










1. Are you completing this survey for yourself (rider) or another person who rides (e.g. your child)?

		Response Percent	Response Count
Myself		71.8%	155
Another person		28.2%	61
		answered question	216
		skipped question	5

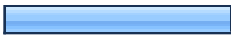




2. How often do you ride a Harbor Transit bus? (Check only one)

		Response Percent	Response Count
Daily		37.9%	83
Weekly		42.0%	92
Monthly		6.8%	15
Occasionally		13.2%	29
		answered question	219
		skipped question	2

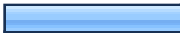






3. How long have you been riding with Harbor Transit?

		Response Percent	Response Count
0-6 months		12.7%	28
6 months - 1 year		16.4%	36
Longer than 1 year		70.9%	156
answered question			220
skipped question			1

4. Why do you ride Harbor Transit (Check ONE)?

		Response Percent	Response Count
Don't drive		33.8%	74
No car		28.8%	63
Saves gas/money		7.3%	16
Good for the environment (Go to school)		7.8%	17
Other		22.4%	49
answered question			219
skipped question			2

5. Check your 2 primary destinations when you ride the bus.

		Response Percent	Response Count
Appointments		26.4%	58
Work		22.7%	50
School		25.5%	56
Shopping		40.5%	89
Medical		27.7%	61
Social/visit friends		9.5%	21
Other (Specify)		19.5%	43
		answered question	220
		skipped question	1

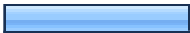

6. Please rate Harbor Transit's service

	Excellent	Good	Average	Fair	Poor	No opinion	Rating Average	Rating Count
Driver helpfulness and courtesy	61.8% (136)	33.2% (73)	2.7% (6)	1.4% (3)	0.5% (1)	0.5% (1)	1.00	220
Comfort and cleanliness of bus	55.5% (122)	39.5% (87)	2.7% (6)	1.4% (3)	0.0% (0)	0.9% (2)	1.00	220
Reliability of service	42.7% (93)	38.5% (84)	13.3% (29)	4.1% (9)	0.9% (2)	0.5% (1)	1.00	218
Pickup on time	32.6% (71)	37.6% (82)	17.0% (37)	7.8% (17)	4.6% (10)	0.5% (1)	1.00	218
Cost of fares	63.1% (137)	29.5% (64)	4.1% (9)	2.3% (5)	0.0% (0)	0.9% (2)	1.00	217
Hours of operation	35.8% (78)	38.1% (83)	11.9% (26)	7.8% (17)	5.5% (12)	0.9% (2)	1.00	218
Overall level of service	49.5% (107)	41.2% (89)	5.6% (12)	2.3% (5)	0.9% (2)	0.5% (1)	1.00	216
answered question								220
skipped question								1

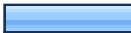

7. Please rate Harbor Transit when it comes to answering your call and taking your reservation for bus pickup.

	Excellent	Good	Average	Fair	Poor	No opinion	Rating Average	Rating Count
Helpfulness of information	56.4% (123)	35.8% (78)	4.6% (10)	1.4% (3)	0.5% (1)	1.4% (3)	1.00	218
Speed in answering your call	37.3% (82)	41.8% (92)	13.6% (30)	3.6% (8)	1.8% (4)	1.8% (4)	1.00	220
Courtesy of reservationist	58.0% (127)	33.8% (74)	4.6% (10)	1.8% (4)	0.0% (0)	1.8% (4)	1.00	219
Length of time to make reservation	44.2% (96)	39.2% (85)	12.0% (26)	1.8% (4)	0.5% (1)	2.3% (5)	1.00	217
Overall satisfaction with reservationist	52.1% (113)	37.3% (81)	6.9% (15)	1.4% (3)	0.0% (0)	2.3% (5)	1.00	217
answered question								220
skipped question								1

8. How do you pay the bus fare?

		Response Percent	Response Count
Cash		27.3%	54
Use Multi-ride fare card		81.3%	161
answered question			198
skipped question			23






9. Have you ever used the Harbor Transit website (www.harbortransit.org) for information?

		Response Percent	Response Count
Yes		19.0%	39
No		81.0%	166
If no, why not?			95
answered question			205
skipped question			16

10. In order for Harbor Transit to stay in touch and better serve your needs you can provide us with your email address if you so desire.

