Locally Coordinated Public Transit - Human Services Transportation Plan for the State of Connecticut

as required under the
Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users

July 19, 2007

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Locally Coordinated Public Transit-Human Service Transportation Plan (LOCHSTP)

The Stage for the Plan

The Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) reauthorized federal transportation funding programs through Federal Fiscal Year (FFY) 2009. In an effort to enhance transportation options for individuals with disabilities, older adults, and individuals with limited income, SAFETEA-LU calls for the development of a Locally Coordinated Public Transit-Human Service Transportation Plan (LOCHSTP). The plan is to be developed through a local process that includes representatives of public, private, and non-profit transportation and human service providers along with public participation. The focus of the planning process is to identify comprehensive unified strategies for public transportation service delivery which address customer needs by developing cost effective strategies to serve unmet needs, improving the quality and accessibility of services, and eliminating duplicative services through coordination. The following Federal Transit Administration (FTA) programs are coordinated and will be funded through this planning process: Section 5310 Elderly Individuals and Individuals with Disabilities Program; Section 5316 Job Access and Reverse Commute Program (JARC); and Section 5317 New Freedom Initiative (NFI). Attachment 1 shows the appropriated funds by urbanized area (UZA) in the state of Connecticut for FFY2006 - FFY2009.

History

In Connecticut, the JARC program has been in operation since 1999 using FTA funds. Five regional partnerships were developed to support the JARC program. Each has developed a program of services specific to the region's needs and resources. To be eligible for JARC funds, FTA required an Area Wide Job Access and Reverse Commute Plan. This effort included a broad partnership of involved parties to identify existing transportation services, where the jobs were located and where low-income workers resided. These three pieces were put together to determine the gaps in transportation services specific to the employment related needs of low-income workers. Transportation services were developed to fill those gaps.

Prior to SAFETEA-LU, the JARC program was discretionary and Connecticut was able to obtain up to $3.5 million annually through the competitive grant process or via earmarks. The program required a 50/50 match for operating which allowed the state to develop a $7 million annual program. Since SAFETEA-LU formularized the program, Connecticut will receive significantly less FTA funding; only about $1.1 million in FFY 2006. In State Fiscal Year (SFY) 2007, the State of Connecticut appropriated additional bus operations funding to replace the lost federal funds. Federal JARC funds are matched by Department of Social Services (DSS)-Transportation to Work funds as well as State Job Access funds administered by the Connecticut Department of Transportation (ConnDOT). Because of the well-developed JARC program in the State, prioritization criteria developed during the LOCHSTP process included "extra points" for continued operation of existing services.

The SAFETEA-LU LOCHSTP process will assist the JARC program by identifying new gaps and potential new service solutions. These solutions can then be prioritized within each region.

The Section 5310 Program (formerly called "Section 16") has existed in Connecticut since 1975. This program provides grant funding for the purchase of vehicles to private nonprofit corporations and associations or public bodies for the purpose of transporting elderly persons and persons with disabilities. Under ConnDOT's management plan for the program, the federal grant provides 80% of the cost of the vehicle (up to $40,000) with the remainder supplied by the entity receiving the vehicle grant. SAFETEA-LU mandates that this Federal transportation program be administered by the State. The Governor has designated ConnDOT as the agency to receive and administer funds under that program. ConnDOT works with regional planning organizations (RPO) to administer the annual application process and review and prioritize the submitted applications.

The SAFETEA-LU LOCHSTP process will assist the Section 5310 program by identifying opportunities for coordination with existing recipient agencies as well as new service gaps. Each region can prioritize the strategies that will be funded in their region. For example, if the gap analysis shows that an area is lacking in evening or weekend service, the region can give a higher priority to applicants that will provide transportation at those times.

The NFI program was created in SAFETEA-LU to provide new public transportation services and public transportation alternatives for people with disabilities that go beyond the requirements of the Americans with Disabilities Act (ADA.) This grant program will provide federal money to cover up to 50 percent of operating subsidies and up to 80 percent of capital purchases. While ConnDOT does not have a specific line item in the 2008/09 budget to match NFI projects, the proposed budget should be able to cover those needs for the NFI program.

The SAFETEA-LU LOCHSTP process will expose the gaps in transportation for people with disabilities and seek strategies to fill those gaps.

Plan Development

ConnDOT's approach for conducting the planning process consists of two transportation study areas: (a) large UZAs where the various participants in the large UZAs decide how the coordinated planning process will be conducted and who the lead agencies for plan development should be and (b) small UZAs and non-UZAs where the state is designated by the SAFETEA-LU guidance as the agency responsible for preparing the plans.

ConnDOT took a lead role in assuring locally coordinated plans are prepared statewide in a consistent fashion and in accordance with the FTA program and grant guidelines. ConnDOT held a statewide meeting and proposed that the state facilitate the coordination of all plans statewide by acting as the lead agency in the small UZA's and non-urbanized areas and coordinating a collaboration of local planning efforts in the large

UZA's. The benefits of ConnDOT providing the lead include: developing a consistent format for the process and plans across the state and the ability for ConnDOT to pull in representation from state agencies. Since each large UZA has multiple RPOs, having ConnDOT as the lead provides consistency for the planning effort and can balance the roles and responsibilities of the RPOs. ConnDOT also proposed that it be the designated recipient for FFY 2006 program funding for all three programs. Governor M. Jodi Rell designated ConnDOT as the recipient on April 17, 2007. This will provide continuity in how JARC and Section 5310 are managed while awaiting final guidance from FTA during the first year's planning process.

In order to apply for FFY 2006 funds, FTA required that a plan be in place, but final guidance had not been issued by FTA. This first plan was prepared in accordance with interim guidance issued in 2006. Final guidance was issued by FTA on March 29, 2007 and will take effect May 1, 2007. Future plans will be modified to encompass said guidance.

In an effort to engage a diverse set of partners in the planning process, ConnDOT worked with the FTA interim guidance, the RPOs and JARC partners. In addition, the University of Connecticut (UCONN) University Center for Excellence in Developmental Disabilities (UCEDD) arranged for a representative in each region. Consumers who are advocates on public transportation issues were also encouraged to participate in the planning process and assisted in keeping the regional planning committees focused on consumer concerns. The agencies and/or individuals who participated in the planning process vary by region.

SAFETEA-LU requires a "locally-coordinated" plan, but does not define local. To define "local", ConnDOT drew proposed boundaries using the Metropolitan Planning Organization (MPO) boundaries and five (5) regions were developed; three (3) large UZAs consisting of Hartford, New Haven and Bridgeport/Stamford; and two (2) small UZAs and non-UZAs consisting of the Eastern region and Northwest region of the state. (See Attachment 2) ConnDOT's proposed boundaries were agreed upon by the MPOs. As the lead in the large UZAs, the RPOs assembled the regional partners. As the lead for the rest of the state, ConnDOT requested assistance in small urban/rural areas to better identify local contacts, provide meeting locations and to administer a survey.

A "Frequently Asked Questions" brochure was created and published to provide information regarding the LOCHSTP program to consumers, agencies, and partners unfamiliar with FTA programs or LOCHSTP (See Attachment 3). ConnDOT also briefed other planning groups (the Commission on Aging, Long-Term Care Planning Committee, Connecticut Public Transportation Commission, etc.) as well as state agencies (Department of Social Services, Department of Mental Health and Addiction Services, Department of Mental Retardation, etc.) in an effort to provide them the opportunity to be involved in the LOCHSTP process.

A timeline outlining the planning process for the first year of the program was developed. The timeline spanned July 2006 through June 2007, the time when ConnDOT will apply for the FTA grants. The timeline detailed critical milestones such as regional coordination meetings, building a database of participants, building a database of

services, a competitive project selection process, publishing a list of projects, and completion of a Coordinated Plan.

A Coordinated Plan outline was created to assist in the preparation and writing of the plan and to ensure consistency throughout the state. The writing of the plan was a collaborative effort between the regions and ConnDOT.

ConnDOT developed a survey (See Attachment 4) to be administered statewide to gather crucial information on gaps and available services. The survey also offered respondents the ability to become part of the planning process by attending meetings or by receiving email updates. Each region created a database of participants to receive the surveys. Based on survey results a database of services was created to include an inventory of available services, identification of gaps and duplication of services, and strategies to address the gaps.

ConnDOT proposed uniform prioritization criteria to be applied statewide that would be used to prioritize the proposed strategies to fill the gaps (See Attachment 5). These were developed in accordance with the FTA interim guidance and were extensively reviewed and amended by the regions. The basic set of criteria are presented in a "pass/fail" format and must: (a) serve the target population categories and address an identified gap; (b) achieve efficiency in service delivery; (c) not be eligible for other funding programs or resources; (d) be able to start up in a reasonable period of time; (e) provide regional/geographical equity; (f) maximize the use of available local, state and federal-funded public transportation resources; (g) be subcontracted with a subrecipient that has the technical and managerial capabilities to conduct the project; (h) have appropriate resources available to provide the service; and (i) have an adequate plan to make the target population aware of the available service.

Extra credit points can be earned if the strategy (a) provides continued operating funding for a service which is already in operation; (b) provides a service where or when no other service is available; (c) has matching funding available from sources other than ConnDOT or US DOT; and (d) coordinates with other public and private programs to maximize resources.

Discussion with regions led to a third level of criteria. These were criteria developed by a region, specific to the needs, infrastructure, and service base of that region. For example, a region could propose a maximum cost per trip as a criterion. This was also the most appropriate place for a Section 5310 criterion. If the gap analysis shows a need in a sub-region or a town, during a span of time, or for a certain population, the region can place a priority on that for the next round of Section 5310 applications.

Gap Analysis

The five regional gap identification processes resulted in a large variety of unmet needs. For ease of explanation, gaps have been divided into general categories. These consist of Information, Geographic, Temporal, Client, and Service Quality.

1. Information and Awareness

The recurrent theme across the state is that people are unaware of what is being provided and how to make use of it. This information gap is on both sides: the public transportation providers are not fully aware of the human services and private provider options available and human services providers and their clients are not fully aware of public transportation services. The coordination aspect of the LOCHSTP planning effort has highlighted a variety of shortfalls in this area which restrict the transportation network from obtaining its greatest potential efficiency.

Inter-regional coordination

Improved interregional coordination is needed to further the ability of the transportation network to address service across municipal and state borders. The state should take advantage of this opportunity to improve awareness of all existing resources and better coordinate schedules of cooperating entities to serve regional travel needs.

Marketing Coordination

The many organizations that comprise the transportation network generally market their services on an agency by agency basis, missing an opportunity to reach a broader audience in a cost effective manner and making travel more confusing.

Lack of Resources for Marketing/Information Dissemination

The fragmented transportation network that exists in the state is challenging for the average person to negotiate. Centralized resources for information on public transportation are inadequate. Existing services are not effectively marketed to potential riders, including choice riders as well as mobility impaired populations that are unaware of the accessibility features on buses. The lack of marketing and awareness also contributes to the perception of service gaps that may not exist.

Resource Awareness and Coordination

Although transportation is provided by many organizations within each region, the day-to-day operation of buses and vans requires similar resources regardless of the specific transportation offered. For example, driver training is needed to learn how to operate the vehicle and the wheelchair lifts safely, but few organizations are qualified to perform such services. Other organizations wish to provide certain transportation services, but do not have the vehicles necessary to offer all the transportation requested. Some organizations struggle to maintain their vehicles due to a lack of mechanics or appropriate facilities in close proximity. In each of these situations, a lack of coordination is a roadblock to effective use of existing resources.

Passenger Training

Using public transportation can be intimidating for the first time, especially since every system in the state uses different equipment and has its own policies, signage and fare media. This can prevent people from making use of a lower cost transportation option and it inhibits the growth of public transportation ridership.

2. Geographical Gaps

The LOCHSTP process identified service gaps where expanded transportation is needed.

Service to/from Smaller Towns

Fixed route bus operators provide the most extensive service in areas where population densities support regularly scheduled service. In other areas where population densities cannot support fixed route transit, there is little or no regularly scheduled public transportation available, forcing transit dependent persons to rely on the services offered by municipalities, human service organizations and volunteer operations which are often unable to accommodate large numbers of passengers and a wide range of destinations.

Inter/Intra-Regional Transportation

The transportation services offered by smaller towns are focused on the movement of citizens within the municipalities they reside. Non-profit agencies or transit districts may serve only a few towns/destinations or even a single town. Consequently, crossing town or regional borders can sometimes be challenging.

3. Temporal Gaps

The LOCHSTP process identified service gaps where additional service hours or days of services are needed.

Weekday off-peak timeframes

Throughout the state, demand for both fixed route and specialized transportation services for LOCHSTP target groups is strongest during the rush hour and midday hours. During the early morning and later evening periods, many of the bus routes are not operating, while those that continue to operate do so more sporadically. This limits mobility for those who work late night shifts. During holiday seasons, when retail stores are open later in the evenings, additional service is needed to support employees relying on public transportation. Aside from the mandated ADA services whose hours coincide with the fixed route service, municipally operated demand responsive services have little or no service during early morning and evening to offer to potential customers. Overnight, the only service available is via taxi, but there are no wheelchair accessible taxis in Connecticut.

Weekends

Although all fixed route bus providers operate service on one or both weekend days (except for Meriden), the level of service provided varies greatly by route. Some routes do not operate on weekends, while others operate on Saturday but not on Sunday. As a result, there were numerous requests for service on Sundays, for both social and community access needs. Furthermore, weekend hours of operations on certain routes are confined to the period between mid-morning and late afternoon. Beyond the required ADA services, most demand responsive transportation services do not provide transportation on weekends.

Holidays

Service levels on fixed route buses are typically reduced on many holidays when buses operate on weekend schedules. As a result, routes where there is no service during all or part of a weekend do not provide service on holidays. Similarly, ADA complementary paratransit service and dial-a-rides do not operate on certain holidays. This limits

mobility for persons attending religious services and family gatherings, and employees of workplaces that maintain hours during holidays.

Urgent Transportation Needs

For this gap, several potential situations that impact the ability of people with disabilities to maintain an independent lifestyle have been consolidated into one problem statement. Individuals that rely on power wheelchairs currently have few options available to them in case of wheelchair failure. If the individual has traveled outside of the ADA paratransit service area or the need is outside of ADA service hours, they might wind up calling the local police for assistance. This situation has led to individuals being transported separately from their wheelchairs and potentially having their wheelchairs left behind. Other needs for transportation on little notice occur when an individual needs to work late or for urgent, but non-emergency medical needs.

On-Demand Service

Demand responsive services generally require at least 24 hours advance notice of trip requests. With certain trip purposes, such as urgent (but not emergency) medical needs, or for individuals whose development or sensory disabilities inhibit their ability to make reservations or need special assistance accessing the services, on-demand service can provide additional travel flexibility.

4. Client Gaps

The LOCHSTP process identified service gaps due to restrictions placed on service parameters or eligibility.

Service for persons who are not eligible for ADA services or for trips that are not ADA eligible

Seniors and people who choose not to or are unable to operate a motor vehicle lack mobility options in areas where public transportation is not available. There are also people that may qualify for ADA paratransit service, but who may need to make a trip that is outside the ADA service area or service hours. These population segments rely on friends, family and volunteers for transportation. In some communities where transportation is offered to seniors and persons with disabilities, trip purposes may be confined to certain categories such as medical, shopping and nutrition. Expanding the services for recreational and social purposes would enhance the quality of life for these population groups.

Door-to-Door/Door-through-Door Service

Seniors and people with disabilities who depend on paratransit are often better served if someone can assist them to the entrance of their destination or through the door. However, there are certain services currently offered that by policy only provide curb-to-curb service, leaving passengers on their own to reach the door of their destination. This can make the service unusable for certain individuals.

5. Service Quality Gaps

Where transportation service is already available, there are opportunities to improve the quality, accessibility and usability of service through physical enhancements and operational improvements identified through the outreach process. Many service

quality gaps were identified that could be linked back to a lack of resources for those specific issues.

Physical infrastructure of the fixed-route bus system

In areas where fixed route bus service is available, it can sometimes be challenging for seniors and persons with disabilities to comfortably utilize the system. Bus shelters and/or seating areas for waiting passengers are not offered at all bus stops. In some instances, there is little or no signage indicating that a bus stop exists. With the growing population segment that speaks a language other than English, there are a limited number of bilingual information sources. Plowed snow and drifts can restrict access to bus stops and shelters as well as preclude easy deployment of wheelchair lifts or ramps.

Wheelchair Accessible Taxis

There are no wheelchair accessible taxis in Connecticut which limits the mobility of persons with disabilities, especially during timeframes where public transit and paratransit services do not operate.

Unreliable Service

There were some areas where taxi service is available, but it was reported that the service was unreliable. Calls did not always result in a vehicle being dispatched for the trip. Unfortunately, when these no shows occur, they have not been reported to ConnDOT for enforcement action. As the regulatory agency for taxi operators in the State, ConnDOT requires a written complaint. These complaints can be used for investigation purposes and could be used as supporting documentation for the expansion of the number of permits in an area if it is shown that demand is not being served. While this can be considered a service quality gap, it is also a gap in information. If the public was better informed of how to make a complaint about taxi service, there is a mechanism in place to help deal with the problem. Unfortunately, if ConnDOT is not made aware of the problem, it cannot be corrected.

Vehicles

As the percentage of seniors and persons with disabilities compared to the overall population continues to increase, human service organizations reported that they are in need of additional vehicles to serve current and prospective clients. Increased use of their fleet adds to the burden on vehicles that may be nearing or past their anticipated useful life. These agencies may need to replace vehicles sooner in order to maintain existing services.

The expansion of services on the fixed route due to several pilot programs, including JARC, has strained resources and forced public transportation providers to keep vehicles in service beyond their useful life. This has been increasing the cost of providing these services as well as pressuring limited capital funding resources.

Qualified Drivers

Some agencies reported difficulty recruiting and retaining qualified drivers eligible to operate buses and vans and the accessory equipment such as wheelchair lifts.

Insurance

Various organizations noted that the insurance costs they face are impacting their ability to provide client transportation. At the same time, the cost of supplemental insurance impacts the number of volunteers willing to provide transportation in their own vehicles.

Insufficient Volunteers

The transportation operations that rely on a volunteer network have stated that they need additional volunteers to meet the demand.

Passenger Assistance

Seniors and persons with disabilities may need assistance in boarding or traveling on the public system. In most of the state, ADA paratransit provides curb-to-curb service only, which may be insufficient for frail elderly or other individuals that need additional assistance. In those cases, the passenger must arrange for their own assistant at their own expense. While there are a limited number of human service agency programs that may provide an escort at no charge, these are not sufficient to meet the need.

General Strategies

Strategies to address the gaps were created in each region based on the available resources. Since this is the first coordinated plan and there is limited funding available, not all gaps can be addressed. There are gaps that will require additional effort to try and address. For example, eastern Connecticut is looking for a connection with Westerly, Rhode Island. Service is already operated by the Rhode Island Public Transportation Authority (RIPTA) that comes to the border of the two states. RIPTA has attempted to obtain federal Motor Carrier Authority to cross the state boundaries, but has been turned down.

The following is list of general strategies that were considered to address gaps. Explanation of the strategy is provided where warranted.

Expand service hours during early morning, late evening

Expand service days

Expand the types of eligible trip purposes on demand responsive services

Create new transportation services

Encourage sharing of resources or coordination

To address the lack of available vehicles that was described in the transportation surveys, there are various opportunities for arrangements where vehicle operators contract with other organizations to allow usage of their vehicles during idle timeframes. Such a strategy can address some of the service gaps that exist during timeframes where transportation service is relatively minimal. In certain instances, organizations can more efficiently operate their fleets if they are able to coordinate with other agencies that provide coverage in the same areas. There may be opportunities for transportation providers to coordinate maintenance of vehicles. State agency policies can be enhanced

in order to encourage resource sharing. As a first step, the criteria for rating Section 5310 vehicle grant applications have been updated to place increased weight on coordination.

Enhance funding available for insurance needs, volunteer operations, and additional vehicles

Centralize dispatching of vehicles

Centralize information

In some cases this was addressed through a proposal to develop and publish a guide that would include public and non-profit transportation resources. In other cases, a database and call center expansion was proposed.

Expand travel training

Many travel training programs are available, ranging from a one-on-one role, to Public Transit 101 courses that are offered by transportation providers to larger groups. Funds for additional travel trainers could help promote mobility to those intimidated by or otherwise hesitant to use public transportation and paratransit.

Develop taxi voucher programs

Taxi companies are a resource that can offer transportation for trips that can not be anticipated or are unable to be handled by other providers. In some cases, they can offer a more cost effective transportation resource when compared with adding another paratransit vehicle to a fleet. Through voucher programs to subsidize the taxi fare, service can be offered 24/7.

Provide subsidies or grants towards the purchase of wheelchair accessible taxis OR mandate that taxi fleets contain wheelchair accessible vehicles

Centralize training for vehicle operators

Designate a lead agency for centralized training of vehicle operators in order to address the reported shortage of qualified drivers.

Coordinate Marketing/Outreach

In order to increase awareness and improve the perception of public transportation, expand referral networks and provide outreach to human service organizations.

Coordinate volunteer recruitment

Designate a lead agency to keep a database of volunteer information and organize efforts to distribute volunteers between geographic areas and timeframes to provide greater coverage.

Use focus groups

Focus groups were suggested as a means to discern where enhancements to human services transportation services are needed as well as to determine how successful volunteer networks manage to keep operating while others cease operations.

Study Coordination Options

With multiple transportation providers in a region each serving their own client needs and each stating that there are additional needs, further study was suggested to determine how the providers can work together to use the available resources more effectively.

Enhance bus stop facilities

Provide new or improved bus shelters that include seating, improved signage, bilingual information, and real-time traveler information. Improve on efforts to ensure physical access to bus stops and shelters during inclement weather or after snowstorms to allow transit riders, including those who use the lift or ramp, to safely board buses.

Offer door-through-door and door-to-door service on ADA paratransit

This would enhance the ability of certain individuals to use public transportation services, such as ADA paratransit, instead of relying on human service agencies that provide an enhanced level of transportation assistance.

Improve inter-regional coordination

Continuing discussions involving States, RPOs, transit providers, human service organizations, and advocacy groups are needed to improve inter-regional mobility for all.

Selection Process

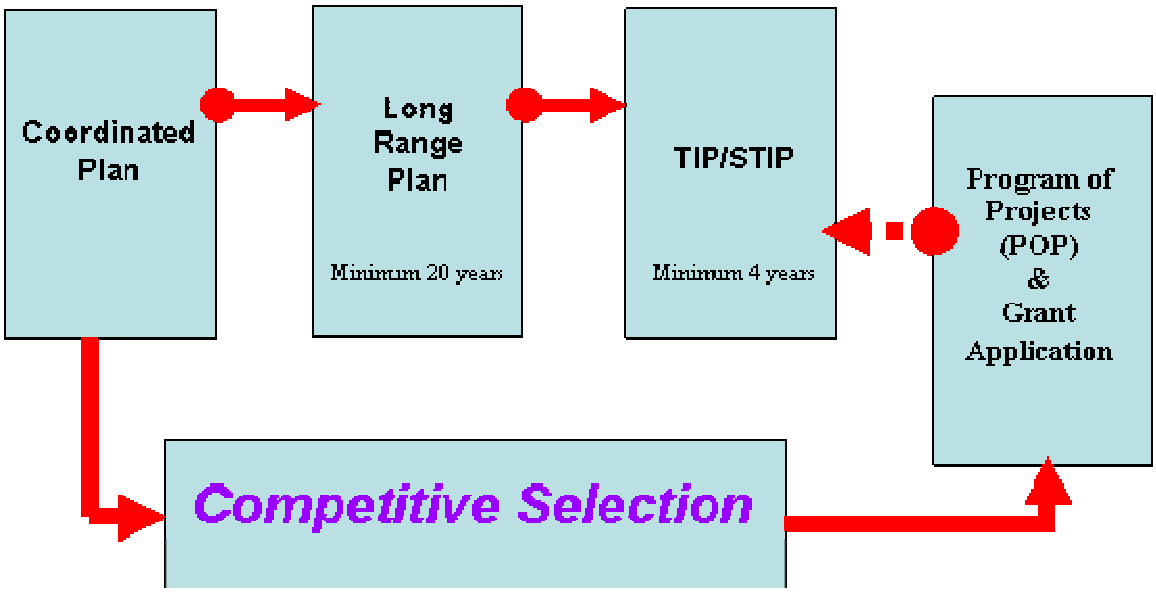
The SAFETEA-LU guidance states the designated recipient is responsible for selecting projects through a competitive selection process. Projects may be selected that are implemented over multiple years, and the designated recipient may select contingency projects that could be funded if any competitively selected project is deleted from the program of projects. The process then generates a program of projects that the designated recipient will include in the application for funding to FTA.

The designated recipient may use different approaches to conduct a competition. For example, the designated recipient may conduct a competition that selects from a list of specific projects/activities to be funded, communities to implement projects from the area's plan, or specific agencies/organizations to provide services to meet specific needs that have been identified and prioritized through the local planning process. In establishing the process, the designated recipient shall determine and publicize the selection criteria.

To competitively select strategies for funding, each region followed up their initial survey with a Gap Identification Form (Attachment 7) that included a request for strategies to address the gaps. In some cases, gaps were able to be met by a coordinated proposal. The proposed strategies were evaluated using the selection criteria developed during the planning process. The State had one unified competition in each LOCHSTP planning region respecting funding limitations for each population category. ConnDOT and the LOCHSTP planning partners in each region selected projects to be funded.

Relationship Between Planning and Competitive Selection

The figure below illustrates the relationship between the coordinated plan and the metropolitan and statewide planning processes. It is important to note that the program of projects included in the grant application flows out of the competitive selection process. Areas may feed the specific projects listed in the program of projects into the area's Transportation Improvement Program (TIP) or Statewide Transportation Improvement Program (STIP), but in Connecticut, the JARC program has set a precedent where the entire funding amount available statewide is listed in the TIP and STIP, but not each individual project. This precedent will be used to guide the format of the TIP and STIP submittals for all of the LOCHSTP programs.



Next Steps

Grant and Contract Process

When the planning process is complete, ConnDOT as the designated recipient will apply for grant funds from FTA for the programs covered by the Coordinated Plan. An application should take no more than 90 days to be reviewed and approved by FTA. During this time period, ConnDOT will work with the regions to further develop the selected strategies into projects that can be implemented. ConnDOT will also begin developing the Agreements that are required to initiate projects. Upon approval of grant funds from FTA, the Agreements can be finalized and the Agreement execution process can begin.

Updates to the Locally-Coordinated Human Service Public Transportation Plan

FTA guidance states "At a minimum the coordinated plan must follow the update cycles for metropolitan transportation plans (four years in air quality non-attainment and maintenance areas and five years in air quality attainment areas)." ConnDOT will seek to set up a schedule that is at a minimum coordinated with the metropolitan and statewide planning processes, and a process that, to the extent possible, complements other regional and transit planning efforts.

The Guidance states that the competitive selection process must occur at intervals not to exceed three years. Selected projects must be derived from the Coordinated Plan and may be implemented over multiple years.

The coordinated plan may be updated at any time prior to a scheduled update. Information updates to the coordinated plan should be channeled through the RPOs or through ConnDOT, and can be done as they are identified or at regular intervals. Use of the gap reporting form (Attachment 7) is recommended for any new transportation gaps.

Service Review

For the JARC program, each region meets on a regular basis to review service performance. "Regular" is defined by each region, but practice has shown that going longer than 2 months without review leads to longer meetings and difficulties analyzing ongoing services and developing and implementing new policies, services, and surveys.

The review of services after implementation has focused on performance and effectiveness measures such as cost per trip, total ridership, costs compared to budget, management of the project budget, and individuals served. These figures are compared with prior months and prior years as well as between the projects.

For the Section 5310 Program, each vehicle grant recipient provides quarterly updates of vehicle usage including ridership by trip purpose, vehicle mileage, fuel use, and maintenance performed. If a vehicle is significantly underutilized or is used for purposes other than those approved by FTA, the grant recipient may be required to return the vehicle to the state.

As projects using NFI funding are initiated, meaningful project review criteria will need to be created for the different strategies. FTA requires certain program measures be reported annually. Both quantitative and qualitative information, as available, should be submitted on each of the following measures:

1) Services provided that impact availability of transportation services for individuals with disabilities as a result of the NFI projects implemented in the current reporting year. Examples of reporting criteria include geographic coverage, service hours and service quality.

2) Additions or changes to environmental infrastructure (e.g., transportation facilities, sidewalks, etc.), technology, or vehicles that impact availability of transportation services as a result of the NFI projects implemented in the current reporting year.

3) Actual or estimated number of rides (measured as one-way trips) provided for individuals with disabilities as a result of the NFI projects implemented in the current reporting year.

For expanded transportation service improvements that are funded by NFI, the service reporting and review should function in a similar manner to the JARC program. Other projects that are in development will be discussed at those meetings to determine what type and level of reporting will be most meaningful for each.

ConnDOT proposes that each region determine the frequency for in-person meetings for their region. ConnDOT will work with the regions to keep them up to date on the progress of obtaining grant funds so that sufficient lead time is given for project start up.

At a minimum, service review participation should include the subcontractors, RPOs, transit operators, and users of the services. When possible, the opportunity for call-in access should be made available.

Management Plan

In accordance with the final FTA Guidance, ConnDOT will develop a State Management Plan for the JARC and NFI programs and will update the Section 5310 Management Plan. The State Management Plan will describe the State's policies and procedures in administering these programs. A draft will be available for review by September 2007.

United We Ride

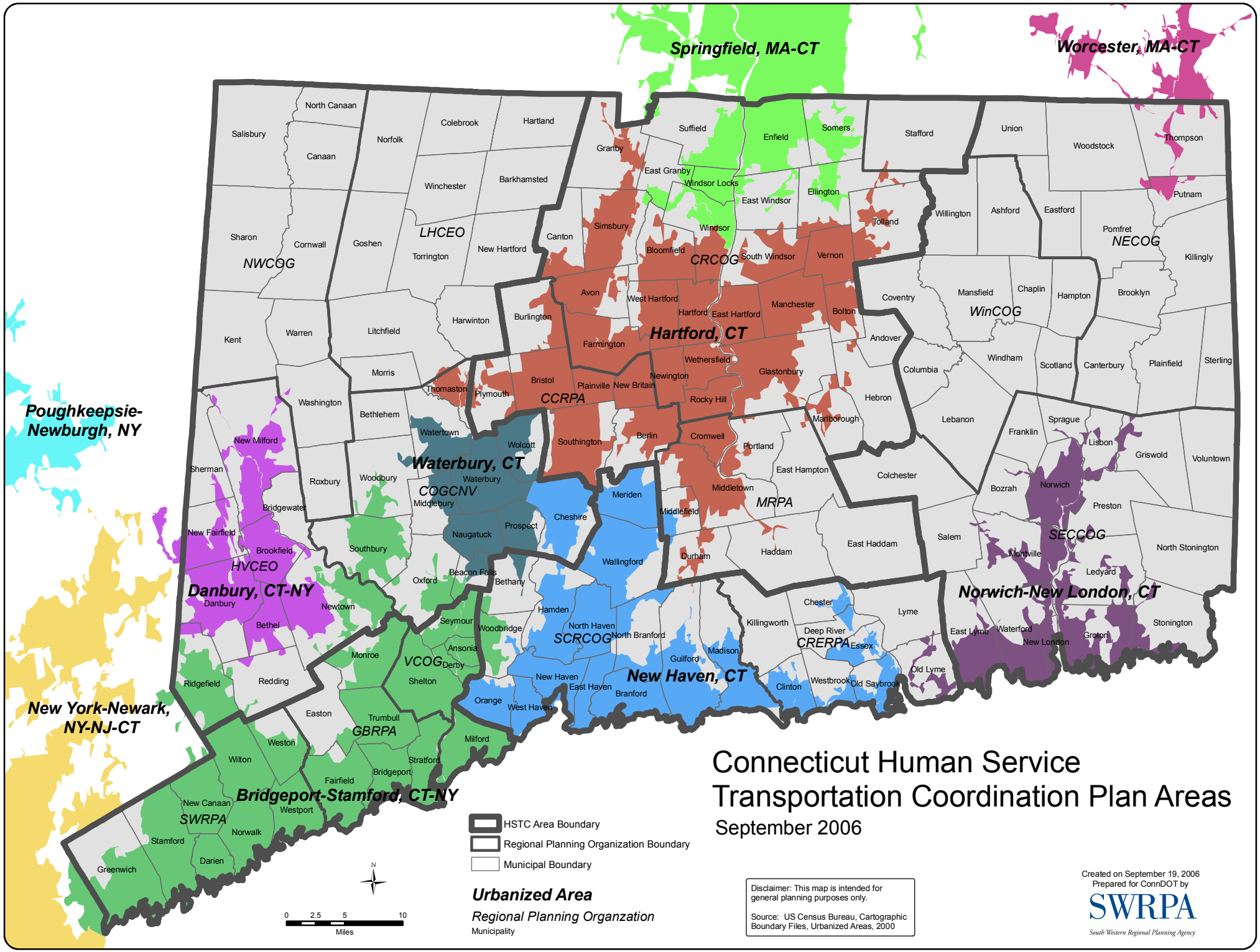
United We Ride is an interagency federal initiative that supports states and their localities in developing coordinated human service delivery systems. In addition to state coordination grants, United We Ride provides state and local agencies a transportation coordination and planning self-assessment tool, technical assistance, and other resources to help their communities succeed.

As ConnDOT initiates the United We Ride process in the state, additional information may be generated that can be incorporated into future updates of the Coordinated Plan. There may also be different state agencies or representatives from other state managed programs that will be involved in the United We Ride process who should be engaged in the LOCHSTP planning process.

Attachment 1

SAFETEA-LU Apportionments for Human Services Transportation

	JARC	5310	NFI	Total
FFY 2006				
State	$ 1,121,532	$ 1,364,251	$ 1,034,018	$ 3,519,801
Bridgeport/Stamford	$ 260,506		$ 256,338	$ 516,844
Hartford	$ 314,651		$ 253,704	$ 568,355
New Haven	$ 200,291		$ 168,811	$ 369,102
<200,000	$ 279,431		$ 267,756	$ 547,187
less than 50,000	$ 66,653		$ 87,409	$ 154,062
FFY 2007 Apportionments March 23, 2007				
State	$ 1,182,172	$ 1,440,108	$ 971,833	$ 3,594,113
Bridgeport/Stamford UZA	$ 274,601		$ 237,663	$ 512,264
Hartford UZA	$ 331,675		$ 246,950	$ 578,625
New Haven UZA	$ 211,127		$ 150,505	$ 361,632
<200,000	$ 294,526		$ 263,340	$ 557,866
less than 50,000	$ 70,243		$ 73,375	$ 143,618
FFY 2008				
State	$ 1,285,856	$ 1,556,343	$ 1,186,020	$ 4,028,219
Bridgeport/Stamford UZA	$ 297,459		$ 290,464	$ 587,923
Hartford UZA	$ 359,285		$ 287,479	$ 646,764
New Haven UZA	$ 228,702		$ 191,285	$ 419,987
<200,000	$ 319,070		$ 303,401	$ 622,471
less than 50,000	$ 81,340		$ 113,391	$ 194,731
FFY 2009				
State	$ 1,355,919	$ 1,633,799	$ 1,253,792	$ 4,243,510
Bridgeport/Stamford UZA	$ 313,667		$ 307,062	$ 620,729
Hartford UZA	$ 378,861		$ 303,907	$ 682,768
New Haven UZA	$ 241,164		$ 202,215	$ 443,379
<200,000	$ 336,455		$ 320,739	$ 657,194
less than 50,000	$ 85,772		$ 119,869	$ 205,641


Springfield, MA-CT
Worcester, MA-CT
Poughkeepsie-Newburgh, NY
New York-Newark, NY-NJ-CT
Hartford, CT
Waterbury, CT
Danbury, CT-NY
New Haven, CT
Norwich-New London, CT
Bridgeport-Stamford, CT-NY
NWCOG
LHCEO
CRCOG
NECOG
WinCOG
CCRPA
COGCNV
MRPA
HVCEO
SECCOG
SCRCOG
CRERPA
VCOG
GBRPA
SWRPA
Salisbury
North Canaan
Canaan
Norfolk
Colebrook
Hartland
Granby
Suffield
Enfield
Somers
Stafford
Union
Woodstock
Thompson
Winchester
Barkhamsted
East Granby
Windsor Locks
East Windsor
Ellington
Putnam
Sharon
Cornwall
Goshen
Torrington
New Hartford
Canton
Simsbury
Windsor
Bloomfield
South Windsor
Vernon
Tolland
Willington
Ashford
Eastford
Pomfret
Killingly
Kent
Warren
Litchfield
Harwinton
Burlington
Avon
West Hartford
Hartford
East Hartford
Manchester
Bolton
Coventry
Mansfield
Chaplin
Hampton
Brooklyn
Farmington
Andover
Morris
Thomaston
Plymouth
Bristol
Plainville
New Britain
Newington
Wethersfield
Glastonbury
Columbia
Windham
Scotland
Canterbury
Plainfield
Sterling
Washington
Bethlehem
Rocky Hill
Hebron
Marlborough
Lebanon
Franklin
Sprague
Lisbon
Griswold
Voluntown
New Milford
Watertown
Wolcott
Southington
Berlin
Cromwell
Portland
Sherman
Roxbury
Woodbury
Waterbury
Middlebury
East Hampton
Colchester
Bozrah
Norwich
Bridgewater
Meriden
Middletown
Preston
Cheshire
Middlefield
Salem
New Fairfield
Brookfield
Southbury
Naugatuck
Prospect
Durham
Haddam
East Haddam
Montville
North Stonington
Ledyard
Oxford
Beacon Falls
Bethany
Wallingford
Danbury
Newtown
Bethel
Hamden
Chester
Lyme
Seymour
Woodbridge
North Haven
North Branford
Killingworth
Deep River
Essex
East Lyme
Waterford
New London
Groton
Stonington
Monroe
Ansonia
Derby
Madison
Guilford
Ridgefield
Redding
Shelton
New Haven
East Haven
Branford
Clinton
Westbrook
Old Saybrook
Old Lyme
Orange
West Haven
Easton
Trumbull
Milford
Weston
Wilton
Stratford
Bridgeport
Fairfield
New Canaan
Westport
Norwalk
Stamford
Darien
Greenwich
HSTC Area Boundary
Regional Planning Organization Boundary
Municipal Boundary
Urbanized Area
Regional Planning Organzation
Municipality
N
0 2.5 5 10
Miles
Connecticut Human Service Transportation Coordination Plan Areas
September 2006
Disclaimer: This map is intended for general planning purposes only.
Source: US Census Bureau, Cartographic Boundary Files, Urbanized Areas, 2000
Created on September 19, 2006
Prepared for ConnDOT by
SWRPA
South Western Regional Planning Agency

Attachment 3

Community-Based Transportation Service Planning

The Connecticut Department of Transportation and regional planning organizations across the state are beginning a new community planning process for Federal Transit Administration (FTA)-funded transportation of older adults (60+), persons with disabilities and individuals with low incomes. The plan will determine how those funds will be spent in Connecticut and will be developed through a process that includes representatives of public, private and nonprofit human services transportation providers and participation by the public. At this time the process only covers the three FTA-funded programs described below. In the future, it could encompass additional federally-funded and state-funded programs.

