Report Appendices

Coordinated Public Transit–Human-Services Transportation Plan for Delaware

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Appendix A: Analysis of Best Practice Section 5310 Programs and Competitive Funding Selection Frameworks

Analysis of Best Practice Section 5310 Programs and Competitive Funding Selection Frameworks

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Synopsis

The Section 5310 program (49 U.S.C. 5310) provides formula funding to states for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. The funding selection process may be formula-based, competitive, or discretionary. Section 5310 program subrecipients can include states or local government authorities, private non-profit organizations, and/or operators of public transportation. This paper explores the frameworks of Section 5310 recipients that elect the option to distribute funds competitively to Section 5310 subrecipients.

A literature review was conducted to determine how other state departments of transportation (DOTs), Metropolitan Planning Organizations (MPOs), and Regional Councils/Councils of Government (RC/COGs) use Coordinated Public-Transit—Human Services Transportation Plans Coordinated Plans (i.e., coordinated plans) as a framework to prioritize strategies and allocate Section 5310 program funds. Select "best practice" coordinated plans were identified, which were developed or implemented primarily after the December 2015 adoption of the federal Fixing America's Surface Transportation (FAST Act). Competitive selection frameworks were assessed to determine how competitive application processes, scoring, performance measures, and other criteria are being used to strategically allocate Section 5310 Program funds. The analysis indicates that both an updated coordinated plan and a Section 5310 Program Management Plan (PMP) are essential to instituting a competitive selection funding process. Section 5310 recipients establish a competitive selection frameworks to stretch limited resources, incentivize mobility management and coordination, provide an open and transparent funding distribution, and ensure accountability on the equitable and prudent use of funds to the Federal Transit Administration (FTA).

Background

Authorized by FTA under 49 U.S.C Section 5310, the Enhanced Mobility for Seniors and Individuals with Disabilities provides formula funding to states and designated recipients to improve mobility for seniors and individuals with disabilities.[1] The program has traditionally provided grant funds to recipients (including state department of transportation, metropolitan planning organizations, and regional councils/councils of government) for:

- Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable;
- Public transportation projects that exceed the requirements of the Americans with Disabilities Act (ADA) of 1990 (42 U.S.C. 12101 et seq.);
- Public transportation projects that improve access to fixed route service and decrease reliance on complementary paratransit; and
- Alternatives to public transportation projects that assist seniors and individuals with disabilities with transportation.

Both the passage of the 2012 federal Moving Ahead for Progress in the 21st Century (MAP-21) Act, and subsequently the 2015 Fixing America's Surface Transportation (FAST) Act, modified the Federal Transit Administration's (FTA) Section 5310 Capital Assistance Program. Formula funding is provided in two primary categories. Recipients must allocate least 55 percent of Section 5310 funds to "traditional" capital and/or operating expenses that provide transportation to older adults and persons with disabilities where transportation services are "unavailable, insufficient or inappropriate."[2] In addition, the Section 5310 program now calls for the remaining 45 percent to be used for "non-traditional" public transportation projects that exceed the requirements of the ADA. Examples include mobility management projects that improve access to fixed-route service, decrease reliance by individuals with disabilities on complementary paratransit, and/or provide alternatives to public transportation that assist transportation-disadvantaged [3] individuals.

Under MAP-21, Sections 5316 (JARC) and 5317 (New Freedom) were deemed redundant and subsequently repealed and eliminated as standalone funding sources. Activities eligible under

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[1] FTA (2016). Fact sheet: Enhanced mobility of seniors and individuals with disabilities. Chapter 53, section 5310. Retrieved from https://bit.ly/2CbLUs3.

[2] FTA (2016, March 14). 49 U.S.C. Section 5310. Retrieved from https://bit.ly/3fCx7oW.

[3] While there is not a universal definition, transportation-disadvantaged populations include, but are not limited to, older adults, persons with disabilities, veterans, non-drivers, households lacking cars, and low-income individuals.

5316 were moved to the Urbanized Area Formula program (Section 5307) or the Rural Area Formula program (Section 5311). Activities funded by Section 5317 were folded into Section 5310 and placed an emphasis on "Enhanced Mobility" for all transportation-disadvantaged individuals. As a result of funding program consolidation, most Section 5310 recipients have imposed FTA matching fund requirements for traditional and non-traditional/operating project, as shown in Table 1.

FTA Section 5310 Match Requirements		
Type of Funding	Federal Share	Local Share
Traditional (capital)	80%	20%
Non-traditional/Operating	50%	50%

Table 1: FTA Section Match Requirements

In addition, in order to stretch limited federal funding, many direct Section 5310 recipients (e.g., a state DOT) have established a competitive selection framework with an evaluation process, scoring criteria, and performance measures. Recipients have the flexibility as to how subrecipient projects are selected for funding, but the decision-making process must be clearly stated in a state management plan (SMP). Both MAP-21, and subsequently the FAST Act, also maintained the requirement to establish Section 5310 funding priorities based on a "locally developed" coordinated plan, which many recipients have factored into scoring criteria. Section 5310 recipients are responsible for administering a project selection process, determining the eligibility of applicants, and conducting an initial review of applications. In addition, most Section 5310 recipients also form evaluation committees comprised of stakeholders. Once a first-level competitive selection process is conducted, a committee may review, score, and select applicants based on criteria that reflect priorities established in the coordinated planning process.

Competitive Selection Framework Best Practices of Select State DOTs, MPOs, RCs/COGs

State Departments of Transportation (DOTS)

New York State Department of Transportation (NYS DOT)

The New York State Department of Transportation (NYS DOT) administers statewide funding under the Federal Transit Administration's (FTA) Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310). NYS DOT administers the Section 5310 grant

application process bi-annually and provides all application materials, program guidance, and webinar information via its website: https://goo.gl/wFDvJo.

Eligible Activities

NYS DOT specifies the type of organizations that are eligible to apply for either traditional (capital), operating assistance, and/or non-traditional (mobility-management) program funding. While federal policy has broadened the lens to include more innovative, mobility management activities, NYS DOT's Section 5310 Program still focuses its financial assistance on "transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities," including:

- Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable;
- Public transportation projects that exceed the requirements of the Americans with Disabilities Act (ADA);
- Public transportation projects that improve access to fixed-route service and decrease reliance on complementary paratransit; and
- Alternatives to public transportation projects that assist seniors and individuals with disabilities and with transportation.[4]

As per federal law, a minimum of 55 percent of available program funds are used to support traditional projects. Up to 45 percent of remaining program funds may be used to support enhanced transportation projects that exceed the requirements of ADA, improve access to fixed-route service, decrease reliance by individuals on paratransit, or provide alternatives to public transportation. Examples of enhanced transportation services include travel training, volunteer driver programs, improving signage, and improving access to sidewalks and crosswalks.

Competitive Funding Selection Process

All NYS DOT Section 5310 application materials and information may be found online at https://goo.gl/wFDvJo. All sub-recipients complete one application regardless of the type of project funding sought. Project solicitation is conducted through a competitive process. The application criteria are extensive in order to affirm that applicants have the financial and administrative capacity to manage project funding under the Section 5310 program.

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[4] NYS DOT (2020). NYSDOT Section 5310 Program - Enhanced Mobility of Seniors and Individuals with Disabilities - Application Information. Retrieved from https://goo.gl/wFDvJo.

Applications must meet the "Minimum Application Responsiveness Requirements" to receive a score. Projects are rated based on established criteria that include performance measures, project relationship to identified gaps in service, and degree of integration and coordination with local transportation planning efforts. Regardless of the funding category, up to 50 points (or up to 50 percent) of an applicant's score is based on five "CORE" project selection criteria:

- Primary purpose/system description
- Consumer demographics
- Performance measures
- Public participation and coordination
- Past performance in Section 5310 Program

As shown in Table 2, five types of entities are eligible for funding. Entities may apply for traditional funding, operating assistance, and/or non-traditional funding. Up to 50 points (or up to 50 percent) of an applicant's score is based on the evaluation of supporting project information and documents submitted for the following funding categories:

- Traditional (capital) projects (e.g., vehicles)
- Operating assistance projects
- Non-traditional (mobility management) program

Entity Type	Funding Category		
	Traditional (Up to 80% funding)	Operating Assistance (Up to 50% funding)	Non-Traditional (Up to 50% of funding)
Private not-for-profit and municipal governments	✓	✓	✓
Public agencies where no private not-for-profits provide service	✓	✓	
Public agencies approved by State to coordinate services	✓	✓	
All public agencies and operators of public transportation services			✓
Indian Tribal Governments	✓	✓	✓

Table 2: Chart of Eligible Section 5310 Funding Recipients – New York State

For the Mobility Management funding category, applicants must reference the locally developed coordinated plan. As shown in Table 3, applicants must:

1. Describe how the proposed project addresses Section 5310 program objective selection criteria;
2. Identify the unmet needs the proposed project seeks to address

3. Explain why current mobility management services in the area are insufficient to meet the identified needs, and
4. Describe what efforts will be undertaken to leverage funds from other sources to implement/provide/sustain the proposed services.

NYS DOT - CORE Section 5310 Project Selection Criteria	Max Pts.
Primary purpose/system description	15
Consumer demographics	10
Performance measures	10
Public participation and coordination	10
Past performance in Section 5310 Program	5
Traditional (Capital) Projects	50
Operating Assistance Projects	50
Non-Traditional (Mobility Management) Programs	50

Table 3: NYS DOT Competitive Selection Framework

Project applications submitted solely within a rural area will be reviewed and decided by a committee that includes NYS DOT and members of the Statewide Application Review Committee (SARC). Project applications submitted solely within an MPO (Metropolitan Planning Organization) area will be reviewed and decided by a committee formed from members of the MPO and may include local coordinated plan stakeholders. Each MPO is responsible for determining project priorities. Project applications submitted that propose to service both an MPO and rural area will be reviewed and decided by the MPO committee, NYS DOT and SARC members.

Arizona Department of Transportation (ADOT)

The Arizona Department of Transportation's (ADOT) Multimodal Planning Division (MPD) administers the FTA Section 5310 grant program. FTA Section 5310 funding supports costs for the purchase of capital equipment (e.g., vehicles, dispatch software), operations and mobility management activities. ADOT puts an emphasis on the mobility management concept to encourage the best use of available resources. Part of ADOT's initiative to ensure the best use

of available resources includes the removal of and funding support for vehicles that are not utilized for at least 18,000 - 20,000 miles a year. ADOT has prepared an online Coordinated Mobility Program Grant Guidebook that sets forth program, eligibility, funding, and application requirements.[5] Section 5310 funding applicants are required attend a mandatory application webinar typically offered in late March and early April. ADOT's most recent coordinated plan was adopted in 2016. Materials and guidance for ADOT's 5310 applications can be found at https://bit.ly/2zJEpYE.

Eligible Applicants
Eligibility for section 5310 funds is limited primarily to private nonprofit organizations; however, public and private agencies are eligible in certain circumstances, as described below:
- Private nonprofit organizations
- Public agencies that coordinate services or can certify that no non-profit organizations are readily available to provide service in the same area.
- In addition, private operators of "public transportation" that provide shared-ride service to the general public on a regular basis are also eligible applicants. A "shared-ride" is defined as two or more passengers in the same vehicle who are otherwise not traveling together.

Competitive Funding Selection Process
Arizona has chosen to support regional coordination plans rather than a statewide plan. The regional coordination plans are managed individually by the state's COGs and MPOs with oversight by ADOT. The COGs and MPOs must certify to ADOT that the projects selected for regional funding are derived from a locally developed, coordinated public transit-human services transportation plan. Previously Arizona COGs and MPOs evaluated and scored local applications. While ADOT now scores all applications, Arizona MPOs and COGs may still prioritize projects in light of the goals, objectives, and strategies of the respective organization's locally developed regional coordinated plan. In order for applicants to be considered for funding they must pass a threshold review conducted by ADOT. The review threshold criterion consists of five aspects:
- Application materials were submitted on time and complete
- Applicant attended the ADOT Section 5310 program workshop
- Applicant has certified and verified agency eligibility requirements
- Proposed project(s) are eligible, as per FTA guidelines
- Proposed project(s) are consistent with and complement the Regional Coordination Plan

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[5] ADOT. (2019). ADOT Coordinated Mobility Program Grant Guidebook—FTA Grant Section 5310. Retrieved from https://bit.ly/2YPIMtt.

Before scored being ADOT staff, applications are reviewed by mobility managers to certify that applications are complete and are included in a regional coordinated plan. After applicants pass the threshold review, projects are then rated based on established categories. These are described in the next section and summarized in Table 4. Two of the evaluation criteria (project management criteria and coordination criteria) are CORE Project Selection Criteria, which are applicable to each of the three project categories 1) capital equipment, 2) operations project, or 3) mobility management. ADOT notes that its scoring method is critical and is meant to encourage continuous improvement of mobility management efforts. Therefore applicants—especially new applicants—are advised not to expect high scores in all parts of the application. As described below, and illustrated in Table 4, core project selection criteria include project management, coordination criteria, and project-specific criteria.

CORE Project Selection Criteria
Project Management Criteria - (up to 20 percent) is evaluated by the following subcategories:
- Current program subrecipients are on track to fulfill their ADOT contractual scope of work requirements and submitting timely project progress reports
- Current program subrecipients are submitting timely, complete, and accurate project reimbursement requests and expending funds during the contract period
- New applicants have the staff, resources, and accounting systems necessary to manage federal funds
- Applicants properly document the availability, source, and commitment of local matching funds

Coordination Criteria - (up to 40 percent) is evaluated based on the following subcategories:
- Participation in regional coordination activities
- Board support for transportation coordination
- Integration of coordination into transportation program activities through policies, budget, and staffing authorizations
- Applicant's level of involvement in coordinating services or resources with other agencies

Project-Specific Criteria - (up to 40 percent) for each management, capital equipment, or operations project category. ADOT has established evaluation criteria for project-specific categories, and subcategories, as follows:

Mobility Management:
- Foundation for mobility management
- Information and referral

- Capital investment decisions
- Regional and sub-regional priorities

Capital Equipment (for replacement vehicles or equipment):
- Age of equipment
- Mileage of vehicle
- Need based on maintaining regional fleet in a state of good repair
- Local vehicle availability and regional resource utilization

Capital Equipment (for new service vehicles or equipment or service expansions):
- New/expansion service needs
- Maintenance of existing fleet capacity
- Project's ability to enhance regional coordination efforts
- Project's useful life sustainability

Operations (for existing service):
- Documentation of need and project benefits
- Project's effectiveness and performance Indicators
- Financial hardship, project budget, project sustainability

Operations (for new or expansion of service):
- Documentation of need and project benefits
- Service implementation plan
- Project's effectiveness and performance indicators
- Financial hardship, project budget, project sustainability

ADOT - Two CORE Section 5310 Project Selection Criteria	Max %
Project Management Criteria	20
Coordination Criteria	40
Performance measures	40
Public participation and coordination	40
Past performance in Section 5310 Program	40

Table 4: ADOT Competitive Selection Framework

Maryland Transit Administration (MTA)

The Maryland Transit Administration (MTA), within the Maryland Department of Transportation (MDOT), is designated by the Governor to receive and administer the Section 5310 program. This funding is offered and approved on an annual basis. Updated in February 2015, MTA's Maryland State Management Plan (SMP) describes the state's policies and procedures for administering the Section 5310 program (as well as other programs previously funded under federal surface transportation programs).[6] It should be noted that while Maryland's SMP was updated in 2015, it does not incorporate changes under the December 2015 adoption of the federal Fixing America's Surface Transportation (FAST) Act.

MTA's Office of Planning/Statewide Planning Division, with assistance from a consultant, led the development of five regional coordinated plans. These plans were updated between 2015 and 2016, but do not reference programmatic changes under the FAST Act. Each of five regions has established a regional coordinating body to update coordinated plans and provide an ongoing format to develop strategies for addressing identified gaps and approving efficiencies of services and prioritize specific strategies for implementation any local transportation needs — especially those of older adults, people with disabilities, and people with lower incomes. A sixth regional plan for the suburban Washington, D.C. area was adopted in 2014 by the Metropolitan Washington COG.

Application requirements are described in the current Fiscal Year edition of the Section 5310 Program application that is developed and updated on a biennial basis by MTA's Office of Local Transit Support. MTA sends a letter announcing the availability of funding to an extensive statewide mailing list. A public notice is also published through press releases and on applicable websites. Application materials are available on an Office of Local Transit Support webpage within the Transportation Association of Maryland's website: https://bit.ly/2Ccc1ix.

Eligible Activities
Traditional (Capital) Projects - In accordance with FTA, at least 55 percent of Section 5310 funds are utilized for traditional capital projects that are planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities. A local match of 20 percent is required. Eligible activities include:
- Rolling stock and related activities for Section 5310-funded vehicles
- Support facilities and equipment for Section 5310-funded vehicles

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[6] MTA Office of Local Transit Support. (2015). Maryland State Management Plan. Retrieved from https://bit.ly/37F4mFj.

- Acquisition for transportation services under a contract, lease, or other arrangement
- Support for mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.

Non-Traditional Projects - The remaining 45 percent of Section 5310 funds may be used for eligible non-traditional or innovative mobility management programs (formerly funded under federal New Freedom and Job Access and Reverse Commute [JARC] programs). A 50 percent local match is required for these types of projects. Eligible activities include:
- Public transportation alternatives that assist seniors and individuals with disabilities with transportation
- Purchasing vehicles to support accessible taxi, ridesharing, and/or vanpooling services
- Supporting voucher programs for transportation services offered by human service providers
- Supporting volunteer driver and aid programs
- New Freedom or JARC-type innovative mobility management programs, as illustrated in the following table

MTA Section 5310 - Eligible Non-Traditional Operating and Capital Activities		
	Operating Activities	**Capital Activities**
JARC - type projects	- Late night and weekend service - Guaranteed ride home service - Shuttle service - Expanded fixed-route public transit routes - Demand-responsive service - Ridesharing and carpooling activities - Voucher programs	- Intelligent Transportation Systems (ITS) - Promotion of operating activities - Vehicles - Mobility management activities
New Freedom - type projects	- Expansion of paratransit service beyond the minimum requirements of ADA - Expansion of current hours for paratransit service - Enhancement of services - Voucher programs - Volunteer driver programs	- Acquisition of accessibility equipment beyond ADA requirements - Purchasing accessible vehicles to support taxi, vanpooling, and/or ridesharing programs - Mobility management activities

Table 5: MTA Section 5310 Eligible Activities

Competitive Funding Selection Process

Each regional coordinating body is responsible for reviewing regional Section 5310 applications before they are submitted to MTA. Only those applications with projects identified, derived from, and/or included in a locally developed, regional coordinated plan will be endorsed and submitted to MTA[7]. The Section 5310 grant application process is primarily the responsibility of MTA's Statewide Programs Coordinator, with funding decisions made by the State Coordinating Committee for Human Services Transportation (SCCHST). MTA reviews applications to ensure that each meets basic criteria before it forwards each application to SCCHST to be competitively evaluated, scored, and ranked according to the project category.

Authorized by a Governor's executive order (EO) in 1997, 2006, and 2010, SCCHST is comprised of representatives from various state agencies including Aging; Disabilities; Education; Health & Mental Hygiene; Housing & Community Development; Human Resources; Labor, Licensing, & Regulation; Planning; Transportation; Veterans Affairs; as well as the Governor's Office of the Deaf & Hard of Hearing and the Maryland Developmental Disabilities Council.[8] While all proposed projects must be derived from a region's coordinated plan, traditional (capital) projects and non-traditional (New Freedom/JARC) projects have distinct evaluation criteria and scoring processes, as described below, and summarized in Table 5.

Traditional (Capital) Projects – These project applications are scored up to a maximum of 100 points, based upon a tally of score for the following five criteria:

1. **Extent and Urgency of Local Needs** (10 pts.) - Applicants are scored to the extent a proposal meets locally identified transportation needs to be met by an agency's proposed project, the urgency of these transportation needs, and the benefits that will accrue to elderly persons and persons with disabilities.
2. **Coordination and Cooperation** (20 pts.) - Applicants are awarded points based on the degree to which a proposed project demonstrates coordination or cooperation among local service agencies and existing transit and paratransit operators. Higher scores may reflect activities that maximize vehicle utilization such as the sharing of vehicles among agencies, shared transportation of clients, or sharing of transportation resources/equipment.
3. **Vehicle Utilization** (10 pts.) - Refers to the degree to which the proposed project provides for the fullest possible utilization of current or new vehicle(s), such as ridership

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[7] The only exception to this process is in the Baltimore Region where the MPO scores and ranks applications from the urbanized portion of the region.

[8] MTA Office of Local Transit Support. (2015). Maryland State Management Plan. (p. 8). Retrieved from https://bit.ly/37F4mFj.

projections, miles, and hours of operations, etc. This also refers to proposed operational arrangements for project services.

4. **Fiscal and Managerial Capability** (10 pts.) - Scoring reflects the degree to which the applicant is deemed to be capable of conducting fiscal and administrative project management. Higher scores are awarded for applicants that demonstrate the capacity to provide efficient transportation services and provide vehicle, maintenance, driver training, and administrative oversight.

Non-Traditional (New Freedom and JARC) Projects - Applications are awarded to a maximum of 100 points, based upon scores for six criteria: local needs/project goals and objectives, coordination and cooperation, implementation plan, management capability, fiscal capability, and program effectiveness.

