

2016 COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

FOR DOUGLAS COUNTY, KANSAS



July 21, 2016

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INTRODUCTION: FEDERAL REGULATORY BACKGROUND

The Fixing America's Surface Transportation (FAST) Act was passed into law on December 4, 2015. It requires the development of a Coordinated Public Transit - Human Services Transportation Plan (CPT-HSTP) in order for transit providers to receive Federal Transit Administration (FTA) funds. Furthermore, applicants for KDOT's public transportation grant program are required to participate in the CPT-HSTP development process. This plan was developed in coordination with 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 the Regional Transit Advisory Committee (RTAC) for Douglas County (which is an advisory committee of the Lawrence - Douglas County Metropolitan Planning Organization [MPO]). RTAC will also share the plan with KDOT officials and the Coordinated Transit District #1/Urban Corridor Coordinated Transit Council, Inc. (which covers Douglas County and other counties in Northeast Kansas) to be considered when they work to develop a statewide plan in the future.

A coordinated plan (CPT-HSTP) must include:

- An assessment of available services and current transportation providers; and
- Identification of the transportation needs of individuals with disabilities, older adults, and individuals with limited incomes; and
- Strategies for meeting those needs and addressing the gaps in service that were identified; and
- A unified, comprehensive strategy for public transportation service delivery; and
- Prioritization of services for implementation.

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.

Currently the following FTA funds are allocated to the region. All funding, except for the Section 5307, is distributed through KDOT to Douglas County transit providers. Lawrence Transit is a direct recipient of Section 5307 funding from FTA.

- Section 5307, Urbanized Area Formula Program – Capital & Operating,
- Section 5310, Enhanced Mobility of Seniors & Individuals with Disabilities – Capital,
- Section 5311, Formula Grants for other than Urbanized Areas – Capital & Operating,
- State – Operating

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.

PLAN APPROACH

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 of services in Douglas County. The Lawrence – Douglas County Metropolitan Planning Organization (MPO) is committed to proactively involving all interested parties (including individuals with disabilities, older adults, and low income individuals) in identifying and addressing transportation issues. The goal is to foster improved two-way communication and trust between the MPO, local paratransit and human services 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.

This plan was developed through meetings of the Regional Transit Advisory Committee (RTAC, an advisory group to the MPO) and a consumer input survey. RTAC membership is shown in Table 1.

TABLE 1: RTAC ROSTER

Voting Members
Lawrence Transit System
Lawrence-Douglas County Housing Authority
University of Kansas
Independence Inc.
Cottonwood Inc.
Douglas County Senior Services
Bert Nash Community Mental Health Center
Douglas County Private Sector Provider
Assisted Living Centers Transit Provider
Non-Voting Members
Kansas Department of Transportation
Federal Transit Administration Region 7 Office
Other Douglas County Private Transit Provider, or Assisted Living Centers providers
Johnson County Transit

SUMMARY OF IMPROVEMENTS IN SERVICE SINCE THE LAST PLAN

Many improvements have been accomplished since the last plan was approved on February 16, 2012. These improvements are detailed under the 2012 plan goals below:

2012 Goal 1: Improve the coordination of public transit and human services transportation to maximize the efficient and effective use of funding.

- Lawrence Transit added additional routes and times have been adjusted to allow for easier transfers from one bus to another. All routes now run on a 30-minute or 60-minute schedule.
- Lawrence Transit added Night Line service, providing service from 8 p.m. to 6 a.m. Monday through Saturday, so residents now have access to 24-hour bus service six days a week. Demand is great enough, that there are not enough vehicles available to meet peak demand.
- Bob Nugent (Lawrence Transit) and LaNeece Jardon (Independence, Inc.) participated in a KDOT vehicle purchasing committee. They offered insight about common mechanical problems and assisted in drafting the next state vehicle purchase contract.

- Bike racks were added to all KU buses (all Lawrence Transit buses already had bike racks), allowing riders to increase their multimodal commuting options.
- Ridership on Lawrence Transit has increased to 1.2 million riders per year. This is a 150% increase since 2008.
- Lawrence Transit added five new bus pass sales outlets at Dillons and Hy-Vee for added convenience.
- There have been considerable efforts regarding emergency management activities. Bob Nugent, Lawrence Transit, participated as a representative of the Regional Transit Advisory Committee (RTAC) in the development of the Douglas County Emergency Operations Plan and acts as the Transportation Emergency Support Function (ESF-1) contact.¹ RTAC members provided contact and inventory information to be used in the Douglas County database. This information will be accessed in case of an emergency.

2012 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.

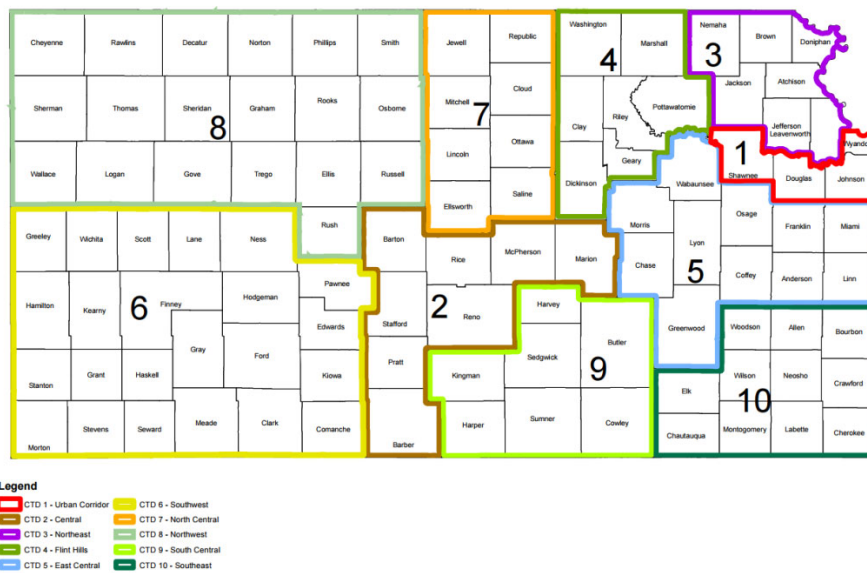
- Lawrence Transit Rider training is planned for a 2016 kickoff.
- 2015/2016 Lawrence Transit Rider Stories and Competition was conducted to celebrate the 15 year anniversary of Lawrence Transit. Over forty people submitted stories describing their experience riding fixed-route and/or paratransit services. The three winners were recognized at the January 12, 2016 City Commission meeting.
- Lawrence Transit and KU jointly developed mobile tools such as the bus app and texting provide real-time bus information for riders. More information about the two services can be found at <http://lawrencetransit.org/mobile-tools>.

2012 Goal 3: Work to facilitate and improve regional coordination opportunities with providers throughout the region and to coordinate available transportation alternatives.

- Members of RTAC now have access to specialized maintenance services through the Lawrence Transit/KU Transportation maintenance service contract.
- Cottonwood, Inc. now has a train the trainer for KDOT driver training, which other providers can utilize.
- KDOT is going through a regionalization process with CTDs; thus the CTD was renamed the Urban Corridor Coordinated Transit Council, Inc. CTD #1 and the boundaries were changed – now working with Douglas, Shawnee, Johnson, and Wyandotte Counties. See the new CTDs mapped in Figure 1 below.

¹ Access the Douglas County Emergency Operations Plan at <https://www.douglascountyks.org/sites/default/files/media/depts/emergency-management/pdf/leoplan.pdf>

FIGURE 1: COORDINATED TRANSIT DISTRICTS – BEGINNING JULY 1, 2015



2012 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.

- The City of Lawrence revised an ordinance that exempts KDOT funded providers from city taxi cab/licensure regulations.
- Lawrence Transit approved Amenities Guidelines and Policies in July 2015 stating what types of stops need which type of amenities based on daily boardings.²

2012 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.

- The Fixed Route Transit and Pedestrian Accessibility Study identified built environment issues that impact access to transit in Lawrence.³

2012 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.

- The CPT-HSTP was approved in 2012. It was incorporated into the MTP, called Transportation 2040 on March 21, 2013. The 2016 CPT-HSTP is to be completed

² Access the Lawrence Transit Amenities Guidelines and Policies to view standard amenities at https://www.lawrenceks.org/assets/agendas/cc/2015/07-21-15/pt_transit_amenities_guidelines.pdf

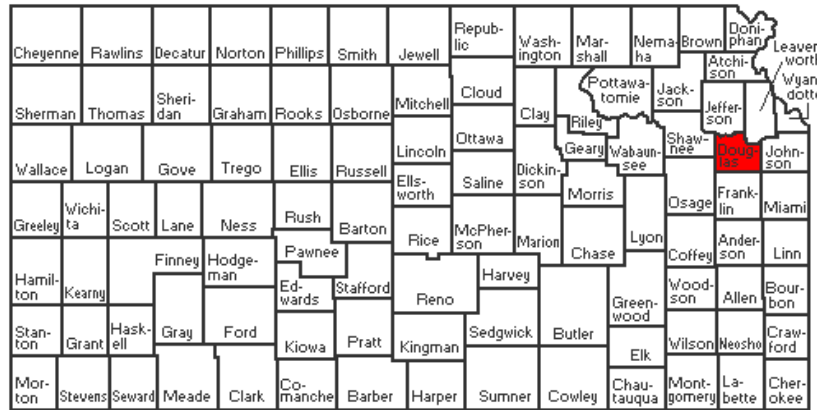
³ The Fixed Route Transit and Pedestrian Accessibility Study can be accessed at <https://www.lawrenceks.org/assets/mpo/study/reports/transit.pdf>

prior to the beginning the next MTP update in the fall of 2016. The 2016 CPT-HTSP will be incorporated into the new MTP.

DEMOGRAPHICS

Douglas County is 457 square miles of land (Figure 2). The County has a 2014 American Community Survey population of 116,585 and a population density of 255 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 2014 American Community Survey population of 91,282, accounting for approximately 78% of the county’s population.

FIGURE 2: DOUGLAS COUNTY, KANSAS



The following tables show a breakdown of Douglas County and Lawrence population data from the 2014 American Community Survey (ACS) 1-Year Estimate. Please keep in mind ACS data is an estimate so these numbers have a certain level of margin of error associated with them. 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 have disabilities. This follows national trends noted in the next section of this plan.

