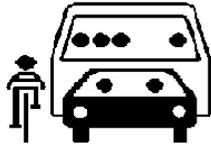


Western Washtenaw Regional Coordination Transit Study Report



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Executive Summary

The merging of the Manchester Senior Citizens transit service and the Chelsea Area Transportation System (CATS) will provide a more unified and efficient demand response service for the citizens of western Washtenaw County and ensure the continuation of the essential transit service provided in the Manchester Area.

- ✚ Service providers in western Washtenaw County include Manchester Senior Citizens and Chelsea Area Transportation System.
- ✚ Types of services include demand response, fixed route service, and group trips.
- ✚ Trip characteristics include medical, shopping, recreational, work, meals, and field trips.
- ✚ The majority of demand response trips are for medical needs.
- ✚ Senior citizens population, persons 65 years and older, living in western Washtenaw County increased from 2,736 to 3,357 or 18% between 1990 to 2000.
- ✚ The population of persons 65 years and older who have a disability, that reside in western Washtenaw County, increased from 773 to 885 or 13% between 1990 to 2000.
- ✚ 221 households in western Washtenaw County have no vehicle associated with the residence. For the purposes of this study these households are considered transit dependent.
- ✚ The Manchester Senior Citizens is a non-profit agency that relies on volunteers to keep the transit service operating. The Manchester Senior Citizens receives no federal operating funding, but does receive state operating funding, as well as, federal and state capital funding for the purchase of replacement vehicles. The federal and state funding that the Manchester Senior Citizens receives is passed through the Ann Arbor Transportation Authority (AATA).
- ✚ CATS is a non-profit organized transit agency that receives federal and state operating dollars, as well as, federal and state capital dollars. All federal and state dollars that CATS receives are passed through the AATA.
- ✚ A merger will need to retain the identity that the current Manchester service has created at least in the short run, but the structure of the transit service and the programs that the MSC currently provides will need to be restructured over time.
- ✚ In the first quarter of FY2006, CATS had an hourly operating cost of \$58.69.

In order for western Washtenaw County to have a more continuous transit service, one transit provider should be responsible for the administration and operation of transit service in western Washtenaw County. An effective transit service would provide demand response service to seniors and persons with disabilities who reside within western Washtenaw County. Demand response service should provide seniors, persons with disabilities and other transit dependent persons the opportunity to meet their everyday needs, such as, medical trips, recreation trips, and shopping trips.

Introduction

The Western Washtenaw Regional Coordination Transit Study is a precursor to the Washtenaw County Transit Plan scheduled to be initiated in summer 2006. The Washtenaw County Transit Plan will examine the current transit service that is provided throughout Washtenaw County and the transit providers who provide such service and make a recommendation of service. The Western Washtenaw Regional Coordination Transit Study will examine the existing service provided in the western rural portion of the County.

The western portion of Washtenaw County is rural in character with limited transit service provided by two different non-profit organizations. The Chelsea Area Transportation System (CATS) is more institutionalized with paid staff while the Manchester Senior Citizens (MSC) provides service relying entirely on volunteers. The leader of the MSC is dedicated but with advancing age would like to ensure the continuation of the service in his absence.

This study is being conducted in order to identify the demand and service needs of seniors and persons with disabilities that live within western Washtenaw County. The demand and service needs may be within Washtenaw County and adjacent counties. The study will also identify a recommended service level in order to meet a majority of the demand and service needs of seniors, persons with disabilities and other transit dependent persons who reside in western Washtenaw County.

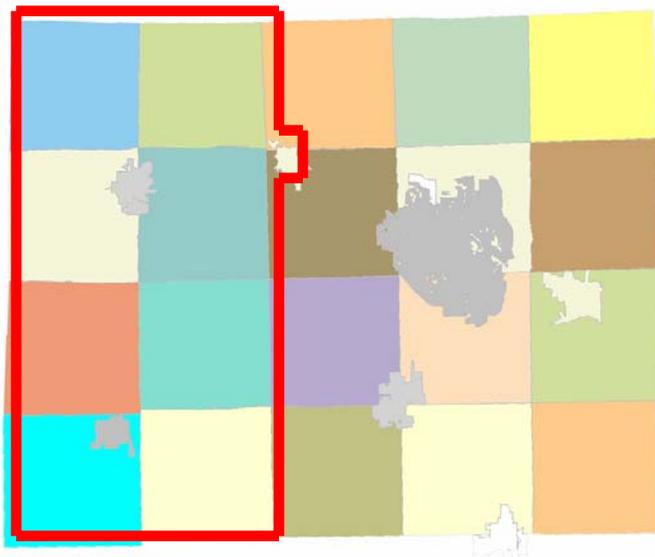
At the current time, the Manchester Senior Citizens transit service does not have enough volunteers to provide comprehensive demand response transit service for senior citizens that live in the Village of Manchester and Manchester Township. CATS is a non-profit structured transit service that could effectively conduct many of the services that the Manchester Senior Citizens transit service currently provides its users.