MTA - Section 5310 Project Selection Criteria	Max Pts.
Section 5310 Traditional (Capital) Projects	
Extent and urgency of local needs	10
Coordination and cooperation	20
Vehicle utilization	10
Fiscal and managerial capability	10
Section 5310 Non-Traditional (JARC/New Freedom) Projects	
Local needs/Project goals and objectives	20
Coordination and cooperation	25
Implementation plan	15
Management capability	15

Table 6: MTA Competitive Selection Framework

Wisconsin Department of Transportation (WisDOT)

The Wisconsin Department of Transportation (WisDOT) administers the Section 5310 program in cooperation with the Southeastern WI Regional Planning Commission (RPC), the East Central WI RPC, the Green Bay Metropolitan Planning Organization (MPO), and the Madison Area MPO. As per FTA requirements, 5310 programs are derived from a locally developed, coordinated public transit human services transportation plans. The state's four large urbanized areas

(Appleton, Green Bay, Madison and Milwaukee) administer the 5310 programs for their geographic areas while WisDOT continues to administer the program for the small urban and rural areas of the state. WisDOT's Section 5310 program emphasizes mobility management, which are highlighted in and produced a document with guidelines and information meant to guide and encourage mobility management practices in Wisconsin. WisDOT administers an annual competitive Section 5310 application process; application materials and guidelines can be found at https://goo.gl/4fsU8R. The Section 5310 grants program, eligibility and application process, and program administration policies and procedures are described in the Wisconsin State Management Plan for Federal Transit Programs.[9]

Role of Lead Agencies

WisDOT has designated RPCs/MPOs as lead agencies, meaning that regional coordinated plans provide the basis for competitive Section 5310 funding awards. The role of RPC/MPOs is to:
- Define the area(s) the coordinated plan will cover (county or multi-county)
- Identify the agency or individual who will be the "keeper" of the plan
- Develop a list of stakeholders for plan development and implementation
- Obtain demographic data on target population to assist with defining gaps and needs
- Organize and facilitate public meetings
- Draft coordinated plan for approval by appropriate body. (Approval of the plan is new under MAP-21 and that approval can be either a formal public body or by the participants at the public meeting.)
- Submit plan to WisDOT

Competitive Funding Selection Process

Projects eligible for funding include traditional Section 5310 projects (e.g., vehicle capital projects) or non-traditional Section 5310 projects (e.g., operating costs, non-vehicle capital, mobility management and coordination programs/projects).

Funding decisions for projects are made as part of the federally mandated open, competitive grant application process. Decisions are based on the scoring of an application's content using the following: 1) evaluation criteria, 2) ranking as compared to other applications, and 3) available funding. The evaluation criterion contains two CORE criteria that total 60 points and apply to both traditional and non-traditional Section 5310 projects. There are separate Financial and Technical Capacity criteria for traditional and non-traditional projects, each worth a

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[9] WisDOT. (2020). Wisconsin State Management Plan for Federal Transit Programs. Retrieved from https://bit.ly/2UXpwct.

maximum of 30 points. A detailed breakdown, and specific evaluation criteria for each category is provided below and displayed in Table 7.

WisDOT - CORE Section 5310 Project Selection Criteria	Max Pts.
Demonstration of needs and project benefits	30
Promotes the development of a coordinated network	40
Traditional (Capital) Projects	
Financial and technical capacity	30
Non-Traditional (Mobility Management) Programs	
Financial and technical capacity	30

Table 7: WisDOT Competitive Selection Framework

CORE Criteria (both traditional and non-traditional projects)
Demonstration of need and project benefits – 30 pts
- Clearly describes the project and how it meets the eligibility requirements
- Describes how the project supports an unmet need and will help them overcome transportation barriers
- Describe how and why the project is important to seniors and individuals with disabilities and provides access to important destinations
- Describes how the project builds capacity and details specific outcomes if project is not awarded
- Describes the demographics in the project area and what percentage of that population will be served by this project
- Includes specific outcomes and benefits supported by data

Promotes the development of a coordinated network – 40 pts
- Identifies project partners and stakeholders and their role in the project
- Describes how the project contributes to the capacity of the community/region to develop and implement coordination services
- Identifies steps that will be taken to ensure a coordination effort with other local agencies/providers serving seniors and individuals with disabilities
- Identifies existing transportation Services available and how the proposed project will complement, rather than duplicate, those services

Section 5310 Traditional (Capital) Projects
Financial and technical capacity – 30 pts
- Describes experience providing transportation or related services to seniors and individuals with disabilities
- Describes organization's capacity to manage the project and federal compliance requirements for the full useful life of the vehicle
- Describes how current project outcomes demonstrate an effective us8e of federal funds
- Describes source of local match. If outside source, certifies is from secure sources as evidenced by support letters
- Describes the organization's history of successfully managed state and/or federal transportation funds or other outside sources

Section 5310 Operating, Mobility Manager, or Non-Vehicle Projects
Financial and technical capacity – 30 pts
- Describes the organization's capacity to manage the project and funds
- Describes experience providing transportation or related services to seniors and individuals with disabilities
- Project shows a cost effective use of funds and reasonable administration costs when compared to total project costs. Itemized budget clearly and correctly designates expenses
- Local match sources are clearly demonstrated in the itemized budget and are from secure sources as evidenced by support letters
- Describes the organization's history of successfully managed state and/or federal transportation funds or other outside sources

Metropolitan Planning Organizations (MPOs)

Under federal law, any urbanized area (as defined by the Census Bureau) exceeding a population of 50,000 shall have an MPO whose purpose is to coordinate transportation planning among the member governments. The MPO is charged with the responsibility of preparing and adopting the long range transportation plan for its area, as well short range planning efforts. Those planning efforts include development of a coordinated plan.

Durham-Chapel Hill-Carrboro, Metropolitan Planning Organization (DCHC MPO)

The DCHC MPO is the regional government organization responsible for transportation planning for the western portion of the Research Triangle area in North Carolina, including coordinated

human services transit planning. DCHC MPO updated its regional coordinated plan in 2019 and highlighted five major priorities of their plan that should be addressed in the activities and project priorities of transit agencies, human services providers, and area non-profits. These five priorities are 1) Coordination/Mobility Hub for Human Services and Public Transportation, 2) Expanded Transportation Services, 3) Expanded Education Services, 4) Application Process Improvements, and 5) Bus Stop Access Improvements. Documents and applications for DCHC MPO Human Service Transportation Grants including 5310 funding can be found at https://bit.ly/3dfaN2W. DCHC MPO's Program Management Plan provides guidance on its grant application program (undertaken every two years), as well as policies that govern Section 5310 grant funding eligibility, application procedures, qualifying activities, and administration.[10]

Eligible Activities

Eligible activities for 5310 funding are delineated by traditional and non-traditional projects, as shown in Table 8.

Traditional 5310 Projects	Non-Traditional 5310 Projects
• New or replacement buses and vans; vehicle rehabilitation (e.g. radios, wheelchair lifts, ramps) • Passenger facilities (benches, shelters, and amenities) • Intelligent transportation systems (ITS) • Dispatch and fare collection systems • Lease of equipment when it is more cost effective • Transportation services under contract or lease • Capital and operating expenses associated with contracted services • Mobility management and coordination programs among public transportation providers and other human services agencies	• Expansion of paratransit service beyond the ¾ mile required by ADA • Expansion of service hours for ADA paratransit beyond hours of fixed-route services • Incremental cost of providing same day service • Incremental cost of making door-to-door service available to all ADA paratransit riders • Enhancing service by providing escorts or assisting riders through the door of their destination • Purchase of vehicles and equipment designed for mobility aids that exceed the dimensions/weight ratings under the ADA and labor costs of aides to help drivers with over-sized wheelchairs • Installation of additional securement locations in public buses beyond ADA requirement

[10] DCHC MPO. (2013). DCHC MPO Program Management Plan. Retrieved from https://bit.ly/2zIyN0G.

Traditional 5310 Projects	Non-Traditional 5310 Projects
	- Feeder service to other transit services for which complementary paratransit service is not required under the ADA - Making accessibility improvements to transit and intermodal stations not designated as key stations or renovation to an existing station - Building accessible paths to bus stops that are currently inaccessible (curb cuts, sidewalks, pedestrian signals, or other accessible features) - Improving signage or wayfinding technology - Other technology improvements that enhance accessibility for those with disabilities including ITS - Travel training - Public transportation alternatives that assist seniors and individuals with disabilities with transportation

Competitive Funding Selection Process

53 DCHC MPO staff solicits Section 5310 funding applications and distributes them to the Selection Subcommittee for review and scoring. After scoring the proposals, projects recommended for funding will be presented to the DCHC MPO Technical Committee. The Technical Committee reviews the projects recommended for funding and makes a recommendation to the DCHC Board. The Board then votes on funding of the recommended projects. The following information and scoring criteria are used to score and rate project applications for all Section 5310 projects:

1. **Project Needs/Goals and Objectives** (30 points) - The project should directly address priority transportation needs identified through the DCHC MPO's locally developed Coordinated Public Transportation - Human Services Transportation Plan. Project application should clearly state the overall program goals and objectives, and demonstrate how the project is consistent with the objectives of the 5310 grant program. The project application should indicate the number of persons expected to be served, and the number of trips (or other units of service) expected to be provided.

2. **Implementation Plan and Evaluation** (15 points) - For all projects, applicants must provide a well-defined service operations plan and/or capital procurement plan and describe implementation steps and timelines for carrying out the plan. The implementation plan should identify key personnel assigned to this project and their qualifications. Project sponsors should demonstrate their institutional capability to carry out the service delivery aspect of the project as described.

3. **Project Budget** (10 points) - Projects must submit a clearly defined project budget, indicating anticipated project expenditures and revenues, including documentation of matching funds. Proposals should address long-term efforts and identify potential funding sources for sustaining the service beyond the grant period.

4. **Partnerships and Program Outreach** (30 points) - Proposed projects are evaluated based on their ability to coordinate with other public transportation, community transportation and/or social service resources. Projects that include partnerships with non-profits, private business, or other stakeholders will also receive higher points. Project sponsors should clearly identify project stakeholders, and how they will keep stakeholders involved and informed throughout the project. Project sponsors should also describe how they would promote public awareness of the project. Letters of support from key stakeholders and/or customers should be attached to the grant application.

5. **Program Effectiveness and Performance Indicators** (10 points) – Projects are scored based on the project sponsor's ability to demonstrate that the proposed project is the most appropriate match of service delivery to the need and is a cost-effective approach. Project sponsors must also identify clear, measurable outcome-based performance measures to track the effectiveness of the service in meeting the identified goals. A plan should be provided for ongoing monitoring and evaluation of the service, and steps to be taken if original goals are not achieved. Sponsor should describe their steps to measure the effectiveness and magnitude of the impact that the project will have on target markets (i.e., persons with disabilities or seniors for the 5310 funds).

6. **Innovation** (5 points) - The project will be examined to see if it contains innovative ideas (service concepts or facilities, creative financing, or new technologies) that have the potential for improving access and mobility for the target populations and may have future application elsewhere in the region.

DCHC MPO - Traditional and Non-Traditional Section 5310 Project Selection Criteria	Max Pts.
Project need/goals and objectives	30
Implementation plan	15
Project budget	10
Partnership and program outreach	30
Program effectiveness and performance indicators	10
Innovation	5

Table 9: DCHC Competitive Selection Framework

San Diego Association of Governments (SANDAG)

SANDAG is both the Metropolitan Planning Organization and Regional Transportation Planning Agency for the San Diego region. The San Diego region consists of 18 cities and the County of San Diego. Approximately every two years, SANDAG conducts a competitive process to award funding through the Specialized Transportation Grant Program (STGP). This program competitively awards Section 5310 funds projects and programs that expand mobility options for seniors and individuals with disabilities.

Most recently published in January 2020, SANDAG's coordinated plan is updated every two years and establishes a unified regional strategy to provide transportation to the most sensitive population groups in the county, including seniors, individuals with disabilities, and persons with limited means, among other recognized transportation-disadvantaged population groups. Priorities for project funding, outlined in the coordinated plan, enable SANDAG to strategically allocate Section 5310 funds and help put strategies into action to help meet the identified unmet transportation needs of transportation-disadvantaged population groups.

SANDAG's Program Management Plan, updated in 2018, guides the management of the STGP, which includes FTA's Section 5310 and TransNet Senior Mini-Grant programs. The PMP is designed to provide program guidance to potential and successful applicants; provide public

information on SANDAG administration of the grant programs; and ensure that all applicable SANDAG policies and federal, state, and local statutes and regulations are fulfilled. [11]

Eligible Activities and Applicants

Section 5310 funds are available for operating, mobility management, and capital expenses to support the provision of transportation services to meet the specific needs of seniors and individuals with disabilities. The FTA requires that all projects funded through the Section 5310 program be derived from the Coordinated Plan. Furthermore, SANDAG requires that all Section 5310 projects selected for funding be derived from one of the "very high" or "high priority" strategies included in the Coordinated Plan. The Section 5310 program categorizes eligible projects into two types: traditional and non-traditional Section 5310 projects. Each of these types of projects has specific requirements in terms of funding availability and eligible applicants.

Traditional Section 5310 Projects - At least 55 percent of available Section 5310 funds must be used towards traditional Section 5310 projects. Examples of capital expenses include, but are not limited to:

- Vehicle procurement as an expansion of service or replacement of an existing bus or van
- Passenger facilities including purchase and installation of benches, shelters, and other passenger amenities

Applicants that may apply for funding for traditional Section 5310 projects include:

● Private, nonprofit organizations
● State or local governmental authorities that:
   ○ Are approved by a state to coordinate services for seniors and individuals with disabilities
   ○ Certify that there are no nonprofit organizations readily available in the area to provide the service
● Support facilities and equipment including computer hardware and software, transit related intelligent transportation systems, dispatch systems, and fare collection systems
● Lease of equipment
● Acquisition of transportation under a contract lease or other arrangement
● Support for mobility management and coordination programs among public transportation providers and other human service agencies providing transportation

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[11] SANDAG. (2018, June 29). Specialized Transportation Program Management Plan. Retrieved from https://bit.ly/3hFEgqf.

Non-Traditional Section 5310 Projects - In addition to the above required Capital Projects, up to 45 percent of the Section 5310 apportionments may be utilized for non-traditional Section 5310 projects. Examples of eligible projects include, but are not limited to:

- Promoting the use of transit vouchers
- Supporting volunteer driver and aide programs
- Ride-sharing and vanpooling programs

Applicants that may apply for funding for non-traditional Section 5310 projects include:

- Private nonprofit organizations
- State or local governmental authorities
- Operators of public transportation

Competitive Funding Selection Process

Projects will be awarded through a competitive selection process. An evaluation committee composed of staff from non-applicant agencies or organizations, such as state agencies, municipalities, and social services agencies, will review, score, and rank the project applications using the evaluation forms. If the applicant has been awarded Job Access and Reverse Commute (JARC), New Freedom, Section 5310, or Senior Mini-Grant funds from SANDAG in the past three years, the applicant's performance in managing the most recent 12-month period of the grant(s) will be factored into the score of their application. After the evaluation committee has scored the applications, a ranked list of projects will be presented to the SANDAG Transportation Committee and then the SANDAG Board of Directors for final approval. This board-approved ranking of projects determines which projects receive available funding.

All 5310 applicants fill out one application containing separate evaluation criteria depending of their project is an operating, mobility management or capital project. The application is broken into two sections - program narrative and project proposal(s). As shown in Table 10, the competitive selection and scoring framework is the same for each type of project funding application (i.e., operating, mobility management or capital projects).

SANDAG - Traditional and Non-Traditional Section 5310 Project Selection Criteria	Max Pts.
Program Narrative	**30**
Goals and objectives	15
Coordination and program outreach	15
Project Proposal(s)	**70**
Operation/Implementation plan	15
Program effectiveness and cost-efficiency	10
Operational sustainability	5
Innovation	10
Project budget and match source explanation	15
Performance indicators	15

Table 10: SANDAG Competitive Selection Framework

Regional Councils/Council of Governments (RCs/COGs)

East-West Gateway COG

East-West Gateway (EWG) COG conducts coordinated human services transportation planning for the St. Louis region (UZA), which includes city of St. Louis, Franklin, Jefferson, St. Charles, and St. Louis counties in Missouri and Madison, Monroe, and St. Clair counties in Illinois. As part of this planning, EWG COG develops the Coordinated Human Services Transportation Plan (CHSTP) which is a regional planning tool designed to help guide the investment of FTA's Section 5310 funds. Information regarding East-West Gateway's 5310 programs can be found at https://goo.gl/GV5ZFU. Per FTA requirements, the CHSTP must be updated at least every four years. EWG's CHSTP was updated and approved by EWG's Board of Directors on January 29, 2020. EWG COG's Section 5310 Program Management Plan describes regional policies and procedures for managing the Section 5310 program and administering funds, facilitates the designated recipients' management and administration of Section 5310 in accordance with federal requirements, serves as a Section 5310 guide to the general public and prospective applicants, and assist FTA in its oversight responsibilities.[12]

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[12] East-West Gateway COG. (2017, May). Section 5310 Program Management Plan. Retrieved from https://bit.ly/3efVjNB.

Eligible Activities and Applicants

Section 5310 program funds can be for projects such as:
- **Section 5310 Traditional projects** – Capital projects include procuring vehicles and related equipment used to transport seniors and people with disabilities.
- **New Freedom-Type and Mobility Management projects** – These include operating projects which specifically serve seniors and people with disabilities, travel training to instruct persons with disabilities on using fixed-route bus services, and capital projects to remove barriers at bus stops for persons with disabilities.

Eligible applicants include:
- **Section 5310 Traditional funding**
  - Private, non-profit organizations
  - Certified state and local government authorities
- **New Freedom-Type funding**
  - Private, non-profit organizations
  - State and local government authorities
  - Operators of public transportation

Competitive Funding Selection Process

In order for a project to be considered it must coincide with the strategies of EWG COG's CHSTP, be eligible for 5310 funding under FTA guidelines, serve the target population of senior or individuals with disabilities, and be sponsored by a sub-recipient that meets the eligible sub-recipient criteria. EWG's Program Management Plan (PMP) describes the regional policies and procedures for administering Section 5310 funds. It serves as a Section 5310 guide to the general public and prospective applicants, and outlines oversight of Section 5310 program. As detailed below and shown in Table 11, the PMP describes how Section 5310 projects are prioritized and scored by the EWG's Council of Governments, on a 100-point basis including:

1. **Responsiveness to CHSTP Gaps and Strategies** (25 Points)
- Points will be awarded based on the project's responsiveness in addressing the gaps identified in the CHSTP
- Points will be awarded based on how many strategies that project addresses, and how well the project responds to the strategies in the CHSTP

2. **Sponsor Experience and Management** (25 Points)
Points will be awarded based on the project sponsor's:

- Experience in managing transportation services for seniors and/or individuals with disabilities
- Availability of sufficient management, staff, and resources to implement project
- Stability of local match funding sources
- History of managing federal transportation projects
- ability to sustain project after initial grant funding is expended

3. Coordination among Agencies (20 Points) - Points will be awarded based on the coordinated efforts and demonstrated partnerships to address gaps and avoid duplicated services.

4. Benefits to Target Population (20 Points)
- Points will be awarded based on the estimated number of seniors and/or individuals with disabilities that the project will benefit
- Points will be awarded if the sponsor demonstrates improved benefits to target population over time for existing projects, or estimates benefit to target population to be achieved for new projects
- Points will be awarded to projects that serve more than one jurisdiction

5. Project Budget (5 Points) - Points will be awarded based on how efficiently the project provides benefits to the users (cost per customer served).

6. Marketing and Promotion (5 Points) - Points will be awarded based on how the sponsor markets the transportation service to the target population and promotes awareness.

East-West Gateway COG Section 5310 Competitive Selection Criteria			
Traditional (Capital)	**Max Pts.**	**Non-Traditional (Mobility Management)**	**Max Pts.**
Needs and benefits	30	Needs and benefits	30
Vehicle request type	25	Project readiness and technical capacity	30
Utilization	25	Utilization	10
Service coordination	10	Service coordination	25
Applicant's operating experience	10	Project innovation	5

Table 12: East-West Gateway COG's Competitive Selection Framework

The IDOT (Illinois Department of Transportation) is responsible for the selection criteria for Section 5310 Traditional projects in the Illinois portion of the St. Louis Region. IDOT's selection criteria are summarized below:

1. **Level of Existing Service** (4 Points) - Availability of service on a daily and weekly basis
2. **Equipment Utilization** (4 Points) - The amount of demonstrated use vehicles receive or will receive
3. **Asset Maintenance** (4 Points) - Ability to preserve and maintain vehicles throughout their useful life
4. **Management Capacity** (4 Points) - Ability to manage and administer an effective transportation program from financial planning and staff training perspectives.
5. **Coordination Efforts** (4 points) - Willingness and ability to coordinate with other service providers at a local and/or regional level.

Ohio-Kentucky-Indiana (OKI) Regional COG

OKI GOC was identified as the designated recipient for Section 5310 federal funds allocated to the Cincinnati urbanized area by the Governors of Ohio, Kentucky, and Indiana in 2014. OKI COG's coordinated plan was last updated in 2016. Section 5310 applications are solicited and

competitively awarded annually. An applicant information packet is updated annually and is available at: https://bit.ly/3fCTzOC.