	Response Count
	45
answered question	45
skipped question	176

11. What is your age group?

		Response Percent	Response Count
Under 16		18.7%	38
17-29		8.4%	17
30-45		13.8%	28
46-60		23.2%	47
Over 60		36.0%	73
answered question			203
skipped question			18

12. What is your gender?

		Response Percent	Response Count
Male		36.0%	71
Female		64.0%	126
answered question			197
skipped question			24





13. What is the primary language spoken in your household?

		Response Percent	Response Count
English		100.0%	206
Spanish		0.0%	0
Other (please specify)		0.0%	0
answered question			206
skipped question			15

14. What is your combined household income?

		Response Percent	Response Count
Less than \$20,000		37.8%	74
\$21,000-\$40,000		21.4%	42
\$40,000 and over		12.8%	25
Prefer not to answer		28.1%	55
answered question			196
skipped question			25

15. Do you live in:

		Response Percent	Response Count
Grand Haven		51.0%	102
Grand Haven Charter Township		14.5%	29
Ferrysburg		8.5%	17
Village of Spring Lake		26.0%	52
		answered question	200
		skipped question	21

16. Do you have any suggestions on ways we can improve our service?

		Response Count
		117
		answered question
		117
		skipped question
		104

Q4. Why do you ride Harbor Transit (Check ONE)?

1	Don't like to drive and want to keep the system operating.	Nov 14, 2013 4:58 PM
2	Only drive local.	Nov 14, 2013 4:49 PM
3	My husband uses a motorized chair and I don't drive in ice or snow.	Nov 14, 2013 4:44 PM
4	No comment	Nov 14, 2013 4:19 PM
5	Share a car	Nov 5, 2013 12:21 PM
6	Home from school in middle of the day	Nov 5, 2013 12:19 PM
7	Get from school to after care	Nov 5, 2013 12:13 PM
8	After school transportation	Nov 5, 2013 12:06 PM
9	School pick up	Nov 5, 2013 11:47 AM
10	No comment	Nov 5, 2013 11:38 AM
11	Daughter gets ride home from school	Nov 5, 2013 11:26 AM
12	To and from daycare	Nov 5, 2013 7:52 AM
13	Handicapped	Nov 5, 2013 7:49 AM
14	Transport when parents are unavailable	Nov 5, 2013 7:46 AM
15	Transport when parents are unavailable	Nov 5, 2013 7:46 AM
16	Mom is already at work	Nov 5, 2013 7:41 AM
17	Transportation to home from school	Nov 5, 2013 7:39 AM
18	No comment	Nov 5, 2013 7:29 AM
19	My son needs a ride from daycare to school	Nov 5, 2013 7:23 AM
20	Eye sight issues	Nov 5, 2013 7:20 AM
21	Don't have ride to school.	Nov 4, 2013 7:23 PM
22	One car family	Nov 4, 2013 7:01 PM
23	No family can take me	Nov 4, 2013 6:51 PM
24	Car broke down	Nov 4, 2013 6:43 PM
25	Don't know how to drive	Nov 4, 2013 6:16 PM
26	No comment	Nov 4, 2013 6:05 PM
27	Convenience	Nov 4, 2013 12:40 PM

Q4. Why do you ride Harbor Transit (Check ONE)?

28	My parents work until 4 in Grand Rapids	Nov 4, 2013 12:27 PM
29	Field trips for GH HS Special Ed classes	Nov 4, 2013 12:22 PM
30	Can't read comment	Nov 4, 2013 12:04 PM
31	Go to dialysis three times each week	Nov 4, 2013 11:42 AM
32	Car breaks down.	Nov 4, 2013 11:22 AM
33	When a car is not available for me.	Nov 4, 2013 7:55 AM
34	Practices	Nov 4, 2013 7:49 AM
35	Buses not existant at WMAA	Nov 4, 2013 7:47 AM
36	To school - no school bus - school of choice	Nov 4, 2013 7:43 AM
37	Work schedule	Nov 4, 2013 7:36 AM
38	There is no school bus service	Nov 4, 2013 7:33 AM
39	Mom wheelchair bound	Nov 4, 2013 7:27 AM
40	School/WMAAA	Nov 4, 2013 7:25 AM
41	Do not want to drive certain times (such as being tired or on certain meds).	Nov 4, 2013 7:18 AM
42	Meet Kris.	Nov 3, 2013 5:45 AM
43	Secondary transportation	Nov 2, 2013 6:28 AM
44	Personal	Nov 2, 2013 6:23 AM
45	Kids take to and from Ferry school.	Nov 2, 2013 6:04 AM
46	To get home from WMAA Charter School - Mom at work until 5 p.m. and can't pick up.	Nov 2, 2013 6:00 AM
47	14-year old daughter takes HT after school to sister's house or library. We live out of GH district.	Oct 31, 2013 12:02 PM
48	Go to work, casual stuff	Oct 31, 2013 11:49 AM
49	School doesn't offer busing	Oct 31, 2013 4:57 AM

Q5. Check your 2 primary destinations when you ride the bus.

