

Coordinated Mobility Plan: Prosperity Region 8

Counties

Berrien
Branch
Calhoun
Cass
Kalamazoo
St. Joseph
Van Buren



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Michigan 2-1-1 and
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Prepared by
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This plan is a component of a Veterans Transit Community Living Initiative (VTCLI) grant through the Federal Transit Administration (FTA). Michigan 2-1-1 and the Michigan Department of Transportation's (MDOT) Office of Passenger Transportation led a statewide transportation study to identify regional gaps in mobility, particularly for people with limited transportation options such as veterans, older adults, individuals with disabilities and people with lower incomes. The result of the statewide study is ten coordinated mobility plans based geographically on Governor Snyder's Prosperity Initiative. This is the Coordinated Mobility Plan for Prosperity Region 8.

The statewide study built upon efforts by MDOT and Regional Planning Agencies and Metropolitan Planning Organizations to document what is known about regional transit mobility. These efforts were in response to the Governor's special message to the legislature on the topic of aging, titled "Making Michigan a Great Place to Live Well and Age Well".

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Regional Assistance

Southcentral Michigan Planning Council and Southwest Michigan Planning Commission provided assistance throughout the development of this plan, including reviewing interim documents and helping to coordinate outreach efforts.

Input from a wide range of stakeholders was a key component in the study. Special thanks to the stakeholders who participated in a regional workshop and provided input throughout the planning process. Their input was especially beneficial in the assessment of transportation needs in the region, and in the development of potential strategies, activities and projects to improve mobility. In addition, appropriate information and pictures were obtained from the websites of some regional stakeholders.

Consultant Team

KFH Group, Inc. conducted outreach efforts, facilitated the regional workshop and led the development of this regional plan.

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Chapter 1

Background

INTRODUCTION

Michigan 2-1-1 is a free, confidential service that provides information and referral to transportation services, health and human services, community preparedness, and crisis information. A program of the Michigan Association of United Ways (MAUW), Michigan 2-1-1 works with eight regional 2-1-1 providers on a shared/common delivery platform to connect Michiganders with over 7,8,00 agencies offering over 29,000 services across the State.

With funding from a Veterans Transit Community Living Initiative (VTCLI) grant through the Federal Transit Administration (FTA), Michigan 2-1-1 and their partners are developing the joint capacity to provide One-Call/One-Click service to Michigan residents to assist with individual trip planning and to address transportation barriers limiting opportunities for employment, health care, recreation and other personal needs. The VTCLI grant, supplemented with state and federal funding administered by the Michigan Department of Transportation's (MDOT) Office of Passenger Transportation, involved a statewide transportation study to identify regional gaps in mobility, particularly for people with limited transportation options such as veterans, older adults, individuals with disabilities, and people with lower incomes. The study also involved identifying actions that can be taken by local transportation providers and Michigan 2-1-1 to increase regional mobility.

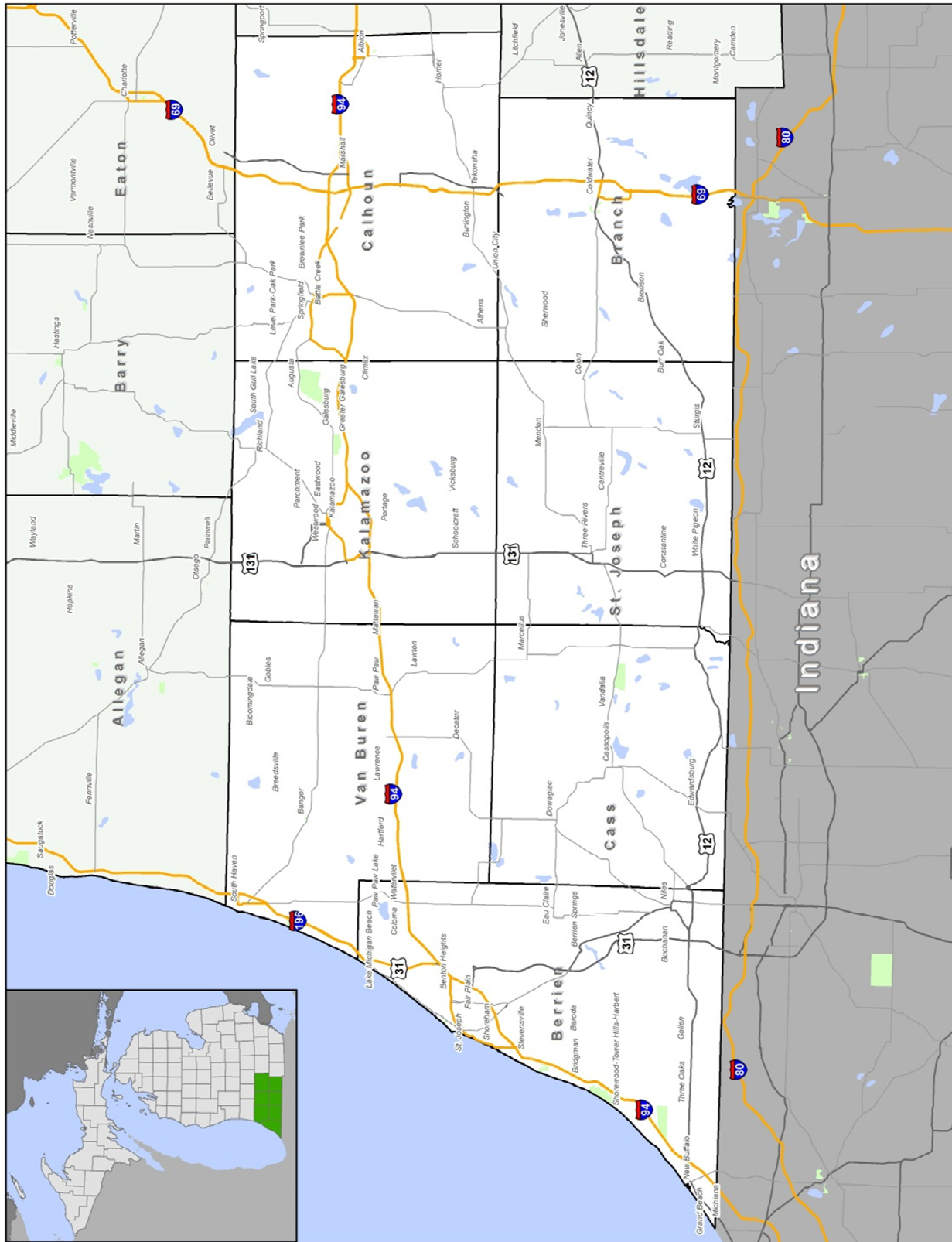
Input from a wide range of stakeholders was a key component in the study. Outreach efforts were based on Governor Snyder's Regional Prosperity Initiative that established ten regions to create a better structure for collaboration. Workshops were conducted in each region, and provided the opportunity to discuss transportation needs and to obtain input on potential strategies, projects, and services to improve regional mobility.

The result of the statewide transit study is coordinated mobility plans based geographically on the Governor's Prosperity Initiative. This is the Coordinated Mobility Plan for Prosperity Region 8 that includes Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, and Van Buren Counties as shown in Figure 1-1.

BUILDING UPON THE GOVERNOR'S SPECIAL MESSAGE ON AGING

The statewide transit study built upon efforts to document what is known about regional transit mobility. On June 2, 2014, Governor Snyder released a special message to the legislature on the topic of aging, titled "Making Michigan a Great Place to Live Well and Age Well". The special message included the following language regarding access to

Figure 1-1: Regional Map of Prosperity Region 8 – Southwest Michigan



transportation: “Michiganders, including many older adults, need regional mobility and transit providers need to become more regionally focused. This is both an urban and rural issue”.

In his message the Governor asked MDOT to partner with Metropolitan Planning Organizations (MPO) and Regional Planning Agencies (RPA) across the State to work on the issue of regional transit mobility. Subsequently, MDOT worked with MPOs and RPAs to undertake a planning effort that documented what is known about the need for regional transit mobility and the ability for customers to use current transit services for cross county or cross system trips. Information from the reports that resulted from this planning effort has been appropriately incorporated into this regional plan.

MEETING FEDERAL COORDINATED TRANSPORTATION PLANNING REQUIREMENTS

On July 6, 2012, President Obama signed into law Moving Ahead for Progress in the 21st Century (MAP-21) that went into effect on October 1, 2012. This legislation continued the coordinated transportation planning requirements for the Section 5310 Program administered by FTA. The purpose of the Section 5310 Program is to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

This Coordinated Mobility Plan is also designed to meet the coordinated transportation planning requirements. Along with those in other regions, it ensures that the entire State of Michigan is covered by plans that meet the federal requirements. Each of the plans incorporates the four required elements:

- (1) An assessment of available services that identifies current transportation providers (public, private and nonprofit).
- (2) An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service.
- (3) Strategies, activities, and/or projects to address the identified gaps between current services and needs, and opportunities to achieve efficiencies in service delivery.
- (4) Priorities for implementation based on resources (from multiple program sources), time and feasibility for implementing specific strategies and/or activities identified.

BLUEPRINT FOR THE FUTURE

This plan is consistent with FTA coordinated transportation planning guidance that encourages broad efforts that incorporate activities offered under a variety of transportation programs sponsored by federal, state, and local agencies to greatly strengthen its impact. Taking into account the VTCLI grant, efforts through the Governor's Special Message on Aging, and the Section 5310 coordinated transportation planning requirements, this plan takes a wide approach and includes information on a variety of transportation services offered in the region. This plan also provides strategies and potential projects beyond public transit services.

The Coordinated Mobility Plan for Prosperity Region 8 is therefore designed to serve as a blueprint and a practical document for future discussions and efforts in the region to improve regional mobility, especially for veterans, older adults, people with disabilities, people with lower incomes, and young people without access to transportation. However, this plan is not directly connected to any additional funding programs or sources, and does not obligate any agencies or organizations at the local, regional or state level to fund services included in the plan. Additional assessment would be needed to determine the costs and benefits prior to pursuing any of these recommendations and implementation would require re-allocation of existing financial resources.

PLAN CONTENTS

The Coordinated Mobility Plan for Prosperity Region 8 is presented in the following order:

- **Chapter 1** (this chapter) provides background information on planning process.
- **Chapter 2** discusses the outreach process and the involvement of regional stakeholders in the coordinated mobility planning process.
- **Chapter 3** provides a review of recent plans and studies in the region that are relevant to the study process or provide information on community transportation needs. This includes reports produced by RPAs and MPOs on what is known about the need for regional transit mobility
- **Chapter 4** provides an assessment of the transportation needs in the region based on qualitative data (input on needs from key stakeholders).
- **Chapter 5** provides an assessment of transportation needs in the region through quantitative data (U.S. Census and American Community Survey).
- **Chapter 6** provides an inventory of current transportation services in the region.

- **Chapter 7** presents strategies and potential projects to meet transportation needs as identified and prioritized by regional stakeholders.
- **Chapter 8** discusses proposed on-going arrangements in the region to continue the momentum from the coordinated mobility planning process.
- **Chapter 9** provides the process for approval of this coordinated transportation plan.
- **Appendix A, B, and C** include various documents relevant to the planning process.

Chapter 2

Outreach and Planning Process

INTRODUCTION

This chapter discusses outreach efforts for the Michigan Statewide Transit Plan and involvement of regional stakeholders in the coordinated mobility planning process. Federal coordinated planning guidance served as the foundation in the development of a broad approach that provided the opportunity for a diverse group of organizations to be involved.

REGIONAL WORKSHOPS

The outreach process for the Michigan Statewide Transit Study involved regional workshops that provided the opportunity to engage a variety of stakeholders, confirm transportation needs, and discuss potential strategies, projects, and services to improve regional mobility. With assistance from regional planning agencies and input from the project advisory committee, ten workshops were scheduled for September, 2015 based on the Governor's Prosperity Regions.

Recognizing that some stakeholders would have interest in multiple workshops the marketing for the workshops was conducted through a statewide outreach effort that highlighted the workshop in Prosperity Region 8 and those in the other nine regions. A statewide invitation list was developed that included various agencies organizations familiar with transportation issues, especially in regard to veterans, people with disabilities, older adults, and people with lower incomes. Collectively the invitation list was distributed to over 350 stakeholders. These stakeholders were encouraged to pass the invitation along through their contact lists to help ensure an even broader outreach effort. Ultimately the invitation to the regional workshops was distributed to:

- Transportation planning agencies
- Public transportation providers
- Public transit associations
- Local and regional mobility managers
- Regional 2-1-1 contact centers
- MichiVan and local rideshare offices
- Private transportation providers
- Nonprofit transportation providers
- Volunteer transportation providers
- Past or current organizations funded under the Section 5310, JARC, and/or the New Freedom Programs

- Human service agencies funding, operating, and/or providing access to transportation services
- Advocacy organizations working on behalf of targeted populations
- Agencies that administer health, employment, or other support programs for targeted populations
- Nonprofit human service provider organizations that serve the targeted populations
- Job training and placement agencies
- Housing agencies
- Healthcare facilities
- Mental health agencies
- Economic development organizations
- Faith-based and community-based organizations
- Employers and representatives of the business community
- Appropriate local or state officials and elected officials
- Policy analysts or experts

PROSPERITY REGION 8 WORKSHOP

On September 17, 2015 the workshop for Prosperity Region 8 was conducted in Kalamazoo. The agenda is included in Appendix B. The workshop attracted 21 participants including representatives from:

- Aging programs
- Health service programs
- Human service agencies
- Local transit systems
- Michigan 2-1-1
- Michigan Department of Health and Human Services
- Michigan Department of Transportation
- Planning agencies
- Workforce development agencies



The workshop began with discussion of previous work between MDOT the regional planning agencies, objectives for the study, and projected outcomes. The majority of the workshop was focused on obtaining input from participants on the unmet transportation needs in the region. Through breakout groups stakeholders were asked to provide input on transportation needs related to a variety of issues, including services, marketing, coordination, land use, and policy changes, coordination, and policies. They were encouraged to think beyond public transportation and to consider needs that could be addressed through various mobility

options. The regional stakeholders also provided input on potential solutions to help meet identified needs.

Input from regional stakeholders through the workshop is included in various sections of this plan. Specifically, transportation needs identified by the group are detailed in Chapter 4. These needs were considered in the development of potential strategies, activities, and projects that are included in Chapter 7.

MICHIGAN STATEWIDE TRANSIT PLAN WEBSITE

To assist in outreach and planning efforts a project website was established at <http://www.kfhgroup.com/michigan/statewidetransitplan.html>. This website provided information on the regional workshops and access to interim documents and is displayed below.



Home | [Background](#) | [Regions](#) | [Workshops](#) | [Feedback](#) | [Contacts](#)

MMDOT
Michigan Department of Transportation

Michigan
2-1-1
Get Connected. Get Answers.

STATEWIDE TRANSIT PLAN

Welcome to the project website for the Michigan Statewide Transit Study. This study, funded through a Veterans Transit Community Living Initiative (VTCLI) grant and supplemented with state and federal funding, is looking at regional gaps in mobility, particularly for special-needs populations; barriers and opportunities to meeting these needs; and to identify actions that can be taken by local transportation providers and Michigan 2-1-1 to increase mobility. This project website includes background information on the study, and will be used to post interim documents for review by you and other stakeholders.

Input from a wide range of stakeholders is a key component in the study. Please see the “Workshops” tab at the top of this page for more information on upcoming regional events. We hope you can join us at one or more appropriate to your services or interests.

Thank you for your interest in the Michigan Statewide Transit Study and efforts to improve regional mobility across the State. We encourage you to check back for future updates. In the meantime please see the “Contacts” tab if you have any questions.

Chapter 3

Previous Plans and Studies

INTRODUCTION

This chapter provides a review of recent plans and studies in the region that are relevant to the study process, or provide information on community transportation needs and potential solutions. This review began with work completed by the Southcentral Michigan Planning Region 3 (Barry, Branch, Calhoun, Kalamazoo, and St. Joseph Counties) and Southwest Michigan Planning Region 4 (Berrien, Cass, and Van Buren Counties) which incorporated several previous planning and study efforts into two phase one plans addressing regional mobility issues. The chapter includes information from those phase one plans and other appropriate local county plans.

The issues and needs identified by previous planning processes were similar to those identified during the workshop in Prosperity Region 8. Key issues from the previous planning reports and projects are summarized and along with stakeholder input and the demographic analysis discussed in later chapters, provide a broad transportation needs assessment.

IMPLEMENTING THE GOVERNOR'S SPECIAL MESSAGE ON AGING: PHASE 1

As discussed in Chapter 1, MDOT partnered with regional planning agencies regarding the issue of regional transit mobility in support of the Governor's Special Message on Aging. These agencies worked with local transit agencies to document what is known about the need for regional transit mobility and the ability for customers to use current transit services for cross county or cross system trips.

Southcentral Michigan Planning Region 3

The plan developed by the Southcentral Michigan Planning Region outlines the transit services which are offered in the region and the types of interlocal agreements and coordination efforts which are currently ongoing. The plan also provides county wide maps of each provider's service area. The key coordination efforts and existing interlocal agreements are listed below by county.

Branch County

- Branch Area Transit Authority (BATA) does not offer trips outside of the county.
- BATA coordinates with local groups, such as the Family Independence Agency, Area Agency on Aging, and veteran's groups to provide out of county trips.
- Branch County has interlocal agreements with Allegan, Barry, Berrien, Calhoun, Cass, Eaton, Hillsdale, Jackson, Kalamazoo, St. Joseph, Van Buren, and Washtenaw Counties.

Calhoun County

- In Calhoun County there are three service providers: Battle Creek Transit, City of Marshall, and the Community Action Agency of Southcentral Michigan.
- Trips are not currently outside of the three providers' service areas.
- The City of Marshall's transit service wishes to coordinate with Battle Creek Transit for regional trips but is currently lacking funding.
- The Community Action Agency of Southcentral Michigan has received requests for out of county medical transportation but due to financial and institutional issues this is not currently possible.

Kalamazoo County

- Kalamazoo County's service provider is Kalamazoo Metro Transit (Metro) offers fixed routes, demand response and vanpool services.
- Metro has interlocal agreements with Allegan, Barry, Berrien, Branch, Cass, St. Joseph, and Van Buren Counties as well as Battle Creek Transit.
- Metro coordinates with Allegan County Transportation, St. Joseph County Transit Authority, and Van Buren Public Transit.
- Metro's vanpool program, through Metro County Connect, may provide trips up to 60 miles from Metro's office regardless of jurisdictional boundaries.

St. Joseph County

- The St. Joseph County Transportation Authority provides demand response service into Allegan, Berrien, Branch, Calhoun, Cass, Jackson, and Kalamazoo Counties.
- St. Joseph County has interlocal agreements with Allegan, Calhoun, Cass, Berrien, Branch, Kalamazoo, Kent, Jackson, and St. Joseph Counties.

Southwest Michigan Planning Region 4

The Southwest Michigan Planning Region's report offers a robust array of demographics, an inventory of major trip generators, and existing transportation services. The report also includes the results of a December 2014 survey effort which highlighted the transportation barriers that residents face and possible solutions to improve transportation. The following unmet needs and issues were readily apparent:

- Trips for non-emergency medical purposes are commonly not met throughout our three county region, particularly for those individuals not on Medicaid.
- Patients may be able to reach one hospital or clinic in the three counties using public transit or specialized transportation, but they are unable to access other clinics or hospitals in the region they need to get to for additional procedures or tests. This is the case for both patients traveling from one facility to another on the same day, and for those trying to get directly from home to another facility in the same day.
- Accessing highly specialized medical services outside of the three county region in places such as Kalamazoo, Grand Rapids, or Ann Arbor in a timely and economical manner is difficult or impossible.
- People having to go to the hospital repeatedly over several weeks or months for treatments such as chemotherapy struggle with having to schedule a ride on a daily basis.
- Non-emergency medical appointments may take place on a Saturday; if they do and they are outside an urban area, reaching them is usually a problem for patients without cars.
- Reaching night shift or early morning employment or medical services is a major problem throughout the three counties.

- At the same time, people traveling from rural to urban areas for services might be left waiting outside their destination before the service facility opens due to timing of rides.

In addition to the needs listed above, the following responses were frequently repeated across the surveys from the various transportation providers and human service agencies:

- Long wait times for public transit.
- Inability to access services and return home via public transit in the same day. This is a particular issue in Berrien County but also on cross county trips for employment between Van Buren, Allegan, and Kalamazoo Counties.
- Clients lack money for either public transit or private transportation.
- Missing appointments due to unreliable transit service timing.
- Not knowing how long appointments will take and having to spend hours waiting for a ride afterwards.
- Lack of accessibility (for wheelchairs or other mobility assistance devices) on many service vehicles.
- Cross county trips within the three county region are difficult.
- There is a lack of knowledge among clients that there are public transit options available.

The following solutions were provided by survey respondents to meet the unmet needs and issues listed above:

- Extend public transit service hours to evenings, nights, and weekends.
- Match public transportation to appointment times.
- Having human service agencies be more informed about public transit.
- Human service agencies need to be able to easily schedule transportation.
- More direct routes to service destinations via transit and fixed pickup times.
- Consolidation of transit systems in Berrien County and similar consolidation of systems in Cass County.

- Cross county services.

COORDINATED TRANSPORTATION PLANS

Berrien County Coordinated Transportation Plan

The 2009 Berrien County Coordinated Transportation Plan included information on unmet transportation needs and issues:

- Lack of county wide coordination is a major barrier.
- Limited transit/transportation services on Saturday, Sundays, and evenings; especially to serve work related trips.
- Appropriate travel training in the use of public transit routes is needed, especially for older adults and people with disabilities who are unfamiliar with services or unsure of traveling without any knowledge of the system.
- Transportation services that allow trip-chaining. There are needs for mothers to stop at a daycare before arriving to the work location and seniors need to visit the pharmacy following a doctor's appointment to have a prescription filled.
- Need door to door services to be available through public subsidized services.
- Transportation services that cross county and state lines are needed in the region to access destinations outside of Berrien County, including medical services and jobs in Battle Creek, Kalamazoo, and South Bend, Indiana.
- Need for safe transfer points for user groups who live outside of the fixed route service areas or other service provider areas.
- There is no Sunday service from any public transit provider including senior center transportation.
- Fares are not consistent across the various public transit service providers and are confusing.
- Job opportunities for transit dependent populations are often available in areas of the county not currently served by a public transit agency.

- There are limited transportation services to access dialysis facilities; current services are not designed to accommodate a return trip after treatment.
- Sufficient marketing is needed to ensure information is available on transportation options.
- A simplified point of access is needed to obtain transportation services regardless of the funding agency, transportation provider or type of each service.
- Demand response service is at capacity in densely populated areas.
- Berrien County has an area of over 31 square miles with a population of 37,000 who do not have access to public transit service.
- Lack of fixed routes in areas with higher population densities including Benton Harbor, Niles, and St. Joseph.

The Berrien County plan has also identified potential strategies and projects which would meet the needs listed above while increasing system capacity and leveraging existing transportation funding and capital resources to improve existing services. These are listed below:

- Establish a structure to build and sustain coordinated efforts.
- Expand outreach to customers, human service agency staff, employers and others, and provide simplified access to information regarding existing transportation options.
- Expand fixed route public transportation services.
- Use current demand response services more efficiently to expand capacity of current services

Branch County Area Wide Coordinated Public Transit – Human Service Plan

This 2007 plan including information on existing transportation services and transportation needs in the county. Unmet needs include:

- Limited access to public transportation in the outlying areas.
- Limited job access service.
- A need for volunteers to aide seniors using public transportation.
- No evening service.

- Long waiting times/riding times during peak hours.

Strategies in the plan to meet these needs included:

1. Identifying barriers to enhancing transportation access in outlying areas.
2. Continue and expand current job access service to include additional transportation for special employment events.
3. Develop a mechanism through which a bank of volunteers can be gathered/accessed to aide seniors.
4. Identify barriers to enhance service hours.
5. Educate passengers on how to get the best service from public transportation.
6. Ensure each agency has referral phone numbers and general information about all community transportation services in Branch County.

Calhoun County Coordinated Public Transit – Human Service Agency Plan

The 2009 Calhoun County plan provides an inventory of existing transportation services, current demographics and outlined the following transportation gaps in the county:

- Transportation for medical and employment trips outside Calhoun County specifically to Jackson, Kalamazoo, Grand Rapids, and Ann Arbor.
- Transportation to and from the Fire Keepers Casino that will open summer 2009 for both recreational and employment purposes.
- Transportation for rural residents.
- Transportation for disabled, elderly, or low-income residents for medical, shopping, employment, social/recreational and other trip purposes.
- Transportation service later in the evening than exist with current public transportation services.
- More easily accessed and available information about existing transportation services.
- Support for transit by businesses and other service providers such as medical facilities.

- Transportation for dialysis and other medical patients given the expansion of hours by healthcare providers.

The following strategies to meet the gaps listed above are meant to be concepts upon which projects will be later identified.

- Continuation of current services to county residents.
- Identify sources of funding to assist low-income individuals with transportation needs.
- Identify new funding to expand current transportation services in the county with a stable revenue stream.
- Improve existing transportation service information available to county residents.

Kalamazoo County Public Transit Human Services Coordinated Plan

The 2012 Kalamazoo County plan outlines transportation resources, regional stakeholders, demographics and the following unmet needs:

Public Sector Responsibility

- Bus access for second and third shift workers.
- Same day service for demand and response services.
- Inter-county trips.
- User friendly bus shelters.
- Regular routes in parts of the county that are not served by line hauls.
- Link rural areas to line haul routes.
- More token machines.
- Merge MetroVan and Care-A-Van services.
- Expanded use of community service vans.

Public/Private Sector Collaboration

- Lack of awareness of public transportation and the availability of transportation.
- Trip brokerage.
- Travel trainers.
- A system to help new riders learn to ride.
- Children to and from daycare.
- Sunday service.
- Evening hours for cultural events.

- Door-to-door service (demand/response).
- Adopt-a-Shelter program.

The following strategies were developed to address the unmet needs:

- Service for expanded work hours.
- A system to help new riders learn to ride.
- Sunday transportation.
- Same day service.
- Evening hours for cultural events.
- Door-to-door (or origin-to-destination) service.
- Inter-county trips.
- Linking rural areas to line haul.
- Children to and from day care.
- Linking individuals with transportation, brokerage service 2-1-1.
- Increase awareness of public transportation throughout the county.
- Snow removal at bus stops and shelters.
- Bus stop and shelter programs.
- Agency adopt a bus stop/shelter.
- Merge MetroVan and Care-A-Van.
- Expansion of Community Service Vans.

St. Joseph County Coordinated Plan

The 2008 plan provides a narrative of the county's transportation needs which large boil down to a need for additional volunteer drivers, additional handicap vehicles, and additional transportation linking residents to employment and educational opportunities. The following strategies were listed to meet these overarching needs:

- Coordinated effort to inform the public of all transportation alternatives in the county.
- Explore ways that the SJCTA can coordinate services with existing providers as well as expand its service into the more metropolitan neighboring county for specialized medical care.
- Providing fixed routes into outlying rural areas into the two cities to bring people to jobs and other services.
- Provide demand response services outside of cities.

- Improve coordination of transportation services with agencies utilizing 5310 vehicles to avoid gaps in service or duplication of service.
- Investigate expansion of hours and service on Saturday and Sunday.
- Purchase more vehicles.
- Provide easier access for students in outlying areas to travel into the university.
- Improve billing and routing inefficiencies by researching available routing software.
- Explore the option of dial-a-ride service within the cities.
- Establishing a fixed route within the cities.

Chapter 4

Assessment of Transportation Needs

INTRODUCTION

This section details the unmet transportation needs and gaps in mobility identified by regional stakeholders at the Prosperity Region 8 workshop conducted on September 17, 2015 in Kalamazoo. The workshop attracted about 20 participants, including representatives from transit systems, planning agencies, human service providers, 2-1-1 providers, advocacy groups, and riders. While many of the transportation needs are interrelated they are broken out by key categories and issues.

The workshop began with introductions and a brief presentation that included discussion of study objectives and the role of the regional stakeholders. The majority of the workshop was focused on obtaining input from participants on unmet transportation needs in the region. Workshop participants broke into three groups: needs around Kalamazoo, needs around Berrien County and rural/regional needs. Each group was charged with identifying five needs and possible solutions for each need.

REGIONAL CONNECTIVITY

Regional connectivity continues to be the big issue as no advocates have stepped forward to promote expanded service areas beyond county boundaries. The following topics were discussed at length during the Region 8 workshop:

- Regionalization has been an issue for as long as anyone can remember; crossing jurisdictional lines is a problem.
- Berrien County has agreements with Cass and Van Buren Counties to provide coordinated transportation but poor coordination has made these trips difficult and expensive.
- Employers are growing and expanding in many areas of the region but providing service to these facilities is very difficult. For example, many workers in Kalamazoo want to get to jobs in more rural areas but public transit is not available.
- Van-pools have been promoted in the region by local transit agencies, but locating eligible drivers has been the biggest barrier.

- Long distance trips face criticism from local officials due to the amount of downtime required at the destination while the driver waits for the return trip.
- There is need for commuter service to and from Kalamazoo to the surrounding rural areas.

EXPANDED TRANSPORTATION SERVICES

Trip Purpose

- There is need for medical and commuter services into larger communities.

Time Related

- There is need for service across the region.
- Currently, service ends too early for many employees who work past 5 p.m.
- There is need for more evening and weekend service.

Place/Destination

- There is need for service in rural areas as they often lack transportation.
- There is need for service beyond jurisdictional boundaries.
- There is need for service across the county.

IMPROVED AND EXPANDED OUTREACH, MARKETING AND EDUCATION

- Transit needs to encourage collaboration through education, marketing, and cooperation with other systems.
- Information on services needs to be better distributed and marketed to potential users. There is a transit link between Kalamazoo and Van Buren County but no one seems to know about it.
- Transit needs to better educate the public about the benefits of transit and identify potential transit advocates in the community including motivating younger populations to use public transportation.
- There is need for getting buy in from the community and politicians, i.e., marketing, education and promotion
- Collaboration with 2-1-1 will be important.
 - Informing local 2-1-1 of service changes before they happen

- Using 2-1-1 to provide data on unmet needs

IMPROVED COORDINATION

- Berrien County has four systems most of which are not connected and one which cannot easily cross the county using transit.
- Riders are accustomed to door-to-door service in many of the rural counties. Placing them on scheduled or fixed route service may be problematic.
- There is currently a divide between many of the transit systems in the region and between local officials.
- There are issues with local fixed route systems not willing to coordinate with demand response systems.

ADDITIONAL FUNDING

- The region should continue to seek millage.
- There is need to generate interest from the private sector through sponsorships, advertising, and targeted service.
- Funding is needed for expanded service hours, rural and regional services.
- There is a lack of diversity of funds. This is typical of remote counties with a low population.

Chapter 5

Demographic Analysis

INTRODUCTION

This chapter analyzes demographic data and land use to assess the need for transit in Region 8, also known as the Southwest Region. Data ranging from major trip generators to underserved and unserved population subgroups are documented and analyzed. Data sources include the 2010 Census and American Community Survey (ACS) 2009-2013 5-year estimates.

POPULATION PROFILE

This section provides a general population profile for Region 8, will identify and evaluate underserved population subgroups, and will review demographic characteristics pertinent to a Title VI analysis.

Table 5-1 shows census population counts from 1990-2010. From the 1990 to the 2010 Census, Kalamazoo County experienced the greatest population percent increase at 12% or a total growth of 26,920 individuals. Other counties with notable population growth rates include Branch (9%), Van Buren (9%), and Cass (6%). The only county in the region experiencing a population decline during the 1990 to 2010 Census was Berrien County (-3%). The region as a whole enjoyed notable growth during the 1990s, however, the 2000s were mostly a period of population decline where only three counties experienced growth.

Table 5-1: Historical Populations for Region 8

County	1990 Pop.	2000 Pop.	2010 Pop.	1990-2000 % Change	2000-2010 % Change	1990-2010 % Change
Berrien	161,378	162,453	156,813	0.7%	-3.5%	-2.8%
Branch	41,502	45,787	45,248	10.3%	-1.2%	9.0%
Calhoun	135,982	137,985	136,146	1.5%	-1.3%	0.1%
Cass	49,477	51,104	52,293	3.3%	2.3%	5.7%
Kalamazoo	223,411	238,603	250,331	6.8%	4.9%	12.0%
St. Joseph	58,913	62,422	61,295	6.0%	-1.8%	4.0%
Van Buren	70,060	76,263	76,258	8.9%	0.0%	8.8%

Source: U.S. Census Bureau

Table 5-2 features population projects from the University of Michigan's Institute for Research on Labor, Employment, and the Economy. This data suggests that the region's population is entering a period of flux. Berrien and St. Joseph Counties are expected to lose population in the

coming years. Kalamazoo and Van Buren Counties will experience a notable population increase.

Table 5-2: Recent Population Trends for Region 8

County	2010 Population	2020 Population Estimate	2030 Population Estimate	2040 Population Estimate	2010-2040 Percent Change
Berrien	156,813	152,021	149,890	149,241	-4.8%
Branch	45,248	44,941	44,860	45,960	1.6%
Calhoun	136,146	134,431	134,932	137,085	0.7%
Cass	52,293	54,711	55,343	55,767	6.6%
Kalamazoo	250,331	268,028	279,968	285,311	14.0%
St. Joseph	61,295	59,784	59,274	59,825	-2.4%
Van Buren	76,258	78,766	82,142	84,086	10.3%

Source: U.S. Census Bureau and the Institute for Research on Labor, Employment and the Economy, University of Michigan

Population and its density are often used as an indicator for the type of public transit services that are feasible within a specific area. While exceptions will always exist, an area with a density of 2,000 or more persons per square mile will typically be able to sustain daily fixed-route transit service. An area with a population density below 2,000 but above 1,000 persons per square mile may be a better candidate for deviated fixed-route and areas with densities below 1,000 are typically best suited for demand response service.

Figure 5-1 shows Southwest Michigan's population at the census block group level. Overall, Region 8's population is mostly scattered around the Kalamazoo urbanized area. Census block groups with high populations (over 3,000) are located in the Counties of Kalamazoo and Van Buren.

Figure 2-1: 2010 Census Population

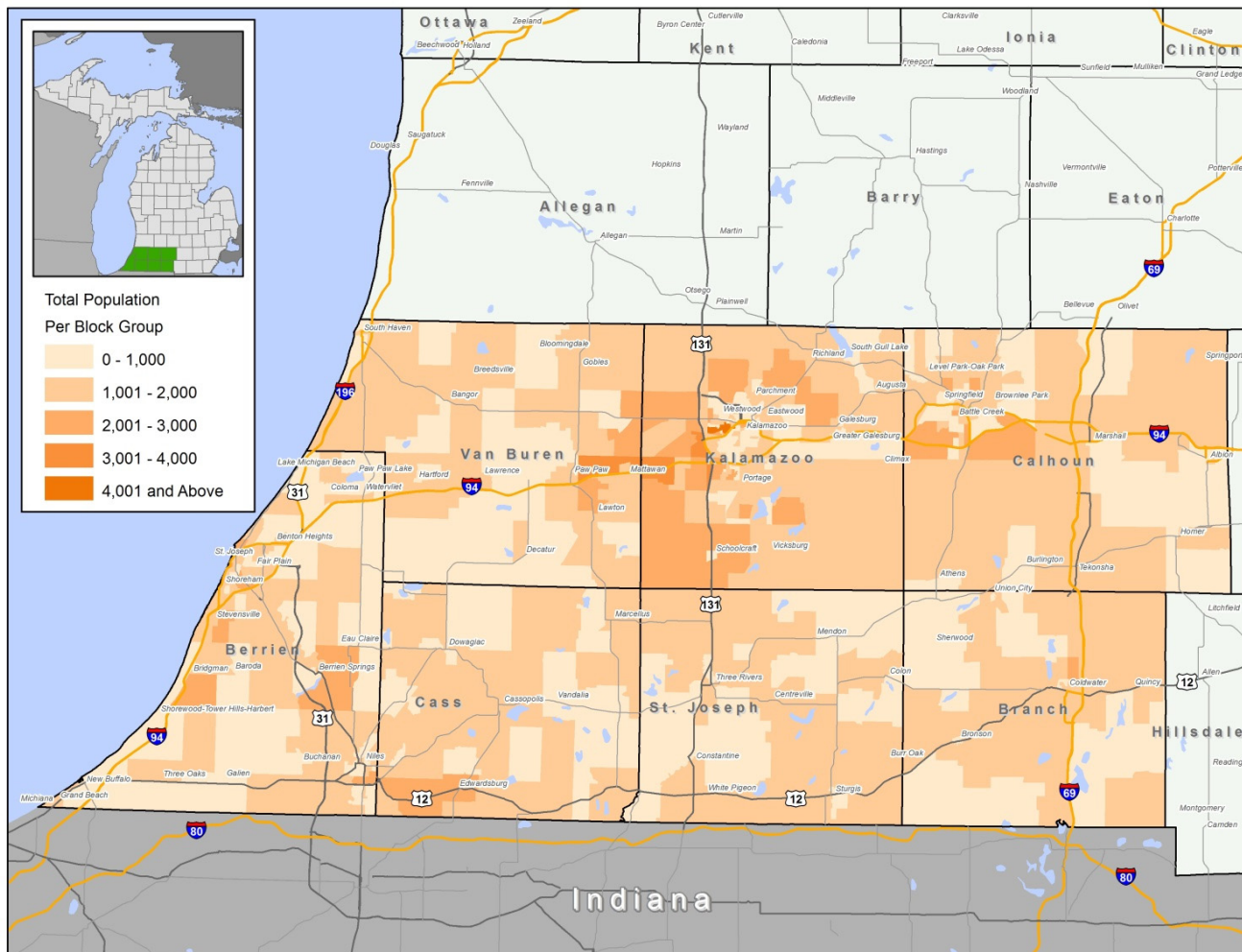
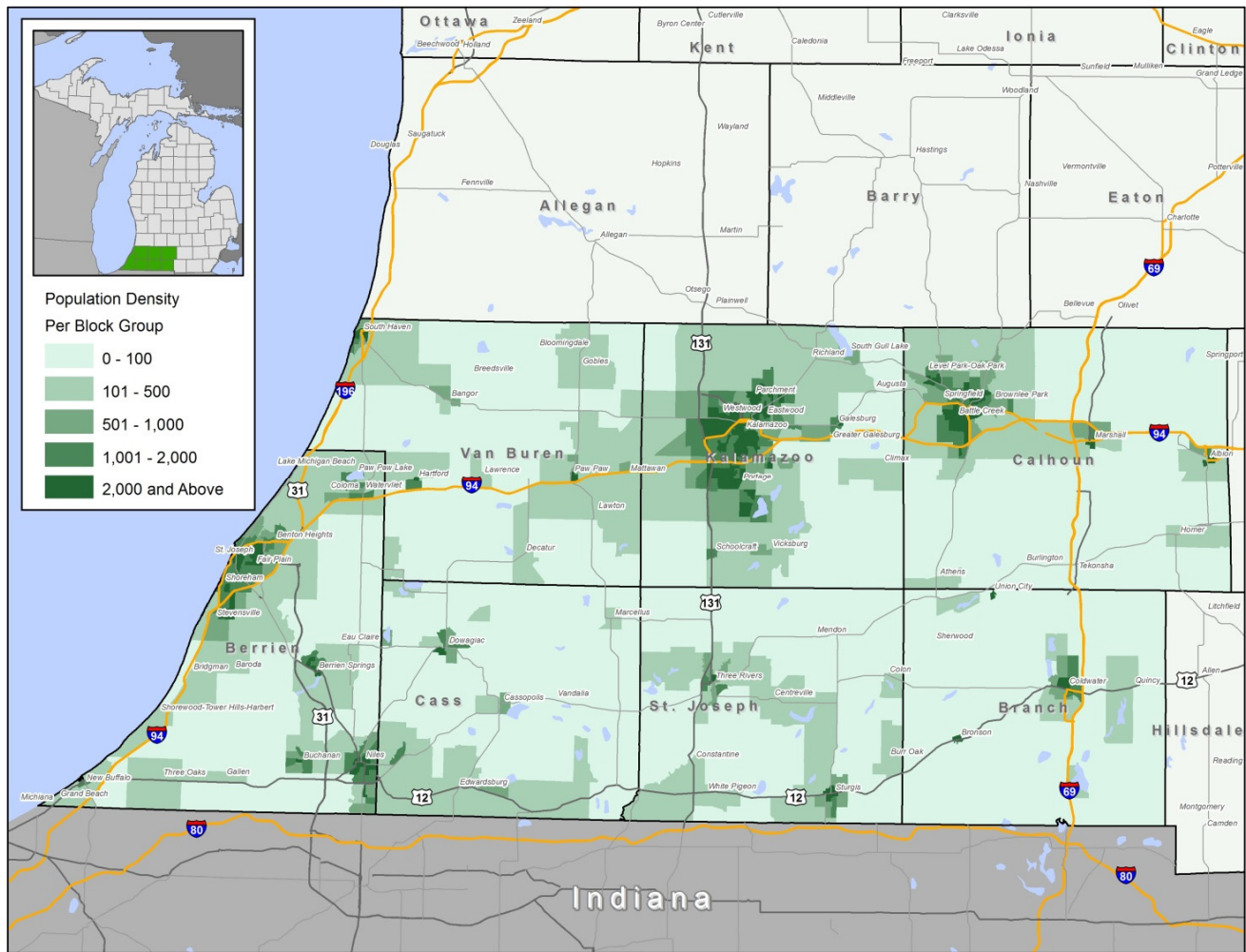


Figure 5-2 provides population density for the Southwestern Michigan Region. Areas with a population density of over 2,000 people per square mile include Albion, Benton Harbor, Berrien Springs, Bronson, Buchanan, Coldwater, Dowagiac, Galesburg, Hartford, Kalamazoo, Marshall, Niles, Paw Paw, Portage, South Haven, Sturgis, Three Rivers, and Union City.

Figure 5-2: 2010 Census Population Density



TRANSIT DEPENDENT POPULATIONS

Transit Dependence Index

The need for public transportation is often derived by recognizing size and location of segments of the population most dependent on transit services. Transit dependency can be a result of many factors: no access to a personal vehicle, age, and income. Establishing the location of transit dependent populations aid in the evaluation of the current population while identifying potential gaps in transit services.

Transit Dependence Index (TDI) is an aggregate measure displaying relative concentrations of transit dependent populations. Five factors make up the TDI calculation; population density, autoless households, elderly populations (age 65 and over), youth populations (ages 10-17), and below poverty populations.

In addition to population density, the factors above represent specific socioeconomic characteristics. For each factor, individual block groups were classified according to the frequency of the vulnerable population relative to the county average. The factors were then put into the TDI equation to determine the relative transit dependence of each block group.

The relative classification system utilizes averages in ranking populations. For example, areas with less than the average transit dependent population fall into the “Very Low” classification, where areas that are more than twice the average will be classified as “Very High.” The classifications “Low, Moderate, and High” fall between the average and twice the average; these classifications are divided into thirds.

Figure 5-3 displays the TDI rankings for Region 8. The areas recognized to have very high transit need with respect to density are Albion, Battle Creek, Benton Harbor, Berrien Springs, Buchanan, Coldwater, Dowagiac, Kalamazoo, Marshall, New Buffalo, Niles, South Haven, Springfield, St. Joseph, and Sturgis.

The Transit Dependence Index Percent (TDIP) provides a complementary analysis to the TDI measure. It is similar to the TDI measure however it excludes the population density factor. The TDIP for each block group in the study area was calculated based on autoless households, elderly populations, youth populations, and below poverty populations.

