

CONNECTICUT LOCALLY COORDINATED HUMAN SERVICES TRANSPORTATION PLAN

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CONNECTICUT DEPARTMENT OF TRANSPORTATION 2800 Berlin Turnpike, Newington, CT 06111



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Executive Summary:

This Locally Coordinated Human Services Transportation Plan was created as part of a year long planning process. The plan was created to help identify gaps in transportation that impact:

- Individuals with disabilities
- Elderly individuals
- Low-income individuals and families.

Human services transportation plays a critical role in serving the needs of individuals with disabilities, elderly individuals and low-income individuals and families. It helps to address their transportation needs. It helps in reaching employment opportunities, medical appointments and other opportunities that improve their quality of life. Not only will this human services transportation plan address services available, it will also provide a template for the future of these services in Connecticut.

This document resulted from of a comprehensive planning process. Input was provided by many stakeholders including councils of government, mobility managers, community-based organizations, transit providers and riders. Each provided invaluable feedback that led to the completion of the plan. A transportation barriers survey was also created to help identify gaps in human services transportation. This survey helped formulate some of the general strategies outlined below.

The gaps identified by stakeholders, community-based organizations, councils of government and other agencies were then utilized to develop strategies to address these gaps. This plan was broken down into the five mobility manager regions. Additionally, the eventual strategies outlined in the plan were broken down into four separate categories including, *temporal gaps*, *service quality gaps*, *geographical gaps* and *information, awareness and promotion of service gaps*.

Temporal gaps impact when and how people reach their destination(s), negatively affecting their opportunities for employment, medical appointments and other trip purposes. Some of the main temporal gaps identified within this plan include a desire for more “hours of operation”, as well as for more on-demand service outside of traditional peak hours. The gaps that were identified were widespread across all five regions. Some of the strategies that may be developed as a result of this included:

- Using transportation grant funding sources for a wider variety of projects.
- Increase in off-peak transportation options, including increasing availability and frequency of transit options for non-traditional employment hours and other trip purposes.
- Improve and expand the dial-a-ride services and increase the number of trips per day to meet the demand of the riders.
- Create more opportunities for first mile/last mile connections for clients.

Service quality gaps refer to the type of service provided. Gaps associated with this category include a lack of transit amenities, a lack of adequate transportation options and a lack of customer service. Strategies suggested within the plan include:

- Improve bus stop amenities including real-time information and other digital signage in traditional bus stops.
- Improve schedule/trip planning options for medical appointments by creating a more streamlined and effective service.
- Increase coordination between municipalities, mobility manager regions, service and transit providers to meet the needs of the riders.

Geographical gaps refer to the range of services and the span of coverage. Some of the biggest gaps identified within the plan, based on the transportation barriers survey completed, included limited-service area and a lack of adequate service in more rural areas of the state. A few of the pivotal strategies associated with geographical gaps include:

- Improve and expand the dial-a-ride services (also associated with the temporal gap category)
- Make it easier for riders to go across municipal and regional lines by increasing transit options.
- Coordinate grant applications regionally, which will help to share resources among municipalities and other organizations and will expand geographic coverage between different areas.

Information, awareness and promotion of available services was one of the most common gaps identified by stakeholders within this plan. The plan revealed that many riders are not aware of the services that exist within the state. Being able to promote and make people aware of services is part of what goes into making a comprehensive human services transportation system.

Strategies outlined include:

- Creating a unified and coordinated resource for riders.
- Supporting and expanding upon the successful mobility management program, by assisting in identifying and promoting transportation services and advocating for riders.
- Additional outreach so that people can voice their concerns/comments on a more consistent basis.
- Improving marketing to human service agencies that help to make people more aware of existing services.

This completed plan is a living document. While the process resulted in a comprehensive list of gaps and strategies, these will continue to evolve over time. As Connecticut's human services transportation goals change and some of the gaps are addressed, new ones will be found. CT DOT will continue to update this document as it happens. This will also help 5310 grant applicants utilize the most up to date information when applying for funding.

Section I: Background:

1. What is the Locally Coordinated Human Services Transportation Plan?

The Locally Coordinated Human Services Transportation Plan is a federally mandated plan that addresses the needs of persons with disabilities, elderly individuals and individuals with low incomes. It highlights transportation gaps that exist in Connecticut for these populations, as well as strategies that can be utilized to address the gaps.

The plan helps dictate how federal funds are utilized and is created through a participatory and inclusive process. This plan is connected to grant funding. Federal transit law requires that projects selected for funding under *the Enhanced Mobility for Individuals and Individuals with Disabilities* (Section 5310) Program (Outlined below) 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” that utilize transportation services.

[\(Coordinated Public Transit Human Services Transportation Plans | FTA \(dot.gov\)\)](#)

Throughout the planning process, the Connecticut Department of Transportation (CT DOT) worked with regional planning organizations, mobility managers, transit districts and community-based organizations to ensure an inclusive and equitable plan. By identifying transportation needs for persons with disabilities, elderly individuals and individuals with low income, the plan will be used as a guide to prioritize transportation services for funding and implementation. The focus of the planning document will help identify and create cost effective strategies to serve the unmet needs of these population(s).

2. What is Human Services Transportation?

Human service transportation includes a broad range of transportation service options designed to meet the needs of transportation disadvantaged populations including elderly individuals, individuals with disabilities and people with low-income. These populations have different needs and as such, may require a different set of services. These services are meant to provide rides that address day-to-day needs, including employment, medical appointments, grocery shopping, familial visits and general recreation. Some services include, but are not limited to:

- ***American with Disabilities Act (ADA)/Paratransit Services:*** This is only for individuals with disabilities who are unable to use fixed-route service due to

their disability. ADA complementary paratransit service must be provided within $\frac{3}{4}$ of a mile of a bus route, at the same hours and day, for no more than twice the regular fixed route rate.

- ***Curb-to-Curb Service:*** A service where transit vehicles pick up and discharge passengers at the curb or driveway in front of their destination.
- ***Dial-a-ride:*** This service is for individual passengers that contact an agency and request transportation from a specific location to another specific location at an arranged time. Vehicles that provide this service do not follow a fixed route but do travel through the community, transporting passengers according to their requests. These services usually require a pre-scheduled request.
- ***Deviated fixed route service:*** A hybrid of fixed-route and demand-response services. With this type of service, a bus or van stops at fixed points and keeps to a timetable. It can deviate off its course between two stops to go to a specific location for a pre-scheduled request. Deviated fixed routes services are often used to provide accessibility to people with disabilities without needing to provide a separate ADA paratransit service.
- ***Fixed-Route:*** Transit services where a vehicle (usually a bus) run on a regular and scheduled route with fixed stops and no deviation.
- ***Non-Emergency Medical Transportation (NEMT):*** This is a transportation benefit that is provided to eligible Medicaid members by the Department of Social Services in Connecticut who have no other way of getting to their medical, behavioral health or dental appointments. It requires pre-approval and scheduling in advance. Connecticut's NEMT program is currently managed by Veyo.
- ***Paratransit:*** Passenger transportation that is more flexible than conventional fixed-route transit but more structured than the use of private automobiles. Paratransit is a broad term that may be used to describe any means of shared ride transportation other than fixed route mass transit services. Paratransit services usually use smaller vehicles.
- ***Volunteer transportation services:*** This is offered by local groups or organizations and are typically low-cost options. Volunteers from the community provide transportation for clients (usually elderly individuals) to get to their appointments.

These are critical transportation resources and can address the transportation needs of elderly individuals and individuals with disabilities. However, these services are not always available,

which is why it is integral to have a variety of service options.

3. Section 5310 and Title VI:

Section 5310 Grant Program: This grant program is tied directly to the locally coordinated human services transportation plan (locally coordinated plan). Federal transit law requires that projects selected for funding under the *Enhanced Mobility for Elderly Individuals and Individuals with Disabilities* (Section 5310) must be derived from gaps identified within the state's locally coordinated plan. Section 5310 focuses on elderly individuals and individuals with disabilities. Its intent is to improve mobility for these populations by removing barriers to transportation services. The grant is open to private nonprofit organizations, local government authorities, and operators of public transportation where existing services are inadequate.

The program offers funding for traditional capital and a variety of other types of nontraditional projects. Eligible projects include, but are not limited to accessible buses and vans, transit-related information technology systems, mobility management programs, acquisition of transportation services under contract, travel training, volunteer driving programs. 55% of the program funds must be used on traditional capital projects, and up to 45% may be used for nontraditional projects.

5310 funds are available every federal fiscal year and are contingent upon Congressional appropriation. They are distributed to the States by the Federal Transit Administration (FTA), with 60% of the funds in Connecticut apportioned to large urbanized areas, 20% to small urbanized areas and 20% to rural areas. Large urbanized areas include regions with over 200,000 in population, small urbanized areas include areas with 50,000 – 200,000 people and rural areas are areas with under 50,000 in population.

The Federal share of eligible capital costs may not exceed 80%, and 50% for operating assistance. For the traditional program, the recipient is responsible for providing the match. For the nontraditional program, the source of the match varies. Match can come from other Federal (non-FTA) funds.

The grants are awarded through a competitive selection process. Each year, application materials are made available to eligible recipients, which are reviewed and prioritized for award by CT DOT and the councils of government. The criteria used in evaluating and ranking applications are included in the yearly application instructions packet and each project must address a gap outlined in the locally coordinated plan.

Title VI Policy: Title VI is a Federal statute and provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal funding. As such, Title VI prohibits recipients of Federal financial assistance (states, local governments, transit

providers) from discriminating based on race, color or national origin in their programs or activities, and it obligates Federal funding agencies to enforce compliance.

Under Title VI, CT DOT has the responsibility to provide oversight of recipients and to enforce their compliance within Title VI, to ensure that recipients do not use DOT funds to subsidize discrimination based on race, color, or national origin. Specifically, for the Locally Coordinated Plan, Title VI must play an integral role in gap analysis and in strategies utilized to address these gaps. Title VI objectives include, but are not limited to:

- Ensuring that the level and quality of public transportation service is provided in a nondiscriminatory matter
- Promoting full and fair participation in public transportation decision-making without regard to race, color, or national origin.
- Ensuring meaningful access to transit-related programs and activities by persons with limited English proficiency.

The Connecticut Department of Transportation is committed to ensuring that no person is excluded from participation, denied benefits, or otherwise subjected to discrimination under any program or activity, based on race, color, national origin and other nondiscrimination directives. As part of the Locally Coordinated Plan and Title VI, the Connecticut DOT has focused on low-income individuals, families and organizations that are transportation disadvantaged. This Plan focuses on the transportation needs of low income, elderly individuals and individuals with disabilities. These populations are at the highest risk of being without adequate transportation.

4. What is FTAs role in the Process?

FTA requires each state to put together a locally coordinated human services transportation plan to receive federal funding. The locally coordinated plan must be developed and approved through a process that includes participation by seniors, individuals with disabilities, representatives of public, private, nonprofit transportation and human service providers, and other members of the public. This can come through metropolitan planning organizations, community-based organizations, councils of government and mobility managers. FTA is then responsible for receiving the plan and reviewing it to ensure that the needs of these populations are being met based on the process.

Section II: Introduction

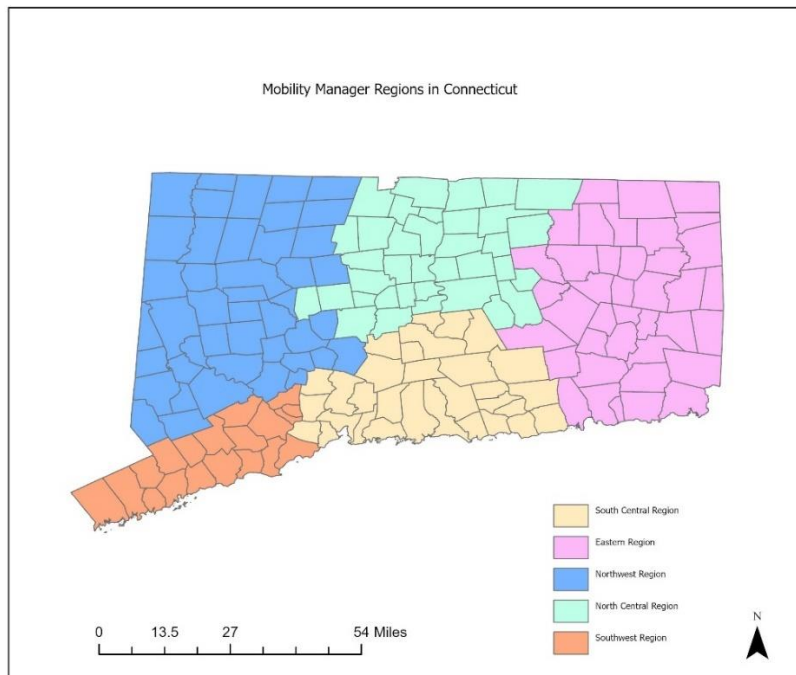
Breakdown of Locally Coordinated Plan and Mobility Manager Regions:

This plan is broken down by mobility manager region because these regions often have overlapping characteristics, gaps and service concerns. The mobility ombudsmen role, as they are officially known, was created as a result of gaps information about services identified in the

2009 locally coordinated plan. Each mobility manager is responsible for connecting seniors, veterans and people with disabilities with accessible, reliable transportation so that they can participate within their communities. Each mobility manager acts as a resource for these population(s), helping to identify gaps and barriers to public transportation that can prevent individuals from using existing services. In Connecticut, mobility managers also act as one-stop shop/resource. They work as travel navigators, working with human service agencies, workforce centers, the public and other agencies that coordinate travel and trip planning for the needs of individuals who receive human service program assistance. Other services they provide include:

- Improving coordination and collaboration among service providers and transportation and other advocacy organizations.
- Developing information and trip planning systems to make travel easier for individuals with disabilities and elderly passengers.
- Promoting technology, services and other methods that improve customer service and accessibility.
- Developing an inventory of available transportation services.

The ultimate objective of mobility management, and human services transportation service in general is to maximize mobility for individuals and eliminate barriers for their clients. An outline of the state by mobility manager region is highlighted in the figure below:



There are five mobility manager regions and 5 mobility managers in the state, including eastern, north central, northwest, south central and the southwest regions. Each region has its own transportation priorities and concerns. First, the plan will look at the demographics for the entire state of Connecticut as a point of comparison and then delve into region characteristics.

Total population	Population 65 years of age or older	Population with disabilities	Population below poverty	Population without access to a vehicle
3,581,522	564,941	387,262	348,449	122,624

Source: American Community Survey 2014-2018

In total, 15.82% of Connecticut’s population is 65 years of age or older, 10.75% are individuals with disabilities, 9.73% live below the poverty line, and 9.05% of the population does not have access to a vehicle. This data gives a baseline for comparison between the entire state and the mobility manager regions that this plan is broken down into.

Eastern Region:

The eastern region is comprised of 39 municipalities, including parts of Windham, New London and Tolland Counties. Many of the municipalities within the region are more rural, with the largest number of people residing in Norwich that has a population of almost 40,000 people. Union has the fewest number of people, at under 1,000 residents. The total population within the region is 426,124. This represents almost 12% of Connecticut’s population. Below you can see the breakdown of individuals with disabilities, elderly individuals (65+), individuals with low incomes (At or below the poverty line) and individuals without access to a vehicle. The last segment of the population is included because often when a person is without a vehicle, they are limited in their transportation options, which is why it is so important to have reliable transportation.

Total Population	Population 65 Years of Age or Older	Population with Disabilities	Population below Poverty	Population without access to a vehicle
426,124	65,270	51,885	41,861	10,259

Source: American Community Survey 2014-2018

15.32% of the population is 65 years of age or older, 12.18% of the population has some sort of disability, 9.82% live below the poverty line and 6.37% are without access to a vehicle.

North Central Region:

The north central region is comprised of 37 municipalities, including parts of Hartford, Litchfield and Tolland Counties. Municipalities within this region are a mix rural, suburban and urban centers. The largest number of people reside in Hartford, at almost 125,000 people, while the fewest number of people reside in Andover, with a population of a little over 3,000. The needs within the region vary. The total population in the region is 1,005,135. This represents over 28%

of Connecticut’s population. Further population demographics are outlined below:

Total Population	Population 65 Years of Age or Older	Population with Disabilities	Population below Poverty	Population without access to a vehicle
1,005,135	159,241	116,396	51,885	40,010

Source: American Community Survey 2014-2018

15.84% of the population within this region is 65 years or older, 11.58% have some form of disability, 10.22% live below the poverty line and 10.24% live without access to a vehicle.

Northwest Region

The northwest region is comprised of 43 municipalities, including parts of Fairfield, Hartford, Litchfield and New Haven counties. Waterbury, one of Connecticut’s largest cities has a population of over 108,000 whereas Canaan has the fewest number of people at almost 1,2000 residents. This region makes up over 17% of Connecticut’s population.

Total Population	Population 65 Years of Age or Older	Population with Disabilities	Population below Poverty	Population without access to a vehicle
616,399	100,697	63,157	56,139	17,530

Source: American Community Survey 2014-2018

16.34% of the population is 65 years of age or older, 10.25% of the population have some form of disability, 9.11% of the population lives below the poverty line and 7.63% of the population do not have access to a vehicle.

South Central Region:

The south central region is comprised of 32 municipalities, including parts of New Haven, Middlesex, Litchfield and New London counties. This region is made up of a diverse set of municipalities including New Haven, with a population of over 130,000, to Lyme, with a population near 2,500. There are a total of 742,328 people residing within this region. This is roughly 20.5% of Connecticut’s population.

Total Population	Population 65 Years of Age or Older	Population with Disabilities	Population below Poverty	Population without access to a vehicle
742,328	124,110	79,196	73,957	29,940

Source: American Community Survey 2014-2018

Within the region, 16.72% of the population is aged 65 years or older, 10.67% are individuals with disabilities, 9.96% live below the poverty line and 10.28% of households do not have access to a vehicle. Both the population that is 65 years or older and the households without access to a vehicle are higher within this region than Statewide.

Southwest Region:

The southwest region is comprised of 18 municipalities with a total population of 791,536 people. The region ranges in population from Bridgeport and its' over 146,000 residents to Easton and its roughly 7,500 residents. The region makes up over 22% of Connecticut's population.

Total Population	Population 65 Years of Age or Older	Population with Disabilities	Population below Poverty	Population without access to a vehicle
791,536	115,623	76,628	73,787	24,885

Source: American Community Survey 2014-2018

14.61% of the population is 65 years of age or older, 9.68% of the population are individuals with disabilities, 9.32% of the population live below the poverty line and 8.82% of the population do not have access to a vehicle.

Locally Coordinated Plan Timeline and Process:

The locally coordinated plan development process included a diverse set of stakeholders including councils of government (COGs), mobility managers, non-profit and private agencies, municipalities, advocacy and social service agencies and transit providers. Mobility managers, COGs and transit providers were especially helpful in disseminating the transportation barriers survey that was primarily utilized to gain insight into the ways the state can improve human services transportation. The transportation barriers survey is explored later in this plan. Outlined below is the timeline for which the DOT used to complete the plan:

	April	May	June	July	August	September	October	November	December
Phase 1 Outreach (12 weeks)									
Phase 2 Assessment (8 weeks)									
Phase 3 Create Strategies (6 weeks)									
Phase 4 Develop Plan (8 weeks)									

Plan development was broken down into phases. This helped to set realistic and time-oriented goals to successfully complete the plan.

Phase 1: Outreach (12 weeks)

In April 2021, CT DOT attended a virtual meeting with every council of government to review the timeline for the plan's completion. CT DOT explained its' plan to reach out to stakeholders,

including mobility managers, transit providers and community-based organizations to help identify common gaps within the state. Because mobility managers have an excellent pulse on the needs and gaps of individuals with disabilities and elderly individual transportation barriers, CT DOT utilized them to reach out to the population(s) and organizations they represent to gather feedback. This was helpful as the CT DOT developed its transportation barriers survey. This survey was then distributed in July 2021. The CT DOT also included community-based organizations that advocate for low-income population(s) and families. These organizations provided excellent assistance throughout the planning process.

