APPENDIX B
Service Inventory

ONHAND
Expanding Transportation Access Across Southeast Michigan

Service Inventory

December 2019

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1 INTRODUCTION

Public transit and human service transportation providers in Southeast Michigan are conducting a coordinated human service transportation plan known as "OnHand: Expanding Transportation Access Across Southeast Michigan." Led by the Regional Transit Authority of Southeast Michigan (RTA), this project will consider how well existing transportation services matches the needs of residents, especially older adults, people with disabilities, and people with low incomes, and where there may be opportunities to improve access to service. OnHand will also develop a regional strategy to improve coordination among providers, reduce inefficiencies and redundancies, and ultimately strengthen regional mobility. As a coordinated human service public transportation plan, OnHand also fulfills coordinated planning requirements laid out by the Federal Transit Administration (FTA) and ensures the region has access to available funds.

OnHand is focused on Southeast Michigan, which for the purposes of this effort, is defined as the 4-county area of Wayne, Oakland, Macomb, and Washtenaw counties. See Figure 1.

Figure 1   OnHand Study Area (Wayne, Oakland, Macomb, and Washtenaw Counties)
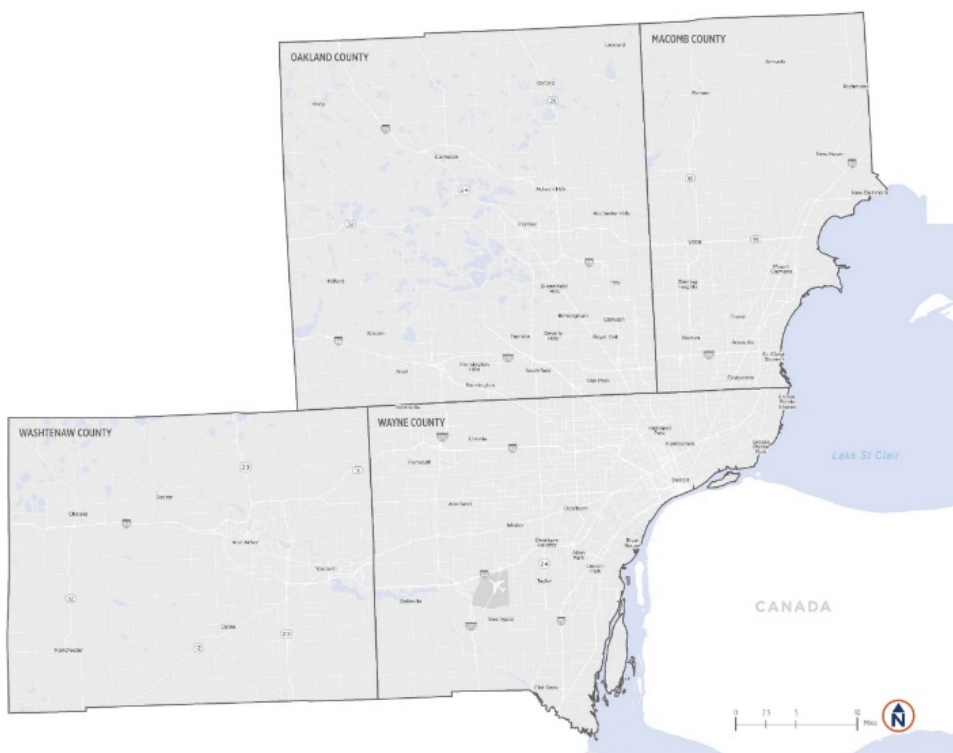
OVERVIEW

This technical memorandum, the second in a series, describes the transportation services available in Southeast Michigan. It includes transportation services funded with public resources, including FTA and other federal, state, and local funding sources, and describes how services fit together to serve travel needs across the region, particularly for older adults, people with disabilities, and people with low incomes.

Key Findings

The fixed route and complementary ADA paratransit services available in Southeast Michigan are concentrated round the region's urbanized areas. Southeast Michigan also has a robust community transportation network that consists of municipal, regional and nonprofit transportation providers that primarily operate demand response services. Indeed, almost the entire geographic of Macomb, Oakland and Wayne counties are covered by some sort of community transportation service.

Geographic Coverage

Most communities in Southeast Michigan have access to commute transportation services, with SMART responsible for much of this network. In the 3-county SMART region, 76 communities (including all of Macomb County) have access to demand response transportation through SMART's Connector Service. In addition, through its Community Partnership Program (CPP), SMART provides its "opt-in" communities vehicles, maintenance, and/or operating funding to nearly 50 local transportation services in municipalities. Further, communities (both opt-in and "opt-out" communities) collaborate with both SMART and each other to serve multiple jurisdictions.

Washtenaw County has less robust geographic coverage, but Ann Arbor, Chelsea, Ypsilanti offer demand response services outside the fixed route and ADA service areas.

Time of Day Coverage

In Southeast Michigan, most community transportation service providers operate service on weekdays during traditional business hours (i.e. 8:00 AM to 5:00 PM), leaving gaps on weekday evenings and weekend days. SMART, DDOT and theRide pick up some of the gaps on weekday evenings and weekend days because their service networks, while infrequent, are available for long hours. Between 70% and 78% of the fixed route and ADA service networks are available after 7:30 Pm and between 63% (SMART) and 84% (DDOT) of the networks are available on Saturdays. Thus, while there are some gaps in service, much of the region continues to have access to public transit service outside of traditional business hours.

Technology and Information

The myride2 database, a one-click, one-call trip referral resource, remains an important trip planning resource and clearinghouse for older adults. The database serves as a key foundation for the provider inventory used for this technical memorandum.
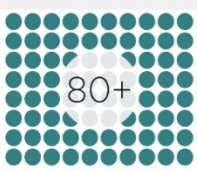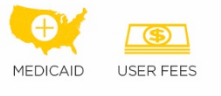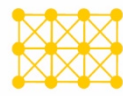
The forthcoming rollout of a mobile application to reserve paratransit trips, track booked trips, and cancel rides will be an important resource to improve the customer experience. Successful implementation and adoption of this tool will also improve coordination among paratransit providers and may contribute to reductions in late cancellations and traveler no shows.

2 REGIONAL PUBLIC TRANSPORTATION RESOURCES

INTRODUCTION

The RTA region includes a range of public and private transportation services. This includes providers of fixed route transit and complementary paratransit, community-based demand response transportation, supportive transportation services that non-profit agencies provide, and private for-hire transportation services (see Figure 2).

Figure 2   Fixed Route and Demand Response Transportation Providers in Southeast Michigan

Chapters 3–5 discuss each of these provider types, their customers, and the services they provide.

FUNDING

Public transportation funding in Southeast Michigan relies on FTA and other federal, state, regional and local resources. In Southeast Michigan, the large providers are eligible for greatest number of funding sources to support operations, maintenance, and capital projects such as vehicles and facilities. Smaller providers have fewer federal funding sources, but can access other pools of funding through state, regional and local programs. The most important FTA funding stream for smaller providers is the Enhanced Mobility of Seniors & Individuals with Disabilities program, known as Section 5310. This program can support mobility management, operations, and capital purchases. The State of Michigan provides multiple programs to support transportation providers including local match support for FTA grant programs, support for local bus services, and a municipal credit program to support community-based transportation. These are essential resources that support many programs described in this inventory. A detailed discussion of funding will be covered in a forthcoming separate technical memorandum.

3 FIXED ROUTE TRANSIT AND ADA COMPLEMENTARY PARATRANSIT

INTRODUCTION

SMART, DDOT, and TheRide are the three largest fixed route transit providers serving the RTA region. Each provides complementary paratransit as required by the Americans with Disabilities Act (ADA). See Figure 3 for a distribution of trips provided via fixed route, ADA, and other services. The Detroit People Mover and the QLine Streetcar also provide services within the City of Detroit but coordinate with DDOT for ADA services. See Figure 4 for a map of the region's fixed route and complementary paratransit service area.

Fixed Route Public Transit and Complementary ADA Paratransit

Figure 3   Annual Trips per Agency

Agency	Fixed Route	ADA Trips	Other Trips	Total Trips
SMART	8,172,636	108,959	203,721	8,415,636
DDOT	23,495,019	332,151	0	23,827,170
TheRide	6,735,207	166,583	30,611	6,932,401

Sources:
SMART: Calendar Year 2018 data for ADA and other trips. 2018 NTD data for fixed route; Other trips includes Connector Service, Shuttle and Dial-a-Ride trips
DDOT: NTD 20187 Agency Profile
TheRide: NTD 2018 Agency Profile

Figure 4   OnHand Region: Fixed Route Transit Service Network Coverage

Transit Coverage
Fixed Route Transit and Complementary
Paratransit Service Area (0.75 miles buffer)

Transit Providers
- Detroit People Mover
- QLINE Detroit
- DDOT Bus System
- SMART Bus System
- TheRide
- W.A.V.E Routes
- New Ride Service (Available early 2020)
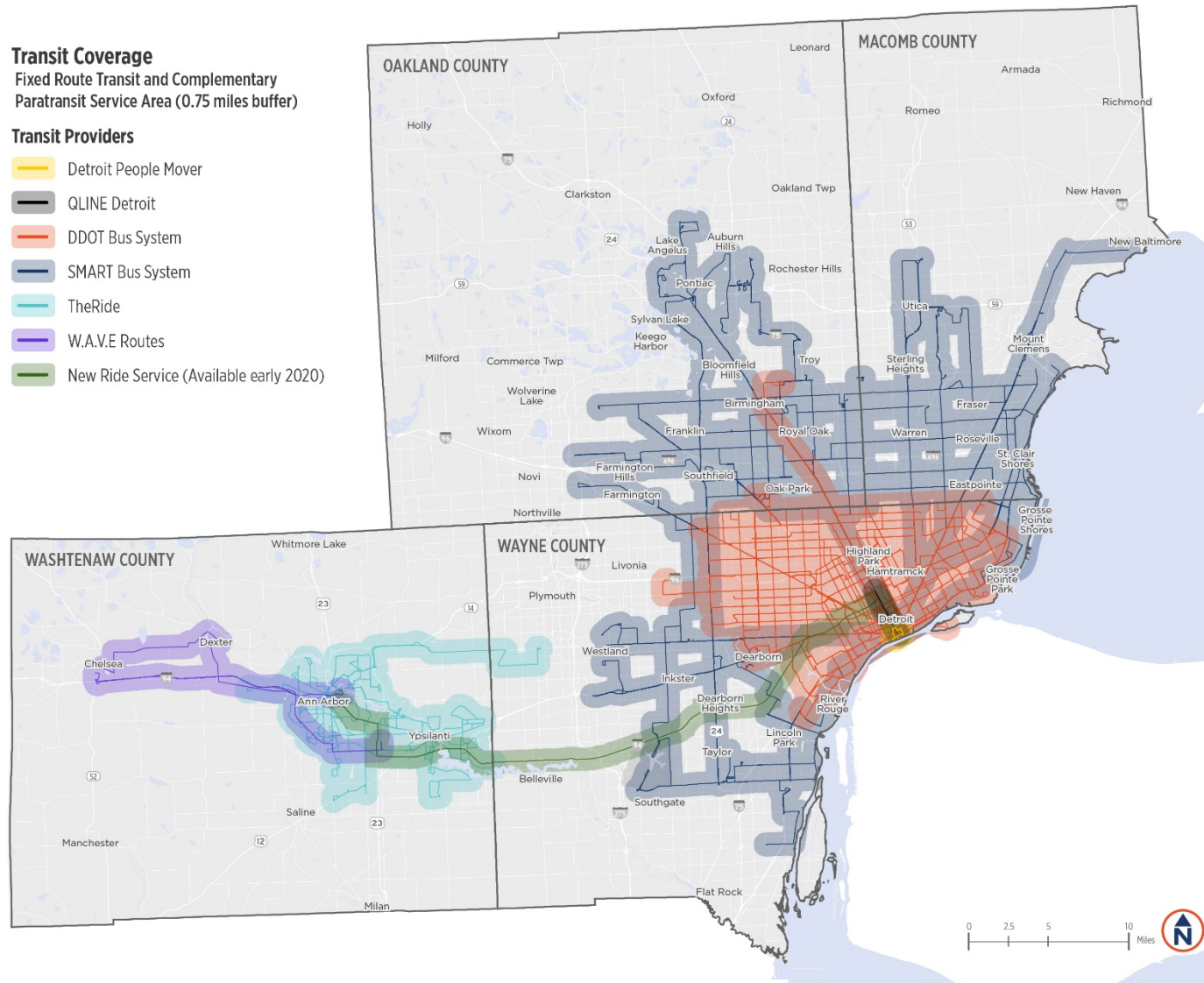
SUBURBAN MOBILITY AUTHORITY FOR REGIONAL TRANSPORTATION (SMART)

