



# COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN

## CPT-HSTP Goals



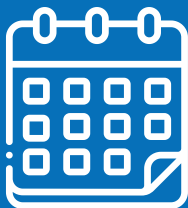
Meet the needs of all populations, including older adults, disabled persons, and people with lower incomes.



Identify opportunities to assist more people, reduce service gaps and overlaps, and increase the cost effectiveness of the service provided.



Improve the coordination of transportation services provided in the South Central Coordinated Transit District #9.



Adopted June 2010  
Updated October 2023



## Learn More:

For more information about the CPT-HSTP, visit the website:  
[www.wampo.org/public-transit](http://www.wampo.org/public-transit).

Electronic copies of this document are available online at [www.wampo.org](http://www.wampo.org).

Hard copy versions will be provided upon request. For more information, please contact:

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#### Plan Approval History:

- July 20, 2010
- September 10, 2013
- November 13, 2018
- October 10, 2023
  - Administrative Adjustment processed on September 26, 2025



# **COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN**

## **EXECUTIVE SUMMARY**

### **Learn More:**

For more information about the  
CPT-HSTP, visit the website:  
**[www.wampo.org/public-transit](http://www.wampo.org/public-transit)**



The Coordinated Public Transit Human Services Transportation Plan focuses on the assessment and targeted improvements for transportation options available to all populations. . Human service transportation includes a broad range of transportation service options designed to meet the needs of everyone, including older adults, disabled persons, and/or those with lower income.

Most people, regardless of age, disability, or income level, have different transportation needs and may require a specific set of services depending on their abilities, environment, and the options available in their community.

The Coordinated Human Services Transportation Plan is a tool for the community in coordinating the human service transportation programs for older adults, people with disabilities, and low-income households within the WAMPO region.

## COMMUNITY PROFILE

The Community Profile provides a description of the current system and target populations within the WAMPO region. This profile also includes a listing of available services, current transportation providers (public, private, and nonprofit), and an overview of public transportation funding.

### *Demographic Characteristics by Geographic Area*

The following chart compares the percentage of certain populations in the WAMPO region to the percentage of that population in Coordinated Transit District #9 counties, the State of Kansas, and the entire United States.

| Geographic Area | Over age 64 | Low Income | Disability | No Vehicle Available | Limited English Proficiency | Minority |
|-----------------|-------------|------------|------------|----------------------|-----------------------------|----------|
| United States   | 16.0%       | 12.6%      | 12.6%      | 8.3%                 | 8.2%                        | 31.8%    |
| Kansas          | 15.8%       | 11.5%      | 13.2%      | 5.1%                 | 4.6%                        | 18.6%    |
| CTD #9 Counties | 15.3%       | 12.6%      | 14.7%      | 5.7%                 | 4.9%                        | 26.1%    |
| WAMPO Region    | 14.8%       | 12.7%      | 14.5%      | 5.9%                 | 5.3%*                       | 23.4%*   |

Source: 2021 American Community Survey 5-year estimates (B08201, S0101, S1701, S1810, C16001) \*2020 ACS

### Public Providers

Of the 25 providers listed in the Inventory of services and providers, 8 are categorized as public transit providers in WAMPO region and are listed on the WAMPO Public Transit Page([www.wampo.org/public-transit](http://www.wampo.org/public-transit)). These providers include:

- **Butler County Transit Program:** a service provided by the Butler County Department on Aging is a general public transportation program that offers a variety of routes throughout the county with Wichita urbanized area routes in the City of Andover and into the City of Wichita. All general public transportation vehicles of this service are handicapped accessible. For more information visit: [www.bucoks.com/158/Transportation](http://www.bucoks.com/158/Transportation)
- **Cowley County Council of Aging:** For more information visit: <https://www.sckaaa.org/cowley-county/>
- **Derby Dash:** a service in the City of Derby this on-demand public transportation service has been in operation since 2007. The Derby Dash is available to residents of all ages and is equipped with accommodations for older adults and people with disabilities living in the Derby city limits. For more information visit: <http://www.derbyweb.com/132/Derby-Dash-Public-Transportation>
- **Haysville Hustle:** provides low-cost public transportation in the City of Haysville. Haysville Hustle is a demand-response service. For more information visit: <https://www.haysville-ks.com/haysville-hustle>
- **Mulvane Senior Center:** the Mulvane Recreational Commission provides transportation for many of the senior activities. For more information visit: <https://www.mulvanekansas.com/departments/?structureid=15>
- **Park City Senior Center:** has a volunteer transportation program for residents of Park City, Bel Aire, Kechi, or Valley Center for adults over the age of 55. They also offer a Lyft Concierge program for qualifying trips. For more information visit: <https://www.parkcityks.gov/69/Senior-Center>
- **Sedgwick County Transportation (SCT):** a service provided by the Sedgwick County Department on Aging. SCT provides limited on-demand transit services for medical and/or critical care purposes for multiple cities in Sedgwick County. For more information visit: [www.sedgwickcounty.org/aging/transportation/](http://www.sedgwickcounty.org/aging/transportation/)
- **Wichita Transit:** the Wichita Transit service provides fixed-route transit and paratransit services within the Wichita Urbanized Service Area. For more information visit: <https://www.wichitatransit.org/>

## THE NEEDS ASSESSMENT

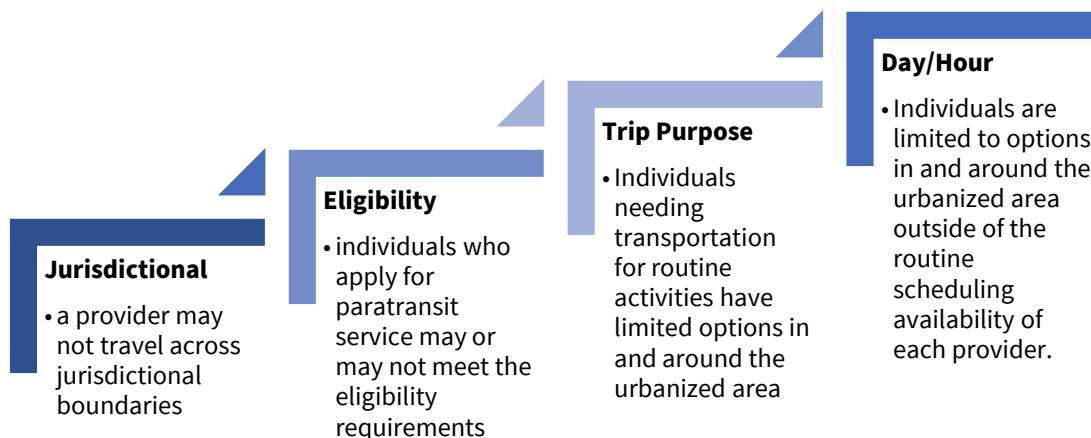
The Community Needs Assessment is a description of the transportation needs of the target populations and includes gaps in service. To assess the needs and challenges facing the three-target populations and those without vehicles, staff reached out to multiple transportation providers in the region and created a community survey that was distributed to transportation providers to request feedback from stakeholders.

### Survey Needs Results

The community survey was available in English, Spanish, and Vietnamese in physical format and digitally on the WAMPO Public Transit Page: [www.wampo.org/public-transit](http://www.wampo.org/public-transit). 262 survey submissions were received, of which 195 were hard paper copies and 67 were online submissions. Approximately 80-95 total staff hours were dedicated to promoting the community survey.

### Provider Limitations

Private and public transportation providers play crucial roles in offering mobility options for residents in urbanized areas. However, both types of providers have their own sets of limitations that can pose challenges to individuals seeking transportation services. This plan delves into the limitations associated with both private and public transportation providers and how these limitations can hinder accessibility and convenience for people in urban communities. The following examples illustrate how these **limitations** may pose as barriers to service:



### Needs Assessment Summary

The following graphic summarizes the needs this plan will address.



## IMPLEMENTATION PLAN

The Implementation Plan will identify strategies, activities, and potential projects that will address the identified gaps in service for older adults, people with disabilities, and households with low income.

### 5310 Scoring Rubric

The plan contains information that expands the detail associated with the updated scoring criteria for the *Enhanced Mobility of Seniors & Individuals with Disabilities* - Section 5310 FTA grant program for the urbanized area.

### Goals

#### **Goal 1: Enhance Accessibility.**

- Strategies:
  - Provide training for drivers on accommodating passengers that require accommodations.
  - Create/promote transportation programs that could benefit low-income individuals.
  - Increase availability of multi-lingual information.

#### **Goal 2: Remove transportation barriers.**

- Strategies:
  - Assess demand for extended hours.
  - Allocate resources for late-night and weekend service.
  - Collaborate with local businesses to determine peak transportation needs and allocate resources to high-demand routes.

#### **Goal 3: Increase collaboration between transit providers.**

- Strategies:
  - Collaborate with communities, businesses, and institutions in the region to identify shared transportation needs and opportunities for joint services.

#### **FROM THE SURVEY RESPONSES:**

59% of respondents said that they would need some kind of accommodation, 32% of the respondents have a household income under \$25,000, 16% of the respondents are over the age of 65, 16% of the respondents don't have English as their first language, about 20% of the additional comments portion request better accommodations for bus stops, and 15% reported issues with driver behavior.

#### **FROM THE SURVEY RESPONSES:**

15% of the responses said that they cannot get to their job/place of employment via transit, and 14% said they could not get to medical appointments via transit. 55% of the respondents said that ending transit services later at night, adding more routes, and operating on the weekends would make transit services more appealing/easier to use. From the additional comments, 25% of respondents would like to transit providers to extend service hours and dates.

For the full plan, visit: [www.wampo.org/public-transit](http://www.wampo.org/public-transit)

# **TRANSPORTE PÚBLICO COORDINADO**

## **PLAN DE TRANSPORTE DE SERVICIOS HUMANOS**

### **RESUMEN EJECUTIVO**

#### **Más información:**

Para saber más acerca de  
CPT-HSTP, ingrese al sitio web:  
[www.wampo.org/public-transit](http://www.wampo.org/public-transit)



El Plan coordinado de Transporte Público de Servicios Humanos se centra en las opciones de transporte disponibles para todas las poblaciones. El transporte de servicios humanos incluye una gran variedad de opciones de servicio de transporte diseñadas para satisfacer las necesidades de las poblaciones con desventajas de transporte, incluidos los adultos mayores, las personas con discapacidad y/o las personas con ingresos más bajos.

La mayoría de las personas, independientemente de su edad, discapacidad o nivel de ingresos, tiene diferentes necesidades de transporte y pueden requerir una serie específica de servicios en función de sus capacidades, su entorno y las opciones disponibles en su comunidad.

El Plan Coordinado de Transporte de Servicios Humanos es una herramienta que le permite a la comunidad coordinar los programas de transporte de servicios humanos para adultos mayores, personas con discapacidad y hogares de bajos ingresos dentro de la región WAMPO.

## PERFIL COMUNITARIO

El Perfil comunitario brinda una descripción del sistema actual y las poblaciones objetivo dentro de la región de WAMPO. Este perfil incluye también un listado de los servicios disponibles, los actuales proveedores de transporte (públicos, privados y sin ánimo de lucro) e información general de la financiación del transporte público.

### Características demográficas por zona geográfica

En el siguiente gráfico se muestra una comparación del porcentaje de ciertas poblaciones en la región de WAMPO con el porcentaje de esa población en los condados del Distrito de Transporte Coordinado N. 9, el Estado de Kansas, y la totalidad de los Estados Unidos.

| Área geográfica        | Mayores de 64 años | Ingresos bajos | Discapacidad | Sin vehículo disponible | Dominio limitado del inglés | Minoría       |
|------------------------|--------------------|----------------|--------------|-------------------------|-----------------------------|---------------|
| Estados Unidos         | 16.0%              | 12.6%          | 12.6%        | 8.3%                    | 8.2%                        | 31.8%         |
| Kansas                 | 15.8%              | 11.5%          | 13.2%        | 5.1%                    | 4.6%                        | 18.6%         |
| Condados del CTD N.º 9 | 15.3%              | 12.6%          | 14.7%        | 5.7%                    | 4.9%                        | 26.1%         |
| Región de WAMPO        | <b>14.8%</b>       | <b>12.7%</b>   | <b>14.5%</b> | <b>5.9%</b>             | <b>5.3%*</b>                | <b>23.4%*</b> |

Fuente: 2021 American Community Survey 5-year estimates (B08201, S0101, S1701, S1810, C16001) \*2020 ACS

### Proveedores públicos

De los 25 proveedores que figura en el Inventario de servicios y proveedores, ocho están clasificados como proveedores de transporte público en la región de WAMPO, y figuran en la Página de Transporte Público de WAMPO: [www.wampo.org/public-transit](http://www.wampo.org/public-transit). Estos proveedores incluyen:

- **Programa de transporte público del condado de Butler:** el Departamento para la Tercera Edad del Condado de Butler brinda este servicio como un programa de transporte público general que ofrece una variedad de rutas en todo el condado con rutas del área urbanizada de Wichita en la ciudad de Andover y en la ciudad de Wichita. Todos los vehículos de transporte público general de este servicio cuentan con accesibilidad para personas con discapacidad. Para más información, visite [www.bucoks.com/158/Transportation](http://www.bucoks.com/158/Transportation)
- **Departamento para la Tercera Edad del Condado de Cowly:** si desea más información, visite <https://www.sckaaa.org/cowley-county/>
- **Derby Dash:** un servicio en la ciudad de Derby este servicio de transporte público bajo pedido funciona desde 2007. Derby Dash está a disposición de residentes de todas las edades y cuenta con adaptaciones para personas mayores y con discapacidad que viven en los límites de la ciudad de Derby. Si desea más información, visite <http://www.derbyweb.com/132/Derby-Dash-Public-Transportation>
- **Haysville Hustle:** ofrece transporte público de bajo costo en la ciudad de Haysville. Haysville Hustle es un servicio de respuesta bajo pedido. Si desea más información, visite <https://www.haysville-ks.com/haysville-hustle>
- **Mulvane Senior Center:** Mulvane Recreational Commission proporciona transporte para muchas de las actividades de los adultos mayores. Si desea más información, visite <https://www.mulvanekansas.com/department/?structureid=15>

- **Park City Senior Center:** cuenta con un programa de transporte voluntario para residentes de Park City, Bel Aire, Kechi o Valley Center para adultos mayores de 55 años. También ofrecen un programa Lyft Concierge para viajes que califiquen. Si desea más información, visite <https://www.parkcityks.gov/69/Senior-Center>
- **Transporte del Condado de Sedgwick (SCT, en inglés):** servicio que presta el Departamento para la Tercera Edad del Condado de Sedgwick. El SCT presta servicios limitados de transporte bajo pedido con fines médicos y/o de cuidados críticos para múltiples ciudades del condado de Sedgwick. Si desea más información, visite [www.sedgwickcounty.org/aging/transportation/](http://www.sedgwickcounty.org/aging/transportation/)
- **Wichita Transit:** el servicio Wichita Transit presta servicios de transporte público de ruta fija y paratransito dentro del área de servicio urbanizada de Wichita. Si desea más información, visite <https://www.wichitatransit.org/>

