AGENDA

1. Call Meeting to Order and Introductions

2. Action Item: Approval of Minutes from the October 1, 2015 Meeting (attached)

3. Discussion Item: Coordinated Public Transit - Human Services Transportation Plan review and discussion (attached)
Staff will ask members to review the plan and discuss progress and/or updates needed. The first half of the plan was reviewed in October 2015.

4. Discussion Item: Provider Updates
Providers will be asked to share any updates/changes to their service/programs at this time.

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: future 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.

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REGIONAL TRANSIT ADVISORY COMMITTEE (RTAC)
Minutes for Thursday October 1, 2015 Meeting

VOTING MEMBERS PRESENT:
Robert Nugent (Lawrence Transit Administrator)
Danny Kaiser (KU on Wheels Administrator)
Heather Thies (Cottonwood Inc.)
Heidi Briery (Douglas County Senior Services)
Tracy Kihm (Bert Nash Community Mental Health Center)
LaNeece Jardon (Independence Inc.)
Ben Brest (Midland Care Connection- Transportation)

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

1. Call to Order and Introductions – Tracy Kihm called the meeting to order at 1:33 PM, a quorum was present and introductions were made.

2. Action Item: Approval of Minutes from the November 6, 2014 Meeting
Tracy Kihm asked if anyone had any changes to the minutes, no changes were requested. Danny Kaiser made a motion to approve the minutes, seconded by Heather Thies, the motion passed unanimously.

3. Discussion Item: Coordinated Public Transit – Human Services Transportation Plan review and discussion
Jessica Mortinger shared the history of developing the existing CPT-HSTP and asked providers to comment on the value of their involvement in the process and the need to update the plan based on improvements that have been made and/or evolving conditions. Jessica also mentioned that KDOT had recently asked staff what the plan was to update the existing CPT-HSTP as they are exploring the possibility of a statewide contract to create and/or update the existing CPT-HSTP. Members agreed that having the MPO staff update the CPT-HSTP would be preferable, although they would also be interested in participating in a CTD wide planning process if KDOT pursues that option. Bob Nugent indicated that the RTAC was created from the desire from providers to do more than create a plan that would sit on the shelf. Tracy Kihm agreed and indicated that the value of the group was the contacts and development of working relationships of all the providers. Members agreed that there have been enough changes to the local environment and successes from coordination that the plan should be updated. Providers read through the pages of the plan noting where updates should be made. Jessica Mortinger indicated she will track changes and mark up a Word version of the plan to provide to the members before the next meeting as the committee continues to make updates.

4. Discussion/Action Item: State Vehicle Contract
Bob Nugent indicated that he and LaNeece Jardon attended the State Vehicle Contract meeting. Traditionally the state has issued contracts with cutaways and minivans; however, providers have other vehicle needs. As a result of the meeting, KDOT will be adding a new vehicle type to the contract this year, like a Ford Transit, with flexible flooring and the ability to move seats to allow for the securement of wheelchairs. Providers thanked Bob and LaNeece for their participation and were interested in finding out more about the new vehicle type and how it might meet their needs.

5. Discussion Item: Transit Comprehensive Operations Analysis (COA)
Jessica Mortinger informed providers that the MPO was successful in competing for Consolidated Planning Grant funding to pursue a Transit COA. The COA will be an in-depth
study to provide detailed review of the existing transit system service to enhance service quality for existing and new customers, and increase the value of the system for the community it serves. The study will include extensive data collection and analysis that will paint a picture of commuting patterns, latent demand, financial planning needs, operational deficiencies, how best to close those deficiencies given existing resources, and explore the feasibility of fare free. Bob Nugent noted this would be a great regional coordination opportunity to identify where duplication of service is occurring and help determine which providers should be operators vs resources.

6. Discussion Item: State Bus Roadeo
Bob Nugent indicated that MV transit sent two Lawrence drivers to compete in the State Bus Roadeo. Bus roadeos are safety and skills competitions designed to improve drivers’ awareness of their surroundings, equipment and passengers. An obstacle course is set up to simulate turns, obstacles in the roadway and stopping ability. The competition had opportunities for 35-40 ft buses and cutaways. The competition in 2016 will be hosted in Lawrence.

