What It Really Means To Be Inclusive
Achieving inclusivity isn’t all that difficult. It prioritizes the value of every person and their mobility needs and responds with customer-focused services. Even more encouraging should be the reality that most community and public transportation providers and advocates do this already.

Environmental Scan Outcomes to Strengthen Inclusive Transportation Partnerships
The environmental scan process included interviews with program representatives of transportation-related organizations and human services organizations who were part of a coordinated transportation system. To ensure we included the important perspective of customers, interviews also took place with people with disabilities and older adults who participated in coordinated transportation systems.

Searching for Innovation: Inclusive Planning Projects Demonstrate Creative Approaches to Planning
In late May 17, 2013, communities were awarded grants to improve coordinated transportation services for older adults and people with disabilities. Funding for these projects was provided by Strengthening Inclusive Coordinated Transportation Partnerships to Promote Community Living, a project funded by the U.S. Administration for Community Living and administered by the Community Transportation Association of America.

The Inclusive Transit Planning Project Liaison Roundtable
Three project leaders, Virginia Dize of the National Association of Area Agencies on Aging, Judy Shanley with Easter Seals and Charles Dickson with the Community Transportation Association of America, are serving as inclusive transit planning project grantee liaisons. To get an idea of emerging trends and the impact of these projects, DigitalCT magazine’s Editor in Chief Scott Bogren asked each a series of questions.
From the Editor

**Inclusivity: Getting Out What You Put In**

DigitalCT Editor-in-Chief Scott Bogren covers the articles and stories that comprise this edition of DigitalCT, with an emphasis on what inclusive transportation planning means in practice. Click anywhere on the image above to view the video.
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Voices from the Community

In this edition of DigitalCT, The CT Podcast page features two important conversations. To subscribe to the CT Podcast, go to http://ctpodcast.blogspot.com/ or search “The CT Podcast” in iTunes. Click on the microphone beside each entry to listen!

Sharon Lewis, Principal Deputy, Administration for Community Living

Sharon Lewis, Principal Deputy with the Administration for Community Living (ACL) joins the CT Podcast to discuss the Strengthening Inclusive Coordinated Transportation Partnerships to Promote Community Living project — with a focus on its objectives and outcomes. “Mobility is critical, we are such a transportation dependent society,” says Lewis. “Inclusivity is at the heart of the ACL — full membership in society requires full participation.

John Walsh, VP Sales and Marketing, Mobility Ventures, LLC

John Walsh of Mobility Ventures LLC joins the CT Podcast to discuss the latest developments with the MV-1 vehicle. After having ceased production in April, AM General through a subsidiary, Mobility Ventures, now owns the vehicle and intends to begin production again in February or March of 2014. In addition to saving the brand, AM General (which builds the U.S. Military Hummer) hopes to introduce a 2015 version of the MV-1 that significantly increases standard gas mileage. Learn what happened last spring, and what the future holds for the MV-1 in this edition of the CT Podcast. Walsh reiterates the company’s new focus, “We’re a mobility company.”
All operators and drivers should be concerned when a rider boards with O2. Oxygen cylinders that are hand carried, slung on a chair or placed on the vehicle floor are a liability and extremely hazardous. A sudden turn or collision can send tanks flying, resulting in impact injuries to the rider, other passengers or the driver. If the tank is compromised and flammable gas fills the vehicle compartment, everybody on board is in grave danger.

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November 15 was an exciting day for all involved in the planning, development and advocacy of community and public transportation in Mississippi. On that day we witnessed the dedication of the Natchez Regional Transit Center in the city of Natchez, Miss., which will serve as the focal point for a regional-wide transit system. The construction of the beautiful facility began several years ago as part of a state-wide effort to assist six regional groups develop coordination plans. The city of Natchez was a member of the Southwest regional group and provided an example of successful coordinated planning. The Community Transportation Association of America (CTAA) was a member of the facilitation team during the early stages of coordination planning throughout Mississippi and is proud to recognize the success of all those who came together in those regions.

During the ribbon-cutting ceremony in Natchez, the Mississippi Department of Transportation (MDOT) celebrated the completion of a state-of-the-art, multi-modal regional transportation center. The US Department of Transportation supported the project with $3.1 million American Recovery and Reinvestment Act (ARRA) grant. The remaining funds were made up of state funds from MDOT and local matching contributions from the city of Natchez. The facility is the center piece of regional efforts led by the Natchez Transit System (NTS), which will enhance mobility options throughout Southwest Mississippi.

In an effort to improve the mobility options for citizens throughout Southwest Mississippi, the facility will be a regional passenger transfer hub, a modern maintenance center and a regional transportation call and dispatch center. It will include a park–and–ride lot, space for secure vehicle parking, a regional training classroom along with retail space for operators of private transportation service.

A Vision Realized

During the ceremony, several transportation leaders underscored the coordinated vision that built the new facility and helped
bond the local, state, and federal communities. A comprehensive, full-service facility has been realized. And to make the celebration especially noteworthy was the coming together of those representative speakers during the ceremony.

Congratulations were the order of the day and recognition was offered to those who worked diligently to see the project through to its culmination. Among those who spoke were: Sabrena Bartley, Natchez Transit Director; Reverend Leroy White; Yvette Taylor, Ph.D., Federal Transit Administration (FTA) Region IV Administrator; Robert L. Johnson, III, Mississippi House of Representatives and Chairman, House Transportation Committee; Tom King, Southern District Commissioner; Larry L. “Butch” Brown, Mayor, City of Natchez; and Charles R. Carr, Director, Office of Intermodal Planning, MDOT.

Bartley spoke about the vision and how proud she was of her staff and the contributors who made the vision a reality. While the facility construction has been completed, she also spoke with pride about the future services and activities that will begin and end at the center. Mayor Larry “Butch” Brown said that Natchez is a small city with big city dreams and plans ... the city of Natchez will continue to go forward. Carr recognized the outstanding work of the city and the staff of MDOT Public Transportation Division to whom credit was given for their efforts working with the city and FTA, and the exceptional partnerships built throughout the process. His message carried with it a caution, as he reminded the audience the work is not complete, challenges are ahead and efforts must be sustained for all.

Lessons Learned and The Future

A little more than three years ago Natchez residents were debating the pros and cons of supporting public transportation and the construction of a public transit facility. So interesting was the discussion, the PBS News Hour covered the story as the debate continued. Some thought public resources could be spent in other ways. Others, such as present riders and public officials spoke to the needs and benefits of having a regional transit center. What the latter spoke to was the capacity of a center to bring together several resources and build local economic development. The benefits were documented by the need for a collaborative effort to grow ridership, maintain vehicles in a modern facility and include the private sector through
the offering of retail space and providing a hub for both public and private transportation services.

So what has been learned so far? We now know that some state DOTs, like Mississippi, stand ready to assist in the planning and implementation of important local transportation infrastructure projects. We know that local communities can be successful in garnering support and strategically program their resources to make the important improvements. We’ve seen that regional coordinated call centers and private ventures that improve access and mobility for a large population of riders.

Most importantly, the new Natchez Regional Transit Center’s completion reminds us that even in challenging times, wise investment – of public and private resources – can build significant, permanent improvements to local and regional mobility. CT

Janice Ross-Lorenz is the Director of Special Projects for the Community Transportation Association of America.

Voices from the Community

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Become a member of the Community Transportation Association today by contacting our Membership Director, Caryn Souza, at 202.294.6527 or souza@ctaa.org, or visit www.ctaa.org/join.
By Lenna Kottke

Life is slowly returning to normal for communities and individuals affected by the epic flooding that occurred September in Colorado. Fortunately for Via Mobility Services, our facilities, vehicles, and more than 240 employees were largely unharmed. Because of that good fortune, Via was able to respond quickly to the urgent and unique evacuation and transportation requests that came in to us during the storm as well as during the recovery stage.

During the height of the storm, Via was called on to evacuate people from health care and assisted living centers; from churches where some had sought refuge to emergency shelters; and to several evacuation locations throughout Boulder County. Via Safety Manager Jeff Carlson was stationed at the Office of Emergency Management (OEM), helping to direct relief efforts. We had eight drivers on-call for emergency evacuations and a few spent the night at work, waiting and willing to be called to help out.

But our work was not done once the urgency of the evacuation was over. For several weeks, Via provided flood victims with free, on-demand transportation to the Disaster Assistance Centers in Boulder, Longmont and Estes Park, as long as Via staff could safely reach the flood victim’s location. Via also provided free on-demand transportation for any flood victim in its service area to access health care, food, employment, housing or other essential services to help stabilize their lives. We added a mid-day Climb route from Nederland to Boulder via Sunshine Canyon when Boulder Canyon was closed and Denver’s Regional Transportation District (RTD) was unable to operate its regular local route. In addition, Via provided mobility options and referral to other transportation resources that became available as roads opened up in communities most impacted by the flood.

We have continued to assist flood victims with extraordinary transportation needs such as the following:

• Transporting a man (and his cat, who had been dropped off at the Humane Society) from Boulder to Estes Park where he had a voucher for housing;
• Helping another man return to his home in Lyons to get the kidney medication he had been without for nine days;
• Providing a trip to the doctor for a man who had to walk a mile down Lee Hill Road to get to a place where we could pick him up;
• Taking a young man with leukemia (whose family had lost their trailer and car in the flood) to Children’s Hospital in Denver for chemotherapy treatments.

So many employees went above and beyond during this crisis. Via once again demonstrated our focus on people and their needs first, then on how we can help to meet those needs. Thanks to all who jumped in to do whatever needed doing. We will continue to provide assistance for extraordinary needs as long as we have the drivers, vehicles and funding to do so.

Lenna Kottke is the Executive Director of Via Mobility Services.
I recall a community listening session I attended many years ago outside Denver, Colorado in which one of the people in the audience, upon hearing about the availability of mobility services for both older adults and the general public, pointedly commented: “Just because I’m old, doesn’t mean I’m no longer part of the general public.” Needless to say, it was a valid point, and one we often lose sight of when it comes to transit for both older adults and people with disabilities.

It’s true: people with disabilities and older adults are members of the general public. Public transportation, therefore, must be able to accommodate their mobility needs within its overall goal of serving all Americans. There’s no better way to ensure progress toward this worthy objective than involving older adults and people with disabilities in the planning and development of public transportation. And that is the point of inclusive transit planning.

Since its inception, the Community Transportation Association of America has believed that mobility in all of its forms is essential to all Americans — regardless of geography, ability, age or income. We’re proud to have been the only national transit association to fully support the passage of the Americans with Disabilities Act (ADA) and have since worked to build and enhance fully accessible public transportation across the U.S. in big cities, small towns and rural communities. We have long asserted that mobility is a basic human right.