## LA EVALUACIÓN DE NECESIDADES

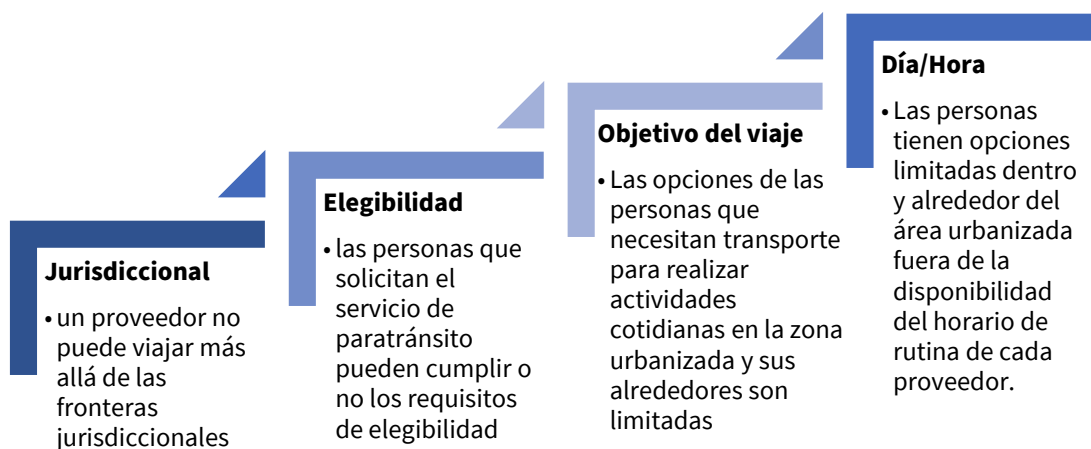
La Evaluación de Necesidades de la Comunidad es una descripción de las necesidades de transporte de las poblaciones objetivo e incluye las deficiencias en el servicio. Para evaluar las necesidades y los desafíos a los que se enfrentan las tres poblaciones objetivo y las personas sin vehículo, el personal se puso en contacto con múltiples proveedores de transporte de la región y creó una encuesta comunitaria que se distribuyó a los proveedores de transporte para solicitar la opinión de las partes interesadas.

### Resultados de la encuesta de necesidades

La encuesta a la comunidad estuvo disponible en inglés, español y vietnamita en formato físico y digital en la página de Transporte Público de WAMPO: [www.wampo.org/public-transit](http://www.wampo.org/public-transit). Se recibieron 262 encuestas, 195 en papel y 67 en línea. Se dedicaron cerca de 80 y 95 horas de personal a promover la encuesta comunitaria.

### Limitaciones de los proveedores

Los proveedores de transporte privado y público desempeñan un papel crucial en la oferta de opciones de movilidad para los residentes en zonas urbanizadas. Sin embargo, ambos tipos de proveedores tienen sus propias limitaciones que pueden plantear desafíos a las personas que buscan servicios de transporte. Este plan profundiza en las limitaciones asociadas tanto a los proveedores de transporte privado como público, y en cómo estas limitaciones pueden dificultar la accesibilidad y la comodidad de los habitantes de las comunidades urbanas. Los siguientes ejemplos ilustran cómo estas **limitaciones** pueden ser un obstáculo para el servicio:



## Resumen de la Evaluación de necesidades

El siguiente gráfico muestra un resumen de las necesidades que abordará este plan.



Mejorar la accesibilidad



Obstáculos para el transporte



Limitaciones de jurisdicción

## PLAN DE IMPLEMENTACIÓN

El Plan de Implementación identificará las posibles estrategias, actividades y proyectos que abordarán los obstáculos identificados en el servicio para adultos mayores, personas con discapacidad y hogares con bajos ingresos.

### Rúbrica de puntuación 5310

El plan contiene información que amplía los detalles de los criterios de puntuación actualizados para el programa de subvenciones de la FTA "Movilidad mejorada de personas mayores y personas con discapacidades- Sección 5310" para el área urbanizada.

### Metas

#### Meta 1: Mejorar la accesibilidad.

- Estrategias:
  - Impartir capacitación a los conductores sobre cómo hacer adaptaciones para los pasajeros que las necesiten.
  - Crear/promover programas de transporte que puedan beneficiar a las personas con bajos ingresos.
  - Aumentar la disponibilidad de información en varios idiomas.

#### DE LAS RESPUESTAS A LA ENCUESTA:

El 59% de los encuestados dijo que necesitaría algún tipo de adaptación; el 32% tiene ingresos familiares inferiores a \$25,000; el 16% tiene más de 65 años; el 16% no habla inglés como idioma principal; alrededor del 20% de la parte de comentarios adicionales solicita mejores adaptaciones para las paradas de autobús, y el 15% informó de problemas con el comportamiento de los conductores.

#### Meta 2: Eliminar los obstáculos al transporte.

- Estrategias:
  - Evaluar la demanda de horarios ampliados.

- Asignar recursos para el servicio nocturno y de fin de semana.
- Colaborar con las empresas locales para determinar las necesidades de transporte en horas pico, y asignar recursos a las rutas de mayor demanda.

**Meta 3: Aumentar la colaboración entre los proveedores de transporte.**

- Estrategias:
  - Colaborar con las comunidades, empresas e instituciones de la región para identificar las necesidades compartidas de transporte y las oportunidades de servicios conjuntos.

**DE LAS RESPUESTAS A LA ENCUESTA:**

El 15% de las respuestas afirma que no pueden ir a su trabajo/ lugar de destino en transporte público, y el 14% dice que no puede ir a sus citas médicas en transporte público. El 55% de los encuestados afirma que, finalizar los servicios de transporte más tarde por la noche, agregar rutas y funcionar los fines de semana harían que los servicios de transporte fueran más atractivos/fáciles de utilizar. A partir de los comentarios adicionales, el 25% de los encuestados desearía que las empresas de transporte ampliaran las horas y fechas de servicio.

Si desea conocer el plan completo, visite [www.wampo.org/public-transit](http://www.wampo.org/public-transit)



# KẾ HOẠCH VẬN CHUYỂN HÀNH KHÁCH CÔNG CỘNG

## DỊCH VỤ NHÂN SINH CÓ ĐIỀU PHỐI

### TÓM TẮT DỰ ÁN

#### Tìm Hiểu Thêm:

Để biết thêm thông tin về CPT-HSTP, xin truy cập trang web:  
[www.wampo.org/public-transit](http://www.wampo.org/public-transit)

Kế Hoạch Vận Chuyển Hành Khách Công Cộng Dịch Vụ Nhân Sinh Có Điều Phối chú trọng vào các lựa chọn vận chuyển dành cho các nhóm dân bị thiệt thòi thường xuyên đi lại, bao gồm ba đặc tính chính về độ tuổi (từ 64 tuổi trở lên), tình trạng khuyết tật, và thu nhập của gia đình. Vận chuyển dịch vụ nhân sinh bao gồm hàng loạt các lựa chọn dịch vụ vận chuyển được thiết kế nhằm đáp ứng các nhu cầu của các nhóm dân gặp bất lợi về vận chuyển bao gồm người cao tuổi, người khuyết tật, và/hoặc những người có thu nhập thấp.

Hầu hết mọi người, bất kể độ tuổi, khuyết tật, hoặc mức thu nhập đều có những nhu cầu vận chuyển khác nhau và có thể cần một loạt các dịch vụ cụ thể khác tùy thuộc vào khả năng, môi trường, và các lựa chọn sẵn có trong cộng đồng của mình.

Kế Hoạch Vận Chuyển Dịch Vụ Nhân Sinh Có Điều Phối là một công cụ để cộng đồng điều phối các chương trình vận chuyển dịch vụ nhân sinh dành cho những người cao tuổi, người khuyết tật, và những hộ gia đình thu nhập thấp trong vùng WAMPO.

# GIỚI THIỆU VỀ CỘNG ĐỒNG

Giới Thiệu Về Cộng Đồng mô tả hệ thống hiện tại và các nhóm dân mục tiêu trong vùng WAMPO. Mục giới thiệu này cũng bao gồm danh sách các dịch vụ hiện có, các nhà cung cấp vận chuyển hành khách hiện tại (các nhà cung cấp dịch vụ vận chuyển công cộng, các công ty tư nhân, và các tổ chức phi lợi nhuận), và tổng quan về nguồn vốn dành cho vận chuyển hành khách công cộng.

## Đặc Tính Nhân Khẩu Học theo Vùng Địa Lý

Biểu đồ bên dưới so sánh tỷ lệ các nhóm dân nhất định trong vùng WAMPO với tỷ lệ của nhóm dân đó trong 9 quận thực hiện Vận Chuyển Có Điều Phối, Tiểu Bang Kansas, và trên toàn Hoa Kỳ.

| Vùng Địa Lý | Trên 64 tuổi | Thu Nhập Thấp | Khuyết Tật | Không Có Xe Hơi | Trình Độ Anh Ngữ Hạn Chế | Thiếu Số |
|-------------|--------------|---------------|------------|-----------------|--------------------------|----------|
| Hoa Kỳ      | 16.0%        | 12.6%         | 12.6%      | 8.3%            | 8.2%                     | 31.8%    |
| Kansas      | 15.8%        | 11.5%         | 13.2%      | 5.1%            | 4.6%                     | 18.6%    |
| 9 Quận CTD  | 15.3%        | 12.6%         | 14.7%      | 5.7%            | 4.9%                     | 26.1%    |
| Vùng WAMPO  | 14.8%        | 12.7%         | 14.5 %     | 5.9%            | 5.3%*                    | 23.4%*   |

Nguồn: 2021 Ước tính 5 năm Khảo Sát Cộng Đồng Người Mỹ (B08201, S0101, S1701, S1810, C16001) \*2020 ACS

## Các Nhà Cung Cấp Công Cộng

Trong số 25 nhà cung cấp được liệt kê trong Bảng kê các dịch vụ và nhà cung cấp, có 8 nhà cung cấp vận chuyển hành khách công cộng trong vùng WAMPO và được ghi trong Trang Vận Chuyển Hành Khách Công Cộng ([www.wampo.org/public-transit](http://www.wampo.org/public-transit)). Các nhà cung cấp này là:

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- Hội Đồng Người Cao Tuổi Quận Cowley:** để biết thêm thông tin xin truy cập: <https://www.sckaaa.org/cowley-county/>
- Derby Dash:** một dịch vụ trong Thành phố Derby, dịch vụ vận chuyển công cộng theo yêu cầu này hoạt động từ năm 2007. Derby Dash vận chuyển cư dân mọi lứa tuổi và được trang bị những tiện nghi phục vụ người cao tuổi và người khuyết tật sống trong ranh giới thành phố Derby. Để biết thêm thông tin xin truy cập: <http://www.derbyweb.com/132/Derby-Dash-Public-Transportation>
- Haysville Hustle:** cung cấp vận chuyển hành khách công cộng chi phí thấp tại Thành Phố Haysville. Haysville Hustle là dịch vụ theo yêu cầu. Để biết thêm thông tin xin truy cập: <https://www.haysville-ks.com/haysville-hustle>
- Trung Tâm Người Cao Tuổi Mulvane:** Ủy Ban Văn Hóa Mulvane cung cấp dịch vụ vận chuyển cho nhiều hoạt động của người cao tuổi. Để biết thêm thông tin xin truy cập: <https://www.mulvanekansas.com/department/?structureid=15>
- Trung Tâm Người Cao Tuổi Park City:** có một chương trình vận chuyển tình nguyện dành cho các cư dân từ 55 tuổi trở lên của Park City, Bel Aire, Kechi, hoặc Valley Center. Họ cũng cung cấp chương trình Lyft Concierge đối với các chuyến đi hội đủ điều kiện. Để biết thêm thông tin xin truy cập: <https://www.parkcityks.gov/69/Senior-Center>

- **Chương Trình Vận Chuyển Quận Sedgwick (SCT):** một dịch vụ do Sở Người Cao Tuổi Quận Sedgwick cung cấp. SCT cung cấp các dịch vụ vận chuyển theo yêu cầu hạn chế đối với các mục đích chăm sóc y tế và/hoặc chăm sóc thiết yếu cho nhiều thành phố tại Quận Sedgwick. Để biết thêm thông tin xin truy cập: [www.sedgwickcounty.org/aging/transportation/](http://www.sedgwickcounty.org/aging/transportation/)
- **Cơ Quan Vận Chuyển Wichita:** cơ quan Vận Chuyển Wichita cung cấp các dịch vụ vận chuyển hành khách và người khuyết tật trên tuyến cố định trong Khu Vực Dịch Vụ Đô Thị Wichita. Để biết thêm thông tin xin truy cập: <https://www.wichitatransit.org/>

## ĐÁNH GIÁ NHU CẦU

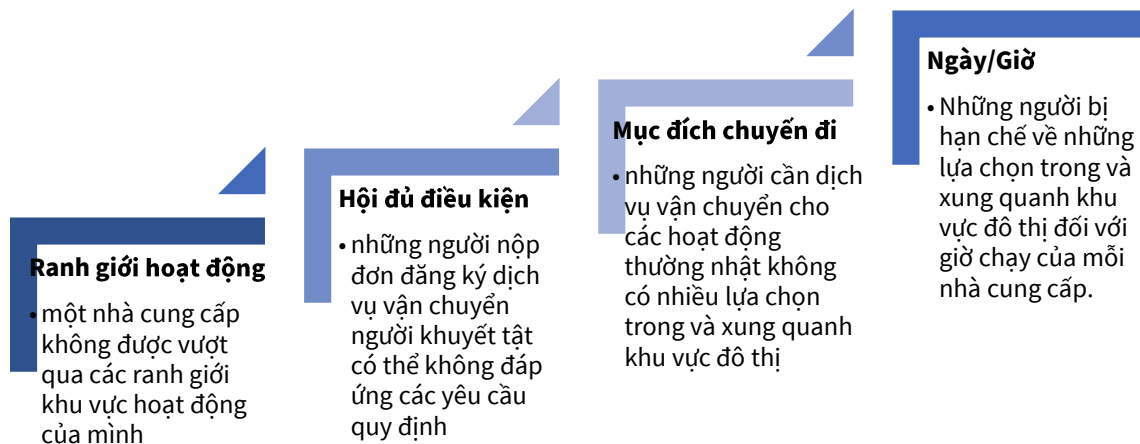
Đánh Giá Nhu Cầu là một mô tả các nhu cầu vận chuyển của các nhóm dân số mục tiêu, trong đó đề cập đến cả những lỗ hổng trong dịch vụ. Để đánh giá các nhu cầu và thách thức mà ba nhóm dân số mục tiêu và những người không có xe hơi đang phải đối mặt, các nhân viên chương trình đã tiếp cận với nhiều nhà cung cấp dịch vụ vận chuyển trong khu vực và tạo một bản khảo sát cộng đồng và phân phát đến các nhà cung cấp dịch vụ vận chuyển để tìm hiểu ý kiến của các bên liên quan.

