

Coordinated Human Services Transportation Plan

for the

Detroit Urbanized Area (non-Detroit area)

February, 2009



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The Suburban Mobility Authority for Regional Transportation

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Executive Summary

The Coordinated Human Services Transportation Plan was developed for the Detroit Urbanized Area located outside the City of Detroit, to meet the requirements of the New Freedom, and Elderly and Persons with Disabilities programs. This plan addresses the unmet transportation needs of older adults and persons with disabilities. SMART, the Suburban Mobility Authority for Regional Transportation is the designated recipient and worked with SEMCOG, the Southeast Michigan Council of Governments to develop the plan. This plan is a companion document to SEMCOG's Area-Wide Job Access and Reverse Commute Plan for Southeast Michigan.

SMART, in an effort to learn more about the transportation needs of older adults and persons with disabilities, took the first step and developed a survey. SMART sent it to social service agencies, advocates for older adults, advocates for persons with disabilities, workforce development professionals, transportation-service providers, and transportation planners. SMART used the study results as one source of information to determine unmet needs and possible solutions.

SMART's next step involved gathering information from existing programs such as Wheels to Work and the Transportation to Work Coalition. Along with SEMCOG, SMART established the plan's goals, objectives, and developed a four step process to guide the planning process: 1) assessment of existing services, 2) assessment of transportation needs, 3) analysis determining and prioritizing unmet transportation needs, and 4) development of solutions.

Based on these activities, nine unmet needs were identified and prioritized. The table below lists in order of priority, the unmet needs and the corresponding solution strategies.

Priority	Unmet Need	Solution Strategy (project)
1	Evening and weekend service.	Increase evening and weekend service; provide evening and weekend service for persons with disabilities regardless of residency or affiliation.
1	Seamless transportation between communities	Identify safe and convenient transfer points; expand SMART's remote scheduling program; purchase cell phones/two way radios.
2	Single point of entry	Create a 24/7 information, referral, and reservation service.
2	Improved information	Centralize local transportation information on a 508 compliant website.
3	Individual assistance	Provide door to door, or door through door, escort service for passengers with disabilities; improve the accessibility of bus stop signage; develop a personal notification system for vehicle arrival; provide travel training for fixed route bus service.
4	Essential medical Transportation	Work with medical facilities and coordinate rides with local transportation services.

Priority	Unmet Need	Solution Strategy (project)
5	Improved understanding between social service providers and transportation service providers.	Develop collaborations between social service agencies and transportation providers; develop a transportation voucher system for third-party payment.
6	Service connecting to other modes.	Develop transportation feeder service connecting passengers to fixed route bus service, inter-city bus service, airports, and train stations.
6	Same day transportation service.	Provide dial-a-ride or subsidized taxi service for persons with disabilities.

Coordinated Human Services Transportation Plan

Introduction

The Suburban Mobility Authority for Regional Transportation (SMART), the region's transit provider and designated recipient for the New Freedom Program, initiated a study to learn more about the transportation needs of older adults and persons with disabilities and to explore and develop possible solutions. In an effort and to further their understanding of unmet transportation needs, SMART teamed up with the Southeast Michigan Council of Governments (SEMCOG), and together these two agencies worked to develop a transportation plan for older adults and persons with disabilities that is regional in scope, builds on successful partnerships, and provides transportation services that supersede the standards set by the American with Disabilities Act of 1990.

This plan is a companion plan to the existing Job Access Reverse Commute (JARC) plan. The Detroit region (includes: Livingston, Macomb, Monroe, Oakland, Washtenaw, and Wayne Counties) has both a JARC plan and an ongoing JARC program. Although the JARC, New Freedom, and Elderly and Persons with Disabilities programs focus on the unique transportation needs of different populations, these populations face many of the same transportation barriers. Therefore, this plan builds on the work, knowledge, and innovations advanced in the JARC program.

This plan meets specific criteria described in the current transportation bill, Safe Accountable Flexible Efficient Transportation Equity Act-Legacy for Users (SAFETEA-LU). The following sections describe the different requirements and how this plan meets them.

SAFETEA-LU Compliant

The Coordinated Human Services Transportation Plan (CHSTP) is compliant with the Safe Accountable Flexible Efficient Transportation Equity Act – Legacy for Users (SAFETEA-LU). The CHSTP meets all of the SAFETEA-LU's requirements; it is compliant with the regulations set forth by the Federal Transit Administration (FTA) in the New Freedom and Elderly and Persons with Disabilities circulars released on May 1, 2007.

Specifically, the circulars require four sections and they are included in the plan. The sections are:

- an assessment of available transportation services;
- an assessment of transportation needs of persons with disabilities;
- a list of strategies, activities and projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and
- a list of priorities for implementation based on resources.

In addition to meeting SAFETEA-LU's specific New Freedom and Elderly and Persons with Disabilities requirements, the plan will be amended into the region's 2030 Regional Transportation Plan (RTP).

Designated Recipients

The Detroit Urbanized Area has two designated recipients: the Detroit Department of Transportation (DDOT), and the Suburban Mobility Authority for Regional Transportation (SMART). DDOT primarily operates within the City of Detroit with several routes extending into the suburban area, while SMART primarily serves to connect suburban areas with the City of Detroit and provides suburb-to-suburb service.

Area Covered by the Coordinated Human Services Transportation Plan

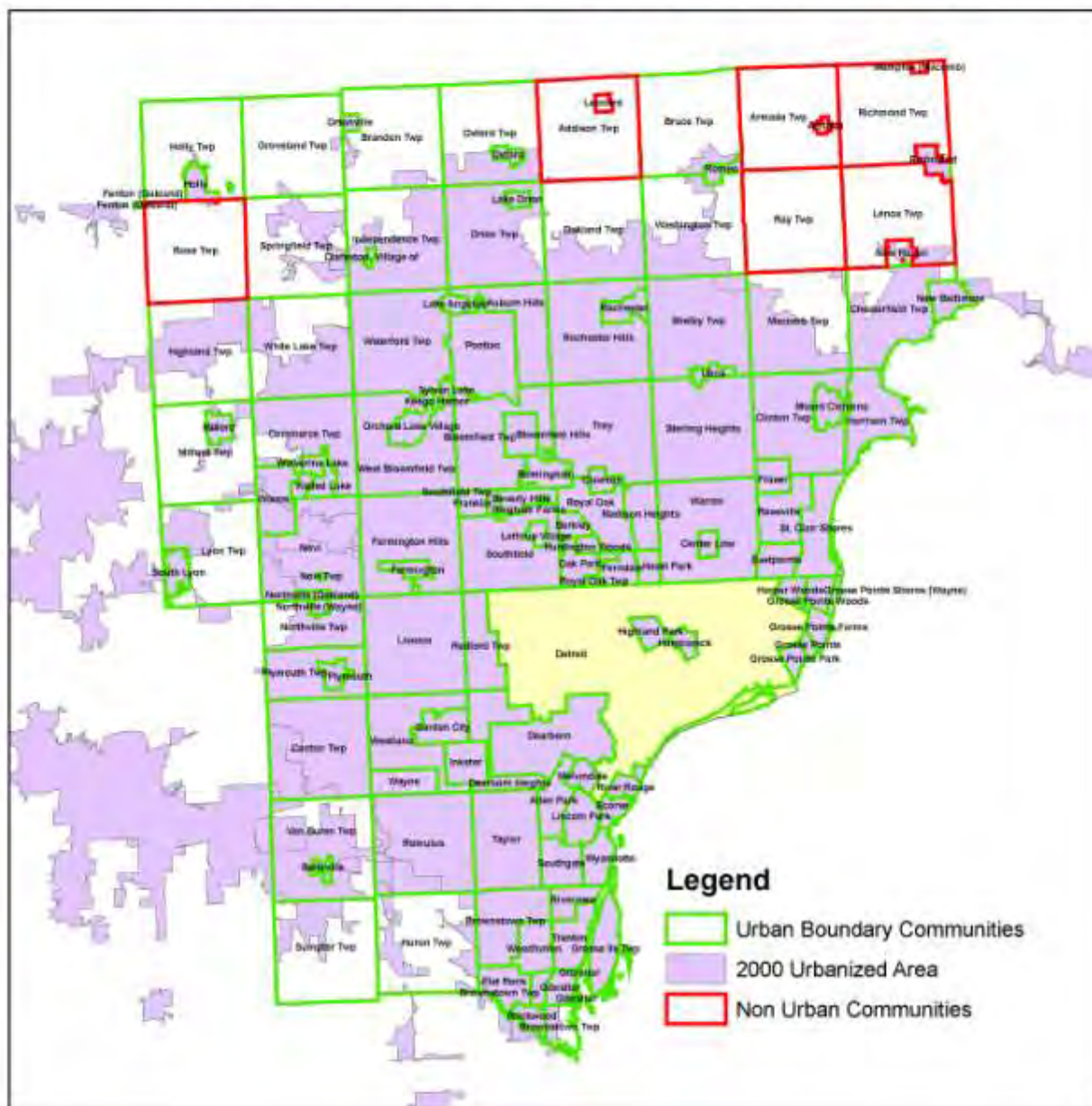
This plan focuses on the urbanized area excluding the City of Detroit and covers almost three counties (Map 1).

The Detroit UZA, according to the 2000 Census, is home to 4,012,247 people of which 18 percent (722,312 people) have a disability. The majority of persons with a disability (66%) and persons age 65 and over (79%) live outside of the City of Detroit. The area includes 117 communities, 29 universities and colleges, 32 hospitals and medical facilities, and 143 theatre and entertainment venues. This area is also known for its manufacturing of durable goods, and includes 1,398 manufacturing centers and facilities.

Persons with Disabilities in the Detroit Urbanized Area – 2000 Census			
Area	Population	Persons with Disabilities	Share of Urban Area Persons with Disabilities
City of Detroit	951,270	244,893	34%
Urbanized Area excluding Detroit	3,060,977	477,419	66%
Total	4,012,247	722,312	100%

Persons Age 65 and Over in the Detroit Urbanized Area – 2000 Census			
Area	Population	Age 65+	Share of Urban Area Persons Age 65 and Over
City of Detroit	951,270	99,838	21%
Urbanized Area excluding Detroit	3,060,977	374,838	79%
Total	4,012,247	722,312	100%

Map 1 URBANIZED SERVICE AREA



Source: 2000 U.S. Census

August, 2007

New Freedom / Elderly and Persons with Disabilities

SMART's goal for the New Freedom and Elderly and Persons with Disabilities programs is to make transportation a resource and not a barrier for persons with disabilities and older adults by expanding transportation mobility options beyond the requirements of Americans with Disabilities Act of 1990. In order to make this a reality, the plan has the following objectives:

- identifying the unique, unmet transportation needs of older adults and persons with disabilities;
- maximizing current service by utilizing a centralized calling center for information and referral;
- increasing service hours;
- increasing service areas; and
- developing partnerships with human/social service agencies to develop transportation options for their clients.

In order to accomplish the goals and objectives, SMART, along with SEMCOG, the region's MPO, formed a working group and developed a plan. The plan includes four major elements:

1. assessment of available transportation and transportation referral services;
2. assessment of transportation needs for older adults and persons with disabilities and identification of unmet needs;
3. development of strategies, activities, and projects that address the identified gaps between current services and needs, and improve system efficacy; and
4. priorities for implementation.

Available Transportation and Referral Services

The working group compiled a list of specialized service providers, special equipment available, reservation requirements, special services offered, hours of operation, and clientele served. All of the tables containing this information can be found in Appendix E., and the information is summarized in Table 1.

