

Transit solutions for people with disabilities, older adults, and individuals with limited incomes

## WHAT IS MOBILITY 4 ALL?

- The **Mobility 4 All Program (M4A)** is a regional initiative to improve existing transportation services in Southeast Michigan, with a focus on older adults, people with disabilities, and people with low incomes.
- This effort is coordinated by the **Regional Transit Authority of Southeast Michigan (RTA)**. RTA plans, funds, coordinates, and accelerates regional transit services, projects, and programs for the entirety of Macomb, Oakland, Washtenaw, and Wayne Counties, including the City of Detroit.
- M4A aims to ensure that everyone, regardless of ability or income, has access to **safe, reliable, and affordable transportation services** to get where they need to go in the four-county region.
- The M4A Plan identifies opportunities to **address transportation issues in the RTA Region and better meet transportation needs**, so people can get to work, medical appointments, and other daily activities.
- These opportunities, presented as a series of goals and recommendations, will guide improvements to the delivery of human service transportation in the RTA Region over the next five years by prioritizing transportation projects for funding and implementation.
- The M4A Plan provides a **regional strategy** to:
  - Improve coordination, collaboration, and reliability of transportation services.
  - Reduce duplicative services and increase access.
  - Strengthen regional mobility across the four-county region.



### M4A OBJECTIVES

- Evaluate transportation needs.
- Investigate travel patterns.
- Inventory transportation providers.
- Seek feedback and comments on the regional transit network.
- Review and update transportation improvement strategies.