Given this organizational history, our work with the U.S. Administration on Community Living and with partners Easter Seals, the National Association of Area Agencies on Aging and Westat on Strengthening Inclusive Coordinated Transportation Planning to Promote Community Living is a natural extension of our Association’s core values. After all, equal participation in society is a pillar of full community membership.

We’re pleased to present this special edition of Digital CT magazine that spotlights the important project and the resources we’ve developed on inclusive transportation planning as well as featuring the ongoing demonstration projects that are underway to uncover, document and evaluate the most promising inclusive transit planning practices. All of this great information is housed at www.transitplanning4all.org and project and new updates can be accessed on Twitter @transitplanning.

Everyone involved in community and public transportation understands the transformative potential of mobility in the lives of our passengers and the communities we serve. Everyday, we connect people with employment, education, health care, families, friends, shopping and so much more. Inclusive transit planning makes sure that these wonderful mobility systems and solutions work for everyone — all members of the general public. CT
Earlier this year, the Strengthening Inclusive Coordinated Transportation Planning to Promote Community Living—a project sponsored by the Department of Health and Human Services’ Administration for Community Living began to demonstrate the value that inclusive processes can bring to transportation efforts. The project hosted a webinar on What It Really Means To Be Inclusive. This webinar explored some of the history and background of the inclusion movement. At this session, we heard from participants and practitioners about their experience in inclusive planning projects, and how inclusively build transportation development. Click here to playback the full webinar recording. What follows are selections from each of the webinar presenters on the importance of inclusivity.

As these presentations effectively demonstrate, achieving inclusivity isn’t all that difficult. It prioritizes the value of every person and their mobility needs and responds with customer-focused services. Even more encouraging should be the reality that most community and public transportation providers and advocates do this already.

Including People with Disabilities

David Hoff
Institute for Community Inclusion
University of Massachusetts, Boston

The Basics

- Use a universal approach
- Invite, include, and support
- Develop expectations and responsibilities
- One person with a disability does not represent every person with a disability
- Language: Clear and simple as possible

Universal Approach: Anticipate, Then Accommodate

- Use multiple ways of conveying information: words, visuals, etc.
- Provide multiple ways to provide input
- Proactively offer assistance/support/accommodations

Written Materials

- Be as concise as possible
- Summaries for long & complex documents
- Clear layout
- Use graphics, charts, illustrations
- Provide materials ahead of time

Meetings

- Deploy a continuous feedback loop
- Solicit input from all members
- Provide guiding questions for members
- Follow good general meeting protocols: clear agenda, time limits, etc.

Suggested Strategies

- Actively recruit
- Develop material and meeting guidelines
- Provide mentors for support
- Develop accommodation policy; Include guidelines for support staff

“It is very clear to me now, that the manner in which we interface with people with apparent disabilities is far more reflective of our own personal capacities, than those of the person we interface with.”

- Kay Drais, Parent
Importance of Including Transportation in Transition Planning

Maria Paiewonsky
Transition Specialist
Institute for Community Inclusion
University of Massachusetts, Boston

• Increasingly more transition age students with intellectual disabilities are offered opportunities for dual enrollment in postsecondary education.

• In Massachusetts, eligible students for the Inclusive Concurrent Enrollment initiative must be offered training to use public transportation to college and work.

• When transportation policies are aligned with other transition activities, students have more opportunities to pursue post-secondary education goals.

• When transportation policies do not align with transition activities, student preparation is greatly impacted.

• Early and ongoing transportation and mobility training broaden students’ opportunities for employment.

Top 10 Successful Strategies for Inclusion

Karen Wolf-Branigin
Senior Executive Officer, National Initiatives
The Arc of the U.S.

1. Be sure that the transportation services requested or offered are what riders really want.

2. A dynamic leader is an essential key to success.

3. Final decision-makers should have ownership from the very start.

4. Devise strategies that are a win-win for everyone.

5. Be flexible.

6. Small victories must be celebrated.

7. Have a succession plan.

8. Understand that disenfranchised customers may be wary of transportation’s outreach.

9. Customer groups that work together will permit transportation professionals to better meet everyone’s needs.

10. Systems change is not easy. If it were, we’d already be there.
A Community Transportation Example of a Comprehensive Inclusion Process

Janice Dzigiel
Senior Transportation Connection (STC)
Cleveland, Ohio

Background: Cuyahoga County, Ohio
- 458 Square Miles
- Ohio’s Most Populous County (1.3 million)
- Cleveland and 58 suburbs
- 15.6 percent senior adults (65+)
- Fragmented services

What We Do:
A customer-focused organization committed to enhancing the independence of older adults by providing accessible, affordable and quality transportation

Phases and Types of Inclusion in STC’s Experience

Planning
- steering committee membership
- Encouraged big thinking to achieve broad community impact
- Effective public/private partnership

Implementation
- Community organizing
- Building credibility
- Serving 71 percent of county zip codes
- Significant expansion in Cleveland
- Consumer involvement/input

Board Composition
- Eight different appointing authorities
- At-large members
- Consumer membership requirement

Recruitment/Training
- Initial hiring of community employees
- Strategic recruitment to be representative and diverse
Environmental Scan Outcomes to Strengthen Inclusive Transportation Partnerships

Easter Seals, in its role as subcontractor to CTAA, took the lead on the environmental scan phase of the Strengthening Inclusive Coordinated Transportation Planning to Promote Community Living. We wanted to know what inclusion planning models and efforts were already underway across the community and public transportation landscape. The environmental scan process included interviews with program representatives of transportation-related organizations and human services organizations who were part of a coordinated transportation system. To ensure we included the important perspective of customers, interviews also took place with people with disabilities and older adults who participated in coordinated transportation systems.

The strategies we uncovered in the environmental scan helped guide the project’s development and can be used by applicants in multiple ways:

- Learn about some of the strategies used by organizations to engage people with disabilities and older adults in coordinated transportation systems.
- Identify the factors important to people with disabilities and older adults themselves that facilitate their participation in coordinated transportation systems.
- Use these strategies/conditions to assess your own practices.
- Develop an understanding of a theoretical model to help you assess and organize strategies (at the system, organizational, and personal levels).
- Investigate outcomes (such as increased access to funding) identified in environmental scan data that indicated that the participation of people with disabilities and older adults in coordinated transportation systems results in improved transportation services for seniors and person with disabilities.
What are some ways that people with disabilities and older adults participate in community and public transportation systems?

- Participate in voluntary meetings/planning sessions;
- Provide input regarding appropriate services for people with disabilities and/or older adults;
- Serve on appointed advisory groups/steering committees;
- Encourage others to participate in coordinated transportation systems;
- Offer advice on engaging diverse stakeholders in planning and implementation of transportation services;
- Offer guidance on best practices related to specific participatory activities in coordinated transportation services;
- Attend training and provide professional development and expertise to help drivers and staff understand the needs of people with disabilities;
- Communicate and advocate through an organizations’ and community legislative and policy;
- Reach out to key legislators on issues affecting the provision of accessible transportation services for people with disabilities and older adults;
- Participate in data gathering forums and complete surveys and requests for information to ensure the voice of people with disabilities and older adults informs issues.

What are some characteristics of mobility options that encourage the participation of people with disabilities and older adults?

- Strong leadership structure that affirms the value of participation by people with disabilities and older adults;
- High level commitment for participation of people with disabilities and/or older;
- Needs and resource assessment processes which specifically identify gaps and needs around including people with disabilities and/or older adults;
- Diverse coalition of organizations, some of whom represent people with disabilities and/or older adults, involved in planning, decision-making;
- A formal action plan in place that identifies opportunities and activities for the participation of people with disabilities and/or older adults;
- Shares information describing the coordinated transportation system with various human services organizations whose membership represents people with disabilities and/or older adults;
- Uses various funding sources, including those that support programs for people with disabilities and/or older adults;
- System includes Medicaid trips and/or paratransit services, taxi voucher programs, mileage reimbursement program for targeted populations;
- Combines resources with organizations whose memberships are comprised of people with disabilities and/or older adults;
- Has payment systems across customer populations that are seamless;
- Includes common service standards across populations;
- Offers one-call – one click methods in its transportation service delivery.

What are some characteristics of an organization that encourage the participation of people with disabilities and older adults in community and public transportation systems?

- Creates an environment that accommodates the physical needs of people with disabilities and/or older adults (e.g., accessible meeting facilities, flexible meeting times, availability of communication assistance);
- Establishes partnerships with external organizations that represent people with disabilities and/or older adults;
- Fosters an environment that is respectful to people with disabilities and/or older adults (e.g., using non-biased language);
- Employs people with disabilities and/or older adults;
- Engage people with disabilities and older adults in feedback mechanisms and involve them in outreach and awareness efforts;
- Has in place an accountability system to ensure that participation of people with disabilities and/or older adults is at desired level.
Environmental Scan Outcomes

What characteristics of a person with a disability or older adult may lead to their participation in an inclusive mobility planning process?

- Commitment to community volunteerism.
- To influence policy.
- To stay socially engaged.
- To encourage environmental responsibility (livability – green issues).

What Outcomes Resulted from the Participation of People with Disabilities and/or Older Adults in the Coordinated Transportation System?

Environmental Scan respondents noted a variety of positive outcomes that they associated with having a coordinated transportation system that included participation of older adults and/or people with disabilities.

These outcomes were:

- Greater and more effective access to legislators and lobbying efforts;
- Increases in receiving grant funding;
- The creating of transportation programs;
- Decisions from governing boards that are more in line with the needs of the coordinated transportation system;
- Changes in policy that improve transportation services;
- Website accessibility for screen readers;
- Increased community awareness and support.

The baseline information gathered by Easter Seals for the Strengthening Inclusive Coordinated Transportation Planning to Promote Community Living project was instrumental in its development and success. Most importantly, the findings reveal common-sense, practical approaches that can greatly assist all community and public transportation providers, leaders and advocates. CT
The annual Community Transportation EXPO is your chance to join colleagues from around the nation in a setting dedicated to fresh ideas, innovative products and services, networking and learning. EXPO is a meeting place for people who want to expand their horizons on issues of mobility, transportation and how to build strong communities. People who attend EXPO are operators of community transportation systems, drivers, supervisors, dispatchers, safety and security officers, local planners, mobility managers, workforce development professionals, elected officials, federal, state and local government administrators and anyone interested in building a more safe and mobile society.

