

APPENDIX F

TWG Meeting Materials

Coordinated Human Services Transportation Plan Kickoff Meeting

August 19, 2019

RTA

**REGIONAL
TRANSIT AUTHORITY**
OF SOUTHEAST MICHIGAN

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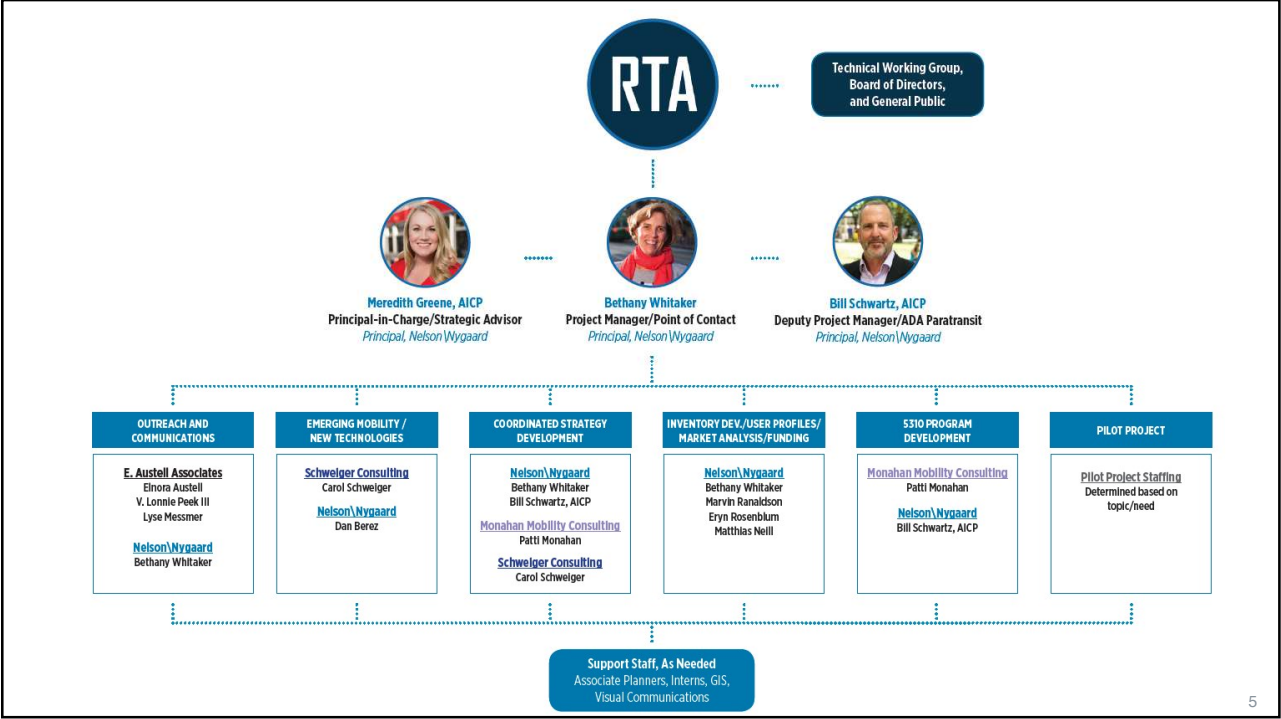
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PROJECT TEAM

- Nelson\Nygaard Consulting Associates
 - Bethany Whitaker – Project Manager
 - Bill Schwartz – Deputy Project Manager
 - Jeri Stroupe
 - Marvin Ranaldson
- Monahan Mobility Consulting – Patti Monahan
- E. Austell Associates – Elnora Austell
- Schweiger Consulting – Carol Schweiger

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UNDERSTANDING OF SHARED RESPONSIBILITIES

Nelson\Nygaard Team, CTAA, AAA-1B

Nelson\Nygaard	CTAA/AAA-1B	Shared Responsibilities
<ul style="list-style-type: none">• Technical Working Group• Stakeholder interviews• Agency site visits• Data collection• Use findings to inform plan and recommendations	<ul style="list-style-type: none">• Create overall engagement schedule and timeline• Match goals and audiences with individual engagement phases• Plan events and activities• Advertise and drive participation at events	<ul style="list-style-type: none">• Set goals and objectives• Identify target audiences• Develop content and materials• Staff activities and events• Summarize findings

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SCOPE OF WORK AND TIMELINE

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OVERALL PROJECT TASKS

- Project Initiation and Management
- 5310 Program Management
- Technical Working Group
- Existing Conditions Overview
- User Overview
- Funding Overview
- Engagement
- Final Plan
- Pilot Development and Management

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SCHEDULE

	2019					2020												
Task	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov		
5310 Program Management																		
Existing Conditions																		
User Profiles																		
Funding Overview																		
Stakeholder and Community Engagement																		
Strategy Evaluation and Recommendations																		
Final Plan																		
Pilot Development and Management																		

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5310 PROGRAM DEVELOPMENT

- Inventory FTA Requirements and State Goals
- Inventory 5310 Program Management Plans and Coordinated Public Transit—Human Services Transportation Plans
- Recommendations
 - Division of funding: designated recipient(s)
 - Detroit and Ann Arbor UZAs
 - Non-urbanized areas in Macomb, Oakland, Wayne, and Washtenaw counties
 - Subrecipient application process and project selection criteria
 - Development of Program of Projects
 - Vehicle procurement
 - Ensuring 55% traditional/45% non-traditional projects in each apportionment area
 - Oversight of subrecipients for compliance with federal regulations; support and technical assistance
 - NTD and other reporting

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EXISTING CONDITIONS

- Review Previous Studies and Plans
- Agency Site Visits and Stakeholder Interviews
- Transit Service Inventory
- Demographic Analysis: Focus on Individuals with Disabilities, Older Adults and Low-Income Populations
- Peer Review: Regional Coordination Efforts
- Identification of Needs and Gaps
- Existing Conditions Briefing Book

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USER OVERVIEW

- Data Collection Methodology
- Data Analysis / Develop User Profiles
- Technical Memo: User Profiles

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FUNDING OVERVIEW

- Funding Inventory
- Peer Review and Case Study Research
- Funding Gap Analysis and Opportunities

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RECOMMENDATIONS

- Identify and Evaluate Strategies
- Strategy Development
- Prioritization of Strategies
- Recommendations: Strategies, Pilots, Cost, Funding and Performance Measures

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FINAL PLAN AND PILOT

- Draft Coordinated Plan
- Final Coordinated Plan
- Pilot Development and Management

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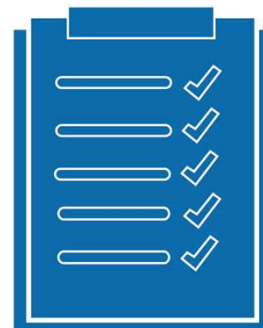


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DATA COLLECTION

Methodology and Approach

- Two-part data collection
 1. Service Inventory
 2. User Profiles
- Clarify needs, goals and approach
- Develop effective data collection protocols and tools

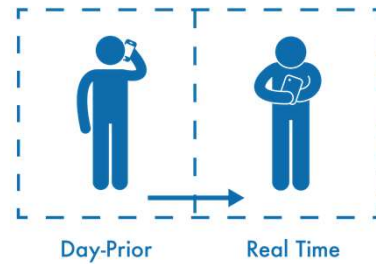


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USER OVERVIEW

- Understand existing riders – demographics, travel patterns and experiences
 - Trip manifests
 - Rider surveys
- Data will be organized by region and provider
- Designed to support “User Profiles”
 - Who is using the services
 - Where are they going (geography)
 - How they are using them (trip purpose)
 - Experiences
 - Technology



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SERVICE INVENTORY

- Build from existing resources and partners
 - Previous plans
 - Budgets/financial documents
 - Existing databases / service inventories
 - 2015 database to start
 - Myride2 website and inventory
 - Site visits and stakeholder interviews
- Use web resources to verify and confirm
- Collect remaining pieces from providers and agencies
 - Telephone interviews
 - Agency site visits

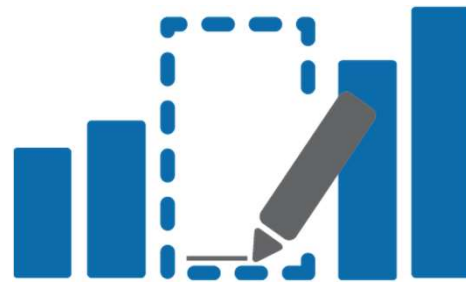


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WHEN DATA IS NOT READILY AVAILABLE

- Always risk associated with data collection
 - User profiles / survey data can be complicated
- Confidence stems from
 - Multiple ways to collect information
 - Ability to leverage stakeholder resources
 - Experience
- Evaluate importance of missing data
 - Adjust approach accordingly



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OnHand: Maximizing Coordinated Human Services Transportation In Southeast Michigan

November - December 2019

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ONHAND IS AN INITIATIVE TO

- Maximize coordinated human services transportation in SEM by:
 - Studying and building upon the successes of the existing system
 - Building upon previous studies and best practices
 - Recommending strategies to help fill existing service gaps and ...
 - Making the best use of existing and future mobility-oriented technologies

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PROJECT TEAM ~ FUNDING SOURCE ~ PARTNERS

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 - Bethany Whitaker – Project Manager
 - Bill Schwartz – Deputy Project Manager
 - Jeri Stroupe – Lead Planners
 - Marvin Ranaldson – Lead Planners
- Monahan Mobility Consulting – Patti Monahan
- E. Austell Associates – Elnora Austell
- Schweiger Consulting – Carol Schweiger
- Funded by a grant from the RTA
- Partnering with AAA1B and Community Transportation Association of America

EXISTING CONDITIONS

Phase 1 – Research, Data Collection and Analysis

- Review Existing Plans, Policies and Programs
- Stakeholder Interviews
- Site Visits
- Service Inventory
- Demographic Analysis
- Peer Review
- Needs Analysis/Gap Assessment

Completed by
November /
December 2019

DETAILED DATA COLLECTION

Phase 2 – Surveys, Funding and Documentation

- User Profiles
- Funding Inventory
 - Peer Review/Case Study Research
 - Funding Gap Analysis
- Existing Conditions Briefing Book

Completed by
November /
December 2019

RECOMMENDATIONS

Phase 3 – Engagement and Strategy Development

- Identify and develop strategies
 - Research / analysis
 - Peer reviews and case study
 - Stakeholder input
 - Technical Working Group
- Prioritize and recommend strategies
 - Evaluation criteria set by TWG
- **Pilot project opportunities and recommendations**

Draft strategies and
recommendations
by Spring 2020



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WHO WE WANT TO REACH AND WHY

Who do we want to reach?

- Service providers
- Human services organizations
- Current and potential service users
- Advocacy organizations
- Urban, suburban and rural representation from across the region
- Others?

What do we want to learn?

- Service successes
- Service needs
- Opportunities
- Issues and challenges



TOOLS WE PLAN TO USE

Interviews

- One-on-ones with community providers
- Small group interviews/focus groups with service users at program sites and other locations

Surveys

- Service providers, users, others
- Email and intercept

Site Visits and Presentations

- LAC and other advisory group meetings
- Community and target audience meetings



WHERE WE'D LIKE TO GO

Meet People Where They Are

- Across the region
- Using community transit
- At senior centers
- At community events
- At human services agencies
- At existing community and group meetings
- Other?

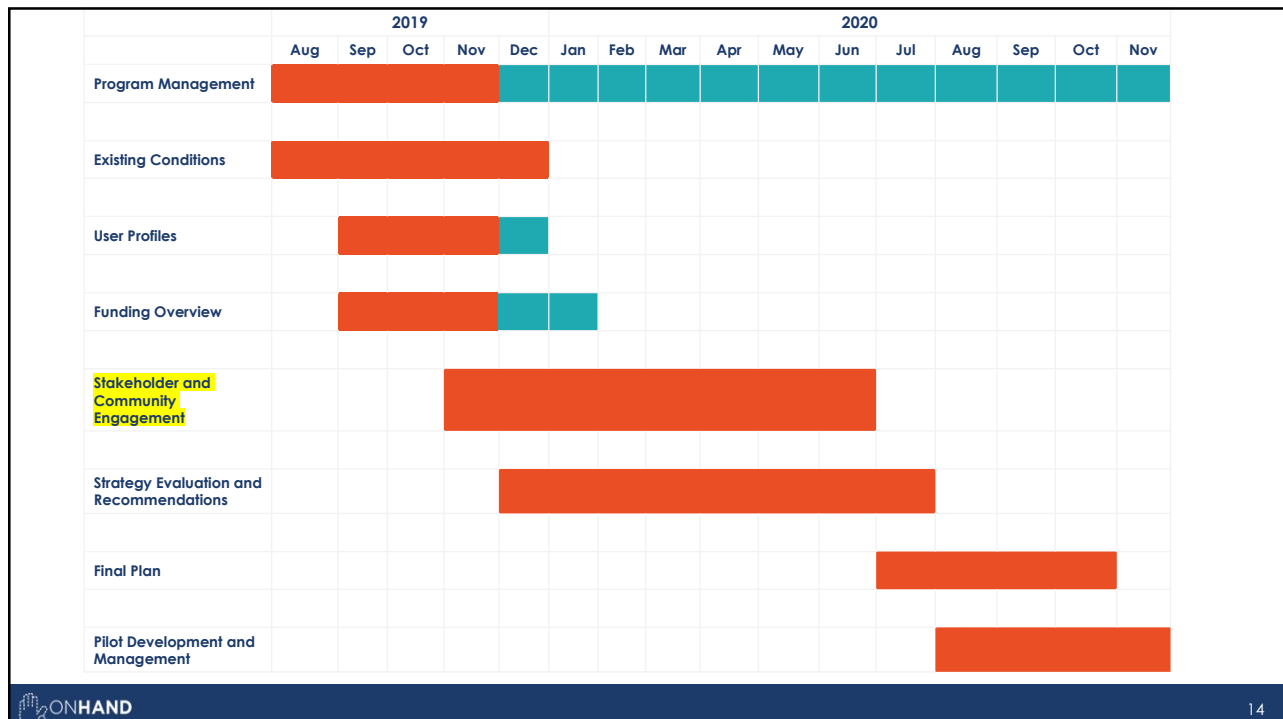


Questions for You

- Does this outreach approach make sense for your area?
- If so, what specific sites, programs should we visit for interviews, meetings and/or surveys?
- If not, what approach do you suggest?



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NEXT STEPS

- Identify and reach out for outreach opportunities
 - Information/ask letter with follow-up
 - Partner with providers, agencies, community organizations, etc.
 - LACs and advocacy groups
- Develop initial outreach schedule
 - Activities from January through March 2020
 - Continue to add as new opportunities are identified

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NEXT STEPS

- Complete survey and other outreach tools
 - Ongoing through December 2019
- Launch engagement activities
 - January 2020

THANK YOU!



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AGENDA

- Welcome and Introductions
- Update on Project Schedule / Status
- User Profiles / Survey Plan
- Stakeholder Interviews and Meetings
- 5310 Program Management
- Market Analysis
- Transportation Service Inventory
- Next Steps

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PROJECT STATUS

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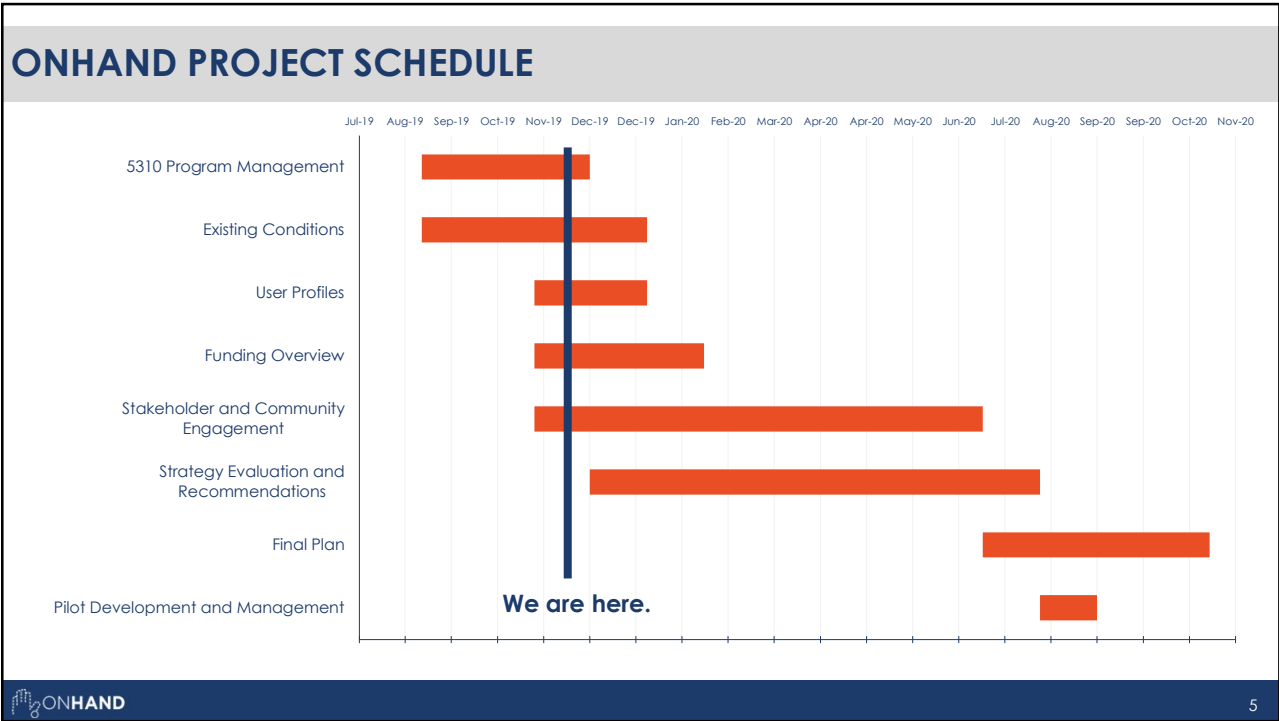
COORDINATED HUMAN SERVICE PUBLIC TRANSIT PLAN

Project Objectives

- Understand specific needs associated with target populations
 - Older adults
 - Persons with disabilities
 - Individuals with low incomes
- Develop a framework to strengthen existing coordination efforts
- Use process that is consistent with the federal requirements

How can the SE Michigan Transit Partners provide mobility options for seniors, people with disabilities, and people with low incomes that are also cost efficient for the region?

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USER PROFILES / SURVEY PLAN

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USER SURVEY

Survey and Survey Plan

• Survey Development

- Review and comment with sub-committee
- 15 total questions
 - 7 questions about travel and experiences
 - 7 about characteristics (age, occupation, mobile phone use, etc.)
 - 1 open ended question

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 SE MICHIGAN RIDER SURVEY	
DEAR CUSTOMER: We have a few questions about how you travel, what services you use and your experiences using them. Any information provided here will not be shared outside of the project team. Thank you for helping with our survey!	
Part I: Current Travel Patterns	
1. What is the main way you travel in Southeast Michigan? <i>(Please mark the service you use most)</i> <input type="checkbox"/> Fixed route bus services offered by The Ride, SMART or DDOT <input type="checkbox"/> ADA paratransit service <input type="checkbox"/> SMART Connector Service <input type="checkbox"/> Agency transportation (i.e. service provided by nonprofit organization or other agency) <input type="checkbox"/> Drive myself <input type="checkbox"/> Use taxis, Uber, Lyft or other private service <input type="checkbox"/> Other (family, friends, etc.) _____	4. How would you describe your experience with your transportation options? <input type="checkbox"/> I'm pleased with the transportation service. <input type="checkbox"/> I'm usually pleased with the transportation service. <input type="checkbox"/> I don't like using the transportation services available to me.
2. What other services do you use? <i>(Select all that apply)</i> <input type="checkbox"/> Fixed route bus services offered by The Ride, SMART or DDOT <input type="checkbox"/> ADA paratransit service <input type="checkbox"/> SMART Connector Service <input type="checkbox"/> Agency transportation (i.e. service provided by nonprofit organization or other agency) <input type="checkbox"/> Drive myself <input type="checkbox"/> Use taxis, Uber, Lyft or other private service <input type="checkbox"/> Other (family, friends, etc.) _____	5. Do you have trouble getting to certain places or making trips? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(If No - skip to Part II)</i>
3. About how many trips do you take per week (on all services used)? <input type="checkbox"/> Less than 5 <input type="checkbox"/> More than 5 and up to 10 <input type="checkbox"/> More than 10	6. If yes, which types of trips are difficult to make? <input type="checkbox"/> School, classes or educational activities <input type="checkbox"/> Work <input type="checkbox"/> Shopping or personal errands <input type="checkbox"/> Doctor's appointments or medical services <input type="checkbox"/> Physical therapy or exercise classes <input type="checkbox"/> Visit friends or family <input type="checkbox"/> Other: _____
	7. What makes traveling difficult? <i>(Select all that apply)</i> <input type="checkbox"/> Finding a service / figuring out what is available <input type="checkbox"/> Calling and scheduling a ride <input type="checkbox"/> Finding rides in the evening and on weekends <input type="checkbox"/> The cost of the ride <input type="checkbox"/> Scheduling trips in advance <input type="checkbox"/> Understanding when vehicle is arriving or leaving <input type="checkbox"/> Walking to/from bus stops <input type="checkbox"/> Knowing where to wait for a ride <input type="checkbox"/> Communicating with the driver <input type="checkbox"/> Transferring between services
Part II: A few questions about you	
1. Do you have access to a vehicle? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes	7. Which age category represents you? <input type="checkbox"/> 34 or less <input type="checkbox"/> 35 - 54 <input type="checkbox"/> 55 - 69 <input type="checkbox"/> 70 - 84 <input type="checkbox"/> 85 or older
2. Do you have a personal computer or mobile device? <input type="checkbox"/> Yes - both a personal computer and mobile device <input type="checkbox"/> Yes - personal computer only <input type="checkbox"/> Yes - mobile device only <input type="checkbox"/> No	8. If you have other comments or input about your transportation needs or experience, please share them here: <div style="border: 1px solid black; height: 150px; width: 100%;"></div>
3. Do you use your personal computer or mobile device to purchase goods or services? <input type="checkbox"/> Yes <input type="checkbox"/> No	
4. What is your home zip code? <div style="border: 1px solid black; width: 100px; height: 20px;"></div>	
5. Gender <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Other / prefer not to answer	
6. Are you: <input type="checkbox"/> Student - full-time <input type="checkbox"/> Student - part-time <input type="checkbox"/> Employed - full-time <input type="checkbox"/> Employed - part-time <input type="checkbox"/> Unemployed <input type="checkbox"/> Unable to work due to a disability <input type="checkbox"/> Unpaid work at home (caregiver) <input type="checkbox"/> Retired	
THANK YOU for your participation in this survey. Your responses will be kept strictly confidential.	

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<input type="checkbox"/> ₁ Fixed route bus services offered by The Ride, SMART or DDOT <input type="checkbox"/> ₂ ADA paratransit service <input type="checkbox"/> ₃ SMART Connector Service <input type="checkbox"/> ₄ Agency transportation (i.e. service provided by nonprofit organization or other agency) <input type="checkbox"/> ₅ Drive myself <input type="checkbox"/> ₆ Use taxis, Uber, Lyft or other private service <input type="checkbox"/> ₇ Other (family, friends, etc.) _____	<input type="checkbox"/> ₂ I'm usually pleased with the transportation service Change to ADA paratransit services on services Specialized Service (i.e. SMART Connector or AATA Gold Ride Services) certain places or making trips: <input type="checkbox"/> ₁ Yes <input type="checkbox"/> ₂ No (if No – <u>skip to Part II</u>)
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2. What other services to you use? (Select all that apply)

<input type="checkbox"/> ₁ Fixed route bus services offered by The Ride, SMART or DDOT <input type="checkbox"/> ₂ ADA paratransit service <input type="checkbox"/> ₃ SMART Connector Service <input type="checkbox"/> ₄ Agency transportation (i.e. service provided by nonprofit organization or other agency) <input type="checkbox"/> ₅ Drive myself <input type="checkbox"/> ₆ Use taxis, Uber, Lyft or other private service <input type="checkbox"/> ₇ Other (family, friends, etc.) _____	6. If yes, which types of trips are difficult to make? <input type="checkbox"/> ₁ School, classes or educational activities <input type="checkbox"/> ₂ Work <input type="checkbox"/> ₃ Shopping or personal errands <input type="checkbox"/> ₄ Doctor's appointments or medical services <input type="checkbox"/> ₅ Physical therapy or exercise classes <input type="checkbox"/> ₆ Visit friends or family <input type="checkbox"/> ₇ Other: _____
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7. What makes traveling difficult? (Select all that apply)

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USER SURVEY

Survey and Survey Plan

- Next Steps
 - Confirm final survey
 - Create web version of survey
 - Code, print and distribute hard copies

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USER SURVEY

Distribution Plan

- After Thanksgiving until January 2020
 - Track responses and categories, adjust distribution as needed
- Survey Distribution
 - Work with partners (and TWG) to distribute electronic and paper copies
 - Email link to contacts database
 - Post on RTA website (any OnHand partners?)