TABLE 2: DOUGLAS COUNTY

Douglas County Demographic Information	
County Population	116,585
Senior Population >65	12,125
Senior Percent	10.40%
Disabled Population	9,385
Disabled Percent of Population	8.05%
Disabled Population >65	3,336
% of Senior Population Disabled	27.51%
Households	45,224
Senior Households >65	7,496
Zero-Vehicle HHs	3,410
Percent Zero Vehicle HHs	7.54%
Zero-Vehicle HHs >65	1,015
Percent Zero Vehicle HHs >65	13.54%

U.S. Census Bureau, 2014 ACS 1-Year Estimates

Douglas County Senior Population	
County Population	116,585
60 to 64 years	6,296
65 to 74 years	6,879
75 to 84 years	3,498
85 years and over	1,749
Senior Population >60	15.80%
Senior Population >65	10.40%
Senior Population >75	4.50%
Senior Population >85	1.50%

U.S. Census Bureau, 2014 ACS 1-Year Estimates

TABLE 3: LAWRENCE

Lawrence Demographic Information	
City Population	91,282
Senior Population >65	8,581
Senior Percent	9.40%
Disabled Population	7,435
Disabled Percent of Population	8.15%
Disabled Population >65	2,742
% of Senior Population Disabled	31.96%
Households	36,264
Senior Households >65	5,439
Zero-Vehicle HHs	3,295
Percent Zero Vehicle HHs	9.09%
Zero-Vehicle HHs >65	940
Percent Zero Vehicle HHs >65	17.28%

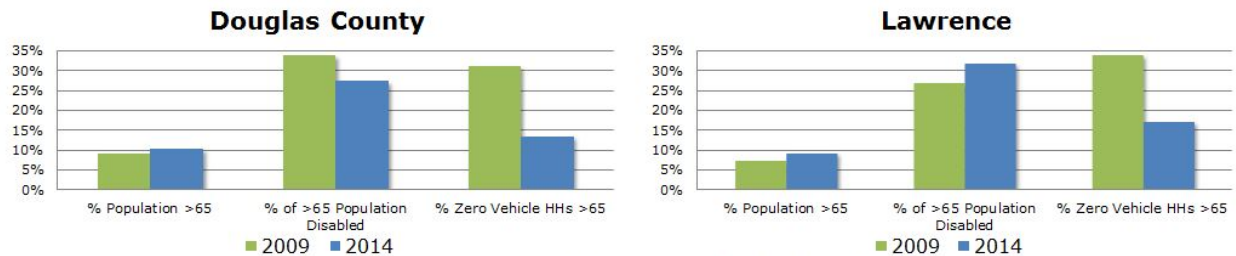
U.S. Census Bureau, 2014 ACS 1-Year Estimates

Lawrence Senior Population	
City Population	91,282
60 to 64 years	4,199
65 to 74 years	4,473
75 to 84 years	2,738
85 years and over	1,369
Senior Population >60	14.00%
Senior Population >65	9.40%
Senior Population >75	4.50%
Senior Population >85	1.50%

U.S. Census Bureau, 2014 ACS 1-Year Estimates

As you can see from Figure 3, the percentage of population over 65 in Douglas County and Lawrence has grown since 2009. This makes sense as the population has aged over the five year period and the County and City have actively worked to recruit retirees.

FIGURE 3: DOUGLAS COUNTY AND LAWRENCE 2009 AND 2014 COMPARISON



Data Source: 2009 ACS 1-Year Estimates and 2014 ACS 1-Year Estimates

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 the future of transit services in Douglas County; these changes include (but are not limited to):

- Increase in population (Lawrence and Douglas County desire to become a retiree destination and are actively working to recruit retirees).
- Increase in number of elderly (65 and older).
- Increase in number of disabled (older population, disabled veterans, and cumulative effects of obesity).
- Increase in poverty due to economic conditions (layoffs 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 previously 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. It

It will be impossible for providers to continue to maintain the services to meet the growing demand without additional funding to do so.

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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 services which are available to sub-segments of the community. The providers and services in Douglas County are listed (in alphabetical order) below with details on individual services provided in the following table.

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

TABLE 4: OPERATOR CONTACT INFORMATION

Operator	Address	Contact	Phone	Website
Bert Nash CMHC	200 Maine Street, Suite A, Lawrence, KS 66044	Tracy Kihm	785-830-1736	BertNash.org
Cottonwood, Inc.	2801 West 31 st , Lawrence, KS 66047	Heather Thies, JR Condra, & Laura Downs	785-842-0550	cwood.org
Douglas County Senior Services, Inc.	745 Vermont Street, Lawrence, KS 66044	Heidi Briery	785-842-0543	dgcoseniorservices.org
Independence, Inc.	2001 Haskell Avenue, Lawrence, KS 66046	LaNeece Jordan	785-841-1094	independenceinc.org
Johnson County Transit: K-10 Connector	1701 West 56 Highway, Olathe, KS 66061	Peter Henschke	913-715-8348	thejo.com or ridekc.org
KU on Wheels Fixed Route	1501 Irving Hill Road, Lawrence, KS 66047	Danny Kaiser	785-864-4644	kuonwheels.ku.edu
KU on Wheels JayLift	1501 Irving Hill Road, Lawrence, KS 66047	Danny Kaiser	785-864-4644	kuonwheels.ku.edu
Lawrence - Douglas County Housing Authority Babcock Bus	1700 Massachusetts, Lawrence, KS 66044	Samantha Snyder	785-832-1692	ldcha.org
Lawrence - Douglas County Housing Authority Resident Services	1600 Haskell Avenue, Lawrence, KS 66046	Heather Odell	785-842-1533	ldcha.org
Lawrence Transit Fixed Route	933 New Hampshire, Lawrence, KS 66044	Robert Nugent	785-832-3465	lawrencetransit.org
Lawrence Transit T Lift	933 New Hampshire, Lawrence, KS 66044	Robert Nugent	785-864-4644 x.9 (customer service)	lawrencetransit.org

Agency descriptions are provided below. Table 5 displays the operator service details.

Bert Nash

The Bert Nash Center is a nonprofit community mental health organization offering a wide range of outpatient services for adults, children, and families.

Cottonwood, Inc.

Cottonwood, Inc. is a 501 (c) 3 not-for-profit organization that was established in 1972 to provide services to individuals with intellectual/developmental disabilities. Over the years, Cottonwood has earned a reputation for quality services and care as a community service provider.

Douglas County Senior Services

Douglas County Senior Services, Inc. is committed to creating opportunities that allow older residents of Douglas County to remain independent and active in their homes and communities.

Independence, Inc.

Since 1978, Independence, Inc. has served as a resource in Lawrence and Northeast Kansas through our mission to maximize the independence of people with disabilities through advocacy, peer support, training, transportation and community education.

Johnson County Transit: K-10 Connector

Johnson County Transit provides public transportation services to much of Johnson County, downtown Kansas City, Mo., Kansas City, Kan., and other outlying areas.

JayLift

JayLift provides door-to-door transportation to KU students, staff and faculty who are permanently or temporarily disabled.

KU on Wheels

KU on Wheels exists to provide safe, convenient, reliable and responsive public transit services to enhance the social and environmental well-being of the University of Kansas community.

Lawrence-Douglas County Housing Authority Babcock Bus

The mission of the Lawrence-Douglas County Housing Authority is to promote quality affordable housing, economic opportunity and a suitable living environment free from discrimination.

Lawrence Transit

Lawrence Transit provides regular fixed-route service for the community of Lawrence.

T Lift

T Lift is a door-to-door, shared ride paratransit service. T Lift service is available for transit riders who, because of a disability, are unable to use the fixed routes.

TABLE 5: OPERATOR SERVICE DETAILS

Operator	*Fleet Size	Service Hours	Days of Service	Service Area	Clientele
Bert Nash CMHC	3	9 am - 7 pm	Monday - Saturday	Douglas County	Elderly, Disabled (Bert Nash Clients)
Cottonwood, Inc.	3 KDOT + 38 agency	7 am - 10 pm	Monday - Sunday	Douglas County	Disabled (Cottonwood, Inc. Clients)
Douglas County Senior Services, Inc.	6	7 am - 3:40 pm	Monday - Friday	Douglas County	Elderly
Independence, Inc.	6	8 am - 5 pm	Monday - Friday	Douglas County	Elderly, Disabled, General Public
Johnson County Transit: K-10 Connector***	5	6 am - 11:31 pm 6 am - 7:20 pm	Monday - Thursday Friday	Johnson and Douglas Counties (connecting the 2 KU campuses and JCCC)	General Public
KU on Wheels Fixed Route***	53	7 am - 6 pm	Monday - Friday	Lawrence city limits	General Public
KU on Wheels JayLift***	2	7 am - 6 pm	Monday - Friday	Lawrence city limits	**General Public
Lawrence - Douglas County Housing Authority Babcock Bus	1	8 am - 4 pm	Monday - Thursday	Lawrence city limits	Elderly, Disabled, (Individuals receiving housing assistance)
Lawrence - Douglas County Housing Authority Resident Services	2	9 am - 6 pm 10 am - 7 pm	Monday & Wednesday Tuesday & Thursday	Lawrence city limits	Individuals receiving housing assistance
Lawrence Transit Fixed Route	29	6 am - 8 pm & 8:00 pm - 6:00 am (NightLine)	Monday - Saturday	Lawrence city limits	General Public
Lawrence Transit T-Lift	25	6 am - 8 pm	Monday - Saturday	Lawrence city limits	**General Public

* Fleet size is measured by the number of vehicles in maximum revenue hour service for 2015.

**Certification required.

*** Reduced service when class is not in session

Table 6 displays the annual approximate ridership per agency, while Figure 4 displays total ridership for all Douglas County providers. In general, the number of rides has risen over the years, which is consistent with the City of Lawrence and Douglas County's desire to become an attractive destination for retirees.

