



Existing Conditions Technical Memo

Mobility 4 All Plan

Regional Transit Authority of Southeast Michigan

February 2025



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Acronyms and Abbreviations

ACS	American Community Survey
ADA	Americans with Disabilities Act
AAATA	Ann Arbor Area Transportation Authority
CATA	Capital Area Transportation Authority
CATS	Charlotte Area Transit System
CFP	Call for Projects
Chicago RTA	Regional Transportation Authority of Chicago
CHSTP	Coordination Human Services Transportation Plan
CPP	SMART's Community Partnership Program
DAX	Detroit Air Xpress
DDOT	Detroit Department of Transportation
DPM	Detroit People Mover
DVRPC	Delaware Valley Regional Planning Commission
EJ Screen	Environmental Justice Screening and Mapping Tool
FRTA	Freedom Road Transportation Authority
FTA	Federal Transit Administration, a division of the US Department of Transportation
JFS	Jewish Family Service
M4A	Mobility for All Plan, the Coordinated Human Services Transportation Plan for the Region
MassDOT	Massachusetts Department of Transportation
MDOT	Michigan Department of Transportation
MOD	Mobility-Oriented Development
NOACA	Northeast Ohio Areawide Coordinating Agency
NOTA	North Oakland Transportation Authority
NTD	National Transit Database, administered by the Federal Transit Administration
OD data	Origin and destination data
PAC	Providers Advisory Council
PEX	People's Express
RTA	Regional Transit Authority of Southeastern Michigan
SEMCOG	Southeast Michigan Council of Governments

SMART	Suburban Mobility Authority for Regional Transportation
TAC	Transportation Action Committee
TOD	Transit-Oriented Development
TNC	Transportation Network Company
Twp	Township
TWG	Technical Working Group
UM	University of Michigan
WAVE	Western-Washtenaw Area Value Express
WOTA	Western Oakland Transportation Authority

1. Introduction

The Regional Transit Authority of Southeast Michigan (RTA) is updating its Coordinated Human Services Transportation Plan (CHSTP), calling it the Mobility 4 All (M4A) Plan. RTA plans, funds, coordinates, and accelerates regional transit services, projects, and programs in Southeast Michigan, which comprises the entirety of Macomb, Oakland, Washtenaw, and Wayne Counties, including the City of Detroit. The last CHSTP, known as the OnHand Plan, was completed in 2020. The M4A Plan will update and replace the 2020 plan, focusing on how well existing human service transportation options match the needs of the region's residents, particularly the plan's target populations of older adults, people with disabilities, and individuals with limited incomes. The plan is designed to meet the requirements of the Federal Transit Administration (FTA) under 49 U.S.C. Section 5310, ensuring that the region has access to critical federal funds available under the [Section 5310 Enhanced Mobility of Seniors & Individuals with Disabilities Program](#).

This technical memorandum, the first in a series, provides a snapshot of the RTA Region's Existing Conditions, describing:

- Southeast Michigan's regional population demographics and transportation needs,
- the multitude of transportation providers operating in the RTA Region, whose services span from region-wide to serving an area within a single municipality,
- the current gaps between needs and services, both in terms of geographic boundaries as well as schedule-based or temporal boundaries, and
- lessons learned from peer regions.

Recognizing the progress made since the 2020 OnHand Plan, the memorandum closes by summarizing several key developments and milestones, such as one transportation provider's "Frequent Rider Passbook", which is a step toward regional fare capping, and the regular Providers Advisory Council (PAC) meetings which furthers regional coordination. These developments, and many more, advance RTA's five agency goals to Fund, Improve, Expand, Innovate, and Sustain regional transit.

2. Travel Market Analysis

Analyzing the demographic and socioeconomic characteristics of the RTA Region is key to understanding human service travel needs. The travel market analysis described in the following sections provides a profile of the region's demographics, with a particular focus on vulnerable populations. A vulnerable population refers to a group of individuals at a higher risk of experiencing disadvantage or difficulty in accessing resources, services, or opportunities. The M4A plan's target audience consists of older adults, people with disabilities, and individuals with limited incomes, or vulnerable populations that have different transportation needs and encounter different transportation barriers. Examining population trends assists in identifying concentrations of these audiences and informs the overall goals and strategic recommendations included in the plan, helping to foster innovative transit solutions.

2.1 General Population Trends

General population for the RTA Region was pulled from the U.S. Census Bureau 2022 American Community Survey (ACS) 5-Year Estimates dataset. Figure 1 shows the population density by tract of all people living within the four-county region – from children under 2 to adults 85 and older. The RTA Region population totals more than 4.3 million people. Over 90% of the region's population resides within Wayne, Oakland and Macomb Counties. Out of the four counties, Wayne County has the highest population, making up 41.4% of the RTA region's total population. Population within Wayne County is concentrated in the cities of Hamtramck, Detroit, Dearborn, and Dearborn Heights. The City of Detroit

makes up 14.8% of the RTA region's total population. Oakland County's population is concentrated in the southeast corner of the county, with communities like Royal Oak, Ferndale, Hazel Park, Berkley, and Birmingham containing high population densities. Washtenaw County, the most rural of the four counties, makes up 8.6% of the RTA region's total population. The bulk of the county's residents live in the greater Ann Arbor area. It is important to note that Ann Arbor is also home to the University of Michigan, where an influx of about 50,000 students (but not majority year-round residents) move to the area through the course of the school year.ⁱ

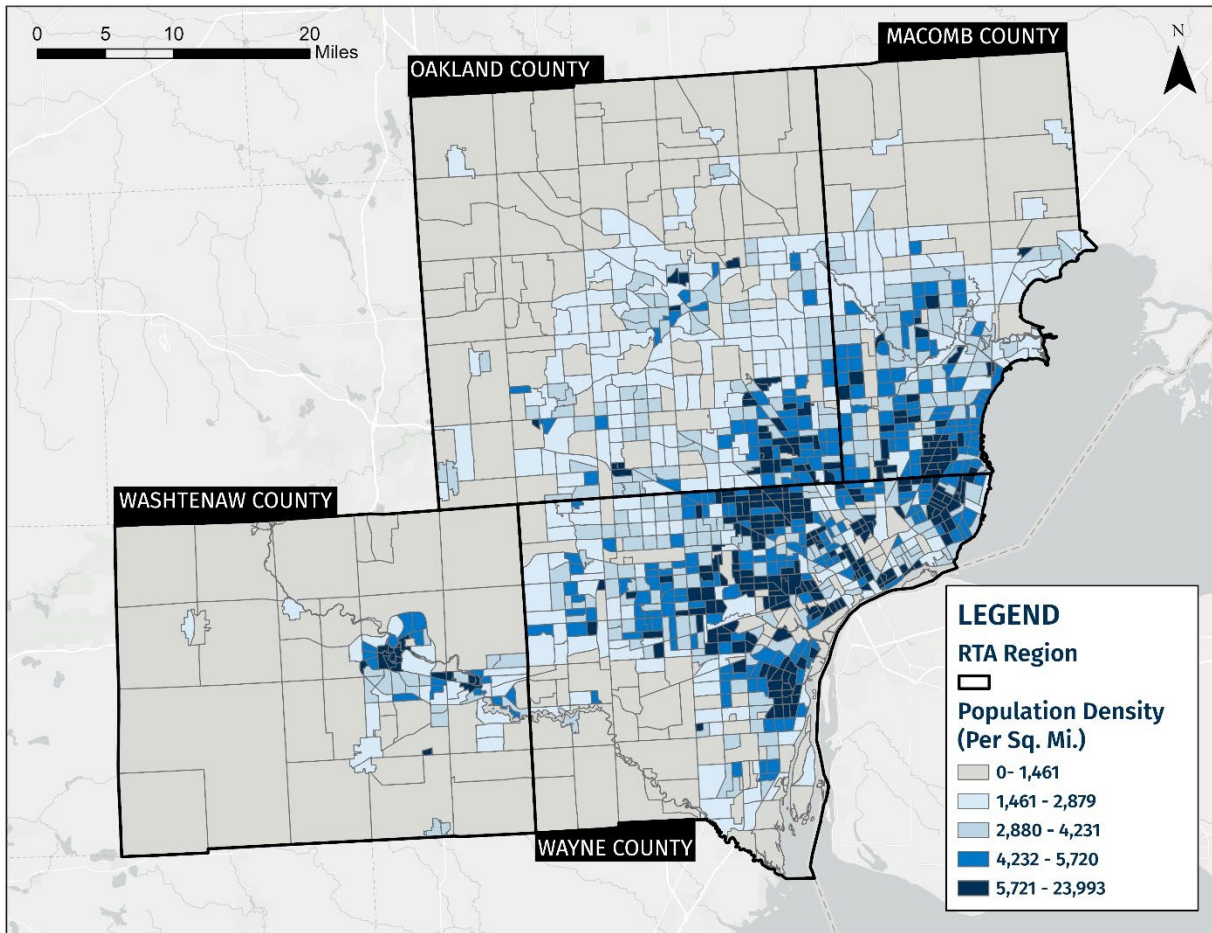


Figure 1. Population Density in the RTA Region

Source: U.S. Census Bureau. 2022 ACS 5-Year Estimates. Table B01001: Sex by Age.

2.1.1 Population Change

To understand changes in population within the RTA Region over the past four years, Esri's [Compound Annual Growth Rate](#) was pulled for each block group in the region to understand regional increases or decreases in population since the 2020 plan was completed. As seen in Figure 2, most of the region experienced minor changes in population, ranging from decreases of up to 29% to increases of up to 33%. Overall, Oakland County experienced the highest growth rate (0.29%), followed by Macomb (0.12%), Washtenaw (0.02%), and Wayne County (-0.37%). Detroit had a growth rate of -0.30%. Within the RTA region, communities with more than one tract experiencing growth rates above 3% include the City of Ann Arbor, the Corktown/Southwest Detroit neighborhoods, West Bloomfield Township, City of Sterling

Heights, City of Troy, City of Auburn Hills, and the Royal Oak/Ferndale area. Communities with more than one tract experiencing population decrease rates of -3% or below include the City of Romulus, City of Woodhaven, west Detroit near the Claytown neighborhood, and the City of Warren. The greatest population increases can be observed in Oakland and Wayne Counties, ranging from an increase of 11% to 33%. The greatest decreases in population can also be observed in these two counties, ranging from a 11% to a 29% loss.

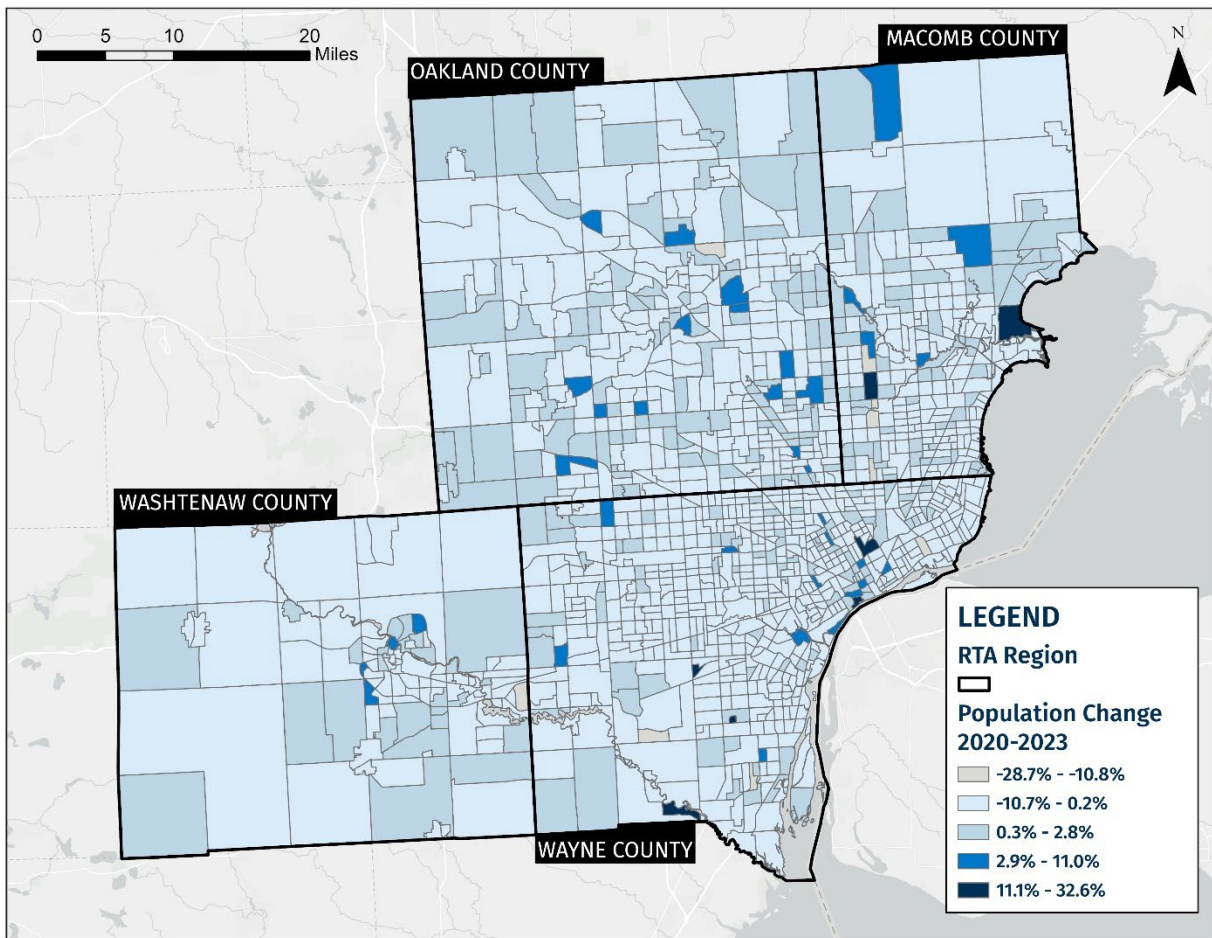


Figure 2. Population Change in the RTA Region (2020-2023)

Source: Esri. 2023. Annual Compound Growth Rates.

2.1.2 Regional Forecasts

In 2021, the Southeast Michigan Council of Governments (SEMCOG) developed a 2050 Regional Forecast, which provides a thirty-year analysis of change in population, households, jobs, and land use for each community in SEMCOG's seven-county region.ⁱⁱ The RTA Region covers four of those seven counties (Table 1). The total population in the RTA Region is expected to grow by 6% by 2050, or by approximately 255,000 people for a total population of 4.5 million. Macomb County and Washtenaw County exhibit the greatest growth, with projections expected to increase by 9% and 13% respectively. Wayne County, which includes the City of Detroit, is expected to remain fairly level in population (within 1%).

SEMOG's projections also provide a glimpse into the potential growth of one of the vulnerable populations that are targeted by this plan: older adults. As exhibited by Table 1, the population in the RTA Region that is 65 years or older¹ is expected to grow at a much higher rate than the population as a whole. The entire four-county older adult population is projected to increase by 34.8% by 2050. Again, Macomb County and Washtenaw County are expected to see the most significant growth in this age category, increasing by 48% and 63% respectively, though both Oakland County and Wayne County will also see increases in the older adult population. The largest decreases in population are expected to increase in the 5-17 and 18-24 age groups.

	Macomb	Oakland	Washtenaw	Wayne	Region Total
General Population					
2020 Population	881,217	1,274,395	372,258	1,793,561	4,321,431
2050 Population	962,485	1,387,838	421,412	1,804,908	4,576,643
Percent Change	+9.2%	+8.9%	+13.2%	+0.6%	+5.9%
Population 65+					
2020 Population	156,274	225,657	55,194	278,326	715,451
2050 Population	231,931	308,928	89,735	334,033	964,627
Percent Change	+48.4%	+36.9%	+62.6%	+20.0%	+34.8%

Table 1. Population Projections for the RTA Region (2020 to 2050)

Source: SEMOG. [2050 Regional Forecast](#).

2.1.3 Racial Composition

A diverse range of individuals call the RTA Region their home (Figure 3). The region's population is predominantly white (62%). Individuals identifying as Black or African American (23%), Asian American (6%), or Hispanic or Latino (5%) make up much of the remaining population, followed by those who identify a combination of two or more races (4%) or as some other race alone (0.4%). Combined, the American Indian and Alaskan Native and Native Hawaiian or other Pacific Islander populations represent less than 1% of the service area population.

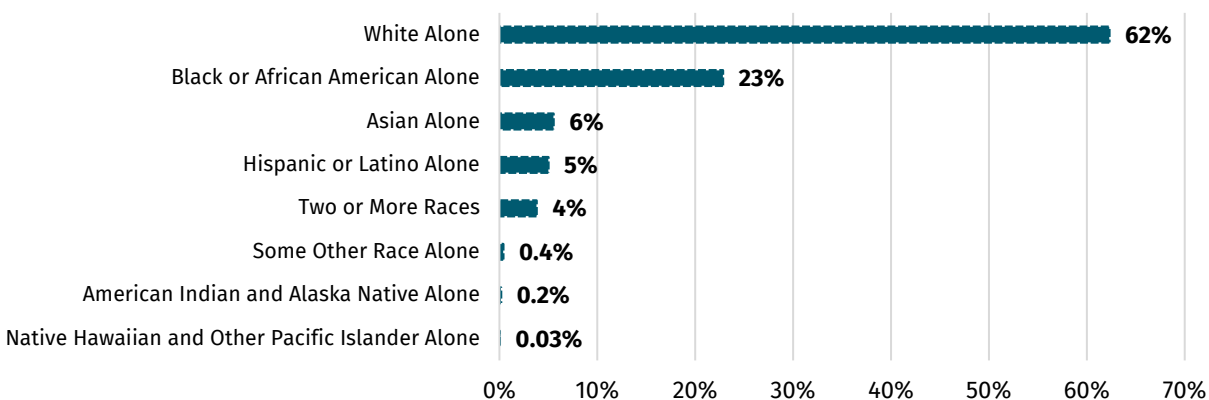


Figure 3. RTA Region Racial and Ethnic Composition

Source: U.S. Census Bureau. 2022 ACS 5-Year Estimates. Table DP05: ACS Demographic and Housing Estimates.

¹ Individual projections for the 60-to-65-year age group were not available from the SEMOG Regional Forecast dataset.

The distribution of race across the four counties varies (Figure 4). All four counties are predominately white, ranging from 49% (Wayne County) to 76% (Macomb County) of the total population. Wayne County supports a higher population of Black residents (37%) compared with the rest of the RTA region. Oakland County and Washtenaw County have a higher population of Asian Americans, representing as 8% and 9% of the total population, respectively. Washtenaw County is the only county to report individuals identifying as Native Hawaiian or Other Pacific Islander.

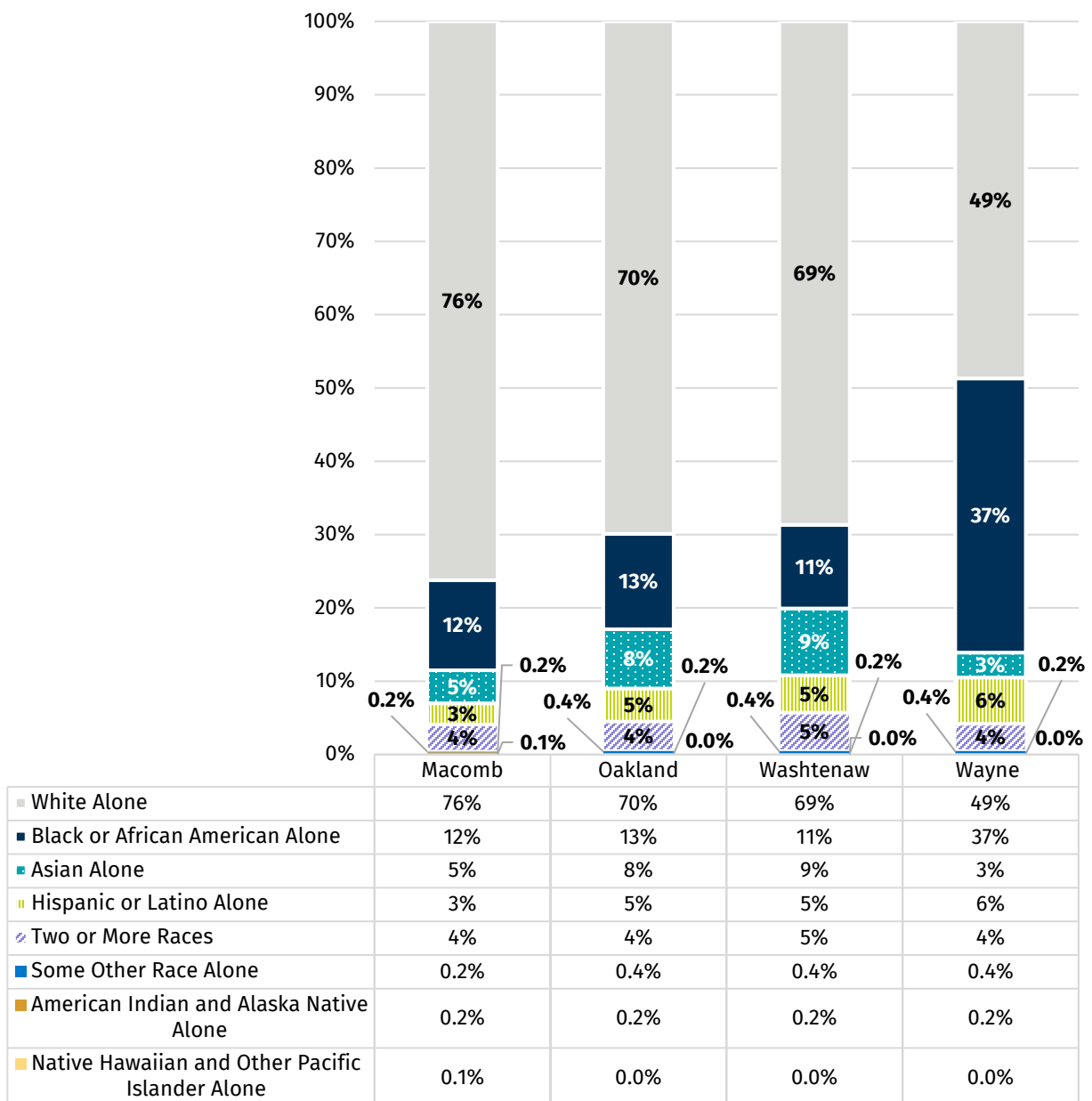


Figure 4. Racial and Ethnic Composition by County

Source: U.S. Census Bureau. 2022 ACS 5-Year Estimates. Table DP05: ACA Demographic and Housing Estimates.

2.2 Older Adults

Older adults, a growing demographic in Southeast Michigan, account for nearly one in four residents in the RTA Region. Understanding where they live helps planners and providers prioritize services that support their mobility and well-being. Most of this population resides within Wayne and Oakland Counties, containing 40% and 31%, respectively, of the region's older adult population. Washtenaw County has the lowest percentage of the region's older adult population at 8%. Older adult populations are relatively evenly distributed across the region, with concentrations emerging in suburban areas where access to transportation and healthcare may be limited. These suburban municipalities include Auburn Hills, Clinton, Novi, Macomb, Pittsfield, Rochester Hills, Scio, Southfield, Superior, and Westland. Pockets of older adults highlight the need for targeted transit solutions to ensure mobility and accessibility. Figure 5 depicts the percentage of older adults by block group.