7. Discussion Item: Provider Updates
Jessica Mortinger asked providers to notify MPO staff ASAP with the details of their grant applications to KDOT to provide time for the MPO to write Letters of Support.

Jessica Mortinger asked the new provider representatives to share their initial feedback about group/plan update process and encouraged them to reach out to each other and other providers as a resource. New providers indicated that they thought the conversation was valuable and they were interested in participating. Jessica Mortinger mentioned that the committee had an opening for a Private Sector Provider and she had invited Ben Brest from Midland Care Connection to attend based on his participation in CTD #1. Ben Brest indicated he would be interested in filling that role. Jessica Mortinger indicated Ben Brest would be added to the roster and welcomed him in his role on the committee.

 Providers discussed the Vehicle Maintenance contract that Lawrence Transit offers for special vehicle repair (ramps, lifts, air conditioning), KDOT inspections, and driver shortages.

8. Other Business
Heidi Briery asked if there were additional funding suggestions or a possibility to ask the State to change their redistribution. Bob Nugent indicated that funding was a constant challenge and KDOT distributes $11 million to transit providers and has funding formulas for urban and rural providers. Providers suggested other local grants, and possible changes to the proposed budget that was provided to KDOT as options to fund services.

9. Public Comments - No public comments.

10. Next Meeting - The next meeting will be scheduled in November. The October RTAC meeting adjourned at 3:05 PM.
Funding Notes:
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.

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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. 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) 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 Metropolitan Planning Organization (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 transit providers:

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

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

- **Section 5307, Capital & Operating**
  - The T Lawrence, Kansas

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

- **Section 5316, Job Access & Reverse Commute (JARC)**
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 of 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 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.

The process for planning this document included meetings of the local public transit and human services transportation providers through the Regional Transit Advisory Committee (RTAC). An attendance list for the organized meetings can be found in the appendix.

SUMMARY OF IMPROVEMENTS SINCE THE LAST PLAN

Many improvements had been accomplished since the last plan was approved on February 16, 2012.

- The approval of the CPT-HSTP in 2012 and the plan update in 2016.
- 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.
- Lawrence Transit added more 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.
- The Fixed Route Transit and Pedestrian Accessibility Study identified built environment issues that impact access to transit.¹
- 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 below.

¹ The Fixed Route Transit and Pedestrian Accessibility Study can be accessed at https://www.lawrenceks.org/assets/mpo/study/reports/transit.pdf
• Bike racks were added to all Lawrence Transit buses, including KU buses, allowing riders to increase their commuting options.
• Ridership on Lawrence Transit has increased to 1.2 million riders per year. This is a 150% increase since 2008.
• Lawrence Transit developed mobile tools such as the bus app and texting provide real-time bus information for riders.
• Lawrence Transit added new bus pass sales outlets at Dillons and Hy-Vee, along with The Merc for added convenience.
• 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.

DEMOGRAPHICS
Douglas County is 457 square miles of land. The County has a 2014 American Community Survey - Census population of 116,585-110,826 and a population density of 255-243 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 2014 American Community Survey - Census population of 91,282-87,643, accounting for approximately 78-77% of the county’s population.
The following tables show a breakdown of Douglas County and Lawrence population data from the 2009-2014 American Community Survey (ACS) 1-Year Estimate. 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. 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 report.