1	Restaurant	Nov 14, 2013 4:40 PM
2	Home	Nov 5, 2013 12:22 PM
3	Day care/home	Nov 5, 2013 12:11 PM
4	Volunteer work	Nov 5, 2013 12:10 PM
5	YMCA	Nov 5, 2013 12:06 PM
6	YMCA	Nov 5, 2013 11:47 AM
7	Daycare	Nov 5, 2013 11:41 AM
8	Home	Nov 5, 2013 11:38 AM
9	Out to eat	Nov 5, 2013 11:34 AM
10	Davita	Nov 5, 2013 11:33 AM
11	No comment	Nov 5, 2013 7:52 AM
12	Youth group/church	Nov 5, 2013 7:46 AM
13	Youth group/church	Nov 5, 2013 7:46 AM
14	Pick up at school destination home	Nov 5, 2013 7:39 AM
15	Wal Mart and Meijers	Nov 5, 2013 5:56 AM
16	Church	Nov 5, 2013 5:52 AM
17	Senior Center/library	Nov 4, 2013 7:34 PM
18	Church	Nov 4, 2013 7:31 PM
19	Home	Nov 4, 2013 7:23 PM
20	Home	Nov 4, 2013 6:51 PM
21	No comment	Nov 4, 2013 6:25 PM
22	C.B.E.	Nov 4, 2013 6:11 PM
23	Day program	Nov 4, 2013 6:10 PM
24	Visit husband	Nov 4, 2013 6:08 PM
25	Library	Nov 4, 2013 12:55 PM
26	Home	Nov 4, 2013 12:45 PM
27	baby sitter, library	Nov 4, 2013 12:27 PM

Q5. Check your 2 primary destinations when you ride the bus.

28	Home	Nov 4, 2013 12:23 PM
29	Field trips in Grand Haven	Nov 4, 2013 12:22 PM
30	After school dropoff	Nov 4, 2013 11:45 AM
31	Home	Nov 4, 2013 7:57 AM
32	Return home from downtown	Nov 4, 2013 7:52 AM
33	Weekly hair do	Nov 4, 2013 7:27 AM
34	Beach, downtown	Nov 4, 2013 7:25 AM
35	After school activities.	Nov 4, 2013 7:20 AM
36	Diet club	Nov 2, 2013 6:18 AM
37	Day care	Nov 2, 2013 6:04 AM
38	home from school daily	Nov 2, 2013 6:00 AM
39	Home	Nov 2, 2013 5:56 AM
40	Summer camp	Nov 1, 2013 11:29 AM
41	After school to library	Oct 31, 2013 12:02 PM
42	YMCA	Oct 31, 2013 11:51 AM
43	To go fishing	Oct 31, 2013 11:26 AM

Q9. Have you ever used the Harbor Transit website (www.harbortransit.org) for information?

1	Don't have computer	Nov 14, 2013 4:58 PM
2	No computer.	Nov 14, 2013 4:53 PM
3	No computer.	Nov 14, 2013 4:49 PM
4	No computer.	Nov 14, 2013 4:44 PM
5	No internet	Nov 14, 2013 4:42 PM
6	No computer	Nov 14, 2013 4:40 PM
7	No computer, didn't know you had it.	Nov 14, 2013 4:38 PM
8	Did not know you had one.	Nov 14, 2013 4:35 PM
9	No computer	Nov 14, 2013 4:31 PM
10	No computer.	Nov 14, 2013 4:27 PM
11	Didn't know about it.	Nov 14, 2013 4:25 PM
12	No computer	Nov 14, 2013 4:23 PM
13	Did not know you had one.	Nov 14, 2013 4:21 PM
14	No internet	Nov 14, 2013 4:19 PM
15	No internet	Nov 14, 2013 4:17 PM
16	No computer.	Nov 14, 2013 4:15 PM
17	We call	Nov 5, 2013 12:22 PM
18	Didn't know it existed.	Nov 5, 2013 12:18 PM
19	No need	Nov 5, 2013 12:13 PM
20	No computer	Nov 5, 2013 12:10 PM
21	Standing reservation	Nov 5, 2013 12:06 PM
22	Didn't know about it.	Nov 5, 2013 11:41 AM
23	Didn't know about it.	Nov 5, 2013 11:36 AM
24	Didn't know about it.	Nov 5, 2013 11:26 AM
25	No internet	Nov 5, 2013 7:55 AM
26	No need	Nov 5, 2013 7:52 AM
27	Don't have access	Nov 5, 2013 7:50 AM

Q9. Have you ever used the Harbor Transit website (www.harbortransit.org) for information?

