



Updated Human Services-Public Transit Coordinated Transportation Plan for the Stark Area Regional Transit Authority and the Stark County Area Transportation Study

Prepared for
**Stark Area Regional Transit Authority and
Stark County Area Transportation Study**

Prepared by



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Section 1

Introduction

The purpose of this report is to present the Updated Human Services/Public Transit Coordinated Transportation Plan for the Stark Area Regional Transit Authority and the Stark County Area Transportation Study. The plan updates the original plan that was developed and adopted in 2007.

The development of the updated plan has included updating key socio-demographic characteristics, based on Census and American Community Survey results, a survey of transportation services and unmet needs and gaps in transportation services developed through the survey and workshops.

The updated plan is organized in the following sections:

- Review of Original Plan
- Implementation Actions Taken since Adoption of the Plan
- Development of Plan Update
- Review of Existing Transportation Services
- Unmet Transportation Needs and Gaps in Transportation Services
- Changes in Transportation Programs resulting from MAP-21
- Recommendations and Priorities for Moving Forward

Section 2

Review of Original Plan

The transportation coordination plan was completed and adopted in December 2007. The plan was completed as a requirement for use of new federal program funds, namely the Federal Transit Administration's Section 5316 – New Freedom and Section 5317 - Job Access and Reverse Commute programs.

In completing the original transportation coordination plan, the following unmet needs and gaps in transportation services were identified:

- Emergency “right now” transportation
- Affordable transportation
- Door-to-door
- Convenient times
- 7 days a week/24 hours a day
- Vehicle availability
- Family coverage for multiple destinations
- Frequency of service
- Wheelchair vehicles for disabled – personal vehicles
- Single individuals service in areas where public transit unavailable
- Vehicle aids
- More flexibility
- Coordination of available transportation
- Out of county services

The priority transportation coordination goals that were adopted in the transportation coordination plan were:

- One call - One ride
- Single operator for out of county transportation
- Cost-effective service for those in remote areas of the county
- Cost-effective transportation for whole families
- Door-to-door transportation beyond minimum ADA requirements
- Emergency/quick response service for seniors and people with disabilities

The relevancy of the unmet needs and gaps will be reviewed in relation to those identified during the coordinated transportation plan update. These goals will be updated through the completion of this coordinated transportation plan update.

Section 3

Implementation Actions Taken since Adoption of the Plan

SARTA Veterans Project - One-Call/One Click Pilot Shared-Dispatching System for Veterans

SARTA received a nationally-competitive grant, one of only four in Ohio, to improve the technology for delivery of transportation services to veterans and others with travel needs that are not fully met. In its project, SARTA committed to focus on the following:

- Improve Stark County's demand-response Proline service
- Open Proline service to veterans
- Install technology to Improve trip reservations process
- Web-based reservations and cancellations
- Customer trip alerts phone calls
- Interactive Voice Response
- The veterans' project is being done in conjunction with a \$2 million upgrade of Proline communications capabilities

Job Access and Reverse Commute and New Freedom Projects

In recent years, two programs of the Federal Transit Administration enabled SARTA and agencies in Stark County to initiate new projects:

1. The Job Access and Reverse Commute Program has focused on new programs to help low-income persons get to training, look for work and get to work.
2. The New Freedom Program has focused on providing services to persons with disabilities that exceed the minimum requirements of the Americans with Disabilities Act.

Recent 2012 JARC projects include:

1. Transporting Stark County Back to Work Program – SARTA is partnering with local social service agencies to help individuals reach employment through use of fixed route or demand responsive service. Total budget = \$113,114
2. Transportation to Enable Successful Re-entry – ABDC, Inc. has received funding to provide transportations to those who had been incarcerated. Total budget = \$70,696
3. Ways to Work Loan Program – Trillium Family Solutions received funding for low-income families for the repair or purchase of a car. Total budget = \$98,974

Recent New Freedom projects include:

1. Pilot Shared Dispatch System for Veterans – for SARTA to provide transportation to medical appointments and for access to employment. Total budget = \$89,936
2. Dialysis and Medical Transportation – ABCD, Inc. to provide transportation for seniors and people with disabilities to dialysis and other medical treatments. Total budget = \$89,936

Federal Fiscal Year 2012 was the last year that federal funding was available. These programs have been changed and merged into new or existing federal programs in Moving Ahead for the 21st Century, more commonly known as MAP-21. See Section 9.

Section 4

Development of Plan Update

The transportation coordination plan was developed by:

- Reviewing the original plan and the unmet needs and transportation services that were identified
- Identifying key socio-demographic characteristics and their spatial distribution across Stark County relative to SARTA's fixed route transportation system
- Completing a new survey of transportation services
- Convening two workshops to engage stakeholders in identifying:
- Unmet transportation needs and gaps in transportation services

The Opportunity to Update the Coordination Plan

- A requirement of SARTA's Veterans Transportation /Community Living Initiative Project
- A requirement of the new MAP-21 Section 5310 Program
- Bring the public transit and human services communities together again
- Update priority goals to best coordinate resources to meet needs and fill gaps in service
- Implement change
- Improve mobility for target populations

The Focus of the Coordination Plan Update

- Unmet Transportation needs
- Available transportation services and providers
- Strategies for meeting needs and closing gaps and removing overlaps in service
- Broad, collaborative changes in transportation service delivery
- Prioritize services for funding based on resources, time and feasibility
- An action agenda

Section 5

Socio-Demographic Indicators of Unmet Transportation Needs

When looking at the need for transportation services, it is instructive to look at where segments of the population reside in relation to the availability of fixed route public transportation services. The series of maps below portray the location within Stark County of population segments in relation to the area served by SARTA's fixed route bus service. Population density is a key factor in locating bus routes in a metropolitan area. Figure 1 below shows population density in Stark County in relation to SARTA's bus routes. The logic of concentrating bus routes in Canton, North Canton, Massillon and Alliance is clear.

Table 1 below presents socio-demographic information on key segments of the populations that are known to have problems in sufficiently meeting their travel needs and, as a consequence, depend on public transportation services or transportation provided by human service agencies in the community. Approximately two-third of the total population and most of the target populations reside within SARTA's fixed route service area. It is significantly higher for low income persons (75.4%) and for households with no vehicles (83.5%).

Table 1
Socio-Demographic Characteristics in Stark County

Demographic Characteristic	Inside Service Area	% Inside Service Area	Balance of County	% Balance of County	Stark County Total
2010 Population	260,695	69.4%	114,891	30.6%	375,586
Persons aged 65 years or more	41,794	68.5%	19,184	31.5%	60,978
Persons with a disability	34,446	68.6%	15,759	31.4%	50,205
Low income persons	60,329	75.4%	19,734	24.6%	80,063
Households with no vehicles	8,899	83.5%	1,755	16.5%	10,654
Veterans	22,050	65.1%	11,827	34.9%	33,877

Figure 1 shows the population density, or areas of concentration of people, in Stark County. The population segments presented in Figures 3 through 7 that follow Figure 1 are:

- Figure 2 - Persons 65 years of age or older
- Figure 3 - Persons aged 5 or more years of age with a disability
- Figure 4 – Veterans

- Figure 5 – Low-Income Persons
- Figure 6 – Households with no motor vehicle

Figures 2 through 6 show the target population in relation to SARTA's fixed route system and the service area of the fixed routes. The service area is portrayed as a $\frac{1}{4}$ mile band on each side of the routes. This is the walking distance that sets the standard for complementary paratransit service that SARTA is required to provide to qualified people with disabilities, based on Federal Transit Administration rules implementing the Americans with Disabilities Act.

