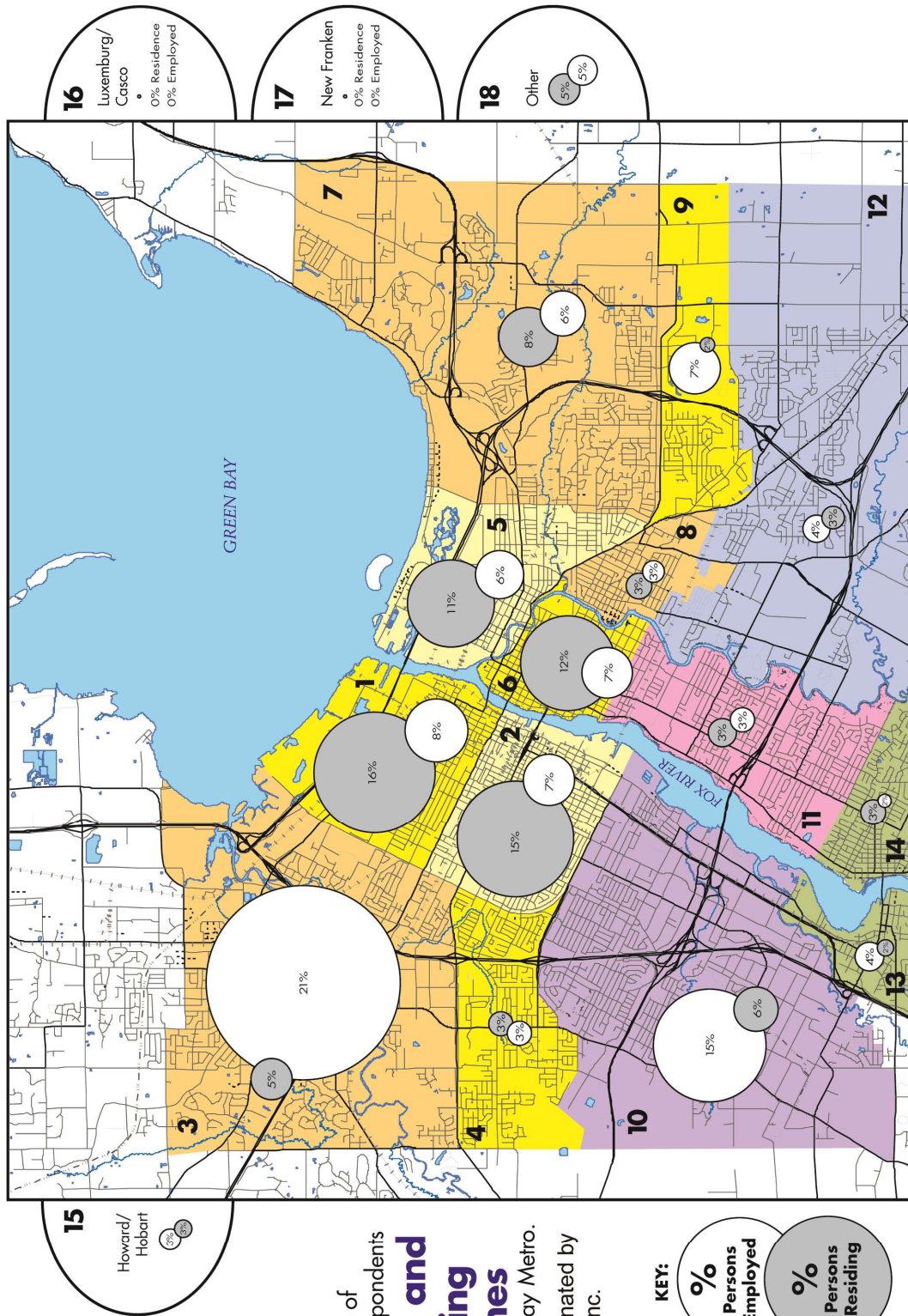
# Transportation Needs

**Key Finding # 1** The areas where many of the respondents live are not the same metro areas in which they work.

- 21% work on the Far Northeast Side of Green Bay, but only 5% live in that same geographic area; 15% work in Ashwaubenon, but only 6% live in Ashwaubenon;
- Over half (54%) live in one of the areas defined as an area near to the central city of Green Bay, however only 28% work in that same geographic area.

## Where Respondents Live vs. Where They Work





<b>ZONE</b>	<b>Percent RESIDING in Zone</b> (# of respondents in survey)	<b>Percent WORKING in Zone</b> (# of respondents in survey)
<b>1</b> Green Bay—Near North West Side (North of Walnut/Shawano, East of Military & South of Velp)	<b>16</b> (208)	<b>8</b> (57)
<b>2</b> Green Bay—Near South West Side (South of Walnut/Shawano, East of Military & North of Lombardi Ave)	<b>15</b> (200)	<b>7</b> (47)
<b>3</b> Green Bay—Far North West Side (North of W. Mason and West of N. Military)	<b>5</b> (71)	<b>21</b> (145)
<b>4</b> Green Bay—Far South West Side (South of W. Mason, West of Military & N. of Hazelwood Lane)	<b>3</b> (41)	<b>3</b> (18)
<b>5</b> Green Bay—Near North East Side (North of Main to the Bay and Deckner & West of N. Danz)	<b>11</b> (149)	<b>6</b> (44)
<b>6</b> Green Bay—Near South East Side (South of Main St. to Allouez and West of East River)	<b>12</b> (162)	<b>7</b> (46)
<b>7</b> Green Bay—Far North East Side (East of N. Danz, North of E. Mason & East of Main St.)	<b>8</b> (101)	<b>6</b> (41)
<b>8</b> Green Bay—East of East River (West of Main, North of Bellevue)	<b>3</b> (44)	<b>3</b> (20)
<b>9</b> Green Bay—Far South East Side (South of Main St. and East of Bellevue)	<b>2</b> (22)	<b>7</b> (47)
<b>10</b> Ashwaubenon	<b>6</b> (76)	<b>15</b> (103)
<b>11</b> Allouez	<b>3</b> (38)	<b>3</b> (18)
<b>12</b> Bellevue	<b>3</b> (39)	<b>4</b> (25)
<b>13</b> West DePere	<b>2</b> (28)	<b>4</b> (26)
<b>14</b> East DePere	<b>3</b> (42)	<b>2</b> (12)
<b>15</b> Hobart/Howard	<b>3</b> (37)	<b>3</b> (24)
<b>16</b> Luxemburg/Casco	<b>0</b> (3)	<b>0</b> (0)
<b>17</b> New Franken	<b>0</b> (3)	<b>0</b> (0)
<b>18</b> Other	<b>5</b> (66)	<b>5</b> (34)

Design donated by Arketype Inc. [www.arketypeinc.com](http://www.arketypeinc.com)

## Analysis:

One of the major interests was to have each respondent indicate on a map their area of residence and where they worked. As shown on the Graph above and the following map “Living and Working in Zones” we divided the City of Green Bay into nine zones and had zone numbers for Ashwaubenon, Allouez, Bellevue, DePere, and surrounding communities. Each respondent was asked to indicate the zone in which he/she lived and worked, if employed.

The sizes of the circles on the map correspond to the percentage living and working in a zone. The grey colored circles indicate the percentage of the sample living in that zone and the white circle, the percentage working in that zone.

The map shows that the majority of respondents lived in the two near west side zones 1 & 2 and near east side zones 5 & 6. These two areas of the city also contain the majority of interview sites, which explains an overloading in places of residence. Nevertheless many low income families live in these residential areas.

What is significant is the location of the residential areas -- they tightly surround the central city of Green Bay. While this is not surprising, what is significant is that so few are employed in downtown Green Bay, which is undergoing major restructuring. The paper mills and other places of employment along both sides of the Bay and Fox River also are not major work place destinations for the respondents of this survey.

As shown in the map, slightly over 20 percent (145) worked in the Far North West Side. Since 227 respondents completed the survey at Aspiro, a destination which is located in this zone, this may explain the high percent. However, this zone also includes many work places – NWTC, St. Mary’s Hospital, Walmart/Festival Foods/Van Vreede’s retail shopping area.

Over 14 percent (103) state they worked in Ashwaubenon which is the major retail shopping in the metropolitan area. The rest of the work place destinations are widely dispersed.

The implication of this pattern of daily work trip destinations for conventional transit systems is a steady loss of ridership. The classic transit route designs, which used to work like a charm, brought workers from the residential suburbs surrounding the downtown and factories by the water fronts and train depots. Large numbers of workers filled buses and trains to standing room as they rushed to make it to work about the same time every day and were returned home after work.

The route structure of the Green Bay Metro is a modification of the classic route structure. All buses circulate throughout the city’s residential neighborhoods, shopping centers, major institutional destinations, into Allouez, DePere, Bellevue, and Ashwaubenon and converge at the Transit Center close to the downtown. At the Transit Center transfers are made for other destinations. One problem is that downtown Green Bay is no longer a major destination for work trips. Another is that two hours may need to be allotted for trips with destinations from

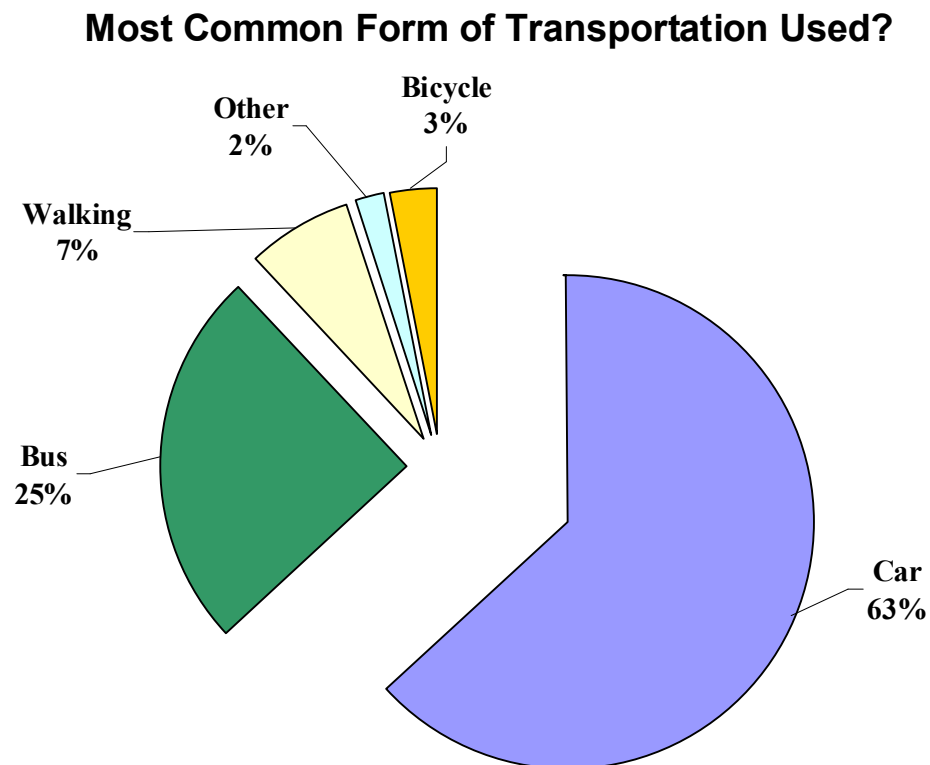
one side of the city to the other because they may require transferring from one bus to another at the Transit Center. By car, this trip can generally be done in 15 to 20 minutes.

In Green Bay, the places of major employment growth are adjacent to major highways at the periphery of the developed metropolitan area. The I-43 Industrial Park on the far east side of the city is a prime example. It is adjacent to an Interstate highway and the corporations, businesses, and office complexes are typically one story structures spread throughout a suburban park like setting.

A major challenge for transportation providers is how to provide workers with daily work trips that will not consume 25 percent of their income!

**Key Finding # 2    Cars are the most common form of transportation, and the most owned form of transportation.**

- Just under two-thirds of people surveyed stated that cars are their most common form of transportation (63%) and almost three quarters of people indicate that they own a car (72%).
- The bus is the next most commonly used form of transportation after cars (25%), followed by walking (7%).
- 3% indicate that bicycles are the most used form of transportation and 9% indicate they own bicycles.





## Analysis:

Transportation costs for the average household are not insignificant. For low-income households they can become an insurmountable burden because reliable transportation from home to place of work is a requisite condition for holding a job. According to the Dept. of Labor's Bureau of Labor Statistics report of Consumer Expenditures in 2007, car ownership costs are the second largest household expense in the United States, after housing. For most Americans, this comes as a shock and many may want to discount the high cost of transportation and cite the large amounts that insurance, food and other items take out of their pay checks.

In 2007, the average American household with an income before taxes of \$63,091 spent \$16,920 for housing, \$8,756 for transportation, \$6,133 for food, and \$2,853 for health care. Average household expenditures for education are so low that they are included in an "Other expenditures" category. As noted above, in our Green Bay survey 81% had annual household incomes of \$20,000 and under. An additional 13% had incomes between \$20,001 and \$35,000. Ninety-eight percent of respondents to the questionnaire declared incomes below the national average household income of \$63,091.