**DOUGLAS COUNTY**

<table>
<thead>
<tr>
<th>Douglass County Demographic Information</th>
<th>Douglas County Senior Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>County Population</td>
<td>County Population</td>
</tr>
<tr>
<td>116,585</td>
<td>116,585</td>
</tr>
<tr>
<td>Senior Population &gt; 65</td>
<td>12,125</td>
</tr>
<tr>
<td>Senior Percent</td>
<td>10.40%</td>
</tr>
<tr>
<td>Disabled Population</td>
<td>9,185</td>
</tr>
<tr>
<td>Disabled Percent of Population</td>
<td>8.05%</td>
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<tr>
<td>Disabled Population &gt; 65</td>
<td>3,336</td>
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<td>% of Senior Population Disabled</td>
<td>27.51%</td>
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<tr>
<td>Households</td>
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<td>Senior Households &gt; 65</td>
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<tr>
<td>Percent Zero Vehicle HHs</td>
<td>3.410</td>
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<td>Zero-Vehicle HHs</td>
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<td>Percent Zero Vehicle HHs &gt; 65</td>
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<tr>
<td>Percent Zero Vehicle HHs &gt; 65</td>
<td>13.54%</td>
</tr>
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U.S. Census Bureau, 2014 ACS 1-Year Estimates

<table>
<thead>
<tr>
<th>Douglas County Senior Population</th>
<th>County Population</th>
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<tbody>
<tr>
<td>60 to 64 years</td>
<td>6,286</td>
</tr>
<tr>
<td>65 to 74 years</td>
<td>6,879</td>
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<tr>
<td>75 to 84 years</td>
<td>3,498</td>
</tr>
<tr>
<td>85 years and over</td>
<td>1,749</td>
</tr>
<tr>
<td>Senior Population &gt; 60</td>
<td>15.00%</td>
</tr>
<tr>
<td>Senior Population &gt; 65</td>
<td>10.40%</td>
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<tr>
<td>Senior Population &gt; 75</td>
<td>4.50%</td>
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<tr>
<td>Senior Population &gt; 85</td>
<td>1.50%</td>
</tr>
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U.S. Census Bureau, 2014 ACS 1-Year Estimates
As you can see from the figures below, 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 has actively worked to recruit retirees.

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

**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 tables.

- Bert Nash Community Mental Health Center
- Cottonwood, Incorporated
- Douglas County Senior Services, Incorporated
- Independence, Incorporated
- Johnson County Transit—K-10 Connector, Ride KC
- KU on Wheels, University of Kansas Parking & Transit
- Lawrence – Douglas County Housing Authority
- **Lawrence Transit The T — Lawrence, Kansas**

### Operator Contact Information

<table>
<thead>
<tr>
<th>Operator</th>
<th>Address</th>
<th>Contact</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bert Nash OMHC</td>
<td>200 Maine Street, Suite A,</td>
<td>Tracy Khm</td>
<td>785-830-1736</td>
<td>BertNash.org</td>
</tr>
<tr>
<td>Cottonwood, Inc.</td>
<td>2801 West 31st, Lawrence KS 66047</td>
<td>Heather Tlies, JR, Conrad, &amp; Laura Downs</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>Heidi Briery</td>
<td>785-842-0543</td>
<td>dgcoseniorservices.org</td>
</tr>
<tr>
<td>Independence, Inc.</td>
<td>2001 Haskell Avenue, Lawrence KS 66046</td>
<td>LaNeece Jordan</td>
<td>785-841-1004</td>
<td>independeceinc.org</td>
</tr>
<tr>
<td>K-10 Connector</td>
<td>1701 West 56 Highway, Olathe KS 66061</td>
<td>Peter Henschke</td>
<td>913-715-0348</td>
<td>thejo.com or ridekc.org</td>
</tr>
<tr>
<td>KU on Wheels Fixed Route</td>
<td>1501 Irving Hill Road, Lawrence KS 66047</td>
<td>Danny Kaiser</td>
<td>785-842-7275</td>
<td>kuonwheels.ku.edu</td>
</tr>
<tr>
<td>KU on Wheels JayLift</td>
<td>1501 Irving Hill Road, Lawrence KS 66047</td>
<td>Danny Kaiser</td>
<td>785-842-7275</td>
<td>kuonwheels.ku.edu</td>
</tr>
<tr>
<td>Lawrence - Douglas County Housing Authority Babcock Bus</td>
<td>1700 Massachusetts, Lawrence KS 66044</td>
<td>Samantha Snyder</td>
<td>785-832-1692</td>
<td>ldcha.org</td>
</tr>
<tr>
<td>Lawrence - Douglas County Housing Authority Residential Services</td>
<td>1600 Haskell Avenue, Lawrence KS 66044</td>
<td>Heather Odall</td>
<td>785-842-1833</td>
<td>ldcha.org</td>
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<tr>
<td>Lawrence Transit Fixed Route</td>
<td>933 New Hampshire, Lawrence KS 66044</td>
<td>Robert Nugent</td>
<td>785-832-3465</td>
<td>lawrence transit.org</td>
</tr>
<tr>
<td>Lawrence Transit T-Lift</td>
<td>933 New Hampshire, Lawrence KS 66044</td>
<td>Robert Nugent</td>
<td>785-864-4444 x.9 (customer service)</td>
<td>lawrence transit.org</td>
</tr>
</tbody>
</table>
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 also 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