During the April meeting, CT DOT also advised the COGs that there would be a draft transportation barriers survey coming out to them for comment. This enabled CT DOT to create the best and most inclusive draft of the survey that we could considering the circumstances surrounding Covid-19. CT DOT staff outlined a similar approach with all the mobility managers. CT DOT also went over how it would process the results of the survey, as well as how it would be breaking down the results into mobility manager regions, in accordance with the responses from survey takers. CT DOT also decided to provide an inventory of existing transit services and support systems.

Phase II: Assessing Data and Forming Themes (8 Weeks)

After completing a draft document of the transportation barriers survey, CT DOT sent it out for comments. Stakeholders made comments and changes were adjusted accordingly. The full transportation barriers survey, as well as the results will be further explored in a later section of the plan. By creating an assessment of unmet transportation needs, and a way for the survey to be edited by the providers and organizations that are most aware of the transportation gaps within the state, the CT DOT created a better and more inclusive survey. This also encouraged a discussion among stakeholders and lead to an improvement in strategies to address some of the gaps in human services transportation.

Phase III: Creating Strategies for Implementation (6 Weeks)

In consultation with stakeholders, the CT DOT used the information gathered concerning the gaps in transportation and stakeholder feedback and developed strategies to address the gaps in transportation service and coverage. The strategies created were a result of the transportation barriers survey, as well as the comments CT DOT received from stakeholder organizations. It should be noted that this plan will continue to be amended after its' completion, to address some of the gaps that did not come up through the survey and comments.

Phase IV: Develop the Plan (8 Weeks)

CT DOT utilized demographic information that was gained from the American Community Survey 2014-2018 to highlight several different population(s) and characteristics including:

- Individuals with disabilities
- Low-income individuals
- Elderly individuals

- Individuals without access to a vehicle

This information helped to create a clear picture of what areas of Connecticut had the highest concentration of these populations and would be more likely to face a lack of human service and public transportation services. These results further informed the results of the plan. The CT DOT also used the inventory of transportation services, the transportation barriers survey results, demographic information and feedback to develop strategies.

Section III: Public Transportation Inventory and Stakeholders:

CT DOTs role in transportation services:

CT DOT plays several roles in the provision of statewide bus services. CT DOT owns the bus systems serving Hartford, New Haven, Stamford, Waterbury, New Britain, Bristol, Meriden and Wallingford, which operates under the brand names, “CTtransit” and CTfastrak. The bus services are provided through contracts with private operators. CT DOT contracts directly for federally mandated complementary ADA paratransit services in the CT Transit service areas. It also subsidizes the transit district fixed-route and ADA operations in non-CT Transit service areas.

There are 19 transit systems in Connecticut that are comprised of owners, operators and managers. The organizational structure outlined below provides a look at the inventory of transportation services in the state. The owner is the entity who owns the facilities and the equipment. The managing district is responsible for overseeing and managing bus operations and the operator is responsible for bus service operations.

Owners include CT DOT, transit agencies, transit districts, or other government agencies responsible for providing transportation services. Bus system owners may also manage and operate the bus system or contract with a private company to oversee transportation service providers and/or operate the bus service, as is sometimes done in Connecticut.

There are also a variety of ADA paratransit services in Connecticut. Below you will find an outline of what ADA paratransit services are and the services that are provided by transit district in the state.

ADA Paratransit Services: As mandated by the Americans with Disabilities Act (ADA) of 1990, paratransit van services are provided within the service area of the regular fixed-route bus system for people who cannot use the local bus system due to their disability. ADA requires public transit agencies that provide fixed-route service to provide “complementary paratransit” service to people with disabilities who cannot use the fixed-route bus or rail services because of a disability. The ADA regulations define a population of customers who are entitled to this service as a civil right. The regulations also define

“Minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement”

The service characteristics for ADA complementary paratransit service are provided within $\frac{3}{4}$ of a mile of a bus route or rail station, at the same hours and days, for no more than twice the regular fixed route fare. While the transit agency is required to provide paratransit for trips with origins and destinations within $\frac{3}{4}$ of a mile of a route/station, paratransit eligible customers who are outside the service area could still use the service if they are able to get themselves into the service area. The ADA further requires that paratransit rides be provided to all eligible riders if requested any time the previous day. Furthermore, the ADA allows providers to negotiate trip times with the customer, but no more than an hour before or an hour after the requested time.

A municipality may offer other kinds of transportation services or in addition to, or instead of, the fixed route and ADA complementary paratransit services. These services may be offered for the general public or may be limited to people who participate in specific social service programs. Often, these services are provided in coordination with ADA complementary paratransit services. For instance, while the ADA complementary paratransit services may only operate within $\frac{3}{4}$ mile of the fixed route service, another service may be available throughout the county.

ADA paratransit services are provided in all areas with local fixed route bus services for people who cannot use the local bus system due to their disability. There are transit districts in Connecticut that provide paratransit services, each with their own hours of operation and services. These districts and their services are outlined below:

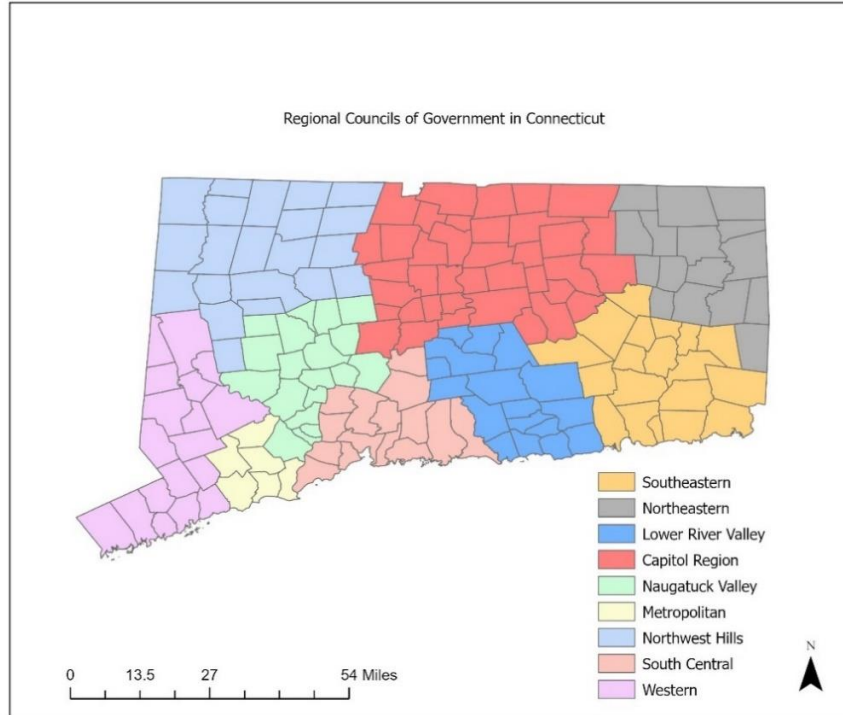
Transit District	Services Provided	Location of Service Provided
Estuary Transit District	ADA paratransit service six days per week, Monday through Saturday.	U.S. Route 1 corridor between Madison, Clinton, Westbrook and Old Saybrook. The District also provides demand response and/or deviated fixed route service in Chester, Clinton, Deep River, Essex, Killingworth, Lyme, Old Lyme, Old Saybrook and Westbrook.
Greater Bridgeport Transit Authority (GBTA)	The district provides ADA paratransit service to qualified individuals who have both trip origins and destinations within $\frac{3}{4}$ mile radius of an operating GBTA bus route. Service is provided during the same hours and days as the fixed route bus.	Communities served include municipalities in Southwest Connecticut including Bridgeport, Shelton, Fairfield, Trumbull, Stratford, Monroe, Easton, Weston and Norwalk.
Greater Hartford Transit District	ADA paratransit service in the Hartford region seven days a week	Communities served include Bloomfield, Bristol, Cromwell, East Hartford, Ellington, Farmington, Glastonbury,

	during the same hours the fixed route bus operates.	Hartford, Kensington, Manchester, Middletown, New Britain, Newington, Plainville, Rocky Hill, South Windsor, Vernon, West Hartford, Wethersfield, Windsor and Windsor Locks.
Greater New Haven Transit District	ADA paratransit service offered seven days a week during the same hours as the fixed route bus operates.	Communities served include Branford, East Haven, Guilford, Hamden, Madison, New Haven, North Branford, North Haven, Orange, West Haven and Woodbridge.
HARTransit (HART)	ADA paratransit service is available seven days a week during the same hours as the fixed route bus operates	Transportation services follow the same operating hours as fixed route buses in Danbury, Bethel, Brookfield and New Milford.
Middletown Transit District (MAT)	ADA paratransit service operates six days a week, Monday-Saturday during the same hours as the fixed-route bus.	Communities served include Middletown, East Hampton, Portland, Durham and parts of Cromwell and Meriden. Connections are also available to Higganum, Chester, Essex and Old Saybrook via 9 Town Transit. Connections are also available to Wethersfield, Rocky Hill, Hartford and New Haven via CT Transit.
Milford Transit District	ADA paratransit service operates six days a week, Monday-Saturday during the same hours as the fixed-route bus.	The Milford Transit District was created to provide for the transportation needs of the people of Milford.
Northeast Transportation Company (NET)	ADA paratransit service operates during the same days and hours as the fixed-route bus within the region.	Communities served include Cheshire, Meriden, Middlebury, Naugatuck, Prospect, Wallingford, Waterbury, Watertown and Wolcott
Norwalk Transit District	ADA paratransit service operates during the same days and hours as the fixed-route bus.	Communities served include Norwalk, Stamford, Westport and $\frac{3}{4}$ mile radius of an operating CTtransit bus route in Greenwich and Darien.
Southeast Area Transit District (SEAT)	ADA paratransit service is provided within a $\frac{3}{4}$ mile radius and during the same days and hours as fixed route buses.	Communities served include East Lyme, Griswold, Groton, Lisbon, Montville, New London, Norwich, Stonington and Waterford.
Valley Transit District	Complementary ADA paratransit service is	Communities served include Ansonia, Derby, Seymour and Shelton. Service

	<p>provided Monday-Saturday to the towns of Ansonia, Derby, Seymour and Shelton.</p> <p>Service is provided by Valley Transit District on weekdays until 5p.m. and on Saturdays.</p> <p>Service is also available during the same days and hours as the fixed route bus.</p>	<p>within the Greater New Haven Transit District is also provided.</p>
<p>Windham Region Transit District</p>	<p>ADA paratransit service is provided Monday-Saturday, during the same days and hours as the fixed-route buses.</p> <p>The district also provides demand-response service in some communities</p>	<p>Communities served by ADA paratransit service include Mansfield, and Windham.</p> <p>Demand response service is available in Ashford, Chaplin, Columbia, Coventry, Lebanon, Mansfield, Scotland, Willington and Windham.</p>

Councils of Government:

There are nine councils of government in Connecticut, each of which played a role in the development of the transportation barriers survey. Each COG represents and provides planning assistance for their member municipalities. There is a map of these COGs and their member municipalities in the figure below on the next page:



These nine organizations bring together their region(s) to aid in coordinating planning activities between member municipalities. They provide planning assistance for issues including land use, zoning and transportation. COGs work on corridor studies, planning and policy reports and other documents that are used to align with municipal and statewide planning priorities. They also act as coordinating agencies for human services transportation programs. Each COG varies in size and population and each have a diverse set of planning and transportation priorities. Each COG is listed below:

Capitol Region Council of Governments (CRCOG)
Connecticut Metropolitan Council of Governments (Metro COG)
Lower Connecticut River Valley Councils of Government
Naugatuck Valley Council of Governments
Northeastern Connecticut Council of Governments (NECCOG)
Northwest Hills Council of Governments (NHCOG)
South Central Regional Council of Governments (SCROCOG)
Southeastern Connecticut Council of Governments (SECOG)
Western Connecticut Council of Governments (WestCOG)

Community Based Organizations: Many of the organizations that were involved in the locally coordinated plan and that were involved in the transportation barriers survey were identified by CT DOT, transit districts, mobility managers and councils of government. These organizations are associated with the betterment of their communities but can also be service agencies that provide assistance for different types of populations, including low-income individuals and families, individuals with disabilities and elderly individuals. These organizations play a vital role in shaping the types of programs that are used and have also applied for Section 5310 funds that help to fill in the gaps for transportation services in Connecticut.

Municipalities: There are 169 municipalities in Connecticut. Each of these are eligible for 5310 funding and play a role in applying on behalf of elderly individuals and individuals with disabilities. Their applications include requests for ADA vehicles, flexible route vehicles and dial-a-ride services that are available for municipal residents. They are also able to apply jointly for 5310 funds with other municipalities. Because of this, municipalities can help fill in gaps that exist regionally.

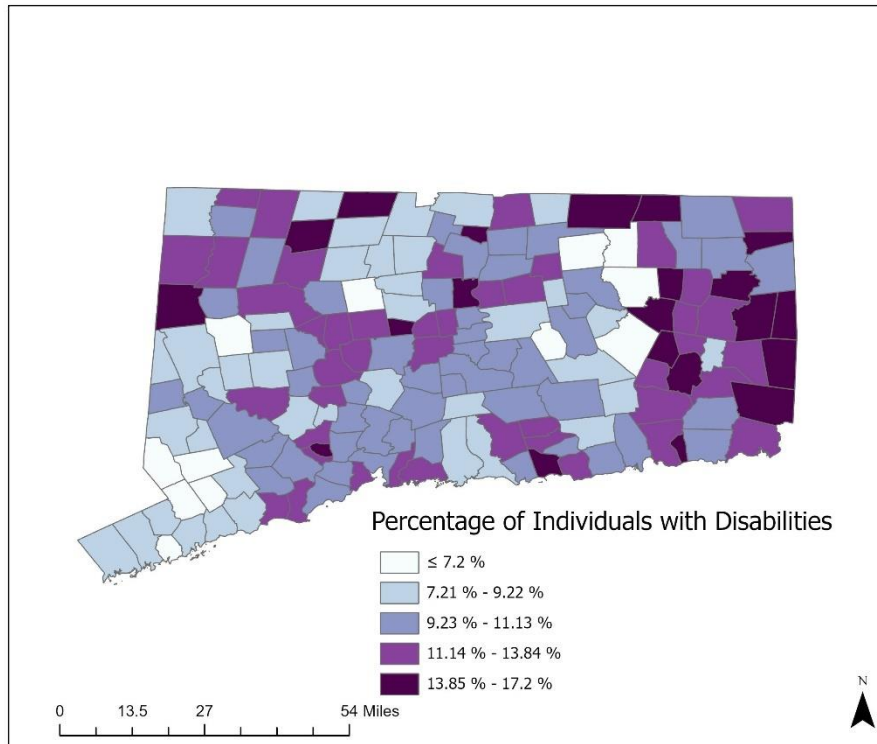
These municipalities also work with local service providers, advocacy organizations and transit districts to address and improve human services transportation programs. More collaboration is necessary to successfully address gaps in transportation.

Section IV: Demographic Analysis:

In general, Connecticut's population has remained consistent, declining at only a .2% from 2010-2020. There has also been a slight change in individuals with disabilities, elderly individuals (65+), people with low incomes and individuals without access to a vehicle. There is one population that is increasing and that is elderly individuals aged 65 or above. This demographic has gone up to almost 18% across the state.

Individuals with Disabilities:

Individuals with disabilities are more likely to face transportation challenges than most other populations within the State. Below is an outline of the percentage of individuals with disabilities by municipality. This highlights some of the areas of the State that may benefit from an increase in service.

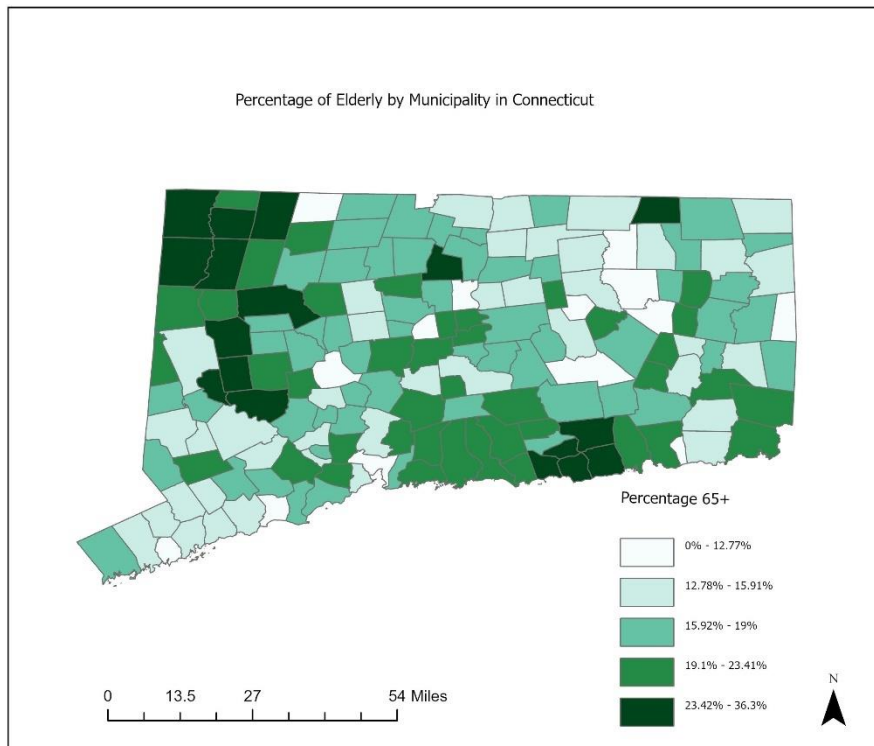


There is a higher percentage of individuals with disabilities on the eastern side of the state. This is mostly made up of the eastern mobility manager region.

Elderly Individuals (65+)

Connecticut's population has grown older in the last ten years. This increase in age distribution highlights geographic areas of need within the State. The elderly population is more likely to be unable to drive, especially when getting to medical appointments and need human transportation services.

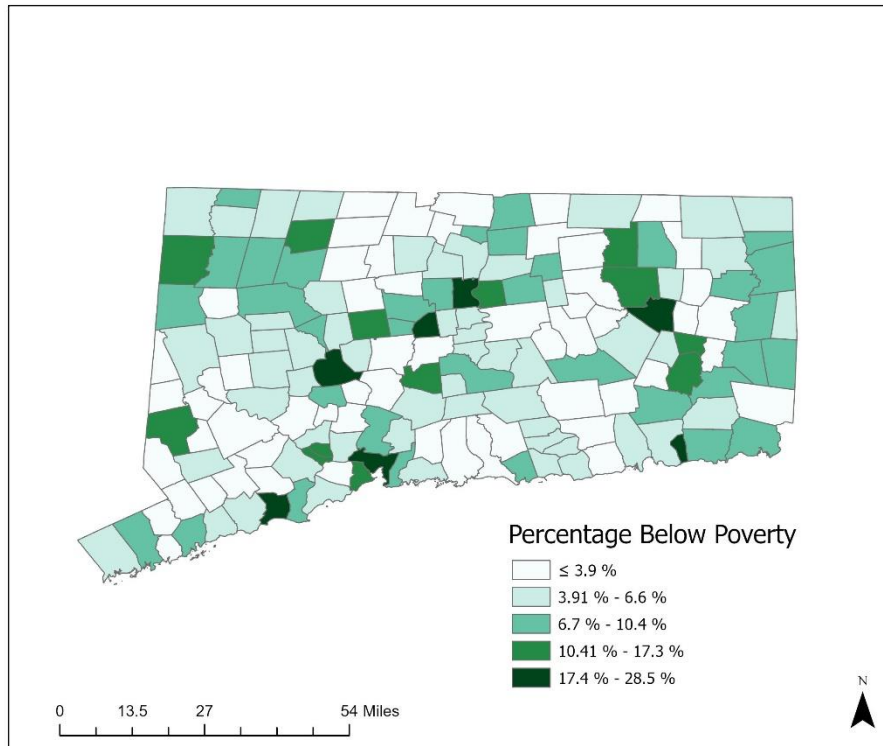
“Aging in place” is a common term and it requires people be able to access essential services in the places they live. It can also prevent social isolation, provide access to medical care and provide additional entertainment that can positively impact their quality of life. Public transportation is available within the state, though there are issues that exist both within rural and suburban communities, especially when attempting to get between neighboring municipalities. The figure below highlights the areas of the state where the greatest percentage of individuals are 65 years of age or older.