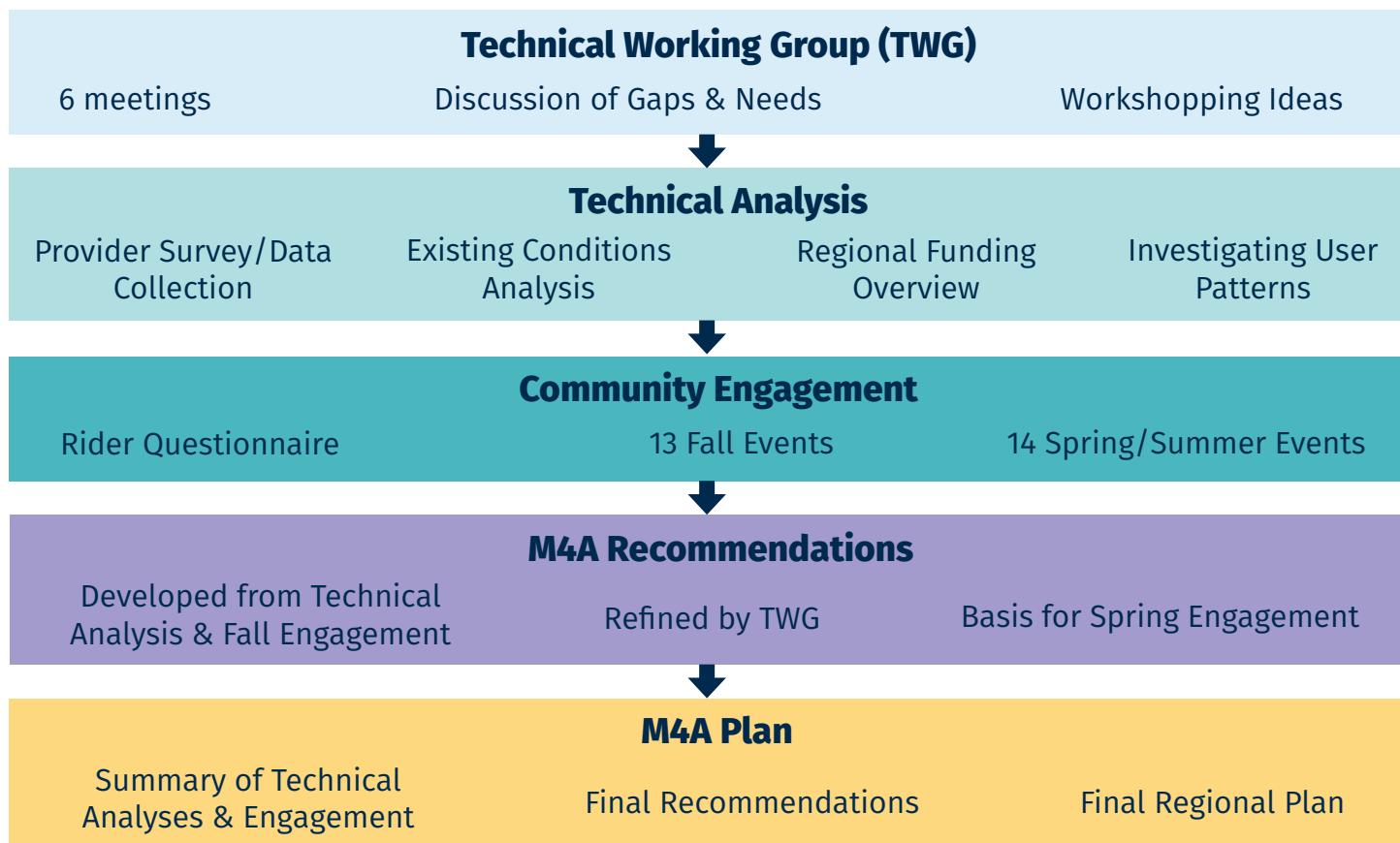
### M4A OUTCOMES

- Refresh the 2020 OnHand Plan.
- Prioritize actionable steps for improving human services and public transportation.
- Continue to meet federal and state requirements.
- Explore and coordinate investments and innovative transit solutions.

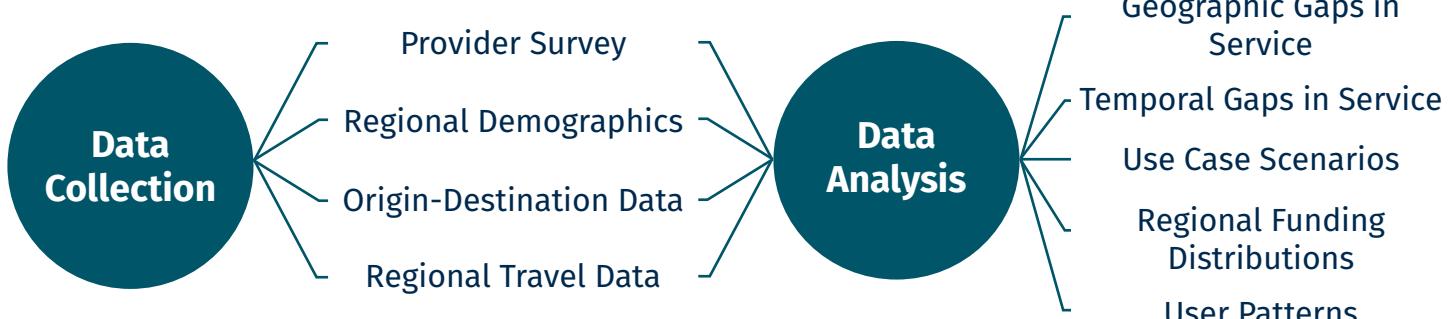
# M4A Development

Working closely with the Technical Working Group (TWG), an advisory body formulated to support the development of the plan, the M4A Plan focuses on examining how well existing public and human service transportation options match the needs of the region's residents. The final M4A Plan summarizes the technical analyses completed, including examining existing conditions of the region, available funding mechanisms that support transportation services, and user travel patterns. Concurrent to the technical analyses, the study team conducted an extensive community engagement effort, reaching out to both current and potential riders to better understand the way people travel through the region and to identify any unmet needs. Based on findings from these efforts, the plan culminates with a set of regional goals to improve the delivery of public and human service transportation in the RTA Region.

## PLANNING PROCESS



## TECHNICAL ANALYSIS PROCESS



# Key Findings and Unmet Needs

## Enhancing the Delivery of Existing Services

The RTA region must continue efforts to enhance the efficiency, coordination, and accessibility of its transit services. The focus of these improvements should not only maintain the current level of service, but expand and strengthen the network by increasing evening and weekend services, integrating demand response services into trip planning tools, and modernizing scheduling and dispatching software.

