

POKAGON BAND OF POTAWATOMI INDIANS

Transit Feasibility Study

Improving Mobility for Tribal Citizens

November 2012

2012

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1 INTRODUCTION

The need for the Pokagon Tribal Transit Study arose out of the Pokagon Band's Long Range Transportation Plan development. The end product of this study will be a set of recommendations for future tribal transit service, based upon an analysis of such options as: entering into direct service cooperative agreements with an existing public transit service provider; investing in new Tribe-specific transit service; or continuing with the current level of service provided by existing transit providers.

The purpose of the Study was to prepare Tribal transit a feasibility study and needs assessment for the Michigan counties of Cass, Berrien, Van Buren and St. Joseph County in Indiana. Currently these counties offer a mix of public transit services including demand response, fixed route and dial-a-ride service. There is a perceived need to improve mobility for Tribal citizens who do not have access to personal vehicles, particularly elders, veterans, tribal and casino employees, and those who need to access tribal services. The unmet transportation needs of the Tribe extend to residents in the study area not associated with the Tribe. Thus, any improvements in transit services will not only benefit the Tribe, but also the general public. It will be important to work with the existing transit providers serving the counties to promote and develop a coordinated system of public transit.

The study identifies: the transportation needs of tribal citizens; the "gaps" in service where tribal citizens' needs are not currently being met; the ways in which current transit services can be utilized to meet those needs; and the potential need for dedicated tribal transit service. The Study also begins to outline what the tribal transit service could look like and identify potential funding sources for that transit service, as well as ways in which it could be coordinated with existing transit service.

2 STUDY AREA

Indiana's only federally recognized Tribe and one of twelve federally recognized Tribes in Michigan, the Pokagon Band of Potawatomi Indians has a 10-county service area that is approximately 5800 square miles and includes Allegan, Berrien, Cass, and Van Buren Counties in southwest Michigan and St. Joseph, Elkhart, Kosciusko, Marshall, Starke and La Porte Counties in northern Indiana. The counties are a mix of census-designated rural and urban areas. The total civilian population within the service area is approximately 978,200 people. Of that population, 445,500 live in the census designated urbanized areas of St. Joseph/Benton Harbor, Niles/South Bend and Elkhart.

The Tribe's land base consists of approximately 6000 acres made up of various parcels that are located throughout the study area. The bulk of tribal services available to members and

tribal citizens are located in Dowagiac, Michigan. Several new and varied employment opportunities have been made available by the Pokagon Tribe. Success with the Four Winds Casino and Hotel in New Buffalo, Michigan has brought about the satellite Four Winds Casino and Restaurant in Hartford, Michigan, as well as another satellite casino and restaurant that will open in Dowagiac, in 2013.

There are approximately 4,400 enrolled members in the Pokagon Band of Potawatomi Indians.¹ The majority of members reside in Berrien, Cass and Van Buren counties in Southwest Michigan. The primary study area in this document includes the counties of

Figure 2.1: Study Area



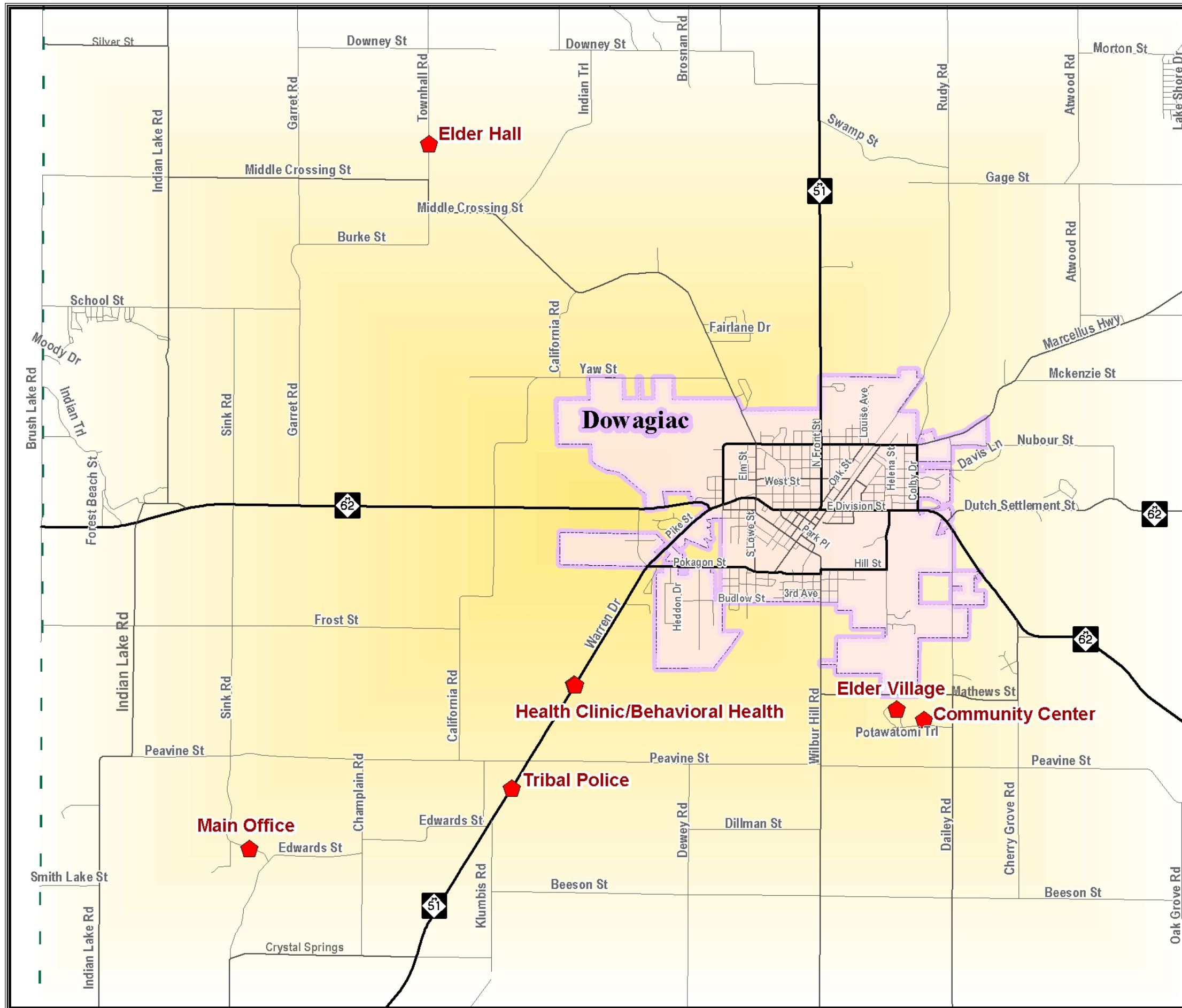
Allegan, Berrien, Cass, and Van Buren in Michigan, and the county of St. Joseph in Indiana.

The Pokagon Band provides services to all federally recognized tribal citizens. The bulk of tribal services available to members and tribal citizens are located in Dowagiac. (See Figure 2.2) Services include; housing, education, family services, medical care, elder services and cultural preservation. The Tribal Lodge, located on Sink Road in Silver Creek Township, houses many of the Tribe's programs and services including the Education Department, Tribal Court, Social Services, the Head Start program, Tribal Council and Human Resources. Other departments within a four to eight mile drive of the Tribal Government Center include; Tribal Health and Behavioral Services, the Elders Program, Housing and Facilities Department, the Language and Culture Program and Tribal Police.

The Pokagon Band Edawat Development provides housing for Elders and member families. Currently there are thirty four housing units and a community center. An additional twelve I multi-family housing units will be in place in 2013. This development is located off Daily Road and is approximately six miles from the Tribal Government Center, eight miles from the Elders Hall on Townhall Road, and four miles from Health Services.

Within the study area there are several activity centers that are home to life-sustaining and enhancing services that include grocery stores, pharmacies, hospitals, education facilities, human service agencies, legal services and employment. For the purpose of this study, these activity centers are located in Benton Harbor, St. Joseph, Niles, Allegan, Holland and South Haven in the state of Michigan and South Bend and Elkhart, Indiana.

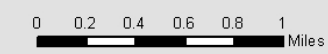
Figure 2.2: Pokagon Tribal Services



City of Dowagiac

Pokagon Tribal Service Departments

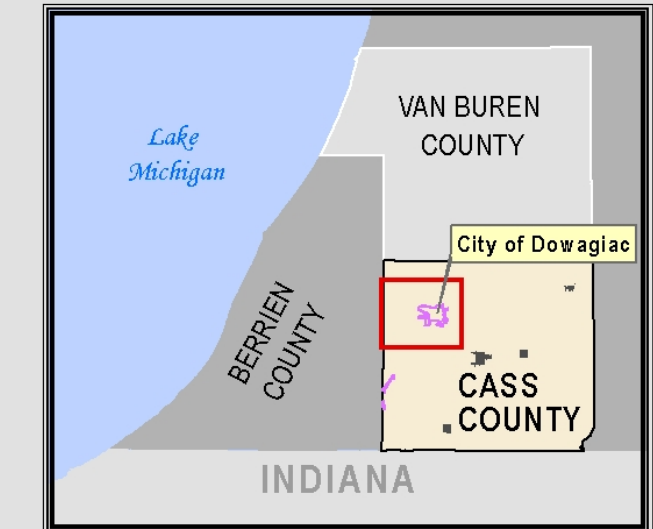
- Community Center
Housing Department
- Elder Hall
- Elder Village
- Health Clinic/ Behavioral Health
- Tribal Government Center
Administrative/Information Technology
Education and Training
Head Start
Finance
Social Services
Tribal Council
Tribal Court
- Tribal Police



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Data Sources
Base Layers: Michigan Geographic Framework Berrien County, v10a
Tribal Departments: Southwest Michigan Planning Commission, 2012

The use of this map is for general reference purposes and is not a legal document.



3 COMMUNITY & DEMOGRAPHIC CHARACTERISTICS

Personal mobility is a crucial need for all individuals, but especially for those who are transportation disadvantaged due to age, disabilities that prevent them from operating a vehicle, or income constraints.

Among those groups disadvantaged by age are senior citizens (defined as those 55 and older) and youth (defined here as persons aged 5-17). Within the 5-county study area, these two populations already make up 45% of the population. By 2030, the United States will see a significant increase in the number of transportation disadvantaged, especially those over the age of 65. Nationally, the number of American Indian and Alaska Native Elders 65+ is expected to increase from 7 percent in 2010 to 12 percent by 2030, and the number of Michigan residents aged 65 or older is expected to nearly double to more than 2,080,725 million by 2030.² In addition, those people living in poverty or with disabilities will continue to face unique transportation challenges.

For any transportation service to be effective and efficient it must serve areas with the highest propensity for ridership. This includes areas that

have a higher percentage of low income residents, people with disabilities, households with limited or no access to a vehicle, and those who cannot drive themselves because of age.

Elderly Population: Defined as the population over 55 years of age.

Youth Populations: Defined as school aged individuals between the ages of 5-17.

Disabled Population: Defined as individuals aged 5 and older in the civilian non-institutionalized population with some type of long lasting condition or disability that limits basic physical activities, such as walking, climbing stairs, reaching, lifting, or carrying; a physical, mental, or emotional condition causing difficulty in learning, remembering, or concentrating.

Below Poverty Populations: Defined as all individuals from households with income levels reported as below the poverty threshold.

Zero & One Vehicle Households: A zero vehicle household is an occupied household that does not possess a vehicle in working order. One vehicle household is an occupied household that processes one vehicle.

Tribal: Pokagon Tribal Population: Defined as people who identified themselves as "American Indian or Alaska Native" and are enrolled in Pokagon Band of Potawatomi Indians. Other Tribal Population: Defined as people who identified themselves as "American Indian or Alaska Native"

Demographic data and major trip generator data can often be a starting point in identifying areas with high propensity for ridership.⁴

Surprisingly, there is no one definitive source of data on American Indian population. However, there are a number of different sources of data, each with a different purpose, and each using a different process for collecting the information. After extensive research, it was decided that data from the US Census would be used to evaluate the population density specific to low income populations, households with limited or no access to a vehicle, and elderly populations. The data we were able to provide for tribal citizens were limited by the sampling procedures of the American Community Survey. Where statistics on population characteristics were not available specifically for tribal citizens or for residents who self-identify as American Indian, we provided data for all residents of communities in the five-county study area. Such data include figures for car ownership, poverty, disability status, poverty status, and age.

Tribal Population

There are a significant number of people who identify themselves as Pokagon Band of Potawatomi Indians within the four county region of Allegan, Berrien, Cass and Van Buren counties in Michigan and a larger population of people that identified themselves with other federally recognized Tribes. The Indiana county of St. Joseph reported the largest combined population of Tribal citizens as shown in Figure 3.1 and Table 3.1 below.

Table 3.1: Total and Tribal Populations in Study Area

County	Total Population	Potawatomi & Other	Other Indian Tribe	Total	Percent of Total Population (Both groups)
Allegan	111,405	206	1233	1439	1.29%
Berrien	156,813	453	1624	2077	1.32%
Cass	52,292	367	752	1119	2.13%
St Joseph	266,931	212	2613	2825	1.05%
Van Buren	76,258	289	1181	1759	2.3%

US Census 2010

In Michigan, the two largest population bases of people who identify themselves as Potawatomi can be found in Berrien and Cass Counties. St. Joseph County, Indiana has the largest combined population of Potawatomi and other federally recognized Tribal citizens within the study area. In Berrien County, the communities of Watervliet, Coloma, Benton Harbor and Niles have the highest concentration of Tribal citizens. Eighty-one percent of people who identify themselves as Potawatomi in Cass County reside in Dowagiac and surrounding townships. The communities of Hartford, Paw Paw and Mattawan in Van Buren County all have a significant number of Tribal citizens. Allegan has smallest population of Potawatomi Tribal citizens in the study area, with the concentration of Tribal citizens residing in and around the community of Wayland.

The population densities of tribal citizens begin to tell a story when coupled with an examination of travel distance to Tribal Services in Dowagiac and available transportation services. The round trip commute from many of these communities to services is over fifty miles, as shown in Table 3.2. A large portion of these trips force those seeking services to cross county lines.

Table 3.2: Distance of Population Centers to Tribal Service Area

Origin	Route Distance to Tribal Services*	Tribal Population	Public Transportation Connections Needed
South Bend	50 miles	1315	4
Mishawaka	60 miles	662	4
Benton Harbor	50 miles	320	3
Coloma/Watervliet	60 miles	162	2
Niles	30 miles	478	2
Hartford	44 miles	236	3
Paw Paw	50 miles	110	3
Mattawan	65 miles	136	3
Wayland	140 miles	200	4

*Google Maps

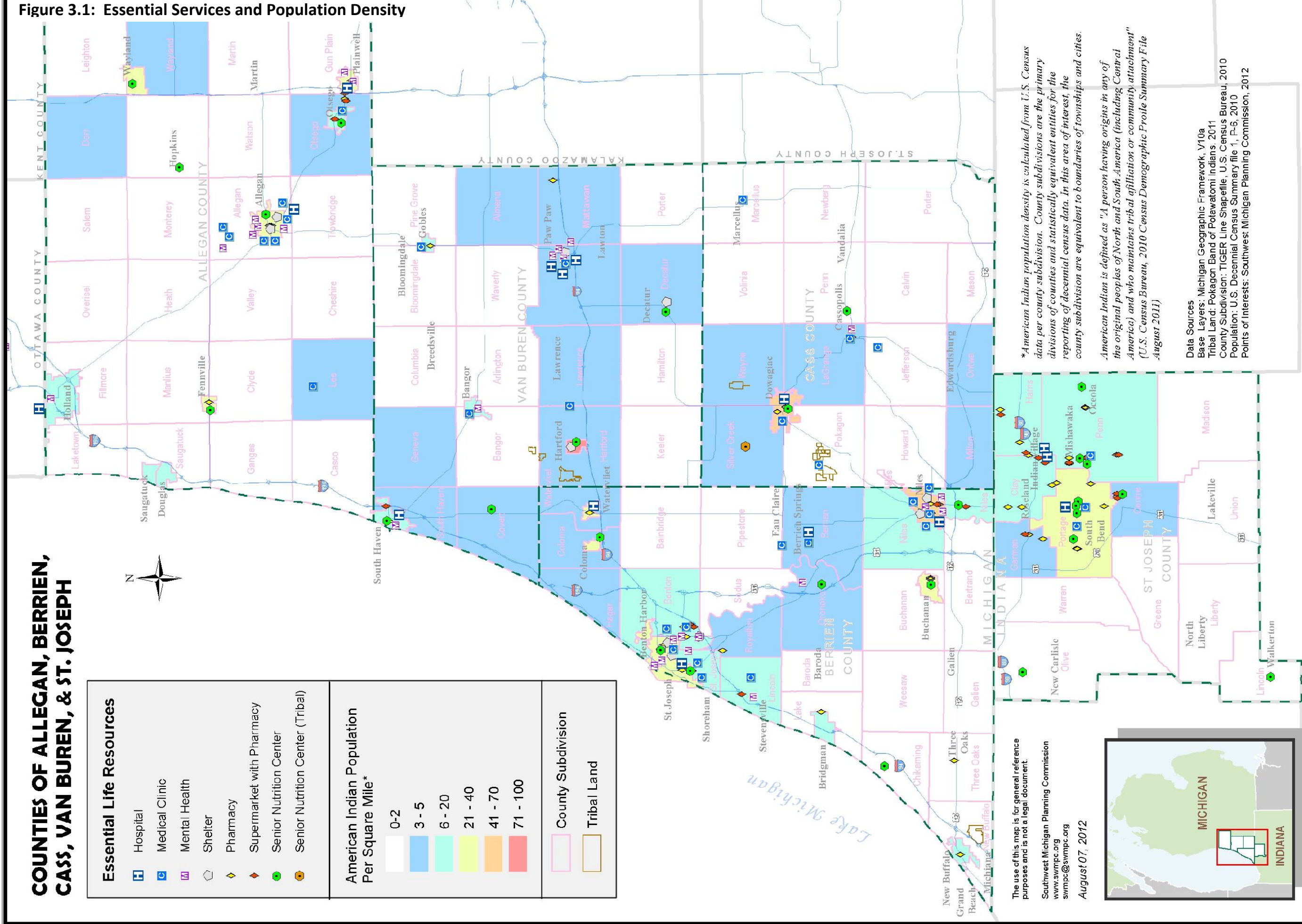
COUNTIES OF ALLEGAN, BERRIEN, CASS, VAN BUREN, & ST. JOSEPH

Figure 3.1: Essential Services and Population Density

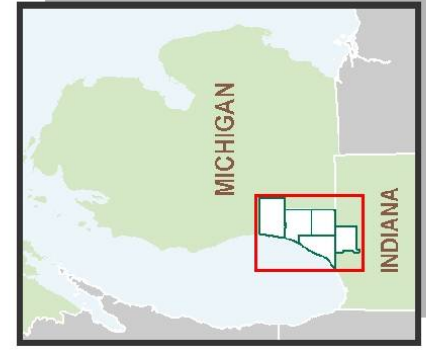
Essential Life Resources	
	Hospital
	Medical Clinic
	Mental Health
	Shelter
	Pharmacy
	Supermarket with Pharmacy
	Senior Nutrition Center
	Senior Nutrition Center (Tribal)

American Indian Population Per Square Mile*	
	0-2
	3 - 5
	6 - 20
	21 - 40
	41 - 70
	71 - 100

County Subdivision	
	County Subdivision
	Tribal Land



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 Southwest Michigan Planning Commission
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 August 07, 2012



*American Indian population density is calculated from U.S. Census data per county subdivision. County subdivisions are the primary divisions of counties and statistically equivalent entities for the reporting of decennial census data. In this area of interest, the county subdivision are equivalent to boundaries of townships and cities.
 American Indian is defined as "A person having origins in any of the original peoples of North and South America (including Central America) and who maintains tribal affiliation or community attachment" (U.S. Census Bureau, 2010 Census Demographic Profile Summary File August 2011)

Data Sources
 Base Layers: Michigan Geographic Framework, V10a
 Tribal Land: Pokagon Band of Potawatomi Indians, 2011
 County Subdivision: TIGER Line Shapefile, U.S. Census Bureau, 2010
 Population: U.S. Decennial Census Summary file 1, P-6, 2010
 Points of Interest: Southwest Michigan Planning Commission, 2012

Elders

Personal mobility is a crucial need for all individuals, but especially for those who are transportation disadvantaged due to age, disabilities that prevent them from operating a vehicle, or those with income constraints. By 2030, the United States will see a significant increase in the number of transportation disadvantaged, especially those over the age of 65. The number of American Indian and Alaska Native Elders 65+ is expected to increase from 7 percent in 2010 to 12 percent by 2030 and the number of Michigan residents aged 65 or older is expected to nearly double to more than 2,080,700.²

The elderly population usually represents a large portion of the transit-dependent population because of a disability, frailty or loss of driving privileges. The Pokagon Band of Potawatomi Indians considers a “Tribal Elder” an adult age fifty-five and above, therefore the population of age 55 and above was used to represent the elderly population for this study. Table 3.5 shows the population ages 55 and up for the five-county study area.

Table 3.3: Senior Population in Study Area

County	Total Population	Population Age 55 Years or Older	Percent of the Total Population that is Age 55 Years or Older
Allegan	111,405	28,593	25.7%
Berrien	156,813	46,436	29.6%
Cass	52,292	14,944	28.6%
St Joseph	266,931	67,386	25.2%
Van Buren	76,258	20,332	26.7%

US Census 2010

Within the study area Berrien County has the highest percentage of adults over the age of fifty-five. The county within the study area that has the highest percentage of its residents fitting within this category is Berrien, with 29.6 percent.

Poverty

Native Americans rank at or near the bottom of nearly every social, health, and economic indicator. For example, the national poverty rate in the United States for the period between 1999 and 2001 was 11.6 percent. For Native Americans nationally, the average annual poverty rate was 24.5 percent. That is, nearly a quarter of Native Americans—more than twice the national average—live in poverty.

Individuals who are living below the poverty line often rely on transit because of the high cost of owning and maintaining a vehicle. Several of the counties located within the Tribe’s service area have higher levels of poverty compared to state and national levels. Berrien County has the highest child poverty rate in Michigan, with over 26 % of children living below poverty. The counties of Van Buren and St. Joseph counties also experience similar levels of child poverty. The 2000 census Pokagon Band of Potawatomi TDSA indicated that 32.6 percent of American Indian and Alaska Native children under the age of 18 lived in households below poverty level. Poverty among seniors is also critical issue within the Tribe’s service area. While not as high as the child poverty rate, it is still a significant component of overall poverty, especially in Van Buren and Berrien Counties. The table below illustrates which counties are experiencing greater levels of poverty in relation to others.

Table 3.4: Poverty Levels in Study Area

	Allegan	Berrien	Cass	Van Buren	St. Joseph	Michigan	Indiana
Total Population	111,408	156,813	52,293	76,258	266,931	9,883,640	6,483,802
Overall Poverty	11.90%	16.40%	13.90%	15.80%	14.60%	14.80%	15.30%
Child Poverty	14.40%	26%	19.20%	25%	24.10%	21.60%	21.60%
Elderly Poverty	7.90%	9.30%	6.50%	12%	7.80%	8.30%	7.70%

ACS Survey Data 2006-2010

People with Disabilities

People who have a disability represent a large portion of the transit dependent population. Nationwide, approximately 10 percent of the population has some form of a disability. Within this study area the percentage of the population with a disability is relatively high compared to the nationwide average. Berrien and Van Buren Counties have the highest number of people reporting a disability which is 4 percent higher than the national average.

Table 3.5: Persons with Disabilities in Study Area

County	Total Population	Population with a Disability	Percent Population with Disability
Allegan	111,408	12,210	11%
Berrien	156,813	21,980	14%
Cass	52,293	6,760	13%
St Joseph	76,258	34,710	13%
Van Buren	266,931	10,640	14%

Population and Housing Narrative Profile: 2008-2010 - 2008-2010 American Community Survey 3-Year Estimates

The Center for Disease Control reports that American Indians experience the highest rate of disability of any minority group in the United States. American Indian Adults are 60 percent more likely to have a stroke than whites and experience higher mortality rates from tuberculosis, chronic liver disease, accidents, diabetes and pneumonia, compared with other racial and ethnic groups, as defined by the Census.

Reaching services such as medical facilities, dialysis, and nutrition centers often requires trips that are logistically complicated and long. For people who utilize a wheelchair the trip can be even more complicated, as they have to rely on public transit as the only accessible mode of transportation available. Within the study area, people who want to access these medical facilities, along with other life-sustaining services, often must cross county lines. For example, a 2009 Disability Network study of Allegan County found that half of survey respondents needed to cross county lines to access these vital services. As many transit providers within the study area operate solely within a single county, access to these services for persons with disabilities becomes far more difficult.

Currently there are very few affordable accessible transportation options for people using a wheelchair who have to travel out of their county or state. There are several non-emergency medical transportation (NEMT) providers that have accessible vehicles, but many times the cost for this service is not affordable for people on a fixed income or for regular users of the service. People living in rural areas can often have a hundred mile round trip commute to access life sustaining services and the only option for travel by someone in a wheelchair is an NEMT provider. The costs for a hundred-mile round trip can be as much as \$150.00. There are a few agencies that offer free or reduced fare accessible transportation options that cross over county and state boundaries for people under the age of sixty.

Youth

The youth population is important to examine because they represent a segment of residents who do not have the ability to drive. This report defines youth as those residents between the ages of five to seventeen. As can be seen in Table 3.6 of the entire study area, 18.6 percent of residents fall within this age range. Youth represent as much as 21.7 percent in Berrien county, and as low as 19.5 percent in Allegan County. The youth population seems to be fairly evenly distributed in the study area.

Table 3.6: Youth Population in Study Area

County	Total Population	Population Ages 5 to 17 years	Percentage of the Total Population that is Age 5-17 years
Allegan	111,405	21,723	19.5%
Berrien	156,813	27,087	17.3%
Cass	52,292	11,343	21.7%
St Joseph	266,931	48,102	18.0%
Van Buren	76,258	15,931	20.9%

US Census 2010

Households with One Vehicle or Less

Individuals living in a household without a vehicle are inherently transit-dependent because of their limited automobile access. Households that have to share one vehicle can also be transit dependent because of different schedules or mechanical issues with the vehicle. Within the

study area there are an estimated 6 percent (15,396) of households that have no vehicle, and an estimated 33 percent (85,662) of households only have access to one vehicle. There is a great deal of variation in zero-vehicle households among the counties that comprise the study area. Allegan County has the lowest percentage at 3.5 % percent (1460 households) living in zero-vehicle households. In contrast, over 7 percent (7,083) of St. Joseph County and Berrien County (4,527) households reported living in zero-vehicle households. Within the county subdivisions there are areas where at least 50 percent of the households have limited access to a vehicle. Those communities include Allegan, Wayland and Otsego in Allegan County, Benton Harbor, Niles and New Buffalo in Berrien County, Dowagiac in Cass County, Bangor and South Haven in Van Buren County and South Bend in St. Joseph County. (See Appendix A-2.)

Table 3.7: Vehicle Availability by Household in Study Area

County	Total Population*	Occupied Households**	Average Household Size**	No Vehicle**		One Vehicle**	
Allegan	111,408	42,078	2.62	1,619	3.85%	11,786	28.01%
Berrien	156,813	62,612	2.45	4,527	7.23%	22,508	35.95%
Cass	52,293	20,201	2.57	783	3.88%	5,800	28.71%
Van Buren	76,258	29,096	2.59	1,384	4.76%	8,815	30.30%
St. Joseph	266,931	100,540	2.52	7,083	7.04%	36,753	36.56%

* 2010 Census Demographic Data **2010 Census American Community Survey 5-Year Estimates, 2006

Trip Generators

Within the study area there are eight activity centers where clusters of life sustaining or enhancing destinations are located. These activity centers include; St. Joseph, Benton Harbor and Niles in Berrien County, South Haven in Van Buren County, Dowagiac in Cass County, Plainwell and City of Allegan in Allegan County in Michigan , as well as the South Bend-Mishawaka area in St. Joseph County, Indiana.

At these destinations are health care facilities, schools, colleges, larger retail stores, recreational attractions, government buildings, and, social and human service agencies and

organizations. These destinations also serve as employment centers for large numbers of people, including tribal citizens.

The table below provides an overview of the major transportation generators for the eight activity centers. The majority of services that are operated by the Tribe are located in and around a ten-mile radius of the City of Dowagiac. On the next page a comprehensive list of these destinations is provided.

Table 3.8: Trip Generators in Study Area

Trip Generator	City	County	Type
M 89 Corridor	Plainwell	Allegan	Shopping
Allegan General Hospital	City of Allegan	Allegan	Medical
Borgess Hospital	Plainwell	Allegan	Medical
Lakeland Hospital	City of St. Joseph	Berrien	Medical
Lakeland Health Services	Royalton Township	Berrien	Medical
Mall Drive	Benton Township	Berrien	Shopping
Lakeland Dialysis Niles	Niles Township	Berrien	Medical
Four Winds Casino	New Buffalo	Berrien	Employment/Entertainment
Lake Michigan College	Benton Township	Berrien	Education
Lakeland Hospital	Watervliet	Berrien	Medical
Eleventh Street Corridor	Niles	Berrien	Shopping
Lakeland Rehabilitation Services	Niles Township	Berrien	Medical
Lake Michigan College	Niles	Berrien	Education
Tribal Health Services	Dowagiac	Cass	Medical
Tribal Mental Health Services	Dowagiac	Cass	Medical
Red Road AA Meetings	Dowagiac	Cass	Support Services
Tribal Social Service	Dowagiac	Cass	Support Services
Tribal Housing	Dowagiac	Cass	Support Services
Elder Hall	Silver Creek Township	Cass	Nutrition
Education Department	Pokagon Township	Cass	Support Services
Tribal Administration	Pokagon Township	Cass	Support Services
Rogers Lake	Dowagiac	Cass	Recreation/Culture
Bronson Hospital Dowagiac	Dowagiac	Cass	Medical
Four Winds Casino (Opening 2013)	Dowagiac	Cass	Employment/Entertainment
Southwest Michigan College	Dowagiac Township	Cass	Education
Bronson Hospital	Kalamazoo	Kalamazoo	Medical
Borgess Hospital	Kalamazoo	Kalamazoo	Medical
Grape Road Corridor	Mishawaka	St. Joseph	Shopping
Pokagon Social Services	Mishawaka	St. Joseph	Support Services
St. Joseph Regional Health Center	Mishawaka	St. Joseph	Medical
The South Bend Clinic	South Bend	St. Joseph	Medical
Memorial Hospital	South Bend	St. Joseph	Medical
Four Winds Casino	Hartford	Van Buren	Employment/Entertainment
Phoenix Road Corridor	South Haven	Van Buren	Shopping
Lake Michigan College	South Haven	Van Buren	Education
South Haven Health System	South Haven	Van Buren	Medical

4 EXISTING TRANSPORTATION RESOURCES

When planning for a new or existing transit services, it is important to document the existing passenger transportation services within the study area. This chapter describes the various transportation options available to tribal citizens in the five-county study area and in some cases, beyond. Information about these options is particularly important if the Tribe desires to seek funding through the Federal Transit Administration (FTA) Section 5310. Each of these programs requires that any projects seeking funding must be derived from a locally developed Coordinated Public Human Services Transportation Plan. The coordinated plan must identify transportation services already in place, coordination opportunities, identify opportunities to leverage existing funding and effectively and efficiently meet the needs of the community – which in this case is the Pokagon Band of Potawatomi Indians.

Within the study area there are: twelve public transit systems, five Amtrak rail stations, one commuter rail station, four Greyhound intercity bus stations, one airport, eleven senior service agencies, five non-emergency medical transportation providers, and numerous private taxi providers. (See Figure 4.1.) Issues with connectivity between the various modes, affordability, eligibility, service schedules and geographic service boundaries make many of these transportation options unfeasible for tribal citizens and the general public. However, with these numerous transportation options, there are opportunities for coordination. These opportunities will be discussed in later sections.

Public Transit

This section reviews the twelve public transit systems that provide a variety of transportation service in the five counties that comprise the primary study area. (See Figure 4.1) All of these transit agencies operate independently from one another, with little regional cooperation or coordination. All agencies, excluding Berrien Bus, Allegan Public Transit and Cass County Public Transit receive funding from county and local funding sources, reinforcing the county or municipal line as a strict boundary.

Definitions

Public transit services in the tribal service area can take on many forms.

Fixed Route: Transit services that operate along a prescribed route according to a fixed schedule

Flex Route: A hybrid of conventional fixed-route and demand responsive service. It assimilates fixed route services with fixed stops and schedules but is allowed to provide door to door service to users who either have trip ends located out of service coverage area or require accessible services such as paratransit.

Demand Response: Scheduled transit services, usually by a small bus, that picks up and drop off riders at their origins and destinations.

Demand response service may include:




















ADA Paratransit: Transportation services for people with disabilities who are not able to use fixed route services.

Dial a Ride: Typically same day scheduled door to door pick up and drop off service

Specialized Service: Transit services that service certain need groups. These services are customarily the result of a partnership between transit agencies and human service organizations.

COUNTIES OF ALLEGAN, BERRIEN, CASS, VAN BUREN, & ST. JOSEPH

Public Transit Service Areas

-  Allegan Public Transit
-  Allegan Dial-A-Ride
-  Macatawa Area Express Transit
-  Saugatuck Interurban Transit
-  Berrien Bus
-  Berrien Springs Dial-A-Ride
-  Buchanan Dial-A-Ride
-  Niles Dial-a-Ride
-  Twin Cities Area Transit Authority
-  Cass County Transportation Authority
-  Cass County Dial-A-Ride
-  Dowagiac Dial-A-Ride
-  Dowagiac Dial-A-Ride Mile Buffer
-  Bangor Dial-A-Ride
-  Van Buren Public Transit
-  South Haven Dial-A-Ride
-  Paw Paw Dial-A-Ride
-  South Bend Public Transportation
-  Urban Area Without Service



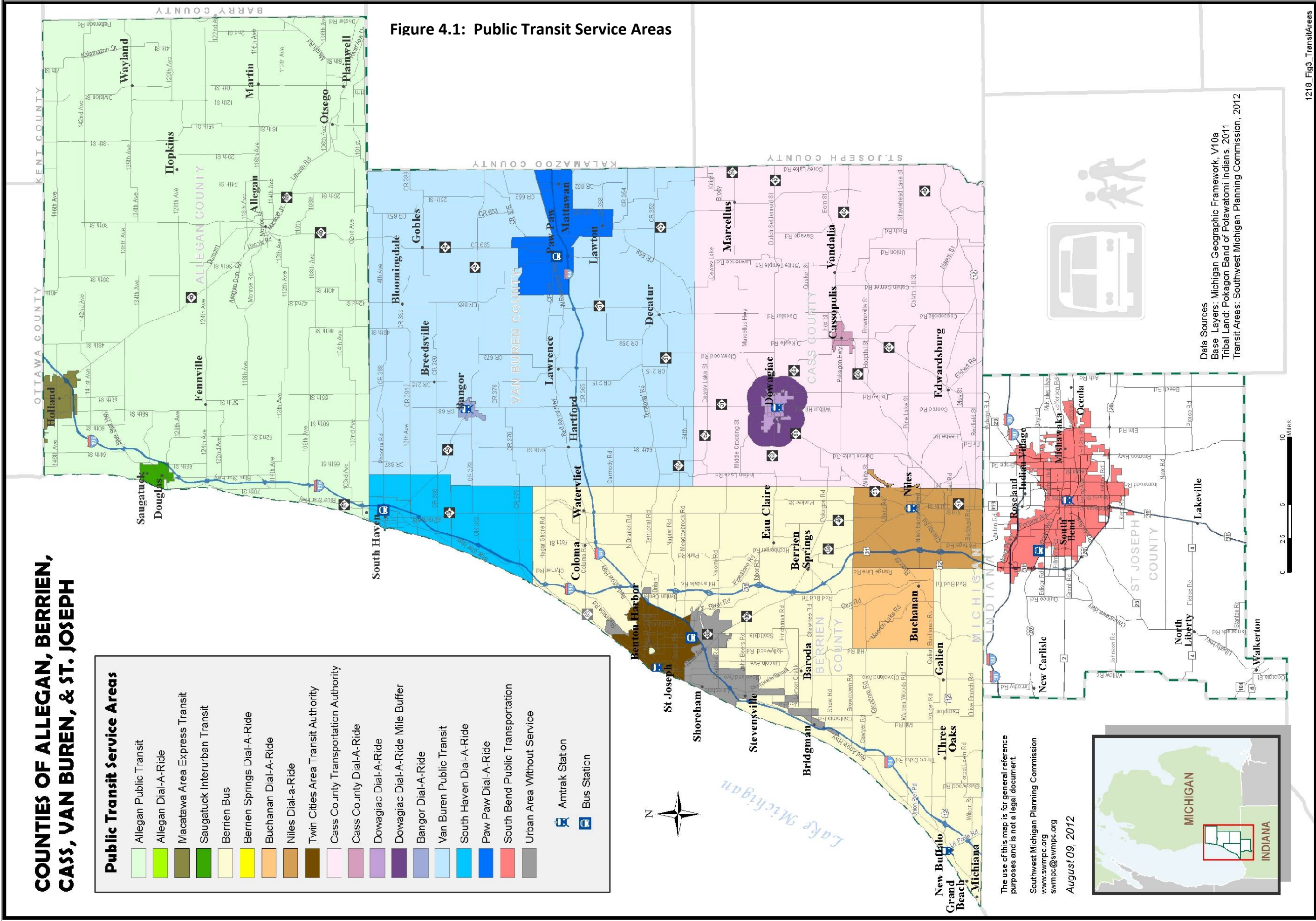
 Amtrak Station
 Bus Station

Figure 4.1: Public Transit Service Areas



The use of this map is for general reference purposes and is not a legal document.
 Southwest Michigan Planning Commission
www.swmpc.org
swmpc@swmpc.org
 August 09, 2012



Data Sources
 Base Layers: Michigan Geographic Framework, V10a
 Tribal Land: Pokagon Band of Potawatomi Indians, 2011
 Transit Areas: Southwest Michigan Planning Commission, 2012



Allegan County

Allegan County can be classified as rural, with the highest density of housing, business and services located within select areas that are located at the outer edges of the county, with the City of Allegan being an exception located closer to the 825 square mile county. There are 24 townships and 10 cities that comprise a population of 111, 234, and an overall population density of 135 people per square mile. This geographic layout of the County results in higher density areas with businesses, social service organizations and medical facilities surrounded by pockets of low density rural areas. In addition, Allegan County is surrounded by four other Counties (Ottawa, Kent, Kalamazoo and Van Buren) where other medical, employment, and retail outlets are located.

There are three independent public transit agencies that serve the residents of Allegan County. Allegan County Transit provides limited service to the designated rural areas in the county. The two other public transit agencies provide transportation service to a small segment of residents within Allegan County. The Interurban Transit Authority serving the Saugatuck Douglas area and the Macatawa Area Express Transit Authority (MAX) serving the greater Holland and Zeeland area. Allegan County Transit and the Interurban Transit Authority provided 94,155 trips in 2011 and of those 37,649 were provided to the older adults and people with disabilities.

Allegan Transit

The Allegan Public Transit provides limited curb-to-curb demand response service to the census designated rural areas of Allegan County. Their regular service area encompasses the City of Allegan with transportation service following the M-40 corridor to Holland, the M-89 corridor to Otsego, Hamilton and Plainwell, and the M-89 route to the City of Fennville and Pullman. Additionally, Allegan Public Transit provides limited services to the cities of Shelbyville, Hopkins, Martin, Dorr and connects with Macatawa Area Express at a transfer point at Family Fare on Route Five. (See Appendix B1.1.)

Hours of operation are Monday through Friday 5:30 am -5:30 pm. Because Allegan Public Transit offices and garage are located in the City of Allegan this community receives the highest

frequency of service. Immediate request dial-a-ride service is available within City of Allegan from 8:00 am to 5:00 pm Monday through Friday.

Allegan Public Transit also offers specialized services to seniors and people with disabilities. This service offers transportation to medical destinations in Grand Rapids, Kalamazoo and other medically necessary trip destinations. The cost for this service is based by the number of hours required for the trip. A grant subsidizes the cost for the service making trips outside of the county affordable for seniors and people with disabilities.

Saugatuck Interurban Service

The Interurban Transit Authority serves the City of Saugatuck, Saugatuck Township and Douglas Township and provides immediate request curb-to-curb service. In the summer months, the City of Saugatuck contracts with the Interurban to provide free shuttles that run in 15-minute intervals between Saugatuck High School and downtown, helping alleviate limited downtown parking during the heavy tourist season. Every Monday and Thursday the Interurban goes to Evergreen Commons located in Holland Michigan where riders can connect to the Holland Macatawa Area Express transit system. (See Appendix B1.2.)

Macatawa Area Express

The Macatawa Area Express (MAX) serves the greater Holland/Zeeland census designated urbanized area with fixed route service and paratransit service which provides residents of Allegan connectivity to activities in the Holland area. The service area is defined by the local jurisdictional boundaries of the City of Holland, City of Zeeland, and Holland Charter Township who belong to the MAX Transportation Authority.

The Saugatuck Interurban provides transportation on Thursdays to connect Allegan residents to the MAX fixed route service at Evergreen Commons. Allegan Public Transit connects with the MAX at Family Fare on Route Five. Once a connection is made on to the fixed routes a person can utilize the eight fixed bus routes that offer hourly service to more than 300 bus stops

located near hotels, malls, retail and grocery centers, medical complexes, industrial manufacturing areas, and residential neighborhoods.

Issues and Opportunities

Service area/Connectivity: Allegan County residents do not understand Allegan Public Transit's geographic coverage, scope of services or how to access transportation service. There is limited connectivity for rural residents to reach the activity centers in the cities of Allegan and Holland.³

Hours: Allegan Public Transit and Saugatuck Interurban system hours preclude use by commuters and riders who work later shifts.

Table 4.1: Allegan County General System Information

	Allegan Transit	Saugatuck Interurban
Service Overview	Curb-to-curb, advance reservation general public transportation. Rides reserved on 1 st called/1 st served basis. Provides transportation services under contract for human service agencies.	Dial-a-Ride service within the city limits of Saugatuck and Saugatuck Township. Summer shuttle service to and from various venues and remote parking lots serving tourists.
Service Area	Service area is based on contracts with human service providers. General public service encompasses the City Allegan with transportation following M-40 to Holland, M-89 to Otsego, M -89 to City of Fennville – Service Area: 1005 square miles Population: 111,408 Population per square mile: 127	Dial-a-Ride service within the city limits of Saugatuck and Saugatuck Township – 28 square miles
Service Days/Hours	Monday – Friday 5:30 am – 6:00 pm	September – May Mon-Fri 7:00am-7:00pm Saturday 9am -6pm June – August Monday – Friday 7:00 am – 7:00 pm Saturday 9:00 am -11:00 pm Sunday 9:00 am – 4:00 pm
Fares	For one, one-way trip through the reservation service, fares are \$2.00 for the general public or \$1.00 for seniors, persons with disabilities, and children ages 5 through 11. For Specialized Service trips, the passenger fare amount is the remaining balance of total hours (\$45.00/hour) subtracted by the state grant funding (\$1.20/mile traveled). There is a \$5.00 minimum passenger fare for this service	On-way trip fares are \$100 for the general public or \$0.50 for seniors, persons with disabilities, and children ages 5 through 11.
Eligibility	Open to the general public once all agency contract obligations are met.	General Public
Annual Operating Expenses	\$949,621	\$658,721
Annual Passenger Trips	31,601	62,554
Fleet Size	28 Vehicles	7 Vehicles
Governance/Administration	The Allegan Board of Commissioners oversees and sponsors Allegan Public Transit.	Governed by an authority appointed by the City of Saugatuck.
Operations	Allegan County contracts with Rite Way Transportation for operation of Allegan Public Transit services. The Rite Way Transportation Manager supervises services from the Allegan Bus facility in the City of Allegan. The facility also houses the maintenance shop and vehicles.	Services are provided directly by the city who employees a full time director, dispatcher and drivers.
Primary Funding/Revenue Sources	-Federal Section 5311 -State operating assistance -Contracts with human service agencies -Passenger fares	-Federal Sections 5307 -State operating assistance -City of Saugatuck millage -Passenger Fares

MDOT PTMS 2011

Berrien County

The county covers 1,581 square miles with an overall population density of 285 people per square mile. The Benton Harbor/St. Joseph area is the urban activity center for the county and has the highest population density per square mile. A large percentage of the county's population looks towards the Benton Harbor/St. Joseph area for employment, shopping, and medical services. Communities including Niles, Buchanan, and New Buffalo in the southern portion of the county are oriented toward urban activity centers in South Bend and Michigan City, Indiana for shopping and employment.

There are four independently operated public transit systems spread throughout Berrien County that provide life-sustaining services to residents of Berrien County. Most often these services are focused on serving the needs of the elderly, disabled, and people with low incomes. They take riders to medical appointments, grocery shopping, and personal errands. Berrien County public transit agencies provided 313,657 in trips in 2011 and of those 127,590 were provided to the older adults and people with disabilities.

Historically, little attention has been given to coordination, integration, or interoperability between the systems. Service gaps between service boundaries, lack of coordinated schedules, and lack of a coordinated fare system have contributed to a logistically complicated transit service in Berrien County. Currently the transit agencies tend to think in terms of serving each of their customers by concentrating on the section of the trip within their service boundaries, thereby making it the customer's responsibility to manage their own mobility and access across the four different service areas within the county. A large portion of the Benton Harbor Saint Joseph Urbanized Area has no transit service available, making some connections impossible. There is currently a study in going on to look at the feasibility of consolidating some or all of the four independently operated public transit agencies.

Berrien Bus

Berrien Bus is a curb-to-curb, advance reservation county-wide public transportation system serving the census designated rural areas of Berrien County. Berrien Bus also has a fixed schedule service daily to Benton Harbor/St. Joseph four times daily and to Watervliet/Coloma and Niles twice daily. Services are available to the general public and rides are reserved on a first-come first-served basis. Hours of operation are Monday through Friday 5:00 am -5:00 pm. Because Berrien Bus offices and garage are located in Berrien Springs this community receives the highest frequency of service. Immediate request dial-a-ride service is available within Berrien Springs from 8:00 am to 4:45 pm Monday through Friday. (see Appendix B1.3.)

Berrien Bus also operates regularly scheduled curb-to-curb services for several human service agencies in Berrien County, including Berrien County Mental Health (Riverwood), Berrien County Juvenile Center and Blossomland Learning Center.

Berrien Bus provides scheduled daily shared ride service between certain areas within the county and must be reserved twenty four hours in advance. The shared ride service will deviate off the route to pick up passengers with advanced reservations between communities on the shuttle route.

Table 4.2: Berrien Bus Service Schedule and Fares (One-Way)

Service		Pickup Times	Fare*
From:	To:		
Berrien Springs	St. Joseph / Benton Harbor	7:30 am, 10:am, 1:00 pm	\$5.00
Benton Harbor	Berrien Springs	8:30 am, 10:45 pm 1:45 pm, 4:00 pm	\$5.00
St. Joseph	Berrien Springs	8:45 am, 10:30 am, 1:30 pm, 4:15 pm	\$5.00
Berrien Springs	Niles	8:00 am, 2:00 pm	\$5.00
Niles	Berrien Springs	8:45 pm, 2:15 pm	\$5:00
Niles	Benton Harbor	8:30 am, 12:00pm	\$5.00
Watervliet/Coloma	Benton Harbor	9:15 am, 12:00 pm, 3:00 pm	\$5.00
Benton Harbor/ St Joseph	Watervliet/Coloma	2:00pm	\$5.00
Berrien Springs	Berrien Springs	8:00am - 4:00 pm	\$2.50

**Seniors, disabled, and children pay half fare.*

Buchanan Dial-a-Ride

Buchanan Dial-A-Ride is a same day curb-to-curb shared ride transportation service that provides service to residents of the City of Buchanan and Buchanan Township. The service operates from 7:00am to 5:30 pm Monday through Friday and 9:00 a.m. to 3:00 p.m. on Saturdays. Customers must schedule trips at least one hour before the desired departure time. Buchanan Dial-A-Ride has two vehicles for peak hours. Dispatching and garage is shared with Berrien Bus in Berrien Springs. (See Appendix B1.4.)