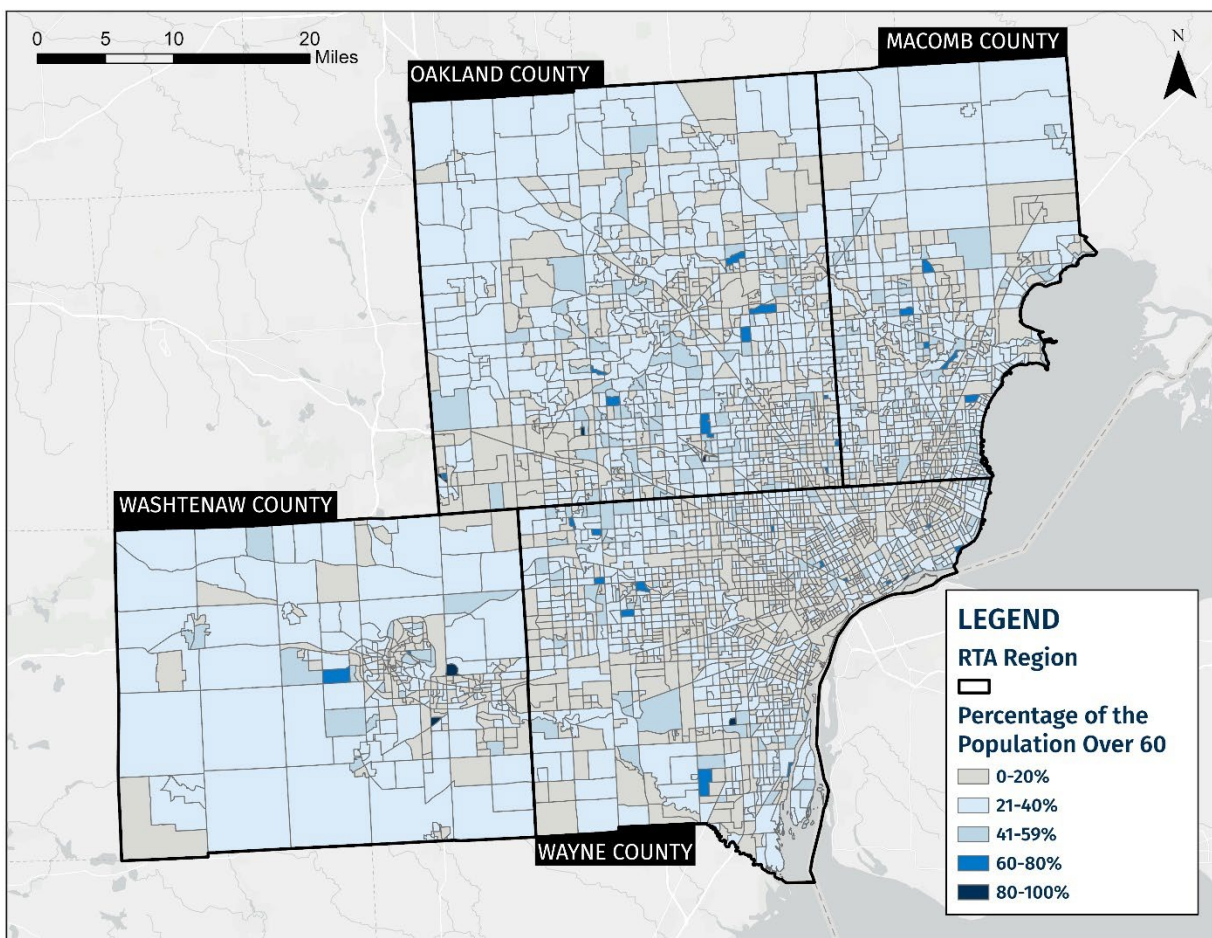


Figure 5. Percentage of the Population Over 60 in the RTA Region

Source: U.S. Census Bureau. 2022 ACS 5-Year Estimates. Table B01001: Sex by Age.

2.3 People with Disabilities

Approximately 14% of the regional population is living with a disability. Wayne County has the highest concentration of individuals with disabilities (15%), followed by Macomb County at 14%. Figure 6 represents the distribution of these individuals in the RTA Region by block groups, underscoring the

importance of targeted services in areas with the greatest needs. The map showcases that many individuals reported as living with a disability are based in the Detroit Metropolitan Area. The highest percentages of people with a disability are in the cities of Detroit, Ecorse, and Highland Park. Additionally, pockets of this population are located in the municipalities of Pontiac, Troy, Southfield, Warren, and Ypsilanti.

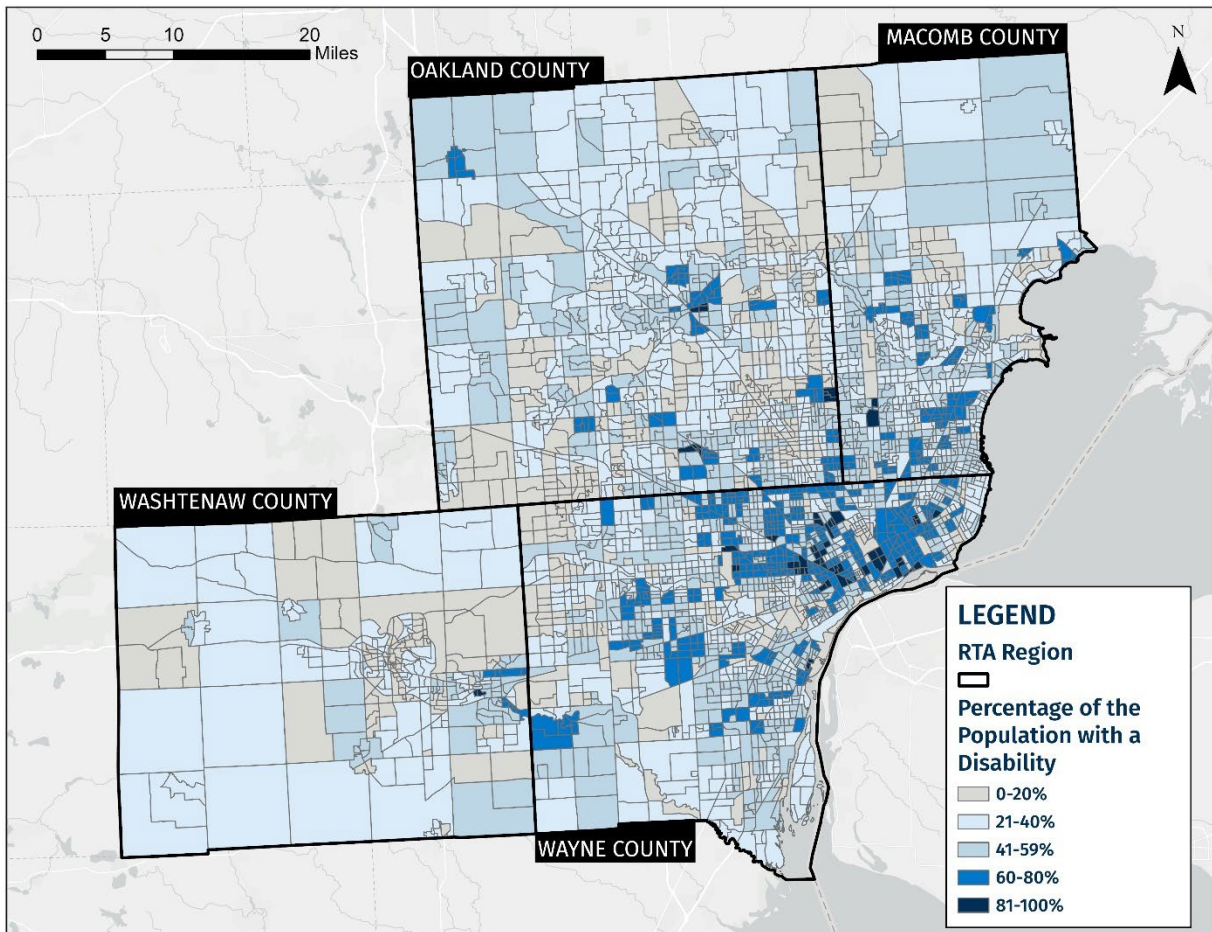


Figure 6. Percentage of the Population with a Disability in the RTA Region

Source: U.S. Census Bureau. 2022 ACS 5-Year Estimates. Table S1810: Disability Characteristics.

2.4 Individuals with Limited Incomes

Figure 7 represents the distribution of individuals with limited incomes in the RTA Region is displayed as the percentage of low-income households by block groups. Data for this map was sourced from the Environmental Justice Screening and Mapping Tool (EJ Screen²), which is based on the Census Bureau's ACS 2018-2022 5-year summary. Approximately 14% of the RTA Region's population lives on a limited income, defined as households earning less than twice the poverty level (\$29,950 in 2022).ⁱⁱⁱ

² Environmental Justice (EJ) refers to the fair treatment and meaningful involvement of all people, regardless of race, color, national origin, or income, in the development, implementation, and enforcement of environmental laws, regulations, and policies. It is essential for the M4A Plan to ensure that transportation barriers faced by marginalized communities are identified and addressed, promoting equitable access to transportation services.

The highest concentrations of low-income households are found in Wayne County, where over 21% of residents fall into this category and are predominantly located in the City of Detroit, as well as the adjacent cities in the Detroit Metropolitan area, such as Dearborn, Dearborn Heights, Highland Park, Melvindale, River Rouge, and Taylor. Washtenaw County follows with 15%, where the majority of low-income households in this county are located in either the cities of Ann Arbor or Ypsilanti, or in Ypsilanti Township. Macomb County and Oakland County are characterized by lower levels of low-income households, reporting 11% and 8%, respectively. In these counties, high percentages of low-income households are predominantly found in the city of Pontiac, with additional concentrations in the municipalities of Holly, Oak Park, Southfield, Walled Lake, Waterford, White Lake, Center Line, Eastpointe, Mt. Clemens, Roseville, Sterling Heights, and Warren.

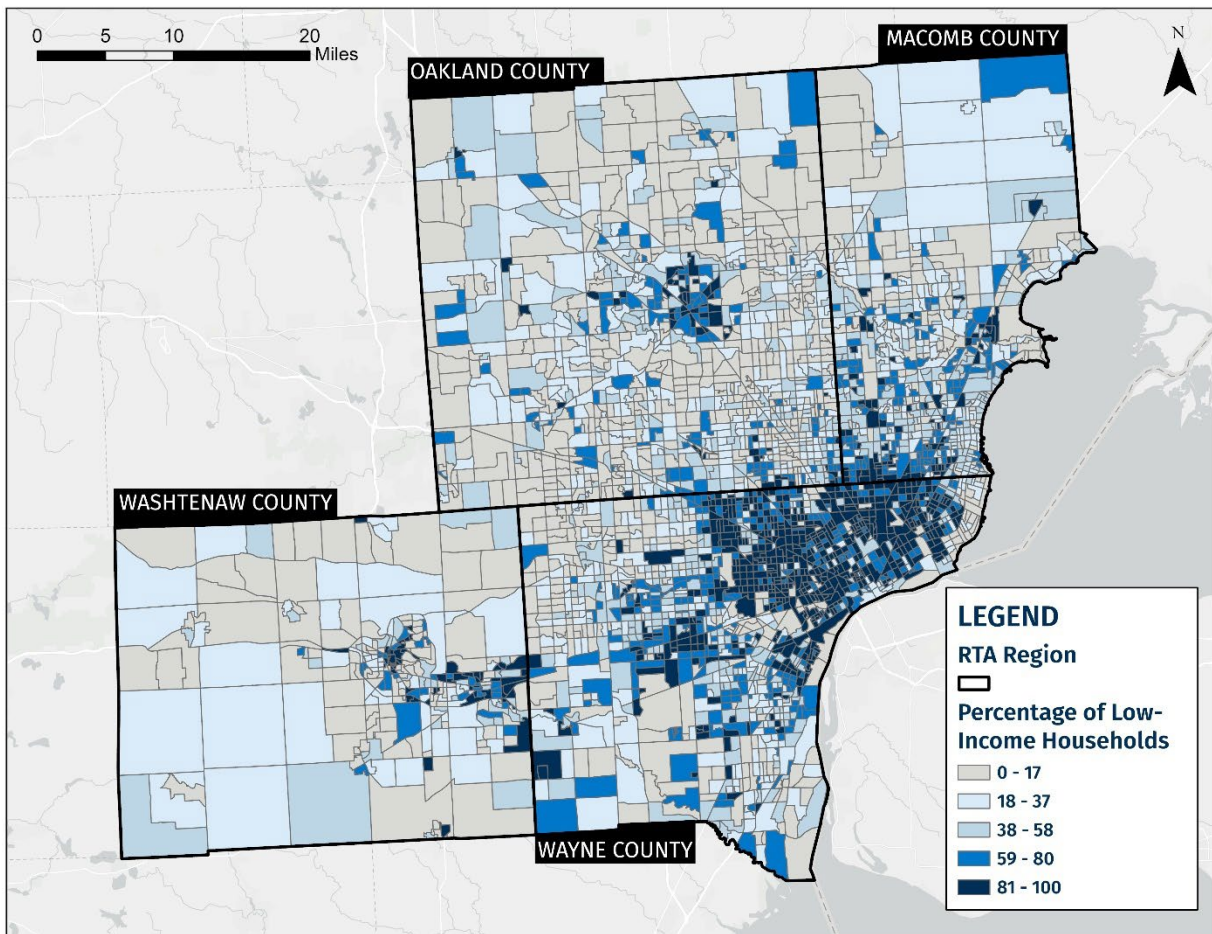


Figure 7. Percentage of Low-Income Households in the RTA Region

Source: EJ Screen. 2022 ACS 5-Year Estimates. Table C17002: Ratio of Income to Poverty Level in the Past 12 Months.

Note: EJ Screen calculates the percentage of low-income households by utilizing the aforementioned ACS Census data table and pre-calculated the C17002.001 field which represents the total population, subtracted by the field C17002.008 which represents the total population with an estimated ratio of income to poverty of 2.00 and over, and then divided the result by field C17002.001 (total population) to achieve the low-income percentage.

2.5 Vulnerable Population Index

To understand where in the RTA Region elevated concentrations are of all three of the target populations of the M4A Plan, an index was created to identify areas with significant overlaps in vulnerable populations.³ The index considers the proportion of low-income households, people living with a disability, and older adult populations across the RTA Region, to assist in the identification of communities where human service transportation is most likely needed. A higher score indicates a higher concentration of vulnerable populations. Figure 8 shows a wide spread in vulnerable populations across the four-county region. High concentrations of vulnerable populations can be found in the denser metropolitan regions of the RTA area, particularly in Detroit. Additional concentrations can be found along the outskirts of Oakland, Macomb, and Washtenaw counties.

³ Vulnerable population refers to demographic groups at higher risk of experiencing socioeconomic, health, or mobility-related disadvantages. According to the FTA, these groups typically include low-income individuals, older adults, and persons with disabilities who require enhanced transportation options to access essential services.

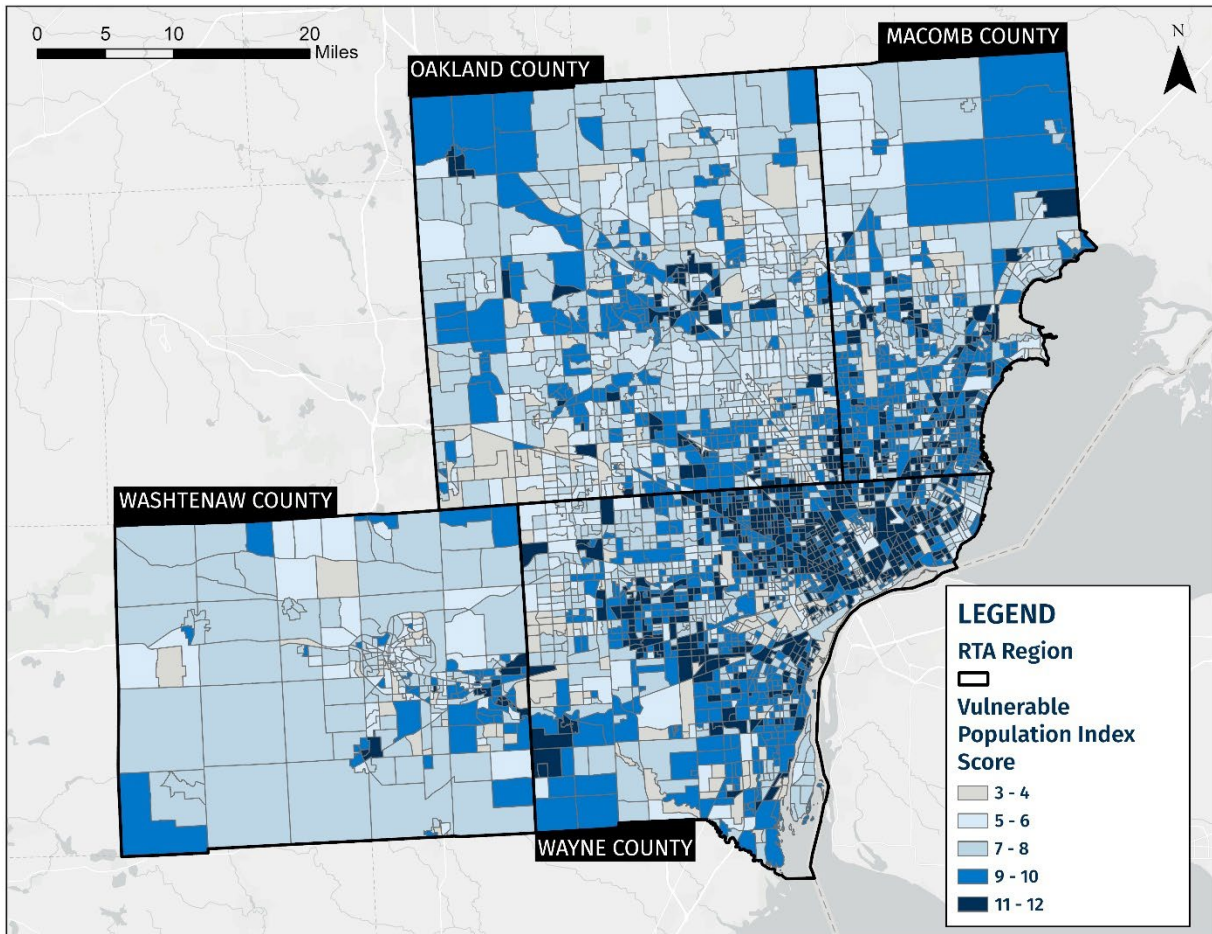


Figure 8. RTA Region Vulnerable Population Index

2.6 Mobility & Accessibility Needs Assessment

It is important to understand where vulnerable populations travel within the RTA Region. Using data on common origins and destinations, a picture of mobility and accessibility can be generated.

2.6.1 Origin & Destination Analysis

Origin and destination (OD)⁴ data was requested as part of the Provider Survey (described in Section 3.1) through a direct request for OD pairs as well as a request for common trip purposes to help supplement OD data gaps. Additionally, the M4A Technical Working Group (TWG) has provided insight into regional travel trends. The TWG indicated that trips between counties are occurring and are likely an under-supported need for users of coordinated transit services.

Eight providers submitted OD data through both the Provider survey as well as directly to the project team. The providers that submitted OD data are:

⁴ Origin and Destination (OD) data refers to information that identifies the starting point (origin) and ending point (destination) of trips taken by individuals or groups. This data is used to analyze travel patterns, identify mobility needs, and design effective transportation services. For this project, OD data was collected through surveys, direct provider submissions, and technical working group insights to understand common travel trends and gaps in services.

- Detroit Department of Transportation (DDOT)
- North Oakland Transportation Authority (NOTA)
- Older Person's Commission (OPC)
- People's Express (PEX)
- Suburban Mobility Authority for Regional Transportation (SMART)
- Western Oakland Transportation Authority (WOTA)
- Jewish Family Services of Washtenaw (JFSW)
- Nankin Transit

The scale and format of data vary amongst the providers necessitating different analysis formats and level of detail. All maps and supporting figures are presented at the end of the section. All OD data presented was provided by the represented organization unless otherwise noted.

DDOT Origin Destination Summary

DDOT submitted address pairs for trips from a 2-month period in the summer of 2024, over that period they provided more than 140,000 trips across all providers in their network. Trips occur throughout all of Wayne County with an average trip length of 7.5 miles and maximum trip length of 26 miles. Approximately 82% (120,941) of pick-up locations were in Detroit, the remaining 26,000 trips were spread across Wayne County. Trip purpose was not included with this data. Providers included within the DDOT data were:

- | | |
|---|--------------------------|
| ▪ Big Star Transit | ▪ Delray |
| ▪ Checker | ▪ Moe Transit Authority |
| ▪ Detroit Department of Transportation (DDOT) | ▪ People's Express (PEX) |

North Oakland Transportation Authority (NOTA) Origin Destination Summary

NOTA submitted OD pairs for a four-month period between April and July in 2024, during that period they provided approximately 30,000 trips. Unlike many other providers their top trip purpose was work, accounting for one third of all trips. Medical trips were the second most common trip during the four-month period accounting for 7,015 trips. Trips are concentrated on Oxford, Orion, and the Village of Clarkston, in addition to Pontiac, Auburn Hills and Rochester/Rochester Hills as indicate by Figure 9.

OPC Transportation (OPC) Origin Destination Summary

OPC submitted OD pairs for a four-month period between April and July in 2024, during that period they provided approximately 15,000 trips. Of those 15,000 trips, the most common trips were for medical appointments accounting for approximately one third of all trips. The majority of trips occurred within Rochester and Rochester Hills as indicated by Figure 10.

PEX Origin Destination Summary

PEX submitted OD pairs for a four-month period between April and July in 2024, during that period they provided approximately 16,000 trips. Medical trips (5,171) and rides to to/from work (4,910) accounted for approximately two-thirds of all trips provided during the four-month period. Most trips occurred within Commerce, Walled Lake, Novi, Wixom, and South Lyon. However, the data indicates several trips south to Ann Arbor as well as west towards Brighton. Figure 11 highlights PEX's OD patterns.

SMART Origin Destination Summary

SMART submitted a full year of city/township origin destination pairs for 2024, during that period they provided more than 260,000 trips across Macomb, Oakland and Wayne counties to approximately 100 different communities. The most frequent trips were those within Southfield, accounting for approximately 17,000 of the 260,000 trips, moreover Southfield was a destination for 33,000 trips in 2024.

The heat map shown in Figure 12 highlights common trips as well as the origin destination community pairs.

West Oakland Transportation Authority (WOTA) Origin Destination Summary

WOTA submitted OD pairs for a four-month period between April and July in 2024, during that period they provided approximately 27,000 trips. Medical trips (8,008) and rides to to/from work (7,798) accounted for more than half of all trips provided during the four-month period. The majority of trips occurred within Waterford, however the adjacent communities of White Lake, Highland, West Bloomfield and Commerce were also frequent trip location. Figure 13 highlight WOTA's OD patterns.

Other Providers

Two other coordinated transit service providers submitted detailed OD data through the survey and are discussed and mapped below (Figure 14).⁵ Data from the Jewish Family Services of Washtenaw County show primarily patterns between home destinations of users (apartments, assisted living communities, etc.) and medical destinations. This trend is supported by question 12 of the Provider Survey, which indicates that more than 60 percent of trips are for medical visits. A full list of questions from the Provider Survey can be found in Appendix A.

Nankin Transit Commission (operating in Wayne County) provided OD data in the form of township pairs without identification of specific origin or destinations within those pairs. Their data suggests that trips within Westland occur most frequently followed by trips within Canton. However, trips between townships (i.e. Westland to Canton or Wayne to Garden City) make up about half of the total trips.

As noted, the OD pairs are supported by question 12, which requested common trip purposes coordinated service providers. The most common trip purpose identified by providers is doctor's appointments, followed by general mobility and trips to senior centers, as seen in Figure 15.

⁵ The mapping depicts the OD data that was received through the Provider Survey.

