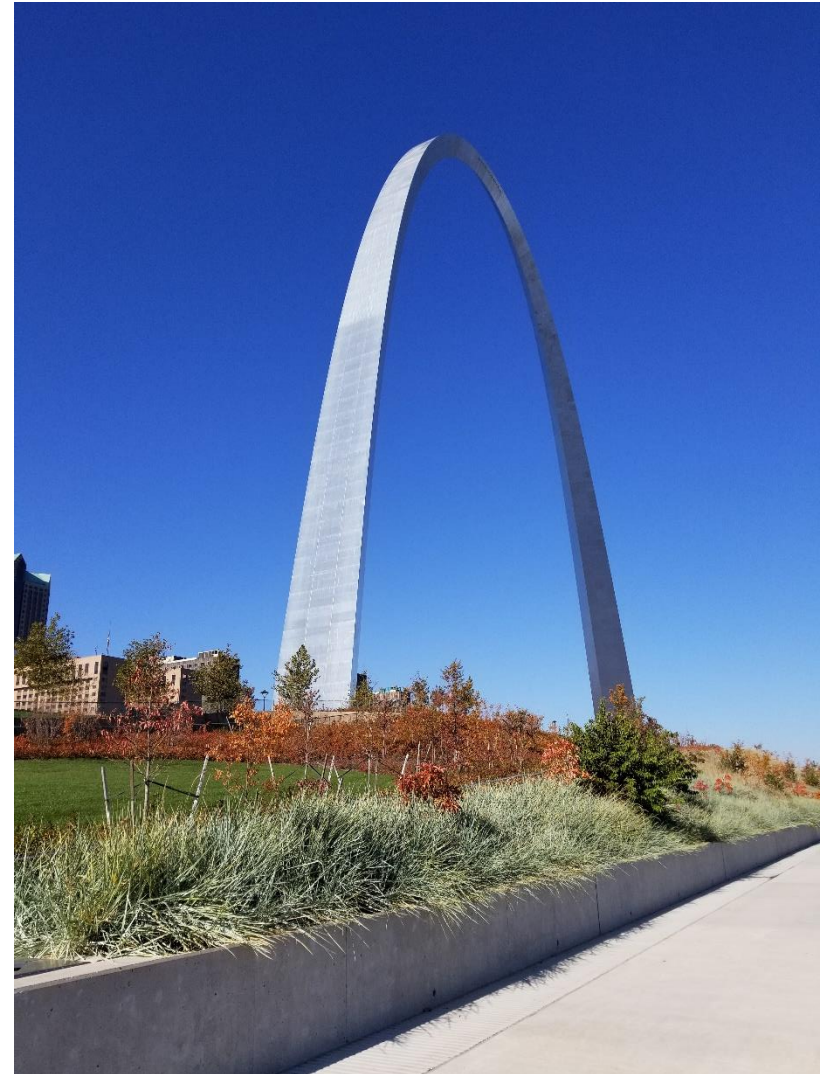# Coordinated Human Services Transportation Plan

EAST-WEST GATEWAY
Council of Governments
Creating Solutions Across Jurisdictional Boundaries

Table of Contents

Chapter 1: Background and Requirements

Mobility is an essential quality of life issue impacting individuals' livelihoods, independence, security, and sense of dignity. Transportation options that are safe, reliable, and affordable can help ensure mobility and accessibility for all residents. For these reasons, East-West Gateway Council of Governments (EWG) recognizes the importance of planning for the unique mobility needs of seniors and individuals with disabilities in the St. Louis region. While an extensive network of transportation providers and human service agencies exist in the region, gaps arise due to limited resources and inefficiencies in service delivery. Coordination between service providers can help to address these gaps by applying strategies and resources towards shared goals that can benefit agencies and individuals across the region. The Coordinated Human Services Transportation Plan (CHSTP) seeks to identify these gaps in the transportation system and guide the use of funds from the Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities program to improve mobility for people of all ages and abilities in the St. Louis region.

Coordinated Transportation

Coordinated transportation occurs when human and social services agencies, transportation providers, local governments, and non-profit organizations communicate and work together to reduce service overlaps and improve the quality and availability of transportation services. Coordination between agencies can range from sharing information and customer referrals, to pooling resources for major purchases, or even consolidation of services. For providers, successful coordination efforts can increase efficiency, allowing them to reduce costs and serve more customers. For seniors and people with disabilities, effective service coordination can improve access to jobs, housing, and health care, and help them stay connected to their community and social networks.

Despite the benefits, many agencies face challenges or have concerns related to coordinating with other organizations. Coordination may require staff time or resources that agencies cannot afford to commit or they may feel that it distracts from the larger mission of their individual organization. Funding programs that many agencies rely on for financial support often have their own restrictions regarding the provision of services, which can further complicate opportunities for coordination. With input from this diverse network of agencies, this plan outlines supportive policies and initiatives that can remove barriers to coordination.

Federal Requirements

Per federal law, metropolitan areas that are located in air quality non-attainment and maintenance areas must update their CHSTPs at least every four years in order to access federal funding through the Section 5310 program. Federal Transit Administration (FTA) guidance on what must be included in the plan outlines four essential elements:

1. An assessment of transportation needs for seniors and individuals with disabilities that includes data collection and analysis of gaps in and barriers to transportation services.
2. An inventory of existing transportation assets and services in the St. Louis region, including but not limited to fixed-route public transit, Americans with Disabilities Act of 1990 (ADA) complementary paratransit, and demand-response services.
3. Strategies, activities, and/or projects that address the identified gaps between existing services and assessed needs and achieve greater efficiency in service delivery.
4. Priorities for implementation of the strategies, activities, and/or projects based on resources, time, and feasibility.

Program History

Both the CHSTP and Section 5310 program have evolved over the years in response to changing demographic trends, transportation needs, and federal legislation. The Section 5310 program was first established in 1975 as a discretionary capital assistance program and changed to a formula program under the Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA). Under ISTEA, funds were awarded to non-profit organizations for vehicle acquisition, primarily for transportation of their own clients. After the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy of Users (SAFETEA-LU) was passed in 2005, it created the New Freedom program as well as the CHSTP requirement to access Section 5310 funds. In 2012, the federal transportation bill Moving Ahead for Progress in the 21st Century Act (MAP-21) merged the Section 5310 and New Freedom programs to create the Enhanced Section 5310 program that is in place today. Under the current formula program, funds are apportioned to large urbanized, small urbanized, and rural areas based on the population of seniors and individuals with disabilities, which is drawn from census data. The 2015 Fixing America's Surface Transportation (FAST) Act produced

new initiatives to incentivize coordination and provide resources to support coordinated transportation planning efforts. Since 2018, FTA has launched multiple new programs, including Mobility for All, Innovative Coordinated Access and Mobility (ICAM), and Human Services Coordination Research (HSCR), to further support the goals of the Section 5310 program, locally developed CHSTPs, and the federal interagency Coordinating Council on Access and Mobility (CCAM). The current transportation legislation, the Infrastructure Investment and Jobs Act (IIJA) passed in November 2021, maintained these programs and requirements and provided an increase of nearly 50 percent in annual Section 5310 funding.

Section 5310

The purpose of the Section 5310 program is to provide funding to help improve mobility for seniors and individuals with disabilities by removing barriers to transportation and expanding the mobility options available. Federal law requires that at least 55% of the Section 5310 program be spent on capital public transportation projects that are planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable. These projects are referred to as Section 5310 Traditional projects. Non-profit organizations and local government entities are eligible to apply for Traditional projects. The remaining 45% of Section 5310 funds may be used for capital and operating projects that exceed the requirements of the ADA, improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit, or alternatives to public transit that assist seniors and individuals with disabilities with transportation. These projects are referred to as New Freedom Type projects. Non-profits, local governments, and operators of public transit are eligible to apply for New Freedom Type projects. A list of eligible activities is provided in **Appendix A**.

Pursuant to MAP-21, the governors of the states of Missouri and Illinois have designated EWG, Bi-State Development, the Missouri Department of Transportation (MoDOT), and the Illinois Department of Transportation (IDOT) as the four co-designated recipients for Section 5310 in the St. Louis, MO-IL Urbanized Area (UZA). A designated recipient is the agency or agencies that assume

responsibility for managing the grant program. The Section 5310 Program Management Plan (PMP) describes regional policies and procedures for administering the program. **Table 1** summarizes these roles and responsibilities. All four co-designated recipients have signed a memorandum of understanding (MOU) agreeing to the terms set forth in the PMP. The PMP was first established in March 2015 and last updated in May 2017.

Table 1: Co-Designee Roles & Responsibilities

Coordinated Human Services Transportation Plan

	Geographic Area	Plan Development
Missouri	St. Louis UZA	EWG
	Rural	EWG
Illinois	St. Louis UZA & Small Urban	EWG
	Rural	IDOT

Section 5310 Traditional

	Geographic Area	Selection Process	Administration
Missouri	St. Louis UZA	EWG	MoDOT
	Rural	MoDOT	MoDOT
Illinois	St. Louis UZA & Small Urban	IDOT	IDOT
	Rural	IDOT	IDOT

New Freedom Type

	Geographic Area	Selection Process	Administration
Missouri	St. Louis UZA	EWG	Bi-State Development
	Rural	MoDOT	MoDOT
Illinois	St. Louis UZA & Small Urban	EWG	Bi-State Development
	Rural	N/A	N/A

Geographic Area

Section 5310 funding is apportioned to the St. Louis, MO-IL UZA, which is highlighted in pink on **Map 1**. *Map 1 description: The urbanized area encompasses the entirety of St. Louis City, most of St. Louis county, extends into St. Charles county along I-70 and down into the northeastern portion of Jefferson county. In Illinois, areas of west Madison County and northwest St. Clair County are within the urbanized area. Franklin and Monroe counties are predominantly rural, but there are small urban pockets in those counties, mostly clustered along interstates and state highways*

To be eligible for Section 5310 program funds through EWG, the project must serve or benefit the St. Louis, MO-IL UZA. Agencies can apply for Section 5310 funds apportioned to rural areas through MoDOT or IDOT. While the CHSTP is developed to address transportation issues affecting EWG's entire eight-county, bi-state planning area, the plan only applies to certain Section 5310 projects. In the Missouri portion of EWG's planning area – which includes Franklin, Jefferson, St. Charles, and St. Louis counties and St. Louis City – the CHSTP applies to any Section 5310 project, even if that project is in a rural area or an urban cluster. In the Illinois portion of EWG's planning area – which includes Madison, Monroe, and St. Clair counties – the CHSTP only applies to Section 5310 projects that are within the St. Louis, MO-IL UZA and the small urbanized area of Alton. The CHSTP does *not* apply to the Section 5310 projects in the rural areas or the urban clusters in Illinois, as those are governed by the IDOT Human Service Transportation Plan (HSTP), which includes Madison County in Region 9 and Monroe and St. Clair counties in Region 11. EWG coordinates with IDOT in the development and maintenance of the HSTP in Illinois.
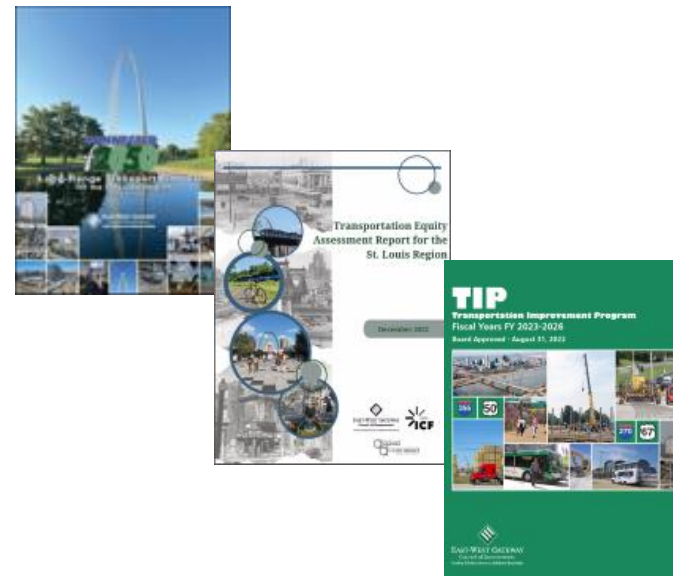
Regional Planning

Projects funded through the Section 5310 program must align with other regional transportation plans in addition to the CHSTP. *Connected 2050*, adopted in June 2023, is the St. Louis region's long-range transportation plan (LRTP). The LRTP includes principles and priorities to guide planning for our communities, region, and transportation system, as well as the planning process itself. Development of other transportation plans for the region and

selection of federally-funded projects carry out the framework created by the LRTP.

As part of the development of *Connected 2050*, a Transportation Equity Assessment was completed in 2022. In terms of transportation, equity focuses on ensuring access to opportunity for all and a fair distribution of both the benefits and burdens of the transportation system. The report highlights how race, ethnicity, income, age, and/or disability affect a wide range of quality of life issues, such as access to jobs and groceries, exposure to traffic and pollution, and share of traffic crashes and fatalities. It also provides a lens through which to analyze past transportation decisions and investments and a path forward for creating a system that works for everyone in the region today.
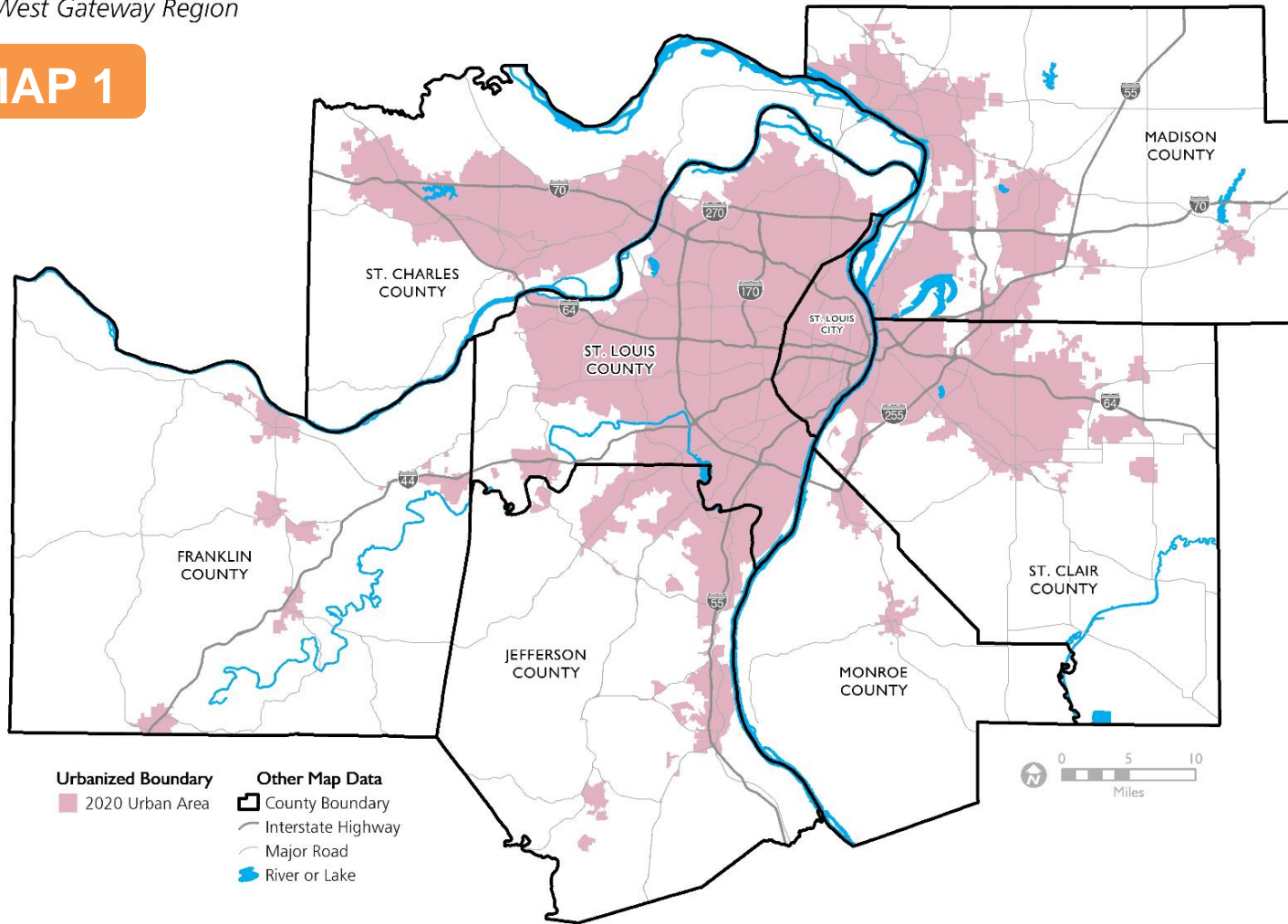
The Transportation Improvement Program (TIP) is the primary short-term implementation element of *Connected 2050*. The TIP is the schedule of federally-funded transportation improvement projects planned by various agencies in the St. Louis region and is updated every year to cover a four-year period. All federally funded projects, including Section 5310, must be included in the annual TIP.