OKI COG's Program Management Plan (PMP), updated in May 2019, describes the policies and procedures for administering the Section 5310 federal program in the Cincinnati urbanized area (UZA). OKI COG's Section 5310 PMP includes program objectives, policies, procedures, and administrative requirements in a form accessible to potential subrecipients, recipient staff, FTA, and the public.[13] All projects included in the application for Section 5310 funds must be included in the OKI Coordinated Public Transit-Human Services Transportation Plan. Twenty-five of the one hundred possible points in the Section 5310 application are associated with coordination. Applicants must include a list of all agencies they coordinate transportation services with and specifically identify how the coordination results in transportation efficiencies. Documentation from each agency listed, such as a signed letter or agreement, must be attached that confirms any current, ongoing, or proposed coordination efforts.

Eligible Activities and Applicants
The Section 5310 application form requires applicants to provide a project narrative, SMART project goals, and a project management plan for their project. In order for a project to be considered, it must be consistent with a project listed in the coordinated plan. As per FTA guidelines, OKI COG considers two categories of eligible activities for Section 5310 funding:

Traditional Section 5310 (at least 55%) projects, including:
- Buses and vans and related activities (maintenance, lifts, ramps)
- Passenger facilities – benches, shelters
- Mobility management programs
- Acquisition of transportation services under a contract, lease, or other arrangement

Nontraditional Section 5310 (up to 45%) project, including:
- Travel training and volunteer driver programs
- Building an accessible path to a bus stop, including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features
- Improving signage, or way-finding technology
- Incremental cost of providing same day service or door-to-door service
- Purchasing vehicles to support new accessible taxi, ride sharing and/or vanpooling programs

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[13] OKI COG (2019, May). OKI COG Program Management Plan – Section 5310 Program. Retrieved from https://bit.ly/2YTlvH4.

Eligible applicants include:

- Private nonprofit organizations
- Private operators of public transportation
- State or local governmental authorities that:
    - Are approved by a state to coordinate services for seniors and individuals with disabilities; or
    - Certifies that there are no nonprofit organizations readily available in the area to provide the service.
- Transit Authorities

Competitive Funding Selection Process

In the selection process, project grant applications are reviewed and scored based on criteria and information derived from the coordinated plan. The scoring criteria were developed with help from a 5310 oversight team, comprised of 10 members from local transit and social service agencies, who also helped to develop coordinated plan updates. The project selection process involves the 5310 oversight team working with OKI COG to evaluate applications for funding. To avoid any bias in the process, individual members of the 5310 oversight team do not participate in evaluating their own projects if they have submitted grant applications. As shown in Table 12, OKI COG Section 5310 funding application requires applicants to answer six questions regarding their proposed traditional or non-traditional project.

OKI COG – Section 5310 Traditional and Non-Traditional Competitive Selection Criteria	Max Points
Filling Gaps in service to target populations	15
Undertaking Coordinated Plan strategies	15
How well your project serves the target populations	15
Coordinated efforts to eliminate/reduce duplication in services	15
Project sustainability and steps taken to ensure	15
Quantification of anticipated benefits	15

Table 12: Ohio, Kentucky, and Indiana (OKI) Competitive Selection Framework

Analysis of Section 5310 Program Competitive Funding Selection Frameworks

The analysis indicates that both an updated coordinated plan and a Section 5310 Program Management Plan (PMP) are essential to instituting a competitive selection funding process. Section 5310 recipients establish a competitive selection frameworks to stretch limited resources, incentivize mobility management and coordination, provide an open and transparent funding distribution, and ensure accountability on the equitable and prudent use of funds to the Federal Transit Administration (FTA).

An updated PMP is needed to facilitate both recipient management and FTA oversight, as required by FTA Circular 9070.lG Chapter VII.[14] PMPs essentially serve as a guide to the Section 5310 project selection and monitoring processes. Specifically, the purpose of a PMP is to fulfill several functions:
- Provide guidance to local Section 5310 project applicants or prospective subrecipients
- Provide public information on the administration of the Section 5310 program
- Serve as the basis for FTA to perform management reviews of program administration
- Ensure the fair and equitable distribution of available funds
- Ensure that selected projects are derived from a locally developed coordinated plan

Additionally, "best practice" Section 5310 funding recipients closely align funding priorities identified within a coordinated plan with the strategic allocation of Section 5310 funds. Instrumental to establishing project eligibility criteria and decision making is an appointed board of directors, oversight team, and/or advisory committee. Members are comprised of diverse representatives of state/local agencies, stakeholders, members of the public, and public and private transportation partners. Stakeholder input and public involvement through all phases of program implementation ensures an open and transparent process.

A basic Section 5310 funding award process generally comprises the following steps: 1) notifying the public of the solicitation period for the Section 5310 program, 2) holding a public workshop with instructions on how to fill out the Section 5310 application including review of the timeline and deadline for submitting completed applications, 3} providing technical assistance to any applicant or potential applicant as they consider or prepare a proposal,

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[14] FTA. (2014, May). Circular - Enhanced Mobility of Seniors and Individuals with Disabilities Program Guidance and Application Instructions. Retrieved from https://bit.ly/2NeCVZE.

4) reviewing the completed applications by staff and board/oversight team/advisory committee and recommending projects for funding, 5) preparing an annual program of projects (POP) and other necessary documentation required by FTA, and 6) providing ongoing oversight.

A competitive Section 5310 funding process can enhance a more equitable distribution of funding, greater transparency of an award process, and more accountability of the use of funds. A typical Section 5310 funding award process stipulates minimum eligibility criteria in order for prospective subrecipients to apply for a grant (e.g., type of applicant and need for projects to be prioritized within a coordinated plan). In addition, "best practice" Section 5310 award processes often require applying agencies to participate in the development and updates of the locally developed coordinated plan. Scoring methodologies are clearly stated in a PMP and set forth a process to competitively award points to applicants (for both traditional and non-traditional projects based) on:

- Project need and justification
- Positive mobility management improvements
- Ability to coordinate with other public transportation, community transportation and/or human/social service resources (including financing of projects)
- Technical and maintenance capability to provide transportation
- Organizational, financial, and grant administration capacity
- Evidence of support (e.g., commitment of matching funds)
- Project innovation
- [Past] Performance indicators

Moreover, best practice Section 5310 recipient organizations (i.e., state DOTs, MPOs, RCs/COGs) provide applicant workshops, application assistance, and the disclosure of scoring methodologies to ensure that competitive award processes are fair and systematic. To engage and obtain input, advisory and/or applicant review committees are formed from diverse representatives of public, private, and non-profit and human services transportation providers, advocacy organizations, and the general public. Such committees are instrumental to evaluating applications, scoring and ranking the projects using established criterion, and making recommendations for funding.

Appendix B: Mobility Best Practices Matrix and Icons Key

Mobility Best Practices Matrix

Program	Description	Opportunity/Potential Impact	Icons
Swiftly App (Feb 2016)	Mobile crowdsourcing platform that encourages riders to share information about delays and disruptions. The app uses provides a more accurate algorithm for predicting waiting times and also integrates directions and travel time for biking, walking, and Uber.	App provides directions for multiple travel using multiple transportation options, informed by data provided by the public	
GO LA mobile application (Jan 2016)	Itinerary planner that integrates multimodal options. Compares all available options for making a trip and allows users to select the shortest, cheapest, or greenest alternative. Includes information about walking, biking, driving/parking, public trans, taxi, and services like Lyft, Uber, Zipcar.	App incorporates multiple forms of transportation to provide directions.	
VetLink Program 2-1-1	Established regional, two-county web-based trip portal that includes all of the region's fixed route, public demand response, and subsidized specialized transportation providers. 2-1-1 agencies provide one-call component of this VTCLI one-call/one-click capability.	VetLink Trip Planner provides one-click resource for veterans to find transportation options. This resource is similar to databases maintained by other states, but even more streamlined,	
Transit (MTA) and New York University. (Feb 2016)	NYCT is hosting its first bus hackathon to gather ideas and proposals for improving Staten Island's bus network. By the end, 15 proposals submitted for transforming bus system. Hackathon is an invitation for feedback from customers as well as an opportunity to further use innovation and technology to provide customers with a better service.	Planners, computer programmers, residents, etc. all collaborate on software projects for improving a specific, existing service.	
KC Mobility Coalition	Short video series that describes how to ride public transportation. Project developed to raise awareness about how to use public transportation through YouTube videos and printable guides on counties website. Videos are in many languages to reduce barriers.	Program helps to eliminate gaps in awareness by educating people on how to use public transportation.	
One Click, One Call: [RoundTrip USA](#), Camden Coalition	Roundtrip is an application that allows patients to book same-day, direct, transportation across all levels of non-emergency transportation, including rideshare, sedans, wheelchair and stretcher vans. Roundtrip partners with medical providers and transit authorities to cultivate a network of credentialed transportation providers.	Patients can book direct, non-stop service, for non-emergency medical appointments online, by phone, or through an app same-day, or up to 90 days in advance. A 24/7 navigation center is available to provide assistance to customers in booking.	

Program	Description	Opportunity/Potential Impact	Icons
Transit mobile app and training courses that assist riders with intellectual or developmental disability (IDD)	Moovit partnered with a number of Greater Toronto Area organizations that support children, youth and adults to develop an app called "Discover my Route". This app assists adults with intellectual or developmental disabilities (IDD) in using public transit more independently. The smartphone app is part of a broader public transit training program for people with an IDD. The 18-month pilot program includes in-class instruction to teach safety and transit skills and one-on-one field training to learn a transit route of the participant's choice.	The app and training program were created to help participants with their training and help coach them during their travels. This program is designed to help a transportation-disadvantaged population use public transit successfully.	
Subsidizing ride hailing trips for paratransit eligible riders.	The Ride On-Demand, is an ongoing pilot program for paratransit-eligible persons with disabilities. The transit agency partners with Lyft and Uber to offer on-demand service through their apps. The vendors partner with subcontractors to provide wheelchair accessible van service. Fares are split between the rider and agency.	This program provides an alternative source of para-transportation, relieving demand on the agency. The agency projects significant cost savings as a result of the pilot program.	
iTN Southern Delaware	Provides transportation to seniors (55+) and people with visual impairments (21+). Membership based organization with an annual membership fee of $35 for individuals and $60 for family. Additional small cost per ride. Members utilized pre-funded membership accounts so no money is exchanged when service is used.	Community-based transportation option for members of transportation-disadvantaged populations.	
Growing Transit Communities	Region-wide coalition of businesses, developers, local governments, transit agencies, and nonprofit organizations. 3 goals: to attract more of the regions residential and employment growth near high-capacity transit, provide housing choices affordable to a full range of incomes near high-capacity transit, and increase access to opportunity for existing and future community members in transit communities. Spent 36 months working together to encourage high-quality, equitable development around investment in transit.	Regional coalition of governments, non-profit organizations, business groups, and community stakeholders for the purpose of promoting the successful development of thriving and equitable communities through better transportation options.	

Program	Description	Opportunity/Potential Impact	Icons
Mobility Hubs	The Central Ohio Transit Authority is leading an effort to develop "smart mobility hubs," complete with interactive kiosks, at four locations in Columbus, Ohio. The plan is to bring bus service, bike- and car-share companies, ride-hailing, and other community services together at these "Smart Mobility Hubs" by the spring of 2020.	Smart Mobility hubs provided a unified sources of transportation information in easily accessible locations	
Cheer Activity Centers and LaRed Health Center	Together, CHEER and LRHC partner to ensure the effective delivery of on-site ambulatory healthcare services and healthcare education to CHEER members and guests as well as members of the general public allowed to use CHEER facilities.	Multi-sector partnership to overcome transportation barriers to health for vulnerable populations	
Complete Communities Enterprise Districts	Adopted by the Delaware General Assembly in May 2016, Complete Communities Enterprise Districts legislation is designed to encourage the creation or redevelopment of Complete Communities—places that are transit friendly, walkable, and bikeable.	Provides legislative framework transportation friendly community development.	
First- and Last-Mile Transit Connectivity Planning Studies - Utah Transit Authority - Riverside Transit Authority - LA Metro/SCAG	Planning studies to address first- and last-mile transit connectivity. Common strategies to address issues include: ▪ Infrastructure for walking, rolling, and biking ▪ Shared-use services (e.g. bike share and car share) ▪ Facilities for making modal connections ▪ Signage and way-finding, and information and technology that eases travel	Planning studies assess the need to bridge the first- and last-mile transit gap walking, biking, or rolling to/from transit stations.	

One Click, One Call & Improved Applications	Data & Technology	Older Adults
Persons with Disabilities	Multimodal Transportation	Policy Change & Planning
First & Last Mile	Enhanced Coordination & Travel Training	Non-Emergency Medical Transportation

Appendix C: 2019 Inventory – Delaware Transportation Providers

Inventory of Specialized Transportation Services in Delaware- September 2019

	Client Type								Service Type									Agency (not service) Location					Total Annual Section 5310 Round Trips FY2019
	Senior	Disability	Low-Income	Employment	Social Services	Faith-Based	Veterans	General Public	Fixed Route	Demand Responsive	Deviated Route	Non-Emergency Medical (NEMT)	Fee-based Membership	Non Fee-based Membership or Residential	Brokered Transportation	Wellness	Ride-hailing and Taxis	New Castle Co.	Kent Co.	Sussex Co.	Statewide	Outside State	
Public (Statewide) Transportation																							
DART First State Transit								X	X												X		
DART First State Paratransit Services	X	X								X											X		
DART First State Flex Route Services								X	X	X	X									X			
RideShare Delaware				X				X						X				X			X		
Public (Local) Transportation																							
City of Newark, Unicity Bus								X	X									X					
Cecil County, MD Transit								X	X													X	
Private Providers																							
Generations Home Care	X	X										X	X								X		
Griswold Home Care	X											X	X					X	X				
Homewatch Caregivers of Delaware	X				X							X	X					X					
Operation Homefront					X							X										X	
Senior Citizen Affordable Taxi (SCAT)	X									X											X		
Senior Helpers	X											X						X					
Shore Care of Delaware																							
Taxi Companies								X									X				X		
Transportation Network Companies (TNCs)																							
Lyft								X									X	X					
Uber								X									X					X	
Non-Profit Organizations (not 5310)																							
FISH of Northern Delaware														X				X					
Membership-Based Transportation																							
ITN Southern Delaware	X	X											X							X			
Jewish Family Services (JFS) Network	X												X					X					
Greater Lewes Village Network	X												X							X			
Medical Transportation																							
LogistiCare Solutions, Medicaid Transportation	X	X	X									X			X						X		
Renal Care Transportation																							
Veterans' Transportation																							
Delaware Center for Homeless Veterans							X					X		X				X					
Delaware Veterans Home							X					X		X					X				
Disabled American Veterans (DAV) Transportation Network sites:							X					X											

Inventory of Specialized Transportation Services in Delaware- September 2019

Organization	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Annual
American Legion Post #28, Oak Orchard							X					X									X			
DAV Dover							X					X								X				
DAV Seaford							X					X									X			
People's Place Veterans' Outreach							X					X									X			
Home of the Brave							X					X		X							X			
Veterans' Transportation Service, Salisbury, MD							X					X											X	
Veterans Administration Mobile Health Clinic							X					X									X			
Wilmington VA Medical Center Shuttle							X					X										X		
Section 5310 Subrecipients (FY 19)																								
Bethel Caring Hands, Inc.	X																X	X						990
Brandywine Community Resource Center (Claymont Community Center)	X																X	X						329
C.E.R.T.S.		X															X	X						532
Cape Henlopen Senior Center	X																X			X				4,778
CHEER (Sussex County Sr Services Inc.)	X																X			X				47,842
Exceptional Care for Children		X										X					X	X						10,084
Frederica Senior Center	X													X						X				863
Generations Home Care, Inc.	X	X												X				X						2,453
Harrington Senior Center	X													X						X				2,340
Harvest Years Senior Center	X													X						X				1,713
Ingleside Retirement Homes, Inc.	X											X						X						6,563
Jewish Community Center						X								X				X						2,500
Kent-Sussex Industries		X		X						X				X						X		X		26,109
Laurel Senior Center	X													X						X				13,707
Lewes Senior Center	X													X						X				3,000
Little Sisters of the Poor	X		X									X						X						1,462
Lorelton Foundation	X												X					X						1,000
Lutheran Senior Services (Luther Towers)	X												X					X						1,390
Mamie A. Warren Senior Center	X													X						X				4,210
Mary Campbell Center	X	X										X	X					X						4,764
Mid-County Senior Center	X													X				X						244
Milford Senior Center	X													X								X		15,000
Ministry of Caring						X								X				X						3,290
Modern Maturity Center	X													X						X				14,723
M.O.T. Senior Center	X													X				X						11,874
Nanticoke Senior Center	X													X								X		10,930
Newark Senior Center	X													X				X						2,835
New Castle Senior Center	X													X				X						5,060
Parkview Nursing & Rehabilitation Center		X										X	X					X						36
Peachtree Acres, Inc.		X										X										X		289
Peoples Settlement Association					X													X						364
Rosehill Community Center	X													X				X						1,324
Rock of Ages Missionary Baptist Church						X								X				X						200
Sellers Senior Center	X													X				X						
Shiloh Baptist Church						X								X				X						208

Inventory of Specialized Transportation Services in Delaware- September 2019

	C1	C2	C3	C4	C5	C6	C7	C8	C9	C10	C11	C12	C13	C14	C15	C16	C17	C18	C19	C20	C21	C22	Trips
Simpson United Methodist Church						X									X			X					273
St. Anthony's Senior Center	X														X			X					4,858
St. Joseph's Catholic Church						X									X			X					560
St. Patrick's Senior Center	X														X			X					5,960
St. Paul U.A.M.E. Church						X									X			X					
Salvation Army	X	X											X	X				X					638
The Kutz Home	X												X	X				X					135
United Cerebral Palsy		X											X					X					1,350
West Center City Adult Center	X														X			X					2,066
Wilmington Senior Center	X														X			X					2,835

Total Annual Section 5310 Round Trips FY 2017   221,681

Appendix D: Delaware DPH Emergency Preparedness Efforts

People with Access and Functional Medical Needs (PWAFMN)

The Emergency Preparedness Planning for Persons with Access, Functional and Medical Needs (PWAFMN) Committee Meeting was established in the summer of 2013 to assist the Emergency Medical Services and Preparedness Section's Office of Preparedness best plan for the varied and unique emergency preparedness needs of Persons with Access, Functional and Medical Needs.

Meetings are held at the Emergency Medical Services and Preparedness Section's Office of Preparedness and includes representatives from multiple state disability council partners, state agencies who serve the targeted population, staff with the Delaware Emergency Management Agency, Delaware Emergency Operations Center, the University of Delaware Center for Disabilities Studies, and the Emergency Medical Services and Preparedness Section's Office of Preparedness.

The Functional Information and Support Center and Preparedness Buddy are mitigation projects of the PWAFMN Committee.

Functional Information and Support (FISC)

The Functional Information and Support Center (FISC) provides information to augment vulnerable populations support for the emergency management community during Public Health emergencies and is activated during a disaster with Public Health impact, both physical and virtual.

FISC is a compilation of disability expertise available to enhance access to unique levels of disability supports in emergent and long-term disaster recovery. The public requests will be routed through DEMA. Calls to the County EOC will be referred to FISC by routing through SHOC for tracking purposes.

FISC provides a subject matter expert and an agency point of contact to access a unique or disability specific need. FISC facilitates the connection to agencies that can meet the varied needs of Persons with Access, Functional, and Medical Needs (PWAFMN) and fulfill a DEMA and SHOC routed request.

Preparedness Buddy

The Preparedness Buddy brochure is a fillable form designed for all persons including those with access and functional needs and provides a step-by-step template to complete an emergency plan using a personal support network or buddy system.

The Preparedness Buddy brochure can be found online at
http://www.dhss.delaware.gov/dhss/dph/php/preparednessbuddy.html
Article: DPH Shares 'Preparedness Buddy' http://news.delaware.gov/2017/02/17/dph-shares-preparedness-buddy-brochure-to-help-delawareans-prepare-for-emergencies/

HHS emPOWER

The Office of the Assistant Secretary for Preparedness and Response (ASPR), in partnership with the Centers for Medicare & Medicaid Services (CMS), has established the HHS emPOWER Initiative to inform and support State and local public health authority preparedness, mitigation, response, and recovery public health activities for at-risk Medicare beneficiaries with certain access and functional needs. Public health authorities, approved by HHS, can submit an official request to ASPR and CMS for the secure disclosure of a limited CMS emergency dataset of Medicare beneficiaries that rely upon certain power-dependent durable medical equipment (DME) and/or healthcare services that include those requiring oxygen tank services, home health services, and dialysis services.