### Operator Service Details

<table>
<thead>
<tr>
<th>Operator</th>
<th>Fleet Size</th>
<th>Service Hours</th>
<th>Days of Service</th>
<th>Service Area</th>
<th>Clientele</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bert Nash CMHC</td>
<td>3</td>
<td>9 am - 7 pm</td>
<td>Monday - Saturday</td>
<td>Douglas County</td>
<td>Elderly, Disabled, General Public</td>
</tr>
<tr>
<td>Cottonwood, Inc.</td>
<td>3 KDOT + 38 agency</td>
<td>7 am - 10 pm</td>
<td>Monday - Sunday</td>
<td>Douglas County</td>
<td>Disabled</td>
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<tr>
<td>Douglas County Senior Services, Inc.</td>
<td>6</td>
<td>7 am - 3:40 pm</td>
<td>Monday - Friday</td>
<td>Douglas County</td>
<td>Elderly</td>
</tr>
<tr>
<td>Independence, Inc.</td>
<td>6</td>
<td>8 am - 5 pm</td>
<td>Monday - Friday</td>
<td>Douglas County</td>
<td>Elderly, Disabled, General Public</td>
</tr>
<tr>
<td>K-10 Connector***</td>
<td>5</td>
<td>6 am - 11:31 pm, 6 am - 7:20 pm</td>
<td>Monday - Thursday - Friday</td>
<td>Johnson and Douglas Counties (including the 2 KU campuses and JCCC)</td>
<td>General Public</td>
</tr>
<tr>
<td>KU on Wheels Fixed Route***</td>
<td>43</td>
<td>7 am - 6 pm</td>
<td>Monday - Friday</td>
<td>Lawrence city limits</td>
<td>General Public</td>
</tr>
<tr>
<td>KU on Wheels JayLift***</td>
<td>5</td>
<td>7 am - 6 pm</td>
<td>Monday - Friday</td>
<td>Lawrence city limits</td>
<td><strong>General Public</strong></td>
</tr>
<tr>
<td>Lawrence - Douglas County Housing Authority B&amp;b Bus</td>
<td>1</td>
<td>8 am - 4 pm</td>
<td>Monday - Thursday</td>
<td>Lawrence city limits</td>
<td>Elderly, Disabled, Individuals receiving housing assistance</td>
</tr>
<tr>
<td>Lawrence - Douglas County Housing Authority Residential Services</td>
<td>2</td>
<td>9 am - 5 pm, 10 am - 7 pm</td>
<td>Monday &amp; Wednesday Tuesday &amp; Thursday</td>
<td>Lawrence city limits</td>
<td>Individuals receiving housing assistance</td>
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<tr>
<td>Lawrence Transit Fixed Route</td>
<td>29</td>
<td>6 am - 8 pm &amp; 8:00 pm - 6:00 am (NightLine)</td>
<td>Monday - Saturday</td>
<td>Lawrence city limits</td>
<td>General Public</td>
</tr>
<tr>
<td>Lawrence Transit T-Lift</td>
<td>25</td>
<td>6 am - 8 pm</td>
<td>Monday - Saturday</td>
<td>Lawrence city limits</td>
<td><strong>General Public</strong></td>
</tr>
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* Fleet size is measured by the number of vehicles in maximum revenue hour service for 2010.  
**Certification required.  
*** Reduced service when class is not in session.

