



## Regional Transit Mobility: Phase One – GLS Region V

April 2015



## Overview

On June 2, 2014, Governor Snyder released a special message to the legislature on the topic of aging, titled “Making Michigan a Great Place to Live Well and Age Well.” The special message included the following regarding access to transportation: “Michiganders, including many older adults, need regional mobility and transit providers to become more regionally focused. This is both an urban and rural issue.” In that message, the Governor asked the Michigan Department of Transportation (MDOT) to partner with metropolitan planning organizations (MPO) and regional planning agencies (RPA) to work on the issue of regional transit mobility. The regional aspect of the initiative is defined by the Governor’s Regional Prosperity Initiative (RPI) Regions.

The Genesee-Lapeer-Shiawassee Region V Planning and Development Commission (GLS Region V PDC), as the RPA for GLS Region V, is currently working with MDOT and will work with contracted agencies to implement the Governor’s initiative.

To begin the first of three phases, staff asked each major transit agency in GLS Region V to provide detailed answers to help assess and document the need and the ability of individuals to make use of local transit services for trips that cross county lines and/or transit service areas. This report assesses the current knowledge of regional transit issues in Genesee, Lapeer, and Shiawassee counties which are represented by the GLS Region V PDC.

## Survey

In order to assess what is known regarding the need for regional transit mobility and the individual needs to use transit county to county, a survey was conducted. The letter and survey questions sent to the three major transit service providers in GLS Region V are attached in Appendix A. In addition to this initial survey, staff contacted smaller transit providers in GLS Region V to seek their input for phase one (see Appendix B). The following are responses to the survey from each county.

## Responses

### GENESEE COUNTY

#### **FLINT - MASS TRANSIT AUTHORITY (MTA)**

1. *Please define your primary service area:*

- a. The Mass Transportation Authority is the countywide transportation provider for Flint and Genesee County, Michigan. The MTA also serves six surrounding counties (Oakland, Livingston, Washtenaw, Shiawassee, Saginaw and Lapeer) through its regional services. The MTA family of

services includes fourteen primary fixed routes operating seven days a week; peak period routes that augment the primary routes at high demand times; regional service taking Genesee County residents to work places in other counties; and countywide paratransit services. MTA also provides Your Ride Demand Response transit services throughout Genesee County for the elderly, elderly disabled, mentally disabled and for those passengers who do not have access to the fixed route services.

- b. *Are there any special routes or circumstances when regional transit service is provided outside of the service area:*

Flint and Genesee County, Michigan have undergone a myriad of changes in past decades. What was once a stronghold for automotive enterprise and home to a dozen General Motors facilities employing thousands of workers is now a county where health care and social assistance agencies provide more jobs than transportation and manufacturing. In the past decade, the Flint metropolitan area has lost over 45,000 jobs. Residents of Genesee County are less financially stable, with many living at or below the poverty level, and are looking for transportation alternatives.

Residents of Genesee County are forced to seek job opportunities outside the county. MTA's regional service makes that possible by providing access to outside employment centers at an affordable cost. On a daily basis the MTA provides work-related transportation services on 19 different routes that operate on nearly a 24-hour a day basis. MTA has inter-local agreements with the transit agencies in six counties that surround Genesee County. These allow MTA to provide commuter service for workers to any location within 50 miles of downtown Flint, MI.

MTA currently provides regional transportation to Pinnacle Foods in Lapeer, Great Lakes Crossing in Auburn Hills, Delphi in Troy & Brighton, Morleys, and the VA Hospital in Saginaw. The regional routes also connect with SMART in Ann Arbor, the suburban Detroit public transportation system at the Great Lakes Crossing in Auburn Hills. Service between Genesee County and Oakland County, to the Auburn Hills area, operates every hour of the day (17 hours per day) seven (7) days per week. SMART then connects with DDOT, providing a means of travel throughout metropolitan Detroit. The maps, routes and schedules can be found at the MTA website ([www.mtaflint.org](http://www.mtaflint.org)).

2. *What is known regarding the need (demand) for regional transit mobility in the area?*

- a. The demand for regional transportation services is growing rapidly. The MTA anticipates more regional routes into Lapeer and Shiawassee Counties to accommodate manufacturing growth and seasonal work. Meijer has many farms and warehouses along the I-69 corridor west from the Flint area into Lansing. They are looking to hire workers, with a special focus on workers with disabilities. They are also looking to hire much of their workforce from the Flint area which will necessitate public transportation services.

The MTA also anticipates additional routes into Lapeer County to accommodate seasonal increases at Pinnacle Foods. The MTA is also looking to add a regional route to the Birch Run Outlet Stores to accommodate the workforce that reside in Flint and work in Birch Run. Additional regional service may include routes to Ann Arbor, specifically to the VA Hospital.

The MTA has been providing Regional Service to the six (6) adjoining counties since 1997. The use of public transportation to access jobs in other communities continues to grow at a substantial rate. On a daily basis, the MTA provides 3,500 one-way trips per day to support work related regional transportation so that individuals can access jobs in other communities. Reverse commute is now taking place with individuals in other communities that travel to Genesee County or through Genesee County for work-related transportation as far away as Saginaw on a daily basis.

3. *How is existing transit services configured and operated to facilitate trips across county or transit service area lines?*

- a. *Scheduling:*

The Mass Transportation Authority uses a combination of fixed routes and demand response Your-Ride services to provide full access to individuals that require transportation to work. The existing transit service is operated locally out of the MTA Administration and Operations facility located at 1401 S. Dort Hwy, Flint, MI and the MTA Transfer Center in downtown Flint. MTA is seeking to become a regional authority, providing a regional hub to encompass several surrounding counties, including Lapeer,

Shiawassee, Saginaw, Genesee, Tuscola, Sanilac, Huron, Livingston and Oakland counties.

*b. Hours of operation:*

The services begin at 4:30 a.m. and operate throughout the day and end at 1:00 a.m. The scheduling for local Your-Ride demand response transit service within Genesee County is handled through dispatch. All fixed routes depart from the downtown Transfer Center and have a time schedule that runs on the half hour from 6:30 a.m. to 9:30 p.m. Monday through Sunday.

Scheduling for regional transit service is with specific times and locations for arrivals and departures depending on the destination. Most of the regional route times are set according to working shifts to accommodate the workers as well as the employers. All regional routes depart from the Transfer Center in downtown Flint.

*c. Agreements:*

MTA has inter-local agreements with the Greater Lapeer Area Transit, Shiawassee Area Transit, SMART, DDOT, Saginaw, Oakland, and Livingston County Transit agencies. This makes it possible to take individuals across service boundaries to provide direct access to jobs. Copies of the inter-local agreements are available if needed.

*4. How would one of your transit users travel to a neighboring county?*

- a. A passenger could travel to another county by taking a regional route that is closest to their destination. Passengers can also transfer to the local transit service after crossing county lines.

The MTA has the most extensive regional transit system in the State of Michigan and currently the services are financially constrained, but as additional equipment and funds are available the service will be expanded to provide additional trips as far away as Lansing and into the Detroit area.

*5. Has a list of unmet local transit needs been developed? Regional transit needs?*

a. *Are there strategies on how to meet those needs?*

The Genesee County Coordinated Plan was recently updated in 2014. Through a workshop, the plan was able to identify a list of unmet needs, strategies to address those needs, and priorities for implementation. The MTA is currently conducting Strategic Planning for the next ten years, FY 2016 to 2026. In meeting with several local and regional groups, the MTA is identifying unmet transit needs as well as identifying future transit needs. Some of the needs identified include but are not limited to:

- Increased services to Veterans, both locally within Genesee County and regionally to provide transit service to the Ann Arbor VA Hospital and the Saginaw VA Hospital
- Non-Emergency Medical Transportation
- Additional bus stops
- Expanded regional transit service to include routes to Birch Run, Ann Arbor, Brighton and the Genesys campus
- Extended hours of operation
- Expanded transit service to include Hill Rd. Corridor
- Handicap accessible bus shelters

b. *Can the needs be prioritized?*

The initial results of MTA's Strategic Plan calls for the expansion of local and regional transit service to meet all the needs identified. The Genesee County Coordinated Plan has previously prioritized the unmet needs / gaps in service.

c. *Can the needs be categorized?*

The coordination with additional transit services and future inter-local agreements will allow the MTA to expand both fixed route and Your-Ride demand response transit services. The Genesee County Coordinated Plan has previously categorized the unmet needs / gaps in service.

d. *Have you conducted any surveys to identify those gaps?*

The MTA plans to survey several targeted groups for feedback and suggestions for serving unmet needs and expanding transit services, including veterans groups, clients using Mott Children's Health Center,

and passengers at the Transfer Center. The Genesee County Coordinated Plan update process in 2014 included a survey to identify available transit providers to help solve identified gaps in service.

6. *Do you know of any other agencies that provide local / regional transit services in your area?*

- a. The MTA provides the most extensive regional transit service in the state. There are several programs that provide transit services to their client population. The senior centers include: Montrose Senior Center, Eastside Senior Center, Foster Grandparent Program/Family Service Agency, Senior Companion Program/Family Service Agency, Visually Impaired Center/Family Service Agency, Vocational Independence Program, and Heart of Senior Citizens Center. The MTA also contracts with Jewish Community Services (JCS) to provide the Highway to Health program that allows individuals in our community to access trips to Henry Ford Hospital, U of M Ann Arbor and to the Veterans Hospital in Saginaw.

7. *What are the barriers to create/continue regional transit routes?*

- a. Obvious barriers to continuing and expanding regional transit routes include funding for operations, coordination, as well as expanding the bus fleet. Coordinating with surrounding local transit agencies will be vital to providing regional services.

The MTA is financially constrained within the available funds that come to their agency through the Job Access Reverse Commute (JARC) and other job funds that the agency receives through the State of Michigan. The financial constraint does not allow the MTA to address all of the needs that exist today and there is a need for additional equipment. It is anticipated that the current need for regional service to access jobs throughout other communities is approximately 10,000 individual passengers per day.

## LAPEER COUNTY

### **GREATER LAPEER TRANSPORTATION AUTHORITY (GLTA)**

1. *Please define your primary service area:*

- a. The authority of GLTA consists of the City of Lapeer, townships of: Deerfield, Elba, Mayfield, Lapeer and Oregon.
- b. *Are there any special routes or circumstances when regional transit service is provided outside of the service area:*

By statute GLTA has jurisdiction for the entire county. Lapeer County residents not in service area (*outside of GLTA authority*) receive transit services at a higher rate. With inter-local agreements with Genesee County and Oakland County; GLTA will take residents into those areas for shopping and medical appointments.

2. *What is known regarding the need (demand) for regional transit mobility in the area?*

- a. Regional transit is solely demand response in Lapeer County. Currently there is a need for daily service into Genesee County for employment and education. GLTA conducted a pilot fixed route service in early 2014 to determine the demand for regular service into Genesee County; however this service failed due to lack of ridership and cost per passenger. GLTA indicated there are no current discussions on a fixed route service.

3. *How is existing transit services configured and operated to facilitate trips across county or transit service area lines?*

a. *Scheduling:*

Locally and cross county transit is demand response only.

b. *Hours of operation:*

The hours of operation are 6:00 am – 8:00 pm.

c. *Agreements:*

The GLTA has an inter-local agreement with the MTA in Genesee County and with SMART in Oakland County (*See Appendix B*). Dispatchers with GLTA will take regular transit users to the Davison Your Ride center in Genesee County and schedule their transfer ahead of time. Elderly and



medical-purpose transit users will be given round-trip services. Service into Oakland County is only offered to the Great Lakes Crossing Mall.

The GLTA does not have agreements with St. Clair, Macomb, Sanilac or Tuscola counties.

4. *How would one of your transit users travel to a neighboring county?*
  - a. Residents in GLTA's service area requesting to travel into Genesee County could be taken directly to their destination or to MTA's Davison Transit Center depending on their need. Residents in GLTA's service area requesting to travel in Oakland County beyond Great Lakes Crossing would have access to the SMART system at that location.
  
5. *Has a list of unmet local transit needs been developed? Regional transit needs?*
  - a. GLTA has not conducted a needs assessment for regional travel.
  
6. *Do you know of any other agencies that provide local / regional transit services in your area?*
  - a. When the Red Cross discontinued their Med-A-Ride program in Lapeer County, the Community House of Hope Church took it over. The church provides medical transportation to residents of Lapeer County into Saginaw, Genesee, Washtenaw, Oakland, Wayne and beyond. To GLTA's knowledge, this service is free or paid for by donations.
  
7. *What are the barriers to create/continue regional transit routes?*
  - a. The largest obstacle for GLTA is funding as the current resources available provide just enough for basic local needs. With a large proportion of Lapeer County's population residing in rural areas, a fixed route service continues to be unattainable. Another barrier may be GLTA's current executive boards approach on servicing the municipalities that are not a part of the authority. Because the residents of the authority pay into a millage, the board may be reluctant to take those resources out of the service area. Another may be the business community. GLTA has received negative comments from the business community that by taking residents to shop outside the county, GLTA services are perceived to be taking business away from local businesses.

## SHIAWASSEE COUNTY

### **SHIAWASSEE AREA TRANSPORTATION AGENCY (SATA)**

1. *Please define your primary service area:*
  - a. SATA provides Dial-a-Ride (Demand Response) services to all of Shiawassee County, however the Cities of Owosso and Corunna and the Townships of Caledonia and Owosso are the primary service area. Other areas of the County are served by Dial-a-Ride when available. The Transportation Solutions Division (TSD), a division of SATA, is for any trip outside of Shiawassee County. TSD services are primarily volunteer-based, dependent upon availability of volunteer vehicles.
  - b. *Are there any special routes or circumstances when regional transit service is provided outside of the service area?*

The Transportation Solutions Division is divided into two tiers. The 1<sup>st</sup> tier is for persons with disabilities and seniors of Shiawassee County. The 2<sup>nd</sup> tier is coordination with other transit providers for the general public of Shiawassee County (*those that do not qualify for direct services*). The primary trip purpose is medical; however, TSD services are open to any purpose upon the availability of a driver.

2. *What is known regarding the need (demand) for regional transit mobility in the area?*
  - a. TSD has been in existence since October 2008 and in the six years of operations, they have provided nearly 20,000 one-way trips. Ninety-two percent (92%) of those trips have been to out-of-county destinations (Genesee, Ingham, Clinton, Livingston, Roscommon, and Saginaw). Services are used primarily for medical trips but there continues to be a need for employment transportation to these out-of-county destinations.

There is a significant need for increased regional coordination; however, nothing formal has been developed. Even though TSD services have been successful at meeting the need of out-of-county medical transportation, there is still a need for employment transportation to out-of-county destinations.

3. *How is existing transit services configured and operated to facilitate trips across county or transit service area lines?*
  - a. *Scheduling:*

Scheduling is demand response for both Dial-a-Ride and TSD services. Trips across county lines are provided through TSD. Local services are provided by TSD only when the Dial-a-Ride service is unavailable (e.g. late night, weekends, non-participating areas (any area not in the Cities of Corunna or Owosso or Townships of Caledonia or Owosso)).

*b. Hours of operation:*

The Dial-a-Ride service operates Monday through Friday. Services are offered in the Cities of Owosso & Corunna, Caledonia Township & Owosso Township areas from 6:30 a.m. to 10:00 p.m. All other areas in Shiawassee County are offered transit services from 6:30 a.m. to 6:00 p.m. with no regularly scheduled service on weekends or holidays.

TSD services are available 24/7, 365 days a year upon availability of a driver (volunteer-based).

*c. Agreements:*

SATA has inter-local agreements with each of the six surrounding counties' transit providers: Capital Area Transportation Authority (CATA), Mass Transportation Authority (MTA), Clinton Area Transit System, Livingston Essential Transportation Services, Roscommon County Transportation Authority (RCTA), and the Saginaw Transit Authority Regional Services (STARS).

*4. How would one of your transit users travel to a neighboring county?*

- a. A transit rider would use services provided by TSD. Transit riders can connect to another transit agency; however it can be difficult for mobility managers to coordinate with neighboring transit providers to have their vehicle there at the same time. SATA has recently had difficulty with transporting workers with disabilities into CATA's jurisdiction. This experience for these transit users can become stressful and confusing.

Barriers also exist with rural residents of Shiawassee County being comfortable or able to navigate the fixed-route systems once they enter neighboring urban communities such as Genesee or Ingham Counties.

*5. Has a list of unmet local transit needs been developed? Regional transit needs?*

- a. *Are there strategies on how to meet those needs?*

The Shiawassee County Coordination Plan (2009) briefly mentions in their 4<sup>th</sup> strategy “Develop a Sustainable Plan for Transportation Services” to develop regional partnerships. The Mobility Manager for SATA stated there will be a significant update to the plan in 2015 and broadened definition of regional partnerships.

The strategies for regional transportation include two focus areas: (1) Continuing to develop and expand coordination with neighboring transit providers; (2) Neighbors helping neighbors through continued support of the volunteer driver program of TSD, creation of a faith-based network of volunteers, and a rideshare website to access the 50% of the population that now commutes out of county for employment.

*b. Can the needs be prioritized?*

The needs have been prioritized informally based on the experience of SATA’s Mobility Manager. Employment is the primary need for regional transportation. Locally, it is having a robust county-wide system to include areas of Shiawassee County that are not served by the Dial-a-ride bus system. The entire county needs to have service with the same hours and same fees, regardless of address within Shiawassee County.

*c. Can the needs be categorized?*

The needs may be categorized during the 2015 update of the Shiawassee County Coordinated Transportation Plan. It was suggested that another method to categorize transit needs would be “Neighbors helping Neighbors” programs that do not rely on public transportation providers but connect people to one another (such as a rideshare website or volunteer driver program).

*d. Have you conducted any surveys to identify those gaps?*

Surveys were completed with the Coordination Plan in 2009.

*6. Do you know of any other agencies that provide local / regional transit services in your area?*

- a. Indian Trails, 989-725-5105; Shiawassee County Disabled American Veterans (DAV) van, Jerilyn Strein 989-743-2231; Memorial Healthcare Radiation Shuttle, Jamie Arndt 989-729-4085; Shiawassee County Department of Human Services non-emergency medical transportation, Dan Carly 989-725-3270; Informally an inventory is being done by the

Mobility Manager of church vehicles and those churches that are interested in being part of a faith based network of transportation providers, both church vehicles and volunteers.

7. *What are the barriers to create/continue regional transit routes?*

a. *Funding:*

Adequate funding is the major barrier to continue current and create new regional transit routes.

b. *Gap in service:*

Connecting regionally with neighboring communities is difficult because SATA does not have county-wide Dial-a-Ride service. Participating municipalities are in the center of the county leaving much of the North, West, and South areas with little to no transportation service.

c. *Other:*

Education for rural residents on how to use a fixed-route transportation system once SATA transit vehicles get them into neighboring urban communities is a major barrier. Furthermore, each county should have one person designated to know what transportation services are available and also be the contact person for other counties to connect with for regional transportation coordination.

## GLS Region V Summary

The counties in the GLS Region V have varied needs when it pertains to regional transit mobility. Genesee County is primarily urban while the counties of Lapeer and Shiawassee are rural in nature. Demand response transit is used throughout the region, while the Flint urban area is a mixture of both fixed route and demand response.

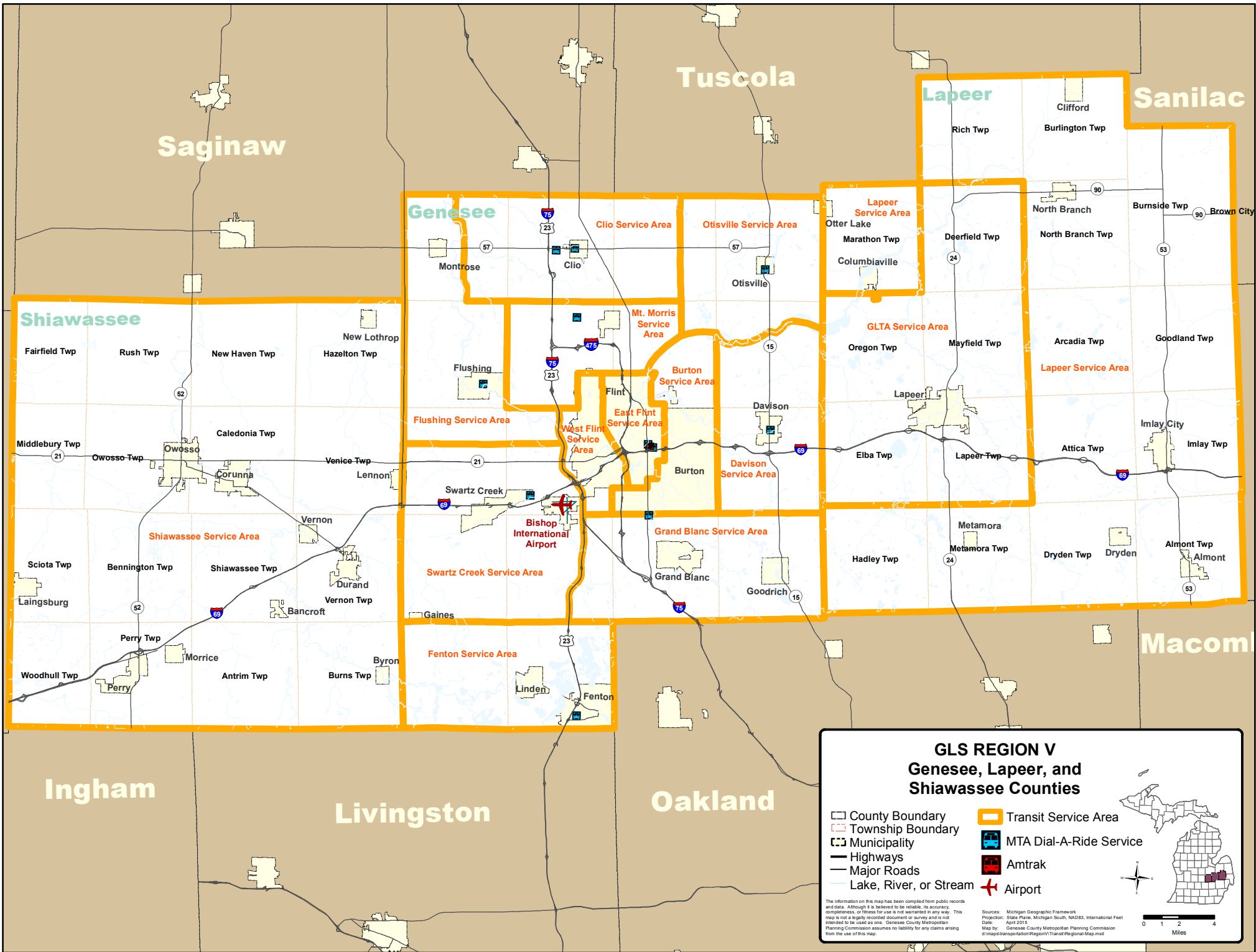
During a follow-up meeting with the three major transit agencies, it was found that there continues to be difficulties working with neighboring counties outside of GLS Region V and their respective transit agencies. In some instances, transit users (*with disabilities*) are forced to transfer multiple times to their employment or medical appointments due to boundary lines. GLS transit agencies are willing to drop off and pick up across boundary lines; however many of the non-GLS Region V agencies require passengers to be transferred. This policy can result in a stressful situation for elderly or disabled transit users. Difficulties for the users reach beyond scheduling between two or more transit providers but include any physical limitations. It was suggested that legislation, policy, or incentives may help encourage these select agencies to work together with “seamless boundaries” for regional transit.

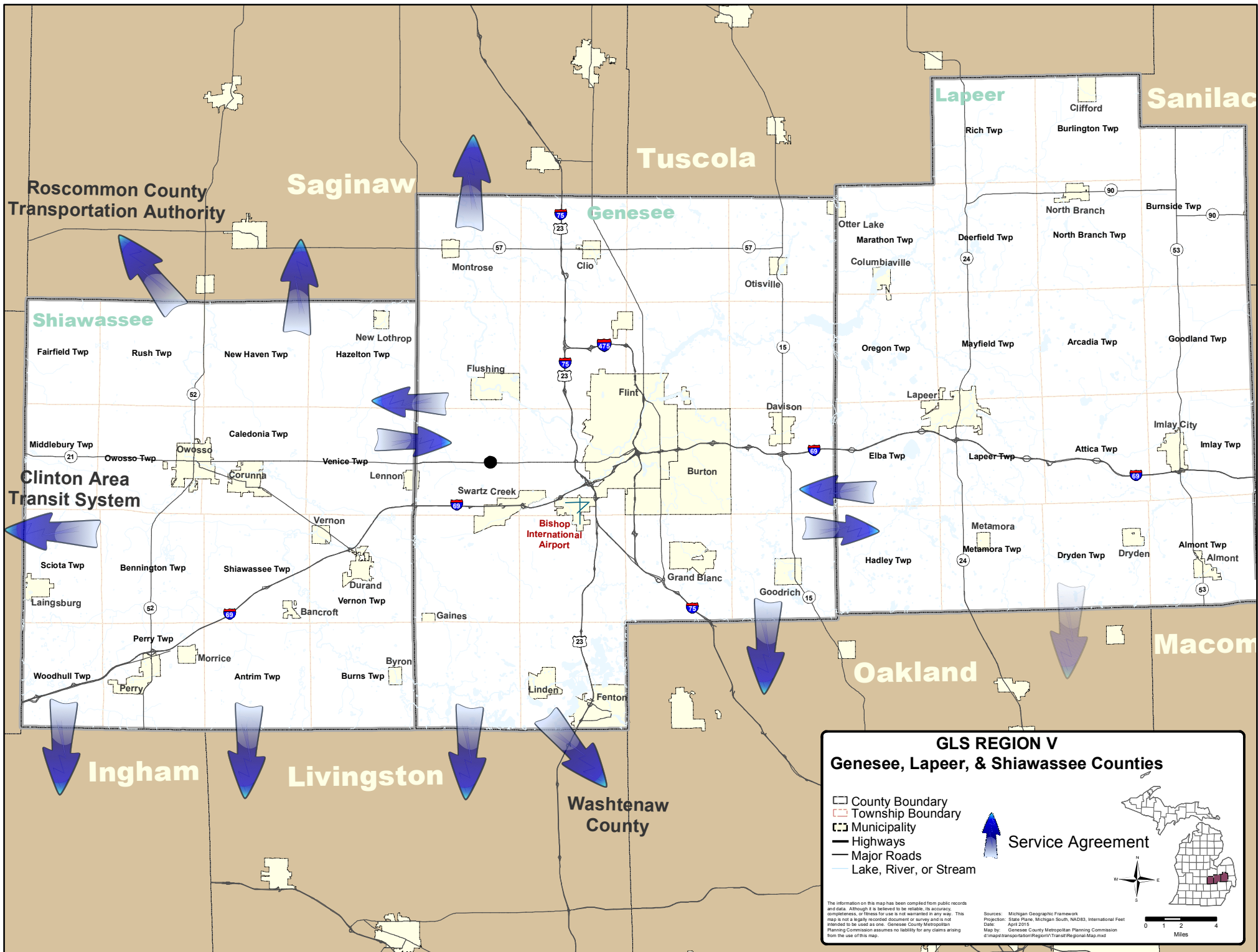
The Mass Transportation Authority also discussed their interest in becoming a regional transit authority, which would allow them to better serve the counties in GLS Region V and beyond. MTA would coordinate and partner with organizations along the I-69 Corridor including local chambers of commerce, public and private transportation providers, employers and medical facilities on their transportation needs.