Regular shuttle service to Niles is available six days a week with twenty four hour notice. The shuttle will deviate off the route to pick up passengers with advanced reservations between communities on the shuttle route. Buchanan Dial- A-Ride provides connections to Berrien Bus at designated locations that allow customers to transfer and access locations outside of Buchanan. This is possible because the systems share the same facility, dispatchers and brokered management firm (Transportation Management).

Niles Dial A Ride

Niles Dial-A-Ride provides curb-to-curb service to the general public in the City of Niles and Niles Township. Curb-to-curb customers must call dispatch at least twenty-four hours in advance of their requested trip. Same day trips may be scheduled depending on availability, although this is not encouraged. (See Appendix B1.5.)

Niles Dial-A-Ride also operates an hourly deviated fixed-route service that is available Monday – Friday from 10:00am to 5:00pm. (See Appendix B1.6.) The route stops at many of the major retail destinations and several of the area’s apartment and senior living facilities and also connects with Transpo at the state line to provide a connection to South Bend. Bus shelters are available at many of the stops and the stops are signed.

Twin Cities Transportation Authority

Twin Cities Area Transportation Authority (TCATA) is the public transit provider for people living in the census-designated Benton Harbor/Saint Joseph urbanized area in Berrien County

(approximately 59,000 people). TCATA services about 24,000 people within the urbanized area; the rest of the urbanized area receives no service. TCATA provides same day curb-to-curb Dial-A-Ride service to the City of Benton Harbor, Benton Township and the City of St. Joseph with limited service for Royalton and St. Joseph Townships. All requests for rides must be made on the same day of service because TCATA does not provide subscription service. The service runs from 6:00 am to 6:00 pm Monday through Friday and 8:00 am to 4:30 pm on Saturdays. TCATA also operates two fixed routes (See Appendices B1.7 and B1.8.) that provide hourly service six days a week in the Benton Harbor and St. Joseph areas and connects to various retail areas, human service agencies, and medical facilities.

Dial-A-Ride also provides same-day curb-to-curb service to and from the Lake Michigan College Napier Avenue Campus on a regularly scheduled basis during the fall and winter semesters, with pick-up and drop-off in front of the main campus building near the first floor lobby area.

Issues and Opportunities

Service Area/Connectivity: There are few opportunities among the four current public transportation systems for a customer to get from one end of the county to another. Connectivity is a problem because the four systems operate separately from one another, and therefore only plan for their small service area or clientele. There is little coordination and even less connectivity through the routes provided by the four systems in Berrien County. The primary coordination is between Berrien Bus and Buchanan Dial-A-Ride since the same firm provides services for both systems. In a recent transit plan conducted for Niles Dial-A-Ride there was a strong preference for further coordination with South Bend and Cass County.

Hours: Berrien Bus, Niles Dial-A-Ride and Buchanan Dial-A-Ride system hours preclude use by commuters and riders who work later shifts.

Fares: All four systems have different fares for comparable service. The various fare structures exhibit inequities in that shorter distance trips may cost more than longer ones based on the geographic area served or where services originate from the transit facility. For example,

Berrien Bus service within the Berrien Springs area is \$2.50, but a similar trip in distance out in the five mile zone around Berrien Springs is \$5.00.

Berrien County Transit – General System Overview

Table 4 3: Berrien County Transit – General System Overview

	Berrien Bus	Buchanan Dial A Ride	Niles Dial-A-Ride	TCATA
Service Overview	Curb-to-curb, advance reservation general public transportation. Rides reserved on 1 st called/1 st served basis. Also provides transportation services under contract for human service agencies.	Same day curb-to-curb service. 24 hour advance scheduling is preferred, but rides can be scheduled up to 1 hour in advance.	Same day curb-to-curb service. 24 hour advance scheduling is preferred, but rides can be scheduled up to 1 hour in advance. Also provides 1 fixed route.	Immediate response dial-a-ride services and 2 fixed routes.
Service Area	Census designated rural areas of Berrien County. Therefore, serves geographically the largest area in the County. Population: 79,300 Population per square mile: 1010	Dial-a-Ride services in City of Buchanan Township. Curb-to-curb same-day shuttle service for Buchanan residents to Niles.	Dial-a-Ride service within the city limits of Niles, Niles Township, and Bertrand Township. Fixed-route operates between Niles and South Bend, Indiana.	Dial-a-Ride services in Benton Harbor, Benton Township, Royalton, and St. Joseph, serving about 24,000 people within the urbanized area; the remaining portion of the urbanized area receives service on a limited basis.
Service Days/Hours	Monday-Friday 5:00 A.M. – 5:00 P.M.	Dial-A-Ride: Monday-Friday 7:00 A.M.-5:30 P.M. Saturday 10:00 A.M.-3:00 P.M. Shuttle to Niles: Monday-Friday: 4 Round Trips Saturday: 3 Round Trips	Dial-A-Ride: Monday-Friday 7:00 A.M.-5:00 P.M. Saturday 10:00 A.M.-3:00 P.M. Fixed-Route: Monday-Friday 10:00 A.M.-5:00 P.M.	Dial-A-Ride: Monday-Friday 6:00 A.M.-6:00 P.M. Saturday 8:00 A.M.-4:30 P.M. Fixed Routes: Monday-Friday 6:00 A.M.-10:00 P.M. Saturday 8:00 A.M.-10:00 P.M.

Table 4.3 continued: Berrien County Transit – General System Overview

	Berrien Bus	Buchanan Dial a Ride	Niles Dial a Ride	TCATA
Eligibility	Open to the general public once all agency contract obligations are met.	Open to the general public.	Open to the general public.	Open to the general public.
Annual Operating Expenses	\$859,456	\$195,355	\$489,065	\$2,266,482
Annual Passenger Trips	65,667	9,551	32,009	198,349
Fleet Size	26	3	6	25
Governance	Berrien Bus is organized under Public Act 94 and is overseen by 12 members who are elected and serve on the Berrien County Board of Commissioners.	Buchanan Dial-A-Ride is organized under Public Act 279 and is overseen by five elected officials who serve on the Buchanan City Commission.	Niles Dial-A-Ride Transit (DART) is organized under Public Act 279 of 1909 and is overseen by eight members who are elected at large and serve on the Niles City Council.	The Twin Cities Area Transportation Authority is organized under Public Act 284 of 1972 and governed by the Board of Trustees which is appointed by the City of Benton Harbor Commission.
Operations	Berrien County contracts with Transportation Management Inc. (TMI) for operation of Berrien Bus services. The TMI Operations Manager supervises services from the Berrien Bus facility in Berrien Springs. The facility also houses the maintenance shop and vehicles.	As of January 1, 2012 Buchanan Dial-A-Ride has consolidated an agreement with Berrien County to contract services through TMI	. Previously services were contracted out to a private transportation firm, but in 2011 the decision was made by City Council to have city staff operate the system.	Services are provided directly. Full-time employees classified as operations and do not have supervisory responsibilities are members of labor union.
Primary Funding/Revenue Sources	-Federal Section 5311 -State operating assistance -Contracts with human service agencies -Passenger fares	-Federal Section 5311 -State operating assistance -City of Buchanan millage -Passenger Fares	-Federal Sections 5307 -State Non-Urban City -State operating assistance -City of Niles millage -Passenger fares	-Federal Sections 5307,5316, and 5317 -State operating assistance -City of Benton Harbor millage -Passenger Fares

Cass County

Cass County is rural in nature, which is reflected by the abundance of lakes, rolling farmland, and small communities. There are 34 incorporated cities, villages, and townships and 9 unincorporated communities within the county. The scattered population centers, and dispersed destinations present distinct transportation issues for seniors, people with disabilities, and people with lower incomes or no vehicle.

The county covers 508 square miles with an overall population density of 104 people per square mile. The city of Dowagiac is the activity center for the county and has the highest population density per square mile. (1530 people).

Within Cass County there are two independently operated public transit systems that provide service to the rural areas of the county and within the city of Dowagiac. However, many areas are limited in the amount and frequency of service they receive, especially in more rural areas of the county. Cass county public transit agencies provided 51,494 in trips in 2011 and of those 36,404 were provided to the older adults and people with disabilities.

Cass County Public Transit

Cass County Public Transit is a curb-to-curb, 24-hour advance reservation county-wide public transportation system serving the census-designated rural areas of Cass County. Cass County Public Transit also has a fixed, scheduled, shared ride service daily to and from Cassopolis to Niles, Edwardsburg and Marcellus two times a day, and three times daily to Union and Dowagiac. Services are available to the general public, and rides are reserved on a first come first-served basis. Hours of operation are Monday through Friday 5:00 am -5:00 pm. Because Cass County Public Transit offices and garage are located in Cassopolis, this community receives the highest frequency of service. Immediate request dial-a-ride service is available within Cassopolis from 8:00 am to 5:00 pm Monday through Friday.

Cass County Public Transit also operates regularly scheduled curb-to-curb services for several human service agencies in Cass and Berrien Counties, including Cass County Mental Health

(Woodlands), Cass County Agency on Aging, Cass County Medical Care (Nursing Home), Michigan WORKS! and Cass Family Clinic in Niles. Cass Agency on Aging also contracts with Cass County Public Transit to provide shopping trips two times per month (first or second Thursday of the month) to Niles for \$5.00 roundtrip for people over 60 years and older (Wal-Mart, Shelton's, Martins, Lunch). (See Appendix B1.9.)

Dowagiac Dial-A-Ride

Dowagiac Dial-A-Ride is a same day, curb-to-curb, shared ride transportation service that provides service to residents that live within a one mile radius of the City of Dowagiac. Dowagiac Dial-A-Ride provides service to and from Dowagiac to Southwest Michigan College. The service operates from 8:00am to 5:00 pm Monday through Friday. Customers must schedule trips at least one hour before the desired departure time. Dowagiac Dial-A-Ride provides connections to Cass County Public Transit at designated locations, which allows customers to transfer and access locations outside of Dowagiac.

Issues and Opportunities

Service and Connectivity: Dowagiac to Niles trips can require use of three separate transit agencies –Dowagiac Dial-A-Ride, Cass County Transit and Niles Dial-A-Ride. Amtrak Rail service is available out of Dowagiac and Niles but hours do not correspond with public transit hours of operation. There is no dialysis center or obstetrics unit located in Cass County. Residents must travel into Berrien or Kalamazoo Counties for treatment. Many of the tribal services are located just outside the one-mile service buffer around the City of Dowagiac. This means that tribal members have to rely on Cass County Public Transit to provide the trip, which has limited service at double the cost.

Hours: Cass County Public Transit and Dowagiac Dial-A-Ride system hours preclude use by commuters and riders who work later shifts. There is no service after 5:00pm on weekdays and no service available on weekends.

Information: Printed and internet information about public transportation services in Cass County is limited and confusing.

Cass County – General System Overview

Table 4.4: Cass County General System Overview

	Cass County Transit	Dowagiac Dial A-Ride
Service Overview	Curb to Curb, advance reservation general public transportation. Rides reserved on 1 st called/1 st served basis. Also, provide transportation services under contract for human service agencies.	Dial-A-Ride service within the city limits of Dowagiac, Dowagiac Township
Service Area	Cass County. - 508 square miles – Population - 39,700 48/Per Square Mile	City of Dowagiac and one mile outside of city limits 4.5 square miles –Population-4969
Service Days/Hours	Monday-Friday 6:00am-5:00pm	Monday – Friday 8:00- 5:00 pm
Fares	\$3.50 for residents traveling within a 5 mile radius of transit headquarters \$5.50 for residents traveling beyond a 5 mile radius of transit headquarters. Half fare for seniors and people with disabilities*Headquarters = Cassopolis	\$2.00 per trip traveling <u>within</u> Dowagiac City limits \$4.00 per trip traveling <u>1 mile beyond</u> Dowagiac City limits Half fare for seniors, youth and people with disabilities (62+ & Under 18)
Eligibility	Open to the general public once all agency contract obligations are met.	General Public
Annual Operating Expenses	\$622,885	\$196,558
Annual Passenger Trips	30,270	21,224
Fleet Size	11 Vehicles	3 Vehicles
Governance/ Administration	Cass County Public Transit is organized under Public Act 196 and is governed by nine appointed officials. All of the members are appointed by the Cass County Commissioners.	Dowagiac Dial a Ride (DART) is organized under Public Act 279 of 1909, Home Rule City Act and is overseen by the six elected council members.
Operations	Cass County contracts with Transportation Management Inc. (TMI) for operation of Cass County Transit services. The TMI Operations Manager supervises services from the Cass County Transit facility in Cassopolis. The facility also houses the maintenance shop and vehicles.	-Federal Sections 5307 -State operating assistance -City of Dowagiac millage -Passenger fares
Primary Funding/Revenue Sources	- Federal Section 5311 - State operating assistance - Contracts with human service agencies - Passenger fares	-State Non-Urban City -State operating assistance -City of Dowagiac millage -Passenger fares - State operating assistance - Passenger fares

Van Buren County

Van Buren County is located in southwest Michigan and covers 611 square miles. In 2010, the total population for Van Buren County was 76,258, down slightly from the 2000 census number of 76,263. Its residents are dispersed across four cities, seven incorporated villages and eighteen townships a percentage of the county's population looks towards the South Haven area for employment, shopping, and medical services. Communities including Paw Paw, Matawan and Gobles in the eastern portion of the county are oriented toward Kalamazoo for shopping and employment.

There is one public transit system that services the entire county with several different types of services tailored to the needs of the citizens. In 2011 the system provided 104,155 trips and of those, 37,649 were provided to the older adults and people with disabilities.

Van Buren Public Transit

Van Buren Public Transit provides countywide curb-to-curb, advance reservation transportation as well as transportation to locations outside the county including Kalamazoo and Battle Creek. The roundtrip fare for out-of-county service to Kalamazoo and Battle Creek is \$20.00. Advance reservation countywide service operates from 6:00 am-5:00 pm Monday through Friday. (See Appendix B1.10.) Van Buren Public Transit also offers two same day reservation dial-a-ride services in the communities of Paw Paw and South Haven. The Paw Paw Dial-A-Ride services the village of Paw Paw and the townships of Paw Paw, Lawton and Waverly. (See Appendix B1.11) The South Haven Dial-A-Ride services the City of South Haven, South Haven Township and parts of Covert Township. The service hours for both of the dial-a-ride services are 7:30 am - 4:30 pm.

Within the communities of Bangor and South Haven, Van Buren Public Transit provides an hourly deviated fixed-route shuttle service The Bangor Apple Route provides service on Monday, Wednesday and Fridays from 9:00 am to 2:00 pm. The South Haven Metro provides

service Monday through Friday from 9:00 am to 4:00 pm and on Saturdays from 10:00 am to 3:00 pm. (See Appendix B1.12-B1.13.)

Van Buren Public Transit also operates regularly scheduled curb-to-curb services for several human service agencies in Van Buren County, including Van Buren County Mental Health, Michigan WORKS! and Van Buren Senior Services.

Issues and Opportunities

Service and Connectivity: There are very few opportunities for people to connect to activity centers in counties surrounding Van Buren County. At best there is service once daily that connects people with Berrien Bus and there are no regular connections to Kalamazoo. The limited service to Kalamazoo and Battle Creek is expensive.

Hours: Similar to many of the other rural system providers, the major issue is that the hours of service precludes use by commuters and workers who work second and third shifts. There is no county-wide or dial-a-ride weekend service that connects to the South Haven Metro that provides service on Saturday.

Fares: Fares can be cost prohibitive for many people who have to use countywide service on a regular basis. For example, the roundtrip fare from Paw Paw to South Haven is \$12.00.

Van Buren County Transit - General System Overview

Table 4.5: Van Buren County Transit – General System Overview

	Van Buren Public Transit
Service Overview	County-wide curb-to curb, advance reservation general public transportation. Rides reserved on 1 st called/1 st served basis. Provides transportation services under contract for human service agencies. Immediate request dial-a-ride service in Paw Paw, South Haven and Bangor. Flex Route service in South Haven and Bangor.
Service Area	Van Buren County - Service Area: 1,090 square miles Population per square mile: 125
Service Days/Hours	Monday – Friday 8:00 am – 7:00 pm; South Haven only - Saturdays 10:00 am – 3:00 pm
Fares	County-wide service: \$4-\$6; Flex Routes: \$1.00; Dial-A_Ride: \$2.50
Eligibility	Open to the general public
Annual Operating Expenses	\$1,405,182
Annual Passenger Trips	91,976
Fleet Size	11 Vehicles
Governance/ Administration	The Van Buren County Board of Commissioners oversees and appoints a board for Van Buren Public Transit.
Operations	Services are provided directly by the county. Full-time employees classified as operations do not have supervisory responsibilities and are members of labor union.
Primary Funding/ Revenue Sources	-Federal Section 5311 -State operating assistance -Contracts with human service agencies -Countywide Millage -Passenger fares

St. Joseph County

St. Joseph County, Indiana is the fourth largest county in the state of Indiana. The county spans 467 square miles, which includes a mix of rural and urban areas and a population base of 266,931 residents... South Bend is the hub of a multi-county, bi-state region. It is the fourth largest city in Indiana with a population of 104,905. The city of Mishawaka has 48,912 residents.

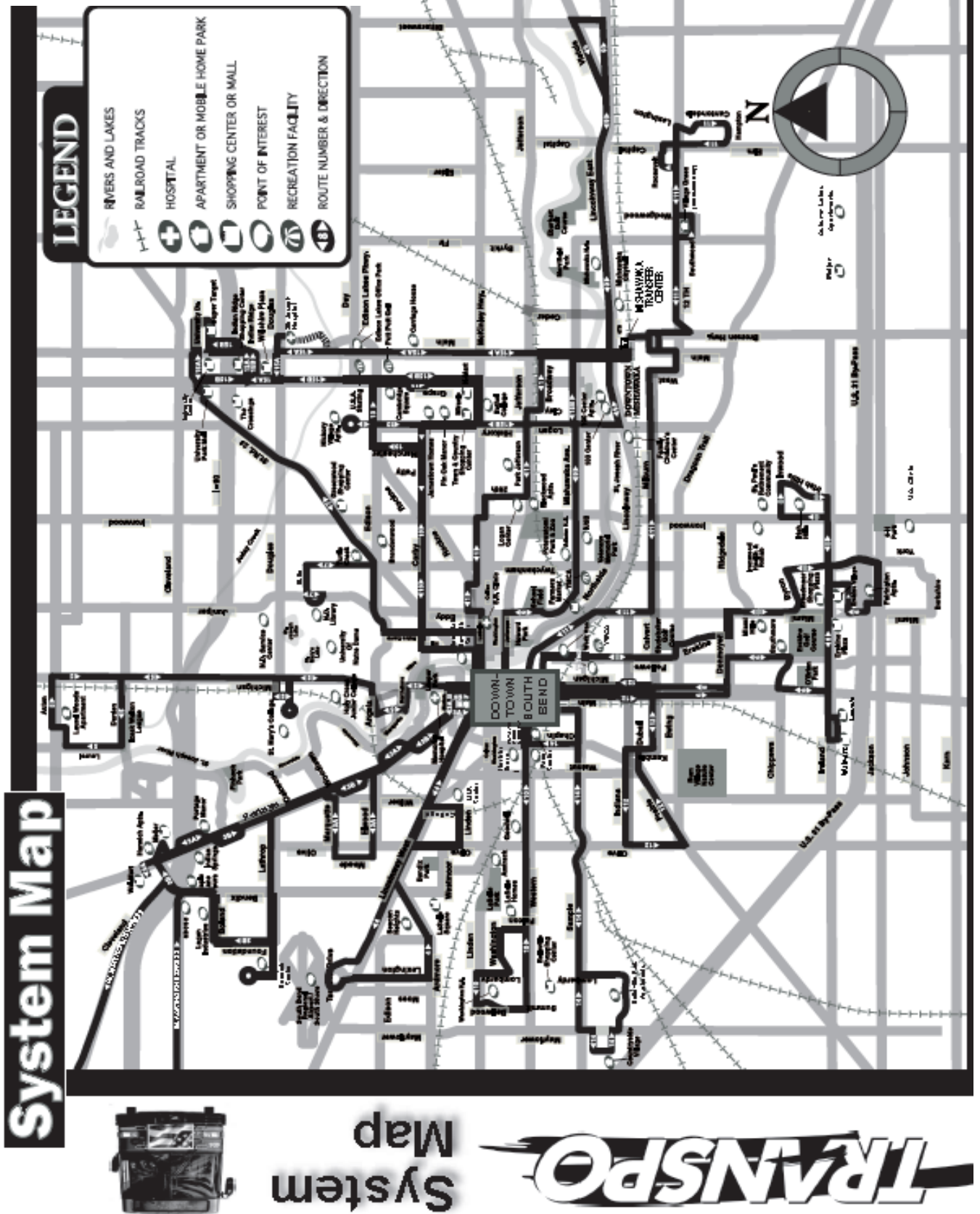
St. Joseph County is also the regional center for higher education and medical facilities. . The County is home to more than eight colleges and universities including but not limited to Notre Dame University, Indiana University, Purdue Extension., Bethel University and St. Mary's College. Saint Joseph Regional Medical Center and Memorial Hospital of South Bend serve and Notre Dame University employ are three of top five employers in St. Joseph County, employing over 10,000 people.

The South Bend Transportation Corporation is the public transportation provider in the county; however it only provides service to the urbanized area of the county which includes the South Bend and Mishawaka area.

South Bend Public Transportation Corporation (TRANSPO)

The South Bend Public Transportation Corporation (TRANSPO) is a public agency serving the cities of South Bend and Mishawaka, Indiana. The TRANSPO Board of Directors is composed of seven appointees of South Bend's Mayor and Common Council and two appointees of Mishawaka's Mayor and Common Council. TRANSPO's service area is approximately 68 square miles. TRANSPO operates over 200 miles of bus routes with a fleet of approximately 65 fixed-route vehicles, all of them wheelchair accessible. TRANSPO operates bus routes between stations located in South Bend and Mishawaka and also provides services to the towns of Osceola and Roseland Monday through Saturday. (See Appendices B1.14-B1.15)

Figure 4.3: Transpo System Map



Fixed Route Service

TRANSPO provides fixed route services and operates 17 interlinking routes. Ten of the routes operate within South Bend, five routes extend to Mishawaka, and two routes operate only in Mishawaka connecting the downtown area with the Grape Road corridor. Depending on the fixed route, service hours can begin as early as 5:00 am and end as late as 3:00 am. The majority of the fixed routes provide service between the hours of 6:00 am and 10:00 pm Monday through Saturday.

TRANSPO Access

The South Bend Public Transportation Corporation also operates a paratransit service, known as TRANSPO Access, in South Bend and Mishawaka. It is available to ADA eligible persons who are unable to use regular bus service. The fare is \$2.00 each way. Service is available from 6:00 am until 9:00 pm on weekdays, and from 7:30 am through 5:30 pm on Saturdays.

The Trolley

The South Bend Public Transportation Corporation also operates a trolley in downtown South Bend. It is oriented towards the central business district and the East Bank district, which together include restaurants, retail stores, and Memorial Hospital of South Bend. TRANSPO riders can transfer to The Trolley for free. Other riders pay 25 cents. It operates Monday through Friday from 7:00 am to 9:00 pm.

Blackthorn Express

This fixed-route service provides late night/early morning work trips to the Blackthorn Industrial Park, which is located on the northwest side of South Bend. In addition to the industrial park, this route also serves Logan Industries, the South Bend Community Schools school bus garage, and an Ameritech facility. These work-oriented trips originate at the South Street Station to accommodate travel to jobs, and the bus runs as an express route until reaching the Bendix/Lathrop intersection. Hours are Monday – Friday 5:00 am – 9:00 am and 1:30 pm - 9:30 pm. (See Appendix B1.16.)

The Interurban Trolley

The Michiana Council of Governments (MACOG) operates this fixed-route service that provides a connection to the South Bend. TRANSPO Rt. 9 bus at Martin's on Bittersweet. This route connects the Elkhart/Goshen area and the South Bend/Mishawaka area. The route allows access to the South Bend Regional Airport, the South Shore train service to Northwest Indiana and Chicago, as well as colleges and universities, retail areas, and other popular transit locations. Service is available from 5:00 am -7:00 pm Monday through Friday and from 6:00 am 6:00pm on Saturdays.

Issues and Opportunities:

Service and Connectivity: There is no transit service available within the designated rural areas of St. Joseph County.

Hours: There is no public transportation service on Sundays. Service hours do not allow people to access second and third shift jobs.

TRANSPO System Overview

Table 4.6: TRANSPO System Overview

	TRANSPO
Service Overview	Fixed route and Paratransit /Demand response
Service Area	South Bend and Mishawaka - 68 square miles
Service Days/Hours	Six days a week
Fares	Cash \$1.00 Reduced Fare \$0.50 Transfer Free 2-Ride Pass \$2.00 2-Week Pass \$18.00 31-Day Student Pass \$30.00 31-Day Adult Pass \$35.00 Students, Faculty and Staff of University of Notre Dame and Saint Mary's College FREE
Eligibility	Open to the general public
Annual Operating Expenses	\$9,907,168
Annual Passenger Trips	2,358,287
Fleet Size / Total Miles (Operation)	70 vehicles
Governance/Administration	The Board of Directors of the South Bend Public Transportation Corporation (TRANSPO) is made up of nine (9) members of the community who have been appointed by the following local government offices. Each member is appointed to a four (4) year term. South Bend (3 appointees) Mishawaka (1 appointee) South Bend Common Council (4 appointees) Mishawaka Common Council (1 appointee)
Operations	Services are provided directly
Primary Funding/Revenue Sources	-Federal Section 5307 State operating assistance 5316 Job Access Reverse Commute Local sales tax Passenger fares

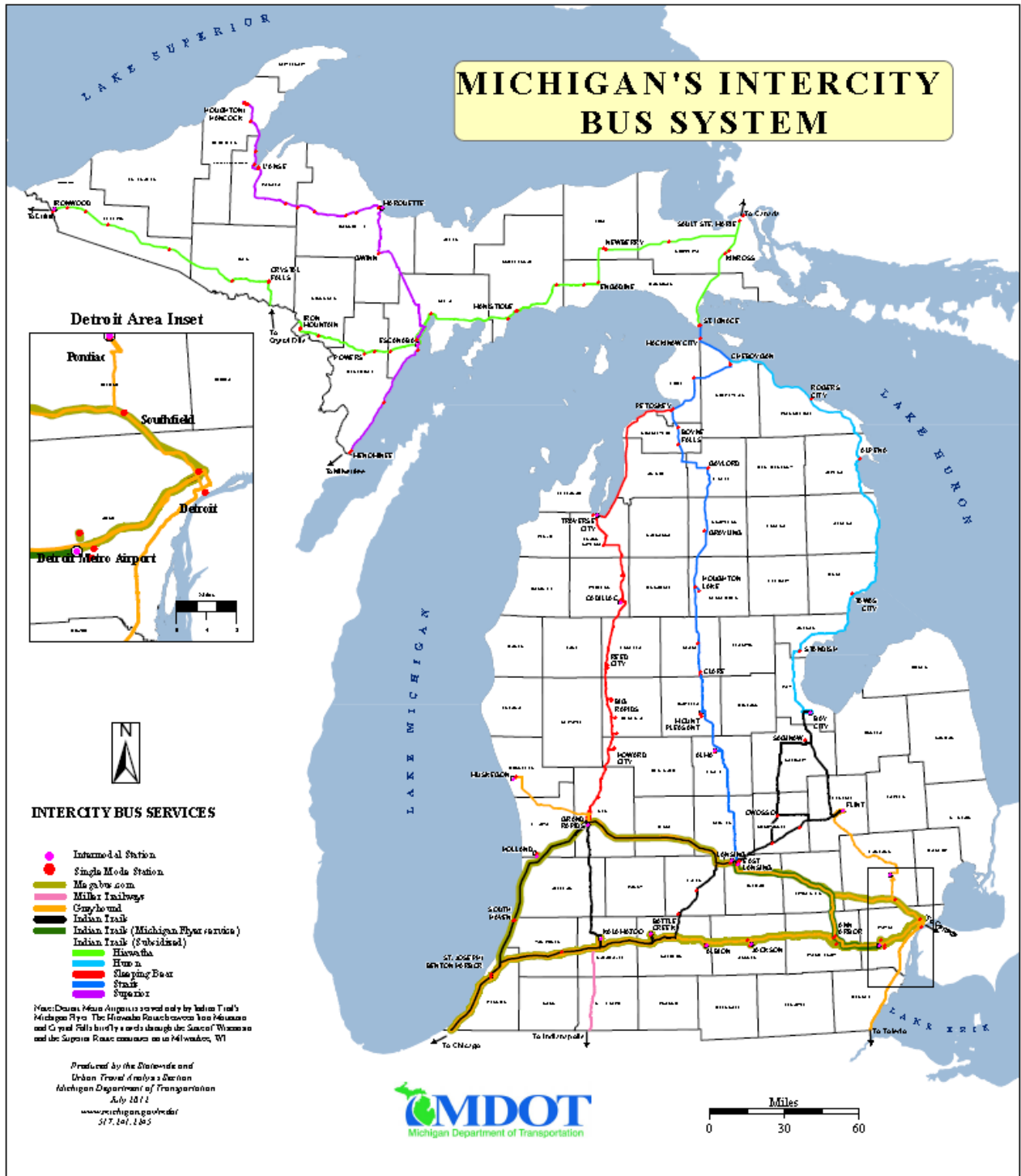
Intercity Bus Service

Within the study area there are three intercity bus providers. Typically intercity bus service provides scheduled service to cities over much longer distances than local transit agencies. Indian Trails, Greyhound Bus Lines and Coach USA provide regularly scheduled service from six locations. Greyhound and Indian Trails serve the communities of: Benton Harbor, Paw Paw, South Haven and South Bend. From these locations people can reach various destinations that include Battle Creek, Kalamazoo, Holland, Grand Rapids, Elkhart and Chicago without transferring to another route. For example, there are four daily connections from Benton Harbor to Kalamazoo with the first trip departing Benton Harbor at around 9:00am to Kalamazoo and the last return trip from Kalamazoo to Benton Harbor departing at 8:40 pm. (See Appendix B2.1.) There are also several other destinations that passengers can reach within the state of Michigan by transferring to other routes in the cities of Grand Rapids, Lansing, and Battle Creek. (See Figure 4.3.) Coach USA provides intercity service originating in South Bend with stops at the South Bend Airport and Notre Dame. Service is provided seven days a week and connects to the cities of Michigan City, Portage and Highland, Indiana as well as Midway and O'Hare airports in Chicago. (See Appendix B2.2.)

Issues:

Service and Connectivity: For the majority of trips arriving after 5:00 pm there is no local public transit service available to connect people to their final destinations within the communities they reside. There is no intercity bus service within the county of Allegan. Residents must travel to Holland or South Haven, which requires crossing county boundaries.

Figure 4.3: Michigan Intercity Bus System



Amtrak and Commuter Rail

Amtrak

Travel across county and state boundaries within the study area is very limited. While public or private vehicle is the predominant mode of travel, interstate and intercity rail transportation options are available between cities within and outside of the study area. Amtrak operates three passenger train routes that serve communities within the study area. The Pere Marquette Route provides daily service between Chicago and Grand Rapids with stops in New Buffalo, St. Joseph, Bangor, Holland, and Grand Rapids. This service is limited to one trip daily, leaving Grand Rapids in the morning and returning from Chicago in the evening. See Appendix B3.1 for more information.

The Wolverine and Blue Water Route provides daily service between Chicago and Pontiac, Michigan with stops in New Buffalo, Niles, Dowagiac, Kalamazoo and Battle Creek in Southwest Michigan. There is thruway service, provided by Indian Trails Intercity Bus, that stops in Kalamazoo and provides connections north along the US 131 corridor to Sault Ste. Marie. The East Lansing stop provides another connecting point for thruway service to Flint, Saginaw, and Bay City.

The Wolverine and Blue Water service offer opportunities for travel in between cities of New Buffalo, Niles, Dowagiac and Kalamazoo and could provide another option for cross county boundary travel. For example; the first of three trains departs Niles at 10:14 am and arrives in Kalamazoo at 11:00 am, returning from Kalamazoo at 2:36 pm and 9:18 pm back to Niles. This same trip utilizing public transportation would require three different transit systems and would prove to be logistically impossible to complete in one day. (See Appendix B3.1.)

South Shore Line

The South Shore Line, operated by the Northern Indiana Commuter Transportation District, provides interurban electric commuter train service between South Bend and Chicago, IL. The

South Bend boarding site, located at the South Bend Regional Airport, links the South Shore with domestic airline service and inter- and intra- city bus service. Seven daily trains leave from South Bend bound for Chicago, with five trains offering return service. The weekend and holiday schedule offers eight trains that originate from South Bend and seven trains that provide return service. The South Bend Regional Airport is the only multimodal passenger facility operating in the Michiana area. South Bend Regional Airport offers connecting air service through Chicago, Cincinnati, Detroit, Atlanta and Minneapolis, intercity bus service to Chicago, Indianapolis, commuter rail service to Chicago and local bus service to the South Bend-Mishawaka area. (See Appendix B3.2.)

Private Transportation Providers

There are very few affordable accessible private transportation options for people using a wheelchair who have to travel out of county or the state in the study area. There are several non-emergency medical transportation (NEMT) providers that have accessible vehicles; many times the cost for this service is not affordable for people on a fixed income or for someone that has to use the service on a regular basis. People living in rural areas can often have a hundred mile round trip commute to access life sustaining services and the only option for travel by someone in a wheelchair is an NEMT provider. The costs for a hundred mile round trip can be as much as \$150.00. There are a few agencies that offer free or reduced fare accessible transportation options that cross over county and state boundaries for people under the age of sixty. See table 4.8.

Table 4 7: Service Area Private Transportation Providers

County	Hours	Service Area	Accessible	Contracts
Allegan County				
Classic Macatawa Taxi Transport Holland	24 Hours	Operating outside of Otsego and servicing Allegan, Plainwell and the surrounding area.	No	No
Taxi Guy Plainwell (269) 355-4808	24 Hours	Trips between Allegan County Grand Rapids and Kalamazoo	No	?
Berrien County				
Advance Cab Benton Harbor 269-925-2115	7 Days / 24 Hours	Can accommodate any destination requested	No	Yes
A-Cab & Carrier Service Buchanan 269-697-0427	7 Days / 24 Hours	Berrien and Cass Counties	No	
Yellow Cab of Berrien County Niles 269-684-9400	7 Days / 24 Hours	City of Niles, Niles Township, and Bertrand	No	
Lighthouse Concierge Services St. Joseph 269-588-0991	7 Day / 24 Hours	Can accommodate any destination requested	No	Yes
St. Joseph County, Indiana				
Blue Ribbon Taxi South Bend (574) 233-4040	7 Days / 24 Hours	Serving South Bend	No	No
Yellow Cab South Bend (574) 233-9333	7 Days / 24 Hours	Serving South Bend and surrounding areas	No	No

There is no cab service located in Cass or Van Buren Counties

Table 4 8: Out of County Reduced Fare Transportation

Organization	Eligibility	Destinations
Van Buren Public Transit 269-427-7921	Open to the public – Medical trips only	Kalamazoo, Battle Creek
Allegan Public Transit 269-673-4229	60 years or older or have a disability – Medical trips only	Kalamazoo, Battle Creek, Grand Rapids, Holland

Senior Service Providers

This section reviews senior service agencies that provide transportation or meal sites within the five county study area. Every county with the exception of Berrien has one senior service agency that oversees transportation, senior service centers and the meals on wheels program. Berrien County has seven senior service agencies that operate independently from one another.

Within the study area, most of general public senior service agencies provide transportation to medical appointments, shopping and senior center activities to adults aged 60 and older. The agencies use a variety of vehicles ranging from sedans to accessible twelve to fifteen passenger buses. Some of the services are operated by volunteers, while others have paid drivers or contracted public transit providers. Niles Senior Service Center provides the funding and contracts with Niles Dial-A-Ride to bring seniors to their senior nutrition program lunches, which are served five days a week. Several of the agencies provide trips to medical destinations that cross county or state boundaries. For example, Cass County Council on Aging provides trips, using volunteer drivers, to Battle Creek, Kalamazoo and South Bend. Allegan County Public Transit receives FTA 5317 Funding to provide rides to out of county medical appointments. Senior Center agencies also provide shopping trips several times a month. Cass County Council on Aging contracts with Cass County Public Transit to provide a shopping trip to Niles twice a month.

A short summary by county is presented in the following section.

Allegan County

Allegan County has two agencies that provide senior transportation through a variety of means. The Allegan County Resources Development Committee has partnered with Allegan County Public Transit to provide out of county transportation. The service is subsidized by a grant from the Federal Transit Administration that pays a portion of the transportation costs. Please see example below:

Trip request- Client needs transportation from Highpoint Apartments in Allegan to a 30 min Kalamazoo medical appointment.

- Time 2.5 hours @ \$45 per hr = \$112.50 cost
- Grant Miles - 90 miles @ \$1.20 = \$108.00 grant pays
- Client pays \$112.50 - \$108.00 = \$5.00 minimum charge

There are also five meal sites located throughout the county that serve meals on weekdays throughout the week.

Table 4.9: Allegan County Senior Services & Title IV Programs

Agency Name	Origins	Destinations	Center Hours	Number of Vehicles	Popular Destinations
Allegan County Senior Services (Supported by ACCOA)	Allegan County	Allegan County Kalamazoo Grand Rapids	Mon-Fri 8am-5pm	Volunteer Drivers use personal vehicles	Medical Appointments
Allegan County Resource Development Committee	Allegan County	Allegan County Grand Rapids Kalamazoo	Mon-Fri 8am-4pm	15 personal vehicles No lifts available	Grand Rapids Kalamazoo
Meal Sites			Center Hours		
Grand Ravine Allegan, Michigan			Mon, Wed, Fri		
Baraga Manor Otsego, Michigan			Mon-Fri		
Fennville United Methodist Fennville, Michigan			Mon, Wed, Fri		
Hopkins United Methodist Hopkins, Michigan			Mon, Wed, Fri		
Wayland Methodist Waylnd, Michigan			Tues, Thur		

Berrien County

Adults sixty years and older can receive services from seven independently operated senior service centers and meal sites located throughout Berrien County. Each of the seven centers are supported financially by a countywide senior millage that provides approximately two million dollars annually in funding. This funding helps support activities, transportation and facilities.

Each of senior centers provides transportation services to older adults in its service area. However, the frequency and service area varies from one senior center to the next. For example, an older adult who resides in the Central Berrien County Service area has access to countywide and cross-county transportation services, while someone who lives in the Benton Harbor or St. Joseph senior services area only has access to destinations in Benton Harbor and St. Joseph. See table below. There is little or no coordination that takes place between the seven centers in the provision of transportation services, leaving some residents with very limited transportation options.

Table 4.10: Berrien County Senior Services & Title IV Programs

Agency Name	Origins	Destinations	Center Hours	Transportation Hours	Number of Vehicles	Popular Destinations
Benton Harbor Senior Center	Benton Harbor, Benton Twp.	St. Joseph, Royalton Twp. Lincoln Twp. St. Joseph Twp. City of Benton Harbor Benton Twp.	Mon-Fri 8:00-4:30pm	Mon-Fri 9:00-4:00pm	Three -12 passenger vans (one has a lift)	Lakeland Hospital Napier Royalton
Buchanan Senior Center	City of Buchanan, Niles Twp. Bertrand Twp.	City of Buchanan City of Benton Harbor Bertrand Twp. Battle Creek, Niles Twp.	Mon-Fri 9:00am-4:00pm	Mon-Fri 9:00am-4:00pm	One 5-6 passenger van	Lakeland Hospital Niles
Central County Senior Center	Berrien Twp. Sodus Twp., Oronoko Twp. Pipestone Twp. Berrien Twp. Baroda Twp, Village of Baroda Village Berrien Springs	Berrien County, Kalamazoo, Battle Creek	Mon-Fri 8:30am-4:30pm	Mon-Fri 8:30am-4:30pm	Five vehicles ranging in size from 7 passenger to 24 passenger	Lakeland Hospital - Napier Royalton Meijer – Benton Harbor
Greater Niles Senior Center	City of Niles, City of Buchanan, Niles Twp.	City of Niles City of Buchanan Battle Creek (hospital)	Mon-Fri 8:00am-4:00pm	Mon-Fri 8:00am-4:00pm	One 4-5 passenger mini vans	Lakeland Hospital Niles South Bend Medical
North Berrien Senior Center	City of Coloma, Coloma Twp, Hagar Twp, Watervliet Twp, City of Watervliet	Berrien County	Mon-Fri 8:00am-4:00pm	Mon-Fri 9:00am-3:00pm	Two 6 passenger vans One 4 passenger sedan	Lakeland Hospital Royalton Watervliet Meijer - Benton Harbor
St. Joseph Senior Center	City of St. Joseph, St. Joseph Charter Twp. Lincoln Twp. Royalton Twp. Village of Stevensville	City of St. Joseph, St. Joseph Twp. Lincoln Twp. Royalton Twp. Village of Stevensville Benton Twp. City of Benton Harbor	Mon-Fri 8:00am-4:00pm	Mon-Fri 9:00 am- Noon	One -12 passenger bus One -7 passenger van One -5 passenger suv	Lakeland Hospital Napier Royalton
River Valley Senior Ctr.	City of New Buffalo Three Oaks Twp. Galien Twp. Lake Twp. City of Bridgeman	New Buffalo Three Oaks Galien Twp. Lake Twp. Bridgeman ,St. Joseph Watervliet, Battle Creek, Benton Harbor Royalton Twp.	Mon-Fri 9:00am-4:00pm	Mon-Fri 9:00am-4:00pm	One 12 passenger van	
Berrien Nutrition Services Region VI	Berrien County Cass County Van Buren County	Berrien County Cass County Van Buren County	Mon-Thurs 8:00am-3:30pm Fri-8:00am-3:00pm		10 Vans used for home delivery of meals	

Cass County

Cass County Council on Aging is supported with a county-wide millage that financially supports several services including adult day care, the senior nutrition program, meals on wheels, fitness, various support groups, homecare and transportation. The majority of the services are housed in Cassopolis, but some services require travel outside county boundaries. Cass County Council on Aging contracts with Cass County Public Transit to provide a discounted \$5.00 round-trip shopping trip once a month to Shelton’s Farm Market and Super Wal-Mart in Niles. A seventy-two hour advance reservation is required and seniors must be registered with the Cass County Council on Aging.

Table 4.11: Cass County Senior Services & Title IV Programs

Agency Name	Origins	Destinations	Center Hours	Number of Vehicles	Most Popular Destinations
Cass County Council on Aging Cassopolis, Michigan	Cass County	Cass County, Berrien County, Kalamazoo, South Bend, Battle Creek	Mon-Fri 8:00am-5:00pm	1- 2-3 Passenger Vans (lift equipped) 1- 7 Passenger Van (no lift)	Medical Dialysis Trips Niles Kalamazoo
Pokagon Tribal Elder Services			Mon-Fri 8:00am-4:00pm	None	
Meal Sites			Center Hours		
Chestnut Towers Dowagiac, Michigan			Monday-Friday Noon		
Pokagon Elder Nutrition Dowagiac, Michigan			Monday-Friday Noon		

Van Buren County

Van Buren County Senior Services coordinates countywide transportation with Van Buren Public Transit for rides to and from the central and satellite locations. Transportation is also available if an older adult desires to attend programs at other sites throughout the county. Service locations currently include: the Warren Senior Center in South Haven, the Simpson Methodist Church in Bangor, Black River Commons in Bangor, Harbor View in South Haven, Columbia Township Hall, and other locations as scheduled. (See Table 4.12.) The Van Buren Senior Services also provides qualifying seniors with transportation to and from medical care appointments by connecting seniors with volunteer drivers or handicap-accessible rides through Van Buren Emergency Medical Services and Van Buren Public Transit, as funds allow.

Table 4.12: Van Buren County Senior Services & Title IV Programs

Agency Name	Origins	Destinations	Center Hours	Number of Vehicles
Van Buren County Senior Services	Van Buren County	Van Buren County St. Joseph County Grand Rapids Kalamazoo	Tuesday and Wednesday 10:00 am - 2:00 pm	30 volunteer drivers No lifts (Also contracts out with Van Buren Public Transit)
Senior Center & Meal Sites			Center Hours	
Antwerp Senior Center Mattawan, Michigan			Tuesday and Wednesday 10:00 am - 2:00 pm	
Bloomington Senior Center Bloomington, Michigan			Friday 10am-2pm	
Decatur Senior Center Decatur, Michigan			Tues and Thurs 10am-2pm (Noon Lunch)	
Gobles Senior Center United Methodist Church Gobles, Michigan			3 rd Thurs of the month 10am-2pm	
Hartford Senior Center Hartford, Michigan			Monday & Tuesday, 12:30-3:30 PM	
Keeler Senior Center Keeler, Michigan			3 rd Wed of each month 9am-10:30am	
Senior Center & Meal Sites			Center Hours	

Lawrence Senior Center Lawrence, Michigan			2 nd and 4 th Thursdays at 1pm	
Lawton Senior Center Lawton, Michigan			Mon 10am-2pm (Noon Lunch)	
Paw Paw Senior Center Paw Paw, Michigan			Mon, Tues, & Thurs-10am- 2pm Wed- 8am-11am (Breakfast 8am-10am)	
Warren Senior Center South Haven, Michigan			Mon-Fri 9am-4pm (Noon Lunch)	
Woodside Apartments Hartford, Michigan			Mon and Tues 12:30pm- 3:30pm	

St. Joseph County

The transportation program of REAL Services provides approximately 14,000 one-way trips annually to people 60 years who reside in the communities of Granger, Mishawaka, Osceola and South Bend. REAL Services provides transportation to a wide variety of destinations including medical services, grocery shopping, banking, Medicaid and Social Security Offices and other necessary appointments.

Operating costs (vehicle and staff) average almost \$14.00 per one-way trip. Passengers are asked for a \$10.00 contribution and pay what they can afford on a per-ride basis. REAL Services receives limited State and Federal funding, but the operating deficit is substantial. REAL Services also operates thirty seven nutrition sites in Elkhart, Marshall, LaPorte, Kosciusko and St Joseph counties.

Table 4.13: St. Joseph County Senior Services & Title IV Programs

Agency Name	Origins	Destinations	Center Hours	Number of Vehicles	Popular Destinations
REAL Services 1151 S. Michigan Street South Bend, IN 46601	South Bend Mishawaka Osceola Granger	South Bend Mishawaka Osceola Granger	Monday –Friday 8am- 4:30 pm	5 vans 2 sedans Vehicles are not lift equipped	Various Medical Centers and Grocery Stores
Meals on Wheels	Elkhart Laporte Kosciusko Marshall		n/a		Serves 37 meal sites in the 5 county area including meal sites listed below
Meal Sites			Center Hours		
Riverside Hi-Rise Mishawaka, Indiana			11:30am Lunch		
Battell Center Mishawaka, Indiana			11:30 am Lunch		
Fairington Apartments South Bend, Indiana			11:30 am Lunch		
Karl King Riverbend Tower Southbend, Indiana			11:30 am Lunch		
Charles Black/LaSalle Center South Bend, Indiana			11:30 am Lunch		
St. Joseph Tower			11:30 am Lunch		

South Bend, Indiana					
Westscott Apartments South Bend, Indiana			11:30 am Lunch		
Chicago Trail Village New Carlisle, Indiana			11:30 am Lunch		
United Methodist Church Osceola, Indiana			11:30 am Lunch		
Walkerton Twp. Hall Walkerton, Indiana			11:30 am Lunch		

5 TRIBAL CITIZEN MOBILITY NEEDS

In order to determine community needs regarding public transportation for tribal citizens within the ten-county service area the Pokagon Band of Potawatomi Band of Indians, the Planning Division conducted a survey in the fall of 2011. Of the 1,118 surveys that were sent out to members of the Tribe, 263 were completed and 26 were returned without being completed for various reasons. See Appendix C-1 to view the survey questions and results. This survey is useful in the present study for the understanding it gives of tribal citizen's current and potential travel trends, as well as the gaps it highlights in current transportation services.

Most survey respondents were from Michigan (88%), with the counties of Berrien (33%), Cass (25%) and Van Buren (19%) being most heavily represented. A majority of respondents reported using their own vehicle for transportation or relying on rides from other drivers. Over half of all respondents (54%) estimated their household spends \$250.00 a month or more on transportation, and many cited the cost of operating a car as a large problem (42%). About fifty percent of respondents considered themselves employed, with another 14% considering themselves as retired. Approximately half of respondents reported income of \$30,000 or less before taxes, with 20% earning less than \$20,000, indicating, among other things, the likelihood of employment that does not conform to 9:00am to 5:00pm work schedules.