By removing the population density factor, the TDIP is able to measure the degree or percentage of vulnerability. It follows the TDI’s five-tiered categorization of very low to very high. The results of this analysis are typically much more dispersed than the TDI because many of the larger, or rural, block groups may have a larger percentage of certain populations when compared to heavily populated areas.

Figure 5-4 shows the TDIP rankings for Region 8. Block groups with “very high” levels of dependence are found in and around Battle Creek, Benton Harbor, Far Plain, Kalamazoo, and Springfield. As opposed to the TDI measure, areas of Branch, Cass, and Van Buren Counties now show high and moderate levels of transit dependence.

Figure 5-3: Transit Dependence Index Density

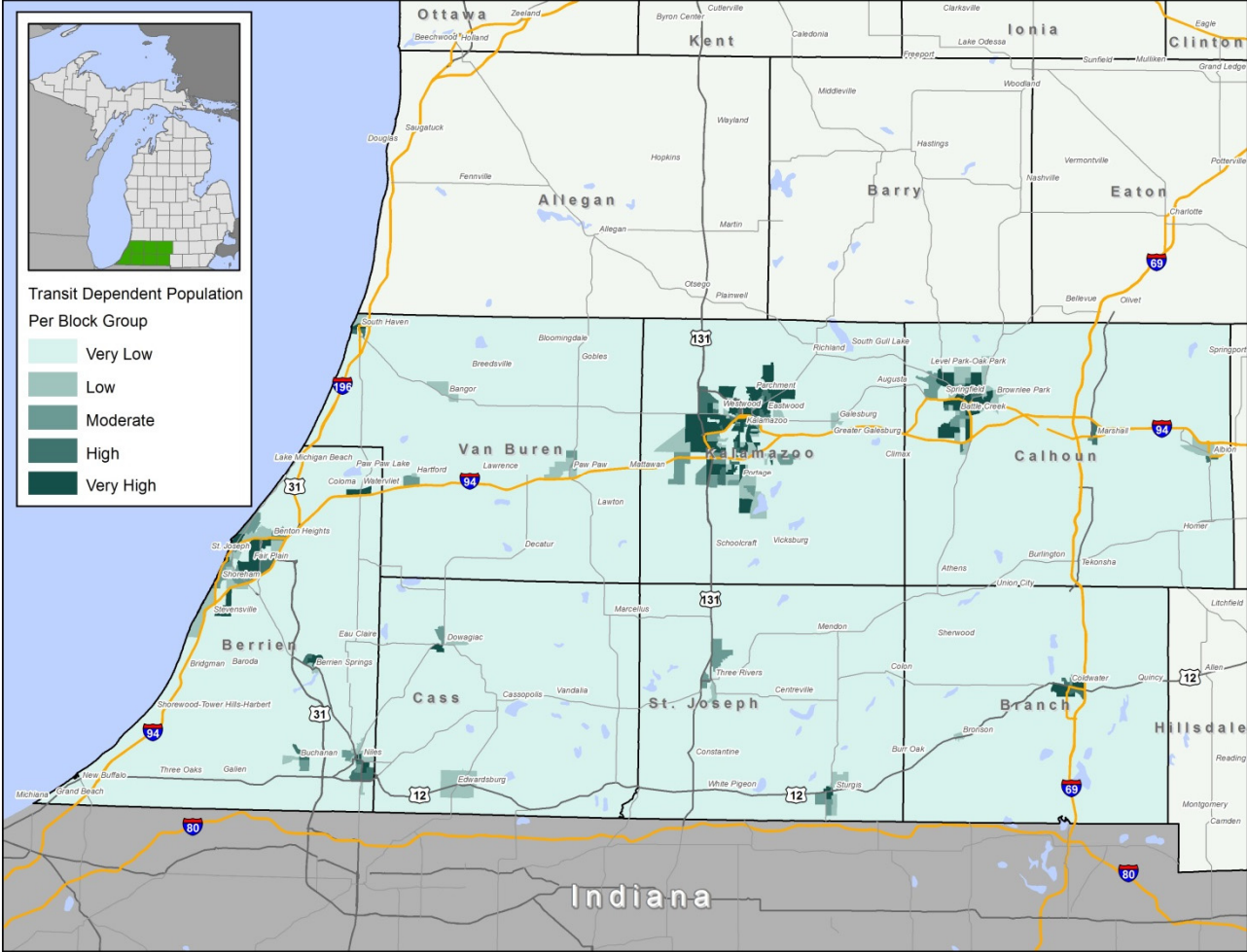
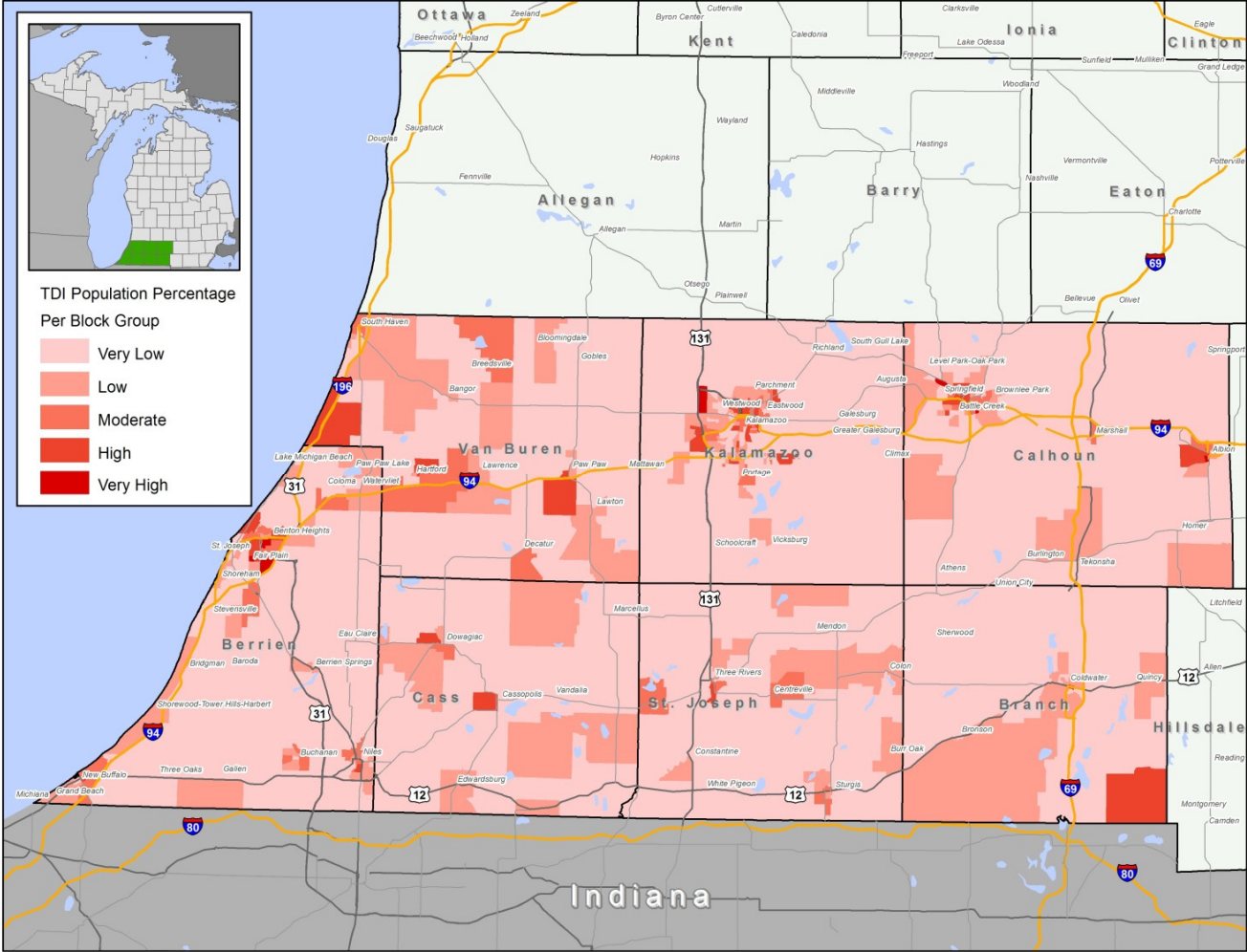


Figure 5-4: Transit Dependence Index Percentage



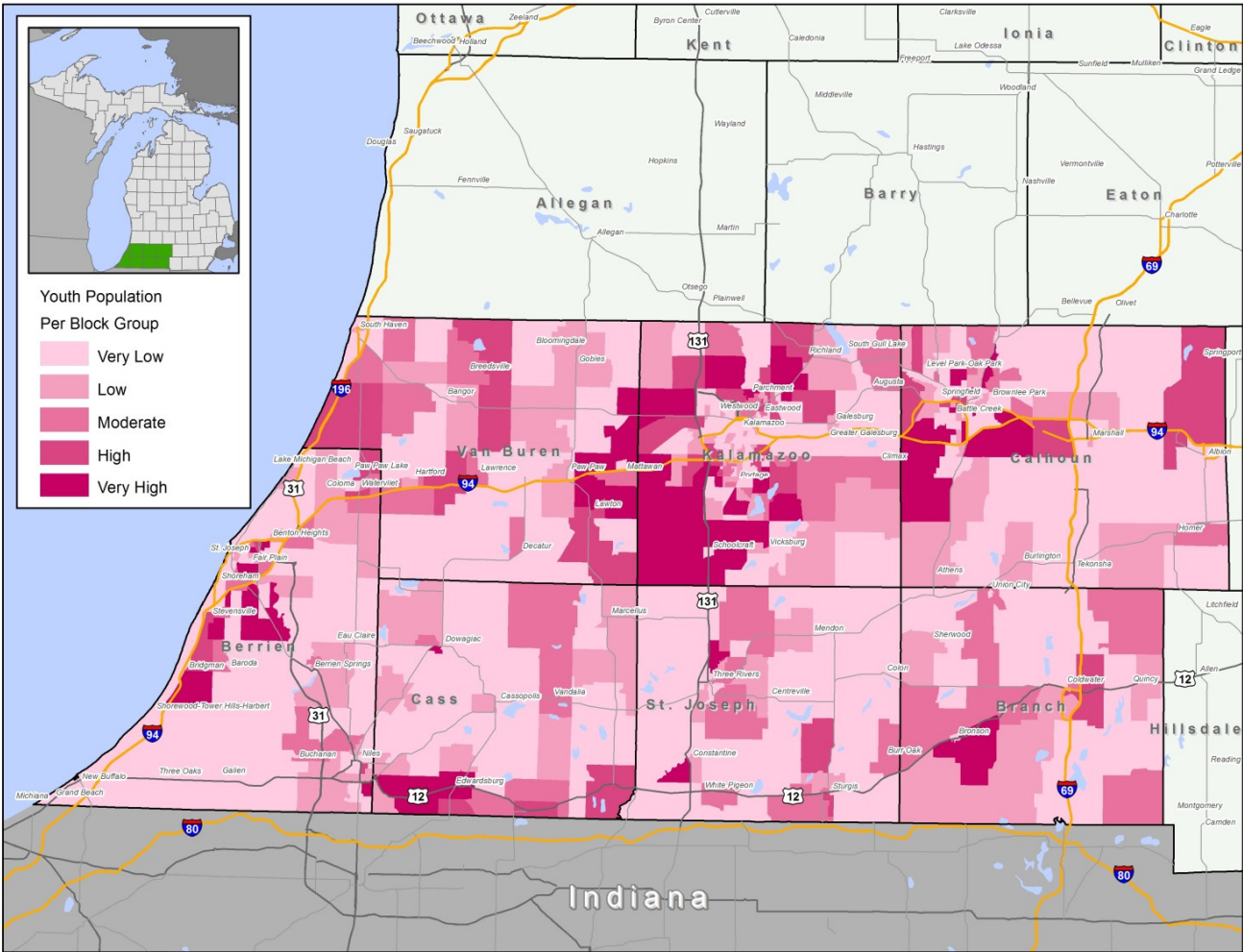
Transit Dependence Index Factors

This section will review three of the five factors which make up the transit dependence index: youth population, senior adult population, and zero car households. Other than population, the fifth factor, individuals living at or below the poverty level, will be reviewed in the following section, Title VI Demographic Analysis. This section provides a similar index for individuals with disabilities. While this data is not included in the TDI it is still important to review as those with disabilities may have difficulty driving a personal automobile.

Youth Population

Youth, ages 10 to 17, either have not yet learned to drive or are just beginning to drive and often do not have a personal automobile accessible to them. For this population, public transit is often the means that offers mobility. Figure 5-5 illustrates the concentrations of youth populations relative to the study area. The Counties of Kalamazoo and Van Buren have a number of block groups with “very high” distributions of youth populations. Others areas with “very high” distributions include Battle Creek, Bronson, St. Joseph, and Three Rivers.

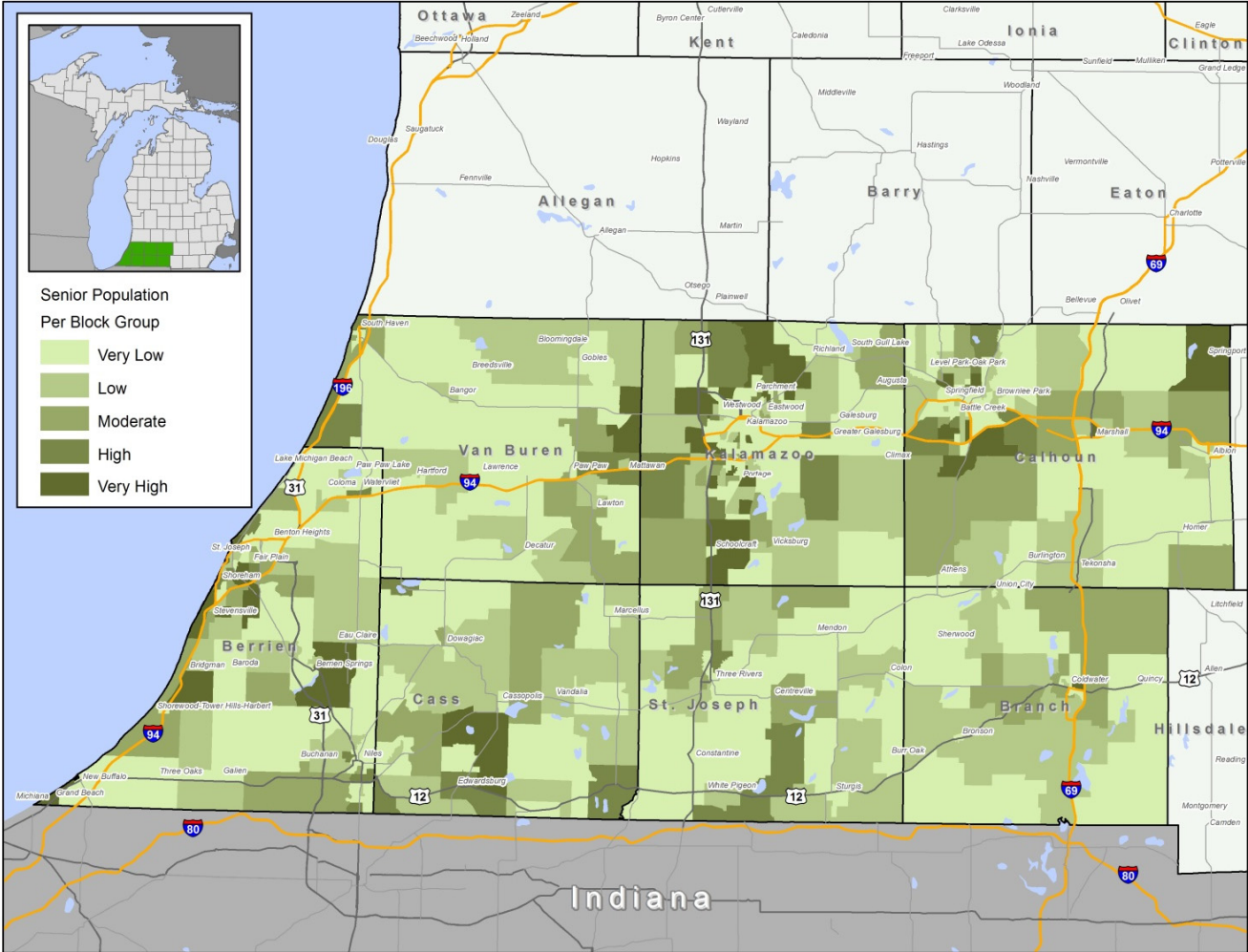
Figure 5-5: Distribution of Youth Population (Ages 10 to 17)



Senior Adult Population

The senior adult population, which includes individuals 65 years and older, was also used in the TDI measure. Persons in this age cohort may begin to decrease their use of a personal vehicle and begin to rely more on public transit. Figure 5-6 shows the relative distribution of seniors in Region 8. Areas with “very high” senior populations include the areas around Kalamazoo, Battle Creek, Benton Harbor, Coldwater, Edwardsburg, St. Joseph, and Sturgis.

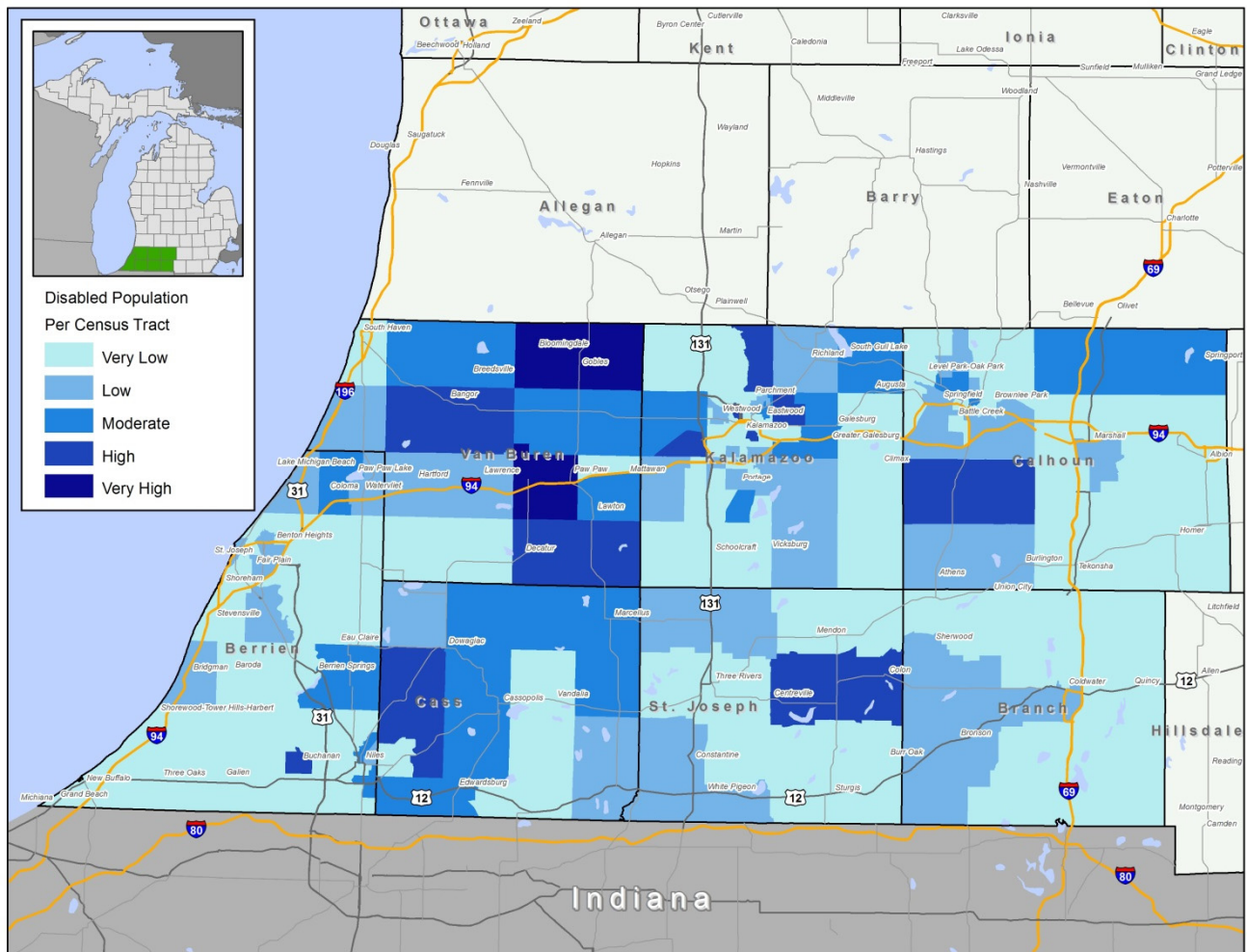
Figure 5-6: Distribution of Senior Adult Population (Ages 65 and Above)



Individuals with Disabilities

Figure 5-7 illustrates the disabled population in Region 8. The American Community Survey was used to obtain data for the disabled population. It is important to note that this data is only provided at the census tract level. Persons who have disabilities that prevent them or make it more difficult to own and operate a personal vehicle often rely on public transit for their transportation needs. Areas with “very high” concentrations of individuals with disabilities are found in Van Buren County around Gobles and Paw Paw. Areas with “high” concentrations are found in Calhoun, Cass, Kalamazoo, and St. Joseph Counties.

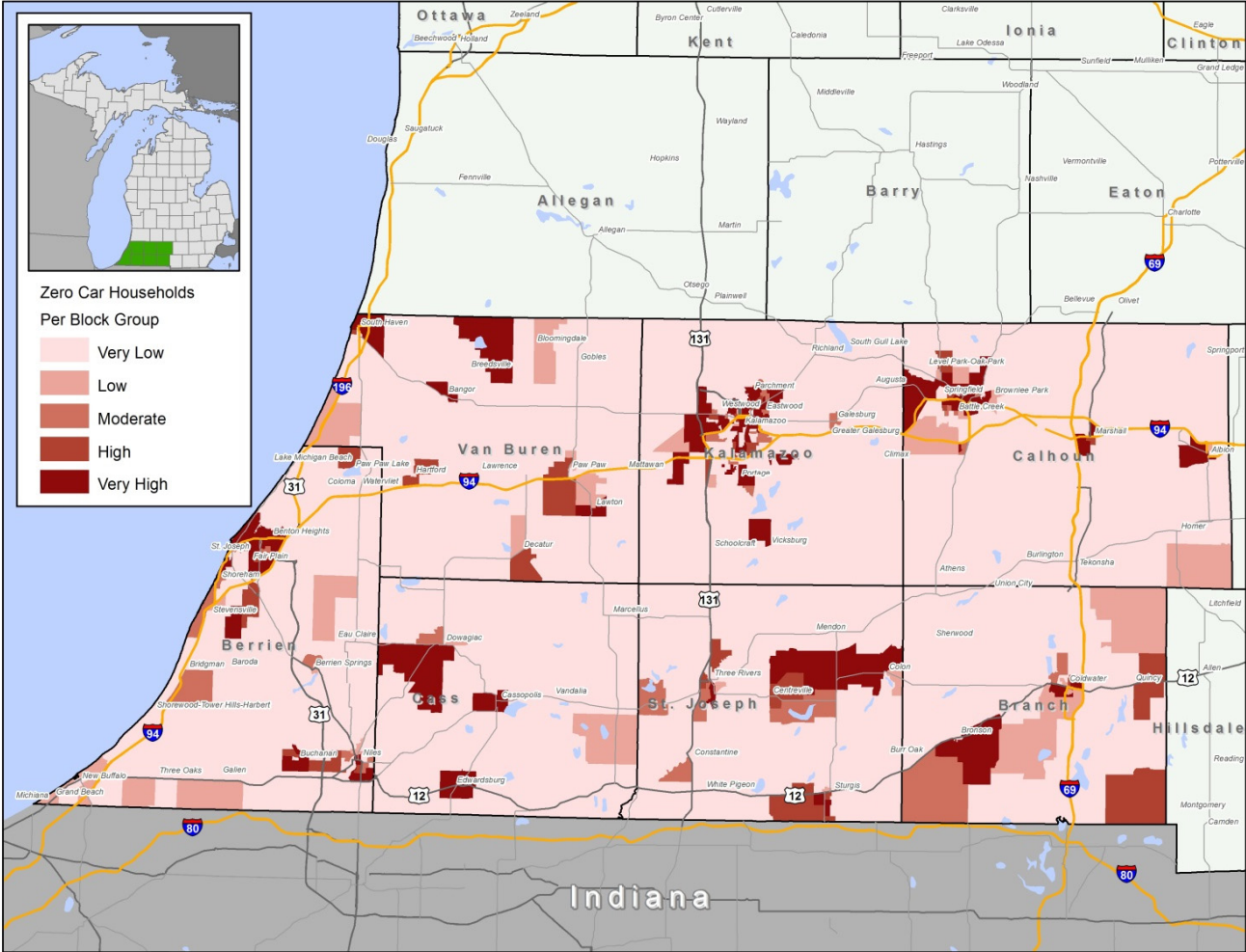
Figure 5-7: Distribution of Disabled Population



Zero Car Households

Households without at least one personal vehicle are more likely to depend on the mobility offered by public transit. Although autoless households are reflected in both the TDI and TDIP measures, displaying this segment of the population separately is important since most land uses in Region 8 are at distances too far for non-motorized travel. Figure 5-8 displays the relative number of autoless households. Areas with “very high” numbers of zero car households include Battle Creek, Benton Harbor, Bronson, Buchanan, Cassopolis, Centerville, Kalamazoo, Niles, Springfield, St. Joseph just to name a few.

Figure 5-8: Zero Car Household Distribution



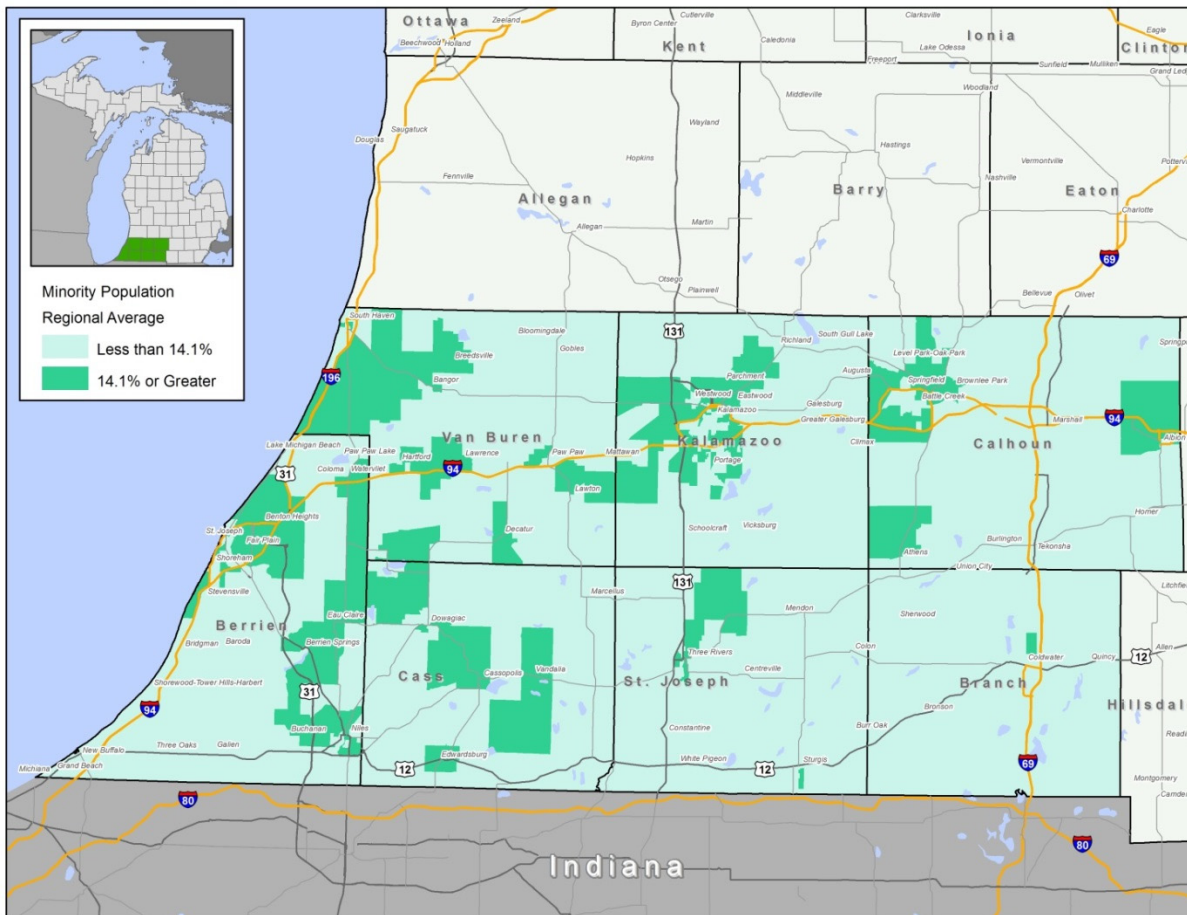
TITLE VI DEMOGRAPHIC ANALYSIS

The Civil Rights Act of 1964, Title VI prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal subsidies. This includes agencies providing federally funded public transportation. The following section examines the minority and below poverty level populations in Region 8.

Minority Population

It is important to ensure that areas with an above average percentage of racial and/or ethnic minorities are not negatively impacted by any proposed alterations to existing public transportation services. In Region 8 the average concentration of minority population in each census block group is 14.1%. Figure 5-9 illustrates the concentration of minority populations based on the region’s average. As seen in the figure, block groups with an above average concentration of minorities are located in each county in the region. Concentrations mostly exist in the western portion of the region including the lake front area and portions of Berrien, Cass, Kalamazoo, and Van Buren Counties.

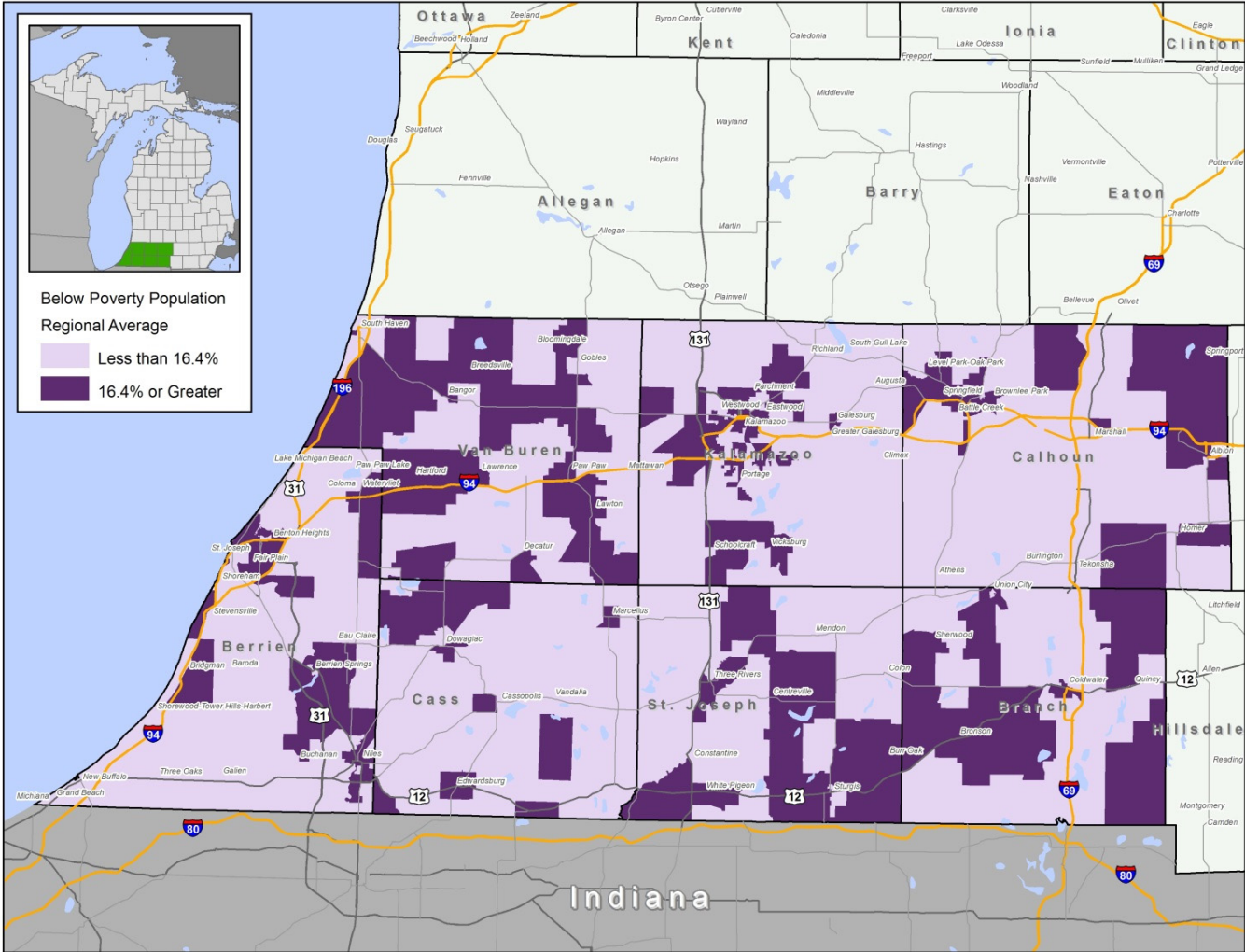
Figure 5-9: Distribution of Minority Population



Below Poverty Level Population

The second group included in the Title VI analysis represents those individuals who earn less than the federal poverty level. This segment of the populations may find it a financial burden to own and maintain a personal vehicle, thus relying on public transit as their primary means of transportation. In Region 8’s census block groups, the average percentage of those living below the federal poverty level is 16.4%. Figure 5-10 depicts the concentration of the population above or below the average relative to the study area. As seen in the map, those living below the poverty line are heavily dispersed and widespread throughout the region. Clusters of above average poverty levels are present in Branch, St. Joseph, and Van Buren Counties in addition to the areas around Kalamazoo and St. Joseph.

Figure 5-10: Distribution of Individuals Living Below the Poverty Level



Limited-English Proficiency

In addition to providing public transportation for a diversity of socioeconomic groups, it is also important to serve and disseminate information to those of different linguistic backgrounds. As shown in Table 5-3, the Southwestern Michigan Region's residents predominately speak English with over 90 percent of each county's language share. The most prevalent language in the region after English is Spanish. Nearly four percent of the region's population considers Spanish as their primary language. Counties with large population of Spanish speakers are Van Buren (7.9%) and St. Joseph (5.9%). Of those who primarily speak languages other than English the vast majority is able to speak English "very well." Of the entire region, approximately two percent of the population is unable to speak English "very well."

Table 5-3: Limited English Proficiency for Region 8

County	Berrien		Branch		Calhoun		Cass	
Population (5yrs and older)	146,462		41,163		126,844		49,394	
Languages Spoken	#	%	#	%	#	%	#	%
English	135,110	92.2%	37,673	91.5%	119,514	94.2%	47,354	95.9%
Speak Non-English	11,352	7.8%	3,490	8.5%	7,330	5.8%	2,040	4.1%
Spanish	5,460	3.7%	1,531	3.7%	3,821	3.0%	1,087	2.2%
Indo-European languages	3,507	2.4%	1,448	3.5%	1,246	1.0%	611	1.2%
Asian/Pacific languages	1,600	1.1%	147	0.4%	1,971	1.6%	195	0.4%
Other	785	0.5%	364	0.9%	292	0.2%	147	0.3%
Ability to Speak English:	#	%	#	%	#	%	#	%
"Very Well"	7,923	5.4%	2,166	5.3%	4,735	3.7%	1,572	3.2%
Less than "Very Well"	3,429	2.3%	1,324	3.2%	2,595	2.0%	468	0.9%
County	Kalamazoo		St. Joseph		Van Buren			
Population (5yrs and older)	239,447		56,883		70,806			
Languages Spoken	#	%	#	%	#	%		
English	222,107	92.8%	51,680	90.9%	64,318	90.8%		
Speak Non-English	17,340	7.2%	5,203	9.1%	6,488	9.2%		
Spanish	7,257	3.0%	3,337	5.9%	5,599	7.9%		
Indo-European languages	4,622	1.9%	1,613	2.8%	581	0.8%		
Asian/Pacific languages	2,899	1.2%	191	0.3%	188	0.3%		
Other	2,562	1.1%	62	0.1%	120	0.2%		
Ability to Speak English:	#	%	#	%	#	%		
"Very Well"	11,911	5.0%	3,628	6.4%	4,907	6.9%		
Less than "Very Well"	5,429	2.3%	1,575	2.8%	1,581	2.2%		

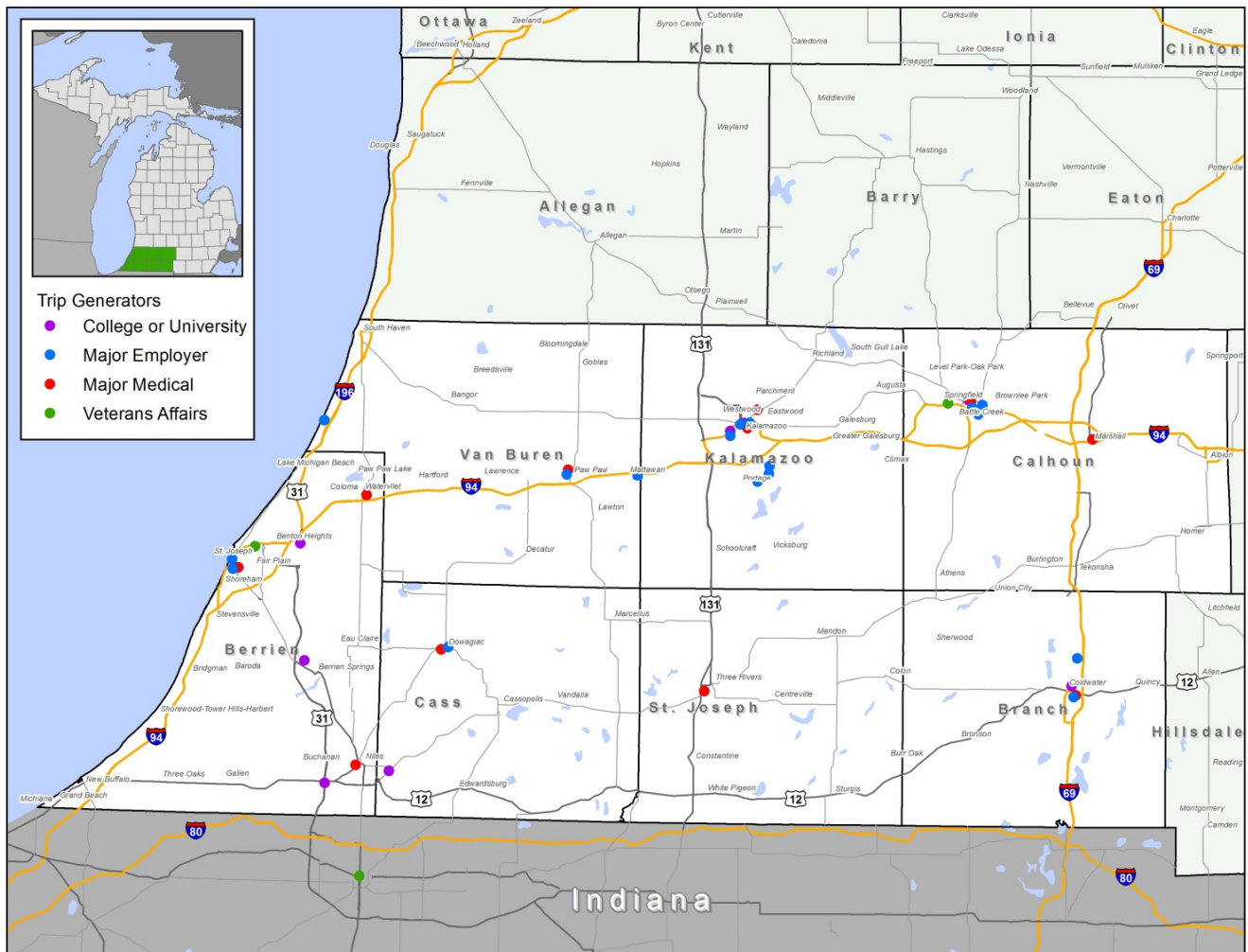
Source: American Community Survey, Five-Year Estimates (2010-2014), Table B16004.

LAND USE PROFILE

Regional Trip Generators

Identifying regional trip generators serves to complement the previous demographic analysis by indicating where transit services may be most needed. Trip generators attract transit demand and include common origins and destinations. Examples include higher level educational facilities, major employers, regional medical facilities, and Veteran Affairs’s Medical Centers and Clinics. Figure 5-11 provides a map of the regional trip generators in southwest Michigan. The trip generator categories are briefly detailed below.

Figure 5-11: Regional Trip Generators



Educational Facilities

Many of the individuals that comprise the school age population are unable to afford or operate their own personal vehicle; therefore, it may be assumed that this segment of the population is one that is reliant upon public transportation. Additionally, many faculty and staff members are associated with these institutions as a place of employment. Southwestern Michigan features a number of colleges and universities including Andrews University, Kellogg Community College, Lake Michigan College, and Western Michigan University.

Major Employers

This section examines the top regional employers in Southwestern Michigan; employers included in this category were those that employ 500 or more workers. Providing transit services to major employment locations is advantageous to both the employee, as the individual is provided with direct access to their occupation and subsequent source of income, and the employer, as this entity will have assurance that their current or potential workforce will have diverse options of accessing the destination. Many of the major employers in Western Michigan include the numerous colleges and universities as well as the regional medical facilities. Manufacturing is a large part of the region's economy with major employers including Kelloggs, Post Foods, and Pfizer.

Major Medical Facilities

Major medical facilities, classified as regional and general hospitals, represent a significant destination for users of public transportation. Older adults and persons with disabilities often rely more heavily upon the services offered by medical facilities than other population segments. Since older adults and persons with disabilities represent a large fraction of the transit dependent population, it is imperative that these facilities are made accessible through public transit services.

Veteran Affairs Medical Facilities

The Department of Veterans Affairs oversees a network of medical centers and smaller community based outpatient clinics. Locating transportation to these facilities can be a major barrier for veterans who rely on healthcare that these facilities provide. Southwestern Michigan is home to the Battle Creek VA Medical Center. A community based clinic is also located in Benton Harbor but this location does not offer the specialized service available at the medical center in Battle Creek.

Local Trip Generators

In addition to the major regional trip generators it is also important to identify the communities containing local trip generators. Local trip generators attract transit demand and include common origins and destinations, like colleges and universities, multi-unit housing, non-profit and governmental agencies, major employers, medical facilities, and shopping centers.