Why Should You Attend?

This year’s conference brings us to St. Paul, Minn., and the Saint Paul RiverCentre. The EXPO 2014 host hotel is the Crown Plaza St. Paul Riverfront. In addition to the important discussions on the legislative front, there will be dozens of training sessions, workshops and networking events that will allow you to advance your understanding of transit issues, develop fresh solutions to challenging issues and help you outline new approaches to your work.

EXPO’s Can’t-Miss Events Include:

- The National Community Transportation Roadeo
- One, two or three day intensive training sessions
  - The Community Transportation Trade Fair
- Professional Development Sessions on vital mobility issues, and
  - Dynamic general sessions

For more information, visit:

www.ctaa.org/expo
In late May 17, 2013, communities were awarded grants to improve coordinated transportation services for older adults and people with disabilities. Funding for these projects was provided by Strengthening Inclusive Coordinated Transportation Partnerships to Promote Community Living, a project funded by the U.S. Administration for Community Living and administered by the Community Transportation Association of America. The 17 selected projects are:

- Community Action Commission of Fayette County, Washington Court House, Ohio
- Toledo Metropolitan Area Council of Governments, Toledo, Ohio
- Knoxville-Knox County Community Action Committee, Knoxville, Tenn.
- Ride Connection, Inc., Portland, Ore.
- City of Helena, Helena, Mt.
- Montgomery County Maryland, Rockville, Md.
- Area Agency on Aging of Tarrant County, Fort Worth, Texas
- Lifestream Services, Inc., Yorktown, Ind.
- Alaska Mobility Coalition, Anchorage, Alaska
- Columbia County Health and Human Services, Portage, Wis.
- National Participant Network, Taos, N.M.
- Marin Transit, San Rafael, Calif.
- Des Moines Area Metropolitan Planning Authority, Des Moines, Iowa
- The Arc of Connecticut, Hartford, Conn.

The following are brief descriptions of all 17 projects.

**Area Agency on Aging 1-B**

**Advocacy • Action • Answers on Aging**

**Mobility Outreach Project**

**Lead Agency:** Area Agency on Aging 1-B, Southfield, Mich.

**Geographic Service Area:** The geographic areas targeted are the Southeast Michigan counties of Macomb, Oakland, Washtenaw, and Wayne (includes Detroit). This area covers approximately 2,800 square miles. These counties include seven of Michigan’s most populous counties and a wide variety of small urban, suburban and rural areas.

**Local Partners and Key Stakeholders:** The Regional Elder Mobility Alliance (REMA) whose members include representatives of Centers for Independent Living, AARP, Detroit Area Agency on Aging, Detroit Department of Transportation, Michigan Department of Transportation, Michigan Office of Services to the Aging, and Transportation Riders United.

**Participants:** Seniors and adults with disabilities are the focus.

**Description of the Project:** The Regional Mobility Alliance (REMA), co-founded by the lead agency, the Area Agency on Aging 1-B, has already implemented a Mobility Outreach Program. The overall purpose of this Mobility Outreach Program is to educate and engage seniors and adults with disabilities in transportation policy decision making in Southeast Michigan. This Project will allow REMA to build upon and expand this program, by implementing a market plan designed to enhance communications messaging about the value of transit that will make it easier to increase support for a
regional transportation system, and to coordinate and support participants’ involvement in the transportation planning and implementation processes. Its specific activities will include: Identify and support participants on the Citizen's Advisory Committee on the newly formed Regional Transportation Authority (RTA); develop a brand look for the campaign to take transit; develop a web site so participants and other community members can access and provide feedback on local transportation issues; and launch an 800 number staffed by a volunteer or mobility specialist to answer questions about regional transit.

**Outcomes and Sustainability:** The Project’s measurable outcomes will include: older adults and persons with disabilities are active members of the Regional Transportation Authority’s Advisory Group; older adults will be satisfied with the brand/graphics developed to support the Take Transit Anywhere Campaign; the visibility of the campaign is increased by the public relations campaign. The REMA coalition membership is the basis for project sustainability, and the public relations activities are anticipated to generate additional champions. The efforts of this coalition will continue beyond this Project. Further, the establishment of the RTA and its Advisory Group will also ensure that older adults and persons with disabilities are involved in future transit planning activities.

**Innovations:** The Regional Elderly Mobility Alliance (REMA) is distinctive in having representatives from a variety of organizations that are not customarily gathered around the same table. REMA’s Mobility Outreach has been unique in that after it gathered data from its surveys and forums, it brought together the participants to share the results, and to get their help in developing strategies to engage civic leaders in discussions about meeting the transportation need of the participants.

**Community Action Commission of Fayette County**

**Fayette County Ohio Transportation Coordination**

**Lead Agency:** Community Action Commission (CAC) of Fayette County, Ohio

**Project Geographic Service Area:** Fayette County is a small rural county (407 square miles) with a population of 29,030 located in the southwest quadrant of Ohio. Approximately half the population lives in Washington Court House, the only city in the county and its county seat. The County is not contiguous to any metropolitan area. Washington Court House, located in the central part of the county, is 40 miles from Columbus, 60 miles from Dayton, and 75 miles from Cincinnati. Ross and Highland, two of the bordering counties, are part of Appalachia.

**Local Partners and Key Stakeholders:** Agencies - Fayette County Commission on Aging, Fayette Progressive Industries (Board of Developmental Disabilities), Goodwill Industries; Senior Housing Providers – Seton Hall (HUD 202) and Heritage Green Apartments (Tax Credit housing); Jobs and Family Services (the “welfare” department), the local hospital, several nursing homes, and individuals representing older adults and persons with disabilities.

**Participants:** Children with intellectual and developmental disabilities, children with physical disabilities, adults with intellectual and developmental disabilities, adults with physical disabilities, older adults with intellectual and developmental disabilities, older adults, African-Americans, Asian/Pacific Islanders, Caucasians, Hispanics, Non-English Speaking, and Low Income.

**Description of the Project:** This grant will be used to involve seniors and persons with disabilities in planning the addition of routes to the local transit system which now offers only demand-response service. System routes will enable passengers to make impulse trips, and it will free up the drivers time for demand trips to specific locations such as medical facilities and employment sites. The Transit Advisory Committee is now doing a feasibility study on adding one or more routes. The Project Manager for CAC, the lead agency, will be the lead in encouraging current and potential passengers to participate in the Transit Advisory Committee’s planning for the routes. The Project will especially seek the input of its targeted participants to learn their preferences for pick-up points, destinations, and frequency of trips. The Project will also use surveys to get input from agencies, businesses, and current and potential passengers who are unable to participate at meetings.
Outcomes and Sustainability: Some of the expected outcomes are: One fixed route developed and tested to be added to the transit system; ten percent increase in public transit trips by older adults and persons with disabilities; 90 percent percent participation in planning by nursing homes, apartment communities, and assisted living, and by agencies providing services to persons with disabilities. The lead agency will continue to have a Mobility Manager as long as funding is available. If the planning activities do result in a route, it will be sustained by FTA funding and fare revenue.

Innovations: A fixed transit route may not sound particularly creative, but it is new to Fayette County. The local newspaper has a Facebook page on which its posts articles from the paper, and they generally draw a lot of comments. The Mobility Manager will set up a transportation planning Facebook page to publicize the Project’s ideas and to request comments and ideas for the duration of the Project.

Knox Inclusive Planning for Transportation

Lead Agency: Knoxville-Knox County Community Action Committee (CAC)

Geographic Service Area: Knox County, Ky., covers over 500 miles segmented by a river and mountain ridges that require special routing to provide coordinated transportation. The County includes the City of Knoxville (178,874 population), a large suburban population (206,147), and a sparsely populated rural area (47,205 pop.) The County has three public transportation programs in the County: Knox County CAC Transit, Knoxville Area Transit (KAT), and East Tennessee Human Resource Agency (ETHRA) which coordinates transportation for all parts of the County.

Local Partners and Key Stakeholders: The Project’s local partners and key stakeholders include: Knoxville Regional Transportation Planning Organization, University of Tennessee Department of Industrial and Information Engineering, Mayor’s Council on Disability Issues, East Tennessee Area Agency on Aging, Tennessee Council on Developmental Disabilities, Tennessee Commission on Aging and Disability, and all three transportation providers for Knox County.

Participants: Children with intellectual and developmental disabilities, children with physical disabilities, youth in transition, adults with intellectual and developmental disabilities, adults with physical disabilities, older adults, older adults with intellectual and developmental disabilities, African Americans, Caucasians, and low income persons.

Description of the Project: The Knox Inclusive Planning for Transportation project is a crucial piece of the ongoing process to achieve a coordinated and more effective transportation system for Knox County. The project plan provides opportunities for input from seniors and persons with disabilities to involve themselves actively with making transportation more accessible. After the first meeting of the Project’s expanded Steering Committee, the first of at least fifteen small group planning meetings will be held, using the “Meeting in a Box” concept that was the major outreach effort of PlanET, a four-year Regional Partnership of East Tennessee Communities. The Project plans to involve 500 persons in these small meetings. A large community meeting will be held in the Project’s fourth month; and the data from this meeting and the small meetings will be reviewed and analyzed in the final month. Social media will be used throughout the grant to provide information to the general public and to seek input.

Outcomes and Sustainability: The Project will use a Weighted Criteria Matrix to identify the highest priority projects from the reports of the small meetings. This approach, commonly referred to as Plan-Do-Check-Act, will ensure the identification of barriers per the inclusive views of the broadest range of participants and will establish a plan to remove barriers and set targets.

Innovations: Several of the Project’s innovative elements are the large number of small meetings that ensure that hard-to-reach disability groups, such as those with intellectual and developmental disabilities are included.
in the planning process. The partnership with the University of Tennessee Department of Industrial and Information Engineering will provide a unique approach to analysis of the data from the multiple planning meetings as well as technical support for the implementation portion of the project.

**Helena Area Transit System Inclusive Coalition Building**

**Lead Agency:** The Helena Area Transit Service (HATS) in Lewis and Clark County, Mont.

**Geographic Service Area:** The area, called the Helena Valley, which includes the city of Helena, capital city of Montana, and the rural area just north of the city which is designated as an urban services area because of the near-city like densities (although rural by national standards). Urban sprawl has been a significant issue for many years. There is a shortage of affordable housing in the city so low income people tend to live outside of the city where transportation services are sparse or non-existent.

**Local Partners and Key Stakeholders:** Helena Industries (employer of people with disabilities), Rocky Mountain Developmental Council, Montana Independent Living Project, and the Veterans Administration.