Study Description

The purpose of the Western Washtenaw Regional Coordination Transit Study is to determine how to ensure the continuation of the Manchester Senior Services. One possibility is to merge the services provided by the Manchester Senior Citizens and the Chelsea Area Transportation System. The merger of the two services could guarantee a continued service to the seniors of Manchester, when the current volunteer service is no longer able to provide dependable transit service. By merging the services of the two providers, western Washtenaw County will have a service that better meets the basic needs of seniors and persons with disabilities who reside within the study area.

The study area includes the westernmost Townships in Washtenaw County; Lyndon, Dexter, Sylvan, Lima, Sharon, Freedom, Manchester and Bridgewater Townships. The Villages of Manchester and Dexter and the City of Chelsea are also included in the study area. Map 1.1 shows the area of study for the Western Washtenaw Regional Coordination Transit Study.

Map 1.1
Western Washtenaw Study Area



Manchester Senior Citizens, Chelsea Area Transportation System, and Jackson Transit Authority all provide transit service within western Washtenaw County. The Manchester Senior Citizens and the Chelsea Area Transportation System are the main providers of transit within western Washtenaw County.

Ridership and Trip Characteristics

Manchester Senior Citizens

The Manchester Senior Citizens (MSC) is a non-profit volunteer organization that provides transit service to all seniors and the disabled who live in and around the Village of Manchester and Manchester Township. Demand response and group trips are provided by the Manchester Senior Citizens. Hours of service vary, but generally range from 8:00 am to 6:00 pm, Monday through Friday. Service is not available on holidays or weekends. The fare varies from \$0.50 for ice cream social trips, to \$10.00 for medical runs to Jackson, Ann Arbor, Ypsilanti and farther.

The Manchester Senior Citizens (MSC) demand response trips include, but are not limited to, trips for medical needs, shopping, senior activities, and yoga classes. The MSC also provides service for special event trips which include, visiting nearby nursing homes, a fall color tour, trips to Frankenmuth, and ice cream socials. The service also provides shopping trips within the Village of Manchester and to the Cities of Brooklyn, Adrian, Chelsea, and Ann Arbor.

In 2004, the MSC bus traveled a total of 6,822 miles. During the 2004 calendar year, the Manchester Senior Citizens provided demand response service to 2,673 seniors, 449 seniors with a disability, and 441 rides for the general public.

Many seniors that use the current Manchester bus do so for field trips and the Manchester Senior Citizens food program. The Manchester Senior Citizens food program provides meals to seniors in and around the Village of Manchester every Tuesday and Thursday at the Emanuel Fellowship Hall located in the Village of Manchester. In 2005, 60% of the total trips that the Manchester Senior Citizens provided were for field trips and the food program. In addition to the total trips, MHS also delivers 10-20 fresh meals everyday to local seniors by the MSC. These meals are delivered to seniors who are homebound due to limited mobility or illness. This meal service is provided separately from meals on wheels; it is an extra service that is provided by the Manchester Senior Citizens demand response service.

Volunteers run the transit service that is provided by the Manchester Senior Citizens. Mr. Howard Parr is currently administering the Manchester service. Mr. Parr runs the dispatch, performs all of the administrative work and drives the bus when needed. MSC has a few volunteer drivers, but due to the lack of funding; there is no permanent full-time driver.

The demand response transit service that is offered by the Manchester Senior Citizens utilizes one bus for all trips. The bus is a 2002 Ford mini-bus that has a factory installed wheelchair lift and seats 12 passengers

Chelsea Area Transportation System

On March 28, 2006, The Chelsea Area Transportation System passed a resolution to officially change the name of the Agency to Western-Washtenaw Area Value Express. The proposal for the name change has been submitted to the State of Michigan for final approval. For the purposes of this report, the Washtenaw Area Transportation Study (WATS) will be using Chelsea Area Transportation Study.

The Chelsea Area Transportation System (CATS) provides transit service to residents in and around the City of Chelsea, the Village of Dexter and the Townships of Sylvan, Lima, Dexter, and Scio. CATS is a non-profit organization that provides transportation services to residents of western Washtenaw County. CATS operates a demand response service, a special trip bus, and an fixed route service that links the City of Chelsea with the Village of Dexter and the City of Ann Arbor.

