

Washtenaw County Ann Arbor Urbanized Area Coordinated Public Transit-Human Services Transportation Plan



2010

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SECTION ONE:

BACKGROUND/COORDINATED PLANNING REQUIREMENTS

Federal and State regulations require that a coordinated Public Transit-Human Services Plan be developed and updated to ensure efficient and effective coordination of public transit and human services providers' resources and to find new strategies to address unmet needs and gaps in service.

The coordinated plan will serve as a guideline for successful grant applications. The Federal Safe, Affordable, Flexible, Efficient Transportation Equity Act, A Legacy for Users (SAFETEA-LU), which requires all entities selected for funding under the Elderly Individuals and Individuals with Disabilities Program (Section 5310); the Job Access Reverse Commute (JARC, Section 5316); and the New Freedom Program (Section 5317), to develop a locally coordinated public transit-human services transportation plan specific to the needs of individuals with disabilities, older adults, and persons of low income for their service area in order to access allocated funding.

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

Section 5310 (Elderly Individuals and Individuals with Disabilities)

The federal grant funds awarded under the Section 5310 program provide financial assistance for purchasing capital equipment to be used to transport the elderly and persons with disabilities. Private non-profit corporations are eligible to receive these grant funds. The Section 5310 grant provides 80% of the cost of the equipment purchased, with the remaining 20% provided by the applicant organization. The 20% must be provided in cash by the applicant organization, and some non-transportation federal sources may be able to be used as matching funds. Federal Section 5310 funds are apportioned annually by a formula that is based on the number of elderly persons and persons with disabilities in each state.

Job Access and Reverse Commute

The JARC Program provides funding for developing new or expanded transportation services that connect welfare recipients and other low income persons to jobs and other employment-related services. The Ann Arbor Transportation Authority (AATA) is the designated recipient for JARC funds in the Ann Arbor Urbanized Area. Projects are eligible for both capital (80% federal funded) and operating (50% federal funded) expenses.

Mobility management projects are eligible for funding through the JARC Program, and are considered an eligible capital cost. Therefore, the federal share of eligible project costs is 80% (as opposed to 50% for operating projects).

New Freedom Program

The New Freedom Program provides funding for capital and operating expenses designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. Projects funded through the New Freedom Program must be both new and go beyond the requirements of the Americans with Disabilities Act (ADA) of 1990.

Similar to the JARC Program, AATA is the designated recipient for New Freedom funds in Ann Arbor Urbanized Area. Likewise, the legislation specifies that nationally 20% of New Freedom funds are allocated for these areas.

COORDINATED PLAN ELEMENTS

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

- An assessment of available services that identifies current providers (public, private, and non-profit);
- An assessment of transportation needs for individuals with disabilities, older adults, and people with low-incomes;
- Strategies, activities, and/or projects to address the identified gaps and achieve efficiencies in service delivery; and
- Priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities identified.

Additionally, separate urban and rural plans must be developed in order to satisfy funding allocations.

SECTION TWO:

PLANNING PROCESS AND OUTREACH ACTIVITIES

FTA guidance notes that States and communities may approach the development of a coordinated plan in different ways. Potential strategies suggested by FTA included community planning sessions, focus groups, and surveys. The Ann Arbor Urbanized Area of Washtenaw County's approach incorporated multiple strategies to ensure appropriate and comprehensive involvement and participation. Some of the activities included community meeting sessions with broad representation from public transit, human service agencies and consumers, a survey of unmet and ongoing transportation related needs, and the development of a coordinated planning committee.

In 2007, The Community Collaborative of Washtenaw County (CCWC), served as the lead coordinating body for developing the first coordinated human service transportation plan. The CCWC's mission is to "provide leadership, coordinate policy, leverage resources, build assets, and foster partnerships which will promote healthy growth, learning and development for everyone in our community." The CCWC is comprised of public, private, and nonprofit organizations and individuals in Washtenaw County that are interested in the strategic improvement of systems-level policy issues in the county.

In an effort to address concerns over policy issues, a Transportation Planning Committee working with urban sections of Washtenaw County was formed with representatives from a wide variety of human services and transportation providers. The representatives included the Program Manager of the Blueprint for Aging, the County Director of the State Department of Human Services; and representatives from the Ann Arbor Center for Independent Living, an organization serving disabled residents.

As an update to the coordinated plan produced from the CCWC, RideConnect and Washtenaw Area Transportation Study (WATS) have taken the lead in developing the 2010 Ann Arbor Urbanized Area Coordinated Public Transit-Human Service Transportation Plan. RideConnect is a one stop shop mobility management service derived from the 2007 Washtenaw County Urban Public Transit - Human Service Transportation Plan. RideConnect is the centralized point of access that provides information, referrals, trip matching, and trip scheduling for available transportation options in Washtenaw County. RideConnect completed a comprehensive survey of the transit providers and human service agencies operating within Washtenaw County and developed a trip matching database that includes data on public, non-profit, private transportation providers; the types of services each provider delivers; the cost of their services; and the service area they cover.

The Washtenaw Area Transportation Study is a multi-jurisdictional agency responsible for transportation planning in Washtenaw County. The agency is mandated by federal law to provide a continuing, cooperative and comprehensive transportation planning process, which guides the expenditure of state and federal transportation funds in Washtenaw County. WATS annually establishes project priorities for consideration by the Michigan Department of Transportation (MDOT) when programming transportation funds. In addition, WATS continually monitors the current condition of the county's transportation system, including roads, bicycle and pedestrian paths, bridges, and public transit.

In order to update the 2007 coordinated transportation plan, two public meetings were held on September 16, 2009 from 2:00pm-4:00pm and 6:00pm-8:00pm to provide organizations and individuals that were not present during the 2007 meetings an opportunity to provide their input on

transportation issues specific to people with disabilities, older adults, and people with low-incomes. These meetings had participation from 13 attendees, including representatives from organizations at the 2007 meeting. Some organizations were represented by new attendees while others had the same representation from 2007. Meeting attendees represented these agencies:

- Ann Arbor Center for Independent Living
- Ann Arbor Transportation Authority
- Care Transport
- Community Residents
- Jewish Family Services
- Dexter Township
- People's Express
- RideConnect
- Washtenaw County Health Organization
- Washtenaw Area Transportation Study
- Western Washtenaw Area Value Express

As a result of the public meetings and interest from other organizations, an 11 member Planning Committee was created that began meeting monthly in November, 2009 to discuss the coordinated planning process and provide guidance for the plan development, especially with specific local needs and potential local projects. Committee members reviewed and provided comments on the unmet transportation needs and strategies from the 2007 plan as well as the needs identified from the two public meetings. The committee also identified and prioritized the strategies to be included in this plan, as well as discussed a proposed institutional structure to maintain coordination efforts and arrangements. Committee members are representatives from these agencies:

- Ann Arbor Center for Independent Living
- Ann Arbor Transportation Authority
- Blue Print for Aging
- Community Resident
- Jewish Family Services
- People's Express
- RideConnect
- Washtenaw Area Transportation Study
- Western Washtenaw Area Value Express
- Workforce Development
- University of Michigan Transit Services

SECTION THREE:

TRANSPORTATION NEEDS OF INDIVIDUALS WITH DISABILITIES, OLDER ADULTS, AND INDIVIDUALS WITH LOWER INCOMES

Following each decennial census, the U.S. Census Bureau determines the population and boundary of each Urbanized Area (UZA) throughout the country. The Census Bureau classifies "urban" as all territory, population, and housing units located within an urbanized area (UZA) or an urban cluster (UC). It delineates UZA and UC boundaries to encompass densely settled territory, which consists of:

- Core census block groups or blocks that have a population density of at least 1,000 people per square mile.
- Surrounding census blocks that have an overall density of at least 500 people per square mile.

FTA further delineates urbanized areas into three types:

- UZAs with 1 million or more in population
- UZAs with 200,000-999,999 in population
- UZAs with 50,000 to 199,999 in population

Ann Arbor Urbanized Area

The Ann Arbor Urbanized Area is located within Washtenaw County in Southeast Michigan, covering an area of 65 square miles. Washtenaw County's 20 townships and seven cities and villages are home to an estimated 347,000 residents in 134,000 urban and rural households based on estimates from the U.S. Census Bureau American Community Survey (2006-2008)*. Within the Urbanized Area, the two largest cities, Ann Arbor and Ypsilanti, are home to two large educational facilities - the University of Michigan in Ann Arbor and Eastern Michigan University in Ypsilanti, two major hospitals - University Of Michigan Medical Center An Arbor and St. Joseph Mercy Hospital in Ypsilanti, comprising a significant portion of the County urbanized area. Map 1 outlines the Ann Arbor Urbanized Area in Washtenaw County.

According to the 2006-2008 American Community Survey (ACS), the Ann Arbor Urbanized Area had an estimated total population of 299,000 individuals in 118,000 households. Fifty five percent of households in the Ann Arbor urbanized area were families and nonfamily households made up 45 percent of the households. The cities of Ann Arbor and Ypsilanti have populations of 115,000 individuals in 46,000 households and 21,000 individuals in 8,200 households respectively. Compared to the county median income of \$60,713, households in the Ann Arbor urbanized area had an estimated median income of \$53,737 with 86 percent of households receiving earnings from employment. Households in the city of Ann Arbor had median incomes of \$51,434 with 86 percent receiving income from employment, while the median household income in the city of Ypsilanti was \$35,733 with 84 percent receiving income from employment.