Figure 1

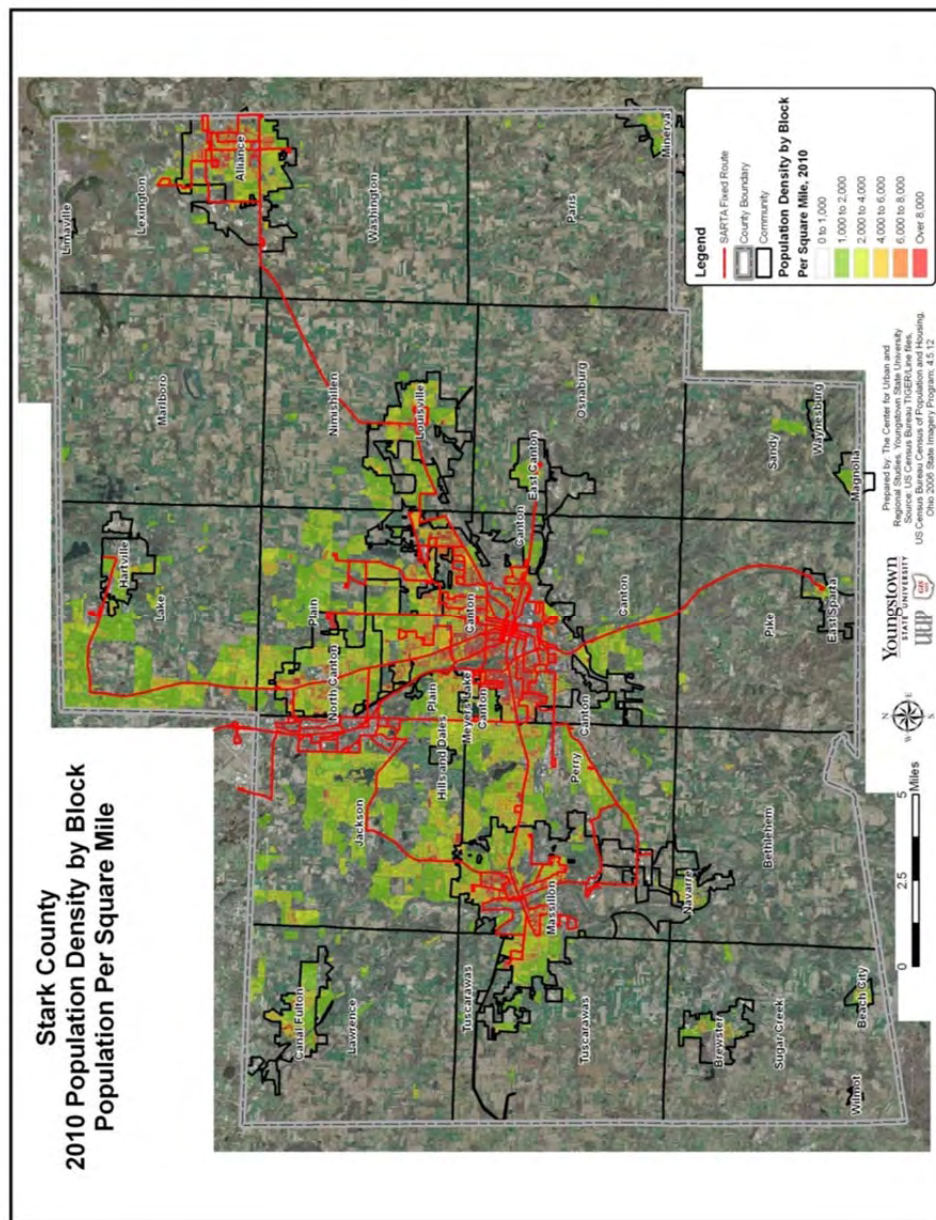


Figure 2

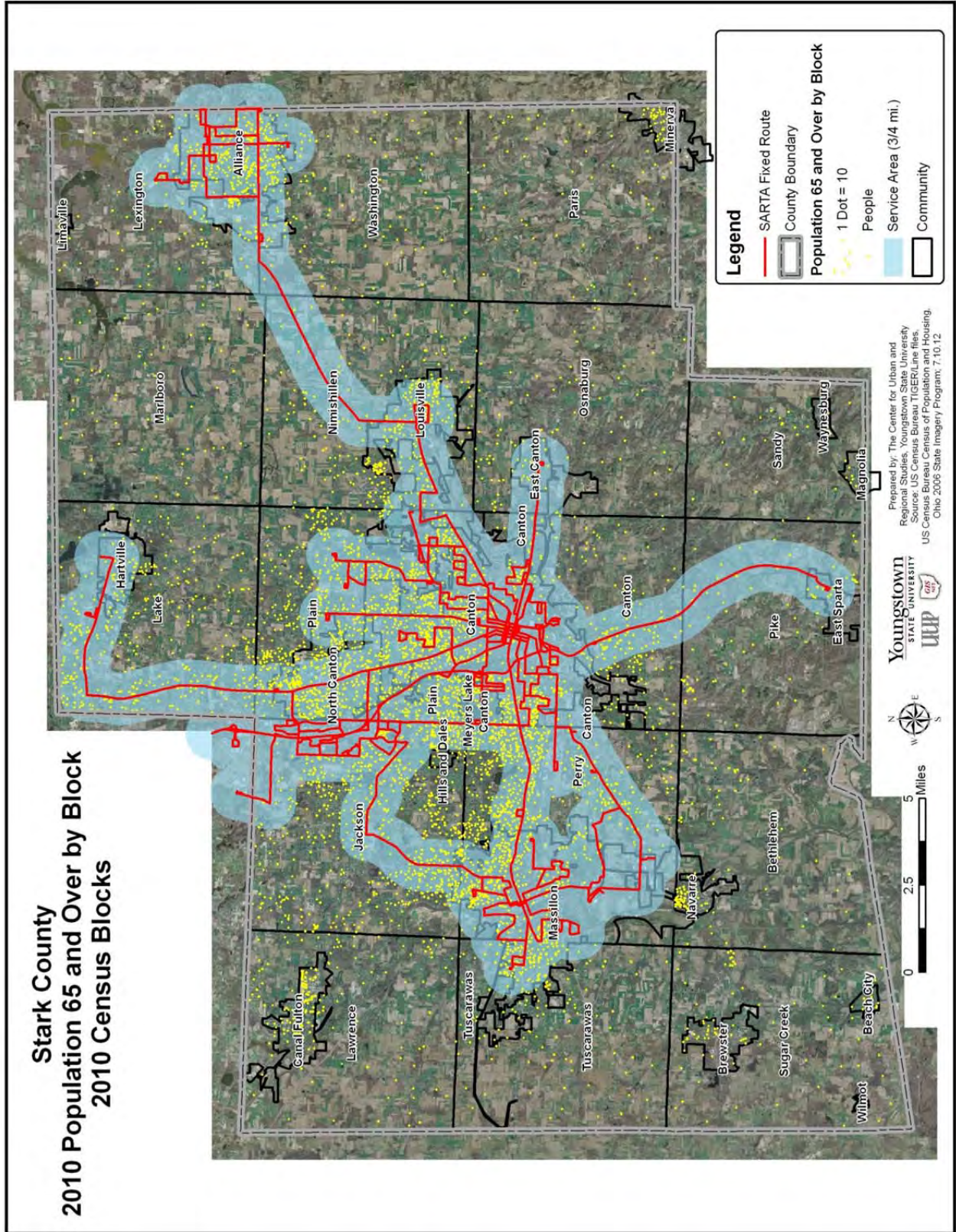


Figure 3

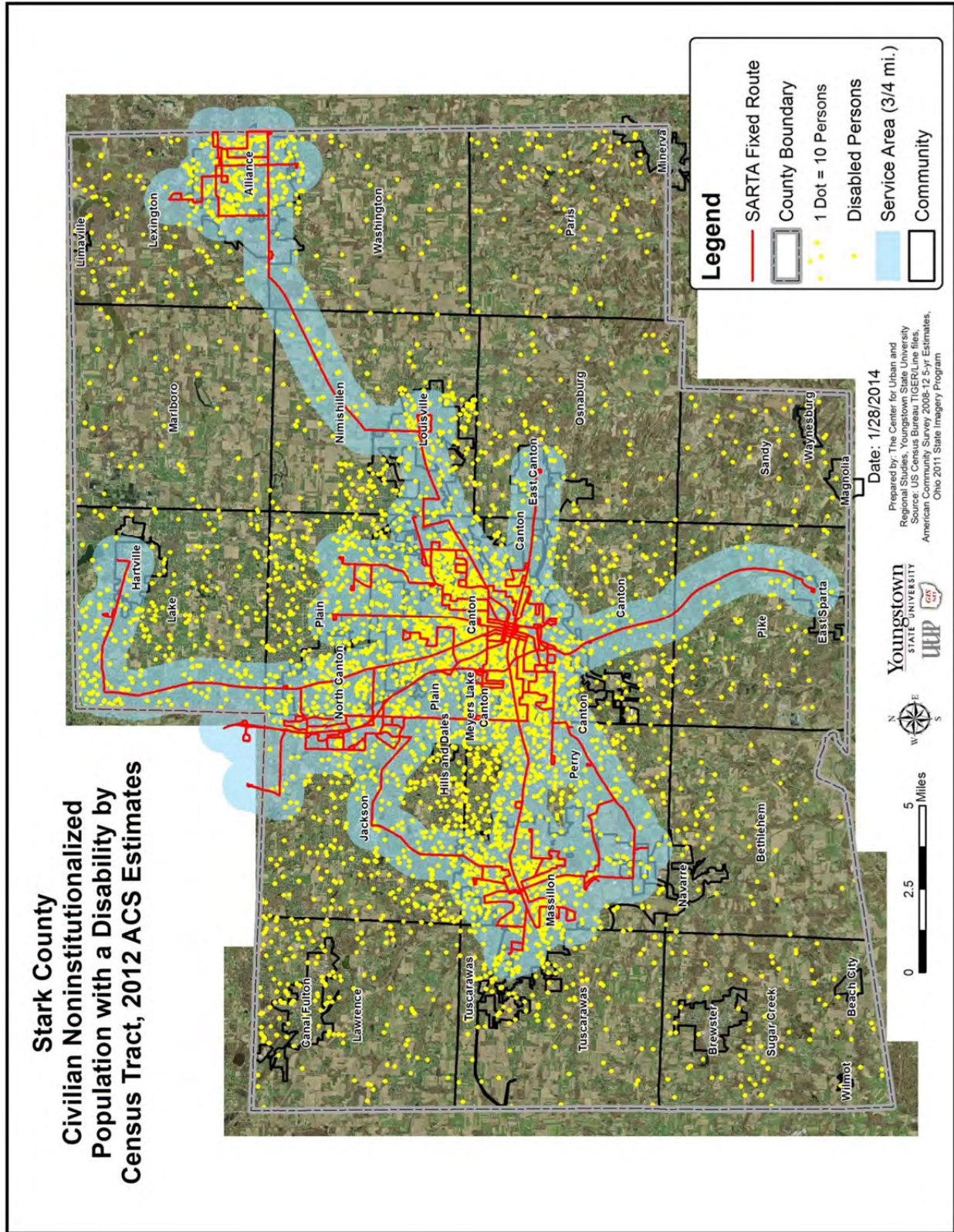


Figure 4

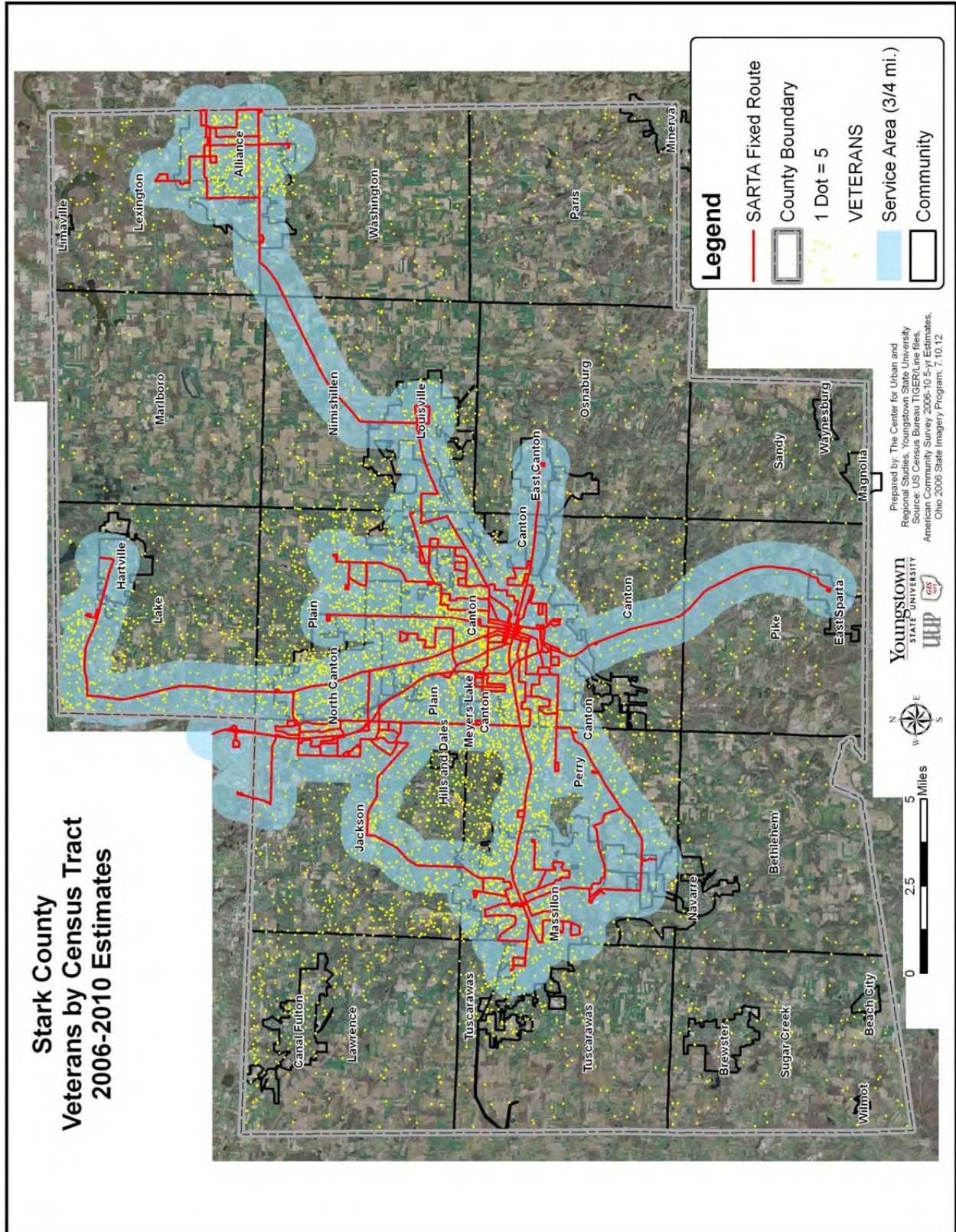
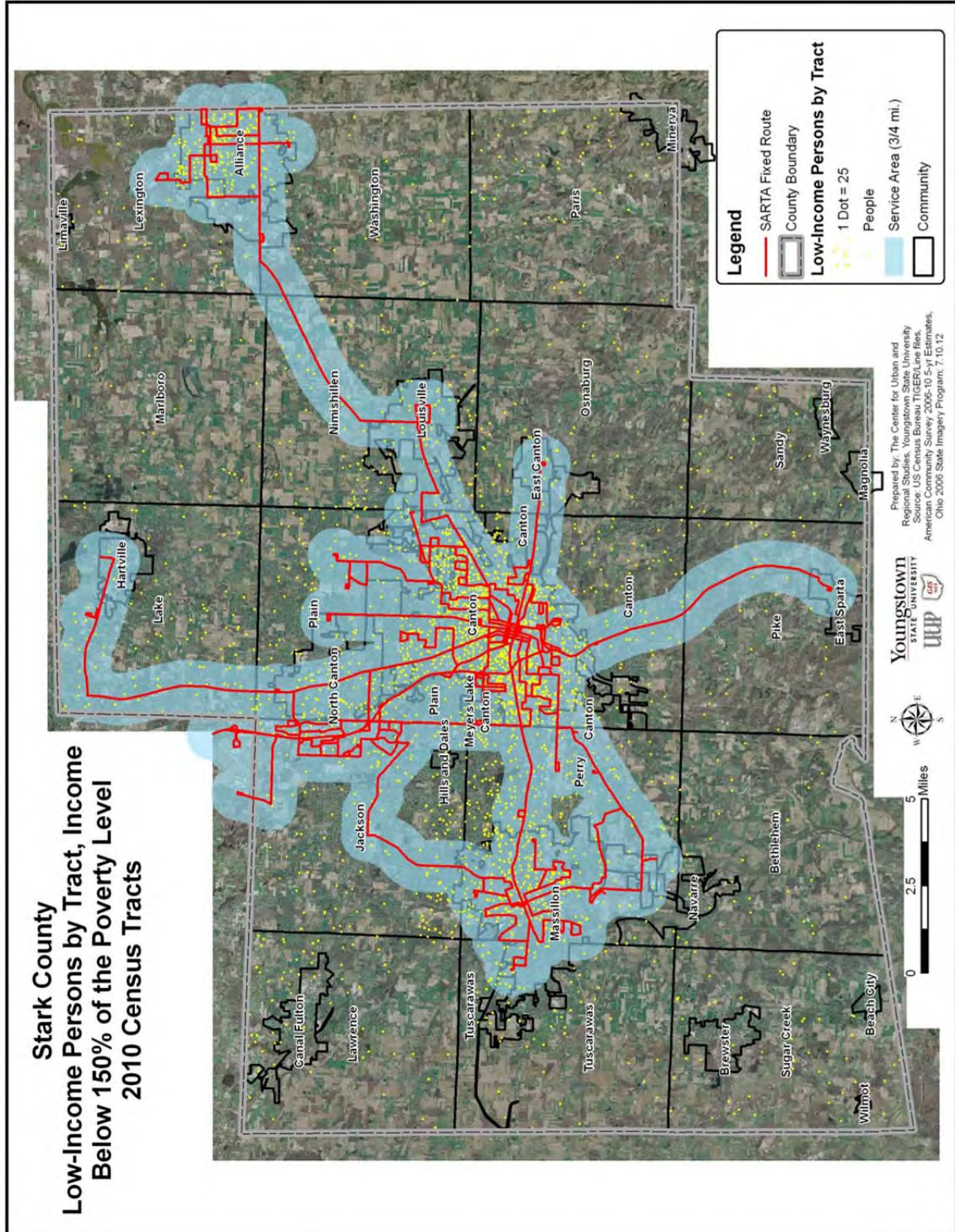


Figure 5



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Clearly, significant numbers of persons in each of the target populations reside within SARTA's fixed route service area. To the extent that SARTA's fixed route bus service can be responsive to travel needs, the mobility, or ability to travel in the community independently, is better than mobility in areas of Stark County where people are not close to SARTA's bus routes.

Section 6

Existing Transportation Services

Agencies and others providing transportation services invest significant resources in providing transportation to the people they serve. The transportation survey reported here focuses on human service agencies, churches, school districts and private operators. Responses to the survey were the following: 15 human service agencies; 2 churches; 6 school districts and 1 private operator.

Transportation services provided by human service agencies, school districts, churches, and private companies in Stark County have been documented to the extent practical through a mail-back survey.

Transportation services surveys were returned by twenty-eight (28) agencies, nine (9) churches, one (1) private company, and seven (7) school districts in Stark County. Of the forty-five (45) agencies, churches, private companies, and school districts returning surveys, twenty-eight (28) of these reported offering some type of transportation services to their clients. Individual profiles of each agency, church, school district, or company are included in an appendix to this memo.

Agencies provide a range of transportation services to their clients, from operating or purchasing transportation service to purchasing fares for clients to use SARTA transit service. These transportation services are shown in Table 4.

Looking at human service agencies, twelve offer direct transportation service, ten purchase tickets and passes for travel on SARTA buses, four enter into contracts with others for transportation services and six provide other assistance. Other transportation assistance includes:

- Other assistance provided by human service agencies
 - ✓ Financial assistance for patients in treatment.
 - ✓ Contract for transportation services for camp only.
 - ✓ Limited transportation with agency and personal vehicles
 - ✓ Provide drivers and vehicles for Immigrant Health Outreach and Catholic Consortium. Make referrals to other agencies when the request is outside our scope of service.
 - ✓ SARTA passes are purchased for emergencies and special circumstances.

- ✓ Link clients to agencies that provide bus passes and also partner with SARTA to have Travel Training workshops at our location on a weekly basis.
- Other assistance provided by churches:
 - ✓ Provide transportation with private cars
 - ✓ Provide bus tickets occasionally when requested
 - ✓ Consider requests as they are received.
- Other assistance provided by churches:
 - ✓ Provide payment in lieu of transportation.
 - ✓ Provide no transportation service to students within the 1 mile walk zone.

Some transportation service providers would like to look at contracting for those services.

Types of Transportation Services Operated

Table 2 presents the manner by which transportation services are provided. The most frequent (22 reporting) is direct operation of transportation service. Twelve respondents reported that they purchase tickets and passes for clients. An equal number reported that they do not provide transportation services of any kind.

Table 2 - Transportation Services Provided

	Agencies	Churches	School Districts	Private Companies	Total
We offer transportation services directly with our own vehicles.	12	2	7	1	22
We contract with others for transportation services.	4	1	1	-	6
We purchase and provide tickets or passes for SARTA service to our clients.	10	1	1	-	12
We pay taxicab fare for eligible trips.	-	-	-	-	-
We provide other assistance.	6	1	1	1	9
We provide no transportation service or assistance.	7	4	1	-	12
We would like to contract for transportation services in some way.	3	-	-	1	4
We would like to operate transportation service in the future in some way.	-	-	-	-	-

As Table 3 shows, most transportation providers operate either door-to-door or curb-to-curb service or both. Several agencies provide service on fixed routes. School districts provide the full range of service types, based on the needs of the student populations.

