Coordinated Public Transit-Human Services Transportation Plan

for Washtenaw County

Adopted May 2016

Washtenaw Area Transportation Study | 200 N Main St, Ann Arbor, MI 48103

Table of Contents

1 Introduction 3
- **1.1 Purpose and Need 3**
- **1.2 Coordinated Plan Elements 3**
- **1.3 Overview of Funding Types 3**
- **1.4 Planning Process 8**
- **1.5 Coordination Structure and On-Going Arrangements 9**
- **1.6 Plan Adoption 9**

2.0 Target Populations and Service Implications 10
- **2.1 Individuals with Disabilities 10**
- **2.2 Older Adults 12**
- **2.3 Low Income and Unemployed 14**
- **2.4 Limited English Proficiency Households 18**
- **2.5 Rural Needs 20**
- **2.6 Young People 21**

3.0 Human Service Transportation Needs 24
- **3.1 - Health Care and Health Equity 24**
- **3.3 Affordable Housing 27**
- **3.4 Healthy Food 28**
- **3.5 Job training and Employment 30**
- **3.6 Education and After School Activities 32**

4.0 Current and Committed Transportation Services and Resources 34
- **4.1 Fixed Route 34**
- **4.2 Inter-Urban Routes 35**
- **4.3 Urban Door-to-Door 37**
- **4.4 Rural Door-to-Door 38**
- **4.5 Mobility Management 38**

5 Unmet Needs 40
- **5.1 Transit Services 40**
- **5.2 Coordination 41**
- **5.3 Outreach/Marketing 41**
- **5.4 Training 41**

6.0 2010 Coordinated Plan Successes and Progress 43

7.0 Recommended Strategies and Projects 47
- **7.1 5310 Funding Priorities 47**
- **7.2 Strategies and Projects 49**
- **7.3 Commitment to Sustainability 60**

8 Appendices 61
- **8.1 Private Transportation Providers 61**
- **8.2 Human Service Agencies that Provide Transportation or Transportation Assistance 65**
- **8.3 Transportation Provider and Non-Profit Survey Questions. 69**
- **8.4 Works Cited 71**

1 Introduction

1.1 Purpose and Need

Federal and State regulations require that a Coordinated Public Transit-Human Services Plan be developed and updated to ensure efficient and effective coordination of public transit and human services providers' resources and to find new strategies to address unmet needs and gaps in service. The coordinated plan serves as a guideline for successful grant applications in an effort to maintain existing service and help meet unmet needs.

Within Washtenaw County and throughout much of Michigan, the demand for public transportation and the requirements of riders with special needs, has increased and will continue to do so. This can be attributed to our ability to live longer and with more independence than in the past; increased independence for individuals with disabilities through the Americans with Disabilities Act (ADA); and stricter work requirements for welfare recipients. Access to affordable and dependable transportation, especially within rural areas of Washtenaw County, continues to be a barrier to employment, health care, and other important services among these target populations.

This document serves as the Coordinated Public Transit-Human Services Plan for both the Ann Arbor Urbanized Area and the Rural Areas of Washtenaw County, given the needs to coordinate services between the urban and rural areas.

1.2 Coordinated Plan Elements

FTA guidance defines a coordinated public transit-human service transportation plan as one that identifies the transportation needs of individuals with disabilities, older adults, and people with low-incomes; provides strategies for meeting those local needs; and prioritizes transportation services for funding and implementation. Several elements are required to be in the plan:

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

1.3 Overview of Funding Types

The funding sources guided by this plan are currently administered under two pieces of legislation: the Moving Ahead for Progress in the 21st Century Act (MAP 21), and the Fixing America's Surface Transportation Act (FAST Act). Funds allocated between FY 2013 and FY 2015 are administered under MAP 21, while the FAST Act administers funds between FY 2016 and FY 2020.

Enhanced Mobility of Seniors and Individuals with Disabilities (5310)

The 5310 funding program targets federal dollars to enhancing the mobility of seniors and individuals with disabilities. The Ann Arbor Area Transportation Authority (AAATA/TheRide) is the transit provider for the Ann Arbor Urbanized Area.

Eligible Activities

This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in large urbanized areas (over 200,000), including Ann Arbor. Eligible projects include both traditional capital investment and nontraditional investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.

At least 55% of program funds must be used on capital or "traditional" 5310 projects. Examples include:

- Buses and vans; wheelchair lifts, ramps, and securement devices; transit-related information technology systems including scheduling/routing/one-call systems; and mobility management programs.
- Acquisition of transportation services under a contract, lease, or other arrangement. Both capital and operating costs associated with contracted service are eligible capital expenses. User-side subsidies are considered one form of eligible arrangement. Funds may be requested for contracted services covering a time period of more than one year.

The remaining 45% is for other "nontraditional" projects. Under MAP-21, the program was modified to include projects eligible under the former 5317 program (New Freedom), described as: Capital and operating expenses for new public transportation services and alternatives beyond those required by the ADA, designed to assist individuals with disabilities and seniors. Examples include:

- Travel training; volunteer driver programs; building an accessible path to a bus stop including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features; improving signage, or way-finding technology; incremental cost of providing same day service or door-to-door service; purchasing vehicles to support new accessible taxi, rides sharing and/or vanpooling programs; and mobility management programs.

Mobility management, which coordinates transit services through a network of existing public, private, and non-profit human service transportation providers in order to offer a seamless system of service for transit users, is eligible for 100% of 5310 funding.

Urbanized Area Formula Funding program (49 U.S.C. 5307)

The Urbanized Area Formula Funding makes Federal resources available to urbanized areas for transit capital and operating assistance in urbanized areas and for transportation related planning. An urbanized area, or UZA, is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Department of Commerce, Bureau of the Census.

Eligible Recipients
Funding is made available to designated recipients that must be public bodies with the legal authority to receive and dispense Federal funds. Governors, responsible local officials and publicly owned operators of transit services, including TheRide for the Ann Arbor UZA, are to designate a recipient to apply for, receive, and dispense funds for transportation management. The Regional Transportation Authority (RTA) is the designated recipient for the four county Southeast Michigan, including Washtenaw County.

Eligible Activities
Eligible activities include capital investments in bus and bus-related activities such as replacement of buses, overhaul of buses, rebuilding of buses, crime prevention and security equipment and construction of maintenance and passenger facilities; planning, engineering design and evaluation of transit projects and other technical transportation-related studies; ; and capital investments in new and existing fixed guideway systems including rolling stock, overhaul and rebuilding of vehicles, track, signals, communications, and computer hardware and software. All preventive maintenance and some Americans with Disabilities Act complementary paratransit service costs are considered capital costs.

Allocation of Funding
Funding is apportioned on the basis of legislative formulas. For areas of 50,000 to 199,999 in population, the formula is based on population and population density. For areas with populations of 200,000 and more, including the Ann Arbor UZA, the formula is based on a combination of bus revenue vehicle miles, bus passenger miles, fixed guideway revenue vehicle miles, and fixed guideway route miles as well as population and population density (Federal Transit Administration, 2016).

Matching Funds
In general, the Federal share of approved projects is not to exceed 80 percent of the net cost. Exceptions are made for projects that meet the requirements of the Americans with Disabilities Act, the Clean Air Act, or bicycle access projects, which can be funded at 90 percent Federal match. The Federal share may not exceed 50 percent of the net project cost of operating assistance.

Formula Grants for Other than Urbanized Areas (5311)
Program Overview
The Formula Grants for Other than Urbanized Areas is a rural program that is formula based and provides funding to states for the purpose of supporting public transportation in rural areas. The goal of the program is to provide the following services to rural communities

- Enhance the access of people in nonurbanized areas to health care, shopping, education, employment, public services, and recreation.
- Assist in the maintenance, development, improvement, and use of public transportation systems in non-urbanized areas.
- Encourage and facilitate the most efficient use of all transportation funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services.

- Assist in the development and support of intercity bus transportation.
- Provide for the participation of private transportation providers in non-urbanized transportation.

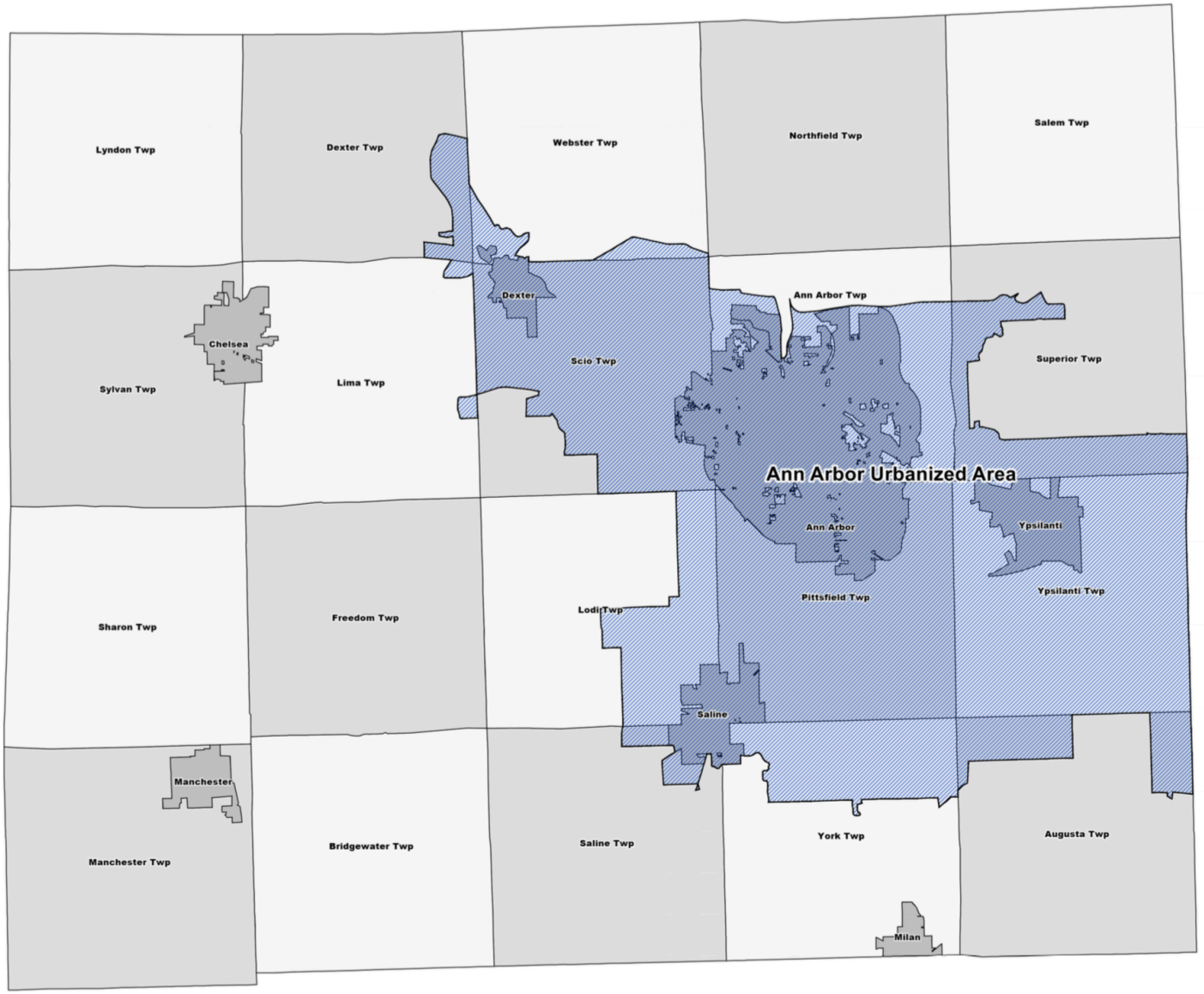
Eligible Recipients

A subrecipient of the program includes a State or local governmental authority, a nonprofit organization, or an operator of public transportation or intercity bus service that receives federal transit program grant funds indirectly through a recipient.

Match

The Federal share of eligible capital and project administrative expenses may not exceed 80 percent of the net cost of the project. For operating assistance, the Federal share may not exceed 50 percent of the net operating cost of the project. Exceptions are made for projects that meet the requirements of the Americans with Disabilities Act, the Clean Air Act, or bicycle access projects, which can be funded at 90 percent Federal match.

Map 1: Ann Arbor Urbanized Area in Washtenaw County



1.4 Planning Process

The Washtenaw Area Transportation Study (WATS) took on this update to the coordinated plan between Fall 2015 and Spring 2016. WATS is a multi-jurisdictional agency responsible for transportation planning in Washtenaw County. The agency is mandated by Federal law to provide a continuing, cooperative and comprehensive transportation planning process, which guides the expenditure of state and federal transportation funds in Washtenaw County.

Public Outreach

There were two target audiences for public outreach incorporated in this plan: transit and human services providers, and the broader public. To reach stakeholders, WATS developed an online survey and conducted in person or by phone meetings. Feedback from this survey was incorporated into the document; the survey itself can be found in Appendix 8.3

To reach both stakeholders and the general public, WATS held public meetings for the Coordinated Plan jointly with meetings for its Transportation Improvement Program. Meetings were held at the following locations:

- Dexter Public Library (1/25/2016)
- Ypsilanti District Library (1/27/2016)
- Pittsfield Township Hall (1/28/2016)
- Ann Arbor District Library (2/10/2016)
- Chelsea Library (2/11/2016)

WATS also held a meeting at Chidester Place Apartments February 18, 2016; an affordable living community serving people with disabilities, people with low incomes, and seniors.

Oversight

The plan was developed with input and oversight of the Washtenaw County Transportation Coordinating Council (TCC), which is responsible for guiding a coordinated approach to providing services to people with disabilities, low incomes, and seniors; and is charged with implementing and maintaining the Coordinated Plan. TCC member agencies include:

- Community Health Services
- Jewish Family Services
- Manchester Senior Services
- Milan Seniors for Healthy Living
- MyRide
- Ozone House
- People's Express
- Program to Educate All Cyclists (PEAC)
- SEMCOG
- TheRide
- Washtenaw Area Transportation Study (WATS)
- Washtenaw County Public Health
- Western Washtenaw Value Express (WAVE)
- Wolverine Dispatch
- MDOT

1.5 Coordination Structure and On-Going Arrangements

The Washtenaw County TCC, which was established to oversee the previous version of this plan, oversaw this document's development as well. This council provides an ongoing forum for members to discuss any local transportation needs, especially those of older adults, people with disabilities, and people with lower incomes. The council will continue to oversee future updates and implementation of the plan.

The Committee meets monthly, and shall:

- Review applications for 5310 funding through a competitive selection process and provide recommendations.
- Review the effectiveness of the selection process and funded services
- Provide input and assist public transit and human service transportation providers in establishing priorities with regard to community transportation services.
- Review and discuss coordination strategies in the region and provide recommendations for possible improvements to help expand mobility options in the county.
- Review and discuss strategies for coordinating services with other counties in Michigan to help expand mobility options.
- Lead updates of Washtenaw County Coordinated Public Transit-Human Services Transportation Plan.
- Make recommendations for the distribution of state specialized services funding and review performance indicators for state funded specialized services.

1.6 Plan Adoption

Pursuant to Coordinated Public Transit-Human Services Transportation Plan requirements, a draft of this plan was shared with stakeholders and other interested parties via email, offering them opportunities to comment and make any suggestions for improvements/changes. The Coordinated Plan was adopted May 19, 2016 by a unanimous vote of the Transportation Coordinating Council. Representatives from the following agencies were in attendance:

- AAATA
- Blue Cab
- Jewish Family Services
- WAVE
- Manchester Senior Services
- MyRide
- Program to Educate All Cyclists (PEAC)
- People's Express
- SEMCOG
- Washtenaw County Public Health
- WATS

2.0 Target Populations and Service Implications

2.1 Individuals with Disabilities

Physical and cognitive disabilities can impact a person's ability to walk, bike, drive, access the bus, or travel independently. Each individual adapts to their disability differently, but there are broad needs that transit providers can identify and address.

Table 1 below highlights disability characteristics of Washtenaw County residents. Generally, within the population of people with disabilities, cognitive difficulties are more prevalent among young people and as people age, ambulatory and independent living difficulties become more common. This has implications for the types of trips that people with disabilities take by age group, as a younger person with a disability would be more likely to take a school related trip, while a senior with a disability might be more likely to use services for medical trips.

Table 1: County Residents with Disabilities (Categories not Exclusive) (US Census Bureau, 2014)

	Under 5	5 to 17	18 to 64	65+
Hearing Difficulty	69	240	3,158	4,625
Vision Difficulty	59	264	1,995	2,026
Cognitive Difficulty	-	1,365	6,972	282
Ambulatory Difficulty	-	160	7,594	7,059
Self Care Difficulty	-	344	2,632	2,456
Independent Living Difficulty	-	-	5,773	4,637

Transportation Challenges that People with Disabilities Face

Accessing Fixed Route Service – Physical or cognitive disabilities can limit a person's ability to use a bus. While some individuals may not physically be able to access the bus, others may be physically capable, but a cognitive disability may prevent them for being able navigate the system. Others may only be comfortable riding select routes.

Lack of appropriate sidewalks – Those with limited mobility may be able to access the bus itself, however a lack of sidewalks and curb cuts can prevent them from reaching the bus stop.