28	No internet	Nov 5, 2013 7:49 AM
29	No computer	Nov 5, 2013 7:47 AM
30	Didn't know about it.	Nov 5, 2013 7:46 AM
31	Didn't know about it.	Nov 5, 2013 7:46 AM
32	Did not know you had one.	Nov 5, 2013 7:34 AM
33	Was not aware there was one.	Nov 5, 2013 7:31 AM
34	Did not know you had one.	Nov 5, 2013 7:23 AM
35	Do not have web site	Nov 5, 2013 7:21 AM
36	Simple to call	Nov 5, 2013 5:56 AM
37	Don't have computer	Nov 5, 2013 5:54 AM
38	No reason to.	Nov 5, 2013 5:52 AM
39	No computer.	Nov 4, 2013 7:34 PM
40	No computer.	Nov 4, 2013 7:32 PM
41	Don't have web site	Nov 4, 2013 7:31 PM
42	Don't have computer	Nov 4, 2013 7:26 PM
43	Did not know you had one.	Nov 4, 2013 7:21 PM
44	Didn't know about it.	Nov 4, 2013 7:13 PM
45	Did not know you had one.	Nov 4, 2013 7:10 PM
46	Don't have computer	Nov 4, 2013 7:04 PM
47	See form 121 for very long detailed answer.	Nov 4, 2013 6:56 PM
48	Did not know you had one.	Nov 4, 2013 6:51 PM
49	No computer.	Nov 4, 2013 6:49 PM
50	Was not aware there was one.	Nov 4, 2013 6:48 PM
51	Didn't know about it.	Nov 4, 2013 6:42 PM
52	Don't have computer	Nov 4, 2013 6:38 PM
53	Can't	Nov 4, 2013 6:10 PM
54	Didn't know about it.	Nov 4, 2013 1:39 PM

Q9. Have you ever used the Harbor Transit website (www.harbortransit.org) for information?

55	No computer	Nov 4, 2013 1:31 PM
56	No computer	Nov 4, 2013 1:30 PM
57	Blind, no computer	Nov 4, 2013 1:24 PM
58	No computer	Nov 4, 2013 1:22 PM
59	Too old to get it	Nov 4, 2013 12:57 PM
60	Not interested.	Nov 4, 2013 12:55 PM
61	No internet	Nov 4, 2013 12:45 PM
62	Because I don't usually go online	Nov 4, 2013 12:27 PM
63	Call	Nov 4, 2013 12:22 PM
64	No computer	Nov 4, 2013 12:17 PM
65	Don't know what its for.	Nov 4, 2013 12:04 PM
66	No need	Nov 4, 2013 12:02 PM
67	I didn't know about it.	Nov 4, 2013 11:22 AM
68	No computer	Nov 4, 2013 11:18 AM
69	Call for service by someone else	Nov 4, 2013 7:52 AM
70	I didn't know about it.	Nov 4, 2013 7:49 AM
71	Always have called.	Nov 4, 2013 7:43 AM
72	Nothing to use	Nov 4, 2013 7:38 AM
73	Was not aware there was one.	Nov 4, 2013 7:36 AM
74	Not sure	Nov 4, 2013 7:34 AM
75	Not aware	Nov 4, 2013 7:29 AM
76	Not sure, calling is easy	Nov 4, 2013 7:27 AM
77	Not computer savvy.	Nov 4, 2013 7:18 AM
78	Not needed.	Nov 3, 2013 5:43 AM
79	Didn't know about it.	Nov 2, 2013 6:28 AM
80	No computer.	Nov 2, 2013 6:23 AM
81	Didn't know it existed.	Nov 2, 2013 6:21 AM

Q9. Have you ever used the Harbor Transit website (www.harbortransit.org) for information?