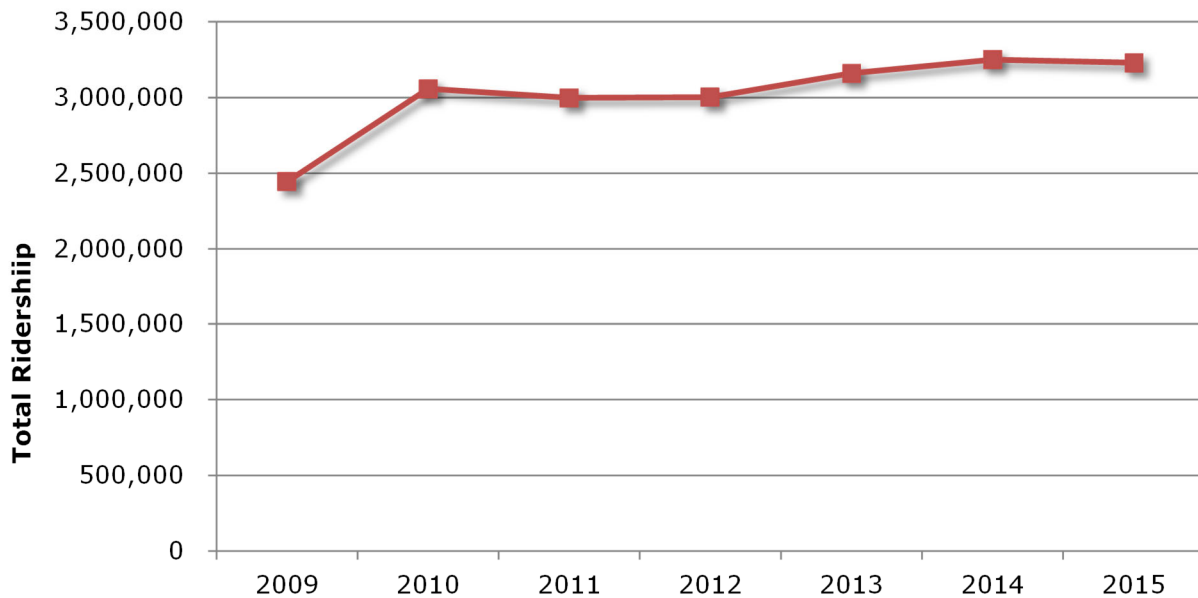
TABLE 6: APPROXIMATE ANNUAL RIDERSHIP (CALENDAR YEAR)

Operator	2009	2010	2011	2012	2013	2014	2015
Bert Nash CMHC	1,896	2,345	3,108	3,853	5,500	5,500	4,020
Cottonwood, Inc.	5,157	5,211	3,803*	2,097	3,960	3,605	2,948
Douglas County Senior Services, Inc.	~ 4,000	4,687	5,488	7,885	8,134	7,819	6,397
Independence, Inc.	~10,800	9,833	9,626	10,371	3,778	6,905	6,808
Johnson County Transit: K-10 Connector	119,110	128,385	149,703	161,927	159,852	137,074	128,952
KU on Wheels Fixed Route	1,748,299	2,230,437	2,059,844	1,881,000	1,836,293	1,892,649	1,913,525
KU on Wheels JayLift	4,126	2,232	3,185	4,011	5,557	5,831	3,506
Lawrence - Douglas County Housing Authority Babcock Bus	2,136	2,105	2,288	3,766	2,500	2,345	2,247
Lawrence - Douglas County Housing Authority Resident Services	-	289	338	562	375	411	574
Lawrence Transit Fixed Route	499,017	620,592	705,561	872,356	1,078,374	1,125,795	1,095,772
Lawrence Transit T Lift	50,169	50,164	54,065	53,630	54,075	61,444	63,406

*KDOT policy change reduced the eligible driver pool for state owned vehicles.

**One of the KDOT vehicles has been out of service since September 2014

FIGURE 4: TOTAL RIDERSHIP FOR ALL PROVIDERS IN DOUGLAS COUNTY



Major destinations include the Lawrence Memorial Hospital, other medical or rehabilitation facilities, employment locations, grocery stores, and the University of Kansas.

Other local transportation services operate in Douglas County including a shuttle to the Kansas City International Airport, taxi companies, Uber, and the Greyhound Bus Lines. Persons residing in Douglas County, including people also using paratransit services may use these other services. But there is no readily available data on that use. There is anecdotal information that some paratransit riders use taxis for transport if other services

are not available, but this taxi/Uber option is viewed as a last choice option due to the high cost to the rider, which is at a minimum \$8 for a one person, one way trip within city limits.

DEMANDS AND UNMET NEEDS - GAPS IDENTIFICATION

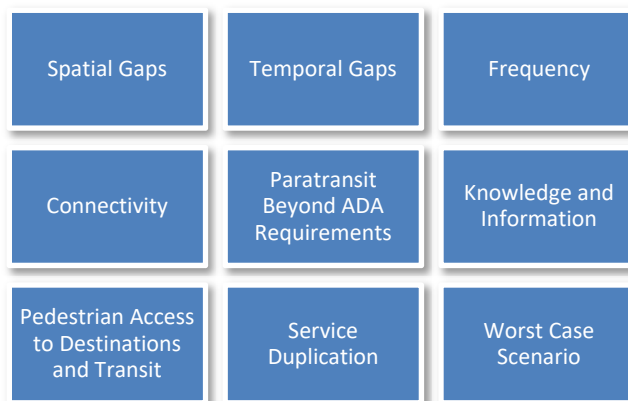
PROVIDER NEEDS SUMMARY

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.

Douglas County transportation organizations provided information about demands and unmet needs by discussing the topics listed in Figure 5 during RTAC meetings. The questions RTAC discussed and answer summaries are listed below and on the following pages.

FIGURE 5: DEMANDS AND UNMET NEEDS PROVIDER QUESTIONS



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

- Rural areas or outlying towns do not have access to fixed route transit service; thereby lacking the associated paratransit services.
- There are issues crossing state lines. A Missouri DOT number is needed if an agency takes a client to a facility in Kansas City Missouri in a KDOT vehicle.
- Communities outside of Lawrence are served by human service agencies that operate out of Lawrence. Currently Independence, Inc. and Douglas County Senior Services, Inc. provide demand response rides outside of the Lawrence City Limits.

However, they cannot meet the requests of all customers due to insufficient funding, vehicles, and drivers.

- Intra-city rides in Eudora, Lecompton, or Baldwin City are not available. Independence, Inc. and Douglas County Senior Services, Inc. only transport people from their homes in these communities to Lawrence, not within their home city.
- Fixed route transit is only provided within Lawrence city limits by Lawrence Transit and KU on Wheels. However, even within the city limits, there are some areas that are not conducive to fixed route transit due to their low density nature. Lawrence Transit has begun experimenting with non-traditional services like flex route services to serve these low density areas
- Johnson County Transit operates the K-10 Connector, which is the only fixed route commuter service that operates between Douglas & Johnson Counties. The K-10 Connector has several stops in Lawrence, but nowhere else in the County. Eudora residents have requested a K-10 Connector stop.
- 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.
- Additional service (transit and paratransit) is desired to Downtown Kansas City, Topeka, the KU Medical Center in Kansas City, and the Kansas City airport. 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?

- Customer travel needs are around the clock. Most services are designed for providing peak service for daytime trips to and from work and to doctor offices. This timeframe does not provide much flexibility in work scheduling and trips for events that occur on weekends. Any additional service hours would be helpful to customers. This includes, early morning, late night and expanded weekend service.
- Lawrence Transit/KU on Wheels is working to cater service to demand with peak and non- peak scheduling to attract more ridership. No Sunday service is provided.
- The K-10 Connector only operates Monday-Friday, with no weekend trips. This service is based on demand with less service when University of Kansas & Johnson County Community College classes are not in session.
- Drivers, who are comfortable operating a vehicle during the day, may be limited in transportation options when the time of day and weather make travel more difficult. This is a common situation for elderly drivers who do not want to drive when it is snowy or dark outside.

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

- Lawrence Transit currently has 30/60 minute route frequencies. Moreover, Lawrence Transit is transitioning to a higher level of service to additional routes in 2016.

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

- There are 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. Currently there is no successful coordination in service between the K-10 Connector and Lawrence Transit or KU on Wheels.
- Coordination of services for individuals to meet their travel needs in Lawrence occurs on a case by case basis. This includes customers making varying legs of their trips with different providers in the County. These connections are between 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. It is complicated for users to know who to talk to in order to make the connections within the County or extending beyond the County lines by linking up with the other regional providers in the Urban Corridor Coordinated Transit Council, Inc.

Paratransit Beyond ADA Requirements – Are there needs for paratransit service beyond the ADA-mandated level of service?

There are many needs beyond the required ADA paratransit services. Providers are often asked to:

- Provide door to door service,
- Assist with carrying bags inside,
- Secure extra bags and/or packages,
- Provide same day service,
- Go beyond the ¾ mile service area around fixed route transit, and
- Accommodate “uncommon” wheelchairs or mobility devices.

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.
- 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. This is exacerbated because there is no centralized source of available transportation resources.

- It is difficult to distribute timely and accurate weather or emergency related information to passengers.
- Many elderly clients do not use computers or smart phones, so finding information online or receiving an electronic notification about weather or emergency related events 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, benches, or shelter amenities etc.?

- The Lawrence Transit Amenities Guidelines and Policies needs to be implemented as the transit system evolves.⁴
- Disconnected sidewalk networks and low density developments provide challenges to operating transportation services.
- Sidewalks on only one side of the street or the inability to cross in a crosswalk were identified as barriers to safe travel in the Fixed Route Transit and Pedestrian Accessibility Study.
- The City of Lawrence 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.
- The City of Lawrence has a long list of unfunded traffic calming improvements, sidewalk maintenance, and sidewalk gaps that need to be constructed to have a complete pedestrian network.

Service Duplication – Is there duplication of services in your area? How can it be reduced through coordination of administration or services?

- 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 service that travels off campus to on campus duplicates service offered by T Lift.
- Duplication of services occurs because there are organizations providing service to the same population and service area as others. There is limited funding for transportation services. Organizations should consider becoming a resource instead

⁴ Access the Lawrence Transit Amenities Guidelines and Policies to view standard amenities at https://www.lawrenceks.org/assets/agendas/cc/2015/07-21-15/pt_transit_amenities_guidelines.pdf

of competing with existing services for funding. These resource organizations could provide referrals or support to the operators of transit services.

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

- Cuts to state or federal funding would be devastating to the transportation providers in Douglas County and change the character of transportation operations.
- Some transportation services that are not absolutely critical to the provider's social service mission would be cut.
- Other transportation providers would have to cut other services to maintain a base transportation service; even with the cuts, they would have to operate at a lower level of service.
- A reduction in provider's service would most likely price consumers out of transportation, as the private taxi alternative is not a financial option for many.

CONSUMER INPUT SUMMARY

During the week of February 15-19th, 2016 MPO staff took to the streets and rode alongside paratransit and human service consumers in regular daily service of Independence, Inc. and Douglas County Senior Services, Inc. MPO staff conducted personal interviews of consumers at Cottonwood, Inc. Furthermore, a rider survey was distributed through RTAC membership. This survey was also available online and was emailed to JayLift riders. At the same time as the survey, Lawrence Transit was sending new policy information to all registered T Lift riders, so a flyer directing people to take the online survey was included in the mailing (Figure 6). The survey was available February 9-26th, 2016. Seventy (70) surveys were collected; eight (8) were not completed because the respondents do not currently use community transportation services. Future surveys should include "would" ride to enable people who do not currently utilize services to fully complete the survey.