Table 5-4: Local Trip Generators

Trip Generators	College/University	High Density Housing	Human Service Agency	Major Employer	Medical Facility	Shopping Destinations	Trip Generators	College/University	High Density Housing	Human Service Agency	Major Employer	Medical Facility	Shopping Destinations
Berrien County							Kalamazoo County						
Baroda		✓					Augusta						
Benton Harbor	✓	✓	✓	✓	✓	✓	Climax						
Benton Heights	✓			✓	✓		Comstock Northwest		✓	✓		✓	✓
Berrien Springs	✓	✓			✓	✓	Eastwood		✓	✓	✓	✓	✓
Bridgman		✓	✓	✓		✓	Galesburg		✓				✓
Buchanan	✓	✓		✓		✓	Kalamazoo	✓	✓	✓	✓	✓	✓
Coloma		✓				✓	Parchment		✓				✓
Eau Claire							Portage		✓	✓	✓	✓	✓
Fair Plain		✓				✓	Richland		✓				✓
Galien			✓				Schoolcraft		✓	✓			
Grand Beach							South Gull Lake						
Lake Michigan Beach							Vicksburg		✓			✓	
Michiana							Westwood		✓	✓		✓	✓
New Buffalo		✓	✓	✓	✓	✓	Calhoun County						
Niles	✓	✓	✓	✓	✓	✓	Albion	✓	✓	✓	✓		✓
Paw Paw Lake							Athens						
Shoreham		✓		✓			Battle Creek	✓	✓	✓	✓	✓	✓
St. Joseph		✓	✓	✓	✓	✓	Burlington						
Stevensville		✓				✓	Homer		✓				
Three Oaks		✓				✓	Marshall		✓	✓	✓	✓	✓
Watervliet		✓			✓		Springfield		✓	✓	✓		✓
Cass County							Tekonsha		✓				
Cassopolis		✓	✓	✓	✓	✓	Branch County						
Dowagiac		✓		✓	✓	✓	Bronson		✓				

Trip Generators	College/University	High Density Housing	Human Service Agency	Major Employer	Medical Facility	Shopping Destinations	Trip Generators	College/University	High Density Housing	Human Service Agency	Major Employer	Medical Facility	Shopping Destinations
Edwardsburg		✓		✓			Coldwater	✓	✓	✓	✓	✓	✓
Marcellus		✓					Quincy		✓				
Vandalia							Sherwood						
Van Buren County							Union City		✓			✓	
Bangor		✓			✓	✓	St. Joseph County						
Bloomington		✓					Burr Oak						
Breedsville							Centreville		✓	✓			
Decatur		✓				✓	Colon		✓			✓	✓
Gobles		✓				✓	Constantine		✓				
Hartford		✓	✓		✓	✓	Mendon						
Lawrence		✓					Sturgis		✓	✓	✓	✓	✓
Lawton		✓	✓				Three Rivers		✓	✓	✓	✓	✓
Mattawan		✓		✓			White Pigeon		✓			✓	
Paw Paw		✓	✓	✓	✓	✓							
South Haven		✓			✓	✓							

Employment Travel Patterns

In addition to considering locations of major employers, it is also beneficial to account for the commuting patterns of residents intra and inter-regionally.

Table 5-4 presents results of the Census Bureau’s Journey to Work data which provides location of employment (in-county vs. out-of-county and in-state vs. out-of-state) and means of transportation to work. Residents in the Southwestern Michigan Region typically work in their county of residence (75%) and predominately drive alone to work (82%). Counties with the highest percentage of out of state commuters are St. Joseph (18%), Berrien (14%), and Branch (10%). While the majority of residents drive alone to work, a small majority carpool (9%), making it the second largest means of commuting in the region. Public transportation garners approximately one percent or less of the employment commuting; Kalamazoo County had the highest percent share of public transportation trips with 1.4 percent.

Table 5-4: Journey to Work Patterns for Region 8

County	Berrien		Branch		Calhoun		Cass	
Workers 16 Years and Older	66,615		17,421		55,633		21,641	
Location of Employment	#	%	#	%	#	%	#	%
In State of Residence	57,588	86.4%	15,640	89.8%	55,227	99.3%	12,813	59.2%
In County of Residence	54,052	81.1%	11,300	64.9%	45,291	81.4%	7,953	36.7%
Outside County of Residence	3,536	5.3%	4,340	24.9%	9,936	17.9%	4,860	22.5%
Outside State of Residence	9,027	13.6%	1,781	10.2%	406	0.7%	8,828	40.8%
Means of Transportation to Work	#	%	#	%	#	%	#	%
Car, Truck, or Van - drove alone	54,958	82.5%	14,010	80.4%	45,123	81.1%	18,821	87.0%
Car, Truck, or Van - carpooled	5,833	8.8%	1,711	9.8%	5,953	10.7%	1,695	7.8%
Public Transportation	328	0.5%	58	0.3%	347	0.6%	19	0.1%
Walked	1,745	2.6%	475	2.7%	2,000	3.6%	200	0.9%
Taxicab, motorcycle, bicycle, other	817	1.2%	241	1.4%	650	1.2%	159	0.7%
Worked at Home	2,934	4.4%	926	5.3%	1,560	2.8%	747	3.5%
County	Kalamazoo		St. Joseph		Van Buren			
Workers 16 Years and Older	117,207		24,822		31,739			
Location of Employment	#	%	#	%	#	%		
In State of Residence	116,185	99.1%	20,453	82.4%	30,944	97.5%		
In County of Residence	97,846	83.5%	16,955	68.3%	16,880	53.2%		
Outside County of Residence	18,339	15.6%	3,498	14.1%	14,064	44.3%		
Outside State of Residence	1,022	0.9%	4,369	17.6%	795	2.5%		
Means of Transportation to Work	#	%	#	%	#	%		
Car, Truck, or Van - drove alone	97,129	82.9%	19,944	80.3%	26,303	82.9%		
Car, Truck, or Van - carpooled	8,876	7.6%	2,902	11.7%	3,020	9.5%		
Public Transportation	1,679	1.4%	32	0.1%	121	0.4%		
Walked	3,325	2.8%	807	3.3%	628	2.0%		
Taxicab, motorcycle, bicycle, other	1,722	1.5%	347	1.4%	414	1.3%		
Worked at Home	4,476	3.8%	790	3.2%	1,253	3.9%		

Source: American Community Survey, Five-Year Estimates (2010-2014), Table B08130.

Another source of data that provides an understanding of employee travel patterns is the Census Bureau's Longitudinal Employer-Household Dynamics (LEHD) dataset. Table 5-5 provides the results of this analysis for the region. As the table shows, employment destinations are heavily dispersed throughout the region. The region's largest city, Kalamazoo, ranked in the top five for just over half of the region's counties. Other top regional employment destinations include Battle Creek, Portage, and St. Joseph.

Table 5-5: Top Five Employment Destinations for County Residents

Berrien County			Branch County			Calhoun County		
Place	#	%	Place	#	%	Place	#	%
St. Joseph	2,912	5.0%	Coldwater	1,956	15.1%	Battle Creek	11,454	21.0%
Niles	2,067	3.5%	Bronson	332	2.6%	Marshall	1,601	2.9%
Fair Plain	2,004	3.4%	Quincy	245	1.9%	Springfield	1,185	2.2%
Benton Harbor	1,652	2.8%	Hillsdale	166	1.3%	Kalamazoo	1,132	2.1%
Buchanan	973	1.7%	Sturgis	158	1.2%	Albion	1,076	2.0%
All Others	48,771	83.5%	All Others	10,064	77.9%	All Others	38,058	69.8%
Cass County			Kalamazoo County			St. Joseph County		
Place	#	%	Place	#	%	Place	#	%
Dowagiac	720	8.0%	Kalamazoo	16,207	14.3%	Sturgis	2,161	10.5%
Niles	289	3.2%	Portage	13,578	11.9%	Three Rivers	1,451	7.1%
Elkhart	194	2.1%	Westwood	2,760	2.4%	Kalamazoo	376	1.8%
Cassopolis	177	2.0%	Battle Creek	1,818	1.6%	Constantine	319	1.6%
South Bend	165	1.8%	Eastwood	1,747	1.5%	Portage	279	1.4%
All Others	7,509	82.9%	All Others	77,596	68.2%	All Others	15,964	77.7%
Van Buren County								
Place	#	%						
South Haven	781	4.0%						
Kalamazoo	687	3.5%						
Portage	683	3.5%						
Paw Paw	517	2.6%						
Hartford	288	1.5%						
All Others	16,567	84.9%						

Source: Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics, 2013.

Chapter 6

Current Transportation Services and Resources

INTRODUCTION

This chapter offers an overview of public transit, human services transportation, private transportation services, and non-motorized transportation services provided in Region 8. The process to identify transportation resources available in the region included:

- Using information from previous planning efforts (discussed in Chapter 3)
- Obtaining input from regional stakeholders through the coordinated mobility planning workshop
- Reviewing reports produced by MDOT
- Conducting on-line research, including the 2-1-1 database and obtaining appropriate information on current transportation services

The review of current public transit services points out the challenges with providing regional transit services. Since much of the funding for transit services in the region comes through local funding, public transit systems are typically formed naturally around county boundaries. Similarly, a local millage can be secured to help fund local service formed around city and township boundaries.

PUBLIC TRANSIT

Region 8 is served by a total of 13 individual transit systems including:

- Battle Creek Transit
- Berrien County Public Transportation
- Branch Area Transit Authority
- Buchanan Dial-A-Ride
- Cass County Transportation Authority
- Dowagiac Dial-A-Ride
- Harbor Transit Multi-Modal Transportation System
- Kalamazoo Metro Transit System
- Marshall Dial-A-Ride
- Niles Dial-A-Ride
- St. Joseph County Transportation Authority
- Twin Cities Area Transportation Authority

- Van Buren Public Transit

The following section provides an overview and summary of each public transit system in the region, along with operating and performance data.

Battle Creek Transit

Battle Creek Transit (BCT) service provides public transportation to the Cities of Battle Creek and Springfield as well as to the Townships of Bedford, Emmett, and Pennfield. BCT provides service through eight fixed routes, ADA paratransit, and Tele-Transit. Tele-Transit is a specialized service which is open to all area residents but is primarily intended for workers needing transportation to their jobs and residents who need to do their shopping in the evenings. Trips must be scheduled at least 24 hours in advance. Transportation services are provided Monday through Friday 5:15 a.m. to 7:00 p.m. and Saturdays 9:15 a.m. to 5:15 p.m.



Fares for fixed routes are \$1.25 per trip for adults and children taller than the farebox. Seniors and persons with disabilities pay \$0.60 per trip. Transfers between routes are free. BCT offers discount bus passes good for 12 or 48 rides. The fare for Tele-Transit service is \$7.00 per trip with a discounted fare of \$2.00 available for seniors and persons with disabilities.

Berrien County Public Transportation

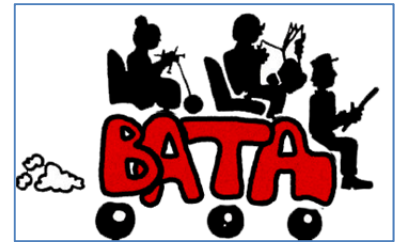
Berrien County Public Transportation, locally known as Berrien Bus, provides transportation to all areas of Berrien County that are not served by area dial-a-ride services. Service consists of both deviated fixed routes and demand response service. Berrien Bus's hours of operation are Monday through Friday 5:00 a.m. to 5:00 p.m.



Berrien Bus's fares are based on distance from Berrien Springs. Trips within five miles of Berrien Springs are \$2.50, and trips over five miles from Berrien Springs are \$5.00. Seniors (ages 60 and over) and persons with disabilities are charged half the fare.

Branch Area Transit Authority

Branch Area Transit Authority (BATA) provides deviated fixed route and demand response service to Branch County with a fleet of 13 buses. BATA's Circle Route provides hourly circulator service Monday through Friday 9:00 a.m. to 5:00 p.m. in the City of Coldwater. Demand response service is provided and requires 24 to 48 hours advanced notice.



BATA's bus fares are variable based on the individual and distance to Coldwater. The per trip fare for an adult is \$1.30 within Coldwater, \$1.60 for up to five miles outside the city, and \$2.50 for over five miles. Seniors, persons with disabilities, and children ages 3 to 11 are charged half the fare. Students ages 12 to 18 are charged \$1.00 within Coldwater, \$1.30 for up to five miles from Coldwater, and \$1.60 for over five miles.

Buchanan Dial-A-Ride

Buchanan Dial-A-Ride offers service around the Buchanan area with regular service to Niles. Service is provided Monday through Friday 7:00 a.m. to 5:30 p.m. and Saturdays 9:00 a.m. to 3:00 p.m. Four round trips are provided to Niles each weekday and three round trips on Saturdays. Fares for service are \$1.50 within Buchanan and up to one mile outside the city limits. Trips beyond one mile outside the city limits are \$4.00 per trip. Seniors (ages 60 and over) and persons with disabilities are charged half the fare. Children ages one or younger ride free while children under 12, when accompanied by an adult, pay half the fare.



Cass County Transportation Authority

Cass County Transportation Authority (CCTA) consists of eleven small buses operated in both demand response and deviated fixed routes. Transportation is provided through Cass County with 24-hour advanced reservation. CCTA coordinates its service with the Dowagiac Dial-A-Ride system and systems with adjacent counties. Service is provided Monday through Friday 6:00 a.m. to 6:00 p.m. Fares for service are \$3.50 per trip within five miles from Cassopolis and \$5.50 for rides beyond five miles from Cassopolis. Seniors (ages 60 and over) and persons with disabilities are eligible to ride for half the fares.



Dowagiac Dial-A-Ride

Dowagiac Dial-A-Ride provides demand response service Monday through Friday 8:00 a.m. to 5:00 p.m. Service is provided within Dowagiac city limits with additional service to Southwest Michigan College (SMC). Dowagiac Dial-A-Ride coordinates with Cass County Transportation Authority which offers county-wide service. Fares within city limits are \$2.00 per trip and \$4.00 for trips outside city limits. Youth (under age 18), SMC students with ID, seniors (ages 62 and over), and persons with disabilities are eligible for half fares. Children under age 5 ride free with a paying adult.



Kalamazoo Metro Transit System

Kalamazoo Metro Transit System (Metro Transit) provides 19 fixed routes, Metro County Connect (ADA and demand response service), community service vans (for specialized long distance trips), and a ride matching service for carpools and vanpools. Metro Transit's fixed routes run on 15, 30, or 60 minute intervals depending on the route and time of day. These routes are complemented by Metro County Connect which provides county wide door-to-door service. Service is provided Monday through Saturday 6:00 a.m. to 10:15 p.m. There is reduced service on Saturdays. Metro Transit utilizes automatic vehicle locators to provide real time arrival information for passengers. All of Metro Transit's vehicles are wheelchair accessible.



Fixed route fares are \$1.50 per trip with half price fares for seniors, persons with disabilities, and children (less than 48 inches tall). Passes are available for unlimited monthly trips and a 9-day unlimited trips option. Metro County Connect fares are \$12.00 for the general public, \$4.00 for seniors and persons with disabilities, \$10.00 for children (those not certified with a disability), and \$3.00 for ADA certified passengers.

Marshall Dial-A-Ride

Marshall's Dial-A-Ride program provides curb-to-curb service for Marshall residents traveling back and forth to work, school, doctor's offices and shopping. Marshall Dial-A-Ride provides service to the nearby City of Albion through a connector service. Service is provided Monday through Friday 7:00 a.m. to 6:00 p.m. It is recommended that passengers give advanced notice when traveling during peak travel times of 7:30 a.m. to 8:30 a.m. and 2:30 p.m. to 3:15 p.m. during the school year, during lunchtime, and the first and third Wednesday of each month. Fares for in town service are \$3.00 for adults and children ages 13 and over, \$1.50 for persons



with disabilities, seniors (ages 60 and over), and children ages 5 to 12. Out of town service is \$4.00 for adults and children ages 13 and over, \$2.00 for persons with disabilities, seniors (ages 60 and over), and children ages 5 to 12. Caretakers and children under 5 ride free (with paid adult).

Niles Dial-A-Ride

Niles' Dial-A-Ride (DART) service offers fixed route service, Route 2, as a circulator service in the community with service into Indiana with a scheduled transfer to South Bend Public Transportation Corporation. DART also provides demand response in Niles with 24 hours advanced notification. Last minute requests are accommodated when possible but not guaranteed. Service is provided Monday through Friday 7:00 a.m. to 5:00 p.m. and Saturday 10:00 a.m. to 3:00 p.m. DART's main office is a stop along the route and a transfer point to Buchanan Dial-A-Ride, Cass County, and Berrien Bus transit systems. Fares are \$2.00 for the deviated fixed route and \$0.50 for each deviation. Demand response service is \$3.00 per trip within Niles city limits and \$4.00 within Niles Township. Half fares are available for seniors (ages 60 and over) and persons with disabilities.



St. Joseph County Transit Authority

St. Joseph County Transit Authority (SJCTA) operates two flex routes, Sturgis Circle Line and Three Rivers Circle Line, as well as demand response service. SJCTA provides rides to Battle Creek VA Medical Center on Wednesdays and accommodates transfer trips to Kalamazoo County when requested. Service is provided Monday through Friday 6:00 a.m. to 6:00 p.m. and Saturday 6:00 a.m. to 5:00 p.m. Any ride in St. Joseph County is \$8.00 per trip and half-price for seniors, persons with disabilities, and students with ID. Circle Line flex routes are \$1.00 for in-town service.



Twin Cities Area Transportation Authority

Twin Cities Area Transportation Authority (TCATA) provides demand response same day service within the Cities of Benton Harbor and St. Joseph and the Townships of Benton and Royalton. Same day service is limited to those with disabilities and is offered Monday through Friday 6:00 a.m. to 6:00 p.m. and Saturday 8:00 a.m. to 4:00 p.m. TCATA offers two fixed routes; the Red



and Blue Routes, which provide one hour loops through Benton Harbor, St. Joseph, St. Joseph Township, and Stevensville. Service is offered Monday through Friday 6:00 a.m. to 10:00 p.m. and Saturday 8:00 a.m. to 10:00 p.m. Fixed route fares are \$1.00 per trip and half fares for seniors, persons with disabilities, and youth. Demand response fares are \$2.00 per trip with half fares for eligible individuals.

Van Buren Public Transit

Van Buren Public Transit provides demand response service anywhere within Van Buren County. Van Buren's service area is divided into four zones. Those wishing to travel outside of their zone must provide at least 24 hours advanced notice. All passengers are strongly encouraged to give at least 24 hours' notice as times are subject to availability. Van Buren Public Transit provides flex route service in Concord/Paw Paw, Bangor, and South Haven.



Flex routes follow a defined route but will deviate within a certain distance. Service is provided Monday through Friday 8:00 a.m. to 7:00 p.m. Fares for demand response service within a zone is \$4.00 while zone-to-zone is \$6.00. Out-of-county medical trips are \$20.00 per one-way trip. South Haven and Paw Paw Dial-A-Ride service is \$2.50 per trip and the South Haven flex route is \$1.00 per trip. All services offer half fares for seniors, persons with disabilities and children.

Regional Overview

Table 6-1 provides a summary of public transit services in Region 8.

Table 6-2 provides operating data and performance data for public transit services in the region. As indicated in this table, in 2014, public transit systems in Region 8:

- Provided nearly 4.4 million passenger trips
- Travelled over 6.4 million miles
- Operated over 416,000 revenue hours

Also indicated in Table 6-2, funding for public transit services was provided through a variety of federal, state, and local funding, and passenger fares through the farebox. Overall as a region, more than 30% of funding was from the state and 27% was from local sources.

Table 6-1: Public Transit Services in Region 8

System	Service Type(s)	Primary Service Area	Service Hours	Regional Services/Connectivity
Battle Creek Transit	Fixed Route and Demand Response	Cities of Battle Creek and Springfield; and Townships of Bedford, Emmett and Pennfield	Monday – Friday 5:15 a.m. - 6:45 p.m. Saturday 9:15 a.m. - 5:15 p.m.	Intra-County
Berrien County Public Transportation	Deviated Fixed Route and Demand Response	Berrien County	Monday - Friday 5 a.m. - 5 p.m.	Connections between Benton Harbor and Niles
Branch Area Transit Authority	Deviated Fixed Route and Demand Response	Branch County	Monday - Friday 6 a.m. - 6 p.m. Saturday 9 a.m. - 5 p.m. Sunday 9 a.m. - 1 p.m.	Intra-County
Buchanan Dial-A-Ride	Demand Response	Buchanan area with service to Niles	Monday - Friday 7 a.m. - 5:30 p.m. Saturday 9 a.m. - 3 p.m.	Connections between Buchanan and Niles
Cass County Transportation Authority	Deviated Fixed Routes and Demand Response	Cass County	Monday - Friday 6 a.m. - 6 p.m.	Intra-County
Dowagiac Dial-A-Ride	Demand Response	City of Dowagiac	Monday - Friday 8 a.m. - 5 p.m.	Intra-City with service to Southwest Michigan College
Kalamazoo Metro Transit System	Fixed Route and Demand Response	Cities of Kalamazoo, Parchment, and Portage; and Townships of Comstock, Kalamazoo, Oshtemo, Pavilion and Texas	Monday - Saturday 6 a.m. - 10:15 p.m.	Links the Kalamazoo urbanized area

System	Service Type(s)	Primary Service Area	Service Hours	Regional Services/Connectivity
Marshall Dial-A-Ride	Demand Response	City of Marshall with service to Albion	Monday - Friday 7 a.m. - 6 p.m.	Intra-City with service to Albion
Niles Dial-A-Ride	Deviated Fixed Route and Demand Response	City of Niles and Niles Charter Township	Monday - Friday 7 a.m. - 5 p.m. Saturday 10 a.m. - 3 p.m.	Intra-City with connections to Buchanan Dial-A-Ride, Cass County, Berrien Bus, and South Bend PTC
St. Joseph County Transportation Authority	Demand Response	St. Joseph County	Monday - Friday 6 a.m. - 6 p.m. Saturday 6 a.m. - 5 p.m.	Intra-County with connections to Kalamazoo and Battle Creek VAMC
Twin Cities Area Transportation Authority	Flex Route and Demand Response	Cities of Benton Harbor and St. Joseph; and Townships of Benton, St. Joseph, and Royalton	<u>Fixed Route</u> Monday - Friday 6 a.m. - 10 p.m. Saturday 8 a.m. - 10 p.m. <u>Demand Response</u> Monday to Friday 6 a.m. - 6 p.m. Saturday 8 a.m. - 4 p.m.	Twin Cities Regional Service
Van Buren Public Transit	Flex Route and Demand Response	Van Buren County	Monday - Friday 8 a.m. - 7 p.m.	Intra-County

Table 6-2: Public Transit Operating and Performance Data – 2014

Provider	Total Passengers	Total Eligible Expenses	Total Miles	Total Vehicle Hours	Federal Revenues	State Revenues	Local Revenues	Farebox Revenues
Battle Creek Transit	547,304	\$3,768,901	549,905	40,432	\$1,026,861	\$1,481,178	\$925,842	\$373,329
Berrien County Public Transportation	65,882	\$1,099,211	400,456	20,285	\$178,074	\$431,990	\$176,082	\$350,770
Branch Area Transit Authority	98,584	\$1,572,895	352,145	25,045	\$190,086	\$618,148	\$466,019	\$149,147
Buchanan Dial-A-Ride	9,036	\$204,229	42,957	3,756	\$27,578	\$80,262	\$82,507	\$12,750
Cass County Transportation Authority	27,123	\$686,810	270,328	12,287	\$112,605	\$269,916	\$44,972	\$242,819
Dowagiac Dial-A-Ride	26,114	\$192,343	46,295	4,404	\$26,785	\$75,591	\$50,867	\$33,765
Kalamazoo Metro Transit System	3,190,160	\$14,362,966	2,772,210	178,111	\$2,905,113	\$4,411,124	\$4,899,592	\$2,454,214
Marshall Dial-A-Ride	27,360	\$367,557	60,201	7,689	\$40,766	\$144,450	\$97,669	\$50,125
Niles Dial-A-Ride	36,731	\$336,550	110,237	8,527	\$278,036	\$167,994	\$108,117	\$70,849
St. Joseph County Transportation Authority	88,837	\$1,689,974	832,185	40,379	\$274,896	\$664,160	\$639,354	\$306,477
Twin Cities Area Transportation Authority	179,393	\$1,904,677	459,404	43,915	\$777,803	\$748,538	\$144,442	\$264,967
Van Buren Public Transit	102,117	\$1,625,605	513,580	32,166	\$291,486	\$638,863	\$764,814	\$395,425
Region Total	4,398,641	\$27,811,718	6,409,903	416,996	6,130,089	9,732,214	8,400,277	4,704,637

Sources: MDOT: Michigan Public Transit Facts

NON-PROFIT AND HUMAN SERVICE TRANSPORTATION PROVIDERS

This section provides an overview of non-profit and human service transportation providers identified in the region. Transportation services are specialized in nature, and typically provided only to agency clients for a specific trip purpose, generally either medical or to access agency locations. These services may be modified due to funding or other changes.

Berrien County

- Region 3B Agency on Aging is a regional planning, advocacy, and administrative agency that plans and provides needed services to seniors in specified geographic regions of the state.
- Region IV Area Agency on Aging is a regional planning, advocacy, and administrative agency that plans and provides needed services to seniors in specified geographic regions of the state.
- Care-A-Van is a non-profit subsidiary of Coloma Emergency Ambulance. On an annual basis Care-A-Van Transportation provides over 20,000 requests for service to residents of West Michigan, primarily transporting clients to, from, and between medical appointments. Transportation may be arranged for weddings, social functions, shopping centers and long distance non-emergency transportation.
- Central County Center for Senior Citizens in Berrien Springs provides adult day care services including organized daily activities, transportation, meal delivery and professional supervision.
- Comfort Keepers of St. Joseph provide senior care and in-home care in St. Joseph, South Haven, Bridgman, and surrounding areas in Berrien, Cass, and Van Buren Counties.
- Greater Niles/Buchanan Committee on Aging provides transportation to medical appointments only. Regional service includes Mishawaska, Granger and South Bend.
- Medic 1 Ambulance of Benton Harbor provides emergency and non-emergency medical treatment and transportation.
- North Berrien Senior Center in Coloma provides volunteer drivers who donate their time to drive the center's vehicles bringing seniors to medical appointments, grocery shopping and to the center for lunch. Transportation is available Monday through Friday 9:00 a.m. to 3:00 p.m. Service is limited to select areas of Berrien County.

- River Valley Senior Center in Harbert provides transportation service to seniors ages 60 over living in Three Oaks, Union Pier, New Buffalo, Sawyer, New Troy, and Bridgman.

Branch County

- Branch – St. Joseph Area Agency on Aging of Coldwater is a regional planning, advocacy and administrative agency that plans and provides needed services to seniors in specified geographic regions of the state.

Calhoun County

- Region 3B Agency on Aging is a regional planning, advocacy, and administrative agency that plans and provides needed services to seniors in specified geographic regions of the state.

Cass County

- Comfort Keepers of St. Joseph provides senior care and in-home care in St. Joseph, South Haven, Bridgman, and surrounding areas in Berrien, Cass, and Van Buren Counties.
- Region IV Area Agency on Aging is a regional planning, advocacy, and administrative agency that plans and provides needed services to seniors in specified geographic regions of the state.
- Cass County Council on Aging provides limited transportation services out of Cassopolis.

Kalamazoo County

- Kalamazoo County Community Action Bureau provides services to seniors ages 60 and over and clients meeting poverty rate guidelines. Services include basic life assistance, referral service and transportation.
- Kalamazoo Community Action Agency serves as a resource to services and agencies offering assistance within the community including transportation assistance.
- Region 3A Agency on Aging is a regional planning, advocacy and administrative agency that plans and provides needed services to seniors in specified geographic regions of the state.

St. Joseph County

- St. Joseph County Commission on Aging provides escort services to doctor appointments, dial-a-ride, and trips (day or night).
- Branch – St. Joseph Area Agency on Aging of Coldwater is a regional planning, advocacy and administrative agency that plans and provides needed services to seniors in specified geographic regions of the state.

Van Buren County

- Comfort Keepers of St. Joseph provides senior care and in-home care in St. Joseph, South Haven, Bridgman, and surrounding areas in Berrien, Cass, and Van Buren Counties.
- Region IV Area Agency on Aging is a regional planning, advocacy, and administrative agency that plans and provides needed services to seniors in specified geographic regions of the state.

PRIVATE TRANSPORTATION PROVIDERS

Intercity Bus Services

There are a variety of intercity private transportation routes serving Region 8. Routes consist of interstate and intrastate connections from the following providers:

- Greyhound Lines
- Indian Trails

Taxi / Shuttle Providers

Using the website, www.switchboard.com, and other on-line research, the following taxi and shuttle providers were identified in the region:

- A Cab & Limo & Shuttle & More (Buchanan)
- A Taxi (Kalamazoo)
- Advanced Cab (Benton Harbor)
- Bronco Express (Kalamazoo)
- Checker Cab (Kalamazoo)
- City Cab (Battle Creek)
- Continental Cab (Benton Harbor)

- Executive Car Service (Kalamazoo)
- Godspeed Transportation (Kalamazoo)
- Kalamazoo Taxi (Kalamazoo)
- Leisure Limousine (Portage)
- Little Green Limousine (Kalamazoo)
- Service Concepts (Kalamazoo)
- Union Cab (Springfield)
- Yellow Cab (Kalamazoo)
- Yellow Cab of Berrien County (Niles)
- Yellow Union Cab (Battle Creek)

Chapter 7

Potential Strategies, Activities and Projects

INTRODUCTION

This chapter discusses potential strategies, activities and projects for consideration by regional stakeholders. Efforts addressed in the strategies can help to fill identified gaps between current transportation services and unmet needs, expand regional mobility and achieve greater efficiencies in service delivery. Decisions made and priorities selected will guide the planning process.

Development of possible strategies, activities and projects took into account:

- Input from regional stakeholders during the September 2015 workshop as expressed in the technical memorandum that reviewed needs.
- Strategies identified in reports produced by regional planning agencies: Southwest Michigan Planning Commission and Kalamazoo Area Transportation Study.
- Recommendations included in county or transit coordinated plans or other recent plans and studies.

After review by regional planners, potential strategies, activities and projects were distributed to regional study stakeholders for acceptance, modification or rejection. Once accepted, strategies were prioritized (low, medium and high) for inclusion in the plan. Subsequently, an action plan that identified priorities for implementation and next steps based on input from the stakeholders was developed.

Development of potential strategies, activities and projects took into account overall goals for maintaining and improving mobility in the region. While many are inter-related, for consideration by regional stakeholders, the proposed strategies are grouped by these goals.

UNIQUE FEATURES OF SOUTHWEST MICHIGAN

Region 8 is a seven-county region, with most counties surrounding Kalamazoo, the largest city in the region. Berrien County has its own small urban area and southern parts of Berrien County routinely travel to South Bend. This effort will attempt to balance the differences between urban areas and rural communities into one regional plan.

HIGH PRIORITY GOALS

Goal No. 1: Expand and Improve Local Transit Services

Transit systems in Michigan often have limited service areas due to a variety of local political and millage issues. These issues often prevent transit systems from serving an entire county or providing basic out of area medical or commuter services. Understanding these institutional barriers is crucial to developing strategies that have the potential to expand service.

The expansion of service strategies in this section will require funding and support. Therefore this series of strategies will be directly tied to strategies related to funding, education/outreach and coordination. Those strategies will have to be implemented before most of these expansion strategies can be employed. These strategies are both general when addressing most or all of the region and specific where detailed needs have been identified.

A number of areas were recognized in the plans and the meeting as having needs beyond current availability of services. Much of this was supported by the outreach process and the collaboration of the regional planners. While it is understood that funding is often required for these services to be implemented, that is not always the case. Strategies include the following:

Strategy 1-1: Expansion of Coordinated Service

Coordination allows for possibilities of service expansion for little additional costs. This is particularly true when vehicles dedicated to one user group have space available for other riders. By sharing services there are cost savings for all. The most important trip purposes are as follows:

- Commuters – There is a need for transportation to large employment centers both within and across service area and regional lines. These could be commuter buses, vanpools and ridesharing. Vanpool and rideshare options are inexpensive. Coordination between transit operators can also benefit commuters.
- Medical trips - Certain grant programs may allow funding for specific eligible population groups, which has discouraged the grouping of trips even when non eligible going to the same out of area destination. Coordination of services would allow non Medicaid riders to share the service at a lower cost for all. For example, a bus going from an adjacent county for regularly scheduled NEMT appointments in Kalamazoo can be opened to the public.

Strategy 1-2: Expansion of Service Hours

Typically riders desire service later in the evening to meet commuter needs. This strategy calls for public transit to operate at minimum during the hours of 7 a.m. to 6 p.m. to meet basic commuter needs. Service until 10:30 p.m. would benefit service areas with a high level of service related businesses.

Strategy 1-3: Countywide Service and Beyond -Taking Customers Where They Want To Go

This strategy seeks to address gaps in origins and destinations including out-of-county/service area destinations. These destinations may be outside the county and/or jurisdiction, but are typically where local residents go for specific goods, services, work, and school both within their county as well as in adjacent counties. All counties will have countywide service including service into adjoining destinations.

Service Designs

New or modified services can use a variety of designs to improve service at a low cost. The key is to employ the best service design for any given area in order to group trips in the most effective way; the goal being to lower the cost per trip and thereby make this service as cost effective as possible.

- **Seek most appropriate service design** - Where appropriate (most typically in rural areas), operators should seek to employ the least expensive options that can meet local needs. These include fixed schedule services, fixed/flex route service and dial-a-ride services. Studies have indicated that under the right conditions one fixed route bus can eliminate the need for up to three paratransit vehicles.
- **Establish fixed schedule service in rural areas** – Fixed schedule service sets specific schedules for when the vehicle is going to be in or going to a particular community (usually a larger city where medical and shopping services are located). This may be daily, weekly or monthly service depending on the level of demand. Passengers can be picked up at the door, an intersection or a designated bus stop according to the posted schedule.
- **Matching service to needs** – Strategies should be set up to address major shift times at correctional facilities, retail and other major employment centers.
- **System upgrade** – Strategies are needed to seek ways to attract new riders /choice riders:
 - Adding more direct services for commuters
 - Placing wi-fi on vehicles
 - Changing images, marketing plans and activities

- **Implementing vanpools and ridesharing** - Vanpools have an excellent chance of success in targeted markets and can be managed and operated at a very low cost. Transit can manage this effort and market services with major employers. Efforts would include promotion and marketing with employers and employees, identifying potential riders and securing and monitoring the vehicle and its use.

Goal No. 2: Secure Additional Funding to Provide Expanded Transportation Services

One of the key obstacles the transportation industry faces is how to pay for additional services. In Michigan this problem is compounded by the need to address millage in each township. These strategies rely on a combination of public (federal, state and local) funds as well as private sector sponsorships.

Strategy 2-1: Seek Grant Opportunities

Transit systems must continually seek grant opportunities in order to survive. While Federal Transit Administration (FTA) public transit funding is limited, FTA regularly has funding available for targeted needs. For example last year's Ladders of Opportunity grants provided significant funding for commuter services. Funding is often available for capital and technology as well. The key to this strategy is to seek grant opportunities in a coordinated manner. That includes multiple systems developing a consortium of providers for regional grant opportunities.

While most available funds are federal and typically FTA funds, there are other opportunities from the private sector.

Strategy 2-2: Develop Sponsorships and Partnerships and Identify New Public/Private Opportunities

This strategy would involve identifying sponsorship opportunities to leverage additional funding to support public transit and human services transportation. This would include meeting multiple unmet needs and issues by tackling non-traditional sources of funding. Big box retailers, hospitals, supermarkets, and retailers who want business of the region's riders may be willing to pay to become system sponsors. Sponsors may want to advertise on buses. As sponsors they can benefit from excellent advertising opportunities and promotional benefits similar to sponsorships in other industries. Sponsors can support their customers. Sponsorships can be at any level and size business, from Walmart to a local restaurant.

Strategy 2-3: Advocate for Additional Funding

Coupled with the need to develop additional partnerships is a stronger advocacy campaign that highlights the impact that public transportation and human services transportation has on residents of the region and how it is a vital component of the community transportation

infrastructure. This strategy involves a regional and unified effort to inform elected officials, local and national decision makers, and the general public on the need for additional funding to support needed services.

This advocacy campaign could be part of a statewide (state associations) movement to stress the importance of community and public transit funding at the state and national levels. State level education efforts should be on-going using the two state associations where appropriate.

- Continue seeking millage
- Generate interest from the private sector
 - providing service
 - sponsorships and advertising
- Funding needed for regional services
- Stress need for diversity of funding

Strategy 2-4: Work with Medicaid to Seek Transit Solutions

Efforts should continue to be directed toward the state NEMT (Medicaid) program to seek a professional transit solution to NEMT's transit issues. Combining NEMT and public transit would benefit transit, Medicaid clients and the general public. In particular it would improve availability of out-of-area trips for general public medical needs. Continued fragmentation results in a duplication of efforts.

MEDIUM PRIORITY GOALS

Goal No. 3: Improve Coordination of Public, Private and Human Services Transportation

While coordinating transit services is intuitively the best option in virtually all human service programs that require transportation, it is not used frequently. The vast majority of human service funding that can be used by transit is through the Medicaid NEMT program. The sheer ability to reduce costs through productivity gains while maintaining a safe and quality service should be applied by human service agencies to ensure proper training, driver screening, maintenance and other efforts required for safe service.

These strategies should be coordinated closely with state associations as one is actively working to bring Medicaid NEMT back to transit.

Strategy 3-1: Improve Coordination of Services among Providers through Mobility Management Activities

Beyond the need to improve transit connectivity in the region, is the need to review and discuss coordination efforts that include human services and private transportation services. This is particularly true in rural areas where there often is no public transit service available. This strategy calls for greater coordination of services and financial resources in an effort to use available funding as effectively as possible. Demand for public and human services transportation in the region will continue to exceed resources, so it is vital that wheelchair accessible vans in the community are fully utilized, long distance trips that travel through multiple counties in the region are consolidated when possible and training and vehicle maintenance is coordinated. Mobility management activities, tailored specifically to meet the region's needs, can be implemented.

- **Coordinate NEMT services** – Currently transit has a minor role in Medicaid NEMT services across the region. In many cases HMOs are providing transportation and the case needs to be made to these organization that the safest and least expensive appropriate mode is often transit. Coordinating public and human service transportation can expand service for all. For example, a regular NEMT trip from a remote area can be placed on the public transit schedule and public riders can ride according to the NEMT schedule, reducing costs for all riders. Transit should seek to become the regional broker or find a way to work with existing broker in a mutually beneficial manner.
- **Target Veteran's Needs** – The best transit service for veterans is excellent public transit. Transit dependent veterans have the same transportation needs as most other persons in need. Efforts should be made to ensure significant destinations unique to veterans are served by transit.
- **Establish Ridesharing Program for Long Distance Medical Trips** - Regional stakeholders expressed need for transportation that serves long-distance medical trips, particularly for people who are not eligible for Medicaid funded transportation. This strategy uses a commuter-oriented model as a basis for developing a ride-sharing program for long distance medical trips. A database of potential drivers and riders could be kept with a central “mobility manager,” who would match trip needs with available participating drivers. Riders would share expenses with drivers on a per-mile basis (i.e., similar to mileage reimbursement). This strategy could be a cost-effective way to provide long-distance medical trips without sending a human service or public transit vehicle out of the region for a day.

Strategy 3-2: Developing a Mentoring Program

Mentoring programs are a form of coordination where the human service agency operates its own vehicles and transit helps to ensure safe, dependable and quality transportation even

when transit is not operating the service. This can work between larger and smaller transit systems. Transit systems are typically mentored and human service agencies are mentored. Mentors can offer driver and dispatcher training, maintenance support, insurance and operating support or advice without the “institutional” threat of consolidation.

Goal No. 4: Regional Connectivity

Strategies associated with this goal are each a step toward full regional connectivity across jurisdictional lines for the purposes of commuting, medical needs, basic necessities, personal business, shopping and recreation. This continues to be a major issue as few systems are stepping forward to expand their service area beyond their jurisdictions.

Strategy 4-1: Identify and Prioritize Connectivity Needs

Most transit systems in the region do not connect with each other and few operate service beyond their jurisdiction. During the regional workshop, stakeholders noted the need for expanded regional transit services that cross jurisdictional lines.

The first step in improving services is to identify and prioritize strategies. These strategies should be developed with the understanding that there is significant intercity bus and Amtrak service through this region between Battle Creek, Kalamazoo, Benton Harbor and all the way to Chicago or Detroit, giving many residents of the region regional access. These services should be coordinated with any additional regional service proposed.

There were a number of priority areas noted for increased regional connectivity.

- Identify regional needs and prioritize:
 - Little service beyond cities and towns
 - Provide transit beyond the service area for
 - commuter service to larger employment centers including Kalamazoo, Berrien County and South Bend as well as other communities adjacent to the region
 - transportation for specialized medical services in the region and to adjacent regions or state as appropriate
 - Target unique veterans destinations (typically medical services)
 - Need for expanded and coordinated vanpooling and the promotion of ridesharing.

Strategy 4-2: Work with Community Leaders to Plan, Prioritize and Seek Funding

The major barriers to regional connectivity in Southwest Michigan are lack of funding and lack of political will/support to address needs beyond jurisdictional lines.

Connectivity improvements can include the following steps and it is best to be prepared with fully planned projects as they will have a greater likelihood of being funded:

- Prioritize services - Prioritize service by location and type. Establish more scheduled service across the region beyond jurisdictional boundaries. This must be done at the local level.
- Agreements – Transit systems in the area should reach agreement on seeking opportunities to connect services where feasible and to ensure that systems can operate inter-county service into another city’s core service area.
- Determine responsible entity(s) - This can be a consortium of operators, a new regional transit system or one designated transit operator with support from other participating systems.
- Funding – Once service(s) has been determined, it will be time to secure funding from local, state, federal and private sector funding and sponsorships sources.

LOW PRIORITY GOALS

Goal No. 5: Maintain Existing Transportation Services

Based on review of plans and discussions with stakeholders, the highest priorities will include strategies designed to ensure that existing services, public as well as human services, are maintained as appropriate to ensure the best combination of efficiency (doing things right) and effectiveness (doing the right things). These initial strategies reflect the desire to maintain services.

Strategy 5-1: Continue to Support Services that Efficiently and Effectively Meet Identified Transportation Needs

Maintaining the current level of service is an essential first step to meeting community transportation needs. This is a blanket strategy across the region. Financial resources should be maintained to operate vehicles and continue services at the current level. This strategy involves providing operating funds to support existing public transit services and human services transportation that are efficiently and effectively meeting mobility needs identified in the region, especially those serving older adults, individuals with disabilities and veterans.

Measuring Effectiveness

This strategy should be coupled with an evaluation of public transit services in the region to ensure that services are worthy of financial resources to ensure the greatest number of needs are met. These planning efforts are conducted every five to six years. Ongoing assessments

assure that the public transit system is responding to possible changing demographics in their communities and operating service that is most effective and economical. This service planning process should be supplemented with input through appropriate rider, employer and public surveys, feedback from stakeholders, agencies and organizations, and input from staff, drivers and dispatchers on the frontline of services.

A resource that can assist with this effort is one that was a follow-up to a statewide training on providing cost effective transit services and is available at:

http://www.michigan.gov/documents/mdot/TransitServicePlanningGuideAndResourcesForMDOT_409438_7.pdf

Transportation provided through human service agencies should use the same basic principles and measures modified as appropriate. There are tools available that agencies can use to evaluate their transportation programs and ensure that financial resources are being used effectively. An example would be Easter Seals Project Action's *Transportation by the Numbers* tool which provides human service organizations with ways to more easily identify expenses, revenues and performance outcomes so that agencies can make more informed decisions about their future in the transportation business.

Strategy 5-2: Continue to Support Capital Needs

Most important in this area is to ensure that the number of vehicles is adequate to maintain current services and that those vehicles are safe and appropriate for the need. Equally important is the maintenance and support required to ensure facilities are kept in appropriate working order. Maintaining and building upon current capital is crucial to expanding mobility options, especially for older adults, people with disabilities, veterans and people with lower incomes. Before the region can consider efforts for improving mobility for these population groups, it is critical to ensure that the current foundation of services and facilities remains in place through a sufficient capital network.

This strategy includes maintenance of existing technologies such as paratransit software, automatic vehicle locators and other technology. It includes acquisition of replacement buses or vans, vehicle rehabilitation or overhaul, and appropriate vehicle equipment improvements that support the current capital infrastructure in the region. It includes procurement of technology such as software, automatic vehicle locators, and tablets.