82	Don't have computer	Nov 2, 2013 6:18 AM
83	Faster for me to call.	Nov 2, 2013 6:04 AM
84	No computer.	Nov 2, 2013 6:01 AM
85	Didn't know about it.	Nov 2, 2013 5:56 AM
86	No computer	Nov 2, 2013 5:52 AM
87	No computer.	Nov 2, 2013 5:48 AM
88	No computer	Nov 1, 2013 11:39 AM
89	Was not aware there was one.	Nov 1, 2013 11:34 AM
90	Did not know you had one.	Oct 31, 2013 11:53 AM
91	No need	Oct 31, 2013 11:51 AM
92	Don't know about it.	Oct 31, 2013 11:26 AM
93	Why?	Oct 31, 2013 4:59 AM
94	Haven't needed to.	Oct 31, 2013 4:57 AM
95	No on-line account	Oct 30, 2013 12:07 PM

Q10. In order for Harbor Transit to stay in touch and better serve your needs you can provide us with your email address if you so desire.

1	maryfullerton@sbcglobal.net	Nov 14, 2013 4:32 PM
2	deatern@yahoo.com	Nov 14, 2013 4:25 PM
3	fransparks22@charter.net	Nov 14, 2013 4:21 PM
4	reesenwc@gmail.com	Nov 14, 2013 4:12 PM
5	Cindy_Parker@harborind.com	Nov 5, 2013 12:06 PM
6	mcnienfam@charter.net	Nov 5, 2013 7:46 AM
7	mcnienfam@charter.net	Nov 5, 2013 7:46 AM
8	angelinawillowski@yahoo.com	Nov 5, 2013 7:43 AM
9	highflyingrd2@att.net	Nov 5, 2013 7:26 AM
10	candicestowe@yahoo.com	Nov 5, 2013 7:20 AM
11	illiema2@yahoo.com	Nov 4, 2013 7:17 PM
12	pookiemelon0220@yahoo.com	Nov 4, 2013 7:10 PM
13	sip.co9@att.net	Nov 4, 2013 6:56 PM
14	shellybos@yahoo.com	Nov 4, 2013 6:53 PM
15	lcimberlychackelney@hotmail.com	Nov 4, 2013 6:48 PM
16	sarachertos@gmail.com	Nov 4, 2013 6:42 PM
17	t.bice210@att.net	Nov 4, 2013 6:37 PM
18	angnemeth@gmail.com	Nov 4, 2013 6:32 PM
19	bannat@yahoo.com	Nov 4, 2013 6:19 PM
20	pkrs1234@yahoo.com	Nov 4, 2013 6:13 PM
21	flenzie@gaggle.net	Nov 4, 2013 1:39 PM
22	nfscarbon220@gmail.com	Nov 4, 2013 1:33 PM
23	crystallake55@gmail.com	Nov 4, 2013 1:26 PM
24	warfrontpunx@gmail.com	Nov 4, 2013 12:45 PM
25	myouker@live.com	Nov 4, 2013 12:02 PM
26	canwsn2k	Nov 4, 2013 11:41 AM
27	bartzelaine2@gmail.com	Nov 4, 2013 7:58 AM

Q10. In order for Harbor Transit to stay in touch and better serve your needs you can provide us with your email address if you so desire.

28	ginger7256@hotmail.com	Nov 4, 2013 7:47 AM
29	Draegerk@ghaps.org	Nov 4, 2013 7:43 AM
30	jerry_mabrito@icloud.com	Nov 4, 2013 7:40 AM
31	glass2cat@yahoo.com	Nov 4, 2013 7:36 AM
32	ilm2k4ever@gmail.com	Nov 4, 2013 7:33 AM
33	Smantd@gmail.com	Nov 4, 2013 7:29 AM
34	vicki27beach@gmail.com	Nov 4, 2013 7:27 AM
35	lile4x4@yahoo.com	Nov 2, 2013 6:28 AM
36	lululindsay@hotmail.com	Nov 2, 2013 6:21 AM
37	dcamp8b@yahoo.com	Nov 2, 2013 6:16 AM
38	theslugbugs@yahoo.com	Nov 2, 2013 6:14 AM
39	mpl9077@sbcglobal.net	Nov 2, 2013 6:00 AM
40	susanlyonkers@yahoo.com	Nov 2, 2013 5:54 AM
41	slssandi@hotmail.com	Nov 1, 2013 11:36 AM
42	sandyq007@aol.com	Nov 1, 2013 11:31 AM
43	michellevink2@gmail.com	Nov 1, 2013 11:29 AM
44	mollill@msn.com	Oct 31, 2013 12:10 PM
45	michiganmomma3@yahoo.com	Oct 31, 2013 4:57 AM

Q16. Do you have any suggestions on ways we can improve our service?