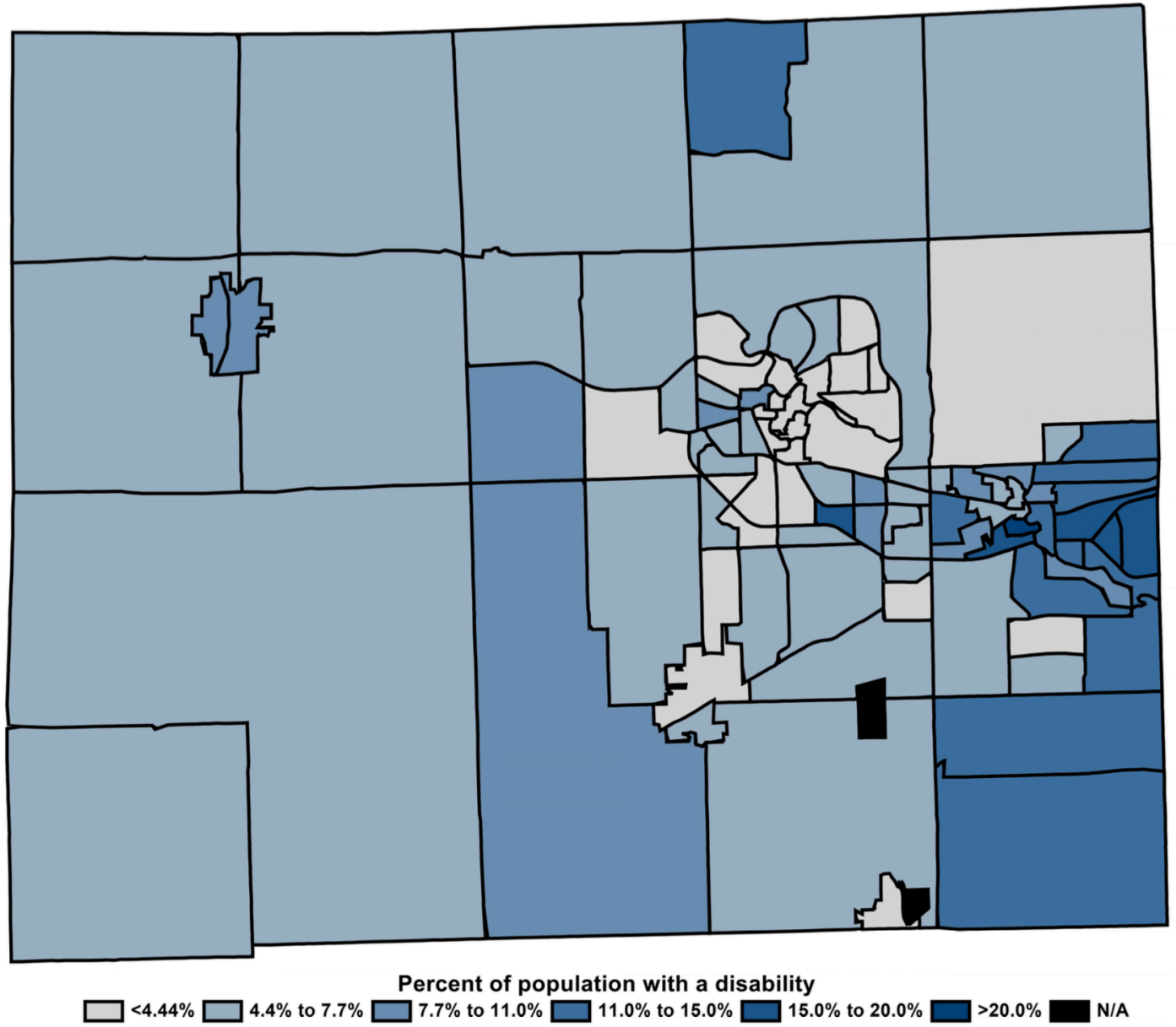
Accessing Door-to-Door Service – Some individual's mobility challenges are enough to prevent them entering or leaving their home or destination without assistance.

Accessing specialized medical services – Those with physical disabilities may need to access very specialized medical services that not provided in Washtenaw County.

Medical Aids – People with certain disabilities may travel with a home health aid for assistance. Vehicles need to be able to accommodate those aids, and sometimes pick them up or drop them off en-route

Accommodating Medical Equipment – Medical equipment for people with disabilities is often bulky and challenging to accommodate. Specialized vehicles, lifts, and appropriate training for both drivers and passengers can help address equipment needs.

Map 2: Percent of Residents with a Disability



2.2 Older Adults

Common age related conditions ranging from loss of vision to slower response times can make it challenging for many senior citizens to obtain or retain a driver's license. On average, people tend to outlive their ability to drive by 7-10 years (Foley, Guralnik, & Brock, 2002).

Other age related conditions, such as frailty, can diminish the ability to walk even short distances, making accessing public transportation difficult. Physical and cognitive disabilities are commonly concurrent with aging; in Washtenaw County 29% of individuals over 65 have a physical or cognitive disability. (U.S Census Bureau, 2014). Furthermore, physical and cognitive disabilities are underreported amongst seniors due to stigma and perceptions of what qualifies as a disability. Table 2 below shows population estimates of seniors over age 65 in Washtenaw County.

Table 2: County Residents Over Age 65 (US Census Bureau, 2014)

Age	Estimate
Under 65	312,576
65-69	13,475
70-74	9,212
75-79	6,118
80-85	4,765
85+	5,308

Map 3 on the next page shows the distribution of those over 65. Rural areas, which have above average concentrations of senior residents, are particularly vulnerable to isolated senior populations given the number of seniors and dependence on private vehicles.

Transportation Challenges that Older Adults Face

Frequent Medical Appointments – Many seniors depend on frequent medical appointments to help them manage their quality of life. These frequent appointments can be expensive if they are unable to drive or get assistance from a friend or family member.

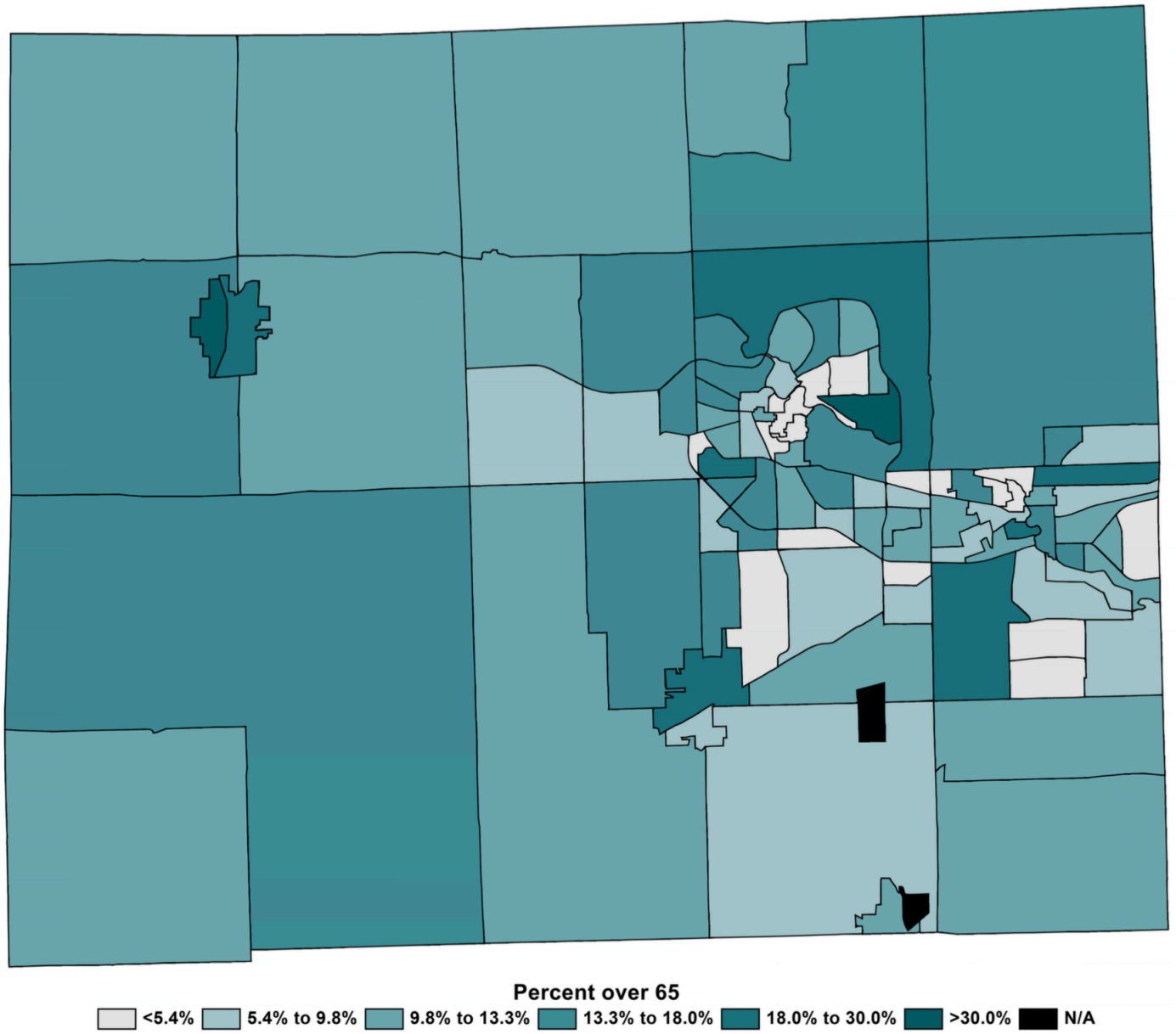
Physical and Cognitive Disabilities – Because disabilities are commonly concurrent with aging, seniors can face the same challenges as people with disabilities, identified in Section 2.1.

Internet Access – Seniors are less likely to have reliable internet access, and may be unable to access resources online that help them take advantage of public transportation and resources.

Fixed Income – Seniors are more likely to rely on fixed income, thus sensitive to any increases in transportation costs. As medical bills increase, the ability to afford transportation can become difficult, even for seniors who may never have been low income.

Awareness of Services – Many seniors have driven and been independent their entire lives, unaware of transportation services that exist because they never depended on them. As they transition into a non-driving lifestyle, they may not be aware that services are available.

Map 3: Percent of Residents over Age 65



2.3 Low Income and Unemployed

Low income households face unique transportation challenges, and their lack of financial resources can confound other issues that come with disability or age. Transportation costs comprise 28% of total expenses for the poorest third of Americans (Bureau of Labor Statistics). Given the purchase expense and maintenance costs, many low income individuals are unable to afford their own vehicle. Additionally, those individuals with a car are vulnerable to fluctuations in fuel prices.

Error! Reference source not found. on the next page shows the distribution of households in poverty throughout Washtenaw County. In 2014, the US Census Bureau's poverty threshold for a family of four was $23,850. Ypsilanti and northern Ypsilanti Township have the greatest concentration of households in poverty, and potentially greater needs for transportation services.

Table 3: Poverty, age, and disability in Washtenaw County

	Individuals in Poverty
Under 18	9,348
Have a Disability	204
No Disability	9,144
18-64	33,482
Have a Disability	3,696
No Disability	29,786
65+	1,578
Have a Disability	833
No Disability	745

Unemployed

Approximately 3.2% of Washtenaw County residents are unemployed (Bureau of Labor Statistics, 2016). However, this includes only those still participating in the workforce, and excludes those who may have given up finding work due to long term unemployment. Unemployment is linked to numerous negative physical and mental health outcomes including depression and risk for heart disease (Jin, Shah, & & Svoboda, 1995). The unemployed depend on access to agencies like Michigan Works! and other non profits to access career resources and develop job skills. However, lost income can limit transportation options.

Prisoner Reentry

There are several prison facilities in Washtenaw County: the Milan Prison, which houses prisoners from around the state, and the Washtenaw County Jail, which houses individuals for shorter amounts of time. Upon release, these individuals are generally both low income and unemployed. Additionally, they may have lost many of the connections that they could previously leverage to find work. Transportation is one piece of the support network that helps these individuals re-enter productive society, and finding transportation should not be a barrier.

Homeless

In Washtenaw County, more than 4,500 people each year experience homelessness. Of these households, 38% of are families with young children. While the causes of homelessness are complex and varied, some include: lack of affordable

housing, little access to jobs and job training, mental illness, substance abuse disorders, chronic medical problems, domestic violence, and youth aging out of foster care.

Without assistance or resources, families experiencing homelessness are at risk for adverse health impacts and potential chronic homelessness. Washtenaw County's network of job training, shelters, food distribution, and human service agencies work to address underlying causes and reduce homelessness.

Transportation should not be a barrier for these individuals accessing the support network, finding housing or employment.

Transportation Challenges for Low Income Households and the Unemployed

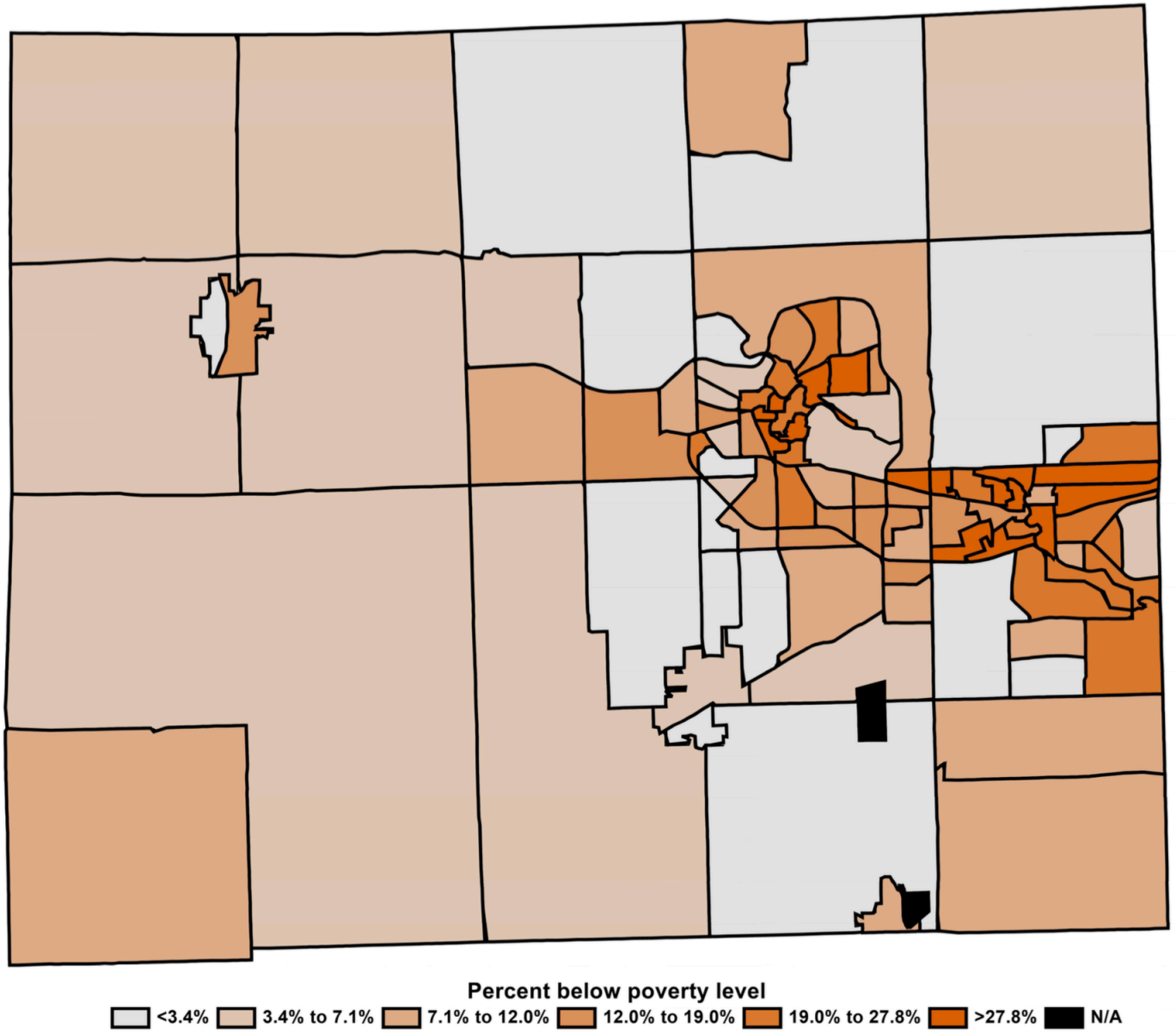
Transportation Cost – Low income individuals, or those on a fixed income, are more sensitive to any transportation costs. Even bus fares can be a significant cost burden. Without the resources to travel, low income individuals can become isolated and unable to reach employment or services.

Geographic disparity of housing and employment – The majority of service level jobs in Washtenaw County are in or near Ann Arbor, while low income housing is in greatest supply near Ypsilanti. This disconnect increases both the financial and time costs on low income households to access employment. Map 5 shows the distribution of the unemployed in Washtenaw County.