The greatest percentage of elderly individuals exists in the Northwest corner of the State, within the northwest mobility manager region. These are mainly within the rural communities that have historically had fewer human services transportation options.

Individuals with Low Income:

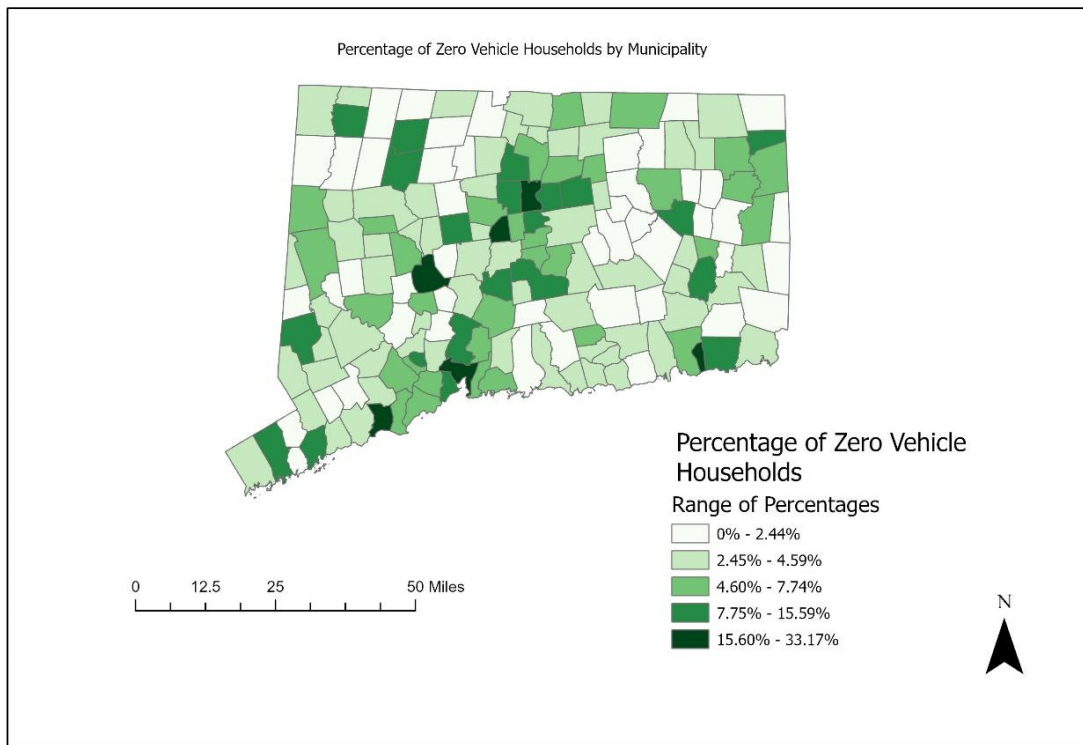
In Connecticut, a little under 10% of the population lives in poverty. “Low-income individual” refers to an individual whose family’s taxable income for the preceding year did not exceed 150% of the poverty level amount. This population is also more likely to have fewer transportation options and are less likely to have access to an automobile. In Connecticut, there are higher concentrations of poverty within the more metropolitan areas within the state. Though these metropolitan areas are more likely to have public transportation services, there is a need for human services transportation service that can increase access to employment and other opportunities. The percentage of individuals living in poverty is highlighted in the figure below:



Percentages of poverty vary across the State, though as stated above, the largest percentage of individuals in poverty are located within many of the metropolitan areas of Connecticut.

Individuals without access to vehicles:

In Connecticut, roughly 9% of people do not have access to vehicles. This can impact people's lives by limiting their mobility and their access to opportunities. This population is less likely to be able to reach their destinations in a timely manner, for medical appointments, as well as other essential trips. The figure below highlights the areas of the state that are most impacted by a lack of access to vehicles.



Individuals without access to vehicles are widespread and distributed across the state, though there is a higher percentage within some of the larger metropolitan areas.

Section V: Plan Development:

The locally coordinated human services transportation plan was developed throughout 2021. CT DOT promoted and performed outreach activities that helped make the plan comprehensive and inclusive.

It is impossible to consider the participatory process and plan development without considering the impact that Covid-19 had. Past locally coordinated plans involved more face-to-face outreach, however for this plan it was limited, as in person meetings were impossible much of time due to restrictions. CT DOT did provide other forms of public participation including Zoom and Microsoft Teams meetings, as well the creation of a transportation barriers survey. The survey was also widely distributed. CT DOT still gathered valuable data that helped to identify gaps in transportation and aided in the development of strategies.

The transportation barriers survey was created to help identify the biggest transportation barriers. The questions were carefully chosen over many months, using the advice and assistance of CT

DOT employees within the Bureau of Public Transportation, mobility managers, councils of government, transit agencies and outside community-based organizations. The aim was to get the most accurate and illustrative set of questions possible, while taking into consideration the limitations associated with completing the plan within the confines of a pandemic. As a result, CT DOT utilized the assistance of the stakeholders to focus its’ questions on organizations that provide transportation services, advocacy organizations, and community-based organizations. These organizational type questions were important because these stakeholders normally have the best understanding of the needs of the populations. Mobility managers, councils of government, transit districts, 5310 recipients and community-based organizations not only filled out the surveys but also disseminated it to riders. This helped CT DOT collect over 360 responses. Because of this, the outreach process was considered a success by CT DOT and will continue to use this format, in addition to in-person meetings for the next locally coordinated plan.

Section VI: Transportation Barriers Survey Review and Breakdown

The plan utilized the transportation barriers survey to develop strategies to address the gaps in transportation. As a result, the plan was broken down into mobility manager regions. In the next section the full transportation barriers survey will be attached, as well as the breakdown by geographical region.

Outside of the five mobility manager region categories, it was necessary to add three other categories. They were created because their locations could not be identified from the survey questions. These categories include multi-region, statewide and “other”.

The multi-region area was reserved for respondents which referred to the service area across multiple mobility manager regions. Because the answers included municipalities and regions across multiple mobility manager regions, a separate category was created. There were also responses that indicated that the organization represented the entire state. This category only made up 14 out of 363 responses. The “other” category was necessary because it was unclear on what geographic region the respondent was referring to, which limited CT DOTs ability to determine the specific geographical area of the respondents. CT DOT was still able to receive meaningful and substantial responses that provided insight into ideas that were utilized in the strategies section of the plan. As seen below, the regions identified in the survey are:

Eastern Mobility Manager Region
North Central Mobility Manager Region
Northwest Mobility Manager Region
South Central Mobility Manager Region
Southwest Mobility Manager Region
Multi-Region
Statewide
“Other”

Transportation Barriers Survey Parameters:

Transportation barriers survey questions were chosen after a process that included stakeholder involvement from councils of government, CT DOT and mobility managers.

The aim in the survey was to ensure that the widest number of people responded to the questions. It was important to limit the number of questions and to limit the types of questions as well., Ultimately 12 questions were decided upon. The survey allowed the CT DOT to learn more about what types of services provided in these regions and across the state, what people are aware of, and what is missing. In the following sections it will become apparent that there are a significant number of common gaps across the regions.

The next section will focus on the transportation barriers survey, as well as the responses and trends found when reviewing the responses. The full transportation barriers survey is also below.

Transportation Barriers Survey

1. What population(s) does your organization serve? (*Check all that apply*)
 - a. Seniors
 - b. Children
 - c. Low-income
 - d. General public
 - e. Population(s) with disabilities
 - f. Other

2. What is your organization's service area? (**Fill in the blank**)

3. What transportation options are available within your service area for your clientele? (**Check all that apply**)
 - a. Fixed route transit
 - b. Dial-a-ride
 - c. Taxi
 - d. Rideshare (Uber/Lyft)
 - e. ADA/Paratransit Services
 - f. Other

4. Do you think there are sufficient options for transportation services within your service area?
 - a. Yes
 - b. No

5. If you feel transportation services are inadequate, please indicate any unserved destination(S), geographic area(s), time of day, or day of week that need transportation service. **(Fill in the blank)**
6. Does your agency provide transportation services or support?
 - a. Yes
 - b. No
7. What forms of transportation services and/or support do you provide? **(Check all that apply)**
 - a. Bus
 - b. Bus tickets/passes
 - c. ADA/paratransit services
 - d. Taxi vouchers
 - e. Rideshare (Uber/Lyft)
 - f. Mileage reimbursements
 - g. Volunteer drivers
 - h. Other
8. Do you limit transportation services to specific purposes?
 - a. Yes
 - b. No
9. If so, what purposes do you provide transportation? **(Check all that apply)**
 - a. Employment
 - b. Medical
 - c. Adult daycare
 - d. Senior center(s)
 - e. Grocery shopping
 - f. Family visits
 - g. Other
10. What do you think are the greatest challenges for meeting the mobility needs of the population(s) you serve? **(Check all that apply)**
 - a. Limited service (Hours/days)
 - b. Limited-service area (Geographic)
 - c. Limited funding for transportation
 - d. Accessibility concerns
 - e. Too expensive
 - f. Hard to figure out
 - g. Lack of information/promotion
 - h. Other

11. When thinking about transportation services, what do you think is most important for the population(s) you serve? (*Check all that apply*)
- a. Ease of use
 - b. Hours of operation
 - c. Convenience
 - d. Safety
 - e. Time to destination
 - f. Cost
 - g. On-time performance
 - h. Other
12. Do you have any other comments or concerns about transportation services that you would like to share? (**Fill in the blank**)
-

Section VII: Transportation Barriers Survey Responses and Breakdown:

Survey results were spread across eight categories. The survey received 363 responses. The results were not spread equally across all categories. It was impossible to get a similar number of responses from each region, due to the volume of surveys that were sent out from different regional stakeholders. The survey was distributed via Microsoft Forms and in pdf form, both in English and Spanish.

The high response rate was a result of outreach and assistance from mobility managers, COGs, transit districts, 5310 recipients and other community-based organizations. Survey responses and trends are below: The survey responses designated area(s) are highlighted below:

Response Rates by Region

Mobility Manager Region	Number of Survey Respondents	Percentage
Eastern	39	10.77%
Multi-Region	40	11.05%
“Other”	54	14.92%
North Central	63	17.40%
Northwest CT	35	9.67%
South Central CT	43	11.88%
Southwest CT	75	20.72%
Statewide	14	3.87%

Respondents to the survey varied in the population(s) they serve. The highest response rate from the survey came from organizations serving elderly individuals (22.43%), low-income individuals and families (18.85%) and population(s) with disabilities (30.12%). This aligns with the purpose of the plan. The breakdown of survey responses for which organizations were

represented is below. In total there were 923 responses (each respondent could choose as many choices as applied).

Elderly Individuals (60+)	Children	Low-Income	General Public	Population(s) with Disabilities	Other
207	104	174	126	278	34
22.43%	11.27%	18.85%	13.65%	30.12%	3.68%

Note: Respondents could choose as many as apply

The survey question, “*What transportation options are available within your service area for your clientele?*” was utilized to gain an understanding of what options were available in these respondent’s geographical region(s). This helped learn about the options that exist within the region, as well as highlighting the awareness of the transit options within the geographic areas. Overall, there were 1,170 responses:

Fixed Route Transit	Dial-a-ride	Taxi	Rideshare (Uber/Lyft)	ADA/Paratransit Services	Other
244	194	218	226	189	99
20.85%	16.58%	18.63%	19.32%	16.15%	8.46%

Note: Respondents could choose as many as apply

Based on the responses, the largest number of survey takers responded that there is fixed-route transit service within their geographical areas. This is followed closely by rideshare and taxi services. Taxis and rideshare are usually more expensive than other forms of human services transportation.

One of the more concerning responses to the survey was the percentage of respondents that did not believe that there are sufficient options for transportation services within their service area(s). Over 70% of survey takers responded that there are not enough transportation options in their service area, while only 30% of respondents believe that there are sufficient transportation options within their area. This response highlights the need for more widespread awareness/promotion of services.

The survey was mostly prepared for transportation service and advocacy organizations, but there were some riders who responded as well. The survey question “*Does your agency provide transportation services or support?*” was included in the survey because it is agencies and organizations that support and/or advocate for individuals with low-income, elderly individuals and individuals with disabilities and are most attuned with what the biggest concerns and issues of their clientele are. Overall, 57% of respondents provide some sort of support for transportation services, while 43% of survey takers do not. The 43% could be riders, or it could be other similar government, community or regional based organizations. The 57% of organizations that responded “yes” to the transportation services or support were also asked a follow-up question about what types of transportation services and/or support they provide for their clients. There

were 397 responses to the question and the breakdown of choices is highlighted below:

Bus	Bus Tickets/Passes	ADA/Paratransit Services	Taxi Vouchers	Rideshare (Uber/Lyft)	Mileage Reimbursements	Volunteer Drivers	Other
67	71	67	30	18	25	26	93
16.88%	17.88%	16.88%	7.56%	4.53%	6.30%	6.55%	23.43%

Note: Respondents could choose as many as apply

The top three transportation services/support provided are bus, bus tickets/passes and ADA/paratransit services. According to these responses, public transportation is the way that most organizations allocate their resources. In total, over 1/3rd of all responses identified bus or bus tickets/passes as support services they provide. It is striking that while rideshare and taxi made up a combined 38% of available services, only 12% of the responses indicated that they provided those types of support services. Out of these responses, 69% of these organizations limit their transportation services, while 30% do not limit their support services.

Another survey question highlights the types of service and support that these organizations provide. There were 394 responses for this question. Respondents who were eligible could respond with more than one response.

Employment	Medical	Adult Daycare	Senior Center(s)	Grocery Shopping	Family Visits	Other
60	103	25	48	76	28	54
15.23%	26.14%	6.35%	12.18%	19.29%	7.11%	13.71%

Note: Respondents could choose as many as apply

Medical transportation services made up over 25% of the responses for support. This highlights the importance of reliable, accessible medical transportation services. Even with services like Veyo (Non-Emergency Medical Transportation) for Medicaid recipients in place, there is a need for additional and more affordable medical transportation for these population(s).

The first nine questions in the survey explore questions including, who the transportation providers are, what services they provide, whether they find there to be an adequate amount of transportation in the state, where service is provided and the type of service that exists within their service areas. Two of the final three questions are pivotal in informing the strategies that are outlined later in this plan. The questions included were:

1. *What do you think are the greatest challenges for meeting the mobility needs of the population(s) you serve? (Check all that apply)*
2. *When thinking about transportation services, what do you think is most important for the population(s) you serve? (Check all that apply)*

These questions are vital to understanding the needs of low-income, elderly individuals and individuals with disabilities because they provide the most direct answer to what gaps in transportation exist and the areas that can be improved upon if the state is to have a more robust human services transportation network.

The first of these questions, “*What do you think are the greatest challenges for meeting the mobility needs of the population(s) you serve?*” had 1154 responses.

Limited Service (Hours/Days)	Limited Service Area	Limited Funding for Transportation	Accessibility Concerns	Too Expensive	Hard to Figure Out	Lack of Information/Promotion	Other
250	212	157	138	125	111	115	46
21.66%	18.37%	13.60%	11.96%	10.83%	9.62%	9.97%	3.99%

Note: Respondents could choose as many as apply

Respondents cited limited service (hours/days) and limited-service area, as their top two choices, at a significantly higher rate than the option for limited funding for transportation. This highlights the importance of increased service. There is a perception among respondents that there is an inadequate amount of service available. The combination of hard to figure out/lack of information/promotion responses hovered around 20%. The two choices have some overlap and mirror a trend across all regions. Respondents outlined the lack of clarity in transportation services and/or options from their responses.

Question 11 from the survey, “*When thinking about transportation services, what do you think is most important for the population(s) you service?*” (Check all that apply) provides insight into what providers believe will most help their clients. There were a total of 1628 responses.

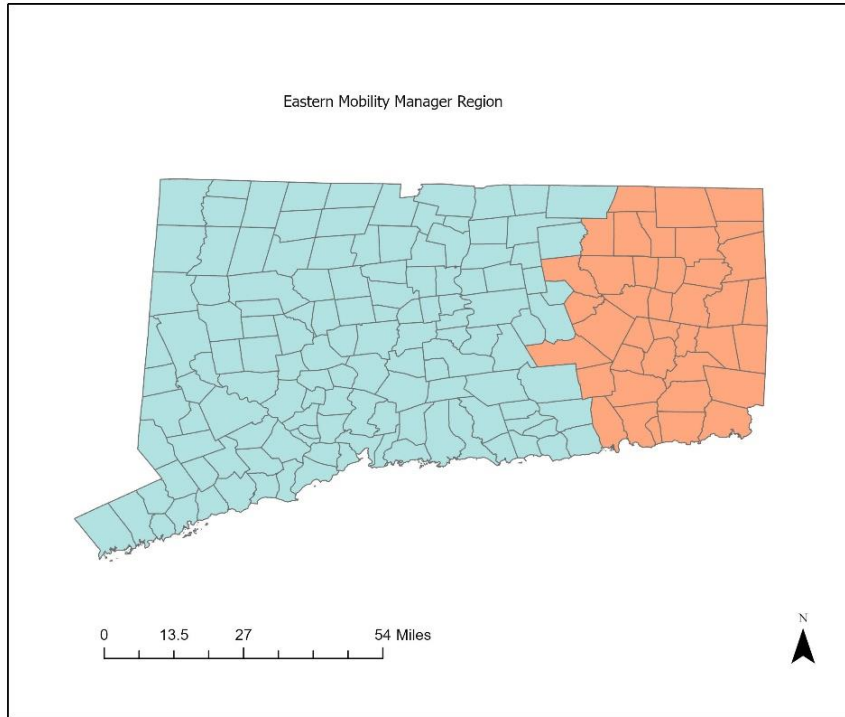
Ease of Use	Hours of Operation	Convenience	Safety	Time to Destination	Cost	On-Time Performance	Other
295	259	222	237	189	243	161	22
18.12%	15.91%	13.64%	14.56%	11.61%	14.93%	9.89%	1.35%

Note: Respondents could choose as many as apply

Ease of use and hours of operation were cited as the two most important aspect(s) for low-income, elderly individuals and individuals with disabilities. For survey takers to respond with ease of use, it points toward a lack of understanding of what services are out there or an inability to get the service necessary when needed. The hours of operation response coincide with the previous question, which highlights the need to address limited service (hours/days). These two questions highlight a belief in the importance of expanded service. Issues including cost, hours of operation and safety all ranked highly as well. Furthermore, these two questions will be the focus of the breakdown of the eight categories that the survey was broken down into moving forward in the plan.

Eastern Mobility Manager Region:

There was the lowest rate of responses from this region, almost 11% of the survey respondents identified the eastern region as their geographic service area. This region represents almost 12% of the population, making it comparable to the overall population numbers.



Organizations that represent or advocate for elderly individuals (25.49%) and/or population(s) with disabilities (29.41%) were the most common responses in the eastern region. Each of these garnered over 25% of the responses. Organizations that represent low-income individuals and families are also represented at almost 19%.

Respondents from the eastern region identified a variety of transportation options available within the service area.

Fixed Route Transit	Dial-a-ride	Taxi	Rideshare (Uber/Lyft)	ADA/Paratransit Services	Other
27	26	28	25	19	9
21.26%	20.47%	22.05%	19.69%	14.96%	7.09%

Note: Respondents could choose as many as apply

Taxi service was the highest rated response, at over 22%. This could be a result of the mostly rural nature of the mobility manager region, in comparison to the other more populated areas of the state. The lowest rated response (outside of “other”) was ADA/paratransit services. This is an area of concern. It also represents a lack of information/promotion of services.

