REQUESTED ATTENDEES:

Voting Members:
1. Robert Nugent (Lawrence Transit Administrator)
2. Carrie Lindsey (Lawrence Housing Authority)
3. Danny Kaiser (KU on Wheels Manager)
4. Patty Gibbons (Independence Inc.)
5. Heather Thies (Cottonwood Inc.)
6. Tina Roberts (Douglas County Senior Services)
7. Tracy Kihn (Bert Nash Community Mental Health Center)
8. (Douglas County Private sector provider)
9. (Assisted Living Centers Transit Provider)

Non-Voting Members:
1. Scott Lein (CTD #1 Program Consultant)
2. Daniel Nguyen (Federal Transit Administration - Region 7 Office)
3. Douglas County Private Transit Providers, or Assisted Living Center Transit Providers not presently represented on the RTAC by a voting member
4. Shawn Strate (Johnson County Transit)

Staff:
1. Todd Girdler (Senior Transportation Planner)
2. Jessica Mortinger (Transportation Planner)

AGENDA

1. Call Meeting to Order

2. Action Item: Approval of Minutes from the August 11th, 2011 Regular Meeting (see enclosed draft minutes)

3. Discussion Item: Assisted Living Centers Transit Voting Membership: MPO staff will ask members to elect among present assisted living center providers for voting membership on the RTAC.

4. Discussion Item: Draft CPT-HSTP (attached): RTAC members will continue the discussion of goals and strategies.

5. Other Business

6. Public Comments: This item is to allow brief public comments on items not listed specifically on the agenda. Comments from each individual or organization will be limited to five minutes.

7. Next Meeting: date set by the RTAC

Special Accommodations: Please notify the Lawrence-Douglas County Metropolitan Planning Organization (L-DC MPO) at (785)832-3150 at least 72 hours in advance if you require special accommodations to attend this meeting (i.e., qualified interpreter, large print, reader, hearing assistance). We will make every effort to meet reasonable requests.

The L-DC MPO programs do not discriminate against anyone on the basis of race, color or national origin, according to Title VI of the Civil Rights Act of 1964. For more information or to obtain a Title VI Complaint Form, see http://www.lawrenceks.org/pds/Title6 or call (785)832-3154.
VOTING MEMBERS PRESENT:
Robert Nugent (Lawrence Transit Administrator)
Carrie Lindsey (Lawrence Housing Authority)
Danny Kaiser (KU on Wheels Manager)
Patty Gibbons (Independence Inc.)
Heather Thies (Cottonwood Inc.)
Tina Roberts (Douglas County Senior Services)
Tracy Kihm (Bert Nash Community Mental Health Center)

NON-VOTING MEMBERS PRESENT:
Scott Lein (KDOT)

OTHER PRESENT
Connie Spencer (KDOT)
Carleen Roberts (Douglas County Senior Services)

STAFF PRESENT:
Todd Girdler (L-DC MPO Senior Transportation Planner)
Jessica Mortinger (L-DC MPO Transportation Planner)

Item 1: Call to Order – Ms. Mortinger called the meeting to order at 1:32 PM, a quorum was present.

Item 2: Welcome and Introductions – Ms. Mortinger welcomed everyone present to the RTAC meeting and introductions were made.

Item 3: Action Item: Discussion/Action Item: Election of a Chair and Vice Chair: MPO staff explained the need for the RTAC to elect a Chair and Vice-Chair from among its voting members to serve a one year term. The Chair shall preside at RTAC meetings, appoint members to sub-committees, and recommend work assignments of RTAC members. The Vice-Chair shall conduct meetings in the absence of the Chair. Mr. Lein nominated Ms. Kihm to serve as chair, Ms. Kihm accepted, Ms. Gibbons seconded the motion, and the body agreed by unanimous consent. Ms. Kihm asked for nominations for vice chair. Ms. Lindsey offered to serve in this role, the body agreed by unanimous consent to appoint Ms. Lindsey as the Vice Chair.

Item 4: Action Item: Discussion Item: List of Douglas County Private Sector and Assisted Living Centers Transit Providers: MPO staff asked present RTAC members to list private sector and assisted living center providers to be contacted for membership on the RTAC. Ms. Mortinger shared the two taxi companies she had found. Members indicated that also a Private Medicaid provider should be on the list. Ms. Lindsey said she would send Ms. Mortinger the contact for Bailey’s Transportation. Ms. Roberts indicated the Douglas County Senior Center has a contact list of assisted living center providers that could be contacted to participate. The members agreed the list could be contacted alphabetically for voting membership. Ms. Mortinger will use the contacts collected to invite these providers to participate in the RTAC.