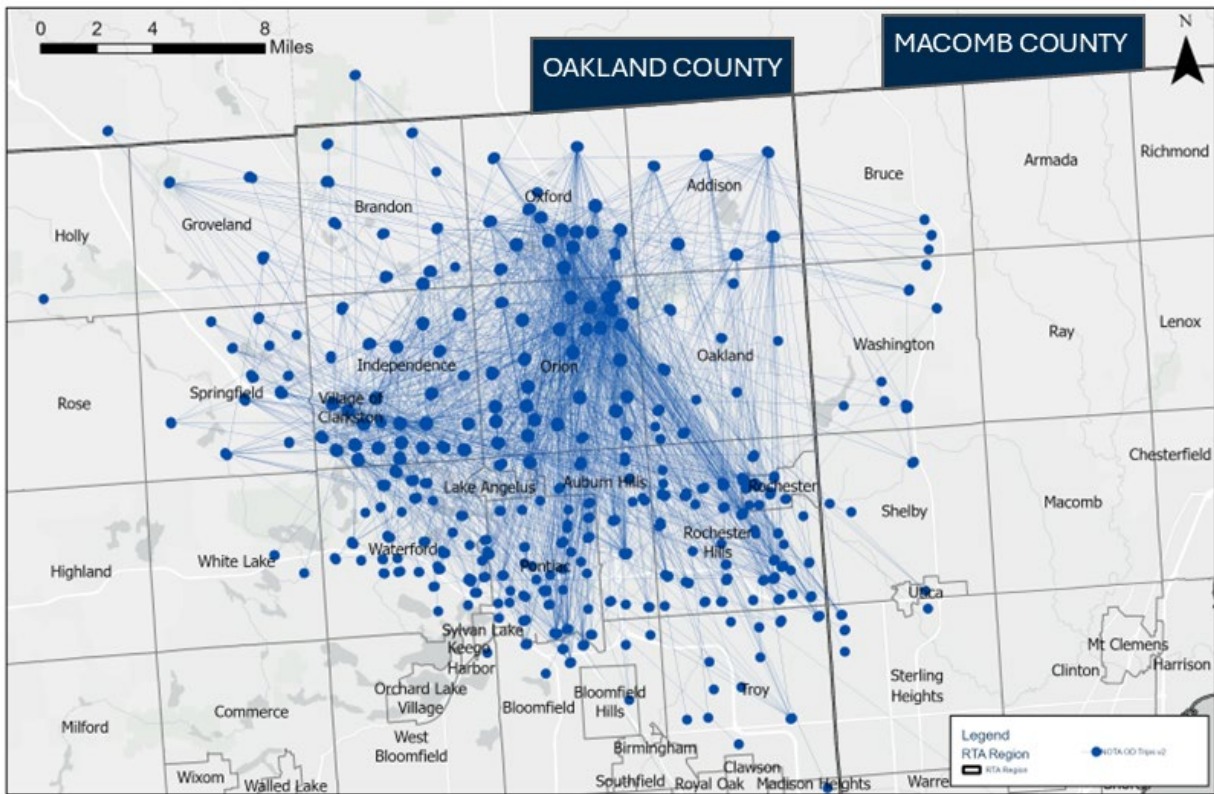


Figure 9. NOTA Origin Destination Data April-July 2024

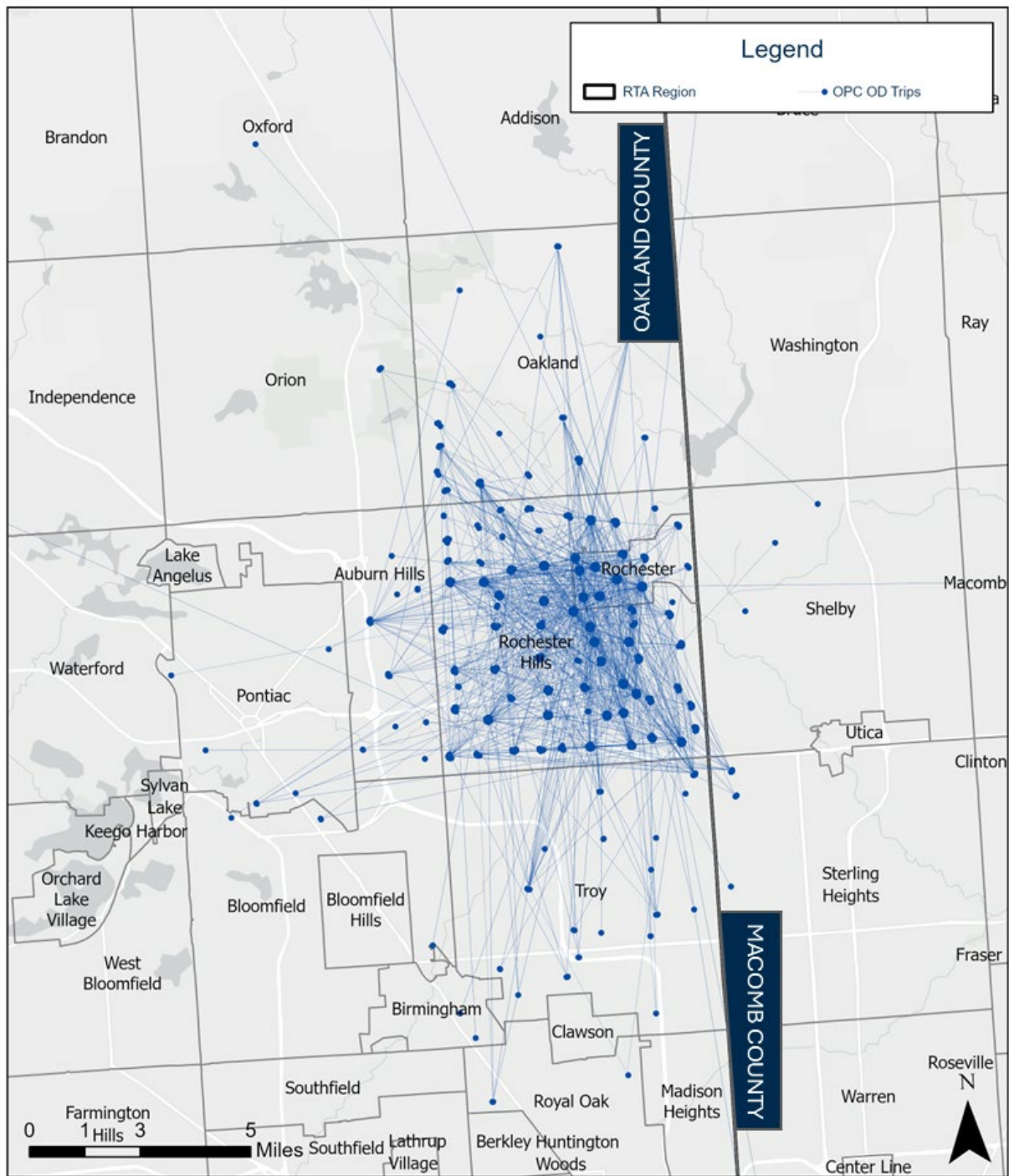


Figure 10. OPC Origin Destination Data April-July 2024

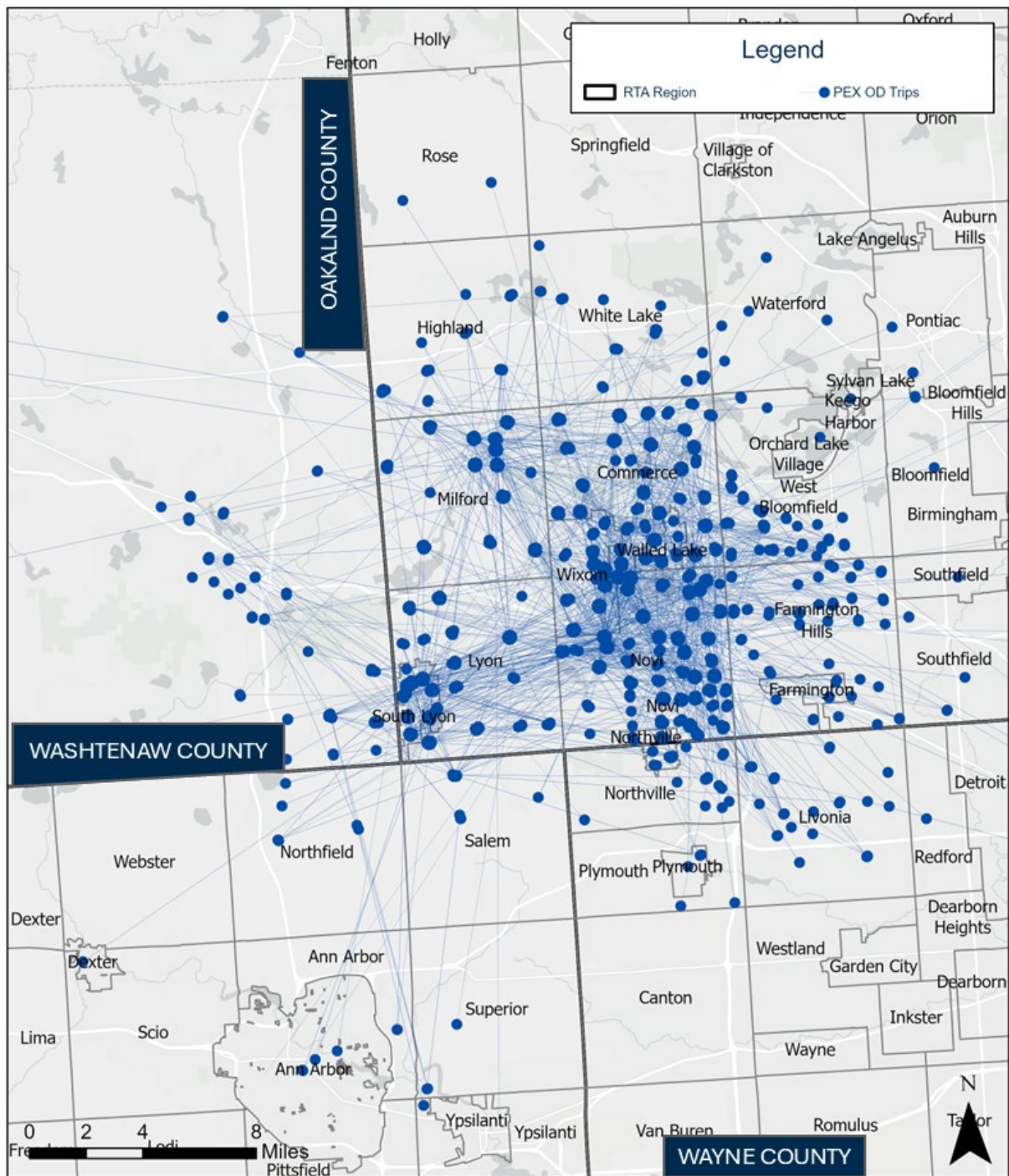


Figure 11. PEX Origin Destination Data April-July 2024

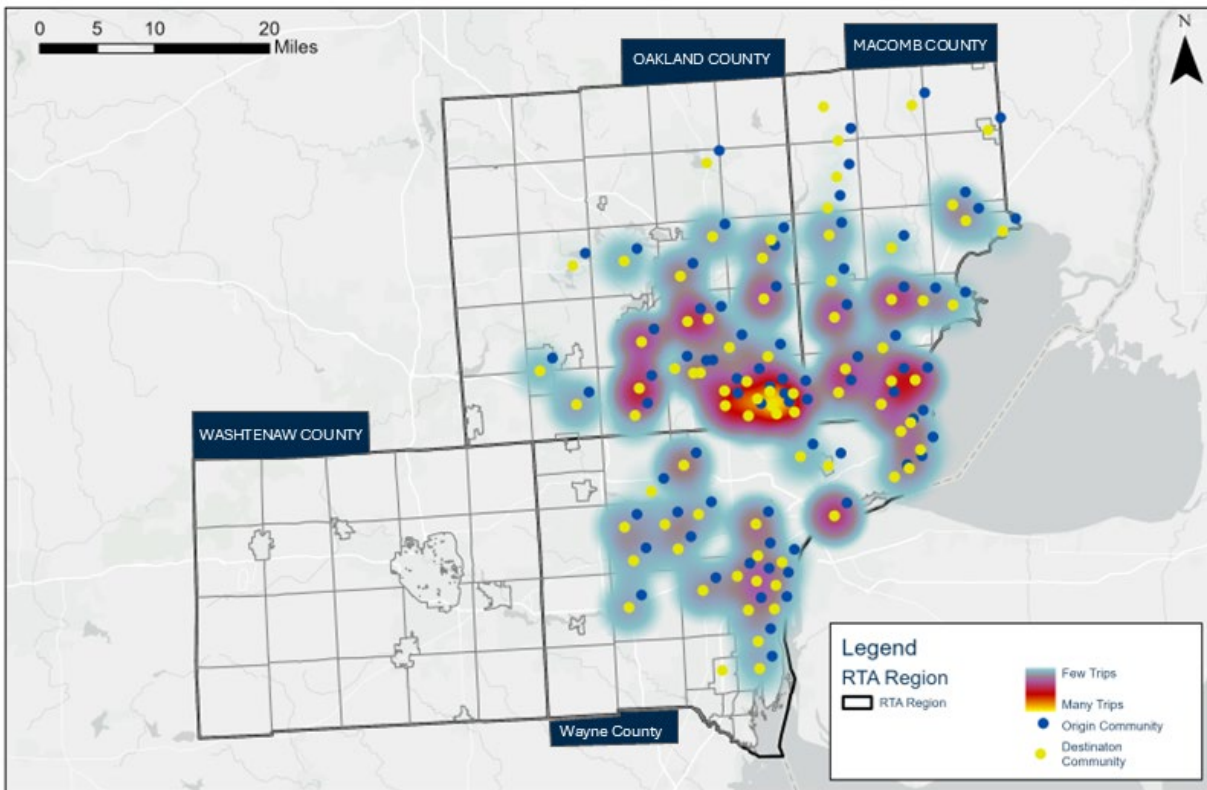


Figure 12. SMART Origin Destination Data 2024

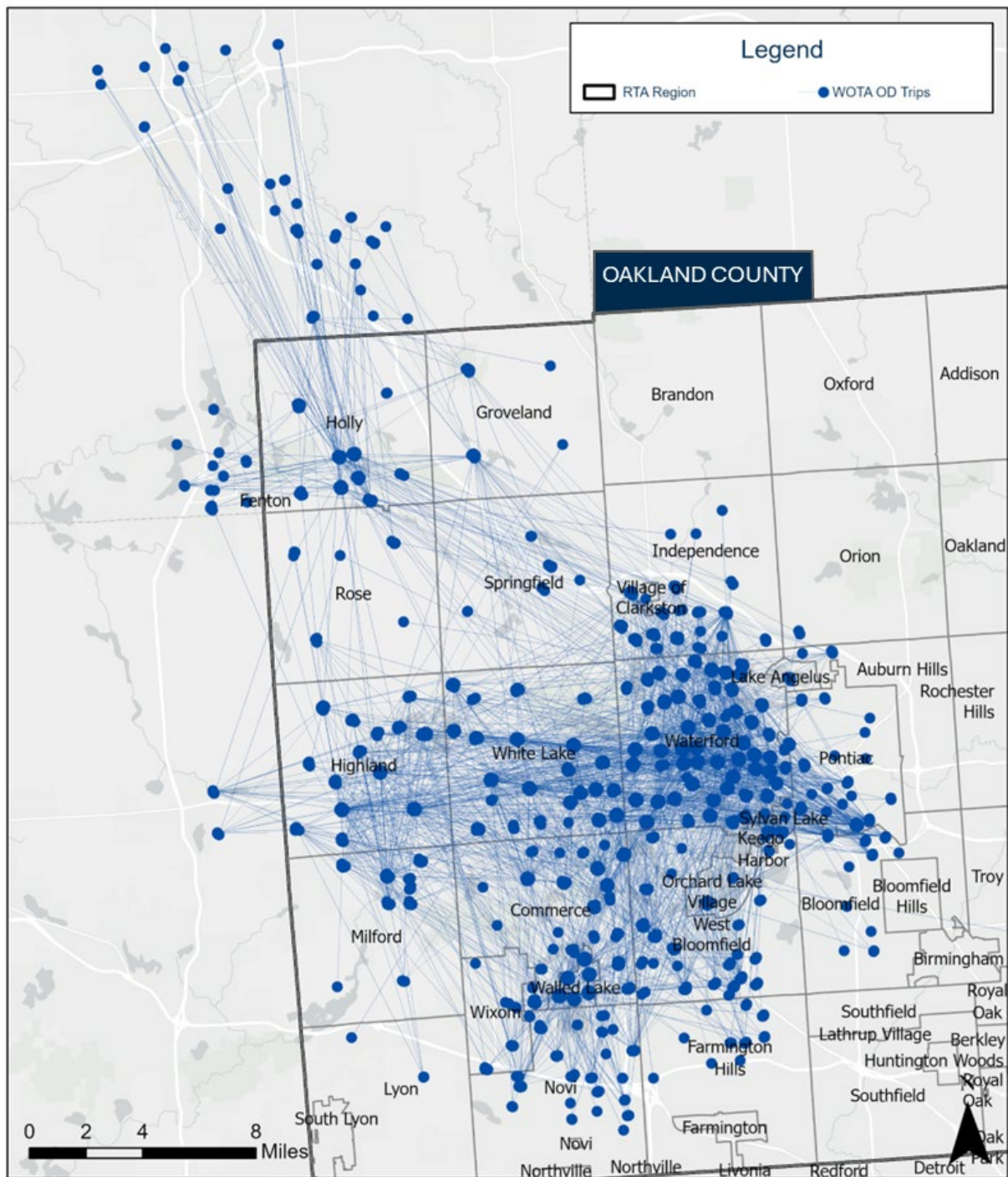


Figure 13. WOTA Origin Destination Data April-July 2024

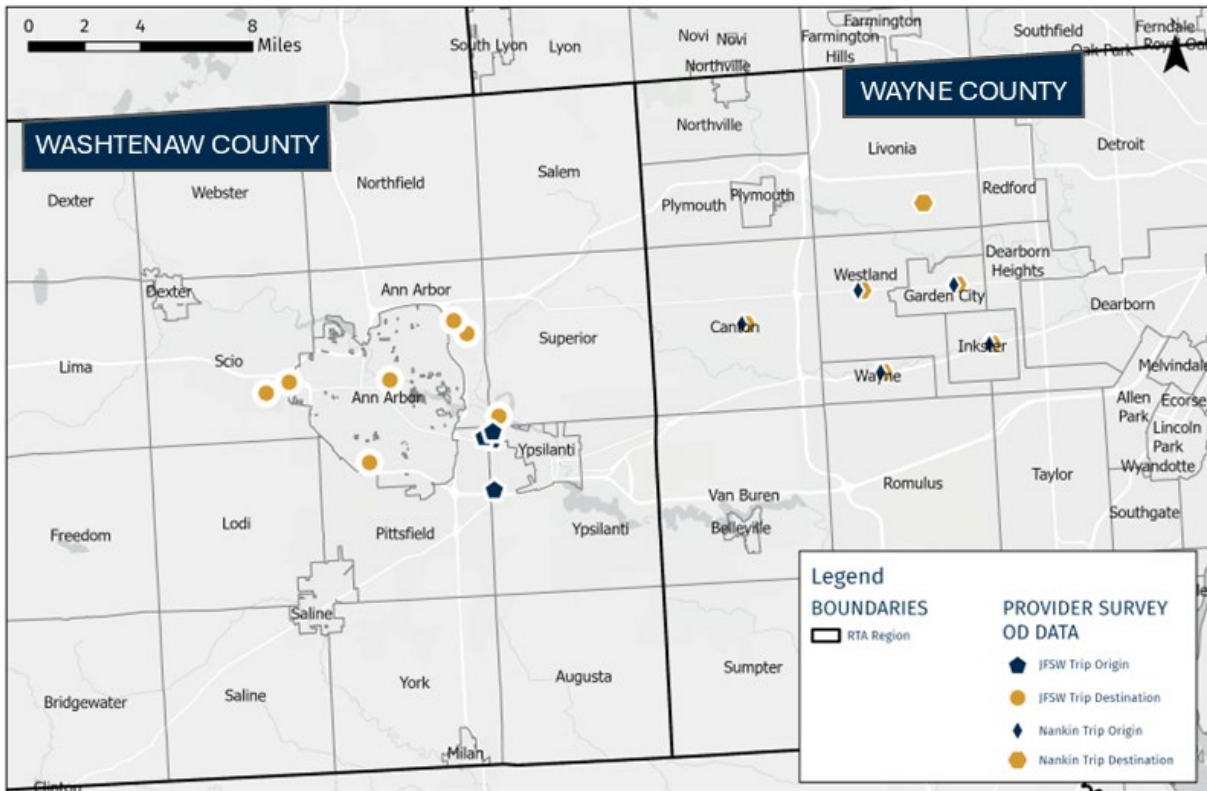


Figure 14. Other Providers Origin Destination Data

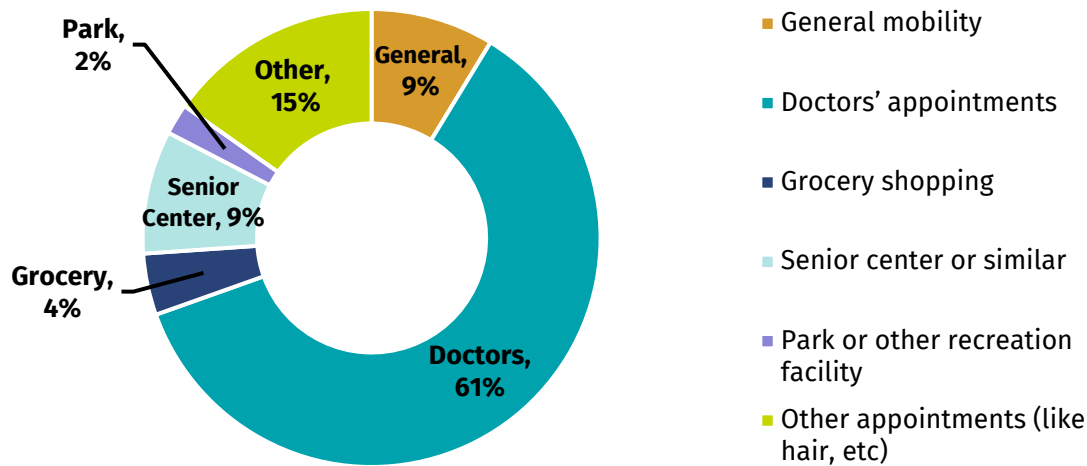


Figure 15. Common Rider Trip Purposes Identified by RTA Region Transit Providers

Source: M4A Transportation Provider Survey. 2024.

3. Transportation Service Provider Inventory

Through this M4A process, many transportation providers were identified across the RTA Region. Transportation providers were gathered through RTA relationships, input from TWG members, and internet research. The Provider Summary below documents the providers, services offered, and populations served.

3.1 Provider Survey

To most accurately collect key information about the region's service providers, a Transportation Provider survey was sent to over 90 providers. The survey enabled transportation providers to directly provide details about their organization, services, and rider activity. The survey responses report on data such as service type, rider eligibility, days and hours of operation, service area boundaries, and funding sources. Additionally, ridership and service use data consist of trip origin and destination information, trip purpose, average monthly ridership, and rider policies/procedures (i.e. means of requesting or scheduling trips, fare structures, and advance reservation windows). Gathering this data directly from providers ensures the most accurate and up-to-date metrics are available for the M4A Plan. Fifty providers in the RTA Region responded to the survey. A simplified version of the survey responses can be found in Appendix B. Appendix B includes provider names, contact email addresses, sources of funding, types of services offered, and how far in advance riders need to book trips. The survey responses, supplemented by additional research, were analyzed and used to inform the Provider Summary section below.

3.2 Provider Summary

Southeast Michigan transit providers provide various services and have different ridership eligibility requirements. Services range from fixed-route services with set, publicized schedules open to the public, door-to-door service where pre-scheduling is required, to transportation specifically for residential facilities and their residents. The following sections review the different groupings of providers and offer an overview of the services available, and the areas served. The descriptions below capture many service providers in the RTA Region, although it is not an exhaustive list.

3.2.1 Fixed Route and Complementary Paratransit

The RTA Region has several large transportation providers offering fixed route services. As required by the Americans with Disabilities Act (ADA), each also offers complementary paratransit or coordinates with other providers to do so.

Figure 16 illustrates the service area coverage of fixed route providers across the M4A Region. SMART has the largest geographic reach, extending into the greater Metro Detroit area, while DDOT primarily stays within the City of Detroit. The Detroit People Mover is an automated rail loop in Downtown Detroit and the QLINE is a streetcar system along Woodward Avenue. TheRide, University of Michigan, and WAVE are concentrated around Ann Arbor and the surrounding areas in Washtenaw County. The People's Express (PEX) University of Michigan Employee Commuter Route connects Park & Rides in Brighton and Whitmore Lake to the University of Michigan Medical Complex's Med Inn.