One of the other concerning responses is that over 82% of respondents within this region do not believe there are sufficient transportation options within their region. This is a more negative response rate than the overall breakdown of survey respondents, where roughly 70% of respondents did not think there are sufficient transportation options.

Common threads among respondents include a desire for an increase in flexibility of service outside of the traditional hours and for those that travel outside of their own municipalities. Affordability was also considered as a barrier to transportation, specifically among rideshare and taxi services. This includes medical transportation, like non-medical emergency transportation (NEMT), provided through Veyo. The combination of lack of accessible transportation, flexibility and affordability are all prevalent concerns for eastern region transportation organizations and riders. Medical and employment transportation are the two areas that transportation service/advocacy organizations provide the most support for.

The greatest challenges outlined within the eastern region are varied. There was a total of 112 responses from this question.

Limited Service (Hours/Days)	Limited Service Area	Limited Funding for Transportation	Accessibility Concerns	Too Expensive	Hard to Figure Out	Lack of Information/Promotion	Other
28	22	13	14	11	10	10	4
25%	19.64%	11.61%	12.5%	9.82%	8.93%	8.93%	3.57%

Note: Respondents could choose as many as apply

Limited service (hours/days) was the greatest response, 25% of the responses identified that as the greatest challenge. Limited service (hours/days) was also answered at a 4% higher rate in the eastern region, than compared to the breakdown across all regions. The response rate for limited-service area (19.64%) was also significantly higher than accessibility concerns (12.5%).

The eastern region received 169 responses for “*When thinking about transportation services, what do you think is most important for the population(s) you service?*” The choices outlined in the survey, as well as the responses within the region provide a good template for what should be prioritized moving forward:

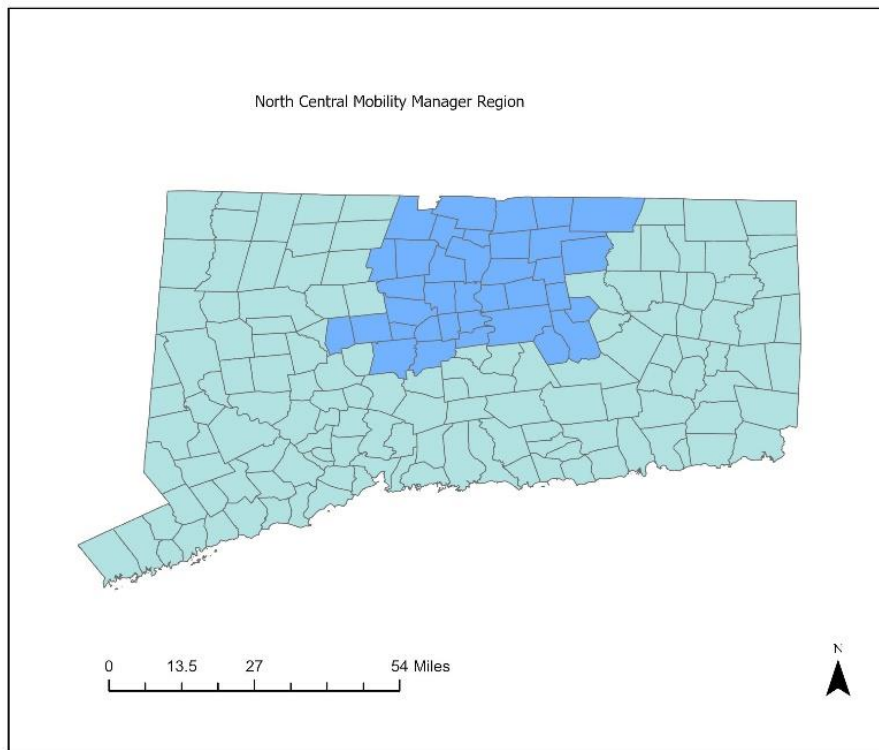
Ease of Use	Hours of Operation	Convenience	Safety	Time to Destination	Cost	On-Time Performance	Other
31	25	20	26	22	27	17	1
18.34%	14.79%	11.83%	15.38%	13.02%	15.98%	10.06%	.59%

Note: Respondents could choose as many as apply

Ease of use received the greatest percentage of responses (18.34%) followed by cost (15.98%). Safety also had a higher-than-average response rate (15.38%). This could be the result of the Covid-19 Pandemic. Some of the other pressing concerns outlined within the responses included the need for a more frequent bus line, a lack of coherence for transportation between municipalities, improved medical transportation and the inability of riders to adequately make appointments due to the complexity in scheduling. These concerns highlight the belief among transportation advocacy/service organizations and riders that there is limited service in the eastern mobility manager region.

North Central Mobility Manager Region:

The north central region received the second largest response rate, totaling 63 out of possible 363 responses, or 17.40%. The overall percentage of Connecticut’s population that resides in that region is about 28%.



Riders or organizations that represent or advocate for individuals with disabilities received the highest response rate, at 36.36%. elderly individuals (22.73%) and low-income individuals (17.53%) had the second and third highest response rates respectively.

Respondents from the north central region identified several transportation options available within the service area.

Fixed Route Transit	Dial-a-ride	Taxi	Rideshare (Uber/Lyft)	ADA/Paratransit Services	Other
35	44	33	41	35	7
17.95%	22.56%	16.92%	21.03%	17.95%	3.59%

Note: Respondents could choose as many as apply

Dial-a-ride had the highest percentage of responses at over 22.5%. This result highlights the diverse nature of the needs within the region, especially as the region includes the Capitol Region, which has a more comprehensive fixed route transit system. Rideshare (Uber/Lyft) had the second highest response rate at around 21%, demonstrating the needs of these population(s) to utilize private transportation, which is traditionally more costly than the other forms of transportation.

Over 73% of respondents within the region believe that there are not sufficient transportation options. This is slightly higher than the state average of 70%. These responses outline the widespread dissatisfaction with the transportation options within the region.

The most frequent response for the question, “*Do you have and other comments or concerns about transportation services that you would like to share?*” was that respondents highlighted the lack of flexibility in service, including a lack of service that exists outside of the traditional hours of transportation including early morning, late evening and the weekend. Respondents believe that access to affordable and adequate medical transportation is also lacking. One of the other common themes among respondents was that there are limited geographic choices for transportation and finding and scheduling transit that goes across multiple municipalities is hard to either a) figure out or b) make the necessary adjustments to utilize the services. Respondents were also of the mind that fares should be lower for paratransit and dial-a-ride services and that cross district/town transportation should be easier to take. These concerns are also a byproduct of a lack of understanding for what transportation services are available.

Transportation services provided by these support organizations vary, but the top three support services are grocery shopping (25.93%), medical appointments (25.93%) and employment (18.52%). These are three areas that should be prioritized. There are also other transportation challenges that these population(s) face. Respondents outlined the following as the greatest challenges.

Limited Service (Hours/Days)	Limited Service Area	Limited Funding for Transportation	Accessibility Concerns	Too Expensive	Hard to Figure Out	Lack of Information/Promotion	Other
42	45	30	25	20	22	20	1
20.49%	21.95%	14.63%	12.20%	9.76%	10.73%	9.76%	.49%

Note: Respondents could choose as many as apply

There were 205 total responses for this question. limited-service area was cited as the greatest transportation challenge (21.95%), while limited service (hours/days) was cited as the second biggest challenge at 20.49%. These responses closely resembled the overall breakdown of challenges. Limited-service area is one percentage point higher in the north central region, as compared to three percentage fewer in the overall breakdown. The top three responses in the north central region are among the same as the overall breakdown, though there is a significant drop off between limited service (hours/days) and limited funding for transportation (about 6%). This could signify that respondents believe that limited service (hours/days) and limited-service area are a potentially higher priority than the limited funding for transportation (14.63%).

Transportation services that are the most important, as highlighted by survey respondents in this region are below:

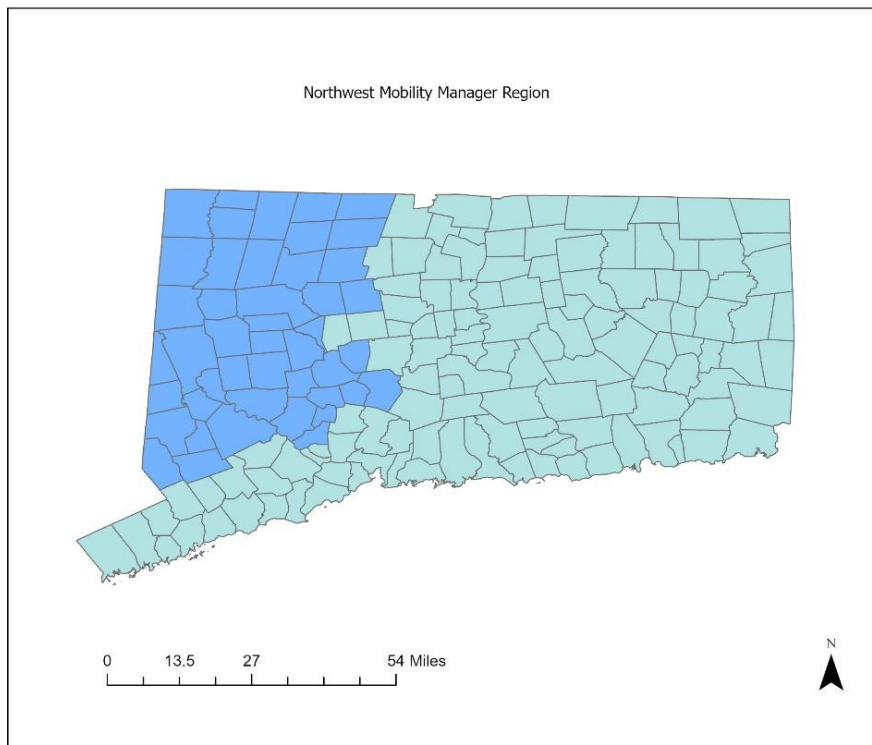
Ease of Use	Hours of Operation	Convenience	Safety	Time to Destination	Cost	On-Time Performance	Other
51	46	33	40	21	45	26	2
19.32%	17.42%	12.5%	15.15%	7.95%	17.05%	9.85%	.76%

Note: Respondents could choose as many as apply

There were a total of 264 responses for this question. The three highest categories of responses; ease of use, hours of operation and cost, mirror the overall breakdown across all regions. These answers represent priorities outlined by transportation service providers/support agencies and riders. Other concerns that respondents cited as important included coordinating rides outside of their own municipality and an increase in shelter at bus stops, both for convenience and for necessity when foul weather strikes. Cost is considered important, especially when it comes to medical transportation, ADA/paratransit and dial-a-ride. One of the responses that was not shared commonly among other regions was the lack of different language options for transportation pamphlets, schedules and brochures. In addition, respondents believe that more bus routes need to be available in rural areas. Finally, the lack of communication between providers and riders was also a major concern for riders.

Northwest Mobility Manager Region:

The northwest region received the fewest number of responses, totaling 35 out of 363, equaling less than 10%. The population in the northwest mobility manager region is 17.21% out of Connecticut’s population. A map of the northwest region is below:



Riders or organizations that represent or advocate for elderly individuals received the highest response rate (30.95%), while individuals with disabilities (28.575%) and low-income individuals (16.67%), received the second and third highest responses rates. This varied slightly from the overall breakdown that had individuals with disabilities representing the highest rate of responses.

Respondents from the northwest region identified a variety of transportation options available within the service area.

Fixed Route Transit	Dial-a-ride	Taxi	Rideshare (Uber/Lyft)	ADA/Paratransit Services	Other
19	25	12	13	15	9
20.43%	26.88%	12.90%	13.98%	16.13%	9.68%

Note: Respondents could choose as many as apply

Dial-a-ride had the highest percentage of responses (26.88%), followed by fixed-route transit (20.43%) and ADA/paratransit at 16.13%. It is not surprising that respondents are more aware of dial-a-ride options, as opposed to fixed-route-transit, as the northwest region is a more suburban

and rural area, as opposed to the north central, south central, or southwest region(s). It should also be noted that dial-a-ride had a 10% higher response rate within the northwest region as opposed to overall breakdown. Taxi service was six percentage points higher compared to overall breakdown, as was rideshare.

Over 71% of respondents were dissatisfied with the transportation services within their region. Respondents cited several reasons for their dissatisfaction. Among those reasons are the unreliable nature of medical transportation, the limitation of fixed-route transit, the lack of on-demand transportation within the region and the limited weekend and off-peak hours of service. Respondents commented that coordination between towns is limited and/or non-existent. The unreliable nature of transportation for elderly individuals and individuals with disabilities were both mentioned in the survey responses.

Transportation challenges exist within every region. The breakdown of northwest transportation challenges for agencies and organizations that serve individuals with disabilities, elderly individuals and low-income individuals are below:

Limited Service (Hours/Days)	Limited Service Area	Limited Funding for Transportation	Accessibility Concerns	Too Expensive	Hard to Figure Out	Lack of Information/Promotion	Other
28	21	16	13	8	6	11	8
25.23%	18.92%	14.41%	11.71%	7.21%	5.41%	9.91%	7.21%

Note: Respondents could choose as many as apply

Limited service (hours/days) had the greatest percentage of responses at 25.23%. Though this was four percentage points fewer than the overall breakdown among all regions, it still represented the largest number of responses. Limited-service area and limited funding for transportation were second and third in response rate, at 18.92% and 14.41% respectively. One of the things that stuck out within survey responses was the differential in the “hard to figure out” category which was over four percentage points lower than the overall breakdown. This could be because of the lower number of responses, or it could mean that transportation is easier to navigate within the region.

Survey respondents believed that the most important transportation concerns in the northwest region are:

Ease of Use	Hours of Operation	Convenience	Safety	Time to Destination	Cost	On-Time Performance	Other
29	29	25	26	15	21	13	0
18.35%	18.35%	15.82%	16.46%	9.49%	13.29%	8.23%	0%

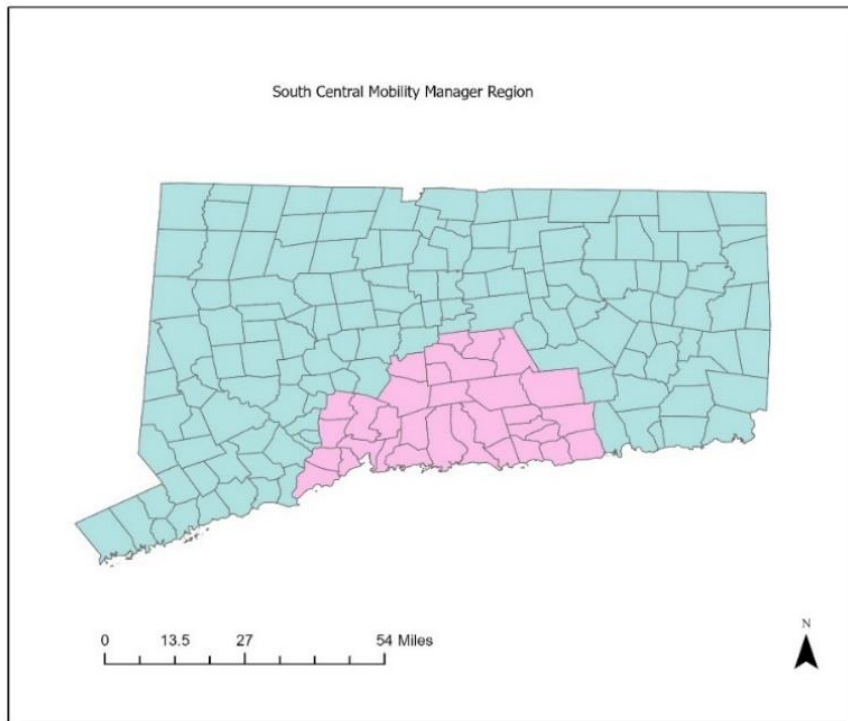
Note: Respondents could choose as many as apply

Ease of use and hours of operation were both at 18.35%. The difference between this region and overall breakdown is that convenience was cited as a higher priority among the respondents. Some of the other greatest concerns among respondents was that coordinating medical

transportation among people and different organizations is difficult. Respondents also mentioned that connecting between suburban and rural areas and across municipalities is difficult. Collaboration between service providers and other organizations is cited as an important issue. These collaborations have the potential to improve transportation services within the region.

South Central Mobility Manager Region:

The south central region received 11.88% of the responses, providing 43 out of 363 responses. The population of the south central region makes up 20.72% of the state’s population.



Survey respondents that are associated with population(s) with disabilities received the highest response rate at 34.31%, followed by respondents representing low-income individuals at 17.65% and those representing elderly individuals at 14.51%. These survey response percentages resemble the overall breakdown, though the percentage of survey responses associated with elderly individuals was down almost 8%.

Respondents from the south central region identified a variety of transportation options available within the service area.

Fixed Route Transit	Dial-a-ride	Taxi	Rideshare (Uber/Lyft)	ADA/Paratransit Services	Other
28	19	21	21	26	6
23.14%	15.70%	17.36%	17.36%	21.49%	4.96%

Note: Respondents could choose as many as apply

Fixed-route transit and ADA/paratransit provided the highest response rate among survey takers. The south central region has a more comprehensive fixed-route system than most other parts of the state. Respondents also acknowledged options for taxi, rideshare, and dial-a-ride similarly.

A total of 72% of respondents within the south-central region do not think that there are sufficient transportation options within their service area. This number is slightly higher than the overall breakdown of 70%. Respondents cited the need for more service at non-traditional hours including early mornings, evenings and on weekends. Survey takers were also unaware of all their transit options within their geographic area. Some of the other common trends from the survey include the belief that there is an inadequate amount of transit options for individuals with disabilities and the elderly. The lack of a wide variety of service coverage is another big concern for respondents of the survey.

The biggest challenges the transportation service providers/advocates responded with are:

Limited Service (Hours/Days)	Limited Service Area	Limited Funding for Transportation	Accessibility Concerns	Too Expensive	Hard to Figure Out	Lack of Information/Promotion	Other
30	25	18	14	13	12	17	4
22.56%	18.80%	13.53%	10.53%	9.77%	9.02%	12.78%	3.01%

Note: Respondents could choose as many as apply

There were a total of 133 responses for this question. Almost all the responses had a 9% response rate or higher. Limited service (hours/days) and limited service area were the top responses, at 22.56% and 18.80% respectively. This reflected the same top priorities outlined in the overall breakdown. One of the biggest discrepancies between the south central region and the overall breakdown was the lack of information/promotion option, which nearly 3 percentage point higher than the overall breakdown. The lack of information/promotion has been a common thread throughout the regional survey respondents. These responses indicate that there is a dissatisfaction with the service area/time within the south central region.