Between 20%-30% of respondents stated they were afraid to drive on snowy roads and also feared losing their drivers license within the next one to two years. Of respondents who were afraid of winter driving or losing their driving privileges, many were 55 years and older (27%). Additionally, over 25 % of respondents indicated that transportation was a factor in not being able to make a trip.

Initial analysis of survey travel trends indicates a great potential for more people to ride public transit. Very few respondents (2%) indicated they currently utilize public transportation, yet almost half (47%) indicated they would use public transportation if it were available. Additionally, over half the respondents indicated that they would be willing to transfer from another public transportation system to access their destination, a strong indicator that coordinating services could be effectively utilized, though 46% indicated they would need some type of assistance if they used public

transportation. The top four potential destinations for public transit cited were medical facilities, tribal events, tribal services and shopping, with desired travel times from 6:00am to 10:00pm, Monday through Saturday. Over half the respondents indicated they would spend \$1.00-\$2.00 for a one-way trip within their immediate community and up to \$5.00 for one way trips outside their communities.

The survey clearly indicated a need for additional outreach about public transit services within the Tribe's service area. Over 60% of respondents indicated that the survey was the first time they had heard of public transportation services in their area or that they had never received any transportation information from anyone. Outreach with respect to medical and tribal services is particularly important, as access to these services was cited as a particular draw for public transit use.

In 2011 the Pokagon Band of Potawatomi Indians Resource Development department conducted a brief analysis using a survey tool to find out how often tribal clients were canceling or postponing services because of transportation issues. The Social Services staff was asked to fill out a questionnaire if a Citizen or family member canceled an appointment or participation in a program because of a transportation problem. Results from the survey indicated that Elders were facing three primary transportation challenges:

- Owning a vehicle but not being able to afford the gas to make a trip,
- Not being able to depend on friends and family to provide a trip,
- Facing excessive distance in reaching tribal services (various reported tribal services trips originated in Watervliet, Hopkins and Shelbyville, and several tribal Elders reported difficulty getting from their residence in the Elder Village to events at Elder Hall, nine miles away).

A tribal department questionnaire was also distributed to the Housing, Social Services, Education and the Health Services Departments to get an overview of their client's transportation needs. The completed questionnaires can be found in Appendix C-2. An overview of the results from the questionnaires highlights the barriers clients face and suggestions to improve transportation from the various Tribal departments.

- Cost of transportation, combined with ineligibility for subsidy/reimbursement,

- Transportation service that does not connect to needed destinations,
- Residence in geographic areas where the transportation service is not provided,
- Transportation services that do not run during days and times when they are needed.

Activities or destinations that were cited as needing more transportation services include

- Casino work,
- Dowagiac,
- Hartford,
- Indiana,
- Pokagon Band services: Admin, Social Services, Commodities, etc.

Major issues that were cited as needing to be addressed include

- Lack of reliable personal vehicles,
- Financing of repair services,
- Lack of driver's licenses,
- Lack of reliable transportation.

Most important things that could be done to improve transportation services for clients were cited as

- A coordinated effort on behalf of the transportation department and all Pokagon departments to move clients from one location to another,
- A centralized transportation department to provide transportation to government agencies for services for all the tribal citizens,
- Paying off driver responsibility fees,
- Financing personal vehicles.

Several sources were used during the study process to uncover unmet needs and issues regarding transportation within the study area. (See Table 5.1)

- Tribal Department Meetings and Interviews -2011-2012
- Tribal Citizen Transportation Survey – 2011
- Tribal Department Transportation Survey 2011
- Allegan Five Year Strategic Plan -2011
- Cass County Transportation Forum -2010

- Berrien County Human Service Coordinated Public Transit Plan - 2010
- Van Buren Senior Services Needs Assessment -2006
- Michiana Area Council of Government Human Service Coordinated Transportation Plan 2010

Table 5.1: Needs and Issues

Unmet Transportation Need/Issue	Elders	Citizens with Disabilities	Citizens With Low Income	Youth	County/Service Specific
Limited accessible transportation services on Saturday, Sundays and evenings especially to serve work related trips.	X	X	X	X	ALL
Appropriate travel training in the use of public transit routes is needed, especially for elders and people with disabilities unfamiliar with services or unsure in traveling without any knowledge of system.	X	X	X	X	ALL
Transportation services that allow trip-chaining, mother needs to stop at a daycare before arriving for work location, or a senior needs to stop to have prescription filled after leaving doctor’s office but before arriving home.	X	X	X		ALL
Lack of countywide coordination is a primary barrier.	X	X	X	X	Berrien
Lack of transportation to senior nutrition meal sites, Elder Nutrition Program and Title VI Aging Service Programs	X				Tribe
Transportation services that cross county and state lines are needed in the region to access medical services in Kalamazoo, South Bend, Indiana and Battle Creek.	X	X	X		All

Unmet Transportation Need/Issue	Elders	Citizens with Disabilities	Citizens With Low Income	Youth	County/Service Specific
Tribal citizens have to postpone or cancel participation in services because of they cannot afford the cost of transportation.	X	X	X	X	Tribe
Friends and family are not a dependable transportation resource for elders, youth or people with disabilities.	X	X	X	X	All
Destinations that require crossing county or state boundaries are logistically hard to navigate and expensive.	X	X	X	X	All
Citizens who do own vehicles cannot afford fuel and maintenance for their vehicle.	X		X	X	Tribe
There is a lack of information about transportation options within the Tribes ten county service area.	X	X	X	X	ALL
Transportation options are very limited on weekends to access tribal events. (Personal vehicle or friend)	X	X	X	X	ALL
Cass county resident seeking dialysis and prenatal services must travel outside of the county for services. (No facilities)	X	X	X		Cass
Other than public transportation, there is no accessible transportation available in Cass or Van Buren Counties after 5:00pm on weekdays and no service on weekends.					

Unmet Transportation Need/Issue	Elders	Citizens with Disabilities	Citizens With Low Income	Youth	County/Service Specific
Need for trips between the following locations. City of Dowagiac to Tribal Services in Dowagiac Township Hartford to Dowagiac Township Benton Harbor Dowagiac Township Niles Dowagiac and tribal services located in the Dowagiac Township..	X	X	X	X	Tribe
There is an issue with grouping transportation trips because of a lack of coordinated scheduling.	X	X	X		Tribe
There is no public transportation or taxi service in and around the communities of Lakeville, Walkerton and North Liberty making connections to services South Bend impossible.	X	X	X		St. Joseph County
There is no taxi service available in Cass or Van Buren County for last minute trips.	X	X	X	X	Cass & Van Buren
Because of distance accessing tribal health care services takes greater time and effort to access compare to non-tribal facilities, both for regular appointments and for last minute off hour care.					Tribe
Fare structure is based on the location of the transit facility not on cost factors. For example, it is a \$4.00 fare for a four-mile round trip within the city limits of Dowagiac while it is \$11.00 for a four-mile round trip within Dowagiac Township.	X	X	X	X	Allegan County Transit Berrien Bus Cass County Public Transit

6 FUNDING TRIBAL TRANSIT

Federal Transit Administration Programs and Funding

The U.S. Department of Transportation (US DOT), through its modal operating structure, administers many programs which address the transportation needs of Indian Tribes. The focus of this section will be on the Tribal Transit programs and funding administered by the Federal Transit Administration (FTA).

Tribal Transit Program – Section 5311 (c)

The future of this program is subject to any new elements Map 21 Transportation Funding Bill enacts. FTA has stated that they will be informing agencies of any changes in the fall of 2012.

The primary program administered by the FTA to address Tribal transportation needs is the Section 5311(c) Program authorized in SAFETEA-LU. This program provides that tribal transit grants be made directly to a federally recognized Tribe from the FTA, thus respecting tribal sovereignty issues. The goal of this program is to

- (1) Enhance the access of public transportation on and around Indian reservations in non-urbanized areas to health care, shopping, education, employment, public services and recreation;
- (2) Assist in the maintenance, development, improvement, and use of public transit systems in rural and small urban areas;
- (3) Encourage and facilitate the most efficient use of all federal funds used to provide passenger transportation services in non-urbanized areas through the coordination of programs and services; and,
- (4) Provide for the participation of private transportation providers in non-urbanized transportation to the maximum extent feasible.

Only federally recognized Tribes are eligible to apply for these funds and funds flow directly to the selected Tribes. SAFETEA-LU authorized \$15 million for this program in 2011. These federal funds may be used for capital, operating, planning, and administrative purposes. Examples of eligible project

activities include: startup services, enhancements, mobility management, expansion of existing services, purchase of transit vehicles and related capital equipment. Projects selected for funding can be funded up to 100 percent. Funds are allocated based upon an annual national competitive selection process conducted by FTA.

The Non-urbanized Area (Rural) Formula Program – Section 5311

This federal transit program provides formula funding to the states for the purpose of supporting public transportation in areas of less with populations of less than 50,000. The program goals are the same as the goals listed above for the Tribal Transit Program Section 5311(c), except that this program has a fifth goal which is to assist in the development of and support of intercity bus transportation service. Section 5311 funds are apportioned to each state for distribution. Eligible recipients of this funding are: state and local governments, Indian Tribes, nonprofit organizations and public transit operators. These federal funds may be used for capital, operating, planning and administrative purposes. The maximum federal share for capital and project administration is 80 percent, and the maximum federal share for operating assistance is 50 percent. The federal apportionment to Michigan for FY 2012 is approximately \$ 13.1 million.

A state must include Indian Tribes (providing public transportation services) in its equitable distribution of these funds. In 2012 the state of Michigan has allocated three percent of the state's apportionment. If a state allocates Section 5311 funds to a federally recognized Indian Tribe, the Indian Tribe must determine if it wants to receive the funds as a sub-recipient of the state or apply directly to FTA for the funding.

Elderly Populations and Individuals with Disabilities –Section 5310

This federal transit program provides formula funding to the state for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when traditional transportation service is unavailable, insufficient or inappropriate. The program goal is to improve the mobility of elderly individuals and individuals with disabilities in urban, small urban and rural areas of a country. Section 5310 funds are apportioned to each state for distribution.

Private nonprofit organizations or a governmental authority are the eligible sub-recipients of this funding.

Indian Tribal governments or Tribal transit agencies can be eligible sub-recipients, if a state transfers Section 5310 funds to the Section 5311 (c) program. In the case of a transfer, the federal funds must be used for purposes consistent with the Section 5310 program. The Section 5310 federal funds may be used for capital expenses to support the provision of transportation services. Eligible project activities include: purchase or lease of buses, vans, radios, vehicles, and wheelchair lifts, among other items. The maximum federal share is 80 percent, except for vehicle-related equipment and facilities required by the Clean Air Act (CAA) or the Americans with Disabilities Act (ADA). Where these requirements exist, the maximum federal share is 90 percent. Applications for these funds are made annually through the Michigan Department of Transportation. Proposed projects must be derived from a locally developed, coordinated public transit-human services transportation plan.

Bus and Bus Facility Discretionary Grant Program – Section 5309

This federal transit program provides capital assistance for new and replacement buses, and related equipment and facilities. The program goal is to support, maintain and expand existing transit services and support development of new and expanded transit services. Eligible recipients of this funding are: states, public transit agencies, public boards and commissions, Indian Tribes, etc. Eligible project activities include: purchase or lease of buses, construction or purchase of bus maintenance and administrative facilities, intermodal terminals, park-and-ride stations, shelters, signs, parts, radios, computers, and shop and garage equipment, among other costs. The maximum federal share is 80 percent. SAFETEA-LU provides the Secretary of Transportation the discretion to allocate these funds, although, historically, Congress has fully earmarked all available funding under this program. In the past, transit operators in the Michigan have worked closely with their congressional representative and U.S. Senator to secure funding from this federal transit program for transit capital projects.

The Job Access and Reverse Commute Program (JARC) – Section 5316

(Map 21 Update: This program will be discontinued in 2013 and will be transferred over to FTA Section 5307 Program)

This federal transit program was established to address the unique transportation challenges faced by welfare recipients and low-income persons seeking to obtain and maintain employment. Many new jobs are located in suburban areas and many entry level jobs require working late at night or on weekends, when traditional transit services may be reduced or not available. Eligible direct recipients of this funding in non-urbanized areas are the state departments of transportation. The Michigan Department of Transportation is the direct recipient for non-urbanized areas in Michigan. Eligible sub-recipients include: private nonprofit organizations, state or local governmental authorities, and operators of public transit services. Federally recognized Indian Tribes may pursue JARC funding through the state selection process.

Michigan Transit Programs and Funding

In addition to the federal transit programs described above, the state of Michigan through the Michigan Department of Transportation (MDOT) also provides state funds for the support of various transit programs. The MDOT transit programs and funding are authorized in Public Act 51 of 1951 as amended (Public Act 51). The direct participation in the MDOT financed transit programs are limited to eligible authorities and eligible governmental agencies as defined in Public Act 51. Indian Tribes are not specifically referenced in Public Act 51 as an eligible authority or an eligible governmental agency. It may, however, be possible for an Indian Tribe to achieve eligibility for MDOT funding by forming or establishing an eligible governmental agency. For example, by entering into an inter-local agreement with another governmental unit under the provisions of Public Act 7 of 1967 (The Urban Cooperation Act) the two units could form an eligible governmental agency and thus be eligible for MDOT funding. The MDOT-financed transportation programs described below complement and support many of the Federal Transit Administration programs by providing all or portion of the nonfederal match for capital projects or supplementing federal and local funding for eligible operating expenses. The MDOT transit programs described below are those programs most applicable to the provision of local

public transportation services in non-urbanized areas found in the Michigan portion of the Pokagon Tribal service area.

Local Bus Operating Assistance

The Local Bus Operating Assistance provides a distribution of MDOT funds to eligible authorities and governmental agencies for the payment of eligible transit operating expenses. The Local Bus Operating Assistance supplements federal and local funds used to pay transit operating expenses. Funds are distributed based upon eligible expenses. Public Act 51 authorizes non-urban transit systems to receive up to 60 percent of their eligible expenses through this program. In 2011 MDOT distributed \$166.6 million in Comprehensive Transportation Fund monies for local transit operations. Due to limited state revenues, MDOT has advised transit agencies to assume the FY 2012 Local Bus Operating Assistance will provide approximately 35 percent of the eligible operating expense for non-urban or rural transit systems.

Bus Capital

MDOT assists local transit agencies by providing matching funds for the nonfederal share of capital grants. Historically, MDOT has provided the 20 percent match for federal transit grants. Due to the lack of revenue in recent years, however, MDOT has not been able to match all of the federal funds and has prioritized the use of the bus capital funds, giving a higher priority to items such as the replacement of buses. In 2011 MDOT used \$16 million in bond proceeds to match approximately \$96 million in federal transit capital funds and allocated \$8 million of the comprehensive transportation funds to distribute as matching monies for bus capital projects across the state.

Specialized Service Program FTA 5310

(Map 21 Update: This program will incorporate elements of 5317 New Freedom Formula Grant that will be discontinued in 2013)

The Specialized Service Program focuses on supporting transit services specifically for the elderly and handicapped in areas where transit service does not exist or where regular transit service does not meet their needs. Coordination with transit operators, existing Section 5310 agencies and nonprofit

corporations representing specialized service interest, such as an area agency on aging, is required for submittal of an application for funding. This program provides both operating and capital financial support and complements the Federal Section 5310 Program mentioned above. Operating funds are based on a rate per mile or a rate per one-way passenger, with an established maximum dollar amount. In FY 2010, the appropriation for this program was approximately \$3.9 million. Allegan County Public Transit is a recipient of funds from the Specialized Service Program. The proposed projects must be derived from a locally developed coordinated public transit-human services transportation plan.

Transportation to Work FTA 5316

(Map 21 Update: This program will be discontinued in 2013 and will be transferred over to FTA Section 5307 Program)

The Transportation to Work Program provides state funds to match the Federal Section 5316 Jobs Access/Reverse Commute Program and Federal Section 5317 New Freedom Funds Program. As noted above, the Section 5316 program focuses on providing transit services to address the unique transportation challenges faced by welfare recipients and low-income person seeking to obtain and maintain employment, while the Section 5317 program focuses on reducing barriers to transportation services and expanding transportation mobility options to person with disabilities beyond the requirements of the Americans with Disabilities Act. In FY 2010, approximately \$4.5 million was appropriated for this program. The proposed projects must be derived from a locally developed coordinated public transit-human services transportation plan.

New Freedom Formula Grant Program – FTA Section 5317

(Map 21 Update: This program will be discontinued in 2013 and will be transferred over to FTA Section 5310 Program)

This federal transit program seeks to reduce barriers to transportation services and expand the transportation mobility options available to persons with disabilities beyond the requirements of the Americans with Disabilities Act (ADA).

Eligible direct recipients of this funding for the non-urbanized areas are the states. Eligible sub-recipients include: private nonprofit organizations, state or local governmental authorities and

operators of public transit services. Federally recognized Indian Tribes may pursue New Freedom funding through the state selection process. If a Tribe's project is selected for funding, the state may transfer the New Freedom Funds to the Section 5311 Program so the FTA can make a direct grant to the Tribe under the Section 5311(c) program.

Eligible project activities include: new transportation services beyond ADA and enhancing paratransit beyond minimum requirements of ADA. Funds may also be used to purchase and operate accessible vehicles for taxi use, ridesharing or carpooling, support for new volunteer drive and aide program, and other innovative approaches.

The maximum federal share for capital projects is 80 percent and the maximum share for operating cost may not exceed 50 percent of the net operating cost of the activity. Some technical and planning cost can be funded at 100 percent federal share. Application for New Freedom funding in non-urbanized area is made annually through the Michigan Department of Transportation. The proposed projects must be derived from a locally developed coordinated public transit-human services transportation plan.

Funding Sustainability

While funds may be found to initially start a service, it is very important to ensure that funds will be available to continue that service in future years. Tribal transit systems across the nation underscore the critical importance of dependable (preferably dedicated) sources of funding if the long-term viability of transit service is to be assured. The advantages of financial stability indicate that a mix of revenue sources is prudent. The availability of multiple revenue sources helps to avoid large swings in available funds which can lead to detrimental reductions in service. As the benefits of transit service extend over more than one segment of the Tribe, dependence upon more than one revenue source helps to ensure that costs and benefits are equitably allocated.

The table below illustrates several federal funding sources that support tribal transit planning, operations, capital purchases and services. Nearly half of these programs are sponsored by the US Department of Transportation which supports transit in both rural and urban areas; for the general

population and for the special requirements of people with disabilities, elderly, low income and unemployed.⁴

Table 6.1: Federal Funding Sources – Tribal Transit

Federal Funding For Tribal Transit Programs		Funding Type			Eligible Activity			Service Populations	
		Grant	Allocation	Apportionment	Operating	Capital	Other		
1	US DEPARTMENT OF TRANSPORTATION								
	Federal Transit Administration								
	a	Major Capital Investment Program (5309)			X		X	General	
	b	Job Access and Reverse Commute Formula Program (5316)	X			X	X	Low Income	
	c	New Freedom Program (5317)			X	X	X	Disabled	
	d	Over the Road Bus Program	X				X	Operators	
	e	Public Transportation-Tribal Transit Program [5311©]	X			X	X	Tribal	
	f	Rural and Small Urban Areas Program (5311)			X	X	X	Rural	
	g	Transportation For Elderly and People with Disabilities Program (5310)			X		X	Elderly, Disabled	
	h	Paul S. Sarbanes Transit in Parks Program (5320)		X			X	General	
	i	Livable Communities Initiative	X				X	General	
	Federal Highway Administration (FHWA)								
	a	Congestion Mitigation/Air Quality Improvement Program (CMAQ)			X	X	X	General	
	b	Indian Reservation Roads Program (IRR)		X		X	X	Tribal	
	c	Park Roads and Parkways Program		X			X	General	
	d	Public Lands Highway Program (PLH)	X	X		X	X	General	
	e	Surface Transportation Program (STP)			X	X	X	General	
	f	Transportation Community and System Preservation Program (TCSP)	X				X	General	
	g	Transportation Enhancement Program			X		X	General	
2	OTHER								
	a	US Department of Agriculture							
	1	Rural Passenger Transportation Technical Assistance	X				X	Rural	
	2	Community Development Transportation Lending Services, Inc.	X			X	X	Rural -Urban	
	3	Tribal Passenger Transportation Technical Assistance Program				X	X	Rural	
	b	US Department Of Commerce							
	1	Economic Development Administration (EDA) Grants	X				X	Rural-Urban	
	c	US Department of Education							
	1	Vocational Rehab Services for American Indians with Disabilities	X			X	X	Tribal	
	d	US Department of Housing and Urban Development							
	1	Indian Housing Block Grants	X				X	Tribal	
		Grant: A federal financial assistance award making payment in cash or in kind for a specified purpose Allocation : An administrative distribution of funds for programs that do not have a statutory distribution formula Apportionment: The distribution of funds as prescribed by a statutory formula.							

Table 6.1 continued: Federal Funding Sources – Tribal Transit

Federal Funding For Tribal Transit Programs			Funding Type			Eligible Activity			Service Populations
			Grant	Allocation	Apportionment	Operating	Capital	Other	
	e	US Department of Health and Human Services							
	1	Community Services Block Grant Program	X			X			Low Income
	2	Head Start Program	X			X	X		Pre-School
	3	Medicaid Program		X		X		X	Low Income, Disabled
	4	Programs for American Indian, Alaskan Native and Native Hawaiian Elders	X			X	X	X	Tribal, Elders
	5		X			X	X		Rural
	6	Social and Economic Development Strategies (SEDS) Program/ Administration for Native Americans (ANA)	X			X	X	X	Tribal
	7	Special Programs for the Aging-Title III, Part B: Grants for Supportive Services and Senior Centers	X			X	X		Elderly, Rural
	8	Special Programs for the Aging-Title III, Part C: Grants for Nutrition Services	X			X			Elderly
	9	Tribal Self-Governance-Indian Health Services Program		X		X	X	X	Tribal
	10	Tribal Temporary Assistance for Needy Families Program	X			X	X	X	Tribal
	f	US Department of Labor							
	1	The Senior Community Service Employment Program		X		X	X	X	Senior
	2	Workforce Investment Act Programs- Indian Employment	X				X	X	Tribal
Grant: A federal financial assistance award making payment in cash or in kind for a specified purpose Allocation : An administrative distribution of funds for programs that do not have a statutory distribution formula Apportionment: The distribution of funds as prescribed by a statutory formula.									

Source: TCRP H38 Developing, Enhancing, and Sustaining Tribal Transit Services

Coordination of Funding Sources

Some Tribal programs have been successful in combining funds to better provide services to elders. For example, financial support may be available to purchase vehicles, but not pay for maintenance, making it necessary to overlap funding sources.

On the **Omaha Reservation (NE)**, the Title VI program uses Medicaid non-emergency transportation funds (Title 19) and Title 20 Social Services Block Grant (SSBG) funds to transport elders to dialysis appointments. The Community Health Representative (CHR) also uses Medicaid waiver funding, which requires that whoever provides the “going” trip, must provide the “return” trip to transport elders. When consolidated with other rides the program makes anyway, trips become more cost-efficient and the funding used for each ride can be stretched further.⁵

The Title VI and Tribal Transit Programs of **Citizen Potawatomi Nation (OK)** receive Section 5311 funds. The transportation program has a 30-mile service area and contracts with other providers and neighboring Tribes' Transit Programs to provide service for elders outside its jurisdiction. In addition to Title VI and Section 5311 funding, the Programs use Section 5310 funds to finance vehicles.⁵

Turtle Mountain Transit (ND) uses Federal Transit Administration funds designated for Tribal Transit (5311c) to pay for a mobility coordinator who offers guidance on available transportation options, pay driver salaries and cover the costs of vehicle maintenance.⁵

Menominee Regional Public Transit (WI) combines traditionally "specialized" funding such as Section 5317 (New Freedom) with Section 5311 funds and gaming dollars in order to serve elders, riders with disabilities and the general public. Wisconsin grant dollars for Specialized Transportation and Tribal Elderly Transportation are used as local match for the 5311 grant, thereby expanding the coverage of the transportation network beyond what each of these grant sources would be able to provide in isolation. The Title VI Program also has a Memo of Understanding (MOU) with Tribal Transit to provide incidental meal delivery, and rides to senior centers and planned activities. This MOU plans transportation for the year, using the combined base of funding as a guide.⁵

The **Tohono O'odam Nation (AZ)** has a relatively high enrollment of elders (2,400) and must combine a range of funding to provide service over a large area. The Title VI Program has used 5310 funds to provide two small buses and two vans equipped with wheelchair lifts. The other vehicles used by the program are funded by the Tribe through gaming revenue.⁵

Internal Funding Sources

The use of internal funds has been used by some Tribes derived directly from the tribal government to support transportation services. Below are examples from various Tribes who have utilized creative internal funding sources to help sustain their services:

- In 2007, the Confederated Salish and Kootenai Tribes (CSKT) in Montana opened Quick Silver—a full-service gas station, luncheonette, and laundry facility. The revenues from the tribal business are used to match government grants that support the CSKT transit service. The CSKT is also planning a maintenance facility where the maintenance on all tribal-owned vehicles (200 vehicles) will be done. The maintenance facility staff will do oil changes on all these vehicles. Money generated from this facility will be used as local match to obtain grants.⁵
- In Washington State, tribal government funds from the Squaxin Island Tribe are used as 50 percent match to government operating grants in support of its transit operation.
- The Winnebago Tribe in Nebraska bills its casino enterprise \$2.00 monthly for each trip taken by a casino employee on its tribal transit system. The monthly casino payments cover some of the cost to operate the system.⁵
- The Seminole Nation in Oklahoma receives Section 5310 operating grants and matches these grants with over \$79,000 from tribal general funds.⁵
- The Leech Lake Gaming Division (local casino) of the Leech Lake Band of Ojibwe Tribe provides transportation that is solely financed through tribal gaming revenues. The Leech Lake Gaming Transportation provides transit service for the residents of Leech Lake, employees, and guests going to and from their casinos.
- Standing Rock Transportation (SRT) is operated by the local tribally chartered college—Sitting Bull College—since 1989. Sitting Bull College and Standing Rock Tribe both provide local matching funds for operating SRT. SRT has also begun providing automobile service and tire sales to increase revenue. This is a unique combination of a for-profit and a not-for-profit business model.

Coordination and Transportation Programs

Several of the Tribal departments that provide human services (Health, Nutrition, Education, Social Services) receive funding for transportation services. The Tribe is fortunate in that they have some human services-related transportation in place, because this preparedness will help the Tribe move quickly toward developing a transportation network that can be used by the entire community. Coordinating human service transportation will improve Tribal members' access to jobs and services. Coordination efforts can result in:

- More services to more people
- More effective use of resources, including equipment and staff
- Elimination of duplicative transportation services and less vehicle down-time
- Possible leveraging of additional transportation dollars
- Greater economic prosperity through employment mobility
- Better quality of life for many Tribal members

There are different levels of coordination across a broad spectrum of operation scenarios that the Tribe could consider. As noted in chapter three, two departments currently manage the fleet of GSA vehicles the Tribe uses to provide transportation. Department staff stated that one of the most important things that could be done to improve transportation services for clients was for the Tribe to begin a coordinated effort on behalf of Pokagon departments to move clients from one location to another. The Transit Cooperative Research Program Report 154 - "Developing, Enhancing, and Sustaining Tribal Transit Services" identifies and describes the following common coordination strategies that could be considered by a Tribe.

Coordinating Council

Similar to a coalition, a coordinating council is made up of myriad agencies and partners with a common goal of coordinating transportation resources. This group differs from a coalition in that it is primarily made up of agencies which have a need for service and other groups specifically formed to accomplish a strategic goal. The coordinating council acts in a similar way as a Transportation Advisory Committee does in a region.

Joint Planning and Decision Making

Joint planning and decision making involves agencies working cooperatively with either other similar agencies or a local provider to make known the needs of their clients and become involved in the local planning of services.

One-Call Center

A telephone line provides potential users with convenient person-centered access to information on all transportation services in the region.

Centralized Functions

A single office could oversee the dispatching of vehicles and the scheduling of reservations for multiple transportation providers.

Mobility Management

Mobility management is an approach of planning, managing, and delivering coordinated transportation services to a variety of customers that include older adults, people with disabilities, and people with low incomes. This approach is focused on building coordination among public transportation providers, other transportation providers, and those agencies whose clients have transportation needs. The law defines mobility management as “short-range planning and management activities and projects for improving coordination among public transportation and other transportation service providers.” It includes personnel and related technology for mobility management.

According to United We Ride, some of the key steps include making an inventory of existing transportation resources, identifying community needs, developing strategies to meet those needs, coordinating financial and other resources, improving coordination through transportation brokerage systems, training staff and volunteers, and promoting the use of innovative technologies and services to improve customer service and coordination.

Sharing Expertise

Similar to sharing training resources, agencies could share their expertise in such areas as grant writing, computer technology, and general assistance in operation of transportation services. Sharing expertise can take the form of something as simple as a list of personnel across the region that has knowledge in a particular field, a list which may benefit another agency.

Vehicle Sharing

Vehicle sharing requires that agencies own and operate vehicles. Memoranda of Understanding or Joint Agreements are needed for this strategy to work properly. The agencies that operate vehicles are able to share those vehicles with other agencies in a variety of circumstances, such as when an agency vehicle has a mechanical breakdown, when capacity for a specific trip is at its maximum, or when a vehicle is used by another agency to meet peak demand.

Contracts for Service

An agency/entity could contract with another agency/entity or another human service agency to provide needed trips. This contracting could be done occasionally on an as-needed basis or as part of regular scheduled service.

Joint Procurement

Joint procurement is a cost-effective approach to increasing purchasing power. Joint maintenance and fuel purchase is being used more widely across the country, especially given the risen costs of parts and fuel. Shared maintenance can be done quite easily between agencies in a given locale. Insurance pooling is likely the most difficult joint procurement possibility.

Shared Vehicle Storage and Maintenance Facilities

Shared storage, especially if and when vehicles are stored outside, can aid in reducing engine wear during cold weather startup. If a provider is conducting its own maintenance on vehicles, it can likely share maintenance costs with another local provider.

Joint Grant Applications

Transit and human service providers in a region could work together to coordinate grant submissions. Grants should be coordinated so that duplication of requests is minimized. This will look more favorable to FTA and other grant reviewers.

7 IMPLEMENTATION STRATEGIES

Strategy 1 – Improve Coordination

Coordinate and integrate transportation services with existing Tribal, public, private and human service transportation providers.

Throughout the study process it was evident that there was little or no coordination taking place between Tribal departments in the provision of transportation services. Several tribal departments indicated that a more formalized structure needed to be established to pursue opportunities to improve coordination of transportation between tribal departments and outside agencies.

Project: 1.1 Form a Tribal Transportation/Mobility Coordinating Council

Overview: The Tribal Transportation/Mobility Coordinating Council should be established immediately. This group would be made up of representatives from the various Tribal departments, Elders Council, Youth Council and Veterans Council. The Council will provide the mechanism to begin coordination of services within and outside of the Tribe without having to form a new governmental structure. Some of the tasks the group could tackle include:

- Review applications for funding through transportation projects and provide recommendations.
- Work together in establishing priorities with regard to transportation services.
- Review and discuss strategies for coordinating services within the Tribe and with other counties in the region and out-of-state to help expand mobility options.
- Appoint a representative, such as a Mobility Coordinator, to serve on a state-level body such as the Senior Mobility Committee.

No dedicated staffing would be needed for the Council. However, the Council should select a chairperson to facilitate meetings and someone to take notes of meetings and distribute them to the participants. These duties should be rotated on a periodic basis. If a mobility manager is hired (see Project 3.1), this person would be able to function as staff for the Council and

assist the Council in implementation of its work. A Memorandum of Understanding (MOU) among the participants may be appropriate. The MOU should outline the purpose of the Council and the rights and responsibilities of each participant. The Memorandum would be limited to establishing the Tribal Transportation /Mobility Coordinating Council. Separate agreements for the various funding and operating relationships would be established as needed between the Tribe and the provider.

Additional Resources:

See Appendix D-1 MOU Template.

Potential Funding Sources:

No dedicated staffing or expenses would be needed.

Unmet Need/Issue Addressed:

- There is an issue with grouping transportation trips because of a lack of coordinated scheduling.
- A coordinated effort on behalf of the transportation department and all Pokagon departments to move clients from one location to another.
- There is a lack of information about transportation options within the Tribe's ten-county service area.

Project 1.2 Establish a Purchase of Service Agreement with Cass County Public Transit

Overview: Based on limited Tribal population data from the US census, destination trip data from Tribal Health and the current limitations of Dowagiac Dial-a-Ride, a purchase of services agreement with Cass County Public Transit could be established. The Tribe could work with Cass County Public Transit to implement a deviated route to provide service between Elder Village, the Community Center, the City of Dowagiac, Health Services, Elder Hall and Tribal Headquarters. (See Figure 2.2.) Trips that are currently being provided to link Tribal citizens to jobs at Tribal Headquarters could continue to be provided by Cass County Public Transit under this option.

Additional Planning Resources:

Purchase of Service Contract Template – See Appendix D-2

Transit Service Contracts Checklist - See Appendix D-3

Dot map of current Tribal members - Tribal Planning Division-GIS

Funding:

Purchase of service agreements can be funded under Federal Section 5311(c) or Federal/State 5311 programs. The 2011 hourly rate for Cass County Transit was \$52.77.

Unmet Need/Issue Addressed:

- Lack of transportation from Elder Village to Elder Nutrition meal site (Elder Hall).

Project 1.3 Establish Other Purchase of Service Agreements

Overview: Establishment other purchase of services agreements to provide additional services (or routes) from the rural county public transit providers could be considered. Currently the following rural and small city public transit agencies have indicated they have adequate resources both in terms of drivers or vehicles, to enter into a purchase for services agreement for additional services. Allegan County Transit, Berrien Bus, Niles Dial a Ride, Buchanan Dial a Ride, Van Buren Public Transit. Additional data and operational planning will be needed to better quantify demand for travel within the public transit provider services areas. Data collection would include gathering detailed origin and destination information for tribal citizen trips from the various departments that provide transportation.

Additional Resources:

Purchase of Service Contract Template - See Appendix D-2

Transit Service Contract Checklist Template – See Appendix D-3

Overview of Public Transit Agency Service Areas and Rates

Allegan: Trips that take place within Allegan County – Hourly Rate: \$50.04

Berrien Bus: Trips that take place within Berrien County – Hourly Rate: \$50.73

Buchanan Dial-a-Ride: Trips within the city of Buchanan and Buchanan Township and shuttle service is available for trips between Buchanan and Niles - Hourly Rate: \$50.92

Niles Dial-a-Ride: Trips within the City of Niles, Niles Township and Howard Township in Cass County - Hourly Rate: \$48.39

Van Buren Public Transit: Trips within Van Buren County - Hourly Rate: \$43.39. Out-of-County medical/legal trips - Rates: Full fares \$20; Half fare Riders \$10; (trip fare is one way); Round trip fares include ½ hour waiting time. Excess will be charged at the rate of \$45.00 per hour in 10 minute increments.

Funding:

Purchase of service agreements with private providers of public transportation can be funded with Federal Section 5311(c) or Federal/State 5311 programs.

Unmet Need/Issue Addressed:

- Friends and family are not dependable transportation resources for elders, youth or people with disabilities.
- Fare structure is based on the location of the transit facility not on cost factors. For example, it is a \$4.00 fare for a four-mile round trip within the city limits of Dowagiac while it is \$11.00 for a four-mile round trip within Dowagiac Township.
- Citizens who do not own vehicles or cannot afford fuel and maintenance for their vehicles.
- Public transit is the only accessible transportation option for people with disabilities in Cass and Van Buren County.

Strategy 2 – Develop Tribal Transit Services

Expand tribal citizen’s access to destinations that require crossing county or state borders.

There are many life sustaining destinations that require travel between counties, which require the use of two or more transit systems. Most of these trips are logistically hard to coordinate and navigate or can be very expensive for many people on a fixed income (some fares are up to \$100.00 for a 50 mile trip). Currently there are very few affordable and accessible services options that provide transportation which cross county or state boundaries. This major gap in service is an opportunity to strategically and efficiently channel tribal resources to significantly increase tribal citizen mobility.

Project 2.1 Develop tribal public transit to provide service between Dowagiac and destinations in Berrien, Van Buren and St. Joseph (IN) Counties.

Overview: Based on limited Tribal population data from the US census and destination trip data from Tribal Health Services there are four preliminary inter-county deviated routes that could be considered. The four routes are described in this section with a summary of their key features in Table 7.1. Each of the routes is designed to provide connections to Tribal services in Dowagiac and in some cases provide connections with existing transit routes or key destinations along the route.

Additional data and operational planning will be needed to better quantify demand and identify the most appropriate roads for the route deviation portions of the service. Data collection would include gathering detailed origin and destination information for tribal citizen trips from the various departments that provide transportation. Additional planning assistance for the routes could be obtained from the Tribal Passenger Transportation Technical Assistance Program, funded through the Rural Business Cooperative Service of the U.S. Department of Agriculture (USDA),

The Tribe could apply for federal and state funds to establish and undertake the provision of public transit service. The services could be provided directly by Pokagon employees or

contracted through a firm that manages and operates public transit services under a contract. While this service could meet the specific needs of the tribal citizens it would have to be open to all individuals.

Additional Resources:

Overview of Tribal Passenger Transportation Assistance Program – See Appendix D-4

Application Form for Tribal Passenger Transportation Assistance Program– See Appendix D-5

Funding:

This service may be funded utilizing a combination of funding sources including: Federal Section 5311(c), Federal/State Section 5311, and Federal 5310 programs.

Unmet Need/Issue Addressed:

- Transportation services that cross county and state lines are needed in the region to access medical services in Dowagiac, St. Joseph, Kalamazoo, Battle Creek, Grand Rapids and South Bend.
- Friends and family are not dependable transportation resources for elders, youth or people with disabilities.
- Citizens who do not own vehicles or cannot afford fuel and maintenance for their vehicles.
- Cass County residents seeking dialysis and prenatal services must travel outside the county.
- Public transit is the only accessible transportation option for people with disabilities in Cass and Van Buren County.
- Limited transportation services on weekends and evenings.

Preliminary Inter-County Deviated Routes

Dowagiac/Benton Harbor: This route deviation service would provide service between Dowagiac and the St. Joseph/Benton Harbor area. The service would originate from the Elder Village with a scheduled stop at Lakeland Hollywood Medical corridor, Lakeland Hospital and the Twin Cities Transportation Center in downtown Benton Harbor. This route could also connect with the Amtrak stations in St. Joseph and Dowagiac and the Greyhound station in Benton Township. To access other destinations or origins along the route the service could provide route deviation on an advance booking basis. The estimated tribal population along the route is 580 citizens. Two round trips would have to be made on the days of service to accommodate inbound and outbound trips (people traveling from Dowagiac to services in Cass County and people traveling to Dowagiac from Berrien County).

Dowagiac/Niles: This route deviation service would provide service between Dowagiac and the Niles area. The service would originate from the Elder Village with stops at Lakeland Hospital/Niles, Niles Dial-a-Ride, and Wal-Mart. This route could connect with the Amtrak stations in Dowagiac and Niles. To access other destinations along the route or origins in and around the Niles area the service could provide route deviation on an advance booking basis. The estimated tribal population living along this route is 1,423. A minimum of two round trips would have to be made on the days of service to accommodate inbound and outbound trips (people traveling from Dowagiac to services in Cass County and people traveling to Dowagiac from Berrien County).

Dowagiac/South Bend: This route deviation service would provide service between Dowagiac and South Bend as well as a feeder service to TRANSPO Transit Center to connect to the fixed route service. The service would originate from the Elder Village with scheduled stops at TRANSPO Transit

Route Deviation Service – In a route deviation service, a vehicle operates along a fixed route, making scheduled stops along the way. Vehicles may deviate from the route, to pick up and drop off passengers upon request. The vehicle then returns to the fixed route at the point at which it departed to accommodate the request. Several variations are possible, including client-specific and site-specific deviations. Requests for route deviation services in rural settings have typically required one-day in advance bookings to allow the operator to plan for the deviations; however, if there is enough time scheduled in between scheduled check point stops advance notice may not be needed.

Feeder Service – Feeder service provides transportation for people to and from a fixed route transit bus stop. The service may also occur in the reverse order, with individuals traveling on a fixed route bus to a point where they may transfer to a feeder bus service.

Center and South Bend Medical Center in downtown South Bend. This route could connect with the Amtrak and Greyhound station in downtown South Bend. Access to other destinations or origins within the City of South Bend could be provided on an immediate request basis if time provided. A minimum of two round trips would have to be made on the days of service to accommodate inbound and outbound trips. The estimated tribal population living along this route is 1,423. Two round trips would have to be made to accommodate inbound and outbound trips (people traveling from Dowagiac to services in Cass County and people traveling to Dowagiac from St. Joseph County).

Dowagiac/Hartford/Coloma/Watervliet: This route deviation service would provide service between Dowagiac, Hartford and the Coloma/Watervliet area. The service would originate from the Elder Village with scheduled stops at Four Winds Casino/Hartford, Lakeland Hospital/Watervliet, and Tribal Health Services in Dowagiac. This route could connect with the Amtrak station in Dowagiac. To access other destinations or origins along the route the service could provide route deviation on an advance booking basis. The estimated tribal population along the route is 1,500 citizens. Two round trips would have to be made on the days of service to accommodate inbound and outbound trips (people traveling from Dowagiac to services in Cass County and people traveling to Dowagiac from Van Buren or Berrien County).

ROUTE	ROUTE DESCRIPTION	COMMUNITIES SERVED	KEY DESTINATIONS	ESTIMATED TRIBAL POPULATIONS SERVED	TRANSFER POINT/PUBLIC TRANSIT
Niles/ Dowagiac	Deviated route with a 3 mile buffer traveling to scheduled checkpoints between Niles and Dowagiac. Estimated Miles: 18 (One Way)	City of Niles, Niles Township, Dowagiac Township,	Elder Village, Health Services, Wal-Mart, Lakeland-Niles	1,423	Niles Dial A Ride Office, Transpo (Auten Rd. transfer point), Buchanan Shuttle Bus
Dowagiac/Benton Harbor/St Joseph	Deviated route with a 3 mile buffer traveling to scheduled checkpoints between the City of Benton Harbor and Dowagiac. Estimated Miles:23 (One Way)	Benton Harbor, Benton Township, City of St. Joseph, St. Joseph Township, Eau Claire, Sodus Township, Dowagiac	Lakeland Hospital-Hollywood Rd and Napier locations, Royalton Health Corridor, Health Services, Administration Offices,	580	Twin Cities Dial-a-Ride, Red and Blue Fixed Routes, Berrien Bus, Grey Hound and Indian Trails
Hartford/ Coloma/ Watervleit	Deviated route with a 3 mile buffer traveling to scheduled checkpoints between Dowagiac, Hartford, Coloma, and Watervleit. Estimated miles: 37 (One Way)	Dowagiac, Hartford, Coloma, Watervliet, Keeler Township, Watervliet Township, Coloma Township.	Four Winds Casino - Hartford, Health Services, Tribal Services,	1,500	None
Dowagiac/South Bend	Deviated route with a three mile buffer traveling to scheduled checkpoint between Dowagiac and South Bend Estimated Miles: 28 (One Way)	Dowagiac, Niles, Niles Township	Elder Village, Health Services, TRANSPO Transit Center, South Bend Memorial Hospital	2,294	Niles Dial-a-Ride Office, TRANSPO Transit Center

Strategy 3 – Mobility Management

Strategy 3 Ensure Tribal citizens are aware of and understand how to utilize the available mobility options within the ten-county service area.

Within the Tribe's ten-county services area there are multiple transportation providers that could fulfill some of the unmet transportation needs. The Tribal Citizen Transportation Survey clearly indicated a need for additional outreach and education about public transit services within the Tribe's service area. Over 60% of respondents indicated that the survey was the first time they had heard of public transportation services in their area or that they had never received any transportation information from anyone. Outreach with respect to medical and tribal services is particularly important, as access to these services was cited as a particular draw for public transit use.

Project 3.1 Hire a tribal mobility manager

Overview: A full-time mobility manager for the Tribe can serve as the main contact for coordinating schedules of passengers transferring from one system to another within the ten-county service area, track requests and the data to better quantify Tribal citizen transportation needs, support the Coordinating Council, and support marketing efforts to promote existing transportation services. The mobility manager could eventually report to the Tribal Mobility Coordinating Council or outside Coordinating councils to provide presentations, education, and updates on Tribal mobility issues.

Resources:

Mobility Manager Job Description - See Appendix D-6

System of tracking the vehicles that are being shared should be developed in order to track origin, destination, vehicle miles, and maintenance – See Appendix D-7 (to be added)

Funding:

This position may be funded utilizing a combination of funding sources including: Federal Section 5311(c), Federal/State Section 5311, and Federal 5310 programs.

Unmet Need/Issue Addressed:

- Lack of coordination between Pokagon Tribal Service departments who provide transportation.
- Cost of transportation, combined with ineligibility for subsidy or reimbursement.
- Destinations that require crossing county or state boundaries are logistically hard to navigate and expensive.
- There is no formalized structure to pursue opportunities to improve coordination between Tribal Service departments who are providing transportation.

Project 3.2 Create and implement online tool that will provide Tribal citizens and department staff with information on transportation options within the ten county area

Overview: Create and launch an accessible “One Stop” website that will provide Tribal citizens and department staff information on various transportation options including; service characteristics, program information and eligibility requirements for travel within and outside the ten county service area. A printed version of the information would also need to be created to satisfy the needs of people without access to technology. The Southwest Michigan Planning Commission recently launched a website called MyWayThere. The template and data could be used to assist in the creation of the new site. Additional data for Allegan and St. Joseph counties can be found in this study.

Additional Resources:

MyWayThere Brochure – See Appendix D-8

Upon request the Southwest Michigan Planning Commission will provide the Tribe with a community transportation resources database that includes detailed information on service areas, service types, hours, and eligibility information.

Funding:

This project could be funded utilizing a combination of funding sources including: Federal Section 5311(c), Federal/State Section 5311, and Federal 5310 programs.

Unmet Need/Issue Addressed:

- Destinations that require crossing county or state boundaries are logistically hard to navigate and expensive.
- Friends and family are not dependable transportation resources for elders, youth or people with disabilities.
- Citizens who do not own vehicles or cannot afford fuel and maintenance for their vehicles.
- Cass County residents seeking dialysis and prenatal services must travel outside the county.

- Public transit is the only accessible transportation option for people with disabilities in Cass and Van Buren County.
- Limited transportation services on weekends and evenings.

Project 3.3 Establish a Call Center

Overview: This call center would take all requests for transportation service and schedule that service with the appropriate provider. The single call center will allow a Tribal citizen within the ten-county service area to call a single toll-free telephone number to request service. The caller would not need to know which agency would provide the service before calling. An obstacle for many users or potential users is determining which agency will best serve their particular trip need. Once the trip was made a return phone call would be made to the person who requested the trip detailing the date and pickup time. Some call centers offer a service that makes a call to the person to remind them of their trip. This can be especially important for services that require a twenty-four hour advance notice.

Over time the call center could add to their menu of services which could include:

- Helping callers, one person at the time, to find rides
- Certifying callers as eligible for various transit programs (ie 5310, ADA para-transit, 5311, etc.) and linking them to transit providers
- Advocating for consumers to get service from local provider agencies
- Helping to find solutions to unique transportation problems
- Tracking and documenting un-met needs

Funding:

The center could be funded utilizing a combination of funding sources including: Federal Section 5311(c), Federal/State Section 5311, and Federal 5310 programs.

Unmet Need/Issue Addressed:

- Destinations that require crossing county or state boundaries are logistically hard to navigate and expensive.
- Transportation services that cross county and state lines are needed in the region to access medical services in Dowagiac, St. Joseph , Kalamazoo, Battle Creek, Grand Rapids and South Bend.
- Cost of transportation, combined with ineligibility for subsidy or reimbursement.
- Destinations that require trip chaining, before arriving at work destination parent needs to drop child off at daycare, prescription filled after leaving doctor's office.

Project 3.4 Establish a travel training program to educate Tribal citizens and department staff and on how to use available transportation options within and outside of their communities.