1	Get telephone girls to girls to work together with dispatchers more efficiently.	Nov 14, 2013 4:57 PM
2	Bus to Muskegon Mall once a month.	Nov 14, 2013 4:53 PM
3	Have a bus go to the Lakes Mall once a month...would be willing to pay more.	Nov 14, 2013 4:52 PM
4	I appreciate your service, only the waiting is not good occasionally.	Nov 14, 2013 4:49 PM
5	If only you could have a bus once a month to the mall. We could pay extra and it would help keep the business at the mall.	Nov 14, 2013 4:46 PM
6	Longer hours on Saturday.	Nov 14, 2013 4:42 PM
7	GPS in all buses so dispatch knows where buses are. Years ago you had longer hours for pick up and drop off. Why was that changed?	Nov 14, 2013 4:38 PM
8	Perhaps extend hours of operation.	Nov 14, 2013 4:35 PM
9	I would like you to start routes to the WalMart, Meijer, etc. Everyday at appointed times. Maybe to the Mall - Muskegon Meijers, etc.	Nov 14, 2013 4:29 PM
10	Oil the springs on the bus or fix the bumpy roads.	Nov 14, 2013 4:17 PM
11	None. It is great. I go to the hospital and doctor once a month.	Nov 14, 2013 4:15 PM
12	Length of operations	Nov 14, 2013 4:12 PM
13	Longer hours (evenings), love curb to curb but an additional set route with bus stops would be great.	Nov 5, 2013 12:18 PM
14	Someday - run until 6:30 p.m.	Nov 5, 2013 12:16 PM
15	Accuracy with pick up and drop off times for minors. Couple of times child was calling the shots about where to go.	Nov 5, 2013 12:11 PM
16	Extend service in Spring Lake, extend hours to 8 - 9 p.m.? Also extend service to connect with Lakes Mall area.	Nov 5, 2013 12:10 PM
17	Improve the after school timing. It should take more than 20 - 25 minutes to take kids from Mary A. White to the YMCA. Recently it has been taking 40 to 60 minutes.	Nov 5, 2013 12:06 PM
18	Would use more often if area expanded (live in Forest Lake Estates).	Nov 5, 2013 11:49 AM
19	When having kids try not to have them stay on so long before drop off.	Nov 5, 2013 11:47 AM
20	Going farther in the Tri Cities area; increase service area to Nunica.	Nov 5, 2013 11:43 AM
21	Better communication between bus driver and reservationist; answer calls in a more timely manner.	Nov 5, 2013 11:41 AM
22	Don't forget to pick people up especially when it is small kids who rely on you to get them home from school. See Form 171 for extended comment.	Nov 5, 2013 11:38 AM

Q16. Do you have any suggestions on ways we can improve our service?

23	Friendly consistent drivers for the kids.	Nov 5, 2013 11:36 AM
24	Longer evening hours	Nov 5, 2013 11:33 AM
25	Continue the good work.	Nov 5, 2013 11:26 AM
26	Would like to ride to a mall once a week.	Nov 5, 2013 7:54 AM
27	No. Great service.	Nov 5, 2013 7:46 AM
28	No. Great service.	Nov 5, 2013 7:46 AM
29	Longer hours (esp on weekends)	Nov 5, 2013 7:41 AM
30	Run in the evening (later 9 or 10 p.m.)	Nov 5, 2013 7:33 AM
31	Run in the evening (later 9 or 10 p.m.)	Nov 5, 2013 7:33 AM
32	Run in the evening (later 9 or 10 p.m.)	Nov 5, 2013 7:33 AM
33	Run in the evening (later 9 or 10 p.m.)	Nov 5, 2013 7:33 AM
34	Extend service to Lakes Mall with potential hookup w/Muskegon service	Nov 5, 2013 7:31 AM
35	Automated pay system online.	Nov 5, 2013 7:25 AM
36	Have service further north - Fruitpoint/Cloville area	Nov 5, 2013 7:23 AM
37	Maybe same day evening and night time rides	Nov 5, 2013 7:21 AM
38	For those of us that have scheduled pick up times please do it. I getting to work late at least two days a week. And want it pointed out that one of the drivers was very rude.	Nov 5, 2013 7:20 AM
39	Quick pickups	Nov 5, 2013 5:56 AM
40	Have the reservationist give the order to a driver right away. I waited 45 minutes one time. I complained to the driver. He said he just got the call.	Nov 5, 2013 5:54 AM
41	Have problem on Sunday for church with only three busses.	Nov 4, 2013 7:31 PM
42	Would like to see the bus go into Spring Lake Township. See Form 136 for extended commentary.	Nov 4, 2013 7:26 PM
43	You can charge less for a ticket.	Nov 4, 2013 7:23 PM
44	Better deals for student riders.	Nov 4, 2013 7:21 PM
45	Stay open later. If last pick up was at 11:30 p.m. you could take most workers to and from work.	Nov 4, 2013 7:19 PM
46	Offer evening transportation.	Nov 4, 2013 7:17 PM
47	Give the customer an estimated time and acknowledge when they wish to be	Nov 4, 2013 7:15 PM

