



# COORDINATED HUMAN SERVICES TRANSPORTATION PLAN

VIRTUAL OPEN HOUSE



# SUBMIT YOUR COMMENTS

- The draft CHSTP can be viewed online at [www.ewgateway.org/CHSTP](http://www.ewgateway.org/CHSTP)
- East-West Gateway is accepting comments on the draft CHSTP from March 30, 2020 through April 30, 2020
- You can submit your comments on the draft plan by mail or email to the address listed below:
  - [CHSTP@ewgateway.org](mailto:CHSTP@ewgateway.org)
  - CHSTP Comments  
East-West Gateway Council of Governments  
1 S. Memorial Drive, Suite 1600  
St. Louis, MO 63102  
(Mailed comments must be postmarked by April 30, 2020)
- Virtual Open House #1: Wednesday, April 16, 2020 from 11:00 am-12:00 pm
- Virtual Open House #2: Thursday, April 22, 2020 from 4:00-5:00 pm
- Final plan adoption: May 2020

# WHAT IS THE COORDINATED HUMAN SERVICES TRANSPORTATION PLAN (CHSTP)?

- Purpose of the CHSTP
  - Develop strategies that improve mobility for seniors and individuals with disabilities
  - Encourage coordination between agencies to reduce duplication of services
- Required by Federal Transit Administration (FTA)
  - CHSTP requirement established in 2005 under SAFETEA-LU
  - Must be updated every 4 years
  - Must be in place in order to receive Section 5310 funds
  - East-West Gateway develops the plan for the 8-county bi-state region
  - Guides utilization of funds for Section 5310 – Enhanced Mobility for Seniors and Individuals with Disabilities (FTA funding program)
- Examines quality of life issues – accessibility, dignity, independence

## COORDINATED HUMAN SERVICES Transportation Plan Draft - March 2020



# SECTION 5310 – ENHANCED MOBILITY FOR SENIORS AND INDIVIDUALS WITH DISABILITIES

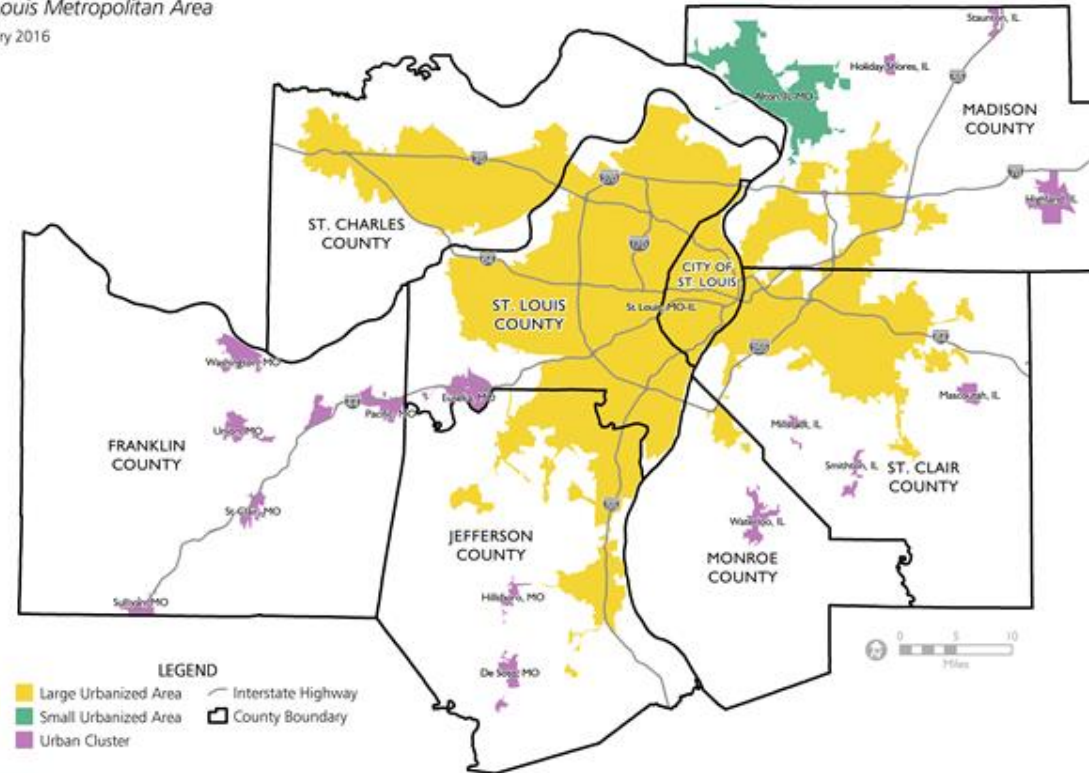
- FTA program funding projects that enhance mobility for seniors and individuals with disabilities
- Formula program – the amount of funding received is based on census data on the number of seniors and individuals with disabilities living in the region
- Approximately \$1.9 million available per fiscal year for East-West Gateway to program
- East-West Gateway typically has an annual call for projects
- Region must have an approved CHSTP in order to receive Section 5310 funds
- Projects funded through Section 5310 must address the gaps and strategies outlined in the CHSTP
- Capital and operating expenses eligible
  - Traditional Projects – purchase/acquisition of accessible vehicles to provide transportation service
  - New Freedom Type Projects – bus stop improvements, driver salaries, cost of offering door-through-door service