### Approximate Annual Ridership (Calendar Year)

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<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>Bert Nash CMHC</td>
<td>1,896</td>
<td>2,345</td>
<td>3,108</td>
<td>3,853</td>
<td>5,500</td>
<td>5,500</td>
<td>2,497</td>
</tr>
<tr>
<td>Cottonwood, Inc.</td>
<td>5,157</td>
<td>5,211</td>
<td>3,803*</td>
<td>2,097</td>
<td>3,960</td>
<td>3,605</td>
<td>4,606 YTD (Nov)</td>
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<tr>
<td>Douglas County Senior Services, Inc.</td>
<td>~ 4,000</td>
<td>4,687</td>
<td>5,488</td>
<td>7,885</td>
<td>8,134</td>
<td>7,819</td>
<td>4,606 YTD (Nov)</td>
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*KDOT policy change reduced the eligible driver pool for state owned vehicles.
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. 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. and Douglas County Senior Services, Inc. is the only provider in the county that regularly 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. Douglas County Senior Services provides rides in Baldwin City, Eudora and Lecompton on a limited basis.

- Fixed route transit is only provided within Lawrence by Lawrence Transit and KU on Wheels. Often times the origins and destinations do not match the riders’ needs. Fixed route providers have begun experimenting with flex route services to serve low density areas, within city limits.

- The Kansas City Regional Transit, Ride KC Johnson County Transit operates the K-10 Connector Route, which is the only fixed route 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. There is also 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.

**Comment [AM3]:** Tracy, Could you check to see if this housing is still impacted by access to transportation services?
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 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 of each provider. This includes, early morning, night owl and expanded weekend service.

- Lawrence Transit/KU on Wheels is working to try and cater service to demand with peak and non-peak scheduling to attract more ridership. No Sunday service is provided; however, Lawrence Transit’s Night Line provides demand response service between 8 p.m. and 6 a.m., thus 24 hour service six days a week service is offered in combination with the fixed route service.

- 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.

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. However, Lawrence Transit is continuing to transition to all 30 minute headways in 2016, all routes to 30/60 minute headways.

Connectivity – Is there difficulty transferring between transit and/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. Some providers are able to meet these needs, while others do not carry bags inside.

- Traveling with extra bags and/or packages is a challenge. US Department of Transportation policy requires securement of these packages while the vehicle is in motion. Thus space for package securement must be provided.

- 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.

- Service, particularly wheelchair accessible, is needed to various medical services including the KU Medical Center, the airport, and to Topeka. The wait times during appointments increases the cost of the trip and provides additional strain on limited budgets.

**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 could be problematic. Each provider had a different strategy to address this issue. Since the last plan, there is no one uniform place to find information. 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. 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.

- 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, benches, or shelter amenities etc.?

- Low density development and disconnected sidewalk networks 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.

- Lawrence Transit approved Amenities Guidelines and Policies in July 2015 stating what types of stops need which type of amenities based on daily boardings. Amenities that need improvement have often been identified, but lack funding to build those improvements. This means that often times there are no timelines 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.

- The City of Lawrence has a long list of unfunded traffic calming improvements; sidewalk maintenance and sidewalk gaps.

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.


• There is limited funding for transportation services; therefore, not all organizations should provide transportation. Organizations should consider becoming a resource instead of competing with existing services. 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?

• 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 were not 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 that the character of their 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 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.

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 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 areas, 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 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.

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 denial.

**Strategy 1.5**: Identify vehicles that are available and/or underutilized.

**Strategy 1.6**: Schedule regular discussions of equipment issues at RTAC meetings.

**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 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 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.

**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**: Contact providers in the CTD #2 area and members of 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**: 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.

Strategy 4.2: Encourage local governments to work with the RTAC and the 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 the 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, 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.

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 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 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 and preferably before the MTP update is drafted.