St. Louis, MO-IL Urbanized Area (2020)

East-West Gateway Region

MAP 1

Urbanized Boundary
- 2020 Urban Area

Other Map Data
- County Boundary
- Interstate Highway
- Major Road
- River or Lake

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

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Chapter 2: Regional Demographic Profile

Regional demographic and population data is essential to assessing the transportation needs of seniors and individuals with disabilities in the St. Louis region. Census data provides a baseline by which we can track changes in important metrics. By comparing population levels to poverty rates and proximity to transit, we begin to see more clearly how age and ability impacts individual mobility and how this relates not only to transportation but to broader quality of life issues as well. Of the more than 2.5 million people living in the St. Louis region, approximately 16% are seniors age 65 and over and nearly 13% are individuals with disabilities. Madison County, with 10% of the region's population, has the highest proportion of residents with disabilities. St. Louis County has the highest proportion of the region's population, as well as the highest proportion of seniors. While both of these groups continue to grow in absolute numbers as well as percentage of the total population, the senior population is increasing at a faster pace.

Table 2: Populations by County					
County	Total Population	Persons with a Disability	Percent with a Disability	Persons Over Age 65	Percent Over Age 65
Madison	263,560	41,049	15.6%	44,697	17.0%
Monroe	34,470	3,336	9.7%	5,966	17.3%
St. Clair	252,511	35,938	14.2%	39,941	15.8%
Franklin	103,461	15,021	14.5%	17,817	17.2%
Jefferson	224,144	30,434	13.6%	33,591	15.0%
St. Charles	400,598	41,685	10.4%	60,693	15.2%
St. Louis	991,251	115,312	11.6%	174,331	17.6%
St. Louis City	298,535	45,970	15.4%	41,065	13.8%
Total	2,568,530	328,745	12.8%	418,101	16.3%

Source: U.S. Census Bureau, 5-Year American Community Survey, Table B18101

Table 3: Percent of Target Populations Under Poverty				
County	With Disability Under Poverty	% With Disability Under Poverty	Over Age 65 Under Poverty	% Over Age 65 Under Poverty
Madison	8,048	19.7%	3,439	7.7%
Monroe	313	9.4%	391	6.6%
St. Clair	6,700	18.7%	3,492	8.7%
Franklin	2,002	13.4%	1,258	7.1%
Jefferson	4,459	14.7%	2,454	7.3%
St. Charles	3,848	9.3%	2,610	4.3%
St. Louis	19,057	16.6%	11,784	6.8%
St. Louis City	14,321	31.3%	6,315	15.4%
Total	58,748	17.9%	31,743	7.6%

Source: U.S. Census Bureau, 5-Year American Community Survey, Table C18130

Seniors Age 65 and Over

People experience many life changes as they age, including changes in mobility, health, or living situation. Job status and income levels may also shift as people move into retirement. Older adults who do not have reliable and affordable transportation options are more likely to experience isolation and deteriorating physical and mental health. Transportation for seniors improves their quality of life by providing access to essential resources, keeping them engaged with their community, and helping them maintain their health and independence.

There are 418,101 seniors age 65 and over in the St. Louis region, comprising 16.3% of the total population. As a percentage of the total regional population, seniors have grown from 15.2% in 2017 and 13.6% in 2013. Regionally, the share of seniors living in poverty has declined slightly. St. Louis City has the highest percentage of seniors living in poverty at 15.4%, despite dropping from 16.4% in 2017, and St. Charles County has remained the lowest, at 4.3%.
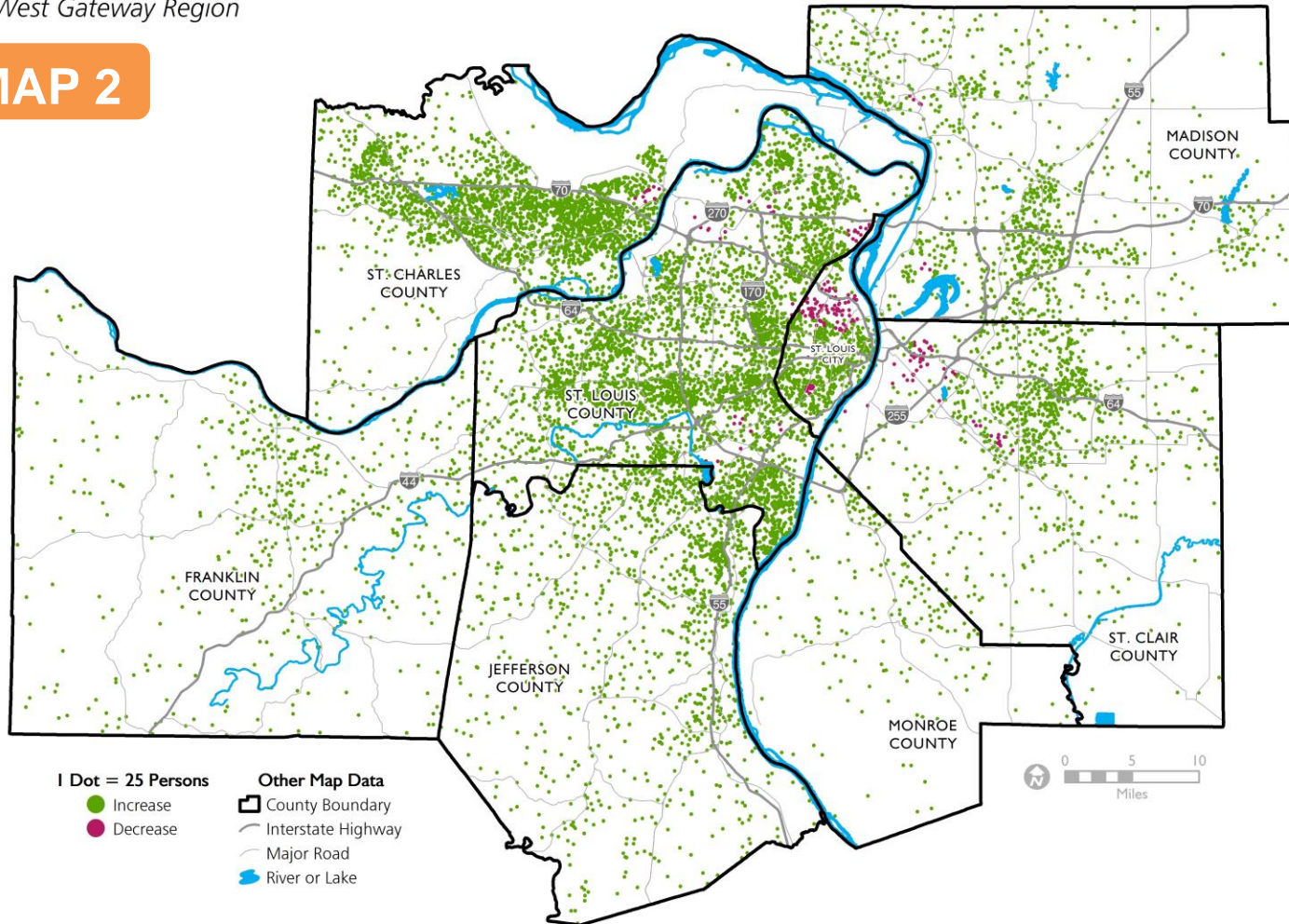
From 2010 to 2020, the most notable change in the regional senior population has been the decline of seniors age 65 and older residing in St. Louis City, as shown in **Map 2**. *Map 2 description: Dark green dots, each representing an increase in the senior population by 25 persons, are dispersed across the region. Pink dots, each representing a decrease in the senior population by 25 persons, are concentrated in North St. Louis City, with smaller pockets in St. Charles City and East St. Louis.*

The increase of seniors in less dense suburban or rural areas can complicate mobility and accessibility issues. The suburbs and other areas on the region's fringe are typically more auto-dependent, with limited to no public transit options. Agencies that provide transportation service in these areas, can find it challenging to accommodate this growth, as low-density land use patterns and sprawling development lead to increased trip distances, longer travel times, and more revenue miles. Although many seniors express a desire to age in place, doing so while preserving their quality of life in these areas may depend on the continued ability to drive and maintain a vehicle.

Change in Senior Population (2010-2020)

East-West Gateway Region

MAP 2

1 Dot = 25 Persons
- ● Increase
- ● Decrease

Other Map Data
- County Boundary
- Interstate Highway
- Major Road
- River or Lake

Dots are randomly placed within 2010 Census tracts.
Tract boundaries are not shown on map.

Sources: U.S. Census Bureau, 2010, 2020
Decennial Census (Table P12); East-West
Gateway Council of Governments

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Council of Governments
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Individuals with Disabilities

Individuals with disabilities have a wide range of needs and abilities, as a disability can be physical, cognitive, sensory, or even temporary. Variation can also occur in the degree to which an individual is disabled. And although many experience mobility challenges in some form, there is no singular way to characterize the transportation needs of this diverse population. By providing people with disabilities the options and resources they need to travel safely, they can live with dignity and independence.

There are 328,745 individuals with disabilities living in the St. Louis region, comprising 12.8% of the total population. St. Louis City has the highest percent of individuals with disabilities living in poverty, at 31.3%, a decline from 34.5% in 2017. St. Charles County has the lowest percent of residents with disabilities in poverty, at 9.3%. The overall percentage of people with disabilities living in poverty in the region has gradually decreased from 20.4% in 2013 to 18.9% in 2017 to its current level of 17.9% (2021 data).

Map 3 shows where people with disabilities are living in the region. Although residential patterns of those with disabilities follow somewhat typical patterns of population density in the region, there are larger proportions in St. Louis City and parts of North and South St. Louis County. *Map 3 description: Light green dots, each representing 25 people with disabilities, are dispersed across the region. A greater concentration of dots can be seen in the region's urban core, gradually decreasing as they extend into the lesser populated and more rural areas of the region.*

Although the region hasn't experienced growth of the disabled population in the same suburban fringe areas as the senior population, the concentration of individuals with disabilities in the urban core and lower-income areas brings its own set of challenges. Although these areas tend to be more transit-supportive, lack of pedestrian infrastructure can create uncomfortable or unsafe conditions for people walking or accessing public transit. Lack of economic investment can also mean that even relatively dense areas may lack retail, medical, or other necessities that residents may have to travel out of the area to obtain. All of these factors and patterns of

investment and development impact mobility and quality of life for residents, which often people with disabilities more acutely.
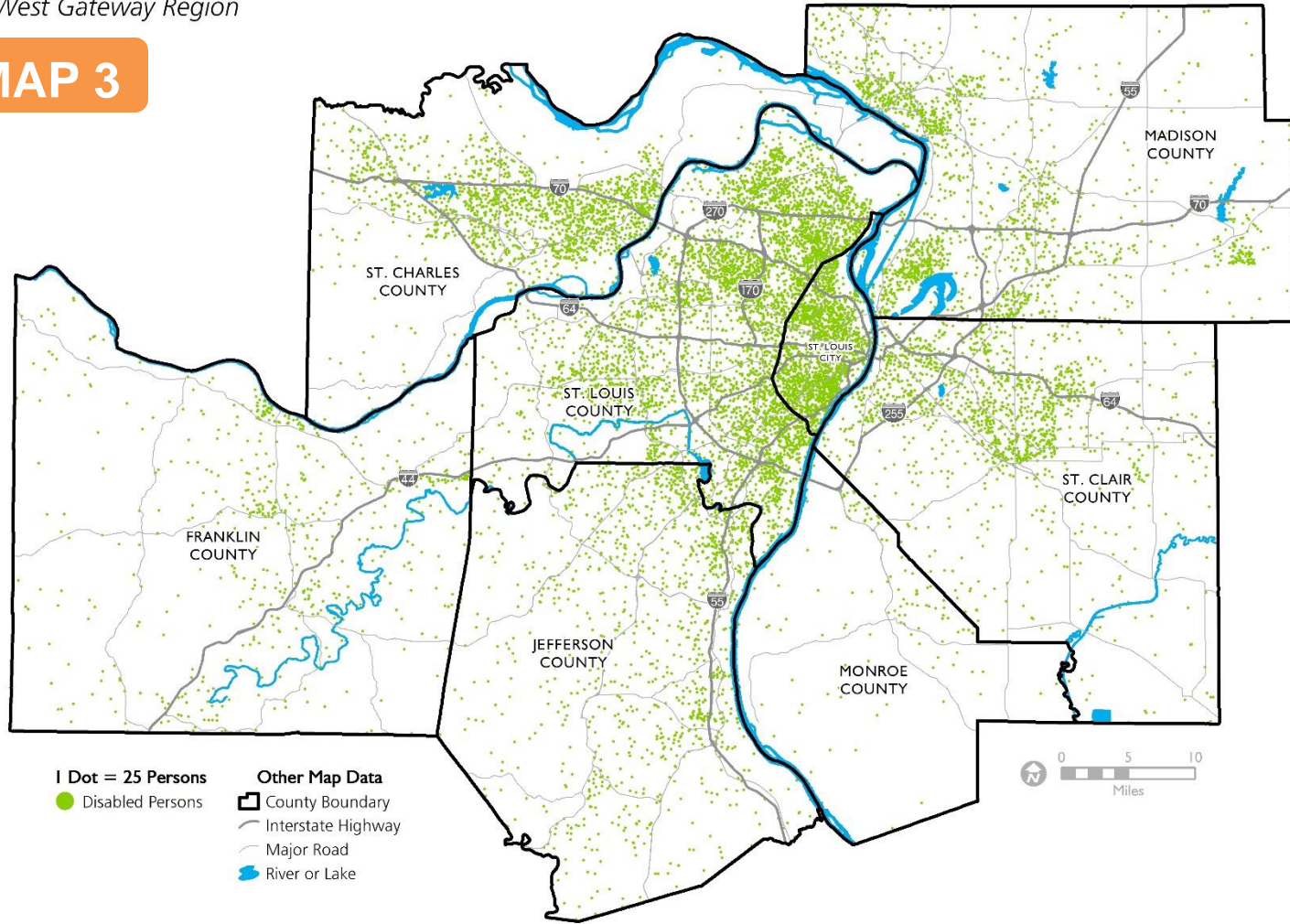

Transit Catchment Area

Proximity to transit impacts its convenience and usefulness. Per FTA policy, the catchment area for people walking to a transit stop is a half-mile. However, for those with limited mobility, the distance they are willing or able to travel to access transit may actually be much less. For these reasons, proximity to transit can have an even greater impact on accessibility for seniors and individuals with disabilities.

Map 4 and **Map 5** display census tracts and their proportions of seniors and residents with disabilities, respectively, relative to the regional transit system. This is demonstrated using a half-mile buffer around the transit system, based on the standard FTA transit catchment area. This catchment area encompasses the entirety of St. Louis City, as well as many of the most heavily populated portions of the St. Louis, MO-IL UZA. However, Franklin County has no access to fixed-route service and access in many other rural areas is also extremely limited. Nonetheless, we still see pockets of seniors and individuals with disabilities living in these areas. It is important to note that the census tracts in more rural areas tend to cover a larger geographic area since the population is more dispersed.