According to the Bureau of Transportation Statistics the average cost of owning and operating an automobile in 2008 was \$8,095. The fixed costs of \$5,783 include insurance, registration, taxes, depreciation, and finance charges. Variable costs of \$2,313 include fuel, maintenance, and tires. AAA calculates that the annual cost of driving a small sedan is \$6,320, typical minivan is \$8,644, and large sedan is \$9,269 and \$10,259 for SUV owners.<sup>2</sup>

Clearly the motor vehicle is the dominant means of transportation, even among our sample of low income residents. Sixty-three percent (849) travel by motor vehicle – car or truck. And, over 70 percent stated that they own a motor vehicle of some kind – be it a car, truck, van, or motorcycle. About 25 percent (323) are regular bus riders and depend on Green Bay transit.

There was also a strong relationship between income and means of transportation. The higher the income, the greater is the use of a vehicle and the fewer transit riders. The highest reliance on bus transit, 31%, was among those with incomes of \$15,000 or less, which was also the largest income group with 845 respondents. Fifty-four percent in the lowest income group depended on their vehicles. The lowest income group also had the largest number of walkers (9%), and 17 bicycle riders. At incomes above \$15,000 the percentage of vehicle users jumped to 80% and above and transit ridership declined.

If we compare the cost of owning and operating a small vehicle to purchasing adult monthly passes on Green Bay Metro, the price difference is huge. The yearly bill for a small vehicle will be more than \$6,000 and only \$420 for adult monthly passes at \$35 a month. Based on these

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<sup>2</sup> [www.bls.gov/news.release/cesan.nr0.htm](http://www.bls.gov/news.release/cesan.nr0.htm)

calculations, the savings gained by switching from vehicle to public transportation would be \$5,580. A gain of over \$5,000 for a household with a \$20,000 annual income is truly significant. Yet we find that the services provided by Green Bay Metro are insufficient to lure more low income earners to transit. A majority of low income earners choose to spend a quarter of their income on driving their own cars.

The last question in the survey asked for open-ended responses to the question: “Are there any other things that could be done to better serve the transportation needs of you and your family?” Throughout the report, we will be quoting from the 1,355 open-ended responses from this question.

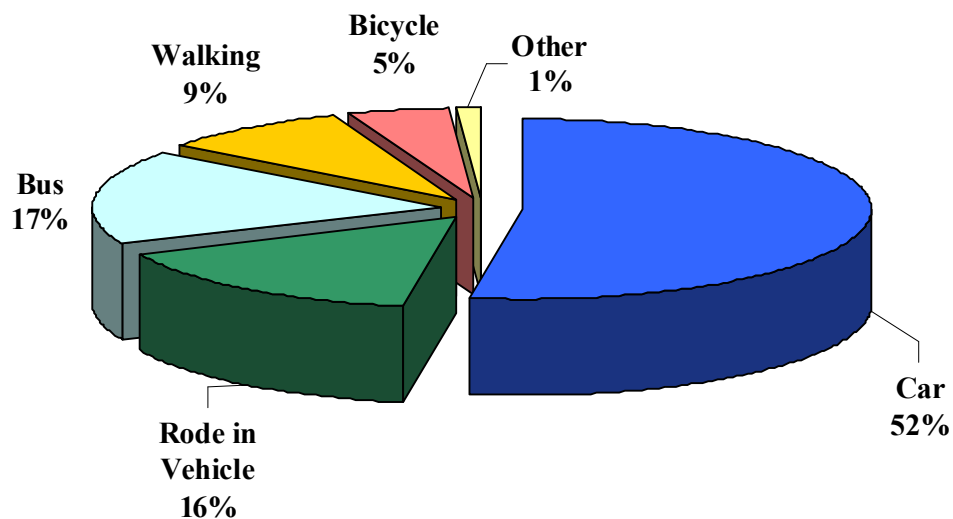
Regarding transportation costs, here are some representative comments:

- *“Cost of license and vehicle registration has really gone up.”*
- *“A program to help low income people fix minor repairs on their cars.”*
- *“I hope and pray the economy gets better so expense of gas makes it affordable for people to drive if they have to.”*
- *“Getting a loan for my car was very difficult and I had to go through auto credit which is a place that basically takes advantage of people with bad or no credit. I’m currently paying approximately \$400 a month for a 1998 car. My opinion is to see about getting a program for people to purchase vehicles without getting robbed or a program that could help pay a portion of the vehicle cost.”*
- *“Gas vouchers.”*
- *“More vouchers, more tokens to find employment to get to places of employment (E. DePere, Ashwaubenon).”*
- *“Free bus for low income.”*
- *“Gas money assistance.”*
- *“Easier loan program, ways to work, and vehicle maintenance payments.”*
- *“Ways to work for sure, I don’t make enough money to get a car.”*
- *“More handicap transportation buses.”*
- *“Help me get my driver’s license back.”*

**Key Finding # 3 Over half (52%) of survey respondents said that they arrived at the survey sites via driving their own car.**

- About two-thirds of people arrived at the site where the survey was conducted either in their car or rode in a vehicle not their own.
- 17% arrived using the bus.
- The remainder arrived at the survey site walking (9%), riding a bicycle (5%), or by some other form of transportation (motor scooter/ motor cycle, etc.) (1%).

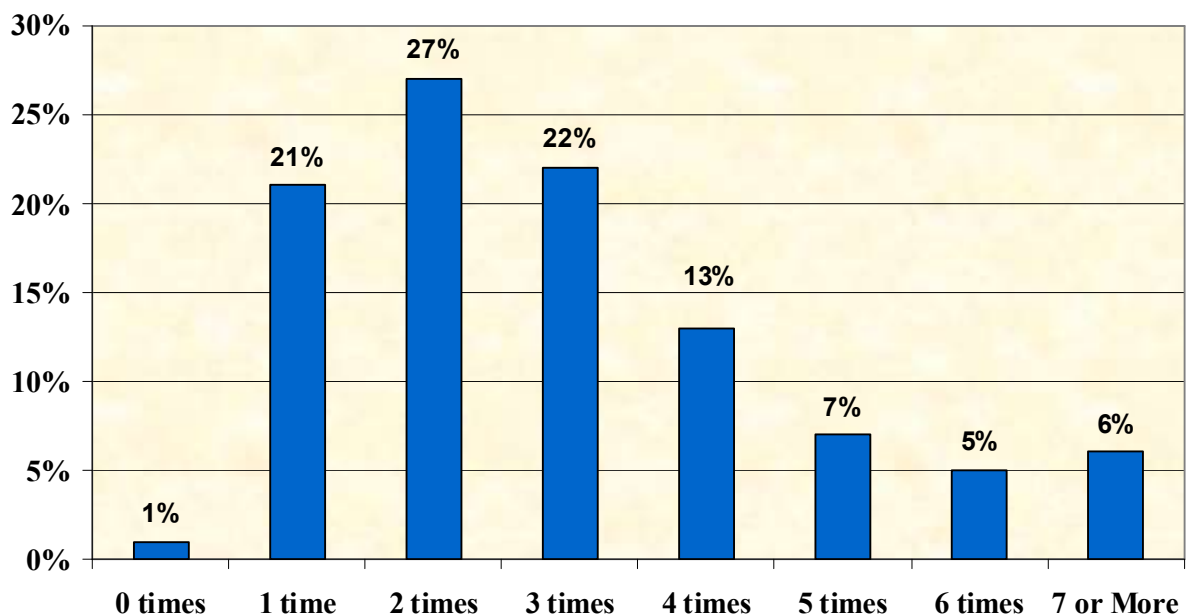
**How Did You Get Here Today?**



#### **Key Finding # 4    On average respondents travel away from their home about 3 times per day.**

- The mean is 3.18 and the median is 3 times per day that respondents travel away from their home each day. The largest percentage of people travel away 2 times a day (27%).
- Mean for various transportation modes:
  - Car: 3.30 times per day
  - Bus: 3.09 times per day
  - Walk: 2.93 times per day*These differences between modes of transportation are not statistically significant*
- About a third (31%) of respondents travel away from their home 4 or more times daily.

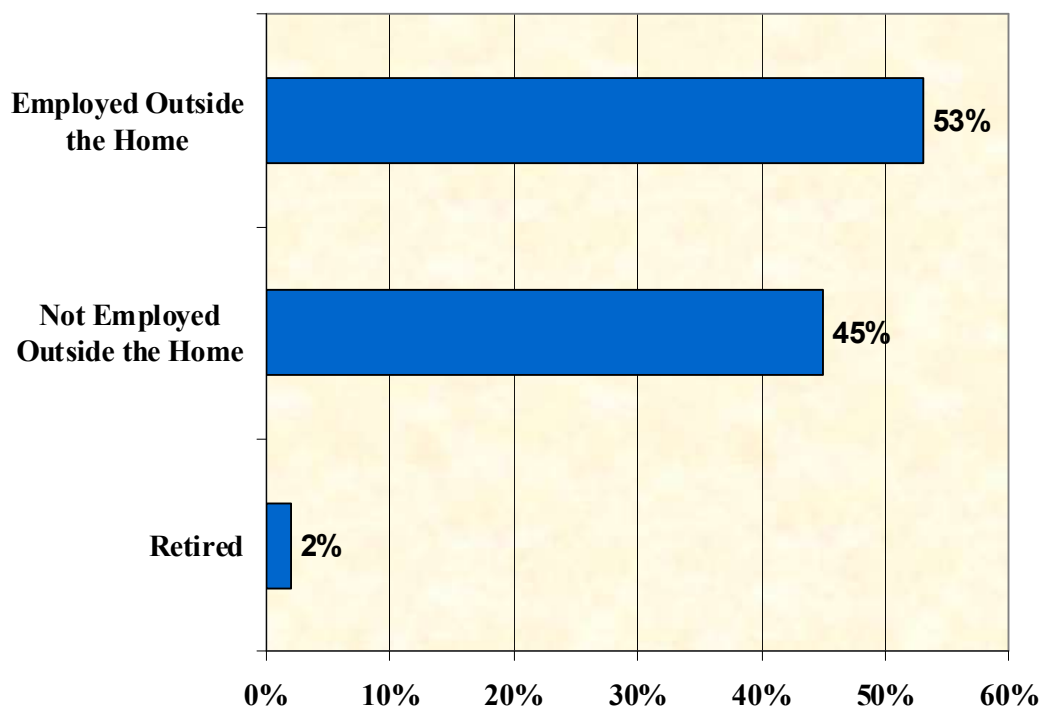
#### **On Average, How Many Times Per Day Do You Travel Away From Home?**



**Key Finding # 5    Over half (53%) are employed outside the home, 45% are not employed outside the home and 2% are retired.**

- Over half of people surveyed stated that they are currently employed outside the home (53%).
- The other 47% of people responded that are unemployed or retired.

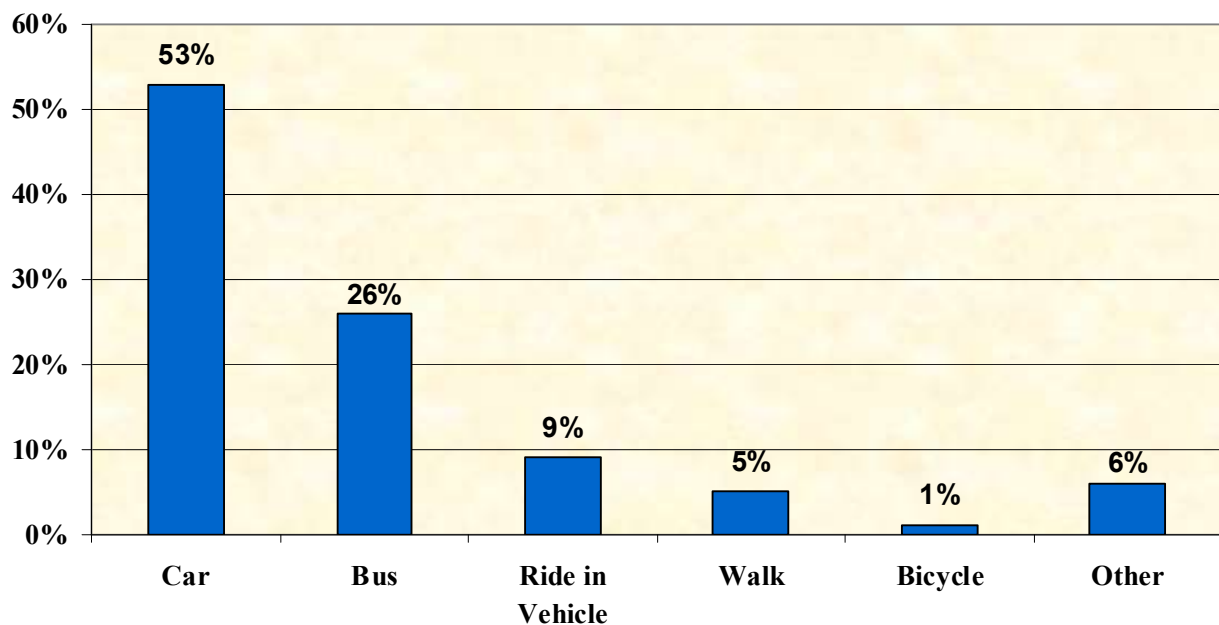
### **Employed Outside the Home?**



**Key Finding # 6    Cars (62%) and Bus (26%) are the most common way respondents get to work each day.**

- The majority of respondents stated that they arrive at work in a car (totaling 62%). This includes those that drive their own cars (53%), and those that ride in cars (9%).
- Over a quarter of respondents stated they take the bus to work currently (26%).
- Six percent took paratransit, rides from Red Cross, Lamers, Oneida Transit, or Medivan.
- 1% rode their bikes

**How Do You Currently Get to Work?**

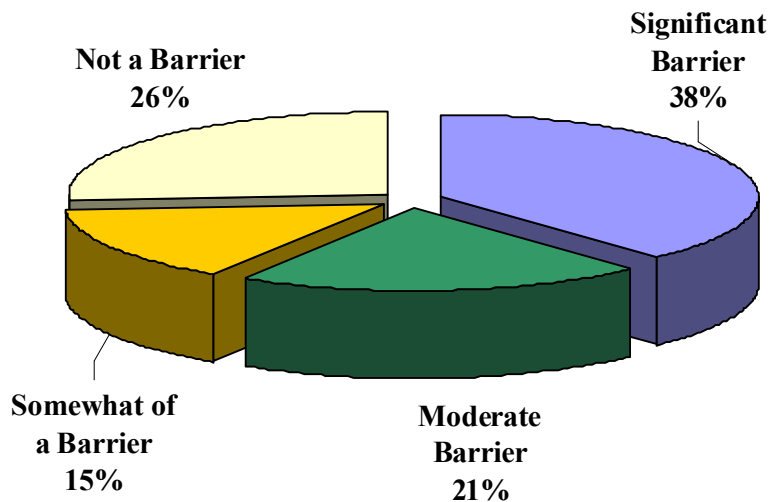


## ***Attitudes about Transportation in the Green Bay Metro Area***

**Key Finding # 7** Over half (59%) of those using the bus for transportation to work feel that transportation is a Significant Barrier (38%) or a Moderate Barrier (21%) to their being employed.