Demand response service for seniors, persons with disabilities and other transit dependent persons is offered Monday through Friday in the City of Chelsea and the Village of Dexter. Due to the increase in requests for demand response service in and around the Village of Dexter, CATS increased the demand response service for the Village of Dexter from a two day per week service to Monday through Friday service in March of 2006. The demand response trip characteristics include medical, work, social and senior activities. Fares for the demand response service, in the City of Chelsea and the Village of Dexter is a \$1.50 to \$2.00, depending on the distance of the trip, for senior and persons with a disability. Transit dependent riders may use the CATS demand response service for \$3.00 to \$4.00, depending on the trip destination. There is a \$0.50 transfer fee when using the demand response service to connect with the community connector.

The express bus service, Community Connector, operates Monday through Friday from 6:00 am to 6:48 pm. The fare for seniors and the disabled to ride the Community Connector ranges from \$1.00 to \$1.50 depending on the destination. Seniors and the disabled are charged \$1.00 to ride the Community Connector from Chelsea to Dexter and from Dexter to the AATA route #9 bus stop at the intersection of Jackson and Wagner Roads. Seniors and the disabled are charged a \$1.50 to ride the Community Connector from Chelsea to the AATA route #9. The Community Connector bus route stops include the parking lot on Park Street in the City of Chelsea, Washington Street School complex, Bates Elementary School, Dexter shelter on Ann Arbor Road, Dexter Senior Center, Mill Creek Middle School, Dexter Crossing Shopping Center, Cornerstone Elementary, the Scio Farms Subdivision, the Jackson Road Meijer in Ann Arbor, and the AATA route #9 transfer shelter near Jackson and Wagner Roads.

CATS retains one bus for group trips. The group trip bus can be rented at \$50.00 per hour. Due to the increase in gas, the cost per hour of the charter bus will be increasing.

CATS provided data for two time periods for this analysis, April 2003 to March 2004 and from October 2004 to September 2005, WATS was not provided data from April 2004 – October 2004. From April 2003 – March 2004, 66% of the service that CATS provided was demand response, while the Community Connector express bus service made up 34% of the trips. Of the total trips from October 2004 – September 2005 demand response serviced was used 49% of the time, while 51% of the trips were provided by the Community Connector express bus service. Overall, ridership for CATS continues to increase. Total ridership from April 2003 – March 2004 was 12,967 compared to 14,784 for October 2004 – September 2005 with an increasing number of trips made using the fixed route service.

Charts 2.1 show the total trips and trip purpose for CATS from April 2003 – March 2004 and chart 2.2 shows the demand response trips CATS provided from October 2004 – September 2005.