STAKEHOLDER INTERVIEWS AND MEETINGS

MEETINGS WITH LOCAL COORDINATING COUNCILS

- Meeting Goals
 - Create awareness for the OnHand project
 - Ask for help/input on survey distribution and other activities
- Meetings scheduled/held to date
 - SMART Onbuds (various dates)
 - AAATA LAC Meeting – November 5, 2019
 - DDOT ADA LAC Meeting – November 19, 2019
 - TCC (AAATA) – Friday, November 22, 2019
 - SAC (SMART's Advisory Committee) - December 19, 2019

SECTION 5310 PROGRAM MANAGEMENT

SOUTHEAST MICHIGAN

Existing Conditions

- RTA is designated recipient, both UZAs
 - Allocates funding among providers in each UZA
 - Ensures 55% traditional/45% non-traditional split for each area
- Providers: SMART, DDOT, DTC, AAATA
 - Direct recipients for their own funds and those awarded to subrecipients

2019 FEDERAL 5310 FUNDING

Organization	Capital Projects	Mobility Management	Operating Assistance	Administration	Total
Ann Arbor UZA					
AAATA	\$184,773	\$25,600			\$210,373
RTA		\$8,128			\$ 8,128
Subtotal	\$184,773	\$33,728			\$218,501
Detroit UZA					
SMART	\$372,187		\$1,278,101		\$1,650,288
DTC	\$270,000				\$ 270,000
DDOT			\$1,580,287		\$1,580,287
RTA		\$161,872			
Subtotal	\$642,187	\$161,782	\$2,858,388		\$3,662,447
TOTAL	\$826,960	\$195,600	\$2,858,388		\$3,880,948

PROGRAM MANAGEMENT

Strengths

- Regional collaboration and cooperation
- Common elements in current administration
 - Program Management Plans
 - Project selection criteria
 - Oversight procedures
- Local knowledge
 - Needs of target populations
 - Providers and services

PROGRAM MANAGEMENT

Opportunities

- Reduce duplicative administrative efforts
 - Two local solicitations for subrecipient projects
 - Some subrecipients apply for funding in multiple areas
 - Three coordinated plans, program management plans, programs of projects
- Continue and expand on regional collaboration
 - Coordinated plan for region
 - Solicitations for projects
 - More formal, consistent subrecipient oversight procedures
- Streamline 5310 program
 - Increase understanding in the region of needs, efforts, and successes
 - Increase consistency of services across region
 - Ease burden on subrecipients

5310 PROGRAM MANAGEMENT PEER REVIEW

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5310 PROGRAM ELEMENTS

Reviewed for peer areas

- Roles and responsibilities
 - Designated recipient
 - Coordinated Plan
 - Program Management Plan
 - Project solicitations
 - Program of Projects
- Application process
 - Selection criteria
 - Application format
 - Timing
- Subrecipient oversight
- Notable features
- Metro areas:
 - Atlanta
 - Chicago
 - Dallas-Fort Worth
 - New York City
 - San Francisco
 - Washington DC



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PEER REVIEW SUMMARY

Key findings – Regional 5310 programs

- Flexibility
- Lead agency is usually MPO or MPO + partner
- Regional coordinated plans include both regional and specific local strategies
- Direct recipients can maintain responsibility for local subrecipient management
- Comprehensive subrecipient oversight programs in some areas
- Some examples of specific performance measures

POTENTIAL PROGRAM MANAGEMENT CHANGES

COORDINATED PLAN

One regional plan

- Include both regional and specific local strategies and projects
- Involve local stakeholders in plan development
- Pros:
 - Reduced administrative time
 - Consistent methodology for assessment of needs across region
 - Regional coordination plus identification of specific local needs
- Cons:
 - Perceived loss of local control

PROJECT SOLICITATION

Unified process across region

- Lead agency: RTA (or SEMCOG)
- One application, process; common selection criteria; oversight program; performance measures
- Ease transition for subrecipients with workshops, assistance with application prep

PROJECT SOLICITATION

Unified process across region

Pros	Cons
<ul style="list-style-type: none">• Reduced administrative time-PMP, POP, project solicitation, contracting• Easier process for subrecipients serving more than one area• More consistent services regionwide• Consistent subrecipient oversight• SMART, The Ride, DDOT could be tasked with oversight in their areas• Increased opportunities for coordination across jurisdictions• Elimination of timing conflicts between current separate processes	<ul style="list-style-type: none">• Perceived loss of local control• Initial adjustment needed by subrecipients• Administrative burden would fall on one entity• Could move to a biennial solicitation schedule

SUBRECIPIENT OVERSIGHT

Develop common procedures

- Combine best practices of RTA, SMART, and AAATA
- Add best practices of peers
 - Reporting
 - Periodic desk reviews of data and records
 - Periodic site visits

DISCUSSION POINTS

Feedback on potential program management changes

- Combined project solicitation process
 - Application format
 - Selection criteria
 - Performance measures
 - Annual vs. biennial
 - Support for applicants
- More formal subrecipient oversight procedures
- Roles and responsibilities
 - Coordinated plan
 - Project solicitation
 - Subrecipient oversight

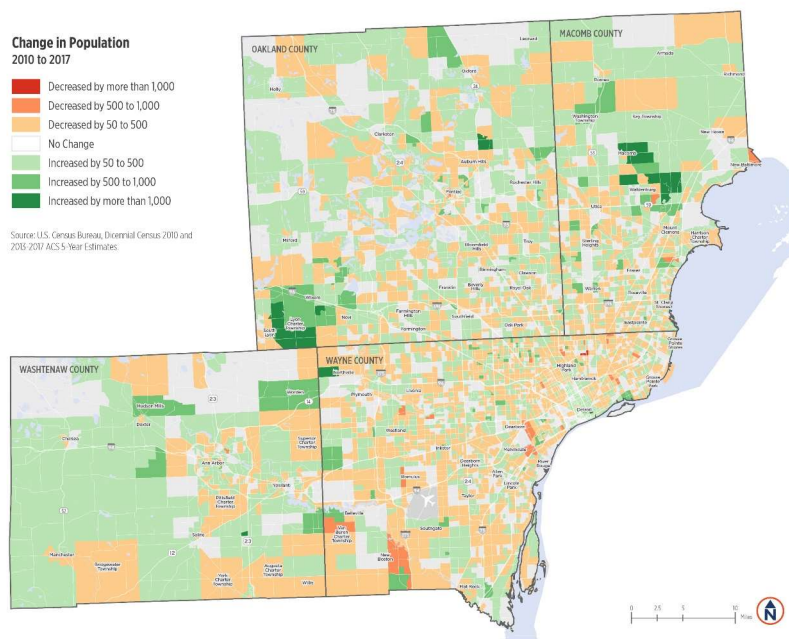
NEXT STEPS

Take feedback and draft program management elements

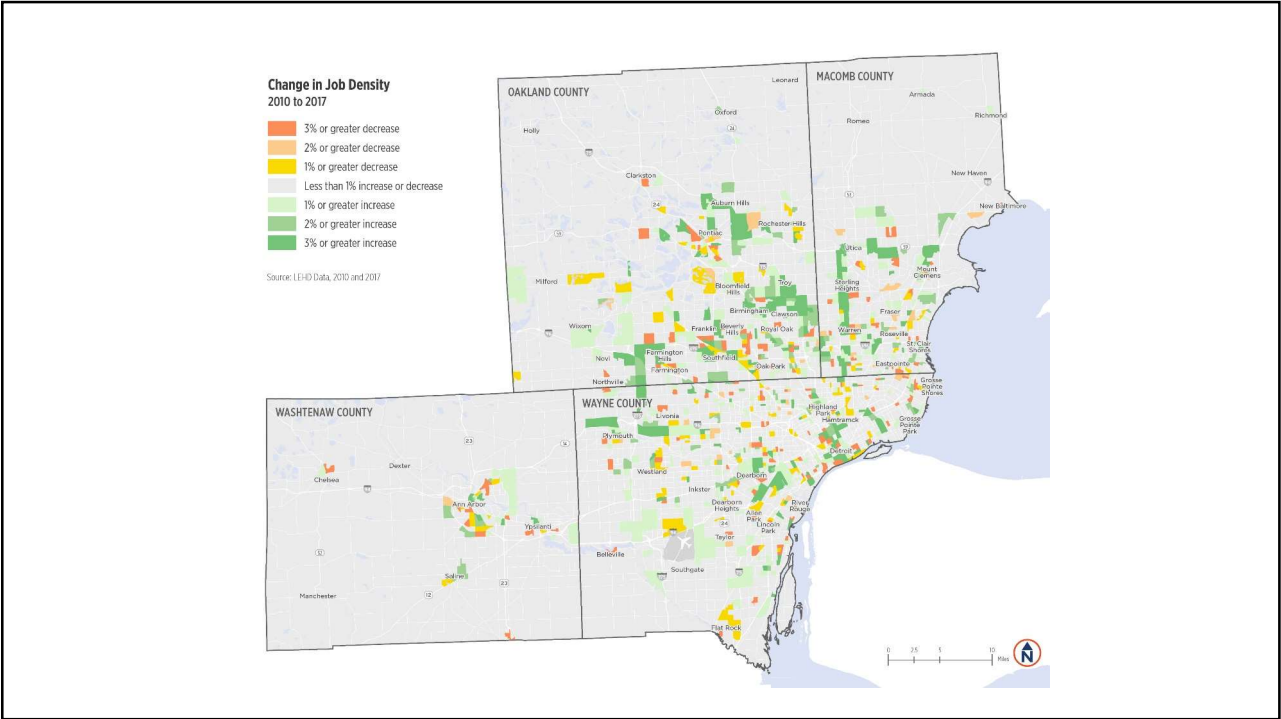
- Project solicitation process
- Subrecipient oversight program
- Annotated Program Management Plan outline

MARKET ANALYSIS

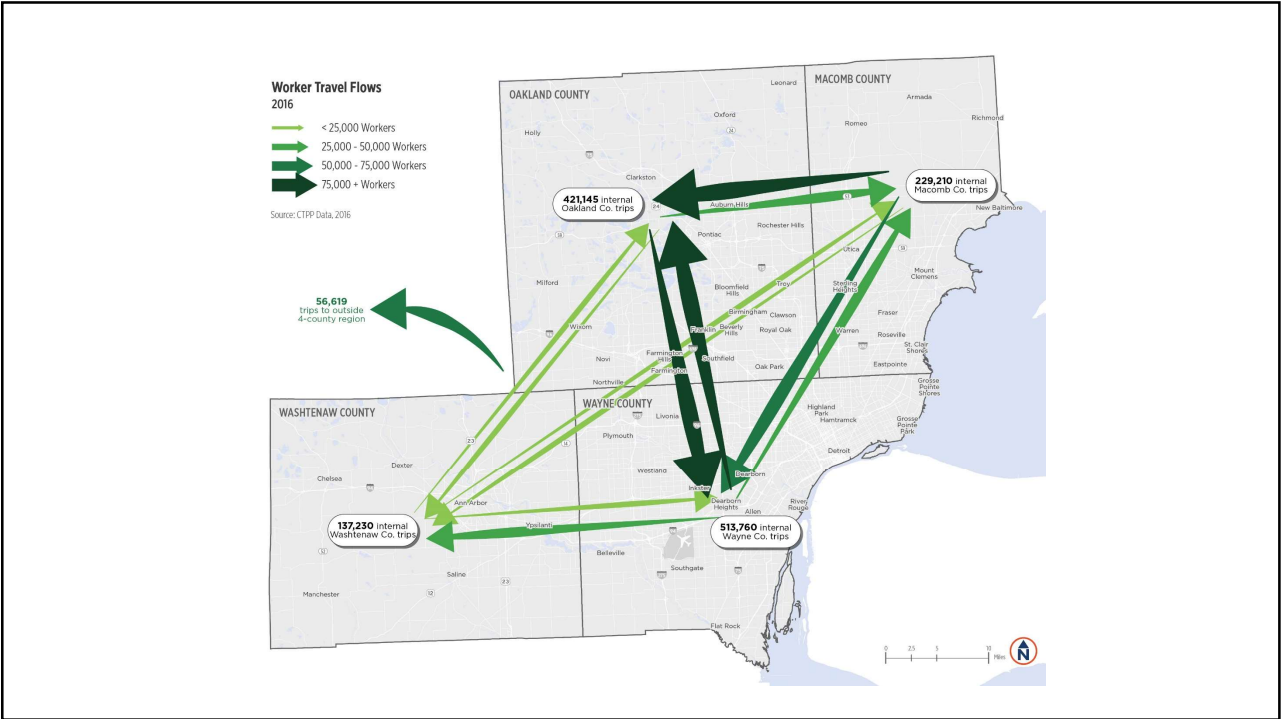
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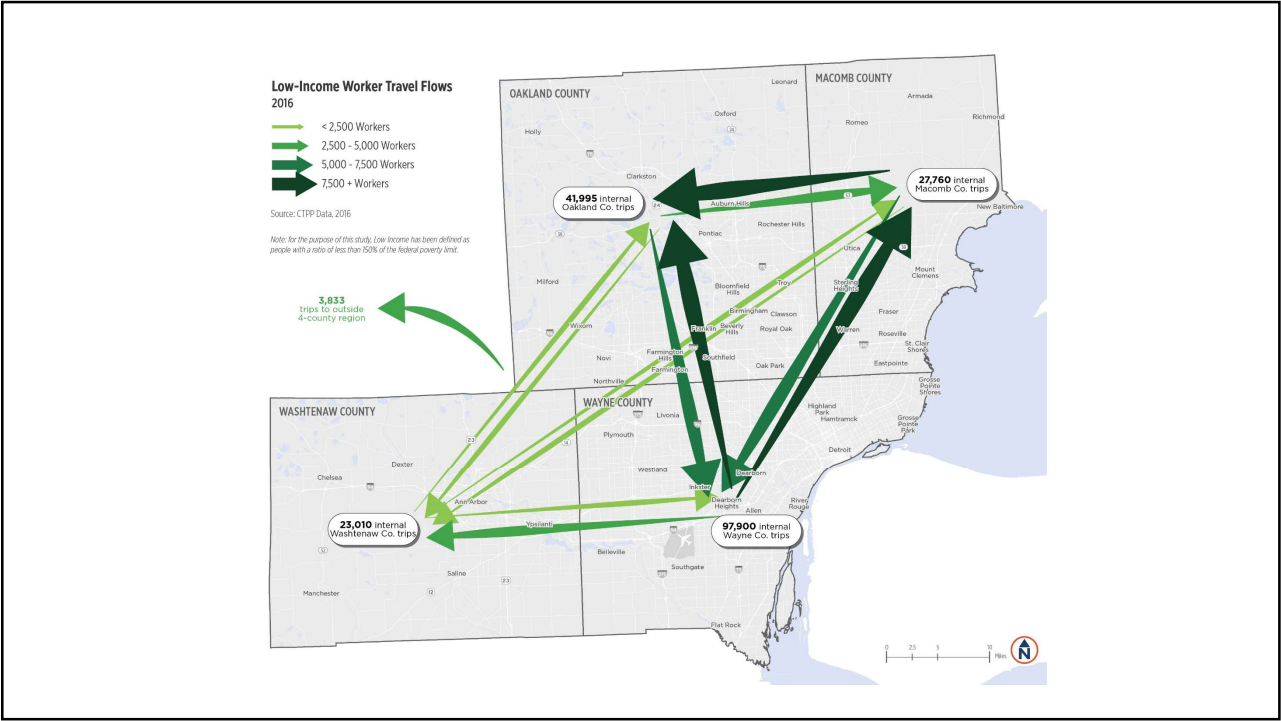
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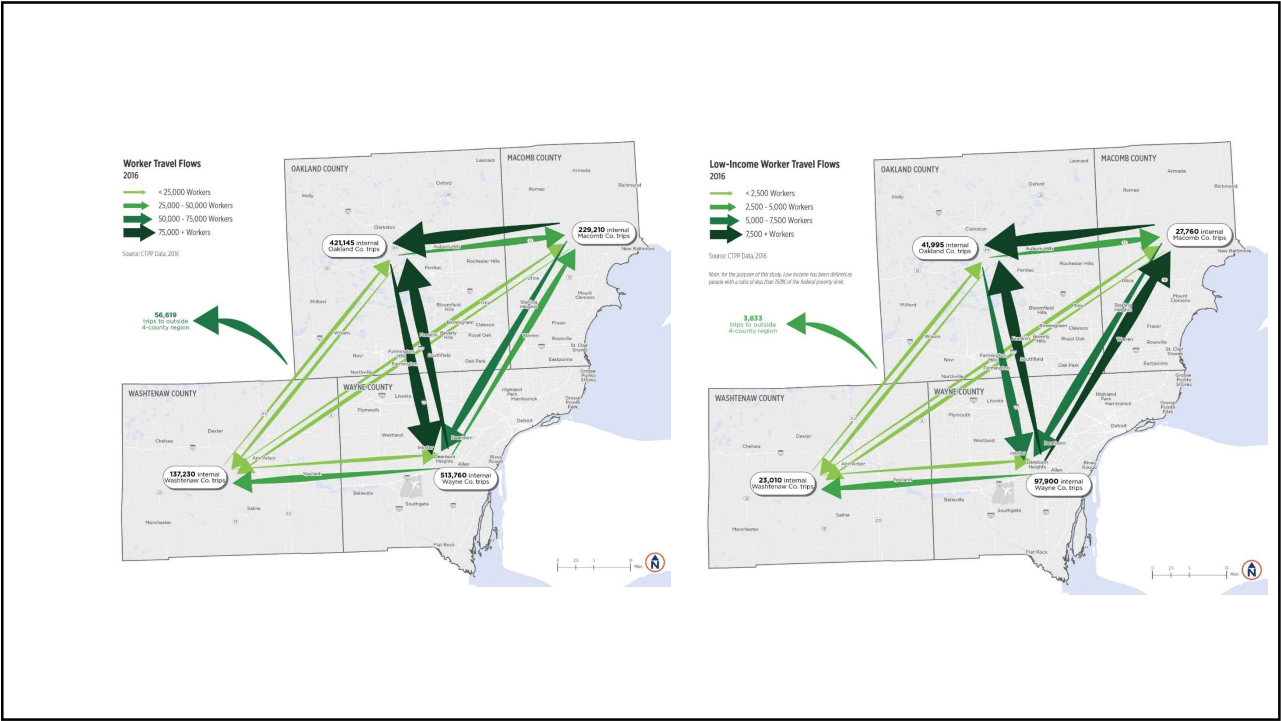
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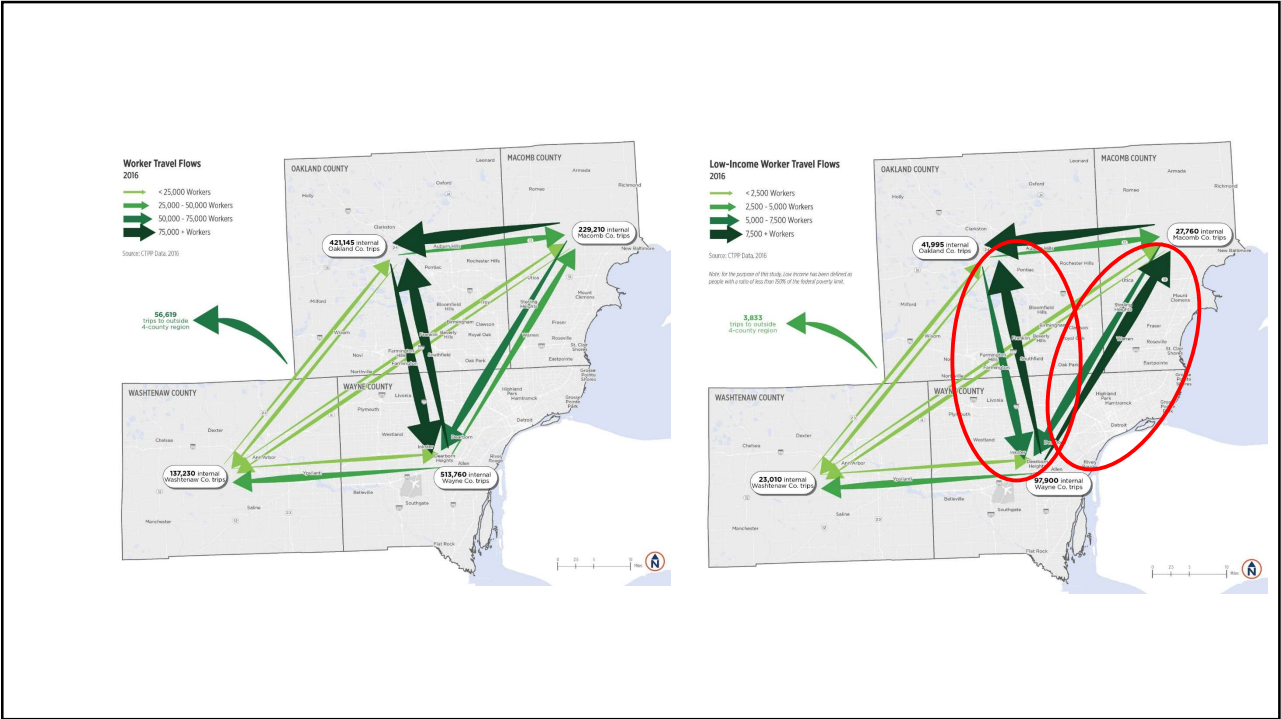
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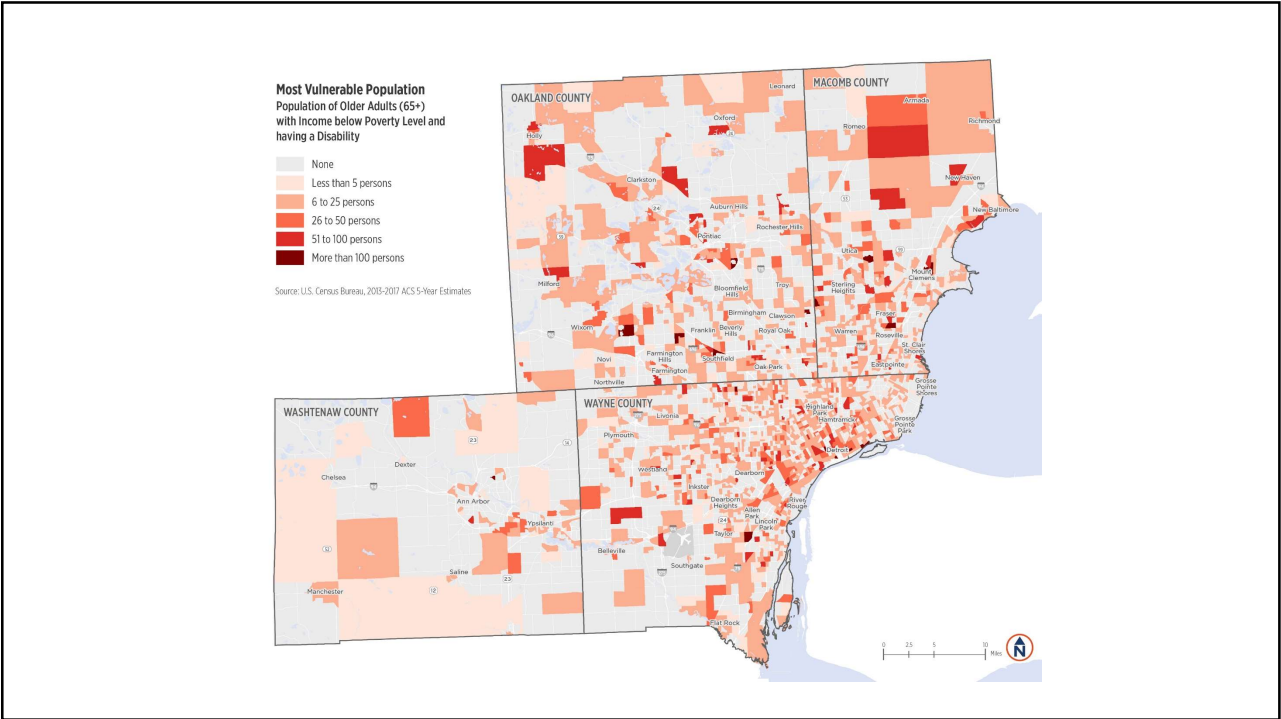
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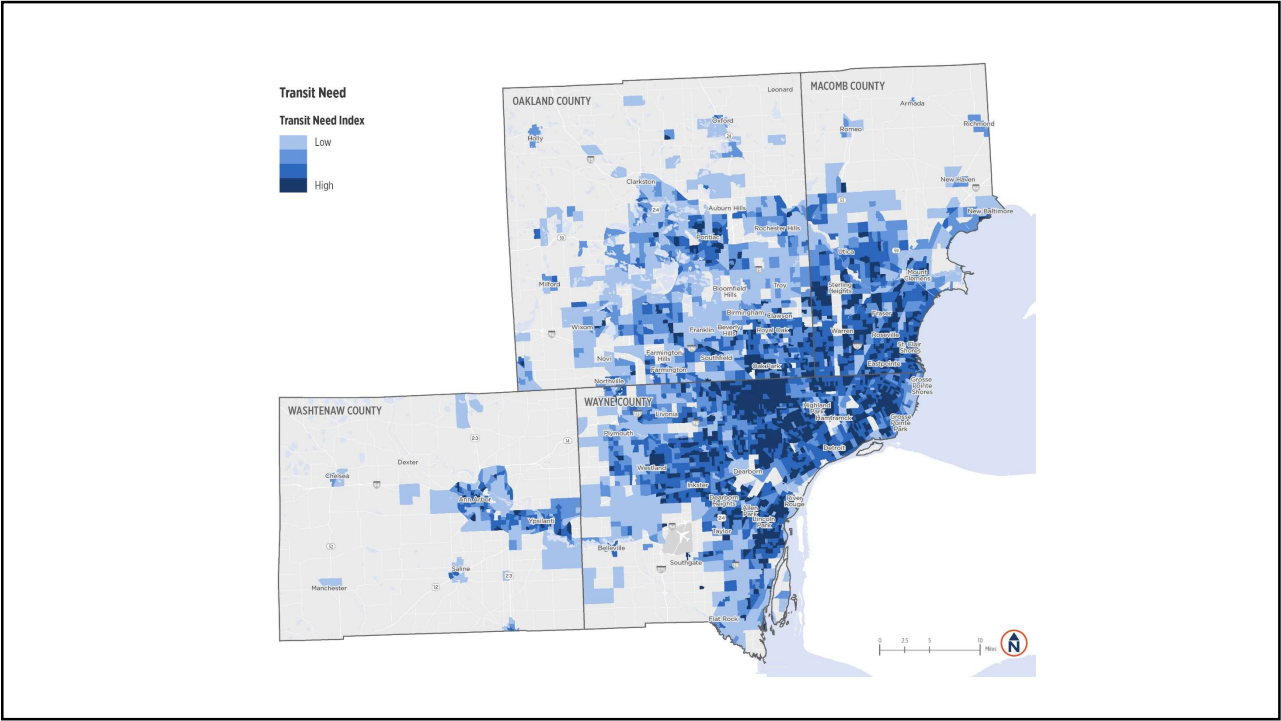
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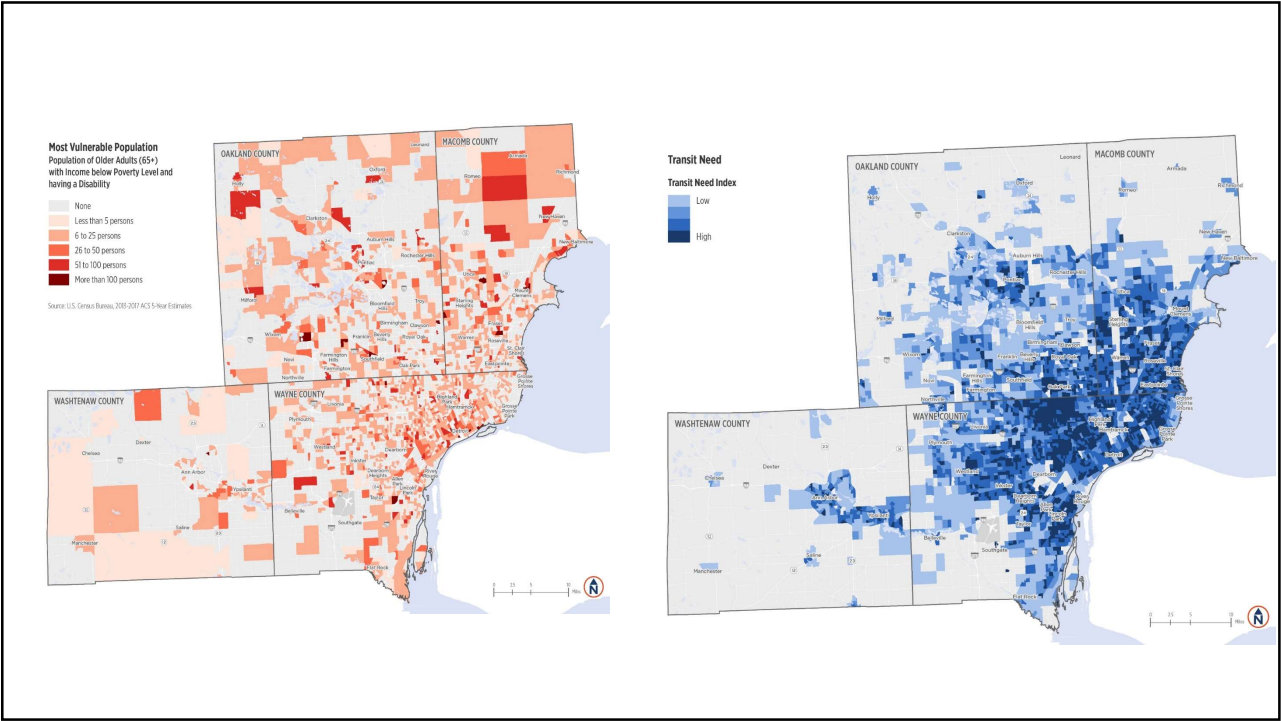
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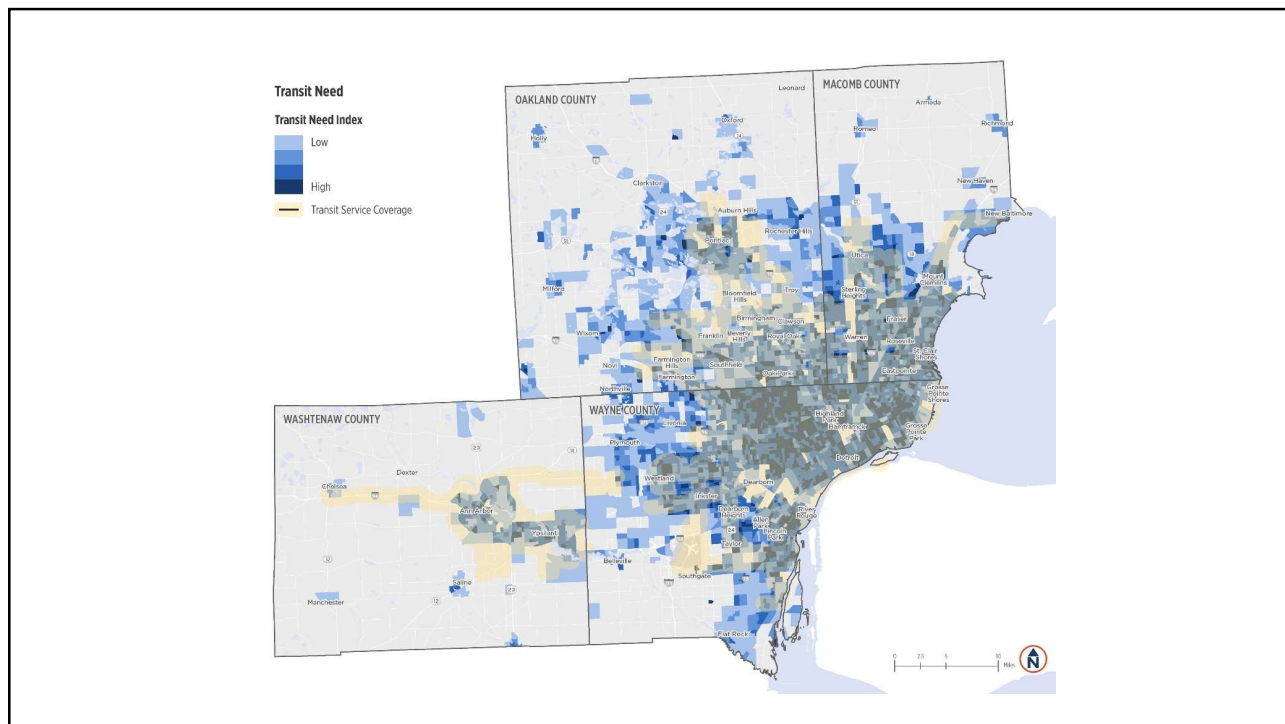
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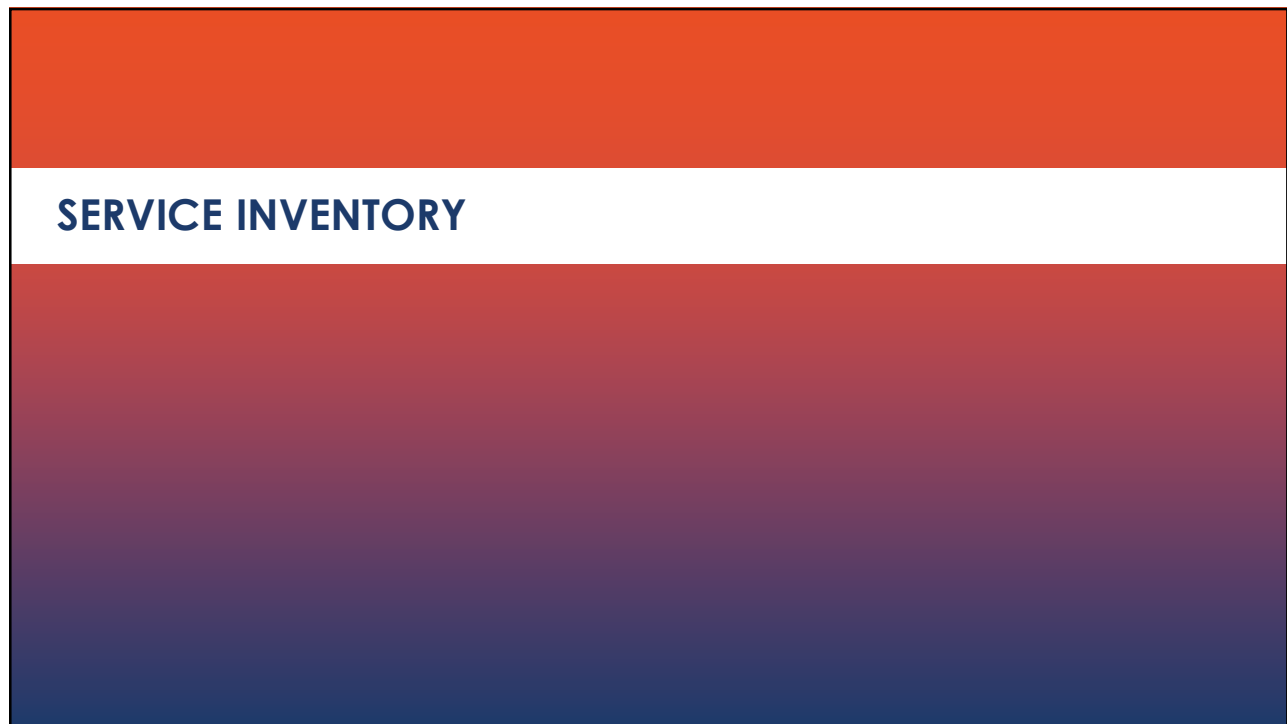
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MARKET ANALYSIS