The biggest priorities for service providers, riders and support organizations within the region are:

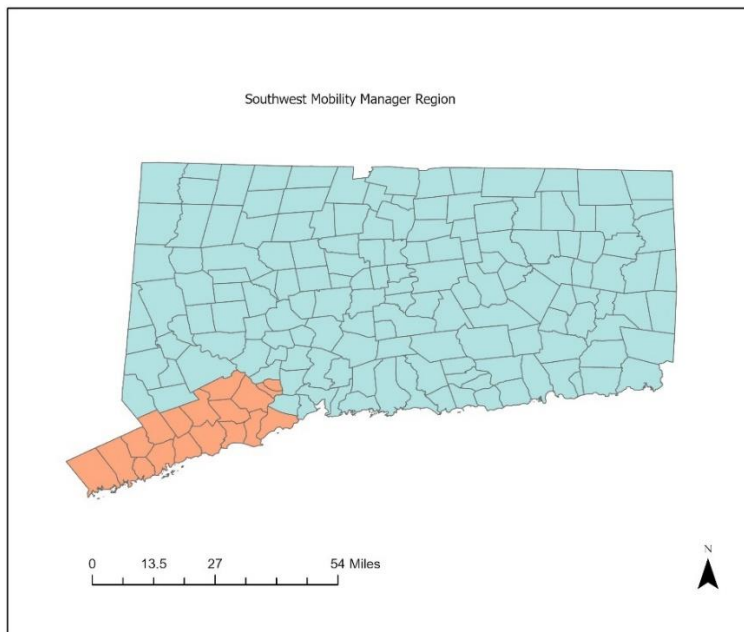
Ease of Use	Hours of Operation	Convenience	Safety	Time to Destination	Cost	On-Time Performance	Other
34	28	24	25	22	17	24	3
19.21%	15.82%	13.56%	14.12%	12.43%	9.60%	13.56%	1.69%

Note: Respondents could choose as many as apply

Ease of use and hours of operation were the two highest percentage responses in this question, amounting to over 35% of the 177 responses. On-time performance was also identified as a larger concern compared to the overall breakdown, at 13.56%. One of the best ways to improve transportation is to improve on-time performance, especially for medical trips and employment trips. Respondents had concerns with affordability of transportation and the lack of promotion/information associated with the transportation options available. If riders do not know their options, it is difficult for them to adequately use the transportation services effectively. There is also a belief among survey takers that there is a lack of fixed-route transit and an increase in need for riders and services in getting across the region. This concern is connected to the response from survey takers that there are fewer rural transportation options.

Southwest Mobility Manager Region:

The southwest region received the most responses, at 20.72%, providing 75 out of 363 responses. Overall, the population within the southwest region is 22.1%. The response rate is proportional with the region’s population.



The survey responses were more evenly distributed across low-income, elderly individuals and individuals with disabilities within this region. The low-income category comprised 20.89% of the responses, elderly individuals comprised 21.78% and individuals with disabilities category was also comprised of 21.78%.

Respondents from the region identified several transportation options that they were aware of in their service area including:

Fixed Route Transit	Dial-a-ride	Taxi	Rideshare (Uber/Lyft)	ADA/Paratransit Services	Volunteer Drivers	Other
62	31	54	55	38	1	22
23.57%	11.79%	20.53%	20.91%	14.45%	.38%	8.37%

Note: Respondents could choose as many as apply

Fixed-route transit had the highest percentage of responses (23.57%), followed closely by rideshare (20.91%) and taxi (20.53%). The high response rate of both taxi and rideshare highlight the costs associated with transportation services within the region. The increase in responses for fixed-route transit compared to the rest of the choices within the question could be a result of the additional transit services in more metropolitan areas like Bridgeport, Stamford, Fairfield and Norwalk.

Almost 63% of survey takers within the region do not believe that there are sufficient transportation services within the region. This is seven percentage points lower than the statewide response rate. This is also the highest rate of satisfaction for any of the regions. Respondents cited an expansion of service and hours as important, including non-traditional hours like early mornings, evenings and weekend hours. Medical transportation was a big issue for respondents. Responses included concerns about flexibility in transportation were highlighted, as was an increase in wheelchair accessible transportation. There were also responses that cited affordability and difficulty getting to places across the region as barriers to transportation.

Transportation challenges facing these population(s) are numerous, some of the most widely cited responses are below:

Limited Service (Hours/Days)	Limited Service Area	Limited Funding for Transportation	Accessibility Concerns	Too Expensive	Hard to Figure Out	Lack of Information/Promotion	Other
53	43	30	29	28	25	23	10
22%	17.84%	12.45%	12.03%	11.62%	10.37%	9.54%	4.15%

Note: Respondents could choose as many as apply

There was a total of 241 responses for this region. Limited service (hours/days) provided the greatest rate of responses, at 22%. Limited-service area followed it with 17.84% and limited

funding transportation trailed that by over 5%. These rankings mirror the overall trends outlined within the overall breakdown.

The biggest priorities for transportation service providers, riders and advocates are:

Ease of Use	Hours of Operation	Convenience	Safety	Time to Destination	Cost	On-Time Performance	Other
66	52	51	44	46	56	31	2
18.97%	14.94%	14.66%	12.64%	13.22%	16.09%	8.91%	.57%

Note: Respondents could choose as many as apply

The three most important services are ease of use at 18.97%, cost at 16.09% and hours of operation at 14.94%. Concerns over cost are higher within the survey takers in the southwest region in comparison to the overall breakdown. Some of the concerns cited by survey takers are that the medical transportation within the region is inadequate for all populations, that town to town service is limited and that transportation services are more expensive. Other concerns include a desire to simplify the complexity of the transit system by making transit choices more obvious and accessible to riders. Utilizing different languages for transportation services is also cited as an important.

“Multi-Region” Category:

The multi-region category of survey responses was created because of the inability to place the survey takers within any one geographical region. Survey responses from this category could not be classified as a mobility manager region because their responses to “*What is your organization’s service area?*” did not provide a specific range of service within one region, instead spreading across multiple regions. Because of this, it was important to create its own classification so as not to skew the results from any other geographical region. The rate of response from this category were roughly 11% of the 363 total responses. These responses represent multiple mobility manager regions.

Organization’s that represent population(s) with disabilities provided the highest response rate at 38.20%, followed by elderly individuals at 20.22% and low-income individuals at 16.85%.

Transportation options outlined by survey responders are as follows:

Fixed Route Transit	Dial-a-ride	Taxi	Rideshare (Uber/Lyft)	ADA/Paratransit Services	Other
26	17	24	29	23	12
19.85%	12.98%	18.32%	22.14%	17.56%	9.16%

Note: Respondents could choose as many as apply

These options reflect the choices outlined within the overall breakdown of the survey. These responses can also be considered to represent more than one region of the state.

72.5% of respondents believed that there are not sufficient transportation options within this “multi-region” area. This can be highlighted as more of a statewide distribution of dissatisfaction

with the human services transportation options. Respondents cited a lack of adequate transportation outside of their own municipalities as a reason for dissatisfaction, as well as a need for transportation flexibility outside of the normal service hours. Respondents highlighted the need for more affordable forms of transportation for medical services, citing rideshare as unsustainable for their client’s everyday needs, whether that be medical, employment or day-to-day activities. This citing of cost with rideshare also highlights the belief that the cost of certain transportation options is prohibitive for these population(s) and should be addressed.

Challenges faced for these population(s) are distributed across 125 total survey answers.

Limited Service (Hours/Days)	Limited Service Area	Limited Funding for Transportation	Accessibility Concerns	Too Expensive	Hard to Figure Out	Lack of Information/Promotion	Other
27	20	21	16	16	8	11	6
21.6%	16%	16.8%	12.8%	12.8%	6.3%	8.8%	4.8%

Note: Respondents could choose as many as apply

Limited service (hours/days) is the most pressing challenge that riders face, at a rate of 5.5 percentage points over the next closest choice, limited-service area. These answers represent a similar pattern to the overall breakdown.

The following choices are what is considered to be the most important challenges that these population(s) face:

Ease of Use	Hours of Operation	Convenience	Safety	Time to Destination	Cost	On-Time Performance	Other
29	33	29	32	21	26	20	4
14.95%	17.01%	14.95%	16.49%	10.82%	13.40%	10.31%	2.06%

Note: Respondents could choose as many as apply

Hours of operation, at 17% was the highest rated response for survey takers within this multi-region category. Safety was also rated as a higher level of concern within this region, at almost 16.5%. This could be a result of the Covid-19 Pandemic, where safety has been even more of a priority. Ease of use and convenience also rated highly, as both reached an almost 15% response rate. One of the greatest concerns for respondents to the survey was that there should be a comprehensive and centralized list of transportation services. There is a belief that there are gaps in awareness between riders and the existing services, creating a vacuum of misunderstanding and a lack of communication. On-time performance was also cited among survey takers as important. There is also a belief among survey takers that the inadequate nature of transportation for these population(s) hinders employment and other opportunities.

“Other” Category:

The “other” category is made up of respondents whose geographical service area could not be determined by the survey questions. When asked “*What is your organization’s service area?*”

the answer was either misinterpreted or answered in a way that was unclear. The survey received different answers than was expected and made it necessary to create an additional category based on these responses. The answers represent a wide variety of geographical areas and/or were impossible to decipher what area of service they were referring to. The answers still represent helpful data that added to the creation of overall strategies to address barriers to transportation.

The “other” region received almost 15% out of the 363 responses. Population(s) with disabilities made up almost 31% of the responses, low-income individuals made up 20% of the responses and elderly individuals made up about 19% of the responses.

The transportation options responses by survey takers are similar in prioritization to the overall breakdown. There was a total of 160 responses.

Fixed Route Transit	Dial-a-ride	Taxi	Rideshare (Uber/Lyft)	ADA/Paratransit Services	Other
37	23	36	33	22	9
23.13%	14.38%	22.5%	20.63%	13.75%	5.63%

Note: Respondents could choose as many as apply

Roughly 23% of the responses identified fixed-route transit as an option for transportation. This also reflects the overall breakdown. Taxi and rideshare are available across the state as well, which is represented in the survey.

Over 61% of survey takers within this category consider there to be an inadequate amount of transportation services within the region. This is nine percentage points lower than the overall state average, but still highlights a substantial number of dissatisfied organizations/riders and advocates. Off-peak hour service, lack of adequate medical transportation and minimal service for areas outside of cities were also cited as gaps in transportation. Additionally, reaching destinations that cross municipal boundaries is a primary concern.

Challenges exist within every region, the challenges for these populations within the “Other” category are below:

Limited Service (Hours/Days)	Limited Service Area	Limited Funding for Transportation	Accessibility Concerns	Too Expensive	Hard to Figure Out	Lack of Information/Promotion	Other
31	28	25	21	23	22	21	3
17.82%	16.10%	14.37%	12.07%	13.22%	12.64%	12.07%	1.72%

Note: Respondents could choose as many as apply

Limited service (hours/days) and limited-service area were the two biggest answers for respondents. This reflected the larger trend when compared to the overall breakdown. Demographics, geographies and services are different in each region, though there are similar patterns for barriers to service. Because these are mainly organizations that filled out these surveys, it is also not surprising to see limited funding for transportation as a top 3 challenge.

The most important areas of concern for survey takers within the “other” category are:

Ease of Use	Hours of Operation	Convenience	Safety	Time to Destination	Cost	On-Time Performance	Other
44	37	32	38	33	42	22	2
17.6%	14.8%	12.8%	15.2%	13.2%	16.8%	8.8%	.8%

Note: Respondents could choose as many as apply

Ease of use is the most important concern for this category, followed by cost. This is a little different than the overall breakdown and reflects a further need to examine the cost of human transportation services. Other concerns that were voiced in the survey included the suggestion for a geographic resource guide to what is available for transportation service options, more flexible route scheduling, more affordable transportation and better customer service for transportation services. Service promotion and lack of transportation options in rural areas were also common topics.

Statewide Region:

The statewide category received the fewest number of responses. This was another category that was necessary to create because in each of these responses, the geographic service area mentioned in the survey by respondents was “statewide.” The response rate was 3.87%. It is possible that these transportation services don’t represent the entire state, but they are helpful in furthering our knowledge of existing transportation barriers.

Population(s) with disabilities made up over 46% of the responses for the population(s) that organizations represent, followed by low-income individuals and families at 23% and then a three-way tie with elderly individuals, children and the general public at 7.69%. However, these numbers are not as useful as the other numbers outlined in the transportation barriers survey because it represented such a small sample size of respondents.

The breakdown of transportation options by category answered by respondents are:

Fixed Route Transit	Dial-a-ride	Taxi	Rideshare (Uber/Lyft)	ADA/Paratransit Services	Other
11	8	10	8	10	3
23.40%	17.02%	21.28%	17.02%	21.28%	6.38%

Note: Respondents could choose as many as apply

Fixed-route transit provided the highest rate of response, followed closely by ADA/paratransit and taxi service. This is a little different than the overall numbers, however once again, the paucity of responses potentially skews the results.

Within the short set of responses, over 78% of survey takers said that there was a lack of sufficient transportation options in their area. Some of the suggestions outlined by respondents

included a need for an expansion of hours in off-peak times, more rural service, and more regional transportation to allow people to access services and employment opportunities.

The transportation challenges that exist for respondents are slightly different than the overall challenges outlined in the overall breakdown:

Limited Service (Hours/Days)	Limited Service Area	Limited Funding for Transportation	Accessibility Concerns	Too Expensive	Hard to Figure Out	Lack of Information/Promotion	Other
11	8	4	4	6	6	2	3
25%	18.18%	9.09%	9.09%	13.63%	13.63%	4.55%	6.82%

Note: Respondents could choose as many as apply

Similar to the other categorical and geographical breakdowns, limited service (hours/days) and limited-service area were the most frequent responses. Of note is the “hard to figure out” answer which ranks higher within this set of responses than in the overall breakdown.

The breakdown of what is most important to these population(s) in this region differs slightly from the overall numbers:

Ease of Use	Hours of Operation	Convenience	Safety	Time to Destination	Cost	On-Time Performance	Other
12	10	7	9	10	8	8	1
18.46%	15.38%	10.77%	13.85%	15.38%	12.31%	12.31%	1.54%

Note: Respondents could choose as many as apply

Ease of use is the highest response rate, though time to destination and hours of operation were also tied for the second highest response rate. Other comments related to these answers included calls for an increase in accessibility for ADA/paratransit services, more inexpensive medical transportation and an overall improvement in transportation coordination among providers.

Section VIII: Gaps, Strategies and ways to address them:

The transportation survey and stakeholder engagement process highlighted several strategies that could be implemented across all regions. There were patterns that emerged throughout the process, enabling a level of consensus in some of the gaps and strategies across the state. Within this next section, the gaps and strategies have been divided into categories that best highlight the general needs in the state and provide a template for future improvement. These generalized gaps are:

Information, awareness, and promotion of service gaps
Geographical gaps
Temporal gaps
Service quality gaps

Information, awareness and promotion:

Concerns over information, awareness and promotion of human services transportation were among the most prevalent responses among survey takers and stakeholders. Respondents were not aware of many services within their respective region(s). Some public transportation providers were unaware of the human service providers, while there were some human service providers and advocacy organizations that were unaware of the transportation options surrounding them. This level of confusion between the two parties can limit the amount of transportation assistance that low-income, elderly and individuals with disabilities can access. Many statewide gaps can be traced back to an inability to accurately seek out and know the full extent of human services transportation.

These informational, awareness and promotional gaps take all types of forms including:

- Lack of awareness over transportation costs
- Public transportation may be difficult to understand for new riders and individuals that have not ridden it for an extended period.
- Transportation information may not be fully centralized in one location. This includes having information available online.
- There may be cultural or language barriers that exist that are difficult to bridge.
- Funding may not be adequate, which usually leads to a lack of prioritization of marketing and promotion.
- Transit services, rideshare and taxis may not be marketed to special needs populations and elderly individuals.

Geographical Gaps:

This category of gap was identified by survey takers as one of the most prominent when asked the question, “*What do you think are the greatest challenges for meeting the mobility needs of the population(s) you serve?*” Limited-service area was one of the top responses. Survey takers were concerned over a lack of coverage, including a lack of adequate service in more rural areas, especially in the northwest and eastern mobility manager regions. One of the most common responses among survey takers surrounded the idea that an expansion of transportation coverage is necessary to enhance services. Some of the more frequently mentioned geographical gaps include:

- The need for more coverage in rural areas of the state.
- Better transportation between municipalities.

- Transit service to get outside of denser areas to more rural areas is inadequate to meet the needs of these population(s).
- There is a lack of affordable and coordinated transportation for these populations when going to employment opportunities, medical appointments and other general travel.
- Lack of ability for clients to go through more than one transit district.
- Fare collection is different across transit districts, so even when these population(s) can go between districts, it is still complicated.

Temporal Gaps:

Gaps concerning more flexible and varied service routes and other forms of transportation were mentioned among most survey takers. “Limited-service area” and “hours of operation” both had some of the highest response rates among survey questions. In general, expanded service hours were mentioned for the early morning, evening and the weekend times. There were also requests for more on-demand service, as well as an increase in timeliness for services like non-emergency medical transportation (NEMT).

These gaps in service make it difficult for population(s) to reach their destinations during off-peak hours. Altering hours of operation for people that need access to employment opportunities where shifts exist outside of peak hours is important. Other trips of importance that have limited service include going to the grocery store, family visits and medical appointments. This is especially the case when transit services are inadequate during the weekend, leaving these population(s) stranded, needing to seek out other means of transportation to get to their destinations. Other transportation gaps concerning temporal issues include:

- Transferring buses is difficult due to vehicle tardiness.
- Consistency and availability of transit service is limited.
- Funding to address the temporal gaps is limited.

These issues were consistent across all regions. Improving temporal gaps is also something that was brought up in each of the two previous LOCHSTP plans.

Service Quality Gaps:

Though service is available throughout the state, many survey takers felt that there were gaps in the quality of service. Some of the most frequent gaps according to survey takers were:

- Improving the ease of use for population(s) with disabilities, including ADA accessibility, door-to-door services, and better non-medical emergency transportation (NEMT).
- More reliable and flexible service.
- Improving bus stop amenities, including travel enhancements and other infrastructure issues connected to human services transportation.

- Not enough options for transit
- More wheelchair accessible vehicles for taxis and ridesharing.
- Enough qualified drivers.
- Better customer service from service providers.

General Strategies:

Each region had its own individualized issues, however there are overarching similarities between them. The top three challenges survey takers outlined were:

- Limited service (hours/days).
- Limited-service area
- Limited funding for transportation.

This was followed closely by accessibility concerns. It is impossible to address all the concerns brought up from survey takers with the funding available through FTA Section 5310. There is not an unlimited pool of funding, meaning some gaps are more likely to be prioritized over others. The goal of this plan is to address as many of the gaps as possible, given the limited transportation resources that exist. These generalized strategies provide a framework to work from as we continue to move forward now that this plan has been completed. Some of these strategies are simply underlined in the section below, while others require a little more detailed explanation. A more detailed table will also be included within this section.

Increased service hours during early morning, late evening and the weekend: Within the state and across all five mobility manager regions, this was cited as one of the most prominent and necessary changes needed. Because there are limited bus routes in the early morning and later evening periods, employment opportunities are limited for those without access to a vehicle or without the ability to use a vehicle. Additionally, those that utilize ADA and municipal operated services have little to no service outside of the traditional hours. This impacts those who wish to use the service outside of peak transit hours. Weekends and holidays are also important times where transit services are limited.

Weekend service varies by transit district and service line. Transit demand continues during off-peak and weekend hours, which is why expanding service in some key areas is an important way to address the gaps outlined in the survey.

Shared Resources and Service Coordination: One of the most frequent concerns outlined in the survey comments from the two open ended questions was the inability for people to take transportation across municipal and regional lines consistently, limiting their mobility options. This can be addressed through municipalities sharing their vehicles and transportation resources, as well as coordinating with one another over scheduling and service. Mobility needs do not stop at municipal lines, which is why expanding sharing agreements and expanding access to regional transportation is important. For example, medical appointments are rarely in the same

municipality that the rider lives in. Because of this, being able to go beyond certain boundaries is essential to the success of human services transportation in the state. There are limited resources and being able to regionally collaborate between municipalities, transit districts and other service providers will help lead to a better and more extended transportation coverage.

Expand eligible trip purposes for demand response services

Improve funding for vehicle capital needs including the purchase of more wheelchair accessible vehicles

Improve and expand voucher services: vouchers play a vital role in providing transportation services for trips that are outside the ADA paratransit service area or service hours. While these are not a panacea, they are helpful in improving mobility for the targeted populations and can help fill in some of the geographical and temporal gaps.

Improve customer and service amenities: Enhancing the way riders get to and from their destinations is important. By providing new shelters, signage, real-time information and bilingual options, riders can be more comfortable and fixed route transit will be more visible and easier to use. Strategies associated with this include enhancing bus stops by creating better shelters, providing real-time arrival information and protecting riders from the elements.