**Participants:** The project specifically targets children with physical disabilities, youth in transition, adults with intellectual and developmental disabilities, adults with physical disabilities, older adults with intellectual and developmental disabilities, older adults, Caucasians, and low income persons.

**Description of the Project:** One of the main goals of the project is to form a coalition to determine specifically what the best service models for the area. By forming a HATS Inclusive Coalition they will be able to identify what service delivery improvements need to be implemented as part of a longer term solution. There is widespread support for the improvement of the current transit service and the support includes responding to the identified needs of the older population and people with disabilities. The Project will continue to gather information about the transportation needs of its target populations through its analysis of information gathered through outreach and surveys they will conduct during the drafting of its HATS Transit Development Plan; and it will retain a consultant experienced in transit planning to identify successful models that may apply to meeting these identified transportation needs.

**Outcomes and Sustainability:** An inclusive coalition (an organization of organizations) will be created which will have adopted a mission statement and rules of procedure; and a memorandum of understanding that shows how these entities will work together to use best its resources (agencies have own buses) to serve people in the community, especially the Project’s targeted populations.

**Innovations:** Although they relied on technology for their preliminary surveys and interviews (November 2012-February 2013), they have determined that the best method to use in getting quality information from their key groups is to go back to the basics: they will go directly to members of every user group so that no one is left out of the planning process. They will go to where senior lunches are served, and the work sites of employed persons with disabilities; and they will deliver questions personally to other stakeholders. They believe these efforts will broaden the scope of their past methods of gathering information.

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**Getting All Around the County, Montgomery County, Md.**

**Lead Agency:** Montgomery County, Maryland through its Department of Health and Human Services, Aging and Disability Services

**Geographic Service Area:** Montgomery County, just to the north of Washington, D.C., and southwest of Baltimore, is part of both the Washington Metropolitan Area and the Baltimore-Washington Metropoli-
tan Area. Most of its residents live in unincorporated locales, the most populous of which are Silver Spring, Germantown, and Bethesda, though the incorporated cities of Rockville and Gaithersburg are also populous. The Project will focus on Gaithersburg and Germantown, an urban/suburban area which, despite its population, has limited transportation for seniors and people with disabilities.

**Local Partners and Key Stakeholders:** Jewish Council on Aging, Senior Connection (volunteer driver program), Commission on Aging, and Commission on People with Disabilities: members of the Advisory Board for the Project who reflect the diversity of the County.

**Participants:** The Project will focus on adults with intellectual and developmental disabilities, adults with physical disabilities, older adults with intellectual and developmental disabilities, older adults, African Americans, and Asian/Pacific Islanders.

**Description of the Project:** Montgomery County will build on its record of citizen advisory groups and its existing approach to addressing the transportation concerns of seniors and people with disabilities (Participants). The Project has three goals: to increase the County’s understanding of Participants’ transportation and mobility needs; to include the Participants more in the planning process designed to meet these needs; and to gather additional data that will contribute to coordinated transportation planning. To accomplish these goals the Project will create an Advisory Panel, conduct various outreach efforts, e.g., focus groups; electronic and written surveys; presentation on Seniors Today, a monthly cable program; and then will present the analysis of their data to the Advisory Panel. Finally, the Project will develop an inclusive transportation coordination partnership that can be sustained in the County.

**Outcomes and Sustainability:** The inclusive transportation coordination partnership created by the project will include organizations engaged in transportation and/or transportation planning - County departments, community-based organizations and businesses. This partnership will create a broad and even more diverse Advisory Panel charged with developing a plan to provide needed coordination services. And this Advisory Panel will be formally linked to the Providers’ Roundtable (the ongoing group of more than 30 providers), creating a sustainable model for ongoing engagement of Participants in the design and operations of transportation services in the County.

**Innovations:** The Project focuses on traditional as well as emerging communication. It will host a community meeting that is “recorded” by a graphic artist, creating a visual report accessible to those for whom the written word is challenging. Planning will begin with a unique intergenerational engagement by using high school students to help spread the word about the inclusive planning project.

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**Inclusive Coordinated Transportation Partnership Project**

**Lead Agency:** Ride Connection, Portland, Ore.

**Geographic Service Area:** The geographic area for the Project will be localized within Ride Connection’s three-county service area. We are focusing on a specific site so that the limited planning funds can be used to carry out an intensive inclusive planning process. However, the project findings will inform decision making processes affecting the entire three-county Portland metropolitan region and potentially others in Oregon. In particular, the planning process will be carried out in parallel with a statewide transition of the Medicaid program.

**Local Partners and Key Stakeholders:** Two Oregon Health Plan recipients, Health Share of Oregon, Upstream Public Health, Portland State University School of Urban Studies and Planning, and Tri-Met.

**Participants:** The Project specifically targets people with disabilities, seniors, and low-income individuals living in the Portland metropolitan region who have limited access to medical transportation services.

**Description of the Project:** The overall...
approach of this Project is to leverage the ACL inclusive planning grant to carry out an intensive participatory planning process aimed at improving medical access transportation, and to amplify the inclusiveness of Ride Connection’s work. Prior to receiving the ACL grant, Ride Connection was already working with community representatives, public health agencies, and hospitals to study and plan for improvements to medical transportation. They will involve their diverse partnership for this ACL project to contribute actively to the service design. (This is a standard Ride Connection approach.) Ride Connection will use the ACL grant to provide resources to conduct a targeted outreach effort to gain significant input and involvement from community members who use coordinated transportation to access medical care.

**Outcomes and Sustainability:** Ride Connection hopes to use the ACL funds to identify solutions that lead to improvements in customer satisfaction for both transportation and healthcare related activities. Specific transportation-related outcomes for the project include a reduction in the number of late cancellations and missed appointments for medical trips. Health-specific outcomes include a reduction in missed appointments, preventable hospitalizations, and emergency room visits and improvements in health outcomes. Ride Connection’s handling of project outcomes and evaluation for this project will center upon a logic model that links the decisions they hope to involve their partners in making with the outcomes they hope to include. This ongoing collaboration in implementing the project will be a strong foundation for its sustainability.

**Innovations:** Prior coordinated transportation planning in the Portland region has generally been very broad. While these efforts have helped to build a robust network of coordinated transportation providers, Ride Connection and its partners lack a detailed understanding of the challenging “edge cases” common to medical trips. (“Edge cases” are infrequent use cases that are often overlooked during broad planning processes, but which tend to consume the majority of resources for customizing a solution to meet the full range of cases.) Ride Connection intends to gain significant information about these “edge cases” through the targeted outreach effort of this project.
working to develop coordinated transportation services. They will use listening sessions, surveys, and public meetings as tools for Tarrant Connects will focus on three primary objectives: 1) Gather input from older adults and persons with disabilities, and the faith community to develop a volunteer program; 2) Convene its Advisory Committee to review the data from the listening sessions, to plan final public presentations for gathering community input during the upcoming public meetings; and 3) Convene the public meetings to review work and next steps. Then they will prepare a report, Tarrant Connects, A Model for Inclusive Planning, based primarily on findings from the listening sessions and public meetings.

**Outcomes and Sustainability:** Tarrant Connects builds on the support for people with disabilities and older adults who have been assigned to volunteer drivers in previous planning efforts led by the project’s partners. In 2009-2010, through a Job Access planning grant, the opinions of 4,900 working age residents were gathered. They ranked volunteer drivers as the “last mile” that connects persons in outlying areas to transit options needed for employment. Volunteer transportation ranked 3 most preferred from a list of 12 strategies. Fifty advocates and their allies, now known as Tarrant Riders Network, at a two-day planning event sponsored by Easter Seals, prioritized “creating a formal structure to leverage information and resources including locally funded efforts, such as volunteers.” Senior Transportation Service, a current volunteer program, grew out of an effort to combat senior isolation organized by Tarrant Connects’ lead agency, the Area Agency of Tarrant County/United Way of Tarrant County.

**Innovations:** Tarrant Connects is both inclusive and creative. To broaden participation, this project will specifically convene three listening sessions to engage the county’s ethnic and culturally diverse older adults and persons with disabilities. To understand better motivation and volunteerism, this project will convene six listening sessions to interview existing volunteer drivers, their clients, and families. The faith community will be the primary audience of three listening sessions, as well as participants attending the Intellectual and Developmental Disability Needs Symposium to understand their interests, needs, and preferences. Tarrant Connects also builds on existing inclusion activities, such as the Senior Synergy Expo and the Intellectual and Developmental Disabilities Needs Faith Coalition, engaging individuals it might not otherwise reach.

**Toledo Area Partnership Project**

**Lead Agency:** Toledo Metropolitan Area Council of Governments (TMACOG)

**Geographic Service Area:** The Project area is Lucas County, Ohio. Toledo, the county seat, has a medium sized population of 440,000. It is mostly urban surrounded by growing suburbs, with rural areas on the fringes. It has a diverse population: 13 percent age 65+, 19 percent African-Americans, 0.4 percent Native Americans, 2 percent Asians, 6 percent of Hispanic origin, and 72 percent white persons of non-Hispanic origin. It is largely a blue collar community where many have worked in auto-related job, an industry that has seen significant decline. The median household income is $41,900 with a per capita income of only $23,000. Nearly 20 percent live below the poverty rate compared with the Ohio state average of 14.8 percent.

**Local Partners and Key Stakeholders:** Area Agency on Aging of Northwest Ohio, Inc., Ability Center of Greater Toledo (a nonprofit that assists persons with disabilities, and the home base for Consumer Advocates for Transportation Rights), the Lucas County Board of Developmental Disabilities, the Toledo Area Regional Transit Authority, and Black and White Transportation.

**Participants:** Adults with intellectual and developmental disabilities, adults with physical disabilities, older adults with intellectual and developmental disabilities, older adults, African-Americans, Asian/Pacific Islanders, Caucasians, Hispanics, Non-English Speaking, and Low income.

**Description of the Project:** The Project has
three goals: 1) To explore better options with consumers and transportation providers for getting seniors and persons with disabilities to congregate meal sites. 2) to work with consumers and providers to plan how best to create a “no-wrong-door” approach for consumer calls to any transportation provider. This short-term approach is a precursor to the long-term solution of creating a one-call center. 3) To provide overall guidance in implementing the Toledo Urbanized Area Coordinated Public and Human Service Transportation Plan Update (“Coordination Plan”) (December 2012). The Project will use three strategies – Focus Groups, Community Forums, and establishing a consumer-led Transportation Advisory Board – to reach its goals.