Appendix E: Mobility in Motion Outreach Toolkit

MOBILITY IN MOTION

www.MobilityDE.org

DART Moving Forward

UNIVERSITY OF DELAWARE | IPA Institute for Public Administration

OUTREACH TOOLKIT

Contents

Quick Start Checklist

The State of Delaware recognizes the importance of personal mobility. The Delaware Transit Corporation (DTC), operating as DART First State, has launched Mobility in Motion. This initiative, administered by the Institute for Public Administration (IPA) at the University of Delaware, invites Delawareans to envision and provide critical input on the future of mobility in Delaware. Use the following quick start checklist to help promote the Mobility in Motion initiative.
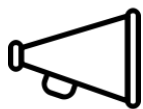
You, or your organization, can learn more by visiting the website: www.MobilityDE.org
All promotional materials are available to download from a "Mobility in Motion Promo Materials" folder in a shared Google Drive (https://goo.gl/vDAtDX)

Distribute bilingual postcards and fliers electronically or in-person to involve constituents, group members, and influencers in your network. Encourage them to share information about the Mobility in Motion initiative and take the survey. *See the link to downloadable materials on page 7.*

Use the Prepared News Releases to help promote the Mobility in Motion initiative via your organization's website, print, and online newsletters. General and targeted news releases are provided to inform the public and organizations/agencies that support older adults, persons with disabilities, veterans, and transit riders. *See press release and link on page 8.*

Post social media or repost feeds to educate your network about initiative and encourage participation in the survey. *See link to images on page 10 and sample posts on page 11.*

Use the **hashtag** on social posts: #MobilityDE

Post videos and selfies on social media. IPA will be traveling to community events throughout Delaware to distribute information. There will be opportunities to 1) take photos with selfie frames that are cut-outs of transportation modes (bus, car, bike, walking, and wheelchair), 2) participate in a Dot exercise in response to a prompt on a poster board, "What does mobility mean to you?"

Use Web Banners and email to provide information on the initiative and links to the online survey. See *sample email copy on page 12.*

Outreach Toolkit Background and Purpose

Background

Personal mobility is often taken for granted, but is essential to one's quality of life. Reliable transportation is needed to connect Delawareans to jobs, education, healthcare, social and community services, and other life-sustaining services. Yet, many Delaware residents are unable to provide their own transportation or have difficulty accessing public transportation. Transportation-disadvantaged individuals may face barriers to reliable transportation due to disability, income, age, inability to drive, lack of car ownership, veteran's status, or a combination of reasons.

The Delaware Transit Corporation (DTC) operating as DART First State Transit, has launched a Mobility in Motion initiative in collaboration with the University of Delaware Institute for Public Administration (IPA). This initiative invites all Delawareans—not just transit riders—to provide critical input on the future of mobility in Delaware. Information gathered will be used to update the Coordinated Public Transit—Human Services Transportation Plan, or "Coordinated Plan," for the State of Delaware. Developed through a participatory planning process, the Coordinated Plan will serve as a strategic framework for addressing the state's existing and future mobility needs.

How You Can Help

Many state agencies, local governments, metropolitan planning organizations (and their appointed committees); non-profit organizations; advocacy groups; and community-based organizations may provide transportation and/or essential services to Delaware residents and transportation-disadvantaged individuals. Your help is needed to disseminate information, conduct outreach, and obtain input on the future of mobility in Delaware through your network, channels of communication, and events.

A website, www.MobilityDE.org, serves as the portal for communication on this initiative. This outreach toolkit includes template media materials, fact sheets, press releases, social media posts, and sample web and email copy that can be used to disseminate information and educate stakeholders within your network. All promotional material is downloadable and may be found in folders within Google Drive: Mobility in Motion promotional materials (https://goo.gl/vDAtDX)

Online Survey

A web-based Needs Assessment Survey will be conducted until September 30, 2018. The survey is available in English (https://goo.gl/d6kz2B) and Spanish (https://goo.gl/u7KVWD). It is critically important that all Delawareans—not just transit riders—have an opportunity to take the survey. It is particularly important that transportation-disadvantaged individuals participate in the survey to document mobility needs, gaps, and barriers.

Crowdsourced Tools

Crowdsourcing involves the use of web- and mobile-based applications (apps) to obtain information, insight, and knowledge from the public. DART First State transit riders are invited to use one, or all three online, map-based tools to share a first- and last-mile accessibility experience walking, biking, or rolling to, or from, a DART First State bus stop location in Delaware. All crowdsourcing tools are publicly available on the Mobility in Motion website (www.MobilityDE.org) or may be accessed via separate URLs.
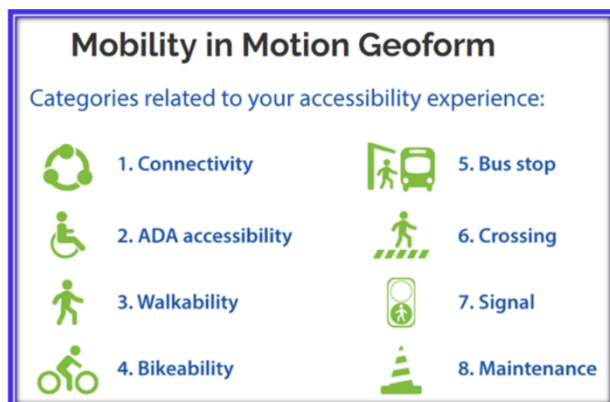
If you need more information or have questions about this toolkit, please contact:

Julia O'Hanlon
Policy Scientist
Institute for Public Administration (IPA)
Phone: 302.831.6224
Email: jusmith@udel.edu

Marcia Scott
Policy Scientist
Institute for Public Administration (IPA)
Phone: 302.831.0581
Email: msscott@udel.edu

Graphic Standard Quick Guide

A logo has been designed with colors that complement the DART First State logo and promotional materials. Logos are available to download at https://goo.gl/xg7Jco. Design files are available at https://goo.gl/SQUdxo.

Mobility in Motion Fliers and Postcards

Two-sided, bilingual fliers and postcards have been designed to disseminate electronically or to print and provide as handouts.

Fliers

Available at: https://goo.gl/CqKmcR

Postcards

Available at: https://goo.gl/ev3wJ6

Mobility in Motion New Releases

News releases have been prepared to for media outlets and may also provide the basis for information on an organization's website, e-newsletters, or printed newsletters. The following new release is ready for distribution to the general public (both transit and non-transit riders). In addition, news releases have been prepared for organizations that represent or provide services to targeted populations such as older adults, persons with disabilities, and veterans. The general and targeted news releases are available to download at: https://goo.gl/UMZgD6

General News Release

DART First State's Mobility in Motion Initiative Underway
Input Needed!

Why should Delawareans care about mobility?

Transportation benefits us all. For many Delaware residents, transportation to work, school, medical appointments, shopping, and social or community services may be a hardship because of a disability, age, illness, veteran status, or financial constraints. Some transportation-disadvantaged individuals may face challenges walking, bicycling, or rolling to public transit location. Other Delawareans live in rural areas that are not served by public transit and where transportation options are often limited. The often rely on volunteers, family members, caregivers, or non-profit human services organizations for transportation to destinations that provide needs of daily living and support services.

What is Mobility in Motion?
The state of Delaware recognizes the importance of personal mobility for all Delawareans and transportation-disadvantaged individuals. The Delaware Transit Corporation (DTC), operating as DART First State Transit, has launched Mobility in Motion. This initiative invites Delawareans to envision and provide critical input on the future of mobility in Delaware.

How can you help?
- Learn more by visiting: www.MobilityDE.org
- Take the online survey by September 30, 2018 to provide input! The survey is available in English (https://goo.gl/d6kz2B) and Spanish (https://goo.gl/u7KVWD).
- Enter for a chance to win a $25 gift card for completing the survey!
- Share the online survey with your network

How will information be used?
Public input and data will be gathered to identify public transit and human services transportation barriers, challenges, and gaps in services in Delaware. The information will be used to develop a Coordinated Public Transit—Human Services Transportation Plan, or "Coordinated Plan," for the State of Delaware. Developed through a participatory planning process, the Coordinated Plan will serve as a strategic framework for addressing the state's existing and future mobility needs.

Need more information?
The Institute for Public Administration (IPA) at the University of Delaware is facilitating outreach on behalf of DTC. For more information, please contact IPA policy scientists Marcia Scott (msscott@udel.edu) or Julia O'Hanlon (jusmith@udel.edu).

News Release on Crowdsourcing Tools

Transit riders are invited to share their first- and last-mile experience walking, bicycling, or rolling to/from a DART First State Transit bus stop or hub in Delaware. Two versions of a news release have been drafted. The news releases and images are available at https://goo.gl/rKAJb1.

New Crowdsourcing Tools Invite Input on Accessibility to/from DART First State Bus Stops

Whether it's a bus trip to/from work, shopping, or home, public transportation rarely stops directly in front of a passenger's origin or destination. Barriers to transit ridership often include "incomplete" streets that lack safe, connected, and well-maintained infrastructure for pedestrians, bicyclists, and persons with disabilities; or bus stops that lack amenities such shelters, lighting, signage, and proximity to intersections with crosswalks. DART First State wants transit riders to provide input on their accessibility to, or from, a bus stop in Delaware. This is often described as the first- and last-mile transit experience.

The Institute for Public Administration (IPA) at the University of Delaware has collaborated with the Delaware Transit Corporation (DTC), which operates DART First State Transit, to develop three map-based crowdsourcing tools on first- and last-mile bus stop accessibility in Delaware.

Crowdsourcing involves the use of web- and mobile-based applications (apps) to obtain information, insight, and knowledge from the public. DART First State transit riders are invited to use one of three online, map-based tools to share a first- and last-mile accessibility experience walking, biking, or rolling to, or from, a DART First State bus stop location in Delaware. All crowdsourcing tools— including a Wikimap, Geoform, and GIS Crowdsource Story Map—are publicly available on the Mobility in Motion website (www.MobilityDE.org).

The three crowdsourcing tools are being tested as part of a statewide Mobility in Motion initiative. Public input and data will be gathered to identify public transit and human services transportation barriers, challenges, and gaps in services in Delaware. The information will be used to develop a Coordinated Public Transit—Human Services Transportation Plan, or "Coordinated Plan," for the State of Delaware. The Coordinated Plan will serve as a strategic framework for addressing the state's existing and future mobility needs. Information collected from the crowdsourcing tools will help to identify needed bus stop accessibility improvements related to pedestrian and bicycle infrastructure, ADA accessibility, and connectivity. The crowdsourcing tools are not designed to report a roadway condition that should be addressed immediately (such as a crosswalk signal malfunction).

For those issues, please directly contact the Delaware Department of Transportation (DelDOT) Transportation Management Center (operating 24/7/365) at 302-659-4600, #77 on your cell, or through e-mail at deldottmc@state.de.us.

In addition to the crowdsourcing tools that are gathering input from DART First State transit riders, in-person outreach is being conducted throughout Delaware at public events and meetings of groups that represent transportation-challenged populations. A Needs Assessment Survey is being also conducted until September 30, 2018. All Delawareans (whether or not they ride transit) are invited to take the survey, which is available in both English (https://bit.ly/2IwCWDd) and in Spanish (https://bit.ly/2MvhPnl). To learn more about the Mobility in Motion initiative, visit www.MobilityDE.org.

Mobility in Motion Social Media Materials

Facebook and Twitter Images

Use the following graphics and videos to help promote the Mobility in Motion initiative and survey.

<p align="center"><a>Download the full-size versions here</p>

YouTube Videos

https://youtu.be/1fsi6Hiwvfg

https://youtu.be/KcfEV2WDz1A
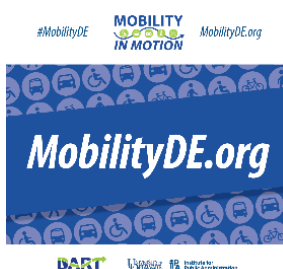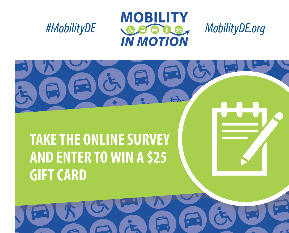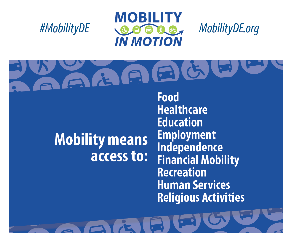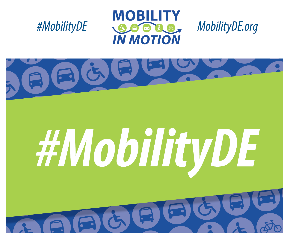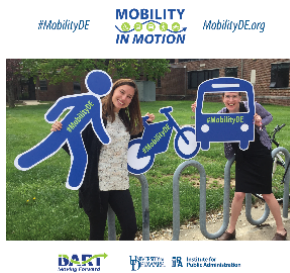
Sample Social Media Posts

The following sample messages can be used for posts on social media platforms, such as Twitter and Facebook to generate awareness among followers and stakeholders. Messages within posts can be customized to a particular target audience, or new posts can be developed for use with select social media images.

Tag DART First State social media in your posts:
- Facebook: @Dartfirststate
- Twitter: @Dartfirststate

Official Hashtag
- #MobilityDE

Sample posts for Twitter and Facebook:

- Want to help shape the future of mobility in #Delaware? Take the survey to provide input to @Dartfirststate and enter in a drawing to win a $25 gift card: https://buff.ly/2JzFPVD #MobilityDE

- Mobility can mean access to education, jobs, healthcare, community services & more. What does mobility mean to you? Provide input to @Dartfirststate on the future of mobility in #Delaware by taking an online survey at https://buff.ly/2sc55ta #MobilityDE

- We take "mobility" for granted, but it's not synonymous with transportation. Mobility means access to jobs, school, healthcare, and community services. Provide input to @Dartfirststate on the future of mobility in #Delaware! Take the survey at https://buff.ly/2sc55ta

- Provide input to @Dartfirststate on the future of mobility in #Delaware by taking an online survey at https://buff.ly/2sc55ta #MobilityDE

- Help us spread the word! What is the future of mobility in #Delaware? Provide input to @Dartfirststate by taking an online survey at https://buff.ly/2sc55ta #MobilityDE

- ¿Cuál es el futuro y la importancia de la movilidad en Delaware? Realice la encuesta en línea para proporcionar aportes. https://goo.gl/u7KVWD

- Post with YouTube videos on page 9:

Mobility can mean access to educational, economic, job opportunities, and healthcare. What does mobility mean to you? Watch the video below to learn more. Then, provide input to @Dartfirststate on the future of mobility in #Delaware by taking an online survey at https://buff.ly/2sc55ta #MobilityDE

Mobility in Motion Web and Email Promotion

Web Promotion

A simple, but effective way to promote the Mobility in Motion initiative on an organization's website is to upload a web banner that hyperlinks to the Mobility in Motion website. Several versions of web banners, including the one displayed below, are available at https://goo.gl/FFtcvh.

Email Promotion

An organization's email list or list-serve can be used to help spread the word about the Mobility in Motion initiative. IPA has launched a MailChimp campaign, which provides information on the initiative and link to the Needs Assessment Survey. The MailChimp message can be cut and pasted into an organization's email message. Email attachments, such as the two-sided informational flier and postcards with your contacts at Veterans organizations, can also be included.

DART Survey on Transportation / Mobility in Delaware

The Delaware Transit Corporation (DTC), operating as DART First State Transit, is asking for your help in distributing a **Transportation Needs Assessment Survey** to your members. DTC is surveying **all Delawareans** to learn more about their specific transportation and mobility needs.

The **survey** is being administered by the Institute for Public Administration (IPA) at the University of Delaware, on behalf of DTC. It is designed to gather information on existing specialized transportation services, gaps and unmet needs of Delawareans, and ways to address those gaps.

How Can Your Organization Help?

Learn more by visiting: www.MobilityDE.org

Encourage your members to take the survey and enter to win a $25 gift card: goo.gl/d6kz2B

Share the survey and promotional materials on your website, social media accounts, and newsletters.

Take the Survey!

Appendix F: Nemours Children's Health System Questionnaire Results

Nemours. Children's Health System   MEMO

TO: Marcia Scott and Julia O'Hanlon
FROM: Patti Miller
CC: Lisa Adkins, Jenice Rodriguez-Powell, Elizabeth Walker, Katrina Wilson
SUBJECT: Summary of Results from Nemours Community Facilities in Delaware Questionnaire
DATE: November 30, 2018

This memo provides a summary of data collected during administration of a survey entitled "Nemours Community Facilities in Delaware Questionnaire" at Nemours sites in Delaware. The survey responses were collected during a short period in the summer when it was piloted at two primary care sites, and then again during the month of September in multiple sites. These survey results provide just a snapshot of the transportation needs of Nemours patient population, and do not reflect a comprehensive picture since we did not have the participation of as many sites as anticipated.

Overview
We received 72 completed surveys that we were able to review and analyze. Another 25 incomplete surveys submitted were not included in our analysis due to missing data on transportation mode. Completed surveys were received from six Nemours duPont Pediatrics primary care sites and the Alfred I. duPont Hospital for Children.

Transportation Issues Highlighted
The transportation mode most frequently cited in the surveys was personal vehicle (41). Survey respondents used the "Other (please specify)" options for questions 5 and 6 to insert data on the reasons given by patient families, which included: car will not start; car broken down; motor vehicle accident; one car in family – dad took to work; etc.

The transportation mode with the next highest number of instances was LogistiCare (12). The medical transportation-related appointment issues with LogistiCare given included: ride never came; ride arrived late; pick up arrived late; and scheduling conflict with LogistiCare. Based on the comments inserted in the "Other (please specify)" field, it appears that in most instances the option "Medically necessary ride requiring less than 72-hour notice" would have been applicable.

There were 9 instances involving patient families who were walkers; 5 involving those receiving a ride from family/neighbor/friend; and 5 involving those using public transportation. The barriers given for those using public transportation included: weather-related issue (raining outside not able to walk to catch bus); transit schedule issue, missed bus; and paratransit did not pick up patient.

Recommendations for Future Use of Survey
We offer the following suggestions in the event the University of Delaware decides to implement a similar survey in partnership with other medical facilities.

1) Offer a training session for the associates who will be involved in data collection to ensure they are aware of the purpose of the survey, how the data will be used and have comfort with use of the survey tool itself. This training is also important for getting buy-in and working with associates to determine how survey administration will fit in with existing workflows. The training session is a good time to get feedback on preferences related to online or hard copy versions of the survey. If a hard copy version is used, there should be a note to complete it in its entirety. It appeared that some of our surveys were incomplete because associates skipped page 2.

2) Make modifications to the survey to enable the capture of more comprehensive data, such as:
   a. Add the following question after the existing Question #3 to capture data on the outcome of the transportation barrier:
   This survey is capturing data on:
   ____ Late arrival to appointment
   ____ No-show for appointment
   ____ Same-day cancellation
   ____ Long wait time after appointment/discharge

   It would be helpful to capture the impact of the transportation barrier. Missing an appointment is worse than showing up late and still being able to see a provider.

   b. Add the following question after the existing Question #4 to ensure capture of the transportation mode that created the no-show, late arrival or cancellation:
   Was this the transportation mode that you originally planned to use, or did you have to make alternate plans because of a problem with your original mode of transportation?
   ____ Yes
   ____ No – Please explain:

   This question is intended to capture instances in which a patient family reports "ride from family/neighbor/friend" as their transportation mode, but this may have been a last-minute change after missing the bus or LogistiCare not showing up. If we just capture "ride from family/neighbor/friend" as the transportation mode, we won't get data on the actual transportation barrier experienced by the family.

   c. Expand the survey to enable documentation of the barriers associated with all transportation modes, not just public transportation and LogistiCare, by inserting a new question after the existing Question #6:
   What transportation-related barrier did you experience related to your personal vehicle, ride from family/neighbor/friend, walk, etc.?
   [Open ended text field]

   This will allow space for associates to document what patient families tell them about the barriers associated with their personal vehicle, walking, etc., which is important feedback to capture. With the current format, associates used the "Other (please explain)" option under Questions #5 and #6, which is not where this feedback belongs. This made data analysis more difficult.

Appendix G: Senior Center Snapshot Survey Results

MOBILITY IN MOTION

Delaware Senior Center Snapshot Survey Results

In fall 2017, the University of Delaware Institute for Public Administration (IPA) visited 9 Senior Centers, including:

- Newark Senior Center
- Howard J. Weston Senior Center
- Mid-county Senior Center
- New Castle Senior Center
- St. Anthony Senior Center
- Fredrica Senior Center
- Modern Maturity Center
- Lewes Senior Center
- Nanticoke Senior Center

IPA conducted "snapshot surveys" of participating senior center members to 1) gain an understanding of older adults' perceived transportation needs, and 2) learn what they feel should be prioritized to improve mobility and transportation accessibility in Delaware.