Findings and Insights for On Hand

- Stable growth but continued sprawl
 - Loss in urban core to suburban and rural fringe
 - Harder to serve efficiently with demand response service
- Highest need community in Wayne County and City of Detroit
 - Followed by southern portions of Macomb and Oakland County
- Most vulnerable population also greatest in Wayne County
 - High needs in urbanized areas, but also in rural communities

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SERVICE INVENTORY

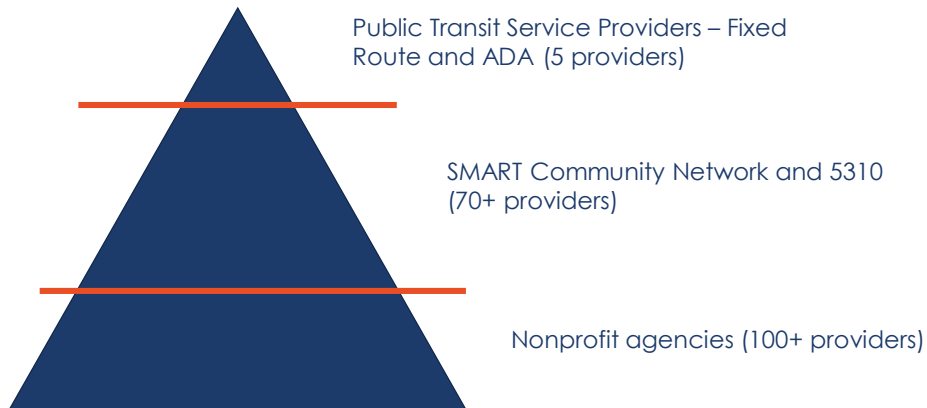
Sources and Resources

- Transit agency published schedules and services
- SMART Community Funding Program
- 5310 Recipients
- AAA 1-B Myride database

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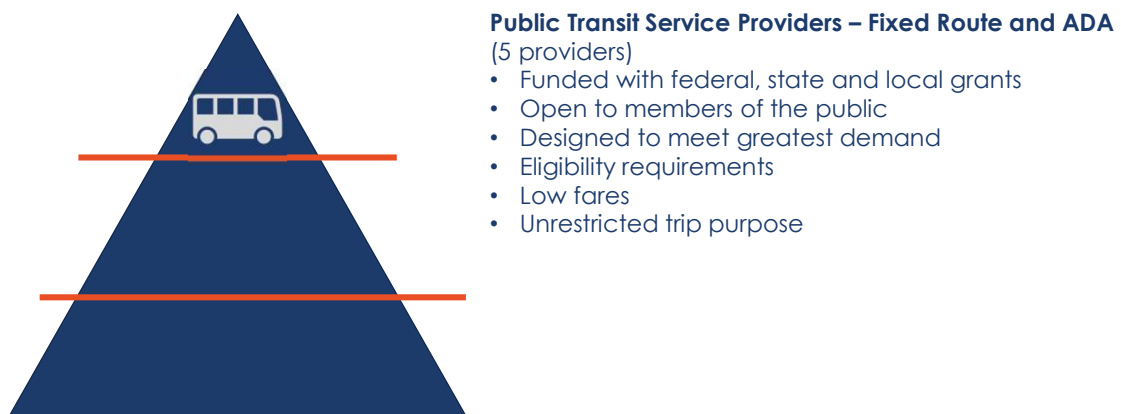
SERVICE INVENTORY OVERVIEW

Hierarchy of Providers



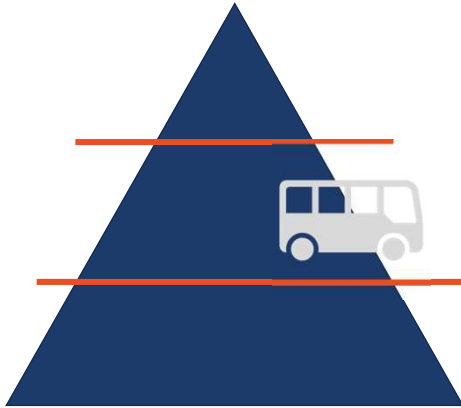
SERVICE INVENTORY OVERVIEW

Hierarchy of Providers



SERVICE INVENTORY OVERVIEW

Hierarchy of Providers



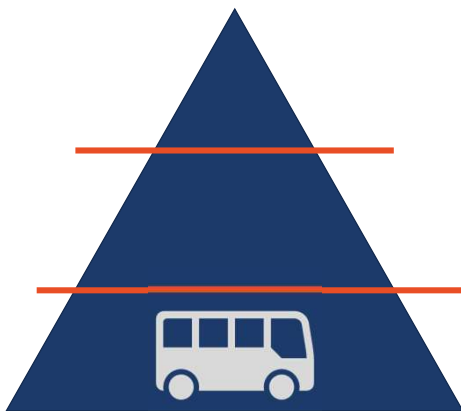
SMART Community Network and 5310 Providers (70+)

- Funded with federal and local funds (primarily)
- Available to general public
- Local trips
- Developed with older adults and people with disabilities in mind
- Low fares

Requesting a list (spreadsheet) of 5310 sub-recipients in 4-county region for past 3 years

SERVICE INVENTORY OVERVIEW

Hierarchy of Providers



Nonprofit and Human Service Providers (100 providers)

- May use public grants, but also other sources
- Designed to meet needs of clients
- Restricted access and trip purpose

NEXT STEPS

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NEXT STEPS

- Service Inventory/Database
- Survey Outreach/Tracking
- 5310 Program Management
- Needs Assessment
- Next TWG Meeting Tuesday
January 6 2020



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THANK YOU!



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AGENDA

- Welcome and Introductions
- Update on Project Schedule / Status
- 5310 Program Management
- OnHand User Survey
- Transportation Service Inventory
- Next Steps



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PROJECT STATUS

3

COORDINATED HUMAN SERVICE PUBLIC TRANSIT PLAN

Project Objectives

- Understand specific needs associated with target populations
 - Older adults
 - Persons with disabilities
 - Individuals with low incomes
- Develop a framework to strengthen existing coordination efforts
- Use process that is consistent with the federal requirements

How can the SE Michigan Transit Partners provide mobility options for seniors, people with disabilities, and people with low incomes that are also cost efficient for the region?

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ONHAND PROJECT SCHEDULE



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5310 PROGRAM MANAGEMENT

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USER PROFILES / SURVEY PLAN

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USER SURVEY

Status Update

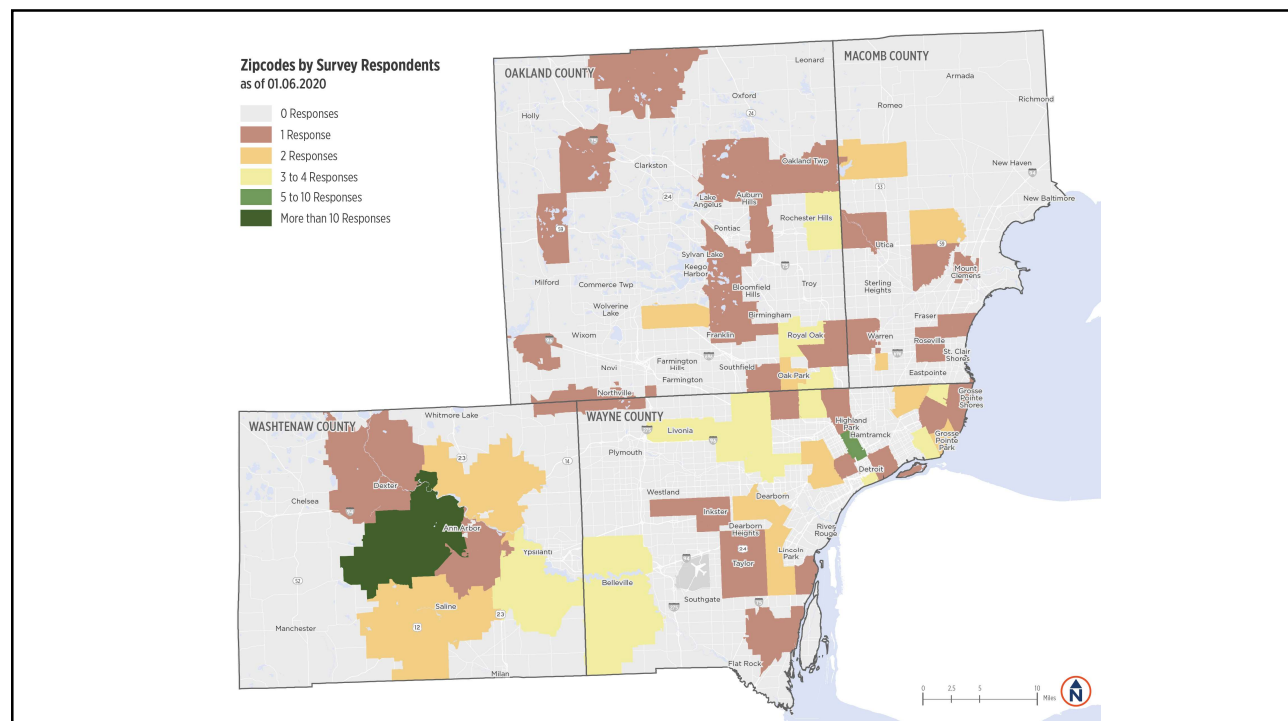
- Soft Launch in December 2019
- More active distribution in January 2019
- Updated with corrections/edits
 - PDF is fully accessible with screen readers
 - Online survey is accessible and interactive with screen readers
 - Available in English and Mandarin Chinese (per requests)

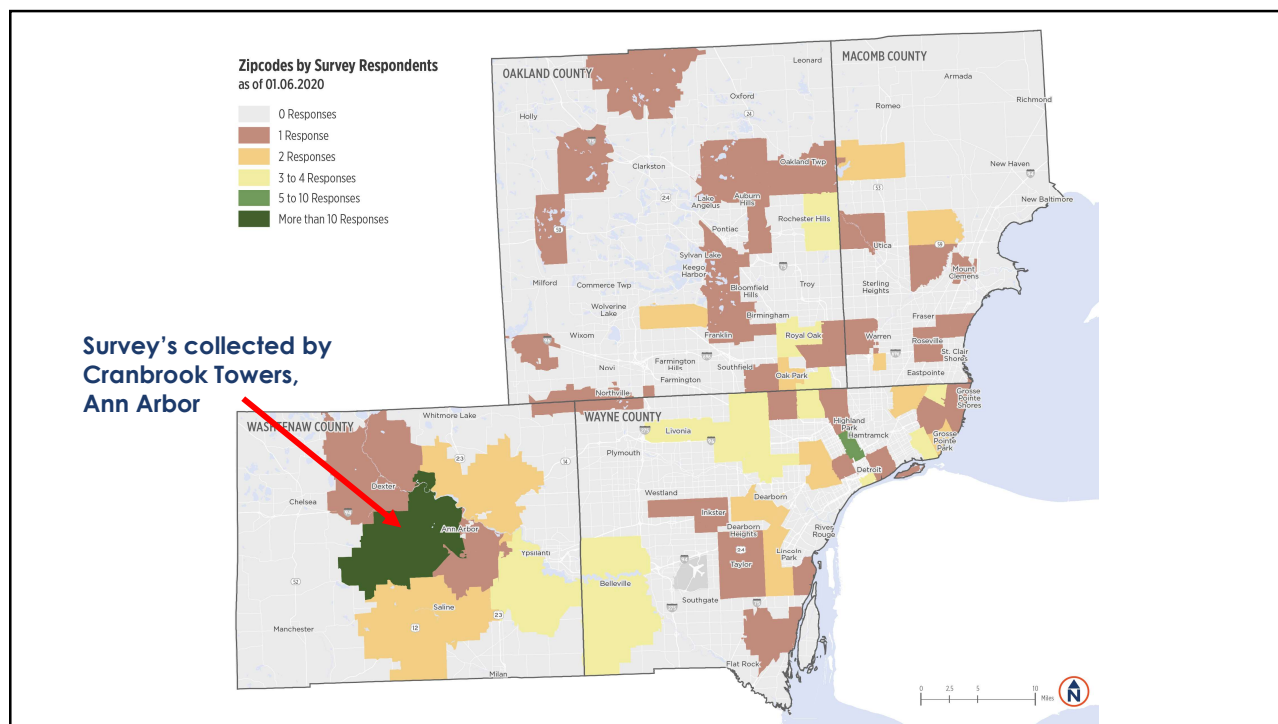
8

USER SURVEY – PRELIMINARY FINDINGS

Status Update

- 222 surveys collected to date (181 online)
 - 77% aged less than 64
 - 58% employed full time
 - 19% diagnosed with disability or impairment
 - 54% White or Caucasian, 20% Black or African American, 13% Asian and remaining 13% varied





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USER SURVEY – NEXT STEPS

Distribution Plan

- Start more active distribution of survey
 - Looking for older adults, especially people aged 75+
 - Contacts at disability networks
 - Warriors on Wheels
 - Detroit Disability Power
- Continued help from TWG and stakeholders

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TRANSPORTATION SERVICE INVENTORY





















13

TRANSPORTATION SERVICE PROVIDER INVENTORY

- DRAFT Technical Memo submitted to RTA over holidays
 - To TWG for comment next week

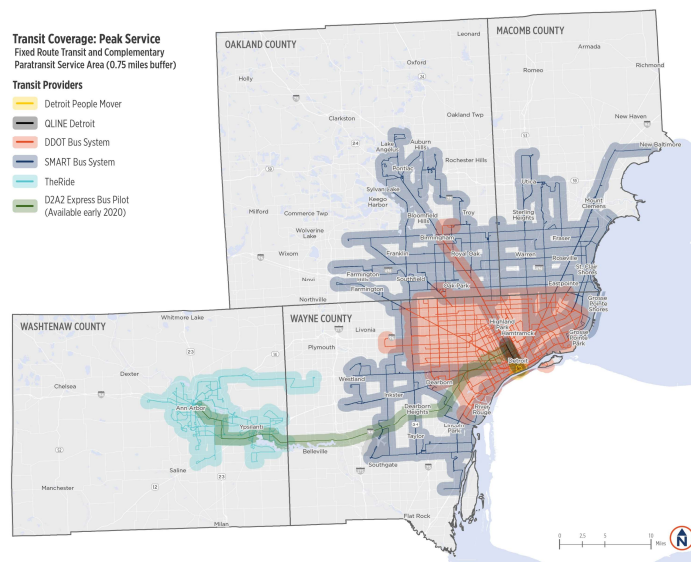
14

TRANSPORTATION SERVICE INVENTORY – KEY FINDINGS

	Fixed Route Public Transit and Complementary ADA Paratransit	Municipally/Locally Coordinated Demand Response Transportation	Non-Profit Agencies	Private For-Profit Transportation
Providers	 6	 80+	 30+	 20+
Level of Service	 HIGH CAPACITY	 MEDIUM CAPACITY	 LOW CAPACITY	 LOW CAPACITY
Eligibility & Cost	 OPEN TO EVERYONE	 ELDERLY & PEOPLE WITH DISABILITIES EVERYONE ELSE	 ELDERLY, LOW-INCOME & PEOPLE WITH DISABILITIES	 OPEN TO EVERYONE
Funding	 FEDERAL STATE REGIONAL	 FEDERAL STATE REGIONAL	 FEDERAL STATE CHARITABLE GIFTS	 MEDICAID USER FEES
Coverage	 COMPREHENSIVE & REGULAR	 ON DEMAND	 VARIABLE	 BROAD

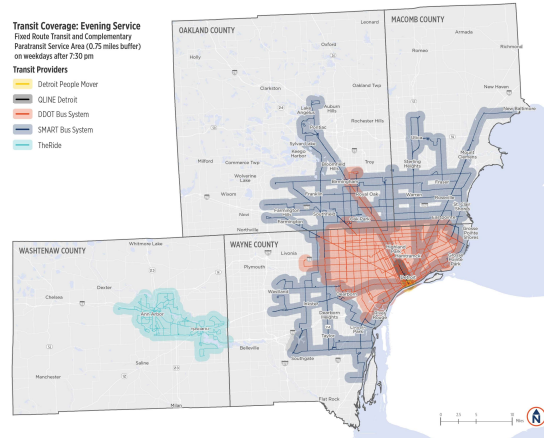
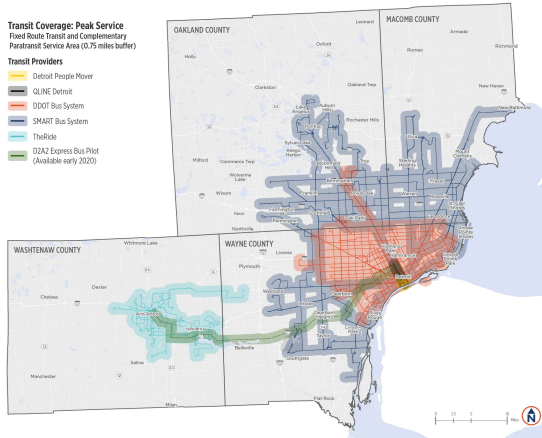
15

FIXED ROUTE AND ADA PARATRANSIT - COVERAGE



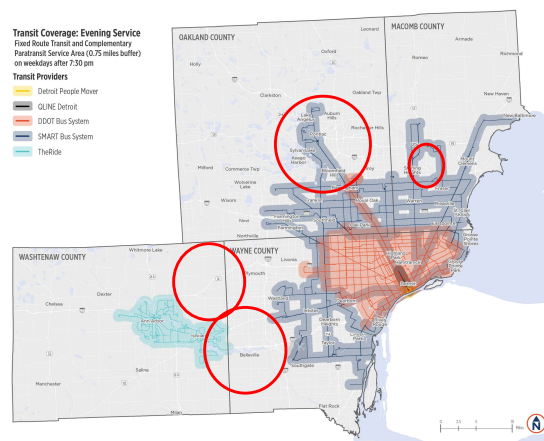
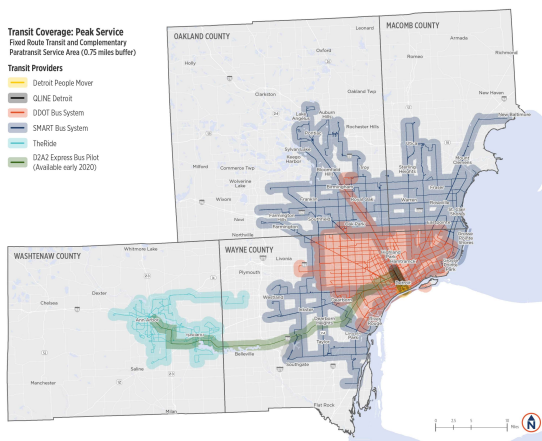
16

PEAK NETWORK AND EVENING - COVERAGE



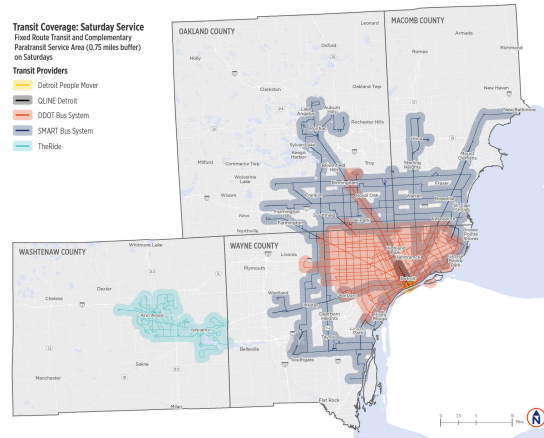
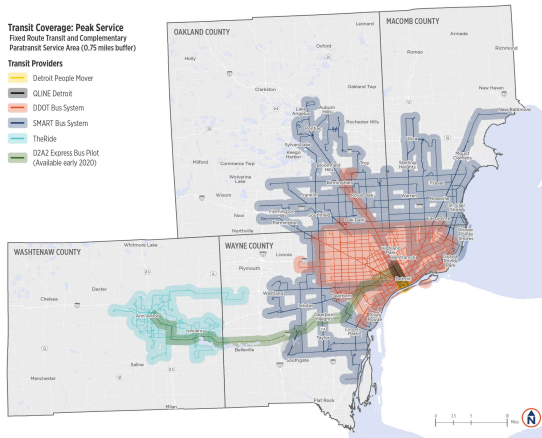
17

PEAK NETWORK AND EVENING - COVERAGE



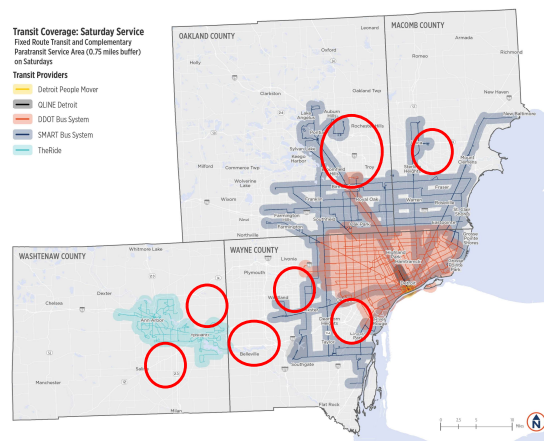
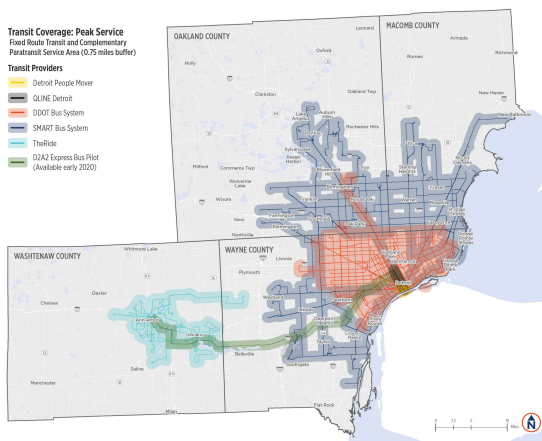
18

PEAK NETWORK AND SATURDAY - COVERAGE



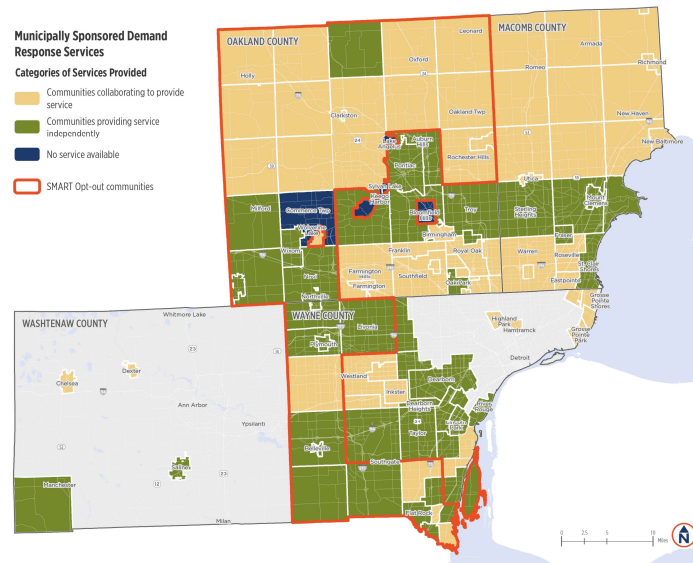
19

PEAK NETWORK AND SATURDAY - COVERAGE



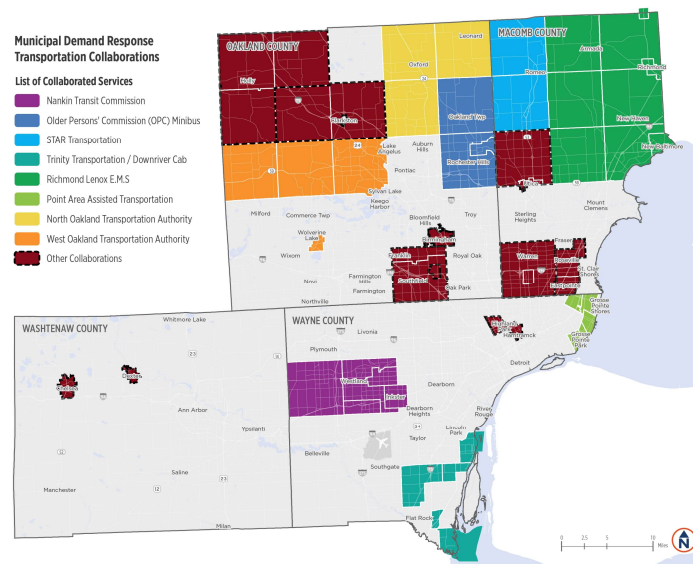
20

MUNICIPAL DEMAND RESPONSE SYSTEMS



21

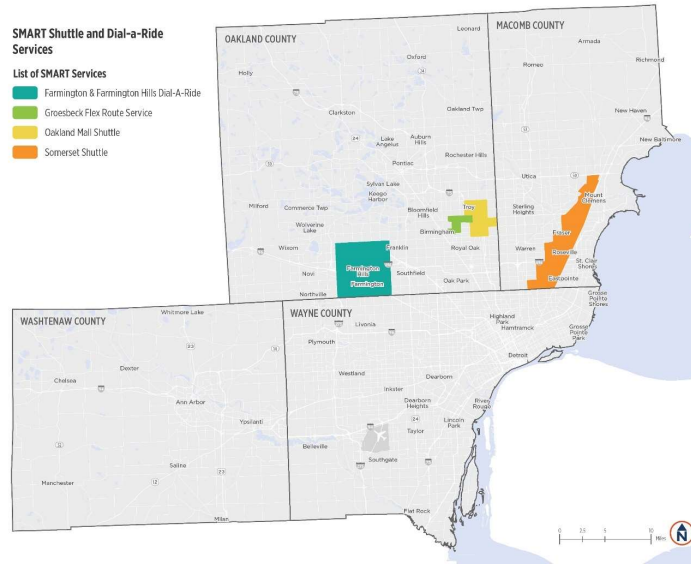
MUNICIPAL DEMAND RESPONSE SYSTEMS - COLLABORATIONS



Note: Only collaborations shown; see municipally sponsored demand response services for complete network