The working group also looked at programs that either coordinate services or provide referrals. Working group members felt that coordination and referral services help to eliminate duplicative services, and referral services help to fully utilize existing services. Further, the referral services unify the fragmented network of services, thus making it easier for individuals to identify appropriate services.

Transportation Service Providers

After examining the current specialized services it became apparent that almost all of the urbanized area is served by a specialized service provider. Although the geographic coverage of specialized service providers is very good, type of services, hours of operation, and service areas have deficiencies. The following sections describe the most egregious deficiencies.

- **Equipment:** Almost all of the service providers can accommodate collapsible wheelchairs, and most have wheelchair lifts and tie downs. Only ambulance services have the staff and equipment to handle electric wheelchairs and passengers when the total weight exceeds 600 pounds.
- **Reservations:** Most services require at least one day advance notice for rides. Some require up to six days advance notice, while some require two weeks advance notice for medical appointments. Although agencies need advance reservations in order to plan and efficiently deploy vehicles, this requirement shifts the burden to the passenger for planning their trips. The passenger must plan ahead for appointments and if an appointment is changed (e.g., change initiated by the doctor's office) then the rider may be unable to reschedule the ride. Further, advance notice requirements take away the spontaneity of deciding what to do and where to go at the last minute that others enjoy.
- **Special services:** Almost all of the providers offer door-to-door service. Only few offer door-through-door service. Only services whose clients have cognitive impairments offer escorts. There are relatively few services offering assistance in a foreign language (e.g., Aramaic, Arabic, or sign language).
- **Service hours:** With few exceptions, the publicly supported services operate during the day. Few begin service before 7 a.m. and few extend service past 5 p.m. Some offer special evening trips to events while others will have a late afternoon return trip from a medical facility. Services operating in the late afternoon and evening are usually dedicated services for a specific clientele and not the general public. For example, the veteran's hospital will take patients home late in the afternoon. Overnight and weekend hours are almost exclusively offered by private companies such as taxi cabs.
- **Service area:** Publicly supported specialized service providers are usually restricted to operate within their jurisdictional boundaries, thus limiting available destinations. Relatively few community-based services work cooperatively with one another to expand their service areas. Privately owned services, charging higher fares, have larger service areas and are not bound by jurisdictional boundaries.

Transportation Referral and Coordination

The working group also examined the region's referral services and coordination.

- As the region's public transit provider, SMART coordinates special-need transportation throughout the region with its Connector service, Community Transit service, and its ADA Paratransit service. SMART describes these services on its website, and provides a TDD phone number for those who have a hearing impairment. Customers calling SMART's toll free number are referred to the appropriate SMART fixed route service, Connector service, ADA Paratransit service, or Community Transit service.
- SMART has three staff persons dedicated to establishing and maintaining relationships with the communities within the SMART service area. These staff persons are called Community Ombudspersons. A key task of the Community Ombudspersons is the administration of the Community Partnership Program (CPP). The CPP is a unique vehicle procurement program designed to help local communities acquire vehicles by using federal funds and revenue generated by county transportation millages. The CPP gives communities control of transit service that meets their specific needs. The community, rather than SMART, determines the type of service that will be provided. Residents in seventy-three communities receive service through this program.
- SMART requires each CPP provider to develop a Coordination Plan. The purpose of these plans is to ensure that transportation in the community is provided in the most efficient manner. SMART receives input of future transportation needs, and can continuously assess the services provided and how those services meet the changing needs of local citizens.
- SMART offers a Remote Access Program to CPP providers. Via the Internet, CPP's are able to access and utilize SMART's Reservations and Dispatch software. This allows authorized remote sites to book a ride via the internet on either a SMART bus or the local community bus that best serves the riders needs. The remote access concept

is similar to an airline reservation system in which customers will make one call and get their trip booked on the service provider best able to handle the trip. SMART would like to expand this service to allow doctor offices, hospitals and schools to directly access the reservations software.

- SMART administers the Specialized Services Program for all communities within Wayne (excluding Detroit), Oakland, Macomb, and Monroe Counties regardless of whether they have opted into the SMART system. The Specialized Services Program is a statewide competitive program that allows private non-profit, private for-profit and local units of government to receive operating assistance for a community based program whose primary interest is older adults and people with disabilities. SMART obtains input on local transportation needs through quarterly meetings of County Coordination Committees for each county.
- United Way of Southeast Michigan (UWSEM) sponsors a 211 information line that includes information on human and social services, as well as transportation. The information line operates 24 hours a day, seven days a week and the information specialists are trained to help callers identify appropriate transportation services. The database used by 211 specialists includes information on special services such as foreign language, escorts, and door-through-door services as well as special equipment. Some of the 211 information specialists are multilingual.
- A network of mobility managers (established by the Transportation to Work Coalition for Southeast Michigan) provides both a referral service and also coordinates routes. Although the Coalition was formed to provide free or low-cost transportation to work for low-wage workers, the Coalition also offers transportation to work for persons with disabilities. The Coalition's network of mobility managers place workers with disabilities on vehicles equipped with wheelchair lifts and tie downs. The mobility managers work with one another to ensure efficient use of vehicles and reasonable wait times/transfers for riders. Mobility managers also work with riders to secure third-party payment.

Although these referral services and coordination activities are useful, they are not comprehensive. Although SMART makes referrals via customer information operators and the SMART website to other transit agencies, CPP providers, and Specialized Service providers, there are many non-profit and private providers that are not included.

Another issue both the United Way 211 and the mobility managers face is the constant updating and validating of information. Further, the Coalition's program is limited due to its mission to provide transportation to work and does not have the authority (or resources) to provide comprehensive transportation services for older adults and persons with disabilities. For these reasons, referral and coordination of specialized services needs to be addressed and funded. Unless referrals and coordination improve, specialized services will continue to be fragmented across the region, increasing the costs of service and reducing the quality of service offered.

Table 1
Summary of Paratransit Provider Services in the SMART Service Area

Area	Total	Special Equipment	Special Services	Service Hours		Days of Service		Clientele		Type of Provider		
				Day	Evening	Weekday	Weekend	General Public	Restricted	Public	Non-Profit	Private
Macomb	38	34	0	38	4	38	4	31	7	30	8	0
Oakland	52	39	15	52	16	52	14	37	15	31	13	8
Wayne*	52	38	34	52	9	52	18	31	21	24	18	10
Total	142	111	49	142	29	142	36	99	43	85	39	18

*Wayne County does not include the City of Detroit.

Table definitions:

- Special Equipment: Examples of special equipment are wheelchair lifts and equipment able to handle wheelchair and passenger weight over 600 pounds;
- Special Services: Services that include e.g., an escort or elbow assistance
- Service Hours Day: Service hours are between 7 a.m. and 5 p.m.
- Service Hours Evening: Service hours are between 5 p.m. and 7 a.m.
- Clientele-General Public: This includes any adult. Most services do not transport children without an adult.
- Clientele-Restricted: Providers that restrict or limit their services to persons who are clients, patients, members of an organization, or meet age, disability, or income criteria.
- Type of Provider Public: Services supported by tax dollars.
- Type of Provider Non-profit: Services whose board of directors does not receive compensation from the provider. An example of a non-profit is the Downriver Community Conference.
- Type of Provider Private: Services whose board of directors or owners receive compensation from the service they provide. An example of a profit company is Checker Cab.

Assessment of Transportation Needs for Older Adults and Persons with Disabilities

As part of the planning process, information identifying transportation needs for older adults and persons with disabilities was collected from several sources, including:

- SMART: SMART's Executive Team, Ombudspersons, system users, and results from a SMART stakeholder survey conducted in January, 2008 (Survey information is in Appendices A to D);
- SEMCOG: *Transit Vision*; 2025 Regional Transportation Plan, work with mobility managers;
- the Transportation to Work Coalition for Southeast Michigan: information from mobility managers;
- an intermediate school district: conversations with special services coordinator regarding transportation needs of students needing to travel from school to intern positions to home;
- a community college: discussions with campus president identifying the transportation needs of special need students (physically impaired students) traveling to campus in the evening;
- Goodwill Industries: general discussions on transportation needs; and
- Catholic Social Services: discussions regarding vehicle ownership for persons with disabilities.

Needs Identified

Based on the information collected, the following needs were identified as being unmet:

- **Collaboration between human/social service agencies and transportation providers**
 - Information sharing
 - Cooperative, comprehensive planning
- **Individual rider assistance**
 - Door-through-door service
 - Help with packages
 - Trip chaining
- **Essential medical transportation**
 - Door to door service that will take an individual for medical treatment when the treatment center is not located within the community
 - Volunteer drivers
 - Hospital/medical facility sponsored transportation
- **Expanded service hours**
 - Low-cost evening, weekend, and holiday service in all areas especially those areas having limited service and concentrations of persons with disabilities
- **Areas of the region that are underserved**
 - Western Oakland County
 - Northern Macomb county evening service

- **Information**
 - Current, accurate information displayed on the provider's Web site that meets 508 compliance, is Bobby Approved, or is certified by the Web Association Initiative (WAI)
 - Centralized repository of transportation information that is available 24 hours a day, seven days a week
 - Centralized information on eligibility criteria for clients (qualifications for a particular service or eligibility for third-party payment)
- **Transportation service connecting to other modes**
 - Trips to Amtrak, the airport, or to the Greyhound terminal
- **Flexibility**
 - Specialized services that are flexible (e.g., time, cancellations, and reservation requirements)
- **Volunteer-driver insurance**
- **Service-area expansion**
 - Coordinate services between adjacent communities to create a larger service area
 - Develop a travel-demand model to understand where residents are most likely to travel and use this information for service area justification
- **Coordination between jurisdictions**
 - Safer, convenient, publicized transfer points for riders
- **Focus on underserved population**
 - Persons with disabilities who live at or below the poverty level
 - Persons with disabilities who are not English speaking
 - Persons with disabilities living in households with no vehicles present
- **Equipment**
 - Equipment that can accommodate very large passengers plus their assistive devices
 - All vehicles have communication devices

Identification of Unmet Needs

The working group reviewed both the list of transportation-service providers and examined the services provided by the referral agencies and then compared them to identified transportation needs. Based on this analysis the working group developed a list of unmet needs, or gaps in service. Further, the working group also looked for opportunities to improve efficiencies in existing service delivery.

Following is a list of the identified gaps:

- expanded service hours;

- expanded service areas and coordinated transfer of passengers;
- single point of entry for transportation services (one call to access all of the information needed to secure a ride);
- remote reservation capability from medical facilities;
- improved rider information on SMART's web page or establish a regional Internet resource that can be accessed by anyone at any time; display information in Bobby Approved or WAI Certified format;
- low-cost medical transportation;
- equipment needs for specialized services including communication devices (driver-to-driver, and driver to dispatch calls) and the equipment to transport very large riders and their assistive devices;
- individual rider assistance, door-through-door assistance;
- improved understanding between social service and transportation-service agencies volunteer driver insurance;
- services connecting various modes;
- volunteer driver insurance;
- programs for persons with disabilities for whom English is not the language of choice.

Prioritization of Unmet Needs

Next, the working group, recognizing that it is impossible to address all of these needs during the first year of funding, developed a prioritization method using weighted factors (Table 2). The factors were identified by the working group members who felt these factors were both important and helped to rank the needs.