Persons with a Disability, 2017-2021

East-West Gateway Region

MAP 3

MADISON COUNTY

ST. CHARLES COUNTY

ST. LOUIS CITY

ST. LOUIS COUNTY

FRANKLIN COUNTY

ST. CLAIR COUNTY

JEFFERSON COUNTY

MONROE COUNTY

I Dot = 25 Persons	Other Map Data
● Disabled Persons	▢ County Boundary
	⌒ Interstate Highway
	— Major Road
	◥ River or Lake

0 5 10
Miles

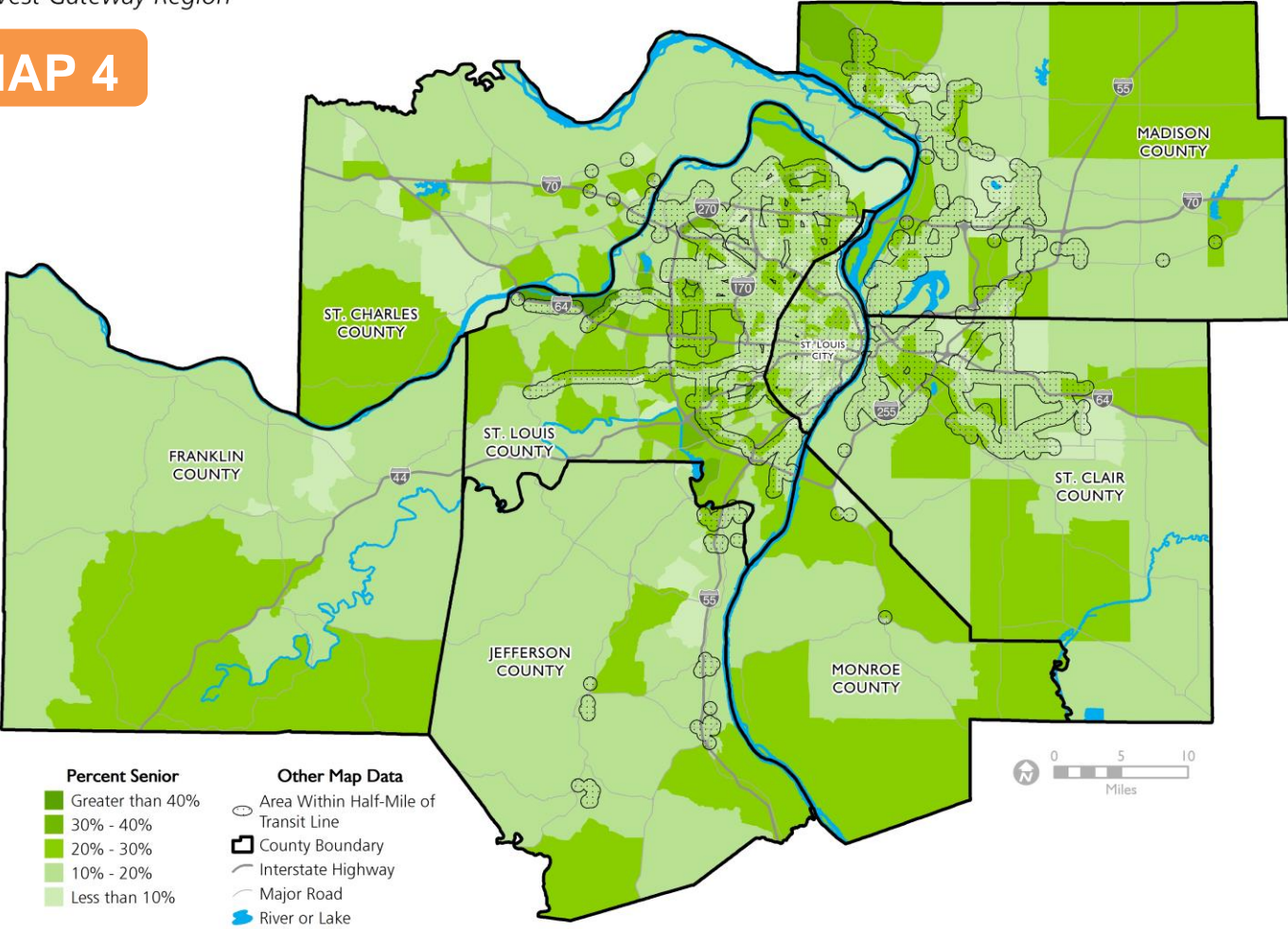Dots are randomly placed within 2020 Census tracts.
Tract boundaries are not shown on map.

Sources: U.S. Census Bureau, American Community Survey
5-Year Estimates (S1810), 2017-2021;
East-West Gateway Council of Governments

EAST-WEST GATEWAY
Council of Governments
September 2023

Percent Senior Population with Half-Mile Transit Buffer

East-West Gateway Region

MAP 4

Percent Senior
- Greater than 40%
- 30% - 40%
- 20% - 30%
- 10% - 20%
- Less than 10%

Other Map Data
- Area Within Half-Mile of Transit Line
- County Boundary
- Interstate Highway
- Major Road
- River or Lake

Data is depicted by 2020 Census tracts.
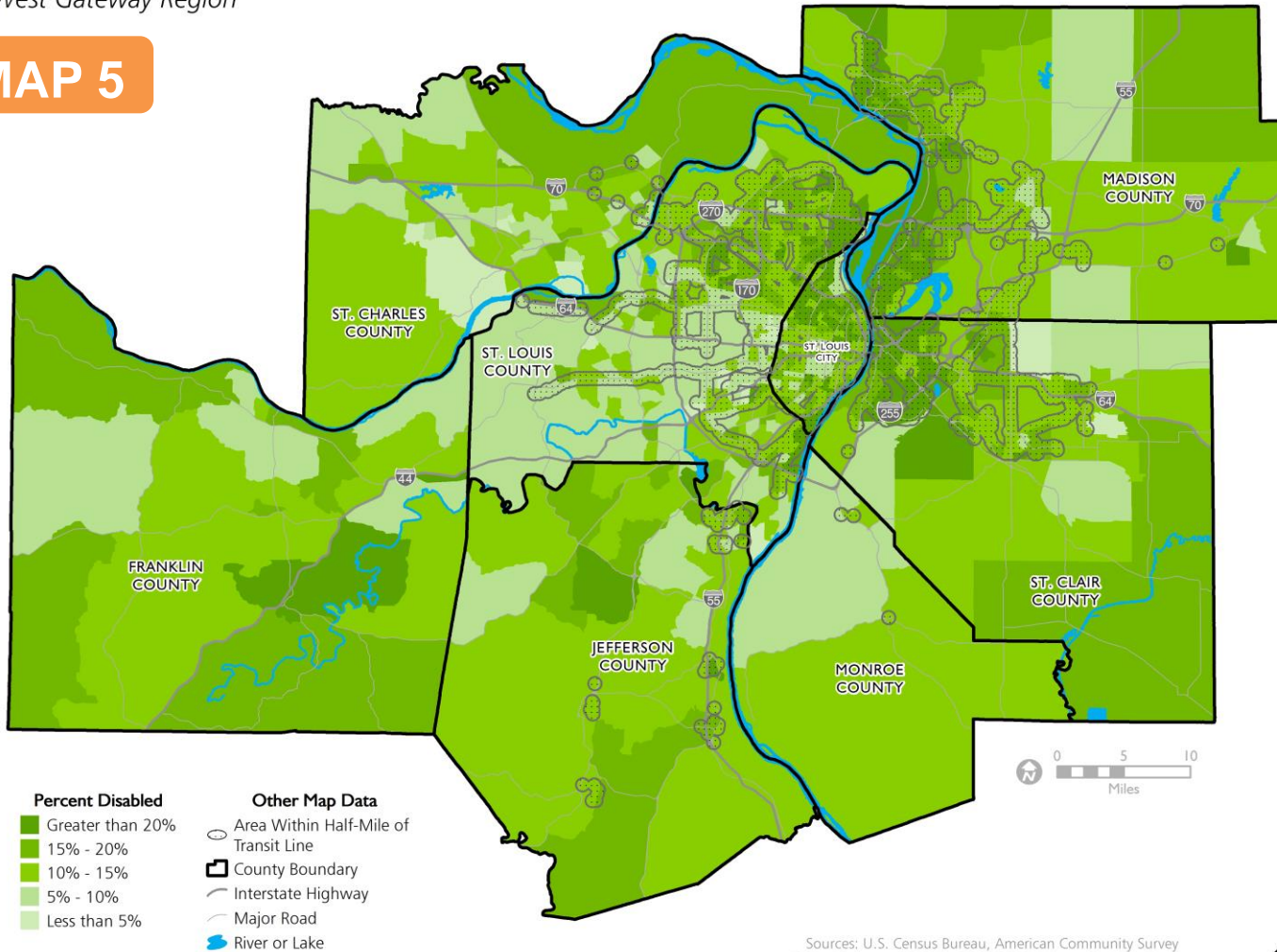Tract boundaries are not shown on the map.

Sources: U.S. Census Bureau, American Community Survey
5-Year Estimates (B01001), 2017-2021; Metro, Madison County
Transit; RideSTC; Jefferson County Transit; Monroe Randolph
Transit District; East-West Gateway Council of Governments

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Percent Disabled Population with Half-Mile Transit Buffer

East-West Gateway Region

MAP 5

Percent Disabled
- Greater than 20%
- 15% - 20%
- 10% - 15%
- 5% - 10%
- Less than 5%

Other Map Data
- Area Within Half-Mile of Transit Line
- County Boundary
- Interstate Highway
- Major Road
- River or Lake

Data is depicted by 2020 Census tracts.
Tract boundaries are not shown on map.

Sources: U.S. Census Bureau, American Community Survey
5-Year Estimates (S1810), 2018-2022; Metro, Madison County
Transit; RideSTC; Jefferson County Transit; Monroe Randolph
Transit District; East-West Gateway Council of Governments

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Chapter 3: Existing Assets and Services

Many public and private transportation providers serve the St. Louis region. Metro is the primary public transit provider for the St. Louis region and forms the core regional transit system, along with Madison County Transit (MCT), St. Clair County Transit District (SCCTD), Ride STC, and JeffCo Express. This core network supports countless other smaller-scale transportation services and programs, which supplement the fixed-route system by providing greater flexibility, specialized services, and responsiveness to market changes. This crowded and complex catalog of services is a central reason why regional planning and coordination is needed. While not an exhaustive inventory, the following chapter provides an overview of transportation providers and services in the St. Louis region.

Regional Transit System

Each bus or transit stop for the core public transit providers in the region is identified as part of the Regional Transit System on **Map 6**. *Map 6 description: Blue dots representing Metro and SCCTD bus stops cover much of St. Louis City and St. Louis County within the I-270 loop, with coverage along major roadways in East St. Louis, Belleville, Fairview Heights, and surrounding areas in Illinois. Both MetroLink alignments are shown as pink lines. Green dots representing Ride STC and and JeffCo Express bus stops are sparsely distributed in St. Charles and Jefferson Counties, respectively. Green dots representing MCT bus stops provide slightly more dense coverage in the western areas of Madison County.*

The regional transit system is shown again in **Map 7**, against the backdrop of the census-defined St. Louis, MO-IL UZA from **Map 1**. Combining these two maps highlights the relationship between urban density and transit, as all but a few transit stops fall within the urbanized area.

However, what these maps do not show, is the far-reaching network of transportation services such as human service programs, demand-response providers, rideshare, municipal transportation, deviated routes, and volunteer driver programs. Due to the nature of these services, they are not easily mapped since they do not have defined routes or stops. Nonetheless, they exist in every county in the region, both urban and rural, and perform the vital function of filling in the gaps seen on the regional transit system maps.
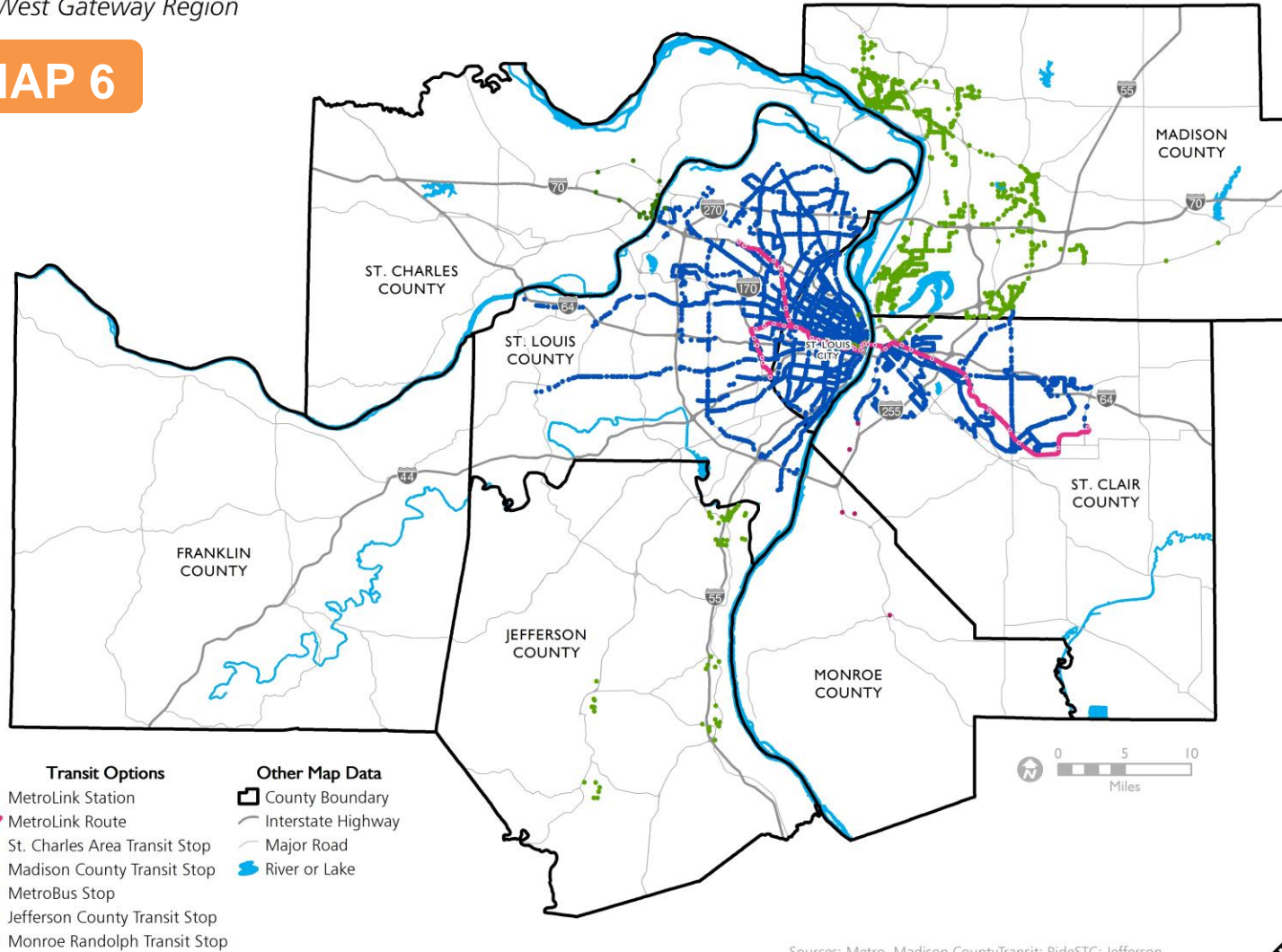
Paratransit Service Requirements

The ADA requires public transit agencies that provide fixed-route service to provide complementary paratransit service to individuals with disabilities who cannot use fixed-route bus or rail service. As such, Metro, MCT, and SCCTD all provide paratransit service in compliance with the following federal guidelines:

– Must be provided from origin to destination.
– Must be provided within ¾ mile of all bus routes and rail stations.
– The hours and days that complementary paratransit service is provided must be the same as bus and rail service.
– Service must be provided the day after it is requested by an ADA-eligible client.
– The requirements and provisions for ADA complementary paratransit service need only apply to those paratransit clients who are eligible under the ADA as determined by the transportation provider.
– The transit provider must not deny service or otherwise engage in any pattern or practice that significantly limits the availability of service to ADA eligible clients.
– ADA paratransit service is *not* required for commuter bus, commuter rail, or intercity rail services.
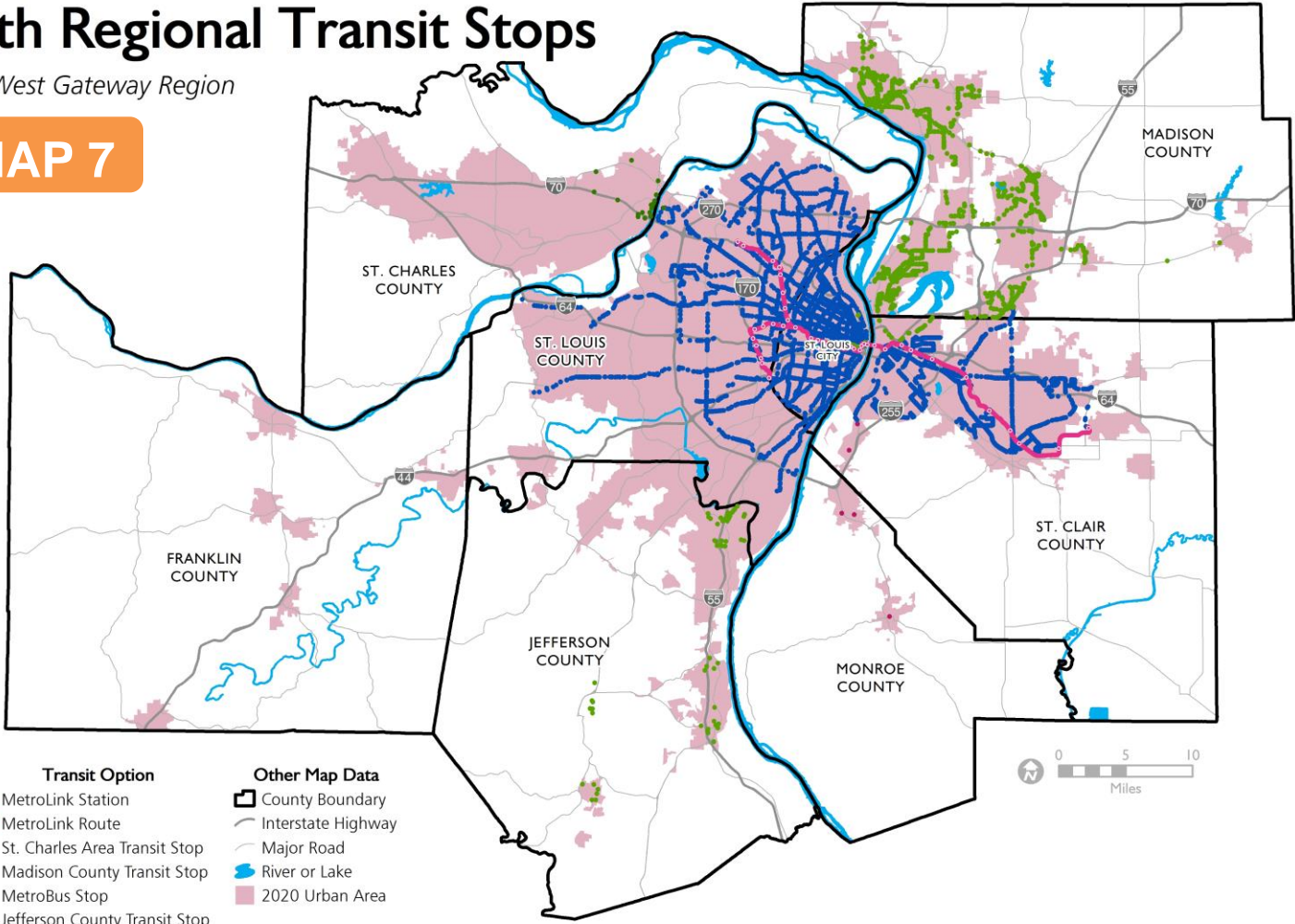
Regional Transit System

East-West Gateway Region

MAP 6

MADISON COUNTY

ST. CHARLES COUNTY

ST. LOUIS COUNTY

ST. LOUIS CITY

ST. CLAIR COUNTY

FRANKLIN COUNTY

JEFFERSON COUNTY

MONROE COUNTY

Transit Options
- MetroLink Station
- MetroLink Route
- St. Charles Area Transit Stop
- Madison County Transit Stop
- MetroBus Stop
- Jefferson County Transit Stop
- Monroe Randolph Transit Stop

Other Map Data
- County Boundary
- Interstate Highway
- Major Road
- River or Lake

0 5 10
Miles

Sources: Metro, Madison CountyTransit; RideSTC; Jefferson County Transit; Monroe Randolph Transit District; East-West Gateway Council of Governments

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St Louis, MO-IL Urbanized Area (2020) with Regional Transit Stops

East-West Gateway Region

MAP 7

MADISON COUNTY

ST. CHARLES COUNTY

ST. LOUIS COUNTY

ST. LOUIS CITY

FRANKLIN COUNTY

ST. CLAIR COUNTY

JEFFERSON COUNTY

MONROE COUNTY

Transit Option
- MetroLink Station
- MetroLink Route
- St. Charles Area Transit Stop
- Madison County Transit Stop
- MetroBus Stop
- Jefferson County Transit Stop
- Monroe Randolph Transit Stop

Other Map Data
- County Boundary
- Interstate Highway
- Major Road
- River or Lake
- 2020 Urban Area

0 5 10 Miles

Bi-State Development – Metro

Bi-State Development owns and operates Metro, the public transportation system for the St. Louis region. Metro serves three counties across two states – St. Louis City and St. Louis County in Missouri and St. Clair County in Illinois. The Metro system includes the 46-mile MetroLink light rail line, an extensive network of MetroBus routes, and Call-A-Ride paratransit. Across all services, Metro provided nearly 20 million rides in fiscal year 2023.

Reduced fares for both MetroLink and MetroBus are offered to seniors age 65 and over, individuals with disabilities, customers who possess a Medicare ID, and children age five through 12. Children younger than five years of age ride free. Metro also accepts valid MCT and SCCTD senior and MCT ADA paratransit free ride passes for travel on MetroLink and MetroBus. System announcements, ticket vending machines, and route schedules all offer audible, visual, and tactile options to ensure accessibility for riders.

MetroLink

MetroLink has been in service since 1993, with the current alignment connecting Scott Air Force Base in Illinois to St. Louis Lambert International Airport and Shrewsbury in St. Louis County. Two routes – the Red Line and the Blue Line – serve 38 stations and run daily, from 4:00 am until 1:00 am. In fiscal year 2023, almost 7 million passengers boarded a MetroLink train. All MetroLink vehicles and stations are accessible to individuals with disabilities. Each vehicle has four wheelchair-designated positions and the floors of the light rail vehicles are level with the station platforms to ensure ease of entry and exit. Station platforms can be access via ramps and/or elevators.

A 5.2 mile extension to MidAmerica Airport in Mascoutah – the first extension since 2006 – is currently underway and expected to be complete in 2025. The project received $96 million in funding through the Rebuild Illinois grant program. Planning for a new Northside-Southside MetroLink alignment in St. Louis City and St. Louis County is also in the works.

MetroBus

A fleet of 261 buses serving 59 routes makes up the MetroBus network. Over 12 million passengers boarded a MetroBus in fiscal year 2023. Buses run daily, from 4:00 am until 2:00 am, depending on the route. All buses are equipped with wheelchair lifts or ramps, and most have kneelers to assist passengers who cannot use or have difficulty using the stairs. Priority seating is available for passengers who have difficulty standing while the bus is in motion. For customers using wheelchairs, there are two reserved areas that are equipped with securement devices.

Paratransit

Metro Call-A-Ride provides the federally required curb-to-curb paratransit service in St. Louis City and St. Louis County, providing nearly 300,000 rides in fiscal year 2023. Fares start at $2 and increase based on mileage for non ADA-eligible customers or non ADA-mandated trips. There is a fee for companions and additional riders, but no charge for ADA personal care attendants.

Alternative Transportation System (ATS) provides the required paratransit service for seniors age 60 and over and ADA-eligible customers in St. Clair County. Riders can transfer to Call-A-Ride in St. Louis City or Runabout in Madison County. ATS fare is $4 per trip, or $28 for a 10-trip coupon booklet, with no charge for ADA personal care attendants. There are no trip purpose restrictions, but reservations must be made one to five days in advance. In addition,

ATS offers a senior service that is available Monday through Friday from 6:00 am to 6:00 pm within the SCCTD service area.

On April 10, 2023, Metro updated its Call-A-Ride service area for the first time since 2016. The update reflected changes to Metro bus service over the years – by which the paratransit service area is defined – including a major redesign of the bus system in 2019 with the Metro Reimagined Service Plan. **Figure 1** shows the current Call-A-Ride geographic service area in blue, with the previous area that is no longer serviced, shown in red. Areas in and around Fenton, Ballwin, and Florissant in St. Louis County are among those where service is no longer provided.

Figure 1: Call-A-Ride Service Area
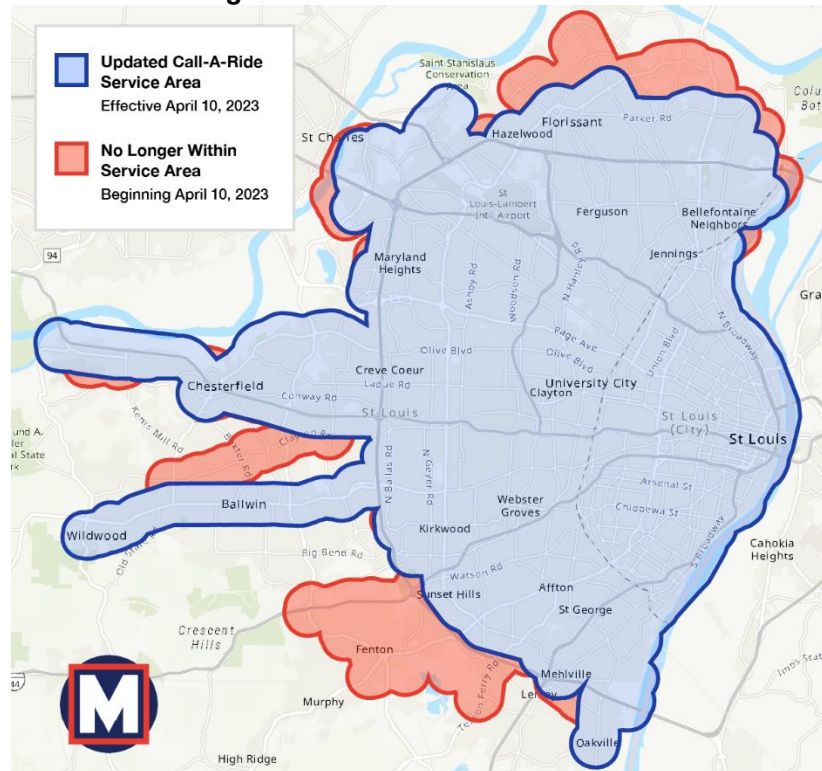
Source: Metro Transit

Microtransit

Metro began contracting with Via in 2020 to offer a demand-response option serving areas hard to reach by MetroLink, MetroBus, or Call-A-Ride. Via has since expanded its operations for Metro and now serves three zones in St. Louis County – North, South, and West. While rides do not have to begin or end at a Metro transit stop, the service helps bridge the "first/last mile" by connecting riders who may have difficulty getting to or from nearby stops to the larger Metro system. Fare is a flat rate of $2 for a one-way trip between any two destinations within a service zone.
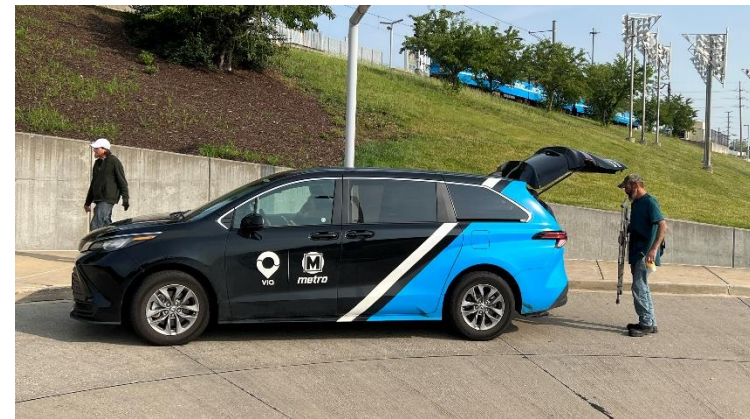
SCCTD offers similar services in St. Clair County through the SCCTD Flyer and VanGo. Both are on-demand, shared-ride options serving Metro transit centers and Scott Air Force Base, as well as other destinations within designated service zones. The SCCTD Flyer serves East St. Louis, Brooklyn, Fairmont, and Belleville. VanGo serves areas in Shiloh, Mascoutah, O'Fallon, and Lebanon. One-way fares are $1 for riders traveling to or from a transit stop and $3 for all other destinations. The SCCTD Flyer is a flexible, inexpensive, and popular service, with some service zones seeing ridership increases of 40 to 150 percent per day between September 2022 and 2023.

Madison County Transit

Madison County Transit (MCT) provides fixed-route bus and paratransit service, oversees RideFinders – the St. Louis region's rideshare program – and manages nearly 150 miles of bicycle trails in Madison County. MCT is the only transit system in the country with an integrated bus and bikeway network and the first transit agency in the St. Louis region to offer mobile ticketing and fare payment.

Bus Service

MCT operates 28 bus routes connecting local destinations in Madison County, downtown St. Louis, and MetroLink in St. Clair County. Fares are $1 for local trips and $3 for regional trips that travel outside of Madison County, as shown on the fare map in **Figure 2.** Free and half-fare service is available to eligible seniors age 65 and over and people with disabilities. All MCT buses are equipped with bike racks and wheelchair lifts or ramps. Buses kneel to the ground to assist passengers who have difficulty using the stairs.

Paratransit

The Agency for Community Transit (ACT) Runabout provides curb-to-curb paratransit service for registered seniors age 65 and over and individuals with disabilities who reside in Madison County. ADA service is provided within three-quarters of a mile of the MCT bus route, during regular service hours. The ADAservice area is outlined in **Figure 3,** and is focused in the western and southern-most areas of Madison County. Non-ADA service is available Monday through Friday from 6:00 am to 7:00 pm and Saturday from 6:00 am to 6:00 pm. Base fares range from $2 to $10 depending on the trip and customer, but there is no charge for personal care attendants. Reservations must be made one to 14 days in advance. Trips beginning in or ending "Out of District" are limited to medical purposes only and require a $5 surcharge each way.
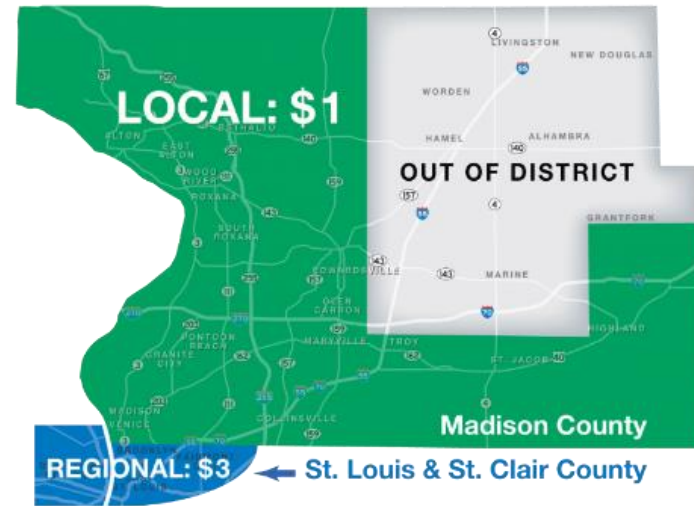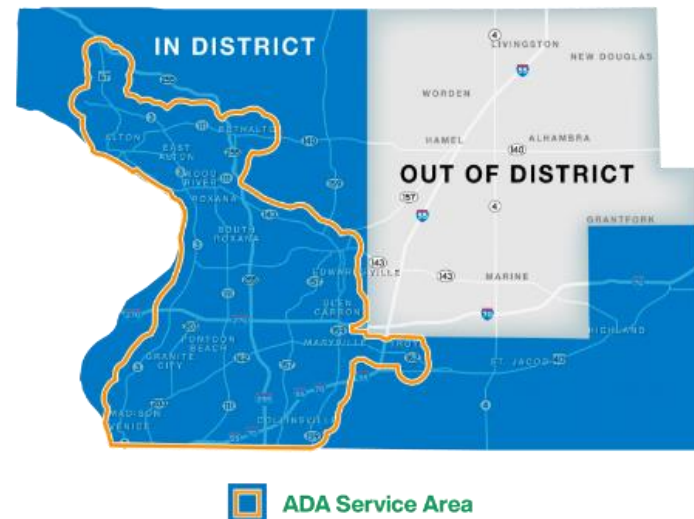
Figure 2: MCT Fare Map

Figure 3: MCT ADA Service Area

Source: Madison County Transit

Ride STC

Ride STC provides on-demand transportation service within the city of St. Charles and a commuter route connecting to the #34 MetroBus route in Earth City. Formerly a deviated fixed-route service known as St. Charles Area Transit (SCAT), the service changed its name and operational model during the pandemic, in response to changing needs and desires of residents. Ride STC operates Monday through Friday from 6:30 am to 6:00 pm and gives priority to seniors and disabled riders when making trip reservations.

Local routes operate Monday through Friday from 9:00 am to 4:00 pm and include provisions for route deviations, which must be scheduled 24 hours in advance. Commuter service operates Monday through Friday from 5:20 am to 10:16 am and again from 1:38 pm to 6:50 pm. Curb-to-curb service is provided for all riders, and all buses are equipped with wheelchair lifts. Persons age 62 and over, individuals with disabilities, and those with a valid Medicare card receive a half-price reduced fare. Children younger than six years of age ride free.