SMART provides bus transportation services in Wayne, Oakland, and Macomb counties. SMART's service area encompasses 1,074 square miles with a population of approximately 3.5 million people.[1] SMART operates fixed route service and complementary paratransit (discussed in this section), Dial-a-Ride services and Connector service (see Chapter 4). Funding for SMART's services come from FTA, state, and local sources, including voter-approved property taxes. Individual communities in Oakland and Wayne counties may vote to opt in or out of the SMART services. Macomb County's communities vote to opt in or out as a county. Chapter 4 includes a full discussion of opt-in and out-out communities and the services they provide.

SMART Fixed Route

SMART operates fixed route bus service along 48 routes[2] serving major corridors, crosstown routes, limited stop routes, and express routes branded as Frequent Affordable Safe Transit (FAST). Service is typically offered 7 days a week, approximately 23 hours per day. SMART's service area overlaps with DDOT's fixed route service for select routes that service Detroit (See Figure 5).

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[1] SMART 2018 Annual Agency Profile. Available at: https://www.transit.dot.gov/sites/fta.dot.gov/files/transit_agency_profile_doc/2018/50031.pdf

[2] https://www.smartbus.org/How-to-Ride/How-to-Find-Your-Route

Figure 5   SMART System Map
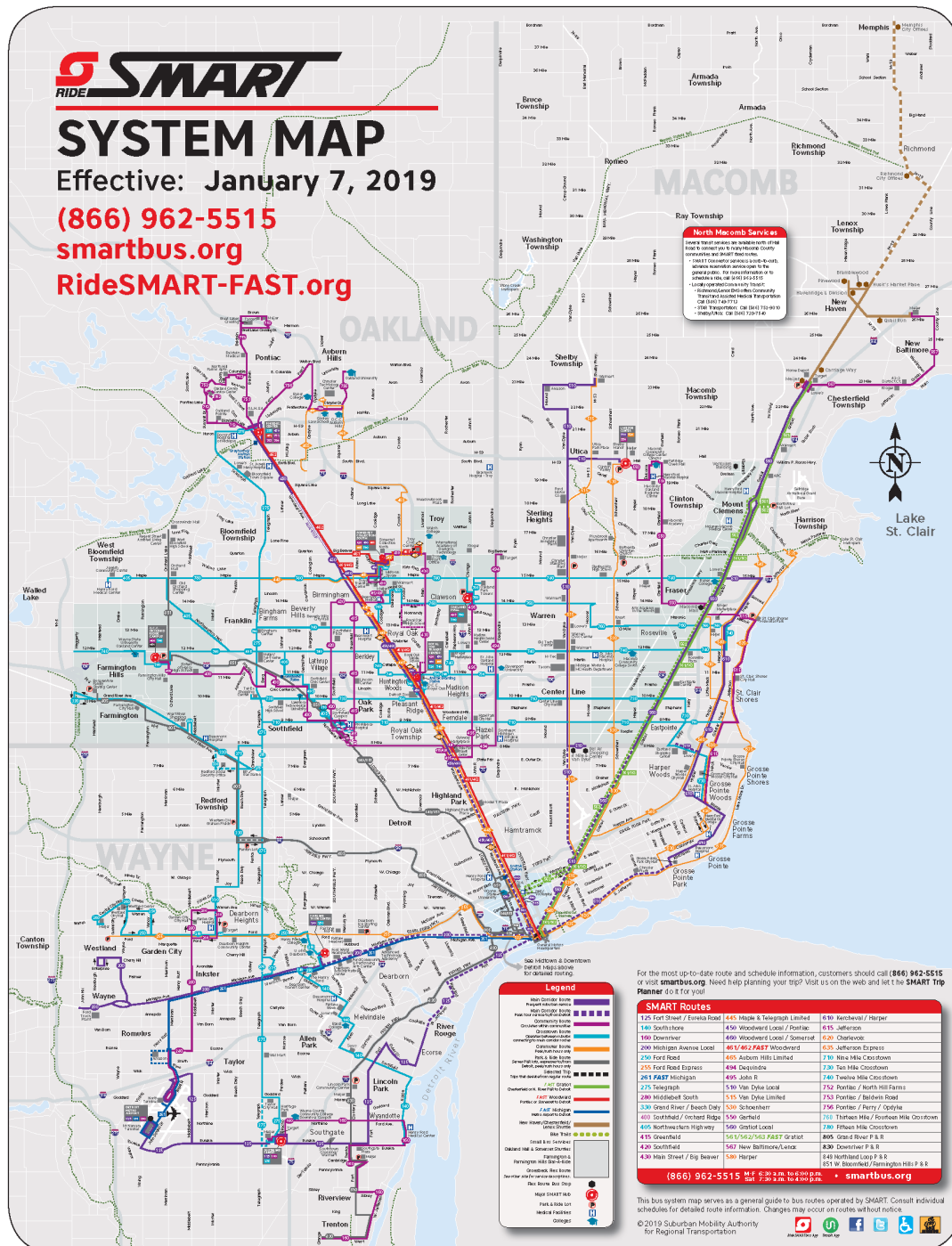
SMART Paratransit Service

SMART's directly operated complementary paratransit service is a safety net to eligible individuals whose disabilities prevent them from using or accessing fixed route service. As a complementary service required under ADA, SMART covers travel within ¾ mile of its fixed route service during the same hours and days as fixed route. Eligible riders must book trips at least the prior day. See SMART's Connector Service below.

Coordination with DDOT

Because SMART's service area overlaps with DDOT's service area, SMART's policy is to evaluate the comparable fixed route trip to determine which service a fixed route rider would use to complete the trip. When a fixed route rider would use fewer buses to complete a trip on DDOT, SMART directs callers to reserve a MetroLift trip. When the fixed route trip is more convenient on SMART buses, SMART will schedule the trip directly. When the fixed route trip requires a transfer between SMART and DDOT, SMART contacts MetroLift to arrange a similar transfer between the two ADA services. At present, approximately 20–30 such transfers take place each day. Booking transfer trips is time consuming for call takers, schedulers, and customers and is an important reason for developing the mobile trip booking app (see text box).

Mobile Trip Booking

In 2019, the RTA received a Michigan Mobility Challenge grant from Michigan DOT to develop a mobile booking application for ADA paratransit trips. The project's goal is to streamline the trip booking, confirmation, and cancellation process. RTA has engaged a software vendor for this project.

The trip booking application will enable riders to request trips that the providers can then schedule and confirm. The app will provide booked ride information and permit riders to cancel booked trips with the aim of reducing no-shows. For those who are traveling regularly or whose trips require a transfer between DDOT's MetroLift and SMART Paratransit, the app will enable trip schedulers to identify a solution for the customer more efficiently. This will shorten telephone wait times which often can last up to 45 minutes.

DETROIT DEPARTMENT OF TRANSPORTATION (DDOT)

DDOT is the largest public transit agency in Michigan and primarily serves the City of Detroit within Wayne County. DDOT also serves the nearby cities of Dearborn, Hamtramck, Highland Park, Harper Woods, Livonia, Redford Township, River Rouge, and Southfield.

DDOT Fixed Route

DDOT has 43 fixed bus routes, including twelve 24-hour routes and six express routes that connect residential areas with major job centers in Downtown and Midtown.[3] See Figure 6.

Figure 6   DDOT System Map
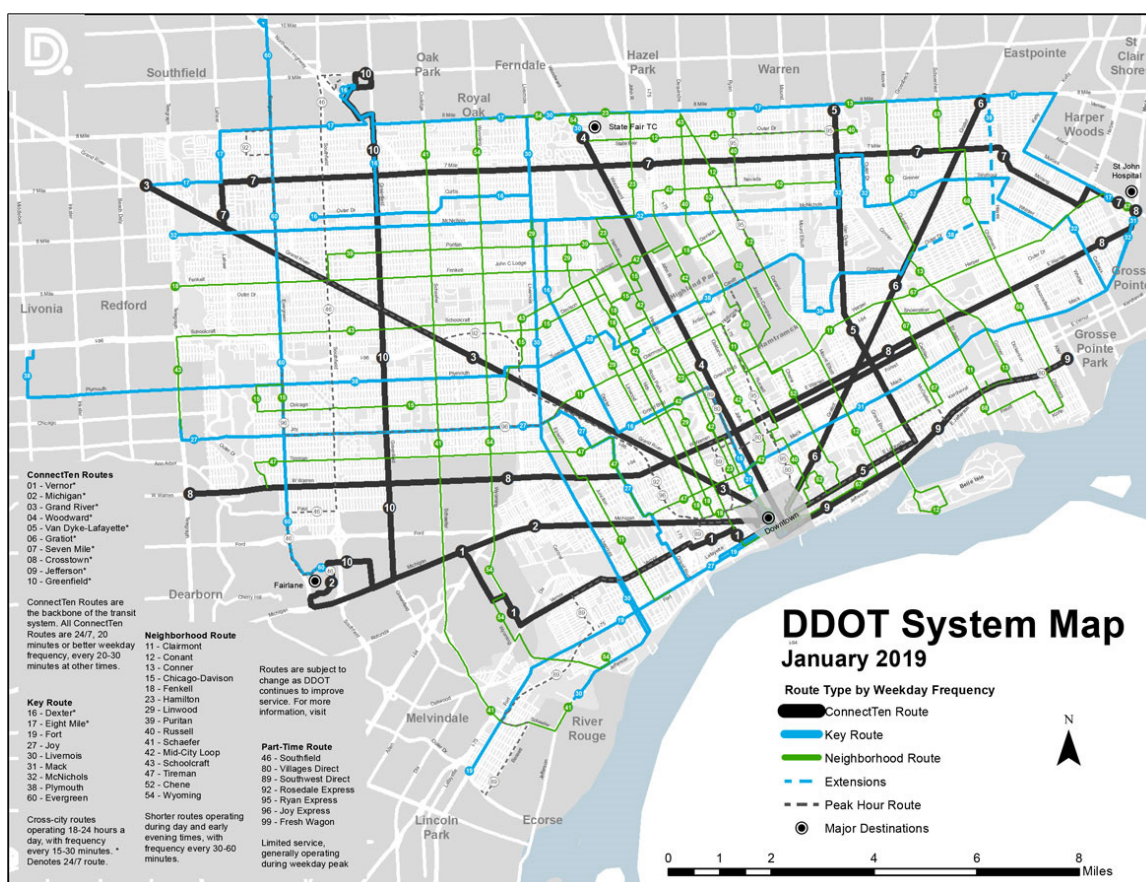
DDOT's MetroLift Paratransit Service

MetroLift, DDOT's complementary paratransit service, provides origin-to-destination transportation within ¾ mile of each fixed route during the same service hours and days,

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[3] https://detroitmi.gov/departments/detroit-department-transportation/bus-schedules

as required by ADA. DDOT contracts with Transdev to operate the call center, scheduling, dispatch, and customer complaints. MetroLift uses up to nine subcontractors to provide vehicles (up to 80 per day) and deliver 1,500-1,800 MetroLift rides per day. Before the current contract arrangement, service levels were far lower. It is possible that customers had stopped using the service due to capacity constraints.