Table 2
Prioritization Factors and Weights

Factor	Factor Importance	Weights
Number of people impacted	The greater number of people impacted the more significant the project.	1 to 10
Improves accessibility of transportation services	Making transportation services accessible is key. Transportation services may be excellent, but if citizens do not know about them, or can not reach them, the service is useless.	1 to 10
Builds on existing successful program or practice	The region has many successful transportation programs for older adults and persons with disabilities. Enhancing these programs builds on proven success and gives new programs a secure foundation and a greater chance of success. Further, this strategy helps to eliminate/reduce startup costs.	1 to 10
Local or regional support (commitment of funds)	Community support is essential for any program to succeed. Financial match from a community or agency is important because it shows commitment, recognizes the programs potential in meeting unmet transportation needs, and meets the federal matching-funds requirement.	1 to 15
Possible first year implementation	Program guidelines state that in order for a project to be considered for first year funding, the project must be ready for implementation during the first year. If this is not the case, the project can not advance.	Yes = 10 No = 0
Addresses the needs of persons with multiple disabilities	In many instances, individuals having multiple disabilities experience the greatest difficulty accessing and using the transportation system, and therefore it is important that programs and projects offer solutions to their needs.	1 to 10

The working group assigned weights to each factor and then rank-ordered the needs.

Table 3
Prioritized List of Needs

Need	Priority	Priority Score
Evening and Weekend Service	1	55
Seamless Transportation between Communities	1	55
Single Point of Entry for Transportation Service	2	51
Improved Rider Information	2	51
Individual Rider Assistance	3	46
Essential Medical Transportation	4	41
Improved Understanding between Social Service Providers and Transportation Service Providers	5	37
Service Connecting to other Modes	6	36
Same Day Service	6	36

Once the unmet needs were prioritized the working group met and developed strategies for each need identified. This information is summarized in Appendix F.

Strategies and Projects Addressing Unmet Needs

The working-group reviewed the needs and priorities, and based upon available resources and support for the project, six projects were recommended for first year New Freedom funding. These projects are:

- evening and weekend service;
- seamless transportation between communities;
- single point of entry for transportation services including remote reservation (one call to access all of the information needed to secure a ride);
- improved rider information on the Internet; display information in Bobby Approved or WAI Certified format;
- individual rider assistance;
- essential medical transportation.

SMART's strategy for continuing service will be accomplished by the replacement of vehicles and/or equipment that have met their useful life.

Table 4 provides a summary of the unmet needs, priority rank, strategies, and projects.

Table 4
Prioritized Needs, Strategies, and Projects

Need	Priority	Strategy	Projects
Evening and weekend service	1	<ul style="list-style-type: none"> • Increase service hours into the evening. • Create service on weekends. • Provide evening and weekend service provided for persons with disabilities regardless of their residency or affiliation. 	<ul style="list-style-type: none"> • Expand service hours beyond the existing hours in areas where no evening or weekend service exists.
Seamless transportation between communities	1	<ul style="list-style-type: none"> • Make transfers easier for riders by increasing their comfort level. • Improve communications between transportation services. 	<ul style="list-style-type: none"> • Identify safe and convenient paratransit transfer points. Work with property owners to gain access. Plot transfer points on a map, and use them to arrange for rides and transfers. • Expand SMART's remote scheduling program to facilitate paratransit transfer scheduling. • Purchase cell phones/two-way radios. Establish criteria for paratransit transfer-wait times.
Single point of entry for transportation service (one call to access all information needed to secure a ride)	2	<ul style="list-style-type: none"> • Make it easy for older adults and persons with disabilities to find an appropriate ride, book the ride, and pay for the ride. 	<ul style="list-style-type: none"> • One-call transportation brokerage and referral service. Service will be available 24/7. <ul style="list-style-type: none"> ○ Up-to-date information ○ Referrals ○ Eligibility determination ○ Reservation service ○ Third-party billing ○ Data collection ○ Information available on the Web in the Bobby approved or WAI certified format.

Need	Priority	Strategy	Projects
Improve rider information	3	<ul style="list-style-type: none"> • Web-posted information needs to be in accessible formats. • Printed information needs to be in alternative formats. • ADA Web site includes all relevant ADA transportation information as well as contacts to various services. 	<ul style="list-style-type: none"> • Make transportation information appearing on the web meet accessibility standards such as Bobby Approved or Web Accessibility Initiative (WAI). • Print information in alternative formats. • Enhance ADA information on SMART's website. • Technology should be used to let rider know if there are changes in the pickup time. • Post signs at bus stops lower on the poles and in Braille.
Individual rider assistance	3	<ul style="list-style-type: none"> • Provide personal transportation-escort assistance to riders when needed. • Help locate transit routes and stops with better signage. • Improve notification of arrival times. 	<ul style="list-style-type: none"> • Provide escort service to help passengers with packages and door-through-door assistance. • Improve street signage (e.g., Braille) identifying routes. • Develop personal notification of approaching vehicle or anticipated time of vehicle arrival.

Need	Priority	Strategy	Projects
Essential medical transportation	4	<ul style="list-style-type: none"> • Provide enhanced service for people with chronic medical conditions e.g., visual impairments, multiple sclerosis, muscular dystrophy, and amputees. • Develop flexible transportation services for home-health-care professionals so that they can reach their clients' homes. • Provide service for individuals who are unable to use traditional van services (e.g., ambulate or stretcher service). 	<ul style="list-style-type: none"> • Develop volunteer driver program. • Train volunteer drivers, provide reimbursement and insurance coverage. • Work with hospital social workers, rehabilitation centers, dialysis centers, and other medical staff to coordinate client appointments. • Identify which hospitals and medical centers offer transportation to patients. • Provide transportation for home-health care workers. • Identify services for individuals who are unable to use traditional van service, including persons with specialized equipment needs. Establish contracts, age and assist in making arrangements.
Improved understanding between social service providers and transportation-service providers	5	<ul style="list-style-type: none"> • Collaborate between human/social service providers with transportation-service providers. • Use technology (e.g., internet, blogs, e-surveys) to keep different agencies abreast of services and client needs. 	<ul style="list-style-type: none"> • Encourage transportation providers to work with case managers to include transit and paratransit into client plans. • Keep case managers informed of changes in transportation services. • Encourage case managers keep transportation-service providers current on client-transportation needs. • Social service agencies and transportation providers to make joint purchases. • Develop a voucher system for third-party payment.

Need	Priority	Strategy	Projects
Service connecting to other modes	6	<ul style="list-style-type: none"> Establish feeder service to transportation hubs. 	<ul style="list-style-type: none"> Develop transportation services connecting riders with transportation hubs, such as bus transfer stations, inter-city bus stations, airports, and train stations.
Same Day Service	6	<ul style="list-style-type: none"> Increase mobility of older adults and persons with disabilities by offering same day service. 	<ul style="list-style-type: none"> Provide dial-a-ride or subsidized taxi service for older adults and persons with disabilities.

Glossary

ADA: Americans with Disabilities Act

Americans with Disabilities Act (ADA)

The federal act designed to remove barriers to employment, school, housing, health care, transportation, and other services for persons with disabilities.

Bobby Approved

Bobby is a Web-based tool that analyzes Web pages for their accessibility to people with disabilities. Bobby's mission of expanding opportunities for people with disabilities through the innovative uses of computer technology is based on the World Wide Web Consortium's (W3C) Web Accessibility Initiative (WAI) and Section 508 guidelines from the Architectural and Transportation Barriers Compliance Board (Access Board) of the U.S. Federal Government.

Community Partnership Program (CPP)

A program created by SMART to increase transportation at the community level. With financial and technical support from SMART, communities can design and provide transportation service to meet local needs. The community performs the transit functions that it can fill most efficiently, and SMART provides complementary service and support.

CPP: Community Partnership Program

DDOT: Detroit Department of Transportation

Detroit Department of Transportation (DDOT)

This is a City of Detroit department that provides transit and paratransit services to its residents.

Federal Highway Administration (FHWA)

A branch of the U.S. Department of Transportation (USDOT) that administers the Federal aid Highway Program and provides financial assistance to states to construct and improve highways, urban and rural roads, and bridges.

FHWA: Federal Highway Administration

FTA: Federal Transit Administration

Federal Transit Administration (FTA)

This agency is the branch of the U.S. Department of Transportation responsible for administering federal transit programs.

JARC: Job Access Reverse Commute

Job Access Reverse Commute (JARC)

The goal of the Job Access and Reverse Commute program (JARC) is to improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals and to transport residents of urbanized areas and non urbanized areas to suburban employment opportunities. Toward this goal, the Federal Transit Administration provides financial assistance for

transportation services planned, designed, and carried out to meet the transportation needs of eligible low-income individuals, and of reverse commuters regardless of income. The program requires coordination of Federally-assisted programs and services in order to make the most efficient use of Federal resources.

MPO: Metropolitan Planning Organization

Metropolitan Planning Organization (MPO)

An organization designated by the governor and local-elected officials as the agency responsible, along with the state, for transportation planning in urbanized areas. The organization serves as a forum for cooperative decision making by local-elected officials. The Southeast Michigan Council of Governments (SEMCOG) is the designated MPO for the seven-county Southeast Michigan region, which includes Livingston, Macomb, Monroe, Oakland, St. Clair, Washtenaw, and Wayne Counties.

New Freedom

President Bush announced the New Freedom Initiative on February 1, 2001, as part of a nationwide effort to remove barriers to community living for people with disabilities. The New Freedom Initiative is a comprehensive plan that represents an important step in working to ensure that all Americans have the opportunity to learn and develop skills, engage in productive work, make choices about their daily lives and participate fully in community life. The Initiative's goals are to:

- Increase access to assistive and universally designed technologies;
- Expand educational opportunities;
- Promote homeownership;
- Integrate Americans with disabilities into the workforce;
- Expand transportation options; and
- Promote full access to community life.

Safe, Accountable, Flexible, Efficient Transportation Act: A Legacy for Users (SAFTEA-LU)

The federal law authorizing federal-aid highway and transit programs as approved on August 10, 2005. This current transportation bill was preceded by the Intermodal Surface Transportation Efficiency Act of 1991 and Transportation Equity Act for the 21st Century of 1998.

SAFETEA-LU: Safe, Accountable, Flexible, Efficient Transportation Act: A Legacy for Users

SEMCOG: Southeast Michigan Council of Governments

Southeast Michigan Council of Governments (SEMCOG)

The Southeast Michigan Council of Governments is a regional planning partnership accountable to member local governments in Southeast Michigan. SEMCOG's membership includes counties, cities, villages, townships, intermediate school districts, public universities, and community colleges in Livingston, Macomb, Monroe, Oakland, St. Clair, Washtenaw, and Wayne Counties.

SMART: Suburban Mobility Authority for Regional Transportation

Suburban Mobility Authority for Regional Transportation (SMART)

A public agency providing transit services for communities within Macomb, Monroe, Oakland, and Wayne Counties. These communities support SMART's services with voter-approved financial assistance.

TDD: Telecommunication Device for the Deaf

Telecommunication Device for the Deaf

This is an electronic device for text communication via a telephone line, used when one or more of the parties have hearing or speech difficulties. Other names for TDD include TTY (telephone typewriter or teletypewriter).

Urbanized Areas (UZA)

Areas defined by the US Census Bureau as an area with a population with a population over 200,000 and a density of at least 1,000 inhabitants per square mile.