### Kết Quả Khảo Sát Nhu Cầu

Khảo sát cộng đồng này được thực hiện bằng tiếng Anh, Tây Ban Nha, và tiếng Việt bằng bản giấy và trên mạng trên trang Vận Chuyển Hành Khách Công Cộng WAMPO: [wampo.org/public-transit](http://wampo.org/public-transit). Khảo sát nhận được 262 lượt trả lời, trong đó có 195 khảo sát được thực hiện trên bản giấy và 67 khảo sát được thực hiện trên mạng. Tổng số khoảng 80-95 giờ làm việc của nhân viên được thực hiện cho khảo sát cộng đồng này.

### Những Hạn Chế Của Các Nhà Cung Cấp

Các nhà cung cấp dịch vụ vận chuyển tư nhân và công cộng có vai trò quan trọng trong cung cấp các lựa chọn di chuyển cho cư dân các vùng đô thị. Tuy nhiên, cả hai loại nhà cung cấp này đều có những hạn chế riêng của họ có thể gây khó khăn cho những người đang tìm kiếm dịch vụ vận chuyển. Kế hoạch này nghiên cứu sâu vào những hạn chế liên quan đến cả nhà cung cấp dịch vụ vận chuyển tư nhân và công cộng và những hạn chế này có thể cản trở khả năng tiếp cận và sự thuận tiện của các cư dân đô thị như thế nào. Những ví dụ bên dưới minh họa **những hạn chế** này có thể gây cản trở cho dịch vụ như thế nào:



## Tóm Tắt Đánh Giá Nhu Cầu

Bản đồ họa bên dưới tóm tắt các nhu cầu mà kế hoạch này sẽ giải quyết.



### Nâng cao Khả năng tiếp cận



### Những Rào Cản Vận Chuyển



### Những Giới Hạn Về Ranh Giới Hoạt Động

## KẾ HOẠCH THỰC HIỆN

Kế Hoạch Thực Hiện sẽ xác định các chiến lược, các hoạt động, và các dự án tiềm năng giải quyết các lỗ hổng đã được xác định trong khi phục vụ những người cao tuổi, người khuyết tật, và các hộ gia đình có thu nhập thấp.

### Rubric Điểm Số 5310

Kế hoạch này có các thông tin mở rộng chi tiết liên quan đến các tiêu chí điểm số cập nhật đối với chương trình tài trợ FTA theo *Mục 5130 Nâng Cao Sự Di Chuyển của Người Cao Tuổi & Người Khuyết Tật* trong khu vực đô thị.

### Mục Tiêu

#### **Mục Tiêu 1: Nâng Cao Khả Năng Tiếp Cận.**

- Chiến Lược:
  - Tổ chức huấn luyện cho các lái xe về phục vụ những hành khách cần giúp đỡ.
  - Xây dựng/phát triển các chương trình vận chuyển có thể mang lại lợi ích cho những người thu nhập thấp.
  - Tăng cường cung cấp thông tin đa ngôn ngữ.

#### **TỪ CÁC CÂU TRẢ LỜI KHẢO SÁT:**

59% số người trả lời cho biết rằng họ sẽ cần một số tiện nghi, 32% số người trả lời có thu nhập gia đình dưới \$25,000, 16% số người trả lời trên 65 tuổi, 16% số người trả lời Tiếng Anh không phải tiếng mẹ đẻ của họ, khoảng 20% ý kiến bổ sung yêu cầu trang bị các tiện nghi tốt hơn cho các bến xe bus, và 15% phàn nàn về thái độ của lái xe.

## Mục Tiêu 2: Xóa bỏ những rào cản vận chuyển.

- Chiến Lược:
  - Đánh giá nhu cầu vận chuyển ngoài giờ hoạt động thông thường.
  - Phân bổ các nguồn lực cho dịch vụ vận chuyển đêm muộn và cuối tuần.
  - Hợp tác với các doanh nghiệp địa phương để xác định các nhu cầu vận chuyển giờ cao điểm và phân bổ các nguồn lực cho các tuyến đường có nhu cầu cao.

## Mục Tiêu 3: Tăng cường hợp tác giữa các nhà cung cấp dịch vụ vận chuyển hành khách.

- Chiến Lược:
  - Hợp tác với các cộng đồng, các doanh nghiệp, và các tổ chức trong vùng để xác định cá nhu cầu vận chuyển chung và các cơ hội cung cấp các dịch vụ chung.

### TỪ CÁC CÂU TRẢ LỜI KHẢO SÁT:

15% số người trả lời cho biết rằng họ không thể đi làm/đến công sở bằng vận chuyển hành khách công cộng, và 14% cho biết họ không thể đến các cuộc hẹn thăm khám y tế bằng vận chuyển hành khách công cộng. 55% số người trả lời cho biết rằng việc tăng thời gian hoạt động vận chuyển hành khách công cộng ban đêm, mở thêm các tuyến xe, và hoạt động vào cuối tuần sẽ khiến các dịch vụ vận chuyển hành khách công cộng thu hút hơn/dễ sử dụng hơn. Trong số các ý kiến bổ sung, 25% số người trả lời muốn các nhà cung cấp dịch vụ vận chuyển hành khách công cộng tăng thêm số giờ và ngày hoạt động.

Để xem toàn bộ bản kế hoạch, xin truy cập: <https://www.wampo.org/public-transit>

|                                                                     |           |
|---------------------------------------------------------------------|-----------|
| <b>ACKNOWLEDGEMENTS.....</b>                                        | <b>IV</b> |
| <b>SECTION I .....</b>                                              | <b>1</b>  |
| BACKGROUND & INFORMATION .....                                      | 1         |
| <i>What is Human Service Transportation?.....</i>                   | 1         |
| <i>2023 Plan Overview &amp; Purpose .....</i>                       | 2         |
| <b>SECTION II .....</b>                                             | <b>3</b>  |
| COMMUNITY PROFILE .....                                             | 3         |
| <i>Urbanized Area Population .....</i>                              | 4         |
| <i>Total Population by Geographic Area .....</i>                    | 5         |
| <i>Demographic Characteristics by Geographic Area .....</i>         | 5         |
| <i>Age .....</i>                                                    | 6         |
| <i>Older Adults by Geographic Area .....</i>                        | 6         |
| <i>Disability.....</i>                                              | 7         |
| <i>People with Disabilities by Geographic Area .....</i>            | 7         |
| <i>People with Low Income.....</i>                                  | 8         |
| <i>People with Low Income by Geographic Area .....</i>              | 8         |
| <i>Vehicle Availability .....</i>                                   | 9         |
| <i>People with No Vehicle Availability by Geographic Area .....</i> | 9         |
| <i>Target Population Overlap .....</i>                              | 9         |
| INVENTORY OF SERVICES & PROVIDERS .....                             | 10        |
| <i>Public Providers .....</i>                                       | 13        |
| THE NEEDS ASSESSMENT .....                                          | 15        |
| <i>Survey Needs Results .....</i>                                   | 15        |
| <i>Provider Limitations .....</i>                                   | 18        |
| <i>Needs Assessment Summary.....</i>                                | 19        |
| <b>SECTION III .....</b>                                            | <b>20</b> |
| IMPLEMENTATION PLAN .....                                           | 20        |
| <i>5310 Scoring Rubric.....</i>                                     | 20        |
| <i>Goals .....</i>                                                  | 24        |
| <i>Recommendations.....</i>                                         | 25        |
| <b>APPENDIX A: PLAN DEVELOPMENT .....</b>                           | <b>A1</b> |
| <i>Survey Outreach .....</i>                                        | A3        |
| <b>APPENDIX B: PUBLIC FUNDING OPPORTUNITIES .....</b>               | <b>B1</b> |
| <b>APPENDIX C: PUBLIC COMMENTS.....</b>                             | <b>C1</b> |

## ACKNOWLEDGEMENTS

This updated plan was produced by the Wichita Area Metropolitan Planning Organization (WAMPO) in collaboration with the Kansas Department of Transportation (KDOT), Wichita Transit, and other community partners and representatives of users of transportation.

The process of updating the 2023 Coordinated Public Transit- Human Services Transportation Plan included the support of the United Community Transit Coalition (UCTC), which worked together with WAMPO staff to provide strategic direction and support for the implementation strategies associated with the 2023 update. UCTC steering committee members included:

- Crystal Noles, Butler County Department on Aging
- Jenny Foster-Faquhar, Derby Senior Center
- Lona Kelly, Director, Harvey County Department on Aging
- Kristen McDaniel, Haysville Senior Center
- Jessica Warren, LMSW, Mobility Manager, South Central Kansas

## SECTION I

### BACKGROUND & INFORMATION

Last updated in 2018, the Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP) focused on the assessment and targeted improvements of activities within the Wichita Area Metropolitan Planning Organization (WAMPO) planning area, particularly within the Urbanized Area Boundary. Coordinated Public Transit-Human Services Transportation Plans are commonly referred to as simply “Coordinated Plan”.

WAMPO planning partners (Kansas Department of Transportation and Wichita Transit) will be working collaboratively to ensure the updated state-wide plan for the rural areas falling outside of the Urbanized Area shares an interconnected approach with the updates to the WAMPO Coordinated Plan.

#### Coordinated Plan History

- 2008: The first plan was adopted by the Coordinated Transit District (CTD) #12 in 2008. The plan provided the community with a formal document to coordinate specialized transportation services -- also known as paratransit services.
- 2010: The first update to the Coordinated Plan was adopted in June 2010. The updated plan expanded on the original by addressing the needs that were identified by stakeholders and identified a list of programmable and illustrative projects.
- 2013: The second update was adopted in September 2013 and focused on identifying the growing needs of the region based on public input and the changing dynamics of the target populations.
- 2018 Urban Area: focused on getting community input and core elements from the previous plan and incorporating new information from stakeholders within the urbanized area. Part of the recommendations included instituting centralized mobility management which was created in 2021.
- 2018 Rural Area: The Kansas Department of Transportation has taken the lead in developing Statewide Coordinated Plans characterized by individualized strategies that address the specific needs of each CTD rural area.
- 2023 Urban Area: Plan focused on getting community input and core data elements from the previous plan within the WAMPO region.

#### What is Human Service Transportation?

Human service transportation includes a broad range of transportation service options designed to meet the needs of all populations, including older adults, disabled persons, and/or those with lower income.

Most people, regardless of age, disability, or income level, have different transportation needs and may require a specific set of services depending on their abilities, environment, and the options available in their community.

## 2023 Plan Overview & Purpose

The Coordinated Plan is a tool for the community to coordinate the human service transportation programs for older adults, people with disabilities, and low-income households within the WAMPO region.

Section I of this plan includes background information about the Coordinated Public Transit – Human Services Transportation Plan.

Section II of this plan will explore the assessment of local needs and includes the following:

- **Community Profile:** The community profile provides a description of the current system and target populations within the WAMPO region. This profile also includes a listing of available services, current transportation providers (public, private, and nonprofit), and an overview of public transportation funding.
- **Needs Assessment:** description of the transportation needs of the target populations and includes gaps in service.

Section III will define the targeted approach and priorities identified and informed by public input.

- **Implementation Plan:** identifies the strategies, activities, and/or potential projects that could be used to address gaps or opportunities in the service delivery. Summarizes an implementation plan based on available resources (from multiple program sources), time, and the feasibility of identified strategies/activities.

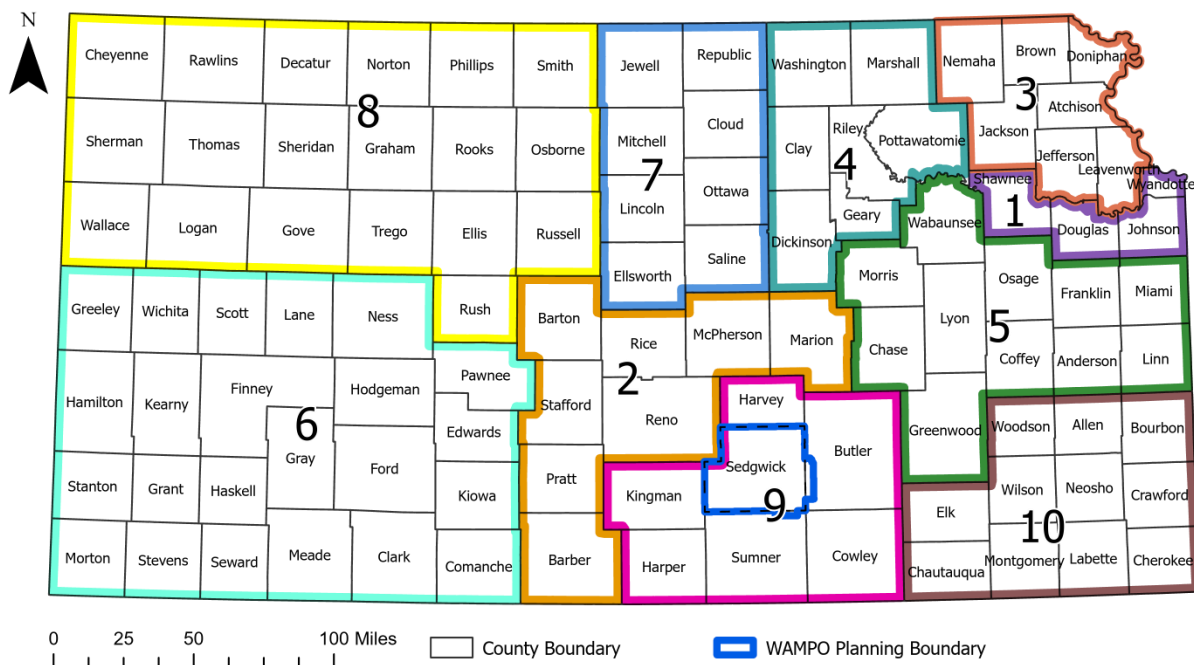
## SECTION II

### COMMUNITY PROFILE

The Coordinated Public-Transit Human Service Transportation Plan (CPT-HSTP) will focus on the transportation options available to frequently inadequately served populations, which include the three population characteristics of older adults, people with disabilities, and low-income households. The geographic area of focus will be the South-Central Kansas Coordinated Transit District #9 (CTD), especially the WAMPO Region.