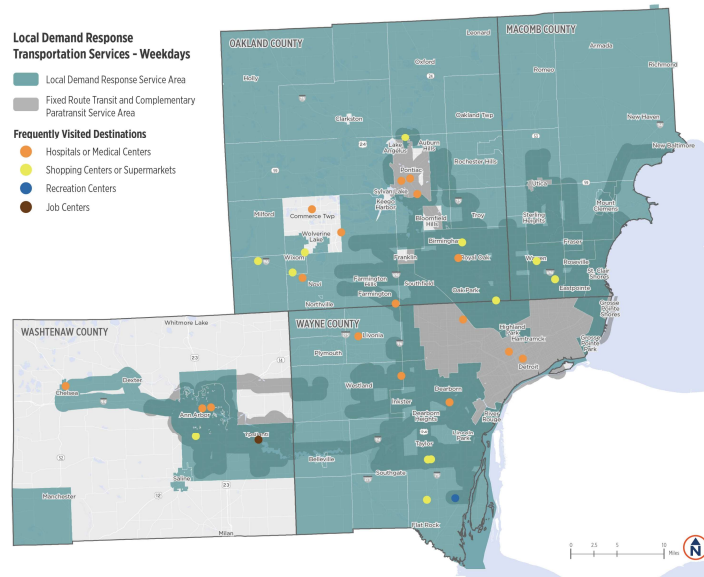
22

SMART SHUTTLE AND DIAL-A-RIDE



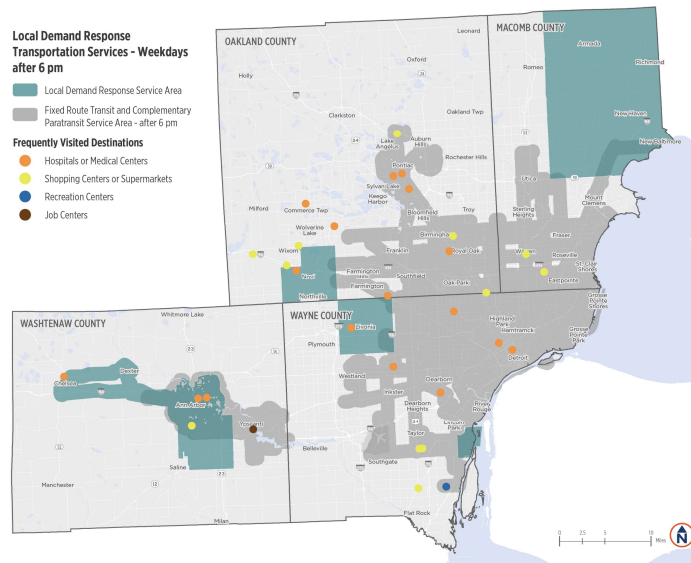
23

WEEKDAY DEMAND RESPONSE SERVICE



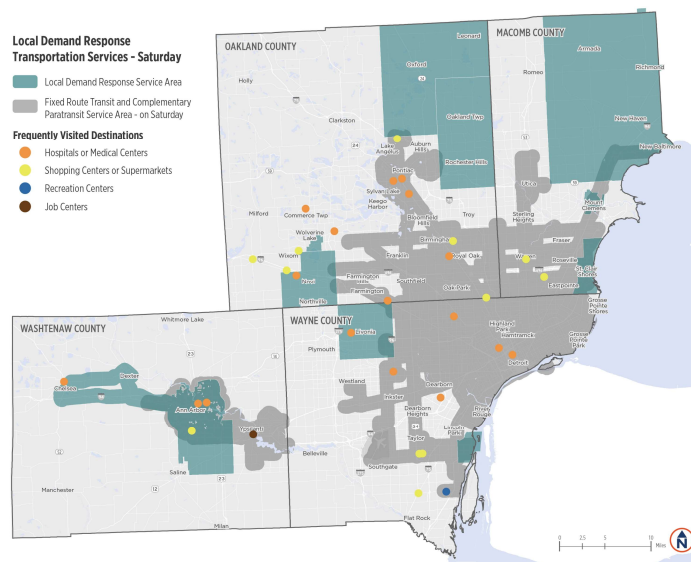
24

DEMAND RESPONSE SERVICE AFTER 6:00 PM



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DEMAND RESPONSE SERVICE SATURDAYS



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TRANSPORTATION SERVICE PROVIDER INVENTORY

Key Findings

- Excellent geographic and temporal coverage
 - Detroit's coverage provided by ADA paratransit
 - Fixed route networks have coverage-based approach
 - Ann Arbor coverage includes after hours services
- Resources and technical assistance through SMART
 - Funding, vehicles and technical assistance
 - Results in a strong local network of service
- Local examples of regional coordination
 - Especially in Macomb and Oakland Counties

TRANSPORTATION SERVICE PROVIDER INVENTORY

Key Findings and Opportunities

- Potential to coordinate ADA and local demand response services
- Equities / Inequities: ADA and demand response

- Geographic
- Quality of Service
- Fares / Cost

	ADA Paratransit	Demand Response
Geography	City of Detroit	Suburban / rural communities
Quality of Service	Regulated	Set locally
Extent of Service	Curb-to-curb	Varies
Fares	2x Fixed Route (\$3.00 per one way)	Varies
Eligibility	Regulated – requires an application	Usually none
Best for:	Persons with disabilities	Older adults

NEXT STEPS

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NEXT STEPS

- Service Inventory/Database
- Survey Outreach/Tracking
- 5310 Program Management
- Needs Assessment
- Next TWG Meeting **Tuesday February 18, 2020**



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THANK YOU!



Bethany Whitaker

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1

AGENDA

- Welcome and Introductions
- Update on Project Schedule / Status
- 5310 Program Management
- Transportation Funding Inventory
- OnHand User Survey
- Prioritization Exercise
- Next Steps



2

PROJECT STATUS

3

COORDINATED HUMAN SERVICE PUBLIC TRANSIT PLAN

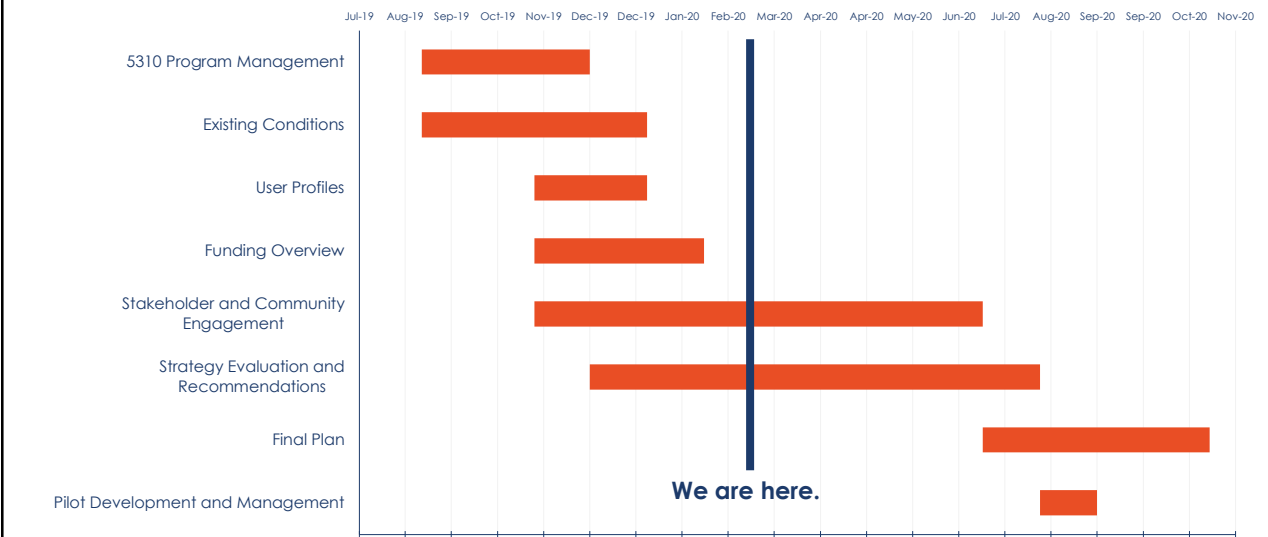
Project Objectives

- Understand specific needs associated with target populations
 - Older adults
 - Persons with disabilities
 - Individuals with low incomes
- Develop a framework to strengthen existing coordination efforts
- Use process that is consistent with the federal requirements

How can the SE Michigan Transit Partners provide mobility options for seniors, people with disabilities, and people with low incomes that are also cost efficient for the region?

4

ONHAND PROJECT SCHEDULE



5

5310 PROGRAM MANAGEMENT

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PROPOSED 5310 PROGRAM MANAGEMENT

Overview

- Draft of plan based on input and comments from TWG members, including sample project application and scoring sheet
 - Circulated for review and comment
- Draft covers:
 - Goals and objectives
 - CHSTP
 - Project selection
 - Funding distribution
 - Development of POP
 - Management and administration

DISCUSSION POINTS

- Program goals and objectives
- Roles and responsibilities – RTA, direct recipients, stakeholders
- Project selection criteria and weights
- Performance measures
- Schedule
- Details
 - Regional call for projects
 - Availability of administrative funds
 - Pre-screening of applications

PROGRAM GOALS AND OBJECTIVES

- Align resources with highest regional priorities to improve mobility
- Continue and expand on regional collaboration
- Streamline project solicitation/selection process
 - Reduce duplicative administrative efforts
- Fair and equitable distribution of 5310 funds
- Maintain relationships between direct recipients and subrecipients
- Encourage coordination among providers
- Collect more information about performance
- Involve a variety of stakeholders in 5310 planning and project selection

ROLES AND RESPONSIBILITIES

RTA

- Lead agency for development of CHSTP
 - Updates every 4-5 years at a minimum
- Distribute single, regional call for projects
 - Assistance from direct recipients
- Determine 5310 funding targets: set-asides, 55%/45% split in each UZA
 - Administration – RTA and direct recipients only, or available to subrecipients?
 - Current regional priorities
 - Traditional vs. non-traditional projects
- Technical assistance to potential applicants
- Serve on project selection committee
- Approval of POP
- Develop PMP and MOUs with direct recipients

ROLES AND RESPONSIBILITIES

Direct Recipients – SMART, AAATA, DDOT, DTC

- Participate in development of CHSTP
- Provide input on annual goals, objectives, and funding targets/set-asides
- Serve on project selection committee
 - Assist with advertisement of call for projects
 - Pre-screen applications?
- Administration of selected projects
 - Contracting
 - Reporting
 - Billing
 - Procurement (SMART)
- Subrecipient compliance oversight

ROLES AND RESPONSIBILITIES

Stakeholders

- Participate in development of CHSTP
- Comment on proposed POP
 - Broad, inclusive group
- Serve on project selection committee
 - Smaller, more targeted group
 - SEMCOG
 - AAA 1- B
 - MDOT
 - Organizations that serve older adults and people with disabilities
 - Provide input on annual goals, objectives, and funding targets/set-asides
 - Score project applications
- SEMCOG – public comment on proposed POP

PROJECT SELECTION

Process

- Initial screening by RTA staff
 - Eligibility of applicant and project
 - Technical and financial capacity
 - Project type: vehicles, equipment, and infrastructure (new and replacement); operations and mobility management
- Additional screening of capital applications by direct recipients?
- Scoring by project selection committee
 - Consider elements of applications by type of project
 - Points for each selection criterion
 - Discuss applications that receive a range of scores
 - Prepare recommendations for RTA

PROPOSED NEW SELECTION CRITERIA

Categories and Weights

- **Need and Benefits – maximum 45 points**
 - Consistency with CHSTP
 - Mobility improvements, elimination of transportation barriers
 - Vehicle life relative to replacement thresholds
 - Use of previous 5310 funding and vehicles/services
- **Coordination and Partnerships – maximum 20 points**
 - Involvement of other organizations
 - Coordination of current services
 - Contribution to regional coordination
 - Local support
- **Project Readiness – maximum 35 points**
 - Financial and implementation plans; sustainability
 - Experience of applicant
- **Highly competitive project characteristics – 10 extra points**
 - Incentive for projects that address funding priorities, such as:
 - Coordination among providers
 - New or innovative programs or services
 - Multiple needs/strategies included in CHSTP are addressed

Final criteria to be determined as coordinated plan develops, and discussed annually by project selection committee and revised as needed

ADMINISTRATION

Grants and Reporting

- Subrecipient grant agreements:
 - Detroit UZA subrecipients – SMART, DDOT, DTC
 - Ann Arbor UZA subrecipients – AAATA
- Reporting
 - FTA reports (FFRs, MPRs, Title VI, DBE, performance) – Direct recipients
 - Other data and performance measures – collected from subrecipients by direct recipients

ADMINISTRATION

Financial and Procurement

- Billing
 - Direct recipients and subrecipients
- Procurement - vehicles
 - SMART

ADMINISTRATION

Subrecipient Oversight

- Certifications to federal, state requirements
 - RTA, through federal 5310 application process
- Compliance with federal, state requirements
 - Direct recipients
 - Desk reviews
 - Site visits

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PERFORMANCE MEASURES

Objectives and Measures

- Progress toward 5310 objectives
 - Improved mobility for older adults and people with disabilities
 - Specific regional and local objectives identified in coordinated plan
- Efficient and effective use of 5310 funds
- Useful federal measures already reported
 - Number of older adults, people with disabilities with mobility they would not have without traditional 5310 projects
 - Ridership, for traditional and non-traditional projects
 - Service improvements
 - Physical improvements
- Other measures
 - Cost per passenger trip
 - Cost per vehicle hour
 - Passenger trips per vehicle hour
 - Expenditures as a percentage of subrecipient's total 5310 award for each funding cycle, if applicable

Final performance measures to be determined as coordinated plan develops

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SCHEDULE FOR DEVELOPMENT OF POP

- Project selection committee meets two months in advance of call for project – late in calendar year
 - Discuss selection process, annual goals and funding priorities
- Regional call for projects – early in the next calendar year
- Project selection, draft POP – first quarter
- POP public comment – managed by SEMCOG; second quarter?
- Regional split of 5310 funds – spring or early summer
- Subrecipient awards – summer

FUNDING INVENTORY

FUNDING INVENTORY

Task Goals

- Inventory available funding
 - Amounts of funding
 - Distribution and use
- Evaluate funding models
- Consider performance measures

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FUNDING INVENTORY

- Federal Transit Administration (FTA)
 - Transit funds (5311, 5307, 5339)
 - Older adults and people with disabilities (5310)
- Non-DOT Federal funds
 - Department of Health and Human Services
- Michigan DOT
 - Local bus operating and capital
 - Specialized services
- Regional funds / Property Tax
- Local funds
 - General revenue contributions
 - Municipal credits
- Other (fares, partnerships, etc.)



Fixed Route Public Transit
and Complementary ADA
Paratransit

Total Funding
\$370
Million

Federal

State

Regional

Local

Other



Municipally/Locally
Coordinated Demand
Response Transportation

Total Funding
\$11
Million

Federal

State

Regional

Local

Other



Non-Profit Agencies

Total Funding
\$4.7
Million

Federal

State

Other

22

FUNDING INVENTORY

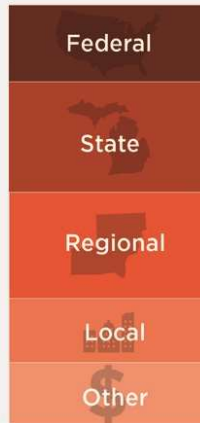
- Funding distribution varies:

- Agency type
 - Urban vs. rural
- Target population
 - General public
 - Older adults
 - People with disabilities
- Capital vs. operating
- Geography



Fixed Route Public Transit
and Complementary ADA
Paratransit

Total Funding
**\$370
Million**



Municipally/Locally
Coordinated Demand
Response Transportation

Total Funding
**\$11
Million**



Non-Profit Agencies

Total Funding
**\$4.7
Million**

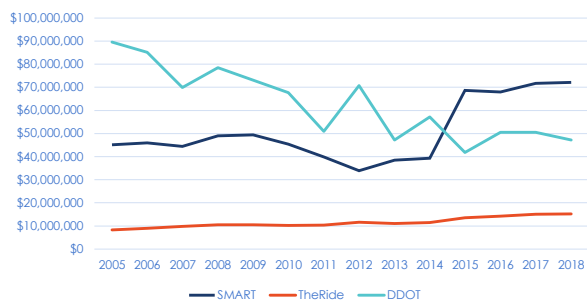


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FUNDING INVENTORY

Key Findings

- Local and regional funding is a differentiator
 - Dedicated property taxes provide more stability and growth
 - Fixed route service providers
 - Municipal based systems
 - SMART Community Partnership Program provides similar level of stability
 - Without SMART, municipalities rely on general funds



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FUNDING INVENTORY

Key Findings

- All providers rely on multiple funding sources to operate
 - Loss of one source, could end service
 - Assembling multiple grants is complicated
 - Different coordination models
 - Coordinated operations
 - Coordinated service delivery and operations
 - Differences reflect funding programs, relationships between communities, and provider organizational models.

FUNDING INVENTORY

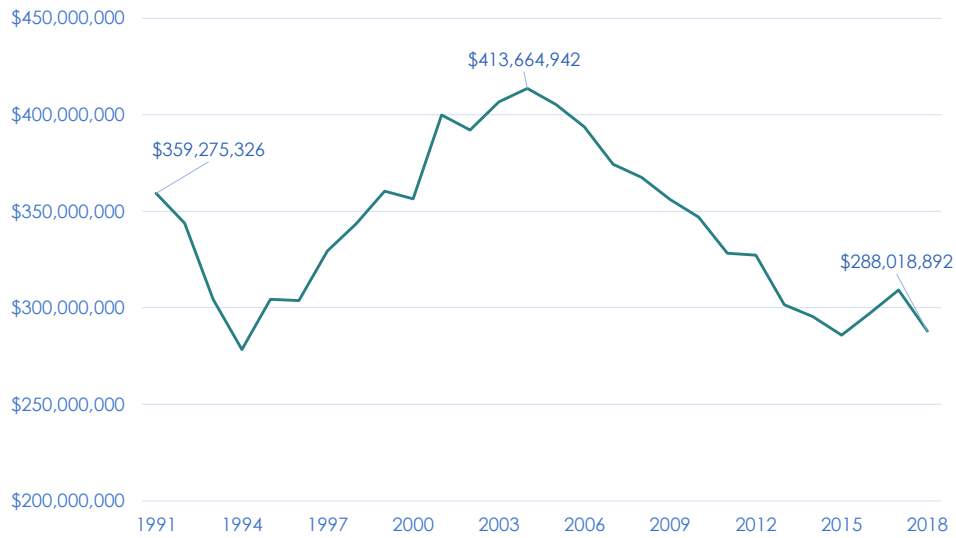
Key Findings:

- Funding streams designed with similar goals in mind
- Grant requirements, controls or reporting limited and not well coordinated
- Performance data and service “value” not consistently captured, especially for municipal programs

Transit Funding Programs

- 5310
- MDOT Specialized Transportation
- SMART Community Transportation
- General Fund revenues
- Municipal credits

FUNDING INVENTORY



USER PROFILES / SURVEY PLAN

USER SURVEY

Status Update

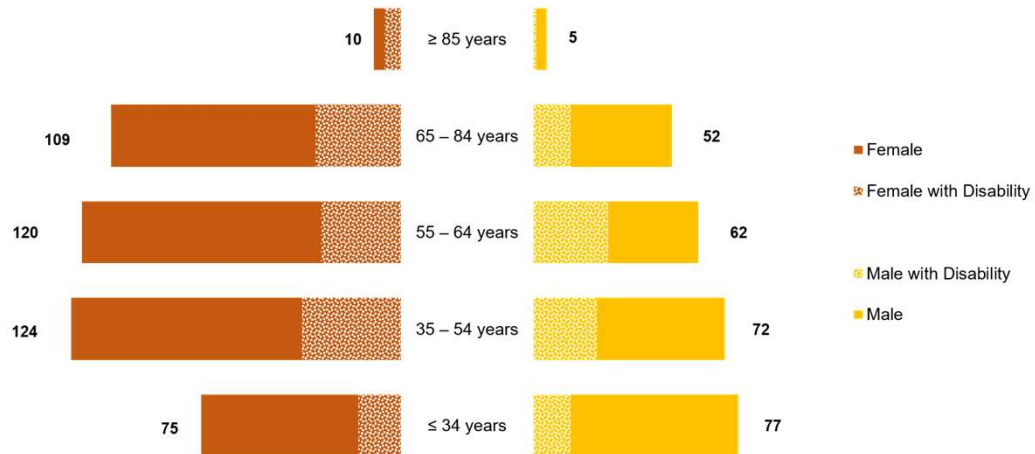
- Soft Launch in December 2019
- Active distribution in January 2020
- End distribution in February 2020



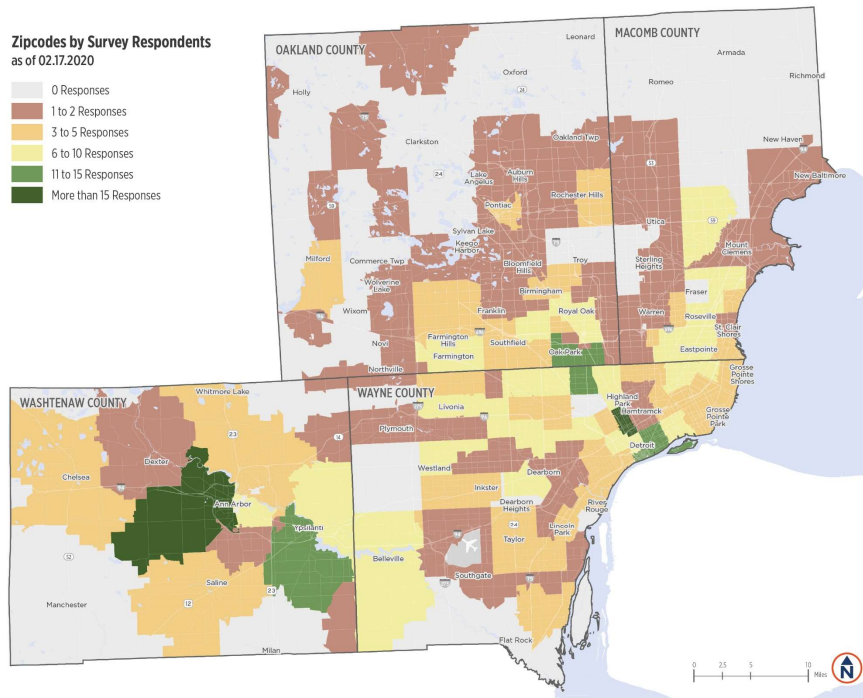
USER SURVEY – STATUS UPDATE

- 795 surveys collected to date (645 online, 155 paper)
 - 50% White or Caucasian
 - 30% Black or African American
 - 13% Asian and remaining 7% varied

USER SURVEY – STATUS UPDATE



Zipcodes by Survey Respondents
as of 02.17.2020



USER SURVEY – NEXT STEPS

Distribution Plan

- Ongoing distribution and outreach
 - Looking for older adults, especially people aged 75+
 - Ending on February 29
- Develop draft survey analysis plan
- Draft results at March 31 TWG meeting

PRIORITIZATION EXERCISE

REGIONAL PRIORITIES FOR HUMAN SERVICE / COMMUNITY TRANSPORTATION

- Highest priority - this is an area we are struggling
- Needs help and important but not highest priority
- Doing okay, needs improvement but basically working
- Not a priority right now

Regional Connections (across jurisdiction boundaries)	Improve Infrastructure (make it easier to use transit)	Information about Existing Services (service use and productivity)
Increasing Service (longer hours or more days of service)	Funding (for municipal and human service transportation providers)	Consumer Information about Existing Services
Coordination Among Providers (ADA eligibility, purchase of service, vehicle sharing)	Improving Technologies used by Transportation Providers	Maintaining Vehicles and Equipment

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NEXT STEPS

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NEXT STEPS

- Comment on 5310 Program Management Plan
 - Due March 6
- Comments on Market Analysis and Provider Inventory
- Draft Technical Memo: Funding Analysis
- Needs, gaps and strategies
- ***Next TWG Meeting is Tuesday, March 31***



THANK YOU!



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1

AGENDA

- Welcome and Introductions
- Share Best Practices
- Update on Project Schedule / Status
- OnHand User Survey
- Prioritization Exercise
- Regional Needs and Gaps
- Next Steps

A red icon depicting a person in a wheelchair boarding a bus. The person is shown in profile, pushing the wheelchair up a small ramp that leads into the side of the bus. The bus is a simple, stylized representation of a vehicle with a large front window and two headlights.

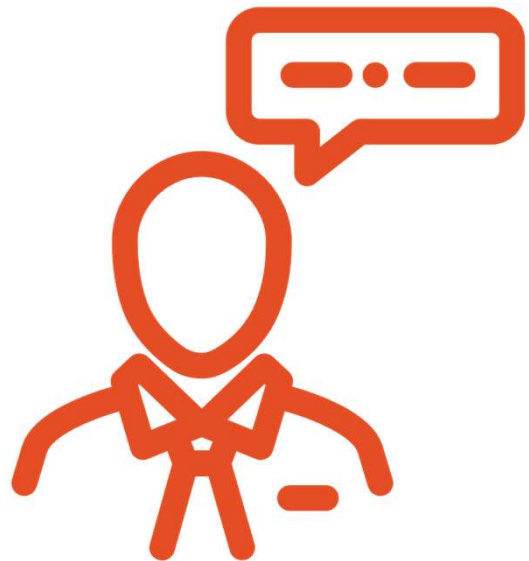
2

INTRODUCTIONS & BEST PRACTICES/LESSONS FROM THE FIELD

3

INTRODUCTIONS

- Offer any lessons from the field /
impact of COVID-19 on operations



4

PROJECT STATUS

5

COORDINATED HUMAN SERVICE PUBLIC TRANSIT PLAN

Project Objectives

- Understand specific needs associated with target populations
 - Older adults
 - Persons with disabilities
 - Individuals with low incomes
- Develop a framework to strengthen existing coordination efforts
- Use process that is consistent with the federal requirements

How can the SE Michigan Transit Partners provide mobility options for seniors, people with disabilities, and people with low incomes that are also cost efficient for the region?