Appendix B contains the survey form. The survey, ridealongs, and client interviews did not record identifying consumer information and did not identify individual consumers in this process. MPO staff asked the rider survey questions and thoughtfully asked follow up questions to clarify responses. Riders were supportive of the process the MPO staff was using to obtain rider input and liked the efforts that the 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. Responses to the survey questions are listed below.

FIGURE 6: SURVEY FLYER

Provide YOUR input on community transportation services in Douglas County



Access the survey at
www.lawrenceks.org/mpo/survey

Your input will be incorporated into the Lawrence-Douglas County Coordinated Public Transit - Human Services Transportation Plan.
 The past version of this plan can be accessed at:
www.lawrenceks.org/assets/mpo/rtac/CoordinateTransit.pdf

If you ride any of these transportation services

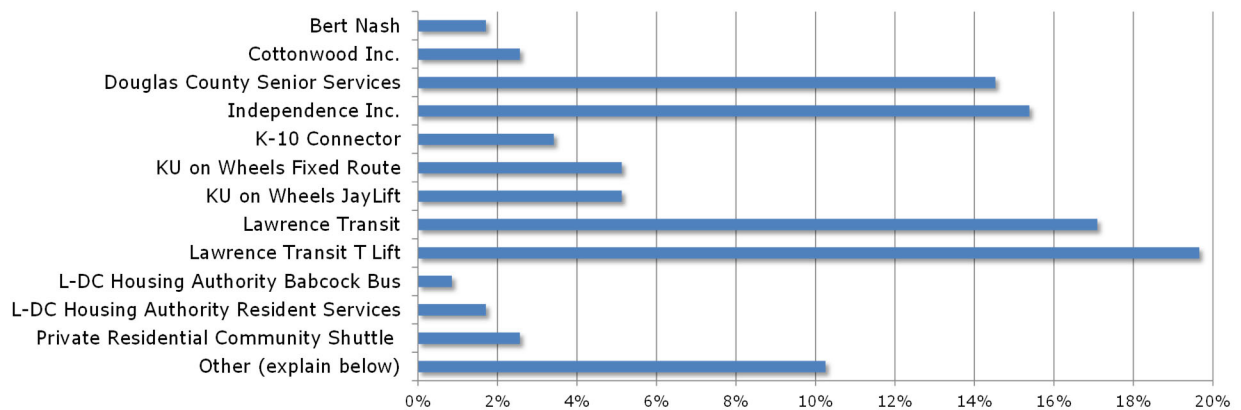
- Lawrence Transit Fixed Route or T Lift
- KU on Wheels Fixed Route or JayLift
- Independence Inc.
- Douglas County Senior Services
- Cottonwood Inc.
- Bert Nash
- K-10 Connector
- Lawrence-Douglas County Housing Authority
- Private Residential Community Shuttle

Tell us...

- How you ride (when, where, times)...
- What accommodations you need to ride...
- How satisfied you are with existing services...
- Ways providers could improve services...

www.lawrenceks.org/mpo/survey
Before February 26, 2016

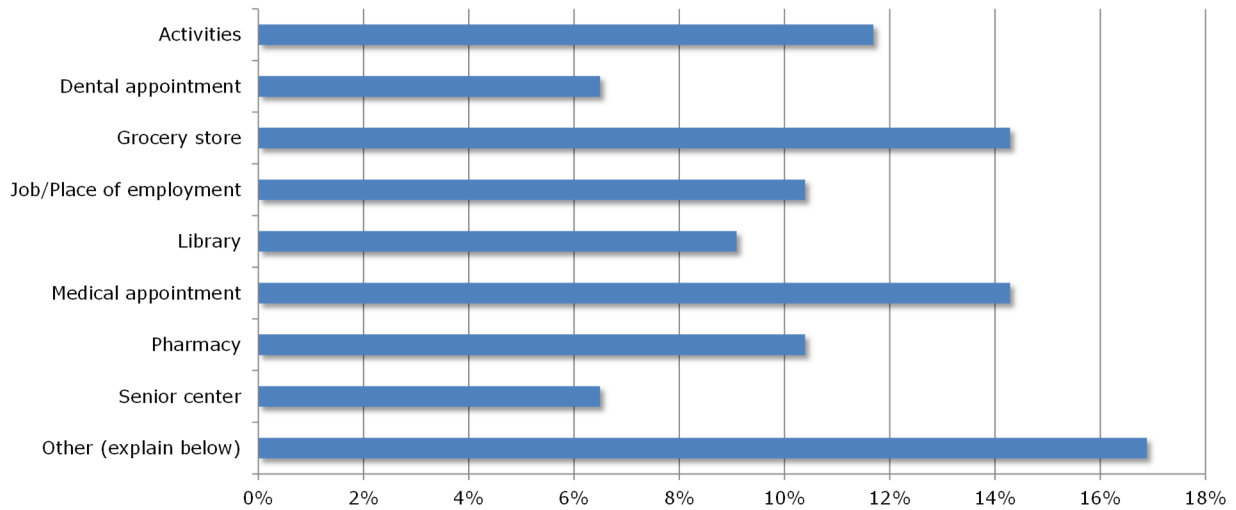
When asked “What available services do you use? Check all that apply.” Respondents indicated:



Other:

- 2 responses – Friends
- 2 responses – Personal vehicle
- 2 responses – Private Taxi Service
- 2 responses – Walk
- Case manager
- CVL (Community Village Lawrence)
- Holidays → KC based service provider (not anymore because bad experience)
- Nightline

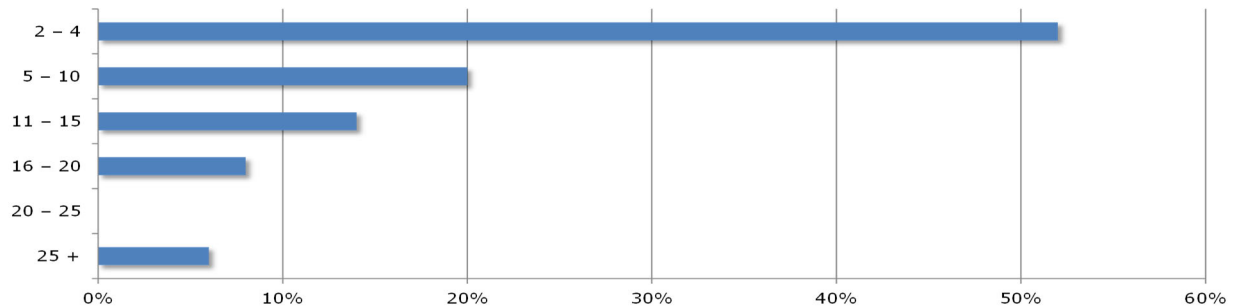
When asked "Are there places you would like to go but cannot get to with the existing services? Check all that apply." Respondents indicated:



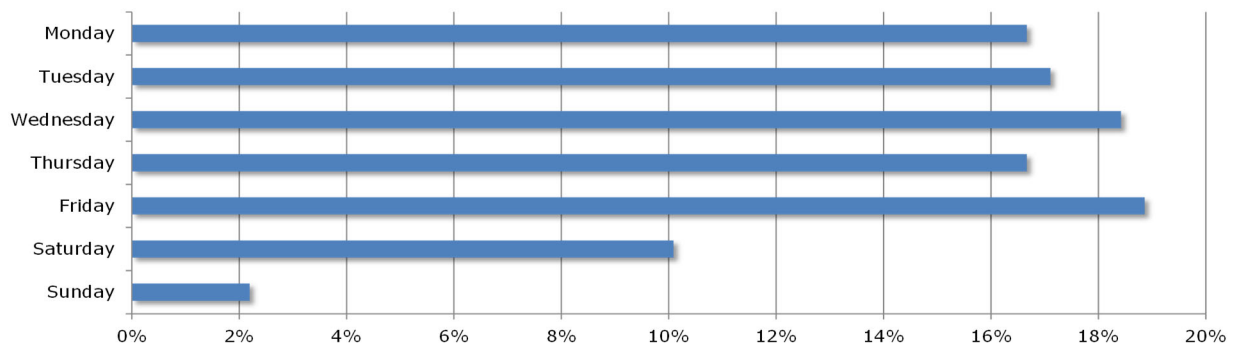
Other:

- 3 responses – Any Sunday activities
- 3 responses – Church on Sunday
- East of Haskell 11th-15th
- I would have a car if the had lost \$20,000
- Liquor store
- None
- Stores, Walmart, weekends
- The bus does not run for activities in after hours.
- The community theater, hasn't tried yet but might be able to with T-Lift

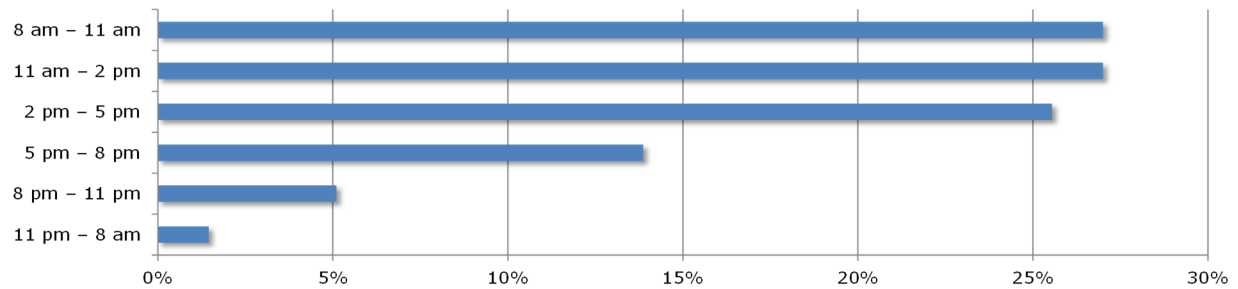
When asked "How many times do you ride per week? Check ONE. (A ride to and from is counted as two rides.)" Respondents indicated:



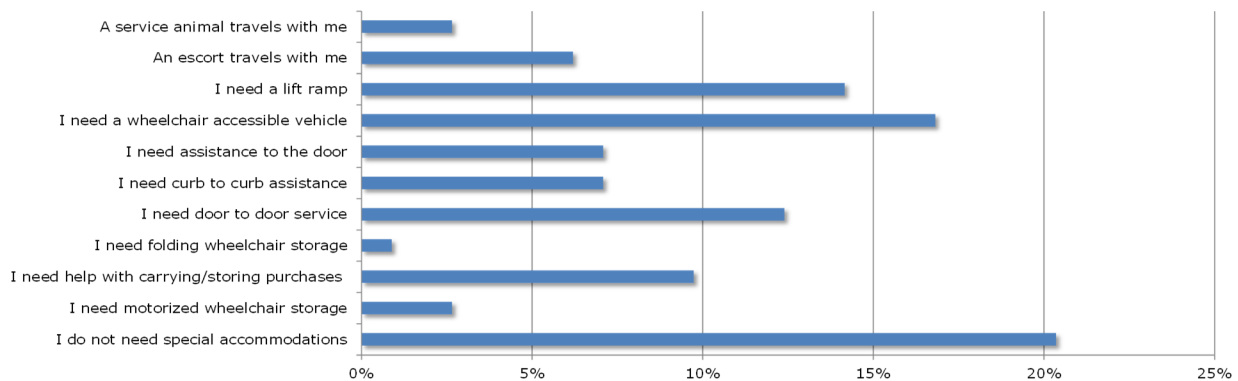
When asked "What days of the week do you ride? (Check all that apply.)" Respondents indicated:



When asked “What times of the day do you ride? Check all that apply.” Respondents indicated:

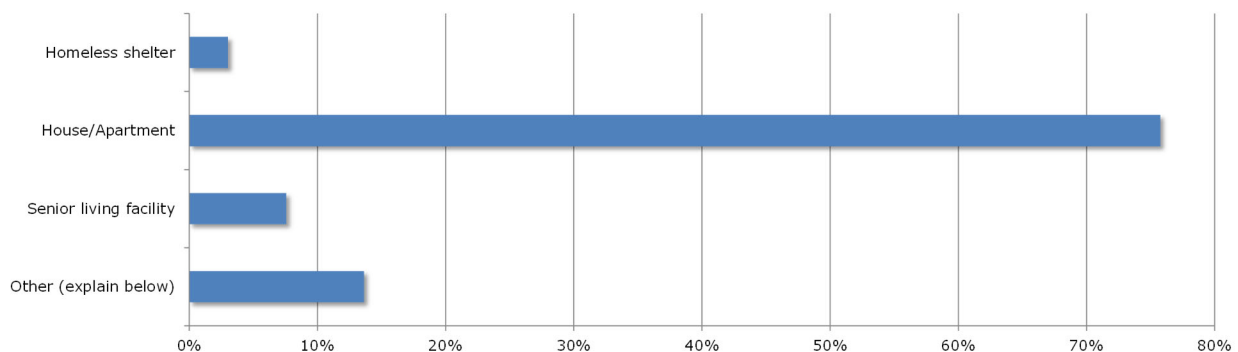


When asked “What accommodations do you need? Check all that apply.” Respondents indicated:



When asked “Where do your trips originate and terminate? Check all that apply.” Respondents indicated:

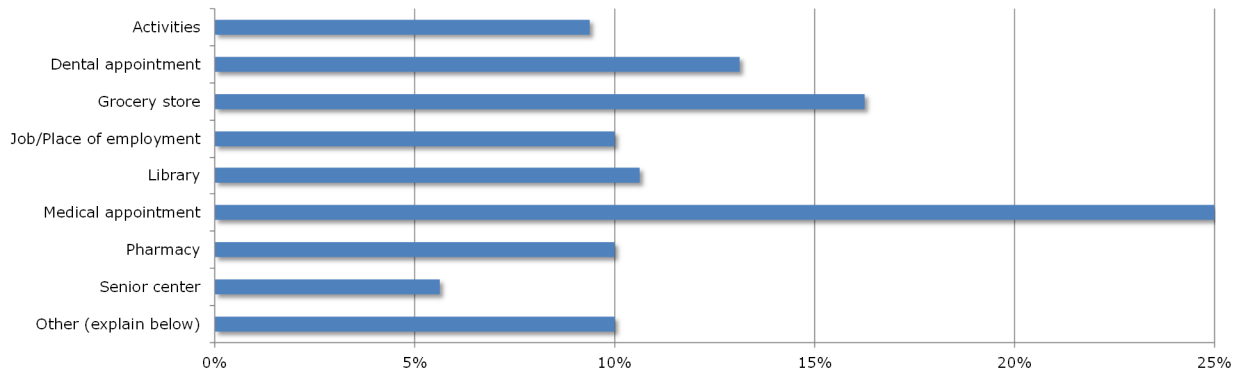
Originate



Other - Originate

- Academic office building
- Corner with no seat and no sidewalk
- From bus stops to bus stops, no door to door service
- Memory care unit @ Neuvant House
- My house is off the grid so I cannot use the fixed route because of my disability.
- Senior center

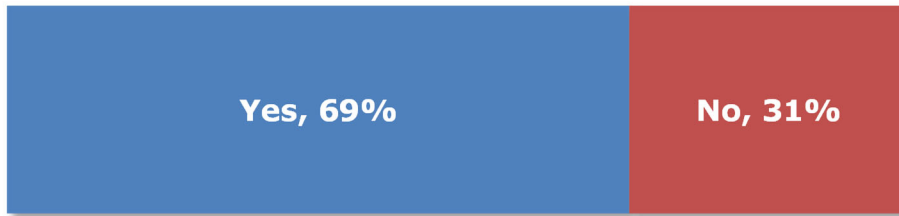
Terminate



Other - Terminate

- 4 responses – Home
- 3 responses – School/KU
- 2 responses - Beauty Shop
- DCF/Vocational Rehabilitation
- Department stores, e.g., Target, Best Buy, etc., cafes and restaurants, Lied Center
- Independence Inc
- Shopping at 31st and Iowa
- Retail shopping
- Hair and Mass street sometimes

When asked “Do you feel dispatch and ride scheduling is easy to use?” Respondents indicated:

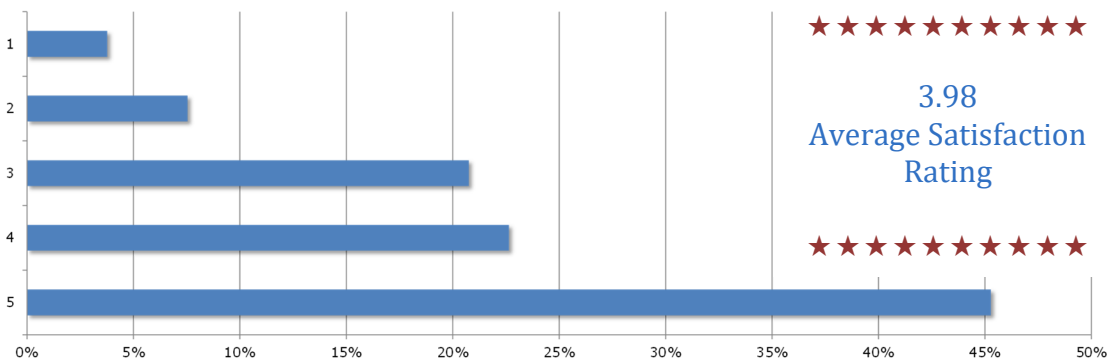


When asked “How do you feel dispatch and/or ride scheduling could be improved?” Respondents indicated:

The following represent the most common responses to this question. Complete responses are included in Appendix C.

- Ensure reservations are recorded in the system when they are made,
- Reduce necessary reservation window to as short as possible, and
- Doesn't think it can be improved.

When asked “How satisfied are you with existing services? (On a scale of 1-5 with 1 being not at all satisfied and 5 being very satisfied)” Respondents indicated:



When asked “Explain this rating.” Respondents indicated:

The following quotes are a representative sample of survey responses. Complete responses are included in Appendix C.



When asked “How do you feel providers could improve services?” Respondents indicated:

The comments below are listed in order of frequency heard, with the most frequent requests at the top of the list. Complete responses are included in Appendix C.

- 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.
- Weekend Service (both paratransit and fixed route): Particularly on Sunday to allow trips to church services and Sunday activities.
- Pickup Window: Shorter pickup window, so clients do not have to wait for a long time.
- Scheduling: Have a shorter scheduling window so you don't have to schedule so many days in advance and make sure reservations are actually scheduled.

After reviewing survey responses, the next time the survey is utilized the second question should be reworded or moved to later in the survey. Responses were contradictory to later responses, which indicate perhaps responders were confused by the question.

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 services 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 utilize rider referrals to match the needs of riders with the most appropriate transportation choices so that dollars are effectively and efficiently applied to needs and ride denials are prevented.

Strategy 1.2: Reduce duplication of services through provider and client education about available transportation options.

Strategy 1.3: Improve existing informal coordination between service providers.

Strategy 1.4: Identify vehicles that are available and/or underutilized.

Strategy 1.5: Schedule regular discussions of equipment issues at RTAC meetings.

Goal 2: Providers and RTAC 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 the Kansas City based Link for Care website (www.linkforcare.org) to develop an online up-to-date resource for transit and paratransit information including descriptions about how to arrange rides on each service. Also provide this information in a paper brochure format and on the Lawrence Transit website.

Strategy 2.2: Improve access to passes and schedule information.

Strategy 2.3: Offer training classes to train users about "How to get where you need to go."

Strategy 2.4: Providers will develop a marketing campaign to share successful rider stories.

Strategy 2.5: Invite other community organizations (Community Village Lawrence, religious institutions, etc.) to participate in the RTAC.

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 the CTD #1 area including providers based in Douglas County and other providers based in the KC Metro Area and Topeka.

Strategy 3.2: Work with existing resources and community organizations to fill unmet needs.

Strategy 3.3: Improve coordination between transit providers through informal and formal mechanisms including regular RTAC meetings and educating providers about other providers (via the brochure).

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 creating a complete pedestrian network.

Strategy 4.2: Develop an effective communication process for CTD #1 and RTAC members to participate in the transportation planning and project development process, expressing concerns especially regarding road projects that consider transit and paratransit in their design.

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, engineers, and developers to plan for multimodal transportation.

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

Strategy 5.3: Encourage the completion of an accessible pedestrian network with sidewalk on at least one side of the street in Lawrence as identified in the Regional Pedestrian Plan.⁵

⁵ Access the current draft of the Regional Pedestrian Plan at <https://www.lawrenceks.org/mpo/PedPlan>

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.

Strategy 6.1: Providers will 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 at least once every 5 years.

Strategy 6.2: MPO staff will work with providers to review and update the CPT-HSTP in conjunction with the MTP update process, preferably before the MTP update is drafted.