# SECTION 5310 – ENHANCED MOBILITY FOR SENIORS AND INDIVIDUALS WITH DISABILITIES

- Map shows East-West Gateway's 8-county, bi-state regional planning area, with the urbanized area highlighted in yellow
  - The CHSTP covers the entire regional planning area
  - Section 5310 funds awarded through East-West Gateway must serve or benefit the urbanized area
  - Agencies outside the urbanized area can receive Section 5310 funding, but will apply and be awarded through MODOT or IDOT

## 2010 St. Louis, MO-IL Urbanized Area

St. Louis Metropolitan Area  
January 2016



Sources: U.S. Census Bureau (2012);  
East-West Gateway Council of Governments

# CHSTP KEY REQUIREMENTS

There are four federally-required elements of the CHSTP:

1. Inventory of existing transportation services in the St. Louis region
2. Assessment of the transportation needs of the target population – seniors and individuals with disabilities
3. Strategies to address the gaps between existing services and the needs assessment
4. Priorities for implementing the identified strategies to improve mobility and efficiency



# WHAT GOES INTO THE CHSTP?

- Demographic data and statistics (Census Bureau)
- Existing transportation services and conditions
- Input from agencies, transportation providers, individuals, and transit users
  - Stakeholder Committee
  - Survey results
    - Public User Survey
    - Transportation Provider Survey
    - Strategy Prioritization Survey
- Section 5310 scoring criteria



# WHAT WE HEARD: STAKEHOLDER FEEDBACK

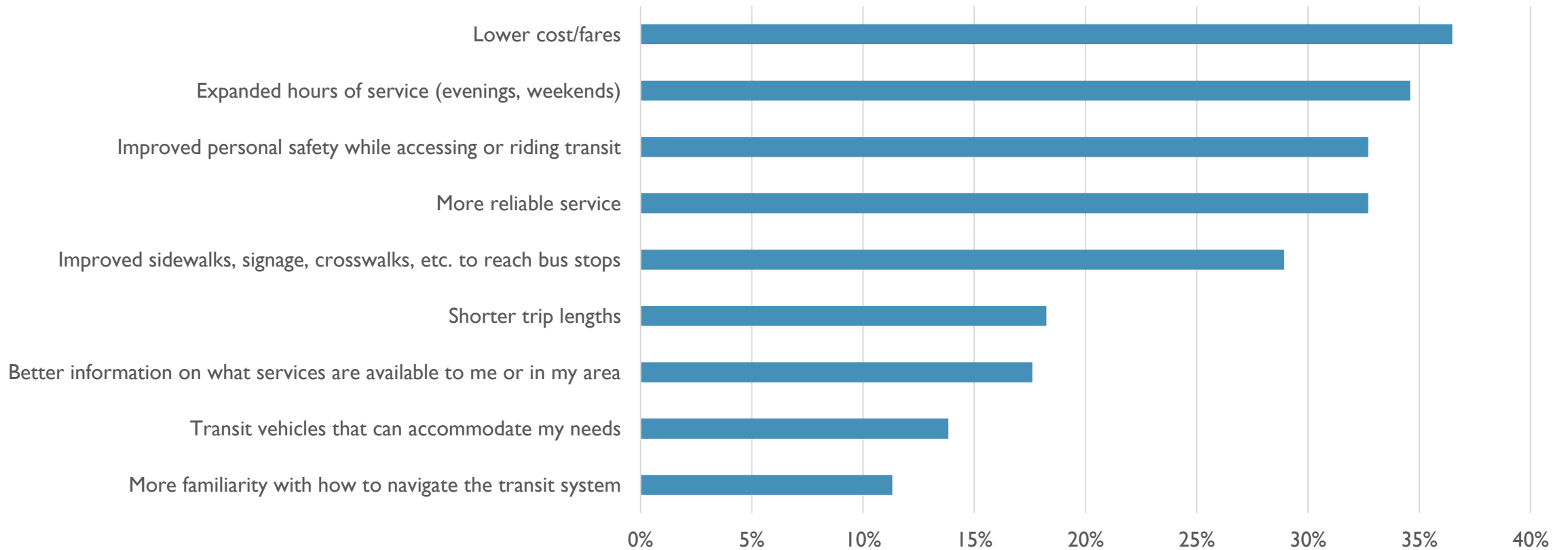
- Existing gaps are all still relevant
- Progress has been made, but there is still more work to do
- Stagnant funding levels, increase in senior population
- Need for ongoing communication
- Lack of standardization complicates opportunities for coordination
- Technological improvements haven't been felt equally, although there are significant opportunities here as well
- Relationship to larger social issues and access to food, jobs, housing, etc.