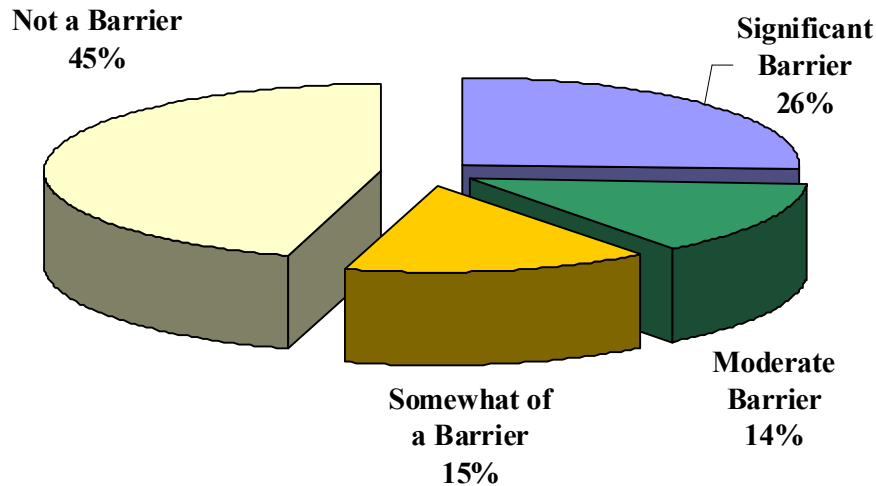
- Only about a quarter (26%) of the Bus Only Sample state that transportation is not a barrier for them to be employed.
- Over a third of the Bus Only Sample feels as though transportation is a significant barrier to them being employed (38%).

**To What Extent is Transportation a  
Barrier to Employment**  
(Bus Only Sample)



## To What Extent is Transportation a Barrier to Your Employment?

(Total Sample)



### Analysis:

Seventy-four percent of the Bus Only Sample indicated that transportation was at least somewhat of a barrier to employment and 38% say it is a significant barrier to employment. Another 21% found it a “moderate barrier”, and 15% “somewhat of a barrier.”

One individual attaches his bicycle to the rack on the bus. When he gets off the bus, he takes his bike off the rack, gets back on and rides it – even in subzero weather – to his place of employment. This is the way it was told, *“I have a friend who lives downtown, who works second shift at I-43 industrial park. Puts bike on bus [to] near place of work and then rides to work and rides bike home after 10 pm. I worry about him.”*

The most frequent barrier to employment came from respondents who do not have vehicles. Some indicate that they won’t even bother to apply for jobs that cannot be served by transit.

One of the more unexpected complaints about the limitations to the transit service provided by the Green Bay Metro was about not serving the transportation needs of shift workers.

While each Green Bay Metro route begins and ends each week day at slightly different times – starting at 5:15, 5:45 and 6:15 a.m. and generally ending at 9:45 p.m. – there is no late night service. Some routes have hourly service, others half-hour service. Bus service cannot provide transportation for 2<sup>nd</sup> and 3<sup>rd</sup> shift workers because service stops before the second shift is over. The 2<sup>nd</sup> shift is from 3:00 p.m. to 11:00 p.m., and the 3<sup>rd</sup> late night shift is 11:00 p.m. to 7:00 a.m.



Here are some comments regarding lack of service for shift workers:

- *“Extended hours for night shift people.”*
- *“Should have bus service until 1:00 am, giving people the chance to go to work on third shift.”*
- *“The most important thing is to have the buses running when and where the people need to get to work. People lose their jobs because they can’t get to work.”*
- *“...more extended hours until 12:00 am so I can work 3<sup>rd</sup> shift.”*
- *“Run buses all the time, work three different shifts.”*
- *“Buses running late at night after 10:00 pm. Need buses running for 11:15 pm pick up after work hours.”*

While it is difficult to obtain accurate information on the number of shift workers and the number of workers at any given shift, we were able to obtain data that gives us estimates on the times when employees arrive to work. The 2007 American Community Survey, conducted by the U.S. Census Bureau, gathered information on “Time Arriving at Work from Home for Workplace Geography,” for Green Bay and Brown County.

The dominant message on work place starting times from the American Community Survey is that starting times is a 24/7 phenomena. Only 16% of employees in Green Bay start work between 7:30 a.m. and 7:59 a.m. and 9% between 8:00 a.m. and 8:29 a.m. Work starting times are spread throughout every hour of the twenty-four hour cycle.

The total numbers of workers arriving at work in Green Bay between 5:00 a.m. and 6:00 a.m., which roughly corresponds to starting time for the first shift, is estimated at 11,249. For Brown County, it increases to 22,084. There is an overlap in the time intervals on the table for second shift (3:00 p.m. to 11:00 p.m.) and third shift (11:00 p.m. to 7:00 a.m.). Over 9,000 employees in Green Bay start their work day between noon and just before midnight. Over 2,000 report to work between midnight and five in the morning. The corresponding numbers for Brown County are more than double for those in Green Bay.

## TIME ARRIVING AT WORK FROM HOME FOR WORKPLACE GEOGRAPHY

	Brown County Estimate	Green Bay Estimate
<b>Total:</b>	140,663	63,841
<b>12:00 a.m. to 4:59 a.m.</b>	6,718	2,452
<b>5:00 a.m. to 5:29 a.m.</b>	4,021	2,199
<b>5:30 a.m. to 5:59 a.m.</b>	9,459	4,991
<b>6:00 a.m. to 6:29 a.m.</b>	8,604	4,059
<b>6:30 a.m. to 6:59 a.m.</b>	17,103	7,902
<b>7:00 a.m. to 7:29 a.m.</b>	18,326	8,617
<b>7:30 a.m. to 7:59 a.m.</b>	22,583	9,934
<b>8:00 a.m. to 8:29 a.m.</b>	13,104	5,653
<b>8:30 a.m. to 8:59 a.m.</b>	6,825	3,412
<b>9:00 a.m. to 9:59 a.m.</b>	7,138	3,442
<b>10:00 a.m. to 10:59 a.m.</b>	3,049	1,139
<b>11:00 a.m. to 11:59 a.m.</b>	1,768	546
<b>12:00 p.m. to 3:59 p.m.</b>	10,616	4,321
<b>4:00 p.m. to 11:59 p.m.</b>	11,349	5,174

Source: U.S. Census Bureau, 2007 American Community Survey

Some of the largest private employers in the Green Bay area with between 1,000 to over 2,500 employees -- meat packing plants and paper mills -- employ shift workers, are located in the city and are served by Green Bay Transit but only for limited hours.

To note this shortcoming of Green Bay Metro to provide service for shift workers is not to argue that such service would be cost effective. It would not. But, extending service for an additional hour in the evening for workers getting off second shift should be considered.

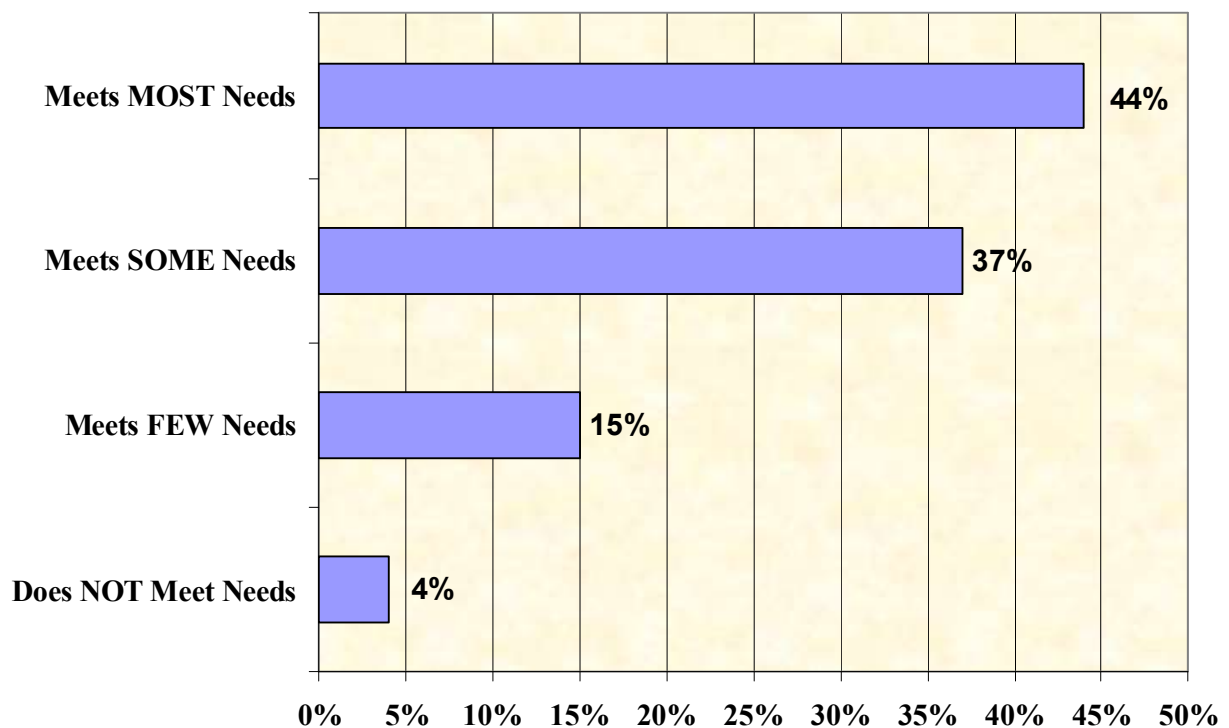
We cannot forget an interview we had with a female employee who after working second shift around University Ave. and Elizabeth on the east side of Green Bay had to walk home, around Velp Ave. on the west side, every evening during the winter because the last bus left before she completed her shift at 11:00 p.m.

**Key Finding # 8** Almost half (44%) of those who use the bus transit system for their transportation needs say that it meets most of their needs, while 56% say it meets only some to none of their needs.

- 44% of those in the Bus Only Sample say the current bus transit system meets most of their needs, 37% say it meets some of their needs, 15% say it meets few of their needs and 4% say it does not meet their needs.