UZA: Urbanized Area

WAI: Web Accessibility Initiative

Web Accessibility Initiative (WAI)

This initiative is commitment promoting a high degree of usability for people with disabilities. The WAI, in partnership with organizations around the world, pursues accessibility of the Web through five primary activities:

- ensuring that core technologies of the Web support accessibility;
- developing guidelines for Web content, user agents, and authoring tools;
- facilitating development of evaluation and repair tools for accessibility;
- conducting education and outreach; and
- coordinating with research and development that can affect future accessibility of the Web.

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Appendix A

SMART's Transportation Survey: Summary of Findings

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SMART Transportation Survey

In order to gain insight into transportation needs for persons with disabilities, SMART conducted a stakeholder survey during the last two weeks of January, 2008. Information from this survey will support the development of a Coordinated Human Services Transportation Plan.

Survey instruments (Attachment A) were distributed by email. Stakeholders without an email address received the survey by mail, fax, or telephone.

Stakeholders surveyed include representatives of agencies serving persons with disabilities and older adults, community transportation providers, and persons with disabilities (Attachment B). Of the 127 surveys distributed to the stakeholders, 56 were returned to SMART (44% response rate).

The two most important accessibility strategies identified by the survey respondents were:

- 1) Assisting passengers door to door, and
- 2) Providing additional service during weekends.

The two most important coordination strategies identified by the survey respondents were:

- 1) Coordinating scheduling and vehicle operation, and
- 2) Coordinating customer information services.

91% of the survey respondents indicated that they are willing to regularly meet with other transportation providers and human service agencies to discuss transportation needs for persons with disabilities.

67% of the survey respondents, who are willing to meet on a regular basis, indicated that they are willing to attend these meetings quarterly.

57% of the survey respondents indicated that the municipal level was the most meaningful level at which to determine needs.

A complete summary of responses to the survey follows on the next two pages.

Responses to the SMART Transportation Survey

(127 distributed, 56 completed)

Please rate the importance of the following accessibility strategies on a scale of 1 to 5, where 1 is Not Important and 5 is Very Important:

	<u>Average Rating</u>
Assisting passengers door to door	4.14
Providing additional service during weekends	3.75
Implementing same day service (no reservation required)	3.59
Providing additional service during evening hours	3.48
Implementing passenger travel training	3.43

Are there any other accessibility strategies that are important for persons with disabilities?

Having an accompanying aide for those with major disabilities.

Educate employers and medical providers on public transportation in their areas. Work schedules and medical appointments could be made in conjunction with available transportation.

Go over county lines for medical treatment after 8 - 4 hours transportation needs timing issues personal transportation.

A way to let people know if the bus is going to be extremely late.

Teaching drivers how to properly tie down those with a disability that utilize wheelchairs.

Offering more door to door services, offering a wide variety of times to obtain door to door services, using less complex language on website.

Provide easily accessible seating. Bus stop to bus clear of any impediments to handicapped.

Sometimes handicapped individuals need to have someone (caretaker) ride with them.

Paved areas need bus stops kept cleared in inclement weather. Connector must be on time, especially for people going to work.

Drivers trained on manual use of wheelchair lifts in event the motor does not work or stops working. And drivers know how to arrange for assistance (mechanic to bus as an example) from SMART.

Employee training to ensure positive experience: use of lift & tie-downs.

Keep wheelchair lifts in good working condition on all vehicles, and ensure that all drivers are properly trained on use of lifts.

Some cannot put on own coat & boots in winter & need assistance from door or out the door w/ walkers.

Please rank from 1-5 the following local coordination strategies based on the greatest benefit to persons with disabilities:

Listed in order of greatest benefit to lowest benefit

Coordinating scheduling and vehicle operation

Coordinating customer information services

Coordinating employee training

Coordinating vehicle maintenance

Coordinating capital purchases (e.g., computers, vehicle parts, equipment)

Are there any other coordination strategies that you think would benefit persons with disabilities?

All of our coordination needs are currently filled well right now. My experience with this population is limited to a weekday 8-5 service, so it is non-applicable in some areas.

Pre-plan trips in advance - have a coordinator to minimize travel.

If you keep the reservation process please streamline it so that ample staff are available to answer customer calls.

Keeping local community City Hall and local handicap agencies advised of any routing or scheduling changes.

Disseminating bus schedules & route information to more sites. More outlets for purchasing passes/tickets.

Coordinate more effective phone handling of inquiries from the public - public feels confused after calling SMART, or worse, feels that they are abruptly/rudely treated.

Coordinating services between communities.

Sensitivity training for drivers and dispatchers on the special needs of individuals with disabilities.

Not directly answering the question – but a number of disabled & seniors would like seat belts.

Are you willing to regularly meet with other transportation providers and human service agencies to discuss transportation needs for persons with disabilities?

Yes – 49 (91%) No – 5 (9%)

If yes, how often would you be willing to meet? (check one)

Quarterly – 32 (67%) Monthly – 8 (18%) Annually – 7 (15%) Other – 1 (2%)

What do you think is the most meaningful geographic level at which to determine needs? (check one)

Municipal – 32 (57%) County – 14 (25%) Regional – 10 (18%)

Appendix B

SMART's Transportation Survey: Questionnaire

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Dear Human Services/Transportation Professional,

To help SMART plan services for persons with disabilities, we ask that you or a member of your staff complete the attached survey. The survey can be returned by Fax to: SMART Planning Department, (248) 244-9114.

Please return the survey by January 31, 2008.

If you have any questions, please contact Jay Gardiner at (313) 223-2352.

Thank you.

Sabrina R. Clay

Executive Secretary

Suburban Mobility Authority for Regional Transportation

Service Development & Planning

(313) 223-2308

sclay@smartbus.org

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SMART New Freedom Transportation Survey

New Freedom is a federal grant program to support new public transportation services or alternatives for persons with disabilities. SMART is conducting this survey as part of the planning and grant application process. Drawing upon your experience with persons with disabilities, SMART would like your guidance on which transportation improvements are most needed. Please return your completed survey by fax to SMART's Planning Department at (248) 244-9114.

Please rate the importance of the following accessibility strategies on a scale of 1 to 5, where 1 is Not Important and 5 is Very Important:

Circle One

Providing additional service during evening hours 1 2 3 4 5

Providing additional service during weekends 1 2 3 4 5

Implementing same day service (no reservation required) 1 2 3 4 5

Assisting passengers door to door 1 2 3 4 5

Implementing passenger travel training 1 2 3 4 5

Are there any other accessibility strategies that are important for persons with disabilities?

Please rank from 1-5 the following local coordination strategies based on the greatest benefit to persons with disabilities:

Rank

____ Coordinating customer information services

____ Coordinating scheduling and vehicle operation

____ Coordinating capital purchases (e.g., computers, vehicle parts, equipment)

____ Coordinating employee training

____ Coordinating vehicle maintenance

Are there any other coordination strategies that you think would benefit persons with disabilities?

Are you willing to regularly meet with other transportation providers and human service agencies to discuss transportation needs for persons with disabilities? __yes __no

If yes, how often would you be willing to meet? (check one)

____monthly ____quarterly ____annually ____other: _____

What do you think is the most meaningful geographic level at which to determine needs?

(check one)

____municipal ____county ____regional

Thank you!

Please return your completed survey by fax to SMART's Planning Department at (248) 244-9114

Appendix C

SMART's Transportation Survey: Mailing List

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Distribution List for SMART Transportation Survey

<u>Name</u>	<u>Organization</u>
Luanne DeGuesippe	ARC Services of Macomb
Deb Brescol	Bedford Public Schools/Health Van
Theresa Monsour	Birmingham Area
Susan Nassar	Brandon Township
Suzanne White	Catholic Services of Macomb
Suzanne Reid	Catholic Social Services
Mary Nims	Catholic Social Services of Macomb
Brinn Cronin	Catholic Social Services of Oakland County
Dorothy Keskitalo	Catholic Social Services of Wayne
Mary Nims	Catholic Social Services of Wayne
Dennis Gardin	Center for Independent Living
Jeannie McCreery	Charter Township of Brandon
Maxine Schofield	Charter Township of Brownstown
Michael Ager	Charter Township of Canton
Carolyn Ann Rose	Charter Township of Chesterfield
Matt Makowski	Charter Township of Clinton
Tony Forlini	Charter Township of Harrison
Margaret Bartos	Charter Township of Independence
Tom O'Connor	Charter Township of Redford
David Moore	Charter Township of Shelby
Carol Rose	Charter Twp of Chesterfield
Tony Napolitano	City of Allen Park
Karen Adcock	City of Auburn Hills
Diane Kollmeyer	City of Belleville
Tom Colwell	City of Berkley
Mickey Alderman	City of Clawson
Marsha Koet	City of Dearborn
Kim Constan	City of Dearborn Heights
Mary Grant	City of Eastpointe
Shirley Godbey	City of Ecorse
Mary DiManno	City of Farmington Hills
Paige Gembariski	City of Ferndale
Jeffrey A. Bremer	City of Fraser
Kathy Kacanowski	City of Fraser

Kevin Kondrat	City of Hamtramck
Barbara Scott	City of Hazel Park
Sandy Hough	City of Highland Park
Susan Witus	City of Huntington Woods
Don Cook	City of Lincoln Park
Felicia Cross	City of Livonia
Lee Giannini	City of Madison Heights
Paul LaManes	City of Melvindale
Tammy Murphy	City of Mount Clemens
Susan Koivula	City of Northville
Rhoda Horner	City of Oak Park
Allan Schneck	City of Pontiac
Olive Roberts	City of River Rouge
Rose Swidan	City of Romulus
Tony Lipinski	City of Roseville
Kathy Heikkila	City of Royal Oak
Nicole Messina	City of Southfield
Ron Jewel	City of Southgate
Sue Fickau	City of St. Clair Shores
Carol Kline	City of St. Clair Shores
Helen Cerny	City of Sterling Heights
Sue Kebbe	City of Sterling Heights
Fred Pischke	City of Taylor
Robert Cady	City of Trenton
Sandy Crocker	City of Walled Lake
John Grassi	City of Warren
Denise Krolczyk	City of Warren
James Knopp	City of Wyandotte
Norm Toppens	Clinton Township
Evelyn Kortas	Clinton Township, METS
Angelo Nicholas	Dept. of Human Services: Macomb County
Valerie Gordon	Dept. of Human Services: Wayne County
Kim Walsh	Detroit Reader Information Service (DRIS)
Dorie Bawks	Disability Network Oakland & Macomb
Red Varner	Downriver Community
Sue Pilon	Downriver Community Conference
Sharon Pearce	Dublin Community Senior Center

Calvin Jackson	Eastside Community Resource Center
Mary Lou Miller	Goodwill Industries
Sally Graham	Harper Woods Connector/PAATS
Eileen Holly	Harrison Township
Barbara Rollin	Highland Township Senior Center
Alex Goldberg	Jewish Family Services (JFS)
Peter Ostrow	JVS
Greg Grabowski	Leader Dogs for the Blind
Nancy Bosen	Livonia Community Transit Seniors
Dr. Betty Yee	Macomb Academy
Kathryn W. Kozlinski	Macomb Co. Adult Day Service Program
Stephen Harrell	Macomb County Community Services Agency
Karyn Curro	Macomb County Interfaith Volunteer Caregivers
Jackie Marchese	Macomb Township
John Brennan	Macomb Township
Donald Hill	Michigan Rehabilitation Services
William Mckenzie	Michigan Rehabilitation Services
Andrea Tolle	Michigan Rehabilitation Services
Jennie Tunnell	Michigan Rehabilitation Services
Jim Samsel	Monroe County Intermediate School District
Paul Iacoangeli	Monroe County Opportunity Program
Richard Fernandez	Nankin Transit Commission
Sandy Bauman	National Kidney Foundation
Melanie Gill	National Kidney Foundation of Michigan
Pat Fitchena	North Oakland Transportation Authority (N.O.T.A.)
Richard A. Sides	Oakland and Macomb Center for Independent Living
Tom Cervenak	Peoples Community Services
Deborah Mitchell	People's Community Services
Sally Graham	Pointe Area Assisted Transportation (PAAT)
Marilyn Bell	Redford Connector
Jeff White	Richmond Lenox EMS/Community Transit Ambulance Authority
Clara Russell	Romeo-Washington-Bruce (Star)
Sandi Kaiser	Romeo-Washington-Bruce Parks and Recreation
Paula Washington	Royal Oak Township
David Moore	Shelby Township
Paula Artman	SMART Advisory Council
Kellie Boyd	SMART Advisory Council