Item 5: Discussion Item: Draft Coordinated Public Transit - Human Services Transportation Plan (CPT-HSTP): Ms. Mortinger presented the current draft CPT-HSTP and asked members to comment on content from page 1 to 12. Ms. Roberts indicated that page three had funding category listings that were incorrect. Ms. Mortinger said the
information on that page was collected from the Transportation Research Center website and she would send the link to providers so they could update their information. It was determined that all providers should be listed as receiving state operating funds. No other comments were made about those pages. Members were asked to review this text before the next meeting and provide comments to Ms. Mortinger. The group then discussed the Vision and Goals Section of the plan.

Vision: Ms. Kihm read the vision. Ms. Roberts indicated the word need appears twice and the word options would replace the first need and another word would sound more appropriate.

Goal 1: Ms. Kihm read goal one and the strategies associated with it. The group agreed an additional strategy needed to be added to reflect how the Douglas County providers would meet Goal 1. Strategy 1.4 would read: Douglas County providers will match rider’s needs to best available services based on rider referral to best prevent ride denials. Each provider also noted that this would require each agency to know how riders were classified for each system. For example HUD defines a senior as near elderly at 50 and DCSS defines a senior at 60+. Ms. Roberts noted that often times multiple calls to agencies to find rides made acquiring services difficult, however other providers noted the desire to ensure the responsibility was left to the client. Ms. Lindsey noted that her agency has vehicles to use but is lacking funds to operate them. The group agreed that it would be beneficial to identify vehicles that are available and underutilized in the existing resources. Strategy 1.5 was added to address this concern. Strategy 1.5 reads: Identify vehicles that are available and/or underutilized.

Goal 2: Ms. Kihm read goal two and the strategies associated with it. Providers noted that Strategy 2.1 should not require them to participate specifically with the Mr. Goodcents Foundation. The group agreed that regardless of the involvement in their efforts, local information should be collected and updated in a locally shared online resource. The group discussed the money that might be required to participate in the Goodcents Foundation website and they didn’t want to price any providers out of participating. The group asked KDOT if the state planned on participating in the development of this resource or if they would consider funding to help providers participate in the resource. Ms. Spencer noted she would discuss this issue with KDOT staff. Ms. Thies noted that some information about local resources may already be collected in the community though the emergency preparedness plan, Teri Smith is the contact for that information. The group also discussed and noted the importance of ensuring that the dialogue would remain open between providers. Putting data on the web is fine, but it should not be the end of the communication. Providers can miss several items that can stop true coordination if they don’t continue to sit in the same room together. Ms. Spencer noted that CTD #12 Wichita would be a good resource to talk to. Mr. Nugent noted that KPTA would be held shortly and he could talk to the Wichita area providers who do more complex coordination. The group agreed Mr. Nugent should do so and report back. Ms. Spencer also noted that Rural Iowa may be a good model for this region. The group agreed that a rural example may be more representative of the Lawrence – Douglas County Area in relation to vehicle resources and density. The group reached consensus of the desire and need to change the expectation for services and better educate people about how to get where they need to go. The following two strategies were added as a result of the discussion Strategy 2.3 would read: Offer tanning classes to train users ‘How to get where you need to go.’ Strategy 2.4 would read: Providers will develop a marketing campaign to share successful rider stories.

Goal 3: Ms. Kihm read goal three and the strategies associated with it. Ms. Lindsey asked about planning or development for a service from Lawrence to Topeka. Mr. Girdler noted
the issue has been identified for years as part of various studies in NE Kansas, but to date no detailed plans for how to operate or fund service connecting KC Metro, Lawrence, and Topeka with express bus service has been completed and found to be feasible. Providers noted the VA used to run a service for its members, however it is unknown if they still operate a service. Ms. Gibbons indicated that Independence, Inc. was driving to the VA.

The group concluded their discussion and committed to continuing it at the next meeting.

**Item 6: Other Business:** There was none.

**Item 7 Public Comments:** There was none.

**Item 8: Next Meeting:** RTAC decided to meet monthly until the completion of the CPT-HSTP. The next meeting will be held September 8th, 2011 from 1:30-3:00 at the Douglas County Senior Center Conference Room.