The subject of funding was also raised as a major concern for continued program operation and the expansion of needed services (i.e. employment, non-emergency medical transportation).

It was suggested that the various transit program funding sources be changed to have similar requirements and timelines. Local funding for transit has limits to the local service area. In many communities, local business owners object to transit agencies using local funding to transport residents to other communities away from their businesses.

Through the multiple discussions and the detailed information provided by each major transit agency, it is evident the counties of Genesee, Lapeer, and Shiawassee work well together. The mobility managers and dispatchers for each agency successfully coordinate any trip requested by their users. This open communication helps this area maintain a robust, regional transit system within GLS Region V.





**GLS REGION V**  
**Genesee, Lapeer, & Shiawassee Counties**

- County Boundary
- Township Boundary
- Municipality
- Highways
- Major Roads
- Lake, River, or Stream

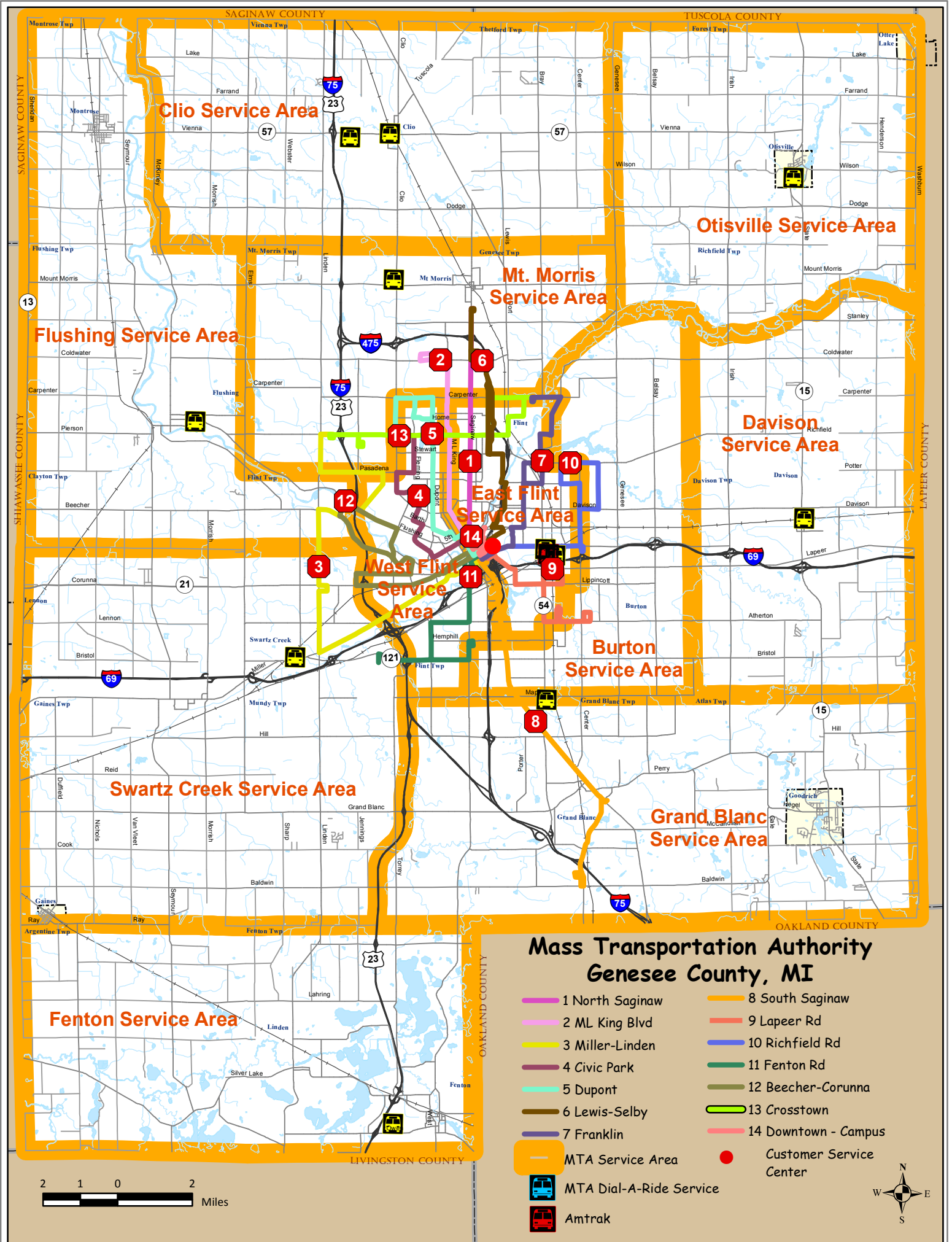
Service Agreement

The information on this map has been compiled from public records and data. Although it is believed to be reliable, its accuracy, completeness, or fitness for use is not warranted in any way. This map is not a legally recorded document or survey and is not intended to be used as one. Genesee County Metropolitan Planning Commission assumes no liability for any claims arising from the use of this map.

Sources: Michigan Geographic Framework  
 Projection: State Plane, Michigan South, NAD83, International Feet  
 Date: April 2015  
 Map by: Genesee County Metropolitan Planning Commission  
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0 1 2 4  
Miles





**Clio Service Area**

**Otisville Service Area**

**Mt. Morris Service Area**

**Flushing Service Area**

**Davison Service Area**

**East Flint Service Area**

**West Flint Service Area**

**Burton Service Area**

**Swartz Creek Service Area**

**Grand Blanc Service Area**

**Fenton Service Area**

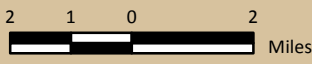
### Mass Transportation Authority Genesee County, MI

- 1 North Saginaw
- 2 ML King Blvd
- 3 Miller-Linden
- 4 Civic Park
- 5 Dupont
- 6 Lewis-Selby
- 7 Franklin
- 8 South Saginaw
- 9 Lapeer Rd
- 10 Richfield Rd
- 11 Fenton Rd
- 12 Beecher-Corunna
- 13 Crosstown
- 14 Downtown - Campus

MTA Service Area      Customer Service Center

MTA Dial-A-Ride Service

Amtrak







## Appendices

**Appendix A:** Letter and Survey

**Appendix B:** Additional County Information

## Appendix A: Letter and Survey



# Genesee-Lapeer-Shiawassee Region V Planning and Development Commission

ROOM 223 – 1101 BEACH STREET  
TELEPHONE (810) 257-3010

FLINT, MICHIGAN 48502-1470  
FAX (810) 257-3185

DEREK BRADSHAW  
FISCAL OFFICER

November 17, 2014

**TO:** Mass Transportation Authority

**FROM:** Jacob Maurer, *Planner I*  
GLS Region V Planning and Development Commission

**SUBJECT: Governor's Regional Transit Mobility Initiative – Data Request**

On June 2, 2014, Governor Snyder released a special message to the legislature on the topic of aging, titled "Making Michigan a Great Place to Live Well and Age Well." The special message included the following regarding access to transportation: "Michiganders, including many older adults, need regional mobility and transit providers to become more regionally focused. This is both an urban and rural issue." In that message, the Governor asked the Michigan Department of Transportation (MDOT) to partner with our metropolitan planning organizations (MPO) and regional planning agencies (RPA) to work on the issue of regional transit mobility. The regional aspect of the initiative is defined by the Governor's Regional Prosperity Initiative (RPI) Regions.

The GLS Region V Planning and Development Commission, as the applicant agency for RPI Region 6 (which includes the counties of Genesee, Huron, Lapeer, Sanilac, Shiawassee, St. Clair and Tuscola), will work with MDOT and contracted agencies to implement the Governor's initiative.

For the first task, we are asking transit and various other agencies in RPI Region 6 to help assess and document the current conditions of regional transit services (i.e. cross-county/cross system trips) within each county. Please fill out the attached survey with as much information as possible. Responses and supporting documentation can be submitted by e-mail to [jmaurer@co.genesee.mi.us](mailto:jmaurer@co.genesee.mi.us) or by fax at (810) 257-3185 by **Friday, December 5, 2014**.

Thank you again for your participation.

Jacob D. Maurer, *Planner I*  
GLS Region V Planning and Development Commission

**Purpose:** To document the need and the ability of individuals to make use of available local transit services for trips that cross county lines and/or transit service areas.

**Context:** This data is being collected from counties in the Regional Prosperity Initiative Region 6 (*RPI Region 6*), which includes the seven counties of Genesee, Huron, Lapeer, Sanilac, Shiawassee, St. Clair and Tuscola. (*Please note that trips and agreements outside RPI Region 6 should be included if already established and are significant to the local population.*)

**On a separate piece of paper, please answer the following questions:**

- 1) Please define your primary service area?
  - a. Include any maps and descriptions
  - b. Are there any special routes or circumstances when regional transit service is provided outside of the service area? (i.e. employment, medical, shopping)
- 2) What is known regarding the need (*demand*) for regional transit mobility in the area, i.e., what is known regarding individuals needs to use transit to make trips that cross county or transit service area lines? (*Regional can be county-to-county, transit service agency to transit service agency, etc.*)
- 3) How is existing transit services configured and operated (1) locally, and (2) to facilitate trips across county or transit service area lines? (*Please answer sub questions A thru C for both local and regional*)
  - a. Scheduling – is it fixed route, demand/response or other
  - b. Hours of operation
  - c. Agreements in place that allow transit agencies to cross service boundaries/county lines? If available, please provide those agreements.
- 4) How would one of your transit users travel to a neighboring county? Can someone connect to another transit agency?
- 5) Has a list of unmet *local* transit needs been developed? *Regional transit needs?* If so, please provide a list of those needs? (*Please answer sub questions A thru D for both local and regional*)
  - a. Are there strategies on how to meet those needs?
  - b. Can the needs be prioritized?
  - c. Can the needs be categorized under the following categories:
    - i. Increased coordination among transit providers
    - ii. Increased local transit service, either more service in existing service areas or new services in areas not currently served
    - iii. Other methods \_\_\_\_\_
  - d. Have you conducted any surveys to identify those gaps?

- 6) Do you know of any other agencies that provide local / regional transit services in your area? (i.e. senior centers, township, city) If so, please provide contact information.
- 7) What are the barriers to create/continue regional transit routes? Please identify and explain.
  - a. Funding
  - b. Gap in Service (geographically)
  - c. Other \_\_\_\_\_
- 8) If you were unable to answer any of the questions above, what was the obstacle to providing a response and what actions would it take for you to be able to provide a response.

Please send responses and supporting documentation by e-mail to Mr. Jacob Maurer at [jmaurer@co.genesee.mi.us](mailto:jmaurer@co.genesee.mi.us) or by fax at (810) 257-3185 by **Friday, December 5, 2014**.



## Appendix B: Additional County Information

Genesee County

# Coordinated Public Transit- Human Services Transportation Plan



## Table of Contents

<b>Introduction</b> .....	<b>1</b>
Requirements .....	1
Definition of the Plan.....	2
<b>Target Populations in Genesee County</b> .....	<b>3</b>
Elderly Populations .....	3
Persons with Disabilities .....	5
Persons of Low Income .....	7
<b>Identification of Appropriate Stakeholders</b> .....	<b>9</b>
List of Stakeholders Invited to Participate .....	9
<b>Public Participation Efforts for the Coordinated Plan</b> .....	<b>11</b>
<b>Assessment of Available Services</b> .....	<b>13</b>
Summary of Current Services .....	13
Summary of Transportation Services Received .....	15
<b>Assessment of Transportation Needs</b> .....	<b>20</b>
Unmet Needs / Gaps in Services Narrative .....	21
<b>Strategies to Address the Unmet Needs and Gaps in Services</b> .....	<b>28</b>
<b>Priorities for Implementation</b> .....	<b>29</b>
<b>Next Steps</b> .....	<b>30</b>

## Table of Figures

Figure 1: Population 65 and Over .....	4
Figure 2: Disabled Population .....	6
Figure 3: Population below Poverty .....	8

## List of Tables

Table 1: Transportation Service Inventories Received .....	19
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### **Appendix A**

Workshop Mail-Out Packet

### **Appendix B**

RSVP Postcard

### **Appendix C**

Workshop Sign-in Sheet, Handouts, and Evaluations

### **Appendix D**

Public Participation Documentation

## **Introduction**

The Genesee County Metropolitan Alliance (GCMA) is the Metropolitan Planning Organization (MPO) for Genesee County. An MPO is the forum for cooperative transportation decision making for a metropolitan planning area, and members of GCMA include representatives from local units of government and local citizens. They meet monthly in the Genesee County Administration Building in downtown Flint. GCMA cooperates with the State of Michigan, transit operators, local units of government, and other key transportation entities to carry out the planning process. Staffing for GCMA is provided by the Genesee County Metropolitan Planning Commission (GCMPC). GCMPC administers the programs that distribute federal funding to local transportation projects.

In addition to the Coordinated Plan process that produced this document, GCMPC also participates in community planning efforts by attending the Local Advisory Council (LAC) meetings on a regular basis, by working with local social service agencies, and by funding related programs, such as Emergency Shelter Grants and Supportive Housing Programs. These programs assist emergency shelters, transitional housing facilities, and agencies that provide mediation and supportive service for the homeless or near-homeless population in Genesee County. GCMPC administers the Community Development Block Grant Program (CDBG) as well. Its primary objective is to develop viable urban communities by providing decent housing, a suitable living environment, and expanded economic opportunities for people of low and moderate income.

GCMPC staff, afterwards referred to just as "staff", prepared this Coordinated Plan on behalf of the Mass Transportation Authority (MTA) in Genesee County. The MTA is the designated recipient of the State's Specialized Services Program funds and is the supporting/coordinating agency for a number of recipients of the Section 5310 and Section 5317 Programs.

## **Requirements**

### MAP-21 Surface Transportation Act

The federal surface transportation legislation, Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21), was signed into law in July of 2012. This legislation replaces the SAFETEA-LU Act of 2005. The new legislation continues to hold the requirement that all funded projects be derived from a locally developed, coordinated public transit-human services

transportation plan. Furthermore, the coordinated plan shall be developed through a process that includes representatives of public, private, non-profit and human services transportation providers and participation by members of the public.

Under MAP-21, Section 5316: *Job Access and Reverse Commute* and Section 5317: *New Freedom* was repealed. Activities eligible under both sections are incorporated elsewhere. The Job Access and Reverse Commute (JARC) grant is moved to the Federal Transit Authority's urban and rural formula programs. The New Freedom grant program merges with Section 5310: *Enhanced Mobility of Seniors and Individuals with Disabilities*.

### **Definition of the Plan**

The plan is defined as a locally developed, coordinated public transit-human services transportation plan that identifies the transportation needs of individuals with disabilities, elderly individuals, and individuals with low incomes, provides strategies for meeting those local needs, and prioritizes transportation services for funding and implementation.

### Required Elements of the Plan

There are five required elements for the Coordinated Plan. The elements are as follows, along with the page numbers where they can be found in this document:

1. Identify the stakeholders in the process. (See page 9.)
2. Provide an assessment of available services that identifies current providers (public, private and non-profit). (See page 13.)
3. Provide an assessment of transportation needs for individuals with disabilities, elderly individuals, and individuals with low incomes. (See page 20.)
4. Provide strategies and/or activities to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery. (See page 27.)
5. Provide priorities for implementation based on resources, time, and feasibility for implementing specific strategies and activities identified. (See page 29.)

## **Target Populations in Genesee County**

The Coordinated Plan focuses on three populations in Genesee County: the elderly, persons with disabilities and persons of low income. Individuals in these three groups tend to have a greater need for public transit services, or private transit services. For this reason, a description of these populations in Genesee County is included here.

### **Elderly Populations**

The population of Genesee County in 2010 was 425,790. Of this number, approximately 58,189 persons were age 65 and older. This is 13.7% of the County population, and is almost exactly the same as the state average of 13.8%. Of these 58,189 elderly persons, 24,664 (42%) were male and 33,525 (58%) were female. Currently in Genesee County, there are fifteen senior citizen centers spread throughout the county. Most of these provide some limited form of transportation for the seniors they serve. See Figure 1 for a map showing the locations of the elderly population in Genesee County.

Elderly passengers may experience limitations that affect their use of transit services. Although perhaps physically capable of riding a Fixed Route bus, their general frailty and feelings of vulnerability may prevent them from doing so. If elderly passengers have recently stopped driving due to declining abilities, they will be lacking in transit experience. Their fear of the unknown and reluctance to try something new can be overcome through positive transit experiences. Travel training for new passengers can teach them what they need to know about the transit system. This knowledge will give them the freedom to get around, while providing a feeling of comfort and security, leading to an overall positive experience.



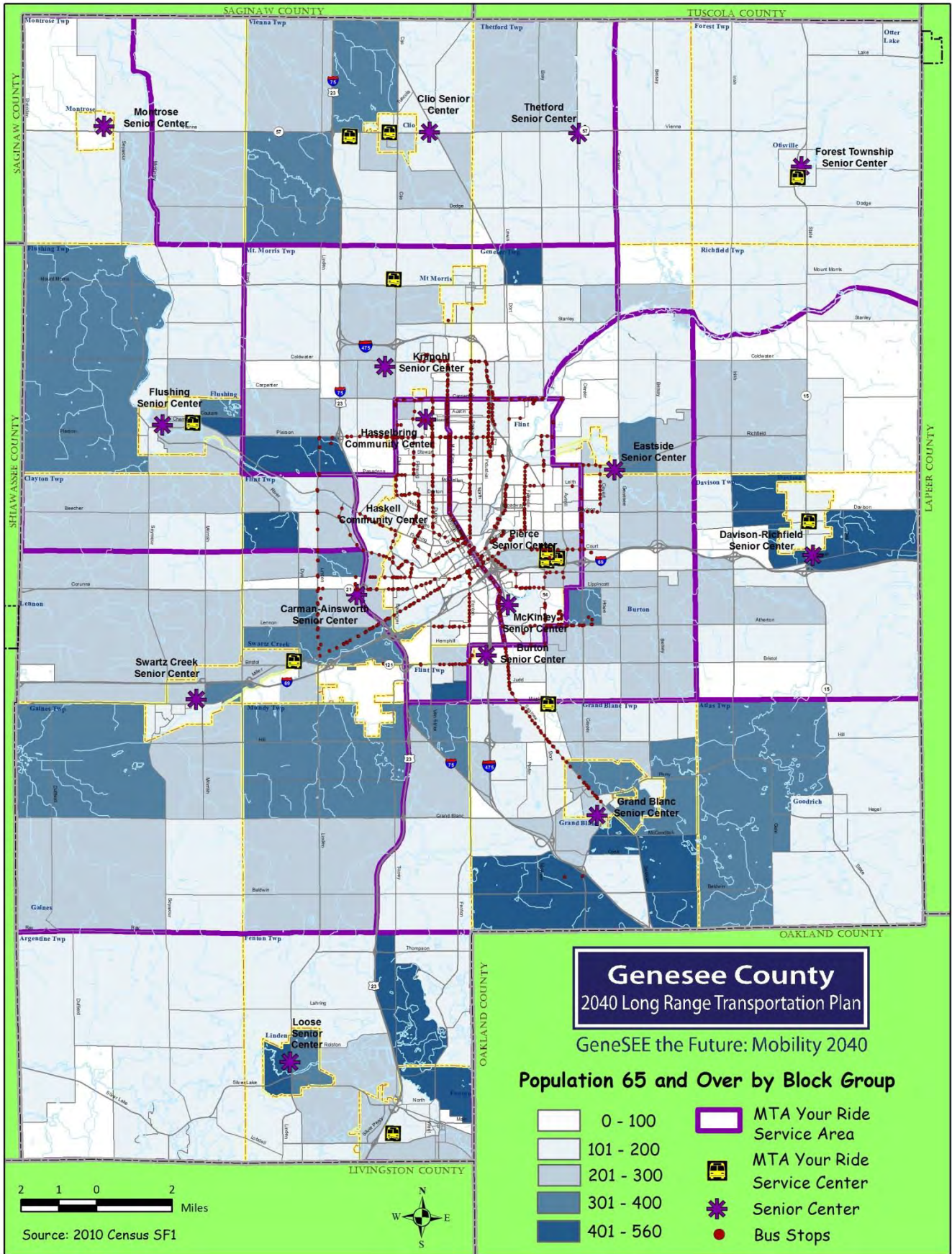


Figure 1: Population 65 and Over

## **Persons with Disabilities**

The United States Census Bureau defines a disability as a significant limitation in sensory, physical, or mental functions, the ability to provide self-care, or the ability to function outside of one's home. Many individuals with disabilities rely on public transportation as their sole means of transportation. According to the 2010 U.S. Census, 39% of Genesee County's population aged 65 and over reported having a disability, which is higher than the State of Michigan's figures. Persons with disabilities have used MTA services in increasing numbers, and comprise nearly fifty percent (50%) of all paratransit passengers. See Figure 2 for a map showing the locations of the disabled population in Genesee County.

Persons with disabilities in Genesee County span a broad range of physical and mental ability. Many of these individuals are capable, sometimes with guidance, of using a Fixed Route service. Passengers with disabilities who are not able to ride a Fixed Route bus have access to the Curb-to-Curb service to meet their transportation needs. Some of them may also need assistance from the curb to their door. Limitations with mobility affect the amount of time it takes some passengers to get to the vehicle, and on and off the vehicle, affecting trip schedules. There are also time constraints on how long certain passengers can tolerate riding on a vehicle. Both Fixed Route and Curb-to-Curb drivers need and receive continued training to help them understand and address the capabilities and limitations of passengers with disabilities. The Disability Network and the Visually Impaired Center provide training to the MTA vehicle operators, to help ensure that all passengers' needs are met.

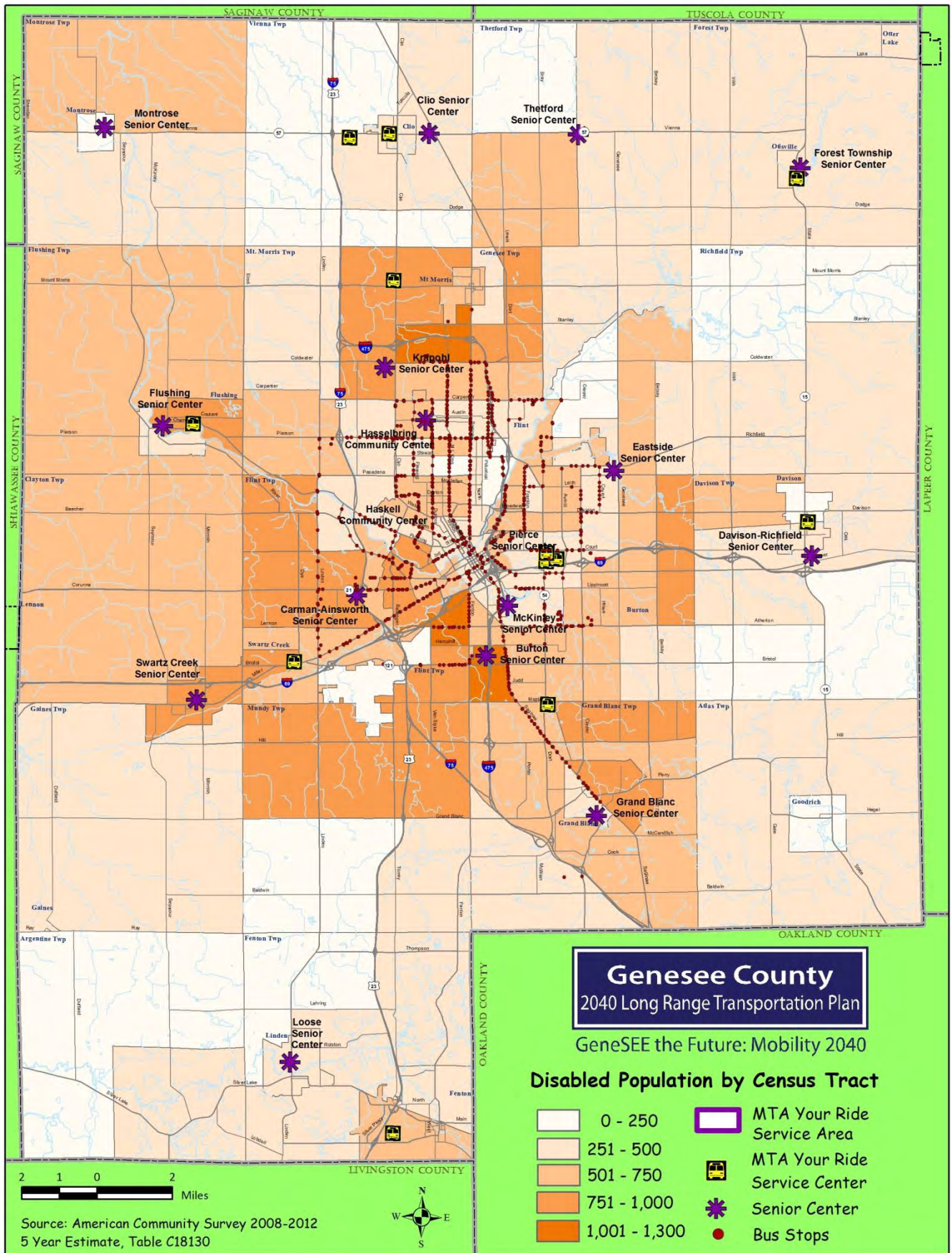


Figure 2: Disabled Population

## **Persons of Low Income**

Low income is defined as income at or below 60% of Area Median Income, as adjusted for household size. The median family income in Genesee County was estimated at \$48,979 according to the 2010 American Community Survey. This is 13% less than the State of Michigan's median family income of \$56,101. Furthermore, approximately 21% of all people in Genesee County had income in the past 12 months below the poverty line.

Persons of low income affect multiple age groups. Approximately 30% of related children under 18 years old were below the poverty level, compared with about 6% of people aged 65 years and over. Of all families, approximately 17% had incomes below the poverty level, as did approximately 39% of families with a female householder and no husband present.

The individuals struggling with low incomes in Genesee County face many challenges. They may be separated from good jobs due to lack of reliable transportation, or transportation at the times they need it, which may be different from what is currently available. There is also the challenge of affording the transportation which is available. A low income can force many people to make decisions between purchasing food, medicine, clothing, shelter, or transportation.

According to the 2010 American Community Survey 1-Year Estimates, there were approximately 40,460 unemployed individuals in Genesee County's civilian labor force of 192,273 persons. This is approximately 12.2% unemployment for the population 16 years and over. For this same period, there were 1,990 persons who took public transportation to commute to work. This is approximately 1.3% of workers 16 years and over commuting to work. See Figure 3 for a map showing the locations of the low-income population in Genesee County.