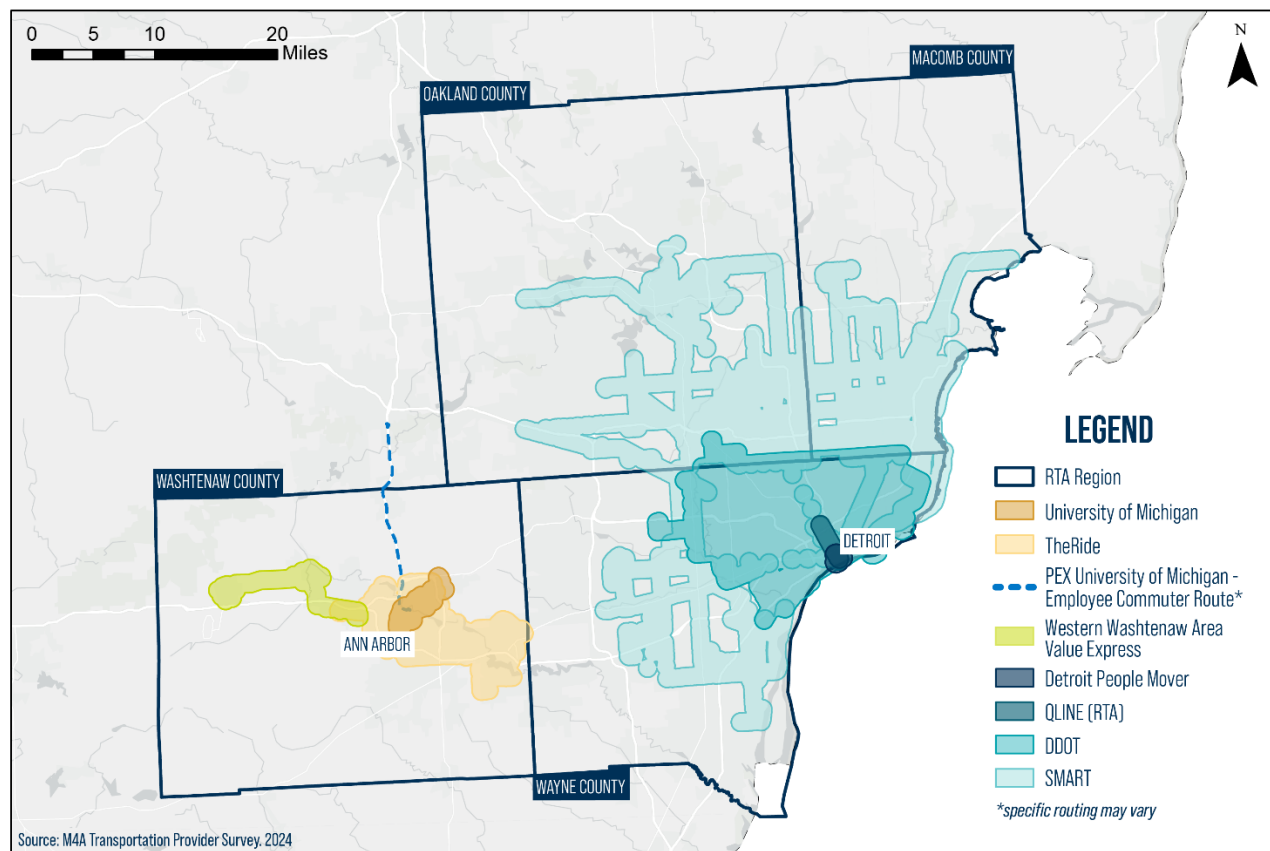


Figure 16. Fixed Route Provider Service Areas

Detroit Department of Transportation (DDOT)

The Detroit Department of Transportation (DDOT) offers bus services in the City of Detroit, the surrounding suburbs, and neighboring cities such as Highland Park and Hamtramck. DDOT offers fixed route and paratransit services. All DDOT buses and routes are ADA-accessible.^{iv} DDOT also offers a reduced fare for individuals with income, medical, and/or student eligibility status.^v DDOT's pre-scheduled paratransit rides are available to individuals with a disability who reside in Detroit, Hamtramck, and Highland Park. Service is provided within $\frac{3}{4}$ of a mile around all DDOT bus stops. Potential riders must apply and qualify to be able to ride.^{vi}

Detroit People Mover (Detroit Transportation Corporation)

The Detroit People Mover (DPM) is a fixed-route, elevated automated rail line servicing the Detroit central business district. The DPM has 13 stations along its route. The line runs on regular fixed hours, sometimes extending their hours for special events in the city.^{vii}

QLINE

The QLINE is a 3-mile fixed-route streetcar transit line, in Detroit connecting the Downtown, Midtown, and New Center neighborhoods. The QLINE offers fare-free service and runs on a continuous loop, arriving at 12 stops typically every 15 minutes or less.^{viii} The QLINE recently came under the operations umbrella of RTA in October 2024.^{ix}

Suburban Mobility Authority for Regional Transportation (SMART)

Offering bus service in Macomb, Oakland, and Wayne counties, SMART provides fixed-route and complementary paratransit services. Riders use SMART's services to travel to work, school, doctor's appointments, and shopping centers.^x SMART's ADA Paratransit Service is a curb-to-curb service where a person who is unable to use SMART's Fixed Route bus service because of a disability can reserve a ride in advance. SMART provides demand response and on-demand service as well^{xi} (described below in Section 3.2.2).

TheRide (Ann Arbor Area Transportation Authority [AAATA])

Serving the greater Ann Arbor-Ypsilanti area, TheRide offers a variety of services, including fixed route, paratransit services (known as A-Ride), commuter services, event services, and an airport shuttle.^{xii}

University of Michigan (UM)

The University of Michigan provides fixed route services connecting its north campus, central campus, and various Michigan Medicine facilities located around Ann Arbor. The fixed route is free and open to the public. Paratransit service is available on weekdays year-round to eligible members of the University community.^{xiii}

Western-Washtenaw Area Value Express (WAVE)

Providing rides in greater Western Washtenaw County, the WAVE Bus's fixed-route shuttle connects bus stops to both frequently visited and hard-to-reach destinations. The WAVE Bus runs seven days a week on its Chelsea, Dexter, and Ann Arbor fixed route connectors.^{xiv}

Ridership for Large Fixed Route Providers

Table 2 below shows the total number of unlinked passenger trips⁶ taken by each of these service providers in 2023, broken down by type of service. DDOT, SMART, TheRide, and WAVE offer some sort of

⁶ Unlinked passenger trips (UPT) refer to the number of passengers who board public transportation vehicles. Passengers are counted each time they board a vehicle, no matter how many vehicles they use to travel from their origin to their destination.

demand response (as described below in Section 3.2.2), ADA, or vanpool service in addition to their fixed route service. Overall, DDOT transported the most riders, with over ten million unlinked trips taken. SMART transported the most ADA, demand response, or vanpool riders, with over 300,000 unlinked trips.

Table 2. NTD Unlinked Passenger Trips by Mode, 2023

Agency	Fixed Route	ADA, Demand Response, and/or Vanpool	Total Trips
DDOT	10,229,514	241,759	10,471,273
DPM	608,256	0	608,256
QLINE	938,611	0	938,611
SMART	4,489,616	337,903	4,827,519
TheRide	4,407,247	273,318	4,680,565
UM	5,308,822	0	5,308,822
WAVE	13,612	15,237	28,849
Total Trips	25,995,678	868,217	26,863,895

Source: National Transit Database (NTD). 2023. TS2.1 - Service Data and Operating Expenses Time Series by Mode. <https://www.transit.dot.gov/ntd/data-product/ts21-service-data-and-operating-expenses-time-series-mode-2>.

Additional Fixed Route Services

Two newer additions have been made to fixed route services in the RTA Region: DAX and D2A2. Both are described below.

D2A2

D2A2 is an express commuter bus service connecting Detroit and Ann Arbor. Created by RTA and operated by Michigan Flyer, D2A2 was developed in partnership with TheRide. The service runs every hour for 16 hours a day during the week and offers limited service on the weekend. Tickets sold as a book of 50 tickets are offered at a discounted rate. Rides are open to all riders who may make advance reservations or walk-on at bus stops.^{xv}

Detroit Air Xpress (DAX)

The Detroit Air Xpress, or DAX, is a nonstop express shuttle service open to all riders traveling between downtown Detroit and the DTW airport. DAX runs 365 days a year, with 16 round trips daily. Riders may make advance reservations or walk-on, which is subject to availability. DAX was created by RTA and is operated by Michigan Flyer. DAX is currently a pilot program as of March 2024.^{xvi}

3.2.2 Demand-Response Transportation Services

The RTA Region of Southeast Michigan is served by a large variety of demand response transportation service providers. Unlike fixed route services, which run on publicly available, set schedules, demand-response service schedules typically vary based on demand on a given day. Demand response typically has designated hours of operation; rides generally need to be scheduled in advance and may have eligibility requirements for riders. This section reports various demand response providers in the RTA Region and gives a brief insight into their service and who is eligible for rides.

SMART Demand Response Transportation

In addition to the fixed route and ADA service described above, SMART also offers three types of demand response services: Community Transit (known as their Community Partnership Program), the Connector Service, and their on-demand service, FLEX. Through partnerships with local communities, SMART offers a variety of transportation programs, known as their Community Partnership Program, that fit the needs of residents in those particular communities. SMART's Connector Service is a curb-to-curb advanced reservation service available in designated service areas.

SMART Community Partnership Program (CPP)

Community Partnership Program allows individual communities or groups of communities to partner with SMART to build and operate transportation programs based on the community's specific needs. Currently, 74 communities partner with SMART through the Community Partnership Program. Transportation services provided through these partnerships vary in type of service offered and in who is eligible to ride. Some communities offer curb-to-curb, others offer door-to-door to any location within a municipality or jurisdiction. Most providers offer rides to medical appointments, and many offer rides to shopping, banking services, and/or community events. Eligibility varies amongst communities as well. Most (53 out of the 74 communities) require riders to be seniors, with age requirements to qualify as a senior varying from 50+ to 60+. Many (45 communities) also offer service for individuals with a disability. There are 18 communities with no eligibility restrictions, but 11 of them (who share a single service area), do note that priority is given to serving seniors or individuals with a disability.^{xvii} For a full list of the communities partnering with SMART in the Community Partnership Program, see Appendix C.

SMART Connector Service

Connector Service is a curb-to-curb, advance reservation service, connecting riders in the suburban communities of the SMART service area. Riders can travel anywhere within a 10-mile radius from the pick-up or drop-off location or to the closest fixed-route. Any customer is eligible to reserve a ride, as long as they live further than 1/3 mile from a SMART fixed route. Seniors (aged 65+) and people with a disability are exempt from the 1/3-mile rule and may book a ride in any of the SMART communities. Reservations are required at least two business days in advance, and the suggested advance reservation time for medical appointments is at least six business days. Rides are available on a first come first served basis.^{xviii}

SMART Flex: On-Demand Service

SMART also offers an on-demand transportation service: [SMART Flex](#). On-demand transit is similar to demand response in that an individual requests a ride for a specific pick-up and drop-off location, although on-demand trips do not need to be scheduled ahead of time. For SMART's Flex program, riders request a trip through the SMART Flex mobile app or by calling to reserve a ride. Trips are available within five pre-defined zones in the Dearborn, Troy/Clawson, Auburn Hills/Pontiac, Hall Road, and Farmington/Farmington Hills areas.^{xix}

TheRide's Demand Response Transportation - FlexRide, GoldRide, and GroceryRide

More services are offered by the Ann Arbor Area Transportation Authority along with its fixed route service, TheRide. **FlexRide** is an on-demand shared shuttle service open to the public, where travelers request a ride through a mobile app. FlexRide is meant to serve as a first- or last-mile connection between fixed route bus stops and hard-to-reach destinations. FlexRide is available in two distinct zones, East and West. FlexRide-East serves select areas of Ypsilanti Township and provides a direct connection to the Ypsilanti Transit Center. FlexRide-West serves Pittsfield Township.^{xx} In addition to its regular service, FlexRide also provides late night and holiday service within the City of Ann Arbor and downtown Ypsilanti between Clark Road/East Huron River Drive on the north and Ellsworth Road/Michigan Avenue on the south. The times that **FlexRide Late Night & Holiday Service** runs vary slightly depending on the day of the week, but generally is available between 12:45 a.m. and 6 a.m., and requires a 24-hour advanced reservation (which is also made through the application). Additionally, FlexRide Late Night & Holiday Service is available on New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.^{xxi}

GoldRide is a special program for seniors (aged 65+) across TheRide's services where seniors travel fare-free on fixed route service (TheRide) as well as on the FlexRide. GoldRide-qualified riders are also eligible to schedule demand response trips within ¾ mile of fixed routes in the cities of Ann Arbor and

Ypsilanti as well as Pittsfield and Ypsilanti townships. TheRide also offers **GroceryRide**, which provides weekly trips from several senior housing communities in Ann Arbor to local grocery stores.

WAVE

In addition to their fixed route services described above, WAVE also offers “Door-to-Door” Service. Rides are reserved one to 12 hours in advance, and, like their fixed route, rides are available to everyone. WAVE Door-to-Door recently expanded its coverage in October 2024 to include several new towns, now servicing 18 towns and villages in Western Washtenaw County.^{xxii}

Oakland Transit

Oakland Transit, a department of Oakland County, oversees public transit services that operate within the County, including SMART and four community transit providers: North Oakland Transportation Authority (NOTA), OPC Social and Activity Center (OPC), People’s Express (PEX), and Western Oakland Transportation Authority (WOTA). Oakland Transit sets transit service standards and goals and fosters collaboration between the service providers. Additionally, Oakland Transit is responsible for overseeing the funding generated through the Oakland County Public Transportation millage that was approved by county voters in 2022. In this role, Oakland Transit contracts with the transit service providers and allocates millage funding to support existing and expanded services as well as capital improvements. To help carry out its responsibilities, Oakland Transit is developing the Oakland County Community Transit Plan to help set goals and identify recommendations that improve community transit service in the county.

North Oakland Transportation Authority (NOTA)

Serving all residents of Oxford, Orion, Addison, Brandon, Independence, and Springfield Townships as well as the Villages of Oxford, Orion, Clarkston, and Leonard, NOTA is a door-to-door transportation service. Though the primary requirement for service eligibility is residency in one of the aforementioned towns, priority is given to scheduling rides for seniors, individuals with disabilities, veterans, and people with low incomes. Potential riders must first apply online to be eligible to schedule a ride. NOTA also offers a seasonal trolley with service between Lake Orion and Oxford on certain days of the week.^{xxiii}

OPC Social & Activity Center Transportation Service

OPC is a door-to-door transportation service to eligible riders who reside in Rochester, Rochester Hills, and the Charter Township of Oakland. Riders can travel anywhere within Rochester, Rochester Hills, or Oakland Township, to Oakland University, and to their newly expanded medical facility locations in Auburn Hills, Troy, and Sterling Heights. To qualify as eligible, other than being a resident, riders must also be a senior (aged 55+) or an individual with a disability (any age). Rides are requested at least four business days in advance, with a recommendation to schedule seven to fourteen business days in advance.^{xxiv} Rides are not guaranteed and are given on a first-come, first-served basis, with priority given to medical appointments, rides for work, and shopping for food.^{xxv}

People’s Express (PEX)

People’s Express (PEX) is a demand response service operating in Oakland and Washtenaw Counties, as well as Livingston County (which is outside of the RTA Region). Within Oakland County, PEX serves the residents of Commerce Township, Lyon Township, Milford Township, Milford Village, Novi, South Lyon, Village of Wolverine Lake, and Wixom. Service is within a defined area between these towns. Within Washtenaw County, PEX serves the residents of Northfield Township and Saline within another defined service area. PEX rides are available to residents of either of these towns, with special attention to those who live in rural areas.^{xxvi} Additionally, PEX offers their University of Michigan Employee Commuter Route services, that operates between MDOT’s Park & Rides and the University of Michigan - Michigan Medicine. This service is available Monday – Friday, with limited stops available on Saturdays and Sundays, with

morning trips towards Michigan Medicine, and afternoon trips leaving Michigan Medicine. This service is only available to Michigan Medicine ^{xxvii}^{xxviii}

Western Oakland Transportation Authority (WOTA)

WOTA is a door-to-door demand response transportation service that is available to residents within a certain service area. Service is available to residents of Waterford, White Lake, Highland, Rose, Holly, and Groveland Townships and the city of Wixom, with service within the driving area of that includes parts of Pontiac to the east, Novi to the south, Holly to the north, and west to US 23. If a rider's destination is outside of their driving area, WOTA will collaborate with other transportation providers who may be able to transfer the rider to their desired location. Rides are available to residents aged 18 and older, with priority given to seniors (aged 55+), individuals with a disability (aged 18+), and veterans. All WOTA vehicles are wheelchair accessible. ^{xxix}

Other Demand Response Service Providers

Beyond the agencies already described, more organizations also offer demand response services in various areas and capacities around Southeast Michigan. The **Jewish Family Service (JFS)** of both **Metropolitan Detroit** and **Washtenaw County** are private, non-profit organizations that offer door-to-door demand response rides for seniors and individuals with disabilities. JFS of Metropolitan Detroit travels mostly within Oakland County but will also pick up riders in Wayne and Macomb County. JFS of Washtenaw County offers rides from Washtenaw County to locations within Washtenaw County. Similarly, **Detroit Area Agency on Aging**, offers pre-scheduled demand response rides to seniors and individuals with disabilities, picking up residents within their service area of Detroit, Hamtramck, Highland Park, Harper Woods, and the five Grosse Pointe communities. They provide services to Wayne, Oakland, and Macomb Counties. **St. Patrick Senior Center** is another demand response provider that transports seniors (aged 55+) and individuals with disabilities throughout their service area — the cities of Detroit, Highland Park, and Hamtramck. Several other agencies offer similar demand response transportation within specific service areas. For the list of who responded to the M4A Provider Survey, please refer to Appendix B.

3.2.3 Other Service Providers

Human service transportation often goes beyond the typical fixed route and demand response transportation models. The following section describes additional service models that are operated in the RTA Region.

Community Inclusive Trips and Transportation to/from Agency Programs

Catholic Charities of Southeast Michigan

Catholic Charities of Southeast Michigan, a private, non-profit organization, offers a variety of services spanning far beyond transportation. One of their services is adult day services, which provides compassionate and supportive care for adults needing assistance and supervision during the day. Their adult day care is offered in two locations: St. Clair Shores and Auburn Hills. As a part of this service, Catholic Charities offers wheelchair-accessible transportation to and from each facility within a 15-mile radius. ^{xxx}

New Gateways, Inc.

New Gateways, Inc. is a public, non-profit organization dedicated to helping adults (aged 26+) with intellectual and developmental disabilities. Amongst its various services, New Gateways offers transportation to Oakland County residents who are enrolled in the New Gateways program. The most common purpose of their trips is to a park or other recreational facility. ^{xxxi}

Freedom Work Opportunities, Inc.

Freedom Work Opportunities, Inc. is a private nonprofit organization dedicated to empowering adult individuals with a disability. Their portfolio of services includes job development, placement, and coaching as well as skill-building services. Freedom Work Opportunities, Inc. offers transportation to and from home for individuals who attend their programs. Additionally, they use their vehicles for community inclusion trips during the day. Freedom Work Opportunities, Inc. serves Oakland County and Genesee County (outside the RTA Region).^{xxxii}

Vehicles and Drivers Assigned to Residential Facilities

Some Residential Facilities in Southeast Michigan offer transportation specific to its residents. **Angel's Place**, a residential public, non-profit organization for adults with disabilities, transports residents across Oakland, Macomb, and Wayne Counties for various appointments, day programs, and community outings.^{xxxiii} Similarly, **JARC**, a public, non-profit, serves people with developmental disabilities via group homes, independent living support, and in-home respite care across Oakland County.^{xxxiv} Each of their residential locations has a vehicle. When someone wants to go somewhere, they simply ask the staff on shift to take them. JARC provides transportation for the persons in its care to anywhere in the state of Michigan. **Family Living Center, Inc.** cares for adults with intellectual and developmental disabilities residing in Oakland County who need full-time care. They provide trips to and from community inclusion trips and agency programs and have vehicles and drivers assigned to their residential facilities. They currently have no restricted boundaries for transportation services.^{xxxv}

Other

Serving the entirety of Southeast Michigan, **Freedom Road Transportation Authority (FRTA)** offers a unique approach to transportation. Rather than directly offering transportation services like the agencies noted so far, FRTA instead has a Volunteer Driver Mileage Reimbursement program.^{xxxvi} Available to seniors, individuals with a disability, and low-income individuals, the rider schedules and uses their own volunteer driver for transport. Freedom Road will pay \$0.55 per mile (with a maximum of 200 miles per month, for a total reimbursement of \$110 per month). The rider must apply and become qualified as eligible for this program, and volunteer drivers are required to sign a form that they do truly drive for that rider. With no geographic boundaries, FRTA is designed for riders who have anxiety or fear of crowds, public spaces, and/or have little-to-no access to public transportation.^{xxxvii}

3.2.4 Regional Mobility Management Services

Transportation service providers abound in Southeast Michigan. Variations between service eligibility, scheduling policies, geographical restrictions, fare policies, and more exist between these providers and sometimes between modes within a single provider. To help navigate these variations and the options, a regional resource exists to assist riders in planning their trips.

Myride2 Transportation Concierge Service

Myride2 is a one-stop resource for all including a focus on seniors and adults with disabilities in finding transportation sources to travel across the full RTA Region of Oakland, Macomb, Washtenaw, and Wayne Counties. Myride2 has a website (myride2.com) and call center that offers individually customized mobility management to help everyone get to where they need and want to go, including people with disabilities, individuals with limited incomes, and older adults. Mobility managers help riders (or potential riders) coordinate the necessary services to travel from their origin to their destination, for the extent of their full intended trip. Their services apply to anyone who requires transportation services, or drives, or utilizes both modes to move around.^{xxxviii} Myride2 will arrange the transportation fully, at no cost to the rider (beyond any necessary fare for the services they schedule). With a database full of transportation providers, myride2 helps find a provider that is right for each person's trip. Additionally, myride2 also offers training to folks who are no longer driving and/or are first-time or returning riders of

public transit.^{xxxix} Myride2 is administered by AgeWays. AgeWays (originally established as Area Agency on Aging 1-B), is a public, non-profit organization with various programs and services for seniors, individuals with a disability, people with limited incomes, and caregivers across Southeast Michigan.

4. Gap Analysis

The gap analysis is an assessment of potential barriers to regional travel throughout the RTA area. Potential barriers include geographic coverage constraints (either on the origin or destination side of the trip), rider eligibility constraints restricting use of service based on a particular criterion or span of service (hours of operation). To support the gap analysis, 53 transportation providers operating in the RTA Region were assessed.

4.1 Identification of Transportation Barriers/Gaps in Service

The identification of transportation barriers or gaps in service was examined from two perspectives: geographically and temporally. The geographic review examines service coverage in the RTA Region, while the temporal review examines service availability.

4.1.1 Geographic Gap Analysis

From a geographic coverage perspective, transportation services are offered throughout nearly the entirety of the RTA Region. Three providers (Family Living Center Inc., FRTA, and JARC) operate services across all four RTA counties to riders meeting provider-specific eligibility criteria. Family Living Center Inc. serves Oakland County residents with intellectual and developmental disabilities, FRTA supports transportation access for seniors, individuals with disabilities, and low-income individuals, and JARC serves Oakland County residents with developmental disabilities. Nine other providers also operate county-wide services, although not encompassing all four RTA counties. With the exception of WAVE demand response service, these county-level services are also restricted to eligible riders based on provider-specific policies.

The remaining 41 providers operate either fixed route transportation (eight providers) or demand response transportation (33 providers) in service areas defined by municipality boundaries, roadway boundaries, or distance-based radial boundaries from a central location. All fixed route services except for the PEX University of Michigan Employee Commuter Route are open to the general public and accessible to all riders — the PEX commuter route service is limited to Michigan Medicine employees. Most demand response services are dedicated only to eligible riders. The providers that offer certain transportation services without eligibility restrictions include DDOT, Detroit People Mover, NOTA, PEX, QLINE, Richmond Lenox EMS Ambulance Authority, Riverview Recreation, SMART,⁷ TheRide, University of Michigan, and WOTA.

Figure 17 and Figure 18 provide a comprehensive view of where the transportation providers of interest operate in the RTA Region. Due to the large number of providers represented in these two maps, county-wide service providers are grouped to enhance legibility. Providers covering the same singular or set of county(ies) are jointly represented, and the groupings are detailed below each map for reference. The maps demonstrate the existence of significant geographic overlaps in service provision, particularly in Oakland, Macomb, and Wayne Counties. In these counties, the count of overlapping services ranges from two to seven local demand response providers (not including countywide operators). Service overlaps in Washtenaw County are comparatively limited, with a maximum of four non-countywide providers operating overlapping demand response service (Milan Seniors for Healthy Living, PEX Washtenaw

⁷ SMART transportation services are provided through partnerships with participating communities — rider eligibility policies and individual community service areas and service spans may vary between communities.

County, TheRide, and Van Buren Township). Additionally, towards the western border and northwest corner of the county, none of the five countywide providers operate service — the only area in the RTA Region covered solely by local WAVE services.

Although the apparent geographic overlaps in service throughout the region indicate the possibilities for interconnectivity and cross-jurisdictional mobility, gaps in service nonetheless exist. Key factors that influence the extent to which individuals may access public transportation connections beyond jurisdictional boundaries include provider-specific rider eligibility restrictions and inconsistencies in days and hours of service operation for overlapping operators. More information on providers' span of service is detailed in the next section.

4.1.2 Temporal Gap Analysis

From a temporal perspective, much of the RTA Region is covered by transportation services operating on both weekdays and weekends. This is largely because three providers operate across all four RTA counties and offer services 24 hours a day, seven days a week (Family Living Center Inc, FRTA, and JARC). Angels' Place operates 24/7 within Oakland, Macomb, and Wayne Counties. As previously noted, these four services are limited to riders meeting provider-specific eligibility requirements. Two other providers (DDOT and TheRide) also operate 24/7, although not on a county-wide scale.