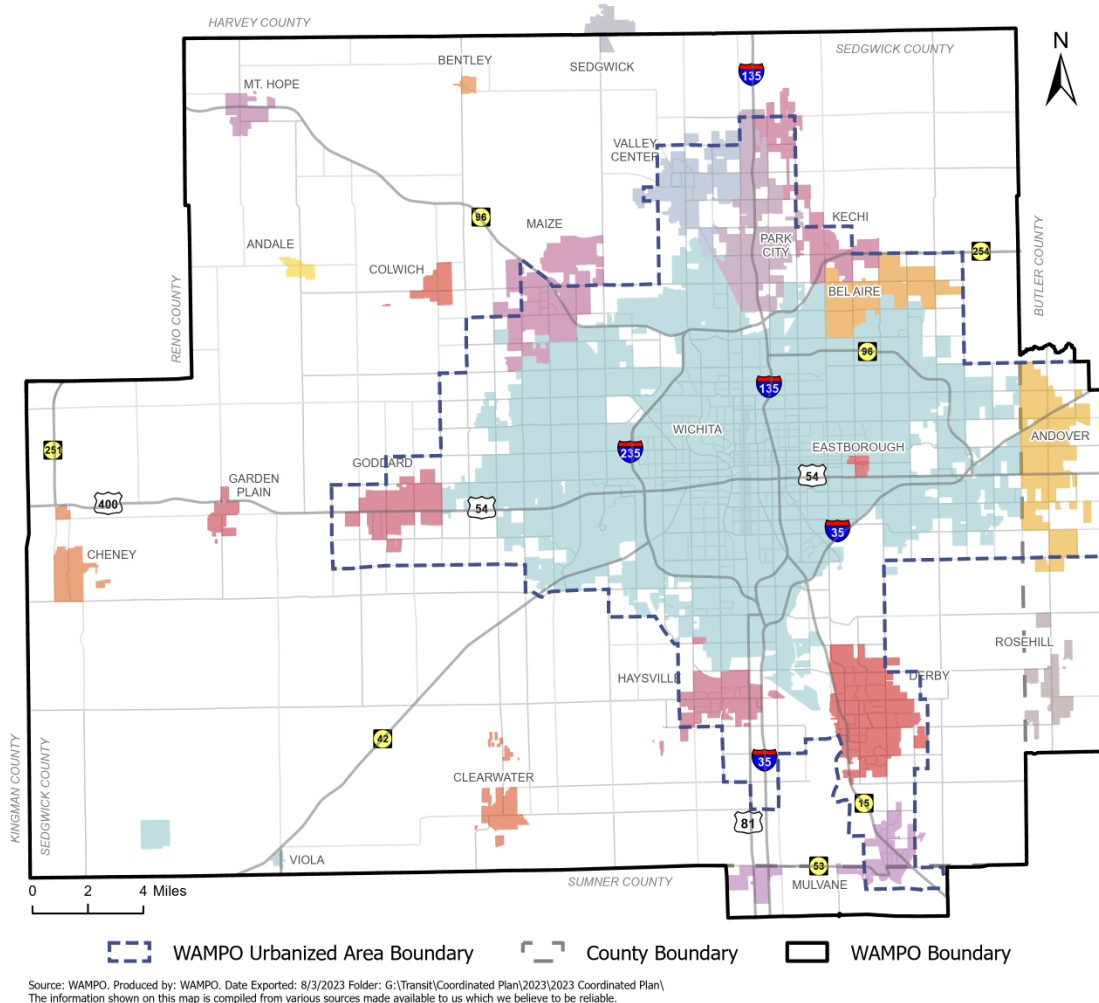
Coordinated Transit District (CTD) Boards are Kansas decision-making bodies focused on specialized transportation service coordination across the state. The CTD #9 boundary includes the following counties:

- Butler
- Cowley
- Harper
- Harvey
- Kingman
- Sedgwick
- Sumner



## WAMPO Planning Boundary

WAMPO's planning area includes 22 cities and all or part of three counties in south-central Kansas. Based on data from the U.S. Census Bureau, 2020 (Decennial Census), the WAMPO planning area has a total population of 547,230. The region includes the jurisdictions highlighted in the WAMPO area planning boundary map:



## Urbanized Area Population

With approximately 79% percent of the total CTD #9 population living in the WAMPO planning boundary, this plan will drill down into the transportation needs and wants of the three overlapping and interconnected target populations. These populations include older adults over the age of 64, people with disabilities, including physical, intellectual, and developmental, and households with low income as defined by the US Census. The following tables and information will highlight the population by geographic area and characteristic.

### Total Population by Geographic Area

| Geographic Area | 2010           | 2020           | % Change    |
|-----------------|----------------|----------------|-------------|
| United States   | 308,745,538    | 331,449,281    | 7.4%        |
| Kansas          | 2,853,118      | 2,937,880      | 3.0%        |
| CTD 9 Counties  | 673,264        | 695,114        | 3.2%        |
| WAMPO Region    | <b>518,976</b> | <b>547,230</b> | <b>5.4%</b> |

Source: 2010 & 2020 US Census Bureau Decennial Census (Table P1)

### Demographic Characteristics by Geographic Area

The following chart compares the percentage of certain populations in the WAMPO region to the percentage of that population in Coordinated Transit District #9 counties, the State of Kansas, and the entire United States.

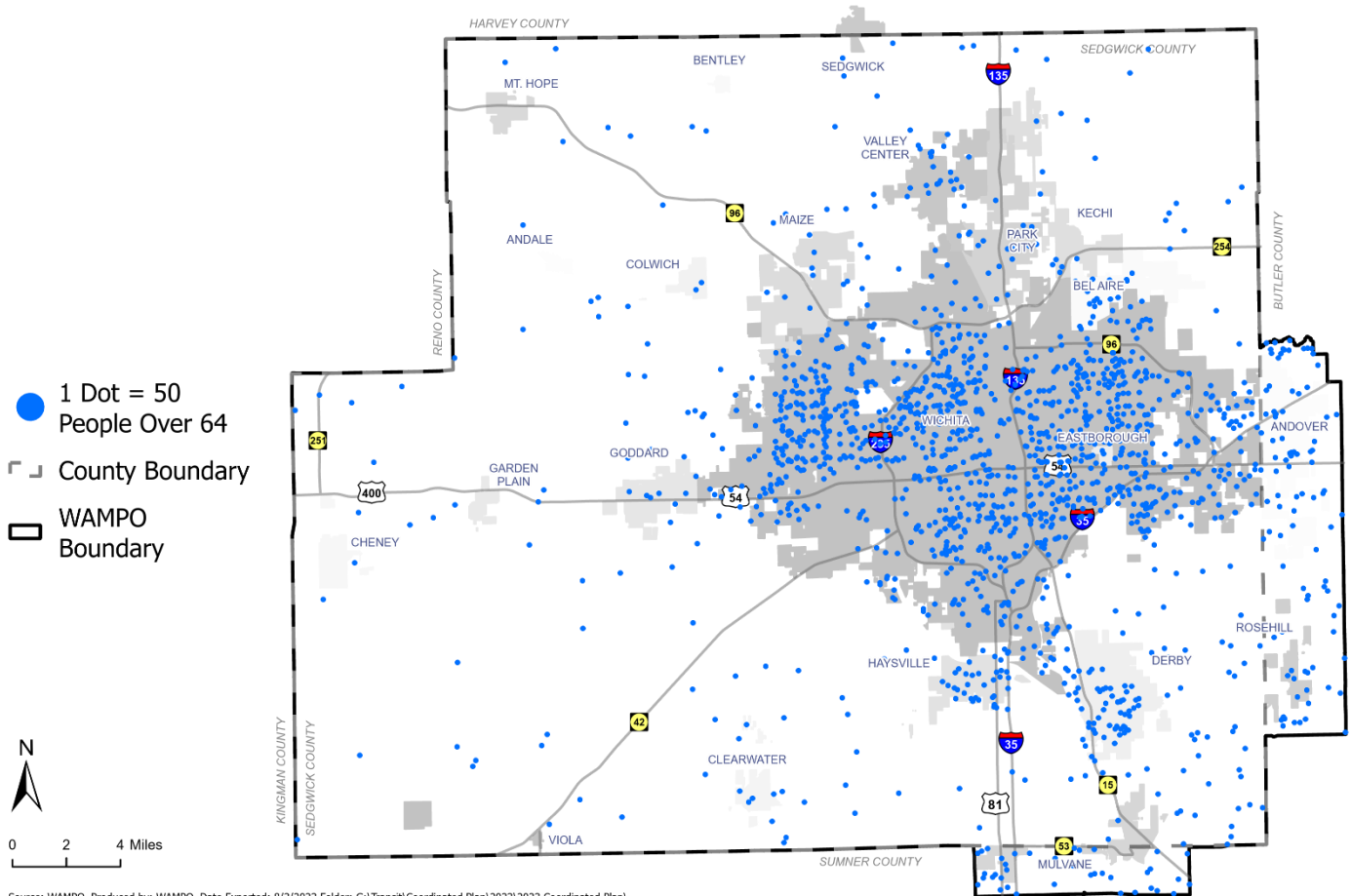
| Geographic Area | Over age 64  | Low Income   | Disability    | No Vehicle Available | Limited English Proficiency | Minority      |
|-----------------|--------------|--------------|---------------|----------------------|-----------------------------|---------------|
| United States   | 16.0%        | 12.6%        | 12.6%         | 8.3%                 | 8.2%                        | 31.8%         |
| Kansas          | 15.8%        | 11.5%        | 13.2%         | 5.1%                 | 4.6%                        | 18.6%         |
| CTD #9 Counties | 15.3%        | 12.6%        | 14.7%         | 5.7%                 | 4.9%                        | 26.1%         |
| WAMPO Region    | <b>14.8%</b> | <b>12.7%</b> | <b>14.5 %</b> | <b>5.9%</b>          | <b>5.3%*</b>                | <b>23.4%*</b> |

Source: 2021 American Community Survey 5-year estimates (B08201, S0101, S1701, S1810, C16001) \*2020 ACS

## Age

Older adults, defined as over the age of 64, are estimated to represent 16% of the US population and 14.8% of the WAMPO region. The following map illustrates the number of older adults per census tract.

### Older Adults by Geographic Area



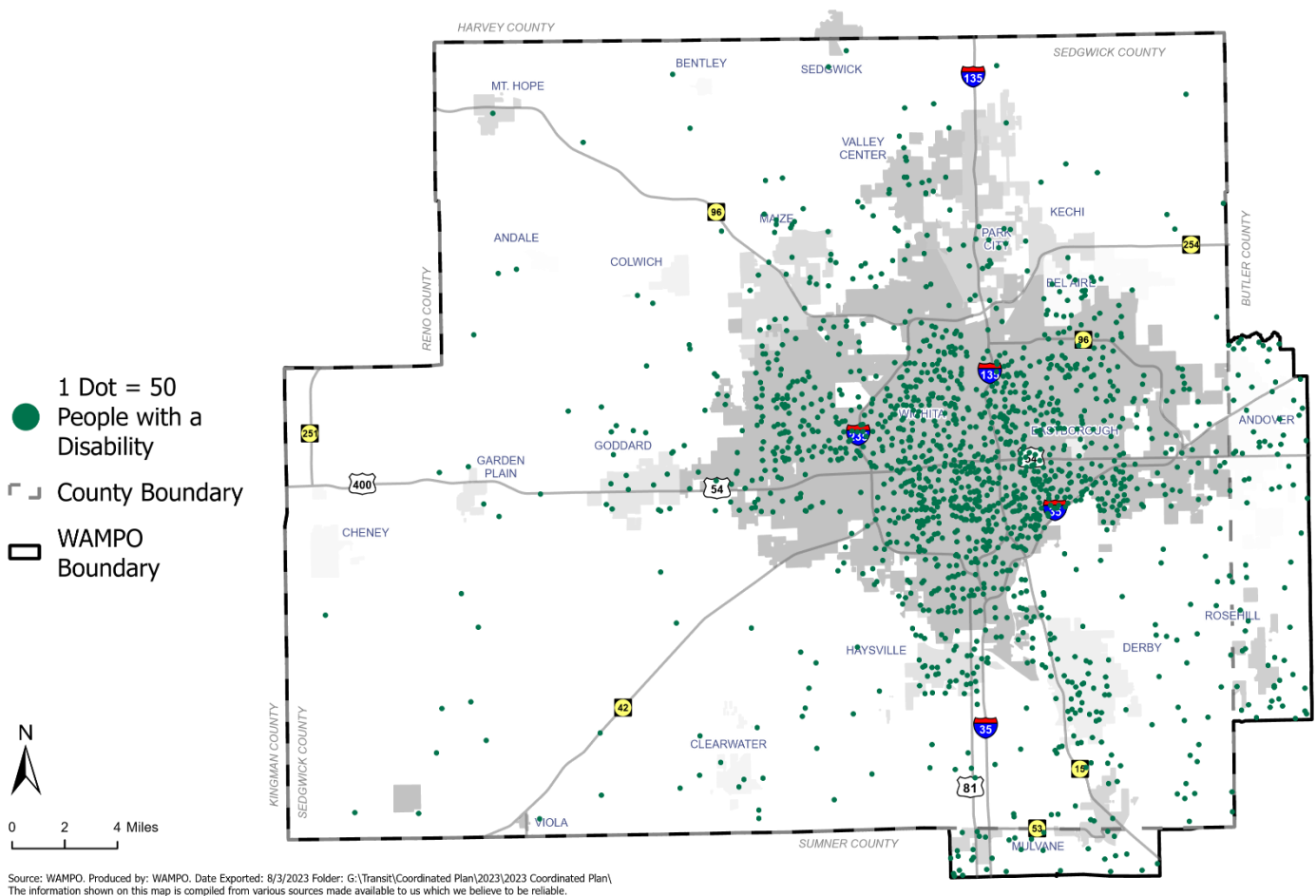
Source: WAMPO. Produced by: WAMPO. Date Exported: 8/3/2023 Folder: G:\Transit\Coordinated Plan\2023\2023 Coordinated Plan\ The information shown on this map is compiled from various sources made available to us which we believe to be reliable.

## Disability

People with disabilities comprise an estimated 12.6% of the US population and 14.5% of the WAMPO region population. Disability data from the American Community Survey (ACS) asks respondents about six disability types: hearing difficulty, vision difficulty, cognitive difficulty, ambulatory difficulty, self-care difficulty, and independent living difficulty. Respondents who report any of the six disability types are considered to have a disability.

Visit <https://www.census.gov/topics/health/disability/guidance/data-collection-acs.html> for additional detail on the Census definition of disability.

## People with Disabilities by Geographic Area



Although the Census does not account for the mobility requirements of a disabled individual (i.e., driving, transit, etc.), having a disability is still an indicator of specialized transportation needs.