Table 3 - Types of Services Provided

			Curb to Curb			
Human Service Agencies		Door to Door	Assistance	No Assistance	Fixed Routes	Flexible Routes
	Ambulance Associates of Canton, Inc.	Total care, including in-home, relating to the transport				
	American Red Cross - Stark County Chapter	Yes	-	-	-	-
	Child and Adolescent Behavioral Health	Yes	-	-	Yes	-
	Domestic Violence Project, Inc.	-	-	Yes	-	-
	Mercy Medical Center (Van Transport Services)	-	-	Yes	-	-
	Pathway Caring for Children	Yes	Yes	-	-	-
	Quest Recovery and Prevention Services	To/from appointments primarily for clients who live at our residential houses				
	Saint Joseph Care Center	-	Yes	-	-	-
	Stark County Community Action Agency	Yes	-	-	Yes	-
	Stark County Job and Family Services	Yes	Yes	-	-	-
	Stark County Veterans Service Commission	Central pickup and departure point				
	Stark Metropolitan Housing Authority	Yes	-	-	-	-
	The ABCD, Inc.	Yes	-	-	-	-
	The Inn at Belden Village	Yes	-	-	-	-
	Trillium Family Solutions, Inc	Yes	-	-	-	Yes
Churches						
	Church of the Savior United Methodist	-	Yes	-	-	-
	First Immanuel United Church of Christ	Yes	-	Yes	-	-
School Districts						
	Alliance City Schools	Yes	-	-	Yes	-
	Brown Local Schools	-	-	-	Yes	-
	Canton City Schools	-	-	-	-	Yes
	Canton Local Schools	Yes	Yes	Yes	Yes	Yes
	Lake Local Schools	Yes	Yes	Yes	Yes	Yes
	North Canton City Schools	Yes	Yes	Yes	Yes	Yes
	Tuslaw Local Schools	-	-	Yes	-	-
Private Companies						
	Koala Kruizers	Yes	-	-	-	-

Hours of Transportation Service Availability

Table 4 and Figure 8 show the days and hours that agencies and others provide transportation services. Human service agencies, as other transportation providers, concentrate their services mostly on weekdays.

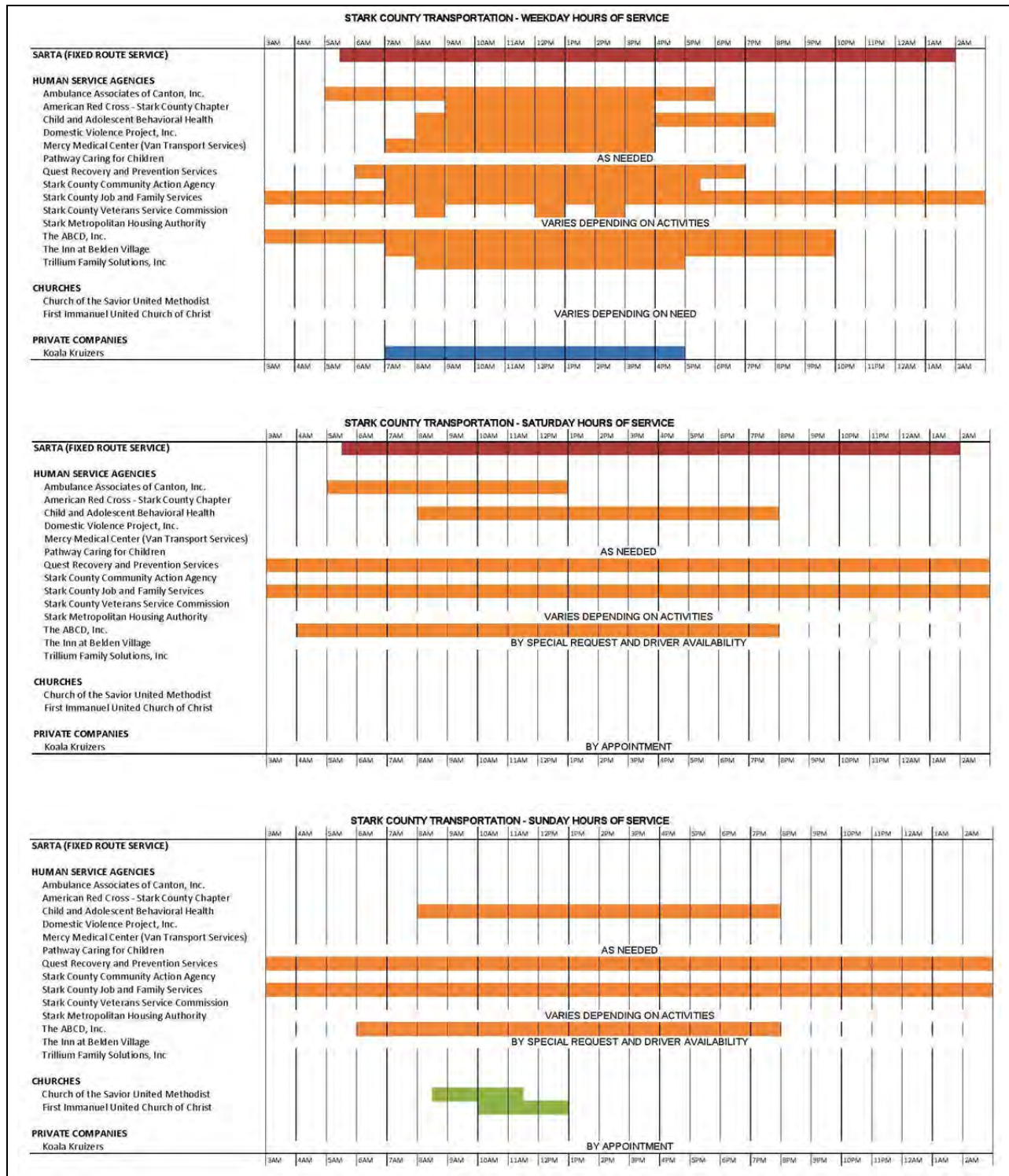
Table 4 - Hours of Service Availability

Human Service Agencies		Weekday	Saturday	Sunday
	Ambulance Associates of Canton, Inc.	5 AM - 6 PM (approximately based on need)	5 AM - 1 PM	-
	American Red Cross - Stark County Chapter	9 AM - 4 PM	-	-
	Child and Adolescent Behavioral Health	approximately 8 AM - 8 PM	approximately 8 AM - 8 PM	approximately 8 AM - 8 PM
	Domestic Violence Project, Inc.	8 AM - 4 PM	-	-
	Mercy Medical Center (Van Transport Services)	7 AM - 4 PM	-	-
	Pathway Caring for Children	as needed	as needed	as needed
	Quest Recovery and Prevention Services	SARTA 6 AM - 7 PM if needed	24 hours with company vehicles	24 hours with company vehicles
	Stark County Community Action Agency	7 AM - 5:30 PM	-	-
	Stark County Job and Family Services	7 days a week, 24 hours	-	-
	Stark County Veterans Service Commission	8 AM departure, return noon and 2 PM	-	-
	Stark Metropolitan Housing Authority	varies depending on activities	varies depending on activities	varies depending on activities
	The ABCD, Inc.	3 AM - 10 PM	4 AM - 8 PM	6 AM - 8 PM
	The Inn at Belden Village	7 AM - 10 PM	by special request and driver availability	by special request and driver availability
	Trillium Family Solutions, Inc	8 -5 during school session		
Churches				
	Church of the Savior United Methodist	-	-	8:30 AM - 11:30 AM
	First Immanuel United Church of Christ	varies depending on need	-	10 AM - 1 PM
School Districts				
	Alliance City Schools	9 AM - 1:30 PM	all day	all day
	Brown Local Schools	as needed	as needed	-
	Canton City Schools	6 AM - 5 PM	sports trips as needed	-
	Canton Local Schools	6:15 AM - 4 PM	depends on time of trip	depends on time of trip
	Lake Local Schools	5 AM - 12 midnight	5 AM - 12 midnight	5 AM - 12 midnight
	North Canton City Schools	9:15 AM - 2 PM	all hours	all hours
	Tuslaw Local Schools	6:30 AM - 9:00 PM	all day	all day
Private Companies				
	Koala Kruizers	7 AM - 5 PM, earlier or later if needed	by appointment	by appointment

In fact, since most their services are offered during weekday hours, transportation services are provided r during the hours that their services are available. Of the two churches reporting, only one provides

service on weekdays, and only on an as needed basis. Scholl districts operate service on Saturdays and Sundays only on an as needed basis, to support athletics and field strips.

**Figure 8 – Days and Hours of Transportation Services
Weekdays, Saturday and Sunday**



Operating Expenses and Service Statistics

Table 4 shows operating expenses and service statistics for agencies and others that responded to the survey. The agencies reporting spend in excess of \$2 million annually on transportation services. Only one church reported its expenses. School districts reported spending over \$6 million on transportation services. In broader terms, based on statistics from the Ohio Department of Education, the seventeen school districts in Stark County spend about \$20 million on regular pupil transportation, the yellow bus service, and \$4 million on special education transportation.

Table 5 - Operating Expenses and Service Statistics

Human Service Agencies		Reporting Period Ending	Expenses	Miles Operated	Passengers
	Ambulance Associates of Canton, Inc.	12/01/2011	\$920,000	-	4,000
	American Red Cross - Stark County Chapter	07/01/2011	\$39,600	2,700	739
	Mercy Medical Center (Van Transport Services)	12/01/2011	-	93,893	8,809
	Saint Joseph Care Center	12/01/2012	\$5,000	5,000	200
	Stark County Community Action Agency	04/01/2012	\$600,000	30,000	250
	Stark County Job and Family Services	12/01/2011	\$481,513	-	500
	Stark County Veterans Service Commission	2011	\$100,000	65,000-75,000	3,000
	Stark Metropolitan Housing Authority	04/01/2012	-	4,000	35-50
	The Inn at Belden Village	12/01/2011	\$39,513	3,000	400
	Trillium Family Solutions, Inc	06/01/2012	\$47,916	unknown	varies
Churches					
	Church of the Savior United Methodist	12/01/2011	\$3,900	-	-
School Districts					
	Alliance City Schools	2011-2012	\$100,000	12,000	2,800 per day
	Brown Local Schools	2010-2011 school year	\$492,690	80,000	90,780
	Canton City Schools	-	-	-	-
	Canton Local Schools	2011-2012	\$1,068,310	236,821	1,361
	Lake Local Schools	Year 2011	\$1,762,910	2,164	2,588
	North Canton City Schools	2011-2012	2.1 million	401,760	2,178
	Tuslaw Local Schools	2011-2012	\$666,000	201,193	900

Vehicle Fleet Characteristics

Vehicle characteristics reported by agencies and others are shown in Table 5. Human service agencies report a total fleet of 73 vehicles. Most of the vehicles have a seating capacity of nine or fewer and 10 to 14 riders. Of the 73 vehicles, eighteen are wheelchair accessible. Looking at school bus fleets, most are buses that can carry 25 or more riders. Of the 256 buses reported by the seven school districts, 60, or 23 percent, should be replaced in the next two years.

Table 6 - Vehicle Fleet Characteristics

		Total Vehicles in Fleet	Vehicle Fleet by Seat Capacity				Vehicles with WC Access	Needing Replacement within 2 years
Human Services Agencies			9 or fewer	10 - 14	15 - 24	25 or more		
	Ambulance Associates of Canton, Inc.	7	7	-	-	-	4	1
	American Red Cross - Stark County Chapter	10	10	-	-	-	-	1
	Child and Adolescent Behavioral Health	0	-	-	-	-	-	-
	Domestic Violence Project, Inc.	2	2	-	-	-	-	-
	Mercy Medical Center (Van Transport Services)	7	6	1	-	-	3	1
	Pathway Caring for Children	1	1	-	-	-	-	-
	Quest Recovery and Prevention Services	3	1	2	-	-	-	1
	Saint Joseph Care Center	2	1	1	-	-	1	1
	Stark County Community Action Agency	14	-	-	1	1	1	-
	Stark County Veterans Service Commission	4	-	4	-	-	-	2
	Stark Metropolitan Housing Authority	2	-	2	-	-	-	-
	The ABCD, Inc.	17	6	2	9	-	6	7
	The Inn at Belden Village	4	1	3	-	-	3	3
Churches								
	Church of the Savior United Methodist	1	-	1	-	-	-	-
	First Immanuel United Church of Christ	4	4	-	-	-	-	-
School Districts								
	Alliance City Schools	23	-	1	-	-	1	2
	Brown Local Schools	10	3	-	1	9	2	1
	Canton City Schools	72	-	-	-	72	-	20
	Canton Local Schools	29	1	-	1	27	1	10
	Lake Local Schools	44	-	-	-	43	3	12
	North Canton City Schools	55	2	-	-	53	5	23
	Tuslaw Local Schools	23	-	-	-	23	1	2
Private Companies								
	Koala Kruizers	21	16	5	10	-	18	9

Transportation Services Provided by the Stark Area Regional Transit Authority

The Stark Area Regional Transit Authority (SARTA) is a public agency created under authority of the Ohio Revised Code to provide public transportation service in Stark County. SARTA provides fixed route and door-to-door services.

SARTA transports an average of 2.7 million riders (9,000 people a day) for individuals such as workers, seniors, individuals with disabilities and students. In serving its fixed route riders, SARTA operates four transit centers in Alliance, Belden Village, Canton and Massillon.

Fixed Route Service

SARTA operates 40 fixed route buses, operating over 20 hours a day from just before 5:30 am and finishing after 1:30 am Monday through Saturday and operates an average of 7,500 miles a day. SARTA's fixed routes serve Alliance, Canton, Hartville, Jackson Township, Louisville, Massillon, North Canton and Uniontown. Nearly 70% of Stark County's population lives within a ¾ mile of SARTA's fixed routes.

Proline Service

SARTA operates its Proline paratransit service to provide door-to-door transportation service to people with disabilities who are unable to or have extreme difficulty using fixed route service. SARTA operates thirty-seven (37) small buses in Proline service. Service is available during the same days and hours that SARTA operates its fixed route service. Service is available countywide for customers who meet ADA requirements. Proline service provides 140,000 trips a year.

MedLine Service

SARTA started a new service, MedLine, in 2013 to offer safe, reliable non-medical transportation services to qualified Board of Developmental Disabilities Medicaid Waiver recipients. Similar to ProLine, MedLine permits clients to use SARTA to make up to two non-medical transportation trips per day (up to 240 days) for:

- Employment (including trips to Stark DD Workshops and other private day services)
- Adult Day Support
- Vocational Training

SARTA Veteran Services

SARTA has several programs to assist Veterans in getting to work and medical appointments.

Cleveland (CVA) Bus Route

SARTA has partnered with the Stark County Veterans' Service Commission (VSC) to provide Stark County Veterans with FREE rides to the Wade Park Veterans Administration Hospital for medical appointments.