James K. Cole	SMART Advisory Council
Eugene Conway	SMART Advisory Council
Frank Cunningham	SMART Advisory Council
Robert Kenning	SMART Advisory Council
Marguerite Maddox	SMART Advisory Council
Roger McCarville	SMART Advisory Council
MaryEllen Randall	SMART Advisory Council
Tom Richard	SMART Advisory Council
Chuck Ogier	SMART Advisory Council
Paul Teranes	SMART Advisory Council
Amy Smyth	SMART Advisory Council
Roxanne Bardell	Sumpter Township
Sandra Moore	Troy Medi-Go Plus
Leslynn R. Agel	United Cerebral Palsy of Metropolitan Detroit
Jacqueline Jones	United Way of Southeast Michigan
Doug Plant	United Way of Southeast Michigan
Marsha A Powers	Village of Holly
Lannette Amon	Waterford Senior Center
Tammy Moery	West Bloomfield Twp. Parks and Recreation

Appendix D

SMART's Transportation Survey: Participants

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SMART: Survey Respondents

Name	Affiliation/ Agency	Advocacy			
		General Population	Older Adults	Persons with Disabilities	Employment and Training
Tom Richard	SMART Advisory Council; Greater Bloomfield Senior Association		X		
James Knopp	Wyandotte Recreation	X	X	X	
MaryEllen Randall	SMART Advisory Council; Dearborn Senior Services		X	X	
Tammy Murphy	Mt. Clemens Dial-a-Ride	X	X	X	
Tammy Moery	West Bloomfield Parks and Recreation	X	X	X	
Barbara Scott	Hazel Park Recreation Center		X	X	
Sandy Crocker	City of Walled Lake	X	X	X	
Felicia Cross	Livonia Department of Community Services	X	X	X	
Peter Ostrow	JVS		X	X	
Paige Gembarski	City of Ferndale	X	X	X	
?	Senior Center		X		
Kathryn Ann Kozlinski / Joy Roark	Macomb County Senior Citizens Services		X	X	
Carol Ferguson	Fraser Senior Center		X	X	
Eric Gorma	Michigan Rehabilitation Services -Taylor			X	X
Marilyn Bell	Redford Dial-a-Ride	X	X	X	
George	SMART Advisory			X	

Name	Affiliation/ Agency	Advocacy			
		General Population	Older Adults	Persons with Disabilities	Employment and Training
Illingworth	Council				
Jeannie McCreery	Brandon Township		X	X	
James K. Cole	SMART Advisory Council			X	
Paul Iacoangeli	Monroe County Opportunity Program	X	X	X	
Sandi Kaiser	STAR Transportation		X	X	

Name	Affiliation/ Agency	Advocacy			
		General Population	Older Adults	Persons with Disabilities	Employment and Training
Eugene Conway	SMART Advisory Council			X	
Karen Adcock	Auburn Hills Community Center		X	X	
Jennie Tunnell	Michigan Rehabilitation Services - Macomb			X	X
Adrianna Chamberlain	Catholic Services of Macomb		X	X	X
Jeff White	Richmond Lenox EMS	X	X	X	
Bob Kenning	SMART Advisory Council; Birmingham Area Senior Citizens Committee		X		
Unknown	Ray Township		X	X	
Eileen Holly	Harrison Township Senior Center		X	X	
Mickey Alderman	Clawson Parks and Recreation		X	X	

Name	Affiliation/ Agency	Advocacy			
		General Population	Older Adults	Persons with Disabilities	Employment and Training
Joanne Marlowe	Michigan Rehabilitation Services – Roseville District Office			X	X
Paul Teranes	SMART Advisory Council; Leader Dogs for the Blind			X	
Luanne DeGuesippe	ARC Services of Macomb			X	
Tom Colwell	Berkley Parks and Recreation		X	X	
Karen Bracey, Danielle K. Conway	Leader Dogs for the Blind			X	
Deb J. Brescol	Bedford Health Van			X	
Dave Moore	Shelby Twp Parks Recreation and Maintenance		X	X	
Sue Pilon	Downriver Community Conference				X

Name	Affiliation/ Agency	Advocacy			
		General Population	Older Adults	Persons with Disabilities	Employment and Training
Carolyn Ann Rose	Chesterfield Twp		X	X	
Sheryll Rodgers	Michigan Rehabilitation Services – City of Wayne			X	X
Sharon Pierce	Dublin Community Senior Center (White Lake Twp.)		X		
Mary DiManno	Farmington Hills Special Services		X		
Tony Lipinski / Christine	Roseville Recreation Center		X	X	
Barbara Rollin	Highland Park Senior Center		X	X	
Susan Witus	Huntington Woods Recreation		X	X	

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Appendix E:

Available Paratransit Services for the Detroit Urbanized Area

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Macomb County

Transportation Service Providers for Persons with a Disability: Detroit UZA

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escort	Door / Door	Day	Evening	Weekday	Weekend	General Public	Restricted	Children	Public	Non-Profit	Profit
Aramda Community Transit	Armada	X		6 days			X		Pending on service		X			X		
Aramda Twp. Community Transit	Aramda Twp.	X		6 days			X		Pending on service		X			X		
Bruce Twp. Community Transit	Bruce Twp.	X		6 days			X		Pending on service		X			X		
Center Line Community Transit	Center Line	X		6 days			X		Pending on service		X			X		
St. John Hospital	Cities of Center Line, Fraser, Sterling Heights, & Warren			1 day			X		X			X			X	
Chesterfield Charter Twp. Community Transit	Chesterfield Twp.	X		6 days			X		Pending on service		X			X		

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escort	Door / Door	Day	Evening	Weekday	Weekend	General Public	Restricted	Children	Public	Non-Profit	Profit
Clinton Twp. Community Transit	Clinton Twp.	X		6 days			X		Pending on service		X			X		
Clinton Connector	Clinton Twp.	X		1 week			X		X	X	X				X	
Clinton Charter Twp. Community Health Inforamtion Office	Macomb County	X		1 day			Pending on patient needs					X		X		
South Macomb Community Action Center	Macomb County	X		1 day			X		X		X			X		
Eastpointe Community Transit	Eastpointe	X		6 days			X		Pending on service		X			X		
Fraser Community Transit	Fraser	X		6 days			X		Pending on service		X			X		
Fraser Senior Activity Center	5 mile radius of Fraser City limits	X		2 days			X		X			X			X	

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escort	Door / Door	Day	Evening	Weekday	Weekend	General Public	Restricted	Children	Public	Non-Profit	Profit
Harper Woods Community Transit	Harper Woods	X		6 days			X		Pending on service		X			X		
Harper Woods Connector	Mack Ave., Moross, 8 Mile, & Kelly			1 day			X		X		X				X	
Harrison Community Transit	Harrison Community	X		6 days			X		Pending on service		X			X		
Harrison Twp. Dial-A-Ride	10 mile radius of Harrison Twp.	X		2 days			X		X		X				X	
Lenox Twp. Community Transit	Lenox	X		6 days			X		Pending on service		X			X		
Macomb Twp. Community Transit	Mocomb	X		6 days			X		Pending on service		X			X		
Memphis Community Transit	Memphis	X		6 days			X		Pending on service		X			X		
Mt. Clemens Community Transit	Mt. Clemens	X		6 days			X		Pending on service		X			X		
New Baltimore Community Transit	New Baltimore	X		6 days			X		Pending on service		X			X		

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escort	Door / Door	Day	Evening	Weekday	Weekend	General Public	Restricted	Children	Public	Non-Profit	Profit
New Haven Community Transit	New Haven	X		6 days			X		Pending on service		X			X		
Ray Twp. Community Transit	Ray Twp.	X		6 days			X		Pending on service		X			X		
Richmond & Richmond Twp. Community Transit	Richomd Commuity	X		6 days			X		Pending on service		X			X		
Romeo Community Transit	Romeo	X		6 days			X		Pending on service		X			X		
Roseville Community Transit	Roseville	X		6 days			X		Pending on service		X			X		
Roseville Rec. Center	City of Roseville plus the area bordered by N. 15 Mile Rd, S. 8 Mile, E. Jefferson Ave, & W. Hoover	X		1 day			X		X			X		X		

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escort	Door / Door	Day	Evening	Weekday	Weekend	General Public	Restricted	Children	Public	Non-Profit	Profit
Shelby Twp. Community Transit	Shelby Twp.	X		6 days			X		Pending on service		X			X		
St. Clair Shores Community Transit	St. Clair Shores	X		6 days			X		Pending on service		X			X		
Utica Community Transit	Utica	X		6 days			X		Pending on service		X			X		
Warren Community Transit	Warren	X		6 days			X		Pending on service		X			X		
Washington Twp. Community Transit	Washington Twp.	X		6 days			X		Pending on service		X			X		
AIDS Partnership Michigan	Detroit, Lapeer, Macomb, Monroe, Oakland, St. Clair, & Wayne Counties	X		3days			Contact for information				X				X	
Alzheimer's Disease Association	Macomb, Oakland, & Wayne Counties	X		Y			X		X			X			X	

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escort	Door / Door	Day	Evening	Weekday	Weekend	General Public	Restricted	Children	Public	Non-Profit	Profit
Macomb County Community Services	Macomb County	X		2 days			X		X	X	X			X		
Michigan Jobs Commission Rehabilitation Service	Michigan			Pending on case manager			X	X	X	X		X			X	
Traveler's Aid Society	National & some foreign destinations		X	Y			X	X	X	X	X			X		

Oakland County

Transportation Service Providers for Persons with a Disability: Detroit UZA

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escor t	Door / Door	Day	Evenin g	Weekday	Weekend	General Public	Restrict ed	Children	Public	Non-Profit	Profit
Auburn Hills Community Transit	Auburn Hills & Pontiac	X		6 days			X		X		X			X		
Auburn Hills Dept. of Senior Services	Auburn Hills and 5 miles outside the city limits	X		Y			X		X			X		X		
Berkley Local Community Transit	Berkley Community	X		6 days		X	X		Pending on service		X			X		
City of Berkley Parks & Rec. Dept.	City of Berkley	X		2 days			X		X		X			X		
Beverly Hills Community Transit Service	Beverly Hills	X		6 days			X		Pending on services		X			X		
Beverly Hills Parks & Rec. Dept.	City of Beverly Hills	X		TBD			X		X		X			X		
Bingham Farms Community Transit	Bingham Farms	X		6 days			X		Pending on services		X			X		