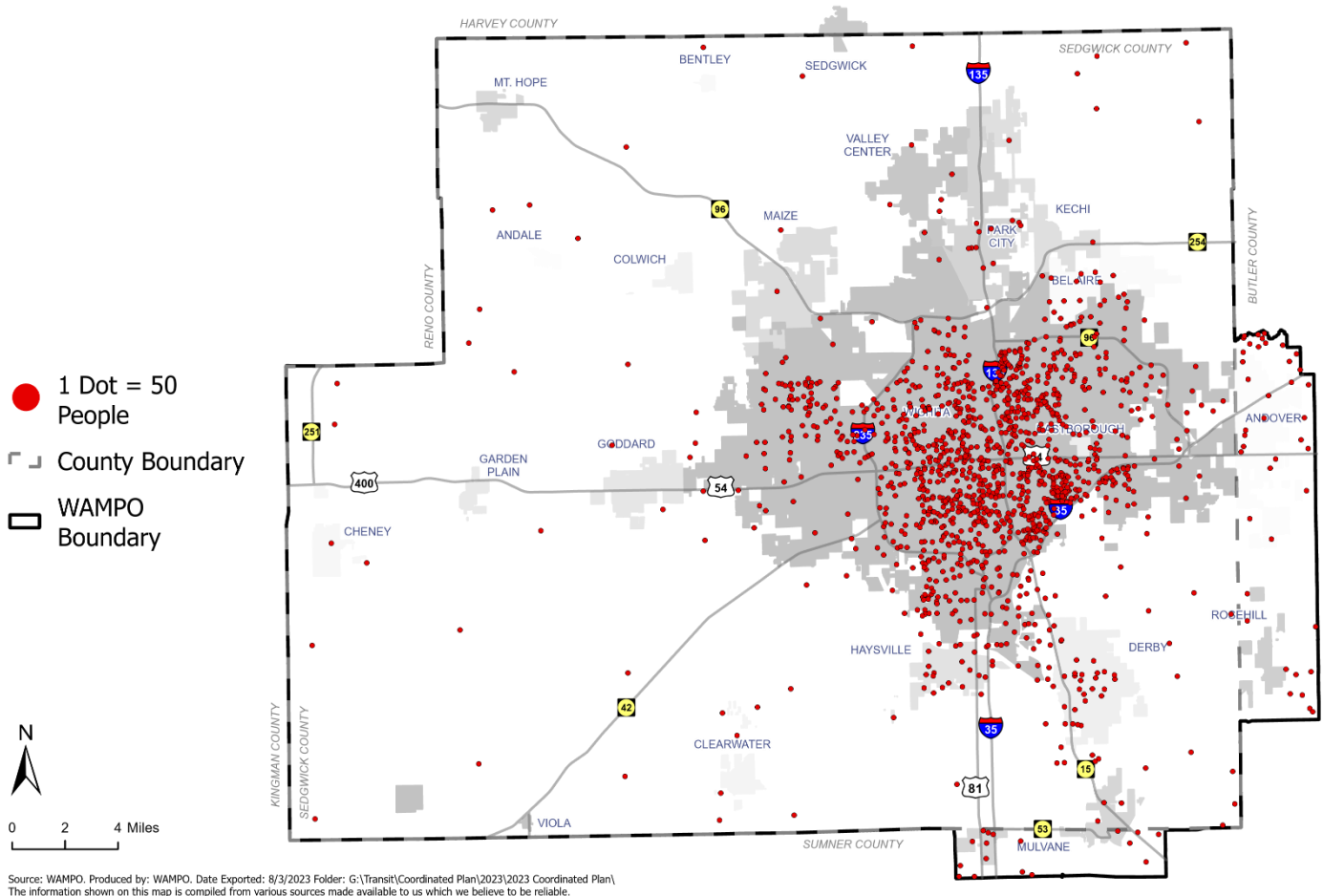
## People with Low Income

People with low incomes comprise an estimated 12.6% of the US population and 12.7% of the WAMPO region population. Poverty in Kansas is defined by the use of guidelines and thresholds. Guidelines are used for the determination of financial eligibility for programs and thresholds are used for calculating poverty population statistics. The commonly used guideline includes thresholds set by the US Census Bureau. The following link shows how they are defined by the Census:

- Census Poverty Measure:

<https://www.census.gov/topics/income-poverty/poverty/guidance/poverty-measures.html>

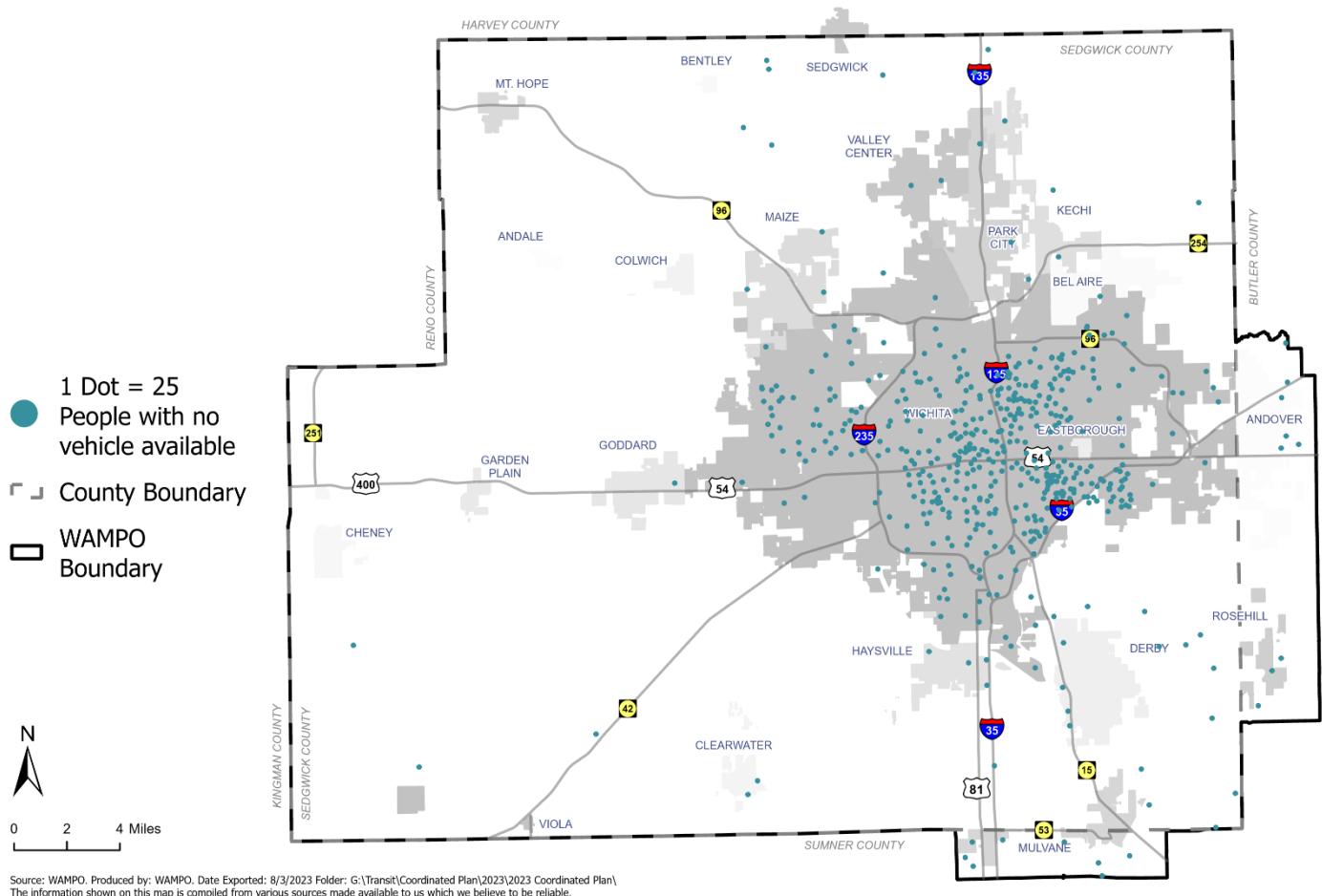
## People with Low Income by Geographic Area



## Vehicle Availability

People with no vehicle availability comprise an estimated 8.3% of the US population and 5.9% of the WAMPO region population.

## People with No Vehicle Availability by Geographic Area



## Target Population Overlap

It is clear that there is some inherent overlap among the target populations based on age, disability, and income. While vehicle availability was also presented as a population characteristic, it is important to note that it does not constitute a distinct target population. The following are just a few statistics and trends that illustrate this overlap of population characteristics:

- **Low Income & Disability:** In 2021 the poverty rate of people with disabilities in Kansas was 20.3%.
- **Older Adults & Disability:** Rates of disability increase with age. In Kansas in 2021, people ages 65 and older, accounted for 39.8% of people with disabilities.
- **Employment & Disability:** In 2021 according to the American Community Survey 44.3% of the population with a disability in Kansas is employed.

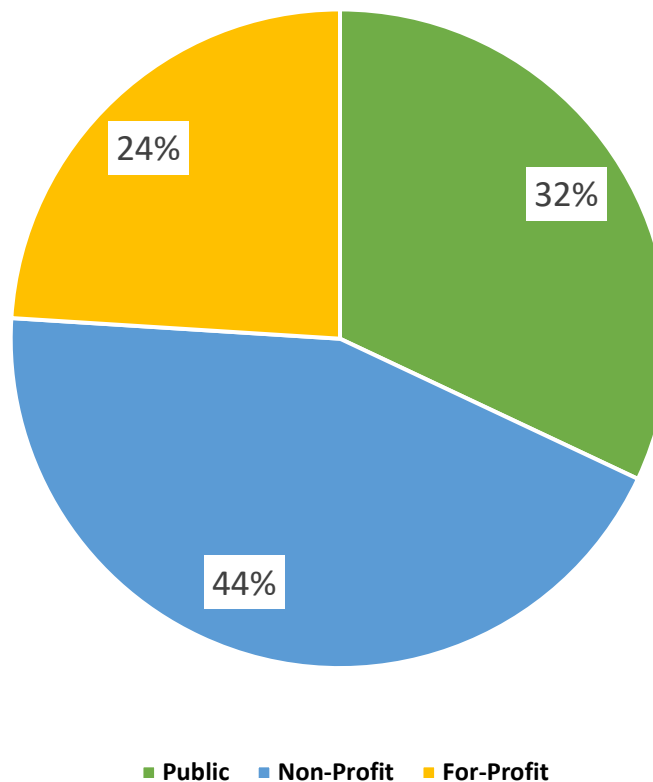
- Older Adults & Low Income: In 2021, according to the American Community Survey, 9.6% of the population below the poverty level is 65 years and over.

## INVENTORY OF SERVICES & PROVIDERS

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The Wichita Urbanized Area is composed of a variety of transportation providers that support the transportation needs of individuals. The chart below shows the distribution of both public and private (for-profit and non-profit) transportation providers.

**Transportation Providers by Type**



The following list shows the entities providing transportation services in the urbanized area:

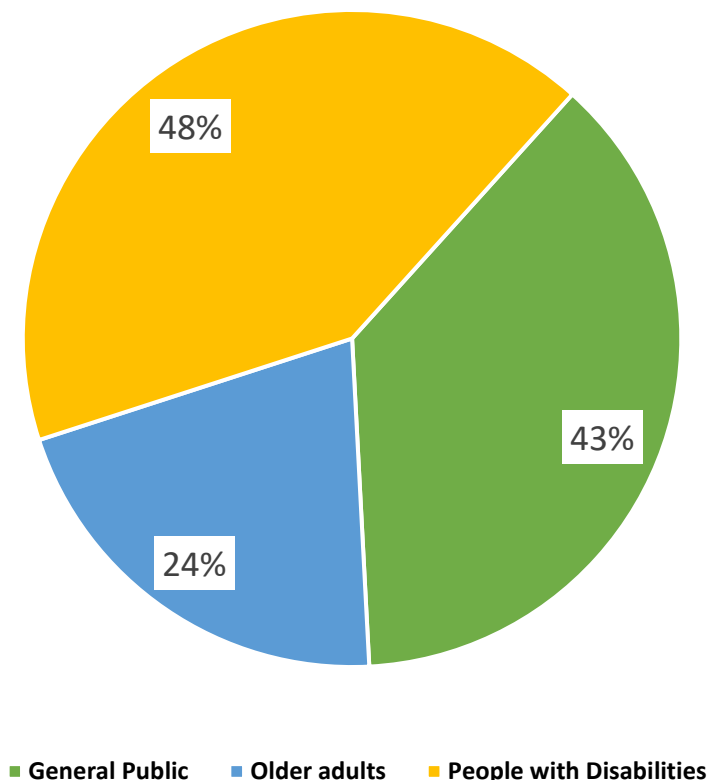
| Organization                                                             | Type of Provider | Main Funding Source                                                                              | Demographic Served                                                 | Location of Provider            |
|--------------------------------------------------------------------------|------------------|--------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|---------------------------------|
| <b>Butler County Transit Program (Butler County Department of Aging)</b> | Public           | FTA Section 5307 & 5311                                                                          | General Public, Accessible vehicles                                | Urbanized                       |
| <b>Cowley County Council on Aging</b>                                    | Public           | KDOT                                                                                             | KDOT                                                               | Winfield                        |
| <b>Derby Dash Public Transportation</b>                                  | Public           | FTA Section 5307                                                                                 | General Public                                                     | Urbanized                       |
| <b>Haysville Hustle (City of Haysville—Senior Center)</b>                | Public           | City of Haysville & 5310 Grant                                                                   | General Public                                                     | City of Haysville               |
| <b>Mulvane Senior Center</b>                                             | Public           | City of Mulvane & Sedgwick County Department of Aging                                            | 55 years +                                                         | Mulvane                         |
| <b>Park City Senior Center</b>                                           | Public           | City of Park City                                                                                | 65+                                                                | City of Park City               |
| <b>Sedgwick County Transportation</b>                                    | Public           | FTA Sections 5311 & 5310 and Sedgwick County Mill Levy Funding                                   | General Public                                                     | Urbanized & Non-Urbanized WAMPO |
| <b>Wichita Transit</b>                                                   | Public           | FTA Sections 5307 & 5310                                                                         | General Public                                                     | Urbanized                       |
| <b>AbilityPoint (Arc of Sedgwick County)</b>                             | Non-Profit       | Public support                                                                                   | Individuals with intellectual and developmental disabilities       | Wichita                         |
| <b>Arrowhead West, Inc.</b>                                              | Non-Profit       | FTA Section 5310                                                                                 | People with Disabilities                                           | Urbanized & Non-Urbanized WAMPO |
| <b>Catholic Charities</b>                                                | Non-Profit       | Federal and state private grants, philanthropic charitable donations, Fees for services provided | Adults with intellectual, developmental, and physical disabilities | Wichita                         |
| <b>Cerebral Palsy Research Foundation/Timber Lines</b>                   | Non-Profit       | FTA Section 5310                                                                                 | Older Adults & People with Disabilities                            | Urbanized                       |
| <b>Envision</b>                                                          | Non-Profit       | -                                                                                                | -                                                                  | -                               |
| <b>Episcopal Social Services (Breakthrough Club)</b>                     | Non-Profit       | -                                                                                                | -                                                                  | -                               |
| <b>Heartspring</b>                                                       | Non-Profit       | FTA Section 5310 (urbanized)                                                                     | People with Disabilities                                           | Urbanized                       |
| <b>Independent Living Resource Center</b>                                | Non-Profit       | State Grant                                                                                      | 16+ Disabled individuals                                           | Wichita                         |

| Organization                                                   | Type of Provider | Main Funding Source | Demographic Served                                                                          | Location of Provider                                  |
|----------------------------------------------------------------|------------------|---------------------|---------------------------------------------------------------------------------------------|-------------------------------------------------------|
| <b>Kansas Elks Training Center for the Handicapped (KETCH)</b> | Non-Profit       | FTA Section 5310    | People with Disabilities                                                                    | Urbanized                                             |
| <b>Project Independence</b>                                    | Non-Profit       | -                   | -                                                                                           | -                                                     |
| <b>Starkey, Inc.</b>                                           | Non-Profit       | FTA Section 5310    | People with Disabilities                                                                    | Urbanized                                             |
| <b>Air Capital Transportation</b>                              | For-Profit       | Private Funding     | General Public<br>Lift/Ramp/Stretcher (Vans)                                                | Sedgwick, Harvey,<br>Butler, Reno,<br>Sumner, Kingman |
| <b>Always There Senior Care</b>                                | For-Profit       | Private Funding     | Older Adults & People with Disabilities Companion (Escorted) Services                       | Wichita                                               |
| <b>Edisa Transportation</b>                                    | For-Profit       | Private Funding     | General Public<br>Lift/Ramp/Stretcher (Vans)                                                | KS, OK, MO, NE, CO & TX                               |
| <b>Right At Home</b>                                           | For-Profit       | Private Funding     | Right at Home Clients Older Adults & People with Disabilities Companion (Escorted) Services | Wichita                                               |
| <b>TransPro Services</b>                                       | For-Profit       | Private Funding     | General Public<br>Lift/Ramp/Stretcher (Vans)                                                | Sedgwick, Harvey,<br>Butler, Reno,<br>Sumner, Kingman |
| <b>Trust Transportation, LLC</b>                               | For-Profit       | -                   | General Public                                                                              | Sedgwick, Butler,<br>and Harvey County                |