New Castle County
95 People

Kent County
51 People

Sussex County
94 people
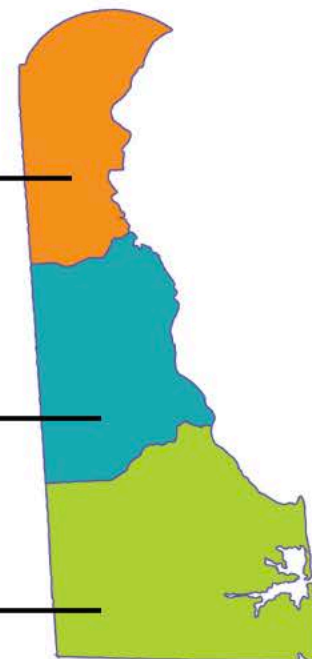
Total participants = 240

Primary Modes of Transport

1. **Personal Vehicles**

2. **Rides from family, friends, and caregivers**

3. **Paratransit**

4. **Public Transportation**

Age Category of Participants
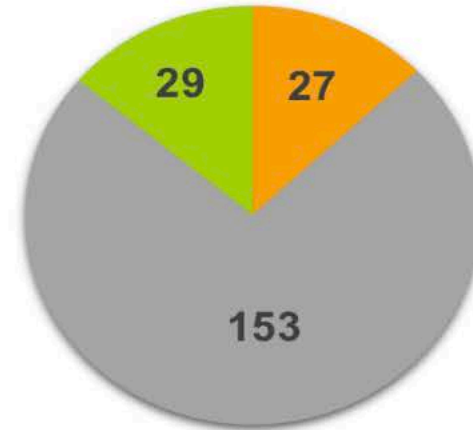
Value	Legend
27	50-64 year olds
153	65-84 year olds
29	85+ year olds

Places they are unable to travel due to lack of transportation:

Running Errands   **Social Outings**   **Doctor Appointments**   **Religious Activities**

Barriers to Using Public Transportation:

Barrier	Value
Bus stop locations	60
Walk to nearest bus stop	45
Crossing busy streets	34
Carrying bags or packages	34
Weather-related issues	33
Feeling safe	33
Lack of info about transit routes	30
Problems with sidewalks	29
Using a mobility device	23
Service Reliability	19
Inadequate lighting, seating, or shade at bus stops	16

Top 5 Priorities to Improve Mobility and Transport

1. Better coordination of all transportation services
2. Bus service improvements
3. Transit fare subsidizes
4. More information on available transportation options
5. Non-emergency medical transportation

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Appendix H: *Mobility in Motion* Outreach and Engagement Activities

2018 Mobility in Motion Public Outreach and Engagement Activities

Name/Group/Event	Type of Engagement	Date	Location	~# Attending
LIFE Conference	Tabling Event	1/24/18	Dover	52
Advisory Council on Services for Aging and Adults with Physical Disabilities	Presentation	3/13/18	Dover	13
Delaware Commission of Veterans Affairs (DCVA)	Presentation	3/20/18	Dover	12
The Voice Radio Network's Job Fair	Tabling Event	3/24/18	Georgetown	100+
State Council for Persons with Disabilities	Presentation	4/16/18	Dover	30
Delaware Municipal Clerks	Presentation	4/16/18	Dover	24
Governor's Advisory Council for Exceptional Citizens (GACEC) Meeting	Presentation	4/17/18	Dover	18
Walkable, Bikeable Delaware	Tabling Event	4/20/18	Dover	100+
Wellness Fair- Newark Senior Center	Tabling Event	5/3/18	Newark	100+
Elderly Disabled Transit Advisory Committee (EDTAC) Committee Meeting	Presentation	5/9/18	Wilmington	14
Newark Transit Hubs	Site Visit	5/18/18	Christiana Mall	20
2018 Buddy Walk	Tabling Event	5/19/18	Middletown	100+
Delaware Transit Corporation Meeting	Presentation	5/23/18	Dover/Wilmington	11
Delaware League of Local Government	Presentation	5/24/18	Dover	50
New Castle County Health & Wellness Expo	Tabling Event	6/19/18	Newark	100+
Wilmington Initiatives	Tabling Event	6/20/18	Wilmington	30
Modern Maturity Community Education and Health Fair	Tabling Event	6/21/18	Dover	100+
Route 9 Corridor Public Workshop	Tabling Event	6/25/18	Wilmington	25
12th Street Connector Visioning Workshop	Tabling Event	6/25/18	Wilmington	37
Wilmington and Kirkwood Highway Bus Stops	Site Visit	6/28/18	Wilmington	40

2018 Mobility in Motion Public Outreach and Engagement Activities

Name/Group/Event	Type of Engagement	Date	Location	~# Attending
Rodney Square Farmers' Market	Site Visit	6/28/18	Wilmington	50+
Farmers' Market at Route 9 Library	Site Visit	6/28/18	Wilmington	50+
Brandywine Mills Plaza Farmers' Market	Site Visit	6/28/18	Wilmington	25+
Wilmington Library Inter-Agency Meeting	Presentation	7/5/18	Wilmington	5
Middletown Bus Stops	Site Visit	7/6/18	Middletown	15
Smyrna Bus Stops	Site Visit	7/6/18	Smyrna	15
Georgetown Transit Centers	Site Visit	7/6/18	Lewes	N/A
Sea Colony Farmers' Market	Site Visit	7/6/18	Bethany Beach	25+
16 Mile Farmers' Market	Site Visit	7/6/18	Georgetown	25+
Delaware Aging Network (DAN) Meeting Milton CHEER Center	Presentation	7/10/18	Milton	16
Wilmington Farmers' market	Site Visit	7/11/18	Wilmington	70
Dover Bus Stops	Site Visit	7/12/18	Dover	30
Capital City Farmers' Market	Site Visit	7/12/18	Dover	25+
Georgetown Transit Hub	Site Visit	7/12/18	Georgetown	50+
Wilmington Farmers' Markets	Site Visit	7/13/18	Wilmington	N/A
Christiana Mall Park & Ride	Site Visit	7/13/18	Newark	N/A
Newark Bus Stops	Site Visit	7/16/18	Newark	20
Middletown Bus Stops	Site Visit	7/16/18	Middletown	20
Delaware Developmental Disabilities Council	Presentation	7/18/18	Dover	36
Community Health Fair	Tabling Event	7/19/18	Wilmington	50+
People's Plaza Transit Hub	Site Visit	7/20/18	Glasgow	N/A
Glasgow Park Farmers' Market	Site Visit	7/20/18	Glasgow	N/A
Carousel Park Farmers' Market	Site Visit	7/20/18	Pike Creek	N/A
Advisory Council on Walkability and Pedestrian Awareness	Presentation	7/24/18	Dover	33
Delaware State Fair	Tabling Event	7/25/18	Harrington	100+

2018 Mobility in Motion Public Outreach and Engagement Activities

Name/Group/Event	Type of Engagement	Date	Location	~# Attending
Veterans' Town Hall Meeting	Presentation	7/25/18	Wilmington	65
Newark Transit Hub	Site Visit	8/2/18	Christiana Mall	N/A
Growing Healthy Families	Tabling Event	8/2/18	Wilmington	100+
Dover/Kent County MPO PAC Meeting	Presentation	8/9/18	Dover	18
Dover Transit Hub	Site Visit	8/16/18	Dover	30
Veterans' Community-Based Outpatient Clinic	Site Visit	8/16/18	Dover	N/A
City Managers' Association of Delaware	Presentation	8/16/18	Milford	18
Persons with Access, Functional and Medical Needs (PWAFMN) Committee	Presentation	8/23/18	Smyrna	14
Sussex County Association of Towns	Presentation	9/5/18	Georgetown	70
Lewes Transit Center	Site Visit	9/17/18	Lewes	N/A
Sussex County Community Based Outpatient Clinic (CBOC)	Site Visit	9/17/18	Georgetown	42
La Red Health Center	Site Visit	9/17/18	Georgetown	N/A
Beebe Health Clinic	Site Visit	9/17/18	Georgetown	N/A
Veterans Stand Down	Tabling Event	9/21/18	Dover	800+
Emergency Planning for Older Adults & Persons with Disabilities	Presentation	9/21/18	Lewes	18
Coast Day	Tabling Event	10/7/18	Lewes	100+

Appendix I: Mobility in Motion First- and Last-Mile Bus Stop Accessibility Crowdsourcing Tools Analysis

Mobility in Motion First- and Last-Mile Bus Stop Accessibility Crowdsourcing Tools Analysis

Marcia Scott, University of Delaware Institute for Public Administration (IPA), Policy Scientist
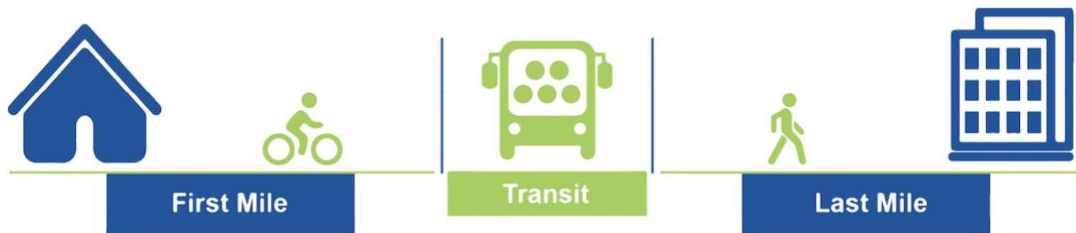Allison Michalowski, IPA Public Administration Fellow

Synopsis

As part of the Mobility in Motion outreach process to update the State of Delaware's Coordinated Public-Transit—Human Services Transportation Plan, IPA developed three map-based crowdsourcing tools on first- and last-mile bus stop accessibility in Delaware. The purpose of these tools was to obtain information from DART First State transit riders on first- and last-mile accessibility barriers walking, biking, or rolling to/from a transit stop or hub in Delaware. The WikiMap, Geoform, and GIS Story Map map-based crowdsourcing tools were active over a ten-month period from December 28, 2018 – October 31, 2019. While tools were disseminated via the Mobility in Motion website (MobilityDE.org) and social media platforms, only 21 respondents utilized these tools. Yet, the analysis suggests that these tools demonstrate strong potential to glean crowdsourced input from DART First State bus riders on their accessibility experience related to eight factors, including 1) connectivity, 2) ADA accessibility, 3) walkability, 4) bikeability, 5) bus stop conditions, 6) crossing, 7) signals, or 8) maintenance. The analysis indicates that the GIS Story Map was the crowdsourcing tool of choice by respondents. The high prevalence of responses reporting concerns with conditions of bus stops, connectivity, and walkability suggests that future assessment of transportation routes should focus on the ability to walk, bike, or roll safely to and from bus stops.

Introduction

Whether it's a bus trip to/from work, shopping, or home, public transportation rarely stops directly in front of a passenger's origin or destination. Barriers to transit ridership often include "incomplete" streets that lack safe, connected, and well-maintained infrastructure for

pedestrians, bicyclists, and persons with disabilities; or bus stops that lack amenities such shelters, lighting, signage, and proximity to intersections with crosswalks. As depicted in Figure 1, a transit rider's experience walking, biking, or rolling to or from a transit hub or stop is called first- and last-mile transit connectivity.

Figure 1: First- and Last-Mile Transit Connectivity

Crowdsourcing involves the use of web- and mobile-based applications (apps) to obtain information, insight, and knowledge from the public. As part of the Mobility in Motion outreach process to update the State of Delaware's Coordinated Public-Transit—Human Services Transportation Plan, IPA developed three map-based crowdsourcing tools on first- and last-mile transit accessibility in Delaware. The purpose of these tools was to obtain information from DART First State transit riders on first- and last-mile accessibility barriers walking, biking, or rolling to/from a transit stop or hub in Delaware. Each of the crowdsourcing tools sought input from DART First State bus riders on their accessibility experience related to eight factors, including 1) connectivity, 2) ADA accessibility, 3) walkability, 4) bikeability, 5) bus stop conditions, 6) crossing, 7) signals, or 8) maintenance. As shown in Figure 2, and described below, first- and last-mile transit connectivity crowdsourcing tools included a:

- **GIS Crowdsource Story Map** - (https://bit.ly/2lGWY51) - The geographic information system (GIS) story map required transit riders to snap and upload a photo related to their bus stop accessibility experience. Once the photo is uploaded, users could provide a title (related to the eight accessibility categories), locate their bus stop on the map, and describe their accessibility experience.

- **Geoform** - (https://bit.ly/2tWMa6L) - Transit riders could select one of the eight icons that represent categories of accessibility, provide a comment on their accessibility experience, upload a photo (optional), and select the location of their bus stop.

- **WikiMap** - (https://bit.ly/2IDIfRs) - Transit riders could follow a step-by-step process upon hitting a "welcome" button and opening up "points." Users could simply select one of eight icons that represent categories of accessibility, answer brief questions, and click on a map

"point" to provide comments and photo (optional) of their accessibility experience at that location.

Figure 2: First- and Last-Mile Transit Connectivity Crowdsourcing Tools
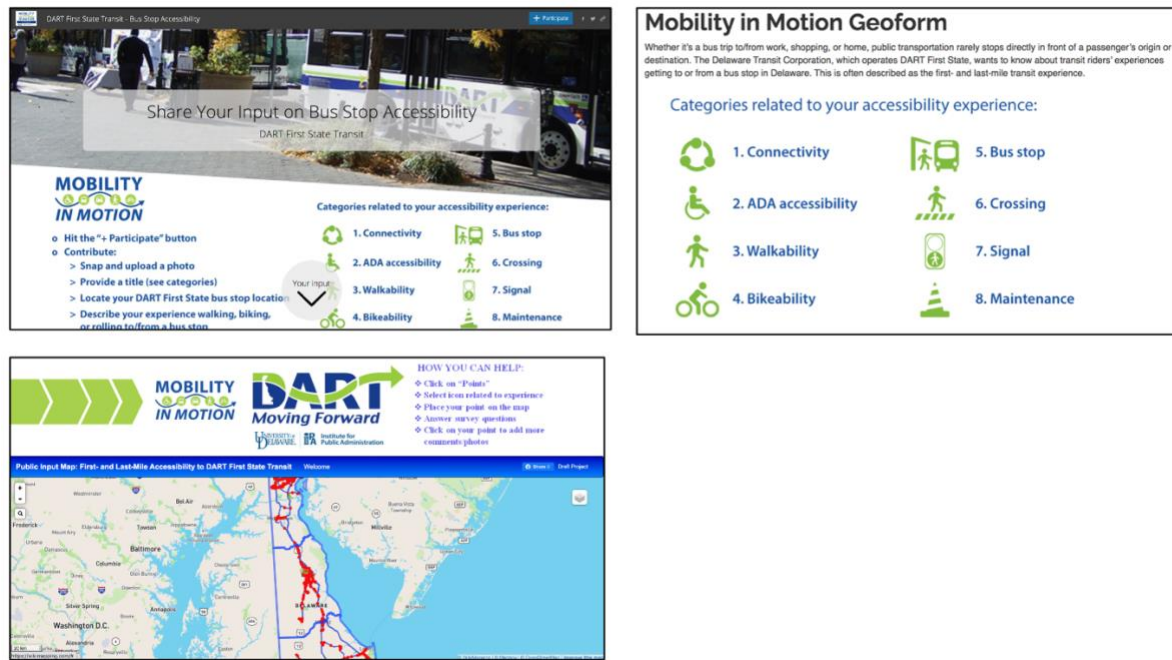
Dissemination

During a six-month period from April – October 2018, DART First State Transit bus riders were invited to use one of three online, map-based crowdsourcing tools. Information was disseminated to transit riders via postcards, fliers posted at select bus shelters, the Mobility in Motion (MobilityDE.org) webpage, and via social media. Riders were invited to use the tools to share their first- and last-mile accessibility experience walking, biking, or rolling to or from a DART First State bus stop location in Delaware. A YouTube video was produced to explain the purpose of the crowdsourcing tools. Three tutorial YouTube videos, one for each tool, were also produced to explain how to use each tool (Figure 3). All

Figure 3: Video Playlist
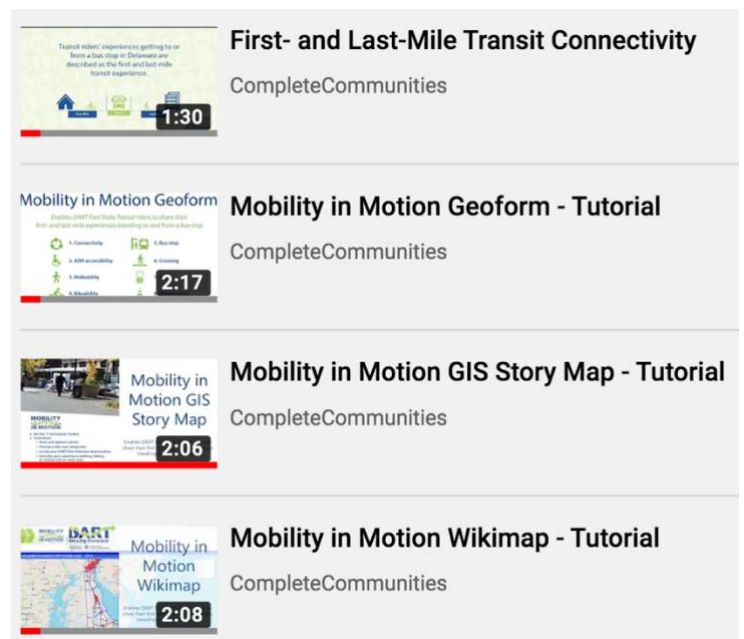
videos were uploaded to a Mobility in Motion playlist (http://bit.ly/2QsfxKT) on IPA's Complete Communities YouTube Channel and available for public viewing.

Analysis

In total, twenty-one responses were submitted to the crowdsourcing forms. As shown in Figure 4, of the twenty-one responses, the majority focused on New Castle County (NCC). New Castle County, Kent County, and Sussex County were the location of seventeen (81%), 4 (19%), and zero responses respectively. Within this breakdown, it should be noted that while Kent County had few responses overall, three out of the four Geoform responses were located in Kent County. All story map responses and six out of seven WikiMap responses were located in New Castle County. Notably, no responses pertaining to Sussex County were submitted.

Figure 4: Map Entries by Crowdsourcing Tool
- 7 WikiMap entries = Blue
- 0 Story Map entries = Pink
- 4 Geoform entries = Green
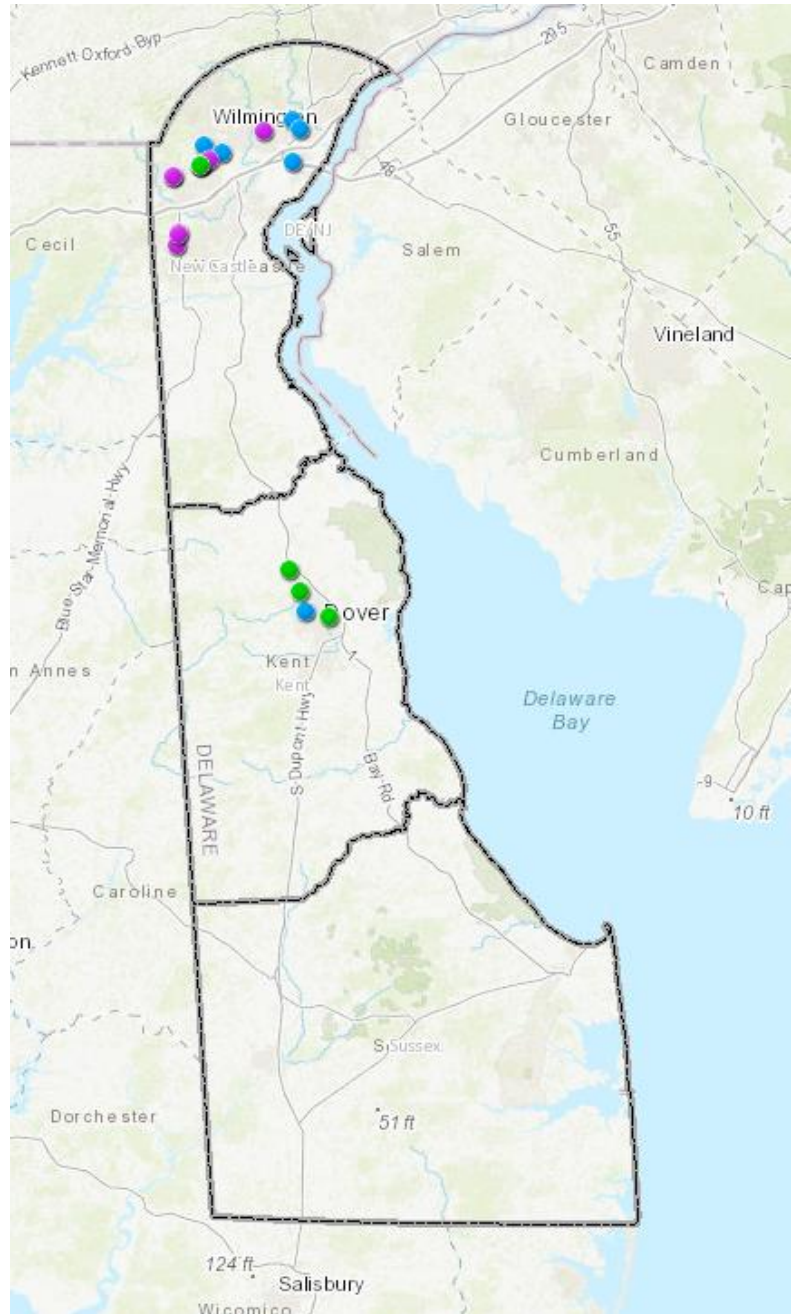
As shown in Figure 5, the GIS Crowdsource Story Map platform received the most responses while the Geoform received the least.

Figure 5: Responses and Entries by Crowdsourcing Platform
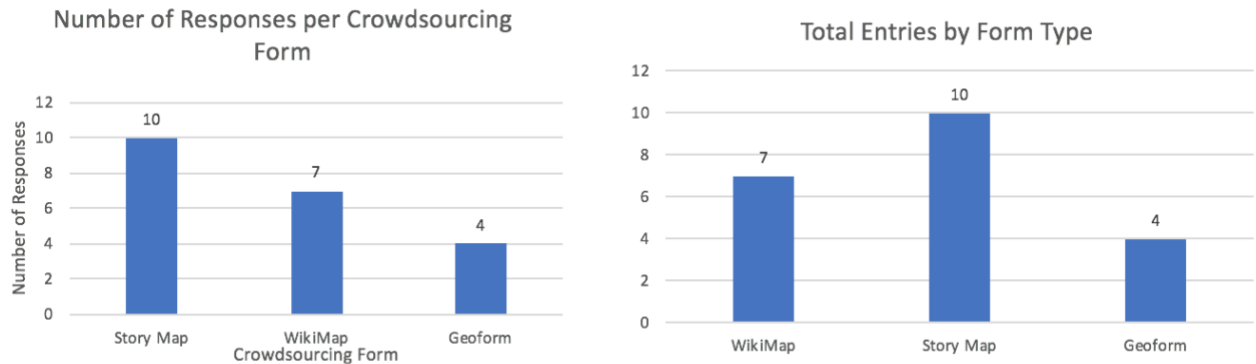
County Breakdowns

As displayed in Figure 6, New Castle County had the most responses overall with 17 out of 21 total entries. New Castle County was the source of all GIS Story Map entries, and all but one WikiMap entry. Only one out of the four Geoform entries was about New Castle County. Kent County only had four out of 21 responses. Kent County was not represented at all in the GIS Story Map responses and only represented one out of seven total WikiMap responses. However, three out of the four Geoform responses were specific to Kent County. There were no crowdsourcing entries for Sussex County. This is likely due to the lack of robust public transportation services, bus stops, and major road corridors in rural areas.