IMPLEMENTATION ACTIVITIES TO ADDRESS IDENTIFIED GAPS & NEEDS

Implementation activities were identified to address the gaps and needs discovered through this planning process. They are prioritized based on timing. There are several actions which can be undertaken immediately, which were identified during plan development. Further actions were developed for the short term and the long term. Implementing these strategies will meet the currently unmet needs and fill gaps.

IMMEDIATE ACTIONS (FROM PLAN DEVELOPMENT)

The following list was created as a result of this CPT-HSTP development process. It details what should be considered for immediate implementation.

- Regularly scheduled fall and spring RTAC meetings should be held to ensure continued communication between providers. RTAC should annually follow-up on where the CPT-HSTP goals and strategies stand and track the progress of work on those items through an annual summary.
- RTAC should create a repository of all maps and documents provided to human services clients. This information should be housed on the Lawrence Transit website under a "Regional Transit" tab (or something similar).
- RTAC should create a comprehensive directory of available community transportation services for residents and human service agencies. Ideally, the centralized information will be available in multiple formats, including web-based and paper brochure format. The web information will be included in the Kansas City based Link for Care website (www.linkforcare.org). The Lawrence Transit website will include a digital version of the provider brochure and a hyperlink to the Link for Care website. Organizations should educate themselves about all of the current and existing transportation services available in the community to best match their clients to available services.
- Lawrence Transit staff will utilize the RTAC provider brochure to talk about other transportation options when they are doing transit rider training programs that focuses on mobility options other than personal automobile travel for students, low-income residents, homeless people, people with disabilities, etc.

- Before expanding capacity and budgets to provide services, organizations should become a resource/referral organization to other transportation services.
- RTAC should invite community organizations including Community Village Lawrence and various religious institutions to discuss the unmet needs in the region.
- Development and drafting of rider stories for marketing (e.g., users of transit, paratransit, and/or bicycles to get around town and gain social freedom or economic stability) should be completed by providers, reviewed by the RTAC, and distributed. Lawrence Transit completed a successful rider stories competition in 2016; other providers should consider utilizing their model to collect rider stories.
- Continue to provide KDOT staff with information about common mechanical problems, so KDOT staff can evaluate those problems in drafting the next state vehicle purchase contract, and submit paratransit provider information about those common vehicle problems to the manufacturers so they can improve equipment dependability.
- Ask all transit operators and KDOT public transit staff to share the number of vehicles the agency operates, a continuity of operations, emergency operations plans, and contact lists for emergency management with Bob Nugent at Lawrence Transit (as he acts as the transportation contact for the Douglas County Emergency Management Plan in the role of Emergency Support Function Transportation [ESF-1]).
- Recognizing that currently the demand for paratransit services in Douglas County exceeds the available level of service, the RTAC will ask the MPO to support efforts by our region's transit/paratransit providers to secure additional funding from all sources (federal, state, local, non-profit, etc.).
- The RTAC should maintain the list of providers, vehicles in operations, operation hours, annual rides, and type of federal funding received.

SHORT TERM ACTIONS (NEXT 5 YEARS)

The present unsure nature of funding for services makes planning further than 1-2 years into the future more uncertain and difficult than it was just a few years ago. However, there are some low-cost things that the transit providers in Douglas County can do in the short-term to improve transit planning and services.

- RTAC members will coordinate with planning partners and other governing bodies on behalf of RTAC providers and policies in order to carry out plan goals.
- RTAC should participate in the planning processes to develop the Metropolitan Transportation Plan.
- RTAC should voice their support for local and state government efforts to develop policies that support transit and endorse projects that implement the policies.

- Work with KDOT to develop a system to coordinate trips across multiple providers through coordinated dispatch and/or vehicle sharing, thereby improving the connectivity that is currently lacking.
- RTAC and the MPO shall update this plan every five years (prior to MTP development) and add action steps as they become relevant in the region’s planning and programming process. If the recommendations of the Transit Comprehensive Operations Analysis (COA) underway in 2016 impact this CPT-HTSP, it can be amended before the next regular update.

LONG TERM ACTIONS (NEXT 5-20 YEARS)

The extreme uncertainty of funding sources out 5-20 years provides a difficult nature for long range planning. This is a key reason that the continued communication of RTAC is important and valuable.

- As there is a connection between land use and transit, RTAC should thoroughly review local development codes and recommend changes to those development codes that address the concerns of transit and paratransit operators and riders.
- RTAC should promote Transit Oriented Development (TOD) and possibly research parking maximums.

CONCLUSION

The growing need for paratransit services is expected to place increased burdens on the providers in Douglas County. The work in Lawrence and Douglas County to attract retirees adds to the projected growing demand for specialized transportation services. However, these services cannot be provided without additional sources of funding.

During the CPT-HSTP planning process, staff found the existing informal coordination between providers to be working sufficiently. With the limits of administrative ability, staff time, and funding resources the operations are running efficiently. Without additional funding resources the ability for existing providers to expand or improve services is very limited.

The plan development process has provided value to all of the providers who participated. Providers learned more about the other services in the community and continued to develop the working relationships they have with each other. This communication should help in the informal inter-agency coordination efforts already underway to get paratransit clients to where they need to go. These experiences and relationships will be important to keep working together towards the goals laid out in this plan.

It is imperative to remember that providers will only be able to meet the needs when adequate funding is available for vehicle acquisition, replacement, maintenance and



Providers are doing the best they can with the resources provided to meet the growing demand for services.

operations. Providers are committed to continuing to develop ways to work together to make paratransit and human services transportation a valuable resource for Lawrence and all of Douglas County.

The development of a comprehensive online and paper brochure describing the available community transportation resources appears to be the most visible and valuable improvement providers could make for clients and future clients in the immediate future. This community transportation resource guide can be developed now with existing information resources. Further coordination will occur through regular, ongoing conversations at RTAC meetings. Through this discussion, Douglas County providers can begin to formalize their coordination by implementing the immediate, short term, and long term actions identified in this planning process.

APPENDIX A: PLAN DEVELOPMENT

This Coordinated Public Transit - Human Services Transportation Plan (CPT-HSTP) was updated in 2016. Table A-1 displays the plan update timeline.

TABLE A-1: 2016 CPT-HSTP UPDATE TIMELINE

2016 CPT-HTSP Update Timeline

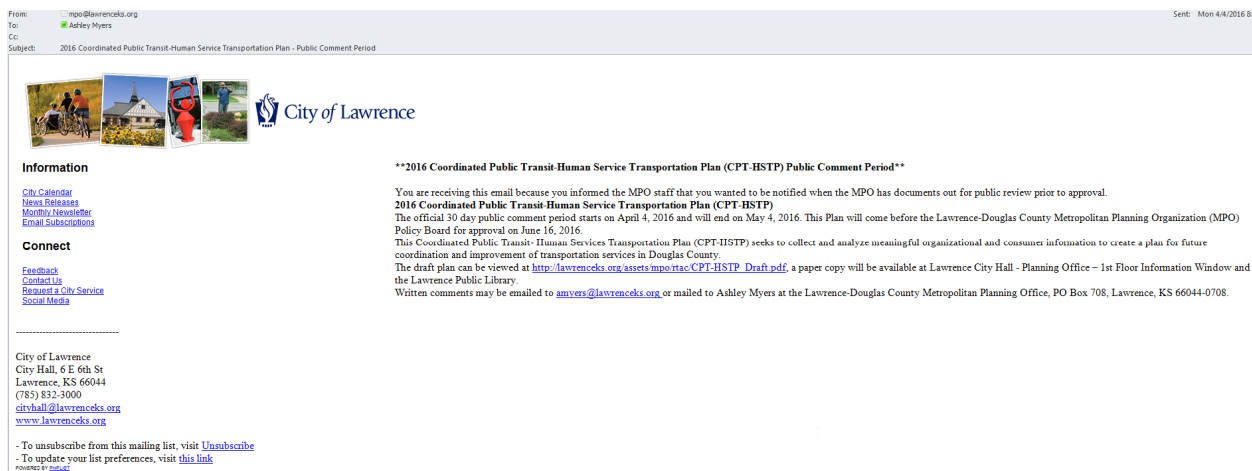
Task	Oct/Nov/Dec	January	February	March	April	May/June	July
Develop Plan with RTAC							
Conduct Rider Survey/Consumer Input							
Send draft to KDOT, FHWA, and FTA for review							
Incorporate KDOT, FHWA, and FTA comments							
Draft for 30 days public comment period* (April 4 - May 4) (Email E-Subscriptions Lists including: MPO Public Participation, TAC, MPO, and RTAC)							
Incorporate public comments and other KDOT, FHWA, and FTA comments							
TAC/MPO Policy Board consideration of incorporating public comments into final CPT-HTSP							
Pending Policy Board approval post online and send to KDOT, FHWA, and FTA							

* Public participation process includes: Email to subscription list, place document online and at public locations - Lawrence Public Library and MPO Office.

A total of 70 rider surveys were received. Appendix B displays the rider survey and the opened ended survey responses are in Appendix C.

The public comment period was promoted through the City of Lawrence e-subscription email service (Figure A-1) and through the Urban Corridor Coordinated Transit Council, Inc./CTD 1.

FIGURE A-1: E-SUBSCRIPTION EMAIL



Appendix D contains the one public comment that was submitted.

APPENDIX B: RIDER SURVEY

February 2016 Public Transit and Human Services Transportation Survey

This survey is also online at: www.lawrenceks.org/mpo/survey Please complete before February 26.

What available transportation services do you use? Check all that apply.

- Lawrence Transit Fixed Route
- Lawrence Transit T Lift
- KU on Wheels Fixed Route
- KU on Wheels JayLift
- Independence Inc.
- Douglas County Senior Services
- Cottonwood Inc.
- Bert Nash
- K-10 Connector
- Lawrence-Douglas County Housing Authority Babcock Bus
- Lawrence-Douglas County Housing Authority Residential Services
- Private Residential Community Shuttle
- Other _____

Are there places you would like to go but CANNOT get to with the existing services?

Check all that apply.

- Job/Place of employment
- Medical appointment
- Dental appointment
- Pharmacy
- Grocery store
- Library
- Senior center
- Activities
- Other _____

How many times do you ride per week?

Check ONE. (A ride to and from is counted as two rides.)

- 2 - 4
- 5 - 10
- 11 - 15
- 16 - 20
- 20 - 25
- 25 +

What days of the week do you ride?

Check all that apply.

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

What times do you ride? Check all that apply.

- 8 am - 11 am
- 11 am - 2 pm
- 2 pm - 5 pm
- 5 pm - 8 pm
- 8 pm - 11 pm
- 11 pm - 8 am

What accommodations do you need?