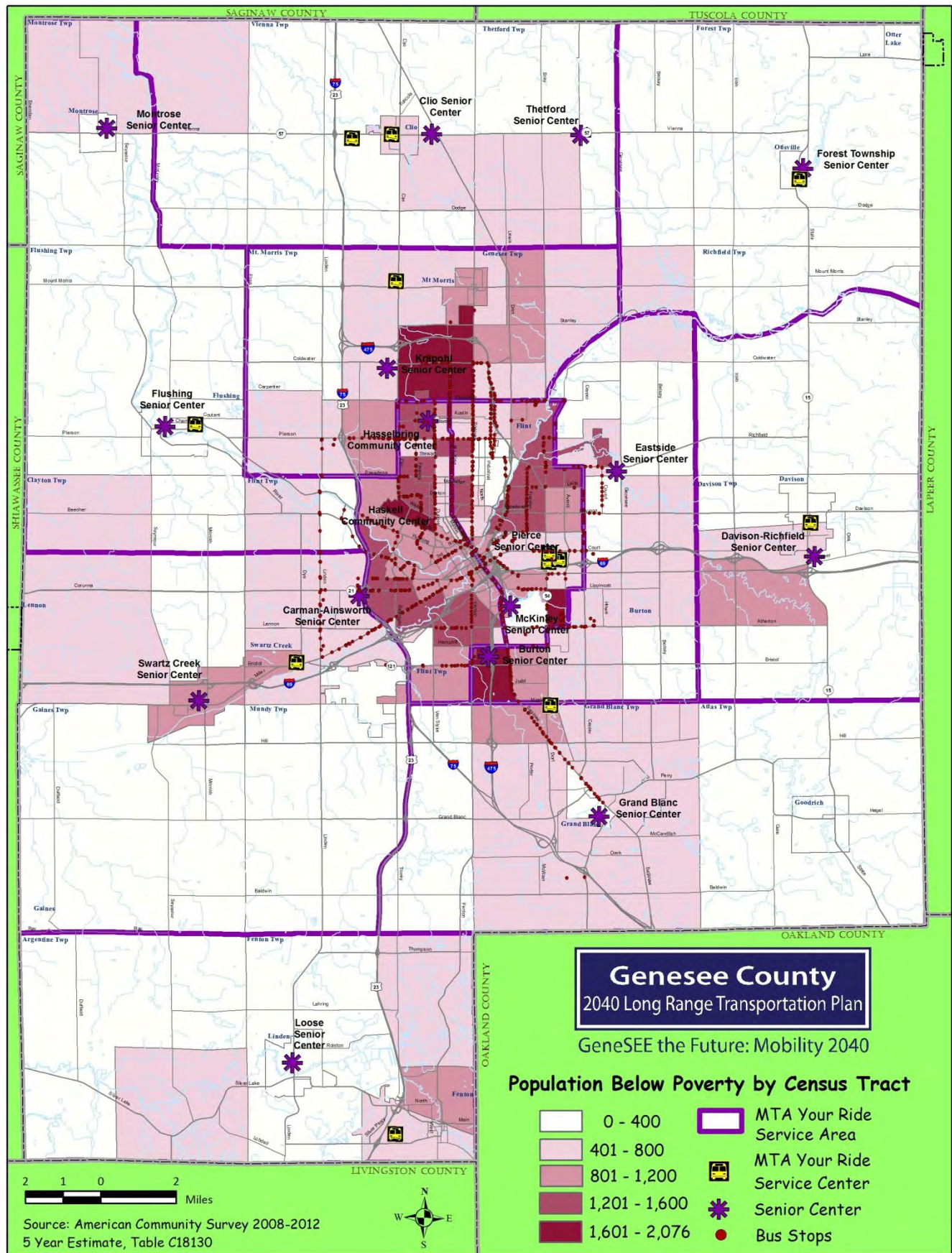


Figure 3: Population below Poverty

## Identification of Appropriate Stakeholders

Public participation efforts for the plan began with a workshop, which staff planned in order to obtain vital information from local stakeholders concerning the transportation needs of the three identified groups. This information would serve as the backbone of the Genesee County Coordinated Public Transit-Human Services Transportation Plan. First of all, staff had to decide who to invite to the workshop, and developed a mailing list of over 150 stakeholders from then public transit and human services fields. A great deal of time was spent in identifying which agencies should participate in the workshop. Staff began with the LAC list from MTA. The LACs include transit users and help keep the MTA in tune with its patrons, providing important information from which customer service determinations can be made. This basic list was then expanded by adding the Federal Highway Administration (FHWA), the Federal Transit Administration (FTA), the Michigan Department of Transportation (MDOT), and local units of government. Next, staff went through existing GCMPC mailing lists, and picked out appropriate transit and human service agencies for the list. Several staff discussions on the process of identifying agencies helped to round out the list. Also, several stakeholders suggested additional agencies for the list. The stakeholders include many agencies that work with the low-income population, the disabled and the elderly. The complete list of stakeholder agencies appears below and in Appendix D.

### List of Stakeholders Invited to Participate

Action Management Corporation	City of Fenton
American Arab Heritage Council	City of Flint
Amtrak-Government/Public Affairs	City of Flushing
Ann Arbor Area Trans Authority	City of Grand Blanc
Argentine Township	City of Linden
Atlas Township	City of Montrose
Baker College of Flint	City of Mt. Morris
Best Cab Company	City of Swartz Creek
Brennan Community Center, Attn: Shirley Milton	Clayton Township
Brennan Senior Center	Clio Senior Center
Bureau of Services for Blind Persons	Crim Fitness Foundation
Burton Senior Center	Davison Township
Capital Area Trans Authority	Davison-Richfield Senior Center
Carman-Ainsworth Senior Center	Diplomat Pharmacy
Carriage Town Ministries	Disabled American Veterans Chap. 3
Catholic Charities Flint	Eastside Senior Citizens Association
Catholic Outreach	Eastside Senior Citizens Center
Charles Stewart Mott Foundation	FACED
City of Burton	Family Service Agency
City of Clio	Federal Highway Administration - Michigan Division
City of Davison	Federal Transit Administration

Fenton Township  
 Flint & Genesee Chamber of Commerce  
 Flint Community Schools  
 Flint Dialysis of Davita  
 Flint Downtown Development Authority  
 Flint Genesee Job Corps  
 Flint Housing Commission  
 Flint Human Relations Commission  
 Flint NIPP  
 Flint Parks and Recreation  
 Flint Township  
 Flushing Area Senior Center  
 Flushing Township  
 Forest Township  
 Forest Township Senior Center  
 FTA  
 Gaines Township  
 Genesee Area Skill Center - Transportation  
 Services  
 Genesee County Association for Retarded  
 Citizens  
 Genesee County Community Action  
 Resource Department  
 Genesee County Community Mental Health  
 Genesee County Department of Veterans  
 Services  
 Genesee County Emergency Mgmt. &  
 Homeland Security  
 Genesee County Family Independence  
 Agency  
 Genesee County Health Department  
 Genesee County Office of Senior Services  
 Genesee Intermediate School District  
 Genesee Township  
 Genesys Health System  
 Goodwill Industries  
 Grand Blanc Senior Citizens Center  
 Grand Blanc Township  
 Great Lakes Crossing  
 Greater Flint Council of Churches  
 Greater Lapeer Trans Authority  
 Haskell Community Center  
 Hasselbring Senior Center  
 Heart of Senior Citizens Services  
 Hey, Taxi  
 Hurley Medical Center  
 Indian Trails, Inc.  
 International Taxi & Shuttle  
 Jewish Community Services - Federation &  
 Community  
 Kettering University  
 Kettering University - University Ave Corridor  
 Coalition  
 Krapohl Senior Center  
 Legal Services of Eastern Michigan

Livingston Essential Trans Service  
 Lockwood Management  
 Loose Senior Center  
 Love, Inc.  
 Mass Transportation Authority  
 McLaren Regional Medical Center  
 MCSI  
 MDOT - Office of Passenger Trans  
 MDOT - Office of Passenger Trans  
 Members of SAGE  
 Metro Housing Partnership  
 Michigan Department of Human Services  
 Michigan Department of Transportation  
 Michigan State Housing Dev Authority  
 Michigan Works Career Alliance  
 MichiVan  
 Mission of Peace  
 Montrose Senior Center  
 Montrose Township  
 Mott Children's Health Center  
 Mott Community College  
 Mt. Morris Township  
 MTA Elderly & Disabled LAC  
 Mundy Township  
 NAACP  
 Overflow Resources Transportation  
 Priority Children  
 REACH  
 Resource Genesee  
 Richfield Township  
 Saginaw Transit Authority  
 Salem Housing Task Force  
 Salvation Army  
 SCSAC  
 Shelter of Flint  
 Shiawassee Area Trans Agency  
 Stat EMS Wheelchair Services  
 Suburban Mobility Authority  
 Swartz Creek Senior Center  
 T R Harris Resource Center  
 The Disability Network  
 Thetford Senior Center  
 Thetford Township  
 U of M Flint - Chancellor Office  
 United Way of Genesee County  
 Valley Area Agency on Aging  
 Vienna Township  
 Village of Gaines  
 Village of Goodrich  
 Village of Lennon  
 Village of Otisville  
 Village of Otter Lake  
 Visually Impaired Center  
 YWCA Greater Flint

## **Public Participation Efforts for the Coordinated Plan**

A Coordinated Plan Workshop mail-out packet was put together, consisting of an invitation letter including a Self-Assessment online survey, Transportation Services Inventory form, and a postage-paid envelope. This packet was mailed to each entity on the Coordinated Plan mailing list five weeks in advance. (See a copy of the workshop mail-out packet in Appendix A.) The stakeholders were asked to fill out the survey and inventory and return them to the GCMPC offices before the workshop. Prior to the workshop, staff received 24 Transportation Service Inventories and 10 Self-Assessment surveys. Staff compiled the information from the inventories and the surveys, and presented the results as a hand-out at the Workshop. (See Appendix C for the summaries of the surveys and inventories.)

Approximately 20 attendees, plus staff, participated in the Genesee County Coordinated Public Transit-Human Services Transportation Plan Workshop, held on May 15, 2014 at the MTA Administration Building in Flint, Michigan. The workshop started with introductions as each attendee stated which agency they were representing. On the workshop sign-in sheet, 17 attendees were listed; however, 2 did not show up, 5 attended without pre-registering for a total of 20 attendees. Staff explained why a Coordinated Plan was needed, and talked about the major goals of the plan. A review of the results of the surveys and inventories was also discussed. After this point in the workshop, the attendees were broken up into three groups, and given their first task of the day.

Each group had to re-evaluate the current list that identified unmet needs and gaps in services regarding transportation for the elderly, disabled, and persons of low income. This task had a time limit of 20 minutes to discuss and report out. Staff provided a hand-out with the entire list of unmet needs originally identified in 2007. (See Appendix C for copies of the workshop hand-outs.) The groups were provided with large notepaper and markers to transcribe their revisions. Staff kept the groups on task by giving them a warning when the 20 minutes was almost up. The three groups re-evaluated and developed new lists of identified unmet needs and gaps in services for Genesee County. The lists begin on page 20.

The second workshop task was to then re-identify potential strategies to meet those unmet needs and gaps in services. Staff again provided a hand-out with the strategies originally identified during the 2007 workshop. The groups were given 25 minutes to complete the task. The participants



developed lists of potential strategies to address the identified unmet needs and gaps in services. These lists begin on page 27.

While the participants took a 10 minute break, staff took the lists of strategies from the three groups and consolidated them into one master list in front of the room. After the break, groups got back together and were directed to view the master list of strategies to begin the third workshop task of the morning. Their task was to prioritize the new list of identified strategies. Participants did so by using dot stickers to vote for the top 6 strategies their group felt were most important. The groups were given 30 minutes to discuss, assign priorities, and defend their choices in front of the audience. Rankings were determined by the number of group votes and dependent on the original order. For example if strategy #3 received more stickers than strategy #2, the third strategy has more ranking. The final prioritized list begins on page 29.

Following the final task, staff informed attendees that they would receive the initial results (*of the identified unmet needs, strategies to address those unmet needs, and their final prioritized strategies*) in approximately one week from the workshop. Attendees were also informed where the current Genesee County Coordinated Plan could be found and when approximately the new plan will be ready for review.

## **Assessment of Available Services**

Staff used the Transportation Services Inventories received from the stakeholders, and information from MTA, to develop a table (See Table 1) and a summary of available services in Genesee County. The narrative provides details of the services mentioned in the table.

### **Summary of Current Services**

The MTA, as the agency authorized to provide public transportation services in Flint and Genesee County, operates thirteen primary Fixed Routes seven days a week, except national holidays. Monday through Friday, service operates from 6:30 a.m. to 6:30 p.m., on 1/2-hour headways, and from 6:30 p.m. to 10:00 p.m. on one (1) hour headways. On Saturdays, the 13 primary fixed routes operate from 6:30 a.m. to 12:00 a.m., on one (1) hour headways. Sunday hours of service are 9:30 a.m. to 7:00 p.m., with buses operating on one (1) hour headways. The primary Fixed Routes are augmented with Primary Peak Hour Service to meet customer demand and expectations. These routes provide Peak Service, mornings and afternoons and provide service to the general public. The MTA may adjust hours of service as needed.

The MTA also operates Curb-to-Curb "Your Ride" service throughout Genesee County, seven (7) days a week. The service hours of operation are the same as Fixed Route: 6:30 a.m. to 10:00 p.m. Monday through Saturday, and 9:30 a.m. to 7:00 p.m. on Sundays. This countywide service operates through eleven (11) local service centers, three of which are located at the MTA Operations Facility on Dort Highway. Vehicles circulate within the eleven service areas, and passengers can travel outside of their service area by taking a shuttle. In areas where Curb-to-Curb service overlaps with the Fixed Route service, eligibility criteria have been established for the Curb-to-Curb service, to ensure that passengers who need this personalized level of service the most have access to it. Passengers in the East and West Flint service area must have a disability, be at least 65 years of age, or be a small child traveling alone in order to be eligible for Curb-to-Curb service. Unrestricted Curb-to-Curb service is available to all customers outside of the Fixed Route service area. Your Ride Service Centers are located throughout the county, in Burton, Mt. Morris, East Flint, West Flint, Davison, Fenton, Flushing, Grand Blanc, Swartz Creek, Clio, and Otisville. MTA also provides regional transportation services. These services interconnect with the services provided in adjoining counties by other public transit agencies such as Ann Arbor Transit Authority (AATA), Saginaw Transit Authority (STARS), Greater Lapeer

Transit Authority (GLTA), Suburban Mobility Authority for Regional Transportation (SMART), Livingston Essential Transportation Services (LETS), and Shiawassee Area Transportation Agency. This provides an economical alternative for passengers who travel between urban areas for various reasons. The Work-Related LAC focuses on addressing the concerns of access-to-work and welfare-to-work programs. Reliable transportation is a major impediment that needs to be overcome in order to transition persons off of welfare and into the regular workforce.

Many of the local senior centers also provide transportation, but these services tend to be limited. Some will only transport their seniors to a certain geographic area, and most have restrictions on the days and times that service is available. Some are unable to offer transportation at all. Many local agencies and faith-based organizations also offer limited transportation services, but usually only to their clients who are traveling to limited geographic areas.

There are several private transportation services available at any time of the day or night, but their costs may be prohibitive to low-income individuals. They also may not be equipped to handle persons with disabilities. The following tables are the results of 24 transportation service inventories received prior to the Coordinated Plan Workshop held on May 15, 2014.

## Summary of Transportation Services Received

Agency	Eligibility Restrictions	Service Area	Vehicles	Scheduling	Fares
Brennan Senior Center	Age 65+; and persons with disability or on Medicare	Genesee County	Uses MTA Your Ride	Demand Response; Monday-Sunday	\$2.25 each way
Brennan Senior Community Center	n/a	Lapeer Rd. to the north, Lippincott Blvd. to the south, Center Rd. to the east, & S. Saginaw St. to the West	Uses MTA Your Ride	Demand Response; Monday-Friday, 8:00 a.m. - 5:00 p.m. & holiday: n/a	Low fare or free bus pass
Burton Senior Center	Age 60+; residing in the City of Burton or within 5 miles of Center	Living in the City of Burton, or within 5 miles of the Center	Shuttle: 8 passenger with lift and one tie down; Van: 12 passenger without lift	Demand Response; Mon., Tues., Thurs., & Fri. 8:00 a.m. to 4:30 p.m. & holiday: n/a	\$1.00 donation
Carman-Ainsworth Senior Center	Age 60+	N-Pierson road, S-Hill road, E-Elms, W-Dort Hwy	16 passenger bus - no lift, wheelchair with 8 people	Demand Response; Monday-Friday, 8:00 a.m. - 3:00 p.m.	\$2.00 each way
Davison Area Senior Center	60+ and Genesee County resident	4 mile radius of Davison Senior Center	15 passenger van, non-handicap accessible	Demand Response; Monday-Friday, 9:00 a.m. - 4:00 p.m.; 24 hour notice	\$5.00 round trip within 4 miles
Eastside Senior Citizens Association	Senior Citizens who are 60+; who are in designated service area	North to Mt. Morris Road, East to Irish Road, South to Lippincott, and West to Court St.	2005 Ford Conversion Vehicle; 12 passenger van with lift	Demand Response; Monday-Friday, 8:00 a.m. - 4:00 p.m.	\$3.00 each way

Agency	Eligibility Restrictions	Service Area	Vehicles	Scheduling	Fares
Family Service Agency of Mid-Michigan / Foster Grandparent Program	Foster Grandparents; age 55+ ; Income 200% of poverty or less	Genesee County	One 15-passenger van	Fixed Route; Monday-Friday, 7:00 a.m. - 4:00 p.m.	Free to Client
Flushing Area Senior Center	Seniors age 50+ within Flushing School District	Flushing School District (unless pre- scheduled)	One 14-passenger van- no lift or ramp	Fixed Route; Monday-Friday, 8:30 a.m. - 2:00 p.m. and holiday: n/a	Suggested \$3.00 donation
Flushing Township	Seniors	Flushing Township, Clayton Township, & Flushing City	2 vehicles (one bus and one van)	Fixed Route; Monday-Friday, and holiday: n/a	Free to Client
Genesys Health System	PACE (program for all inclusive care for the elderly) - Spring 2015	Genesee County	TBD	Demand Response	TBD
Greater Lapeer Transportation Authority	Available to all residents	City of Lapeer, Townships of Deerfield, Elba, Oregon, Mayfield, & Lapeer	12 vehicles (seats 14); 15 vehicles (seats 22-26)	Demand Response; Monday-Friday, 6:00 a.m. - 8:00 p.m. and Saturdays 9:00 a.m. - 3:00 p.m.; and major holiday: n/a	\$1.50: Disabled & 60+; \$2.00: Students 5-18; \$3.00: 19+

Agency	Eligibility Restrictions	Service Area	Vehicles	Scheduling	Fares
Hasselbring Senior Center	Seniors age 60+ and center member	Genesee County	MTA Your Ride, & Genesee County Senior Center Van	Fixed Route, Demand Response; Monday-Friday, 9:00 a.m. - 5:00 p.m. and major holiday: n/a	Van Service: free to member
Hurley Medical Center	Emergency transportation of pediatric patients only	Genesee County	Ambulance	Demand Response	n/a
Jewish Community Services - <i>Highway to Health</i>	Must be a Genesee County resident for out-of-County medical appointments	Ann Arbor, Saginaw, Lansing, & Detroit area	One 9-passenger van ( <i>with lift</i> ), One 7 passenger van ( <i>space for 1 wheelchair</i> ), One 6 passenger van ( <i>space for 2 wheelchairs</i> )	Demand Response; Four week days, 1st call/1st serve basis & holiday: n/a	Sliding Fee Scale, Medicaid reimbursement
Jewish Community Services - <i>Local Transportation Services</i>	Must be a Genesee County resident	Genesee County	One 15-passenger bus ( <i>with lift</i> ), One 12 passenger bus ( <i>space for 1 wheelchair</i> ), One 9 passenger bus ( <i>space for 2 wheelchairs</i> )	Demand Response; Monday-Friday, 8:30 a.m. - 4:30 p.m. & holiday: n/a	\$2.25 each way, rides are not denied if client is unable to pay
Loose Senior Center	Case by case basis (only provide monthly / daily bus passes)	Genesee County	Uses MTA busses and Your Ride	Demand Response; Monday-Friday, 8:00 a.m. - 4:00 p.m. & holiday: n/a	n/a

Agency	Eligibility Restrictions	Service Area	Vehicles	Scheduling	Fares
Love Inc.	Case by case basis (only provide monthly / daily bus passes)	Genesee County	n/a	Monday-Thursday, 9:00 a.m. - 3:00 p.m. and holiday: n/a	Free to client
Mass Transportation Authority	None	Genesee County (w/ some regional routes)	Busses: 139 (fixed route), 126 (demand response); Vans: 13 (demand response); Other: 13 (Ford C-max Cars)	Fixed Route, Demand Response; Monday-Friday, 6:30 a.m. - 10:00 p.m., Saturday, 6:30 a.m. - 12:00 a.m., Sunday, 9:30 a.m. - 7:00 p.m.	Fixed Route: \$1.75 (general), \$0.85 (ADA & reduced), \$3.00 (regional); Demand Response: \$3.50 (general), \$2.25 (ADA & reduced); & Monthly passes are available
Montrose Senior Center	Anyone 60+ in our area and close proximity, also handicapped	Montrose City, Montrose Township, and close proximity	20 passenger bus with lift assist	Demand Response; Monday through Friday 9:00 a.m. -5:00 p.m. , evenings for special events	No charge, donation only
ReSource Genesee	Must have a documented appointment for healthcare, employment, or emergency need	Genesee County	Uses MTA busses and Your Ride	Monday-Friday, 9:00 a.m. - 4:30 p.m. and holiday: n/a	Free to client
Salvation Army	Must be a participant in the Pathway of Hope program.	Genesee County	Uses MTA busses and Your Ride	By appointment only	Free to client

Agency	Eligibility Restrictions	Service Area	Vehicles	Scheduling	Fares
STAT EMS	None	Genesee County, State of MI, & out of state (w/ pre-arrangements)	Multiple DOT approved vans ( <i>with bariatric ramp</i> ), multiple "car" style transportation for ambulatory patients	Demand Response; 24/7/365	\$25-\$35 one-way
Swartz Creek Area Senior Center	Seniors age 50+ within Swartz Creek Area School District	Swartz Creek Area School District	One 14-passenger bus no lift or ramp	Demand Response; Monday-Friday, 90 minutes for lunch; 3.5 hours on Tuesdays for shopping	Free to client
Vocational Independence Program	Age 65+ and persons with disability residing in MTA service area	Genesee County	8 vehicles; all but 1 accessible with lifts	Demand Response; Monday-Friday	\$4.00 per day, round trip

**Table 1:** Transportation Service Inventories Received



## Assessment of Transportation Needs

There are many unmet needs and gaps in services in Genesee County at this time. The three groups at the Coordinated Plan Workshop identified the following unmet needs and gaps in services. The needs do not appear in any type of priority order. Staff took all these identified needs and created a narrative that groups the needs into general categories. The narrative appears after the lists.

1. Needs of the Elderly and Medical Needs
  - a. Assistance learning to use the transit system
    - o “How-to-Ride” guide / YouTube video
    - o Class offered at each County Senior Center
  - b. Assistance getting from door to curb for Your Ride
    - o Volunteers to ride & assist passengers
  - c. Expanded Your Ride hours for medical-related trips
2. Needs of Disabled Individuals
  - a. Additional handicapped accessible taxis
  - b. Handicap accessible bus stops at all locations
  - c. Reduce/Eliminate cost of replacing transit card
  - d. Needs of veterans
3. Needs of Low-Income Individuals
  - a. Reliable and affordable transportation to work
  - b. Low-income transportation fees
  - c. Transportation for veterans and the homeless
  - d. Class offered at Michigan Works on how to ride transit system
4. Needs of Developmentally Challenged Riders
  - a. Bus scheduling, and travel safety
5. Needs of Parents with Children
  - a. Areas for child seating
  - b. Locations on transit for strollers, grocery bags, laundry
  - c. Bike racks that accommodate child-size bicycles
6. Need for Expanded Service Areas and Hours of Operation
  - a. Specific areas include: Davison, Mt. Morris, Fenton, and Grand Blanc
7. Needs for Curb-to-curb and Door-to-Door services

8. Need for Comprehensive List of Available Services
9. Need for Driver Training
  - a. Disability awareness training for all agencies
  - b. Handling disturbances on bus
  - c. Human-trafficking awareness
10. Need for Bus Stop Improvements
  - a. Strategic addition/deletion of bus shelters locations
  - b. Install lights and route maps at each location
  - c. Snow removal
11. Need for Safety
  - a. Planning for a major disaster
12. Needs for Complete Streets
13. Need for Improved Transit Vehicles
14. Needs for Bus Pass Improvements

## **Unmet Needs / Gaps in Services Narrative**

### Needs of the Elderly and Medical Needs

Some elderly individuals have a need for assistance in learning to use the transit system, especially if they have recently quit driving and have never used transit services before. On-board aids are needed for this, and could help passengers with choosing the right bus, using transfers, changing busses, managing bus schedules, etc. Elderly passengers could benefit from an instructional “how-to-ride” video on YouTube or in-person class offered at each County Senior Center.

Many elderly individuals need assistance in getting from their door to the curb to access the Your Ride services. Some of these seniors may hesitate to ask a friend or relative for help, knowing how time consuming it can be for someone to accompany them on a trip to the doctor’s office or the store. These individuals could benefit greatly from volunteer aides who would be able to enter their homes and assist them as needed to get to the curb for their ride.

Elderly individuals may drive their cars during daylight hours and during good weather, but should not drive at night or during bad weather.

Additional services may be needed to accommodate the transportation needs of these persons.

There is a need for expanded Your Ride service hours for medical-related trips, such as dialysis patients going for their appointments at night. Economical medical transport for patients to the out-county areas, or for patients that need to go to neighboring counties, is also a great need. Many individuals leaving the hospital have problems with obtaining transportation home. Due to medical conditions and/or aids such as crutches, casts, oxygen tanks, etc., riding on a regular bus may not be an option at that point in time. These individuals require transportation that takes into consideration their physical needs.

#### Needs of Disabled Individuals

Disabled individuals at times require access to transportation services including handicapped accessible taxis. There is a definite need for more handicapped accessible taxis in Genesee County. Also, expanded Your Ride hours, as mentioned in the section "Need for Expanded Service Areas and Hours of Operation" below, are needed.

The previous Coordinated Plan identified the need for a more efficient ADA certification process. Many of the issues with the ADA certification process have since been resolved. However, a need still exists for a program to reduce or eliminate the costs of replacing a lost transit card. Many individuals cannot afford to purchase replacement cards.