Figure 6: Total Crowdsourcing Entries by County
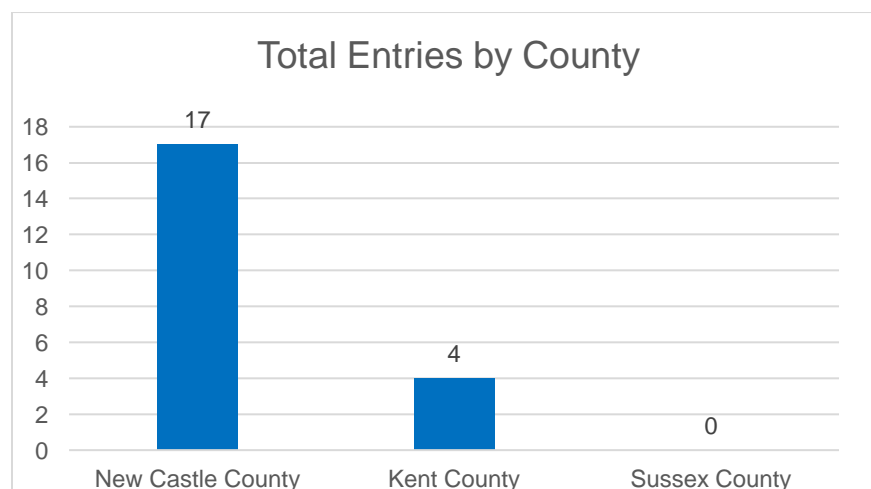
Figure 7 depicts the number of responses received by each type of crowdsourcing platform in New Castle and Kent Counties. These include:

New Castle County

- 6 WikiMap entries = Blue (6/7 total WikiMap entries)

- 10 Story Map entries = Pink (10/10 total story map entries)

- 1 Geoform entry = Green (1/4 total Geoform entries)

Kent County

- 1 WikiMap entry = Blue (1/7 total WikiMap entries)

- 0 Story Map entries = (0/10 total story map entries)
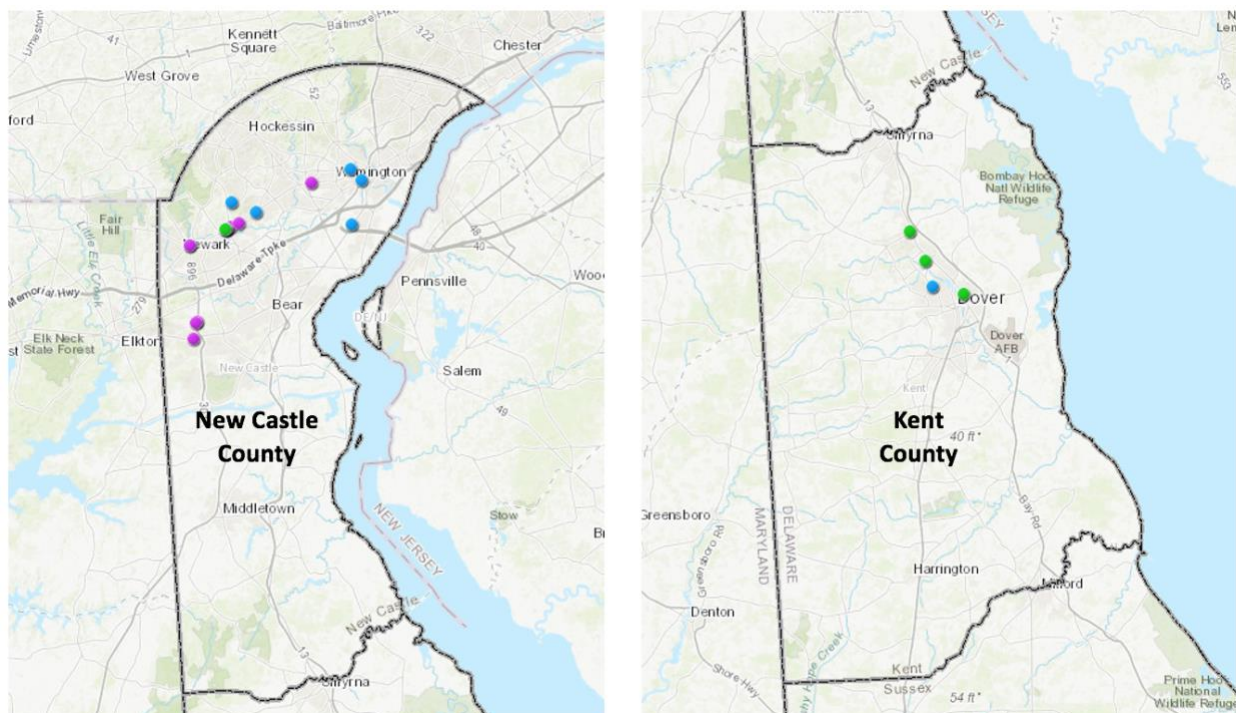
- 3 Geoform entries = Green (3/4 total Geoform entries)

Figure 7: Number of Responses Received by Type of Crowdsourcing Platform in New Castle (L) and Kent (R) Counties

Roadway Corridors of Focus

Not surprisingly, a number of roadway corridors, with robust fixed-route DART First State transit services generated several posts to the crowdsourcing tools.

Newark area (SR 2) - This roadway constitutes a heavily traveled arterial across northern New Castle County. The state route follows Old Capitol Trail / Kirkwood Highway east from Newark to Elsmere. DART First State bus route 6 operates along this route and has historically experienced high transit ridership over the years. There were eleven entries along SR 2, including four WikiMap entries (Blue), six Story Map entries (Pink), and one Geoform entry (Green). Four entries were clustered at one location (approximated 1205 Capitol Trail, Newark). All four entries mentioned the absence of a sidewalk for the bus stop (and some mention the bus stop itself is inadequate).

Dover area (US 13) – This corridor comprised all four of the Kent County crowdsourcing tool responses, including three adjacent to US 13 (N. Dupont Highway). DART First State bus routes 109 and 112 service this corridor. Only one comment specifically addresses issues regarding N. Dupont Highway and the use of it for transportation. The other comments seemed locally focused. Figure 8 shows responses by each type of crowdsourcing tool along the SR 2 and US 13 roadway corridors.

Figure 8: Number of Responses by Type of Crowdsourcing Platform on SR 2 and Adjacent to US 13
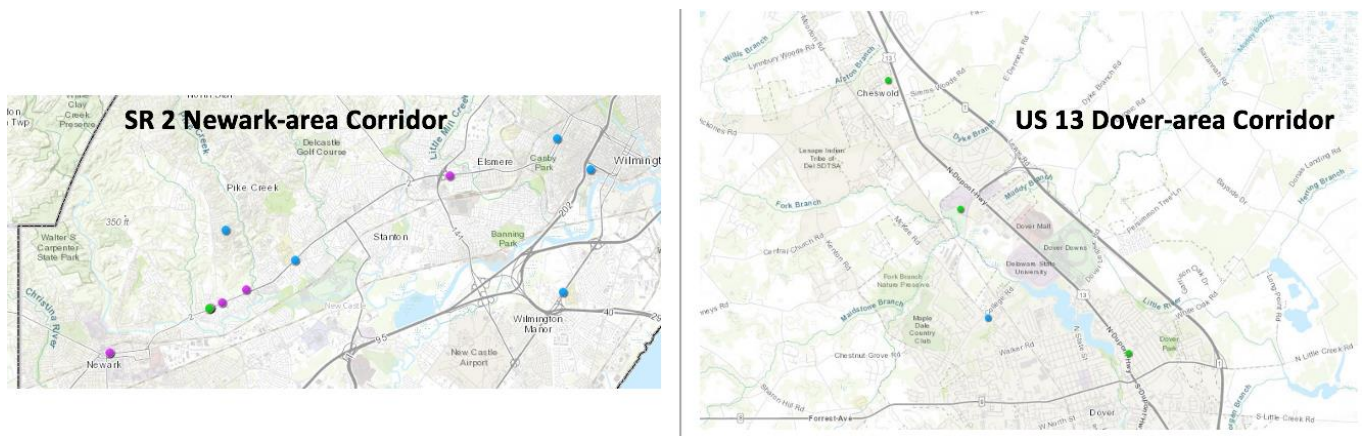
Newark/Glasgow (SR 896) – DART First State bus route 46 transports riders along SR 896 from the Newark Transit Hub to the People's Plaza shopping center in Glasgow. All three 3 entries were near Glasgow. One entry complimented the People's Plaza bus stop. The other two entries complained about the bus stops/shelters near the intersection of SR 896 and South Corporate Blvd.

Response Categories

As previously mentioned, each of the crowdsourcing tools sought input from DART First State bus riders on their accessibility experience related to eight factors. The top first- and last-mile transit accessibility issue for DART First State transit riders is the condition of bus stops, followed by connectivity and walkability. Category counts from participants are shown in Figure 9 and as follows:

1) Connectivity – 4 entries, including:
   - 3 Story Map entries
   - 1 Geoform entry

2) ADA accessibility – 0 entries

3) Walkability – 4 entries, including:
   - 3 story map entries
   - 1 Geoform entry

4) Bikeability – 0 entries

5) Bus stop conditions – 8 entries, including:
   - 8 Story Map entries
   - 0 Geoform entries

6) Crossing – 1 Story Map entry

7) Signals – 0 entries

8) Maintenance – 2 Geoform entries
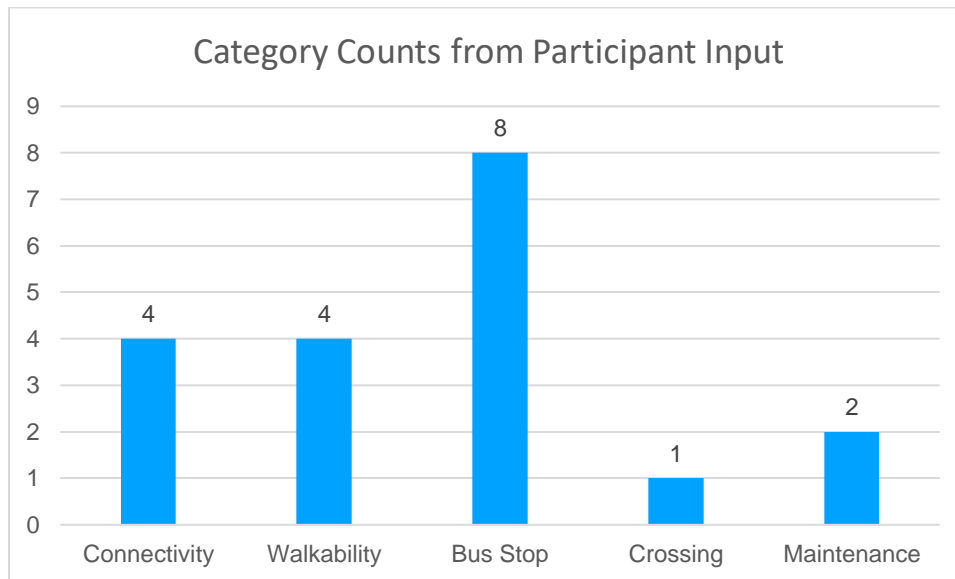
Comments of Transit Riders

All entries were coded, including a count of categories deduced from comments on all crowdsource platforms. Based on these category counts, the top first- and last-mile transit accessibility issue for DART First State transit riders remains the condition of bus stops, followed by walkability and connectivity. The breakdown of all coded entries is displayed in Figure 10 and listed below.

1) Connectivity - 14 entries

2) ADA accessibility - 0 entries

3) Walkability - 15 entries

4) Bikeability - 1 entry

5) Bus stop conditions - 17 entries

- 4 entries compliment the bus stops (though 2 comment on connectivity safety problems getting to the stop and another comments on lack of route information)

- 6 entries remark on problems with the stop's lack of shelter/nice waiting area

- 11 entries comment on connectivity problems getting to and from shelters (predominantly lack of sidewalk, uneven sidewalk, unsafe crossing)

- 2 entries remark on inadequate signage and route info

6) Crossing - 5 entries

- 2 entry concerns an existent, but unsafe crossing

- 3 entries concern lack of formal crossing

7) Signal - 1 entry

- Signal works fine, but crossing is dangerous

8) Maintenance - 2

- Neither of the two entries were labeled as a maintenance concern (one discusses lack of crosswalks all together and the other discusses dangerous crossing due to cars)
- Poorly maintained sidewalks (uneven/broken)

Figure 10: Category Counts from Coding All Entries, including Comments
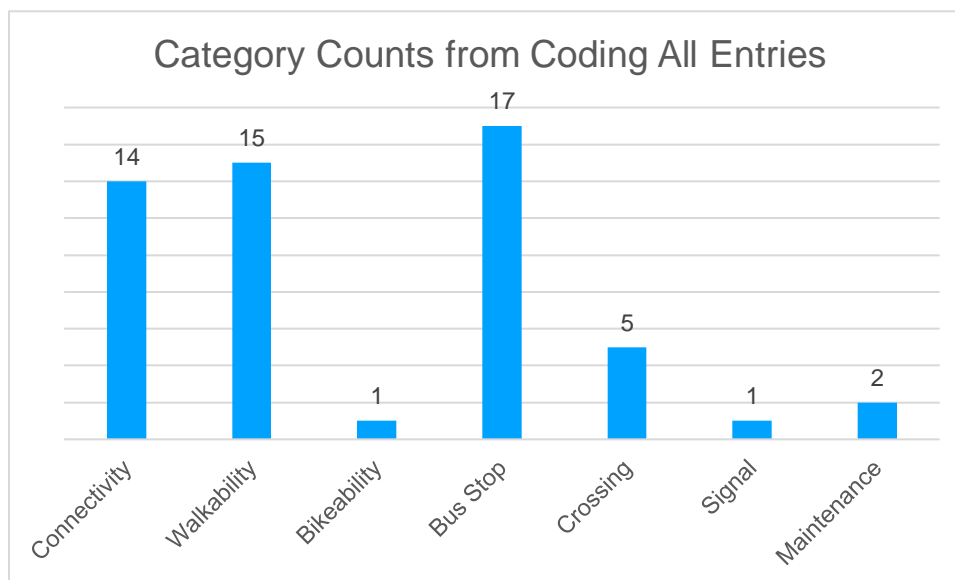
Other Issues Identified

Lack of information/poor signage - Two entries expressed a need for better signage at bus stops and route information displayed at bus stops.

Traffic problems/dangerous interactions with vehicles - Five entries mentioned issues with busy roadways and high-speed traffic that makes crossing roads, walking to bus stops, and bus stop waiting areas feel unsafe.

Sidewalk problems - Nine entries focused on issues with sidewalk connectivity or maintenance. Seven entries stated concerns with a lack first- and last-mile sidewalk connectivity to/from bus stops. Two entries expressed concerns regarding broken/uneven sidewalks.

Errors

Several crowdsource tool input errors were identified and addressed in the analysis, including:

- One Geoform entry was incorrectly categorized as New Castle County by the respondent. The location was actually in Kent County, so the location was corrected for the data analysis.

- One Geoform entry was discounted because it identified a location in the middle of the Atlantic Ocean and provided no other information.

- One story map entry did not have an entered category and instead showed "Executive Banquet and Conference Center" as the category value. The comment indicates that this post concerned the Bus Shelter and Walkability categories.

Summary of Analysis

Of the eight categories offered in the Story Map and Geoform responses, only five were mentioned in responses. For the fourteen Story Map and Geoform responses (see Figure 11), category counts as a number, and as a proportion of the fourteen responses, can be broken down as follows: eight bus stop responses (57%); four connectivity responses (29%); four walkability responses (29%); two maintenance responses (14%); and one crossing response (7%). The high prevalence of responses reporting concerns with conditions of bus stops, connectivity, and walkability suggests that future assessment of transportation routes should focus on the ability to walk, bike, or roll safely to and from bus stops.

Proportion of All Geoform and Story Map Responses (n=14) Reporting Each Category
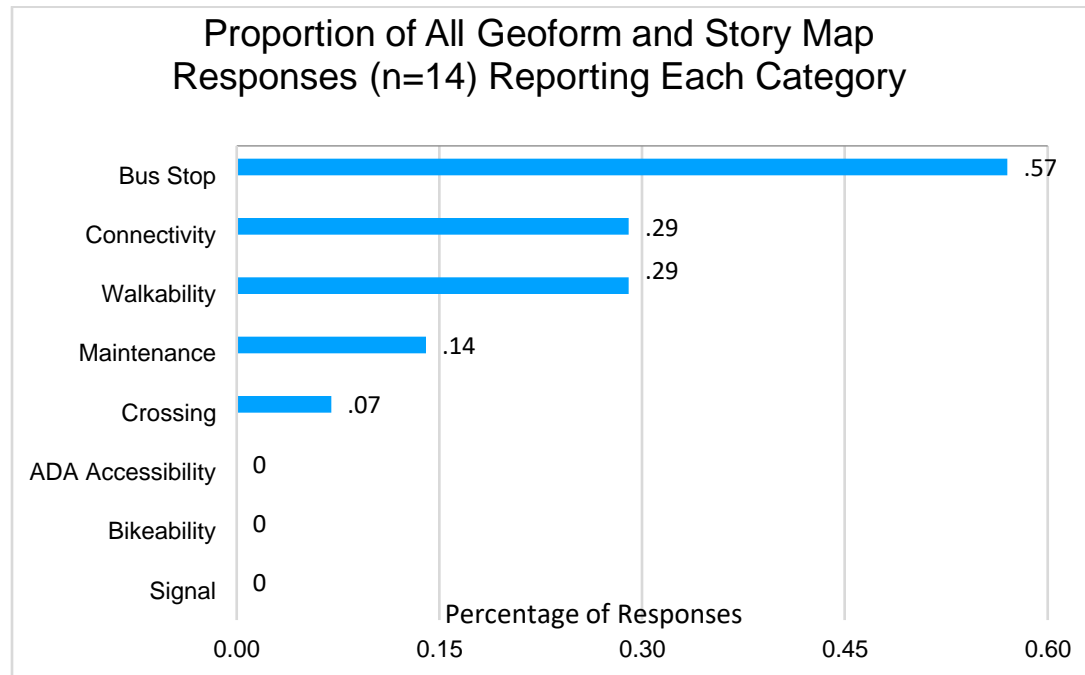
Several additional themes emerged from the crowdsourcing usage analysis. First, nine of the responses indicated sidewalk problems. Of these nine, seven indicated lack of a sidewalk/continuous sidewalks leading to a bus stop. The other two responses reported that the sidewalks leading to bus stops were not well-maintained. These results suggest sidewalk connectivity should be a focus of further assessment. Second, five of the responses reported safety concerns related to dangerous pedestrian-vehicle interactions. These responses reported busy roads and high traffic speeds that created dangerous conditions for waiting at and walking to/from bus stops. As such, these results suggest that future work might assess the need for safety and traffic calming measures along these routes.

Appendix J: Technical Advisory Meeting Summary - February 2019

MEETING SUMMARY

TAC Meeting #1 – Mobility in Motion: Update of Delaware's Coordinated Plan

Tuesday, February 13th, 2019
DART Administration Building, Dover, DE

University of Delaware Institute for Public Administration (IPA) Project Team:
Julia O'Hanlon, Marcia Scott, Danielle Littman, Sarah Franzini

Delaware Transit Corporation (DTC) Project Team: Marcella Brainard, Cathy Smith

List of Attendees:

Name	*Affiliation*
Alanna Drake	Nemours
Ana Lopez	Delaware Commission on Veterans' Affairs (DCVA)
Erin Weaver	Division for the Visually Impaired
Jackie Sullivan	Greater Lewes Community Village
Joy Cottongin	Salisbury-Wicomico MPO
Owen Robatino	New Castle County Land Use
Tigist Zegeye	Wilmington Area Planning Council (WILMAPCO)
Todd Webb	Delaware Department of Transportation (DelDOT) Office of Civil Rights, Americans with Disabilities Act (ADA)
Tyler Berl	Housing Alliance Delaware
Yvonne Willey	La Esperanza

Summary of Proceedings:

I.   **Welcome and Introductions**

Julia O'Hanlon introduced the IPA team and asked participants to introduce themselves and their respective organizations. Julia explained that the purpose of the meeting is to provide updates from DTC and share IPA's research to date and gather input on steps forward to update Delaware's statewide coordinated plan. Needs for the updated coordinated plan include:

- Providing a framework to distribute formula funding under the FTA's Elderly and Persons with Disabilities Program (49 USC, §5310).
- Creating an action framework to solve transportation barriers.
- Informing efforts to coordinate services and/or share resources.
- Promoting customer-centered mobility strategies.
- Supporting innovative projects/programs.

