

# Coordinated Mobility Plan: Prosperity Region 9

Counties  
*Hillsdale  
Jackson  
Lenawee  
Livingston  
Monroe  
Washtenaw*



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Prepared for  
Michigan 2-1-1 and  
Michigan Department of Transportation



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# Acknowledgements

This plan is a component of a Veterans Transit Community Living Initiative (VTCLI) grant through the Federal Transit Administration (FTA). Michigan 2-1-1 and the Michigan Department of Transportation's (MDOT) Office of Passenger Transportation led a statewide transportation study to identify regional gaps in mobility, particularly for people with limited transportation options such as veterans, older adults, individuals with disabilities and people with lower incomes. The result of the statewide study is ten coordinated mobility plans based geographically on Governor Snyder's Prosperity Initiative. This is the Coordinated Mobility Plan for Prosperity Region 9.

The statewide study built upon efforts by MDOT and Regional Planning Agencies and Metropolitan Planning Organizations to document what is known about regional transit mobility. These efforts were in response to the Governor's special message to the legislature on the topic of aging, titled "Making Michigan a Great Place to Live Well and Age Well".

## Advisory Committee

The statewide transportation study was guided by the following advisory committee:

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## Regional Assistance

The Region II Planning Commission provides transit planning assistance to Hillsdale, Lenawee and Jackson counties. Steve Duke with the Region II Planning Commission provided assistance throughout the development of this plan, including reviewing interim documents and helping to coordinate outreach efforts.

Input from a wide range of stakeholders was a key component in the study. Special thanks to the stakeholders who participated in a regional workshop and provided input throughout the planning process. Their input was especially beneficial in the assessment of transportation needs in the region, and in the development of potential strategies, activities and projects to improve mobility. In addition, appropriate information and pictures were obtained from the websites of some regional stakeholders.

## Consultant Team

KFH Group, Inc. conducted outreach efforts, facilitated the regional workshop and led the development of this regional plan.



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# Chapter 1

## Background

### INTRODUCTION

Michigan 2-1-1 is a free, confidential service that provides information and referral to transportation services, health and human services, community preparedness, and crisis information. A program of the Michigan Association of United Ways (MAUW), Michigan 2-1-1 works with eight regional 2-1-1 providers on a shared/common delivery platform to connect Michiganders with over 7,800 agencies offering over 29,000 services across the State.

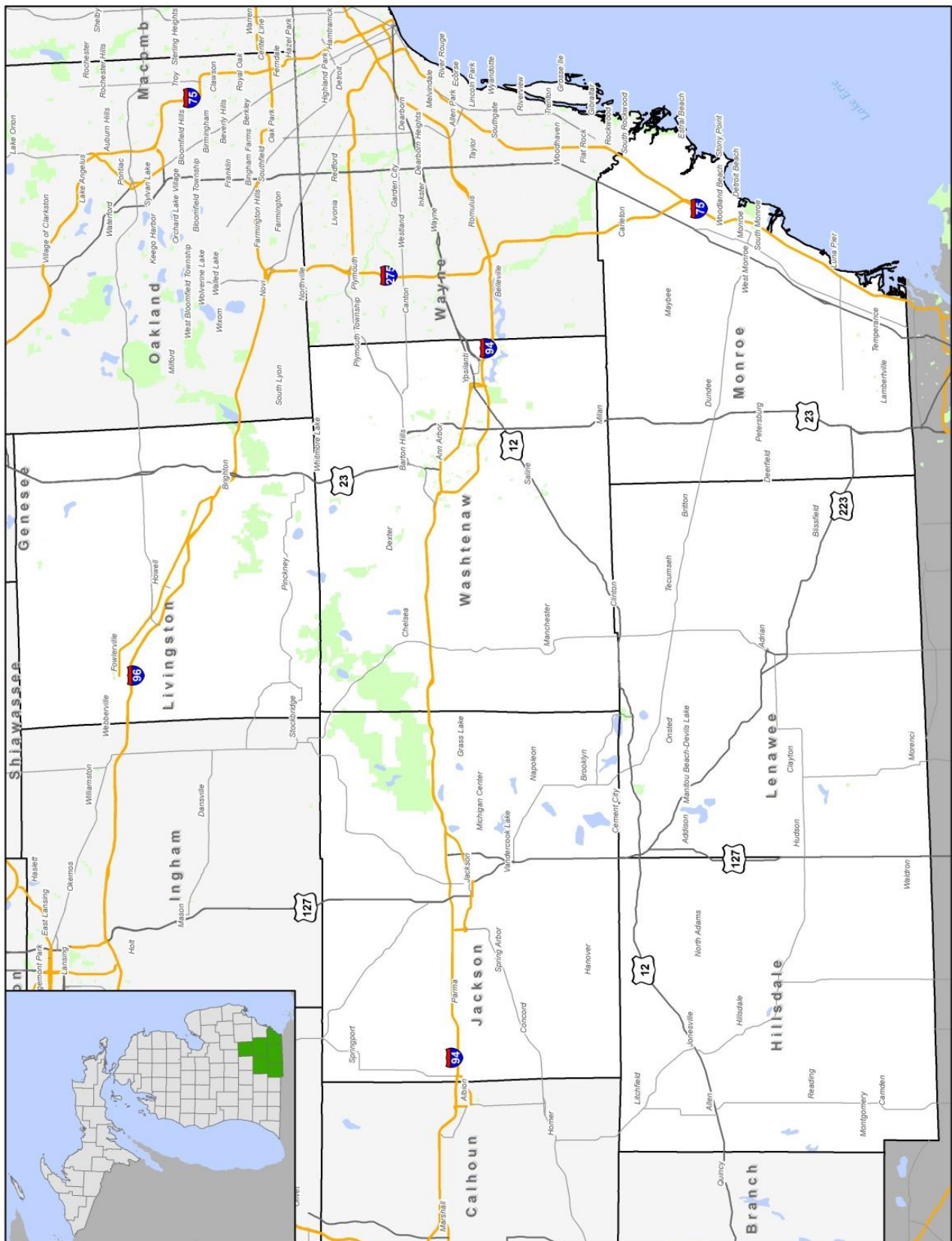
With funding from a Veterans Transit Community Living Initiative (VTCLI) grant through the Federal Transit Administration (FTA), Michigan 2-1-1 and their partners are developing the joint capacity to provide One-Call/One-Click service to Michigan residents to assist with individual trip planning and to address transportation barriers limiting opportunities for employment, health care, recreation and other personal needs. The VTCLI grant, supplemented with state and federal funding administered by the Michigan Department of Transportation's (MDOT) Office of Passenger Transportation, involved a statewide transportation study to identify regional gaps in mobility, particularly for people with limited transportation options such as veterans, older adults, individuals with disabilities, and people with lower incomes. The study also involved identifying actions that can be taken by local transportation providers and Michigan 2-1-1 to increase regional mobility.

Input from a wide range of stakeholders was a key component in the study. Outreach efforts were based on Governor Snyder's Regional Prosperity Initiative that established ten regions to create a better structure for collaboration. Workshops were conducted in each region, and provided the opportunity to discuss transportation needs and to obtain input on potential strategies, projects, and services to improve regional mobility.

The result of the statewide transit study is coordinated mobility plans based geographically on the Governor's Prosperity Initiative. This is the Coordinated Mobility Plan for Prosperity Region 9 and includes Hillsdale, Jackson, Lenawee, Livingston, Monroe and Washtenaw Counties as shown in Figure 1-1.



### Figure 1-1: Prosperity Region 9





## BUILDING UPON THE GOVERNOR'S SPECIAL MESSAGE ON AGING

The statewide transit study built upon efforts to document what is known about regional transit mobility. On June 2, 2014, Governor Snyder released a special message to the legislature on the topic of aging, titled “Making Michigan a Great Place to Live Well and Age Well”. The special message included the following language regarding access to transportation: “Michiganders, including many older adults, need regional mobility and transit providers need to become more regionally focused. This is both an urban and rural issue”.

In his message the Governor asked MDOT to partner with Metropolitan Planning Organizations (MPO) and Regional Planning Agencies (RPA) across the State to work on the issue of regional transit mobility. Subsequently, MDOT worked with MPOs and RPAs to undertake a planning effort that documented what is known about the need for regional transit mobility and the ability for customers to use current transit services for cross county or cross system trips. Information from the reports that resulted from this planning effort has been appropriately incorporated into this regional plan.

## MEETING THE FEDERAL COORDINATED TRANSPORTATION PLANNING REQUIREMENTS

On July 6, 2012, President Obama signed into law Moving Ahead for Progress in the 21st Century (MAP-21) that went into effect on October 1, 2012. This legislation continued the coordinated transportation planning requirements for the Section 5310 Program administered by FTA. The purpose of the Section 5310 Program is to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

This Coordinated Mobility Plan is designed to meet the coordinated transportation planning requirements. Along with those in other regions, it ensures that the entire State of Michigan is covered by plans that meet federal requirements. Each plan incorporates four required elements:

- (1) An assessment of available services that identifies current transportation providers (public, private and nonprofit).
- (2) An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service.
- (3) Strategies, activities, and/or projects to address the identified gaps between current services and needs, and opportunities to achieve efficiencies in service delivery.
- (4) Priorities for implementation based on resources (from multiple program sources), time and feasibility for implementing specific strategies and/or activities identified.

Guidance from FTA on the coordinated transportation planning process is included in Appendix A.

## A BLUEPRINT FOR THE FUTURE

This plan is consistent with FTA coordinated transportation planning guidance that encourages broad efforts that incorporate activities offered under a variety of transportation programs sponsored by federal, state, and local agencies to greatly strengthen its impact. Taking into account the VTCLI grant, efforts through the Governor’s Special Message on Aging, and the Section 5310 coordinated transportation planning requirements, this plan takes a wide approach and includes information on a variety of transportation services offered in the region. This plan provides strategies and potential projects beyond public transit services. The Coordinated Mobility Plan for Prosperity Region 9 is designed to serve as a blueprint and practical document for future discussions and efforts in the region to improve regional mobility, especially for veterans, older adults, people with disabilities, people with lower incomes, and young people without access to transportation.

## PLAN CONTENTS

The Coordinated Mobility Plan for Prosperity Region 9 is presented in the following order:

- **Chapter 1** (this chapter) provides background information on planning process.
- **Chapter 2** discusses the outreach process and the involvement of regional stakeholders in the coordinated mobility planning process.
- **Chapter 3** provides a review of recent plans and studies in the region that are relevant to the study process or provide information on community transportation needs. This includes reports produced by RPAs and MPOs on what is known about the need for regional transit mobility
- **Chapter 4** provides an assessment of the transportation needs in the region based on qualitative data (input on needs from key stakeholders).
- **Chapter 5** provides an assessment of transportation needs in the region through quantitative data (U.S. Census and American Community Survey).
- **Chapter 6** provides an inventory of current transportation services in the region.
- **Chapter 7** presents strategies and potential projects to meet transportation needs as identified and prioritized by regional stakeholders.
- **Chapter 8** discusses proposed on-going arrangements in the region to continue the momentum from the coordinated mobility planning process.
- **Chapter 9** provides the process for approval of this coordinated transportation plan.
- **Appendices** include various documents relevant to the planning process.

# Chapter 2

## Outreach and Planning Process

### INTRODUCTION

This chapter discusses outreach efforts for the Michigan Statewide Transit Plan and the involvement of regional stakeholders in the coordinated mobility planning process. Federal coordinated planning guidance served as the foundation in the development of a broad approach that provided the opportunity for a diverse group of organizations to be involved.

### REGIONAL WORKSHOPS

The outreach process for the Michigan Statewide Transit Study involved regional workshops that provided the opportunity to engage a variety of stakeholders, to confirm transportation needs, and to discuss potential strategies, projects, and services to improve regional mobility. With assistance from regional planning agencies and input from the project advisory committee, ten workshops were scheduled for September 2015 based on the Governor's Prosperity Regions.

Recognizing that some stakeholders would have interest in multiple workshops the marketing for the workshops was conducted through a statewide outreach effort that highlighted the workshop in Prosperity Region 9 and those in the other nine regions. A statewide invitation list was developed that included various agencies organizations familiar with transportation issues, especially in regard to veterans, people with disabilities, older adults, and people with lower incomes. Collectively the invitation list was distributed to over 350 stakeholders. These stakeholders were encouraged to pass the invitation along through their contact lists to help ensure an even broader outreach effort. Ultimately the invitation to the regional workshops was distributed to:

- Transportation planning agencies
- Public transportation providers
- Public transit associations
- Local and regional mobility managers
- Regional 2-1-1 contact centers
- MichiVan and local rideshare offices
- Private transportation providers
- Nonprofit transportation providers
- Volunteer transportation providers
- Past or current organizations funded under the Section 5310, JARC, and/or the New Freedom Programs
- Human service agencies funding, operating, and/or providing access to transportation services
- Advocacy organizations working on behalf of targeted populations

- Agencies that administer health, employment, or other support programs for targeted populations
- Nonprofit human service provider organizations that serve the targeted populations
- Job training and placement agencies
- Housing agencies
- Healthcare facilities
- Mental health agencies
- Economic development organizations
- Faith-based and community-based organizations
- Employers and representatives of the business community
- Appropriate local or state officials and elected officials
- Policy analysts or experts

## PROSPERITY REGION 9 WORKSHOP

On September 29, 2015 the workshop for Prosperity Region 9 was conducted in Ann Arbor. The agenda is included in Appendix B. The workshop attracted 25 participants including representatives from:

- Aging programs
- Colleges
- County Department of Health and Human Service
- Disability service providers
- Health service programs
- Human service agencies
- Local transit systems
- Michigan 2-1-1
- Michigan Department of Health and Human Services
- Michigan Department of Transportation
- Planning agencies
- Workforce development agencies

The workshop began with discussion of previous work between MDOT, the regional planning agencies, objectives for the study, and projected outcomes. A majority of the workshop was focused on obtaining input from participants on unmet transportation needs in the region. Through breakout groups stakeholders were asked to provide input on transportation needs related to a variety of issues, including services, marketing, coordination, land use, and policy changes, coordination and policies. They were encouraged to think beyond public transportation and to consider needs that could be addressed through various mobility options. The regional stakeholders provided input on potential solutions to help meet identified needs.

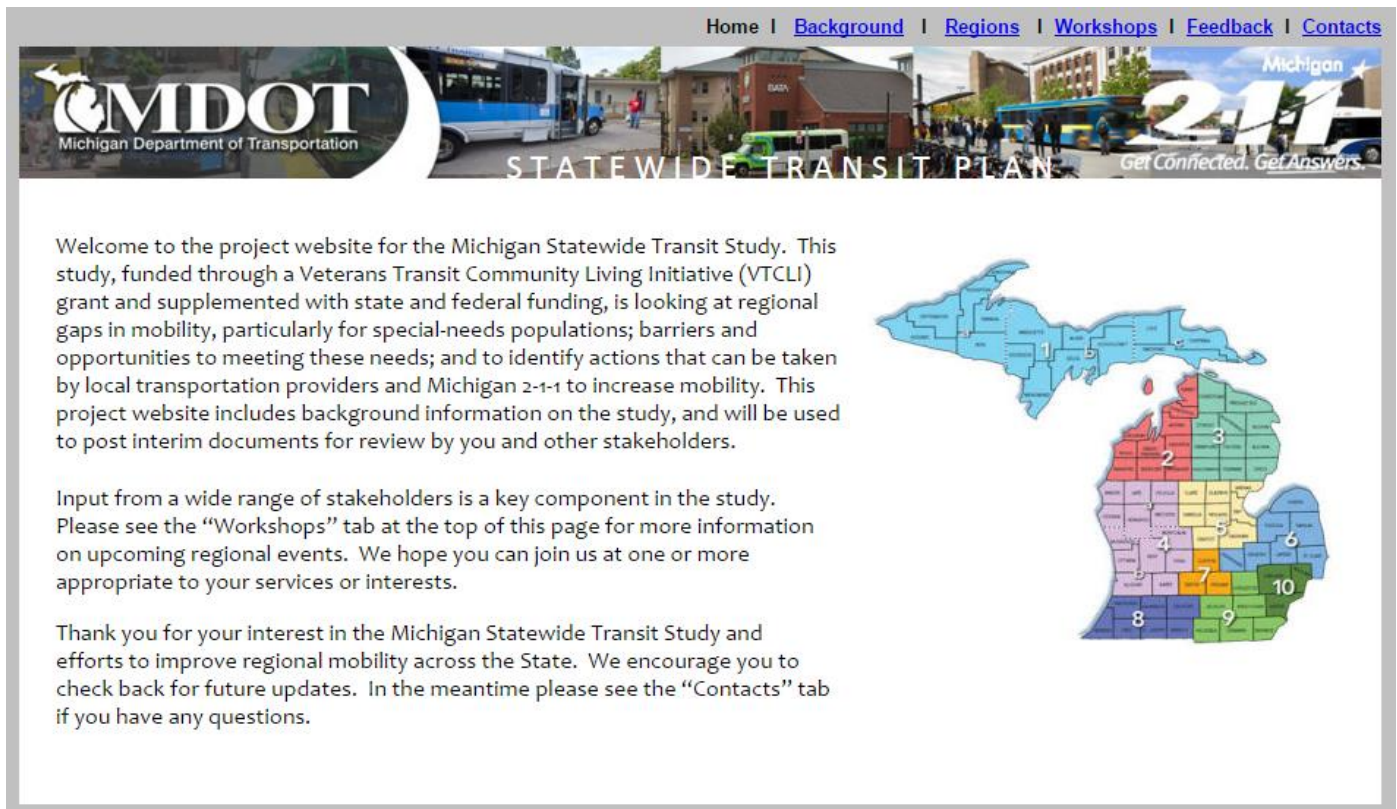
Input from regional stakeholders through the workshop is included in various sections of this plan. Specifically, transportation needs identified by the group are detailed in Chapter 4. These

needs were considered in the development of potential strategies, activities, and projects that are included in Chapter 7.

## MICHIGAN STATEWIDE TRANSIT PLAN WEBSITE

To assist in outreach and planning efforts a project website was established at <http://www.kfhgroup.com/michigan/statewidetransitplan.html>. This website provides information on regional workshops and access to interim documents.

**Figure 2-1: Home Page of the Michigan Statewide Transit Plan Project Website**





# Chapter 3

## Previous Plans and Studies

### INTRODUCTION

This chapter provides a review of recent plans and studies in the region that are relevant to the study process, or provide information on community transportation needs and potential solutions. The review began with work completed by the Region II Planning Commission for MDOT that incorporated several previous planning and study efforts. The chapter includes information from appropriate local county plans.

Issues and needs identified by previous planning processes were similar to those identified during the workshop in Prosperity Region 9. Key issues from previous planning reports and projects are summarized and discussed in later chapters, and provide a broad transportation needs assessment.

### IMPLEMENTING THE GOVERNOR'S SPECIAL MESSAGE ON AGING: PHASE 1 (COUNTIES OF HILLSDALE, JACKSON AND LENAWEЕ)

As discussed in Chapter 1, MDOT partnered with regional planning agencies regarding the issue of regional transit mobility in support of the Governor's Special Message on Aging. These agencies worked with local transit agencies to document what is known about the need for regional transit mobility and the ability for customers to use current transit services for cross county or cross system trips.

The Region II Planning Commission produced a Regional Mobility Initiative report, Appendix C. This report includes data from county coordinated transportation plans and outreach efforts conducted by the planning commission. Information included in the report pertained to Hillsdale, Jackson, and Lenawee Counties.

The Regional Transit Mobility report stated that transit agencies in Prosperity Region 9 are aware of the need for regional public transportation services. Transit providers indicated that coordination of service occurs on a limited basis, primarily to try and coordinate county to county trips which can be difficult to achieve.

The report noted that coordination occurs with a few of the transportation providers, such as Lenawee Transportation Corporation and Key Opportunities, and that all agreements are verbal and not written. Unmet needs according to the Regional Transit Mobility Planning process include:

- Increased funding for transit services
- Greater coordination amongst transportation providers
- New transit service in currently unserved areas



- Increase of wheelchair accessible vans particularly for volunteer driver programs
- County to county trips
- Coordination to maximize resources to serve rural residents
- Service planning, resource, and regional coordination

Information from the Region II Planning Commission report is incorporated into various sections of the plan. Responses on unmet needs in regional mobility are used in the development of possible strategies. The previous plans and studies that were used in the development of the report are highlighted next in this chapter.

## **IMPLEMENTING THE GOVERNOR'S SPECIAL MESSAGE ON AGING: PHASE 1 (COUNTIES OF WASHTENAW, MONROE AND LIVINGSTON)**

The Southeast Michigan Council of Governments (SEMCOG) in cooperation with Michigan Department of Transportation (MDOT) conducted a Regional Transit Mobility assessment. SEMCOG is the regional planning organization for the southeast Michigan region. SEMCOG is comprised of Livingston, Macomb, Monroe, Oakland, St. Clair, Washtenaw and Wayne Counties. The purpose of the Regional Transit Mobility Assessment is to gain a better understanding and improve transit service in Michigan.

The SEMCOG Regional Transit Assessment Memorandum is included in Appendix C. Information included in the report was obtained for a review of regional and local transportation planning efforts and interviews with local transportation providers. Information pertaining to Prosperity Region 9 is in regards to Washtenaw, Livingston and Monroe Counties.

The report concluded that transit service is not provided throughout the entire seven-county SEMCOG region. Transportation options for those living outside of a fixed route transit system are very limited. Among existing transit service, a lack of county-to-county service exists, as well as gaps within counties. Transit service in rural areas face a variety of challenges related to accessibility, and cross-county connections. Private and non-profit transit providers are often difficult to identify and have a higher frequency of changes in service. This type of service often has restrictions on use of service.

An overall need exists for transit providers to coordinate with one another including, private and non-profit agencies. A need also exists for expansion of public transit service areas and/or use of private providers to extend service when expansion is not possible. Increased interaction between all transit providers and human service agencies is needed to increase awareness of transportation related programs and services that are available.

Major unmet needs identified in the report pertain to Prosperity Region 9 counties include:

- Increased awareness of transportation services
- County to county trips
- Dedicated funding for transit service (Livingston County)
- Coordination of services and transfers

- Improved transit related infrastructure
- Expanded hours of service
- Service to unserved areas, particularly non-urban and rural areas
- Improved connectivity between transit systems
- Improved non-emergency medical transportation to dialysis centers
- Coordination of paratransit eligibility criteria, technology, planning, and training
- Increased funding for transit services

Information from the SEMCOG report is incorporated into various sections of the plan. Responses on unmet needs in regional mobility are used in the development of possible strategies.

The previous plans and studies that were used in the development of the report are highlighted next in this chapter.

## **CONNECTING TO OPPORTUNITY: REGION 9 REPORT ON TRANSPORTATION, JOBSEEKING AND ECONOMIC DEVELOPMENT**

This 2015 report prepared by the Washtenaw County Office of Community and Economic Development in partnership with Emma White Research LLC and Michigan Environmental Council assesses the challenges of inadequate transportation for workforce connections. The major report findings include:

- A 2015 survey of 400 Michigan Works! customers in Region 9 finds that nearly half (48%) say transportation has been a problem in finding and keeping a job. Today those who have access to a vehicle are more likely to be employed, even when controlling for other factors like age, education, and race.
- Budget data from Michigan Works! agencies in Region 9 over the last 5 years show that 60-80% of support service budgets are directed to individual transportation needs. These public funds are provided to individuals for car repairs, bus passes, cab service, etc. as short term and often one-time transportation fixes rather than contributing to broader systemic investments to improve regional transportation.
- Survey data and employer interviews both show need for additional transportation options such as fixed transit, para-transit and regional commuter rail. A third (32%) of workforce survey participants responded that buses and other forms of public transportation are not available where they live. This number increases to 53% in Hillsdale and Lenawee Counties.
- Interviews with business leaders reveal opportunities to engage this audience on transportation issues. Some already see the need for transportation assistance for their workers or believe that the lack of regional public transportation is hindering their ability to recruit. Others have not thought deeply about these issues but can see benefits for the local economy or their business specifically.

To address these findings the report recommends a series of targeted transportation investment in Region 9 that include:

- Educate employers on ways to provide transportation options to employees, either on their own or in partnership with workforce, economic development, and/or transportation agencies.
- Work for longer-term public transit solutions and measure progress, keeping in mind that existing service may need tweaks to accommodate workers' schedules with expanded daily and weekend hours.
- Keep existing workforce programs that connect the most vulnerable job seekers to employment with additional support to make sure jobs are retained over time.