# WHAT WE HEARD: PUBLIC SURVEY RESULTS

What improvements would increase your use of public transit and/or private transportation services?



# IDENTIFIED GAPS & NEEDS

- **COST** gaps occur when agencies lack sufficient funding to meet transportation service demand, and the cost to use those services is a burden for individuals.
- **LOGISTICS** gaps emerge when there is difficulty in balancing the capacity of providers with the needs of users in coordinating transportation services.
- **INSTITUTIONAL** gaps arise when disparate regulatory systems silo services and restrict or complicate opportunities for coordination.
- **AWARENESS** gaps occur when individuals and providers make transportation decisions without being fully aware of all their options.
- **TECHNOLOGY (new)** gaps occur when certain individuals or populations are not able to benefit equitably from technological advancements in transportation.
- **ENVIRONMENTAL & SOCIAL (new)** gaps occur when communities do not adequately support the needs of seniors and individuals with disabilities.



# GOAL I: COST

***Increase investment in transportation services that meet the existing and growing needs of the region.***

1. Sustain existing services where there are continued needs, by maintaining or replacing vehicles and equipment that are beyond their useful life, or other means.
2. Establish a central resource for all grant and funding assistance opportunities available for human service transportation and related services.
3. Improve communication between funders and human service transportation providers, including identifying ways to make the Section 5310 funding process more efficient.
4. Seek out public/private partnerships for new funding opportunities, local match support, and grant writing assistance.
5. Advocate for more flexible federal and state funding to support the maintenance and operations of existing fleets.
6. Support rider subsidy and voucher programs tailored to meet the needs of seniors and individuals with disabilities.

## GOAL 2: LOGISTICS

***Improve the tools that agencies and individuals use to provide or access quality transportation.***

1. Provide new or expanded service to underserved geographic areas or populations.
2. Make transportation services more frequent, reliable, and timely for those who cannot drive.
3. Work with ride-share companies to increase the number of accessible vehicles available in the region.
4. Develop new and expand existing resources to better manage driver demand.
5. Expand evening and weekend service hours, where demand warrants.
6. Support wage increases, standardized training, career development opportunities, and recognition programs to improve driver recruitment and retention.
7. Support mobility management to provide centralized information, encourage referrals, and manage demand across a variety of transportation services (*MO RIDES, United Way 211*).
8. Expand the availability of specialized or assisted transportation services.
9. Increase passenger amenities at transit stops and add real-time information kiosks.

## GOAL 3: INSTITUTIONAL

***Reduce barriers to coordination among agencies by supporting program and funding flexibility.***

1. Work with funding partners to reduce silo-type transportation restrictions and support flexible service options.
2. Expand institutional definitions to open up opportunities for cross-sector collaboration (*Medicaid transportation to get groceries*).
3. Assess the feasibility of vehicle sharing policies and cost sharing agreements.
4. Address issues with insurance formulas to reduce costs and enable coordination.

## GOAL 4: TECHNOLOGY

***Ensure that people of all ages and abilities benefit equitably from advancements in technology.***

1. Deploy technologies to improve trip management and service efficiency for both providers and customers (*scheduling, routing, one-call systems, fare collection*).
2. Develop software platforms that can serve a pool of agencies to meet shared needs.
3. Explore opportunities for personal technologies (*smartphones, computers, internet access*) to provide public health benefits.

## GOAL 5: AWARENESS

***Grow ridership and reduce service overlaps by expanding awareness of available transportation options.***

1. Create new and maintain existing partnerships and committees to facilitate ongoing communication between agencies and regularly address issues identified in the CHSTP (*CHSTP Implementation Group, Disability Transportation Resource Network*).
2. Increase disability awareness among public/elected officials, as well as the general public.
3. Build partnerships to promote regional transit campaigns (*Citizens for Modern Transit's Ten Toe Express and Try and Ride Program*).

## GOAL 6: ENVIRONMENTAL AND SOCIAL

***Support the development of an accessible built environment and social programs that foster independence.***

1. Promote walkable communities through supportive land uses, higher accessibility standards, and improved pedestrian access to public transit.
2. Educate local governments, developers, and the public about the transportation needs of seniors and individuals with disabilities (*changing demographic and land use trends*).
3. Provide first/last mile connections to transit (*shuttle service, ride-sharing*).



# GOALS & STRATEGIES

- Total of 28 strategies developed – 10 high priority, 9 medium priority, and 9 lower priority
- Some overlap between goals and strategies
- Projects and activities must address at least one strategy to be eligible for Section 5310 funding, but can address as many as makes sense for that particular project
- Strategies are also applicable to projects not seeking Section 5310 funding – the plan identifies gaps in the regional transportation network



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