II. Presentations on DART Overview and Goals and Mobility in Motion Research (See PowerPoint presentation for details)

DTC's Cathy Smith - summarized the benefits of public transportation; an overview of DART First State services; ridership metrics, 2018 accomplishments; federal requirements driving the need to update Delaware's Coordinated Public Transit--Human Services Transportation Plan (i.e., coordinated plan); and role of the TAC. This presentation discussed DART's rebranding and refocusing as a customer-driven organization. DART reaches all three counties, it has statewide 64 routes, including a beach bus service and ADA paratransit services. DART has added numerous additional routes and newly launched its free DART Transit App, which features bus stop locations, bus routes, real-time information and updates, and the new new mobile fare payment option. DTC's Mobility in Motion initiatives align with DTC's strategic plan objectives to grow ridership, to identify gaps in services, increase community conversations, and leverage resources.

IPA's Julia O'Hanlon - presented an overview of IPA's research to date. During Phase I in 2016, IPA focused on identifying transportation-disadvantaged populations in Delaware, assessing current initiatives and practices, and researching both national and Delaware-specific best practices to identify successful initiatives to enhance coordination of human-services transportation, foster demand-management strategies to respond to needs of transportation-disadvantaged individuals, and reflect changes in federal policies. Stakeholder outreach, via county workshops and a statewide forum in October 2016, helped understand specialized transportation issues in Delaware and strategies to address needs and gaps. Electronic polling of statewide forum participants selected the following top three innovative activities to prioritize within an updated Delaware statewide action plan: 1) feeders services to fixed-route transit, 2) a one-stop call center, and 3) intelligent transportation technology. IPA summarized research and prepared a Phase I report in June 2017. An excerpt of the report was provided to TAC members and the full report can be viewed electronically at https://goo.gl/qR8v2W. A top recommendation is to update the statewide coordinated plan, which requires a participatory planning process and the input of TAC members.

IPA's Marcia Scott - discussed the Public Outreach and Engagement Plan that was published by IPA in December 2017 and subsequently approved by DTC. The year-long process actually began in October 2017, with targeted outreach to older adults and persons with disabilities and continued through early October 2018 with high-touch (in-person), high-tech (web-based and electronic), and research-based methods. Strategies were initiated with support from DTC, DelDOT, and RideShare Delaware--including tabling at statewide events, branding, social media engagement, news releases, and electronic outreach via the www.MobilityDE.org website (with home webpage banners that provide links to the website. Three surveys were designed to understand transportation needs, barriers, and gaps from the perspectives of older adults, human-services transportation providers, and the general public. Marcia reported on outcomes of the "snapshot surveys" of senior center members that may not use mobile devices, the electronic survey of 5310 transportation providers, and a statewide needs assessment survey electronically available to all Delawareans (via both an English and Spanish version). Themes from three surveys indicates that transportation barriers include non-emergency medical trips, essential shopping trips (groceries, drug store), and social outings or entertainment. Other themes included

difficulties with first- and last-mile transit connectivity as well as finding information about routes and updates. Marcia discussed the map-based crowdsourcing tools and video tutorials that IPA has developed. These crowdsourcing tools, available at www.MobilityDE.org, are unique to Delaware and allow transit riders to geographically pinpoint eight accessibility issues they may experience walking, biking, or rolling to a DART First State transit hub or stop.

Future TAC logistics were discussed. Meetings will take place every other month for six to eight months and include facilitated activities to address the themes presented. The goal is to use the work produced in TAC meetings to update the statewide coordinated plan to address identified needs of transportation-disadvantaged Delawareans, devise strategies for meeting these needs, and prioritize strategies for funding and implementation.

III.   **Facilitated Group Discussion**

The meeting opened up to questions, comments and discussion among TAC members. Several topics were discussed, as listed below:

1. Not having adequate access to public transportation is an issue that affects Delawareans of all income levels, but what about within certain age groups, or specific locations/counties?
2. Tyler Berl noted the high rate of missed non-emergency medical appointments. Has the research team contacted Managed Care Organizations (MCOs) (including those that contract to deliver Medicaid program health care services), hospitals or long-term care providers to bring them to the table?
    ○ Yes. IPA has reached out to Nemours, Christiana Care, La Red, Westside Health, and Veterans Administration Medical Center representatives.
    ○ IPA is also in contact with the Camden Coalition (NJ) of Healthcare Providers that is advocating to improve non-emergency medical transportation (NEMT) and address ongoing issues with LogistiCare, the state's sole provider of NEMT under Medicaid.
    ○ It was suggested that IPA reach out to the Sussex County Health Coalition to gain perspectives on addressing transportation barriers to medical care and NEMT issues under Medicaid.
3. Jackie Sullivan commented on how barriers to social outings are a quality of life issue. Not being able to attend social outings makes it difficult to build any type of social network that could assist older adults in getting to and from medical appointments. Transportation and access to medical care intertwined issues for older adults. In particular, socially isolated older adults that have age-related disabilities or medical issues often call 911 first instead of a friend or family member. There is growing evidence from the public health sector that demonstrates that health and wellness of older adults intersects with both social and transportation needs. Multi-agency solutions are needed that go beyond providing public transportation by transit agencies like DTC. Ideas discussed include:
    ○ Developing land use regulations that require developers to support transportation solutions such as transit-oriented development and investments to improve transportation infrastructure improvements (e.g., costly transit shelters)

- ○ Forming partnerships with businesses to support commuter transportation instead of DART. Businesses in resort areas often struggle to secure employees, living in low-cost rural areas not well served by transit, because they cannot get them to or from work. Sussex County businesses could be very open to this.
    - ■ Organizations to contact include Sussex Economic Development Action Committee (SEDAC), Department of Labor, state/local chambers, and other business coalitions.
- ○ Encouraging local governments to adopt zoning regulations that allow mixed-use development (residential and commercial) that takes traffic off the road, are walkable, and enable mobility-impaired people to be independent, self sufficient, and less reliant on specialized transportation services.

4. Delaware is one of few states where public transportation is a state-level responsibility instead of a local-level service. Discussion focused on: 1) Why is this a good thing? 2) What is the local government's responsibility for ensuring accessibility to a public transit location? 3) There is a need to address disconnects between local land-use planning and state-level transportation planning and investments.
    - ○ DelDOT is responsible the bulk of costs (90 %) of costs of building, improving, and maintaining the state's transportation infrastructure on state-maintained roadways but does not maintain local roadways or sidewalks. While Delaware legislators receive financial allocations for maintenance of local roads/sidewalks (i.e., Community Transportation Funds), the level of support does not meet the growing need for local transportation infrastructure improvements.

5. How do we increase knowledge and use of crowdsourcing tools geared for transit riders and the DART Transit App? Are they accessible to low-income individuals who may not have smartphones? Are they available in Spanish and Haitian Creole? Is there free Wi-Fi on busses?
    - ○ It was suggested that bus drivers distribute information on the crowdsourcing tools. Yvonne Willey proposed that a "tour" of how to use the bus system be offered to non-English speaking individuals (in targeted locations like Georgetown) or other transportation-disadvantaged populations (i.e., seniors) to make it less intimidating.
    - ○ While low-income individuals may not own computers, they are actually very likely to have smartphones or mobile devices. Wi-Fi on busses could also help reduce the stigma of riding the bus and possibly increase the appeal for low-income individuals.
    - ○ The crowdsourcing tools are not currently available in Spanish or Haitian Creole. However, the point was made that the Transportation Needs Assessment Survey was offered in Spanish, but there were no respondents to that survey.

6. DelDOT currently finances that bulk of transportation network investments in Delaware. A fund under one state commission that addresses specifically these issues (the intersection of health, wellness, economic security, and transportation) of Delawareans instead of DelDOT could be useful in generating and targeting funds to address needs of transportation-disadvantaged populations. It was suggested that eventually a statewide commission to address transit and mobility issues over time might be an important consideration for DTC.

7. What is the main focus of the TAC?

- ○ To address the needs of transportation-disadvantaged individuals[1] in the state of Delaware. The focus is on developing strategies and priorities address transportation needs, gaps, and barriers to mobility by transportation-disadvantaged individuals. Coordination of special-needs transportation involves multiple organizations, state agencies, and stakeholders working together to gain economies of scale, eliminate duplication, expand and/or improve the quality of service in order to better address the needs of transportation-disadvantaged populations in Delaware.
  - ○ The June 2017 Phase I report (p. 93) notes that: "[An updated] coordinated plan for Delaware should (1) provide a framework to improve coordination among transportation service providers and human-services agencies to enhance transportation services for all transportation-disadvantaged populations, (2) meet federal requirements for a "locally developed, coordinated human-services transportation plan," and (3) guide DTC's grant process, eligibility requirements, and the administration of its Section 5310 program. Based on high-priority projects/programs identified in a coordinated plan[ning process], Section 5310 funding can now be directed to assist with costs for innovative mobility management activities, the purchase of capital equipment, and operations to meet the mobility needs of all transportation-disadvantaged populations."
  - ○ The TAC will need to develop goals and prioritize strategies that can impact identified transportation needs, gaps, and barriers to mobility by transportation-disadvantaged individuals. There could be different priorities based on geographic location and/or target population.
8. It was suggested that additional outreach be conducted to transit riders, neighborhood groups in transit-rich communities, health care organizations, and business leaders to offer some beneficial voices at future TAC meetings.

IV.   Wrap-Up and Path Forward

- Group agreed that bimonthly meetings should proceed on Wednesdays at 10:30 a.m. at the DART Administration Building in Dover.
- It was requested that participants advise Julia O'Hanlon (jusmith@udel.edu) or Marcia Scott (msscott@udel.edu) if there are any individuals (names/organization represented/email address) that should be invited to serve as members of the TAC.
- The TAC Meeting 1 summary and information for future TAC meetings will be publicly available at www.MobilityDE.org.

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[1] While there is not a universal definition, transportation-disadvantaged populations include but are not limited to older adults, persons with disabilities, veterans, non-drivers, households lacking cars, and low-income individuals.

Appendix K: Technical Advisory Meeting Summary – April 2019

MEETING SUMMARY

TAC Meeting #2 – Mobility in Motion: Update of Delaware's Coordinated Plan

Wednesday, April 10, 2019
DelDOT Administration Building, Dover, DE

University of Delaware Institute for Public Administration (IPA) Project Team:
Julia O'Hanlon, Marcia Scott, Danielle Littmann, Sarah Franzini, Danielle Metcalfe

Delaware Transit Corporation (DTC) Project Team: Cathy Smith

List of Attendees:

Name	*Affiliation*
Alanna Drake	Nemours
Anna Lopez	Delaware Commission on Veterans' Affairs (DCVA)
Beth A. MacDonald	Office of Preparedness
Blake Roberts	Elderly and Disabled Transit Advisory Committee (EDTAC)
Dave Gula	Wilmington Area Planning Council (WILMAPCO)
Elisabeth Scheneman	Department of Health and Social Services (DHSS)- Delaware Healthcare Commission
Erin Weaver	Division for the Visually Impaired
Gwinneth Kaminsky	City of Wilmington
Jackie Sullivan	Greater Lewes Community Village
Joy Cottongin	Salisbury-Wicomico MPO
Helen Wiles	Dover/Kent MPO
Laura Waterland	Community Legal Aid Society, Inc. (CLASI)
Owen Robatino	New Castle County Land Use
Todd Webb	Delaware Department of Transportation (DelDOT) Office of Civil Rights, Americans with Disabilities Act (ADA)
Wendy Strauss	Governor's Advisory Council for Exceptional Citizens

Summary of Proceedings:

I.   **Welcome and Introductions**

IPA's Julia O'Hanlon introduced the IPA team and asked participants to introduce themselves and their respective organizations. She acknowledged that Rideshare Delaware's website (www.MobilityDE.org) has all materials from previous meetings and other relevant information for reference. Julia introduced a Review Document, covering topics discussed last meeting such as the role of TAC, the working definition of transportation-disadvantaged individuals, and the vision statement and goals of the coordinated plan. Julia asked all members to review the document and report any comments, ideas, or concerns to the IPA team.

Julia reiterated that the role of the TAC is to help the Delaware Transit Corporation (DTC) identify transportation gaps and barriers for the transportation-disadvantaged population in Delaware, and to pinpoint solutions and strategies to minimize these gaps.

DTC's Cathy Smith expanded on the role of the committee by acknowledging that DTC is looking for innovative pilots and programs. She said one of their biggest focus areas is on first- and last-mile connectivity to fixed-route transit stops and hubs. Ideas regarding multi-modal and other nontraditional forms of public transportation are also strongly encouraged.

IPA's Marcia Scott elaborated on opportunities to consider ideas beyond the traditional Section 5310 (capital) projects that offer vans for qualifying non-profit organizations (e.g., senior centers) that provide specialized transportation services for older adults and personal with disabilities. The goal is to build partnerships and leverage resources that are already available and/or identify new technology or pilot projects to test solutions. Section 5310 federal funding allows at least 55% to be allocated towards traditional projects such as vehicle procurement (vans and buses) and up to 45% can be towards non-traditional projects such as a one-call/one-click travel information portal/trip planning system or enhanced travel training. To reach populations outside of those traditionally funded by Section 5310 (older adults and individuals with disabilities), the goal of this group is to look at other ways to use non-traditional funding.

Julia acknowledged that each county or locality may look different and be facing different issues, but challenged the group to identify statewide common denominators. The IPA team examined other coordinated plans across the nation to identify ideas in terms of process. Using this examination and working alongside DTC, five different types of transportation gaps were selected as TAC focus areas. These areas include: Spatial Gaps, Temporal Gaps, System and Operation Gaps, Infrastructure Gaps, and Educational/Awareness Gaps. The goal is to hone in on specific mobility and transportation issues within these categories from each member's perspective, and then come together as a group to identify priority strategies within each gap-area to incorporate with DTC's goals moving forward.

II.   **Group Facilitated Discussion**

Prior to the meeting, TAC members were asked to RSVP and respond to a question on a Google form, "Based on your organization's knowledge and/or experiences serving transportation-disadvantaged populations in Delaware, what is your sense of the transportation gaps and barriers?" This question was designed to prompt the facilitated discussion and interactive flip chart exercise on transportation gaps and barriers in Delaware. Julia explained and further defined the transportation gap-areas: Spatial Gaps, Temporal Gaps, System and Operation Gaps, Infrastructure Gaps, and Educational/Awareness Gaps. Each member was given ten minutes to individually process and brainstorm new perspectives on each transportation gap area that were different from their Google form responses.

Five flip charts, representing each transportation-gap area, were set up throughout the room. Each flip chart listed initial responses obtained through the Google form. TAC members were divided among five groups and rotated among the areas every five minutes to discuss and list new transportation gaps/barriers on each flip chart.

After the 25-minute flip-chart exercise, the group came back together as a whole. IPA staff summarized contents of each flip chart asked for input on "other gaps" that may not have been identified during the exercise. Using colored dots, TAC members voted on top transportation gaps/barriers listed on each flip chart. The following tables list the transportation gaps/barriers by category and respective number of "dot" votes by TAC members.

Spatial Gaps	
# Votes	Identified gaps/barriers
5	Land use in Delaware is not conducive to transit - need more mixed-use, compact, walkable areas (and incentives to build these types of places)
3	Lack of mode connections/Too many bus transfers to get to destinations
1	Rural areas (Western Kent and Sussex) have greater issues accessing transportation
1	Need for extended service areas to bring transit connections closer to home
1	In rural communities, the quantity and diversity of bus routes are not adequate to meet the needs of the rural poor without transportation
1	Need for services close to healthcare facilities
1	Need access to destination-oriented recreation areas (e.g.,state parks, beaches, events)
1	Emergency evacuation - need for demand-response service options
Temporal Gaps:	
# Votes	Identified gaps/barriers
4	More frequent transit service trips to add convenience

3	Need for loop on major roads
2	Schedules do not meet the needs of ridership
1	Need for expanded service hours for late-shift workers
1	Paratransit arrival window may not enable riders to get to doctor/health appointments or jobs on time
1	Paratransit scheduled arrival/pick-up windows are not dependable
1	Gap with families that may have kids with mobility devices who need to be evacuated during emergencies

System and Operation Gaps:

3	Need for accessible rideshare services (e.g., Uber and Lyft)
3	Need for high-occupancy vehicle (HOV) or bus lane (a restricted traffic lane reserved for HOVs) to reduce traffic
1	LogistiCare (Medicaid transport) is not always reliable
1	Cost at $4 to $5 each way is prohibitive [for patients in need of medical transportation]
1	Drivers' lack of awareness of disabilities
1	Multiple transfers are necessary when crossing counties and service areas
1	Multiple modes may be necessary to help with scheduling
1	Low-income population is not eligible for paratransit
1	Addressing customer-service needs for families with young and/or special-needs kids. What are we missing? Why don't we see more families riding transit?

Infrastructure Gaps:

3	Need better coordination and planning for new development - need more walkable areas with interconnected sidewalk networks/pathways and destinations
3	Need local government regulations (e.g., zoning) and policies to incentivize transit- and pedestrian-friendly development
2	Lack of pedestrian-friendly sidewalks, crosswalks, and infrastructure leading to/from transit stops and hubs (i.e., first- and last-mile accessibility)
2	ADA Title II entities (state and local government) have not conducted self assessments or developed transition plans to address non-compliant pedestrian facilities (e.g., sidewalks, curb ramps, bus stops, pedestrian push buttons, crosswalks)
1	Lack of well-lit transportation stops
1	New stops in Wilmington are inaccessible to elderly and people with disabilities

1	Private property owners and developers do not want on-site bus stops and services. Issues include concerns with liability concerns, which prevents owners from signing Memorandums of Agreements (MOAs or legal agreements that enable buses to stop in certain locations).
1	Lack of fixed-route bus shelters and amenities (e.g.. dispersed stops in Wilmington that lack basic amenities and provide poor access)
Educational/Awareness Gaps:	
7	Confusing and complicated bus schedule/lack of accessible materials in transit centers
3	One source of coordination for transit options (one-click/one-call travel information portal/trip planning system) instead of multiple websites visits to plan one trip
1	How are paratransit services communicating during Delaware "State of Emergencies"?
1	High schools should teach "transit system" as part of Drivers Ed.
1	DART App needs more publicity
Other Gaps:	
2	Local land use codes should provide transit access within developments

III. Wrap-Up and Path Forward

- The next meeting is tentatively scheduled for Wednesday, June 12, 2019, at 10:00 am at the DelDOT Administration Building in Dover.
- For the next meeting, members are asked to think about their organization's assets and how they can contribute to developing strategies that address the issues discussed during the second meeting.
- If there are any comments, questions or revisions to the definition of transportation-disadvantaged individuals or the coordinated plan's mission statement and goals, do not hesitate to contact either Julia O'Hanlon (jusmith@udel.edu) or Marcia Scott (msscott@udel.edu).
- TAC meeting summaries and information for future TAC meetings will be publicly available at www.MobilityDE.org.

Appendix L: Technical Advisory Meeting Summary – June 2019

MEETING SUMMARY

TAC Meeting #3 – Mobility in Motion: Update of Delaware's Coordinated Plan

Wednesday, June 12, 2019
DelDOT Administration Building, Dover, DE

IPA Project Team: Julia O'Hanlon, Marcia Scott, Sarah Mazzarella, Alexa Timmreck

DTC Project Team: Tremica Cherry-Wall, Kathy Maguire

List of Attendees:

Name	*Affiliation*
Alanna Drake	Nemours
Dave Gula	Wilmington Area Planning Council (WILMAPCO)
Owen Robantino	New Castle County
Wendy Strauss	Governor's Advisory Council for Exceptional Citizens (GACEC)
Todd Webb	Delaware Department of Transportation (DelDOT) Office of Civil Rights, Americans with Disabilities Act (ADA)
Blake Roberts	Elderly and Disabled Transportation Advisory Committee (EDTAC)

Summary of Proceedings:

I.   Welcome and Introductions

IPA's Julia O'Hanlon asked participants to introduce themselves and their respective organizations. She acknowledged that Rideshare Delaware's website (www.MobilityDE.org) contains all materials from previous meetings and other relevant information.

Julia summarized the April 10, 2019 meeting using a chart that displayed top transportation gaps/barriers voted on by TAC members. These areas include spatial, temporal, systems and operations, infrastructure and educational/awareness. The chart was presented using a power point presentation and can also be found in section II of the April 10, 2019 meeting summary. Julia also noted that the TAC committee developed an additional barrier/gap area, regulatory gaps.

Julia and Marcia Scott introduced a document to the group titled, "Mobility Best Practices Matrix." This document describes some of the best mobility practices in Delaware and around the country. Another document was distributed to the TAC committee titled "Best Practices: Icons Key." This document provided the names of symbols used in the "Mobility Best Practices Matrix," to assist in identifying

policy goals met by each suggested practice. Julia strongly encouraged the TAC committee to use these documents as a guide to brainstorm possible mobility practices that could be implemented in Delaware. Both "Mobility Best Practices Matrix" and "Best Practices: Icons Key" are located on the website (rideshare delaware.org).