JeffCo Express

The Jefferson County Community Partnership established the JeffCo Express in 2009 to provide a deviated fixed-route public transit option in Jefferson County. Since 2019, OATS Transit has contracted to administer operations of JeffCo Express and continues to explore ways to streamline service and operations. Deviated fixed-route service differs from fixed-route service in how it meets ADA requirements and serves individuals with disabilities. Instead of offering complementary paratransit service, deviated fixed-route systems fill this need by adjusting their usual route to accommodate requests from eligible individuals. Per federal regulations, deviations must be provided to locations within three-quarters of a mile of the route alignment and scheduled in advance.

JeffCo Express runs three routes – the Arnold City Orange Route, Cross County Green Route, and Cross County Blue Route – serving the communities of DeSoto, Arnold, Pevely, Hillsboro, and Festus, as well as Jefferson College. The Cross County Green and Blue routes operate Monday through Friday from 7:00 am to 7:00 pm and the Arnold City Route operates Monday through Friday from 7:00 am to

4:30 pm. Deviated pick-ups must be located within one mile of the route alignment and scheduled two days in advance. All buses are equipped with wheelchair lifts. One way rides are $2 for regular routes and $4 for deviated routes. Seniors age 60 and over and individuals with disabilities riding under the AAA contract do not have a set fare, but are asked to contribute.

OATS Transit

OATS Transit is a private, non-profit transportation provider serving 87 counties in Missouri, including the counties of Franklin, Jefferson, St. Charles, and St. Louis, with offices in Bridgeton, Union, and Mapaville. OATS Transit provides shared ride, demand-response, and door-to-door transportation for shopping, nutrition, medical, business, education, recreation, and employment purposes. Many routes connect riders to other essential transportation services. Schedules and fares vary by county and service type. OATS Transit is open to the public but also contracts for services with other private organizations.

In FY 2023, OATS provided 213,401 trips within the five Missouri counties that are included in the EWG planning area – roughly half of their pre-pandemic levels. These trips served 1,131 unique riders, primarily for transportation to workshops, employment, and medical care.

Human Service Agencies & Other Providers

A wide range of specialized transportation services are available in the St. Louis region to meet the needs of seniors and individuals with disabilities. Each agency is unique in how it provides transportation services and the specific gaps that it works to fill. While not every provider is listed here individually, the different types of services provided in the region are describe to highlight the range of programs in place to improve mobility. These services are not exclusive and agencies often fall into more than one of these categories.

Non-Emergency Medical Transportation (NEMT)

Transportation to and from medical appointments, when the medical condition is not life threatening, is considered NEMT. Lack of transportation is often cited as a reason why individuals delay medical care – or skip it altogether. Reliable transportation can improve health outcomes and reduce healthcare costs by helping people access preventive care and medical services before a condition becomes an emergency. NEMT is a Medicaid-funded benefit. Providers are coordinated by LogistiCare in Missouri and First Transit in Illinois.

Program Transportation

Individuals enrolled in a specific social or human services program are often eligible for transportation related to that program. For example, senior centers may offer daily rides to and from the center for those registered in its programs. Other agencies may provide transportation to community activities or personal development opportunities to their program attendees. This type of service is typically included as part of a larger program and not open to the general public. Most senior centers, sheltered workshops, and day programs fall into this category, as do many transportation programs funded through Section 5310, such as City Seniors, Community Living, Disability Resource Association, Easterseals Midwest, Independence Center, LifeBridge STL, Southside Senior Citizens Center and Northside Youth & Senior Service Center.

Residential Care Service

In some residential care settings, agencies provide transportation to residents in their program, as a sub-type of program transportation. Current Section 5310 recipients providing transportation as a resident service include Cardinal Ritter Senior Services, Emmaus Homes, PonyBird, and St. Louis Arc.

Municipal Transportation

A number of local municipal governments offer transportation services to senior or disabled residents, at low or no cost to the rider. Service may be provided to and from a community or senior center, for local events, or other activities. While this type of transportation program is often limited to municipal boundaries and/or residents, it can nonetheless provide much-needed social connection and recreational activities for local seniors and individuals with disabilities, among other benefits. Municipalities in the St. Louis region that offer some type of transportation service to their senior or disabled residents are listed below, with those receiving Section 5310 funding highlighted in bold:

Bellefontaine Neighbors	**Jennings**
Berkeley	**Maryland Heights**
Brentwood	Millstadt
Bridgeton	O'Fallon, MO
Collinsville	Richmond Heights
Ferguson	St. Louis County
Florissant	St. Peters
Glen Carbon	Swansea
Granite City	**Vinita Park**
Hazelwood	

Demand-Response Service

Transportation service that operates based on individual passenger requests, instead of set routes or schedules, is called demand-response service. This type of service varies greatly between providers, in terms of the amount of advance scheduling required, the defined service area, cost, level of assistance provided to customers, and the type of vehicle used. While some demand-response services may provide rides to single, individual passengers, others may schedule trips to accommodate multiple passengers and destinations. Ultimately, the defining feature of this type of service is its flexibility and responsiveness to customer demand.

Volunteer Driver Programs

Volunteer driver programs coordinate individual volunteers to use their own personal vehicles to transport others. By definition, volunteer drivers are not paid for their work, but they may receive mileage reimbursements or other incentives, depending on the program. This type of program typically operates on a demand-response service model, in which volunteer drivers respond to requests for rides, often through an intermediary agency or organization.

ITNGateway, an affiliate of ITNAmerica, began operating its volunteer driver program in St. Charles County in 2010. Section 5310 has funded vehicles and operating assistance for ITNGateway, and supported the program's expansion into St. Louis County in 2018. ITN's national network-affiliate business model stresses dignified, personalized transportation in which riders are matched with a volunteer driver for a streamlined, cash-free experience.

Transit Encouragement

Programs that encourage individuals to use public transit can foster independence and reduce isolation. These programs differ from travel training programs in the sense that they are less focused on transit-dependent populations and more focused on increasing transit use among the general population and promoting positive public perceptions of transit.

Citizens for Modern Transit (CMT) has been the St. Louis region's transit advocacy organization since 1985. CMT has promoted transit through its innovative Guaranteed Ride Home, Try & Ride, and Ten Toe Express programs. In 2019, CMT partnered with AARP to launch its pilot Transit Stop Transformation Project. These projects seek to redesign local transit stops by adding elements of play, art, safety, comfort, and accessibility, to activate the public space, cultivate community, and increase transit use. Since the success of the initial pilot project, five transformation projects have been completed to date, with two more currently in the planning stages.

Source: Citizens for Modern Transit (cmt-stl.org)

Travel Training

Travel training programs teach individuals how to ride public transit independently. Riders learn many facets of navigating the transit system, including purchasing fares, landmark recognition, pedestrian safety, community safety, and schedule comprehension. With the skills and confidence to use public transit, individuals may no longer need to rely on other more costly alternatives.

Metro offers a Travel Training Program to people with disabilities who need help learning how to navigate their community and the transit system. Mobility and orientation services at St. Louis Society for the Blind and Visually Impaired provide clients with tools and instruction on how to safely move about their home and community

Mobility Management
Mobility management is an innovative approach for managing and delivering coordinated transportation services. Mobility management programs aggregate information on the various transportation services available in one place, to make it easier for customers to be aware of all their options. Some programs may also provide referral services, in which they help customers find the best service to meet their needs for a specific trip or help connect them with long-term options. Some mobility management programs may even go so far as to implement technologies to coordinate services between providers. While these types of programs do not provide transportation directly, they provide a much-needed, centralized source of information.

In Missouri, Boonslick Regional Planning Commission operates MORides, a website housing information on transportation services throughout the state of Missouri. Anyone can use the site to search for services, filter results based on their needs and location, and get details on how to contact local providers. UnitedWay 211 provides a similar option in Missouri and Illinois, by web or phone, to connect residents to transportation options and other essential human services.

Chapter 4: Plan Development and Engagement

Engaging local partners and stakeholders in development of the CHSTP ensures that the plan reflects the current needs and priorities in the region. Input is solicited from both providers and users of transportation services to assess the needs of the community, determine if those needs are being met, evaluate existing transportation services, and generate tangible strategies for making improvements. These voices are vital to the process, and ultimately, the plan exists to serve them better. EWG facilitated stakeholder engagement activities between September 2023 and January 2024, including surveys, virtual and in-person stakeholder meetings, and one-on-one discussions with those unable to attend scheduled activities. A public comment period and open houses followed the release of the draft plan in March 2024.

Stakeholder Engagement

Two CHSTP stakeholder meetings were convened to facilitate discussion between EWG, public transportation providers, human service agencies, and other partner organizations. The first stakeholder meeting was held on September 20, 2023 to assess the transportation needs of seniors and individuals with disabilities and pinpoint gaps in the network. Private meetings with individuals and local organizations continued through October to provide additional opportunities for direct feedback and more in-depth conversations. A second stakeholder meeting was held virtually on November 15, 2023 to review the feedback received and develop goals and strategies to address the identified gaps and needs. Stakeholders were also invited to participate in a survey to prioritize the proposed goals and strategies derived from these activities and to review the draft CHSTP prior to its public release. The draft plan including the Section 5310 competitive selection criteria, was distributed to local stakeholders for review on February 1, 2024.

Participating Agencies & Organizations

Bi-State Development / Metro
Boonslick Regional Planning Commission / MO RIDES
Cardinal Ritter Senior Services
Citizens for Modern Transit
City of Florissant, Hazelwood, Jennings & St. Charles
City Seniors
Community Living
Delta Center for Independent Living
Developmental Disability Advocates
Developmental Services of Franklin County
Disability Resource Association
Eagle's Nest of St. Clair County
Easterseals Midwest
IDOT HSTP – Regions 9 & 11
Illinois Center for Autism
Independence Center
Jefferson County Community Partnership
Jefferson County Council District 4
JewelRide
Lafayette Industries
LifeBridge Partnership
Monroe Randolph Transit District
Northside Youth & Senior Services Center
OATS Transit
Paraquad
Places for People
Trailnet
Village of Glen Carbon
Society for the Blind and Visually Impaired
St. Louis Arc
St. Louis Area Agency on Aging (SLAAA)
St. Louis City Office on the Disabled
St. Louis Senior Fund
St. Louis Metropolitan Alliance for Reliable Transit (SMART)
St. Louis Office for Developmental Disability Resources
Sunnyhill
UCP Heartland
Union Senior Center Transportation

Surveys

From August through October 2023, EWG conducted a Public survey and a Provider survey to gather thoughts and feedback on transportation services in the region. Both paper and electronic surveys were administered. Surveys were circulated via email, social media, the EWG website, and the EWG Local Government Briefings newsletter. Partners at the Disability Transportation Resource Network and other local organizations, including the St. Louis Area Agency on Aging, also helped distribute the survey and solicit feedback from their clients.

The Public survey was designed to engage users of public transit and transportation services, including the target populations of seniors and individuals with disabilities, to determine satisfaction with transportation options, ease of travel, and desired improvements. Recognizing that due to the nature of certain disabilities, some individuals may not be able to complete a survey, even with assistance or accommodation, EWG also relies on feedback from agencies working with individuals with these types of disabilities to help represent their needs and interests. The Provider survey was targeted to transportation and human service agencies to collect information on existing transportation services and inventories, coordination efforts, challenges facing their organizations and clients, and potential areas for improvement. A total of 103 responses were collected – 72 responses to the Public survey and 31 responses to the Provider survey. The following results are highlighted because they underscore issues relevant to the development of the CHSTP, but do not represent an exhaustive analysis of every survey question.

Public Survey Findings

What is your age?
The first two questions about age and ability let us know if we are reaching our target populations – seniors and people with disabilities. The average age of survey respondents was 54 years, and over a third (35%) reported being a senior age 65 or over.

Do you consider yourself to have a disability?
This question asks respondents to self-identify whether or not they have a disability, with the majority (64%) reporting that they do.
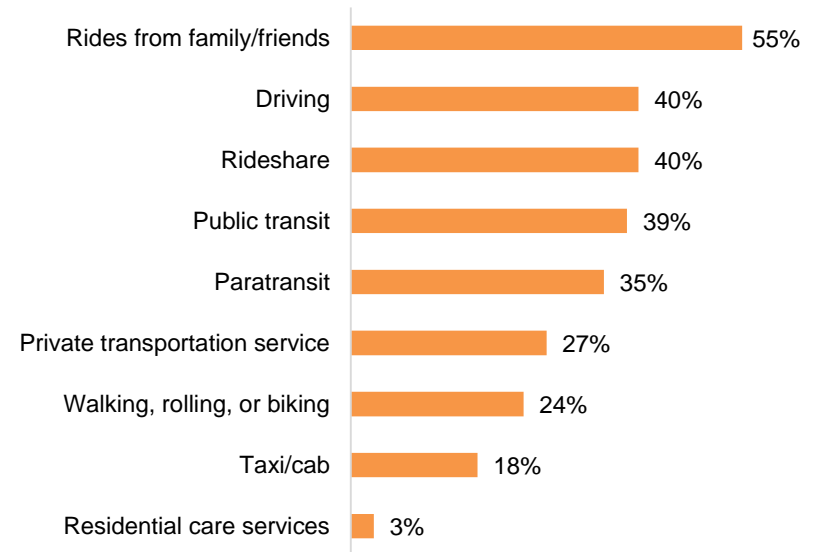
Are you employed?
Slightly more than half of all respondents (53%) are employed, at least part-time.

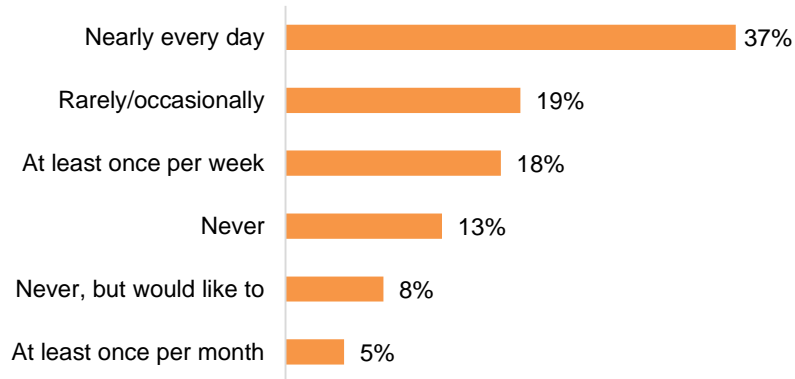|	
Yes, full-time	36%
Yes, part-time	17%
No	47%
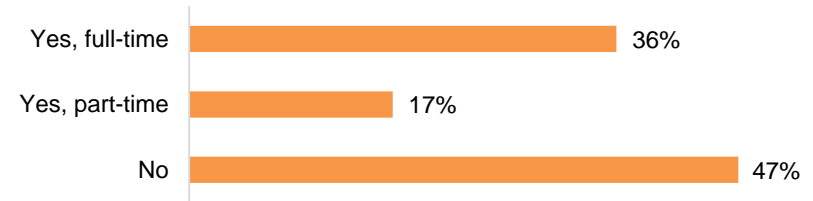
How do you typically get around?
This question allowed respondents to select as many transportation options as they use to get around. Relying on rides from family and friends was cited by 55% of respondents – the most common response to this question. This suggests that people are not using or not able to use the other options to get around, due to reliability, affordability, availability, safety, or other reasons. Public transit and paratransit came in at 39% and 35%, respectively.

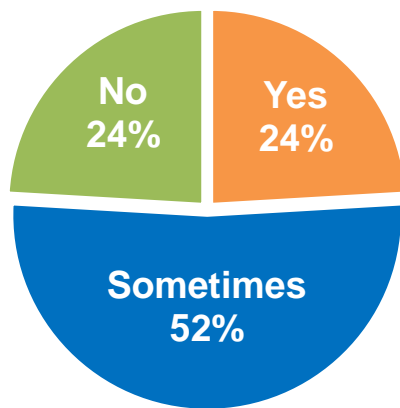|	
Rides from family/friends	55%
Driving	40%
Rideshare	40%
Public transit	39%
Paratransit	35%
Private transportation service	27%
Walking, rolling, or biking	24%
Taxi/cab	18%
Residential care services	3%

How frequently do you use public transit/transportation services?

Near daily use of transit and transportation services was reported by 37% of respondents – the same percentage that reported being unable to drive. Overall, reported usage of these services was lower than in prior years, which may be in part due to the reliance on rides from family and friends already reported in the survey.

Category	Percentage
Nearly every day	37%
Rarely/occasionally	19%
At least once per week	18%
Never	13%
Never, but would like to	8%
At least once per month	5%

Do you use any digital/virtual services to replace a trip?

Respondents were able to select all services they use, with just 19% reporting no use of virtual or digital services that take the place of a trip. Of the 53% of survey respondents who are employed, 29% reported being able to telework or work from home.