The meeting was adjourned at 3:00 PM.
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This report was funded in part through grant[s] from the Federal Highway Administration [and Federal Transit Administration], U.S. Department of Transportation. The views and opinions of the authors [or agency] expressed herein do not necessarily state or reflect those of the U. S. Department of Transportation.
INTRODUCTION: FEDERAL REGULATORY BACKGROUND

The Safe, Accountable,Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) was signed into law on August 10, 2005. This law established programs and funding for the Federal Transit Administration through federal fiscal year 2009, and this law has been extended to the present while Congress debates the development of a new surface transportation act to replace SAFETEA-LU. That law also requires the development of a Coordinated Public Transport - Human Services Transportation Plan (CPT-HSTP) for areas and transit providers to receive Federal Transit Administration (FTA) funding through the Kansas Department of Transportation (KDOT). Applicants for KDOT’s public transportation grant program are required to participate in the CPT-HSTP development process. This plan was developed through a process that included representatives of public, private, and non-profit transportation and human service providers, as well as the public. The implementation of this plan will occur within that same inclusive process and be overseen by KDOT officials, reviewed by members of Coordinated Transit District #1 (which covers Douglas County and other counties in Northeast Kansas) and the newly formed Regional Transit Advisory Committee (RTAC) for Douglas County (which is an advisory committee of the Lawrence Douglas County MPO L-DC MPO).

A coordinated plan (CPT-HSTP) must include:

- A unified, comprehensive strategy for public transportation service delivery; and
- Identification of the transportation needs of individuals with disabilities, older adults, and individuals with limited incomes; and
- Strategies for meeting those needs; and
- Prioritization of services

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

FTA Section 5310 is the only funding program allocated in Douglas County that requires a locally coordinated CPT-HSTP. The Section 5310 Vehicle Grant Program provides vehicle grants to non-profit agencies or municipalities to provide transportation to seniors and people with disabilities.

Currently the following FTA funds are allocated through KDOT to Douglas County provide

- **Section 5310, Capital**
  Independence, Inc.

- **Section 5311, Capital & Operating**
  Independence, Inc.
  Douglas County Senior Services, Inc.

- **Section 5307, Capital and Operating**

The T- Lawrence, Kansas

- **State Operating funds**
  Bert Nash Community Mental Health Center
  Cottonwood Incorporated
  Douglas County Senior Services, Inc.
  The T- Lawrence, Kansas
PLAN APPROACH

The process of developing this Coordinated Public Transit - Human Services Transportation Plan (CPT-HSTP) seeks to collect and analyze meaningful organizational and consumer information to create a plan for future coordination and improvement to services in Douglas County. The Lawrence – Douglas County Metropolitan Planning Organization (MPO) is committed to proactively involving all interested parties in identifying and addressing transportation issues. The goal is to foster improved two-way communication and trust between the MPO, local paratransit and human service providers, and their consumers. Although a federal requirement, the MPO feels that local contribution to transportation planning is vital for the metropolitan area. The citizens of this area deserve the advantages of better transportation planning that cannot be done without participation from and coordination between the people that provide, use, and fund transit services in Douglas County.

The process for planning this document included meetings of the local public transit and human services transportation providers. An attendance list for the organized meetings can be found in the appendix.

DEMOGRAPHICS

Douglas County is 457 square miles of land. The County has a 2010 Census population of 110,826 and a population density of 243 persons per square mile. This has increased from the 219 people per square mile recorded with the 2000 Census. Douglas County is composed of unincorporated area and the following cities: Lawrence, Eudora, Lecompton, and Baldwin City. Lawrence is the major population center in Douglas County, with a 2010 Census population of 87,643, accounting for approximately 73% of the county’s population.

Douglas County, Kansas
The following tables show a breakdown of Douglas County and Lawrence population data from the 2009 American Community Survey (ACS). The 2009 ACS totals are slightly higher than the 2010 census totals. At the time of this plan’s development the detailed 2010 census data had not been released yet, so the latest ACS data was used. However the important thing to note from this data is that the Douglas County Population is growing and a substantial number of people living in the county are seniors and a substantial proportion of those seniors are disabled. This follows national trends noted in the next section of the report.

**DOUGLAS COUNTY**

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U.S. Census Bureau, 2009 American Community Survey

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U.S. Census Bureau, 2009 American Community Survey

**LAWRENCE**

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<td>Disabled Population</td>
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<td>Disabled Percent of Population</td>
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U.S. Census Bureau, 2009 American Community Survey

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U.S. Census Bureau, 2009 American Community Survey

**IMPACTS TO FUTURE SERVICES**

Reduced funding in combination with increasing demands for public transit and human services transportation programs has made it challenging for many agencies to continue providing essential services to meet the needs of their clients and the community. Often, difficult choices have to be made between which services are provided and which are not.
Below is a list of societal changes potentially impacting transit services in the future; these changes include (but are not limited to):

- Increase in population (Lawrence desires to become a retiree destination)
- Increase in number of elderly (65 and older—Baby Boomers retiring)
- Increase in number of disabled (older population, disabled veterans, and cumulative effects of obesity)
- Increase in poverty due to economic conditions (layoffs, loss of nest eggs, and loss of retirement benefits)
- Requirements for environmentally friendly transportation options
- Concerns about the greenhouse effect and global warming
- Air quality requirements affecting vehicles
- Operational costs continue to rise as ability of passengers to pay continues to decline due to the economy
- Funding streams that continue to decline and that require increased sustainability proof.