II. Group Facilitated Discussion

Julia explained and further clarified the definition of each transportation gap/barrier area: Spatial Gaps, Temporal Gaps, System and Operation Gaps, Infrastructure Gaps, Educational/Awareness Gaps and Regulatory Gaps. A poster for each of the six gap areas were displayed around the room. Each poster contained a definition of the gap area as well as the two top barriers of each gap area. The top barriers were selected through two different means. The first barrier was selected by TAC committee members at the April 10, 2019 meeting. At the meeting, TAC committee members were asked to vote on what they believed to be the top transportation barrier for each gap/barrier area. The barrier with the highest number of committee votes appeared on today's posters. The second barrier was selected through a needs assessment survey that was conducted in the fall of 2018.

Julia asked the TAC committee to provide ideas to overcome each top barrier and to provide insight as to how this idea could be implemented in Delaware, who should be a part of/responsible for the solution and roadblocks to implementation. She encouraged members to consider ideas provided by the "Mobility Best Practices Matrix" when providing feedback.

Due to a limited number of attendees, the committee discussed the top two barriers for each transportation gap area as a large group. This discussion was led by Julia while Marcia used the posters to record the committee's thoughts.

See addendum to view responses.

III. Wrap-Up and Path Forward

The next meeting will be scheduled for September. Julia and Marcia will communicate the date, time and location as soon as it is confirmed. Julia will reach out to all TAC committee members to collect additional ideas and feedback.

For the next meeting, members are asked to look over the "Mobility Best Practices Matrix" and further brainstorm how these policies could be incorporated or modified to fit the needs of Delaware's transportation system.

If there are any comments, questions or revisions to the definition of transportation-disadvantaged individuals or the coordinated plan's mission statement and goals, do not hesitate to contact either Julia O'Hanlon (jusmith@udel.edu) or Marcia Scott (msscott@udel.edu).

 TAC meeting summaries and information for future TAC meetings will be publicly available at www.MobilityDE.org

Infrastructure Gaps: People will not be able to fully utilize transportation services if the infrastructure is too difficult to navigate, especially if they have special mobility or transportation needs. Infrastructure gaps are caused by limitations of the built environment. A lack of physical or technological infrastructure can prevent people from accessing needed transportation options.

Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
Physical accessibility of transportation options is limited for people with disabilities	Build new ADA accessible transit center in Wilmington Comprehensive development plan for corridor issues Improved advertisement for contact information of ADA coordinators in local municipalities. Advertise that coordinators can and should be called for infrastructure issues. Ex: cuts instead of curbs	Improved DART phone menu. Update it to include ADA coordinator contact info and give options on the voicemail to provide quick and streamlined access Updated training of division staff and ADA coordinators Prioritize infrastructure updates in high traffic areas	DelDOT DTC WILMAPCO	Funding Training Increased advertisement of where to go and who to speak to for ADA accessibility issues

Infrastructure Gaps: People will not be able to fully utilize transportation services if the infrastructure is too difficult to navigate, especially if they have special mobility or transportation needs. Infrastructure gaps are caused by limitations of the built environment. A lack of physical or technological infrastructure can prevent people from accessing needed transportation options.

Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
First- and last-mile transit connectivity	Ensure infrastructure complies with federal ADA standards. (curbs and ramps) Plan for more sidewalks More frequent paving of roads	More stringent requirements and pressure on both local governments and developers Require a maintenance plan for local municipalities, give grant/funding to areas who maintain Education and awareness on ADA standards for local governments Transportation plan remediation	The NCC has a prioritization process of where DelDOT provides assistance DelDOT partnerships with local governments and UDT2 center Municipalities need to play a greater role	The majority of the public is not complaining about ADA accessibility. Instead they are complaining about poorly paved roads and potholes. Therefore, this is not seen as a crucial issue to local municipalities and state government. Local governments fear they will lose development opportunities if regulations are too stringent. Maintaining agreements within municipal limits.

		Create sidewalk and bus stop maintenance plans in collaboration with municipalities 3000 curb ramps that should have been updated in 2005, have not been remediated		Each municipality operates independently and differently Municipalities are not meeting Title 11 requirements and instead waiting for state entities (DelDOT) to fix the issues Municipalities need assistance (UDT2 Center) on ADA regulations

Regulatory Gaps: State and local transit, transportation, and land-use policies, legislation, and ordinances that impact linkages between land-use and transportation plans.

Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
Disconnect between land-use plans & policies	Fund studies that will discover outcomes to make public transit more pedestrian friendly Land use reform Increased accessibility for bikers and pedestrians on corridors Ex: Kirkwood Highway and Concord Pike	Committee was unsure of potential solutions on this gap subject	MPOs can provide technical assistance if asked by local governments Comprehensive Development Plan to find assistance from MPOs	If this incentive is mandated, it will be less effective. Instead, provide incentives CCED had the intent to provide incentives, but it does not apply to most municipalities Planning disconnect results in greater reliance on paratransit

Regulatory Gaps: State and local transit, transportation, and land-use policies, legislation, and ordinances that impact linkages between land-use and transportation plans.

Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
Need to plan for transit friendly communities	Find better and easier ways to implement CC Empire District Mandate legislation and regulations apply to corridors	Pedestrian and bikeable friendly roadways Make routes more robust Increase the number of 55+ communities	State Legislature DelDOT WILMAPCO	Enterprise district legislation was developed to be residentially targeted This is not prioritized by the state Mixed-use areas already have individual transportation characteristics. It is difficult to connect unique areas by transit Pedestrian friendly roadways cannot be concentrated in a singular area. This does not solve the problem at large

Temporal Gaps: For transportation to be accessible, services need to be provided at the times when people need them. Temporal gaps occur when transportation service is not available at times when it is needed by individuals with special transportation needs.

Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
More frequent transit service trips to add convenience	WILMAPCO study in Newark area to coordinate travel between DTC, UD and city-service providers to eliminate overlapping routes Offer shared rides on UD busses to public citizens		University of Delaware State of Delaware City of Newark WILMAPCO DART	Invest in transit to attract more than "choice riders"

Temporal Gaps: For transportation to be accessible, services need to be provided at the times when people need them. Temporal gaps occur when transportation service is not available at times when it is needed by individuals with special transportation needs.

Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
Connections between forms of transportation are poorly coordinated	SEPTA and DART partnership to update schedules at the same times throughout the year Improve timing of cross county connections Create a robust system: more trips will incentivize ridership	Improve DART and SEPTA communication	DTC DART SEPTA	Difficulty meeting route demands

Systems & Operations Gaps: System and operations gaps are caused by the systemic barriers that people face to using *existing* transportation options. These gaps occur when people are unable to access transportation services due to operational policies. People also experience difficulty navigating transportation options if services are not coordinated across the entire public transportation network.

Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
Need for ADA accessible vehicles within private "rideshare" services (e.g., Uber and Lyft)	Improved transportation broker contract with fleets and accessible vehicles	Private vehicles: give incentives for drivers to have ADA accessible vehicles (Ex: Delaware Express)		Driver incentives for private companies

Systems & Operations Gaps: System and operations gaps are caused by the systemic barriers that people face to using *existing* transportation options. These gaps occur when people are unable to access transportation services due to operational policies. People also experience difficulty navigating transportation options if services are not coordinated across the entire public transportation network.

Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
Better coordination between transportation services, especially route connections	Improved communication between DART and SEPTA to align rider schedules Improved route management, easier connections north to south Improve intercounty coordination	Robust system Improve timing Get rid of trips that do not have high rider use	DART SEPTA	SEPTA and DART change their schedules twice a year but at different times Intercounty busses are trying to meet time demands across all counties

Spatial Gaps: People experience spatial gaps when they are unable to use transportation services due to the geography of where services are provided. Spatial gaps occur in locations that are not served by transportation services, or are served minimally.

Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
Issues with travel to shops, medical/dental appointments, and social outings	Expand usage of the 5310 bus through senior centers Discount rides on Lyft/Uber or other partnership for senior citizens Create an app with ride service options	DTC partnership with Lyft/Uber to discount ride cost Expand FLEX	DelDOT DTC Senior centers	Funding for Uber/Lyft rides and app Reaching those who do not have internet access Difficult to get 5310 bus application approved by the state

Addendum to June 12, 2019 Technical Advisory Committee Meeting Summary – Institute for Public Administration, University of Delaware

Spatial Gaps: People experience spatial gaps when they are unable to use transportation services due to the geography of where services are provided. Spatial gaps occur in locations that are not served by transportation services, or are served minimally.

Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
Expanded services across counties and to rural areas	Expand FLEX to other counties Switching 25% of Paratransit riders to FLEX will save a lot of funding	Expand advertising efforts on FLEX Create a system that mixes paratransit and FLEX transportation for individuals. (Trip-by-Trip eligibility) Extend bus routes in places with high rider volume and terminate routes in rural areas with low rider volume Veterans ride free or discounted where routes run (Kansas City)	DTC VA Hospital	Citizens who use Paratransit may have difficulty transitioning to FLEX Transition and expansion of FLEX requires more staff, training and funding Marketing that FLEX is a faster and more convenient option for riders

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Educational/Awareness Gaps: Learning how to access and utilize transportation options can be challenging for individuals unfamiliar with all transportation programs and services. Gaps in awareness occur when individual riders and social service agencies are not fully informed of available transportation options. While awareness gaps can take many forms, they all stem from a lack of information.

Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
Confusing and complicated bus schedule/lack of materials in transit centers (The TAC committee believes this is two separate issues)	Better Inventory of materials by DART partners Better dissemination of materials by DART and DART partners Develop access to a print schedule that shows riders all the stops on a route Teach students how to use DART in schools and Driver's Education	Create an educational "How to Ride" video for students and public on DART and public transit Focus on specific groups of commuters and assist them in figuring out which bus stop is the most convenient and safest. This could help prevent commuters from crossing busy roadways. (Ex: Deltech students, DelDOT commuter employees) MoveIt partnership with DelDOT	GAECC can update the current educational video, but funding is needed from DelDOT DART and partner organizations Schools (for transportation training) Transportation committee in the House and Senate (update archaic laws)	Funding for educational resources With every service change, new schedules need to be shared Difficult to update paper schedules regularly for those who do not use the internet. Funding for paper schedules that are more complete

| | | Meet with House and Senate leadership team in early January to put this on their radar for legislative agenda | House and Senate Education committee (create school transportation curriculum)

Delaware Department of Education (DOE)

GAC organizations responsible for the Delaware Disability Hub | Communication between DART and DART partners for routine inventory of materials and dissemination

House and Senate Education committee

Partnership with the DOE for training

GAECC funding for DelDOT to update the video |

Educational/Awareness Gaps: Learning how to access and utilize transportation options can be challenging for individuals unfamiliar with all transportation programs and services. Gaps in awareness occur when individual riders and social service agencies are not fully informed of available transportation options. While awareness gaps can take many forms, they all stem from a lack of information.

Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
More information about transit options and transit planning technology is needed	Create a DART app with a mapping system

Educational video tutorial for travel planning on DART app | Partner with the Moveit app

Create an accessibility app

Additional and updated training for DART drivers

Invest in updating DART travel training to include "How to Ride" information

The current video needs to be updated | DART drivers being informed on current and updated practices to serve as ambassadors to the commuter community

DTC

DelDOT

House and Senate Land use and Infrastructure committee

GAECC | Funding - DART needs a larger budget

Funding for app under DelDOT technologies and innovations sector

GAECC funding to DelDOT to update video |

Appendix M: Technical Advisory Meeting Summary – October 2019

MEETING SUMMARY

TAC Meeting #4 – Mobility in Motion: Update of Delaware's Coordinated Plan
Wednesday, October 16, 2019
DelDOT Administration Building, Dover, Delaware

IPA Project Team: Julia O'Hanlon, Marcia Scott, Danielle Littmann, Myra McAdory

DTC Project Team: Marcella Brainard, Cathy Smith

List of Attendees:

Name	Affiliation
Anthony Aglio	DelDOT
Helen Wiles	Dover/Kent MPO
Jackie Sullivan	Village Volunteers (aka Greater Lewes Community Village)
Kyle Hodges	SCPD
Steve Groff	DHSS, DMMA
Amanda Lord	CLASI
Jim Galvin	Dover/Kent MPO
David Gula	WILMAPCO
Todd Webb	DelDOT
Tom Nickel	DelDOT
David Edgell	OSPC
Owen Robatino	New Castle City, Land-Use Dept.
John McNeal	SCPD
Wendy Strauss	GACEC

A collaboration between the **Institute for Public Administration** and the **Delaware Transit Corporation** to gather feedback for the update to the *Coordinated Public Transit–Human-Services Transportation Plan*

Summary of Proceedings:

I.   Welcome and Introductions

Julia O'Hanlon and Marcia Scott introduced the IPA team members and thanked everyone for attending. TAC members introduced themselves and their representative organizations. As noted on the list of attendees, a few additional individuals attended to hear about the work that has been done. Julia reminded the team that this was the final TAC meeting that would take place before updating DTC's *Coordinated Public Transit-Human-Services Transportation Plan*.

II.   Project Recap

Julia reviewed the Mobility in Motion project and the goals and objectives of the TAC. The primary goal of the TAC was to look at the federal framework for Section 5310 funding and identify innovative mobility options for transportation-disadvantaged individuals in Delaware. Julia discussed the IPA report completed in 2017 that identified the need for an updated coordinated plan, which included an assessment of the transportation landscape, proposed strategies, and established priorities.

The TAC timeline was established in January 2019 and consisted of meetings from February to October 2019. TAC activities and feedback, in addition to research and work leading up to the appointment of the TAC, will be considered as part of the updated plan.

III.   Strategic Priorities Process

 Marcia Scott discussed the strategic priorities process and overarching goals, which were promoting innovative coordinated access and mobility, involving partnerships, addressing mobility gaps, expanding transportation solutions for all transportation-disadvantaged individuals. She discussed specific criteria used to develop these priorities, such as alignment with section 5310 for both traditional and non-traditional funding, equal accessibility, advancing federal mobility management goals, and alignment with the Delaware Department of Transportation's long-range plan. Marcia also discussed the current Section 5310 funding process and options. For example, fifty-five percent of the funding is available for traditional investments in capital projects such as vans or busses or the leasing of transportation services. Forty-five percent of the funding can be dedicated to non-traditional funding such as ride-share programs, travel training, pedestrian infrastructure, first and last mile connectivity, and one-call one-click programs. Prior to the TAC appointment, a targeted outreach plan, including both high tech and high touch activities helped identify Delaware's primary mobility needs, gaps and barriers. The TAC has also contributed to the identification of mobility needs, gaps, and barriers. Marcella Brainard updated the group about DTC's partnership with other agencies to use non-traditional funding in pilot programs (e.g., CHEER, Modern Maturity Center, and Easter Seals).

IV.   Group Activity – Project Prioritization

Julia and Marcia facilitated a group activity to prioritize and gather final input from the TAC regarding the identified strategies. Prioritized strategies were organized according to the following categories: **Transportation Technology, Advance Mobility Management Practices via Community-Based Partnerships, On-Demand Specialized Transportation/Paratransit, Mobility Infrastructure, Education and Awareness, and Enhance the Integration of Land-Use Planning and Transit in Delaware**. Each category had approximately five identified strategies, and the TAC team was asked to identify each priority as a *near-term* (by 2025), *long-term* (by 2030), or *not a* priority.

Julia and Marcia then talked through each strategy and asked the group to raise their hand for either near-term, long-term, or not a priority. As the TAC went through each priority, there were numerous discussions about the wording of the priorities. The most agreed upon strategies for near-term priorities were:

- expanding partnerships between DART and specialized transportation providers that provide transportation to non-profits and health care providers
- funding a pilot program to provide enhanced on-demand travel solutions to paratransit customers using a web-based portal and mobile platform
- establishing a "barrier free" bus stop environment that complies with ADA, universal design standards, wayfinding signage, and ensures safe crosswalks and walkways
- incentivizing local government planning for transit-oriented communities with access to a variety of transportation options

Refer to the appendix to see all prioritized strategies and responses from TAC members.

V.   Wrap-Up and Path Forward

Following the exercise, Marcia and Julia asked several questions regarding the future of Mobility in Motion and the role of the TAC and other organizations in supporting the final priorities and the updated coordinate plan. Representatives from the State Council for Persons with Disabilities offered to share some of this information with the council. Other members recommended that subcommittees could be an important next step. It was discussed that the updated coordinated plan should be presented to all stakeholders. Lastly, Julia, Marcia, Marcella, and Cathy thanked everyone for being a part of this committee.

Appendix

Strategy/Category	Near-Term Priority (by 2025)	Long-Term Priority (by 2030)	Not a Priority
Transportation Technology			
Develop a one-click (web-based)/one-call travel information portal/trip planning system to serve as a "one-stop shop" resource to make travel arrangements via fixed-route, public demand-response, and specialized transportation providers.	9	2	0
Consider hosting a hackathon to gather ideas and proposals for improving Delaware's bus network.	4	3	3
Educate on a mobile crowdsourcing platform that encourages transit riders to share information about service delays and disruptions	8	1	3
Develop "smart mobility hubs," complete with interactive kiosks to provide unified sources of transportation information at transit hub locations (e.g., Central Ohio TA)	4	7	0
Advance Mobility Management Practices via Community-Based Partnerships/Programs			
Pilot expansion of DART First State's FLEX program into New Castle and Kent Counties. **Note:** Pilot expansion has already met the needs in Sussex.	10	3	0
Expand/incentivize partnerships between DART First State and specialized transportation providers that provide transportation to non-profits and health care providers (e.g., CHEER's partnership with Easter Seals and LaRed Health Care)	14	0	0
Incentivize and foster community-based partnerships/programs to enhance the customer experience by providing equitable, accessible, and traveler-centric services. **Note:** This strategy could be combined with the one above.	10	1	0
Provide Section 5310 funding, on a competitive basis, to non-profit organizations, state or local governments, public-transit operators, and/or Transportation Network Companies (TNCs) for innovative, partnership-driven programs or projects that use state-of-the-art technology, integrate transit and Mobility on Demand solutions, and/or enhance mobility management for transportation-disadvantaged populations.	11	1	0
Support partnerships among healthcare providers, community partners, and advocates to manage non-emergency medical transportation via a transportation broker (e.g., Roundtrip). The web-based portal/transportation solution coordinates and books rides for medical appointments via health care coordinators.	6	4	0

Strategy/Category	Near-Term Priority (by 2025)	Long-Term Priority (by 2030)	Not a Priority
On-Demand Specialized Transportation/Paratransit			
Fund a pilot or demonstration project to provide on-demand information, real-time data, and predictive analysis to optimize transit transportation choices for transportation-disadvantaged populations	3	1	0
Fund a pilot program to provide enhanced, on-demand travel solutions for paratransit customers using a web-based portal and mobile platform (e.g., RoundTrip). Through a single platform, paratransit riders can submit request via phone, website, or assist from a care coordinator for a same day, on-demand ride. **Note:** Enhance paratransit option.	14	0	0
Mobility Infrastructure			
Promote DART First State transit riders' use of Wikimap platform to capture and evaluate crowdsourcing of first- and last-mile transit accessibility issues.	13	1	0
Establish and maintain a "barrier free" bus stop environment that complies with ADA, recognizes Universal Design standards, provides wayfinding signage, ensure safe crosswalks and walkways. **Note:** Municipalities have to be compliant.	15	0	0
Develop a program to assess the need for enhanced amenities at bus stops (e.g., shelters, benches, lighting, enhanced signage) commensurate with the number of potential riders.	3	5	1
Provide technical assistance and funding support to municipalities to prepare ADA self-assessments and transition plans that addresses first- and last-mile accessibility to bus stops and transit hubs. **Note:** Required regardless of money and support.	11	1	0
In cooperation with Delaware local governments, bridge gaps in the built environment to improve network accessibility, conduct a statewide inventory, and identify the need statewide for ADA sidewalks, curb cuts, crosswalk signals, other built environment improvements	8	5	0
Conduct a statewide transportation justice analysis, similar to WILMAPCO's, to identify and address inequities experienced by transportation-disadvantaged populations and change transportation prioritization processes to correct chronic underfunding.	12	1	0

Strategy/Category	Near-Term Priority (by 2025)	Long-Term Priority (by 2030)	Not a Priority
Education and Awareness			
Promote existing short video series that describes how to ride DART First State public transit.	12	0	0
Promote a customer-friendly travel training program, information referral, and assistant services to educate people with special transportation needs on available mobility options and how to ride them to meet mobility needs.	8	0	0
Promote public and charter school students how to use DART First State transit in schools and as part of the driver's education curriculum.	10	0	0
Develop a pilot program with transit mobile app and training resources that assist riders with intellectual or developmental disabilities (e.g., Moovit). The pilot program could include in-class instruction to teach safety and transit skills and one-on-one field training to learn how to ride a particular transit route.	9	1	0
Enhance the Integration of Land-Use Planning and Transit in Delaware			
Incentivize and support local governments planning for transit-oriented communities (e.g., DDD program, Opportunity Zones, Complete Communities enterprise districts) and incorporate transit-supportive elements in the regulatory frame work. Require plans for development/redevelopment for multi-modal transportation connectivity and complete streets.	11	0	0
Foster development of inclusive communities that are ADA accessible, aging friendly, and transit friendly. (e.g., planning for age-restricted communities located within transit corridors/buffers).	8	3	0
Advance the need to plan for denser, mixed land uses, public transit, and complete streets that will support needs of Transportation Justice (TJ) communities.	7	2	0
Conduct geospatial analysis to determine "demand-drivers" for paratransit including development of age-restricted retirement communities in remote areas, locations of community-based services relative to transit locations, and the evolution of seasonal manufactured home communities to year-round destinations.	0	10	0

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