The Cleveland Bus Route operates from SARTA's Cornerstone Transit Center in Canton and the American Legion three times a day Monday - Friday to the Wade Park VA and Downtown Cleveland.

SARTA and the VSC also provide door-to-door services for veterans with medical appointments at the Parma or Akron VA clinics.

Veterans Demand Response Transportation

The Veterans Demand Response Transportation is designed to enable Veterans in Stark County to reach employment through SARTA's Demand Response Services. Veterans are able to use this service for up to three months.

Proline

Veterans who meet ADA disability eligibility requirements are able to use SARTA's Proline Services. Proline offers transportation services across the county to and from their end point. These trips are scheduled in advance through our Proline department.

Veterans Employment Program

SARTA offers 90 days of free bus passes to veterans who are seeking employment or who recently obtained employment.

Travel Training

SARTA provides travel training for people to learn to ride SARTA fixed routes for the first time, or to learn a new route. SARTA's Travel Training Program teaches riders how to:

- Use SARTA's Fixed Route or Proline Services
- Read Schedules and Plan a Trip
- Locate and Transfer to other Buses
- Pay Fares and Purchase Tickets and Passes

The program enables any individual interested in riding SARTA to gain the knowledge and confidence necessary to ride SARTA services. To help make trainees comfortable with the SARTA service, SARTA offers a free 31-day fixed-route pass to any individual over 6 years of age who successfully completes the travel training program or 2 one-ride Proline tickets for Proline customers who complete the training. Both one-on-one sessions and group sessions are available at different times and days.

SARTA Calendar Year Results

SARTA's principal operating characteristics for calendar year 2012 are reported in Table 7. In total, SARTA carried 2.7 million riders, operating buses for more than 193,000 hours of services, with operating expenses of \$15.6 million. SARTA provided its fixed route service with 34 full-size buses and its Proline service with 23 small buses.

Table 7
Selected Characteristics - Stark Area Regional Transit Authority
Calendar Year 2012

Service	Operations				Performance		
	Riders	Vehicle Hours	Operating Cost	Buses in Service	Cost per trip	Cost per Hour	Trips per Hour
Fixed Route	2,518,906	137,484	\$10,415,145	34	4.1	75.8	18.3
Proline	139,994	55,852	\$5,177,253	23	37.0	92.7	2.5
Total	2,658,900	193,336	\$15,592,398	57	5.9	80.6	13.8

In January 2014, SARTA reported on its accomplishments in Calendar Year 2013. SARTA provided almost 2.7 million rides between its Fixed Route, Proline and MedLine Services. The 2,691,025 rides set a record for SARTA as the highest number of rides in a year, breaking last year's record by over 30,000.

Further, SARTA added new transportation services in 2013:

- Express transportation to the Cleveland VA hospital, as well as downtown Cleveland
- A new PinPoint real-time GPS systems for fixed routes, enabling riders to track buses and view schedules
- A new MedLine service, free door-to-door transportation service available to Developmental D Medicaid Waiver Recipients.
- Added the GoLine Online Trip Booking program that enables Proline riders to book, check or cancel ProLine Trips online.

Summary of Current Investment in Transportation Services

To summarize, agencies and school districts have invested significantly in transportation services in Stark County

- SARTA operating costs in 2010 - \$14.0 million
 - ✓ Fixed route – \$9.2 million
 - ✓ Proline - \$4.8 million

- Public school system transportation costs in the 2010-2011 school year - \$24.5 million
 - ✓ Yellow Bus - \$20.3 million
 - ✓ Special Education - \$4.3 million
- Agencies and others, as reported on the transportation survey - \$2.3 million (incomplete, so probably much higher)

Based on these reported measures, total expenditures on transportation services in Stark County could easily exceed \$50 million.

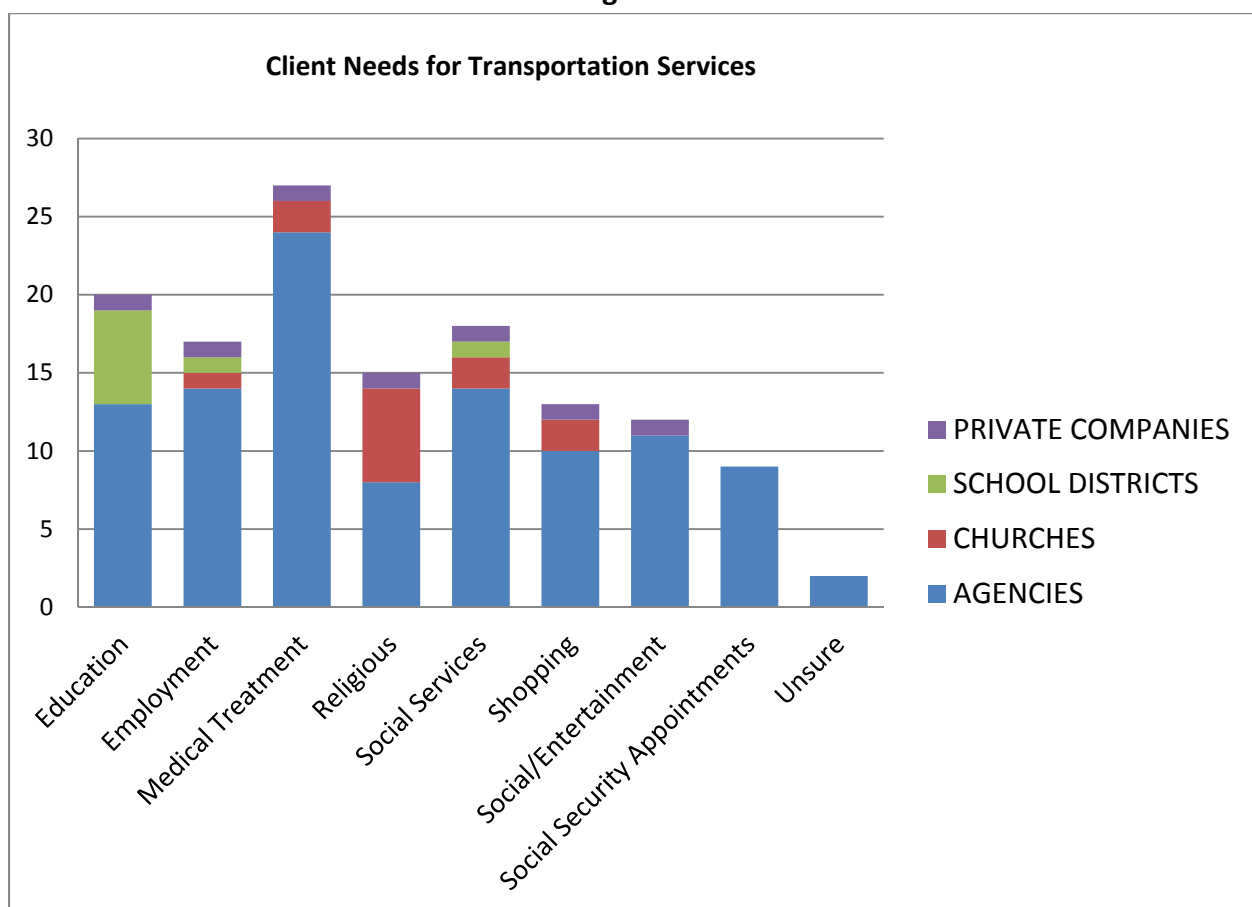
Section 7

Unmet Transportation Needs and Gaps in Transportation Services

Unmet needs and gaps in transportation services have been documented through the survey of transportation services and two workshops attended by representatives of agencies and organizations providing services to people in need or representatives who advocate for people with needs. Typically, representative are serving or advocating for older persons, persons with disabilities and persons in low-income circumstances.

Looking at unmet needs and gaps in services expressed in the transportation survey, Figure 9, from the transportation survey, shows the purpose of trips that people in need that agencies and others report. Medical treatment, education, social services and employment are the highest reported needs.

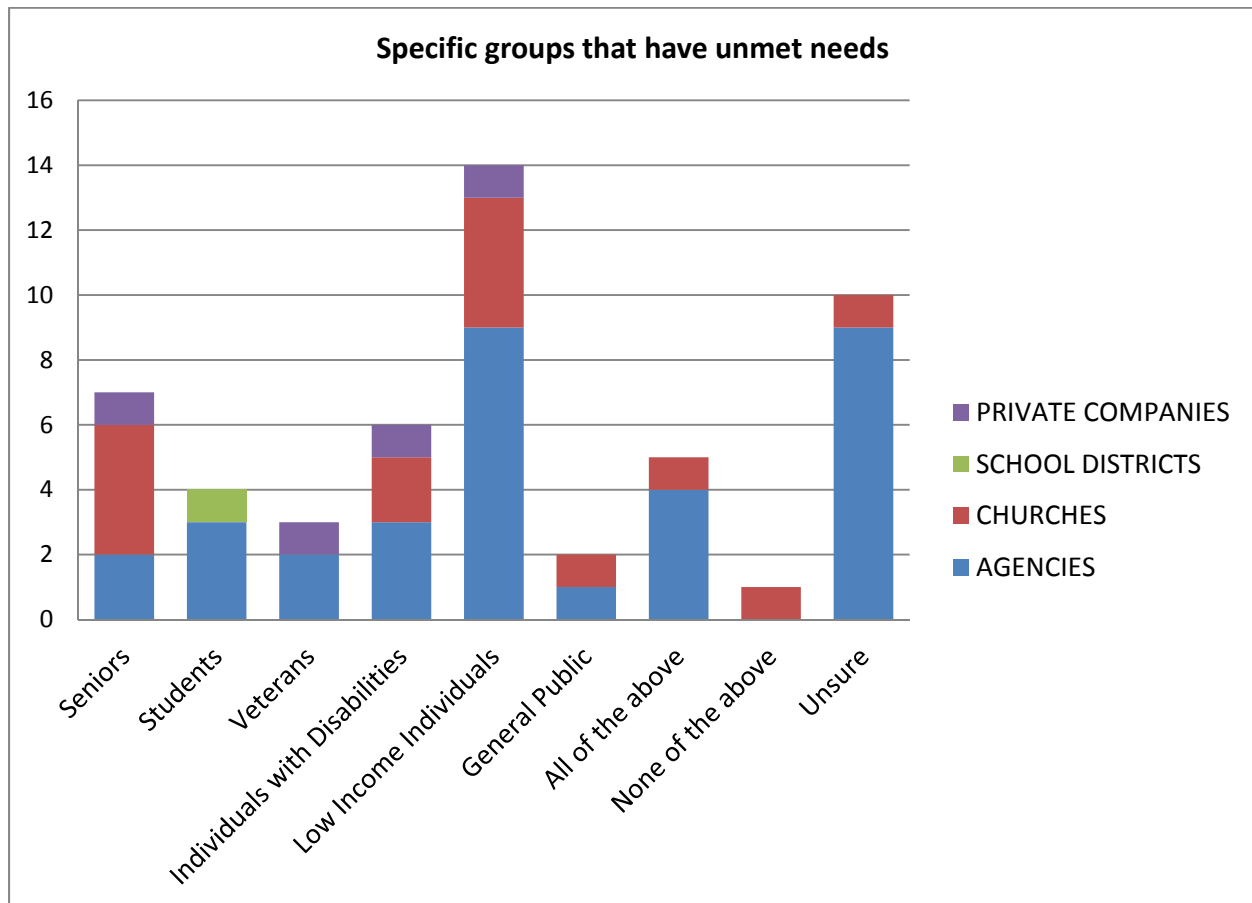
Figure 9



Unmet Transportation Needs

Figure 10, from the transportation survey, shows the segments of the population with unmet travel needs that were reported. Most significant among the segments are low income individuals, seniors and individuals with disabilities.

Figure 10



The unmet needs presented below are organized into the following target groups:

- Seniors
- People with Disabilities
- Low Income Individuals
- Veterans

Seniors

- Transporting assisted living residents to medical appointments
- Mature worker safety/weather challenges
- Home bound individuals unable to get to necessary appointments, social activities

- Elderly mental health patients cannot utilize systems
- Increase in baby boomers
- Increase in seniors
- Transporting assisted living residents to medical appointments
- Emergency transportation for seniors
- Mature worker safety/weather challenges
- Home bound individuals unable to get to necessary appointments, social activities
- Elderly mental health patients cannot utilize systems

People with Disabilities

- Dialysis patients and those who have medical appointments on a regular basis.
- Mental health clients, parents w/sick children
- Individuals with mental health disorders
- Especially to medical treatments between communities
- Disabled person who is under 60 years old
- Access to medical treatment centers – no access to a car; no one to transport
- Increase in people with disabilities
- Individuals with mental health disorders
- Dialysis patients and those who have medical appointments on a regular basis.
- Disabled person who is under 60 years old
- More awareness of needs for people with disabilities

Low income Individuals

- People who are not low income, but cannot pay especially to work sites
- When we tried to get workers to services that they need
- Low income population - unemployed; seniors; downwardly mobile; multiple destination needs
- Single individuals w/ no children - leaving public assistance; no funding stream for transportation
- Homeless - many barriers
- Evening appointments
- Job seekers from alliance>canton
- Families - multiple transfers on buses - medical appointments
- Cost w/ combo transport - home>child care>work
- Multiple children>cost>transfers
- Child illness - from work to child>child>home>back to work
- Homeless individuals - after hours - motel/shelter

- Students living in shelters can't get to home district
- Unemployed and underemployed
- People who are not low income, but cannot pay especially to work sites
- When we tried to get workers to services that they need
- Mental health clients, parents w/sick children
- Access to medical treatment centers – no access to a car; no one to transport
- Not being able to afford bus fare
- Increase in low income families
- As a child care worker who serves 100% low income, our major road block that faces families is matching work/school/medical schedules to bus schedules and family coverage for multiple destinations
- Busing for individuals working late/night-afternoon shift
- Without a vehicle family/individuals have to work harder at getting basic needs met. There are agencies who work hard at filling these gaps
- Low income population - unemployed; seniors; downwardly mobile; multiple destination needs
- Homeless individuals - after hours - motel/shelter
- Students living in shelters can't get to home district
- Single individuals w/ no children - leaving public assistance; no funding stream for transportation
- Homeless - many barriers
- Child care center focus
- Cost to families for transit
- Bus passes for low/no income (homeless, unemployed ,disabled)

Veterans unmet needs

- Veterans need transportation to central locations to can get them to Cleveland (from their home) (have two vehicles). There is a lack of wheelchair access.
- Veterans who are not ambulatory (wheelchair bound)
- Veterans Services commission lack of sufficient capability
- Homeless and unemployed veterans who have transportation needs for work purposes or local VA; need to coordinate veterans services with SARTA and other agencies. Generally, there are broad unmet travel needs among veterans.
- The Veterans Services Commission has been running two 14-passenger vans to transport 3,000 veterans a year, on a budget of \$100,000 per year.
- Veterans to central locations so can get them to Cleveland (from their home) (have two vehicles) - no wheelchair access