This strategy includes preventative maintenance when appropriate as an eligible capital expense. With limited capital funding to replace buses, it is essential that current vehicles are maintained and remain safe and operable beyond the typical useful life criteria. Facilities are included in this strategy as appropriate.

Goal No. 6: Improve and Expand Outreach, Marketing and Education

These strategies call for spreading messages that transit can meet your needs and that transit is a vital aspect of community life. It is essential that these strategies be employed at the local level. Systems that do not adhere to these strategies may become irrelevant in their communities.

Strategy 6-1: Establish or Expand Programs That Educate Leaders, Stakeholders and Customers

Transit services often struggle to maintain relevance in their community and that relevance starts with local and state leaders. This leadership is manifested in a number of ways:

- Business Leaders – Many businesses large and small understand the need for transit in their community.
- Community Leaders – These leaders must step up to support transit.
- Political Leaders – Clearly it is very important for political leaders to understand the importance and to support efforts to fund service and eliminate restrictions on the service destinations.
- Human Service Leaders – These leaders need to be able to work with the system, trust and contract with professional transit systems.
- Veterans Leaders – Veterans are an important component of the transit dependent population. Coordinating public transit benefits veterans.

Transit systems can do some education on their own, but with support from state transit associations, they can work together to hone their message and their materials to provide a higher quality education program. This strategy calls for transit systems to perform their marketing and education as a consortium to enhance the message.

Strategy 6-2: Establish or Expand Programs that Educate Customers and Stakeholder

It is vital that customers, caseworkers, agency staff, and medical facility personnel that work with older adults, people with disabilities and people with low incomes are familiar with and confident in available transportation services. Regional stakeholders expressed the need for expanded marketing of existing transportation services and education of residents in the region on their travel options. This strategy involves expanded outreach programs to ensure people helping others with their transportation issues are aware of mobility options in the region. Additional efforts include travel training programs to help individuals use available public transit services.

Transit systems that do not have in-house marketing expertise should work together and with state associations to develop a program and materials to ensure that the message gets out in a clear, concise manner.

- Availability of services – Lack of understanding of available services and how to access them is a major impediment to riding. Efforts should be made to employ grass roots efforts to educate the public on services available.
- Developing materials – Grass roots approaches work best for small systems. Most materials needed for education can be produced using a copier and be displayed across the service area. Free ads and promotional spots can also help.
- Improving perception – Most rural and small urban transit systems (with notable exceptions) struggle to maintain a public identity. Many residents and visitors believe the service is for elderly persons only.
- Motivating the public – Strategies must include approaches to generate ridership among youth. Wi-Fi, late night service, and partnering with entertainment establishments and colleges can serve to attract youths to the service.

Strategy 6-3: Expand Coordination Efforts with Michigan 2-1-1

Michigan 211 has a lot to offer transit. This includes more than just referrals. Also valuable to transit is information on unmet needs of people that call 2-1-1. A simple collaboration between transit and 2-1-1 might entail that transit supplies 2-1-1 with the most up to date schedules and 211 gives transit systems information on unmet needs.

Strategy 6-4: Clarity Related to the Crossing of Jurisdictional Lines

There continues to be confusion among transit operators as to the rules (or lack of) related to crossing jurisdictional lines. This strategy calls for a forum/workshop with Michigan Department of Transportation (MDOT) and transit operators to provide clarity to the rules at the state level.

In addition, each transit system should discuss its local jurisdictional rules and requirements to ensure that its residents receive the service they need even if it is in an adjacent jurisdiction or a major city. This is most important for commuters and specialized medical needs.

Chapter 8

Ongoing Arrangements

During the regional workshop stakeholders noted the need for expanded regional transit services that cross county lines. They noted that providing cross-county transportation can be challenging, and there is a need to determine barriers and work through invisible boundaries of county lines to provide expanded regional services.

While this plan serves as the foundation for improved regional services, it is evident that more detailed discussions are needed. It would require a more formal structure to lead these efforts; a structure that would assess regional transit opportunities, identify possible service improvements and gain consensus on implementation of services (i.e. who would operate, how costs and how funding would be allocated).

This plan recommends formation of a regional coordinating committee that would include a broader group of representatives and provide an ongoing forum for members to:

- Discuss improved connections between existing transit providers. While there is some connectivity between systems in the region, additional connections can be discussed and implemented as appropriate.
- Consider, plan and implement cross county services. While some jurisdictions in the region are working together to implement services that transport customers across county lines or enable transfers between services, regional stakeholders noted need for additional cross-county services that meet rural community demands and support economic development.
- Assess barriers to regional services (i.e. county millages that support local transit services but not services that operate out of the county) and identify incentives and/or funding opportunities to provide regional transit services.
- Review and discuss strategies for coordinating transit services with other regions in Michigan to help expand mobility options.
- Lead updates of this coordinated mobility plan for Region 8.

Chapter 9

Adoption Process

As discussed in Chapter 1, this coordinated mobility plan is designed to meet federal coordinated transportation planning requirements. Guidance in these requirements state that the lead agency in consultation with planning participants should identify the process for approving and adopting the plan.

The consensus in Region 8 was that stakeholders who participated in development of this plan, and who had the opportunity to provide input and review interim portions, would serve in the adoption capacity. Through the course of the planning process, these regional stakeholders had the opportunity to:

- Review and comment on identified transportation needs in the region.
- Review and provide input on potential strategies, activities and projects to be included in the regional plan.
- Prioritize strategies identified as the most appropriate for improving mobility in the region.
- Review and provide input on the draft version of this plan.
- Approve a final version of this plan.

Appendix A: Coordinated Planning Guidance

COORDINATED PLANNING

1. The Coordinated Public Transit – Human Services Transportation Plan

Federal transit law, as amended by MAP-21, requires that projects selected for funding under the Section 5310 program be “included in a locally developed, coordinated public transit-human services transportation plan” and that the plan be “developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public.” The experiences gained from the efforts of the Federal Interagency Coordinating Council on Access and Mobility (CCAM), and specifically the United We Ride (UWR) initiative, provide a useful starting point for the development and implementation of the local public transit-human services transportation plan required under the Section 5310 program.

Many states have established UWR plans that may form a foundation for a coordinated plan that includes the required elements outlined in this chapter and meets the requirements of 49 U.S.C. 5310. In addition, many states and designated recipients may have coordinated plans established under SAFETEA-LU, and those plans may be updated to account for new stakeholders, eligibility, and MAP-21 requirements. FTA maintains flexibility in how projects appear in the coordination plan. Projects may be identified as strategies, activities, and/or specific projects addressing an identified service gap or transportation coordination objective articulated and prioritized within the plan.

2. Development of the Coordinated Public Transit - Human Services Transportation Plan

Overview

A locally developed, coordinated public transit-human services transportation plan (“coordinated plan”) identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes; provides strategies for meeting those local needs; and prioritizes transportation services and projects for funding and implementation. Local plans may be developed on a local, regional, or statewide level. The decision as to the boundaries of the local planning areas should be made in consultation with the state, designated recipient, and the MPO, where applicable. The agency leading the planning process is decided locally and does not have to be the state or designated recipient.

In UZAs where there are multiple designated recipients, there may be multiple plans and each designated recipient will be responsible for the selection of projects in the designated recipient’s area. A coordinated plan should maximize the programs’ collective coverage by minimizing duplication of services. Further, a coordinated plan must be developed through a process that includes participation by seniors, individuals with disabilities, representatives of public, private and nonprofit transportation and human service transportation providers, and other members of the public. While the plan is only required in communities seeking funding under the Section 5310 program, a coordinated plan should incorporate activities offered

under other programs sponsored by federal, state, and local agencies to greatly strengthen its impact.

Required Elements

Projects selected for funding shall be included in a coordinated plan that minimally includes the following elements at a level consistent with available resources and the complexity of the local institutional environment:

- An assessment of available services that identifies current transportation providers (public, private, and nonprofit)
- An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery
- Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified

Local Flexibility in the Development of a Local Coordinated Public Transit-Human Services Transportation Plan

The decision for determining which agency has the lead for the development and coordination of the planning process should be made at the state, regional, and local levels. FTA recognizes the importance of local flexibility in developing plans for human service transportation. Therefore, the lead agency for the coordinated planning process may be different from the state or the agency that will serve as the designated recipient for the Section 5310 program. Further, FTA recognizes that many communities have conducted assessments of transportation needs and resources regarding individuals with disabilities and seniors. FTA also recognizes that some communities have taken steps to develop a comprehensive, coordinated human service transportation plan either independently or through United We Ride efforts. FTA supports communities building on existing assessments, plans, and action items. As new federal requirements must be met, communities may need to modify their plans or processes as necessary to meet these requirements. FTA encourages communities to consider inclusion of new partners, new outreach strategies, and new activities related to the targeted programs and populations.

Plans will vary based on the availability of resources and the existence of populations served under these programs. A rural community may develop its plans based on perceived needs emerging from the collaboration of the planning partners, whereas a large urbanized community may use existing data sources to conduct a more formal analysis to define service gaps and identify strategies for addressing the gaps.

This type of planning is also an eligible activity under four other FTA programs—the Metropolitan Planning (Section 5303), Statewide Planning (Section 5304), Formula Grants for

Rural Areas (Section 5311), and Urbanized Area Formula (Section 5307) programs—all of which may be used to supplement the limited (10 percent) planning and administration funding under this program. Other resources may also be available from other entities to fund coordinated planning activities. All “planning” activities undertaken in urbanized areas, regardless of the funding source, must be included in the Unified Planning Work Program of the applicable MPO.

Tools and Strategies for Developing a Coordinated Plan

States and communities may approach the development of a coordinated plan in different ways. The amount of available time, staff, funding, and other resources should be considered when deciding on specific approaches. Regardless of the method chosen, seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation and human service providers; and other members of the public must be involved in the development and approval of the coordinated plan. The following is a list of potential strategies for consideration:

- **Community planning session.** A community may choose to conduct a local planning session with a diverse group of stakeholders in the community. This session would be intended to identify needs based on personal and professional experiences, identify strategies to address the needs, and set priorities based on time, resources, and feasibility for implementation. This process can be done in one meeting or over several sessions with the same group. It is often helpful to identify a facilitator to lead this process. Also, as a means to leverage limited resources and to ensure broad exposure, this could be conducted in cooperation, or coordination, with the applicable metropolitan or statewide planning process.
- **Self-assessment tool.** *The Framework for Action: Building the Fully Coordinated Transportation System*, developed by FTA and available at www.unitedwerride.gov, helps stakeholders realize a shared perspective and build a roadmap for moving forward together. The self-assessment tool focuses on a series of core elements that are represented in categories of simple diagnostic questions to help groups in states and communities assess their progress toward transportation coordination based on standards of excellence. There is also a *Facilitator’s Guide* that offers detailed advice on how to choose an existing group or construct an ad hoc group. In addition, it describes how to develop elements of a plan, such as identifying the needs of targeted populations, assessing gaps and duplication in services, and developing strategies to meet needs and coordinate services.
- **Focus groups.** A community could choose to conduct a series of focus groups within communities that provides opportunity for greater input from a greater number of representatives, including transportation agencies, human service providers, and passengers. This information can be used to inform the needs analysis in the community. Focus groups also create an opportunity to begin an ongoing dialogue with community representatives on key issues, strategies, and plans for implementation.

- **Survey.** The community may choose to conduct a survey to evaluate the unmet transportation needs within a community and/or available resources. Surveys can be conducted through mail, e-mail, or in-person interviews. Survey design should consider sampling, data collection strategies, analysis, and projected return rates. Surveys should be designed taking accessibility considerations into account, including alternative formats, access to the Internet, literacy levels, and limited English proficiency.
- **Detailed study and analysis.** A community may decide to conduct a complex analysis using inventories, interviews, Geographic Information Systems (GIS) mapping, and other types of research strategies. A decision to conduct this type of analysis should take into account the amount of time and funding resources available, and communities should consider leveraging state and MPO resources for these undertakings.

3. Participation in the Coordinated Public Transit – Human Services Transportation Planning Process

Recipients shall certify that the coordinated plan was developed and approved through a process that included participation by seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation and human services providers; and other members of the public. Note that the required participants include not only transportation providers but also providers of human services, and members of the public who can provide insights into local transportation needs. It is important that stakeholders be included in the development, approval, and implementation of the local coordinated public transit-human service transportation plan. A planning process in which stakeholders provide their opinions but have no assurance that those opinions will be considered in the outcome does not meet the requirement of “participation.” Explicit consideration and response should be provided to public input received during the development of the coordinated plan. Stakeholders should have reasonable opportunities to be actively involved in the decision-making process at key decision points, including, but not limited to, development and approval of the proposed coordinated plan document. The following possible strategies facilitate appropriate inclusion:

Adequate Outreach to Allow for Participation

- Outreach strategies and potential participants will vary from area to area. Potential outreach strategies could include notices or flyers in centers of community activity, newspaper or radio announcements, e-mail lists, website postings, and invitation letters to other government agencies, transportation providers, human services providers, and advocacy groups. Conveners should note that not all potential participants have access to the Internet and they should not rely exclusively on electronic communications. It is useful to allow many ways to participate, including in-person testimony, mail, e-mail, and teleconference. Any public meetings regarding the plan should be held in a location and time where accessible transportation services can be made available and adequately advertised to the general public using techniques such as those listed above. Additionally, interpreters for individuals with

hearing impairments and English as a second language and accessible formats (e.g., large print, Braille, electronic versions) should be provided as required by law.

Participants in the Planning Process

Metropolitan and statewide planning under 49 U.S.C. 5303 and 5304 require consultation with an expansive list of stakeholders. There is significant overlap between the lists of stakeholders identified under those provisions (e.g., private providers of transportation, representatives of transit users, and representatives of individuals with disabilities) and the organizations that should be involved in preparation of the coordinated plan.

The projects selected for funding under the Section 5310 program must be “included in a locally developed, coordinated public transit-human services transportation plan” that was “developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human services providers and participation by other members of the public.” The requirement for developing the local public transit-human services transportation plan is intended to improve services for people with disabilities and seniors. Therefore, individuals, groups, and organizations representing these target populations should be invited to participate in the coordinated planning process. Consideration should be given to including groups and organizations in the coordinated planning process if present in the community. Examples of these types of groups are listed below.

Transportation Partners

- Area transportation planning agencies, including MPOs, councils of government (COGs), rural planning organizations (RPOs), regional councils, associations of governments, state departments of transportation, and local governments
- Public transportation providers, including ADA paratransit providers and agencies administering the projects funded under FTA urbanized and rural programs
- Private transportation providers, including private transportation brokers, taxi operators, vanpool providers, school transportation operators, and intercity bus operators
- Nonprofit transportation providers, including volunteer programs
- Past or current organizations funded under the Section 5310, JARC, and/or the New Freedom programs
- Human service agencies funding, operating, and/or providing access to transportation services

Passengers and Advocates

- Existing and potential riders, including both general and targeted population passengers (individuals with disabilities and seniors)
- Protection and advocacy organizations
- Representatives from independent living centers
- Advocacy organizations working on behalf of targeted populations

Human Service Partners

- Agencies that administer health, employment, or other support programs for targeted populations. Examples of such agencies include but are not limited to departments of social/human services, employment one-stop services, vocational rehabilitation, workforce investment boards, Medicaid, community action programs (CAP), Agency on Aging (AoA), Developmental Disability Council, community services board
- Nonprofit human service provider organizations that serve the targeted populations
- Job training and placement agencies
- Housing agencies
- Healthcare facilities
- Mental health agencies

Other

- Security and emergency management agencies
- Tribes and tribal representatives
- Economic development organizations
- Faith-based and community-based organizations
- Representatives of the business community (e.g., employers)
- Appropriate local or state officials and elected officials
- School districts
- Policy analysts or experts

Note: Participation in the planning process will not bar providers (public or private) from bidding to provide services identified in the coordinated planning process. This planning process differs from the project selection process, and it differs from the development and issuance of a request for proposal (RFP) as described in the common grant rule (49 CFR part 18 and part 19).

Levels of Participation

The suggested list of participants above does not limit participation by other groups, nor require participation by every group listed. Communities will have different types of participants depending on population and size of community, geographic location, and services provided at the local level. FTA expects that planning participants will have an active role in the development, approval, adoption, and implementation of the plan. Participation may remain low even though a good faith effort is made by the lead agency to involve passengers; representatives of public, private, and nonprofit transportation and human services providers; and others. The lead agency convening the coordinated planning process should document the efforts it utilized, such as those suggested above, to solicit involvement.

In addition, federal, state, regional, and local policy makers, providers, and advocates should consistently engage in outreach efforts that enhance the coordinated process because it is important that all stakeholders identify the opportunities that are available in building a coordinated system. To increase participation at the local levels from human service partners, state department of transportation offices are encouraged to work with

their partner agencies at the state level to provide information to their constituencies about the importance of partnering with human service transportation programs and the opportunities that are available through building a coordinated system.

Adoption of a Plan

As a part of the local coordinated planning process, the lead agency in consultation with participants should identify the process for approving and adopting the plan, and this process must include participation by stakeholders identified in the law: seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation and human service providers; and other members of the public. A strategy for adopting the plan could also be included in the state's SMP and the designated recipient's PMP, further described in Chapter VII.

FTA will not formally review and approve coordinated plans. The recipient's grant application (see Appendix A) will document the plan from which each project listed is included, including the lead agency, the date of adoption of the plan, or other appropriate identifying information. This may be done by citing the section of the plan or page references from which the project is included.

4. Relationship to Other Transportation Planning Processes

Relationship between the Coordinated Planning Process and the Metropolitan and Statewide Transportation Planning Processes

The coordinated plan may either be developed separately from the metropolitan and statewide transportation planning processes and then incorporated into the broader plans, or be developed as a part of the metropolitan and statewide transportation planning processes. If the coordinated plan is not prepared within the broader process, the lead agency for the coordinated plan should ensure coordination and consistency between the coordinated planning process and metropolitan or statewide planning processes. For example, planning assumptions should not be inconsistent.

Projects identified in the coordinated planning process and selected for FTA funding must be incorporated into both the TIP and STIP in UZAs with populations of 50,000 or more; and incorporated into the STIP for rural areas under 50,000 in population. Depending on the projects resulting from the coordinated planning and selection process, a single line item on the TIP/STIP for capital or operating projects may be sufficient. However, given the expanded project and subrecipient eligibility under MAP-21, a designated recipient and state may need to consider more detailed programming, such as categorizing the projects based on the types of projects (capital or operating) and/or types of subrecipients, e.g., nonprofit, public entity, etc.

In some areas, where the coordinated plan or project selection is not completed in a time frame that coincides with the development of the TIP/STIP, the TIP/STIP amendment processes will need to be utilized to include selected projects in the TIP/STIP before FTA grant award.

The lead agency developing the coordinated plan should communicate with the relevant MPOs, state departments of transportation or regional planning agencies at an early stage in plan development. States with coordination programs may wish to incorporate the needs and strategies identified in local coordinated plans into statewide coordination plans.

Depending upon the structure established by local decision makers, the coordinated planning process may or may not become an integral part of the metropolitan or statewide transportation planning processes. State and local officials should consider the fundamental differences in scope, time horizon, and level of detail between the coordinated planning process and the metropolitan and statewide transportation planning processes. However, there are important areas of overlap between the planning processes, as well. Areas of overlap represent opportunities for sharing and leveraging resources between the planning processes for such activities as: (1) needs assessments based on the distribution of targeted populations and locations of employment centers, employment-related activities, community services and activities, medical centers, housing, and other destinations; (2) inventories of transportation providers/resources, levels of utilization, duplication of service, and unused capacity; (3) gap analysis; (4) any eligibility restrictions; and (5) opportunities for increased coordination of transportation services. Local communities may choose the method for developing plans that best fits their needs and circumstances.

Relationship between the Requirement for Public Participation in the Coordinated Plan and the Requirement for Public Participation in Metropolitan and Statewide Transportation Planning

Title 49 U.S.C. 5303(i)(6) and 5304(f)(3), as amended by MAP-21, require MPOs and states to engage interested parties in preparing transportation plans, TIPs, and STIPs. “Interested parties” include, among others, affected public agencies, private providers of transportation, representatives of users of public transportation, and representatives of individuals with disabilities.

MPOs and/or states may work with the lead agency developing the coordinated plan to coordinate schedules, agendas, and strategies of the coordinated planning process with metropolitan and statewide planning in order to minimize additional costs and avoid duplication of efforts. MPOs and states must still provide opportunities for participation when planning for transportation related activities beyond the coordinated public transit-human services transportation plan.

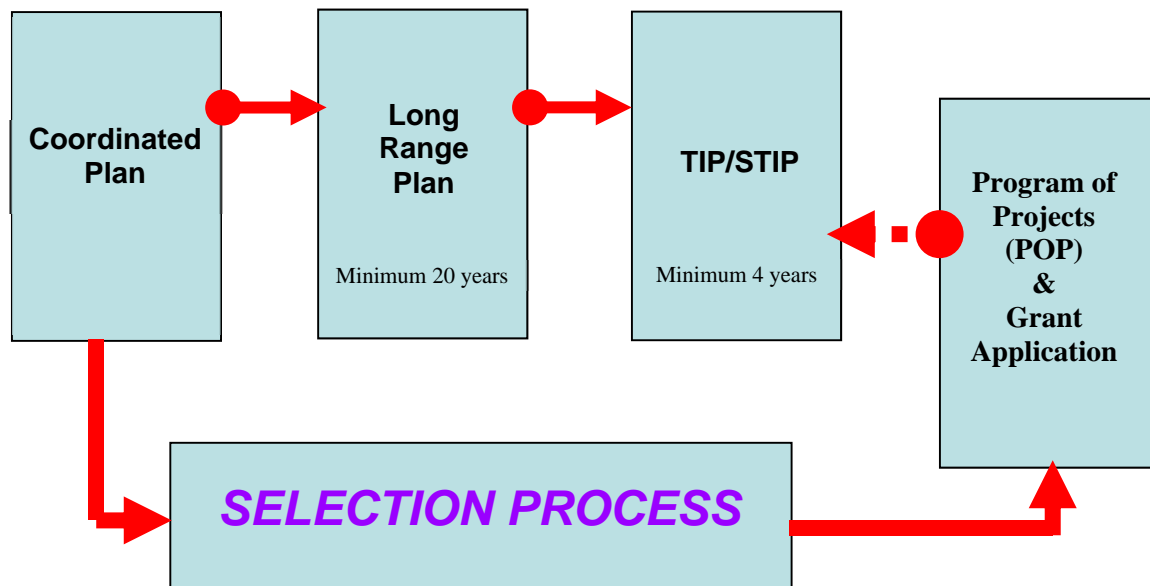
Cycle and Duration of the Coordinated Plan

At a minimum, the coordinated plan should follow the update cycles for metropolitan transportation plans (MTPs) (i.e., four years in air quality nonattainment and maintenance areas and five years in air quality attainment areas). States, MPOs, designated recipients, and public agencies that administer or operate major modes of transportation should set up a cycle that is conducive to and coordinated with the metropolitan and statewide planning processes to ensure that selected projects are included in the TIP and STIP and to receive funds in a timely manner.

Role of Transportation Providers that Receive FTA Funding Under the Urbanized and Rural Area Formula Grant Programs in the Coordinated Planning Process.

Recipients of Section 5307 and Section 5311 assistance are the “public transit” in the public transit-human services transportation plan and their participation is assumed and expected. Further, 49 U.S.C. 5307(b)(5), as amended by MAP-21, requires that, “Each recipient of a grant shall ensure that the proposed program of projects (POP) provides for the coordination of public transportation services ... with transportation services assisted from other United States Government sources.” In addition, 49 U.S.C. 5311(b)(2)(C)(ii) requires the Secretary of DOT to determine that a state’s Section 5311 projects “provide the maximum feasible coordination of public transportation service ... with transportation service assisted by other federal sources.” Finally, under the Section 5311 program, states are required to expend 15 percent of the amount available to support intercity bus service. FTA expects the coordinated planning process in rural areas to take into account human service needs that require intercity transportation.

The schematic below illustrates the relationship between the coordinated plan and the metropolitan and statewide planning processes.



Appendix B

Michigan Statewide Transit Study

Workshop: Region 8



**Michigan Statewide Transit Study Workshop
Prosperity Region #8: Southwest Prosperity Alliance
September 17, 2015**

**Kalamazoo Metro Transit
530 N. Rose Street
Kalamazoo, MI 49007**

Agenda

<i>Registration</i>	8:30-9:00
<i>Welcome / Background</i>	9:00-9:15
<i>What We Know:</i>	9:15-10:00
- <i>Transportation Needs</i>	
- <i>Transportation Resources</i>	
<i>Looking Ahead: Possible Service Improvements</i>	10:00-10:30
<i>Break / Assemble into Small Groups</i>	10:30-10:45
<i>Roundtable Discussions: What are the Priorities?</i>	10:45-11:15
<i>Reports from Groups</i>	11:15-11:45
<i>Next Steps and Wrap-up</i>	11:45-12:00

Appendix C

- **Regional Transit Mobility**
Barry, Branch, Calhoun, Kalamazoo, and St. Joseph Counties

- **Overview of Transportation Services**
Berrien, Cass and Van Buren Counties

Regional Transit Mobility

Southcentral Michigan Planning Region 3

The public transportation providers in the five counties making up Region 3 were surveyed with respect to current service areas, demand for service outside the service area boundaries and interlocal agreements. This document summarizes the findings by county and service provider and service type therein.

Barry County

In Barry County, the transit provider is Barry County Transit. This agency only provides Demand-Response service. The service is available countywide and operates Monday - Friday from 5 a.m. to 6 p.m. and Saturday from 9 a.m. to 3 p.m. The current Director is not aware of any interlocal agreements with other counties, however, Branch County and Kalamazoo Metro Transit have indicated that they have an interlocal agreement with Barry County.

Barry County Transit does not coordinate with other transit providers in adjacent counties as a need has not been expressed, i.e., no requests from riders. On a rare occasion and upon request, a trip to a destination outside the county will be provided by Barry County Transit if scheduling allows.

Barry County is considered a bedroom community in that most individuals seeking to live there provide their own means of transportation for medical appointments, work, shopping, etc. Demand for expanded service or service outside the existing service area has not been expressed, per the Director.

Branch County

In Branch County, the transit provider is the Branch Area Transit Authority (BATA). BATA offers two services: a fixed route called the Circle Route and also Demand Response curb-to-curb service. The fixed route runs only within the City of Coldwater and operates Monday through Friday from 9 a.m. to 5 p.m. The Circle Route is a one hour loop that has designated stops. The Demand Response operates countywide, five days a week from 6 a.m. to 6 p.m. Buses run on the first and third Saturday of the month, countywide, from 9 a.m. to 5 p.m. There is a limited Sunday service from 9 a.m. to 1 p.m. that only services the city of Coldwater.

Trips outside the County are not provided. Both services are coordinated with other groups that focus on providing out-of-county trips such as the Family Independence Agency, Area Agency on Aging, and Veterans' group.

BATA has interlocal agreements with Allegan, Barry, Berrien, Calhoun, Cass, Eaton, Hillsdale, Jackson, Kalamazoo, St. Joseph, Van Buren and Washtenaw Counties. On the rare occasion that a trip leaves Branch County, the Director will call the other county to obtain permission.

Calhoun County

In Calhoun County, there are three services providers: Battle Creek Transit, City of Marshall and Community Action Agency.

Battle Creek Transit

Battle Creek Transit offers two services: fixed route and demand response. Both services operate Monday through Saturday.

The fixed route service runs within the more urban areas of the City of Battle Creek and to selected locations with the adjacent townships of Bedford, Emmett, Pennfield and the City of Springfield. Battle Creek Transit busses run from 5:14 a.m. to 6:45 p.m. Monday through Friday and 9:15 a.m. to 5:15 p.m. on Saturdays.

The Demand Response Service is called Tele-Transit. The Tele-Transit service area includes the City of Battle Creek, City of Springfield and limited portions of Bedford, Emmett and Pennfield Townships. Tele-Transit requires a 24 hour notice for scheduled rides and is available 5:15 a.m. to midnight Monday through Friday and 9:15 a.m. to 5 p.m. on Saturdays.

Trips are not provided outside the service area. The demand for trips outside the service area is unknown at this time. Battle Creek Transit has interlocal agreements in-place with Berrien, Cass, Kalamazoo and St. Joseph Counties.

City of Marshall

The City of Marshall operates two Demand Response services: Marshall Dial-A-Ride and the Albion-Marshall Connector. Neither service leaves the county nor coordinates with other service providers in the region.

The Marshall Dial-A-Ride operates within the City of Marshall with limited service into the adjacent Townships. Service hours are Monday through Friday, 7 a.m. to 6 p.m. and Saturday from 9 a.m. to 5 p.m. The Dial-A-Ride also provides limited service to the City of Albion 3 days per week.

The Albion-Marshall Connector operates three days a week (Monday/Wednesday/Friday from 8 a.m. to 5 p.m.) running a Demand Response Service between the City of Albion and the City of Marshall, both in Calhoun County.

The Director believes there is opportunity to coordinate with Battle Creek Transit for trips outside the Marshall service area, however, funding is the hold-up.

Community Action Agency of Southcentral Michigan

Community Action Agency of Southcentral Michigan (CAA) operates a Demand Response service that is available countywide in Calhoun County. The service operates Monday through Friday from 8 a.m. to 4 p.m. and Saturday from 8 a.m. to noon.

The Director of the CAA indicates that there is an expressed demand for trips with a destination outside the County for medical appointments. He believes there is opportunity to coordinate with service providers in adjacent service areas but financial and institutional issues are the hold-up.

Kalamazoo County

In Kalamazoo County, the service provider is Kalamazoo Metro Transit (Metro). Metro offers three services: Metro Transit, Metro County Connect and Community Service Van. Metro has interlocal agreements with the following counties/agencies: Allegan County, Barry County, Battle Creek Transit, Berrien County, Branch County, Cass County, ~~Rosecommon County~~, St. Joseph County and Van Buren County.

Metro Transit

Metro offers a line haul service called Metro Transit which operates Monday through Saturday, 6 a.m. to 10 p.m. Metro Transit runs within the City of Kalamazoo, City of Portage, City of Parchment, Kalamazoo Township and to selected areas of Comstock, Oshtemo, Pavilion and Texas Townships. This service is not coordinated with other service providers.

Metro County Connect

Metro County Connect is the Demand Response service offered by Metro. It operates Monday through Sunday 6 a.m. to 10 p.m. The Metro County Connect will travel outside the County to the Veteran's Hospital in Battle Creek. This service is coordinated with St. Joseph County Transit Authority, Van Buren Public Transit and Allegan County Transportation.

Community Service Van

This service of Metro makes vans available to various agencies/groups. Groups using the service provide their own driver who is trained by Metro staff. The vans may be used for trips within a 60 mile radius of Metro's office (within the State of Michigan's border). The vans are available 24/7.

St. Joseph County

In St. Joseph County, the St. Joseph County Transportation Authority (SJCTA) operates three services: Circle Line Three Rivers, Circle Line Sturgis and Curb to Curb. SJCTA has interlocal agreements with the following counties: Allegan, Calhoun, Cass, Berrien, Branch, Kalamazoo, Jackson, St. Joseph County and Kent.

Circle Line Three Rivers

The Circle Line Three Rivers is a fixed route service that flexes at or near the established route. The service operates 7 a.m. to 5 p.m., Monday through Saturday and serves only the City of Three Rivers. The service is not coordinated with other transportation providers.

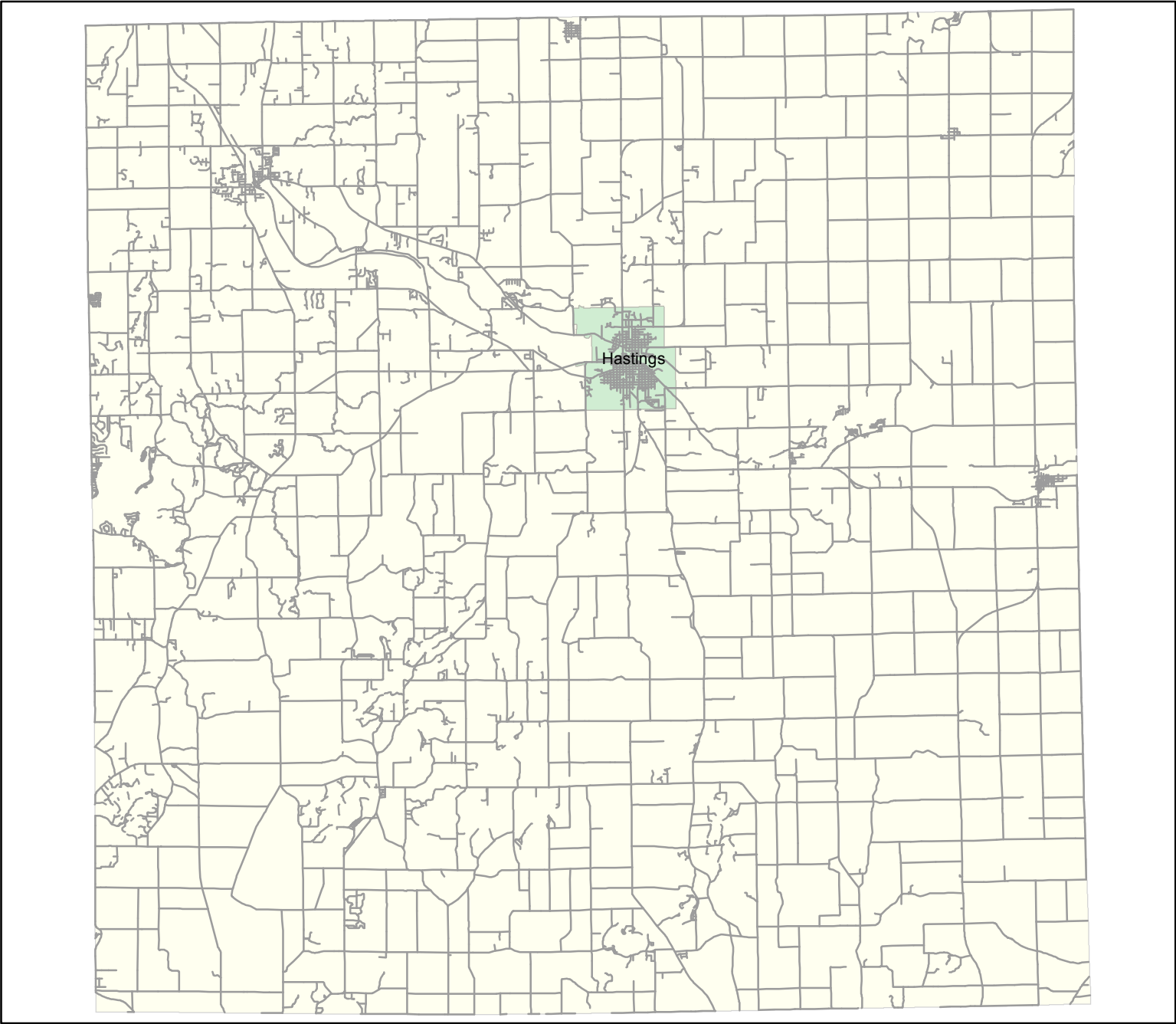
Circle Line Sturgis

The Circle Line Sturgis is a fixed route service that flexes at or near the established route. The service operates 8 a.m. to 6 p.m., Monday through Saturday and serves only the City of Sturgis. The service is not coordinated with other transportation providers.




Curb to Curb

The Curb to Curb service is Demand Response and operates countywide. This service will travel outside St. Joseph County into Allegan, Berrien, Branch, Calhoun, Cass, Jackson and Kalamazoo Counties. Transportation service hours are from 6 a.m. to 6 p.m., Monday through Friday, and 7 a.m. to 5 p.m. on Saturdays.

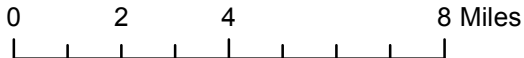
Barry County Transit Service



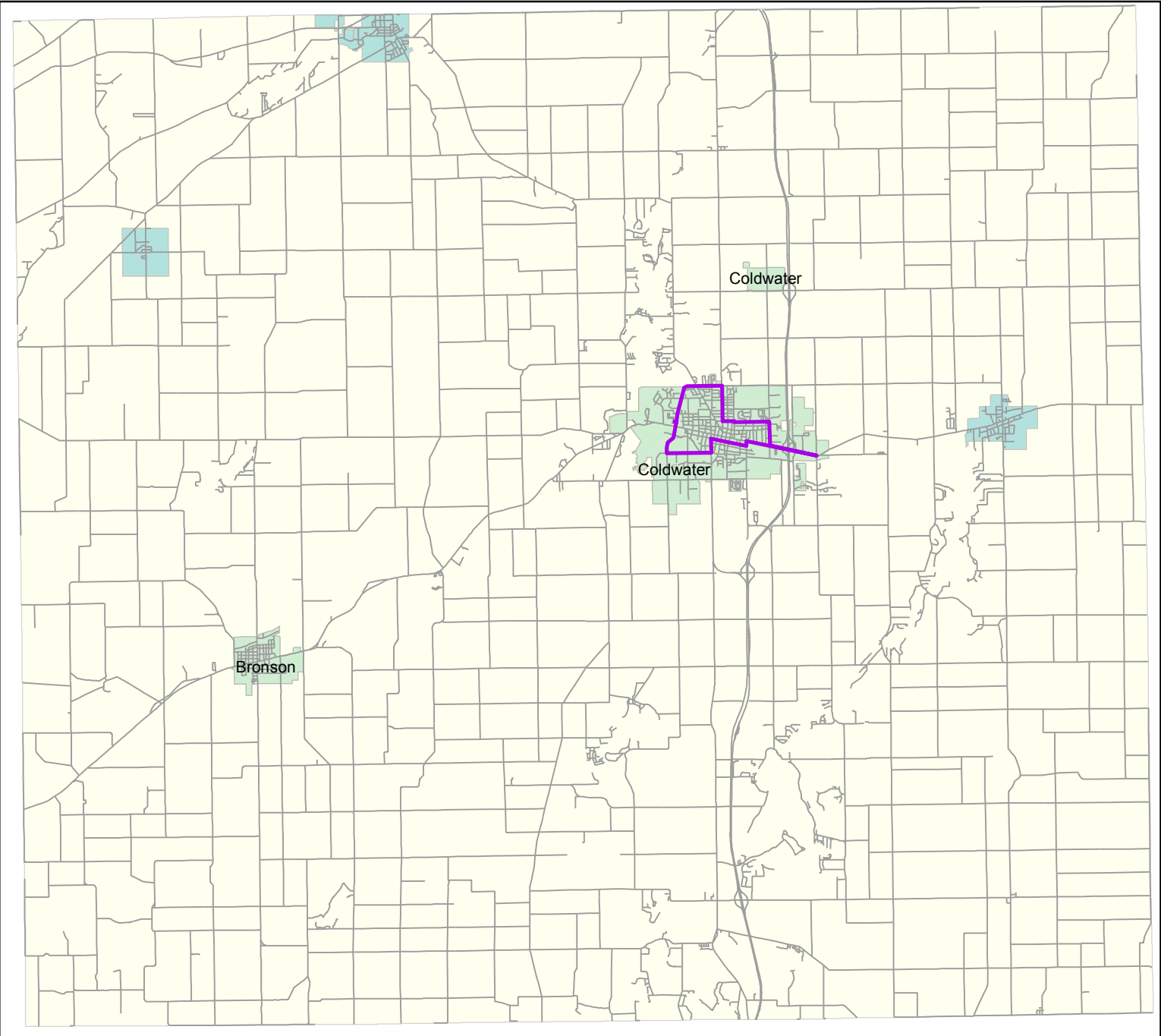
Legend

-  County
-  City
-  Roads






Barry County Transit:
Single, countywide service.
Main routes along M66, M79, M37, & M43



Branch County Transit Services



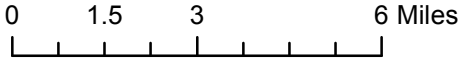
Legend

-  County
-  City
-  Village
-  Roads
-  Circle Route

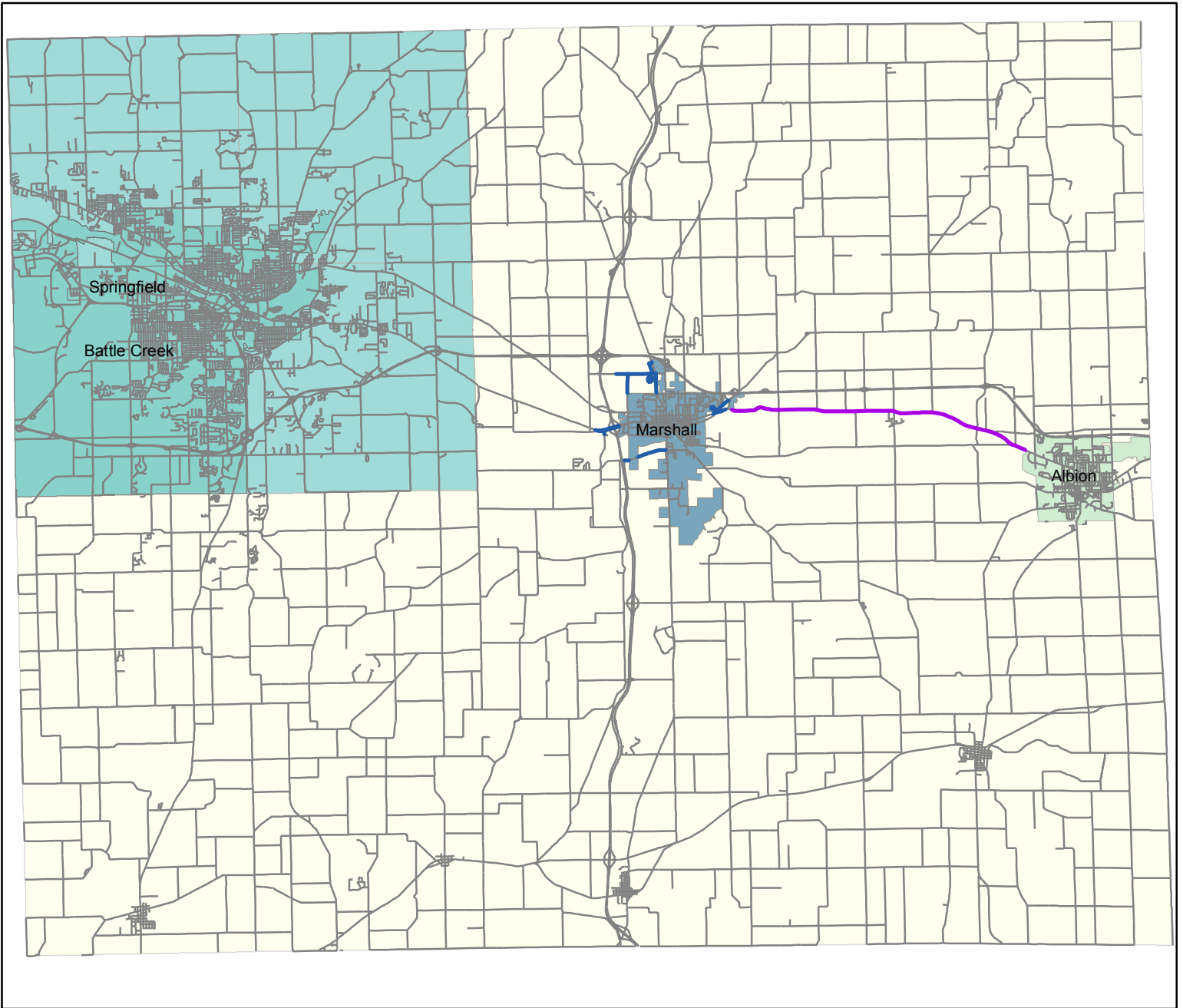
Branch Area Transit Authority (BATA):