Frequently Asked Questions

What is Human Services Transportation?
For the purposes of this planning effort, it is defined as transportation services for persons with disabilities, older adults (60+), and individuals with lower incomes. This could include services provided by public transit agencies, municipalities, human service agencies and private providers such as taxi or medical livery companies.

Why are we doing community-based transportation planning?
The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) was signed into law on August 10, 2005. This law establishes programs and funding for the Federal Transit Administration through federal fiscal year 2009 and requires the development of Locally-Coordinated Public Transit Human Services Transportation Plans. These plans will determine how transportation funding for the three programs listed below will be spent.

What types of programs will the locally-coordinated transportation plan include?
SAFETEA-LU requires that three federal programs be included in the plan. These are the:

- New Freedom Initiative (NFI),
- Job Access and Reverse Commute program(JARC), and
- Section 5310 Vehicle Grant program to serve Older Adults and People with Disabilities (Section 5310).

How much funding is there?
Statewide, there is $1 million for NFI, $1.1 million for JARC and $1.3 million for Section 5310 for Federal Fiscal Year (FFY) 2006. Funds increase by a small percentage every year through FFY 2009.

What can the communities and the state do with these funds?

- *NFI* projects must assist individuals with disabilities with transportation. The projects must be for new public transportation services and public transportation alternatives beyond those required by the Americans with Disabilities Act (ADA.)
- *JARC* projects must improve access to employment and employment related activities for low-income workers.
- *Section 5310* provides vehicle grants to non-profit agencies or municipalities to provide transportation to seniors and people with disabilities.

Why should I get involved?

As an agency, you can represent the needs of people your agency serves. As an individual you can let us know your own needs and make those needs a part of the planning process. If you already operate a Section 5310 vehicle or are interested in applying for one, you should be involved, since future program priorities are being considered.

How do I get involved? Who do I contact?

You can get involved by attending regional meetings or by responding to a survey concerning human services transportation needs. Contact the Department at dotadmin.ctrides@po.state.ct.us or Transit Administrator, P.O. Box 317546, Newington, CT 06131 and we will direct your inquiry to the right place.

Do I have to attend meetings?

No. We can keep you informed about what is going on in your region by adding your name to the mailing list for the region.

What will happen during the planning process?

During the planning process, partners will do the following:

1. Build a database of interested participants.
2. Inventory available services.
3. Identify gaps in service and unmet travel needs.
4. Develop proposals to address gaps in service.
5. Evaluate and select proposals to address gaps in cooperation with a panel of planning partners.
6. Publish a list of selected projects for each region.
7. Adopt the final list in the Statewide Transportation Improvement Program and apply for FTA funds.

When will this happen?

It is beginning now with the goal of having an initial plan in place by April 2007. Updates are required every fours years, but Connecticut plans to continue the planning process and prepare a plan by April 1, 2008.

Attachment 4

Name of Organization: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____

Contact Person: _____

Email:_____

1. What population(s) does your organization serve? *(check all that apply)*

☐ Seniors 60+ ☐ People with disabilities ☐ Children ☐ Low income ☐ General Public

☐ Other _____

2. Do you provide, purchase or arrange transportation?

☐ Yes ☐ No **If yes, please answer questions 3-13. If no, please answer questions 9-13.**

3. What type of transportation do your provide, purchase or arrange? *(check all that apply)*

☐ Fixed-Route ☐ Dial-a-Ride ☐ volunteer drive with own vehicle

☐ Other _____

4. What towns/major destinations are served?

5. What hours and days of the week does your organization provide or use transportation service(s)?

6. Do you coordinate with any other transportation providers in your region?

☐ Yes ☐No If yes, who? _____

7. How many one-way passenger trips are provided?

Typical week day _____ Saturday _____ Sunday _____

8. How many vehicles are in your fleet? How many of these vehicles are wheelchair accessible?

9. Please indicate any unserved destination(s), geographic area(s), time of day, or day of week that need transportation service?

10. If you feel transportation service to your target population is inadequate, what are the barriers that your agency experiences in obtaining adequate service? *(for example, lack of funding, insurance cost or availability, cost of insurance for volunteer drivers, lack of qualified drivers, equipment, etc.)*

11. What do you see as the most important areas for action in improving transportation?

1. _____

2. _____

3. _____

12. Where does your agency get its funding?

13. Would you be interested in participating in a planning group for public transit-human services transportation in your region?

☐ Yes ☐ No ☐ No, but keep me informed via ☐ email at: _____
☐ regular mail

Attachment 5

Prioritization Criteria for Human Services Transportation

1.	**Pass/Fail**	**Yes**	**No**
A	Serves the target population categories and addresses an identified gap		
B	Achieves efficiency in service delivery		
C	Does not replace other funding programs or resources *If the strategy has been funded in prior years by a different resource, in order to be eligible for FTA funding programs, the strategy must have been rejected for future funds or had funding for the specific strategy reduced.*		
D	Is able to start up in a reasonable period of time		
E	Maximizes the use of available local, state and federal-funded public transportation resources *This will allow us to make use of resources already in place and will prevent the creation of a secondary layer of services.*		
F	Will be subcontracted with an entity that has the technical and managerial capabilities to conduct the project *Because these are FTA funds, will alcohol and drug testing, plus other 3rd Party Contracting mandates be required?*		
G	Will be provided using appropriate resources *This would include wheelchair accessible vehicles, and could possibly include resources such as dispatch capabilities or other resources as determined by the strategy.*		
H	Includes an adequate plan to make the target population aware of the available service		

2.	**"Extra Points"**	# of points	Yes
A	Provides continued operating funding for a service which is already in operation *In order to avoid cutting Job Access services already operating in order to start a new service.*	2	
B	Provides a service where or when no other service is available *What is the degree of need in the area?*	1	
C	Has matching funding available from sources other than ConnDOT or US DOT funding *This would be relevant only for NFI. JARC projects at this time have state DOT and DSS funding as match already. 5310 requires the applicant to provide their own match.*	1	
D	Coordinates with other public and private programs to maximize resources *What opportunities were considered? Is provider/service area in a transit district service area?*	1	

3.	**Potential Regional Priorities** *These might also be used as extra points rather than pass/fail.*	# of points	**Yes**
A	Provides regional/geographical equity *Each community should be able to share in the benefits from these funds. Thus a strategy that serves a community which does not have any other NFI or JARC-funded projects could receive an extra point.*	**X**	
B	Does not cost more than X per passenger *This factor should be used with caution. In this case, cost would equal total expense less revenue.*	**X**	
C	Carries at least X passengers *Per trip? Per day?*	**X**	
D	Attains other productivity measures determined by the region	**X**	

Attachment 6

Connecticut Public Transportation List of Acronyms

Acronyms & Common Terms	Definitions & Usage
Connecticut Departments and Programs	
CCDD	Connecticut Council on Developmental Disabilities
COA	Commission on Aging
ConnDOT	Connecticut Department of Transportation
CTVA	Connecticut Department of Veterans Affairs
DAS	Department of Administrative Services
DCF	Department of Children and Families
DECD	Department of Economic and Community Development, includes Community and Housing Development
DMHAS	Department of Mental Health and Addiction Services
DMR	Department of Mental Retardation
DOL	Department of Labor
DPH	Department of Public Health
DSS	Department of Social Services, includes Medicaid, Division on Aging, Family Services, Bureau of Rehabilitation Services (BRS)
OPAPWD	Office of Protection and Advocacy for Persons with Disabilities
SDE	State Department of Education
UCEDD	University of Connecticut Center for Excellence in Developmental Disabilities
Other Acronyms	
AAA	Area Agency on Aging
AARP	Formerly American Association of Retired Persons, now known as AARP
AASHTO	American Association of State Highway and Transportation Officials
Access / Accessibility	Generally used to mean able to avail oneself of public transportation resources; also used to refer to people with disabilities being able to use public transportation service
ADA	Americans with Disabilities Act of 1990. Requires that persons with disabilities be given the same access to public transportation as the able-bodied community.
AoA	Administration on Aging
APHSA	American Public Human Services Association
APTA	American Public Transportation Association
AVL	Automatic Vehicle Location
BORPSAT	Bunch of the Right People Sitting Around the Table
CCAM	Coordinating Council on Access and Mobility
CDBG	Community Development Block Grant
CEO	Chief Elected Official, see also RPO
CMS	Centers for Medicare & Medicaid Services
COG	Council of Governments, see also RPO
CTAA	Community Transportation Association of America
CTAP	Community Transportation Assistance Program
DOE	U.S. Department of Education
DOL	U.S. Department of Labor
DOT or USDOT	U.S. Department of Transportation
EO	Executive Order (refers to Presidential Executive Order on Human Service Transportation, signed February 24, 2004)
ESPA	Easter Seals Project ACTION
FFA	Framework For Action
FHWA	Federal Highway Administration
FTA	Federal Transit Administration
GAO	Government Accountability Office (formerly the Government Accounting Office)
GPS	Global Positioning System
HHS / DHHS	U.S. Department of Health & Human Services

IDEA	Individuals with Disabilities Education Act
ITS	Intelligent Transportation Systems
JARC	Job Access & Reverse Commute
LOCHSTP	Locally-Coordinated Public Transit-Human Services Transportation Plan
LRP	Long-Range Plan
MOA or MOU	Memorandum of Agreement or Memorandum of Understanding
Mobility	Often used by transportation staff to mean ability to travel; often used by human services staff to mean devices such as crutches, canes, wheelchairs, etc. needed to get around
MPO	Metropolitan Planning Organization (500,000+ population)
MPS	Mobility Planning Services (sponsored by Easter Seals Project ACTION)
MTAP	Multi-State Technical Assistance Program
N4A	National Association of Area Agencies on Aging
NASMD	National Association of State Medicaid Directors
NASTA	National Association of State TANF Administrators
NCD	National Council on Disabilities
NCSL	National Council of State Legislatures
NEMT	Non-Emergency Medical Transportation (under Medicaid)
NGA	National Governors Association
OAA	Older Americans Act
• Title III-B	Title III-B of the OAA funds transportation and other support programs for seniors
• Title VI	Title VI of the OAA funds transportation and other programs for American Indians, Alaskan Natives, and Native Hawaiians
Paratransit	Demand-response transportation typically provided on a door-to-door or curb-to-curb basis in response to requested origins and destinations (often based on program eligibility but sometimes available to the general public.)
Public Transportation	Generally refers to transportation provided using public subsidies and open to the general public (may be operated by public, non-profit or for-profit entities)
RFP	Request for Proposals
RPA	Regional Planning Agency, see also RPO
RPO	Regional Planning Organization, includes Regional Planning Agency (RPA), Council of Governments (COG) and Council of Elected Officials (CEO)
RTAP	Rural Transit Assistance Program
SAFETEA-LU	Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users
• Section 5307	Section 5307 of SAFETEA-LU provides assistance for transportation provided by urban transit providers
• Section 5310	Section 5310 of SAFETEA-LU provides capital assistance for transportation serving seniors and persons with disabilities
• Section 5311	Section 5311 of SAFETEA-LU provides funding for transportation in rural and small urban areas
SOP	Standard Operating Procedure
STIP	Statewide Transportation Improvement Program
SUA	State Unit on Aging
TANF	Temporary Assistance for Needy Families
TCRP	Transit Cooperative Research Program (part of the TRB)
TIP	Transportation Improvement Program
TMA	Transportation Management Area
TOD	Transit Oriented Development
TRB	Transportation Research Board (part of the National Academies)
TTW	Transportation to Work
UPWP	Unified Planning Work Program
USDOT	U.S. Department of Transportation
UWR	United We Ride
VA	Unites States Department of Veterans Affairs
WIA	Workforce Investment Act
WIB	Workforce Investment Board

Attachment 7
LOCHSTP Gap Identification Form
(Please submit an individual form for each gap identified)

Name of agency:

Contact person for questions:

Name:

Phone:

Email:

1. Identify the target population to be served.

2. Identify and describe the gap in detail (i.e., hours of service, days of service, purpose of service, etc.)

3. Provide possible strategies to address the gap.

Appendix A

Eastern Region

Locally Coordinated Public Transit – Human Services Transportation Plan for the State of Connecticut

Appendix A
Eastern Connecticut Region

Assess Available Services

Southeastern Connecticut Council of Governments (SECCOG) was the lead agency in the Eastern Region.

Regional coordination meetings were held monthly and included representatives from the following organizations: SECCOG, Windham Region Council of Governments (WINCOG), Northeastern Connecticut Council of Governments (NECCOG), Northeastern Connecticut Transit District (NECTD), Southeast Area Transit District (SEAT), Windham Region Transit District (WRTD), Eastern Connecticut Workforce Investment Board (EWIB), Eastern Connecticut Transportation Consortium (ECTC), Senior Resources-Area Agency on Aging (ECAAA), Department of Social Services (DSS), Department of Labor (DOL), Department of Mental Health and Addiction Services (DMHAS), The Rideshare Company, Easter Seals CT-RI, Access Agency, Reliance House, Thames Valley Council for Community Action, Inc. (TVCCA), Livery Limited, Norwich Human Services, various senior centers, and ConnDOT.

In September 2006 the SECCOG, the only MPO in the 41-town region, took the lead in administering the transportation survey developed by ConnDOT to assess the gaps in the region. The complex and diverse nature of the LOCHSTP program required that a significant outreach effort be made to involve agencies and individuals in the 41-town region. Mailing lists were collected from the three participating RPOs based on previous study efforts. Those included municipal agencies, public and private health and social service agencies, anti-poverty agencies, public and private transit providers, senior centers located in each municipality, ECAAA, DSS, DOL, Disabilities Network, RPO's, and EWIB. (See Attachment A-1).

Surveys were sent to 60 agencies, and 23 surveys were returned. However, subsequent follow-up iterations of the survey were needed due to the generalized responses to one of the key survey questions related to need. (See Attachment A-2).

The LOCHSTP study area was co-terminus with the JARC Program. This area contains 3 RPOs, 3 regional public transit agencies, a single AAA, and 2 regional anti-poverty agencies. Each of these agencies has, over the past 25 years, conducted detailed studies of their constituent transit needs. For example, each of the RPOs are census repositories and regularly conduct studies of changing land use and demographic patterns that influence where special transit services are needed. Likewise, the 3 public transit agencies regularly conduct passenger surveys as part of the JARC Program.

SECCOG updated the Regional Plan of Conservation and Development and the Long Range Regional Transportation Plan at the same time as the development of the LOCHSTP, enabling planners to mine and coordinate new data on development demands that would influence the entire transportation network. It is important to understand that the LOCHSTP planning process was not occurring in isolation from other significant planning processes evolving simultaneously. Opportunities to integrate parallel data and findings were limited only by the imagination of the

participants. There were virtually no limits on the participant's current and historical knowledge of demographic and development patterns that influence transit needs. (See Attachment A-3).

SECCOG, serving the most populated section of the Eastern region, recently completed a major 2-year study of intra-regional transit needs associated with tourism which revealed that additional regular route transit would not only stimulate the growing tourism economy, but would also aid local residents needing additional transit to access jobs and other essential destinations. Implementation of a pilot project to further demonstrate the viability of the findings of this study is being considered by the legislature which has proposed to allocate $6 million - $3 million of state funding to be matched by $3 million of local funding.

Every effort was made to make the LOCHSTP planning process transparent and inclusive. All meetings were open to the public. In addition, staff of the MPO regularly reported on the LOCHSTP process to the MPO's Regional Planning Commission and, where appropriate, the chief elected officials that comprise the SECCOG. The cross-reporting process had the positive effect of stimulating municipal interest in the State Matching Grant for Elderly and Disabled Demand Responsive Transportation (MGP) in which several towns chose to join with abutting municipalities to coordinate the provision of local transportation for the elderly and disabled.

On February 23, 2007 a workshop was hosted by the NECCOG to identify transit service gaps in Northeast Connecticut. In attendance: ECTC, EWIB, First Selectman of Sterling, First Selectman of Plainfield, First Selectman of Woodstock, NECCOG, WRTD, NECTD, DOL, Senior Citizens, Veterans, ARC of Quinebaug Valley, and ConnDOT.

The meeting began with an overview of current NECTD services by John Filchak, Executive Director of NECCOG. ConnDOT staff in attendance clarified the MGP to NECCOG member towns and social agencies. Representatives from ECTC and EWIB offered information on services provided by EASTCONN and talked specifically about the challenges faced in providing these services in Northeastern Connecticut. EASTCONN is a Regional Educational Service Center (RESC) organized and governed by thirty-six member Boards of Education under Connecticut General Statute 10-66a.-m. EASTCONN was formed in 1980 and provides services to 36 towns in the Eastern region of the state. EASTCONN provides education and training services to school systems, Workforce Development Boards and local governments. As part of its educational support division, EASTCONN provides regular and special education transportation to schools and a variety of programs across the eastern region of the state. On an annual basis EASTCONN provides transportation services to over 600 youth.

Northeast Transit currently operates a deviated fixed route in the towns of Putnam, Killingly, Thompson, and Brooklyn. Recently a two-day a week dial-a-ride service between the hours of 8am and 1pm has been added for the towns of Woodstock, Eastford, and Pomfret. Currently, Plainfield, a town of more than 15,000 people, does not have any public transit service. A specific gap identified was the lack of connection between Plainfield and Griswold for employment opportunities. In the 1990's there was a connection between NECTD and SEAT four times a day which provided this connection.

Identification of Gaps

Gaps were identified as a result of the responses in the LOCHSTP survey. In some cases results from the surveys demonstrated very vague gap identification. In an effort to further define gaps, a Gap Identification Form was created and distributed to service providers in the region. The LOCHSTP committee met on several occasions to discuss and further define service gaps in the region. The meetings enabled the region to distinguish between real vs. perceived gaps and assign follow-up as necessary. At a subsequent meeting, the gaps were modified and finalized and list of proposed projects was developed using a table developed by ConnDOT.

Identification of Strategies

Strategies to address each gap were derived from pertinent information gathered from the LOCHSTP committee meetings, results of the human service surveys, and input from the transportation providers and stakeholders in the region. Every effort was made to attain the most practical and cost effective strategy to address each gap. Once the strategies were established, funding amounts and possible funding sources were determined.

Prioritization of Strategies

With the transportation gaps, strategies and funding information compiled, the LOCHSTP committee worked to prioritize the proposed projects using the criteria instrument developed by ConnDOT. Each strategy was tested against the prioritization criteria and only those that met the pass/fail criteria were considered. Further assessment of the strategies took place in an effort to receive extra points and/or potential regional priorities as outlined in the prioritization criteria. The final list of ranked projects is presented in Attachment A-4.

Published List of Selected Projects

See Attachment A-4.

Relationship to Other Transportation Planning Processes

In southeastern Connecticut, the LOCHSTP planning process was fully integrated with the general transportation and land use planning program of the SECCOG. This was accomplished by utilizing the same staff on all disciplines. For the LOCHSTP program, SECCOG staff, while simultaneously working on the Long Range Transportation Plan for FY 2007-2035 and an update of the Regional Plan of Conservation and Development for Southeastern Connecticut, partnered with transportation planners from NECCOG and the WINCOG as well as ConnDOT. Other key transit planning partners included staff from the major public transit providers in each of the three above named regions. In this way, the full integration of LOCHSTP planning policies and projects with other aspects of ongoing transportation planning activities was achieved.

Next Steps

The LOCHSTP planning process that was initiated in Eastern Connecticut in 2006 will need to be continued. An attempt will be made to expand the participation of interested parties, both geographically and functionally. For example, geographically, it has become apparent that it will be necessary to engage LOCHSTP counterparts in neighboring Rhode Island to overcome institutional/regulatory barriers which interfere with movement across state lines. Functionally, it has become apparent that achieving many of the LOCHSTP objectives, especially as a by-

product of the 5310 program, will require that agencies looking to continue to receive grants to replace vehicles become more engaged in the LOCHSTP planning process. This will be necessary so as to better focus their services on target populations and to ensure future consideration for 5310 grants. Additionally, as new gaps are identified it will be necessary to engage those parties, both geographically and functionally, who have a stake in the outcome. This suggests that additional planning work needs to occur to collect data and conduct surveys to further expand and refine the identification of gaps.

As a result of the LOCHSTP planning that has occurred to date, a number of projects have been nominated to fill identified gaps. Some involve additional data gathering, service provision and coordination. Each of the projects to be implemented has a specific objective or target that can be measured and evaluated for its effectiveness. This will become an essential next step in the process so that in the future, adjustments can be made where objectives weren't achieved.

Attachment A-1
Eastern Region

Priority	Gap	Targeted Population	Strategy	Name of Project	Total Funds	Proposed Funding Source(s)	Proposed Start Date
1	There is insufficient transportation available in the Northeast corner.	All	Increase funding to Northeastern CT Transit District to provide additional service.	Increase public transportation in Northeast corner	Allocation = $261,485 Match = $??	Municipal Grant Program New Freedom Initiative Access to Jobs	July 1, 2007
1	There is insufficient transportation available to get out of Northeast Region.	All	Increase funding to Northeastern CT Transit District to provide additional service.	Increase public transportation in Northeast corner	Allocation = $261,485 Match = $??	Municipal Grant Program New Freedom Initiative Access to Jobs	July 1, 2007
2	SSBG individuals are no longer eligible for funding for Car Based Solutions, mileage reimbursement, 60 days of rides to work, job search.	Adults w/ behavioral health and/or substance abuse issues (SSBG), Disabled	Reinstate allocation of funding for individuals under SSBG criteria.	Car Based Solutions	$30,000 annually	DSS Proposed Bill No. 930 or ConnDOT under NFI or JARC	
3	There is insufficient evening and weekend transportation in Groton.	Commuters, low income, elderly and disabled	Add an additional bus to cover Groton and/or expand service on weekdays and weekends.	Expand service within Groton	$103,429	DSS - $65,457 Governor's Initiative (?)	May 14, 2007
4	Lack of single up-to-date source of information on how to access services.	All	Publish a brochure indicating transportation providers in the area. Also have it available online.	TCEC Brochure and Website	$12,500	New Freedom Initiative	
5	Quality of service in Pawcatuck (Link to Westerly)	Commuters, low income, elderly and disabled	An additional 16-20 passenger vehicle to operate a route from Olde Mystic Village to Pawcatuck.	Add to Fixed Route in Pawcatuck	$124,879	*Operating authority questions unresolved.*	July 1, 2007
	There is no service to Westerly, RI.	Medical, work		Service to Westerly, RI.			
	Fixed route covers only a small area of Jewett City. Cannot access areas with large bus.	Elderly and disabled	Operate a fixed route with point deviation using a 15 passenger van.	Enhance service in Jewett City		Governor's Initiative	
	Senior center van has limited schedule which limits access to shopping and medical appointments.	Elderly and disabled	Operate a fixed route with point deviation using a 15 passenger van.	Enhance service in Jewett City		Governor's Initiative	
	There is no public transportation targeting tourists in Mystic.	Tourists	Operate a shuttle service from June through Labor Day.	Mystic Tourism	$130,000 (seasonally)	Governor's Initiative	
	There is no transportation available in Plainfield.	Elderly and disabled	State funded Dial-a-Ride service is available, but must be applied for.	Plainfield Dial-a-Ride service	Allocation = $30,500 Match = $??	Municipal Grant Program	

Attachment A-1
Eastern Region - JARC Program

Priority	Gap	Strategy	Name of Project	Total Funds	Proposed Funding Source(s)
1	Many low income individuals in Eastern Connecticut own cars but are unable to get their cars roadworthy so that they can be used for employment-related activities	Provide funding to repair vehicles up to a specified limit or to pay other vehicle costs such as insurance, registration, driver's license, etc.	Car-Based Solutions	$165,576	Department of Social Services, Transportation to Work Program
1	Low income individuals residing in Jewett City and Griswold areas have no transportation opportunities to match the shift times associated with employment opportunities in surrounding towns such as Lisbon and Norwich.	Expand fixed route services between Norwich, Lisbon, and Jewett City Monday through Saturday	SEAT Runs # 8 and 9	$115,000	CDOT, Job Access funds
1	Public transportation is unavailable after 7:00 p.m. in Norwich, New London and Groton. These areas contain a high concentration of low - income residents and many second and third shift employment opportunities.	Expand fixed route services to meet shift times.	SEAT Run #101 Norwich/Montville/New London and Run #108 New London/Mystic/Foxwoods, Run# 15 New London/Waterford, Run #11 Groton Local	$163,000	CDOT, Job Access funds
1	Riders need assistance locating appropriate transportation services and the services may need adjustments to better meet the needs of various employment sites throughout Southeastern Connecticut.	Provide a resource to locate the appropriate transportation services for the target population and collect data on transportation needs.	Transportation Brokerage	$138,000	Department of Social Services, Transportation to Work Program
1	Low income workers may be able to use fixed route for one end of their trip, but not the other.	Provide taxi trips when fixed route is not available.	Alternative Transportation	$175,930 these funds shared by Bus Tickets, Alternative Transp. And Guaranteed Ride Home	Department of Social Services, Transportation to Work Program

Attachment A-1
Eastern Region - JARC Program

Priority	Gap	Strategy	Name of Project	Total Funds	Proposed Funding Source(s)
1	Low income workers that cannot use fixed route to access their employment may be able to carpool or have a friend or family member drive them.	Provide a reimbursement for vehicle mileage related costs as encouragement to these trips.	Trip Reimbursement	$115,000	Department of Social Services, Transportation to Work Program
1	Sunday service in the Norwich, New London/Groton areas for tourist-related or retail jobs.	Expand fixed route services in the region on Sunday.	SEAT Runs # 7, 101, and 108	$41,000	Department of Social Services, Transportation to Work Program
1	Low income workers may not have the cash available to pay bus fare until they begin receiving a paycheck.	Purchase bus tickets for distribution through the Transportation Broker.	Bus Tickets	$175,930 these funds shared by Bus Tickets, Alternative Transp. And Guaranteed Ride Home	Department of Social Services, Transportation to Work Program
1	There is no connecting service between the existing Rte 32 bus runs and expanded SEAT service to Mohegan Sun Casino.	Expand fixed route bus service from 6 am to midnight to provide link to employment at casinos.	SEAT Run #7	$131,000	CDOT, Job Access funds
1	Fixed route service between Willimantic (where low-income workers reside) and Mansfield (home to the regions largest employer, the University of Connecticut) is insufficient to meet job access needs (hours of operation, frequency).	Expand hours and days of service on the Storrs/Willimantic service to meet shift times.	Storrs/Willi	$43,700	CDOT, Job Access funds

Attachment A-1
Eastern Region - JARC Program

Priority	Gap	Strategy	Name of Project	Total Funds	Proposed Funding Source(s)
1	There is no public transportation for low-income workers between the Willimantic and Norwich areas, or businesses along the Route 32 corridor connecting the two areas. Norwich has many job opportunities, including businesses located in the Norwich Industrial Park and Foxwoods Resort.	Provide commuter transportation between Willimantic and Norwick along the Route 32 corridor targeting the service to meet shift times.	Route 32 Commuter Service	$225,000	CDOT, Job Access funds
1	Many low income individuals live in rural areas of Northeastern Connecticut and have no access to transportation to jobs. Public transportation in this rural area is very limited.	Provide demand responsive van service for employment related purposes for eligible individuals.	Brokered Van Service	$175,930 these funds shared by Bus Tickets, Alternative Transp. And Guaranteed Ride Home	Department of Social Services, Transportation to Work Program
1	Low income individuals residing in southeastern Connecticut, particularly New London and Mystic are unable to work 2nd and 3rd shift jobs at Foxwoods Resort Casino due to lack of available public transportation.	Expand hours and days of service on the Run #108 service to meet shift times.	SEAT Run #108	$38,000	CDOT, Job Access funds

Attachment A-1
Eastern Region - JARC Program

Priority	Gap	Strategy	Name of Project	Total Funds	Proposed Funding Source(s)
1	There are high concentration areas of low-income individuals in the Groton and Pawcatuck areas who lack public transportation that could take them to area jobs.	Provide dial-a-ride service in the Groton and Stonington area which includes Mystic and Pawcatuck. Connect with the Foxwoods Resort Casino employee shuttle at the Midway Oval in Groton and provide a feeder service to SEAT's fixed-route (Run#108, 2, 3, 11) with access to New London, Waterford, East Lyme, Ledyard and Norwich.	Groton/Stonington Dial-a-Ride	$50,000	CDOT, Job Access funds
1	There is no public transportation available for low-income workers between the Willimantic and Danielson areas, or businesses along the Route 6 corridor connecting these two areas. There are many job opportunities in the Danielson area.	Provide public transportation between Willimantic and Danielson along the Route 6 corridor targeting the service to meet shift times.	Willimantic-Danielson Service	$100,048	Governor's Service Initiative
1	There is no public transportation on Sundays in the Willimantic area to enable low-income workers to access their employment sites.	Provide Sunday Dial-A-Ride service in the Willimantic region to accommodate employees working in the retail business as well as workers in the healthcare field.	Sunday Dial-A-Ride	$26,000	Department of Social Services, Transportation to Work Program
1	There is no public transportation available for low-income workers who reside in the Foster Drive/Ash Street/Memorial Drive/High Street area until after 9:00 a.m. weekdays.	Provide earlier service weekdays to enable low-income workers to access their employment sites.	Expanded City Bus High Street Loop	$67,642	Department of Social Services, Transportation to Work Program
1	Saturday City Bus service in Willimantic operates between 10:16 a.m. and 4:25 p.m. only, creating a hardship for individuals relying on the bus service to access their jobs.	Expand service hours to the same hours as weekday service to meet shift times.	Expanded City Bus Saturday Service	$11,906	Department of Social Services, Transportation to Work Program

Attachment A-1
Eastern Region - JARC Program

Priority	Gap	Strategy	Name of Project	Total Funds	Proposed Funding Source(s)
2	There is currently a gap between Griswold and Voluntown residents and the fixed route system that runs between the Borough of Jewett City in Griswold and Norwich.				
2	There is no service along Route 12 to provide access to employment opportunities in the industrial parks along I-395 in Northeastern Connecticut and to other businesses along Route 12 (which parallels I-395). This also prevents people from the northeast area from accessing SEAT bus service to the casinos and other employment opportunities.				
2	Fixed-route service schedules in the Willimantic/Mansfield area do not allow workers to connect to commuter bus service into Hartford.				
2	There is no fixed route service which provides employment access to firms in the Industrial Parks along I-395 in Northeastern Connecticut and to other businesses along Route 12 (which parallels I-395).				

Appendix B

North Central Region

Locally Coordinated Public Transit – Human Services Transportation Plan for the State of Connecticut

APPENDIX B

CHAPTER 1:

NEEDS ASSESSMENT & PLANNING PROCESS

The Capitol Region Council of Governments (CRCOG), with assistance from Midstate Regional Planning Agency (MRPA) and Central CT Regional Planning Agency (CCRPA), took the lead in developing the plan for the LOCHSTP planning area. The planning area consists of the following regions: CRCOG, CCRPA, and MRPA.

Surveys were used as the main source of outreach to establish who should be involved in the process and what services were available and what gaps exist. Two different surveys were mailed to the service providers and the different agencies that deal with the target populations. Each RPO conducted surveys within their own region and the data collected was compiled for the region as a whole.

The first survey was sent to transportation service providers to request their help in gathering contacts within the three regions. We began with all those organizations that have applied for 5310 vehicles, the members of our Jobs Access Task Force, and the dial-a-ride coordinators throughout the region. We sent this group a survey asking them to indicate who else in their community was aware of the needs of the target population and who else provided services to that population. We then enlarged the circle of participants based upon the survey replies. We wanted to ensure that we were reaching everyone who needed to be involved in the LOCHSTP process and to get their participation in the second survey.

The second survey was sent to all the groups to solicit various information including the needs and gaps in their current services. 150 surveys were sent out and 92 were completed by a variety of service providers and agencies dealing with the target population in each of the regions. 13 target groups were contacted, i.e., transit agencies, adult day centers, Associations for Retarded Citizens, community health agencies, dial-a-ride providers/towns, homeless shelters, housing authorities, job developers, Medicaid brokers, mental health agencies, non-profit organizations, taxi operators, and transportation demand management companies. The following Connecticut departments have been involved in the LOCHSTP process. The Department of Transportation, Department of Social Services, Department of Mental Retardation, and the Department of Mental Health and Addiction Services.

Two meetings were held in 2006 involving staff from the following agencies: CRCOG, CCRPA, MRPA and representatives and staff from the target groups and state departments listed above.

The first meeting was held on October 19, 2006. The meeting was held to inform service providers of the federal requirements related to the LOCHSTP process and Connecticut's approach to creating the LOCHSTP plan. A portion of the meeting was spent on reviewing the existing services, gaps and possible solutions based upon information received from the surveys. Next steps were also discussed.

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The second meeting was held on November 3, 2006 with an enlarged group of stakeholders. Preliminary findings from the survey of services and gaps were presented. A review of ConnDOT's draft plan outline also took place as well as a discussion on evolving LOCHSTP into a process similar to the Jobs Access program.

Attendees at the first round of meetings recommended that we also reach out to the public to hear the input of the consumers of transportation services. We held a public input session on December 4, 2006 for this purpose. The meeting was advertised through our extensive list of contacts.

We invited individuals who responded to the surveys and who attended the first two stakeholders meetings to participate in a task force that would continue to meet in 2007 to oversee the production of the plan. Fifty-three individuals chose to continue participating in the process.

The Task Force met 3 times: February 13, March 8, and March 21.

In addition, CRCOG staff met with groups who wished to discuss transportation needs by attending several meetings of Mental Health Cluster Areas.

Statistical data was used to supplement the survey results and stakeholder input. Maps 1, 2 and 3 in the Attachment indicate where concentrations of the target populations are located in the target area. This information, based upon census data, shows that the disabled and low-income populations are generally concentrated in central cities and the center of older towns in the region. The senior citizen population is much more dispersed throughout the region. The Jobs Access Plan developed for the region also provided statistical guidance for this planning process, especially in its illustration of where jobs are located relative to the population seeking jobs.

The coordinated planning process was made transparent and inclusive in the following ways. We began by building a list of contacts and expanding outward. We started with service providers, Jobs Access Task Force members, dial-a-ride coordinators, section 5310 applicants, and state agencies. At every step, we sought to include additional interested parties. We have attended meetings of consumer groups and held public meetings to gather information. We also issued a solicitation for projects to give all service providers and human services agencies an opportunity to propose projects.

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CHAPTER 2:

EXISTING TRANSPORTATION SERVICES

Currently, there are a variety of existing services and service levels being offered throughout the three regions. These services are being provided by fixed route transit and ADA, dial-a-ride, and Jobs Access specific services just to name a few. This section will provide a summary of the services identified in the LOCHSTP process.

Fixed Route

The fixed route system in the region is operated by CTTransit Hartford Division, CTTransit New Britain/Bristol Division, and Middletown Transit District. These operators provide fixed route service in their respective areas. In accordance with federal law, ADA paratransit service is provided within ¾ mile of the fixed route system. The fixed route system is illustrated on Maps 4, 5 and 6 in the Attachment.

Dial-a-Ride

Dial-a-Ride is available in all of the towns in the LOCHSTP planning area. The services are mostly town based and town financed. Restrictions on when, where, purpose and time of travel vary on a town-by-town basis. In 2006, towns had an opportunity to expand their services through the state funded municipal grant program. Some towns increased existing services and some towns took this as an opportunity to provide some cooperative service.

CRCOG

All of the towns in the CRCOG region have some sort of dial-a-ride operation however, this service is not coordinated and generally each town only offers dial a ride service to its own residents. Some of these services operate within town boundaries, some travel to a few towns, and some travel to many towns. The towns of Vernon, Tolland, and Ellington have been providing a cooperative service for some time and others, Farmington/Avon, Canton/Simsbury, Wethersfield/Newington/Rocky Hill, started some cooperative service with last years municipal grant program. The dial-a-ride service is generally available from 8:00am to 5:00pm, Monday through Friday. Dial a ride is unable to provide for work trip transportation.

