



# Community Transit

For Public Review  
Summer 2019

Moving **R** People

## Supporting the overall vision

Community Transit Services are an essential element of the transit options available to the region. Traditional fixed-route transit service does not meet the transportation needs of all the members of the community due to cognitive or physical disabilities and, in some cases, age.



Individuals may need Community Transit Services for their entire life or just temporarily due to injury or illness. Community Transit services provide origin-to-destination service (door-to-door) to meet federal Americans with Disabilities Act (ADA) requirements within 3/4 of a mile of fixed route services or local community services to provide transportation for those in need that do not meet ADA eligibility criteria. Community Transit Service transportation is a key life line service for many in the region and is a key component to maintaining quality of life for all community members regardless of age or ability.

## How do people use COMMUNITY TRANSIT today?

Community Transit Services are used much like traditional transit services and serve transportation needs that include, entertainment, medical, work and education. Both ADA and community-based services typically require a minimum one-day notice to schedule a trip, in some cases 48 hours are needed. Scheduling is typically done over the phone.



Most trips are completed with a one-seat ride, but there are circumstances when a transfer between vehicles is required for a trip of long distance.

The hours of service vary by service provider. ADA paratransit services provide the same service span as nearby routes, running early in the morning, late into the evening and over weekends. Community transit services are not only provided by the primary transit providers in the region (AAATA, SMART and DDOT) but there are up to 150 organizations in the region providing these services through community partnerships and non-profit agency participation. Community based services frequently have minimal service hours and restricted service areas due to budget constraints a typical service span in between 8am and 5pm on weekdays with little to no service on the weekends.

## Current funding sources

The three primary transit providers spend the majority of their operating costs on local bus however the demand for Community Transit services is growing as is the cost to provide the services.

### AAATA

19% \$7.5M annually

### DDOT

4% \$8.5M annually

Source: DDOT

### SMART

20% \$20.5M annually

Source: National Transit Database, 2017 Agency Profile



REGIONAL TRANSIT AUTHORITY  
OF SOUTHEAST MICHIGAN

Moving **R** People Investing in **R** Future Enhancing **R** Quality of Life Connecting **R** Communities

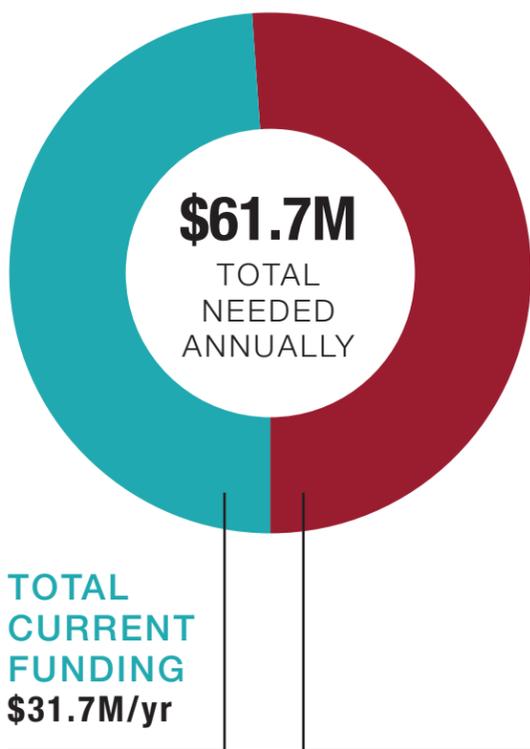




**Funding needs for near-term priorities**



An additional **\$30 million** is needed annually to improve the current level of service and keep up with increasing demand, roughly double the annual amount being spent today.



Source: SMART

**Near-term priorities**

- Electronic fare payment
- Implementing a one-click one call system that provides one location for trip booking and trip information for users of the system
- Expansion of service areas and hours that align with people’s emerging needs (i.e., expanded hours for dialysis trips)
- Shrinking down the trip booking time in order to offer more flexibility to users, including offering same day scheduling
- Adding resources for trip booking and management services to improve the quality of the trip booking process

**Aspirational goals**

- Incorporation of Community Transit Programs into a future one regional fare and a seamless fare payment system
- Improved passenger booking process
- Integration with new mobility service and public/private delivery models
- On-line same day booking for ADA and community connector service trips
- Comprehensive integration of services
- Autonomous shuttle service models where appropriate