6

ONHAND PROJECT SCHEDULE



TECHNICAL MEMOS

Tech Memos Submitted

- Drafts Reports
 - Existing Conditions
 - Transportation Provider Inventory
 - Funding Inventory
- 5310 Program Management Plan
 - Updated late February/early March
- Draft final memos ready this week
 - Post on RTA website
 - Invite comment from wider audience



Fixed Route Public Transit
and Complementary ADA
Paratransit

Example Providers
SMART PeopleMover
DDOT QLine
The Ride

Total Annual Funding

\$370
Million

Federal

State

Regional

Local

Other



Municipally/Locally
Coordinated Demand
Response Transportation

Example Providers
Richmond-Lenox EMS
Farmington Hills Sr. Transportation
W.A.V.E.
N.O.T.A.

Total Annual Funding

\$11
Million+

Federal

State

Regional

Local

Other



Non-Profit Agencies

Example Providers
Jewish Family Services
Community Social Services
of Wayne County
Catholic Charities

Total Annual Funding

\$5
Million+

Federal

State

Other

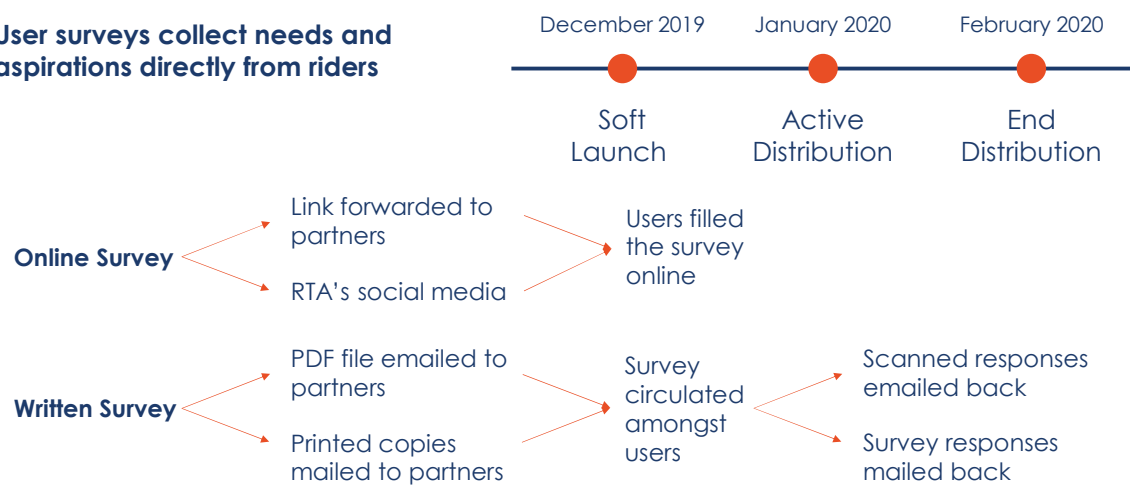
USER PROFILES / SURVEY PLAN

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USER SURVEY

Methodology and Schedule

User surveys collect needs and aspirations directly from riders

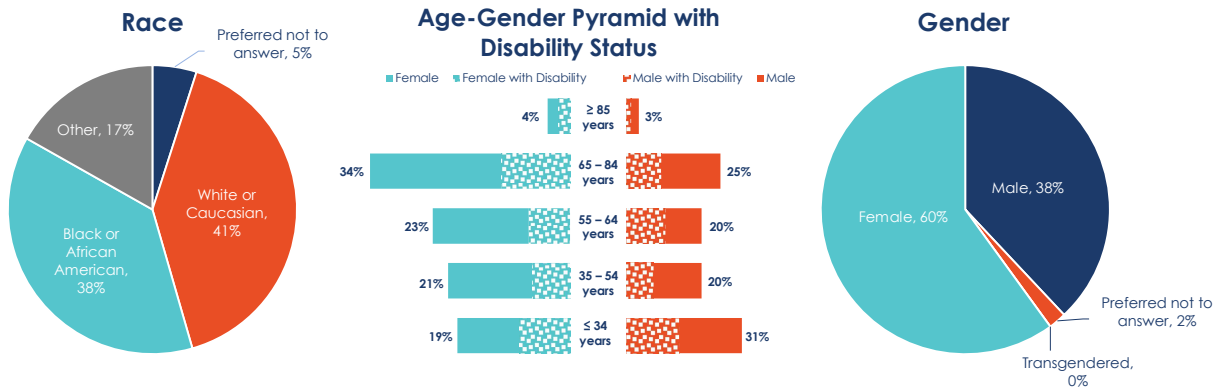


10

USER SURVEY – STATUS UPDATE

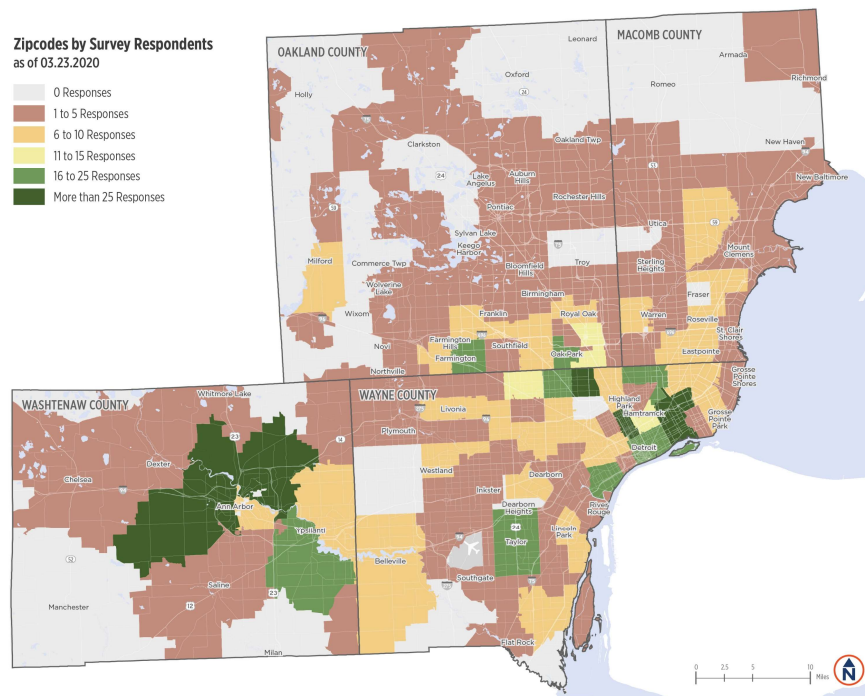
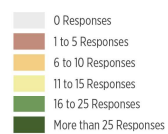
Survey Responses

- 1,233 surveys collected (655 online, 578 paper)



11

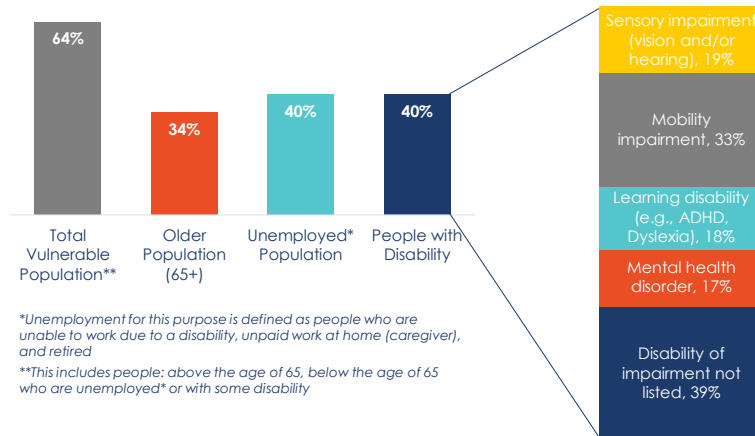
Zipcodes by Survey Respondents
as of 03.23.2020



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USER SURVEY – ANALYSIS

Targeted populations within survey sample



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USER SURVEY – ANALYSIS PLAN

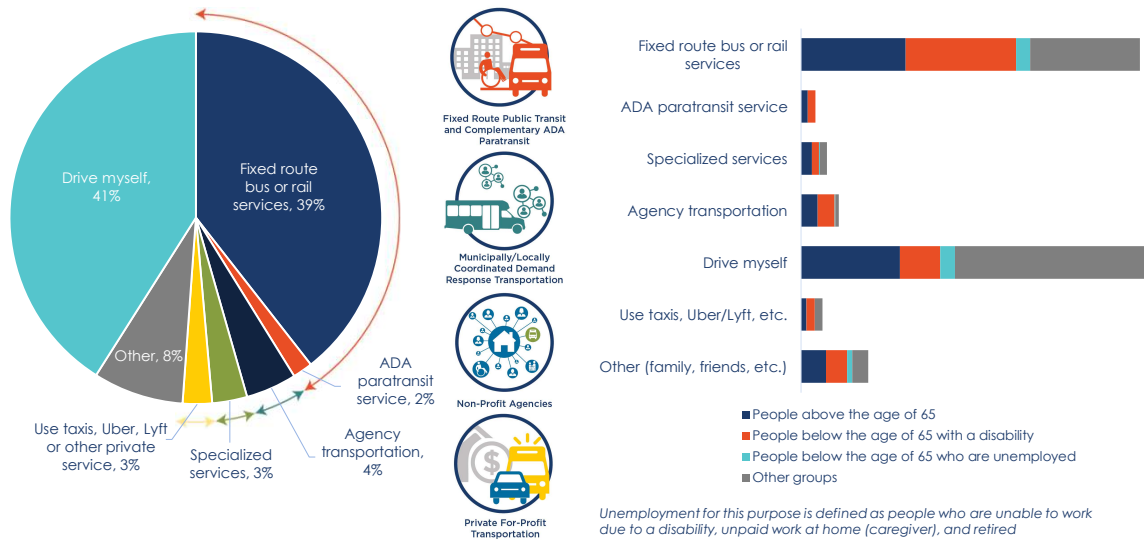
- DRAFT Findings and Preliminary Analysis
- Coordination plan looking for input on the following key questions:
 - How well is the transit and HST network serving riders?
 - Travel **patterns and behavior**
 - Understand travel **challenges** and **needs**
 - Explore how users **understand services**
 - Does the effectiveness of the network change for different groups?
 - Age, Ability, Geography, Income and Employment Status
 - Computer literacy/access to computers and mobile phones

14

USER SURVEY – OVERALL SAMPLE

DRAFT RESULTS

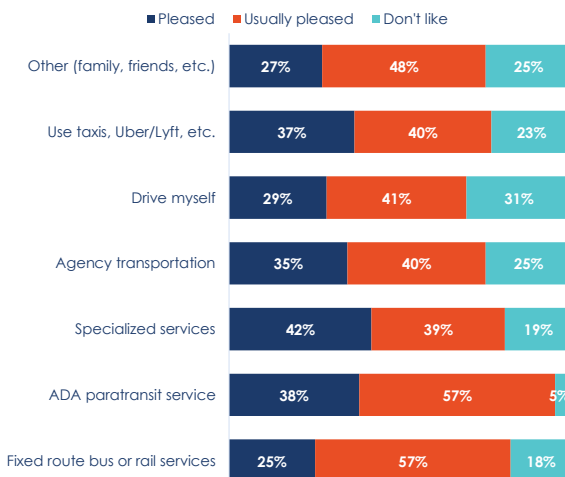
Respondents' Primary Mode of Travel



15

USER SURVEY – ANALYSIS

Respondents' satisfaction with available transportation options

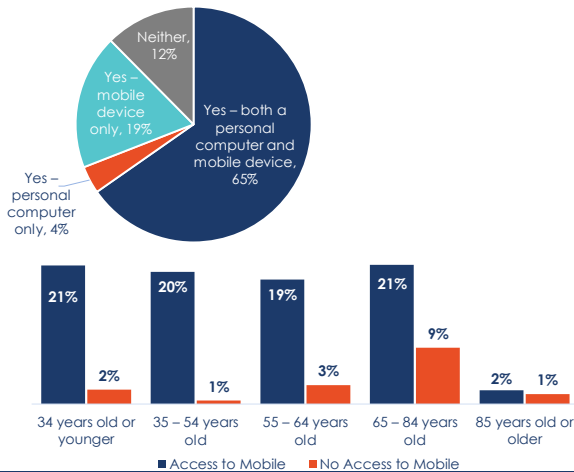


Key Findings

- Satisfaction rates are higher among people using transportation services (ADA and fixed routes)
- People using agency transportation have a higher rate of dissatisfaction as compared with other groups

USER SURVEY – ANALYSIS

Respondents' access to technology (computer or smart phone/tablet)

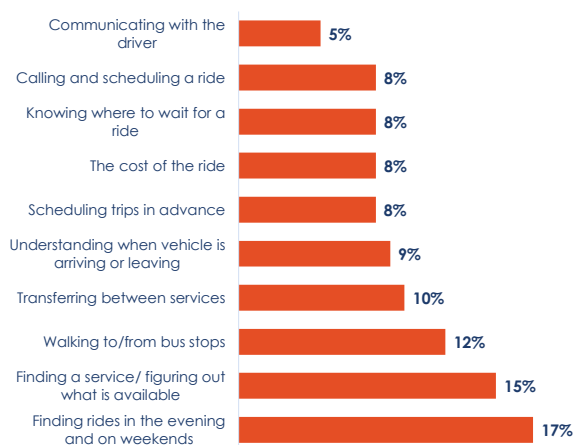


Key Findings

- Most people had access to a computer or a mobile phone
 - 12% don't have access to web-based materials
- Groups with lowest rate of web-access are aged 65-84 and 85+
 - Roughly half of the respondents aged 85+ had a computer or smart phone

USER SURVEY – ALL RESPONSES

What are the challenges that make traveling difficult for people in SE Michigan?

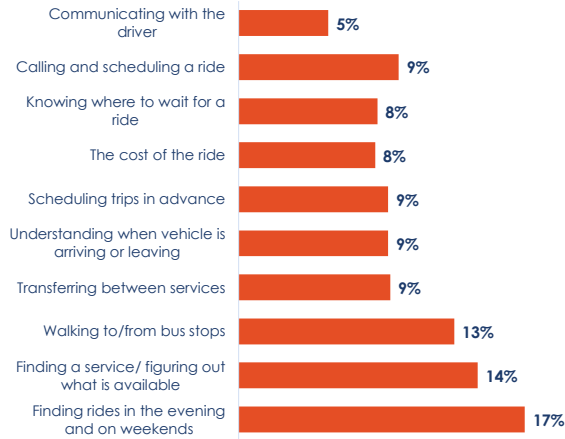


Challenges making travel difficult:

- Evenings and weekends
- Information - figuring out what is available
- Walking to / from bus stops

USER SURVEY – ANALYSIS

What are the challenges that make traveling difficult for **people with disability** in SE Michigan?

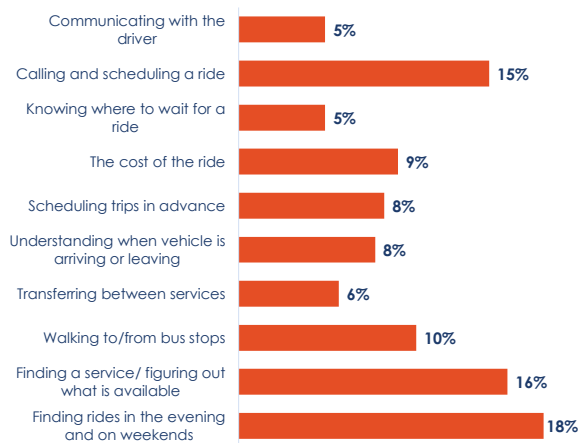


People with disabilities have similar challenges as population overall:

- Evenings and weekends
- Information - figuring out what is available
- Walking to / from bus stops

USER SURVEY – ANALYSIS

What are the challenges that make traveling difficult for **older adults (65 years and older)** in SE Michigan?

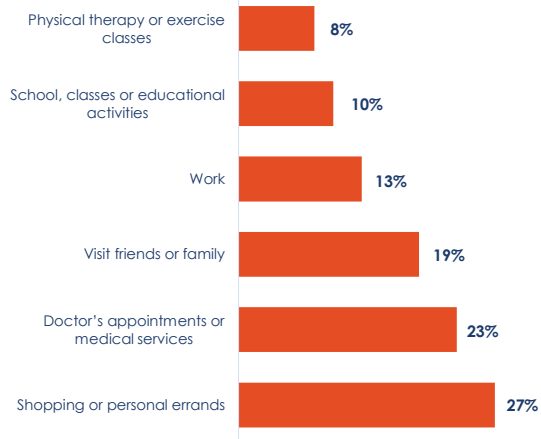


Slightly different challenges for older adults:

- Evenings and weekends
- Information
- *Calling and scheduling rides*

USER SURVEY – ALL RESPONSES

What trips are most difficult to make for people in SE Michigan?

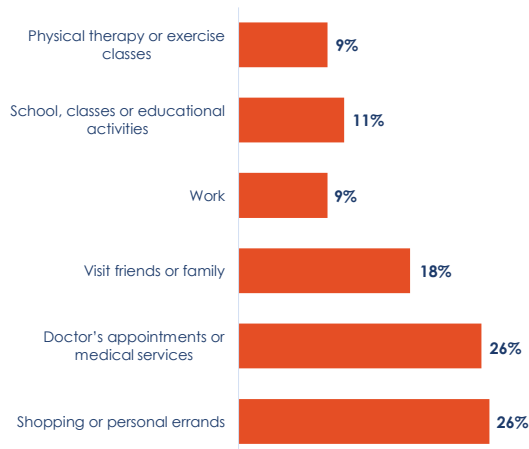


Most difficult trip types:

- Shopping, personal errands (quality of life trips)
- Doctor's appointments or medical services
- Visiting friends or family

USER SURVEY – ANALYSIS

What trips are most difficult to make for **people with disability** in SE Michigan?

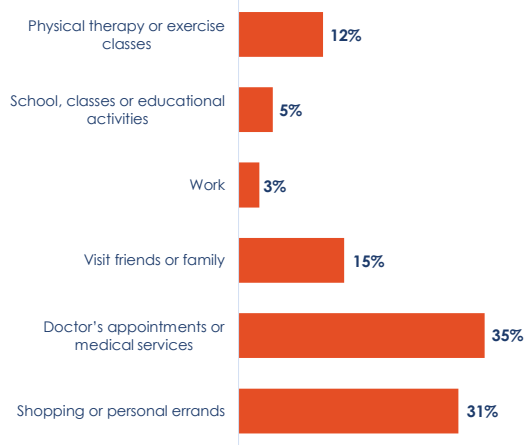


People with disabilities have trouble making the same types of trips as population overall:

- Shopping/personal errands
- Doctor appointments or medical services
- Visiting friends or family

USER SURVEY – ANALYSIS

What trips are most difficult to make for **older adults (65 years and older)** in SE Michigan?



Slightly different trip needs for older adults:

- Doctor's appointments or medical services
- Shopping, personal errands (quality of life trips)
- Visiting friends or family
- *Physical therapy or exercise classes*

SURVEY ANALYSIS PLAN

DRAFT Findings

- Data is indicative and provides insights into needs
- More analysis will be conducted in April
 - Mode choice
 - Trip needs / service gaps
 - Issues making travel difficult
- Analysis of sub-populations
 - Age, employment status, ability, and access to technology
- Deeper dive into sub-groups (for example)
 - Older adults without access to technology vs. older adults using technology
 - Persons with disabilities using fixed route buses vs. people with disabilities not using fixed route service
 - Older adults driving alone vs. older adults who don't drive

Will explore as sample size permits and findings require

NEEDS AND GAPS

25

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NEEDS AND GAPS

Focus on Defining Problem

- Interactive exercise
- Previously identified gaps and needs
- OnHand team's initial ideas
- Discussion

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NEEDS AND GAPS

Exercise

- Introduction to discussion of needs and gaps
- Next slide contains a matrix of potential needs
- Rate potential needs and gaps according to scale provided
 - Use numbers, letters or other scale to replace dots
 - Not constrained – can all be high or can be all low
 - Be prepared to discuss 1 or 2 topics where need is highest and lowest
 - If needed, explain your interpretation/definition of need or gap

REGIONAL PRIORITIES FOR HUMAN SERVICE / COMMUNITY TRANSPORTATION

- Highest priority - this is an area we are struggling
● Needs help and important but not highest priority
● Doing okay, needs improvement but basically working
● Not a priority right now

Regional Connections (across jurisdiction boundaries)	Improve Infrastructure (make it easier to use transit)	Information about Existing Services (service use and productivity)
Increasing Service (longer hours or more days of service)	Funding (for municipal and human service transportation providers)	Consumer Information about Existing Services
Coordination Among Providers (ADA eligibility, purchase of service, vehicle sharing)	Improving Technologies used by Transportation Providers	Maintaining Vehicles and Equipment

NEEDS, GAPS AND OPPORTUNITIES

Southeast Michigan

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SOUTHEAST MICHIGAN – HST NEEDS AND GAPS

Considered Previous Plans for Consistent Themes

HST Service Needs and Gaps

- Regional access
 - Countywide connections
 - Connections across county lines
- Access to employment
 - Especially **second and third shift** employment outside of core areas
- Same day reservations
- Lower fares / more affordable options

HST Systems and Operations

- More/better information that is easier to find and use
 - Includes travel training
- Consistent systems
 - Passengers: eligibility criteria and service requirements
 - Operations: driver training, drug testing, etc.
 - Agency communication: facilitate ride sharing

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SOUTHEAST MICHIGAN – HST NEEDS AND GAPS

Considered Previous Plans for Consistent Themes

- Summaries of needs identified in previous plans
 - See also slides 55-60



NEEDS, GAPS AND OPPORTUNITIES

Preliminary ideas and findings

Needs and Gaps

- Available Service/ Service Delivery Models
 - Fragmented service delivery
 - Mismatch between service areas and travel needs
 - Limited demand response services in City of Detroit
- Information and Access
 - Under-utilization of Mobility Management Strategies and Systems
 - Complicated system for users
- Funding
 - Duplicative/fragmented funding streams
 - Cost/funding transparency
 - Service costs/cost-effectiveness
- Physical infrastructure
 - High need/low density operating environment
 - Sidewalks, bike lanes, crosswalks

Preliminary Opportunities

- Available Service/ Service Delivery Models
 - Strengthen consistency between services
 - Scheduling platforms
 - Eligibility requirements, policies and guidelines
 - Reporting requirements
- Information and Access
 - User/customer focus
 - Improve regional database (searchable, maps, timeframes)
- Funding
 - Create funding packages
 - Strategies to share costs and revenues
 - Identify cost sharing strategies for capital and technology
- Physical infrastructure
 - Safe routes for seniors
 - Pedestrian infrastructure, safety and security

NEEDS, GAPS AND OPPORTUNITIES

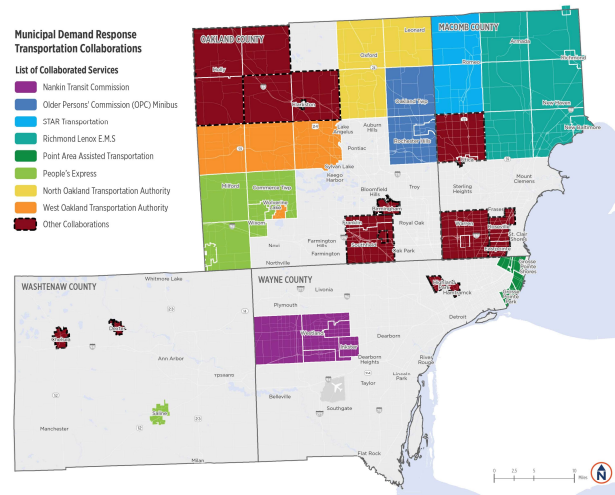
Preliminary ideas and findings

- **Available Service/ Service Delivery Models**
 - Fragmented service delivery
 - Mismatch between service areas and travel needs
 - Some geographies have limited demand response services

SERVICE AND SERVICE DELIVERY

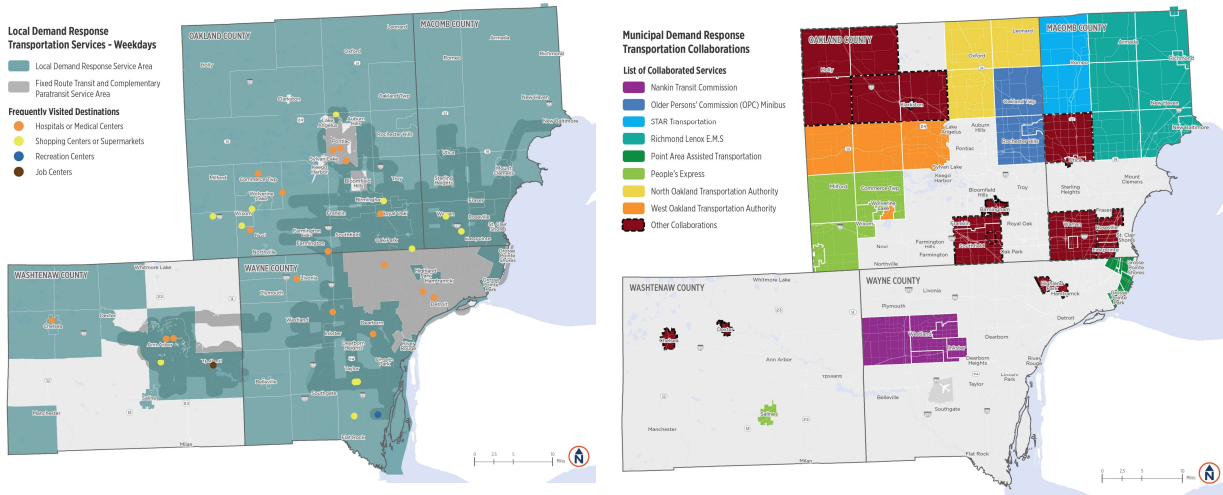
Good coverage but lacks service quality and connections

- Most communities have some local service, but connections between communities are limited
- Services vary by community
 - Eligibility
 - Prioritized riders
 - Fares
 - Technologies
- Barriers, duplication and inefficiencies gaps



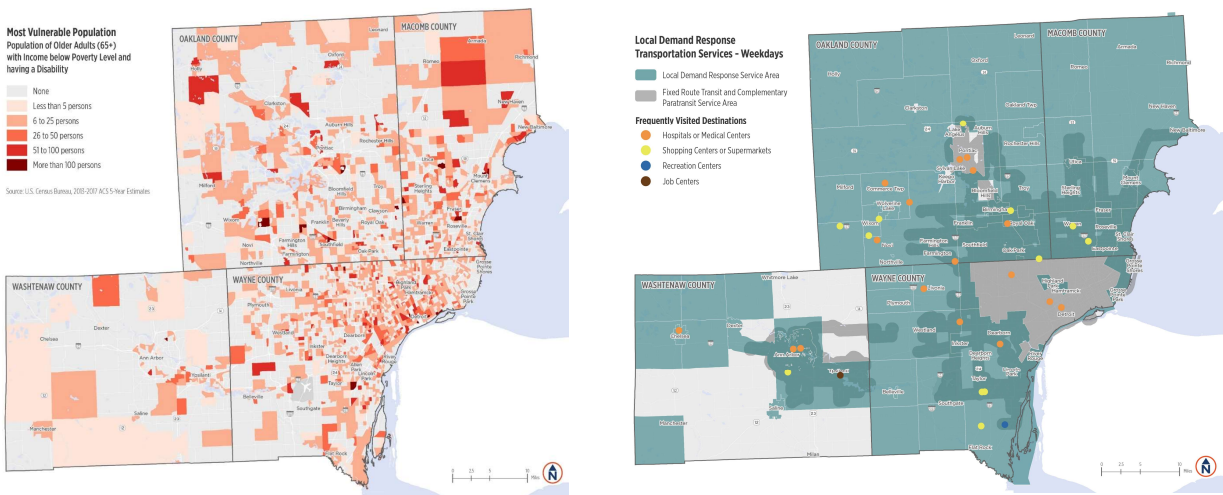
SERVICE AND SERVICE DELIVERY

Good coverage but service coordination varies



SERVICE AND SERVICE DELIVERY

Some areas with high needs lack service

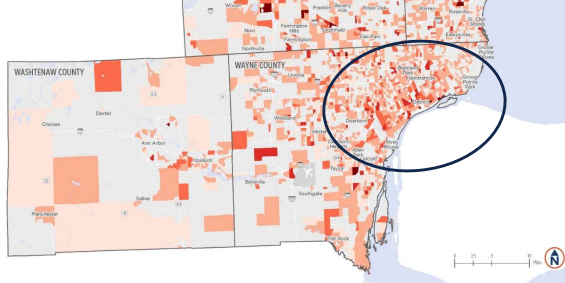


SERVICE AND SERVICE DELIVERY

Some areas with high needs lack service

Most Vulnerable Population
Population of Older Adults (65+) with income below Poverty Level and having a Disability

Source: U.S. Census Bureau, 2000-2007 ACS 5-Year Estimates

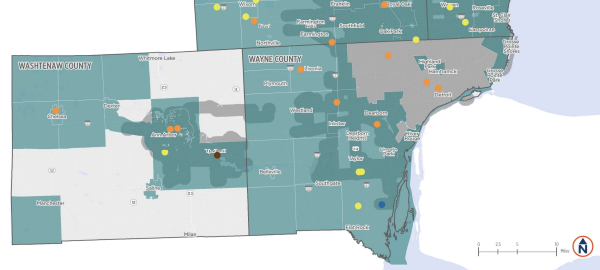


Local Demand Response Transportation Services - Weekdays

Local Demand Response Service Area
Fixed Route Transit and Complementary Paratransit Service Area

Frequently Visited Destinations

- Hospitals or Medical Centers
- Shopping Centers or Supermarkets
- Recreation Centers
- Job Centers



SERVICE AND SERVICE DELIVERY

Mismatch between Services, Needs and Travel Patterns

Low-Income Worker Travel Flows 2016

< 2,500 Workers
 2,500 - 5,000 Workers
 5,000 - 7,500 Workers
 7,500 + Workers

Source: CTPP Data 2016

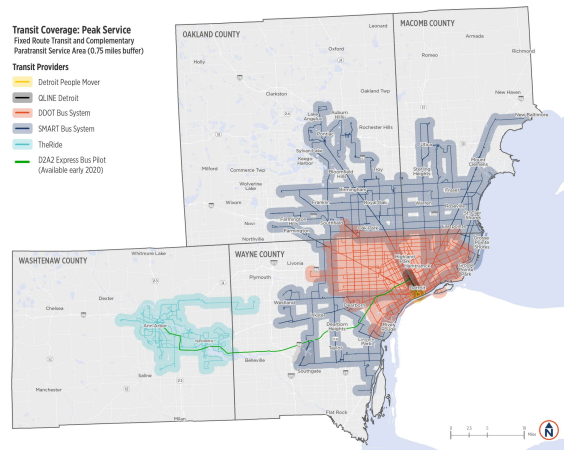
Note: For the purpose of this study, low income has been defined as people with a total of less than 100% of the federal poverty level.