Chart 2.1

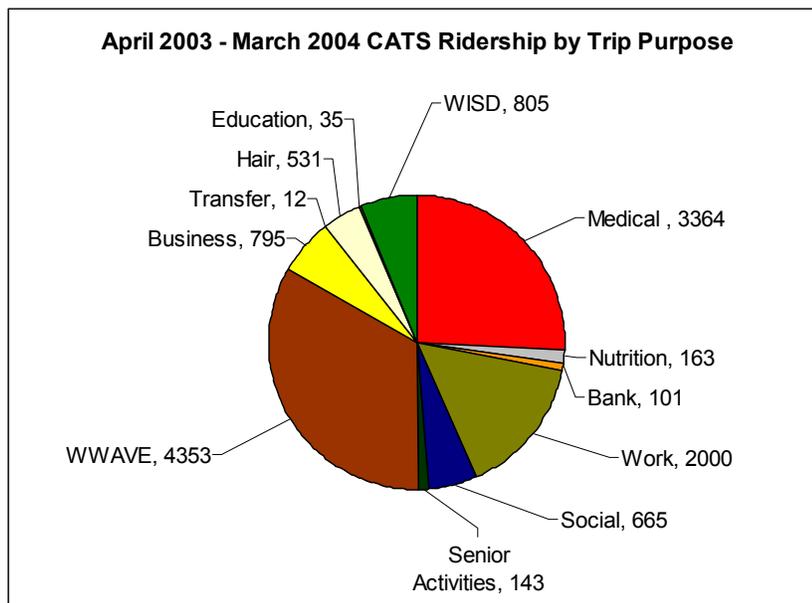


Chart 2.2

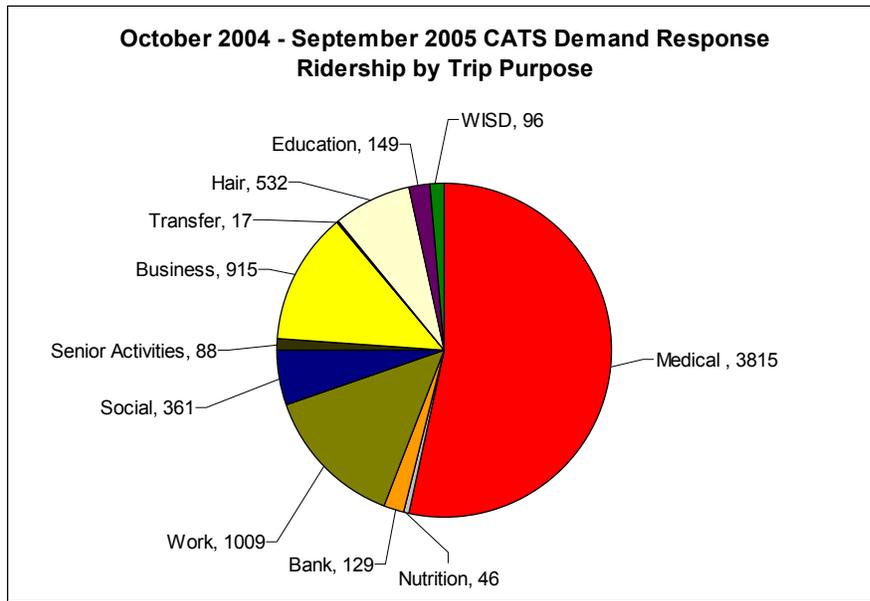


Chart 2.2 shows that a large portion of the demand response trips that CATS provides are for medical needs. Medical destinations of riders include medical appointments, outpatient surgery, pharmacy trips, eyeglasses and hearing aid needs, dental trips, and trips to the Health and Wellness Center which is located on the Chelsea Community Hospital grounds.

CATS is operated by, an executive director, one dispatcher, two full-time drivers and two part-time drivers. CATS has a fleet of six vehicles which include one vehicle for demand response service in the City of Chelsea and another for demand response service in the Village of Dexter. There is a special trip bus, the Community Connector bus and two back-up vehicles. All of CATS vehicles are ADA accessible and equipped with a wheel chair lift or ramp.

Jackson Transit Authority

The Jackson Transit Authority (JTA) provides transit service to all residents of Jackson County. JTA brings Jackson County residents to Washtenaw County, but JTA does not provide service to residents of Washtenaw County. When JTA provides service outside of Jackson County, the service type being used is demand response (Reserve-a-Ride).

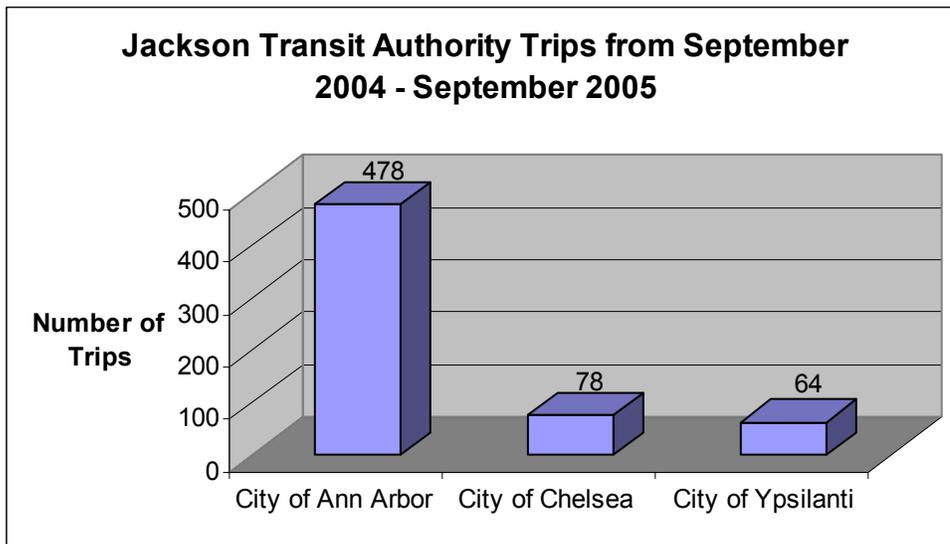
Service is provided between 6:15 am to 6:15 pm Monday through Friday and 10:15 am to 6:15 pm on Saturday for the city bus and fixed route service. The demand response (Reserve-A-Ride) service operates 6:00 am to 10:00 pm Monday through Friday, 10:00 am to 10:00 pm on Saturday and 7:00 am to 5:00 pm on Sunday. The hours for the Reserve-A-Ride service that operate outside of the City of Jackson are 8:00 am to 5:00 pm Monday through Saturday. Service fares for seniors and the disabled run from \$0.50 for the bus up to \$3.00 for the Reserve-A-Ride service.