There are 14 providers not running 24/7 service that operate fixed-route or demand response services on both weekdays and weekends. Of these providers, OPC Transportation operates the shortest span of service on weekends, with Saturday service available between 9 a.m. and 4 p.m., and Sunday service available between 8 a.m. and 1 p.m. The other operators begin weekend service at times ranging from 12 a.m. to 10 a.m., and end weekend service at times ranging from 3:30 p.m. to 1 a.m. Three providers (Detroit Agency on Aging, St. Patrick Senior Center, and Richmond Lenox EMS Ambulance Authority) offer service on Saturdays only in addition to weekdays — Saturday service start times range from 6 a.m. to 9 a.m. and end times range from 2 pm to 4 pm, and 23 providers offer only weekday service.

Finally, six providers operate service fewer than five weekdays per week. These are the City of Hazel Park, the City of Melvindale, the City of Taylor, Milan Seniors for Healthy Living, Riverview Recreation, and Rochester Area Neighborhood House. Figure 19 visualizes the service coverage gaps based on what days providers offer transportation services, indicating that all days of the week have some level of service provided by at least one provider across the RTA region.

All areas of the RTA Region have weekday daily transportation coverage with start times between 6 a.m. and 9 a.m. and with end times between 3 p.m. and 7 p.m., provided by 31 unique transportation providers. Three other providers (City of Hazel Park, Milan Seniors for Healthy Living, and Rochester Area Neighborhood House) offer weekday service within this same time window, although their services are limited to fewer than five weekdays. Outside of the 24/7 eligibility-restricted transportation services offered across the RTA Region, Oakland and Macomb County have the most weekday transportation coverage with longer hours of operation (starting earlier than 6 a.m. and ending later than 7 p.m.), followed by Wayne County. These longer hour services are collectively provided by the SMART Community Transit program.⁸ Only University of Michigan and WAVE fixed route services offer similar longer hours of operation in Washtenaw County.

Other providers offering extended evening service, as opposed to both early morning and late evening service, include Detroit People Mover, NOTA, OPC Transportation, QLINE, TheRide, and WOTA. NOTA, OPC Transportation, and WOTA are the only providers in this group providing demand response services. Their service area is primarily in Oakland County, with additional coverage in the west of Macomb County. Thus, DDOT, Detroit People Mover, QLINE, and SMART are the only local providers within Wayne

⁸ Individual communities partnering with SMART to provide transportation service may have varying days and hours of operation.

County providing evening service, and TheRide, University of Michigan, and WAVE fixed routes are the only local providers within Washtenaw County providing evening service.

Figure 20 maps the transportation service coverage gaps based on the weekday service hours operated by all providers except for those operating 24/7 on a county-wide scale (Family Living Center Inc, FRTA, JARC, and Angels' Place). Table 3 details each provider's days and hours of operation.

Operating Hours on Weekdays / Operating Days	Weekdays & Weekends	Weekdays & Saturdays Only	Weekdays Only	Fewer than 5 Weekdays
24 Hours	Angels' Place, DDOT, Family Living Center Inc, Freedom Road Transportation Authority, JARC, TheRide demand response	N/A	N/A	N/A
4 A.M. - 6 A.M. Start Time, 8 P.M. - 1 A.M. End Time	SMART, University of Michigan, WAVE fixed route, People's Express – Oakland County	N/A	People's Express University of Michigan Employee Commuter Route	N/A
6 A.M. – 8 A.M. Start Time, 8 P.M. – 12:30 A.M. End Time	Detroit People Mover, NOTA, OPC Transportation, QLINE, TheRide, WOTA	N/A	WAVE demand response	N/A
6 A.M. - 9 A.M. Start Time, 3 P.M. - 7 P.M. End Time	Catholic Charities of Southeast Michigan, City of Southfield, Nankin Transit Commission	Detroit Area Agency on Aging, Richmond Lenox EMS Ambulance Authority, St. Patrick Senior Center	City of Auburn Hills Recreation and Senior Services, City of Berkley, City of Dearborn, City of Farmington Hills, City of Oak Park Recreation, City of Romulus, City of Royal Oak Senior Community Center, City of Troy, Downriver Community Conference, Freedom Work Opportunities Inc, Golden Services NEMT, Harrison Township, Independence Township Senior Community Center, Jewish Family Services of Metropolitan Detroit, Jewish Family Services of Washtenaw County, New Gateways Inc, People's Express – Washtenaw County, Pointe Area Assisted Transportation Service, Recreation Authority of Roseville & Eastpointe, Shelby Township Senior Center, Sumpter Senior/Community Center, Van Buren Township, West Bloomfield Parks and Recreation	City of Hazel Park, Milan Seniors for Healthy Living, Rochester Area Neighborhood House
End earlier than 3 P.M.	N/A	N/A	City of Madison Heights, Ferndale Parks and Recreation	City of Melvindale, City of Taylor, Riverview Recreation

Table 3. Transportation Provider Breakdown by Days and Hours of Operation

Source: M4A Transportation Provider Survey. 2024.

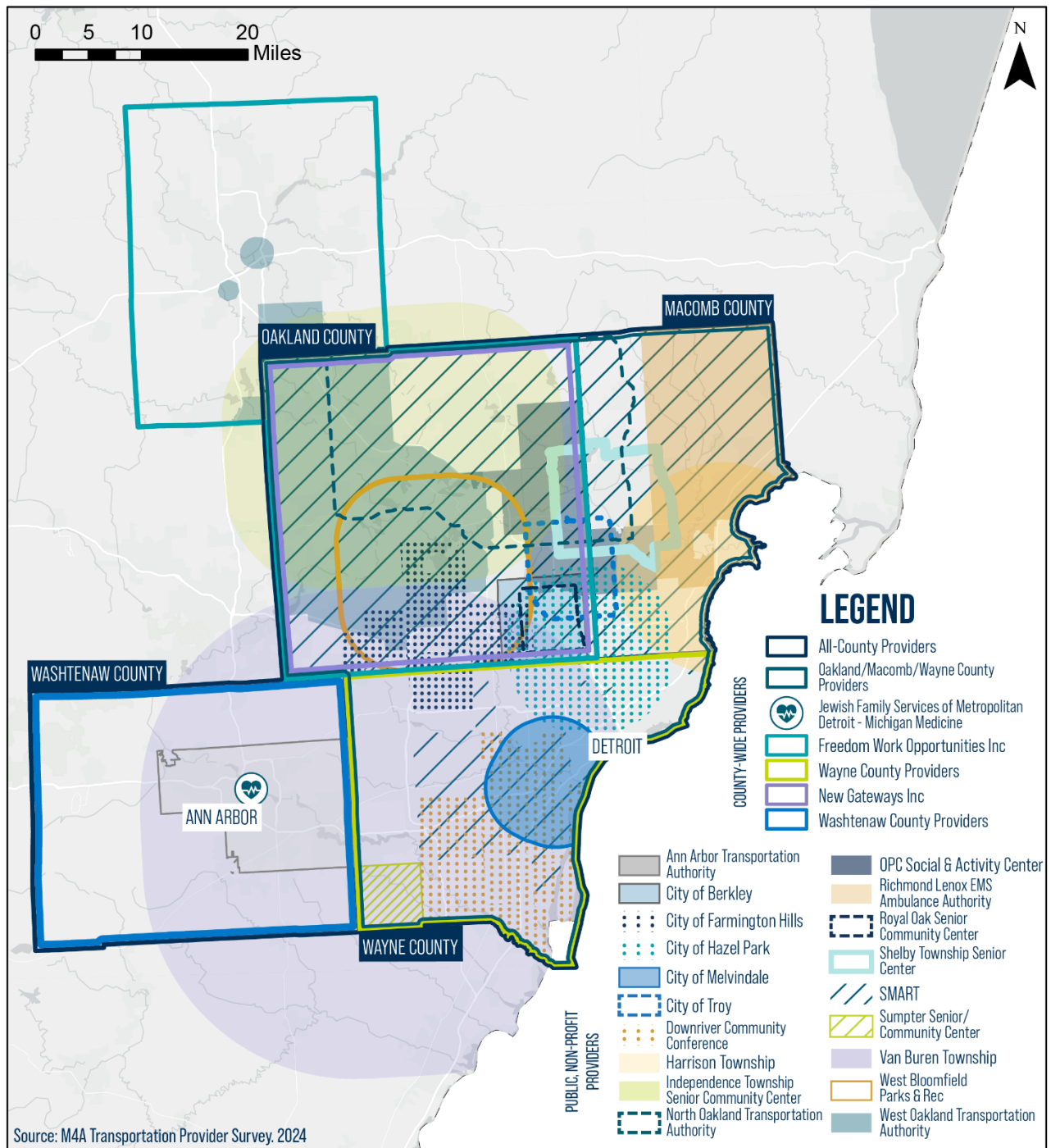


Figure 17. Geographic Gap Analysis: Public Non-Profit and County-Wide Provider Service Areas

Note: The All-County Providers group includes Freedom Road Transportation Authority, JARC, and Family Living Center Inc. The Oakland/Macomb/Wayne County Providers group includes Angels' Place, Detroit Area Agency on Aging, and Jewish Family Service of Metropolitan Detroit.

The Wayne County Providers group includes Golden Services Non-Emergency Transportation and City of Romulus.

The Washtenaw County Providers group includes Jewish Family Services of Washtenaw County and Western-Washtenaw Area Value Express (WAVE).

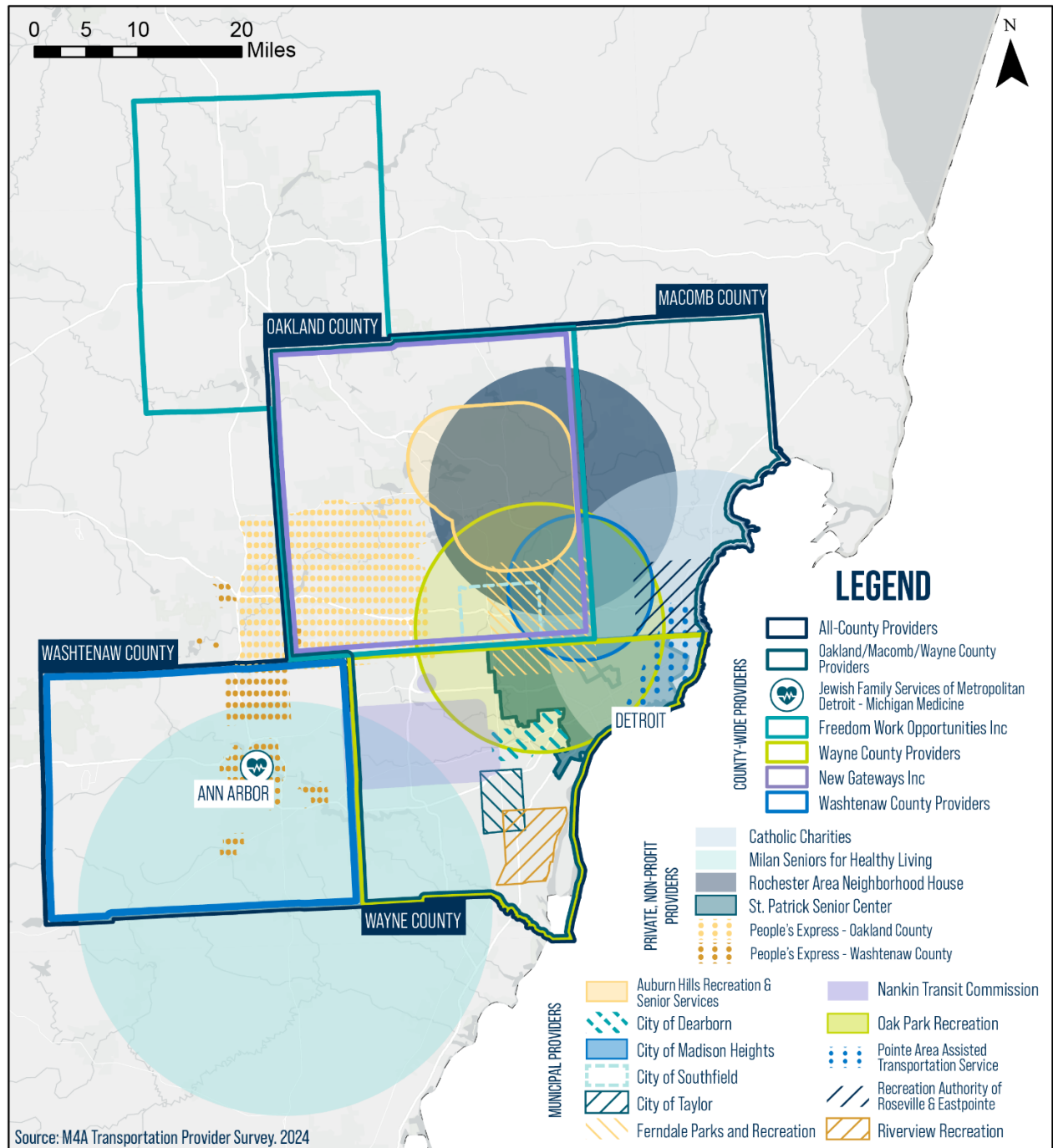


Figure 18. Geographic Gap Analysis: Private Non-Profit, Government Provider, and County-Wide Service Areas

Note: The All-County Providers group includes Freedom Road Transportation Authority, JARC, and Family Living Center Inc. The Oakland/Macomb/Wayne County Providers group includes Angels' Place, Detroit Area Agency on Aging, and Jewish Family Service of Metropolitan Detroit.

The Wayne County Providers group includes Golden Services Non-Emergency Transportation and City of Romulus.

The Washtenaw County Providers group includes Jewish Family Services of Washtenaw County and Western-Washtenaw Area Value Express (WAVE).

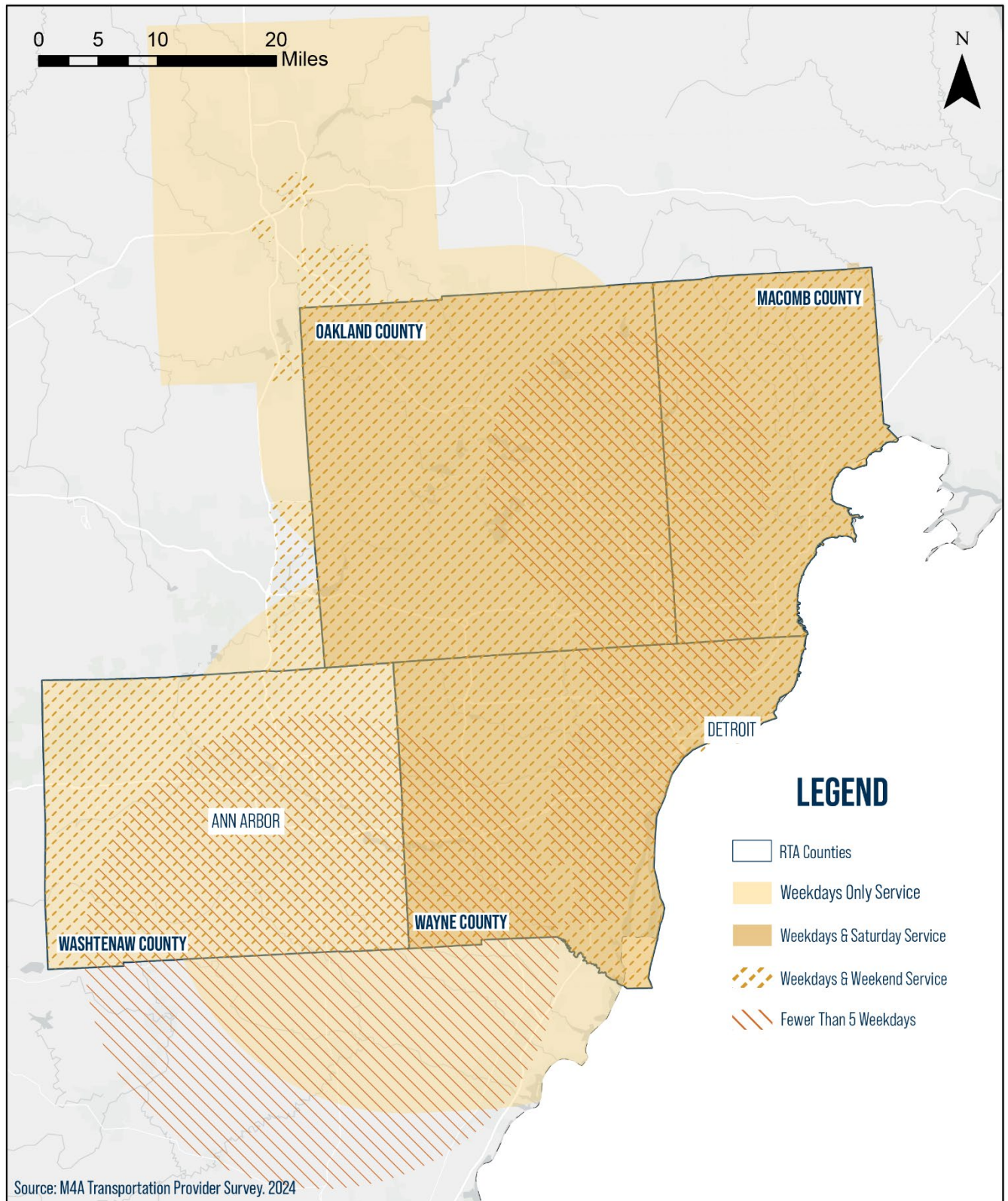


Figure 19. Temporal Gap Analysis: Provider Weekday vs. Weekend Service Operation

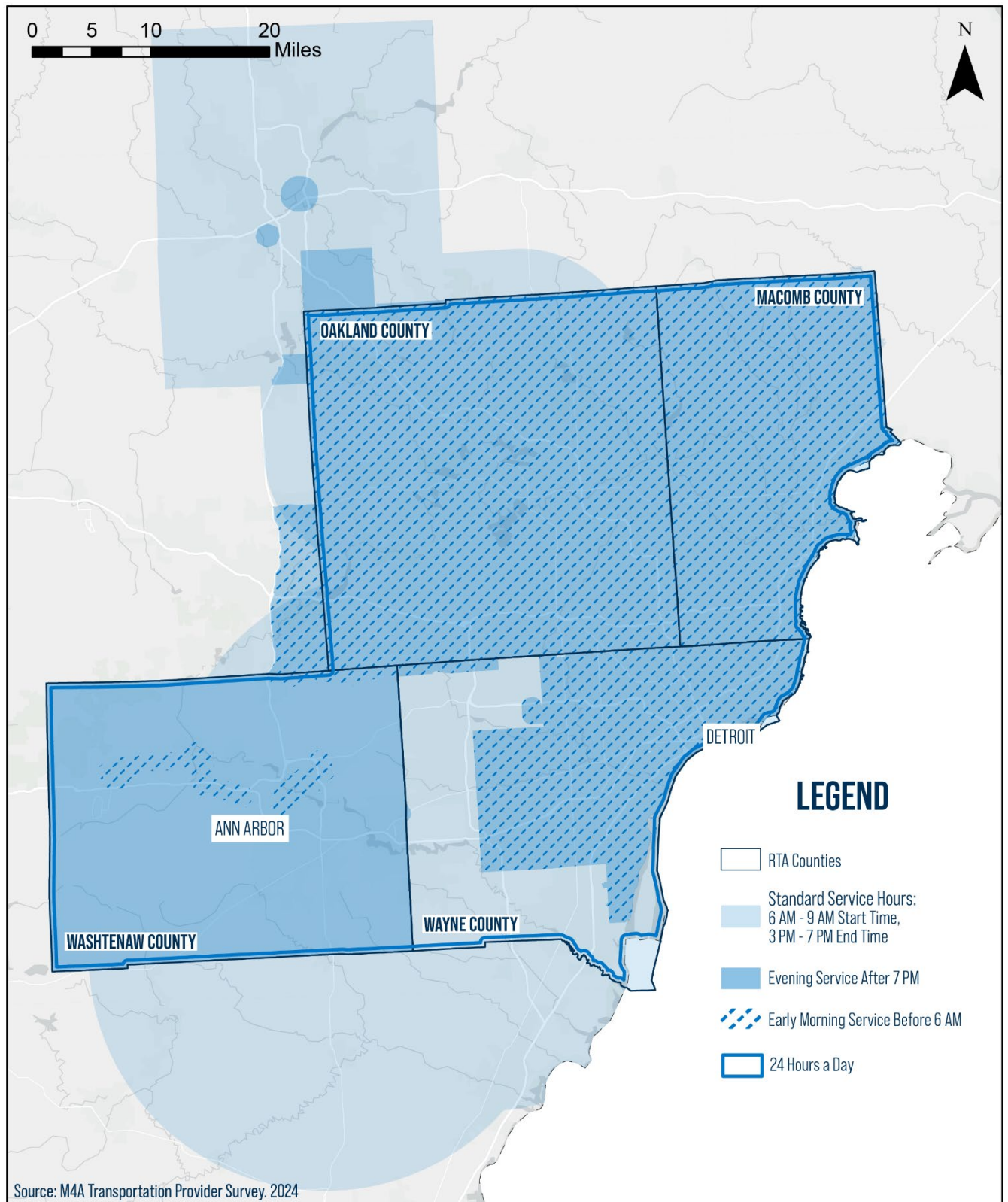


Figure 20. Temporal Gap Analysis: Provider Weekday Hours of Operation

4.1.3 Use Case Gap Analysis

When considering access to public transportation services for the different user types, providers serving older adults, people with disabilities, and people with limited incomes collectively cover the entirety of the RTA region. Table 4 details the transportation providers each user group may access. Figure 21 through 24 map the transportation service coverage gaps for each user group.

User Group / Provider Type	Public Non-Profit	Private Non-Profit	Government	Fixed Route
All Users	AAATA, City of Berkley, City of Royal Oak Senior Community Center, Harrison Township, Richmond Lenox EMS Ambulance Authority, SMART, NOTA, WOTA	WAVE demand response, Golden Services NEMT, People's Express – Oakland County, People's Express – Washtenaw County	Ferndale Parks and Recreation, Riverview Recreation	TheRide, University of Michigan, DDOT, Detroit People Mover, QLINE
Older Adults	TheRide demand response, Freedom Road Transportation Authority, Detroit Area Agency on Aging, City of Romulus, City of Farmington Hills, City of Melvindale, City of Troy, Downriver Community Conference, Independence Township Senior Community Center, OPC Transportation, Shelby Township Senior Center, Sumpter Senior/Community Center, Van Buren Township, West Bloomfield Parks and Recreation	Jewish Family Services of Metropolitan Detroit, Jewish Family Services of Washtenaw County, Catholic Charities of Southeast Michigan, Milan Seniors for Healthy Living, St. Patrick Senior Center	City of Auburn Hills Recreation and Senior Services, City of Dearborn, City of Madison Heights, City of Southfield, City of Taylor, Nankin Transit Commission, Pointe Area Assisted Transportation Service, Recreation Authority of Roseville & Eastpointe	N/A
People with Disabilities	Angels' Place, TheRide demand response, Freedom Road Transportation Authority, New Gateways Inc, JARC, Detroit Area Agency on Aging, City of Romulus, City of Farmington Hills, City of Hazel Park, City of Melvindale, City of Troy, Downriver Community Conference, Independence Township Senior Community Center, OPC Transportation, Shelby Township Senior Center, Sumpter Senior/Community Center, Van Buren Township, West Bloomfield Parks and Recreation	Freedom Work Opportunities Inc, Family Living Center Inc, Jewish Family Services of Metropolitan Detroit, Jewish Family Services of Washtenaw County, Milan Seniors for Healthy Living, St. Patrick Senior Center	City of Auburn Hills Recreation and Senior Services, City of Dearborn, City of Madison Heights, City of Oak Park Recreation, City of Southfield, City of Taylor, Nankin Transit Commission, Pointe Area Assisted Transportation Service, Recreation Authority of Roseville & Eastpointe	N/A
People with Limited Incomes	Freedom Road Transportation Authority, Independence Township Senior Community Center, JARC	Jewish Family Services of Metropolitan Detroit, Jewish Family Services of Washtenaw County, Rochester Area Neighborhood House	N/A	N/A

Table 4. Transportation Provider Breakdown by User Groups and Provider Types

Source: M4A Transportation Provider Survey. 2024.