Coordination with SMART

See SMART Paratransit discussion above.

THERIDE (ANN ARBOR AREA TRANSPORTATION AUTHORITY)

TheRide is the Ann Arbor area transit provider serving the City of Ann Arbor, the City of Ypsilanti, and Ypsilanti Township. TheRide operates express commuter transit service to the communities of Canton and Chelsea and contracts for service to Detroit Metro Airport (AirRide) through a partnership with the Michigan Flyer. In early 2020, TheRide will begin to operate express bus service between Ann Arbor and Detroit. TheRide also provides a suite of additional transportation services for specialized populations and trip types.[4] See Chapter 4.

TheRide Bus

TheRide directly operates 34 fixed bus routes[5] in Ann Arbor, Ypsilanti, Pittsfield Township, Superior Township, and Ypsilanti Township. See Figure 7. Days of operation and service hours vary by route. The fixed route system includes 1,500 stops throughout the region. The service area includes downtown Ann Arbor and the University of Michigan campus in the east and Downtown Ypsilanti and the Eastern Michigan University campus in the west.

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[4] 2045 Regional Master Transit Plan Update, 2019 http://www.rtamichigan.org/wp-content/uploads/8-2020.Mobility.Vision.Presentation.7.18.19.pdf

[5] https://www.theride.org/Schedules-Maps-and-Tools/Route-Maps-and-Schedules

Figure 7   TheRide System Map
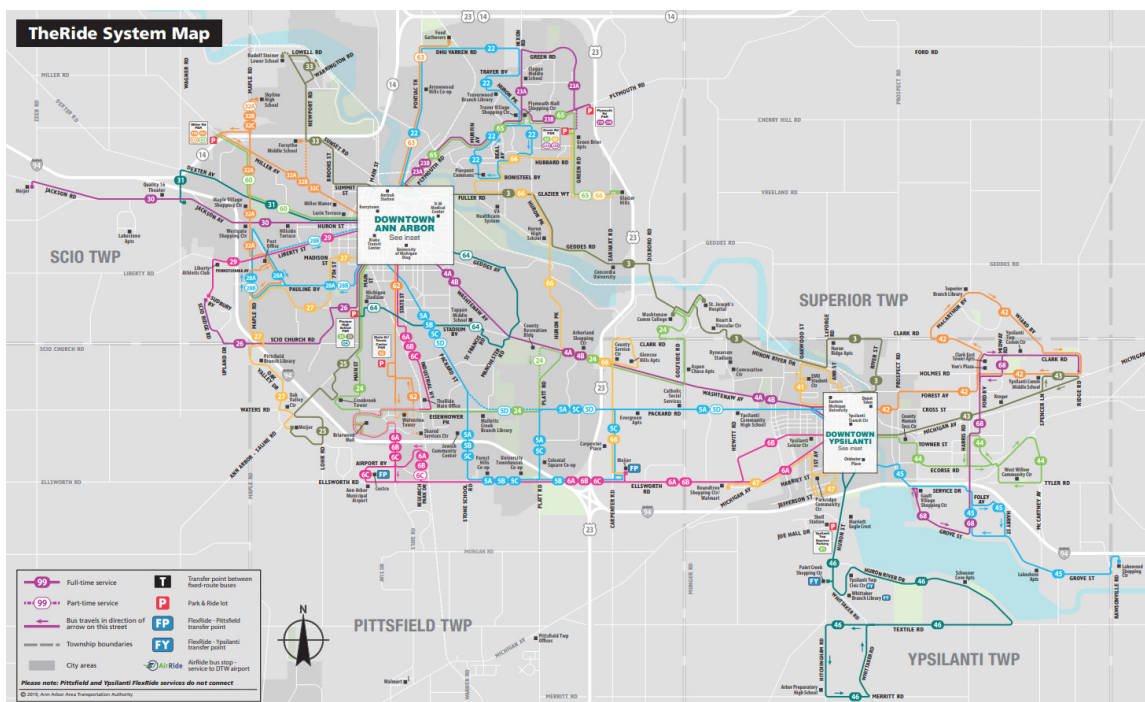
A-Ride Paratransit Service

TheRide directly operates A-Ride complementary paratransit service as a safety net to eligible individuals whose disabilities prevent them from using or accessing TheRide fixed route services. As a complementary service required under ADA, A-Ride serves travel within ¾ mile of its fixed routes during the same hours and days of service. Eligible riders must book trips at least the prior day.

OTHER FIXED-ROUTE TRANSIT

Detroit People Mover

The Detroit People Mover (DPM) is a fixed route, elevated single-track rail system that circles Detroit's central business district in a 3-mile loop with 3 to 5-minute headways.[6] Detroit Transportation Corporation has operated DPM since its launch in 1987. See Figure 8.

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[6] https://www.thepeoplemover.com/about-us

Figure 8   Detroit People Mover Stations
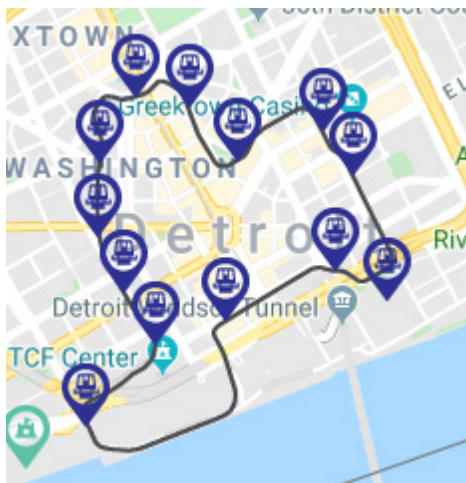
QLINE Streetcar

Opened in 2017, the QLINE is a 3.3-mile streetcar line serving 12 stations on Woodward Avenue running between downtown Detroit through Midtown, New Center and the North End. M-1 Rail owns and operates the QLINE.[7] See Figure 9.

Figure 9   QLINE Streetcar Route
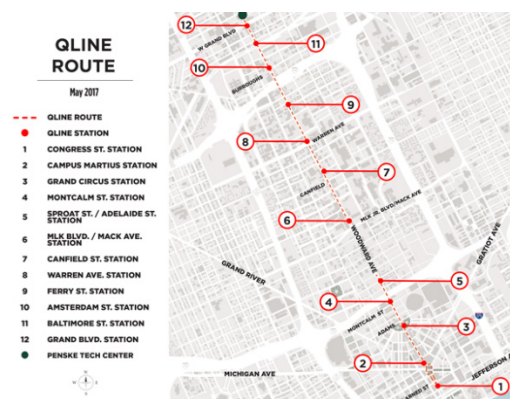
Both the Detroit People Mover and QLINE streetcar services are located within Detroit MetroLift's ADA service area and are therefore not required to directly provide complementary paratransit service.

Western Washtenaw Value Express (WAVE Bus)

WAVE is a non-profit service organization that provides a combination of fixed route and demand response transportation services in western Washtenaw County. These services include an express route linking Chelsea with Dexter and Ann Arbor and an express route

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[7] https://qlinedetroit.com/about/

along the Jackson Road corridor. Both services operate route deviations to accommodate passengers with disabilities who cannot travel to the designated stops.

FIXED ROUTE AND ADA TRANSIT SERVICE PEAK SERVICE AVAILABILITY AND SERVICE VARIATIONS

Fixed route transit service tends to operate their highest service levels on weekdays and during peak commuting times. Service levels fluctuate in response to overall demand (i.e. when fewer people are traveling, less service is available). For people who rely on ADA paratransit service, lower service levels can impact their ability to travel, especially in the evenings and on weekend days. As part of the OnHand service team, the project team reviewed changes in the temporal availability of service looking at both networks available after 7 pm on weekdays and on weekend days (see Figure 10).

In Southeast Michigan, the largest public transit services operate service networks that, despite several commuter-oriented routes, is largely oriented around a coverage based model. This means there are few high frequency routes and more coverage oriented services, which offer a lower level of service to a larger geographic area. It also means that while transit services decline somewhat, the network is largely intact on weekday evenings and weekend days. As a result, the ADA complementary paratransit network is available for longer periods of time.

Figure 10   Non-Rail Fixed Route and Complementary Paratransit Service Variations

Number of	SMART	D.	TheRide	THE WAVE
Fixed routes	35	43	34	2
Routes with frequency of 15 minutes or less	2	6	4	0
Local routes	28	40	30	1
Routes operating after 7:30 PM	25	33	26	0
Routes operating on Saturday	22	36	24	2

ADA Service Area for	SMART	D.	TheRide	THE WAVE
All local routes	564 sq. mi	220 sq. mi	134 sq. mi	Route deviation
Routes operating after 7:30 PM	504 sq. mi	217 sq. mi	87 sq. mi	No service
Routes operating on Saturday	485 sq. mi	219 sq. mi	86 sq. mi	Route deviation

Weekday Evening Coverage

Looking at changes in coverage by time of day, our team analyzed availability on weekday evenings (Figure 11 compares weekday service availability with service on weekday evenings (defined as services available after 7:30 p.m.)). This analysis shows – with a few exceptions - the weekday evening fixed route and ADA paratransit service network service remains intact. The handful of exceptions are largely reduced SMART service north of 15 Mile and in western Washtenaw County.

Areas with high transit needs that lose service on weekday evenings include Allen Park, Belleville, Clinton Township, Livonia, Rochester Hills, and Sterling Heights, among other communities (see Figure 12).

Saturday Coverage

Consistent with weekday evening coverage, the fixed route transit network is generally unchanged on Saturdays albeit with less frequent service. As a result, ADA complementary paratransit services are largely available to people with disabilities ensuring a level of access to employment and services on Saturdays. Suburban communities that lose service on Saturdays include Belleville, Clinton Township, Livonia, Melvindale, Pontiac, and Westland, among other communities (see Figure 13).