Most, if not all, of the factors listed above are out of the control of small transit and paratransit operators trying to meet the transport needs of the elderly and disabled persons in Douglas County. It may be possible for some small incremental increases in operational efficiencies to occur and for improved coordination between agencies providing paratransit services to be enacted. However, those improvements that could be locally controlled will only go so far. Locally, the area’s paratransit providers are already coordinating to get people to where they need to go with some riders using multiple providers in a single week. That coordination is a good start. Albeit, the larger national and regional trends of demographics and higher transport costs cannot be controlled locally, and those trends will make it more difficult for small paratransit operators, especially human service agencies with tight budgets, to stay in the paratransit business. Although the trends mentioned above indicate that Douglas County will need a robust paratransit system to handle future demands, the future of the area’s paratransit and transit services is uncertain. Without changes in national and statewide attention to this paratransit segment of the transportation market the future mobility options for our citizens with disabilities and/or senior age look rather disappointing.

**INVENTORY OF EXISTING TRANSPORTATION PROVIDERS AND SERVICES**

Public transportation services in Douglas County consist of local public transportation services, university bus services, and a variety of specialized transportation options, which are available to sub-segments of the community. The providers and services are listed (in alphabetical order) below with details on individual services provided in the following tables.

- Bert Nash Community Mental Health Center
- Cottonwood Incorporated
- Douglas County Senior Services, Inc.
- Independence, Inc.
- The T - Lawrence, Kansas
- KU on Wheels, University of Kansas Parking & Transit
- Johnson County Transit- K-10 Connector

Operator Contact Information

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<th>Operator</th>
<th>Address</th>
<th>Contact</th>
<th>Phone</th>
<th>Website</th>
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<tbody>
<tr>
<td>Bert Nash</td>
<td>200 Maine Street, Suite A, Lawrence KS 66044</td>
<td>Tracy Kihm</td>
<td>785-843-9192</td>
<td>BertNash.org</td>
</tr>
<tr>
<td>Cottonwood, Inc.</td>
<td>2801 West 31st, Lawrence KS 66047</td>
<td>Heather Thies &amp; JR Condra</td>
<td>785-842-0550</td>
<td>cwood.org</td>
</tr>
<tr>
<td>Douglas County Senior Services, Inc</td>
<td>745 Vermont Street, Lawrence KS 66044</td>
<td>Tina Roberts</td>
<td>785-842-0543</td>
<td>dccseniorservices.org</td>
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<tr>
<td>Independence, Inc.</td>
<td>2001 Haskell Avenue, Lawrence KS 66046</td>
<td>Patty Gibbons</td>
<td>785-843-5576</td>
<td>indepenceinc.org</td>
</tr>
<tr>
<td>KU on Wheels</td>
<td>1501 Irving Hill Road, Lawrence KS 66047</td>
<td>Danny Kaiser</td>
<td>785-842-7275</td>
<td>kuonwheels.ku.edu</td>
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<td>The T - Lawrence Transit</td>
<td>6 E 6th St, Lawrence KS 66044</td>
<td>Robert Nugent</td>
<td>785-832-3465</td>
<td>lawrencetransit.org</td>
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<tr>
<td>Johnson County Transit</td>
<td>1701 West 56 Highway, Olathe KS 66061</td>
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<td>913-782-2210</td>
<td>thejo.com</td>
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Operator Service Details

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<th>Operator</th>
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<th>Days of Service</th>
<th>Service Area</th>
<th>Clientele</th>
<th>Annual Ridership (2009)</th>
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<td>Bert Nash</td>
<td>1</td>
<td>9 am - 7 pm</td>
<td>Monday - Friday</td>
<td>Lawrence city limits</td>
<td>Elderly, Disabled</td>
<td>1,896</td>
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<tr>
<td>Cottonwood, Inc.</td>
<td>3 KDOT + 36 agency</td>
<td>7 am - 10 pm</td>
<td>Monday - Sunday</td>
<td>Douglas County</td>
<td>Disabled</td>
<td>5,157</td>
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<tr>
<td>Douglas County Senior Services, Inc.</td>
<td>4</td>
<td>8 am - 3 pm</td>
<td>Monday - Thursday Friday (medical only)</td>
<td>Lawrence city limits</td>
<td>Elderly</td>
<td>approx 4,000</td>
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<td>Independence, Inc.</td>
<td>5</td>
<td>8 am - 5 pm</td>
<td>Monday - Friday</td>
<td>Douglas County, KC Metro</td>
<td>Elderly, Disabled, General Public</td>
<td>approx 10,800</td>
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<td>Monday - Friday (when classes in session)</td>
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<td>Johnson and Douglas Counties</td>
<td>General Public</td>
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* Fleet size is measured by the number of vehicles in maximum revenue hour service for 2010.
Other local transportation services operate in Douglas County including a shuttle to the Kansas City International Airport, taxi companies and the Greyhound Bus Lines. Persons residing in Douglas County, including people also using paratransit services may also use these other services. But there is no readily available data on that use. There is antidotal information that some paratransit riders use taxis for transport if other services are no available, but this taxi option is viewed as a last choice option due to the cost to the rider.