Overview: The Tribal Transportation Survey indicated that numerous people indicated they would have to move if they lost their ability to drive and some indicated they thought this could happen in the next two years. Other's indicated they were afraid to drive in snowy road conditions. Studies have shown that providing older adults with information about transit before they stop driving and offering travel training are two approaches that may help increase use of public transit once someone loses their ability to drive.

Travel training by volunteers or by individual transit agencies can be used to explain transit services to the potential user and to accompany the person on a round-trip ride. Travel training programs in Michigan developed by *The Ride* in Ann Arbor and *The Rapid* in Grand Rapids have resulted in a newfound independence for citizens, particularly seniors and the disabled who are now able to travel throughout their communities without relying on friends and family.

Additional Resources:

The Easter Seals Project ACTION website offers travel training resources. They provide training courses, online training, and distance learning options, such as webinars and audio conferences. In addition, through the website the Tribe can access online publications, curricula, and links to an online travel training community.

Website: projectaction.easterseals.com → Training and Conferences.

Upon request the Southwest Michigan Planning Commission will provide the Tribe with a community transportation resources database that includes detailed information on service areas, service types, hours, and eligibility information.

Twin Cities Area Transportation Authority produced a video on "How to Ride a Fixed Route Bus" that could be utilized by the Tribe.

Funding:

This project could be funded utilizing funding source Federal Section 5310 (80/20 match).

Unmet Need/Issue Addressed:

- Lack of information about transportation within the Tribes ten county service area
- Friends and family are not a dependable transportation resource for elders, youth or people with disabilities.
- Citizens who do own vehicles cannot afford the fuel and maintenance for their vehicle.
- Citizens indicated within the next two years they were at risk of losing their ability to drive.

Endnotes

1. About the Pokagon Band of Potawatomi Indians

<https://www.fourwindscasino.com/press/pressrelease.asp?a=79>

2. Census Bureau, Interim Population Projections for Five-Year Age Groups and Selected Age Groups by Sex for States, released April 21, 2005

3. Allegan County Transportation Five-Year Strategic Plan, (2011)

<http://www.dnlakeshore.org/downloads/ACTFiveYearPlan.pdf>

4. Transit Cooperative Research Program (TCRP) Report 154 (2011)

<http://www.trb.org/TCRP/Blurbs/166797.aspx>

5. National Center for Senior Transportation, *“Crossing the Great Divides,”* (2010)

http://www.n4a.org/pdf/Crossing_Great_Divides_final.pdf

APPENDIX A - Maps

A-1 American Indian Population

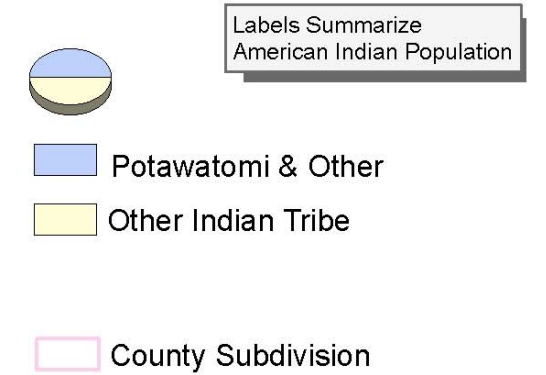
A-2 Vehicles by Household

A-3 Transit Dependent by Age Groups

ALLEGAN COUNTY

American Indian Population*

By County Subdivision



*Indian population is calculated from U.S. Census data by county subdivision. County subdivisions in the area of interest are primarily the boundaries of townships and cities.

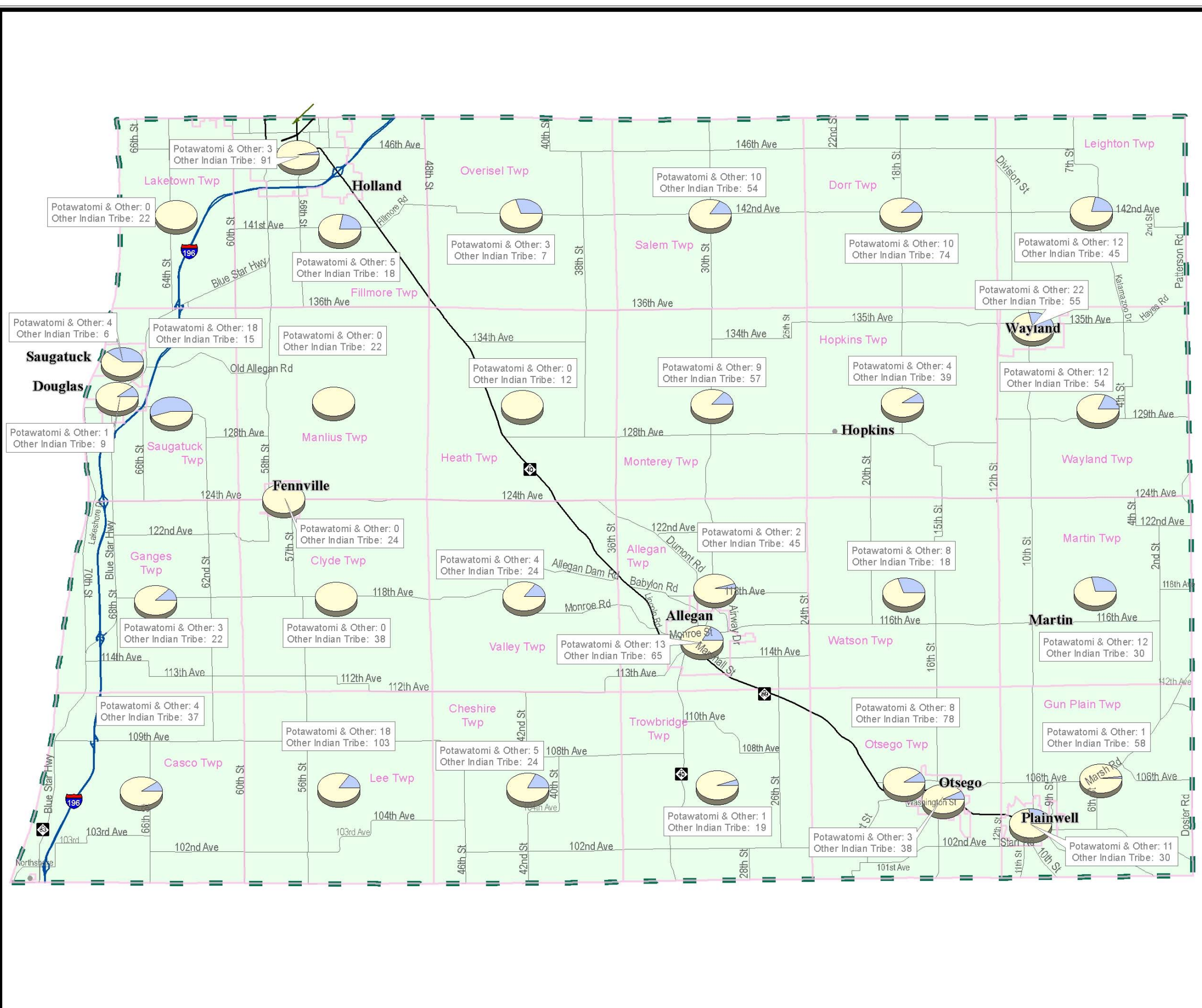
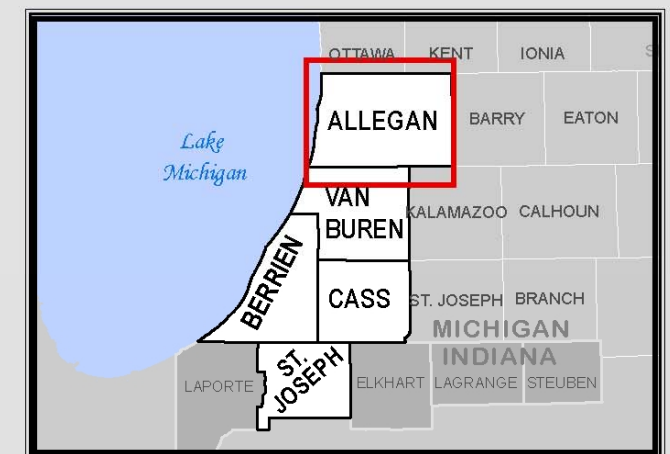
Allegan County Indian Population
 Potawatomi & Other: 206
 Other Indian Tribe: 1233



Data Sources
 Base Layers: Michigan Geographic Framework: Version 10a
 County Subdivision: TIGER Line Shapefile, U.S. Census Bureau, 2010
 Population: Decennial Census Summary File 2, U.S. Census Bureau, 2010

The use of this map is for general reference purposes and is not a legal document.

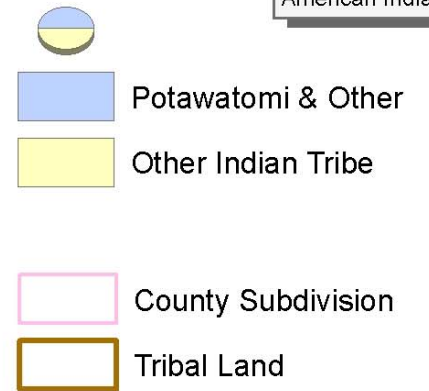
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BERRIEN COUNTY

American Indian Population* By County Subdivision

Labels Summarize
American Indian Population



*Indian population is calculated from U.S. Census data by county subdivision. County subdivisions in the area of interest are primarily the boundaries of townships and cities.

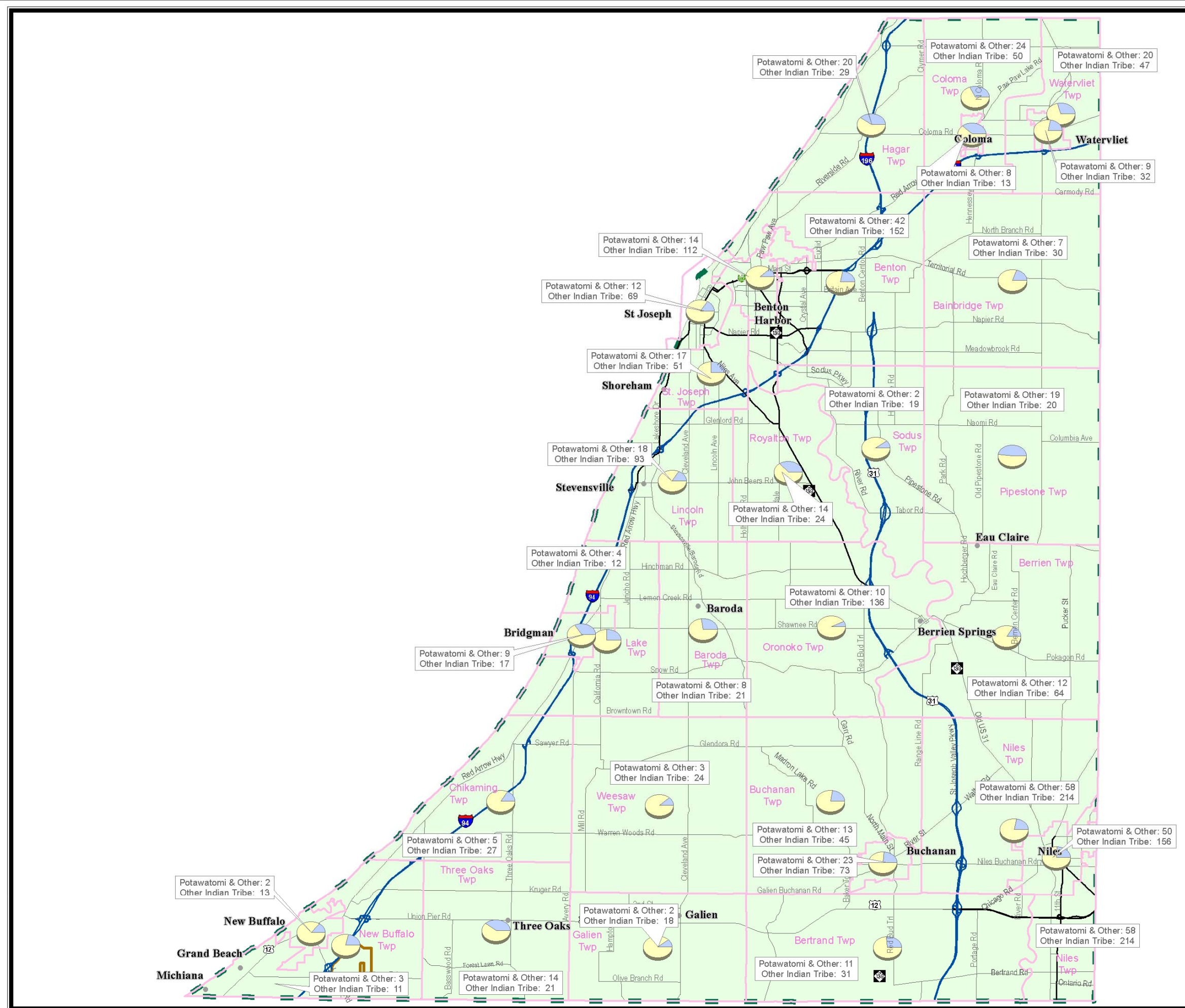
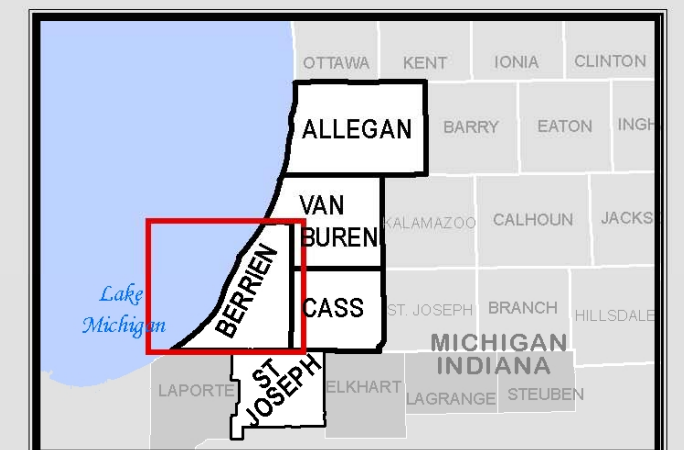
Berrien County Indian Population
Potawatomi & Other: 453
Other Indian Tribe: 1624



Data Sources
Base Layers: Michigan Geographic Framework: Version 10a
County Subdivision: TIGER Line Shapefile, U.S. Census Bureau, 2010
Population: Decennial Census Summary File 2, U.S. Census Bureau, 2010

The use of this map is for general reference purposes and is not a legal document.

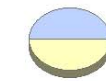
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CASS COUNTY

American Indian Population* By County Subdivision

Labels Summarize
American Indian Population



- Potawatomi & Other
- Other Indian Tribe

- County Subdivision
- Tribal Land

*Indian population is calculated from U.S. Census data by county subdivision. County subdivisions in the area of interest are primarily the boundaries of townships and cities.

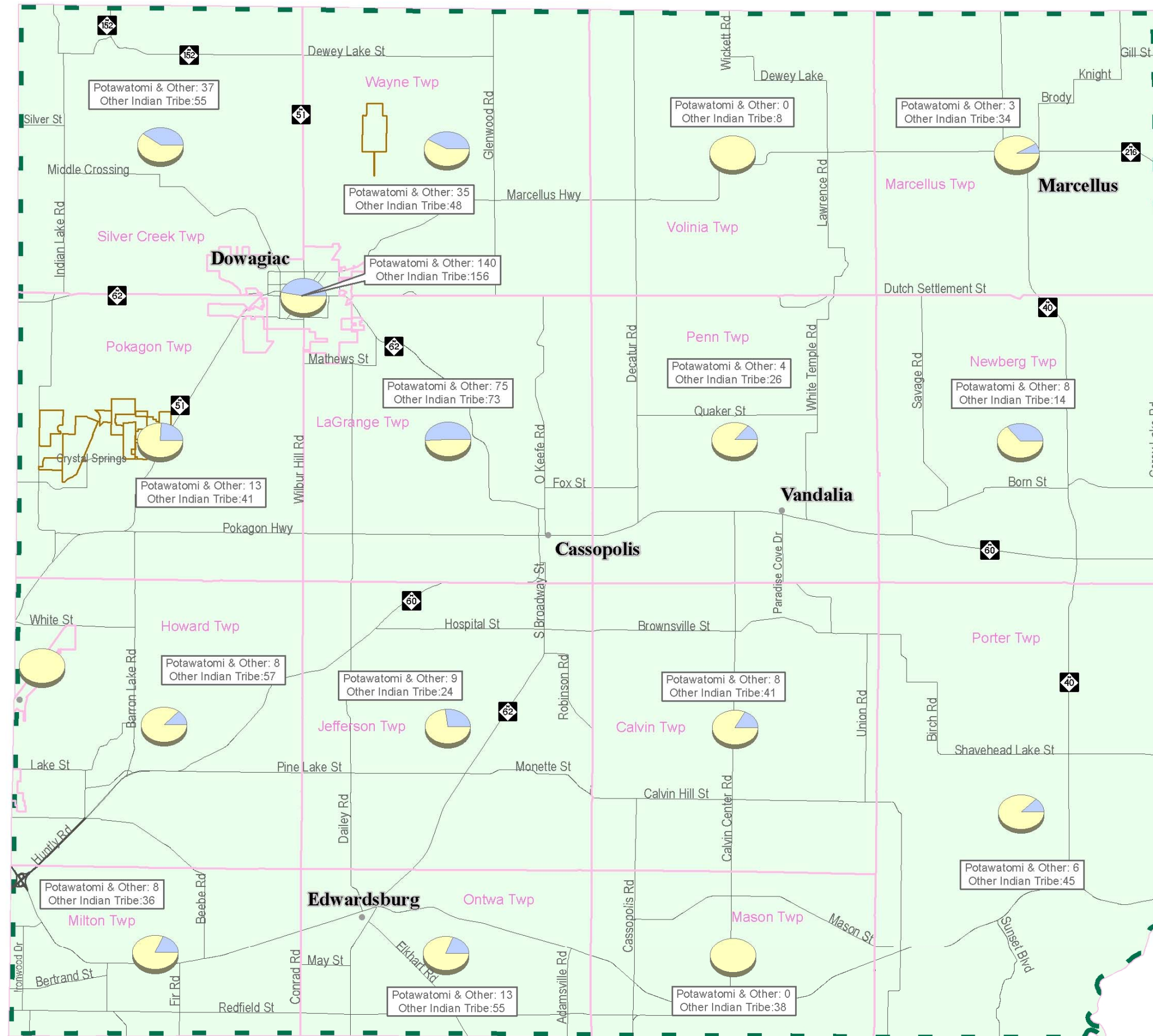
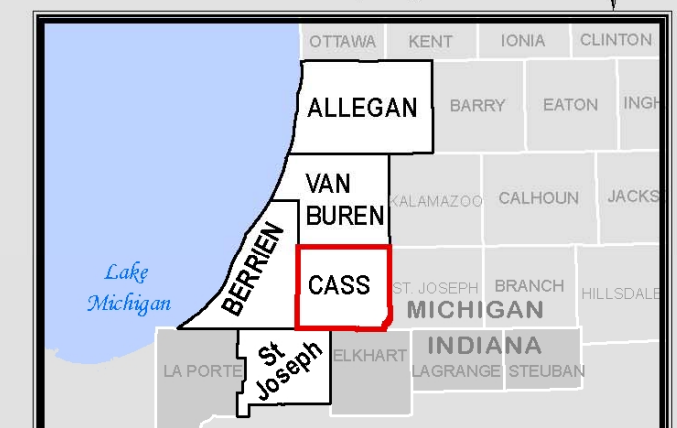
Cass County Indian Population
Potawatomi & Other: 367
Other Indian Tribe: 752



Data Sources
Base Layers: Michigan Geographic Framework: Version 10a
County Subdivision: TIGER Line Shapefile, U.S. Census Bureau, 2010
Population: Decennial 2010 Census Summary File 2, U.S. Census Bureau, 2010

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VAN BUREN COUNTY

American Indian Population* By County Subdivision

Labels Summarize
American Indian Population



Potawatomi & Other

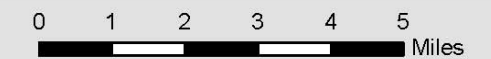
Other Indian Tribe

County Subdivision

Tribal Land

*Indian population is calculated from U.S. Census data by county subdivision. County subdivisions in the area of interest are primarily the boundaries of townships and cities.

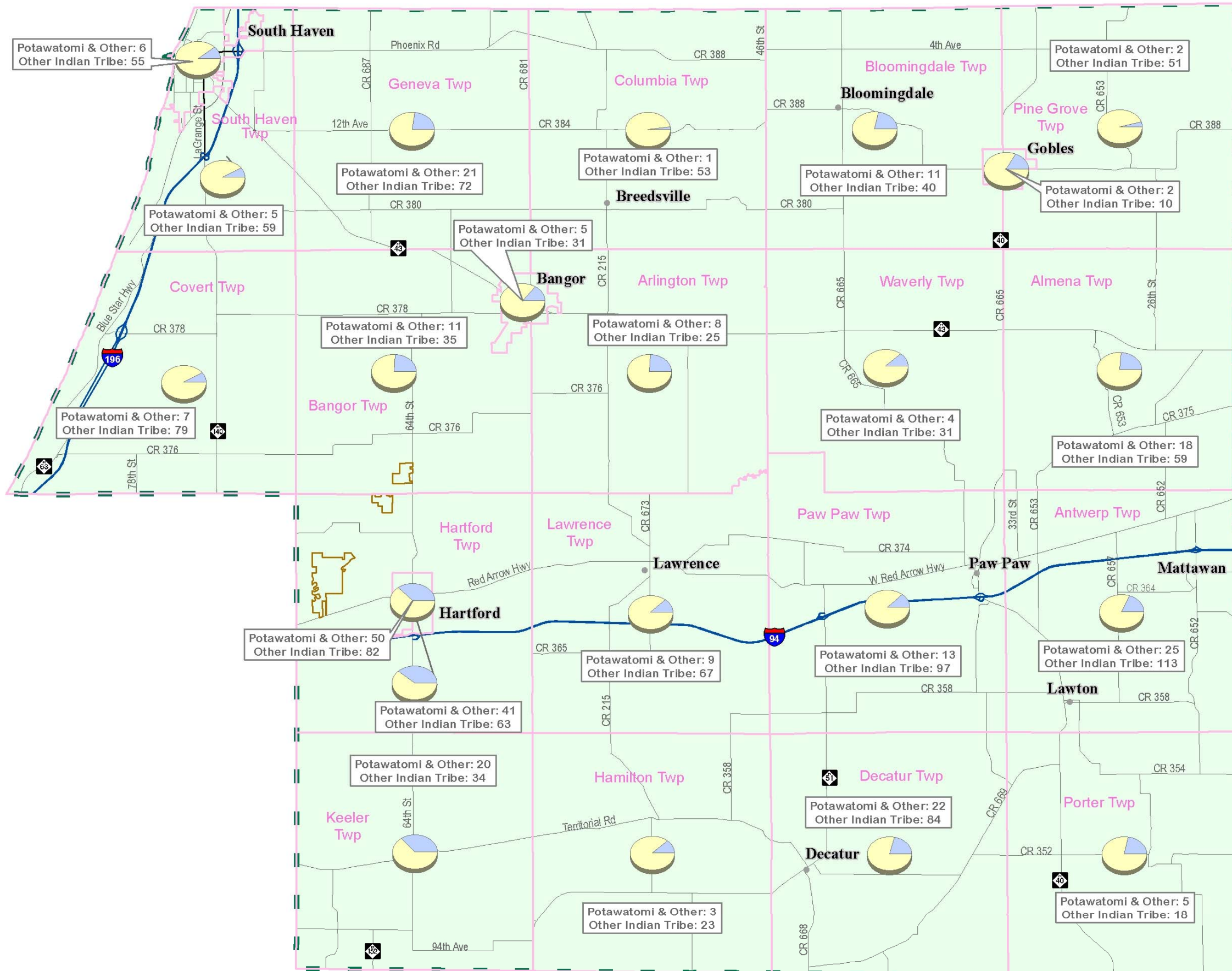
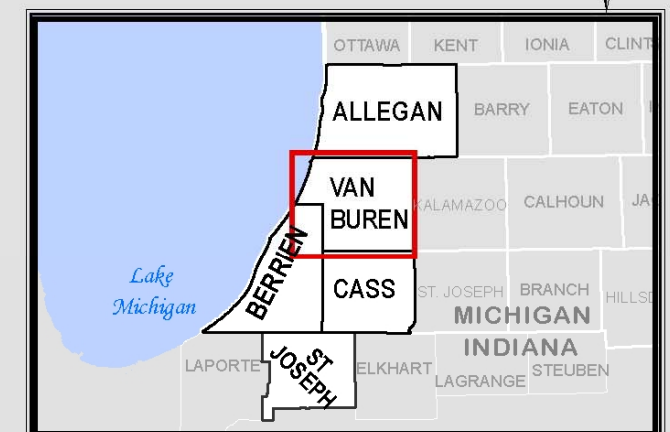
Van Buren County Indian Population
Potawatomi & Other: 289
Other Indian Tribe: 1181



Data Sources
Base Layers: Michigan Geographic Framework: Version 10a
County Subdivision: TIGER Line Shapefile, U.S. Census Bureau, 2010
Population: Decennial Census Summary File 2, U.S. Census Bureau, 2010

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ST JOSEPH COUNTY

American Indian Population*

By County Subdivision

Labels Summarize American Indian Population



Potawatomi & Other

Other Indian Tribe

County Subdivision

*Indian population is calculated from U.S. Census data by county subdivision. County subdivisions in the area of interest are primarily the boundaries of townships and cities.

St Joseph County Indian Population

Potawatomi & Other: 212

Other Indian Tribe: 2613



Data Sources

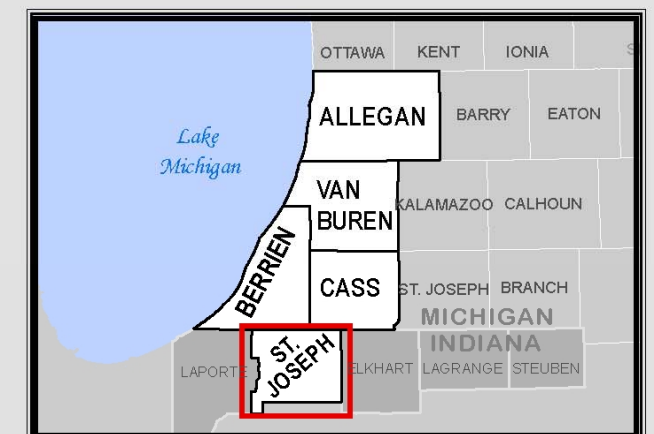
Base Layers: Michigan Geographic Framework: Version 10a

County Subdivision: TIGER Line Shapefile, U.S. Census Bureau, 2010

Population: Decennial Census Summary File 2, U.S. Census Bureau, 2010

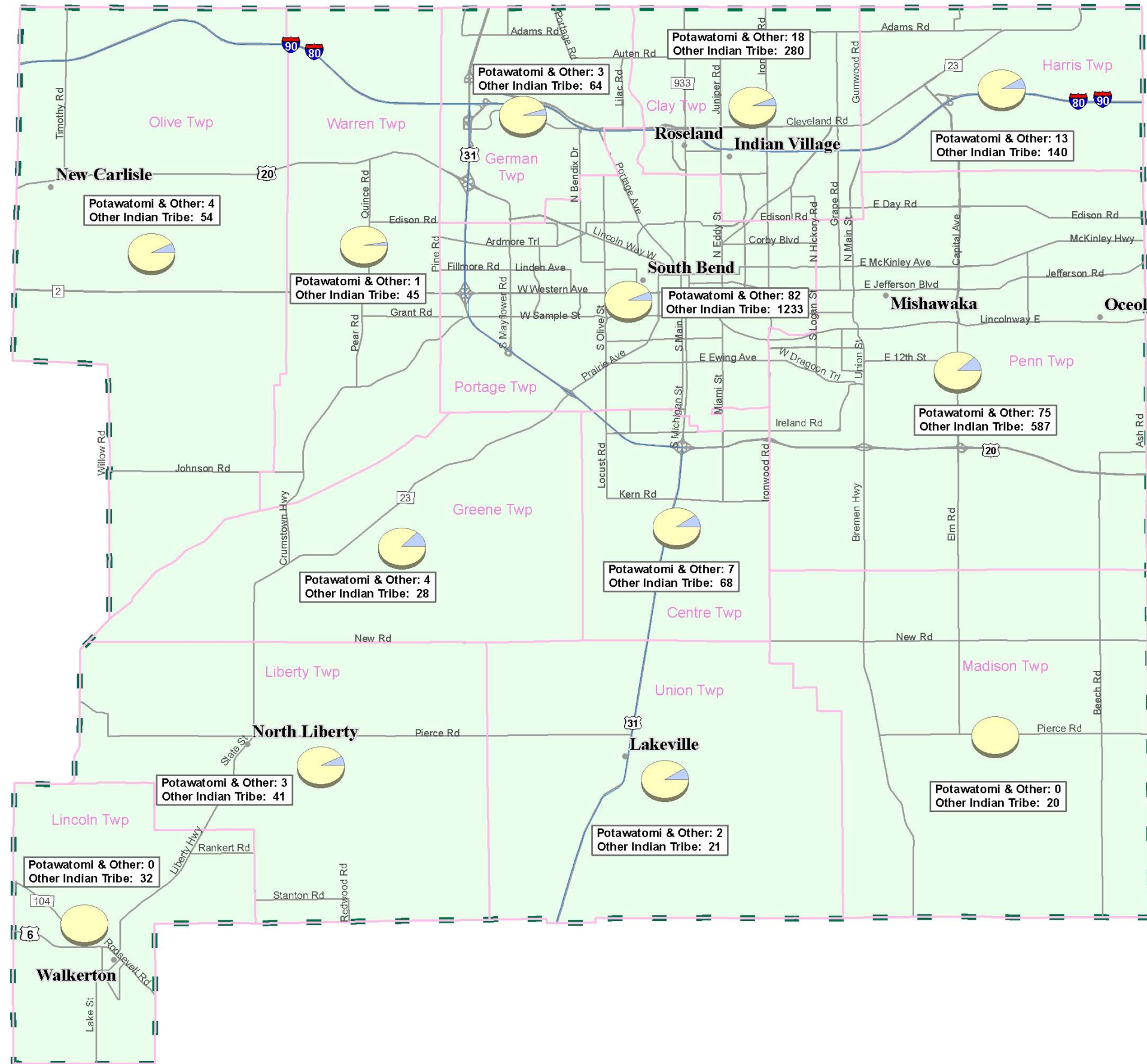
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August 07, 2012

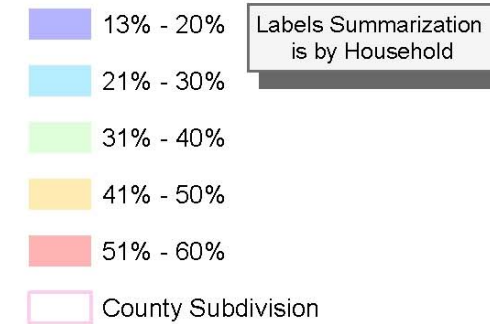
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ALLEGAN COUNTY

Vehicles by Household* By County Subdivision

Percent of Households with One Vehicle or No Vehicle



*Vehicle by household is calculated from U.S. Census data by county subdivision. County subdivisions in the area of interest are primarily the boundaries of townships and cities.

Allegan County Households
No Vehicle Total: 1,619
One Vehicle Total: 11,786
Household Total: 42,062



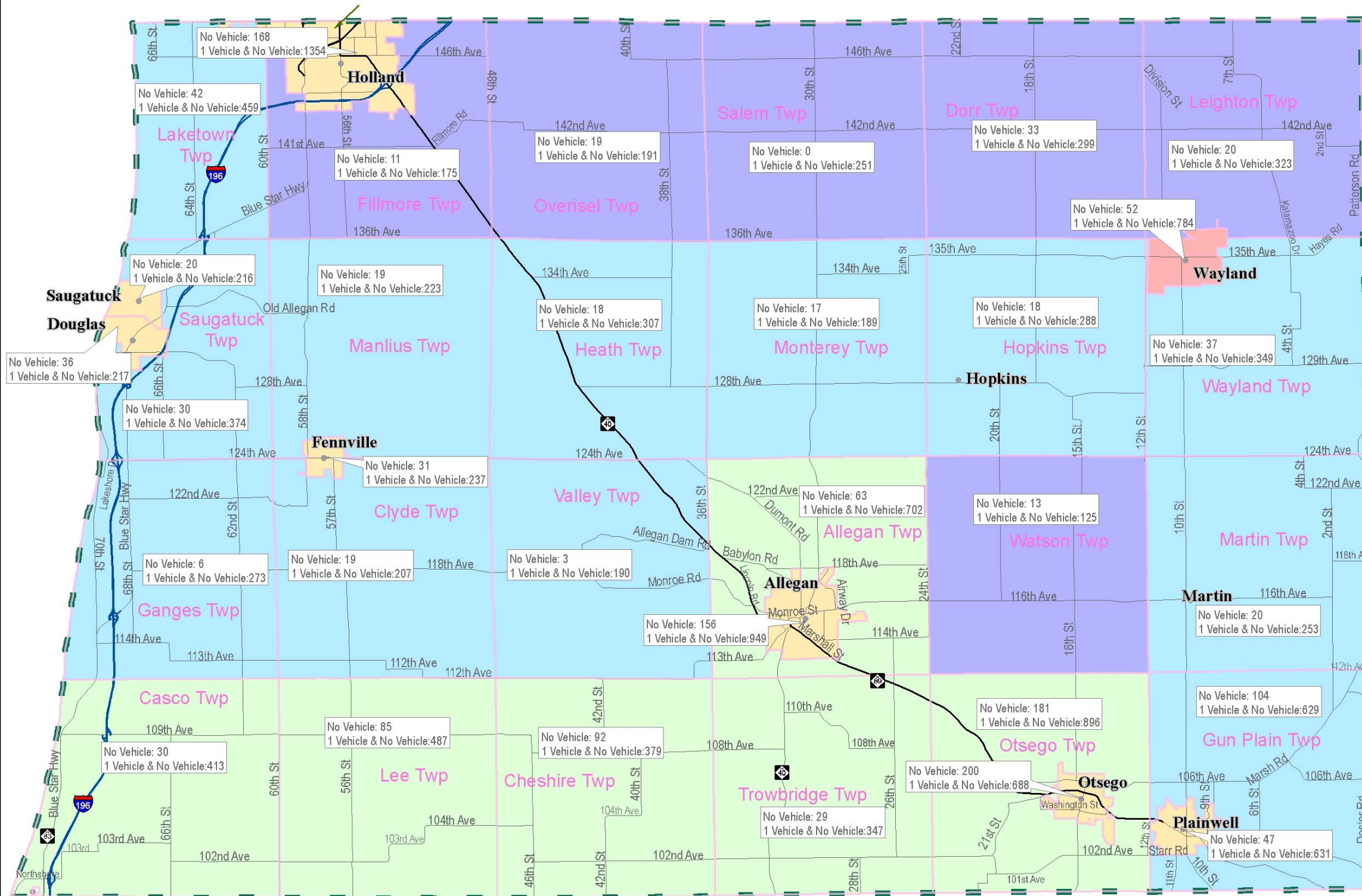
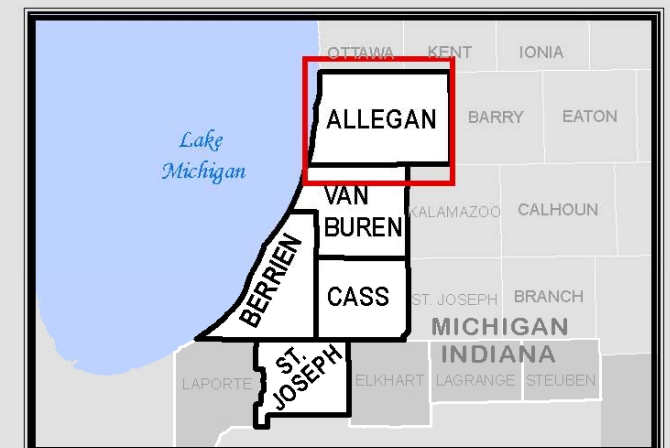
Data Sources

Base Layers: Michigan Geographic Framework, Version 10a
County Subdivision: TIGER Line Shapefile, U.S. Census Bureau, 2010
Household: American Community Survey 5-Year Estimates, 2006-2010

The use of this map is for general reference purposes and is not a legal document.



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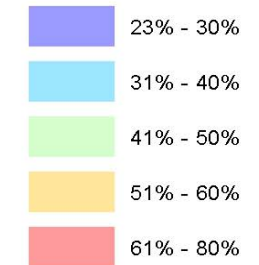


BERRIEN COUNTY

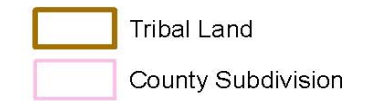
Vehicles by Household*

By County Subdivision

Percent of Households with One Vehicle or No Vehicle

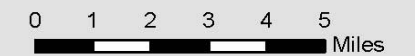


Labels Summarization is by Household



*Vehicle by Household is calculated from U.S. Census data by county subdivision. County subdivisions in the area of interest are primarily the boundaries of townships and cities.

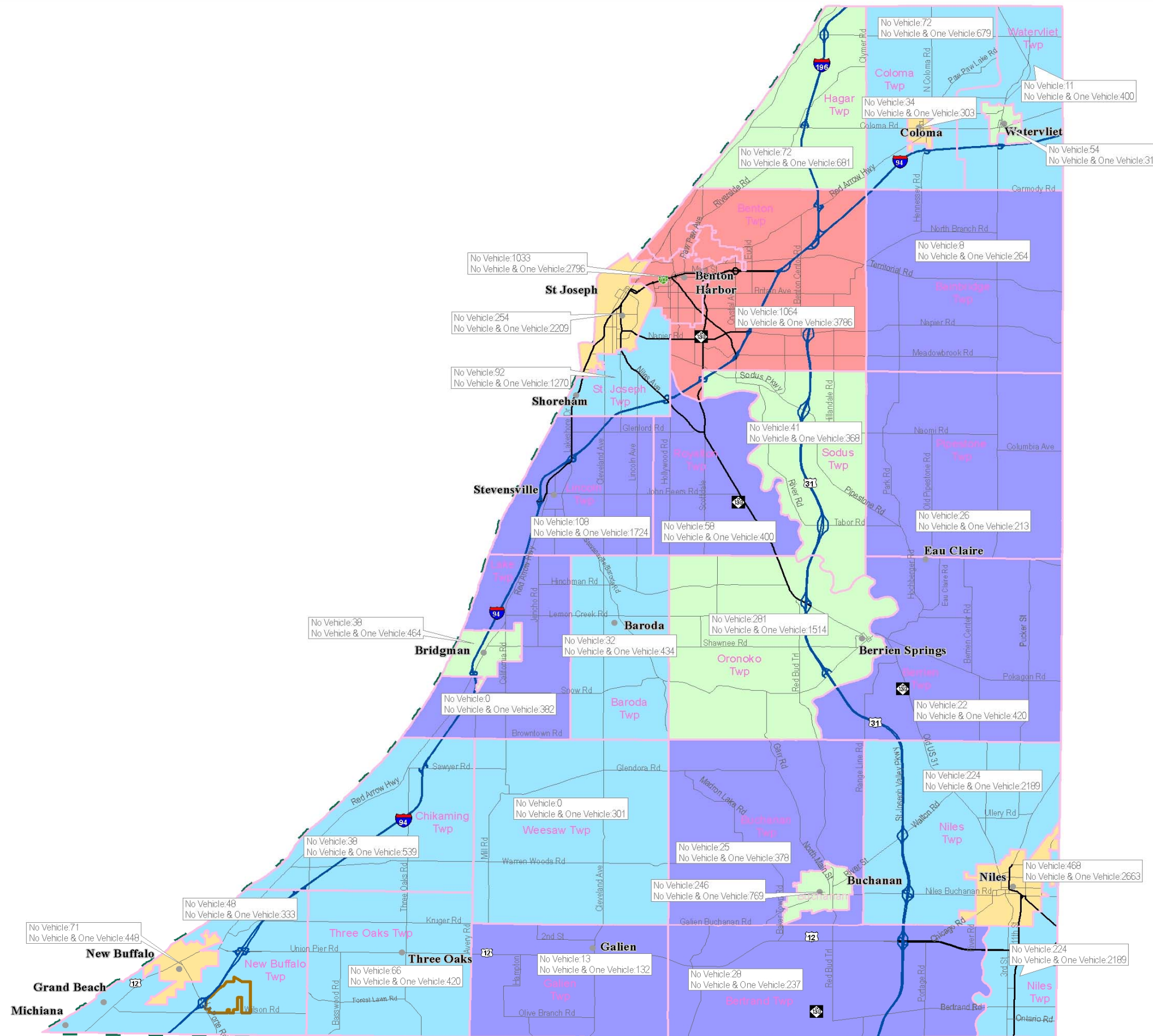
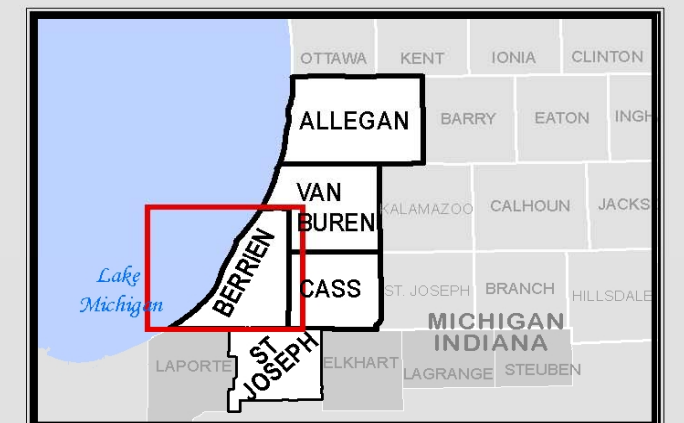
Berrien County Households
 No Vehicle Total: 4,527
 One Vehicle Total: 22,508
 Household Total: 62,612



Data Sources
 Base Layers: Michigan Geographic Framework, Version 10a
 County Subdivision: TIGER Line Shapefile, U.S. Census Bureau, 2010
 Household: American Community Survey 5-Year Estimates, 2006-2010

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CASS COUNTY

Vehicle by Household* By County Subdivision Percent of Households with one Vehicle or No Vehicle

- 12% - 20%
- 21% - 30%
- 31% - 40%
- 41% - 50%
- 51% - 60%

Labels Summarization
is by Household

- County Subdivision
- Tribal Land

*Vehicle by Household is calculated from U.S. Census data by county subdivision. County subdivisions in the area of interest are primarily the boundaries of townships and cities.

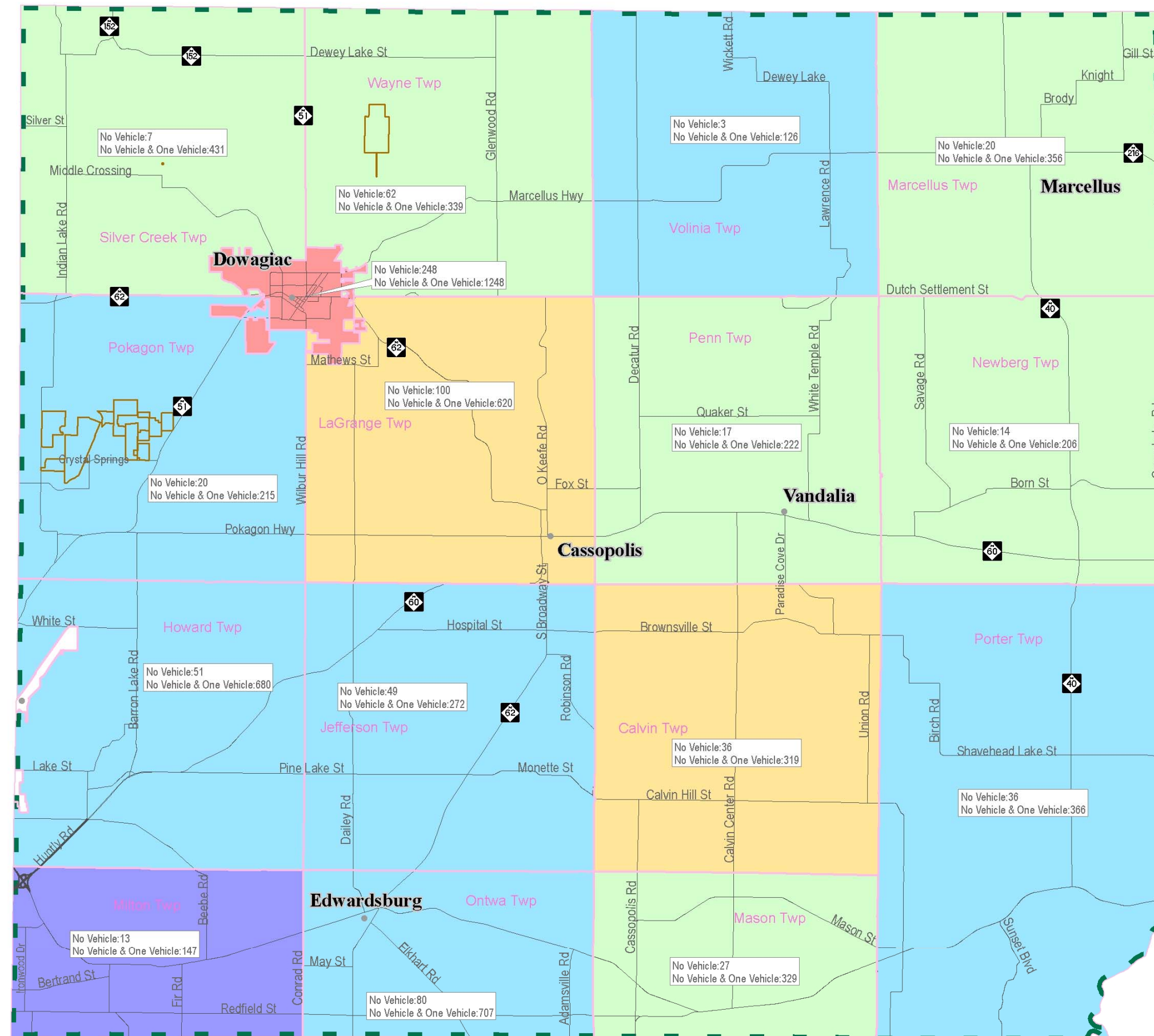
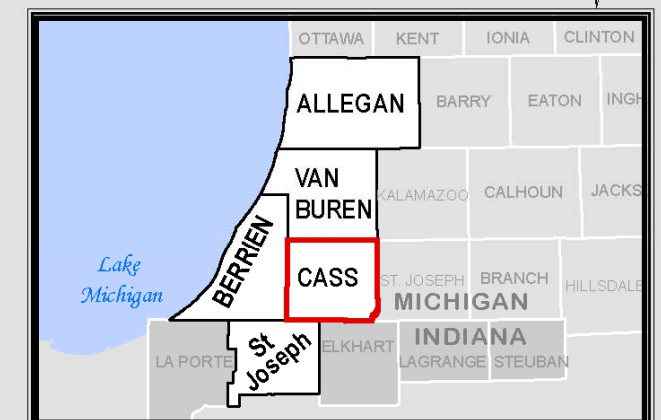
Cass County Households
No Vehicle Total: 783
One Vehicle Total: 5,800
Household Total: 20,201



Data Sources
Base Layers: Michigan Geographic Framework, Version 10a
County Subdivision: TIGER Line Shapefile, U.S. Census Bureau, 2010
Household: American Community Survey 5-Year Estimates, 2006-2010

The use of this map is for general reference purposes and is not a legal document.

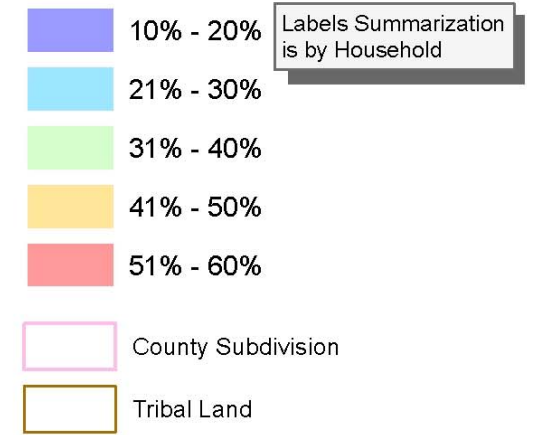
Southwest Michigan Planning Commission
www.swmpc.org



VAN BUREN COUNTY

Vehicle by Household*

By County Subdivision
Percent of Households with one Vehicle or No Vehicle



*Vehicle by Household is calculated from U.S. Census data by county subdivision. County subdivisions in the area of interest are primarily the boundaries of townships and cities.