There are bus stop locations that present environmental barriers to individuals with disabilities or special needs. For example, some bus stop shelters are too close to the curb, making it impossible for wheelchair users to maneuver the shelter. Each bus shelter should be handicap accessible so that an individual in a wheelchair or with a cane, etc. can access the shelter from across the street. This requires that each nearby curb be cut in compliance with current Americans with Disabilities Act (ADA) standards. Furthermore, many of the sidewalks leading to the bus stops and shelters need repair, so that individuals using wheelchairs, walkers, canes, etc., can access them safely.

#### Needs of Low-Income Individuals

There are numerous challenges for low-income individuals regarding transportation. One of those challenges is getting reliable, affordable transportation to work. Many low-income individuals are without reliable transportation. They may have access to a vehicle, but it may not be

reliable enough to get them to work on time each day, or the repair and maintenance bills may be financially out of their reach. To obtain and keep a job, these individuals need reliable transportation that they can depend on each and every work day.

Many have trouble paying for bus rides, and many cannot afford to purchase a regular monthly bus pass. There needs to be a process in place for addressing transportation fees for the low-income population. This process could reference the availability of any transportation subsidies that may exist for our area, free or reduced-fare bus passes, or punch passes, which are good for a certain number of rides. Discharge planners need to find transportation for their clients; perhaps subsidized transportation for low-income clients. Agencies would need to have qualifications in place for the subsidized passes. Besides the monetary cost of agencies getting bus passes, there are also other associated costs, such as travel time for the agency and distributing the bus passes to those that need them.

Transportation for the homeless (no permanent address) should be addressed, as these individuals often times have fallen through the cracks in the system. They may be unsure of how to access local services or they may be unable to access them. They may require assistance to become familiar with the transportation services that are available.

Those who have cars but can't afford to drive when the price of gas gets too high, will also have to access the public transit system to get to work, school, medical appointments, run errands, etc. This situation requires extra busses or expanded Your Ride service.

#### Needs of Developmentally Challenged Riders

Persons who are developmentally challenged may have specific needs when using transportation services, and may need assistance to find the correct bus to take. These individuals possibly need help to manage bus schedules and bus transfers, travel safely, make sure they get off at the right stop, and get to their destination. On-board aides would be able to assist in these situations.

#### Needs of Parents with Children

There are issues to overcome when parents and their children use public transportation to do errands, such as laundry or grocery shopping. It can be difficult to carry grocery bags on the busses, especially with children along. Problems could arise while carrying large bundles (such as

laundry), or bulky purchases on the busses while minding the children. Parents are also concerned with the possibility of their children making a mess on the bus, or having small children riding without the benefit of car seats. Areas for child seating are needed with some type of safety seat available, as well as “child-proofing” the busses. Strollers on busses cause a problem because there never seems to be enough room to accommodate them, so there is a need for stroller areas on the bus. A “family transportation package” offering special rates to parents and their children would be very beneficial to the low-income population in Genesee County.

Busses outfitted with bike racks that accommodate not only adult bicycles, but also children's bicycles is suggested, such that parents and children can get to local parks or trails to ride their bicycles as a family.

#### Need for Expanded Service Areas and Hours of Operation

There is a need for expanded hours of services and expanded service areas. Expanded service hours are needed for MTA's Fixed Routes, Your Ride, and Regional Services. Additional transportation services in the out-county are needed, as well as economical transportation options between midnight and 6:00 a.m. throughout the whole county. This service gap of approximately six hours leaves many individuals unable to access economical transportation for work or after-hours medical clinics, etc. Many individuals require additional transportation on Sundays (such as for early church services) and holidays.

Participants of the 2014 Coordinated Plan Workshop stated that additional MTA Fixed Routes are needed in many areas of Genesee County. Specific areas in need of new routes include Davison, Grand Blanc, Mt. Morris, and Fenton. Your Ride services currently exist in these areas, but not primary fixed routes.

A need exists for transportation services that do not require an advance appointment. Scheduling rides in advance is how most services work, but there are certain times when an immediate need comes up, and transportation is required right then or on very short notice. These situations are sometimes unavoidable. Some bus routes should be revised and/or expanded during high-demand times to deal with changing ridership needs (i.e. work-related trips)

### Needs for Curb-to-Curb and Door-to-Door Services

The availability of curb-to-curb service needs to expand county-wide so that populations outside of the City of Flint can have increased access to the service. Since MTA bus routes do not service much of the out-county area, many people of low income and people without cars are limited as to where they can work, go to the doctor, shop, and more.

Additionally, there is a need for improved communication between Your Ride and the local agencies, as well as between Your Ride and its passengers. Your Ride wait times can sometimes be unpredictable, resulting in the need for a notification system to tell passengers when a vehicle will arrive.

### Need for Comprehensive List of Available Services

A great need exists for a directory of currently available services throughout the county. Many individuals and agencies are not aware of all services that are operating at this time. It is difficult for an individual to call all the potential resources and determine which agency offers what type of service. Agencies have expressed a need for an office display of current bus routes, so this information is readily available for their clients. If all this information were gathered into one publication, it would greatly simplify the process of finding out what was available.

This directory of services would need to be advertised to all the local agencies, local units of government, and the public so that people would become aware of it. Advertising would need to be multi-media and would need to include local newspapers, television, radio, internet, and billboards. Efforts would also need to include advertising the resource directory at bus stops, inside transit vehicles, and at the downtown MTA bus transfer center, to make sure transit riders are reached. Many of the human services agencies have newsletters where they could advertise the resource directory and send to individuals on their mailing lists.

### Need for Driver Training

Drivers need additional training on how to handle different situations that commonly arise on their transit vehicles and for the situations that may be unexpected. Knowing how to handle individuals with disabilities or special needs as they board and making sure they are aware when they have reached their stop is an important task. Disability awareness training or refresher courses would be helpful, across all area agencies. Increased training is necessary for handling situations when people who move

around on the bus, those who disturb others by loud or inappropriate talking, and creating general disturbances. The MTA should revisit any policies that allow drivers to accommodate the need for turn-offs when they are requested by an individual with a disability or special need.

A situation that may not occur all too often but is important for transit drivers to be aware of is human trafficking. By the nature of their job, their visibility in the community, the numerous routes they drive on an hourly basis, and by their contact with the general public; there is no better group of people, other than law enforcement to be the eyes and the ears in our community. Currently drivers can use their radios to report any suspicious incident to dispatch using “key words”. On-board technology may eventually be available for the driver to press a button to inconspicuously report any situation such as a potential crime, weapon, traffic accident, or medical emergency. Our transit vehicles should be known as a safe place for citizens to run to if their life is in danger.

#### Need for Bus Stop Improvements

Many bus stops in Genesee County need to be upgraded to include a bus shelter. Multiple existing bus shelters need repairs because of vandalism or theft, and there are many ideas on how to improve the shelters. Better lighting at night, heaters during the winter, bus schedules, and a map of the bus route installed on the shelter wall is needed. Disabled individuals have specific needs that have to be met regarding bus stops and shelters (see “Needs of Disabled Individuals” above). Also, a bus stop accessibility study is in the process of being completed by the Disability Network at this time. Staff expects that the study will identify additional opportunities for improving bus stop accessibility and safety.

Strategic additions or deletions of bus shelter locations should be considered to make sure the best locations are being utilized. A more broad range of locations needs to be offered for bus stops and shelters. Ongoing maintenance is also an important need for bus stops and shelters. During the winter, snow needs to be cleared away from bus shelters; otherwise they can become inaccessible for passengers with disabilities.

#### Need for Safety

The need for a major disaster plan was reaffirmed by participants. MTA has a “System Security and Emergency Preparedness Plan” (SSEPP) that establishes security policies, procedures and standards, and is a plan for establishing system security and emergency preparedness programs. The

MTA has conducted evaluations of the current and proposed installation and use of cameras, recording devices, security staffing, mobile data terminals, automatic vehicle locator system, as well as central dispatch, 24/7 access to the MTA Dort Highway facility, Curb-to-Curb service centers, employee and passenger training, storage facilities, and fuel depots to ensure the safety and security of passengers and employees.

For everyday safety issues, perception versus reality can be an important factor. Some passengers at times may not feel as safe as other passengers do during the same trip. For example, a frail elderly passenger may feel the ride is unsafe if loud teenagers are seated nearby. However, the teenagers feel that the ride is perfectly safe.

#### Needs for Complete Streets

Additional complete streets design elements are needed in Genesee County. Complete streets are built with all different users (pedestrians, bicyclists, motorists, transit riders) in mind. Many areas of Genesee County have older street designs that do not allow for easy access for transit users. There is a need for cut-out transit stops allowing busses to safely stop without interrupting traffic. Additional sidewalks and bike lanes would make it easier for everyone to access transit services.

#### Need for Improved Transit Vehicles

There is a continued need for improved transit vehicles that provide much needed amenities for the elderly and those individuals with disabilities. In recent years, the MTA has made significant progress with the installation of transit management techniques including automatic vehicle locators (AVL) and mobile data terminals (MDT) to improve transit reliability. In early 2014, the MTA purchased 38 new vehicles to help launch the new non-emergency medical transportation service called Your Ride Plus. This will be a door to door and door thru door service with an attendant on every vehicle. All clients can expect a higher level of service and experience.

#### Needs for Bus Pass Improvements

There is a need for an improvement in the functionality of bus passes currently in use by transit riders. Furthermore, human services agencies have a need for additional bus passes as they frequently run out and are unable to give passes to their clients. The MTA is currently in the process of evaluating the various options for bus passes that will be best for all transit users and levels of income.



## Strategies to Address the Unmet Needs and Gaps in Services

To address the above transportation needs and gaps in services, the workshop participants reviewed the current list of strategies and came up with the following revised lists of potential strategies. Each group considered its list of needs, and then identified the following strategies that could be used to help the needs.

1. Maintain and Increase Funding for Services
  - Continue to seek grants to supplement costs
2. Outreach (to providers, elected officials, passengers, and potential passengers), Publication, and Marketing of MTA's Transportation Services
3. Incorporation of Technology
  - Improvement of bus shelters (scrolling data boards)
  - Improvement of transit vehicles (on-board cameras, Wi-Fi)
  - Smart phone Apps, YouTube tutorial
4. Strategies for Incorporating Door-to-Door with existing "Your Ride" Services
  - Protocol for pick-up & drop-off times
  - Automated notification (text or phone call)
  - Point of contact for problems
5. Coordination between Organizations and Businesses
  - Added effort with larger employers
6. Pocket Size Directory of All Community Services
  - Booklet explaining what transit users need to know to reduce wait times
7. Subsidized Passes/Sliding Fee Scale
  - Continue to seek grants to cover costs
8. Coordination Outside of Genesee County
  - Meetings on a monthly basis (not quarterly) to coordinate transit outside of Genesee County
9. Addressing Safety Needs and Security
  - Further communication/sharing of information between other agencies (police, fire, schools)

- Coordination throughout the community during bad weather and emergencies
- Improved lighting and supply of heat in bus shelters

10. Study on where people are currently going, where they'd like to go, times and how frequently

- Surveys of health and human service agencies such as MRS regarding employment needs

11. Service Provider Training

- Dispatchers shouldn't just say NO, offer options to help
- Passenger assistance training for operators

## **Priorities for Implementation**

As discussed previously in the "Public Participation Efforts for the Coordinated Plan" section (See page X), workshop participants prioritized list of strategies to meet the transportation needs and gaps in services for the identified populations in Genesee County. This prioritized list, along with the number of votes received, appears below.

1. Maintain and Increase Funding for Services
2. Incorporation of Technology
3. Outreach (*to providers, elected officials, passengers, and potential passengers*), Publication and Marketing of MTA's Transportation Services
4. Coordination between Organizations and Businesses
5. Coordination Outside of Genesee County
6. Addressing Safety Needs and Security
7. Study on where people are currently going, where they'd like to go, times and how frequently
8. Strategies for Incorporating Door-to-Door with existing "Your Ride" Services
9. Pocket Size Directory of All Community Services

10. Service Provider Training

11. Subsidized Passes/Sliding Fee Scale

## **Next Steps**

Staff will continue working with local transit and human service agencies, along with FHWA, MDOT and FTA, to facilitate the Coordinated Plan process. As projects are derived from the Genesee County Coordinated Public Transit-Human Services Transportation Plan, staff will participate in helping those projects move forward as necessary. The projects will go through the appropriate committee process (including TAC and GCMA) in order to be included in the Transportation Improvement Program (TIP), which is a schedule and budget of proposed transportation improvements within Genesee County.

## Appendices

**Appendix A:** Workshop Mail-Out Packet

**Appendix B:** RSVP Postcard

**Appendix C:** Workshop Sign-in Sheet, Handouts, and Evaluations

**Appendix D:** Public Participation Documentation

## Appendix A: Workshop Mail-Out Packet

March 31, 2014

Dear Stakeholder:

You are receiving this invitation because you have been identified as a provider of transportation or someone interested in transportation issues for people living in Genesee County. The Genesee County Metropolitan Planning Commission (GCMPC) has begun the process to update Genesee County's Long Range Transportation Plan. Part of this update is developing a new Coordinated Public Transit-Human Services Transportation Plan for **Genesee County**. This plan will include identification of the transportation needs of individuals with disabilities, older adults and people with low incomes. It will also provide strategies for meeting those needs, and will prioritize transportation services for funding and implementation.

As part of the process, GCMPC staff would like to gather information prior to the holding a stakeholder workshop. A tentative date for the workshop will be on Thursday, May 15, 2014. Further details will be sent via mail next month.

In order to facilitate discussion at the workshop, staff needs to obtain certain information prior to the workshop. We need an inventory of available services in the county. If you are an agency or entity that provides transportation services, please complete the enclosed Transportation Services Inventory. There is also a Self-Assessment Survey for everyone to fill out whether or not they provide transportation services. This survey helps clarify what our community is doing well and what needs to be done better. This survey is vital because the plan will identify transportation needs in the county and develop priorities to address those needs. The survey can be accessed at the following web address: <https://www.surveymonkey.com/s/B568D5Z>

Whether or not you plan to attend the workshop, please return the Transportation Services Inventory in the enclosed postage-paid return envelope and complete the online Self-Assessment Survey so that it is in our offices before **Friday, April 18, 2014**. Please feel free to contact our office if you have any questions or need further clarification at (810) 257-3010.

Sincerely,



Jacob Maurer, Planner I  
Genesee County Metropolitan Planning Commission

AN EQUAL OPPORTUNITY ORGANIZATION

## 1. OVERVIEW

The Genesee County Metropolitan Planning Commission (GCMPC) has begun the process to update Genesee County's Long Range Transportation Plan. Part of this update is developing a new Coordinated Public Transit-Human Services Transportation Plan for Genesee County. This plan will include identification of the transportation needs of individuals with disabilities, older adults and people with low incomes. It will also provide strategies for meeting those needs, and will prioritize transportation services for funding and implementation.

The five sections highlighted in this survey represent the core elements of building a fully coordinated transportation system. Please choose one of the four provided answers in each question. You will be asked to give an overall rating of each section at the end of the survey. Thank you for your time and cooperation!

[Next](#)

## 2. Section One: Making Things Happen by Working Together

### 1. Have leaders and organizations defined the need for change and articulated a new vision for the delivery of coordinated transportation services?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

### 2. Is a governing framework in place that brings together providers, agencies and consumers? Are there clear guidelines that all embrace?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

### 3. Does the governing framework cover the entire community and maintain strong relationships with neighboring communities and state agencies?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

### 4. Is there sustained support for coordinated transportation planning among elected officials, agency administrators and other community leaders?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

### 5. Is there positive momentum? Is there growing interest and commitment to coordinating human service transportation trips and maximizing resources?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

[Prev](#)[Next](#)

### 3. Section Two: Taking Stock of Community Needs and Moving Forward

1. Is there an inventory of community transportation resources and programs that fund transportation services?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

2. Is there a process for identifying duplication of services, underused assets and service gaps?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

3. Are the specific transportation needs of various target populations well documented?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

4. Has the use of technology in the transportation system been assessed to determine whether investment in transportation technology may improve services and/or reduce costs?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

5. Are transportation line items included in the annual budgets for all human service programs that provide transportation services?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

6. Have transportation users and other stakeholders participated in the community transportation assessment process?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

7. Is there a strategic plan with a clear mission and goals? Are the assessment results used to develop a set of realistic actions that improve coordination?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

8. Is clear data systematically gathered on core performance issues such as cost per delivered trip, ridership and on-time performance? Is the data systematically analyzed to determine how costs can be lowered and performance improved?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

9. Is the plan for human services transportation coordination linked to and supported by other state and local plans such as the Regional Transportation Plan or State Transportation Improvement Plan?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

10. Is data collected on the benefits of coordination? Are the results communicated strategically?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well



#### 4. Section Three: Putting Customers First

1. Does the transportation system have an array of user-friendly and accessible information sources?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

2. Are travel training and consumer education programs available on an ongoing basis?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

3. Is there a seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

4. Are customer ideas and concerns gathered at each step of the coordination process? Is customer satisfaction data collected regularly?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

5. Are marketing and communications programs used to build awareness and encourage greater use of the services?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

#### 5. Section Four: Adapting Funding for Greater Mobility

1. Is there a strategy for systematic tracking of financial data across programs?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

2. Is there an automated billing system in place that supports the seamless payment system and other contracting mechanisms?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

Prev

Next

## 6. Section Five: Moving People Efficiently

1. Has an arrangement among diverse transportation providers been created to offer flexible services that are seamless to customers?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

2. Are support services coordinated to lower costs and ease management burdens?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

3. Is there a centralized dispatch system to handle requests for transportation services from agencies and individuals?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

4. Have facilities been located to promote safe, seamless and cost-effective transportation services?

- Needs to Begin
- Needs Significant Action
- Needs Action
- Done Well

Prev

Next

## 7. OVERALL COMMUNITY SELF-ASSESSMENT

Evaluation: After reviewing each of the questions and assessing our progress, please rate on a scale from 1 to 5 (with 5 being the highest rating) your overall evaluation of how well we are doing in the area of:

\*1. Making Things Happen by Working Together:

- 5
- 4
- 3
- 2
- 1

\*2. Taking Stock of Community Needs and Moving Forward:

- 5
- 4
- 3
- 2
- 1

\*3. Putting Customers First:

- 5
- 4
- 3
- 2
- 1

\*4. Adapting Funding for Greater Mobility:

- 5
- 4
- 3
- 2
- 1

\*5. Moving People Efficiently:

- 5
- 4
- 3
- 2
- 1

# Genesee County Transportation Services Inventory for Transportation Providers

Agency Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, Zip: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone: \_\_\_\_\_

The purpose of this worksheet is to provide information on the transportation services provided in Genesee County by program, kind of vehicle including accessibility, ride schedules, funding sources, etc. Please complete this worksheet and return it in the enclosed postage-paid return envelope **before April 18, 2014** whether or not you plan on attending the workshop. Staff needs to compile a master list of this information before the workshop, and your help is critical. Each transportation provider in Genesee County completes this worksheet. Thank you for your time and cooperation!

Program Name

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Eligibility Restrictions

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Service Area

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Days and Hours of Operation

Weekdays

---

---

Saturdays

---

---

Sundays

---

---

Holidays

---

---

Fares

---

---

---

---

Specific Trip Purposes

Employment

---

---

Shopping

---

---

Medical

---

---

Other (Describe)

---

---

How to Access (Circle all that apply)

Fixed Route

Call for Each Ride

Subscription

Other (Describe)

Funding Sources (Circle all that apply)

5310

5307

5311

Non-FTA

Specialized Services

Other

## Appendix B: RSVP Postcard

Genesee County Metropolitan Planning Commission  
1101 Beach Street, Room 223  
Flint, MI 48502

PRESORTED STANDARD  
POSTAGE & FEES PAID  
FLINT, MI  
PERMIT NO. 235

AN EQUAL OPPORTUNITY ORGANIZATION

You're Invited!

Coordinated Public Transit-Human Services Transportation Plan Workshop

**What:** The existing Coordinated Plan was adopted in 2007. The plan identifies the transportation needs of targeted populations (elderly, disabled, and low income), provides strategies to meet those needs, and prioritizes transportation services for implementation. The workshop is designed to re-evaluate where the gaps in services are and discuss strategies to address those gaps. The current coordinated plan can be found at: [http://www.gc4me.com/departments/planning\\_commission/transportation/coordinated\\_plan.php](http://www.gc4me.com/departments/planning_commission/transportation/coordinated_plan.php)

**Where:** MTA Administration Building, 1401 S. Dort Highway Flint, MI 48503

**When:** 8:30 a.m. to 10:30 a.m. on May 15<sup>th</sup>, 2014

Please **RSVP** by 5:00 p.m. on May 9<sup>th</sup> at the following web address  
or by phone at (810)-257-3010

<https://www.surveymonkey.com/s/QNQ6S52>





## Appendix C: Workshop Sign-in Sheet, Handouts, and Evaluations

# Genesee County

## Coordinated Public Transit- Human Services Transportation Plan Workshop



May 15, 2014

8:30 – 10:30 a.m.

**COORDINATED PLAN WORKSHOP**  
**MAY 15, 2014**

OK	NAME	Organization	Address	Phone #	Email
✓	Jennifer Skutt	MTA			
✓	Michael Hart	City of Davison			
✓	Celeste Jennings	Hasselbring Senior Center			
✓	Chris Gilbert	Michigan Rehabilitation Services			
✓	Bill Bain	Metro Alliance Trustee			
✓	Michele Bernreuter	Hurley Medical Center/Eastside			
✓	Bill Wiseman	Resource Genesee			
✓	Mary Rice	SATA			
✓	Micki Hoffman	Grand Blanc Township			
✓	Paul Edwards	Genesee County Senior Services			
✓	Teresa McGinnis	United Way			
✓	Malissa Schutt	SATA			
✓	John Nelson	Veterans Administration			
✓	Yvonne Davis	Salvation Army Flint Corps			
✓	Jeanne Thick	Veterans Administration			
✓	Carol Wegher	Greater Lapeer Transportation			



## Workshop Handouts

MTA  
Administration  
Building

May 15, 2014

8:30 - 10:30 a.m.



## What is the Coordinated Plan?

<b>Welcome</b>	8:30
<b>Survey Results</b>	8:40
<b>Gaps in Services</b>	8:50
<b>Strategy for Gaps</b>	9:10
<b>Break</b>	9:35
<b>Prioritize Strategies</b>	9:45
<b>Next Steps</b>	10:15
<b>Adjourn</b>	10:30

**Definition:** The plan is defined as a locally developed, coordinated public transit-human services transportation plan that identifies transportation needs for targeted populations. It will provide strategies to meet those local needs, and prioritizes transportation services for funding and implementation.

**Target Populations:** The Coordinated Plan focuses on three populations in Genesee County: the elderly, persons with disabilities and persons of low income. Individuals in these three groups tend to have a greater need for public transit services, or private transit services.



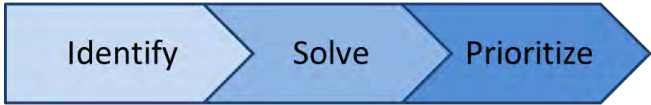
### Required Elements:

1. Identify the stakeholders in the process.
2. Provide an assessment of available services that identifies current providers (public, private and non-profit).
3. Provide an assessment of transportation needs for individuals with disabilities, elderly individuals, and individuals with low incomes.
4. Provide strategies and/or activities to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.
5. Provide priorities for implementation based on resources, time, and feasibility for implementing specific strategies and activities identified.



## 2040 Long Range Transportation Plan

The Genesee County Metropolitan Alliance (GCMA) is responsible for developing a Long Range Transportation Plan (LRTP) for Genesee County. The plan analyzes the condition of the transportation system in Genesee County and outlines strategies to address short-term and long-term needs up to 25 years into the future. The Genesee County Metropolitan Planning Commission (GCMPC) provides staff for the GCMA to assist in the development of the individual technical reports. The coordinated plan is part of the LRTP as a whole.



## *Small Group Activity*

### Step 1. Identify Gaps

- Is the current list of gaps in services/unmet needs sufficient?
- What are some additional gaps in services/unmet needs not listed?
- Discuss for 10 minutes, elect 1 person to report out to audience.

### Step 2. Solve Using Strategies

- Are existing strategies appropriate for the identified gaps in services?
- Should new strategies be identified to address unmet needs in services?
- Discuss for 15 minutes, elect 1 person to report out to audience.

### Step 3: Prioritize Strategies

- Determine which strategies are of the most urgency and will meet the transportation needs and gaps in services for Genesee County.
- Discuss for 10 minutes, elect 1 person to place a dot sticker next to the top 5 strategies for your group (no more than 1 dot of same color per strategy)

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#### Genesee County Metropolitan Planning Commission

1101 Beach Street, Room 223

Flint, MI 48502

Office: 810.257.3010

Fax: 810.257.3185

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# Coordinated Public Transit-Human Services Transportation Plan Workshop 2014 Self-Assessment Survey Results

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The following is a summary of the Self-Assessment Survey that was provided online to workshop attendees. The five sections highlighted in the survey represent the core elements of building a fully coordinated transportation system. This summary will help to identify areas where stakeholders believe the transportation system is working well, and areas that can be improved.

Those surveyed were asked to rate on a scale from 1 to 5 (with 5 being the highest rating) their overall evaluation of how well we are doing in the five core sections. Out of 10 answers received, the average rating for each section was the following:

Section	Rating (5 = Done Well)
Section 1: Making things Happen by Working Together	2.9
Section 2: Taking Stock of Community Needs and Moving Forward	2.8
Section 3: Putting Customers First	2.8
Section 4: Adapting Funding for Greater Mobility	2.9
Section 5: Moving People Efficiently	2.9



Coordinated Public Transit-Human Services Transportation Plan Workshop 2014

**Draft Summary of the Transportation Services Inventories Received**

Agency	Vehicles	Scheduling
Brennan Senior Center	Uses MTA Your Ride	Demand Response; Monday-Sunday
Brennan Senior Community Center	Uses MTA Your Ride	Demand Response; Monday-Friday, 8:00 a.m. - 5:00 p.m. & holiday: n/a
Burton Senior Center	Shuttle: 8 passenger with lift and one tie down; Van: 12 passenger without lift	Demand Response; Mon., Tues., Thurs., & Fri. 8:00 a.m. to 4:30 p.m. & holiday: n/a
Carman-Ainsworth Senior Center	16 passenger bus - no lift, wheelchair with 8 people	Demand Response; Monday-Friday, 8:00 a.m. - 3:00 p.m.
Davison Area Senior Center	15 passenger van, non-handicap accessible	Demand Response; Monday-Friday, 9:00 a.m. - 4:00 p.m.; 24 hour notice
Eastside Senior Citizens Association	2005 Ford Conversion Vehicle; 12 passenger van with lift	Demand Response; Monday-Friday, 8:00 a.m. - 4:00 p.m.
Family Service Agency of Mid-Michigan / Foster Grandparent Program	One 15-passenger van	Fixed Route; Monday-Friday, 7:00 a.m. - 4:00 p.m.