Circle Route runs in the City of Coldwater

Curb to Curb Service is available countywide (BATA has interlocal agreements with Allegan, Barry, Berrien, Calhoun, Cass, Eaton, Hillsdale, Jackson, Kalamazoo, St. Joseph, Van Buren, and Washtenaw)

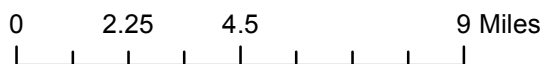


Calhoun Transit Service

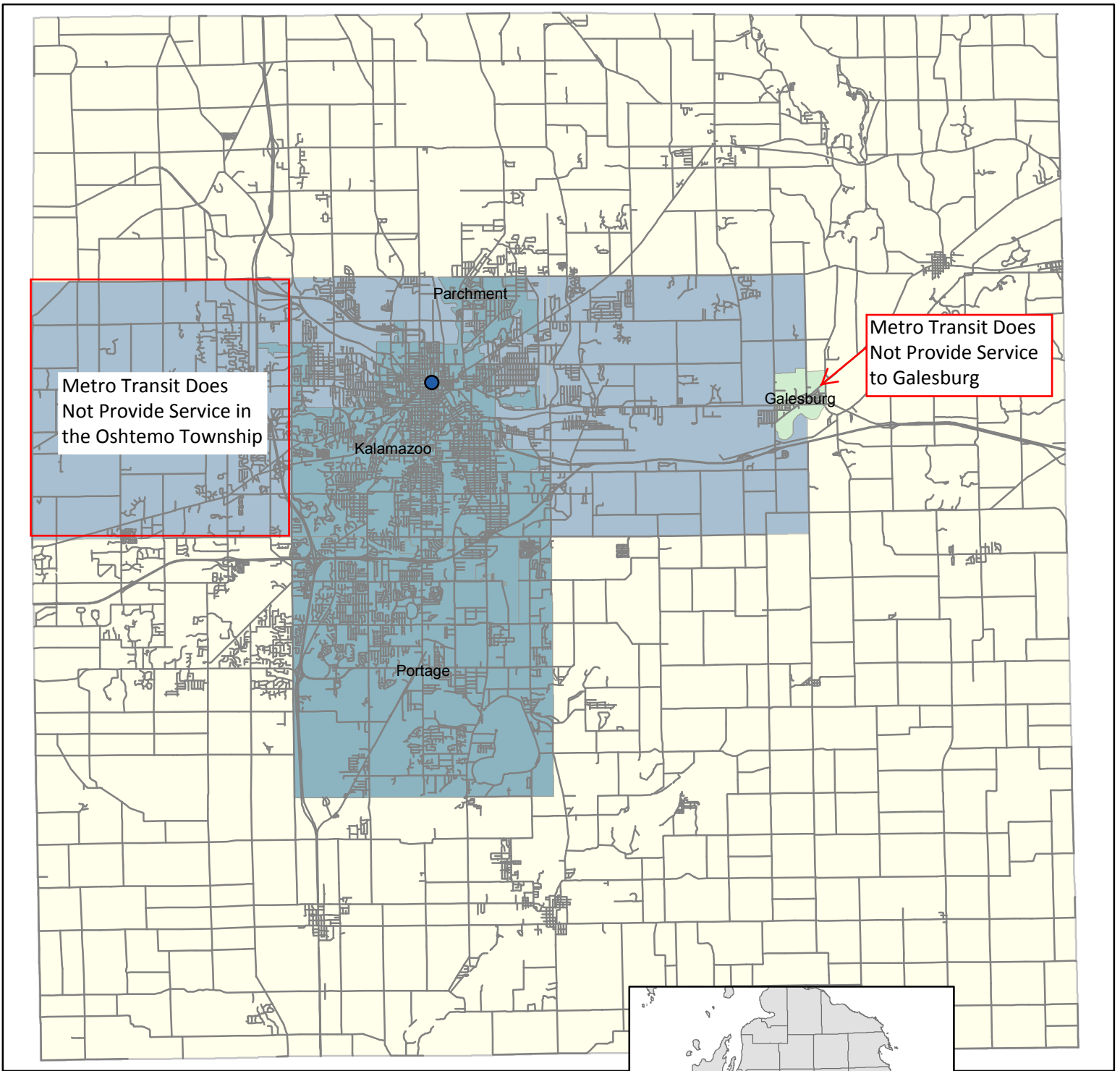


Legend

- Roads
- Marshall-Albion Connector (Michigan Ave)
- Dial-A-Ride Service (that extends out of the city limits)
- City
- Marshall Dial-A-Ride
- Tele-Transit (Demand Response)
- Community Action Agency of Southcentral Michigan



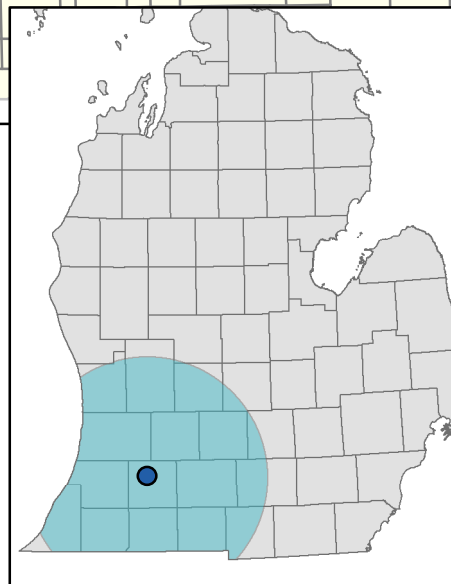
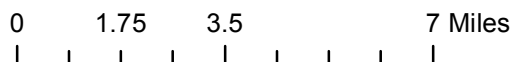
Kalamazoo Transit Service



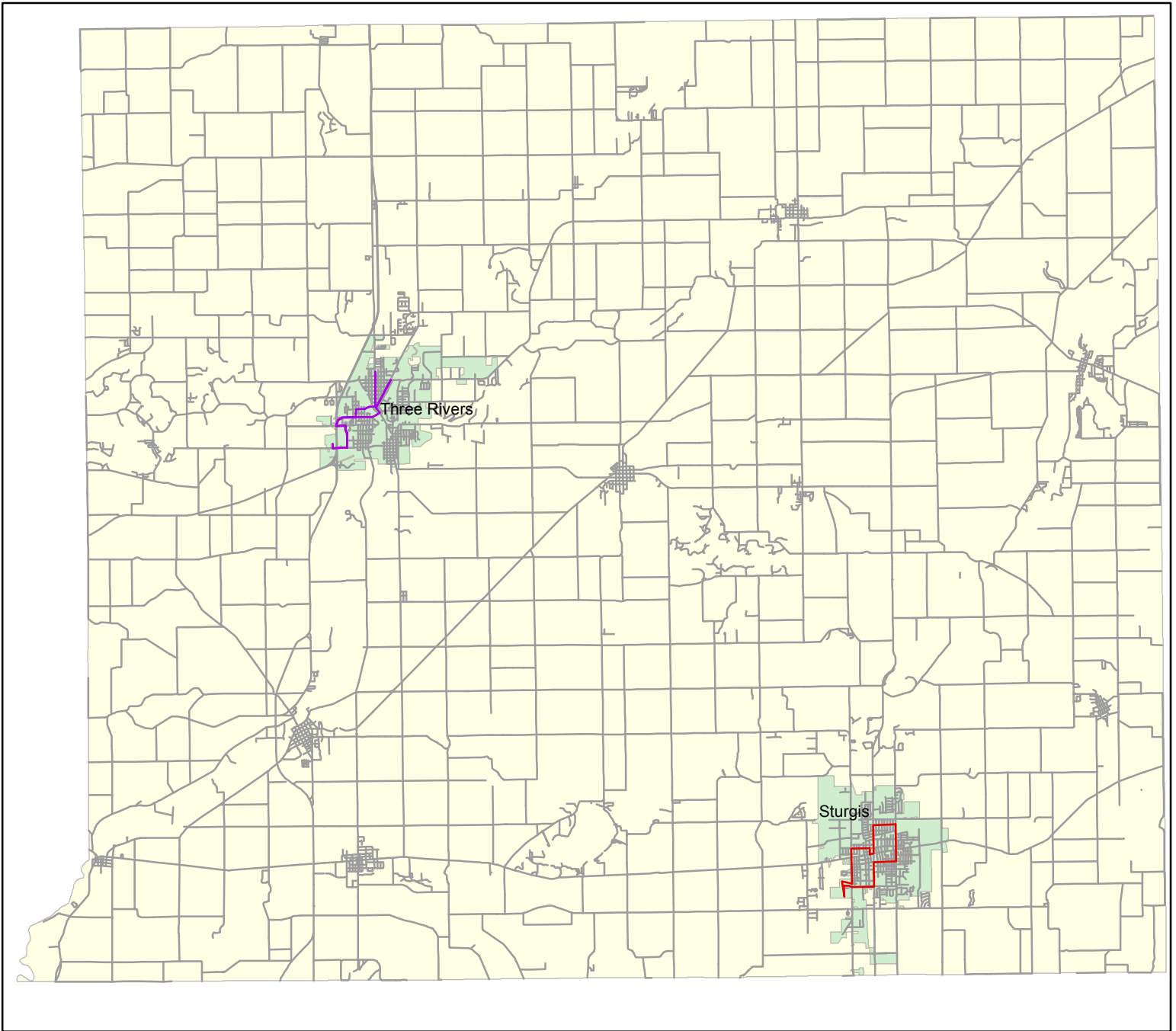
Legend

- Metro Transit Office
 - Community Service Van Area
 - Metro Transit (Kalcounitytransit.com)
 - Demand Response
- Community Service Vans:
60 mile radius from Metro Transit Office (within Michigan borders)
Metro Transit: Fixed Route service






April 2015

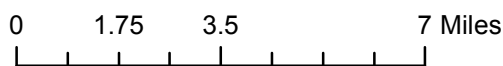


St. Joseph Transit Service

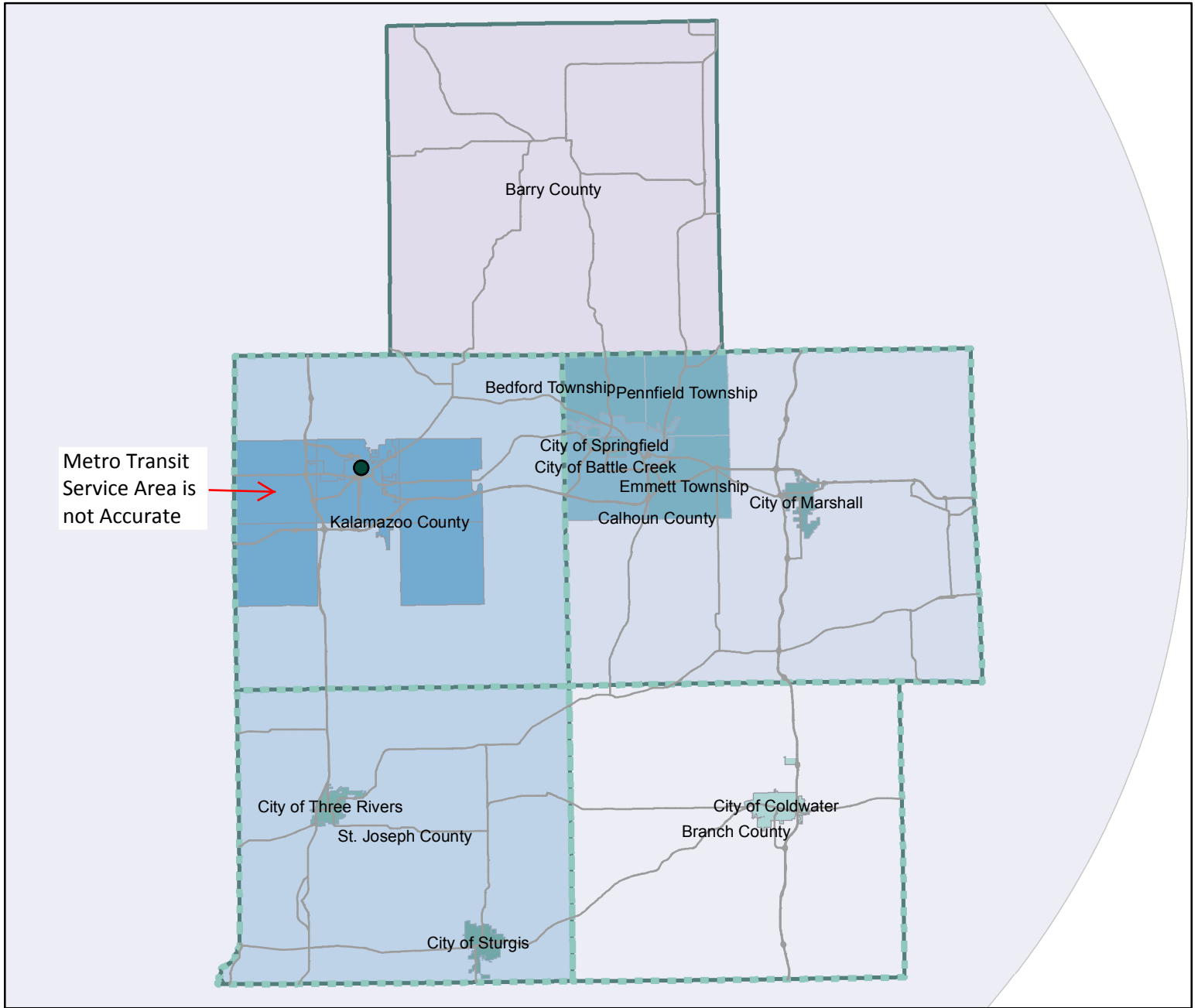


Legend

-  City
-  Roads
-  Curb-to-Curb Curb to Curb: Services all of St. Joseph County
-  Three Rivers Circle Line
-  Sturgis Circle Line

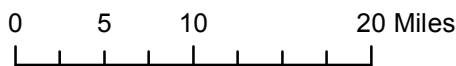


Regional Transit Mobility Service Area



Legend

- Barry County Transit
- Branch Area Transit Authority Interlocal Agreement
- Calhoun Tele-Transit
- City of Coldwater Circle Route
- Marshall Dial-A-Ride
- Community Action Agency (Calhoun County)
- Kalamazoo Metro Transit Office
- Metro Transit
- Community Service Van (Kalamazoo County)
- Metro County Connect (Kalamazoo County)
- Curb to Curb (St. Joseph County)
- Circle Line City of Sturgis
- Circle Line Three Rivers
- State Roads



SOUTHWEST MICHIGAN REGION FOUR
Berrien, Cass & Van Buren Counties

Overview of Transportation Services in
Berrien, Cass and Van Buren Counties

2015

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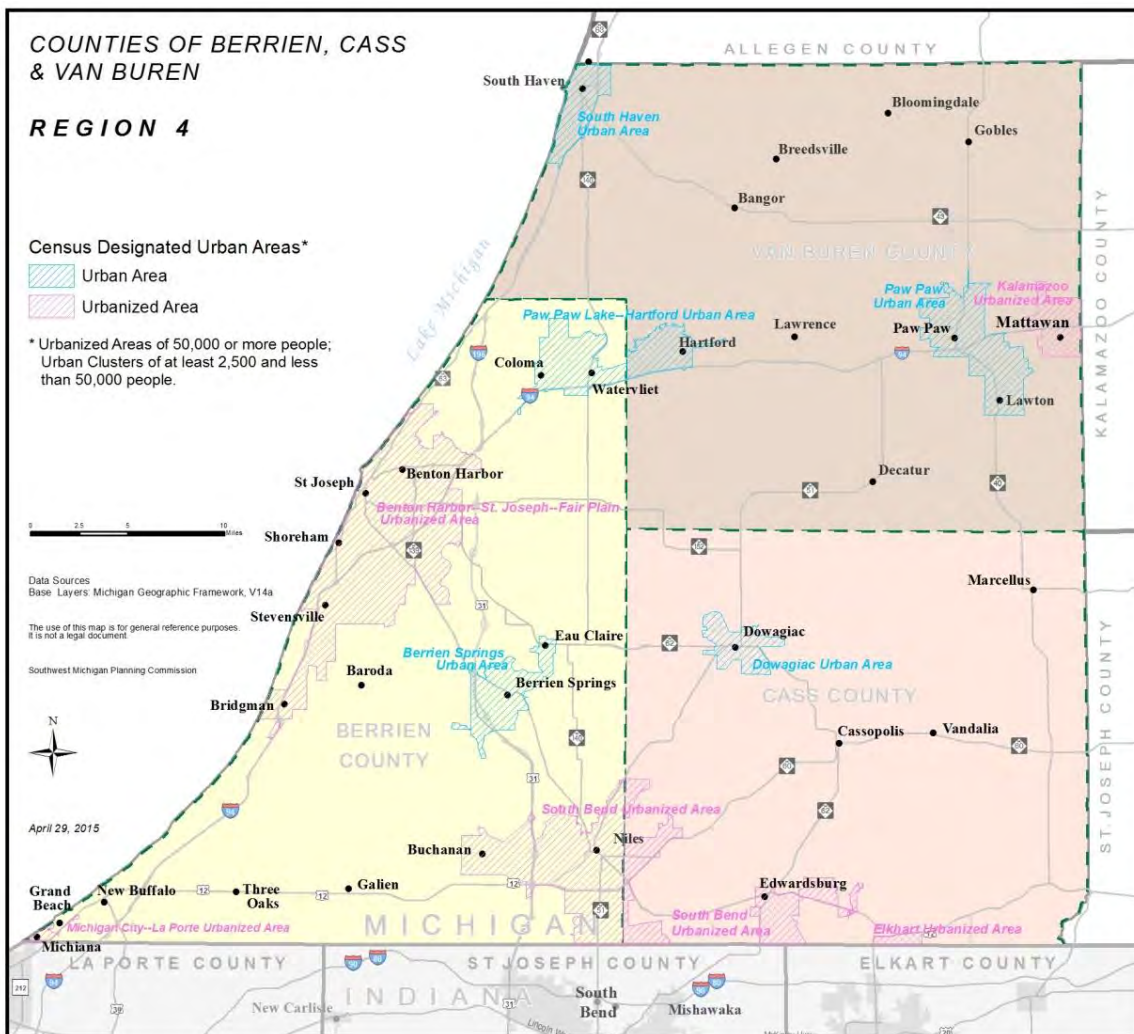
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INTRODUCTION

Southwest Michigan Region Four encompasses a three county area that is 1,664 square miles and includes Berrien, Cass and Van Buren Counties. The region is bordered by La Porte, St. Joseph and Elkhart counties in Indiana, and Allegan, Kalamazoo, and St. Joseph Counties in Michigan. The counties are a mix of census-designated rural and urban areas. The total population within the region is approximately 285,364 people. Of that population, 184,178 live within one of the three censuses designated urbanized areas of Benton Harbor/St. Joseph, Niles/Buchanan or Kalamazoo.

Figure 1.1: Southwest Michigan Region 4



Within the region there are several activity centers located within the urbanized areas that are home to life-sustaining and enhancing services including grocery stores, pharmacies, hospitals, education facilities, human service agencies, legal services and employment.

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 65 and older) and youth (defined here as persons aged 5-17). Within the 3-county region, 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. 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. Demographic data and major trip generator data can often be a starting point in identifying areas with high propensity for ridership.

There are many different sources of data available to track demographic trends. SWMPC decided to use US Census data to evaluate the population density specific to low income populations, households with limited or no access to a vehicle, and elderly populations.

Elderly Population: Defined as the population over 65 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.

Seniors

The elderly population usually represents a large portion of the transit-dependent population because of disability, frailty, loss of driving privileges, or income constraints that make the cost of operating a motor vehicle too high. Table 2.1 shows the population ages 65 and up for the three-county region.

Table 2.1: Senior Population in Region

County	Total Population	Population Age 60 Years or Older	Percent of the Total Population that is Age 60 Years or Older
Berrien	156,813	35,231	22.5%
Cass	52,292	12,121	23.7%
Van Buren	76,258	15,115	19.8%

US Census 2010

Within the region Cass County has the highest percentage of adults over the age of sixty.

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 region 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. Van Buren County also experiences similar levels of child poverty. Poverty among seniors is also critical issue within the region. 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. Table 2.2 illustrates which counties are experiencing greater levels of poverty in relation to others.

Table 2.2: Poverty Levels in Region

	Berrien	Cass	Van Buren	Michigan
Total Population	156,813	52,293	76,258	9,883,640
Overall Poverty	16.40%	13.90%	15.80%	14.80%
Child Poverty	26%	19.20%	25%	21.60%
Elderly Poverty	9.30%	6.50%	12%	8.30%

ACS Survey Data 2006-2010

Table 2.3: Unduplicated Medicaid Recipients by County

	Berrien	Cass	Van Buren	Michigan
Total Population	156,813	52,293	76,258	9,883,640
Medicaid	47,767	14,975	27,411	2,576,683
Percentage of Total Population	30.50%	29%	36%	28%

Table 2.3 illustrates that within the region Berrien County has a higher than average number of people receiving services from the Department of Human Services, however 36% of the population within Van Buren County was a recipient of Medicaid services in 2014.

The majority (80%) of Medicaid recipients are required to enroll in managed care health plans, which provide most of their care for physical health care problems, as well as some mental health visits. All Medicaid Health Plans that contract with the state are required to provide transportation for their enrollees, for all contracted services.

However, for non-emergency transportation, Medicaid Health Plans “must also utilize DHS guidelines for the evaluation of a member’s request for medical transportation to maximize use of existing community resources. (See appendix: C-2) BAM 825 DHS Transportation Guidelines.

The following chart from March 2015 illustrates the enrollment in each of the managed health plans that serve the three county areas. These numbers change on a monthly basis and the managed health plans can change on an annual basis. Meridian is serving almost 30,000 clients in the three county area, yet it uses very little public transportation to transport enrollees to

appointments. There are several opportunities for better coordination of trips using public transit, especially for trips requiring out of county travel.

Table 2.4: Medicaid and Healthy Michigan Managed Care Enrollees- March 2015

	Berrien	Cass	Van Buren	Total
Coventry Cares		315		315
McLaren Health	4219	794	1163	6176
Meridian	18200	5108	6498	29,806
Molina Healthcare	946			946
Priority Health			1443	1,443
United Health Care	4393	1679	4505	10,577

Local Department of Human Services (DHS) Offices are required to provide transportation assistance to fee-for-service Medicaid recipients (those not enrolled in Medicaid Health Plans) and also must “assure” transportation to Medicaid covered services, such as mental health, dental, and vision services, that are not covered by the Medicaid Health Plan contracts.

In the region DHS practices vary widely, at least in part because of the somewhat contradictory policy published by DHS, and in part because of variations in other, local transportation resources and caseworker availability. In many cases a request for a ride can take up to three weeks for approval. DHS policy specifically instructs local offices “Do not routinely authorize payment for medical transportation. Explore why transportation is needed and all alternatives to payment.” Policy encourages DHS offices to be the payer of last resort and to identify the lowest cost option for providing transportation. Bridges Administrative Manual (BAM) 825 Anecdotal evidence suggests transportation is more reliably available and accessible to Medicaid recipients enrolled in Health Plans as long as the person makes the request with enough advance notice, usually 24-72 hours.

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 region the percentage of the population with a disability is relatively high compared to the nationwide average. Berrien and Van Buren Counties have the highest percentage of people reporting a disability which is 4 percent higher than the national average.

Table 2.5: Persons with Disabilities in Region

County	Total Population	Population with a Disability	Percent Population with Disability
Berrien	156,813	21,980	14%
Cass	52,293	6,760	13%
Van Buren	266,931	10,640	14%

Population and Housing Narrative Profile: 2008-2010

2008-2010 American Community Survey 3-Year Estimates

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 region, people who want to access these medical facilities, along with other life-sustaining services, often must cross county lines. As many transit providers within the region operate solely within a single county or single urban area, 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 privilege of driving. This report defines youth as those residents between the ages of five and seventeen.

Table 2.6: Youth Population in Region

County	Total Population	Population Ages 5 to 17 years	Percentage of the Total Population that is Age 5-17 years
Berrien	156,813	27,087	17.3%
Cass	52,292	11,343	21.7%
Van Buren	76,258	15,931	20.9%

US Census 2010

Tribal Population

There are a number of people who identify themselves as Pokagon Band of Potawatomi Indians within the three county region of Berrien, Cass and Van Buren counties and a larger population of people that identified themselves with other federally recognized Tribes.

Table 2.7: Tribal Population in Region

County	Tribal Population	Total Population	Percent of Total Populaton
Berrien	2077	156,813	1.32%
Cass	1119	52,292	2.13%
Van Buren	1759	76,258	2.3%

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 region there are an estimated 7 percent (6694) of households that have no vehicle, and an estimated 33 percent (37,123) 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. Cass County has the lowest percentage at 3.5% percent (1460 households) living in zero-vehicle households. In contrast, over 7 percent (7,083) of 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 Benton Harbor, Niles and New Buffalo in Berrien County, Dowagiac in Cass County, Bangor and South Haven in Van Buren County. (See Appendix A-1)

Table 2.8: Vehicle Availability by Household in Region

County	Total Population*	Occupied Households**	Average Household Size**	No Vehicle**		One Vehicle**	
				Count	Percentage	Count	Percentage
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%

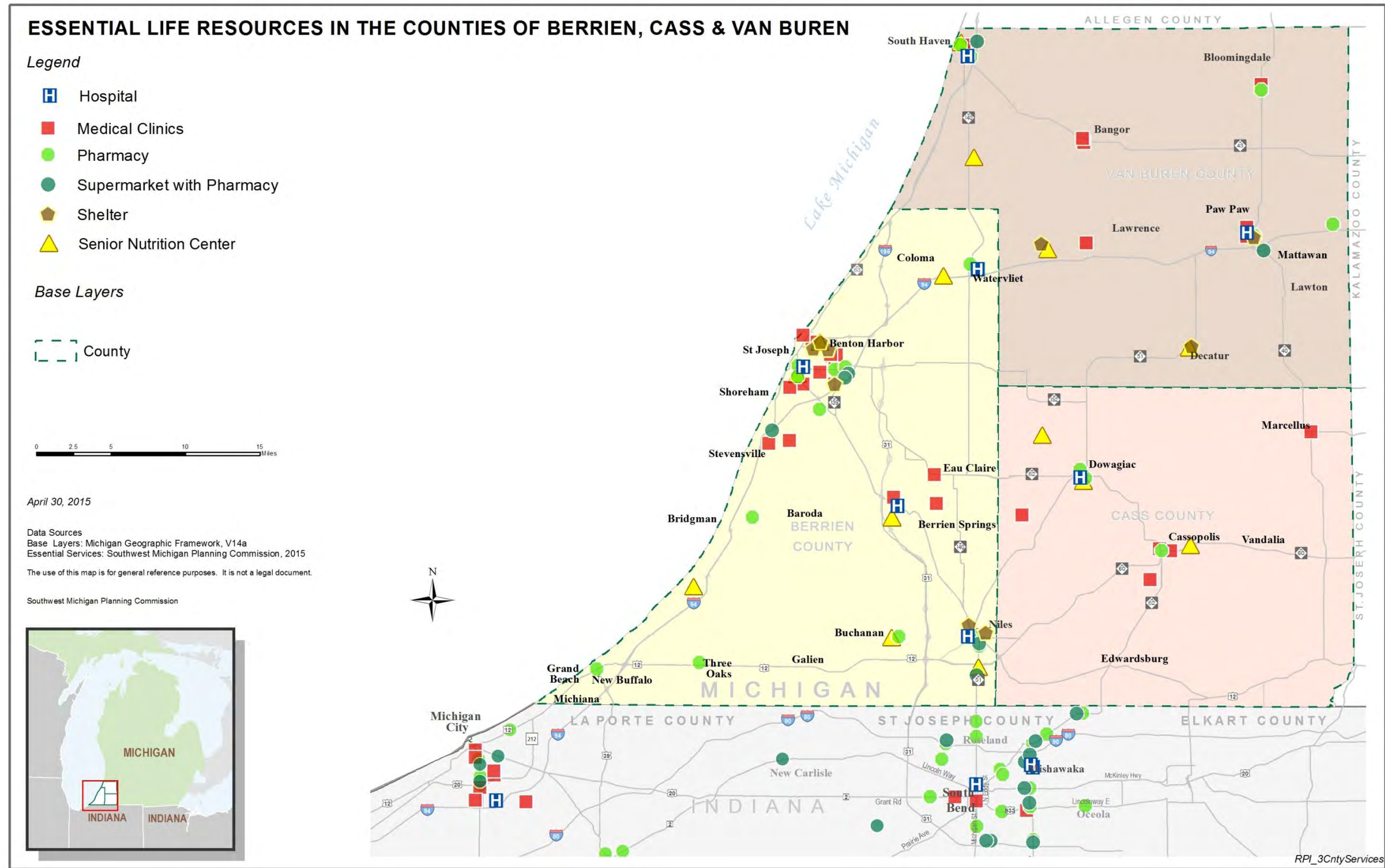
* 2010 Census Demographic Data **2010 Census American Community Survey 5-Year Estimates, 2006

Trip Generators

Within and bordering the region there are 7 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 and Paw Paw in Van Buren County and Dowagiac in Cass County. The South Bend, Mishawaka and Elkhart, Indiana areas also serve as activity centers for the communities of Niles in Berrien County and Edwardsburg in Cass County. Kalamazoo and Portage in Kalamazoo County also serve communities in the eastern portion of Van Buren County.

These activity centers are home to 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

Figure 2.1: Essential Services



The table below provides an overview of the major transportation generators for the activity centers. On the next page a comprehensive list of these destinations is provided.

Table 2.9: Life Sustaining Trip Generators within Region - Medical, Employment & Shopping

Trip Generator	City	County	Type
Michigan WORKS!	Benton Harbor	Berrien	Support Services/Training
Department of Human Service	Benton Harbor	Berrien	Support Services
Lakeland Hospital	Watervliet	Berrien	Medical
Lakeland Hospital	City of St. Joseph	Berrien	Medical
Lakeland Health Services	Royalton Township	Berrien	Medical
Lake Michigan College	Benton Township	Berrien	Education/Training
Mall Drive	Benton Township	Berrien	Shopping/Employment
Lakeland Dialysis Niles	Niles Township	Berrien	Medical
Lakeland Wound Care	Niles	Berrien	Medical
Veteran Clinic	Benton Harbor	Berrien	Medical
Lake Michigan College	Benton Township	Berrien	Education
Lakeland Hospital	Watervliet	Berrien	Medical
Lakeland Cancer Center	Royalton Township	Berrien	Medical
Eleventh Street Corridor	Niles	Berrien	Shopping
Lakeland Rehabilitation Services	Niles Township	Berrien	Medical
Riverwood Mental Health	Benton Harbor	Berrien	Medical
Riverwood Mental Health	Niles	Berrien	Medical
Lake Michigan College	Bertrand Township	Berrien	Education
Lakeland Wound Care	Niles	Berrien	Medical
Lakeland Cancer Center	Royalton Township	Berrien	Medical
Tribal Health Services	Dowagiac	Cass	Medical
Tribal Social Service	Dowagiac	Cass	Support Services
Woodlands Behavioral Health	Cassopolis	Cass	Mental Health
Cass County Probation Office	Cassopolis	Cass	Support Service
Cass County Human Services	Cassopolis	Cass	Support Services
Cass County Medical Care	Dowagiac	Cass	Medical / No Pre Natal
Cass County Medical Care	Niles	Berrien	Medical /Pre Natal
Bronson Hospital Dowagiac	Dowagiac	Cass	Medical
Four Winds Casino	Dowagiac	Cass	Employment/Entertainment
Southwest Michigan College	Dowagiac Township	Cass	Education
Bronson Hospital	Kalamazoo	Kalamazoo	Medical
Borgess Hospital	Kalamazoo	Kalamazoo	Medical
Michigan City	Michigan City	La Porte IN	Shopping/Medical

Trip Generator	City	County	Type
Department of Human Services	Hartford	Van Buren	Support Services
Village of Paw Paw	Paw Paw	Van Buren	Shopping
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
Borgess Medical Center	Paw Paw	Van Buren	Medical
Van Buren Community Mental Health	Paw Paw	Van Buren	Medical
Grape Road Corridor	Mishawaka	St. Joseph, IN	Shopping
St. Joseph Regional Health Center	Mishawaka	St. Joseph, IN	Medical

Regional specialty medical care facilities are becoming more regionalized and require people to travel further distances to reach specialists. For instance the Bronson Wound Care Clinic in Kalamazoo draws from a six county area including the three counties of Region 4. Although there is a wound care clinic in Niles that serves the three county area, many times patients are required to travel to Kalamazoo to receive a specific type of wound care from Bronson Wound Care. Treatments at many of these facilities require visits several times a week for a prescribed amount of time.

Table 2.10: Regional Specialty Care Medical Facilities

Facility	City	County	Serves
*Lakeland Wound Care	Niles	Berrien	Berrien, Cass
*Lakeland Cancer Center	Royalton Township	Berrien	Berrien, Cass
Hanson Hospice Center	Lincoln Township	Berrien	Berrien, Cass and Van Buren
*Harbor Town Methadone Clinic	Benton Harbor	Berrien	Berrien, Cass and Van Buren
*Liberty Dialysis Center	Niles	Berrien	Berrien, Cass
VA Clinic	Benton Harbor	Berrien	Berrien, Cass and Van Buren County
Borgess Medical Center	Paw Paw	Van Buren	Medical
*Bronson Wound Care Clinic	Paw Paw	Van Buren	Cass, Van Buren
*Bronson Wound Care Clinic	Kalamazoo	Kalamazoo	Berrien, Cass, Van Buren
Bronson Childrens' Hospital	Kalamazoo	Kalamazoo	Berrien, Cass, Van Buren
*Victory Methadone Clinic	Kalamazoo	Kalamazoo	Van Buren, Kalamazoo
VA Hospital	Battle Creek	Calhoun	Berrien, Cass, Van Buren
Helen DeVos Children's Hospital	Grand Rapids	Kent	Berrien, Cass, Van Buren

EXISTING TRANSPORTATION RESOURCES

This chapter describes the various transportation options available in the three-county region and in some cases, beyond.

Within the region there are: seven public transit systems, five Amtrak rail stations, three Greyhound intercity bus stations, nine independent senior service agencies, four non-emergency medical transportation providers, and private taxi providers. (See Appendix B)

Issues with connectivity between the various modes, affordability, eligibility, service schedules and geographic service boundaries make many of these transportation options unfeasible for citizens. However, with these numerous transportation options, there are opportunities for coordination and possible consolidation.

Public Transit

This section reviews the seven public transit systems that provide a variety of transportation service in the three counties that comprise the primary region. (See Figure 3.1) All of these transit agencies operate independently from one another, with little regional cooperation or coordination. All agencies, excluding Berrien Bus 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 three county study 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.

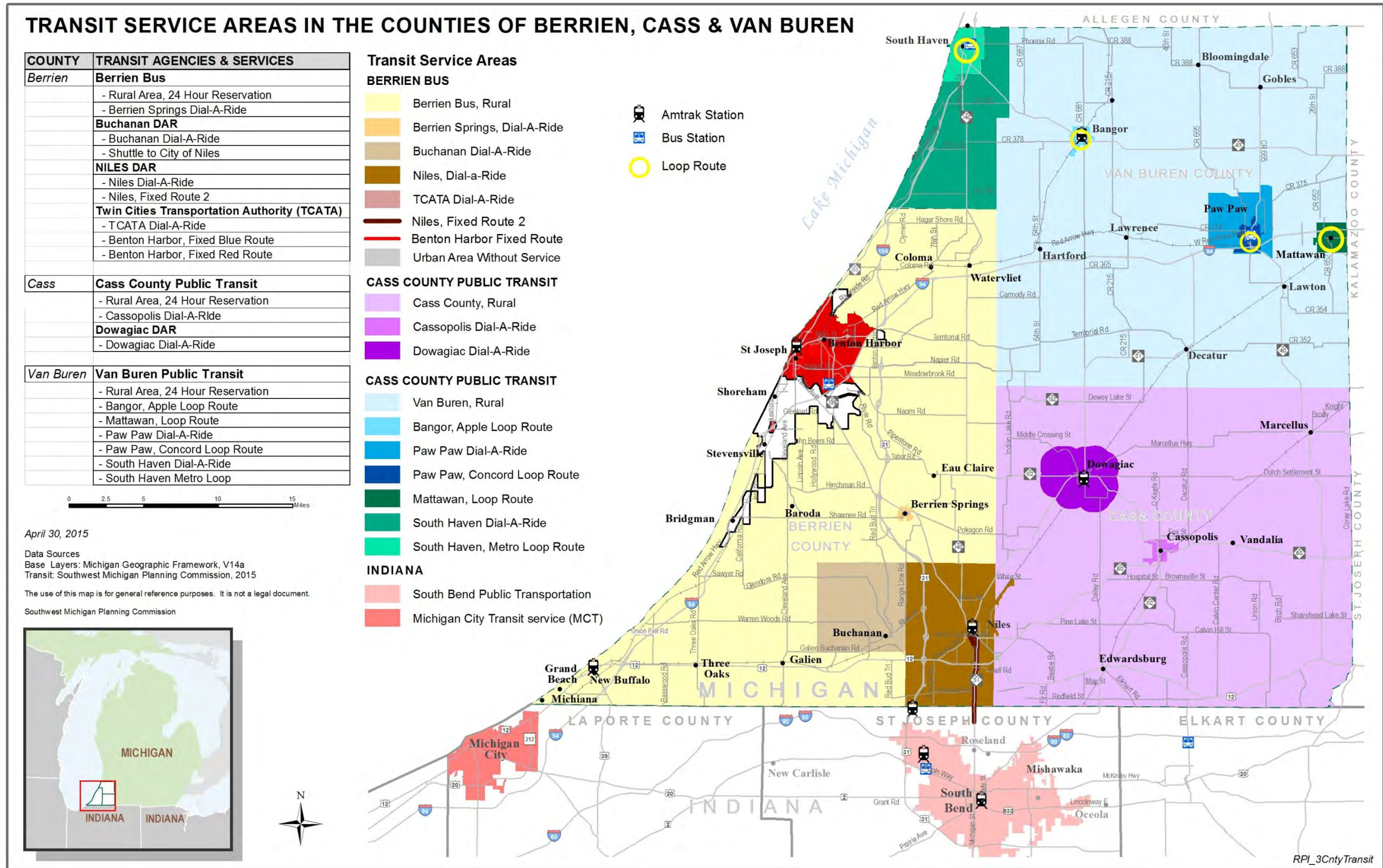
Demand response service may include:

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

Figure 3.1: Public Transit Service Areas



Berrien County

The county covers 1,581 square miles with an overall population density of 285 people per square mile. There are 80 incorporated cities, villages, and townships within the county. Approximately 67% of the people reside in the urbanized areas of the county while the remaining 33% are in designated rural areas. 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, the only county in Michigan to have four public transit providers. Most often these four agencies 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 320, 824 trips in 2013 and approximately 30 percent of those trips 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 St. Joseph Urbanized Area has no transit service available, making some connections impossible.

There have been a number of transit related initiatives completed in recent years, including the Berrien County Human Services Coordinated Transportation Plan and most recently, the 2014 Public Transit Consolidation Feasibility Study. These efforts have resulted in significant progress

towards the consolidation of the four systems and a new governance structure to serve as a foundation to build a more efficient and effective countywide transit system.

Along with the governance and consolidation efforts, a countywide public transit service planning effort will be going forward in late 2015 to improve a number of significant transportation issues that still exist.

- **Connectivity:** There is a need for seamless mobility and the need to connect with other modes of transportation and services outside the County to access vital lifeline services.
- **Service Quality:** There is a need for performance measures and standards for assessing transit performance and level of service.
- **Service Design:** There is a need for an assessment of the type of transit services that would be in place in various areas of the County to ensure equitable, efficient and effective transit service utilizing one countywide transit system. Challenges include establishing the appropriate mix and amount of services to address the unmet needs of youth, seniors, low income households, people with disabilities, as well as choice riders.
- **Service Expansion:** Need to establish transit service throughout the County centered around the parameters of activity centers in urban and rural areas where it does not currently exist.
- **Transit Investments:** There is also a need to develop policy framework and performance based methodology for prioritizing transit investment in the county so the countywide service planning effort will be part of an on-going cycle of continuous improvement.

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 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 if time allows. The shared ride service availability and geographic coverage of the shared ride routes are based on the service contracts with various human service agencies and schools Berrien Bus is serving. Berrien Bus is serving at the time of the call. 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 B1.1)

Table 3.1: 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 B1.2)

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 Incorporated).

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 B1.3)

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 B1.4) 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 designated public transit provider for people living in the census-designated Benton Harbor/Saint Joseph urbanized area in Berrien County (approximately 59,000 people). TCATA serves approximately 24,000 residents within a fourteen square mile service area, about fifty two percent of the St. Joseph-Benton Harbor urbanized area. The remaining forty seven percent of the St. Joseph-Benton Harbor urbanized area receives no service from TCATA.¹ 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 to medical destinations in 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 B1.5 and B1.6) 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.

Table 3:2: Dial-A-Ride Fares

Dial a Ride Fares	
Travel Within City of Benton Harbor	
Full Fare – City of Benton To / From City of Benton Harbor	\$2.00
½ Fare for seniors, disabled, children and students - Residents	\$1.00
Travel To and From Benton Township & City of St. Joseph	
Full Fare – Benton Township To / From City of St. Joseph	\$3.00
½ Fare for seniors, disabled, children and students	\$1.50
Travel To and From Royalton Township	
Full Fare – City of Benton Harbor To / From Royalton Twp.	\$4.50
½ Fare for seniors, disabled, children and students	\$2.25
Full Fare – Benton Township or City of St. Joseph To / From Royalton Twp.	\$6.00
½ Fare for seniors, disabled, children and students	\$3.00

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.

Information: Berrien Bus printed and internet information is limited and confusing.

Berrien County Transit – General System Overview

Table 3.3: 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 3.3 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.
2013 Annual Operating Expenses	\$1,190,587	\$198,478	\$430,494	\$2,255,067
Annual Passenger Trips	62,477	8100	31,080	219,167
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 5307,5316,5339 and 5310 -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. Similar to Van Buren County Cass has a large percentage of people living in the designated rural areas of the county with 71% of the population living in designated rural areas of 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 52,288 in trips in 2013 and of those 34, 534 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 B1.7)

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 3.4: 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
2013 Annual Operating Expenses	\$879,227	\$193,872
2013 Annual Passenger Trips	25,063	21,224
Fleet Size	11 Vehicles	3 Vehicles
Governance/ Administration	Cass County Public Transit is organized under <u>PA 196 of 1986</u> 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 PA 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 covers 611 square miles with an overall population density of 125 per square mile. In 2010, the total population for Van Buren County was 76,258, down slightly from the 2000 census number of 76,263. Approximately 29% of the population resides in areas of over 5000 in population (Urban Clusters), while 71 % live in designated rural areas of the county. 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 and Paw Paw for employment, shopping, agency and medical services. Communities including Paw Paw, Mattawan 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 2013 the system provided 104,174 trips and of those, 76,514 were provided to 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 B1.9) 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 B1.10) 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, Paw Paw 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

and the Paw Paw Concord Loop 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 B1.11)

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 or the Paw Paw Concord Loop 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.