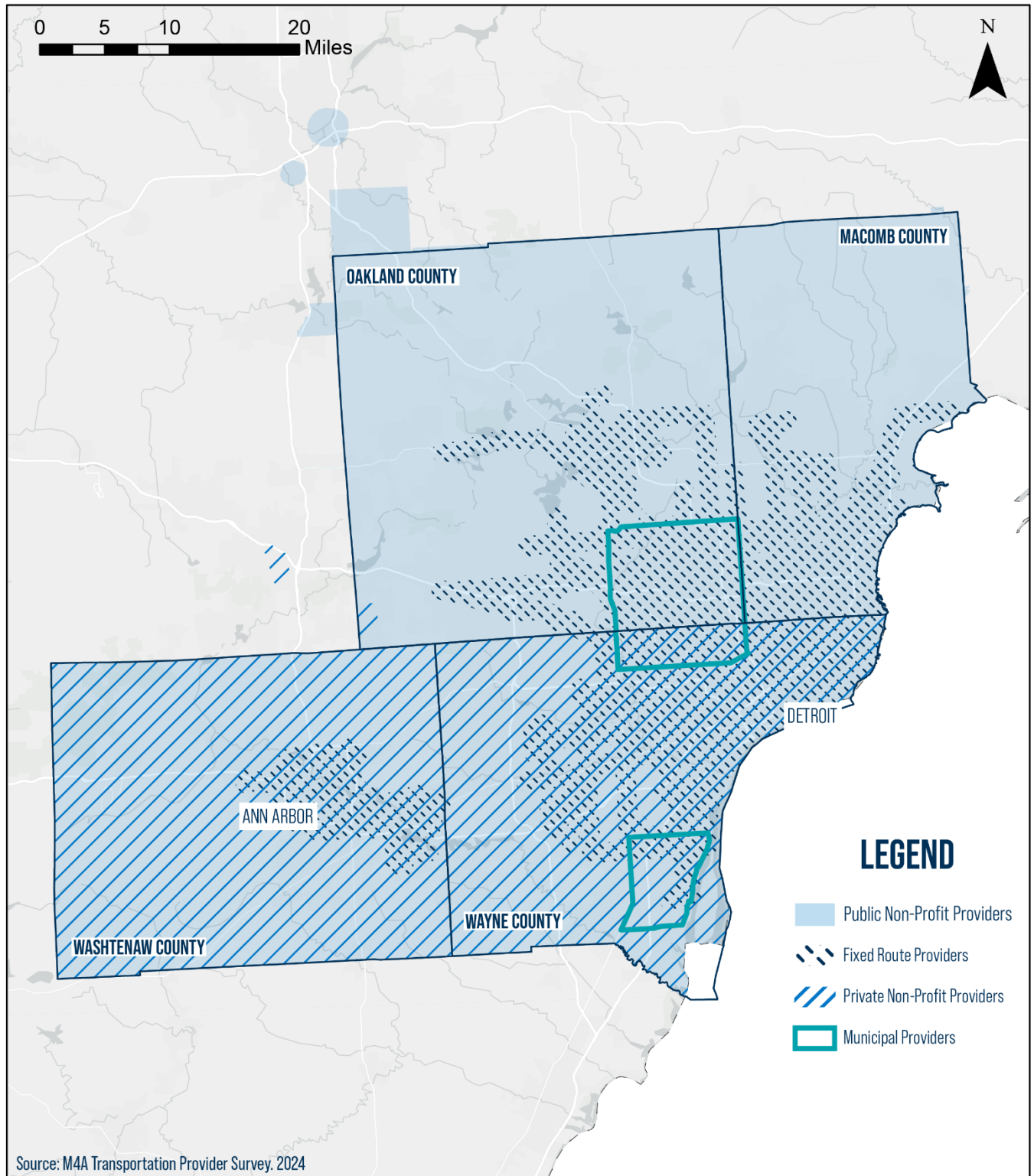


Figure 21. Use Case Gap Analysis: Provider Service Open to All Users

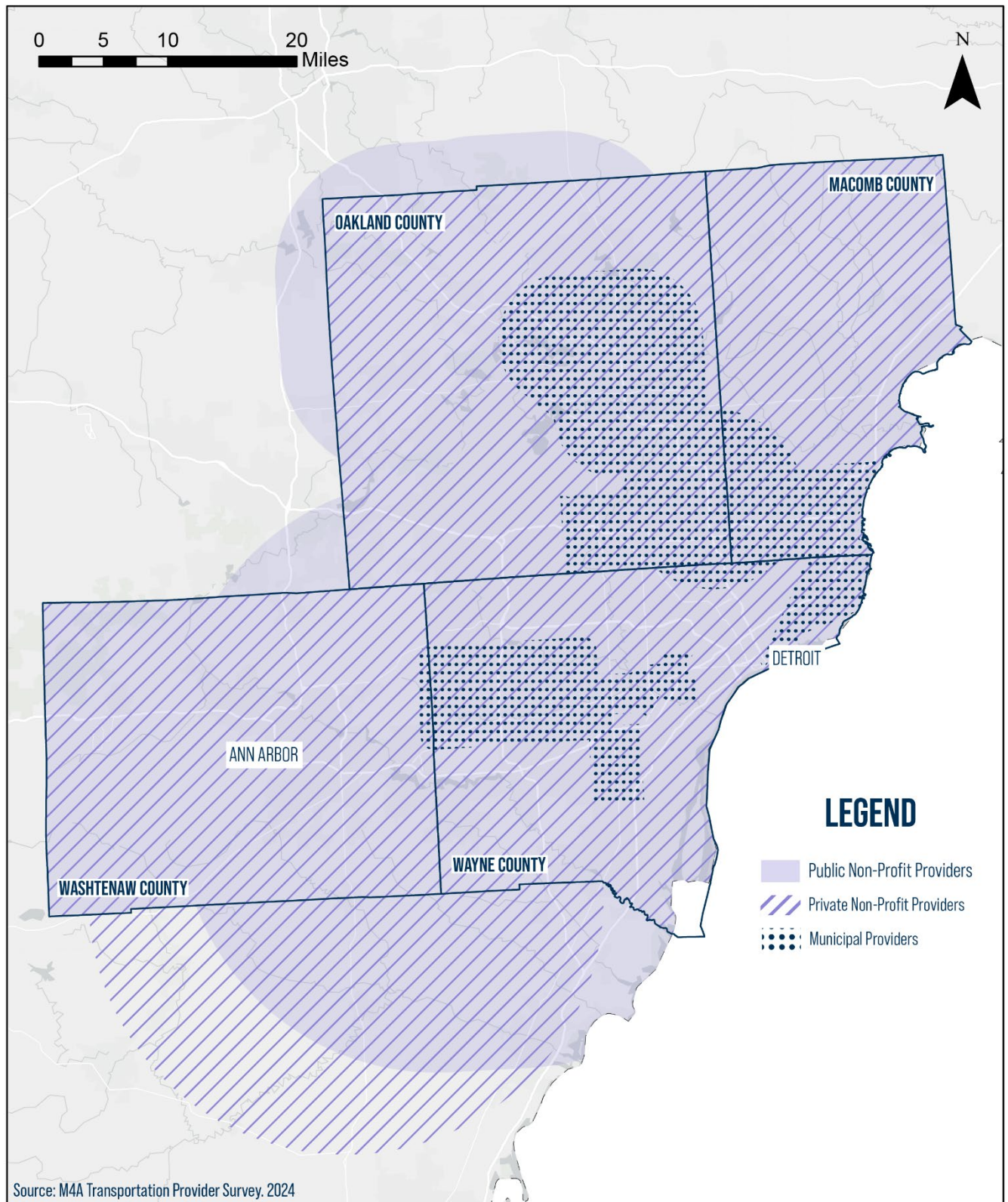


Figure 22. Use Case Gap Analysis: Provider Service Open to Older Adults

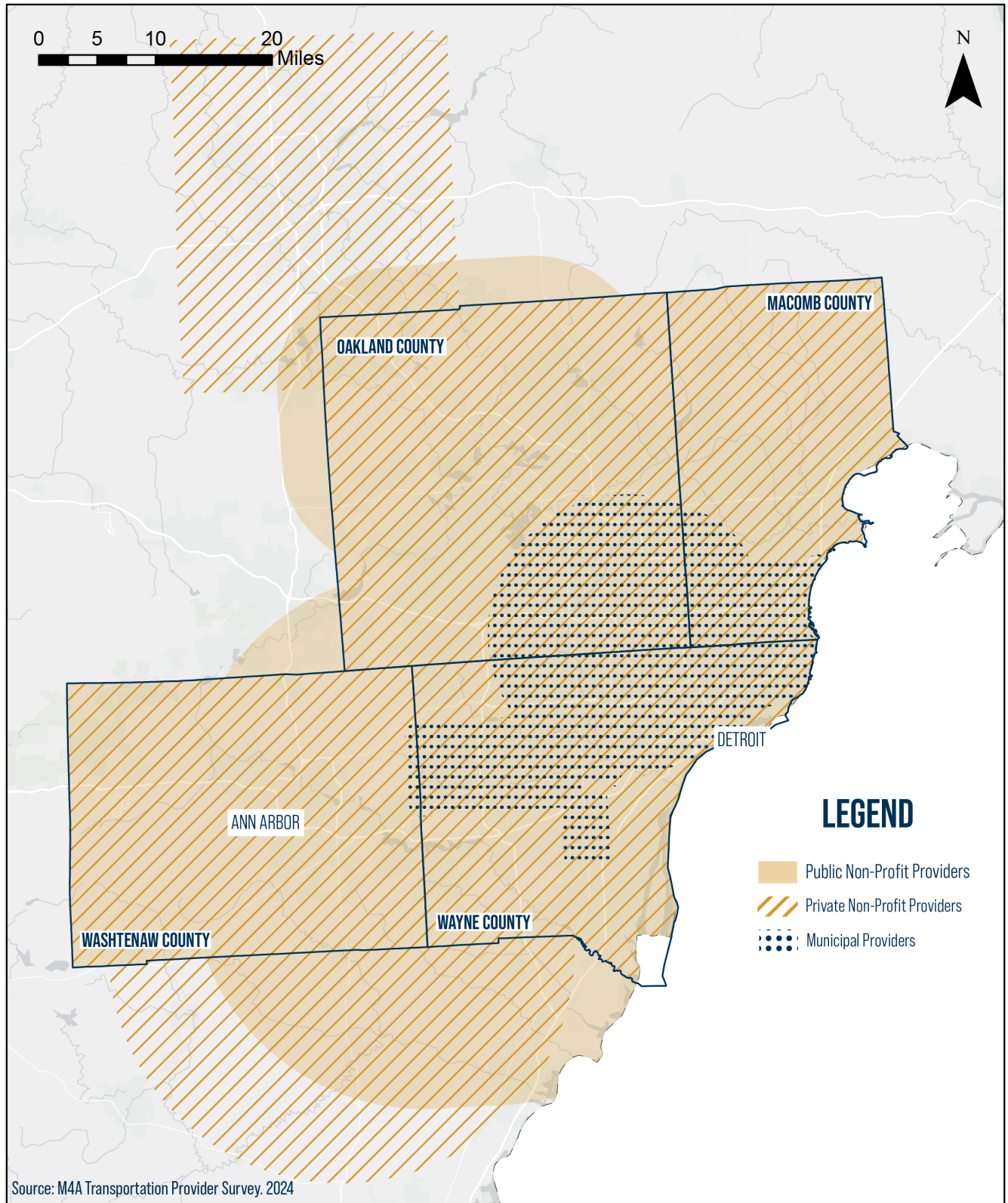


Figure 23. Use Case Gap Analysis: Provider Service Open to People with Disabilities

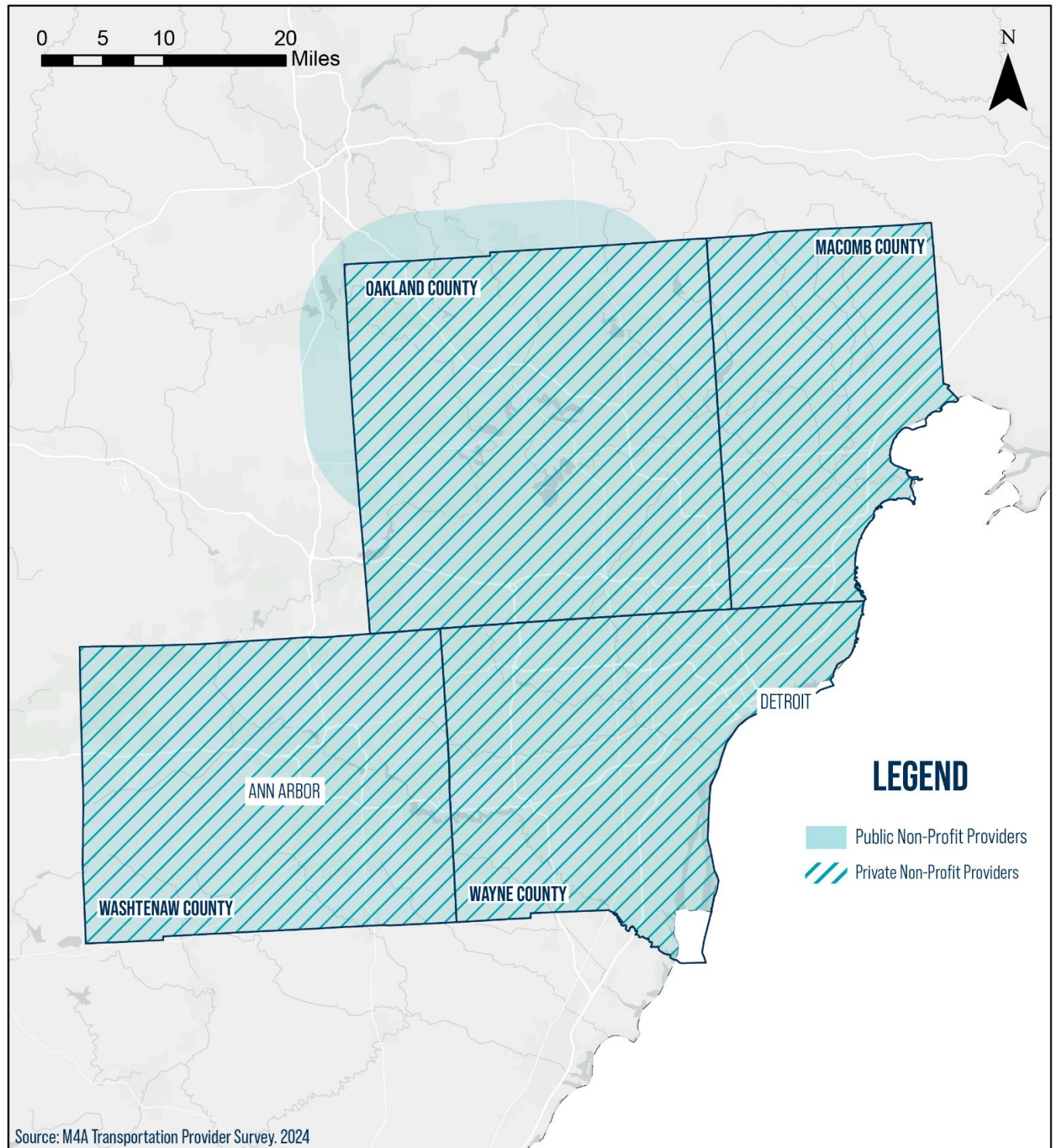


Figure 24. Use Case Gap Analysis: Provider Service Open to People with Limited Incomes

5. Comparison with Peer Regions

To learn from the experience of other regions in coordinating services across multiple providers and agencies, basic data was collected from five peer regions. A survey questionnaire was developed and sent to the agencies, followed by virtual interviews with representatives of those peer regions. These interviews served as a method to develop a narrative summary that identified key trends, funding tools, development and delivery of pilots, and other best practices across regions. The five peer regions interviewed were:

- Boston Region Metropolitan Planning Agency and the Massachusetts Department of Transportation (MassDOT)
- Delaware Valley Regional Planning Commission (DVRPC)
- Charlotte Region Transportation Planning Organization (Charlotte Area Transit System [CATS])
- Regional Transportation Authority of Chicago (Chicago RTA)
- Northeast Ohio Areawide Coordinating Agency (NOACA)

5.1 Peer Region Interview Summary

The following subsections describe the responses to five of the questions asked as part of the questionnaire/interview process.

5.1.1 Measuring the Impact of CHSTP Recommendations on Riders

Most organizations do not use formal measures to assess the impacts of previous plans and instead use ongoing collaboration with regional providers to understand where things are working and where additional support is required. Jurisdictional limitations were often cited as a reason why it would be difficult to informally measure the performance of recommendations (i.e. the RTA often isn't the organization operationalizing a recommendation).

5.1.2 Balancing Resources between Urban and Rural Regions

The selection of peer organizations focused on finding organizations with a similar balance of urban and rural areas (i.e. a larger metro area surrounded by more suburban and rural areas). The interviews highlighted that for some organizations balancing resources is important and for others, it is not considered. For those organizations where it was generally not considered the organizations cited their competitive data-driven funding process as the mechanism to balance the disbursement of funds. Some organizations did note a desire to intentionally balance resources across their region and this was in part done by diversified provider outreach to understand how needs differ across the region. Another organization focused on areas with less or no fixed route service as areas of need which also tend to correlate with an urban/rural split.

5.1.3 Most Impactful CHSTP Recommendations

Peer organizations were asked what recommendation(s) from the most recent CHSTP have been most impactful or most excited to see implemented. Responses from organizations varied. Two organizations had recommendations to create some form of provider database or booking system. These recommendations help make it easier for users to access and understand regional coordinated transit resources. Another organization has a recommendation for improved micro-transit which they believe will help address first/last mile needs, particularly where there are limited fixed-route services.

5.1.4 Recommendation Prioritization Strategy

Interviewed organizations took different approaches to presenting the recommendations generated from their planning processes. Several organizations engaged in no formal prioritization process noting that they aren't always the implementing authority and therefore they cannot necessarily control their implementation. Another organization used feedback from their public process to align community needs and recommendations. Ohio's NOACA had the most formal ranking process and used a combination of agency staff, Transportation Action Committee (TAC) members, and attendees from a final public meeting to score all recommendations. Scoring from each group was considered equally in the final recommendation prioritization process.

5.2 Key Takeaways

Use compliance reporting to help measure performance.

Resource distribution is important but is often governed by provider requests.

Centralized provider information (booking and service info) availability is important.

Prioritization is tricky due to the implementation authority. But it is helpful to engage the public.

6. Developments Since 2020

When the CHSTP was last updated in 2020 (then known as the OnHand Plan), five overarching goals were established based on the regional transportation challenges identified throughout the update process. Accompanying each goal were specific strategies to advance achievement of the goals. The strategies were designed to span from near-, to mid-, and long-term approaches based on the level of need, associated costs, and the feasibility of implementation^{x1}. Since the publication of the OnHand Plan, RTA and its partner agencies have advanced several strategies and are actively pursuing more. The five goals and developments since 2020 are detailed below.

6.1 Goal #1: Increase Local and Regional Mobility

Within the "Increase Local and Regional Mobility" goal, the OnHand Plan called for **Shared On-Call Service Delivery for Evenings and Weekends**, where service coverage would alternate among providers to include more evening and/or weekend service hours, thus increasing overall availability of service.

Since this strategy was established, some providers have provided later routes. For example, SMART Flex, SMART's on-demand ride-hailing program is available from 5 or 6 a.m. until 11 p.m. all seven days of the week, in all five of its micro transit [zones](#). Securing long-term funding to continue and further build out later routes across providers would need to be secured to keep progressing on this strategy.

One strategy, designated as a priority strategy in 2020 is the development of a **Regional Fare Capping Program**, such as weekly or monthly passes so that frequent riders can realize discounts through bulk purchases. Now, many providers offer monthly purchase options, such as how D2A2 offers a "Frequent Rider Passbook" which grants a 60% savings for pre-purchasing 50 rides. However, these bulk-order programs are individual to each transportation agency, and no fully region-wide program exists yet, so further progress can be achieved.

Another strategy under this goal includes establishing **Volunteer Driver Programs** to provide low-cost transportation. Though concerns around costs for training these drivers still exist, some community providers, like Feonix-Mobility Rising and Freedom Road Transportation Authority, have started volunteer driver programs.

6.2 Goal #2: Improve Coordination Among Providers

To improve coordination and share best practices, one of the priority strategies within this goal was to hold **Regional Coordinating Councils** to foster learning between providers within and across counties. This has seen great progress through RTA regularly hosting the Providers Advisory Council (PAC). The PAC is a public meeting, gathering the region's largest providers (DDOT, MoGo, People Mover, QLINE, SMART, and TheRide) as well as any other service providers who would like to attend. Oakland County transit providers meet regularly each month as well. These meetings are opportunities for providers and RTA to share updates.

Oakland County has taken strides in two other coordination strategies: Service Standards for Community Transportation Providers and Vehicle Pooling Among Providers. **Service Standards for Community Transportation Providers** creates a more universal set of rider eligibility criteria to make it simpler for people to qualify and use services. **Vehicle Pooling Among Providers** reduces the costs and administrative burdens associated with vehicle procurement and maintenance. For both, Oakland County has established standards across the county between transit providers. Looking ahead, expanding (or adopting) these standards and practices across the RTA Region will further improve coordination among providers.

6.3 Goal #3: Increase Awareness of Existing Services

With the multitude of available services and providers across the RTA Region, it makes sense that **Increasing Awareness of Existing Services** was identified as a goal in 2020. Specific priority strategies were set to **Enhance Mobility Management and Travel Training Enhancements** to standardize the quality and consistency of available transportation resources and travel training programs, to expand those programs, and to specifically **Enhance the myride2 Provider Call Center and Database** to improve the functionality of the myride2 website and service with possible trip scheduling integration. Both strategies have seen progress since 2020, specifically with the rebranding of the Area Agency on Aging 1-B, now known as AgeWays, in 2024. To better reflect the welcoming, people-focused nature of their services, AgeWays refreshed their brand to help people better understand what they do and how they can help. The rebrand brought about a simpler website address^{xli}, encouraging more seniors to seek and access help.

6.4 Goal #4: Streamline Funding and Reporting

One of the key priority strategies within the goal to Streamline Funding and Reporting in 2020 was the creation of a **Regional Fare Integration** system. This strategy has seen incredible progress with the RTA's pilot Mobility Wallet program. In March 2023, the Michigan Department of Transportation (MDOT) announced awardees for a mobility wallet pilot program. RTA was an awarded recipient of funds to develop a mobility wallet solution. A mobility wallet is a transit payment system that allows users to store and manage various payment methods, including tickets and fares, in a single place. A mobility wallet provides real-time transportation schedule and fare information on the rider's smartphone. It makes it easier for riders to pay fares, improves integrated access, and will eventually drive decisions for the region with collective data^{xlii}. RTA's Mobility Wallet Pilot: Concept of Operations Report was released in June 2024, as part of a Request for Proposals for contractors interested in supporting the development and execution of the RTA's Mobility Wallet Pilot in 2025.^{xliii}

6.5 Goal #5: Develop Partnerships for Supportive Physical Infrastructure

Within the overarching goal to Develop Partnerships for Supportive Physical Infrastructure, the priority strategy to pursue **Mobility Hubs** has also made progress. Building on the concept of Transit-Oriented Development (TOD), Mobility-Oriented Development (MOD) can expand the impact of TOD planning principles by creating vibrant station areas. These areas or "mobility hubs" facilitate needed connections in a broader geography via a variety of different transportation modes. In December 2020, RTA completed its "Mobility-Oriented Development Study Action Plan", which provides a framework for coordinating development and mobility improvements with the goal of providing riders better access to regional transit services^{xliv}. RTA is also actively working to develop the Access to Transit Program (ATP), a new program that will allow RTA to partner with local municipalities to improve the accessibility of transit services by funding capital mobility hub infrastructure projects. Potential projects that could be funded through ATP include bus stop shelters, bus stop boarding areas, bicycle and pedestrian improvements, and other similar improvements to expand first and last mile connections to transit.

6.6 Other Regional Initiatives

RTA is not the only agency investigating gaps or needs for public transportation in Southeast Michigan. Concurrent to the development of the M4A Plan, Oakland County Transit is developing the Oakland County Community Transit Plan (CTP), which will assess current conditions, explore industry best practices, and gather input from residents and stakeholders.^{xlv} Additionally, SMART has deployed the SMARTer Mobility Program, an initiative to identify areas that may not warrant a traditional fixed-route bus system, helping to address a known gap in public transportation that could be filled with flexible transit options.^{xlvi} The study will identify potential options for expanding and integrating services, technology improvements, and the permanence of SMART Flex. While these studies focus on the broader population of the regions they serve, there are opportunities for alignment with specific findings for vulnerable populations that reside in these areas. Findings from the independently conducted engagement efforts from these studies are discussed further in the Community Engagement Technical Memorandum.

7. Key Findings and Unmet Needs

7.1 Demographic Observations

The four-county RTA Region has a diverse and growing population. Of the 4.3 million residents, over 70% reside in Wayne and Oakland counties. Wayne County, primarily in the City of Detroit, supports the densest population in the region, with additional pockets of population concentrations in Ann Arbor.

Washtenaw County and parts of Macomb County are characterized by more rural areas, with less dense population. Transportation in these areas is inherently more challenging than in urban or suburban contexts.