Outcomes and Sustainability: The Project will build on previous consumer and agency involvement, e.g., The Area Office on Aging of Northwestern Ohio used its assessment of senior transportation needs based on its random survey of 600 Lucas County seniors to guide use of levy funds and to develop a five-year plan to address other senior needs. The Project expects to achieve its three goals: expanded and more cost-effective transportation to senior center congregate meal sites; a set of protocols for “no-wrong-door” response to consumer calls to transportation providers; and to reach participant and stakeholder consensus on a key Coordination Plan goal: hiring a Mobility Manager.

Innovations: This Project is broadly inclusive as it will bring together providers, oversight agencies and senior and persons with disabilities for the first time in a meaningful way to plan together for transportation coordination. An innovative element will be the use of the Internet, such as Facebook or an online forum to conduct a virtual focus group; and also to establish an ongoing blog or interactive page for continued input from consumers.

Fairbanks Transportation Partnership Project

Lead Agency: Alaska Mobility Coalition, Anchorage, Alaska

Geographic Service Area: The Borough covers 7,361 square miles of the Tanana River Valley of the interior region of Alaska with a population of 97,970. Two first-class cities are located within the Borough’s boundaries: North Pole with 2,183 residents and Fairbanks with a population of 34,540. There are also two large military installations within the Borough: Fort Wainwright Army Post and Eielson Air Force Base.

Local Partners and Key Stakeholders: Senior Citizens’ Advisory Commission; Fairbanks and North Pole Senior Centers; Fairbanks Native Association; State of Alaska; City of Fairbanks; Fairbanks Downtown Association; Alaska Housing Finance Corporation; Love, INC.; Raven Landing; Wallbusters Advocacy Group; FNSB Public Transportation Advisory Commission; Alaska Commission on Aging; Alaska Governor’s Council on Disability and Special Education; Access Alaska, the Fairbanks independent living center; Fairbanks Resource Agency, a local disability non-profit agency; and Tanana Chiefs Conference.

Participants: Youth in Transition (ages 16-24), Adults (ages 21 to 64) with intellectual and developmental, as well as physical disabilities, older adults (ages 65 and older), including those with intellectual and developmental disabilities, Alaska Native adults (ages 21 and older) and low income adults (over 21 years of age) who are living below poverty level.

Description of the Project: The first goal will be for AMC to identify, solicit, and award a six-month contract for a Mobility Manager Consultant, by the end of the first month. The second goal will be to ensure that coordinated transportation planning will be implemented by an inclusive group of transportation users, in addition to stakeholders. AMC and the Mobility Manager Consultant will recruit members for the FTPG, as recommended by the Planning Committee, and they will hold their first meeting by the end of the second month of the funding period. The third goal will be for the Mobility Manager Consultant to work with AMC and the FTPG on the following objectives during months two through six of the ICTP funding: Hold monthly meetings; analyze and adopt the current Mobility Management Plan.
(MMP); begin implementation of strategies from the MMP that do not require funding; identify funding sources to sustain the Mobility Manager contract beyond the first six months of grant funding available; prepare FTPG advocates to carry out advocacy efforts to local, state and federal funders, beyond the end of the first six months; secure funding to make the Mobility Manager position sustainable permanently; and provide a report that will encompass a synopsis of accomplishments to date, a solid plan of action for FTPG members to continue implementation of the MMP, and a schedule of advocacy efforts to be carried out by FTPG members and AMC.

Outcomes and Sustainability: The Alaska Mobility Coalition will award a contract to a private contractor to deliver the mobility management services. FTPG will be comprised of representatives from at least 50 percent of the local governmental, private and non-profit agencies that provide transportation, and representatives from the focus populations. All FTPG meetings will be available to FTPG members and the general public. The FTPG will hold at least one in-person and five teleconference public meetings. Throughout the public comment periods offered during each meeting of the FTPG, the number of persons providing public comment will increase by 50 percent. Of the FTPG participants and public responders who participated, at least 40 percent will enter responses into the online survey that will be made available by AMC.

Innovations: By making transportation available through human service agencies to public meetings, and through the use of teleconferences, those without Internet access will have an enhanced opportunity to provide public comment concerning the effectiveness of the process. For those with Internet access, online surveys and webinars will also provide an avenue for input.

Columbia County-Health & Human Services

The Ride Improvement Project (TRIP) of Columbia County

Lead Agency: Columbia County Health and Human Services, Portage, Wisc.

Geographic Service Area: Columbia County Health & Human Services is located in Portage, Wisconsin and is categorized as a rural county according to the U.S. Census Bureau. The entire population of Columbia County is 56,833, it is 773 square miles, has approximately 1500 miles of roadway, includes 35 municipalities, and expands across two area codes. The majority of the population lives in or around a municipality of 2000 people or less, and away from most forms of public transportation.

Local Partners and Key Stakeholders: Community Momentum, ABC Connections, Access to Independence, Aspen Family Counseling, Dimensions, and Columbia County Aging & Disability Resource Center. Participants: Everyone who lives in Columbia County, in particular the elderly (63 percent of participants) and disabled populations (37 percent of participants).

Outcomes and Sustainability: Re-establish and sustain a transportation council in Columbia County; create, distribute and gather the results of an in depth survey of providers and their inventory; conduct at least 3 community forums in the most rural portions of Columbia County to obtain direct input from those participants most in need and living in
the most rural setting; research, then create a job description and duties for a Mobility Manager in Columbia County; and organize and share information about the transportation council, the data gathered from the community forums, and data gathered from the providers’ inventory surveys with the community through multiple communication tools/outlets.

**Innovations:** A voucher system, allowing an individual immediate, on-demand access to transportation through the assistance of a neighbor, friend, or family member in their immediate. Incorporated into the voucher system is the ability to receive data and/or input from the users of the system. As data is collected, adjustments can be made to the “living” system and features can be added or removed, as is dictated by the participant. A Mobility Manager takes the innovation of a transportation voucher system to the next level by evaluating and interpreting the data collected from the users of the system and uses that data to enhance the system, attract new participants, new stakeholders, new vendors.

**CTAA’s Small Urban Network** has formed and needs your help. If you represent an agency or organization that provides transit in a small-urban community, the SUN has created three committees that could use your expertise. They are: 1. Legislation/Policy; 2. Communications; and 3. Training/Education. Send an email to sampson@ctaa.org and volunteer with the SUN today.
departments and aligns with the Central Iowa Regional Planning Transportation Alliance (CIRPTA) boundary. This area covers Boone, Dallas, Jasper, Marion, Madison, Polk, Story and Warren counties in central Iowa. This area is urban, suburban, and rural.

Local Partners and Key Stakeholders: Central Iowa Center for Independent Living, Central Iowa Shelter and Services, Aging Resources of Central Iowa, Des Moines Area Regional Transit Authority, Heart of Iowa Regional Transit Agency, United Way of Central Iowa, Des Moines Area Community College, The Central Iowa Workforce Investment Board, Link Associates (Adults with Developmental and Intellectual Disabilities), Polk County, and the Iowa Bureau of Refugee Services.

Participants: Individuals with developmental and intellectual disabilities, physical disabilities, youth in transition, seniors, low-income and homeless individuals, refugees, youth in transition, and non-English speaking individuals.

Description of the Project: The project will develop the Coordinated Systems Transportation Planning Study. The current transportation system in central Iowa cannot fully meet the needs of participant groups and the agencies that serve them. To address this issue, an in-depth analysis of the existing system as well as a plan for action must be developed. With this funding, the MPO will provide a more comprehensive analysis of the transportation system and opportunities for improvement through coordination. The MPO is proposing a study that would take an inventory of existing resources, identify opportunities for agency and resource coordination, conduct an analysis of existing barriers, and outline recommendations for the coordination of transportation services. This study would propose necessary steps for improving access to transportation for populations that include individuals with disabilities, seniors, low income and homeless, refugees, youth in transition, and non-English speaking individuals. During this process the TAG will develop a model of participant involvement that engages those individuals in the planning process.

Outcomes and Sustainability: Outcomes associated with the overall project will include: The number of projects or initiatives undertaken that promote or fulfill the recommendations of the final report; an estimate of the number of participants affected by the successful completion of these projects or initiatives, and how they are affected (access to jobs, job training, medical appointments, number of trips); a follow-up survey gauging stakeholder and participant satisfaction with and inclusion in the planning process; a follow-up survey with recipients of the transportation resource list gauging satisfaction and usefulness of the final product. Outputs associated with the project include: Three deliverables: Transportation Resource List, Final Report with recommendations and the Guideline for Participant Engagement; focus groups held with each of the targeted participant groups and three separate focus groups held with case management and service coordination agencies operating in the project area; a survey developed for and sent to transit riders, social service agencies, volunteer and service groups, transit/transportation providers, and individuals represented in the target participant groups, with a 30-40 percent response rate.

Innovations: As part of “The Tomorrow Plan,” the MPO and its consultant Sasaki created an interactive website, social media, and interactive planning tools to organize and sustain public input. The MPO and TAG plan on using similar public engagement tools to solicit input from participants. This includes using the MPO and stakeholder websites, twitter accounts, and social media presence to actively engage participants in the study. The TAG will create a Facebook page where participants can post input, like the page, and ask questions about the study.

Inclusive Planning Projects

Project C.O.R.E (Connecting Oklahomans in Rural Environments)


Geographic Service Area: Osage County is the largest county in the state of Oklahoma with over 2251 square miles and is one of the most sparsely populated. A large portion of the 47,472 population is concentrated along the county lines thereby isolating small
communities within the county. A lack of roadway infrastructure further isolates rural seniors. A majority of the population within both Osage and Creek Counties live within five miles of the Tulsa County line. It is a rural/frontier area.

**Lead Partners & Key Stakeholders:** IN-COG Transportation; Ability Resources Center for Independent Living; Cimarron Public Transit; Fairfax Medical Facilities, Inc.; Osage County Council on Aging; Creek County Council on Aging; Skiatook Coalition; Cimarron Transportation Advisory Council; rural dialysis centers; Veteran’s Administration; Osage County Tobacco Cessation Coalition; and Osage County Housing Authority.

**Participants:** Older adults, veterans, and people with disabilities in Creek and Osage Counties. Older adults 65+ comprise 15 percent of the populations of Creek and Osage Counties. Both Creek and Osage Counties have large percentages of the 65+ population with sensory, mental, and/physical disabilities (44.1 percent and 43.2 percent respectively). Veterans account for 8.8 percent of Creek and Osage County populations. In addition, both Counties have high rates of poverty among aging and disability populations.