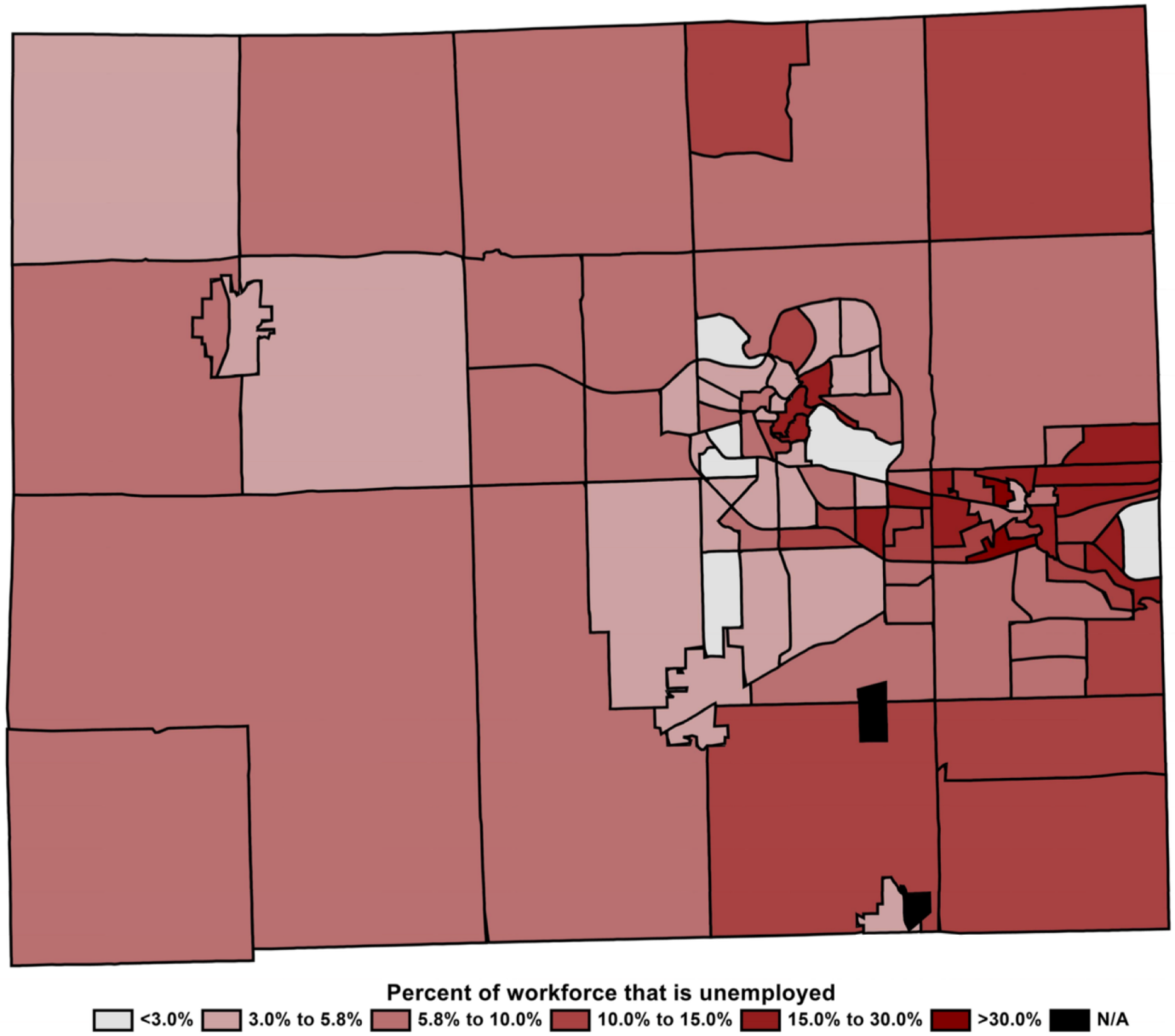
Comorbidity of age and disability – Seniors and those with disabilities are at risk to fall into poverty. Without financial resources, these individuals can become trapped in a cycle of poverty without access to the health care resources needed to increase their standard of living. Table 3 on the previous page highlights the co-occurrence of poverty, disability, and age in Washtenaw County.

Low Vehicle Access – Low income households are less likely to own vehicles, and without that flexibility, are more dependent on public transit service hours, coverage, and reliability.

Map 4: Percent of Individuals Below Poverty Level



Map 5: Percent of Workforce that is Unemployed



2.4 Limited English Proficiency Households

Washtenaw County, as a jobs producer, draws immigrants from around the world to access high skill jobs, as well as construction and service sector jobs. There are more than 1,000 Spanish, Korean, and Chinese speaking immigrants that speak English less than very well. This meets the Title VI threshold, which requires federally funded agencies to provide appropriate translation services.

These households face the same transportation challenges as any English speaking household, but potentially without the language skills to seek out resources and assistance. Many of these families are multi-generational, 35.7% of Washtenaw County households where grandparents live with grandchildren are immigrant households (US Census Bureau, 2014). Additionally, many of these households are low income, working in construction or service sector jobs.

Table 4: Percent of Individuals Speaking English Less Than Very Well by Language Spoken at Home (US Census Bureau, 2014)

Language Spoken at Home	Age 5 to 17	Age 18 to 64	Age 65+
Spanish	15.9%	33.6%	23.5%
Other Indo-European Languages	13.6%	17.8%	37.2%
Asian and Pacific Island Languages	24.1%	38.9%	42.1%
Other Languages	9.9%	27.1%	37.4%

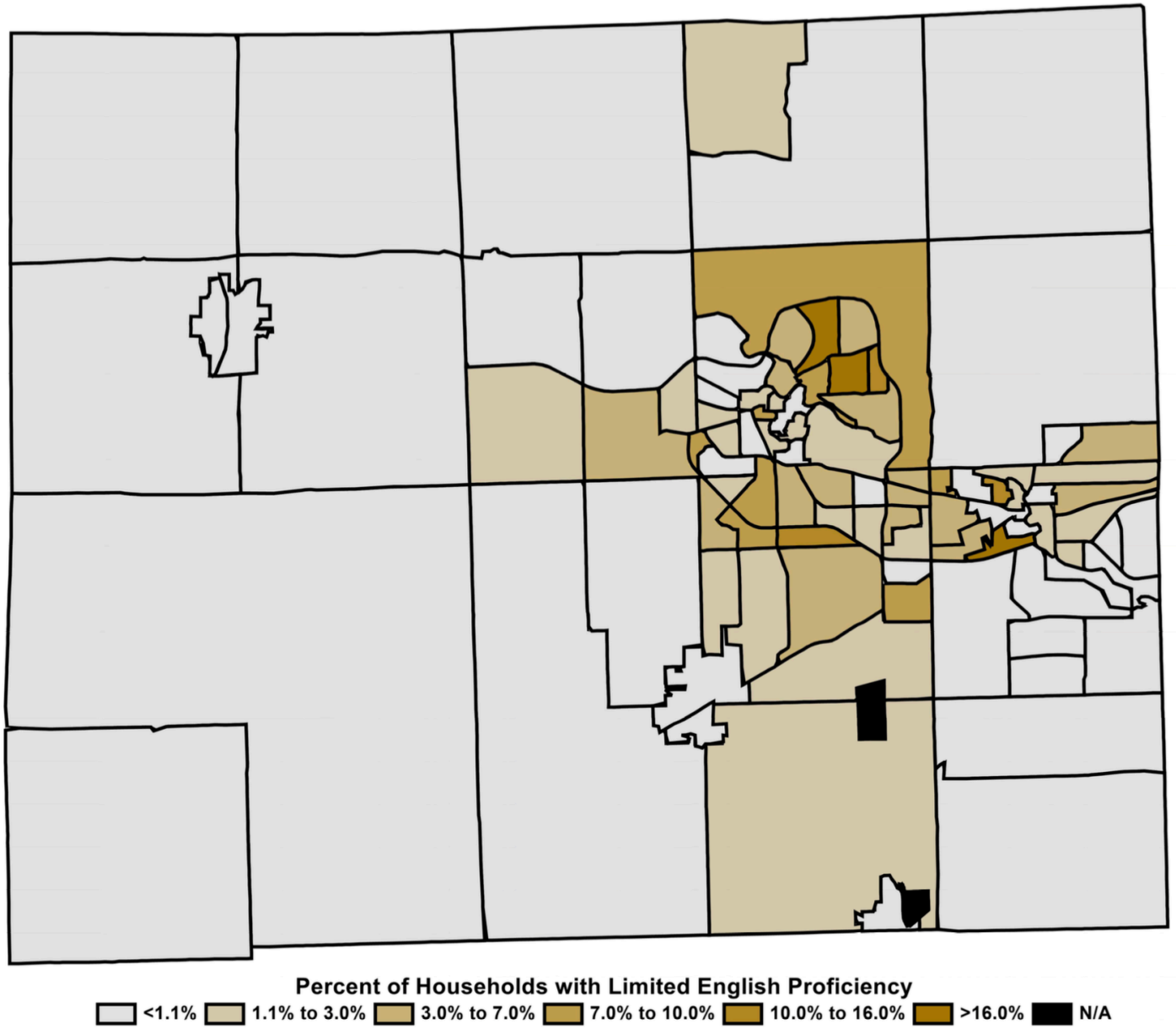
Transportation Challenges that Limited English Proficiency Households Face

Language Barrier – Though many transportation providers offer translated printed materials, the language barrier can still exist between the point of service and the rider. This barrier can be difficult when using fixed route or door-to-door service.

Income, Disability, and Age – Individuals who do not speak English are subject to the same transportation challenges that all of Washtenaw County face, particularly if they are low income, have a disability, or are elderly. Refer to those sections for more details on transportation barriers for those target populations.

Legal Status – Not all immigrants in Washtenaw County are in the United States legally. Those individuals may be isolated from the social safety net that residents and legal immigrants can access, and they may avoid reaching out for assistance due to their legal status.

Map 6: Percent of Households Speaking English Less than Very Well



2.5 Rural Needs

Washtenaw County's vulnerable populations in rural areas depend on high quality door-to-door transportation to access medical appointments, jobs, and daily errands. Currently those areas' transportation needs are served by the Western Washtenaw Value Express (WAVE), People's Express, and Manchester Senior Services.

Since rural areas are relatively low in density compared to the urban area, trips are generally longer and must cover more road to provide service to the same number of riders. Even more challenging, the rural areas have high proportions of seniors and people with disabilities. The median age of residents in the rural area of Washtenaw County is approximately 45, while the median age of residents in the urban area is approximately 30 (US Census Bureau, 2010). Table 5 below shows disability characteristics for county residents over 65.

Table 5: Disability Characteristics of County Residents Over 65 (categories not exclusive) (US Census Bureau, 2014)

	Percent with Disability
Total 65+ Population	30.2%
Hearing Difficulty	12.2%
Vision Difficulty	5.3%
Cognitive Difficulty	7.5%
Ambulatory Difficulty	18.6%
Self Care Difficulty	6.5%
Independent Living Difficulty	12.2%

Transportation Challenges that Rural Residents Face

Income, Disability, and Age – Rural residents are subject to the same transportation challenges that all of Washtenaw County face, particularly if they are low income, have a disability, or are elderly; such as vehicle access, access to medical services, or language barriers. Refer to those sections for more details on transportation barriers for those target populations.

Trip Coordination – Rural trips may involve crossing the service boundaries of multiple agencies. Some trips may require transfers, which may not be at comfortable or convenient transfer points. Vehicle schedules may not match between providers for transfers between services.

Provider Availability – Rural areas are served by fewer private providers than the urban area, so there are fewer transportation options for rural residents. Public, non-profit, and private provider hours may be more limited than in the urban area as well, limiting the flexibility of potential trips.

Distance to Destinations – Many services, medical offices, education opportunities, and other types of destinations exist primarily in the urban area. The distance of trips from rural areas to these destinations is a major barrier for riders and providers, increasing the cost and time of any trip.

2.6 Young People

Young people face additional transportation challenges that prevent them from accessing important destinations. Most children and teenagers are simply too young to have a driver's license, and those that do may not be able to afford their own vehicles. Additionally, many are getting drivers licenses at older ages than their parents as technology supplants the private car in young people's social lives.

Agencies such as the Neutral Zone, 826michigan, and Ozone House offer opportunities to young people from all backgrounds. Services such as tutoring, social activities, runaway assistance help young people navigate school and life towards a productive and engaged adulthood.

Young people with disabilities face similar challenges to their adult counterparts. After school activities, sporting events, and social events are important aspects of any child's or teenager's development, regardless of physical or cognitive ability. However, those events can be outside of regular operating hours, and private transportation may be the only option.

Washtenaw County offers many specialized opportunities for young people with physical or cognitive disabilities, including education through community colleges and various community organizations focused on their needs. Many of these organizations are based in Ann Arbor or Ypsilanti, while there are young people with disabilities all throughout Washtenaw County. Every child or young person in the county deserves the ability to access these services and facilities.

Table 6: Disability and Poverty Attributes of Residents Under 17

	Total	Have a Disability	Household Income Below Poverty Level in Last 12 Months
Under 5	18,781	109	3816
5 to 17	52,169	1,886	6,533
Total	70,950	1,995	10,349

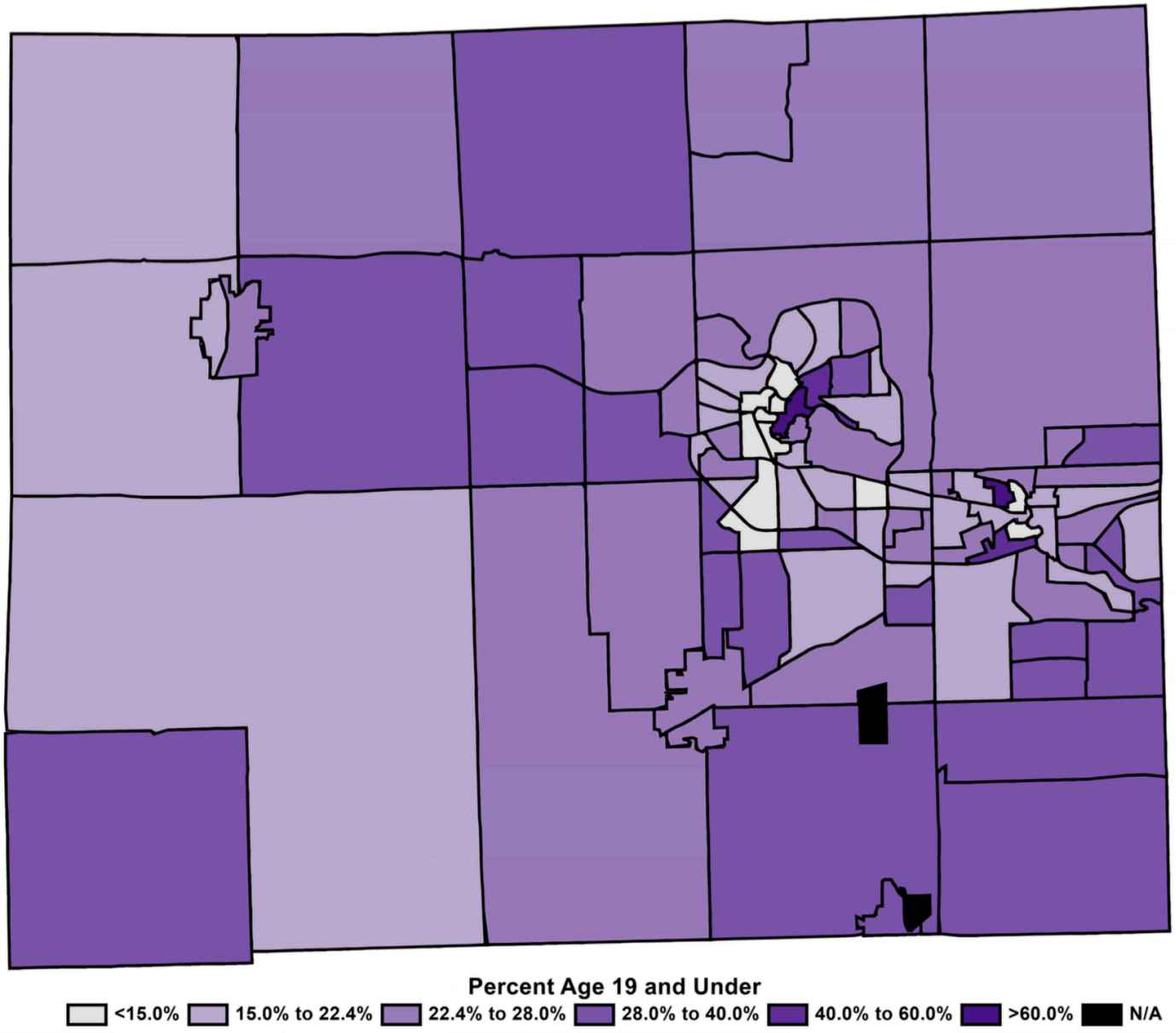
Transportation Challenges that Young People Face

Need for Supervision – Younger children may need a travel companion or someone to supervise while traveling. Most private, non-profit, and public transportation providers are unable to offer supervision as a service.