## IMPROVING TRANSIT IN SOUTHEAST MICHIGAN: A FRAMEWORK FOR ACTION

*Improving Transit in Southeast Michigan*, developed in 2001, sets the course for developing a comprehensive transit system in Southeast Michigan by combining extensive public input with research and technical analysis to create a system that provides a balance of viable options. A four-tier transit system is recommended:

- A 12-corridor rapid transit network
- Enhanced fixed-route bus service
- Improved and expanded community transit
- Establishment of regional transit links

Since adopting the plan, the region is implementing several recommendations. These include:

- The formation of the Regional Transit Authority (RTA) of Southeast Michigan.
- Updating SEMCOG's Regional Transit Plan with more detailed corridor analysis and recommendations. Per the RTCC Transit Service Plan adopted in December 2008
- Expanding transit service in the Woodward Avenue Corridor from downtown Detroit to Pontiac. SEMCOG, local governments, and other stakeholders along the corridor are conducting a Woodward Alternatives Analysis study.
- Initiating the Ann Arbor-Detroit Regional Rail project to provide an alternative means of commuting between Wayne and Washtenaw counties and will serve as the first regional link in Southeast Michigan.
- Initiating the WALLY (Washtenaw and Livingston Line), a commuter rail project in the US-23 corridor to mitigate heavy congestion between the cities of Howell and Ann Arbor.

At the same time, SEMCOG actively works with other organizations and agencies to develop specialized transportation services designed to meet the special needs of the region's residents.

## 2040 REGIONAL TRANSPORTATION PLAN FOR SOUTHEAST MICHIGAN

The 2040 Regional Transportation Plan for Southeast Michigan describes how \$36 billion in revenues will be invested to support our transportation system. This plan responds to the many new realities in the region, the country, and the world. It describes actions needed to improve the quality and reliability of the transportation system, increase economic prosperity, reach a higher level of fiscal sustainability, broaden access to vital destinations, make communities more desirable, and protect the environment. The plan includes transportation projects anticipated through 2040.

One of the guiding principles of the 2040 Regional Transportation Plan is that transit service must be significantly improved in order to attract the same levels of ridership that exists in thriving metropolitan areas across the country. There are several reasons for this principle including the need to: attract and retain young professionals, connect people to jobs, and address the challenges presented by a rapidly increasing elderly population. To provide context as to how Southeast Michigan's transit service competes at present, this region currently ranks below Pittsburgh, St. Louis and Cleveland in both the amount of service and funding it provides, as well as the amount of ridership it attracts. Southeast Michigan rates poorly when compared with major metropolitan areas. Data from the National Transit Administration shows that, of the 25 largest metropolitan areas in the country, Southeast Michigan ranks near the bottom in ridership, service hours and miles and funding.

## COORDINATED TRANSPORTATION PLANS

The review of previous plans and studies involved local coordinated transportation plans. While some of these plans are several years old, they offer insight into current regional mobility needs. Common themes identified in the coordinated plans include a need for more transportation, increased hours, increased number of service areas, services for older adults and people with low incomes, and transportation to employment and healthcare. The following section provides a synopsis of key findings in these plans.

### Hillsdale County Coordinated Transportation Plan

Key Opportunities is the lead agency and coordinated the effort to update the coordinated plan in 2010. The plan consists of a brief identification of transportation providers in the county followed by a list of unmet needs and strategies to meet those needs.

The needs assessment revealed an ongoing need for human service transportation and expanded transit services in the county. Identified needs include:

- Services for people with disabilities, particularly in rural areas
- Affordable transportation for low income residents
- Service during evenings and weekends
- Non-emergency medical transportation, particularly for individuals with disabilities

## **Jackson County Locally Derived Coordinated Public Transit-Human Service Transportation Plan**

This 2012 plan update assessed transportation needs in Jackson County, particularly those related to service expansion and accessibility and proposed activities to fill gaps. The plan details outreach efforts, and assessment of current services and demographics, needs assessment, strategies, and implementation priorities.

Unmet transportation needs identified in the plan include:

- Evening and weekend transportation
- Service outside of Jackson
- Capacity during peak hours
- Funding for transportation services, especially in rural areas
- Bus stop and shelter accessibility
- Procurement of new accessible vehicles
- Facility improvements

Implementation priorities focused on service expansion and coordination.

## **Lenawee County Available Transportation Service Report**

This 2007 plan focuses on elements of coordination planning including identification of existing transportation services and local stakeholders. The plan included a discussion of outreach events pertaining to unmet community transportation needs and concluded that the community desires transit that has:

- Flexible and expanded hours of operation (evenings and weekends)
- Expanded service into rural areas
- Expanded employment transportation services

## **Livingston County Human services Coordinated Transportation Plan**

This 2010 plan, prepared by the Livingston County Transportation Coalition, provides assessments of demographic conditions, current services, and unmet need followed by identification of strategies to improve transit. The plan focuses on service expansion for low income workers, older adults and persons with disabilities to areas not currently served by public transit. The plan includes a description of public involvement efforts to help determine unmet needs such as:

- Service to major human service centers between Howell and Brighton
- Many transit dependent people live outside urbanized areas
- Lack of funding for transit service
- Transit service that has schedules to meet service and retail worker job times
- Effective county-to-county trips particularly for employment

- Additional door-to-door service
- Shorter wait times for senior vans
- Better interagency coordination
- Weekend services including Sunday services to local churches
- Travel training and assistance while using transit
- Improved facilities including
  - Signage
  - Crosswalks
  - Sidewalks and bike lanes

## **Washtenaw County Rural Coordinated Public Transit-Human Services Transportation Plan**

This 2009 plan fulfills the major requirements for coordinated planning including:

- Outreach Plan
- Transit Dependent Population Assessment
- Assessment of Current Service
- Assessment of Unmet Transportation Need
- Strategies and Potential Projects

The plan details coordination of planning activities with SEMCOG particularly as it relates to public outreach.

The transit dependent assessment consists of a detailed demographic assessment of the county focused on older adults, low income residents and people with disabilities. The plan details ongoing transportation needs of these cohorts including limited access to employment and lack of regional connections. Coordination and increased funding were also major needs noted in the plan. Several of the specific needs identified in the plan deal with cross-county and inter-jurisdictional barriers.

## **Toledo Urbanized Area Coordinated Public and Human Service Transportation Plan**

This 2012 plan update focuses primarily on the Toledo Ohio area and includes the assessment of Monroe County Michigan and Lake Erie Transit. As noted in the plan, Toledo is the primary destination of out-of-county employment trips originating in Monroe County.

## **ANN ARBOR CONNECTOR FEASIBILITY STUDY**

The 2009 Ann Arbor Transportation Plan Update identified two key transportation concepts to support future growth. A "connector" would link proposed commuter rail stations planned between Detroit and Ann Arbor and Howell and Ann Arbor. A set of "signature transit corridors" would provide high quality, high frequency transit service to enable higher density housing and employment concentrations. In 2009, the City of Ann Arbor, Ann Arbor Downtown Development Authority, Ann Arbor Area Transportation Authority, and University of Michigan initiated the Connector Feasibility Study. The study links "connector" and "signature" concepts and evaluates the feasibility of advanced transit options for Ann Arbor. A series of public meetings and newsletters has kept the public apprised of the study's goals and methods, findings on travel patterns in Ann Arbor, and the comparative benefits of various transit options.

In November 2010, the study presented its findings in a public meeting. The study identified areas where alternative transit would benefit the community, and it highlighted transit options for high-density and medium-density areas of town. The Connector Feasibility report was completed in March 2011.

## **ANN ARBOR 2009 COMPREHENSIVE TRANSPORTATION PLAN UPDATE**

The City of Ann Arbor completed a Comprehensive Transportation Plan Update in 2009, laying the framework for improvements to the transportation system for coming years. The city is experiencing tremendous employment growth and change which alters the way transportation must serve the community.

The 2009 update considers the effects of changes in growth patterns and development and recommends actions to meet transportation needs and goals of the community well into the future. The plan builds upon previous findings and recommendations for the transportation system, and incorporates other current efforts, such as the Citywide Non-Motorized Transportation Plan, into a comprehensive framework for addressing current and future transportation issues.

## **CITY OF ANN ARBOR NON-MOTORIZED PLAN**

The City of Ann Arbor Non-motorized Plan supports the assumption that strong pedestrian and bicycle facilities create a community that is physically active, accessible, and exceedingly livable. As of December 31, 2012, the city's non-motorized transportation system includes 475 miles of sidewalks, 71.2 lane miles of on-road bike lanes, 12.1 lane miles of shared-use arrows, and 57.5 lane miles of shared-use paths. Several different city units, including Systems Planning, Project Management, Planning and Development, Field Operations, Parks & Recreation, Communications, Community Standards, and Police and Public Safety, have taken great strides to improve the programs and projects that support and expand that system.

The Non-motorized Transportation Plan identifies the critical need to expand the city's infrastructure. These improvements are intended to establish a physical and cultural environment that supports and



encourages safe, comfortable, and convenient ways for pedestrians and bicyclists to travel throughout the city and into the surrounding communities.



# Chapter 4

## Assessment of Transportation Needs

### INTRODUCTION

This section provides a summary of unmet transportation needs and gaps in mobility identified by regional stakeholders at the Prosperity Region 9 workshop conducted on September 29, 2015. The workshop attracted 25 participants, including representatives from transit systems, planning agencies, human service providers, 2-1-1 providers, advocacy groups, and riders. While many transportation needs are interrelated, they are broken out by key categories and issues.

The workshop began with introductions and a brief presentation that included discussion of study objectives and the role of the regional stakeholders. A majority of the workshop focused on obtaining input from participants on unmet transportation needs in the region. Workshop participants were charged with identifying three to five needs, and possible solutions for each need.

Results from the workshop will be incorporated into an overall transportation needs assessment that will involve:

- Transportation needs identified in previous plans and studies
- Analysis of demographic data using current information from the U.S. Census

### GREATER REGIONAL CONNECTIVITY

- There is a need for improved cross county connections.
- Workforce transportation is a major need particularly across county lines.
- There is need to improve intercounty coordination to help implement regional trips.
- There is need to coordinate with private intercity providers. Michigan Flyer goes through Livingston County but doesn't make a stop.
- There is need for public transit service outside of the region particularly to Detroit.
- There is need for expanded transit coverage but millage often defines the service area and it is difficult to serve populations outside of the millage area.
- Out-of-county, non-emergency medical transportation trip are needed in rural areas to access medical facilities in Ann Arbor and other cities in the region.

## EXPANDED TRANSPORTATION SERVICES

- Expanded modes should be explored including regional commuter service, van pools and rail transit.
- The desire for expanded, rural, demand response service and paratransit service was expressed by many participants.

### Trip Purpose

- Regional trips for medical purposes are easier to facilitate and require less system-to-system transferring than other trip typologies. Many people who rely on public transportation use public transit for important non-medical trip purposes. People with mobility disabilities, visual impairments or cognitive disabilities often have a difficult time arranging non-medical regional trips.
- Long travel times can make regional employment trip infeasible.
- Expanded services to dialysis centers is a need.
- Costs for available transportation services across jurisdictional barriers are often cost prohibitive for people with lower income, particularly for non-medical trips.

### Time Related

- Every breakout table at the meeting discussed the need for expanded service hours and days.
  - Many participants expressed need for expanded service hours in the evening for later employment shifts.
  - Many participants expressed need increased weekend service particularly for employment.

### Place/Destination

- Need for better connections to Ann Arbor from rural areas.
- Need more transportation to areas outside the region.
- Need to improve county-to-county connections.
- Need for service expansion policies that look beyond millage areas.

## IMPROVED AND EXPANDED OUTREACH, MARKETING AND EDUCATION

- More awareness of the value of public transportation. Public transit is a part of a community's infrastructure. It is a tool to assist in economic development and is a vital service for many transit dependent populations.
- Travel training, particularly for people with cognitive disabilities.
- Many participants expressed frustration with the lack of support for transit service by local and state officials. Increased and improved transit advocacy is needed to help educate leaders as to the virtues of public transit services.
- There is a need to foster strong public transit coalitions.
- Market transit as an economic development and employment tool.
- Travel training for human service clients; and train the trainer programs for human service agencies.
- Increased transit marketing and advocacy to help elected officials and decision makers understand the importance of public transportation in the community.
- There is limited awareness and understanding of public transit service and policies.
- Build coalitions of active transit users, particularly those dependent on transit service. Coalitions can help raise awareness of transit need to state and local decision makers.
- Transit riders do not understand the costs or complexities of providing transit service.
- 2-1-1 should be a place that can help people plan trips across the region.
- Improved outreach with specific service information and clear objectives that help obtain local and state support for transit.
- Develop regional cooperation amongst service providers and human service agencies.

## IMPROVED COORDINATION

- Coordinate coordination planning. Currently every county in the region does its own coordinated plan and there are duplicated planning efforts. Can a regional plan be developed that ensures all of the transit providers get the funding they need? This is how many other places in the country approach coordinated planning.

- Transit should look to the private sector for coordination opportunities when possible. Private transit providers may be able to help close public transit service gaps. Major employers may be able to help foster vanpools and commuter service.
- There is need for coordination of federal, state and local transit policies.
- There is need for a Mobility Manager who can serve as a clearinghouse for transit information and assist providers with streamlining service connections and out-of-county trips.
- Decision makers need to have more knowledge about transit and collaboration.
- There is need for a one-stop shop for regional transit information. A mobility management office could achieve this goal.
- Involve local officials and decision makers in transit planning and funding processes.
- Look at vehicle sharing opportunities with transit agencies, specialized transportation services and school transportation services.
- Need to further a unified approach to transit planning in the region.
- Coordinate procurement of capital assets and goods, staff training, and scheduling.
- Coordination of technology among providers could increase efficiencies.
- Transit agencies should coordinate with doctors and medical facilities for trip scheduling.
- There is need to overcome funding silos and coordinate transportation services with human service agencies.
- Funding silos can make it difficult for public transit to address specific human service transportation needs. Public transit has to be open to the general public.
- Intercounty coordination is needed to help close county-to-county service gaps.

## FUNDING AND COSTS

- Need exists for diversified funding source for providers in the region. Look beyond millage and grant opportunities.
- Develop transit sponsorship programs.
- Engage the private sector, particularly large regional employers. Look at the possibility of van pools and other commuter services.

- Additional funding is unlikely; cost savings will have to come from increased productivity.
- Providers need to have a unified message for funders and help transit advocates market their message.
- Funding diversity may be possible for medical trips. Medicaid and other health and human service programs have limited funding for client transportation.
- Decision makers need to have more knowledge about transit and how it is funded.
- Frame public transit as an economic development and employment tool to decision makers and the public.
- There is need for additional funding sources for capital expenses and service expansion.
- Transit agencies need to maintain existing funding levels to maintain current service levels.

## OPERATIONS AND MANAGEMENT NEEDS

- Recruit drivers for transit providers.
- Develop a regional transit authority to streamline services and eliminate jurisdictional barriers.





# Chapter 5

## Demographic Analysis

### INTRODUCTION

This chapter provides an analysis of current and future population trends in Region 9, as well as an analysis of the demographics of population groups that often depend on transportation options beyond an automobile. Data sources for this analysis include the 2010 U.S. Census and the American Community Survey (ACS) 2009-2013 5-year estimates.

This demographic analysis, coupled with input from regional stakeholders, provides a broad transportation needs assessment. This assessment can be used to develop strategies, projects and services to meet identified needs and expand mobility and to generate recommendations to improve coordination within the region (detailed in Chapter 7).

### POPULATION ANALYSIS

The following section examines current population and population density in Region 9, and discusses future population projections for the region.

### Population

Table 5-1 shows the U.S. Census population counts for counties in Region 9 from 1990-2010. During this timeframe Livingston County experienced the greatest population percent increase in the region, an increase from 116,655 residents to 180,986 (a 55% increase). Jackson County experienced the lowest population percent increase (6.73%). During this time frame (1990-2010) all counties in the region experienced overall population growth.

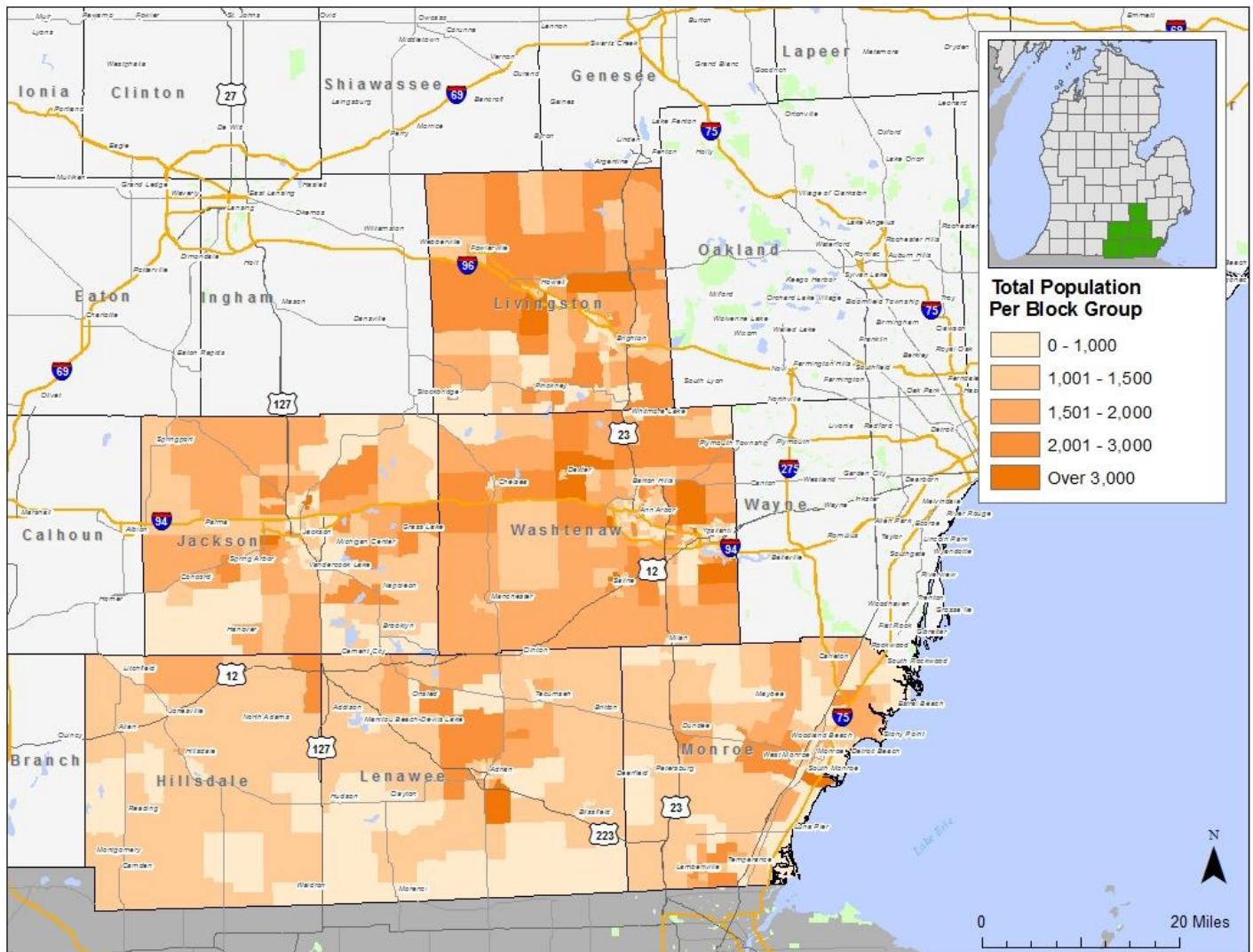
**Table 5-1: Historical Populations**

County	1990 Pop.	2000 Pop.	2010 Pop.	1990-2000 % Change	2000-2010 % Change	1990-2010 % Change
Hillsdale	43,492	46,672	46,668	7.31%	-0.01%	7.30%
Jackson	150,128	158,735	160,235	5.73%	0.94%	6.73%
Lenawee	91,753	99,070	99,891	7.97%	0.83%	8.87%
Livingston	116,655	158,439	180,968	35.82%	14.22%	55.13%
Monroe	133,892	146,412	152,942	9.35%	4.46%	14.23%
Washtenaw	283,987	324,491	344,793	14.26%	6.26%	21.41%

Source: U.S. Census and American Community Survey

Figure 5-1 illustrates the region's total population at the census block group level. This map depicts the rural nature of the western portion of the region, while also showing the greater population numbers around the Ann Arbor and Howell area.

**Figure 5-1: 2010 Census Population**



Source: U.S. Census and American Community Survey

Table 5-2 features recent population estimates from the ACS. Data shows that since 2010, half of the counties in Region 9 have experienced slight population decreases while the other half has seen increases. Hillsdale, Jackson and Lenawee Counties have experienced very minor population declines during the 2010-2014 time period. Livingston County has seen the most growth at 4.88%.

**Table 5-2: Recent Population Trends**

County	2010	2011	2012	2013	2014	2010-2014 % Change
Hillsdale	46,668	46,699	46,649	46,547	46,439	-0.49%
Jackson	160,235	159,949	159,572	159,290	159,001	-0.77%
Lenawee	99,891	99,716	99,490	99,289	99,123	-0.77%
Livingston	180,968	183,654	185,961	188,001	189,804	4.88%
Monroe	152,942	153,927	154,640	155,145	155,461	1.65%
Washtenaw	344,793	346,271	347,220	348,360	349,385	1.33%

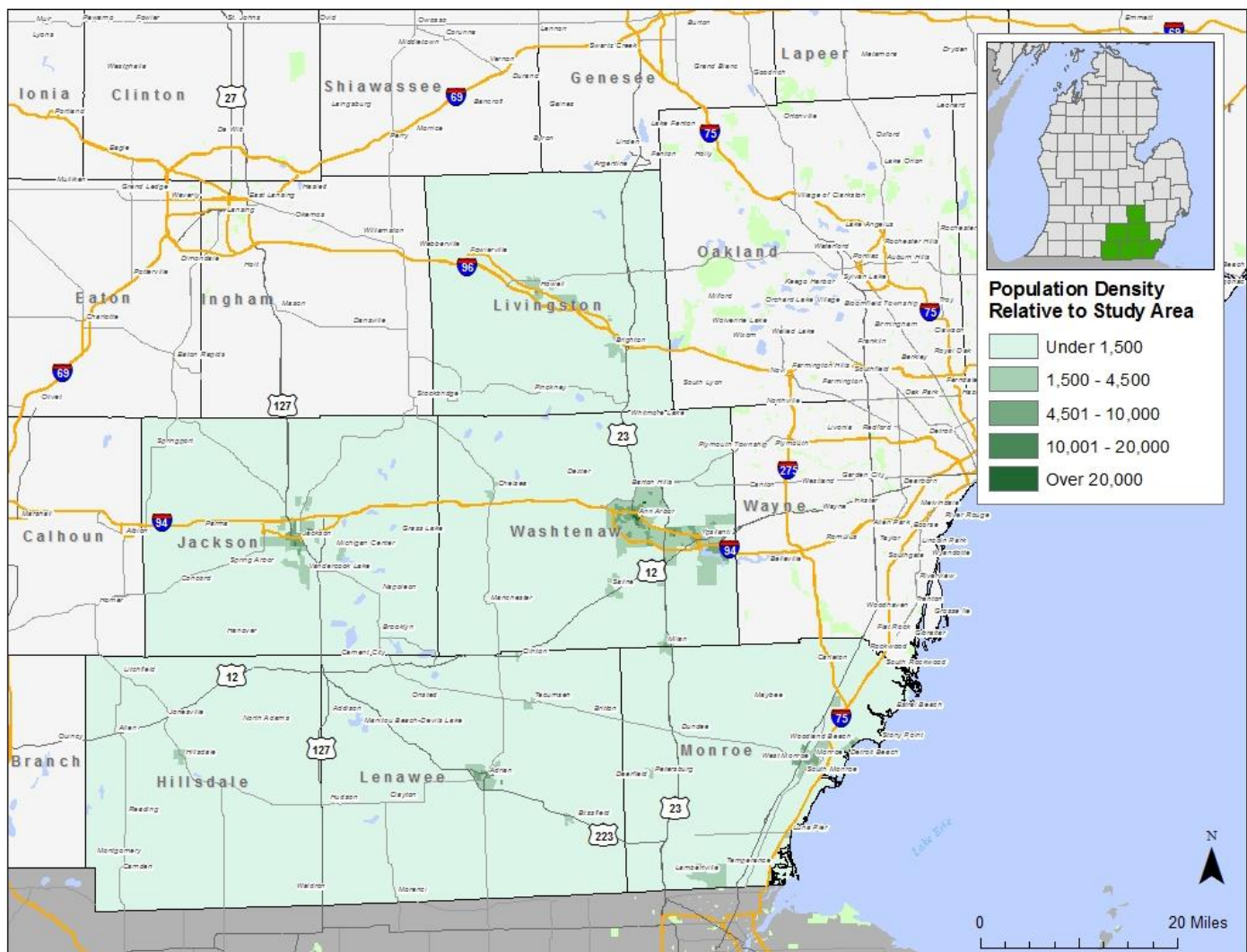
Source: U.S. Census and American Community Survey

## Population Density

One of the most important factors in determining the most appropriate transportation service in a community is population density. Population density is often used as an indicator for the type of public transit services that are feasible within a study area. Typically an area with a density of 2,000 persons per square mile will be able to sustain daily fixed route transit service. An area with a population density below 2,000 but above 1,000 persons per square mile may be a better candidate for deviated fixed route or demand response services.