### **To What Extent Does the Green Bay Bus System Meet Your Personal Transportation Needs?**

*(Bus Only Sample )*

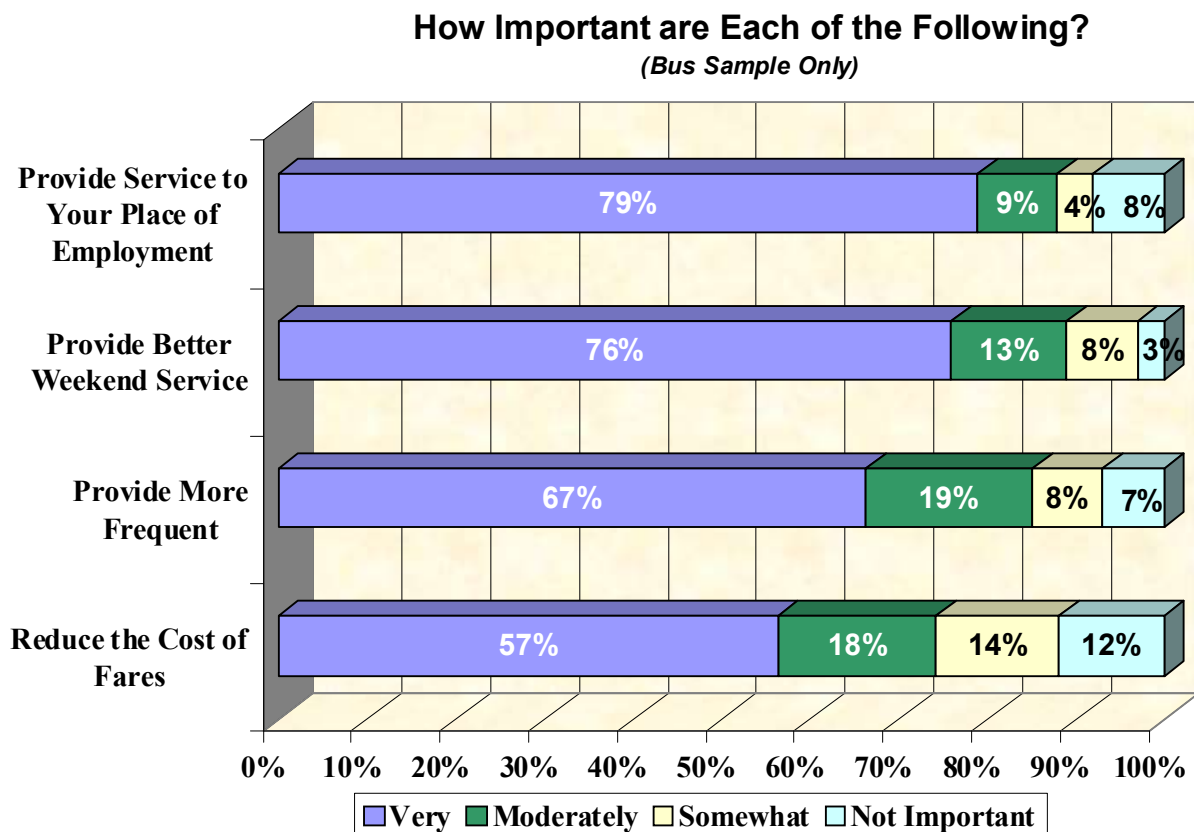


## Analysis

Results are somewhat different among those in the Total Sample, 14% said they had never ridden the bus. The question allowed respondents the following choices: meets MOST transportation needs, meets SOME..., meets a FEW.., and does NOT meet any transportation needs. Twenty-five percent (291) are generally pleased with the transit system and it meets most of their transportation needs. Another 22% (252) agreed that the bus system meets some of their needs. Fifteen percent found it met only a few transportation needs. Two hundred eighty-five (25%) respondents were dissatisfied with the bus system because it “does NOT meet any transportation needs.”

**Key Finding # 9 Most Respondents who rely on the bus transit system feel that making certain improvements to the Green Bay Bus System is very important.**

- Among those that primarily use the bus service for transportation, over three-fourths (79%) state that they felt it was very important to make changes to provide service to their place of employment; 76% say it is very important to provide better weekend service, 67% say it is very important to provide more frequent service and 57% say it is very important to reduce the cost of the fares.
- Among the Total Sample the percentages are somewhat lower: half or more of respondents stated that they felt it was very important to: make changes to provide more frequent service for riders (58%), provide service to places of employment (62%), provide better weekend service (63%), and reduce the cost of fares (50%).



## Analysis:

### Importance of Providing Service to Place of Employment

The importance of providing public transportation to work comes up again and again in the survey. Among the Total Sample, 62 percent (619) of respondents believe it is “very important” that bus service be provided to their places of employment. An additional 14% (140) felt it was moderately important. As most working Americans depend on their vehicles for work, 18 percent (178) agreed that it was not important to provide transit service to their places of employment.

### Lack of Extended Weekend Service is a Major Problem

Weekend service is limited to Saturday from around 8:00 am to 5:45 and 6:45 pm. There is no evening service on Saturday and no service at all on Sundays.

Over 45 percent of respondents (617) believe more frequent service is “very important.”

Twenty percent agreed with “moderately important,” 10 percent with “somewhat important,” and 12 percent felt more frequent service was “not important.”

The lack of Saturday evening service and absolutely no service on Sunday has a double negative impact on those who rely on transit as their principal means of transportation. The major complaint is that it basically deprives them from holding jobs on the weekends. Those who are not employed on weekends are also deprived from participating in community events because of lack of transportation.

Here is a sampling of comments on inadequate weekend service:

- *“Longer service on Saturdays and service on Sundays.”*
- *“Run buses on Sunday.”*
- *“Public transportation in Green Bay is hard on people – the hours. You have to limit your job to the hours and days the buses run. It would help most people if the buses ran Saturday, all day and night, and Sunday’s and have a 24-hour schedule.”*
- *Have regular hours routes on weekends – Sundays buses should run on your now Saturday schedule.”*
- *“Have the bus run on Sundays.”*
- *“Need to have buses on Sundays and need to have night shift buses.”*

- *The bus needs to run on Sundays. A limited service time on Sundays would be better than nothing.”*
- *“There needs to be bus service on Sundays at least hourly. Many people work on Sundays.”*
- *“Sunday buses should [be] run for working people.”*
- *“Hard for employment – no transportation on Sundays.”*
- *“Would like service on Sundays –it would give me more availability for working.”*
- *“Weekend services.”*
- *“Need a Sunday bus. On Saturday, more frequent service—earlier and later hours.”*
- *“Weekend service – too expensive to get a cab.”*

The limited service hours of Green Bay Metro drew many complaints.

- *“A bus that runs every 15 minutes.”*
- *“Running every 15 minutes because people and students sometimes do not have transportation for any reason.”*
- *“Make time on bus shorter and buses should be timely.”*
- *“Be on time, more frequent service, longer hours per day (second shift), and Sunday hours.”*
- *“Need a car – buses to run every 30 minutes instead of hour.”*
- *“Longer hours running until 12:00 am and more routes. Vouchers for taxis when interviewing for a job.”*

### Should Fares be Reduced?

While about half of the respondents answered that it was very important that fares be reduced, reducing fares scored the lowest among the transit service measures. More significant is that bus fares were not mentioned in the open-ended question about “...things that could be done to help meet the transportation needs of you and your family?”

# ***Conclusions and Recommendations***

## **Conclusions**

The goals of this study were to identify the transportation needs of low-income residents in the Green Bay metro. We wished to identify their transportation needs, assess their concerns regarding transportation, and identify barriers to meeting those needs.

**Our first key finding is that areas of the city where many of the respondents live are not the same area in which they work.** This is graphically illustrated on the map on page 12. While we expected low-income residents to live in areas with affordable housing – the oldest housing stock immediately surrounding downtown Green Bay -- a key finding was the decentralization of jobs.

The process of “people sprawl” began in mass with residential suburbanization after WW II. “Job sprawl” – as documented in Brookings Metropolitan Policy Program study -- is a more recent development which is changing the geography of metropolitan employment nationally.<sup>3</sup> In the study of 98 metro areas they found that only 21 percent of employees work within three miles of downtown, while over twice that share (45 percent) work more than 10 miles from the city. Job location within the metropolitan areas varies widely across industries with jobs in utilities, finance, insurance, and educational services locate within three miles of downtown. At least half of the jobs in manufacturing, construction, and retail are more than 10 miles from the central business district. In addition, in almost every major industry, jobs shifted away from the city center between 1998 and 2006. While this pattern is more pronounced in the largest metropolitan areas, it is also visible in the Green Bay metropolitan area.

This spatial distribution of a metropolitan area’s jobs will influence its future economic productivity, environmental sustainability, congestion, social inclusion and equity. The current routes and levels of service provided by the Green Bay Metro are not designed to serve the emerging public transportation needs of the Green Bay metropolitan area.

**Second key finding is cars are the most common form of transportation by 63%. 72% of the respondents indicate they own a car.** The second most common means of transportation was the bus for 25% of the respondents. Despite the high cost of owning and operating a car – second highest of yearly family expenditures – this finding indicates it is extremely difficult if not impossible for all income levels to live and work without a car. Competitive and attractive transportation alternatives to privately owned vehicles do not exist in Green Bay.

**Third key finding is slightly over half (52%) arrived at the survey sites driving their own cars.** Seventeen percent rode the bus and 16% shared the ride and rode with a friend or family member.

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<sup>3</sup> Elizabeth Kneebone, “Job Sprawl Revisited: The Changing Geography of Metropolitan Employment,” (Washington: Brookings Institution, 2009).



**The fourth key finding is that the respondents are mobile, taking an average of 3 trips from their home every day.** Those with cars took slightly more trips and those who walked made fewer trips.

**The fifth key finding is that 53% are employed outside the home. Forty-five percent are not employed outside the home which can be interpreted as unemployed or employed at home. Only 2% were retired.** The small number of retired respondents is reflected in the age distribution among respondents. Only 6% were 61 years old and over. Eighty-five percent of the respondents were in the prime working ages of between 22 and 60 years of age.

**The sixth key finding is that 62% get to work in cars – 53% drive their own vehicles while 9% get a ride. Twenty-six percent take the bus to work.**

**The seventh key finding is over half (59%) of those depended on the bus for transportation feel that transportation is a barrier to employment. It is a significant barrier for 38% and moderate barrier for 21%.** Bus operations are not scheduled to provide transportation for shift workers working 2<sup>nd</sup> and 3<sup>rd</sup> shifts!

**The eighth key finding is about bus rider satisfaction with Green Bay Metro service. Almost half (44%) respond that it meets most of their needs, while 56% say it meets only some to none of their needs.**

**The ninth key finding is that most respondents who rely on the transit system feel that making certain improvements is very important:**

- **79% believe it is very important for service to be provided to their place of employment.**
- **76% want better weekend service – Saturday evening service and Sunday service**
- **67% want more frequent service than half-hour and hourly service.**
- **57% favor reducing the price of bus fares.**

### **Recommendations**

There are numerous organizations in Green Bay that are concerned about the many shortcoming of public transportation and they have programs to help people in need. Our recommendations will not discuss the merits of these programs. Instead, we hope to broaden the community conversations about the future of public transportation with our recommendations. We believe there is merit to each of the transportation services we will discuss – car-sharing, ride-sharing, jitney service, and regional transportation authority.

We also believe that the Green Bay Metro has reached a crossroads with a likely decline in federal financial support following the 2010 census and is now faced with doing something!

This provides an opportunity to engage the entire Green Bay metropolitan community on what to do next.

We are also aware that high gas prices are coming back, perhaps to stay. This will place additional pressure on the area's transportation system. Oil experts expect that the day when the price of sweet crude oil, hit \$147.27 a barrel on July 11, 2008, will be returning. The current drop in price, to about \$70 a barrel, is a reflection of weak demand brought by the world-wide recession. As the global economy recovers, China, India and developing nations are expected to increase demand. Eighty-five percent of the increase in the world's daily oil demand from 2000 to 2007 came from the developing world.

The McKinsey Global Institute believes that, "All the ingredients are in place for another spike, perhaps as early as 2012, depending on the timing of the economic recovery. Prices could fly up as they did in late 2007 through mid-2008, when they reached nearly \$150 per barrel."<sup>4</sup>

### Car-sharing

One of the great challenges to Americans is for them to begin to relinquish their love affair with cars, yet be able to drive a car when and where they want, while significantly reducing their transportation costs. As our survey results indicated, even among low-income respondents, cars and trucks are the preferred means of transportation. It is possible to reduce transportation costs and still drive a car with car-sharing.

Car-sharing is the provision of a neighborhood-based transportation service that allows people to use a car when needed, without the costs and responsibilities of ownership. Quite simply, it converts automobile use from a product to a service, providing people with use of a car instead of ownership. A subtle shift in values occurs when the transportation services provided by a car begins to exceed the value derived from owning the vehicle. For many Americans their cars lay idle 95% of the time – parked! In cities like Washington DC, New York and San Francisco where the cost of renting a garage and paying for parking exceeds housing costs, this change is already occurring.

Car-sharing originated in Switzerland in 1987. The Swiss fleet of cars has grown to more than 1,650 in 930 locations and has enrolled more than 58,000 members. It spread operations to the United States in Portland, OR in 1998. There are now car-sharing operations in 20 major cities, plus smaller towns and university campuses.

Car-sharing services are being offered by both public and private organizations. Madison, WI has two car-sharing operations – Community Car and U Car Share, operated by U-Haul. Both provide a fleet of green cars – electric hybrid and high mileage cars. Community Car was launched by Madison Development Corporation, a publicly funded organization, and has received broad support from UW-Madison Transportation Services, Madison Community

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<sup>4</sup> "How high will it go?" *Foreign Policy*, September/October 2009, p. 96.

Foundation, Smart Toyota of Madison, Social Justice Center, Madison Metro Transit, and other organizations and individuals.

The essential features of car-sharing include:

- Short-term rental with charging by the hour and by the mile.
- Neighborhood-based, decentralized vehicles. Car-sharing operators place “pods” of cars in locations all around a city and within easy walking for as many people as possible.
- Members typically reserve a car online or by telephone and open the car doors with their own electronic key and return the car without dealing with anyone else.
- There are different vehicles for different uses. Members can reserve a big vehicle to go camping, a pick-up truck to move furniture, and small fuel-efficient cars for other trips.
- Car-sharing services include fuel, maintenance, insurance, and reserved parking at the pod.