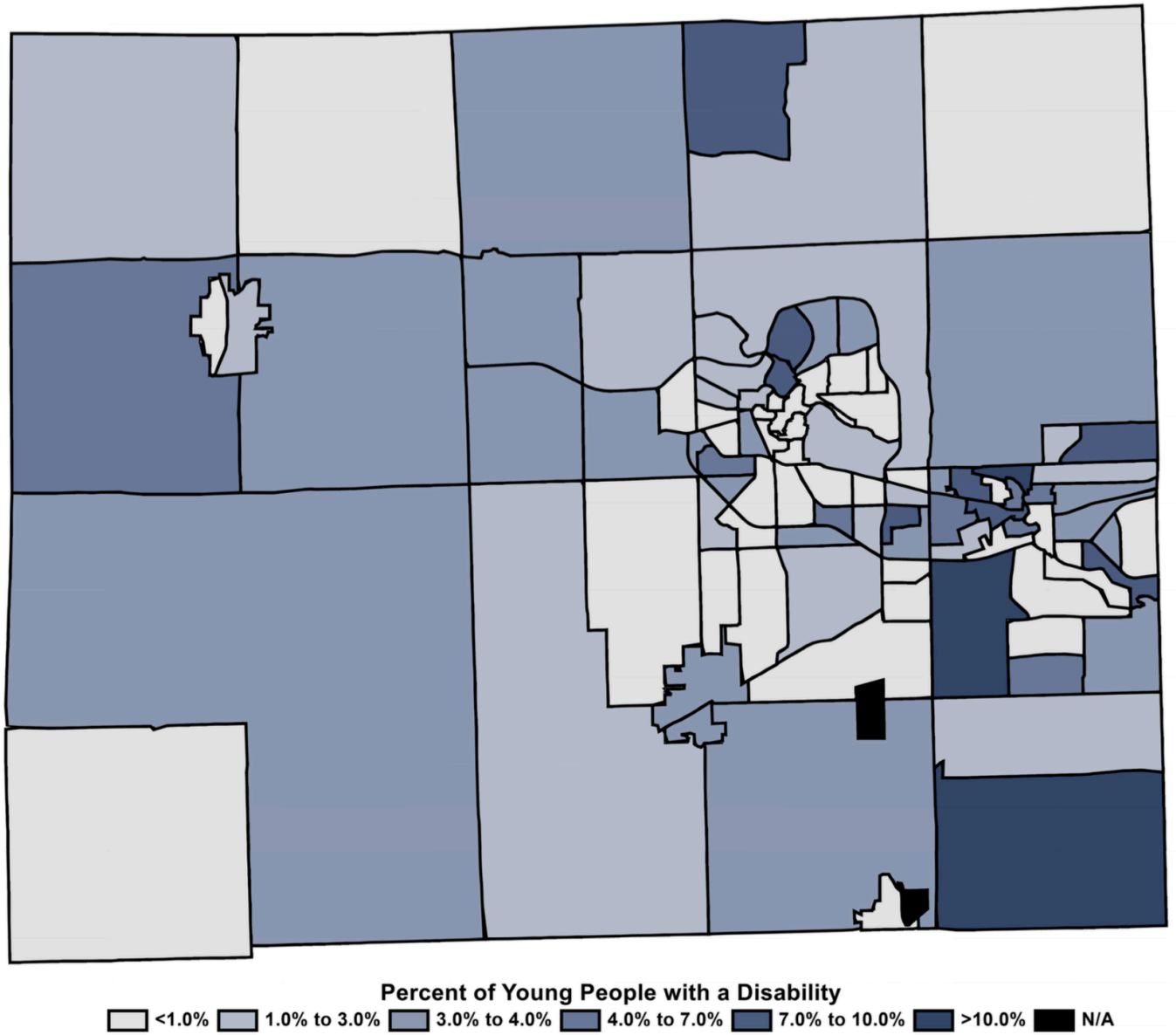
Extracurricular Activities – Schools and community centers offer opportunities for students to be involved in extracurricular activities. Some activities may involve weekly or daily trips, which can be cost prohibitive for families unable to provide transportation. Additionally, this events may be outside of regular operating hours for many operators.

Young People with Disabilities – Young people with disabilities face more transportation challenges than their peers. The level of independence and comfort with accessing the transportation system varies by individual and disability. Review Section 2.1 Individuals with Disabilities on page 10 for more information.

Map 7: Residents Age 19 and Younger



Map 8: Percent of Young People (Under 17) with Disabilities



3.0 Human Service Transportation Needs

To maintain a high quality of life, people with disabilities, seniors, and low income individuals need access to the support network that can help them gain employment, manage conditions, or gain new skills. Human service providers cover the breadth of services that help individuals reach these goals.

Types of human service needs covered in this document

- Health Care and Health Equity
- Housing
- Healthy Food
- Job Training and Employment
- Education and after school activities
- After School Activities

3.1 - Health Care and Health Equity

Washtenaw County is a destination for those seeking medical care for the entire state of Michigan. Unfortunately, not all within the county itself are able to access health care. There are too many health care facilities to map clearly, however, medical appointments should be accessible for all residents of Washtenaw County, regardless of facility location.

Health care in terms of transportation access covers the breadth of health needs including:

- Primary, Secondary, and Tertiary Health Care
- Mental/Behavioral Health
- Addiction Treatment and Rehabilitation
- Dental Health
- Home and Community Care
- Pharmacy
- Dialysis
- Ocular Health

Health Equity

According to CDC, health equity is achieved when every person has the opportunity to attain his or her full health potential, and no one is disadvantaged from achieving this potential because of social position or other socially determined circumstances (Centers for Disease Control and Prevention, 2015). While medical appointments and health care are critical components of health equity, they are only part of healthy living. In context of this plan, health equity refers to those remaining pieces of healthy living including access to:

- Fitness opportunities
- Green space and parks
- Social and community activities

The Washtenaw Office of Community and Economic Development has worked with Ohio State University's Kirwan Institute to develop comprehensive measures of equity and opportunity in Washtenaw County. Health measures and outcomes, along with other measures of opportunity such as education and income, inform the index. View Map 9: Washtenaw Opportunity and Change Index on page 26.

Medically Intensive Conditions

Certain medical conditions are appointment and treatment intensive. In particular, dialysis poses challenges for transportation providers and patients due to frequency of appointments. Over time, renal disease can limit a persons

driving ability, becoming more dependent on assistance as their condition progresses.

Unlike Medicaid, Medicare does not include non-emergency medical transportation as a benefit. Three out of four patients on dialysis have Medicare as their primary insurer, so are left to cover expensive transportation costs on their own (National Resource Center for Human Service Transportation Coordination, 2011).

Barriers to Accessing Health Care

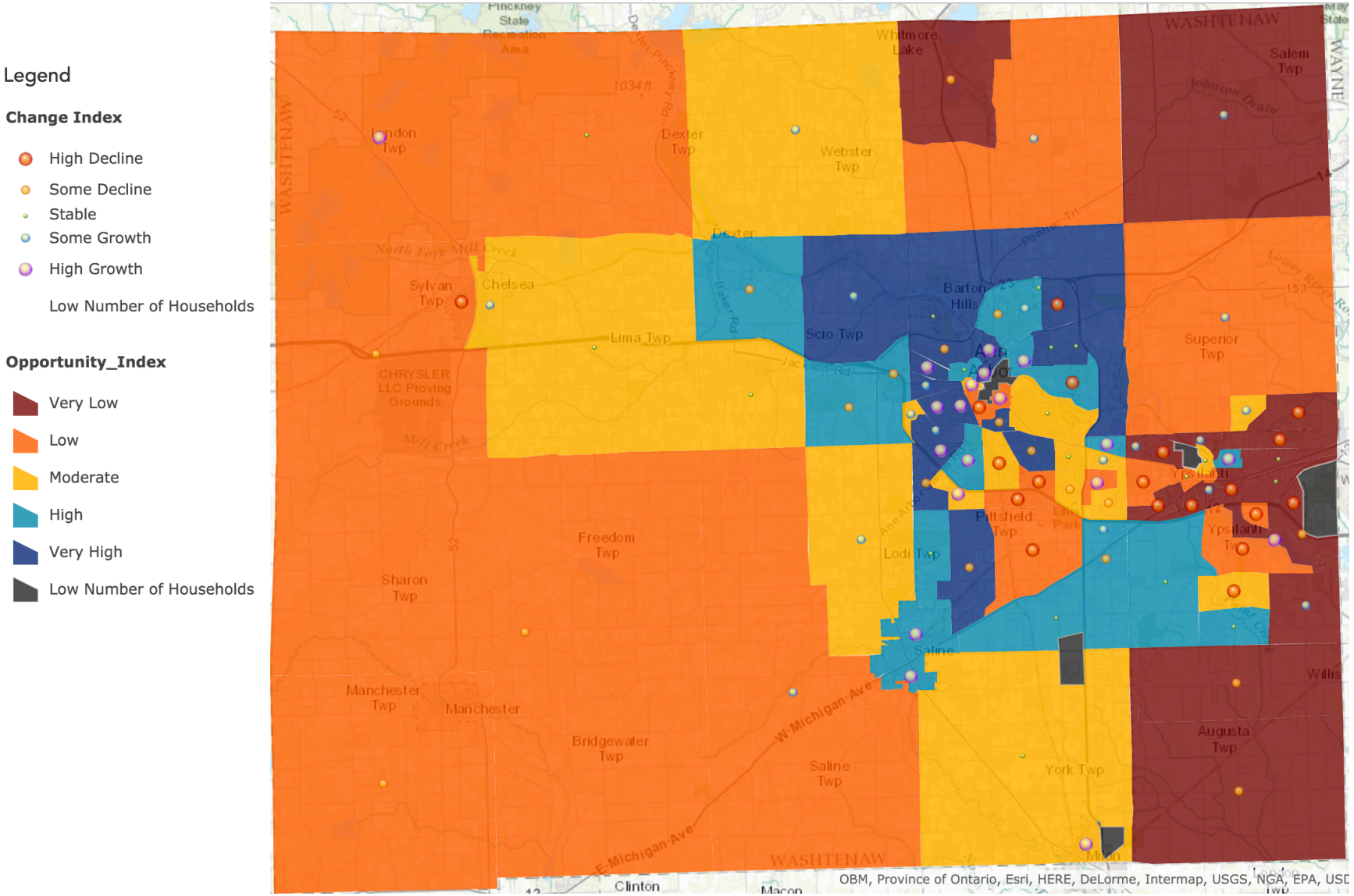
Appointment Times - Health Care appointments can be scheduled at difficult and irregular times, without respect to holidays.

Non Emergency Medical Trips – Doctor appointments are critical to maintain quality of life of for seniors and those with disabilities. However, they can be difficult to access if the patient is unable to drive, or if the treatment leaves them unable to drive. Most insurances do not cover transportation to doctor appointments, so costs are borne by patients.

Out of County Treatment – Some medical needs may require visiting facilities in other communities. These trips can be expensive due to length, and there are few options for those who do not drive beyond private transportation.

Trip length – For low income families with children, trips to the doctor's office can be lengthy if taking public transportation. These families may be employed in service sector jobs, where they might not have the flexibility to leave work.

Map 9: Washtenaw Opportunity and Change Index



Access this map and data at opportunitywashtenaw.org/opportunity-index.html

3.3 Affordable Housing

A 2014 report to the Office of Community and Economic Development identified startling housing disparities in Washtenaw County. It found two distinct markets in the county: one strong market anchored by Ann Arbor and the University of Michigan, the other in Ypsilanti and Ypsilanti Township weak and distressed (czb, 2014).

Subsidized affordable housing is most heavily concentrated in Eastern Washtenaw County, an issue that exacerbates transportation issues for residents, as employment and medical services are most readily available in Ann Arbor. Extra miles between home and any destination increases costs in terms money or time. Unfortunately, those in the greatest need of home proximity to employment, medical facilities, or daily errands are those least able to afford it.

More direct, more frequent, and faster service can help bring target populations to their destinations more reliably. However, even the most robust public transportation system is limited in impact when the housing affordability landscape is so distorted. Progress on reducing the distance between affordable housing will depend on tandem efforts to provide more affordable housing in the more prosperous regions of the county, while continuing to improve public transportation in and around Ypsilanti.

Barriers to Accessing Affordable Housing

Proximity to Employment – The distribution of affordable housing in the urban area is inverse employment. This distance is a barrier both in terms of cost and time.

Service Hours – Fixed route and door-to-door service may not fully match the needs of users accessing service sector jobs or medical appointments.

Proximity to Social Services – Low income individuals in Ypsilanti are distant from social services in Ann Arbor, and low income individuals in Ann Arbor are distant from services in Ypsilanti. While many services are available in both communities, not all are. Trips between destinations can be lengthy and difficult to access due to that length.

3.4 Healthy Food

In 2012, the Washtenaw County Board of Commissioners formed a Food Policy Task force to identify strategies to improve access to healthy foods in Washtenaw County. This section adds to that effort in an analysis of food access throughout the county.

As defined by the Food Policy Council, healthy food "provides nourishment and enables people to thrive". Healthy food destinations therefore provide access to those types of foods. Grocery access points can be divided into several broad categories.

- Full Service Grocery Stores (Kroger, Meijer)
- Limited Assortment Grocers (Ethnic Grocers, Other Niche Markets)
- Farmers Markets
- Conventional Club (Sam's Club, Costco)

Map 10 on the next page shows transit travel times healthy food access points in Washtenaw County.

A 2012 study prepared for the county and City of Ypsilanti found that even those without a vehicle prefer shared rides or help from family members to access food rather than using transit. According to the report, individuals, even those with low incomes, valued the ability to visit multiple stores on a flexible schedule, and transit does not meet those needs well.

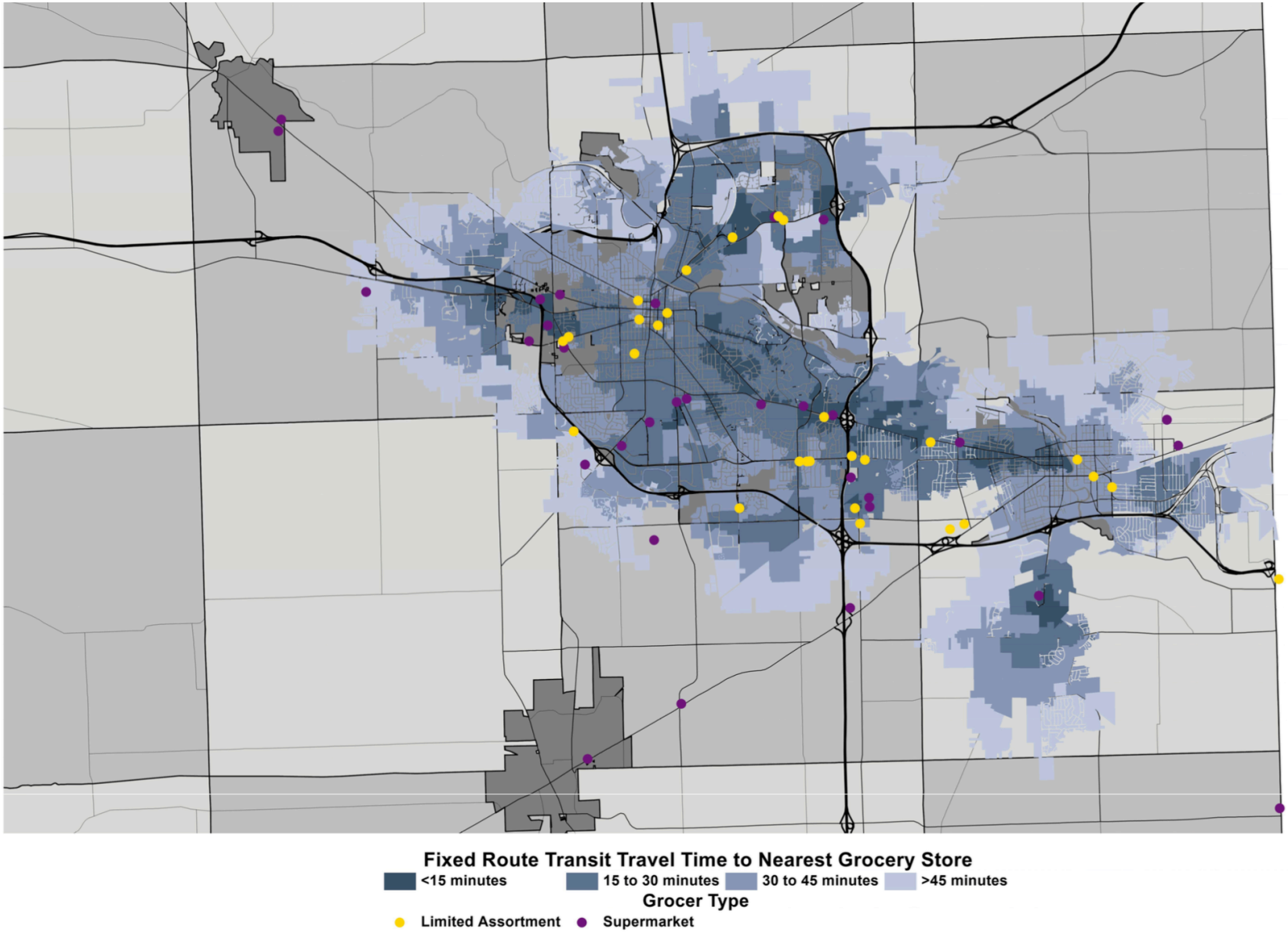
Barriers to Accessing Healthy Food:

Bus grocery bag limits – Except for the Senior Grocery Ride service, riders are limited in terms of the number of bags they are able to carry on a transit vehicle. This is a disincentive to use the bus for picking up groceries.