Table 3.5: 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	\$1,526,602
Annual Passenger Trips	104,174
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

Intercity Bus Service

Within the region 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 four locations within the region. Greyhound and Indian Trails serve the communities of: Benton Harbor in Berrien County, Paw Paw and South Haven in Van Buren County and South Bend Indiana. 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 9:00 am 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 2.2) 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:

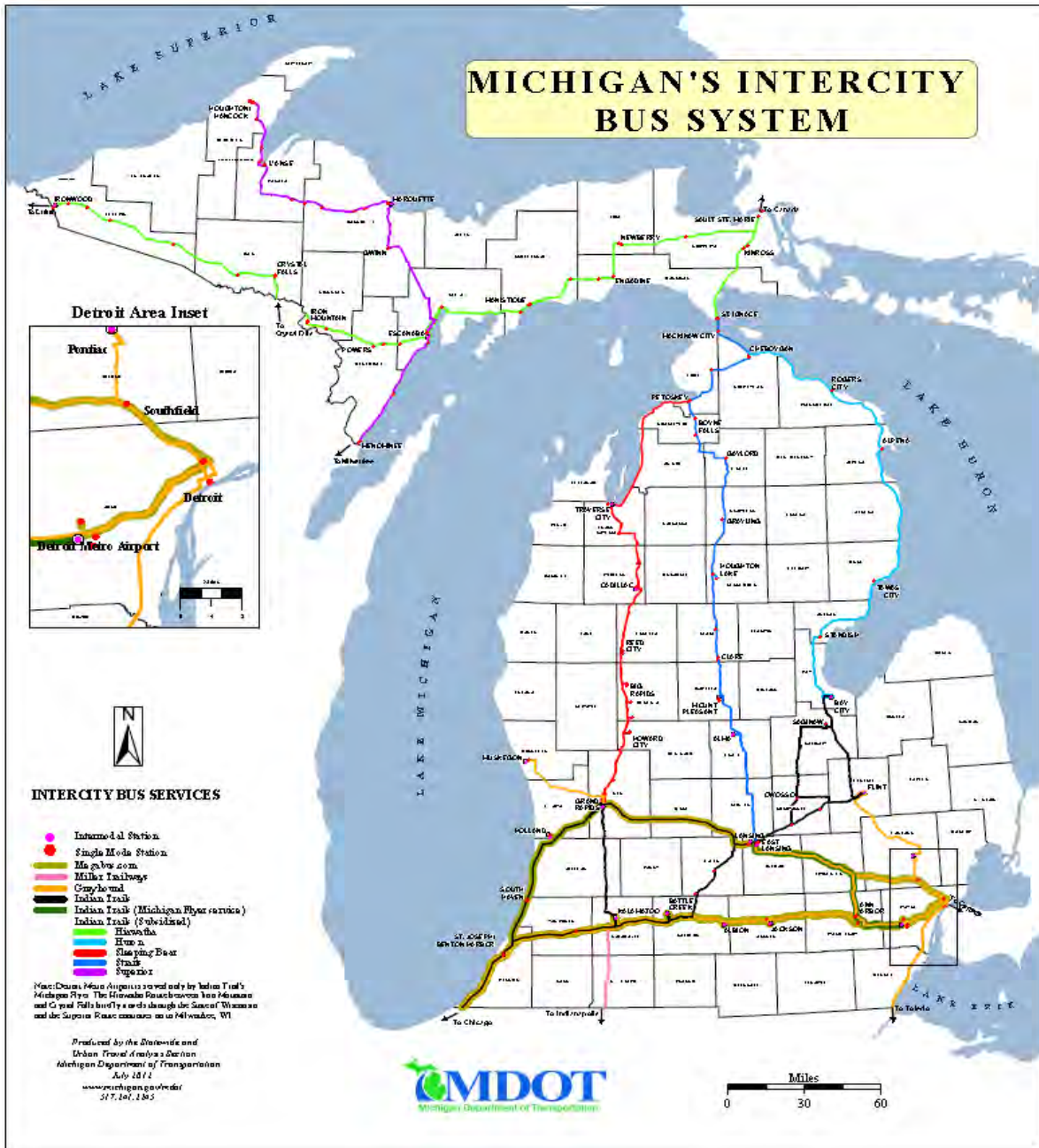
Service and Connectivity:

Service hours and frequency of local transit service to connect people to intercity bus stations is not available for residents living in rural areas of Berrien and Van Buren Counties. For example there is only one daily connection to Benton Harbor from New Buffalo Monday - Friday and it requires a 6:45 am pickup in New Buffalo to reach Benton Harbor at 8:00am. For intercity bus arrivals after 5 pm there is no public transit available to connect people to their final destinations within the communities they reside from.

No Service:

There is no intercity bus service in Cass County. Residents must travel to Kalamazoo, South Bend or Elkhart, which requires crossing county boundaries. Cass County Public Transit does not cross state or county borders.

Figure 3.2: Michigan Intercity Bus System



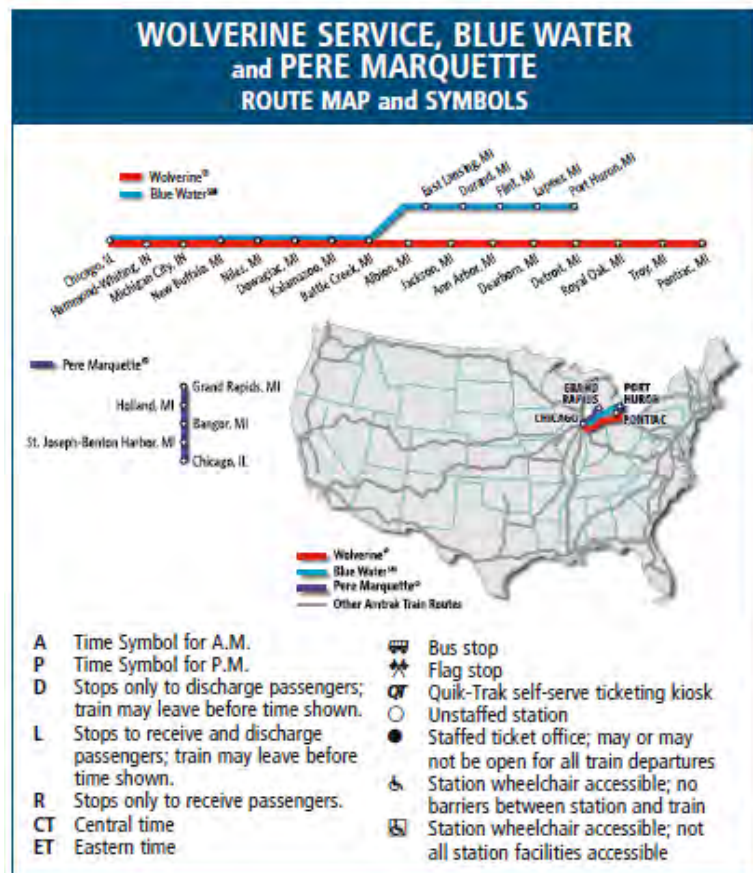
Amtrak and Commuter Rail

Amtrak

Travel across county and state boundaries within the region 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 region. Amtrak operates three passenger train routes that serve communities within the region. 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)

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, Michigan City 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 Michigan City boarding site is located approximately twelve miles across the Michigan state line. Fourteen daily trains leave from Michigan City bound for Chicago daily.

Airports

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)

The Kalamazoo/Battle Creek International Airport is classified as a non-hub, commercial service airport and serves the Kalamazoo and Battle Creek areas, among other communities in southwest Michigan. The airport is located in Kalamazoo and is approximately fifteen miles from Van Buren County off I-94. The airport offers connecting air service through Chicago and Detroit.

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 region. 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 tables 3.6 and 3.7)

Table 3.6: Non-Emergency Medical Transport

Agency	Hours	Service Area	Accessible	Medicaid
All Counties				
Care-A-Van	7 Days/ 8am-5pm	Berrien	Yes	No
Medic One	5Days / 8am-5pm	Berrien and Van Buren Counties	Yes	Yes
Pride Care	7 Day / 24 Hours	Berrien, Cass, Van Buren, Kalamazoo	Yes	Yes
Southwestern Michigan Community Ambulance Service	5 Days/8am-8pm	City of Niles, Niles Township, and Bertrand	Yes	No
Saunders Van Service	6/Days 5am-10pm	Berrien, Cass and Van Buren Counties	Yes	Yes
Van Buren Emergency Medical Services	7 Days / 24 Hours	Van Buren County	Yes	No
Area Wide Transport		Cass and Van Buren Counties	Yes	Yes

Table 3 7: Service Area Private Transportation Providers

County	Hours	Service Area	Accessible	Contracts
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				
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

Issues and Opportunities - Private Providers

No Service:

The counties of Cass and Van Buren have no cab service available.

Accessibility:

There are no cab services within the three counties that accommodate wheelchairs. This creates very few options other than public transit for people utilizing a wheelchair.

Cost:

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.

Table 3 8: Out of County - Free or Reduced Fare Transportation Providers

Organization	Eligibility	Origins	Destinations
Van Buren Public Transit 269-427-7921	Open to the public – Medical trips only	Van Buren County	Kalamazoo, Battle Creek
Disabled American Veteran Van Service	Veteran, No wheelchair or oxygen allowed on vehicle	Designated Pickup Points in Berrien, Cass & Van Buren Counties	Battle Creek VA Hospital
Cass County Senior Services Shopping Shuttle	60 years and older \$5.00	Cass County	Niles- Shopping & Lunch

Senior Service Providers

This section reviews senior service agencies that provide transportation or meal sites within the three county region. 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 region, 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. 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.

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.

Figure 3.3: Berrien County Senior Service Areas

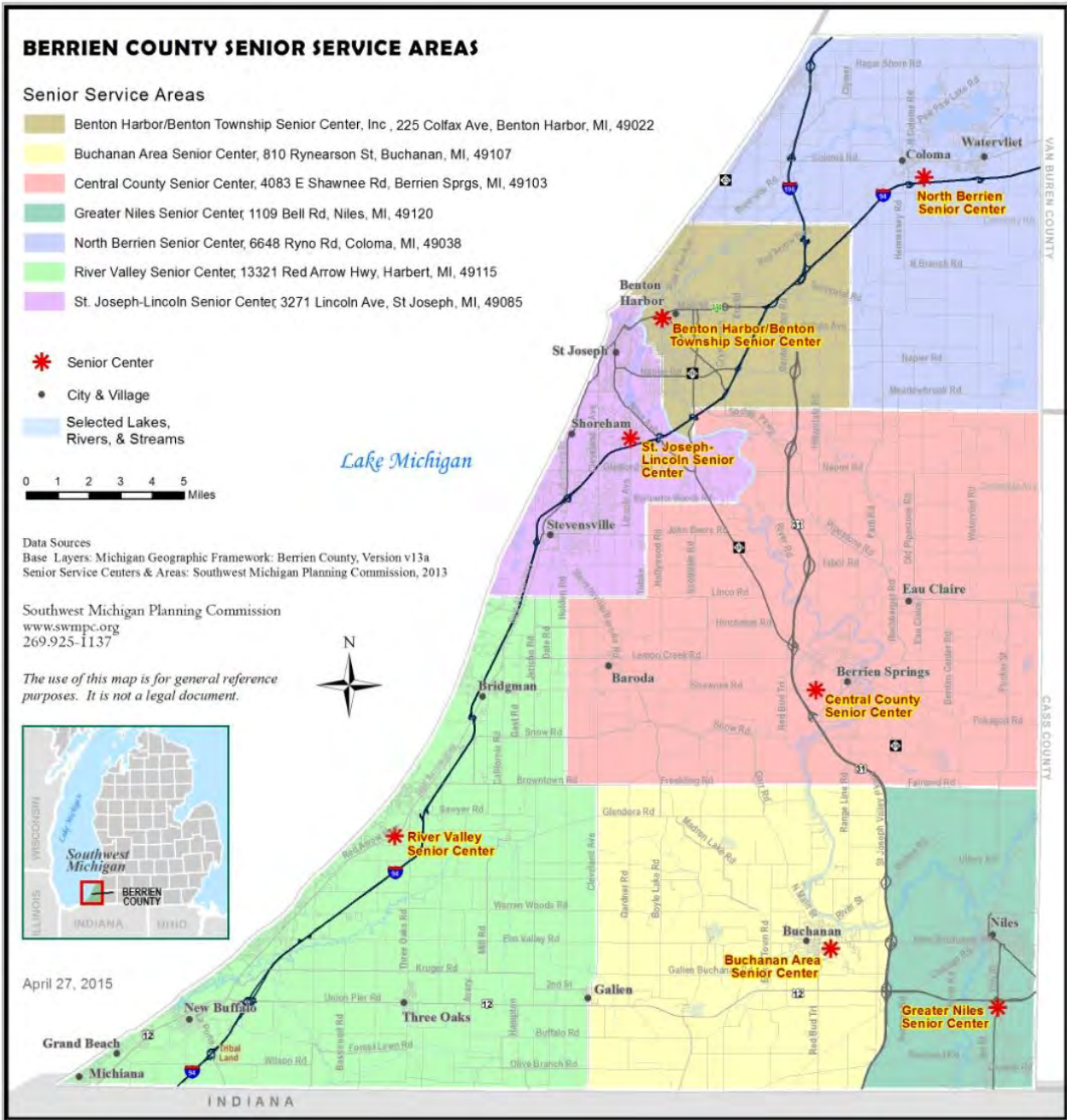


Table 3.9: Berrien County Senior Services & Title IV Programs

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. (See Table 3.10) 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 3.10: 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 3.11) 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 3.11: 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)
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	
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)	

Agency Name	Origins	Destinations	Center Hours	Number of Vehicles
Warren Senior Center South Haven, Michigan			Mon-Fri 9am-4pm (Noon Lunch)	
Woodside Apartments Hartford, Michigan			Mon and Tues 12:30pm-3:30pm	

Program Transportation

Pace Program - Area Agency Aging

PACE stands for Program of All-inclusive Care for the Elderly. It is an innovative Medicare program that provides frail individuals age 55 and older comprehensive medical and social services coordinated and provided by an interdisciplinary team of professionals in a community-based center and in their homes, helping program participants delay or avoid long-term nursing home care. PACE provides its participants with all services covered by Medicare and Medicaid, without the limitations normally imposed by these programs. Transportation to and from the center and all off-site medical appointments is also provided.

DAV Transportation

Through the Transportation Network, DAV offers veterans shuttle service from several designated pick-up points in Benton Harbor, Cassopolis, Coloma, Hartford, Niles, and Watervliet to Battle Creek Medical Center for treatment. Battle Creek Medical Center is also the transportation transfer point for veterans that need to go on to Ann Arbor or Detroit for medical treatment. This service is run by volunteer drivers and it does not accommodate wheelchairs or clients who require oxygen.

Gateway Community Services

Gateway provides supported employment and training and operates several vans to provide transportation to children, teens, adults and their families enrolled in their program.

Promise Program - Lake Michigan College

Graduates of Benton Harbor High School, Dream Academy and Countryside Academy all qualify for The Promise program. The program not only assists graduates with funds for school, but with extra help they may need in navigating college and financial aid applications and more. The College Access

Network and Center has been created to offer such support and other services as necessary, since many students are the first in their families to attend college. Lake Michigan College provides free transportation to several of the students enrolled in this program.

Tribal Transportation - Pokagon Band of Potawatomi Indians

Transportation services are available for Pokagon Band citizens and members of federally-recognized tribes with a Pokagon Band Department of Health Services referral in an effort to reduce barriers to health care. When all other means of transportation are exhausted, members are eligible to receive transportation to and from medical appointments, as long as they live within the ten county service area and have satisfied Health services eligibility requirements.

Mobility Management Program

Mobility Manager: Through this project a mobility manager position was established at SWMPC. The mobility manager aims to improve transportation services for persons with disabilities, older adults, and individuals with lower incomes by ensuring that human service agencies and transit agencies coordinate transportation resources. Position responsibilities include disseminating information on available transportation services, collaborating with workforce development and human service professionals about their customers' and clients' needs, facilitating travel training, and compiling data and information on unmet needs for transportation planning processes.

Creating an accessible "one stop" website called mywaythere.org was part of the mobility management effort. The website offers consumers and professionals various mobility options and tools for travel within and outside of the region. It also provides a variety of online resources for older adults, people with disabilities, people with lower incomes, and veterans.

Through the mobility management programs a Reduced Fare Card eligibility program was created and implemented, and is now being used by all transit systems in Berrien, Cass, and Van Buren Counties.

Shared Ride Programs

The Southwest Michigan Planning Commission manages the Go! RideShare program which includes a secure free on-line commuter matching service available to anyone who lives in Berrien, Cass or Van Buren Counties who is interested in sharing the ride to work. Commuters who register with Go! RideShare are sent an email once a match is found of people or co-workers who are going the same direction at approximately the same time of day. The agency also manages the School Pool shared ride program designed to assist in the creation of carpools. Modeled after the successful Michigan Rideshare Program, School Pool will connect parents with other families in order to share commuting needs.

MOBILITY NEEDS

In order to determine community needs regarding transportation within the three county area the Southwest Michigan Planning Commission created a survey that was distributed to various human service agencies, medical facilities, and employment training centers December 2014. An overview of the results from the questionnaires highlights the barriers clients face and suggestions to improve transportation from the various agencies.

The following unmet trips and trip issues were readily apparent:

- Trips for non-emergency medical purposes are commonly not met throughout our three county region, particularly for those individuals not on Medicaid.
- Patients may be able to reach one hospital or clinic in the three counties using public transit or specialized transportation, but they are unable to access other clinics or hospitals in the region they need to get to for additional procedures or tests. This is the case for both patients traveling from one facility to another on the same day, and for those trying to get directly from home to another facility in the same day.
- Accessing highly specialized medical services outside of the three county region in places such as Kalamazoo, Grand Rapids, or Ann Arbor in a timely and economical manner is difficult or impossible.
- People having to go to the hospital repeatedly over several weeks or months for treatments such as chemotherapy struggle with having to schedule a ride on a daily basis.
- Non-emergency medical appointments may take place on a Saturday; if they do and they are outside an urban area, reaching them is usually a problem for patients without cars.
- Reaching night shift or early morning employment or medical services is a major problem throughout the three counties.
- At the same time, people traveling from rural to urban areas for services might be left waiting outside their destination before the service facility opens due to timing of rides.

Most prevalent transportation related concerns from clients:

There were many responses that came up repeatedly when we asked human services agencies in all three counties about the biggest transportation related concerns that they hear from clients:

- Long wait times for public transit.

- Inability to access services and return home via public transit in the same day. This is a particular issue in Berrien County but also on cross county trips for employment between Van Buren, Allegan, and Kalamazoo Counties.
- Clients lack money for either public transit or private transportation.
- Missing appointments due to unreliable transit service timing.
- Not knowing how long appointments will take and having to spend hours waiting for a ride afterwards.
- Lack of accessibility (for wheelchairs or other mobility assistance devices) on many service vehicles.
- Cross county trips within the three county region are difficult.
- There is a lack of knowledge among clients that there are public transit options available.

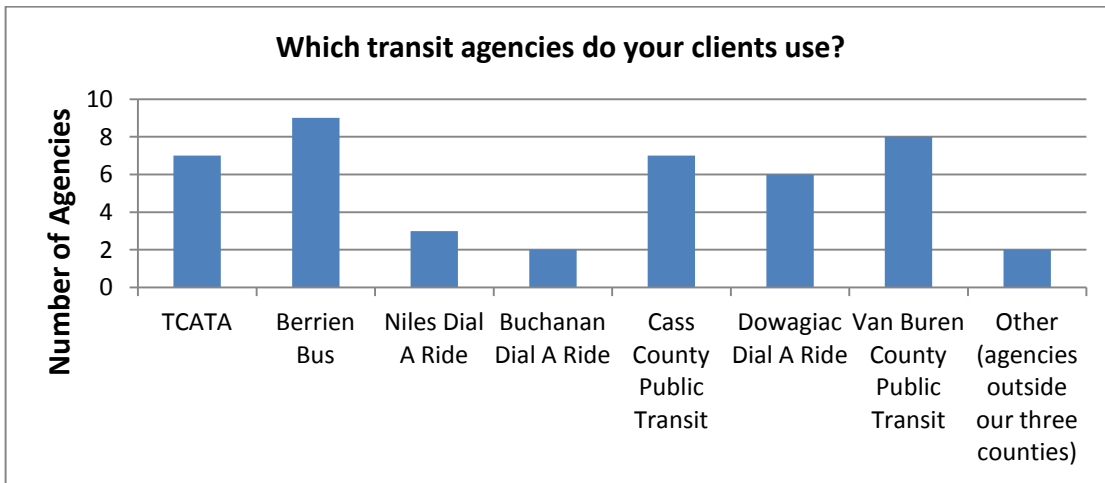
What solutions would help to meet the unmet trip needs and client concerns?

There were many survey responses to this question that were pervasive:

- Extend public transit service hours to evenings, nights, and weekends.
- Match public transportation to appointment times.
- Having human service agencies be more informed about public transit.
- Human service agencies being more easily able to schedule.
- More direct routes to service destinations via transit and fixed pickup times.
- Consolidation of transit systems in Berrien County and similar consolidation of systems in Cass County.
- Cross county services.

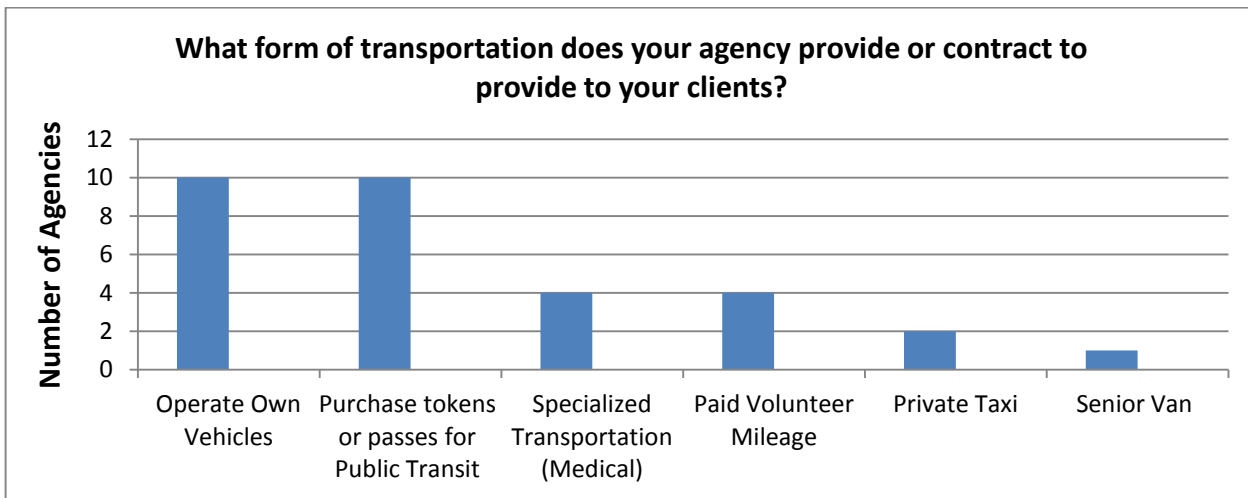
Agencies reported a higher use of rural public transit by their clients in the region. This makes sense since contracts with human service agencies make up 50-85% of the rural transit ridership in the region.

Figure 4.1: Transit Agencies Clients Use



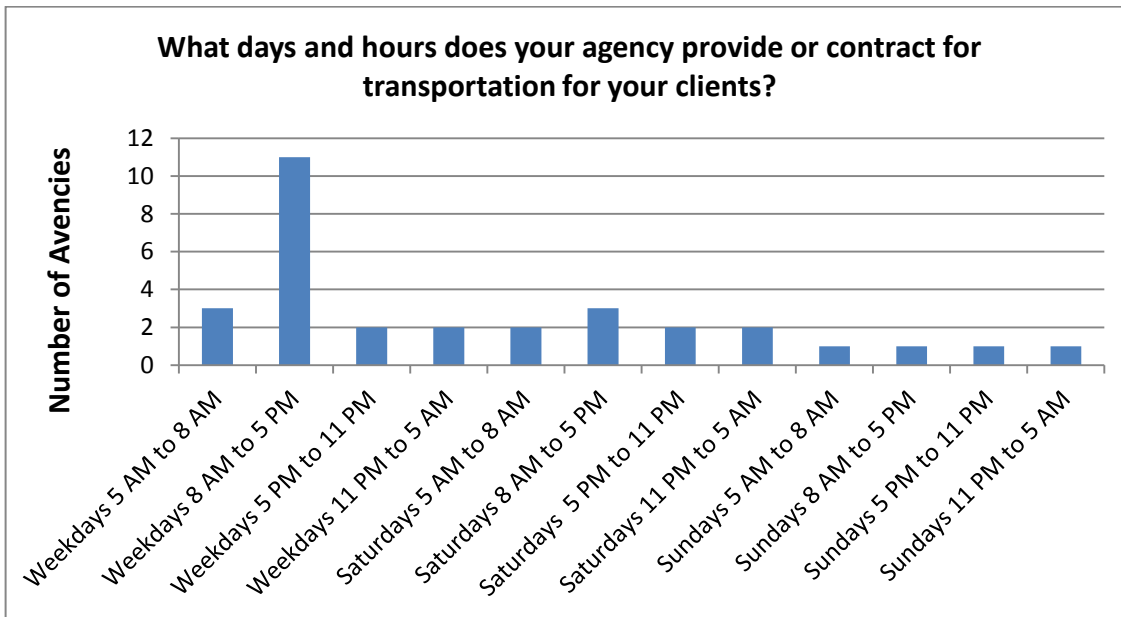
Several of the Human service agencies reported that they contract with various transit agencies for subscription service for clients and purchase tokens or passes for more infrequent client trips.

Figure 4.2: Agency Provided Transportation



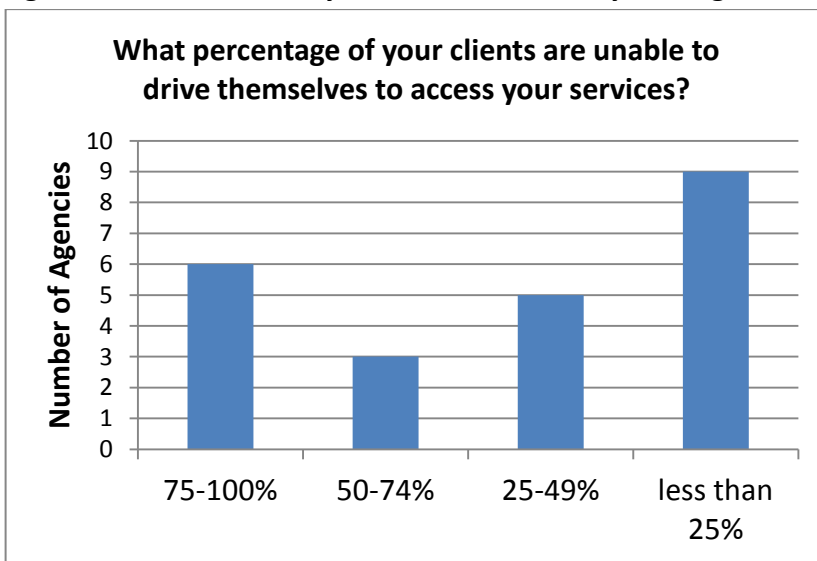
The highest number of human service agencies reported providing or contracting for transportation on the weekdays between 8 am and 5 pm. Based on agency responses, there are clearly significant gaps in clients' abilities to access transportation during all other times of day, particularly on Sundays.

Figure 4.3: Days and Hours of Client Transportation



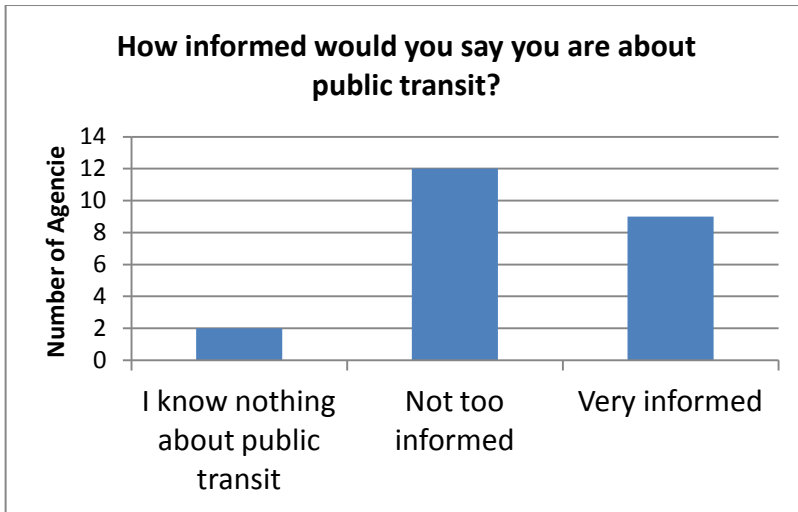
The graphic below illustrates the percentage of clients that agencies reported were unable to drive themselves to services. There was a great variety of responses among human service agencies regarding their clients' ability to drive. The highest number of human service agencies reported that less than 25% of their clients were unable to drive themselves to access the agency's services. 9 out of 23 agencies, however, reported that over half of their clients were unable to drive themselves to access services. This indicates a high level of dependence of those agencies on public transit, private transportation providers, and agency vehicles.

Figure 4.4: Clients Ability to Access Services by Driving



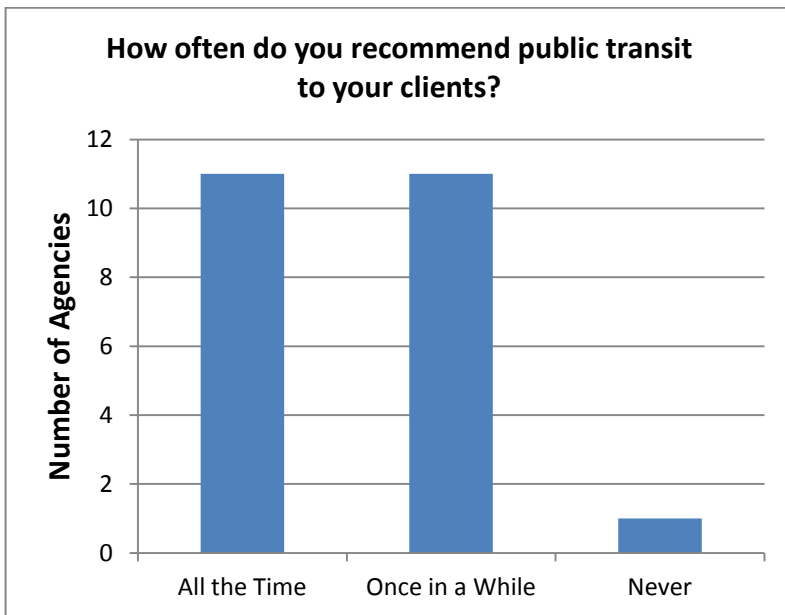
14 out of 23 agencies reported not being very informed or knowing nothing about public transit options. The lack of awareness of public transit options, therefore, seems to be an issue for many human service agencies.

Figure 4.5: Agency Knowledge of Transit



At the same time, all but one agency that responded stated that they recommend the use of public transit. Thirteen agencies reported that despite not knowing anything at all or not being very informed about transit options, they still recommended public transit at least some of the time to their clients. This indicates that agencies may not have the information required to assist clients with any difficulties they have in using the transit system.

Figure 4.6: Agency Recommendations to Clients



Several other sources were used in this report to uncover unmet needs and issues regarding transportation within the region. (See Table 4.1)

- Tribal Department Meetings and Interviews -2011-2012
- Tribal Citizen Transportation Survey – 2011
- Tribal Department Transportation Survey 2011
- Cass County Transportation Forum -2010
- Berrien County Human Service Coordinated Public Transit Plan - 2010
- Van Buren Senior Services Needs Assessment -2006
- Berrien County Public Transit Consolidation Feasibility Study -2014

Table 4.1: Needs and Issues

Unmet Transportation Needs/Issues	Seniors	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, Senior 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
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

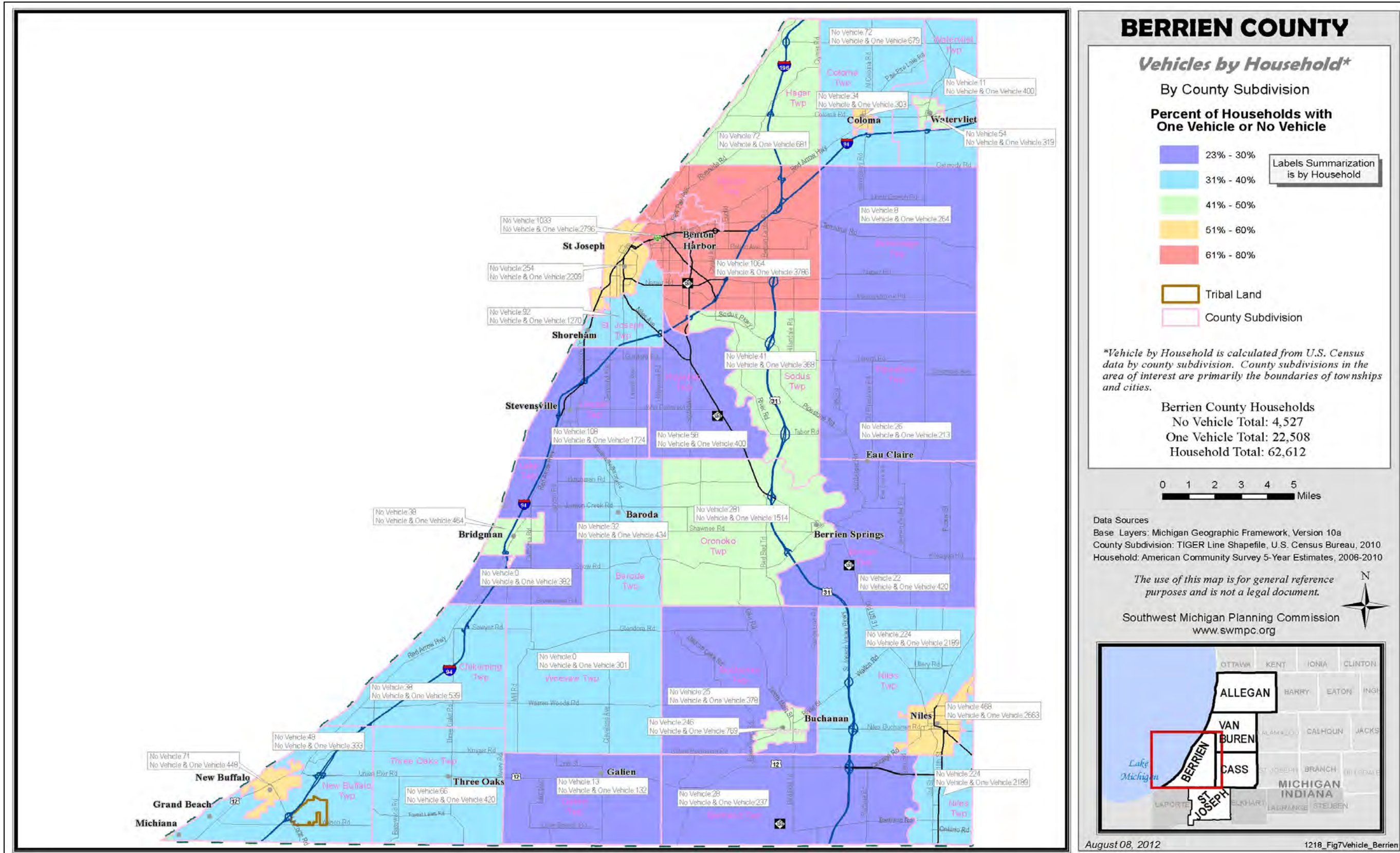
Unmet Transportation Needs/Issues	Seniors	Citizens with Disabilities	Citizens With Low Income	Youth	County/ Service Specific
Destinations that require crossing county or state boundaries are logistically hard to navigate and expensive.	X	X	X	X	All
Citizens who do own vehicles cannot afford fuel and maintenance for their vehicle.	X		X	X	All
Transportation options are very limited on weekends	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.					Cass & Van Buren
There is an issue with grouping transportation trips because of a lack of coordinated scheduling.	X	X	X	X	
There is no taxi service available	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	Berrien Bus Cass County Public Transit

APPENDIX A - Maps

A-1: Vehicles by Household

A-2: Transit Dependent by Age Groups

A-1: Vehicles by Household



CASS COUNTY

Vehicle by Household*

By County Subdivision

Percent of Households with one Vehicle or No Vehicle

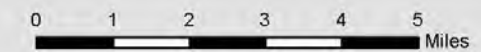
- 12% - 20%
- 21% - 30%
- 31% - 40%
- 41% - 50%
- 51% - 60%

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

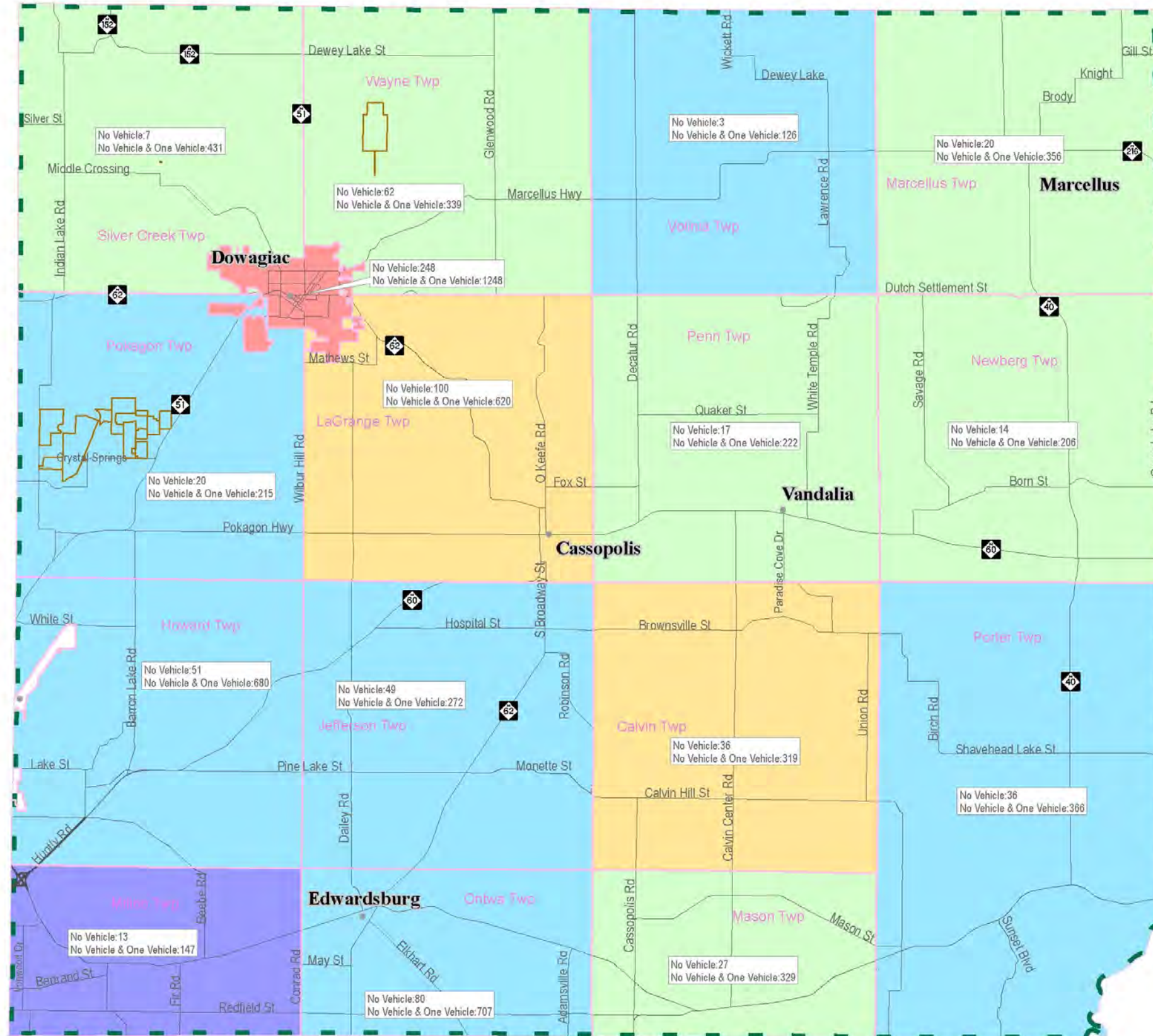
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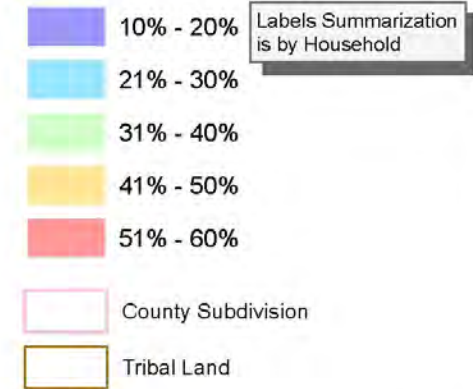
1218_Fig7Vehicle_Cass



VAN BUREN COUNTY

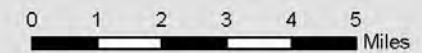
Vehicle by Household*

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

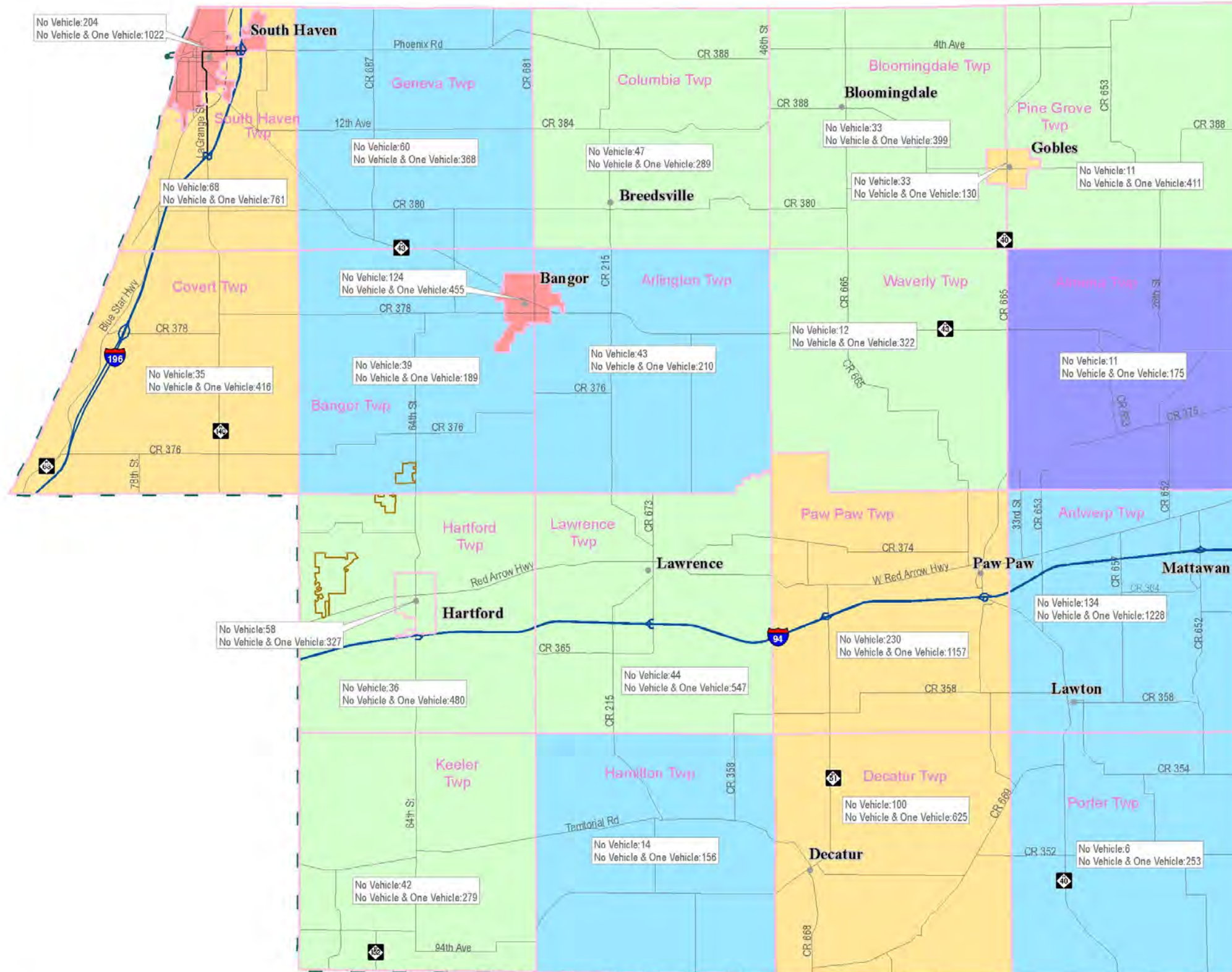
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swmpc@swmpc.org

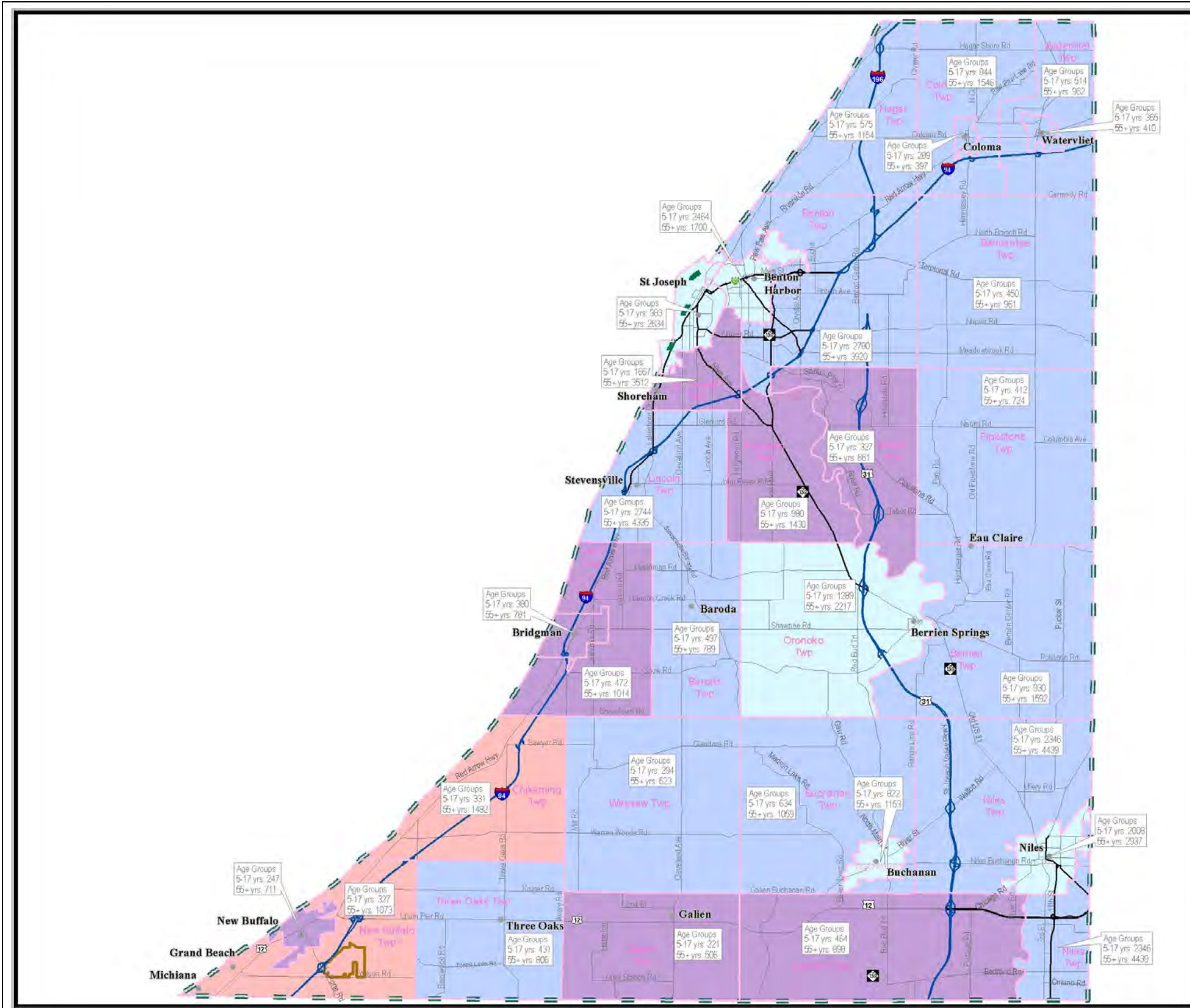


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1218_Fig7Vehicle_VanBuren



A-2: Transit Dependent by Age Groups

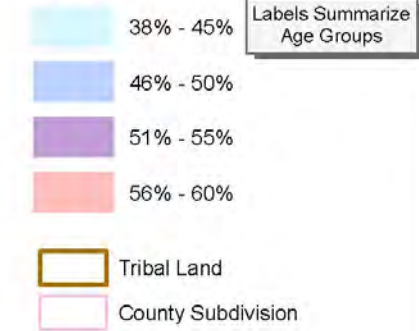


BERRIEN COUNTY

*Transit Dependent Populations**

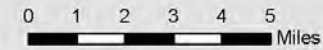
By County Subdivision

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

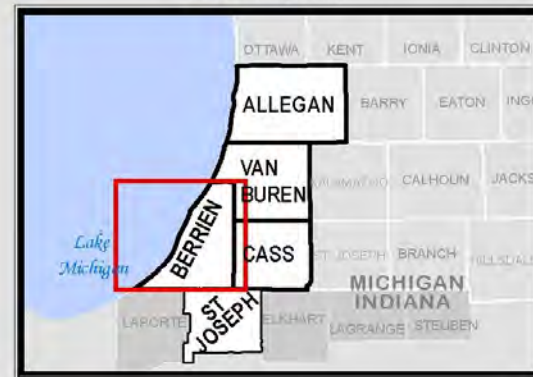


Data Sources

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.