Looking to the future, SEMCOG's projections for the RTA Region predict the area's population is expected to grow by over 5% in the next thirty years, where the biggest growth will be seen in Macomb and Washtenaw counties as urban sprawl continues to spread away from the Detroit metropolitan area. In particular, the older adult population is expected to see a significant region-wide increase, with the highest growth in Macomb and Washtenaw. This will play an important role in the coordination of transportation in these two counties, as the services in these areas adjust to new and changing mobility needs. When all three target populations of the M4A Plan are viewed collectively, there can be seen a wide spread in vulnerable populations across the four-county region. High concentrations of vulnerable populations can be found in the denser metropolitan regions of the RTA area, particularly in Detroit. Additional concentrations of can be found along the outskirts of Oakland, Macomb, and Washtenaw counties.

7.2 Interconnectivity for Cross-Border Trips

As described in the [Gap Analysis](#) section, access to transportation providers across the RTA Region was analyzed from both the geographic and temporal vantage points. From both perspectives, there are numerous overlapping transportation services, however, there are limited options for traveling across (or through) geographic areas. Older adults, people with disabilities, and individuals with limited incomes may be traveling within a provider's service area, but they may also want or need to travel across several service providers, especially for medical appointments. This need was also identified in the 2020 OnHand Plan with the prioritized strategy to "Improve Cross Border Trips" by developing programs and policies that make it easier to travel across jurisdictional borders, especially for riders using ADA paratransit services.^{xlvii} From a temporal standpoint, expanding service times to include earlier and later hours ensures access to medical appointments, employment, and community activities. Additionally, increasing the frequency of transportation options reduces wait times and enhances independence, allowing individuals to travel safely and reliably throughout the region.

This remains a high priority for RTA, as there are some gaps in service traveling across borders, such as crossing Eight Mile Road, which serves as Detroit's northern border, separating Washtenaw and Wayne counties from Livingston, Macomb and Oakland counties.^{xlviii} Crossing the border between Wayne and Macomb or Oakland counties requires a transfer in paratransit service to or from DDOT and SMART. Another example of geographic boundaries is between the NOTA, WOTA, OPC, and PEX service areas. Though there are overlaps in their service areas, a rider traveling across Oakland County will face the need to transfer service to another demand response provider. Though some transportation providers will even coordinate with each other on the rider's behalf to facilitate a single trip between two (or more) demand response providers, this can be a barrier to mobility and dissuade a user from taking transit, rather than a personal vehicle if available. The public typically is not aware that the agencies will assist with coordination, or even that the services exist. Additionally, from a temporal perspective, extending the span of operational hours to earlier mornings and later evenings, coupled with increased frequency of services, is essential to accommodate transportation needs and ensure accessibility for the M4A target populations.

The development of a regional plan for connecting service areas and enabling riders to more easily travel across borders would be a productive next step in closing this gap in mobility.

7.3 Service Eligibility Requirements

The Service Provider Inventory in Appendix B illustrates not only the multitude of transportation service providers in the RTA Region but also the wide array of requirements for eligibility to ride. Most services

require riders (and potential riders) to register or apply with their individual agency, to receive approval to book a ride. Eligibility requirements often are first rooted in where an individual resides, and then, if that person lives within the provider's service area, there are often further requirements such as age minimums (ranging from 55+ to 65+) and whether or not an individual has a disability. For some providers, individuals with limited incomes are also eligible. Not only do these requirements exclude certain individuals and populations from being eligible to ride, but it also complicates the trip-planning process. Additionally, due to the nature of many of the service providers being small organizations, riders are required to plan trips multiple days in advance, with several providers suggesting medical trips be requested 6+ business days in advance. Standardizing service eligibility requirements, at least amongst the largest transportation providers, in terms of age requirements and ADA policies for paratransit, would simplify the trip-planning process for people using these services.

The RTA Region has made tremendous progress in working toward a more regional transportation network. The next steps should be to focus on simplifying trip-planning processes and ensuring that transit service is increasingly accessible to vulnerable populations.

7.4 Navigating Transportation Options

The RTA Region has numerous transportation services available for older adults, people with disabilities, and individuals with limited incomes. While the region should be proud of its coverage and dedication to providing valuable services to the most vulnerable individuals and families, this can also be viewed as a barrier to mobility. Navigating a region with a variety of transportation options can be challenging for current and prospective riders when they are missing clearer information about these options. Adding to this challenge is the concept of "access" versus "service coverage". "Access" refers to the ease with which a potential user can access a transit service. In the M4A context, "access" also refers to the user's eligibility for a service (i.e., does the user meet the age requirement AND live in a municipality that is served by the agency). "Service coverage", on the other hand, describes the geographical area where transit service is available, often reflecting the extent of where the agency will take a passenger when they request a trip. These concepts are distinct, but related, and can be particularly challenging for users navigating regional networks, as they may find themselves within a transit service area but are ineligible for the service, or they may be eligible for the service, but it does not take them where they need to go.

The sheer volume of options can overwhelm users without a stronger centralized way to access details on eligibility, schedules, routes, or payment systems. This is particularly relevant when considering the M4A plan's targeted populations, who may not be able to efficiently or easily sort through the wide diversity of information available. Lack of understanding of the regional transit system can contribute to late cancellations or rider no-shows, impacting the efficacy of individual transit systems and the network as a whole. Furthermore, the lack of coordination between providers, such as incompatible fare systems, unintegrated service maps and trip planning tools, or, as previously discussed, varying eligibility requirements, can also discourage potential riders from utilizing the services available.

Given the vast range of available services in the RTA Region, the myride2 database is an essential resource for older adults and people with disabilities. With a one-stop model, the database is a powerful mobility management tool that can reduce the stress and confusion a potential rider may experience when attempting to find a ride. The mobility managers that support this service can also be viewed as a hyper-local resource that can further identify gaps or inefficiencies in the transit network, helping to create tailored solutions that address the needs of these underserved populations or communities. However, myride2 lacks a trip planning tool, which can help integrate multiple transportation options across the region, reduce the complexity of navigating different systems, and allow users to filter available trips based on accessibility needs, distance, or fare. Ongoing support for and promoting growth in awareness of the myride2 service is essential to maximizing the impact of regional transit coordination and accessibility.

Appendix A: Provider Survey Questions

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RTA Southeast Michigan CHSTP Provider Survey

Thank you for your participation!

The Regional Transit Authority (RTA) of Southeast Michigan is undertaking an update to the Coordinated Human Service Transportation Plan (CHSTP), known as the Mobility 4 All (M4A) Program. This initiative aims to assess how effectively existing transportation services meet the needs of our community, particularly for older adults, individuals with disabilities, and people with limited incomes.

As part of this update, we are seeking to enhance our understanding of the range of services available in the Southeast Michigan Region. You or your organization have been identified as a provider which operates within the Southeast Michigan Region. We kindly request that you complete the following survey about the services that you provide and the users of your services.

1. We may need to follow up with you on your answers, please provide your contact details below.

What is your name
and title?

What is the name
of the organization
that you represent?

Email Address:

Phone Number:

2. What is your organization's type?

- ☐ Public, Non-Profit
- ☐ Private, For-Profit
- ☐ Private, Non-Profit
- ☐ Other (please specify)

3. How does your organization receive its funding? (Please select all that apply)

- ☐ Federal government funding (e.g., grants ex. Section 5310, contracts)
- ☐ State government funding
- ☐ Local government funding
- ☐ Private donations or fundraising
- ☐ Foundations or nonprofit grants
- ☐ Fees for services (e.g., client payments, insurance reimbursements)
- ☐ Corporate sponsorships or partnerships
- ☐ Other (please specify)

4. Who is eligible to access your organization's services? (Please select all that apply)

- ☐ Our services are available to everyone
- ☐ Some services are restricted based on specific criteria
- ☐ Services are available to individuals with disabilities
- ☐ Services are available to certain groups, income levels, specific insurance (e.g., Medicare, Medicaid), and/or other eligibility criteria (please specify)

5. Which of the following best describes the transportation services your organization provides? (Please select all that apply)

- ☐ On-demand service (immediate response, similar to a Transportation Network Company [TNC])
- ☐ Demand-response service (scheduled in advance)
- ☐ Fixed-route service (predetermined stops and schedule)
- ☐ Community inclusion trips (transportation to community events or activities)
- ☐ Transportation exclusively to/from agency programs
- ☐ Vehicles and drivers assigned to residential facilities
- ☐ Other (please specify)

6. What are the hours of operation for your transportation services?

- ☐ Services are available 24 hours a day. If so, please proceed to Question 8.
- ☐ Services are available at specific times. If so, please proceed to Question 7.

7. Please indicate the days and hours of operation for your transportation services by specify start and end times for each day of the week.

Monday Start Time

Time

AM/PM

hh

mm

-

⬆️⬇️⬆️

Monday End Time

Time

AM/PM

hh

mm

-

⬆️⬇️⬆️

Tuesday Start Time

Time

AM/PM

hh

mm

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Tuesday End Time

Time

AM/PM

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mm

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Wednesday Start Time

Time

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Wednesday End Time

Time

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Thursday Start Time

Time

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Thursday End Time

Time

AM/PM

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Friday Start Time

Time

AM/PM

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⬆️⬇️⬆️

Friday End Time

Time		AM/PM
hh	mm	- 

Saturday Start Time

Time		AM/PM
hh	mm	- 

Saturday End Time

Time		AM/PM
hh	mm	- 

Sunday Start Time

Time		AM/PM
hh	mm	- 

Sunday End Time

Time		AM/PM
hh	mm	- 

8. What are the geographic boundaries of your organization's service area?
(Please specify cities, counties, regions, or other relevant limits)

9. If your organization provides fixed route service, please provide a spatial file for the services (.shp, GTFS, KML/KMZ, .gpx, etc.). These answers have logic applied

Choose File

Choose File

No file chosen

10. Does your organization collect data of the origin and destination of service users?

- ☐ Yes. If so, please proceed to Question 12.
- ☐ No. If so, please proceed to Question 13.

11. Please provide a file containing the organization's origin/destination information. Please provide some of the most common pick-up and drop off locations for users. These answers have logic applied

Choose File

Choose File

No file chosen

12. What is the most common purpose of trips for users of your service?

- ☐ General mobility
- ☐ Doctors' appointments
- ☐ Grocery shopping
- ☐ Senior center or similar
- ☐ Library
- ☐ Park or other recreation facility
- ☐ Work
- ☐ Other appointments (like hair, etc) (please specify)

13. How many individuals actively use your organization's services on a monthly basis?

Average number of
monthly users
(please enter
amount, January
2023 forward):

We do not track
active individuals,
but we do track
ridership; Average
monthly ridership
(please enter
amount, January
2023 forward):

14. For non-fixed route service, how do users schedule or request trips? (please select all that apply)

☐ Routes and schedules are fixed

☐ Phone dispatch

☐ Organization website

☐ Mobile app

☐ In person request

☐ Other system (please specify)

15. How much do users pay for trips in your system? (Please select all that apply and provide details where necessary)

Fixed fee (please enter amount):

Distance-based fee (please enter amount):

The service is free for users (fare free)

Other (please specify):

16. How far in advance do users need to book their trips?

- ☐ No lead time (on-demand)
- ☐ 30 min to 1hr
- ☐ 1 to 12hrs
- ☐ Same day
- ☐ 1 day in advance
- ☐ More than 1 day in advance

17. Are there any questions you would like to be passed along to the RTA or topic areas you would like considered in the plan update?

Appendix B: Simplified Provider Survey Responses

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
AgeWays Nonprofit Senior Services	LaVonna Howard, Mobility Project Manager	lhoward@ageways.org	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts);	Our services are available to everyone; Some services are restricted based on specific criteria; Services are available to individuals with disabilities; Program services Oakland, Macomb, Washtenaw, and Wayne counties.	Mobility Management services including but not limited to ride options, travel training, driver cessation counseling, and LYFT Concierge services.	1 day in advance
Angels' Place	Lauren Paton, COO	lauren.paton@angelsplace.com	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Private donations or fundraising;	Services are available to individuals with disabilities; Angels' Place residents	Vehicles and drivers assigned to residential facilities;	No lead time (on-demand)

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
Ann Arbor Area Transportation Authority (AAATA)	Robert Williams Manager of Mobility Services	Rwilliams@the ride.org	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Local government funding;	Our services are available to everyone; Some services are restricted based on specific criteria; Services are available to individuals with disabilities;	On-demand service (immediate response, similar to a Transportation Network Company [TNC]); Demand-response service (scheduled in advance); Fixed-route service (predetermined stops and schedule);	1 day in advance
Catholic Charities of Southeast Michigan	Nikki Harvey Program Manager	harveyh@ccse m.org	Private, Non-Profit;	State government funding; Private donations or fundraising; Foundations or nonprofit grants; Fees for services (e.g., client payments, insurance reimbursements);	Senior in the community who need adult day services	Demand-response service (scheduled in advance);	More than 1 day in advance
City of Auburn Hills Recreation and Senior Services - Auburn Hills, MI	Pauline Beckett, Assistant Director	pbeckett@aub urnhills.org	Other; Local Government	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Fees for services (e.g., client payments, insurance reimbursements);	Some services are restricted based on specific criteria; Services are available to individuals with disabilities;	Demand-response service (scheduled in advance);	More than 1 day in advance

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
City of Berkley	Dan McMinn - Interim Parks and Recreation Director	dmcminn@berkleymi.gov	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts);	Our services are available to everyone; Some services are restricted based on specific criteria; Services are available to individuals with disabilities;	Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities);	More than 1 day in advance
City of Dearborn	Donna Bechtel, Asst. Recreation Supervisor	dbechtel@dearborn.gov	Other; Municipality	Corporate sponsorships or partnerships;	Services are available to individuals with disabilities; Our service is open to Dearborn residents 60 and older or those with a SMART disability card.	Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities);	More than 1 day in advance

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
City of Farmington Hills	Marsha Koet, Supervisor	mkoet@fhgov.com	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Local government funding; Private donations or fundraising; Fees for services (e.g., client payments, insurance reimbursements);	Some services are restricted based on specific criteria; Services are available to individuals with disabilities; Farmington and Farmington Hills residents aged 55 or [older] and residents with a disability.	Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities); Priority if given to medical appointments and grocery shopping trips.	More than 1 day in advance
City of Hazel Park	Amanda Taylor Assistant Recreation Director	Ataylor@hazelpark.org	Public, Non-Profit;	; State government funding; Local government funding; Fees for services (e.g., client payments, insurance reimbursements);	Some services are restricted based on specific criteria; Services are available to individuals with disabilities;	Demand-response service (scheduled in advance);	1 day in advance

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
City of Madison Heights	Jennifer Cowan, Active Adult Supervisor	jennifercowan@madison-heights.org	Other; Government Municipality	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Local government funding; Private donations or fundraising; Foundations or nonprofit grants; Fees for services (e.g., client payments, insurance reimbursements); Dedicated Millage	Anyone 50 and up or disabled who live in Madison Heights	Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities);	1 day in advance
City of Melvindale	Sandra Law, Senior Coordinator	seniors@melvindale.org	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Local government funding;	We offer transportation to those that are elderly (55 and up) and/or handicap disabled persons	Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities);	More than 1 day in advance
City of Oak Park Recreation	Laurie Stasiak, Recreation Director	lstasiak@oakparkmi.gov	Other; City Government Recreation Department	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Fees for services (e.g., client payments, insurance reimbursements);	Some services are restricted based on specific criteria; Services are available to individuals with disabilities;	Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities);	More than 1 day in advance

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
City of Romulus	Maria Lambert, Dir. of Resident Services	MLAMBERT@romulusgov.COM	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); Local government funding;	Services are available to individuals with disabilities; Services available to Seniors and Physically Challenged individuals	Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities);	1 day in advance
City of Royal Oak Senior Community Center	Yolanda Botello McClain - Senior Center Director	yolandab@romi.gov	Public, Non-Profit;	Local government funding;	Our services are available to everyone; Services are available to individuals with disabilities;	On-demand service (immediate response, similar to a Transportation Network Company [TNC]); Demand-response service (scheduled in advance);	More than 1 day in advance

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
City of Southfield	Angela Verges, Senior Coordinator	averges@cityofsouthfield.com	Other; Local Government	Local government funding; Fees for services (e.g., client payments, insurance reimbursements);	Services are available to individuals with disabilities; Our riders are required to live within certain boundaries to utilize our service. We also only take them to appoints within our designated boundaries.	Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities); Our riders are required to schedule a ride at least 2 business days in advance of their appointment. We encourage them to schedule a month in advance.	More than 1 day in advance
City of Taylor	Lori Runkle, Senior Center Manager	lrunkle@ci.taylor.mi.us	Other; Local Government	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Local government funding; Private donations or fundraising; Fees for services (e.g., client payments, insurance reimbursements);	Senior citizens who are 50 years old or better	Demand-response service (scheduled in advance);	More than 1 day in advance

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
City of Troy	Ashely Tebedo, Administrative Services Manager	Ashely.Tebedo@troymi.gov	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); Local government funding;	Some services are restricted based on specific criteria; Services are available to individuals with disabilities;	Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities);	More than 1 day in advance
Detroit Area Agency on Aging	Vernest "Rick" Spivey- Mobility Manager	spiveyv@daaa1a.org	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Private donations or fundraising; Corporate sponsorships or partnerships;	Some services are restricted based on specific criteria; Services are available to individuals with disabilities; Services are provided to senior citizens & Adults with disabilities	Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities);	More than 1 day in advance

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
Detroit Department of Transportation	Riki Yamakura - Senior Capital Projects Manager	riki.yamakura@detroitmi.gov	Other; City Agency - City of Detroit	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Local government funding; Private donations or fundraising; Foundations or nonprofit grants; Fees for services (e.g., client payments, insurance reimbursements); Corporate sponsorships or partnerships;	Our services are available to everyone; Services are available to individuals with disabilities; Reduced Fare for income and medical eligibility and student status	Demand-response service (scheduled in advance); Fixed-route service (predetermined stops and schedule);	No response
Detroit Transportation Corporation	Tony Vinson, Director of Service Operations and Development	tvinson@thepeoplemover.com	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Local government funding; Corporate sponsorships or partnerships;	Our services are available to everyone;	Automated Rail	NA: Fixed Route
Downriver Community Conference	Lisa Wayne, CEO	Lisa.wayne@dcwf.org	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Fees for services (e.g., client payments, insurance reimbursements);	Some services are restricted based on specific criteria; Services are available to individuals with disabilities;	Demand-response service (scheduled in advance);	More than 1 day in advance

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
Family Living Center Inc.	Michael Higgs, Executive Director and President	rmhiggs@flcml.org	Private, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding;	Persons with intellectual and developmental disabilities contracted through Oakland Community Health Network	Community inclusion trips (transportation to community events or activities); Transportation exclusively to/from agency programs; Vehicles and drivers assigned to residential facilities;	No lead time (on-demand)
Ferndale Parks & Recreation	Alicia Pardo, Senior/SMART Coordinator	apardo@ferndalemi.gov	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Local government funding; Fees for services (e.g., client payments, insurance reimbursements);	Our SMART Community Transit bus services are open to any City of Ferndale resident.	Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities);	More than 1 day in advance

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
Freedom Road Transportation Authority	Karen Boice - Executive Director	boicefrt@gmail.com	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); Private donations or fundraising; Foundations or nonprofit grants; Fees for services (e.g., client payments, insurance reimbursements);	Our service is available to seniors, persons with a disability and low-income individuals only. We serve the entire Southeast Michigan region.	Riders use their own driver; Freedom Road Transportation Authority pays the rider mileage \$0.55 per month at 200 miles per month. All riders apply for our service and eligibility is verified. Drivers must sign a form stating they do drive for that rider.	No lead time (on-demand)
Freedom Work Opportunities, Inc.	Robin Trimper Executive Director	rtrimper@freedomwork.org	Private, Non-Profit;	Fees for services (e.g., client payments, insurance reimbursements);	Services are available to individuals with disabilities;	Community inclusion trips (transportation to community events or activities); Transportation exclusively to/from agency programs;	1 to 12hrs
Golden Services Non-Emergency Transportation	Dawn Wilson, Mobility Specialist	info@goldensesrvicesnet.org	Private, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts);	Our services are available to everyone; Services are available to individuals with disabilities;	Demand-response service (scheduled in advance);	More than 1 day in advance

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
Harrison Township	Kenneth Verkest, Supervisor	kverkest@harristownshipmi.gov	Public, Non-Profit;	State government funding; Local government funding; Foundations or nonprofit grants; Fees for services (e.g., client payments, insurance reimbursements);	Our services are available to everyone; Some services are restricted based on specific criteria;	Demand-response service (scheduled in advance); Fixed-route service (predetermined stops and schedule); Community inclusion trips (transportation to community events or activities);	More than 1 day in advance
Independence Township Senior Community Center	Jennifer Angus, Supervisor	j Angus@indtwp.com	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); Local government funding;	Some services are restricted based on specific criteria; Services are available to individuals with disabilities; Seniors, older adult and those with limited incomes	Demand-response service (scheduled in advance); Same day if available	More than 1 day in advance

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
JARC	Jacob Gottlieb, Chief Advancement Officer	jacobgottlieb@jarc.org	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Private donations or fundraising; Foundations or nonprofit grants; Fees for services (e.g., client payments, insurance reimbursements); Corporate sponsorships or partnerships;	Services are available to individuals with disabilities;	Vehicles and drivers assigned to residential facilities;	No lead time (on-demand)
Jewish Family Service of Metropolitan Detroit	Yuliya Gaydayenko, Chief Program Officer	ygaydayenko@jfsdetroit.org	Private, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding Private donations or fundraising; Foundations or nonprofit grants; Fees for services (e.g., client payments, insurance reimbursements);	Some services are restricted based on specific criteria; Services are available to individuals with disabilities;	Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities);	More than 1 day in advance

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
Jewish Family Services of Washtenaw County	Andre Yastchenko, Transportation Director	andre@jfsanna-rbor.org	Private, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Private donations or fundraising; Foundations or nonprofit grants; Fees for services (e.g., client payments, insurance reimbursements); Corporate sponsorships or partnerships;	Some services are restricted based on specific criteria; Services are available to individuals with disabilities; Low income, older adults, persons with disabilities.	Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities);	1 day in advance
Milan Seniors for Healthy Living	Alan Lown / Transportation Director	alanl@milanseniors.org	Private, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Local government funding; Private donations or fundraising; Fees for services (e.g., client payments, insurance reimbursements);	Some services are restricted based on specific criteria; Services are available to individuals with disabilities;	On-demand service (immediate response, similar to a Transportation Network Company [TNC]); Demand-response service (scheduled in advance); We are on-demand if a last second call can fit into our schedule.	No lead time (on-demand)

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
Nankin Transit Commission	Alexis Bosker, Manager	alexis@nankint ransit.com	Other; Governmental Authority	Federal government funding (e.g., grants ex. Section 5310, contracts); Local government funding; Foundations or nonprofit grants; Fees for services (e.g., client payments, insurance reimbursements);	Services are available to individuals with disabilities; Seniors (55+) Disabled Individuals of any age Must be a reside in one of the 5 communities we serve	Demand-response service (scheduled in advance);	More than 1 day in advance
News Gateways Inc	Lynn Maginity, Executive Director	Imaginity@new gateways.org	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); Private donations or fundraising; Foundations or nonprofit grants; Fees for services (e.g., client payments, insurance reimbursements);	Some services are restricted based on specific criteria; Services are available to individuals with disabilities;	Community inclusion trips (transportation to community events or activities); Transportation exclusively to/from agency programs;	More than 1 day in advance
NOTA	No response	No response	No response	No response	No response	No response	No response

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
OPC Social & Activity Center.	Renee Cortright, Executive Director Anne Murphy-Director of Transportation	rcortright@opc-center.org amurphy@opccenter.org	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Local government funding; Private donations or fundraising; Fees for services (e.g., client payments, insurance reimbursements); Corporate sponsorships or partnerships;	Some services are restricted based on specific criteria; Services are available to individuals with disabilities; Transportation is available for persons 55 years or older and those under 55 who are disabled and Veterans	Demand-response service (scheduled in advance); On-demand service (immediate response, similar to a Transportation Network Company [TNC]); Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities);	More than 1 day in advance
Pointe Area Assisted Transportation Service	Lynda Altovilla - Authorized Agent	laltovilla@helmlife.org	Other; Inter-local municipal agency	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Fees for services (e.g., client payments, insurance reimbursements);	Transportation is available to seniors (60+) and disabled adults (18+) and reside in the six communities: Harper Woods, Grosse Pointe, Grosse Pointe Farms, Grosse Pointe Park, Grosse Pointe Shores and Grosse Pointe Shores	Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities);	More than 1 day in advance