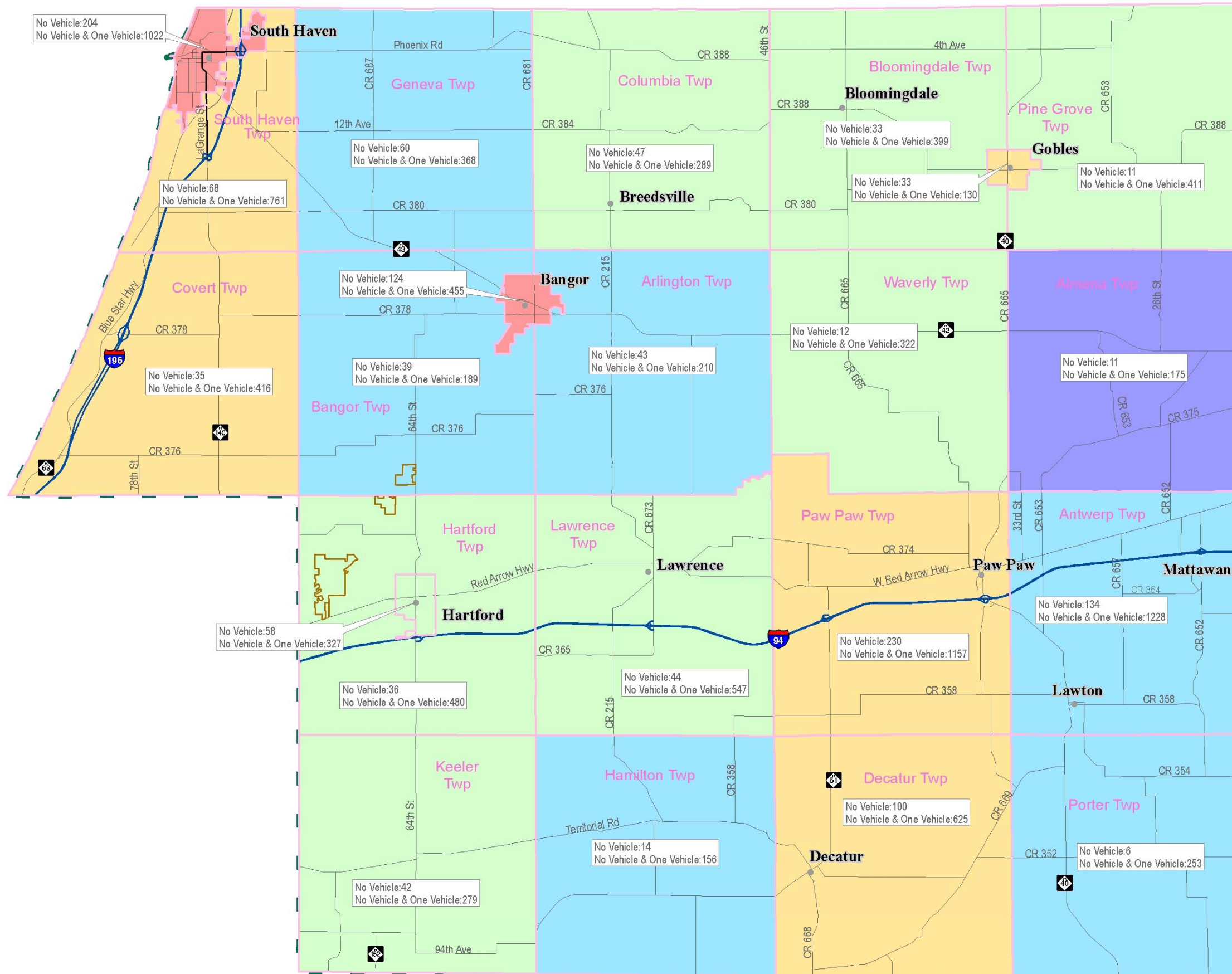
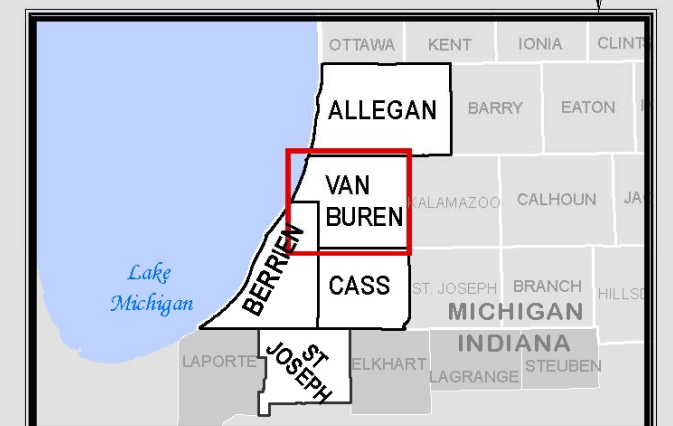
Van Buren County Households
No Vehicle Total: 1,384
One Vehicle Total: 8,815
Household Total: 29,096



Data Sources
Base Layers: Michigan Geographic Framework, Version 10a
County Subdivision: TIGER Line Shapefile, U.S. Census Bureau, 2010
Household: American Community Survey 5-Year Estimates, 2006-2010

The use of this map is for general reference purposes and is not a legal document.

Southwest Michigan Planning Commission
www.swmpc.org
swmpc@swmpc.org



ST JOSEPH COUNTY

Vehicle by Household*

By County Subdivision

Percent of Households with one Vehicle or No Vehicle

- 15% - 20%
- 21% - 28%
- 29% - 40%
- 41% - 50%
- 51% - 60%
- County Subdivision

Labels Summarization is by Household

*Vehicle by Household is calculated from U.S. Census data by county subdivision. County subdivisions in the area of interest are primarily the boundaries of townships and cities.

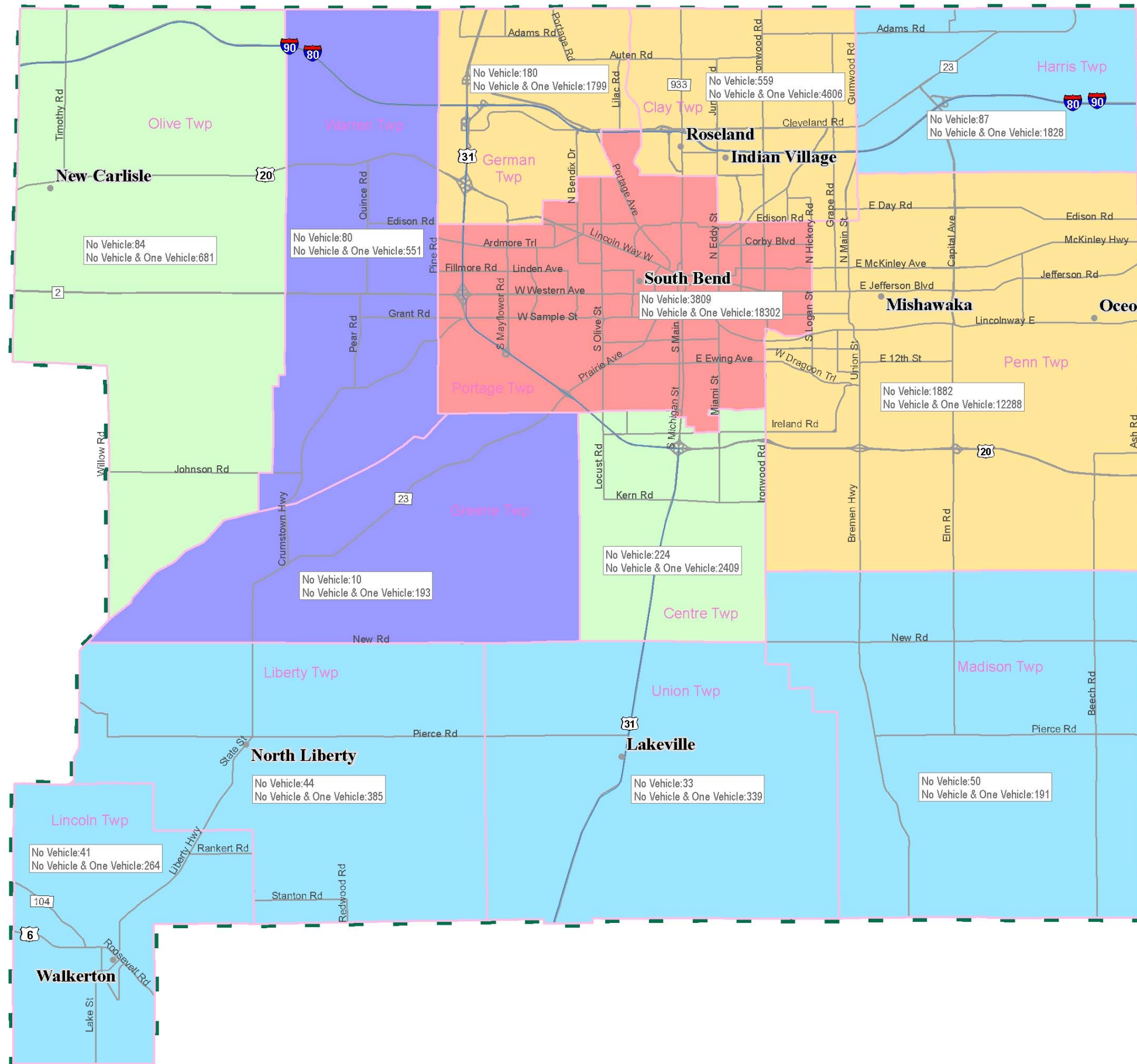
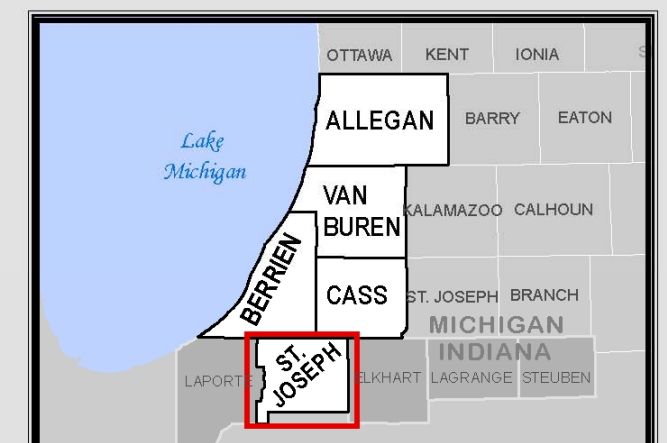
St Joseph County Households
 No Vehicle Total: 7,083
 One Vehicle Total: 36,752
 Household Total: 100,540



Data Sources
 Base Layers: Michigan Geographic Framework, Version 10a
 County Subdivision: TIGER Line Shapefile, U.S. Census Bureau, 2010
 Household: American Community Survey 5-Year Estimates, 2006-2010

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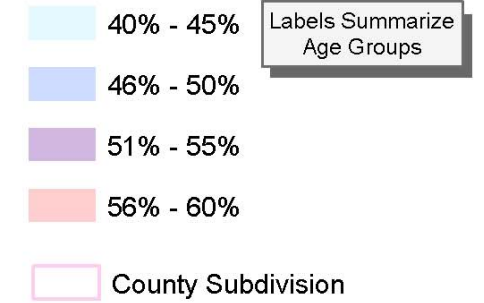


ALLEGAN COUNTY

Transit Dependent Populations*

By County Subdivision

Percent of Population
5-17 years & 55+ years



*Transit Dependent Populations by age groups are calculated from U.S. Census data by county subdivision. County subdivisions in the area of interest are primarily the boundaries of townships and cities.

Allegan County
Population 5-17 yrs Total: 21,723
Population 55+ yrs Total: 28,593
Total Population: 114,405



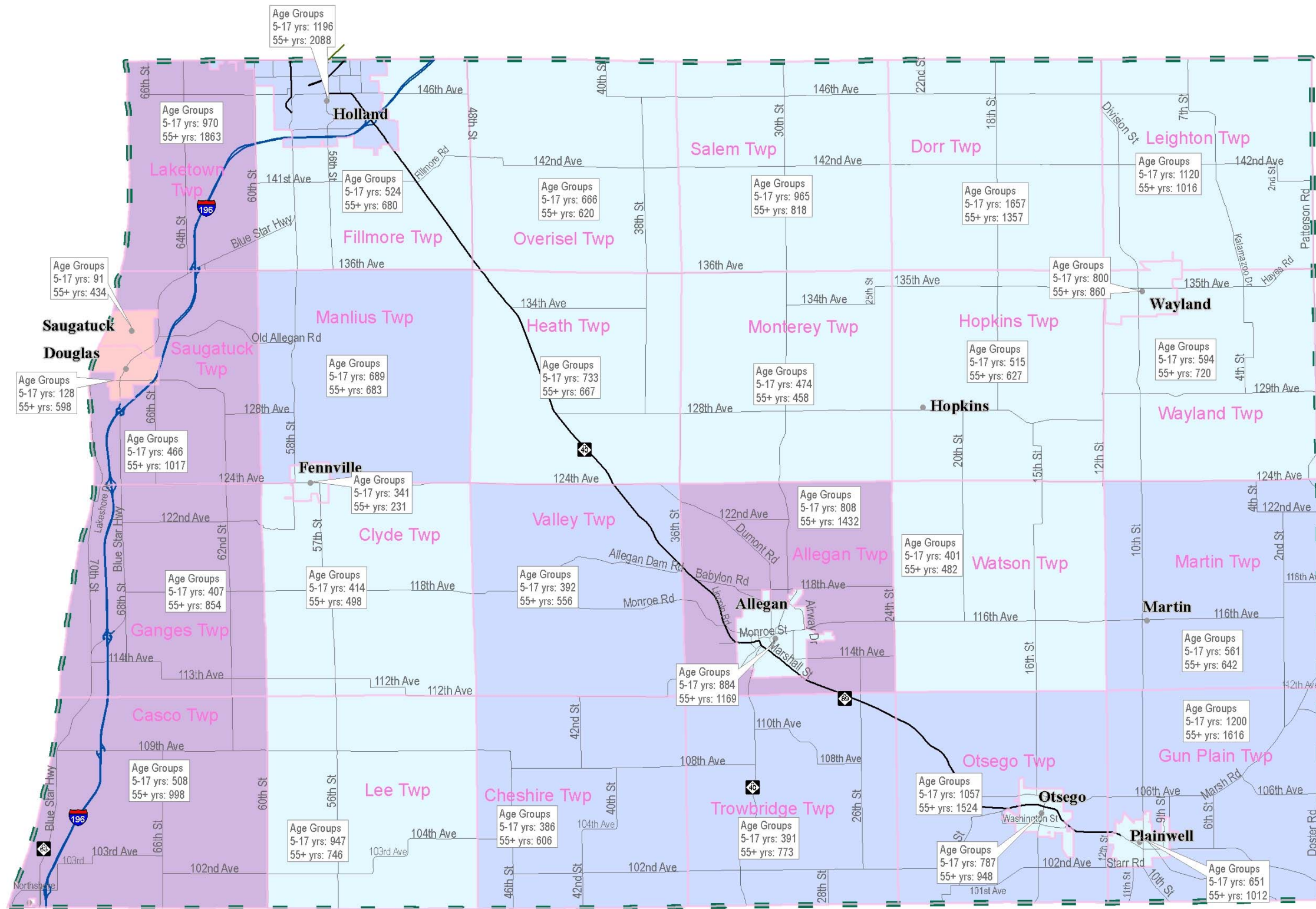
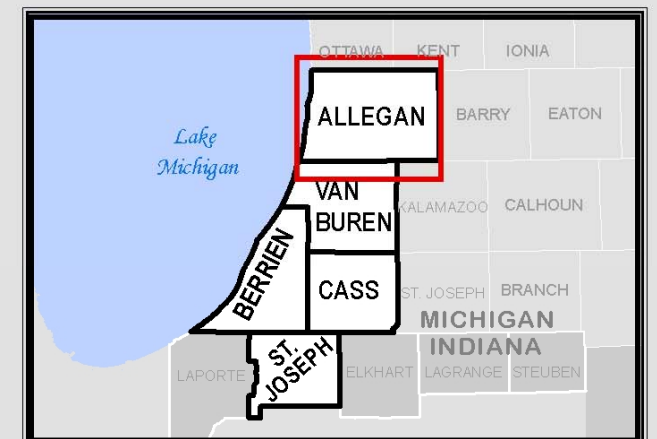
Data Sources

Base Layers: Michigan Geographic Framework: Version 10a
County Subdivision: TIGER Line Shapefile, U.S. Census Bureau, 2010
Populations: Decennial Census, U.S. Census Bureau, 2010 Census.

The use of this map is for general reference purposes and is not a legal document.



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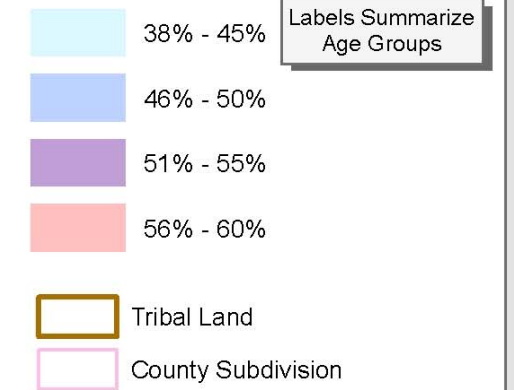


BERRIEN COUNTY

Transit Dependent Populations*

By County Subdivision

Percent of Population
5-17 years & 55+ years



*Transit Dependent Populations by age groups are calculated from U.S. Census data by county subdivision. County subdivisions in the area of interest are primarily the boundaries of townships and cities.

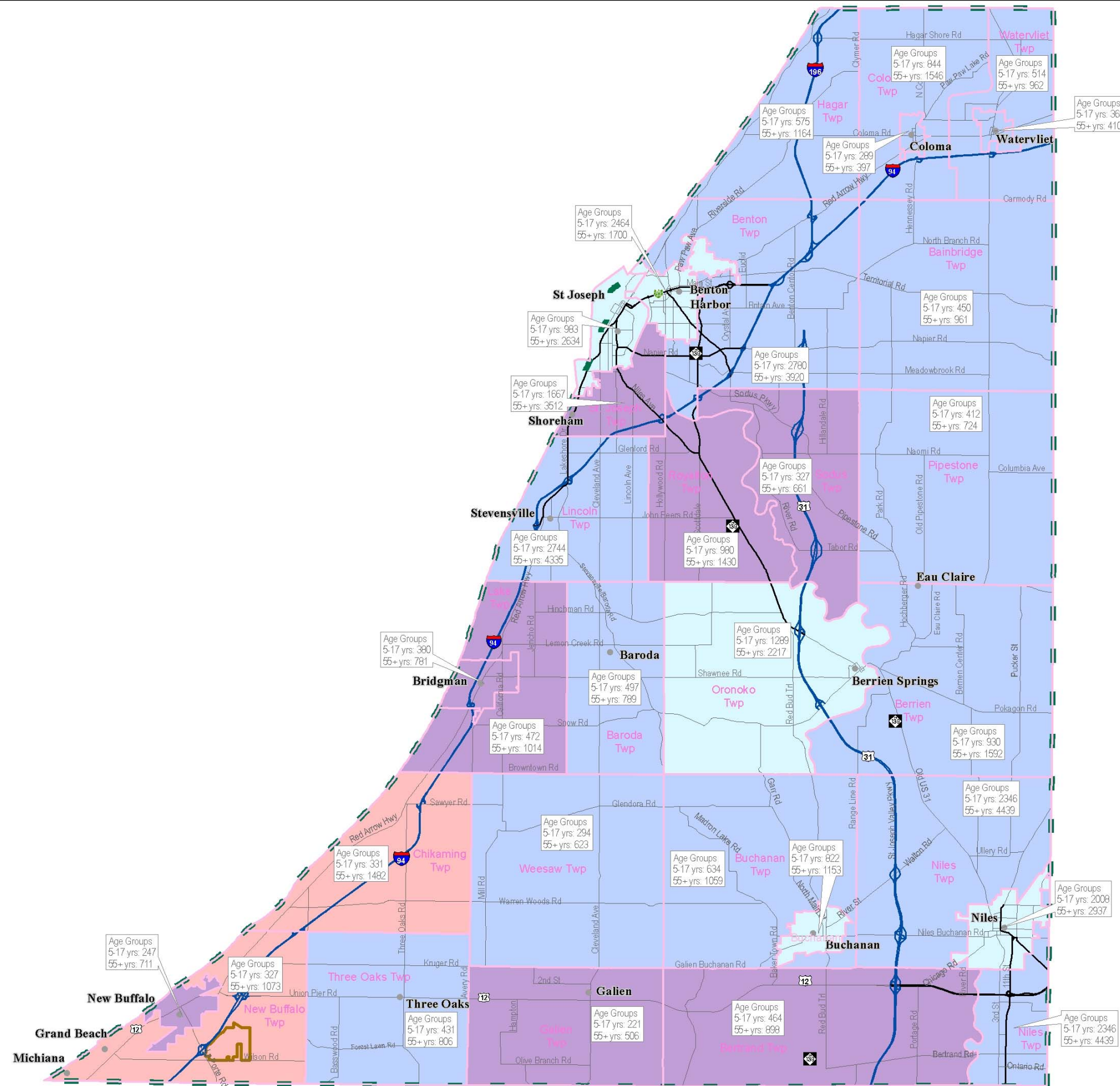
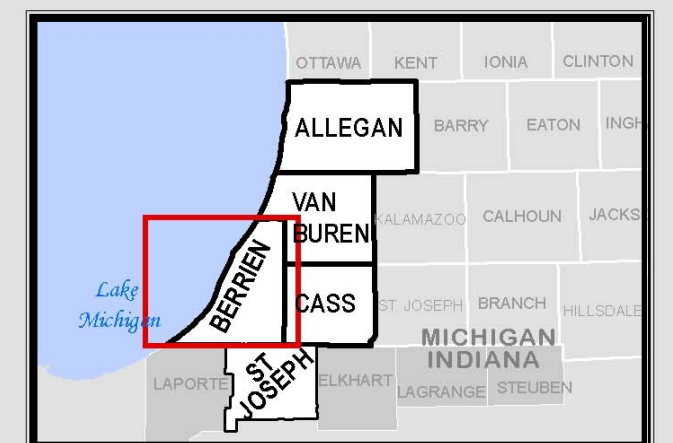
Berrien County
Population 5-17 yrs Total: 27,087
Population 55+ yrs Total: 46,436
Total Population: 156,813



Data Sources
Base Layers: Michigan Geographic Framework: Version 10a
County Subdivision: TIGER Line Shapefile, U.S. Census Bureau, 2010
Populations: Decennial Census, U.S. Census Bureau, 2010 Census.

The use of this map is for general reference purposes and is not a legal document.

Southwest Michigan Planning Commission
www.swmpc.org



CASS COUNTY

Transit Dependent Populations*

By County Subdivision
**Percent of Population
 5-17 years & 55+ years**

- 43% - 45%
- 46% - 50%
- 51% - 55%

Labels Summarize
Age Groups

- Tribal Land
- County Subdivision

*Transit Dependent Populations by age groups are calculated from U.S. Census data by county subdivision. County subdivisions in the area of interest are primarily the boundaries of townships and cities.

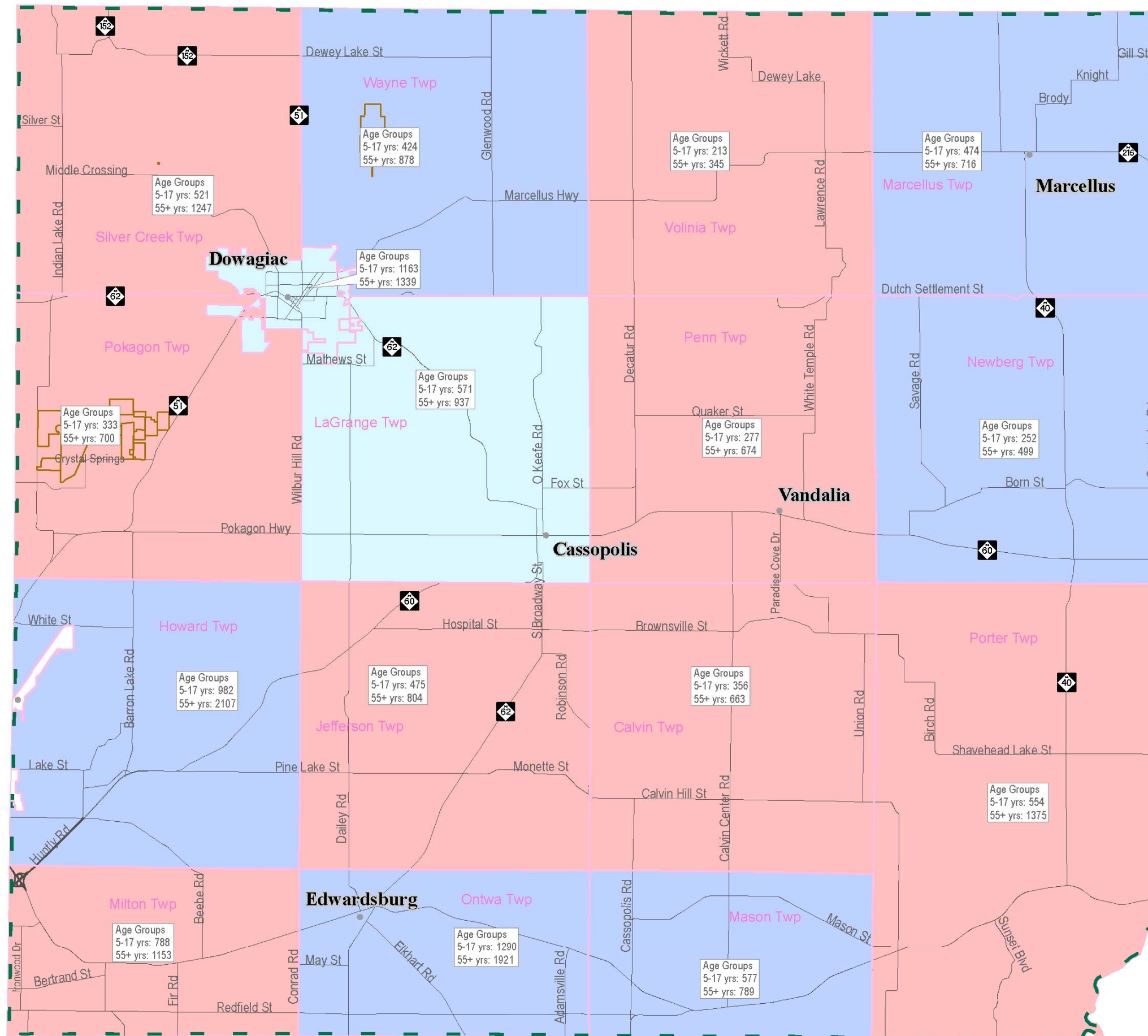
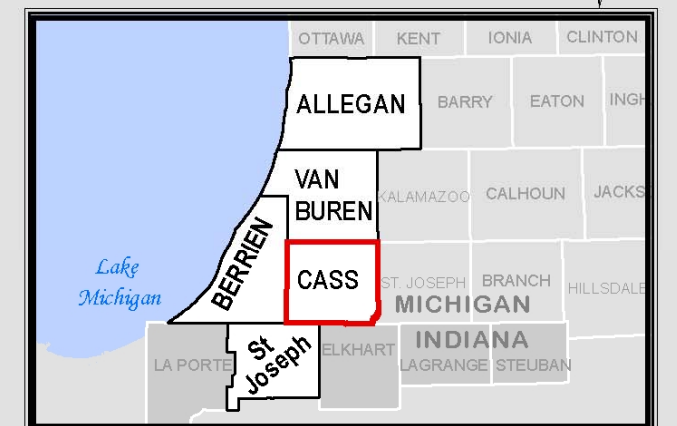
Cass County
 Population 5-17 yrs Total: 11,343
 Population 55+ yrs Total: 14,944
 Total Population: 52,292



Data Sources
 Base Layers: Michigan Geographic Framework: Version 10a
 County Subdivision: TIGER Line Shapefile, U.S. Census Bureau, 2010
 Populations: Decennial Census, U.S. Census Bureau, 2010 Census.

The use of this map is for general reference purposes and is not a legal document.

Southwest Michigan Planning Commission
www.swmpc.org

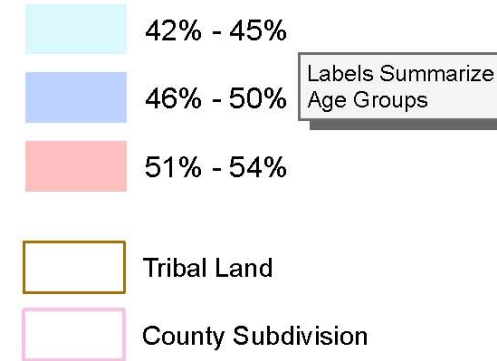


VAN BUREN COUNTY

Transit Dependent Populations*

By County Subdivision

**Percent of Population
5-17 years & 55+ years**



*Transit Dependent Populations by age groups are calculated from U.S. Census data by county subdivision. County subdivisions in the area of interest are primarily the boundaries of townships and cities.

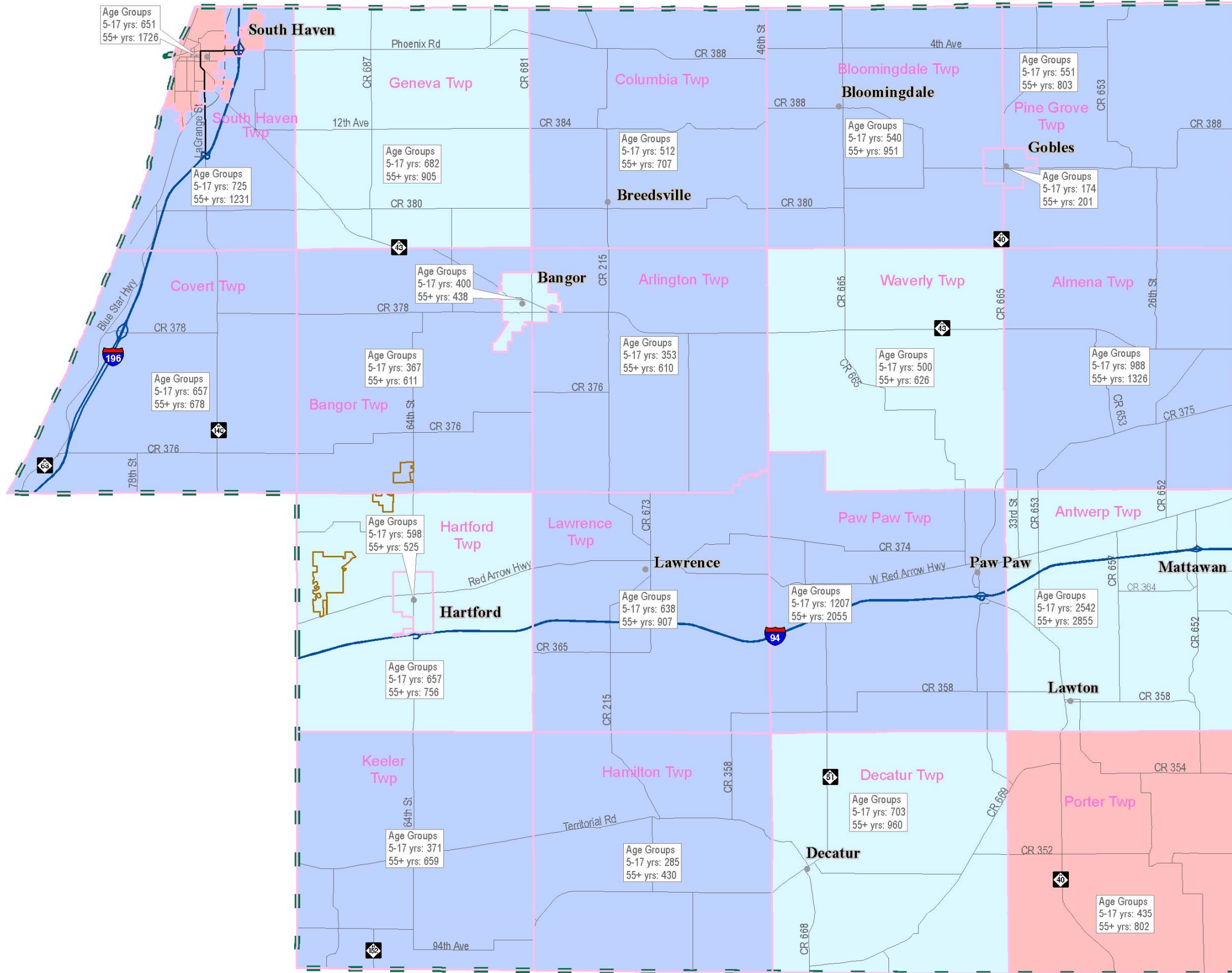
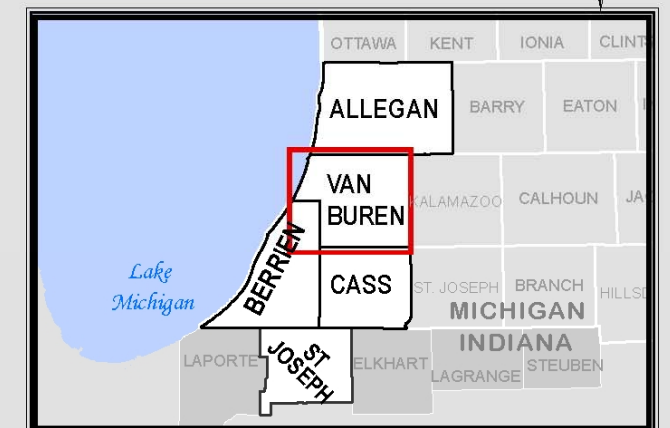
Van Buren County
 Population 5-17 yrs Total: 15,931
 Population 55+ yrs Total: 20,332
 Total Population: 76,258



Data Sources
 Base Layers: Michigan Geographic Framework: Version 10a
 County Subdivision: TIGER Line Shapefile, U.S. Census Bureau, 2010
 Populations: Decennial Census, U.S. Census Bureau, 2010 Census.

The use of this map is for general reference purposes and is not a legal document.

Southwest Michigan Planning Commission
www.swmpc.org
swmpc@swmpc.org



ST JOSEPH COUNTY

Transit Dependent Populations*

By County Subdivision

Percent of Population
5-17 years & 55+ years

39% - 45%

Labels Summarize
Age Groups

46% - 50%

51% - 52%

County Subdivision

*Transit Dependent Populations by age groups are calculated from U.S. Census data by county subdivision. County subdivisions in the area of interest are primarily the boundaries of townships and cities.

St Joseph County
Population 5-17 yrs Total: 48,102
Population 55+ yrs Total: 67,386
Total Population: 266,931

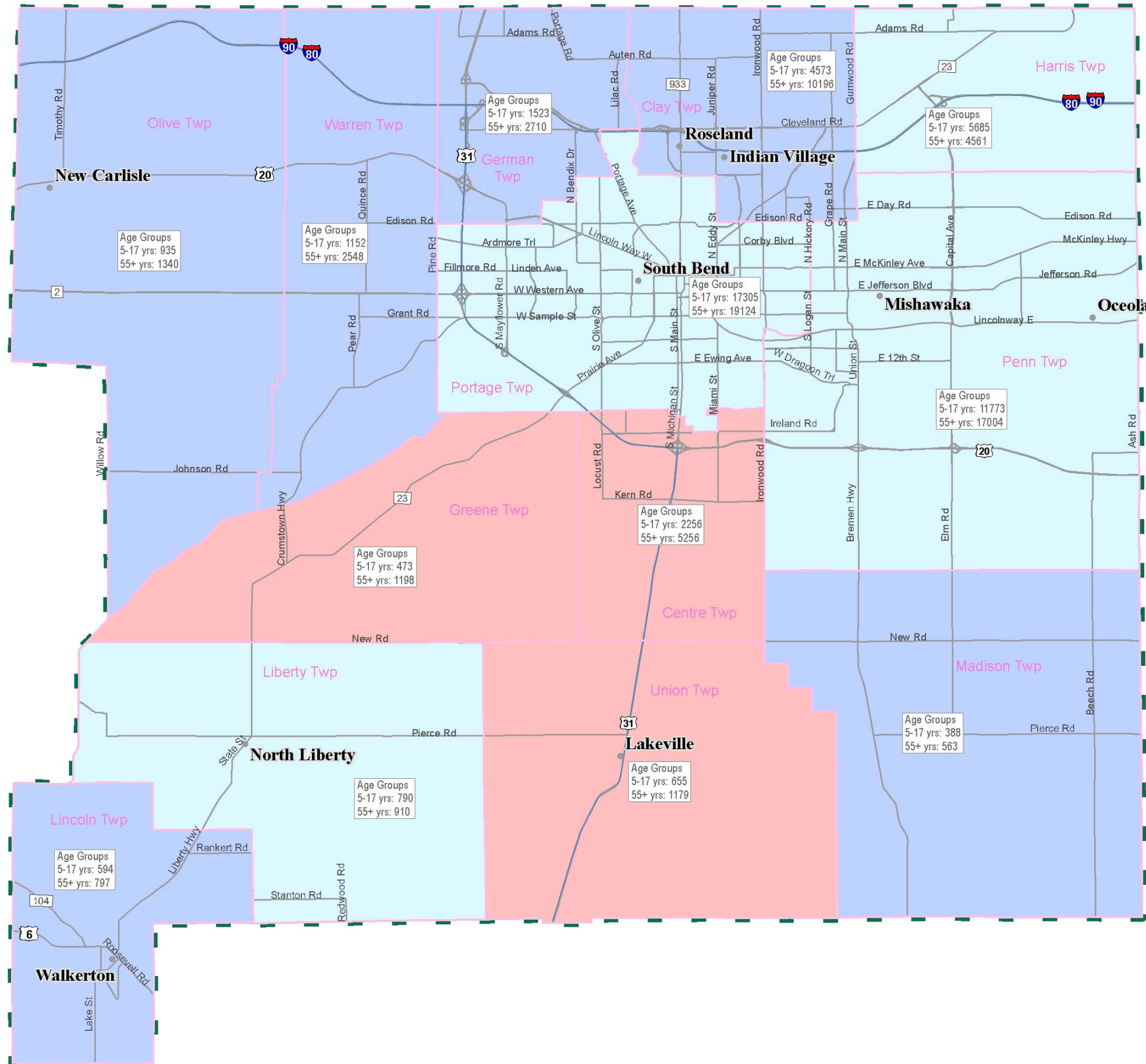
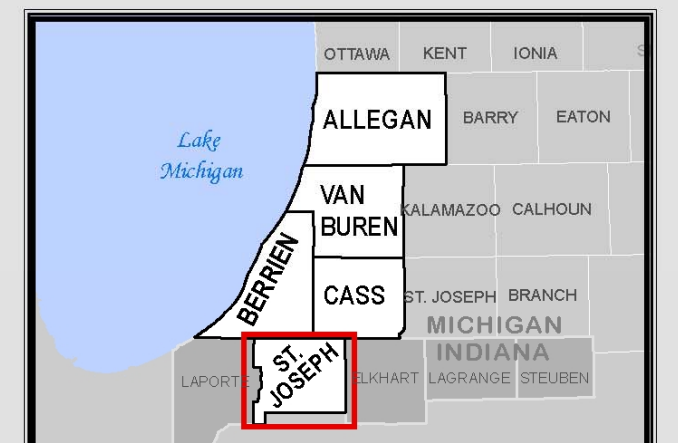


Data Sources

Base Layers: Michigan Geographic Framework: Version 10a
County Subdivision: TIGER Line Shapefile, U.S. Census Bureau, 2010
Populations: Decennial Census, U.S. Census Bureau, 2010 Census.

The use of this map is for general reference purposes and is not a legal document.

Southwest Michigan Planning Commission
www.swmpc.org



APPENDIX B – Transportation Resources

B–1 Public Transit Brochures/Schedules

B–2 Inter-city Bus Brochures/Schedules

B – 3 Amtrak and Commuter Rail Schedules

B-1 Public Transit Brochures/Schedules

B1.1: Allegan County – Allegan County Transportation

REGULAR SERVICE
Primarily provides transportation to the customers, clients and consumers of organizations that contract with ACT for service.

SPECIALIZED SERVICES
Program providing medical, shopping or recreational trips for seniors and persons with disabilities.

JOB ACCESS REVERSE COMMUTE (JARC)
Program that provides trips for employment related services.

SCHEDULING TRIPS
Trips must be scheduled before 12 p.m. the day before travel, but may be made up to 14 days in advance. Customer service representatives will take your trip information when you call. As the schedules are developed, the request will be added into the schedule where possible.

The passenger should call to confirm if the request was accepted. Some trips may be unavailable or not confirmed until the day prior. It is recommended that the passenger confirm the pick-up time the day prior.

Passengers should be ready for the bus within 15 minutes of the pick-up time. The bus may arrive up to 15 minutes before and 15 minutes after the scheduled pick-up time. The bus will wait up to five (5) minutes for the passenger to board. A delay by the passenger in boarding more than five (5) minutes after the pick-up time may result in a No Show. Service availability is dependent on available funding.

SERVICE AREA
The regular service area is within the city limits and within one mile of the connecting roads:
- Allegan - Fenwick - Plainwell
- Hamilton - Otsego

Limited service to:
- Pullman - Holland - Martin
- Hopkins - Dorh - South Haven
- Wayland


GENERAL OPERATIONAL HOURS
Monday - Friday from 5:30 a.m. to 5:30 p.m. (Hours subject to change) All reservations should be made by noon on the prior business day. (Customers should call to confirm pick-up times)

FARES
One-way trip, fares are \$2.00 for the general public or \$1.00 for seniors, persons with disabilities, and children ages 5 through 12.

Children under 5 with an adult ride for free.

Specialized Service fares are based on hours of service. Contact ACT for more information.

CONTACT US
750 Airway Drive
Allegan, MI 49010
269.673.4229

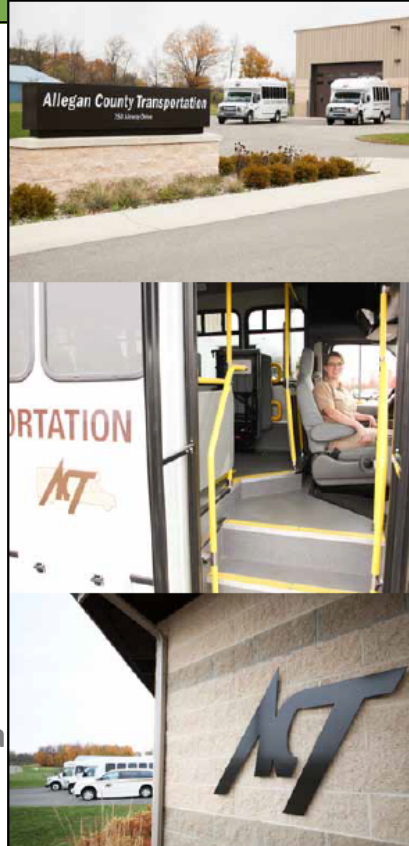

www.allegancounty.org/transportation

Allegan County Transportation

PROVIDING SAFE, RELIABLE, BARRIER-FREE TRANSPORTATION



Providing valuable and necessary quality services to our customers.



RECURRING (SUBSCRIPTION) SERVICE
Recurring subscription service is offered to passengers who have travel patterns to and from the same destinations, during the same days and hours, at least one day per week. Individuals with frequently changing schedules are ineligible for recurring service. Service availability is dependent on available funding. Recurring service is offered as a convenience to our passengers, and availability is on a first come-first served basis. Certain restrictions may apply due to capacity constraints.

CHANGING SCHEDULED TRIPS
Trip changes will be accepted until 4 p.m. one business day before the scheduled trip. Same day changes to your trip time or pick-up/drop-off locations cannot be accommodated. Drivers are prohibited from deviating from the daily passenger manifest and mandated to follow the schedule.

CAPACITY CONSTRAINTS
Passengers calling to schedule a trip may be advised that financial constraints or excessive demand exists for a particular trip time, and an alternate time may be offered. Operational demands and delays beyond ACT's control (weather, traffic congestion, etc.) do not necessarily indicate capacity constraints as all vehicular traffic is subject to these conditions.

CANCELLATIONS, LATES AND NO SHOWS
Passengers must cancel unwanted trips at least one (1) hour prior to their scheduled pick-up time to avoid penalty. Failure to be ready for your scheduled pick-up time or failure to cancel a scheduled trip in advance will be considered a "No Show," which may result in denial of future service. Passengers with out of county No Shows may be required to pay the fare due in full before being allowed to schedule another trip.

NO SHOW POLICY
A "No Show" is defined as:

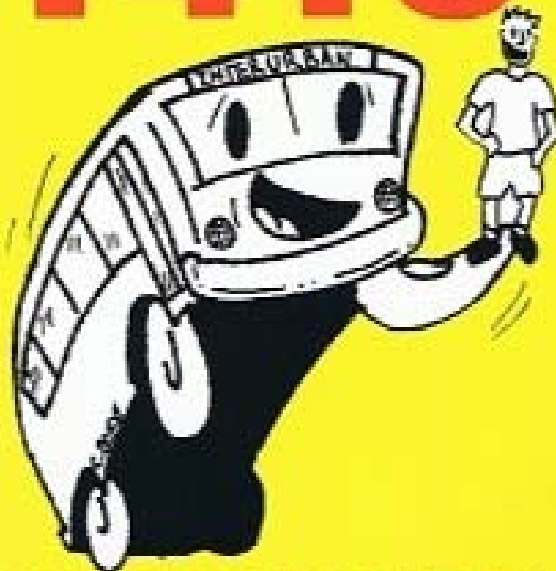
- A trip scheduled by the passenger for service and the passenger fails to be ready at the scheduled pick-up time.
- A scheduled trip is canceled by the passenger less than one (1) hour before the scheduled pick-up time.
- The passenger is not ready to board within five (5) minutes after the arrival of the vehicle. If the vehicle arrives early, the rider does not have to board until five (5) minutes after the actual scheduled pick-up time.
- If a passenger "No Shows" the first portion of a trip, the return trip is automatically canceled. Passengers must call two (2) hours in advance to keep their return trip.
- If a passenger accumulates three (3) "No Shows" within a rolling 30 day period, his or her ACT services will be suspended for 30 days. A suspension means that he or she will not be able to schedule or receive any trips during a 30 day period. Final reinstatement of ridership privileges will only occur after all previous fees are paid. Agencies reserve the right to implement a more restrictive No Show policy for their prepaid trips.

ADA CERTIFICATION PROCESS
In order to maintain ADA eligibility, passengers must complete an ADA certification application by completing and returning the application to ACT. Applications are available by calling the ACT office or visiting the ACT website. An ADA Guide is available by request. For an application, contact 269.673.4229.

B1.2: Allegan County – Saugatuck Interurban

INTERURBAN

**269.
857.
1418**



PUBLIC TRANSPORTATION

**Need
a lift?**

**SAUGATUCK.DOUGLAS
SAUGATUCK TOWNSHIP**

Please Have Exact Change



HOURS
Round trip to Holland every Monday & Thursday... call for information.

september-may

- Mon-Fri 7am-7pm
- Saturday 9am-6:00pm
- Sunday Closed

june

- Mon-Fri 7am-7pm
- Saturday 9am-7pm
- Sunday 9am-4pm

july & august

- Mon-Thur 7am-7pm
- Friday 7am-11pm
- Saturday 9am-11pm
- Sunday 9am-4pm



FARES

Regular \$1.00
Special .50

Seniors 62 & over; children 11 & under; physically challenged -wheelchairs, etc.



B1.3: Berrien County - Berrien Bus

SCHEDULES

Benton Harbor/St. Joseph

Daily: from Berrien Springs at 6:15am, 7:30am, 10:00am, 1:00pm.
Returns from Benton Harbor at 8:30am, 10:45am, 1:45pm, 4:15pm.
Returns from St. Joseph at 8:45am, 10:30am, 1:30pm, 4:30pm.