Figure 5-2 shows Region 9's population density at the census block group level. Overall, Region 9 is not densely populated. Ann Arbor is the most densely populated area in the region.

**Figure 5-2: 2010 Census Population Density**



Source: U.S. Census and American Community Survey

## Population Forecast

Future forecasts for the region anticipate moderate population growth. The overall region is expected to experience just over a 6% growth rate during the period from 2014 to 2040. During this period the region is expected to grow from 1,010,585 persons to 1,078,169 persons, an increase of 67,584 persons. Not surprisingly, the largest population growth is expected in Livingston County which has been the fastest growing county in the region since 1990. It is anticipated that the population of Livingston County will grow from 197,884 to 224,096 by 2040, a 13% increase. Washtenaw and Monroe Counties have marginal anticipated growth. Conversely, the population of Hillsdale, Lenawee and Jackson Counties are projected to decline marginally between 2014 and 2040. Table 5-3 provides forecasted population growth for the region out to 2040.

**Table 5-3: Population Forecasts**

County	2020	2025	2030	2035	2040
Hillsdale	45,794	45,431	45,199	45,077	45,112
Jackson	157,265	156,614	156,212	155,868	155,793
Lenawee	98,342	98,041	97,916	97,789	97,598
Livingston	197,884	204,457	211,980	218,987	224,096
Monroe	156,592	158,333	160,841	163,181	164,720
Washtenaw	354,709	362,057	370,770	380,588	390,850
<b>Region 9 Total</b>	<b>1,010,585</b>	<b>1,024,932</b>	<b>1,042,918</b>	<b>1,061,490</b>	<b>1,078,169</b>

Source: Institute for Research on Labor, Employment, and the Economy, University of Michigan.

Prepared for Michigan Department of Transportation, March 2012



## TRANSIT DEPENDENT POPULATIONS

Public transportation needs are defined in part by identifying the relative size and location of those segments within the general population that are most likely to be dependent on transit services. This includes individuals who may not have access to a personal vehicle or are unable to drive themselves due to age or income status. The results of this demographic analysis highlight those geographic areas of the service area with the greatest need for transportation.

For the purpose of developing a relative process of ranking socioeconomic need, block groups are classified relative to the service area as a whole using a five-tiered scale of “Very Low” to “Very High.” A block group classified as “Very Low” can still have a significant number of potentially transit dependent persons; as “very low” means below the service area’s average. At the other end of the spectrum, “Very High” means greater than twice the service area’s average. The exact specifications for each score are summarized below in Table 5-4.

**Table 5-4: Relative Ranking Definitions for Transit Dependent Populations**

Amount of Vulnerable Persons or Households	Score
Less than and equal to the service area’s average	Very Low
Above the average and up to 1.33 times the average	Low
Above 1.33 times the average and up to 1.67 times the average	Moderate
Above 1.67 times the average and up to two times the average	High
Above two times the average	Very High

## Transit Dependence Index

The need for public transportation is often derived by recognizing the size and location of segments of the population most dependent on transit services. Transit dependency can be a result of many factors. Some of these include no access to a personal vehicle, a disability that prevents a person from operating a personal vehicle, age, and income. Establishing the location of transit dependent populations aid in the evaluation of the current population while identifying potential gaps in transit services.

The Transit Dependence Index (TDI) is an aggregate measure displaying relative concentrations of transit dependent populations. Five factors make up the TDI calculation including: population density, autoless households, elderly populations (age 65 and over), youth populations (ages 10-17), and below poverty populations.

In addition to population density, the factors above represent specific socioeconomic characteristics of Region Two residents. For each factor, individual block groups were classified according to the frequency of the vulnerable population relative to the county average. The factors were then put into the TDI equation to determine the relative transit dependence of each block group.

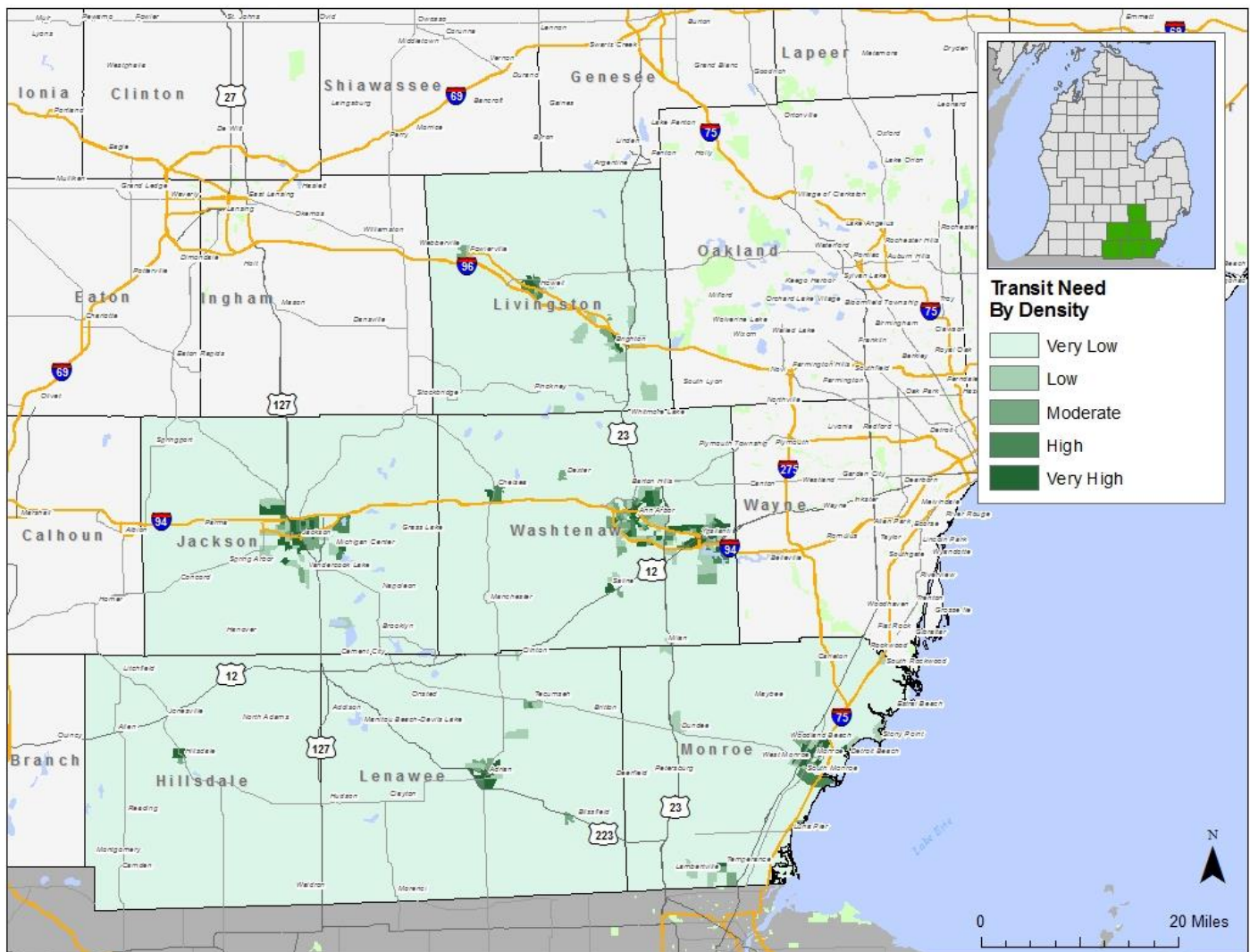
The relative classification system utilizes averages in ranking populations. For example, areas with less than the average transit dependent population fall into the “Very Low” classification, where areas that are more than twice the average will be classified as “Very High.” The classifications “Low, Moderate,



and High” all fall between the average and twice the average. These classifications are divided into thirds.

Figure 5-3 displays the TDI rankings for Region Two. According to the TDI, the Ann Arbor, Howell, Jackson, Monroe, Adrian and Hillsdale City areas have “High” and “Very High” transit need according to density. A majority of the region has “Very Low” transit need according to the TDI.

**Figure 5-3: Transit Dependence Index Density**



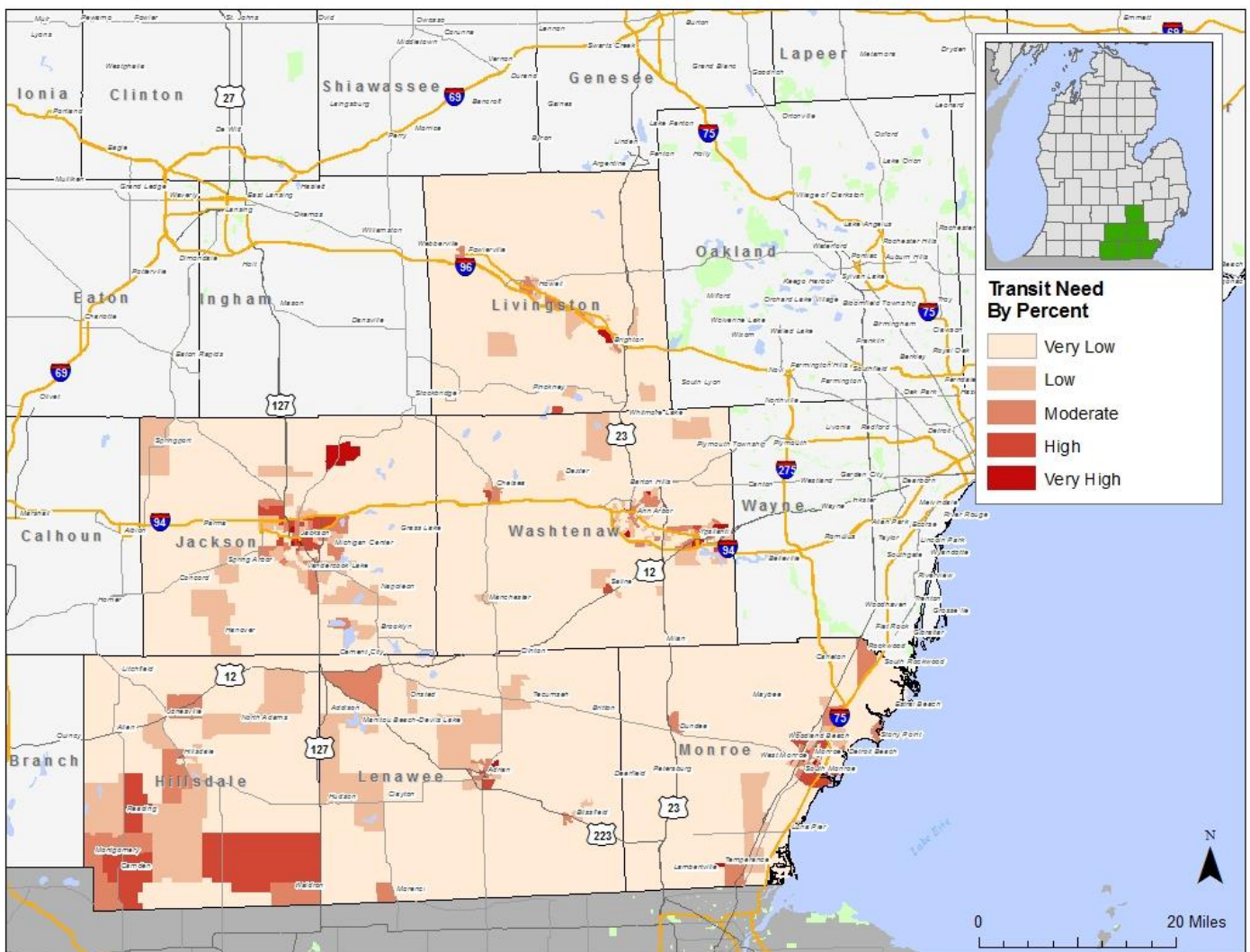
Source: U.S. Census and American Community Survey

The Transit Dependence Index Percent (TDIP) provides an analysis to the TDI measure. It is similar to the TDI measure however it excludes the population density factor. The TDIP for each block group in the study area was calculated based on autoless households, elderly populations, youth populations, and below poverty populations.

By removing the population density factor the TDIP is able to measure the degree of vulnerability. It represents the percentage of the population within the block group with the above socioeconomic characteristics, and it follows the TDI's five-tiered categorization of Very Low to Very High. However, it does not highlight the block groups that are likely to have higher concentrations of vulnerable populations only because of their population density.

Figure 5-4, shows transit need based on the percentage. According to the TDIP only Wexford County has a block group with Very High transit needs. All counties in the region have block groups with High transit need.

**Figure 5-4: Transit Dependence Index Percentage**



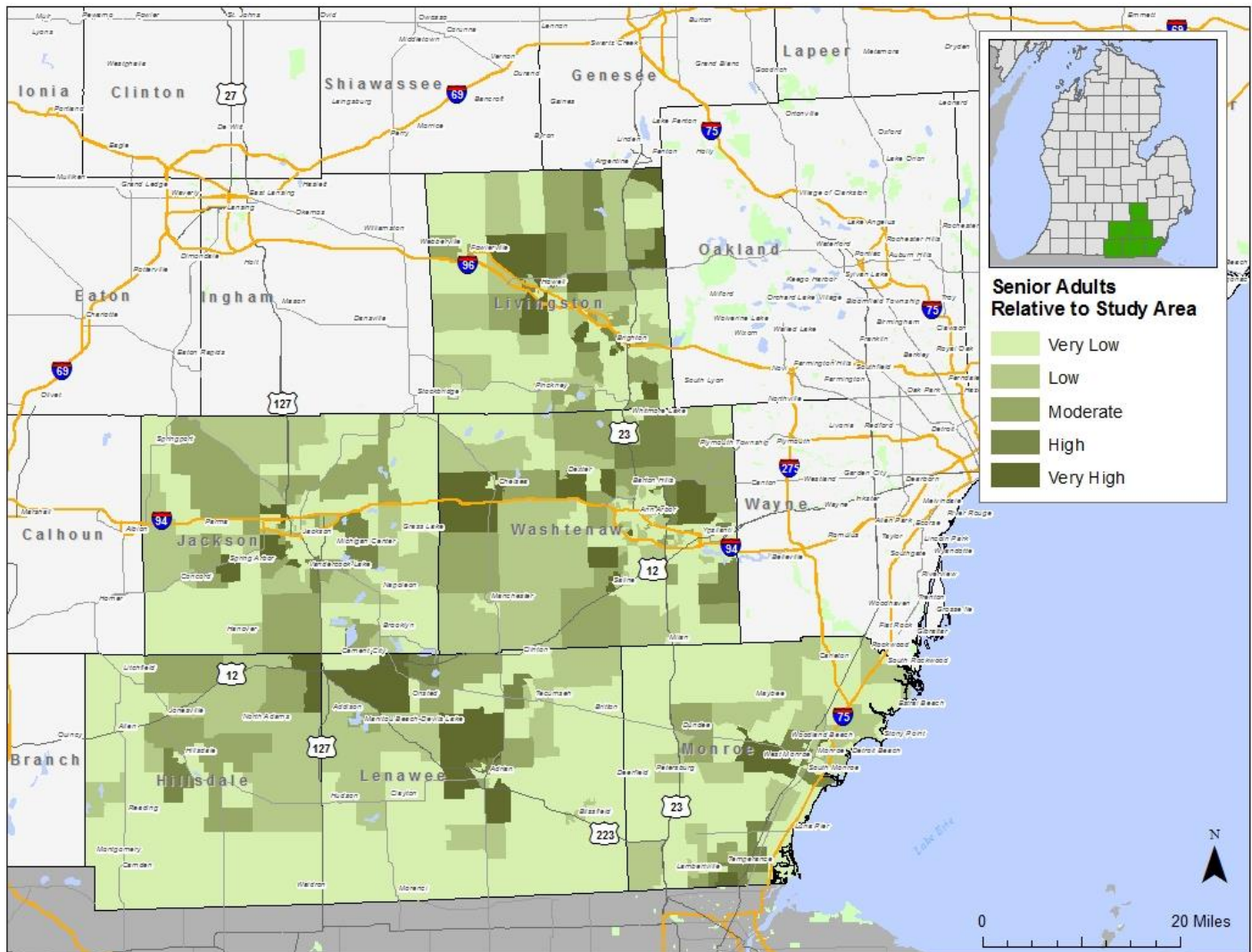
Source: U.S. Census and American Community Survey



## Senior Adult Population

One of the socioeconomic group analyzed by the TDI and TDIP indices is the senior adult population, which are individuals 65 years and older. Persons in this age group may begin to decrease their use of a personal vehicle and rely more heavily on public transit. Figure 5-5 shows the relative concentration of seniors in Region 9. Overall any of the rural block groups in the region have block groups with Very High elderly populations.

**Figure 5-5: Distribution of the Senior Adult Population (Aged 65 and Above)**

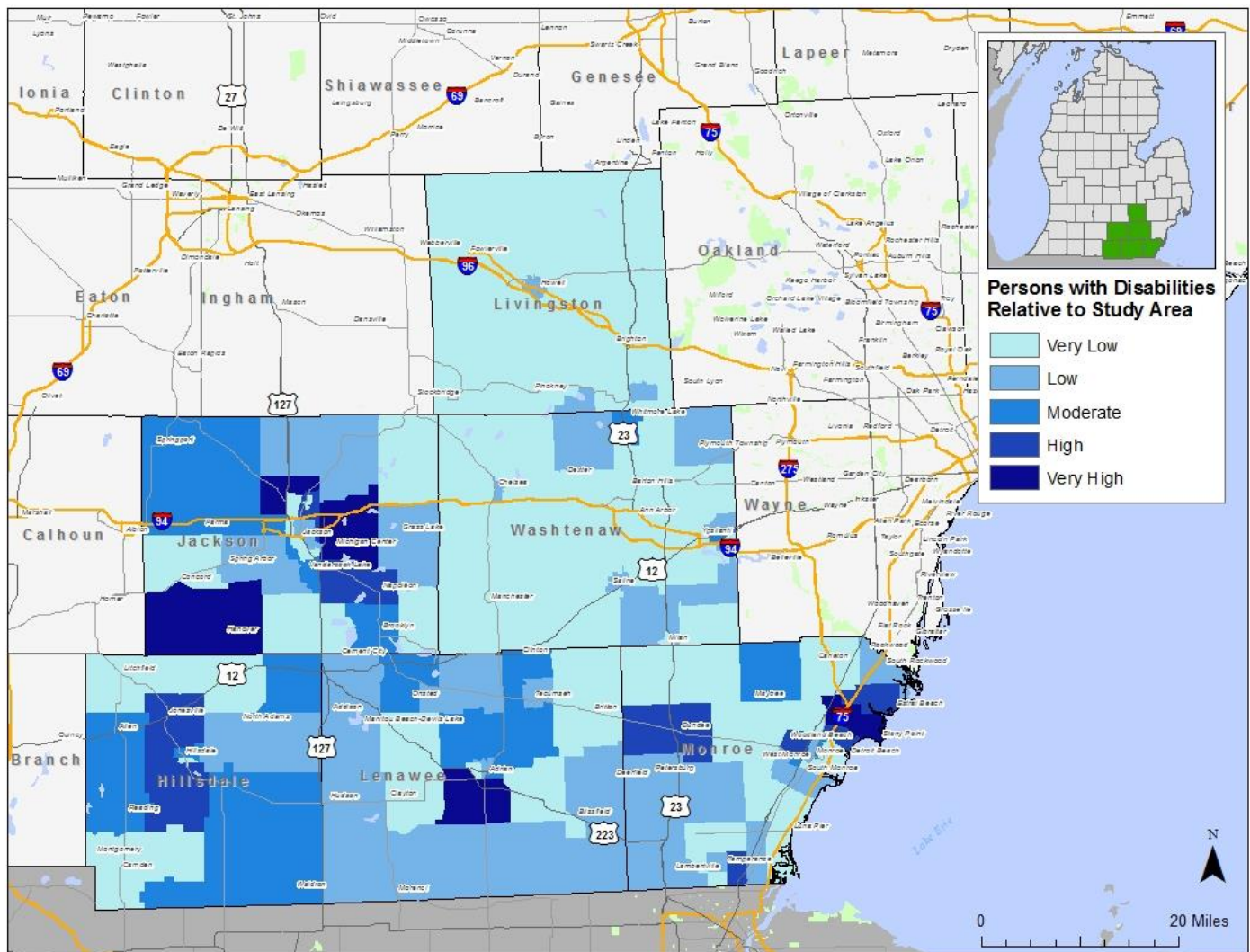


Source: U.S. Census and American Community Survey

## Individuals with Disabilities

Figure 5-6 illustrates the individuals with disabilities in Region 9. The American Community Survey was used to obtain data for the disabled population. It is important to note that this data is only provided at the census tract level. Persons who have disabilities that prevent them or make it more difficult to own and operate a personal vehicle often rely on public transit for their transportation needs. Areas in Region 9 with Very High concentrations of individuals with disabilities are Jackson, Lenawee and Monroe Counties.

**Figure 5-6: Distribution of Individuals with Disabilities**



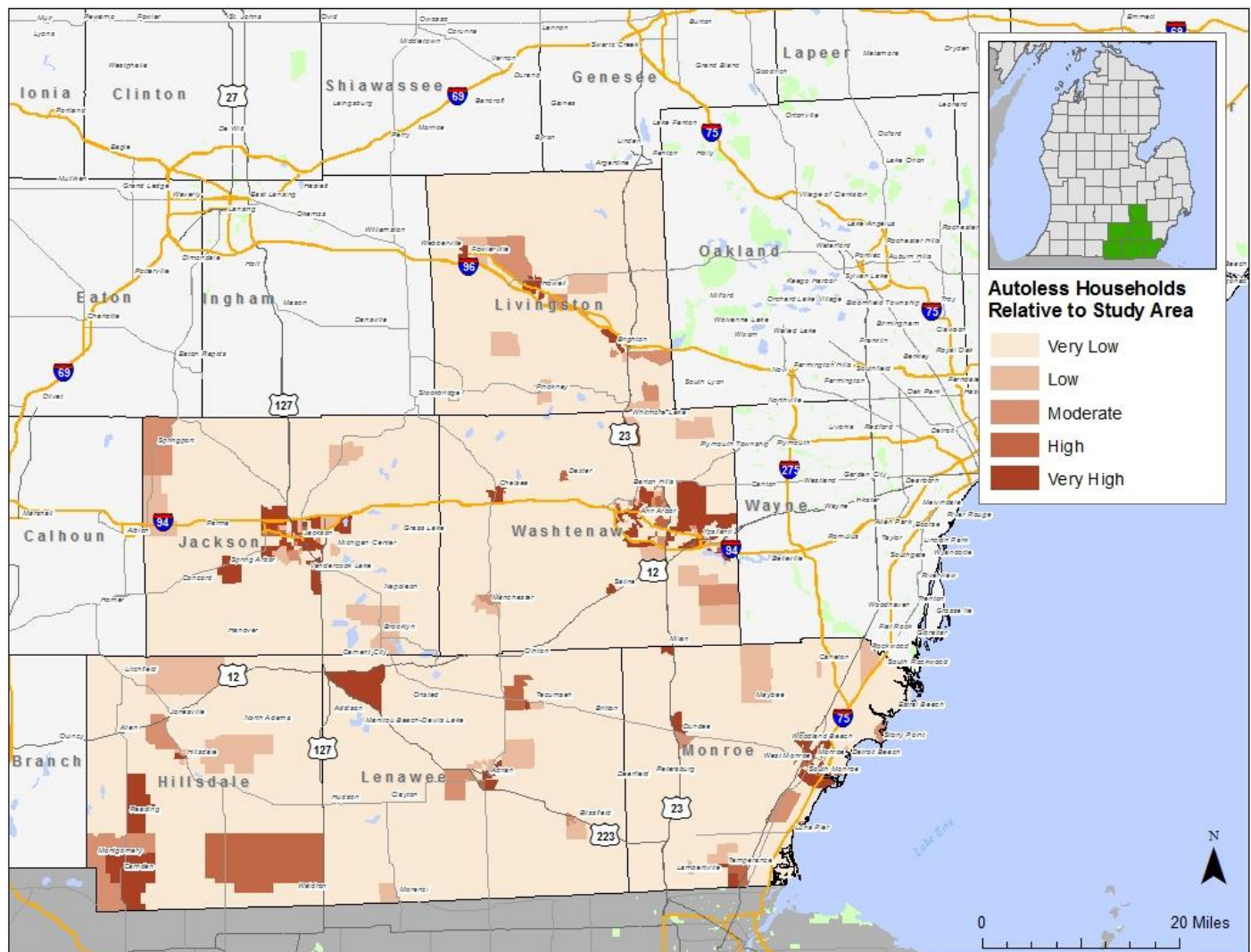
Source: U.S. Census and American Community Survey



## Zero Car Households

Households without at least one personal vehicle are more likely to depend on the mobility offered by public transit. Figure 5-7 displays the relative number of autoless households. Areas with Very High numbers of autoless households include the areas around Ann Arbor and Ypsilanti in Washtenaw County; the Howell and Brighton areas in Livingston County; the communities around Jackson in Jackson County; the southwestern portion of Hillsdale County; and the areas around Monroe in Monroe County.