Lack of sidewalks - Not all grocery stores have accessible bus stops and sidewalks, and crossing the street can be intimidating if the bus stop is mid block.

Access to too Few Stores – Those who do use public transportation for grocery access may only have one supermarket available to them through the nearest bus route.

Map 10: Access Times to Fresh Food by Fixed Route Transit



3.5 Job training and Employment

Washtenaw County boasts a thriving job market, with the lowest unemployment rate in Michigan, 4.8% in 2014 (Bureau of Labor Statistics, 2016). However, not everyone within the county has equal access to those jobs, or are trained for available positions.

Employment availability

The majority of Washtenaw County's employment is centered in or near Ann Arbor. The universities, hospital systems, and automotive companies represent the largest employers, and the county's robust service sector market depends on the presence of those larger employers. Within commuting distance of Ann Arbor (45 miles), there are more than 200,000 jobs. Table 7 highlights the number of jobs available by sector (Ann Arbor SPARK, 2014).

Table 7: Ann Arbor Area Jobs by Industry

Employment Sector	Employees
Manufacturing	14,138
Information	4,426
Finance	6,566
Professional/Scientific	25,971
Management of companies	818
Government	76,558
Private Education and Health Care	25,907
Transportation and Warehousing	2,822
Arts & Entertainment	2,149
Retail	16,294
Total Employment	**202,681**

Employment Resources

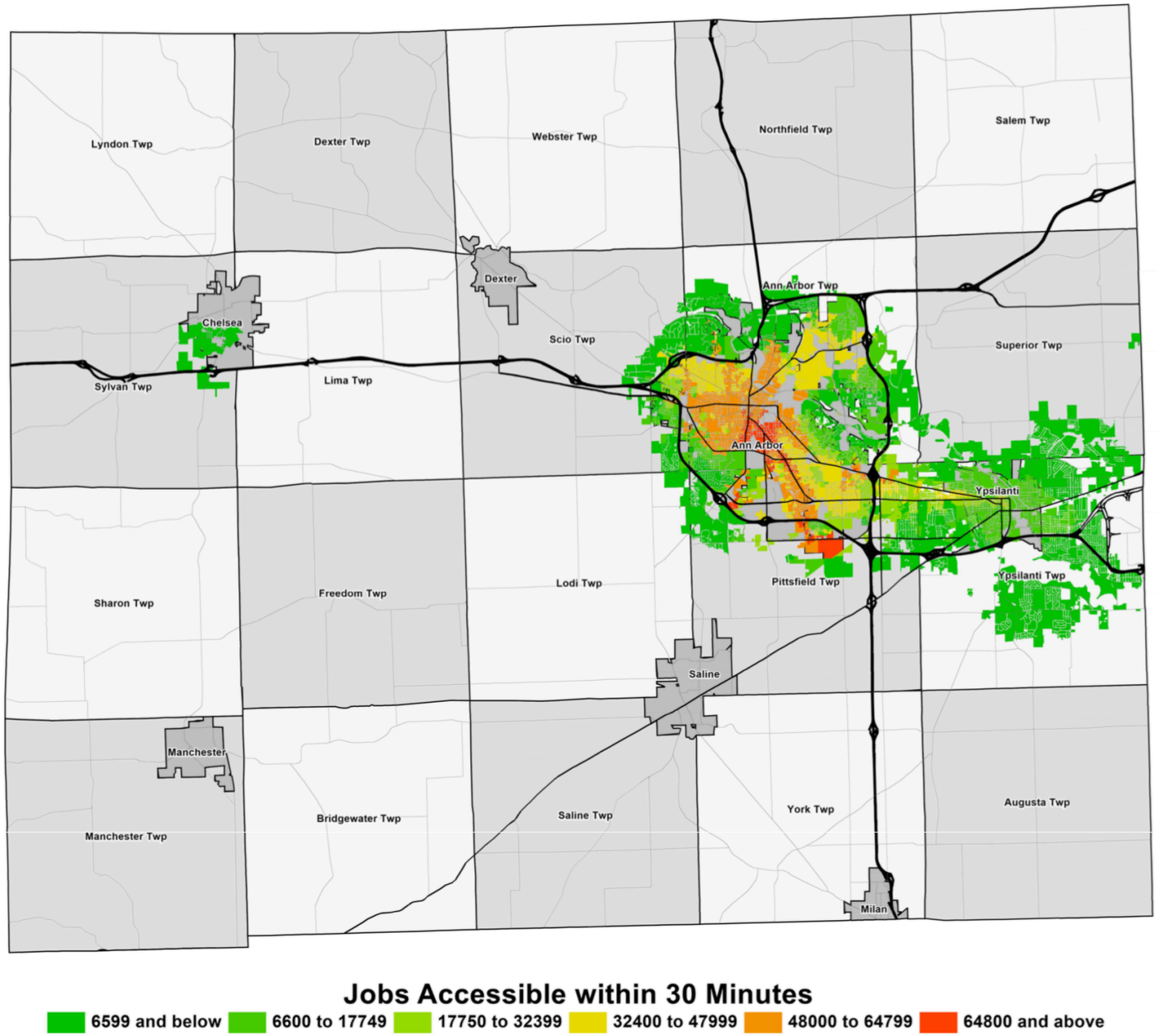
Washtenaw County has many resources for the unemployed or underemployed, including: Michigan Works!, Washtenaw Community College, Ann Arbor Center for Independent Living, Jewish Family Services, Power Inc, Michigan Ability Partners, among others. These agencies are able to help the unemployed or underemployed connect with resources, develop skills, and reenter the workforce.

Barriers to Accessing Employment

Proximity to Housing – The distribution of affordable housing in the urban area is inverse employment. The concentration of employment in Ann Arbor, and lack of affordable housing, is a barrier to those in adjacent communities.

Service Hours – Service sector jobs are often on second or third shift hours. Public transportation may not be available during those hours for their commute.

Map 11: Total Jobs Accessible within 30 Minutes by Fixed Route Transit



3.6 Education and After School Activities

Washtenaw County offers numerous opportunities for youth and ongoing education. For those with low incomes, people with disabilities, and seniors, these opportunities are key to their health and improving their quality of life.

Young People – Education and After School Activities

Washtenaw County's education system contains 9 separate school districts and one countywide intermediate district. Each district provides education, after school, and special education opportunities. The Washtenaw Intermediate School District operates as a resource to the other 9 districts, provides transportation, and offers services for special education students. Map 12 on the next page shows locations of schools and school districts in Washtenaw County.

Adult and Ongoing Education

Washtenaw County's colleges and universities, which include The University of Michigan, Cleary College, Concordia University, Eastern Michigan University and Washtenaw Community College, offer both traditional college education and ongoing adult education opportunities.

WISD offers Young Adult Education at eight community based sites in the county. This program assists those with disabilities in becoming successful and independent as possible in their adult roles. Transportation is provided to and from the WISD locations, and some students choose to use public transportation.

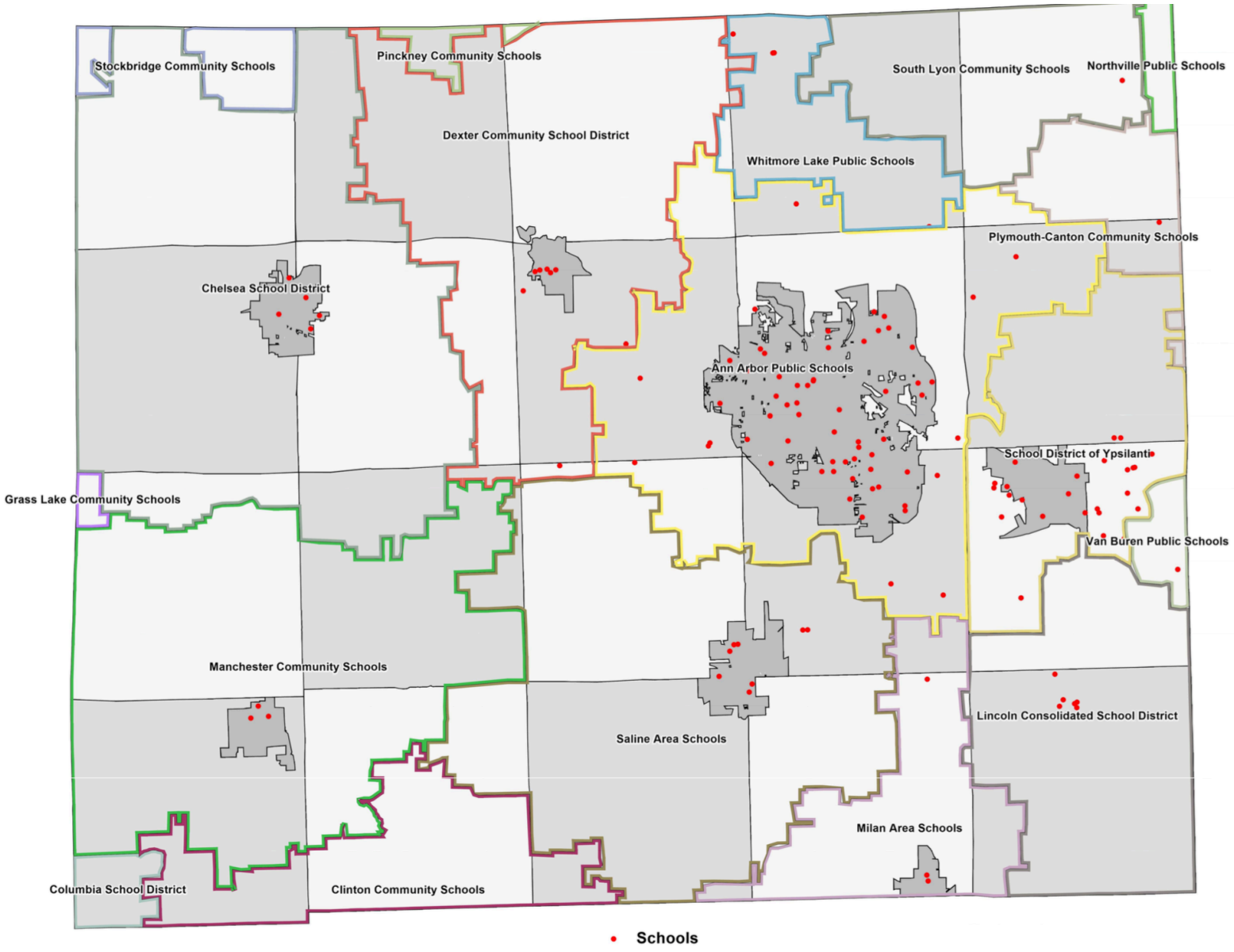
Barriers to Accessing Education and After School Activities

Various Level of Student Needs – Students needs vary by their level of independence, age, and income. School programs are available to all students, and may need many solutions to a single event, class, or program to accommodate the diversity of student needs.

Frequency of Need – For students taking daily classes, trips are frequent and cost prohibitive if they are unable to drive or access public transportation. This frequency can also be a challenge for the provider.

Evening Classes and Events - Many education activities occur after provider operating hours. Options may not be available for students to attend trips during these times.

Map 12: Washtenaw County School Districts and School Buildings



4.0 Current and Committed Transportation Services and Resources

4.1 Fixed Route

Urban Fixed Route Service

Ann Arbor Area Transportation Authority

The Ann Arbor Area Transportation Authority is the primary provider of fixed route transportation in Washtenaw County. TheRide operates over two dozen bus routes in Ann Arbor, Ypsilanti, Pittsfield Township, Superior Township, and Ypsilanti Township. Days of operation and service hours vary by route. TheRide buses stop at more than 1,500 designated bus stops, located at convenient intervals throughout the system.

All TheRide buses are low-floor, accessible vehicles with no steps to climb and include a ramp. The buses can kneel down to decrease the size of the boarding step. Buses are able to accommodate two wheelchairs/scooters at a time on a first-come first-serve bases. Vehicles also include bike racks.

In May 2016, TheRide will roll out its largest service update ever, with major improvements to Ann Arbor and Ypsilanti Service. The new routes are more frequent, more direct, and should improve the experience of riders in formerly underserved areas.

Fares

TheRide has many fare and boarding pass options, including cash, tokens, period passes, and sponsored passes. The fare schedule, including reduced fares for seniors, those with disabilities, and students are outlined below.

- Cash Fare - $1.50
- Youth in Grades K-12: $0.75
- Children under 5: Free
- Seniors (60-64): $0.75
- Income Eligible: $0.75
- Non-ADA Disabilities: $0.75
- Medicaid/Medicare Cardholders :$0.75
- A-Ride Fare (ADA Disability): Free
- Seniors (65+): Free

University of Michigan
The University of Michigan operates bus service for trips between campus locations. Service is designed primarily for students and staff, but service is open to the public. No fare is charged and no identification is required to ride.

Vehicles are wheelchair accessible and are able to kneel to decrease the height to step onto the bus. The University is rolling out audible alerts to provide notice for riders with visual impairments.

Rural Fixed Route Service
Western-Washtenaw Area Value Express (WAVE)
Western Washtenaw Area Value Express (WAVE) is a non-profit service organization that exists to provide affordable transportation to older adults, people with disabilities, and other transit-dependent individuals in western Washtenaw County. WAVE offers two fixed route options in Western Washtenaw

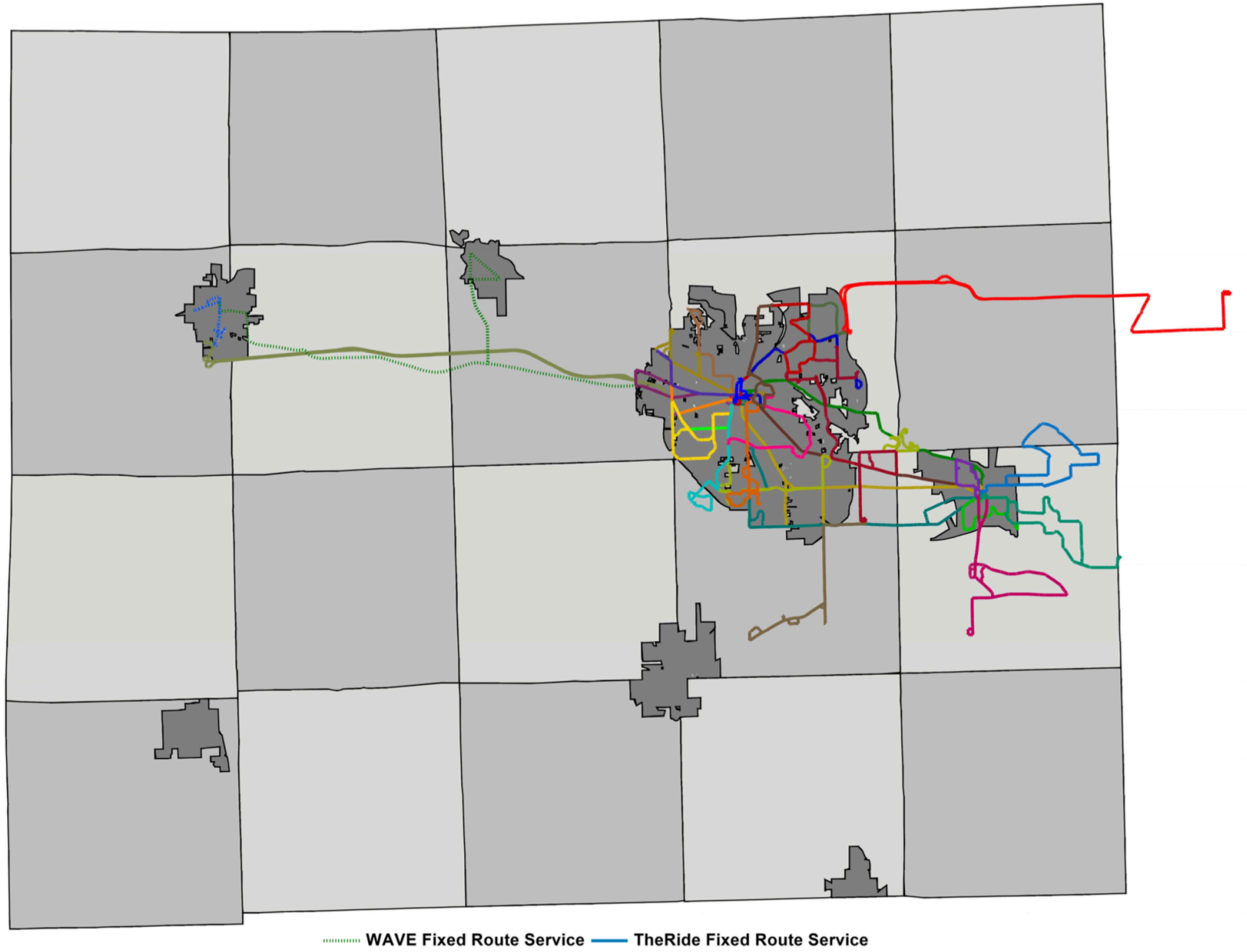
- The Community Connector which links Chelsea with Dexter and Ann Arbor, and serves the Jackson Road business district in Scio Township. It coordinates schedules with The Ride at the Jackson/Zeeb Road Meijer. The maximum fare is $3.00, and depends on age, disability status, trip destination and origin. The Community Connector operates seven days per week between 6:00 am and 8:00 pm. Bus stop times vary slightly on weekends. Vehicles are wheelchair accessible.
- The Chelsea Community Ride is a free Chelsea business district shuttle which connects Chelsea area senior housing to shopping, doctors' offices, churches and destinations downtown, seven days per week.