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escor t	Door / Door	Day	Evenin g	Weekday	Weekend	General Public	Restrict ed	Children	Public	Non-Profit	Profit
Birmingham Area Seniors Coordinating Council	Beverly Hills, Bingham Farms, Birmingham, & Franklin			TBD			X		X		X			X		
Birmingham Community Transit	Birmingham	X		6 days			X		Pending on services		X			X		
Bloomfield Twp. Community Transit Service	Bloomfield Twp.			6 days			X		X		X			X		
Clawson Community Transit	Clawson	X		6 days			X		Pending on services		X			X		
Dublin Senior Center	Twp. of Commerce, White Lake, & Wolverine Lake Village	X		1 day			X		X			X		X		
Huron Valley Sinai Hospital	Detroit Metro Area			1 day		X	X	X	X			X		X		

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escor t	Door / Door	Day	Evenin g	Weekday	Weekend	General Public	Restrict ed	Children	Public	Non-Profit	Profit
Friends in Service to Humanity	Farmingto n, Farmingto n Hills, & Southfield			2 day		X	X		X	X	X				X	
Farmington Hills Dail-A-Ride	Farmingto n, & Farminton Hills	X		1 day			X		X		X			X		
City of Farmington Hills, Senior Adult Division	Farmingto n, Farminton Hills, Livonia, & Northville Twp.			1 day			X		X	X	X			X		
Ferndale Community Transit	Ferndale	X		6 days			X		Pending on services		X			X		
Pearl Wright Senior Citizens Drop-In Center	Ferndale plus 5 mile radius outside city limits	X		1 day			X		X			X		X		
Franklin Community Transit	Franklin Communit y	X		6 days			X		Pending on services		X			X		

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escor t	Door / Door	Day	Evenin g	Weekday	Weekend	General Public	Restrict ed	Children	Public	Non-Profit	Profit
Hazel Park Community Transit Service	Hazel Park	X		6 days			X		Pending on services		X			X		
Hazel Park Senior Center	10 mile radius of agency	X		2 days			X	X	X	X		X			X	
Ride with Pride	Twps. Of Highland & Milford, & the Villages of White Lake and Milford		X	6 days		X	X		X			X				X
Huntington Woods Community Transit	Huntington Woods	X		6 days			X		Pending on services		X			X		
Huntington Woods Rec. Center	7 mile radius of Huntington Woods	X		2 day		X	X		X			X			X	
Madison Heights Community Transit	Madison Heights	X		6 days			X		Pending on services		X			X		
Madison Heights Senior Center	7 mile radius of Madison Heights	X		1 day			X		X			X			X	

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escor t	Door / Door	Day	Evenin g	Weekday	Weekend	General Public	Restrict ed	Children	Public	Non-Profit	Profit
Novi Parks and Rec. Senoir Center	Novi	X		2 days		X	X		X			X			X	
Oak Park Community Transit	Oak Park	X		6 days			X		Pending on services		X			X		
Older Person's Commission	Oakland County, Rochester Hills, & Rochester	X		1 day		X	X		X		X				X	
Oakwood Health Systems Healthlink Van	W. Beck Rd., N. Maple Rd., Van Born, S. I-94, & E. Woodward Ave.	X		1 week	X		X		X			X				X
Pleasant Ridge Community Transit	Pleasant Ridge	X		6 days			X		Pending on services		X			X		
Pontiac Community Transit	Pontiac			TBD			X		Pending on services		X			X		

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escor t	Door / Door	Day	Evenin g	Weekday	Weekend	General Public	Restrict ed	Children	Public	Non-Profit	Profit
Greyhound Lines	Ann Arbor, Brighton, Detroit, Lincoln Park, Monroe, Pontiac, Port Huron, Royal Oak, Southfield, Wayne, & Ypsilanti	X		2 days for wheelchair accessible vehicle			X	X	X	X	X					X
Indian Trails	Okland & Wayne Counties, Detroit, Lansing, Royal Oak, and Pontiac	X		N			X	X	X	X	X					X
Royal Oak Community Transit	Royal Oak	X		6 days			X		Pending on services		X			X		
Southfield Community Transit	Southfield	X		6 days			X		Pending on services		X			X		

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escor t	Door / Door	Day	Evenin g	Weekday	Weekend	General Public	Restrict ed	Children	Public	Non-Profit	Profit
Transportation of Southfield Seniors	Lathrup Village & Southfield	X		2 weeks			X		X		X				X	
Troy Community Transit	Troy	X		6 days			X		Pending on services		X			X		
Troy People Concerned	Troy & surrounding communities including Detroit			1 day			X		X		X			X		
West Bloomfield Community Transit	West Bloomfield	X		6 days			X		Pending on services		X			X		
AIDS Partnership Michigan	Detroit, Lapeer, Macomb, Monroe, Oakland, St. Clair, & Wayne Counties	X		3days			Contact for information				X				X	
Alzheimer's Disease Association	Macomb, Oakland, & Wayne Counties	X		Y			X		X			X			X	

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escor t	Door / Door	Day	Evenin g	Weekday	Weekend	General Public	Restrict ed	Children	Public	Non-Profit	Profit
Bonnie's Van Service Inc.	Macomb, Oakland, & Wayne Counties	X		1 day			X		X	X	X					X
Give-A-Lift Inc.	Macomb, Oakland, Wayne and Washtenaw Counties, Flint, & Port Huron	X		1 day			X	X	X	X	X					X
Gooden Transportation	Determine d by contract			1 week			Pending on service				X					X
Myasthenia Gravis Association	Eastern Michigan			TBD			Arranged by rider's needs					X			X	
Northfield Human Services People's Express	Southern Oakland County, Northern Washtenaw County, and Western Wayne County	X		3 days			Flexible				X	X			X	

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escor t	Door / Door	Day	Evenin g	Weekday	Weekend	General Public	Restrict ed	Children	Public	Non-Profit	Profit
Project Compassion, Inc.	Macomb, Oakland, & Wayne Counties	X		Y			X	X	X	X	X	X				X
Reserve A Ride	Southeaste rn Michigan & Petoskey			1 day			X	X	X	X	X					X
Michigan Jobs Commission Rehabilitation Service	Michigan			Pending on case manager			X	X	X	X		X			X	
Michigan Rehabilitation Services	Michigan			Y			Pending on location				X			X		
Traveler's Aid Society	National & some foreign destinations		X	Y			X	X	X	X	X			X		

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Wayne County

Transportation Service Providers for Persons with a Disability: Detroit UZA

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escor t	Door / Door	Day	Evenin g	Weekday	Weekend	General Public	Restrict ed	Children	Public	Non-Profit	Profit
Allen Park Senior Center	3 mile radius of Allen Park			1 day			X		X			X		X		
Lincoln Park Senior Center	Lincoln Park	X		1 day			X		X			X		X		
Goodwill Industries Southwest Vocational Program	Belleville, Brownstown Twp., Detroit, Lincoln Park, Southgate, Taylor, & Wyandotte		X	Pending		X	X		X			X			X	
Huron Valley Ambulance Health Van	Western Wayne County		X	1 day		X	X	X	X	X	X					X
Mobility Transportation	Canton & Plymouth	X		1 day			X		X		X					X
Dearborn Community Transit	Dearborn	X		6 days			X		X		X			X		
Elderly Assistance Referral	Dearborn	X		2 days			X		X			X			X	

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escor t	Door / Door	Day	Evenin g	Weekday	Weekend	General Public	Restrict ed	Children	Public	Non-Profit	Profit
Ford Community Performing Arts Center Rec. Dept. Senior Services Division	City of Dearborn	X		5 days		X	X		X			X		X		
Medic One Ambulance Service	Dearborn, Dearborn Heights, Garden City, Inkster, & Taylor		X	3 days		X	X	X	X	X		X				X
Canton Township Parks & Recreation Senior Center	Canton, City of Plymouth, Garden City, Northville, Northville & Plymouth Twps., St. Joseph Mercy Hospital, Uof M Hospital, Wayne, and Westland			2 days 1 week for hospital visits			X		X			X		X		

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escor t	Door / Door	Day	Evenin g	Weekday	Weekend	General Public	Restrict ed	Children	Public	Non-Profit	Profit
Dearborn Heights Community Transit	Dearborn Heights	X		6 days		X	X		Pending on request		X			X		
Goodwill Industries Southwest Vocational Program	Belleville, Brownstown Twp., Detroit, Lincoln Park, Southgate, Taylor, & Wyandotte			Pending		X	X		X			X			X	
Downriver Community Conference	Downriver Communities	X		1 day			X	X	X		X				X	
Ecorse Community Transit	Ecorse	X		6 days			X		Pending on request		X			X		
Ecorse Senior Citizen Center	Downriver Communities	X		1 day			X		X			X		X		

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escor t	Door / Door	Day	Evenin g	Weekday	Weekend	General Public	Restrict ed	Children	Public	Non-Profit	Profit
Friends in Service to Humanity	Southfield, Farmington, & Farmington Hills, Garden City, Canton, Livonia, Plymouth			TBD		X	X		X	X	X				X	
Nankin Transit Commission	Garden City, Inkster, Wayne, & Westland	X		2 days			X		X		X				X	
Grosse Ile Twp. Rec. Dept.	Grosse Ile Twp.			1 day			X		X		X			X		
Grosse Pointe Community Transit	Grosse Pointe Communities	X		6 days			X		Pending on request		X			X		
Cottage Hospital	East side of Detroit, Fraser, Grosse Pointe, Harper Woods, Roseville, & St. Clair Shores			1 day			X		X			X			X	

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escor t	Door / Door	Day	Evenin g	Weekday	Weekend	General Public	Restrict ed	Children	Public	Non-Profit	Profit
Detroit Area Agency on Aging	Detroit, Harper Woods, Highland Park, Hamtramck, & Grosse Pointes			1 day			X		X			X			X	
Pointe Area Assisted Transportation Service	Grosse Pointe, & Harper Woods		X	3 days			X		X		X				X	
Hamtramck Community Transit	Hamtramck	X		6 days			X		Pending on request		X			X		
Highland Park Community Transit	Highland Park	X		6 days			X		Pending on request		X			X		
Inkster Community Transit	Inkster	X		6 days			X		Pending on request		X			X		
Lincoln Park Community Transit	Lincoln Park	X		6 days			X		Pending on request		X			X		

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escor t	Door / Door	Day	Evenin g	Weekday	Weekend	General Public	Restrict ed	Children	Public	Non-Profit	Profit
Greyhound Lines	Ann Arbor, Brighton, Detroit, Lincoln Park, Monroe, Pontiac, Port Huron, Royal Oak, Southfield, Wayne, & Ypsilanti	X		2days for wheelchair accessible vehicle			X	X	X	X	X					X
Livonia Community Transit	Livonia	X		6 days			X		Pending on request		X			X		
Livonia Housing Commission	Livonia	X		1 day			X		X			X			X	
Northwest Wayne-Oakland Transportation Consortium	Farmingto n, Farmingto n Hills, Livonia, Northville, and Northville Twp.			TBD			X		X	X	X			X		

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escor t	Door / Door	Day	Evenin g	Weekday	Weekend	General Public	Restrict ed	Children	Public	Non-Profit	Profi t
St. Mary Mercy Hospital Courtesy Van Service	Farmington, Farmington Hills, Livonia, Northville, and Northville Twp.		X	3 days			X		X			X			X	
Melvindale Community Transit	Melvindale	X		6 days			X		Pending on request		X			X		
Redford Community Transit Dial-A-Ride	Redford	X		6 days			X		Pending on request		X			X		
River Rouge Community Transit	River Rouge	X		6 days			X		Pending on request		X			X		
River Rouge Senior Center	River Rouge	X		2 days			X		X			X				X
Riverview Community Transit	Riverview Community	X		6 days			X		Pending on request		X			X		
Romulus Community Transit	Romulus	X		6 days			X		Pending on request		X			X		
Romulus Senior Citizens Center	Romulus	X		1 day			X		X			X			X	