- Veterans that are not ambulatory (wheelchair bound)

Gaps in Transportation Services

Fixed Route

- Families - multiple transfers on buses - medical appointments
- Especially to medical treatments between communities
- Mismatch between school schedules and bus service
- Long bus trips because of need for transfers
- Limited agency funding for transportation assistance for bus passes or for gas
- Buses operating more frequently
- Lack of Sunday or holiday service
- Not being able to afford bus fare
- Public transit coordination between Cleveland/Akron/Canton
- Child care center focus
- Cost to families for transit
- Bus passes for low/no income (homeless, unemployed, people with disabilities)
- Because of losses in funding, holiday and Sunday service were cut. No affordable alternative transportation exists
- Families - multiple transfers on buses - medical appointments
- Cost w/ combo transport - home>child care>work
- Multiple children>cost>transfers
- Public transit coordination between Cleveland/Akron/Canton
- Evening appointments

Proline

- Wait times or no minutes on phone to wait

Rural and Out of County

- Limited access to central stops - rural areas
- Rural transportation - coordinated - accessible; affordable; no qualifying factors
- Transportation from rural areas of the county
- Areas of Stark County without bus service
- Job seekers from alliance>canton
- Out of county travel for medical appointments, employment, social security, and court appearances

Seniors

- Emergency transportation for seniors

People with Disabilities

- More need for wheelchair vehicles; handling of motorized wheelchairs
- Escorts needed for people w/ disabilities
- Lack of access to wheel chair
- Individualize medical transportation
- Not enough vehicles available to transport large mobility devices (ex. - scooters)
- Drivers - training - medical or mental needs
- Not enough vehicles available to transport large mobility devices (ex. - scooters)
- Escorts needed for people w/ disabilities
- Lack of access to wheel chair-equipped vehicles

Medical

- Medicaid providers are providing transportation which allows individuals access to medical appointments at no charge.
- Individualize medical transportation
- Child illness - from work to child>child>home>back to work

Transportation Service Thinking among Agencies and Stakeholders

Agencies and stakeholders expressed their thinking about current transportation services during the workshops. Their thoughts included the following:

- County-wide transit in SARTA, one provider by AAA and several specialized transportation providers has improved services.
- New leadership, focus and a successful tax renewal for SARTA is making a difference in SARTA's image and presence in the community.
- SARTA put bike racks on buses. I bought a bike. A lot of people in the county are making a healthy fuel efficient and low carbon choice
- New SARTA programs have been introduced - Travel training; employment transportation; bike racks; green buses
- SARTA has completed major transit centers, removing major impediment for riders in inclement weather
- Because of losses in funding, holiday and Sunday service were cut. No affordable alternative transportation exists.
- The Veterans Services Commission has been running two 14-passenger vans to transport 3,000 veterans a year, on a budget of \$100,000 per year.

- Programs to improve transportation, reduced Passport funding, additional providers, door to door assistance, lack of standard wheelchair/scooter attach points for securement to transport
- Medicaid providers are providing transportation which allows individuals access to medical appointments at no charge.
- The Road to Recovery program has been recently launched, a program for volunteer drivers to take patients to treatment.
- ABCD is operating 24/7.

Transportation in Stark County – A View of the Future

Stakeholders have some perceptive observations about the development of Stark County transportation services in the near-term future. These observations are presented below in the following categories:

- People with Needs
- Transportation services
- Education and Information
- Technology

People with Needs

- Expect more people to live in metro areas - not rely on automobiles as much, younger people especially.
- Baby boomers will increase needs
- Baby boomer needs - transportation, medical, fixed income; people employed but no longer middle class; low income; underemployed; affordability Increase in elderly and disabled individuals
- Increase in low income families
- As a child care worker who serves 100% low income, our major road block that faces families is matching work/school/medical schedules to bus schedules and family coverage for multiple destinations
- Busing for individuals working late/night-afternoon shift
- Increase in public transportation with help for elderly (personal escorts)
- Transportation funding for more areas - disabled, vets, seniors
- Medicaid expansion under Obamacare

Transportation Services

- The county as a whole will have new transportation systems - rail, etc. on greater scale
- Drivers needing CDLs due to increase size of transport vehicle. Double budget or better 200K
- Larger lifts and capacities for scooters and wheelchairs
- Door to door service in outlying communities
- SARTA subcontracting more to private operators thus reducing Proline
- That every patient that needs a ride will have one. We (ACS) have partnered with a company that will provide vehicles and gas for volunteer drivers to transport patients to treatment.

- Increased funding for JARC; new freedom and 5310
- Outlying areas do not have written access for available services due to no internet/smartphone funds
- Hope to seek funds to have one van and driver for local veteran needs as Canton VA appointments, or curb to curb for American Legion pickup point to Cleveland VA
- Affordable transit to all
- Passenger commuter rail will come to our area. People have a fuel efficient choice.
- Safety concerns addressed

Information and Education

- Education of private agencies, for-profit businesses and non-riders on benefits of county wide transportation to ensure 1/4% tax continues
- Communication/education to elderly/disabled living in rural areas; written information available in many locations - churches, local stores, post offices, medical facilities
- Knowledge of services (travelers, agencies)
- Education to inform agencies of specific services and help us develop a better understanding so we can relay it comprehensively to families
- Education is a must to help people in the middle - not rich/not poor; new downwardly-mobile persons need to learn how to navigate social and transportation services.

Technology

- Computer - internet for \$100, access \$10 per month, free training of internet email, computer access available in Ohio...ConnectingOhio
- Technology...need to increase transportation availability and timeliness...outlying areas
- Internet access - available for community...One call - One ride; coordinated efforts

Expressions of transportation challenges in the Future

Unmet Needs

- Expect more people to live in metro areas - not rely on automobiles as much, younger people especially.
- Increase in low income families
- As a child care worker who serves 100% low income, our major road block that faces families is matching work/school/medical schedules to bus schedules and family coverage for multiple destinations
- Busing for individuals working late/night-afternoon shift
- Transportation funding for more areas - disabled, vets, seniors
- Medicaid expansion under Obamacare
- Without a vehicle family/individuals have to work harder at getting basic needs met. There are agencies who work hard at filling these gaps
- More awareness of needs for people with disabilities

- People living longer
- Language barrier in communicating with riders to due large Hispanic population. Solution - SARTA has a Spanish speaking travel trainer
- Low income population - unemployed; seniors; downwardly mobile; multiple destination needs
- Homeless individuals - after hours - motel/shelter
- Veterans to central locations so can get them to Cleveland (from their home) (have two vehicles) - no wheelchair access
- Veterans that are not ambulatory (wheelchair bound)
- Students living in shelters can't get to home district
- Mature worker safety/weather challenges
- Single individuals w/ no children - leaving public assistance; no funding stream for transportation
- Homeless - many barriers
- Home bound individuals unable to get to necessary appointments, social activities
- Elderly mental health patients cannot utilize systems

Information and Education

- Thwarting image of unsafe trip (on/off bus)
- More written information/packets to give to the public
- Education - college students waiting on loans
- Those without technology or not able/willing to do it
- Educate community agencies on transportation so they assist clients directly
- Drivers - training - medical or mental needs
- Lack of knowledge of services available
- Transportation education - riders, agencies, companies
- Need a personal approach if preferred - talk to live person

Coordination of Services

- Communication of services available
- Partner w/ 2-1-1 for direct, county transportation referrals; county/vested agencies provide funding to 2-1-1 for staff/coordination efforts.
- Coordination from providers to eliminate mismatched schedules

Lack of Funding

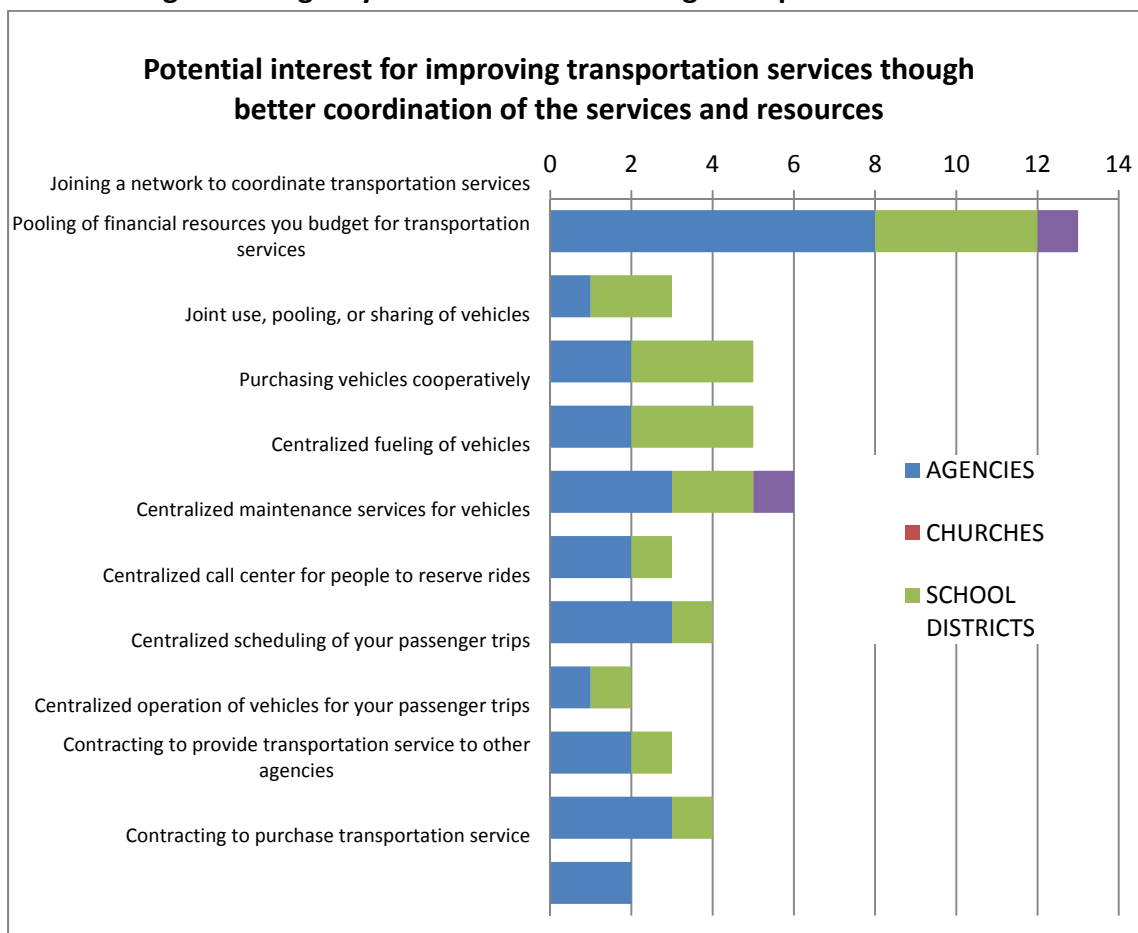
- Federal lack of \$ - does not go to transportation
- Inadequate funding/budget cuts - to provide adequate transportation for local agencies
- Veterans grant lacks operating funding
- Funding - all funding types
- Insurance costs
- Federal funding does not pay for bus passes for low-income/no-income

Section 8

Opportunities for Coordination

The coordination of transportation services is much discussed, but not easy to implement. It is useful to note that different parties view coordination in different ways. Also, agencies can be ready to take action in different way as well. Figure 11 shows, from the transportation survey, shows interest in pursuing variety of coordination approaches, respondents expressed interest in a variety of means by which coordination could be achieved.

Figure 11: Agency Interest in Coordinating Transportation Services



Clearly, the interest is strongest for “joining a network for coordinating transportation services”. The other three strongest areas of interest are:

- Joining a network to coordinate transportation services
- Centralized fueling of vehicles
- Centralized call center to reserve rides
- Contracting to provide transportation service to other agencies

The coordination of transportation services was also expressed during workshops, within the context of past efforts, current activities and what should develop in the future.

Collaboration and Coordination - Past

The principal observation was that there has been a lack of countywide coordinated transportation services.

Collaboration and Coordination – Present

Concerning present circumstances, agencies and advocates cited the following:

- Agencies are not aware of what is available to recommend to their clients in need.
- There are new collaborations with agencies providing services and coordinated funding opportunities to meet customer demands
- A veteran task force focused on veterans' transportation and supported SARTA's application for its Veterans Transportation/Community Living Initiative.

Collaboration and Coordination – Future

The desire for stronger communication, in the future, includes:

- Seamless, one call coordination for transportation; maybe 211
- 24/7 emergency needs are met
- Improved communication among agencies to meet individual needs
- A one stop number/center for all community transportation services
- Advanced communications and brokerage system, to help coordinate and drive cost lower
- Transportation hotline - one call to coordinate trips for individuals to eliminate the runaround between agencies
- Collaborations to utilize all transportation resources (SARTA and agencies) to provide improved access
- Coordinated efforts to reduce the amount of time/changes a family/individual waits for a bus
- Better collaboration of transportation needs between public transportation and the public needs
- A coordinated transportation network - SARTA, other providers; Centralized dispatching/scheduling
- Agencies collaborate together to make user friendly
- Coordinate and publish consolidated information
- Communication of services available
- Partner w/ 2-1-1 for direct, county transportation referrals; county/vested agencies provide funding to 2-1-1 for staff/coordination efforts.

- Coordination from providers to eliminate mismatched schedules

An area of coordination and consolidation of transportation services that is emerging is the development, by SARTA, of contract transportation services with partner agencies like the Stark County Veteran Services Commission and the Department of Job and Family Services. Further, SARTA is taking initiatives to take advantage of state and federal funding, such as Medicaid waivers, to increase funding available to cover the cost of targeted services that are available to specific segments of the population. While doing this, SARTA has maintained its ProLine door-to-door service to older adults, people with disabilities and the general public. Remember that SARTA meet its ADA complementary paratransit service through its ProLine service.

Section 9

Changes in Transportation Programs resulting from MAP-21

In October 2012, new authorizing legislation for federal programs that support public transportation and other services became effective. This legislation, Moving Ahead for Progress in the 21st Century, or MAP-21, includes changes that impact the delivery of funding for seniors, people with disabilities and low-income persons. A new Section 5310 Program changes the way services to seniors and people with disabilities are delivered. A previous program, Job Access and Reverse Commute, has been placed into a standing program for public transportation agencies like SARTA, the Section 5307 Program. Summaries of these program are shown in fact sheets in Appendix 2.

Section 5310 Program - Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities

The purpose of the new 5310 program is to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

The new program consolidates the previous 5310 Elderly and Disabled Program and the 5316 New Freedom Programs.