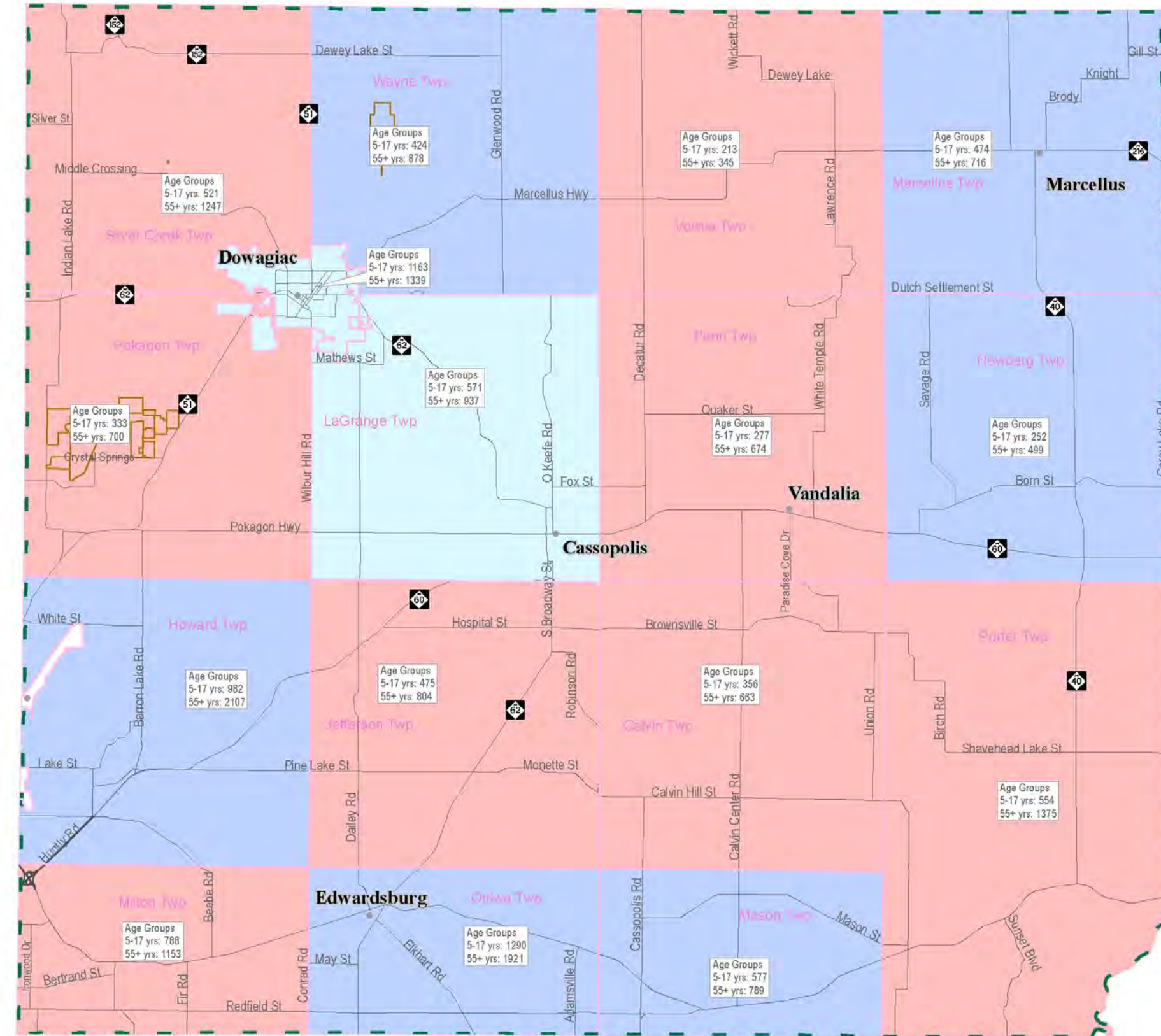
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August 09, 2012

1218_Fig8Transit_Berrien



CASS COUNTY

Transit Dependent Populations*

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

- 43% - 45%
- 46% - 50%
- 51% - 55%
- Tribal Land
- County Subdivision

Labels Summarize Age Groups

*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.

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August 09, 2012

1218_Fig8Transit_Cass

VAN BUREN COUNTY

Transit Dependent Populations*

By County Subdivision

Percent of Population
5-17 years & 55+ years

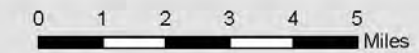
- 42% - 45%
- 46% - 50%
- 51% - 54%

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.

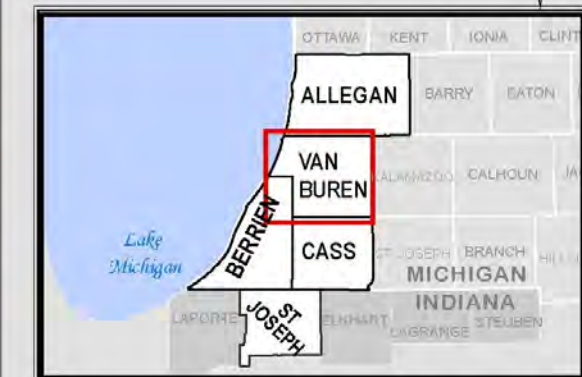
Van Buren County
Population 5-17 yrs Total: 15,931
Population 55+ yrs Total: 20,332
Total Population: 76,258



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.

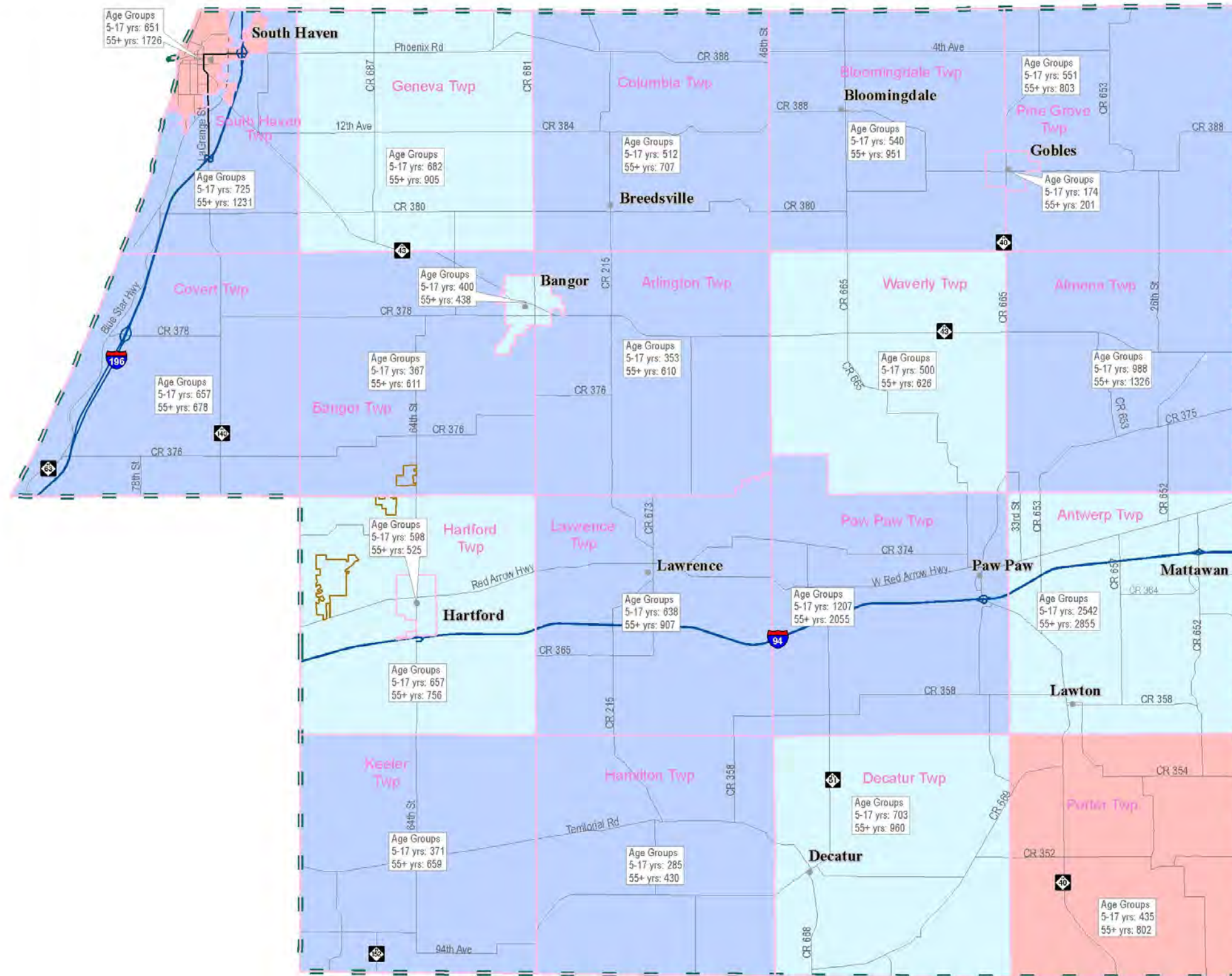
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August 09, 2012

1218_Fig8Transit_VanBuren



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

B-1.1: 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

Watervliet/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 8:00am 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 8am 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 - WZDL
FM 107.1 - WIRX FM 98.3 - WCSY/COBY
FM 97.5 - WYTX 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	
Aida's	Social Secur
Mall	Health De
Lowe's	Meroy Cen
Meijer	Secretary of Sts
Target	Michigan War
Greyhound	Home Dep
Wal Mart	DHS (Dept. of Human Service
Riverwood	Flann (Rite A Vincent Pa
St. Joseph	
Courthouse	Secretary of Sta
Martins	Lakeland Hosp
Hardings	Greenwood Professon
Cedarwood	Buildi
Niles	
Amtrak	Martin's Supermark
Dial-a-ride	South County Buildg
Lakeland	Wal-Ma
Watervliet	
Hardings	Center of M-140 & Red Ave
	HS
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.

B-1.2: 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.

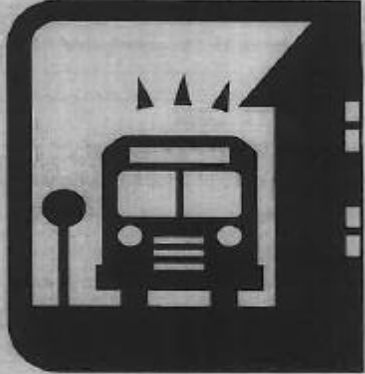
Things you need to know:

- 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

B-1.3: 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.

PUBLIC TRANSPORTATION
Serving the Greater Niles Area

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 Township:
\$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.

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

B-1.4: Berrien County - Niles Dial-A-Ride Fixed Route Service

Fixed Route ("Route 2") Schedule

Effective 1/3/2011

Destination	Time										
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				
HiRise	10:01 AM	11:01 AM	12:01 PM	1:01 PM	2:01 PM	3:01 PM	4:01 PM				
Harding's	10:04 AM	11:04 AM	12:04 PM	1:04 PM	2:04 PM	3:04 PM	4:04 PM				
Four Flags Plaza	10:06 AM	11:06 AM	12:06 PM	1:06 PM	2:06 PM	3:06 PM	4:06 PM				
Rite Aid	10:08 AM	11:08 AM	12:08 PM	1:08 PM	2:08 PM	3:08 PM	4:08 PM				
Martin's	10:12 AM	11:12 AM	12:12 PM	1:12 PM	2:12 PM	3:12 PM	4:12 PM				
Big Lots	10:17 AM	11:17 AM	12:17 PM	1:17 PM	2:17 PM	3:17 PM	4:17 PM				
Senior Center	10:18 AM	11:18 AM	12:18 PM	1:18 PM	2:18 PM	3:18 PM	4:18 PM				
Niles Township Office	10:19 AM	11:19 AM	12:19 PM	1:19 PM	2:19 PM	3:19 PM	4:19 PM				
Belle Plaza	10:21 AM	11:21 AM	12:21 PM	1:21 PM	2:21 PM	3:21 PM	4:21 PM				
Niles Plaza	10:22 AM	11:22 AM	12:22 PM	1:22 PM	2:22 PM	3:22 PM	4:22 PM				
Tank Town (Cigo)	10:24 AM		12:24 PM		2:24 PM		4:24 PM				
State Line	10:27 AM		12:27 PM		2:27 PM		4:27 PM				
Auten Rd. & SR	10:31 AM		12:31 PM		2:31 PM		4:31 PM				
Rural King	10:34 AM		12:34 PM		2:34 PM		4:34 PM				
Wal-Mart	10:37 AM	11:27 AM	12:37 PM	1:37 PM	2:37 PM	3:27 PM	4:37 PM				
Big Lots	10:40 AM	11:29 AM	12:40 PM	1:29 PM	2:40 PM	3:29 PM	4:40 PM				
Senior Center	10:41 AM	11:30 AM	12:41 PM	1:30 PM	2:41 PM	3:30 PM	4:41 PM				
McDonald's	10:43 AM	11:33 AM	12:43 PM	1:33 PM	2:43 PM	3:33 PM	4:43 PM				
Martin's	10:47 AM	11:35 AM	12:47 PM	1:35 PM	2:47 PM	3:35 PM	4:47 PM				
3rd & Huron	10:49 AM	11:36 AM	12:49 PM	1:36 PM	2:49 PM	3:36 PM	4:49 PM				
3rd & Hickory	10:50 AM	11:36 AM	12:50 PM	1:36 PM	2:50 PM	3:36 PM	4:50 PM				
3rd & Broadway	10:50 AM	11:37 AM	12:50 PM	1:37 PM	2:50 PM	3:37 PM	4:50 PM				
Harding's	10:52 AM	11:38 AM	12:52 PM	1:38 PM	2:52 PM	3:38 PM	4:52 PM				
Four Flags Plaza	10:54 AM	11:40 AM	12:54 PM	1:40 PM	2:54 PM	3:40 PM	4:54 PM				
Library	10:55 AM	11:40 AM	12:55 PM	1:40 PM	2:55 PM	3:40 PM	4:55 PM				
City Hall	10:55 AM	11:41 AM	12:55 PM	1:41 PM	2:55 PM	3:41 PM	4:55 PM				
HiRise	10:57 AM	11:43 AM	12:57 PM	1:43 PM	2:57 PM	3:43 PM	4:57 PM				
DART Office (623 N. Second St.)	10:58 AM	11:45 AM	12:58 PM	1:45 PM	2:58 PM	3:45 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

B-1.5: Berrien County - Twin Cities Transportation Authority – Fixed Route Service Red

BLUE ROUTE SCHEDULE

Fairplain Mall Area, Pipestone, Empire, Intercare, Michigan WORKS, Benton Harbor Post Office

RED ROUTE SCHEDULE

Downtown Benton Harbor, City of St. Joseph, Amtrak Greyhound Station, Lakeland Hospital, Stevensville

ONLY \$1.00

Early Morning and Late Night Service

Twin Cities Area Transportation Authority
 275 E. Wall Street
 Benton Harbor, Michigan
(269) 927-4461

All fixed route buses are accessible to people with disabilities and others with limited mobility.
 All fixed route buses have bike racks

RED ROUTE SCHEDULE Monday - Friday

Triangle Park	Empire & Columbus	TCATA	Michigan WORKS	Whitcomb Towers	Lakeland Hospital	Hardings Grocery	Martins Grocery	MD Dana's	Majors Stevensville	Shaversville	Blairwood	Apt Union	Union & May
6:04 AM	6:06 AM	6:09 AM	6:15 AM	6:20 AM	6:30 AM	6:35 AM	6:40 AM	6:50 AM	6:50 AM	6:50 AM	7:02 AM	7:02 AM	7:03 AM
7:04 AM	7:06 AM	7:09 AM	7:15 AM	7:20 AM	7:30 AM	7:35 AM	7:40 AM	7:50 AM	7:50 AM	7:50 AM	8:02 AM	8:02 AM	8:03 AM
8:04 AM	8:06 AM	8:09 AM	8:15 AM	8:20 AM	8:30 AM	8:35 AM	8:40 AM	8:50 AM	8:50 AM	8:50 AM	9:02 AM	9:02 AM	9:03 AM
9:04 AM	9:06 AM	9:09 AM	9:15 AM	9:20 AM	9:30 AM	9:35 AM	9:40 AM	9:50 AM	9:50 AM	9:50 AM	10:02 AM	10:02 AM	10:03 AM
10:04 AM	10:06 AM	10:09 AM	10:15 AM	10:20 AM	10:30 AM	10:35 AM	10:40 AM	10:50 AM	10:50 AM	10:50 AM	11:02 AM	11:02 AM	11:03 AM
11:04 AM	11:06 AM	11:09 AM	11:15 AM	11:20 AM	11:30 AM	11:35 AM	11:40 AM	11:50 AM	11:50 AM	11:50 AM	12:02 PM	12:02 PM	12:03 PM
12:04 PM	12:06 PM	12:09 PM	12:15 PM	12:20 PM	12:30 PM	12:35 PM	12:40 PM	12:50 PM	12:50 PM	12:50 PM	1:02 PM	1:02 PM	1:03 PM
1:04 PM	1:06 PM	1:09 PM	1:15 PM	1:20 PM	1:30 PM	1:35 PM	1:40 PM	1:50 PM	1:50 PM	1:50 PM	2:02 PM	2:02 PM	2:03 PM
2:04 PM	2:06 PM	2:09 PM	2:15 PM	2:20 PM	2:30 PM	2:35 PM	2:40 PM	2:50 PM	2:50 PM	2:50 PM	3:02 PM	3:02 PM	3:03 PM
3:04 PM	3:06 PM	3:09 PM	3:15 PM	3:20 PM	3:30 PM	3:35 PM	3:40 PM	3:50 PM	3:50 PM	3:50 PM	4:02 PM	4:02 PM	4:03 PM
4:04 PM	4:06 PM	4:09 PM	4:15 PM	4:20 PM	4:30 PM	4:35 PM	4:40 PM	4:50 PM	4:50 PM	4:50 PM	5:02 PM	5:02 PM	5:03 PM
5:04 PM	5:06 PM	5:09 PM	5:15 PM	5:20 PM	5:30 PM	5:35 PM	5:40 PM	5:50 PM	5:50 PM	5:50 PM	6:02 PM	6:02 PM	6:03 PM
6:04 PM	6:06 PM	6:09 PM	6:15 PM	6:20 PM	6:30 PM	6:35 PM	6:40 PM	6:50 PM	6:50 PM	6:50 PM	7:02 PM	7:02 PM	7:03 PM
7:04 PM	7:06 PM	7:09 PM	7:15 PM	7:20 PM	7:30 PM	7:35 PM	7:40 PM	7:50 PM	7:50 PM	7:50 PM	8:02 PM	8:02 PM	8:03 PM
8:04 PM	8:06 PM	8:09 PM	8:15 PM	8:20 PM	8:30 PM	8:35 PM	8:40 PM	8:50 PM	8:50 PM	8:50 PM	9:02 PM	9:02 PM	9:03 PM
9:04 PM	9:06 PM	9:09 PM	9:15 PM	9:20 PM	9:30 PM	9:35 PM	9:40 PM	9:50 PM	9:50 PM	9:50 PM	10:02 PM	10:02 PM	10:03 PM

RED ROUTE SCHEDULE Saturday

8:04 AM	8:06 AM	8:09 PM	8:15 AM	8:20 AM	8:30 AM	8:35 AM	8:40 AM	8:50 AM	8:52 AM	8:52 AM	9:02 AM	9:02 AM	9:03 AM
9:04 AM	9:06 AM	9:09 PM	9:15 AM	9:20 AM	9:30 AM	9:35 AM	9:40 AM	9:50 AM	9:52 AM	9:52 AM	10:02 AM	10:02 AM	10:03 AM
10:04 AM	10:06 AM	10:09 PM	10:15 AM	10:20 AM	10:30 AM	10:35 AM	10:40 AM	10:50 AM	10:52 AM	10:52 AM	11:02 AM	11:02 AM	11:03 AM
11:04 AM	11:06 AM	11:09 PM	11:15 AM	11:20 AM	11:30 AM	11:35 AM	11:40 AM	11:50 AM	11:52 AM	11:52 AM	12:02 PM	12:02 PM	12:03 PM
12:04 PM	12:06 PM	12:09 PM	12:15 PM	12:20 PM	12:30 PM	12:35 PM	12:40 PM	12:50 PM	12:52 PM	12:52 PM	1:02 PM	1:02 PM	1:03 PM
1:04 PM	1:06 PM	1:09 PM	1:15 PM	1:20 PM	1:30 PM	1:35 PM	1:40 PM	1:50 PM	1:52 PM	1:52 PM	2:02 PM	2:02 PM	2:03 PM
2:04 PM	2:06 PM	2:09 PM	2:15 PM	2:20 PM	2:30 PM	2:35 PM	2:40 PM	2:50 PM	2:52 PM	2:52 PM	3:02 PM	3:02 PM	3:03 PM
3:04 PM	3:06 PM	3:09 PM	3:15 PM	3:20 PM	3:30 PM	3:35 PM	3:40 PM	3:50 PM	3:52 PM	3:52 PM	4:02 PM	4:02 PM	4:03 PM
4:04 PM	4:06 PM	4:09 PM	4:15 PM	4:20 PM	4:30 PM	4:35 PM	4:40 PM	4:50 PM	4:52 PM	4:52 PM	5:02 PM	5:02 PM	5:03 PM
5:04 PM	5:06 PM	5:09 PM	5:15 PM	5:20 PM	5:30 PM	5:35 PM	5:40 PM	5:50 PM	5:52 PM	5:52 PM	6:02 PM	6:02 PM	6:03 PM
6:04 PM	6:06 PM	6:09 PM	6:15 PM	6:20 PM	6:30 PM	6:35 PM	6:40 PM	6:50 PM	6:52 PM	6:52 PM	7:02 PM	7:02 PM	7:03 PM
7:04 PM	7:06 PM	7:09 PM	7:15 PM	7:20 PM	7:30 PM	7:35 PM	7:40 PM	7:50 PM	7:52 PM	7:52 PM	8:02 PM	8:02 PM	8:03 PM
8:04 PM	8:06 PM	8:09 PM	8:15 PM	8:20 PM	8:30 PM	8:35 PM	8:40 PM	8:50 PM	8:52 PM	8:52 PM	9:02 PM	9:02 PM	9:03 PM
9:04 PM	9:06 PM	9:09 PM	9:15 PM	9:20 PM	9:30 PM	9:35 PM	9:40 PM	9:50 PM	9:52 PM	9:52 PM	10:02 PM	10:02 PM	10:03 PM

FARES
 Full Fare: \$1.00
 Reduced Fare: \$.50

Reduce Fare Requirements
 Child ages 1-11
 Older adult 60 years and older*
 Persons with a disability*
*You must present an official Reduced Fare Card on a picture ID

BUS STOPS
 Buses should be at designated stops when scheduled. It is recommended you arrive at bus stop 5 minutes early to ensure you do not miss the bus. Times may vary due to traffic or weather conditions.

FLEX STOPS
 Passengers have the option to request a stop at the designated Flex stops below:
 St. Joseph
 Berrien County Court House
 601 Port Street
 Williamson Employment
 Papa Johns Gligjorgi / Red Arrow
 Stevensville
 MIDOT Park & Ride
 Benton Harbor
 Greyhound Bus Station M-139
 Broadway/Clay

FREE TRANSFERS
 Upon request, the driver will issue a FREE same day transfer ticket that allows a transfer to another fixed route. It may not be used to reach a second destination or as a return ticket on the route from which it was issued.

TCATA TRIANGLE PARK MICHIGAN WORKS

CONNECT TO AMTRAK @ Whitcomb Towers St. Joseph Stop
 CONNECT TO GREYHOUND @ MIDOT Bus Station (FLEX STOP)

B-1.6: Berrien County - Twin Cities Transportation Authority – Fixed Route Service Blue

BLUE ROUTE SCHEDULE - Blue Route runs every 30 minutes Monday—Friday		FREE Transfer to Red Route																																																																																																																																																																																																																																																																							
BLUE ROUTE SCHEDULE Monday - Friday																																																																																																																																																																																																																																																																									
	TATA	Michigan WORKS!	BH/Post Office	River Terrace	Empire & Columbus	Triangle Park	Intercare	Save-A-Lot	Henry's	Target	Dollar Tree	Kohl's	Orchard Mall Door 1	Meyers	Burlington Plaza	Walmart	Intercare	Pipstone & Court	Pipstone Family Dollar	Harbor Town																																																																																																																																																																																																																																																					
8:00 AM	6:04 AM	6:06 AM	6:09 AM	6:14 AM	6:15 AM	6:18 AM	6:23 AM	6:25 AM	6:27 AM	6:31 AM	6:33 AM	6:37 AM	6:43 AM	6:48 AM	6:51 AM	6:54 AM	6:56 AM	6:59 AM	7:00 AM	7:04 AM	7:06 AM	7:09 AM	7:14 AM	7:15 AM	7:18 AM	7:23 AM	7:25 AM	7:27 AM	7:31 AM	7:33 AM	7:37 AM	7:43 AM	7:48 AM	7:51 AM	7:54 AM	7:56 AM	7:59 AM	8:00 AM	8:04 AM	8:06 AM	8:09 AM	8:14 AM	8:15 AM	8:18 AM	8:23 AM	8:25 AM	8:27 AM	8:31 AM	8:33 AM	8:37 AM	8:43 AM	8:48 AM	8:51 AM	8:54 AM	8:56 AM	8:59 AM	9:00 AM	9:04 AM	9:06 AM	9:09 AM	9:14 AM	9:15 AM	9:18 AM	9:23 AM	9:25 AM	9:27 AM	9:31 AM	9:33 AM	9:37 AM	9:43 AM	9:48 AM	9:51 AM	9:54 AM	9:56 AM	9:59 AM																																																																																																																																																																																														
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Twin Cities Area Transportation Authority
 Dispatch
 (269) 927-4461
 Customer Service
 (269) 927-2268

- Meeting House at Fidelity
- Department of Human Services
- Walgreens #139
- La Perla Grocery/Pipstone
- Karlar Grocery
- Aldi Grocery

FLEX SERVICE AVAILABLE TO THE FOLLOWING STOPS

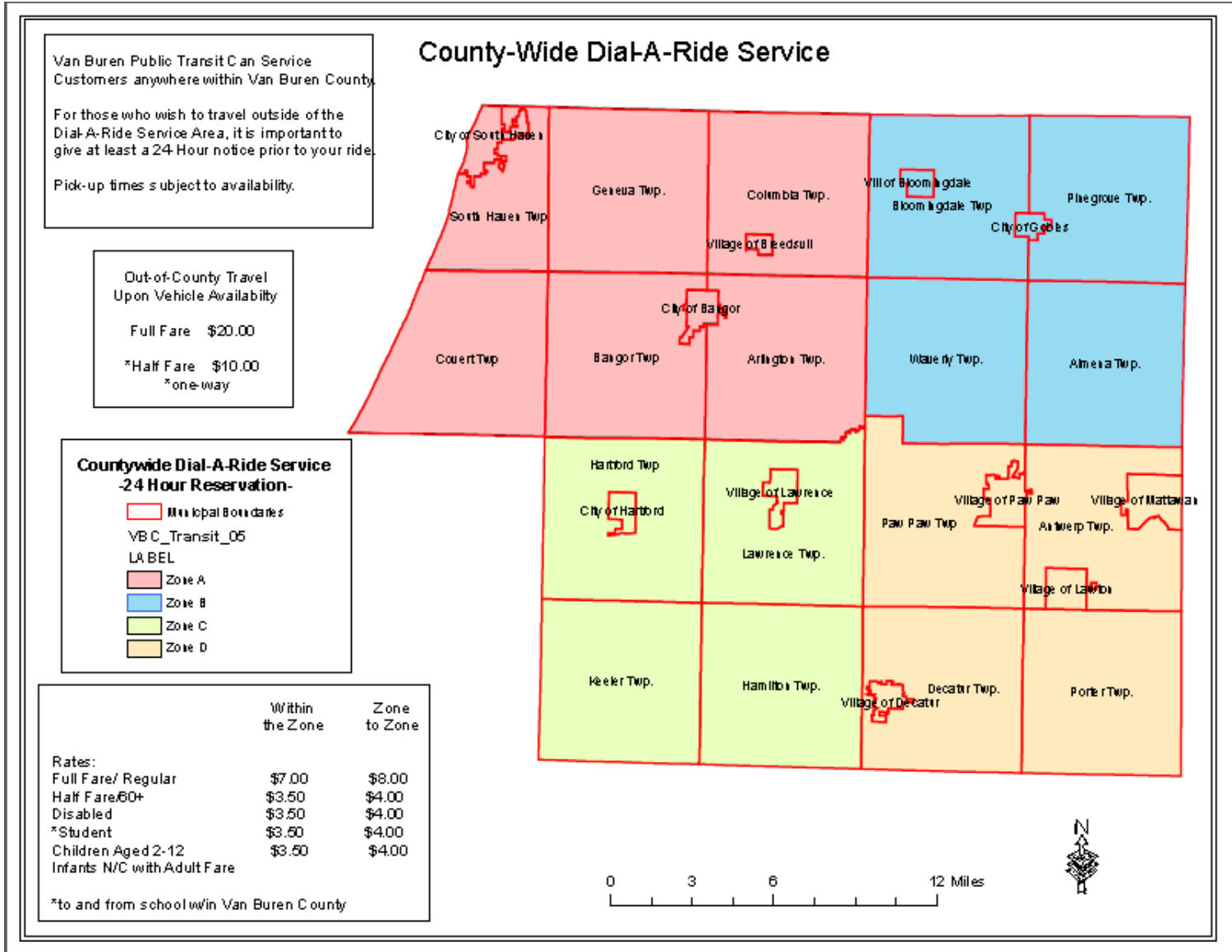
B-1.7: Cass County – Cass County Public Transit

TRANSIT TIPS	WHAT ARE THE BUSES LIKE?	CASS COUNTY PUBLIC TRANSPORTATION AUTHORITY
<ul style="list-style-type: none"> *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>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>

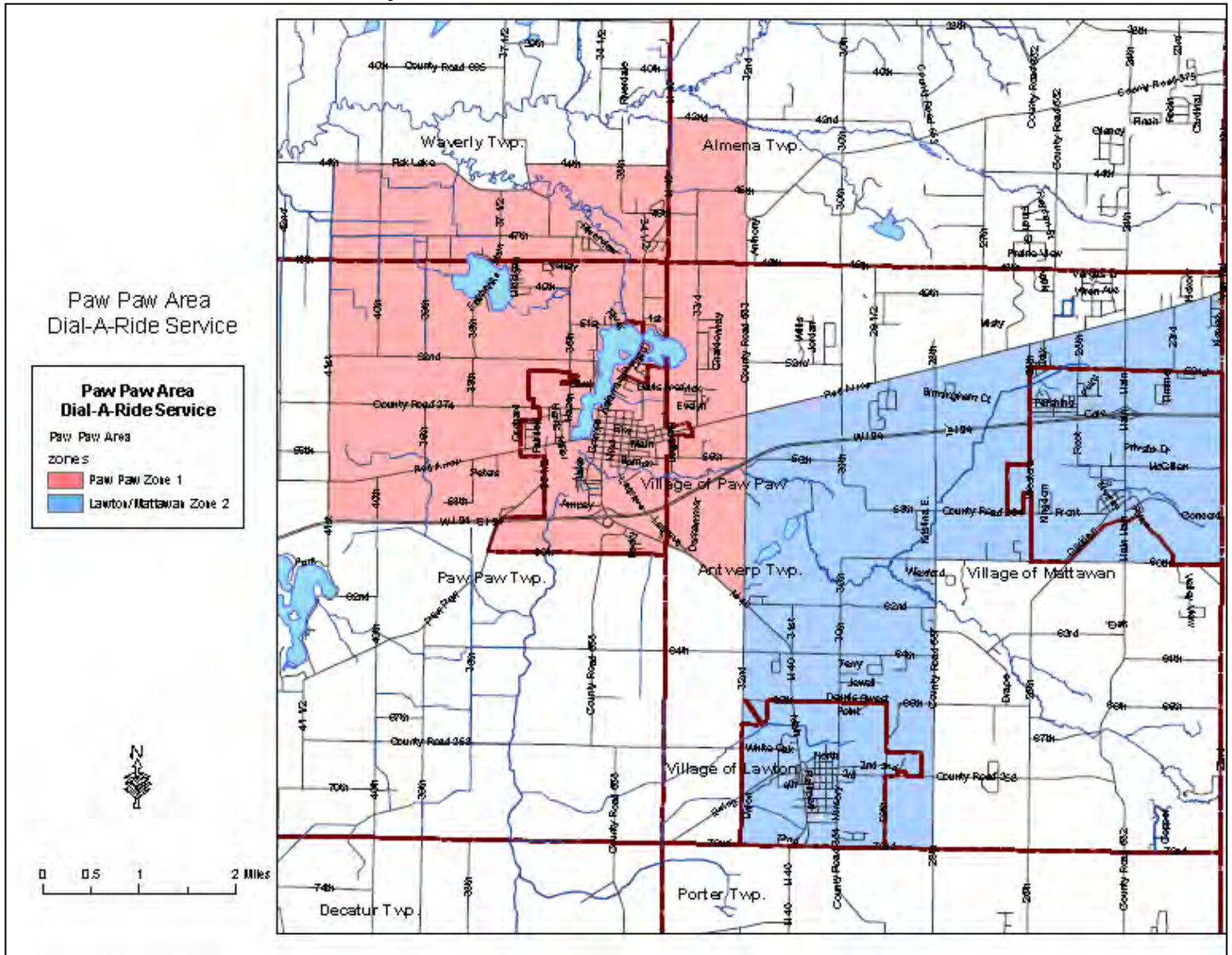
B-1.8: (continued) Cass County – Cass County Public Transit

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

B-1.9: Van Buren County - County Wide Dial-A-Ride Service



B-1.10: Van Buren County - Paw Paw Dial-A-Ride



B-1.11: Paw Paw Concord Loop



FLEX STOP REQUEST

Passengers have the option to be **dropped off or picked up** at locations that are located in between designated stops, time permitting.

To be dropped off

Let the driver know the location you need to be dropped off at as you are boarding the bus.

To be picked up

YOU MUST CALL 269-427-7921 and tell the dispatcher you need to request a flex pickup on the Concord Loop Route. Be sure to include details about pickup location if there are multiple entrances.

CONCORD LOOP BUS SCHEDULE	BUS STOP LOCATION	Bus Departs After the hour	BUS STOP LOCATION	Bus Departs After the hour
	1 Woodfield Apt	00	9 Family Fare	36
	2 Van Buren Mental Health	09	10 Van Buren Court House	39
	3 Maple Lake Asst. Living/Vineyard Apt.	12	11 Vintage Apartments	44
	4 Family Dollar	14	12 Dollar General	47
	5 Miller Court Apartments	17	13 Michigan WORKS!	49
	6 Walgreens/Burger King	23	14 Save-A-Lot/Rite Aid Plaza	53
	7 Lions Club	27	15 Niles/Cedar	55
	8 Bronson Health	30	All Buses Are Accessible	

Bus Stops
The buses will be at the designated stops (highlighted in RED) when scheduled. It is recommended you arrive at the bus stop 5-10 minutes early to ensure you do not miss the bus.

NO SERVICE
Monday-Friday
11am-12pm
Saturday
1pm-2pm

B-1.12: (continued) Paw Paw Concord Loop



Introducing the NEW

**Paw Paw
CONCORD LOOP
FLEX ROUTE**

**Hourly Bus Service Starts
MONDAY, MAY 5th**

FREQUENTLY ASKED QUESTIONS

What is the Paw Paw Concord Loop Flex Route?

The Paw Paw Concord Loop Flex Route operated by Van Buren Public Transit offers the reliability of scheduled service to and from designated bus stops within the Village of Paw Paw and the flexibility of being able to request a stop or a pickup from places along the route.

What are the days and hours of the new Paw Paw Concord Loop service?

The service operates hourly Monday – Friday from 8:00 am -5:00 pm, and Saturdays from 10:00 am -3:00 pm. The last loop of the day departs Woodfield Apartments at 5:00 pm on weekdays and 3:00 pm on Saturday.

BUS STOP * No service Saturday	BUS DEPARTS After the hour	BUS STOP * No service Saturdays	BUS DEPARTS After the hour
Woodfield Apt.	00	Family Fare	36
Van Buren Mental Health	09	Van Buren Court House	39
Maple Lake/Vineyard Apt.	12	Vintage Apt.	44
Miller Court	14	Dollar General	47
Family Dollar	17	* Michigan WORKS!	49
Walgreens/Burger King	23	Save-A-Lot/Rite Aid Plaza	53
Lions Club	27	Niles/Cedar Streets	55
* Bronson Health	30	NO SERVICE 11:00 am –12:00 pm on weekdays 1:00pm-2:00pm on Saturdays	

What is the last pickup time?

EXAMPLE
If you are grocery shopping at Family Fare during the week the last bus to take you back home will arrive at 5:36pm. On Saturday the last bus from Family Fare would arrive at 3:36pm.
If you still have questions please call Van Buren Public Transit at (269) 427-7921

How much does it cost?

The fare is only \$1.00 and \$.50 for older adults over the age of sixty, individuals with a disability, students and children.

Can I request a standing reservation to be picked up from a place along the route that is not a designated scheduled stop ?