4.2 Inter-Urban Routes
ExpressRide
TheRide operates two Inter-urban routes. ExpressRide service run non-stop from the Canton and Chelsea areas to downtown Ann Arbor and the University of Michigan Central and Medical Campuses. One way fares cost $6.25 per ride, 10 ride and 30 day passes are available as well. Half of the cost is subsidized for University of Michigan employees and go!pass program participants.

WAVE Inter-Urban Express Route
The WAVE operates an Inter-urban Express route between Chelsea, Dexter, and Ann Arbor. The route operates seven days per week between 6:00 am and 8:00 pm. Bus stop times vary slightly on weekends. Vehicles are wheelchair accessible. The maximum fare is $3.00, and depends on age, disability status, trip destination and origin. The Inter-urban Express route connects with TheRide at the Jackson/Zeeb Road Meijer.

Peoples Express Commuter Route from Brighton to Ann Arbor
People's Express offers a commuter route that runs from the Lee Road & Fieldcrest Park & Ride into Ann Arbor to the Med Inn at the U of M Hospital. The cost is $3.00 each way. Four inbound trips to Ann Arbor are made each weekday morning, as well as four outbound trips to Brighton each afternoon.

Map 13: Washtenaw County Fixed Route service



4.3 Urban Door-to-Door

ARide

ARide is TheRide's American's with Disabilities Act (ADA) required shared-ride, demand-response public transportation program. The ADA requires transit providers to offer services accessible to people with disabilities within ¾ mile of fixed route service. To use the A-Ride service, individuals are required to complete an application and fulfill the eligibility requirements defined by the ADA.

In Ann Arbor, ARide trips can be scheduled same day, while outside of the city trips must be scheduled the day before. ARide fares are $3.00 each way.

TheRide also offers complementary ARide service not required by the ADA in Superior, Pittsfield, and Ypsilanti Townships. These are funded either through purchases or services or through local millages.

Gold Ride

GoldRide (formerly called Good as Gold) is a service of the TheRide for seniors age 65 or older. A GoldRide ID card allows passengers to ride the regular bus free and offers shared-ride trips in sedans and small buses. Shared-ride service is available within the City of Ann Arbor and limited areas within Pittsfield township. Service is available to several locations outside these areas as well.

Jewish Family Services (JFS)

Jewish Family Services of Washtenaw County is a private, nonprofit social services agency serving the entire Washtenaw County since 1993. Its key offerings include: transportation, a specialty food pantry, refugee resettlement, counseling (therapy), support for caregivers and older adults, employment services (for employers and employees), and crisis management. JFS offers myriad other services, listed on its website www.jfsannarbor.org.

JFS' CareVan program offers transportation services designed to provide older adults and disabled clients with a low-cost transportation option. The program ensures that clients maintain their independence by having access to medical appointments, grocery stores and pharmacies, work or attend social functions. The CareVan program is unique in that JFS drivers assist riders with door-through-door services. A brief intake is required to determine eligibility for services. Sliding scale for fees is available.

University of Michigan

University of Michigan Transportation Services offers curb-to-curb Paratransit services for students, faculty and staff that are pre-qualified through the Office of Services for Students with Disabilities (SSD). U of M's paratransit is a free shared service that operates year-round on weekdays.

Rides are provided within a ¾ mile radius of the Ann Arbor Campuses, as well as the East Ann Arbor Health Centers and Domino's Farms satellite facilities.

Overflow rides and all rides after 6:30 P.M. are provided through a contracted vendor (currently Blue Cab of Ann Arbor).

During Fall break, Winter break, Spring break, Spring and Summer terms, all trips are booked directly with Blue Cab.

4.4 Rural Door-to-Door

Western-Washtenaw Area Value Express (WAVE)

WAVE operates two shared ride, door-to-door bus programs. The first provides local service in the City of Chelsea, the Dexter School District and in the following townships: Dexter, Lima, Lyndon, Sylvan, and Webster. LifeLine, the second door-to-door service, provides transportation to/from those locations to locations throughout Washtenaw County. Door-to-door programs operate Monday-Friday, from 8:00am – 4:30pm. WAVE vehicles have wheelchair lifts or ramps making them accessible to people using wheelchairs, walkers, and canes.

The fare structure for door-to-door trips is:

- Children Under 5 – Ride free when accompanied by a parent
- Personal Care Attendants – Ride free
- Age 65 or Older or Person with Disability - $2.50 within the city limits
- Age 65 or Older or Person with Disability - $3.00 local outside the city limits
- Students with ID – Same fares as the Age 65 or older or Person with Disability groups
- Under Age 65 - $5 within the city limits
- Under Age 65 - $6.00 local outside the city limits
- LifeLine Fare - 65 or Older or Person with Disability - $10
- LifeLine Fare – Under Age 65 - $20

People's Express

People's Express (PEX) is a low cost public transportation service for select townships and cities in Washtenaw County and the surrounding area, and can transfer riders to a number of bus stops on the AAATA bus route. People Express serves many townships within the greater Ann Arbor and Ypsilanti area, along the US-23 corridor, Saline, and Milan. People's Express operates weekdays from 8:00am – 5:00pm.

4.5 Mobility Management

The AAATA's MyRide program is a Mobility Management service that provides transportation coordination to transit dependent individuals. Transportation coordination is based on the individual's trip needs in Washtenaw County and select areas in Jackson, Lenawee, Livingston, Monroe, Oakland, and Wayne Counties.

MyRide does not provide direct transportation services; Information Specialists/Call Takers coordinate transit services through a network of existing public, private, and non-profit human service transportation providers in order to offer a seamless system of service for transit users. To date, there are nine private taxi and limousine licensed transportation providers in the network.

MyRide provides the following services:

- Information and Referrals on the family of transportation services TheRide offers and which one or ones best satisfies the travel needs of the individual. Information and referrals are also provided on the

available transportation options in Washtenaw and surrounding counties.

- Trip Planning: routes and trips; matches customer to the most appropriate service; assesses ability to pay fares; and/or schedules trips with transportation providers from the provider network.
- Trip Fare Assistance temporarily pays a portion of transportation fares for specific types of trips taken by individuals who are not able to use existing public transportation services for a variety of reasons:
- Travel Training teaches residents individually or in small groups how to access and use public and demand responsive transportation services available in the county. Training also includes developing Individual Transportation Plans to ensure customers have realistic plans to maintain their travel independence if they depend on public transit for long term use.
- Scheduling Trips

5 Unmet Needs

Service provider input, public input, and stakeholder feedback were combined with the previous plan to update the set of transportation needs for low income, seniors, and people with disabilities.

5.1 Transit Services

- Not all Washtenaw County residents in the urban area are served by fixed route transit, nor are they easily able to access fixed route transit if they live outside of the service area
- Service is not adequate to government agencies, shopping centers, medical centers to accommodate access to employment opportunities and job related activities, particularly jobs second and third shift in outlying areas
- Countywide public transportation service
- No express service options from Dexter, Milan, Ypsilanti, Manchester, or Saline to Ann Arbor
- Limited affordable transportation options exist for those who live or work outside fixed-route public transit services
- Trip length and time make using the bus a less appealing alternative to paratransit
- Countywide demand response coverage
- Current door-to-door coverage is inadequate, particularly in the southwest and southeast portions of the county
- Some existing transportation options have fares that are cost prohibitive for low income customers.
- Limited demand response options for non-emergency medical trips after hours
- Transportation options for those who need more customized transportation services and greater assistance
- Affordable options for all trip purposes that do not require advanced notice, especially trips that require accessible vehicles
- Services that cross jurisdiction lines
- Services that allow trip-chaining
- Limited options exist for those with before/after hour medical appointments
- Transportation costs are prohibitive for those on low or fixed income, particularly those with chronic, treatment-intensive conditions such as dialysis
- Limited affordable options for those with conditions requiring frequent scheduled treatment, which may fall on weekends or holidays
- Limited options for those who require additional help accessing transportation services, such as door-through-door assistance
- Limited options for long-distance medical trips
- Limited affordable options for those not eligible for Medicaid-funded trips
- Limited accessible non-motorized paths (sidewalks, curb ramps, lead walks, etc) at core service locations outside of the City of Ann Arbor
- Limited street side wheelchair accessibility to transit stops

- Stable funding for non-motorized improvements outside of Ann Arbor

5.2 Coordination

- Expanded information for human service agencies, families, and potential riders regarding available services and how to use them
- Countywide software that include linkages between various systems, maintains all routes and schedules in the area, can be used as a tool for communication, and available to the locally operated systems
- Additional access points to transportation resources, include bus passes and program applications
- Scheduling and dispatch software designed to the specification of local operators and human service agencies
- Limited connectivity between various transportation providers in and between the urbanized and rural areas
- Networking between transit providers and human service agencies
- Human service agency trips are only available for agency clients for agency-related trips
- The methodology to determine allocated service costs vary among agencies, encumbering the ability to satisfactorily address funding agency requirements for services
- Consistent eligibility criteria and service requirements among various human service programs that fund transportation for targeted population groups
- Increased coordination of services among senior service agencies
- Consistent and stable, dedicated operating funds for transportation operation for public, private and human service agency operations
- Review appropriate federal regulations to ensure compliance with providing the maximum mobility options
- Ongoing workplan for monitoring and implementing the coordinated plan
- Clear responsibilities for implementing coordinated services

5.3 Outreach/Marketing

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

5.4 Training

- Provider requirements for drivers vary by agency. Providers also have different training programs and different drug and alcohol testing protocols
- Diversity and sensitivity training for frontline and customer service staff
- Safety training and agency oversight for drivers on topics such as
    - Wheelchair assistance and securement techniques
    - Blood borne and fluid borne pathogens
    - Safety and Security

- Passenger trainings on topics such as
    - How to use public transportation
    - Bus etiquette and safety
    - Commuter tax benefits
    - How to locate and use resources (passes, tokens, program applications, etc)
- Employee and management trainings covering
    - Latest information on transit and ADA laws
    - Funding Opportunities
    - Networking opportunities
    - Cultural and sensitivity training
    - Federal and local requirements
    - Safety and oversight
    - Continuing education

6.0 2010 Coordinated Plan Successes and Progress

Since the 2010 Coordinated Human Services Plan was completed, Washtenaw's County's service providers have expanded and made significant service improvements. This section highlights those improvements by agency.

TheRide

In May 2014, Ann Arbor, Ypsilanti and Ypsilanti Township residents approved a millage of 0.7 mills for five years to improve and expand TheRide's services. This effort came on the heels of a countywide vision for transit in Washtenaw County, representing first steps towards implementing improvements in the Urban Area. The millage funds improvements to services over a 5-year period. The improvements funded in that time are outlined below

2014

- Weekday fixed route service extended later into the evening on many routes
- New weekend services, increased frequency, and extended hours
- New route between Ypsilanti Transit Center and Ypsilanti District Library
- ARide services extended later into the evening

2015

- Sunday Service in and to Ypsilanti
- New Route serving the Meijer on Carpenter Road and the Michigan Ave Walmart
- More frequent and later weekday services

2016

- Overhaul of route numbering
- More direct and frequent service in Ypsilanti and Ypsilanti Township
- More direct service on the west side of Ann Arbor
- Expansion of ARide alongside new routes
- New route serving the Ypsilanti Transit Center, EMU campus, Depot Town, and Water Street

2017

- Increased service frequency from Blake Transit Center to Meijer in Pittsfield Township
- Expanded service between Meijer and Pittsfield Township south of I-94
- Express service from Huron/I-94 in Ypsilanti Township to Ann Arbor/UM Medical Center
- Expanded ARide service alongside route expansions

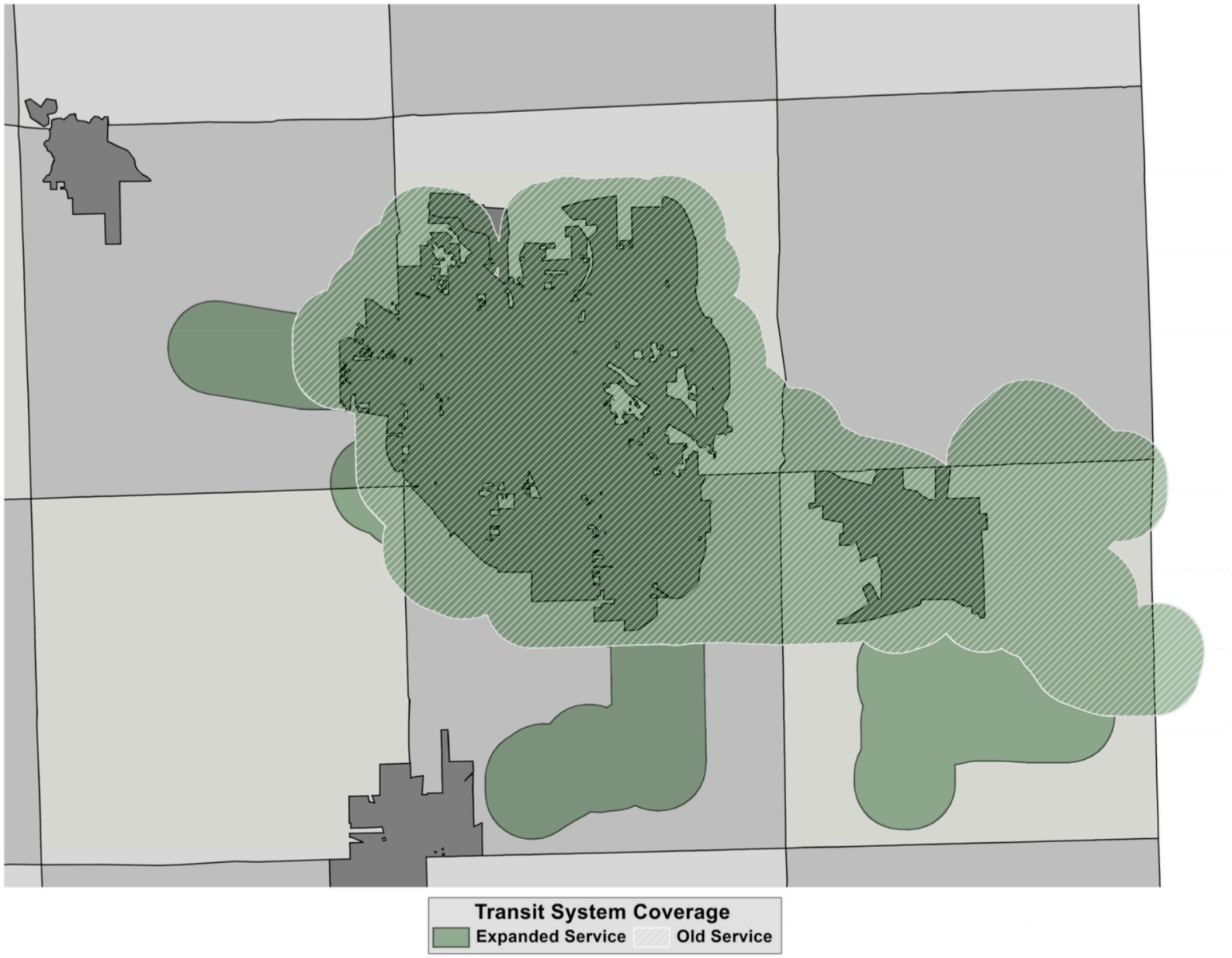
Other Improvements

Dial-a-Ride Plus – Dial-a-Ride Plus is TheRide's non-ADA door to door service. This service has expanded into Pittsfield, Superior, and Ypsilanti Townships for A-Ride eligible residents.

Grocery Ride - TheRide started new grocery shuttle service between Kroger and Chidester Place, an affordable senior housing facility. The shuttle allows users to carry more than the normally allowed number of grocery bags.

Countywide Plan – TheRide developed a countywide vision for transportation in 2011, outlining a potential plan for countywide transportation service. The plan called countywide door-to-door and flex ride service, addressing needs identified in the previous Coordinated Plan.

Map 14: 3/4 Mile Service Area of TheRides' Fixed Route Service, Before and After Service Expansion



Regional Transportation Authority (RTA)

The RTA was created by the Michigan Legislature through Public Act No. 387 of 2012. The RTA was created to plan for and coordinate public transportation in the four-county region of Southeast Michigan, including the City of Detroit, and to deliver rapid transit in a region where none exists. It is the entity through which transit providers must apply for state and federal funds, and through which those funds are allocated to providers. The RTA is also responsible for developing a Regional Master Transit Plan to guide present and future service and is empowered to put funding questions on the ballot for public vote.

In 2016, the RTA will complete its BEST: Regional Master Transit Plan, which will guide the expansion of transit in Southeast Michigan over the next twenty years. This includes improving bus service, coordinating existing transit providers (AAATA, DDOT, DTC, M-1 Rail, and SMART), and introducing rapid transit along major corridors throughout the region. The plan includes evaluations of Bus Rapid Transit Along three major corridors in the Region, including Michigan Avenue in Washtenaw County.