Coordinated Public Transit-Human Services Transportation Plan Workshop 2014

**Draft Summary of the Transportation Services Inventories Received**

Agency	Vehicles	Scheduling
Flushing Area Senior Center	One 14-passenger van- no lift or ramp	Fixed Route; Monday-Friday, 8:30 a.m. - 2:00 p.m. and holiday: n/a
Flushing Township	2 vehicles (one bus and one van)	Fixed Route; Monday-Friday, and holiday: n/a
Genesys Health System	TBD	Demand Response
Greater Lapeer Transportation Authority	12 vehicles (seats 14); 15 vehicles (seats 22-26)	Demand Response; Monday-Friday, 6:00 a.m. - 8:00 p.m. and Saturdays 9:00 a.m. - 3:00 p.m.; and major holiday: n/a
Hasselbring Senior Center	MTA Your Ride, & Genesee County Senior Center Van	Fixed Route, Demand Response; Monday-Friday, 9:00 a.m. - 5:00 p.m. and major holiday: n/a
Hurley Medical Center	Ambulance	Demand Response

Coordinated Public Transit-Human Services Transportation Plan Workshop 2014

**Draft Summary of the Transportation Services Inventories Received**

Agency	Vehicles	Scheduling
Jewish Community Services - <i>Highway to Health</i>	One 9-passenger van ( <i>with lift</i> ), One 7 passenger van ( <i>space for 1 wheelchair</i> ), One 6 passenger van ( <i>space for 2 wheelchairs</i> )	Demand Response; Four week days, 1st call/1st serve basis & holiday: n/a
Jewish Community Services - <i>Local Transportation Services</i>	One 15-passenger bus ( <i>with lift</i> ), One 12 passenger bus ( <i>space for 1 wheelchair</i> ), One 9 passenger bus ( <i>space for 2 wheelchairs</i> )	Demand Response; Monday-Friday, 8:30 a.m. - 4:30 p.m. & holiday: n/a
Loose Senior Center	Uses MTA busses and Your Ride	Demand Response; Monday-Friday, 8:00 a.m. - 4:00 p.m. & holiday: n/a
Love Inc.	n/a	Monday-Thursday, 9:00 a.m. - 3:00 p.m. and holiday: n/a
Mass Transportation Authority	Busses: 139 (fixed route), 126 (demand response); Vans: 13 (demand response); Other: 13 (Ford Cmax Cars)	Fixed Route, Demand Response; Monday-Friday, 6:30 a.m. - 10:00 p.m., Saturday, 6:30 a.m. - 12:00 a.m., Sunday, 9:30 a.m. - 7:00 p.m.

**Draft Summary of the Transportation Services Inventories Received**

Agency	Vehicles	Scheduling
Montrose Senior Center	20 passenger bus with lift assist	Demand Response; Monday through Friday 9:00 a.m. -5:00 p.m. , evenings for special events
ReSource Genesee	Uses MTA busses and Your Ride	Monday-Friday, 9:00 a.m. - 4:30 p.m. and holiday: n/a
Salvation Army	Uses MTA busses and Your Ride	By appointment only
STAT EMS	Multiple DOT approved vans ( <i>with bariatric ramp</i> ), multiple "car" style transportation for ambulatory patients	Demand Response; 24/7/365
Swartz Creek Area Senior Center	One 14-passenger bus no lift or ramp	Demand Response; Monday-Friday, 90 minutes for lunch; 3.5 hours on Tuesdays for shopping
Vocational Independence Program	8 vehicles; all but 1 accessible with lifts	Demand Response; Monday-Friday

# Coordinated Public Transit-Human Services Transportation Plan Workshop 2014 Current Unmet Needs / Gaps in Services

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## 1. Needs of the Elderly and Medical Needs

- a. Assistance learning to use the transit system
- b. Assistance getting from door to curb for Your Ride
- c. Expanded Your Ride hours for medical-related trips

## 2. Needs of Disabled Individuals

- a. Fix ADA certification process
- b. Additional handicapped accessible taxis
- c. Handicap accessible bus stops at all locations

## 3. Needs of Low-Income Individuals

- a. Reliable and affordable transportation to work
- b. Low-income transportation fees
- c. Transportation for the homeless

## 4. Needs of Developmentally Challenged Riders

- a. Bus scheduling, travel safety

## 5. Needs of Parents with Children

- a. Areas for child seating
- b. Locations on transit for strollers, grocery bags, laundry
- c. Bike racks that accommodate child-size bicycles

## 6. Need for Expanded Service Areas and Hours of Operation

## 7. Needs for Curb-to-Curb and Door-to-Door services

## 8. Need for Comprehensive List of Available Services

## 9. Need for Driver Training

- a. Handling disturbances on vehicle
- b. Disability awareness training

## 10. Need for Bus Stop Improvements

- a. Additional bus shelter locations
- b. Installation of lights and route maps at each location

## 11. Need for Safety

- a. Major disaster plan

## 12. Needs for Complete Streets

## 13. Need for Improved Transit Vehicles

## 14. Needs for Bus Pass Improvements

# Coordinated Public Transit-Human Services Transportation Plan Workshop 2014

## Current Strategies

---

1. Maintain and Increase Funding for Services
  - a. Continuation of current services
2. Outreach, Publication, and Marketing of MTA's Transportation Services
  - a. Outreach toward transportation providers, elected officials, and current & potential passengers
3. Incorporation of Technology
4. Strategies for Incorporating Door-to-Door with existing "Your Ride" Services
5. Coordination between Organizations and Businesses
6. Pocket Size Directory of All Community Services
7. Subsidized Passes/Sliding Fee Scale
8. Coordination Outside of Genesee County
9. Addressing Safety Needs and Security
10. Study on Where People are Currently Going, Where They'd Like to Go, Time of Day, and How Frequently
11. Service Provider Training

Small Group Response, Visual Aids, and Photos

unmet Needs:  
 Add need for Veterans  
 trans.

#9 add (Voluntary) worksh  
 for all drivers from all  
 agencies

#10 - maintenance of shelters  
 (snow plow during winter)  
 - review of shelter locations  
 do we need more/lless?

Needs / Gaps

1A - "How to Ride" Guide AND YOUTUBE VIDEO  
 1 - Senior centers  
 2 - DHS  
 3 - Michigan Works!  
 4 - Dr. / Medical Offices

B. Volunteers/associates  
 C. Expanding Demand Response System

2 a. Repairs & eliminate replacement costs for fuel/misplanned trips

Need for Ride

- Jackson - doctor  
 - Grand Blanc - M.T. Harris  
 - Alameda  
 - Alameda  
 - Alameda  
 - Lansing

2) Gas loads least time unproductive

Small Group Response from  
 the Coordinated Plan  
 Workshop on May 15, 2014

3. Technology facebook, website  
 - social media - wifi on buses  
 - wifi on vehicles/shelters  
 - lighting/heat  
 - vehicle cameras on board  
 tech.

Key buses and solutions

- coordination w/ other agencies  
 - Police - Fire - schools  
 - Mobile Tech (apps, scrolling  
 data boards)  
 at stops

6. Good!

11. Better community  
 coordination during  
 inclement weather.

3) Using technology to assist Dispatch re: better  
 coordination and greater efficiency in scheduling

8) Monthly meetings w/ neighboring counties  
 to coordinate efforts → employment

9) Safety continues to be a concern/barrier  
 theft, fares  
 - discussions w/ law enforcement re: safety

6) coordination of larger employers

7) Continue to seek grants to supplement costs.

8) Survey Area/Street Agents - community employment

11) Dispatch → offer alternatives as "no"

Possible Strategies

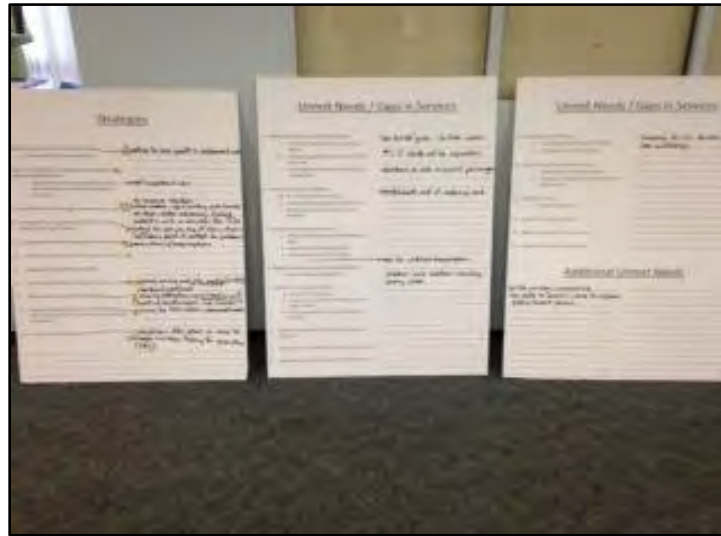
1) Protocol for Pick & drop off + ride

Make Sure/visibility for customer - remove  
 Point of Contact if Business Owner  
 with area of Pick-up or drop off

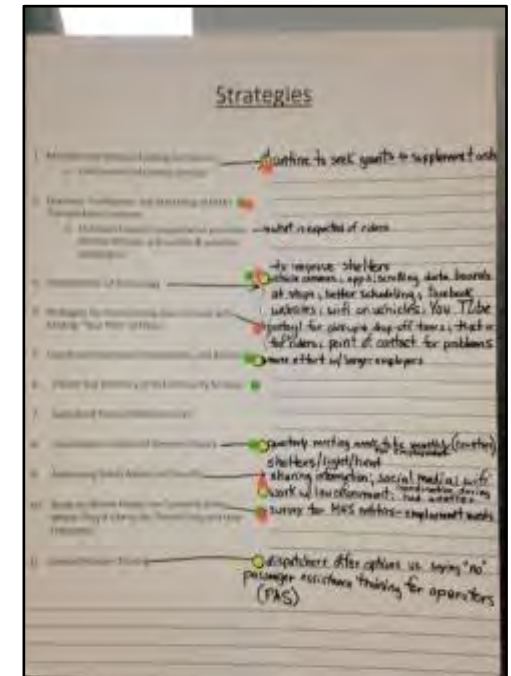
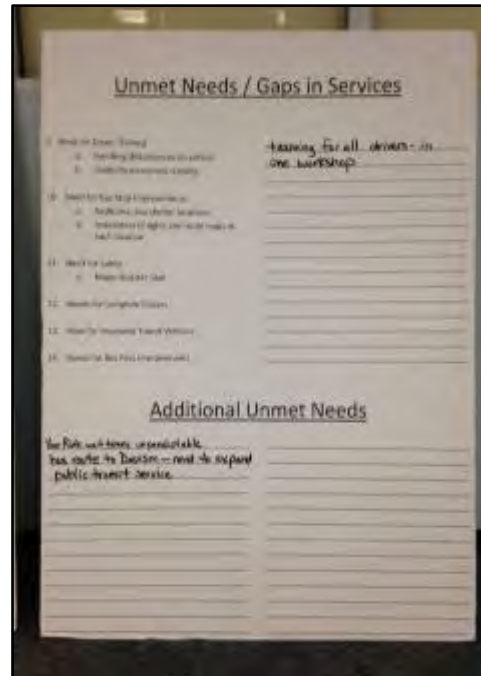
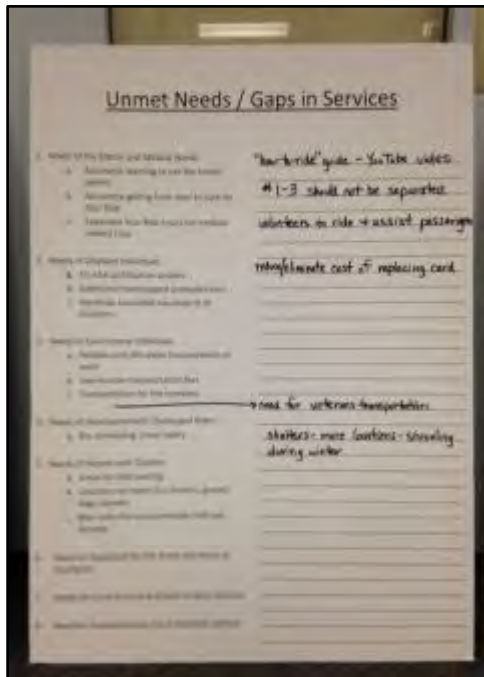
2) Sit a Clear Protocol for Rider/Driver  
 - Effort to all the communication of call  
 - make the into suggested update video

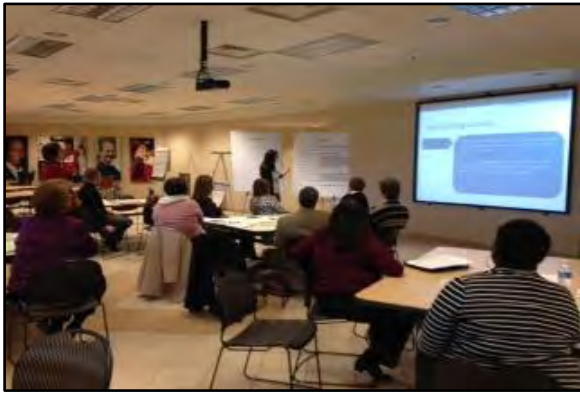
3) Prior Call to confirm of their side when  
 before the start leaving the previous Pick up  
 location  
 - sets an expectation for Pick up time



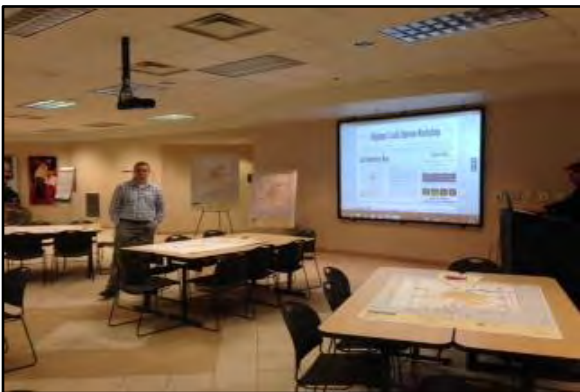
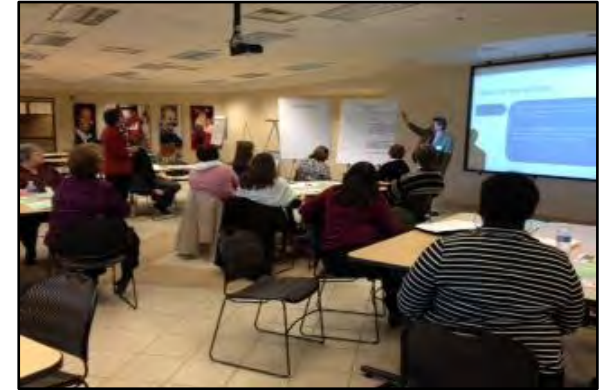


Visual Aids from the Coordinated Plan Workshop on May 15, 2014





Pictures from the  
Coordinated Plan Workshop  
on May 15, 2014



## Workshop Results and Evaluation

## Maurer, Jacob

---

**From:** Maurer, Jacob  
**Sent:** Thursday, May 22, 2014 11:58 AM  
**To:** 'jskutt@mtaflint.org'; 'mhart@cityofdavison.org'; 'celeste.jennings@gmail.com'; 'GilbertC1@michigan.gov'; 'author58@yahoo.com'; 'mbernre1@hurleymc.com'; 'info@resourcegenesees.org'; 'mrice@satabus.org'; Edwards, Paul; 'uawlaborliason@unitedwaygenesees.org'; 'mschutt@satabus.org'; 'Yvonne\_Davis@usc.salvationarmy.org'; 'cwegher@go-glta.org'; 'rmoreno@mtaflint.org'; 'mketels@mtaflint.org'; ebenning@mtaflint.org; 'neilleyv@michigan.gov'  
**Cc:** Nordberg, Jason; Gregory, Sharon; Fortney, Damon  
**Subject:** Coordinated Plan Workshop Results  
**Attachments:** Gaps\_in\_Services\_list.pdf; Prioritized\_list.pdf

Dear Workshop Participants,

Thank you once again for attending the 2014 Coordinated Plan Workshop held on May 15<sup>th</sup>. The thoughts and ideas collected was an essential component in updating Genesee County's Coordinated Public Transit-Human Services Transportation Plan. Attached to this email are the initial results of what you, the participant, identified and prioritized during the small group activity. The full report with further description will be made available later this summer. If you would like to provide further narrative to any of the unmet needs or prioritized strategies, please don't hesitate to contact me by phone or email.

If you could, please take the next 3 minutes to fill out our online evaluation survey regarding the workshop. Your input is greatly appreciated. <https://www.surveymonkey.com/s/3GKKMHY>

Sincerely,

**Jacob Maurer, Planner 1**  
Genesee County Metropolitan Planning Commission  
1101 Beach Street, Room 223  
Flint, MI 48502  
Phone 810-766-6565 | Fax: 810-257-3185  
[www.gcmpc.org](http://www.gcmpc.org)



# Coordinated Public Transit-Human Services Transportation Plan Workshop 2014

## Unmet Needs / Gaps in Services

---

1. Needs of the Elderly and Medical Needs
  - a. Assistance learning to use the transit system
    - “How-to-Ride” guide / YouTube video
    - Class offered at each County Senior Center
  - b. Assistance getting from door to curb for Your Ride
    - Volunteers to ride & assist passengers
  - c. Expanded Your Ride hours for medical-related trips
2. Needs of Disabled Individuals
  - a. Additional handicapped accessible taxis
  - b. Handicap accessible bus stops at all locations
  - c. Reduce/Eliminate cost of replacing transit card
  - d. Needs of veterans
3. Needs of Low-Income Individuals
  - a. Reliable and affordable transportation to work
  - b. Low-income transportation fees
  - c. Transportation for veterans and the homeless
  - d. Class offered at Michigan Works on how to ride transit system
4. Needs of Developmentally Challenged Riders
  - a. Bus scheduling, and travel safety
5. Needs of Parents with Children
  - a. Areas for child seating
  - b. Locations on transit for strollers, grocery bags, laundry
  - c. Bike racks that accommodate child-size bicycles

# Coordinated Public Transit-Human Services Transportation Plan Workshop 2014

## Unmet Needs / Gaps in Services

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6. Need for Expanded Service Areas and Hours of Operation
  - a. Specific areas include: Davison, Mt. Morris, Fenton, and Grand Blanc
7. Needs for Curb-to-curb and Door-to-Door services
8. Need for Comprehensive List of Available Services
9. Need for Driver Training
  - a. Disability awareness training for all agencies
  - b. Handling disturbances on bus
  - c. Human-trafficking awareness
10. Need for Bus Stop Improvements
  - a. Strategic addition/deletion of bus shelters locations
  - b. Install lights and route maps at each location
  - c. Snow removal
11. Need for Safety
  - a. Planning for a major disaster
12. Needs for Complete Streets
13. Need for Improved Transit Vehicles
14. Needs for Bus Pass Improvements

# Coordinated Public Transit-Human Services Transportation Plan Workshop 2014

## Prioritized Strategies

---

1. Maintain and Increase Funding for Services
  - a. Continue to seek grants to supplement costs
2. Incorporation of Technology
  - a. Improvement of bus shelters (scrolling data boards)
  - b. Improvement of transit vehicles (on-board cameras, Wi-Fi)
  - c. Smart phone Apps, YouTube tutorial
3. Outreach, Publication and Marketing of MTA's Transportation Services
  - a. To providers, elected officials, passengers, and potential passengers
4. Coordination between Organizations and Businesses
  - a. Added effort with larger employers
5. Coordination Outside of Genesee County
  - a. Meetings on a monthly basis to coordinate transit outside of Genesee County
6. Addressing Safety Needs and Security
  - a. Further communication and sharing of information between other agencies (police, fire, and schools)
  - b. Coordination throughout the community during bad weather and emergencies
  - c. Improved lighting and supply of heat in bus shelters

# Coordinated Public Transit-Human Services Transportation Plan Workshop 2014

## Prioritized Strategies

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7. Study on where people are currently going, where they'd like to go, times and how frequently
  - a. Surveys of health & human service agencies such as MRS regarding employment needs
8. Strategies for Incorporating Door-to-Door with existing "Your Ride" Services
  - a. Protocol for pick-up and drop-off times
  - b. Automated notification (text or phone call)
  - c. Point of contact for problems
9. Pocket Size Directory of All Community Services
  - a. Booklet explaining what transit users need to know to reduce wait times
10. Service Provider Training
  - a. Dispatchers shouldn't just say "NO", offer options how they can help
  - b. Passenger assistance training for operators
11. Subsidized Passes/Sliding Fee Scale
  - a. Continue to seek grants to cover costs



Welcome

Thank you for taking the time to complete the following survey. Your feedback is greatly appreciated.  
This survey should take approximately 3 minutes to complete.

Next

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For each item below, please select the number/response that best expresses your opinion.  
(e.g. 1 = strongly agree, 5 = strongly disagree)

- \*1. The exercises, group discussions, examples, and explanations made the information covered understandable.  
 1       2       3       4       5
- \*2. The workshop provided a good forum for communication about public/human services transportation coordination.  
 1       2       3       4       5
- \*3. Participants at the workshop were from a broad stakeholder group.  
 1       2       3       4       5
- \*4. The Self-Assessment Survey and Transportation Services Inventory facilitated a meaningful discussion of the county's status on public transit/human services transportation coordination.  
 1       2       3       4       5
- \*5. The county prioritized action plan is comprehensive and the actions realistic.  
 1       2       3       4       5
- \*6. The county currently has a viable coordination process.  
 1       2       3       4       5
- \*7. Developing the prioritized action plan was meaningful and valuable.  
 1       2       3       4       5
- \*8. I feel the coordination process in the county will be improved based on the assessment, action plan and priorities.  
 1       2       3       4       5
- \*9. The time allotted for each group activity was:  
 too much       about right       not enough
- \*10. The time allotted for the entire workshop was:  
 too much       about right       not enough
- \*11. The facilitator was knowledgeable about the meeting process and materials.  
 1       2       3       4       5
- \*12. The information was presented in a clear, logical format.  
 1       2       3       4       5

Prev Next

13. List three (3) key points / issues presented during the meeting that were most valuable or useful:

14. List any information or meeting content you felt was omitted or needed further clarification.

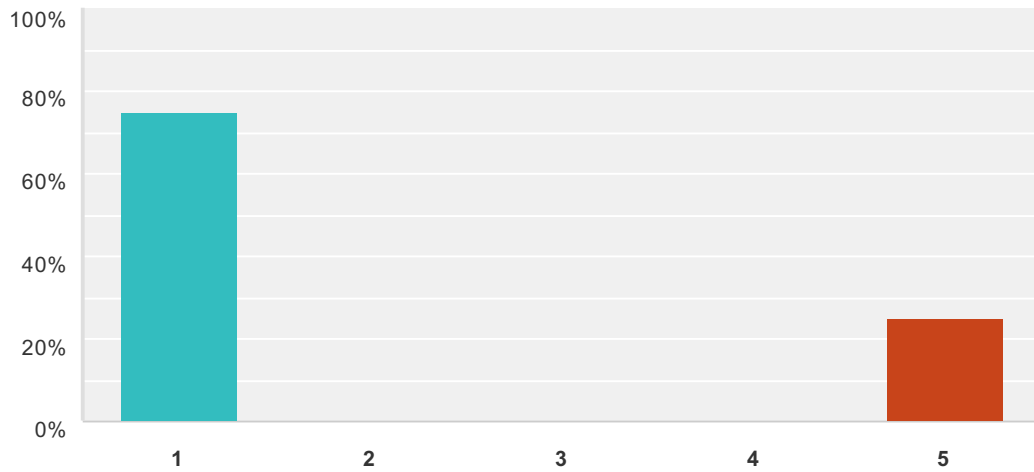
15. Any additional thoughts or comments.