Check all that apply.

- I need a wheelchair accessible vehicle
- I need folding wheelchair storage
- I need motorized wheelchair storage
- I need a lift ramp
- I need assistance from the curb at my origin to the curb of my destination
- I need service from the door at my origin to the door of my destination
- I need assistance to the door
- I need help with carrying/storing purchases
- An escort travels with me
- A service animal travels with me
- I do not need special accommodations

February 2016 Public Transit and Human Services Transportation Survey

Where do your trips originate and terminate? Check all that apply.

Origin

- House/Apartment
- Senior living facility
- Homeless shelter
- Other _____

Destination

- Job/Place of employment
- Medical appointment
- Dental appointment
- Pharmacy
- Grocery store(s)
- Library
- Senior center(s)
- Activities
- Other _____

Do you feel dispatch and ride scheduling is easy to use? Yes No

How do you feel dispatch and/or ride scheduling could be improved?

How satisfied are you with existing services?

Not Satisfied		Somewhat Satisfied		Very Satisfied
1-----	2-----	3-----	4-----	5

Explain this rating:

How do you feel providers could improve services?

Please return the survey to the Lawrence-Douglas County MPO, Lawrence City Hall, 1st Floor, 6 East 6th St, Lawrence, KS 66044 or to Ashley at amyers@lawrenceks.org before **February 26, 2016.** p. 2 of 2

APPENDIX C: OPEN ENDED SURVEY RESPONSES

When asked "How do you feel dispatch and/or ride scheduling could be improved?" Respondents provided the following responses. The responses are paired with the transportation services the respondent selected. The most common responses are included in the Consumer Input Summary section of the Plan.

Cottonwood, Inc. - Have help to schedule from beginning to end. Joblink schedules job rides would prefer to have it scheduled when I'm there. Then I would know the time for pickup.

Douglas County Senior Services - Don't know

Douglas County Senior Services - Don't think it can; very good

Douglas County Senior Services - I don't think it could

Douglas County Senior Services - Make sure dispatching has proper help

Douglas County Senior Services - No

Independence, Inc. - The only scheduling issues I have is through Access to Care Transportation, not reporting to you my exact appointment times and when I need to be picked up.

Independence, Inc. & Other - More vans and people/drivers, maybe another company with drivers and vans, more choice of rides on holidays

Independence, Inc. & Private Residential Community Shuttle - Started earlier and went later, pay drivers more

KU on Wheels JayLift - Dispatch has screwed up reservations and they schedule other rides so close to mine that I cannot be taken to the door of my termination site. I have been made to walk a longer distance. Several times my ride has not shown up and I have been told the supervisor came by in a van, which never happened.

KU on Wheels JayLift - Instead of the passenger to call and find out why a ride is late for more than 15 minutes, the dispatch should let the passenger know what's going on.

KU on Wheels JayLift, Independence, Inc., Douglas County Senior Services, Cottonwood, Inc., Bert Nash, Lawrence-Douglas County Housing Authority Babcock Bus, Private Residential Community Shuttle, Other - Too far from bus stop. 2 need numbers checked on other page to be initiated (I'm new to Lawrence)

Lawrence Transit Fixed Route - 4, 7, 10 need 30 minute routes

Lawrence Transit Fixed Route - Dispatch has given me misinformation more than once

Lawrence Transit Fixed Route - Dispatchers seem rushed and hurried, possibly over worked. Maps are difficult to understand, and the constant route changes each year make planning difficult.

Lawrence Transit Fixed Route - More places to go to--more frequent rides.

Lawrence Transit Fixed Route & KU on Wheels Fixed Route - Have bus stop next to house. More routes next to house

Lawrence Transit Fixed Route & Lawrence Transit T Lift - Shortening the window for riders from 15 minutes before/after scheduled time to 7-10 would be much appreciated, especially for clients who are sensitive to the climate/elements.

Lawrence Transit Fixed Route & Lawrence Transit T Lift - Would like ability to book rides after business hours and weekends including online and/or with mobile app

Lawrence Transit Fixed Route, Independence, Inc. & Bert Nash - Good

Lawrence Transit Fixed Route, Lawrence Transit T Lift, Independence, Inc., K-10 Connector, & Lawrence-Douglas County Housing Authority Resident Services - There needs to be more patience shown by the schedulers.

Lawrence Transit Fixed Route, Lawrence Transit T Lift, Independence, Inc. - It would be advantageous to have dispatch answering the phone until 8pm in case a ride is missed.

Lawrence Transit Fixed Route, Lawrence Transit T Lift, KU on Wheels Fixed Route, Independence, Inc., Douglas County Senior Services, Cottonwood, Inc., K-10 Connector, & Lawrence-Douglas County Housing Authority Resident Services - Need to be able to schedule door to door more easily

Lawrence Transit T Lift - I have problems in the past with scheduling rides. I think that I made a reservation, but later I found out that it wasn't even on the schedule. This happened to me at least once where I had to find another way home because my reservation had not been put on the schedule.

Lawrence Transit T Lift & Douglas County Senior Services - It is excellent, though the five day call-ahead might be reduced

Lawrence Transit T Lift & Independence, Inc - Post times most available for pick up

Lawrence Transit T Lift & KU on Wheels JayLift - My rides oftentimes DO NOT get registered/recorded (i.e. even when I schedule rides, the bus does not come). I would also appreciate it if they would tell me that I may need to wait (and how long approximately) when I schedule a ride that is at the same time as someone else's existing ride. (i.e if there are two or more rides scheduled at the same time - PLEASE DO NOT expect drivers to be in several places at the same time, which results in everyone's rides being late AND the drivers being stressed.

Lawrence Transit T Lift, Douglas County Senior Services, & Private Residential Community Shuttle - Hard to schedule rides

Lawrence Transit T Lift, Independence, Inc., Douglas County Senior Services - Yes

Lawrence Transit T Lift, Independence, Inc., Douglas County Senior Services - Schedule way early and allow extra time for them to be early or late

Other - Come to you when call not having to call the day before

Other - Good

Other - Well by leaving the bus stop in same place OK and not telling people to run in middle of street.

When asked "Explain your satisfaction rating." Respondents provided the following responses. The responses are paired with the transportation services the respondent selected. A representative sample of responses is included in the Consumer Input Summary section of the Plan.

Cottonwood, Inc. - 5 Satisfisfaction Rating - They get me from point A to point B.

Didn't select a service provider - 3 Satisfisfaction Rating - No Sunday service. My nearest bus stop is North of 98 and South of 326.

Douglas County Senior Services, Inc.- 4 Satisfisfaction Rating - Being a new rider I would like some more clarification as to how it works. Especially scheduling the going and the pick up for back home.

Douglas County Senior Services, Inc.- 5 Satisfisfaction Rating - Every time I needed them they were there

Douglas County Senior Services, Inc.- 4 Satisfisfaction Rating - For the most part when using the senior services transportation I was able to schedule rides to meet my needs. There were probably only 2 times when there was a problem. Thanks to all who help to provide rides for those of us who need a ride and an extra hand!

Douglas County Senior Services, Inc.- 5 Satisfisfaction Rating - I have no problem with it and am very pleased with the services

Douglas County Senior Services, Inc.- 5 Satisfisfaction Rating - If schedule, they come. If late they will call or if you call in-someone will let you know. Someone always answers the phone.

Douglas County Senior Services, Inc.- 5 Satisfisfaction Rating - Kind and helpful drivers and in good mood, never grouchy

Independence, Inc. - 5 Satisfisfaction Rating - I have no complaints about your service. I have never been late to an appointment and have never waited long for pick up on returns. Everyone is very nice and helpful to me and my needs.

Independence, Inc. & Other - 5 Satisfisfaction Rating - Have to get to town, drivers are very considerate, nice, helpful, try to accommodate all my needs, until I can get better

Independence, Inc. & Private Residential Community Shuttle - 5 Satisfisfaction Rating - Drivers are nice, enjoy looking forward to them

KU on Wheels JayLift - 3 Satisfisfaction Rating - I am satisfied with the service of the drivers, but feel the dispatch can use some improvement.

KU on Wheels JayLift - 2 Satisfisfaction Rating - I was forced to walk back to my office, down stairs on which I am a falling risk, because I was not picked up. Dispatchers schedule rides too close to mine at the last minute impacting so the driver is late picking me up or can't get me to my terminal site on time.

KU on Wheels JayLift, Independence, Inc., Douglas County Senior Services, Cottonwood, Inc., Bert Nash, Lawrence-Douglas County Housing Authority Babcock Bus, Private Residential Community Shuttle, Other - Don't have any transportation except case manager

Lawrence Transit T Lift & Independence, Inc - 5 Satisfisfaction Rating - I am satisfied. The people who schedule my rides, and the drivers I encounter, are always nice and pleasant to deal with. And I usually have no trouble getting to where I need to be and being there on time.

Lawrence Transit Fixed Route - 5 Satisfisfaction Rating - Bus drivers informed, polite, helpful

Lawrence Transit Fixed Route - 5 Satisfisfaction Rating - Great timing on the bus I ride

Lawrence Transit Fixed Route - 3 Satisfisfaction Rating - I love that the service exists, I just wish it were more user friendly, and that there were low income options. I know people who rely on public transportation, and are unable to afford to use it as often as they should.

Lawrence Transit Fixed Route & KU on Wheels Fixed Route - 3 Satisfisfaction Rating - More frequent stops near the hospital/Bert Nash would be beneficial.

Lawrence Transit Fixed Route & KU on Wheels Fixed Route - 3 Satisfisfaction Rating - Sometimes catch different buses and walk a little ways

Lawrence Transit Fixed Route & Lawrence Transit T Lift - 4 Satisfisfaction Rating - Sunday service needed

Lawrence Transit Fixed Route, Independence, Inc. & Bert Nash - 5 Satisfisfaction Rating - Drivers, LaNeece are the reason for the 5 satisfaction rating

Lawrence Transit Fixed Route, KU on Wheels Fixed Route & K-10 Connector - 3 Satisfisfaction Rating - Half of bus drivers will flip knob to lower ramp for you to get on and off the city bus. others don't and with short legs it is a big, spread out step to and from the bus.

Lawrence Transit Fixed Route, KU on Wheels Fixed Route & K-10 Connector - 3 Satisfisfaction Rating - When calling ride scheduling for night line the dispatcher assumes I travel only from one place to the other.

Lawrence Transit Fixed Route, Lawrence Transit T Lift, & Independence, Inc - 4 Satisfisfaction Rating - Would greatly appreciate if transportation was provided on Sundays.