DEMANDS AND UNMET NEEDS - GAPS IDENTIFICATION

PROVIDER NEEDS SUMMARY

There are a variety of ride needs requested of transportation service providers in Douglas County. The transportation needs of older adults, persons with disabilities, and individuals with low incomes vary by trip purpose.

It is very important in the transportation planning process to identify and then work to fill gaps in existing services. The needs assessment provides the basis for recognizing where and how service for the population groups of concern could be improved. Significant gaps and barriers faced by transit dependent populations can be identified from the transit provider’s perspective. Gaps were identified by providers in Douglas County through their answers to the following questions. The questions and their answers are listed below.

Spatial gaps – Are there origins, destinations, or larger areas not served by transit and/or paratransit?

- A portion of transit dependent individuals live outside of Lawrence in more rural areas or outlying towns without access to fixed route transit services. These towns are served by human service agencies that operate out of Lawrence. Currently Independence Inc. is the only provider in the county that provides demand response rides outside of the Lawrence City Limits. However, this provider denies about 20 rides per month. They cannot meet the requests of all customers.

- Fixed route transit is only provided within Lawrence by Lawrence Transit and KU on Wheels. Often times the origins and destinations don’t match the riders’ needs. The Johnson County Transit operated K-10 Connector Route is the only fixed route that operates between Douglas & Johnson Counties. There is a lack of connecting services from Douglas County to Downtown Kansas City and Topeka which are two places that riders often need or want to go.

- One provider identified lack of transportation to Baldwin City as problematic to their ability to retain tenants and maintain low vacancy rates at available housing located in Baldwin City.

- Providers agreed that with the limited resources they are doing the best job they can to match customers to ride availability.
Temporal Gaps - Hours of Operation – Is transportation via transit necessary or highly desirable outside of current service hours / days of the week?

- Providers agreed that customer travel needs are around the clock. Most services are designed for providing peak service for daytime trips to and from work and doctor's visits. This timeframe doesn't provide much flexibility in work scheduling and trips for events that occur on weekends. Any additional service hours would be helpful to customers of each provider. This includes, early morning, night owl and expanded weekend service.

- Lawrence Transit is working to try and cater service to demand with peak and non-peak scheduling to attract more ridership.

- The K-10 Connector only operates Monday-Friday, with no weekend trips.

Frequency – Is more frequent transit service needed to make certain types of trips?

- Lawrence Transit previously had 40/80 minute route frequencies. In the attempt to provide service based on demand, they have changed some route frequencies to 30/60 minutes. However, due to timing and funding some routes remain at the 40 minute frequency. Having three frequencies at four transfer points across Lawrence makes connecting and planning trips using more than one bus route somewhat difficult and confusing. Increasing frequency of fixed routes and standardizing those frequencies would help transfers.

Connectivity – Is there difficulty transferring between transit or paratransit services?

- Connections between Lawrence Transit and KU on Wheels fixed route services are working better as a result of the recent coordination effort between the two services. These two services now use a joint route map/schedule guide, and they accept each others’ bus passes.

- Providers identified instances where transferring from the K-10 Connector has been difficult for some clients, based on availability of services to transfer to and ability to fund the second part of the trip.

- Providers identified coordination of services for individuals to meet their travel needs in Lawrence. This includes customers making varying legs of their trips with different providers in the county. These connections are between both different demand response and fixed route providers. These trips are coordinated on a case by case basis by the providers and customers. This arrangement seems to work well for established riders that are well known by the providers involved, but for new riders it can be difficult to find a mix of providers and trip times that works.

Paratransit Beyond ADA Requirements – Are there needs for paratransit service beyond the ADA-mandated level of service?
• Paratransit users sometimes need a level of service above and beyond what is required by the ADA, such as service provided on the same day it is requested, where and when the fixed route service does not operate, or have the ability to accommodate “uncommon” wheelchairs or mobility devices.