Improve marketing and outreach for transportation options within different regions:

Transportation providers, human service agencies, municipalities and other organizations are not always aware of the options out there for their riders. This could be addressed by creating a centralization of resources that outlines the types of transportation services that exist within a given riders geographic area, as well as across the state.

Increase grant funding for transportation service providers, municipalities, human services agencies and advocacy organizations

Create more opportunities for interactions between stakeholders: By improving and increasing interactions between stakeholders, more knowledge can be spread, and a greater understanding of services can be created. This will also create the opportunity to put together new ideas and information that can be used in the future.

Matrix Table of Gaps and Strategies:

To help visualize the gaps, strategies and the regions they overlap in, a strategy table was created. Each column represents a strategy and example of the strategy, a category of gap, mobility manager region and population that these strategies could serve (Low-income,

individuals with disabilities, elderly individuals).

Strategy	Potential Examples	Barrier/Gap Addressed	Mobility Manager Region	Population(s) Served
Create a unified and coordinated resource for riders	Create a centralized point for riders to get access to accurate transportation information, ride options, travel training and different language options.	Information, awareness and promotion of service gap	All Regions	All populations
Use transportation grant funding sources for a wider variety of projects	Explore programs and grants to potentially expand eligibility or uses of funding avenues.	Geographical gap, Temporal gap, Service quality gap	All Regions	All Populations
Continue to maintain mobility management programs	Support and expand upon a mobility management program. Assist in identifying and providing mobility management services that can help improve human services transportation.	Information, awareness and promotion of service gap	All Regions	Individuals with disabilities and elderly individuals
Improve transit amenities and other enhancements for riders	Assist in improving and expanding bus shelters and real time information for updated transit times for buses.	Information, awareness and promotion of service gap, service quality gap	All Regions	All populations
Increase off-peak transportation options	Increase availability and frequency of transportation during off-peak	Temporal gap, service quality gap	All Regions	All populations

	hours for non-traditional employment hours, human service centers and other trips.			
Improve scheduling/trip planning options for medical appointments	Improve the scheduling system to help the reliability of transit for medical appointments. This includes a more streamlined and effective NEMT service.	Service quality gap, temporal gap, geographical gap	All Regions	All Populations
Improve and expand dial-a-ride services	Increase the number of dial-a-ride vehicles and increase the number of trips per day to meet the demand from riders.	Geographical gap, temporal gap	All Regions	Individuals with disabilities, elderly individuals
Expand and improve coordination between municipalities and regions to achieve mobility goals	Improve the coordination between municipalities, mobility manager regions, service and transit providers to meet the needs of riders.	Geographical gap, Service quality gap	All Regions	All Populations
Provide more reduced cost transit passes	Provide more opportunities for reduced fare passes to help individuals go on necessary rides for employment, medical or other purposes	Service quality gap, Temporal gap	All Regions	Low-income individuals
Additional outreach provided to transportation	Create a dialogue that will help continue to grow human services	Information, awareness and promotion gap	All Regions	All Populations

disadvantaged populations	transportation in the state and continue to fill in the gaps in transit between LOCHSTP plans.			
Expand volunteer driver programs and mileage reimbursement	Expand volunteer driver programs to get more involvement from people, including stipends to incentivize participation and provide more driver training	Information, awareness and promotion gap, geographical gap, temporal gap.	All Regions	Elderly Individuals, Individuals with disabilities
Coordinate grant applications regionally	Help to enable a sharing of resources that could expand geographic coverage and connections between different areas.	Geographical gap	All Regions	Individuals with disabilities, elderly individuals
Improve marketing to human services agencies	This will expand awareness for transit services in Connecticut that have the potential to create additional transit opportunities and options for riders	Information, awareness and promotion gap	All Regions	All Populations
Create opportunities to improve first mile/last mile connections for clients	By creating additional programs that help people get from places outside of their range of service, they help fill gaps that exist,	Geographical gap, temporal gap, service quality gap	All Regions	All Populations

This table outlined gaps, as well as potential strategies to assess these gaps. The strategies outlined in this plan may not all be addressed and implemented, but they do provide examples of

gaps and strategies that can be addressed through grant programs for applicants. This is important because the 5310 program applicants utilize gaps outlined in this locally coordinated plan for their own applications. These applications are reviewed by CT DOT as well as other COGs jointly and are chosen based on a competitive process.

Section XI: Conclusion and Next Steps:

The biggest gaps discovered because of the transportation barriers survey included, limited service (hours/days), limited-service area and limited funding for transportation. Additionally, both accessibility concerns and “being too expensive” both received over a 10% response rate from the survey. Strategies in this plan tried to address these biggest challenges. Furthermore, strategies outlined within this plan also took into consideration survey responses concerning what is “most important for the population(s) you serve”. Top responses for this included, ease of use, hours of operation and cost. Creating and developing strategies that address these survey responses was of the utmost importance, as the survey portrays a reflection of the wants and needs of service providers, transit districts, councils of government, mobility managers and riders.

The results of this plan provide a template for the next four years for human services transportation. It is not meant to be exhaustive, and it is not meant to be a finished product. New gaps will be identified, and new strategies will be created. The plan is a living document. Information and gaps will be updated and passed on through COGs and mobility managers, as well as directly to CTDOT.

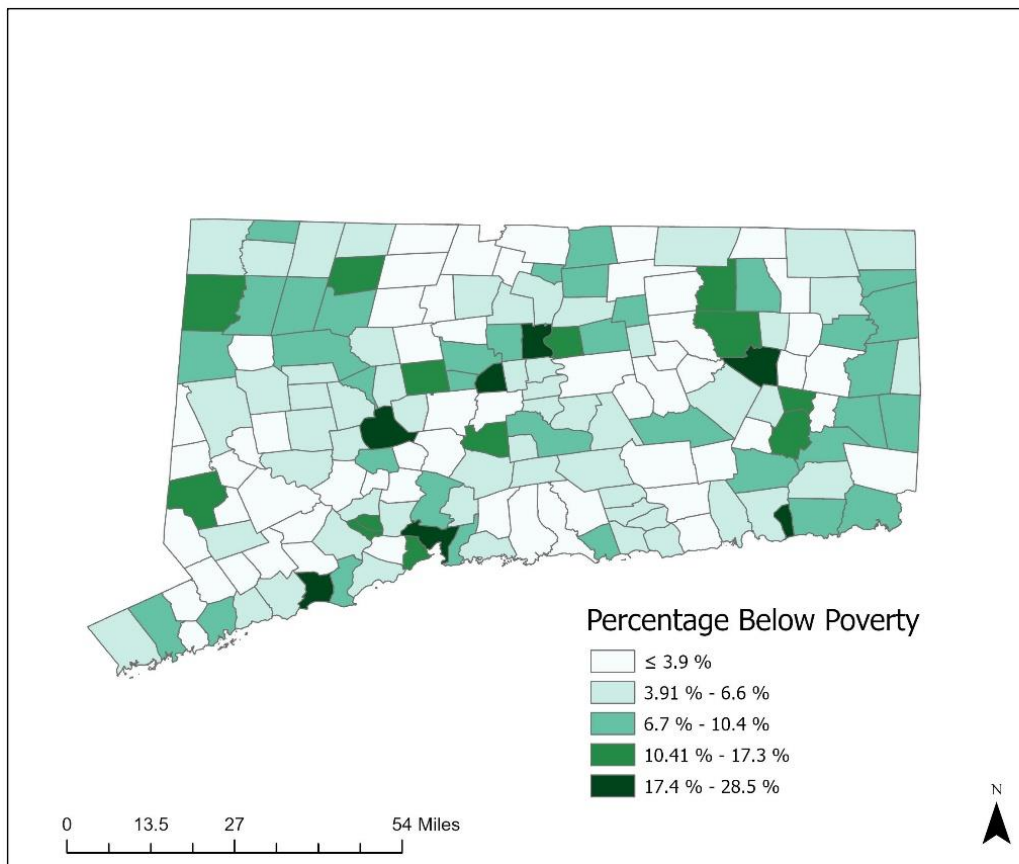
CTDOT encourages an open dialogue among stakeholders including non-profit organizations, transit providers, service agencies and community-based organizations. This includes organizations that advocate for individuals with disabilities, elderly individuals and individuals with low incomes. Creating this opportunity and feedback loop will help to keep the lines of communication open so that if new gaps are created or are not addressed, a process is in place to more fully explore how to solve these problems in the future.

Connecticut has a variety of urban, suburban and rural areas and providing solutions for the needs of all populations dispersed throughout these areas takes collaboration and innovation. It was the aim of this plan to fully take this into consideration and to adequately assess and help to address these unique needs throughout the state. Transportation, mobility and access are essential components to a person’s happiness and well-being. They also help to fulfill independent and productive lifestyles that are essential for so many individuals and families. The CT DOT will continue to work with stakeholders to grow and improve human services transportation in Connecticut and will work to prioritize and support strategies that will make the biggest difference in the lives of everyone.

Appendix:

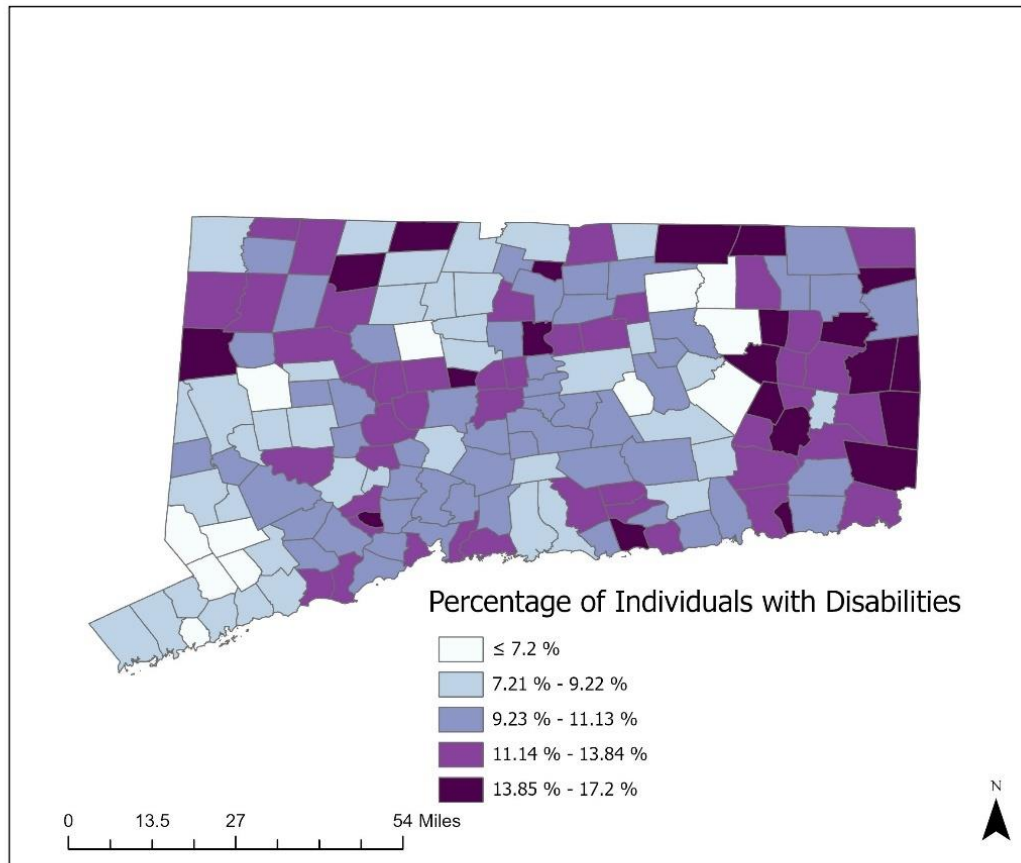
Map of Low-Income Individuals by Municipality:

As a note, in this case, the poverty line is defined as an individual whose family's taxable income for the preceding year did not exceed 150% of the poverty level amount.

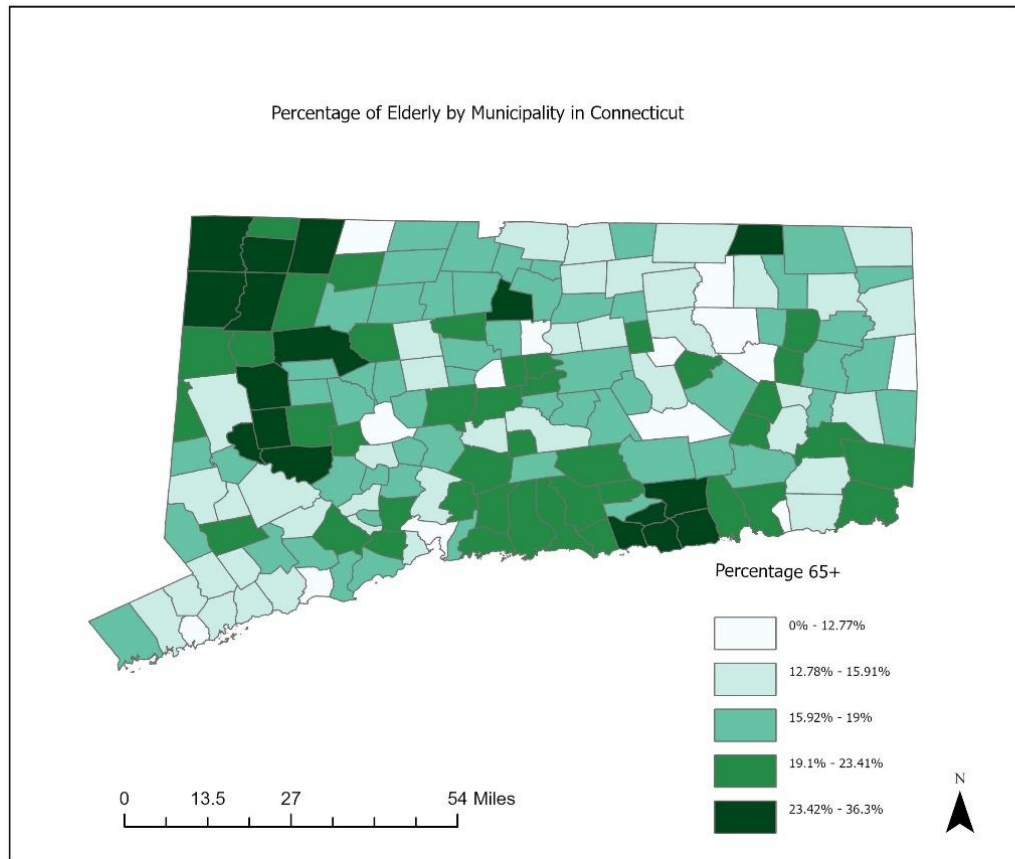


Map of Individuals with Disabilities by Municipality:

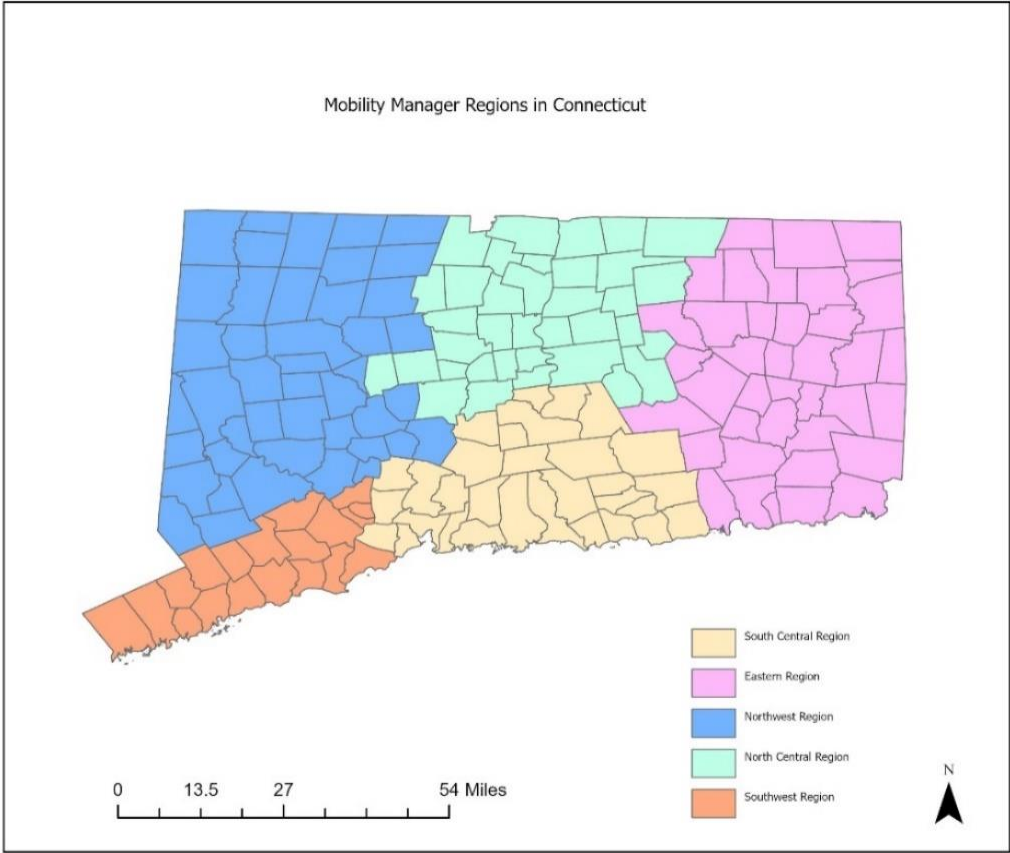
As a note, individuals with disabilities is defined as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history of such an impairment, or a person who is perceived by others as having such an impairment.