Prev Done

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**Q1 The exercises, group discussions, examples, and explanations made the information covered understandable.**

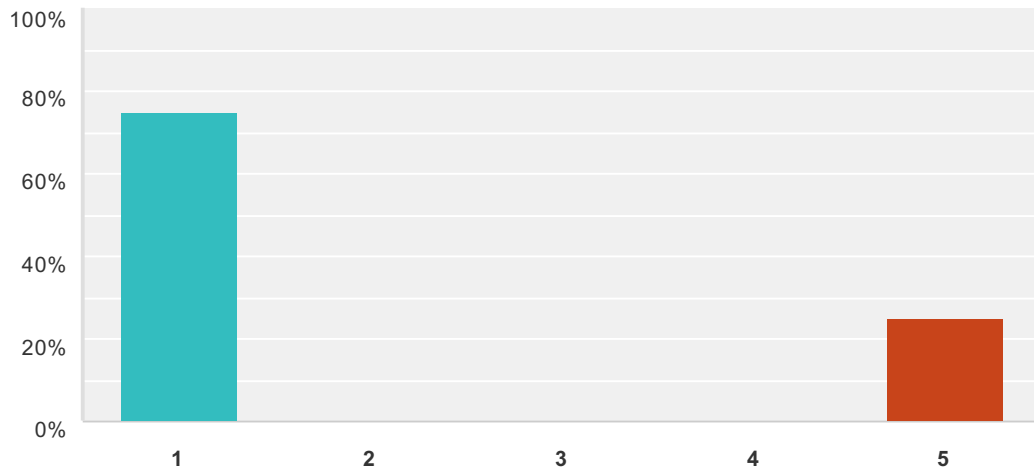
Answered: 4 Skipped: 0



Answer Choices	Responses
1 <b>strongly agree</b>	75.00% 3
2	0.00% 0
3	0.00% 0
4	0.00% 0
5 <b>strongly disagree</b>	25.00% 1
<b>Total</b>	<b>4</b>

**Q2 The workshop provided a good forum for communication about public/human services transportation coordination.**

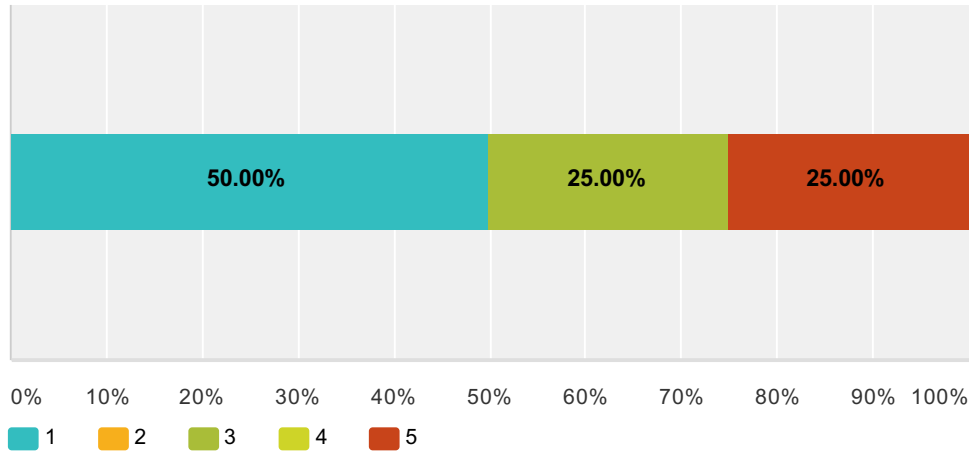
Answered: 4 Skipped: 0



Answer Choices	Responses
1 <b>strongly agree</b>	75.00% 3
2	0.00% 0
3	0.00% 0
4	0.00% 0
5 <b>strongly disagree</b>	25.00% 1
<b>Total</b>	<b>4</b>

### Q3 Participants at the workshop were from a broad stakeholder group.

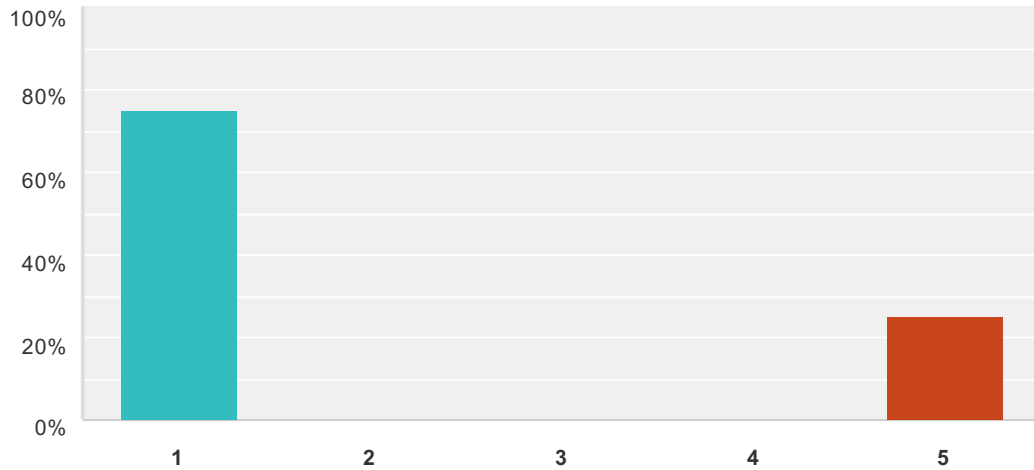
Answered: 4 Skipped: 0



Answer Choices	Responses
1 <b>strongly agree</b>	50.00% 2
2	0.00% 0
3	25.00% 1
4	0.00% 0
5 <b>strongly disagree</b>	25.00% 1
<b>Total</b>	<b>4</b>

**Q4 The Self-Assessment Survey and Transportation Services Inventory facilitated a meaningful discussion of the county's status on public transit/human services transportation coordination.**

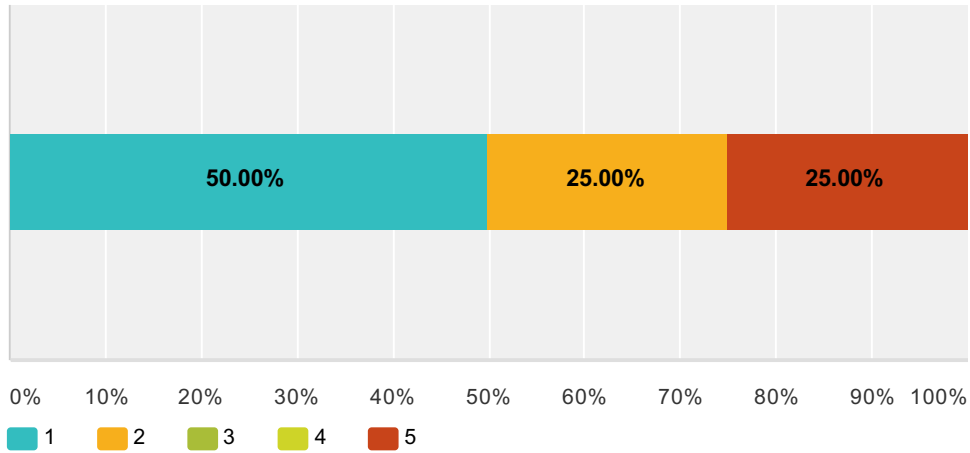
Answered: 4 Skipped: 0



Answer Choices	Responses
1 <b>strongly agree</b>	75.00% 3
2	0.00% 0
3	0.00% 0
4	0.00% 0
5 <b>strongly disagree</b>	25.00% 1
<b>Total</b>	<b>4</b>

**Q5 The county prioritized action plan is comprehensive and the actions realistic.**

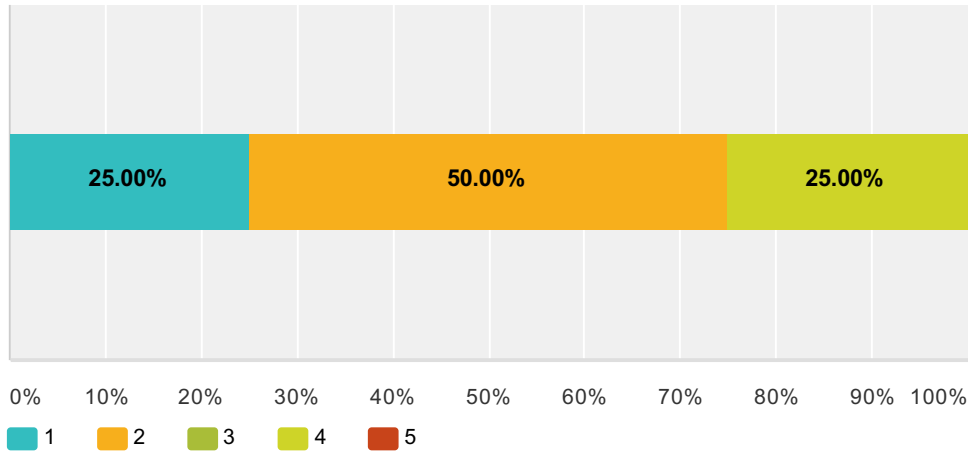
Answered: 4 Skipped: 0



Answer Choices	Responses
1 <b>strongly agree</b>	50.00% 2
2	25.00% 1
3	0.00% 0
4	0.00% 0
5 <b>strongly disagree</b>	25.00% 1
<b>Total</b>	<b>4</b>

**Q6 The county currently has a viable coordination process.**

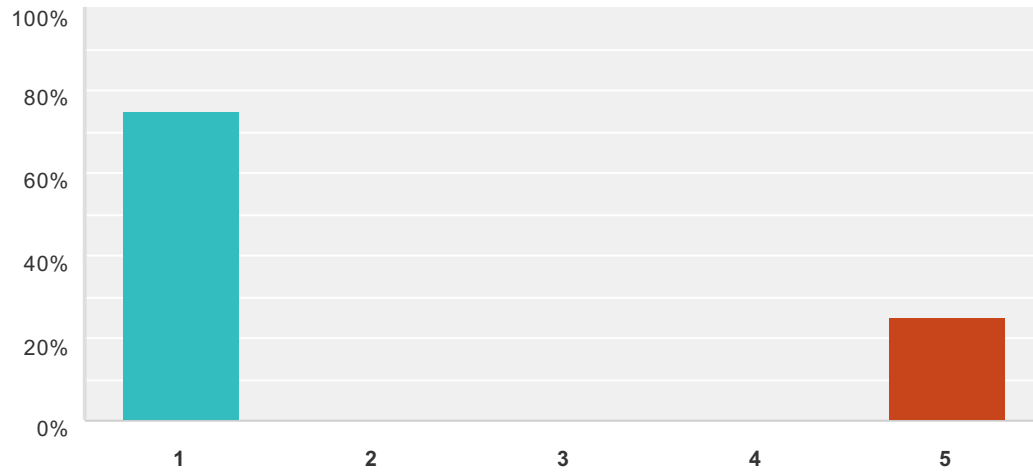
Answered: 4 Skipped: 0



Answer Choices	Responses
1 <b>strongly agree</b>	25.00% 1
2	50.00% 2
3	0.00% 0
4	25.00% 1
5 <b>strongly disagree</b>	0.00% 0
<b>Total</b>	<b>4</b>

### Q7 Developing the prioritized action plan was meaningful and valuable.

Answered: 4 Skipped: 0

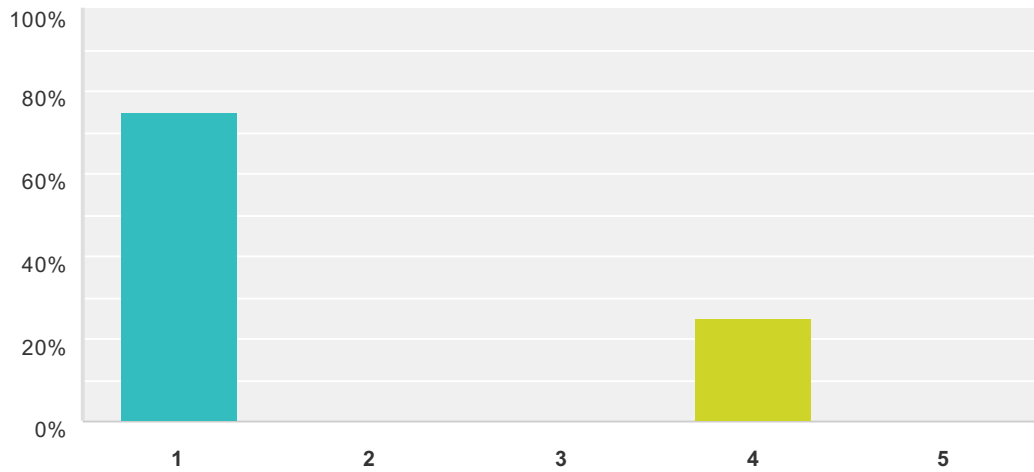


Answer Choices	Responses
1 strongly agree	75.00% 3
2	0.00% 0
3	0.00% 0
4	0.00% 0
5 strongly disagree	25.00% 1
<b>Total</b>	<b>4</b>



**Q8 I feel the coordination process in the county will be improved based on the assessment, action plan and priorities.**

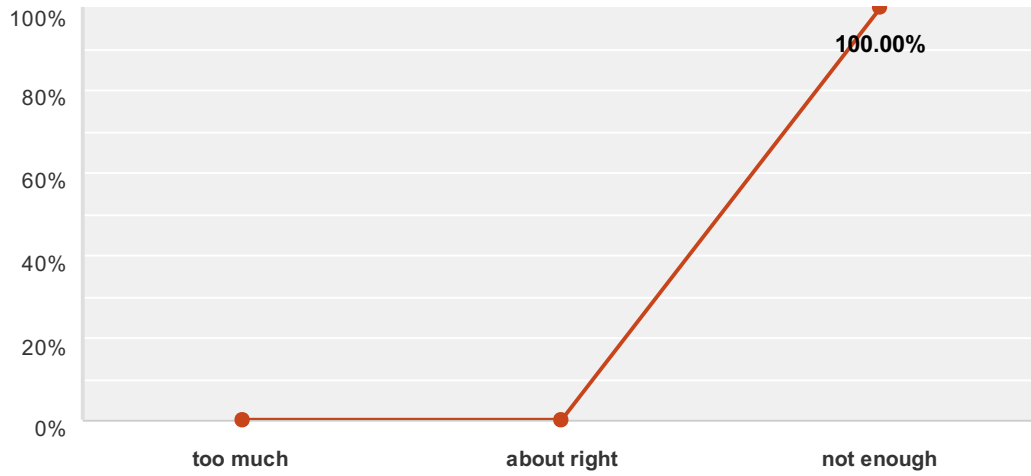
Answered: 4 Skipped: 0



Answer Choices	Responses
1 <b>strongly agree</b>	75.00% 3
2	0.00% 0
3	0.00% 0
4	25.00% 1
5 <b>strongly disagree</b>	0.00% 0
<b>Total</b>	<b>4</b>

**Q9 The time allotted for each group activity was:**

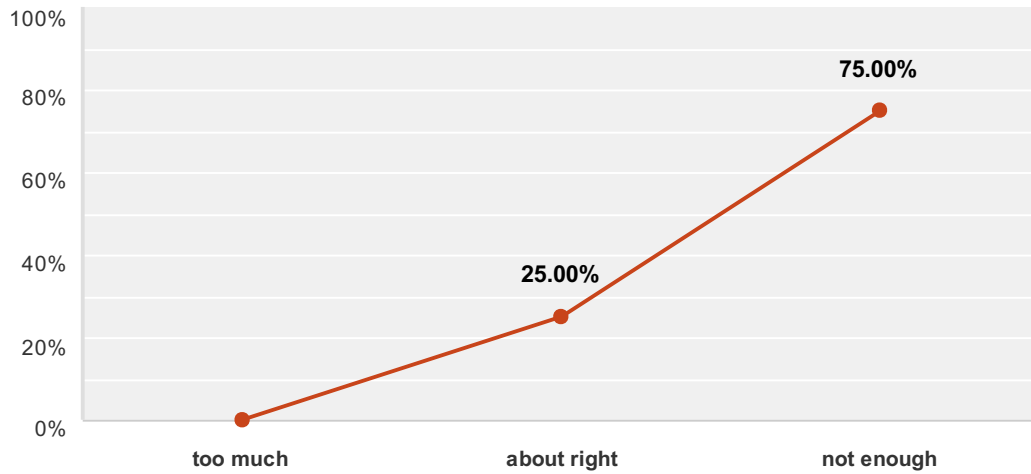
Answered: 4 Skipped: 0



Answer Choices	Responses	
too much	0.00%	0
about right	0.00%	0
not enough	100.00%	4
<b>Total</b>		<b>4</b>

### Q10 The time allotted for the entire workshop was:

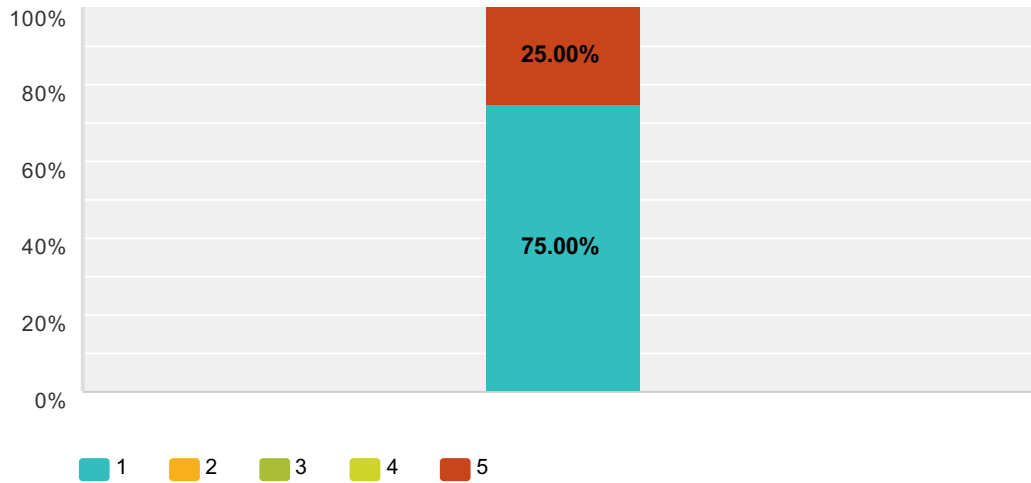
Answered: 4 Skipped: 0



Answer Choices	Responses	
too much	0.00%	0
about right	25.00%	1
not enough	75.00%	3
<b>Total</b>		<b>4</b>

### Q11 The facilitator was knowledgeable about the meeting process and materials.

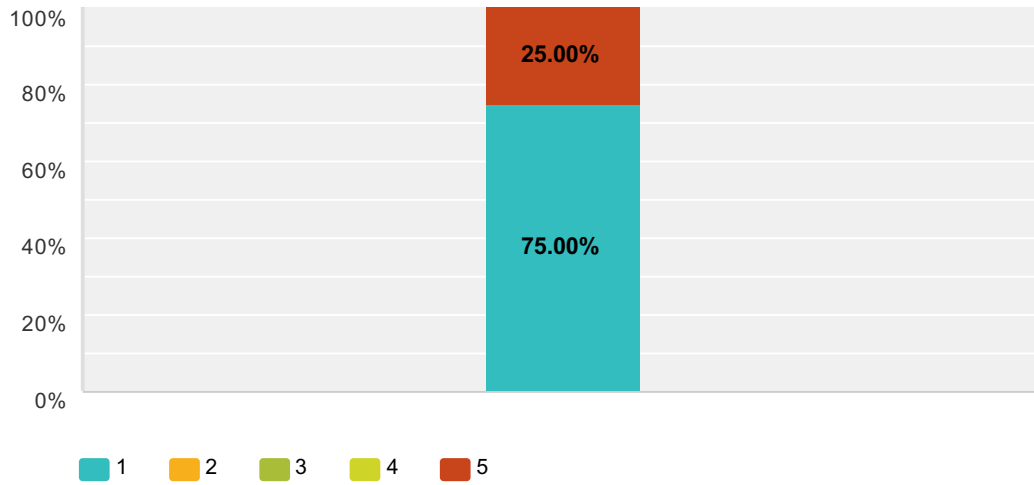
Answered: 4 Skipped: 0



Answer Choices	Responses
1 <b>strongly agree</b>	75.00% 3
2	0.00% 0
3	0.00% 0
4	0.00% 0
5 <b>strongly disagree</b>	25.00% 1
<b>Total</b>	<b>4</b>

### Q12 The information was presented in a clear, logical format.

Answered: 4 Skipped: 0



Answer Choices	Responses
1 <b>strongly agree</b>	75.00% 3
2	0.00% 0
3	0.00% 0
4	0.00% 0
5 <b>strongly disagree</b>	25.00% 1
<b>Total</b>	<b>4</b>

**Q13 List three (3) key points / issues presented during the meeting that were most valuable or useful:**

Answered: 3 Skipped: 1

#	Responses	Date
1	*the idea of assisting the public learn how to use the transportation system *looking at the need to add other routes to areas that are currently not served (the Hill Road corridor) *looking at adding service to more of the suburbs such as Fenton, Flushing, Swartz Creek, etc.	5/22/2014 2:03 PM
2	To see who else was at the table- not much representation. More people should have been concerned about this topic.	5/22/2014 1:22 PM
3	Information regarding prospective changes in route schedules	5/22/2014 12:11 PM

**Q14 List any information or meeting content you felt was omitted or needed further clarification.**

Answered: 1 Skipped: 3

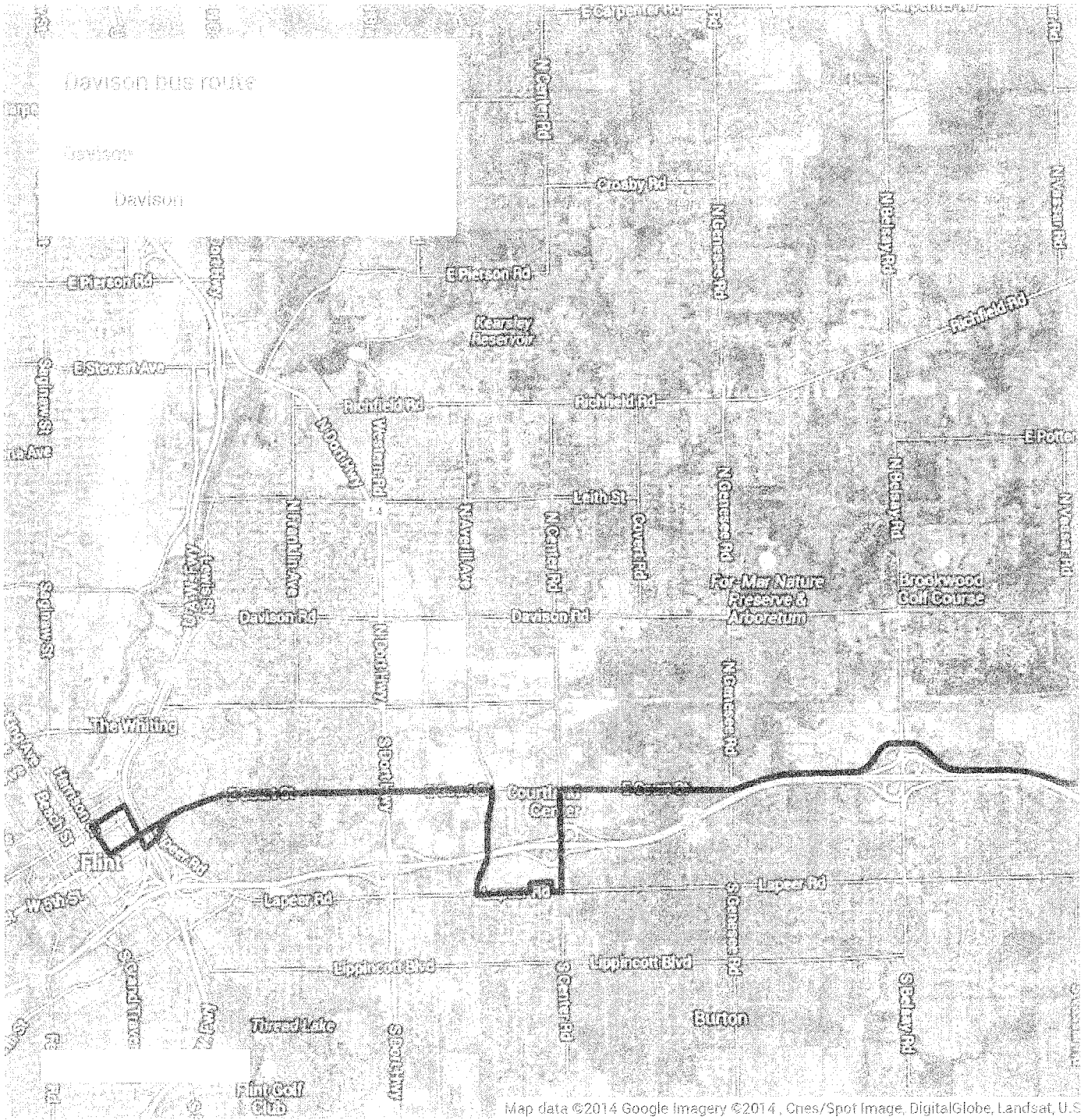
#	Responses	Date
1	Where exactly will all of the funding come from to provide improved services, if the public transit services provider are losing money each year.	5/22/2014 12:11 PM

**Q15 Any additional thoughts or comments.**

Answered: 2 Skipped: 2

#	Responses	Date
1	I would have like at least a few additional minutes for the group discussions. It seemed like we just kind of started to all warm up to each other and really started sharing our opinions and we had to stop.	5/22/2014 2:03 PM
2	I would really love to see improved/door to curb services for disabled and elderly, especially in the Winter months.	5/22/2014 12:11 PM





Activity 1: Identification of Maps to Service  
 - Suggested Transit Route

## Appendix D: Public Participation Documentation

## Coordinated Public Transit-Human Services Transportation Plan

### Stakeholder Mailing List

1. Action Management Corporation
2. American Arab Heritage Council
3. Amtrak-Government/Public Affairs
4. Ann Arbor Area Trans Authority
5. Argentine Township
6. Atlas Township
7. Baker College of Flint
8. Best Cab Company
9. Brennan Community Center, Attn: Shirley Milton
10. Brennan Senior Center
11. Bureau of Services for Blind Persons
12. Burton Senior Center
13. Capital Area Trans Authority
14. Carman-Ainsworth Senior Center
15. Carriage Town Ministries
16. Catholic Charities Flint
17. Catholic Outreach
18. Charles Stewart Mott Foundation
19. City of Burton
20. City of Clio
21. City of Davison
22. City of Fenton
23. City of Flint
24. City of Flushing
25. City of Grand Blanc
26. City of Linden
27. City of Montrose
28. City of Mt. Morris
29. City of Swartz Creek
30. Clayton Township
31. Clio Senior Center
32. Crim Fitness Foundation
33. Davison Township
34. Davison-Richfield Senior Center
35. Diplomat Pharmacy
36. Disabled American Veterans Chap. 3
37. Eastside Senior Citizens Association
38. Eastside Senior Citizens Center
39. FACED
40. Family Service Agency
41. Federal Highway Administration - Michigan Division
42. Federal Transit Administration
43. Fenton Township
44. Flint & Genesee Chamber of Commerce
45. Flint Community Schools

46. Flint Dialysis of Davita
47. Flint Downtown Development Authority
48. Flint Genesee Job Corps
49. Flint Housing Commission
50. Flint Human Relations Commission
51. Flint NIPP
52. Flint Parks and Recreation
53. Flint Township
54. Flushing Area Senior Center
55. Flushing Township
56. Forest Township
57. Forest Township Senior Center
58. FTA
59. Gaines Township
60. Genesee Area Skill Center - Transportation Services
61. Genesee County Association for Retarded Citizens
62. Genesee County Community Action Resource Department
63. Genesee County Community Mental Health
64. Genesee County Department of Veterans Services
65. Genesee County Emergency Mgmt. & Homeland Security
66. Genesee County Family Independence Agency
67. Genesee County Health Department
68. Genesee County Office of Senior Services
69. Genesee Intermediate School District
70. Genesee Township
71. Genesys Health System
72. Goodwill Industries
73. Grand Blanc Senior Citizens Center
74. Grand Blanc Township
75. Great Lakes Crossing
76. Greater Flint Council of Churches
77. Greater Lapeer Trans Authority
78. Haskell Community Center
79. Hasselbring Senior Center
80. Heart of Senior Citizens Services
81. Hey, Taxi
82. Hurley Medical Center
83. Indian Trails, Inc.
84. International Taxi & Shuttle
85. Jewish Community Services - Federation & Community
86. Kettering University
87. Kettering University - University Ave Corridor Coalition
88. Krapohl Senior Center
89. Legal Services of Eastern Michigan
90. Livingston Essential Trans Service
91. Lockwood Management
92. Loose Senior Center
93. Love, Inc.
94. Mass Transportation Authority
95. McLaren Regional Medical Center
96. MCSI

97. MDOT - Office of Passenger Trans
98. MDOT - Office of Passenger Trans
99. Members of SAGE
- 100.Metro Housing Partnership
- 101.Michigan Department of Human Services
- 102.Michigan Department of Transportation
- 103.Michigan State Housing Dev Authority
- 104.Michigan Works Career Alliance
- 105.MichiVan
- 106.Mission of Peace
- 107.Montrose Senior Center
- 108.Montrose Township
- 109.Mott Children's Health Center
- 110.Mott Community College
- 111.Mt. Morris Township
- 112.MTA Elderly & Disabled LAC
- 113.Mundy Township
- 114.NAACP
- 115.Overflow Resources Transportation
- 116.Priority Children
- 117.REACH
- 118.Resource Genesee
- 119.Richfield Township
- 120.Saginaw Transit Authority
- 121.Salem Housing Task Force
- 122.Salvation Army
- 123.SCSAC
- 124.Shelter of Flint
- 125.Shiawassee Area Trans Agency
- 126.Stat EMS Wheelchair Services
- 127.Suburban Mobility Authority
- 128.Swartz Creek Senior Center
- 129.T R Harris Resource Center
- 130.The Disability Network
- 131.Theftford Senior Center
- 132.Theftford Township
- 133.U of M Flint - Chancellor Office
- 134.United Way of Genesee County
- 135.Valley Area Agency on Aging
- 136.Vienna Township
- 137.Village of Gaines
- 138.Village of Goodrich
- 139.Village of Lennon
- 140.Village of Otisville
- 141.Village of Otter Lake
- 142.Visually Impaired Center
- 143.YWCA Greater Flint

Lapeer County

## INTERLOCAL AGREEMENT

This interlocal agreement ("Agreement") is made between the Suburban Mobility Authority for Regional Transportation ("SMART"), an entity organized under the provisions of Public Act 204 of 1967, and the Greater Lapeer Transportation Authority ("GLTA").