Figure 11   Peak Service Network and Evening Service Network
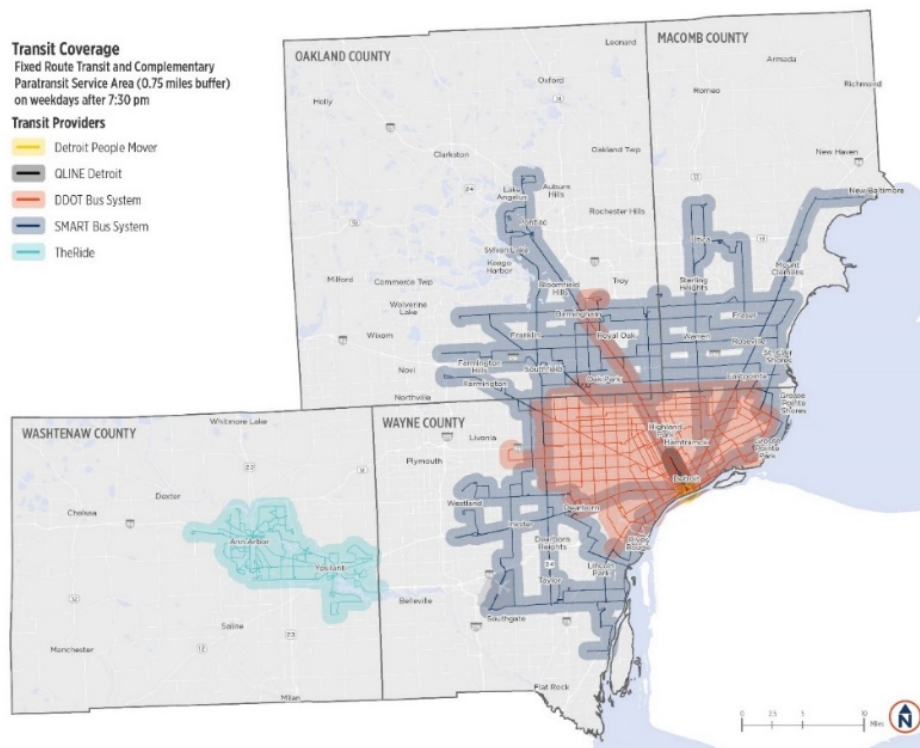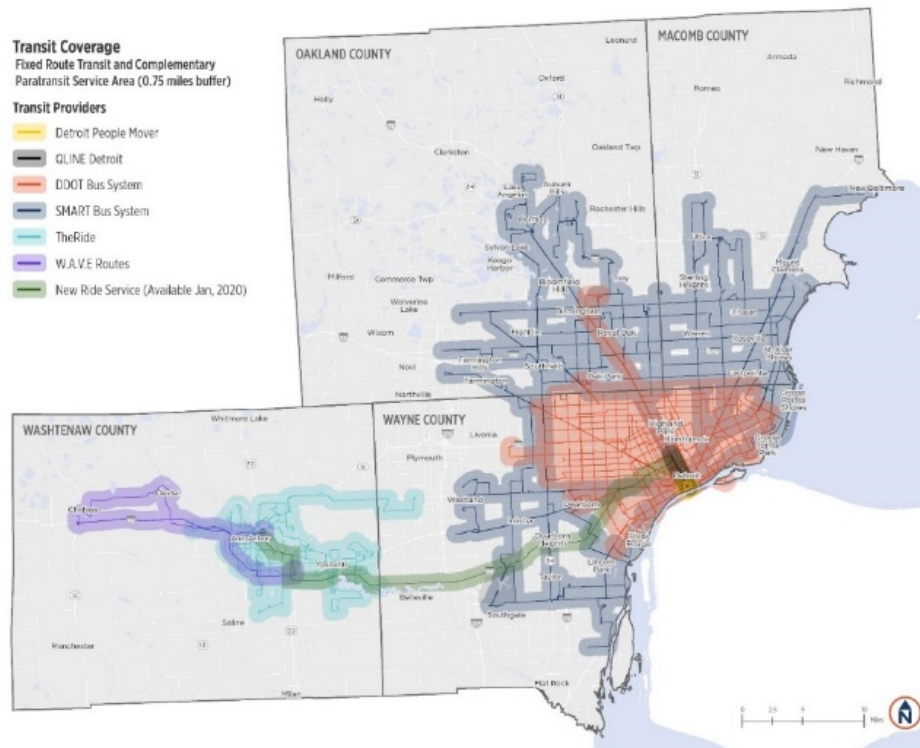
Figure 12   Weekday and Evening Service Needs vs. Service Availability
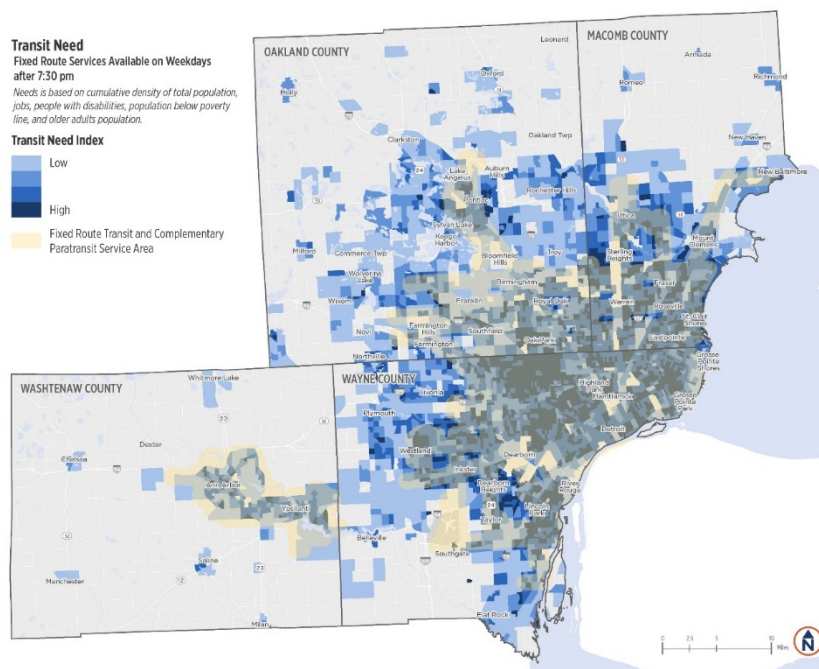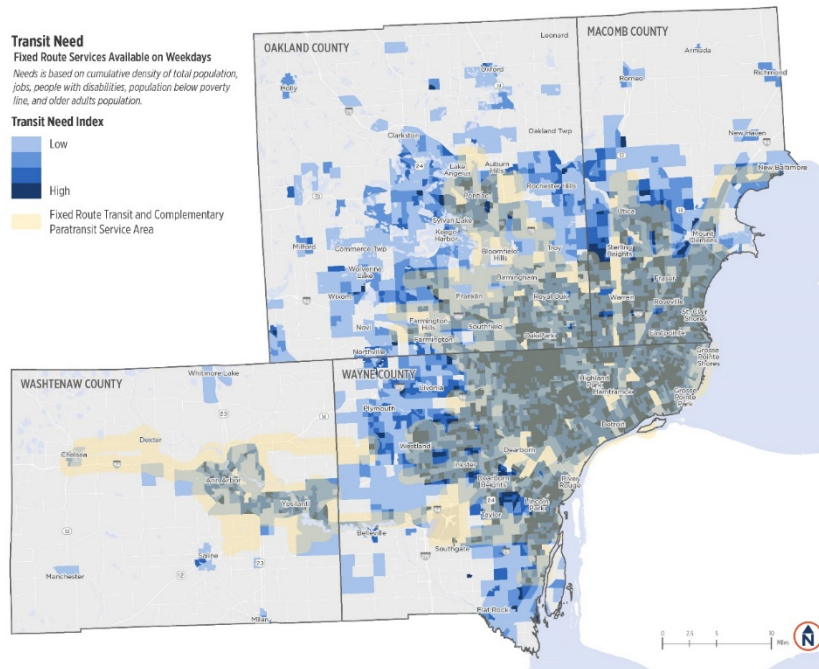
Figure 13 Peak Service Network and Saturday Service Network
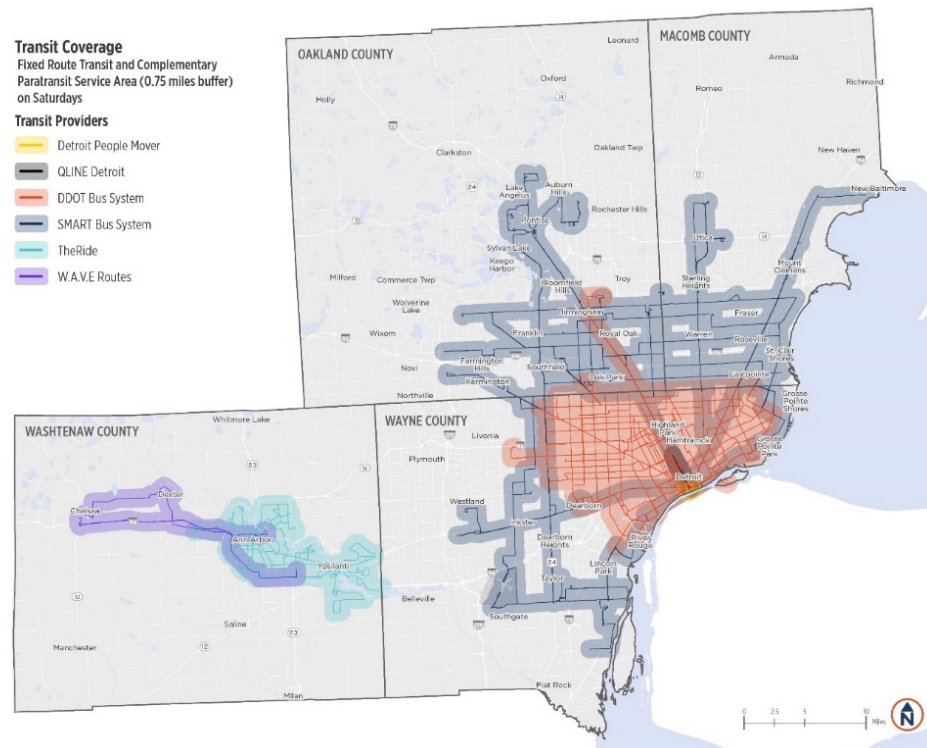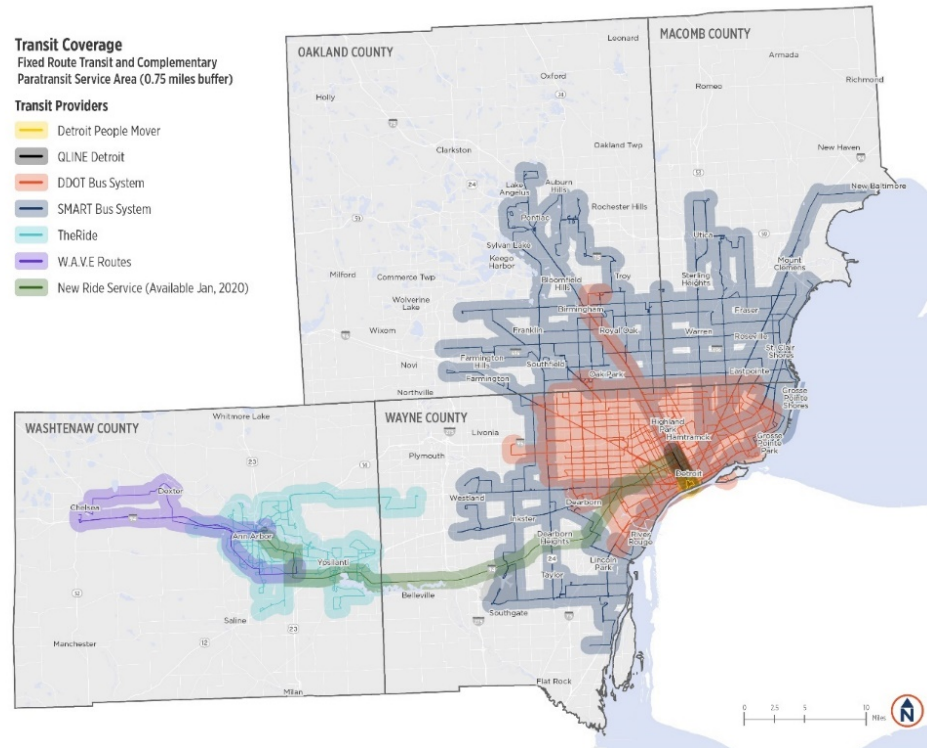
4 DEMAND RESPONSE TRANSPORTATION SERVICES

INTRODUCTION

Southeast Michigan has a variety of demand response public transportation service offerings that extend beyond the public fixed route and complementary paratransit services (see Chapter 3). Funded with FTA, state, and local funds, these locally coordinated transportation services typically are not scheduled services with formal stops. Instead, they have designated hours of operation, require customers to call ahead, and may have eligibility requirements. Because they operate in respond to demand (i.e. requests for service), they deliver riders to destinations within their service areas, sometimes to the nearest curb, building entrance, or even within the building itself (i.e., door-through-door service). Demand response services offer a high level of service that can be curb-to-curb or door-to-door. However, if rides are not grouped or scheduled to serve several riders at the same time, the cost per trip can be high, sometimes two to three times the price of a trip on scheduled, fixed route services. Demand response services vary in price from no fee to a modest fee that may be slightly higher than fixed route fares.