Funding in the Section 5310 program is specified as follows:

- At least 55% of program funds must be used on capital projects that are:
 - ✓ Public transportation projects planned, designed and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable
- The remaining 45% may be used for:
 - ✓ Public transportation projects that exceed the requirements of ADA
 - ✓ Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit service
 - ✓ Alternatives to public transportation that assists seniors and individuals with disabilities

The 55% of program funds include what was the former Section 5310 program that was administered by the Ohio Department of Transportation. The 55% of program funds includes what was the former Section 5316 New Freedom program for which SARTA was the designated recipient. Project eligible can be seen in detail in Appendix 3.

Significantly, the previous Section 5310 program was administered statewide by the Ohio Department of Transportation. The new Section 5310 program so that this program will now be managed and administered within metropolitan areas of 200,000 or more population rather than through ODOT. The new Section 5310 Program is set up so that funding will come to SARTA as the designated recipient for these Section 5310 funds. Further, SARTA and SCATS will manage the use and delivery of these funds to specific projects collaboratively. Projects will be solicited and funds awarded on a fair and equitable basis.

Section 5307 - Urbanized Area Formula Grants

The Section 5307 program is the long-standing program through which SARTA receives federal funding from the Federal Transit Administration to assist with the operating and capital costs of providing public transportation services in Stark County. In the recent MAP-21 legislation, the Section 5317 Job Access and Reserve Commute program was eliminated. The new 5307 program has established eligibility for:

“Job access and reverse commute projects that provide transportation to job and employment opportunities for welfare recipients and low-income workers.”

It is worth noting that use of Section 5307 funds for projects of this nature is at SARTA’s sole discretion as the designated recipient for these funds.

Section 10

Recommendations and Priorities for Moving Forward

A Family of Transportation Services

It is important that the diversity of transportation services develop into a family of transportation services. The concept of a “family of transportation services” is rooted in and recognizes the notion that transportation services should be responsive to the specific needs of customers, the variety of trips that they need to make, and the urban-suburban-rural character of the area within which the services are provided. The concept recognizes that older persons, persons with disabilities and persons in low income circumstances may have very different needs and services may need to be tailored to be responsive to those needs. Without being comprehensive, these may include:

- The lack of access to a motor vehicle
- A disability which prevents them from driving
- Not having family members or friends available to help them travel locally
- Inability to walk a reasonable distance to a bus stop or to be able to wait at a bus stop during hot or cold weather
- Living in an area where urban fixed route bus service is not feasible

Older persons are able to make independent travel decisions as long as they are healthy and able to move about independently outside their homes. However, as their ability to move about their community independently diminishes, they require more specialized means of transportation to maintain their ability to meet travel needs and quality of life. With a family of transportation services available in a community, the services are available to do this.

An important element of the concept is customer service that recognizes the need for information, training and planning so older persons, persons with disabilities and persons with low income are able to make the most effective use of the transportation services that are available in the community.

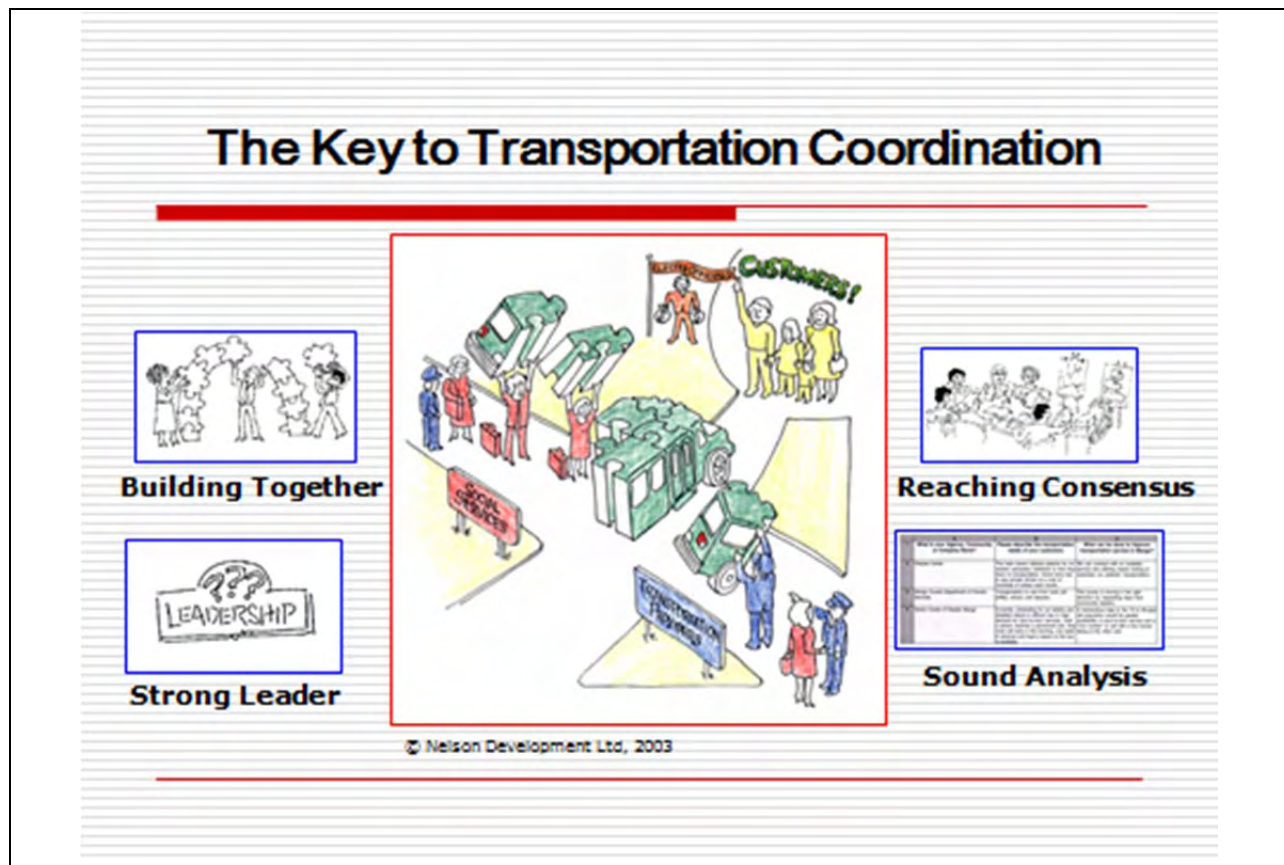
The Focus of Coordinated Transportation Service

The coordination of transportation services focuses on bringing together the key people and organizations that have responsibility for helping people meet their mobility needs. Central to this is making decisions about the services that are offered and who offers them are driven by an understanding of who the customers are, what their needs are which services can be most cost-effective

and cost-efficient. The key to successful transportation coordination is cooperation, collaboration; consensus building and vision.

The chart below, Figure 12, presents a conceptual representation of transportation coordination and the management of regional mobility through a central source.

Figure 12



Transportation coordination works best in circumstances where the following conditions exist:

- Customers and meeting their needs are the number one focus.
- There is strong leadership among the key stakeholders and a shared commitment to organize and deliver coordinated services together and reach consensus in setting priorities and taking action.
- Transportation providers work cooperatively and collaboratively with human service agencies to understand the needs and requirements of the agencies and their clients.
- Social service agencies work cooperatively and collaboratively with transportation providers to understand the responsibilities of delivering transportation services in a complex environment.
- The agencies and communities, including taxpayers, which provide funding for transportation services are satisfied with the development and delivery of services, the use of funding for

eligible purposes, and the reporting of results and the use of specifically targeted funding programs

Coordinated Transportation Service Recommendations and Priorities

Consistent with the foregoing analyses, evaluations and collaborative discussions which have occurred, the following recommendations and priorities are made:

- **Fully Develop Coordinated Transportation Services Across Stark County**
 - ✓ Leverage SARTA's fixed route services to the maximum extent possible, including developing programs to help acquire and maintain the skills and confidence necessary to use fixed route services successfully
 - ✓ Educate agencies, stakeholders and the public about SARTA and other transportation services available
 - ✓ Create a family of transportation services that can be used to target the most responsive service for particular trips that people need to make
- **Establish a One-Call/One-Click Transportation Center**
 - ✓ Develop the center in close collaboration with the stakeholders and strategic partners committed to coordinating the delivery of transportation services
 - ✓ Create the Center through expansion and growth of existing services, such as an expansion of SARTA's customer service center
 - ✓ Use state of the art IT development and SARTA's Veterans Transportation/Community Living Initiative grant as the platform for technology development
 - ✓ Be as comprehensive and inclusive as possible with agencies that need access to transportation services and agencies and others that have transportation resources to make available
 - ✓ Embrace agencies and others that would prefer to purchase transportation services rather than continue to operate services
 - ✓ All participation should be defined in partnership agreements which would express the duties and responsibilities of all parties, and the costs associated with participation
 - ✓ Be clear that there are costs and that partnerships include a value exchange
- **Leverage technology in developing and maintaining the center**
 - ✓ Extend access to and benefits of technology to center partners
 - ✓ Embrace the reality that not all people in need have the technology access that others have; low tech is a key element in access to services
- **Reach out to all parties and educate about the transportation services available and how to take maximum advantage of available services**
 - ✓ Educate agency staff so that they are able to educate agency clients

- ✓ Educate agency clients directly where opportunities present themselves
- ✓ Take maximum advantage of travel training programs, maximizing the opportunity for people in need to use SARTA's services and services provided by partner agencies effectively
- ✓ Work closely with communities of advocates in training people with needs
- **Develop transportation services in creative and non-traditional ways**
 - ✓ Look for opportunities to collaborate with Stark County Educational Service Center and school districts
 - ✓ Look for opportunities to bring SARTA, the Stark Developmental Disabilities Board, the Stark County Department of Job and Family Services and others together to coordinate the delivery of transportation services
 - ✓ Understand how transportation services can be integrated with those provided in the managed care network
 - ✓ Find effective ways to take advantage of private transportation services
 - ✓ Take maximum advantage of sources of funding available at state and federal levels
 - ✓ Consistent with funding program regulations, use program funds to support and strengthen one-call/one-click transportation services
- **Focus particular attention on hard to meet transportation needs**
 - ✓ Out of county travel
 - ✓ Trips requiring multiple stops
 - ✓ Rural areas of Stark county
- **Focus the new Federal Transit Administration MAP-21 Section 5310 Program on the development of coordinated transportation services, including a One-Call/One Click Center**
 - ✓ Afford high priority for all funding in the program to advance the development of the mobility management center
 - ✓ Funds that are available to agencies for capital purchases should support the coordination of transportation services
 - ✓ Projects that involve agencies working together to meet travel needs in a coordinated manner should receive high priority.
 - ✓ Projects should support development of multi-agency contracted transportation services, trip sharing and vehicle sharing among specific agencies or through a one-call/one-click transportation center.
 - ✓ Agency partnerships in coordinated transportation services should be a prerequisite requirement for receipt of project funding
 - ✓ Previously funded New Freedom projects should be reviewed for funding within the context of participation in the delivery of coordinated transportation

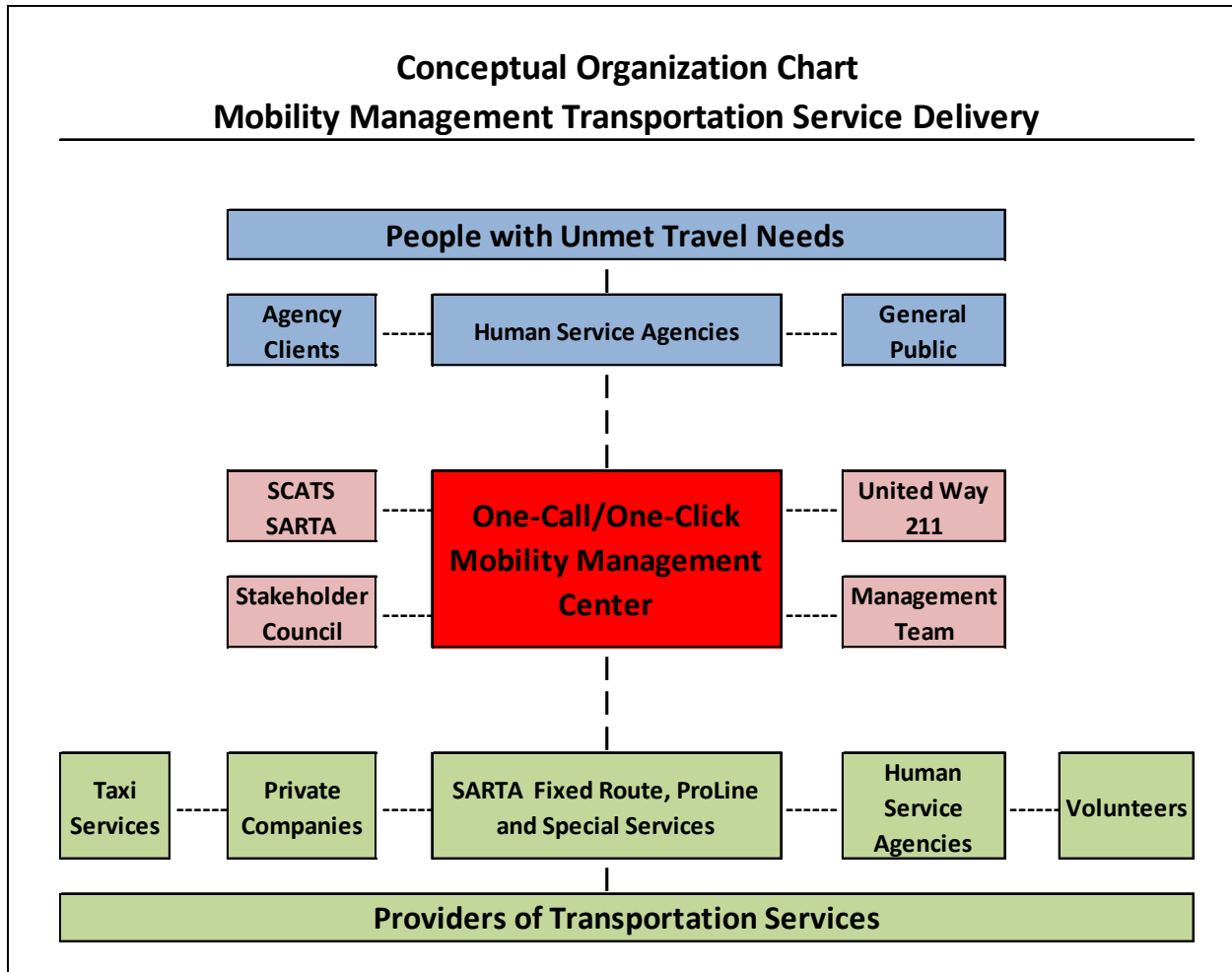
services. Projects particularly supportive of coordinated transportation services and the One-Call/One-Click Center should receive high priority.