**Description of the Project:** Project C.O.R.E. (Connecting Oklahomans in Rural Environments) will build upon the transportation coordination system implemented in Creek County in 2012. In order to evaluate transportation strengths and gaps in service, Project C.O.R.E. will conduct 300 surveys in Creek and Osage Counties followed by three focus groups in Creek County and three in Osage County. Project C.O.R.E. will also mail out 300 surveys in each county to be completed by the target population through nutrition site outreach, senior centers, health centers, Housing Authority sites, and local churches with at least half the survey participants being home bound elderly and disabled people. After the surveys and focus groups have been completed, each County will hold a town hall meeting to summarize the suggestions and ideas obtained from the surveys and focus groups. During these meetings, community members, policy makers and elected officials will be given the opportunity to voice their opinions, ideas, and concerns and to assist in generating ideas for how to move forward in creating a more inclusive, consumer-friendly community transportation model.

**Outcomes and Sustainability:** A specific outcome is to expand the Cimarron Transit Advisory Council by including individuals active in Project C.O.R.E. with the goal of adopting participants’ innovative transportation strategy ideas. Project C.O.R.E. output measures include: 6 focus groups, 2 town hall meetings, and 300 survey mailings. Project C.O.R.E. would give IAAA the unique opportunity to build on past successes to analyze community needs, empower the community to find 14 innovative solutions to meet those needs, while avoiding service duplication and working through existing community coalitions.

**Innovations:** One innovative approach for Creek and Osage County transportation is to engage and empower community members to participate in filling service gaps by establishing a volunteer-based program for transportation programs. As the Creek County transportation system is assessed through Project C.O.R.E., the team will conduct the planning and volunteer recruitment necessary to determine the feasibility of a rural bus buddies program. Bus Buddies could be an important tool for growing ridership in Creek County, where a coordinated transportation system is newly operating.

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**East Central Indiana Strengthening Inclusive Transportation Coordination**

**Lead Agency:** LifeStream Services, Inc., Yorktown, Ind.

**Geographic Service Area:** LifeStream Services, Inc. (LifeStream) is a 501c3 nonprofit, Area Agency on Aging (AAA) and Aging and Disability Resource Center (ADRC) serving seven counties (Blackford, Delaware, Grant, Henry, Jay, Madison, and Randolph) in East Central Indiana. Additionally, LifeStream
is the rural public transportation provider (directly through Federal 5311 FTA/DOT or contracting with a 5311 recipient) for 6 of the seven counties.

Local Partners and Key Stakeholders:
Future Choices (a local Center for Independent Living), Jay Randolph Developmental Services, Indiana Institute on Disability and Community at Indiana University

Participants: LifeStream targets older adults age 60 and more, adults age 18 and more with physical disabilities (including blind and visually impaired), and adults age 18 and more with intellectual and developmental disabilities and their caregivers. LifeStream will target individuals who are at, or below 300 percent of the Federal Poverty guidelines, but will allow participation by the targeted participants if they are above this income criteria. The partnership with the local Center for Independent Living will allow for access to the deaf community.

Description of the Project: LifeStream will conduct five local voluntary, focus groups during the months of July and August in five different counties in East Central Indiana. The approach will be a “traveling advisory/focus group opportunity” that will be directed not only to existing advisory members, but to targeted/invited individuals in the older adult and disability population in those local areas. LifeStream has partnered with the Indiana Institute on Disability and Community (IIDC) to allow an outside, unbiased evaluation and perspective on the inclusive efforts taken to date, and opportunities for expansion in those efforts in the future. During the meetings, LifeStream will have IIDC conduct a survey to evaluate the meeting attendees’ perception and satisfaction of how LifeStream integrates feedback from the older adult and disability community in transportation planning, design, and systems. LifeStream will actively share the results of this survey and focus group process with various transportation providers (like city public transportation systems) and Metropolitan Planning Organizations.

Outcomes and Sustainability: Shared results with outside providers will assist with required planning steps they must take for their areas, to reduce duplicative efforts, and to strengthen their inclusive coordinated planning. Improved and increased ridership among transportation providers is an intended outcome of ongoing efforts. As a result of this project, systems will be in place for LifeStream to potentially reach out to other funders to support ongoing planning efforts of a similar sort.

Innovations: This approach offers five local opportunities for individuals with disabilities and older adults to provide feedback when they might not have had the opportunity previously. Service hours will be extended for transportation service for meetings where it is determined the meetings are better suited in the evening. LifeStream will be using web-based survey methods to seek feedback from individuals who may not be able to attend a planned meeting. LifeStream will use Facebook to promote meetings and individuals can use the Facebook page to leave comments on what can be done to improve inclusive transportation coordination.

Planning Process Improvement in Planning District I


Geographic Service Area: Wise, Lee, Scott counties and City of Norton, Va. The area is in the heart of rural Appalachia and borders Tennessee and Kentucky. It is 1400 square miles of mountainous, forested terrain, and three of the localities are classified by the Appalachian Regional Commission as being distressed. It is a rural/ frontier area.

Local Partners and Key Stakeholders: LENOWISCO Planning District Commission; Mountain Empire Older Citizens, Inc. Transit Department; Junction Center for Independent Living, Inc.; Frontier Health; Regional Children’s Advocacy Center; Veterans’ Administration Rural Clinic; and Creative Family Solutions, Inc.

Participants: Persons with disabilities and older adults, their families, regional stakeholders, and veterans – all in an area with a poverty rate of 24 percent. Description of the Project: The project has several distinct goals, including: use an expanded planning body (which will include persons with dis-
abilities and older individuals) to plan service enhancements and new/changed services for public and human services transportation. It will also develop and outreach plan for under- and un-served areas of the region. It will create a plan for the evaluation of the efficiency of the existing transportation network and plan for the expansion of private provider services. The project will use social media to interactively engage users with their transportation service. And lastly, it will develop a One-Call system that connects all modes of transportation through one point of contact. The project will use surveys and six focus group meetings to collect information and feedback from participants.

**Outcomes and Sustainability:** One outcome will be an inventory of existing transportation resources and an evaluation instrument to measure the extent of coordination as a percentage of total trips. Another outcome will be the dissemination of surveys, an anticipated 375 responses, collection of data from those responses, and the formulation of recommendations based on the data.

**Innovations:** The creation of the One-Call system to connect all transportation modes by working with the partners and stakeholders on a common path. Also, educating riders about the system and how to use it.

**Mobil-Able**

**Lead Agency:**
The Arc Connecticut, Hartford, Conn.

**Geographic Service Area:** The state of Connecticut.

**Local Partners and Key Stakeholders:**
The Arc Connecticut; Commission on Aging and DDS; The Arc’s Self Advocacy Advisory Panel; and People First of Connecticut.

**Participants:** The project will include individuals of all ages, races and socioeconomic backgrounds. Their common ground will be having issues with transportation due to advancing age, an intellectual or developmental disability or a family member with an intellectual or developmental disability. It will also include aging parents or family member caregivers of individuals with I/DD whose family member is on the waiting list for residential placement.

**Description of the Project:** The Arc will develop Mobil-Able, a series of videoconference focus groups and community meetings that identify and develop solutions to obstacles that individuals with intellectual and developmental disabilities (ID/DD) and people who are aging face when trying to access transportation. The result of the video-conference focus groups will be a work plan that identifies “next steps” for the creation of a Mobility Manager system that can be accessed by people with IDD and older adults and which results in more inclusive transportation systems for all. The project includes: twelve video conference/focus groups with individuals with ID/DD, families and guardians of individuals with ID/DD and with members of the aging community will be held throughout the State of Connecticut; two community meetings with transportation providers, agencies serving individuals with ID/DD and advocacy agencies to review the results of the focus groups. Evaluations of the video-conferencing strategy will be collected and analyzed.

**Outcomes and Sustainability:** The anticipated outcomes from this project are: a minimum of 50 percent of transportation agencies in Connecticut will actively participate in the project. Data will be compiled to create a centralized Mobility Management system in the State of Connecticut. Ridership on public transportation by individuals with I/DD will increase up to 35 percent in the first year. Transportation expenses among local community-based agencies will decrease by 10 percent due to an increasing number of individuals with I/DD taking public transportation. Families of individuals with I/DD surveyed will report decreased transportation costs due to increased use of public transportation.

**Innovations:** Innovative strategies like the development of a centralized Mobility Manager that will take the form of a smart phone and web application, or a person coordinated call center will be discussed. The focus groups will evaluate the widespread “usability” of a smart phone application, the costs and ease of use and strategies for those unable to access smart phones, and the feasibility of a person staffed centralized mobility system that instructs individuals how to travel from one point to another utilizing existing transportation structures.
Greasing the Wheels of Participant Engagement

Lead Agency: National Participant Network, Taos, N.M.

Geographic Service Area: Taos County, primarily the town of Taos. The area is rural/frontier – much of it is unpaved.


Participants: People with mental health and intellectual disabilities; those with physical disabilities and traumatic brain injuries; those who are medically fragile; and elders. The majority of these participants live at or below poverty level.

Description of the Project: The project will host six focused discussions with disability specific groups - such as veterans with disabilities - in collaboration with key stakeholders. These discussions will serve to identify areas for transit improvement, and educate the groups on the skills needed for successful collaboration. All meeting rooms will be accessible for people with disabilities, including low vision, impaired hearing, and environmental sensitivities. Results from these meetings will be recommendations to decision-makers as decided by the participants. An advisory panel to oversee the carrying out of the recommendations is likely. Participants will be expected to network with other communities to learn best practices that might be applied to Taos. They will also be able to share their expertise beyond this project, connecting with other interested parties on the subject of engaging in transportation design and implementation. Local recognition (through local news media) will be given to all participants for developing and completing a plan.

Outcomes and Sustainability: National Participant Network intends to promote a spirit of collaboration, leading to identifiable goals and the objective steps and timeline to be followed. By actively including the users of the system, proving them to be experts at the transit they use, it will foster a continued use of the collaborative planning techniques.

Innovations: The innovative part of this project is the fact that it is completely driven by the participants. They develop the needs, what should be addressed, the plan for getting the recommendations accomplished, and reaching out to other communities for advice and guidance. It is a very user-driven process, which is an innovation in itself in Taos.

Vietnamese & Spanish Speakers Inclusion Project

Lead Agency: Marin County Transit District

(Marin Transit), San Rafael, Calif.