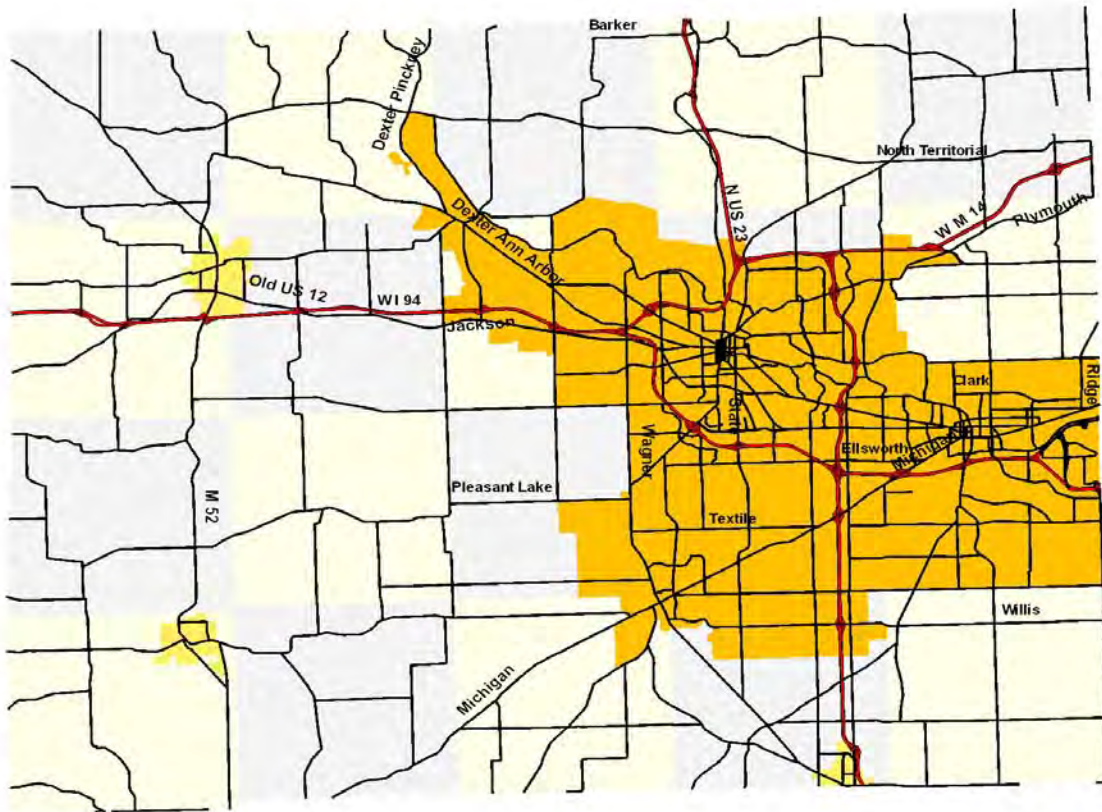
* The Population Estimates Program prepares estimates of the total population; the population by age, sex, race, and Hispanic origin; and the number of housing units. The 2008 population estimates start with April 1, 2000 base population and calculate estimates for July 1 for years 2000 to 2008. The estimates use a variety of administrative records data to measure the population change

including data on births, deaths, migration, and housing units.

Retrieved from

http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=PEP&_submenuId=factsheet_1&_lang=en&_ts=.

Map 1: Ann Arbor Urbanized Area in Washtenaw County



Source: Washtenaw Area Transportation Study

Mobility gives people the freedom and independence to get to work, school, shopping or accessing medical care. For many people, mobility is taken for granted because they own, have access to a private vehicle or can access public transportation. For the growing number of Americans who are transportation disadvantaged due to their age, income, or disability, mobility can be quite challenging. An estimated 73 percent of individuals traveling to work in the urbanized area drove to work alone, eight percent carpoolled, four percent took public transportation, and nine percent used other means. Among those who commuted to work, it took them an average of 21.4 minutes. There were seven percent of households with no vehicle, but 41 percent of households with one vehicle, 39 percent with two vehicles, and 14 percent with three or more vehicles. In the city of Ann Arbor an estimated 59 percent of city workers drove to work alone, seven percent carpoolled, nine percent took public transportation and 19 percent used other means. Among those who commuted to work, it took an average of 18.4 minutes. A higher percentage of Ypsilanti city workers drove to work alone, 65 percent, while 12 percent carpoolled, five percent took public transportation, and 13

percent used other means. Commuters were on the road for an average of 21.6 minutes to get to work.

TRANSIT DEPENDENT POPULATION PROFILE

Figure 1 outlines the population estimates pertaining to the target populations of people with a disability, people in poverty and older adults in the two largest cities in the Ann Arbor Urbanized Area in Washtenaw County: Ann Arbor and Ypsilanti.

Table 1
Ann Arbor Urbanized Area Demographics Pertaining to Target Populations

Area	Population	Persons Age 65 and over	Persons below Poverty	*Persons with a Disability
Ann Arbor City	115,299	8%	22%	No Data
Ypsilanti City	20,917	8%	24%	No Data
<i>Urbanized Area</i>	<i>298,811</i>	<i>8%</i>	<i>17%</i>	<i>No Data</i>
<i>County Total</i>	<i>347,177</i>	<i>9%</i>	<i>14%</i>	<i>No Data</i>

Source: US Census Bureau 2006-2008 American Community Survey

Older Adults

Common age related conditions ranging from loss of vision to slower response times can make it challenging for many senior citizens to drive or retain a driver's license. Other age related conditions, such as frailty, can diminish the ability to walk even short distances to bus or metro stops making it difficult to access public transportation. In 2002, the American Association of Retired Persons (AARP) Public Policy Institute published a report that estimated one in five (21 percent) Americans age 65 and older do not drive, and more than 50 percent of non-drivers age 65 and older stay home on any given day due to a lack of adequate transportation options. Further compounding the problem, people generally outlive their ability to drive an average of six to 11 years. In addition, the U.S. Census Bureau projects that the number of Americans age 65 and older will increase by nearly 80 % by 2025. These statistics indicate that our aging population will rely more and more on transportation services in the near-term as our nation ages.

Older adults over 65 years of age make up an estimated eight percent of the population in the Ann Arbor Urbanized Area, which is one percent lower than the overall older adult population in Washtenaw County. In the cities of Ann Arbor and Ypsilanti, the population of people over 65 years of age is consistent with the overall urbanized area.

People with Low-Incomes

The U.S. Census Bureau poverty threshold for a family of four is an annual income of \$18,810. Many people with low-income are either without a car or without a reliable car. Transportation costs, whether privately owned or public use can put a tremendous strain on low-income budgets. According to the Surface Transportation Policy Project, the poorest 20 percent of American households -- those earning less than \$13,908 (after taxes) per year -- spend 40.2 percent of their

take-home pay on transportation related expenses. For many people with low-income, the cost of purchasing, insuring and maintaining a private car can be prohibitive.

The 2006-2008 ACS reported that in the Ann Arbor urbanized area an estimated 17 percent of people and nine percent of all families were living in poverty, where as the overall percent of people living in poverty in Washtenaw County was 14 percent, with seven percent of all families living in poverty. In the city of Ann Arbor an estimated 22 percent of people and seven percent of all families were living in poverty. The percent of the population living in poverty in the city of Ypsilanti is much higher compared to the city of Ann Arbor, the Ann Arbor urbanized area and the county as a whole, with 24 percent of people and 13 percent of all families living in poverty.

With regard to older adults and poverty, it is important to note that seven percent of older adults 65 years and over were living in poverty in the Ann Arbor urbanized area compared to six percent in the county. In the cities of Ann Arbor and Ypsilanti the estimated percent of older adults 65 and over living in poverty was seven and nine percent respectively.

People with Disabilities

Physical activities such as walking, climbing stairs, reaching, lifting or carrying packages create limits on mobility. Some of these disabilities prevent individuals from driving or accessing public transportation. No percentages for people with disabilities living in Washtenaw County, the Ann Arbor urbanized area or the cities of Ann Arbor and Ypsilanti were available from the 2006-2008 ACS citing the number of sample cases being too small to maintain individual confidentiality. However, data from the 2005-2007 ACS showed that an estimated 11 percent of people in the urbanized area reported a disability. In addition, the likelihood of having a disability varied by age - from four percent of people five to 15 years old, to 10 percent of people 16 to 64 years old, and to 36 percent of those 65 and older.

FUTURE TRENDS AND ISSUES

Washtenaw Area Transportation Study (WATS) analyzed growth trends and assembled target population portions of the total population by segment across the county by examining target population households within the county. Table 2 shows an estimate of the cities of Ann Arbor and Ypsilanti population and growth projections out to 2030.

Table 2
Population Counts and Forecast for Ann Arbor and Ypsilanti: 1990 to 2030

Cities	1990	2000	2030 Forecast	Change 1990-2000	% Change 1990-2000,	% Change 2000 - 2030
Ann Arbor	109,592	114,024	116,270	4,432	4.0%	2.0%
Ypsilanti	24,846	22,362	22,110	-2,484	-10.0%	-1.1%
Total	151,510	156,716	169,292	5,206	3.4%	8.0%
County Total	282,937	322,895	448,020	39,958	14.1%	38.7%

Source: US Census and SEMCOG

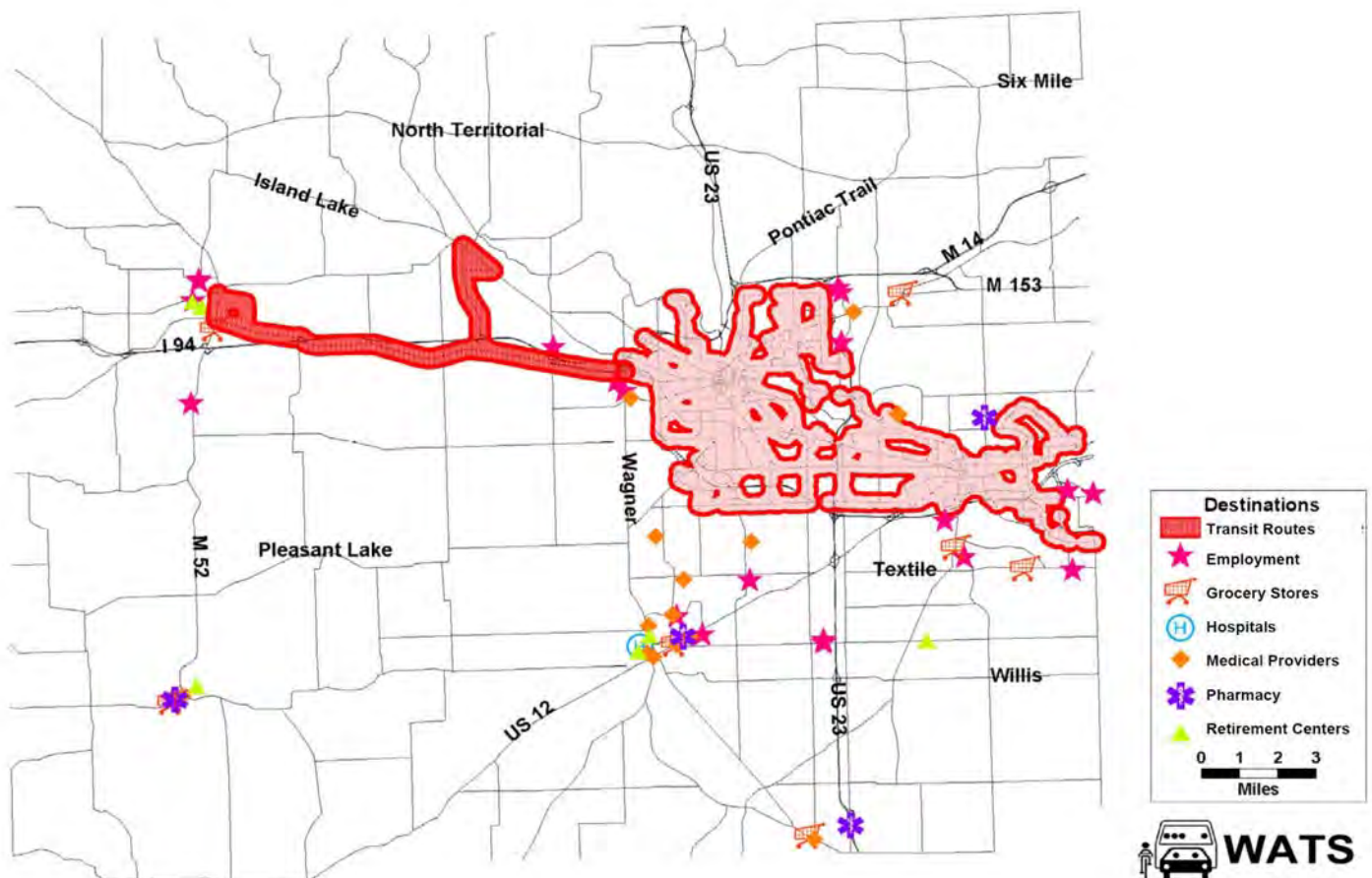
As the target population continues to grow, more and more individuals will need access to a geographically disparate set of destinations in the Ann Arbor Urbanized Area. An integral tool in the process of identifying transportation service deficiencies was the 2007 Transit Plan for Washtenaw