CCRPA

All the towns in the CCRPA region have some sort of dial-a-ride operation. Some of the services operate within town boundaries, some travel to a few towns, and some travel to many towns. Generally, the services operate from about 8:00 am to 4:00 pm, Monday through Friday. No towns in the region have a formal cooperative service but many work together on a case-by-case basis to meet the needs of their clients.

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MRPA

Towns in the MPRA region do things a bit differently than the other two regions. Dial a ride service is provided in all of the towns but five of the eight towns provide the service in a coordinated effort provided by the American Red Cross. This service operates within town boundaries and travels to a few towns within the region Cromwell, Haddam, and East Haddam each provide their own separate dial-a-ride transportation and have their own restrictions.

Jobs Access Specific

The Jobs Access program has been operating for over eight years in the designated area. The purpose of the program is to enhance welfare to work efforts by providing transportation services to TANF clients, welfare recipients and other low-income populations for the purposes of commuting to places of employment or employment related activities. These services are identified through the Jobs Access Task Force meetings and by job developers working directly with recipients and employers. Many of these services operate early morning, late night, and weekends to accommodate second and third shift jobs. As identified in Map 1, the majority of the designated area's population with income at or below 150% of the poverty level are located in Hartford, New Britain and Middletown. So it only makes sense that the jobs access services be geared around these cities and towns.

Below is a listing of the jobs access services being provided throughout the designated LOCHSTP planning area.

CTTransit

- L Tower Avenue Route – direct connect between Bloomfield and job opportunities in Manchester (Buckland Mall).
- Bradley Flyer – direct connect from the north end of Hartford to job opportunities in and around Bradley Airport.
- Berlin Turnpike Flyer – connection for Hartford residents to job opportunities along the Berlin Turnpike. Also a connection to New Britain.
- Imperial Nurseries – a reverse commute to an employer in East Granby from Hartford.
- HomeGoods – serving early AM and late PM work starts and quits from Hartford to Bloomfield and back.
- Hartford Evening Services – provide transit service for individuals working jobs with non-traditional start and quit times.
- Hartford Morning Services – provide transit service for individuals working jobs with non-traditional start and quit times.

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Greater Hartford Transit District

- PMI – provide subscription service from an employer in Windsor to Hartford. No public transit opportunities exist for the late night coverage.
- Subscription services – provide on-call transportation to take individuals to jobs related activities such as training, interviews, and testing.

New Britain Transportation

- Berlin Turnpike Flyer – connection for New Britain residents to job opportunities along the Berlin Turnpike. Also a connection to Hartford.
- BK Route – connection for New Britain residents to jobs at the mall in Meriden.
- New Britain Evening Services – provide transit service for individuals working jobs with non-traditional start and quit times.

Arrow/Peter Pan

- Casino Service – provide transportation to/from Foxwoods and Mohegan Sun casinos from Hartford for first and third shift employees. No public transit opportunities exist. Opportunities for New Britain and Hartford residents.

Rideshare

- McDonalds (Avon, Canton) – provide transportation to/from McDonalds from Hartford for employees. No public transit opportunities exist.
- Advo (Windsor) – provide transportation to/from Advo from Hartford for employees. No public transit opportunities exist due to early AM hours.
- Tempo Staffing – provide vehicles to assist in getting individuals temporary positions with the hopes that they can build a work history to either become a full-time employee and/or find other full-time employment.

Middletown Transit

- M-Link fixed bus that connects Middletown and Meriden.
- Night Owl service that provides late night transportation.
- Coordinated service with the Estuary region.

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Other

There are a variety of other human services transportation services provided in the region:

- Group home/community living arrangements
- Emergency/transitional housing
- Nursing home
- Adult Day center
- Medicaid eligible
- Mental health clients
- Non profit based/private provider based (ARC)
- Volunteer provided (FISH)
- Reimbursement to individuals
- VA based - volunteers
- BTA (Break through Aging)
- Assisted Living
- Home Care agencies

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CHAPTER 3

GAPS IN SERVICE

Gaps in service were identified via several mechanisms:

- The completed surveys.
- The two meetings with the stakeholders groups.
- Discussions at Jobs Access Task Force meetings.
- ADA Advisory committee meetings
- Several meetings with mental health clusters area councils.
- UCEDD forum.
- A public input session was held on December 4, 2006
- Public input was received through the regular transportation planning process in which requests from citizens for improved transit services were recorded.
- Evaluation of demographics.

A task force, made up of providers and social service agencies continued to meet to discuss the transportation needs (3 meetings) and to further refine the identified gaps.

Identified "Gaps"
The gaps have been grouped into categories: Low Income, Elderly and Disabled, special populations, and Other.

Low Income:

- Access:
  - To jobs (odd shifts by time of day and day of week, esp. weekends)
  - To training and interviews
  - To appointments (medical, treatment, state agencies)
  - To shopping centers and grocery stores
  - From homeless shelters
- Traveling with children, access to daycare
- Difficulty in paying fares
- Problems especially acute for those in neighborhoods with infrequent or no bus service

Elderly and Disabled

- Out of town medical (especially specialists)
- Weekend and after hours medical appointments – dial-a-ride services don't cover this in many communities.
- Weekend service
- Early morning, late afternoon, evening service
- Multiple trips, ongoing need (dialysis, chemo, job)
- Personal business (funerals, volunteer work)
- Last minute requests
- Door to door or door through door service

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Special Populations

Persons with Mental Health and/or Addiction Issues:
These needs were identified through direct conversations and meetings with both consumers and service providers.

- After hours discharge
- Family visits to facility
- Midday, weekend service
- Access to appointments, agencies
- Access to jobs, education (especially for those who live outside of the transit service area)
- Transportation is essential for health and recovery (access to leisure activities, hobbies)
- Access to veteran facilities in Newington and West Haven

Persons with Developmental Disabilities:
These needs were identified through direct conversations and meetings with both consumers and service providers.

- Many individuals live at home or in supported living arrangements, which do not include transportation
  - Transportation to jobs. A very specific and large need: the new Walgreen's distribution center in Windsor will open many jobs, but individuals will need transportation.
  - Transportation to day services
- Long, circuitous routes can be a problem for this population
- Growing need for accessible vans (where previously a standard van was suitable for a social service provider)

Adult Day Centers:

- Ability to serve individuals is limited by availability of transportation
- Daily reimbursement rate is intended to cover transportation and services

Frail elderly

- Need door to door or door through door service

Other Needs (these gaps may fall under more than one of the above groupings)

- Need for escort or aid for some travelers
  - However, this can be time consuming, makes a seat unavailable for a rider, and might raise liability issues. What would the requirements be for an aid or escort?
- Need to put bikes on buses. This improves accessibility for low-income individuals.
- Evening services are important to enable individuals to reach cultural events and meetings. Sometimes they can get to an event, but can't get back home.
- Inefficiencies between groups of services/providers recorded (e.g., inability to transfer between dial a ride services, lack of knowledge of other services)
- Fear of possible liability when services are coordinated.
- Difficulty in getting qualified drivers

- Restrictions on who can be served, and type of vehicle required, can limit providers' flexibility and ability to provide services.
- Medical related services – physical therapy, exercise class, might not be covered by town dial a ride.
- Getting to church on Sunday – this can be very difficult for the disabled since many fixed route services do not operate on Sunday.
- Lack of evening and weekend services to cultural and sporting events.
- The waiting time (pick up window) for dial a ride service and ADA service is too long.
- Passengers with mental health illnesses sometimes feel a stigma when riding public transportation. Especially if their illness manifests itself very visibly. Drivers need to be sensitized to this.
- Same day dial a ride service is needed for urgent trips.
- Where transit service is infrequent, a transfer may expire before the bus to which the individual needs to transfer has arrived (can drivers be instructed to issue the transfer at the end of the trip? Or can the transfer time be extended?)
- Door to door services, especially for the frail elderly.
  - Some transit drivers don't know how to treat individuals with disabilities.
- For individuals with mental illness, there may be anxiety about using transit. Need to be familiar with the vehicle and how the system works.

Location-Specific Needs:

- Regular transit service to/from Southington and Plymouth
- Town of Meriden identified no service to/from Southington in the South Central COG LOCHSTP process.
- Jobs Access forums identified no service from New Britain/Plainville to/from Route 10 in Southington where many job opportunities exist.
- Requests for transit service from Terryville to/from Bristol for employment, shopping, and medical appointments.
- Transit service to Bristol for low-income populations – job related needs.
- Transit service to Enfield for low-income populations – job related needs.
- ADA: Sunday service to shopping center on Townline Road in Rocky Hill
- Transit service to Russell Road in Newington – many medical and recovery facilities are located here.
- More transit service on the Berlin Turnpike. Town social service departments sometimes send homeless individuals here for low cost motel rooms. Also for job related transportation.
- CTTransit service beyond West Farms to Target (for employment and shopping – West Hartford Social services will give Target gift cards to help those in need in the community.)
- Service from Enfield to Rockville hospital (dial a ride)
- Service from the Shoreline to medical appointments in Middletown
- Service to the new Walgreen's distribution center in Windsor (a large percentage of the employees will be disabled).
- Transit service to the Department of Labor in Enfield.
- The Thompsonville area of Enfield is home to many individuals (low-income and or disabled) who need transit service, especially to reach jobs in nearby suburban locations.

- Low-income individuals living in East Windsor have difficulty traveling to jobs, education opportunities.
- Retail establishments: Tri City Plaza (Vernon), Buckland, Kmart Plaza, and Manchester Parkade need regular service.

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CHAPTER 4

IDENTIFICATION OF STRATEGIES

Strategies to address the gaps were discussed at each stakeholder and outreach meeting and the Task Force took on the job of refining the suggested strategies. The following items were considered as possible ways to fill gaps:

- Enhanced transit service
- Use of rideshare vans
- Use of taxis
- Enhanced paratransit
    - More cooperative ventures
        - Between towns
        - Between agencies
        - Between ADA and paratransit
        - Possibilities for central brokerage?
    - Rural transit
- Communication/Education
    - Brochure of services
    - Ombudsman or mobility manager
    - Ongoing outreach sessions
        - To users
            - General awareness
            - Training on how to use services, plan a trip, etc.
        - To agencies
    - Educate drivers/staff

At each subsequent task force meeting, the group discussed the strategies and fleshed them out to try to match strategies with specific needs. Overall, the group emphasized the importance of education and information sharing with these specific suggestions:

- Insure that drivers are given sensitivity training so that they have a better understanding of the various rider groups.
- Create a database with information on all the services provided for the target groups. This will help distinguish between apparent service gaps and real service gaps.
- Create a brochure of services that can be used by caseworkers, family members and individuals. Or provide this information through the 211-info line or some other mechanism.
- Identify and nurture sub regional dynamics, seeking to foster voluntary relationships. This could be between agencies that serve similar client groups, or between towns. Regional provider networks might be workable.
- Have the RPO convene groups of towns to discuss cooperation.
- Investigate liability issues that might arise with cooperative ventures.

- The Walgreen's distribution center being built in Windsor will employ about 600, 1/3 of who will have disabilities. Service is needed to this location by August 2008.
- For last minute urgent service requests which dial a ride operators are unable to meet, towns could contract with taxi and wheelchair livery services.

Request for Proposals

After the final task force meeting held on March 21, the group recommended that a solicitation for projects be sent out to develop specific programs to be funded. The project solicitation is included in Attachment 2.

Five agencies responded to the request for projects, and the projects are summarized below:

Applicant	Description	Cost (rounded)
ARC of Farmington Valley	Replace 3 vehicles, purchase 2 new	$246,000
CMHA	Provide service to Walgreen's distribution center. Includes purchase of 1 vehicle	$77,800
Enfield	Shift part-time driver to fulltime, expand definition of disabled to allow mentally disabled to use Dial a Ride	$62,000
GHTD	Expand buffer area to 1.5 miles from ¾ mile	$72,000 capital $437,000 operating
Red Cross	Develop coordination plan for New Britain	$47,000 (revised to $91,481)

In addition, the currently operating Jobs Access services were considered fully developed strategies that already fill service gaps.

Prioritization of Strategies/Assessment of Proposals

The Connecticut Department of Transportation developed a set of statewide prioritization criteria, which were used to review the submitted projects and the already operating Jobs Access services. In addition, a regional assessment involved measuring the proposals against the locally identified needs and gaps. The evaluation was done by the regional planning agencies and the Connecticut DOT. In addition, we evaluated what strategies had not been proposed but should be included in a comprehensive package of recommended strategies.

A summary of the evaluation of each project follows:

ARC of Farmington Valley: Five vehicles were requested, three replacements and two to expand service. One of the vehicles requested will actually be funded through the 5310 program (which is separately administered by DOT, but which included criteria developed from the LOCHSTP process.) The new service will be available for individuals leaving high school who

will be working in the community and need transportation to work. Also, individuals who are in Bureau of Rehabilitation Services programs designed to move them toward independence would be included. The vehicles will largely be available to the ARC of the Farmington Valley's client base. The vehicles will operate from 8 AM to 6 PM. The new vehicles will allow the ARC to provide midday service which is not strictly Day Center based. It is not clear exactly what the midday needs are and whether there are any possibilities to coordinate them with local Dial a Ride service. The replacement vehicles will replace vehicles leased through the Greater Hartford Transit District. The applicant appears capable of meeting federal requirements related to the grant money.

Community Mental Health Affiliates, Inc.: This proposal is for the purchase and operation of one vehicle which would provide transportation to job opportunities at the Walgreen's Distribution Center. The applicant suggested that the service would operate with requests for service made on a daily basis. The review committee felt that service to this employment location would need to operate on a subscription basis and that there would need to be cooperative efforts to insure that the vehicle is utilized throughout the day and not just briefly in the morning and afternoon.

Enfield Dial A Ride: This proposal covers the cost of changing a part-time driving position to full time in the town dial a ride operation. The proposal includes opening the dial a ride service to individuals with mental disabilities (currently the Town uses the strict definition of disability used to determine eligibility for ADA paratransit.) One of the needs identified in the gap analysis was the need for individuals with mental disabilities to be able to access jobs, social activities, and appointments. This proposal will address the latter two needs but will not enable individuals to get to jobs. The applicant appears capable of meeting federal requirements related to the grant money.

Greater Hartford Transit District: The GHTD proposed expanding the ADA service area from ¾ of a mile to 1.5 miles. This is a laudable goal, but it is not clear how many real gaps it will address. Nor is it clear that an expansion to 1.5 miles is the best way to meet the needs of the disabled population. This idea requires further planning to refine and focus the effort. The applicant appears capable of meeting federal requirements related to the grant money.

American Red Cross – Middlesex Central CT Chapter: This proposal is for a planning study that will focus upon the City of New Britain, examining specific gaps in the City and mapping out cooperative ways to meet these gaps. We requested the proposer to consider expanding their scope to look beyond the borders of New Britain to a broader region and examine opportunities for cooperation in that larger area. The revised application estimates a cost of $91,481 for this expanded scope. The applicant appears capable of meeting federal requirements related to the grant money.

Recommendations

As the projects were reviewed, a large concern was that they were not getting at the heart of the issues identified in the data-gathering phase of this planning exercise. What was exposed, repeatedly, at task force meetings and stakeholder meetings was the fact that there is a lot of transportation operating within the region, but it is very poorly coordinated. Town social

workers are frequently unaware of Jobs Access services. Town dial a ride operations deal with transportation issues of residents but not of the broader public. Non-profits run services that fill gaps for their own clientele, without consideration of the transportation needs of non-clients in the vicinity. Clearly, a broad planning study is needed that can build upon this first coordinated planning effort and can begin to examine these issues more closely.

Therefore we propose the following:

- Jobs Access Program. Continue to operate the Jobs Access services.
- Coordination Study. A broad regional coordination study will be initiated which will examine how the disparate services currently operating can be coordinated to provide a more efficient and effective service. In the first year, this study will begin with a series of coordination meetings to take place throughout the region. It is anticipated that in future years funding will be needed for a consulting study, but in year 1, no funds will be requested.
- Resource Development & Information Sharing. Development of resource materials and a clearinghouse for human services transportation resources. Production of printed materials is estimated at $5000.
- Expand ADA Service: While the GHTD proposal to double the ADA buffer appears to be overly ambitious, it seems reasonable to consider making use of New Freedom Funding to provide some ADA service outside of the current ADA buffer. This will fill identified service gaps. In the Central Connecticut region, a slight expansion of the ADA buffer to include all of Bristol will cost only about $6000 annually and is recommended. The GHTD will be invited to refine its proposal (see below discussion.)
- Response to Specific Service Proposals
    - Two vehicles be awarded to the ARC of the Farmington Valley to enable them to meet transportation needs of additional disabled individuals. They will be directed to track the usage of these vehicles, to seek to maximize use throughout the day, and to keep a record of how many non-clients are served.
    - The CMHA will be invited to serve on a task force that will develop a program for serving the transportation needs of the Walgreen's Distribution Center. Their proposal will not be funded.
    - The Enfield proposal will be funded, but certain of the costs included in the proposal (administration and occupancy fees) will not be allowed. The allowable project cost will be $48,500.
    - The GHTD proposal will not be funded but the agency will be invited to refine its proposal by examining the areas of greatest need for service outside of the ADA buffer and providing an estimate of the cost to serve this area. This service proposal would then be reconsidered.
    - The Middlesex Red Cross project will be funded with the proviso that it must examine coordination outside the boundaries of New Britain to include the entire CCRPA region. It will be funded at $80,000. This study will serve as a pilot,

demonstrating what might be accomplished with coordination in other parts of the region.

List of Selected Projects

The selected projects are listed in the Attachment.

APPENDIX B

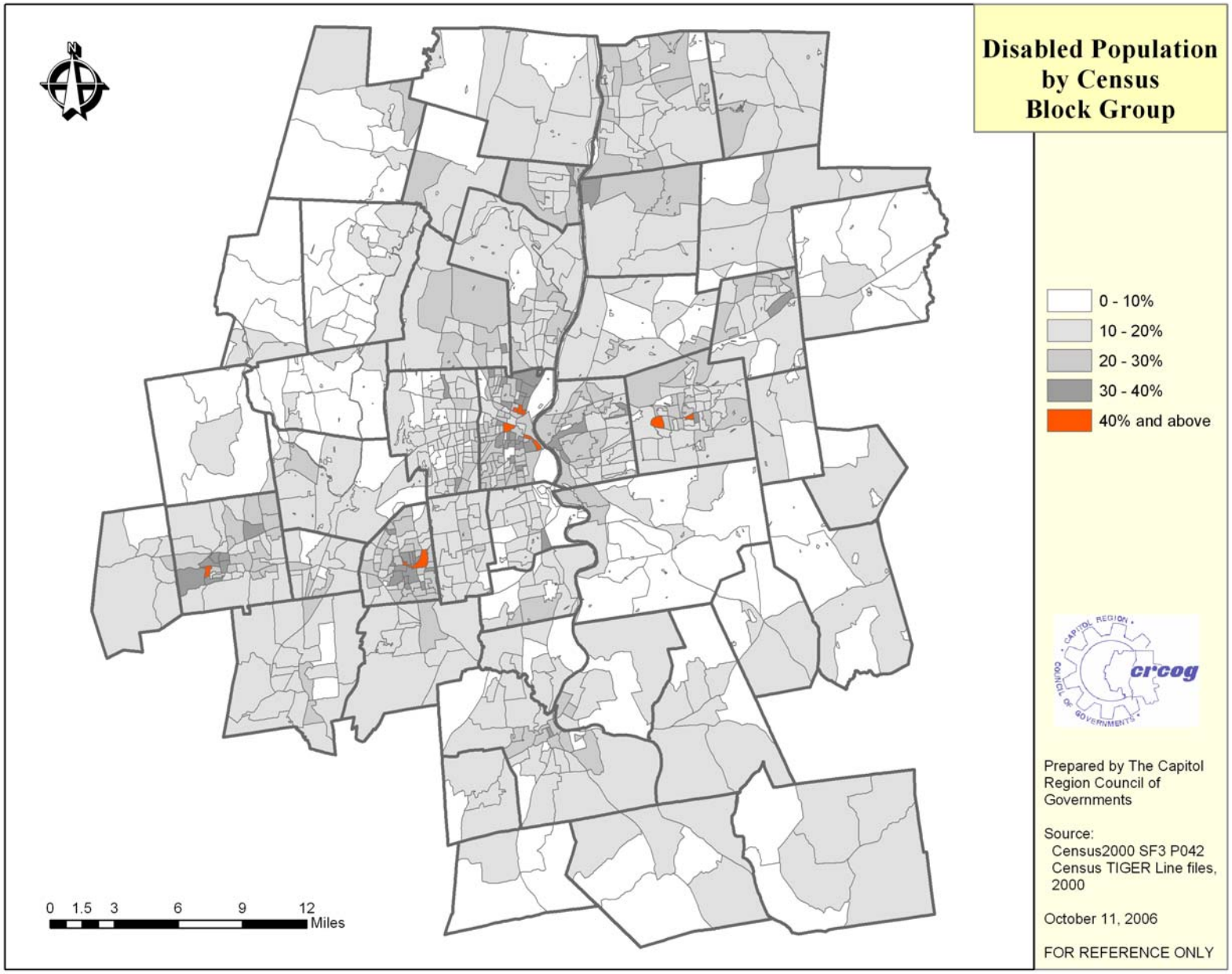
CHAPTER 5

NEXT STEPS AND RELATIONSHIP TO OTHER PLANNING PROCESSES

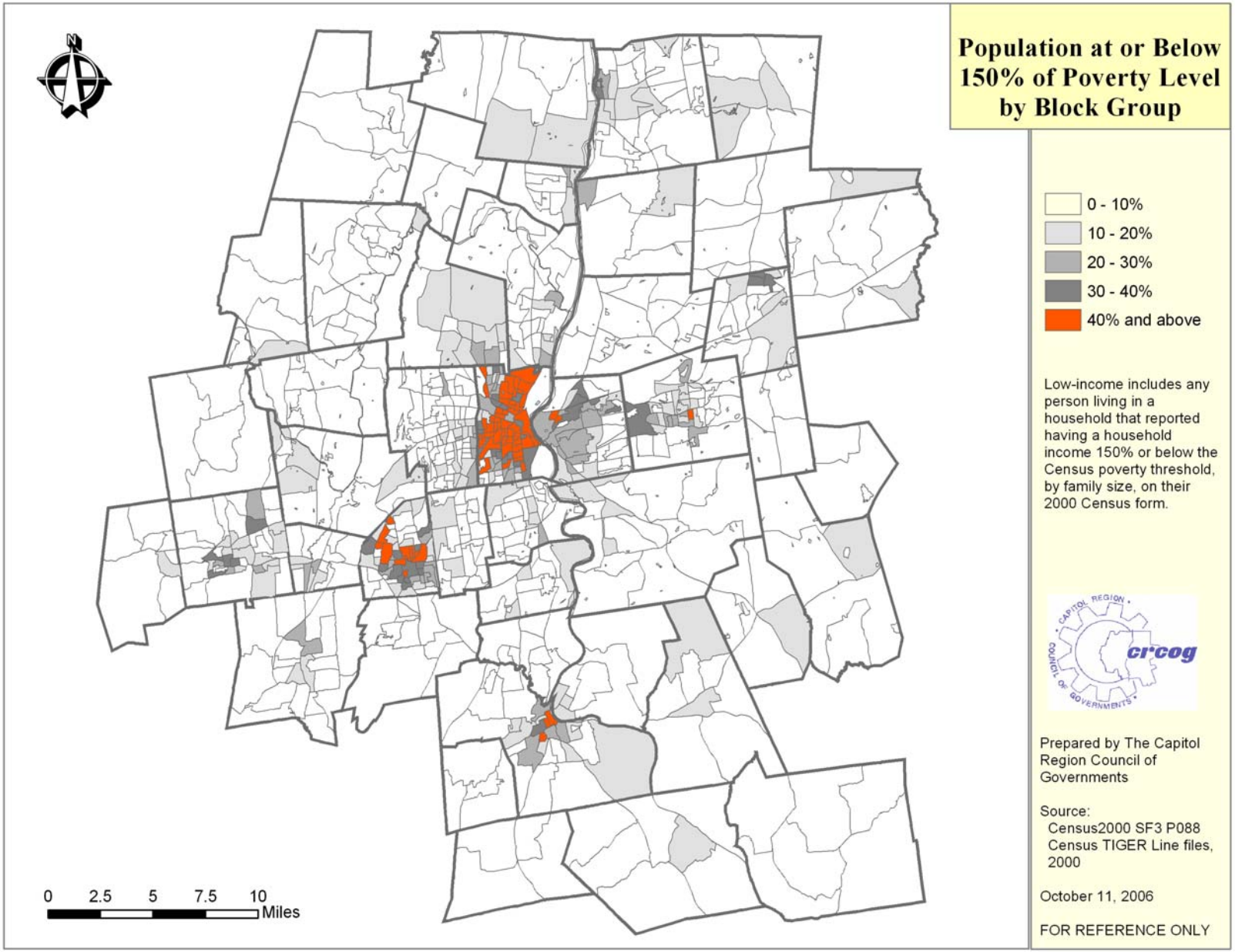
Going forward the region will build upon the base established in this planning process. We will utilize the network of social service agencies and transportation providers developed for this effort to continue to refine our understanding of the needs for transportation for the target population. We will also use these relationships to explore opportunities for greater cooperation. We will develop a formal update to the plan in 2008 and then update every 5 years thereafter. However, we expect to examine the gaps identified and make recommendations for improved service and service delivery on a continual basis. We would like to develop an active planning committee that meets regularly as we use in the Jobs Access program.

APPENDIX B, ATTACHMENT 1: MAPS

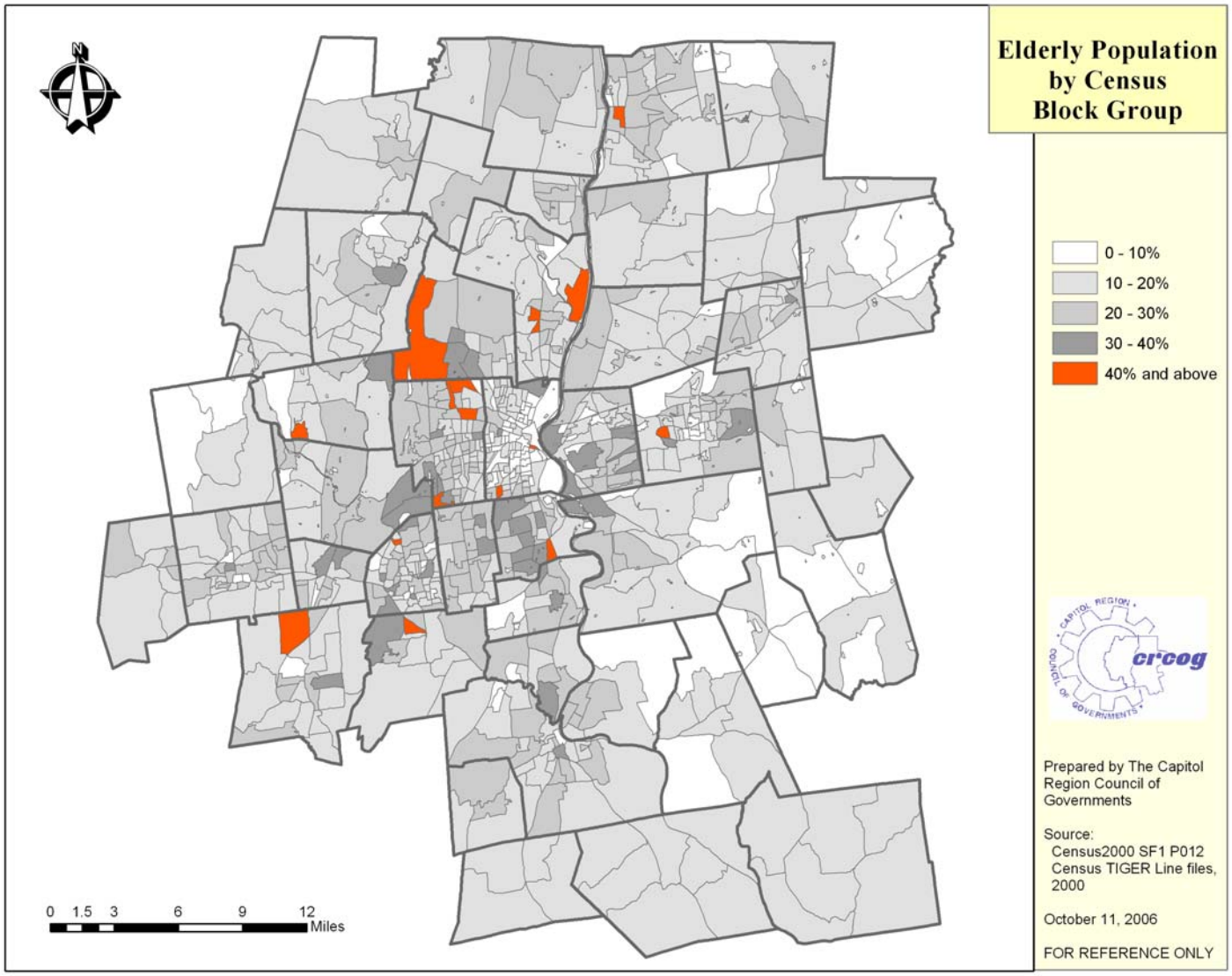
Map 1



Map 2

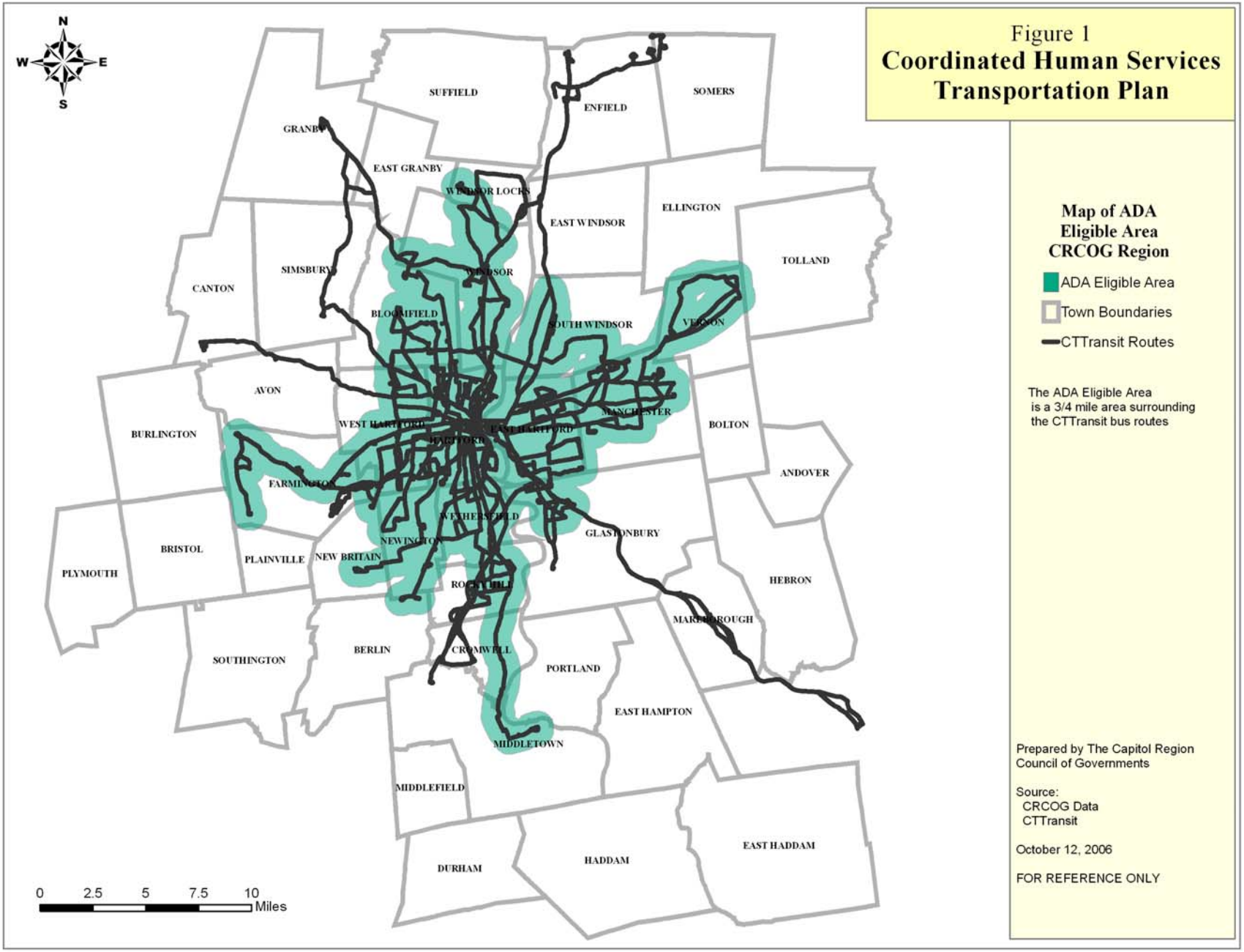

Population at or Below 150% of Poverty Level by Block Group
0 - 10%
10 - 20%
20 - 30%
30 - 40%
40% and above
Low-income includes any person living in a household that reported having a household income 150% or below the Census poverty threshold, by family size, on their 2000 Census form.
Prepared by The Capitol Region Council of Governments
Source:
Census2000 SF3 P088
Census TIGER Line files, 2000
October 11, 2006
FOR REFERENCE ONLY
0 2.5 5 7.5 10
Miles

Map 3


Elderly Population by Census Block Group
0 - 10%
10 - 20%
20 - 30%
30 - 40%
40% and above
0 1.5 3 6 9 12
Miles
Prepared by The Capitol Region Council of Governments
Source:
Census2000 SF1 P012
Census TIGER Line files, 2000
October 11, 2006
FOR REFERENCE ONLY