Car-sharing is catching on like wild fire in the United States. The August 27, 2009 edition of *Fortune Magazine* featured Zipcar, a car-sharing company on the east coast, as “the best new idea in business.”<sup>5</sup> Zipcar already has 325,000 members. Its annual revenues are \$130 million, growing about 30% a year, and are expected to turn a profit for the first time in the third quarter. About 8,500 businesses have also signed up for Zipcar services.

Zipcar charges \$50 a year for basic membership and makes it easy to make an online reservation for a specific car in your neighborhood. You pay an hourly or daily rate, which starts at around \$60. Insurance and gas are included for up to 180 miles daily.

The major benefits of car-sharing are reducing traffic congestion and greenhouse-gas emissions, coordinating with public transportation and serving poor communities. Perhaps the greatest benefit to car-sharing is the reduction in transportation costs. CarShare has calculated annual transportation cost for its members at \$540 and 435 miles. Members of CarSharing Portland reported that “Not owning a vehicle and occasional access to one were the highest ranking advantages of membership in CSP.”<sup>6</sup>

Hertz has also jumped into car-sharing and operates Hertz Connect in Boston, Chicago, New York City, San Francisco, London and Paris, as well as in some large university campuses. Appealing to business travelers and the more affluent, the Hertz Connect fleet consists of Toyota Prius, Toyota Camry and BMW Mini vehicles.

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<sup>5</sup> Paul Keegan, “Zipcar – The best new idea in business,” *Fortune*, August 27, 2009.

<sup>6</sup> Richard Katzev, “CarSharing Portland: Review and Analysis of Its First Year,” Oregon Department of Environmental Quality, Corvallis, OR, July 1, 1999.

As more people try car-sharing and become more comfortable with it, one would expect the next step to be car-sharing co-ops to emerge along with more informal car-sharing practices among neighborhood friends. The number of two and three car families will shrink as more people car-share. Given the environmental and fossil fuel challenges facing the globe, the next logical step in car-sharing would be the transformation of the car into a public transportation system.

### Ride-sharing

Ride-sharing or carpooling has been around for many years. Despite being the lowest cost solution to providing transportation to work for carless employees, it has not become popular in Wisconsin. In fact, Wisconsin ranks among the states with the lowest percentage of workers who traveled to work by carpool – 46<sup>th</sup> with only 8.3% carpooling.<sup>7</sup>

In the past it was thought that successful carpooling involved establishing a strong data base for people to use online to find a ride-match. Casual car-pooling has gained success in San Francisco and Northern Virginia/Washington DC region. In casual carpooling there is no pre-arrangement and people do not know each other before they share a ride. It is as if there is a taxi stand for carpoolers, with each stand representing a different pre-determined destination. The car poolers, those with vehicles looking for riders and those looking for rides, arrive at the stand around the same time for the morning trip to work and the car pool is ready to go when you are. Communicating by cell phones facilitates the “no waiting” for successful car pools.

One of the major advantages of ride-sharing is the low cost of getting it started, which can be done with community volunteers. Employers in the Green Bay area and neighborhood organizations could work together to get a process started by identifying solo drivers willing to car pool and neighborhood residents looking for rides to work.

The greater success ride-sharing has had in the UK in comparison to the United States has been attributed to simplicity. Drivers in the UK register with the ride-share network and members want to go from A to B in a private and uncomplicated way with simple member registration. It is believed that if people have made the decision to change the way they want to travel, they want the system to be quick with instant results. They prefer to avoid lengthy processes to find a data based match.

### Jitney

The jitney or shared-taxi is a means of transportation that falls between private vehicle transport and conventional bus transportation. In comparison with bus transportation, its advantages are the flexibility of semi-fixed routes, the convenience of stopping anywhere to pick up and drop off passengers, and not having fixed time schedules. Vehicles are smaller than buses and range from standard sedans with seats for 4 and up to minibuses.

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<sup>7</sup> American Community Survey, 2004.

While the bus systems are typically publicly owned and operated, jitneys typically have been privately owned and operated.

One of the ironies in the lack of innovative approaches in transportation services for the poor in the United States is that in many developing countries, where personal car ownership is low, Jitney service is well developed and serves as the backbone for low-cost, reliable transportation for the poor. The popularity of jitneys in the Caribbean was so deeply ingrained in the popular culture of migrants from Cuba, Puerto Rico, Dominican Republic and Haiti that it was the dominant factor in starting jitney services in Miami and the New York region in the late 1980s.

Jitney services in Miami became so popular that within a year they were attracting 43,000 to 49,000 passengers per weekday or about 110 to 115 passengers per vehicle per weekday. By providing cheaper, faster and better service than the Miami Metro for those who could not afford to own a car, jitneys became the threat to public transportation. Local government did not want the private sector to compete against a public sector monopoly bus system, and ended legal jitney service in 1991.<sup>8</sup> Jitney services are legal in San Diego.

In Miami, it was argued that jitney service “cherry picked” customers from public transportation and was unfair competition. However, studies have indicated that many jitney riders would not have otherwise ridden city buses. In Miami only 25 percent of jitney passengers were would-be public transit riders. While some jitney riders left their cars at home, others found the jitney trip quicker. On the jitney you could always count on a seat and the driver would not put up with disorderly passengers.<sup>9</sup>

However, jitney service can be regulated and managed to operate in conjunction with public transportation.<sup>10</sup> It can supplement conventional bus service in many ways:

- By enhancing carrying capacity on buses at peak hours by helping to relieve overcrowding and passenger overflow;
- As service extenders by providing service to low density areas where buses do not go;
- As transit feeders by connecting residential areas to cross-town bus routes;
- As community-based transit by connecting residents in low-income neighborhoods to medical centers, dental clinics, day care facilities, shopping stores, community centers, and to evening and weekend community events; and
- As activity center connectors by circulating around employment and shopping centers, tourist attractions, sports stadia.<sup>11</sup>

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<sup>8</sup> See Dennis Polhill, “RDT is afraid of private sector competition,” *Independent Institute*, Denver, August 22, 2001.

<sup>9</sup> Adrian T. Moore, “Lets Give Jitney Customers a Ticket to Ride,” *Orange County Register*, January 31, 1996.

<sup>10</sup> Bern Grush, “Managing Jitney Services,” *The Urban Transportation Monitor*, March 2, 2007, p. 11.

<sup>11</sup> Robert Cervero, *Paratransit in America: Redefining Mass Transportation* (Praeger: Westport CT, 1997).

The most common forms of shared-taxi service in the United States are shuttle services from airports to hotels, resorts, and car rentals. The only major city in the United States with shared-taxi service is the nation's capital – Washington, DC – which has set fares for traveling within a zone and from one zone to another. The first passenger in the shared-taxi has the right to refuse another passenger and each passenger pays an independent fare based on where the person got on and off the taxi.

Technological advances in low cost communication devices such as the mobile cell phone, GPS, and other related devices are providing the tools to revolutionize urban mobility by closing the enormous service gap that currently exists between the private car and public transportation services, which by their nature depend on fixed routes and schedules.

### Regional Transportation Authority

In an article published in the *Green Bay Press Gazette*, a case was made for Green Bay and its metropolitan community to begin serious discussions about forming a Regional Transportation Authority (RTA) as the most significant transportation step it could take to maintain economic competitiveness, social cohesion, as well as better serving the transportation needs of all citizens.<sup>12</sup> The fundamental reason for an RTA is that the metropolitan region has outgrown the capacity of the Green Bay Metro to serve its needs. The survey clearly documents its many shortcomings in failing to adequately provide work-trip transportation for the working poor – many of whom work Saturdays and Sundays!

Green Bay Metro, as well as officials from DePere, Ashwaubenon, and Bellevue has endorsed the concept of an RTA.<sup>13</sup> A local group of concerned citizens has formed a Save Green Bay Metro to promote the creation of an RTA for Green Bay.

Public transportation has been provided continuously in Green Bay since 1894 when the population according to the U.S. census was somewhere between 9,069 in 1890 and 23,748 in 1900. Today that urbanized population exceeds 200,000. Over the years, when circumstances changed, the operations of public transportation also changed to meet the demands of a new transportation era. From 1894 the Fox River Electric Railway provided the service until 1911 when Wisconsin Public Service took over – first running streetcars, then replacing them with buses in 1937. In 1974 the management of public transportation shifted from public utility operations to become publicly owned and operated by the city of Green Bay.

The Green Bay Metro now finds itself in a financial bind because if the 2010 census shows that the area served by bus system exceeds 200,000, a foregone conclusion by most observers, federal transit financial assistance to Green Bay will be dropped. Federal funding to transit systems, and funding for operating assistance in particular, is based on population. Green Bay

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<sup>12</sup> David Littig, "Next Step: Expanded Service," *Green Bay Press Gazette*, March 29, 2009, p. A-13.

<sup>13</sup> Patti Zarling, "DePere asks for regional transit authority," *Green Bay Press Gazette*, August 23, 2009.

Metro director Chris Phelps says that could result in a budget hit of anywhere from \$550,000 to \$2.5 million.<sup>14</sup>

It is inconceivable that Green Bay would reject the challenge to create an RTA in the face of the loss of federal financial support. To maintain current levels of service it would have to seek new sources of local revenue by raising property taxes and fares. Failing to obtain new monies, it would be forced to slash services to a bare minimum. Such a scenario would likely trigger the beginnings of a significant economic downturn as both investors and workers become more likely to leave Green Bay to more promising communities.

In June 2009 the state Assembly supported enabling legislation for the creation of four RTAs in southeastern Wisconsin, Dane County, the Fox Cities region, and the Chippewa Valley. RTAs would be given the authority to raise local sales tax by 0.5 percent to fund transit operations and shift local funding of transit from the property tax. However, the move towards RTAs should not be taken as an indicator of declining federal support for mass transit and rail. On the contrary, the Obama administration – for environmental and energy reasons -- is committed to investments in infrastructure and improvements in mass transportation.

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<sup>14</sup> Andy Nelesen, "Rise in population could cost Green Bay bus system federal funds," *Green Bay Press Gazette*, September 10, 2009.

## **APPENDICES**

### **OPEN-ENDED QUESTIONS**

***The Following Comments are the Open-Ended Answers to the Last Question on the Survey, “Are there any other things that could be done to better serve the transportation needs of you and your family?”***

Respondent 0003 said “At current time it [transportation system] is adequate.”

Respondent 0004 said “Medi-Vans working with the handicap people in the Green Bay Area is great”

Respondent 0006 said “More buses and stops need to be added because if there is only 1 car per household, it makes it very difficult for others to get around the city if that car is being used.”

Respondent 0011 said, “I need another car and my driver’s license.”

Respondent 0013 said, “Lower cab fares.”

Respondent 0016 said, “Need more money for gasoline, and help with gas prices.”

Respondent 0018 said, “Sidewalks repaired and cleared of snow and ice in winter.”

Respondent 0019 said, “Carpool information available.”

Respondent 0021 said, “Expand the line to include more coverage.”

Respondent 0051 said, “Go to Fair Grounds and all the De Pere area—weekend routes to Church.”

Respondent 0052 said, “Don’t know area very well. Bus passes. Getting License (take test, but can’t get there).

Respondent 0053 said, “Divide bus routes back into 2 routes, instead of no longer stopping at old bus stops . . .reenact old bus routes . . .need more services during cold weather. 24/7 service needed. One driver picks on some riders unprovoked.”

Respondent 0054 said, “Sunday bus, more Saturday hours. Make vouchers and then to get a job or search for one, more bus stops, and last bus should run later (after 11 pm).”



Respondent 0055 said, “More vouchers, more tokens to find employment, to get to places of employment (E. De Pere, Ashwaubenon).”

Respondent 0056 said, “Certain bus drivers are not on time and have a bad attitude. Construction makes buses late. Bus drivers should visit on breaks and during driving time.”

Respondent 0057 said, “Need bus to De Pere (Wal-Mart). Be on time.”

Respondent 0058 said, “Need a Sunday bus. On Saturday, more frequent service—earlier and later hours.”

Respondent 0060 said, “Bus signs are sometimes hidden by trees, so there needs to be signs on both sides of street. Extended buses up and down Lombardi Ave. Need weekend routes. Need to wait until riders are seated before taking off—get banged up and children are tossed. Cars are cutting buses off. Bell needs to be louder or radio needs to be softer. Drivers don’t stop for bells. Transfer buses leave right before you get there.”

Respondent 0061 said, “Let people off on even ground. Extend routes out further. Need weekend routes, and don’t eliminate routes. 24/7 buses. West Mason should pull up to businesses. Need buses driving in bad weather—especially winter. Allow time for construction, cold weather, need more buses. Need enclosed bus shelters. Drivers need to slow down and stop on Ashland, vs. ‘blow past’.”

Respondent 0062 said, “Need enclosed bus shelters, especially in bad weather.”

Respondent 0064 said, “Sunday bus service is needed, more frequent service needed, but overall pretty good.”

Respondent 0065 said, “Weather—more service or public spots to stay dry and warm. Buses are off schedule and need to be on time. Build more shelters to keep us out of cold weather. Ashwaubenon bus is always behind. Br-Co. mental health bus is always late. Harder to get places on time since schedules are off.”

Respondent 0067 said, “Later buses running until 11pm, more shelters, more routes in winter, and friendlier drivers.”

Respondent 0071 said, “More stops and more routes.”

Respondent 0075 said, “Nothing that I can think of unless you make a bus route out to hwy 29 east to Kewaunee.”