\*\*12 private providers from the 2018 update were not included in the 2023 update due to staff being unable to contact the organizations to verify information. WAMPO staff reached out through emails, phone calls, and letters.

The following chart highlights the distribution of providers focused on a specific target population (older adults, people with disabilities, and the general public).

### Provider Target Populations



### Public Providers

Of the 25 providers listed 8 are categorized as public transit providers in the WAMPO region and are listed on the WAMPO - Public Transit Page([wampo.org/public-transit](https://wampo.org/public-transit)) . These providers include:

- **Butler County Transit Program:** a service provided by the Butler County Department on Aging is a general public transportation program that offers a variety of routes throughout the county with Wichita urbanized area routes in the City of Andover and into the City of Wichita. Vehicles offer curb-to-curb service, Monday through Friday to anyone of any age. Operates demand-response service within the City of Andover on weekdays between the hours of 8:30 a.m. and 12:00 p.m. All general public transportation vehicles of this service are handicapped accessible. For more information visit: [www.bucoks.com/158/Transportation](http://www.bucoks.com/158/Transportation)
- **Cowley County Council of Aging:** For more information visit: <https://www.sckaaa.org/cowley-county/>
- **Derby Dash:** a service in the City of Derby this on-demand public transportation service has been in operation since 2007. Providing affordable service within the Derby city limits, The Derby Dash is available to residents of all ages and is equipped with accommodations for older adults and people with disabilities living in the Derby city limits. Operates a demand-response service within its city limits on weekdays between the hours of

7:30 a.m. and 3:30 p.m. For more information visit: <http://www.derbyweb.com/132/Derby-Dash-Public-Transportation>

- **Haysville Hustle:** provides low-cost public transportation in the City of Haysville. Haysville Hustle is a demand-response (curb-to-curb) service. For more information visit: <https://www.haysville-ks.com/haysville-hustle>
- **Mulvane Senior Center:** The Mulvane Recreational Commission provides transportation for many of the senior activities. Some of the outings include trips to the area theaters, trips into Wichita to various museums and other places of interest, trips to other cities and many other fun and exciting activities are planned as well. For more information visit: <https://www.mulvanekansas.com/department/?structureid=15>
- **Park City Senior Center:** has a volunteer transportation program for residents of Park City, Bel Aire, Kechi, or Valley Center for adults over the age of 55. They also offer a Lyft Concierge program for qualifying trips. For more information visit: <https://www.parkcityks.gov/69/Senior-Center>
- **Sedgwick County Transportation (SCT):** a service provided by the Sedgwick County Department on Aging. SCT provides limited on-demand transit services for medical and/or critical care purposes for Bel Aire, Derby, Goddard, Haysville, Kechi, Maize, Mulvane (Sedgwick County only), Park City, Valley Center, Furley, Schulte, Andale, Bentley, Cheney, Clearwater, Colwich, Garden Plain, Mount Hope, Viola, and the City of Sedgwick. For more information visit: [www.sedgwickcounty.org/aging/transportation/](http://www.sedgwickcounty.org/aging/transportation/)
- **Wichita Transit:** a department of the City of Wichita, the Wichita Transit service provides fixed-route transit and paratransit services within the Wichita Urbanized Service Area. Operating hours are 5:30 a.m. to 7:30 p.m. on weekdays and 6:00 a.m. to 6:30 p.m. on Saturdays. For more information visit: <https://www.wichitatransit.org/>

## THE NEEDS ASSESSMENT

The Community Needs Assessment is a description of the transportation needs of the target populations and includes gaps in service. To assess the needs and challenges facing the three target populations and those without vehicles, staff reached out to multiple transportation providers in the region and the newly created United Community Transportation Coalition (UCTC) to request feedback from stakeholders.

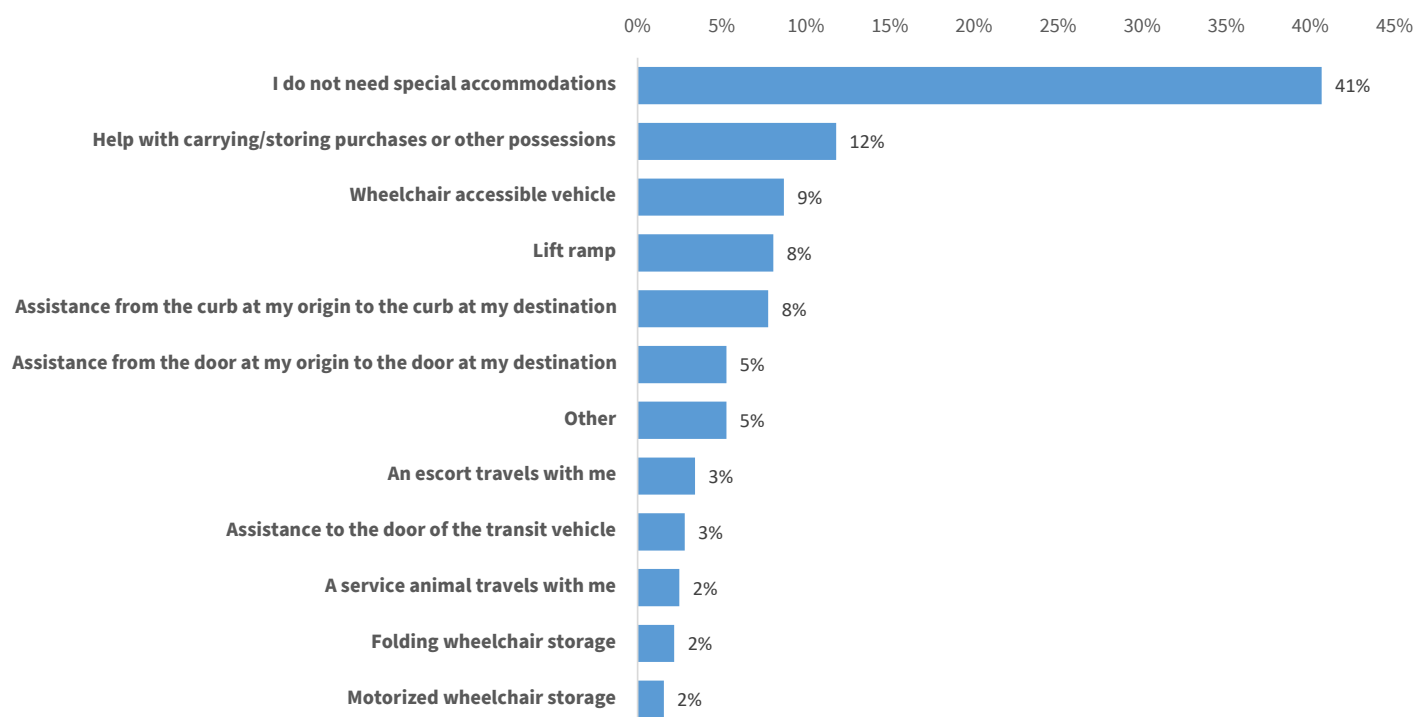
### Survey Needs Results

The community survey was available in English, Spanish, and Vietnamese in physical format and digitally on the WAMPO Public Transit Page: [wampo.org/public-transit](http://wampo.org/public-transit). 262 survey submissions were received, of which 196 were hard paper copies and 67 were online submissions.

Approximately 80-95 total staff hours were dedicated to promoting the community survey. Staff only promoted the Community Survey in the outreach opportunities unless otherwise noted. It is important to note that WAMPO had two more surveys open at the time of the community survey time frame. More information can be found in Appendix A: Plan Development.

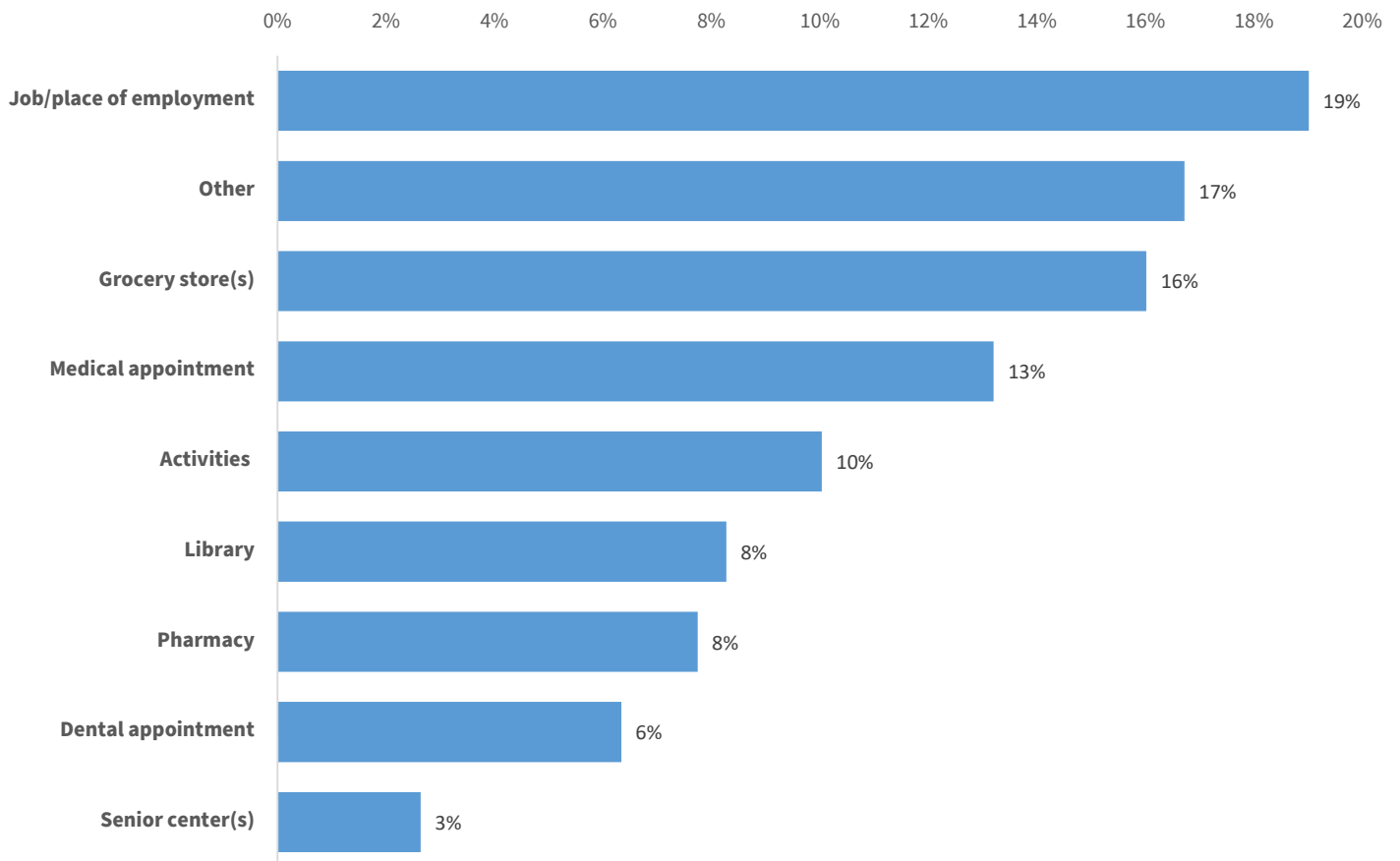
- 59% of survey responses said they need some form of accommodation.