## Expanding Regional Connectivity

Within the RTA Region, 85% of trips on existing transit services begin and end within a single county, highlighting the need to improve cross-jurisdictional mobility where service gaps hinder regional travel for all users. Coordination between providers to streamline cross-border transit trips and better connect service areas is a productive next step in closing this mobility gap.

## Streamlining Transit Access

The RTA Region must continue working toward a more regionally connected transportation network to accommodate growth while supporting the needs of present users. Next steps focus on building an enhanced trip-planning system off of the [myride2 database](#), integrating fare policies and fare payment technologies, and streamlining eligibility requirements and the registration process.

## Improving Access to Healthcare

By 2050, the RTA Region's population aged 65+ is expected to increase 34.8%, and the already high demand for medical trips is expected to rise. By prioritizing targeted transit solutions to increase healthcare transit access, the region can boost its baseline healthcare transit services, overcome healthcare cost challenges related to missed appointments, and prepare for future demand increases.

## Building Capacity for the Future

Smaller providers in the RTA Region face significant challenges, often needing to manage multiple funding streams with limited administrative capacity. Key next steps to build resilience, increase capacity, and improve long-term financial health include: the availability of more streamlined and supportive funding mechanisms, strategic use of the influx of federal funding, and a unified funding database.

# M4A Goals and Recommendations

Through the course of this study, the M4A project team, with assistance from the TWG, identified regional goals to guide the improvement of the delivery of public and human service transportation in the RTA Region over the next five years. These goals reflect shared priorities among stakeholders and are grounded in the needs of older adults, individuals with disabilities, and individuals with limited income.



# Improve Existing Services



# Increase Connectivity



# Simplify Transit Use



# Grow Healthcare Transit



# Prepare Future Resources

Within each goal, the team developed a series of recommendations to help guide decision-making, prioritize investments, and support the distribution of FTA Section 5310 program funds in both the Detroit and Ann Arbor urbanized areas. These recommendations are intended to serve as a roadmap for enhancing coordination, expanding service coverage, improving accessibility, and ensuring long-term sustainability of public and human service transportation in the region.

## Goals

## Recommendations

	<ul style="list-style-type: none"><li>• Add fixed-route and demand-response service offerings on evenings and weekends.</li><li>• Maintain and strengthen existing fixed-route and demand-response services.</li><li>• Promote myride2 and transit providers' existing services.</li><li>• Create a unified branding for demand-response services.</li><li>• Incorporate demand-response services into multimodal trip planners.</li></ul>
	<ul style="list-style-type: none"><li>• Develop policies that support transit-oriented communities.</li><li>• Align bus stop guidelines and update service standards for improved accessibility, safety, and ADA compliance.</li><li>• Expand accessible microtransit services to facilitate access to bus and rail stops.</li><li>• Improve pedestrian and cyclist access to transit stops.</li><li>• Evaluate operational performance of existing microtransit services.</li><li>• Build educational programs and develop policies that make it easier to cross borders.</li></ul>
	<ul style="list-style-type: none"><li>• Align ADA eligibility requirements — one regional application process, one portal and database, and more places to sign up.</li><li>• Add a regional demand response phone number and online booking / scheduling platform.</li><li>• Implement a regional fare collection system across all modes of transportation.</li><li>• Standardize ADA requirements for eligibility, appeals, no-shows, and late cancellations.</li></ul>
	<ul style="list-style-type: none"><li>• Partner with medical facilities for consistent transportation.</li><li>• Initiate a Rides to Wellness program to fund additional access to medical, health, and wellness services.</li><li>• Create a working group for community providers to address medical transportation needs, barriers, and challenges.</li></ul>
	<ul style="list-style-type: none"><li>• Document current funding sources, uses, and cost efficiency across the region.</li><li>• Generate a small set of performance measures to track productivity.</li><li>• Document data collection processes to better understand existing policies.</li><li>• Develop a regional demand response task force.</li><li>• Implement a technical assistance program to support community providers.</li></ul>