Niles

Daily: from Berrien Springs at 6:00am, 11:15am, 2:30pm.
Returns to Berrien Springs at 8:45am, 12:30pm, 4:15pm.
Returns from Niles to Benton Harbor/St. Joseph at 8:45am, 12:30pm.
Returns to Niles from Benton Harbor/St. Joseph at 10:45am.

Berrien Springs & Vicinity of Berrien Springs

Daily: 8:00am to 4:45pm

Waterliet/Coloma

Daily: 9:15am, 3:00pm
Returns from Benton Harbor/St. Joseph at 1:30pm.



471-1100 or 1-800-654-1827
Office hours are 5:00am to 5:00pm
Monday through Friday



BERRIENbus SERVICE:

Berrienbus is a curb-to-curb, advanced reservation, shared ride transportation service for residents of Berrien County featuring half-fare price for all elderly and persons with disabilities.

- Buses can come 10 minutes early or 10 minutes later than the scheduled pick up time.
- Buses can only wait 2 minutes at each pick up.
- Passengers are responsible for canceling a ride one hour before the bus is in route or the passenger will be charged a no-show fare. This fare must be paid before the passengers next ride.
- A no-show fare is the cost of the scheduled ride.



If you feel you are being denied participation in or being denied benefits of the transit services provided by Berrien County, or otherwise being discriminated against because of your race, color, or national origin you may contact our office at:

Berrien County Administration Center
Community Development Department
Attn: Transportation Coordinator/Title VI Coordinator
701 Main Street
St. Joseph, MI 49035

Managed by:

Transportation Management, Inc.
P.O. Box 186
Berrien Springs, MI 49103
Telephone #: 471-1100 or
1-800-654-1827

Berrienbus is sponsored by Berrien County through the Berrien County Board of Commissioners. Support for its operation comes from fares and the State of Michigan.



... a curb-to-curb
advanced reservation,
share ride
transportation system for
Berrien County
residents, with specially
reduced fares for the
elderly and the disabled.



Who can use it?

Any resident of Berrien County is eligible to use Berrienbus service. This includes both individuals and groups of any age. Persons 60 and over and persons who are physically or mentally disabled are eligible to use the service for one half fare.

Where does it go?

Berrienbus service covers the entire county. With 24 hour advance reservations, either individuals or groups may use the bus for shopping trips, visiting friends and relatives, medical, dental and other appointments, plus many other uses. Berrienbus coordinates its service with the dial-a-ride systems operation in the Twin Cities area, Niles, and Buchanan.

What are the buses like?

Berrienbus operates 24 buses, with capacities ranging from 12 to 28 passengers. All buses are equipped with lifts for the disabled.



What are the hours?

Berrienbus service is available from 5am to 5pm, Monday through Friday.



Where to call:

Local 471-1100
Toll-free 1-800-654-1827

Weather Closings:

Find weather closing information @:
AM 940 - WGMY FM 94.9 - The COAST
AM 1400 - WSJM FM 103.7 - WZRL
FM 107.1 - WIRX FM 98.3 - WCSY/COGY
FM 97.6 - WYTZ WSBT TV/22 NEWS



What does it cost?

Fares are as follows:

- Rides within a five mile radius...\$2.50
- Rides beyond a five mile radius...\$5.00
- Age 0 to 2 years...Free
- Persons 60 and older, physically or mentally disabled...50% discount

Group rates may vary.

RULES ON THE BUS:

- NO Eating.
- NO Smoking.
- NO Drinking.
- Drivers **cannot** make change. If a passenger needs to stop and make change, the cost is \$1.00. Wait fee is \$1.00 for making change.
- Number of bags allowed per passenger is 3 bags. Each additional bag is \$1.00.
- No shirt, no shoes, no service.
- Children must be three (3) years of age to ride unaccompanied.
- No standing/walking is permitted while vehicle is moving. All passengers should be seated facing forward at all times.
- No soliciting of any kind, including photographing which is prohibited without permission from Berrien County Public Transit Management.
- Possession or consumption of alcohol or illegal substances is prohibited.
- Disruptive behavior of any nature may result in refusal of transportation.
- Carrying a weapon of any kind is prohibited.
- Lift vehicles are equipped to transport wheelchair passengers not exceeding weight of 600 pounds (combined weight of wheelchair, person, & carry-ons).

PICK-UP POINTS

Benton Harbor

Aldi's	Social Secur
Mall	Health De
Lowe's	Merry Cen
Meijer	Secretary of St
Target	Michigan War
Greyhound	Home Dep
Wal Mart	DHS (Dept. of Human Serv
Riverwood	Plaza (Rite A
	Vincent Pla

St. Joseph

Courthouse	Secretary of Sta
Martins	Lakeland Hosp
Hardings	Greenwood Profess
Cedarwood	Buildi

Niles

Amtrak	Martin's Supermark
Dial-a-ride	South County Buildi
Lakeland	Wal-Ma

Waterliet

Hardings	Corner of M-140 & Red Are
	Ha

Coloma

Hardings	Senior Cente
----------	--------------

Call for more information on the following cities:

Baroda	Sawye
Buchanan	Sodu
New Buffalo	Three Oak

...or anywhere else in Berrien County.

Each Berrienbus trip must be reserved 24 hours in advance. Only 1 day can be scheduled at a time.

B1.4: Berrien County – Buchanan Dial-A-Ride

As a recipient of federal financial assistance, Buchanan Dial-A-Ride provides public transit services without regard to race, color, or national origin, in compliance with Title VI of the Civil Rights Act of 1964. For more information on Buchanan Dial-A-Ride's Title VI obligations, or if you believe you have been discriminated against for any of the above reasons, you may contact our Title VI Coordinator at 310 Main Street, St. Joseph, MI 49085, or at (269) 983-8990.

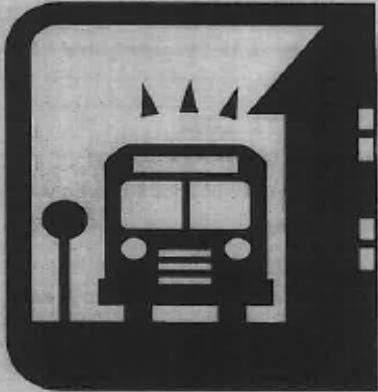
Things you need to know:

- Buses can come 10 minutes early or 10 minutes later than the scheduled pickup time.
- Buses can only wait 2 minutes at each pickup.
- A passenger that missed the dial-a-ride is considered a no-show. A no-show must be paid on the next scheduled ride.

****No-show fare is the cost of the scheduled no-show ride**

Weather Closings
Find weather closing information at:
AM 940, WGMY FM 94.9,
The Coast AM 1400, WSJM
FM 103.7, WZBL, FM 107.1,
WIRX, FM 98.3, WCSY
FM 97.5, WYTZ
TV/Channel
WNDU 16 WSBT 22 News

Buchanan
Dial-A-Ride
269-697-0600



Buchanan
Life is better here.

BUCHANAN
DIAL-A-RIDE

Our mission is to provide safe, dependable transportation for as many people as possible, at a reasonable cost. This is a shared-ride transportation system for Buchanan residents, with specially reduced fares for the elderly and the disabled.

Where does it go?
Buchanan Dial-A-Ride service covers the Buchanan area along with trips to Niles.

Who can use it?
Any resident of the Buchanan area is eligible to use the dial-a-ride service. This includes all individuals of any age. Persons 60 and over and persons who are physically or mentally disabled are eligible to use the service for half the regular fare.

What Does It Cost?
In City, including up to 1 mile outside of City limits:
Regular: \$1.50
Senior/Disabled*: \$0.75
Beyond 1 mile outside of City limits:
Regular: \$4.00
Senior/Disabled*: \$2.00

*Senior: age 60 or older, Medicare card holder: half fare
Children under 1 year of age: free
Children under 12, accompanied by an adult: half fare
Student attending school activity: \$1.00

Where to call to schedule a ride? Local: 697-0600
Toll Free: 1-800-654-1827

Monday thru Friday
Buchanan to Niles (Shuttle)
7:00 am, 11:30 am, 2:00 pm, 4:30pm
Niles to Buchanan (Shuttle)
7:30 am, 12:00 pm, 2:30 pm, 4:45 pm

Saturday
Buchanan to Niles (Shuttle)
11:00 am, 2:00 pm, 3:00 pm
Niles to Buchanan (Shuttle)
9:00 am, 11:30 am, 2:30 pm
Closed on Sundays

What are the hours?

- Monday through Friday: 7:00 am to 5:30 pm
- Saturday: 9:00 am to 3:00 pm
- Sundays and Holidays: Closed

B1.5: Berrien County - Niles Dial a Ride

OTHER IMPORTANT INFORMATION

CANCELLATION/NO-SHOW POLICY
 If you no longer need a scheduled ride, please cancel your reservation by calling DART Dispatch at 269.684.5150. Drivers will wait up to 3 minutes for a passenger. If a passenger fails to show for a scheduled ride, a no-show infraction is issued and a \$1 fee is assessed at the time of the next ride. Riders are verbally notified of each no-show infraction.

STANDING ORDER TRIPS

If you will be traveling on the same day(s) of the week, at the same time(s), to the same location(s), you may be eligible for a standing order trip. Please contact the DART office for more information.

ACCESSIBILITY

All DART buses are wheelchair accessible with wheelchair lifts to bring passengers aboard. Passengers in wheelchairs must use the straps provided to secure their chairs. Caregivers may ride for free. If you require DART information in an alternate format, contact the DART office.

BIKE RACKS

Some of the DART buses now have bike racks that hold up to 2 bicycles. Riders should expect to load their own bikes to the rack in the front of the bus. Drivers will not load bikes, but can offer instruction on how to do so. Please inform Dispatch that you will be bringing your bike when you call to schedule your ride.

COMMENTS / SUGGESTIONS

Your comments and suggestions are always welcome. Contact the main office at by phone or in writing to offer your concerns, comments, and suggestions.

HOURS AND FARES

DART Operating Hours

Demand Response
 Monday - Friday 7:00 a.m. - 5:00 p.m.
 Saturday 10:00 a.m. - 3:00 p.m.

Fixed Route

Monday - Friday 10:00 a.m. - 5:00 p.m.

The route bus may deviate upon request to access destinations along the route that are not officially designated stops. Riders wishing to use this service must call in advance. For more information, contact the DART office.

DART Fares

Exact change is required. Drivers and office staff cannot make change.

Demand Response

Within City Limits:
 \$3.00/\$1.50 reduced fare*

To, from, or within Townships

\$4.00/\$2.00 reduced fare*

Fixed Route

\$2.00/\$1 reduced fare*

*Reduced fare cards are available for persons receiving supplemental Social Security Income or Medicare (ID or Medicare card required) and/or persons age 60 and older or 11 and under. Children under 2 ride free.

Ticket/Token Sales

DART \$10 punch card tickets may be purchased at the DART main office during operating hours or from DART drivers on the buses. Tokens, for group sales only, are also available at the main office. Payment may be made in the form of cash in exact change or checks only.

**NILES
 DIAL-A-RIDE
 TRANSPORTATION**



PUBLIC TRANSPORTATION
Serving the Greater Niles Area

623 N Second Street
 Niles, MI 49120
Phone: 269.684.5150
 Fax: 269.684.5154

B1.6: Berrien County - Niles Dial a Ride Fixed Route Service

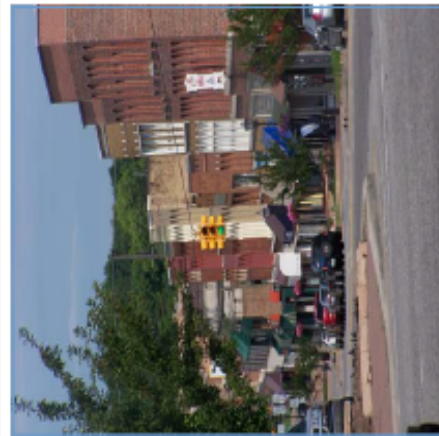
Fixed Route ("Route 2") Schedule

Effective 1/3/2011

Destination	Time													
	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	10:01 AM	11:01 AM	12:01 PM	1:01 PM	2:01 PM	3:01 PM	4:01 PM
DART Office (623 N. Second St.)	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	10:01 AM	11:01 AM	12:01 PM	1:01 PM	2:01 PM	3:01 PM	4:01 PM
HiRise	10:04 AM	11:04 AM	12:04 PM	1:04 PM	2:04 PM	3:04 PM	4:04 PM	10:06 AM	11:06 AM	12:06 PM	1:06 PM	2:06 PM	3:06 PM	4:06 PM
Four Flags Plaza	10:08 AM	11:08 AM	12:08 PM	1:08 PM	2:08 PM	3:08 PM	4:08 PM	10:12 AM	11:12 AM	12:12 PM	1:12 PM	2:12 PM	3:12 PM	4:12 PM
Martin's	10:17 AM	11:17 AM	12:17 PM	1:17 PM	2:17 PM	3:17 PM	4:17 PM	10:18 AM	11:18 AM	12:18 PM	1:18 PM	2:18 PM	3:18 PM	4:18 PM
Big Lots	10:19 AM	11:19 AM	12:19 PM	1:19 PM	2:19 PM	3:19 PM	4:19 PM	10:21 AM	11:21 AM	12:21 PM	1:21 PM	2:21 PM	3:21 PM	4:21 PM
Senior Center	10:22 AM	11:22 AM	12:22 PM	1:22 PM	2:22 PM	3:22 PM	4:22 PM	10:24 AM	11:24 AM	12:24 PM	1:24 PM	2:24 PM	3:24 PM	4:24 PM
Niles Township Office	10:27 AM	11:27 AM	12:27 PM	1:27 PM	2:27 PM	3:27 PM	4:27 PM	10:31 AM	11:31 AM	12:31 PM	1:31 PM	2:31 PM	3:31 PM	4:31 PM
Belle Plaza	10:34 AM	11:34 AM	12:34 PM	1:34 PM	2:34 PM	3:34 PM	4:34 PM	10:37 AM	11:37 AM	12:37 PM	1:37 PM	2:37 PM	3:37 PM	4:37 PM
Niles Plaza	10:40 AM	11:40 AM	12:40 PM	1:40 PM	2:40 PM	3:40 PM	4:40 PM	10:41 AM	11:41 AM	12:41 PM	1:41 PM	2:41 PM	3:41 PM	4:41 PM
Tank Town (Cingo)	10:43 AM	11:43 AM	12:43 PM	1:43 PM	2:43 PM	3:43 PM	4:43 PM	10:47 AM	11:47 AM	12:47 PM	1:47 PM	2:47 PM	3:47 PM	4:47 PM
State Line	10:49 AM	11:49 AM	12:49 PM	1:49 PM	2:49 PM	3:49 PM	4:49 PM	10:50 AM	11:50 AM	12:50 PM	1:50 PM	2:50 PM	3:50 PM	4:50 PM
Auten Rd. & SR	10:50 AM	11:50 AM	12:50 PM	1:50 PM	2:50 PM	3:50 PM	4:50 PM	10:52 AM	11:52 AM	12:52 PM	1:52 PM	2:52 PM	3:52 PM	4:52 PM
Rural King	10:50 AM	11:50 AM	12:50 PM	1:50 PM	2:50 PM	3:50 PM	4:50 PM	10:54 AM	11:54 AM	12:54 PM	1:54 PM	2:54 PM	3:54 PM	4:54 PM
Wal-Mart	10:50 AM	11:50 AM	12:50 PM	1:50 PM	2:50 PM	3:50 PM	4:50 PM	10:55 AM	11:55 AM	12:55 PM	1:55 PM	2:55 PM	3:55 PM	4:55 PM
Big Lots	10:50 AM	11:50 AM	12:50 PM	1:50 PM	2:50 PM	3:50 PM	4:50 PM	10:55 AM	11:55 AM	12:55 PM	1:55 PM	2:55 PM	3:55 PM	4:55 PM
Senior Center	10:50 AM	11:50 AM	12:50 PM	1:50 PM	2:50 PM	3:50 PM	4:50 PM	10:57 AM	11:57 AM	12:57 PM	1:57 PM	2:57 PM	3:57 PM	4:57 PM
McDonald's	10:50 AM	11:50 AM	12:50 PM	1:50 PM	2:50 PM	3:50 PM	4:50 PM	10:58 AM	11:58 AM	12:58 PM	1:58 PM	2:58 PM	3:58 PM	4:58 PM
Martin's	10:50 AM	11:50 AM	12:50 PM	1:50 PM	2:50 PM	3:50 PM	4:50 PM							
3rd & Huron	10:50 AM	11:50 AM	12:50 PM	1:50 PM	2:50 PM	3:50 PM	4:50 PM							
3rd & Hickory	10:50 AM	11:50 AM	12:50 PM	1:50 PM	2:50 PM	3:50 PM	4:50 PM							
3rd & Broadway	10:50 AM	11:50 AM	12:50 PM	1:50 PM	2:50 PM	3:50 PM	4:50 PM							
Harding's	10:54 AM	11:54 AM	12:54 PM	1:54 PM	2:54 PM	3:54 PM	4:54 PM							
Four Flags Plaza	10:55 AM	11:55 AM	12:55 PM	1:55 PM	2:55 PM	3:55 PM	4:55 PM							
Library	10:55 AM	11:55 AM	12:55 PM	1:55 PM	2:55 PM	3:55 PM	4:55 PM							
City Hall	10:55 AM	11:55 AM	12:55 PM	1:55 PM	2:55 PM	3:55 PM	4:55 PM							
HiRise	10:57 AM	11:57 AM	12:57 PM	1:57 PM	2:57 PM	3:57 PM	4:57 PM							
DART Office (623 N. Second St.)	10:58 AM	11:58 AM	12:58 PM	1:58 PM	2:58 PM	3:58 PM	4:58 PM							

GENERAL RIDING TIPS


1. Call 269.684.5150 to schedule a ride.
2. Be sure to call at least one hour in advance.
3. Use the fixed route whenever possible in order to save money.
4. The use of seatbelts is recommended for all passengers. Wheelchairs must be secured.
5. Transfer tickets are available to transfer from the fixed route to demand response and vice versa.
6. Please remember that Dial-A-Ride is a shared ride service, not a taxi. You may be riding with several other passengers. We strive to make our scheduling as efficient as possible, but riders should expect to be flexible in their pick up and drop off times and schedule accordingly.
7. Feel free to call the office with questions.



VISIT US ON THE WEB!
www.nilesdialaride.org

B1.7: Berrien County - Twin Cities Transportation Authority – Fixed Route Service Red

RED ROUTE



BENTON HARBOR
DOWNTOWN BENTON HARBOR
DOWNTOWN ST JOSEPH
SOUTHTOWN ST JOSEPH
ST JOSEPH TOWNSHIP
STEVENSVILLE

6:00 am—10:00 pm
Monday-Friday
8:00 am—10:00 pm
Saturday

\$1.00
Ride & Transfer!
50 cents for
Seniors and Disabled
(Exact Fare Required)


Dependable Service Every Hour at over 11 Locations—No Need to Call for a Ride!

TCATA

For more information call (269) 927-4461

Schedule valid beginning May 2010

SCHEDULE



The Red Route runs once each hour, and will be at each stop at the same time after each hour, as shown below.

Please be at bus stop five minutes before the scheduled time.

TRANSFER	1. Union & Empire	:04
TRANSFER	2. Broadway Ave & Clay St	:06
TRANSFER	3. Harbor Towers Apartments	:09
TRANSFER	4. Twin City Dial-A-Ride	:10
TRANSFER	5. Michigan Works!	:15
TRANSFER	6. Whitcomb (Ship St)	:20
	7. Lakeland Hospital	:30
	8. Harding's (Midway Ave)	:35
	9. Martin's side door	:40
	10. Park & Ride lot	:45
	11. Briarwood Apartments	:02
	12. Union St & May St	:03

Monday—Friday :
(6am—10pm)

Start

Union & Empire
6:04am

Last Stop

Twin City Dial-A-Ride
10:10pm

Saturday:
(8am—10pm)

Start

Union & Empire
8:04am

Last Stop

Twin City Dial-A-Ride
10:10pm

See bus stop route map on reverse side.

Schedules are available at www.gorideshare.org

"Do I need to call in for a ride?"

No. The bus will be at each stop at the times shown on the schedule to the left.

"What if I want to be dropped off along the route (other than at a designated stop)?"


Tell the driver where you need to be dropped off (location must be on the route).

"What if I want to be picked up along the route (other than at a designated stop)?"

Call (269) 927-4461 and tell the dispatcher you are on the red route, and your location.

"How much does it cost?"

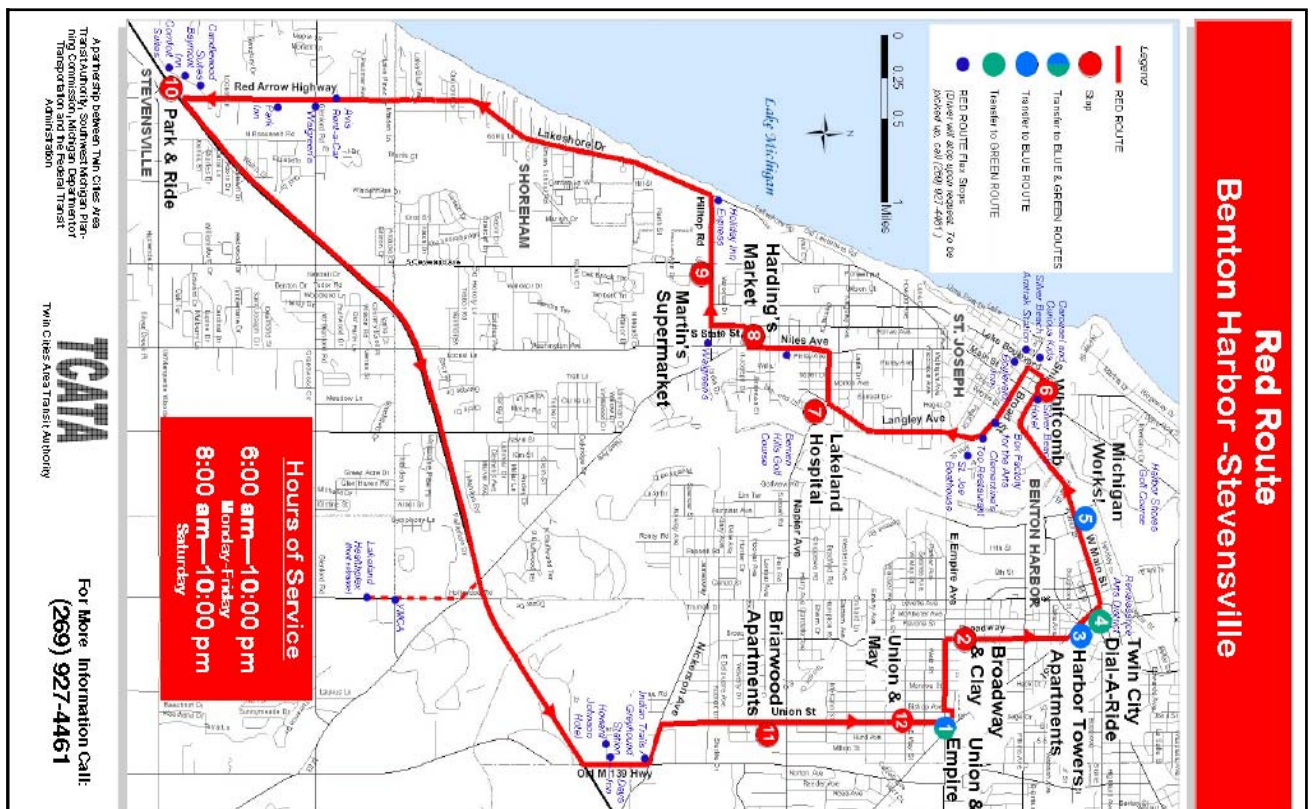
The fare is \$1 each way (\$0.50 for seniors/disabled), to be paid each time you board the bus. If you are transferring to the Blue or Green routes, ask the driver for your free transfer slip.



Bike Racks on Buses as of May 2010!


See bus stop route map on reverse side.

Schedules are available at www.gorideshare.org



B1.8: Berrien County - Twin Cities Transportation Authority – Fixed Route Service Blue


BLUE ROUTE



Twin Cities Area Transit Authority

DOWNTOWN BENTON HARBOR
BENTON HARBOR
FAIRPLAIN

6:00 am—10:00 pm
Monday-Friday
8:00 am—10:00 pm
Saturday



\$1.00
Ride & Transfer!
50 Cents for
Seniors and Disabled
(Exact Fare Required)

Dependable Service Every 1/2 Hour
to 18 Locations—No Need to Call for a Ride!

TCATA

For more information call
(269) 927-4461

REVISED! So hadule valid beginning 4/15/10

SCHEDULE

The Blue Route runs twice each hour. **Buses A and B stop at times shown below after each hour.**
Please be at bus stop five minutes before the scheduled time.

	A	B
TRANSFER		
1. Twin City Dial-A-Ride	:00	:30
2. DHS	:07	:37
3. River Terrace Apartments	:09	:39
4. Britain Ave & Broadway Ave	:14	:44
5. Broadway Ave & Clay St	:15	:45
6. Mercy Center	:17	:47
7. Kartar Fruit Haven	:20	:50
TRANSFER		
8. Save-a-Lot	:22	:52
9. Walgreens	:23	:53
10. Big Lots	:24	:54
11. Target	:27	:57
12. Dollar Tree	:29	:59
TRANSFER		
13. Orchards Mall (Door #4)	:33	:03
14. Meijer	:36	:06
15. Wal-Mart	:39	:09
TRANSFER		
7. Kartar Fruit Haven	:46	:16
6. Mercy Center	:48	:18
5. Broadway Ave & Clay St	:49	:19
4. Britain Ave & Broadway Ave	:50	:20
2. DHS	:51	:21
3. River Terrace Apartments	:53	:23
TRANSFER		
16. Family Dollar	:56	:26
TRANSFER		
17. Michigan Works!	:58	:28
TRANSFER		
18. Harbor Towers Apartments	:59	:29

**Monday—Friday:
(6am—10pm)**

Start

Twin City Dial-A-Ride
6:00am

Last Stop

Twin City Dial-A-Ride
10:00pm

*Bus A does not run between 12pm and 1pm.

**Saturday:
(8am—10pm)**

Start

Twin City Dial-A-Ride
8:00am

Last Stop

Twin City Dial-A-Ride
10:00pm

*Bus A does not run between 12pm and 1pm.

See bus stop route map on reverse side.

Do I need to call in for a ride?

No. The bus will be at each stop at the times shown on the schedule.

What if I want to be dropped off or picked up along the route (other than at a designated stop)?

The bus driver will stop at one of the following nine Flex Stop locations, upon request:

- Aki
- Factory Card & Party Outlet
- Hayward Wells Estates
- IHOP
- La Perla
- New Harbor Condos
- Pizza Hut
- Rite Aid
- The Meeting House at Fidelity

Tell the driver where you want to be dropped off upon boarding.

To be picked up from any of these nine locations, call (269) 927-4461 and request a "flex stop on the Blue Route."

How much does it cost?

The fare is \$1 each way (\$0.50 for seniors/disabled), to be paid each time you board the bus.

If you are transferring to the Red or Green routes, ask the driver for your free transfer slip.

You must have exact fare to board the bus—drivers do not provide change.

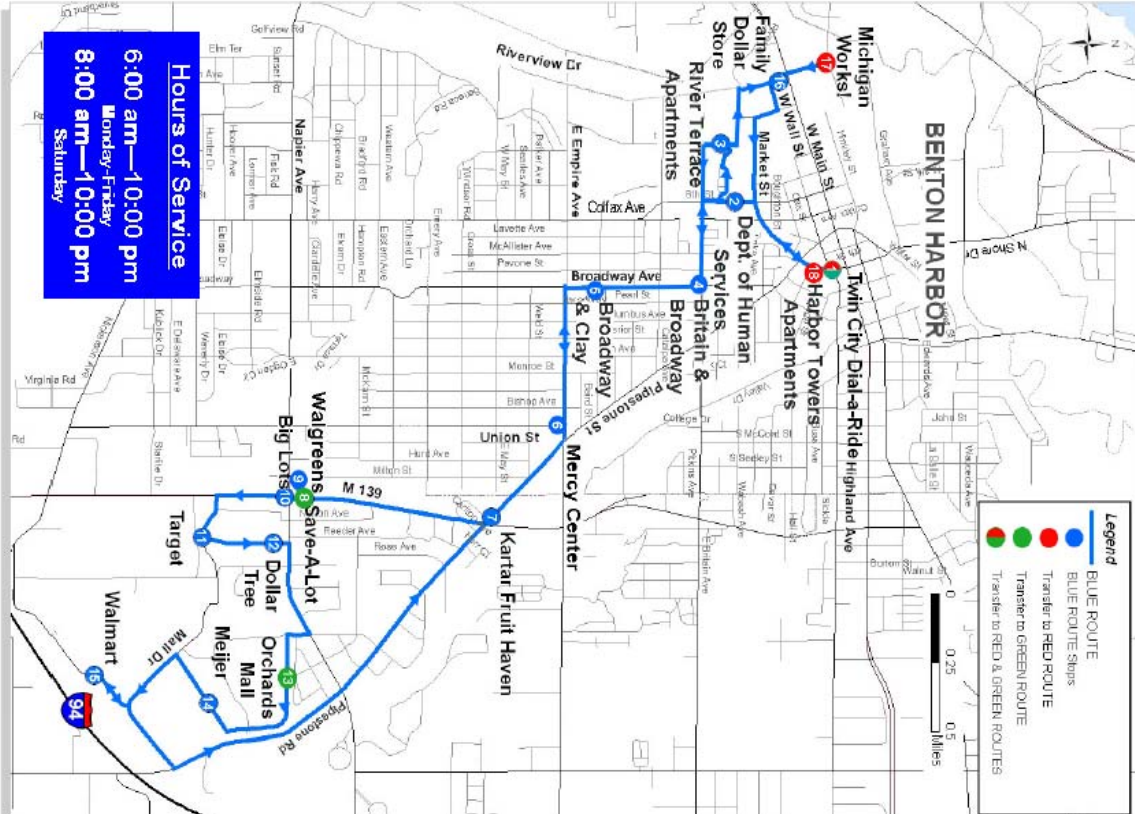
In partnership with Twin Cities Area Transit Authority, Southwest Michigan Planning Commission, Michigan Department of Transportation and the Federal Transit Administration

TCATA

Twin Cities Area Transit Authority

Hours of Service
6:00 am—10:00 pm
Monday-Friday
8:00 am—10:00 pm
Saturday

For More Information Call:
(269) 927-4461



Legend

- BLUE ROUTE
- BLUE ROUTE Stops
- Transfer to RED ROUTE
- Transfer to GREEN ROUTE
- Transfer to RED & GREEN ROUTES

0 0.25 0.5 Miles

Blue Route

Benton Harbor –Fairplain

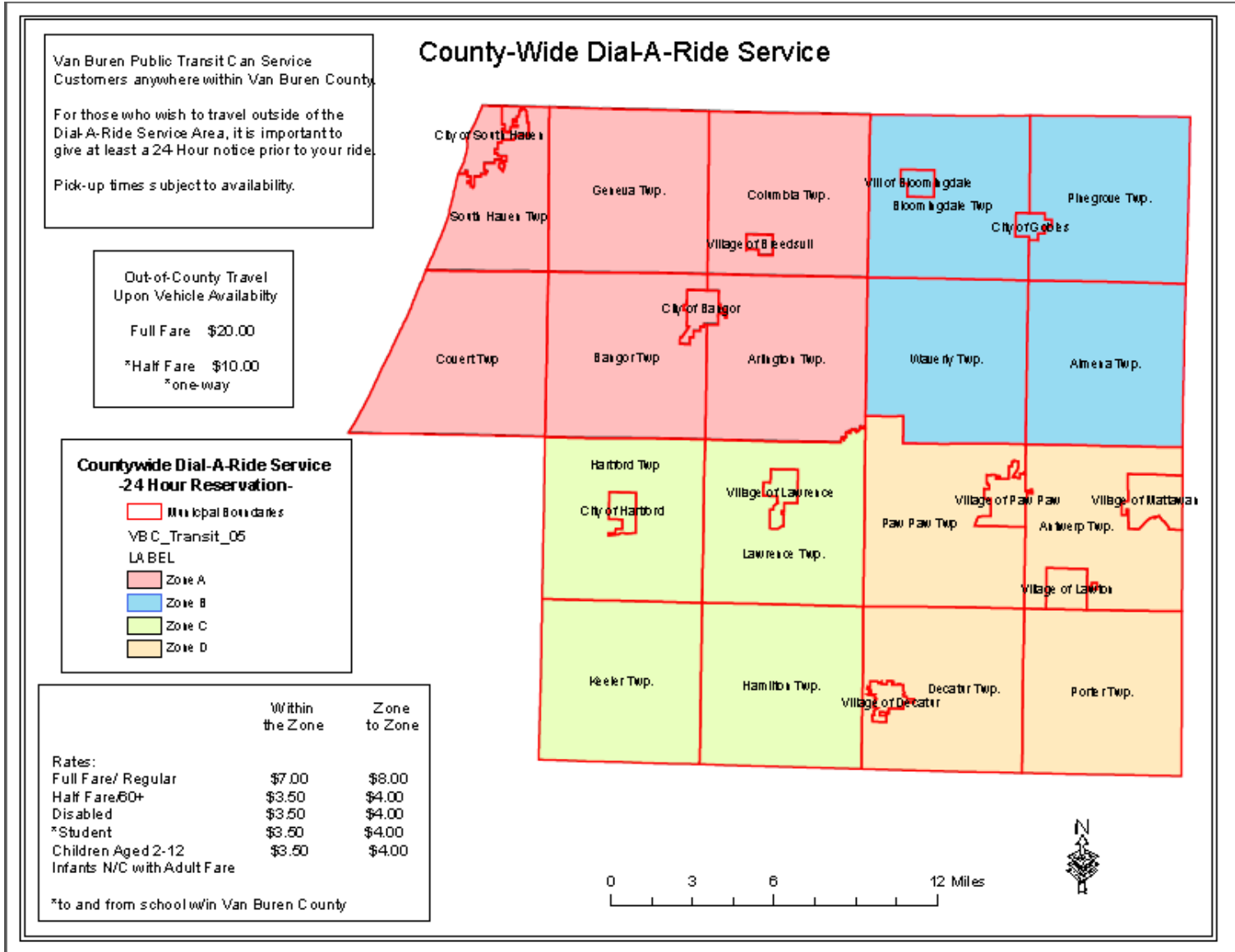
B1.9: Cass County – Cass County Public Transit

<p>TRANSIT TIPS</p>	<p>WHAT ARE THE BUSES LIKE?</p>	<p>CASS COUNTY PUBLIC TRANSPORTATION AUTHORITY</p>
<p>*For the comfort of everyone, smoking, eating, and drinking are not allowed. *In some cases, the bus must make several stops, so plan a slightly longer travel time. *Please try to plan your social, shopping, and doctor trips during non-peak hours; after 9:00 a.m., and before 2:00 p.m. *For safety, please remain seated until the bus comes to a complete stop. *Please have the exact fare, we do not make change. *We do not pull into driveways, we are a curb to curb service. *Please be ready to board when the bus arrives so others won't have to wait. Buses wait up to 3 minutes, then will leave. *If you decide not to ride, please call the office 1 hour before the bus arrives, or you can be charged for a "no show". *Closing of Public Transit due to weather will be broadcast on local T.V. stations, 16, 22, and 28. *Remember, all trips must be reserved, at least, 24-hours in advance.</p>	<p>Cass County Public Transit operates 5 medium-duty buses, 4 cutaway buses, and 2 mini-vans with capacities of 6 to 24 passengers. All buses are equipped with lifts for the handicapped, and drivers are experienced in working with disabled individuals.</p> <p>The Cass County Transportation Authority ensures that the level and quality of transportation service is provided without regard to race, color, or national origin in accordance with Title VI or the Civil Rights Act of 1964. For more information regarding our Title VI obligations or to file a complaint please contact us at the address given below.</p> <p>Cass County Transportation Authority 120 North Broadway Cassopolis, MI 49031</p> <p>Transportation Management, Inc. 310 Main Street St. Joseph, MI 49085</p>	<p>...CURB TO CURB, 24-HOUR RESERVATION, SHARED RIDE TRANSPORTATION SYSTEM FOR CASS COUNTY RESIDENTS, WITH SPECIALLY REDUCED FARES FOR THE ELDERLY AND HANDICAPPED.</p> <p>400 EAST STATE STREET CASSOPOLIS, MI 49031 (269) 445-2455 1-800-323-2508</p> <p>Cass County Public Transit Administered By: Cass County Transportation Authority 120 North Broadway Cassopolis, MI 49031</p> <p>Managed by: Transportation Management, Inc. 310 Main Street St. Joseph, MI 49085 (269) 983-8990</p>

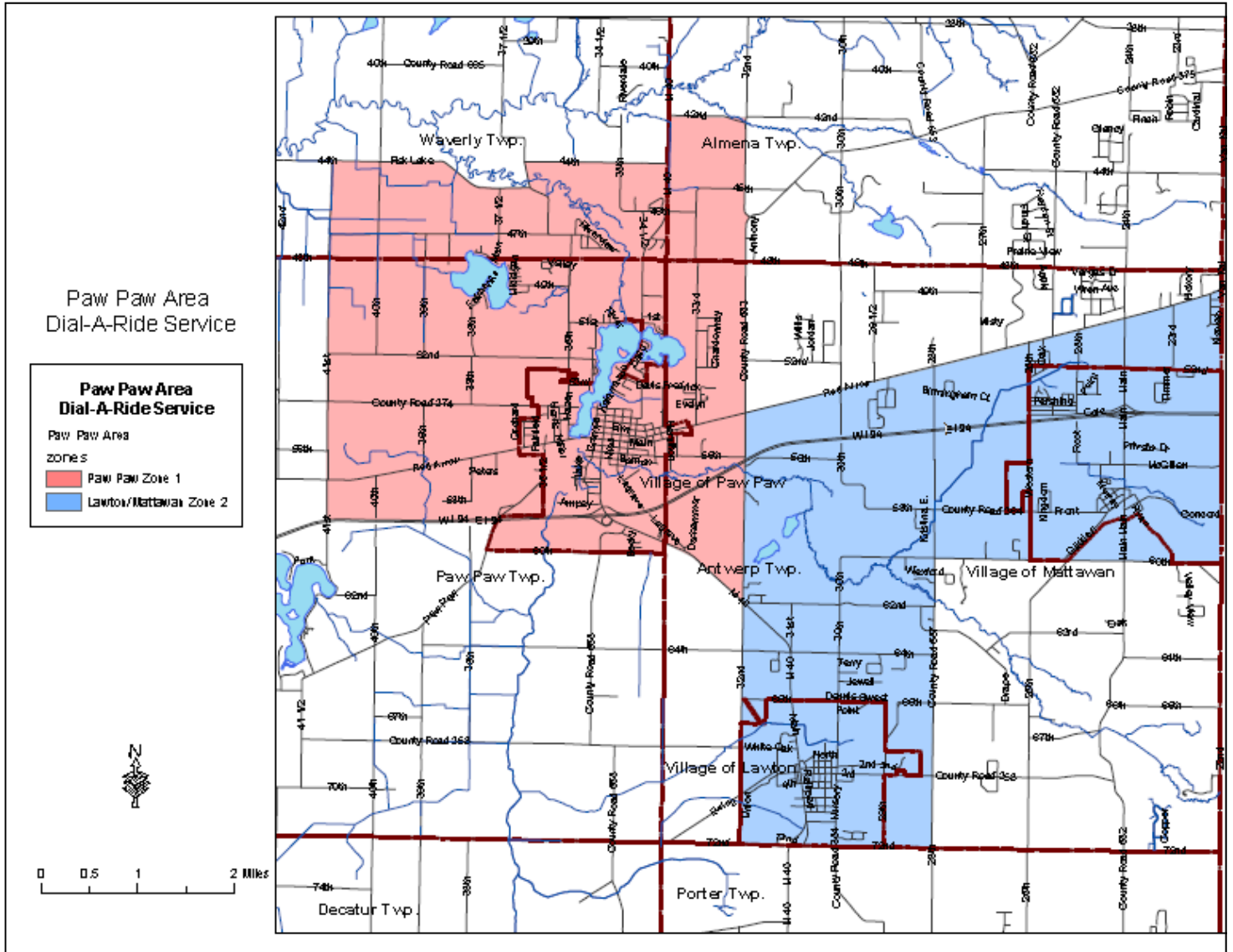
B1.9 continued: Cass County – Cass County Public Transit

SERVICE AREA	FARES	HOURS
<p>WHERE DOES IT GO?</p> <p>Cass County Public Transit service covers the entire county with 24-hour advance reservations, either individuals or groups may use the bus for shopping, trips, visiting friends, or relatives, medical, dental and other appointments, meetings, or church activities.</p>	<p>WHAT DOES IT COST?</p> <p>Fares are as follows:</p> <p>Rides within 5 miles from base- \$3.50</p> <p>Rides beyond 5 miles from base- \$5.50</p>	<p>WHAT ARE THE HOURS?</p> <p>Cass County Public Transit service is available from 6:00 a.m. to 6:00 p.m., Monday through Friday</p> <p>Office hours: 6:00 a.m. to 5:00 p.m.</p>
<p>Cass County Public Transit coordinates its service with the Dial-A-Ride system operating in the city of Dowagiac and neighboring counties.</p>	<p>Persons 60 and older, physically or mentally handicapped... 50% discount all day.</p> <p>Children 5 - 12 years of age accompanied by a parent - ride for one-half fare.</p> <p>Children 5 - 12 years of age without a parent or adult - ride for full fare.</p> <p>Children under 5 years of age MUST BE ACCOMPANIED BY AN ADULT</p> <p>Children under 1 year old ride free accompanied by parent.</p>	<p>WHAT NUMBER DO I CALL?</p> <p>To make a 24-hour advance reservation, two toll-free numbers are available, depending on where you live in the county.</p> <p>CALL: (269) 445-2455 OR 1-800-323-2508</p> <p>REMEMBER, ALL TRIPS MUST BE RESERVED 24-HOURS IN ADVANCE.</p>
<p>WHO CAN USE IT?</p> <p>Any resident of Cass County is eligible to use the bus service. This includes individuals of any age. Persons 60 and over, or persons who are physically or mentally handicapped are eligible to use the service for one-half fare.</p>		

B1.10: Van Buren County - County Wide Service

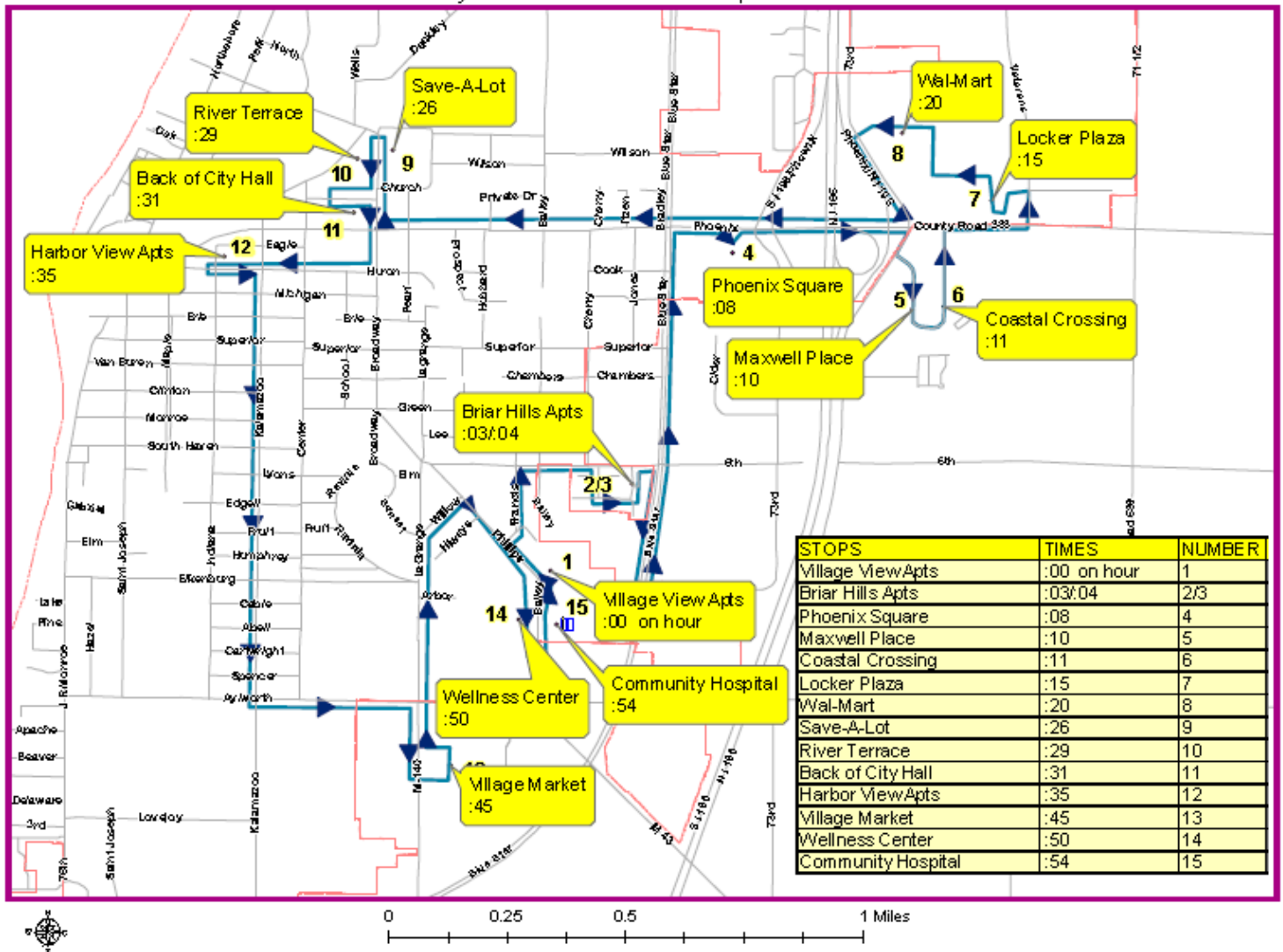


B.11: Van Buren County - Paw Paw Dial-a-Ride



B1.12: Van Buren County - South Haven Metro Flex Service

City of South Haven Loop Service



B1.13: Van Buren County – Bangor Apple Loop Schedule

Please call our dispatch office 24 hours in advance to schedule a trip other than those listed on the stop list.

Dispatch Office (Bangor Area Ride Line): 427-7921

What is Van Buren Public Transit? Van Buren Public Transit is a public agency providing curb-to-curb transportation to Van Buren County residents. Our buses are wheelchair accessible and are an affordable transportation alternative. Our services reflect a commitment to meeting the mobility needs of all.

When is Service Available? Office hours are Monday - Friday, 9:00 am to 5 pm. Dispatch hours are Monday - Friday, 6:00 am to 8:00 pm, and Saturday, 10:00 am to 4:00 pm.


How do I pay? Drivers do no carry change, so please have your fare ready to put in the fare box when boarding. Checks are accepted, however we do not accept credit cards. Save money and purchase a Van Buren Public Transit Pass. Call our dispatch office at 269-427-7921 or 1-800-828-2015 for more details.

Other Types of Services Offered by VBPT Include:

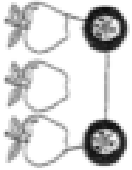
DIAL-A-Ride: Provides curb-to-curb services with the Paw Paw and South Have areas Monday through Saturday.

COUNTY-WIDE-RESERVATION: Call 24 hours in advance for transportation with the boundaries of Van Buren County.

Service will be provided equally, without regard to race, color, religion, gender, national origin or handicap as required by law. Closed certain holidays. Watch WWMT-TV or listen to COSY radio for weather related closings.



Bangor Apple Loop Schedule



Full Fare: \$1.00
Half Fare: \$.50 (Disabled, Seniors, Students)
Service Days: Monday, Wednesday, & Friday
First Loop: 9:00 a.m. (First Loop departs Autumn Winds Apartments at 9:03 a.m.)
Last Loop: 1:00 p.m. (Last Loop departs Autumn Winds Apartments at 1:03 p.m. Pick-ups ends at 2:00 p.m.)