#### 5 – What accommodations do you need? (Check all that apply). (n=222)



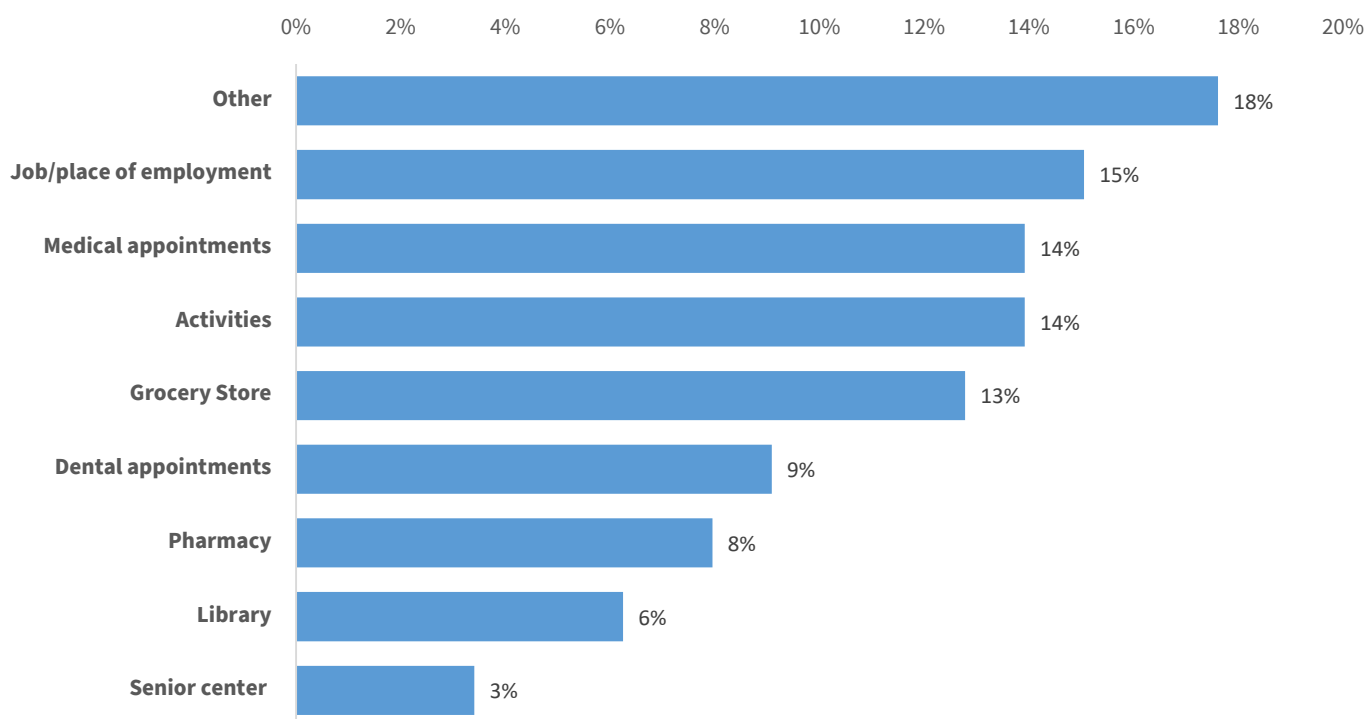
- Most of the respondents (87%) began their trips from their house/apartment. Additionally, 65% of the respondents ended their trips at their job/place of employment, grocery store, medical appointment, or other destinations.

**6 (B) – Where do your trips end? (Check all that apply). (n=229)**



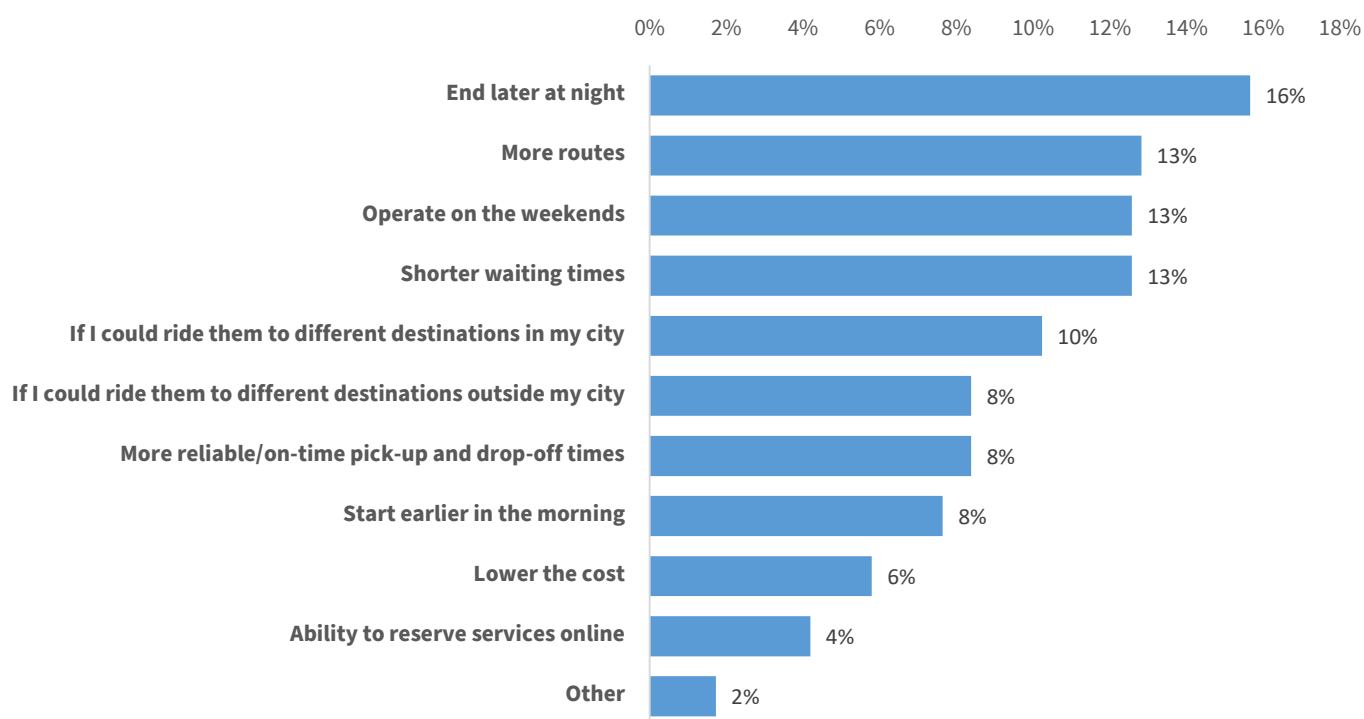
- Among the responses, 18% included options not listed, while 4% chose 'No' as their response. The second most selected option, chosen by 15% of the respondents, indicated that they would like to go to their job/place of employment using the existing services but cannot.

**8 – Are there places you would like to go but CANNOT get to with the existing services? (Check all that apply). (n=155)**



- Regarding changes to transportation service options in the region that would enhance appeal or convenience, 54% of the responses included preferences for extended operating hours, more routes, weekend operations, and reduced waiting times.

**9 - What changes to transportation service options in the region would make using them more appealing or easier for you? (Check all that apply). (n=211)**



- From the additional comments section at the end of the survey, it was observed that approximately 25% of the comments suggested extending service hours. Additionally, 20% of the comments indicated a desire for enhanced accessibility and comfort. These comments included suggestions for more bus stops, shelters, seating, as well as cleaner and better maintained buses.

### **Provider Limitations**

Private and public transportation providers play crucial roles in offering mobility options for residents in urbanized areas. However, both types of providers have their own sets of limitations that can pose challenges to individuals seeking transportation services. This article delves into the limitations associated with both private and public transportation providers and how these limitations can hinder accessibility and convenience for people in urban communities.

While all communities in the urbanized area communities have some form of public transportation option available to them, there are additional limitations that create challenges to those travelling in and around the region. These limitations include jurisdictional barriers, eligibility exclusions, trip purpose, and day/hour availability. The following examples illustrate how these limitations may pose as barriers to service:

- Jurisdictional Limitations: a provider may not travel across jurisdictional boundaries. For example, SCT travels from the above listed areas and can travel into Wichita and back, however, they cannot travel from Wichita to these areas and back.
- Eligibility Limitations: Individuals who apply for paratransit service through Wichita Transit may or may not meet the eligibility requirements.
- Trip Purpose Limitations: Medical trips have more service options. Individuals needing transportation for routine activities like banking, church, or shopping have limited options in and around the urbanized area.
- Day/Hour Limitations: Individuals needing transportation for routine activities like doctor's appointments, banking, church, or shopping have limited options in and around the urbanized area outside of the routine scheduling availability of each provider.

### Needs Assessment Summary

The following graphic summarizes the needs this plan would like to address.



**Enhance Accessibility**



**Transportation Barriers**



**Jurisdictional Limitations**

## SECTION III

### IMPLEMENTATION PLAN

The Implementation Plan will identify strategies, activities, and potential projects that will address the identified gaps in service for older adults, people with disabilities, and households with low income.

#### **5310 Scoring Rubric**

The following information expands the detail associated with the updated scoring criteria for the *Enhanced Mobility of Seniors & Individuals with Disabilities - Section 5310* FTA grant program for the urbanized area. For more information on Section 5310 program funding visit: [www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310](http://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310)

The below 5310 Scoring Rubric content will be used as the primary decision-making tool for all proposed urbanized area 5310 projects.

Please use the below criteria to “score” the project proposal. The project sponsor has a maximum of **100 points** available among the below-listed criteria. Each of the below-listed criteria has an associated “max points possible” listed in parentheses. Score each area between zero and the max available points, with zero being the criteria that was not addressed or satisfactory.

| CRITERIA                                                                    | SCORE |
|-----------------------------------------------------------------------------|-------|
| <b>1. Demonstration of Need (up to 10 pts)</b>                              |       |
| <b>2. Addresses Accessibility and/or Collaboration Goals (up to 50 pts)</b> |       |
| <b>3. Meets Specific Needs (older adults/disabilities) (up to 30 pts)</b>   |       |
| <b>4. Coordinated Transit District #9 Member Status (up to 10 pts)</b>      |       |
| <b>TOTAL</b>                                                                |       |

The following table highlights how the updated scoring criteria connect to the updated strategies:

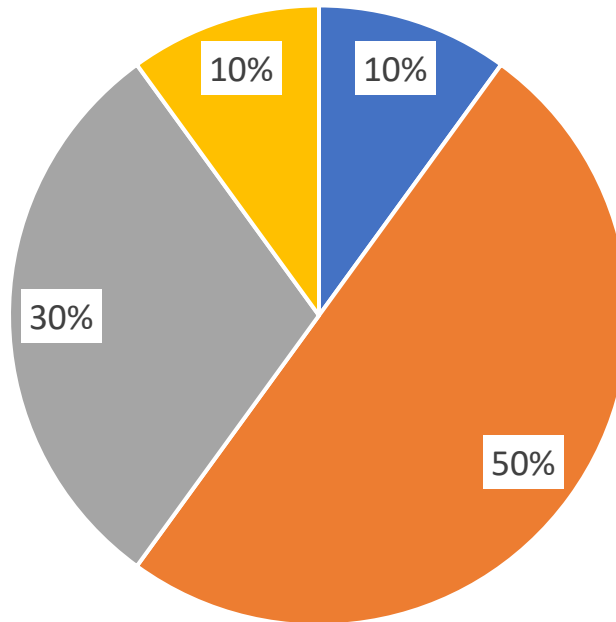
| Criteria                        | Strategy Connection                                                                                                                       |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Demonstration of Need           | General Criteria                                                                                                                          |
| Accessibility & Collaboration   | <i>Accessibility Connection:</i><br>Removing barriers that make transportation prohibitive for older adults and people with disabilities. |
|                                 | <i>Collaboration Connection:</i><br>Transportation Collaboration & Mobility Management                                                    |
| Meeting the Specific Needs      | <i>Collaboration Connection:</i><br>Removing Barriers, Transportation Collaboration & Mobility Management                                 |
| Coordinated Transit District #9 | General Criteria                                                                                                                          |

The following tables define each of the updated 5310 scoring criteria:

| Criteria              | Criteria Summary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Demonstration of Need | Project proposals should include a clear and concise description of need. This should include a description of the estimated number of people to be served distributed by the target population (older adults, people with disabilities, general population, etc.). The identification of need should summarize the gaps between current conditions and desired conditions or "wants."                                                                                                                                                                                                                                                                                                                                      |
| Accessibility         | <p>Projects that minimize barriers to transportation for older adults and people with disabilities. This could include:</p> <ul style="list-style-type: none"> <li>▪ Projects or services designed and carried out to meet the specific transportation needs of older adults and/or people with disabilities.</li> <li>▪ Projects that meet the needs of older adults and/or people with disabilities when other services are unavailable, insufficient, or inappropriate.</li> <li>▪ The exploration or the provision of transportation service(s) where service gaps are present.</li> <li>▪ Solutions that address transportation needs outside of "normal" operational hours, days, times, and/or locations.</li> </ul> |

| Criteria                                          | Criteria Summary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Collaboration</b>                              | <p>Projects that involve collaboration/coordination with agencies, jurisdictions, and/or businesses to support the transportation needs of older adults and people with disabilities. This could include:</p> <ul style="list-style-type: none"> <li>▪ Exploring or implementing cost-effective methods for collaboration to ensure the needed transportation options are provided.</li> <li>▪ Transportation providers coordinating rides to popular destinations (and stops along the way) to maximize efficiency and rider options.</li> <li>▪ Partnerships with nursing homes, assisted living centers, and/or other senior/disability care agencies.</li> <li>▪ Collaboration designed to overcome the potential disconnects for individuals needing transportation to suburban jobs and services.</li> <li>▪ Projects that study the feasibility of urbanized area transfer points and/or locations and cost-effective options for riders and agencies involved.</li> <li>▪ Projects that explore the feasibility of regional express bus/commuter service to employment centers.</li> <li>▪ Mobility Management Projects <ul style="list-style-type: none"> <li>- Service Development (vehicles, movement of people) to understand the Family of Services, coordinate resources, Link systems to people, and develop new creative options.</li> <li>- System Management to plan and manage demand. Considerations could include land use, transit-oriented development, livable communities, green, HOV, regulatory barriers, telecommuting, etc.</li> <li>- Transportation educational programs that educate the public on public transportation and associated benefits.</li> </ul> </li> </ul> |
| <b>Meeting Specific Needs</b>                     | <p>The project/service meets the specific transportation needs of older adults/people with disabilities. Projects could increase the ability of older adults and/or people with disabilities to meet the following needs:</p> <ul style="list-style-type: none"> <li>▪ Banking and Shopping/Retail</li> <li>▪ Church attendance</li> <li>▪ Employment</li> <li>▪ Entertainment &amp; Civic Activities</li> <li>▪ Medical &amp; Therapy Appointments</li> <li>▪ Visiting Family</li> <li>▪ Other Routine or Specialized Needs</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Coordinated Transit District Participation</b> | <p>Scoring is based on the organization's status as a Coordinated Transit District #9 (CTD) member and participation at regular meetings.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

## Points Distribution



- Demonstration of Need
- Addresses Accessibility and/or Collaboration Goals
- Meets Specific Needs (older adults/disabilities)
- Coordinated Transit District #9 member Status

## Goals

### Goal 1: Enhance Accessibility.

- Strategies:
  - Provide training for drivers on accommodating passengers who require accommodations.
  - Create/promote transportation programs that could benefit low-income individuals.
  - Increase availability of multilingual information.

#### FROM THE SURVEY RESPONSES:

59% of respondents said that they would need some kind of accommodation, 32% of the respondents have a household income under \$25,000, 16% of the respondents are over the age of 65, 16% of the respondents don't have English as their first language, about 20% of the additional comments portion request better accommodations for bus stops, and 15% reported issues with driver behavior.

### Goal 2: Remove transportation barriers.

- Strategies:
  - Assess demand for extended hours.
  - Allocate resources for late-night and weekend service.
  - Collaborate with local businesses to determine peak transportation needs and allocate resources to high-demand routes.

#### FROM THE SURVEY RESPONSES:

15% of the responses said that they cannot get to their job/place of employment via transit, and 14% said they could not get to medical appointments via transit. 55% of the respondents said that ending transit services later at night, adding more routes, and operating on the weekends would make transit services more appealing/easier to use. From the additional comments, 25% of respondents would like to transit providers to extend service hours and dates.