Nearly all parts of Southeast Michigan have access to some public transportation service. The OnHand team mapped communities where residents have access to demand response service (see Figure 14). This analysis shows all of Wayne, Oakland and Macomb counties are covered, while some parts of Washtenaw County are not served.

Although demand response services are often provided locally, they are generally dependent upon funding and/or resources from the region's major service providers (SMART, DDOT, and TheRide).

Figure 14   Communities with Weekday Public Demand Response Transportation Services (Non-ADA)

SMART SERVICE AREA DEMAND RESPONSE TRANSPORTATION

SMART receives FTA, state, and local funding to operate its portfolio of public transportation services. Local funding is raised through a property tax millage approved by voters every four years. Individual communities in Oakland and Wayne counties may vote to opt in or out of the SMART services. Macomb County's communities vote to opt in or out as a county. Communities that opt into SMART service may receive fixed route bus and complementary paratransit, Connector service, or Dial-a-Ride service, provided by SMART. Alternatively, they may opt to receive community credits that can be used to operate local service. Some communities choose to operate local demand response service independently. These include services such as senior shuttles. Other communities collaborate with adjacent communities and share funding to operate regional services that cover a larger geography. The State of Michigan also provides municipal public transportation credit funding, which enables a community to use these funds to operate demand response services.

Demand Response Service in SMART Communities

SMART's service area technically includes all of Macomb, Oakland, and Wayne counties, although as mentioned communities in Oakland and Wayne counties have the option to participate in SMART's service network. As mentioned, with a handful of exceptions, most residents in the three-county region have access to some sort of demand response service (see Figure 15).

Opt-in Communities

At present, 76 communities participate in the SMART regional program (see Figure 16). The table also indicates whether these communities provide demand response services independently, in collaboration with others, or in a few instances operate more than one service (independently and in collaboration with others). Through its Community Partnership Program (CPP) SMART provides opt-in communities with vehicles, vehicle maintenance services, and/or operating funding. This program has been available since 1996 and provides resources to nearly 50 local transportation services in the 76 municipalities throughout the tri-county area. These services are a financial and technical support benefit available only to opt-in communities who determine their service design and eligibility requirements on an individual basis.

Most municipalities provide limited-eligibility transportation services for all people with disabilities and those above a certain age (this ranges between 50 and 62), while others provide general public dial-a-ride services. Some programs limit travel to within the home municipality, while others travel to nearby key destinations (hospitals, shopping centers, etc.). As shown above in Figure 14, some communities provide demand response services independently, in collaboration with others, or in a few instances operate more than one service (independently and in collaboration with others). Figure 17 summarizes the types of services available

Figure 15   Municipally Sponsored Demand Response Services – Oakland, Macomb, and Wayne Counties
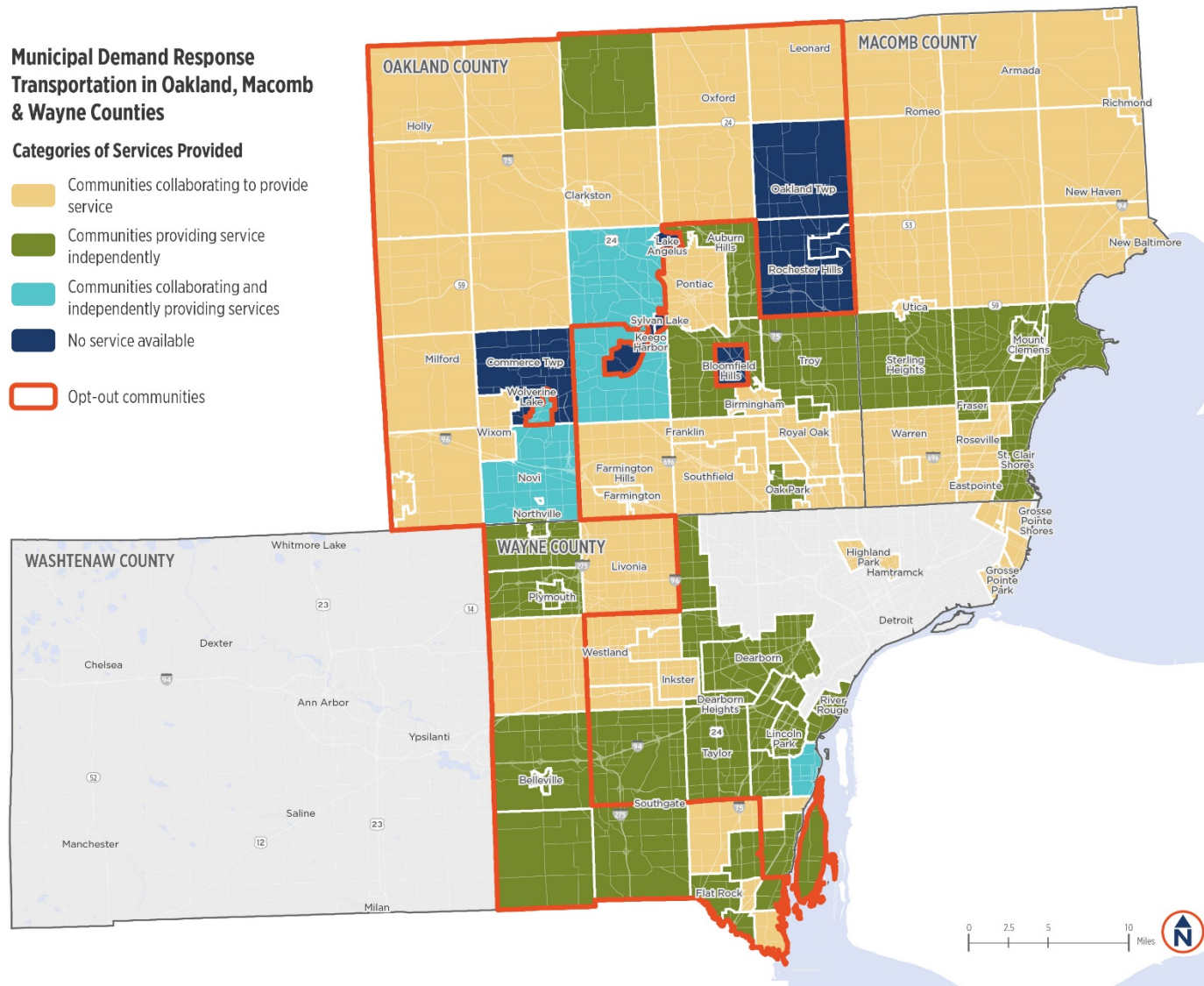
Figure 16 SMART Opt-in Communities by County

Macomb	Oakland	Wayne
Armada Township[1]	Auburn Hills[2]	Allen Park[2]
Armada Village[1]	Berkley[2]	Dearborn[2]
Bruce[1]	Beverly Hills[2]	Dearborn Heights[2]
Center Line[1]	Bingham Farms[1]	Ecorse[2]
Chesterfield Township[1]	Birmingham[1]	Garden City[1]
Clinton Township[2]	Bloomfield Township[2]	Grosse Pointe[1]
Eastpointe[1]	Clawson[2]	Grosse Pointe Park[1]
Fraser[2]	Farmington[1]	Grosse Pointe Shores[1]
Harrison Township[2]	Farmington Hills[1]	Grosse Pointe Woods[1]
Lenox[1]	Ferndale[2]	Grosse Pointe Farms[1]
Macomb Township[1]	Franklin[2]	Hamtramck[1]
Memphis[1]	Hazel Park[2]	Harper Woods[1]
Mt. Clemens[2]	Huntington Woods[2]	Highland Park[1]
New Baltimore[1]	Lathrup Village[1]	Inkster[1]
New Haven[1]	Madison Heights[2]	Lincoln Park[2]
Ray Township,[1]	Oak Park[2]	Melvindale[2]
Richmond[1]	Pleasant Ridge[1]	Redford Township[2]
Richmond Township[1]	Pontiac[1] (SMART)	River Rouge[2]
Romeo[1]	Royal Oak[1]	Riverview[1]
Roseville[1]	Royal Oak Township[2]	Romulus[2]
Shelby Township[2]	Southfield[1]	Southgate[2]
St. Clair Shores[2]	Troy[2]	Taylor[2]
Sterling Heights[2]	Walled Lake[3]	Trenton[2]
Utica[4]	West Bloomfield[3]	Wayne[1]
Warren[1]		Westland[1]
Washington Township[1]		Wyandotte[3]

1 Part of a collaboration
2 Operate independently
3 Collaborate and operate independently (more than one service)

Figure 17 Demand Response Services in Opt-in Communities

Program	Municipalities
Collaborate with another community	44
Operate service directly	29
Operate directly and collaborate with another community	3
Receive Connector service	76

Opt-out Communities

In Wayne and Oakland counties, 52 communities have voted to opt out of SMART Connector service. Of these, all but 12 communities offer some form of demand response services either through a collaboration, directly, or a combination of both (see Figure 18 and Figure 19). These communities may receive financial or other support from FTA, state, or local funding sources for these services, but do not receive regional funding from SMART. In some cases, however, communities use their own resources to lease SMART vehicles that they may maintain directly, through a vendor, or through SMART through a separate financial arrangement.

Figure 18   Opt-out Communities in Oakland and Wayne Counties

Oakland	Oakland (continued)	Wayne
Addison Township[1]	Novi[3]	Belleville[2]
Bloomfield Hills[4]	Novi Township[3]	Brownstown Township[1]
Brandon Township[2]	Oakland Township[4]	Canton Township[1]
Clarkston[1]	Orchard Lake Village[4]	Flat Rock[2]
Commerce Township[4]	Orion Township[1]	Gibraltar[2]
Fenton[4]	Ortonville[4]	Grosse Ile Township[2]
Groveland Township[1]	Oxford[1]	Huron Township[2]
Highland Township[1]	Oxford Township[1]	Livonia[3]
Holly[1]	Rochester[4]	Northville Township[2]
Holly Township[1]	Rochester Hills[4]	Plymouth[2]
Independence Township[1]	Rose Township[1]	Plymouth Township[2]
Keego Harbor[4]	South Lyon[1]	Rockwood[2]
Lake Angelus[4]	Springfield Township[1]	Sumpter Township[2]
Lake Orion[1]	Sylvan Lake[4]	Van Buren Township[2]
Leonard[1]	Waterford Township[3]	Woodhaven[2]
Lyon Township[1]	White Lake Township[1]	
Milford[1]	Wixom[1]	
Milford Township[1]	Wolverine Lake[4]	
Northville[2] (also in Wayne County)		

1 Part of a collaboration
2 Operate independently
3 Collaborate and operate independently (more than one service)
4 No service

Figure 19   Demand Response Services in Opt-out Communities

Program	Municipalities
Collaborate with another community	23
Operate service directly	14
Operate directly and collaborate with another community	3

Municipal Demand Response Collaborations

Of the 128 communities that comprise the SMART service area, 12 communities have no service. Of the remaining 116 communities, 43 operate local service independently and without collaborating with another community. The remaining 73 communities participate in some form of collaboration and may or may not also operate a separate independently operated service. Some of these collaborations include several communities, a hallmark of effective demand response coordination. The largest collaborations are shown in Figure 20. Appendix Table 1 lists the local service providers in the SMART service area.