Geographic Service Area: Marin County has two broadly defined geographic areas: the urbanized U.S. Route 101 corridor on the eastern side of the county; and West Marin, the low-density rural area on the western side of the county. This project will specifically target residents of two subareas of the U.S. Route 101 corridor, the Canal area within the City of San Rafael, which has the highest density of both Vietnamese speaking and Spanish speaking residents; and the southern part of the City of Novato, which also has a large community of Spanish speakers.

Local Partners and Key Stakeholders: Asian Advocacy Project of Community Action Marin, Marin Health and Human Services, Marin Center for Independent Living, Episcopal Senior Services, Marin Senior Coordinating Council

Participants: This Project will be focused on seniors and persons with disabilities from Marin’s two largest non-English speaking populations: Hispanics and Vietnamese. Project leaders anticipate that the most inclusion and benefit from the Project will be to the senior members of these populations, but outreach and inclusion efforts will target those of all ages and disabilities. The communities where the highest concentrations of these non-English speakers reside are among the highest density and lowest income areas of the county, so it is anticipated that most if not all of the targeted populations will be low-income.

Description of the Project: The purpose of Marin Transit’s Inclusive Coordinated Transportation Partnership Project is to document and build upon Marin Transit’s already successful techniques for including participants and stakeholders in planning mobility manage-
The base for this project will be the very successful Marin Mobility Consortium, which was formed in 2010 to increase the involvement and input of Marin’s senior and disabled individuals and stakeholders into the planning of Marin Transit’s mobility management and coordination efforts. The project will increase the focus on including and involving limited English and non-English speaking Hispanic and Vietnamese seniors and persons with disabilities into these planning processes. This will be accomplished through the hiring and training of bilingual Spanish and Vietnamese speaking staff and volunteers to take the lead in outreach to these senior and disabled communities to facilitate their involvement in planning and evaluating services and in informing them about current mobility programs for seniors and persons with disabilities.

Outcomes and Sustainability: Within Marin County there has been a number of transportation planning efforts that have sought the involvement of seniors and persons with disabilities. Most have had success in getting input from English speaking populations. Encouraging the involvement of the non-English speaking populations has been less successful. As in any group, there are key individuals who recognize the importance of their involvement in community life and decision making. Identifying them and facilitating their involvement both individually and as “ambassadors” to involve others from their communities is one of the key outcomes of this Project. If this Project is successful in its goal of more fully including and involving Vietnamese and Spanish speaking seniors and persons with disabilities in transportation planning, then the outcome will be a documented successful process that can be used with monolingual non-English speakers in other communities. Other outcomes, specific to Marin include: new insights and directions in our transportation planning, greater satisfaction with the planning processes from the target populations, and greater usage of the community’s transportation services by these groups.

Innovations: This Project will use and expand upon the techniques that have been successful in involving English speaking seniors and persons with disabilities in Marin’s transportation planning efforts now apply them to the target non-English speaking communities. These include personal contact, involvement on advisory and project committees and focus groups, the encouragement of feedback in evaluating transportation services, etc. This will be a learning effort for project leaders as well as for the participants. The project team hopes to learn what methods, techniques and forms of media are most effective in reaching these populations, and as important, what channels of communication are best for them to reach the project. To facilitate cross-language personal contact and group presentations/communication, the project will be exploring as an adjunct to this Project, new translation technologies. In addition, the team hopes to learn how to communicate with these populations in culturally appropriate ways. The entire focus of the Project is the inclusion and involvement of populations that have a major additional barrier, that of language. Through the Project, the goal is to both include them in planning efforts and to help them more fully utilize local transportation services.
The Inclusive Transit Planning Project Liaison Roundtable

The 17 Inclusive Transit Planning projects are a vital component that speaks directly to the mission of Strengthening Inclusive Coordinated Transportation Partnerships to Promote Community Living – sponsored by the Department of Health and Human Services' Administration for Community Living. Three project leaders, Virginia Dize of the National Association of Area Agencies on Aging, Judy Shanley with Easter Seals and Charles Dickson with the Community Transportation Association of America, are serving as inclusive transit planning project grantee liaisons. To get an idea of emerging trends and the impact of these projects, DigitalCT magazine’s Editor in Chief Scott Bogren asked each a series of questions.

Scott: Please describe your role with the 17 Inclusive Transit Planning projects?

Virginia: My role as grantee liaison includes:
• Serving as the first point of contact for my assigned grantees on any issue that arise and working with grant partners to ensure that questions that come up receive a thorough and correct response;

Judy: As a liaison to five ACL grantees, my role is to ensure that grantee activities are aligned with the mission and intent of the Strengthening Inclusive Coordinated Trans-
portation project. I encourage high quality grantee performance, assist in problem solving challenges, and review project materials and reports. I serve as a listener, strategizer, and cheerleader to support projects to meet and exceed the objectives of this project.

Charlie: The liaisons act as a central connection for the local projects. Our role is to help projects craft outputs and outcomes so that the project’s progress is both measurable and attainable. We also review project development on a monthly basis to ensure that projects are moving in the right direction. Most importantly, we act as advisors and connectors for the projects. Helping answer questions when we can, referring project staff to experts when we need to.

Scott: Why is inclusive transit planning important?

Virginia: Inclusive transit planning undergirds community efforts to create a system of transportation services responsive to all potential users of services. Without coordination, community efforts will be piecemeal and inefficient, no matter the resources available and people who need transportation, particularly those who are “transportation disadvantaged,” will not be well served. Inclusiveness – involving users and potential users in a meaningful way in planning and program development – is absolutely necessary for creating a transportation system that responds to everyone’s needs, thus enhancing the mobility of the entire community.

Judy: To facilitate the accessibility of transit services, the voices and perspectives of a diverse range of riders are critical. Inclusive transit planning provides an opportunity for these voices and perspectives to influence transit services from the beginning – so as services are implemented, they are already responsive to a diverse ridership, including people with disabilities and older adults.

Charlie: There is that old saying about what happens when you assume. In the field of community transportation, it’s important not to assume that as providers we know what customers need. By adopting an inclusive approach to planning, community transportation systems can begin the process of traveling along with their riders as they go about their journeys. By doing this, they can learn what is working and, more importantly, what is not working. This can lead to both small and large changes in the provision of service. Another benefit is that community transportation customers can gain a better understanding of issues and constraints affecting the provision of service. This can create more informed and articulate advocates for the service.

Scott: Generally, how are your projects going about increasing inclusive transit planning at the local level?

Virginia: I think they have done some amazing work. These grantees conducted surveys, focus groups and community meetings, met one-on-one with numerous individual users and stakeholder representatives and through that process, have raised hopes and expectations and identified recommendations and potential solutions to address problems. Round 1 was intended to lay the groundwork for inclusive coordinated planning and I think all of the grantees have made progress in engaging their communities – both participants and stakeholders – and have succeeded in generating both commitment and excitement, especially among those who have not been involved up to now. Most of these communities are ready to move forward to the next step in creating fully inclusive coordinated transportation systems, and they have already developed a number of creative approaches for engaging users in planning that could be adopted by other communities.

Judy: Many of the ACL projects with whom I serve as a liaison are creating forums and platforms for the voices and perspectives of people with disabilities and older adults to be heard. Generally, projects developed informational materials regarding community transportation services, facilitated meetings, and looked for opportunities to establish new and innovative partnerships with organizations whose audiences represent diverse riders.

Charlie: That’s one of the most exciting things about this project. We were able to fund 17 different communities across the country and each of them has developed their own unique approach to inclusive planning.
Generally the strategies used have been:

- **Public Forums** – creating an event focused on community transportation where people can discuss mobility issues.

- **Focus Groups** – more structured than a public forum. People attend focus groups by invitation and work through a series of questions with a facilitator.

- **Expanding Existing Boards** – one grantee had a regional advisory board for their transportation program, but had never sought their input of older adults or people with disabilities.

- **Surveys** – going out to the community and receiving input directly from riders.

- **Inclusion** – at least one of the projects has included people who may not be older adults or persons with disabilities, but are directly involved with them. This included caregivers, social workers and bus drivers.

**Scott:** More specifically, what have your projects learned?

**Virginia:** As these projects wind down, we’re just beginning to see the fruits of their efforts, but I would say that at this point, they have learned that: 1) it takes time and concentrated effort to build relationships with participants so they – the users and potential users of services – believe it is worth their time and continuing effort and that their involvement will lead to concrete improvements in transportation; and 2) involving participants may lead to unanticipated recommendations that would not have come forward without their involvement.

**Judy:** ACL projects learned that people with disabilities and older adults need education about transportation services in their community. Specifically, projects shared that many diverse populations in their community do not understand how they can be involved in informing transportation service or helping to establish policy about mobility options. Several projects also noted that providing educational and informational materials in multiple formats – using a range of communication channels was an important learning.

**Charlie:** The lessons learned from this program have truly been amazing. In a short period of time these projects have really been able to develop some important principles for future development of their community transportation programs.

- Riders need the system to be dependable – especially for medical appointments – but flexibility is also required.

- People actually skip medical appointments because of the cost of transportation

- Poorly operated transportation programs can cause stress.
• The best ideas come from the people being served

• People can get worn out by the process of trying to arrange rides

• Riders generally had a lot of knowledge about the systems.

• People’s ability to live independently is directly tied to robust community transportation programs.

• Main obstacle for people NOT using the system was fear (not understanding how the system worked).

• Planning and programs need to be conducted with compassion for people using the system.

Scott: What will be the local impact of these projects and will the skills and practices they’ve deployed stand the test of time?

Virginia: The local impact is, of course, the most important outcome we anticipate from these projects; simply engaging in the activities to create an inclusive planning process raises expectations of the transportation system to actually make changes that respond to the issues that have been identified. We are unable to fund all of these projects in Round 2, but we expect, nevertheless, to see most of these grantees continue their work to make their transportation system more inclusive and coordinated. For that rea-

The Competitive Edge:
Making Community and Public Transit the Best Alternative for Medical Transportation

Today there is never-before-seen complexity in the non-emergency medical transportation field. Limited funding combined with growing patient loads has states seeking intermediaries that can control costs through competition. Community and public transportation providers must become efficient, safe, cost-effective and accountable to maintain these important medical transportation services. The Community Transportation Association, in response to requests from its members, is introducing a new initiative this fall—the Competitive Edge — which will give community and public transit providers the tools, resources and benefits they need to make them central players in this new medical transportation environment. Here’s what the Competitive Edge encompasses:

The Competitive Edge Training
CTAA has developed an all-new training course that combines and emphasizes the following topics:
• Value: Determining the true cost of service
• Pricing: Lowering your costs to be competitive
• Negotiation: Winning through persuasion
• Accountability: Building a recordkeeping and reporting process
• Training: Focusing on the patient

Access to the Transit Industry’s Best Resources and Training
You don’t need to have all the answers, you need to have access to them when you need them. Here’s how the Competitive Edge helps:
• Peers and Information Sharing: CTAA will put you in contact with your industry peers, where you can learn from experience
• On-Line Library and Resource Holdings: The most timely resources, news and research, all housed on CTAA’s medical transportation website
• CTAA staff: Our professional staff are always available to offer analysis and insight
• Important training and certification programs such as the Certified Safety and Security Manager, PASS Driver Certification, and the soon-to-be released Medi-PASS Driver Certification.