• Paratransit providers are often asked to provide door to door transport with assistance in carrying bags.

Knowledge and Information – What difficulties are there in obtaining information about services offered, routes and schedules, or arranging trips? This would include telephone-based services, websites on the internet and signage and maps, including information at transfer centers.

• Seniors and/or people with disabilities do not know about the full range of transportation options available to them until they face the need to find travel alternatives when their access to car trips is interrupted. Information on the full range of alternative modes, including transit, paratransit, and community-based services, can be difficult to find or confusing, especially when seniors initially realize that they need transport alternatives.

• Providers agreed that in the case of weather or emergency related events information distribution that is timely and accurate is problematic. Each provider had a different strategy to address this issue. There is no one uniform place to find information.

• Paratransit providers agreed that many of their clients do not use computers or smart phones so that electronic notification is not always feasible.

Pedestrian Access to Destinations and Transit – Are amenities missing that prevent or hinder people from traveling to and from transit stops, such as missing or damaged sidewalks, lack of curb ramps, etc.?

• Low density development and disconnected sidewalk networks provide challenges to operating transportation services. Sidewalks on only one side of the street or inability to cross in a crosswalk were identified as barriers to safe travel.

• Amenities that need improved have often been identified but lack funding to build those improvements means that often times there is no timeline for these safety improvements.

• Snow removal ordinance only applies to public sidewalks and not private property. This can create mobility problems for pedestrians that regularly use sidewalks not deemed public.

• Redevelopments of sidewalks in brick are not user friendly for elderly or disabled individuals.
Service Duplication: Is there duplication of services in your area? How can it be reduced through coordination of administration or services?

- Recent coordination between fixed route providers (Lawrence Transit and KU on Wheels) has reduced the duplication of services. This successful process has led to the realized need to consider the duplication of T Lift services and KU on Wheels Jaylift services. When KU classes are in session, KU Jaylift is a duplicated service. Consideration is now being given by the University of Kansas Transit Commission to contract out these duplicated services with Lawrence Transit. This consideration has many important issues to overcome, including differences in service expectations for customers.

Worst Case Scenario: How would your agency transport clients without state or federal funding?

- Providers said that cuts to available state and federal funding would be devastating to their operations. Transportation services are integral to the social service component of their operations. Some providers said they would be forced to cut other services to maintain a base transportation service to continue to be able to successfully provide their other services to clients. This would include cutting transportation services that weren’t absolutely critical to their social service mission. Others said they would have to cut services and a lower level of services would be available to the community. All providers agreed the character of the operation would change with reductions in funding.

- Providers acknowledged that a reduction in funding would most likely price consumers out of transportation. The private taxi alternative is not a financial option for most of their consumers. These individuals would be unable to get to and from work, medical appointments, grocery stores, and would be forced to rely on friends, family or neighbors to meet their most basic needs.

Consumer Input Summary

During the week of March 7-11th, 2011 MPO staff took to the streets and rode alongside paratransit and human service consumers in regular daily service of the following transportation services: T-Lift, Independence Inc. and Douglas County Senior Services. MPO staff conducted personal interviews of consumers at Cottonwood Inc. Due to scheduling difficulty, MPO staff provided paper survey forms to Bert Nash staff to distribute and collect from their consumers.

MPO staff did not record identifying consumer information and will not identify individual consumers in this process. MPO staff designed a set list of questions to ask on the bus and thoughtfully asked follow up questions to clarify responses. The prepared questions are listed below:

- What available services do you use?
- Where do you go when you ride?
- Are there places you would like to go but cannot get to with the existing services?
• How frequently do you ride?
• What days of the week and what times of the day do you ride?
• How satisfied are you with existing services? (On a scale of 1-10 with 1 being not at all satisfied and 10 being very satisfied)
• What ways could providers improve services?

Riders were supportive of the process the MPO staff was using to obtain rider input and liked the efforts of MPO staff made to speak with them about their individual transit experiences. All riders who were able choose to participate in the short interview process.

Riders generally chose their service provider, first based on their qualification to use the service, and secondly by the ability of the service to get them where they need to go. Consumers who use multiple services generally used a secondary service only when their primary service was unable to provide the desired ride. Riders rely on the services to maintain their ability to function in the community. This includes their ability to get to and from: work, school, grocery and other shopping, hospital, doctor’s appointments, exercise classes, and other social functions. One paratransit passenger admitted that without the available service she would have to quit her job. This is just one example of how these passengers rely on the available paratransit services.