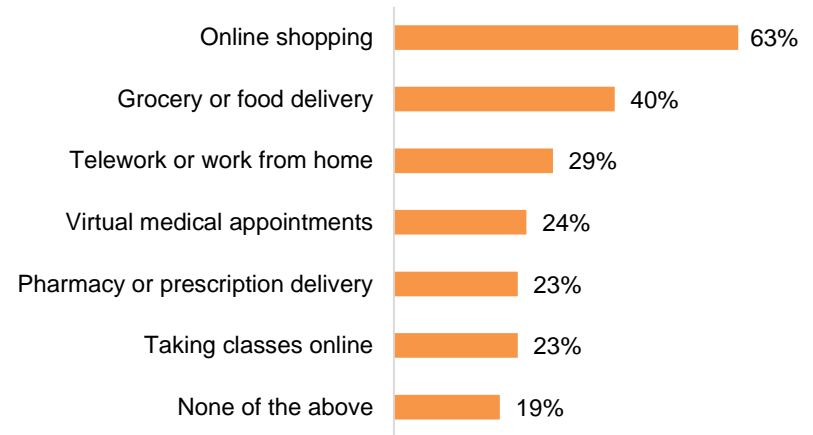| Category	Percentage
Online shopping	63%
Grocery or food delivery	40%
Telework or work from home	29%
Virtual medical appointments	24%
Pharmacy or prescription delivery	23%
Taking classes online	23%
None of the above	19%

Do you have difficulty getting where you need to go?

A large majority (76%) of respondents reported having difficulty getting around at least some of the time.
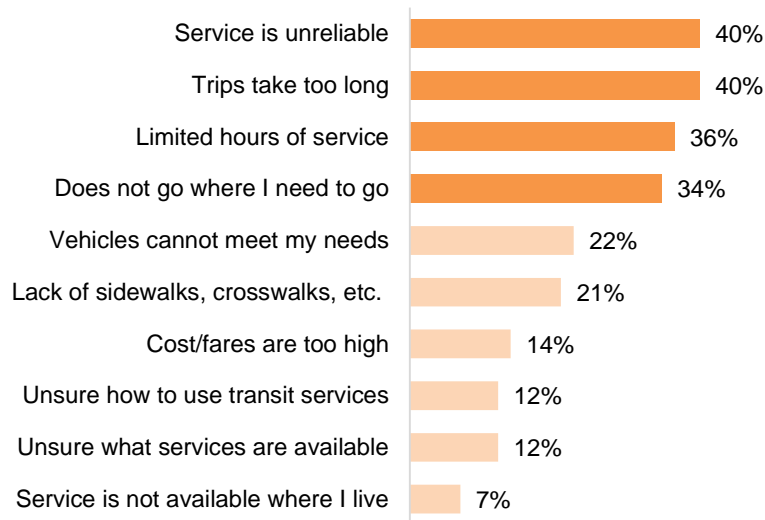
No 24%
Yes 24%
Sometimes 52%

Do you have difficulty affording transportation?

Responses to this questions were almost evenly split, with 49% reporting no difficulty affording transportation, indicating that while affordability is a major obstacle, it may not be the chief problem.

No 49%
Yes 17%
Sometimes 34%
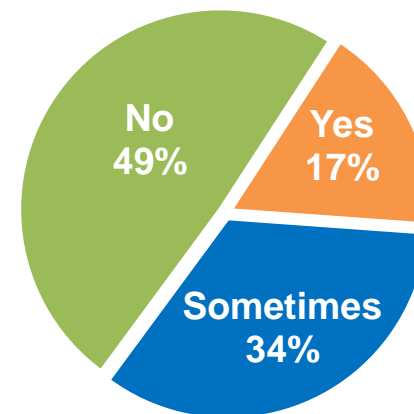
What are the biggest challenges you face in using public transit/transportation services?

Respondents were asked to select their top four answers to this question, to highlight some of the biggest difficulties they face. The top responses were that service is unreliable (40%), trips take too long (40%), limited hours of service, particularly evenings and weekends (36%), and service does not go where riders need it to go (34%).

Challenge	Percentage
Service is unreliable	40%
Trips take too long	40%
Limited hours of service	36%
Does not go where I need to go	34%
Vehicles cannot meet my needs	22%
Lack of sidewalks, crosswalks, etc.	21%
Cost/fares are too high	14%
Unsure how to use transit services	12%
Unsure what services are available	12%
Service is not available where I live	7%

What improvements would make it easier for you to travel?

This question sought open-ended responses on areas for improvement.

Key themes that emerged from the responses:
- An improved and more robust transit system in general – expanded service coverage areas, hours of service, frequency of buses and bus stops, etc.
- More reliability in being able to schedule rides and less advance notice required.
- Easier ways to make trip reservations, including options that don't require riders to make a phone call.

- More affordable options, especially for demand-response services and rideshare.
- Vehicles and facilities that are well-maintained and wheelchair accessible, including taxis and rideshare.
- Addressing crime and safety on transit and in public spaces.
- Not having to worry about being able to get to work or medical appointments.
- More efficient demand-response trips that reduce the amount of time spent on the bus/vehicle.
- Accessible sidewalks, crosswalks, and bike routes, especially to and from bus stops or transit.
- More amenities at transit stops and centers, such as restrooms, shelters, audible signage, lighting, and benches.
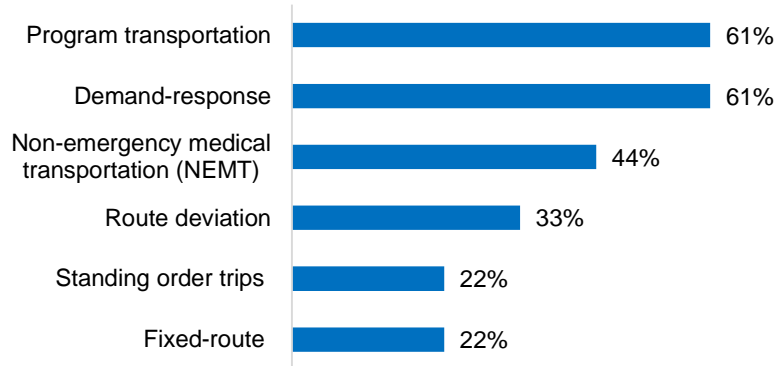
Direct comments shared by respondents:
- "We need the entire community vested in public transportation including Call-A-Ride."
- "Reducing the cost of ride share such as Lyft and Uber."
- "More stops and more buses in the Jefferson County, MO area."
- "It is difficult to schedule rides daily. I have to adjust my work schedule to be able to schedule my rides."
- "Better reservation system and safer security measures."
- "Provide audible signage for bus stops for blind people particularly when the bus stop is in the middle of the block."
- "Affordable rates, reliable service. I cannot be late for work."
- "I have had to use Lyft/Uber for my trips and have had to pay substantially more in transportation costs."

Provider Survey Findings

What type of transportation does your agency provide?

Program transportation and demand-response service both show 61% of agencies providing this type of transportation. Fixed-route service is the least common service provided (22%) as it is typically provided by fewer but larger transit agencies. Some services may fit into multiple categories.

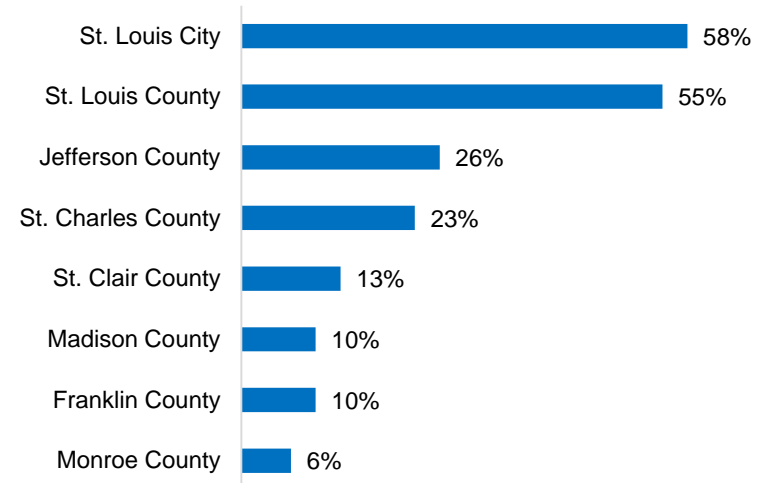|	
Program transportation	61%
Demand-response	61%
Non-emergency medical transportation (NEMT)	44%
Route deviation	33%
Standing order trips	22%
Fixed-route	22%

What level of assistance is provided?

The level of assistance offered to passengers is directly related to the type of service provided. Almost half (47%) of providers surveyed assist passengers to/from their door and slightly less (42%) will drop the passenger off directly in front of their destination (curb-to-curb).

Door-to-door	47%
Curb-to-curb	42%
Door-through-door	26%
Protective oversight	16%
Transit stops	11%
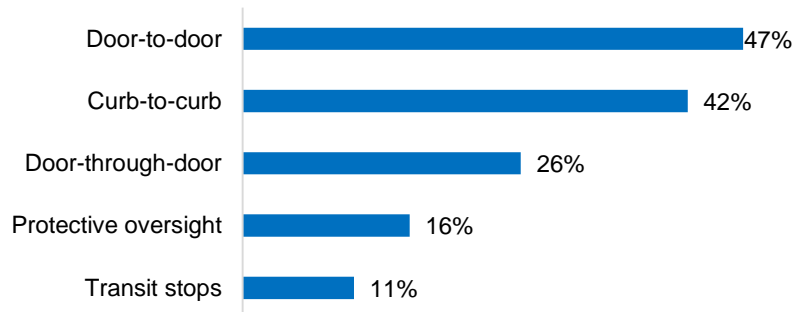
What counties are in your service area?

Over half of those surveyed provide service in St. Louis City and County. About a quarter of providers offer service in St. Charles and Jefferson Counties, with even fewer providers operating in the remaining four counties of the EWG planning area.

St. Louis City	58%
St. Louis County	55%
Jefferson County	26%
St. Charles County	23%
St. Clair County	13%
Madison County	10%
Franklin County	10%
Monroe County	6%

What are typical service days and hours?

All agencies surveyed provide transportation services Monday through Friday, with most service hours falling between 5:30 am and 6:00 pm. The exception is Metro, which operates daily from 4:00 am to 1:00 am. On weekends, 33% of providers offer service on Saturdays and 22% on Sundays – often on an as-needed basis.

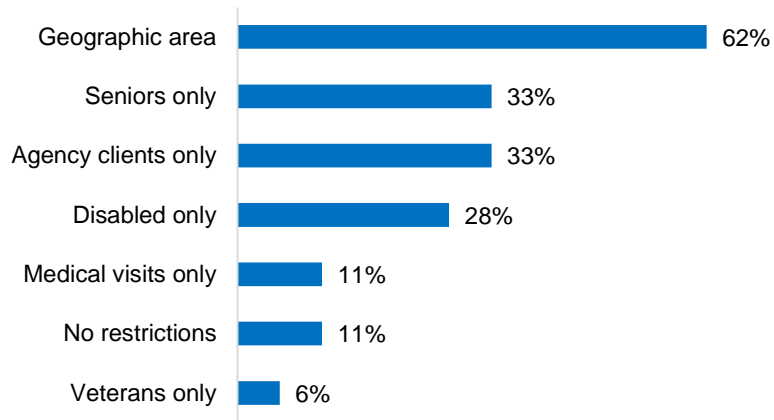### How many agency vehicles are wheelchair accessible?

Thirty-eight percent of agencies report that all of their vehicles are wheelchair accessible vehicles (WAV). Another 56% report having at least one WAV and on average, about half of these agencies' fleets are wheelchair accessible. Only one provider reported no WAVs in their fleet.

Does your agency have any vehicles not currently in service?

Forty-one percent of providers currently have a vehicle out of service, primarily due to poor condition or maintenance issues.

Are trips restricted in any way?

Only 11% of providers report no restrictions on the rides they provide. Most providers (62%) are limited to certain geographic service areas and 11% are limited to trips for medical care only. Other restrictions on who is eligible for services are primarily based on agency policy or funding constraints.

Geographic area	62%
Seniors only	33%
Agency clients only	33%
Disabled only	28%
Medical visits only	11%
No restrictions	11%
Veterans only	6%

Does your agency regularly deny trips?

Two-thirds of providers report no trip denials due to agency policy or funding restrictions. An even greater share of providers (72%) report no trip denials due to vehicle or staffing capacity. Despite consistent feedback indicating that many agencies are short on staff – drivers in particular – these shortages are not being felt evenly across agencies. In addition, providers may not be denying as many trips if they have reduced service due to capacity restraints and are therefore receiving fewer requests for rides.

Do your clients routinely have transportation needs that you cannot service?
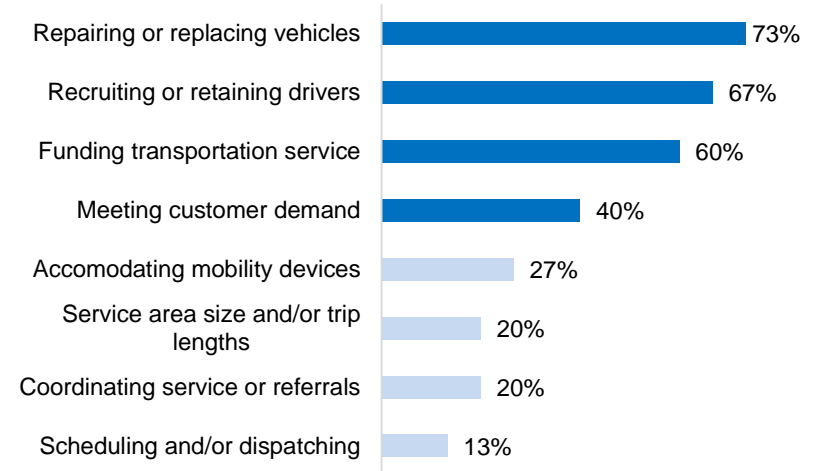
Sixty percent of providers report their riders having needs they cannot meet – primarily for transportation outside of regular service hours or outside of their defined service area.

Who drives agency vehicles to provide transportation services?

Two-thirds of agencies hire individuals specifically as drivers for transportation services and half utilize other agency staff to drive.

What are the biggest challenges your agency faces in providing transportation service?

Providers were asked to select their top four answers to this question, to zero in on some of the biggest difficulties they face. Repairing and replacing vehicles was cited as the greatest challenge (73%), followed by the need for drivers (67%), funding (60%), and meeting customer demand (40%).

Repairing or replacing vehicles	73%
Recruiting or retaining drivers	67%
Funding transportation service	60%
Meeting customer demand	40%
Accomodating mobility devices	27%
Service area size and/or trip lengths	20%
Coordinating service or referrals	20%
Scheduling and/or dispatching	13%

What could help improve your agency's transportation service?

This question sought open-ended responses on areas for improvement. Key themes that emerged from the responses:

- Section 5310 vehicles need to be delivered in a reliable, consistent, and timely manner.
- Increase the number of wheelchair accessible vehicles.
- Greater funding for maintenance and operation of vehicles, major repairs, and fuel costs.
- Hire and retain drivers, increase driver salaries, and develop a larger pool of trained drivers from which to recruit.
- Additional funding at the state level.
- Better information on other transportation providers in the region and how to coordinate with them.
- Regional land use that supports transit.

Public Comment and Open Houses

The draft CHSTP was made available online and open for public comment from March 1-31, 2024. Open houses and presentations of the draft CHSTP were held at the following times and locations:

Thursday, March 7 – 1:00-3:00pm
Glen Carbon Senior Center
157 N Main Street
Glen Carbon, IL 62034

Thursday, March 7 – 6:00pm
St. Louis Metropolitan Alliance for Reliable Transit (SMART)
Virtual Meeting via Zoom

Tuesday, March 12 – 4:00-6:00pm
Virtual Open House via GoToMeeting

Thursday, March 14 – 11:00am
IDOT HSTP Meeting
Senior Services Plus
2603 N. Rodgers Ave.
Alton, IL 62002

Friday, March 22 – 1:30-3:00pm
Paraquad
Jim Tuscher Auditorium
5200 Oakland Ave.
St. Louis, MO 63110

One official comment was submitted during the public comment period, citing the difficulty of navigating transportation, particularly for those who are making the transition to no longer driving. However, many people participated in the open houses and meetings by asking questions, making suggestions, and discussing their transportation challenges. Most were generally supportive of the plan and reiterated the need for expanding public transit and transportation services, more reliable demand-response service, a central resource on transportation options, and building more accessible and walkable communities. Better descriptions of some of the graphics in the plan were requested for those unable to see them. Based on this feedback, additional description was added to certain charts and graphics that were lacking detail.