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escor t	Door / Door	Day	Evenin g	Weekday	Weekend	General Public	Restrict ed	Children	Public	Non-Profit	Profit
Southgate Community Transit	Southgate	X		6 days			X		Pending on request		X			X		
Taylor Community Transit	Taylor	X		6 days			X		Pending on request		X			X		
Oakwood Hospital System Heritage Hospital	Taylor, & Western Wayne			Arrangemen ts made w/ department	Pending on needs		Pending on needs				X				X	
AIDS Partnership Michigan	Detroit, Lapeer, Macomb, Monroe, Oakland, St. Clair, & Wayne Counties	X		3days			Contact for information				X				X	
Alzheimer's Disease Association	Macomb, Oakland, & Wayne Counties	X		Y			X		X			X			X	
Bonnie's Van Service Inc.	Macomb, Oakland, & Wayne Counties	X		1 day			X		X	X	X					X

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escor t	Door / Door	Day	Evenin g	Weekday	Weekend	General Public	Restrict ed	Children	Public	Non-Profit	Profit
Give-A-Lift Inc.	Macomb, Oakland, Wayne and Washtenaw Counties, Flint, & Port Huron	X		1 day			X	X	X	X	X					X
Gooden Transportation	Determine d by contract			1 week			Pending on service				X					X
Myasthenia Gravis Association	Eastern Michigan			TBD			Arranged by rider's needs					X			X	
Northfield Human Services People's Express	Southern Oakland County, Northern Washtenaw County, and Western Wayne County	X		3 days			Flexible				X				X	
Project Compassion, Inc.	Macomb, Oakland, & Wayne Counties	X		Y			X	X	X	X	X					X
Reserve A Ride	Southeaste rn Michigan & Petoskey			1 day			X	X	X	X	X					X

Provider	Area	Special Equipment		Reservations Y/N	Special Services		Service Hours		Days of Operation		Clientele			Type of Provider		
		Wheel chair Lift	Large Wheel chair		Escor t	Door / Door	Day	Evenin g	Weekday	Weekend	General Public	Restrict ed	Children	Public	Non-Profit	Profit
Michigan Jobs Commission Rehabilitation Service	Michigan			Pending on case manager			X	X	X	X		X			X	
Michigan Rehabilitation Services	Michigan			Y			Pending on location				X		X			
Traveler's Aid Society	National & some foreign destinations		X	Y			X	X	X	X	X			X		

Appendix F

Prioritized Unmet Needs

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Prioritized Unmet Needs

Need	Factor						Total	Rank
	Number of people impacted 1 - 10	Improves accessibility of transportation services 1 - 10	Builds on existing successful program or practice 1 - 10	Local or regional support (commitment of local funds) 1 - 15	Year 1 implementation Yes/No (10/0)	Addresses the needs of persons with multiple disabilities 5 - 10		
Evening and weekend service	10	10	10	10	10	5	55	1
Seamless transportation between communities	10	10	10	10	10	5	55	1
Single point of entry for transportation services (mobility management/brokerage)	10	10	10	1	10	10	51	2
Improve rider information	10	1	10	10	10	10	51	2
Individual-assistance	7	1	8	10	10	10	46	3
Essential medical transportation	7	8	5	1	10	10	41	4
Improved understanding between social service and transportation service agencies	7	8	1	1	10	10	37	5

Need	Factor						Total	Rank
	Number of people impacted 1 - 10	Improves accessibility of transportation services 1 - 10	Builds on existing successful program or practice 1 - 10	Local or regional support (commitment of local funds) 1 - 15	Year 1 implementation Yes/No (10/0)	Addresses the needs of persons with multiple disabilities 5 - 10		
Service connecting to other modes	5	5	10	1	10	5	36	6
Same day service	10	10	10	1	0	5	36	6

Appendix G

Title VI Assurances

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Title VI Assurances

SMART assures that the level and quality of service provided will be provided without regard to race, color or national origin and that there is not a disparate impact on groups protected by Title VI of the Civil Rights Act of 1964.

Some of the ways that this is accomplished are:

- Established procedures for investigation and tracking Title VI complaints
- Customer surveys and demographic analysis
- Implementation of a Limited English Proficiency Plan (LEP)
- Public notices informing customers of their rights under Title VI
- Updating the SMART Title VI Assessment for Capital and Operating Assistance every three years
- SMART requires sub-recipients to adhere to the Title VI guidelines.

For additional information, please refer to SMART's current Title VI Assessment for Capital and Operating Assistance.

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Appendix H

Plan Approval Process

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Plan Approval Process

The SMART Coordinated Human Services Transportation Plan (CHSTP) for the Detroit Urbanized Area (non-Detroit area) was written by SMART and SEMCOG planning staff. After review and approval by the SMART General Manager, the plan was forwarded to SEMOG for approval and amendment to the 2030 Regional Transportation Plan (RTP).

SEMCOG invited the public to review and comment on the proposed amendment of the CHSTP to the 2030 RTP. The public comment period began on September 2, 2008, and continued until November 20, 2008. SEMCOG announced the public comment period by distributing a media release and public notice, posting the amendment on SEMCOG's Web site, and via its newsletter, *Regional Update*. Each of these formats included details about how to receive more information, attend a committee meeting where the amendment would be discussed, or register a comment. Detailed comments on the SMART CHSTP were received by SMART and copied to SEMCOG.

The amendment of the SMART CHSTP to the 2030 Regional Transportation Plan was approved by the SEMCOG General Assembly on November 20, 2008.

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Appendix I

Public Comments

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Public Comments

Support low cost weekend and evening services.

Strongly supports same day service; this need really strikes a chord with me. I would like to see dial-a-ride service extended through the entire tri-county area.

Does not like the idea of services that requiring transfers – prefers direct trips.

SMART should include non-profit and private provider information on its website.

Support individual rider assistance, including trip chaining.

Supports expanding services to areas that are underserved such as western Oakland County or Northern Macomb, and supports larger service areas to eliminate transfers.

Support focusing on underserved population; including persons with disabilities in poverty, non-English speaking, or those living in households without vehicles.

Disappointed that Same Day Service is ranked so low; that is what we need for improved transportation.

The accessibility strategies listed in the transportation survey are all very important. I would rate them all a five:

- Assisting passengers door to door
- Providing additional service during weekends
- Implementing same day service (no reservation required)
- Providing additional service during evening hours
- Implementing passenger travel training

I agree with the following survey response comments about accessibility strategies:

- Having an accompanying aide for those with major disabilities.
- Educate employers and medical providers on public transportation in their areas. Work schedules and medical appointments could be made in conjunction with available transportation.
- A way to let people know if the bus is going to be extremely late.
- Offering more door to door services, offering a wide variety of times to obtain door to door services, using less complex language on website.
- Provide easily accessible seating. Bus stop to bus clear of any impediments to handicapped.
- Paved areas need bus stops kept cleared in inclement weather. Connector must be on time, especially for people going to work.
- Drivers trained on manual use of wheelchair lifts in event the motor does not work or stops working. And drivers know how to arrange for assistance (mechanic to bus as an example) from SMART.
- Employee training to ensure positive experience: use of lift & tie-downs.
- Keep wheelchair lifts in good working condition on all vehicles, and ensure that all drivers are properly trained on use of lifts.

I agree with the coordination strategies listed in the transportation survey:

- Coordinating scheduling and vehicle operation
- Coordinating customer information services
- Coordinating employee training
- Coordinating vehicle maintenance
- Coordinating capital purchases (e.g., computers, vehicle parts, equipment)

Of the above strategies, the strategy that I support the most is coordinating employee training.

I agree with the following survey response comments about coordination strategies:

- Pre-plan trips in advance - have a coordinator to minimize travel.
- If you keep the reservation process please streamline it so that ample staff are available to answer customer calls.
- Keeping local community City Hall and local handicap agencies advised of any routing or scheduling changes.
- Disseminating bus schedules & route information to more sites. More outlets for purchasing passes/tickets.
- Coordinate more effective phone handling of inquiries from the public - public feels confused after calling SMART, or worse, feels that they are abruptly/rudely treated.
- Coordinating services between communities.
- Sensitivity training for drivers and dispatchers on the special needs of individuals with disabilities.
- Not directly answering the question – but a number of disabled & seniors would like seat belts.

Of the above strategies, the strategy that I support the most is sensitivity training for drivers and dispatchers. This is big!

Please keep me informed on the implementation of the New Freedom services. I'll need to know what services will be available to me. I prefer to be contacted by telephone.

Appendix J

Coordinated Human Services Transportation Survey

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SMART Coordinated Human Services Transportation Strategy Survey

Introduction

The Suburban Mobility Authority for Regional Transportation (SMART) conducted a survey of stakeholders from December, 2008, through January, 2009 to identify priorities for implementing the following federally funded transportation programs:

- Elderly Individuals and Individuals with Disabilities (Section 5310)
- Job Access and Reverse Commute (Section 5316)
- New Freedom (Section 5317)

Survey respondents were asked to rate several transportation strategies as either a high, medium, or low priority. Seventy-nine people completed the survey. Most respondents completed the survey online, through a link provided by SMART.

The three highest rated strategies were:

1. Continue to support the capital needs of human service and public transportation providers.
2. Expand the availability of demand-response and specialized transportation services to provide additional trips for older adults and persons with disabilities.
3. Provide door to door, or door through door assistance for persons with disabilities.

A summary of the survey responses and a copy of the survey instrument are included on the following pages.

Survey Results

Ranking of Strategies by High Priority:

1. Continue to support the capital needs of human service and public transportation providers: **88% High**, 12% Medium, 0% Low.
2. Expand the availability of demand-response and specialized transportation services to provide additional trips for older adults and persons with disabilities: **84% High**, 15% Medium, 1% Low.
3. Provide door to door, or door through door assistance for persons with disabilities: **78% High**, 18% Medium, 4% Low.
4. Encourage the use of available public transportation services by improving accessibility and customer amenities: **73% High**, 24% Medium, 3% Low.
5. Increase the frequency of existing public transit services: **64% High**, 27% Medium, 9% Low.
6. Expand the availability of demand-response and specialized services to persons with lower incomes: **60% High**, 36% Medium, 4% Low.
7. Establish or expand training programs for customers, human service agency staff, medical facility personnel, and others in the use and availability of transportation services: **61% High**, 33% Medium, 5% Low.
8. Provide targeted shuttle services to access employment opportunities: **60% High**, 30% Medium, 11% Low.
9. Expand outreach and information on available transportation options in the region, including establishment of a central point of access: **53% High**, 38% Medium, 9% Low.
10. Expand late-night and weekend public transit services: **45% High**, 41% Medium, 14% Low.
11. Expand access to taxi services and other private transportation providers: **31% High**, 41% Medium, 28% Low.

Are there any other strategies that you think should be considered? If yes, what are they?