		<u>Departs</u>
Stops: 1.	Autumn Winds Apartments	:03
2.	White Oak Drive	:08
3.	East Wood Lane/Apple Blossom Dr.	:11
4.	Ridgeway Markets	:19
5.	C.O.G.I.C. Village	:25
6.	East Brook Apartments	:28
7.	Handings Market	:33
8.	Depot area	:37
9.	Senior Apartments	:40
10.	Appletree Apartments	:45
11.	Black River Road Apartments	:50
12.	Intercare	:54
13.	City Hall	:56
14.	Family Dollar	:58

Our Business is Picking Up!

B1.14: St. Joseph County - Transpo Riders Guide

Welcome Aboard

Key To My City!

Getting around South Bend and Ellettsburg is easier than ever with TRANSPO. For work, school or shopping, TRANSPO's award-winning service is the most convenient way to get around. TRANSPO is a member of the South Bend and Ellettsburg area's public transit system.

It's as easy as 1-2-3

1 Handy routes get you where you want to go

TRANSPO routes are designed to take you to work, school, shopping, and other destinations. TRANSPO routes are designed to take you to work, school, shopping, and other destinations. TRANSPO routes are designed to take you to work, school, shopping, and other destinations.

2 We come aboard TRANSPO!

Boarding the bus is easy. TRANSPO buses are equipped with ramps and lifts to help you board. TRANSPO buses are equipped with ramps and lifts to help you board.

3 Rules of the Road & more information

TRANSPO has a number of rules to help you use the service safely and efficiently. TRANSPO has a number of rules to help you use the service safely and efficiently.

When and where do you catch the bus?

TRANSPO buses operate on a regular schedule. TRANSPO buses operate on a regular schedule.

Bus Passes for Frequent Riders

TRANSPO offers a variety of passes for frequent riders. TRANSPO offers a variety of passes for frequent riders.

Payment for fare

TRANSPO offers a variety of payment options. TRANSPO offers a variety of payment options.

Wheelchair Accessibility

TRANSPO buses are wheelchair accessible. TRANSPO buses are wheelchair accessible.

Transit ACCESS SERVICE

TRANSPO offers a transit ACCESS SERVICE. TRANSPO offers a transit ACCESS SERVICE.

Lost and Found

TRANSPO has a lost and found service. TRANSPO has a lost and found service.

System Map & Rider's Guide

TRANSPO has a system map and rider's guide. TRANSPO has a system map and rider's guide.

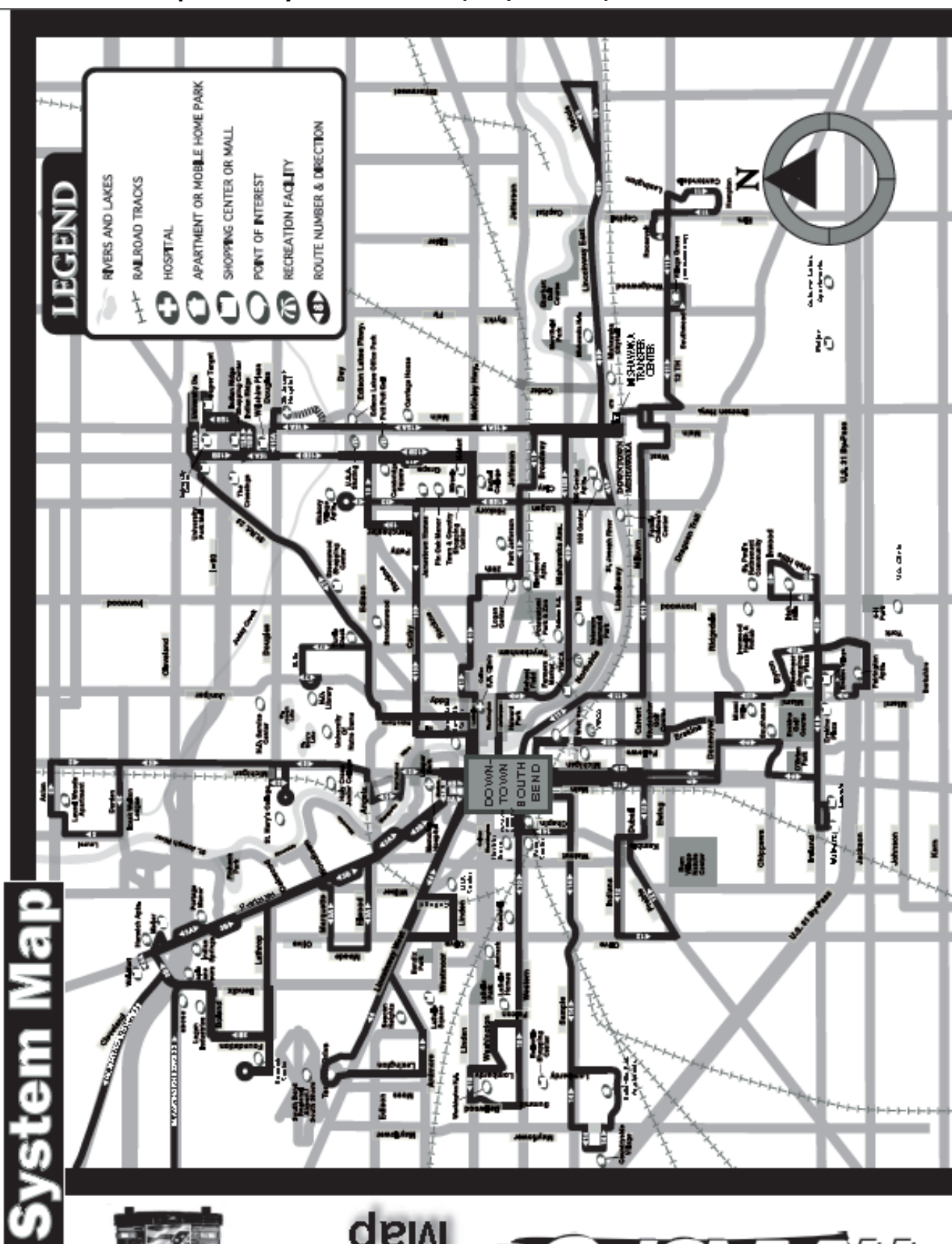
Key To My City!

TRANSPO is a member of the Key To My City program. TRANSPO is a member of the Key To My City program.

TRANSPO

TRANSPO is a member of the South Bend and Ellettsburg area's public transit system. TRANSPO is a member of the South Bend and Ellettsburg area's public transit system.

B1.15: St. Joseph County Indiana - Transpo System Map




System Map



System Map

TRANSPO

B1.16: St. Joseph County, Indiana - Blackthorn Express



Blackthorn Express / II

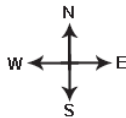
*The Blackthorn Express II route is shown in red.

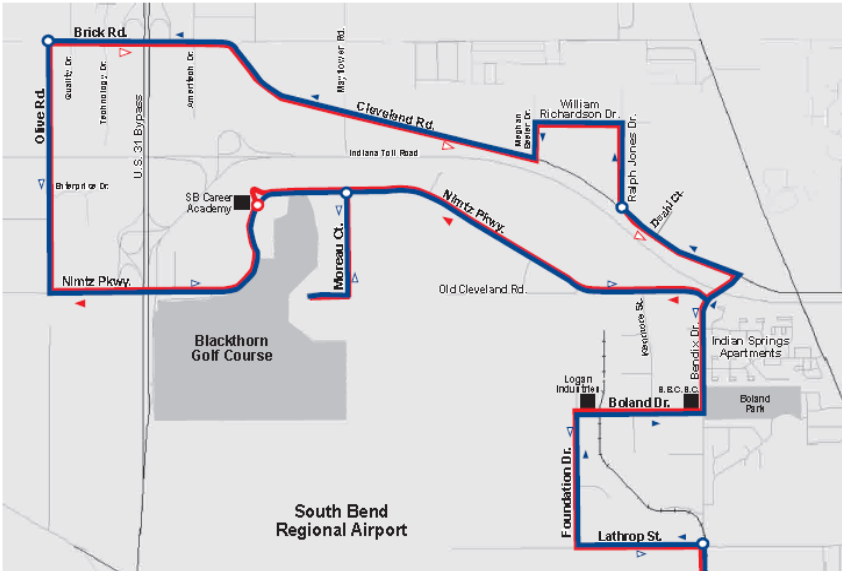
Legend:

- Time Point
- Point of Interest
- ▶ From South Street Station (Outbound)
- ◀ Return to South Street Station (Inbound)
- TRANSPO Transfer Centers

TRANSPO FARES:


Adult Base Fare	\$1.00
Discount Fare	50¢
<i>Disabled persons, Medicare card holders, and persons age 65 and over upon presentation of a Medicare card, photo identification showing age over 65, or a Handi-board.</i>	
Children (4 & under)	FREE
<i>Limit 2 children per fare paying adult.</i>	
31 Day Pass	\$35
31 Day Student Pass	\$30
2 Week Pass	\$18
TRANSFER	FREE





Information Line (574) 233-2131 / Website www.sbtranspo.com

There are NO passenger pickups or drop offs between South Street Station and the corner of Bendix Dr. and Lathrop St. This includes travelling through downtown from South Street Station along Lincolnway to Bendix Dr.



WEEKDAYS

From South Street Station to Blackthorn Area and return to South Street Station

Blackthorn Express/II

BLACKTHORN EXPRESS TIMES

South Street Station	Bendix & Lathrop	Chevaland & Ralph Jones	Brick & Olive	Nimitz & Morneau Ct.	Lathrop & Bendix	South Street Station
AM 7:20	7:34	7:42	7:48	7:53	8:06	8:20
8:20	8:34	8:42	8:48	8:53	9:06	9:20
PM 2:20	2:34	2:42	2:48	2:53	3:06	3:20
3:20	3:34	3:42	3:48	3:53	4:06	4:20

BLACKTHORN EXPRESS II TIMES

South Street Station	Bendix & Lathrop	SB Career Academy	Brick & Olive	Ralph Jones & Chevaland	Lathrop & Bendix	South Street Station
AM 6:50	7:10	7:20	7:30	7:38	7:45	8:00
PM 4:50	5:00	5:10	5:25	5:32	5:41	5:55

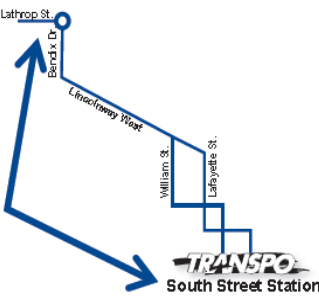
Please note, the Blackthorn Express II route is shown in red on the map. It runs in reverse of the Blackthorn route once reaching Bendix & Nimitz Pkwy.


Only runs while the South Bend Career Academy is in session.

The Blackthorn Express & Blackthorn Express II are shuttle services from TRANSPO's South Street Station to the Blackthorn Industrial area.

It has fewer stops along the way resulting in a faster, more efficient commute.

Because it is a shuttle service with limited stops, there are NO passenger pickups or drop offs between South Street Station and the first timepoint at Bendix Dr. and Lathrop St.





TRANSPO

Information Line (574) 233-2131
Website www.sbtranspo.com

Monday - Saturday, No Sunday service
Effective 5/11 subject to change

The Blackthorn Express & Blackthorn Express II have no Saturday service.

B-2 Inter-city Bus Brochures/Schedules

B2.1: Greyhound and Indian Trail Service Schedules

Benton Harbor – Battle Creek

Benton Harbor	Battle Creek		Battle Creek	Benton Harbor
9:10 am	11:05am		11:05 am	12:50 pm
10:15 am	12:25 pm		12:18 pm	1:33 pm
8:10 pm	10:05 pm		4:25 pm	6:35 pm
9:50 pm	10:20 pm		7:45 pm	9:35 pm
Benton Harbor to South Haven			South Haven to Benton Harbor	
10:30 am	11:00 am		6:15 pm	6:45 pm
1:50 pm	2:20 pm			
8:10 pm	2:55 pm			
9:50 pm	9:10 pm			

Connecting public transit: Twin Cities Dial a Ride, Berrien Bus & Battle Creek Public Transit

Benton Harbor - South Haven Travel

South Haven Connections: Van Buren Public Transit, South Haven Metro Loop, Greyhound/Indian Trails

Benton Harbor Connections: Twin Cities Dial a Ride, Twin Cities Dial a Ride Red Route, Berrien Bus, Greyhound/Indian Trails

Benton Harbor - Grand Rapids Travel

Benton Harbor	Grand Rapids		Grand Rapids	Benton Harbor
10:30 am	12:25 pm		8:15 am	10:00 am
1:50 pm	3:50 pm		4:50 pm	6:45 pm
8:45 pm	10:25 pm		7:25 pm	9:35 pm
9:50 pm	9:10 pm			

Connections: Grand Rapids: The Rapid Public Transit, Greyhound/Indian Trails, Amtrak Station **Benton Harbor** :Twin Cities Dial a Ride, Twin Cities Dial a Ride Red Route, Berrien Bus, Greyhound/Indian Trails

Benton Harbor – Kalamazoo Travel

Benton Harbor	Kalamazoo		Kalamazoo	Benton Harbor
9:10 am	10:15 am		11:45 am	12:50 pm
10:15 am	11:20 am		12:35 pm	1:33 pm
8:10 pm	2:55 pm		5:30 pm	6:35 pm
9:50 pm	9:10 pm		8:40 pm	9:35 pm

Kalamazoo Connections: Metro Transit, Greyhound/Indian Trails, Amtrak Station

Benton Harbor Connections: Twin Cities Dial a Ride, Twin Cities Dial a Ride Red Route, Berrien Bus, Greyhound/Indian Trails

Benton Harbor - Paw Paw Travel

Benton Harbor	Paw Paw		Paw Paw	Benton Harbor
10:15 am	10:50 am		1:05 pm	1:33 pm
			6:00 pm	6:35 pm

Paw Paw Connections: Van Buren Public Transit, Greyhound/Indian Trails

Benton Harbor Connections: Twin Cities Dial a Ride, Twin Cities Dial a Ride Red Route, Berrien Bus, Greyhound/Indian Trails

South Haven - Grand Rapids Travel

South Haven	Grand Rapids		Grand Rapids	South Haven
11:00 am	12:25 am		4:50 pm	6:15 pm
2:20 pm	3:50 pm			

South Haven Connections: Van Buren Public Transit, South Haven Metro Loop, Greyhound/Indian Trails

Grand Rapids Connections: The Rapid Public Transit, Greyhound/Indian Trails, Amtrak Station

B2.2: Coach USA

Additional Information

No reservations are required. Schedule operates every day of the year. Prices are subject to change without notice. We recommend you arrive at the airport 2 hours prior to your departure time for domestic flights. We are not responsible for errors in schedule, damage suffered from late arrivals, failure to make connections nor situations beyond our control.

Parking

Parking is available at Michigan City, Portage, Highland Indiana and Crestwood Illinois locations and is not guaranteed during peak travel periods.

Pets

Pets will be accepted only in a carrier that will fit under an airline seat at no additional charge. All pets MUST be placed in a carrier at all times aboard our coaches.

Baggage

Up to two bags per person plus one carry on will be allowed. Additional bags will be charged at \$5 per bag. We are not responsible for lost luggage. Bike charge of \$5 in box. Non boxed bike \$10.

ADA

Any passenger requiring a wheelchair accessible coach must provide a 48 hour prior notice, by calling our dispatch office at (800) 248-8747.

Between Stops

Did you know you can travel from one stop location to another without going to the airports? Give us a 30 minute in-advance notice by calling the terminal you are leaving from or our 800-248-8747 office location to make arrangements for these trips.

Between Airport Service

Coach USA-Indiana now offers service between O'Hare & Midway Airports via our Crestwood terminal location where times for departure and arrival are based.



Effective January 5, 2011

TO O'Hare or Midway Airports

Arrival Times to O'Hare and Midway Airport

Depart Notre Dame	Depart South Bend	Depart Michigan City	Depart Portage	Depart Highland	Depart Crestwood	Arrive O'Hare Domestic Travel	Arrive O'Hare International Travel	Arrive Midway
Holy Cross Dr. & Notre Dame Ave.	Regional Airport Building B - Rear	US421 & Kieffer Rd / 400 N	Central & Irving	8144 Indianapolis	5545 West 127th Street	Terminals 1, 2, 3	Terminal 5	Upper Level Doors 3 - 4
				3:20 AM	3:50 AM	4:35 AM	4:45 AM	
				4:20 AM	4:50 AM	5:35 AM	5:45 AM	5:30 AM
4:10 AM*	4:30 AM*	4:20 AM	4:50 AM	5:20 AM	5:50 AM	6:35 AM	6:45 AM	6:30 AM
		5:20 AM	5:50 AM	6:20 AM	6:50 AM	7:50 AM	8:00 AM	7:30 AM
6:10 AM*	6:30 AM*	6:20 AM	6:50 AM	7:20 AM	7:50 AM	8:50 AM	9:00 AM	8:30 AM
		7:20 AM	7:50 AM	8:20 AM	8:50 AM	9:35 AM	9:45 AM	9:30 AM
8:10 AM*	8:30 AM*	8:20 AM	8:50 AM	9:20 AM	9:50 AM	10:35 AM	10:45 AM	10:30 AM
		9:20 AM	9:50 AM	10:20 AM	10:50 AM	11:35 AM	11:45 AM	11:30 AM
10:10 AM*	10:30 AM*	10:20 AM	10:50 AM	11:20 AM	11:50 AM	12:35 PM	12:45 PM	12:30 PM
		11:20 AM	11:50 AM	12:20 PM	12:50 PM	1:35 PM	1:45 PM	1:30 PM
12:10 PM*	12:30 PM*	12:20 PM	12:50 PM	1:20 PM	1:50 PM	2:35 PM	2:45 PM	2:30 PM
		1:20 PM	1:50 PM	2:20 PM	2:50 PM	3:35 PM	3:45 PM	3:30 PM
2:10 PM*	2:30 PM*	2:20 PM	2:50 PM	3:20 PM	3:50 PM	4:35 PM	4:45 PM	4:30 PM
		3:20 PM	3:50 PM	4:20 PM	4:50 PM	5:35 PM	5:45 PM	5:30 PM
4:10 PM*	4:30 PM*	4:20 PM	4:50 PM	5:20 PM	5:50 PM	6:35 PM	6:45 PM	6:30 PM
		5:20 PM	5:50 PM	6:20 PM	6:50 PM	7:35 PM	7:45 PM	7:30 PM
6:10 PM*	6:30 PM*	6:20 PM	6:50 PM	7:20 PM	7:50 PM	8:35 PM	8:45 PM	8:30 PM
				9:20 PM	9:50 PM	10:35 PM	10:45 PM	10:30 PM

Departure and Arrival times reflects two separate coaches used. Please allow travel time for highway & construction delays. We recommend allowing airport arrival 2-hours prior to your flight departure for Domestic travel and 3-hours for International travel.

Fares * Eastern Standard Time (all others times reflect Central Standard Time)

Fares and Schedules are subject to change without notice. Exact Fares are Appreciated. Cash and major credit cards accepted. We do not accept personal checks.

Notre Dame Campus, South Bend Airport to/from Midway & O'Hare	OneWay \$40	Round Trip \$69	Crestwood to O'Hare	OneWay \$23	Round Trip \$43
Michigan City to/from Midway & O'Hare	OneWay \$29	Round Trip \$52	Crestwood to Midway	OneWay \$18	Round Trip \$33
Portage, Highland to/from Midway & O'Hare	OneWay \$27	Round Trip \$48	Between Airport service via Crestwood	\$23	
Highland, IN 219-844-1200		Portage Michigan City South Bend Airport Notre Dame Campus 1-800-248-8747	Crestwood, IL 708-396-9900		

Discounted Ticket Plans

- Group Rates/Family Plans
- Meet and Greet, one-way ticket price + \$5 for return trip, same day service.
- Airline/Airport Employees Commuter Books*
- Military*
- Travel Agent sales restriction to Airline & Military ticket plans

Kids Ride FREE! 0-11 years of age*

Group Rates

For groups of ten or more please call our dispatch office at 800-248-8747.

* Certain restrictions apply to all discounted tickets. All tickets are non-refundable and do not carry an expiration date.

B-3 Amtrak and Commuter Rail Schedules

B 3.1: Amtrak Schedules

WOLVERINE AND BLUE WATER SERVICE

Chicago • Kalamazoo • Battle Creek • Port Huron • Detroit • Pontiac

Wol- verine	Wol- verine	Blue Water	Wol- verine	← Train Name →				Wol- verine	Blue Water	Wol- verine	Wol- verine	
350	352	364	354	← Train Number →				351	365	353	355	
Daily	Daily	Daily	Daily	← Normal Days of Operation →				Daily	Daily	Daily	Daily	
				← On Board Service →								
Read Down				Mile	▼	Symbol	▲	Read Up				
7 30A	12 16P	4 10P	6 00P	0	Dp	Chicago, IL—Union Station (CT)		Ar	11 24A	11 59A	4 16P	11 03P
L 7 55A	L 12 41P			16		Hammond-Whiting, IN		↑			L 3 23P	L 10 23P
	L 1 22P		L 7 03P	52		Michigan City, IN (CT)		↑				9 38P
9 49A		6 23P	8 16P	62		New Buffalo, MI (ET)		↑		11 34A	3 43P	10 25P
10 14A	2 57P	6 51P	8 43P	89		Niles, MI (South Bend)		↑		11 09A	3 19P	10 00P
10 25A		7 03P		102		Dowagiac, MI		↑		10 54A		9 47P
11 00A	3 43P	7 42P	9 32P	138		Kalamazoo, MI ☞ Traverse City, St. Ignace—see back		↑	9 50A	10 23A	2 36P	9 18P
11 30A	4 13P		10 02P	160	Ar	Battle Creek, MI		Dp	9 19A	9 54A	2 06P	8 48P
12 00W		8 17P	11 15P	208	Dp	East Lansing, MI		Ar		8 28A	12 15P	5 10P
1 20P		9 29P	12 30A	256		Durand, MI		↑		7 47A		
		10 15P		256		Flint, MI		↑		7 11A	11 05A	3 25P
2 55P		10 40P	1 30A	274		Lapeer, MI		↑		6 45A		
		11 09P		319	Ar	Port Huron, MI		Dp		6 00A		
	☞ 4 41P			184	Dp	Albion, MI		Ar			☞ 1 33P	
12 20P		5 05P	10 52P	205		Jackson, MI		↑	8 24A		1 10P	7 53P
1 04P		5 45P	11 32P	243		Ann Arbor, MI		↑	7 48A		12 29P	7 17P
						Greenfield Village, MI		↑				
L 1 35P	L 6 19P		L 11 59P	273		Dearborn, MI		↑	7 11A		11 50A	6 40P
L 2 08P	L 6 46P		L 12 30A	281	Ar	Detroit, MI		Dp	6 48A		11 23A	6 18P
					Dp			Ar	6 45A		11 20A	6 15P
L 2 32P	L 7 10P		L 12 54A	292		Royal Oak, MI		↑	6 25A		11 02A	5 55P
L 2 40P	L 7 17P		L 1 01A	296		Birmingham, MI		↑	6 18A		10 54A	5 48P
3 07P	7 45P		1 31A	304	Ar	Pontiac, MI (ET)		Dp	6 05A		10 40A	5 35P

Service on Wolverine® and Blue Water Service™

- Coaches: Reservations required.
- Business class service.
- Lounge: Sandwiches, snacks and beverages.
- Passengers not carried locally between Dearborn and Detroit except when transferring to/from VIA Rail Canada trains at Windsor. Passengers make own arrangements for transfer.
- Indian Trails Thruway Connection available between Battle Creek, East Lansing and Flint.
- Stop is available for group travel only; reservations required.

Smoking is prohibited.

The Blue Water is financed primarily through funds made available by the Michigan State Department of Transportation.

Shading Key	
Reserved Corridor service	Thruway and connecting services

Schedules subject to change without notice. Amtrak is a registered service mark of the National Railroad Passenger Corp. National Railroad Passenger Corporation Washington Union Station, 60 Massachusetts Ave. N.E., Washington, DC 20002.

PERE MARQUETTE

Chicago • St. Joseph • Holland • Grand Rapids

Pere Marquette	← Train Name →						Pere Marquette		
370	← Train Number →						371		
Daily	← Normal Days of Operation →						Daily		
☒	← On Board Service →						☒		
Read Down	Mile	▼				Symbol	▲	Read Up	
5 20P	0	Dp	Chicago, IL-Union Station	(CT)	●	☒	Ar	10 33A	
8 03P	89		St. Joseph-Benton Harbor, MI	(ET)	○	☒	▲	9 39A	
8 39P	116		Bangor, MI (South Haven)				○	▲	9 02A
9 21P	151		Holland, MI				○	☒	8 21A
10 20P	176	Ar	Grand Rapids, MI	(ET)	○	☒	Dp	7 35A	

Service on Pere Marquette®

☒ Coaches: Reservations required.

Smoking is prohibited.

The Pere Marquette is financed primarily through funds made available by the Michigan State Department of Transportation.

Snacks and beverages are available.

B3.2: South Shore

Daily Monday thru Friday Westbound to Chicago Schedule
Effective: June 9, 2012

South Bend is on Eastern Time. All other stations observe Central Time.

We inbound trains will NOT board passengers between Kensington and Millennium Station at Randolph St.

Train Number	102	104	106	108	110	112	114	116	118	120	122	124
Station	AM	AM	AM	AM	AM	AM	AM	AM/PM	PM	PM	PM	PM
South Bend*					8:48				12:59	4:57	8:52	9:05
Hudson Lake					8:48				12:59	4:57	8:52	9:05
Carroll Ave (M. City)*	4:03	4:55	5:43	5:52	6:05	6:20	6:46	10:55	12:23	14:21	18:14	18:29
11th St (M. City)	4:09	5:01		5:58	6:11	6:26	6:52	11:01	12:49	2:46	4:45	8:37
Beverly Shores									12:49	2:46	4:45	8:37
Dune Park*	4:23	5:18	6:02		6:27	6:41	7:08	11:18	12:59	15:00	18:53	
Portage/Ogden Dunes*	4:32	5:27			6:36	6:50	7:18	11:26	1:05	3:02	5:05	8:59
Miller	4:38	5:33			6:43	6:56	7:24	11:32	1:13	3:10	5:14	9:07
Gary Metro Ctr*	4:44	5:40			6:50	7:04	7:31	11:39	1:19	3:16	5:20	9:13
Gary/Chgo Airport	4:50	5:45			6:55			12:22	1:26	3:23	5:27	9:19
East Chicago*	4:57	5:53			7:03	7:15	7:42	11:44	1:31	3:28	5:32	9:24
Hammond*	5:02	5:58	6:34	6:51	7:07	7:20	7:47	11:57	1:39	3:36	5:40	9:32
Hegewisch*	5:08	6:04	6:41	6:58	7:14	7:27	7:54	12:04	1:44	3:41	5:45	9:37
63rd St									1:50	3:47	5:51	9:44
57th St	5:29	6:23	7:05	7:19	7:35	7:47	8:16	12:25p				
McCormick Place*									d2:11	d4:08	d6:15	d10:06
Museum Campus/11 th St*	5:38	6:33	7:15	7:29	7:45	7:59	8:25	d11:06	d2:19	d4:15	d6:26	d10:15
Van Buren St*	5:41	6:36	7:18	7:32	7:45	8:02	8:28	d11:09	d2:22	d4:19	d6:29	d10:18
Millennium Station at Randolph St*	5:43	6:38	7:21	7:35	7:47	8:08	8:31	11:12	2:24	4:21	6:32	10:21

* = Station accessible to persons with disabilities.
f = flag stop - push button located in or near shelter to activate strobe light to signal train to stop. Please push button at least 5 minutes before scheduled departure time of train. Strobe light will turn off automatically after 10 minutes. Passengers should remain visible to engineer when standing at platform. There is no strobe at McCormick Place or 63rd St.
Boarding and alighting at low level platforms: At the following stations boarding or alighting the train may only be done at doors manned by uniformed personnel: Hudson Lake, Carroll Ave, 11th Street (M. City), Beverly Shores, Dune Park, Portage/Ogden Dunes, Miller, Gary Metro Center, and Gary/Chicago Airport. If you are unsure which doors will open please ask train personnel.
'd' means train will depart station after discharging passengers - if you are boarding an eastbound train please anticipate that trains may depart up to 4 minutes before scheduled departure time.

Daily Monday thru Friday Eastbound from Chicago Schedule Effective: June 9, 2012

South Bend is on Eastern Time. All other stations observe Central Time.

Eastbound trains will NOT disembark passengers between Millennium Station at Randolph St. and Kensington.

Train Number	401 AM	203 AM	403 AM	205 AM	207 AM	7 AM/PM	107 AM	9 PM	109 PM	209 PM	11 PM	113 PM	15 PM	115 PM	215 PM	117 PM	19 PM	119 PM	121 PM/AM	101 AM	
Millennium Station at Randolph St*		6:10		6:55	7:59	8:45	10:45	12:35	2:35	3:15	4:02	4:28	5:10	5:28	5:32	5:58	7:10	8:40	11:00	12:45	
Van Buren St*		6:13		6:57	8:02	8:48	10:48	12:38	2:38	3:18	4:05	4:31	5:13	5:31	5:35	6:01	7:13	8:43	11:03	12:48	
Museum Campus/11 th St.*		-----		-----	8:05	8:51	10:51	12:41	2:41	3:21	4:08	4:34	5:16	-----	5:38	6:04	7:16	8:46	11:06	12:51	
McCormick Place*		-----		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
57th St*		-----		-----	8:12	8:58	10:59	12:49	2:49	3:29	4:16	4:42	5:24	-----	5:46	6:12	7:24	8:54	11:14	12:59	
63rd St		-----		-----	-----	-----	-----	-----	2:52	-----	4:19	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Hegewisch*		6:45		-----	8:33	9:19	d11:22	1:10	3:12	3:52	d4:40	d5:05	d5:48	-----	d6:09	d6:34	d7:46	d9:16	d11:36	d1:20	
Hammond*		6:50		-----	8:39	9:25	d11:28	1:15	3:18	3:57	d4:47	d5:12	d5:55	-----	d6:16	d6:41	d7:53	d9:22	d11:42	d1:26	
East Chicago*		6:55		-----	8:44	9:30	d11:33	1:20	3:23	4:02	d4:52	d5:17	d6:00	d6:11	-----	d6:46	d7:59	d9:28	d11:46	d1:31	
Gary/Chgo Airport		17:03		-----	18:52	19:38	fd11:41	11:28	13:31	14:10	d4:58	d5:25	-----	-----	d16:28	d16:54	fd8:07	fd9:34	fd11:54	-----	
Gary Metro Ctr*		7:07		7:48	8:56	9:43	d11:47	1:34	3:38	4:14	d5:03	d5:31	d6:14	d6:24	6:32	d7:00	d8:13	d9:39	d11:59	d1:42	
Miller						9:49	d11:53	1:40	3:44		d5:10	d5:37	d6:05	d6:31		d7:07	d8:20	d9:45	d12:05a	d1:48	
Portage/Ogden Dunes*						9:55	d11:59	1:46	3:50		d5:19	d5:43	-----	d6:37		d7:13	d8:27	d9:51	d12:11a	d1:54	
Dune Park*						10:03	d12:08	1:55	3:59		d5:28	d5:52	d6:21	d6:35	d6:46	d7:22	d8:36	d10:00	d12:20a	d2:03	
Beverly Shores						11:09	fd12:13	12:01	4:04		fd5:34	df5:58	-----	df6:40	df6:52	df7:28	fd8:42	fd10:05	fd12:25a	fd2:08	
11th St (M. City)						10:19	d12:24	2:11	4:15		d5:44	d6:09	d6:37	d6:51	d7:02	d7:38	d8:53	d10:15	d12:35a	d2:18	
Carroll Ave (M. City)*	4:10		6:30			10:27	12:29	2:22	4:21		d5:56	6:15	d7:02	7:08		7:44	d9:04	10:21	12:41a	2:24	
Hudson Lake	14:28		16:48			11:45		12:40		16:14			df7:20				fd9:22				
South Bend*	5:51		8:11			12:08p		4:03		7:37			8:43				10:45				

* = Station accessible to persons with disabilities.
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***d* means train will depart station after discharging passengers** - if you are boarding an eastbound train please anticipate that trains may depart up to 4 minutes before scheduled departure time.

APPENDIX C – Tribal Surveys

C-1 Tribal Citizen Transportation Survey

C-2 Tribal Services Transportation Survey

C-1 Tribal Citizen Transportation Survey

2011 Pokagon Band Citizen Transportation Survey Results

1. Please indicate the following:

Response	Number	Percent
Male	116	44%
Female	146	56%

2 What is your age?

Response	Number	Percent
Under 20	30	12%
20-24	23	9%
25-29	19	7%
30-34	19	7%
35-39	18	7%
40-44	35	13%
45-49	23	9%
50-54	23	9%
55-59	29	11%
60-64	16	6%
65 & Over	27	10%

The households surveyed represent people (Table). The most common age group was 30-54 years of age at 45 percent of the people in the respondent households. Elders (55+) made up nearly 27 percent of the individuals in the respondent households.

3. In which state do you live?

88 % Michigan 11 % Indiana

4. In which county do you live in?

Response	Number	Percent
Allegan	26	10%
Berrien	86	33%
Cass	65	25%
Van Buren	50	19%
St. Joseph	29	11%
Other	6	2%

75 % live in Berrien, Cass or Van Buren County All of the IN respondents live in St. Joseph Co.

5. Indicate the number of people currently living in your household including yourself

Response	Number	Percent
1	32	12%
2	78	30%
3	37	14%
4	44	17%
5	48	18%
6	14	6%
7	6	2%
8	3	1%

Mean number of people per household = 3.30

6. How many children under the age of 18 years live in your home?

Response	Number	Percent
1	50	19%
2	39	15%
3	26	10%
4	9	3%
5	4	2%
6	3	1%
None	132	52%

52 % no children under age 18 - Empty nesters

7. How many running, licensed, and insured vehicles are in your household?

Response	Number	Percent
Number of Vehicles	519	100%
No Vehicle	0	0%

Of the 263 surveys returned there was a total of 512 vehicles reported, approximately two vehicles per household.

8. How much would estimate your household spends per month on all types of transportation?

Response	Number	Percent
Over \$250.00	140	54%
\$200-\$250	36	14%
\$100-\$200	52	20%
\$50-\$100	30	12%

54% indicated they spend over \$250.00 on car expenses, 68% over \$200

9a The cost of operating a car

Response	Number	Percent
Large Problem	109	42%
Small Problem	97	37%
No Problem	54	21%

Survey question number seven indicated that households had an average of two running and licensed vehicles, yet 42% of the respondents indicated that cost of operating a car was a big problem.

9b Losing my driving privileges in the next year or two because I cannot pass the test

Response	Number	Percent
Large Problem	52	20%
Small Problem	14	6%
No Problem	192	74%

20 % indicated that it could be a large problem passing their driving test in the next 1-2 years. This can be compared to the 27 % age 55+

9c Snowy winter road conditions

Response	Number	Percent
Large Problem	79	30%
Small Problem	119	46%
No Problem	62	24%

76% say that winter road conditions are a problem, 30 % responded that winter driving conditions was a *big* problem- similar number to losing driving privileges,

9d Previous DUI convictions

Response	Number	Percent
Large Problem	16	6%
Small Problem	8	3%
No Problem	236	91%

10 Have you or any member of your household been fired from a job because of lack of transportation to work

Response	Number	Percent
Yes	20	8%
No	239	92%

Job loss because of lack of transportation was low and traditionally is when this question is asked. We probably should have asked have you had to refuse a job...

11. Are there trips you or members of your household can't make because of lack of transportation?

Response	Number	Percent
Yes	69	27%
No	184	73%

27 % responded that lack of transportation was a factor in not being able to make a trip.

If yes to question #11: 12. What kinds of trips would you make by public transportation? (Check all that apply)

Response	Number
Medical Appointments	44
Tribal Events	43
Social Service	15
Tribal Services	30
Religious	12
Entertainment	17
Shopping	29
Work	12
College	7
Childs School	11
Government Offices	8
Senior Center	5

Medical trips, tribal events and services, and shopping are the most common types of trips that people would consider making by public transportation. However, because this question was only asked for people who answered yes to the above question, other trips that currently *CAN* be made without public transportation (such as employment by people who own a car) might also be used if public transit was available at reasonable times to such destinations.

13. What mode of transportation do you or members of your household regularly use (at least once a week) Check all that apply

Response	Number
Drive or ride in household member vehicle	221
Drive or ride in some else’s vehicle	82
Walk or ride bike	61
Use a wheelchair	1
Church or social service agency	2
Taxi	2
Charter Transportation	5
Public Transportation	16

Driving is overwhelmingly the most common mode of transportation, while walking and biking are also regularly used. Public transportation has a very low usage rate.

13b What types of public transportation do you use?

Response	Number
Van Buren Public Transit	2
Twin Cities Dial a Ride	2
Berrien Bus	1
Buchanan Dial a Ride	1
Cass County Public Transit	3
Dowagiac Dial a Ride	5
Niles Dial a Ride	0
Transpo	3
Interurban Trolley	0

Chicago Southshore	7
Amtrak	7

Comparing county of residence data from above – public transit use is very low.

50 Van Buren – 2 use VBPT /86 in Berrien- 4 use /65 in Cass - 8 use

14. Would you or members of your household use public transit if it was available?

Response	Number	Percent
Yes	120	47%
No	133	53%

47 % appear willing to use public transit if it was available

15. If available or accessible, what types of public transportation would you or members of your household use?

Response	Number	Percent
Bus	107	31%
Van	86	25%
Taxi	69	20%
Train	63	19%
Other	17	5%

31 % indicated they would use buses for public transit – 25 % van service

16. Would members of your household be willing to transfer to another public transportation system to access a destination?

Response	Number	Percent
Yes	93	64%
No	53	36%

64% indicated they would be willing to transfer to reach their destination- Indicates that coordinating services might have a chance.

17. If available, how would you or members of your household prefer to get a ride?

Response	Number
Book several rides in advance with public transportation so I don't have to call every time I need a ride.	48
Call ahead and schedule a pickup at my location and receive assistance getting from the building to the bus	24
Call ahead and schedule a pickup at my location by public transit	67
Share a ride utilizing carpooling or a shuttle service to predetermined locations	75
Catch a bus at a scheduled time at a designated signed bus stop.	76

26 % indicated they would like a scheduled, fixed route system (answer 5), while 48% indicated they would prefer to use some type of a dial-a-ride type system whereby they call in advance to be picked up at their location (answers 1,2 & 3 combined)

18. What times would you or members of your house need public transportation? (Check all that apply)

Response	Number
Sunday Anytime	36
Saturday after 10pm	16
Saturdays 8am-10pm	50
Saturday before 8am	13
Weekdays after 10pm	20
Weekdays 5pm-10pm	53
Weekdays 8am-5pm	96
Weekdays 6am-8am	54
Weekdays Before 6am	18

The most commonly requested time periods suggest daytime weekday service should be prioritized. Combined with the results from question 12, this coincides with the desired usage of public transit for medical appointments and tribal events and services. Availability during this time period would also significantly improve accessibility of transit during the most common hours for access to employment.

19. How much would you or member of your household pay for a one-way trip within your immediate community?

Response	Number	Percent
\$1.00 -\$2.00	102	67%
\$3.00-\$5.00	39	25%
\$5.00 -\$8.00	12	8%

Tribal citizens seem willing to pay the \$1-\$2 fare within their community. The point at which 50% of citizens would be willing to pay while the other half would not appears to be in the \$2 to \$3 range

20. How much would you or member of your household pay for a one-way trip to another community?

Response	Number	Percent
\$1.00 -\$2.00	65	27%
\$3.00-\$5.00	91	37%
\$5.00 -\$8.00	88	36%

This indicates that tribal citizens have a clear understanding that trips would cost more out of their community- The 50% point is in the \$3 to \$5 range

21 Do you or any members of your household have a disability (physical, mental, etc.) that limits their ability to drive?

Response	Number	Percent
Yes	34	13%
No	225	87%

22. Do you or any members of your household have a disability (physical, mental, etc.) that require them to have assistance in the following:

Response	Number	Percent
Understanding how to ride the bus	9	19%
Getting to the bus	11	24%
Boarding the bus	15	33%
Scheduling a ride	11	24%

These numbers indicate that mobility training or information could be of use, not only for those with a disability, but also based later comments, specific information on how the bus/transit service operates (how to ride, paying, schedules, calling for a ride, etc) would be useful for all community members

23 Overall, how satisfied are you with your ability to get around in your immediate community by public transportation when you want or need to go someplace?

Response	Number	Percent
Completely Satisfied	30	12%
Neither Satisfied or Dissatisfied	59	23%
Completely Dissatisfied	29	11%
N/A	138	54%

Based only on those who gave an opinion, transit service seems adequate. However, when including the 54% who did not answer because they had not used public transit, the ability to use it effectively is very low.

24 Overall, how satisfied are you with your ability to get to other communities by public transportation?

Response	Number	Percent
Completely Satisfied	18	7%
Neither Satisfied or Dissatisfied	62	24%
Completely Dissatisfied	33	13%
N/A	142	56%

25 & 26 combined:

**What would like to change about your household’s experience with public transportation and why?
Any additional public transportation comments**

(Written response)

The most common answer given about public transportation in the survey was that the respondent did not use it. Many list the infrequent schedules/waiting times or the lack of areas served by public transit as their reasoning behind this, as compared to the on-demand convenience of driving. Some

residents noted the lack of reliable connections between city centers, medical facilities, or other transit facilities such as train stations. Another significant concern was that of safety, both on the bus and while waiting for long periods outside for one. Many respondents who stated that they do not use public transit often would still like to have it available in case of vehicle un-availability or for community members who cannot drive. Additionally, many stated that it was/is difficult to determine public transit information such as schedules/how to ride even when it *is* available in their area. A handful of residents noted that they do not want to ride the bus due to poor conditions and/or odors.

27 Please indicate who, or what sources has given you information about transportation services available to you?

Response	Number	Percent
This survey is the first time I have heard about public transportation services in my area.	86	24%
I have not gotten any transportation information from anyone.	134	37%
Other	15	4%
Internet	13	4 %
The Phone Book	22	6%
Friends or Relatives	53	15%
My Housing Complex	5	1%
Government Agency	9	3%
Social Services Agencies	21	6%

A total of 61% said that this survey is the first time that they have heard about public transportation services in my area or they have not received any transportation information from anyone.

28 How could information be better provided to you? (Written response)

For those that said they would like info, the most common responses were by mail and on their Tribe’s website.

29. If you were no longer able to drive, it would be difficult for you to continue to reside in your current home?

Response	Number	Percent
Strongly Agree	88	35%
Somewhat Agree	76	30%
Somewhat Disagree	35	14%
Strongly Disagree	54	21%

65% stated that it would be at least somewhat difficult to live in their current home if they did not drive, 35 % would find it very difficult

30. Would you ever consider moving to another location in order to have better access to transportation?

Response	Number	Percent
Yes	75	31%
No	165	69%

31% is a very significant number especially considering the current low-level usage of public transit

31 Do you or anyone in your household receive benefits?

Response	Number	Percent
Medicare	53	33%
Medicaid	57	35%
Social Security	51	32%

35% indicated they receive Medicaid

32. What is your current employment status?

Response	Number	Percent
Employed Full Time	103	40%
Employed Part Time	29	11%
Retired (Not working)	36	14%
Homemaker	18	7%
Unemployed (Looking for work)	45	18%
Disabled	25	10%

About half of respondents are employed (51%) while the other half is not

33. Are you a military veteran?

Response	Number	Percent
Yes	13	5%
No	237	95%

34. Please indicate your household’s total income in 2010 before taxes?

Response	Number	Percent
Under \$5,000	8	3%
\$5,000-\$10,000	18	7%
\$10,000-\$20,000	37	15%
\$20,000-\$30,000	55	22%
\$30,000-\$40,000	41	17%
\$40,000-\$50,000	16	7%
\$50,000-\$60,000	12	5%
More than \$60,000	58	24%

47 % reported 30,000 or below before taxes - Typically wage earners below 20 are in jobs that are not 9-5

35 Do you currently receive tribal services from any of the following departments?

Response	Number	Percent
Admin Services	17	6%
Health Services	128	43%
Social Services	46	16%
Housing	39	13%
Education	52	18%
Other	13	4%

Health services are by far the most commonly used tribal service

C-2 Tribal Services Transportation Survey

2011 Tribal Services Transportation Survey

DEPARTMENT INFORMATION

Department Name: HEALTH/BEHAVIOR

1 Which service does your department provide?

Medical/Dental, Nutrition, Counseling, Rehabilitation, Mental Health, Transportation

2 How many clients does your department serve in a calendar year?

2000+

3 Do you provide services to clients at more than one location?

Yes: Ann Arbor, Grand Rapids, Kalamazoo, Airports for travel, New Buffalo

OVERVIEW OF CLIENT TRANSPORTATION NEEDS AND AVAILABLE SERVICES

4 How do clients get to your center/site?

Other: We go to their home and pick clients up

5 How many of your clients are unable to drive themselves or do not have a car available and thus are dependent upon some sort of transportation assistance:

All. Medical conditions such as eye drops, dilate eyes or injuries prevent clients from driving, others do not own a vehicle and therefore are unable to transport themselves.

6 Is the transportation needed generally available to these clients to the extent that they can have full access to the services your department provides?

Yes

7 How many of your clients must use a wheelchair and need a specially equipped vehicle (such as a lift-equipped van with wheelchair tie-downs):

In the past year we have serviced 3 clients who required our wheelchair van.

8 Are you able to meet the department-related transportation needs of your wheelchair-using clients?

Yes

- 9 **How many of your clients need some other specialized transportation assistance or equipment (such as an escort or infant car seats):**

1/3 of the clients being transported need car and booster seats (for minors). Crutches, weight (poses a problem for bending into and out of a car), and height (adjustments to a cars availability) in adults require van usage.

- 10 **To what activities do you provide, purchase, or reimburse for client transportation?**

Other: Unknown

- 11 **What are the days and hours of the above services the clients are trying to reach?**

N/A

- 12 **How and where do clients receive information about the transportation services available to them to reach your services?**

Over the Pokagan Band Website, Word of mouth, Health/Behavioral Referrals

- 13 **Who assists the clients with finding information about transportation services available to them and understanding how to use the services?**

Health/Behavioral receptionist, Pokagon Website, Transportation Department

- 14 **Which transportation-related barriers prohibit your clients from reaching the services they need?**

They are ineligible for the transportation service available, the transportation service does not take them where they need to go, They do not live in the geographic area where the transportation service is provided.

DEPARTMENT-OPERATED TRANSPORTATION

- 15 **What types of transportation services do you provide?**

Subscription service

- 16 **Please indicate how each vehicle is used. Please indicate information on route origins and destinations, trip purpose, one-way trip lengths, usual numbers of riders per day, and hours per day operated.**

Medical, Behavioral, dental appointments, rural highways, and interstates, roundtrip service, two persons per vehicle, 17 hrs per day

- 17 **Where are your department's vehicles maintained?**

In-house: In the open, secured location is not available

- 18 **If you provide demand-responsive service:**

N/A

- 19 **Do you place restrictions on who is eligible to use your transportation services?**
Only Pokagon Tribal Citizens or Native Americans who use our Health and Behavioral Service
- 20 **Do you currently transport clients of any other agencies or organizations?**
No

REIMBURSEMENT OF STAFF/VOLUNTEERS

- 21 **Does your department reimburse staff or volunteers to transport clients using personal vehicles?**
Neither
- 22 **What was the total amount spent on staff/volunteer reimbursement for transportation during the past fiscal year?**
N/A

REIMBURSEMENT OF CLIENT COSTS

- 23 **Does your department reimburse clients for providing their own transportation?**
No
- 24 **What was the total amount spent on client reimbursement during the past fiscal year?**
N/A

PURCHASE OF SERVICE FROM ANOTHER ORGANIZATION

- 25 **Does your department purchase client transportation form another organization?**
No
- 26 **What was the total amount spent on purchase of transportation services from other operators during the past fiscal year?**
N/A

COSTS TO PROVIDE CLIENT TRANSPORTATION

- 27 **What are the funding sources used for providing client transportation?**
N/A

FUTURE TRANSPORTATION OPTIONS

28 **Are you having any problems with your current method of getting clients to your site or service?**

No

29 **Do you feel that additional transportation services, beyond those now available, are needed in order for your clients to have full access to the services your department provides?**

Yes: A coordinated effort on behalf of the transportation department and all Pokagon departments to move clients from one location to another.