A trip log from September 2004 to September 2005 was obtained from JTA for data collection purposes. The JTA made a total of 620 demand response trips to Washtenaw County. Data

obtained from JTA only provides trip destinations and does not include number of riders. One trip may or may not represent more than one rider per trip.

Of the 620 trips made to Washtenaw County between September 2004 and September 2005, 78 trips were made to the City of Chelsea and 478 trips to the City of Ann Arbor. Of the 478 trips that were made to the City of Ann Arbor, 364 trips were to the University of Michigan Hospital, 63 were to the V.A. Hospital, 15 to Briarwood Mall and 109 trips to other locations throughout the City of Ann Arbor. Chart 2.3 displays how the trips to Washtenaw County were distributed by city.

Chart 2.3



Other Data Sources

Census Data

In order to understand existing demand and to project future demand, the Washtenaw Area Transportation Study (WATS) used data from the 1990 and 2000 Census. Data was collected on population, employment, and households. The household data was stratified by auto availability (how many vehicles per household), age and disability. From 1990 to 2000, Washtenaw County's population grew from 282,937 to 322,895. The population growth from 1990 to 2000 represented a 12% increase. Over the same time span, western Washtenaw County grew by 17%, from 24,213 persons in 1990 to 29,014 in 2000. According to the 1990 and 2000 Census, Southeast Michigan had a population of 4.5 million in 1990 and 4.8 million in 2000. Southeast Michigan grew by 6% over the same time span. Table 3.1 shows population data, by Township, for western Washtenaw County.

Table 3.1

Western Washtenaw County Population Data

Community	Population according to the 1990 Census	Population according to the 2000 Census	Percentage Change
Bridgewater	1,269	1,644	23%
Dexter	4,407	5,248	16%
Freedom	1,486	1,580	6%
Lima	2,122	2,493	15%
Lyndon	2,228	2,728	18%
Manchester	1,774	1,977	10%
Sharon	1,366	1,662	18%
Sylvan	2,518	2,684	6%
Chelsea Village	3,772	4,472	16%
Dexter Village	1,497	2,401	38%
Manchester Village	1,774	2,125	17%
Washtenaw County	282,937	322,895	12%

Note: At the time the Census was taken the City of Chelsea was still a village and included in the Sylvan and Lima Township numbers.

While the population of western Washtenaw County has increased from 1990 to 2000 so has the number of persons over the age of 65. In 1990, the number of persons who were 65 and over totaled 2,736; in 2000 the total jumped to 3,357. This is an 18% increase over the ten year span. Persons who were 65 and over that had a disability also increased over the ten year time frame from 773 in 1990 to 885 in 2000, representing a 13% increase over the 10 years.

Using Census 2000 data, the Washtenaw Area Transportation Study was able to identify areas within the study area that were considered transit dependent. A transit dependent household is a household that has no vehicles associated with the residence. For the purposes of this study a household with two or more people living in it with one car is also considered a potentially transit dependent home. According to the 2000 Census, western Washtenaw County has a total of 7,037 households. Of the total number of households in western Washtenaw County 1,459 households are identified as having only one vehicle, while 221 households reported having zero vehicles. In 2000, 24% of the total households within the study area have one or zero vehicles associated with the residence.

By the year 2010, the population of persons aged 65 and over who live within western Washtenaw County will increase to nearly 6,000 persons. In ten years, the number of persons aged 65 and over who live in western Washtenaw County more than doubles. ♦

♦ In 2000, there were 2,775 persons who were between the ages of 55 to 64 in western Washtenaw County. The national average death rate, in 2002 according to the National Center for Health Statistics, for persons between the ages of 55 to 64 was 9.79 per 1,000 populations. In 2002, the national average death rate for persons aged 65 and above was 62.12 per 1,000 populations.

Census Transportation Planning Package 2000

The Census Transportation Planning Package 2000 is a set of special tabulations from the decennial census designed for use in transportation planning. The data is tabulated from answers to the Census 2000 long form questionnaire, which is mailed to one in six U.S. households. The Census Transportation Planning Package provides data on number of households, persons and workers. It summarizes information by place of residence, by place of work, and for worker-flows between home and work. Because of the large sample size, the data is reliable and accurate.

WATS used the Census Transportation Planning Package to examine trips to and from work within the study area as well as work trips originating and terminating outside of the study area, as seen in Tables 3.2 & 3.3.