County. The Transit Plan was developed with the guidance of a steering committee comprised of local municipality representatives, stakeholder organizations, and the public.

In the course of developing the Transit Plan, lifeline destinations including employment, grocery stores, hospitals, medical providers, pharmacies and retirement facilities were identified throughout the county and compared against a .25 mile buffer area of fixed route public transit. These are trips that are essential to sustain life such as obtaining food and medical care. Map 2 shows the life line destinations in relation to the Ann Arbor Urbanized Area.

Map 2: Life Line Destinations

Destinations Located Greater Than .25 Miles



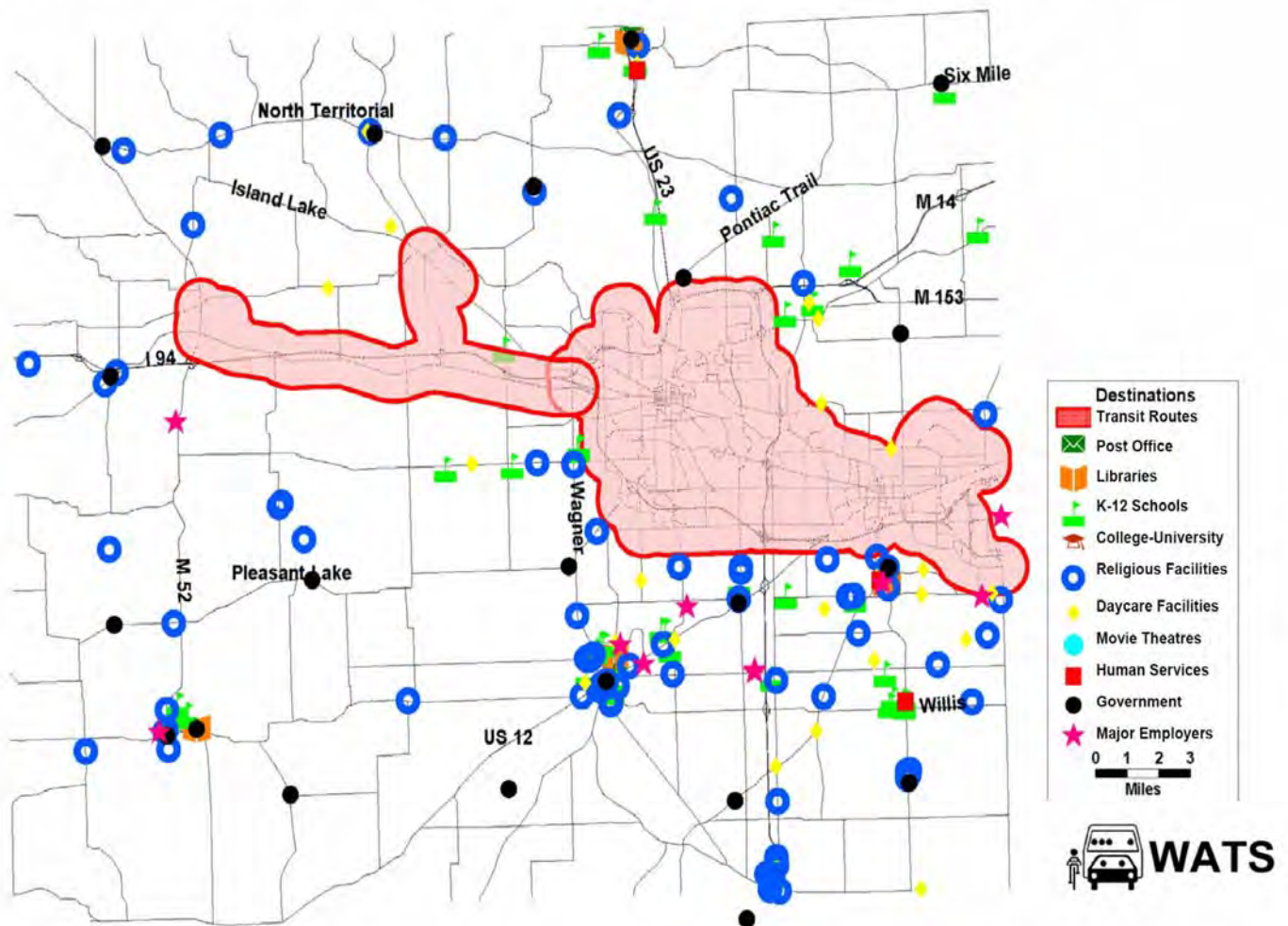
Source: Washtenaw Area Transportation Study (2007)

Lifeline destinations including post offices, libraries, K-12 schools, college/universities, religious facilities, daycare facilities, movie theaters, human services, government offices and major employers were identified and compared against a .5 mile buffer area of fixed route public transit.

Major destinations are locations, in addition to the employment and life line destinations that provide health, safety, welfare and quality of life for Washtenaw County residents. Map 3 shows the major destinations within Washtenaw County in relation to the Ann Arbor Urbanized Area.

Map 3: Major Destinations

Destinations Located Greater Than .5 Miles from a Transit Stop



Source: Washtenaw Area Transportation Study (2007)

SECTION FOUR:

CURRENT TRANSPORTATION SERVICES AND RESOURCES

A variety of public, private, nonprofit, and human service agencies provide transportation services in the Ann Arbor Urbanized Area within Washtenaw County. These transportation services aren't as available for residents of in rural villages and townships. Map 4 illustrates the fixed transit routes network and service that is provided in the Ann Arbor Urbanized Area. This section documents the many transportation programs and services identified in the county and describes the services that operate specifically in the urbanized areas of the county. Several approaches were used to identify the various transportation resources available in the county:

- Using prior knowledge of transportation in the county.
- Collecting basic descriptive and operational data for the various programs, with a focus on the types of riders served, service area covered, cost of service, type of service offered and more. The provider profile in Appendix A was used to assist in the data collection effort.
- Conducting telephone interviews with transportation program staff where needed to fill gaps as needed.

PUBLIC TRANSIT

Fixed Route

TheRide, Ann Arbor Transportation Authority (AATA)

The AATA operates bus service, on 27 routes with published schedules. An AATA route is within 1/4 mile of 91 percent of residences in the urbanized area. AATA local routes also serve the city of Ypsilanti and portions of Pittsfield, Superior, and Ypsilanti townships. Most routes operate with service at least every 30 minutes weekdays, with hourly service evenings and weekends. Six routes operate on major corridors with service every 15 minutes. AATA also provides transportation services and fare discounts for the general public, people with disabilities, people with low-incomes, senior citizens, and commuters. Appendix B lists the additional services delivered by AATA.

University of Michigan

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

NONPROFIT TRANSPORTATION PROVIDERS (Rural into Urban)

People's Express (PEX)

PEX is a non-profit transportation organization operating from the Whitmore Lake rural area but travels into the Ann Arbor urbanized area. PEX maintains 15 late model vehicles to transport individuals with disabilities, older adults, and people with low-incomes throughout Washtenaw County and into three neighboring counties (Wayne, Oakland and Livingston). Additional PEX services are listed in Appendix B.

Western-Washtenaw Area Value Express (WAVE)