- **Be creative in the development, coordination and partnering in the delivery of transportation services to targeted segments of the population**
 - ✓ Encourage the development of contract transportation services to provide new alternatives for agencies to reduce their direct transportation services and/or increase the availability of services to such agencies
 - ✓ Encourage the development of transportation services and direct eligibility of agencies to provide direct transportation services to targeted population segments, supported directly through targeted funding programs
 - ✓ Encourage agencies to provide transportation services under contract to brokerage systems supporting transportation services to clients of managed care insurance companies

A key consideration is the organization and management of coordinated transportation services. Figure 13 below presents a conceptual model of how stakeholders and partners should organize and manage a One Call/One-Click Mobility Management Center:

- Unmet travel needs emerge in a multitude of ways, most obviously from human service agencies who understand the needs of their clients, the clients themselves and from the general public.
- There is a range of transportation services available in the region. These services include:
 - ✓ SARTA's fixed route, Proline and special services
 - ✓ Human service agencies that provide transportation services
 - ✓ Volunteer transportation service
 - ✓ Taxi and other private transportation services
- The key to bringing unmet needs and meeting those needs together in a fully-coordinated manner is a Mobility Management Center where diverse parties can work together effectively to meet transportation needs. Two factors are important to success:
 - ✓ Leadership
 - ✓ Collaborative actions and consensus-building

Figure 13



Section 11

Summary and Conclusions

This report presents the Updated Human Services-Public Transit Coordinated Transportation Plan for the Stark Area Regional Transit Authority and the Stark County Area Transportation Study. The process to update the plan has included updating the socio-demographic characteristics of the population in Stark County, updating current transportation services, analyzing the status of unmet transportation needs, gaps in transportation services and opportunities for the coordination of transportation services.

Federal programs focusing on particular areas of unmet needs and gaps in transportation services have changed. Programs in the U.S. Department of Transportation's MAP-21 authorizing legislation provide changes in opportunities to improve coordinated transportation services. Principal among these is the new Federal Transit Administration's Section 5310 Program – Improving the Mobility of Seniors and Individuals with Disabilities.

Recommendations and priorities for moving the coordination of transportation services forward include:

- Taking targeted actions to fully develop coordinated transportation services in Stark County
- Establishing a one-call/one-click mobility management transportation center
- Leveraging technology for success in coordinating transportation services
- Educating and informing interested parties to understand and use available transportation services to maximum advantage
- Using federal funding programs to implement and strengthen the coordination of transportation services

The principal conclusion is that transportation services in Stark County need to be coordinated to more effectively meet transportation needs and more-effectively use available public funding. Achieving success in coordinating transportation services requires leadership, consensus, commitment and the will to do it.

Appendices

- 1. Transportation Services Survey Form**
- 2. Workshop Agendas**
- 3. Fact Sheets - FTA Section 5310 and FTA Section 5307 Programs**
- 4. FTA Section 5310 Program Project Eligibility**

Appendix 1
Transportation Services Survey Form

Stark County Transportation Study

The Stark County Transportation Coordination Committee (consisting of public and private transportation providers) is taking an inventory of the transportation needs in Stark County. In order to get an accurate picture of the true transportation needs in the county, we ask that you fill out the questionnaire below.

Those who respond to this survey will be entered to win 30, 1-ride passes from SARTA that can be used anyway your organization deems fit.

Name of Organization

Contact Person:

Email

Address (street, city and zip):

Work Number:

1. What type of service does your organization provide? (please check all that apply)

☐ Senior

☐ Education

☐ Medical

☐ Recreational Fitness

☐ Disability

☐ Legal

☐ Employment

☐ Economic Development

☐ Counseling

☐ Community Development

☐ Food/Clothing

☐ Religious

☐ Client Transportation

☐ Veterans

☐ Government

☐ Housing

☐ Other

2. What communities does your organization serve? (please check all that apply)

☐ North Canton

☐ Canton

☐ Massillon

☐ Alliance

☐ Stark County

☐ Stark County townships/villages (please specify)

☐ Other counties (please specify) _____

☐ Unsure

3. Does your organization currently provide transportation services in any of the following ways (please check all that apply and answer the questions that apply to that response)

☐ Contract with a private provider

a. Which providers do you currently contract with? _____

☐ Run private transportation services

a. How many vehicles you operate? _____

☐ Utilize SARTA as a public transportation service

☐ We do not assist in transporting any of our clients/members

☐ I do not know about our transportation services

4. For what purpose do your clients/members need transportation services? (please check all that apply)

- | | |
|---|---|
| ☐ Education | ☐ Social Services |
| ☐ Employment | ☐ Shopping |
| ☐ Medical Treatment | ☐ Social/Entertainment |
| ☐ Religious | ☐ Social Security Appointments |
| ☐ Other (please specify) _____ | |
| _____ | |
| _____ | |
| ☐ Unsure | |

5. When do your clients/members need transportation services? (please check all that apply)

- | | |
|---|---|
| ☐ Weekdays – morning (7am – 12pm) | ☐ Saturday - evening (5pm – 1:30 am) |
| ☐ Weekdays – afternoon (12pm – 5 pm) | ☐ Sunday - morning (7am – 12pm) |
| ☐ Weekdays – evening (5pm – 1:30 am) | ☐ Sunday - afternoon (12pm – 5 pm) |
| ☐ Saturday - -- morning (7am – 12pm) | ☐ Sunday – evening (5pm – 1:30 am) |
| ☐ Saturday - afternoon (12pm – 5 pm) | |
| ☐ Other (please specify) _____ | |

6. Are there unmet transportation needs in Stark County? ___ yes ___ no ___ unsure

- a. If yes, please check which any groups you believe have unmet needs (please check all that apply):

- ☐ Seniors
- ☐ Individuals with Disabilities
- ☐ Students
- ☐ Low Income Individuals
- ☐ Veterans
- ☐ General Public
- ☐ All of the above
- ☐ None of the above
- ☐ Other (please specify) _____
- ☐ unsure

- b. If yes, please indicate how current services could be improved (please check all that apply):

____ Increased coordination among transportation providers.

____ Expanded service

a. please specify which areas or to whom:

____ Lower priced services

____ Other _____

____ Unsure

7. If you could change one thing about current transportation services in Stark County what would it be?

Appendix 2
Workshop Agendas

Transportation Coordination Planning Workshop

Updating the Coordinated Transportation Plan for Stark County

Wednesday, July 11, 2012, 8:15 – 11:30am

Trillium Family Solutions, Inc., 624 Market Ave North, Canton, Ohio 44702

Room #L 07, Lower Level Training

Registration (beverages, rolls, etc.)

8:15 – 8:45 am

1. Welcome and Introductions

8:45 – 9:00 am

2. Overview of Information on Transportation Needs, and Existing Transportation Services (Presentation)

9:00 – 9:30 am

3. Needs, Gaps and Overlaps - What is this Information Telling Us? (Breakout discussions and Reporting Out)

9:30 – 10:30 am

4. Understanding the legacy of change in our System: Past, Present, and Future – The role of coordination

10:30 – 11:30 am

5. Wrap up and Next Steps

11:30 am - Noon

Second Coordination Workshop

Updating the Stark County Coordinated Public Transit – Human Services Transportation Plan

Wednesday, October 10, 2012, 8:30 am

Trillium Family Solutions, 604 Market Avenue North, Canton, Ohio

1. Welcome and Introductions

2. Transportation Services in Stark County – Review of Survey and Discussion

- SARTA public transportation services
- Human service agency transportation services
- School transportation services
- Private transportation services

3. Transportation Services – Unmet Needs and Gaps in Service - Breakout

Breakout Group Reporting and General Discussion

- Unmet Needs
- Gaps in Transportation Services

4. SARTA's Veterans Transportation and Community Living Initiative Project

5. Veteran Transportation Services – Unmet Needs and Gaps in Transportation Services)

- Unmet transportation needs
- Gaps in transportation services
- Most critical issues – now and in the future

6. Coordination of Transportation Services

- Looking ahead
- Solutions to unmet needs and gaps in services
- Recommendations for improvements
- Priority actions

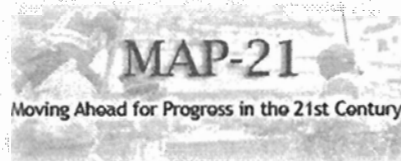
7. Wrap Up and Next Steps

- What have we learned so far?
- Coordination Plan Update – recommendations and priorities
- Next SARTA Coordination Committee meeting
Thursday, November 15th, 11:00am to 1:00pm (probably at SARTA)

Appendix 3
Fact Sheets- FTA Section 5310 and Section 5307 Programs



U.S. Department of Transportation
Federal Transit Administration



FACT SHEET:
ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES
SECTION 5310

	FY 2013 (in millions)	FY 2014 (in millions)
Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities	\$254.8	\$258.3

Purpose

This program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

Statutory References

49 U.S.C. Section 5310 / MAP-21 Section 20009

Eligible Recipients

- States (for all areas under 200,000 in population) and designated recipients.
- Subrecipients: states or local government authorities, private non-profit organizations, or operators of public transportation that receive a grant indirectly through a recipient.



Eligible Activities

- At least 55% of program funds must be used on capital projects that are:
 - Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- The remaining 45% may be used for:
 - Public transportation projects that exceed the requirements of the ADA.
 - Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.
 - Alternatives to public transportation that assist seniors and individuals with disabilities.

What's New?

- Consolidates New Freedom Program and Elderly and Disabled Program.
- Operating assistance is now available under this program.

Funding

- Funds are apportioned for urbanized and rural areas based on the number of seniors and individuals with disabilities.
- Federal share for capital projects (including acquisition of public transportation services) is 80%.

(cont.)

Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities

Funding (cont.)

- Federal share for operating assistance is 50%.
- Adopts New Freedom funding allocations:
 - 60% to designated recipients in urbanized areas with a population over 200,000.
 - 20% to states for small urbanized areas.
 - 20% to states for rural areas.

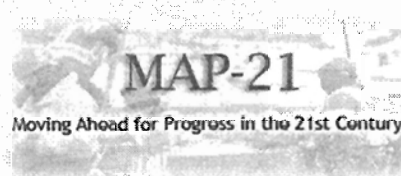
Ongoing Provisions

- Local share may be derived from other federal (non-DOT) transportation sources or the Federal Lands Highways Program under 23 U.S.C. 204 (as in former Section 5310 program).
- Permits designated recipients and states to carry out competitive process to select subrecipients.
- Recipients must certify that projects selected are included in a locally developed, coordinated public transit-human services transportation plan. The plan must undergo a development and approval process that includes seniors and people with disabilities, transportation providers, among others, and is coordinated to the maximum extent possible with transportation services assisted by other federal departments and agencies.
- Permits acquisition of public transportation services as a capital expense.
- Up to 10% of program funds can be used to administer the program, to plan, and to provide technical assistance.

For additional information on FTA and MAP-21, visit www.fta.dot.gov/map21.



U.S. Department of Transportation
Federal Transit Administration



FACT SHEET:
URBANIZED AREA FORMULA GRANTS
SECTION 5307 & SECTION 5340

	FY 2013 (in millions)	FY 2014 (in millions)
5307 Grants	\$4,367.95	\$4,428.65
Passenger Ferry Grants	\$30.00	\$30.00
5307 Program Total	\$4,397.95	\$4,458.65
Growing States/High Density Formula (5340)	\$518.70	\$525.90

Purpose

This program provides grants to Urbanized Areas¹ (UZA) for public transportation capital, planning, job access and reverse commute projects, as well as operating expenses in certain circumstances. These funds constitute a core investment in the enhancement and revitalization of public transportation systems in the nation's urbanized areas, which depend on public transportation to improve mobility and reduce congestion.

Statutory References

49 U.S.C. Sections 5307, 5336, and 5340 / MAP-21 Sections 20007, 20026



Eligible Recipients

FTA apportions funds to designated recipients, which then suballocate funds to state and local governmental authorities, including public transportation providers.

Eligible Activities

- Capital projects.
- Planning.
- Job access and reverse commute projects that provide transportation to jobs and employment opportunities for welfare recipients and low-income workers.
- Operating costs in areas with fewer than 200,000 in population.
- Operating costs, up to certain limits, for grantees in areas with populations greater than 200,000, and which operate a maximum of 100 buses in fixed-route service during peak hours (rail fixed guideway excluded).

¹ An area with a population of 50,000 or more, defined and designated in the most recent decennial census as an 'urbanized area' by the U.S. Secretary of Commerce.

(cont.)

Urbanized Area Formula Grants

What's New?

- Operating costs, up to certain limits, for grantees in areas with populations greater than 200,000, and which operate a maximum of 100 buses in fixed-route service during peak hours (rail fixed guideway excluded).
- Transit enhancements are removed and replaced by more narrowly defined "associated transportation improvements." Recipients must expend at least 1% of their 5307 apportionment on these improvements.
- Funding provided by other government agencies or departments that are eligible to be expended on transportation may be used as local match.
- Certain expenditures by vanpool operators may be used as local match.
- MAP-21 removes eligibility for the transfer of 5307 transit funds to highway projects.

Ongoing Provision

- Recipients must expend 1% for transportation security projects or certify that it is not necessary to do so.

Funding

- Federal share is 80% for capital assistance.
- Federal share is 50% for operating assistance.
- Federal share is 80% for Americans with Disabilities Act (ADA) non-fixed-route paratransit service, using up to 10% of a recipient's apportionment.

Formula

- For areas of 50,000 to 199,999 in population, the formula is based on population and population density, and number of low-income individuals.
- For areas with populations of 200,000 and more, the formula is based on a combination of bus revenue vehicle miles, bus passenger miles, fixed guideway revenue vehicle miles, and fixed guideway route miles, as well as population and population density and number of low-income individuals.

Passenger Ferry Grant Program

- \$30 million is set aside for passenger ferry grants, to be allocated through competitive selection.

For additional information on FTA and MAP-21, visit www.fta.dot.gov/map21.

Appendix 4
FTA Section 5310 Program Project Eligibility



U.S. Department
of Transportation

**Federal Transit
Administration**

PROPOSED CIRCULAR

FTA C 9070.1G

XX/XX/XXXX

**Subject: ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH
DISABILITIES PROGRAM GUIDANCE AND APPLICATION
INSTRUCTIONS**

1. PURPOSE. This circular is a re-issuance of guidance on the administration of the transit assistance program for seniors and individuals with disabilities under 49 U.S.C. 5310, and guidance for the preparation of grant applications. This revision incorporates provisions of the Moving Ahead for Progress in the 21st Century Act (MAP-21).
2. CANCELLATION. This circular, when final, will cancel Federal Transit Administration (FTA) Circular 9070.1F, “Elderly Individuals and Individuals with Disabilities Program Guidance and Application Instructions,” dated May 1, 2007; and FTA Circular 9045.1, “New Freedom Program Guidance and Application Instructions,” dated May 1, 2007.
3. AUTHORITY.
 - a. Federal Transit Laws, Title 49, United States Code, Chapter 53.
 - b. 49 CFR 1.91.
4. WAIVER. FTA reserves the right to waive any requirements of this circular to the extent permitted by law.
5. FEDERAL REGISTER NOTICE. When the final circular is published, FTA will add a citation to the *Federal Register* notice that announces its availability.
6. AMENDMENTS TO THE CIRCULAR. FTA reserves the right to amend this circular to update references to requirements contained in other revised or new guidance and regulations that undergo notice and comment procedures, without further notice and comment on this circular.
7. ACCESSIBLE FORMATS. This document is available in accessible formats upon request. Paper copies of this circular as well as information regarding these accessible formats may be obtained by calling FTA’s Administrative Services Help Desk, at 202–366–4865.