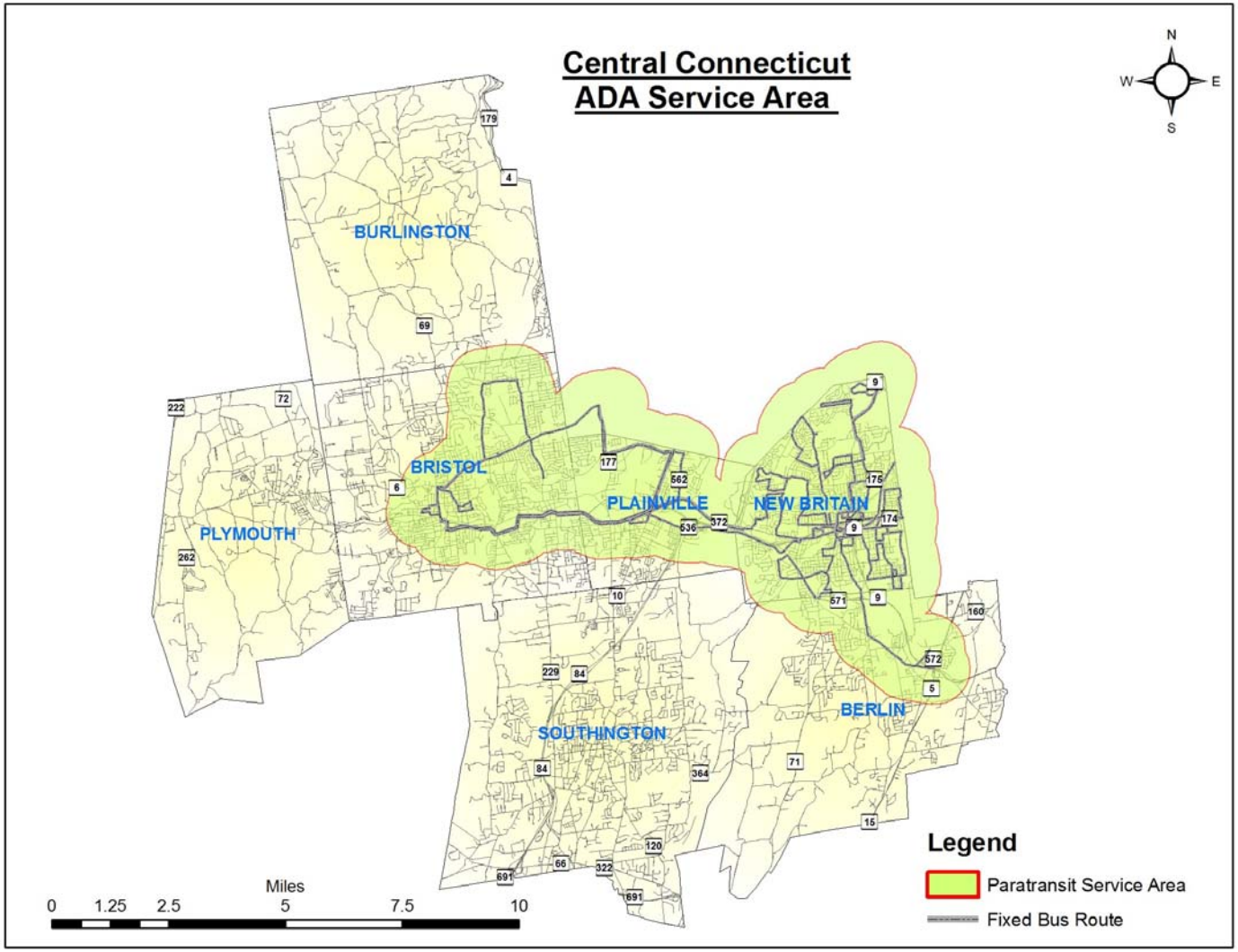
APPENDIX B

MAP 4



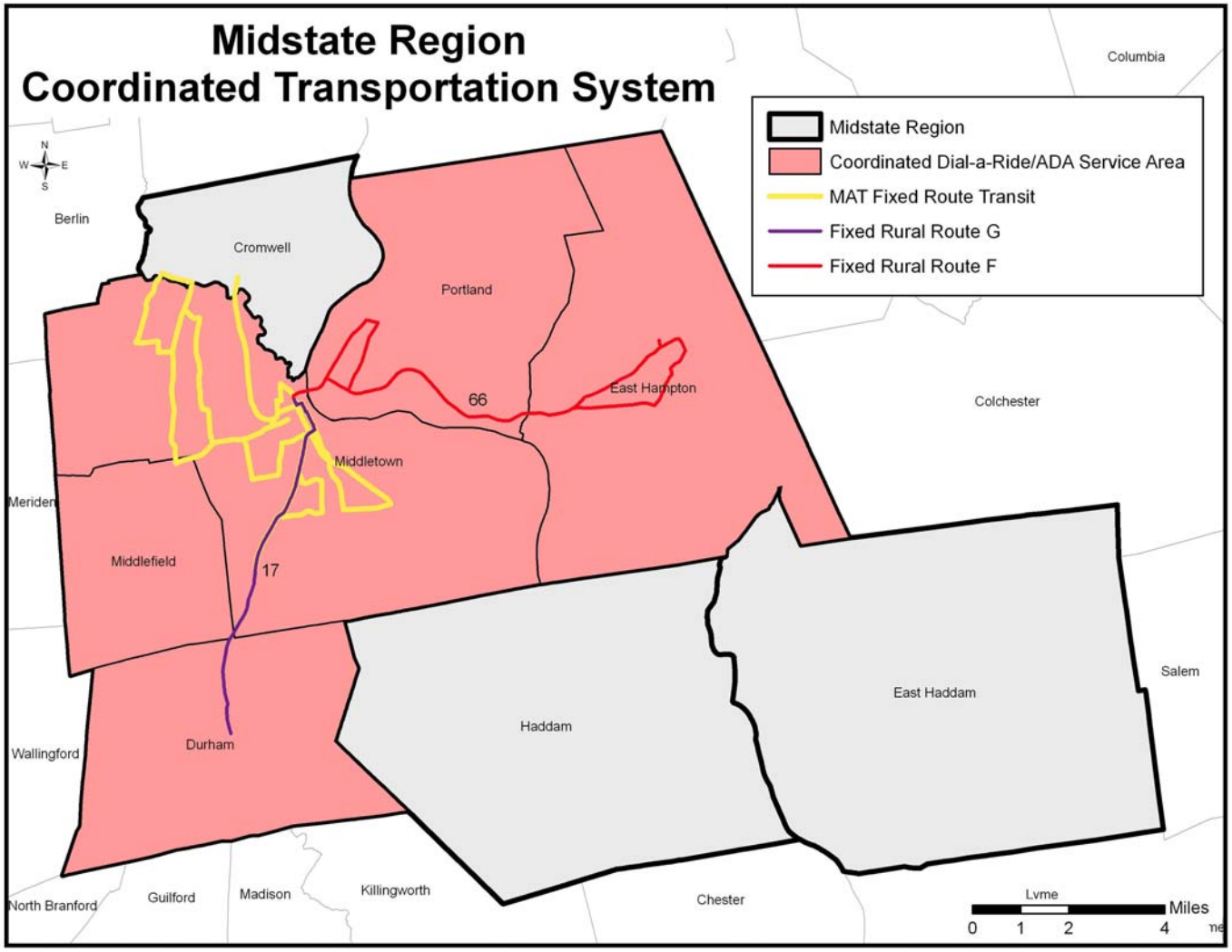
APPENDIX B

MAP 5



APPENDIX B

MAP 6



PROPOSED PROJECTS: 6/2007 DRAFT

Priority	Gap	Targeted Population	Strategy	Name of Project	Total Funds	Proposed Funding Source(s)	Proposed Start Date
New Freedom Projects							
1	inefficiencies between groups of services/providers	elderly, disabled and low income	The Capitol Region Council of Governments will convene groups of providers to explore possibilities for coordination	Regional coordination Study	No cost at this time		summer 2007
1	inefficiencies between groups of services/providers	elderly, disabled and low income	The American Red Cross, Middlesex Chapter, will run a coordination study to develop an approach for coordinating all the dial a ride services for the elderly and disabled in the Central CT RPA region. This project will build upon the strengths of the various providers.	New Britain Coordination Study	$80,000	New Freedom Initiative: $40,000 DSS grant $40,000	When grant is in place
1	multiple trips, with ongoing need, where transit service is not available	This project will target clients of the ARC and the general disabled population	Provide demand responsive service to individuals with disabilities in the Farmington Valley. This will allow for recurrent trips.	ARC of the Farmington Valley: Transportation for Disabled	$98,330	New Freedom Initiative: 80% Local ARC: 20%	When vehicles are in place
1	The Thompsonville area of Enfield is home to many individuals who need transportation	disabled, particularly those with mental disabilities	Expansion of dial a ride definition of disabled to include those with mental disabilities.	Enfield Dial a ride expansion	$48,500 annual cost	New Freedom Initiative: 50% Town match: 50%	within 30 days of grant award
1	transportation gaps in Bristol	disabled	Expand ADA eligible area to cover the entire town of Bristol	ADA service expansion in Bristol	$6,000 annual cost	50% New Freedom 50% CTDOT	When grant is in place
2	gaps in dial a ride service	disabled	Expand ADA eligible area to serve additional disabled individuals in the Greater Hartford area	ADA service expansion in greater Hartford	Currently the agency is assessing the most critical needs and developing a cost estimate	50% New Freedom 50% CTDOT	When grant is in place
2	lack of knowledge of services available	elderly, disabled and low income	Development of resource materials and a clearinghouse for human services transportation resources.	Resource materials	$5,000 for printed materials	50% New Freedom 50% CTDOT	When grant is in place
JOBS ACCESS SERVICES							
	Arrow						
1	Access - To jobs (odd shifts by time of day and day of week, esp. weekends	TANF & Low-income		ECTAP Employment Run - Hartford	$350,000.00	CT DSS	In Service
	CT Transit						
1	Access - To jobs (odd shifts by time of day and day of week, esp. weekends	TANF & Low-income		Berlin Turnpike Flyer	$217,436.00	CT DSS	In Service
1	Access - To jobs (odd shifts by time of day and day of week, esp. weekends	TANF & Low-income		Bloomfield Service	$71,000.00	CDOT	In Service

1	Access - To jobs (odd shifts by time of day and day of week, esp. weekends	TANF & Low-income		Bradley Flyer Weekday Service	$356,200.00	CDOT / CT DSS	In Service
1	Access - To jobs (odd shifts by time of day and day of week, esp. weekends	TANF & Low-income		Bradley Flyer Weekend Service	$32,990.00	CDOT / CT DSS	In Service
1	Access - To jobs (odd shifts by time of day and day of week, esp. weekends	TANF & Low-income		Home Goods	$11,420.00	CT DSS	In Service
1	Access - To jobs (odd shifts by time of day and day of week, esp. weekends	TANF & Low-income		Home Goods (2nd Shift)	$29,340.00	CT DSS	In Service
1	Access - To jobs (odd shifts by time of day and day of week, esp. weekends	TANF & Low-income		Imperial Nurseries	$272.00	CT DSS	In Service
1	Combination of the gaps listed below	TANF & Low-income		L-Tower Avenue Crosstown	$577,475.00	CDOT / CT DSS	In Service
1	Combination of the gaps listed below	TANF & Low-income		Saturday Night Service	$60,825.00	CT DSS	In Service
1	Combination of the gaps listed below	TANF & Low-income		Sunday & Holiday Evening Service	$43,100.00	CT DSS	In Service
1	Combination of the gaps listed below	TANF & Low-income		Sunday & Holiday Morning Service	$24,470.00	CT DSS	In Service
1	Combination of the gaps listed below	TANF & Low-income		ZZ Shuttle	$61,995.00	CT DSS	In Service
	GHTD						
1	Access - To training and interviews	TANF & Low-income		Subscription Services	$12,000.00	CT DSS	In Service
	NBT						
1	Combination of the gaps listed below	TANF & Low-income		Arch St./Meriden Square (M-F Evenings)	$49,050.00	CDOT / CT DSS	In Service
1	Combination of the gaps listed below	TANF & Low-income		Arch St./Meriden Square (Sat. Evenings)	$9,800.00	CDOT / CT DSS	In Service
1	Combination of the gaps listed below	TANF & Low-income		Berlin Turnpike Extension (M-F)	$111,560.00	CDOT	In Service
1	Combination of the gaps listed below	TANF & Low-income		Berlin Turnpike Extension (Sat.)	$36,016.00	CDOT	In Service
1	Combination of the gaps listed below	TANF & Low-income		Burritt Street (M-F Evenings)	$23,676.00	CDOT / CT DSS	In Service
1	Combination of the gaps listed below	TANF & Low-income		Burritt Street (Sat. Evenings)	$5,388.00	CDOT / CT DSS	In Service
1	Combination of the gaps listed below	TANF & Low-income		Corbin Ave./Plainville (M-F Evenings)	$54,575.00	CDOT / CT DSS	In Service
1	Combination of the gaps listed below	TANF & Low-income		Corbin Ave./Plainville (Sat. Evenings)	$11,928.00	CDOT / CT DSS	In Service
1	Access - To training and interviews	TANF & Low-income		Extended Tunxis Service	$34,398.00	CDOT	In Service
1	Access - To jobs (odd shifts by time of day and day of	TANF & Low-income		Extended UCONN Medical Ctr Service	$28,132.00	CDOT	In Service
1	Combination of the gaps listed below	TANF & Low-income		Farmington Ave. (M-F Evenings)	$30,108.00	CDOT / CT DSS	In Service

1	Combination of the gaps listed below	TANF & Low-income		Farmington Ave. (Sat. Evenings)	$6,744.00	CDOT / CT DSS	In Service
1	Access - To jobs (odd shifts by time of day and day of	TANF & Low-income		Meriden Square Extension (M-F)	$39,012.00	CDOT	In Service
1	Access - To jobs (odd shifts by time of day and day of	TANF & Low-income		Meriden Square Extension (Sat.)	$8,520.00	CDOT	In Service
1	Combination of the gaps listed below	TANF & Low-income		Stanley St. (M-F Evenings)	$36,216.00	CDOT / CT DSS	In Service
1	Combination of the gaps listed below	TANF & Low-income		Stanley St. (Sat Evenings)	$9,192.00	CDOT / CT DSS	In Service
1	Access - To jobs (odd shifts by time of day and day of	TANF & Low-income		Stew Leonard's Sunday Service	$21,000.00	CT DSS	In Service
	Rideshare						
1	Access - To jobs (odd shifts by time of day and day of week, esp. weekends	TANF & Low-income		Advo, Inc.	$7,000.00	CT DSS	In Service
1	Access - To jobs (odd shifts by time of day and day of week, esp. weekends	TANF & Low-income		McDonalds	$27,550.00	CT DSS	In Service
1	Access - To jobs (odd shifts by time of day and day of week, esp. weekends	TANF & Low-income		Tempo Staffing	$66,400.00	CT DSS	In Service

Gaps

- Access:
  - To jobs (odd shifts by time of day and day of week, esp. weekends)
  - To training and interviews
  - To appointments (medical, treatment, state agencies)
  - To shopping centers and grocery stores
  - From homeless shelters
- Traveling with children, access to daycare
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- Problems especially acute for those in neighborhoods with infrequent or no bus service

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2	gaps in dial a ride service	disabled	Expand ADA eligible area to serve additional disabled individuals in the Greater Hartford area	ADA service expansion in greater Hartford	Currently the agency is assessing the most critical needs and developing a cost estimate	50% New Freedom 50% CTDOT	When grant is in place
2	lack of knowledge of services available	elderly, disabled and low income	Development of marketing materials and a clearinghouse for human services transportation resources.	Marketing materials	$5,000 for printed materials	50% New Freedom 50% CTDOT	When grant is in place
JOBS ACCESS SERVICES							
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1	Access - To jobs (odd shifts by time of day and day of week, esp. weekends	TANF & Low-income		Advo, Inc.	$7,000.00	CT DSS	In Service
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  - From homeless shelters
- Traveling with children, access to daycare
- Difficulty in paying fares
- Problems especially acute for those in neighborhoods with infrequent or no bus service

Appendix C

Northwest Region

Locally Coordinated Public Transit – Human Services Transportation Plan for the State of Connecticut

Appendix C
Northwest Connecticut Region

Assess Available Services

The Council of Governments of the Central Naugatuck Valley (COGCNV) was the lead agency in the Northwest Region in collaboration with three sub-committees that were established consisting of the Housatonic area, Torrington/Litchfield area and Waterbury area.

Regional coordination meetings were held in August 2006 and September 2006 which included representatives from the following organizations: the Housatonic Area Regional Transit District (HART), Northwestern Connecticut Transit District (NWCTD), Greater Waterbury Transit District (GWTD), COGCNV, Litchfield Hills Council of Elected Officials (LHCEO), North East Transportation (NET), Western Connecticut Area Agency on Aging (WCAAA), JobLinks, Rideworks, The Kennedy Center, Sullivan Senior Center, Independence Northwest and ConnDOT.

In an effort to involve the entire region, sub-committees were established consisting of the Danbury area, Torrington/Litchfield area and Waterbury area. Organizations representing all target groups (municipal, disabled, senior citizen, not-for-profit, state, charitable, and for-profit) participated in at least one or more LOCHSTP meeting. In September 2006 each sub-committee took the lead in administering the transportation survey developed by ConnDOT to assess the gaps in their respective regions. The survey pool included transit providers, municipalities, non-profit organizations serving seniors, persons with disabilities, and low income employers and clientele.

Housatonic Area: Thirty surveys were administered with 18 respondents which included: Ability Beyond Disability, Academy of Western CT, Almost Home adult daycare, American Red Cross, Bethel Senior Center, Danbury Elderly Services, Danbury Veterans Affairs, Coach Tours, Ltd, Education Connection, Interlude, Midwestern Connecticut Council on Alcoholism (MCCA – McDonough House)**,** New Milford Senior Center, New Milford Social Services, The Bridge to Independence & Career Opportunities (TBICO), Town of Bridgewater, Town of Redding, Town of Sherman, Wayfarer Coach.

Information from the surveys was used to build a matrix of existing transportation services in the region, and to identify gaps and duplication in the services provided.

Other service quality data were gathered through passenger surveys of the HART system completed in November as part of HART Title VI compliance activities.

Torrington/Litchfield Area: 258 surveys were administered with 108 respondents which included: the Torrington Sullivan Senior Center, the Western CT Area Agency on Aging, Litchfield County Association of Retarded Citizens, Winsted Senior Center, Geer Adult Daycare, Northwest Regional Workforce Investment Board, Kelley Transit, Prime Time, Northwestern Connecticut Transit District (NWCTD), Northwestern Connecticut Council of Governments (NWCCOG), and Litchfield Hills Council of Elected Officials (LHCEO).

In addition to the survey developed by ConnDOT, the region developed a "Rider Survey" to better document service gaps and strategies for addressing the gaps. This helped to assure a coordinated planning process that was transparent and inclusive.

Waterbury Area: Over 100 surveys were administered with 42 respondents which included: the region's chief elected officials, senior centers, Section 5310 vehicle recipients, disabled services organizations (e.g. Mental Health Association of Connecticut, Independence Northwest, and Waterbury Association of Retarded Citizens), transportation providers (e.g., Greater Waterbury Transit District, North East Transportation, and American Medical Response), and other not-for-profit organizations.

A second, more project-oriented survey was distributed to organizations that provide or use human services transportation. This survey was a "Transportation Wish List" and asked recipients to identify the specific transportation services that are needed to fill existing gaps. The survey also asked for the target population for the service and an estimated price for this new service. Twenty-three responses were received from municipalities, senior centers, or other senior or disabled organizations. Proposals generally addressed the lack of adequate evening or weekend transportation in specific towns or within the region.

Identification of Gaps

Gaps were identified as a result of the responses in the LOCHSTP survey in addition to supplemental surveys developed by the region. The LOCHSTP sub-committees met on several occasions to discuss and further define service gaps in their area. Each sub-committee wrote a report outlining their findings and possible recommendations which was presented and discussed at a full committee meeting. The meeting enabled the region to distinguish between real vs. perceived gaps and assign follow-up as necessary. At a subsequent meeting, the gaps were modified and finalized and a list of proposed projects was developed using a table developed by ConnDOT.

The major gaps that were consistent throughout the Northwest region included the lack of public awareness of the transportation services/resources as well as the need for weekend and evening transportation services.

Identification of Strategies

Strategies to address each gap were derived from pertinent information gathered from the LOCHSTP committee meetings, results of the human service surveys, and input from the transportation providers and stakeholders in the region. Every effort was made to attain the most practical and cost effective strategy to address each gap. Once the strategies were established, funding amounts and possible funding sources were determined.

Prioritization of Strategies

With the transportation gaps, strategies and funding information compiled, the LOCHSTP committee worked to prioritize the proposed projects using the criteria instrument developed by ConnDOT. Each strategy was tested against the prioritization criteria and only those that met the pass/fail criteria were considered. Further assessment of the strategies took place in an effort to receive extra points and/or potential regional priorities as outlined in the prioritization criteria. The final list of ranked projects is presented in Attachment D-1.

Published List of Selected Projects
See Attachment D-1.

Relationship to Other Transportation Planning Processes

Housatonic Area: The role of HART and Housatonic Valley Council of Elected Officials (HVCEO) and the local LOCHSTP process is documented in the HVCEO Unified Planning Work Program (UPWP) in the human services transit coordination section, as described below:

One of HART's goals in the adopted Transit Development Plan (TDP) is to expand business contracts with other paratransit providers in the Region to further promote coordination of paratransit resources. On behalf of HVCEO, as the MPO, HART will continue with the coordination of human services transportation.

According to the TDP, potential business contracts may eventually be arranged with the State Department of Mental Retardation (DMR) which operates a small fleet of vans in the Region, the Danbury Senior Center which operates two vans for senior transportation, and the American Red Cross which operates a small fleet of sedans used to provide medical trips.

Existing goals will be reassessed from the perspective of the human services transportation coordination requirements of the SAFETEA-LU legislation. Under this requirement, FTA human service transportation programs such as the Section 5310 Elderly Individuals and Individuals with Disabilities Program, Section 5316 Job Access and Reverse Commute Program and the Section 5317 New Freedom Program must be more fully coordinated. HART will work with ConnDOT in this regard to meet program requirements.

Torrington/Litchfield Area: The Regional Transportation Plans of the NWCCOG and LHCEO advocate for the SAFETEA-LU requirement for coordination of human services transportation. The *UPWP: 2007– 2008* (effective July 1st, 2007) for the NWCCOG and LHCEO lists coordinating local human services transportation as a task for the upcoming fiscal year.

Waterbury Area: The SAFETEA-LU requirement for coordination of human services transportation is referenced in the COGCNV *Long Range Regional Transportation Plan: 2007 – 2035* (effective July 1st, 2007). The Council of Governments' *UPWP: 2007 – 2008* (effective July 1st, 2007) lists coordinating local human services transportation as a task for the upcoming fiscal year.

Next Steps

Housatonic area: The Housatonic area sub-committee will expedite the implementation of approved projects. Ongoing bi-monthly coordination meetings with interested parties will be held. In addition, periodic surveys and reviews to determine the need for modification of projects and the development of new projects will be conducted.

Torrington/Litchfield Area: The NWCCOG, LHCEO and NWCTD will continue to monitor and discuss gaps in human services transportation and progress in implementing the priority

LOCHSTP projects in the Torrington/Litchfield sub-region. This activity will be done in cooperation with the human service agencies and transportation providers in the regional area. Additional surveys and data analysis may be conducted. If new human services transportation gaps are identified or current sub-regional LOCHSTP projects are unsuccessful, the NWCCOG, LHCEO and NWCTD staff will meet and discuss alternative strategies and projects. Proposed changes or amendments to the regional LOCHSTP would be recommended by the sub-region to ConnDOT.

Waterbury Area: Between iterations of the Northwest Connecticut LOCHSTP, the Waterbury sub-region will meet to discuss issues regarding human services transportation gaps and the progress of LOCHSTP projects in the Central Naugatuck Valley region. Additional surveys and data analysis may be conducted. If new human services transportation gaps are identified or current sub-regional LOCHSTP projects are unsuccessful, the sub-regional group may suggest new strategies and projects. Proposed changes or amendments to the regional LOCHSTP would be recommended by the sub-regional LOCHSTP group to ConnDOT.

Attachment C-1
Northwest Region Projects

Waterbury Area

Priority	Gap	Targeted Population	Strategy	Name of Project	Total Funds	Proposed Funding Source(s)	Proposed Start Date
1	Public is not aware of the transportation services/resources available in the Greater Waterbury region.	Disabled	Mobility Management	211 InfoLIne, United Way of CT	$36,000 - 13 Towns $75,000 - 43 Towns	New Freedom Initiative	
2	There is no evening, weekend and recreational transportation available in the Waterbury region.	Disabled	Expand hours of non-ADA paratransit in Waterbury area.	Expanded services in Greater Waterbury Area	$89,156	New Freedom Initiative	July 1, 2007
3	Inadequate senior and disabled transportation in Southbury	Elderly and disabled	Provide 8-10 hours of additional service per week.	Town of Southbury	$8,000 - $10,000	New Freedom Initiative	July 1, 2007
4	The full extent of transportation gaps in the Waterbury region.	All	Create a permanent regional transportation committee to discuss issues and work towards cooperation and coordination.	Transportation Committee			
5	No recreational transportation for disabled residents	Disabled	3-4 hours per week of recreation trips for disabled kids, 20 foot bus (needs to accommodate aides).	Cheshire Park and Rec. Department	$15,000	New Freedom Initiative	July 2, 2007
6	Not enough transportation for disabled people in Watertown	Disabled	Provide 10 hours per month of transportation	Town of Watertown	$3,000	New Freedom Initiative	July 1, 2007
	There is no evening and weekend transportation available to clients of Waterbury ARC.	Disabled	Provide 30-40 hour of evening and weekend service.	Waterbury ARC	$50,000 - $75,000	New Freedom Initiative	
			Extend the service area of GWTD.				
			Hire transportation aides to assist individuals in and out of residences/destinations.				
	Demand exceeds current vehicle capacity in Prospect.	Elderly and disabled	Purchase additional vehicle for senior and disabled transportation.	Prospect Senior Center	$45,000	New Freedom Initiative	
	There is no evening or weekend transportation available in Wolcott.	Elderly and disabled	Provide 4 hours of service on Thursday and Friday evenings, and Saturdays and Sundays between 12-4pm, within GWTD area using the town's 5310 vehicle.	Town of Wolcott	$21,000	New Freedom Initiative	July 1, 2007
	No transportation for special trips on weekends and evenings	Disabled	Provide 30 hours per month of evening and weekend trips.	Naugatuck Resource Development Agency	$14,000	New Freedom Initiative	
	There is no transportation available for Naugatuck Valley Community College evening classes.	Low income and disabled	Extend evening service on CTTransit.	Naugatuck Valley Community College			
	There is insufficient funding to fully operate vehicles.	All	State or regional contracts for buying insurance, fuel, tires, or maintenance in bulk.	Vehicle Operation Contracts			

Attachment C-1
Northwest Region Projects

Torrington Area

Priority	Gap	Targeted Population	Strategy	Name of Project	Total Funds	Proposed Funding Source(s)	Proposed Start Date
1	There is no evening or Saturday transportation available in the Winsted area.	Elderly and disabled	Provide service on Saturday and one evening of service per week with existing bus	Expanded Dial-a-Ride service in Winsted area.	$22,000		
2	There is no Sunday transportation available in Winsted.	Elderly and disabled	Provide Sunday service	New Sunday Service in Winsted	$7,000		
3	Public is not aware of the transportation services/resources available in the NWCTD region.	All	Prepare newsletters, newspaper ads, promotional video, brochures and posters	Public Awareness Campaign	$17,922		
			Newsletters		*$2,232*		
			Newspaper ads		*$3,354*		
			Video		*$9,000*		
			Brochures, Posters		$3,336		
4	There is no evening or Saturday transportation available in the 7 town Canaan area.	Elderly and disabled	Provide service on Saturday and one evening of service per week with existing bus	Expanded Dial-a-Ride service in Canaan area.	$22,000		
	There is insufficient Sunday transportation available for religious services in Torrington.	Elderly and disabled	Additional bus to accommodate existing demand	Expanded Sunday Dial-a-Ride service in Torrington.	$7,000		
	There is no Thursday late afternoon transportation available in Torrington.	Elderly and disabled	Expand Dial-a-Ride service by 2 hours on Thursday late afternoon	Expanded Thursday Dial-a-Ride service in Torrington.	$4,000		
	Consumer-oriented, community-based senior transit.	Elderly and visually impaired	Provide an alternative community based transportation for seniors, designed to provide dignified and independent mobility similar to driving a private automobile.	Independent Transportation Network (ITN)			

Attachment C-1
Northwest Region Projects

Danbury Area

Priority	Gap	Targeted Population	Strategy	Name of Project	Total Funds	Proposed Funding Source(s)	Proposed Start Date
1	Public is not aware of the transportation services/resources available in the region. Language barriers.	Elderly and disabled	Create a handbook and video	Housatonic Area Outreach	$15,000 - $20,000	New Freedom Initiative	
2	Two hour headways on Milford LOOP JARC	low income and disabled	Operate second New Milford LOOP bus to provide hourly headways	New Milford LOOP Headway	$138,970		
3	One hour headway during midday off-peak periods on Urban Fixed Route	All	Operate the Newtown Road - South Street and Mall Hospital LOOP routes to provide service to major trip generators at the bottom of the hour in the off peak period	Urban Fixed Route Headway	$203,905		
4	Driver training and qualified drivers		Coordination with WIA programs to help recruitment efforts for regional providers	Driver Training	$12,000 - $15,000 annually	New Freedom Initiative	
			Increase driver training opportunities and awareness through CACT and State RTAP programs				
5	There is a lack of volunteer transportation services.		Focus groups to develop a white paper based on successful programs, best practices in communities	Volunteer Transportation	$5,000 - $10,000		
			Provide funding to enable Red Cross WHEELS program to continue operation in the Housatonic Region		$20,000		

Attachment C-2
Northwest Region Job Access and Reverse Commute (JobLinks)

The Waterbury JobLinks subgroup has identified the following gaps in service

Priority	Gap	Strategy	Name of Project	Total Funds	Proposed Funding Source(s)
1	Service times do not meet second shift needs and businesses with late morning start times. In addition, the route does not meet the need in the north end of Cheshire, outside of the Industrial park.	Enhance the current fixed route bus line currently serving the Cheshire Industrial Park.	Cheshire Industrial Park	$38,198	Job Access - $19,099 TTW - $19,099
1	Businesses in the Watertown/Straits Turnpike area are located beyond the fixed route.	Extend the fixed route to serve businesses in the Watertown/Straits Turnpike area and Watertown Industrial area.	Watertown/Straits Turnpike	$55,845	Job Access - $27,922 TTW - $27,922
1	Bus service does not meet second shift changes and evening hours.	Provide service to transport to both the Industrial Park and Spring Street area and any additional services if needed.	Naugatuck Industrial Park	$62,260	Job Access - $31,130 TTW - $31,130
1	A Waterbury manufacturer relocated to Spring Street area in Naugatuck in March of 2001. No service hours existed during the employers 1st shift hours. Other retail stores and businesses could benefit from service hours to the Naugatuck Green.	*See strategy above.*	Naugatuck Green	*See total funds above.*	*See funding sources above.*
1	Fixed routes meet the needs during the day only. A need exists for evening and weekend services, Monday through Friday and extended hours during the Holiday season.	Provide "customized ride home" services Monday through Thursday 6:15PM & 9:45PM at the Brass Mill Mall and also retail areas within Waterbury.	Brass Mill Center	$45,312	Job Access - $22,656 TTW - $22,656
1	Several employers in Beacon Falls and Ansonia have entry level job openings on 1st and 2nd shift but there is no bus service from Waterbury to Beacon Falls and Ansonia.	Provide service for employees in Beacon Falls and Ansonia for the first shift.	Beacon Falls/Ansonia	$155,244	Job Access
1	A need for evening employment transportation for TANF clients in the retail area of the Wolcott Street section of Waterbury.	Provide reservation service to TANF clients working in the City of Waterbury and neighboring towns in the Greater Waterbury service delivery area in the evening after 6:00 p.m. when the CTTransit system is not running. Provide service to the newly developed retail area identified in the Wolcott Street section of Waterbury, including but not limited to Stop and Shop, Wal-Mart, Bob's Stores, K-Mart, Marshalls, Waterbury Hospital, St. Mary's Hospital, Cheshire House and Wolcott View Manor.	Evening Reservation	$17,088	TTW

Attachment C-2
Northwest Region Job Access and Reverse Commute (JobLinks)

Priority	Gap	Strategy	Name of Project	Total Funds	Proposed Funding Source(s)
1	Many individuals transitioning off welfare need access to employment, training, and childcare locations at non-traditional times. Oftentimes, an individual must make a series of stops (i.e., from home to daycare to work) that may not all fall on the same transit route.	Provide individualized transportation service to TANF clients needing to access childcare providers during non-traditional hours. Provide 6 daily hours of service Monday through Friday with a weekly reservation for childcare transportation-based on space availability 24-hrs advance notice. Provide an estimated 2 to 3 trips an hour for a total of 18 trips per day serving potentially 36 riders.	Childcare Reservation	$46,872	TTW
1	Southbury employers have need for employees, but the labor pool in Southbury does not meet their needs. In addition, transportation from more urban areas (e.g., Waterbury) is not conducive to shift needs.	Provide a shuttle service from Waterbury to Southbury Monday through Saturday between the hours of 7:15 AM and 4:30 PM.	Southbury/Waterbury	$20,928	Job Access - $10,464 TTW - $10,464

Attachment C-2
Northwest Region Job Access and Reverse Commute (JobLinks)

The Danbury/Torrington JobLinks subgroup has identified the following gaps in service

Priority	Gap	Strategy	Name of Project	Total Funds	Proposed Funding Source(s)
1	A need exists for evening and weekend service to facilitate access to jobs in the region targeting the mall, hospital and retail areas.	Expand the HART Deviated Fixed Route Service to provide evening and weekend service to facilitate access to jobs at major retail mall and other employers, including but not limited to, Danbury Hospital and Mediplex. Such expanded service may include, but not be limited to, an additional five hours of service on weeknights, an additional six hours of service on Saturday nights, an additional ten hours of service on Sunday and holidays, excluding Thanksgiving, Christmas and Easter.	Danbury Mall/Hospital Loop	$107,860	Job Access - $75,502 TTW - $32,358
1	*See gap above.*	Expand the JobLinks Danbury Mall/Hospital Loop by adding a second vehicle and further extending "HART" deviated fixed route service with the evening and weekend hours to facilitate access to jobs in the Berkshire Shopping Center, Stop and Shop, Commerce Park, Route 6/Mill Plain Road, and Golden Hill/Padanaram housing complexes. Provide additional hours and areas served in the evening, holiday, and weekends, so TANF clients can access the multitude of entry-level jobs that abound in this retail area.	Newtown Road/South Street Loop	$114,860	Job Access - $80,402 TTW - $34,458
1	A need exists for weeknight, evening and holiday service to facilitate access to employment opportunities in New Milford not reached by fixed routes.	Expand the HART Deviated Fixed Route Service to provide evening and weekend service to facilitate access to jobs along Federal Road and the Route 7 corridor from Danbury through Brookfield to New Milford. Such expanded service may include, but not be limited to, an additional five hours of service on weeknights, an additional six hours of service on Saturday nights, an additional ten hours of service on Sunday and holidays, excluding Thanksgiving, Christmas and Easter.	New Milford Loop	$118,360	Job Access - $82,852 TTW - $35,508

Attachment C-2
Northwest Region Job Access and Reverse Commute (JobLinks)

Priority	Gap	Strategy	Name of Project	Total Funds	Proposed Funding Source(s)
1	Several employers located along the rural Torrington to Canaan corridor, including ITW, an employer that consistently needs entry and basic skill level employees for all three shift times.	Provide point-to-point service targeted to remote employment centers through expanding Torrington paratransit capacity. Services shall be available Monday through Friday, 5:30AM to 8:00AM to meet first shift needs, 1:45PM to 4:00PM to meet second shift needs, and 10:00PM to 12:30AM to meet third shift needs, and 6:00PM to 8:00PM for second shift return. Provide transportation on Saturday and Sunday to accommodate overtime when requested.	Torrington to Canaan	$205,956	Job Access - $102,978 TTW - $102,978
1	Transportation routes to Technology Parks in the Torrington area do not focus on employee needs—rather, the existing routes focus on medical and retail needs near those parks. A need exists to expand service hours for earlier morning services and second shift needs.	Provide service for employers located on East Main Street up to Route 183. First shift bus leaving Torrington City Hall Monday through Friday at 6:00 AM traveling Route 202 - East Main Street to Route 183 to Technology Park for shift times of 7:00 AM to 3:00 PM.	Torrington Technology Park	$41,374	TTW - $41,374

Attachment C-2
Northwest Region Job Access and Reverse Commute (JobLinks)

JobLinks also identified the following service gaps that cut across the Northwest region:

Priority	Gap	Strategy	Name of Project	Total Funds	Proposed Funding Source(s)
1	Entry-level job opportunities exist at employment centers located in and between the urban centers of Waterbury and Torrington. No existing transportation services currently meet these needs.	Provide a shuttle service from Waterbury to Torrington at 5:10AM and the return to Waterbury at 2:30PM with a stop in Thomaston.	Torrington/Thomaston/Waterbury	$58,758	Job Access - $29,379 TTW - $29,379
1	The need for emergency or urgent trips due to infrequent transit service.	Provide "guaranteed ride home" which allows eligible recipients to get a free ride home if there is a family emergency, they or a family member become ill at work or are required to work overtime. Emergency ride guidelines and policies will be explained to users verbally, through the contractor and through written guidelines.	Guaranteed and Late Ride Home	$6,195	TTW
1	Riders need assistance locating appropriate transportation services and the services may need adjustments to better meet the needs of various employment sites throughout the Northwest region of Connecticut	Provide a clearinghouse of up-to-date information about transportation services for eligible recipients and employers in the service areas. Services shall include, but may not be limited to, all transportation routes, vanpools, late and guaranteed ride home services, schedule times and pick up locations.	Transportation Brokerage	$163,845	TTW
1	Many clients within the Northwest region live in rural areas such as Colebrook and Barkhamsted where there is no public transportation available and the need to transport oneself and possibly carpool with others in the area to work is crucial. Also many job opportunities are available during 2nd and 3rd shift when a lot of transportation systems are not running or not accessible for a client needing to get his or her children to childcare before work.	Provide payment of up to $500.00 to provide repairs or "road ready" incidentals such as insurance, registration or license fees on an eligible client's car. The eligible client must not have access to any existing public transportation and must be going either to training or work. This project will change to comply with any DSS car based solution projects that may be implemented in the future.	Car Based Solution	$7,000	TTW
1	Low-income individuals may not have the cash needed to pay bus fares or purchase gasoline until they begin receiving a paycheck.	Provide transportation subsidies to welfare recipients in the form of travel vouchers for up to six weeks, to temporarily help defray the costs of public transportation until they become established in their jobs. Passes will also be available for income eligible persons registered at the Career Center for up to two 10- ride passes for Job Search.	Bus Passes and Gas Cards for Low Income Individuals	$4,000	TTW
2	Low income individuals with no dependent children including persons coming out of rehab or incarceration are no longer eligible for the bus pass gas card program effective July, 2004.	A program to distribute gas cards to eligible persons transitioning back into skills training and or work. All individuals will be eligible for up to three free $20.00 gas cards under the JobLinks program.	*See project above.*	*See total funds above.*	*None identified.*

Appendix D

South Central Region

Locally Coordinated Public Transit – Human Services Transportation Plan for the State of Connecticut

Appendix D

South Central Urbanized Area - Locally Coordinated Human Services Transportation Plan

Assessment of Available Services

The South Central Region's Locally Coordinated Human Services Transportation Plan (LOCHSTP) was developed based on guidance received from the Connecticut Department of Transportation (ConnDOT), which is responsible for allocating federal SAFETEA-LU transportation funds across Connecticut. Guidance from the U.S. Department of Transportation was not issued. The South Central Regional Council of Governments (SCRCOG) and the Connecticut River Estuary Regional Planning Agency (CRERPA) both participated in the region's LOCHSTP with SCRCOG taking the lead in identifying services and administering surveys.

The first regional coordination meeting was held in September and participants included representatives from ConnDOT, SCRCOG and CRERPA and transportation providers from the region including CTTRANSIT, Milford Transit District, Greater New Haven Transit District, Estuary Transit District, Meriden Transit District, and North East Transit. The group began to develop an inventory of transportation users and providers, and identify other large human service organizations to be included.