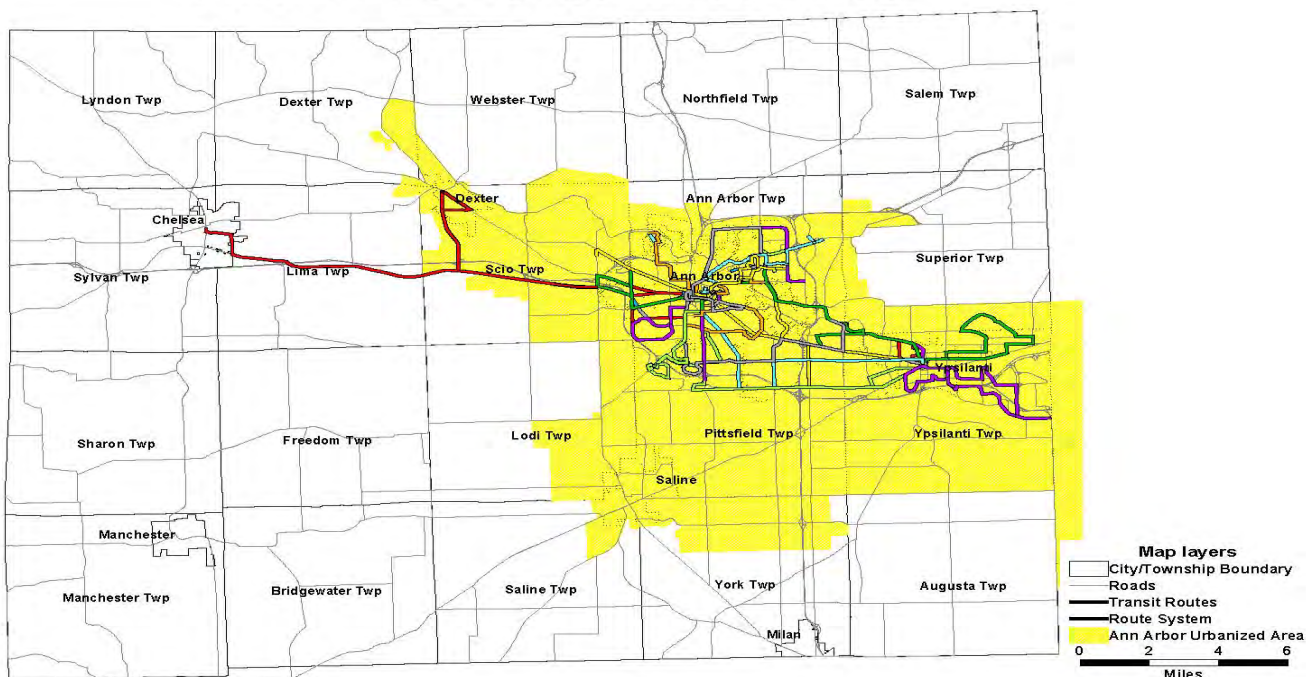
WAVE is a non-profit service organization that has programs that operate in the rural area but travel into the urbanized area. WAVE has seven wheelchair accessible (i.e. ramp equipped) vehicles and provides services for people with disabilities, older adults, and people with low-incomes.

Inter-Urban Express

An inter-urban express route, the Community Connector, originates in Chelsea and travels through Dexter and makes pre-arranged stops along the Jackson Road corridor to the AATA rider transfer point at Jackson/Wagner Roads. Reservations are un-necessary. The Community Connector operates Monday - Friday 6:00am - 7:15pm and connects with AATA six times per day. Fares vary according to distance and may be totally covered by grant subsidies. Older adult fares are \$1.00 or \$1.50, half the regular fare. UM fare subsidies are available to riders. A rider living in or originating in a demand response service area may request a transfer to the nearest inter-urban express route pick-up point for a nominal fee. WAVE honors AATA's Fare Deal program card holder's requests for reduced rate fares when connecting at Jackson/Wagner. A route deviation adjacent to the inter-urban express route is currently being offered and made possible by funding from Scio Township. Additional WAVE's services are listed in Appendix B.

Map 4: Fixed Transit Routes in the Ann Arbor Urbanized Area

Ann Arbor Urbanized Area



Source: Washtenaw Area Transportation Study (2007)

PRIVATE TRANSPORTATION PROVIDERS

In Washtenaw County there are 54 private transportation providers that deliver services to the Ann Arbor Urbanized Area. Of the 54 providers, 39 are licensed and registered with the state of Michigan to provide transportation. These providers were identified via internet research using the Michigan Department of Transportation (MDOT) website, Google, and provider websites. Again it is noted these providers often provide services to residents in the cities of Ann Arbor and Ypsilanti and while they may service the rural areas their services are cost prohibitive for transit dependent individuals who are older adults, people with disabilities, and people with lower incomes. As categorized

- In total there are 40 shuttle/limousine services:
 - 10 provide para-transit services in addition to regular service.
 - 3 provide airport shuttle services only.
 - 3 provide non emergency medical services only.
 - 2 provide events services only.
- There are 4 Bus (non AATA) services that operate within the County.
- 8 Taxi Cab companies that operate primarily within the Ann Arbor Urbanized Area.
- 1 Emergency Medical provider that serves all of Washtenaw County.
- 1 Rail service provider that is located in the Ann Arbor Urbanized Area that serves all of Washtenaw County.

A list of private providers is available in Appendix C.

HUMAN SERVICE AGENCY TRANSPORTATION PROVIDERS

To date, 18 human service agencies have been identified that either provide transportation or fare assistance in the county are shown in Appendix D. This transportation is typically provided only to agency clients and for specific trip purposes, generally either non emergency medical appointments or to access agency locations. While an effort was made to identify and describe the many human service agencies that operate or purchase transportation, this list may not be inclusive of all human service transportation providers in the Ann Arbor Urbanized Area. It must also be noted that these agencies typically provide services to residents in the cities of Ann Arbor and Ypsilanti and most are located on or near a fixed route service. Eight of the identified agencies have vehicles and provide transportation to their clients and ten provide trip fare assistance in the form of token, cab fare, and or vouchers.

SECTION FIVE:

UNMET TRANSPORTATION NEEDS AND ISSUES

Older adults, people with disabilities and people with low-incomes in Washtenaw County's Ann Arbor Urbanized Area need a variety of transportation services, each designed to meet particular needs. Data and information gathered from participant surveys and public meetings resulted in the following overall transportation needs and issues for older adults, people with disabilities, and people with low-incomes.

TRANSIT SERVICE

1. Current frequency of fixed route services is not adequate or existing:
 - In the outlying townships that are in the urbanized area.
 - After 6:00 p.m., weekends, seasonal, holidays and peak hours.
 - to government agencies, shopping centers, medical centers to accommodate access to employment opportunities and job related activities, especially jobs that are second and third shift hours and in the outlying areas.
2. Increased span of services (i.e. days and hours) throughout eastern and western part of urban area where no service exists.
3. Countywide public bus service.
4. Limited transportation options for people who live and work outside fixed-route public transit services.
5. Some existing transportation options have fares that are cost prohibitive based on customer's financial limitations. Passengers, especially cash assistance recipients and low wage earners, cannot afford many private transportation services.
6. Current urbanized services for individuals that rely on public transportation do not extend to the entire urbanized area.
7. Limited demand response transportation options for after regular business hours non-emergency medical trips within urbanized area.
8. Limited transportation options for people who live and work outside fixed-route public transit services.
9. Insufficient transportation to access dialysis treatment sites and for long distance trips to medical facilities, and limited options to medical services for customers not eligible for Medicaid-funded transportation.
10. Transportation options for people who may need more customized transportation services and greater assistance to travel.
11. Transportation services (i.e. other than taxi cabs) for all trip purposes that do not require advance notice and are available for spontaneous trips, especially for trips that require accessible vehicles (same day service).
12. Additional services that cross jurisdiction lines

13. Transportation services that allow for trip-chaining (i.e. stopping at daycare facilities on the way to work or a customer who needs to stop to have prescription filled after leaving their doctors office but before arriving home).
14. Limited accessible pedestrian paths (sidewalks, curb ramps, lead walks etc.) at core service locations outside of the city of Ann Arbor.
15. Limited street side wheelchair accessibility to transit stops.

COORDINATION

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

OUTREACH/MARKETING

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

TRAINING

1. Different providers have different minimum requirements for their drivers (e.g. age, driving record, background, and CDL requirements). Providers also have different training programs and may have different drug and alcohol testing protocols.
2. Diversity and sensitivity training for frontline and customer service staff (e.g. drivers, dispatchers, volunteers)
3. Safety training and agency oversight of drivers in topics such as:
 - Wheelchair assistance and securement techniques
 - Pathogens
 - Security
4. Passenger training covering topics such as:
 - How to use public transportation
 - Bus etiquette
 - Transit commuter tax benefits
 - How to locate resources (e.g. AATA bus passes, bus tokens, and program applications)
5. Transit employee and management trainings such as:
 - Latest information and education on transit and ADA laws
 - Funding opportunities
 - Networking opportunities available services
 - Cultural and sensitivity training for dispatch and drivers
 - Safety and oversight
 - Continuing education for transit employees
 - Continuing education for managers on federal and local requirements

SECTION SIX:

RECOMMENDED STRATEGIES AND POTENTIAL PROJECTS

Based on the unmet transportation needs and gaps between current services and needs, and to achieve efficiencies in service delivery, the following strategies to meet these needs in the Ann Arbor Urbanized Area of Washtenaw County were identified and even though they are listed in numerical form, they are all equally important and of equal priority.

1. Expand availability of fixed route transportation services in the Ann Arbor Urbanized Area.
2. Expand availability of demand-response and specialized services to provide additional trips for older adults, people with disabilities and people with low -incomes.
3. Expand access to Taxi and other private transportation providers.
4. Provide flexible transportation options and more specialized and one to one services through expanded use of volunteers.
5. Ensure the safety and access of individuals that use all modes of public transportation.
6. Continue to support mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.
7. Expand the established centralized point of access that provides information on available transportation options in the area.
8. Build coordination among existing public and human service transportation providers.
9. Establish linkages to make more efficient use of funding.
10. Establish a policy oversight group that will work with appropriate policy makers to reduce barriers to providing transportation services.
11. Develop requirements for and implement an Inter-Operable Data Collection Program involving all transit agencies/providers.
12. Establish dedicated stable operating funds to enable long term planning and consistent services.
13. Continue to support capital needs of coordinated human service/public transportation providers
14. Develop and implement a Comprehensive Customer Education and Marketing Program for the Ann Arbor Urbanized Area.
15. Establish or expand training programs for customers, human service agency staff, medical facility personnel, and others in the use and availability of transportation services.

TRANSIT SERVICE

Limited evening and weekend transit services were identified as an important transportation issue during the meetings. Expanded frequency and hours of service on existing services would expand mobility options to work locations, medical facilities, and other key community destinations. While further evaluation of current transit services would be necessary to identify specific routes for expansion, strong consideration should be given to expanding evening and weekend service hours that would enable greatest access to employment locations, especially 2nd and 3rd shift jobs.

Strategy 1: Expand availability of fixed route transportation services in the Ann Arbor Urbanized Area.

Unmet Need/Issue Will Address:

1. Current frequency of fixed route services is not adequate or existing:
 - In the outlying townships that are in the urbanized area.
 - After 6:00 p.m., weekends, seasonal, holidays and peak hours.
 - To government agencies, shopping centers, medical centers to accommodate access to employment opportunities and job related activities, especially jobs that are second and third shift hours and in the outlying areas.
2. Increased span of services (i.e. days and hours) throughout eastern and western part of urban area where no service exists.
3. Countywide public bus service.
4. Limited transportation options for people who live and work outside fixed-route public transit services.