Lawrence Transit Fixed Route, Lawrence Transit T Lift, Independence, Inc., K-10 Connector, & Lawrence-Douglas County Housing Authority Resident Services - 2 Satisfisfaction Rating - The

scheduling and bus route changes can be overwhelming. Some areas of town do not even have bus service.

Lawrence Transit Fixed Route, Lawrence Transit T Lift, Independence, Inc. - 5 Satisfication Rating - Para transit drivers escort door to door, are kind and able to work with persons with a wide range of disabilities. They understand that some individuals with a disability are unable to be unaccompanied at any time, and respond to that need. Dispatch and reservationists are amazing at meeting the most challenging of schedules, and do so with patience and professionalism. Night Line is a great idea!

Lawrence Transit Fixed Route, Lawrence Transit T Lift, KU on Wheels Fixed Route, Independence, Inc., Douglas County Senior Services, Cottonwood, Inc., K-10 Connector, & Lawrence-Douglas County Housing Authority Resident Services - 3 Satisfication Rating - Door to door and para transit are often late/early and leave without client (survey being filled out by service provider), but do not allow clients to be early or late. Drivers are not trained to safely assist special needs clients. Sunday and night service not available for para transit clients. Door to door service not available when needed. SOME drivers are awesome. SOME are really not. Inconsistency of service is the main complaint we hear. The window of service - late/early arrival of the bus - is the next, and the fact clients are not given the same consideration.

Lawrence Transit T Lift - Driver was excellent!

Lawrence Transit T Lift - 4 Satisfication Rating - The drivers have all been courteous and friendly. They are willing to give assistance for getting on and off the bus. They generally arrive at the scheduled time or even earlier. I am very happy with this service and will continue to use it in the future.

Lawrence Transit T Lift & Douglas County Senior Services, Inc. - 5 Satisfication Rating - The T-Lift is the only way I can travel at present to get to the doctor. Though I do not get out of the house often, I inevitably enjoy the trip very much. The drivers are always competent and kind, though I wish they were able to help me get my wheelchair out of the house. In this way, I would not have to schedule a helper to come with me. This would not take the driver away from his bus for more than two minutes, and the bus would be in his line of sight at all times. However, if this is not possible, I am obviously very satisfied with the service as is. I had my annual visit to my doctor yesterday, and I would rate the service on all ends (dispatcher, drivers, etc.) at an A+++ . Please don't change this excellent service in any significant way.

Lawrence Transit T Lift & Independence, Inc - 2 Satisfication Rating - Deferred for others at fixed times; takes 3+ hours to get to appointments and back.

Lawrence Transit T Lift & KU on Wheels JayLift - 1 Satisfication Rating - The problems that I have experienced with Jay Lift are persistent and ongoing: rides not being registered/recorded when leaving messages on recording system and when speaking directly to a person; rides being late.

Lawrence Transit T Lift, Independence, Inc., Douglas County Senior Services, Inc. - 2 Satisfication Rating - The dispatch have two at the same time. Going to different places. If one ride is for 1:00pm and go for 1:30pm from same apartment complex you have to wait until 1:30 which make you late for your appointment.

Lawrence Transit T Lift, Independence, Inc., Douglas County Senior Services, Inc. - 4 Satisfication Rating - Not perfect, but really good

Other - 1 Satisfication Rating - There is room for improvement.

When asked "How do you feel providers could improve services?" Respondents provided the following responses. The responses are paired with the transportation services the respondent selected. The most common responses are included in the Consumer Input Summary section of the Plan.

Cottonwood, Inc. - Doing good job now, but more drivers/buses would provide more service so more people could ride and get used to it, so buses don't get as crowded.

Didn't select a service provider - Sunday and holidays. All the drivers are great.

Douglas County Senior Services, Inc.- Don't know

Douglas County Senior Services, Inc.- Have to call week ahead to schedule, but sometimes can be worked in that week. Would be great if didn't have to schedule so far in advance.

Douglas County Senior Services, Inc.- I don't

Douglas County Senior Services, Inc.- Listen to them

Douglas County Senior Services, Inc.- More available in small communities outside of Lawrence

Douglas County Senior Services, Inc.- You do a great job. Really appreciate all you do. Thank you!

Independence, Inc. - In future, a buddy would be helpful to encourage use of facilities such as rides, food, etc.

Independence, Inc. - Unknown as of now.

Independence, Inc. & Other - More time for each individual, crunched time with scheduling, things bunch up sometimes

Independence, Inc. & Private Residential Community Shuttle - Have more services earlier/later

KU on Wheels JayLift - Instead of the passenger to call and find out why a ride is late for more than 15 minutes, the dispatch should let the passenger know what's going on. When the schedule is messed up by the dispatch, please at least say sorry.

KU on Wheels JayLift - Need more competent dispatchers, make sure rides are honored and Donny schedule last minute rides so close to a subscription ride.

KU on Wheels JayLift, Independence, Inc., Douglas County Senior Services, Cottonwood, Inc., Bert Nash, Lawrence-Douglas County Housing Authority Babcock Bus, Private Residential Community Shuttle, Other - Don't know, don't have many of transportation services listed on other side of page

Lawrence Transit T Lift & Independence, Inc - I would like to know more about rides available after hours on weekdays, and rides on the weekends, if you have such rides. I don't know that this has been widely publicized, or maybe I've just been too ill to notice?

Lawrence Transit Fixed Route - Could use more frequent bus passes -- I mean two or three rides together.

Lawrence Transit Fixed Route - Dispatch at times apathetic

Lawrence Transit Fixed Route - Low-income tickets or vouchers to be provided to non-profits for clients working with them, customer service focus for drivers and dispatch, more straightforward routes with less confusing maps.

Lawrence Transit Fixed Route - Sunday service

Lawrence Transit Fixed Route & Douglas County Senior Services, Inc.- Church

Lawrence Transit Fixed Route & KU on Wheels Fixed Route - KU is good-enough routes. 38 is right by house is good - stops when school stops. 7-glad was another bus on it. Wish more routes went around the 25th/Iowa apartments. Have been riding it for years.

Lawrence Transit Fixed Route & KU on Wheels Fixed Route - The ability to pay for rides with a debit/credit card would be nice. I sometimes can't ride because I don't have exact change.

Lawrence Transit Fixed Route & Lawrence Transit T Lift - If Sunday services could be added, employees could work on Sundays and earn more money.

Lawrence Transit Fixed Route & Lawrence Transit T Lift - Would like Sunday services available as it would facilitate attendance at church, temple, synagogue or other places of worship, and would better enable participation in attendance at restaurants, theatrical performances, shopping, socializing with friends, etc.

Lawrence Transit Fixed Route, Independence, Inc. & Bert Nash - No thoughts

Lawrence Transit Fixed Route, KU on Wheels Fixed Route & K-10 Connector - Don't get ride of the flex #3 bus. It is already hard to walk to bus stop and back in areas and it is good when flex #3 bus can get you to the door in rain, ice and snow. Bus needs to get closer to the curb to get on and off of it. When not close, you have to step down off curb into street and back up into bus and again the opposite way when you get off of bus. What the use having info route changes bus people says it the law. This survey is due after city and bus company gives out changes on bus routes for August 2016. We try to give our opinions and they tell us it is a done deal.

Lawrence Transit Fixed Route, Lawrence Transit T Lift, & Independence, Inc - Provide transportation on Sundays. Thank you

Lawrence Transit Fixed Route, Lawrence Transit T Lift, Independence, Inc., K-10 Connector, & Lawrence-Douglas County Housing Authority Resident Services - Extend the fixed routes to the outskirts of town, such as east and west Lawrence.

Lawrence Transit Fixed Route, Lawrence Transit T Lift, Independence, Inc. - Run extra busses during peak hours. Longer training period for new drivers to digest the magnitude of service they supply to special populations.

Lawrence Transit Fixed Route, Lawrence Transit T Lift, KU on Wheels Fixed Route, Independence, Inc., Douglas County Senior Services, Cottonwood, Inc., K-10 Connector, & Lawrence-Douglas County Housing Authority Resident Services - See above. Better service to para transit clients, 24 hours a day 7 days a week, more equal with non-para riders. On time service. Understand that special needs clients cannot always move as quickly, or may have last minute emergencies or accidents that delay their arrival at the door. Leaving without them may be necessary to the business model but leaves the client without their only form of transportation. Also - more access for assistants or aides to ride, ability to schedule farther in advance, more help with scheduling for para transit i.e. online scheduling options. Better ability to quickly route and re-route transportation. More backup options. Not leaving clients stranded in weather for long periods of time. Better training for para route drivers on special needs and how to manage behavioral issues.

Lawrence Transit T Lift - Big problem - broke my leg this summer and submitted paperwork for a ride (I could not drive and no one to give me a ride.) Took weeks and weeks to get approved! By that time, I could drive again. NEEDS to change!

Lawrence Transit T Lift - Make sure reservations are put on the schedule as soon as possible, so that they don't get lost.

Lawrence Transit T Lift & Independence, Inc - More personal vans vs. trucks that take 45 minutes routing around to pick up and let off persons not in wheelchairs

Lawrence Transit T Lift & KU on Wheels JayLift - Diversity training for ALL employees, should be MANDATORY, especially when working with marginalized populations and also in light of recent racial slurs and rape jokes by a driver; 2) First Aid and CPR training for all drivers; 3) Remember that patrons have disabilities and to schedule rides with that in mind; 4) If there are patrons who are consistently late for rides (i.e. more than ten minutes), then work with patron to see how best to accommodate him/her; 5) Use feedback from riders AND drivers on a consistent basis (weekly) and use it to develop more efficient services.

Lawrence Transit T Lift, Independence, Inc., Douglas County Senior Services, Inc.- Dispatch the appointment time better

Lawrence Transit T Lift, Independence, Inc., Douglas County Senior Services, Inc.- Time issue. Only transit goes later. More options later in evening to be able to do things would be great.

Other - All good

Other - Oh yes, every time they build a new business then they move the bus stop.

APPENDIX D: PUBLIC COMMENTS

Sent: Friday, April 29, 2016 3:49 PM

To: Ashley Myers

Subject: Transit system

Hi,

I wanted to submit my comment on the city transit system. We were looking to use the T as my son is in SW middle school and sometime can't take the school bus due to after school activities in the school. However the T only get as west as Wakarusa which leaves a very large part of west Lawrence with no public transit. I would love to see the bus goes through Bob Billings St..

Regards,

This comment was forwarded to Lawrence Transit.