WHEREAS, SMART, pursuant to the provisions of Act 204, is vested with the exclusive authority to acquire, plan, operate, and maintain transportation systems within its jurisdiction, and;

WHEREAS, SMART desires to increase mobility throughout Michigan by interconnecting transportation provider networks, and;

WHEREAS, GLTA desires to operate public transportation service within SMART's jurisdiction;

NOW THEREFORE; in consideration of the mutual covenants and representations contained herein, and in agreement of the adequacy of said consideration, the parties agree as follows:

### **1. Permitted Service**

SMART shall permit GLTA to operate service within SMART's jurisdiction only for passengers entering or leaving SMART's jurisdiction. Under no circumstances shall GLTA provide complete trips within SMART's jurisdiction. Complete trips are defined as any passenger trip that is initiated and terminated within SMART's jurisdiction.

All GLTA routes entering SMART's jurisdiction must be submitted to SMART for prior approval and attached as Exhibit A. All GLTA routes must provide the highest feasible level of connectivity with SMART route timing and locations.

### **2. Fare and Transfer Policy**

The GLTA fare and transfer policy shall be attached as Exhibit B. Any modifications to any portion of this policy must be submitted to SMART for prior approval.

### **3. State and Federal Requirements**

GLTA is required to comply with all applicable SMART policies, as well as federal, state, and local statutes, rules, and/or regulations including, without limitation, obligations contained in the Federal Transit Administration Master Agreement.

### **4. Insurance and Indemnity**

Before starting any work under this Agreement, GLTA must furnish original certificates of insurance stating that it carries insurance in the following types and minimum amounts:

Comprehensive General Liability	
- Each Occurrence BI/PD	\$1,000,000
- Personal and Adv. Injury	\$1,000,000
- General Aggregate	\$2,000,000
 Automobile Liability	 \$5,000,000 CSL

Employer's Liability \$500,000

Worker's Compensation Statutory Limits

Certificates must set forth the amounts of coverage, policy number, and expiration date, and must name SMART as an additional insured, and must provide for thirty (30) days advance written notice of cancellation or reduction in coverage. Coverage must be primary and non-contributory and provide a waiver of subrogation in favor of SMART. If GLTA is self-insured, a certificate from the appropriate State agency must be furnished by such agency to SMART. If, during the term of the Agreement, the insurance certificate or any required coverage expires or is otherwise modified, GLTA is responsible for providing renewed certificates. The purchase of insurance shall not be a satisfaction of the GLTA's indemnification requirements to SMART.

GLTA shall indemnify, defend and save harmless SMART, its officers, agents, employees, and members of its Board of Directors from any and all claims, losses, and damages, including costs and attorneys fees, occurring from any act, omission or negligence of or chargeable to GLTA, its officers, agents, employees or subcontractors, arising out of and/or pursuant to this Agreement. With respect to claims of third parties, this provision is not intended and is not to be construed as a waiver of the defense of governmental immunity otherwise available, nor is it intended to grant third party beneficiary status to any person or entity. GLTA's obligation is subject to the following expressed limitations: It does not extend beyond the limitations placed on a transit authority to indemnify another governmental agency pursuant to law; it shall not abrogate nor diminish the defense of governmental or sovereign immunity against any party; and, it shall not entitle another party to any claim to which the other party would not otherwise be entitled.

SMART shall indemnify, defend and save harmless GLTA, its officers, agents, employees, and members of its Board of Directors from any and all claims, losses, and damages, including costs and attorneys fees, occurring from any act, omission or negligence of or chargeable to SMART, its officers, agents, employees or subcontractors, arising out of and/or pursuant to this Agreement. With respect to claims of third parties, this provision is not intended and is not to be construed as a waiver of the defense of governmental immunity otherwise available, nor is it intended to grant third party beneficiary status to any person or entity. SMART's obligation is subject to the following expressed limitations: It does not extend beyond the limitations placed on a transit authority to indemnify another governmental agency pursuant to law; it shall not abrogate nor diminish the defense of governmental or sovereign immunity against any party; and, it shall not entitle another party to any claim to which the other party would not otherwise be entitled.

**5. Term**

This agreement shall commence on the date of this Agreement, and either party may terminate this Agreement upon ninety (90) days written notice to the other party.

In the occurrence of any breach of this Agreement, the aggrieved party may terminate this Agreement upon five (5) days written notice to the other party.

**6. Liquidated Damages**



In the event of a breach of Section 1, "Permitted Service", of this Agreement, liquidated damages shall be assessed to GLTA in the amount of \$250 per rider, per occurrence. SMART shall notify GLTA of any such breach(es) within seven (7) days of the occurrence(s) and provide backup documentation.

Liquidated damages shall not be considered penalties but shall reflect the cost to SMART for continuing supervision and administration of the Agreement and other directly and indirectly attributable costs. Liquidated damages shall not limit or in any way affect SMART's ability to litigate any such breach or limit damages in any such litigation.

## 7. Notice and Correspondence

Any notice or correspondence related to this Agreement shall be sent to the following addresses:

To SMART:

SMART  
General Manager  
535 Griswold Street, Suite 600  
Detroit, MI 48226

To GLTA:

GLTA  
General Manager  
230 South Monroe Street  
Lapeer, MI 48446

## 8. General

Should any part of this agreement be declared invalid, or beyond the authority of either party to enter into or carry out, such decision will not affect the validity of the remainder of this agreement, which will continue in full force.

This agreement constitutes the entire Agreement between the parties hereto and supersedes any and all prior agreements, oral or written. Waiver of any breach of this Agreement shall not be construed as a continuing waiver of other breaches of the same or other provisions of this Agreement.

GLTA

By:

Case A. Wegler

Its:

EXEC. DIRECTOR  
1/29/2010

SMART

By:

Steven Brown

SMART General Manager

MASS TRANSPORTATION AUTHORITY  
AND  
GREATER LAPEER TRANSPORTATION AUTHORITY  
INTERLOCAL AGREEMENT TO CROSS JURISDICTIONAL BOUNDARIES

This agreement is entered into this 8<sup>th</sup> day of December, 2008 by and between the Mass Transportation Authority (MTA) and Greater Lapeer Transportation Authority (GLTA).

WITNESSETH:

WHEREAS, each of the above said parties operate public transit service in the State of Michigan, and

WHEREAS, each of the said parties desire to be of mutual assistance to each other in the event it is necessary for their respective transportation systems to cross jurisdictional boundaries, and

WHEREAS, MTA requests authorization to provide service into the County of Lapeer. Each route originates from the MTA Center located in Flint, MI. Connecting service, from Genesee County into Lapeer County, with the GLTA established in the City of Lapeer, and

WHEREAS, GLTA requests authorization to provide service into the County of Genesee. Each route originates from the GLTA Center located in Lapeer, MI. Connecting service, from Lapeer County into Genesee County, with the MTA established in the City of Flint, and

NOW THEREFORE, in consideration of the mutual needs, it is agreed as follows:

1. That the respective public transportation system while in the other area will provide insurance coverage for its own employees and equipment and liability insurance coverage for any action of its employee or equipment at its own expense.
2. Will hold and save harmless the other party to this agreement from any and all liability arising within the jurisdictional.
3. That the respective public transit system will coordinate and assist each other in providing efficient transportation services.
4. That this agreement shall continue in full force and effect from the date of execution of this agreement unless one party serves written notice at least ninety (90) days, upon the other party, of its desire to withdraw from this agreement.

IN WITNESS HEREOF, the parties hereto have caused this contract to be executed.

FOR THE MASS TRANSPORTATION AUTHORITY

BY \_\_\_\_\_

TITLE GENERAL MANAGER

FOR THE GREATER LAPEER TRANSPORTATION AUTHORITY

BY \_\_\_\_\_

TITLE EXECUTIVE DIRECTOR

Shiawassee County

989-729-2687  
1-877-667-7100 (TOLL FREE)

## Hours of Operation

6:30am-6:00pm

Cities of

Owosso & Corunna  
Caledonia Township &  
Owosso Township areas  
6:00am-10:00pm

Monday—Friday

No regularly scheduled  
service on Saturday,  
Sunday or Holidays

For Transportation needs beyond  
the scope of  
SATA Dial-A-Ride  
call Transportation Solutions  
(a division of SATA )  
989-729-9303

Call **SATA**  
for work or play!



Do you  
need to  
get your  
kids to their sports  
practice?



Maybe you need  
to go to the store?



Do you know  
someone who  
needs a ride  
to a medical  
appointment?



**S h i a w a s s e e**  
**SATA** →  
**Area Transportation Agency**

SATA is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964 and Federal Transit Administration (FTA) Circular 4702.1.A For additional information on Title VI or to file a complaint, contact the  
SATA Executive Director

*1-877-667-7100  
SATA*

**S h i a w a s s e e**  
**SATA** →  
**Area Transportation Agency**

180 N. Delaney Rd.  
Owosso, MI 48867

**DIAL-A-RIDE**  
**FOR WORK OR PLAY**

**OFFICE HOURS**  
**8:00 AM-6:00 PM**



**989-729-2687**  
**1-877-667-7100 (toll free)**

## Fare Policy

All fares are calculated only by your place of residence, not by your origin or destination as long as both are within Shiawassee County.

### Regular Fare

- \$9.00 per one-way trip
- \$4.50 per one-way trip for passengers 18 or younger, 60 or older and those with ADA-defined disabilities.

### Discounted Fares

Residents of the "Participating" cities of Corunna, Durand, Owosso, Perry, & the Participating" townships of Bennington, Caledonia, Owosso, Venice, Vernon:

- \$3.00 per one-way trip
- \$1.50 per one-way trip for passengers 18 or younger, 60 or older and those with ADA-defined disabilities.

The Shiawassee Council on Aging (SCOA) sponsors free rides for all Seniors (age 60 and over) Monday-Friday from 9am-6pm based on availability.

## Service Information

- All SATA Vehicles are accessible for those who have physical limitations.
- SATA drivers may provide assistance in getting on & off the vehicle.
- SATA drivers may not be qualified or required to give any medical assistance.
- Limited carry-on items allowed (some restrictions apply, call for details).
- SATA will not tolerate misconduct on board its vehicles, whether verbal or physical.
- Children age 16 & under must be properly protected by a safety belt as required by Michigan law.
- Bike Racks available, will accommodate most bike styles.



## Reservation Policy

- Routes determined daily by caller requests.
- Priority will be given to callers on a "first-call, first-serve" basis, however we recommend that you schedule your rides as soon as you know that you will need them.
- Residents of Non-participating municipalities may only schedule rides on the day before or the day of the requested trip reservation.
- SATA does not operate a fixed-route service but rather a scheduled dial-a-ride service. Unlike a taxi service, dial-a-ride service focuses on grouping rides within the same area utilizing one vehicle.

Information in this brochure is accurate only at the time of its printing. SATA reserves the right to change policies at any time for operational or related purposes. Information contained within this brochure can be made available in alternative reading forms upon request.

January 2013



If you drive, like people, and want to do something meaningful...

**Consider volunteer driving!**

Working with Transportation Solutions, you can make a difference to people everyday! As a volunteer driver you will help people who do not have access to personal transportation. Volunteer drivers are reimbursed for gas mileage and provided additional liability insurance.

Eligibility requirements include:

Valid Operator's License, good driving record, and a safe, reliable vehicle. Drive a couple times a month, once a week, or daily. The program is extremely flexible and works around your schedule.

For more information, call  
989-725-9303

## Transportation Solutions Division of SATA (TSD)

Funding for services offered by the Transportation Solutions Division of SATA is provided by the Job Access Reverse Commute (JARC) and New Freedom grants through the Michigan Department of Transportation. No local governmental funding is used to support the programs of TSD. Funded, in part, by the Shiawassee United Way.



The Purpose of the  
Transportation Solutions Division  
is:  
To provide affordable, accessible,  
transportation options  
for residents of Shiawassee County  
beyond the scope of services  
offered by SATA Dial-A-Ride.

1975 W Main St., 2nd Floor, Suite 206  
Owosso, MI 48867

Phone: 989-725-9303  
Fax: 989-729-2659  
Email: [mschutt@satabus.org](mailto:mschutt@satabus.org)

*1 of 2  
Transportation  
Solutions*

# Transportation Solutions

DIVISION OF **SATA** →

Providing transportation  
**SOLUTIONS**  
for residents of  
**Shiawassee County**

**(989)-725-9303**

**Office Hours**  
8:00am ~ 3:00pm  
Monday ~ Friday

**Service Hours\***  
24 hours a day  
7 days a week  
365 days a year

*\*Contingent upon availability of a driver*

## SERVICES

- **Community Coordination Program** - Referrals to and coordinated trips through religious organizations, volunteer programs, other transportation providers, and health and human service agency programs.
- **Volunteer Driver / Escort Program** - Volunteer drivers use their personal vehicles to provide door-to-door transportation services assigned by TSD.  
\*Passenger must meet program eligibility requirements

- **Accessible Taxi Program** - Wheelchair accessible vehicle operated by a professional SATA driver to provide curb-to-curb services assigned by TSD.  
\*Passenger must meet program eligibility requirements

The SATA Dial-A-Ride bus service is the first choice for providing transportation. The programs of TSD will be accessed if the Dial-A-Ride service can not accommodate the transportation

## RESERVATION POLICY

- Requests for transportation should be made as far in advance of appointment date as possible.
- Priority will be given to transportation requests based on the trip purpose and then "first-call, first-serve" in the following order:
  1. Medical
  2. Employment and Training
  3. All other trip purposes



SATA is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1963 and Federal Transit Administration (FTA) Circular 4702.1.A  
For additional information on Title VI or to file a complaint, contact the SATA Executive Director

## FARE POLICY

### In Shiawassee County -

- Fares range from \$1.50 to \$9.00 one-way
- Fares follow the Fare Policy of the SATA Dial-A-Ride service (see SATA brochure for details)

### Out-of-County -

- Nearby counties\*\*  
\$6.00 one-way  
MEDICAL and EMPLOYMENT related trips

- Washtenaw county  
\$7.50 one-way  
MEDICAL trips

- Any other parts of the State of Michigan:  
\$10.50 one-way  
MEDICAL trips

\*\*Nearby counties include Clinton, Genesee, Ingham, Livingston, and Saginaw.

Information in this brochure is accurate only at the time of its printing. SATA reserves the right to change policies at any time for operational or related purposes. Information contained within this brochure can be made available in alternative "reading" forms upon request.



# **Shiawassee County Coordinated Transportation Plan**

## **Updated: January 2009**

**Mission Statement:** To assure that the transportation needs of all Shiawassee County residents are met through coordination of public, private and non-profit partnerships and services.

### **Summary of County Demographics**

Shiawassee County is a rural and semi-rural county located in mid-Michigan with a population of 72,224. According to the 2005 American Community Survey of the U.S. Census Bureau, the largest city, Owosso, has a population of 15,713 and is surrounded by the twelve (12) smaller communities of Corunna, New Lothrop, Perry, Byron, Carlin, Laingsburg, Durand, Henderson, Shaftsbury, Morrice, Lennon, Bancroft, Vernon and Ovid. In 2005, the Michigan League reported that 9.1% of the population lived at or below the poverty line. In 2006, the same report revealed that 21% of the population lived at or below 200% of the poverty line, with an average income for four of \$25,000.

The county's employment base is primarily general laborers, with a higher than average concentration of small factory positions and small family-owned farms. The closing of larger factories, with higher paying positions, in the most recent five year period has also resulted in high unemployment rates. According to the Michigan League for Human Services, the county's unemployment rate jumped from a low of 6.6% in December 2005 to 9.1% in December 2006, and peaked mid-year at 11.9% during 2006. The same year-end report states that as many as 73% of the applicants for state or federal subsidies were refused services in the last quarter of 2006, however, because they exceeded poverty application guidelines, resulting in a high number of Shiawassee County residents considered to be "working poor". According to the 2005 Michigan Kids Count, 2139 children in Shiawassee County are living in poverty and 3861 qualify for free or reduced lunches (200% of poverty).

According to the 2005 U.S. Census Bureau, senior citizens over the age of 65 comprise 12.3% of the county's population and 17.3% of the residents over age five report some disabling condition. The same statistical report states that 11,693 people in Shiawassee County state they have a disability, including both mental and physical disabilities. Of these, only 2,702 reside in the City of Owosso which means that the majority of people with a disability live in the more rural areas of the county.

The economic trend is not projected to improve over the next five years, making more individuals and families dependent on subsidized public, private and non-profit transportation to obtain and retain employment, attend educational and training programs, visit medical practitioners, purchase food and personal needs at local stores, access human service agencies and participate in community social-recreational functions.

## **Recent Transportation Studies**

In the early 1980's, an extensive transit study was conducted in Shiawassee County that recommended a county-wide millage to fund operational costs not covered by rider fares or state and federal subsidy programs. The recommendations of that study were never fully implemented. In the 1990s, a follow-up county-wide transportation study was conducted which revealed that additional concerns related to barriers to equitable access to employment services, medical care and recreation existed.

At the time of the second study, only 10.5% of the population was living in poverty, 11.1% were senior citizens, 2,343 of the overall population reported some disabling condition which restricted their mobility, and 47% of senior citizens reported some mobility limitations. The 1990's report, Shiawassee County Transportation Coordination Study, conducted by Wade-Trim in Association with Spalding, DeDecker and Associates used local statistics, community forums and information from human services agencies as the basis for its recommendations.

One significant recommendation from these studies was the need for coordinated, unduplicated transportation services throughout the county in lieu of multiple agencies providing small transportation van services. Much of this was resolved with the creation of the Shiawassee Area Transportation Agency (SATA), upon the recommendation and support from the county's Health and Human Services Council (HHSC). In conjunction with other county transportation service providers and as a member of the HHSC, SATA continues to assess transportation services, needs, gaps and barriers for residents of Shiawassee County.

The actions taken by the local Health and Human Services Council to support the formation of SATA and its continued service provision in the county already demonstrates coordinated transportation efforts among county agencies. In addition, the HHSC has endorsed other private and non-profit transportation services such as the Supported Inclusive Transportation program to expand coordinated transportation resources for county residents.

In 2005, the Arc Shiawassee, in conjunction with the Supported Inclusive Transportation (SIT) program and the Regional Interagency Coordinating Council (RICC), developed a survey of county residents related to issues including transportation. The results of that survey revealed that many community members had limited access to employment, recreation and personal services due to the lack of times, days and areas that transportation services were available. There was a strong sense from the respondents that continued expansion of both public and private services were needed for people with disabilities to allow them full participation in Shiawassee County life.

In 2007, a county-wide Transportation Needs Survey was conducted by SATA and Shiawassee United Way (SUW). The survey included a cross-section of Stakeholders including people who use public transportation, people who use the SIT program, caregivers, senior citizens, people with disabilities, health & human service professionals, educators, city employees, city and county officials and providers of public, private or non-profit transportation that exists in our county. Over 130 people responded to the survey over a two week period, representing all communities, age ranges and Stakeholder categories. Of these, 39 people self-reported a disability, 38 were senior citizens over the age of 60, 17 were caregivers of a person with a disability, 4 were care givers of a senior citizen, 16 were health & human service professionals, 30 were students, and 20 were providers of public or private transportation in the county. In addition, 25 people reported the need to have a wheelchair accessible automobile, van or bus service and 10 reported the need to used SIT subsidized automobile services. (A copy of the survey and a complete summary of the results are attached.)

Subsequent to this, SATA and SUW facilitated two public forum meetings at which 26 Community Stakeholders were in attendance. Roland Moss, Community Transportation Association of America (CTAA) and Elaine Luo, Project Manager for the Michigan Department of Transportation (MDOT) also attended both meetings to provide State and National information and criteria for future potential funding and partnerships. Both Mr. Moss and Ms. Luo commended Shiawassee County for its thorough transportation assessments and stakeholder participation in the Transportation Plan development. (The complete summary results of those meetings are attached.)

The responses from both public forums and from the 130 surveys previously discussed were similar regarding the needs, gaps and barriers to public, private and non-profit transportation in our county. Attendees felt that there were **significant gaps in the knowledge of service providers, especially in the cases of individual volunteer or volunteer organizations such as SIT or Looking Glass Community Services (LGCS). The limited availability of on-call, evening and weekend services and geographic restrictions were identified as the most prominent gaps for public transportation.** Although each group prioritized it differently, both stakeholder groups felt that there was a need to develop strong advocacy efforts and publicity campaigns to effect change and inform the public-at-large of transportation concerns. Finally, there was a consensus from attendees that systems modifications were needed to assure that accurate, updated information about transportation service availability could be obtained from one agency or organization on a daily basis.

An opportunity to review, edit and revise the County Coordinated Transportation Plan were held at 9:00 AM and 4:00 PM on May 31, 2007 for all stakeholders who had expressed an interest in doing so. After extensive discussion, the Plan was recommended for approval to the Shiawassee County Health and Human Services Council at their June meeting. In addition, the Plan will be reviewed and revised at least annually by community stakeholders that represent coordinated public, private and non-profit transportation providers, riders, health and human services professionals and the community-at-large. These revisions will be shared and approved by the county's Health and Human Services Council.

In 2008, the Plan was reviewed and revised by those interested community stakeholders through the distribution of a survey and participation in community meetings held on November 13<sup>th</sup>, 2008 (A copy of the survey and a complete summary of the results are attached). The responses from the surveys completed and the community meetings held were similar to the findings in May 2007 regarding the needs, gaps, and barriers to public, private, and non-profit transportation options in our county.

A meeting was held on December 11<sup>th</sup>, 2008 to review the results of the survey and community meetings. After extensive review of the current plan and the summarized results, a few changes were made to the current Plan and recommended for approval to the Shiawassee County Health and Human Services Council at their February meeting. In addition a group of community stakeholders, now referred to as the Coordination Committee, will meet quarterly to review the strategies and progress made towards the goal of the Plan. The meetings will be held at 2:00 PM on the first Wednesday of each quarter to begin April 1<sup>st</sup>, 2009 (in conjunction with the Local Advisory Council Committee quarterly meetings).

## **Goal of the Shiawassee County Transportation Plan**

Based on the results of the most recent surveys, public stakeholder forums and feedback from the ten (10) community members that volunteered to continue Plan development, the goal of the Shiawassee County Transportation Plan is:

*To expand the public, private and volunteer transportation services in Shiawassee County to meet all community needs, including times, days and service area availability, while providing coordinated transportation service resources to the community.*

## **Strategies To Meet the County Transportation Goal**

Several strategies were developed at the May 9, 2007 Public Forum meetings which overlapped in content and focus. The following four strategies encompass the overall need to reach the above stated goal to improve communication, advocacy, service provision and sustainability of transportation services in Shiawassee County.

### **1. Develop a Single Point of Entry to Access Transportation Communication**

- *Identify all existing public, private and non-profit transportation providers in the County*
- *Identify all existing transportation service availability*
- *Identify all existing or potential gaps in transportation services*
- *Create a system of daily service provision updates for accurate dissemination to the community regarding all transportation availability*

### **2. Create Partnerships for Transportation Funding Advocacy**

- *Identify all existing partnership and, advocacy efforts in the County*
- *Develop a Public Relations plan to promote the need for community transportation, and address existing services & gaps*
- *Identify key members of the community to speak to the community-at-large*
- *Identify key members of the community to speak to public officials*

### **3. Develop a Strategy to Improve Transportation Service Provision**

- *Identify specific needs for expanded hours, days, service area, and rider assistance*
- *Identify key Stakeholder groups, including employment, low-income, senior citizens and people with disabilities*
- *Develop a plan to alleviate barriers in services provision through public, private and non-profit transportation services*
- *Identify and develop funding proposals to address immediate gaps in services*

### **4. Develop a Sustainability Plan for Transportation Services**

- *Identify Stakeholders to develop a long-term sustainability plan*
- *Develop fund development proposals and plans for operational costs*
- *Develop a plan to gain local support from City Officials, County Board of Commissioners, and the Voting Public-at-Large for sustainable funding*
- *Assure that Sustainability includes public, private and non-profit services*
- *Develop regional partnerships*

### **Timeline for Plan Implementation (PROJECTED)**

Spring 2007:	Community Survey and Public Forums
Summer 2007:	Development and Approval of Transportation Plan
Summer 2007:	Proposal to MDOT for Low-Income Employment Transportation Service Expansion for Public Transportation. Research and Submit Proposals to Expand Private, Volunteer & Non-Profit Transportation Services
Fall 2007:	Begin Implementation of Plan, with four Strategic Planning Areas
Winter 2007:	Begin Expansions to Support Employment Review and Revise the Coordinated Transportation Plan with Stakeholders

### **Timeline for Plan Implementation (ACTUAL)**

May 2007	Community Surveys distributed, collected, and results summarized; Public Forums held and community stakeholders identified
June 2007	Transportation Plan approved and supported by the Shiawassee County Health & Human Service Council and the Shiawassee County Board of Commissioners
July 2007	Submitted proposal to MDOT for Low-Income Employment Transportation Service Expansion for Public Transportation
August 2007	Four (4) member team participated in the CTAA Institute for Transportation Coordination and developed a 12-month timeline for addressing strategies identified in the Transportation Plan.
January 2008	The <b>Shiawassee Transportation Advocacy Coalition (STAC)</b> was developed through the Supporting Inclusive Transportation voucher program of the Arc Shiawassee. STAC is a grassroots advocacy group made up of people with disabilities, seniors, and community agencies in an effort to educate the general public and local public officials on the importance and benefits of public transportation.
April 2008	<b>Hired Mobility Manager</b> Mobility Manager began identifying all existing public, private, and non-profit transportation providers in the county in an effort to develop a resource list of all transportation options available.
June 2008	Mobility Manager began accepting calls for information and referrals regarding transportation resources available in our county.
October 2008	<b>Transportation Solutions Division of SATA!</b> Received New Freedom Grant funding to offer transportation options primarily to people with disabilities and secondarily to seniors and low-income households through the: Community Coordination Program, Volunteer Driver / Escort Program, and Accessible Taxi Program.
October & November 2008	Efforts made by STAC members resulted in 3 NEW townships committing funding to SATA to receive public transportation services for their residents; 3 additional townships are considering.
November & December 2008	Reviewed and revised Coordinated Transportation Plan with Stakeholders.

**Public Participation for Transportation Service Expansion**  
**May 9, 2007**  
**Shiawassee Area Transportation Agency Building**  
**Owosso, Michigan**

**Overview of Meeting**

Subsequent to receiving over 130 responses to community transportation surveys, two open forum public meetings were held at the Shiawassee Area Transportation Agency (SATA) building to solicit feedback from community members. The agenda for each of the two meetings was the same to allow participants to choose a time that best met their personal schedule.