Figure 20   Municipal Demand Response Collaborations

Municipal Demand Response Transportation Collaborations

List of Collaborated Services
- Nankin Transit Commission
- Farmington Hills Senior Transportation
- STAR Transportation
- Trinity Transportation / Downriver Cab
- People's Express
- Point Area Assisted Transportation
- North Oakland Transportation Authority
- West Oakland Transportation Authority
- Other Collaborations
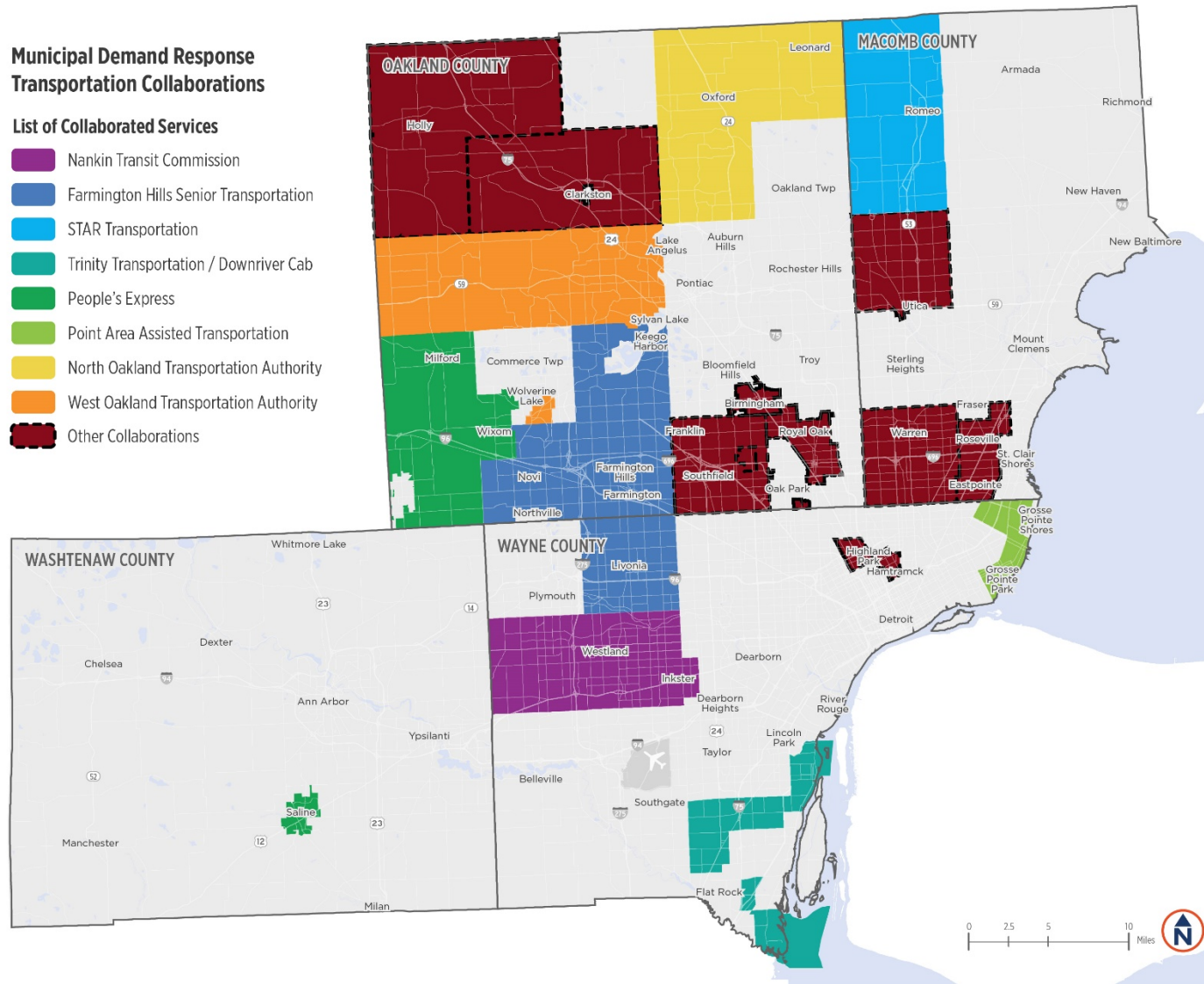
SMART Connector Service

As part of its portfolio of services, SMART operates Connector Service, an advance reservation, curb-to-curb service tailored to older adults (65+) and people with disabilities. The adult fare to use the Connector Service is $4.00 for a one-way trip; older adults and persons with a disability pay a reduced fare of $1.00 per one-way trip. Travel is permissible anywhere within a 10-mile radius of a designated service area. Per SMART's website,

> SMART provides curb-to-curb trips to medical destinations of less than 10 miles, to any suburb in Wayne, Oakland or Macomb County, that pays taxes for the SMART bus system. This does not include opt-out communities such as: Rochester, Novi, Canton, Brownstown, or the City of Detroit. You may obtain a transfer from a Connector to a fixed route bus or from fixed route to Connector bus. If you live outside the SMART service area and can secure a ride to a pick-up address in the service area, SMART will pick you up from there. The same holds true at the destination end of the trip.[8]

Other riders aged 6-64 without a disability must request their ride from a location more than 1/3 mile from a SMART fixed route and pay full fare ($4.00).

SMART Connector serves areas outside of the fixe route and ADA complementary paratransit service area. For riders who are ADA paratransit eligible, the Connector's broader coverage and lower fares lead to a significant number of ADA riders using the service.

SMART Community Ombudspersons

SMART has three staff persons that serve as ombudspersons dedicated to managing relationships with communities within the SMART service area. Each ombudsperson is responsible for the administration of CPPs in their respective county (Oakland, Macomb, Wayne/Monroe), including collecting weekly and quarterly reports, and identifying opportunities for the exchange of ideas and coordination among providers.

SMART Shuttle and Dial-a-Ride Service

SMART operates five same-day demand response shuttle routes (Dial-a-Ride) for the general public.[9] These services operate as curb-to-curb and are available for trips to work, school, shopping, or medical appointments. These services include the Groesbeck Flex Route Service, Oakland Mall Shuttle, Somerset Shuttle, Farmington and Farmington Hills Dial-a-Ride, and the Farmington and Farmington Hills Connector Service. Buses are typically dispatched within an hour of requests and operate Monday-Friday (see Figure 21 for service hours and Figure 22 for a map of the services). Fares on the Dial-a-Ride and shuttle services are $2.00 for a one-way trip. Older adults and people with disabilities pay a reduced fare of $1.00, while certified ADA fares are $3.00.

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[8] https://www.smartbus.org/Services/Connector/Connector-Rider-Guidelines

[9] https://www.smartbus.org/Services/Shuttles

Figure 21   SMART Shuttle and Dial-a-Ride Services

Service	Days and Hours
Farmington and Farmington Hills Dial-A-Ride	Monday–Friday 6 a.m.–6 p.m.
Groesbeck Flex Route[10]	Monday–Friday 5 a.m.- 6:35 p.m.
Oakland Mall Shuttle	Monday–Friday 6–10 a.m., 2–6 p.m.
Somerset Shuttle	Monday–Friday 6–10 a.m., 2–6 p.m.

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[10] https://www.smartbus.org/Portals/0/Documents/Website%20Docs/2019.5%20Groesbeck%20Service.pdf

Figure 22   SMART Shuttle and Dial-a-Ride Services
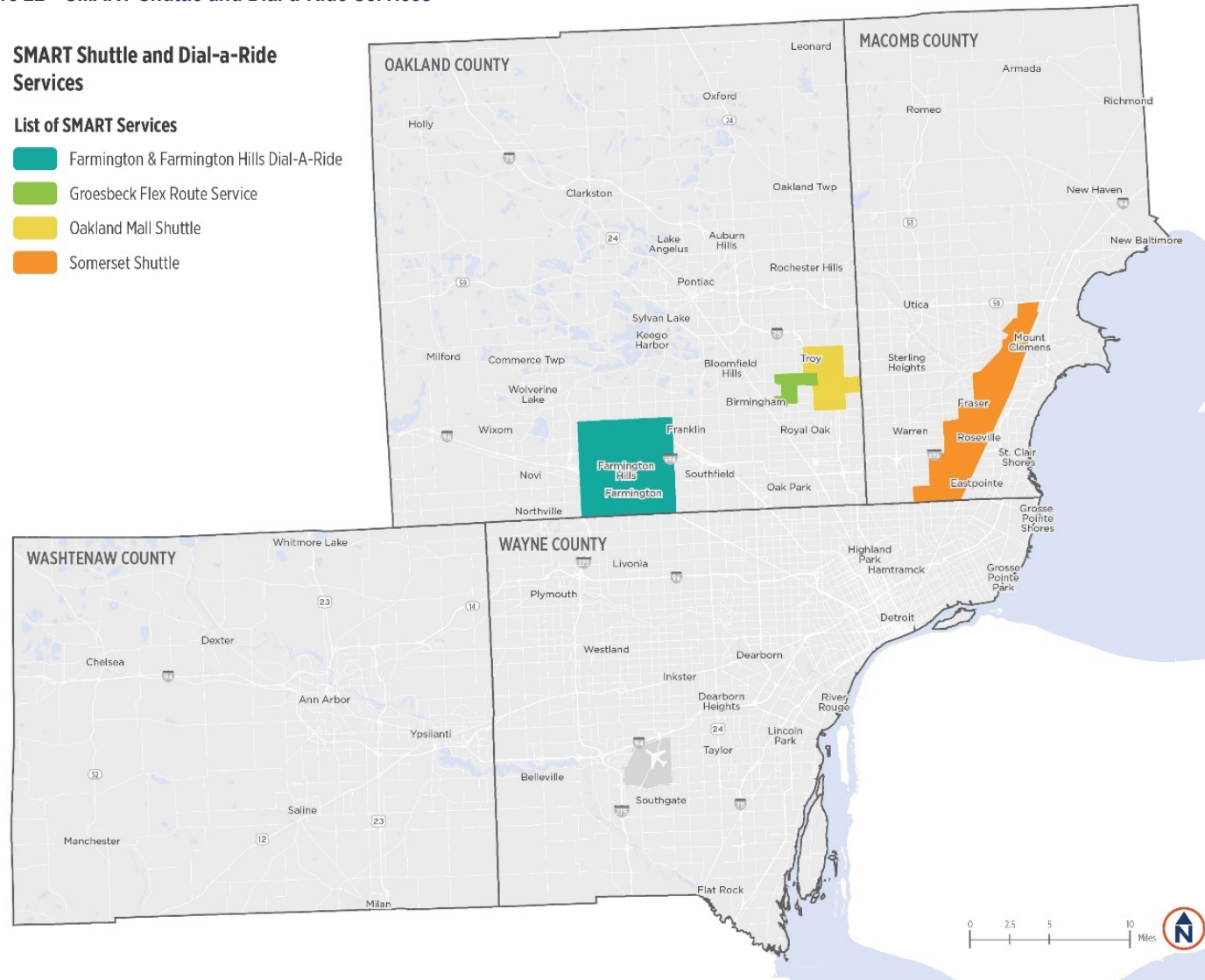
CITY OF DETROIT DEMAND RESPONSE TRANSPORTATION

Within the City of Detroit, there are limited public demand response transportation services outside of what is available through DDOT. A program launched in 2016 using FTA New Freedom funds offers people with disabilities residing in Detroit, Highland Park and Hamtramck subsidized transportation for trips up to 25 miles. The program no longer accepts new riders and will continue until funds are depleted (expected in 2020).