Q16. Do you have any suggestions on ways we can improve our service?

	picked up at a certain time, not earlier.	
48	Would like evening hours.	Nov 4, 2013 7:13 PM
49	Get more drivers who know what they are doing.	Nov 4, 2013 7:10 PM
50	Sometimes it is a challenge to get the seat belt buckled.	Nov 4, 2013 7:08 PM
51	Yard sale trips	Nov 4, 2013 7:04 PM
52	Earlier weekend hours.	Nov 4, 2013 7:01 PM
53	Earlier start time on Saturday.	Nov 4, 2013 7:00 PM
54	For the safety of the kids limit picking up adults while school kids are on the bus. This will also help our young kids arrive home after school more quickly.	Nov 4, 2013 6:58 PM
55	Make sure drivers carry their multi-ride tickets and other information.	Nov 4, 2013 6:53 PM
56	Keep up the great service.	Nov 4, 2013 6:49 PM
57	Reservationists don't usually tell bus drivers when consumers need to be at destination.	Nov 4, 2013 6:48 PM
58	More buses and more drivers.	Nov 4, 2013 6:40 PM
59	Try to make it faster.	Nov 4, 2013 6:37 PM
60	Keep up the good work.	Nov 4, 2013 6:14 PM
61	Extend public bussing into Spring Lake Township.	Nov 4, 2013 6:13 PM
62	Watch pick up times and drop off times closer w/contract passengers	Nov 4, 2013 6:10 PM
63	Longer hours on some week days would be nice.	Nov 4, 2013 6:06 PM
64	Speed up pickup. Waiting 1/2 hour is too long.	Nov 4, 2013 1:35 PM
65	Run 24 hours. Have a second and third shift.	Nov 4, 2013 1:33 PM
66	Good service - nice driver	Nov 4, 2013 1:30 PM
67	Longer operating hours	Nov 4, 2013 1:28 PM
68	I think you are doing fantastic already	Nov 4, 2013 1:26 PM
69	Thank you for ramps, lifts, seat belts, polite helpful drivers	Nov 4, 2013 1:24 PM
70	Excellent	Nov 4, 2013 1:22 PM
71	More call people; pick up as soon as possible; I do not want to wait 30 minutes.	Nov 4, 2013 12:55 PM
72	Everything has been great so far.	Nov 4, 2013 12:45 PM

Q16. Do you have any suggestions on ways we can improve our service?