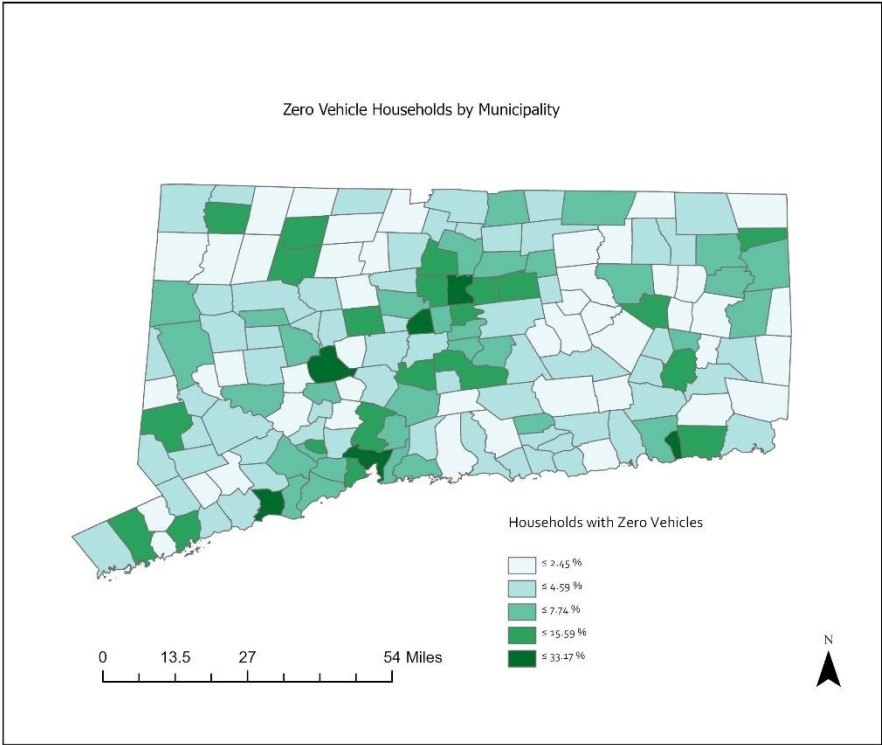
Map of Elderly Individuals by Municipality (65+)



Map of Mobility Manager Regions:



Map of Households with Zero Access to Vehicles by Municipality:



Transportation Barriers Surveys:

English:

Transportation Barriers Survey

1. What population(s) does your organization serve? (***Check all that apply***)
 - a. Seniors
 - b. Children
 - c. Low-income
 - d. General public
 - e. Population(s) with disabilities
 - f. Other

2. What is your organization's service area? (**Fill in the blank**)

3. What transportation options are available within your service area for your clientele? (**Check all that apply**)
 - a. Fixed route transit
 - b. Dial-a-ride
 - c. Taxi
 - d. Rideshare (Uber/Lyft)
 - e. ADA/Paratransit Services
 - f. Other

4. Do you think there are sufficient options for transportation services within your service area?
 - a. Yes
 - b. No

5. If you feel transportation services are inadequate, please indicate any unserved destination(S), geographic area(s), time of day, or day of week that need transportation service. (**Fill in the blank**)

6. Does your agency provide transportation services or support?
 - a. Yes
 - b. No

7. What forms of transportation services and/or support do you provide? (**Check all that apply**)
 - a. Bus
 - b. Bus tickets/passes

- c. ADA/paratransit services
 - d. Taxi vouchers
 - e. Rideshare (Uber/Lyft)
 - f. Mileage reimbursements
 - g. Volunteer drivers
 - h. Other
8. Do you limit transportation services to specific purposes?
- a. Yes
 - b. No
9. If so, what purposes do you provide transportation? (*Check all that apply*)
- a. Employment
 - b. Medical
 - c. Adult daycare
 - d. Senior center(s)
 - e. Grocery shopping
 - f. Family visits
 - g. Other
10. What do you think are the greatest challenges for meeting the mobility needs of the population(s) you serve? (*Check all that apply*)
- a. Limited service (Hours/days)
 - b. Limited-service area (Geographic)
 - c. Limited funding for transportation
 - d. Accessibility concerns
 - e. Too expensive
 - f. Hard to figure out
 - g. Lack of information/promotion
 - h. Other
11. When thinking about transportation services, what do you think is most important for the population(s) you serve? (*Check all that apply*)
- a. Ease of use
 - b. Hours of operation
 - c. Convenience
 - d. Safety
 - e. Time to destination
 - f. Cost
 - g. On-time performance
 - h. Other

12. Do you have any other comments or concerns about transportation services that you would like to share? **(Fill in the blank)**

Spanish Survey:

1. ¿A qué población(es) atiende su organización? **(Marquen todas las que apliquen)**
 - Mayores (60+)
 - Niños
 - Familias de bajos ingresos
 - Público en general
 - Población(es) con incapacidades
 - Otro (_____)

2. ¿Cuál es el área de servicio de su organización? (Escriba su respuesta en el espacio en blanco)

3. ¿Qué opciones de transportación están disponibles dentro de su área de servicio para su clientela? **(Marque todo lo que corresponda)**
 - Tránsito de ruta fija
 - Dial-a-ride
 - Taxi
 - Viaje compartido (Uber / Lyft)
 - ADA / Paratransito
 - Otro (_____)

4. ¿Cree que existen suficientes opciones de servicios de transportación dentro de su área?
 - Sí
 - No

5. Si cree que los servicios de transportación son inadecuados, indique los destinos, las áreas geográficas, la hora del día o el día de la semana que necesitan servicio de transportación. **(Escriba su respuesta en el espacio en blanco)**

6. ¿Su agencia u organización proporciona servicios de transportación o apoyo?
 - Sí
 - No

7. ¿Qué formas de servicios de transportación y/o apoyo ustedes proveen? (Marquen todos lo que correspondan)
 - Autobús
 - Billetes / Pases de bus
 - Servicios de ADA / Paratransito
 - Comprobantes de taxi

- Cupones de viaje compartido (Uber/Lyft)
 - Reembolso de millaje
 - Conductores voluntarios
 - Otro (_____)
8. ¿Se limitan los servicios de transportación con propósitos en específico?
- Sí
 - No
9. Si es así, ¿con qué propósito proporciona transportación? (**Marquen todos los que correspondan**)
- Empleo
 - Visitas al Médico
 - Guardería para adultos
 - Centro(s) para personas mayores
 - Compras de comestibles
 - Visitas familiares
 - Otro (_____)
10. ¿Cuáles cree que son los mayores desafíos para satisfacer las necesidades de movilidad de la(s) población(es) a las que atiende? (**Marquen todos los que correspondan**)
- Servicio limitado (horas / días)
 - Áreas de servicio limitada
 - Financiamiento limitado para transportación (solo para proveedores)
 - Preocupaciones de accesibilidad
 - Muy caro
 - Difícil de entender
 - Falta de información/promoción
 - Otro (_____)
11. Al pensar en los servicios de transportación, ¿Qué crees que es más importante para la(s) población(es) a las que atiende? (**Marquen todas las que correspondan**)
- Facilidad de uso
 - Horas de operaciones
 - Conveniencia
 - Seguridad
 - Cuando tiempo se tarda en llegar a su destino
 - El costo
 - Puntualidad
 - Otro (_____)
12. ¿Tiene algún otro comentario o preocupación sobre los servicios de transportación que le gustaría compartir? (**Escriba su respuesta en el espacio en blanco**)

Transportation Barriers Survey Response Breakdown by Region/Category:

Overall Breakdown

1. What population(s) does your organization serve? (Check all that apply)

Elderly Individuals	Children	Low-Income	General Public	Population(s) with Disabilities	Other
207	104	174	126	278	34
22.43%	11.27%	18.85%	13.65%	30.12%	3.68%

Note: Respondents could choose as many as apply

2. What is your organization’s service are?

a. Fill in the Blank

3. What transportation options are available within your service area for your clientele? (Check all that apply)

Fixed Route Transit	Dial-a-ride	Taxi	Rideshare (Uber/Lyft)	ADA/Paratransit Services	Other
244	194	218	226	189	99
20.85%	16.58%	18.63%	19.32%	16.15%	8.46%

Note: Respondents could choose as many as apply

4. Do you think there are sufficient options for transportation services within your service area?

- a. Yes: 108 (29.75%)**
- b. No: 255 (70.25%)**

5. If you feel transportation services are inadequate, please indicate any unserved destination(s), geographic area(s), time of day, or day of week that need transportation service

a. Fill in the Blank

6. Does your agency provide transportation services or support?

- a. Yes: 28 (71.79%)**
- b. No: 11 (28.21%)**

7. What forms of transportation services and/or support do you provide?

Bus	Bus Tickets/Passes	ADA/Paratransit Services	Taxi Vouchers	Rideshare (Uber/Lyft)	Mileage Reimbursements	Volunteer Drivers	Other
67	71	67	30	18	25	26	93
16.88%	17.88%	16.88%	7.56%	4.53%	6.30%	6.55%	23.43%

Note: Respondents could choose as many as apply

8. Do you limit transportation services to specific purposes?

- a. Yes: 143 (69.08%)
- b. No: 64 (30.92%)

9. If so, what purposes do you provide transportation? (Check all that apply)

Employment	Medical	Adult Daycare	Senior Center(s)	Grocery Shopping	Family Visits	Other
60	103	25	48	76	28	54
15.23%	26.14%	6.35%	12.18%	19.29%	7.11%	13.71%

Note: Respondents could choose as many as apply

10. What do you think are the greatest challenges for meeting the mobility needs of the population(s) you serve?

Limited Service (Hours/Days)	Limited Service Area	Limited Funding for Transportation	Accessibility Concerns	Too Expensive	Hard to Figure Out	Lack of Information/Promotion	Other
250	212	157	138	125	111	115	46
21.66%	18.37%	13.60%	11.96%	10.83%	9.62%	9.97%	3.99%

Note: Respondents could choose as many as apply

11. When thinking about transportation services, what do you think is most important for the population(s) you service? (Check all that apply)

Ease of Use	Hours of Operation	Convenience	Safety	Time to Destination	Cost	On-Time Performance	Other
295	259	222	237	189	243	161	22
18.12%	15.91%	13.64%	14.56%	11.61%	14.93%	9.89%	1.35%

Note: Respondents could choose as many as apply

12. Do you have any other comments or concerns about transportation services that you would like to share?

- a. Fill in the blank

Eastern Mobility Manager Region

1. What population(s) does your organization serve? (Check all that apply)

Elderly Individuals	Children	Low-Income	General Public	Population(s) with Disabilities	Other
26	8	19	10	30	2
25.49%	7.84%	18.63%	9.80%	29.41%	1.96%

Note: Respondents could choose as many as apply

2. What is your organization’s service area?

a. Fill in the blank

3. What transportation options are available within your service area for your clientele? (Check all that apply)

Fixed Route Transit	Dial-a-ride	Taxi	Rideshare (Uber/Lyft)	ADA/Paratransit Services	Other
27	26	28	25	19	9
21.26%	20.47%	22.05%	19.69%	14.96%	7.09%

Note: Respondents could choose as many as apply

4. Do you think there are sufficient options for transportation services within your service area?

- a. Yes: 7 (17.95%)**
- b. No: 32 (82.05%)**

5. If you feel transportation services are inadequate, please indicate any unserved destination(s), geographic area(s), time of day, or day of week that need transportation service.

- o Fill in the Blank**

6. Does your agency provide transportation services or support?

- a. Yes: 28 (71.79%)**
- b. No: 11 (28.21%)**

7. What forms of transportation services or support do you provide?

Bus	Bus Tickets/Passes	ADA/Paratransit Services	Taxi Vouchers	Rideshare (Uber/Lyft)	Mileage Reimbursements	Volunteer Drivers	Other
10	12	10	5	4	8	3	6
16.95%	20.34%	16.95%	8.47%	6.78%	13.56%	5.08%	10.17%

Note: Respondents could choose as many as apply

8. Do you limit transportation services to specific purposes?

- a. Yes: 18 (64.29%)
- b. No: 10 (35.71%)

9. If so, for what purposes do you provide transportation for?

Employment	Medical	Adult Daycare	Senior Center(s)	Grocery Shopping	Family Visits	Other
11	13	4	7	7	4	10
19.64%	23.21%	7.14%	12.5%	12.5%	7.14%	17.86%

Note: Respondents could choose as many as apply

10. What do you think are the greatest challenges for meeting the mobility needs of the population(s) you serve?

Limited Service (Hours/Days)	Limited Service Area	Limited Funding for Transportation	Accessibility Concerns	Too Expensive	Hard to Figure Out	Lack of Information/Promotion	Other
28	22	13	14	11	10	10	4
25%	19.64%	11.61%	12.5%	9.82%	8.93%	8.93%	3.57%

Note: Respondents could choose as many as apply

11. When thinking about transportation services, what do you think is most important for the population(s) you service?

Ease of Use	Hours of Operation	Convenience	Safety	Time to Destination	Cost	On-Time Performance	Other
31	25	20	26	22	27	17	1
18.34%	14.79%	11.83%	15.38%	13.02%	15.98%	10.06%	.59%

Note: Respondents could choose as many as apply

12. Do you have any other comments or concerns about transportation services that you would like to share?

North Central Mobility Manager Region:

1. What population(s) does your organization serve? (Check all that apply)

Elderly Individuals	Children	Low-Income	General Public	Population(s) with Disabilities	Other
35	17	27	18	56	1
22.73%	11.04%	17.53%	11.69%	36.36%	.65%

Note: Respondents could choose as many as apply

2. What is your organization’s service area?

a. Fill in the blank

3. What transportation options are available within your service area for your clientele? (Check all that apply)

Fixed Route Transit	Dial-a-ride	Taxi	Rideshare (Uber/Lyft)	ADA/Paratransit Services	Other
35	44	33	41	35	7
17.95%	22.56%	16.92%	21.03%	17.95%	3.59%

Note: Respondents could choose as many as apply

4. Do you think there are sufficient options for transportation services within your service area?

a. Yes: 16 (26.56%)

b. No: 47 (73.44%)

5. If you feel transportation services are inadequate, please indicate any unserved destination(s), geographic area(s), time of day, or day of week that need transportation service.

a. Fill in the blank

6. Does your agency provide transportation services or support?

a. Yes: 29 (46.03%)

b. No: 34 (53.97%)

7. What forms of transportation services or support do you provide? (Check all that apply)

Bus	Bus Tickets/Passes	ADA/Paratransit Services	Taxi Vouchers	Rideshare (Uber/Lyft)	Mileage Reimbursements	Volunteer Drivers	Other
18	11	13	1	2	3	8	5
29.51%	18.03%	21.31%	1.64%	3.28%	4.92%	13.11%	8.20%

Note: Respondents could choose as many as apply

8. Do you limit transportation services to specific purposes?

- a. Yes: 18 (62.07%)
- b. No: 11 (37.93%)

9. If so, for what purposes do you provide transportation? (Check all that apply)

Employment	Medical	Adult Daycare	Senior Center(s)	Grocery Shopping	Family Visits	Other
10	14	2	9	14	3	2
18.52%	25.93%	3.70%	16.67%	25.93%	5.56%	3.70%

Note: Respondents could choose as many as apply

10. What do you think are the greatest challenges for meeting the mobility needs of the population(s) you serve? (Check all that apply)

Limited Service (Hours/Days)	Limited Service Area	Limited Funding for Transportation	Accessibility Concerns	Too Expensive	Hard to Figure Out	Lack of Information/Promotion	Other
42	45	30	25	20	22	20	1
20.49%	21.95%	14.63%	12.20%	9.76%	10.73%	9.76%	.49%

Note: Respondents could choose as many as apply

11. When thinking about transportation services, what do you think is most important for the population(s) you service? (Check all that apply)

Ease of Use	Hours of Operation	Convenience	Safety	Time to Destination	Cost	On-Time Performance	Other
51	46	33	40	21	45	26	2
19.32%	17.42%	12.5%	15.15%	7.95%	17.05%	9.85%	.76%

Note: Respondents could choose as many as apply

12. Do you have any other comments or concerns about transportation services that you would like to share?

- a. Fill in the blank

Northwest Mobility Manager Region:

1. What population(s) does your organization serve? (Check all that apply)

Elderly Individuals	Children	Low-Income	General Public	Population(s) with Disabilities	Other
26	9	14	9	24	2
30.95%	10.71%	16.67%	10.71%	28.57%	2.38%

Note: Respondents could choose as many as apply

2. What is your organization’s service area?

a. **Fill in the blank**

3. What transportation options are available within your service area for your clientele? (Check all that apply)

Fixed Route Transit	Dial-a-ride	Taxi	Rideshare (Uber/Lyft)	ADA/Paratransit Services	Other
19	25	12	13	15	9
20.43%	26.88%	12.90%	13.98%	16.13%	9.68%

Note: Respondents could choose as many as apply

4. Do you think there are sufficient options for transportation services within your service area?

a. **Yes: 10 (28.57%)**

b. **No: 25 (71.43%)**

5. If you feel transportation services are inadequate, please indicate any unserved destination(s), geographic area(s), time of day, or day of week that need transportation service.

6. Does your agency provide transportation services or support?

a. **Yes: 22 (62.86%)**

b. **No: 13 (37.14%)**

7. What forms of transportation services and/or support do you provide?

Bus	Bus Tickets/Passes	ADA/Paratransit Services	Taxi Vouchers	Rideshare (Uber/Lyft)	Mileage Reimbursements	Volunteer Drivers	Other
11	4	8	0	0	0	2	13
28.95%	10.53%	21.05%	0%	0%	0%	5.26%	34.21%

Note: Respondents could choose as many as apply

8. Do you limit transportation services to specific purposes?

- a. Yes: 18
- b. No: 4

9. If so, what purposes do you provide transportation? (Check all that apply)

Employment	Medical	Adult Daycare	Senior Center(s)	Grocery Shopping	Family Visits	Other
9	14	3	10	13	3	7
15.25%	23.73%	5.08%	16.95%	22.03%	5.08%	11.86%

- Note: Respondents could choose as many as apply

10. What do you think are the greatest challenges for meeting the mobility needs of the population(s) you serve?

Limited Service (Hours/Days)	Limited Service Area	Limited Funding for Transportation	Accessibility Concerns	Too Expensive	Hard to Figure Out	Lack of Information/Promotion	Other
28	21	16	13	8	6	11	8
25.23%	18.92%	14.41%	11.71%	7.21%	5.41%	9.91%	7.21%

Note: Respondents could choose as many as apply

11. When thinking about transportation services, what do you think is most important for the population(s) you service? (Check all that apply)

Ease of Use	Hours of Operation	Convenience	Safety	Time to Destination	Cost	On-Time Performance	Other
29	29	25	26	15	21	13	0
18.35%	18.35%	15.82%	16.46%	9.49%	13.29%	8.23%	0%

Note: Respondents could choose as many as apply

12. Do you have any other comments or concerns about transportation services that you would like to share?

- a. Fill in the blank

South Central Mobility Manager Region:

1. What population(s) does your organization serve? (Check all that apply)

Elderly Individuals	Children	Low-Income	General Public	Population(s) with Disabilities
25	9	18	15	35
14.51%	8.82%	17.65%	14.71%	34.31%

Note: Respondents could choose as many as apply

2. What is your organization’s service area?

a. **Fill in the blank**

3. What transportation options are available within your service area for your clientele? (Check all that apply)

Fixed Route Transit	Dial-a-ride	Taxi	Rideshare (Uber/Lyft)	ADA/Paratransit Services	Other
28	19	21	21	26	6
23.14%	15.70%	17.36%	17.36%	21.49%	4.96%

Note: Respondents could choose as many as apply

4. Do you think there are sufficient options for transportation services within your service area?

- a. **Yes: 12 (27.91%)**
- b. **No: 31 (72.09%)**

5. If you feel transportation services are inadequate, please indicate any unserved destination(s), geographic area(s), time of day, or day of week that need transportation service.

a. **Fill in the blank**

6. Does your agency provide transportation services or support?

- a. **Yes: 29 (67.44%)**
- b. **No: 14 (32.56%)**

7. What forms of transportation services or support do you provide?

Bus	Bus Tickets/Passes	ADA/Paratransit Services	Taxi Vouchers	Rideshare (Uber/Lyft)	Mileage Reimbursements	Volunteer Drivers	Other
18	8	13	5	1	1	3	9
31.03%	13.79%	22.41%	8.62%	1.72%	1.72%	5.17%	15.52%

Note: Respondents could choose as many as apply

8. Do you limit transportation services to specific purposes?

- a. Yes: 22 (75.86%)
- b. No: 7 (24.14%)

9. If so, for what purposes do you provide transportation? (Check all that apply)

Employment	Medical	Adult Daycare	Senior Center(s)	Grocery Shopping	Family Visits	Other
8	15	5	8	11	5	8
13.33%	25%	8.33%	13.33%	18.33%	8.33%	13.33%

Note: Respondents could choose as many as apply

10. What do you think are the greatest challenges for meeting the mobility needs of the population(s) you serve?

Limited Service (Hours/Days)	Limited Service Area	Limited Funding for Transportation	Accessibility Concerns	Too Expensive	Hard to Figure Out	Lack of Information/Promotion	Other
30	25	18	14	13	12	17	4
22.56%	18.80%	13.53%	10.53%	9.77%	9.02%	12.78%	3.01%

Note: Respondents could choose as many as apply

11. When thinking about transportation services, what do you think is most important for the population(s) you service?

Ease of Use	Hours of Operation	Convenience	Safety	Time to Destination	Cost	On-Time Performance	Other
34	28	24	25	22	17	24	3
19.21%	15.82%	13.56%	14.12%	12.43%	9.60%	13.56%	1.69%

Note: Respondents could choose as many as apply

12. Do you have any other comments or concerns about transportation services that you would like to share?

- a. Fill in the blank

Southwest Mobility Manager Region:

1. What population(s) does your organization serve? (Check all that apply)

Elderly Individuals	Children	Low-Income	General Public	Population(s) with Disabilities	Other
49	35	47	33	49	12
21.78%	15.56%	20.89%	14.67%	21.78%	5.33%

Note: Respondents could choose as many as apply

2. What is your organization’s service area?

a. Fill in the blank

3. What transportation options are available within your service area for your clientele?

Fixed Route Transit	Dial-a-ride	Taxi	Rideshare (Uber/Lyft)	ADA/Paratransit Services	Volunteer Drivers	Other
62	31	54	55	38	1	22
23.57%	11.79%	20.53%	20.91%	14.45%	.38%	8.37%