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
Recreation Authority of Roseville & Eastpointe	Tony Lipinski	alipinski@rare-mi.org	Other; Governmental (municipal)	Federal government funding (e.g., grants ex. Section 5310, contracts); Funds are channeled through SMART	Some services are restricted based on specific criteria; Services are available to individuals with disabilities; Seniors ages 55+ in Roseville and Eastpointe and people with disabilities (all ages)	Demand-response service (scheduled in advance); Fixed-route service (predetermined stops and schedule);	1 day in advance
Regional Transit Authority of Southeast Michigan (RTA)	Ben Stupka, Executive Director, RTA	info@rtamichigan.org	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Corporate sponsorships or partnerships	Our services are available to everyone	Fixed-route service (predetermined stops and schedule)	NA: Fixed Route
Richmond Lenox EMS Ambulance Authority	Jeffery White-Chief of EMS/Director of Transit	jwhite@rlems.org	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Local government funding; Private donations or fundraising; SMART Bus	Our services are available to everyone; Some services are restricted based on specific criteria; Services are available to individuals with disabilities;	Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities);	More than 1 day in advance

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
Riverview Recreation, City of Riverview, Mi	Todd Dickman, Recreation Director, City of Riverview, Mi	tdickman@cityofriverview.com	Other; Government	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Local government funding; Private donations or fundraising; Fees for services (e.g., client payments, insurance reimbursements);	Our services are available to everyone;	Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities);	1 day in advance
Rochester Area Neighborhood House	Janeen Harlan Client Services Supervisor	Janeen@ranh.org	Private, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Private donations or fundraising; Foundations or nonprofit grants;	Some services are restricted based on specific criteria;	Demand-response service (scheduled in advance);	More than 1 day in advance
Shelby Township Senior Center	Amy Drake - Senior Center Coordinator	adrake@shelbytwp.org	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); Local government funding; Fees for services (e.g., client payments, insurance reimbursements);	Some services are restricted based on specific criteria; Services are available to individuals with disabilities;	Demand-response service (scheduled in advance);	More than 1 day in advance

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
St. Patrick Senior Center	Veronica Johnson Transportation Coordinator	r.johnson@stp atsrctr.org	Private, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Local government funding; Private donations or fundraising; Foundations or nonprofit grants; Fees for services (e.g., client payments, insurance reimbursements); Corporate sponsorships or partnerships;	Our services are available to everyone; Some services are restricted based on specific criteria; Services are available to individuals with disabilities; Criteria must be 55 and older	Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities); Transportation exclusively to/from agency programs;	More than 1 day in advance
Suburban Mobility Authority for Regional Transportation (SMART)	Ian Holme Manager of Transit Asset Management and Capital Planning	iholme@smart bus.org	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Local government funding; Rider Fares	Our services are available to everyone; ADA Paratransit Service is an advanced reservation, curb-to-curb service that is provided for people who are unable to use SMART's Fixed Route bus service because of a disability.	On-demand service (immediate response, similar to a Transportation Network Company [TNC]); Demand-response service (scheduled in advance); Fixed-route service (predetermined stops and schedule);	More than 1 day in advance

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
Township of Sumpter Senior/Community CENTER	Maryann Watson Senior Coordinator	maryannwatson@sumptertwp.org	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Local government funding; Private donations or fundraising;	Our services are available to everyone; Services are available to individuals with disabilities;	Demand-response service (scheduled in advance); Fixed-route service (predetermined stops and schedule); Community inclusion trips (transportation to community events or activities);	1 day in advance
Van Buren Township	Elizabeth Renaud, Director of Community Services	erenaud@vanburen-mi.org	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); Local government funding; Funding through SMART	Some services are restricted based on specific criteria;	Demand-response service (scheduled in advance);	More than 1 day in advance
West Bloomfield Parks & Recreation	Benjamin Bur - Transportation Coordinator II	bbur@wbparks.org	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); Our funding is received from SMART. They receive funding from Oakland County Transportation millage & 5310 funds	Residents of West Bloomfield Township aged 55 and up. Service is available to residents aged 16 and up with disabilities.	Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities);	More than 1 day in advance

Service Provider	Contact Name & Title	Contact Email Address	Organization Type	Funding Sources	Service Eligibility	Service Type	How far in advance do users need to book their trips?
West Bloomfield Parks and Recreation	Benjamin Bur - Transportation Coordinator II	bbur@wbparks.org	Public, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); County millage	Services are available to individuals with disabilities; Residents age 55+ or those with disabilities age 16+	Demand-response service (scheduled in advance); Community inclusion trips (transportation to community events or activities);	More than 1 day in advance
Western-Washtenaw Area Value Express	Marie Gress, Executive Director/CEO	mgress@wavebus.org	Private, Non-Profit;	Federal government funding (e.g., grants ex. Section 5310, contracts); State government funding; Local government funding; Private donations or fundraising; Foundations or nonprofit grants; Fees for services (e.g., client payments, insurance reimbursements); Corporate sponsorships or partnerships;	Our services are available to everyone;	Demand-response service (scheduled in advance); Fixed-route service (predetermined stops and schedule); Community inclusion trips (transportation to community events or activities);	1 to 12hrs
WOTA	Amy Grzymkowski	info@ridewota.org	No response	No response	No response	No response	No response

Appendix C: SMART Community Transit Providers

County	Community	Transportation Services Provided	Service Area	Eligibility
Macomb	Wyandotte	Medical, shopping, banking and leisure	Call Trinity for service area.	Wyandotte residents ages 60+ and persons with disabilities.
Macomb	Westland	Transportation for seniors and persons with disabilities	Within the cities of Garden City, Inkster, Wayne, Westland, Canton Township and any destination within a mile of the borders of these communities. We also service the destinations of St. Mary's Hospital in Livonia, Oakwood Hospital Main, Dearborn and Henry Ford Health Center in Canton Twp.	Ages 55+ and over, live within boundaries of Garden City, Westland, Wayne, and Inkster. Physically and/or mentally challenged.
Macomb	West Bloomfield	Door-to-door	Medical Transports: West Bloomfield and up to 6 miles outside of the township. Non-Medical Transports: West Bloomfield and up to 1 mile outside of the township.	West Bloomfield Township Residents who are senior citizens, age 55 and over, and all persons with a disability.
Macomb	Wayne	Transportation for seniors and persons with disabilities.	Within the cities of Within the cities of Garden City, Inkster, Wayne, Westland, Canton Township and any destination within a mile of the borders of these communities. We also service the destinations of St. Mary's Hospital in Livonia, Oakwood Hospital Main, Dearborn and Henry Ford Health Center in Canton Twp.	Ages 55+ and over, live within boundaries of Garden City, Westland, Wayne, and Inkster. Physically and/or mentally challenged.
Macomb	Washington Township	All requests in service area plus medical appointments up to 5 miles outside of service area.	The Twp. of Bruce and Washington and the Village of Romeo.	Residents of the Twp. of Bruce and Washington and the Village of Romeo. Ages 60+ or disabled.
Macomb	Warren	Curb-to-curb	Warren, Center Line and one mile outside the city limits (of Warren).	Senior Citizen (ages 55+) and disabled.
Macomb	Walled Lake	Door-to-Door transportation service.	Service in and around the City of Walled Lake; west to US-23; south to Grand River; north to Clyde Road and Clarkston; east to Orchard Lake Road between 12 Mile Road and 15 Mile Road; and into Pontiac.	Walled Lake residents.

County	Community	Transportation Services Provided	Service Area	Eligibility
Macomb	Utica	Shopping and Medical Trips	Group Trips: Tuesdays: Walmart/Lakeside, Friday's: Meijer Individual Appointments: Medical Needs: Shelby Twp., City of Utica, Henry-Ford Lakeside, St. Joseph-Clinton, Beaumont-Troy and Crittenton Hospitals. Personal Needs: Shelby Township and City of Utica	50 years of age and resident of Shelby Township or City of Utica
Macomb	Troy	Door to door, advanced reservation	12 Mile - south, Mound - east, Southfield - west, Auburn Road - north	Seniors (Over 60) & person with disabilities age 18 and older
Macomb	Trenton	Medical trips, shopping trips, leisure trips	Vreeland, Northline, Telegraph and W. Jefferson	Trenton senior persons with disabilities and the general public.
Macomb	Taylor	Medical, shopping, pharmacy, and banking trips	Within City of Taylor	City of Taylor residents, seniors 50 and over and persons with disabilities
Macomb	Sterling Heights	Grocery shopping, medical & dental apts., beauty shop, shopping mall and other appointments	Sterling Heights. Medical & dental apts. are limited to five miles beyond city limits.	Sterling Heights residents, 55 and older or resident 18 and older who is developmentally delayed or physically disabled.
Macomb	St. Clair Shores	One-way and round trip on four vehicles. Taxi rider user subsidy for seniors and handicapped with identification card obtained from Parks and Recreation.	St. Clair Shores, medical in surrounding communities, Eastland, Macomb Mall, Meijers (Roseville). Approved points of service for medical; William Beaumont, Kresge Eye Center, Harper Hospital.	Seniors ages 60+ and disabled adults, certified by SMART
Macomb	Southgate	Medical, shopping, senior center fitness center adult ed.	City of Southgate (medical and shopping trips outside of service area when available)	Seniors ages 60+ and persons with disabilities
Macomb	Southfield	Door-to-door, advance reservation	Municipal boundaries and the communities within the City of Southfield City limits	Residents of Southfield ages 55+ and physically handicapped of any age.
Macomb	Shelby Township	Shopping and Medical Trips	Group Trips: Tuesdays - Walmart/Lakeside Fridays - Meijer Individual Appointments: Medical Needs - Shelby Twp., City of Utica, Henry-Ford Lakeside, St. Joseph-Clinton, Beaumont-Troy and Crittenton Hospitals. Personal Needs - Shelby Township and City of Utica	50 years of age and resident of Shelby Township or City of Utica

County	Community	Transportation Services Provided	Service Area	Eligibility
Macomb	Royal Oak Township	Curb to curb, advanced reservation	8-mile radius outside of city	Persons aged 55 and over, disabled persons aged 18 and older and low-income residents.
Macomb	Royal Oak	Advanced reservation, door to door, standing order (medical related)	7-mile radius outside of city limits. Includes south to Nine Mile Road, north to Fifteen Mile Road, west to Southfield Road and east to Stephenson Hwy.	Ages 60+ or disabled residents.
Macomb	Roseville	Medical appointments, groceries, salon, visit family and friends	South: Eight Mile, North: Fifteen Mile, East: Jefferson, West: Hoover and St. John Hospital - Moross & Mack	Older adults age 55+ and people with disabilities
Macomb	Romulus	Shopping trips, doctor visits, monthly lunch trips to a location in the tri-county area and Monroe County.	City of Romulus (tri-county area and Monroe for planned senior trips)	Romulus residents
Macomb	Romeo	All requests in service area plus medical appointments up to 5 miles outside of service area.	The Twp. of Bruce and Washington and the Village of Romeo.	Residents of the Twp. of Bruce and Washington and the Village of Romeo. Ages 60+ or disabled.
Macomb	Riverview	Taxicab service available for seniors and persons with disabilities.	Boundaries Vreeland (south), Northline Rd. (north), Telegraph (west), Jefferson (east)	Sign up at Riverview Recreation, seniors 60 and over, persons with disabilities.
Macomb	River Rouge	Shopping trips, medical trips and leisure trips for seniors and persons with disabilities.	River Rouge and Downriver Area or as needed if available.	River Rouge residents, seniors and persons with disabilities and the general public.
Macomb	Richmond Township	Community Transit and Assisted Medical Transportation.	Armada Twp, Village of Armada, Richmond, Richmond Twp., Lenox Twp., New Haven, Ray Twp., Macomb Twp., Memphis and Chesterfield Twp.	None, although preference is to provide service priority to seniors and disabled.
Macomb	Richmond	Community Transit and Assisted Medical Transportation.	Armada Twp, Village of Armada, Richmond, Richmond Twp., Lenox Twp., New Haven, Ray Twp., Macomb Twp., Memphis and Chesterfield Twp.	None, although preference is to provide service priority to seniors and disabled.
Macomb	Redford Township	Seniors 62 and older and physically challenged individuals, available for shopping, medical visits, and leisure trips.	Redford Township, also Botsford, St. Mary's, and Garden City hospitals	Travel within Redford Township only; Seniors 62 and older and physically challenged individuals
Oakland	Ray Township	Community Transit and Assisted Medical Transportation.	Armada Twp, Village of Armada, Richmond, Richmond Twp., Lenox Twp., New Haven, Ray Twp., Macomb Twp., Memphis and Chesterfield Twp.	None, although preference is to provide service priority to seniors and disabled.

County	Community	Transportation Services Provided	Service Area	Eligibility
Oakland	Pleasant Ridge	Advanced reservation, door to door	Providence Hospital Southfield, Beaumont Hospital Royal Oak and St. John Hospital Oakland. Also: Midtown Square at 15 Mile and Coolidge Hwy. (Target, Michaels, Kroger's and more). Call to book for other destinations within a 5-mile radius. No travel south of 8 Mile, east of Dequindre, north of 15 Mile or west of Southfield	Ages 60+ or disabled residents.
Oakland	Oak Park	Same day, if possible, curb to curb, advanced reservation	Medical: Locations within an 8-mile radius of Oak Park; Errands: Local Business Only; Community Center;	Ages 55+ and disabled.
Oakland	New Haven	Community Transit and Assisted Medical Transportation	Armada Twp, Village of Armada, Richmond, Richmond Twp., Lenox Twp., New Haven, Ray Twp., Macomb Twp., Memphis and Chesterfield Twp.	None, although preference is to provide service priority to seniors and disabled.
Oakland	New Baltimore	Community Transit and Assisted Medical Transportation	Armada Twp, Village of Armada, Richmond, Richmond Twp., Lenox Twp., New Haven, Ray Twp., Macomb Twp., Memphis and Chesterfield Twp.	None, although preference is to provide service priority to seniors and disabled.
Oakland	Mt. Clemens	Curb to curb, Senior Shopper	Curb-to-curb: non-emergency, demand response service for anyone travelling within the city limits of Mount Clemens Senior Shopper: Site to site service for residents of Clemens Towers, Clinton Place and Park Place Towers; this is an approximate 30-minute scheduled route for shopping and business purposes. The Senior Shopper makes stops along its route to downtown businesses, Rite Aid, Meijer/adjacent businesses. On Tuesdays, the Senior Shopper makes stops at Dollar Tree, Walmart, Menard's and adjacent businesses. On Thursdays, the Senior Shopper makes stops at Family Dollar, Value Center, Kroger and adjacent businesses.	Service available to anyone traveling within the Mt. Clemens city limits

County	Community	Transportation Services Provided	Service Area	Eligibility
Oakland	Memphis	Community Transit and Assisted Medical Transportation	Armada Twp, Village of Armada, Richmond, Richmond Twp., Lenox Twp., New Haven, Ray Twp., Macomb Twp., Memphis and Chesterfield Twp.	None, although preference is to provide service priority to seniors and disabled.
Oakland	Melvindale	Senior Demand responsive curb to curb service in the City of Melvindale and surrounding communities. This service is for seniors 55 and over and persons with disabilities.	City of Melvindale and within 5 miles.	Residents of Melvindale and general public
Oakland	Madison Heights	Curb to curb (we offer limited assistance when requested), advanced reservation	7-mile radius outside of city.	50+ or disabled
Oakland	Macomb Township	Community Transit and Assisted Medical Transportation	Armada Twp, Village of Armada, Richmond, Richmond Twp., Lenox Twp., Village of New Haven, Ray Twp., Macomb Twp, Memphis and Chesterfield Twp.	None, although preference is to provide service priority to seniors and disabled.
Oakland	Lincoln Park	Handicap access. Van	3 Zones	Ages 60+ or unable to drive.
Oakland	Lenox	Community Transit and Assisted Medical Transportation.	Armada Twp, Village of Armada, Richmond, Richmond Twp., Lenox Twp., New Haven, Ray Twp., Macomb Twp., Memphis and Chesterfield Twp.	None, although preference is to provide service priority to seniors and disabled.
Oakland	Lathrup Village	Transportation for Special Events		
Oakland	Inkster	Transportation for seniors and persons with disabilities	Within the cities of Garden City, Inkster, Wayne, Westland, Canton Township and any destination within a mile of the borders of these communities. We also service the destinations of St. Mary's Hospital in Livonia, Oakwood Hospital Main, Dearborn and Henry Ford Health Center in Canton Twp.	Ages 55+ and over, live within boundaries of Garden City, Westland, Wayne, and Inkster. Physically and/or mentally challenged.
Oakland	Huntington Woods	Curb-to-curb, advanced reservation, standing orders (monthly basis)	7-mile radius outside municipality	Age 55+ or a disabled resident.
Oakland	Highland Park	Curb-to-curb transportation service	Highland Park	
Oakland	Hazel Park	Monthly standing orders	Curb-to-curb, advanced reservation city limits and 7-mile radius outside city	Ages 60+, Hazel Park resident and physically handicapped all ages

County	Community	Transportation Services Provided	Service Area	Eligibility
Oakland	Harrison Township	Dial-a-Ride, Shopping Shuttle on Tuesdays & Thursday, and a summer Beach Shuttle	Harrison Township - 10 Mile Radius	Ages 60+, resident of Harrison Township and handicapped
Oakland	Harper Woods	Curb-to-curb transportation service	Harper Woods, the 5 Grosse Pointes and the area bounded by 11 Mile, Gratiot, Chalmers & Lake St. Clair/Detroit River	Seniors ages 60+ and physically challenged residents.
Oakland	Hamtramck	Curb-to-curb transportation service	Hamtramck	
Oakland	Grosse Pointe Woods	Curb-to-curb transportation service	Harper Woods, the 5 Grosse Pointes and the area bounded by 11 Mile, Gratiot, Chalmers & Lake St. Clair/Detroit River	Seniors ages 60+ and physically challenged residents.
Oakland	Grosse Pointe Shores	Curb-to-curb transportation service	Harper Woods, the 5 Grosse Pointes and the area bounded by 11 Mile, Gratiot, Chalmers & Lake St. Clair/Detroit River	Seniors ages 60+ and physically challenged residents.
Oakland	Grosse Pointe Park	Curb-to-curb transportation service	Harper Woods, the 5 Grosse Pointes and the area bounded by 11 Mile, Gratiot, Chalmers & Lake St. Clair/Detroit River	Seniors ages 60+ and physically challenged residents.
Wayne	Grosse Pointe Farms	Curb-to-curb transportation service	Harper Woods, the 5 Grosse Pointes and the area bounded by 11 Mile, Gratiot, Chalmers & Lake St. Clair/Detroit River	Seniors ages 60+ and physically challenged residents.
Wayne	Grosse Pointe	Curb-to-curb transportation service	Harper Woods, the 5 Grosse Pointes and the area bounded by 11 Mile, Gratiot, Chalmers & Lake St. Clair/Detroit River	Seniors ages 60+ and physically challenged residents.
Wayne	Garden City	Transportation for seniors and persons with disabilities.	Within the cities of Garden City, Inkster, Wayne, Westland, and Canton Township.	Ages 55+ and over, live within the boundaries of Garden City, Westland, Wayne, and Inkster. Physically and/or mentally challenged.
Wayne	Fraser	Van service for elderly and disabled.	City of Fraser and destinations within 10 miles of the city limits.	Resident, 55 and over or disabled and unable to drive.
Wayne	Franklin	Advanced reservation required, door-to-door.	Beverly Hills, Birmingham, Bingham Farms, Franklin.	Seniors ages 55+ and disabled adults of Beverly Hills, Birmingham, Bingham Farms, Franklin.
Wayne	Ferndale	Curb-to-curb, advance reservation service.	City limits + 5-mile radius outside (exceptions made for certain hospitals).	Any resident of the City of Ferndale

County	Community	Transportation Services Provided	Service Area	Eligibility
Wayne	Farmington Hills	Curb to curb, advance reservation, standing orders	General service includes the boundaries of Farmington and Farmington Hills. Medical appointments boundaries include Farmington, Farmington Hills, Novi, West Bloomfield, Southfield, Livonia, and Beaumont Hospital in Royal Oak	Residents of Farmington & Farmington Hills, 55 years or older or disabled of any age with ADA Certification
Wayne	Farmington	Curb to curb, advance reservation, standing orders	General service includes the boundaries of Farmington and Farmington Hills. Medical appointments boundaries include Farmington, Farmington Hills, Novi, West Bloomfield, Southfield, Livonia, and Beaumont Hospital in Royal Oak	Residents of Farmington & Farmington Hills, 55 years or older or disabled of any age with ADA Certification
Wayne	Ecorse	Free transportation service provided to seniors 55 and over residing in the city of Ecorse and general public.	Ecorse, Downriver Area and some areas in Detroit	Ecorse residents and general public
Wayne	Eastpointe	Medical appointments, groceries, salon, visit family and friends.	South: Eight Mile, North: Fifteen Mile, East: Jefferson, West: Hoover and St. John Hospital - Moross & Mack	Older adults age 55+ and people with disabilities.
Wayne	Dearborn	Banking & drugstores - Tuesday Grocery shopping - Thursday Medical visits are a priority on all day service	City of Dearborn	Ages 60+, Dearborn residents
Wayne	Clinton Township	Airport Service, Door to Doctor Service, Same Day Service, Transport to Work Service, Shopping Shuttle	North to Bordman Road, east to County Line/Lake St. Clair, South to I-696 and west to Dequindre	None, although preference is to provide service priority to seniors and disabled.
Wayne	Clawson	Advanced reservation, door-to-door.	South Blvd. to 9 Mile, Telegraph to Van Dyke (Medical appt. only \$5 round trip). All others Long Lake to 11 Mile, Southfield to Ryan Rd.	Ages 55+ or older or disabled
Wayne	Chesterfield Township	Community Transit and Assisted Medical Transportation.	Armada Twp., Village of Armada, Richmond, Richmond Twp., Lenox Twp., New Haven, Ray Twp., Macomb Twp., Memphis and Chesterfield Twp.	None, although preference is to provide service priority to seniors and disabled.
Wayne	Center Line	Curb-to-curb	Warren, Center Line and one mile outside the city limits (of Warren).	Senior Citizen (ages 55+) and disabled.

County	Community	Transportation Services Provided	Service Area	Eligibility
Wayne	Bruce	All requests in service area plus medical appointments up to 5 miles outside of service area.	The Twp. of Bruce and Washington and the Village of Romeo.	Residents of the Twp. Of Bruce and Washington and the Village of Romeo. Ages 60+ or disabled.
Wayne	Bloomfield Township	Medical transportation, door to door, advanced reservation service.	8-mile radius from the townships & the city.	Bloomfield Hills and Bloomfield Township senior residents 60+, with application & eligibility requirements.
Wayne	Birmingham	Advanced reservation required, door-to-door.	Beverly Hills, Birmingham, Bingham Farms, Franklin.	Seniors ages 55+ and disabled adults of Beverly Hills, Birmingham, Bingham Farms, Franklin.
Wayne	Bingham Farms	Advanced reservation required, door-to-door.	Beverly Hills, Birmingham, Bingham Farms, Franklin.	Seniors ages 55+ and disabled adults of Beverly Hills, Birmingham, Bingham Farms, Franklin.
Wayne	Beverly Hills	Advanced reservation required, door-to-door.	Beverly Hills, Birmingham, Bingham Farms, Franklin.	Seniors ages 55+ and disabled adults of Beverly Hills, Birmingham, Bingham Farms, and Franklin.
Wayne	Berkley	Fixed route, shopping trips, door to door, advanced reservation.	Boundaries: North-16 Mile Road; South-8 Mile Road; East-Dequindre; West-Lahser.	Ages 50+ and retired, disabled.
Wayne	Auburn Hills	Advanced Reservation, curb-to-curb.	5-mile radius outside of Auburn Hills.	Resident of Auburn Hills, age 60+, permanently disabled of any age
Wayne	Armada Village	Community Transit and Assisted Medical Transportation	Armada Twp, Village of Armada, Richmond, Richmond Twp., Lenox Twp., New Haven, Ray Twp., Macomb Twp., Memphis and Chesterfield Twp.	None, although preference is to provide service priority to seniors and disabled.
Wayne	Armada Township	Community Transit and Assisted Medical Transportation	Armada Twp, Village of Armada, Richmond, Richmond Twp., Lenox Twp., New Haven, Ray Twp., Macomb Twp., Memphis and Chesterfield Twp.	None, although preference is to provide service priority to seniors and disabled.
Wayne	Allen Park	Monday, Wednesday, Friday, medical appointments, banking, shopping, Tuesday and Thursday program activities at the center.	City of Allen Park- 3-mile radius outside of city.	Allen Park residents ages 50+ and the general public

Appendix D: Fleet Accessibility

Endnotes

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