Table 3.2

Number of Work Trips Outside of the Study Area

From	To City of Ann Arbor	Jackson County	Lenawee County	Livingston County	Total
City of Chelsea	571	76	53	20	720
Village of Dexter	490	18	0	24	532
Village of Manchester	271	38	27	4	340
Freedom/Bridgewater	406	44	85	12	547
Lyndon/Dexter	1056	96	10	252	1414
Lima	388	24	8	22	442
Sharon/Manchester	413	123	42	8	586
Sylvan	428	67	8	24	527

Table 3.3

Number of Work Trips Per Day by City & Village

From	To City of Chelsea	Village of Dexter	Village of Manchester	Freedom/ Bridgewater	Lyndon / Dexter	Lima	Sharon/ Manchester	Sylvan	Total
City of Chelsea	609	23	0	14	0	18	0	30	694
Dexter Village	31	320	4	0	4	10	4	4	377
Manchester Village	37	0	225	10	0	0	55	25	352

Western Washtenaw County produces over 4,000 daily work trips to the City of Ann Arbor. One quarter of the daily work trips that go to the City of Ann Arbor are produced from Dexter and Lyndon Townships.

Financial Information

Manchester Senior Citizens

The Manchester Senior Citizens (MSC) receives several different funding allocations in order to maintain the level of service it currently provides. The fees that are assessed for using the demand response service does not generate enough operating revenue to cover the costs. Support is provided through cash or in-kind donation from the Village of Manchester and Manchester Township to help in the operation of the bus. The Village of Manchester provides a meeting room, instead of funding, to the Manchester Senior Citizens. The Manchester Senior Citizens receive state operating funding, but do not receive any federal operating funding. The State of Michigan provides the non-profit agency with some operating assistance in the amount of \$11,290. The Manchester Senior Citizens also receive federal and state capital funding for the purchase of replacement vehicles. The MSC utilizes capital funding once every 5 to 7 years in order to purchase a replacement bus. Replacement of the MSC vehicle is based on the age and mileage of the vehicle. State funding that is received by the Manchester Senior Citizens is passed through AATA. The MSC does not have an adequate source of local funding to support the transit service that is being provided. MSC is able to operate a transit service, at a low cost, due to the efforts of the volunteers, limited cash and in-kind donations.

From December 2004 to December 2005, the Manchester Senior Citizens had income of \$13,537.52 and expenditures of \$15,867.03. The main cost of operating the demand response service is the insurance on the bus, wages for the drivers, and workers comp. In fiscal year 2005, insurance, wages and workman's comp cost the Manchester Senior Citizens \$10,725 of their \$13,537.52 budget. The Manchester Senior Citizens had budget deficits in fiscal year 2005 and fiscal year 2003, however, fiscal year 2004 all expenses were met with revenues.

Chelsea Area Transportation System

CATS receives federal and state operating and capital dollars, which are passed through the Ann Arbor Transportation Authority (AATA). Federal and state capital dollars are used for vehicle replacement and expansion. CATS receives its local funding through individual donations, local service organization donations, retirement community donations, and the City of Chelsea and Sylvan Township donations. CATS received state operating assistance, in the amount of \$11,290, the same amount as the Manchester Senior Citizens. In 2005, CATS was awarded \$108,636 in federal operating dollars, which are passed through AATA. The cost of running CATS is significantly higher than MSC service because of the wages and/or fringe benefits that CATS provides to its employees.

Since 2000, CATS has found new ways to fund the existing bus service. Other funding options include contracts with the University of Michigan and the Village of Dexter, assistance through

Pfizer Corporation, and local grants for collaborative programs, such as the Chelsea library and Chelsea Downtown Development Authority.

Jackson Transit Authority

Financial data was not obtained from the JTA, because JTA does not serve residents of Washtenaw County. The JTA provides transit trips from Jackson County to and from Washtenaw County only for residents of Jackson County.

Public Involvement

In order to obtain comments from the public about the current and future transit service in western Washtenaw County, WATS conducted four public involvement meetings. The first meeting was held on January 25, 2006 at the Manchester Village Hall. The second meeting was held on January 26, 2006 at the Chelsea Community Hospital. The third public involvement meeting was held on March 7, 2006 at the Emanuel United Church of Christ located in the Village of Manchester. The fourth meeting was held on March 15, 2006 at the Chelsea Retirement Community. The public involvement meetings involved a PowerPoint presentation that explained the current development of the Western Washtenaw Regional Coordination Transit Study. Attendees of the public involvement meetings were given handouts that described the data collection process and were asked about the destinations that were important to them when considering transit service.

WATS developed a transit survey in order to get an idea of why citizens of western Washtenaw County do or do not use the current transit options. WATS received 62 completed surveys and 20 comment forms about the current transit service. Of the 62 completed surveys, 5 were filled out by seniors in and around the Village of Dexter, 24 were filled out by seniors in and around the City of Chelsea, and 33 were filled out by seniors in and around the Village of Manchester. Table 4.1 shows the breakdown of the submitted surveys.