**Figure 5-7: Zero Car Household Distribution**

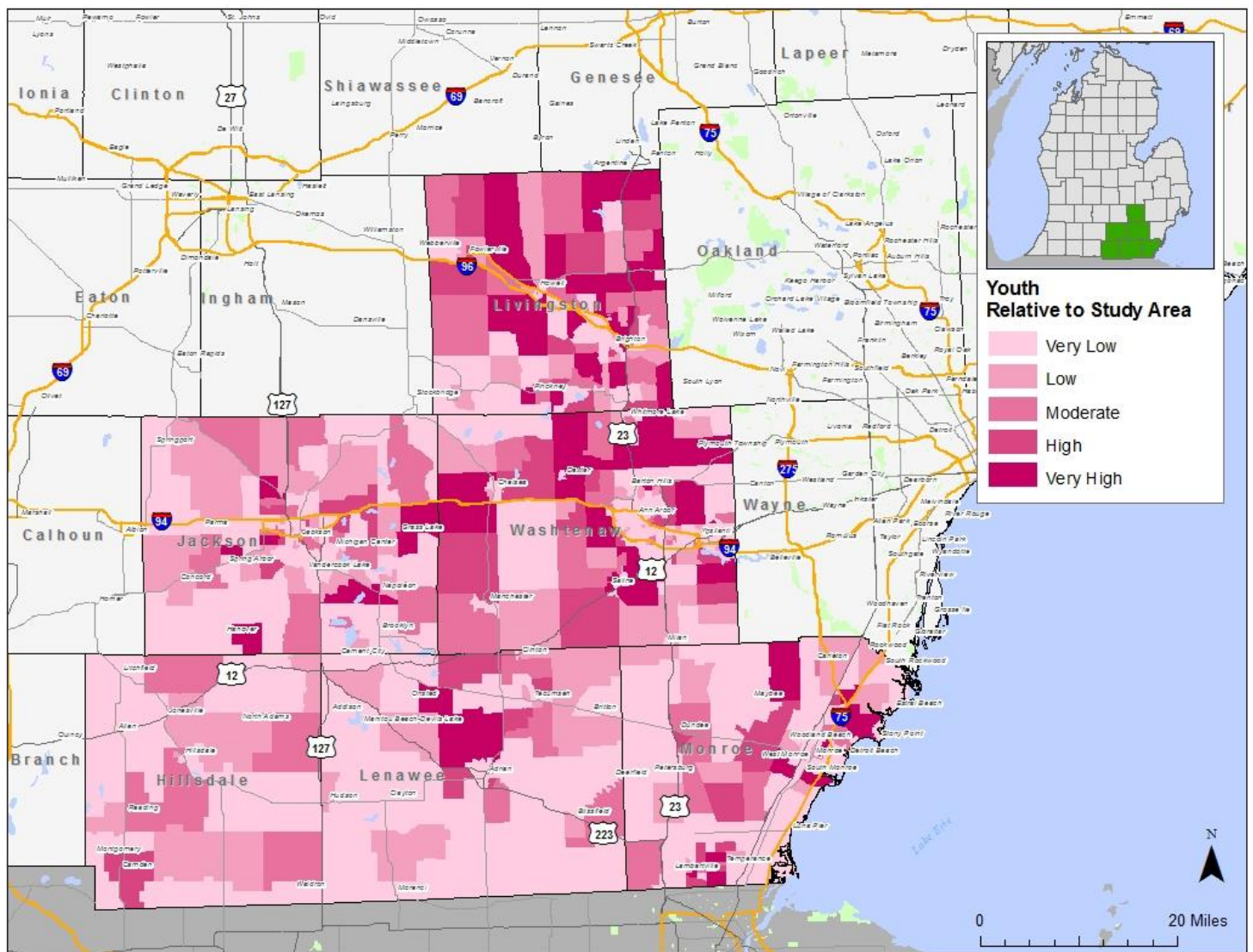


Source: U.S. Census and American Community Survey

## Youth Population

The youth population is often used as an identifier of transit dependent population. Persons ages 10 to 17 either cannot drive or are just beginning to drive and often do not have a personal automobile assessable to them. For this population, public transit is often the means that offers mobility. Figure 5-8 illustrates the concentrations of youth populations relative to the study area. The northeastern portions of Region 9 have the highest number of youth. This includes the areas of Ann Arbor, Brighton and Howell.

**Figure 5-8: Distribution of the Youth Population (Ages 10 to 17)**



Source: U.S. Census and American Community Survey



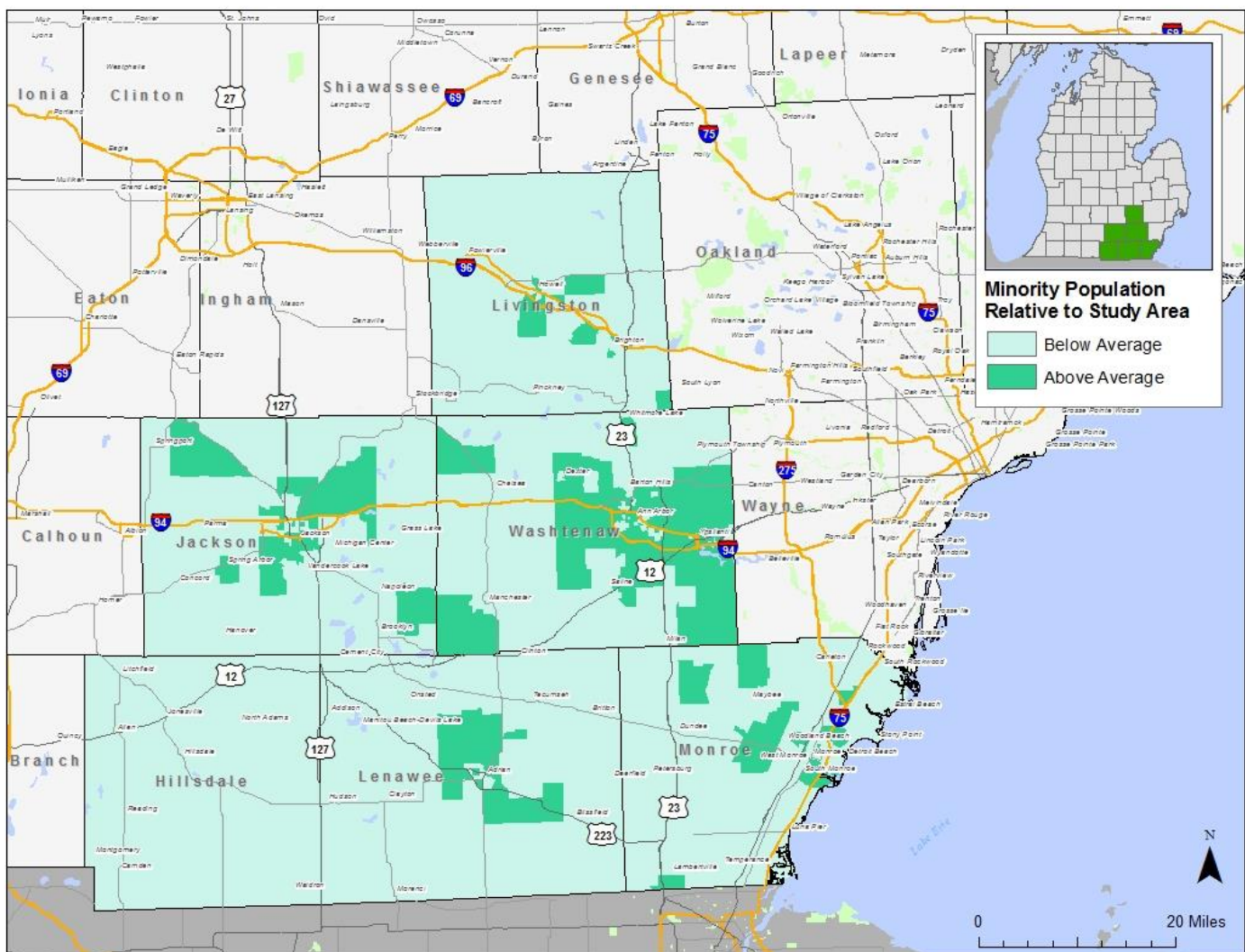
## TITLE VI DEMOGRAPHIC ANALYSIS

The Civil Rights Act of 1964, Title VI prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal subsidies. This includes agencies providing federally funded public transportation. The following section examines the minority and below poverty level populations in Region 2.

### Minority Population

It is important to ensure that areas with an above average percentage of racial and/or ethnic minorities are not negatively impacted by any proposed alterations to existing public transportation services. In Region 9 the average concentration of minority population is 122 individuals per block group. Figure 5-9 illustrates the concentration of minority populations in the study area.

**Figure 5-9: Distribution of Minority Population**

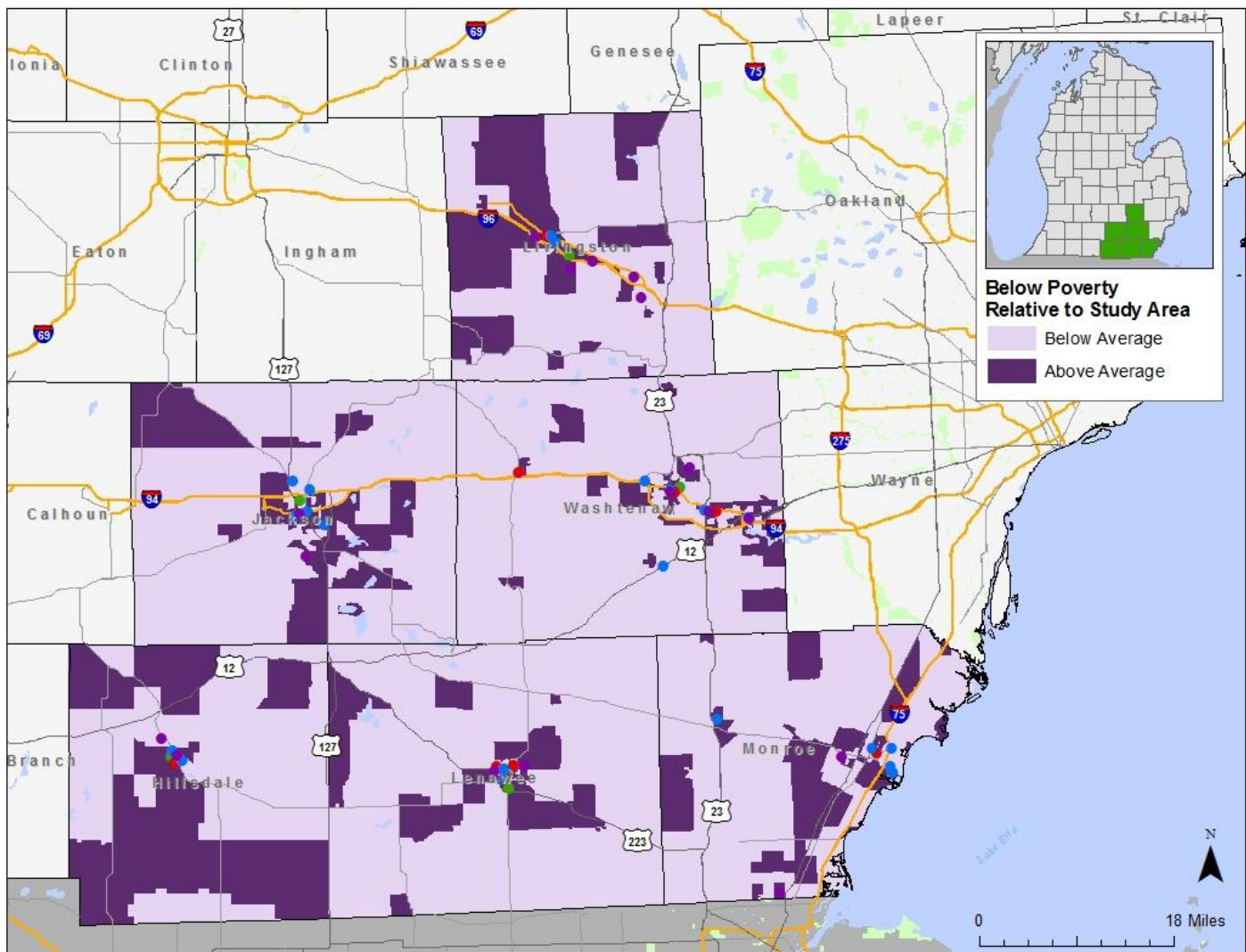


Source: U.S. Census and American Community Survey

## Below Poverty Populations

The second group included in the Title VI analysis represents those individuals who earn less than the federal poverty level. This segment of the populations may find it a financial burden to own and maintain a personal vehicle, thus relying on public transit as their primary means of transportation. In Region 9, the average of individuals living below the federal poverty level is 166 individuals per block group. Figure 5-10 depicts the concentration of the population above or below the average relative to the study area.

**Figure 5-10: Distribution of Individuals Living Below the Poverty Level**



Source: U.S. Census and American Community Survey



## Limited English Proficiency

In addition to providing public transportation for a diversity of socioeconomic groups, it is also important to serve and disseminate information to those of different linguistic backgrounds. As shown in Table 5-5 Region 9 residents predominately speak English. Hillsdale County has the highest percent of Non-English speakers (4.7%). Of those who primarily speak languages other than English the vast majority is able to speak English “very well” or “well”.

**Table 5-5: Limited English Proficiency**

County	Hillsdale		Jackson		Lenawee	
Age 5 and up	43,636		150,825		93,876	
Languages Spoken	#	%	#	%	#	%
English	41,579	95.29%	145,915	96.74%	89,614	95.46%
Non-English	2,057	4.71%	4,910	3.26%	4,262	4.54%
Spanish	350	0.80%	2,768	1.84%	3,177	3.38%
Indo- European Languages	1,573	3.60%	1,388	0.92%	749	0.80%
Asian/Pacific Island Languages	98	0.22%	613	0.41%	115	0.30%
Other	36	0.08%	141	0.09%	221	0.24%
Ability to Speak English:	#	%	#	%	#	%
"Very Well" or "Well"	1,895	92.12%	4,316	87.90%	3,769	88.43%
"Not Well" or "Not at All"	162	7.88%	594	12.10%	493	11.57%
County	Livingston		Monroe		Washtenaw	
Age 5 and up	173,773		142,539		332,642	
Languages Spoken	#	%	#	%	#	%
English	167,783	96.55%	137,785	96.66%	285,132	85.72%
Non-English	5,990	3.45%	4,754	3.34%	47,540	14.29%
Spanish	2,661	1.53%	2,034	1.43%	8,922	2.68%
Indo- European Languages	2,254	1.30%	1,485	1.04%	14,267	4.29%
Asian/Pacific Island Languages	756	0.44%	544	0.38%	18,285	5.50%
Other	319	0.18%	691	0.48%	6,066	1.82%
Ability to Speak English:	#	%	#	%	#	%
"Very Well" or "Well"	5,303	88.53%	4,155	87.40%	43,014	90.48%
"Not Well" or "Not at All"	687	11.47%	599	12.60%	4,526	9.52%

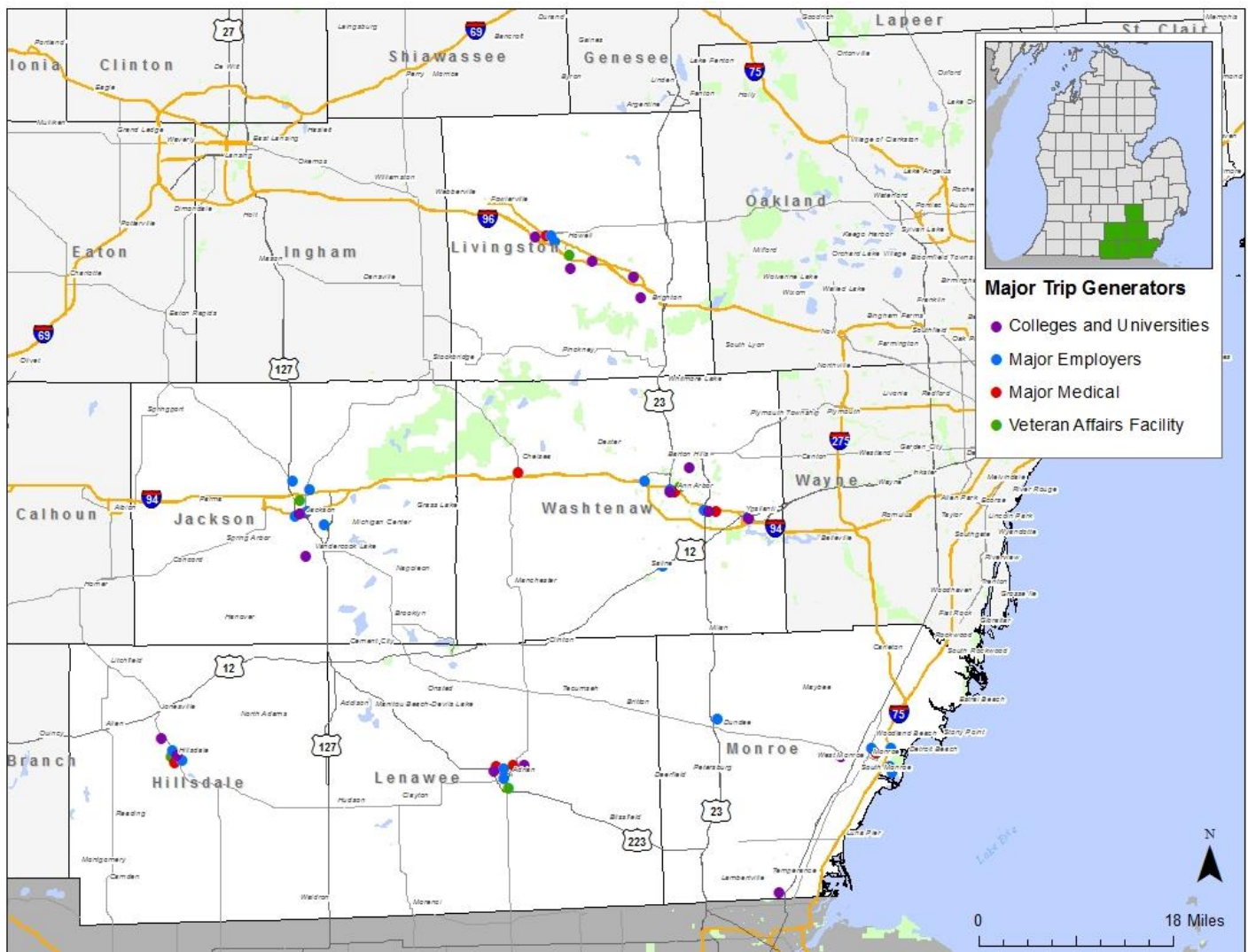
Source: American Community Survey, Five-Year Estimates (2010-2014), Table B16004.

## LAND USE PROFILE

### Regional Trip Generators

Identifying regional trip generators serves to complement the previous demographic analysis by indicating where transit services may be most needed. Trip generators attract transit demand and include common origins and destinations. Examples include higher level educational facilities, major employers, regional medical facilities, and Veteran Affairs Medical Centers and Clinics. Figure 5-11 provides a map of the regional trip generators in Region 9. The trip generator categories are briefly detailed below.

**Figure 5-11: Regional Trip Generators**



### ***Educational Facilities***

Many of the individuals that comprise the school age population are unable to afford or operate their own personal vehicle; therefore, it may be assumed that this segment of the population is one that is reliant upon public transportation. Additionally, many faculty and staff members are associated with these institutions as a place of employment. Some of the major educational facilities in the region include University of Michigan and Eastern Michigan University.

### ***Major Employers***

This section examines the top regional employers in Region 2. Providing transit services to major employment locations is advantageous to both the employee, as the individual is provided with direct access to their occupation and subsequent source of income, and the employer, as this entity will have assurance that their current or potential workforce will have diverse options of accessing the destination. Some of the major employers in Region 9 are CHE Trinity Health, University of Michigan, Eastern Michigan University, Faurecia, Allegiance Health, and Consumers Energy.

### ***Major Medical Facilities***

Major medical facilities, classified as regional and general hospitals, represent a significant destination for users of public transportation. Older adults and persons with disabilities often rely more heavily upon the services offered by medical facilities than other population segments. Since this group represents a large faction of the transit dependent population, it is imperative that these facilities are made accessible through public transit services. The major medical facilities in Region 9 include St. Joseph Livingston Hospital, Ann Arbor Hospital, University Hospital, Monroe Regional Hospital, Bixby Medical Center, Hillsdale Hospital, and Allegiance Health.

### ***Veteran Affairs Medical Facilities***

The Department of Veterans Affairs (VA) oversees a network of medical centers and smaller community based outpatient clinics. Locating transportation to these facilities can be a major barrier for veterans who rely on healthcare that these facilities provide. Region 9 is home to a large VA medical facility in Ann Arbor. Every county in the region has a County VA office.

## Local Trip Generators

In addition to the major regional trip generators it is also important to identify the communities containing local trip generators. Local trip generators attract transit demand and include common origins and destinations, like colleges and universities, multi-unit housing, non-profit and governmental agencies, major employers, medical facilities, and shopping centers. Table 5-6 provides an overview of these major destinations at a county-by-county level.

**Table 5-6: Local Trip Generators**

Trip Generators	College/University	High Density Housing	Human Service Agency	Major Employer	Medical Facility	Shopping Destinations	Trip Generators	College/University	High Density Housing	Human Service Agency	Major Employer	Medical Facility	Shopping Destinations
<b>Hillsdale</b>							<b>Lenawee</b>						
Hillsdale	X		X	X	X	X	Adrian	X	X	X	X	X	X
Jonesville			X			X	Blissfield			X			
Allen			X				Addison			X			
<b>Washtenaw</b>							<b>Monroe</b>						
Ann Arbor	X	X	X	X	X	X	Monroe	X	X	X	X	X	X
Ypsilanti	X	X		X		X	West Monroe	X	X				X
Saline			X	X			Dundee				X		
Chelsea			X	X	X	X	Temperance	X	X				X
<b>Livingston</b>							<b>Jackson</b>						
Howell	X	X	X	X	X	X	Jackson	X	X	X	X	X	X
Brighton	X		X			X	Vandercook Lake	X		X			
Pickney			X				Michigan Center		X			X	X
Fowlerville		X	X			X	Brooklyn			X			

## Employment Travel Patterns

It is beneficial to account for the commuting patterns of residents intra and inter-regionally.

Table 5-7 presents the results of the Census Bureau's Journey to Work data which provides location of employment (in county vs. out of county and in state vs. out of state) and means of transportation to work. Residents in Region 9 typically work in the county of residence. A majority of residents drive alone to work. Jackson County (10%) has the highest percent of residents who carpool. Washtenaw County residents have the highest rate of public transportation use in the region at (5%).