Respondent 0076 said, “service 24 hours. Couple more buses overall or changed route.”

Respondent 0086 said, “I need van.”

Respondent 0097 said, “Information on how to take the bus.”

Respondent 0098 said, “Information on how to take the bus.”

Respondent 0099 said, “Information on how to take the bus. Thanks.”

Respondent 0100 said, “My daughter needs transportation to her Washington School.”

Respondent 0106 said. “Gas vouchers—from time to time run to the Dr.’s a lot.”

Respondent 0107 said, “the routes around the city and areas make a 20 minute car trip over an hour, need better routes.”

Respondent 0108 said, “help me get my driver’s license back.”

Respondent 0111 said, “Transportation more extended, ex. Aurora.”

Respondent 0112 said, “More handicap equipped.”

Respondent 0113 said, “More handicap transportation buses.”

Respondent 0127 said, “ Respect of the bus driver for people who may take longer getting on the bus.”

Respondent 0128 said, “Gas money assistance.”

Respondent 0135 said, “Help with purchasing a car.”

Respondent 0139 said, “Bus pass to low income.”

Respondent 0142 said, “Get the bus to Howard (Velp).”

Respondent 0143 said, “Easier loan programs, ways to work, and vehicle maintenance payments.”

Respondent 0151 said, “Day care, and help with Bus fare for low income families.”

Respondent 0158 said, “Getting a working vehicle.”

Respondent 0160 said, “Provide service in Howard.”

Respondent 0166 said, “Help with gas money.”

Respondent 0176 said, "Free bus for low income."

Respondent 0177 said, "I have MS for 21 years and it is very difficult for me to drive."

Respondent 0181 said, "Bus in West De Pere down Lost Dauphin."

Respondent 0185 said, "Bus route could go to Verlin Road."

Respondent 0187 said, "Bus service to Denmark and other rural areas."

Respondent 0195 said, "More stops in and around community, malls, apartments, schools, etc. (closer to them)!"

Respondent 0200 said, "New or better car."

Respondent 0203 said, "Sending bus schedules out to homes with no cars would be nice."

Respondent 0206 said, "Make car loans more affordable and realistic for low income people with bad credit."

Respondent 0209 said, "I do run into the problem of having to find my child a ride to school and sometimes back."

Respondent 0213 said, "Free cab to housing appt."

Respondent 0218 said, "Replacement bus passes."

Respondent 0220 said, "the bus by me in every hour and is usually on time."

Respondent 0221 said, "help pay van payment."

Respondent 0224 said, "Give more free gas tokens to the poor people."

Respondent 0229 said, "Better transportation."

Respondent 0230 said, "Run more on weekends."

Respondent 0231 said, "Get better transportation."

Respondent 0232 said, " Yes, a car of lower bus fares."

Respondent 0254 said, "If I could get a cab service."

Respondent 0255 said, "Bus to surrounding communities."

Respondent 0264 said, “Creative transportation solutions—‘the Woman Transit Program’ in Madison (Sexual Assault Prevention).”

Respondent 0269 said, “Quit doing unnecessary ‘repairs’ to the streets and highways.”

Respondent 0270 said, “Run 24 hours a day.”

Respondent 0274 said, “A bus that runs every 15 minutes.”

Respondent 0277 said, “Just get transportation for my daughter to and from school, she’s pregnant.”

Respondent 0278 said, “Running every 15 minutes because people and students sometimes do not have transportation for any reason.”

Respondent 0282 said, “Start a bus line in Howard, also so if need be I can get to my job.”

Respondent 0285 said, “Yes, reduce fares, it costs me \$10-\$20 to run errands.”

Respondent 0291 said, “Thank you.”

Respondent 0297 said, “Better material on bus passes.”

Respondent 0301 said, “More services please.”

Respondent 0320 said, “Need to improve system, especially service on Sunday’s.”

Respondent 0325 said, “Bus runs longer on weekends because works the second shift, lives 2 blocks from work.”

Respondent 0343 said, “1. Sunday for church would be nice. 2. Later for Saturday due to jobs are later, also, ½ hour service. 3. 5am in the morning (1hour) earlier during week then now.”

Respondent 0349 said, “Access to own vehicle (can’t afford it).”

Respondent 0356 said, “Children cannot work without me taking them.”

Respondent 0370 said, “Bus service to my doctor.”

Respondent 0374 said, “Unable to drive up to Green Bay due to illness at times need social worker to help.”

Respondent 0379 said, “Rides from pantry and appointments.”

Respondent 0382 said, "More frequent service, amplify service areas, teach drivers how to handle wheelchair passengers."

Respondent 0383 said, "Longer service on Saturdays and service on Sundays."

Respondent 0388 said, "Better handicap service. Make it a sure point to have better, more efficient, and faster transportation service. Expand transportation service hours or to 24 hours a day, 7 days a week."

Respondent 0390 said, "My family purchased my car for me. I am blessed. Currently, I'm getting my health under control and am preparing to go back to school for my E.D.D."

Respondent 0391 said, "It took me a long time to get over the fear of driving on a bus. I was in an accident in Michigan in my pesticide truck, hit by a casino bus in May of '03. The bus drivers could be a little kinder. I've been treated very rude by the Bay Motel/Burger King Route 1."

Respondent 0392 said, "I think that they should give some of those bus drivers' attitude adjustments, they are not doing us a favor by stopping to pick us up! Remember without customers, there is no bus system, therefore no jobs. Think about it, it takes two to make it work."

Respondent 0393 said, "Have another smaller office down on the West Side."

Respondent 0395 said, "More service! Used to live in Madison, WI, they have a perfect Metro System."

Respondent 0396 said, "More areas of service and some areas later hours of operation."

Respondent 0399 said, "Gas prices down, bus drivers need to be nicer and routes going from Velp to Lombardi."

Respondent 0402 said, "Run buses on Sunday."

Respondent 0403 said, "Never on time to destinations."

Respondent 0404 said, "Make time on bus shorter and buses should be timely."

Respondent 0406 said, "A car or a bicycle."

Respondent 0411 said, "Buses running late."

Respondent 0413 said, "Sunday, later on Saturday and run earlier."

Respondent 0415 said, “Run buses 24/7.”

Respondent 0417 said, “Husband might use bus if went to De Pere, depending on the price of gas.”

Respondent 0418 said, “Don’t like using it—don’t know the routes.”

Respondent 0422 said, “Wife walks with two canes—bus too hard to use.”

Respondent 0423 said, “If bus came to Howard, would use for shopping in general.”

Respondent 0424 said, “Hate the lights—need to be synchronized, they’re too long.”

Respondent 0426 said, “Roads need to be fixed. Need to synch lights to save on fuel.”

Respondent 0427 said, “Costs of license and vehicle registration has really gone up.”

Respondent 0428 said, “Better synchronization of lights in Atkinson/Velp area.”

Respondent 0429 said, “Wish gas would go down.”

Respondent 0431 said, “Many people in apt complex don’t drive, and there needs to be transport to Walmart for Employment.”

Respondent 0433 said, “Like to see bus services go back to Sunday.”

Respondent 0434 said, “There should be routes in Howard. Might use if available depending on fares.”

Respondent 0437 said, “Car pooling.”

Respondent 0440 said, “More accessible info.”

Respondent 0446 said, “A new car.”

Respondent 0447 said, “Significant tax breaks for unemployed legal citizens.”

Respondent 0448 said, “A program to help low income people fix minor repairs on their cars.”

Respondent 0462 said, “Gas prices and repairs.”

Respondent 0464 said, “Put a bus service in Greenleaf.”

Respondent 0465 said, “Busing in our area [Greenleaf].”

Respondent 0467 said, “Economical auto repair, maybe co-op/high school auto shop, or NWTC, and shops willing to donate services in exchange for free advertising and tax write-off.”

Respondent 0470 said, “My son rides the bus to school. I have to drive other kids to school and child care. The bus just wouldn’t work for me.”

Respondent 0473 said, “We do not currently use the buses, but we had in the past; I think there should be more “shelter” places for people to wait in during the colder weather season.”

Respondent 0484 said, “lower gas prices.”

Respondent 0486 said, “Get me job for partial disability people.”

Respondent 0487 said, “I hope and pray the economy gets better so expense of gas makes it affordable for people to drive if they have to.”

Respondent 0489 said, “Before I learned to ride the bus, it limited my employment. No Sunday service and no service after 10pm, I had to take a lot of cabs and buses. The hours are limited for jobs. Build an elevated rail system. 24 hour service, 7 days a week and better transfer points, instead of going all the way downtown to change buses. I used to rely on the bus. I learned to drive 5 years ago and I drive a very old used car. Public transportation in Green Bay is hard on people—the hours. You have to limit your job to the hours and days the buses run. It would help most people if the buses ran Saturday, all day and night, and Sundays and have a 24 hour schedule. Also add buses to Howard, Woodman’s, down Broadway to De Pere, on Riverside Drive, down Dousman to Woodman’s (Howard) East side to Aurora Hospital. Lots of places have no bus routes. Have different transfer points.”

Respondent 0492 said, “Be on time, more frequent service, longer hours per day (second shift) Sunday hours.”

Respondent 0493 said, “More shelters and Sunday service.”

Respondent 0494 said, “Return schedule to previous routes, need longer evening hours.”

Respondent 0495 said, “More frequent service, friendlier bus drivers, more shelters, longer evening and weekend hours, (especially Sunday), can’t get to church, and service to Howard.”

Respondent 0497 said, “Longer hours, weekend hours.”

Respondent 0499 said, “Return to previous bus schedules.”

Respondent 0502 said, “Get me a new car.”

Respondent 0508 said, “lower gas prices.”

Respondent 0514 said, “Services of how to use the bus system and transfer.”

Respondent 0517 said, “Not a good service. More lines and buses.”

Respondent 0518 said, “Have the bus go to West De Pere in the new sub-divisions, Lawrence Dr. area.”

Respondent 0520 said, “Assist with transportation costs.”

Respondent 0527 said, “Offer rides to the App.”

Respondent 0552 said, “Make all the bus stops in lighted area to ensure the safety of all passengers.”

Respondent 0553 said, “Keep gas prices down.”

Respondent 0560 said, “We need a vehicle, so we depend on the bus for transportation for now.”

Respondent 0561 said, “Ya my brother could get his license back with his own car.”

Respondent 0566 said, “None for me, but I work in a school. To help serve the students I work with, I wish there were more stops and routes so that students don’t always have to transfer at the bus station to get to school.”

Respondent 0574 said, “A bus that went to Howard.”

Respondent 0579 said, “I need to seek a better car that is more efficient to run.”

Respondent 0580 said, “At night, have staff treat customers with courtesy—especially when we need to make connections in outlining areas.”

Respondent 0583 said, “Have regular hours routes on weekends—Sunday’s buses should run on your now Saturday schedule.”

Respondent 0585 said, “I cannot climb any stairs, I am severely handicapped. My right femur is broken in four places above a new knee replacement. It is very difficult to ride a bus or little car, my knee does not bend.”

Respondent 0586 said, “More pick up locations would be helpful.”

Respondent 0587 said, “Ways to work for sure, I don’t make enough money to get a car.”



Respondent 0589 said, “I provide transportation as a supplement to the city bus system for my adult daughter, who lives closer to the city than I. It is not adequate to meet her scheduling needs. I find the frequency of stops in the harsh winter weather may be an issue for those riders waiting in the cold.”

Respondent 0593 said, “Before being disabled, transportation was a significant barrier. Be on time. I live two doors from the #10 bus, but walk to the corner of Broadway and Dousman for another bus because the #10 Velp is nearly always late for transfers.”

Respondent 0595 said, “Yes to see if Ethan could ride a bus to and from Day Treatment.”

Respondent 0607 said, “Shame I never used the bus—where is there information on the routes?”

Respondent 0609 said, “Need to get a car.”

Respondent 0611 said, “Have a bus system in Howard and other small towns so I could apply anywhere without wondering if I can get there or not.”

Respondent 0617 said, “Later bus, possibly 24/7 service for transportation for all shifts, better transfer system—no long ones. Keep more buses more frequently running and not so long of wait for night and weekend bus.”

Respondent 0620 said, “Help keep price of gas down!”

Respondent 0621 said, “Weekend service.”

Respondent 0628 said, “Don’t ride at this time but will be needing it in the future for children. I really know too much about the system at this time, but what I was younger it suited me just fine.”

Respondent 0629 said, “More on time and more pick up or drop off places.”

Respondent 0630 said, “More bus shelters.”

Respondent 0632 said, “Gas more affordable.”

Respondent 0634 said, “Gas problems, and insurance payments. Distance of school for grandchild.”

Respondent 0639 said, “Yes, if a person that is disabled can confirm employment then allow Medi Vans to take them there.”

Respondent 0645 said, “More bus shelters at stops, snow removal at bus stops. More frequent buses would be a huge plus, as well as better routes.”

Respondent 0648 said, “Bus pass.”

Respondent 0655 said, “Thanks for opening the Transportation Building at 5:00am.”

Respondent 0663 said, “Gas card to help pay fuel costs.”

Respondent 0667 said, “Help to single mothers with low income doing what they can, with buying dependable cars for work and my children.”

Respondent 0671 said, “Closer area for pick up, bus is about 3 miles from my house.”

Respondent 0672 said, “More routes, nicer drivers and safer.”