Potential Activities/Projects:

1. Use route deviation, vanpool, and feeder services to provide transportation services.
2. Feeder services to fixed route stops.
3. Last mile shuttle services that connect public transit services to nearby job sites so people with low-incomes can access job opportunities.
4. Establish partnerships between the transportation sector and businesses/employers to improve the connection between transportation service availability and business location decisions.
5. Establish public transit systems in areas without and increase capacity in areas with available public transit services.
6. Increase hours and days of operation on existing public transit systems.

Strategy 2: Expand availability of demand-response and specialized services to provide additional trips for older adults, people with disabilities and people with low- incomes.

Strategy 3: Establish or expand access to Taxi and other private transportation providers.

Strategy 4: Provide flexible transportation options and more specialized and one to one services through expanded use of volunteers.

Unmet Need/Issue Will Address:

1. Some existing transportation options have fares that are cost prohibitive based on customer's financial limitations. Passengers, especially cash assistance recipients and low wage earners, cannot afford many private transportation services.
2. Current urbanized services for individuals that rely on public transportation do not extend to the entire urbanized area.
3. Limited demand response transportation options after regular business hours for non-emergency medical trips within urbanized area.

4. Limited transportation options for people who live and work outside fixed-route public transit services.
5. Insufficient transportation to access dialysis treatment sites and for long distance trips to medical facilities, and limited options to medical services for customers not eligible for Medicaid-funded transportation.
6. Transportation options for people who many need more customized transportation services and greater assistance to travel.
7. Transportation services (i.e. other than taxi cabs) for all trip purposes that do not require advance notice and are available for spontaneous trips, especially for trips that require accessible vehicles for same day service.
8. Additional services that cross jurisdiction lines
9. Transportation services that allow for trip-chaining (i.e. stopping at daycare facilities on the way to work or customer who need to stop to have a prescription filled after leaving their doctors office but before arriving home).

Potential Activities/Projects:

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

Several taxi services and private transportation providers in the county were identified in Section VI. While such services may be more costly to use, they may be the best options for area residents, particularly to access transportation in the evenings and weekends and for same-day transportation

needs. By subsidizing user costs, possibly through a voucher program, there can be expanded access to taxis and other private transportation services. This approach has been employed successfully by the Blueprint for Aging particularly as a means to provide older adults and older adults with disabilities with more flexible transportation services. In addition the expansion of current demand-response and specialized transportation services operated in the county is a logical strategy for improving mobility for older adults, people with disabilities, and people with low-incomes. This strategy would meet multiple unmet needs and issues while taking advantage of existing organizational structures. Operating costs, driver salaries, fuel, vehicle maintenance, etc., would be the primary expense for expanding services. Additional vehicles, however, may be necessary for providing same-day transportation services or for serving larger geographic areas.

Strategy 5: Ensure the safety and access of individuals that use all modes of public transportation.

Unmet Need/Issue Will Address:

1. Limited accessible pedestrian paths (sidewalks, curb ramps, lead walks etc.) at core service locations outside of the city of Ann Arbor.
2. Limited street side wheelchair accessibility to transit stops.

Potential Activities/Projects:

1. Provide more transit amenities, accessible bus stops and shelters.
2. Provide sidewalk links to connect people with transit and other components of the transportation system.

COORDINATION

These strategies can be implemented to facilitate more formal coordination efforts between providers, expand access to services, and reduce duplication of services. The first step is establishing a formal committee or advisory board with an appointed chairperson and a regular meeting schedule. This committee/advisory board would develop a mission statement and goals for a county wide coordination effort, and take ownership of the coordinated transportation planning process including updating and modifying this plan as necessary. The committee/advisory board could also provide advice to a mobility manager. A mobility management project allows optimal use of federal funds and requires only a 20% local match as noted earlier in the aforementioned JARC and New Freedom Program descriptions.

Strategy 6: Continue to support mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.

Strategy 7: Expand the established centralized point of access that provides information on available transportation options in the area.

Unmet Need/Issue Will Address:

1. Expanded information for human service agency caseworkers, families, and potential riders concerning what transit services are available, how they can be accessed and how people can be trained to use them.

2. Countywide software programs that show linkages between transit systems, maintains all routes and schedules in the area, can be used as a tool for coordination communication, and available on line to the locally operated transit systems
3. Scheduling and dispatching software that is designed to the specification of local transit operators and human service agencies.

Potential Activities/Projects:

1. Mobility Manager to facilitate access to transportation services, including:
 - Call center serving as an information clearing house on available public transit and human services transportation in the area
 - Implementing new or expanded outreach programs that provide potential customers and human service agency staff with information and training in use of current transportation services.
2. Mobility broker to facilitate cooperation between transportation providers, including:
 - Helping establish inter-agency agreements for connecting services or sharing rides
 - Arranging trips for customers as needed
 - Exploring technologies that simplify access to information on services

Strategy 8: Build coordination among existing public transportation and human service transportation providers.

Unmet Need/Issue Will Address:

1. Limited connectivity between various transportation providers in the urbanized area.
2. Networking between transit providers and human service agencies because County agencies are not fully aware of each others' programs and how they might benefit clients or save money.
3. Human service agency services are available only for agency clients for specific agency related trips.
4. The methodology to determine fully allocated service costs vary among agencies thereby creating difficulties to partner (coordinate) services in an equitable manner that meets the funding agency's requirements.
5. Consistent eligibility criteria and service requirements among the various human service programs that fund transportation for targeted population groups to make use of services easier for riders, their advocates, and public transit providers.
6. Increased coordination of services among senior service agencies.

Potential Activities/Projects:

1. Mobility broker to facilitate cooperation between transportation providers, including
 - Helping establish inter-agency agreements for connecting services or sharing rides
 - Arranging trips for customers as needed
 - Exploring technologies that simplify access to information on services
2. Implement a trip assistance program through which human service agencies are reimbursed for trips provided for another agency on pre-determined rates or contractual arrangements.
3. Establish formal written agreements among participating agencies and programs outlining the decision-making process for implementing a coordinated system.

4. Adopt inter-local, interagency agreements on cost sharing, funding mechanisms, and arrangements for vehicle sharing.
5. Using transit industry standards identify the elements of costs to provide service and develop the basis for the calculation of costs in order to identify true costs of service and furnish a common standard for agreement between agencies.
6. Study consolidation of transportation services (e.g. fuel, vehicles, etc.) as a future step toward greater coordination.
7. Match funding potential to leverage dollars currently being used by human services to purchase passes for clients – expands availability.

Strategy 9: Establish linkages to make more efficient use of funding.

Unmet Need/Issue Will Address:

Consistent and stable dedicated operating funds for transportation operation for public, private and human service agency transportation providers.

Potential Activities/Projects:

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

Often, efforts to coordinate human services transportation are hindered by real or perceived barriers. In addition, funding sources may be specific to a jurisdiction and therefore limit the connectivity or countywide services many residents may need to travel from their home to key destinations and services. Therefore, working with appropriate policy makers and others to unravel the various regulations and funding sources for a broader vision of improving mobility options in the county is needed. Like others, this strategy is conducive for a mobility management approach that allows the resources necessary to analyze the variety of funding programs and their requirements, as well as local issues that may impede improved coordination and a countywide view on community transportation services.

Strategy 10: Establish a policy oversight group that will work with appropriate policy makers to reduce barriers to providing transportation services.

Unmet Need/Issue Will Address:

Review appropriate federal regulations to ensure compliance while providing maximum mobility options.

Potential Activities/Projects:

1. Recommend policy changes that would improve coordination among agencies.
2. Establish or expand a coordinated committee to address needs of community and to ensure plan is implemented.

Data collection is a crucial part of transportation coordination efforts, because agencies have different and varied data and system requirements, it is often difficult to gather system wide data on transit needs. This project would identify common data elements that exist across all human service agencies and transportation providers along with a recommended process for assimilating the data.

Strategy 11: Develop requirements for and implement an Inter-Operable Data Collection Program involving all transit agencies/providers.

Unmet Need/Issue Will Address:

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

Potential Activities/Projects:

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

The on-going support of coordinated human service transportation is tied directly to the maintenance, and at times expansion, of the capital infrastructure in the county. Before the county can think about strategies for improving mobility for older adults, people with disabilities, and people with low-incomes, it must ensure that a solid foundation of services is in place, which requires a sufficient capital network. Maintaining a basic capital infrastructure via vehicle replacement, vehicle rehabilitation, vehicle equipment improvements, and new vehicles would be the primary expense for this strategy. Emphasis should be on supporting transportation providers that are coordinating services to the maximum extent possible to ensure the most efficient use of resources in the county.

Strategy 12: Establish dedicated stable operating funds to enable long term planning and consistent services.

Strategy 13: Continue to support capital needs of coordinated Human Service/Public Transportation Providers.

Unmet Need/Issue Will Address:

1. Consistent and stable dedicated operating funds for transportation operation for public, private and human service agency transportation providers.
2. All unmet needs/issues.

Potential Activities/Projects:

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

OUTREACH/MARKETING

Increasing customer awareness regarding all transportation options available in the Ann Arbor Urbanized Area is a vital to meeting their needs. Such an effort could include PSA's on the radio, TV, bus shelters, buses, etc. In addition to these venues, promotion through agencies and providers, websites, informational phone line, and direct mail would increase the availability and distribution on information. In light of the fact that not all people who use public transportation has access to some to the more conventional media due to disability, language barriers, or lack of owning a television or computer, all possible means of communication would have to be considered.

Strategy 14: Develop and implement a comprehensive Customer Education and Marketing Program for the Ann Arbor Urbanized Area.

Unmet Need/Issue Will Address:

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

Potential Activities/Projects:

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

TRAINING

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

While transit dependent individuals, caseworkers, agency staff and medical facility personnel may be aware of the transportation services available to them, they may be unsure or uncomfortable in initially using these options. A lack of education programs to help the transit dependent population learn how to use transit and other services was noted by the county as an important transportation issue. New travel training programs to help individuals use public transit and other services would improve individual users' awareness, knowledge, and skills regarding the public and alternative transportation options available in their communities. Such training programs are another potential mobility management function.