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

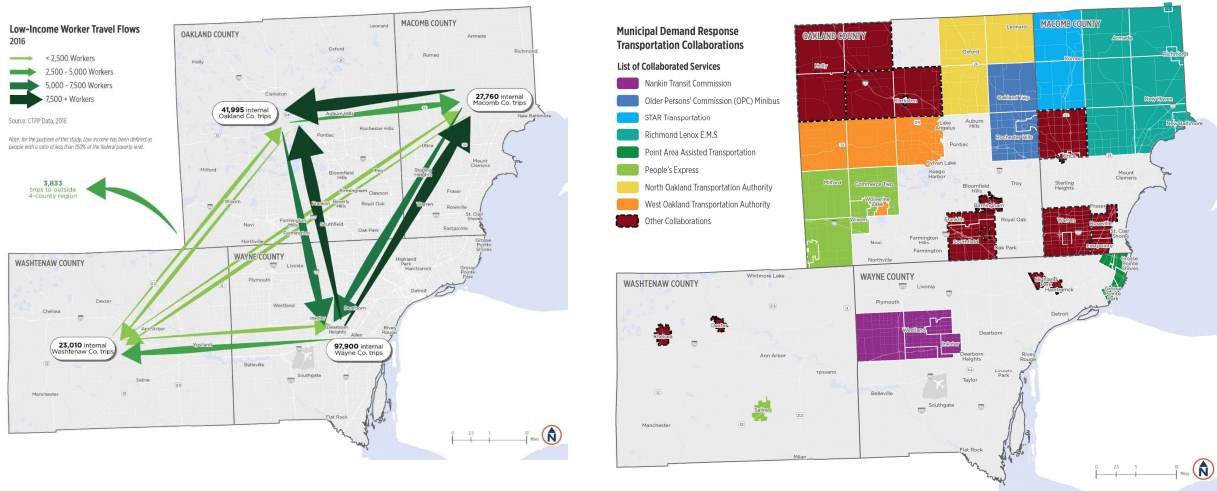
Transit Providers

Detroit People Mover
 QLINE Detroit
 DODOT Bus System
 SMART Bus System
 TheRide
 D2A2 Express Bus Pilot (Available early 2020)



SERVICE AND SERVICE DELIVERY

Mismatch between Services, Needs and Travel Patterns



DISCUSSION – SERVICE NEEDS

- What did we miss? Mis-characterize?
- Does anything need to be taken away?
- Does anything need to be added

NEEDS, GAPS AND OPPORTUNITIES

Preliminary ideas and findings

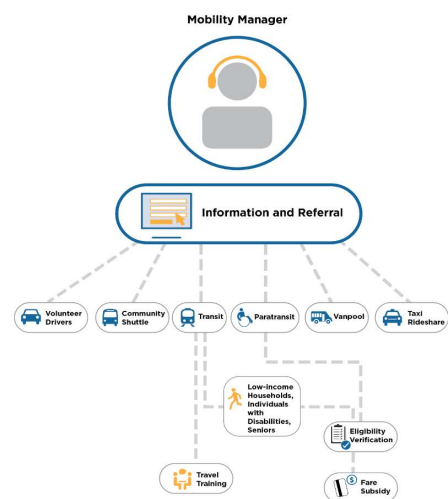
- Information and Access
 - Under-utilization of mobility management strategies and systems
 - System complexities present challenges

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UNDERUTILIZED MOBILITY MANAGEMENT SYSTEMS

Challenges and Problems

- Many services operating independently
 - Inefficient trip paths
 - Duplicative services
 - Lack of regional connections
 - Difficult to understand services
- Inconsistency between and among service providers
 - Limited published policy and programs
 - Limited coordination between services
- Mobility management system comprehensive but static
 - Opportunities to better integrate information and systems
 - Lacks user orientation
 - Limited mapping/ geographic context



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DISCUSSION – INFORMATION AND MOBILITY MANAGEMENT

- What did we miss? Mis-characterize?
- Does anything need to be taken away?
- Does anything need to be added

NEEDS, GAPS AND OPPORTUNITIES

Preliminary ideas and findings

- Funding
 - Duplicative/fragmented funding streams
 - Limited performance tracking / Understanding of service costs/cost-effectiveness

FRAGMENTED AND INSUFFICIENT FUNDING

Lots of funding sources but not a lot of money

- Multitude of funding complicates service administration and management
- But reporting and tracking is limited
 - Difficult to know who's doing well and who needs help
 - Hard to act on anecdotal information
- Handful of exceptions
 - ADA paratransit (all providers)
 - SMART operated demand response systems

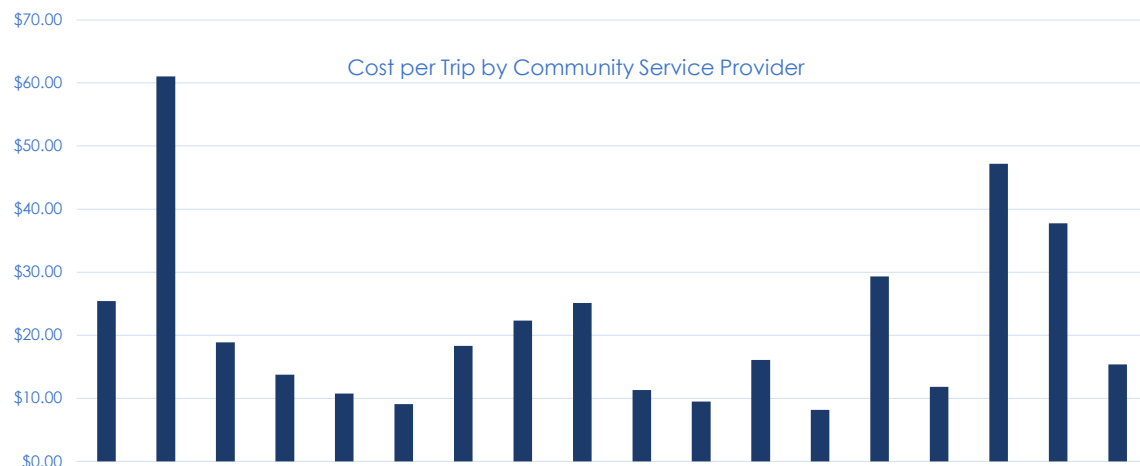


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FRAGMENTED AND INSUFFICIENT FUNDING

Lack of Performance Tracking



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DISCUSSION

- What did we miss? Mis-characterize?
- Does anything need to be taken away?
- Does anything need to be added

NEEDS, GAPS AND OPPORTUNITIES

Preliminary ideas and findings

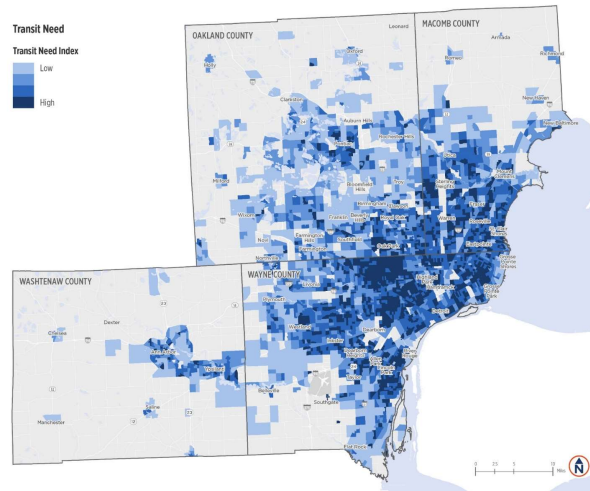
Physical infrastructure

- Walking to bus stops cited as major challenge
- Region has many high need/low density operating environment
 - Urban and rural areas
- Increased importance during COVID-19 pandemic

NEEDS, GAPS AND OPPORTUNITIES

Physical Infrastructure

- Lots of high-need people living in low-density areas with limited infrastructure
 - Potential for investments using 5310 funding



DISCUSSION

- What did we miss? Mis-characterize?
- Does anything need to be taken away?
- Does anything need to be added

NEXT STEPS

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NEXT STEPS

- Post Technical Memos to Website
- Draft Memo on Survey Results
- Summary of Needs and Opportunities
- Start identifying strategies and solutions



- ***Next TWG Meeting is Tuesday, May 5***

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THANK YOU!



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AGENDA

- Welcome and Introductions
- Update on Project Schedule / Status
- 5310 Program Management
- OnHand User Survey
- Regional Priorities Update
- Needs, Gaps and Goals
- Next Steps

2

2

PROJECT STATUS

3

COORDINATED HUMAN SERVICE PUBLIC TRANSIT PLAN

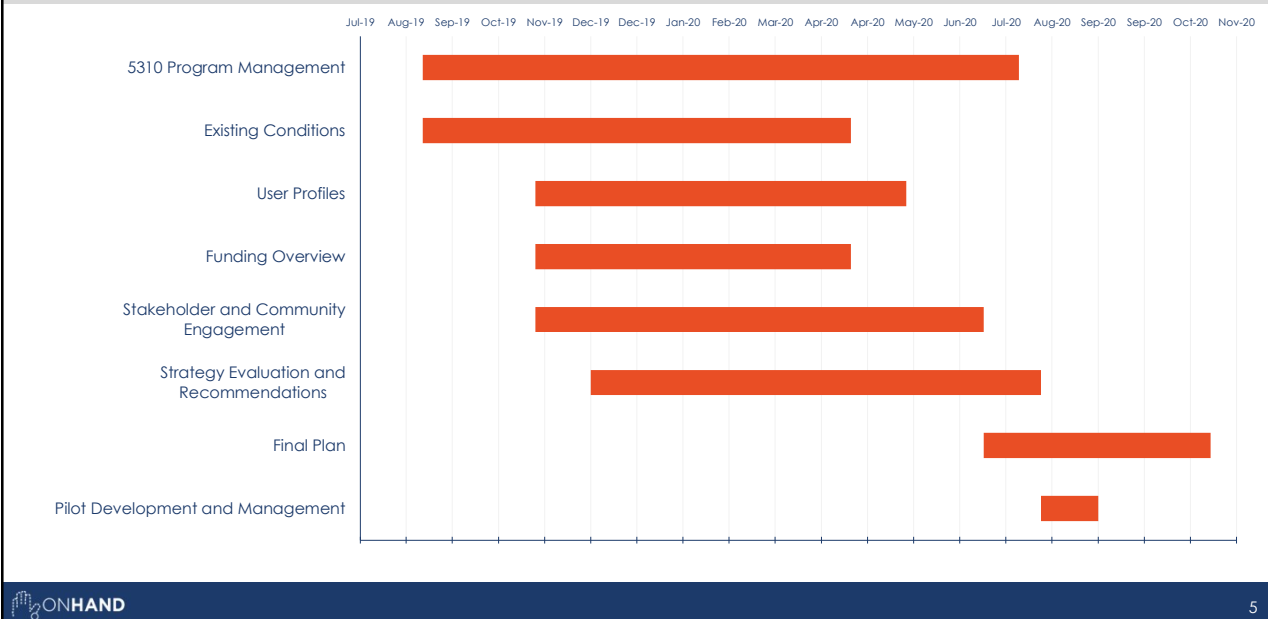
Project Objectives

- Understand specific needs associated with target populations
 - Older adults
 - Persons with disabilities
 - Individuals with low incomes
- Develop a framework to strengthen existing coordination efforts
- Use process that is consistent with the federal requirements

How can the SE Michigan Transit Partners provide mobility options for seniors, people with disabilities, and people with low incomes that are also cost efficient for the region?

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ONHAND PROJECT SCHEDULE



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TECHNICAL MEMOS

Tech Memos Submitted

- Draft Reports
 - Existing Conditions (being posted)
 - Transportation Provider Inventory (being posted)
 - Funding Inventory (being posted)
 - User Survey Analysis (in review)
- 5310 Program Management Plan



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USER SURVEY – SUMMARY

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ONHAND SURVEY ANALYSIS

Survey Goals

- Evaluate effectiveness of human services transportation (HST) network
 - Travel patterns and behavior
 - Travel challenges and needs
 - Service quality and availability
- Gauge effectiveness by different groups
 - Age, ability, geography, income and/or employment status, computer literacy/access to computers and mobile phones

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ONHAND SURVEY ANALYSIS

Definitions and Assumptions

○ Target Populations

- People above the age 65
- People who are unemployed*
- People with a disability

○ Sample Size Within All Target

Groups (n=749)

- People above the age of 65
- People below the age of 65 who have a disability
- People below the age of 65 who are not disabled but unemployed

○ *Unemployed

- People who are unable to work due to a disability
- People who perform unpaid work at home (e.g., caregivers)
- People who are out of work and looking for work
- People who are retired

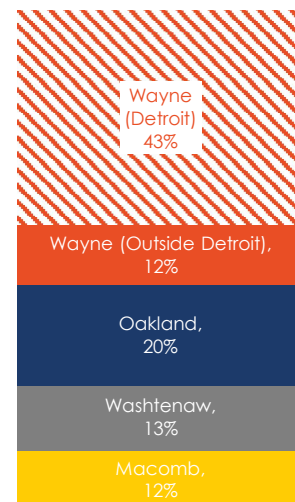
○ Most Vulnerable Population (n=125)

- People who meet all the target population criteria

ONHAND SURVEY ANALYSIS

Demographic Characteristics

- Overrepresentation among Wayne County respondents
- Slightly more female respondents (~60%), non-white respondents
- Roughly a third of respondents represented each target group

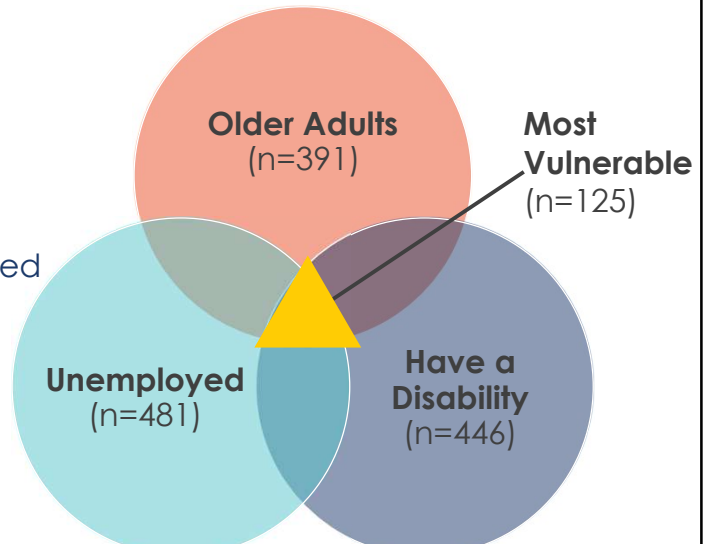


ONHAND SURVEY EXECUTIVE SUMMARY

OnHand Target Populations

Two-thirds of respondents (65%) represent target populations

- People above the age 65
- People who are unemployed
- People with a disability



ONHAND SURVEY EXECUTIVE SUMMARY



How Target Populations Travel in Southeast Michigan

- They are primarily dependent upon *fixed route services* and *driving themselves* (73%)
- They rely more on low cost options (e.g. friends/family) before opting for for-hire/private services
- Two-thirds (65%) take more than 5 trips per week
- They travel less often than the overall sample—the most vulnerable respondents travel the least frequently

ONHAND SURVEY EXECUTIVE SUMMARY



Traveler Satisfaction in Southeast Michigan

- Most are *pleased* or *usually pleased* with their transportation options (76%)
- ADA paratransit service riders report the highest levels of satisfaction compared with other services
- For each target group, Wayne County respondents are least satisfied across all services
- People that travel more often experience lower levels of

ONHAND SURVEY EXECUTIVE SUMMARY



Transportation Challenges and Barriers

- >Half of all respondents (56%) have difficulty with trips; two-thirds among target groups (66%)
- Medical and shopping trips represent the greatest need
- *Finding rides on weekends and evenings, and identifying available services* are the most common barriers among all groups
- Riders struggle with *walking to/from bus stops and calling and scheduling rides*—especially among the most vulnerable

ONHAND SURVEY EXECUTIVE SUMMARY



Technology Access and Use

- Majority have access to a computer and/or a mobile phone (82%)
- Roughly half use a personal computer or mobile device to purchase goods and services
- Less than half of target groups have reliable access to a personal vehicle
- Among those without access to a vehicle, use of technology for purchases decreases with age

ONHAND SURVEY ANALYSIS

Potential Strategies to Address Identified Needs

- **Leverage technology and/or apps** to improve the rider experience in finding services, scheduling, and paying for service.
- **Provide real-time information** and extended service hours to simplify services and schedules.
- **Broaden eligibility** for certain trip types to accommodate more travel throughout the region.
- **Travel training** could help with scheduling rides and increasing awareness about available services.

REGIONAL PRIORITIES – EXERCISES

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NEEDS AND GAPS EXERCISES

Goals

- Obtain input from providers and others on needs
- Determine which areas are less critical
- Establish priorities for strategy development
- New: COVID-19 discussions



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NEEDS AND GAPS EXERCISES

Progress

- TWG: March 31 meeting
 - 14 participated in prioritization
- WATS Transportation Coordinating Committee (TCC): April 17
 - 13 participated in prioritization
- Detroit Local Advisory Council (LAC): May 19
- SMART Advisory Council: June 19 (tentative)

NEEDS AND GAPS - TOPICS

TWG Exercise Results

Topic	1	2	3	4	Total
Regional connections	1	3		1	5
Infrastructure improvements	2		3		5
Information on performance	1	1			2
Increasing service	2				2
Funding	5	2	1		8
Consumer information		1			1
Coordination among providers	3				3
Improving technology	2	1	1		4
Maintaining vehicles and equipment				2	2

TECHNICAL WORKING GROUP

Priorities and Concerns

- Funding was the most common top concern
- Other top-ranked concerns: improving coordination among providers, expanding service, and improving infrastructure
- Improving technology for trip planning and strengthening regional connections were most common 2nd ranked priorities

TECHNICAL WORKING GROUP

Comments

- Our population is aging, and many are in areas without good service
- Older adults' children have moved away, increasing the need for door-through-door service
- We need to ease the scheduling process
- Our current fare structure is upside down

NEEDS AND GAPS - TOPICS

WATS LAC Exercise Results

Topic	1	2	3	4	Total
Regional connections	5	2	1		8
Infrastructure improvements	1	2	2	2	7
Information on performance		2	3		5
Increasing service	4	2		1	7
Increasing Funding	8	2			10
Consumer information		2	2	1	5
Coordination among providers	1	3	1		5
Improving technology	2	3	3		8
Maintaining vehicles and equipment	3	1	1	1	6

WATS TRANSPORTATION COORDINATING COMMITTEE

Priorities and Concerns

- Funding was the most common top concern, with year-to-year fluctuations an ongoing challenge
- Other top-ranked concerns: improving regional connections and the need for more service, particularly to fill gaps
- Improving technology and increasing coordination among providers were most common 2nd ranked priorities

WATS TRANSPORTATION COORDINATING COMMITTEE

Comments

- With COVID-19, the need to retrofit vehicles to protect drivers and riders is seen as paramount
 - Can we join forces to collectively purchase protective equipment?
- There's always uncertainty about losing funding, but there's more confusion now [during pandemic], particularly about 5310 funding
- Dual county service is a struggle
- Our technology needs don't align well with what's out there

NEEDS, GAPS AND GOALS

SOUTHEAST MICHIGAN – NEEDS, GAPS AND GOALS

Sources of information

- Previous HST plans
- Technical analyses
- User survey
- Prioritization exercises
- Other input from TWG and interviews



NEEDS, GAPS AND GOALS

Inventory of Needs

	Mobility/ Amount of Service	Coordination	Regional Connections	Performance Measures	Funding	Technology	Information	Infrastructure
Previous Plans	✓	✓	✓		✓	✓		✓
Stake- holders	✓	✓	✓		✓	✓	✓	✓
TWG	✓	✓	✓	✓	✓	✓		
Surveys	✓	✓	✓				✓	
HSTP Planning Process	✓	✓	✓	✓	✓	✓	✓	✓

NEEDS, GOALS AND STRATEGIES

Proposed Goals

1. Increase Local and Regional Mobility
2. Improve Coordination Among Providers
3. Increase Awareness of Existing Services
4. Streamline Funding, Reporting and Performance Measures
5. Address Infrastructure Needs



NEEDS, GOALS AND STRATEGIES

Proposed Goals

1. Increase Local and Regional Mobility
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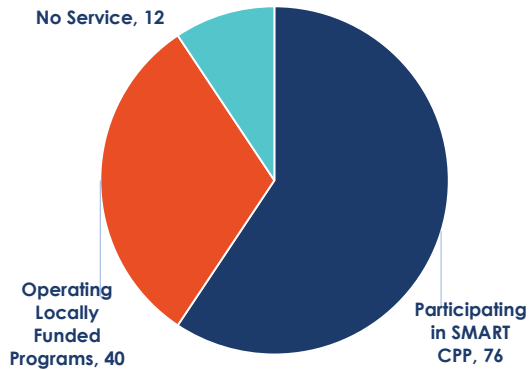


INCREASE REGIONAL AND LOCAL MOBILITY



Macomb, Oakland and Wayne

128 communities in 3 counties



48 HST Service Providers

- 31 participate in CPP
- 17 locally supported

Most use MDOT and FTA funds

In addition to ADA Paratransit and SMART Connector Services (Shuttles & Dial-a-Ride programs)

INCREASE REGIONAL AND LOCAL MOBILITY



Washtenaw County

- Smaller HST network overall with fewer providers
 - Gold Ride, FlexRide, NightRide
 - WAVE Bus
 - People's Express
- Less service coverage
- Less fragmented, but opportunities for coordination exist
- Few connections to rest of Southeast Michigan
 - Especially HST network

INCREASE REGIONAL AND LOCAL MOBILITY



- **Equity and spatial gaps** – inconsistent across Southeast Michigan
 - Employment and population is concentrated in Wayne and Oakland Counties
 - HST service gaps most pronounced in City of Detroit, where need is high
 - Connections between Washtenaw, Oakland and Wayne counties (and Macomb)
 - Rural Southeast Michigan also faces service gaps (Western Oakland and parts of Washtenaw)
- **Service gaps**
 - Weekend and evening services
 - Access to health care
 - Information and access (calling and scheduling)

INCREASE REGIONAL AND LOCAL MOBILITY



- **Good coverage, but service is “thin”**
 - Services limited by operating hours and/or vehicles
- **HST Service coordination is mixed**
 - Some collaboration, but still a lot of independent operations
 - Complicated system - difficult to use, operate and fund
 - Likely inefficient
 - Limited connections between networks
- **Increased opportunities/importance in wake of COVID-19 pandemic**
 - Public health restrictions and requirements
 - Economic recovery

ADDRESSING GAPS AND NEEDS

Strategies and Options

1. Increase Local and Regional Mobility
2. Improve Coordination Among Providers

INCREASE REGIONAL AND LOCAL MOBILITY



Opportunities

- Move towards regional community transportation network
- Adjust services so they are better aligned with needs
 - Weekends, evenings
 - Geographic gaps
 - Support employment and economic recovery
- Ensure system is easy to understand, use and operate
- Reduce overall cost of service, reduce inefficiencies and redundancies
- Serve more riders and strengthen community support

POTENTIAL STRATEGIES – MOBILITY AND COORDINATION

1. Tie network together with “core” operating practices and definitions

- Common eligibility
- Set core service days and hours
- Consistent fare policies and structures (including transfers, payment media)
- Rules for transfers between services, including fixed routes

2. Tie ADA Paratransit services with common practices and definitions

- Consistent eligibility and rider policies
- Fare payment methods (in progress)

3. Integrate local demand response services with SMART ADA Paratransit

- Use Community Transportation Network to provide ADA paratransit trips

POTENTIAL STRATEGIES – MOBILITY AND COORDINATION

4. Create performance measurement framework

- Shared performance measures, definitions and reporting
- Tie to funding (SMART CPP, MDOT Specialized Funding and 5310)
- Benchmark to regional standards or national peers

5. Develop regional branding and marketing information / systems

- Retain local branding, but use consistent colors, fonts and symbols
- Tie to mobility management / information systems

6. Establish “centers of excellence” for service delivery functions

- Branding/marketing
- Technology
- Service delivery models
- Volunteer driver programs

POTENTIAL STRATEGIES – MOBILITY AND COORDINATION

7. Address temporal needs (evenings and weekends)

- Create regional program for low demand times
 - Rotating "on call" service
 - Meet need with vouchers and flexible services (or potentially volunteer driver program)

8. Address geographic inequities

- Expand non-ADA demand response services in Detroit
- Deploy different service delivery models (vouchers, free fare programs, travel training)

9. Develop regional capital plan for HST services

- Vehicles
- Fare media
- Passenger information systems

POTENTIAL STRATEGIES – MOBILITY AND COORDINATION

Comments and Discussion

- Best, worst, indifferent?
- Additional strategies



NEEDS, GOALS AND STRATEGIES

Next Steps

1. Increase Local and Regional Mobility
2. Improve Coordination Among Providers
- 3. Increase Awareness of Existing Services**
- 4. Streamline Funding, Reporting and Performance Measures**
- 5. Address Infrastructure Needs**



Detail strategy recommendations

STRATEGY FRAMEWORKS

STRATEGY FRAMEWORKS

1-2-page summaries

- Overview of need
- Implementation elements
 - Description
 - Timeframe
 - Level of difficulty
 - Investment needed
- Example best practice
- Considerations due to COVID-19

Sample Strategy Sheet Dashboard

Level of Effort	Scope	Cost	Timeframe	Champion
Low 	Regional 	Low \$\$\$	Start in 2020 to Ongoing	AAA-1B

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STRATEGY FRAMEWORKS

Sample Strategy Sheet

A brief overview of the strategy and target market

Narrative description of what problem or need exists, how this need was identified

More detail about strategy components (e.g., where, how, who, when)


INFORMATION MANAGEMENT & PROVIDER TRAINING FOR MOBILITY

Overview
This strategy further develops, provides, and maintains consistent information and training resources for professionals assisting clients needing human services transportation.