WAVE

The WAVE has continued to operate and expand the services it offers in Western Washtenaw County. Improvements to WAVE services since the last coordinated plan include:

- Chelsea Community Ride-This free fixed route service follows shopping loops through the community, connecting to a grocery store, senior living facility, the library, among other destinations. The service is open to all community members
- Inter-Urban and Scio Connector Weekend Service – In 2011, WAVE expanded their Inter-Urban and Scio Connector Service to include weekends.
- In 2016, the transfer point between TheRide and WAVE will move from a bus stop at Wagner/Jackson, to a more comfortable stop at the Meijer on Zeeb.
-

People's Express

Peoples Express continues to operate and improve services.

- In 2015, People's Express expanded the number of trips it would schedule
- The agency now offers service in Milan
- Saline works with People's Express to provider service to all residents; seniors and people with disabilities pay half fare
- People's Express began offering a commuter route from Brighton to Ann Arbor

Coordination Improvements

The TCC was establish to monitor and implement the previous coordinated plan. The committee continues to operate successfully, and is an opportunity for transportation and human service providers to exchange ideas and make improvements to the transportation system.

Funding Improvements

Urban Core Millage

In May 2014, Ann Arbor, Ypsilanti and Ypsilanti Township residents approved a millage of 0.7 mills for five years to improve and expand TheRide's services. This 5-year investment

provides revenue to expand and improve services to residents most in need of assistance.

Scio Township Millage

In November 2015, Scio Township passed a millage to expand and invest in transit. This funding will be directed to both TheRide and WAVE for enhanced services.

MAP21 and the FAST ACT

The Moving Ahead for Progress in the 21st Century Act (MAP 21), and the Fixing America's Surface Transportation Act (FAST Act) are both long term transportation bills passed since the last coordinated plan was adopted. These bills provide long term stability and assurance of federal funds. Funds allocated between FY 2013 and FY 2015 are administered under MAP 21, while the FAST Act administers funds between FY 2016 and FY 2020.

7.0 Recommended Strategies and Projects

This section outlines potential activities for use of funding to serve seniors, those with low income, and people with disabilities. These section answers two sets of questions:

- Which types of agencies and for what types of purchases should funding be prioritized to? This includes distinguishing between capital and operating costs as a priority for this funding.
- What types of strategies and activities could this funding be used for to address identified needs?

Section 7.1, Funding Priorities, is meant to guide the TCC as it prioritizes and funds various service investments using 5310 funding in the Ann Arbor UZA, and as such, is more prescriptive. Section 7.2, Strategies and Projects, updates the strategies in light of the progress since the last coordinated plan. The Priorities in Section 7.1 do not apply directly to the use of funds in the Rural Area, as MDOT has its own selection criteria. Section 7.3 outlines principles of sustainability that can be used to guide selection.

The TCC should review the effectiveness of the program after three years, and update the application process and selection criteria as appropriate.

7.1 5310 Funding Priorities

Priorities for both Traditional and Non-Traditional Projects

For both Traditional and Non-Traditional funding, projects should prioritize the maintenance of existing services before expanding services. The priorities for 5310 funding are listed below in order:

1. State of Good Repair Projects – Purchases that maintain existing service
2. Value Added Services – Purchases that enhance or extend existing service
3. Expansion Services – Purchases that introduce new service

Traditional Projects

The Federal Transit Administration (FTA) defines traditional projects as capital purchases and acquisition of transportation services. Eligible activities include:

- Purchase of Buses and vans; wheelchair lifts, ramps, and securement devices; transit-related information technology systems including scheduling/routing/one-call systems; and mobility management programs.
- Acquisition of transportation services under a contract, lease, or other arrangement. Both capital and operating costs associated with contracted service are eligible capital expenses. User-side subsidies are considered one form of eligible arrangement. Funds may be requested for contracted services covering a time period of more than one year.

Federal law requires that at least 55% of 5310 funding be used for these traditional projects. Recipient priority for traditional funding is listed below, in order.

Traditional Funding Recipient Priority

1. Private Non-Profits
2. Public Transportation Authority

Within State of Good Repair, Value Added, or Expansion projects, many types of projects are eligible for funding. Those projects are listed below and are considered equal priorities.

- Vehicle and mobility equipment purchases
- Intelligent Transportation System
- Service acquisition and user subsidies

Non-Traditional Projects

FTA defines non-traditional projects as capital and operating expenses for new public transportation services and alternatives beyond those required by the ADA, designed to assist individuals with disabilities and seniors. Eligible activities include:

- Travel training
- Volunteer driver programs
- Building an accessible path to a bus stop including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features
- Improving signage, or way-finding technology
- Incremental cost of providing same day service or door-to-door service
- Purchasing vehicles to support new accessible taxi, rides sharing and/or vanpooling programs
- Mobility management programs.

The priorities for use of 5310 funds for non-traditional projects are outlined below, grouped by total allocation of funding to non-traditional projects and recipient.

Non-Traditional Funding Levels

The TCC committee should prioritize allocating the maximum amount of funds to non-traditional projects, capped at 45% of 5310 funds by federal regulation.

Non-Traditional Funding Recipient Priority

1. Public Transportation Authority
2. Administration
3. Mobility Management
4. Specialized Services and Private Non-Profits

Within State of Good Repair, Value Added, or Expansion projects, many types of projects are eligible for funding. Those projects are listed below and are considered equal priorities.

- Vehicle and mobility equipment purchases
- Intelligent Transportation Systems
- Service acquisition and user subsidies
- Mobility Management
- Travel Training
- Incremental cost of providing same day service or door-to-door service beyond ADA requirements
- Paths/Sidewalks/Signals/Signage
- Volunteer Driver Programs
- Client Transportation
- Door-through-Door Transportation

7.2 Strategies and Projects

Based on review of public and stakeholder input, the strategies from the previous Coordinated Plan have been revised and updated. These strategies seek to frame activities that will improve the mobility of seniors, people with disabilities, and those with low income. Agencies seeking funding for capital and operating assistance can use these strategies to frame those applications.

The identified strategies equally important and of equal priority.

- Strategy 1) Expand availability of fixed route and Inter-Urban transportation services in the Ann Arbor Urbanized Area, Small Urban, and Rural Areas.
- Strategy 2) Expand availability of demand-response and specialized services to provide additional trips for older adults, people with disabilities and people with low - incomes.
- Strategy 3) Expand access to private transportation providers.
- Strategy 4) Provide flexible transportation options and more specialized and one to one services through expanded use of volunteers.
- Strategy 5) Expand access to affordable Non-Emergency Medical Transportation
- Strategy 6) Ensure the safety and access of individuals that use all modes of public transportation
- Strategy 7) Continue to support mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.
- Strategy 8) Expand the established centralized point of access that provides information on available transportation options in the area.
- Strategy 9) Build coordination among existing public and human service transportation providers
- Strategy 10) Establish linkages to make more efficient use of funding
- Strategy 11) Support the Transportation Coordinating Committee as it works with appropriate policy makers to reduce barriers to providing transportation services and monitor implementation of the Coordinated Plan
- Strategy 12) Develop requirements for and implement an Inter-Operable Data Collection Program involving all transit agencies/providers.
- Strategy 13) Establish dedicated stable operating funds to enable long term planning and consistent services.
- Strategy 14) Continue to support capital needs of coordinated human service/public transportation providers
- Strategy 15) Develop and implement a comprehensive Customer Education and Marketing Program for the Ann Arbor Urbanized Area.

Transportation Services

While improved since the last coordinated plan, fixed route service is still unavailable in certain portions of the urban area, and frequency does not meet the needs of all transit dependent households.

Strategy 1) Expand availability of fixed route and Inter-Urban transportation services in the Ann Arbor Urbanized Area, Small Urban, and Rural Areas.

Unmet Need

- Not all Washtenaw County residents in the urban area are served by fixed route transit, nor are all easily able to access fixed route transit
- Service is not adequate to government agencies, shopping centers, medical centers to accommodate access to employment opportunities and job related activities, particularly jobs second and third shift in outlying areas
- Routes connecting small urban communities with each other and with the Ann Arbor Urbanized Area
- No express service options from Dexter, Milan, Ypsilanti, Manchester, or Saline to Ann Arbor
- Limited affordable transportation options exist for those who live or work outside fixed-route public transit services

Activities

- Expand geographic coverage of fixed route services to clusters of entry level employment that are not currently serviced by public transit agencies
- Increase frequency of service
- Create safe and scheduled transfer points between public transit service areas to enable customer access to fixed routes
- Use route deviation, vanpool, and feeder services to provide transportation services
- Last mile services that connect public transit services to nearby job sites so people with low-incomes can access job opportunities.
- Establish partnerships between the transportation sector and businesses/employers to improve the connection between transportation service availability and business location decisions.
- Establish public transit systems in areas without and increase capacity in areas with available public transit services.
- Increase hours and days of operation on existing public transit systems.

Strategy 2) Expand availability of demand-response and specialized services to provide additional trips for older adults, people with disabilities and people with low -incomes.
Strategy 3) Expand access to private transportation providers.
Strategy 4) Provide flexible transportation options and more specialized and one to one services through expanded use of volunteers.

Unmet Need

- Countywide demand response coverage
- Services connecting rural, small urban, and Ann Arbor Urbanized areas
- Current door-to-door coverage is inadequate, particularly in the southwest and southeast portions of the county
- Some existing transportation options have fares that are cost prohibitive for low income customers.
- Limited demand response options for non-emergency medical trips after hours
- Limited affordable options for those who live outside the fixed route service area
- Transportation options for those who need more customized transportation services and greater assistance
- Affordable options for all trip purposes that do not require advanced notice, especially trips that require accessible vehicles
- Services that cross county lines
- Services that allow trip-chaining

Activities

- Utilize existing providers to
    - Expand Hours and days of current demand-response and specialized services to meet additional service needs
    - Expand services to work locations, medical facilities, and other locations
    - Expand services in the rural area
- Use route deviation, vanpool, and feeder services to provide transportation services
- Utilize last mile services that connect public transit services to outlying job sites so people with low-incomes and those working second third, and weekend shifts can access job opportunities.
- Establish partnerships between the transportation sector and businesses/employers to improve the connection between transportation service availability and business location decisions
- Establish voucher programs to subsidize rides for trips provided by private providers.
- Establish new or expand volunteer driver programs to provide transportation at needed times.
- Establish volunteer driver programs that provide door-to-door and/or door-through-door services as needed.
- Improve services to and from child care and adult day care
- Establish a voucher/token system that would allow the transportation disadvantaged target groups to solicit transit assistance from family, friends, neighbors, co-workers, and faith based organizations.

Transportation Services

Strategy 5) Expand access to affordable Non-Emergency Medical Transportation

Unmet Need

- Limited options exist for those with appointments before or after business hours
- Transportation costs are prohibitive for those on low or fixed income, particularly those with chronic, treatment-intensive conditions such as dialysis
- Limited affordable options for those with conditions requiring frequent scheduled treatment, which may fall on weekends or holidays
- Limited options for those who require additional help accessing transportation services, such as door-through-door assistance
- Limited options for long-distance medical trips
- Limited affordable options for those not eligible for Medicaid-funded trips

Activities

- Utilize existing non-profit and for-profit providers to expand
  - services to medical facilities
  - hours and days of demand-response and specialized services to meet additional service needs
  - capacity to serve appointments that are outside of normal business hours
- Use trip chaining to accommodate trips that mix home, appointment, and work origins/endpoints
- Collaborate with Medicare/Medicaid trip coordinators to improve quality of service
- Establish voucher programs to subsidize rides for trips provided by private providers.
- Establish specialized services targeting medical needs
- Utilize last mile services that connect public transit services to medical facilities
- Establish a voucher/token system that would allow the transportation disadvantaged target groups to solicit transit assistance from family, friends, neighbors, co-workers, and faith based organizations.

Strategy 6) Ensure the safety and access of individuals that use all modes of public transportation

Unmet Need

- Limited accessible non-motorized paths (sidewalks, curb ramps, lead walks, etc) at core service locations outside of the City of Ann Arbor
- Limited street side wheelchair accessibility to transit stops
- Stable funding for non-motorized improvements outside of Ann Arbor
- Limited safe pedestrian crossings

Potential Activities

- Provide more transit amenities, accessible bus stops and shelters
- Provide sidewalk links to connect people with transit and other components of the transportation system
- Collaborate with road agencies to safe pedestrian crossings and bicycle infrastructure
- Collaborate with road agencies to plan for and fill non-motorized gaps at bus stops and important trip destinations during road reconstruction and rehabilitation
- Leverage other funding sources (Transportation Alternatives Program, Surface Transportation Program, etc) to fill gaps in infrastructure

Coordination

Washtenaw County's transportation system is not driven by one single provider, but a network of providers pursuing similar goals within the framework of coordination. Each agency has its own strengths, and should continue to build on those within their regional role.

Continued improvements to the coordinated transportation system depends on joint efforts between agencies to identify gaps in service, opportunities for improvement, and overlaps. The Transportation Coordinating Committee (TCC) is charged with oversight of this process, and should build on successes as it implements a more coordinated system.

Strategy 7) Continue to support mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.

Strategy 8) Expand the established centralized point of access that provides information on available transportation options in the area.

Unmet Needs

- Expanded information for human service agencies, families, and potential riders regarding available services and how to use them
- Countywide software that include linkages between various systems, maintains all routes and schedules in the area, can be used as a tool for communication, and available to the locally operated systems
- Additional access points to transportation resources, include bus passes and program applications
- Scheduling and dispatch software designed to the specification of local operators and human service agencies

Potential Activities

- Identify stable operating funds for mobility management
- Mobility Manager to facilitate access to transportation services, including:
  - Call center serving as an information clearing house on available public transit and human services transportation in the area
  - Implementing new or expanded outreach programs that provide potential customers and human service agency staff with information and training in use of current transportation services.
- Mobility broker to facilitate cooperation between transportation providers, including:
  - Helping establish inter-agency agreements for connecting services or sharing rides
  - Arranging trips for customers as needed Exploring technologies that simplify access to information on services
- Purchase and share software and technical knowledge for software systems that enhance communication, better link systems, and enhance reporting capabilities

Strategy 9) Build coordination among existing public and human service transportation providers

Unmet Needs

- Limited connectivity between various transportation providers in and between the urbanized and rural areas
- Networking between transit providers and human service agencies
- Human service agency trips are only available for agency clients for agency-related trips
- The methodology to determine allocated service costs vary among agencies, encumbering the ability to satisfactorily address funding agency requirements for services
- Consistent eligibility criteria and service requirements among various human service programs that fund transportation for targeted population groups
- Increased coordination of services among senior service agencies

Potential Activities

- Implement a trip assistance program through which human service agencies are reimbursed for trips provided for another agency on pre-determined rates or contractual arrangements.
- Establish formal written agreements among participating agencies and programs outlining the decision-making process for implementing a coordinated system
- Adopt inter-local, interagency agreements on cost sharing, funding mechanisms, and arrangements for vehicle sharing.
- Using transit industry standards identify the elements of costs to provide service and develop the basis for the calculation of costs in order to identify true costs of service and furnish a common standard for agreement between agencies.
- Study consolidation of transportation services (e.g. fuel, vehicles, etc.)
- Match funding potential to leverage dollars currently being used by human services to purchase passes for clients – expands availability.

Strategy 10) Establish linkages to make more efficient use of funding

Unmet Need

- Consistent and stable, dedicated operating funds for transportation operation for public, private and human service agency operations

Activities

- Create a partnership with private sector's major employers where employers help fund transit service
- Encourage use and coordination of non-DOT funds for transportation.
- Using transit industry standards identify the elements of costs to provide service and develop the basis for the calculation of costs in order to identify true costs of service and furnish a common standard for agreement between agencies.
- Study consolidation of transportation services, fuel, vehicles, etc., as a future step toward greater coordination.

Strategy 11) Support the Transportation Coordinating Committee as it works with appropriate policy makers to reduce barriers to providing transportation services and monitor implementation of the Coordinated Plan

Unmet Need

- Review appropriate federal regulations to ensure compliance with providing the maximum mobility options
- Ongoing workplan for monitoring and implementing the coordinated plan
- Clear responsibilities for implementing coordinated services

Activities

- Recommend policy changes that would improve coordination among agencies.
- Establish clear roles for TCC committee members and lead agencies for monitoring progress, and implementing the plan
- Establish or expand a coordinated committee to address needs of community and to ensure plan is implemented.

Strategy 12) Develop requirements for and implement an Inter-Operable Data Collection Program involving all transit agencies/providers.

Unmet Needs

- Consistent means of collecting data from human service agencies and transportation providers

Potential Activities

- Determine needs and implement a transportation data collection program.
- Define and create a single reporting system that can collect and distribute the information and data as may be required by each provider.
- Standardize a feedback process to monitor and improve the performance of the coordinated public transit system on an on-going basis; and prepare an annual report on the state of the coordinated system.

Strategy 13) Establish dedicated stable operating funds to enable long term planning and consistent services.

Strategy 14) Continue to support capital needs of coordinated human service/public transportation providers

Unmet Needs

- Consistent and stable operating funds for transportation operation for public, private, and human service agency transportation providers
- All unmet capital needs
- All unmet needs/issues

Activities

- Capital expenses to support the provision of transportation services to meet the special needs of older adults, people with disabilities and people with low incomes.
- Capital needs to support mobility management and coordination programs among public transportation providers and humans service agencies providing transportation.