30 **Do you have a waiting list for clients because these individuals have no way to get to your services?**

No

31 **Are there geographic areas, in or out of the County, in which you would like to see more client transportation services operated?**

No

32 **Are there activities or destinations which need more transportation services?**

Yes: Clients are in need of transportation to all Pokagon Band services; Admin, Social Services, Commodities, etc.

33 **What plans do you have during the next 5 years to expand (or reduce) department programs or services? What impacts will these changes have on your client transportation needs?**

Open transportation up to allow citizens transportation to all businesses within the Tribe.

34 **Is there duplication of transportation services in your service area?**

Yes: Hartford agency which provides transportation (Name Unknown)

35 **What, if any, are the major obstacles or concerns you think should be addressed in attempting to improve client transportation services?**

A lack of a centralized transportation system

36 **What is the most important thing that could be done to improve transportation services for your clients?**

A centralized transportation department to provide transportation for all the tribal citizens to government agencies for services.

2011 Tribal Services Transportation Survey

DEPARTMENT INFORMATION

Department Name: SOCIAL SERVICES**1 Which service does your department provide?**

Nutrition, Rehabilitation, Recreational/Social, Meals/Food, Transportation, Child care

2 How many clients does your department serve in a calendar year?

65+

3 Do you provide services to clients at more than one location?

Yes: Paw Paw, New Buffalo, Decatur, and Hartford

OVERVIEW OF CLIENT TRANSPORTATION NEEDS AND AVAILABLE SERVICES

4 How do clients get to your center/site?

Drive themselves, ride with family or friends, Department operates vehicles, volunteers bring them, another department transports them (HIS and Housing) carpool with other clients, Staff brings them

5 How many of your clients are unable to drive themselves or do not have a car available and thus are dependent upon some sort of transportation assistance:

30% of all participants

6 Is the transportation needed generally available to these clients to the extent that they can have full access to the services your department provides?

No

7 How many of your clients must use a wheelchair and need a specially equipped vehicle (such as a lift-equipped van with wheelchair tie-downs):**8 Are you able to meet the department-related transportation needs of your wheelchair-using clients?**

Yes

9 How many of your clients need some other specialized transportation assistance or equipment (such as an escort or infant car seats):

20%

- 10 **To what activities do you provide, purchase, or reimburse for client transportation?**

Nutrition, Meals/Food, Transportation

- 11 **What are the days and hours of the above services the clients are trying to reach?**

8am-5pm

- 12 **How and where do clients receive information about the transportation services available to them to reach your services?**

Meetings, phone

- 13 **Who assists the clients with finding information about transportation services available to them and understanding how to use the services?**

Outreach Workers, Elders Specialist

- 14 **Which transportation-related barriers prohibit your clients from reaching the services they need?**

Cost of transportation, They do not live in the geographic area where the transportation service is provided. The transportation service does not run at the hours/days of the week needed.

DEPARTMENT-OPERATED TRANSPORTATION

- 15 **What types of transportation services do you provide?**

N/A

- 16 **Please indicate how each vehicle is used. Please indicate information on route origins and destinations, trip purpose, one-way trip lengths, usual numbers of riders per day, and hours per day operated.**

N/A

- 17 **Where are your department's vehicles maintained?**

At a private garage, repair shop, or dealership

- 18 **If you provide demand-responsive service:**

N/A

- 19 **Do you place restrictions on who is eligible to use your transportation services?**

N/A

- 20 **Do you currently transport clients of any other agencies or organizations?**

N/A

REIMBURSEMENT OF STAFF/VOLUNTEERS

- 21 **Does your department reimburse staff or volunteers to transport clients using personal vehicles?**

Neither

- 22 **What was the total amount spent on staff/volunteer reimbursement for transportation during the past fiscal year?**

N/A

REIMBURSEMENT OF CLIENT COSTS

- 23 **Does your department reimburse clients for providing their own transportation?**

N/A

- 24 **What was the total amount spent on client reimbursement during the past fiscal year?**

N/A

PURCHASE OF SERVICE FROM ANOTHER ORGANIZATION

- 25 **Does your department purchase client transportation from another organization?**

N/A

- 26 **What was the total amount spent on purchase of transportation services from other operators during the past fiscal year?**

N/A

COSTS TO PROVIDE CLIENT TRANSPORTATION

- 27 **What are the funding sources used for providing client transportation?**

USDA dollars are used for food delivery. Title VI dollars are used for elder activities.

FUTURE TRANSPORTATION OPTIONS

- 28 **Are you having any problems with your current method of getting clients to your site or service?**

Yes: Not enough staff or dollars to provide the service

29 **Do you feel that additional transportation services, beyond those now available, are needed in order for your clients to have full access to the services your department provides?**

Yes: Funds-this will allow for staff and vehicles

30 **Do you have a waiting list for clients because these individuals have no way to get to your services?**

No

31 **Are there geographic areas, in or out of the County, in which you would like to see more client transportation services operated?**

Yes: Cass County is a hot spot because of the rural nature of the area. That would be the same for Van Buren County.

32 **Are there activities or destinations which need more transportation services?**

Yes: Dowagiac, Hartford, Indiana area

33 **What plans do you have during the next 5 years to expand (or reduce) department programs or services? What impacts will these changes have on your client transportation needs?**

Child welfare is an area that we would like to expand. This would impact services greatly because these are the families impact by lack of transportation

34 **Is there duplication of transportation services in your service area?**

Yes: There can be with what the Band does and what the local county does.

35 **What, if any, are the major obstacles or concerns you think should be addressed in attempting to improve client transportation services?**

A lack of reliable personal vehicles, A lack of affordable financing for personal vehicles

36 **What is the most important thing that could be done to improve transportation services for your clients?**

Affordable vehicles for all, A way for them to be maintained, We spent dollars each year on just repairing vehicles as mentioned above or on insurance, plates, etc. That all impacts a person's ability to access services. There are many folks who are ineligible to drive, resulting from tickets or never receiving a license. The number one issue is the lack of good, reliable transportation.

2011 Tribal Services Transportation Survey

DEPARTMENT INFORMATION

Department Name: HOUSING**1 Which service does your department provide?**

Counseling, Rehabilitation, Classes, Education Training, Housing, Adult Education

2 How many clients does your department serve in a calendar year?

65+

3 Do you provide services to clients at more than one location?

Yes - United States

OVERVIEW OF CLIENT TRANSPORTATION NEEDS AND AVAILABLE SERVICES

4 How do clients get to your center/site?

Drive, Ride with friends and family, volunteer drivers, carpool, public transit staff picks them up, other: pay someone

5 How many of your clients are unable to drive themselves or do not have a car available and thus are dependent upon some sort of transportation assistance:
2**6 Is the transportation needed generally available to these clients to the extent that they can have full access to the services your department provides?**
Yes**7 How many of your clients must use a wheelchair and need a specially equipped vehicle (such as a lift-equipped van with wheelchair tie-downs):**
Not known**8 Are you able to meet the department-related transportation needs of your wheelchair-using clients?**
Yes**9 How many of your clients need some other specialized transportation assistance or equipment (such as an escort or infant car seats):**
Infant car seats**10 To what activities do you provide, purchase, or reimburse for client transportation?**
Classes- Financial Empowerment

- 11 **What are the days and hours of the above services the clients are trying to reach?**

Weekdays, evenings and weekends, and Saturdays 8am-5pm

- 12 **How and where do clients receive information about the transportation services available to them to reach your services?**

Newsletter, website

- 13 **Who assists the clients with finding information about transportation services available to them and understanding how to use the services?**

Interagency cooperation, social services, housing specialists

- 14 **Which transportation-related barriers prohibit your clients from reaching the services they need?**

Cost of transportation, They are ineligible for a subsidy/reimbursement, The transportation service does not take them where they need to go, They do not live in the geographic area where the transportation service is provided, and the transportation service does not run at the hours/days of the week needed.

DEPARTMENT-OPERATED TRANSPORTATION

- 15 **What types of transportation services do you provide?**

We go to them- Home visits

- 16 **Please indicate how each vehicle is used. Please indicate information on route origins and destinations, trip purpose, one-way trip lengths, usual numbers of riders per day, and hours per day operated.**

If they can't come to use we go to them

- 17 **Where are your department's vehicles maintained?**

Private garage, government department (Housing)/in-house

- 18 **If you provide demand-responsive service:**

10 counties, Bus hours, five days a week

- 19 **Do you place restrictions on who is eligible to use your transportation services?**

Yes, Citizens and housing clients

- 20 **Do you currently transport clients of any other agencies or organizations?**

No

REIMBURSEMENT OF STAFF/VOLUNTEERS

- 21 **Does your department reimburse staff or volunteers to transport clients using personal vehicles?**
Neither

- 22 **What was the total amount spent on staff/volunteer reimbursement for transportation during the past fiscal year?**
N/A

REIMBURSEMENT OF CLIENT COSTS

- 23 **Does your department reimburse clients for providing their own transportation?**
No

- 24 **What was the total amount spent on client reimbursement during the past fiscal year?**
NA

PURCHASE OF SERVICE FROM ANOTHER ORGANIZATION

- 25 **Does your department purchase client transportation form another organization?**
No

- 26 **What was the total amount spent on purchase of transportation services from other operators during the past fiscal year?**
NA

COSTS TO PROVIDE CLIENT TRANSPORTATION

- 27 **What are the funding sources used for providing client transportation?**
NA

FUTURE TRANSPORTATION OPTIONS

- 28 **Are you having any problems with your current method of getting clients to your site or service?**
Yes: They do not have a car

29 **Do you feel that additional transportation services, beyond those now available, are needed in order for your clients to have full access to the services your department provides?**

Yes: They need a bus to get to work

30 **Do you have a waiting list for clients because these individuals have no way to get to your services?**

No

31 **Are there geographic areas, in or out of the County, in which you would like to see more client transportation services operated?**

Yes: 10 County Area

32 **Are there activities or destinations which need more transportation services?**

Yes: Casino Workers

33 **What plans do you have during the next 5 years to expand (or reduce) department programs or services? What impacts will these changes have on your client transportation needs?**

Build housing in village clusters of PB Citizens. The impact will diminish transportation needs

34 **Is there duplication of transportation services in your service area?**

Yes- I see municipal buses in the community regularly, yet we still operate a transport service and considering a duplicate bus service as well. This costs money we do not have.

35 **What, if any, are the major obstacles or concerns you think should be addressed in attempting to improve client transportation services?**

Lack of reliable personal vehicles, Financing of repair services, other: Lack of drivers license

36 **What is the most important thing that could be done to improve transportation services for your clients?**

More jobs, better cars, reliable transportation, paying off drivers responsibility fees

APPENDIX D – Implementation Resources

D-1 Memorandum of Understanding Template

D-2 Purchase of Service Contract Template

D-3 Transit Service Contract Checklist

D- 4 Overview of Tribal Passenger Assistance Program

D-5 Application Form for Tribal Passenger Assistance Program

D-6 Mobility Manager Job Descriptions

D- 7 System to Track Trips (to be added)

D-8 Technology – My Way There Brochure

D-1 Memorandum of Understanding Template

Memorandum of Understanding Douglas County Transit Solutions Local Coordinating Council

This Memorandum of Understanding is made and entered into this second day of February, 2012, by and between the Douglas County Board of County Commissioners and participating organizations for the purposes of establishing Douglas County Transit Solutions (DCTS) as a Local Coordinating Council (LCC).

WHEREAS, a local coordinating council is a formal, multi-purpose, long-term alliance of community organizations, individuals, and interest groups that work together to achieve common goals regarding human service transportation. A LCC implements and oversees the provision of coordinated transportation in its community or region. The formal establishment of this organization may make it easier to apply for certain funding opportunities and set up a non-profit organization if desired. Establishment of LCC's in communities across the state is a focal point in the Colorado Department of Transportation's strategy to improve the coordination of human service and public transportation programs; and

WHEREAS, the "Coordinated Transportation Plan," completed by Douglas County on February 18, 2008, identified a lack of transportation options connecting the towns, cities, and unincorporated areas of Douglas County, and further identified a need for additional human services transportation options within Douglas County; and

WHEREAS, improved transportation service was identified as the number one need at the Douglas County "Human Needs Summit" held on March 7, 2008; and

WHEREAS, the "Douglas County 2009-2013 Consolidated Plan" identified transit services as a high priority need for low- and moderate-income individuals and families; and

WHEREAS, the 2010 Census indicated that the Douglas County population is aging in place; and

WHEREAS, the "2010 Evaluation of the DRCOG Area Agency on Aging Transportation Service Support Program" identified that "Douglas County's population distribution and landscape create challenges for transportation provision."; and

WHEREAS, Douglas County conducted a "2010 Citizen Survey" of County residents in which respondents identified improved transportation services as a priority; and

WHEREAS, the "2011 Douglas County Transit Needs Assessment" documented unmet transportation needs throughout Douglas County, especially by seniors, persons with disabilities, and low income individuals and families; and

WHEREAS, the culmination of this information indicates a need, and an opportunity, to formalize a network of diverse transit services and options by coordinating transportation to help serve seniors, persons with disabilities, and low- and moderate income populations of Douglas County; and

WHEREAS, DCTS consists of several different transportation advocates, users, and providers serving seniors, persons with disabilities, and other transit dependent populations in Douglas County who envision Douglas County as a place where transportation services are accessible and affordable to all; and

WHEREAS, the mission of DCTS is to collaboratively develop resources to meet the mobility needs in Douglas County by increasing services through improved cost efficiency, elimination of duplication, and access to additional funding; and


WHEREAS, the DCTS member organizations and local jurisdictions are interested in helping to resolve the above problems through dialogue, projects, coordination of services, and the formation of a LCC; and

WHEREAS, it is in the best interest of the taxpayers and citizens of Douglas County for DCTS to work together as a LCC to provide greater transportation options, without any financial obligations.

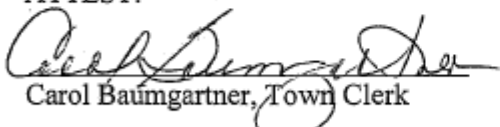
NOW THEREFORE, BE IT RESOLVED BY THE SIGNATORIES TO THIS MEMORANDUM THAT:

1. The signatories make a commitment to establish DCTS as a LCC and to attend and participate in regular meetings and to develop operating by-laws for the LCC; and
2. That should any projects being proposed by the LCC require local funding, the signatories hereto shall not be required to participate in such funding, but shall have the option to do so; and
3. By signing this MOU, each organization does not commit itself to endorsing any policies or procedures made by DCTS or any of its representatives. Any organization may terminate its participation in the MOU upon 14 days' written notice to DCTS.

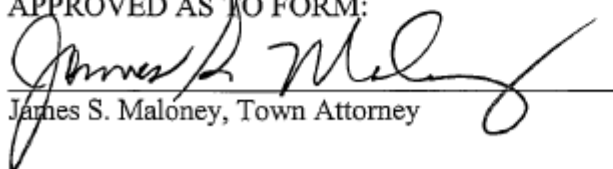
TOWN OF PARKER, COLORADO


David Casiano, Mayor

ATTEST:


Carol Baumgartner, Town Clerk

APPROVED AS TO FORM:


James S. Maloney, Town Attorney

D-2 Purchase of Service Contract Template

Contract for Transportation Services

Between (Legal Name of Provider) and (Legal Name of Transit System)

WHEREAS, (Provider) has an interest in provision of transportation services to (specify target population and service area), and

WHEREAS, (Transit System) has been officially designated as the (urban or regional) transit system for (specific service area) pursuant to Section 324A.1. Code of Iowa and has vehicles and employees available for transporting those persons,

NOW, THEREFORE, THE PARTIES DO HEREBY MUTUALLY AGREE AS FOLLOWS:

A. Purpose and Timeframe

1. The purpose of this contract is to arrange for public transit services under the auspices of the designated public transit system.
2. The contract period shall begin on Month, Day, Year, and continue through Month, Day, Year. Any extension or renewal of this contract shall be in writing and mutually agreed upon by both parties. (OPTIONAL: Transit systems please note this contract may run a maximum of three years, with the option of two one-year extensions.)

B. Description of Service

1. All transit services will be provided in vehicles open to the general public without discrimination.
2. Service shall be provided (specify days of service) except on the following holidays:

(specify service holidays) (Stating “to meet locally determined needs” or “as mutually agreed upon” is not allowed – need to be specifically stated.)
3. Service hours under this contract shall be (specify service hours). (Stating “to meet locally determined needs” or “as mutually agreed upon” is not allowed – need to be specifically stated.)

4. Service shall be (specify nature of service, i.e.: "daily demand-responsive transportation within City of Iowa plus Monday/Wednesday shuttle to Des Moines designed primarily around the needs of older Iowans for congregate meal, grocery and medical transportation," or "advanced reservation demand responsive service centering on Head Start attendance centers", or "fixed-route services on 30-minute headways along routes shown on attached map, plus supplemental demand-responsive services for those physically unable to board route buses.")
5. Members of the general public shall be able to access these services by (describe means of access, i.e.: "flagging bus at designated stops along route" or "calling transit system for ride reservations at least 24 hours in advance," or "making ride reservations with county coordinator at least 2 hours in advance.") Explicitly describe how a member of the general public would be able to schedule a ride.
6. Fares (or recommended contributions) for these services shall be as follows: (specify fare/contribution structure) (OPTIONAL - No persons shall be denied access based on inability to pay.) (Fares must be fair and reflect benefits of state and federal subsidies.)
7. Additional passenger transportation services may be provided on an incidental basis with no funding provided by (transit system) under this contract. Such services may include after hours transportation not-open-to-public for clients of (providers). It may also include charter services to other groups provided such are eligible under FTA charter rules provided that eligibility of each charter trip is verified with (specify person from transit system) prior to operation. Such incidental services shall not exceed 20% of the total usage of any vehicle provided by (transit system) and shall be reported separately as noted below.
8. All services funded under this contract and all uses made of vehicles provided by (transit system) shall be insured by (specify provider or transit system) with the following coverage:

[Specify actual coverage which shall, at a minimum, meet or exceed:]

- Commercial Automobile Liability - combined single limit \$1,000,000 and
- Uninsured and Underinsured Motorist - \$1,000,000

C. Vehicle Responsibilities

1. Vehicle(s) for the provision of services described in this contract shall be supplied as follows:
 - a. From (Provider):
(List by ID, with size and type)
 - b. From (Transit System):
(List by ID, with size and type)

2. Vehicles supplied by (transit system) shall be subject to rotation with other vehicles in transit fleet in order to maintain a minimum annual mileage requirement for each vehicle in fleet and may be used for other transit system purposes.
3. Vehicles supplied by (provider) must comply with Iowa DOT vehicle signage requirements (in order for service statistics to count toward transit funding formulas): Iowa Department of Transportation, Office of Public Transit Vehicle Signage Requirements Policy, effective June 1, 2002, is included as part of this contract, by reference.
4. [Optional] Vehicles supplied by (transit system) may display the name or nickname of the contracted provider at the lower rear corner on each side of the vehicle, following the words, “operated by.” Lettering for this signage shall not exceed 50% of the height of the lettering used for the transit system name. No other signage is allowed for contracted providers unless included as part of paid advertising.
5. Responsibility for maintaining vehicles, supplied for provision of services under this contract, in safe and presentable condition shall be as follows:
 - a. Maintenance by (Provider):

(List vehicles to be maintained by provider and level of maintenance expected.)
 - b. Maintenance by (Transit System):

(Identify any maintenance responsibilities of transit system, including direct maintenance of any vehicles, oversight of maintenance activities, or no responsibility).
6. Vehicles used for provision of transit services under this contract shall be insured for general public transportation services to the levels described above by (specify provider or transit system) which shall provide to (other party) a certificate of insurance documenting this coverage and the fact the (other party) is named as an additional insured. Such insurance shall not be cancelled without at least 30 days written notice to (other party).
7. Note any backup vehicle arrangements.
8. No vehicle supplied by (transit system) may be used to provide exclusive school transportation.

D. Operations Responsibilities

1. Except for volunteers using their own vehicles, drivers for all transit services provided under this contract shall be employed by (provider) unless service is subcontracted as specified in Section M. All drivers, except for volunteers operating their own vehicles, of transit-funded vehicles shall be required to have either a commercial driver's license or chauffeur's license and shall have passed a pre-employment drug test and be part of a random drug and alcohol testing pool.

2. (Provider) shall establish a drug and alcohol testing program conforming to the rules of the Federal Transit Administration and shall require any transit service subcontractors to also have a testing program. No person may perform any safety-sensitive functions without being subject to testing under this program. Copies of the (provider's) drug and alcohol testing policy shall be provided to the transit system and OPT for review. [RECOMMENDED – Any non-negative test result and any situation where tests have not been administered to an employee selected for random testing shall be reported to (transit system drug and alcohol program coordinator).]
3. Scheduling and dispatching support shall be provided by (specify party or specify distinct functions of each party). Explain how general public passengers are assigned to vehicles.
4. Training of operational personnel shall be provided by (specify party) and shall consist of (specify training components).

E. Other (Provider) Responsibilities

1. (Provider) shall serve as an independent contractor.
2. (Provider) shall maintain accounting and records for all services rendered and shall assure that all persons handling project funds, including passenger revenues, are bonded to levels appropriate for the amounts of funds handled.
3. (Provider) shall provide to (transit system) a (monthly) billing for services rendered in the previous (month) including a report of units of service provided and revenues credited toward the service from passengers and from other sources.
4. (Provider) shall secure an independent audit of its transportation program including services provided under this contract and shall provide a copy of the audit report to (transit system).
5. (Provider) shall permit inspection of its vehicles, services, books, and records by (transit system) or agencies providing funding to (transit system) upon the request of (transit system).
6. (Provider) shall accept all risk and indemnify and hold (transit system) harmless from all losses, damage, claims, demands, liabilities, suits, or proceedings, including court costs, attorney's and witness' fees relating to loss or damage to property or to injury or death of any person arising out of the acts or omissions of (provider) or its employees or agents.
7. (Provider) shall notify (transit system) in the event of any unavoidable interruption or delay in service. If service is unable to be provided as scheduled and agreed upon, without acceptable reason, (transit system) may impose the following penalties: (list any penalties to be imposed by transit system)
8. (Provider) shall notify (transit system) of any incidents relating to passengers serviced under this contract.

9. (Provider) shall comply with all applicable state and federal laws, including but not limited to FTA charter rule, drug and alcohol testing, student transportation rules, motor carrier registration, equal employment opportunity laws, affirmative action laws, nondiscrimination laws, traffic laws, motor vehicle equipment laws, confidentiality laws, and freedom of information laws.
10. (Provider) shall supply such additional public transit services to the general public or individual client groups as are requested, provided that capacity for such service exists and funding for such service based on the rate identified in G.3., below, is available.
11. [MUST BE EITHER PROVIDER OR TRANSIT SYSTEM (F.5. below) RESPONSIBILITY] (Provider) shall disseminate and advertise the availability of service provided under this contract as open to the general public, including route changes, setting fares, and reservations.
12. [RECOMMENDED - (Provider) shall participate on the Regional Transit Advisory Committee sponsored by (transit system or planning commission) and shall supply such information as is necessary for preparation of the annual Passenger Transportation Plan.]
13. [OPTIONAL - Unless this contract was awarded on a fully competitive basis, (provider) must comply with all state and federal requirements regarding competitive procurement.]

F. Other (Transit System) Responsibilities

1. (Transit System) shall provide operational subsidies for public transit services under the terms identified in this contract.
2. (Transit System) shall, based on information supplied by (provider), other contractors and its own records, prepare all required reports to the Iowa Department of Transportation, Office of Public Transit.
3. (Transit System) shall assist (provider) as necessary in the design and scheduling of transit services to meet the needs of the service area.
4. (Transit System) shall accept all risk and indemnify and hold (provider) harmless from all losses, damage, claims, demands, liabilities, suits, or proceedings, including court costs, attorney's and witness' fees relating to loss or damage to property or to injury or death of any person arising out of the acts or omissions of (transit system) or its employees or agents.
5. [MUST BE EITHER PROVIDER (E.11. above) OR TRANSIT SYSTEM RESPONSIBILITY] (Transit System) shall disseminate and advertise the availability of service provided under this contract as open to the general public, including route changes, setting fares, and reservations.

G. Compensation

1. Fully-allocated operating costs for services under this contract are estimated to be \$_____ per (unit) based on a mutually estimated annual service level of _____ (units). [OPTIONAL - *When transit system owns the vehicles, this clause may be used.* In addition there shall be a capital replacement surcharge of \$_____ per (unit) which shall be placed in a reserve account for capital purchases of transit equipment.]

2. For the first of _____(units), subsidy by (Transit System) shall be at a rate of \$_____ per (unit) net any passenger revenues. This reflects a subsidy of \$_____ per (unit) from federal transit assistance funds specifically (specify which federal funding program will be used: Section 5310, 5311, JARC, New Freedom, Title IIIB), \$_____ per (unit) from state transit assistance funds, and/or \$_____ per (unit) from local funding. [OPTIONAL - The \$_____ per (unit) capital surcharge, when used in conjunction with federal transit assistance funds, shall be used as local match. These funds may also be used for 100% local purchases.] *(Any additional funding distributed by the Transit System should also be listed.)*

3. Explain what will happen in the case of a shortfall of anticipated funding or if contract revenues exceed actual fully allocated costs of the service.

4. (Units) of public transit service in excess of _____(#) shall require a compensation by (transit system or other parties) of \$_____ per (unit) net any passenger revenues. [OPTIONAL - plus the \$_____per unit capital surcharge.]

5. All passenger revenues shall be applied to the costs of transportation services prior to application of federal transit funding and shall be considered to have expanded the level of services compared to what would be available without such resources.

6. The costs of services under this contract identified in G. 1., above, are based upon assumptions concerning costs of supplies and the existence of other transit service contracts. Should circumstances change to significantly increase costs of service under this contract, the rate of compensation may/shall be subject to renegotiation. Should circumstances change to reduce actual costs below the estimated level, any surplus funds shall be credited toward transportation services of (provider) during (next fiscal year). *(Last sentence is optional with private-for-profit providers.)*

7. Subsidy payments for public transit services under this contract shall be on a (specify reimbursement/advance payment) basis and shall be distributed to (provider) (specify a timeframe-either in terms of response to billing or based on calendar dates).

H. Reporting

1. The following items shall be reported by (provider) with each billing statement:

(specify items desired)

2. a. Within 15 days after the end of each fiscal quarter (provider) shall furnish the following information concerning open-to-the-public transportation services provided during the preceding quarter under this contract:

Total Rides

Rides by nondisabled elderly persons

Rides by disabled elderly persons

Rides by nonelderly disabled persons

Total Vehicle Miles

Total Revenue Miles

Total Passenger Revenue

Total Contract Revenue

Total Local Tax Support

Total STA (requested)

Total Federal Transit Assistance (requested)

Total Other Revenues

- b. Within 15 days after the end of each fiscal quarter (provider) shall furnish information similar to that required in H.2.a. for any incidental services provided during the preceding quarter under the terms of B.7., above.
- c. Within 15 days after the end of each fiscal quarter, if charter services have been provided, (provider) must provide a report of each charter trip including all information specified in FTA Charter Rule.

3. Within 30 days after the end of the state fiscal year (June 30) (provider) shall provide a separate year-end summary of the data requested under H.2. for public services provided and for incidental services provided and shall show the total surplus/shortfall for each.
4. By February 1, (provider) shall report the prior calendar year's results of its drug and alcohol testing program per FTA requirements.
5. The following items shall be reported to (transit system) on an on-going basis:
 - Accidents involving vehicles owned by (transit system)
 - Incidents involving passengers carried under this contract
 - Cancellations or significant delays in services provided under this contract
 - Emergency use of subcontractors to avoid service interruptions

I. Entire Agreement

This contract contains the entire agreement between (provider) and (transit system). There are no other agreements or understandings, written or verbal that shall take precedence over the items contained herein unless made a part of this contract by amendment procedure.

J. Amendments

Any changes to this contract must be in writing and be mutually agreed upon by both (provider) and (transit system). Changes must also receive the concurrence of the Iowa Department of Transportation, Office of Public Transit.

K. Termination and Suspension

Cancellation or suspension of this contract may be initiated by either party through written notice to the other party at least 30 days prior to the date of cancellation or suspension.

L. Saving Clause

Should any provision of this contract be deemed unenforceable by a court of law, all other provisions shall remain in effect.

M. Assignability and Subcontracting

1. This contract is not assignable to any other party without the express written approval of the (provider) and the (transit system) and the concurrence of the Iowa Department of Transportation, Office of Public Transit.

- 2. No part of the transportation services described in this contract may be subcontracted by (provider) without the express written approval of (transit system) and the concurrence of the Iowa Department of Transportation, Office of Public Transit.
- 3. Notwithstanding the provisions in M.1., above, it is hereby agreed that (provider) may under emergency circumstances temporarily subcontract any portion of the service if it is deemed necessary by (provider) to avoid a service interruption. (Transit System) shall be notified, in advance if possible, each time this provision is invoked.

ADOPTED BY THE PARTIES AS WITNESSED AND DATED BELOW, SUBJECT TO THE CONCURRENCE OF THE IOWA DEPARTMENT OF TRANSPORTATION, OFFICE OF PUBLIC TRANSIT. *(If concurrence from another funding agency is also needed, that information may be added.)*

For (Purchaser):

For (Transit System):

Date:

Date:

D-3 Transit Service Contract Checklist

_____ Legal name of both parties

_____ Purpose, open to general public (may also describe who service is targeted to)

_____ Timeframe, dates, times, schedules in effect, days (to meet locally determined needs is not acceptable. Neither is “as mutually agreed upon.”)

_____ Geographic location and coverage

_____ Type of service: demand-response, fixed routes, etc.

_____ Vehicle/driver backup and recourse if service cannot be provided

_____ Fares and rates must be fair and reflect benefits of state and federal subsidies

_____ All drivers must possess valid chauffeurs or commercial drivers licenses, (other than volunteers driving their own vehicles)

_____ Transit system protected with required \$1 million in liability coverage suitable for open to the public ‘for hire’ operation (if provider or subcontractor has less, the transit system should confirm that they understand they are responsible for covering the shortfall)

_____ State which party is responsible for insurance coverage

_____ Address responsibility for repair to vehicles and repaired promptly

_____ Address responsibility for maintenance to vehicles

- _____ Address compliance with FTA Drug and Alcohol program testing requirements (make sure it is stated that no one can drive unless passed a pre-employment drug test and are part of a random drug & alcohol testing pool.)
- _____ State which party is providing vehicles
- _____ State which party is responsible for operation of vehicles
- _____ State which party is responsible for providing complete information about the availability of the service to the general public (including route changes, setting fares, and reservations)
- _____ Party providing service must report actual fully-allocated costs incurred and units of service provided. Reports to be made quarterly including: revenue miles, rides by fare category, and any other units upon which compensation is based, (such as, scheduling, marketing, maintenance, insurance, etc.) On Year-End reports: list items on year-end report if transit system is not providing service, including NTD statistics.
- _____ Indicate projected/budgeted fully-allocated costs for the contract period. If figured on a unit basis, the number of units and the cost per unit should be noted.
- _____ Indicate the source(s) of funding for the contracted services, Section 5310, 5311, STA, JARC, New Freedom, Title III-B, local, etc.
- _____ Address what will be done in the case of a shortfall of anticipated funding or if contract revenues exceed actual fully-allocated costs of the service
- _____ Set the procedure and timeframe for billings and payments
- _____ Contains the "hold harmless" provision for both parties

- _____ Specify the procedures for amendments to the contract as well as for suspension or termination of the contract
- _____ Service provider must comply with federal EEO, Affirmative Action, and nondiscrimination provisions
- _____ State whether the service provider may further subcontract, transfer or assign its responsibilities under the contract, and if allowed must be with the concurrence of OPT
- _____ Vehicles funded through OPT may be alternated to accumulate minimum mileage and may be used for other transit system purposes, also identify those uses of the vehicles which are prohibited by state and federal law (i.e. charter or school bus uses, etc.)
- _____ Unless the contract has been awarded on a fully competitive basis, the contract shall require the service provider to comply with all state and federal requirements involving competitive procurement.
- _____ If provider is a client-based agency – how are non-clients (the public) assigned to vehicles?
- _____ Vehicle signage requirements (for operators other than transit system)
- _____ Suggested general public fare if transit system is not operating the service
- _____ “Specials” – trips outside published public service hours – any non-public service is to be reported separately
- _____ Dispatching – how does public schedule a ride?

D-4 Overview of Tribal Passenger Assistance Program

What is the program for?

The Tribal Passenger Transportation Technical Assistance Program, funded through the Rural Business Cooperative Service of the U.S. Department of Agriculture (USDA), is designed to assist tribal communities enhance economic growth and development by improving transportation services. Public transit can help support a wide range of other economic development initiatives. Program objectives include helping small and emerging businesses and stimulating economic development through new and improved transportation programs. The program provides planning assistance for facility development, transit service improvements and expansion, new system start-up, policy and procedure development, marketing, transportation coordination, training and public transit problem solving activities.

Who qualifies for assistance?

To qualify for technical assistance, tribes must be Federally recognized.

How are projects selected?

Applications for technical assistance are submitted directly to CTAA for review. Potential projects are reviewed to establish eligibility, and are scored and ranked according to the selection criteria described below:

- Will project help create or preserve jobs or small businesses?
- Is project located in an economically distressed area?
- Is project likely to be implemented after technical assistance has been provided?
- Are project goals directly linked to economic development?
- Will technical assistance be utilized innovatively to help resolve transportation issues and economic concerns?
- Is there local consensus and tribal support for the project?



How is the technical assistance program administered?

Once an application has been received, reviewed and approved by CTAA and USDA, CTAA will notify the applicant and arrange for an initial site visit. During the site visit, CTAA staff will conduct a comprehensive project analysis and technical assistance needs assessment. CTAA will gather additional information about the proposed project and will work closely with the applicant and tribal officials in assessing the transportation needs of the community. Participants will explore ways in which the technical assistance program might be applied to help meet the transportation, small business and economic development objectives of the area.

Based on information collected during the initial site visit and needs assessment, CTAA will develop a refined scope of work which will define the project approach, work tasks, deliverable products and various roles and responsibilities of all project participants. If the project requires assistance from independent consultants, a consultant work plan, budget and request for proposals may be developed by CTAA. During the course of a major project, CTAA staff and consultants will develop recommendations and solutions that are responsive to the tribe's needs.

Each year CTAA anticipates that three major projects will be approved. Major project applications are solicited and reviewed in January. Projects with more limited scopes may be eligible for short term technical assistance which has a streamlined review process. Short term applications may be submitted at any time during the year.

D-5 Application Form for Tribal Passenger Assistance Program

COMMUNITY TRANSPORTATION ASSOCIATION OF AMERICA
 USDA TRIBAL TRANSIT TECHNICAL ASSISTANCE PROGRAM
Application For Short Term Technical Assistance

INSTRUCTIONS: Short Term Technical Assistance is available to help small communities enhance economic growth and development by improving tribal transportation services. Short Term Technical Assistance can assist recipients in solving relatively small scale, discrete problems. Typically, Short Term Technical Assistance is provided through a site visit of one to four days, and subsequent follow-up work. No local match is required, but recipients should be prepared to provide in-kind support for the project.

Proposed projects must meet the following eligibility requirements:

- *Recipient should be a Federally recognized tribe.*

Applications for Short Term Technical Assistance can be submitted at any time, and will be evaluated on a continuing basis. Selection of projects is made competitively according to the following criteria:

- *Number of new jobs to be created.*
- *Potential economic impact resulting from implementation of project.*
- *Potential for implementation after technical assistance phase of project is completed.*
- *Demonstrated consensus and support in the community.*
- *Potential for development of unique or innovative strategies, techniques, or approaches in solving identified problems.*
- *Potential for replication of the project elsewhere.*

Provision of technical assistance is contingent upon availability of funds. Funding for the Tribal Transit Technical Assistance Program is provided through the Rural Business-Cooperative Service of the United States Department of Agriculture.

APPLICANT: _____

ADDRESS: _____

PHONE: (____) _____ FAX: (____) _____ E-Mail: _____

CONTACT: _____ TITLE: _____

DATE: _____

Please complete sections I, II and III below. Provide answers to Section II on a separate sheet of paper; use no more than two sheets of paper to answer Section II. You may also use a separate sheet of paper to answer Section I.

I. ORGANIZATIONAL CHARACTERISTICS

A. List the activities in which your organization is involved: _____

B. On an attached sheet, provide a history of your organization's business activities related to transportation.

C. List your organization's revenues for the most recent year:

Source	Amount
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
TOTAL	\$ _____

D. What is the geographic area served by, or proposed to be served by transportation activities? _____

E. Projected number of new employees resulting from implementation of project: _____

F. What new or improved services will be provided as a result of the project?

G. What additional areas will be served as a result of the project? _____

H. Population of project area: _____

I. Area in square miles of project area: _____

J. Are the following aware of the proposed project?

- Tribal Officials: Yes ___ No ___
- Local transit providers Yes ___ No ___
- State Transportation Department officials: Yes ___ No ___

K. When would you like to see the proposed project initiated? _____

II. PROJECT DESCRIPTION

- A. Briefly describe the **problem** which you hope to alleviate or solve through a short term technical assistance project.
- B. Summarize the **project** for which short term technical assistance is being requested.
- C. What are the **goals** of the proposed technical assistance project?
- D. What local **resources** are available to support the technical assistance project?
- E. Summarize the economic **benefits** of the project to the community.

III. SERVICE CHARACTERISTICS

(To be completed only by applicants who currently operate a transportation service.)

- A. Number of vehicles: _____
- B. Number of employees assigned to transportation related duties: _____
- C. Total annual ridership: _____
- D. Annual general public ridership: _____
- E. Annual agency client ridership: _____
- F. Annual miles traveled: _____
- G. Total annual transportation budget: \$ _____

Return completed application to:

Charles A. Rutkowski, Assistant Director
Community Transportation Association of America
1341 G Street, NW, 10th Floor
Washington, D.C. 20005

Telephone: (202) 299-6593

FAX: (202) 737-9197

E-Mail: rutkowski@ctaa.org

The Rural Transportation Technical Assistance Program is an Equal Opportunity Program

D-6 Mobility Manager Job Descriptions

Job Title: Mobility Manager

Job Type: Manager

Date Posted: 12/18/2007

Organization: Pikes Peak Area Agency on Aging

URL: www.ppacg.org

Job Description:

Mobility Manager

Pikes Peak Area Agency on Aging

Monthly Salary: \$3,730 - \$5,408

OPEN UNTIL FILLED

This is a temporary one-year exempt professional position with the Pikes Peak Area Council of Governments, and the Pikes Peak Area Agency on Aging. The position serves as the Mobility Manager for the PPAAA. As the Program Coordinator, this individual is responsible for developing a joint call and scheduling center under the guidance of the PPAAA Director, for participating in collaborations of community organizations that provide human services transportation in El Paso and Teller Counties and for identifying and procuring resources to implement the joint call and scheduling center.

Duties include, but are not limited to:

- Develop a coordination program for human services transportation by collaborating with community organizations that provide such services in El Paso and Teller Counties to:
 1. Research needs and demands of users
 2. Review regulatory processes
 3. Facilitate communication between agencies
 4. Develop incentives to encourage agency participation as needed
- Interface with PPACG's Coordination Committee on Specialized Transportation,
- Investigate the concept of a specialized transportation brokerage and determine what structure would be effective in the Pikes Peak region.
- Strengthen the network of human services transportation providers in El Paso and Teller Counties while maintaining and supporting the identity of each provider in order to provide increased mobility in the region.
 1. Establish a joint call and scheduling center
 2. Develop common and accurate reporting systems as needed
 3. Develop service goals for the transportation brokerage
 4. Identify and use fully allocated service costs in evaluating projects and service options
 5. Establish a system for the shared use of vehicles
 6. Investigate a system of shared resources including those related to vehicle maintenance, sharing of backup vehicles, and cost saving fueling options
- Establish provision of alternative services such as mileage reimbursements; volunteer drivers/vehicle sharing, mobility training, vouchers for gas or car repairs, in order to meet diverse human service transportation needs at the lowest cost.
- Develop systems to help providers improve the overall condition of their vehicle fleets so that they are safe, cost effective to maintain and meet passenger needs. Develop a system to provide adequate backup vehicles to provide reliable service.
- Develop and implement common standards of driver training to provide safe drivers who can be cross-trained for different services and clientele.
- Develop a simple and uniform system of eligibility for all services in the network.
- Develop customer information that explains the range of services and encourages rider responsibility for choosing the most appropriate and cost-effective option that will meet the customer's needs.
- Implement quality control standards that include service reliability and customer satisfaction.

Supervisor

The Director of the Pikes Peak Area Agency on Aging

Required Education and Experience

1. Master's Degree in public administration, transportation planning, or a related field, or
2. Bachelor's Degree in public administration, transportation planning, or a related field, plus a minimum of two years of progressively responsible experience, or

3. Associate's Degree in transportation planning, urban and regional planning, or a related field, plus a minimum of six years of progressively responsible experience, or
4. High school diploma plus a minimum of eight years of progressively responsible experience in managing or administering the provision of human services transportation with responsibility for the required duties listed above.

Also required:

- A high degree of computer literacy, including competency in standard spreadsheet, database and word processing software, and geographic information system software.
- A thorough knowledge of the principles and practices of urban transportation planning, technical analysis methods, and excellent written and oral communication skills.
- Ability to analyze complex issues and present results in concise reports and presentations to PPACG staff and others; interact effectively with members of the public, elected officials, Federal, State, and local agency representatives, PPACG Committees, and community organizations.
- Understanding of pertinent Federal and State regulations, and a working familiarity with the most recent Federal transportation legislation and Clean Air Act transportation planning requirements.

Please download and complete an application at www.ppacg.org, attach your resume, if desired, and email to: Margaret Shelton at: mshelton@ppacg.org. You may also fax to (719) 471-1226, or mail to 15 South 7th Street, Colorado Springs, Co 80905-1501.

PPACG is an equal opportunity employer.



**STEBEN COORDINATED TRANSIT – MOBILITY MANAGEMENT
JOB DESCRIPTION**

ORGANIZATION:	The Institute for Human Services, Inc. 6666 County Road 11, Bath, NY 14810-7722
REPORTS TO:	IHS Executive Director
POSITION:	Full-time, 37.5 hours/week
SALARY:	\$34,000 - \$40,000, excellent benefits

Summary of Duties

This full-time position will be responsible for the development, coordination and promotion of transportation services in Steuben County in coordination with regional transportation providers. The incumbent will work under the general supervision of the Executive Director and serve as facilitator for the Steuben Coordinated Transit committee.

Major Tasks, Duties and Responsibilities

- Facilitate and promote coordinated efforts to enhance the availability and access to transportation services in Steuben County, including the integration and coordination of services for individuals with disabilities, older adults, and low-income individuals.
- Serve as the facilitator and liaison with County transportation providers, human services and community based organizations as well as employers and consumer groups to maximize available transportation resources to meet regional transportation needs.
- Design and implement educational programs to address community needs and to inform the public of efficient ways to access existing transportation services.
- Assist in developing and implementing the priorities of the "Steuben County Coordinated Public Transit-Human Services Transportation Plan" which identifies the transportation needs of individuals in the county including those with disabilities, older adults and individuals with lower incomes;
- Assess priorities and develop recommendations to address unmet or anticipated transportation need, including recommendations for new routes, route deviations, service hours, and cross-system scheduling.
- Incorporate GIS-based planning into service delivery and transportation assessments of all county transit services, including volunteer driver programs.
- Promotes "United We Ride" efforts including activities related to the Job Access and Reverse Commute (JARC) Program, New Freedom Program (NFP), Elderly Individuals and Individuals with Disabilities programs;
- Facilitates the Steuben Coordinated Advisory Committee including key level provider organizational and community groups;
- Leads the development and implementation transportation marketing and educational strategies;
- Develops and implements transportation marketing and educational strategies;

Knowledge, Skills, and Abilities

Knowledge of and ability to identify community needs and resources as they relate to transportation, human services programs and employment. Ability to plan and direct the work of others; good verbal and written communication skills; excellent interpersonal skills; good organizational skills; self motivated and goal oriented; physical and mental condition commensurate to the responsibilities of the position.

Minimum Qualifications

- Bachelor's degree in Business, Communication, Community Planning or related field from a regionally accredited New York State college or university, three years of full-time, paid experience in transportation and/or human service delivery or a related field with one year in a supervisory or administrative role preferred.
- An equivalent combination of training and experience.
- Excellent organizational and multi-tasking skills
- Technical proficiency with information and communication technology.

This position requires an innovative and highly motivated person who is able to work independently. The position will be very interactive with the local and regional health and human service community and public sector.

Special Requirements

Possession of a clean, valid New York State driver's license at the time of appointment, and maintenance of same throughout, reliable personal transportation.

TO APPLY:

Please email a cover letter and resume to: institute@ihsnet.org and/or send a hard copy to

SCT-MM
Institute for Human Services
6666 County Road 11
Bath, NY 14810-7722

If you have question, please call 607-776-9467, ext. 214

D-7 System to Track Trips

To be added.

D-8 Technology – My Way There Brochure

8. Find a Ride tool: Answer 6 easy questions to be matched with the transportation provider that can meet your specific needs.

9. Bicycle: Get tips on where to get free or low-cost bikes, watch a video about fun bike routes, and map your next bike route.

10. Non-Emergency Medical: If you need special medical attention traveling from here to there, find out what transportation is available in your area.

11. Taxi and Car: Need to go places where public transportation can't take you? Find taxi and car rental services in your area.

12. Powered Wheels: Whether you want to increase your mobility or simply save money, find information on your new set of wheels.

13. Public Transit: Find your nearest provider, hours of operation, fares, schedules and more.

14. Advocacy: Advocate for yourself or others by filling out an online suggestion form. Check out the calendar of events to find information about public transportation meetings. Tell us about the needs in your community.

15. Mobility Resources: Find local agencies providing services to seniors, tribal members, veterans, and persons with disabilities.

16. Travel In or Out of the County: Find bus, train schedules and more information.

19. News: Find great articles, videos, and more. Stay up to date on what's going on in the region.

18. Walking: Here you will find tips that will help prepare you for what nature has to offer.

19. Reduced or Free Rides: Find out if you are eligible to receive free or reduced rides in your area.

20. Carpool & Rideshare: Save money on gas by joining the registry through the GoRideshare program.

Increasing Mobility & Decreasing Barriers

Mywaythere.org was designed to help increase the mobility of people in Berrien, Cass, and Van Buren Counties. By increasing one's capacity to find available resources more efficiently, we are striving to decrease transportation barriers and get people to where they need to go.

What Can You Find on Mywaythere.org

- Information about the Disabled American Veterans (DAV) medical trips to Battle Creek
- Local bus, taxi, train and medical transportation in your area
- How to apply for a regional reduced fare card for 50% off your bus fares
- Accessible transportation available in your area
- Home delivery services for people that are homebound

How to Find a Ride

The Find a Ride tool provides you with a list of local transportation providers who can meet your specific needs. First you would need to answer six easy questions:

- 1) Where you are starting from?
- 2) Where you want to go?
- 3) When you want to travel?
(Please note that this is not a booking service)
- 4) Purpose of your trip?
(Medical, shopping etc...)
- 5) How do you identify yourself?
(I have a disability, Senior, Veteran, etc...)
- 6) Do you have any needs for your trip?
(I need to travel with a wheelchair or bike)

Find more great reasons to use Mywaythere.org

This website is made possible through a Federal Transit Administration 5317 grant and the Michigan Department of Passenger Transportation. This website is managed by the Southwest Michigan Planning Commission.



For more information please contact:

SOUTHWEST MICHIGAN PLANNING COMMISSION

185 E. Main St.
Benton Harbor, MI

Phone: 269-925-1137
Fax: 269-925-0288
E-mail: info@mywaythere.org

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Mywaythere.org is a tool that helps people overcome transportation barriers and gets them to the places they need to go.

20 REASONS TO USE Mywaythere.org



1. Find local bus services in your area.



2. Discover shuttles services for seniors, students, and veterans.



3. Look for taxi, train, air, and Greyhound information.



4. Uncover information on agencies offering free or low cost rides.

5. Find home delivery services available for people that are homebound.

6. Find programs that lend, rent or purchase mobility devices for people with special needs.

7. Send your comments and suggestions directly to the transit authority staff.

Find 13 more reasons inside!