Needs Addressed
In many parts of the OnHand region, overlapping services with different eligibility requirements, hours of operation, and fares make the system difficult to understand. While some resources are in place to facilitate travel planning, the level of usage is not commensurate with the demand for travel. Those who work directly with human services clients need consistent, simple, information on what services are available and how to use them. Respondents to the OnHand survey who stated they have difficulty with travel noted identifying available services as a key factor. AAA-1B, which operates the myride2 database and cabin line, noted that they receive approximately 30 inquiries per day.

Strategy Detail

What is it?	Why is it important?	Opportunities/Challenges
<ul style="list-style-type: none"> Develop a template for all HST providers to consistently describe service characteristics: legally application process, areas served, hours of operation, fares, and contact information. Using an online form that can be updated over time, ask all providers to supply minimum necessary information as a condition of receiving funding. Develop a simplified information document for human services professionals (social workers, case managers, travel trainers, and others) explaining resources and how to use them, including centralized referral number and website (e.g., myride2) for more details. Promote these resources through outreach and continuing education. 	<ul style="list-style-type: none"> As demand grows, more people seek transportation. New clients often seek support for human services non-transportation channels. Educating those working directly with clients will simplify access to information and improve use of existing mobility management resources. Having access to simplified, consistent, and current information will reduce complexities and increase overall satisfaction. 	<ul style="list-style-type: none"> The existing resources developed for myride2 offer an excellent launching point for expanding access to mobility information. Broadening distribution of consistent information will help the program grow. With so many resources available, the planning can be difficult. Organizing the information and maintaining it requires an ongoing commitment to this strategy. Transportation providers need an incentive to work with information providers and mobility managers. In funding constrained environments, this is often a lower priority.



Goal 3: Increase Awareness of Existing Services

Strategy category and icon, picture, or map to illustrate the strategy

Why this strategy has merit/value for SE Michigan, including challenges and opportunities

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STRATEGY FRAMEWORKS

Sample Strategy Sheet

Summary of where this strategy was successfully implemented elsewhere and key outcomes

Precedents Summary of where else this strategy has been successfully implemented and a description of outcomes and implementation details such as: <ul style="list-style-type: none">Associated costsEvaluation criteria/performance metricsOutcomes for provider/customers		COVID-19 Impacts The pandemic's economic impact will likely increase the number of people who need human services transportation. As services are restored as part of the recovery process, providing current information and contact resources becomes more important.		
Level of Effort	Scope	Cost	Timeframe	Champion
Low 	Regional 	Low \$\$\$	Start in 2020 to Ongoing	AAA-1B

Call out box with provider considerations given COVID-19 impacts

Dashboard to summarize level of difficulty, scope, timeframe, and champion(s)

NEXT STEPS

NEXT STEPS

- Identify strategies in line with needs
 - Information
 - Funding
 - Infrastructure
- Create strategy profiles for mobility and coordination
- Moving towards draft plan



- ***Next TWG Meeting is Tuesday June 16***

THANK YOU!



Bethany Whitaker

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1

AGENDA

- Welcome and Introductions
- Update on Project Schedule / Status
 - 5310 Program Management
 - Stakeholder Engagement
- Plan Goals and Strategies
- Pilot Project
- Next Steps



2

PROJECT STATUS

3

COORDINATED HUMAN SERVICE PUBLIC TRANSIT PLAN

Project Objectives

- Understand specific needs associated with target populations
 - Older adults
 - Persons with disabilities
 - Individuals with low incomes
- Develop a framework to strengthen existing coordination efforts
- Use process that is consistent with the federal requirements

4

5310 PROGRAM MANAGEMENT

Status and Next Steps

- Based on comments from three direct recipients, team is preparing draft subrecipient oversight and monitoring plan using tiered approach
 - Sort subrecipients into peer groups
 - Monitoring for those less at risk for compliance issues will be streamlined
- Circulate for review and comment among direct recipients
- Present to TWG in July
- Update PMP
- Prepare supporting materials to be used in next call for projects

COORDINATED HUMAN SERVICE PUBLIC TRANSIT PLAN


Upcoming Project Meetings

Meeting Schedule	Planned Agenda Items
August 4	Draft 5310 Program Management Plan Coordinated Strategies <ul style="list-style-type: none">• Present additional strategies• Ranking and rating Pilot Project – draft Recommendations
September 8	Final 5310 Program Management Plan Draft Final Coordinated Plan <ul style="list-style-type: none">• Prioritize strategies• Review/discuss final plan Pilot Project – next steps
October 20	Final Coordinated Plan Pilot Project

TECHNICAL MEMOS

RTA Website

- <https://rtamichigan.org/regional-coordinated-human-services-plan-aka-onhand/>
- Available Materials
 - TWG Meeting Presentations
 - Existing Conditions
 - Transportation Provider Inventory
 - Funding Inventory
 - User Survey Analysis

 <p>Fixed Route Public Transit and Complementary ADA Paratransit</p>	 <p>Municipally/Locally Coordinated Demand Response Transportation</p>	 <p>Non-Profit Agencies</p>
<p>Example Providers</p> <p>SMART DDOT The Ride</p> <p>PeopleMover QLine</p>	<p>Example Providers</p> <p>Richmond-Lenox EMS Farmington Hills Sr. Transportation W.A.V.E. N.O.T.A.</p>	<p>Example Providers</p> <p>Jewish Family Services Community Social Service of Wayne County Catholic Charities</p>
<p>Total Annual Funding</p> <p>\$370 Million</p>	<p>Total Annual Funding</p> <p>\$11 Million+</p>	<p>Total Annual Funding</p> <p>\$5 Million+</p>
<p>Federal</p> <p>State</p> <p>Regional</p> <p>Local</p> <p>Other</p>	<p>Federal</p> <p>State</p> <p>Regional</p> <p>Local</p> <p>Other</p>	<p>Federal</p> <p>State</p> <p>Other</p>

7

ONHAND PRIORITIES AND GOALS

8

RECENT OUTREACH ACTIVITIES

Prioritization and Presentation Meetings

- WATS Transportation Coordinating Committee (TCC): April 17
 - 13 participated in prioritization
- Detroit Local Advisory Council (LAC): May 19
 - Very well attended zoom meeting
- SMART Advisory Council: June 19
 - Zoom webinar presentation of project status
- Follow-up sessions this Fall



RECENT OUTREACH ACTIVITIES

Frequent and Common Sentiments

- Funding fluctuations
- Regional connections (cross-county)
 - Eastern Washtenaw to western Wayne
- Need for more service coverage
- Improving technology for some smaller carriers
- Increasing coordination

COVID-19

- Needs to retrofit vehicles to protect drivers and riders
- Service is coming back with enhanced protective measures
- Opportunity (need) for coordination on standards, equipment, methods
- Uncertainty about losing funding

NEEDS, GOALS AND STRATEGIES

OnHand Goals

1. Increase Local and Regional Mobility
2. Improve Coordination Among Providers
3. Increase Awareness of Existing Services
4. Streamline Funding, Reporting and Performance Measures
5. Develop Partnerships for Supportive Physical Infrastructure



NEEDS, GOALS AND STRATEGIES

Rank the Plan Goals

Go to www.menti.com and use the code 42 59 9

1. Increase Local and Regional Mobility
2. Improve Coordination Among Providers
3. Increase Awareness of Existing Services
4. Streamline Funding, Reporting and Performance Measures
5. Develop Partnerships for Supportive Physical Infrastructure



Q1. Rank the Plan Goals (1 - Highest to 5- Lowest priority)



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STRATEGIES

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NEEDS, GOALS AND STRATEGIES

Proposed Goals

1. Increase Local and Regional Mobility
2. Improve Coordination Among Providers
3. Increase Awareness of Existing Services
4. Streamline Funding, Reporting and Performance Measures
5. Develop Partnerships for Supportive Physical Infrastructure



NEEDS, GOALS AND STRATEGIES

Proposed Goals

- 1. Increase Local and Regional Mobility**
- 2. Improve Coordination Among Providers**
3. Increase Awareness of Existing Services
4. Streamline Funding, Reporting and Performance Measures
5. Develop Partnerships for Supportive Physical Infrastructure



NEEDS, GOALS AND STRATEGIES

Proposed Goals

1. Increase Local and Regional Mobility
2. Improve Coordination Among Providers
3. Increase Awareness of Existing Services
4. Streamline Funding, Reporting and Performance Measures
5. Develop Partnerships for Supportive Physical Infrastructure



INCREASE AWARENESS



INCREASE AWARENESS



Strategy Goals

Community members understand travel choices

- What's available
- Differences between services
- How to use them (plan, book and pay)

Community members know how to learn more (about travel options)

- Where to go to ask questions (local and regional resources)
- Simple, easy and accessible
- Multiple formats for different user types

INCREASE AWARENESS



How We Know

- Southeast Michigan has a large and complicated network of providers
 - Some 50 providers in Oakland, Macomb and Wayne Counties
 - An additional 3-4 existing in Washtenaw
 - Doesn't include non-profit organizations
- Providers have unique eligibility requirements, schedules and scheduling/reservation methods
- AAA 1-B (myride2) provides consolidated information and assistance, but challenges remain
- Users said "identifying available services" as top concern

INCREASE AWARENESS



Why it is Important

- Mismatch between services and needs
 - Services exist to provide ride, but
 - Under funding/lack of resources mean many services don't advertise
- Make sure people can get where they want to go
 - Easier to learn about service
 - Easier to use the services

INCREASE AWARENESS



Strategies and Solutions

1. Regional branding and marketing
2. Mobility management and travel training
3. MyRide2 provider database enhancements
4. Improved trip planning tools

Key Considerations: **Technology**

- Information improvements are associated with technology, specifically app-based solutions
- Increased effectiveness, especially for individuals with disabilities
- Existing SMART branding on some vehicles
- Mobility management focuses on teaching users about technology
- Less effective for most vulnerable populations (aged 85+, low income and disabled)

INCREASE AWARENESS



Regional Branding and Marketing

- Creates “umbrella” brand to link services
 - Share some, but not all, brand elements for example
 - Consistent schedule formats
 - Local service name
 - Regional logo and color scheme

Valley Metro (Phoenix, AZ)



INCREASE AWARENESS



Mobility Management and Travel Training

- Simplify/streamline myride2
 - Consistent description of service characteristics that can be easily updated
 - Specific portals for clients and human service professionals
- Ongoing train the trainer program
 - Designed with human service professionals in mind
 - Fixed route services
 - Local human service transportation
 - Technology (plan, book, and pay)

INCREASE AWARENESS



MyRide2 Provider Database Enhancements

- Current design
 - Zip code-based search
 - Can filter on door-to-door, accessible, etc.
 - Click for more details and contact provider (or MyRide)
- Enhancements improve quality of results
- Integrate scheduling capabilities
 - Technically possible today, but not done

INCREASE AWARENESS



Improved Trip Planning Tools

- Goal: enhanced trip discovery – being able to see and understand available choices
 - Show full menu of available transit services (fixed route and demand response)
 - Serve specific trip needs (destinations, time of travel vs. service hours)
- Platform: Open Trip Planner
 - Use available open source software
 - Integrate into myride2

INCREASE AWARENESS



Rate the Strategies

Go to www.menti.com and use the code 42 59 9

1. Create regional branding and marketing
2. Improve mobility management and travel training
3. MyRide2 provider database enhancements
4. Improved trip planning tools

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Q2. Rate the Strategies



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PARTNERSHIPS FOR SUPPORTIVE PHYSICAL INFRASTRUCTURE



PARTNERSHIPS FOR SUPPORTIVE PHYSICAL INFRASTRUCTURE



Strategy Goals

- Communities have safe and accessible ways to get around on foot.
- Specific focus on safe and accessible paths to bus stops and local destinations.
- Older adults, people with disabilities and people with low income know about safe paths and comfortable bus stops.
 - Sidewalks
 - Crosswalks (and curb cuts)
 - Bike paths
 - Benches and Shelters
- Information about walking paths must be accessible.
- 5310 funding is not sufficiently to support most projects and strategies.

PARTNERSHIPS FOR SUPPORTIVE PHYSICAL INFRASTRUCTURE



How We Know

- Transportation providers:
 - Must provide “driveway to driveway” service because people can’t wait outside house
- In survey riders said they struggle with:
 - Walking to/from bus stops
 - Making first mile/last mile connections
- Riders also said they like fixed-route transit, but can’t always use it or would use it more if they were more comfortable

PARTNERSHIPS FOR SUPPORTIVE PHYSICAL INFRASTRUCTURE



Why it is important

- Critical to fixed route transit services
- Fixed route services are lowest cost, highest efficiency service. They also maximize flexibility for rider
- In June 2020 (COVID-19) – from public health perspective – walking is safest mode for many riders
- Benefits local and regional mobility

PARTNERSHIPS FOR SUPPORTIVE PHYSICAL INFRASTRUCTURE



Strategies and Solutions

- Home ramp subsidy program
- Safe routes for seniors
- Bus stop and station accessibility
- Key destination mapping
- Mobility hubs

Key Considerations: **Emphasis on Partnerships**

- Outside of direct influence of transportation providers
- Projects have different (i.e. non-transit) funding programs
- Partnerships strengthen all partners

PARTNERSHIPS FOR SUPPORTIVE PHYSICAL INFRASTRUCTURE



Home Ramp Subsidy Program

- Provides funding for people to build accessibility ramps at their homes
 - Access ramp facilitates transportation
 - Expands options for many riders

Potential **Partners**

- Some insurance providers sometimes, including Medicaid and Medicare
- U.S. Department of Housing and Urban Development
- Area nonprofits
- Job corps/America corps

PARTNERSHIPS FOR SUPPORTIVE PHYSICAL INFRASTRUCTURE



Safe Routes for Seniors

- Make changes to physical environment to include seniors and people with disabilities

Potential Partners

- Senior housing facilities
- Senior centers
- Community based organizations
- Local municipalities

PARTNERSHIPS FOR SUPPORTIVE PHYSICAL INFRASTRUCTURE



Bus Stop and Station Accessibility

- Identify bus stops that are inaccessible and remove barriers
- Encourage use of fixed route transit, reduce use of ADA paratransit

Potential Partners

- Transit agencies
- Local municipalities
- Disability rights organizations

PARTNERSHIPS FOR SUPPORTIVE PHYSICAL INFRASTRUCTURE



Key Destination Mapping

- Crowd source information to create accessible paths
 - People with disabilities and seniors report travel experiences
 - Highlight quality and consistency
 - Provide up-to-date information on accessibility of key pathways

Potential Partners

- Disability rights organizations
- People with disabilities (and seniors)
- Local municipalities

PARTNERSHIPS FOR SUPPORTIVE PHYSICAL INFRASTRUCTURE



Mobility Hubs

- Hub for transportation resources
 - Fixed route transit
 - Bikes/bike share
 - Scooters
 - Car share
 - Uber/Lyft pick up/drop off

Potential Partners

- Local and regional municipalities
- Transit agencies
- Private sector partners

PARTNERSHIPS FOR SUPPORTIVE PHYSICAL INFRASTRUCTURE



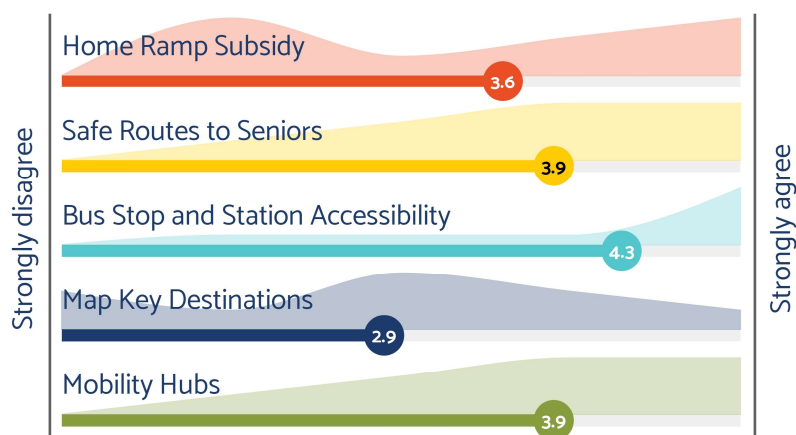
Rate the Strategies

Go to www.menti.com and use the code 42 59 9

- Home ramp subsidy program
- Safe routes for seniors
- Bus stop and station accessibility
- Key destination mapping
- Mobility hubs

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Q3. Rate the Strategies



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PILOT PROGRAM

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PILOT PROJECT

Opportunity

- Coordinated Plan process includes funding for pilot
 - Pilot should reflect needs identified in OnHand project
 - Regional in nature
 - Focused on older adults, persons with disabilities and persons with low incomes
 - Led by RTA
 - Implementation/development in 2020 – launch 2020 or 2021
 - Funding suggests capital or technology, not service

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PILOT PROJECT

Next Step

- Develop framework for selecting pilot

NEXT STEPS

NEXT STEPS

- Complete strategy “booklets”
 - Increase Local and Regional Mobility
 - Improve Coordination Among providers
 - Streamline Funding, Reporting and Performance Measures
- Share draft ideas with wider group of stakeholders
- Develop framework for selection pilot
- Moving towards draft plan



- ***Next TWG Meeting is Tuesday August 4***

COORDINATED HUMAN SERVICE PUBLIC TRANSIT PLAN

Upcoming Project Meetings

Meeting Schedule	Planned Agenda Items
August 4	Draft Final 5310 Program Management Plan Coordinated Strategies <ul style="list-style-type: none">• Present additional strategies• Ranking and rating Pilot Project – draft Recommendations
September 8	Final 5310 Program Management Plan Draft Final Coordinated Plan <ul style="list-style-type: none">• Prioritize strategies• Review/discuss final plan Pilot Project – next steps
October 20	Final Coordinated Plan Pilot Project

THANK YOU!



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1

AGENDA

- Welcome and Introductions
- Update on Project Schedule / Status
- 5310 Program Management
- Transportation Equity and OnHand Coordinated Planning Process
- On Hand Coordination Strategies
- Pilot Project
- Next Steps



2

PROJECT STATUS

3

COORDINATED HUMAN SERVICE PUBLIC TRANSIT PLAN

Project Objectives

- Understand specific needs associated with target populations
 - Older adults
 - Persons with disabilities
 - Individuals with low incomes
- Develop a framework to strengthen existing coordination efforts
- Use process that is consistent with the federal requirements

4

ONHAND CHSTP

Upcoming Project Meetings

Meeting Schedule	Planned Agenda Items
TWG Meeting September 8	Final 5310 Program Management Plan Draft Final Coordinated Plan <ul style="list-style-type: none">• Prioritize strategies• Review/discuss final plan Pilot Project – next steps
Outreach / Presentations Sept 15 – Oct 15	Presentations to LCC Hold handful of scheduled virtual workshops <ul style="list-style-type: none">• Present study findings• Share access to study files• Recommendations and next step (pilot)
TWG Meeting October 20	Final Coordinated Plan Pilot Project

5310 PROGRAM MANAGEMENT

5310 PROGRAM MANAGEMENT

Draft plan for subrecipient oversight/monitoring and technical assistance

- Procedures include comments on draft PMP from direct recipients and call with theRide in May
- Risk-based, tiered approach based on theRide's monitoring practices
 - Assess subrecipients' risk of noncompliance with federal, state requirements
 - Sort into Low, Medium, High risk categories
 - A streamlined level of oversight for Low, Medium risk organizations

5310 SUBRECIPIENT OVERSIGHT

Risk-Based Approach

- Determine subrecipient's risk of noncompliance
 - At time of 5310 award
 - RTA and direct recipients
- Rating on 10 factors:
 - Experience with federal/state grants, experience with 5310 grants
 - Experience of management staff, turnover, business environment complexity
 - Timeliness of document submission, response to questions
 - Financial and asset management procedures and controls
 - Ability to contribute matching funds
 - Legal issues

5310 PROGRAM MANAGEMENT

Monitoring

- Low/Medium risk subrecipients
 - One in-depth compliance review during term of 5310 agreement
 - Desk review followed by site visit
 - Annual desk reviews of policies, procedures and documents
 - Information gathered via questionnaire
- High risk subrecipients
 - Annual desk review (questionnaire) and site visit
- Subrecipients monitored by direct recipients
- Regional subrecipients monitored by RTA
- Monthly, quarterly, and annual reporting by subrecipients
- Annual summary report of oversight highlights to RTA

Site Visits

- Discuss policies and procedures
- Inspect vehicles
- Review records
 - Driver training
 - Drug/alcohol testing
 - Insurance
 - Vehicle maintenance

5310 PROGRAM MANAGEMENT

Technical Assistance

- Pre-application workshops, online meetings, one-on-one application review (RTA)
- Assistance during project implementation for new subrecipients or address noncompliance issues (Direct recipients, RTA)
- Mentoring of new subrecipients by more experienced providers

5310 PROGRAM MANAGEMENT

Next Steps

- Compile comments on oversight plan
- Define reporting requirements
- Update draft PMP to reflect all comments to date
- Prepare materials to assist with 2021 call for projects

TRANSPORTATION EQUITY

DEFINING TRANSPORTATION EQUITY

The fair distribution of transportation costs, resources, and benefits.

Horizontal Equity

Between individuals and groups with equal abilities and needs

Vertical Equity

Favoring economically, socially, or physically disadvantaged groups.



Inequality



Equality

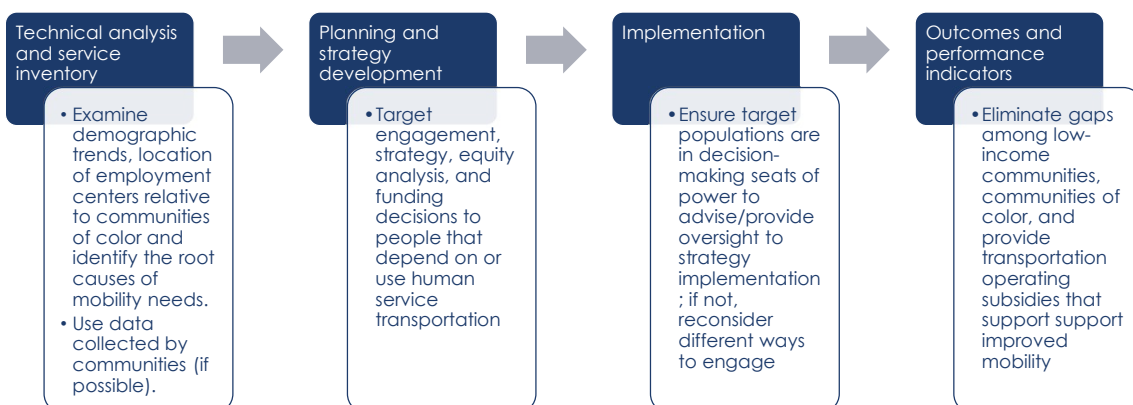


Equity

Coordinated HST focuses on vulnerable populations and examines the root causes of transportation needs and available services.

APPLYING AN EQUITY LENS IN COORDINATED PLANNING

Equity can be applied at all stages of the coordinated planning process:



ADVANCING EQUITY

A mix of *programmatic* and *structural* solutions:

- Match resources to the greatest needs
 - ✓ Regionwide fare-capping for low-income riders
- Address service deserts
 - ✓ Flexible vouchers/subsidies
- Increase access to opportunities
 - ✓ Shared on-call service delivery for evenings and weekends, and reverse commute rideshare program
- Support and incentives for 5310 recipients
 - ✓ Technical assistance, preferential scoring for projects that serve disadvantaged communities, demographic data collection



UPDATE ON STRATEGIES AND GOALS

ONHAND COORDINATED PLAN STRATEGIES

5 Goals

1. Increase Local and Regional Mobility
2. Improve Coordination Among Providers
3. Increase Awareness of Existing Services
4. Streamline Funding, Reporting and Performance Measures
5. Develop Partnerships for Supportive Physical Infrastructure



ONHAND COORDINATED PLAN STRATEGIES

Developing Strategies

- Document is a DRAFT
- Total of 29 strategies organized around goals
 - About 14 reviewed at last TWG meeting
- Updated and expanded based on comments and stakeholder discussions
 - RTA
 - SMART
 - PEAC (Programs to Educate all Cyclists)
 - Foenix Rising

ONHAND COORDINATED PLAN STRATEGIES

What's Changed

- Clearer language
- Increased focus on transportation equity
- Increased focus on persons with disabilities, including cognitive disabilities
- Better / more integration of ADA Paratransit Pilot Project

ONHAND COORDINATED PLAN STRATEGIES



What's New

- Make Cross Border Travel Easier
- Additional Commuter Programs
- Transit Fare Capping
- Alternative ADA Service Delivery Models
- Safe Routes for Seniors/Safe Routes for All
- Create Funding Packages for Community Transportation Services
- Regional Eligibility Assessment and Travel Training Center
- Common ADA definitions and terms (plus communication, i.e., conditional eligibility)

ONHAND COORDINATED PLAN STRATEGIES



Next Steps

- TWG Member Review
 - DRAFT strategy report distributed 7/30
 - Comments requested by August 14
 - If easier, contact us in person
 - Update strategies based on comments
- TWG prioritization exercise September 8th

PILOT PROGRAM

PILOT PROJECT

Opportunity

- On Hand includes opportunity for pilot
 - Pilot should reflect needs identified in OnHand project
 - Regional in nature
 - Focused on older adults, persons with disabilities and persons with low incomes
 - Implementation/development in 2020 – launch late 2020 or 2021
 - Estimated funding pot ~\$400,000

PILOT PROJECT

Approach

- Identified a handful of potential options
- TWG indicate priorities
- Conduct additional research / definition
 - Scope/Scale
 - Partnerships
 - Costs

POTENTIAL PILOT PROJECTS

Technology / Software

- Purchase scheduling software for Community Transportation Providers (SMART CPP + independent and nonprofit)
- Update/expand functionality of MyRide2 webpage (Mobility as a Service)
- Expand Mobility as a Service pilot to City of Detroit (1-year project)
- **Other**

Services

- Pilot Flexible Voucher Program – offer subsidy to older adults and persons with disabilities
- Pilot Flexible Voucher Program – offer subsidies to support Job Access and Reverse Commute trips
- Expand travel training program (potential focus on technology)
- **Other**

Planning

- Initiate planning for Regional Paratransit Eligibility Assessment and Travel Training Center
- **Other**

PILOT PROJECT

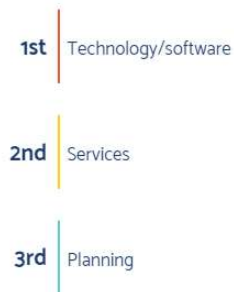
Rank the Pilot Project Categories

Go to www.menti.com and use the code 92 84 95

1. Technology/Software
2. Services
3. Planning

Go to www.menti.com and use the code 92 84 95

What type of project do you think is most important?



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Go to www.menti.com and use the code 92 84 95

What type of project do you think is most important?



Results from the Menti Poll (August 4)

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PILOT PROJECT

Prioritize the Pilot Project Concepts

Go to www.menti.com and use the code 92 84 95

1. Technology/Software
 - Purchase scheduling software for CPPs and independent/non-profit providers
 - Expand myride2 website functionality (MaaS)
 - Expand MaaS to the City of Detroit for 1-year
2. Services
 - Pilot flexible voucher program for older adults/persons with disabilities
 - Pilot flexible voucher program for job access/reverse commute
 - Expand travel training program (e.g., focus on technology)
3. Planning
 - Initiate planning for a Regional Paratransit Eligibility Assessment and Travel Training Center

Go to www.menti.com and use the code 92 84 95

Which three (3) pilot projects would you prioritize?



Top Pilot Priorities

Go to www.menti.com and use the code 92 84 95

Which three (3) pilot projects would you prioritize?



Results from the Menti Poll (August 4, 2020)

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NEXT STEPS

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ONHAND CHSTP

Upcoming Project Meetings

Meeting Schedule	Planned Agenda Items
TWG Meeting September 8	Final 5310 Program Management Plan Draft Final Coordinated Plan <ul style="list-style-type: none">• Prioritize strategies• Review/discuss final plan Pilot Project – next steps
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TWG Meeting October 20	Final Coordinated Plan Pilot Project

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NEXT STEPS

- Finalize OnHand Strategies
 - TWG comments
 - Extend Equity Lens
 - Polish/refine
 - Prepare for prioritization exercise
- Recommendations for pilot projects
- Outreach/Share Draft findings
 - TWG member ideas for engaging community groups
- **Next TWG Meeting is Tuesday September 8**



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THANK YOU!