A survey was developed and distributed primarily by email. Using an existing SCRCOG distribution list combined with contacts from CRERPA and the committee one-hundred and sixty (160) surveys were sent out in September and by November's meeting twenty five (25) completed surveys were received. Outreach efforts continued and attendance at the Regional meeting grew to include representatives from the Kennedy Center, Gaylord Hospital, the Regional Growth Connection, Rideworks, the City of Wallingford and the City of Meriden. **See Appendix A for a complete list of the groups contacted.**

Throughout the planning process regular updates were repeatedly sent out via the email network. In November a webpage was developed and regularly updated with meeting announcements and agendas. Meeting minutes and electronic versions of handouts were also made available. In this manner organizations who could not attend all meetings were included in the process. These groups included Vista Vocational Services, Goodwill Industries, Kuhn employment, Gateway Community treatment, Orange Senior center, North Haven Senior center, Madison Senior Center and UCONN-UCEDD.

Service Summary

The South Central LOCHSTP Region encompasses the member towns of the South Central Regional Council of Governments (SCRCOG) and the Connecticut River Estuary Regional Planning Agency (CRERPA), combined, these two regions a total of twenty three (23) towns and cities. There exists throughout this region a fairly robust multimodal transportation network

however many of these towns are rural areas and the availability of public transportation can vary widely.

Shore Line East provides commuter rail services for municipalities from Milford to Old Saybrook between 5:30 AM and 9:30 PM and Metro North's New Haven line provides daily passenger rail service west of New Haven, weekday service hours are between 4AM and 1AM. Service frequency is more limited on weekends, with shorter hours of service, east of New Haven.

The bus service in the South Central LOCHSTP Region is provided through several different operators. The largest service provider is Connecticut Transit which provides fixed bus services throughout the region. Hours of service are between 5AM and 11PM on weekdays and weekends and vary depending on the route. Greater New Haven Transit operates an ADA/ Dial-A-Ride as a supplement to CTTRANSIT's service routes as well as a Regional Rides program, Senior Center Services and Electric Trolleys in the center of New Haven. North East Transit operates the Fixed Route services in Meriden, and Wallingford and ADA/ Dial-A-Ride services in Meriden for the Meriden Transit District. Milford Transit Districts operates both the Fixed Route services and ADA/ Dial-A-Ride services in Milford between the hours of 6:00 AM and 6:00 PM. The Estuary Transit District provides Deviated Fixed Route services and a Dial-A-Ride service in Madison, Chester, Clinton, Deep River, Essex, Killingworth, Lyme, Old Lyme Old Saybrook and Westbrook.

Several municipalities in the region provide their own bus services to seniors and persons with disabilities for medical transportation, or recreational activities in support of local senior centers. Towns with municipal bus service include Bethany, Branford, East Haven, Guilford, Hamden, Madison, Milford, North Branford, North Haven, Old Saybrook, Orange, Wallingford, West Haven, and Woodbridge. There are a variety of non-profit human service organizations that provide transportation to their clients, such as adult day care facilities and agencies serving persons with developmental disabilities for employment. These include Vista Vocational Services, Goodwill Industries, and Kuhn employment among others.

The 5316 Job Access Reverse Commute programs in the South Central Connecticut Region have been operated by The Regional Growth Connection (RGC) since 1998. The RGC receives funding from the Connecticut Department of Social Services and Connecticut Department of Transportation to operate its services and a steering committee made up of both Transit operators and stakeholders from the region meet on a monthly basis to evaluate programs. The following is a summary of existing programs that are included as part of LOCHSTP

The RGC Shuttle provides service between New Haven and Old Saybrook and points in between from 6 am until 11 pm 7 days a week. This service fills a gap between these 2 cities that is not served by fixed route transportation. This service is operated by the Greater New Haven Transit District.

Quick Response Service provides the RGC with the ability to send workers, on very short notice, to interviews, job fairs and on a very short term basis, to work until permanent transportation is arranged. This service is operated by the Greater New Haven Transit District.

My Ride Service provides transportation to work for individuals with disabilities. This service is operated by the Greater New Haven Transit District.

Shoreline Shuttle Service operated by the Estuary Transit District provides service between Old Saybrook and Madison. The service meets the DATTCO Bus that runs from New Haven and takes workers and others to the shopping malls in Clinton and Westbrook. This service operates on weekdays only.

Route Expansions The Middletown Transit District provides "Night Owl" service that operates into the evening. It also provides M-Link service that operates on weekdays between Middletown and Meriden.

Route Expansions -CT Transit provides expanded weekend service on the B and D Route, expanded Saturday service on Saturday evenings on the B and D Route and expanded Sunday early morning and later evening service on the B and D route. Also there is an extension of existing service provided on the "O" Post Mall Route to Milford and to the Schick Corporation that covers all work shifts.

The Coastal Link Service the Milford portion of this route is operated by the Milford Transit District. This service runs daily between Milford and Norwalk.

The Auto Emergency Fund provides eligible individuals with a grant of up to $600 for the following purposes: vehicle repair, insurance fees, registration fees, license fees. This program is administered through the RGC offices on Ella Grasso Blvd in New Haven and is available throughout the South Central DSS Region.

The Job Starter Program also administered through RGC is a program that gives a new worker the opportunity to receive a 31-Day bus pass to take public transportation for the first month of their employment. This permits the new worker to get to their job, earn their first paycheck and learn to budget the $45.00 a month for subsequent bus pass purchases.

Identification of Gaps

The identification of service gaps began with the responses of the LOCHSTP survey, and discussions with the committee. LOCHSTP working group meetings were held which identified needs that went beyond the borders of the South Central LOCHSTP region. These included meetings in Meriden where representatives from the Waterbury LOCHSTP region took part and a meeting in the Estuary Region where representatives from both MidState and South Eastern Connecticut LOCHSTP regions participated took part.

Through this process of open discussion of service needs, and input from ConnDOT, a list of clearly defined service gaps was developed. These gaps identified areas in our region where expanded transportation is needed, including additional service hours, greater geographical coverage. The following is presented in no particular order.

***Mobility Management*;** Survey respondents in the South Central Region identified better service coordination as a concern. This echoed similar findings in other LOCHSTP regions in the state. Simply stated, there is no comprehensive source of transportation service information. Organizations wishing to coordinate their services may be unaware of the resources around them. Without an accessible and easy to use one-stop resource for human services and public transportation information, real service coordination is difficult if not impossible.

Gaylord Hospital Connection; ADA eligible residents in Meriden cannot get needed transportation to Gaylord Hospital in Wallingford. A transit service connection from is needed where currently no service is provided. Following the Regional Rides model the service is needed between the hours of 8:00 AM and 6:00 PM Monday through Friday. Targeted groups are the elderly and persons with disabilities. Based on GNHTD numbers ridership is estimated at 50 trips a month to start.

***Service between Meriden and Cheshire*;** There is currently no public transit service connection between Meriden and Cheshire. Service is needed to allow residents in these municipalities access to the Meriden Train Station, the Westfield Shopping Mall and MidState Medical Center. Service connections are needed between Bus routes operated by CTTRANSIT and North East Transit providing connections to Waterbury and New Britain. The targeted group is the transit dependent populations which includes both the elderly and persons with disabilities.

***Weekend service expansion in the Meriden/Wallingford area*;** There is currently no public transit service connection between Wallingford and Meriden on Saturdays. For the elderly and persons with disabilities living in theses communities have no access to transportation on the weekends for transportation to jobs and connections to MidState Hospital for Medical appointments.

Flex route service in North Branford- Residents in much of North Branford have no access to Public transportation services, either Fixed Route or ADA. For the elderly and persons with disabilities there is a Demand Responsive service operated by GNHTD called Regional Rides. This service is limited and increased ridership indicates that there is a much greater need for public transportation in the area**.** For the transit dependent population living in North Branford the lack of access to public transit limits their ability to work and live in their communities. Service is needed to connect North Branford with CTTRANSIT routes in North Haven and Branford Monday through Friday.

Weekend Service expansion between Guilford and Madison to Old Saybrook Currently there is no public bus service available on weekends or holidays in Guilford or Madison. During the week the DATTCO 'S' route operates along route 1 and makes connections with the Shoreline Shuttle in Madison. A number of residents rely on this connection to access employment opportunities along the Rte 1 corridor from Madison to Old Saybrook. The lack of service on the weekends limits their ability to work and live in their communities. Service is needed in Guilford and Madison on Saturdays to connect with existing services and on Sundays as well. The targeted groups are the transit dependent populations including those living at or below the poverty line, the elderly and persons with disabilities

Public Transit Connections between Old Saybrook and Middletown; there is no mid-day public transportation service to connect the Estuary region towns and Haddam residents with Middletown. For the elderly and persons with disabilities living in these communities the lack of service prevents their access to employment; hospital, mental health, and rehab facilities; district court; and further connections to Hartford services and government services.

Public Transit Connections between the Old Saybrook train station and the Southeast area transit buses in East Lyme.
There is no public bus connection and only limited train service between Old Saybrook and New London. For many living and working in the Old Saybrook area New London is much closer than New Haven and offers greater opportunity. For the elderly and persons with disabilities who live in these communities and rely on the public bus services the lack of a service connection to New London creates a hardship.

Identification of Strategies

Once the gaps had been clearly defined the next step was the development of service strategies to address these needs. This process began at the regional meetings and with the LOCHSTP working groups. The committee relied heavily on the transportation providers and key stakeholders that have experience working with the region's transportation network.

Mobility Management**;** Human Services Transportation and Public Transportation information should be made available through one source and include not only regional data but information on a statewide basis. The Section 5317 New Freedoms Initiative funds should be used to develop a resource of information to include service information, vehicle inventory, handle inquiries and facilitate coordination between providers.

Gaylord Hospital Connection**;** The service gap could best be served with a demand response service. North East Transit currently provides ADA service from Meriden into Wallingford and their ADA coverage area should be expanded to allow service to the hospital.

Service between Meriden and Cheshire**;** This gap in service could best be addressed with a regularly scheduled fix route service. A route with 1 hour headways has been developed and should be operated by North East Transit. Service hours should be coordinated with the 'J' route schedule to facilitate easy transfers. With services available Monday through Friday.

Weekend service expansion in the Meriden Wallingford area**;** This gap in service could best be addressed with expansion of existing programs to include Saturday service. CTTRANSIT could expand the 'C' route to include a stop at Kohl's in Meriden and North East Transit would add a Saturday route to connect downtown Meriden, the Train Station MidState Medical with CTTRANSIT

Flex route service in North Branford- This gap in service could best be addressed with a flex route service operated by GNHTD. Bus routes based on the existing ridership data should be developed in the town to connect North Branford with CTTRANSIT routes in North Haven and Branford Monday through Friday.

Weekend Service expansion between Guilford and Madison to Old Saybrook; This gap in service could best be addressed through an expansion of Estuary Transit District's Shoreline Shuttle Service on Saturday to include connection through Madison to Guilford and the addition of Shoreline Shuttle Service on Sunday.

Public Transit Connections between Old Saybrook and Middletown- This gap in service could best be addressed with an expansion of Estuary Transit District's Riverside Shuttle route to provide Flex Route service along the Rte 154 corridor from Chester to Middletown. Stops would connect the train stations in Old Saybrook and Middletown and include the Middletown Hospital and the MTD transit hub.

Public Transit Connections between the Old Saybrook Train station and the South East Area Transit District bus route in East Lyme. This gap in service could best be addressed with Flex Route service operated by the Estuary Transit District to connect the ETD transit hub at the Old Saybrook train station with the SEAT Bus routes in East Lyme.

Prioritization of Strategies

The list of identified gaps and strategies was finalized in March and the South Central LOCHSTP committee set about prioritizing the strategies and assessing proposed projects. Projects were first judged, based on input from ConnDOT, on their ability to serve the targeted populations and then grouped according appropriate sources of funding. These were the 5316 Job Access funded programs, 5317 New Freedom Initiative funded programs. Projects that did not meet this threshold yet did address a recognized service gap were included in a separate list of projects to be included in the Governor's Initiative. The LOCHSTP committee utilized prioritization criteria provided by ConnDOT to rank the projects.
See Appendix B for a detailed project list based on funding source and in order of priority.

The following table provides a brief list of projects based on funding and in the order they were ranked

5316 Job Access Funded	**Amount**
CT Transit O Post Mall*	$34,120
CT Transit B/D Route*	$138,790
CT Transit O Schick*	$12,800
CT Transit Route 80 Ext*	$27,638
CT Transit Q Ext*	$134,851
Estuary Transit District*	$80,000
Middletown Night Owl*	$142,000
Middletown M-Link*	$109,600
Milford Coastal Link*	$230,654
GNHTD RGC Shuttle*	$234,750
GNHTD My Ride/Jobs Access*	$52,008
GNHTD Quick Response*	$7,640
Wkd Service expansion between Guilford and Madison to Old Saybrook	*$62,000*

* Existing JARC programs

5317 New Freedom Initiative	NFI	Match	Amount
Gaylord Hospital Connection			$ 0000
Old Saybrook and Middletown-Operating	$31,000	$31,000	$ 62,000
Old Saybrook and Middletown-Capital	$42,400	$10,600	$ 53,000
North Branford Flex Route-Operating	$45,500	$136,500	$182,000
North Branford Flex Route- Capital	$48,000	$12,000	$ 60,000
Mobility Manager	ranked last to be funded as is available		

Regional Service Needs	Amount
Old Saybrook to East Lyme Connection- Operating	$74,000
Old Saybrook to East Lyme Connection- Capital	$53,000
Meriden Cheshire Connection	$171,360
Meriden Wallingford Weekend Expansion	$41,296

Relationship to Other Transportation Planning Processes

Both SCRCOG and CRERPA will follow their respective operating procedures to include the LOCHSTP components into their transportation process. This plan attempted to incorporate the goals and strategies described in the Connecticut Long Range Transportation Plan, along with the regional transportation plans adopted by both SCRCOG and CRERPA.

The role of The South Central Regional Council of Governments (SCRCOG) and the local LOCHSTP process is documented in the SCRCOG Unified Planning Work Program (UPWP) as described below:

Locally Coordinated Public Transit Human Services Transportation Plan (LOCHSTP) - This requirement of SAFETEA-LU is the planning element under which SCRCOG will coordinate transit services to provide for the basic mobility needs of the Region's elderly and disabled (Section 5310); access to jobs and reverse commute programs (Section 5316); and the New Freedom program (Section 5317). During FY2007, the Region has undertaken a LOCHSTP review process, with outreach to service providers and municipalities to identify service gaps and needs. During FY2008, staff will work with service providers and CDOT to implement service priorities.

The Connecticut River Estuary Regional Planning Agency adopted the region's Long Range Plan on May 9, 2007 which incorporates the region's long range accessibility goals, objectives, and strategies within the region which includes LOCHSTP planning and implementation initiatives.

Appendix A

	Organization	City
1	Town of Bethany	Bethany
2	Town of Branford	Branford
3	Branford Medical Transportation/ Canoe Brook Center	Branford
4	East Shore Adult Day Care	Branford
5	Aaron Manor	Chester
6	Brian House Group Home	Chester
7	Chester Gateway Counseling Services	Chester
8	Chester Village West	Chester
9	Chesterfields Health Care Center	Chester
10	Chester City Hall	Chester
11	Clarke House Group Home	Chester
12	Clinton City Hall	Clinton
13	Family Lodge of Clinton	Clinton
14	Sarah Tuxis Residential	Clinton
15	St Francis Care Behavioral Health Shoreline Programs	Clinton
16	Deep River City Hall	Deep River
17	Winthrop Rd Group Home	Deep River
18	Town of East Haven	East Haven
19	Child and Family Agency	Essex
20	Essex City Hall	Essex
21	Essex Meadows Lifecare	Essex
22	The Shoreline Soup Kitchens	Essex
23	Guilford Town Hall South	Guilford
24	Guilford Parks and Recreation	Guilford
25	Kuhn Employment	Guilford
26	Shoreline Association for Retarded Citizens	Guilford
27	VNA Community Healthcare	Guilford
28	Haddam Manor	Haddam
29	Greater New Haven Transit District	Hamden
30	Town of Hamden	Hamden
31	Housing Alternatives for the Retarded Today	Hamden
32	League of Women Voters	Hamden
33	Association for Retarded Citizens	Hamden
34	VNA Services	Hamden
35	CTTRANSIT	Hartford
36	Helping Hands Caring Hands	Killingworth
37	Killingworth City Hall	Killlingworth
38	Madison Town Hall	Madison
39	Strong House Adult Daycare	Madison
40	VNA Community Care Inc	Madison
41	Madison Grove School	Madison
42	Meriden Senior Citizen's Center	Meriden
43	Arc of Meriden and Wallingford	Meriden
44	Bradley Home	Meriden
45	Ernest B Kuhn Training Center	Meriden
46	Meriden City Hall	Meriden
47	Meriden Transit District	Meriden
48	Rushford Center Inc	Meriden
49	Miller Memorial	Meriden
50	American Red Cross	Milford
51	Beth-El Center	Milford

Appendix A

	Organization	City
52	Milford Senior Center	Milford
53	Milford Transit District	Milford
54	City of Milford	Milford
55	Bridges	Milford
56	Cas Otonal	New Haven
57	Chapel Haven	New Haven
58	Community Action Agency	New Haven
59	Easter Seal-Goodwill Rehab	New haven
60	Goodwin Levin ADHC/ Jewish Home for The Aged	New Haven
61	Liberty Community Services	New Haven
62	Mary b Ashford Adult Services Center	New Haven
63	Mary Wade Home	New Haven
64	New Haven City Hall	New Haven
65	Regional Workforce Development	New Haven
66	Rideworks of Greater New Haven	New Haven
67	Senior Life Center	New Haven
68	North Branford Town Hall	North Branford
69	North Branford Senior Center	North Branford
70	North Haven Senior Center	North Haven
71	North Haven Town Hall	North Haven
72	ACES	North Haven
73	Old Lyme City Hall	Old Lyme
74	Lymes' Senior Center	Old Lyme
75	Sunrise Northeast Group Home	Old Lyme
76	Old Saybrook City Hall	Old Saybrook
77	Caring Ways	Old Saybrook
78	Estuary Council of Seniors	Old Saybrook
79	Sarah Tuxis Group Home	Old Saybrook
80	Saybrook Convalescent Hospital	Old Saybrook
81	Saybrook Village	Old Saybrook
82	Orange Town Hall	Orange
83	Orange Community Services	Orange
84	CORD Inc.	Wallingford
85	Wallingford Senior Center	Wallingford
86	Gaylord Hospital	Wallingford
87	Wallingford Municipal Bldng	Wallingford
88	United Cerebral Palsey Association	Wallingford
89	North East Transit Co.	Waterbury
90	Center for Disability Rights	West Haven
91	West Haven City Hall	West Haven
92	West Haven Elderly Services	West Haven
93	West Haven Community House	West Haven
94	Westbrook City Hall	Westbrook
95	Vista Vocational	Westbrook
96	Jewish Community Center of GNH	Woodbridge
97	Woodbridge Human Services/ Senior Center	Woodbridge
98	Woodbridge Town Hall	Woodbridge

Appendix B

5316 Job Access Reverse Commute							
Gap	**Targeted Population**	**Strategy**	**Name of Project**	**Total Funds**	**Proposed Funding Source(s)**	**Proposed Start Date**	**Ranking**
	TANF/Low income	Fixed Route Service Enhancements	CT Transit O Post Mall	$34,120	DSS	Existing Service	**1**
	TANF/Low income	Fixed Route Service Enhancements	CT Transit B/D Route	$138,790	DSS/CT DOT	Existing Service	**1**
	TANF/Low income	Frxed Route Service Enhancements	CT Transit O Schick	$12,800	DSS	Existing Service	**1**
	TANF/Low income	Fixed Route Service Enhancements	CT Transit Route 80 Ext.	$27,638	DSS	Existing Service	**1**
	TANF/Low income	Fixed Route Service Enhancements	CT Transit Q Ext	$134,851	DSS	Existing Service	**1**
	TANF/Low income	Meeting all Dattco service in Madison	Estuary Transit District	$80,000	DSS	Existing Service	**1**
	TANF/Low income	Eve. fixed route service Middletown	Middletown Night Owl	$142,000	DSS	Existing Service	**1**
	TANF/Low income	Fixed route Middletown-Meriden	Middletown M-Link	$109,600	CT DOT	Existing Service	**1**
	TANF/Low income	Milford portion fixed route to Norwalk	Milford Coastal Link	$230,654	CT DOT	Existing Service	**1**
	TANF/Low income	Shuttle service NH-Ols Saybrook	GNHTD RGC Shuttle	$234,750	DSS	Existing Service	**1**
	TANF/Low income	TTW for disabled individuals	GNHTD My Ride/Jobs Access	$52,008	DSS	Existing Service	**1**
	TANF/Low income	On call trans for interviews/job fairs	GNHTD Quick Response	$7,640	DSS	Existing Service	**1**
Estuary residents unable to access employment on weekends between Guilford and Madison to Old Saybrook along the Route 1 corridor.	Transit dependent population primarily disabled on the Route 1& Environmental Justice Target in Westbrook and Clinton and New Haven region	Provide an extension of existing ETD weekend service on Saturday and Sundays into Madison/ Guilford	Shoreline Shuttle Weekend Service Extension	$47 per hour $62,000 (Annual Cost)	Referred to RGC for possible funding	When Funded	**2**

Appendix B

5317 NEW FREEDOM INITIATIVE							
Gap	**Targeted Population**	**Strategy**	**Name of Project**	**Total Funds**	**Proposed Funding Source(s)**	**Proposed Start Date**	**Ranking**
Meriden Residents are unable to access Gaylord hospital in Wallingford via bus or ADA services	both the ADA eligible elderly and persons with disabilities	North East Transit includes Gaylord Hospital in Wallingford into the service area	Meriden- Service to Gaylord Hospital	No change	N/A	N/A	**1**
Estuary /Haddam residents do not have mid day daily access to Middletown employment;hospital,mental health, and rehab facilities; district court ; and further connection to Hartford services and government services.	Transit dependent population primarily the elderly and persons with disabilities and envirnmental justice target areas in Deep River, Chester, Haddam, and Middletown.	Between Old Saybrook and Middletown Train Station (Extension of Riverside Shuttle through Haddam via Rte 154 to Bartholomew St) Midday Flex Route Service	Old Saybrook to Middletown Weekday -Midday Flex Route Service	$47 per hour $62,000 (Annual Costs) $53,000 (Capital Cost)	$31,000 NFI Operating, $42,400 NFI Capital, $41,600 Match funding from Gov's Initiative	TBD	**2**
Residents in much of North Branford have no access to public transportation either fixed route or ADA.	Transit dependent population primarily persons with disabilities and the elderly	Greater New Haven Transit operates a new flex route service in North Branford to connect with the CTTRANSIT routes in Branfor and North Haven	North Branford Flex Route	$182,000 (Annual Costs) $60,000 (Capital Cost)	50% Gov's Initiative 25% NFI, 25% match DOT Bus operations budget; Capital expenses 80% NFI, 20% match DOT funds	When Funded	**3**
Organizations in the region serving the needs of targeted population or transportation providers need access to one comprehensive source of information to facilitate coordination. Area residents in need of services need a one stop resource of human services transportation options	targeted populations of the elderly , persons with disabilities and the TANF eligible and unemployed seeking services. Also the organizations serving these populations	Expand and maintain DOT's own ctrides website to include human services transportation resources. Provide funding to RIDEWORKS to maintain a resource database, handle service inquiries from individuals and organization, and facilitate efforts of greater coordination between providers of transportation.	Mobility Management	TBD	NFI Funded as available	TBD	**4**
Identified Regional Service needs							
New Haven TMA and estuary residents unable to access employment/medical and rehab facilties/ correction facility, state parks in New London County	Transit dependent population, primarily the elderly and persons with disabilities and Environmental Justice Target in the New Haven and Estuary Region.	Between East Lyme and the Old Saybrook Train Station. Rte 1 through Old Lyme to Four Mile River Road to Rte 156 (East Lyme) to Inte or Rte 156 from Old Lyme to Niantic Hope Street Connection with SEAT	Old Saybrook to East Lyme Flex-Route Weekday Service	$47per hour $74,000 (Annual Cost) $53,000 (Capital Cost)	Gov's Initiative	TBD	**1**
Meriden Residents are unable to access employment opportunities in Cheshire or Waterbury. Cheshire residents are unable to access Meriden Train Station, District Courts, MidState Medical and employment opprortunities in Meriden	Transit dependent population primarily the elderly and persons with disabilities	North East Transit operates one 20 passenger bus as a fixed route service Monday through Friday from 6AM-6PM ***description of route to be added***	Meriden- Cheshire Connector	$65 per hour $190,000 Annual Cost	Gov's Initiative	TBD	**2**
Meriden residents are unable to access CTTRANSIT "C" route connections for employment opportunities on Saturday or access MidState medical, Meriden Train Station or employment opportunities in Middletown via Mlink services.	Transit dependent population primarily the elderly and persons with disabilities and Environmental Justice Target areas of downtown Meriden	CTTRANSIT (New Haven) Extends the 'C' Route to the Kohl's in Meriden/ North East connects at Kohl's and provides Saturday Service	Meriden Wallingford Saturday Service	CTTRANSIT $18,000 NET $34,000 Total Cost $52,000	Gov's Initiative	When Funded	**3**

Appendix E

Southwest Region

Locally Coordinated Public Transit – Human Services Transportation Plan for the State of Connecticut

Appendix E - Bridgeport/Stamford Urbanized Area Locally Coordinated Human Services Transportation Plan

Assessment of Available Services *(Section 2 of the Outline)*

The process for developing the Bridgeport/Stamford Urbanized Area (BSUZA) Locally Coordinated Human Services Transportation Plan (LOCHSTP) was based on guidance established by the Connecticut Department of Transportation (ConnDOT), which is responsible for allocating federal SAFETEA-LU transportation funds across Connecticut. Since the BSUZA encompasses an area represented by three individual regional planning organizations (RPO) comprised of the Greater Bridgeport Regional Planning Agency (GBRPA), South Western Regional Planning Agency (SWRPA), and Valley Council of Governments (VCOG), each agency took the lead in identifying services and administering surveys in its own region, and shared the responsibility of integrating their results into an urbanized area assessment. The Workplace, Inc., Southwestern Connecticut's Regional Workforce Development Board, has issued a report of the People to Jobs Regional Transportation Task Force. The report assessed gaps, developed strategies, and listed projects in development and already implemented which related to job access. The complete report can be found as Attachment A, and is to be considered the Job Access and Reverse Commute Program's component of the BSUZA LOCHSTP for the purpose of identifying gaps, strategies and projects related to the Section 5316 element of LOCHSTP.

Regional coordination meetings held in August and September of 2006 included development of the LOCHSTP transportation surveys to be administered by each agency to stakeholders in their respective regions, along with discussions regarding approaches to creation of an inventory of transportation users and providers, and identification of other large human service organizations who would potentially become stakeholders in the LOCHSTP development. In addition to ConnDOT's participation on behalf of the State of Connecticut, these discussions included representatives from the following organizations: the three regional planning agencies in the BSUZA (GBRPA, SWRPA, VCOG), South Central Region Council of Governments due to their proximity and partial inclusion in the BSUZA, CTTransit, Norwalk Transit District, Greater Bridgeport Transit Authority, Milford Transit District, Valley Transit District, The Workplace, Inc., AARP, Southwestern Connecticut Area Agency on Aging, the University of Connecticut Center on Disabilities, and the Kennedy Center. Additionally, the working group included social service representatives from various towns within the BSUZA, including Bridgeport, Fairfield, Monroe, Stratford and Trumbull.

During the survey process, participation of LOCHSTP target groups was paramount to determining the existing services and transportation needs of the BSUZA. Transit providers, municipalities, non-profit organizations serving seniors, persons with disabilities, and lower income employers and employees were all contacted for survey distribution, and were generally proactive in providing responses. Figure 1 summarizes the LOCHSTP survey distribution and responses received:

Figure 1 – LOCHSTP Survey Responses

	GBRPA	SWRPA	VCOG	TOTAL
Surveys Distributed	22	72	19	113
Surveys Returned	13	50*	11	74
Response Rate	59%	69%	64%	65%

* Includes 7 surveys sent out that were consolidated with other responses, meaning that one representative responded for multiple organizations included in the inventory

Each RPO also performed independent outreach to generate additional participation and utilized additional studies as resources:

Greater Bridgeport Planning Region: Development of the LOCHSTP served as an extension of GBRPA's initial establishment of a Human Services Transportation Consortium and implementation of an action plan for the targeted populations. Since the inception of the LOCHSTP process, GBRPA had engaged in continuing communication with the major transportation providers in the region. GBRPA conducted an inventory survey on transportation providers' current conditions of vehicle fleets, service hours, service areas, and the number of passenger trips. Additionally, GBRPA met with the representatives of municipal and nonprofit organization providers as well as interested groups to discuss how to improve services for the target population through several "within Greater Bridgeport Region" meetings. Additionally, GBRPA administered a separate survey to assist in determining the Greater Bridgeport Region 's transportation needs. This questionnaire was distributed to 1,200 users or passengers of paratransit within the GBRPA region, and sought to assess opinions of the transportation services available provided by the 382 respondents. GBRPA has also been involved in planning efforts related to Job Access Reverse Commute since 1998. Additional information related to the Greater Bridgeport Region's LOCHSTP findings can be found in Appendix A to this report, which includes a map that displays the Greater Bridgeport Planning Region's transportation services, key trip destinations and locations of transit providers.

South Western Region: SWRPA contacted all local organizations that have applied for grants related to transportation for seniors and persons with disabilities, along with additional organizations which have participated in focus groups related to transportation issues for these population segments and those identified by the South Western Connecticut Agency on Aging and the Norwalk Senior Center. SWRPA held a LOCHSTP focus group comprised of Section 5310 applicants to discuss transportation gaps and needs. To address the agencies working with the lower-income segment of the population, SWRPA provided correspondence with all local stakeholders denoted in the 2002 Southwest Connecticut Area-Wide Job Access and Reverse Commute Plan. SWRPA also contacted all other agencies/organizations that are known to be involved in various human service roles. SWRPA also recently completed a study for the City of Stamford focusing on strategies to utilize funding made available through the Municipal Dial-A-Ride Grant. In completing the study, SWRPA had discussions with numerous stakeholders that are compatible with the goals of the LOCHSTP. The results of the Stamford Senior Transportation assessment were reflected on in the development of the identification of gaps and service needs, and used to assist in the development of LOCHSTP strategies. Additional information related to the South Western Region's LOCHSTP findings can be found in Appendix B to this report.

Valley Region: In addition to the administration of the LOCHSTP surveys and participation with People to Jobs, VCOG performed a secondary study funded with a grant from Community Transportation Association of America (CTAA), entitled Linking Low Income Workers with Transportation in the Lower Naugatuck Valley. During 2005 and 2006, VCOG, along with several primary partners as a consortium, conducted a comprehensive assessment of the current transit services provided in the Valley region. An executive summary of the CTAA report can be found in Appendix C to this report.

The coordinated planning process for each region was designed to be transparent and inclusive. Surveys were designed to solicit participation in human services transportation planning on the local level to those who expressed interest. LOCHSTP working group meetings provided an additional opportunity for participation. For those wishing to be kept informed but not interested in actively participating in the process, a BSUZA LOCHSTP website hosted by SWRPA is providing a centralized point of information. The website was created to contain links to each RPO and primary transit operator in the region, along with key LOCHSTP documents of interest to the community at large. These documents include

frequently asked questions, the prioritization criteria used to determine the selected projects to be funded, and the working group meeting summaries. Each RPO also anticipates hosting a webpage for their specific region's LOCHSTP.

Within the BSUZA, there is an extensive multimodal transportation system. However, the quality of service varies greatly based on proximity to population centers. Metro North's New Haven line provides daily passenger rail service throughout the coastal corridor of the BSUZA and to New Canaan, with more limited service offered to stations located in Wilton in the South Western Region and Ansonia, Derby, Shelton and Seymour in the Lower Naugatuck Valley. Additional rail service on weekdays between New Haven and Stamford is provided by Shore Line East. Metro North's weekday service hours are between 4AM and 1AM on the New Haven Line, 5:30 AM to Midnight on the New Canaan and Danbury Branches, and 7AM to 11PM on the Waterbury Branch. Service frequency is of more limited basis on weekends, with shorter hours of service on the Danbury and Waterbury Branches.

The bus system in the BSUZA is a mosaic of services. CTTransit is the service provider for Stamford, and operates seven days a week. Hours of service are between 5AM and 11PM on weekdays, 6AM to 11 PM on Saturdays, and 8AM to 8PM on Sundays. CTTransit's service area includes portions of Greenwich and Darien, and includes a connection to Norwalk via Route 1. CTTransit's New Haven division also operates a fixed route between New Haven, Shelton and Derby. In Norwalk, fixed route service is provided by the Norwalk Transit District, which provides service between 6AM and 8PM on weekdays/Saturdays (6AM to 10:30PM in key corridors) and between 7AM and 7PM on Sundays. Westport service is also provided by Norwalk Transit District on weekdays between 6AM and 8PM. Greater Bridgeport Transit Authority (GBTA) operates services covering portions of Bridgeport, Fairfield, Stratford and Trumbull, and provides regional service extending to Shelton and Derby. GBTA service hours are between the hours of 5AM and 11PM Mon.-Sat., and between 7AM and 8PM on Sundays. Commuter connections linking railroad stations and employment sites are provided in Greenwich, Norwalk and Westport by the Norwalk Transit District, in Stamford by CTTransit and in Stratford by GBTA.

Bus service is also available on an inter-regional basis. Service between Stamford and White Plains, NY is provided by CTTransit 's I-Bus. Coastal Link service between Norwalk and Milford is provided by the Norwalk Transit District, the Greater Bridgeport Transit Authority, and the Milford Transit District, between 6AM and 10PM M-Sat., and 9AM – 7PM on Sundays. Norwalk Transit District, in conjunction with HART (Housatonic Area Regional Transit), provides service between Norwalk and Danbury via the Route 7 Link during peak hours on weekdays.

ADA paratransit service within the CTTransit service area in Stamford, Norwalk and Westport is provided by the Norwalk Transit District, which operates door-to-door services. Norwalk Transit District also operates supplemental group trips for seniors in Stamford through their Stamford Senior Transportation service. In Greenwich, additional on-demand transportation services for seniors and persons with disabilities are provided by Transportation Association of Greenwich. Bridgeport, Darien, Easton, Fairfield, Monroe, New Canaan, Stratford, Trumbull, Wilton, Weston and Wilton each operate a municipal dial a ride service that provides transportation options to those with restricted mobility on weekdays. GBTA provides ADA service to its service area. Valley Transit District also offers transit options to seniors and persons with disabilities in the Lower Naugatuck Valley, including group trips and door-to-door services.

Additional transportation resources in the BSUZA include taxi and livery companies, and organizations such as the American Red Cross. There are a variety of non-profit human service organizations that

provide transportation to their clients, such as adult day care facilities and agencies serving persons with various developmental disabilities.

Identification of Gaps *(Section 3 of the Outline)*

Through the information received through the responses of the LOCHSTP survey, along with additional information gleaned from supplemental surveys and focus groups held by the UConn Center on Disabilities , a clearer picture of perceived transportation gaps in the BSUZA was painted. Additionally, LOCHSTP working group meetings featured open discussions of the gaps identified by each sub-region, which assisted in identifying gaps that transcend the borders of the areas represented by each sub-region RPO.

Maps displaying Connecticut's urbanized areas and the population BSUZA per block group can be found in attachment A of this report. According to AARP, there are 480,000 persons in Connecticut age 65 and older, including about 20% that do not drive and therefore stay home on any given day. To assist in determining the geographical distribution of persons that may lack mobility, a GIS demographic analysis was performed to further assess the gaps in service that may exist in the BSUZA. In addition, Appendix A includes a map entitled "Fixed-Route and Dial-A-Ride Services Greater Bridgeport Planning Region" that displays all fixed-route service providers in the region from Milford to Greenwich with a focus on the Greater Bridgeport Planning Region 's paratransit services.

Gaps in the BSUZA can be divided into four distinct general categories. Please note that gaps, associated strategies and specific projects identified through the People to Jobs Regional Transportation Task Force are included in Attachment B to this report.

Service Gaps

The LOCHSTP process has allowed the BSUZA's planning regions to identify perceived service gaps, where expanded transportation is needed, including additional service hours, greater geographical coverage, and additional trips to support persons who are not eligible for certain services, among other gaps:

Weekday off-peak timeframes – Throughout the BSUZA, both fixed route and specialized transportation services for LOCHSTP target groups is strongest during the rush hour and midday hours. During the early morning and later evening periods, many of the bus routes are not operating, while those that continue to operate do so more sporadically. Aside from the mandated ADA services whose hours coincide with the fixed route service, municipally operated demand responsive services have little or no service to offer to potential customers. Overnights, the only services available are via cab/livery that are not wheelchair accessible. All buses in the BSUZA end their runs prior to midnight, limiting mobility for those who may be working late night shifts. During holiday seasons, when retail stores are open later in the evenings, additional service is needed to support employees relying on public transportation.

Weekends – Although each fixed route bus provider operates service on weekends, the level of service provided varies greatly by route. Some routes do not operate on weekends, while others operate only on Saturdays. As a result, there were numerous requests for service on Sundays, for social and community access needs. Furthermore, weekend hours of operations on certain routes are confined to the period between mid-morning and late afternoon. Demand responsive transportation services, with few exceptions, do not provide transportation on weekends.

Holidays – Service levels on fixed route buses are typically reduced on many holidays, when buses operate on weekend schedules. As a result, routes where there is no service during all or part of a weekend do not provide service on holidays. Furthermore, CTTransit and Norwalk Transit District do not operate on major holidays, including New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. Similarly, ADA companion service and dial-a-rides do not operate on certain holidays. This limits mobility for persons attending religious services, family gatherings, and employees of workplaces that maintain hours during holidays.