Peter M. Rogoff
Administrator

SECTION 5310 PROGRAM CIRCULAR

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13. ELIGIBLE ACTIVITIES. Section 5310 funds are available for capital and operating expenses to support the provision of transportation services to meet the specific needs of seniors and individuals with disabilities.

Section 5310(b) provides that of the amounts apportioned to States and designated recipients, not less than 55 percent shall be available for traditional Section 5310 projects – those public transportation capital projects planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable or inappropriate. Notably, this 55 percent is a floor, not a ceiling – recipients may use more than 55 percent of their apportionment for this type of project.

This means that at least 55 percent of any rural, small urbanized area, or large urbanized area annual apportionment must be utilized for public transportation capital projects that are planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities. It is not sufficient that seniors and individuals with disabilities are merely included (or assumed to be included) among the people who will benefit from the project.

Eligible projects for the required 55 percent of capital projects include the capital cost of contracting for the provision of transit services for seniors and individuals with disabilities and other specialized shared-ride transportation services. The purchase of rolling stock for or the acquisition of ADA complementary paratransit service are eligible capital expenses that may also qualify under the 5310 Program as public transportation capital projects planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities when fixed-route public transportation is insufficient, unavailable or inappropriate, provided the projects are carried out by eligible subrecipients (see Chapter III, 5) and these projects are included in the area's coordinated plan.

In addition to the above required capital projects, up to 45 percent of the apportionments may be utilized for additional public transportation projects:

- a. that exceed the ADA minimum requirements,
- b. improve access to fixed route service and decrease reliance by individuals with disabilities on ADA complementary paratransit service, or
- c. provide alternatives to public transportation that assist seniors and individuals with disabilities with transportation.

Such projects must be targeted toward meeting the transportation needs of seniors and individuals with disabilities, although the services may also be used by the general public. It is not sufficient that seniors and individuals with disabilities are included (or assumed to be included) among the people who will benefit from the project. FTA encourages projects that are open to the public as a means of avoiding unnecessary segregation of services.

Recipients should clearly identify the projects that are part of the required 55 percent capital projects as part of the grant activity line item (ALI's) narrative descriptions. Many projects may be eligible under both the required and optional criteria, but a discrete set of projects that meet the required criteria constituting at least 55 percent of the grant amount, exclusive

of administrative expenses, must be identified. Alternatively, the grant application may assign less than the required 55 percent to such projects if other Section 5310 grants in the same fiscal year utilize more than the required 55 percent, so long as at least 55 percent of the total annual apportionment will be used for required projects. In such cases, a list of the other grants and the funding amounts must be included within the new grant application.

14. ELIGIBLE CAPITAL EXPENSES THAT MEET THE 55 PERCENT REQUIREMENT.

Funds for the Section 5310 program are available for capital expenses as defined in Section 5302(3) to support public transportation capital projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable or inappropriate. Examples of capital expenses that meet the 55 percent requirement include, but are not limited to:

a. Rolling Stock and Related Activities

(1) Acquisition of expansion or replacement buses or vans, and related procurement, testing, inspection, and acceptance costs;

(2) Vehicle rehabilitation or overhaul;

(3) Preventive maintenance, as defined in the National Transit Database (NTD);

(4) Radios and communication equipment; and

(5) Vehicle wheelchair lifts, ramps, and securement devices.

b. Passenger Facilities

(1) Purchase and installation of benches, shelters and other passenger amenities;

c. Support Facilities and Equipment

(1) Extended warranties that do not exceed the industry standard;

(2) Computer hardware and software;

(3) Transit related intelligent transportation systems (ITS);

(4) Dispatch systems; and

(5) Fare collection systems.

d. Lease of equipment when lease is more cost effective than purchase. Note that when lease of equipment or facilities is treated as a capital expense, the recipient must establish criteria for determining cost effectiveness in accordance with FTA regulations, "Capital Leases," 49 CFR part 639 and OMB Circular A-94, which provides the necessary discount factors and formulas for applying the same;

- e. Acquisition of transportation services under a contract, lease, or other arrangement. Both capital and operating costs associated with contracted service are eligible capital expenses. User-side subsidies are considered one form of eligible arrangement. Funds may be requested for contracted services covering a time period of more than one year. The capital eligibility of acquisition of services as authorized in 49 U.S.C. 5310(b)(4) is limited to the Section 5310 program;
- f. Support for mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management is an eligible capital cost. Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community. For example, a non-profit agency could receive Section 5310 funding to support the administrative costs of sharing services it provides to its own clientele with other seniors and/or individuals with disabilities and coordinate usage of vehicles with other non-profits, but not the operating costs of service. Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service. Mobility management activities may include:
 - (1) The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, seniors, and low income individuals;
 - (2) Support for short term management activities to plan and implement coordinated services;
 - (3) The support of State and local coordination policy bodies and councils;
 - (4) The operation of transportation brokerages to coordinate providers, funding agencies and customers;
 - (5) The provision of coordination services, including employer-oriented Transportation Management Organizations' and Human Service Organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;
 - (6) The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs; and
 - (7) Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of Geographic Information Systems (GIS) mapping, Global Positioning System technology, coordinated vehicle scheduling, dispatching and monitoring technologies as well as technologies to track costs and billing in a coordinated system and single smart customer payment systems. (Acquisition of technology is also eligible as a stand- alone capital expense).

15. OTHER ELIGIBLE CAPITAL AND OPERATING EXPENSES.

- a. General. Up to 45 percent of a rural, small urbanized area, or large urbanized area's annual apportionment may be utilized for:
- (1) public transportation projects (capital and operating) planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate or unavailable,
 - (2) public transportation projects that exceed the requirements of the ADA,
 - (3) public transportation projects that improve access to fixed route service and decrease reliance by individuals with disabilities on ADA complementary paratransit service, or
 - (4) alternatives to public transportation that assist seniors and individuals with disabilities with transportation.

Since the 55 percent requirement is a floor, and not a ceiling, the activities listed in section 14, above, are eligible expenses for all funds available to a recipient under Section 5310. For example, mobility management and ITS projects may be eligible under both categories; the difference to note, in order for the project to qualify towards the 55 percent requirement, the project must meet the definition of a capital project, be specifically geared towards the target population, and carried out by an eligible subrecipient, which is limited for this category of projects. The list of eligible activities is intended to be illustrative, not exhaustive. Recipients are encouraged to develop innovative solutions to meet the needs of seniors and individuals with disabilities in their communities and discuss proposed projects with FTA regional staff to confirm eligibility.

- b. Public Transportation Projects that Exceed the Requirements of the ADA. The following activities are examples of eligible projects meeting the definition of public transportation service that is beyond the ADA.
- (1) Enhancing paratransit beyond minimum requirements of the ADA. ADA complementary paratransit services can be eligible under the Section 5310 program in several ways:
 - (a) Expansion of paratransit service parameters beyond the three-fourths mile required by the ADA;
 - (b) Expansion of current hours of operation for ADA paratransit services that are beyond those provided on the fixed-route services;
 - (c) The incremental cost of providing same day service;
 - (d) The incremental cost (if any) of making door-to-door service available to all eligible ADA paratransit riders, but not as a reasonable modification for individual riders in an otherwise curb-to-curb system;

- (e) Enhancement of the level of service by providing escorts or assisting riders through the door of their destination;
 - (f) Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for wheelchairs under the ADA (i.e., larger than 30" x 48" and/or weighing more than 600 pounds) and labor costs of aides to help drivers assist passengers with over-sized wheelchairs. This would permit the acquisition of lifts with a larger capacity, as well as modifications to lifts with a 600 pound design load, and the acquisition of heavier-duty vehicles for paratransit and/or demand-response service; and
 - (g) Installation of additional securement locations in public buses beyond what is required by the ADA.
- (6) Feeder services. "Feeder" service (transit service that provides access) to commuter rail, commuter bus, intercity rail, and intercity bus stations, for which complementary paratransit service is not required under the ADA.
- c. Public Transportation Projects that Improve Accessibility. The following activities are examples of eligible projects that improve accessibility to the fixed route system.
- (1) Making accessibility improvements to transit and intermodal stations not designated as key stations. Improvements for accessibility at existing transportation facilities that are not designated as key stations established under 49 CFR 37.47, 37.51, or 37.53, and that are not required under 49 CFR 37.43 as part of an alteration or renovation to an existing station, so long as the projects are clearly intended to remove barriers that would otherwise have remained. Section 5310 funds are eligible to be used for new accessibility enhancements that remove barriers to individuals with disabilities so they may access greater portions of public transportation systems, such as fixed-route bus service, commuter rail, light rail and rapid rail. This may include:
 - (a) Building an accessible path to a bus stop that is currently inaccessible, including curbcuts, sidewalks, accessible pedestrian signals or other accessible features,
 - (b) Adding an elevator or ramps, detectable warnings, or other accessibility improvements to a non-key station that are not otherwise required under the ADA,
 - (c) Improving signage, or wayfinding technology, or
 - (d) Implementation of other technology improvements that enhance accessibility for people with disabilities including Intelligent Transportation Systems (ITS).
 - (2) Travel training. New training programs for individual users on awareness, knowledge, and skills of public and alternative transportation options available in their communities. This includes travel instruction and travel training services.

d. Public Transportation Alternatives That Assist Seniors and Individuals with Disabilities with Transportation. The following activities are examples of projects that are eligible public transportation alternatives:

- (1) Purchasing vehicles to support new accessible taxi, ride sharing, and/or vanpooling programs. Section 5310 funds can be used to purchase and operate accessible vehicles for use in taxi, ridesharing and/or van pool programs provided that the vehicle has the capacity to accommodate a passenger who uses a wheelchair as defined under 49 CFR 37.3, at a minimum, while remaining in his/her personal mobility device inside the vehicle, and meeting the same requirements for lifts, ramps and securement systems specified in 49 CFR part 38, subpart B.
- (2) Supporting the administration and expenses related to new voucher programs for transportation services offered by human service providers. This activity is intended to support and supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Vouchers can be used as an administrative mechanism for payment of alternative transportation services to supplement available public transportation. The Section 5310 program can provide vouchers to individuals with disabilities to purchase rides, including: (a) mileage reimbursement as part of a volunteer driver program; (b) a taxi trip; or (c) trips provided by a human service agency. Providers of transportation can then submit the voucher for reimbursement to the recipient for payment based on pre-determined rates or contractual arrangements. Transit passes for use on existing fixed route or ADA complementary paratransit service are not eligible. Vouchers are an operational expense which requires a 50/50 (Federal/local) match.
- (3) Supporting volunteer driver and aide programs. Volunteer driver programs are eligible and include support for costs associated with the administration, management of driver recruitment, safety, background checks, scheduling, coordination with passengers, and other related support functions, mileage reimbursement, and insurance associated with volunteer driver programs. The costs of enhancements to increase capacity of volunteer driver programs are also eligible. FTA encourages communities to offer consideration for utilizing all available funding resources as an integrated part of the design and delivery of any volunteer driver/aide program.

16. FEDERAL/LOCAL MATCHING REQUIREMENTS.

- a. General. Section 5310 funds may be used to finance capital and operating expenses. The Federal share of eligible capital costs shall be in an amount equal to 80 percent of the net cost of the activity. The Federal share of the eligible operating costs may not exceed 50 percent of the net operating costs of the activity. Recipients may use up to 10 percent of their apportionment to support program administrative costs including administration, planning, and technical assistance, which may be funded at 100 percent Federal share.

The local share of eligible capital costs shall be not less than 20 percent of the net cost of the activity, and the local share for eligible operating costs shall be not less than 50 percent of the net operating costs. The local share may be provided from an undistributed

cash surplus, a replacement or depreciation cash fund or reserve, a service agreement with a State or local service agency or private social service organization, or new capital. Some examples of these sources of local match include: State or local appropriations; dedicated tax revenues; private donations; revenue from service contracts; toll revenue credits; and net income generated from advertising and concessions. Non-cash share such as donations, volunteered services, or in-kind contributions is eligible to be counted toward the local match as long as the value of each is documented and supported, represents a capital cost which would otherwise be eligible under the program, and is included in the net project costs in the project budget.

Income from contracts to provide human service transportation may be used either to reduce the net project cost (treated as revenue) or to provide local match for Section 5310 operating assistance. In either case, the cost of providing the contract service is included in the total project cost. No FTA program funds can be used as a source of local match for other FTA programs, even when used to contract for service. All sources of local match must be identified and described in the grant application at the time of grant award.

In addition, the local share may be derived from Federal programs that are eligible to be expended for transportation, other than DOT programs, or from DOT's Federal Lands Highway Program. Examples of types of programs that are potential sources of local match include: employment, training, aging, medical, community services, and rehabilitation services. Specific program information for other types of Federal funding is available at www.unitedweride.gov.

- b. Exceptions. The Federal share may exceed 80 percent for certain projects related to ADA and CAA compliance as follows:
 - (1) Vehicles. The Federal share is 85 percent for the acquisition of vehicles for purposes of complying with or maintaining compliance with ADA, 42 U.S.C. 12101 et seq or the Clean Air Act. A revenue vehicle that complies with 49 CFR part 38 may be funded at 85 percent Federal share.
 - (2) Vehicle-Related Equipment and Facilities. The Federal share for project costs for acquiring vehicle-related equipment or facilities (including clean-fuel or alternative-fuel vehicle-related equipment or facilities) for purposes of complying or maintaining compliance with the Clean Air Act (CAA), 42 U.S.C. 7401 et seq), or required by the ADA, is 90 percent. FTA considers vehicle-related equipment to be equipment on and attached to the vehicle.
- c. Sliding Scale –FHWA Transfers Only. Higher Federal share rates for capital costs are available to 14 States described in 23 U.S.C. 120(b). The higher Federal shares under 23 U.S.C. 120 (b)(1), are based on the ratio of designated public lands area to the total area of these 14 States. For FHWA Transfers to FTA 5310 for capital projects, the Federal share increases from 80 percent in proportion to the share of public lands in the State. The sliding scale rates in public lands states can be found on ULR <http://www.fhwa.dot.gov/legisregs/directives/notices/n4540-12.htm>.