Consumers admitted that there were sometimes places they desired to go but could not get to on the existing services. These desired but un-served destinations were sometimes out of the providers’ service area, but the more common situation that MPO staff heard during this survey was that a portion of the trip was outside of the providers operating hours, especially evenings and Sundays. These trips outside of the providers’ operating hours were generally social in nature and included community and church events. However, some included work shifts that varied. Passengers also acknowledged that in order to get to and from some of these destinations they are required to rely on friends, family and neighbors and in what they referred to as worst case scenario a private taxi service. Those taxi services are viewed as the worst case scenario due to their expense to the consumer. Most of the demands for evening service would be met by evening service that ended at 9:00 PM, some if not all days of the week.

A majority of passengers that MPO staff spoke with ride a majority of the days providers operate their services. A majority of the rides they individually have scheduled are subscription or reoccurring rides.

On a scale of 1-10 with 1 being not at all satisfied and 10 being very satisfied riders were generally very satisfied with the services being provided. The most common rating from riders was a 10.

Consumers’ comments on paratransit services

Riders had the following ideas about how providers could improve paratransit and human services transportation. These comments are listed in order of frequency heard, with the most frequent requests at the top of the list.
• Evening Service- The demands for evening service would be met by evening service that ended at 9:00 p.m., some if not all days of the week. One rider even suggested increasing user fees to pay for increased service.

• Weekend Service- Particularly on Sunday to allow trips to church services.

• Passengers of T-Lift services acknowledged there needs to be more locations to purchase and pick up passes. The ability to subscribe to subscription pass purchase would be helpful and would save a roundtrip every month to pick up a new pass. This service would be especially helpful if these subscription or alternative options included receiving the pass by mail at home or at their workplace. One passenger said her employer offered an automatic pass program mailed to her monthly and her employer deducts the value of the pass out of her pretax wages. Other passengers that overheard this benefit were inquiring about the possibility of having a similar service they could use.

• Improve driver communication, particularly in notifying consumers who are visually impaired so they can know when their stop has arrived.

• Shorter pickup window.

• Driver nametags

• Heated seats

Consumers’ comments on Fixed route services

Riders had the following ideas about how providers could improve fixed route transit services in Lawrence. These comments are listed in order of frequency heard, with the most frequent requests at the top of the list.

• Greater frequency.

• Sunday service.

• More bicycle racks/space on buses.

• Updates of route information posted at shelters for individuals without access to the internet.
VISION AND GOALS

The following vision, goals, and strategies will be used to guide the work of the Regional Transit Advisory Committee (RTAC) in formulating and recommending improvements to specialty transit service in Douglas County and coordinating those special services better with mainline fixed route urban and commuter services.

VISION

Transportation providers, purchasers, riders, and the community at large will work together for mutual benefit to expand and improve transportation choices to address the unmet mobility needs of people who require transportation alternatives.

GOALS

Goal 1: Improve the coordination of public transit and human services transportation to maximize the efficient and effective use of funding.

- Strategy 1.1: Providers will match the needs of riders with the most appropriate transportation choices so that dollars are effectively and efficiently applied to needs.
- Strategy 1.2: Reduce duplication of services.
- Strategy 1.3: Improve existing informal coordination between service providers.
- Strategy 1.4: Douglas County providers will match rider’s needs to best available services based on rider referral to best prevent ride denials.
- Strategy 1.5: Identify vehicles that are available and/or underutilized.

Goal 2: Providers and CTD #1 will (with MPO, KDOT and FTA assistance) establish an education and training program to ensure that the community at large is aware of their transportation options.

- Strategy 2.1: Partner with Mr. Goodcents Foundation and/or KDOT to develop an online up to date resource for transit and paratransit information including descriptions about how to arrange rides on each service.
- Strategy 2.2: Improve access to passes and schedule information.
- Strategy 2.3: Offer tanning classes to train users “How to get where you need to go.”
- Strategy 2.4: Providers will develop a marketing campaign to share successful rider stories.

Goal 3: Work to facilitate and improve regional coordination opportunities with providers throughout the region and to coordinate available transportation alternatives.
Strategy 3.1: Encourage and facilitate coordination among all providers in CTD #1 including providers based in Douglas County and other providers based in the KC Metro Area.

Strategy 3.2: Contact providers in CTD #2 and the Shawnee County Paratransit Council to facilitate coordination with providers in the Capitol Area.

Goal 4: **Encourage local governments to improve amenities and publications (e.g., shelters, stops, service maps and schedules, pass sales, signage, transfer points, ramps and sidewalks) to promote accessibility and mobility.**

Strategy 4.1: Encourage city governments to identify sidewalk gaps near transit stops and alleviate those gaps.

Strategy 4.2: Encourage local governments to work with RTAC and CTD #1 providers to develop road projects that consider transit and paratransit in their design.