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AGENDA

- Update on Project Schedule / Status
- 5310 Program Management
- On Hand Coordination Strategies
 - Engagement and Sharing Draft Recommendations
- Pilot Project
- Next Steps



2

PROJECT STATUS

3

COORDINATED HUMAN SERVICE PUBLIC TRANSIT PLAN

Project Objectives

- Understand specific needs associated with target populations
 - Older adults
 - Persons with disabilities
 - Individuals with low incomes
- Develop a framework to strengthen existing coordination efforts
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ONHAND CHSTP

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5310 PROGRAM MANAGEMENT

5310 PROGRAM MANAGEMENT PLAN

Project Development and Selection

- Regional CHSTP – RTA
 - Evaluate needs of target populations, identify strategies/projects and priorities
 - Direct recipients
 - Stakeholders
- Regional call for projects – RTA
 - Technical assistance prior to submission – RTA and/or direct recipients
 - Selection committee – RTA, direct recipients, other key stakeholders
 - Selection criteria – need and benefits, coordination and partnerships, project readiness
 - Highly competitive projects – extra points for projects advancing regional priorities

MANAGEMENT AND ADMINISTRATION

- Regional PMP – RTA
- Contracting with subrecipients and coordinating payments – direct recipients
- Subrecipient compliance oversight – direct recipients
 - Risk assessment of each successful applicant
 - Combination of assurances obtained from grant applications, desk reviews, regular reporting by subrecipients, and site visits
 - Notes in each subrecipient's file
 - Annual summary of oversight activities – direct recipients to RTA

SCHEDULE FOR DEVELOPMENT OF POP

- Project selection committee meets two months in advance of call for project – late in calendar year
 - Discuss selection process, annual goals and funding priorities
- Regional call for projects – early in the next calendar year
- Project selection, draft POP – first quarter
- POP public comment – managed by SEMCOG; second quarter?
- Regional split of 5310 funds – spring or early summer
- Subrecipient awards – summer

5310 PROGRAM MANAGEMENT

Next Steps

- Finalize oversight plan
- Finalize PMP document to reflect all comments to date
- Prepare materials to assist with 2021 call for projects

ONHAND STRATEGY DEVELOPMENT AND PRIORITIZATION

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ONHAND COORDINATED PLAN STRATEGIES

5 Goals

1. Increase Local and Regional Mobility
2. Improve Coordination Among Providers
3. Increase Awareness of Existing Services
4. Streamline Funding and Reporting
5. Develop Partnerships for Supportive Physical Infrastructure



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ONHAND COORDINATED PLAN STRATEGIES

Strategy Prioritization Survey

Top-Scoring Strategies

Goal 1.	Goal 2.	Goal 3.	Goal 4.	Goal 5.
<ul style="list-style-type: none"> Improved Cross Border Travel Maintain Existing Service Transit Fare Capping 	<ul style="list-style-type: none"> Aligned ADA Policies and Practices Regional Coordinating Councils Service Standards for Community Transportation Providers Shared Scheduling and Traveler Info Technologies Shared Regional Tech Investments Shared ADA Terms and Definitions 	<ul style="list-style-type: none"> MyRide2 Provide Call Center and Database Improvements Mobility Management and Travel Training Enhancements 	<ul style="list-style-type: none"> Regional Fare Integration Regional Capital Plan 	<ul style="list-style-type: none"> Bus Stop and Station Accessibility Mobility Hubs Safe Routes for Seniors/Safe Routes for All

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ONHAND COORDINATED PLAN STRATEGIES

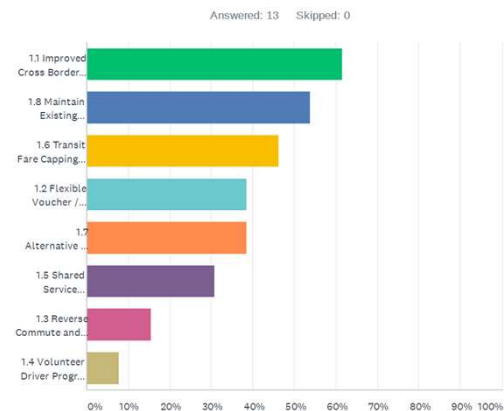
Strategy Prioritization Survey



Goal 1. Increase Local and Regional Mobility

Strong support for:

- Improved Cross Border Travel,
- Maintain Existing Services, and
- Transit Fare Capping



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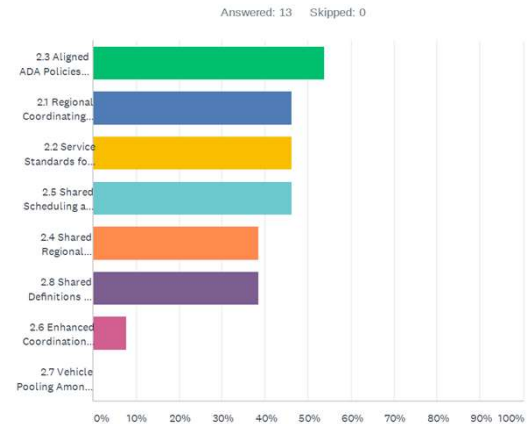
ONHAND COORDINATED PLAN STRATEGIES

Strategy Prioritization Survey



Goal 2. Improve Coordination Among Providers

- Support spread more broadly among strategies.
- Many strategies in this category are dependent upon one another.



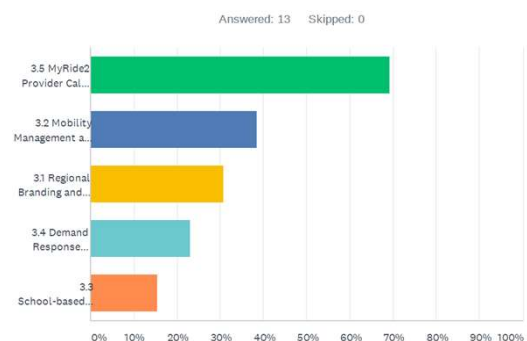
ONHAND COORDINATED PLAN STRATEGIES

Strategy Prioritization Survey



Goal 3. Increase Awareness of Existing Services

- Strongest support for **MyRide2 Provider Call Center and Database Improvements**
- Followed by **Mobility Management and Travel Training Enhancements**



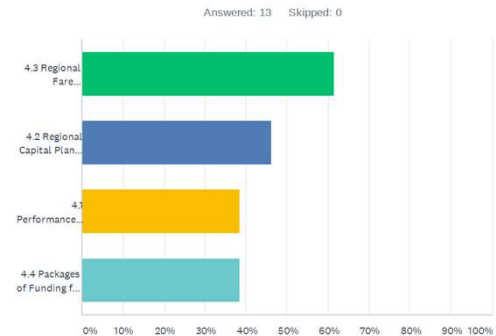
ONHAND COORDINATED PLAN STRATEGIES

Strategy Prioritization Survey



Goal 4. Streamline Funding and Reporting

- Strongest support for **Regional Fare Integration**
- Followed by **Regional Capital Plan**



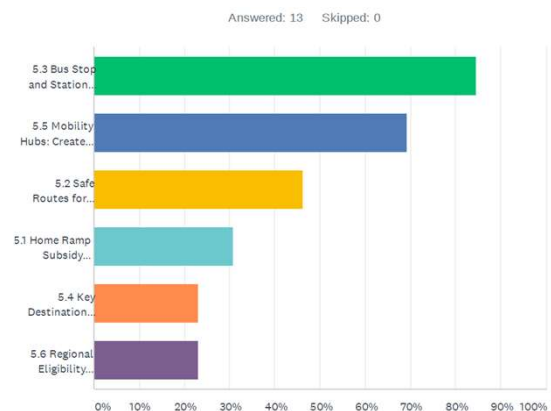
ONHAND COORDINATED PLAN STRATEGIES

Strategy Prioritization Survey



Goal 5. Develop Partnerships for Supportive Physical Infrastructure

- Strongest support for **Bus Stop and Station Accessibility**
- Followed by **Mobility Hubs**
- **Safe Routes for Seniors/Safe Routes for All** was also highly ranked



ONHAND COORDINATED PLAN STRATEGIES

Strategy Prioritization Survey

Pairing Strategies

- **Regional Coordinating Councils** (2.1) is a pre-requisite for many strategies:
 - Service Standards for CTP (2.2),
 - Shared Regional Tech Investments (2.4),
 - Shared Scheduling and Traveler Information Technologies (2.5),
 - Regional Branding and Marketing (3.1),
 - Demand Response Transportation Integration with Trip Planning Tools (3.4),
 - MyRide2 Provider Call Center and Database Improvements (3.5),
 - Performance Measurement System (4.1))

ONHAND COORDINATED PLAN STRATEGIES

Strategy Prioritization Survey

Pairing Strategies

- **Shared Regional Tech Investments** (2.4) and **Shared Scheduling and Traveler Information Technologies** (2.5)
 - *Related: Aligned ADA Policies and Practices* (2.3)
- **Make Cross Border Travel Easier** (1.1) and **Aligned ADA Policies and Practices** (2.3)
 - *Related: Flexible Voucher/Subsidy Program* (1.2)
- **Safe Routes for All** (5.2) and **School-Based Travel Training** (3.3)
- **Mobility Management and Travel Training Enhancements**(3.2) and **Regional Eligibility Assessment and Travel Training Center**(5.6)
- **Regional Capital Plan**(4.2) leads to **Vehicle Pooling Among Providers** (2.7)

STRATEGIES – NEXT STEPS

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ONHAND COORDINATED PLAN STRATEGIES

Next Steps

- **Share Recommendations with wider audience**
 - TCCs/LCCs and other stakeholder groups
 - 15-20 minutes on existing agenda
 - Schedule 2 “Virtual Town Halls”
 - Late September (September 29 and 30?)
 - Hour long, late afternoon meeting
 - Invite stakeholders and people contacted
 - Advertise on RTA webpage and through social media
 - Help from TWG members

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ONHAND COORDINATED PLAN STRATEGIES

Next Steps

- **Update Strategy Report**
 - TWG priorities will be incorporated into recommendations
 - Findings from Meetings and Town Hall
 - Additional comments from TWG

PILOT PROGRAM

PILOT PROJECT

Opportunity

On Hand includes pilot/demonstration project

- TWG providing input on the opportunities
- Key criteria for evaluation
 1. Focused on older adults, persons with disabilities and persons with low incomes
 2. Regional in nature
 3. Consider equity
 4. Ease of implementation

PILOT PROJECT

Opportunities

1. Regional Eligibility Assessment and Travel Training Center Stage 1: Mobile Unit
2. Regional Eligibility Assessment and Travel Training Center Stage 2: Facility Planning
3. Flexible Voucher/Subsidy Program
4. Mobility Management and Travel Training Enhancements
5. Shared Scheduling Technology
6. Myride2 Enhancements: Project Support

REGIONAL ELIGIBILITY ASSESSMENT AND TRAVEL TRAINING CENTER

Level of Effort	Scope	Cost	Timeframe	Champion
High ● ● ●	Agency 	High \$\$\$	Medium-Term 	RTA SMART DDOT



GOAL 5: DEVELOP PARTNERSHIPS FOR SUPPORTIVE PHYSICAL INFRASTRUCTURE



Opportunity

- Near term: a mobile assessment and outreach unit
- Medium term: establish a regional eligibility assessment and travel training center for Southeast Michigan

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MOBILE ASSESSMENT AND OUTREACH UNIT

Pilot Program Goals and Costs

Conduct ADA paratransit eligibility assessments and offer travel training with mobile unit

Estimated cost: \$155,000 – 225,000

- **Vehicle:** \$140,000-200,000
- **Equipment:** \$15-25,000
- Use Existing staff: 2-4 trainers/assessors



GOAL 5: DEVELOP PARTNERSHIPS FOR SUPPORTIVE PHYSICAL INFRASTRUCTURE



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REGIONAL ELIGIBILITY ASSESSMENT AND TRAVEL TRAINING CENTER

Pilot Program Goals and Costs

Facility for transit agencies, demand response providers, and their customers to conduct interviews and assessments for ADA paratransit eligibility

Estimated cost: \$150,000

- o Feasibility/planning study: \$150,000
- o Build facility: \$ 8-9 Million

RTC of Southern Nevada Mobility Training Center (MTC)



GOAL 5: DEVELOP PARTNERSHIPS FOR SUPPORTIVE PHYSICAL INFRASTRUCTURE



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FLEXIBLE VOUCHER / SUBSIDY PROGRAM

Level of Effort	Scope	Cost	Timeframe	Champion
High ● ● ●	Agency 	Medium \$\$\$	Long-Term 	DDOT SMART TheRide



Opportunity

- Subsidize trips for older adults and people with disabilities
- Can be used with taxis and ride hailing companies
- Reduce cost for ad hoc, unscheduled trips

GOAL 1: INCREASE LOCAL AND REGIONAL MOBILITY



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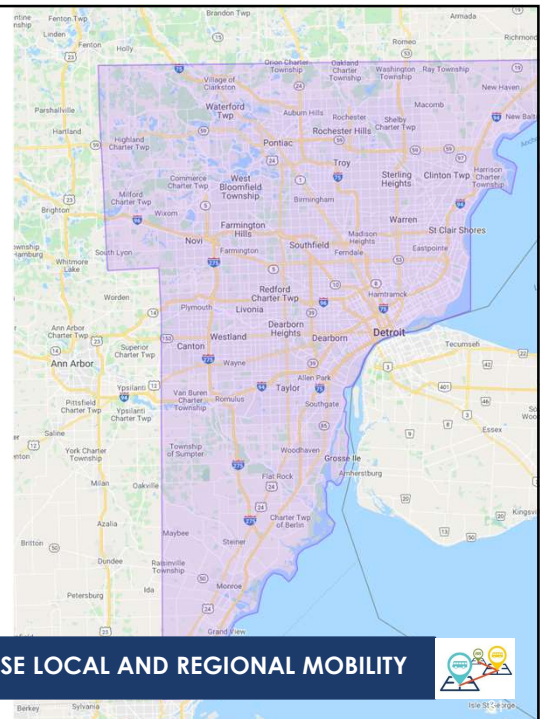
FLEXIBLE VOUCHER / SUBSIDY PROGRAM

Pilot Program Goals and Costs

- Improve access to medical and shopping
- Reduce transportation barriers for high need riders
- Guide future investments in public transit

Estimated cost: \$400,000

- \$350,000 in trip subsidies
- \$50,000 for program management
- **Subsidy of \$12/trip yields roughly 29,000 trips**



GOAL 1: INCREASE LOCAL AND REGIONAL MOBILITY



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MOBILITY MANAGEMENT AND ENHANCED TRAVEL TRAINING PILOT

Level of Effort	Scope	Cost	Timeframe	Champion
Medium 	Regional 	Medium 	Short-Term 	AAA-1B (+DDOT, SMART and theRide)



GOAL 3: INCREASE AWARENESS OF EXISTING SERVICES



Opportunity

- Develop, provide, and maintain consistent information and training resources
- Helps people with disabilities and older adults use fixed route and demand response transportation

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MOBILITY MANAGEMENT AND ENHANCED TRAVEL TRAINING PILOT

Pilot Program Goals and Costs

- Create regional mobility management program
- Regionwide travel training and "Train the Trainer" program
- Fund mobility manager for every OnHand county and the City of Detroit
- Findings shape further investments

Estimated Cost: \$300,000-400,000

- Funding for mobility manager costs



GOAL 3: INCREASE AWARENESS OF EXISTING SERVICES



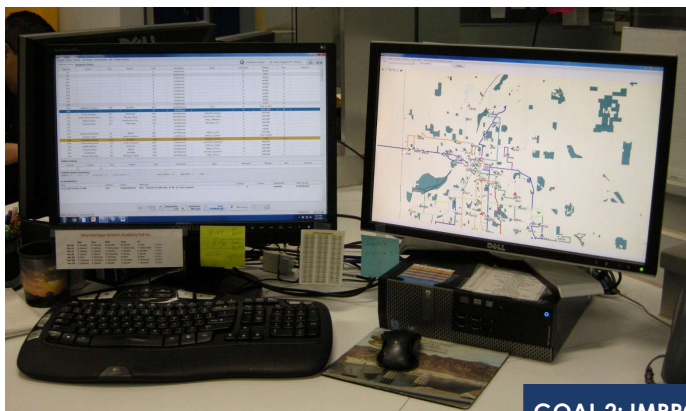
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SHARED SCHEDULING TECHNOLOGY

Level of Effort	Scope	Cost	Timeframe	Champion
Medium 	Regional 	Low \$\$\$	Medium-Term 	RTA AAA-1B

Opportunity

- Identify and adopt an open source scheduling platform
- Increases operational efficiency
- Shared technology will make it easier to share information and book trips



GOAL 2: IMPROVE COORDINATION AMONG PROVIDERS

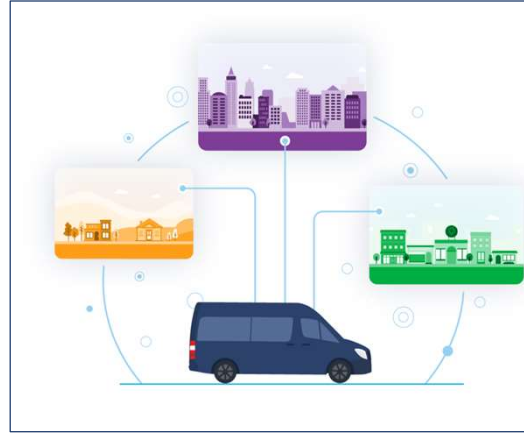


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SHARED SCHEDULING TECHNOLOGY

Pilot Program Goals and Costs

- Develop pilot with up to four initial agencies
 - Purchase system and provide training
 - 5-Year cost: \$185,000 (4 providers)
- Join existing contract to test concept
 - Partner with existing agency (Utah Transit Authority (UTA))
 - Lower cost way to test concept
 - 5-Year costs \$90,000



GOAL 3: INCREASE AWARENESS OF EXISTING SERVICES



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MYRIDE2 IMPROVEMENTS

Level of Effort	Scope	Cost	Timeframe	Champion
Low 	Regional 	Low \$\$\$	Short-Term 	RTA SMART

Pilot description

- Expand and improve MyRide2 with ability to plan, book and pay for trips
- Make MyRide2 easier to use and more accessible



GOAL 3: INCREASE AWARENESS OF EXISTING SERVICES

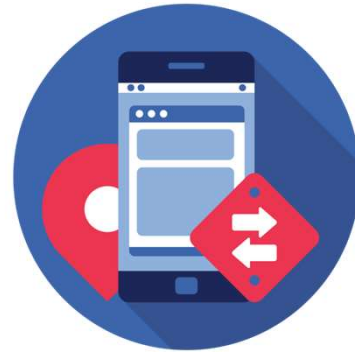


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MYRIDE2 IMPROVEMENTS

Pilot Program Goals and Costs

- Simplify process to plan, book and pay for trips
- Adds reporting and account management functions
- Estimated cost for project: \$290,000
 - \$90,000 fr
 - Plus an additional \$200,000 for software development cost would in addition



GOAL 3: INCREASE AWARENESS OF EXISTING SERVICES



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SUMMARY OF PILOT OPTIONS

Option	Cost Estimate (Range)	Comment
Regional eligibility assessment and travel training center: mobile unit	\$155,000-\$225,000	Phase 1 of Regional Approach • Assumes use of current staff
Regional eligibility assessment and travel training center: facility planning	\$150,000	Phase 2 of Regional Approach • Feasibility Assessment for longer-term investment
Flexible voucher/subsidy program	Up to \$400,000	Would support up to 29,000 trips at \$12/trip
Mobility management and travel training enhancements	\$300,000-\$400,000	Hire 5 full-time mobility managers
Shared scheduling technology	\$90,000-\$185,000	Option to piggyback on existing provider license
MyRide2 enhancements: project support	\$290,000	Includes software and project management

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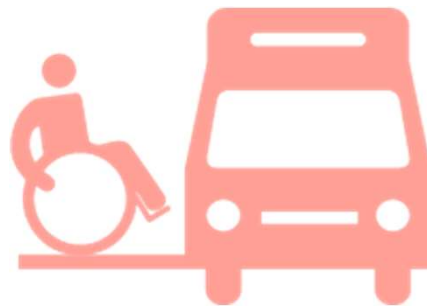
NEXT STEPS

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NEXT STEPS

- Pilot Projects
 - Send out project descriptions for feedback
 - Accept comments until 9/30
- OnHand Strategies and Draft Recommendations
 - Share findings and recommendations
 - LCCs/TCC meetings
 - Virtual Town Halls
 - Update draft recommendations
- Prepare Coordinated Plan
- ***Next TWG Meeting TBD***



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THANK YOU!



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1

AGENDA

- Update on Project Schedule / Status
- 5310 Program Management
- Draft and Final Report
- Next Steps

A red icon showing a person in a wheelchair boarding a bus. The person is on a small platform next to the bus, and the bus has a ramp extended to the platform.

The ONHAND logo, featuring a stylized hand icon and the text 'ONHAND'.

2

2

PROJECT STATUS

3

COORDINATED HUMAN SERVICE PUBLIC TRANSIT PLAN

Project Objectives

- Understand specific needs associated with target populations
 - Older adults
 - Persons with disabilities
 - Individuals with low incomes
- Develop a framework to strengthen existing coordination efforts
- Use process that is consistent with the federal requirements

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5310 PROGRAM MANAGEMENT

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5310 PROGRAM MANAGEMENT PLAN

Project Development and Selection

- Regional CHSTP – RTA
 - Evaluate needs of target populations, identify strategies/projects and priorities
 - Direct recipients
 - Stakeholders
- Regional call for projects – RTA
 - Technical assistance prior to submission – RTA and/or direct recipients
 - Selection committee – RTA, direct recipients, other key stakeholders, including representatives of disadvantaged communities or organizations that serve them
 - Selection criteria – need and benefits, coordination and partnerships, project readiness
 - Additional criteria to address transportation inequity
 - Highly competitive projects – extra points for projects advancing regional priorities
 - Priorities could include addressing transportation inequity or serving disadvantaged communities

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MANAGEMENT AND ADMINISTRATION

- Regional PMP – RTA
- Contracting with subrecipients and coordinating payments – direct recipients
- Subrecipient compliance oversight – direct recipients
 - Risk assessment of each successful applicant
 - Combination of assurances obtained from grant applications, desk reviews, regular reporting by subrecipients, and site visits
 - Notes in each subrecipient's file
 - Annual summary of oversight activities – direct recipients to RTA

SCHEDULE FOR DEVELOPMENT OF POP

- Project selection committee meets two months in advance of call for projects – late summer 2021 (August)
 - Discuss selection process, annual goals and funding priorities
- Regional call for projects – late in the calendar year (October; applications due November/December)
- Project selection, draft POP – first quarter 2022
- POP public comment – managed by SEMCOG and WATS; second quarter 2022?
- Regional split of 5310 funds – spring or early summer 2022
- Subrecipient awards – summer 2022

5310 PROGRAM MANAGEMENT

Next Steps

- Finalize details of PMP with RTA and direct recipients
- Prepare materials to assist with 2021 regional call for projects

DRAFT FINAL REPORT

ONHAND COORDINATED PLAN – DRAFT FINAL REPORT

- Review Federal Requirements
- Overview of Draft Final Report
- Focus on Executive Summary and Updates/Changes

ONHAND COORDINATED PLAN – DRAFT FINAL REPORT

Federal Direction

- Projects selected for funding under FTA Section 5310 funding must be included in "a locally developed, coordinated public transit-human services transportation plan"
- Must include participation from:
 - Seniors
 - Individuals with disabilities
 - Representatives of public, private and nonprofit transportation and human service providers
 - Other members of the public.
- Analysis must include:
 - Transportation needs of individuals with disabilities, older adults and people with low incomes
 - Provide strategies to meet these needs
 - Prioritize transportation strategies for funding and implementation
- Plan is updated every 4 – 5 years

ONHAND COORDINATED PLAN – DRAFT FINAL REPORT

Federal Direction: Stakeholder and Community Participation

	TWG Meetings	Stakeholder Interviews	Surveys	Presentations/ Meetings
Seniors	X	X	X	X
Individuals with disabilities	X	X	X	X
Representatives of public, private and nonprofit transportation and human service providers	X	X	X	X
Other members of the public		X	X	X

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ONHAND COORDINATED PLAN – DRAFT FINAL REPORT

Federal Direction: Planning Process

	Market Analysis	User Survey	Funding Inventory	Service Inventory	Strategy Development	TWG Meetings
Transportation needs of individuals with disabilities, older adults and people with low incomes	X	X	X	X	X	
Provide strategies to meet these needs				X	X	X
Prioritize transportation strategies for funding and implementation		X				X

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ONHAND COORDINATED PLAN – DRAFT FINAL REPORT

Federal Direction: Overview

Projects selected for funding under FTA Section 5310 funding must be included in “a locally developed, coordinated public transit-human services transportation plan”

- Broad set of strategies – allows for existing efforts to continue
 - Maintain Existing Services
 - Regional Capital Plan
- Also creates opportunities for new ideas and innovation
 - Fare capping
 - Shared Scheduling and Traveler Information Technology
 - Mobility hubs
 - Several strategies around increased collaboration and coordination

ONHAND COORDINATED PLAN – DRAFT FINAL REPORT

Report Outline

1. Introduction
 2. Market Analysis
 3. Transportation Services Inventory
 4. Transportation Funding Inventory
 5. Gaps Analysis and Unmet Needs
 6. Strategies and Recommendations
- Appendices
 - 4 Tech Memos (Market Analysis, Service Analysis, Funding Inventory, Strategy Booklet)
 - Rider Surveys: Findings and Analysis
 - TWG Meeting Materials
 - Summary of Outreach Activities



ONHAND COORDINATED PLAN – DRAFT FINAL REPORT

Executive Summary

- Summary of Approach, Findings and Recommendations
 - Project Goals
 - Overview of Coordinated Planning Process
 - COVID-19 and **Transportation Equity**
 - Mobility Challenges
 - Strategies (Table)
 - **Action Plan**



ONHAND COORDINATED PLAN – DRAFT FINAL REPORT

Transportation Equity

Updates since DRAFT Report was sent

- Expanded section to include “Advancing Equity” from previous memos – highlight ways to specifically address inequities:
 - Conduct coordinated planning at a regional level
 - Increase funding in service poor areas
 - Track impact of services on racial minorities and low-income individuals
 - Target marketing and outreach efforts to most disadvantaged members of target population especially Black and other people of color
 - Fare capping

ONHAND COORDINATED PLAN – DRAFT FINAL REPORT

Transportation Equity

Proposed updates for 5310 Project Applications

- Request information about racial, ethnic and economic characteristics of their community
- Projects that serve disadvantaged communities or address issues of transportation inequity are deemed “highly competitive projects” and receive additional points during 5310 scoring

ONHAND COORDINATED PLAN – DRAFT FINAL REPORT

Action Plan

1. Regionalize management and administration of Section 5310 Program
2. Increase coordination among sub-regional and municipal based providers. Open to how this happens, but highlights potential to:
 - Use existing efforts including regional fare coordination, passenger information systems, paratransit booking app, and schedule software updates
 - Advance regional equity by measuring outcomes
3. Align existing ADA programs and policies – potential ideas
 - Consistent definitions and correspondence
 - Work towards consistent eligibility standards
 - Shared regional eligibility and travel training program

NEXT STEPS

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PILOT PROJECT

Potential projects

- Regional eligibility assessment and travel training center
 - Starting with a mobile unit
 - Planning for a regional facility
- Flexible voucher/subsidy program
- Mobility management and travel training enhancements
- Shared scheduling technology
- Myride2 enhancements

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PILOT PROJECT

- Lots of Ongoing Regional Initiatives
 - Regional Paratransit Booking App
 - Washtenaw County Ride@50+
 - SMART ADA Paratransit Software Procurement
 - Regional Fare Work
- Regional initiatives will impact pilot priorities
- Hold off for results to identify critical needs



FINAL REPORT

- Draft Materials
 - Comments on Draft Final Report by 11/20 – after report is updated, it will be final
 - 5310 Draft Program Management Plan will be sent to direct recipients shortly for comment
- Final Report by 12/4
- Plan Update every 4-5 years
 - Consistent with Long Range Transportation Plan/Metropolitan Transportation Plans
 - 2024 review/update, not full planning process



THANK YOU!



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