Chapter 5: Identified Gaps and Unmet Needs

Feedback from engagement activities was used to identify gaps in existing transportation services for seniors and individuals with disabilities in the St. Louis region. These gaps have been grouped into five focus areas – Affordability, Reliability, Coordination, Technology, and Environmental and Social. While it was determined that the gaps and unmet needs identified in the 2020 CHSTP were still relevant today, there was a need to update some of the language and themes to better reflect the input received and emphasis on specific issues. It also became clear that many existing gaps and needs were exacerbated by the COVID-19 pandemic, bringing many of these issues to a crisis level in the St. Louis area and across the country in some cases. In this chapter, each focus area is defined in more detail, with examples of the unique challenges and needs facing transportation providers and the target populations, as well as current and ongoing initiatives seeking to address these problems.

Affordability

Both providers and riders may struggle to afford the cost of transportation services. Gaps occur when there is a lack of funding available for agencies to meet demand for transportation service, and the cost to use those services is a financial burden or cost-prohibitive for individuals.

User Affordability

The lack of funding available to service providers can result in increased costs being passed on to users. The need for transportation services on a regular basis, such as a daily work commute, more demand-responsive services, and more specialized assistance services, all further increase the cost to users. These services can become cost prohibitive for some riders, especially seniors and individuals with disabilities with limited or fixed incomes.

Transportation Funding

Despite public transit ridership lingering below pre-pandemic levels, there is growing demand for transportation services, particularly demand-response service models. Although these services provide convenience and flexibility, they tend to have higher operating costs than traditional transit and can be expensive for riders as well. And while there have been increases in federal funding for transit and paratransit through the passage of IIJA, the backlog in delivery of Section 5310 vehicles and inflation have cut into the boost they were intended to provide.

Projects and Progress

➢ Despite some of the lowest levels of public transit funding in the country, the state of Missouri has made significant increases in transit investment over the last two years. The $11.7 million budgeted for 2023 represents an increase of 34% over 2022 and a 580% increase over 2021 funding levels. This is a major breakthrough for local providers that can leverage these additional state funds as local match for federal funding programs available through IIJA.

➢ EWG was able to program over $700,000 in Covid Relief Funds in 2021 to help Section 5310 sub-recipients recover unexpected costs related to pandemic response, such as personal protective equipment (PPE), cleaning supplies, and wages for furloughed employees.

➢ Bi-State Development received $27 million in federal emergency disaster relief funds from FTA in 2023 to address the historic flooding in July 2022 that caused extensive damage to parts of the Metro system, including the elevators at the Forest Park-Debaliviere MetroLink station.

Reliability

A number of different trip logistics must be planned and managed to ensure safe, efficient travel. Gaps emerge when providers and riders cannot rely on regular access to the transportation resources they need and service becomes less predictable. Challenges can take many forms, including but not limited to those outlined below.

Travel Time and Service Hours

The timing of travel and transportation service presents challenges for individuals for a number of reasons. Service may not be available when needed during off-peak hours, such as early mornings, evenings, and weekends. Passengers may face long travel, transfer, or wait times, which can be difficult or even dangerous for those who are ill or have chronic medical conditions. Trip schedules may change abruptly and if ride reservations are unavailable or require too much advance notice, riders must find another option. Agencies providing these services may operate limited hours by choice or due to limited resources. Travel for work and medical appointments can be particularly difficult since these trips have a significant impact on

one's livelihood and quality of life, but also tend to be some of the least flexible in terms of timing and scheduling.

Geographic Coverage

Various parts of the region, especially rural areas, have limited or no public transit options. Alternative transportation services can help to fill these gaps, but many areas may still be underserved. In addition, seniors and individuals with disabilities living in rural areas often seek medical care and other services in suburban or urban areas. Better connectivity between jurisdictions is needed, but service area boundaries may be limited due to mission, resources, or funding source.

Staff and Driver Recruitment and Retention

Ensuring that transportation providers have enough drivers to support service demand has been a growing challenge that was exacerbated by the pandemic and has now ballooned to a national scale. Specialized or assistive services provided to seniors and individuals with disabilities may require additional duties and training for drivers and an ongoing effort to balance efficiency and empathy. Training and licensing drivers can be time-consuming and costly to the provider, which can be further complicated by low wages and high turnover. Even providers that rely on volunteer drivers can struggle to attract and incentivize a large enough volunteer base.

Specialized Services and Assistance

The fixed-route transit system, which provides curb-to-curb service, may not work for individuals that need specialized services or assistance. Due to the nature of their disability or condition, some individuals may need a travel companion or orientation specialist to help them get around. Others may require door-to-door or door-through-door service that provides assistance getting to and from the vehicle or even carrying groceries into their home. Those who are able to use fixed-route service may struggle without certain passenger amenities, such as restrooms on a long trip, or shelter in extreme weather.

Vehicle Accessibility and Availability

Providers and customers both suffer if vehicles are inaccessible, unreliable, or unavailable. Vehicles may lack accessible equipment such as wheelchair lifts or audio/visual displays to assist riders that need them. Ongoing maintenance issues may render a vehicle unreliable on the road or for longer trips. Ensuring that vehicles are available when needed and properly equipped to handle passenger volume or special needs can help to control costs and improve service efficiency.

Projects and Progress

➢ Since 2019, Metro has partnered with Lyft to help those struggling to access transit. For eligible trips, Metro riders can use a discount code to request a ride to or from select neighborhoods and their bus stop or transit center for just $1. The program helps bridge the "first/last mile" where people often have difficulty traveling between their home or destination and a transit stop.

➢ Until 2023, MODOT managed a popular Transit Vehicle Repair program that funded major vehicle repairs and parts (beyond regular vehicle maintenance) for vehicles purchased through federal programs, including Section 5310. Due to funding changes under IIJA, the program was set to close on December 31, 2023, but funds were depleted prior to that date. Although this program is no longer active, there is a significant and growing need for this type of support to ensure safe and reliable vehicles for transportation providers.

Coordination

Rules and regulations that govern how transportation is provided differ between agencies and jurisdictions, which can silo services and restrict or complicate opportunities for coordination among providers. Communication and coordination can reduce service overlaps, pool limited resources, and enable passengers to create travel plans that fit their individual needs. Gaps occur when the lack of coordination or sharing of resources and information becomes a barrier to transportation access and mobility.

Service Fragmentation

Service fragmentation develops when many different providers exist but focus on separate and distinct missions and client bases. This can result in the duplication of services, inefficient use of vehicles, and poor service quality. Unfortunately, there are many challenges and barriers to service coordination. For example, jurisdictional boundaries – whether by municipality, county, state, or even rural versus urban – can create barriers and disrupt longer distance trips in particular. Although many providers fulfill a specific and unique transportation need, the smaller the scope of an agency's services, the more fragmented the regional network becomes.

Funding Restrictions

Funding sources, their eligibility criteria, and requirements on fund usage, can create silos and fragmented services. Restrictions on who can be served and the geographic service area can make it difficult to provide the most efficient service. Providers may also be concerned that coordinating with other agencies or transporting someone who is not their client could jeopardize their funding and not be willing to take that risk.

Cross-Sector Connections

Transportation is integral to accessing jobs, housing, healthcare, and many other necessities. However, a large network of separate agencies at the federal, state, and local levels manage funding and access to other resources, making it challenging to coordinate basic necessities for those who need assistance. For example, the U.S. Department of Housing and Urban Development (HUD) can fund housing for low-income assisted living, but will not fund transportation for those living in these residences.

Lack of Service Information

Since there is a large volume and variety of transportation services in the St. Louis region, it can be difficult for individuals and agencies to know all of the transportation options and resources available to them. For example, if agencies aren't aware of what services other agencies are providing, they may not be able to make referrals. Information about available options can be hard for individuals to navigate. Language barriers, such as limited English proficiency (LEP), add another layer of difficulty.

Agency Communication and Coordination

Successful coordination efforts require ongoing communication between agencies and establishing positive relationships and partnerships. Without an up-to-date and comprehensive source for information on providers, vendors, grant opportunities, or related issues, it can be difficult for agencies to stay aware of what is going on in the region and identify potential partners or areas for coordination.

Projects and Progress

➢ PonyBird and NextStep for Life, two agencies providing services to people with developmental disabilities in Jefferson County, merged operations in July 2022. The merger was years in the making, with PonyBird taking over as NextStep for Life's executive director retired. During due diligence, PonyBird found that there was some duplication of services and similarities, but also opportunity to expand their service population. The merger increased the scope and efficiency of transportation services, enabling PonyBird to provide a continuum of care that does not exist anywhere else in Jefferson County.

➢ Transit Planning 4 All (TP4A) held a day-long Transportation Accessibility Institute conference in Oklahoma City, OK on May 22, 2023. A team of advocates and representatives from the St. Louis area received funding to attend the conference and learn about inclusive planning, building partnerships, and improving accessibility in transportation.

Technology

Technology has evolved rapidly in recent years in the transportation sector and has the potential to positively transform how people get around and engage with their communities. Gaps occur when certain individuals or populations are not able to benefit equitably from technological advancements in transportation.

Transportation Network Companies (TNCs)

TNCs are app-based, ride-hailing companies such as Uber and Lyft. While technology companies moving into the transportation business has presented a significant opportunity to improve mobility, it comes with new and unique challenges. Ride-hailing companies do not have to meet the stringent accessibility requirements that other transportation providers are held to, which can lead to a lack of accessible vehicles and/or drivers that may not know how to address the needs of seniors and individuals with disabilities. The cost of these services can also be a barrier to use.

Standardized Software

Providers often use different software platforms, despite offering similar services. Lack of standardization and interconnectedness can complicate opportunities for coordination or referrals. Integration can

help create a more seamless experience for nearly every aspect of the process – applications for funding, trip scheduling, routing, dispatching, fare collection, customer intake, new driver onboarding, and more. However, start-up costs can be high and implementation requires agencies reaching agreement on shared systems.

Vehicle Technology

Technologies exist that make transportation services and vehicles themselves safer, cleaner, more accessible and efficient, and less costly. Theft-deterrent systems, cameras, and auto-assist features, can make it easier to maneuver large transit vehicles and for providers to protect their fleets. Advanced fare collection systems can streamline service and reduce time at bus stops. Electric vehicles in particular have the potential to reduce maintenance and other long-terms costs, despite the initial price tag.

Personal Technology

Many new and convenient transportation services rely on customers having access to personal technologies such as a smartphone, computer, or home internet access. Those living on fixed incomes may struggle to afford these technologies, which limits access to the services that rely on them. Others may simply prefer the option to make a phone call. Online services and delivery options can eliminate the need for some trips altogether. While this can help people access prescriptions, healthcare, and other essentials, for example, it must be balanced with goals of reducing isolation and keeping individuals engaged with their community.

Projects and Progress

➢ SCCTD was awarded $1.2 million in CMAQ funds for the purchase of six battery electric buses for ATS. Combined with a $10.8 million Rebuild Illinois grant, SCCTD has now secured over $13 million to electrify their ATS fleet.

➢ Passengers on MetroLink, and MetroBus can use the Transit App on their mobile phones to purchase tickets and pay fares, and in August 2023, Metro launched a pilot e-fare program for Call-A-Ride users. Due to the success of the pilot program, mobile ticketing (e-fare) is now open to all Call-A-Ride users.

➢ St. Louis City launched the St. Louis Vehicle Electrification Rides for Seniors (SiLVERS) program in September 2021. Through the City's participation in the Bloomberg Philanthropies American Cities Climate Challenge (ACCC) and a grant from the U.S. Department of Energy, local advocacy group Forth was able to fund and implement the SiLVERS program. The program seeks to reduce emissions and vehicle operating costs for providers, while improving mobility for seniors. Northside Youth and Senior Service Center (NSYSSC) and City Seniors were leased electric vehicles to provide non-emergency transportation and deliver food to seniors at home.

Environmental and Social

A variety of environmental and social factors influence an individual's mobility and transportation needs. Physical infrastructure, public policies, and demographic trends all shape our environment and impact accessibility. Gaps develop when communities and social programs do not adequately support the needs of seniors and individuals with disabilities.

Accessible Infrastructure

A lack of accessible infrastructure – sidewalks in poor condition or nonexistent, unsafe street crossings, non-ADA compliant curb ramps, lack of bus stop amenities, and inadequate signage and lighting – can make it difficult or prevent seniors and individuals with disabilities from accessing needed transportation options. Riding public transit is typically more affordable than specialized transportation services, but is inaccessible if the user cannot make it to a bus stop because of the physical infrastructure. A number of federal programs are available to fund the construction of new accessible infrastructure projects and bring existing facilities into compliance with ADA.

Population Changes

Changing demographics are leading to an aging population, which is a trend seen nationally as well as locally. People are living longer, working longer, and often requiring more medical care in later years. As such, demand for transportation to and from work and medical appointments is increasing. Furthermore, many seniors express a desire to age in place, which the U.S. Centers for Disease Control and Prevention define as "the ability to live in one's own home and community safely, independently, and comfortably, regardless of age, income, or ability level." Changes in personal mobility can make aging in place difficult without reliable transportation options.

Land Use

At the regional level, new housing and employment centers are often developed outside of the urban core and transit system, creating spatial gaps in suburban and rural locations that often lack service and infrastructure for people walking and taking transit. On a smaller scale, local zoning that separates land uses (residential, commercial, industrial, etc.) puts homes and residents further from their

destinations, whether that is grocery stores, hospitals, or city hall. Although land use affects travel patterns for everyone in the region, sprawl and auto-dependency can be more disruptive for seniors and individuals with disabilities.

Safety and Security

Individuals may have a number of concerns over their personal safety and security when it comes to making travel arrangements. People may worry that public transit is unsafe, feel uncomfortable walking down a dark or busy road, or be afraid of getting stranded in an unfamiliar place. While there are things that individuals can do to feel safer and more confident when out and about, addressing the root causes of crime and making public spaces more secure, through design strategies or lighting, for example, are better addressed at the community level.

Projects and Progress

- In 2022, EWG received a federal planning grant through the new Safe Streets and Roads for All (SS4A) program to develop a region-wide comprehensive safety action plan. When complete in 2024, the plan will outline a regional strategy to prevent serious injury crashes and traffic deaths. The plan will further focus on vulnerable road users and underserved communities.
- Local leaders, law enforcement, and national experts convened in St. Louis on May 17, 2023 for the St. Louis Regional Crime Summit. Panel discussions examined current crime and homicide rates, the effects of crime on the larger community, proven strategies for crime reduction from the Violence Reduction Center (VRC), and next steps for the region. Recommendations include ongoing, bipartisan collaboration to address crime holistically and as a public health crisis, focusing on prevention, intervention, and enforcement.
- Bi-state Development's Secure Platform Plan (SPP) began in 2021 and is expected to be completed by the end of 2025. The $52 million SPP includes gated MetroLink stations, entrances, and exits, along with a network of cameras linked to a real-time security center. Creating a secure transit system that does not impede access for people with disabilities is an issue that has been raised and discussed with the community during the plan's engagement process.

Chapter 6: Goals and Strategies

The goals and strategies outlined in this chapter were derived from stakeholder feedback and address the five focus areas identified in Chapter 5. Goals and strategies are listed in order of priority – first by focus area and then by individual strategy. **Table 4** and **Table 5** show how the overall focus areas and specific strategies were prioritized, respectively. These strategies guide transportation investment in the St. Louis region through the Section 5310 program, but more generally, they seek to enhance mobility for seniors and individuals with disabilities in the region. As such, they are also applicable to other transportation projects and can help chart a path forward for local advocacy efforts and transit-supportive policies and infrastructure as well. Applications submitted for Section 5310 funding must be responsive to at least one of the goals and corresponding strategies, even if the proposed project or activity is not explicitly listed.

Affordability

Goal: Increase investment in transportation services and reduce the financial burden of providers, agencies, and riders.

Strategies:
1. Fund the maintenance and/or replacement of vehicles and equipment that are beyond their useful life, in order to sustain or expand needed services.
2. Advocate for more flexible federal and state funding to support the maintenance and operations of existing fleets.
3. Support rider subsidy and voucher programs tailored to meet the needs of seniors and individuals with disabilities.
4. Seek out public-private partnerships for new funding opportunities, local match support, and grant writing assistance.
5. Establish a central resource for grant and funding assistance available to human service transportation and related services.
6. Improve communication between funders and transportation providers to create a more efficient and reliable funding process.
7. Identify performance measures to track the efficiency and cost-effectiveness of transportation services and providers.

Reliability

Goal: Improve the reliability of using and providing transportation services by supporting routine needs and logistics.