### Goal 3: Increase collaboration between transit providers.

- Strategies:
  - Collaborate with communities, businesses, and institutions in the region to identify shared transportation needs and opportunities for joint services.

## FROM THE SURVEY RESPONSES:

64% of the respondents use Wichita Transit, 95% of the zip codes entered belong to the city of Wichita ZIP codes, and 10% said that being able to ride to different destinations in their city would make transit services more appealing/easier to use. 8% of the respondents said being able to ride to different destinations outside of their city would make transit services more appealing/easier to use. From question 10 – “What city/town/unincorporated area are the following locations located in for you?”, 18% of the employer, 18% of the medical clinics or hospitals, and 24% of the Senior program or human services agency activities and appointments included locations outside of Wichita.

## Recommendations

While the aforementioned strategies are important, it is necessary to set forth recommendations that outline specific “next step” actions as a foundation for the strategies to be successfully implemented. The following are the formal recommendations of this plan:

- Designated recipients of Federal funding programs should follow through with routine audits of sub-recipients to:
  - Ensure proper and responsible use of allocated dollars.
  - Ensure that mandatory rides are being given depending on the requirements of the agency.
- Utilize the United Community Transit Coalition (UCTC) to advance mobility and coordination in the region. The UCTC’s goal is to “increase collaboration between the transportation systems in various jurisdictions within the Tri-County area.”
  - The UCTC should work to create a robust membership that includes private providers of transportation.
  - Potential UCTC tasks include:
    - Institute centralized scheduling. Develop a consorted effort among transportation service providers to ensure accessibility to transportation is available to eligible riders and to achieve efficient, cost-effective, regional transportation.
    - Develop the potential for a voucher program where system users could use any public or private service provider using their voucher.
    - Better coordinate driver programs to fill spatial gaps in transportation service coverage.
    - Develop computer/phone apps and other call applications making accessibility to services easier and traceable.
- Continue to build on the Mobility Management efforts that were developed by hiring a Director of Mobility Management for CTD #9. (This position was created in 2021.) Future tasks include:
  - Connect the public to available transportation options by attending community events, providing individual travel training sessions as needed, and presenting to groups as requested.
  - Actively participate in various groups/coalitions to assess needs, address gaps, and make connections.
  - Advocate for public transportation by sharing the benefits of transit and needs of providers with decision makers.

- Promote regional collaboration through the United Community Transit Coalition's work.
- Increase the public's awareness and perception of public transportation services throughout the region by creating and sharing data-driven infographics, flyers, brochures, etc.
- Assist in the statewide implementation of Kansas Mobility Week.
- Connect regional providers to partners across the state.

## APPENDIX A: PLAN DEVELOPMENT

The plan update activity and public engagement are summarized below:

### *February 2023*

- 2018 Plan Review & Identification of Update Areas.
- Communication with KDOT about their plans on updating their South-Central Region Coordinated Public Transit – Human Service Transportation Plan.
- WAMPO requested the assistance of the UCTC to help guide the plan development process.

### *April 2023*

- Staff requested assistance from UCTC to update the Transit Provider contact information.
- Staff started communication with transit providers in the region to update the transit provider information from the 2018 plan.
- Community Survey Development

### *May 2023*

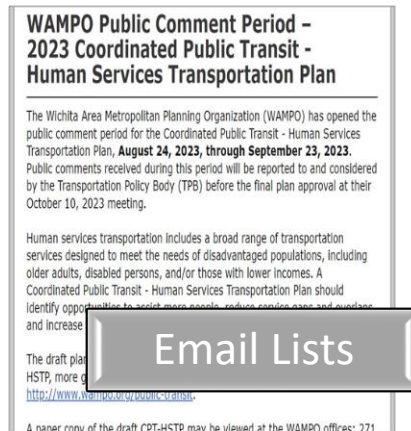
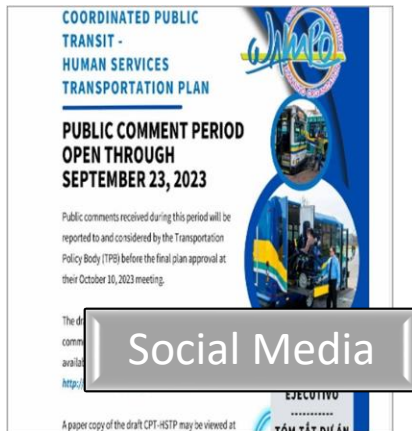
- WAMPO staff presented Community Profile findings to the UCTC and requested assistance to update the Inventory of services and providers. Staff also requested feedback for a community survey and the 5310-scoring rubric.
- Staff requested help spreading the word (for example, forwarding notices and information to distribution lists)

### *June/July/August 2023*

- Community Survey launched June 16
- Community Survey promotion

### *August – November 2023*

- UCTC meeting included Community Survey results.
- Public Comment Period from August 24, 2023, to September 23, 2023



- Drafted Plan
- Plan approved by TPB on October 10, 2023

## Survey Outreach

| Date      | Type                       | Reach                                                 | Number of Staff Hours | Description                                                                                    |
|-----------|----------------------------|-------------------------------------------------------|-----------------------|------------------------------------------------------------------------------------------------|
| 6/16/2023 | Outlook                    | United Community Transit Coalition members            | **                    | Community Survey Announcement                                                                  |
| 6/16/2023 | Constant Contact           | Send to 584 contacts in the WAMPO outreach email list | **                    | Community Survey Announcement                                                                  |
| 7/5/2023  | In-Person                  | Transit Center (6-8AM)                                | 4                     | Staff visited the Wichita Transit Center and surveyed people while they waited for their buses |
| 7/5/2023  | In-Person                  | Transit Center (3.45-5PM)                             | 2.5                   | Staff visited the Wichita Transit Center and surveyed people while they waited for their buses |
| 7/5/2023  | In-Person                  | Transit Center (5.45-8AM)                             | 4.5                   | Staff visited the Wichita Transit Center and surveyed people while they waited for their buses |
| 7/5/2023  | In-Person                  | Transit Center (3.45-5PM)                             | 2.5                   | Staff visited the Wichita Transit Center and surveyed people while they waited for their buses |
| 7/6/2023  | Facebook/Instagram/Twitter | 843 post views/Reposted by City of Andover            | **                    | Social media post                                                                              |
| 7/6/2023  | In-Person                  | Transit Center (5.45-6:45AM)                          | 1                     | Staff visited the Wichita Transit Center and surveyed people while they waited for their buses |
| 7/6/2023  | In-Person                  | Transit Center (3.45-5PM)                             | 3.75                  | Staff visited the Wichita Transit Center and surveyed people while they waited for their buses |
| 7/7/2023  | Facebook/Instagram/Twitter | 44 post views                                         | **                    | Community Survey social media promotion post                                                   |
| 7/10/2023 | Facebook/Instagram/Twitter | 56 post views                                         | **                    | Community Survey social media promotion post                                                   |
| 7/11/2023 | Constant Contact           | Send to 576 contacts in the WAMPO outreach email list | **                    | Community Survey social media promotion post                                                   |

| Date      | Type                       | Reach                                                 | Number of Staff Hours | Description                                                                                             |
|-----------|----------------------------|-------------------------------------------------------|-----------------------|---------------------------------------------------------------------------------------------------------|
| 7/12/2023 | In-Person                  | Transit Center (3.45-5PM)                             | 3.75                  | Staff visited the Wichita Transit Center and surveyed people while they waited for their buses          |
| 7/12/2023 | Email Lists                | Send email to 33 transit providers                    | **                    | Email campaign requesting transit providers to promote the community survey with their users            |
| 7/17/2023 | Email Lists                | Send to 574 contacts in the WAMPO outreach email list | **                    | Email campaign to the general WAMPO outreach list with information about the survey purpose             |
| 7/17/2023 | Facebook/Instagram/Twitter | 37 post views                                         | **                    | Community Survey social media promotion post                                                            |
| 7/19/2023 | Facebook/Instagram         | 46 post views                                         | **                    | Community Survey social media promotion post                                                            |
| 7/20/2023 | In-Person                  | Transit Center (1-3PM)                                | 4                     | Staff rode Wichita Transit routes 13, 21, and the Q-Line                                                |
| 7/20/2023 | In-Person                  | Pop Up Event: Maize Farm and Art Market               | 8                     | WAMPO staff promoted the three open surveys community survey(CPT-HSTP), the MTP2050, and EV plan survey |
| 7/21/2023 | Facebook/Instagram         | 21 post views                                         | **                    | Community Survey social media promotion post                                                            |
| 7/21/2023 | Facebook/Instagram         | 53 post views                                         | **                    | Community Survey social media promotion post                                                            |
| 7/24/2023 | Email Lists                | Send to 573 contacts in the WAMPO outreach email list | **                    | Email campaign to the general WAMPO outreach list with information about the survey purpose             |
| 7/24/2023 | Facebook/Instagram         | 31 post views                                         | **                    | Email campaign to the general WAMPO outreach list with information about the survey purpose             |
| 7/26/2023 | In-Person                  | Starkey (Maple Location)                              | 4.5                   | Staff rode two Starkey routes and received input from riders and transit drivers                        |

| Date      | Type               | Reach                                                 | Number of Staff Hours | Description                                                                                                        |
|-----------|--------------------|-------------------------------------------------------|-----------------------|--------------------------------------------------------------------------------------------------------------------|
| 7/26/2023 | Facebook/Instagram | 30 post views                                         |                       | Email campaign to the general WAMPO outreach list with information about the survey purpose                        |
| 7/27/2023 | In-Person          | Robert J. Dole VA Medical Center                      | 11                    | Staff requested authorization to promote community survey at the VA hospital                                       |
| 7/27/2023 | In-Person          | Wichita/Sedgwick County Access Advisory Board         | 1.5                   | WAMPO staff promoted the three open surveys community survey(CPT-HSTP), the MTP2050, and EV plan survey            |
| 7/29/2023 | In-Person          | Convoy of Hope                                        | 28                    | WAMPO staff promoted paper copies of the community survey and distributed cards with QR codes to the open surveys. |
| 7/30/2023 | Email Lists        | Send to 572 contacts in the WAMPO outreach email list | **                    | Email campaign to the general WAMPO outreach list with information about the survey purpose                        |
| 7/31/2023 | Email Lists        | Send to 572 contacts in the WAMPO outreach email list | **                    | Email campaign about survey closing soon.                                                                          |

\*\* Approximately 10-15 hours of staff time

## APPENDIX B: PUBLIC FUNDING OPPORTUNITIES

Federal funding programs are established by legislation approved by Congress. The current legislation is called the Infrastructure Investment and Jobs Act (IIJA). The act supports transit funding through fiscal year 2026.

To view highlights of IIJA, visit [www.transit.dot.gov/IIJA](http://www.transit.dot.gov/IIJA). Or to learn more about the specific programs that support older adults and people with disabilities in the region visit <https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>.

The table below highlights some of these available grants. Click on each title to learn more.

| Title                                                                                                                                                                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Type        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| <a href="#"><u>Accelerating Innovative Mobility</u></a>                                                                                                                          | Accelerating Innovative Mobility (AIM) will highlight FTA's commitment to support and advance innovation in the transit industry.                                                                                                                                                                                                                                                                                                                                                                                                                          | Competitive |
| <a href="#"><u>Advanced Driver Assistance Systems (ADAS) for Transit Buses Demonstration and Automated Transit Bus Maintenance and Yard Operations Demonstration Program</u></a> | Part of FTA's Bus Automation Research program, the Advanced Driver Assistance Systems (ADAS) for Transit Buses Demonstration and Automated Transit Bus Maintenance and Yard Operations Demonstration program provides funding to help improve transit bus safety and efficiency, including in bus yards.                                                                                                                                                                                                                                                   | Competitive |
| <a href="#"><u>All Stations Accessibility Program</u></a>                                                                                                                        | The All Stations Accessibility Program provides competitive funding to assist in the financing of capital projects to repair, improve, modify, retrofit, or relocate infrastructure of stations or facilities for passenger use, including load-bearing members that are an essential part of the structural frame; or (2) for planning projects to develop or modify a plan for pursuing public transportation accessibility projects, assessments of accessibility, or assessments of planned modifications to stations or facilities for passenger use. | Competitive |
| <a href="#"><u>Capital Investment Grants - 5309</u></a>                                                                                                                          | Provides funding through a multi-year competitive process for transit capital investments, including heavy rail, commuter rail, light rail, streetcars, and bus rapid transit. Federal transit law requires transit agencies seeking CIG funding to complete a series of steps over several years to be eligible for funding.                                                                                                                                                                                                                              | Competitive |
| <a href="#"><u>Enhanced Mobility of Seniors &amp; Individuals with Disabilities - Section 5310</u></a>                                                                           | Formula funding to states for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities.                                                                                                                                                                                                                                                                                                                                                                                          | Formula     |

| Title                                                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                  | Type        |
|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| <b><u>Enhancing Mobility Innovation</u></b>                                 | FTA's Enhancing Mobility Innovation program advances a vision of mobility for all – safe, reliable, and accessible services that support complete trips for all travelers. The program promotes technology projects that center the passenger experience and encourage people to get on board, such as integrated fare payment systems and user-friendly software for demand-response public transportation. | Competitive |
| <b><u>Formula Grants for Rural Areas - 5311</u></b>                         | Provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations less than 50,000, where many residents often rely on public transit to reach their destinations.                                                                                                                                                                             | Formula     |
| <b><u>Grants for Buses and Bus Facilities Formula Program - 5339(a)</u></b> | Provides funding to states and transit agencies through a statutory formula to replace, rehabilitate, and purchase buses and related equipment and to construct bus-related facilities. In addition to the formula allocation, this program includes two discretionary components: The Bus and Bus Facilities Discretionary Program and the Low or No Emissions Bus Discretionary Program.                   | Formula     |
| <b><u>Human Resources &amp; Training - 5314 (b)</u></b>                     | Provides for grants or contracts for human resource and workforce development programs as they apply to public transportation activities.                                                                                                                                                                                                                                                                    | Formula     |
| <b><u>Urbanized Area Formula Grants - 5307</u></b>                          | Provides funding to public transit systems in Urbanized Areas (UZA) for public transportation capital, planning, job access, and reverse commute projects, as well as operating expenses in certain circumstances.                                                                                                                                                                                           | Formula     |

For more information visit: <https://www.transit.dot.gov/grants>

## APPENDIX C: PUBLIC COMMENTS

The public comment period for the Coordinated Public Transit – Human Services Transportation Plan was open from August 24, 2023, through September 23, 2023. Public comments received are as follows:

- 8/25/23 Comment received from Rene Hart (KDOT) and Jessica Warren (Director of Mobility Management) requesting updating of Mobility Management goals on pages 26-27.
- 8/28/23 Comment regarding typo on page 2 and page 17.