Table 4.1
Survey Results on Transit Use

Do you use Transit Service?	Yes	No	No, but transit is needed	No, Service is not available	Total
Dexter	1	4	0	0	5
Chelsea	13	9	1	1	24
Manchester	11	20	1	1	33
Total	25	33	2	2	62

According to the survey information that WATS collected, most people reported that the reason for not using transit was because they drove themselves or due to the limited service area that a transit service provides (12 responses each). Service does not go where I need to go (8 responses) and the hours of operation (7 responses) were other reasons for not using the current

transit service. For those that do utilize the existing service, 12 surveys stated that the polite and quick service was a reason given for using the current transit service in western Washtenaw County. Other responses for using transit were, the demand response service offered in Manchester (10 responses), the demand response service offered in Chelsea (9 responses), and the user can get from one destination to another efficiently (8 responses).

Demand and Service Need

Senior population, persons that are 65 years and older, is on the rise in western Washtenaw County. From 1990 to 2000, senior population within western Washtenaw County increased by 18%. From 1990 to 2000, the population of seniors that live with a disability in western Washtenaw County increased by 13%.

According to the United States Census, the Village of Manchester's senior population in 1990 was 212 citizens and in the year 2000 the senior population grew to 295. The Village of Manchester's senior population grew 28%, from 1990 to 2000. The growth in senior population, for the Village of Manchester, is the second largest within western Washtenaw County. Manchester Township had a similar increase in senior population. The United States Census also identified seniors who had a disability that reside within the Village of Manchester. Manchester seniors that have a disability totaled 64 persons in 1990, in the year 2000 the population grew to 98, an increase of 35%.

The City of Chelsea has seen similar increases in senior population and seniors that live with a disability. During the same time span, the City of Chelsea's senior population increased by 31%, in 1990 the senior population was 738 and in 2000 the population was 1,076. Within the study area, the City of Chelsea experienced the largest percentage increase in seniors living with a disability. In 1990, the senior's living with a disability in the City of Chelsea totaled 117 and in 2000 the total grew to 233, which is a 50% increase from 1990 to 2000. Although the Village of Dexter did not have an increase in senior population from 1990 to 2000, seniors living with a disability increased by 3%.

The increase in senior population and seniors that live with a disability within western Washtenaw County is putting a greater demand on the transit providers in western Washtenaw County. Due to the increase in demand, ridership for the Manchester Senior Citizens and CATS has been up over the past year. CATS has expanded its Dexter's demand response service from two days-a-week to five days-a-week due to the high demand. Due to the rise in transit demand, the Manchester Senior Citizens transit service only provides medical rides on Monday, Wednesdays, and Fridays.

The need for senior transit service in and around the Villages of Dexter and Manchester and the City of Chelsea and the surrounding townships is a critical service that many seniors rely on. The need for service outside of western Washtenaw County is very important to many seniors that use the current transit providers, especially to the seniors that use the service provided by the Manchester Senior Citizens. Service needs that are located outside of the service area included, but are not limited to, the University of Michigan Hospital, the Veterans Administration Hospital of Ann Arbor, Saint Joseph Mercy Hospital of Ann Arbor, and Saint Joseph Mercy Hospital of

Livingston County. CATS is examining the formation of a volunteer based mini-van program to fill the unmet needs that reside in western Washtenaw County.

Recommended Service Level

Combining the MSC current demand response service with the CATS transit service would be the most efficient way to provide transit service to seniors and persons with disabilities that reside in western Washtenaw County. There is no other transit service that resides in western Washtenaw County other than CATS and MSC. Merging the MSC service with the Jackson Transit Authority would not be practical. Creating a new transit service for the citizens of Manchester would not be as efficient as merging MCS with CATS. CATS has been operating transit service in western Washtenaw County for 30 years.

Both services that currently exist in western Washtenaw County provide a highly valued service. The CATS service is operated as a non-profit and the MSC is entirely volunteer. With no heir apparent to keep the MSC service running, an alternate way of continuing this important service must be found. By combining the Manchester Senior Citizens transit service with CATS, western Washtenaw County will gain a demand response transit service that is continuous and does not depend on one person. One transit provider will allow for increased demand response service due to a larger bus fleet. By expanding the bus fleet, operating and capital expenses will also increase. Currently, there is no funding source that would cover the increase in operating and capital expenses. Combining the services will provide a full-time driver for the current Manchester service. Currently, due to a lack of funds, the Manchester Senior Citizens are unable to hire a full-time bus driver.