Note: Respondents could choose as many as apply

4. Do you think there are sufficient transportation services in your area?

- a. Yes: 28 (37.33%)**
- b. No: 47 (62.67%)**

5. If you feel transportation services are inadequate, please indicate any unserved destination(s), geographic area(s), time of day, or day of week that need transportation service.

a. Fill in the blank

6. Does your agency or organization provide transportation services or support?

- a. Yes: 43 (57.33%)**
- b. No: 32 (42.67%)**

7. What forms of transportation services and/or support do you provide? (Check all that apply)

Bus	Bus Tickets/Passes	ADA/Paratransit Services	Taxi Vouchers	Rideshare (Uber/Lyft)	Mileage Reimbursements	Volunteer Drivers	Other
29	21	11	11	5	3	4	14
29.59%	21.43%	11.22%	11.22%	5.10%	3.06%	4.08%	14.29%

Note: Respondents could choose as many as apply

8. Do you limit transportation services to specific purposes?

a. Yes: 32 (74.42%)

b. No: 11 (25.58%)

9. If so, for what purposes do you provide transportation (Check all that apply)

Employment	Medical	Adult Daycare	Senior Center(s)	Grocery Shopping	Family Visits	Other
9	24	5	8	15	5	9
12%	32%	6.67%	10.67%	20%	6.67%	12%

Note: Respondents could choose as many as apply

10. What do you think is the greatest challenges for meeting the mobility needs of the population(s) you serve?

Limited Service (Hours/Days)	Limited Service Area	Limited Funding for Transportation	Accessibility Concerns	Too Expensive	Hard to Figure Out	Lack of Information/Promotion	Other
53	43	30	29	28	25	23	10
22%	17.84%	12.45%	12.03%	11.62%	10.37%	9.54%	4.15%

Note: Respondents could choose as many as apply

11. When thinking about transportation services, what do you think is most important for the population(s) you service?

Ease of Use	Hours of Operation	Convenience	Safety	Time to Destination	Cost	On-Time Performance	Other
66	52	51	44	46	56	31	2
18.97%	14.94%	14.66%	12.64%	13.22%	16.09%	8.91%	.57%

Note: Respondents could choose as many as apply

12. Do you have any other comments or concerns about transportation services that you would like to share?

a. Fill in the blank

“Other” Category:

1. What population(s) does your organization serve? (Check all that apply)

Elderly Individuals	Children	Low-Income	General Public	Population(s) with Disabilities	Other
21	11	22	19	34	3
19.09%	10%	20%	17.27%	30.90%	2.73%

Note: Respondents could choose as many as apply

2. What is your organization’s service area?

a. Fill in the blank

3. What transportation options are available within your service area for your clientele? (Check all that apply)

Fixed Route Transit	Dial-a-ride	Taxi	Rideshare (Uber/Lyft)	ADA/Paratransit Services	Other
37	23	36	33	22	9
23.13%	14.38%	22.5%	20.63%	13.75%	5.63%

Note: Respondents could choose as many as apply

4. Do you think there are sufficient options for transportation services within your service area?

- a. Yes: 21 (38.89%)**
- b. No: 33 (61.11%)**

5. If you feel transportation services are inadequate, please indicate any unserved destination(s), geographic area(s), time of day, or day of week that need transportation service.

a. Fill in the blank

6. Does your agency provide transportation services or support?

- a. Yes: 24 (55.81%)**
- b. No: 19 (44.19%)**

7. What forms of transportation services and/or support do you provide? (Check all that apply)

Bus	Bus Tickets/Passes	ADA/Paratransit Services	Taxi Vouchers	Rideshare (Uber/Lyft)	Mileage Reimbursements	Volunteer Drivers	Other
15	12	6	6	1	2	1	9
28.85%	23.08%	11.54%	11.54%	1.92%	3.85%	1.92%	17.30%

Note: Respondents could choose as many as apply

8. Do you limit transportation services to specific purposes?

- a. Yes: 15 (62.5%)
- b. No: 9 (37.5%)

9. If so, for what purposes do you provide transportation? (Check all that apply)

Employment	Medical	Adult Daycare	Senior Center(s)	Grocery Shopping	Family Visits	Other
4	9	1	1	4	2	7
14.29%	32.14%	3.57%	3.57%	14.29%	7.14%	25%

Note: Respondents could choose as many as apply

10. What do you think are the greatest challenges for meeting the mobility needs of the population(s) you serve?

Limited Service (Hours/Days)	Limited-Service Area	Limited Funding for Transportation	Accessibility Concerns	Too Expensive	Hard to Figure Out	Lack of Information/Promotion	Other
31	28	25	21	23	22	21	3
17.82%	16.10%	14.37%	12.07%	13.22%	12.64%	12.07%	1.72%

Note: Respondents could choose as many as apply

11. When thinking about transportation services, what do you think is most important for the population(s) you service? (Check all that apply)

Ease of Use	Hours of Operation	Convenience	Safety	Time to Destination	Cost	On-Time Performance	Other
44	37	32	38	33	42	22	2
17.6%	14.8%	12.8%	15.2%	13.2%	16.8%	8.8%	.8%

Note: Respondents could choose as many as apply

12. Do you have any other comments or concerns about transportation services that you would like to share?

- a. Fill in the blank

“Multi-Region” Category:

1. What population(s) does your organization serve? (Check all that apply)

Elderly Individuals	Children	Low-Income	General Public	Population(s) with Disabilities
18	5	15	13	34
20.22%	5.62%	16.85%	14.61%	38.20%

Note: Respondents could choose as many as apply

2. What is your organization’s service area?

a. Fill in the blank

3. What transportation options are available within your service area for your clientele? (Check all that apply)

Fixed Route Transit	Dial-a-ride	Taxi	Rideshare (Uber/Lyft)	ADA/Paratransit Services	Other
26	17	24	29	23	12
19.85%	12.98%	18.32%	22.14%	17.56%	9.16%

Note: Respondents could choose as many as apply

4. Do you think there are sufficient options for transportation services within your service area?

- a. Yes: 11 (27.5%)**
- b. No: 29 (72.5%)**

5. If you feel transportation services are inadequate, please indicate any unserved destination(s), geographic area(s), time of day, or day of week that need transportation service.

a. Fill in the blank

6. Does your agency provide transportation services or support?

- a. Yes: 26 (65%)**
- b. No: 14 (35%)**

7. What forms of transportation services and/or support do you provide?

Bus	Bus Tickets/Passes	ADA/Paratransit Services	Taxi Vouchers	Rideshare (Uber/Lyft)	Mileage Reimbursements	Volunteer Drivers	Other
5	1	6	1	1	7	3	12
13.89%	2.78%	16.67%	2.78%	2.78%	19.44%	8.33%	33.33%

Note: Respondents could choose as many as apply

8. Do you limit transportation services to specific purposes?

- a. Yes: 16 (61.54%)**
- b. No: 38.46%**

9. If so, what purposes do you provide transportation? (Check all that apply)

Employment	Medical	Adult Daycare	Senior Center(s)	Grocery Shopping	Family Visits	Other
8	12	5	3	8	5	7
16.67%	25%	10.42%	6.25%	16.67%	10.42%	14.58%

Note: Respondents could choose as many as apply

10. What do you think are the greatest challenges for meeting the mobility needs of the population(s) you serve?

Limited Service (Hours/Days)	Limited Service Area	Limited Funding for Transportation	Accessibility Concerns	Too Expensive	Hard to Figure Out	Lack of Information/Promotion	Other
27	20	21	16	16	8	11	6
21.6%	16%	16.8%	12.8%	12.8%	6.3%	8.8%	4.8%

Note: Respondents could choose as many as apply

11. When thinking about transportation services, what do you think is most important for the population(s) you service?

Ease of Use	Hours of Operation	Convenience	Safety	Time to Destination	Cost	On-Time Performance	Other
29	33	29	32	21	26	20	4
14.95%	17.01%	14.95%	16.49%	10.82%	13.40%	10.31%	2.06%

Note: Respondents could choose as many as apply

12. Do you have any other comments or concerns about transportation services that you would like to share?

a. Fill in the blank

“Statewide” Category:

1. What population(s) does your organization serve? (Check all that apply)

Elderly Individuals	Children	Low-Income	General Public	Population(s) with Disabilities	Other
2	2	6	2	12	2
7.69%	7.69%	23.08%	7.69%	46.15%	7.69%

Note: Respondents could choose as many as apply

2. What is your organization’s service area?

a. Fill in the blank

3. What transportation options are available within your service area for your clientele? (Check all that apply)

Fixed Route Transit	Dial-a-ride	Taxi	Rideshare (Uber/Lyft)	ADA/Paratransit Services	Other
11	8	10	8	10	3
23.40%	17.02%	21.28%	17.02%	21.28%	6.38%

Note: Respondents could choose as many as apply

4. Do you think there are sufficient options for transportation options within your service area?

a. Yes: 3 (21.43%)

b. No: (78.57%)

5. If you feel transportation services are inadequate, please indicate and unserved destination(s), geographic area(s),time of day, or day of week that need transportation service.

a. Fill in the blank

6. Does your agency provide transportation services or support?

a. Yes: 6 (42.86%)

b. No: 8 (57.14%)

7. What forms of transportation services and/or support do you provide (Check all that apply)

Bus	Bus Tickets/Passes	ADA/Paratransit Services	Taxi Vouchers	Rideshare (Uber/Lyft)	Mileage Reimbursements	Volunteer Drivers	Other
3	2	0	0	1	2	0	4
25%	16.67%	0%	0%	8.33%	16.67%	0%	33.33%

Note: Respondents could choose as many as apply

8. Do you limit transportation services to specific purposes?

- a. Yes: 4 (66.67%)
- b. No: 2 (33.33%)

9. If so, what purposes do you provide transportation? (Check all that apply)

Employment	Medical	Adult Daycare	Senior Center(s)	Grocery Shopping	Family Visits	Other
2	3	0	1	1	1	5
15.38%	23.08%	0%	7.69%	7.69%	7.69%	38.46%

Note: Respondents could choose as many as apply

10. What do you think is the greatest challenges for meeting the mobility needs of the population(s) you serve?

Limited Service (Hours/Days)	Limited Service Area	Limited Funding for Transportation	Accessibility Concerns	Too Expensive	Hard to Figure Out	Lack of Information/Promotion	Other
11	8	4	4	6	6	2	3
25%	18.18%	9.09%	9.09%	13.63%	13.63%	4.55%	6.82%

Note: Respondents could choose as many as apply

11. When thinking about transportation services, what do you think is most important for the population(s) you service?

Ease of Use	Hours of Operation	Convenience	Safety	Time to Destination	Cost	On-Time Performance	Other
12	10	7	9	10	8	8	1
18.46%	15.38%	10.77%	13.85%	15.38%	12.31%	12.31%	1.54%

Note: Respondents could choose as many as apply

12. Do you have any other comments or concerns about transportation services that you would like to share?

- a. Fill in the blank

Human Services and Public Transportation Glossary:

1. **Accessibility:** The extent to which facilities, including transit vehicles, are free of barriers and can be used people who have disabilities, including wheelchair users.
2. **ADA complementary paratransit service:** The Americans with Disabilities Act (ADA) requires public transit agencies that provide fixed-route service to provide “complementary paratransit” services to people with disabilities who cannot use the fixed-route bus or rail services because of a disability. The ADA regulations specifically define a population of customers who are entitled to this service as a civil right. The regulations also define minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement.

In general, ADA complementary paratransit services must be provided within $\frac{3}{4}$ of a mile of a bus route or rail station, at the same hours and days, for no more than twice the regular fixed route fare.

3. **Americans with Disabilities Act (ADA):** Passed by Congress in 1990, this act mandates equal opportunities for people with disabilities in the areas of employment, transportation, communications and public accommodations. Under this act, most transportation providers are obliged to purchase lift-equipped vehicles for their fixed-route services and must ensure system-wide accessibility of their demand-responsive services to people with disabilities. Public transit providers also must supplement their fixed-route services with paratransit services for those people unable to use fixed-route service because of their disability.
4. **Community Transportation:** The family of transportation services in a community, including public and private sources that are available to respond to the mobility needs of all community members.
5. **Community Bus Routes:** Community bus routes, also known as “service routes”, are fixed-route, fixed-schedule transit routes. They have several features that distinguish them from regular fixed-route bus routes; primarily the routes and level of service are designed around the origins, destinations and needs of target markets, such older adults and persons with disabilities. Community bus routes can be an effective way to divert paratransit users to a lower subsidy per trip service that also provides more convenience because no advance scheduling is needed. Community bus routes may also offer connections to longer distance, inter-city routes. Community bus routes typically use small, low floor buses that are able to operate on neighborhood streets and enter driveways and parking lots. The focus is on front-door convenience at the expense of direct routing. Emphasis is on convenience, ease of use and highlight personalized driver

service.

6. **Coordinated Public Transit-Human Services Transportation Plan:** A locally developed plan for coordinating local public transportation and human service agency transportation services that aims to maximize the programs' collective coverage by minimizing duplication of services. The coordinated plan should be developed through a process that includes representatives of public, private and non-profit transportation and human services providers, and participation by the public. Under SAFETEA-LU, any public agency applying for funding of a new or expanded service under Sections 5310, 5316 or 5317 must show that the be derived from a locally developed, coordinated public transit-human services transportation plan developed through a process that consists of representatives of public, private and non-profit transportation and human services providers with participation by the public.
7. **Coordination:** Coordination is a cooperative arrangement among public and private transportation agencies and other organizations that provide transportation services. Coordination refers to all sorts of ways in which two or more entities agree to work together toward some common purpose. Transportation coordination models can range in scope from shared use of facilities, training or maintenance to integrated brokerages to consolidated transportation service providers.
8. **Curb-to-curb service:** A common designation for paratransit services. The transit vehicle picks up and discharges passengers at the curb or driveway in front of their home or destination. In curb-to-curb service the driver does not assist the passenger along walks or steps to the door of the home or other destination.
9. **Demand-response service:** The type of transit service where individual passengers can request transportation from a specific location to another specific location at a certain time. Transit vehicles providing demand-response service do not follow a fixed route but travel throughout the community transporting passengers according to their specific requests. Can also be called "dial-a-ride." These services usually, but not always, require reservations
10. **Deviated fixed route service:** A hybrid of fixed-route and demand-response services. With this type of service, a bus or van stops at fixed points and keeps to a timetable but can deviate its course between two stops to go to a specific location for a pre-scheduled request. Deviated fix routes services is often used to provide accessibility to people with disabilities.
11. **Dial-a-ride service:** Another term for demand-response services, where the rider telephones (or "dials") to request service.

- 12. Door-to-door service:** A form of paratransit service that includes passenger's assistance between the vehicle and the door of the passenger's home or other destination. A higher level of service than curb-to-curb, yet not as specialized as "door-through-door" service, where the driver actually provides assistance within the origin or destination.
- 13. Employment Transportation:** Transportation specifically designed to take passengers to and from work or work-related activities.
- 14. Federal Transit Administration (FTA):** A component of the U.S. DOT that administers federal funding to support a variety of locally planned, constructed, and operated public transportation systems throughout the U.S., including buses, subways, light rail, commuter rail. Streetcars, monorail, passenger ferry boats, inclined railways, and people movers. FTA provides financial assistance for capital, operating and planning costs of these public transportation systems. It also sponsors research, training, technical assistance and demonstration programs. Up to 1991 the FTA was known as the Urban Mass Transportation Administration.
- 15. Fixed-route service:** Transit services where vehicles run on regular, scheduled routes with fixed stops and no deviation. Typically, fixed-route service is characterized by printed schedules or timetables, designated bus stops where passengers board and alight and the use of larger transit vehicles.
- 16. Flexible routing and schedules:** Flexible route service follows a direction of travel but allows for deviation or rerouting along the way to accommodate specific trip requests. Examples of flexible route systems are route deviation and point deviation. The schedule may be fixed or flexible.
- 17. Guaranteed Ride Home:** A program that encourages employees to carpool, use transit, bike or walk to work by guaranteeing them a ride home in case they cannot take the same mode home. (e.g. if they need to work late or if an emergency occurs)
- 18. Human services transportation:** Transportation for clients of a specific human or social service agency that is usually limited to a specific trip purpose. Human service agency trips are often provided under contract to a human service agency and may be provided exclusively or rideshared with other human service agencies or general public service.
- 19. Mobility Management:** Mobility management is a customer-centered approach to designing and delivering mobility services. It embraces a shared table of transportation providers, planners and community stakeholders to collaborate, plan, implement and maintain transportation services. It includes local and regional solutions customized to fit community needs and visions, and involves innovation in transportation service, coordination and connectivity. Mobility management strives for easy information and referral to assist individuals in learning about and accessing community and regional

transportation services.

- 20. Paratransit:** Types of passenger transportation that are more flexible than conventional fixed-route transit but more structured than the use of private automobiles. Paratransit is a broad term that may be used to describe any means of shared ride transportation other than fixed route mass transit services. Paratransit services usually use smaller vehicles (less than 25 curb or door-to-door). Paratransit services that are provided to accommodate passengers with disabilities who are unable to use fixed route service and that meet specific service equivalency tests are called ADA complementary paratransit services.
- 21. Rapid transit:** Rail or bus transit service operating completely separate from all modes of transportation on an exclusive right-of-way. Often operates as an express service with a minimal number of stops.
- 22. Rideshare/ridematch program:** A program that facilitates the formation of carpools and vanpools, usually for work trips. A database is maintained for the ride times, origins, destinations and driver/rider preferences of users and potential users. Those requesting to join an existing pool or looking for riders are matched by program staff with other appropriate people.
- 23. Safe, Accountable, Flexible, Efficient Transportation Act—A Legacy for Users (SAFETEA-LU):** An act passed by Congress in 2005 that authorizes federal surface transportation programs, including highways, highway safety, and transit for the years 2005-2009.
- 24. Section 5307:** The section of the Federal Transit Act that authorizes grants to public transit systems in all urban areas. Funds authorized through Section 5307 are awarded to states to provide capital and operating assistance to transit systems in urban areas with populations between 50,000 and 200,000. Transit systems in urban areas with populations greater than 200,000 received their funds directly from the FTA.
- 25. Section 5310:** A formula program that provides capital assistance to states for transportation programs that serve the elderly and people with disabilities. States distribute Section 5310 funds to local operators in rural and urban settings who are either nonprofit organizations or the lead agencies in coordinated transportation programs. Allocation of funding to states is made on the basis of the number of elderly and persons with disabilities.
- 26. Title VI:** A title of the Civil Rights Act of 1964 that ensures that no person in the United States will be discriminated against on the basis of race, color, or national origin. The transportation planning regulations, issued in October 1993, require that metropolitan transportation planning processes be consistent with Title VI.

- 27. United We Ride:** Housed within the FTA, an initiative that supports the federal Interagency Transportation Coordination Council on Access and Mobility (CCAM), implements coordination grants to states and communities, develops tools (such as the Framework for Action community self-assessment guide) to facilitate the transportation coordination process, recognizes exemplary work in transportation coordination by states and communities, and provides technical assistance to states and communities through the United We Ride Ambassador program, a website of best practices and other resources.
- 28. U.S. Department of Transportation:** The federal department responsible for the funding, efficiency and safety of the nation’s highway, aviation, transit, pipeline, and maritime transportation infrastructure.
- 29. Vanpool:** A prearranged ridesharing service in which a number of people travel together on a regular basis in a van. Vanpools may be publicly operated, employer operated, individually owned or leased.
- 30. Volunteer Network:** A volunteer network matches requests for transportation with a volunteer driver who is typically reimbursed on a per-mile basis for providing the trip. Persons requesting service call the network; the network calls the driver and schedules the trip. Volunteer networks are frequently used in rural areas where resources are scarce, persons needing transportation may live in remote areas, and a sense of community is not uncommon.