**Table 5-7: Journey to Work Patterns**

County	Hillsdale		Jackson		Lenawee	
Workers Age 16 and Older	18,508		64,050		42,091	
Location of Employment	#	%	#	%	#	%
In State of Residence	17,074	92.25%	63,355	98.91%	39,184	93.09%
In County of Residence	11,921	64.41%	47,181	73.66%	26,306	62.50%
Outside County of Residence	5,153	27.84%	16,174	25.25%	12,878	30.60%
Outside State of Residence	1,434	7.75%	695	1.09%	2,907	6.91%
Means of Transportation to Work	#	%	#	%	#	%
Car, Truck, or Van - drove alone	14,937	80.71%	52,978	82.71%	34,957	83.05%
Car, Truck, or Van - carpooled	1,754	9.48%	6,511	10.17%	3,938	9.36%
Public Transportation	72	0.39%	273	0.43%	121	0.29%
Walked	690	3.73%	1,292	2.02%	1,417	3.37%
Taxicab, motorcycle, bicycle, other	193	1.04%	860	1.34%	412	0.98%
Worked at Home	862	4.66%	2,136	3.33%	1,246	2.96%
County	Livingston		Monroe		Washtenaw	
Workers Age 16 and Older	88,160		65,710		169,545	
Location of Employment	#	%	#	%	#	%
In State of Residence	87,178	98.89%	51,264	78.02%	167,306	98.68%
In County of Residence	38,984	44.22%	31,821	48.43%	131,809	77.74%
Outside County of Residence	48,194	54.67%	19,443	29.59%	35,497	20.94%
Outside State of Residence	982	1.11%	14,446	21.98%	2,239	1.32%
Means of Transportation to Work	#	%	#	%	#	%
Car, Truck, or Van - drove alone	75,760	85.93%	57,071	86.85%	124,255	73.29%
Car, Truck, or Van - carpooled	6,456	7.32%	4,670	7.11%	12,894	7.61%
Public Transportation	261	0.30%	782	1.19%	8,535	5.03%
Walked	823	0.93%	699	1.06%	10,656	6.29%
Taxicab, motorcycle, bicycle, other	823	0.93%	617	0.94%	4,159	2.45%
Worked at Home	4,037	4.58%	1,871	2.85%	9,046	5.34%

Source: American Community Survey, Five-Year Estimates (2010-2014), Table B08130.

Another source of data that provides an understanding of employee travel patterns is the Census Bureau's Longitudinal Employer-Household Dynamics (LEHD) dataset. Table 5-8 provides the results of this analysis for Region 9. The table shows the top five employment destinations for county residents.

**Table 5-8: Top Five Employment Destinations for County Residents**

Hillsdale County			Jackson County		
Place	#	%	Place	#	%
Hillsdale	1,371	11.87%	Jackson	6,207	11.53%
Jonesville	425	3.68%	Vandercook Lake CDP	1,155	2.15%
Litchfield	231	2.00%	Michigan Center CDP	995	1.85%
Coldwater	211	1.83%	Lansing	587	1.09%
Reading	165	1.43%	Detroit	525	0.98%
All Other Locations	9,147	79.19%	All Other Locations	44,342	82.40%
Lenawee County			Livingston County		
Place	#	%	Place	#	%
Adrian	3,410	13.64%	Howell	1,475	2.90%
Tecumseh	1,205	4.82%	Detroit	1,036	2.04%
Blissfield Village	531	2.12%	Brighton	904	1.78%
Morenci	391	1.56%	Fowlerville	522	1.03%
Hudson	352	1.41%	Novi	504	0.99%
All Other Locations	19,107	76.44%	All Other Locations	46,349	91.20%
Monroe County			Washtenaw County		
Place	#	%	Place	#	%
Monroe	3,570	8.98%	Ann Arbor	28,228	15.00%
Toledo, OH	2,342	5.89%	Ypsilanti	3,884	2.06%
South Monroe CDP	1,152	2.90%	Saline	2,738	1.46%
Lambertville CDP	903	2.27%	Livonia	2,617	1.39%
Temperance CDP	815	2.05%	Detroit	2,532	1.35%
All Other Locations	30,984	77.90%	All Other Locations	148,131	78.74%

Source: Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics, 2013.

# Chapter 6

## Current Transportation Services and Resources

### INTRODUCTION

This chapter provides a review of the variety of public transit, human services transportation, private transportation services, non-motorized transportation services, and other transportation services that are provided in Region 9. The process to identify various transportation resources available in the region included:

- Using information from previous planning efforts (discussed in Chapter 3).
- Obtaining input from regional stakeholders through the coordinated mobility planning workshop.
- Reviewing reports produced by MDOT.
- Conducting on-line research, including the 2-1-1 database, and obtaining appropriate information on current transportation services.

The review of current public transit services points out challenges with providing regional transit services. Since much of the funding for transit services in the region comes through local funding, public transit systems in the region are typically formed naturally around county boundaries. Similarly, a local millage can be secured to help fund local service formed around city and township boundaries.

### PUBLIC TRANSIT

These six counties are served by seven different transit systems that currently operate in Region 9:

- Hillsdale County (Hillsdale Dial-A-Ride)
- Jackson County (Jackson Area Transportation Authority)
- Lenawee County (Lenawee Transportation)
- Lenawee County (Adrian Dial-A-Ride)
- Monroe Counties (Lake Erie Transit)
- Washtenaw County (Ann Arbor Area Transportation Authority)
- Livingston County (Livingston Essential Transportation Services)

The following section provides an overview of each public transit system. A summary of public transit services in the region then follows, along with operating and performance data.



## Livingston Essential Transportation Services (LETS)

The Livingston Essential Transportation Services (LETS) service area covers all of Livingston County and portions of Ingham, Oakland, Genesee and Washtenaw Counties.

LETS provides dial-a ride or demand response service to any destination within Livingston County and limited transportation to dialysis centers and regional medical service to Ingham, Genesee, Oakland and Washtenaw County. The demand response service requires advance scheduling by passengers for services including those provided by public, nonprofit and private providers. Fares are \$2, \$4, or \$6 depending on distance, with half-price fares for seniors and persons with a disability.



LETS has agreements with all counties surrounding Livingston County and established relationships with Capital Area Transportation Authority (CATA) in Lansing, Ann Arbor Area Transportation Authority (AAATA) in Ann Arbor, and Mass Transportation Authority (MTA) in Flint.

## Ann Arbor Area Transportation Authority (AAATA)

The Ann Arbor Area Transit Authority (AAATA) primary service area is Washtenaw County and covers the City of Ann Arbor, the City of Ypsilanti and portions of Pittsfield, Superior, and Ypsilanti Townships. Service outside the AAATA service area is provided to Canton Township and Detroit Metro Airport.



A variety of public, private, non-profit and human services agencies provide transportation services in Washtenaw County. These transportation services are not as available for residents in rural villages and townships.

### Fixed Route Service

Fixed route buses pick up and drop off at designated bus stops and times in Ann Arbor. The fare is \$1.50.

### Senior Services

TheRide offers unique programs and services for individuals age 60 and older including:

- **GoldRide (seniors age 65+)** - GoldRide is a shared-ride, public transportation service, for persons age 65 years and older who have obtained a GoldRide ID Card issued by TheRide. With a GoldRide ID Card, an individual can use shared-ride demand response service and ride fixed route buses for free.
- **Grocery Ride** - TheRide operates weekly bus trips for residents of several Ann Arbor senior housing communities to local grocery stores each Tuesday.
- **Fare Deal (seniors age 60-64)** - Fare Deal (Senior) allows persons who are age 60-64 that have been issued a Fare Deal (Senior) ID Card to ride for a reduced fare on TheRide's fixed route buses.

### Commuter Services

TheRide's commuter services provide shared-ride alternatives, including:

- Park & Ride
- Express Routes
- Carpool
- Vanpool

### A-Ride (ADA/Disability Services)

A-Ride is a complementary paratransit shared-ride transportation service for individuals with disabilities who, due to their impairment, are prevented from traveling by TheRide's regular accessible line bus service.

### Student Programs and Services

TheRide works closely with area education institutions to create programs for students, faculty and staff to easily and conveniently use their services. Special agreements are in place with Eastern Michigan, University of Michigan, Washtenaw Community College and local K-12 schools.

### Holiday and Late Night Services

TheRide provides curb-to-curb services during late-night hours and on major holidays when fixed route, ExpressRide, A-Ride and senior services do not operate. The primary service area for the TheRide is Washtenaw County. Three routes provide service outside of Washtenaw County. These routes travel into neighboring Wayne County to Belleville (Lakewood Shopping Center), Canton Township (parking lots) and Romulus (Detroit Metropolitan Airport). AAATA currently has interagency agreements with SMART and Jackson Transit.

## Lake Erie Transit (LET)

Lake Erie Transit (LET) service area covers Monroe County with connection to the Toledo Area Regional Transit (TARTA) system in Toledo. LET operates fixed route and demand response transit service.



### Fixed Route

Fixed route buses pick up and drop off at designated bus stops and times. The fare is \$1 with half-price discounts for seniors, persons with disabilities and children under eleven. Children under five ride free.

### Frenchtown Dial-a-Ride

Buses provide curb-to-curb service to destinations within the township. Transfers can be made to the fixed route system free of charge.

### Bedford Dial-a-Ride

Buses provide curb-to-curb service to destinations within the township. Bedford Service provides limited service to designated stops in Toledo to transfer onto the TARTA system. These stops include:

- Miracle Mile (by request)
- Westfield Shopping at Franklin Park

### Essential Transportation Services

Door-to-door service provided for seniors and those with disabilities.

### ADA Services

LET provides on-call service to qualifying riders with ADA certified identification within  $\frac{3}{4}$ - mile of any of their fixed route stops.

## Hillsdale Dial-A-Ride

The City of Hillsdale started providing transportation service to its city residents June 10, 1975. This demand response system provides door-to-door service and is operated by the City of Hillsdale with city employees. Maintenance of buses is performed by the city. Hillsdale Dial-A-Ride transports riders to three doctor's offices just outside the city limits and twice a month to Walmart in Jonesville. Scheduling is on-demand and hours are 7:15 a.m. to 4:15 p.m. The in-town fare is \$3 with discounted rates for children, seniors and persons with disabilities. Out-of-town fares are \$4.50 with discounted rates for children, seniors and persons with disabilities.



## Jackson Area Transportation Authority (JATA)

JATA serves Jackson County, including the City of Jackson. Within the City of Jackson, JATA operates nine fixed routes and complementary ADA paratransit service. The fare for city service is \$1.50, \$1 for students and half-price fares for seniors, children, and persons with disabilities.



The county service area has been divided into zones: Zone 1 being within the city limits of Jackson and has service provided every day. Zones 2 and 3 are outside the city and service is provided on Monday, Wednesday, and Friday only. County service fares vary depending on zones and range from \$4 to \$10.50. Fares are discounted for students, seniors, children, and persons with disabilities.

## Adrian Dial-A-Ride (Lenawee County)

Adrian Dial-A-Ride serves the City of Adrian. It provides demand response service within city limits. Adrian Dial -A-Ride operates Monday through Friday, from 6:00 a.m. to 5:00 p.m. The fare for is \$2, half-price discounts for children under five, seniors and persons with disabilities.



## Lenawee Transportation Corporation (LTC)

Lenawee Transportation Corporation is a demand response and semi fixed route transit system operated for and supervised by the County of Lenawee. Services provided are within the county and available to most citizens. Lenawee Transportation provides contract service to consumers participating in Community Mental Health programs and Goodwill Industries. Transportation service is provided for the general public and Human Service Agency programs.



Lenawee Transportation makes two round trips to Tecumseh; once in the morning and once in the afternoon, Monday through Friday.

Daily, Lenawee Transportation provides service in the Adrian area and approximately 3 - 5 miles outside the Adrian City limits. This service is provided Monday through Friday, 9 a.m. - 2 p.m., with last call at 1:30 p.m. Fares for LTC services are \$3, half-price discounts are available for seniors, persons with disabilities and children under ten years old.

## Regional Overview

Table 6-1 provides a summary of public transit services in Region 9.

Table 6-2 provides operating data and performance data for public transit services in the region. As indicated in this table, in 2014, public transit systems in Region 9:

- Provided almost 1.2 million passenger trips
- Travelled over 4.7 million miles
- Operated over 295,000 revenue hours

Also indicated in Table 6-2, funding for public transit services was provided through a variety of federal, state, and local funding, and passenger fares through the farebox. Overall as a region, more than 41% of funding was from the state and 30% was from local sources.

**Table 6-1: Public Transit Services in Region 9**

System	Service Overview	Primary Service Area	Service Hours	Regional Services/ Connectivity
Livingston Essential Transportation Services       Ann Arbor Area Transportation Authority	Same Day Dial-A-Ride	Livingston County	Monday - Friday 6:00 a.m. - 9:00 p.m. Saturday 7:30 a.m. - 4:30 p.m.	Connects to CATA (Lansing), AAATA (Ann Arbor) and MTA (Flint)
	Saturday and Sunday Advanced Reservation Demand Response	Livingston County	Subject to Availability	Connects to CATA (Lansing), AAATA (Ann Arbor) and MTA (Flint)
	Dialysis Service	Livingston County	As Needed and Available	Connects to LETS (Livingston County)
	Fixed Route	Ann Arbor	Weekdays 6:00 a.m. - 12:00 a.m. Weekends 8:00 a.m. - 10:00 p.m.	
	Gold Ride Senior Service	Ann Arbor	Weekdays 6:00 a.m. - 12:00 a.m. Weekends 8:00 a.m. - 8:00 p.m.	
	Commuter Service	Ann Arbor	Peak Travel Times	
	A Ride (Paratransit)	Ann Arbor	Same as Fixed Route	
	Student Services	University of Michigan, Eastern Michigan University, Washtenaw Community College and Local High Schools	Weekdays 6:00 a.m. - 10:00 p.m.	Connects to other AAATA Routes

System	Service Overview	Primary Service Area	Service Hours	Regional Services/ Connectivity
Ann Arbor Area Transportation Authority	Fixed Routes	Monroe	Weekdays 6:00 a.m. - 6:00 p.m. Saturday 10:00 a.m. - 5:00 p.m.	Connects to SMART Services
Lake Erie Transit	Frenchtown Dial-A-Ride	Frenchtown	Weekdays 6:00 a.m. - 6:00 p.m.	
	Bedford Dial-A-Ride	Bedford	Weekdays 7:00 a.m. - 5:00 p.m.	
	Essential Transportation Service	Monroe County	Weekdays 6:00 a.m. - 6:00 p.m.	Connects to SMART and Toledo
	Paratransit	Monroe	Same as Fixed Route	
Hillsdale Dial-A-Ride	Same Day Dial-A-ride	Hillsdale	Weekdays 7:00 a.m. - 4:00 p.m.	
Jackson Area Transportation Authority	Fixed Route	Jackson	Weekdays 6:00am - 10:00 pm Weekends 10:00am - 6:00pm	
	Rural Demand Response	Jackson County	Weekdays 6:00 a.m. - 10:00 p.m. Saturday 10:00 a.m. - 10:00 p.m. Sunday 7:00 a.m. - 4:00 p.m.	
Adrian Dial-A-Ride	Same Day Dial-A-Ride	Adrian	Weekdays 6:00 a.m. - 6:00 p.m.	

System	Service Overview	Primary Service Area	Service Hours	Regional Services/ Connectivity
Lenawee Transportation Corporation	Demand Response	Lenawee County	Weekdays 9:00 a.m. - 2:00 p.m.	
	Flex Routes	Lenawee County	Times vary depending on route. Usually one morning and afternoon round trip.	



**Table 6-2: Public Transit Operating and Performance Data – 2014**

<b>Provider</b>	<b>Total Passengers</b>	<b>Total Eligible Expenses</b>	<b>Total Miles</b>	<b>Total Vehicle Hours</b>	<b>Federal Revenues</b>	<b>State Revenues</b>	<b>Local Revenues</b>	<b>Farebox Revenues</b>
Livingston Essential Transportation Services	132,669	\$2,177,935	705,392	34,988	\$1,407,793	\$930,673	\$11,006	\$340,683
Ann Arbor Area Transportation Authority	6,578,998	\$28,070,542	3,832,575	267,887	\$644,865	\$10,337,927	\$16,712,780	\$5,977,173
Lake Erie Transit	421,277	\$3,958,723	649,453	48,533	\$169,768	\$1,555,778	\$1,938,937	\$526,297
Hillsdale Dial-A-ride	32,505	\$346,885	54,976	5,230	\$56,227	\$136,326	\$87,950	\$56,846
Jackson Area Transportation Authority	565,906	\$4,117,404	693,547	50,305	\$1,220,753	\$1,618,140	\$1,005,077	\$581,470
Adrian Dial-A-Ride	77,361	\$435,237	129,813	12,219	\$72,532	\$171,048	\$94,973	\$97,314
Lenawee Transportation Corporation	57,651	\$467,324	209,514	11,094	\$76,970	\$183,658	\$50,405	\$177,744
<b>Region Total</b>	<b>7,866,367</b>	<b>\$39,574,050</b>	<b>6,275,270</b>	<b>430,256</b>	<b>3,648,908</b>	<b>14,933,550</b>	<b>19,901,128</b>	<b>7,757,527</b>

Sources: MDOT: Michigan Public Transit Facts

## **NON-PROFIT AND HUMAN SERVICE TRANSPORTATION PROVIDERS**

The following section provides an overview of non-profit and human service transportation providers identified in the region. Transportation services provided by these organizations are specialized in nature, and typically provided only to agency clients for specific trip purpose, generally either medical or to access agency locations. In addition, these services may be modified due to funding or other changes.

### **Hillsdale County**

- Key Opportunities is a workforce training and rehabilitation human service agency that operates transit service open to the general public. The primary service area includes Hillsdale County and the City of Hillsdale when Hillsdale Dial-A-Ride is not in service. Key Opportunities assists individuals with work and work related transportation needs that are outside of normal hours and locations of Key Opportunities regular demand routes. Persons referred by other human service agencies, as low income or disabled, will have the highest priority for service. It is assumed that most individuals utilizing this service will be low income however; this service is available to all who may want/need transportation service. Emphasis is placed on night, week-end and rural area transportation needs. When services are within the Dial-A-Ride system criteria (times, day, and locations) individuals will be referred to them to provide rides, medical appointments and related services. Key Opportunities Inc. provides daily service across the Hillsdale County area. Pre-planned routes are established with modifications made as people add into the service or drop from it. Routes generally start between 6 a.m. and 6:30 a.m. and cover various sections of the county; ending at 8:30 a.m. to 9:00 a.m. Rides are sometimes available during the day. Daily afternoon routes run from about 2:30 p.m. to 5:00 p.m. Additional services are available on a case by case basis. Service may be available outside of normal planned routes. This service provides individuals with transportation to medical and counseling appointments as well as mandated classes. This service runs in and out of the county with permission from neighboring transits.
- Hillsdale Senior Center provides services for Hillsdale County residents age 60 and older. They have two types of transportation: non-emergency medical transportation, and social. Clients are allowed 550 miles per year for non-emergency medical transportation. Social transportation is for clients who would like to come to the center for lunch or special activities.
- LifeSpan is a private, not-for-profit organization whose purpose is to provide residential and community support services for children through adults with mental and/or physical disabilities. They assist clients with transportation.

## Jackson County

- Jackson County Center for Independent Living – Disability Connections Program offers a variety of services to people with disabilities: meal delivery, congregate meals, personal care, and household chore help. The agency provides transportation information and assistance and some transportation for special events.
- LifeSpan is a private, not-for-profit organization that provides residential and community support services for children through adults with mental and/or physical disabilities. They assist clients with transportation.

## Lenawee County

- Lenawee Department on Aging (LDA) services Lenawee County residents, and medical providers in the surrounding counties. The agency provides non-emergency medical transportation using volunteer drivers. Service hours are from 8:00 a.m. to 4:30 p.m., most weekdays. There are no agreements with other agencies. Different funding sources are used to provide rides to non-emergency medical appointments in and out of the county.

## Livingston County

- Brighton Senior Center provides senior transportation for field trips, special events and community outings.
- Heartland Senior Center provides senior transportation for field trips, special events and community outings.
- Livingston Catholic Charities assists aging adults and their families by coordinating, locating or providing services for their clients.

## Monroe County

- Milan Seniors for Health Living provides transportation to people age 50+, living within the 48160 zip code. Destinations can be within a 20 mile radius of Milan, for a nominal fare (\$1 to \$10 depending on trip length). This is a need responsive, door-to-door service. MSHL transportation vehicles are wheelchair accessible. Rides are available Monday through Friday from 8:00 a.m. to 3:00 p.m. and can be scheduled with at least one business day advance notice. Rides come on a first come first serve basis.
- Faith In Action is a faith based non-profit organization which provides volunteer services to Monroe County Michigan low income residents age 60 and older. Volunteers provide visits, telephone reassurance, and transportation to medical appointments, small home repair, respite for family caregivers, errands and shopping. All services are based on availability of volunteers.

- Downriver Community Conference has a fleet of ten wheelchair lift-equipped vehicles. Service is demand driven, responsive to need, and focused on serving the most vulnerable populations. DCC Transportation currently has only a few available appointment times per month for non-emergency medical trips for seniors and individuals with disabilities.

## Washtenaw County

- Western-Washtenaw Area Value Express (WAVE) is a non-profit service organization that exists to provide affordable transportation to older adults, persons with disabilities, and transit-dependent individuals in western Washtenaw County. WAVE offers several transportation programs:
  - Door-to-door bus program for Chelsea area travelers
  - Door-to-door bus program for Dexter School District travelers
  - Interurban express route called the Community Connector which links Chelsea with Dexter and Ann Arbor
  - LifeLine Community Van program that provides rides to western Washtenaw County traveler to locations anywhere within the county
  - Group trips for MDOT approved groups
  - Free Chelsea business district shuttle
- Jewish Family Service of Washtenaw County has a transportation services program that in 2011 made over 3,000 round trips for people with disabilities and elderly individuals. They have a fleet of four wheelchair accessible vans. Their program is designed to assist older adults and people with disabilities with a variety of trip needs.
- People's Express (PEX) is a low cost public transportation service for select townships and cities in Washtenaw County and the surrounding area, and can transfer riders to a number of bus stops on the AAATA bus route. Buses and vans are lift-equipped and meet ADA requirements. PEX has a variety of contracted services:
  - Brighton to Ann Arbor commuter service
  - South Lyon
  - Saline
  - Charter Township of Lyon
  - Wixom

## PRIVATE TRANSPORTATION PROVIDERS

### Intercity Bus Services

There are a variety of intercity private transportation routes serving Region 9. Routes consist of interstate and intrastate connections from the following providers:

- Greyhound Lines
- Indian Trails

### Taxi / Shuttle Providers

Using the website, [www.switchboard.com](http://www.switchboard.com), and other on-line research, the following taxi and shuttle providers were identified in the region:

- Stadium Taxi
- Super Shuttle
- Colonial Cab
- D&M Cab Co Inc.
- Name Your Fare
- DTW Metro Airport Taxi
- Fare Ride
- Maize & Blue Transportation
- Veterans Cab Company
- Blue Cab Company
- B-Line Taxi Airport Shuttle
- Blue Car LLC.
- Howell Cab
- Adrian Cab
- Toledo Airport Shuttle
- Black & White Cab Co.

## NON-EMERGENCY MEDICAL TRANSPORTATION

Individuals in need of NEMT in Region 9 rely upon a variety of transportation resources to access medical appointments. These resources involve the use of family and friends, volunteer drivers, public sector transportation (bus service), private sector transportation (taxis, private NEMT companies, private duty health services, intercity bus service), and walking or biking.

The need for mobility management practices such as centralized information and referral, brokerage service for reservation of rides, cost/revenue allocation, coordinated marketing of services, and shared

Intelligent Transportation Systems were noted in the Networks Northwest report and considered in development of strategies discussed in the next chapter of this plan.

## NON-MOTORIZED TRANSPORTATION

Region 9 is home to a variety of multi-use and foot trails. SEMCOG provides road and trail bicycling guides for the region that detail trails, points of interests along routes, and available services along these routes.

# Chapter 7

## Prioritized Strategies

### INTRODUCTION

This chapter discusses potential strategies activities and/or projects for consideration by regional stakeholders. These efforts can help to address identified gaps between current transportation services and unmet needs, expand regional mobility and achieve greater efficiencies in service delivery. Development of possible strategies, activities and projects took into account the following:

- Input from regional stakeholders during the September 2015 workshop
- Strategies from the report produced by the Region II Planning Commission (Counties of Hillsdale, Jackson and Lenawee)
- Recommendations included in other recent plans and studies
- Prioritization of potential strategies through an on-line survey. At the September 2015 workshop, participants agreed that results would be used to develop a list that groups strategies by priorities; high, medium, and low.