Unmet Need/Issue Will Address:

1. Different providers have different minimum requirements for their drivers (e.g. age, driving record, background, CDL requirements). Providers also have different training programs and may have different drug and alcohol testing protocols.
2. Diversity and sensitivity training for frontline and customer service staff (e.g. drivers, dispatchers, volunteers)
3. Safety training and agency oversight of drivers in topics such as:
 - Wheelchair assistance and securement techniques
 - Pathogens
 - Security

4. Passenger training covering topics such as
 - How to use public transportation
 - Bus etiquette
 - Safety
 - Transit commuter tax benefits
 - How to locate resources (AATA bus passes, bus tokens, and program applications)
5. Transit employee and management trainings covering
 - Latest information and education on transit and ADA laws
 - Funding opportunities
 - Networking opportunities available services
 - Cultural and sensitivity training for dispatch and drivers
 - Safety and oversight
 - Continuing education for transit employees
 - Continuing education for managers on federal and local requirements

Potential Activities/Projects:

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

SECTION SEVEN:

COORDINATION INSTITUTIONAL STRUCTURE AND ON-GOING ARRANGEMENTS

An ongoing Washtenaw County Coordinating Committee structure has been formalized to build upon previous coordination efforts, ensure efforts continue to move forward, and establish a regional structure to provide recommendations on projects to be funded through the JARC and New Freedom Programs. This committee will provide an ongoing forum for members to discuss any local transportation needs, especially those of older adults, people with disabilities, and people with lower incomes, and will lead updates of the Washtenaw County Coordinated Public Transit-Human Services Transportation Plan.

This Washtenaw County Coordinating Committee will provide an ongoing forum for members to discuss any local transportation needs, especially those of older adults, people with disabilities and people with low-incomes. The Committee will meet quarterly, and at a minimum shall:

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

SECTION EIGHT: PLAN ADOPTION

Pursuant to Coordinated Public Transit-Human Services Transportation Plan requirements, a draft of this plan was shared with stakeholders and other interested parties via email, offering them opportunities to comment and make any suggestions for improvements/changes. The plan was also presented to WATS, the agency responsible for Washtenaw County's transportation planning, for their review and recommendations. Based on all feedback, the plan was modified accordingly and presented to the Washtenaw County Ann Arbor Urbanized Area Coordinated Public Transit-Human Services Transportation Plan Steering Committee for adoption. Douglas Anderson motioned to adopt the Washtenaw County Ann Arbor Urbanized Area Coordinated Public Transit-Human Services Transportation Plan, Carolyn Grawi second the motion and it passed unanimously on Thursday, April 7, 2010. The Steering Committee members present were:

Brian Clouse, Ann Arbor Transportation Authority

Bitsy Lamb, University of Michigan Transit Services

Carolyn Grawi, Ann Arbor Center for Independent Living

Douglas Anderson, People's Express

Elna Zilberberg, Jewish Family Services

Nick Sapkiewicz, Washtenaw Area Transportation Study

Rachel Dewees, Blueprint For Aging

Vanessa Hansle, RideConnect

APPENDIX A:

TRANSPORTATION PROVIDER PROFILE

1. AGENCY INFORMATION

Agency Type

- ☐ Human/Social Service ☐ Transportation ☐ Senior Center ☐ Church ☐ School
☐ Other: _____

Contact Information

Agency Name: _____ Address: _____
City: _____ Zip Code: _____
Phone: (____) _____ Fax: (____) _____
Contact Person: _____ Email: _____
Title: _____ Phone: (____) _____

OPERATIONS

Route Type

- ☐ Fixed Route ☐ Flex Route ☐ Shared Rides ☐ Demand Response
☐ Shuttle/Circular

Service Type

- ☐ Door thru Door ☐ Door to Door ☐ Curb to Curb ☐ ADA Paratransit

Special driver assistance provided (please describe): _____

If you provide multiple services, please complete this table

Service	Days of week	Hours	Fare	Comments
			\$	
			\$	
			\$	
			\$	

Eligible Trip Purpose

- ☐ Work ☐ Education ☐ Non Emergency Medical ☐ Personal/Shopping ☐ Events
☐ All ☐ Other: _____

Eligible Passengers

- ☐ All Public ☐ Senior Citizen ☐ Disabled (ADA) ☐ Students ☐ Children
☐ Personal Care Attendants ☐ Guests ☐ Other: _____

Is there an application process to determine eligibility for your services? ☐ Yes ☐ No

Are service animals permitted? ☐ Yes ☐ No

Service Fee

- ☐ Flat Rate \$ _____ ☐ Discounts Available \$ _____
☐ Mileage Rate \$ _____ ☐ Sliding Scale \$ _____

Payment Accepted

- ☐ Cash ☐ Voucher ☐ Medicaid ☐ Medicare ☐ Debit/Credit card
☐ Bill ☐ Other _____

Reservations

- ☐ No reservation needed ☐ Same day ☐ Schedule _____ hours/days in advance

☐ Standing orders ☐ Other (please describe): _____

Reservation Line

Phone # (____) _____ Available Hours M-F: _____ Sat/Sun: _____

Cancellation policy: _____

Arrival Window (from scheduled trip time)

- ☐ 5-10 min. before/after ☐ 10-20 min. before/after ☐ Other: _____

Which holidays do you provide services?

SERVICE AREA**Service area description (geographic) i.e. jurisdictions served by service(s)**

- ☐ Local ☐ Commuter/Express ☐ Shuttle/Feeder Route
☐ Long Distance

Service	Service area (City and Zip Code)	
_____	City: _____	Zip Code _____
_____	City: _____	Zip Code _____
_____	City: _____	Zip Code _____
_____	City: _____	Zip Code _____
_____	City: _____	Zip Code _____

APPENDIX B:

PUBLIC AND NONPROFIT TRANSPORTATION PROVIDERS

Public Transportation

Ann Arbor Transportation Authority In addition to fixed route services, AATA delivers these transportation services as well:

TheRide

27 fixed routes providing service in the urban portion of Washtenaw County.

M-Ride

Active students, faculty, and staff at the University of Michigan(UM) have unlimited access to AATA fixed route bus service through an agreement by which UM pays fares for UM riders.

Complementary Paratransit (Demand Response)

In addition to fixed route, AATA provides shared ride services for senior citizens and people with disabilities within the greater Ann Arbor and Ypsilanti area in which 180,000 trips are provided per year.

A-Ride

A-Ride is a shared-ride door-to-door transportation service for individuals who are prevented from using AATA fixed-route bus service due to the effects of a disability. To use A-Ride an individual must have an AATA ADA Eligibility Card. Service is delivered by taxi cabs, small buses or lift equipped -vans. The fare for an advance reserved trip (i.e. reserved at least one day in advance of the trip) costs only \$3.00. A Same-Day trip (i.e. a trip scheduled on the same day of the service) is only \$4.00.

Night Ride

Night Ride is a late-night, shared-ride taxi service. The AATA initiated Night Ride in response to the community's need for safe, low-cost transportation late at night. Anyone may use Night Ride, but all Night Ride trips are limited to within the city limits of Ann Arbor only.

Night Ride complements AATA's Fixed Route service by providing round-the-clock, public transportation within Ann Arbor. Trips are even available on major holidays. Passengers pay a fixed fare of \$5.00 per person, regardless of the distance traveled within the city limits or the time needed to complete the trip. One child (5 years old or younger) per paying fare may ride for free. Seniors and people with disabilities with an AATA identification card (Senior or ADA) ride for \$2.50. You cannot use an A-Ride Scrip on Night Ride. Individuals with a golpass ride for \$1.00. Passengers may be required to have exact change.

Holiday Ride

Holiday Ride is a shared-ride taxi service that operates on all major holidays when AATA regular fixed-route service does not. Holiday Ride operates the same way as Night Ride. The fare for Holiday Ride is \$5.00 per person, or \$2.50 per person for individuals with an AATA issued ADA or senior card. Anyone may call for a ride within the city limits of Ann Arbor on New Year's Eve, New Year's Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve and Christmas Day.

Senior Ride

The Senior Ride program offers group trips for senior citizens to grocery stores from some senior citizen housing complexes. The fare for Senior Ride is \$.60. Call 973-6500 for information.

After School Service

Many Huron and Pioneer High School students use AATA bus service to get home after 7th hour classes.

Shuttles

Art Fair Shuttle

Parking shuttles which carry Art Fair patrons from parking lots on the periphery of Ann Arbor directly to and from locations within the Art Fair.

EMU Shuttle

Circulator bus route at Eastern Michigan University that connects points on central campus with the College of Business.

Football Ride

Parking shuttles which carry UM football spectators from various locations throughout Ann Arbor directly to and from Michigan Stadium.

Other AATA Services

Park & Ride

Park free all day at one of our four lots and ride The Ride to downtown Ann Arbor and the UM campus.

A² Chelsea Express

Express service for commuters from Chelsea to downtown Ann Arbor twice per day during peak hours.

A² Canton Express

Express service for commuters from Canton to downtown Ann Arbor twice per day during peak hours.

Non-Profit Transportation Providers

People's Express (PEX)

PEX provides fixed route, flex route, door to door and ADA Paratransit services. Eligible riders are persons with low income, senior citizens and persons with disabilities. Eligible trips; medical, work, education and personal business. There is an application process, please call 734-216-6073 for more information. PEX services Whitmore Lake, Superior Township and Ypsilanti Township.

Commuter Route

People's Express added two new services in Scio Township and Whitmore Lake. The Commuter Flex is available to residents of South Lyon, Lyon Township and Whitmore Lake. The bus will transport people on a route from McDonalds on M-36 to The University of Michigan, Veteran's Administration, and St. Joe's Hospital in the Ann Arbor/Ypsilanti area in two hour intervals beginning at 8:00am and ending at 7:15pm. On the way back from the last stop in the Ann Arbor/Ypsilanti area, the bus will go off of the route (FLEX) to pick up residents in the Whitmore Lake area and take them to McDonalds on M-36 where the bus will continue with on its route. Fares are \$2.00 for South Lyon residents pay; \$4.00 for Lyon Township and Whitmore Lake residents and

Aides or Personal Assistants rides free.

Western-Washtenaw Area Value Express (WAVE)

WAVE riders reside or travel within western Washtenaw County, specifically the City of Chelsea, the Village of Dexter School District and surrounding rural townships. WAVE operates demand response services Monday - Friday, 8:00 am - 4:30 pm in and around the City of Chelsea and the Village of Dexter. Demand response service rides are reserved rides. Older adult fares begin at \$2, half the regular fare. The reservation line is open Monday - Friday, 9:00 am - 3:00 pm.

WAVE connects with AATA's Route 9- Jackson-Dexter bus at the AATA bus stop on Jackson Road east of Wagner Road. Connecting times are 7:01am, 9:01am, 11:01 am, 1:01pm, 4:10pm, and 6:01pm.

LifeLine Services Van Program: operates Monday - Friday, 7:30 am - 5:00 pm. It originates in the Chelsea area and provides van services throughout Washtenaw County. Older adult fares (\$10 one way) are half regular fare prices. This is a door-to-door service.