Respondent 0673 said, “Have the bus run on Sundays.”

Respondent 0675 said, “Should run on Sunday.”

Respondent 0683 said, “Wait longer for wheelchair handicap people to get on bus—bus drivers could be more attentive to their needs.”

Respondent 0686 said, “Keep asking people—let community manage transit funds better.”

Respondent 0687 said, “Better transfer service from East to West side of GB.”

Respondent 0689 said, “Weekend service—too expensive to get a cab.”

Respondent 0691 said, “1. Buses need to run later at night. 2. More frequent service. 3. More weekend service, no way for people to get around on Sundays if all they depend on is the bus.”

Respondent 0695 said, “More services in the morning or night.”

Respondent 0697 said, “Must rely on bus or friends to take me.”

Respondent 0698 said, “Sunday service!”

Respondent 0699 said, “Better timing of buses and better weekend service.”

Respondent 0702 said, “Have lower bus fares, longer bus service on weekends, have travel locations extended to different cities.”

Respondent 0703 said, “Would like seat belts on bus.”

Respondent 0706 said, “Services many people are interested in buying Mobile Home but do not because there is no transportation for them.”

Respondent 0707 said, “Family budget for bus pass.”

Respondent 0708 said, “Have a friend who lives downtown, who works second shift at I-43 industrial park. Puts bike on bus near place of work and then rides to work and rides bike home after 10 pm. I worry about him.”

Respondent 0709 said, “A bus to Howard would be a great help.”

Respondent 0711 said, “Just Sundays and longer hours. I take the bus Saturday night and work until Sunday morning. I have to walk 8 miles home because there is no bus service.”

Respondent 0713 said, “To have a reasonable fare, run 24/7 and every 15 minutes in town and every 20 minutes in the outer areas, and have more places where the bus picks you up.”

Respondent 0714 said, “Hope that system improves and her grandkids could use it.”

Respondent 0715 said, “Bus is close, so that helps.”

Respondent 0716 said, “Bus service in Louisville provides better service in tune with starting and ending time of work.”

Respondent 0719 said, “Sunday service!”

Respondent 0721 said, “Service in Howard, Bellevue, Appleton, and De Pere to Ashwaubenon.”

Respondent 0724 said, “Run buses all the time, work 3 different shifts.”

Respondent 0730 said, “Want the buses more often, can’t see the stops, and less phone calls when driving.”

Respondent 0731 said, “Better service in Howard—Woodman’s Store.”

Respondent 0735 said, “Help with tires or repairs.”

Respondent 0740 said, “Bus stop on every corner and come every 15-20 minutes.”

Respondent 0743 said, “Help to get on West Side WIC.”

Respondent 0755 said, “Just a better more, reliable vehicle.”

Respondent 0760 said, “I think a better transit system would benefit Green Bay.”

Respondent 0776 said, “We would walk more if I felt my neighborhood was safer.”

Respondent 0787 said, “Bus passes.”

Respondent 0790 said, “Low interest car loans/reinforce loans for low income or people with poor credit.”

Respondent 0793 said, “I need a car that’s not so much or find help.”

Respondent 0811 said, “Getting a loan for my car was very difficult and I had to go through auto credit which is a place that basically takes advantage of people with bad or no credit. I’m currently paying approximately \$400.00 a month for a 1998 car. My opinion is to see about getting a program for people to purchase vehicles without getting robbed or a program that could help pay a portion of the vehicle cost.”

Respondent 0827 said, “Gas prices.”

Respondent 0840 said, “Weekend (Sunday) Service.”

Respondent 0845 said, “More bus shelters—especially in the winter.”

Respondent 0846 said, “Need to have buses on Sundays and need to have night shift buses.”

Respondent 0850 said, “Needs a car—buses to run every 30 min instead of hour.”

Respondent 0852 said, “More frequent service to: Packerland to 172 Business; De Pere both East and West; Ledgeville—Linekerm Road to Main Street; Bellevue into Allouez and De Pere; more to UWGB; Velp/Dousman/Military.”

Respondent 0853 said, “Bus system needed in Howard.”

Respondent 0855 said, “More stops closer to house.”

Respondent 0856 said, “More shelters to wait for bus.”

Respondent 0858 said, “Make sure bus stops are shoveled. Sunday bus service too!”

Respondent 0866 said, “Later routes past 10pm.”

Respondent 0867 said, “Yes, I could teleport.”

Respondent 0876 said, “Put another transportation center to West Side.”

Respondent 0878 said, “More work to buy a car—long term work.”

Respondent 0884 said, “More buses, more stops, cleaner, mass transit until 3:00am, and hybrid buses.”

Respondent 0885 said, “More frequent times the bus comes.”

Respondent 0888 said, “Bus route to industrial area.”

Respondent 0889 said, “Keep bus # 3 every half hour. Keep bus # 10 every half hour. Increasing fares should equal increasing quality of service but eliminating services is not improving quality.”

Respondent 0891 said, “Sunday bus routes.”

Respondent 0892 said, “Keep it running.”

Respondent 0894 said, “There should be booster seats or buckles for children on the bus.”

Respondent 0897 said, “The Green Bay transportation system is terrible compared to other cities. The bus drivers are rude—they yell and scream at people.”

Respondent 0898 said, “There is a need for transportation out to Oneida.”

Respondent 0899 said, “The bus needs to run on Sundays. A limited service time on Sundays would be better than nothing.”

Respondent 0900 said, “The bus system is good for me.”

Respondent 0901 said, “There should be a bus going out to the industrial parks in Howard, Far East side, and businesses like Tufco.”

Respondent 0902 said, “The Metro Bus system should not allow the bus drivers to swear at the customers! Very rude!”

Respondent 0903 said, “Weekend service is very important; especially on Sunday.”

Respondent 0904 said, “There needs to be bus service on Sundays at least hourly. Many people work on Sundays. There should be times listed on the bus signs.”

Respondent 0905 said, “There needs to be better Saturday service.”

Respondent 0906 said, "There needs to be more warnings when the routes and bus stops change. There should be routes to Howard and De Pere industrial parks."

Respondent 0909 said, "Buses need to run on time in order to get to work on time."

Respondent 0916 said, "Bus on Sunday and more frequent trips."

Respondent 0918 said, "More services on weekend, especially on Sundays."

Respondent 0919 said, "Have services on Sundays until 4 or 5 pm. Longer running service on Saturdays, and have service out to Howard and into De Pere."

Respondent 0920 said, "On Saturday, it would be nice if bus would come more than once an hour. Bus # 12 should run more frequently. Some of the buses are too small. Bigger buses for the busier routes."

Respondent 0921 said, "Bus has been running late a lot lately. Start route earlier in the mornings make last pick up at night later."

Respondent 0925 said, "Wish the bus route would go out to Aurora Hospital where I get my meds. More to the Bellevue area."

Respondent 0926 said, "Buses should run longer during the day."

Respondent 0927 said, "The bus system needs to be more on time. Today they were 30 minutes behind."

Respondent 0929 said, "There is a need for more service on the weekends!"

Respondent 0931 said, "There are problems with a power wheel chair on the bus."

Respondent 0933 said, "Improve weekend service."

Respondent 0934 said, "Extended hours for night shift people."

Respondent 0936 said, "Run 24 hours 7 days a week."

Respondent 0937 said, "24 hour service 7 days a week."

Respondent 0938 said, "Expand routes and keep cost low for frequent use of bus transportation. Need longer hours for am and pm starting at 5 am and going to at least 11:30 pm or 12:00 am. Why is the transit service offering free service to college students and not helping out the very poor people needing transportation for their job? Or the elderly and handicap? Must keep cost down!"

Respondent 0939 said, “Well I think you should put more stops down. Removed bus stop at Kellogg avenue, and now need to walk four blocks to catch the bus.”

Respondent 0940 said, “Moved so he could be on the bus system. Some of the bus drivers are rude, some are great and will stop if they see you waving, and others won’t.”

Respondent 0941 said, “Green Bay bus service is very poor. Should have bus service until 1:00 am, giving people the chance to go to work on third shift. Need inter-county bus service in NE Wisconsin. Willing to pay \$2.00 for 15 minute roadways. More cross town service/ express bus service between cities Monday through Friday.”

Respondent 0944 said, “The most important thing is to have the buses running when and where the people need to get to work. People lose their jobs because they can’t get to work.”

Respondent 0947 said, “Being able to take the bus when needed is important. Would help the economy to have better and longer hours for the bus service on Sundays. Cost for taxis are reasonable here. Cost for parking is reasonable compared to big cities.”

Respondent 0948 said, “It is pretty good. Routes need to be timed just perfectly—too tightly scheduled.”

Respondent 0949 said, “Expand bus routes—needs to walk two more miles to home in De Pere. A big issue is to have a bike rack on Route # 5!”

Respondent 0950 said, “Weekend Service.”

Respondent 0951 said, “Spread routes further to Howard!”

Respondent 0952 said, “What is the bus system doing to serve seniors—in an aging society, people can’t drive anymore. Bus routes only stick to main roads. The costs has gone up—Bus only comes once an hour.”

Respondent 0953 said, “Cheaper gas.”

Respondent 0956 said, “Half hour bus service and buses being more on time.”

Respondent 0958 said, “Need more directions from bus drivers. Would be more helpful to have the directions on where the bus is going, then it would meet more of the needs of people. Clean corners of snow for walkers.”

Respondent 0959 said, “Free day.”

Respondent 0961 said, “Ride—share.”

Respondent 0964 said, “More buses, more frequent pickups, better bus driver attitudes.”

Respondent 0966 said, “# 10 bus should be back in route. # 12 bus driver should be fired. Rude to passengers who were slow in getting over the snow bank.”

Respondent 0969 said, “Sunday buses should run for working people.”

Respondent 0972 said, “Buses running longer hours at least until 12:00am and buses running on weekends.”

Respondent 0973 said, “More convenient transferring.”

Respondent 0974 said, “More routes and buses running—buses should be on or close to time. Buses should run longer and #7 always late. Need more Saturday and Sunday buses running.”

Respondent 0976 said, “Certain discounts, and routes extended in De Pere.”

Respondent 0977 said, “Better service to outlying locations, and need weekend service.”

Respondent 0978 said, “Weekend better service and more extended hours until 12:00 am so I can work 3am shift. Keep prices down. More routes are needed.”

Respondent 0979 said, “Longer hours until 12:00 am.”

Respondent 0981 said, “More frequent schedule/reduce wait time more buses will reduce wait time. Weekend schedules. Provide more shelters.”

Respondent 0985 said, “They need to improve the bus system. Need heated transportation shelters. More frequent services. There should be all night buses.”

Respondent 0987 said, “Free bus pass (word of mouth). More advertising for where to get passes more information about schedules. More advertising for cars that are available at the diocese. More advertising at the libraries or public places about bus system and where to get a free taxi.”

Respondent 0988 said, “Bus pass and access to bus schedule.”

Respondent 0989 said, “Visit to family and friends, but the bus does not go there. Vouchers for taxis.”

Respondent 0990 said, “Provide service to job sites, weekend service, run more frequently. Vouchers for taxi cab service because it’s too expensive.”



Respondent 0992 said, “Later hours should run until 12:00 am. Buses should run the same on Sunday and Saturday like they do during the week.”

Respondent 0993 said, “Lower bus prices and extended hours.”

Respondent 0994 said, “Extended hours until 12:00 am, bus shelters needed, routes extended in Green Bay.”

Respondent 0995 said, “For transfers—buses should have slots to help identify bus. #5 buses should run until 12:00 am—Saturday and Sunday hours could run on the hour. Would like to buy a bus pass for half a month only. Shelters needed.”

Respondent 0996 said, “Buses should run on Velp Avenue and out to airport and extended routes in De Pere. Sunday operation needed along with extended service on Saturday until 12:00am. Routes should be in outlying areas like Howard, Seymour, and Suamico. Need a new transit system for West side only and East side can only do East side.”

Respondent 0997 said, “Gas vouchers.”

Respondent 0998 said, “Removal of snow at bus stops.”

Respondent 0999 said, “More frequent buses and Saturday service.”

Respondent 1000 said, “Extended hours until 12:00 am, services need more routes.”

Respondent 1001 said, “Taxi’s vouchers for jobs, changing hours to extend into late evening until 12:00 am and early morning extended hours also.”

Respondent 1002 said, “Watching out for children using the bus for school, taxi vouchers for job. Don’t leave people running to get bus and the bus leaves. Extended hours into late night at least until 12:00am. Times of arrival should be accurate.”

Respondent 1004 said, “Longer hours running until 12:00 am, and more routes. Vouchers for taxis when interviewing for a job.”

Respondent 1005 said, “More route coverage into other areas like Howard, Wrightstown, Kaukauna, and outlying areas. Extended hours, and need Sunday church times, late at night hours until at least 12:00 am. Taxi vouchers for jobs.”

Respondent 1007 said, “Clear snow and ice from bus stops—especially around 9<sup>th</sup> and Ashland.”

Respondent 1008 said, “Buses running late at night after 10:00 pm. Need buses running for 11:15 pm pick up after work hours.”

Respondent 1009 said, “So much traffic on Shawano Avenue because can’t get out of yard by Lincoln school.”

Respondent 1010 said, “Would like to get a senior bus pass she is 55, and I would like to see early morning bus pickups and having buses until at least 11:30 pm at night.”