WASHTENAW COUNTY DEMAND RESPONSE TRANSPORTATION

Washtenaw County is considerably more rural than Macomb, Oakland and Wayne counties. It also lacks a regional funding source that ensures resources are available throughout the county. As a result, while there are several demand response services available, the County does not have the same network of demand response services as Macomb, Oakland and Wayne.

GoldRide

GoldRide is a service for seniors 65 and over in the City of Ann Arbor and portions of Pittsfield Township. It is operated by TheRide, with operations integrated with the A-Ride ADA complementary paratransit service. The two services share vehicles, dispatch and scheduling services. TheRide may limit GoldRide customers in order to accommodate A-Ride demand and comply with ADA. GoldRide offers same-day service when available within Ann Arbor.

FlexRide

FlexRide is a general public on-demand microtransit service that connects areas with lower population densities with the TheRide services and other destinations. FlexRide riders can schedule same-day or next-day trips either by phone, online or via a smartphone app. TheRide operates FlexRide service in Pittsfield Township and Southeast Ypsilanti Township.

AAATA NightRide

NightRide is AAATA's late-night, curb-to-curb taxi service that operates within the City of Ann Arbor and east to downtown Ypsilanti. Riders request trips on-demand or in advance. This service is available on major holidays when TheRide, ExpressRide, A-Ride and GoldRide services do not operate. All trips on NightRide must begin or end within the City of Ann Arbor.

DDOT's Woodward 2 Work

In partnership with the City of Detroit's Office of Mobility Innovation, Lyft, and Detroit Cab, DDOT offers credits to transit riders to ride to and from their bus stop between 11 p.m. and 5 a.m. This night shift pilot, known as Woodward 2 Work (W2W), launched in 2019 to provide late-night rides to or from bus stops with credit towards Lyft between 12am-5am on select Woodward bus stops. The program is funded to provide 2000 rides and receives financial support from the New Economy Initiative.

Western Washtenaw Value Express (WAVE Bus)

WAVE is a non-profit service organization that provides door-to-door transportation in rural areas to access medical appointments, jobs, and daily errands. In addition to its express fixed bus routes noted in Chapter 3, WAVE offers:

- A door-to-door bus program for Chelsea area travelers;
- A door-to-door bus program for Dexter School District travelers;
- The LifeLine Community Van program that provides rides to western Washtenaw County traveler to locations anywhere within the county; and
- Group trips for MDOT-approved groups.[11]

People's Express

People's Express is a non-profit transportation provider that serves communities in Washtenaw County as well as western Wayne, Western Oakland, and Livingston counties. People's Express is also the designated service provider in Saline, South Lyon, Lyon, and Milford. In Washtenaw County, People's Express serves as a feeder service to TheRide's fixed route services and operates a commuter service from Brighton to the University of Michigan Hospital.

Appendix Table 2 lists the local demand response transit services in Washtenaw County.

DEMAND RESPONSE TRANSPORTATION NETWORK – OFF PEAK SERVICE AVAILABILITY AND SERVICE VARIATIONS

Most demand response services are available during weekday hours only operating during traditional business hours (roughly 8 AM to 5 PM). Some offer much shorter hours of service or even fewer days of the week. Figure 23 shows communities with demand service after 6 PM, including the Richmond-Lenox EMS service in northeastern Macomb County, Livonia's independent service in northern Wayne County, Novi's independent service in southwestern Oakland County, Wyandotte's independent service in southeast Wayne County, and the NightRide service in Ann Arbor. These communities also have service on Saturdays (see Figure 24) along with communities served by the North Oakland Transportation Authority (NOTA) and the communities of St. Clair Shores and Mount Clements in Macomb County.

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[11] http://ridethewavebus.org/

Figure 23   Communities with Public Demand Response Transportation Services (Non-ADA) Available Weekday Evenings (after 6 P.M.)
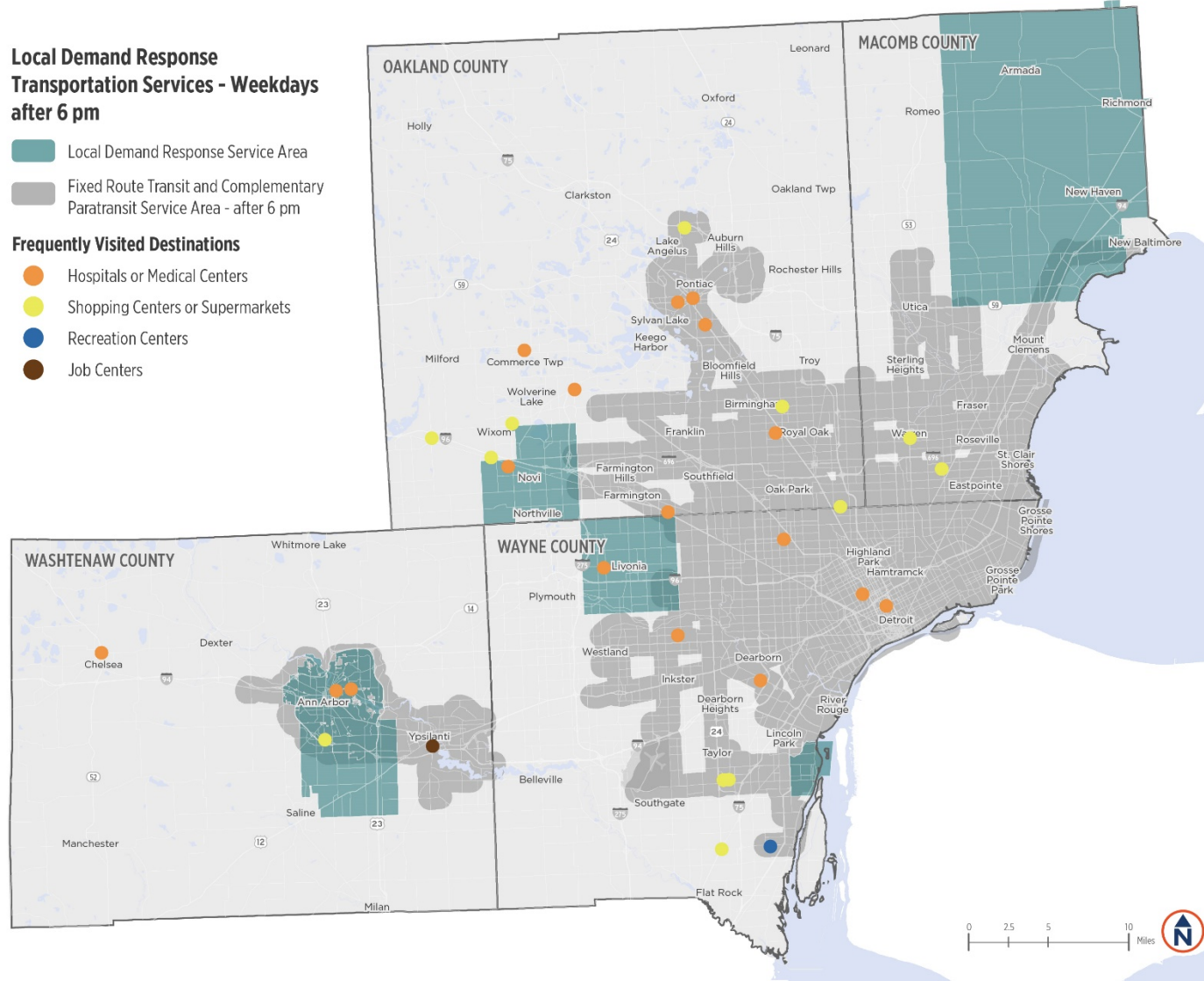
Figure 24   Communities with Public Demand Response Transportation Services (Non-ADA) Available on Saturdays
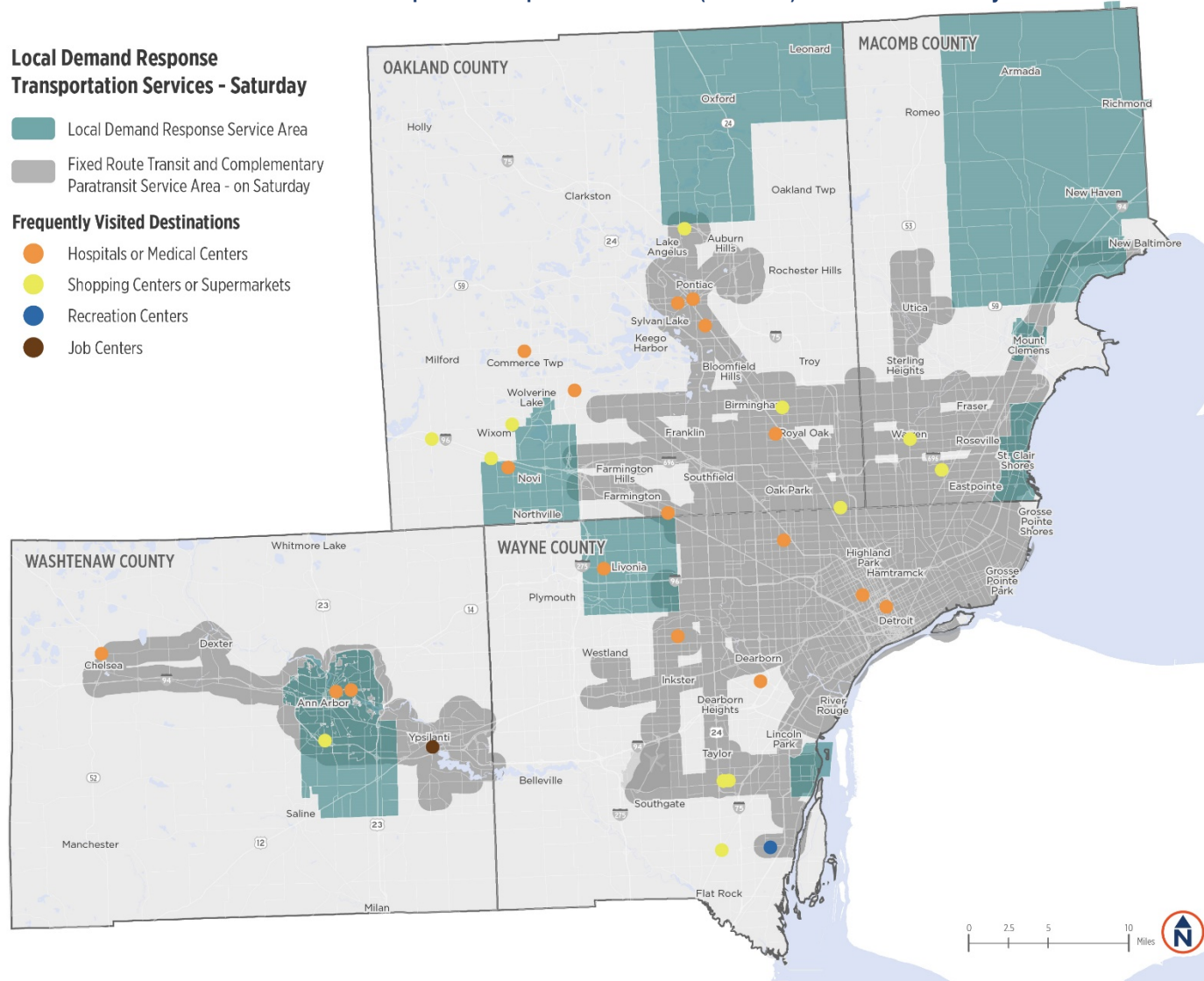
5   OTHER SERVICE PROVIDERS

INTRODUCTION

In addition to fixed route, complementary paratransit (ADA), and community-based demand response services, other non-profit and private transportation providers service travelers in Southeast Michigan. This includes agencies that receive some FTA or other federal funding and private vehicle operators. Costs for these services range from free to market pricing.