THINGS THAT SHOULD BE CONSIDERED FOR IMPLEMENTATION

NOW AS A RESULT OF THIS CPT-HSTP DEVELOPMENT PROCESS

- Regularly scheduled fall and spring RTAC meetings should be held to ensure continued communication between providers. The 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.

- The RTAC should create a collection of copies of all the maps and documents provided to human services clients.
• The 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.

• Providers should educate themselves about all of the current and existing transportation services available in the community to best match their clients to available services.

• 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.

• Ask all operators and KDOT staff about common mechanical problems and provide information to KDOT so they 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 a continuity of operations, emergency operations plans and contact lists for emergency management.

• 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.).

**WHAT CAN BE DONE IN THE SHORT TERM? (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.

• The RTAC should develop a training program that focuses on mobility options other than personal automobile travel for students, low-income residents, homeless people, people with disabilities ADA persons, etc.

• The RTAC should create and maintain a list of vehicles and financial resources that fund the operations, capital projects and maintenance of the services from each provider.

• The RTAC should contact the providers in CTD #2 and the Shawnee County Paratransit Council to facilitate coordination with providers in the Capitol Area.

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

What can be done in the long term? (Next 5-20 Years)
The extreme uncertainty of funding sources out 5-20 years provides a difficult nature for long range planning. The RTAC should therefore continue to update this plan and add action steps as they become relevant in the region’s planning and programming process. This is a key reason that the continued communication of this group is important and valuable.

- The RTAC should thoroughly review local development codes and then recommend changes to those development codes that address the concerns of transit and paratransit operators and riders.

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. Providers are doing the best they can with the resources provided to meet the growing demand for services. 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. The development of this resource will be the most valuable improvement that can be made to the existing information resources.

This process has provided value to all of the providers who have participated. Each provider learning more about the other services in the community and continuing to develop the working relationships they have with each other has been valuable to the staffs of those agencies and 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 important to remember that providers will only be able to meet the needs when adequate funding is available for vehicle acquisition, replacement, maintenance and 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.
Appendix A: Meeting Attendance – NEED TO UPDATE – DELETE THIS SECTION

Participation in this process was key to developing the plan. Attendance records are included to display the provider’s involvement in developing the plan. The RTAC was formally created on June 16th, 2011 as a result of the CPT-HSTP development/update process.

### Douglas County CPT-HSTP Meeting Attendance Sheet

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<td>Lawrence Transit</td>
<td><a href="mailto:rnugent@lawrenceks.org">rnugent@lawrenceks.org</a></td>
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<td>Cottonwood Inc</td>
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<td>KU Transit</td>
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<td>Jessica Mortinger</td>
<td>L-DC MPO</td>
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<td>Rachel Cope</td>
<td>The Guidance Center</td>
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<td>Johnson County Transit</td>
<td><a href="mailto:shawn.strate@jocogov.org">shawn.strate@jocogov.org</a></td>
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<td>Tina Roberts</td>
<td>Douglas County Senior Services</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:jcmcourtney@mrgoodcents.com">jcmcourtney@mrgoodcents.com</a></td>
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<tr>
<td>Anthony Prideaux</td>
<td>Douglas County Senior Services</td>
<td><a href="mailto:tony@sunflower.com">tony@sunflower.com</a></td>
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### Lawrence - Douglas County Metropolitan Planning Organization - L-DC MPO

#### Regional Transit Advisory Committee (RTAC) Attendance

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<tr>
<th>Organization</th>
<th>Name</th>
<th>8/11/11</th>
<th>9/8/11</th>
<th>10/27/11</th>
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<td>Voting Members</td>
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<td>Lawrence Transit System</td>
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<td>Danny Kaiser</td>
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<td>Independence Inc.</td>
<td>Patty Gibbons</td>
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<td>Cottonwood Inc.</td>
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<td>Assisted Living Center Provider</td>
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<td>Federal Transit Administration Region 7</td>
<td>Joni Roesser</td>
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<td>Alternate</td>
<td>Daniel Nguyen</td>
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<td>Connie Spencer</td>
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