After review by regional stakeholders, potential strategies, activities and projects will be updated and distributed to the group for prioritization. Subsequently, an action plan that identifies priorities for implementation and next steps based on input from stakeholders will be developed for inclusion in the draft mobility plan for the region.

Development of potential strategies, activities and projects took into account overall goals for maintaining and improving mobility in Prosperity Region 9. While many transportation issues in the region are inter-related for consideration by regional stakeholders, the proposed strategies, activities and projects are grouped by the following goals:

- Maintain existing transportation services
- Expand and improve local transit services
- Expand regional transit services
- Improve coordination of public, private, and human services transportation
- Improve transit outreach marketing and education
- Consider a variety of transportation services to expand and improve mobility in the region
- Secure additional funding to provide expanded transportation services in the region



## HIGH PRIORITIES

### **Goal: Secure Additional Funding to Provide Expanded Transportation Services in the Region**

#### ***Develop Additional Sponsorship Partnerships and Identify New Funding Sources to Support Public Transit and Human Service Transportation***

Local stakeholders noted that there is currently a lack of overall funding to support the variety of transportation services that are needed in the region. Demand for public transit, human services transportation and specialized transportation services continue to grow daily. One of the key obstacles the transportation industry faces is how to pay for additional services.

This strategy would involve identifying sponsorship opportunities to leverage additional funding to support public transit and human services transportation in the region. This would include meeting multiple unmet needs and issues by tackling non-traditional sources of funding. Big box retailers, hospitals, supermarkets and retailers who want the business of the region's riders may be willing to pay to become system sponsors. As sponsors they can benefit from advertising and promotional benefits. Sponsorships can be at any level and size business, from Walmart to a local restaurant. This approach is applicable to both medical and retail establishments already served, as well as new businesses. While this plan helps to document the need for these additional services, some services may need to be further quantified to show unmet needs and gaps in service as part of educating elected officials and potential funders.

#### ***Aggressively Seek and Apply for Grant Opportunities***

FTA has funding available for different needs. Last year's Ladders of Opportunity grants provided significant funding for commuter services. Funding is often available for capital and technology. While most of the available funds are Federal FTA funds, there are opportunities from the private sector.

#### ***Advocate for Additional Funding to Support Public Transit and Human Service Transportation***

Coupled with the need to develop additional partnerships is a stronger advocacy campaign that highlights the impact that public transportation and human services transportation has on residents of the region and how it is a vital component of the community transportation infrastructure. This strategy involves a regional and unified effort to inform elected officials, local and national decision makers and the general public on the dire need for additional funding to support current services. Greater funding to expand transportation options would be necessary, especially since additional administrative resources are often overlooked when operational expansion is discussed.

This advocacy campaign could be part of a national movement to stress the importance of community and public transit in the surface transportation reauthorization debate in Washington, D.C. The Community Transportation Association of America (CTAA) and the American Public Transportation Association (APTA) have developed a variety of resources that

can be used in advocacy efforts with local offices of House and Senate members, local media and state and local elected officials.

## **Goal: Maintain Existing Transportation Services**

### ***Continue to Support Capital Projects that are Planned, Designed and Carried Out to Meet Identified Needs***

Maintaining and building upon current capital infrastructure is crucial to expanding mobility options, especially for older adults, people with disabilities, veterans and people with lower incomes. Before the region can consider efforts for improving mobility for these population groups, it is critical to ensure that the current foundation of services remains in place through a sufficient capital network.

This strategy involves acquisition of replacement buses or vans, vehicle rehabilitation or overhaul, and vehicle equipment improvements that support the current capital infrastructure. With limited capital funding to replace buses, it is essential that current vehicles are maintained and remain safe and operable beyond the typical useful life criteria.

### ***Continue to Support Services that are Effectively Meeting Identified Transportation Needs***

Financial resources are needed to operate vehicles and continue services at the current level. This strategy involves providing operating funds to support existing public transit services and human services transportation that are effectively meeting mobility needs identified in the region, especially those serving older adults, individuals with disabilities and veterans.

This strategy should be coupled with evaluation of public transit services in the region. Several public transit systems have recently completed formal transit plans. Typically, these planning efforts are conducted every five to six years. An ongoing process that includes a review of existing transit services with a major focus on the system's routes and performance of transportation services can be conducted. This ongoing assessment assures that the public transit system is responding to possible changing demographics in their communities and operating service that is most effective and economical. This service planning process should be supplemented with input through appropriate rider, employer and public surveys; feedback from various stakeholders agencies and organizations; and input from staff including drivers and dispatchers on the frontline of services.

As a follow-up to a statewide training on providing cost effective transit services, a resource is available to support ongoing service planning efforts and is available at the following website: [http://www.michigan.gov/documents/mdot/TransitServicePlanningGuideAndResourcesForMDO\\_T\\_409438\\_7.pdf](http://www.michigan.gov/documents/mdot/TransitServicePlanningGuideAndResourcesForMDO_T_409438_7.pdf)

Transportation provided through human service agencies is more specialized and not monitored through these performance measures. There are tools available that agencies can use to evaluate their transportation programs and ensure that financial resources are being used effectively. An example would be for human service agencies to utilize Easter Seals Project Action's *Transportation by the Numbers* tool which provides human service organizations with ways to

more easily identify expenses, revenues and performance outcomes so that agencies can make more informed decisions about their future in the transportation business. *(A link to this resource will be provided in the Appendix of the draft plan.)*

## **Goal: Expand and Improve Local Transit Services**

### ***Assess and Evaluate Current Public Transportation Services, and Identify Possible Improvements.***

This strategy would involve evaluation of public transit services. It calls for the support of future transit plans developed for individual counties and for the region. This planning process is crucial to identifying opportunities to provide more efficient and effective transit services.

While typically formal transit plans are conducted every five to six years, it is important for ongoing assessments that assure a public transit system is responding to possible changing demographics in their communities, and is operating the service that is most effective and economical. This assessment should be supplemented with input through appropriate rider, employer, and public surveys; feedback from various stakeholders agencies and organizations; and input from staff including drivers and dispatchers on the frontline of services.

There are a number of approaches that can be taken to improve service at a low cost.

- **Establish fixed schedule service in remote areas** – Fixed schedule service sets specific schedules for when the vehicle is going to be in or going to a particular community, like Ann Arbor where medical and shopping services are located. This may be daily, weekly or monthly service depending on the level of demand. Passengers can be picked up at the door, an intersection or a designated bus stop. The purpose of this approach is to group trips which would yield a lower cost per trip. This works best in rural areas throughout Prosperity Region 9. There is a significant need for service from remote areas of the region into Ann Arbor and Detroit. Fixed schedule service options can be explored as a viable option for intercounty trips by rural providers including:
  - Hillsdale Dial-A-Ride
  - Jackson Area Transportation Authority
  - Lenawee Transportation
  - Western Washtenaw Area Value Express
  - Livingston Essential Transportation Services
- **Seek most appropriate service design** - Operators should seek to employ less expensive options than dial-a-ride. This includes fixed schedule services or fixed/flex route service. Studies have indicated that under the right conditions one fixed route bus can eliminate the need for up to three paratransit vehicles.
- **Match service to needs** – Strategies should be set up to address major shift times at employment centers.
- **Seek ways to attract new riders**
  - More direct services for commuters

- Placing wi-fi on vehicles
- Image change/marketing plan and activities
- **Implement vanpools** - Vanpools have an excellent chance of success in remote rural areas to common destinations. This approach can include a public/private partnership through work with the private sector to secure van-pools in the region. There has been an identified need for workforce transportation across county lines (particularly from rural areas in Lenawee, Hillsdale, Jackson and Livingston County) and into major employment sites in the Ann Arbor area. Many people live outside of Ann Arbor where housing is more affordable, so vanpools can be an effective way to meet commuter demand and get commuters across jurisdictional lines. These services could then be marketed to major employers.

### ***Provide Transportation Options to Access Second and Third-Shift Jobs***

One of the regional transportation needs identified in the regional workshop is for expanded transportation options to support access to the service industry and third-shift jobs. Many lower income people who are beginning new jobs are offered the least attractive work schedules. There are distribution-related jobs that only have work for people during second and third shifts. These schedules pose enormous transportation barriers for low-income workers. This strategy calls for coordination with regional workforce agencies including:

- Michigan Works Monroe County
- South Central Michigan Works!
- Southeast Michigan Community Alliance
- Key Opportunities, Inc.

These organizations can help transit agencies identify concentrations of second and third shift jobs and the location of employees' residences.

While there is transit services in each county, few operate late into the evening and rural service on the weekend is limited. There is insufficient demand to warrant increased service hours late into the evenings. These critical transportation needs could negatively impact economic development in the region and increase unemployment rates if not met. This strategy calls for investigating targeted transit service, like vanpools or employment shuttles, in partnership with local employers.

## MEDIUM PRIORITIES

### Goal: Expand Regional Transit Services

#### ***Maintain a Forum for Ongoing Discussions on Regional Transit Needs and Possible Service Expansions***

Stakeholders noted the need for expanded regional transit services that cross county and jurisdictional lines and acknowledged that providing it can be challenging. Mileages and county boundaries often define service areas making regional transit trips difficult.

While this plan serves as the foundation for improved regional services, it is evident that more detailed discussions are needed. This strategy calls for a more formal structure that would assess regional transit opportunities, identify possible service improvements and gain consensus on implementation of services (i.e., who would operate, and how costs and funding would be allocated). An important consideration is to institute a formal regional coordinating committee that includes a broader group of representatives and provides an ongoing forum for members and would be able to:

- Discuss improved connections between existing transit providers. While there is connectivity between systems in the region, streamlining cross-county trips and timing transfers can be improved upon. The goal is to reduce unnecessary transfers, long travel times and cost for regional trips.
- Consider, plan and implement cross-jurisdiction services. While jurisdictions in the region are working together to implement services that transport customers across county and jurisdictional lines or enable transfers between services, regional stakeholders noted the need for streamlined services that meet rural community demands and support economic development.
- Assess barriers to regional services (i.e., county millages that support local transit services but not services that operate out of the county) and identify incentives and funding opportunities to provide regional transit services.
- Review and discuss strategies for coordinating transit services with other regions (Ann Arbor and Detroit) in Michigan to help expand mobility options.
- Develop strategies for cross jurisdictional transit service that are both cost effective and customer friendly.

Additional detail on the structure for a formal coordinating committee can be included in the draft plan for the region.

#### ***Develop an Integrated Regional Transit Network***

This strategy calls for integrating regional transit services into one cohesive network that users and agencies can easily navigate. Improved coordination amongst the regional transportation

providers to help streamline regional transit service is required. While each system will maintain autonomy, transit service should strive to be seamless from the customer standpoint. Integration of regional transit functions including funding, fares, service configuration and scheduling should be evaluated.

## **Goal: Improve Coordination of Public, Private, and Human Services Transportation**

### ***Improve Coordination of Services among Providers through Mobility Management Activities***

Beyond the need to improve transit connectivity in the region is the need to assess coordination efforts that include human services and private transportation services. Stakeholders noted that there is an ongoing need for constant coordination and open communication between providers and consolidation of as many trips as possible.

This strategy calls for greater coordination of services and financial resources in an effort to use available funding as effectively as possible. Demand for public and human services transportation in the region will continue to surpass resources, so it is vital that wheelchair accessible vans in the community are fully utilized, long distance trips are consolidated when possible, training and vehicle maintenance are coordinated, and 2-1-1 services are effectively integrated into outreach and needs assessments.

Regional mobility management activities, tailored specifically to meet the region's needs, can be implemented to improve transportation services. Mobility management is an approach for managing and delivering coordinated transportation services that embraces a “full family” of transportation services, emphasizes movement of people through a wide range of providers and services, and makes more efficient use of transportation resources. It provides the opportunity to unite a broad collaborative of transportation providers, health and human service agencies, customers and stakeholders and support the design of local and regional solutions to fit community needs and visions..

In Michigan, mobility managers have been established, including in the Tri-County region. These mobility managers are county based, therefore this strategy calls for a regional approach that would address coordination opportunities expressed by regional stakeholders, including:

- Establishing a central point of contact that would develop and maintain a list of primary contact people with human service providers and transit operators to foster collaboration
- Identifying and facilitating expanded connections between public transit providers in the region, particularly access to Ann Arbor and Detroit from rural areas
- Coordinating long distance medical trips between transportation providers
- Working with employers to help connect work times with available transportation options

- Working with the private sector in fostering service expansion for employment trips (commuter services and vanpools) and helping to connect work times with available transportation options
- Assisting local, state and federal agencies in the coordination of transit policies
- Collecting detailed information on regional origins and destinations for service planning efforts
- Coordinating capital asset procurement, transit technology, training and scheduling
- Assisting regional transportation providers and human service agencies in transportation coordination activities
- Assisting regional agencies in overcoming funding silos to provide better transportation service to clients
- Developing a Regional Coordinated Public Transit Plan

### ***Develop and Regularly Update a Regional Coordinated Public Transit Plan***

Prosperity Region 9 has six counties and five coordination plans. The intent of FTA coordination planning requirements is not only to provide a framework for funding transit service and projects but to also coordinate service and planning. There is significant opportunity to guide coordination planning to help foster relationships that can help close service gaps while ensuring each transit agency gets the funding they need. Many regions in the country engage in coordinated planning efforts that include multiple transit jurisdictions and a variety of human service agencies. These plans are able to ensure that all agencies get their service and projects funded while providing a forum for improved communication and coordination among providers. Implementing cross-county and interjurisdictional trips will be more successful if coordinated planning efforts are coordinated and regional transit providers are at the same table when trying to address needs.

Based on input from regional stakeholders on this strategy, additional marketing of mobility management activities to human service agencies is a primary need.

### **Goal: Consider a Variety of Transportation Services to Expand and Improve Mobility in the Region**

#### ***Use Current Human Services Transportation Services to Provide Additional Trips, Especially for Older Adults and People with Disabilities***

The expansion of current human service transportation programs operated in the region is a logical strategy for improving mobility, especially for older adults and people with disabilities. This strategy would meet multiple unmet needs and issues identified by regional stakeholders, including providing mobility for people who live beyond fixed route public transit services and people who live in more remote areas of the region, while taking advantage of existing



organizational structures. This strategy would support door-to-door transportation for customers who need assistance to travel safely and an escort from a departure point, into and out of a transport vehicle and to the door of their destination.

Operating costs, such as driver salaries, fuel and vehicle maintenance, would be the primary expense for expanding demand response services by human service agencies, though additional vehicles may be necessary for providing expanded same-day and door-to-door transportation services.

## LOWER PRIORITY

### **Goal: Improve Transit Outreach, Marketing and Education**

#### ***Establish or Expand Programs that Educate Customers, Human Service Agency Staff and Medical Facility Personnel in the Use and Availability of Transportation Services***

It is vital that customers, caseworkers, agency staff, and medical facility personnel that work with older adults, people with disabilities and people with low incomes are familiar and confident with available transportation services. Regional stakeholders expressed need for expanded marketing of existing transportation services and education of residents on their travel options. This strategy involves expanded outreach programs to ensure people helping others with their transportation issues are aware of mobility options in the region. Additional efforts include travel training programs to help individuals use available public transit services.

A regional approach, through mobility management discussed in the preceding strategy, is one consideration. This effort could involve regional marketing that highlights individual system services and facilitates possible regional branding opportunities. It would involve appropriate marketing to stakeholders, legislators and other supporters or potential supporters.

#### ***Establish Programs that Advocate on Behalf of Transit for Local, Regional and State Decision Makers***

During the regional workshop, stakeholders noted that many elected officials and decision makers do not fully understand the virtues of public transit services and the vital role they play in many residents' lives. Outreach and planning efforts should strive to make sure officials are knowledgeable about transit and ensure that these individuals are engaged in the transit planning process. Regional transit providers should develop a unified message for funding partners and help advocates market this message.

Regional stakeholders noted that state level funding entities are often absent from planning efforts. This strategy would encourage the state, seen as an "official" agency who oversees the funding, to link current and future funding initiatives to on-going local agency coordination and consistency with this plan. It would provide the opportunity to build upon the State Coordinating Committee for Human Services Transportation that has been in place in various structures.





## Chapter 8

# Ongoing Arrangements

During the regional workshop stakeholders noted the need for expanded regional transit services that cross county lines. The SEMCOG report for MDOT noted that transit agencies in Prosperity Region 9 are aware of the need for regional public transportation services. They also indicated that coordination of service occurs on a limited basis, primarily between rural counties and populated area of Ann Arbor. AAATA has formal and informal agreements with surrounding counties allowing for county-to-county trips into Ann Arbor and coordinates with other services in Washtenaw County. The remaining counties have county-based transit service or local township based Dial-A-Rides service. The SEMCOG report noted that attempts to formally coordinate transit service have met with limited success.

While this plan serves as the foundation for improved regional services, it is evident that more detailed discussions are needed. There have been meetings in the past to share information and identify and implement collaborative projects that increase the efficiency and effectiveness of transit services across the region. This would require a more formal structure to lead these efforts. This structure would assess regional transit opportunities, identify possible service improvements and gain consensus on implementation of services (i.e., who would operate, and how costs and funding would be allocated).

This plan recommends formation of a regional coordinating committee that would include a broader group of representatives and provide an ongoing forum for members to:

- Discuss improved connections between existing transit providers. While there is some connectivity between systems in the region, additional connections can be discussed and implemented as appropriate.
- Consider, plan and implement cross-county services. While some jurisdictions in the region are working together to implement services that transport customers across county lines or enable transfers between services, regional stakeholders noted the need for additional cross-county services that meet rural community demands and support economic development. These include service from rural counties to allow access to Ann Arbor employment opportunities, shopping, medical facilities and University of Michigan.
- Assess barriers to regional services (i.e., county millages that support local transit services but not services that operate out of the county) and identify incentives and/or funding opportunities to provide regional transit services.
- Review and discuss strategies for coordinating transit services with other regions in Michigan to help expand mobility options.
- Lead updates of this regional coordinated mobility plan.



## Chapter 9: Adoption Process

As discussed in Chapter 1 this coordinated mobility plan is designed to meet federal coordinated transportation planning requirements. The guidance in these requirements state that the lead agency in consultation with planning participants should identify the process for approving and adopting the plan.

The consensus in Region 9 was that stakeholders who participated in the development of this plan, and who had the opportunity to provide input and review interim portions, would serve in the adoption capacity. Through the course of the planning process these regional stakeholders had the opportunity to:

- Review and comment on identified transportation needs in the region.
- Review and provide input on potential strategies, activities, and projects to be included in the regional plan.
- Prioritize strategies identified as the most appropriate for improving mobility in the region.
- Review and provide input on the draft version of this plan.
- Approve a final version of this plan.



# Appendix A

## Coordinated Planning Guidance





## COORDINATED PLANNING

### 1. The Coordinated Public Transit – Human Services Transportation Plan

Federal transit law, as amended by MAP-21, requires that projects selected for funding under the Section 5310 program be “included in a locally developed, coordinated public transit-human services transportation plan” and that the plan be “developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public.” The experiences gained from the efforts of the Federal Interagency Coordinating Council on Access and Mobility (CCAM), and specifically the United We Ride (UWR) initiative, provide a useful starting point for the development and implementation of the local public transit-human services transportation plan required under the Section 5310 program.

Many states have established UWR plans that may form a foundation for a coordinated plan that includes the required elements outlined in this chapter and meets the requirements of 49 U.S.C. 5310. In addition, many states and designated recipients may have coordinated plans established under SAFETEA-LU, and those plans may be updated to account for new stakeholders, eligibility, and MAP-21 requirements. FTA maintains flexibility in how projects appear in the coordination plan. Projects may be identified as strategies, activities, and/or specific projects addressing an identified service gap or transportation coordination objective articulated and prioritized within the plan.

### 2. Development of the Coordinated Public Transit - Human Services Transportation Plan

#### Overview

A locally developed, coordinated public transit-human services transportation plan (“coordinated plan”) identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes; provides strategies for meeting those local needs; and prioritizes transportation services and projects for funding and implementation. Local plans may be developed on a local, regional, or statewide level. The decision as to the boundaries of the local planning areas should be made in consultation with the state, designated recipient, and the MPO, where applicable. The agency leading the planning process is decided locally and does not have to be the state or designated recipient.

In UZAs where there are multiple designated recipients, there may be multiple plans and each designated recipient will be responsible for the selection of projects in the designated recipient’s area. A coordinated plan should maximize the programs’ collective coverage by minimizing duplication of services. Further, a coordinated plan must be developed through a process that includes participation by seniors, individuals with disabilities, representatives of public, private and nonprofit transportation and human service transportation providers, and other members of the public. While the plan is only required in communities seeking funding under the Section 5310 program, a coordinated plan should incorporate activities offered

under other programs sponsored by federal, state, and local agencies to greatly strengthen its impact.

### ***Required Elements***

Projects selected for funding shall be included in a coordinated plan that minimally includes the following elements at a level consistent with available resources and the complexity of the local institutional environment:

- An assessment of available services that identifies current transportation providers (public, private, and nonprofit)
- An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery
- Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified

### ***Local Flexibility in the Development of a Local Coordinated Public Transit-Human Services Transportation Plan***

The decision for determining which agency has the lead for the development and coordination of the planning process should be made at the state, regional, and local levels. FTA recognizes the importance of local flexibility in developing plans for human service transportation. Therefore, the lead agency for the coordinated planning process may be different from the state or the agency that will serve as the designated recipient for the Section 5310 program. Further, FTA recognizes that many communities have conducted assessments of transportation needs and resources regarding individuals with disabilities and seniors. FTA also recognizes that some communities have taken steps to develop a comprehensive, coordinated human service transportation plan either independently or through United We Ride efforts. FTA supports communities building on existing assessments, plans, and action items. As new federal requirements must be met, communities may need to modify their plans or processes as necessary to meet these requirements. FTA encourages communities to consider inclusion of new partners, new outreach strategies, and new activities related to the targeted programs and populations.

Plans will vary based on the availability of resources and the existence of populations served under these programs. A rural community may develop its plans based on perceived needs emerging from the collaboration of the planning partners, whereas a large urbanized community may use existing data sources to conduct a more formal analysis to define service gaps and identify strategies for addressing the gaps.

This type of planning is also an eligible activity under four other FTA programs—the Metropolitan Planning (Section 5303), Statewide Planning (Section 5304), Formula Grants for Rural Areas (Section 5311), and Urbanized Area Formula (Section 5307) programs—all of

which may be used to supplement the limited (10 percent) planning and administration funding under this program. Other resources may also be available from other entities to fund coordinated planning activities. All “planning” activities undertaken in urbanized areas, regardless of the funding source, must be included in the Unified Planning Work Program of the applicable MPO.

### ***Tools and Strategies for Developing a Coordinated Plan***

States and communities may approach the development of a coordinated plan in different ways. The amount of available time, staff, funding, and other resources should be considered when deciding on specific approaches. Regardless of the method chosen, seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation and human service providers; and other members of the public must be involved in the development and approval of the coordinated plan. The following is a list of potential strategies for consideration:

- **Community planning session.** A community may choose to conduct a local planning session with a diverse group of stakeholders in the community. This session would be intended to identify needs based on personal and professional experiences, identify strategies to address the needs, and set priorities based on time, resources, and feasibility for implementation. This process can be done in one meeting or over several sessions with the same group. It is often helpful to identify a facilitator to lead this process. Also, as a means to leverage limited resources and to ensure broad exposure, this could be conducted in cooperation, or coordination, with the applicable metropolitan or statewide planning process.
- **Self-assessment tool.** *The Framework for Action: Building the Fully Coordinated Transportation System*, developed by FTA and available at [www.unitedweride.gov](http://www.unitedweride.gov), helps stakeholders realize a shared perspective and build a roadmap for moving forward together. The self-assessment tool focuses on a series of core elements that are represented in categories of simple diagnostic questions to help groups in states and communities assess their progress toward transportation coordination based on standards of excellence. There is also a *Facilitator’s Guide* that offers detailed advice on how to choose an existing group or construct an ad hoc group. In addition, it describes how to develop elements of a plan, such as identifying the needs of targeted populations, assessing gaps and duplication in services, and developing strategies to meet needs and coordinate services.
- **Focus groups.** A community could choose to conduct a series of focus groups within communities that provides opportunity for greater input from a greater number of representatives, including transportation agencies, human service providers, and passengers. This information can be used to inform the needs analysis in the community. Focus groups also create an opportunity to begin an ongoing dialogue with community representatives on key issues, strategies, and plans for implementation.
- **Survey.** The community may choose to conduct a survey to evaluate the unmet transportation needs within a community and/or available resources. Surveys can be

conducted through mail, e-mail, or in-person interviews. Survey design should consider sampling, data collection strategies, analysis, and projected return rates. Surveys should be designed taking accessibility considerations into account, including alternative formats, access to the Internet, literacy levels, and limited English proficiency.