Fixed Bus Route

In Spring 2010, WAVE will begin a free community fixed route service through the heart of the City of Chelsea called the Chelsea Community Ride. This program is made possible through a partnership with the Chelsea Retirement Community.

APPENDIX C:

PRIVATE TRANSPORTATION PROVIDERS

SHUTTLE/LIMOUSINE

4 Stars Limo Airport Services LLC provides ADA Para Transit, door to door, as well as curb to curb services available 7 days a week, 24 hours a day. To reserve a ride, call 734-260-3232. They offer same day reservations, but prefer 24 hour advanced scheduling. Rides are available to the public. They serve medical and personal event trip purposes in Washtenaw County. Airport shuttle seats 4 passengers costing \$45.00. The limo seats 8 passengers and is \$110.00 minimum.

A² Area Metro Ride provides door thru door, door to door, curb to curb and airport pickup/drop off services Available 7 days a week, 4:00 am to 11:00 pm. To reserve a ride, call 734-994-5984. They offer same day reservations, but prefer 24 hour advance scheduling. Rides are available to the public. They serve events and airport trip purposes in Manchester, Chelsea, Detroit, and Lansing. Price ranges from \$50.00-\$55.00.

Amazing Blue Airport Cars LLC provides door to door, curb to curb, and demand response services available 7 days a week, 24 hours a day. to reserve a ride, call 734-276-6696. They offer same day reservations, but prefer 24 hour advance scheduling. Rides are available to the public. They serve primarily DTW Airport trip purposes in DTW airport area and Washtenaw County. Price is \$43.00 plus \$2.25 per mile.

American Metro Car Minivan Service LLC provides curb to curb services, available 7 days a week, 24 hours a day. To reserve a ride, call 734-564-1650. They offer same day reservations, however, customers must reserve a couple of hours ahead of time. Rides are open to the public, including senior citizens, students, children, guests and veterans. Serve all trip purposes except medical emergencies. Service Washtenaw and Wayne counties. Call for quotes.

Ambu-Trans provides door thru door and ADA Para Transit services available to the public. They service Wayne, Oakland, and Macomb counties. Prices are \$35.00 plus an additional \$3.00-\$5.00 per mile. For reservations, please call 248-471-7400.

Angel Care Transportation provides door to door, curb to curb, and ADA Para Transit services 7 days a week, 24 hours a day. Available to the public for all trip purposes. Price is \$24.50 and outside the Ann Arbor/ Ypsilanti area is an additional \$1.60 per mile. For reservations, please call 734-340-5475.

Ann Arbor Metro provides door to door services 7 days a week, 7:00am to 7:00pm. Available to the public for airport trip purposes only. Services the Ann Arbor area. Prices are \$40.00 for 1 person, and \$50.00 for 2-5 persons. For reservations, please call 734-507-9220.

A Night Out Limousine LLC provides Curb to Curb limousine service to all of the general public for special events. Their rate is \$60.00 per hour. They service all of Washtenaw and Wayne Counties. For reservations, call 734-283-7777.

Care Transport provides door to door service available 7 days a week 24 hours a day. Rides available to the public for all trip purposes except medical emergencies. Service the Ann Arbor areas. The load rate is \$75.00 plus \$2.00 per mile each way and must be paid prior to trip or same day. Reserve 1 business day in advance. For reservations, please call 734-434-6786.

Custom Transit provides curb to curb service available Mon-Friday, 12:00am to 12:00pm. Rides available to the public for all trip purposes except medical emergencies. Services the Ann Arbor area. Price is \$2.00 plus an additional \$2.20 per mile. They offer same day reservations, but prefer 24 hours advanced notice. For reservations, please call 734-971-5555.

First Student Inc. Pinckney provides group trips 7 days a week, 24 hours a day. Must reserve rides 1 week in advance. Trip purpose is events only. Price is \$55.00 under 200 miles, prices vary if more than 200 miles. For reservations, please call 810-225-3960.

Golden Charters Inc. provides door to door as well as ADA Para Transit services, available 7 days a week, 24 hours a day. To reserve a ride, call 734-668-8282. They offer same day reservations but prefer 24 hour advanced scheduling. Rides are available to the public. They medical and personal event trip purposes in the surrounding Ann Arbor area. Call for quote.

Helpful Neighbor Services LLC provides door to door services. Private contracts are also available. Service hours are 7 days a week, 7:00am to 8:00pm. Cost for door to door service is \$30.00 plus mileage. Call for quote if interested in Private contract. Services the Ann Arbor, Washtenaw, and Ypsilanti areas. Same day reservations available, however, 24 hour advance scheduling preferred. For reservations, please call 734-572-3673.

Health Plus Transportation provides door to door and ADA Paratransit non-emergency medical transportation. Eligible riders include; general public, senior citizens, senior citizens with disabilities, persons with disabilities and personal care attendants. Trip purpose; non-emergency medical appointments, work, education, personal, shopping. The fare rate is \$52.00 plus \$2.50 per mile, ADA Paratransit rate is \$70.00 plus \$2.80 per mile. The service area includes all of Washtenaw and Wayne Counties. For reservation call 734-547-7813.

Hour Transportation provides door to door and ADA Paratransit non-emergency medical transportation. Eligible riders include; senior citizens, senior citizens with disabilities, persons with disabilities and personal care attendants. Trip purpose: non-emergency medical appointments, events and personal business. Rates for door to door service is \$30.00 plus \$2.50 per mile and ADA Paratransit is \$35.00 plus \$3.00 per mile. Hour service all of Washtenaw County. For reservations call 888-290-4270.

HVA Mobility Transportation Health Vans offers door to door service to senior citizens and people with physical disabilities anywhere in an around Washtenaw, western Ways and southeast Oakland counties to physician appoints, clinics and other locations. Vans are able to accommodate seating for two people with wheelchairs and one passenger or one person with a wheelchair and three other passengers.

All private pay clients will need to either prepay with a credit card (MasterCard, Visa or Discover) or pay with cash or check at time of service Washtenaw County residents call 734-477-6404 for their current rates or to schedule a ride.

Jays Transport 24/7 provides curb to curb, door to door, door thru door and ADA Paratransit. Eligible riders include; general public, senior citizens, senior citizens with disabilities, persons with disabilities and personal care attendants. Provider is Medicaid approved and accepts vouchers. Trip purpose; non-emergency medical appointments, work, education, personal, shopping, and social. The fare is \$2.50 per mile; ADA Paratransit rate is \$60.00 one way trip in Washtenaw County. The service area includes all of Washtenaw County and outlying areas.

M&I Transportation provides door to door service. Eligible riders include the general public, senior citizens and persons with disabilities. M & I can accommodate manual wheelchairs, but do not have wheel chair lifts in their vehicles. Trip purpose: non-emergency medical appointments and personal business. The basic medical trip fare is \$75.00. Service area includes all of Washtenaw and Wayne Counties. For reservations call 313-377-3428.

Michigan Transportation Services provides door to door transportation services to the general public and operates in Livingston and Washtenaw counties and other out of state areas. Their fee is \$19.00 for most trips and is available Monday through Friday from 6:00am to 6:00pm and by appointment on the weekends.

Mack's Transportation provides curb to curb service for commuters going to and from Chelsea and Dexter to Ann Arbor or Metro Airport. Eligible riders are the general public. Trip purpose: work, education, personal business, shopping and events. The rates are \$30.00 flat fee, plus \$1.50 per mile commuting to Ann Arbor. Metro airport destinations are \$75.00 flat fee. Service area is Chelsea and Dexter. For reservations call 734-475-7119.

Mobile Health Resources provides curb to curb and ADA Paratransit services for clients that have Blue-Caid insurance. Trip purpose can only be for medical appointments. Eligible riders include; the general public, senior citizens, senior citizens with disabilities, persons with disabilities and children. Mobile Health Resources services only Washtenaw County. Clients pay nothing out of pocket for this transportation service. You must provide them with your Blue-Caid insurance ID number. For reservations call 888-430-7517.

Royal Limousine West LLC provides door to door limousine service with a seating capacity of 14 people. eligible riders; the general public. The rate is \$90.00 per hour plus tip with a six hour minimum. The service area includes Livingston, Oakland and Washtenaw Counties. For reservations, please call 810-632-0759.

Royal Med Transportation provides door to door service for senior citizens and the general public. They can accommodate fold up wheelchairs; vehicles are not equipped with wheelchair lifts. Eligible trip purpose can be for anything except medical emergencies. The service area includes Washtenaw, Oakland, Macomb and Wayne Counties. Call 313-443-6340 for rate quote and reservations.

Select Ride Inc. provides door to door and curb to curb services for the general public and ADA Paratransit. Eligible trip purpose can be for anything except medical emergencies. The rate for taxi and shuttles are \$2.25 per mile; limousines are \$60.00 per hour plus tip. Select Ride services all of Washtenaw County. For reservations, please call 866-663-8898.

Southern Michigan Transportation provides door thru door, door to door and ADA Paratransit services. Eligible riders; senior citizens, persons with disabilities and the general public. Eligible trip purpose is medical appointments only. The rate is \$40.00 plus 1.70 per mile and a \$15.00 per hour charge for waiting time. The service area includes the cities of Ann Arbor, Lansing, Battle Creek and Jackson. For reservations, please call 517-937-4826.

Transit Passenger Services provides curb to curb airport shuttles from Ann Arbor to Metro Airport. Eligible riders include senior citizens and the general public. The rate is \$30.00 -\$45.00. For reservations, please call 734-528-0760.

Trusted Loving Care provides door thru door, door to door and curb to curb services. Eligible riders are senior citizens, persons with disabilities and the general public. Eligible trip purpose can be for anything except medical emergencies. The rate for round trip 10-15 miles is \$65.00. Outside

Washtenaw County, it's \$30.00 per hour, plus \$.50 per mile. If requested, the driver will accompany customer to their doctor's appointment up to 2 hours wait time, after 2 hours there is an additional charge of \$15.00 per half hour.

EMERGENCY MEDICAL

Huron Valley Ambulance located in Ann Arbor is a nonprofit community agency which provides Health Transportation Services and Health Call Center Services in an eight county service region in Southeast and South Central Michigan. HVA Headquarters is located on 1200 State Circle. General contact number is 734- 971-4420 and fax 734- 971-4385.