NON-PROFIT AGENCIES

Non-Profit Agencies

Throughout Southeast Michigan, various organizations and agencies support older adults, people with disabilities, and people with low incomes with a variety of social services, including transportation. In addition to FTA Section 5310 Enhanced Mobility of Seniors & Individuals with Disabilities funding, other federal funding programs support human services transportation, including the Older Americans Act funding that Area Agencies on Aging administer. Furthermore, nonprofits that serve vulnerable populations receive funding from myriad sources including private individuals and charitable foundations.

In the RTA region, more than 20 non-profit organizations provide human services transportation services. These include healthcare non-profits such as the American Cancer Society Inc.–Road to Recovery, which limits transportation services to patients. Another provider is Jewish Family Services, which provides door-through-door services to clients with low incomes or with cognitive or developmental disabilities throughout Southeast Michigan. The Rochester Area Neighborhood House provides transportation assistance to qualifying low-income residents, providing service to a community that otherwise is not served by any other publicly funded transit service. Most of the non-profit organizations are relatively small with constrained funding. Some apply for and receive vehicles with Section 5310 funding. Some social service agencies simply assist with referrals and help their clients find and schedule available transportation services.

AREA AGENCY ON AGING – 1B – MYRIDE PROGRAM

MyRide is a mobility management website and service developed by Area Agency on Aging 1-B (AAA 1-B) that provides transportation guidance to transit-dependent

individuals.[12] AAA 1-B provides information to support travel in throughout Washtenaw County and select areas in Jackson, Lenawee, Livingston, Monroe, Oakland, and Wayne Counties. In Detroit, Area Agency on Aging – 1A provides non-transportation services to residents of Detroit, though they do have a transportation coordinator to support referrals for Medicaid recipients.

The MyRide2 website serves as a one-click, one-call clearinghouse to identify a transportation provider based on the trip origin (zip code) and service characteristics. Most of the providers discussed in this technical memorandum are included in the database which is updated annually. Individuals can also call AAA-1B at 855-myride2 (855-697-4332) for personalized trip planning assistance. The program also includes travel training and resources for older drivers, including assistance to plan for driving retirement.

PRIVATE TRANSPORTATION PROVIDERS

Private For-Profit Transportation

In some areas of the Southeast Michigan, private transportation providers are the among the only options available. They generally travel farther distances and charge for rides on a per-mile basis. Private providers do not receive public funds to acquire vehicles for hire but may be publicly reimbursed for certain contracted services. Some private providers provide non-emergency medical transportation (NEMT) trips to Medicaid recipients, a program administered by the U.S. Department of Health and Human Services.

In the context of MyRide2, private providers are an important resource for filling in gaps or for those who qualify for NEMT. Approximately 25–30 private providers are included in the MyRide2 database.

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[12] https://www.myride2.com/

Appendix Table 25   **Local Demand Response Service Providers in Oakland, Wayne, and Macomb Counties**

Transit Provider	Community	County	Collaboration/ Independent Service
Allen Park Senior Transportation Service	Allen Park	Oakland	Independent
Auburn Hills Department of Senior Services	Auburn Hills	Oakland	Independent
Belleville Senior Transportation	Belleville	Wayne	Independent
Birmingham NEXT	Beverly Hills	Oakland	Collaboration
	Bingham Farms	Oakland	Collaboration
	Birmingham	Oakland	Collaboration
	Franklin	Oakland	Collaboration
Bloomfield Township Senior Services	Bloomfield Township	Oakland	Independent
Center Line/Warren	Center Line	Macomb	Collaboration
	Warren	Macomb	Collaboration
City of Berkeley Van Service	Berkley	Oakland	Independent
Clawson Senior Center Transportation	Clawson	Oakland	Independent
Clinton Township Senior Transportation	Clinton Township	Macomb	Independent
Dearborn Heights Parks and Recreation	Dearborn Heights	Oakland	Independent
Dearborn Sr Citizen Bus Service	Dearborn	Oakland	Independent
Ecorse Sr Center Transportation	Ecorse	Oakland	Independent
Edna Burton Senior Center Transportation	Brandon Township	Oakland	Independent
Farmington Hills Sr Transportation	Farmington	Oakland	Collaboration
	Farmington Hills	Oakland	Collaboration
	Novi*	Oakland	Collaboration
	Novi Township*	Oakland	Collaboration
	West Bloomfield*	Wayne	Collaboration
Ferndale Transportation	Ferndale**	Oakland	Independent
Flat Rock Recreation Department Senior Bus Service	Flat Rock	Wayne	Independent
Gibraltar Community Center - Senior Programs	Gibraltar	Wayne	Independent
Grosse Ile Township Recreation Department Transportation	Grosse Ile Township	Wayne	Independent
Harrison Township Dial-A-Ride	Harrison Township	Macomb	Independent
Hazel Park Recreation - Senior Services	Hazel Park	Oakland	Independent
Holly Area Transportation	Groveland Township	Oakland	Collaboration
	Holly	Oakland	Collaboration
	Holly Township	Oakland	Collaboration
	Rose Township	Oakland	Collaboration

Transit Provider	Community	County	Collaboration/ Independent Service
Huntington Woods Transportation	Huntington Woods	Wayne	Independent
Huron Township Senior Services	Huron Township	Wayne	Independent
Independence Township Sr Transportation Program	Clarkston	Oakland	Collaboration
	Independence Township	Oakland	Collaboration
	Springfield Township	Oakland	Collaboration
Lincoln Park Senior Center	Lincoln Park	Wayne	Independent
Livonia Community Transit	Livonia	Wayne	Independent
Madison Heights Active Adult Center	Madison Heights	Wayne	Independent
Melvindale Senior Community Center Transportation Program	Melvindale	Wayne	Independent
Mount Clemens Dial-A-Ride	Mt. Clemens	Macomb	Independent
Nankin Transit Commission	Garden City	Oakland	Collaboration
	Canton Township	Wayne	Collaboration
	Inkster	Wayne	Collaboration
	Wayne	Wayne	Collaboration
	Westland	Wayne	Collaboration
Northville Community Center Transportation	Northville	Oakland/ Wayne	Independent
Northville Community Center Transportation	Northville Township	Wayne	Independent
NOTA North Oakland Transportation Authority	Lake Orion	Oakland	Collaboration
	Leonard	Oakland	Collaboration
	Orion Township	Oakland	Collaboration
	Oxford	Oakland	Collaboration
	Oxford Township	Oakland	Collaboration
Oak Park Comm Ctr	Oak Park	Wayne	Independent
People's Community Services	Hamtramck	Oakland	Collaboration
	Highland Park	Wayne	Collaboration
People's Express	Lyon Township	Oakland	Collaboration
	Milford	Oakland	Collaboration
	Milford Township	Oakland	Collaboration
	South Lyon	Oakland	Collaboration
	Wixom	Oakland	Collaboration
Plymouth Community Senior Transportation	Plymouth	Wayne	Collaboration
	Plymouth Township	Wayne	Collaboration

Transit Provider	Community	County	Collaboration/ Independent Service
Point Area Assisted Transportation (PAATS)	Grosse Pointe	Oakland	Collaboration
	Grosse Pointe Farms	Oakland	Collaboration
	Grosse Pointe Park	Oakland	Collaboration
	Grosse Pointe Shores	Oakland	Collaboration
	Grosse Pointe Woods	Oakland	Collaboration
	Harper Woods	Oakland	Collaboration
RARE Recreational Authority of Roseville and Eastpointe	Eastpointe	Macomb	Collaboration
	Roseville	Macomb	Collaboration
Redford Connector	Redford Township	Wayne	Independent
Richmond Lenox E.M.S.	Armada Township	Macomb	Collaboration
	Armada Village	Macomb	Collaboration
	Chesterfield Township	Macomb	Collaboration
	Lenox	Macomb	Collaboration
	Macomb Township	Macomb	Collaboration
	Memphis	Macomb	Collaboration
	New Baltimore	Macomb	Collaboration
	New Haven	Macomb	Collaboration
	Ray Township	Macomb	Collaboration
	Richmond	Macomb	Collaboration
	Richmond Township	Macomb	Collaboration
	Addison Township	Oakland	Collaboration
River Rouge Senior Activity Center	River Rouge	Wayne	Independent
Rockwood Senior Bus Service	Rockwood	Wayne	Independent
Romulus Senior Center	Romulus	Wayne	Independent
Royal Oak Senior Center	Pleasant Ridge	Wayne	Collaboration
	Royal Oak**	Wayne	Collaboration
	Royal Oak Township**	Wayne	Collaboration
Saint Clair Shores Transportation (Parks and Recreation Senior Activities Center)	St. Clair Shores	Macomb	Independent
Senior Van Service	Fraser	Macomb	Independent
September Days Senior Center Transportation Program	Van Buren Township	Wayne	Independent
Shelby Township Sr Citizens Transportation	Shelby Township	Macomb	Collaboration

Transit Provider	Community	County	Collaboration/ Independent Service
	Utica	Macomb	Collaboration
Southgate Senior Center Minibus	Southgate	Wayne	Independent
Star Transportation	Bruce	Macomb	Collaboration
	Romeo	Macomb	Collaboration
	Washington Township	Macomb	Collaboration
Sterling Heights Senior Center Transportation	Sterling Heights	Macomb	Independent
Taylor Senior Services Dial-A-Ride	Taylor	Wayne	Independent
Transportation of Southfield Seniors (TOSS)	Lathrup Village	Wayne	Collaboration
	Southfield	Wayne	Collaboration
Trenton Transportation	Trenton	Wayne	Independent
Trinity Transportation/Downriver Cab	Brownstown Township	Wayne	Collaboration
	Riverview	Wayne	Collaboration
	Wyandotte*	Wayne	Collaboration
Troy R.Y.D.E.	Troy	Wayne	Independent
Woodhaven on Wheels	Woodhaven	Wayne	Independent
WOTA West Oakland Transportation Authority	Highland Township	Oakland	Collaboration
	Waterford Township*	Oakland	Collaboration
	White Lake Township	Oakland	Collaboration
	Walled Lake*	Wayne	Collaboration

* Also operates an independent service
** Also served by Fannie Adams Transportation
Note: Pontiac service is SMART Connector only
Excludes communities with no service

Appendix Table 2 Demand Response Services in Washtenaw County

Transit Provider	Community	Collaboration/ Independent Service
GoldRide and NightRide (TheRide Services)	Ann Arbor Township	Collaboration
	Ypsilanti Township	Collaboration
	Ypsilanti	Collaboration
	Pittsfield Township	Collaboration
	Ann Arbor	Collaboration
Manchester Area Senior Citizens Council	Manchester Township	Independent
Western-Washtenaw Area Value Express (WAVE)	Chelsea*	Collaboration
	Dexter	Collaboration
Nankin Transit Commission	Saline	Independent

*Also operates an independent service