- **Detailed study and analysis.** A community may decide to conduct a complex analysis using inventories, interviews, Geographic Information Systems (GIS) mapping, and other types of research strategies. A decision to conduct this type of analysis should take into account the amount of time and funding resources available, and communities should consider leveraging state and MPO resources for these undertakings.

### 3. Participation in the Coordinated Public Transit – Human Services Transportation Planning Process

Recipients shall certify that the coordinated plan was developed and approved through a process that included participation by seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation and human services providers; and other members of the public. Note that the required participants include not only transportation providers but also providers of human services, and members of the public who can provide insights into local transportation needs. It is important that stakeholders be included in the development, approval, and implementation of the local coordinated public transit-human service transportation plan. A planning process in which stakeholders provide their opinions but have no assurance that those opinions will be considered in the outcome does not meet the requirement of “participation.” Explicit consideration and response should be provided to public input received during the development of the coordinated plan. Stakeholders should have reasonable opportunities to be actively involved in the decision-making process at key decision points, including, but not limited to, development and approval of the proposed coordinated plan document. The following possible strategies facilitate appropriate inclusion:

#### ***Adequate Outreach to Allow for Participation***

- Outreach strategies and potential participants will vary from area to area. Potential outreach strategies could include notices or flyers in centers of community activity, newspaper or radio announcements, e-mail lists, website postings, and invitation letters to other government agencies, transportation providers, human services providers, and advocacy groups. Conveners should note that not all potential participants have access to the Internet and they should not rely exclusively on electronic communications. It is useful to allow many ways to participate, including in-person testimony, mail, e-mail, and teleconference. Any public meetings regarding the plan should be held in a location and time where accessible transportation services can be made available and adequately advertised to the general public using techniques such as those listed above. Additionally, interpreters for individuals with hearing impairments and English as a second language and accessible formats (e.g., large print, Braille, electronic versions) should be provided as required by law.

## Participants in the Planning Process

Metropolitan and statewide planning under 49 U.S.C. 5303 and 5304 require consultation with an expansive list of stakeholders. There is significant overlap between the lists of stakeholders identified under those provisions (e.g., private providers of transportation, representatives of transit users, and representatives of individuals with disabilities) and the organizations that should be involved in preparation of the coordinated plan.

The projects selected for funding under the Section 5310 program must be “included in a locally developed, coordinated public transit-human services transportation plan” that was “developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human services providers and participation by other members of the public.” The requirement for developing the local public transit-human services transportation plan is intended to improve services for people with disabilities and seniors. Therefore, individuals, groups, and organizations representing these target populations should be invited to participate in the coordinated planning process. Consideration should be given to including groups and organizations in the coordinated planning process if present in the community. Examples of these types of groups are listed below.

### Transportation Partners

- Area transportation planning agencies, including MPOs, councils of government (COGs), rural planning organizations (RPOs), regional councils, associations of governments, state departments of transportation, and local governments
- Public transportation providers, including ADA paratransit providers and agencies administering the projects funded under FTA urbanized and rural programs
- Private transportation providers, including private transportation brokers, taxi operators, vanpool providers, school transportation operators, and intercity bus operators
- Nonprofit transportation providers, including volunteer programs
- Past or current organizations funded under the Section 5310, JARC, and/or the New Freedom programs
- Human service agencies funding, operating, and/or providing access to transportation services

### Passengers and Advocates

- Existing and potential riders, including both general and targeted population passengers (individuals with disabilities and seniors)
- Protection and advocacy organizations
- Representatives from independent living centers
- Advocacy organizations working on behalf of targeted populations

### Human Service Partners

- Agencies that administer health, employment, or other support programs for targeted populations. Examples of such agencies include but are not limited to



departments of social/human services, employment one-stop services, vocational rehabilitation, workforce investment boards, Medicaid, community action programs (CAP), Agency on Aging (AoA), Developmental Disability Council, community services board

- Nonprofit human service provider organizations that serve the targeted populations
- Job training and placement agencies
- Housing agencies
- Healthcare facilities
- Mental health agencies

#### Other

- Security and emergency management agencies
- Tribes and tribal representatives
- Economic development organizations
- Faith-based and community-based organizations
- Representatives of the business community (e.g., employers)
- Appropriate local or state officials and elected officials
- School districts
- Policy analysts or experts

Note: Participation in the planning process will not bar providers (public or private) from bidding to provide services identified in the coordinated planning process. This planning process differs from the project selection process, and it differs from the development and issuance of a request for proposal (RFP) as described in the common grant rule (49 CFR part 18 and part 19).

#### Levels of Participation

The suggested list of participants above does not limit participation by other groups, nor require participation by every group listed. Communities will have different types of participants depending on population and size of community, geographic location, and services provided at the local level. FTA expects that planning participants will have an active role in the development, approval, adoption, and implementation of the plan. Participation may remain low even though a good faith effort is made by the lead agency to involve passengers; representatives of public, private, and nonprofit transportation and human services providers; and others. The lead agency convening the coordinated planning process should document the efforts it utilized, such as those suggested above, to solicit involvement.

In addition, federal, state, regional, and local policy makers, providers, and advocates should consistently engage in outreach efforts that enhance the coordinated process because it is important that all stakeholders identify the opportunities that are available in building a coordinated system. To increase participation at the local levels from human service partners, state department of transportation offices are encouraged to work with their partner agencies at the state level to provide information to their constituencies about the importance of partnering with human service transportation programs and the opportunities that are available through building a coordinated system.

## Adoption of a Plan

As a part of the local coordinated planning process, the lead agency in consultation with participants should identify the process for approving and adopting the plan, and this process must include participation by stakeholders identified in the law: seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation and human service providers; and other members of the public. A strategy for adopting the plan could also be included in the state's SMP and the designated recipient's PMP, further described in Chapter VII.

FTA will not formally review and approve coordinated plans. The recipient's grant application (see Appendix A) will document the plan from which each project listed is included, including the lead agency, the date of adoption of the plan, or other appropriate identifying information. This may be done by citing the section of the plan or page references from which the project is included.

## 4. Relationship to Other Transportation Planning Processes

### ***Relationship between the Coordinated Planning Process and the Metropolitan and Statewide Transportation Planning Processes***

The coordinated plan may either be developed separately from the metropolitan and statewide transportation planning processes and then incorporated into the broader plans, or be developed as a part of the metropolitan and statewide transportation planning processes. If the coordinated plan is not prepared within the broader process, the lead agency for the coordinated plan should ensure coordination and consistency between the coordinated planning process and metropolitan or statewide planning processes. For example, planning assumptions should not be inconsistent.

Projects identified in the coordinated planning process and selected for FTA funding must be incorporated into both the TIP and STIP in UZAs with populations of 50,000 or more; and incorporated into the STIP for rural areas under 50,000 in population. Depending on the projects resulting from the coordinated planning and selection process, a single line item on the TIP/STIP for capital or operating projects may be sufficient. However, given the expanded project and subrecipient eligibility under MAP-21, a designated recipient and state may need to consider more detailed programming, such as categorizing the projects based on the types of projects (capital or operating) and/or types of subrecipients, e.g., nonprofit, public entity, etc.

In some areas, where the coordinated plan or project selection is not completed in a time frame that coincides with the development of the TIP/STIP, the TIP/STIP amendment processes will need to be utilized to include selected projects in the TIP/STIP before FTA grant award.

The lead agency developing the coordinated plan should communicate with the relevant MPOs, state departments of transportation or regional planning agencies at an early stage in plan development. States with coordination programs may wish to incorporate the needs and strategies identified in local coordinated plans into statewide coordination plans.

Depending upon the structure established by local decision makers, the coordinated planning process may or may not become an integral part of the metropolitan or statewide transportation planning processes. State and local officials should consider the fundamental differences in scope, time horizon, and level of detail between the coordinated planning process and the metropolitan and statewide transportation planning processes. However, there are important areas of overlap between the planning processes, as well. Areas of overlap represent opportunities for sharing and leveraging resources between the planning processes for such activities as: (1) needs assessments based on the distribution of targeted populations and locations of employment centers, employment-related activities, community services and activities, medical centers, housing, and other destinations; (2) inventories of transportation providers/resources, levels of utilization, duplication of service, and unused capacity; (3) gap analysis; (4) any eligibility restrictions; and (5) opportunities for increased coordination of transportation services. Local communities may choose the method for developing plans that best fits their needs and circumstances.

### ***Relationship between the Requirement for Public Participation in the Coordinated Plan and the Requirement for Public Participation in Metropolitan and Statewide Transportation Planning***

Title 49 U.S.C. 5303(i)(6) and 5304(f)(3), as amended by MAP-21, require MPOs and states to engage interested parties in preparing transportation plans, TIPs, and STIPs. “Interested parties” include, among others, affected public agencies, private providers of transportation, representatives of users of public transportation, and representatives of individuals with disabilities.

MPOs and/or states may work with the lead agency developing the coordinated plan to coordinate schedules, agendas, and strategies of the coordinated planning process with metropolitan and statewide planning in order to minimize additional costs and avoid duplication of efforts. MPOs and states must still provide opportunities for participation when planning for transportation related activities beyond the coordinated public transit-human services transportation plan.

### ***Cycle and Duration of the Coordinated Plan***

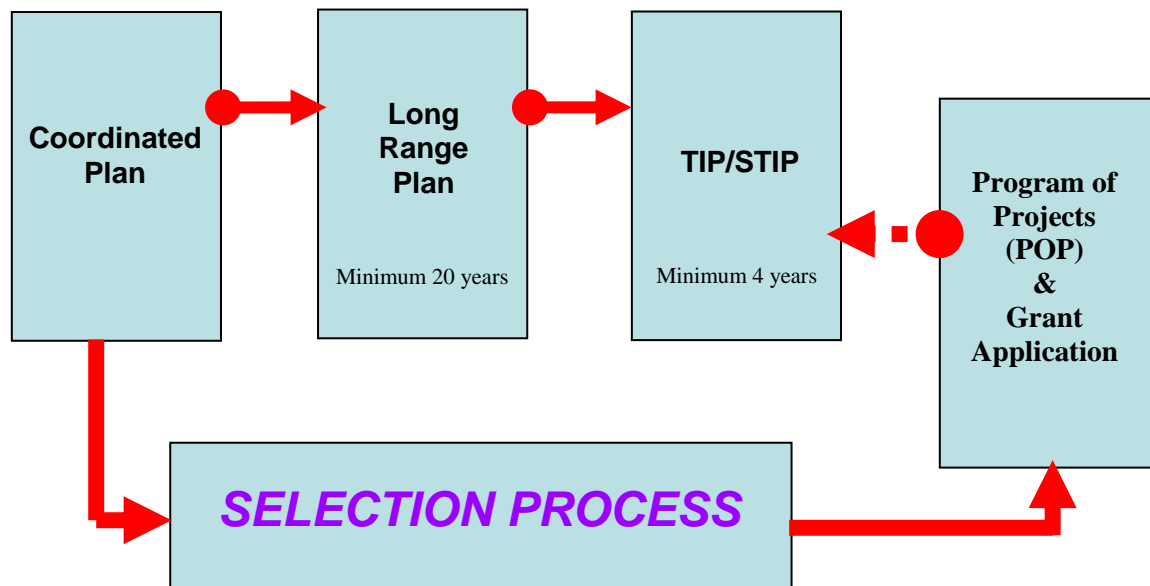
At a minimum, the coordinated plan should follow the update cycles for metropolitan transportation plans (MTPs) (i.e., four years in air quality nonattainment and maintenance areas and five years in air quality attainment areas). States, MPOs, designated recipients, and public agencies that administer or operate major modes of transportation should set up a cycle that is conducive to and coordinated with the metropolitan and statewide planning processes to ensure that selected projects are included in the TIP and STIP and to receive funds in a timely manner.

### ***Role of Transportation Providers that Receive FTA Funding Under the Urbanized and Rural Area Formula Grant Programs in the Coordinated Planning Process.***

Recipients of Section 5307 and Section 5311 assistance are the “public transit” in the public transit-human services transportation plan and their participation is assumed and expected.

Further, 49 U.S.C. 5307(b)(5), as amended by MAP-21, requires that, “Each recipient of a grant shall ensure that the proposed program of projects (POP) provides for the coordination of public transportation services ... with transportation services assisted from other United States Government sources.” In addition, 49 U.S.C. 5311(b)(2)(C)(ii) requires the Secretary of DOT to determine that a state’s Section 5311 projects “provide the maximum feasible coordination of public transportation service ... with transportation service assisted by other federal sources.” Finally, under the Section 5311 program, states are required to expend 15 percent of the amount available to support intercity bus service. FTA expects the coordinated planning process in rural areas to take into account human service needs that require intercity transportation.

The schematic below illustrates the relationship between the coordinated plan and the metropolitan and statewide planning processes.





# Appendix B

## Michigan Statewide Transit Study

### Workshop: Region 9







**Michigan Statewide Transit Study Workshop  
Prosperity Region #9 (Hillsdale, Jackson, Lenawee, Livingston,  
Monroe, and Washtenaw Counties)  
September 29, 2015  
9:00 a.m. – 12:00 p.m.**

**Washtenaw Community College  
Morris Lawrence Building, Room ML150  
4800 E. Huron River Dr.  
Ann Arbor, MI 48105**

**Agenda**

<i>Registration</i>	<i>8:30-9:00</i>
<i>Welcome / Background</i>	<i>9:00-9:15</i>
<i>What We Know:</i> <ul style="list-style-type: none"><li>- <i>Transportation Needs</i></li><li>- <i>Transportation Resources</i></li></ul>	<i>9:15-10:00</i>
<i>Looking Ahead: Possible Service Improvements</i>	<i>10:00-10:30</i>
<i>Break / Assemble into Breakout Groups</i>	<i>10:30-10:45</i>
<i>Roundtable Discussions: What are the Priorities?</i>	<i>10:45-11:15</i>
<i>Reports from Groups</i>	<i>11:15-11:45</i>
<i>Next Steps and Wrap-up</i>	<i>11:45-12:00</i>



## Appendix C

- **Regional Mobility Initiative**  
Counties of Hillsdale, Jackson and Lenawee
- **SEMCOG Memorandum**  
Regional Transit Mobility Assessment



# **REGIONAL MOBILITY INITIATIVE**

## **Documentation of Current Knowledge And Conditions**

### **Region 2 Planning Commission (Counties of Hillsdale, Jackson and Lenawee)**

**May 2015**

The Region 2 Planning Commission consists of the counties of Hillsdale, Jackson, and Lenawee. Within these three counties, there are seven transportation agencies serving the population:

- Hillsdale County
  - Key Opportunities
  - Hillsdale Dial-A-Ride
  - Hillsdale Senior Center
- Jackson County
  - Jackson Area Transportation Authority
- Lenawee County
  - Adrian Dial-A-Ride
  - Lenawee Department on Aging
  - Lenawee Transportation

This report documents the current needs of the agencies and their ability to provide services to transit users.

### **HILLSDALE COUNTY**

**Key Opportunities** provides service in Hillsdale County. No service is provided in the City of Hillsdale during the hours that Hillsdale Dial-A-Ride operates. Some out-of-county non-emergency medical transportation is provided, primarily to the Jackson and Ann Arbor Veteran's Administration.

To facilitate cross-county trips, Key Opportunities has verbal agreements with other counties. They currently provide fixed route and on-demand services, their operation is 24/7, and they have no written agreements with other counties.

If a transit user must travel to another county, Key Opportunities will meet up with another transit agency to get the user to their destination. As stated above, this is done through verbal communication.

Key Opportunities has not developed a list of needs per se, but they have experienced:

1. Limited types of transportation that can be provided,
2. Driver/vehicle available, and
3. Limited funding availability.

Hillsdale County could benefit from increased local transit service and coordination between the current providers. Of course, additional funding would be needed in order to provide expanded services. Hillsdale County has been discussing establishing a transportation authority but it has not gotten past the discussion stage.

Barriers that face Key Opportunities in order to expand their service and ridership is funding (i.e., the cost that it takes to provide transportation vs. the cost to the rider) and vehicles (i.e., having enough vehicles and drivers to expand service).

**Hillsdale Dial-A-Ride** provides service primarily within the City of Hillsdale. They also transport riders to three doctor's office just outside the city limits and twice a month to WalMart in Jonesville. Scheduling is on-demand and the hours are 7:15 AM to 4:15 PM. They have an agreement with Key Opportunities regarding the three doctor's offices and WalMart. No list of unmet local or regional needs have been developed at this time.

Funding continues to be the biggest issue. It seems there is duplication of efforts within each agency's program. More dialogue is necessary to evaluate the needs and resources available in the region to better provide transit services to the rural communities surrounding the city. There has never been a needs assessment to determine this. One of the obstacles facing Hillsdale Dial-A-Ride is finding information in order to provide a response. If it is unknown whether the information exists or not, the obstacle becomes time and resources need to obtain it.

**Hillsdale Senior Center** provides services for Hillsdale County residents 60 years and older. They have two types of transportation: 1) non-emergency medical transportation, and 2) social. Clients are allowed 550 miles per year for non-emergency medical transportation. Social transportation is for clients who would like to come to the Center for lunch or special activities.

## **JACKSON COUNTY**

**Jackson Area Transportation Authority (JATA)** serves all of Jackson County, including the City of Jackson. The county service area has been divided into zones: Zone 1 being within the city limits of Jackson and has service provided every day. Zones 2 and 3 are outside the city and service is provided on Monday, Wednesday, and Friday only. There are no special routes or circumstances where regional transit service is provided outside of the JATA service area.

There is no knowledge of the need for regional transit mobility other than the occasional phone call from clients/agencies requesting transportation outside the service area. A transit summit is being conducted in May 2015 in order to better assess the needs and demands of riders.

JATA provides both fixed route and demand response service. Hours of operation are Monday through Friday, 6:00 AM to 10:00 PM; Saturday, 10:00 AM to 10:00 PM; and Sunday, 7:00 AM to 4:00 PM. There are no agreements in place that allow for cross-county transit system service.

At present, transit passengers' only option for traveling to neighboring counties would be by commercial intra/interstate bus lines, cabs, or personal vehicle (i.e., ride with friend or relative).

JATA recently conducted a countywide survey requesting input from the general public about transit needs. As of this date, the results are still being tabulated. There are no other agencies in Jackson County that provide transportation services similar to JATA. JATA does not have any regional transit obligations.

## **LENAWEE COUNTY**

**Adrian Dial-A-Ride** serves the City of Adrian. It provides demand/response services within the city limits. They operate Monday through Friday, from 6:00 AM to 5:00 PM. There is no age or ability requirement for using Adrian Dial-A-Ride.

**Lenawee Department on Aging (LDA)** primarily services Lenawee County residents, but they do provide rides to other medical providers in the surrounding counties. Many older adults in the county are in need of transportation to non-emergency medical appointments.



Public transportation may be able to provide service, but not always in the time that is necessary for appointments or in the locations of the appointments.

Volunteer drivers driving their own vehicles are matched to ride requests (demand/response). The volunteers typically follow the office schedule of 8:00 AM to 4:30 PM weekdays. Any holiday closing would result in no rides, so it is important to have a staff member available to answer the call of a client or driver with any concerns. There are no agreements with other agencies. Different funding sources are used to provide rides to non-emergency medical appointments in and out of the county.

Regarding unmet needs, the biggest challenge is having access to wheelchair-equipped vans. Currently, one volunteer has a personal van that is wheelchair equipped. This driver is able to handle most requests for this type of assistance.

Funding is always a barrier. With more funding, LDA could have more wheelchair equipped vans, support more drivers by reimbursing mileage, and increase the number of rides provided. Gaps in services are avoided by our policy of promoting local doctors where the service is available, rather than incurring additional costs for out-of-county trips.

**Lenawee Transportation Corporation (LTC)** primary service area is within Lenawee County, although there are pockets in the county where their buses do not travel. No special routes or circumstances are provided when regional transit service is needed out the service area for employment, medical, or shopping.

The most common requests for transportation outside LTC's service area are for trips to Detroit Metropolitan Airport, the AMTRAK station in Jackson, or Toledo, Ohio. Occasionally, LTC has received requests from University of Michigan hospital to transport their patients from the hospital back to Lenawee County.

LTC provides a flexible route into several communities within the county. There are six routes in operation and they are established based on the needs of the Human Service Agencies. A demand/response service is also provided in the Tecumseh area twice a day and for five hours a day in the Adrian urbanized area. LTC operates Monday through Friday from 8:00 AM to 5:00 PM, although the earliest bus route departs at 6:15 AM. There have been past agreements that allow transit agencies to cross service boundaries and county lines. They have long since expired.

Lenawee County borders four other Michigan counties, but the only county close to their service area is Hillsdale County. LTC would drop off a transit user at an area bordering

Hillsdale County, but it would be up to the transit user to make contact with Key Opportunities in order to complete their trip.

LTC has compiled a list of unmet local transit needs; however, no regional transit needs have been identified:

1. Until such time that additional funding becomes available, there will be no consideration for expanding the service area or hours of operation. State funding has remained flat for years with no growth in the Comprehensive Transportation Fund (CTF). Our federal dollars have been inconsistent at best. LTC is very fortunate to receive a local appropriation. Without this support, public transit would not exist.
2. It is difficult to prioritize needs from our point of view when the needs are actually with the individual.
3. LTC has a good working relationship with the transit agencies that border Lenawee County. Most agencies would be willing to work with another agency. Our common goal is moving people in a safe and timely manner that meets their needs. Lack of funding is the biggest problem as well as the ability to coordinate service with a bordering transit agency.
4. Enhancing the existing local transit service with more service (or more flexible service) and expanding with new services in areas that are not currently served should be a greater priority than regional service.
5. A couple different surveys have been conducted with very little success.

The Adrian Taxi provides service anywhere, at any time, provided the consumer is willing and able to pay for it. Lenawee Department on Aging and Adrian Dial-A-Ride also provide services. *Convenient Connection – Your Air & Rail Transportation Link* is operated by a local person and provides service from Lenawee County to Detroit, Jackson, and Toledo using a personal vehicle.

Barriers facing LTC are similar to the other agencies. Funding has always been an issue for the expansion of public transportation. Local appropriations have remained relatively flat as our local municipalities strive to balance annual budgets. With the flat funding, coupled with the rise in costs of operating a transit agency, LTC's goal is to maintain the existing service.



DATE: July 21, 2015

TO: Sharon Edgar  
MDOT Office of Passenger Transportation

FROM: Alex Bourgeau  
Deanna Donahoo

SUBJECT: Regional Transit Mobility Assessment

This memorandum provides an overview of the Coordinated Human Services Transportation Plans for agencies within the seven county SEMCOG region.

**Background**

The Southeast Michigan Council of Governments (SEMCOG) in cooperation with the Michigan Department of Transportation (MDOT) conducted a Regional Transit Mobility assessment. SEMCOG is the regional planning organization for the southeast Michigan region. SEMCOG is comprised of Livingston, Macomb, Monroe, Oakland, St. Clair, Washtenaw, and Wayne Counties. The purpose of the Regional Transit Mobility Assessment is to gain a better understanding and improve transit service in Michigan. As part of this effort the MDOT Office of Passenger Transportation and the Bureau of Transportation Planning developed implementation guidance with three tasks:

1. Document what is known about regional transit mobility.
2. Improve what is known about regional transit mobility.
3. Targeted action planning and implementation.

This draft memorandum documents Task 1. The next step will involve SEMCOG, transit agencies and local human services agencies working along with the Michigan Association of United Ways (MAUW) to create a statewide human service coordinated transportation plan. This effort will be carried out by a consultant. After the MAUW plans are complete MDOT and SEMCOG will develop an action plan for addressing the highest priority needs with the region. In addition, MDOT and SEMCOG will identify the highest needs statewide and develop an action plan for addressing statewide priorities.