1. Drivers need to be more considerate to passengers, and should assist blind passenger.
2. Accessible cab service to anywhere in the Tri-County area.
3. Conduct survey regarding more frequent fixed route buses on Sundays-about every half hour. How many more people would ride.
4. Combination of all of above.
5. More information on weekends.
6. Coordinate with DDOT to reduce duplication of routes and separate tickets and passes.
7. Accessible transportation is extremely important to the disabled, senior and low income population. Establishment of a light rail system in the future would also be a major asset.
8. Specialized transportation opportunities for cultural events that are of special interest to people with disabilities and senior citizens.
9. Setting up destination points where each door to door community system customers can ride to the next community, example. Customer A boards bus in Mount Clemens and rides to out skirts then is able to catch the Harrison connector to their destination. (97 Eldredge wants to go to Carlos on South River Road.)
10. Coordinating with other transportation providers that are not in the Smart service area, in order to expand services.
11. Sensitivity training for all drivers.
12. On-line application option.
13. Smaller vehicles to match passenger volume.
14. An assessment of bus routes should take into account where high end users (seniors and People with disabilities, work, shop and receive services.
15. Longer waiting time for people with disabilities, 3 minutes does not work in some cases.
16. Written policies and procedures should be on the SMARTbus web site regarding destination priorities for 'medical appointments'. Medical appointments should reflect the restoration of the ADA to include people with mental illness by re-defining what constitutes a 'medical appointment' for psychiatric disabilities.
17. REGULAR ANNUAL OR QUARTERY MEETINGS FOR COMMUNITY PROVIDERS WOULD BE BENEFICIAL TO KEEP INFORMED RE: SMART AND TO OBTAIN NEW IDEAS FROM OTHER COMMUNITIES.

18. Secure additional funding beyond the current SMART funds for senior, senior disabled and disabled persons for transportation to medical & rehab appointments. Also on the next survey please include potential projects descriptions as part of the survey document.

19. Educate communities who do not participate in Smart on the urgent need of public transportation for those who have disability. Low income and others who need transportation for survival. Transportation is the most significant barrier to employment.

20. Expand access to other bus services and/or other private transportation operators.

Are there any other strategies that you think should be considered? If yes, what are they?

21. More people in vehicle used, going in same direction, etc. I am willing to sit on any strategy group formed on above issues.

22. Some group access public transportation for people with disabilities. Using private transport companies is very expensive - groups occasionally gather at agencies and could benefit from public transport to recreational and other facilities. Coordinate more services with DDOT.

23. An comprehensive and consistent transportation system linking Central Detroit with surrounding communities such as Hamtramck, Ferndale, Royal Oak.

24. Reintroduce SMART bus/mass transit options to local communities.

25. Increased programs for Volunteers to assist with escorted door through door transportation.

26. If strategies cannot be worked out to provide additional transport for seniors, perhaps funding can be increased to local providers.

27. Cross boundary lines

28. *Provide transportation in as many different areas for students with disabilities. *Provide understanding and supportive drivers for students with disabilities. *Develop specific times for drop-off and pick-up of students from Macomb Academy. *Create effective communication strategies between home, Macomb Academy and bus driver.

Coordinated Strategy Survey Respondents

<u>Name</u>	<u>Organization</u>
Amy Smyth	Area Agency on Aging 1B / SMART Advisory Council
Barbara Rollin	Highland / Milford Transportation
Barbara Scott	Hazel Park Recreation and Senior Center
Bob Kenning	SMART Advisory Council
Bryan Colfer	Consumer
Carmen K. Totten	Macomb-Oakland Regional Center, Inc.
Carol M. Ferguson	City of Fraser Activity Center
Carole Elder	Romulus Senior Center
Carolyn Rose	Chesterfield Senior Center
Carrie Harnish	Bridging Communities, Inc.
Cathy McAdam	City of Dearborn Commission on Disability Concerns
Chuck Ogier	SMART Advisory Council
Deb J. Brescol	Bedford Public Schools/Health Van
Denise Drouillard	Sumpter Township
Dorothea A. Bawks	Disability Network Oakland & Macomb
Dorothy L. Keskitalo	Catholic Social Services of Wayne
Eugene Conway	SMART Advisory Council
Fred Pischke	City of Wyandotte
George Illingworth	SMART Advisory Council
Gloria Smith	New Horizons
Jacqueline Jones	United Way of Southeast Michigan
James Cole	SMART Advisory Council
Jane King	Consumer
Jeffrey White	Richmond Lenox EMS/Community Transit Ambulance Authority
Jerrilyn Camp	City of Northville
Joe Evans	The Guidance Center
John Cocciolone	Easter Seals - Michigan, Inc.
John Cody	City of Mount Clemens
Julie Verriest	JVS
Karen Bracey	Leader Dogs for the Blind
Karyn Dombrowski Curro	Macomb County Interfaith Volunteer Caregivers
Kellie Boyd	Disability Network Oakland & Macomb
Kevin Kondrat	Hamtramck Housing Commission
Lee Giannini	City of Madison Heights
Linda Combs	Van Buren Charter Township
Linda Koch	Oakland County Community Mental Health Agency
Lola Velazquez	Consumer
Luanne DeGuesippe	ARC Services of Macomb
Marguerite Maddox	SMART Advisory Council
Mark H. Grabow	Macomb Township
Mark Kibby	City of Gibraltar
Mary Beth Kullen	Greater Detroit Agency for Blind and Visually Impaired
Mary DiManno	City of Farmington Hills
Mary Grant	City of Eastpointe
Mary Jo Durivage	Consumer
Mary Roberson	Waterford Senior Center

MaryEllen Randall	City of Dearborn / SMART Advisory Council
Meg Owens	Transportation Riders United
Mickey Alderman	City of Clawson
Mike Daley	Oakland County Community Mental Health Agency
Paige Gembarski	City of Ferndale
Pat Fitchena	North Oakland Transportation Authority (N.O.T.A.)
Paul Iacoangeli	Monroe County Opportunity Program
Paul Teranes	SMART Advisory Council
Paula Washington	Fannie Adams Transportation
Peter Ostrow	JVS
Ray Roberson	Consumer
Red Varner	Downriver Community Conference
Richard Fernandez	Nankin Transit Commission
Robert Horstman	Oakland County Community Mental Health Agency
Roberta Habowski	Area Agency on Aging 1B
Roger McCarville	SMART Advisory Council
Ronald Jewell	City of Southgate
Sandra Moore	Troy Medi-Go Plus
Sandy Crocker	City of Walled Lake
Scott Heuerman	Bedford Health Van
Stephen Harrell	Macomb County Community Services Agency
Susan Fitzmaurice	City of Dearborn
Suzanne Szczepanski-White	Catholic Services of Macomb
Tammy L. Moery	West Bloomfield Twp. Parks and Recreation
Tammy Murphy	City of Mount Clemens
Terri Hamad	Monroe County Commission on Aging
Theresa Monsour	Birmingham Area Seniors Coordinating Council
Tom Colwell	City of Berkley
Tom OConnor	Charter Township of Redford
Tom Richard	SMART Advisory Council / Bloomfield Township Senior Association
Tommy Meadows	Consumer
Tony Lipinski	Roseville Parks and Recreation Department
Valerie Page	Consumer

Survey Instrument



Buhl Building • 535 Griswold Street, Suite 600 • Detroit, MI 48226 • (313) 223-2100

Dear Public Transportation Stakeholder,

To help SMART prioritize strategies for coordinated implementation of new federally funded programs in the urbanized area, we ask that you complete the attached survey. The following page lists examples of projects that might be funded under each strategy listed in the survey.

The strategies may be funded by one or more of these federal programs:

Section 5310, Elderly Individuals and Individuals with Disabilities

The Section 5310 program supports the provision of transportation services to meet the special needs of elderly persons and persons with disabilities. In Michigan these funds are used to purchase vehicles.

Section 5316, Job Access and Reverse Commute (JARC)

JARC is a federal formula grant program for projects relating to the development and maintenance of transportation services designed to transport job seekers and eligible low-income individuals to and from jobs and job-related activities, and for public transportation projects designed to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities.

Section 5317, New Freedom

The New Freedom Program is a new federal formula grant program to support new public transportation services and public transportation alternatives beyond those required by the Americans with Disabilities Act (ADA) of 1990. This program supports the expansion of mobility options for persons with disabilities.

If you have any questions about this survey, please contact Jay Gardiner, (313) 223-2352, or:

- Fred Barbret, Macomb County Ombudsperson,
- Melissa Hightower, Wayne County Ombudsperson,
- Donna Sykes, Oakland County Ombudsperson,

Please return the survey by January 19th, 2009 to:

Jay Gardiner; SMART; 535 Griswold Street; Detroit, MI 48226

Fax: (248) 244-9114 Email: jgardiner@smartbus.org

Thank you.

SMART Coordinated Human Services Transportation Strategies

(While potential projects that could be implemented to fulfill these strategies are included, please note that these are examples and other projects that meet the strategy would also be considered.)

<u>Strategy</u>	<u>Potential Projects</u>
Continue to support the capital needs of human service and public transportation providers.	<ul style="list-style-type: none"> • Vehicle purchase
Expand late-night and weekend public transit services.	<ul style="list-style-type: none"> • Added fixed route trips • Shuttle service • Expanded demand response hours • Subsidized taxi service
Increase the frequency of existing public transit services.	<ul style="list-style-type: none"> • Add trips to existing SMART fixed routes
Encourage the use of available public transportation services by improving accessibility and customer amenities.	<ul style="list-style-type: none"> • Improve accessibility of bus stops • Improve bus stop signage • Improve phone access • Improve customer information on the Internet
Expand the availability of demand-response and specialized transportation services to provide additional trips for older adults and persons with disabilities.	<ul style="list-style-type: none"> • Increase geographic coverage beyond current boundaries • Coordinate services between communities
Expand the availability of transportation services to persons with lower incomes.	<ul style="list-style-type: none"> • Subsidized fare program
Expand access to taxi services and other private transportation operators.	<ul style="list-style-type: none"> • Implement a taxi voucher program • Implement a guaranteed ride home program for fixed route passengers
Provide targeted shuttle services to access employment opportunities.	<ul style="list-style-type: none"> • A shuttle service operating between a fixed route and an employment center
Expand outreach and information on available transportation options in the region, including establishment of a central point of access.	<ul style="list-style-type: none"> • One call transportation brokerage and referral service
Establish or expand training programs for customers, human service agency staff, medical facility personnel, and others in the use and availability of transportation services.	<ul style="list-style-type: none"> • Travel training for persons with disabilities
Provide door to door, or door through door, assistance for persons with disabilities.	<ul style="list-style-type: none"> • Travel aide program

SMART Coordinated Human Services Transportation Strategy Survey

Contact Information (you will receive a copy of the survey results)

Name:	Organization:
Address:	
Telephone:	Email address:

<u>Strategy</u>	Priority (Check One)		
	<u>High</u>	<u>Medium</u>	<u>Low</u>
Continue to support the capital needs of human service and public transportation providers.			
Expand late-night and weekend public transit services.			
Increase the frequency of existing public transit services.			
Encourage the use of available public transportation services by improving accessibility and customer amenities.			
Expand the availability of demand-response and specialized transportation services to provide additional trips for older adults and persons with disabilities.			
Expand the availability of demand-response and specialized transportation services to persons with lower incomes.			
Expand access to taxi services and other private transportation operators.			
Provide targeted shuttle services to access employment opportunities.			
Expand outreach and information on available transportation options in the region, including establishment of a central point of access.			
Establish or expand training programs for customers, human service agency staff, medical facility personnel, and others in the use and availability of transportation services.			
Provide door to door, or door through door, assistance for persons with disabilities.			

Are there any other strategies that you think should be considered? If yes, what are they?