Service to/from Smaller Towns – The BSUZA's fixed route operators provide the most extensive service in areas where population densities support regularly scheduled service. As a result, service is most extensive in Bridgeport, Stamford and Norwalk, and along the Route 1 corridor. In other areas where population densities are not transit supporting, there is little or no regularly scheduled public transportation available, forcing transit dependent persons to rely on the services offered by municipalities, human service organizations and volunteer operations which are often unable to accommodate large numbers of passengers.

Inter/Intra-Regional Transportation – The BSUZA encompasses 18 municipalities, with each major city being served by a separate transportation agency. The transportation services offered by smaller towns are primarily focused on the movement of citizens within the municipalities they reside. Consequently, aside from Metro North rail and Coastal bus services, there are few opportunities for persons relying on transit to cross town or regional borders. Within the BSUZA, seniors and persons with disabilities can require specialized medical attention in locations such as the Veteran's Administration hospital in West Haven, the Burke Rehabilitation Center in White Plains, and other regional trips are difficult to arrange. In another example, some services that residents of Fairfield seek to utilize are located in Westport, which is served by a different RPO and transit system. Although close in proximity, travel between these two locations is difficult at best.

Service for persons who are not eligible for ADA services or for trips that are not ADA eligible – Seniors and persons with who choose not to or are unable to operate a motor vehicle lack mobility options. There are also persons that may qualify for ADA paratransit service, but who may need to make a trip that does is not served by paratransit. These population segments are forced to rely on friends, family and volunteers for transportation. In some communities where transportation is offered seniors and persons with disabilities, trip purposes may be confined to certain categories such as medical, shopping and nutrition. The allowance of trips for recreational and social purposes would enhance the quality of life for these population groups.

Other Service Gaps – Other specific gaps that were highlighted throughout the outreach process were identified. Transportation for residents of assisted living facilities is limited due to existing regulations that preclude certain providers from offering services. GBTA service along its 7 Route is only provided during weekday peak hours, restricting employees from traveling between 9am and 2:30pm. Improved transportation between Norwalk and Stamford to support employee transportation, such as express bus service, is needed.

Service Enhancement Gaps

Where transportation service availability is sufficient, opportunities to improve service through physical enhancements and operational improvements were identified through the outreach process:

Door-to-Door/Door-through-Door Service – Seniors and persons with disabilities who depend on paratransit are best served by those able to assist them to the entrance of their destination, and through the

door. However, there are certain services currently offered that only have the funding to provide curb-to-curb service, leaving passengers on their own to safely arrive at their destination.

On-Demand Service - Persons who depend on demand responsive transportation usually are required to provide notification of their service requests at least one day in advance. With certain trip purposes that are not able to be anticipated in advance, or for those who do not have the mental capacity to make a reservation and be present when the trip arrives, on-demand service can provide additional travel flexibility.

Improvements to physical infrastructure of the fixed-route bus system – In areas where fixed route bus service is available, it can be challenging for seniors and persons with disabilities to comfortably utilize the system. Bus shelters are not offered at all bus stops, nor are seating areas for waiting passengers. In some instances, there is little or no signage indicating that a bus stop exists. Furthermore, with the growing population segment in the BSUZA that speaks a language other than English, there are a limited number of bilingual signs. Where bus stop shelters are offered, inclement weather such as snow can restrict access.

Wheelchair Accessible Taxis – The BSUZA is not served by cabs or livery vehicles that are wheelchair accessible, further limiting the mobility of persons with disabilities during timeframes where public transit and paratransit services are not operating.

Coordination Gaps

The coordination aspect of the LOCHSTP has highlighted a variety of shortfalls in this area, which restrict the transportation network from obtaining its greatest potential efficiency:

Inter-regional coordination – Although successes such as the Coastal Link are evident, improved inter-regional coordination is needed to further unify the BSUZA's transportation network to address service across municipal and state borders. The region should take advantage of this opportunity to better coordinate schedules of cooperating entities and to develop services that cater to multiple municipalities needs to be taken advantage of. Such coordination is also needed to better identify the various private transportation providers that serve the region but are unknown to the RPOs or the general public. Additionally, service for municipal paratransit is only available to local residents, resulting in limited transportation for non-residents and visitors to the region.

Marketing Coordination – The multitude of organizations that comprise the BSUZA transportation network generally perform their marketing measures on an agency by agency basis, missing an opportunity to reach a broader audience in a cost effective manner.

Resource Coordination – Although transportation is provided by many organizations within the BSUZA, the day-to-day operations of buses and vans require similar resources regardless of the specific transportation offered. For examples, driver training is needed to learn how to operate the vehicle and the wheelchair lifts safely, but few organizations are qualified to perform such services. Other organizations wish to provide certain transportation services, but do not have the vehicles necessary to offer all the transportation requested. Some organizations struggle to maintain their vehicles due to a lack of mechanics or facilities in close proximity that offer such services. In each of these situations, a lack of coordination is a roadblock to offering additional services.

Passenger Training – Although the physical characteristics of each individual transportation provider's rolling stock is unique, a coordinated passenger training program that can educate passengers on any component of the region 's transportation network has not been attempted.

Resource Gaps

Although coordination gaps present difficulties for the BSUZA in attempting to improve its transportation network, there are underlying resources that are lacking in the region:

Marketing/Information Dissemination – The fragmented transportation network that exists in the BSUZA is challenging for the average person to negotiate. There is not a centralized clearinghouse for information that a person seeking transportation can contact. Existing services are not effectively marketed to population groups that have been reluctant in the past to use the services available, as disability advocacy groups have noted that persons with disabilities have not recently had the most updated information about the accessibility of the fixed route buses. The lack of marketing may also contribute to the identification of service gaps that are not truly gaps; they may indeed be services that the public simply does not realize is operating.

Vehicles – As the BSUZA population of seniors and persons with disabilities continues to rise, human service organizations reported that they are in need of additional vehicles to serve all of their current and prospective clients. Concurrently, the aging of vehicles necessitates replacement of vehicles that are increasingly unaffordable to organizations that are struggling to maintain existing services. It is becoming increasingly difficult for agencies providing transportation from their clients' homes homes to their facilities to keep up with demand without regular replacement of vehicles or the purchase of additional vehicles.

Qualified Drivers – There is a shortage of qualified drivers eligible to operate buses, vans and wheelchair lifts in the BSUZA, as those that are eligible to drive vehicles are already working for multiple providers in some instances.

Insurance – Various organizations denoted that the insurance costs they face are infringing on their ability to provide the necessary transportation to clients. Insurance concerns also have an impact on volunteer operations, as those offering to assist need to protect themselves with supplemental insurance that is costly.

Volunteers – The transportation operations that rely on a volunteer network have stated that they need additional volunteers to meet the demands of the travelers utilizing human service transportation options.

Escorts – Seniors and persons with disabilities are sometimes intimidated by public transportation and paratransit. Although escort services are available to aid passengers in need of assistance, there is a need for additional escorts to lend a hand in utilizing the transportation options.

Strategies *(Section 4 of the Outline)*

The development of key strategies was derived from the gaps identified through the information gleaned from the human service surveys, the LOCHSTP working group, transportation providers in the BSUZA and discussions with key stakeholders that have experience working with the region's transportation network. GBRPA also analyzed supply and demands based on responses to surveys administered to transportation providers and the users of the services.

Expand service during early morning, late evening and weekends – A general goal of the BSUZA is to expand transportation services to the timeframes where fixed route service and paratransit is not readily available, notably the early morning, late evening, weekend, and holiday timeframes. Organizations that are interested in and equipped to provide new or expanded service are being identified. An emphasis should be placed on areas where there are no fixed route services and ADA transportation is not mandated. Additionally, shuttle services to assist retail employees during holiday seasons should be implemented, as should express bus service between Norwalk and Stamford.

Encourage vehicle sharing coordination – To address the lack of available vehicles that were described in the transportation surveys, there are various opportunities for arrangements where vehicle operators contract with other organizations to allow usage of their vehicles during idle timeframes. Such a strategy can address some of the service gaps that exist during timeframes where transportation service is relatively minimal.

Expand the types of eligible trip purposes – Although those who are eligible for ADA paratransit service can utilize it for any reason, other services offer transportation for a more limited array of purposes. Shopping, attending religious services, visiting friends and relatives, and medical trips are just a few of the types of trips where additional transportation needs have been identified.

Promote ride sharing between organizations providing transportation coverage to common areas - In certain instances, organizations can more efficiently operate their fleets if they were able to coordinate with other agencies that provide coverage in the same areas. Through ride sharing, the potential exists to increase ridership in vehicles that meet the needs of multiple user populations while reducing the financial burden to the coordinating organizations.

Create additional transportation services– To address the difficulty in traveling between towns, regions and states, the creation of a regional door-through-door service should be pursued that transcends borders and encourages coordination between multiple municipalities representing different RPO geographic regions and transcends borders. In municipalities where there is little or no service for persons not eligible for ADA transportation residents, new services should be created.

Develop a consolidated marketing approach to promote transportation services, and offer centralized information – With the multitude of transportation providers that are largely unknown to targeted client groups, organizations in the BSUZA should work together to develop and publish a guide to human service transportation, which would be made available to all identifiable human service organizations and posted on the BSUZA LOCHSTP website. A centralized clearinghouse to provide updated information on service should also be established. Marketing to increase awareness and improve the perception of public transportation, along with referral networks and outreach to human service organizations should also be initiated.

Offer expanded travel training - Many travel training programs are available, ranging from transportation assistants helping users in a one-on-one role, to Public Transit 101 courses that are offered by transportation providers. Additional travel escorts could also help promote mobility to those intimidated by or otherwise hesitant to use public transportation and paratransit.

Develop taxi voucher programs – Taxi companies are a resource that can offer transportation for trips that can not be anticipated or are unable to be handled by other providers. Through voucher programs that can subsidize the higher fees that taxis charge, service can be offered to those in need of transportation virtually anytime.

Centralize training and dispatching for vehicle operators - To address the reported shortage of qualified drivers that have been reported, a centralized approach to training vehicle operators can be utilized. A lead agency should be designated to provide such training. Since organizations have differing staffing needs for providing transportation at various times of day, split shifts should be encouraged to fill the needs of operators that are struggling to find qualified drivers. Organizations should also consult with school transportation providers to develop potential partnerships with qualified drivers.

Promote Maintenance Coordination – There may be opportunities for transportation providers to coordinate on the maintenance of vehicles.

Centralize volunteer coordination dispatch – Various organizations that provide service via volunteer-driven vehicles have reported struggles in attracting volunteers. An organization should be identified to keep a database of volunteer information, and could organize efforts to distribute volunteers between geographic areas and timeframes to provide greater coverage.

Hold regular meetings of focus groups – The development of the LOCHSTP has highlighted the need to better communicate with the public to discern the areas where enhancements to current service are needed. Semi-annual meetings of focus groups solely concerned about transportation matters for persons of lower incomes, seniors and persons with disabilities are suggested.

Develop a Comprehensive Transit Plan – With multiple transit providers catering to specific segments of the UZA geographical area and dedicated client groups, a comprehensive transit plan would assist in developing a vision for the region's transit network and allow for opportunities to better address service gaps and enhance service.

Secure funding for insurance needs, volunteer operations, and additional vehicles – Numerous human service transportation providers in the BSUZA described their struggles in providing the optimal levels of transportation due to a lack of funding for resources such as additional vehicles, insurance for vehicles, and support of volunteer operations. Funding for these purposes would provide incremental improvements to transportation availability in the BSUZA.

Physically enhance bus stop facilities – To address the deficiencies that exist at bus stops, efforts should be undertaken to enhance bus stops. Building new bus shelters and improving those that have previously been installed to include seating, improved signage, bilingual information, and real-time traveler information should be a priority. Additionally, efforts to address the difficulties of accessing buses during inclement weather or after snowstorms should be undertaken, with an emphasis on snow removal to allow persons who are wheelchair bound to maintain their ability to safely board buses.

Offer additional door-through-door and door-to-door service – Additional door-to-door service, and preferably door-through-door service, would be an improvement over curb-to-curb service that some providers offer.

Improve inter-regional coordination – Continuing discussions involving RPOs, transit providers, human service organizations, and advocacy groups are needed to allow improved inter-regional coordination to occur and promote mobility for all residents who choose to or are forced to rely on alternatives to automobile transportation.

Review and modify regulations restricting mobility for residents of assisted living facilities – Advocates for persons living in assisted living facilities have expressed the need for improved transportation options for residents currently restricted to the trips offered by their facilities. A review of regulations and the consideration of modifications should be considered.

Please see Figure 2 for a summary of all gaps and strategies identified in the BSUZA.

Prioritization of Strategies *(Section 5 of the outline)*

Following the compilation of transportation gaps and strategies, the BSUZA LOCHSTP working group turned its focus to prioritizing strategies and assessing proposed projects. The BSUZA relied on the guidance provided by ConnDOT, and utilized its prioritization criteria to develop projects that were best suited to meet the requirements imposed by the LOCHSTP. At a series of meetings in March of 2007, the working group had discussions regarding projects that providers have expressed an interest in offering or enhancing. The working group utilized the ConnDOT Prioritization Criteria to establish rankings. The projects can be found in Figure 3:

Figure 2 – Gaps and Strategies

Gaps	Strategies
Service Needs	
Service to smaller towns lacking fixed-route service	Develop taxi voucher programs; Develop additional transportation services for ambulatory seniors and persons with disabilities of a scope similar to ADA service.
Weekday Early Mornings	Expand service during weekday early morning hours
Weekday Evening	Expand service during weekday evening hours
Saturdays	Expand service on Saturdays
Sundays	Expand Service on Sundays
Holidays	Expand Service on Holidays
Recreational trip purposes on non-ADA mandated services	Expand eligible trip purposes on non-ADA mandated services, develop additional transportation services catering to recreational trips for ambulatory seniors; provide funding to multi-service senior centers to provide needed services.
Inter-Regional services	Create a human service inter-regional transportation service
Interstate service	Create a human service interstate transportation service
Intra-Regional services	Expand Town-to-Town transportation service
Service for Residents of assisted living facilities	Review and modify regulations restricting mobility for residents of assisted living facilities.
Holiday Retail Center Late Hour Service	Shuttle Service to and from Retail Centers during the holiday seasons when employers hire part time staff to accommodate later hours of operation, i.e. past 9:00 pm.
Saturday Night Service - CTTransit (JARC)	Expand service to several major retail centers, primarily in Stamford and Norwalk
Sunday and Holiday Service - CTTransit (JARC)	Expand service for transporting workers from many area retail establishments after closing.
Thanksgiving, Christmas, and Easter Service - CTTransit (JARC)	Operate service to retail centers and health care institutions.
Express Service between Stamford Transportation Center & Norwalk Wheels Hub - CTTransit (JARC)	Establish express service linking Stamford Transportation Center & Norwalk Wheels Hub to eliminate transfers at beginning and end of trip.
Route 7 Mid-day Service Span Improvement - GBTA (JARC)	Provide service from 9:00 a.m.-2:30 p.m. on Route 7 to close 5-hour mid-day gap.

Gaps	Strategies
Service Enhancement Needs	
On-Demand trip availability	Develop taxi voucher programs; Improve vehicle tracking and coordination to allow operators to accommodate riders unable to make advance reservations.
Door-through-door service	Provide door-through-door service
Door-to-door service	Provide door-to-door service
Bus shelters	Provide bus shelters at key bus stops
Prominent bus stop signage	Provide improved, more prominent bus stop signs
Bilingual signage	Provide bilingual signage
Maintenance of physical infrastructure during inclement weather	Provide funding for maintenance and snow removal
Coordination Needs	
Inter-regional coordination	Promote ride sharing between organizations providing transportation coverage to common areas; Hold regular meetings of LOCHSTP working group and other related focus groups
Marketing of transportation services	Develop a consolidated marketing approach to promote transportation services
Driver training	Centralize training and dispatching for vehicle operators
Maintenance	Promote Maintenance Coordination.
Vehicle sharing	Encourage vehicle sharing coordination; Promote ride sharing; Develop an integrated transportation network
Passenger training and assistance	Offer expanded travel training
GBTA RTE 15 and CTTransit Rte F	Coordinate Schedules of the fixed line services to Derby Train Station
Resources Needed to Support Services	
Additional vehicles	Purchase Additional Vehicles
Additional qualified professional drivers	Centralize training and dispatching for vehicle operators; Coordinate to allow providers to share drivers with other agencies and school transport companies.
Insurance for volunteer operations	Provide funding to support volunteer operations
Insurance for vehicle coordination	Provide funding to purchase sufficient insurance required for coordinated vehicle use
Additional volunteers	Centralize volunteer coordination
Centralized information dissemination	Appoint and develop a centralized information clearinghouse
Additional Escort Services	Provide funding to support escort services.
Marketing of transportation services/Improved transportation awareness	Initiate a transportation options awareness campaign; target medical providers to reach potential users that are unaware of services; improve centralized information

Please refer to Attachment A for additional gaps and strategies related to Job Access.

Figure 3 – Proposed Projects

Gap	Targeted Population	Strategy	Project Name	Total Funds	Proposed Funding Sources	Proposed Start Date
High Priority						
Inter-Regional service to the VA Hospital	Seniors, Persons with Disabilities, Low-Income	Provide trips to the VA Hospital from Norwalk, Westport and Fairfield	Veteran's Administration Hospital Transportation	$14,400	NFI	6/1/2007
Marketing of transportation services/Improved transportation awareness/Centralized Information	Persons with Disabilities, Low-Income	To educate and encourage persons with disabilities to use appropriate means of mass or para-transit options through: distribution of materials, changing perceptions, providing travel training, and coordinating with partners	You Can Get There From Here	$20,000	NFI	Materials to be available within 1 year after funds are awarded
Limited local demand response service in Stratford. Limited geographic coverage, poor north/south connections and inefficient transfers at Bridgeport terminal. Local outreach indicates desire for better north/south connections, smaller buses and better access to shopping centers.	Open to public with a service design making it more accessible to persons with disabilities and seniors.	Introduction of point deviation service in three zones in Stratford	Stratford Flexible Rt.	Est. $100,000 (Requesting $50,000)	NFI	9/1/2007
Medium Priority						
No Weekend Service - Lower Naugatuck Valley	Elderly	Extend Weekend Hours	VTD Expanded Service	$90,000	Municipal Grant	7/1/2007
Bridgeport: The dial-a-ride (group trips) has no weekday evening and Saturday service	Elderly & Disabled Veterans	Add 5 additional servc.hrs per week to cover the gap	Bridgeport Extended Service	$10,400	NFI, State Municipal Grants	39326
Trumbull: There is insufficient non-ADA service after 5PM or on weekends; There is no non-ADA services to Fairfield	Elderly & Disabled	33.5 add. Serv. Hr to fill the gap; service hr till 6 PM wkday & 9 to 6 on Sat. and 8 to noon on Sunday. The expanded service hours include transport to Fairfield	Trumbull Extended Service	$40,000	NFI, State Municipal Grants	9/1/2007

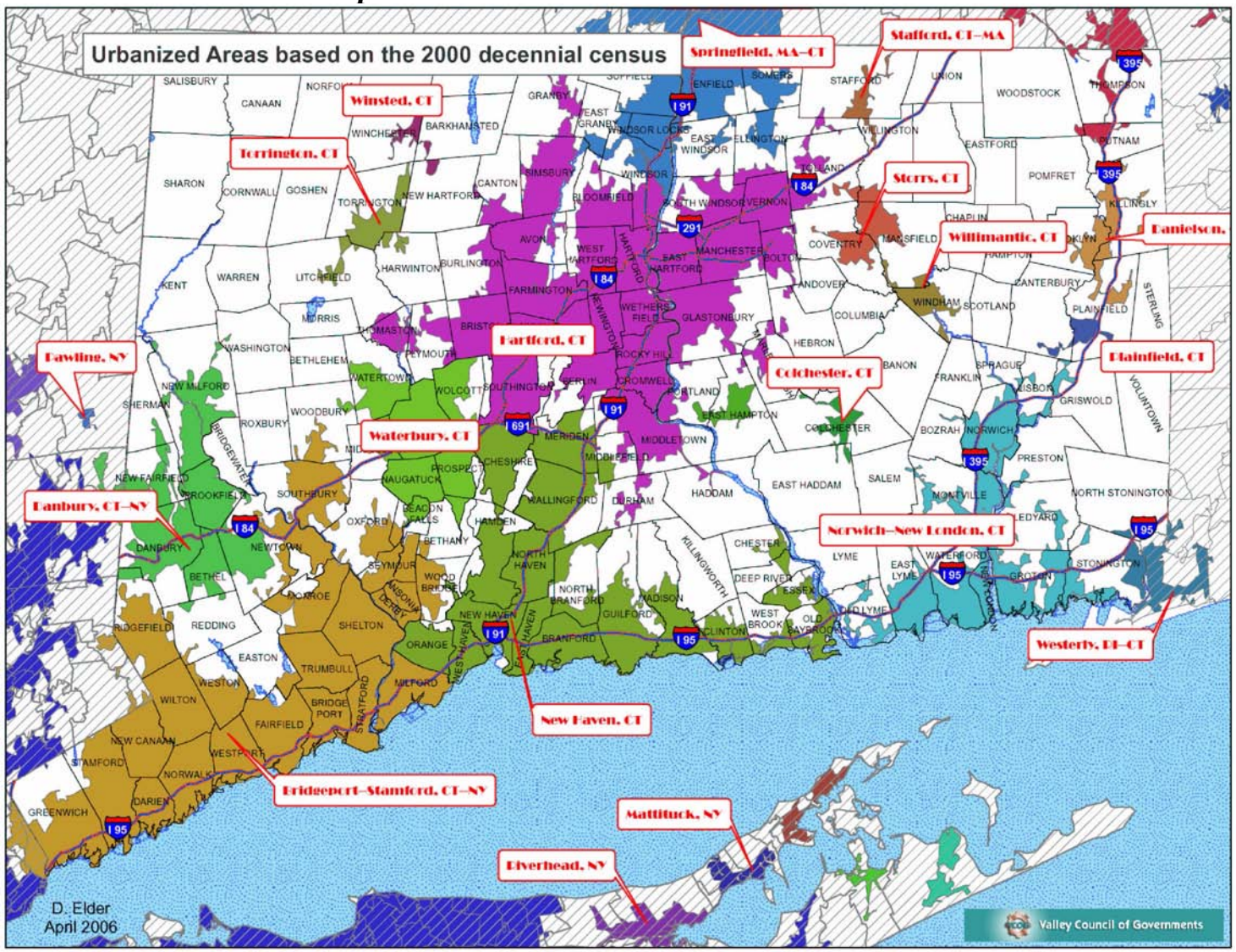
Gap	Targeted Population	Strategy	Project Name	Total Funds	Proposed Funding Sources	Proposed Start Date
Medium Priority (Continued)						
Stratford: There is insufficient non-ADA service after 3:30 PM or weekend	Elderly & Disabled	Add 31.5 service hours to fill the gap; service hr till 6 PM weekday - 9 to 6 on Saturday - 8 to noon on Sunday	Stratford Expansion Service	$37,800	NFI, State Municipal Grants	9/1/2007
GBTA: There is no regional on inter-municipal coordination of dispatching and scheduling services for users during extended service hours.	Elderly and Disabled	GBTA use 25 service hours serve as a central command office for dispatch. & schdl. for the additional services for all municipalities upon request	GBTA Additional Services	$19,000	NFI	9/1/2007
Low Priority						
Monroe: There is no ADA and non-ADA service after 4 PM or weekend service	Elderly and Disabled	Extend service till 6 PM weekday & 8 to 4 on weekend	Monroe Expansion	N/A	NFI	Monroe will not apply for funding until FY09

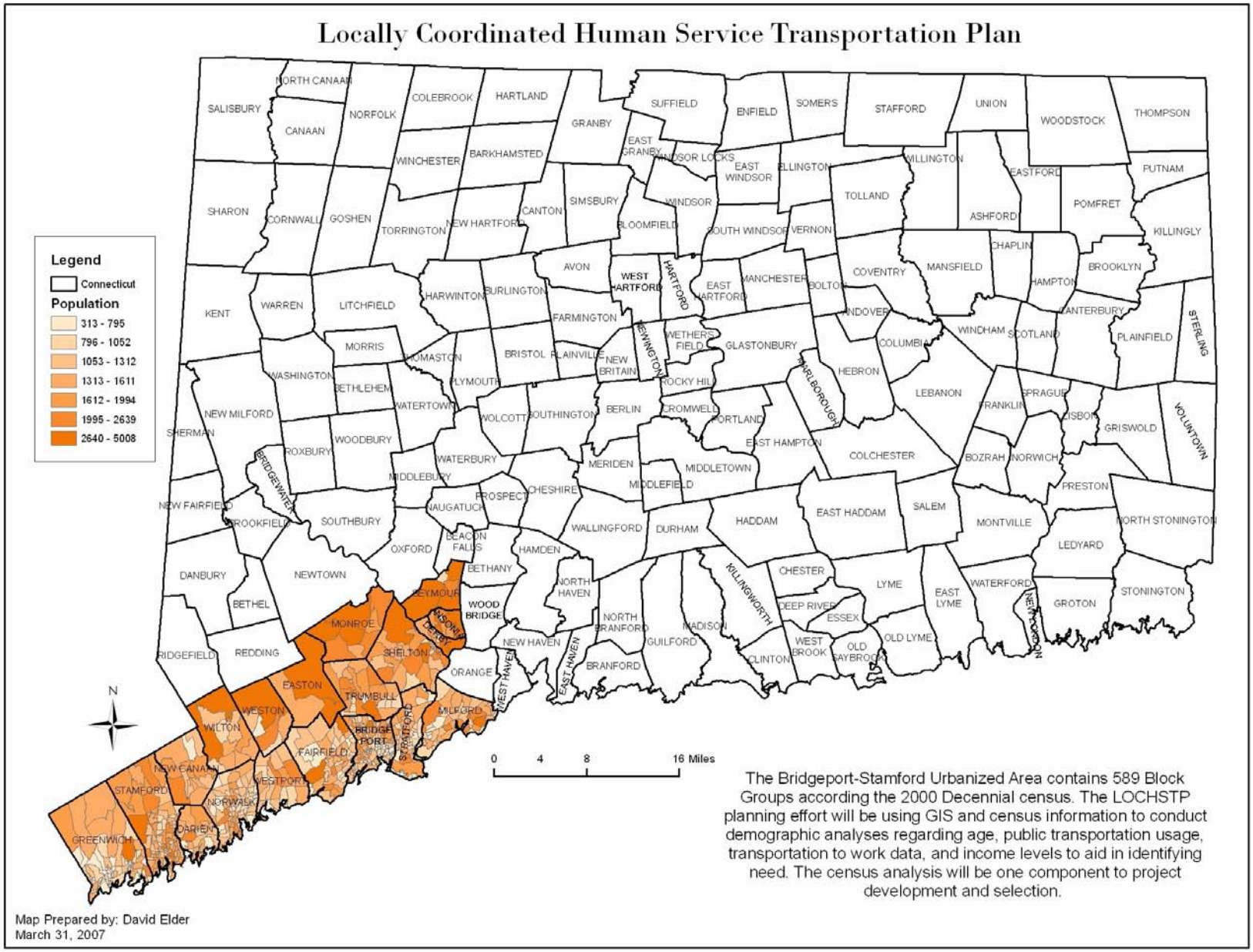
Please refer to Attachment A for proposed projects eligible for Section 5316 JARC funding. All JARC Projects have been prioritized as"High Priority ".

Relationship to Other Transportation Planning Processes*(Section 7 of the Outline)*

Each sub-region within the BSUZA will follow their RPO's operating procedures to include the LOCHSTP components into their transportation process. The South Western Region is integrating its LOCHSTP gaps and strategies into its South Western Region Long Range Transportation Plan 2007-2035, and anticipates incorporation into the TIP upon approval by the South Western Region Metropolitan Planning Organization at the meeting tentatively scheduled for May 21, 2007. The Greater Bridgeport Regional Planning Agency will submit its plan on May 8, 2007 for MPO approval, while the Lower Naugatuck Valley will endorse its plan based on the timeframes required by its MPO. This plan attempted to incorporate the goals and strategies described in the Connecticut Long Range Transportation Plan, along with the regional transportation plans adopted by each sub-region.

Attachment A: BSUZA Maps




Locally Coordinated Human Service Transportation Plan
Legend
Connecticut
Population
313 - 795
796 - 1052
1053 - 1312
1313 - 1611
1612 - 1994
1995 - 2639
2640 - 5008
N
0 4 8 16 Miles
The Bridgeport-Stamford Urbanized Area contains 589 Block Groups according the 2000 Decennial census. The LOCHSTP planning effort will be using GIS and census information to conduct demographic analyses regarding age, public transportation usage, transportation to work data, and income levels to aid in identifying need. The census analysis will be one component to project development and selection.
Map Prepared by: David Elder
March 31, 2007

Attachment B: People to Jobs (PTJ) Regional Transportation Task Force

Designation of Region

The region served by the People to Jobs (PTJ) Regional Transportation Task Force consists of the following twenty (20) towns in Southwest Connecticut: Ansonia, Beacon Falls, Bridgeport, Darien, Derby, Easton, Fairfield, Greenwich, Monroe, New Canaan, Norwalk, Oxford, Seymour, Shelton, Stamford, Stratford, Trumbull, Weston, Westport, and Wilton.

Service Assessment, Gap Identification, and Strategies

The WorkPlace, Inc., Southwestern Connecticut's Regional Workforce Development Board, is the lead agency and has been an active participant in efforts to address the barrier of transportation, particularly for Temporary Assistance for Needy Families (TANF) recipients and low-income individuals. As the lead agency in the PTJ effort, acting as administrative and fiscal agent, The WorkPlace has established a role for regional workforce development boards regarding the issue of employment-based transportation.

The PTJ collaborative began in 1996 with informal discussions among job developers. The WorkPlace, Inc. joined efforts to address the barrier of transportation to employment when it was approached to act as fiscal agent in a proposal to establish a pilot transit service between Bridgeport and Shelton known as the Bridgeport/Valley Connection. This service was to be funded by the Connecticut Department of Children and Families and would create a linkage between Bridgeport and the Valley business corridor.

This initial service was organized primarily by representatives of Career Resources, Inc., a local non-profit workforce development organization, the Bridgeport office of MetroPool, and The WorkPlace, Inc. along with transportation providers organized as the People to Jobs Task Force. Several meetings were held to review local needs, identify transportation gaps, and formulate plans to address them. During this process it became apparent that there was a need for more broad-based representation from government, business, and regional planning agencies, in addition to job training organizations and transportation providers. Given the identified need to create a linkage between Bridgeport and the Valley business corridor, the Greater Valley Chamber of Commerce and the Valley Regional Planning Agency joined the collaborative. Formal organization of the People to Jobs Regional Transportation Task Force began in the Spring of 1997. Since its inception, PTJ has continuously sought to incorporate into its committee structure those individuals and/or organizations interested in expanding access to employment, also encouraging participation on a project by project basis.

The Bridgeport/Valley Connection was introduced in July, 1997. It was the first Welfare-to-Work, transit-based service in Connecticut and provided a long overdue transit link for improved access to jobs. Successful implementation of this pilot project was the springboard for efforts to introduce additional transportation services to improve access to jobs for welfare clients entering the workforce as well as anyone who relies on public transportation to get to work.

Recognizing the need for additional monies to fill transportation gaps and create additional systems, members of the collaborative engaged in advocacy efforts to promote funding. PTJ, with The WorkPlace acting as the lead agency, consulted with similar groups in the New Haven and Hartford region to exchange information and develop a unified approach. The WorkPlace and its counterparts in both New Haven and Hartford submitted a proposal to the State legislature which resulted in contracts to coordinate pilot transportation programs to enhance Welfare-to-Work efforts.

The PTJ collaborative was also successful in obtaining funding from the Connecticut Department of Social Services Transportation for Employment Independence Program (TEIP). For fiscal year 1998 the Connecticut General Assembly appropriated funds to initiate transportation services designed to assist TANF clients and other low-income individuals in accessing employment as a result of welfare reform. The proposal submitted by The WorkPlace to the Connecticut Department of Social Services emphasized the collaborative approach of the PTJ Regional Transportation Task Force as the method to assemble the necessary resources and build consensus throughout the region. The committee structure took shape and a process for reviewing details and setting priorities was developed. Services were implemented in April and May of 1998 as the Southwest Connecticut component of the TEIP program. These services were introduced as demonstration projects to determine their viability as permanent services. The Task Force supported these services through outreach efforts which included information sessions for job developers and direct distribution of materials to employers.

In preparation for the announcement of guidelines for the Federal Transit Administration (FTA) Job Access and Reverse Commute (JARC) program, the PTJ collaborative met to begin planning for additional transportation services. Transit operators compiled a list of services to address gaps identified in each of their respective regions, and in December 1998 submitted its first proposal for JARC funding.

In 2002, The WorkPlace, Inc., as administrator for PTJ, submitted to the Connecticut Department of Transportation (ConnDOT) a Proposal for Services in Southwest Connecticut compiled by the PTJ Operations Committee. In preparation for this submission, the collaborative conducted a comprehensive transit gap analysis using Connecticut Department of Labor (DOL) and U.S. Census Bureau data. This analysis included the regional identification of existing public, private, non-profit, and human services transportation resources, distribution of welfare recipients and low-income individuals, and employment centers and employment-related activities. Geographic mapping graphically illustrated the concentration of welfare clients and low-income individuals in major urban centers in the region and, using an overlay of bus routes, displayed the availability of transit service for this population. Following the same process, mapping illustrated the concentration of employment in the region with an overlay of transit bus routes in place or proposed. There were also illustrations of program facilities registered with DOL under guidelines of the Workforce Investment Act, with an overlay of bus transit routes in place or proposed. Lastly, mapping illustrated the locations of licensed institutional and family daycare facilities and their capacity with an overlay of bus routes to demonstrate access by transit. (Source: Southwest Connecticut Area-Wide Job Access and Reverse Commute Plan). The proposal submitted by the collaborative was one of five comprising the state-wide application submitted by ConnDOT which resulted in the funding of several transit services.

In June 2004, The WorkPlace, Inc. was awarded a grant by the Community Transportation Association of America (CTAA) to build upon the efforts of the Work Incentive Grant, EveryOne Works, to improve transportation to employment for persons with disabilities. An Advisory Committee on Accessible Transportation was formed, with representation by transit operators, state agencies, regional planning agencies, human service organizations, employers, and consumers utilizing transit services. Advisory Committee members, many of whom were members of the PTJ collaborative, guided the research, data analysis, strategy development, and documentation processes. Specific projects included the creation of a web-based survey to identify existing transportation resources and barriers to employment transportation for people with disabilities, a bus utilization survey and mystery rider program to assist in identifying barriers to accessing public transportation, a travel trainer to assist customers with transportation planning and travel training needs, Public Transit 101 workshops designed to educate participants regarding accessible public transportation, an employer survey and focus group to identify transportation issues and

concerns that impact the hiring of persons with disabilities, and presentations to area employers regarding transportation options available to current and prospective employees, both with and without disabilities. In a final report to CTAA, it was noted that transportation services are being provided by human service organizations and other transportation providers serving diverse populations for a multitude of purposes. There are, however, myriad factors that seem to impair the ability of these organizations and transportation providers to meet the transportation demands of their own clients, the general public, seniors, people with disabilities, and organizations with whom they are contracted, particularly with regard to providing transportation to and from employment.

In the years that have followed, the PTJ collaborative has put in place new, expanded, or enhanced services to address identified gaps and reduce barriers to employment. Services are monitored on a quarterly basis using a tool developed by the collaborative to review performance so as to ensure continued effectiveness of service. In addition to service on the road, PTJ has been creative in its approaches to improving public transportation through the following efforts that serve to support public transportation:

- Public Transit 101 workshops (workshop designed to teach social service professionals about public transit)
- Getting on Board (The Southwestern Connecticut Accessible Transportation Guide)
- How Do I Get There? (web-based employment trip planning tool)
- Getting There (pocket guide to employment transportation resources)

In September 2006, through its historically collaborative approach, PTJ responded to a Request for Proposal from the Connecticut Department of Transportation (ConnDOT) to expand Job Access & Reverse Commute (JARC) services. Transportation providers met to identify and prioritize services to address existing gaps. A draft proposal was developed that included projects deemed"Priority Requests" along with those identified as "Additional Transportation Needs of the Region." The proposal received endorsement by the PTJ Operations and Steering Committees. PTJ currently maintains a listing of transportation needs within the region and will meet to review and/or prioritize these needs should opportunities for funding become available.

In November 2006, ConnDOT responded to the collaborative's proposal submission with a listing of projects identified for funding. In Southwest Connecticut, these included: 1) Expanded Weeknight Service (CTTransit- Stamford); and 2) Weekend Service Enhancements (GBTA).

Committee Structure

PTJ uses a collaborative approach to improve employment-based transportation services throughout the region. This approach ensures inclusion in the process of identifying needs, planning solutions, implementing services, and monitoring effectiveness.

PTJ continuously seeks to incorporate into its committee structure those individuals and/or organizations interested in expanding access to employment. Interested parties are encouraged to participate in committee activities and do so on a project by project basis.

Steering Committee

Plans and establishes overall direction of the Task Force. Reviews projects and funding applications for endorsement and implementation. Recommends action or position to outside agencies based on committee recommendations.