Outreach/Marketing

Strategy 15) Develop and implement a comprehensive Customer Education and Marketing Program

Unmet Need

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

Potential Activities

- Marketing efforts that include PSAs on radio, TV, bus shelters, buses, etc., plus promotion through agencies and providers, website, informational phone line, and direct mail.

Training

Not all human service agency staff, transportation service users or potential users are familiar or comfortable with using the transportation services available. Becoming fluent in using and referring individuals to these services requires familiarity and confidence that they are using the system properly to suit their needs. Training opportunities can help build this confidence.

In addition, drivers and transportation agency staff may have various levels of training and familiarity with the system and its regulations. Not all agencies use the same level of requirements for drivers, which can confuse riders as they move between systems. A coordinated approach to provider staff training can help address these issues.

Strategy 15) Establish or expand training programs for customers, human service agency staff, medical facility personnel, and others in the use and availability of transportation services.

Unmet Need

- Provider requirements for drivers vary by agency. Providers also have different training programs and different drug and alcohol testing protocols
- Diversity and sensitivity training for frontline and customer service staff
- Safety training and agency oversight in drivers in topics such as
    - Wheelchair assistance and securement techniques
    - Blood and fluid borne pathogens
    - Safety and Security
- Passenger trainings in topics such as
    - How to use public transportation
    - Bus etiquette and safety
    - Commuter tax benefits
    - How to locate and use resources (passes, tokens, program applications, etc)
- Employee and management trainings covering
    - Latest information on transit and ADA laws
    - Funding Opportunities
    - Networking opportunities
    - Cultural and sensitivity training
    - Safety and oversight
    - Federal and local requirements

Activities

- Develop basic driver standardization: Create a single set of standards for all “special needs” transit drivers.
- Identify, adopt, and implement minimum training, vehicle, service, operator, privacy, and other safety standards and policies for participants in the coordinated public transit system.
- Identify and provide annual training opportunities for participants in the coordinated public transit system.
- Develop a Travel Training Program to teach individuals how to access and utilize available transportation services.
- Develop a "Riders Guide", a compilation of schedules, tips for using services, and policies regarding canceling trips, etc.

7.3 Commitment to Sustainability

In 2015, in response to increasing global needs to address greenhouse gas (GHG) and climate change, TheRide formalized a Sustainability Policy and developed a Sustainability Plan to guide its environmental efforts, in balance with its economic and social commitments. This triple bottom line approach balances the needs of the economy, society, and the environment as the agency strives to contribute to the community.

Projects and activities funded through this plan should similarly consider the triple bottom line approach as they are developed. This approach is optional, but is strongly encouraged as a common best practice for advancing sustainability in Washtenaw County among transportation providers.

Agencies are encouraged to review their projects impacts on the following goals and strategies. For more information, review the TheRide's sustainability plant at: http://www.theride.org/AboutUs/Dashboard-Facts/Sustainability-Plan

Environmental Sustainability

- Reduce Greenhouse Gas (GHG) Emissions
- Use resources efficiently by minimizing diesel, electricity, natural gas, water, and waste
- Foster smart land use by promoting transit-oriented and compact development

Economic Sustainability

- Enhance cost-effectiveness by out-performing industry standards for operating expenses per passenger
- Optimize revenues through achieving full federal, state, and local funding and pursuing discretionary grants and public-private partnerships when appropriate
- Increase the number of commute trips via alternative transportation

Social Sustainability

- Advance social justice through continued compliance with federal requirements, including but not limited to Title VI, Environmental Justice, Americans with Disabilities Act (ADA), and Disadvantaged Business Enterprise (DBE) programs
- Ensure exemplary transit service by reviewing and revising service standards
- Improve quality of life by progressing employment and housing access, health, and safety

8 Appendices

8.1 Private Transportation Providers

4 Stars Limo Airport Services LLC
Services Provided: Airport, personal trips, medical trips, ADA accessible trips
Hours: 7 days a week, 24 hours a day
Notice: Same-day
Service Area: Southeast Michigan
Cost: Airport Shuttle: $49-$69
Phone: (734)260-3232
Web: http://www.metro4stars.com/

A2 Area Metro Ride
Services Provided: airport service, taxi service, in-town car service
Hours: 4am-11pm
Notice: Advanced
Service Area: Ann Arbor and surrounding areas
Cost: Call for more info
Phone: (734)994-5984
Web: http://a2areametroride.com/

Ambu-Trans, Inc
Services Provided: non-emergency and accessible transportation services
Notice: Advanced
Service Area: Southeast Michigan
Cost: Call for info
Phone: 248-471-1737
Web: http://ambutrans.net/

Ann Arbor Metro Airport Car
Services Provided: Door-to-Door service to Metro Airport
Hours: 7 days a week, 7am-7pm
Service Area: Ann Arbor area
Cost: $50
Phone: 734-507-9220
Website: annarbormetroshuttle.com

AssuredTrans Services
Services Provided: Door to door transportation, non emergency medical transportation for self-sufficient, ambulatory clients
Service Area: Southeast Michigan
Hours: 24/7
Phone: 855-45-TRANS
Website: assuredtransservices.com

Ann Arbor Airport Shuttle
Services Provide: Door-to-door shuttle service to Metro Airport
Hours: 24/7
Cost: fares start at $32 one way
Phone: 734-699-8500
Website: annarborairportshuttle.net

Care Transport
Services Provided: Accessible non emergency medical and non-medical transportation
Hours: 24/7
Service Area: Washtenaw County
Phone: 734-434-6786
Website: caretransport.us

Golden Limo Inc.
Services Provided: Door-to-door limo, shuttle, and charter services
Service Area: Ann Arbor area and Metro Airport
Hours: 24/7
Cost: Call for quote
Phone: 1-800-300-5151

Health Plus Transportation
Services Provided: Door-to-door, ADA Paratransit non-emergency medical transportation, and personal trips
Service Area: Washtenaw and Wayne County
Cost: Service starts at $52 for pickup plus $2.50 per mile, costs vary by trip needs
Phone: 734-547-7813
Website: healthplustransport.com

Hour Transportation
Services Provided: Door to door and ADA Paratransit non-emergency medical transportation, personal trips
Service Area: Washtenaw, Livingston, Lenawee, and Monroe Counties
Cost: Trips start at $30 pickup and $2.50 per mil
Phone: 248.569.7500
Website: hourtransportation.com

HVA Mobility Transportation
Services Provided: Door-to-door non-emergency medical trips for the elderly and people with disabilities
Service Area: Washtenaw, Western Wayne, and Southeast Oakland counties
Cost: Call for current rates
Phone: 734-477-6404
Website: hva.org

Lyft
Services Offered: App based door-to-door car service
Service Area: Ann Arbor Area
Hours: 24/7
Website: lyft.com

MedSync Transportation and Services
Services Provided: Curb to curb, door to door, door thru door and ADA Paratransit for all riders
Service Area: Washtenaw County and surrounding areas
Costs: Call for most recent rates
Phone: 734-646-8846
Website: medsts.com

Michigan Transportation Services
Services Provided: Door to door transportation, non emergency medical transportation, ADA service, and services to the general public
Service Area: Southeast Michigan
Hours: 24/7
Phone: 877-777-7900
Website: michigantransportation.com

Maize and Blue Transportation
Services Provided: Door-to-door transportation, airport service
Service Area: Southeast Michigan
Hours: 24/7
Phone: 734-864-4160
Website: www.maizeandbluetransportation.com

Mack's Transportation
Services Provided: curb to curb service, and service for commuters going to and from Chelsea and Dexter to Ann Arbor or Metro Airport
Service Area: Chelsea and Dexter
Phone: (734) 475-7119

Rehab Transportation
Services Provided: Door to door transportation, non emergency medical transportation, ADA service
Service Area: Southeast Michigan
Hours: 24/7
Phone: 800-306-6406
Website: rehabtransportation.com

Royal Limousine
Services Provided: Door to door limousine service
Service Area: Southeast Michigan
Phone: 734-326-8800
Website: 1866myroyal.com

Your Trusted Concierge
Services Provided: Wheelchair accessible transportation services, errands, and concierge services
Service Area: Ann Arbor Area
Phone: 734-302-1234
Website: yourtrustedconcierge.com

Uber
Services Offered: App based door-to-door car service
Service Area: Ann Arbor Area
Hours: 24/7
Website: uber.com

Taxi Service

Arbor Taxi
Services Provided: Taxi service and limo service
Service Area: Washtenaw County
Phone: 734-477-9970
Website: arbortaxi.com

Blue Cab
Services Provided: Taxi service, airport service, Night Ride, Holiday Ride, U of M Ride Home
Service Area: Washtenaw County
Hours: 24/7
Phone: (734)-547-2222
Website: bluecab.net

Michigan Green Cabs
Services Provided: Taxi, car, and airport service
Service Area: Ann Arbor Area
Hours: 24/7
Phone: 1-877-476-8294
Website: migreencabs.com

Stadium Taxi
Services Provided: Taxi service, airport service, van service
Service Area: Ann Arbor Area
Phone: 734-695-0800
Website: stadiumtaxi.com

Intercity Bus

Greyhound
Services Provided: Regional and national bus service
Service Area: Ann Arbor (William and 4th St)
Phone: 734-662-551
Website: greyhound.com

Indian Trails
Services Provided: Charter bus service, Airride/Michigan Flyer Service connecting Lansing, Ann Arbor, and Metro Airport
Service Area: Ann Arbor
Phone: 800-292-3831
Website: indiantrails.com

Megabus
Services Provided: Regional bus service to Chicago
Service Area: Ann Arbor
Phone: 1-877-GO2-MEGA
Website: megabus.com

Rail

Amtrak
Services Provided: ADA accessible regional and national rail service
Hours: 6am-11:59pm
Service Area: Ann Arbor
Phone: 1-800-USA-RAIL
Website: Amtrak.com

8.2 Human Service Agencies that Provide Transportation or Transportation Assistance

Avalon Housing
Services: Housing placement and assistance
Transportation Services: referrals and bus passes
Service Area: Ann Arbor Area
Phone: (734) 663-5858
Website: avalonhousing.org

Ann Arbor Center for Independent Living
Services: Assistance to members of the disability community
Transportation Services: Bus passes and referrals
Service Area: Washtenaw County
Phone: (734) 971-0277
Website: annarborcouncil.org

American Cancer Society
Services Provided: Volunteer based door-to-door services, clients must be ambulatory and children and caregivers are allowed to ride as well
Notice: 1 week advanced
Service Area: Washtenaw, Livingston, and Monroe Counties
Cost: Free
Hours: Mon-Friday by appointment
Phone: (800) 227-2345
Website: http://www.cancer.org/

Area Agency on Aging 1-B
Services Provided: Senior Transportation services and in-home assistance for clients in the Care Management, Medicaid Waiver, and SameAddress programs
Service Area: Livingston, Macomb, Monroe, Oakland, St. Clair and Washtenaw counties
Phone: (734) 213-6704
Website: http://www.aaa1b.org/

Blueprint for Aging
Services Provided: Aging resources
Transportation Services: referrals and vouchers
Service Area: Washtenaw County
Phone: 734.926.4655
Website: http://blueprintforaging.org/

Community Action Network
Services Provided: Social services and after school programs
Transportation Services: Bus passes and referrals
Service Area: Ann Arbor Area
Phone: (734) 994-2985
Website: canannarbor.org

Catholic Social Services
Services Provided: Bus passes to access numerous social service programs including Neighborhood Senior Services program assists seniors with chores; counseling programs, food and health programs.
Phone: 734.971.9781
Website: csswashtenaw.org

Community Mental Health
Services Provided: Passes to access CMH's mental health services
Service Area: Washtenaw County
Phone: 734-544-3000
Website:www.ewashtenaw.org/government/departments/community_mental_health/

Corner Health Center
Services Provided: Medical and mental health for 12-25 year olds and their children
Transportation Services: Bus passes and referrals
Service Area: Ypsilanti and Ann Arbor Area
Phone: 734-484-3600
Website: cornerhealth.org

Ele's Place
Services: Grief counseling for children and teens
Transportation Services: Limited funds for gas cards
Service Area: Ann Arbor Area
Phone: 734.929.6640
Website: www.elesplace.org/

Home of New Vision
Services Provided: Substance abuse treatment
Transportation Service: volunteer transportation
Service Area: Ann Arbor and Ypsilanti Area
Phone: 734-975-1602
Website: homeofnewvision.org

IHA
Services: Primary and Secondary health care
Transportation Services Provided: Bus passes and referrals
Service Area: Southeast Michigan, many facilities in Washtenaw County
Website: ihacares.com

Manchester Area Senior Citizens Council
Services Provided: Door-to-door transportation to a food service program and medical transportation, special events transportation
Service Area: Manchester area
Cost: trips to Chelsea, Clinton, and Saline ($5), Ann Arbor, Adrian, Jackson ($10)
Phone: 734-385-6308
Website: facebook.com/groups/manchesterseniors

Michigan Ability Partners
Services Provides: Transportation assistance for clients in the Supportive Assistance for Veteran Families program
Service Area: Wayne and Washtenaw Counties
Phone: 734-975-6880
Website: http://www.mapagency.org/

Michigan Rehabilitative Services
Services Provided: Vocational rehabilitation for people with disabilities, gasoline vouchers until client receives first paycheck, bus passes for clients
Service Area: Washtenaw County
Phone: 734-677-1125

Milan Seniors for Healthy Living
Services Provided: Wheelchair accessible door-to-door service for those over 50
Notice: Advanced
Service Area: Serves the 48160 Zipcode and destinations within 20 miles of Milan
Cost: Within Milan city limits ($1), 2-4.9 miles ($3), 5-9.9 miles ($6), 10-20 miles $10; prices are each way
Phone: 734-508-6229
Web: http://www.milanseniors.org/

Ozone House
Services Provided: Runaway and homeless youth services
Transportation Services: Bus passes and referrals
Service Area: Ann Arbor and Ypsilanti Area
Phone: 734-662-2265
Website: ozonehouse.org

Packard Health
Services Provided: Non-profit primary care
Transportation Services: Bus passes and referrals
Service Area: Ann Arbor and Ypsilanti Area
Phone: (734) 971-1073
Website: packardhealth.org

Saline Social Services
Services Provided: car repair assistance, transportation assistance through People's Express
Service Area: Saline Area
Phone: 734-429-4570
Website: www.salinesocialservice.com/

SOS Crisis Center
Services Provided: Transportation for children of homeless families to daycare, bus tokens, referrals
Service Area: Washtenaw County
Phone: (734) 485-8739
Website: soscs.org

Silver Club
Services Provide: Transportation to a memory loss program at Turner Geriatrics Center for those over 60
Service Area: City of Ypsilanti and Ypsilanti Township
Phone: 734-998-9352

Unified HIV Health and Beyond
Services: HIV and AIDS resources
Transportation Services: Bus passes, referrals, and limited volunteer transportation
Service Area: Washtenaw County
Phone: 734-572-9355
Website: www.miunified.org

Washtenaw County Public Health
Services: WIC, family health, environmental health, community health services
Transportation Services Provided: Bus passes and referrals for clients
Service Area: Washtenaw County
Phone: 734-544-6700
Website:www.ewashtenaw.org/government/departments/public_health

Washtenaw Intermediate School District
Services: Early childhood and special education
Transportation Services: Bus passes, school buses, and referrals
Service Area: Washtenaw County
Phone: (734) 994-8100
Website: washtenawisd.org

8.3 Transportation Provider and Non-Profit Survey Questions

This survey was distributed electronically to non-profits, human service provider, and transportation providers in Washtenaw County. It was hosted online in a Google Forms response format, and has been transcribed here in plain text.

1) Information
    a. Name
    b. Agency
    c. Phone Number
    d. Email
    e. What type of services does your agency provide?

2) If a client is unable to provide their own transportation, how do you help them reach you?
    Provide Bus Tokens
    Arrange pickup via for profit service (taxi, private medical provider)
    Direct them to MyRide/AAATA
    Direct them to a non-profit transportation provider (WAVE, People's Express, Jewish Family Services, etc)
    Staff provide transportation as their time allows
    Work with volunteers to provide
    We have staff dedicated to transportation
    Other:

3) Are clients able to reach you by fixed route bus?
    Yes
    No
    Unsure
    Other :

4) Approximately what percentage of your clients are dependent on some type of transportation assistance? (Consider your clients who have no access to a dependable vehicle, no money for gas, disability, lost license due to age or criminal conviction, etc)
    0-25%
    25-50%
    50-75%
    75-100%

5) Which clients have the most challenges reaching your services? Consider population groups (elderly, low income); geography (rural clients, clients in Ann Arbor); employment status; disability; or other relevant client characteristics

6) What transportation related concerns you hear from your clients?For example: transportation service hours don't match client availability or your operating hours; trips are too long; cost; trip frequency; etc

7) Thinking about where your clients need to go, which of their transportation needs are not currently being met? Think about specific trip types, and please enter the origin and specific destination. Enter as many as you think appropriate.

8) What changes to the transportation system do you think would assist you in addressing the needs you identified above?

9) Anything else we should know about your transportation needs?

10) Would you like to be contacted regarding updates to the Coordinated Plan and future public meetings?

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