Respondent 1011 said, “Drivers need to be more aware of ridership that is not quite at the bus stop when the bus arrives/leaves. Delays in bus schedule due to weather need to be communicated. Changes in bus schedules/routes due to weather need to be communicated as well.”

Respondent 1012 said, “Gave up on bus system years ago. You can walk faster than the buses go. Waits are very long and often either too early or too late compared to scheduled times.”

Respondent 1013 said, “Bus drivers are rude and unfriendly. Need to be more people friendly.”

Respondent 1014 said, “More routes—not enough pick up locations.”

Respondent 1015 said, “Medivan.”

Respondent 1019 said, “Better bus services.”

Respondent 1020 said, “More bus routes.”

Respondent 1023 said, “More hours of bus service.”

Respondent 1027 said, “Better service on Saturday and Sunday and more frequent service in the winter. Lower fares for families, disabled, the elderly, and low income people.”

Respondent 1028 said, “Weekend service, Sunday Service, and later daily service.”

Respondent 1030 said, “If possible, I’d like to see the bus system expand service, raise rates is needed, and do a much better job marketing the service to the public while doing a better job selling advertising. Any question, call 436-9344 and ask for Tim Howard.”

Respondent 1031 said, “Later bus service.”

Respondent 1033 said, “Cover more areas—it doesn’t go to Howard, Suamico, or all of Bellevue.”

Respondent 1035 said, “Children age 10 and under should ride for free.”

Respondent 1037 said, “Free vehicle. Lost everything in hurricane Ike.”

Respondent 1038 said, “Go to Packerland Dr. to receive dialysis three times per week.”

Respondent 1046 said, “Weekend services.”

Respondent 1047 said, “Sign removal for Mather bus. Changed routes and did not inform people. Should inform frequent riders when routes are being changed.”

Respondent 1048 said, “Later runs during evenings.”

Respondent 1049 said, “Rethink locations of bus stops on Shawano Avenue, and rethink position of bus stop for Shawano route for social security.”

Respondent 1052 said, “More frequent times for buses that are around NEW Community shelter as well as Salvation Army. This would work well for people who have early morning jobs.”

Respondent 1053 said, “Difficult to find work without a car.”

Respondent 1055 said, “Hard for employment—no transportation on Sundays. With factories closing down, people are taking fast food and retail jobs. Have to turn down employment because of not having available transportation.”

Respondent 1056 said, “Shorten routes on Mather. Now it takes an hour—way too long!”

Respondent 1057 said, “Difficult for people to do grocery shopping. Headways could be shortened. Fares are ok. Most important—later time running until 12 midnight.”

Respondent 1061 said, “Facilities/accommodations for disabled and visually impaired would be nice. Noticed that some buses had lifts for disabled. Bus drivers had been very courteous several years ago, when rode the bus frequently.”

Respondent 1062 said, “Many complaints/concerns voiced by other regarding the recent change in service.”

Respondent 1063 said, “Keep bus stops cleared and plowed out in winter time. No bus stops in middle of block. Make service more user friendly.”

Respondent 1064 said, “Run on Sundays and every 15 min.—more locations and more bus shelters!”

Respondent 1067 said, “Need for emergency money for bus transportation.”

Respondent 1069 said, “Providing adequate shelters at bus stops is important especially in winter and at Walmart.”

Respondent 1070 said, “More frequent pickup locations and times, plus more courteous drivers.”

Respondent 1073 said, “Longer weekend hours, more frequent stops/service at shopping malls.”

Respondent 1074 said, “Provide shelters at shopping centers and keep the area clear of snow.”

Respondent 1076 said, “Line Kiln/Allouez needs bus service for Packerland meat and Target, etc.”

Respondent 1077 said, “Expand hours in the evening to work 3<sup>rd</sup> shift.”

Respondent 1078 said, “Lower fares and put #3 bus back on Saturdays.”

Respondent 1080 said, “More information thru paper or mail.”

Respondent 1081 said, “Extend night hours for weekends and 3<sup>rd</sup> shift.”

Respondent 1084 said, “Yes, run buses like Minnesota buses.”

Respondent 1087 said, “Work, shopping, laundry.”

Respondent 1097 said, “Go farther out of Green Bay—to out reaching places like Howard and Suamico.”

Respondent 1107 said, “Longer hours of bus weekends, and to run on Sunday.”

Respondent 1108 said, “Bring back the bus on Military and Lenwood Avenue.”

Respondent 1115 said, “Update routes.”

Respondent 1117 said, “Bus does not run 7 days a week which is bad for these who work Sundays.”

Respondent 1121 said, “Maybe create a list so customers that could possibly car pool to the center if they lived close by or on the way.”

Respondent 1122 said, “I feel there should be more frequent times of service through the bus. Something needs to be done and when I call the station I don’t get my questions asked appropriately.”

Respondent 1123 said, “Bus route to West De Pere/Ashwaubenon (near border line between both cities).”

Respondent 1124 said, “Trails, bicycle accessible sidewalks and roads. Continue on doing a great job by providing service to many others.”

Respondent 1126 said, “Better seating for strollers/young kids and moms.”

Respondent 1129 said, “More buses and more hours.”

Respondent 1130 said, “The buses should run on Sundays.”

Respondent 1155 said, “Would like reduce bus fare, \$.75. Would like Sunday service. Extend service to midnight.”

Respondent 1159 said, “Would like service to West De Pere Walmart and Sunday Service. Bus driver wait until seated before moving.”

Respondent 1160 said, “I’m very happy with the bus system.”

Respondent 1161 said, “Would like bus system to I-43, Aurora Clinic/Hospital Sunday services are needed.”

Respondent 1167 said, “Would like Sunday service, cannot afford bus pass.”

Respondent 1172 said, “Bus pick up location to far from my home.”

Respondent 1174 said, “Pick up site is too far from my house.”

Respondent 1190 said, “Noticed some bus drivers say ‘hi—have a nice day.’ Would like to see more drivers do that—makes me feel welcomed on the bus.”

Respondent 1200 said, “Another choice besides Medivans for wheelchair client transportation. Dispatches are often rude and so are some of the drivers.”

Respondent 1204 said, “The van arrival could be more consistent. It varies sometimes 30 minutes or more.”

Respondent 1242 said, “Bus line in Howard.”

Respondent 1268 said, “I would like to see the bus come to Howard.”

Respondent 1269 said, “Would like to see the bus come more often so I don’t have to sit around so long before my shift starts at Culver’s.”

Respondent 1272 said, “I would like to see Medi-van expand its service area.”

Respondent 1274 said, “Having the buses run more often so I don’t have to wait so much.”

Respondent 1275 said, “I would just like more frequent service.”

Respondent 1315 said, “Would like service on Sundays—it would give me more availability for working.”

Respondent 1318 said, “Make sure bus stops are cleared of snow.”

Respondent 1339 said, “More half-hour routes and Howard area because of family there.”

Respondent 1340 said, “Not cutting any routes.”

Respondent 1341 said, “Do cut routes.”

Respondent 1342 said, “Expand routes.”

Respondent 1344 said, “Expand.”

Respondent 1345 said, “Expanding.”

Respondent 1346 said, “Not cutting and more half-hour rates.”

Respondent 1347 said, “Expand more places.”

Respondent 1348 said, “Do not cut any routes and add more places.”

Respondent 1349 said, “Keeping routes and not cutting any, and having more frequent rides.”

Respondent 1354 said, “Hour routes right now and would like half-hour routes.”

Respondent 1355 said, “Hour routes are too long and have to wait at bus depot too long for transfer.”

# QUESTIONNAIRE

## BACC Transportation Survey

**Introduction:** Thank you for agreeing to complete this survey. This survey is being conducted by the Bay Area Community Council to help determine what kind of transportation needs exist for people living in the Green Bay area. Your responses are completely confidential and will never be linked with you personally.

### Q1. How did you get here today? *(Circle One)*

- 1....Drove car
- 2....Rode in vehicle
- 3....Bus
- 4....Walked
- 5....Motorcycle/Motor Scooter
- 5....Bicycle
- 6....Other: Specify: \_\_\_\_\_

### Q2. Where do you live? *(Circle One)*

#### [SHOW A MAP OF THE CITY WITH THE AREA DEMARCATED]

- 1....Near North West Side: *(North of Walnut/Shawano, East of Military & South of Velp)*
- 2....Near South West Side: *(South of Walnut/Shawano, East of Military & North of Lombardi Ave)*
- 3....Far North West Side: *(North of W. Mason and West of N. Military)*
- 4....Far South West Side: *(South of W. Mason, West of S. Military & N. of Hazelwood Lane)*
- 5....Near North East Side: *(North of Main to the Bay and Deckner & West of N. Danz)*
- 6....Near South East Side: *(South of Main St. to Allouez and West of East River)*
- 7....Far North East Side: *(East of N. Danz, North of E. Mason & East of Main St.)*
- 8....East of East River *(West of Main, North of Bellevue)*
- 9....Far South East Side: *(South of Main St. and East of Bellevue)*
- 10...Ashwaubenon
- 11...Allouez
- 12...Bellevue
- 13...West DePere
- 14...East DePere
- 15...Hobart/Howard
- 16...Luxemburg/Casco
- 17...Other \_\_\_\_\_

Q3. What is your typical, or most common, form of transportation? *(Circle One)*

1....Car

2....Bus

3....Walking

4....Motorcycle/Motor scooter

5....Bicycle

6....Other: Specify:\_\_\_\_\_

Q4. On an average day how many times do you travel away from your home?

Include trips to work, taking children to school, shopping, etc.

***(Write the number in the space below)***

Number of Trips Away from Home each day:\_\_\_\_\_

Q5. Which of the following means of transportation do you own or is owned by a member of your household? *(Circle Appropriate Answer)*

1....Car/Truck

2....Motorcycle/Motor scooter

3....Bicycle

4....Other: Specify:\_\_\_\_\_

**Q6. Are you currently employed outside the home? *(Circle One)***

1....Yes

2....No

3....Retired

**IF YOU ANSWERED YES TO Q6: ANSWER Q7 & Q8**

**Q7. Where is your place of employment located?**

**[SHOW A MAP OF THE CITY WITH THE AREA DEMARCATED]**

1....Near North West Side: *(North of Walnut/Shawano, East of Military & South of Velp)*

2....Near South West Side: *(South of Walnut/Shawano, East of Military & North of Lombardi Ave)*

3....Far North West Side: *(North of W. Mason and West of N. Military)*

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- 7....Far North East Side: *(East of N. Danz, North of E. Mason & East of Main St.)*
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- 9....Far South East Side: *(South of Main St. and East of Bellevue)*
- 10...Ashwaubenon
- 11...Allouez
- 12...Bellevue
- 13...West DePere
- 14...East DePer
- 15...Hobart/Howard
- 16...Luxemburg/Casco
- 17...Other\_\_\_\_\_

**Q8. How do you currently get to work? *(Circle One)***

- 1....Drove own Car/Truck/Motorcycle
- 2....Rode in Car/Truck/Motorcycle
- 3....Bus
- 4....Walk
- 5....Bicycle
- 6....Other Specify:\_\_\_\_\_

**IF YOU ANSWERED NO TO Q6 ANSWER Q9**

Q9. To what extent has transportation been a barrier to your being employed? *(Circle One)*

- 1....Significant Barrier
- 2....Moderate Barrier
- 3....Somewhat of a Barrier
- 4....Not A Barrier

Q10. How adequate do you feel the bus system in the City of Green Bay has been in meeting your personal transportation needs? *(Circle One)*

- 1....The Bus System Meets MOST of My Transportation Needs
- 2....The Bus System Meets SOME of My Transportation Needs
- 3....The Bus System Meets a FEW of My Transportation Needs
- 4....The Bus System Does NOT Meet Any of My Transportation
- 5....Do not ride the bus

Q11. In order to more adequately meet your transportation needs, how important do you feel it is to make improvements in each of the following areas of the Green Bay Bus system? *(Circle One for Each Item)*

	<b><i>Very Important</i></b>	<b><i>Moderately Important</i></b>	<b><i>Somewhat Important</i></b>	<b><i>Not Important</i></b>
a. Provider More Frequent Service <i>(Every 15/20 minutes)</i>	1	2	3	4
b. Provide Service to Your Place of Employment	1	2	3	4
c. Provide Better Weekend Service	1	2	3	4
d. Reduce the Cost of Fares	1	2	3	4
e. Other: Specify: _____	1	2	3	4

#### **Demographic Information**

Q12. Are you.....?

1....Male

2....Female

Q13. How many people currently live in your household?

Number of People in Household? \_\_\_\_\_

Q14. Which of the following age groups are you in?

1....15-21

2....22-30

3....31-40

4....41-50

5....51-60

6....61 or over

Q15. What is your primary racial or ethnic background?

1....African-America

2....Asian

3....Hispanic

4....White

5....Native American

Q16. Approximately what is the Total Annual Income for your Household:

1....\$15,000 or Less

2....\$15,001 to \$20,000

3....\$20,001 to \$35,000

4....\$35,001 to \$50,000

5....\$50,001 to \$75,000

6....\$75,001 or More

Q17. Are there any other things that could be done to help meet the transportation needs of you and your family?

**Thank You So Much For Participating in this Survey!**