If your trip occurs during the same days during the same week from the same place and the same time you can call Van Buren Public Transit to place your reservation. **EXAMPLE:** *If you need to be picked up at the Paw Paw Public Library to get to your destination at Vintage Apartments every on Monday, Wednesday and Friday around 3:00pm, you could request a reservation for the Paw Paw Concord Loop to pick you up at the Paw Paw Library after it stops at Family Dollar at 3:17pm. You would arrive at Vintage Apartments at around 3:44pm.*

What do I do if I have a disability and cannot walk to a designated bus stop on the route?

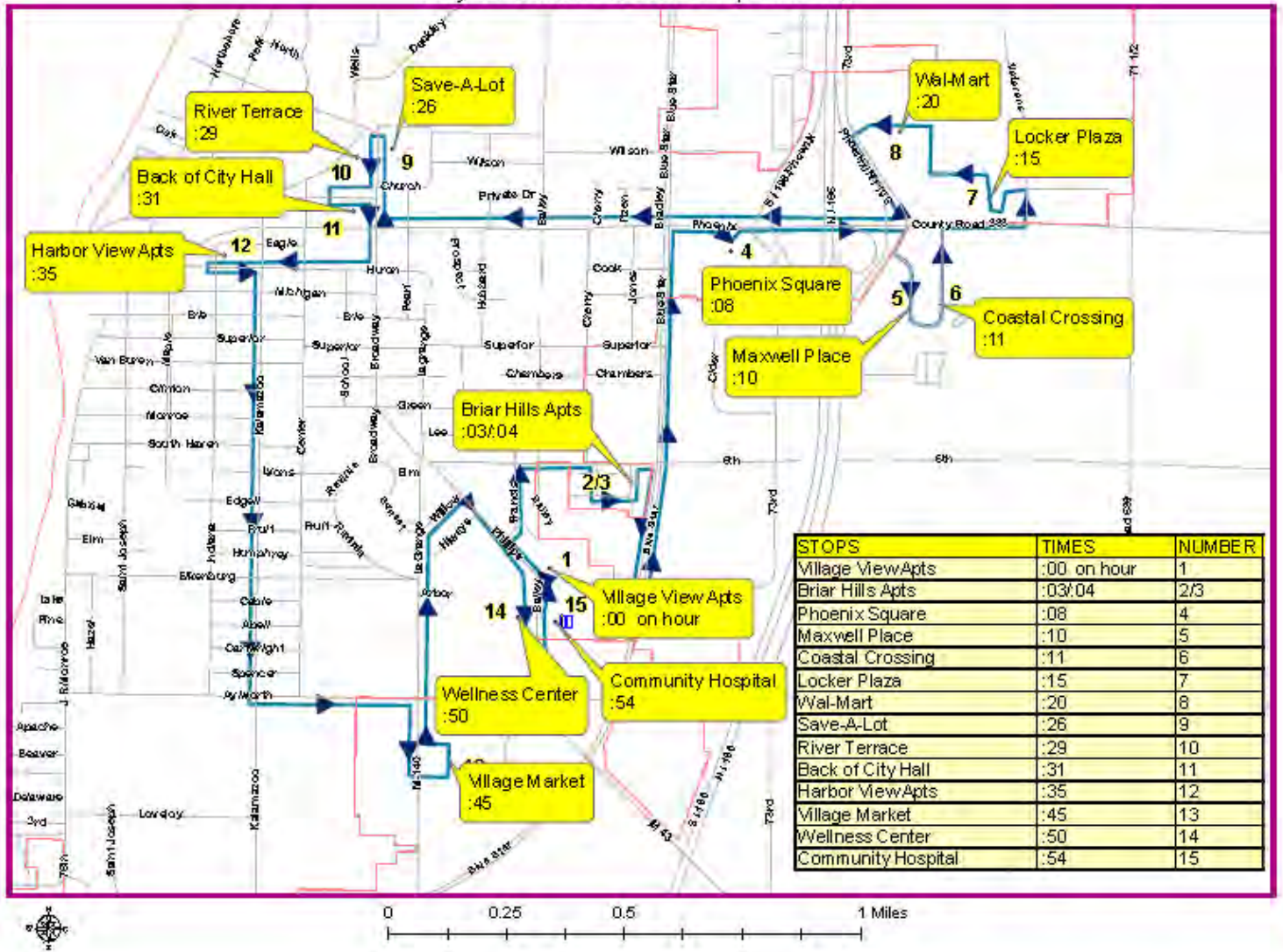
The Paw Paw Concord Loop will flex off the route to pick you up or drop you off within the Village of Paw Paw. If your origin or destination is outside of the Village please call Van Buren Public Transit to request dial a ride service. **EXAMPLE:** *If you live in an apartment complex the bus will pick you up and drop you off at the curb closest to your building. Drivers can provide assistance getting on and off the bus but cannot carry packages or do heavy lifting. Please be prepared to have someone waiting at your destination if you need more assistance. Please inform the dispatcher of your needs when you make the flex reservation for the Concord Loop.*

What if I need additional assistance to understand how this new route works?

Please call Van Buren Public Transit at **(269) 427-7921** Monday – Saturday to speak to a representative regarding your trip needs.

B-1.13: City of South Haven Loop Service

City of South Haven Loop Service



B-1.14: 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.)

Stops:	Departs
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!

B-2 Inter-city Bus Brochures/Schedules

B-2.1: 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.

* 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

Amtrak and Commuter Rail

WOLVERINE SERVICE and BLUE WATER

Wolverine	Wolverine	Blue Water	Wolverine	Thruway	Train Name	Wolverine	Blue Water	Wolverine	Wolverine		
350	352	364	354	8356	Train Number	351	365	353	355		
Daily	Daily	Daily	Daily	Daily	Normal Days of Operation	Daily	Daily	Daily	Daily		
					On Board Service						
Read Down					Mile	Symbol	Read Up				
7 20A	12 50P	4 00P	6 00P	↔10 55P	0	↓	CHICAGO, IL—Union Station (CT)	10 47A	11 45A	3 58P	10 57P
7 49A	1 19P				16	↓	Hammond-Whiting, IN			L3 10P	L10 08P
	1 58P		7 01P		52	↓	Michigan City, IN (CT)				9 34P
9 37A	3 09P	6 10P	8 12P		62	↓	New Buffalo, MI (ET)		11 24A	3 28P	10 24P
10 07A	3 33P	6 33P	8 35P		89	↓	Niles, MI (South Bend)		11 03A	2 58P	10 03P
10 17A		6 43P			102	↓	Dowagiac, MI		10 50A		9 51P
10 55A	4 08P	7 12P	9 10P	↔R3 05A	138	↓	Kalamazoo, MI	9 35A	10 25A	2 25P	9 26P
						↓	↔ Traverse City, St. Ignace—see back				↔8 20P
11 27A	4 40P	7 45P	9 47P		160	↓	BATTLE CREEK, MI	9 02A	9 52A	1 54P	8 55P
↔12 15P			↔10 30P		208	↓	East Lansing, MI		8 45A	↔9 25A	↔5 35P
↔1 35P		8 54P	↔11 45P		238	↓	Durand, MI				
		9 31P			256	↓	Flint, MI		7 32A	↔8 20A	↔4 25P
		10 02P	↔12 40A		274	↓	Lapeer, MI		7 06A		
		10 28P			319	↓	Port Huron, MI		6 20A		
	↔5 08P				184	↓	Albion, MI			↔1 21P	
12 18P	5 33P		10 37P		205	↓	Jackson, MI	8 08A		12 58P	8 01P
1 05P	6 16P		11 20P		243	↓	ANN ARBOR, MI	7 26A		12 17P	7 21P
L1 33P	L6 44P		L11 48P		271	↓	Dearborn, MI	6 53A		11 45A	6 47P
L2 04P	L7 13P		L12 18A	↔5 55A	281	↓	DETROIT, MI	6 28A		11 20A	6 23P
						↓	Royal Oak, MI	6 25A		11 17A	6 20P
L2 28P	L7 37P		L12 42A		292	↓	Troy, MI	6 05A		10 57A	6 00P
L2 36P	L7 44P		L12 49A		296	↓	PONTIAC, MI (ET)	5 58A		10 49A	5 53P
3 03P	8 12P		1 19A		304	↓		5 45A		10 35A	5 40P

Service on Wolverine and Blue Water

- Coaches:** Reservations required.
- Business class:** Ticket price includes non-alcoholic beverage and newspaper, and access to the Amtrak Metropolitan Lounge in Chicago.
- Cafe:** Sandwiches, snacks and beverages.
- Wi-Fi available.
- Amtrak Quiet Car (Monday-Friday only).
- Indian Trails Thruway Connection available between Battle Creek, East Lansing and Flint.

All Amtrak services and stations are non-smoking.

Bicycles and Golf Bags: A limited number of spaces are available on the Blue Water to/from all stations to transport bicycles and golf bags; on Wolverine trains spaces are available to/from all stations to transport golf bags only. Reservations are required; nominal charges apply; passenger assists with loading, stowing and unloading.

Possible Michigan Service Delays

Wolverine and Blue Water schedules may be affected by major ongoing track work being performed between Kalamazoo and Dearborn. Visit Amtrak.com or call 1-800-USA-RAIL to confirm schedules for your anticipated travel period.

Trails and Rails Program: In cooperation with the National Park Service, volunteer rangers provide on board narratives between May and September on selected routes. Visit nps.gov/trailsandrails and amtraktoparks.com.

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

Shading Key

Daytime train	Thruway and connecting services
---------------	---------------------------------

PERE MARQUETTE

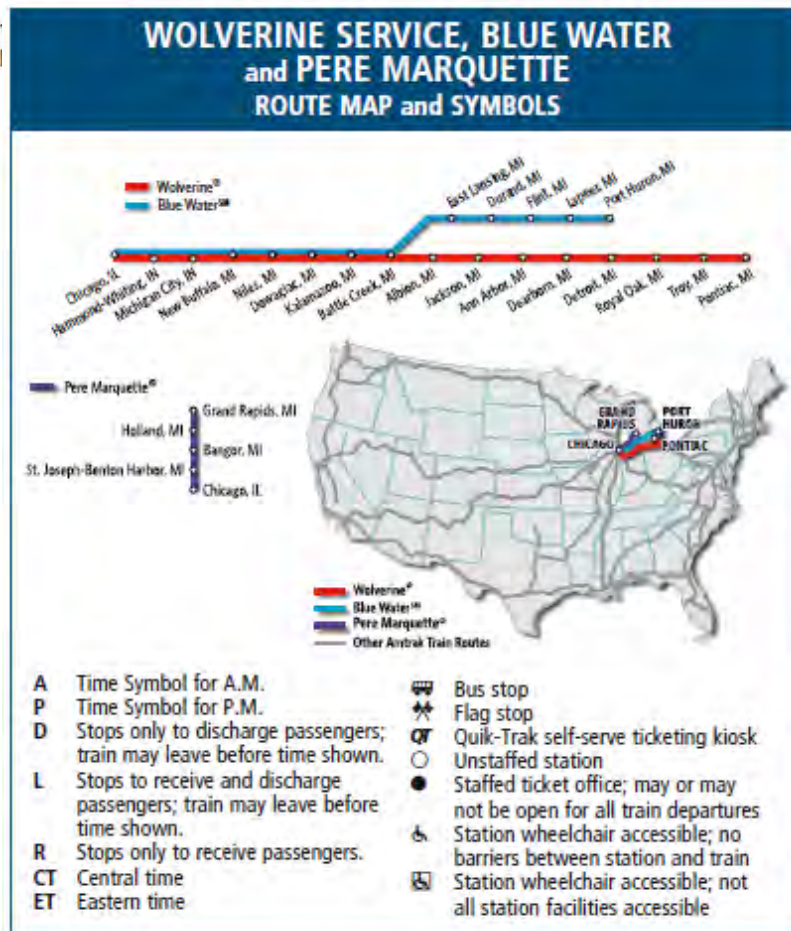
370	◀ Train Number ▶				371
Daily	◀ Normal Days of Operation ▶				Daily
	◀ On Board Service ▶				
Read Down	Mile			Symbol	Read Up
6 30P	0	Dp	CHICAGO, IL –Union Station (CT)	● & QR	Ar 9 11A
9 15P	89		St. Joseph-Benton Harbor, MI (ET)	○ QR	8 16A
9 51P	118		Bangor, MI (South Haven)	○	7 38A
10 34P	151		Holland, MI	○ & QR	6 54A
11 39P	176	Ar	GRAND RAPIDS, MI (ET)	○ & QR	Dp 6 00A

Service on Pere Marquette*

- Coaches:** Reservations required.
- Cafe:** Sandwiches, snacks and beverages.
- Wi-Fi** available.

Golf Bags: A limited number of spaces are available to transport golf bags to/from all stations served by the *Pere Marquette*. Reservations are required; nominal charges apply; passenger assists with loading, stowing and unloading.

All Amtrak services and stations are non-smoking.



B3.2: South Shore Commuter Train- Michigan City & South Bend

Daily Monday thru Friday Westbound to Chicago Schedule Effective: March 16, 2015

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

Westbound trains will NOT board passengers between 63rd St. and Millennium Station at Randolph St.

Train Number	102	104	6	106	108	110	112	114	214	14	216	116	218	18	118	220	20	222	22	422	424	
Station	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM/PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
South Bend*			6:00							8:48				12:59			4:47		8:52	9:05	11:00	
Hudson Lake										8:12				12:23			4:11		8:14	8:29	10:24	
Carroll Ave (M. City)*	4:03	4:55		5:45	5:52	6:05	6:20	6:46		8:37		10:55		12:43	2:40		4:35		8:37	8:46	10:41	
11th St (M. City)	4:09	5:01				6:11	6:26	6:52		8:43		11:01		12:49	2:46		4:41		8:43			
Beverly Shores		5:11				6:21		7:02		8:53		11:11		12:59	2:56		4:50		8:53			
Dune Park*	4:23	5:16	5:56		6:10	6:27	6:41	7:08		9:00		11:18		1:05	3:02		4:55		8:59			
Portage/Ogden Dunes*	4:32	5:26			6:19	6:36	6:50	7:18		9:08		11:26		1:13	3:10		5:04		9:07			
Miller	4:38	5:33			6:26	6:43	6:56	7:24		9:14		11:32		1:19	3:16		5:15		9:19			
Gary Metro Ctr*	4:44	5:40			6:33	6:50	7:04	7:31	7:54	9:22	10:12	11:39	12:22	1:26	3:23	4:34	5:22	6:54	9:19			
Gary/Chgo Airport	4:50	5:45			6:38	6:55			7:59	9:27	10:17	11:44	12:27	1:31	3:28	4:39	5:27	6:59	9:24			
East Chicago*	4:57	5:53	6:20		6:46	7:03	7:15	7:42	8:07	9:35	10:25	11:52	12:35	1:39	3:36	4:47	5:35	7:07	9:32			
Hammond*	5:02	5:58		6:32	6:51	7:07	7:20	7:47	8:12	9:40	10:30	11:57	12:40	1:44	3:41	4:52	5:40	7:12	9:37			
Hegewisch*	5:08	6:04		6:39	6:58	7:14	7:27	7:54	8:18	9:47	10:37	12:04	12:46	1:50	3:47	4:58	5:46	7:18	9:44			
63rd St							d7:47															
57th St*	d5:29	d6:23	6:44	d7:02	d7:19		d7:50	d8:16	d8:39	d10:10	d10:58	d12:25p	d1:07	d2:11	d4:08	d5:19	d6:10	d7:40	d10:06			
McCormick Place*																						
Museum Campus/11 th St.*	d5:38	d6:33		d7:10	d7:29		d7:59	d8:25	d8:47	d10:19	d11:06	d12:33p	d1:15	d2:19	d4:15	d5:28	d6:21	d7:49	d10:15			
Van Buren St*	d5:41	d6:36	6:53	d7:13	d7:32	d7:45	d8:02	d8:28	d8:50	d10:22	d11:09	d12:36p	d1:18	d2:22	d4:19	d5:31	d6:24	d7:52	d10:18			
Millennium Station at Randolph St*	5:43	6:38	6:55	7:16	7:35	7:51	8:08	8:31	8:52	10:28	11:12	12:39p	1:21	2:24	4:21	5:34	6:27	7:55	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, 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: March 16, 2015

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 63rd St.

Train Number	401	203	403	205	207	7	107	9	109	209	11	111	113	115	15	117	217	119	19	121	123	101
Station	AM	AM	AM	AM	AM	AM/PM	AM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM/AM	AM
Millennium Station at Randolph St*		6:10		6:55	7:59	8:45	10:45	12:35	2:35	3:15	3:57	4:02	4:28	4:57	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	9:48	10:48	12:38	2:38	3:18	3:59	4:05	4:31	5:01	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	4:01	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	4:09	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	d5:35	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	d5:42	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	d4:38		d5:17	d5:47	d6:00	d6:11		d6:46	d7:59	d9:26	d11:46	d1:31
Gary/Chgo Airport		7:03			8:52	9:38	d11:41	1:28	3:31	4:10		d4:55	d5:25		d6:08		d6:28	d6:54	d8:07	d9:34	d11:54	
Gary Metro Ctr*		7:07		7:48	8:56	9:43	d11:47	1:34	3:38	4:14		d5:00	d5:31	d5:59	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				d5:07	d5:37	d6:05	d6:21	d6:31		d7:07	d8:20	d9:45	d12:05a	d1:48
Portage/Ogden Dunes*					9:55	d11:59	1:46	3:50				d5:16	d5:43	d6:11		d6:37		d7:13	d8:27	d9:51	d12:11a	d1:54
Dune Park*					10:03	d12:08	1:55	3:59			d5:04		d5:52	d6:21	d6:35	d6:46		d7:22	d8:36	d10:00	d12:20a	d2:03
Beverly Shores					10:09	d12:13	1:20	3:24				d5:31	d5:58		d6:40	d6:52		d7:28	d8:42	d10:05	d12:25a	d2:08
11th St (M. City)					10:19	d12:24	2:11	4:15				d5:42	d6:09	d6:37	d6:51	d7:02		d7:38	d8:53	d10:15	d12:35a	d2:18
Carroll Ave (M. City)*		3:30		6:30		10:27	12:29	2:22	4:21			5:48	6:15	6:43	d7:02	7:08		7:44	d9:04	10:21	12:41a	2:24
Hudson Lake		d3:48		d6:48		d10:45		d12:40								d7:20			d9:22			
South Bend*		5:11		8:11		12:08p		4:03			6:55				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 – Implementation Resources

C-1: 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. Reduced or Free Rides: Find out if you are eligible to receive free or reduced rides in your area.

18. Walking: Here you will find tips that will help prepare you for what nature has to offer.

19. News: Find great articles, videos, and more. Stay up to date on what's going on in the region.

20. Carpool & Rideshare: Save money on gas by joining the registry through the GoRideshare program.

My Way There

Find a Ride | Public Transit | Mobility Resources | Advocacy | Contact Us

Bicycle

Public Transit

Carpool and Rideshare

NEWS:

Keeping Veterans Mobile: Preserving Mobility and Safety for Older Americans.

Apply For Your Regional Reduced Fare Card Today!

Free Grocery Shopping Shuttles Are Available In Your area. Catch A Ride Today!

Learn How to Use The Fixed Routes: Watch the Video Here!

Non-Emergency Medical

Reduced or Free Rides

Walking

Taxi and Car

Powered Wheels

Travel In or Out of County

C-1: (Continued) Technology – My Way There Brochure

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!



C-2: BAM 825 DHS Transportation Guidelines

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MEDICAL TRANSPORTATION

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DEPARTMENT POLICY

Each Michigan Department of Human Services (MDHS) office must furnish information in writing and orally, as appropriate, to all applicants and to all other individuals who request it acknowledging that medical transportation is **ensured** for transportation to and from medical services providers for Medicaid (MA) covered services. Michigan Department of Community Health (MDCH) Publication 669, Medicaid Handbook Fee-for-Service, may be used to provide written information.

Payment for medical transportation may be authorized only after it has been determined that it is not otherwise available, and then for the least expensive available means suitable to the client's needs.

Medical transportation is available to:

- Family Independence Program (FIP) recipients.
- MA recipients (including those who also have Children's Special Health Care Services (CSHCS) coverage).
- Supplemental Security Income (SSI) recipients.
- Healthy Michigan Plan (HMP) recipients.

Note: Unless otherwise indicated, medical transportation coverage for HMP recipients is the same as medical transportation coverage for MA recipients.

MDCH authorized transportation is limited for clients enrolled in managed care; see **CLIENTS IN MANAGED CARE**.

Medical transportation is not available to the following, unless it is to obtain medical evidence; see BAM 815:

- FIP applicants.
- State Disability Assistance (SDA) applicants/recipients.
- MA applicants.
- Food Assistance Program (FAP) applicants/recipients (BEM 230B).
- Clients who have not met their deductible.

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- Medicare Savings Program only (BEM 165) recipients.
- Qualified Disabled Working Individuals (QDWI) (BEM 169) recipients.
- Recipients limited to emergency MA coverage.
- HMP applicants.

Brokerage Contract The MD CH has contracted with LogistiCare Solutions, L.L. C. to administer non-emergency medical transportation in Wayne, Oakland and Macomb counties.

Beneficiaries who reside in these counties and require medical transportation services should contact LogistiCare at (866) 569-1902.

Reminder: In all other counties, each county MDHS office is responsible for medical transportation for the beneficiaries who reside in that county.

COVERED MEDICAL TRANSPORTATION

Medical transportation is available to obtain medical evidence or receive any MA-covered service from any MA-enrolled provider, including:

- Chronic and ongoing treatment.
- Prescriptions.
- Medical supplies.
- Onetime, occasional and ongoing visits for medical care.

Exception: Payment may be made for transportation to U.S. Department of Veteran Affairs hospitals and hospitals which do not charge for care.

MEDICAL TRANSPORTATION NOT COVERED

Do not authorize payment for the following:

- Transportation for noncovered services (for example a 12 step program, medically unsupervised weight reduction, trips to pharmacies for reasons other than obtaining MA-covered items).

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- Reimbursement for transportation for episodic medical services and pharmacy visits that has already been provided.
- Transportation costs for long-term care (LTC) residents. LTC facilities are expected to provide transportation for services outside their facilities.
- Transportation costs to meet a client's personal choice of provider for routine medical care outside the community when comparable care is available locally. Encourage clients to obtain medical care in their own community unless referred elsewhere by their local physician.
- Transportation services that are billed directly to MA; see **BILLED DIRECTLY TO DCH**.
- MDCH authorized transportation for clients enrolled in managed care is limited; see **CLIENTS IN MANAGED CARE** in this item.

Medicaid Exception: For MA clients enrolled in managed care, medical transportation related to dental, substance abuse, and/or community mental health services program (CMHSP) is the responsibility of the county DHS office and not the managed care plan.

Healthy Michigan Plan Exception: For HMP clients enrolled in managed care, medical transportation related to substance abuse or CMHSP services is the responsibility of the county DHS office and not the managed care plan. **Transportation to dental services for HMP clients enrolled in managed care is the responsibility of the managed care plan.**

- Transportation services that are billed directly to MA; see **BILLED DIRECTLY TO DCH**.

MEDICAL TRANSPORTATION EVALUATION

Evaluate a client's request for medical transportation to maximize use of existing community resources.

- If a client has resources available to provide transportation without reimbursement-either by their own means or via family or friends-they are expected to do so. DHS staff is encouraged to explore whether such arrangements exist before authorizing

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transportation. However, if the client informs the DHS worker that transportation resources are not available, or that providing transportation without reimbursement is a financial hardship, transportation should be approved regardless of whether or not the service has been provided without reimbursement in the past. .

- Do not routinely authorize payment for medical transportation. Explore why transportation is needed and all alternatives to payment.
- Do not authorize payment for medical transportation unless first requested by the client.
- Use referrals to public or nonprofit agencies who provide transportation to meet individual needs without reimbursement.
- If available, utilize free delivery services that are offered by a recipient's pharmacy.
- Use bus tickets or provide for other public transit arrangements.
- Refer to volunteer services or use state vehicles to transport the client if payment for a personal vehicle is not feasible.

LOCAL OFFICE PROCEDURES

It is essential that medical transportation is administered in an equitable and consistent manner. It is important that local offices have procedures to assure medical transportation eligibility and that payment reflect policy. If such procedures do not exist, local office management is to initiate a process that supports this policy.

Transportation Coordination

It is recommended that local/district offices institute a transportation coordinator to ensure that all necessary tasks are done. This position would be responsible for establishing local procedures to assure the following:

- All requests for medical transportation are assessed and processed according to policy and local office procedures.

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- Verification of current or pending MA eligibility on Bridges is available.
- The DHS-54-A, Medical Needs, is given to eligible clients when required.
- Each client's need for transportation and access to resources is appropriately assessed.
- Maximum use is made of existing community transportation resources.

Note: Many transportation authorities will make tickets/passes available at special rates. The transportation coordinator is encouraged to negotiate with the local transit authority and develop administrative procedures for distribution to recipients.

In some areas it may be cost effective for local offices to contract with local transit providers for all or part of transportation services in the local office, such as Agencies on Aging, Intermediate School Districts, and local CMHSP.

- Alternative transportation means are explored.
- New resources are developed within the community, including the use of social contract participants to act as schedulers, providers or in other supportive roles related to the transportation activities of the local office.
- The MDCHis contacted for any required prior authorizations.
- Sufficient MSA-4674s, Medical Transportation Statements, are given to eligible clients.
- A centralized process for returning completed MSA-4674s is developed and implemented.
- The amount of reimbursement is correct, authorization for payment is completed and forwarded to the fiscal unit, and payment is processed in a timely manner.
- A local office liaison exists for resolving transportation payment disputes.

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LOCAL OFFICE AUTHORIZATION

Travel-Related

Local offices may authorize and pay for the following. Prior authorization may be required; see **PRIOR AUTHORIZATION** and **CLIENTS IN MANAGED CARE** in this item.

- Travel for clients to receive any MA-covered service from any MA-enrolled provider. This includes Early and Periodic Screening Diagnosis and Treatment (EPSDT) and Children's Special Health Care Services (CSHCS) who also have MA coverage.

Note: CSHCS does not cover transportation assistance for clients that have MA coverage. The same criteria must be applied to authorize medical transportation for dually eligible CSHCS/MA clients as for other MA clients.

Some local health departments provide reimbursement for transportation to clients for EPSDT screenings or the Maternal Outpatient Support Services (MOMS) program. Check with your local health department prior to authorization to guard against duplicate payments.

- Travel for methadone treatment for up to 18 months. Travel for methadone treatment extending beyond 18 months must be prior authorized. The 18 months are nonconsecutive (will not start over due to a break in treatment). Reimburse travel to receive methadone treatment at the least expensive cost. Use bus tokens or encourage the client to car-pool, if feasible.
- Travel and a fee for an attendant/travel aide needed to accompany a recipient needing special assistance during transport.
- Travel for a parent, relative, guardian or attendant who is accompanying a client who is a minor child.
- Travel for family members of clients who are children in an inpatient hospital treatment program, if the family members are part of a structured treatment or therapy program.

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- Travel for one trip for examination and one trip per Medical Review Team (MRT) recommendation for clients claiming disability or blindness.
- Travel within or outside the normal service delivery area including borderland outstate travel (local offices have responsibility for defining normal service delivery area).

Meals and Lodging

- Overnight stays (including meals and lodging) for up to five consecutive nights for:
 - One parent or guardian of a child for any inpatient stay.
 - One client and, in addition, one parent of a child, spouse, guardian or attendant for outpatient treatment at U of M Hospital.

See **PRIOR AUTHORIZATION** for stays beyond five days.

Exception: Meals and lodging may be authorized for one parent of a child at U of M MOTT Children's Pediatric Hospital for up to 14 days. See **PRIOR AUTHORIZATION** for stays beyond 14 days.

- Overnight stays if travel is 50 miles (one-way) or more from the client's home. MDCH must prior authorize overnight stays when the distance is less than 50 miles.
- Meal allowance associated with long-term recovery housing for bone marrow transplant operations at U of M or Harper Hospital (amount determined by MDCH) and prior authorized through the transplant coordinator. Lodging necessary prior to bone marrow transplant operation is to be paid.
- Meals for trips not involving overnight stays. Prior authorization is required from MDCH; see Exhibit 1, **Essential Medical Transportation Rate Schedule**.

Payment Authorization

Authorize payment for medical transportation beginning the month the client reported the need.

At application, do not authorize payment earlier than the MA begin date. If program eligibility is denied, only authorize payment for transportation to obtain medical evidence.

Some transportation services require prior authorization; see **PRIOR AUTHORIZATION** below.

Transportation services for children and families active for child welfare services and required as part of the services care plan are authorized by services staff. See Children's Foster Care Manual FOM 903-9 for policy and procedures. Foster parents that provide medical transportation for a foster child in their care may receive mileage reimbursement at the volunteer driver rate.

REVIEW

Review continued need for medical transportation:

- When indicated on the DHS-54 A, Medical Needs, form.
- At redetermination.
- Annually for SSI recipients.

The need for a special allowance must be reviewed yearly; see **Special Allowances**.

The need for transportation must be reviewed even if recipient's medical condition is considered lifetime.

CLIENTS IN MANAGED CARE

Medicaid Health Plans (MHPs) are required to assure a recipient's need for transportation necessary to receive health care services is met. This requirement is limited to the services the MHP is required to provide, including referrals for medical services from:

- Specialists.
- Out-of-state medical providers.

Refer recipients to their MHP provider if the Level of Care code is 07.

No Referral to MHP

The following services are not provided by MHPs for MA recipients:

- Dental.
- Substance abuse.
- CMHSP.

The following services are not provided by MHPs for HMP recipients:

- Substance abuse.
- CMHSP.

Evaluate requests for medical transportation for these services. Do not refer clients to MHPs for transportation to these services.

BILLED DIRECTLY TO DCH

MDCH authorizes and pays MA-enrolled providers directly for these services:

- Transportation for recipients who are enrolled in the MOMS program (pregnancy related), unless the client is enrolled in managed care; see **CLIENTS IN MANAGED CARE**.
- Transportation for day treatment provided by a CMHSP (as part of its treatment package) for clients enrolled in the children's waiver.
- Emergency ambulance transportation.
- Transportation for recipients who receive dialysis treatment at dialysis centers that provides transportation.
- Long-term housing related to transplant operations.

Prior Authorization

All prior authorization requests must be submitted before the service is provided and payment is made. Exceptions will only be granted for emergency situations or when extenuating circumstances exist and are clearly documented.

No exceptions will be made for requests submitted 30 days or more after the service is provided.

The following transportation expenses require prior authorization from MDCH:

- All outstate travel that is non-borderland; see BAM 402.
- Overnight stays if within 50 miles from recipient's home (one way).

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- Overnight stays beyond five days (14 days for U of M MOTT Children's Pediatric Hospital).
- Overnight stays or travel outside the normal service delivery area if expenses for two or more family members are included.
- Meals for trips not involving overnight stays; see exhibit 1, **Essential Medical Transportation Rate Schedule**.
- Special allowance when two or more attendants are medically necessary.
- Mileage and food costs for daily long-distance trips.
- Methadone treatment that extends beyond 18 months (DCH/CMH).
- It is important that documentation include the **specific reason(s)** why the client requires special transportation. Prior authorization may be requested for up to 6 months in cases where prolonged treatment requires multiple transports.

For all prior authorizations, send or fax (517) 335-0075 a memo to:

Michigan Department of Community Health
Program Review Division/Ancillary Unit
Attention: Medical Transportation
PO Box 30170
Lansing, MI 48909

It is important that documentation include the specific reason(s) why the client requires special transportation. The memo must be attached to the DHS 54-A and must include the following information:

- Client name and recipient ID.
- Case number.
- Client address.
- Diagnosis.
- Reason for requested travel expense(s).
- Effective travel dates (begin and termination).
- Travel origin and destination.
- Diagnosis.
- Specif reason/need for special transportation (if applicable).
- Specialist name and telephone number.

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Although it is best to fax or send a memo, local offices can contact the Program Review Division/Ancillary Unit at (800) 622-0276. The Program Review Division will respond to the local/district office with a memo.

REIMBURSABLE EXPENSES

Compute the cost of the client's medical transportation when you receive verification that transportation has been provided.

Calculate the total number of round trip miles traveled. Use the distance from the client's home to the medical services destination(s) and back to the client's home. Accept any reasonable client or transporter statement of the mileage. Otherwise, use map miles to determine mileage.

Exception: Volunteer Services drivers can be paid mileage for the distance from their home or office to the client's home and the return trip from the client's home in addition to the round trip mileage for the client's medical services. Volunteer service drivers cannot be paid for mileage when the client either failed to keep the appointment or was not at home.

Missed Appointments or Cancellations

Do not authorize payment to nonemergency transportation providers for missed or cancelled appointments.

Vehicle Rates

The following are reimbursement rates for travel by vehicle:

- Ticket charge per person (one way or round trip) for inter-city public transit.
- Round trip rate of \$30 and \$.27 cents per mile for commercial non-emergency medical transport vehicles specially equipped or designed to accommodate non-ambulatory (unable to walk) clients.
- \$.23 per mile for all **personal** vehicles if alternative transportation is not available and mileage reimbursement is necessary. This includes the client, relatives, friends, neighbors, etc.

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- \$.27 per mile only for:
 - Commercial non-emergency medical transport vehicles.
 - Nonprofit agencies.
 - Taxis.
 - Vans operated by medical facilities or public entities such as health agencies.
- Registered volunteer services drivers and foster care parents will be reimbursed at \$.555 per mile.

Do not authorize payment for waiting time or multiple trips for a single medical visit.

Note: A state vehicle may be used to transport clients; see ACM 416, Medical Transportation Payments.

Public Transit

Have a supply of public transit tickets, tokens, passes, etc. available for clients who wish to use public transit for medical transportation.

Note: Public transit tickets, tokens, passes, etc. intended for MA recipients must be purchased and tracked separately from those intended for HMP recipients; they are not interchangeable.

Special Allowances

All special allowances must be prior authorized by MDCH before payment may be made and must be reviewed yearly; see **REVIEW and PRIOR AUTHORIZATION**.

Do not authorize payment for a special allowance for transport in a private vehicle or van.

The special transportation allowance is:

- Medically necessary attendant - \$10.00 per attendant per round trip when an attendant is medically necessary in addition to the driver of the specialized and non-emergency medical transport vehicle.

See **PRIOR AUTHORIZATION** when two or more attendants are medically necessary.

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Note: Drivers of specialized and non-emergency transport vehicles are expected to assist the client. Authorize the above special allowance only if the client verifies that an attendant, in addition to the driver, is medically necessary to assist the client into and out of the building or that without such assistance it would be impossible or unsafe for client to enter and exit the building.

Parking Fees

Parking lot fees and tolls are reimbursable if verified with receipts.

Meals and Lodging

See Exhibit I, **ESSENTIAL MEDICAL TRANSPORTATION RATE SCHEDULE** for appropriate meal and lodging allowances.

Reimburse volunteer services drivers (meals only) at the Volunteer Services rate while transporting MA clients. Local office guidelines apply. This includes rates for meals only when there is no overnight stay.

Encourage lodging providers to bill the local office directly when overnight accommodations are authorized.

Reflect actual cost of lodging or meals when advance payments are made for less than the maximum table rates.

LOCAL OFFICE AUTHORIZATION describes meals and lodging for stays at U of M MOTT Children's Pediatric Hospital or outpatient treatment at U of M. Attempt to secure lodging at Ronald McDonald House for the parent. Authorize lodging at area motels or the MED-INN only after you have determined that lower cost lodging is not available.

The U of M Social Work Department will not make payments on behalf of recipients or bill DCH directly for meals and lodging.

EXCEPTIONS TO REIMBURSEMENT RATES

Exceptions to the maximum reimbursement rate must be prior authorized by MDCH.

All exception requests must clearly document the following:

- No appropriate transportation provider is available within the county.
- No appropriate medical facility is available within the county.
- Mileage (one-way) exceeds 50 miles.
- The quoted rate is the lowest available. Include quotes from a minimum of three providers.
- The provider is the only one available.

**Payment
Authorization
MSA-4674**

Use the MSA-4674, Medical Transportation Statement, to:

- Authorize payment for routine travel expenses that do not require advance payment,
- Verify that transportation was provided.

Use an MSA-4674 to authorize payment whenever a less expensive means for medical transportation is not otherwise available. Use comparable documentation from the provider and/or transporter if the client is unable to obtain the MSA-4674 prior to a medical visit.

A separate MSA-4674 is required for each medical provider or transporter. Chronic and ongoing treatment to the **same provider** may have more than five multiple trips within a calendar month reflected on the MSA-4674-A, Medical Transportation Statement - Chronic and Ongoing Treatment.

The local office must receive the MSA-4674 from the transportation provider within 90 calendar days from the date of service to authorize payment. The local office must then approve the MSA-4674 and submit it to the appropriate DHS accounting service center within 10 business days of receipt of the form.

Exception: A MSA-4674 is not required for volunteer services drivers if a DHS-4681, Volunteer Transportation Request/Authorization, is submitted for payment to the local office fiscal unit.

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The client and medical provider(s) (or their staff) must sign the form. The transporter must sign if payment is to be issued to the transporter, except for mass transit transporters.

DHS-1291

Use the DHS-1291, Local Payment Authorization, for advanced payment for long-distance travel expenses. Attach a DHS-223 to the DHS-1291 to document expenses; see **Expense Documentation**.

Expense Documentation

Documentation of expenses on an MSA-4674, MSA-4674A or DHS-223 (attached to the DHS-1291) must include the following:

- Patient's name and address.
- Case number and recipient ID number.
- Transportation provider's name, address, social security number or Tax I.D. number.
- Travel or appointment date.
- Medical provider's name, address and signature.
- Number of miles traveled (round trip).
- Payment method (client or vendor).

Payment Method

There are two payment methods:

- Direct client payment (client is the payee), or
- Direct vendor payment (transportation provider is the payee).

The client and transporter must determine who will be the payee. If the transporter is to be payee, the transportation provider completes section III of the MSA-4674. Make direct client payment if section III is not completed.

Exception: Always use vendor payment for volunteer services transporters.

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Minimum Mileage Payment Amount		The minimum mileage payment for volunteer drivers in personal vehicles is the greater of the following:	
		<ul style="list-style-type: none"> • \$1.80 per round trip. • The mileage rate. 	
Advance Payment for Travel Costs		<p>Authorize advance payments for emergencies and reimbursable expenses prior authorized by MDCH with supervisory approval. Use estimates by the client, transportation provider or medical provider to determine the amount of the advance payment.</p> <p>Use the DHS-1291 and attach Expense Documentation. Adjust final payments to reflect actual verified reimbursable expenses.</p> <p>The difference between actual reimbursable expenses and the advance payment will not be paid if you fail to attach documentation. Also, future advance payment requests may be denied.</p>	
DENIAL OF REIMBURSEMENT FOR TRANSPORTATION		<p>Use a DHS-301, Client Notice (Medical Transportation Denial), to notify a client that medical transportation is denied. The notice contains:</p>	
		<ul style="list-style-type: none"> • The action being taken. • The reason(s) for the denial. • BAM 825 as the legal base. • The individual's right to request a hearing. 	
Referrals		<p>The following are referrals not denials:</p> <ul style="list-style-type: none"> • Referring the client to the MHP for transportation services covered by the MHP; see CLIENTS IN MANAGED CARE. • Referring the client to the CMHSP for transportation covered by their capitation rates; see CLIENTS IN MANAGED CARE. 	

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Administrative Hearings	<ul style="list-style-type: none"> Referring the client to those providers who are able to bill MA directly; see BILLED DIRECTLY TO MDCH. 	Do not issue a DHS-301 when making a referral.	
	<p>The Michigan Administrative Hearing System is responsible for conducting hearings on medical transportation. The DHS-301 instructs the client to send the hearing request to MDCH.</p> <p>If MDCH receives a hearing request on a medical transportation denial, the local office hearings coordinator should:</p> <ul style="list-style-type: none"> Log the hearing request. FAX a copy of the hearing request to the DCH hearings coordinator at (517) 334-9505 (877-833-0870, phone). Send the original hearing request, within three workdays of receipt, to: <p style="text-align: center;">Michigan Administrative Hearing System PO Box 30763 Lansing, MI 48909</p> <p>When a hearing is requested on a medical transportation denial made by MDCH, the MA Appeals Section will contact the local MDHS office for case information and relevant documents.</p> <p>MDCH staff is responsible for:</p> <ul style="list-style-type: none"> Completing the DCH-0367, Hearing Summary. Arranging for and conducting the prehearing conference. Scheduling and presenting the case to the administrative law judge. Notifying the local office when a representative is needed to attend the telephone prehearing conference and/or serve as a witness at the hearing. 		
VERIFICATION REQUIREMENTS	Verify the client's:		

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- Need for chronic and ongoing treatment.
- Need for methadone treatment.
- Need for travel expenses that require prior authorization from MDCH.
- Need for travel outside the normal service delivery area.
- Need for overnight stays (including meals and lodging).
- Need for special transportation allowances; see **Special Allowances**.
- Need for attendant fee if the client needs special assistance; see **Special Allowances**.
- Length of time the need will exist.
- Type of special transportation needed.
- Parking fees and tolls.

Verification is not required if:

- The request for special allowances is for CSHCS or Harper University Hospital, or
- Transportation is arranged or authorized for single episodic visits to a medical provider or pharmacy.

Verification Sources

Verify need with the following:

- DHS-54A, Medical Needs.
- DHS-49, Medical Examination Report.
- Similar documentation signed by the client's applicable health care provider (or their staff).

Verify parking fees and tolls with receipts.

EXHIBIT I

ESSENTIAL MEDICAL TRANSPORTATION RATE SCHEDULE	
MEALS AND LODGING*	MAXIMUM
Lodging	\$41.25 plus tax
Breakfast must depart prior to 6:00 AM and return after 8:30 AM	\$4.50 (includes tax)
Lunch must depart prior to 11:30 AM and return after 2:00 PM	\$5.50 (includes tax)
Dinner must depart prior to 6:30 PM and return after 8:00 PM	\$11.75 (includes tax)
U of M CHILDREN'S HOSPITAL / OUTPATIENT TREATMENT	MAXIMUM
Lodging	
• Any Ronald McDonald House	\$12.50 per day
• Other	\$41.25 per day
Meals	
• When staying at any Ronald McDonald House	\$7.00 per day
• Other	\$12.00 per day
PARKING FEES/TOLLS	MAXIMUM
When supported by receipts	Actual charge
MILEAGE	MAXIMUM
Bus transportation	
• city bus (one way or round trip)	• distributed by local/district office per person
• inter-city bus (e.g. Greyhound) (one way or round trip)	• ticket charge per person
Personal vehicle	\$.23 per mile, or \$1.80 per round trip, whichever is greater regardless of the number of passengers
Volunteer Services drivers and foster care parents	\$.555 per mile.
Commercial, nonprofit agencies, medical facilities, local health departments, taxis	\$. 27 per mile
SPECIAL TRANSPORTATION ALLOWANCES	MAXIMUM
• Commercial non-emergency medical transport vehicle (wheelchair lift / medivan)	• \$30.00 / \$.27 per mile
• Attendant	• \$10.00 per attendant
*Meals and lodging expenses allowed for the client and the attendant/travel aide need to be prior authorized by DCH for stays longer than 5 days. See Meals and Lodging for stays at U of M MOTT Children's Pediatric Hospital. Rates do not apply for transplant recovery.	

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LEGAL BASE**FIP**

P.L. 104-193 of 1996
P.A. 280 of 1939, as amended

SDA

Annual Appropriations Act
Michigan Administrative Code; R 400.3151-400.3180

MA

42 CFR 431.53, and 440.170

FAP

7 USC 2015 (d)(4)(I)(i)

**JOINT POLICY
DEVELOPMENT**

Medicaid, and Maternity Outpatient Medical Services (MOMS) policy has been developed jointly by the Department of Community Health (DCH) and the Department of Human Services (DHS).