Larry Alpert, Executive Director of SATA, provided an overview of the process required to develop a Transportation Plan for Shiawassee County that would identify present services, needs, gaps and barriers. The Plan will be the basis for several coordinated funding opportunities during the next few years. The first initiative is a Michigan Department of Transportation (MDOT) 2007 request for proposal to improve rural transportation for fiscal year 2007-08. Mr. Alpert explained that this proposal will address gaps and barriers specific to employment-related concerns. The transportation plan will address gaps, barriers and concerns specific to people with disabilities, low-income families and senior citizens.

Roland Mross, Community Transportation Association of America (CTAA) Ambassador for United We Ride, offered a synopsis of similar projects throughout the county. Mr. Mross assists in the coordinated transportation efforts of eleven (11) states that are affected by federal, state and local planning and funding requests. Most recently, he has been involved in rural transportation efforts in Northern Michigan (Traverse City) and rural areas of Indiana, Montana and Illinois. Mr. Mross explained that Shiawassee County's collaborative efforts and coordinated service plans exceeded many other rural areas throughout the nation. He offered his continued support as we prepare the Plan.

Finally, Elaine Luo, Project Manager for the Michigan Department of Transportation (MDOT) gave a succinct overview of the requests for funding proposals that are available through the State of Michigan. She also commended SATA, Shiawassee United Way, the Health and Human Services Council and the Community-at-Large for our past collaborations, survey implementation and public meetings to address a county-wide Transportation Plan.

Marcia Bird, Grant Writer for the Shiawassee United Way, served as the facilitator at both meetings to solicit ideas for needs, gaps, barriers, strategies and overall Plan goals. The participants were encouraged to provide information related to personal and professional experiences regarding public, private and non-profit transportation.

### **3:00 PM Public Comments Meeting**

Eighteen (18) residents of Shiawassee County, representing Human Services agencies, governmental employees, people with disabilities, senior citizens, elected officials, school districts, caregivers and the community-at-large attended the first meeting. Their comments were divided into three categories: 1) Needs, Gaps and Barriers; 2) Strategies to Resolve Transportation Problems; and 3) Prioritizing Strategies and Overall Goal.

#### **Needs, Gaps, and Barriers**

These were the needs, gaps and barriers identified by participants at 3:00 PM on May 9, 2007 at the SATA administration building:

- Public service to rural areas is limited
- Private transportation access is limited
- Geographic areas exist with gaps in transportation
- Some Health & Human Services agencies who provide transportation prohibit access for other county residents needing transportation
- Amtrak-Durand only
- Amtrak – No regular service connection for passengers leaving station
- County wide services needed
- 24/7 Passenger assistance for people with disabilities and senior citizens
- 24/7 Transportation service availability
- Links between services is unavailable and/or unknown
- Gaps & barriers exist to support employment and employability including times, days, service area, inter-county service
- Gaps/barriers to support employment related skill development, testing and education exist (times, days, service area)
- Inter-county transportation connections are very limited
- Fixed routes as an option in Owosso/Corunna
- Training for individuals involved in providing transportation is needed for disability, poverty, cultural and age awareness
- SATA service zones: provide both a service and gap
- Cost of providing service: barrier for possible expanded providers
- Cost to rider is prohibitive
- Update on all transportation services information updates are needed regularly
- Single point entry (mobility broker)
- Minimal knowledge of private and/or non-profit transportation services by general public and professionals
- Lack of knowledge of SIT (supported inclusive transportation) vouchers, enrollment and eligibility

#### **Strategies**

Strategies to alleviate needs, gaps and barriers were identified and prioritized by the participants at 3:00pm on May 9, 2007. The group had verbal consensus voting and initially prioritized strategies into: High Need, Medium Need and Low Need.



### High Need Strategies for the County (not in any order of priority)

- Develop an overall “picture” of what is available
- Identify existing and potential public, private and volunteer partnerships
- Create a fund development plan for expansion and sustainability
- Develop a strategy for expanded hours, days and service area availability

### Medium Need Strategies for the County (not in any order of priority)

- Create and develop a single point of entry agency (Mobility Broker)
- Develop a Public Relations plan to promote services both by informal word of mouth contact and formalized advocacy efforts for public & private services
- Linking together services within the county

### Medium-Low Need Strategies for the County

- Linking transportation services together from Shiawassee to other counties
- No strategies were prioritized as Low Needs

### **Overall Transportation Goal for the Plan**

The participants agreed through a verbal consensus vote that the following statement encompassed the primary Goal Outcome for the Transportation Plan:

***Expand the public, private and volunteer transportation services in Shiawassee County to meet all community needs, including times, days and service area availability and coordination.***

### **7:00 PM Public Comments Meeting**

An additional eight (8) community members from Shiawassee County attended the 7:00 PM public forum, representing Human Services agencies, caregivers, people with disabilities, senior citizens and elected county officials. Facilitation of comments were divided into three areas: 1) Needs, Gaps and Barriers; 2) Strategies to Overcome Concerns; and 3) Prioritization of Strategies and Overall Goal.

### **Needs, Gaps and Barriers**

These were the needs, gaps and barriers identified by participants at the 7:00 PM meeting at SATA on May 9, 2007:

- Communication to people in the county is needed for residents that might not know about all available services
- Gaps are evident for weekend, evening and recreation services
- Limited flexibility in scheduling during the week
- Transportation for the general public is quite limited during morning and afternoon rush hours
- Transportation access is limited to get to work (times, days, areas)
- Multi-agency coordination is needed for public, private, volunteer
- On-call (as needed) transportation services are needed
- Expense of private transportation is prohibitive
- Public Relations plan is a gap; who can access it? when?
- No central info center is a gap

- People don't know what transportation is available in the community
- People are unaware or not notified when transportation services change
- Single point of entry is not available, except SATA services
- Options in the "plan" need to be provided
- Many people don't know about SIT (supported inclusive transportation) vouchers and enrollment

### **Strategies**

Strategies to alleviate needs, gaps and barriers were identified by participants at 7:00pm on May 9, 2007. The community residents present at the meeting were asked to prioritize strategies into three categories: High Need; Medium Need and Low Need.

#### **High Need Strategies for the County** (not in any order of priority)

- Identify and improve provider collaborations (public, private, volunteer)
- Develop fund development proposals and plan for operational costs
- Solicit and gain County Board of Commissioners support
- Develop a strategy for a County-wide transportation millage
- Increase access for employment & other social-recreation/personal/medical needs
- Expand operational options for all times of day, days of week, areas of county

#### **High/Medium Need Strategies for the County** (not in any order of priority)

- Improve communication with general public
- Develop public relations to promote public, private and volunteer services
- Advocate for the need for transportation in an organized manner among all transportation service providers, riders and those identifying gaps/barriers

#### **Medium/Low Need Strategies for the County**

The 7:00 PM participants did not prioritize any of their identified strategies as medium or low needs for county transportation services and/or the residents of Shiawassee County.

### **Overall Transportation Goal for the Plan**

The overall goal is to expand public, private, and volunteer transportation services to meet all community needs, including times, days and service area availability. They identified the following as overall priorities for goal outcome development: Coordination; Fund Development; and Sustainability. When shown the goal statement from the 3PM meeting, the verbal consensus of the 7PM participants was that it was inclusive enough to represent all concerns as long as the above High Need Strategies were included.



## Capital Area Transportation Authority




June 1, 2002

Larry Alpert, Executive Director  
Shiawassee Area Transportation Agency  
208 Airport Drive  
Owosso, MI 48867

Dear Larry,

Per Section 2b of the attached Cross Boundary, this letter serves as written approval for SATA to operate in the CATA service area for Work First trips originating in Shiawassee County. This approval will remain in force until further notice.

Sincerely,

  
Sandy Draggoo  
Executive Director

## CROSS BOUNDARY AGREEMENT

This agreement is made this 25<sup>th</sup> day of June, 2002, between CAPITAL AREA TRANSPORTATION AUTHORITY and the Shiawassee Area Transportation Agency, (collectively, the "Parties").

### RECITALS

- A. Each of the Parties operates a public transit system within a Service Area ("Service Area") defined by jurisdictional boundaries within the State of Michigan;
- B. The Parties recognize the need of members of the public to have cross boundary transit service from one Service Area to another for work, business, and pleasure.
- C. Variations in schedules and hours of service of the Parties, and the special needs of persons with disabilities, impact the ability of members of the public in need of cross boundary transportation to arrange appropriate connections between the transportation services provided by the Parties.
- D. The Parties desire to establish a pilot program to address and assess cross boundary transportation needs, without modifying their respective Service Areas.

NOW, THEREFORE, the Parties agree as follows:

- 1. The Parties will coordinate and assist each other in efforts to provide meaningful and cost effective cross boundary transportation services, including, where possible and feasible, arranging points of transfer between the transportation services that each provides.
- 2. Each of the Parties may provide transportation services into, returning from, or through the geographic Service Area of the other Party ("cross boundary service"), as follows:
  - (a) The cross boundary service must originate in the requesting Party's Service Area;
  - (b) Prior to offering a cross boundary service, a Party will contact the other Party with details of the proposed service and request approval from the other Party. Cross boundary service will not be provided without prior approval.
  - (c) Cross boundary service under this Agreement will be "incidental service" only and will not involve regularly scheduled line haul routes.
  - (d) Each Party will maintain and provide to the other on a monthly basis a log which reflects the number of cross boundary trips made, the purpose of each trip, and the origin, destination, and other details of each trip.

3. This Agreement does not require either Party to provide cross boundary transportation to residents of either of the Service Areas served by the Parties. Neither Party, while operating vehicles under this Agreement to, from, through, or within the Service Area of the other, shall provide transportation services in the other Party's Service Area without specific written authorization to provide such services.

4. Each Party shall provide and maintain, at its own expense, insurance to cover its employees and equipment and to cover liability for any action of its employees or equipment while operating within the jurisdictional area of the other. Each of the Parties will save and hold harmless the other Party to this Agreement from any and all liability arising from any operations conducted by it within the Service Area of the other Party.

5. Neither Party shall become the agent of, or a joint venturer with, the other Party by virtue of this Agreement.

6. This Agreement shall not be a basis to define or modify Service Areas of the Parties or be construed to limit any independent right either Party may have to operate in the other's Service Area. Neither Party shall seek financial support or any payment for services from the other, based on this Agreement or on any cross boundary services which are provided.

7. This Agreement does not confer any rights on persons or entities not a Party to this Agreement.

8. This Agreement is effective as of the date first above written and may be terminated by either Party on one day's written notice.

WHEREAS, the Parties have hereunto set their hands as of the date first above written.

SHIAWASSEE AREA TRANSPORTATION AGENCY

By: Lawrence S. Alpert  
Lawrence Alpert, Executive Director

CAPITAL AREA TRANSPORTATION AUTHORITY

By: Sandra L. Draggoo  
Sandra L. Draggoo, Executive Director

By: Jean F. Golden  
Jean F. Golden, Board Chair

Interlocal Agreement Between  
Clinton Area Transit System  
And  
Shiawassee Area Transportation Agency

This Agreement is entered into this 24 October, 2002, by and between the Clinton Area Transit System and Shiawassee Area Transportation Agency.

WITNESSETH:

WHEREAS, each of the above said parties exists as a public entity within the State of Michigan; and

WHEREAS, each of the above said entities is interested in promoting the widest range of safe, meaningful and cost-effective transportation services possible; and

WHEREAS, in addition to those services typically provided within their jurisdictional areas, each of the above said entities is desirous of having the option to on occasion transport individuals to destinations outside of their jurisdictional area for the purpose of accessing health care facilities, visiting historical sites, participating in recreational activities, attending cultural events and the like; and

WHEREAS, each of the said parties is willing to be of mutual assistance to the other on those occasions when their respective transportation systems cross jurisdictional boundaries.

NOW THEREFORE BE IT RESOLVED, that in consideration of the mutual interest of each of these transportation programs;

That each of the respective public transportation agencies named above, while operating vehicles within the jurisdictional areas of the other, will provide and maintain at its own expense, insurance coverage for its own employees and equipment and liability insurance coverage for any action of its employees or equipment.

That each of the respective entities named above will save and hold harmless the other party to this agreement from any and all liability arising from operations conducted within the jurisdictional area of the other.

That each of the respective named entities will coordinate and assist each other when appropriate in providing safe, meaningful and cost-effective transportation services.

That this Agreement will continue in full force and effect from the date of execution of this Agreement unless one party serves written notice upon the other of its intent to withdraw from the Agreement at least ninety (90) days in advance of the intended date to do so.


Shiawassee Area Transportation Agency

 10/24/02

Lawrence S. Alpert  
Executive Director

Date:

Clinton Area Transit System

 10/24/02

Steven Leiby  
General Manager

Date:



208 Airport Drive, Owosso, MI 48867  
(517) 729-2587 or 1-877-667-7100 toll free  
Fax: (517) 729-8207

**FLINT MASS TRANSPORTATION AUTHORITY  
AND  
SHIAWASSEE AREA TRANSPORTATION AGENCY  
INTERLOCAL AGREEMENT TO CROSS JURISDICTIONAL BOUNDARIES**

This agreement is entered into this 24<sup>th</sup> day of May, 2001 by and between the Flint Mass Transportation Authority (MTA) and Shiawassee Area Transportation Agency (SATA).

**WITNESSETH:**

**WHEREAS**, each of the above said parties operate public transit service in the State of Michigan, and

**WHEREAS**, each of the said parties desire to be of mutual assistance to each other in the event it is necessary for their respective transportation systems to cross jurisdictional boundaries, and

**WHEREAS**, the SHIAWASSEE AREA TRANSPORTATION AGENCY requests authorization to provide routes into/through Genesee County. Each route originates from the Shiawassee Area Transportation Agency located in Owosso, Michigan.

**NOW THEREFORE**, in consideration of the mutual needs, it is agreed as follows:

1. That the respective public transportation system while in the other area will provide insurance coverage for its own employees and equipment and liability insurance coverage for any action of its employee or equipment as its own expense.
2. Will hold and save harmless the other party to this agreement from any and all liability arising within the jurisdictional.
3. That the respective public transit system will coordinate and assist each other in providing efficient transportation services.
4. That this agreement shall continue in full force and effect from the date of execution of this agreement unless one party serves written notice of its intent to withdraw from the agreement at least ninety (90) day in advance of the intended date to do so.

**IN WITNESS HEREOF**, the parties hereto have caused this contract to be executed.

**FOR THE** Mass Transportation Authority

**BY** 

**TITLE** General Manager

**FOR THE** Shiawassee Area Transportation Agency

**BY** 

**TITLE** Board Chairman



**RESOLUTION**

Resolution authorizing the General Manager to enter into an Inter-local Agreement between the Shiawassee Area Transportation Agency (SATA) and the Flint Mass Transportation Authority (MTA) to cross jurisdictional boundaries for the purpose of providing Regional Transportation Services.


**WHEREAS**, It is the desire of the Flint Mass Transportation Authority (MTA) and the Shiawassee Area Transportation Agency to enter into an inter-local agreement; and

**WHEREAS**, the Inter-local Agreement will allow the Shiawassee Area Transportation Agency (SATA) and the Flint Mass Transportation Authority (MTA) to provide transportation services outside their jurisdictional boundaries.

**NOW THEREFORE BE IT RESOLVED** by the Mass Transportation Authority that Robert J. Foy, General Manager, is authorized to enter into an Inter-local Agreement between the Shiawassee Area Transportation Agency (SATA) and the Flint Mass Transportation Authority (MTA) to cross jurisdictional boundaries for the purpose of providing Regional Transportation Services.

**CERTIFICATION**

The undersigned duly qualified and acting as Vice-Chairman of the Mass Transportation Authority certifies that the foregoing resolution is a true and correct copy of a resolution adopted at a legally convened meeting of the Mass Transportation Authority held on May 24, 2001.

  
Richard B. Abrams, Vice-Chairman

May 24, 2001  
Date

208 Airport Drive  
Owosso, Michigan 48867  
989/729-2987  
Fax: 989/729-8207

**Shiawassee Area  
Transportation  
Agency (SATA)**

# Fax

To: Douglas Britz, Director, Livingston From: Lawrence S. Alpert - Manager

Essential Transportation Services



Fax: 517/546-5088

Pages: 1 + including this cover page

Phone: 517/546-8600

Date: 07/23/2001

Re: Inter-local Agreement

CC:

Urgent     For Review     Please Comment     Please Reply     Please Recycle

• **Comments:** As per our telephone conversation, public transit agencies, Shiawassee Area Transportation Agency and Livingston Essential Transportation Services agree to the following:

1. Each agency is permitted by the other to transport Workfirst clients to, from or through the jurisdictional area of the other for purposes of employment.
2. Neither of the agencies shall provide transportation services to residents of the other agency's jurisdictional area without having obtained specific written authorization to provide such services.
3. This Agreement shall remain in effect from this date until revoked or amended in writing by either party.

  
\_\_\_\_\_  
Douglas Britz - L.E.T.S.

  
\_\_\_\_\_  
Lawrence Alpert - SATA

7/23/01  
\_\_\_\_\_  
Date

7-23-01  
\_\_\_\_\_  
Date

INTERLOCAL AGREEMENT  
BETWEEN  
Roscommon County Transportation Authority (RCTA)  
And  
Shiawassee Area Transit Agency

This agreement is entered into this the 18 day of March , 2009 by and between the Roscommon County Transportation Authority, a transportation authority established under Act 196 of the Public Acts of 1986 and the above noted entity.

**WITNESSETH:**

**WHEREAS,** each of the above said parties exists as a public entity within the State of Michigan; and

**WHEREAS,** each of the above said entities is interested in promoting the widest range of safe, meaningful and cost effective transportation services possible; and

**WHEREAS,** in addition to those services typically provided within their jurisdictional area, each of the above said entities is desirous of having the option to on occasion transport individuals to destinations outside of their jurisdictional area for the purposes of accessing health care facilities, visiting historical sites, participating in recreational activities, attending cultural events, and the like; and

**WHEREAS,** each of the said parties is willing to be of mutual assistance to the other on those occasions when their respective transportation systems cross jurisdictional boundaries.

**NOW THEREFORE BE IT RESOLVED,** that in consideration of the mutual interest of each of these transportation programs:

That each of the respective public transportation programs named above, while operating vehicles within the jurisdictional area of the other, shall provide and maintain at its own expense, insurance coverage for its own employees and equipment and liability insurance coverage for any action of its employees or equipment.

That each of the respective entities named above will save and hold harmless the other party to this agreement from any and all liability arising from operations conducted within the jurisdictional area of the other.

That each of the respective named entities will coordinate and assist each other when appropriate in providing safe, meaningful and cost effective transportation services.

That this agreement shall continue in full force and effect from the date of execution of this Agreement unless one party serves written notice upon the other of its intent to withdraw from the Agreement at least thirty (30) days in advance of the intended date to do so.

RCTA Marcus W. Daugherty 3/20/2009  
Transit Agency Signature Date

SATA James S. Chert 3/24/09  
Transit Agency Signature Date



208 Airport Drive, Owosso, MI 48867  
(517) 729-2687 or 1-877-667-7100 toll free  
Fax: (517) 729-8207

**INTERLOCAL AGREEMENT  
BETWEEN  
SHIAWASSEE AREA TRANSPORTATION AGENCY (SATA)  
AND  
SAGINAW TRANSIT AUTHORITY REGIONAL SERVICES (STARS)**

This agreement is entered into by and between the Shiawassee Area Transportation Agency and the Saginaw Transit Authority Regional Services.

**WITNESSETH:**

**WHEREAS**, each of the above said parties exists as a public entity within the State of Michigan; and

**WHEREAS**, each of the above said entities is interested in promoting the widest range of safe, meaningful and cost effective transportation services possible; and

**WHEREAS**, in addition to those services typically provided within their own jurisdictional area, each of the above said entities is desirous of having the option to, on occasion, transport individuals from within their normal service area to destinations outside of the geographical limits of the county of origin, and to return them back to their point of origin.

**WHEREAS**, each of the said parties is willing to be of mutual assistance to the other on those occasions when their respective transportation systems cross jurisdictional boundaries.

**NOW THEREFORE BE IT RESOLVED**, that in consideration of the mutual interest of each of these transportation programs the following guidelines shall apply:

**First**, neither of the public transportation programs named above, while operating vehicles 'to', 'from', 'through' or 'within' the jurisdictional area of the other, shall provide transportation services to residents of the host county without having obtained specific written authorization to provide such services.

**Second**, each county shall furthermore provide and maintain at its own expense, insurance coverage for its own employees and equipment and liability insurance coverage for any action of its employees or equipment while operating within the jurisdictional area of the other.

**Third**, each of the respective entities named above will save and hold harmless the other party to this agreement from any and all liability arising from operations conducted within the jurisdictional area of the other.

**Fourth**, each of the respective named entities will coordinate and assist each other when appropriate in providing safe, meaningful and cost effective transportation services.

**And finally**, that this Agreement shall continue in full force and effect from the date of execution of this Agreement unless one party serves written notice upon the other of its intent to withdraw from the Agreement at least ninety (90) days in advance of the intended date to do so.



208 Airport Drive, Owosso, MI 48867  
(517) 729-2687 or 1-877-667-7100 toll free  
Fax: (517) 729-8207

**For the Shiawassee Area Transportation Agency:**

*Cameron C. Conroy*  
Board Chairman

*May 3, 2001*  
Date

*Jamie S. Ebert*  
Manager

*5-3-01*  
Date

**For the Saginaw Transit Authority Regional Services:**

*Kathleen Lottery*  
Board Chairman

*05/30/01*  
Date

*Wilfred L. Beal*  
Executive Director/CEO

*30 May 2001*  
Date

## Additional Transit Service Providers

## Additional Transit Providers

### Genesee

- Brennan Senior Center
- Brennan Senior Community Center
- Burton Senior Center
- Carman-Ainsworth Senior Center
- Carriage Town Ministries
- ~~• Catholic Outreach~~
- Catholic Social Services
- Clio Area Senior Center
- Court Street Village Management Corp.
- Davison Area Senior Center
- Disability Network
- Eastside Senior Citizens Center
- Family Service Agency of Mid-Michigan / Foster Grandparent Program
- Flushing Area Senior Center
- Forest Township Senior Center
- Genesys Health System
- Grand Blanc Senior Citizens Center
- Haskell Senior Center
- Hasselbring Senior Center
- Heart of Senior Citizen Services
- Hurley Medical Center
- Jewish Community Services
- Krapohl Senior Center
- Lockwood Management
- Loose Senior Center
- Love, Inc.
- ~~• McKinley Senior Center~~
- McLaren Regional Medical Center
- Med-Trans of Michigan
- Montrose Senior Center
- Pierce Senior Center
- ReSource Genesee
- Salvation Army
- STAT EMS
- Swartz Creek Area Senior Center
- Thetford Senior Center
- United Way – Genesee County
- Valley Area Agency on Aging
- Vocal Independence Program
- YMCA

## Maurer, Jacob

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**From:** Gloria McCracken <fgpflint@hotmail.com>  
**Sent:** Monday, March 09, 2015 2:35 PM  
**To:** Maurer, Jacob  
**Subject:** Region Transit Mobility Initiative Data Request

Mr. Maurer,  
I hope the information below will be helpful. If you have any questions please call me at (810)257-3779 or email me at [fgpflint@hotmail.com](mailto:fgpflint@hotmail.com).

### Family Service Agency of Mid Michigan/ Foster Grandparent Program Transportation

1. The Foster Grandparent program provides transportation to Foster Grandparents In Genesee County to and from volunteer sites.
  - a. Any volunteer site in Genesee
  - b. NA
2. The Foster Grandparent Program does not provide this service at this time. There is a need in Genesee County especially for senior citizens who do not have access to other forms of transportation. There is a need for regional county-to-county transportation for employment purposes as well as for doctor appointments.
3.
  - a. The Foster Grandparent Program has a fixed route and funded to transport volunteers. There is demand service only when a volunteer is stranded without other forms of transportation.
  - b. 7:00am until 4:00 pm Monday through Thursday
  - c. NA
4. They would use MTA Your Ride and connect with GLTA in Lapeer County or SATA in Shiawassee County
5. Funding - cost of vehicle maintenance, drivers salaries and fuel
  - b. Gap in Service- Transferring from one region to another is not always easy especially for senior citizens if they have to wait at a drop off point
6. MTA, Your Ride, SATA in Shiawassee County and GLTA in Lapeer County.

Gloria McCracken, Director  
Foster Grandparent Program  
Family Service Agency of Mid Michigan



# Eastside Senior Citizens Association

3065 N. Genesee Road – Flint – MI 48506

Phone: 810-250-5000 Fax: 810-250-9033

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1. The primary service area for the Eastside Senior Citizens Association Van transportation includes: Genesee Township and well as Atherton Road to the south, Irish road to the East, Mr. Morris road to the north, and Center Road to the west. The van will take elderly resident to medical appointments, physical therapy appointment and hospital test if during regular business hours.
2. There is a need for transportation services outside of the county. Many require services from specialists in out county medical facilities, and could use affordable and reliable transportation.
3. The transportation services at Eastside Senior Citizens Campus is operated locally only. Scheduling is both fixed route which means in this case set days and times for grocery shopping, pharmacy trips and banking services. On demand transportation services are also available during the week, Monday through Friday from 8am to 4pm. We do not have any working agreements in place for out county transportation for our residents.
4. A transit user would have to call another agency for transit support to travel to another county.
5. The biggest barriers and deficiencies regarding out county transportation include:
  - \*Lack of available transportation services
  - \* Limited scheduling availability for service
  - \* Transportation costs
  - \* Waiting lists
6. Jewish Federation - Jewish Community Services - 619 Wallenburg, Flint, MI 48502 810-767-5922  
Veterans Services- 1101 Beach Street **Flint**, MI 48502 810-257-3068

\*A complete directory for agencies to use as a resourced especially for out county transportation would be helpful.

## Additional Transit Providers

### Lapeer

- Community House of Hope Church
  - *5705 N. Lapeer Road, North Branch, MI*
- Lapeer Team Work, Inc. – Ms. Ann Zettle
  - *1785 W Genesee St, Lapeer, MI 48446*
- Growth and Opportunity, Inc. – Ms. Jennifer Dice
  - *525 S Court St, Lapeer, MI 48446*
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### Shiawassee

- indian Trails 989-725-5105
  - *109 East Comstock Street, Owosso, Michigan 48867*
- Shiawassee County Disabled American Veterans (DAV) van, Jerilyn Strein 989-743-2231
  - *Surbeck Building, 3rd Floor, 201 North Shiawassee Street. Corunna, MI 48817*
- Memorial Healthcare Radiation Shuttle, Jamie Arndt 989-729-4085
  - *Memorial Healthcare, 826 W. King. Owosso, MI 48867*
- Shiawassee County Department of Human Services non-emergency medical transportation, Dan Cary 989-725-3270
  - *1720 E. Main Street Ste. 1, Owosso, MI 48867*
- Informally an inventory is being done by the Mobility Manager of church vehicles and those churches that are interested in being part of a faith based network of transportation providers, both church vehicles and volunteers.