Strategies:
1. Increase service in or to underserved geographic areas.
2. Expand the availability of specialized or assisted transportation services (*travel training/orientation programs, door-through-door service, bus buddy program*).
3. Make transportation services more frequent, on-time, and with less advance notice required for reservations.
4. Support wage increases, standardized training, career development opportunities, and recognition or incentive programs to improve staff and driver recruitment and retention.
5. Work with rideshare companies and TNCs to increase the number of WAVs available in the region.
6. Expand evening and weekend service hours.
7. Provide first/last mile connections to transit *(shuttle service, ride-sharing, microtransit, micromobility)*.
8. Increase passenger amenities at transit stops *(lighting, shelters, benches, restrooms, real-time information kiosks)*.

Environmental and Social

Goal: Support the development of an accessible built environment, robust public transit network, and social programs that foster independence.

Strategies:
1. Shift the cultural narrative to normalize aging and disability and routinely incorporate the needs of these populations into public policy and planning.
2. Increase disability awareness, visibility, and education among public/elected officials and the general public.
3. Promote walkable communities through supportive land uses, higher accessibility standards, transit-oriented development, and improved pedestrian access to public transit.
4. Support education and training programs to increase the talent pool in the region and staff/driver recruitment opportunities.
5. Address crime and security at the community level to improve personal safety in transportation and other public spaces.

Coordination

Goal: Centralize transportation information and resources to reduce barriers to coordination among agencies and increase public awareness of service options.

Strategies:

1. Work with funding partners to reduce silo-type transportation restrictions and support flexible service options.
2. Assess the feasibility of vehicle sharing policies and cost sharing agreements.
3. Grow partnerships and committees to facilitate ongoing communication between agencies, regularly address issues identified in the CHSTP, and promote regional transit campaigns (*Regional Disability Transportation Network, Citizens for Modern Transit's Ten Toe Express and Try and Ride Program*).
4. Expand institutional definitions to open up opportunities for cross-sector collaboration (*Medicaid transportation to get groceries).*
5. Address issues with insurance formulas to reduce costs and enable coordination.
6. Support mobility management to provide centralized information, encourage referrals, and manage demand across agencies (*MO Rides, United Way 211*).

Technology

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

Strategies:

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. Support initiatives to electrify vehicle fleets.
4. Expand education on the use of personal technologies for transportation access *(smartphones, computers, internet access)* and provide options for riders to use their preferred communication methods.
5. Enhance cybersecurity so that providers can protect their systems and reliability for riders.

Local Priorities

Goals and strategies were prioritized through surveys and stakeholder input. Thirty-two local stakeholders participated in a Strategies survey in January 2024. **Table 4** illustrates how the focus areas ranked overall, based on the percentage of survey responses prioritizing strategies in those categories. Strategies in the Affordability focus area ranked highest and those in Technology ranked lowest. **Table 5** categorizes each strategy as high, medium, or lower priority and indicates which focus areas they may address, as potential projects or activities may overlap with multiple focus areas.

Table 4: Focus Area Priorities			
Focus Area	**3%**	**Percent Prioritizing**	**72%**
Affordability			
Reliability			
Environmental & Social			
Coordination			
Technology			

Implementation

Work to improve mobility for seniors and people with disabilities does not stop at the development of goals and strategies. Implementation is what moves the region towards achieving these goals and holds public leaders and agencies accountable in their transportation investments and decision-making. It also demonstrates to the public that their voices are being heard and their needs matter. Each of the identified strategies will be implemented differently in terms of timing, funding, and which agencies or regional partners take the lead.

Table 5: Strategy Prioritization

	Strategies	Gap(s) Addressed				
		Affordability	Reliability	Env. & Social	Coordination	Technology
High Priority	Fund the maintenance and/or replacement of vehicles and equipment to sustain or expand services.	✔	✔			✔
	Advocate for more flexible funding to support the maintenance and operations of existing fleets.	✔	✔			
	Increase service in or to underserved geographic areas.		✔	✔		
	Expand the availability of specialized or assisted transportation services.		✔			
	Support rider subsidy and voucher programs.	✔				
	Seek out public-private partnerships for new funding opportunities and assistance.	✔			✔	
	Improve communication between funders and transportation providers.	✔			✔	
	Make transportation services more frequent, on-time, and with less advance notice required.		✔			✔
	Support wage increases and programs to improve staff and driver recruitment and retention.	✔	✔			
	Shift the cultural narrative to normalize aging and disability.			✔		
	Develop software platforms that can serve a pool of agencies to meet shared needs.				✔	✔
Medium Priority	Deploy technologies to improve trip management and service efficiency for providers/customers.		✔			✔
	Increase disability awareness, visibility, and education.			✔	✔	
	Work with funding partners to reduce silo-type transportation restrictions.	✔			✔	
	Work with rideshare companies and TNCs to increase the number of WAVs available in the region.	✔	✔			✔
	Establish a central resource for grants and funding assistance available.	✔			✔	
	Promote walkable communities.			✔		
	Assess the feasibility of vehicle sharing policies and cost sharing agreements.	✔	✔		✔	
	Grow partnerships and committees to facilitate ongoing communication between agencies.				✔	
	Expand institutional definitions to open up opportunities for cross-sector collaboration.			✔	✔	
	Expand evening and weekend service hours.		✔			
	Identify performance measures to track the cost-effectiveness of transportation services.	✔	✔			
Lower Priority	Support initiatives to electrify vehicle fleets.	✔				✔
	Address issues with insurance formulas to reduce costs and enable coordination.	✔			✔	
	Support mobility management to provide centralized information and encourage referrals.		✔		✔	
	Support programs to increase the talent pool in the region and staff/driver recruitment.			✔	✔	
	Expand education on the use of personal technologies for transportation access.					✔
	Provide first/last mile connections to transit.	✔	✔	✔		
	Address crime and security at the community level to improve personal safety.			✔		
	Enhance cybersecurity so that providers can protect their systems and reliability for riders.		✔			✔
	Increase passenger amenities at transit stops.		✔	✔		✔

Chapter 7: Section 5310 Competitive Selection

Projects submitted for Section 5310 funding are evaluated and recommended for funding using a competitive selection process. The project must meet the minimum federal requirements set by FTA and also perform well according to the selection criteria established by the agency through which they are applying.

EWG's selection criteria has been designed to reflect the priorities established in the region's CHSTP as well as federal program objectives. Project applications can receive up to the maximum of 100 points, but must receive a minimum of 55 points in order to be considered for funding.

IDOT's selection criteria applies to projects seeking funds for Section 5310 Traditional projects in the Illinois portion of the St. Louis region.

Federal Eligibility Requirements
- The project sponsor must meet the sub-recipient criteria as defined in the Section 5310 Circular.
- The proposed project must be eligible for Section 5310 funding under FTA guidelines.
- The proposed project must serve the target population – seniors and/or individuals with disabilities.
- The proposed project must be non-duplicative.
- The proposed project must identify one or more local funding sources and provide evidence that the source(s) are committed to supplying the necessary local match for the project.
- The proposed project must address at least one of the strategies identified in the CHSTP.

EWG Selection Criteria
Responsiveness to CHSTP Gaps and Strategies – 25 Points
- Addresses gaps and unmet needs identified in the CHSTP (10)
- How many and how effectively proposed strategies are implemented (10)
- Clear description of the project and how it meets eligibility requirements (5)

Benefits to Target Population – 25 Points
- Estimated number of seniors and/or individuals with disabilities that the project will benefit (5)
- Improved benefits to target population over time (5)
- More than one jurisdiction served (5)
- Needs of more than one target population addressed (5)
- Extent to which the service or program is open to the target populations (5)

Sponsor Experience and Management – 20 Points
- Sufficient management, staff, resources, and financial ability to implement the project and to sustain the project after initial grant funding is expended (5)
- Experience in managing transportation services for seniors and/or individuals with disabilities (5)
- History of managing federal funding sources (5)

- Clear and measurable outcomes to track the effectiveness of the project (3)
- Stability of local match funding source(s) (2)

Coordination – 20 Points
- Clear description of existing transportation services available and how the project will complement, rather than duplicate, those services (5)
- Demonstration of partners and stakeholders involved with project and applicant's role in providing service (5)
- Extent to which applicant will ensure service coordination (5)
- Documentation of effort to notify local transportation providers of intent to apply (3)
- Extent to which clients and/or the public are informed about the service or program, or how it is marketed (2)

Project Budget – 10 Points
- Cost effectiveness of the project based on customers served and revenue miles (10)

IDOT Selection Criteria
Level of Existing Service – 4 Points
Availability of service on a daily and weekly basis.

Equipment Utilization – 4 Points
The amount of demonstrated use vehicles receive, based on vehicle miles traveled (VMT) or one-way vehicle trips per day.

Asset Maintenance – 4 Points
Ability to preserve and maintain vehicles throughout their useful life.

Management Capacity – 4 Points
Ability to manage and administer an effective transportation program from financial planning and staff training perspectives.

Coordination Efforts – 4 Points
Willingness and ability to coordinate with other service providers at a local and/or regional level.

Appendix A: Section 5310 Eligible Activities

Section 5310 funds are available for capital and operating expenses to support the provision of transportation services to meet the specific needs of seniors and individuals with disabilities.

Of the amounts apportioned to states and designated recipients, not less than 55% shall be available for Section 5310 Traditional projects – those public transportation capital projects planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate. Notably, this 55% is a floor, not a ceiling – recipients may use more than 55% of their apportionment for this type of project.

It should be noted that these projects must be carried out by an eligible sub-recipient, which include a private non-profit organization; or a state or local government authority that: 1) is approved by a state to coordinate services for seniors and individuals with disabilities; or 2) certifies that there are no non-profit organizations readily available in the area to provide the service.

Eligible capital expenses that meet the 55% requirement:
a. Rolling stock and related activities for Section 5310-funded vehicles
    1) Acquisition of expansion or replacement buses and vans, and related procurement, testing, inspection, and acceptance costs;
    2) Vehicle rehabilitation or overhaul;
    3) Preventive maintenance;
    4) Radios and communication equipment; and
    5) Vehicle wheelchair lifts, ramps, and securement devices.
b. Passenger facilities related to Section 5310-funded vehicles
    1) Purchase and installation of benches, shelters, and other passenger amenities.
c. Support facilities and equipment for Section 5310-funded vehicles
    1) Extended warranties that do not exceed the industry standard;
    2) Computer hardware and software;
    3) Transit-related intelligent transportation systems (ITS);
    4) Dispatch systems; and
    5) Fare collection systems.
d. Lease of equipment when lease is more cost effective than purchase.
e. Acquisition of transportation services under a contract, lease, or other arrangement. This may include acquisition of ADA-complementary paratransit services. Both capital and operating costs associated with contracted services are eligible capital expenses.
f. Support for mobility management and coordination programs among public transportation provides and other human service agencies providing transportation. Mobility management is an eligible capital cost. Mobility management activities may include:
    1) The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, seniors, and low-income individuals;
    2) Support for short-term management activities to plan and implement coordinated services;
    3) The support of state and local coordination policy bodies and councils;

4) The operation of transportation brokerages to coordinate providers, funding agencies, and passengers;
5) The provision of coordination services, including employer-oriented transportation management organizations' and human service organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;
6) The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangement for customers among supporting programs; and
7) Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of geographic information systems (GIS) mapping, global positioning system technology, coordinated vehicle scheduling, dispatching and monitoring technologies, as well as technologies to track costs and billing in a coordinated system, and single smart customer payment systems. (Acquisition of technology is also eligible as a standalone capital expense).

g. Capital activities (e.g., acquisition of rolling stock and related activities, acquisition of services, etc.) to support ADA-complementary paratransit service may qualify toward the 55% requirement, so long as the service is provided by an eligible recipient/sub-recipient.

Other eligible capital and operating expenses "New Freedom Type projects" (up to 45%):
a. Public transportation projects (capital only) planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
b. Public transportation projects (capital and operating) that exceed the requirements of the ADA. The following activities are examples of eligible projects meeting the definition of public transportation service that is beyond the ADA.

1) Enhancing paratransit beyond minimum requirements of the ADA. ADA-complementary paratransit services can be eligible under the Section 5310 program in several ways:
   i. Expansion of paratransit parameters beyond the three-fourths mile required by the ADA;
   ii. Expansion of current hours of operation for ADA paratransit services that are beyond those provided on the fixed-route services;
   iii. The incremental cost of providing same day service;
   iv. The incremental cost (if any) of making door-to-door service available to all eligible ADA paratransit riders, but not on a case-by-case basis for individual riders in an otherwise curb-to-curb system;
   v. Enhancement of the level of service by providing escorts or assisting riders through the door of their destination;
   vi. Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for wheelchairs under the ADA regulations, 49 CFR part 38 (i.e., larger than 30" x 48" and/or weighing more than 600 pounds), and labor costs of aides to help drivers assist passengers with oversized wheelchairs. This would permit the acquisition of lifts with a larger capacity, as well as modifications to lifts with a 600-pound design load, and the acquisition of heavier duty vehicles for paratransit and/or demand response service in order to accommodate lifts with a heavier design load; and
   vii. Installation of additional securement locations in public buses beyond what is required by the ADA.
2) Feeder services. Accessible "feeder" service (transit service that provides access) to commuter rail, commuter bus, intercity rail, and intercity bus stations,

for which complementary paratransit service is not required under the ADA.

c. Public transportation projects (capital and operating) that improve accessibility. The following activities are examples of eligible projects that improve accessibility to the fixed-route system.

    1) Making accessibility improvements to transit and intermodal stations not designated as key stations. Improvements for accessibility at existing transportation facilities that are not designated as key stations established under 49 CFR 37.47, 37.51, or 37.53, and that are not required under 49 CFR 37.43 as part of an alteration or renovation to an existing station, so long as the projects are clearly intended to remove barriers that would otherwise have remained. Section 5310 funds are eligible to be used for accessibility enhancements that remove barriers to individuals with disabilities so they may access greater portions of public transportation systems, such as fixed-route bus service, commuter rail, light rail, and rapid rail. This may include:

        i. Building an accessible path to a bus stop that is currently inaccessible, including curb cuts, sidewalks, accessible pedestrian signals, or other accessible features;

        ii. Adding an elevator or ramps, detectable warnings, or other accessibility improvements to a non-key station that are not otherwise required under the ADA;

        iii. Improving signage or wayfinding technology; or

        iv. Implementation of other technology improvements that enhance accessibility for people with disabilities including ITS.

    2) Travel training. Training programs for individual users on awareness, knowledge, and skills of public and alternative transportation options available in their communities. This includes travel instruction and travel training services.

d. Public transportation alternatives (capital and operating) that assist seniors and individuals with disabilities with transportation.

The following activities are examples of projects that are eligible public transportation alternatives.

    1) Purchasing vehicles to support accessible taxi, ride-sharing, and/or vanpooling programs. Section 5310 funds can be used to purchase and operate accessible vehicles for use in taxi, ride-sharing, and/or vanpool programs provides that the vehicle meets the same requirements for lifts, ramps, and securement systems specified in 49 CFR part 38, subpart B, at a minimum, and permits a passenger whose wheelchair can be accommodated pursuant to part 38 to remain in his/her personal mobility device inside the vehicle.

    2) Supporting the administration and expenses related to voucher programs for transportation services offered by human service providers. This activity is intended to support and supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Vouchers can be used as an administrative mechanism for payment of alternative transportation services to supplement available public transportation. The Section 5310 program can provide vouchers to seniors and individuals with disabilities to purchase rides, including: (a) mileage reimbursement as part of a volunteer driver program; (b) a taxi trip; or (c) trips provided by a human service agency. Providers of transportation can submit the voucher reimbursement to the recipient for payment based on predetermined rates and contractual agreements. Transit passes or vouchers for use on existing fixed-route or ADA complementary paratransit service are no eligible. Vouchers are an operational expense which requires a 50/50 (federal/local) match.

    3) Supporting volunteer driver and aide programs. Volunteer driver programs are eligible and include support costs associated with the administration, management or driver recruitment, safety, background checks, scheduling, coordination with passengers, other related support functions, mileage reimbursement, and insurance associated with volunteer driver programs. The costs of enhancements to increase capacity of

volunteer driver programs are also eligible. FTA encourages communities to offer consideration for utilizing all available funding resources as an integrated part of the design and delivery of any volunteer driver/aide program.

e. Limits on operating assistance. Given the 55% requirement for Section 5310 Traditional capital projects, a recipient may allocate up to 45% of its apportionment for operating assistance. However, this funding is limited to eligible projects as described in 49 U.S.C 5310(b)(1)(B-D) and described in this section (b, c, and d) above. Operating assistance for required ADA complementary paratransit service is not an eligible expense.

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