Valuable CTAA Member Benefits
As part of the Competitive Edge initiative, the Association has developed a cohesive set of benefits to ensure your operation is efficient and cost-effective:
• The Insurance Store: Through an exclusive agreement with Arthur J. Gallagher Insurance, members can access the best coverage at the lowest price
• Energy Program: CTAA members pay less for fuel and energy with our FleetCards program and other energy management initiatives

Please go to www.ctaa.org/competitiveedge to learn how you can bring the Competitive Edge to your state. As always, CTAA training staff are available to help tailor this new program to your precise needs. Please call Charles Dickson at 609.247.8356 or email dickson@ctaa.org for all the details on this unique opportunity!
son, I think they will stand the test of time. Gathering what we learn from all of the 17 grantees, the ICT project will be able to offer concrete guidance and assistance to support other communities in their efforts to improve inclusiveness and coordination of their transportation planning process.

**Judy:** ACL grantees are passionate and committed to truly making transportation planning inclusive. They acknowledge the importance and power of the participation of people with disabilities and older adults in coordinated transit planning and value the progress that has been made in their short project period. All of my grantees pointed out the significant relationships they established with human service organizations with whom they previously have had little contact. Unquestionably, projects will continue this work, well after ACL funding is available. The impact has been, and will continue to be, the community interest to ensure that the voices and perspectives of a diverse range of riders are heard throughout the transit planning and implementation process.

**Charlie:** There have been process impacts in that people are much more comfortable in talking to each other. Even among various groups. One project reported that this process had opened a new dialog among older adults, persons with disabilities and veteran’s groups. Organizations have also been able to identify unmet needs; they have found new ambassadors for their service.

These projects have also led to changes in how service is being provided. One project has delayed plans to institute and fixed route and is concentrating on developing weekend service instead. Another project discovered the need to develop a training program for social workers and other caregivers so that they could do a better job of helping clients with their transportation needs.

It seems to me that each project has made progress in developing new approaches to developing and delivering services and no one has reported any downside to the inclusive process. It would seem that inclusiveness is now going to be a part of the approach to planning from now on. **CT**

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**CT Fast Mail**

The perfect compliment to Digital CT is our bi-weekly E-Newsletter, CT Fast Mail. Delivering the latest news on transit policy from the nation’s capitol, developments from across the country, research and analysis publications and information on resources and technical assistance from the Community Transportation Association and other partners, CT Fast Mail is the most direct location for the most relevant news and updates in the industry.

And it’s free to sign-up! Simply send an email to fastmail@ctaa.org and you’ll be connected with the next issue of CT Fast Mail. In the meantime, view the latest edition at www.ctaa.org.
The content of this edition’s Transit Notes is drawn from @TransitPlanning, the Twitter feed of the Strengthening Inclusive Coordinated Transportation Partnerships to Promote Community Living. Follow @TransitPlanning for the latest news and developments in inclusive transportation planning.

**Tennessee DOT Programs Will Aid Transit Network**

“The Tennessee Department of Transportation recently launched two significant initiatives that will help address these changes and challenges. These steps should improve our transportation network by creating greater travel choices and connections between different modes of transportation — cars, transit, biking and walking — and by better coordinating transportation and land-use planning.

First, TDOT has created a Multimodal Access Grant Program, setting aside $30 million ($10 million per year for the next three years) of state funds in its 2013-2015 Three-Year Work Program. This program will help meet the needs of individuals using a variety of travel modes, including transit riders, pedestrians and bicyclists, through projects that address gaps in the current transportation network.

TDOT’s second innovative effort is the creation of the Office of Community Transportation to coordinate transportation investments and local land-use decisions. All too often, transportation and land-use planning have worked at cross purposes, with highway projects spurring sprawl and congestion, roads bringing speeding cars and trucks through neighborhoods, and land use that leads to congested roadways. Better linking transportation and land use can ensure tax dollars are spent more wisely, guiding development of a safe and efficient transportation system while designing transportation projects that strengthen rather than undermine communities.”

Source: The Tennessean

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**Minnesota’s Long-Term Transportation Future in Early Planning**

“The Metropolitan Council and the Minnesota Department of Transportation hosted an open house at the Minneapolis Public Library to discuss infrastructure and transit in the year 2030.

Sue Haigh is Chair of the Met Council, she says Minnesota needs to get competitive, “Our competitors are the metropolitan areas around the country. So when they’re investing in new transit systems, that’s attractive to young workers, that’s attractive to business and employers, it attracts housing and commercial development.”

Haigh says the state needs to look ahead and plan ahead, “We’re growing, as a region and as a state, and we want to grow. Economic prosperity is absolutely what we’re after how we invest in that infrastructure is absolutely critical to our ability to grow successfully.” Charlie Zelle is the Commissioner of the Minnesota Department of Transportation. The Met Council estimates the metro population will grow by 900,000 by the year 2040.

MnDot Commissioner Zelle says other cities are leading the way in preparing transportation and infrastructure, “What scares us is that Denver, Salt Lake City, Seattle, they’re metropolitan regions similar to ours who are making bold investments.”

Zelle says Minnesota will have to make a major investment because the state is getting a late start, “This system that we currently have, requires a lot of funding and we’re not keeping up, even with that.”

Source: KAAL TV
Pa. Transportation Funding Law Means Changes and Challenges for Planners

“The 127-page transportation legislation signed into law this past week culminated years of planning and presents an imposing set of challenges for Pennsylvania’s transportation planners.

The law will ramp up over five years to raise at least an extra $2.3 billion annually — or about 40 percent more — to build and repair roads and bridges and underwrite mass transit systems.

It should go a long way toward modernizing transportation infrastructure across the state.

It also created programs and changed rules regarding how major public works projects are planned and executed in the nation’s sixth most populous state.

PennDOT executive deputy secretary Brad Mallory said his agency plans to provide guidance soon on how much of the funding will be available in various parts of the state.

Mallory said transportation planning that has tended to focus on preserving the existing system can now be more ambitious and add new roads or lanes.

Pennsylvania has a system of rural and municipal planning organizations that meet regularly to determine, working with PennDOT, which projects should be undertaken over the next 12 years. The 12-year plan is updated on a rolling basis every two years, so with the infusion of new money, next year’s version will get a great deal of attention.”

Source: The Patriot-News

Altavista Town Council Focuses on Public Transit Plan

“Extending service hours and expanding travel routes were among ideas discussed at Tuesday’s Altavista Town Council workshop focusing on developing its first transit plan.

The plan is required by Virginia Department of Rail and Public Transportation and is used for planning purposes. The plan also serves as a guideline for how the locality wants to make its public transportation more efficient and effective through short and long-term improvements.

“The TDP is a living document so it can be updated with any changes in funding or community needs,” said Jill Stober, a senior transportation planner with KFH Group, a Maryland-based transit consulting group hired to create the plan.

The improvement ideas presented were compiled from surveys, a public input session, talking to area stakeholders and looking at similar transit services.

Altavista began the Altavista Community Transit System, or ACTS, in 2011. The bus runs 8 a.m. to 6 p.m. Monday through Friday and 9 a.m. to 2 p.m. on Saturdays and travels a 16-mile route in town.

The service had double the expected usage its first year with nearly 11,000 trips and has improved each year with more than 17,000 trips this year alone.

The most popular new service ideas presented Tuesday were expanding routes to cover more streets, having bi-directional routes and offering service to the Hurt Medical Center. Officials also liked the idea of extending hours during the summer.”

Source: The News & Advance
Midcoast Transit Committee Seeks Public Input

“A form of public transit between Camden and Thomaston is another step closer to reality. After hiring a consultant firm to assess potential for service in the towns of Rockland, Rockport, Camden and Thomaston, the Midcoast Transit Committee is now asking the public to weigh in on the specific ideas. Consultants Nelson/Nygaard have made available seven choices for the types of transit that may serve this area.

The public survey is on the Camden, Rockport, Rockland, Thomaston town/city websites and also on Midcoast Planning Commission’s website.

Midcoast Transit Committee chairman Don White, of Camden, said in a news release that the public comments on this survey will help the committee, made up of representatives from each of the communities, to decide which service will be most useful and successful.

The committee plans to meet early in January to formally review the consultant’s final report and discuss expanding the committee to include local health providers, the Penobscot Bay Regional Chamber of Commerce, and other interested parties. Besides representatives from the four communities, the committee currently has representatives from Coastal Transportation and the Maine Department of Transportation.

“There is every indication that a public transit service is needed in our Midcoast area. It’s an eventuality. The question is how and when,” stated White.

The study and potential transit options were developed by Nelson/Nygaard, a firm specializing in transit planning nationwide. The study website not only hosts the survey but also contains additional information about the study and its findings.”

Source: Penobscot Bay Pilot

Northfield Transit Initiative Holds ‘Very Successful’ Planning Event

About 65 people turned out at Carleton College’s Weitz Center on Thursday, November 14 for “Soups n’ Cycles,” an open community brainstorming session for furthering the Northfield area’s bike interests.

The Northfield Transit Initiative hosted the event and had attendees break into both small and large groups to come up with new ideas and further existing ones.

“We had so much fun,” organizer Suzy Nakasian said. “It was very impressive to see all those people.”

Plenty of excitement and enthusiasm came out of the gathering, as well as a 14-person committee tasked with capitalizing on current momentum through several ongoing projects.

Current groups with representatives there included Senior Center Pedalers, Mill Towns Trail, and the Faribault Bike Club, as well as members of local schools, city council members, and the Northfield Police.

“It’s really not about inventing something new, but supporting and furthering the initiatives that are underway,” Nakasian said. “There are all kinds of connections between groups to keep things going.”

Source: Northfield News
ABOUT US

Community Transportation Magazine is the voice of the Community Transportation Association, a national association dedicated to making mobility alternatives available to all Americans. The Association’s Board of Directors provides national leadership and direction for the Association. The Board relies on the special expertise of its State and Tribal Delegate Council to assist in their important efforts.

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