73	Maybe be more on time so people don't have to wait or give a time when the bus will arrive.	Nov 4, 2013 12:42 PM
74	Yard sale trips	Nov 4, 2013 12:25 PM
75	We appreciate being able to take our students in wheel chairs out on field trips affordably. The drivers help a lot with the chairs. Thanks for the service.	Nov 4, 2013 12:22 PM
76	Longer in the evening and on Saturday.	Nov 4, 2013 12:14 PM
77	Make it so bus doesn't take so long to pick up. I've waited over 45 minutes sometimes.	Nov 4, 2013 12:04 PM
78	You guys do a great job.	Nov 4, 2013 12:02 PM
79	Keep up the great work.	Nov 4, 2013 11:44 AM
80	Excellent service	Nov 4, 2013 11:41 AM
81	Pick up time; Answering calls	Nov 4, 2013 11:25 AM
82	Later hours and a bus to Muskegon Mall.	Nov 4, 2013 11:22 AM
83	Yard sale trips	Nov 4, 2013 11:20 AM
84	Make service times longer in evenings and on Saturdays	Nov 4, 2013 7:58 AM
85	No. Very satisfied unless you could come before 45 minute to 30 minute wait.	Nov 4, 2013 7:57 AM
86	Expand to Spring Lake Township further. Otherwise we are blessed to have HT.	Nov 4, 2013 7:47 AM
87	Improve on level of interactions with child - greeting, address by name. I also use HT with my students with special needs. I have been pleased with service but recently have had difficulty with availability for community outings.	Nov 4, 2013 7:43 AM
88	Some sort of payment system that is more durable than punch cards.	Nov 4, 2013 7:40 AM
89	I live just past Orchard Market in Spring Lake. Would love to have the bus come that far so I wouldn't have to drive to Grandma's that lives in the village.	Nov 4, 2013 7:36 AM
90	Drivers often drive very reckless; as a mom this does not make me feel comfortable with my son riding. Also the rare occasion when my son rides after school there are often times he's on it for 1 1/2 hours or more. There has to be another way.	Nov 4, 2013 7:33 AM
91	Certified stopping points with covered bench and windbreakers. This has been talked with neighbors also.	Nov 4, 2013 7:29 AM
92	Your drivers are so pleasant and helpful. Thanks for choosing them.	Nov 4, 2013 7:27 AM
93	Quicker ride times (kids bus ride is an hour each way). Overall we are very satisfied with drivers and dispatch. Very thankful for the option of a bus service that the kids can ride and feel safe.	Nov 4, 2013 7:25 AM

Q16. Do you have any suggestions on ways we can improve our service?

94	It would be great if you could provide online access to making or changing reservations.	Nov 4, 2013 7:20 AM
95	Expand hours - such as until 8 p.m. and Sunday for a ride to church (but I hesitate to say Sunday because I don't want the drivers to be forced to miss church.	Nov 4, 2013 7:18 AM
96	Maybe have more buses so the wait isn't so long. Love Harbor Transit.	Nov 4, 2013 7:15 AM
97	Keep up the good work.	Nov 3, 2013 5:43 AM
98	When making reservations repeat orders. Too many times there have been mistakes dispatching. Couple times dispatcher assumed and was wrong.	Nov 2, 2013 6:28 AM
99	Why do you schedule a pick up and not honor it. And have to wait for an hour or more.	Nov 2, 2013 6:26 AM
100	It is good.	Nov 2, 2013 6:23 AM
101	Since we use your service for school pick up/drop off I would love it if I got notified that my child didn't get on the bus.	Nov 2, 2013 6:21 AM
102	Keep up good work. If you need help I am free.	Nov 2, 2013 6:18 AM
103	Separate school P/U from general riders and get special runs for Meijer P/U. School hours and Meijer P/U too long wait time.	Nov 2, 2013 6:16 AM
104	Keep up the good work.	Nov 2, 2013 6:14 AM
105	No - seems to be doing well from my perspective.	Nov 2, 2013 6:04 AM
106	See Survey #17 for extended comment.	Nov 2, 2013 6:00 AM
107	You could try to tell us the number of the bus a little quicker.	Nov 2, 2013 5:54 AM
108	Some drivers still drive too fast. More buses during the week and especially on Saturday. Drivers need to have their punch with them at all times. All drivers should hold the punch pass when punching it; it makes the riders feel embarrassed or like something is wrong with them.	Nov 2, 2013 5:52 AM
109	Extend service to 148th Avenue in Spring Lake.	Nov 2, 2013 5:48 AM
110	Very unhappy with bus driver. Drives way too fast. Have to hold on for dear life not to get thrown over bus. Have asked driver to slow down but he doesn't. Is disrespectful of passengers.	Nov 1, 2013 11:34 AM
111	Great service. We love Harbor Transit.	Nov 1, 2013 11:31 AM
112	Male bus drivers are very negative and harsh. If they don't like kids they should be put on a route that doesn't go to an elementary school!	Oct 31, 2013 12:10 PM
113	No. Its great.	Oct 31, 2013 12:02 PM
114	I am happy with the service.	Oct 31, 2013 11:51 AM

Q16. Do you have any suggestions on ways we can improve our service?

115	Extend service hours.	Oct 31, 2013 11:26 AM
116	Nothing comes to mind. We have been very pleased with the service.	Oct 31, 2013 4:57 AM
117	More people answering phones - capability to leave a message, especially after hours.	Oct 30, 2013 12:07 PM