Members

Bridgeport Regional Business Council
Paul Timpanelli, President and Chief Executive Officer

Business Council of Fairfield County
Joseph McGee, Vice President of Public Policy & Programs

Connecticut Department of Labor
Victor Fuda, Job Center Director

Connecticut Department of Social Services
Fran Freer, Regional Administrator
Robin Maillett, Program Specialist

Connecticut Department of Transportation
Lisa Rivers, Transportation Supervising Planner
Michael Sanders, Transit and Rideshare Administrator

Greater Bridgeport Regional Planning Agency
James Wang, Executive Director

Greater Bridgeport Transit Authority
Ronald Kilcoyne, Chief Executive Officer

Greater Norwalk Chamber of Commerce
Edward Musante, President

Greater Valley Chamber of Commerce
William Purcell, President

Norwalk Transit District
Nancy Carroll, Deputy Administrator

Office of Congressman Christopher Shays
Diana Washington, Community Services and Grants Coordinator

South Western Regional Planning Agency
Floyd Lapp, Executive Director

~~Operations Committee~~

Recommends, reviews, and modifies operational systems as needed. Monitors funding and service productivity. Identifies funding opportunities leading to the introduction, expansion, and enhancement of

transportation services. Communicates status of committee efforts and funding to various constituencies for the purposes of education and advocacy.

Members

Career Resources, Inc.
Marcie Thompson, Manager of Career Services

Connecticut Department of Social Services
Robin Maillett, Program Specialist

Connecticut Department of Transportation
Ellen Lawrence, Senior Transportation Planner
Lisa Rivers, Transportation Supervising Planner
Michael Sanders, Transit and Rideshare Administrator

Connecticut Department of Transportation Commuter Services
Evangelio Franco, Employer Programs & Commuter Services-CT

CTTransit
David Lee, General Manager

CTTransit–Stamford Division
Tom Crispino, Manager

Greater Bridgeport Transit Authority
Doug Holcomb, Director of Planning and Service Development

Greater Valley Chamber of Commerce
William Purcell, President

Milford Transit District
Henry Jadach, General Manager

Norwalk Transit District
Nancy Carroll, Deputy Administrator

South Western Regional Planning Agency
Sue Prosi, Senior Transportation Planner

The Kennedy Center, Inc.
Marlene Lawler, Mobility Services Manager
Jonathan Rubell, Job Access Coordinator

Valley Transit District
Pegi Brandt, Operations Manager
Marketing Subcommittee

Plans and develops materials for the purpose of communication, advocacy, and outreach to promote job access transportation services in Southwestern Connecticut. Oversees implementation of advocacy efforts to a variety of constituencies.

Members

Connecticut Department of Transportation Commuter Services
Colleen Brathwaite,
Paula Sakofs, Marketing Manager

Connecticut Department of Transportation
Danielle Cyr, CCT-Transportation Planner 1
David Raby, Transportation Planner 2
James Stutz, Supervising Transportation Planner

Greater Bridgeport Transit Authority
Doug Holcomb, Director of Planning and Service Development

Norwalk Transit District
Nancy Carroll, Deputy Administrator

The Kennedy Center, Inc.
Marlene Lawler, Mobility Services Manager

People to Jobs (PTJ) Regional Transportation Task Force
January 2007

Steering Committee

Plans and establishes overall direction of the Task Force. Reviews projects and funding applications for endorsement and implementation. Recommends action or position to outside agencies based on committee recommendations.

Operations Committee

Recommends, reviews, and modifies operational systems as needed. Monitors funding and service productivity. Identifies funding opportunities leading to the introduction, expansion, and enhancement of transportation services. Communicates status of committee efforts and funding to various constituencies for the purpose of education and advocacy.

Marketing Subcommittee

Plans and develops materials for the purpose of communication, advocacy, and outreach to promote job access transportation services in Southwestern Connecticut. Oversees implementation of advocacy efforts to a variety of constituencies.

Department of Children and Families (DCF)			
Project	**Description/Target Population**	**Funding Source(s)**	**Start Date**
Bridgeport/Valley Connection (Extension of GBTA Rt. 15)	Service between Hawley Lane Mall in Trumbull & the Derby train station via Bridgeport Avenue in Shelton. Provides access to employment along a commercial corridor.	Dept. of Children and Families (DCF)	July 1997

Transportation for Employment Independence Program (TEIP)			
Project	**Description/Target Population**	**Funding Source(s)**	**Start Date**
Expanded Weeknight and Weekend Service (GBTA)	Service in Bridgeport, Fairfield, Stratford, and Trumbull. Expands evening hours on 12 routes weekdays, 7 routes Saturdays, and 9 routes Sundays – 167.5 additional hours	CT Department of Social Services - DSS	April 1998
Connecticut Avenue Evening Shuttle (Norwalk Transit District)	18 hours of service per week, Monday through Saturday. Links South Norwalk Train Station and various activity centers including the Connecticut Avenue corridor.	DSS	April 1998
Extended Saturday Evening Service (CTTransit)	Extends evening hours of Saturday service on 8 routes - 25.5 additional hours	DSS	April 1998
Bridgeport Avenue Commuter Connection (Valley Transit District)	30 hours of service per week. Provides linkage from GBTA Rt. 15 along Bridgeport Avenue to employer sites in this corridor of Shelton.	DSS	May 1998

Job Access & Reverse Commute (JARC)			
Project	**Description/Target Population**	**Funding Source(s)**	**Start Date**
Phase One (Enhancements):			
Bridgeport Avenue Commuter Connection (Valley Transit District)	Saturday service added to provide access to employer sites along Bridgeport Avenue.	Federal Transit Administration - FTA	February 1999
Bridgeport/Valley Connection (Extension of GBTA Rt. 15)	One outbound trip added Monday through Friday to provide earlier service for accessing jobs and to connect with a CTTransit route.	FTA	February 1999
Expanded Saturday Evening (CT Transit)	Additional hours of service to provide access to employment in downtown Stamford.	FTA	February 1999
Expanded Weeknight & Weekend (GBTA)	Expanded evening hours weekday, Saturday, and Sunday.	FTA	February 1999
Norwalk Evening Shuttle (Norwalk Transit District)	Expanded hours of service.	FTA	February 1999
Phase Two (Projects):			
Rt. 111/25 Corridor (Monroe/Trumbull) (GBTA)	Seven days of service via enhancements to routes currently providing limited service to suburban corridor experiencing job growth due to relocation of employers with entry level positions.	FTA	April 1999
Stamford Sunday Service (CTTransit)	Service on seven routes to provide access to Stamford train station that will complete link for accessing jobs along employment corridor (Route 1).	FTA	April 1999
Bridgeport/Valley Connection (Extension of GBTA Rt. 15)	Enhancement	FTA	July 1999
Bridgeport Avenue Commuter Connection (Valley Transit District)	Enhancement	FTA	July 1999
Coastal Link (GBTA, Norwalk Transit District, Milford Transit District)	Seamless service along Rt. 1 corridor (Post Road) Collaboration by three transit operators.	FTA	October 1999
East Norwalk Evening Shuttle (Norwalk Transit District)	One year of service	FTA	October 1999
Silvermine Connection (GBTA)	New service – Silvermine Industrial Park	FTA	May 2001

Job Access & Reverse Commute (JARC)			
Project	**Description/Target Population**	**Funding Source(s)**	**Start Date**
Silvermine Express (GBTA)	New service	FTA	May 2001
Coastal Link Enhancement (GBTA, Norwalk Transit District, Milford Transit District)	Enhancement	Transportation Strategy Board -TSB	February 2002
Sunday Shuttles (Norwalk Transit District)	Enhancement	FTA	March 2002
JobLinks	Proposal submission – Job Access Resource Center	Community Transportation Association of America CTAA	February 2003
Getting on Board	Southwest CT Accessible Transportation Guide	CT Dept. of Transportation ConnDOT	October 2003
Public Transit 101	Workshops to teach human service professionals about accessible public transit	ConnDOT	October 2003
EveryOne Rides	Grant award - to improve transportation to employment for persons with disabilities	CTAA	June 2004-May 2005
Progress Report 2005	Advocacy - funding	DSS	February 2005
Progress Report 2006	Advocacy - funding	DSS	February 2006
PTJ Website	Website - transportation resources	DSS	February 2006
Ridership/Customer Satisfaction Survey	Coastal Link survey	DSS	August 2006
How Do I Get There?	Web-based employment trip planning tool	DSS	September 2006
Getting There	Pocket guide to employment transportation resources	DSS	September 2006
Job Access & Reverse Commute Service Expansion	Proposal submission – Service expansion	ConnDOT	September 2006
Public Transit 101: Beyond the Basics	Workshops to teach social service professionals about public transit	DSS	October 2006

JARC - Current Services/Funding

July 2004 – December 2005

Saturday Evening Stamford	DSS TTW	$68,411	**CTTRANSIT**
Sunday Svc. Rts. 13 & 33D	DSS HPB	$39,665	**CTTRANSIT**
TOTAL		**$108,076**	
Expanded Rt. 15	DSS TTW	$106,289	**GBTA**
Expanded Weeknight/weekend	DSS TTW	$287,618	**GBTA**
Sunday Service Rt. 10	DSS HPB	$26,924	**GBTA**
TOTAL		**$420,832**	
CT Ave. Evening Shuttle	DSS TTW	$110,100	**Norwalk TD**
Route 7 Evening Shuttle	DSS HPB	$43,411	**Norwalk TD**
TOTAL		**$153,511**	
Bridgeport Ave. Commuter	DSS TTW	$54,711	**Valley TD**
TOTAL		**$54,711**	
Coastal Link	FTA	Annualized	**GBTA**
Rts. 25 & 111 Corridor	FTA	Annualized	**GBTA**
Route 14 Express	FTA	Annualized	**GBTA**
Route 9 Express	FTA	Annualized	**GBTA**
Route 1 Extension	FTA	Annualized	**GBTA**
Route 8	FTA	Annualized	**GBTA**
Route 11	FTA	Annualized	**GBTA**
Stamford Sunday Service	FTA	Annualized	**CTTRANSIT**
Coastal Link	FTA	Annualized	**Norwalk TD**
Sunday Shuttle	FTA	Annualized	**Norwalk TD**

2006

Saturday Evening Stamford	FTA	Annualized	**CTTRANSIT**
Expanded Rt. 15	FTA	Annualized	**GBTA**
Expanded Weeknight/weekend	FTA	Annualized	**GBTA**
CT Ave. Evening Shuttle	FTA	Annualized	**Norwalk TD**
Route 7 Evening Shuttle	FTA	Annualized	**Norwalk TD**
Bridgeport Ave. Commuter	FTA	Annualized	**Valley TD**
Coastal Link	DSS TTW	**$166,830**	**GBTA**
Rts. 25 & 111 Corridor	FTA	Annualized	**GBTA**
Route 9 Express	FTA	Annualized	**GBTA**
Route 1 Express	FTA	Annualized	**GBTA**
Route 8	FTA	Annualized	**GBTA**
Route 11	FTA	Annualized	**GBTA**
Stamford Sunday Service	FTA	Annualized	**CTTRANSIT**
Coastal Link	DSS TTW	**$232,540**	**Norwalk TD**
Sunday Shuttle	FTA	Annualized	**Norwalk TD**

2007

Saturday Evening Stamford	FTA	Annualized	**CTTRANSIT**
Expanded Weeknight Stamford	FTA	**$154,158**	**CTTRANSIT**
Expanded Rt. 15	FTA	Annualized	**GBTA**
Expanded Weeknight/Weekend	FTA	Annualized	**GBTA**
Weekend Service Enhancement	FTA	**$81,824**	**GBTA**
CT Ave. Evening Shuttle	FTA	Annualized	**Norwalk TD**
Route 7 Evening Shuttle	FTA	Annualized	**Norwalk TD**
Bridgeport Ave. Commuter	FTA	Annualized	**Valley TD**
Peak Hour Subscription	DSS TTW	**$23,920**	**Valley TD**
Coastal Link	DSS TTW	**$164,274**	**GBTA**
Rts. 25 & 111 Corridor	FTA	Annualized	**GBTA**
Route 9 Express	FTA	Annualized	**GBTA**
Route 1 Express	FTA	Annualized	**GBTA**
Route 8	FTA	Annualized	**GBTA**
Route 11	FTA	Annualized	**GBTA**
Stamford Sunday Service	FTA	Annualized	**CTTRANSIT**
Coastal Link	DSS TTW	**$232,540**	**Norwalk TD**
Sunday Shuttle	FTA	Annualized	**Norwalk TD**

Appendix A - Greater Bridgeport Regional Planning Agency - Outline of Coordinated Plan

Note: The following section describes the development of the Greater Bridgeport Regional Planning Agency's component of the BSUZA LOCHSTP. The policies, procedures and findings of GBRPA do not necessarily reflect those of the entire BSUZA, nor has the following section been formally endorsed by the entire BSUZA.

1. Definition of "local" and the designation of regions

GBRPA has jurisdiction over the six municipalities: Bridgeport, Fairfield, Monroe, Trumbull, Easton, and Stratford. The VCOG and GBRPA is one MPO entity. However, in terms of LOCHSTP- Bridgeport/Stamford Urbanized area, how the region and local are defined should be up to the ConnDOT.

2. Assess available services

A. Who took the lead in the region?
The LOCHSTP process involves with 2 types of leadership. One is the Bridgeport-Stamford Urbanized area and the other is Greater Bridgeport Planning Area. The former one is the rotation of leading the meetings for the Bridgeport-Stamford Urbanized Area. The alphabetical order of Greater Bridgeport, Southwestern and Valley regional planning agency determines the chronological order of leading meeting and taking meeting minutes. The latter one is only for the Greater Bridgeport region. GBRPA took the coordination lead in the Greater Bridgeport planning region.

B. Preparation and administration of survey that identified current providers (public, private, and nonprofit) and consumers of public transit and human services transportation programs.

1) What outreach efforts were made?
GBRPA had constant communications with all transportation providers in the region about the LOCHSTP from its inception. Several "within Greater Bridgeport Region" meetings were held between the stakeholders including GBTA and GBRPA to discuss the strategy to fill service gaps as a part of LOCHSTP process. In addition, GBRPA had sent out 22 survey forms recommended by CDOT to private, profit or nonprofit, municipalities, or transit district transportation providers or facilitators to elderly and people with disabilities. However, only 13 providers have responded. Also, GBRPA sent out over 1000 questionnaires to users or passengers of the paratransit within this region to find out their opinions of transportation services.

2) Who administered the survey?
GBRPA had conducted two surveys, one on the transportation providers or facilitators. The other is on the passengers or users of the service.

3) How many surveys sent out and returned?

Providers survey:	*sent out 22*	*returned 13*
Passengers survey:	*sent out 1200*	*returned 382*

4) How many of the target groups were contacted? Include a list of those contacted.
Municipalities 6
Transit District 1
Non-profit Organizations 13

5) What State agencies were part of the process?
Yes, CDOT

6) Who was "around the table"?
For the Bridgeport-Stamford Urbanized Area meetings:

James Wang	*GBRPA*
Allan Yu	*GBRPA*
Doug Holcomb	*GBTA*
Roberta Yegidis	*GBTA*
Ken Hanson	*Fairfield Town*
Claire Grace	*Fairfield Town*
Diane Puterski	*Stratford Senior Services*
Valerie Sorrentino	*B'pt Human Services*
Jean Fereira	*Trumbull Senior Center*
Marlene Lawler	*The Kennedy Center*
Alice Deak	*Southwestern CT Agency on Aging*
Maury Johnson	*AARP*
Lori Capri	*Monroe Senior Citizen Center*
Mike Sanders	*CDOT*
Lisa Rivers	*CDOT*
Cindy Gollarney	*CDOT*
Ellen Lawrence	*CDOT*
Debbie Venditti	*The Workplace, Inc*
Philip Fry	*CTTransit*
Lori Capri	*Monroe Town*
Sue Prosi	*SWRPA*
Craig Lader	*SWRPA*
Luz Rios	*Goodwill Industries*
Nancy Carroll	*Norwalk Transit*
Dave Elder	*VCOG*
Henry Jadach	*Milford Transit*

For the Greater Bridgeport Planning Area meetings:

James Wang	*GBRPA*
Allan Yu	*GBRPA*
Doug Holcomb	*GBTA*
Roberta Yegidis	*GBTA*
Ken Hanson	*Fairfield Town*
Claire Grace	*Fairfield Town*
Diane Puterski	*Stratford Senior Services*
Valerie Sorrentino	*B'pt Human Services*
Jean Fereira	*Trumbull Senior Center*
Marlene Lawler	*The Kennedy Center*
Lori Capri	*Monroe Senior Citizen Center*
Maury Johnson	*AARP*

7) What other detailed studies or analyses took place?

History and Past Efforts

The Greater Bridgeport Planning Region is composed of six municipalities: Bridgeport, Easton, Fairfield, Monroe, Trumbull and Stratford. Each town has its own transportation services to its elderly and disabled residents. In addition to these transportation providers, there are several major private nonprofit organizations such as Kennedy Center, Jewish Home for the Elderly and Goodwill Industries. These providers have been receiving federal or state matching grants to finance its capital equipments and operation expenses. Each of these providers operates on its own and do not share their resources of services with another. From the standpoint of planning principles, the uses of the resources to serve the same targeted population and the benefits received by the target population are inefficient. As a result, the need of coordination is emerged.

The concept of coordination among transportation providers to elderly and people with disabilities is not new in this Region. Back in 1975, the first coordination effort was formulated and funded primarily through Title III of Older Americans Act. Three years later, 1978, the coordination was found fruitless due to lack of a continuing source of funding, lack of a unified system identity or operating plan and fragmentation in scheduling and dispatching. As a result, in 1986, the Human Service Transportation Consortium (HSTC) demonstration projects were established to fix the problems in the first coordination effort. The project was proposed in partnership with the then called Greater Bridgeport Transit District (GBTD). The partnership went on for some years. The partnership eventually split off into two different programs. The HSTC ran the "People to Places" transportation program while the GBTD ran the "The People's Choice " program. In 1988, GBRPA implemented a so-called "Action Plan" attempting to put these two programs together for coordination in services and resources. Seeing the Action Plan was not achieving its goal, GBRPA hired a consultant in 1990 to study the problem and hopefully to implement the consultant's recommendations

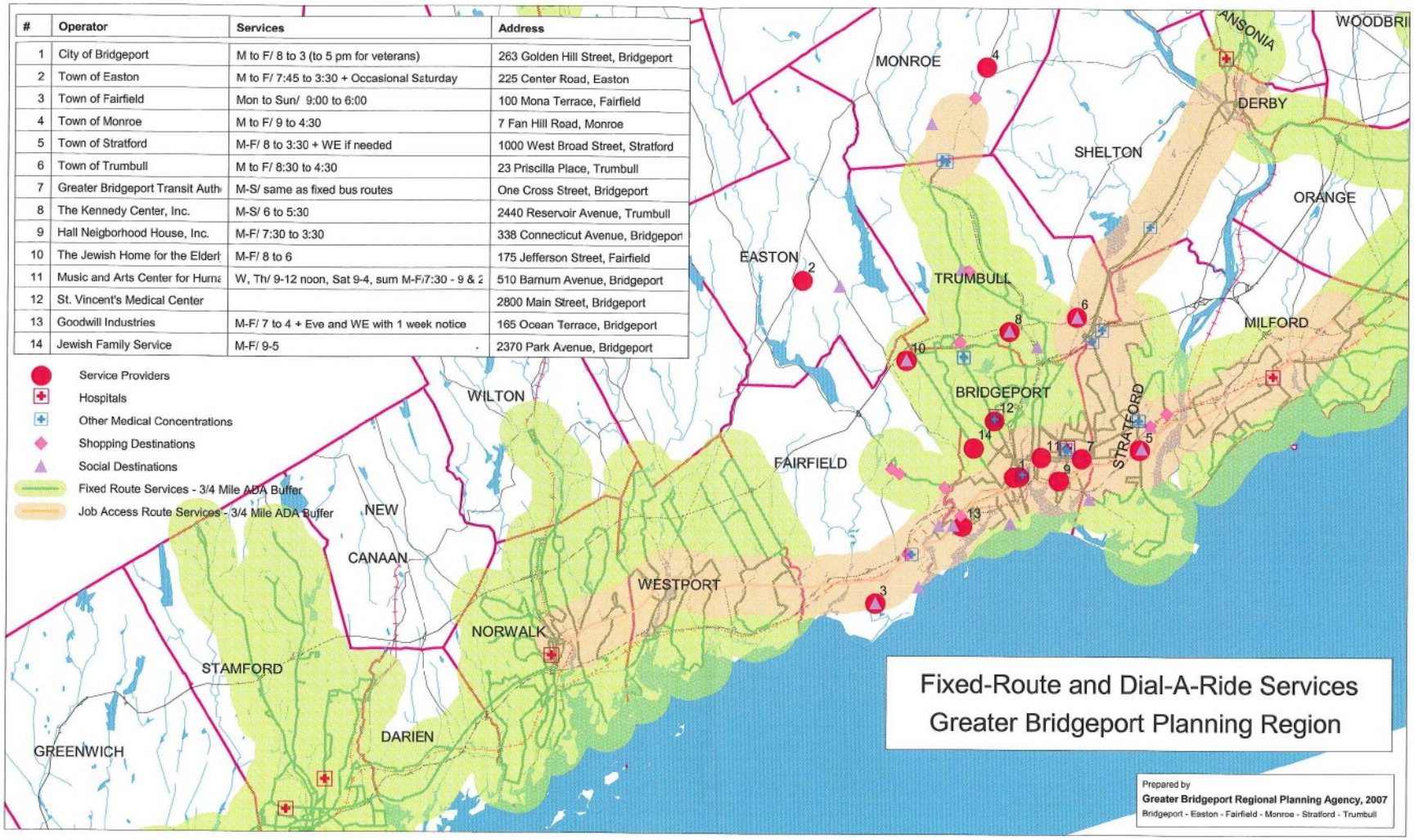
In order to visualize the need of customers of the transportation service products, GBRPA had attempted to quantify the shortage of services by numerical data. One common way to quantify the need is to determine how many additional passenger trips are needed in order to satisfy customers or users of the service.

GBRPA had made a comparison on the Gap (additional trips needed) in this Greater Bridgeport Region between data based upon 2000 Census and the data based upon the agency's surveys. 1,829 trips are identified within this region.

GBRPA had prepared and presented a GIS map, entitled as "Fixed-Route and Dial-A-Ride Services Greater Bridgeport Planning Region", in LOCHSTP meetings. (See the attachment.) The GIS map has identified all service providers in the region, fixed route services (3/4 mile ADA bus service area), Job Access Route Service (3/4 mile ADA buffer), from Milford to Greenwich. Using the information stated as the base map, the other attributes such as hospitals, shopping destinations, and social destinations are shown to their relative distance from these service routes. The gaps are then easily identified by the distance of the destinations points from the current services routes. The services are not provided beyond the 3/4 mile of the fixed routes. Thus, the targeted population who lives outside the 3/4 mile buffer zone will not receive services.

Fixed Route and Dial-A-Ride Services in the Greater Bridgeport Planning Region

#	Operator	Services	Address
1	City of Bridgeport	M to F/ 8 to 3 (to 5 pm for veterans)	263 Golden Hill Street, Bridgeport
2	Town of Easton	M to F/ 7:45 to 3:30 + Occasional Saturday	225 Center Road, Easton
3	Town of Fairfield	Mon to Sun/ 9:00 to 6:00	100 Mona Terrace, Fairfield
4	Town of Monroe	M to F/ 9 to 4:30	7 Fan Hill Road, Monroe
5	Town of Stratford	M-F/ 8 to 3:30 + WE if needed	1000 West Broad Street, Stratford
6	Town of Trumbull	M to F/ 8:30 to 4:30	23 Priscilla Place, Trumbull
7	Greater Bridgeport Transit Auth	M-S/ same as fixed bus routes	One Cross Street, Bridgeport
8	The Kennedy Center, Inc.	M-S/ 6 to 5:30	2440 Reservoir Avenue, Trumbull
9	Hall Neigborhood House, Inc.	M-F/ 7:30 to 3:30	338 Connecticut Avenue, Bridgepor
10	The Jewish Home for the Elderl	M-F/ 8 to 6	175 Jefferson Street, Fairfield
11	Music and Arts Center for Huma	W, Th/ 9-12 noon, Sat 9-4, sum M-F/7:30 - 9 & 2	510 Barnum Avenue, Bridgeport
12	St. Vincent's Medical Center		2800 Main Street, Bridgeport
13	Goodwill Industries	M-F/ 7 to 4 + Eve and WE with 1 week notice	165 Ocean Terrace, Bridgeport
14	Jewish Family Service	M-F/ 9-5	2370 Park Avenue, Bridgeport



Trips demand in the Greater Bridgeprot Region for Elderly and People with Disabilities

2000 Census		**Survey--Greater Bridgeport Planning Region****	
Elderly Population in the Gr. B'pt Region	43,858	Registered Users*	3774
Elderly (over age 65+) and disabled (in percentage) in this region	40%	Elderly/disabled in the registered users' sys.	100%
Population definitely need transportation	17,543	# of registered users desired for add.service	1829
Percentage of this population relies on paratransit (national statistic)	7.20%	Percentage of this "additional service" population in this region	48%
Number of population relies on paratransit	1,263	Number of population relies on paratransit	3774
Total number of passenger trips made by this population daily	2,526	# of 1 way pass trips demand for add.serv	1829
Total number of daily passengers trips provided in this region (survey)	1,224	Total number of 1 way passenger trip for existing additional service	0
Gap: number of daily trips	1,302	**Gap: additional trips needed**	1,829

Concept: The Gap here is quantified in terms of passenger trips. The 1,829 one way passenger trips can be apportioned to meet the demand of weekend services, expand weekday service hours after 5; or trips for the cross the town boundaries service.

**Easton is excluded for its non-participation of governement grants for elderly and people with disabilities grants*

***The survey is conducted in February 2007 on transportation providers within this Planning region.*

8) Were existing studies/surveys available and used as resources?

Yes. Both surveys' results were entered into the Excel spread sheets.

9) Was the Framework for Action used?

No, the federal Framework for Action guidelines were not followed. However, based upon the Framework for Action ConnDOT had developed a LOCHSTP timeline stages accomplishment process. The GBRPA had followed the timeline.

10) How was the coordinated planning process made transparent and inclusive?

The website publications of the LOCHSTP process and invitations to all respondents of the survey to meetings and explain the issue at hand. Meetings were held for the Greater Bridgeport region to inform the LOCHSTP process to transportation providers. Also, letters of invitation to meetings were sent to the transportation providers and facilitators.

C. Service Summary

This section only reflects the service of the planning area as a whole and an individual transportation provider may vary from the following generalized characteristics.

Populations received services	*elderly*	*elderly & disabled*	*non-elderly & disabled*
number of registered users	*6,669*		
Service Hours	*8 AM - 5 PM*		
Service Days	*Monday - Friday (non ADA)*		
Number of Vehicles	*minibuses: 22*	*vans: 38*	*cars: 2*

Trip Purposes Priority	*#1 Health (doctors appointments or nutrition class)* *#2 Grocery shopping* *#3 Social or recreational in groups*	
Service Area	*Municipalities providers:*	*Within this region*
	Nonprofit organ. Providers:	*Within this region and Westport, Norwalk Hosp.*
	Transit District	*VA Hospital in W. Haven*
Number of trips per day	*960*	
Number of trips per month	*3,395*	
Fare for one way trip	*free to $3*	
Mode of Services	*Majority percentage:*	*Dial-a-ride*
	Minority percentage:	*fixed routes*
Coordinated w/ other providers	*Only GBTA w/ Fairfield, Trumbull and Bridgeport; no other providers*	

3. Identify gaps in transportation services (needs) for individuals with disabilities, older adults, and individuals with limited incomes

A. Survey requested information on temporal, spatial and client gaps as perceived by agencies serving the target population.

1) Were there groups discussions with interested parties to further define resources and gaps?
The GBRPA had held two "within this region" stakeholder meeting to discuss the survey results conducted by the agency. The passengers' satisfaction level survey result was released to the transportation providers.

2) How were the resources presented to allow informed decision making by the group? Were maps used? Was there a list of transportation resources? Include these as appendices where possible.
The survey results were tabulated on the Excel Spread sheets. The transportation providers were identified and the response to 11 questions on the survey was tallied. Each individual transportation provider would get a copy of customer satisfaction survey results for its particular service.

Findings on Transportation Providers
1. Only the residents of a municipality can use their own municipalities' service for elderly and people with disabilities. Nonresidents are not allowed to use the service. Nonresidents have no access to schedules. There is no central information to look up all other providers' schedules and services.

2. The target population is under served in this planning region. The number of registered users of service is composed of about one third of the target populations.

3. Non-ADA target populations have limited access to GBT Access bus services with the exception of the municipal grants' service to Veteran Hospital in West Haven.

4. The Kennedy Center carries most passengers and maintains highest number of passengers trip per day.

5. The town of Trumbull has the highest number of disabled wheelchair accessible vehicles among all municipalities but has the lowest number of passenger trips per day.

6. Medical appointment is the highest priority reason among all transportation providers to services.

7. There is no formal coordination effort among all providers except the GBTA's assignment rights on municipal grants of Bridgeport, Trumbull and Fairfield.

8. Most of the providers do not provide services after 4 p.m..

9. The service area is mostly confined within the Greater Bridgeport Planning Area.

10. The municipalities ' providers provide services within its municipality with some cross the town services but not to all six municipalities.

Findings on Customers' Needs

1. There is a universal demand for expansion of services area within the Planning area and without the Planning area such as Norwalk Hospital.

2. There is a universal demand for extending the service hours after 5 P.M. during weekdays.

3. There is a universal demand for weekend service.

4. There is a universal demand for non-critical trip purpose priorities such as visiting friends or families.

5. There is a universal demand for shortening waiting time for customers and flexible time for pick up.

In addition to the identification of gaps on services based upon the surveys, the GBRPA also conducted regional meetings with stakeholders. Two additional findings are made based upon meetings with stakeholders.

The January 18, 2007 meeting

The representative of town of Trumbull in a Greater Bridgeport Regional Planning Area meeting identified the Gap of service between Trumbull and Fairfield. Currently, the

Trumbull targeted population has no access of service to the Town Fairfield due to lack of resources and manpower.

The Feb 5 , 2007 meeting

In the 2/5/07 regional meeting, GBRPA had identified that there was no coordination among the six municipalities. The users of one town have no access to the scheduling and dispatch services from another municipality. Then, GBRPA suggested an idea that GBTA can set up a central system that all users of the services within this region can call in and be scheduled to have transportation services. An estimated of 25 additional service hours would be needed to provide the coordination efforts.

B. Were any other mechanisms used to identify gaps?
No. The two surveys in this region are the only mechanisms.

4. Identify strategies and/or activities to address gaps and achieve efficiencies in service delivery

A. What process was used to identify strategies?
The demand and supply principal is used to identify what type and frequency of services to match with what the user (consumers) needs for services. It is a quantitative measurement of the gap between the needs and supply of services. The 10 questions surveys on the transportation providers were prepared by GBRPA. In addition, ConnDOT had suggested a 13 questions survey be used to conduct the survey on providers or facilitators. However, the 10 questions posed at the ConnDOT survey were the same questions posted by GBRPA. By the time, ConnDOT handed out the 13 questions' survey forms, the GBRPA had already collected the completed surveys from providers. To this end, GBRPA conducted telephone interviews with the providers for the additional 3 questions on the ConnDOT survey. The results were tabulated on Excel Spreadsheet (See attachment1).

GBRPA also prepared 13 questions for customer satisfaction level on a survey. 1,200 surveys were sent out to transportation providers who distributed the forms to passengers. After the forms were completed, the providers forwarded to GBRPA for tabulation. Based upon the survey responses, the result was printed on Excel Spreadsheets. The results were shared with the transportation providers on December 5, 2006 regional meeting.

Once the gap is identified, GBRPA start to quantify the gap space by how many passenger trips will be needed. The passenger trips are the functions of the number targeted populations will be served. Based upon the survey from the customers as well as the transportation providers, the number of passengers can be estimated. Then, the capacity of the paratransit vehicle will be taken into consideration to determine how many passenger trips will be made to fill the gap. The strategy is expressed in terms how many service hours are needed to accomplish the task of additional trips. The service hour is the average of all long and short distance trip time from origin to destination.

B. How were the strategies developed and further refined? Cost estimates?

Two meetings were held with the transportation providers to discuss the strategies on how to fill the gap of services. On January 18, 2007 and Feb. 5, 2007, a meeting was held in Trumbull town hall.

After the two meetings, the Staff was able to refine the strategies as stated in 4A. The cost estimate of a project is based upon how many service hours are needed to the multiplication of cost per hour. In determining the project cost of proposed projects in the LOCHSTP list, the GBRPA has used $50 per hour, which is the approximate cost per hour used by GBTA, for all additional transportation services.

5. Prioritize implementation strategies

A. How were uniform priorities developed and applied statewide? What regional priorities were used? How were regional priorities developed?

ConnDOT had handed out the Prioritization Criteria for Human Services Transportation on Dec 6, 2006 LOCHSTP meeting in Shelton, CT. GBRPA , SWRPA and VCOG had held a joint meeting on January 24, 2007 at Westport Town Hall to discuss the prioritization criteria. The GBRPA had prepared its own prioritization criteria for the Greater Bridgeport region (See attachment 2). However, all three subregions agreed to use ConnDOT's handout for the Bridgeport-Stamford Urbanized Area. To this end, a number of questions were raised during the group discussions. The group agreed that those questions would be raised in the 2/7/07 LOCHSTP working group meeting to ConnDOT representatives.

On Feb 7, 2007, CDOT handed out the revised Prioritization Criteria for Human Services Transportation in a LOCHSTP meeting in Shelton. The Criterion item "1c" was revised to read for better clarity as "not replace other funding programs or resources".

B. Who was involved in the strategy prioritization process? How were strategies selected? What took place during the prioritization?

On January 18, 2007, a regional meeting was held in Trumbull Town Hall. The meeting was conducted by GBRPA,. All but Monroe and Easton Municipal transportation providers for elderly and people with disabilities attended the meeting. The Greater Bridgeport Prioritization Criteria proposal was handed out to the attendees. The proposal was explained to attendees and suggested the attendees to send in or call in their comments regarding the Criteria.

On January 24, 2007, a 3 subregions meeting was held to discuss the Criteria with SWRPA and VCOG.. Allan Yu of GBRPA, Jessica Neumann, Sue Prosi, Craig Lader of SWRPA and Dave Elder of VCOG agreed that the subregions will raise the following questions on 2/7/07 LOCHSTP meeting.

1. Criterion 1c. "not be eligible for other funding programs or resources" is vague. ConnDOT should be redraft the language.

2. Criterion 2c "have matching funding available from sources other than ConnDOT or USDOT funding" should be considered as pass/fail instead of "extra point" because all applicants must provide a certain percentage of matching grants.

3. Criterion 2d "coordinate with other public and private programs to maximize resources" should be considered as pass/fail since it is SAFETEA-LU mandate.

4. "Door to door" service should be considered as a part of strategy since it is considered as new service under the NFI regulations.

5. ConnDOT must provide guidance regarding Criterion 3 "Potential Regional Priorities ".

6. A quantitative measurement should be set as an additional criteria if projects to be selected were in "tie breaker" situations.

On Feb 7, 2007, CDOT handed out the revised Prioritization Criteria for Human Services Transportation in a LOCHSTP meeting in Shelton. The item Criterion "1c" was revised to read for better clarity as "not replace other funding programs or resources".

C. Provide list of projects by funding source in order of priority in each region. Update at least annually.

See Final Draft **LOCHSTP Proposed Projects - GBRPA List**

Attachment 1

In Depth Analysis of SERVICE GAPS in Greater Bridgeport Planning Region							
	Service Area--Municipalities						
TOWN	Bridgeport	Easton	Fairfield	Stratford	Trumbull	Monroe	Other
Bridgeport	X						W. Haven
Easton*	X	X	X	X	X	X	X
Fairfield	X		X				
Stratford	X	X	X	X	X	X	W. Haven
Trumbull	X			X	X	X	Shelton
Monroe	X		X	X	X	X	W. Haven
Goodwill Industries	X		X	X	X		Stamford
Kennedy Center	X	X	X	X	X	X	Westport
Jewish Home for Elderly	X	X	X		X		NewHaven
GBTA	X		X	X	X		W. Haven

	Types of Services						
	Number of registered users	After 5 PM service		Weekend service		Out of the region	
		Existing	Needs**	Existing	Needs**	Existing	Needs**
Bridgeport	524	0	0%	0	0%	0	0%
Easton*	1535	0		0		0	
Fairfield	1000	0	25%	0	30%	0	0%
Stratford	850	0	5%	0	10%	0	0%
Trumbull	300	0	10%	0	5%	0	to Ffd 50%
Monroe	1100	0	10%	0	75%	0	2%
Goodwill Industries	750	yes		yes		yes	
Kennedy Center	300	yes		yes		yes	
Jewish Home for Elderly	360	yes		yes		yes	
GBTA	7000 per month	yes		yes		yes	

***Based upon the telephone survey on providers in February 2007*

**Easton is not a participant to the Section 5310 grant nor the State Municipal Grant programs. No significant data is collected*

# of Population desired additional services			
	After 5PM	Weekend	Out of Region
Bridgeport	0	0	0
Easton			
Fairfield	250	300	
Stratford	42	85	0
Trumbull	30	15	150
Monroe	110	825	22
Total	**432**	**1225**	**172**
GRAND TOTAL		**1,829**	

Attachment 2

Greater Bridgeport Regional Planning Agency
Prioritization Criteria for Project Selections on Human Services Transportation

The federal regulation SAFTEA-LU requires all projects funded by NFI, JARC and Section 5310 must be selected from locally coordinated transportation plans. In order to fulfil this requirement, the Connecticut Department of Transportation has established an LOCHSTP process to set milestones to achieve the requirements. As a part of the process, this Agency has set below a number of criteria be used on how to prioritize projects and how to select projects from a locally developed coordination plan. The first set of criteria is a pass/fail measurement. All ten items must be passes before consideration of points' system on the second and third set of criteria.