Strategy 4.3: Develop an effective communication process for getting CTD #1 and RTAC concerns into the MPO and local government transportation planning and project development processes.

Goal 5: **Promote land use and urban design plans and standards that support transportation alternatives and include transit friendly facilities, such as: shelters, stops, transfer points, ramps, sidewalks, and lighting.**

Strategy 5.1: Encourage local planners and engineers to plan for multimodal transportation.

Strategy 5.2: Encourage coordination between local land use plans, and comprehensive plans with the CPT-HSTP.

Goal 6: **Providers will encourage MPO staff to incorporate the CPT-HSTP recommendations and policies into the Metropolitan Transportation Plan (MTP), and to coordinate the development of MTP updates with the CPT-HSTP and vice versa.**

Goal 7: Providers form and participate in an ongoing process and permanent advisory group (Regional Transit Advisory Committee) to ensure that the CPT-HSTP and related documents expressing policies for transit are reviewed and updated on a regular basis.

**WHAT CAN BE DONE IN THE SHORT TERM? (NEXT 5 YEARS)**

**WHAT CAN BE DONE IN THE LONG TERM? (NEXT 5-20 YEARS)**
THINGS THAT SHOULD BE CONSIDERED FOR IMPLEMENTATION NOW AS A RESULT OF THIS CPT-HSTP DEVELOPMENT PROCESS.
## APPENDIX A: ATTENDANCE

<table>
<thead>
<tr>
<th>Name</th>
<th>Agency</th>
<th>Email</th>
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<tr>
<td>Bob Nugent</td>
<td>Lawrence Transit</td>
<td><a href="mailto:rnugent@lawrenceks.org">rnugent@lawrenceks.org</a></td>
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<tr>
<td>Chad LaFever</td>
<td>Cottonwood Inc</td>
<td><a href="mailto:clafever@cwood.org">clafever@cwood.org</a></td>
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<td>Cheryl M. Fisher</td>
<td>KDOT</td>
<td><a href="mailto:cherylfli@ksdot.org">cherylfli@ksdot.org</a></td>
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<td>Danny Kaiser</td>
<td>KU Transit</td>
<td><a href="mailto:dkaiser@ku.edu">dkaiser@ku.edu</a></td>
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<tr>
<td>Heather Thies</td>
<td>Cottonwood Inc</td>
<td><a href="mailto:hthies@cwood.org">hthies@cwood.org</a></td>
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<tr>
<td>Jessica Mortinger</td>
<td>L-DC MPO</td>
<td><a href="mailto:jmortinger@lawrenceks.org">jmortinger@lawrenceks.org</a></td>
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<td>Patty Gibbons</td>
<td>Independence, Inc</td>
<td><a href="mailto:pgibbons@independenceinc.org">pgibbons@independenceinc.org</a></td>
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<td>Rachel Cope</td>
<td>The Guidance Center</td>
<td><a href="mailto:rcope@theguidance-ctr.org">rcope@theguidance-ctr.org</a></td>
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<tr>
<td>Shawn Strate</td>
<td>Johnson County Transit</td>
<td><a href="mailto:shawn.strate@jocogove.org">shawn.strate@jocogove.org</a></td>
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<td>Tina Roberts</td>
<td>Douglas County Senior Services</td>
<td><a href="mailto:tinar@sunflower.com">tinar@sunflower.com</a></td>
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<td>Todd Girdler</td>
<td>L-DC MPO</td>
<td><a href="mailto:tgirdler@lawrenceks.org">tgirdler@lawrenceks.org</a></td>
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<td>Tracy Kihm</td>
<td>Bert Nash</td>
<td><a href="mailto:tkihm@bertnash.org">tkihm@bertnash.org</a></td>
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<td>Stewart Nelson</td>
<td>MARC</td>
<td><a href="mailto:snelson@marc.org">snelson@marc.org</a></td>
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<tr>
<td>Carroll Ramseyer</td>
<td>CTD #1, City of Olathe</td>
<td><a href="mailto:cramseyer@olatheks.org">cramseyer@olatheks.org</a></td>
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<td>Stephanie Watts</td>
<td>KDOT</td>
<td><a href="mailto:swatts@ksdot.org">swatts@ksdot.org</a></td>
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<tr>
<td>Jim Courtney</td>
<td>Mr. Goodcents Foundation</td>
<td><a href="mailto:jcourtney@mrgoodcents.com">jcourtney@mrgoodcents.com</a></td>
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<td>Douglas County Senior Services</td>
<td><a href="mailto:tonyp@sunflower.com">tonyp@sunflower.com</a></td>
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