If the two services are merged, CATS will be eligible for additional State and Federal funding. Although merging the two services would provide CATS with additional Federal Funding, there is currently not an adequate dedicated local funding source to cover the local share required for the additional Federal funding. CATS currently receives state operating assistance equal to 39.25% of eligible operating expenses and Federal section 5311 operating assistance equal to 15% of eligible operating expenses. In the first quarter of Fiscal Year 2006 (10/1/05 – 12/31/06), CATS had an hourly operating cost of \$58.69 per service hour.

It is vital that the current service in Manchester, for the most part, remains the same in the short run if the two services merge. A merger will need to retain the identity that the current Manchester service has created, but the structure of the transit service and the programs that the MSC currently provides will need to be restructured over time. In order to maintain the identity as a sole transit provider for seniors that reside in and around the Village of Manchester, the bus that provides the demand response service in Manchester should remain in the Village of Manchester. Dispatch for the Manchester bus should be on a separate phone line; this will also maintain the identity of the current service.

The demand response service that is provided by the Manchester Senior Citizens is an extremely important service to the seniors of Manchester. Seniors in Manchester rely on the demand response service to meet their everyday needs. The Manchester Senior Citizens bus is a service

that brings seniors together and a service which Manchester seniors can call their own. In order for the level of service to remain consistent, the merger of the two service providers must maintain the friendly, helpful and caring identity that has already been created by Mr. Parr and the other volunteers of the Manchester Senior Citizens.

Appendix A

Western Washtenaw Regional Coordination Transit Study Survey.



Western Washtenaw Regional Coordination Transit Study



We value your comments about the transit service in western Washtenaw County. Please take a few moments to fill out this comment sheet. The comments we receive will be used in the preparation of the *Western Washtenaw Regional Coordination Transit Study*. In addition, your comments will be used in the County-wide Transit Plan which will be initiated in the Summer of 2006.

Your Name: _____

Address: _____ State: _____ Zip: _____

Do you use transit? Yes No

If YES, What service do you take: Manchester Senior Services AATA
 WAVE (Chelsea) Community Connector WAVE (Chelsea) Door-to-door
 Other _____

How many times a week do you use transit service? _____

Where is your starting point (Intersection)? _____

Where do you go? Manchester Chelsea Dexter Ann Arbor Jackson
 Washtenaw Townships Clinton Adrian Tecumseh Brooklyn
 Outside Washtenaw (please describe) _____

What are the purposes of your trip? (check all that apply)
 Doctor/Dentist/Medical Visit Family/Friends Work Church
 Grocery/Drug Store Library Bus Stop Park Senior Center
 Hairdresser Other _____

How long does it take you to get to your first destination? _____

If you do not take transit, why not? Service Unavailable Inconvenient I drive
 Too Expensive Share Rides Other

If other, please explain: _____

Do you walk to a bus stop for transit service? Yes or, Do you get picked up? Yes

How long does it take you to get to the bus stop (minutes)? _____

How often do you use a transit service to meet your medical needs each month?
 0 1-5 6-10 more than 10

How often do you travel to the following medical destinations each month?

Chelsea Hospital Foote Hospital University of Michigan Hospital
 VA Hospital St. Joseph Hospital Local Doctor Other

If other, please describe _____

How long is your medical trip that you take most often (minutes)? _____

Do you use transit for your shopping needs? Yes No

Where do you do your shopping? Manchester Chelsea Dexter Ann Arbor
 Washtenaw Townships Clinton Adrian Tecumseh Brooklyn
 Jackson Outside Washtenaw (please describe) _____

What shopping center do you go to? _____

How often do you use a transit service to meet your shopping needs each month?

0 1-5 6-10 more than 10

How long is your shopping trip that you take most often (minutes)? _____

Where would you go if additional transit routes/service were available?

Doctor/Dentist/Medical Visit Family/Friends Work Church
 Grocery/Drug Store Library Bus Stop Park Senior Center
 Hairdresser Other: _____

What problems do you encounter with the current transit service in western Washtenaw? (check all that apply)

- Service does not go where I need Too expensive
- Limited service area Not reliable
- The length of time to get from one destination to another is too long
- Have to wait too long for service to arrive
- The days of operation are not convenient or do not meet my needs
- The hours of operation are not convenient or do not meet my needs
- Other (Please specify) _____

What works well with the current transit service in western Washtenaw? (check all that apply)

- Door-to-door service Manchester Door-to-door service Chelsea
- Fixed route service (WAVE)
- The time that service is available
- The days that service is available
- I can get from one destination to another efficiently
- Polite and quick service
- I can get to everywhere that I need to go
- Other (Please specify) _____