1. Eligibility of a project/strategy for funding under NFI, JARC and Section 5310, the project/strategy must meet/pass the following requirements.

A. Serve the *target population* and address an identified *service gap*

B. Achieve *efficiency in service delivery*, i.e., eliminate any duplication of services

C. Did not be rejected by other funding programs or resources before the present application

D. Be able to start up in a reasonable period of time but must not exceed 6 months after the new fiscal year of the funding period

E. Have *appropriate resources* such as wheelchair accessible vehicles and dispatch services available within a *reasonable period* after project approval

F. Provide regional benefits, at the minimum of one other municipality in this planning region: Bridgeport, Fairfield, Easton, Monroe, Trumbull, Stratford. If origin or destination trip is outside of its own municipality, then it is considered as regional benefit.

G. Maximize the use of available local, state and federal-funded public transportation resources; the resources may not be used to create a *secondary layer of services* which already in existence

H. Be flexible to the subcontract with a subrecipient that has the technical and managerial capabilities to conduct the project, if necessary

I. Have a plan to make target population within and without this service area aware of the available services

J. Must demonstrate the financial ability to meet the matching portion of the grant.

2. Points System (one point for each item below)– In order to receive points on a proposed project/strategy when competing with others for grants, the proposed project/strategy must:

a. provide continued operating funding for a service which is already in operation

b. provide a service where or when no other service is available

c. have matching funding available from sources other than ConnDOT or US DOT funding such as State Municipal grants or local sources and

d. coordinate with other public and private programs to maximize resources

3. "Extra" Points System-- In order to receive "extra points" for the proposed project/strategy, the proposed project/strategy shows potential regional (Bridgeport/Stamford UZA) benefits in the cost/benefit analysis on the project/strategy on the following items.

a. not cost more than X per passenger

b. carry at least X passengers, and

c. attain the productivity level to approach 8*/t/b/h* (or $6.88 cost per trip)

Based upon the criteria stated above, the proposed project/strategy earns most points should be placed in higher priorities in project selection.

How the point system work

Each proposed project/ strategy must pass all ten items set in the first criterion before it can be considered on the second and the third sets of criteria. Each item in Criterion #2 and Criterion #3 worth one point for each item. In case of two competing projects/strategies achieve the same final score, then additional point(s) will be added to the project which cost less per passenger or carry more passengers or attain a higher productivity level. For example, project 1 and project 2 has the same total score of 7 after passing the first criterion. If project 1 carries 60 passengers per day and project 2 carries 45 passengers per day, then project 1 will be placed on the higher priority of selection for an additional point earned for carrying more passengers.

Glossary

Target Population	the elderly or people with disabilities or low income residents commuting to work in suburban area
Service Gap	the difference between demand by the target population and supply of transportation services by providers such as requesting weekend services, or expansion of weekday service hours, or expansion of service area
Efficiency in Service Delivery	manner of delivering services, the performance can be measured by idling time on the provider, or waiting time by customers, or direct or indirect routing
Appropriate Resources	Capital equipments, or, facilities or manpower to carry out the proposed strategy
Reasonable Period	the time necessary to set up or acquire appropriate resources to set up the services under the normal practice of the industry
Secondary Layer of Services	provide the same type of services with minor modification
t/b/h	trip per bus per hour. The hour is revenue hour. Bus is paratransit which can carry wheelchair passengers. Trip is passenger trip. The measurement is based upon a variety of functions including origin and destination , time of travel and continuity of picking up and drop off passengers.

Appendix B: SWRPA Technical Memo: South Western Region Locally Coordinated Human Services Transportation Plan

The South Western Regional Planning Agency (SWRPA) has created a Locally Coordinated Human Services Transportation Plan (the LOCHSTP), as required by the Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy For Users (SAFETEA-LU). The LOCHSTP is a product of a cooperative planning process that integrated the expertise of state and regional planning organizations with the insight generated from extensive community outreach with representatives from human services organizations and other key public stakeholders. The South Western Region LOCHSTP provides the key initiatives and recommendations for coordinated human services transportation for the eight municipalities covering Southwestern Fairfield County: Darien, Greenwich, New Canaan, Norwalk, Stamford, Weston, Westport and Wilton. The South Western Region LOCHSTP was also incorporated into the Bridgeport/Stamford Urbanized Area's LOCHSTP, which was integrated into a statewide plan.

Background

SAFETEA-LU is the federal transportation legislation signed into law in 2005. Among the provisions in SAFETEA-LU is the requirement that organizations and programs eligible for grants under Section 5310 (Elderly Individuals and Individuals with Disabilities Program), Section 5316 (Job Access and Reverse Commute Program) and Section 5317 (New Freedom Initiative) be derived from a locally developed, coordinated public transit-human services transportation plan.

The development of the LOCHSTP must be done through a process that includes representatives of public, private, for profit and non-profit transportation and human services providers and users. Through this coordination, the LOCHSTP will strive to streamline transportation services for persons with disabilities, seniors, and lower-income individuals by improving accessibility to transportation, encouraging new services while minimizing service duplications and utilizing existing resources in a more efficient manner.

Federal Transit Administration grants awarded to recipients of LOCHSTP strategies and initiatives are allocated based on the U.S. Census classified urbanized areas. Southwestern Connecticut's local area is located in the Bridgeport/Stamford Urbanized Area (UZA), one of three urbanized areas in Connecticut with a population over 200,000 (along with Hartford and New Haven). As the regional planning organizations (RPOs) representing the Bridgeport/Stamford Urbanized Area, South Western Regional Planning Agency has coordinated with Greater Bridgeport Regional Planning Agency and Valley Council of Governments in the development of the LOCHSTP. Additional statewide LOCHSTP funds are allocated to the remaining urbanized areas with populations under 200,000 persons and to regions with fewer than 50,000 persons.

The initial UZA LOCHSTP components of the statewide plan was completed on March 30, 2007. Although annual plan revisions are not required, ConnDOT is requesting a 2008 plan revision that seeks to build upon the initial LOCHSTP. This plan revision will identify secondary organizations that were unable to be identified during the development of the 2007 LOCHSTP.

Methodology

The process for developing the LOCHSTP was based on guidance established by the Connecticut Department of Transportation (ConnDOT), which is responsible for allocating federal SAFETEA-LU transportation funds across Connecticut. Guidance from the U.S. Department of Transportation was not issued. Regional coordination meetings held in August and September of 2006 focused on the development of the plan framework, the creation of an inventory of transportation users and providers, and the means of identifying other large human service organizations who are likely stakeholders in the LOCHSTP development.

To identify potential stakeholders, SWRPA utilized its CT Dial-A-Ride Working Group contact list, its Elderly Disabled Transportation (FTA 5310) contact list, feedback received from South Western Connecticut Agency on Aging, feedback received from Marie Allen of the Norwalk Senior Center, agencies included in the 2002 Southwest Connecticut Area-Wide Job Access and Reverse Commute Plan,and agencies/organizations that are known to SWRPA and involved in various human service roles. Based on knowledge of stakeholder involvement and assumed interest levels, potential members of a working group were also identified.

The stakeholders identified in the inventory were mailed a Human Service Transportation Survey. Crafted by ConnDOT, the surveys aimed to identify the client populations served, the extent to which they use, provide or purchase transportation, coordination partners, and areas where transportation gaps exist or service enhancements are needed. Formal procedures were established to determine the appropriate contact person at each organization. Surveys were sent to recipients via U.S. Mail on Wednesday, October 11, 2006. Survey recipients were provided the option of requesting an electronic version of the survey, and returning it via e-mail in the requested timeframe. Follow-up phone calls to recipients of surveys not received by the October 18 th deadline were then attempted.

A preliminary analysis of the survey responses was performed to generate an initial set of results and conclusions. However, a second round of follow-up phone calls was necessary for survey recipients that provided answers requiring clarification or additional information, such as whether the organizations were users, providers or purchasers of transportation. The information obtained from the responses was entered into a database containing specific contact information for respondents, categories highlighting the areas where transportation improvements are needed, and qualitative information on the relationship between stakeholders and the region's transportation network. SWRPA planners drew conclusions based on these details, which can be found in the next section of this report.

Additional LOCHSTP meetings with were held during and following the dissemination of the surveys, allowing LOCHSTP working group members to comment on proposed criteria prioritization to determine projects suitable for funding and strategies to improve transportation to the targeted populations. Additionally, discussions of initial survey results provided some insight into the perceived needs of the various sub-regions within the UZA.

To gain further perspective on the human service transportation needs of the region, SWRPA hosted a LOCHSTP focus group held in conjunction with an information meeting regarding the application process for Section 5310 funding. The organizations in attendance came together to discuss current conditions for human service transportation users and providers, and to identify service gaps that should be addressed in the LOCHSTP. Strategies for addressing transportation coordination for human service organizations and populations such as seniors and persons with disabilities were exchanged, based on the needs identified by the focus group.

SWRPA recently completed a study for the City of Stamford focusing on strategies to utilize funding made available through the Municipal Dial-A-Ride Grant. In completing the study, SWRPA had discussions with numerous stakeholders that are compatible with the goals of the LOCHSTP. The results of the Stamford Senior Transportation report were reflected on in the development of the identification of gaps and service needs, and used to assist in the development of LOCHSTP strategies. Also incorporated into the analysis was a report on a South Western Connecticut Regional Forum on Transportation, which was part of a Connecticut Council on Developmental Disabilities Plan for the Achievement of Transportation Coordination in Human Services.

To provide a centralized point of information concerning the LOCHSTP, SWRPA created and is hosting the UZA's LOCHSTP website. The website was created to contain links each RPO and primary transit operator in the region, along with key LOCHSTP documents of interest to the community at large. These documents include frequently asked questions, the prioritization criteria used to determine the selected projects to be funded, and the working group meeting summaries. Each RPO is also hosting a webpage for their specific region's LOCHSTP.

A GIS demographic analysis was also performed to further assess the gaps in service that may exist in the UZA. Findings will be included in the publication of the final report.

Survey Results – South Western Region

SWRPA identified 72 organizations to be included in the survey process in the first year of the LOCHSTP development. SWRPA received 43 responses, including a handful of surveys that were administered by phone. Additionally, there were seven surveys sent out that were consolidated with other responses, meaning that one representative responded for multiple organizations included in the inventory. In total, more than two out of every three survey recipients participated in the process.

The surveys were able to display the distinct groups of transit providers that exist in the South Western Region. They include:

- Primary Providers – The operators that transport the vast majority of passengers in the region are CT Transit and Norwalk Transit. Both operate 7 days a week, and provide fixed route/wheelchair accessible service with extensive fleets.
- Secondary Providers – Organizations providing rides to those generally unable to utilize the fixed route service of the primary providers include various Dial-a-Ride and other similar demand responsive services. These services vary greatly by operator in terms of trip purposes and eligibility requirements. Taxi companies serving the region's municipalities help transport passengers on a door-to-door basis with little advance notice required, and are available to the general public.
- Specialized Providers – Many organizations serve limited audiences, such as those requiring transportation for medical visits. In many cases, these providers are supported by a limited volunteer base that often utilizes private vehicles to transport passengers.
- Client Dedicated Providers – Numerous agencies, including adult day care centers and senior centers, utilize their vehicles specifically for the purpose of transporting clients to their facilities from home addresses.

There were also organizations participating in the survey that purchase or arrange transportation by coordinating with providers such as Norwalk Transit, Transportation Services of Greenwich (TAG), and GetAbout.

Geographical service patterns became evident through the analysis of survey responses. Results highlighted the disparity of services between the more urban areas versus the smaller towns in the region. Services were more widely available in Stamford, Norwalk and Greenwich, with a comparatively smaller group of organizations serving the smaller towns, especially Weston. Furthermore, the providers mostly serve destinations within the South Western Region, only venturing outside the region for limited purposes. These trips to destinations in areas such as Bridgeport, New Haven and New York City are not promoted, due to the high cost of operating these services. At the LOCHSTP focus group, participants highlighted the difficulty of reaching these distant locations, which are often required for specialized medical visits. Specific locations such as Burke Rehabilitation Hospital in White Plains and the VA Hospital in West Haven, along with regions such as the Hartford are requested to with some frequency.

A clear need to expand the availability service to timeframes other than weekday business hours was also acknowledged by many survey recipients and focus group participants. Aside from the primary transportation providers and a handful of other organizations, the bulk of transportation is offered during the hours between 8:00 and 5:00 on weekdays, when demand is strongest. Service is more limited, in the early morning and late afternoon/evening weekday timeframes. According to one focus group participant, there are clients of some organizations that would be interested in employment during overnight hours if transportation were more readily available. There is also a strong demand for weekend service, when many organizations are not operating their vehicles. Service is particularly sporadic on Sundays, when persons interested in attending religious services have been acknowledged as having limited transportation options.

The ability for organizations to expand transportation was found to be contingent on physical and financial resources that are sometimes difficult to obtain. Numerous organizations highlighted the fiscal constraints that they operate with, and as a result are unable to offer the levels of transportation service that would otherwise be ideal due to the inability to fund the purchase of additional vehicles or the operation of vehicles. The increased cost of fuel in recent years has resulted in an additional financial burden that must be overcome. Organizations have also expressed how challenging it to find persons who are qualified to operate vehicles. For organizations that are more dependent on volunteers, more are needed to provide door-to-door services with their own vehicles.

An issue that confronts many potential users is the lack of awareness that transportation services provided by human service organizations are available for their use. In the development of the LOCHSTP, SWRPA learned of numerous transportation providers that would otherwise be unknown to SWRPA had an organization not acknowledged their presence. Survey recipients have expressed their hope that better marketing of services will attract users that are unaware that their services exist. Furthermore, education is recognized by organizations as a necessary component to assist users in developing a comfort level for traveling independently. Educational services are also a need identified in the Southwest Connecticut Regional Forum on Transportation. Organizations also pointed to the idea of coordination as an area where opportunities must be explored to develop potential partnerships that could allow users to have expanded access to services.

The need to improve the physical infrastructure of facilities was also widely acknowledged. In areas where fixed route bus service is available, it can be challenging for seniors and persons with disabilities to comfortably utilize the system. Bus shelters are not offered at all bus stops, nor are seating areas for waiting passengers. In some instances, there is little or no signage indicating that a bus stop exists. Furthermore, with the growing population segment in the BSUZA that speaks a language other than English, there are a limited number of bilingual signs. Where bus stop shelters are offered, inclement weather such as snow can restrict access.

Other needs identified by survey respondents included the expansion of eligible trip purposes above and beyond what organizations currently permit, measures to make trips more affordable for users, and the goal of convincing seniors that they should discontinue the operation of their personal vehicles due to increased frailty or physical disability.

The surveys also highlighted the need to develop improved methods of identifying human service transportation providers. There were instances where SWRPA learned through the gap assessment of organizations providing transportation that were previously not identified, some of which may address some of the gaps that had been identified.

Potential Strategies/Best Practices

The development of key strategies was derived from the gaps identified through the information gleaned from the human service surveys, the LOCHSTP focus group, and conclusions that arose in the related SWRPA study related to Stamford Senior Transportation. Further insight was gained through the regional LOCHSTP coordination meetings, as each RPO highlighted common areas in need of attention.

- ***Expand service during early morning, late evening and weekends*** -- Organizations that are interested in and equipped to provide new or expanded service will be identified, with a focus on providing transportation during timeframes where service is sporadic or unavailable. Funding acquired through the LOCHSTP process can be used to support operations of such service. Emphasis should be placed on non-ADA transportation.
- ***Encourage vehicle sharing coordination*** – To address the lack of available vehicles that numerous organizations described, there are various opportunities for arrangements where vehicle operators contract with other organizations to allow usage of their vehicles during idle timeframes. Such a strategy can address some of the service gaps that exist during timeframes where transportation service is relatively minimal. For example, TAG does not utilize their vehicles during late night hours, a timeframe where Shelter for the Homeless has expressed interest in providing transportation to their clients. A vehicle sharing agreement could address the late night service gap, and help low income persons gain access to overnight employment opportunities.
- ***Expand the types of eligible trip purposes*** – Although those who are eligible for ADA dial-a-ride service can utilize it for any reason, other services offer transportation for a more limited array of purposes. Shopping, attending religious services, visiting friends and relatives, and medical trips are just a few of the types of trips where additional transportation needs have been identified.
- ***Promote ride sharing between organizations providing transportation coverage to common areas*** - In certain instances, organizations can more efficiently operate their fleets if they were able to coordinate with other agencies that provide coverage in the same areas. Through ride sharing, the potential exists to increase ridership in vehicles that meet the needs of multiple user populations while reducing the financial burden to the coordinating organizations.
- ***Create a human service inter-regional transportation service*** – Although Coastal Link bus service exists in the UZA, there is a limited ability to provide service to all persons requiring transportation to certain locations to areas outside the immediate region, such as the VA Hospital in West Haven or medical facilities in Hartford. Furthermore, vehicles funded by certain programs such 5310 are prohibited from crossing into New York State. This hampers the ability for persons attempting to reach destinations across the state border but substantially closer than comparable services located in Connecticut.
- ***Develop a consolidated marketing approach to promote transportation services, and offer centralized information*** – With the multitude of transportation providers that are largely unknown to targeted client groups, organizations in the UZA should work together to develop and publish a guide to human service transportation in the Bridgeport/Stamford Urbanized Area, which would be made available to all identifiable human service organizations and posted on the UZA LOCHSTP website. A centralized clearinghouse to provide updated information on service should also be established
- ***Offer expanded travel training***: Many travel training programs are available, ranging from transportation assistants helping users in a one-on-one role, to Public Transit 101 courses that are offered by transportation providers. A high quality video has recently been developed by the Norwalk Transit District to provide additional guidance for persons who have a fear of independent travel by public transportation. Additional travel escorts could also help promote mobility to those intimidated by or otherwise hesitant to use public transportation and paratransit.

- ***Develop taxi voucher programs*** – Taxi companies are a resource that can offer transportation for trips that can not be anticipated or are unable to be handled by other providers. Through voucher programs that can counteract the higher fees that taxis are required to charge, service can be offered to those in need of transportation virtually anytime.
- ***Centralize training and dispatching for vehicle operators*** - To address the reported shortage of qualified drivers that have been reported, a centralized approach to training vehicle operators can be utilized. A lead agency should be designated to provide such training. Since organizations have differing staffing needs for providing transportation at various times of day, the splitting of shifts to should be encouraged to fill the needs of operators that are struggling to find qualified drivers.
- ***Promote Maintenance Coordination*** – There may be opportunities for transportation providers to coordinate on the maintenance of vehicles.
- ***On-Demand Service*** - Persons who depend on demand responsive transportation usually are required to provide notification of their service requests at least one day in advance. With certain trip purposes that are not able to be anticipated in advance, or for those who do not have the mental capacity to make a reservation and be present when the trip arrives, on-demand service can provide additional travel flexibility.
- ***Centralize volunteer coordination dispatch*** – Various organizations that provide service via volunteer-driven vehicles have reported struggles in attracting volunteers. An organization should be identified to keep a database of volunteer information, and could organize efforts to distribute volunteers between geographic areas and timeframes to provide greater coverage.
- ***Hold regular meetings of focus groups*** – The development of the LOCHSTP has highlighted the need to better communicate with the public to discern the areas where enhancements to current service are needed. Semi-annual meetings of focus groups solely concerned about transportation matters for persons of lower incomes, seniors and persons with disabilities are suggested.
- ***Door-to-Door/Door-through-Door Service*** – Seniors and persons with disabilities who depend on paratransit are best served by those able to assist them to the entrance of their destination, and through the door. However, there are certain services currently offered that only have the funding to provide curb-to-curb service, leaving passengers on their own to safely arrive at their destination.
- ***Develop a Comprehensive Transit Plan –*** With multiple transit providers catering to specific segments of the UZA geographical area and dedicated client groups, a comprehensive transit plan would assist in developing a vision for the region's transit network and allow for opportunities to better address service gaps and enhance service.
- ***Secure funding for insurance needs, volunteer operations, and additional vehicles*** – Numerous human service transportation providers in the BSUZA described their struggles in providing the optimal levels of transportation due to a lack of funding for resources such as additional vehicles, insurance for vehicles, and support of volunteer operations. Funding for these purposes would provide incremental improvements to transportation availability in the BSUZA.
- ***Physically enhance bus stop facilities –*** To address the deficiencies that exist at bus stops, efforts should be undertaken to enhance bus stops. Building new bus shelters and improving those that have previously been installed to include seating, improved signage, bilingual information, and real-time traveler information should be a priority. Additionally, efforts to address the difficulties of accessing buses during inclement weather or after snowstorms should be undertaken, with an emphasis on snow removal to allow persons who are wheelchair bound to maintain their ability to safely board buses.
- ***Offer additional door-through-door and door-to-door service*** – Additional door-to-door service, and preferably door-through-door service, would be an improvement over curb-to-curb service that some providers offer.
- ***Improve inter-regional coordination*** – Continuing discussions involving RPOs, transit providers, human service organizations, and advocacy groups are needed to allow improved inter-regional

coordination to occur and promote mobility for all residents who choose to or are forced to rely on alternatives to automobile transportation.

- ***Review and modify regulations restricting mobility for residents of assisted living facilities*** – Advocates for persons living in assisted living facilities have expressed the need for improved transportation options for residents currently restricted to the trips offered by their facilities. A review of regulations and the consideration of modifications should be considered.

Next Steps

Pending determination of the priorities and recommended studies of the UZA, the South Western Region will be providing the list of recommended projects to its MPO. The projects will also be included in the South Western Region Long Range Transportation Plan 2007-2035, which is scheduled to be adopted by the MPO on May 8, 2007. Additionally, other components will be incorporated into the South Western Region, including maps describing the region's demographics, transportation networks and key destinations for the LOCHSTP target populations.

The LOCHSTP will continue to evolve, as there are various activities scheduled for year 2 to create a more comprehensive plan:

- Continued identification of gaps in transportation and strategies to address these gaps
- Continued outreach with human service organizations, with regularly scheduled focus groups pertaining to transportation
- Continued regular meetings of the UZA LOCHSTP working group
- The human services transportation database will be expanded to include secondary transportation providers and additional human service organizations
- Expanded outreach with disability advocacy groups with the intention of obtaining information regarding those persons whose transportation needs are not currently being served.

Appendix C - "Linking Low-Income Workers with Transportation in the Lower Naugatuck Valley (Ansonia, Derby, Shelton and Seymour, Connecticut)"

Executive Summary

In 2005, eight (8) organizations came together spurred by their common interests *to identify, initiate and/or promote mobility solutions for low-income residents of Connecticut's Lower Naugatuck Valley ("the Valley ") and low-income wage earners who commute to the Valley to improve their access to employment that is available in the region.* This led to a successful award of Joblinks Grant Funds from the Community Transportation Association of America (CTAA) in February 2006. The Valley study area consists of four (4) major towns - **Ansonia, Derby, Seymour and Shelton** – in the southwestern part of Connecticut. This area has a population of approximately 84,500 residents.[1]

The organizations that applied for the grant (referred to as "the Partners" or "Consortium") had a collective vision that this Joblinks project will be a catalyst to: 1) initiate changes in transportation services options available to low-income workers, 2) identify where changes could be made to reduce transportation barriers the unemployed face so they can seek and retain work, 3) distribute the project report widely so that it can be used by leaders, advocates and concerned residents to proceed with action steps, and 4) encourage the development of at least two (2) pilot projects that can be implemented by members of the community after the planning funds from the grant come to a close. The Consortium is comprised of a diverse set of entities, representing employers, transit management entities, and organizations that provide services to low-income community members. These organizations have been involved in a variety of different attempts at one time or another to develop transportation solutions. However, these efforts have been ad hoc, lacked funding, were limited in their ability to conduct thorough analysis, and lacked staff to implement action-oriented plans.

This grant has provided the vehicle to continue these earlier efforts in a more structured way with adequate funding to collect constituent feedback to help guide future transportation planning efforts. The Consortium is comprised of the following Partners:

- Birmingham Group Health Services (BGHS)
- Coordinated Transportation Solutions (CTS)
- Greater Valley Chamber of Commerce (the Chamber)
- TEAM, Inc.
- Valley Council for Health and Human Services (the HHS Council)
- Valley Council of Governments (VCOG)
- Valley Needs and Opportunities (VNOP)
- Valley Transit District (Valley Transit)
- Area Congregations Together (joined after the project started)

The Partners want to acknowledge the significant contribution of the Valley United Way through its support of the VNOP and other community organizations that provide services to low-income Valley workers.

Ms. Adsitt filled the role as the Grant Project Coordinator and was responsible for developing and implementing the Outreach Plan, maintaining communication with CTAA to provide updates on the project's progress, and bringing the Partners together to make decisions about the direction for upcoming

[1] "*2000 Dicennial US Census*", US Census Bureau/US Department of Commerce.

project activities. To implement the Outreach Plan required a significant amount of personal contact with representatives of the five (5) groups targeted for participating in the surveys and discussing transportation services issues. Contacts that occurred included attendance at meetings to present information about the project, arrangements to distribute and collect surveys, and followup with organizations and businesses to encourage them to complete the survey. Staff of CTS was responsible for survey development, data analysis, and report writing. The Grant Project coordinator and CTS staff prepared materials for presentations conducted by one or more of the Partners to update the community and interested parties on the progress of the project during the months of September and October 2006, and the final public outreach session in November 2006.

The general findings of the grant project is the culmination of input gathered through outreach activities, and feedback from written surveys/interviews of the following target groups: low income Valley residents, bus riders, employers, employees, and social services providers (organizations). The following list summarizes the four (4) general findings that emerged from the analysis:

1. Transportation and Employability

Public transit services are important to the employability of many Valley residents and individuals who come to the Valley for work. Lack of available Public Transit has been a factor leading to residents *turning down employment opportunities* and *leaving jobs*. If it should come to pass that Public Transit is not available in the future many individuals would *not be able to continue working at a job*, while others would rely on *family/friends or walk.*

2. Sources of Transportation Information

To find information about Public Transit routes and services the majority of riders turn to *family or friends*, followed by referring to a *flyer on bus*. The *Internet* was identified in only a few instances as a source for information for low-income workers, bus riders and consumers. Most respondents preferred to get information about services in *English*.

3. Public Transit Schedules

The most frequent reason for using Public Transit after *employment* is for *medical appointments*. Many current transit riders traveling to and from work reported a lack of early morning and later evening routes, a need for buses to run more frequently (most run hourly), the reduced service on weekends, and problems with bus schedules to accommodate workers that need to work overtime.

4. Hiring and Retaining Employee

Most Employers cited transportation as being *very important* to their efforts to hire and retain hourly wage earners. The Employers represent businesses throughout the Valley with workforces that range from 7 to 250 workers. These businesses represent various types of industry including manufacturing, finance/insurance, and information technology/communications and retail/wholesale.

The suggestions for improvement of transportation services in the Valley were consistent across target group responses, and the information gathered at outreach functions. The key topics identified fall into the following two (2) categories:

- Modifying bus schedules by adding more routes earlier in the mornings, later in the evenings, and on weekends

- Expanding routes to drop off/pick up closer to sites where riders work

This Summary Report includes three (3) maps to provide readers with an orientation to the geography of the Valley as a whole, the location of business centers, existing Public Transit routes in the Valley, and estimated income levels of low-income Valley residents. These can be found in the **Appendix** of the complete report.

The final goal of the grant project was to identify two (2) Pilot Projects with the following characteristics: 1) identify a scope of work that is not too complex so that is can be designed and implemented in a relatively short timeframe, and 2) recruit interested parties amongst the Partners and/or from other entities within the Valley to help design and implement the Pilot. For each Pilot Project, Partners held at least one meeting to review scope of the project, and as appropriate, invited other entities to participate in the discussion. A more detailed discussion of each project is presented in **Section IV. Pilot Projects.** The good news is that the Valley is currently served by three (3) Public Transit systems and a rail system so the focus of the Pilot Projects is to identify opportunities to make improvements within a reasonable timeframe and to keep the scope reasonable so completing the Pilots have a high likelihood of success. The following topics are proposed as the Pilot Projects:

1. *Pilot Project #1 –Communication Improvements* - Improve the content and availability of information about existing Public Transit services that can be used by Valley residents working in the Valley and others coming into the Valley to work

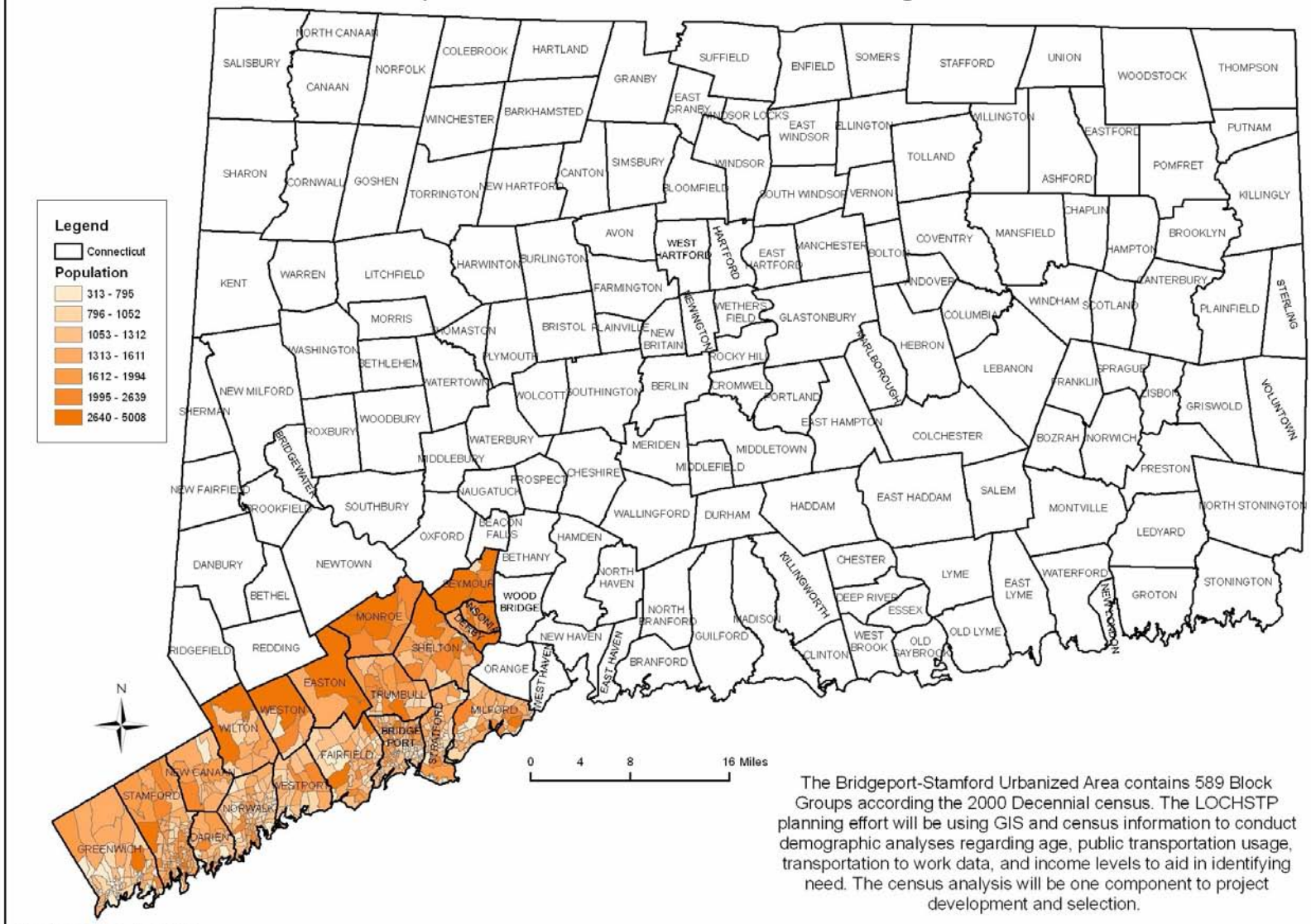
2. *Pilot Project #2 – Service Improvements* - Increase coordination of Public Transit services among the different Public Transit Agencies serving the Valley and modify route schedules to better meet the needs of Valley workers

The *Summary Report* for "Linking Low-Income Workers with Transportation in the Valley" Joblinks grant project contains the following sections:

a. Section I – Characteristics of the Valley
b. Section II – Data Gathering
c. Section III – Summary of Responses
d. Section IV – Pilot Projects
e. Appendix

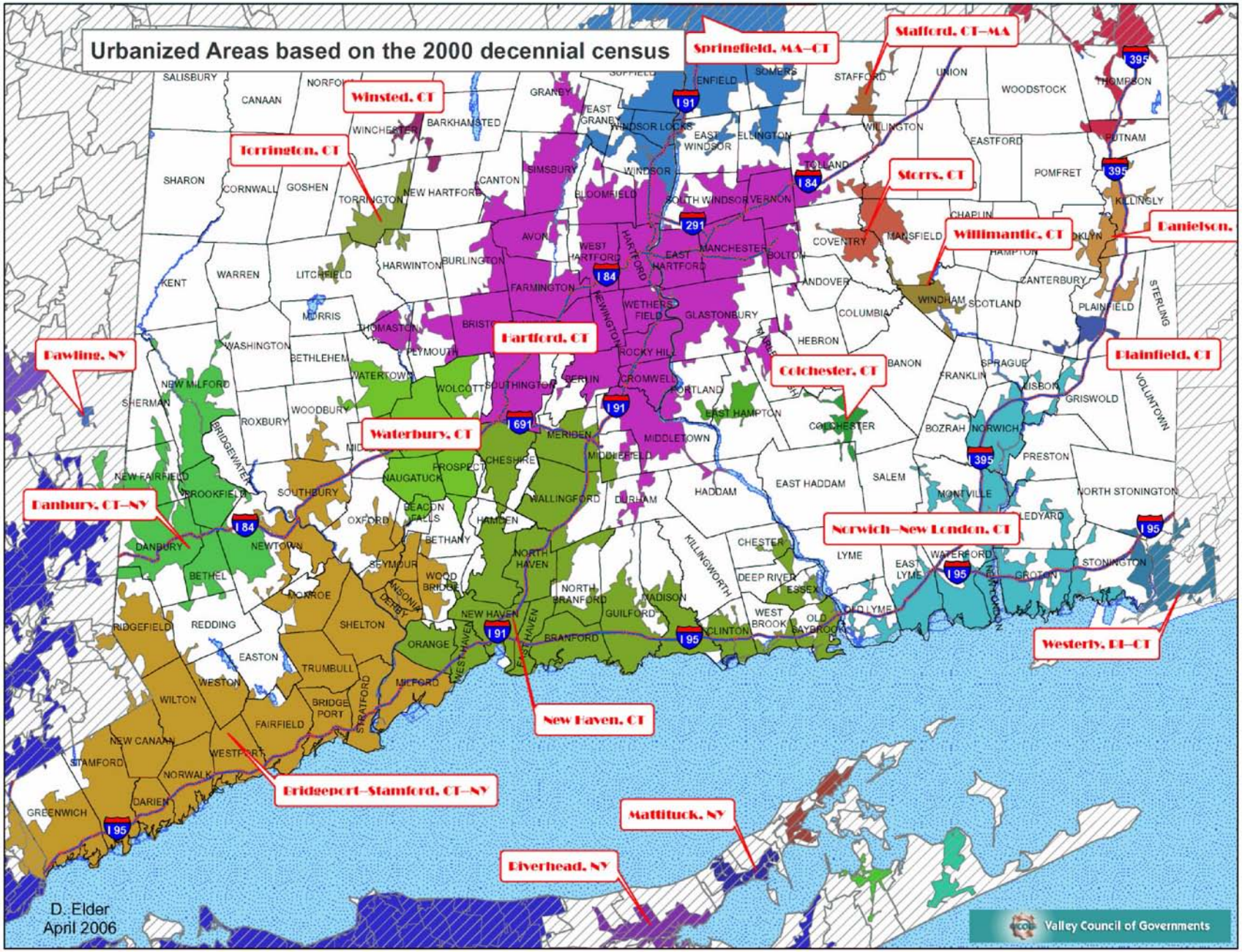
For additional information, a copy of the complete report or to followup on this project, contact the Valley Council of Governments [VCOG] (Derby, CT) at: 203-735-8688.

Locally Coordinated Human Service Transportation Plan



The Bridgeport-Stamford Urbanized Area contains 589 Block Groups according the 2000 Decennial census. The LOCHSTP planning effort will be using GIS and census information to conduct demographic analyses regarding age, public transportation usage, transportation to work data, and income levels to aid in identifying need. The census analysis will be one component to project development and selection.

Map Prepared by: David Elder
March 31, 2007


Urbanized Areas based on the 2000 decennial census
Springfield, MA–CT
Mafford, CT–MA
Winsted, CT
Torrington, CT
Storrs, CT
Willimantic, CT
Danielson,
Hartford, CT
Dawling, NY
Colchester, CT
Plainfield, CT
Waterbury, CT
Danbury, CT–NY
Norwich–New London, CT
Westerly, RI–CT
New Haven, CT
Bridgeport–Stamford, CT–NY
Mattituck, NY
Riverhead, NY
D. Elder
April 2006
Valley Council of Governments