BUS

Greyhound Lines, Inc. has a station located in the city of Ann Arbor at 116 W Huron Street Ann Arbor. Hours of operation subject to change. Please call to verify hours before making travel arrangements. Contact numbers are Main: 734-662-5511 or for Greyhound Charter: 800-454-2487 or visit www.greyhound.com

Michigan Flyer has 52 passenger coaches that provide round trip daily service to Detroit Metro Airport from East Lansing, Jackson and Ann Arbor. Free wireless Internet Access (WIFI), XM Satellite Radio and Satellite TV are available on all coaches. For more information call 888-MI FLYER or visit www.michiganflyer.com.

AATA's Route 36 - Wolverine Tower Shuttle provides local weekday bus service to passengers making connections to five of the seven daily Michigan Flyer bus service going to Detroit Metropolitan Airport, Jackson, or East Lansing. Each trip departs from the main entrance at the Four Points Sheraton, 3200 Boardwalk.

Megabus.com is a low-cost express bus services serving 28 cities from two hubs at New York and Chicago with fares as low as \$1 via the Internet. The bus is a luxury double decker that offers free wi-fi, panoramic windows and a green alternative way to travel. Ann Arbor arrivals and departures are located in the commuter Park & Ride lot on the west side of S. State Street about half a mile north of E. Eisenhower Parkway. The stop is located on the east side of the lot between the entrance and exit. Please note that overnight parking is not available in the Park & Ride lot. Call toll free 877-GO2-MEGA (877-462-6342) or visit on the web at www.megabus.com.

AATA's Route 36 - Wolverine Tower Shuttle serves the State Street Commuter Lot, where passengers can board MegaBus service to and returning from Chicago.

University of Michigan (managed and operated by Parking and Transportation Services) provide accessible campus bus service for employees, students and visitors with 60 buses on routes that connect the four main Ann Arbor campuses, as well as the East Ann Arbor Health Center. Charter services are available to departments who need bus services 360 days a year.

TAXI CAB

Across Town Cab services Ann Arbor, South Lyon, Whitmore Lake, Brighton and surrounding areas. Seniors, students and travelers welcome! Flat Rates to Metro Airport is \$50.00. Contact 734-216-5932.

Amazing Blue Taxi, LLC® serves the greater Ann Arbor area; in particular the University of Michigan offers full taxi service, airport service, package delivery and special events. Taxicab rates are set by the City of Ann Arbor as follows: the flag drop is \$3.00; rate per mile is \$2.25 and driver waiting time is \$24.00 per hour (25 cents per 37.5 seconds). Contact 734-846-0007.

Ann Arbor Taxi serves the city of Ann Arbor and Southeastern Michigan with airport, business, entertainment, regional and interstate transportation 24 hours a day, 7 days a week. Contact 734-214-9999 or Email: annarbortaxi@yahoo.com.

Ann Arbor Argus Cab Company Full service Taxi service for the cities of Ann Arbor, Saline, Dexter, Chelsea, and surrounding communities offer door to door and airport service. Fares are \$2.25 per mile \$3.00 boarding fee and \$.40 per minute travel time. Contact customerservice@annarborarguscab.com for online reservations or call 734-741-9000 or 734-944-3094.

The Blue Cab Company services the cities of Ann Arbor and Ypsilanti and surrounding areas. 24 hours a day, 7 days a week. Blue Cab provides door to door services as well as shared rides. Door to Door service available Mon-Sun 12:00am- 12:00pm, Sat-Sun 7:00pm-7:30am Ann Arbor city limits. Shared rides available Mon-Fri 11pm-6am. Door to door is \$3.00 + an additional \$2.25 per mile. Shared rides are \$5.00 plus \$2.25 per mile Ann Arbor City limits only. For reservations, please call 734-547-2222.

Reliable Cab located in the city of Ypsilanti delivers the services that includes standard fare rates and corporate rates, as well as special events and sporting events. Contact 734- 481-0141.

Yellow Cab -a subsidiary of SelectRide Inc.- provides cab service in the greater Ann Arbor area. The rate for taxi service is \$2.25 per mile.

Veterans Cab provides curb to curb service in Washtenaw County and the cities of Belleville and Canton. Eligible riders are the general public and the trip purpose can be anything except medical emergencies. The rate is \$2.50 boarding fee plus \$2.50 per mile. For reservations, please call 734-662-4477 or 734-485-7797.

RAIL

Amtrak has a station located at 325 Depot Street in the city of Ann Arbor that delivers services to major cities throughout the Midwest region. Station and service hours are Monday through Sunday from 6:30am to 11:59pm. Contact a service representative at 800-USA-RAIL 800-872-7245 or TDD/TTY 800-523-6590, 734-994-994-4906 or visit amtrak.com

APPENDIX D:

HUMAN SERVICE AGENCIES THAT PROVIDE TRANSPORTATION or TRANSPORTATION ASSISTANCE

American Cancer Society volunteer program provides door to door services for cancer patients living in Livingston, Monroe and Washtenaw counties to treatment at no charge. Rides must be scheduled one week in advance, clients must be ambulatory and children and or caregivers are able to ride as well.

Area Agency on Aging 1-B has two state and federally funded programs that provide funding for transportation to their clients. Care Management (people 60 and over) and Medicaid Waiver (people 18 and over in nursing homes) where clients are provided with primarily medical trips but in some cases trips for other purposes as well. Transportation is usually limited because clients are in Nursing home environments and don't get out for personal trips often.

Blueprint for Aging while doesn't provide transportation directly, has a pilot voucher program that provide fare subsidy for Washtenaw county senior citizen and senior citizens with disabilities for trips of any purpose. The Blueprint for Aging is studying approaches to addressing transportation issues for seniors at the systems level.

Friends in Deed provides free non emergency medical transportation for low income individuals who are in need. 48 hour advanced request needed for assistance. Service is based on volunteer availability. Customer must be ambulatory, not equipped with wheel chair lifts.

Car repair services are available for those who are employed ore require dialysis. Client must provide valid driver's license, proof of insurance and registration. Call the help line at 734-484-4375 for further eligibility.

Jewish Family Services provides door through door transportation to any older adult or person with disabilities to medical appointments as well as errands, shopping and social events in Ann Arbor or Ypsilanti for a fee of \$6.00 round trip. Passengers must complete an intake prior to scheduling rides. Sliding scale is available. Rides must be scheduled at least one week in advance.

Manchester Area Senior Center has one demand response bus at the senior center, all volunteer drivers that bring seniors citizens age 55 and over and senior citizens with disabilities to the center two days per week to coincide with their food service days from 8:00 and to 5:00pm. Manchester provides door to door non emergency medical services to hospitals within the Chelsea, Clinton and Saline areas for \$5.00 and in the Adrian, Ann Arbor, Jackson and Tecumseh areas for \$10.00.

Michigan Ability Partners provides van service for veterans who live in the Whitmore Lake group home.

Michigan Rehabilitative Services provides gasoline vouches until client receives their first paycheck. They also provide AATA Fare Deal bus passes. Car repairs are limited and determined on a case by case basis.

Milan Senior Center has a 1 year pilot program funded through Milan area foundation and Milan area council to pick up from home within city limits and bring to center for adults 50 years and older program it is a bus M-W-Th between 9:15am to 9:30am and returns home by 2:00pm, there is a suggested \$1.00 donation, but is not mandatory.

Neighborhood Senior Services has a volunteer door to door service, free of charge, to senior citizens 60 and over living in Washtenaw County to medical and other health related appointments.

Priorities for this service are given to senior citizens with low income and are frail. Appointments must be scheduled one week in advance and rides are available seven days per week from 8:30am to 5:00pm. Although there is no fee, a cost sharing contribution level is determined on an individual basis

New Hope Outreach Clinic has a voucher program with Blue Cab for clients 55 years and older for trips to their clinic. Clients must live within the cities of Ann Arbor or Ypsilanti to use this service.

Northfield Human Services provides specialized transportation services for residents in Northfield Township and the surrounding areas. The cost is two and four dollars each way. Northfield Human Services also provide the same specialized transportation services for The City of Milan residents only. The cost is two and four dollars each way.

Saline Area Social Services refers its clients to People's Express but covers the cost of the trips for medical and work related purposes.

SOS Crisis Center provides referral and transportation assistance during crisis or emergency situations.

Silver Club contracts with Brown Chapel Church located in Ypsilanti through a grant to provide standing order transportation for their clients (people 60 and over with memory loss) from their homes to the Turner Geriatric clinic. They have to be members of the Silver Club and live in Ypsilanti city or township in order to use this service.

St. Joseph Mercy Hospital Academic OB/GYN Maternal Support Services Program provides transportation to prenatal appointments for high risk pregnant women who either have Medicaid or are Medicaid eligible in Washtenaw County through mileage reimbursement, bus tokens, or vouchers for cab fare.

University of Michigan Health System (UMHS): Department of Social Work Guest Assistance Program assists with the coordination, emergency financial assistance, and referrals to community resources of non-medical emergency transportation trips and other needs of UMHS patients.

Ypsilanti City Senior Center provides vouchers to clients from Blueprint for Aging.

Ypsilanti Township Recreation Center provides vouchers to clients from Blueprint for Aging.

APPENDIX E:

MOBILITY MANAGEMENT

RideConnect is a coordination call center that provides individuals with information on available transportation options. This information is based on the individual's trip needs in Washtenaw County and selected areas in Jackson, Lenawee, Livingston, Monroe, Oakland and Wayne Counties. RideConnect also coordinates transit services among existing public, private, and non-profit transportation and human service transportation providers.

RideConnect operates Monday through Friday from 8:00 am to 6:00 pm in Ann Arbor and is closed on all government recognized holidays.

RideConnect's Transportation Coordinators provide the service/activities of:

- Trip Planning that identifies, refers, and schedules trips with transportation providers for individual transit dependent residents as they call the center.
- Assessments of customer's financial limitations to determine if they qualify for subsidized fares and mobility accommodations in order to identify the most appropriate transportation provider all on a case by case basis.
- Individual Travel Training Sessions teaching residents in small groups how to access and use public and demand responsive transportation services available in the county. Staff also assists the residents in developing trip plans to their most frequently traveled destinations.
- Trip Fare Assistance Program facilitates short term financial assistance to pay for public transportation trips for Washtenaw County residents 55 years and over who have low incomes and/or disabilities. Trip purposes include non-emergency medical appointments, grocery shopping, employment, education and other vital life line trips to other destinations. This program is funded by Blue Print for Aging.

This service is sponsored by Ann Arbor Transportation Authority, Peoples Express, and Western-Washtenaw Area Value Express (WAVE).