The assessment included transit agencies located in SEMCOG's seven county region including:

- Livingston Essential Transportation Services (LETS) – Livingston County

- Suburban Mobility Authority on Regional Transit (SMART) – Wayne, Oakland, and Macomb Counties
- Blue Water Transportation Authority (BWATC) - St. Clair County
- Detroit Department of Transportation (DDOT) – City of Detroit
- Ann Arbor Area Transportation Authority (AAATA) – Washtenaw County
- Lake Erie Transit (LET) – Monroe County

A survey questionnaire was sent to each of the transit agencies. In addition to survey responses, the Coordinated Human Services Transportation Plan (CHSTP) for each agency was used to help assess the current conditions of regional transit and is summarized in this document. A survey response was not received from Lake Erie Transit.

For the purpose of this effort, regional transit mobility is defined as the ability to cross county lines and/or cross transit agency service to meet daily and routine trip needs, such as work, medical, and shopping. Accessibility to jobs, health care, education and other trip purposes were also taken into consideration. The impetus for this initiative is senior mobility, and therefore the needs of seniors were a major focus of this effort.

### **Summary**

Transit service is not provided throughout the entire seven county SEMCOG region. Transportation options for those living outside of a fixed route transit system are very limited. Among the existing transit service, a lack of county to county service exists, as well as gaps within counties. Transit service in rural areas face a variety of challenges related to accessibility, and cross county connections. Private and non-profit transit providers are often difficult to identify and have a higher frequency of changes in service. This type of service often has restrictions on use of service. An overall need exists for transit providers to coordinate with one another including, private and non-profit agencies. A need also exists for the expansion of public transit service areas and/or the use of private providers to extend service when expansion is not possible. In addition, increased interaction between all transit providers and human service agencies is needed to increase awareness of transportation related programs and services that are available.

### **Livingston Essential Transportation Services – Livingston County**

#### **Existing Service**

The Livingston Essential Transportation Services (LETS) service area covers all of Livingston County and portions of Ingham, Oakland, Genesee and Washtenaw Counties.

LETS provides dial-a ride or demand response service to any destination within Livingston County and limited transportation to dialysis centers and regional medical service to Ingham, Genesee, Oakland and Washtenaw County. The demand response service requires advance scheduling by passengers for services including those provided by public, nonprofit and private providers.

*Demand Response* – is any non-fixed route transportation that requires advance scheduling by passengers including services provided by public, nonprofits, and private providers.

LETS has agreements with all counties surrounding Livingston County and established relationships with Capital Area Transportation Authority (CATA) in Lansing, Ann Arbor Area Transportation Authority (AAATA) in Ann Arbor, and Mass Transportation Authority (MTA) in Flint.

### **Unmet Transportation Needs and Issues**

LETS is in the process of developing a comprehensive public transportation vision for Livingston County. As a part of this planning process a list of barriers/limitations to achieving the vision were identified. These barriers and limitations include:

- Lack of dedicated funding sources
- Lack of public awareness and education
- Location – outlying towns trying to get into county seats for important programs and services
- Safety issues
- Lack of awareness of programs
- Need to coordinate Master Plans among townships
- Need for increased staffing and volunteers
- Lack of efficient, reliable, effective transportation system
- Year round utilization of school buses
- Need for more and different types of vehicles
- Poor road conditions
- Need for more curb cutouts
- Lack of pedestrian friendly intersections
- Need for satellite bus/vehicle stations
- Lack of authority/license to enter surrounding communities
  - Designated transfer locations
- Lack of handicap accessibility (vehicles, sidewalks, etc.)
- Enforcement of Michigan transportation laws at intersection crossings

### **Recommended Strategies**

From the list of barriers determined during the transportation coalition's strategic planning process, five strategies were prioritized for next steps toward achieving the vision. The priority elements for next steps include:

1. Establish a dedicated funding source

2. Strategically locate transit centers to address the barriers LETS faces regarding transit need that fall out of service area
3. Cooperation of all communities in Livingston County including leaders and schools
4. Variety of vehicle sizes to accommodate different types of customers
5. Increase options for transportation

The strategic plan has not been completed at this time. Monthly meetings are being held to continue to gather information for the completion of the plan.

In 2010, LETS was awarded a JARC grant which enabled them to expand services for residents needing transportation to obtain and maintain employment. In 2012, LETS was selected to receive funds as part the Federal Transit Administration's State of Good Repair initiative, as well as matching funds from the Michigan Department of Transportation (MDOT). These funds were used to replace transit buses that had exceeded their useful lives and the purchase of two new buses.

### **Suburban Mobility Authority on Regional Transportation – Macomb, Oakland and Wayne Counties**

#### **Existing Service**

The Suburban Mobility Authority on Regional Transit (SMART) service area covers 76 suburban communities including 27 communities in Wayne County, 23 in Oakland County and all 26 communities in Macomb County. Although the City of Detroit is not technically part of the SMART service area, SMART provides some service between the City and the suburbs.

SMART operates several different types of service throughout its service area. This includes fixed route, shuttles, connector, ADA and community transit. SMART is responsible for administering specialized services and services to senior and individuals with disabilities in all three counties irrespective of their opt-in/opt-out status.

*Fixed Route*- Fixed route buses pick up and drop off at designated bus stops and times. SMART offers different types of fixed route service including, major corridor routes, crosstown routes, limited stop routes, and express routes.

*Shuttles* - Shuttle bus services are available to customers in areas where there is limited or no access to fixed route services. SMART Dial-A-Ride, Flex Route and Shuttles offer curb-to-curb services.

*Connector* – Connector Service is an advance reservation, curb-to-curb, service that is available within a 10 mile radius of a designated service area. Rides are available on a first come first service basis and reservations are required. A six day notice is recommended for medical appointments and a two day notice for other destinations.



*ADA Service* – ADA Paratransit service is an advanced reservation, curb-to-curb service that provides for people who are unable to use SMART's Fixed Route bus service due to a disability. In order to use this service a customer must be ADA certified. ADA Paratransit Certification requires an application process.

*Community Service* – Community Transit allows local communities or groups to partner with SMART to share the responsibility of operating local Community Transit Service. Under such agreements, SMART and community share the responsibility of creating and operating a transportation program is based on community-specific needs.

SMART currently has inter-local agreements with Blue Water Area Transit (BWATC) in St. Clair County and Mass Transportation Authority (MTA) in Flint (Genesee County) which allows fixed route service provided by these agencies to enter the SMART service area to transfer between systems.

Like many service providers, SMART is restricted to transporting passengers within their jurisdiction. Publically supported specialized service providers operate within close proximity to their jurisdictional boundaries, thus limiting available destinations. A large percentage of vehicles used for Specialized Services are SMART titled vehicles which cannot operate outside the limits of Wayne, Oakland, Macomb and Monroe Counties without a written inter-local agreement. Few community based services work cooperatively with one another to expand their service areas. Privately owned services have larger service areas and are not bound by jurisdictional boundaries but charge higher fares. A need exists for service providers to expand their service area or coordinate with one another to provide extended range to riders where individual providers' service area expansion is not possible.

### **Unmet Transportation Needs and Issues**

SMART's Coordinated Human Services Transportation Plan (CHSTP) was updated in 2014. The plan outlines the needs of transportation service in the SMART service area. Based on this document the unmet needs facing SMART include:

#### **Trip Purpose Needs**

- Long distance trips (greater than 5 miles in each direction)
- Trips across county lines
- Same-day service trips
- Urgent care transportation (unplanned same day/low cost medical)
- Recurring employment trips
- Community resource trips (to/from homeless shelters, food banks, community service agencies)
- Other recurring and institutionally required non-medical trips

#### **Specific Riders Needs**

- Caregiver assistance

- Door-through-door assistance
- Additional capacity to book medical trips
- Fixed route travel training (for individuals who may be capable of riding fixed route bus)
- Expanded service hours
- Additional accessibility
- Other capital investment
- Limited English proficiency (LEP)
- Medical facilities/trip scheduling interaction

### **Coordination Needs**

- Regional coordination
- Support for alternate programs (i.e., volunteer driver programs)
- Regional information accessibility (one-click for riders and providers)
- One-call/one-click ride reservations

### **Strategies to Address Needs**

As part of the CHSTP strategies were developed to address the service gaps and unmet needs. The strategies are broad enough to allow flexibility for project design yet specific enough to guide the selection process. The strategies are grouped into short-term and long-term categories based on the likely length of time for implementation. Short term strategies are those that could feasibly be implemented in six to twelve months if financial resources are available. Long term strategies require a minimum of one year to implement based on planning, coordination, and design needs prior to requesting funding and implementation. The strategies are further categorized based on the type of need they address and prioritized.

### **Short Term**

#### **Trip Purpose Needs**

1. Provide service for individuals where traditional services are infeasible or inefficient (e.g., urgent care)
2. Develop routes and services-provide additional and/or more direct service to high traffic community resource centers
3. Provide same day service to subsidized taxi service for seniors, veterans, low income individuals, and individuals with disabilities
4. Identify opportunities to provide transportation across service boundaries
5. Make transfers easier for riders by increasing their comfort level
6. Introduce employment flex-route service for employment centers located near routes at times when employees arrive/depart from these destinations

### **Specific Rider Needs**

1. Provide mobility assistance to riders when needed
2. Encourage/make it easier for riders who need assistance to utilize caregivers

3. Provide door-through-door service for people with chronic medical conditions
4. Fund projects that increase amenities for riders with disabilities on vehicles and at stations, stops and transfer points
5. Improve capacity of non-medical trip service to meet demand
6. Web-posted information needs to be in accessible formats
7. Identify services for individuals who are unable to use traditional van service, including persons with specialized equipment needs
8. Continue to seek out software upgrades for scheduling system that improves accessibility and supports on call/one click capabilities
9. Increase service hours to include more evening and weekend availability

#### **Coordination Needs**

1. Implement web-based system that allows for the best practices of transportation providers to be stored and accessed
2. Invest in and develop volunteer driver program
3. Organize regional coordination meeting once a year
4. Make transfers easier for riders by increasing their comfort level
5. Make it easier for seniors, veterans, individuals with low incomes and individuals with disabilities to find an appropriate ride and book the ride
6. Collaborate between human/social service providers with transportation-service providers

#### **Long Term Strategies**

##### **Specific Rider Needs**

1. Improve accessibility for riders who speak English as a second language

##### **Coordination Needs**

1. Improve communications with different transportation agencies in area to provide short notice service
2. Collaborate between human/social service providers with transportation service providers

#### **Ann Arbor Area Transportation Authority – Washtenaw County**

##### **Existing Service**

The Ann Arbor Area Transit Authority's (AAATA), also known as TheRide, primary service area is Washtenaw County and covers the City of Ann Arbor, City of Ypsilanti and portions of Pittsfield, Superior, and Ypsilanti Townships. Service outside the AAATA service area is provided to Canton Township and Detroit Metro Airport.

A variety of public, private, nonprofit and human services agencies provide transportation services in Washtenaw County. These transportation services are not as available for residents in rural villages and townships.

*Fixed Route Service* – Fixed route buses pick up and drop off at designated bus stops and times.

*Senior Services* – TheRide offers unique programs and services for individuals ages 60 and older including:

- GoldRide (senior 65+) - GoldRide is a shared-ride, public transportation service, for persons 65 years of age and older who have obtained a GoldRide ID Card issued by TheRide. With a GoldRide ID Card, an individual can use shared-ride demand response service and ride fixed route buses for free.
- Grocery Ride - TheRide operates weekly bus trips for residents of several Ann Arbor senior housing communities to local grocery stores each Tuesday.
- Fare Deal (senior ages 60-64) - Fare Deal (Senior) allows persons who are ages 60-64 that have been issued a Fare Deal (Senior) ID Card to ride for a reduced fare on TheRide's fixed-route buses.

*Commuter Services* – TheRide's commuter services all provide shared-ride alternatives, including:

- Park & Ride – free all day parking lots
- Express Routes – ExpressRide service run non-stop from the Canton and Chelsea areas to downtown Ann Arbor and the University of Michigan Central and Medical Campuses
- Carpool - share a ride with 2 to 7 people
- Vanpool – VanRide is a commuter vanpool service for individuals working within the county

*A-Ride (ADA/Disability Services)* - A-Ride is a complementary paratransit shared-ride transportation service for individuals with disabilities who, due to their impairment, are prevented from traveling by TheRide's regular accessible line bus service.

*Student Programs and Services* – TheRide works closely with the area education institutions to create programs for students, faculty and staff to easily and conveniently use our services. Special agreements are in place with Eastern Michigan University, University of Michigan, Washtenaw Community College and local K12 schools.

*Holiday and Late Night Services* – TheRide provides curb-to-curb services during late-night hours and on major holidays when fixed-route, ExpressRide, A-Ride and Senior services do not operate.

Although the primary service area for the AAATA is Washtenaw County, three routes provide service outside of the County. These routes travel into neighboring Wayne County to Belleville (Lakewood Shopping Center), Canton Township (parking lots) and Romulus (Detroit Metropolitan Airport). AAATA currently has inter-agency agreements with SMART and Jackson Transit.

### **Unmet Transportation Needs and Issues**

AAATA's Coordinated Human Services Plan was updated in 2010. The plan outlines the needs of transportation service in TheRide service area. Based on this document the unmet needs facing AAATA include:

#### **Transit Service**

- Current frequency of fixed route service is not adequate or existing:
  - In outlying township that are in the urbanized area
  - After 6 p.m., weekends, seasonal, holidays and peak hours
  - To government agencies, shopping centers, medical centers to accommodate access to employment opportunities and job related activities, especially jobs that are second and third shift hours and in outlying areas.
- Increased span of services (days and hours) throughout eastern and western part of the urban area where no service exists
- Countywide public bus service
- Transportation options for people who live and work outside fixed route public transit services
- Affordability for passengers, especially cash assistance recipients and low wage earners for existing transportation options
- Public transportation to the entire urbanized area for individuals that rely on public transportation
- Limited demand response transportation options for after regular business hours non-emergency medical trips within the urbanized area
- Limited transportation options for people who live and work outside fixed route public transit services
- Insufficient transportation to access dialysis treatment sites and for long distance trips to medical facilities and limited options to medical services for customers not eligible for Medicaid funded transportation
- Options for people who may need more customized transportation services and greater assistance to travel
- Transportation services (other than taxi cabs) for all trips purposes that do not require advance notice and are available for spontaneous trips, especially for trips that require accessible vehicles (same day service)
- Additional services that cross jurisdiction lines
- Transportation services that allow for trip chaining
- Limited accessible pedestrian paths (sidewalks, curb ramps, lead walks, etc) at core service locations outside the City of Ann Arbor
- Limited street side wheelchair accessibility to transit stops

### **Coordination**

- Limited connectivity between various transportation providers in the urbanized area
- Networking between transit providers and human services agencies because County agencies are not fully aware of each others' programs and how they might benefit clients or save money
- Human service agency services are available only for agency clients for specific agency related trips
- The methodology to determine fully allocated service costs vary among agencies thereby creating difficulties to partner (coordinate) services in an equitable manner that meets the funding agency's requirements
- Consistent eligibility criteria and service requirements among the various human service programs that fund transportation for targeted population groups to make use of services easier for riders, their advocates, and public transit providers
- Increased coordination of services among senior services agencies
- Expanded information for human service agency caseworkers, families, and potential riders concerning what transit services are available, how they can be accessed and how people can be trained to use them
- A Countywide software program that links between transit systems, maintains all routes and schedules in the area, can be used as tool for coordination communication, and is available on line to the locally operated transit systems
- Scheduling and dispatching software that is designed with the specifications of local transit operators and human service agencies
- Consistent means of collecting data from human service agencies and transportation providers
- Review appropriate federal regulations to ensure compliance while providing maximum mobility options
- Consistent and stable dedicated operating funds for the operation of public, private and human service agency transportation providers

### **Outreach /Marketing**

- Marketing transportation services and options, and clarification of services that are available and open to the public
- Increased consumer awareness of available transit services

### **Training**

- Different providers have different minimum requirements for their drivers (e.g., age, driving record, background, and CDL requirements). Providers also have different training programs and may have different drug and alcohol testing protocols

- Diversity and sensitivity training for frontline and customer service staff (e.g., drivers, dispatchers, volunteers)
- Safety training and agency oversight of drivers.
- Passenger training
- Transit employee and management trainings

### **Recommended Strategies**

As part of the CHSTP, strategies and potential projects were developed to address the service gaps and unmet needs in the Ann Arbor Urbanized Area of Washtenaw County. From the list of strategies, the following address the needs of elderly mobility and are not ranked based on priority:

1. Expand the availability of demand response and specialized services to provide additional trips for older adults, people with disabilities and people with low incomes
2. Expand access to taxi and other private transportation providers
3. Provide flexible transportation options and more specialized one to one services through expanded use of volunteers
4. Ensure safety and access of individuals that use all mode of public transportation
5. Continue to support mobility management and coordination programs among public transportation providers and other human services agencies that provide transportation
6. Develop requirements for and implement an Inter-Operable Data Collection Program involving all transit agencies/providers
7. Establish or expand training programs for customers, human service agency staff, medical facility personnel, and others in the use and availability of transportation services

### **Detroit Department of Transportation – City of Detroit**

#### **Existing Service**

The Detroit Department of Transportation (DDOT) service area covers the City of Detroit, as well as 23 surrounding communities. Limited DDOT service is available for traveling into neighboring Wayne, Oakland, and Macomb Counties along the City border.

DDOT operates fixed route and ADA transportation services.

*Fixed Route-* Fixed route buses pick up and drop off at designated bus stops and times along main City corridors.

*ADA Service* – Detroit MetroLift provides specialized transportation services within the City of Detroit to all riders who have been certified under the Americans with Disabilities Act (ADA) as being unable to use fixed route buses and service.



Other transportation agencies that provide service within the DDOT service area include SMART and the Detroit Transportation Corporation (The People Mover).

### **Unmet Transportation Needs and Issues**

DDOT's Coordinated Human Services Plan was updated in 2008. The plan outlines the needs of transportation service in the DDOT service area. The assessments of transportation needs included evaluations of the following data sources, Michigan's Senior Report, Pre-CHSTP Analysis, Population & Ridership Demographics and Feedback from Additional Coordination Activities. Based on these documents the unmet needs facing DDOT include:

- Lack of sufficient funding
- Primary transportation provider, DDOT has a poor reputation in the community
- Many transportation options in the city, but it can be very difficult to know how to access them
- Many programs only serve certain clients, or have specific eligibility requirements
- Ineffective collection of programs
- Poor service quality
- Poor on time performance
- Heavily saturated providers/services
- Insufficient information
- Insufficient service delivery
- Inadequate service availability
- Vast service gaps
- Duplicated services
- Inefficient use of funds

### **Recommended Strategies**

As part of the CHSTP strategies were developed to address the service gaps and unmet needs. The strategies are prioritized and grouped into short-term and long-term categories based on the likely length of time for implementation. Short term strategies are those that could feasibly be implemented in one to five years while long term strategies require six to ten years implementation.

#### **Short Term**

1. Mobility management services
2. Coordinated services
3. Impact on target group
4. Enhanced collection of programs
5. Enhanced coordination and funding efforts

## **Long Term**

1. Extend services to external regions

## **Blue Water Area Transportation Commission – St. Clair County**

### **Existing Service**

BWATC primary service area covers Port Huron and portions of Fort Gratiot Township, Burtchville Township, Port Huron Township and the City of Marysville in St. Clair County. In addition, BWATC operates service that connects to Macomb County.

BWATC provides regularly scheduled fixed route service in the City of Port Huron, Marysville and Fort, as well as demand response service in Fort Gratiot, Burtchville and Port Huron Township. Demand response service is available for all persons with disabilities in the system service area.

*Fixed Route* - Fixed route buses pick up and drop off at designated bus stops and times.

*Demand Response* – is any non-fixed route transportation that requires advanced scheduling by passengers including services provides by public, nonprofits, and private providers.

*Shopper Shuttle* – a special shuttle service is available to serve major shopping centers on the northern end of the community.

*Blue Water Trolley* – operates during the tourist season to various points of interest in the Blue Water area and interconnects with BWATC transit system.

BWATC has a service agreement with SMART to operate two fixed commuter routes that connect the greater Port Huron area to Macomb County. Periodically BWATC riders transfer into the Sanilac County transportation system via Burtchville Township. This transfer occurs within St. Clair County.

### **Unmet Transportation Needs and Issues**

The St. Clair County Coordinated Transportation Plan was developed in 2008. The plan outlines the needs of transportation service in the BWATC service area. Based on this document the unmet needs facing BWATC include:

- Inability of those relying on public transportation to access a greater number of employment opportunities in Macomb County
- Limited hours of operation of the public transportation system which restricts the ability of those who rely on it to work second and third shift and weekends
- Lack of county-wide transportation which thereby limits the ability of individuals residing outside the Port Huron area to access employment opportunities in Port Huron or other communities throughout the county

### **Recommended Strategies**

As part of the coordinated plan strategies were developed to address each of the service gaps and unmet needs. The recommended strategies were prioritized as follows:

1. Development of a connector system to SMART system in Macomb County
2. Expansion of the current fixed route system
3. Development and implementation of a broker system

In 2008 BWATC added new services that met all the needs that were prioritized in the St. Clair County Coordinated Transportation Plan. These new services were funded 100 percent by Job Access Reverse Commute grant funds. This funding will be reduced by 50 percent in fiscal year 2016. As a result, BWATC will discontinue the Commuter Service to Macomb County and other services that were expanded using these funds, as well as, end the broker system. A broker/dispatcher is currently used to coordinate transportation for individuals who do not have access to the fixed route system or who require deviations from that system to access employment.

### **Lake Erie Transit – Monroe County**

#### **Existing Conditions**

Lake Erie Transit (LET) service area covers Monroe County with connection to the Toledo Area Regional Transit (TARTA) system in Toledo. LET operates fixed route and demand response transit service.

*Fixed Route* - Fixed route buses pick up and drop off at designated bus stops and times.

*Frenchtown Dial-a-Ride* – Buses provide curb to curb service to destinations within the township. Transfers can be made to the fixed route system free of charge.

*Bedford Dial-a-Ride* – Buses provide curb to curb service to destinations within the township. Bedford Service also provides limited service to designated stops in Toledo to transfer onto the TARTA system. These stops include:

- Miracle Mile (by request)
- Westfield Shopping at Franklin Park

*Essential Transportation Services* – Door-to-door service provided for seniors and those with disabilities.

*ADA Services* – LET provides on call service to qualifying riders with ADA certified identification within  $\frac{3}{4}$  of a mile of any of their fixed route stops.

### **Unmet Transportation Needs and Issues**

The *Blueprint for Aging Services in Monroe County* is a comprehensive countywide plan that was developed in 2008 to assess the quality of life and services available to older adults in Monroe County. The plan looked at transportation, housing, quality of life, social services and

health and nutrition. The transportation section of the report identifies three major gaps in service:

**Limited Public Transport Schedules**

- Limited funding for MCOP Sunday Smart Van Service
- No lake Erie Transit service available late night, early morning or on Sunday

**Cost of private and public transportation**

- Limited specialized transportation subsidy for person needing transportation to regular treatments
- No funding from the Area Agency on Aging 1-B for daycare transportation
- Limited vehicles/volunteers/drivers for specialized and volunteer transportation programs (without these programs clients have to wait for service)
- No group transportation for seniors to events
- Limited levels of cost that vary by amount of appointment time turn around
- Although Monroe Custer Airport is a transportation resource, it is costly and a private service
- Limited reasonable prices transportation due to soaring gas prices (on the same token, gas prices increase the need for transportation for the elderly)

**Limited public transport service areas**

- No direct transportation to Metropolitan Centers and airports.
- Limited transportation from Monroe to Bedford, Petersburg, Ida, LaSalle, Erie, Luna Pier and Raisinville
- No services offered from Lake Erie Transit to Whiteford, Carleton, Berlin, Ash, London, Exeter townships
- Limited connectivity to other major transit systems. LET to TARTA in Toledo is the only connection to another major transit system
- No Amtrak and Greyhound connection in Monroe County

**Recommended Strategies**

The plan outlined seven transportation objectives for the future of transportation in Monroe County.

1. Promote the economy of public transit and engage elected official and community stakeholders in problem solving discussions about the creation of county wide 24/7 public transportation system
2. Engage stakeholders in a discussion regarding the creation of a passenger rail connection in Monroe County
3. Advocate for Medicaid reimbursement for public transportation for non-emergency transports
4. Advocate with the Monroe County Road Commission, cities, and villages for improved signage

5. Advocate with the county to consider public transportation as a part of the planning process for new development in the County
6. Develop coordinated transportation services through a one-stop broker
7. Advocate for additional sidewalks throughout the County to promote safety and encourage walking

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